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LONG RANGE PROGRAM PLAN

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
TALLAHASSEE, FLORIDA
SEPTEMBER 30, 2009

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201 Capitol
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Dear Directors:

Pursuant to Chapter 216, *Florida Statutes*, our Long Range Program Plan (LRPP) for the Department of Highway Safety and Motor Vehicles is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our mission, goals, objectives and measures for the Fiscal Year 2010-11 through Fiscal Year 2014-2015. This submission has been approved by Julie Jones, Executive Director.

Julie L. Jones
Executive Director

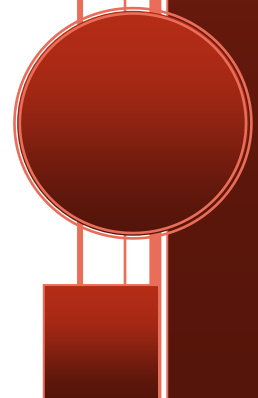


LONG RANGE PROGRAM PLAN

Fiscal Years 2010/11 – 2014/15

**“Providing Highway Safety and Security Through Excellence in
Service, Education, and Enforcement”**

September 30, 2009



HSMV Mission

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!

Department of Highway Safety and Motor Vehicles

Goals and Objectives

GOAL #1: **Safety** - *It is critical that we protect our citizens' lives and personal security through service, education, and enforcement.*

OBJECTIVE 1A: We will decrease the number of traffic fatalities and injuries annually on Florida's highways.

OUTCOME: Florida highway fatality rate per 100 million miles traveled

Baseline 2008-09	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
1.50	1.50	1.47	1.44	1.41	1.38

OBJECTIVE 1B: We will improve the safety of Florida's residents and visitors through proactive enforcement.

OUTCOME: Percent of preventive patrol hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals.

Baseline 2008-09	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
55%	52%	52%	52%	52%	52%

OBJECTIVE 1C: We will advance our safety education efforts and consumer protection initiatives to increase public awareness.

OUTCOME: Number of dealer licenses issued.

Baseline 2008-09	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
13,223	12,800	12,800	12,800	12,800	12,800

GOAL #2: **Service Delivery** – *It is critical that we employ strategies that ensure customer-driven excellence.*

OBJECTIVE 2A: We will improve customer satisfaction annually focusing resources where opportunities for improvement are greatest.

OUTCOME: Percent of driver license office customers waiting 15 minutes or less for service

Baseline 2008-09	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
89%	80%	80%	80%	80%	80%

OBJECTIVE 2B: We will increase efficiency in our work systems to enhance internal and external service delivery.

OUTCOME: Percent of calls for service responded to within 30 minutes.

Baseline 2008-09	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
	65%	65%	65%	65%	65%

GOAL #3: **Workforce** – *It is critical that we build an environment that regards our members as our most valuable recourse.*

OBJECTIVE 3A: We will attract and retain a diverse and highly qualified workforce.

OUTCOME: Percent of FHP recruit graduates who passed certification exam on initial testing.

Baseline 2008-09	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
98%	95%	95%	95%	95%	95%

OBJECTIVE 3B: We will provide educational resources that expand and increase professional knowledge and personal development.

OUTCOME: Percent of administrative/training hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals.

Baseline 2008-09	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
20%	25%	25%	25%	25%	25%

GOAL #4: **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.*

OBJECTIVE 4A: We will “measure what matters” to ensure accountability, organizational sustainability, and improvement of overall agency effectiveness and capabilities.

OUTCOME: Agency administration and support costs as a percent to total agency costs

Baseline 2008-09	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
4.70%	5.00%	5.00%	5.00%	5.00%	5.00%

Department of Highway Safety and Motor Vehicles

Linkage to Governor's Priorities

#1 – Protecting Our Communities

Department of Highway Safety & Motor Vehicles Goal #1

#3 – Keeping Florida's Economy Vibrant

Department of Highway Safety & Motor Vehicles Goal #1

Department of Highway Safety & Motor Vehicles Goal #2

#5 – Keeping Floridians Healthy

Department of Highway Safety & Motor Vehicles Goal #1

Trends and Conditions

The Florida Department of Highway Safety and Motor Vehicles (DHSMV) has two primary program areas: 1) Highway Safety and 2) Licenses, Titles and Regulation. These programs and the services they provide depend on the significant leadership and support of both the Office of the Executive Director/Division of Administrative Services and the Kirkman Data Center.

DHSMV constantly strives to meet the increasing demands created by a growing population and changing global conditions. All Department services are regularly evaluated to achieve a balance of effectiveness and cost efficiency.

Goal I: Safety – It is critical that we protect our citizens’ lives and personal security through service, education and enforcement

This goal directly reflects the Department’s mission and vision and includes the Florida Highway Patrol’s (FHP) activities. This is accomplished through proactive preventive patrol and enforcement efforts. As the state continues to grow, the rising number of motorists and vehicles result in increased demands for law enforcement services. The increasing need for crash and traffic homicide investigations decreases the time troopers are available for preventive patrol on the state’s highways. Other significant activities in which troopers engage while providing safety on the highways include, but are not limited to, combating drug smuggling, investigating acts of highway violence, including aggressive driving behavior, removing impaired drivers from the road, and assisting the motoring public. FHP also is charged with assisting local law enforcement agencies when requested and providing services under the Florida Mutual Aid Plan regarding state-level emergency response to natural, man-made, and technological disasters.

Statutory Responsibilities

Section 321.05, Florida Statutes, declares members of the Florida Highway Patrol to be conservators of the peace and law enforcement officers of the state, assigned to patrol the state highways; regulate, control, and direct the movement of traffic; and to enforce all laws regulating and governing traffic, travel, and public safety on the public highways and providing for the protection of the public highways and public property. The statute assigns the following additional duties to the Patrol:

- *maintain the public peace by preventing violence on highways;*
- *apprehend fugitives from justice;*
- *make arrests without warrant for the violation of any state law committed in their presence in accordance with the laws of the state;*
- *regulate and direct traffic concentrations and congestion;*

- *govern and control the weight, width, length, and speed of vehicles and enforce the laws of licensing;*
- *authorized to collect any state fees that may be levied on vehicle operators in order to use state highways;*
- *require the drivers of vehicles to show proof of license, registration, or documents required by law to be carried by motorists;*
- *investigate traffic accidents, interview witnesses and persons involved, and prepare a report;*
- *investigate vehicle thefts and seize contraband or stolen property on the highways;*
- *assist other state law enforcement officers of the state to quell mobs and riots, guard prisoners, and police disaster areas;*
- *make arrests while in fresh pursuit of a person believed to have violated traffic and other laws; and*
- *arrest persons wanted for a felony or against whom a warrant has been issued on any charge in violation of federal, state, or county laws or municipal ordinances.*

There are 121,526 miles of public roads in Florida. The Patrol's visibility on the roadways contributes significantly to motorists' compliance with traffic laws and helps to provide rapid response to incidents and calls for service occurring on the highways under its jurisdiction.

Florida Highway Patrol Priorities

The priorities of the Florida Highway Patrol are based on its statutory responsibility to provide for safety on the roads and highways of the state. Since its inception in 1939, the Patrol's primary responsibility, as assigned by the Florida Legislature, has been the enforcement of traffic laws.

The Florida Highway Patrol's first priority is to maintain safety on Florida's highways. Troopers accomplish this through frequent patrol and enforcement of traffic laws by responding to, investigating and clearing the highway of traffic crashes, which provides for the safety of other drivers passing the scene, ensures the rapid treatment of the injured, and provides important data concerning causation factors for crashes. Troopers assist stranded motorists and those in need of assistance for medical emergencies while traveling the state's highways. The responsibility for highway safety also includes interdicting dangerous drugs and contraband, detecting other criminal activities on the highways, and conducting thorough traffic homicide investigations of crashes involving traffic fatalities. Troopers also enhance highway safety by detecting and arresting drivers with suspended or revoked licenses, including unlicensed drivers and wanted fugitives. This activity is facilitated by the Patrol's state-of-the-art mobile data terminal system, which provides troopers with immediate access to driver license and criminal records.

The second priority for the Patrol is to protect the public from criminal activities. Criminal investigations are conducted for cases of driver license fraud, odometer fraud, title fraud, identity

theft, vehicle theft, commercial vehicle and cargo thefts, and other crimes over which the Patrol has primary responsibility.

In addition, the public has a right to expect professional conduct from its law enforcement officers. By thoroughly training recruits and providing in-service training to troopers, the Patrol achieves professional conduct by investigating citizen and internal complaints against members and by monitoring data on trooper activities.

Florida Highway Patrol Trends & Conditions

The growth of Florida’s motor vehicle traffic has resulted in an increased number of traffic law violations. These violations include driving under the influence of alcohol or controlled substances, speeding, aggressive driving behavior, and occupant restraint violations, and hazardous moving violations. These violations frequently lead to traffic crashes resulting in fatalities, injuries, and property damage.

Figure 1 illustrates that from 2000 to 2009 the number of licensed drivers increased from 14+ million to 15.5+ million (11%), while vehicle miles traveled increased from 149+ billion to over 198+ billion (an increase of 32%). During the same time period, the number of tourists visiting Florida annually rose from 72.8 million to more than 84 million. Each year, almost half of Florida’s tourists arrive by personal vehicle while many others rent vehicles after arriving in the state.

Table 1

Year	Licensed Drivers	Vehicle Miles Traveled*	Traffic Crashes	Non-Fatal Injuries	Deaths	Mileage Death Rate**
2000	13,398,895	149,857	246,541	231,588	2,999	2.00
2001	14,041,846	171,029 [†]	256,169	234,600	3,013	1.76 [†]
2002	14,346,373	178,680	250,470	229,611	3,148	1.76
2003	14,604,720	185,642	243,294	221,639	3,179	1.72
2004	14,847,416	196,722	252,902	227,192	3,257	1.66
2005	15,007,005	200,974	268,605	233,930	3,533	1.76
2006	15,272,680	203,783	256,200	214,914	3,365	1.65
2007	15,491,878	205,421	256,206	212,149	3,221	1.57
2008	15,579,603	198,494	243,342	199,657	2,983	1.50

*In Millions.

**Per 100 Million Vehicle Miles Traveled

[†]The Florida Department of Transportation changed its methodology for estimating vehicle-miles traveled to more accurately capture travel off the state road system.

Source: Department Of Highway Safety and Motor Vehicles “Traffic Crash Statistics Report 2008” and internal data sources.

The Patrol addresses highway safety issues in several ways. The most common mode of enforcement is the use of marked patrol cars to patrol the highways. This is augmented by aerial patrol to spot violators; the use of motorcycles to reach crash scenes, which cannot be readily accessed by car; and special enforcement activities such as DUI checkpoints. Canines are used when a traffic stop reveals the probability of drugs in a vehicle.

In an effort to provide for more effective and efficient use of its troopers, FHP has implemented a Community Service Officer program in Hillsborough, Orange, and Pinellas counties. These non-

sworn personnel are used to investigate minor traffic crashes and to assist motorists, freeing troopers to respond to calls for service that require a sworn officer, and providing additional proactive preventive patrol and traffic law enforcement. Assistance rendered by the Florida Highway Patrol Law Enforcement and Community Service Officers over the last nine years has averaged almost 305,000 assists per year.

The Florida Highway Patrol is the primary response state law enforcement agency in disasters. Through the years, Patrol personnel have responded quickly, professionally, and efficiently to many crises. In 1999, in order to build upon the long history of effective Florida Highway Patrol response to emergencies, and recognizing the level of tropical storm and hurricane activities in Florida, the Patrol implemented a plan to deploy a 25-person Reaction Force team from each troop. The members of these teams were selected based on their superior abilities and specialized training in crowd control, disaster response, civil unrest, Amber Alerts, etc. In January 2005, members of the teams were utilized in crowd control at the Super Bowl in Jacksonville. Recently, these activities have been expanded to include domestic security. Troopers are becoming increasingly involved in the investigation of identity theft and driver license fraud and are assigned to Regional Domestic Security Task Force (RDSTF) Teams. Recently, RDSTF team members participated in a full-scale training exercise in Weapons of Mass Destruction response, mobile field force and perimeter crowd control, incident command response, to include the National Incident Management System (NIMS), and special tactical problems. Teams may work and train along with members of other agencies, as well, in an effort to coordinate combined law enforcement responses.

Homeland Security and Cargo Theft

In 2008, the Florida Highway Patrol separated the Office of Homeland Security away from the Office of Emergency Operations and merged it with the Bureau of Criminal Investigations. The Office of Homeland Security coordinates all of FHP's homeland security initiatives that include but are not limited to homeland security grant funding, participation in the Regional Domestic Security Task Forces statewide, the collection and dissemination of criminal intelligence, participation on advisory boards related to homeland security training issues, and participation in the Florida Fusion Center. The Office of Homeland Security coordinates all training for the Patrol concerning Homeland Security issues and criminal intelligence issues.

The Florida Fusion Center is housed at the Florida Department of Law Enforcement and serves as Florida's primary fusion center for the gathering, processing, analysis and dissemination of terrorism, law enforcement, and homeland security information. FHP has one member serving on the Executive Board of the Fusion Center and the Office of Homeland Security provides a member to work at the Fusion Center one day per week. The member assigned to the Fusion Center has been issued a Secret Security Clearance through the Department of Homeland Security and has access to classified intelligence information that will benefit the Florida Highway Patrol to help secure its vision of A Safer Florida.

The Office of Homeland Security also oversees the Cargo Theft Program. This program operates the Electronic Freight Theft Management System (EFTMS), an electronic database that allows law enforcement agencies and private industry officials to enter data concerning thefts of Commercial Motor Vehicles and Commercial Cargo. The system then generates a theft message that is sent to each FHP Mobile Data Terminal (MDT) statewide within two minutes of the entry

of the message into the system. The theft message is then sent to all Agricultural Inspection Stations, Department of Transportation (DOT) Weigh Stations, and DOTMCC MDT's statewide. This system facilitates the recovery of stolen commercial motor vehicles and cargo loads statewide. FHP also coordinates and participates on the Florida Statewide Commercial Vehicle and Cargo Theft Task Force. FHP operates four tractor trailer combinations set up as decoy trailers equipped with Orion tracking devices to facilitate tracking the stolen trailers during a decoy operation. The trailers are set during operations conducted around the state at truck stops, rest areas and industrial sites that are predetermined utilizing data obtained concerning theft locations pinpointed by the EFTMS. These operations are conducted on a monthly basis. Once per quarter, the operation includes enforcement activities involving members of the task force supplemented by FHP Contraband Interdiction Program personnel as well as uniformed FHP members. The Office of Homeland Security is involved with the National Cargo Theft Strategy Effort in a program to combat the Cargo Theft issue nationwide. A dump truck theft initiative has recently been added to the responsibilities of the Cargo Theft program. The development of that program is underway in conjunction with the National Insurance Crime Bureau and the task force.

The four tractor-trailers from the Cargo Theft program are utilized during hurricanes and other natural or man-made disasters to transport water, food, and emergency supplies to declared disaster areas both statewide and in neighboring states under the mutual aid agreement.

Emergency Operations

In July 2003 the Patrol created the Office of Emergency Operations & Homeland Security. In February 2008 the office was split and the Department of Homeland Security was placed under the Bureau of Investigations. Emergency Operations was transferred under the Deputy Director of Patrol Operations Command, where it remains today.

The Emergency Operations Coordinator organizes the division's response to natural and man-made emergencies. This includes a myriad of issues from civil disturbances, hurricanes, flooding, and wild fires, to pandemic influenza. Response efforts include environmental response teams, Continuity of Operations Plans (COOP), on-site threat/vulnerability assessments, managing mutual aid agreements, and oversight of the division's One-Way evacuation planning as well as communications issues. In addition, the Emergency Operations Coordinator serves as the DHSMV's COOP plan coordinator. As such, they organize planning procedures and training exercises for the agency's COOP plan.

The Emergency Operations Coordinator collaborates with federal, state, local, and private sector partners in continued adoption of the National Incident Management System (NIMS), the National Response Plan (NRP), and COOP planning.

During emergencies and disasters the Emergency Operations Coordinator oversees the Patrol's mutual aid emergency response efforts from the State Emergency Operations Center and serves as a liaison to federal, state, local, and private sector entities. FHP response activities often include assisting with evacuations, traffic control, road closure information, high visibility patrols, escorts, civil disturbance assistance, nuclear incident assistance, fixed post assignments, search, rescue, and recovery missions, security details, and public safety missions. As Florida's largest uniformed state police agency, the Patrol is responsible for 49 percent of the state law

enforcement response efforts. Pre-event, during and after emergency activations, FHP initiates an all-hands staffing approach in an effort to maintain public order and keep Florida safe from Pensacola to Key West.

Involvement in Major Public Events

In addition to its role during natural disasters, in 2009 the Patrol provided assistance to local law enforcement during periods of civil disorder and during major public events such as numerous NCAA Bowl games, the Super Bowl in Tampa; Daytona Beach's Speed Week, Bike Week, Biketoberfest, African-American Spring Break, NASCAR's Pepsi 400 and Daytona 500; Spring Break and similar recreational events at Panama City Beach, Oktoberfest in Key West; presidential campaign escorts, the 44th Presidential Inauguration and National Police Week in Washington, D.C., the Civil War Olustee Battlefield reenactment in Baker County; the Gasparilla Festival in Tampa, championship golf tournaments in Ponte Vedra Beach, numerous State Fairs around the state, races at the Homestead-Miami Speedway, among many others.

In addition we take part in education and enforcement events such as Take Back our Highway, and Hands across the Border, both in partnership with the Georgia State Patrol and the Alabama Highway Patrol, the National Over the Limit, Under Arrest Drunk Driving campaign as well as many other national traffic safety campaign; and our own initiative, Be Smart, Drive Smart, Florida!

Drugs, Alcohol, and Criminal Activities on Florida's Highways

In 2008, there were 23,420 alcohol- or drug-related crashes in Florida. The Patrol has given enforcement priority to this problem. In fiscal year 2008/2009, troopers made 10,329 driving-under-the-influence (DUI) arrests. While DUI arrests are critical for highway safety, the arrest procedures are very detailed and time-consuming to complete, resulting in the use of a large amount of a trooper's non-obligated patrol time. The Patrol is assisted in its DUI enforcement and prevention efforts by Mothers Against Drunk Driving (MADD).

Driving under the influence of alcohol or controlled substances is a criminal offense. In addition, many fatal crashes result in criminal charges. Recognizing the rights of the victims of these crimes, the Florida Highway Patrol has placed victim advocates in Orlando and Davie. Funded by the Victims of Crime Act funds through the U.S. Department of Justice and the Florida Attorney General's Office, these advocates provide crisis counseling and other services. These services consist of providing information about how to contact and work with Medical Examiners, funeral homes, chaplains, state and federal governmental agencies, embassies, consulates and local community resources to the surviving families of innocent victims of traffic crashes and DUI.

In addition, other types of criminal activity have emerged during recent years on Florida's highways including random violent acts or criminal mischief, and aggressive driving behavior.

Troopers are often dispatched to respond to various violent acts or instances of criminal mischief occurring on the state's highway system including, but not limited to: motorists shooting at other motorists in road rage types of incidents; motorists recklessly displaying firearms in a threatening manner toward other motorists; persons throwing rocks or other objects at passing vehicles from

interstate overpasses; and individuals vandalizing or stealing items from disabled vehicles left temporarily on highways or other state roads.

Additionally, aggressive driving has been the subject of frequent complaints and coverage in the news media. To combat aggressive driving, FHP has instituted aggressive driving details and is using unmarked vehicles to spot and document cases of aggressive driving. Operation SAFE RIDE has been utilized and expanded to include special initiatives related to speed, commercial vehicle enforcement and DUI.

FHP has taken a proactive stance in combating identity theft and driver license fraud. In 2008-2009 the Identity Theft and Document Authentication Unit within the Bureau of Criminal Investigations was modified into the Fraud Unit. The Fraud Unit is tasked with investigating cases of identity theft and driver license fraud, training law enforcement in methods of detecting counterfeit identification documents, partnering with agencies both public and private in identity theft prevention methods, and establishing methods for FHP to determine the best way to utilize its resources in addressing fraud crimes. Through the Fraud Unit, the Florida Highway Patrol became the first state law enforcement agency to partner with the Center for Identity Management and Information Protection (CIMIP). CIMIP is a research think tank housed at Utica College in New York that is dedicated to the research of methods to detect, investigate and deter identity theft.

The newest element to the Fraud Unit is a formal crime intelligence analyst unit. This unit is a nine person-unit that has been tasked with the research and detection of driver license fraud both internal and external to the agency. These analysts will be assigned to offices of the Bureau of Investigations throughout the state to support the investigators and assist other law enforcement agencies.

Contraband Interdiction Program

The transport of contraband endangers law enforcement personnel as well as other users of the road system. Routine traffic stops can lead to tragedy when drug traffickers are involved. During calendar year 2008, the Florida Highway Patrol's contraband interdiction efforts resulted in the seizure of more than 2,500 pounds of marijuana, 431 pounds of cocaine, nearly one pound of crack cocaine, over a half pound of heroin, 6,404 items of other illegally possessed drugs, 28 vehicles, and 69 weapons. The value of drugs seized was estimated at \$7.8 million dollars. The value of cash and property seized was estimated at \$8.3 million dollars. These totals represent significant increases in some areas and slight decreases in others. Overall, the estimated dollar value increased over 3.5 million dollars. Even with the high turnover rate within this unit and the budget and economy issues, the Florida Highway Patrol's interdiction efforts remain vital to public safety. There were 1,147 drug related cases generated as a result of traffic stops by the Patrol during 2008.

The southwest Mexican drug wars that have resulted in over 12,000 homicides in the last two and a half years continue to be a grave concern for the safety of United States Citizens both in the U.S. and in visiting Mexico. The border towns in Texas are heavily taxed with these issues. The cartels that operate in the U.S. have brought the violence to the U.S. neighborhoods that they use as conduit communities. The Patrol's interdiction efforts continue to be a first line of defense in the associated crimes and attack on our vulnerable citizens.

Traffic Homicide Investigations

Traffic Homicide Investigations (THI) is a major responsibility of the Florida Highway Patrol. Specially trained Traffic Homicide Investigators are dispatched to fatal crash scenes to conduct thorough investigations to determine if criminal negligence has occurred and to conduct criminal investigations needed for prosecution of any criminal charges. Investigations often involve highly skilled crash reconstruction techniques and the use of modern technology to determine fatal crash causation factors and to document the available physical evidence at the scene. With grant funding, the Florida Highway Patrol recently purchased Crash Data Retrieval Toolkits for reading the occupant restraint data modules and has trained personnel on this equipment. Additionally, the Florida Highway Patrol recently purchased the latest software updates and Data Retrieval Toolkit Cables for each troop, which allows investigators to retrieve crash data from late model vehicles manufactured. Each of the ten troops will soon have this technology available for their use. In addition, the THI section has recently purchased and distributed Close Range Photogrammetry systems for each Traffic Homicide Investigator. The Florida Highway Patrol recently implemented a Rec-Tec/Crash Zone Training Course, which is a newly offered and a powerful training tool designed to enhance the investigator's knowledge of the Crash Zone program. THI investigators also have access to Sokia Total Mapping Stations and Laser Mapping Stations technology. As well, THI Investigators have access to conventional scene measuring tools including 300-foot tapes, 30-foot tapes, and 4-foot levels, which were recently purchased and distributed to each investigator. The committee tasked with evaluating drag sleds recommended a commercially manufactured drag sled. This drag sled has been purchased for each investigator and distributed. Furthermore, training officers are being dispatched to each troop to provide additional training on the use of the drag sled. As in the past, the Florida Highway Patrol continues to provide an aggressive Traffic Homicide Investigation training regiment at the Florida Highway Patrol Training Academy.

Aerial Traffic Enforcement

The primary mission of the Florida Highway Patrol Flight Section is to provide safe and efficient aerial support to members of the Florida Highway Patrol in meeting the challenges of highway safety and traffic law enforcement. The Flight Section continued to generate high activity despite losing the ability to operate an aircraft in every troop. For the past four fiscal years including fiscal year 2008/2009 the Flight Section averaged over 40,000 traffic stops per fiscal year. Our pilots were able to accomplish this by superior teamwork efforts including alternating shifts, flying where critical services were needed, and working closely with troopers on the ground. Additional support services provided for the Florida Highway Patrol and other agencies include LoJack assisted stolen vehicle recoveries, FLIR camera search and surveillance operations and transportation of personnel and equipment for a variety of operations.

Average Response Time

A shortage of state law enforcement resources has made it difficult to respond as quickly as needed to calls for service, including incidents of highway violence and aggressive driver enforcement. For example, during fiscal year 2008/2009, the Florida Highway Patrol's statewide overall average response time to all calls for service averaged 26 minutes. Response time is influenced by the availability of troopers for immediate response, the distance the trooper has to drive to get to the scene and the level of congestion on the roads.

Professionalism and Public Relations

Effective law enforcement depends on the public's faith in the honesty and fairness with which enforcement actions are taken. In January 2000, the Florida Highway Patrol began collecting data on the drivers stopped by its troopers. As of April 2009, reports on 6,398,321 traffic stops have been processed. Of the drivers stopped, 81.1 percent were White, 16.8 percent were Black, 1.6 percent were Asian, and .02 percent were Native Americans. These percentages closely match the percentages of those racial groups in Florida according to the 2000 Census. Hispanic ethnicity is reported separately from race for each driver. Fifteen point eight percent of the drivers stopped were identified as Hispanic, again closely matching the percentage reported in the Census.

The public's respect for law enforcement also depends on thorough and fair professional compliance investigations in response to allegations of improper activities identified from within the Patrol and from citizen complaints. The Patrol maintains several components with which to ensure that all its members adhere to the standards of ethical conduct and ethical principles of law enforcement. The Patrol maintains a Bureau of Investigations to conduct professional compliance investigations as well as criminal investigations in motor vehicle-related areas such as motor vehicle theft, cargo theft, driver license fraud, identity theft, and odometer fraud. The agency also conducts pre-employment polygraph examinations for applicants seeking employment as a State Trooper. One of the primary means to measure the performance of each organizational unit of the Patrol is through a critical analysis and evaluation system. The Office of Strategic Services has been an integral part of this essential agency function through its system of capturing pertinent statistical data and tracking the current status of specific performance objectives, especially our grant funded projects and special programs. In 1996, FHP created the Office of Inspections in order to make direct contact on a regular basis with our field offices throughout the state, to conduct interviews with employees at all levels, observe their physical work environment, inspect administrative files, and analyze data and statistical information that pertain to the operations of each district and troop. This quality control system includes periodic reviews of all the other major components of the organization within the offices of Field Operations, the Bureau of Investigations (Driver License Fraud/ID Theft Unit, Cargo Theft Unit, criminal/administrative internal investigations, Criminal Information System data tracking, etc.), Emergency Operations/Homeland Security, Special Operations (Training, Accreditation, Fleet and Property, Promotional Exams, Recruitment, Background Investigations, Polygraph, Strategic Services, and Aviation), and Law Enforcement Support Services (Public Affairs, Lt. Governor Security, Regional Communications Centers, Traffic Homicide, FHP Auxiliary/Reserve, Contraband Interdiction, and Technology/Communications).

The Patrol fully understands that the public expects and is entitled to complete quality assurance in the manner in which we carry out our duties on a daily basis, especially at the highest levels of management.

Fleet and Property

The Office of Fleet and Property Management oversees the purchase of all vehicles by the Florida Highway Patrol. This includes police vehicles, K-9 vehicles, vans for radio technicians, non-pursuit sedans, police motorcycles, trailers, and other specialty vehicles. In fiscal year 2008-2009, FHP purchased 122 Crown Victoria Police Interceptors and five Harley Davidson Police Motorcycles to add to their fleet of patrol vehicles. The FHP has added side impact air bags to all Ford Crown Victoria Police Interceptors (CVPI's) since 2003. All Ford CVPI's, regardless of age, have suspension shields and the Ford CVPI Trunk Pack Module in order to reduce the risk of a puncture to the fuel tank in a collision. Additionally, since it became available with the 2006 model, all purchased CVPI's have the Ford Fire Suppression System to reduce the risk of injury and/or death from fire as a result of a high speed rear-end collision.

In addition to the patrol vehicles purchased from the 2008-2009 fiscal budget, the FHP was able to put into service 220 new lasers and 82 new radars. These speed-measuring devices will greatly enhance the Patrol's ability to strictly, but fairly, enforce our traffic laws.

The Patrol is constantly looking at the latest technologies and innovations to improve our troopers' work environment, especially in the area of safety. In 2009, FHP purchased 372 Tasers. The Tasers are to be used as a non-lethal, defensive weapon with the anticipation of reducing on-the-job injuries incurred from our Troopers having to deal with resistive and combative persons. In the future, FHP is looking to enlarge its inventory of Tasers.

Professional Hiring Process

The Florida Highway Patrol maintains an ongoing hiring process. This process allows applicants to enter the selection process any time of the year. Due to the volume of applicants, the Florida Highway Patrol Background Investigations Section conducts monthly pre-employment testing to applicants meeting minimum qualifications. FHP tests in Miami, Orlando and Tallahassee.

Applicants for the position of a Florida Highway Patrol member must meet minimum standards:

1. Be at least 19 years of age.
2. Be a citizen of the United States.
3. Be a high school graduate or its equivalent.
4. Have one of the following:
 - A. One year of sworn or non-sworn law enforcement experience, or
 - B. Two years of active and continuous military service, or
 - C. Two years of public contact experience, or
 - D. Successful completion of 30 semester hours or 45 quarter hours at an accredited college or university.

The pre-employment written test utilized by FHP is only administered to those applicants who meet the initial criteria above. All costs associated with the pre-employment written test are borne by the applicant. Other tests administered to those who passed the written test are: physical abilities test, polygraph test, psychological test, eye exam, and physical exam. The psychological examination shall include, and is not limited to, intelligence evaluation,

personality evaluation, social evaluation, psychopathology, motivation, maturity, crisis and conflict handling, attitude, work relations, and approach to police functions.

Applicants that fail any portion of the application process are removed from the process. Applicants who successfully complete each step of the application process are then assigned to a background investigator. The background investigation includes the following, pursuant to Section 943.133, Florida Statutes: neighborhood check, previous employment check, criminal history data checks (N.C.I.C./F.C.I.C. and local agency networks), military service, applicant questionnaire, driver's license check, personal references (verification of at least three), credit bureau check, educational background, discrepancy interview, controlled substance testing, and fingerprints.

The background investigator completes a written report and forwards it to the local Troop Commander, who reviews the investigation and makes a recommendation on the applicant. Applicants who are disqualified during the initial screening of their supplemental application, the results or findings of the polygraph screening or the background investigation, are automatically forwarded to the Chief of Training for Review. The applicant is then notified of the disqualification if applicable or the file is approved by the Chief of Training. The applicant may appeal their disqualification in writing. An Executive Staff Review Committee reviews the request and will render a final decision. The members of the committee are the Chief of Investigations, the Deputy Director of Law Enforcement Special Operations, and a Deputy Director of Field Operations or their designee.

Applicants who successfully complete all stages of the application process are placed into one of two groups, those possessing at least one of the following preferences and those who do not possess any of the following preferences: college education of at least 60 semester or 90 quarter hours at an accredited college or university, at least 24 months of active military service; current Florida law enforcement certification; other qualifications determined by the Director. Within each group, candidates are ranked by their final score on the pre-employment written test. Selection for inclusion in the next FHP recruit Academy is made from the list of possible candidates based upon placement on the list and the presence or absence of any of the preference qualifications.

FHP follows a strenuous application procedure to ensure that only the best qualified applicants are approved for a position within the Patrol. Application and selection information is detailed in the following chart. Information is listed for the past five full calendar years and the first eight months of 2009.

Table 2

Calendar Year	Applications Received	Applicants entering process	Applicants Hired
2004	5,173	1,597	196
2005	4,512	1,271	57
2006	3,414	834	95
2007	2,378	259	85
2008	7,286	1,376	65
2009 (8 months)	6,559	1,410	101

Chapter 943, Florida Statutes, requires any employed law enforcement officer in the state of Florida to have successfully attended a Criminal Justice Standards and Training Commission (CJSTC) basic recruit course at a CJSTC certified training academy. The FHP Academy is a CJSTC certified training center and is employed to train currently employed troopers and certifies new employees as law enforcement officers for employment as state troopers.

Training Academy

The mission of the Florida Highway Patrol Training Academy is to provide support to the Patrol Operations Command by training the Patrol's sworn members in those subjects necessary to carry out the duties of a law enforcement officer in Florida.

The Florida Highway Patrol Training Academy trains new troopers in a mandated 770-hour basic law enforcement course. Moreover, new troopers receive an additional 320 hours of training that is Florida Highway Patrol specific. Upon graduation, new troopers receive a minimum of ten weeks of field "on-the-job" training in their assigned counties. This training program ensures that all troopers are professionally trained and certified according to statutory and agency requirements. Also, new troopers attending the Florida Highway Patrol Training Academy have been deployed to assist other state and local law enforcement agencies during hurricane disasters and crime scene searches for evidence while still attending basic recruit training.

The training of new troopers is affected by a number of issues. The basic law enforcement course mentioned above is dictated by the Florida Criminal Justice Standards and Training Commission (commonly known as CJSTC). With regard to altering the training curriculum or number or hours of instruction per subject, the Florida Highway Patrol has limited abilities (small percentage) to alter these areas in question. The Florida Highway Patrol's turnover rate has resulted in a vacancy rate of approximately 9.5 percent. This vacancy rate has necessitated back-to-back Basic Recruit Classes on a continual basis.

The Florida Highway Patrol Training Academy is responsible for all training programs within the Florida Highway Patrol. Troopers receive advanced and specialized training in a variety of job-related topics to include, but not limited to, vehicle operations, legal updates, professional traffic stops, first responder and cardio-pulmonary resuscitation, elder abuse, hazardous materials, and firearms. The Florida Highway Patrol Training Academy also provides other advanced and specialized training courses—such as Traffic Homicide Investigations (THI) and Radar and Laser certification—to members of the Patrol and officers of other law enforcement agencies. This further enhances highway safety by ensuring that officers of other state and local agencies are well trained.

Every four years, each sworn member must complete the continuing education requirement to remain certified. The Florida Highway Patrol Training Academy conducts a 40-hour Mandatory Retraining course to ensure that those members whose certifications are expiring receive both Criminal Justice Standards and Training Commission mandated courses and the required total hours. The number of sworn members scheduled for recertification is approximately 300 to 350 every year. However, due to past hiring cycles, every fourth year there is a spike in sworn

members needing to be recertified. For example, during fiscal year 2008/2009, the Patrol conducted numerous Mandatory Retraining classes to recertify 649 sworn members.

The Florida Highway Patrol Training Academy provides enhanced training to members of the Florida Highway Patrol Auxiliary. This is a group of approximately 400 volunteer officers who ride with troopers on patrol. In addition, through the enhanced duties training program (Level 3), these officers are trained to assist Florida Highway Patrol troopers by patrolling the interstate highways for disabled motorists. Additional enhanced training (Level 4) will authorize these volunteer officers to investigate minor traffic crashes that do not involve criminal arrests. This training program enhances highway safety by increasing highway visibility of Florida Highway Patrol, and it allows full-time troopers to be available for more serious calls for service.

The Florida Highway Patrol Training Academy is located on the campus of Tallahassee Community College Florida Public Safety Institute in Havana, Florida. The architecture of the Florida Highway Patrol Training Academy allows the Florida Highway Patrol to maintain its paramilitary protocol in the confines of its own area and classrooms. The administration building houses the Florida Highway Patrol Training Academy office staff, store, and museum. This facility has a wealth of resources that enhance the Florida Highway Patrol Training Academy's training efforts, such as a mock courtroom, a mock dispatch training room, a computer lab, and dorm rooms (each with its own bathroom, TV with cable, and wireless internet access). The Florida Highway Patrol is dependent on availability of space, especially dormitory rooms, when scheduling classes. The number of state agencies using the Florida Public Safety Institute facilities has increased in recent years. This, along with the number of basic recruit classes being conducted, has resulted in some scheduling difficulties, particularly for in-service courses.

The Florida Highway Patrol will continue to train its new and current employees with the most contemporary resources available. The Florida Highway Patrol Training Academy and the resources provided by the Tallahassee Community College Florida Public Safety Institute have enhanced the effectiveness of the training programs.

Accreditation and Policy

The FHP Accreditation and Policy Section provides support to all Commands of the Florida Highway Patrol but reports to the Deputy Director. It maintains written directives, ensures the maintenance of law enforcement accreditation status, maintains the forms system used by Patrol members, and performs staff inspections of the operational components of the FHP.

The Patrol's written directives system consists of a series of manuals and plans that provide policy and procedures for members to use in the performance of their duties. The Accreditation and Policy Section is responsible for the maintenance and distribution of the FHP Policy Manual and provides assistance to other components in maintenance of Specialty Manuals. The directives require constant updating due to a number of conditions such as; statutory changes, court decisions, new technology and new or revised accreditation standards. Currently, the complete manual is maintained on the Internet where it is accessible to all members and the general public. As Internet capable computers have become available to all members, the elimination of the hard copy manual has nearly come to fruition. New software permits the Division to electronically disseminate all new and revised policies. It also allows for tracking of

revisions, generates reports of each member's review of the policies and provides a valuable training tool for the presentation of Power Point programs.

The Florida Highway Patrol is accredited through the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) and the Commission for Florida Law Enforcement Accreditation, Inc. (CFA). Maintaining our Accreditation ensures that the Patrol conforms to the most current law enforcement standards. The Florida Highway Patrol was recently successful in meeting both the CALEA (August 2007) and CFA (January 2008) reaccreditation requirements and the FHP has its sights on the reaccreditation review next year. CALEA considers the "Flagship" Agencies to be the very best of the best and the FHP is striving to achieve that coveted status.

There are also issues of ensuring that as the use of electronic technology replaces older hand completed forms, the procedures written into the technology allow for continued documented compliance with Accreditation standards. Since assuming the responsibility for the maintenance of FHP forms in the spring of 2005, the Accreditation and Policy Section has been very aggressive in updating old forms, developing new forms and formally adopting a number of forms that have been used for years. The biggest effort, by far, has been dedicated to creating electronic forms that can be electronically completed, saved, and attached to emails. The intent of producing electronic versions of forms is to reduce and perhaps eliminate the printing and shipping of forms. It will also facilitate the collection of data contained on the forms. Each task has financial and manpower costs that will be reduced as the program progresses.

The Policy and Accreditation Section also performs the "Staff Inspection" function for the FHP. This function, independent of the operational units, reports directly to the Command Staff of the Florida Highway Patrol. The purpose of staff inspections is to objectively evaluate the effectiveness, efficiency, and integrity of the processes and personnel within the different operating components throughout the State. When deficiencies and inefficiencies are identified, or it is determined that there are areas of non-compliance with policies and procedures established by management, the situations, along with recommendations for corrective action, are reported to management. For ongoing operational effectiveness, staff inspections are conducted on a periodic and recurring basis.

Through its compliance with internationally recognized Police Standards, the Policy and Accreditation Section will continue to strive for Excellence in providing the Florida Highway Patrol with the very best Policies, Procedures, Forms and practices possible.

Office of Strategic Services

FHP's Office of Strategic Services (OSS) continues to lead a statewide effort to capture and record all seatbelt violations issued by law enforcement agencies throughout the state of Florida. OSS coordinated the entire process of contacting and informing agencies of the statute, creating forms and databases, consulting with agencies, and producing the required statistical report(s). These statistics indicate the race and ethnicity of the violator, in accordance with Florida Statute 316.614(9). The latest Seatbelt Violation Data Collection Annual Report (2008) issued in March 2009, documented 319,915 seatbelt violations recorded in a unified effort of data collection from 278 participating agencies. This project has become a mainstay of OSS, and is a typical example of a quick and dependable response by the OSS unit.

OSS supports FHP's goal of "Making Highways Safe" by gearing up for yet another fiscal year of providing oversight and administration of Operation SOAR (Statewide Overtime Action Response). SOAR is an aggressive overtime enforcement program that focuses on speeding, aggressive driving, DUI and other traffic violations, especially around major holiday periods. OSS manages the distribution of funds (\$5.2 million for FY 09/10) for the ten troops, provides instructional memorandums, data collection forms and spreadsheets to track SOAR activities and expenditures, and coordinates with other DHSMV entities such as Personnel, Budget, and Payroll regarding SOAR issues. OSS also produces the monthly and annual reports of SOAR activity. In 2008, SOAR enforcement produced 200,477 citations, 1,260 DUI arrests, 79,873 warnings and 16,617 motorist assists.

OSS will continue to provide oversight and administration of COPP (Court Overtime Pay Program). COPP is modeled after the successful SOAR overtime program; however, all the activity takes place in the courtroom, where troopers are allowed to work overtime for court hearings on traffic matters. OSS has been charged with the coordination, administration, and distribution of funds for each troop throughout the state, as well as the capturing and tracking of COPP hours and activity. Again, OSS works closely with other DHSMV entities such as Personnel, Budget, and Payroll, to assure error free operation of the program.

OSS assists in FHP's goal of "Making Highways Safe" by acting as the Project Coordinator for the \$500,000 FDOT grant entitled "Statewide DUI Checkpoint Program." This grant allows FHP personnel to work overtime hours in planned DUI Checkpoints and Wolfpack patrols in an effort to combat drunk driving. OSS provides instructional memorandums, data collection forms, and maintains spreadsheets to track grant activities and expenditures. Quarterly reports are completed and forwarded to FDOT as required by the grant. OSS coordinates with other DHSMV entities such as Personnel, Budget, and Payroll regarding grant issues. At this time, FHP has held 40 DUI checkpoints and 70 wolfpack patrols that have garnered 187 DUI arrests. This grant was effective March 1, 2009, and will conclude on September 30, 2009.

OSS is concluding the process of transitioning from manual to electronic data collection systems. The first function completed was the traffic stop reporting system. Traffic stops are now captured via mobile computer terminals and stored on servers for retrieval. The second function completed was the Uniform Traffic Citations. The citations are also captured via mobile computer terminals and stored on servers for retrieval. The long sought after goal of having a paperless Weekly Report of Daily Activity (WRDA) reporting system, which ties directly into the Trooper Activity Reports that are produced on a monthly, annual and ad hoc basis has finally come to fruition. The WRDA was a paper form completed by a trooper to record duty hours and activities performed during a shift. This form was then sent to the OSS Reports and Records section where they received over 400,000 forms annually for processing (auditing and data entry). By June 2008, the statewide rollout was complete. The entire WRDA process has been streamlined by eliminating all paper forms, manual editing, and data entry. Turnaround time for retrieving data is almost immediate, thereby eliminating a three-week processing timeframe. OSS has now set its sights on the Uniform Crime Reports (a manual system) and is now transitioning this process electronically through a Report Management System (RMS).

Lastly, OSS supports the Department's goals by providing oversight and administration of the Hireback Program. This program involves troopers working special enforcement projects at

construction work zones, tollbooths, High Occupancy Vehicle (HOV) lanes, Sunshine Skyway (suicide detail), Rest Areas (security), Turnpike Service Plazas, Department of Education (Security) and Legislative Security Detail. The administrative workload for OSS has increased from having approximately 50 projects per year to having 69 active projects in 2009. OSS coordinates with Payroll and Accounting to assure the accuracy and timely submission of reports. OSS produces monthly and quarterly reports for FHP Command Staff and the Department of Transportation (FDOT). In June 2008, the Department renewed their hireback contract with FDOT for 10,800,000 dollars, effective November 4, 2008 through November 3, 2012.

Utilizing Technology

In 2004 the Patrol completed a three-year project to place mobile data computers (MDT's) in patrol cars. These computers will continue to increase trooper productivity by decreasing the amount of time required to complete reports. They also reduce the workload for duty officers by allowing troopers to make computer checks of driver licenses and vehicle registrations directly through the computer rather than having to request the information over the radio. A dispatch function allows dispatch communications through the computers instead of the radio, allows troopers to view all active calls, and allows troopers to dispatch themselves in response to calls for service. Knowing where all activity is taking place allows troopers to provide more effective and rapid backup when required. In addition to messaging, the software SmartCop provides a record management system. This has enabled electronic crash reports, booking reports, uniform traffic citations, warnings and correction notices as well as traffic stop data reports.

In January 2006, the Patrol began changing out the laptop and printer platforms in the patrol vehicles to provide a more robust solution. All ten FHP troops were installed with the new laptops by the end of May 2006. The Patrol migrated to rugged laptops, which are equipped with built-in GPS (Global Positioning System), Wi-Fi and Bluetooth wireless capabilities. The new system has a touch screen and a backlit keyboard and is voice activated to allow a trooper to speak plain English to the device and get data returned without being distracted. The Patrol replaced the thermal printers and migrated to inkjet printers that use plain paper due to the Clerk of Courts offices not being able to scan the thermal paper effectively. The new solution allows a trooper the ability to remove the MDT and printer from the vehicle and continue with reports in the patrol stations or in local jails while booking criminals.

During fiscal year 2005-06, the Patrol upgraded the server hardware that runs the Computer Aided Dispatch (CAD) and the Mobile Data Terminal (MDT) systems. The upgrade was necessary for the increased functionality provided by the software platforms. The new upgraded CAD software provides operators the use of mapping to view the calls for service and trooper locations on the road as well. It also provides the ability to dispatch from a map to plot accurate locations. Upgrades to the MDT software were made as well to provide Automatic Vehicle Location (AVL) integrations so units could display their location to dispatch and other units. It also provided, through integration with Microsoft MapPoint, a manner to display routes to call locations providing troopers with clear directions and help decrease response times.

During fiscal year 2005-06, the Patrol also integrated its Records Management Systems (RMS) with the LiNx Data Sharing Project in northeast Florida. Our data, as well as data from the other 32

agencies participating in the region, is now available for the officer on the road and for analytical purposes to solve crimes and help combat possible terrorist attacks.

Keeping up with the increasing demand for services requires the Florida Highway Patrol to have state of the art communications equipment and adequate dispatch personnel. The Patrol is joined with other state agencies using an 800 MHz (megahertz) radio system. This radio system has alleviated the problems caused by the limited capacity and capabilities of the previous highband radio equipment. In May 2006, the statewide 800 MHz system was finally completed. The Patrol now has one seamless communications system.

The Patrol's dispatch services are consolidated into seven regional communications centers: Tallahassee, Jacksonville, Tampa, Orlando, Ft. Myers, Lantana, and Miami. These centers provide dispatch services not only to the Patrol but to units of several other state law enforcement agencies: Department of Transportation, Motor Carrier Compliance Office; Department of Law Enforcement, Investigations and Division of Capitol Police; Florida Department of Legal Affairs, Medicaid Fraud Control Unit; Department of Financial Services, Insurance Fraud and State Fire Marshal, Bureau of Fire and Arson Investigations; Department of Professional and Business Regulation, Division of Alcoholic Beverages and Tobacco; Department of Environmental Protection, Division of Law Enforcement; and the Department of Agriculture and Consumer Services, Office of Agricultural Law Enforcement.

Through programs such as *FHP (star FHP), which allows motorists to contact the Patrol by cellular telephone, at no cost, to report emergencies or dangerous drivers, the Florida Highway Patrol is taking advantage of new technologies and developing public/private partnerships to enhance public safety. FHP has installed the Highway Advisory Radio Project (low-power radio transmitters) at the state's welcome centers to broadcast safety messages and apprise drivers arriving in the state of road conditions and emergency situations. In November 2005, the Patrol integrated its Computer Aided Dispatch (CAD) system with the Florida Department of Transportation (FDOT) i511 Traffic Information System. This system provides real-time information to the public about traffic conditions that would affect delays in their travel. Florida was one of the first states to accomplish this task in which a law enforcement system was integrated with a system outside of the law enforcement environment.

The Florida Highway Patrol website (www.flhsmv.gov/fhp) provides a wide variety of information for the public. Individuals now can visit the site and obtain information about traffic crashes, traffic conditions, road closures, and other current incidents in each of the Patrol's ten troops. In March 2006, the Patrol integrated mapping into its traffic conditions website to show travelers visually where traffic congestion is an issue. The site also provides a link to the Florida Department of Transportation's report of road conditions and construction projects.

In 2005, the Patrol made significant advancements in its evidence/property (E/P) management and control system. E/P custodians from all troops received training on a new computer software system that is being used to track evidence/property in all of the Patrol's 32 E/P rooms around the state. The new software, known as iEvidence, is a one-of-a-kind, state of the art program that was specially designed for FHP. Rather than purchase a generic product "off the shelf," the Patrol opted to have a software program that is tailor-made for its specific operations. The new tracking system includes a bar code scanner and printer in each troop that will greatly improve the speed, efficiency, and accuracy in tracking the chain of custody and current status of all evidence/property from the

point of seizure to final disposition. As with other major milestones such as mobile data terminals (MDTs) and the 800 MHz radio system, the new computerized system helps to bridge one more technology gap for the Patrol. From a crime or crash scene, troopers are now able to instantly enter all the data on their MDTs, print out their E/P receipts, and notify the E/P custodian electronically that evidence/property is pending submission into the E/P room. In conjunction with the implementation of this new computer technology, the Patrol recently implemented a modern revision of all of its E/P policies and procedures to give troopers a clear and coherent guide as to their individual responsibilities in the handling of evidence. These new policies are much more progressive and comprehensive, providing for greater accountability and integrity throughout the Patrol's E/P control function.

In fiscal year 2006/2007, the Patrol upgraded its Mobile Command Vehicles (MCV) for response to disasters and planned large scale-events. To make sure that the MCV's had the ability to communicate via phone service and data service when land based services were not available, the Patrol installed satellite systems by TracStar in each MCV. The Patrol also converted the MCV assigned to Tallahassee to a Mobile Dispatch Center as well. Systems were installed that now allow the Tallahassee MCV the ability to take over complete dispatch services for any of the states seven regional dispatch centers. These systems also allow the Tallahassee MCV the ability to work outside of Florida and still communicate on Florida's Statewide Law Enforcement Radio System (SLERS), and also provide communications resources to responders outside of Florida via a Mobile Radio System that provides for five trunked 800 MHz radio talkgroups. The Tallahassee MCV is also capable of patching in to any other law enforcement radio system and link their system to the state system so all first responders can talk.

In fiscal year 2007/2008, the Patrol began testing the ability to obtain fingerprints from suspects roadside while on traffic stops. The system, RapidID, is linked to the Mobile Data Terminal in the patrol car, utilizing it to transport the fingerprint images, and also report the results. The trooper has a small hand held device which captures two fingerprints from suspects, transmits them back to the MDT in the car, and the MDT in the car transmits the fingerprint images to the Florida Integrated Criminal History (FALCON). If there is a positive match, the hand held device emits a sound to confirm a match and hit. The trooper then can view all the results, to include the RAP sheet of the suspect, on his/her MDT in their car. If there is no match, or the prints are too ambiguous, the hand held device emits different tones to the trooper so they know they do not have to return to the patrol car to check the status. To date, six users have generated 1,015 requests which resulted in 186 positive matches' to persons in the FALCON system, and 66 arrests. The 66 arrests would not have occurred had it not been for the fingerprint capture device. The Patrol received a grant this past fiscal year to purchase 1,685 hand held mobile finger print devices along with related server hardware and will implement with all sworn members starting October 2009.

In fiscal year 2007/2008, the Patrol implemented a new electronic system to capture trooper activity using commercial off the shelf software (COTS). Using SharePoint and the Microsoft Office Server System 2007 platform, troopers can now enter their daily activity via web site which allows the Patrol real-time reporting of activity, and supervisors the ability to monitor trooper activity for proactive measures. The system also produces a dashboard with Key Performance Indicators (KPI's) so management can be informed of progress daily.

The Patrol began testing new equipment last fiscal year to replace the current MCT's in the patrol cars. The current system is no longer supported and parts are hard to find. Newer systems

tested will allow the trooper full mobility outside the patrol car, therefore increasing officer safety and allow the trooper more interaction with the public. Negotiations are currently taking place with three vendors on state contract and plans are to deploy the new systems starting October 2009.

In April 2009, DHSMV began developing a pilot system with Pinellas County Sheriff's Office related to Facial Recognition technology utilizing driver license photographs and demographic information from all licensed drivers in Pinellas and Hillsborough Counties. As part of the pilot, the Patrol will have four troopers using the technology roadside during traffic stops to help identify persons who have been arrested or do not have identification. Additionally, the Patrol will utilize five investigators and analytical software to help identify and curtail driver license fraud by using the system to locate persons in the driver license system that are licensed under false names.

In August 2009, the Patrol began a pilot testing License Plate Reader (LPR) technology to locate stolen vehicles and vehicles with administrative action related to the tag such as suspended or expired. Three troopers began testing in Troops A, B and G. During the second day of the pilot, a trooper in Troop B, Lake City, located a stolen vehicle in the Wal-Mart parking lot which had been stolen in Jacksonville. This technology reads license plates at speeds up to 70 MPH in multiple lanes of traffic and compares the plates to a hot list that is downloaded from FCIC/NCIC every two hours. Once an alert is presented to the trooper via the software, the trooper runs the tag through live systems to ensure the status of the plate prior to taking action.

Justification of Outcome Projections

The major purpose of traffic law enforcement is to reduce the costs and personal tragedy involved in traffic crashes. The crash rate (number of crashes per 100 million vehicle-miles traveled) and the death rate (number of traffic fatalities per 100 million vehicle-miles traveled) are measures of the number and severity of traffic crashes. Vehicle-miles traveled are used to standardize the measure because they reflect changes in the exposure to potential traffic crashes from one year to another. A vehicle-mile is one vehicle traveling one mile during the year.

These measures apply to the state as a whole. It is impossible to separate the effect of the Florida Highway Patrol's traffic enforcement from that of other law enforcement agencies. The target for the mileage death rate was chosen to reduce Florida's rate to the level of the national rate within five years. The crash rate reduction was based on a reasonable expectation based on past trends. In 2008, Florida's death rate for every 100 million miles driven decreased from 1.57 in the previous year to 1.50. Notably, this was the lowest it has been for the last 40 years. The Florida Highway Patrol, its law enforcement partners, and public safety agencies and advocates played a critical role in the effort to curb the number of injuries and deaths associated with automobile crashes in Florida. Law enforcement agencies statewide have conducted Click It or Ticket campaigns that incorporate zero-tolerance enforcement of safety belt laws with a special emphasis on teens. In addition, law enforcement partnerships with MADD (Mothers Against Drunk Driving) and similar organizations have proven to be effective in the fields of legislation and public awareness. Moreover, strict enforcement of D.U.I., speed, and other dangerous violations, coupled with paid advertising and the support of governmental agencies local coalitions and school officials, are positive contributions toward making Florida's highways safe.

Goal II: Service Delivery – It is critical that we employ strategies that ensure customer-driven excellence.

The Department's motor vehicle and driver license services are committed to protecting the motoring public through innovative and cost-effective technology. Acceptable driver behaviors and competencies are the greatest contributors to a safe driving environment. Driver license and motor vehicle fraud is a significant contributor to erosion of the economy and endangers the security and rights of Florida's citizens. Processing procedures have increased due to revisions of driver license requirements. Utilizing the latest technology available, providing customer service training for all employees, and designing efficient public service offices are examples of ways the Department meets the challenge of providing exemplary customer service in a rapidly changing environment.

Statutory Responsibilities

The Department's responsibilities for driver licensing and driver improvement are established in Chapter 322, Florida Statutes. This section assigns the following duties to the Department:

- *assure driver qualifications prior to issuance of a license, using knowledge and skills tests appropriate to the types of vehicles involved;*
- *periodic re-testing to assure continued basic competency;*
- *improve the behavior of drivers who prove themselves unsafe through repeated traffic violations;*
- *maintain lifetime records on each licensed driver;*
- *remove or restrict driving privileges when problems are identified;*
- *administer various private sector treatment programs; and*
- *assure driver identification and legal presence in the United States prior to issuance; coordinating the verification process with the Bureau of Citizenship and Immigration*

The driver license service is also responsible for administering Florida's statewide Uniform Traffic Citation system as established in Chapter 318, Florida Statutes, and enforcing financial responsibility of motorists as established in Chapters 324 and 627, Florida Statutes. The Department's motor vehicle program derives statutory responsibilities from Chapters 207, 317, 319, 320, and 328, Florida Statutes.

Chapter 207, Florida Statutes, establishes a tax for the privilege of operating any commercial motor vehicle upon the public highways of Florida and provides the Department authority to audit commercial motor carriers to ensure proper payment of fuel tax.

Chapter 317, Florida Statutes, extends the authority and responsibility to title all-terrain vehicles and off-highway motor vehicles (ATVs and OHMs).

Chapter 319, Florida Statutes, extends the authority and responsibility of the Department's motor vehicle program to create title certificates of ownership for motor vehicles and motor homes.

Chapter 320, Florida Statutes, extends the authority and responsibility to the Department to:

- *create motor vehicle, mobile home and trailer registrations (license plates);*
- *regulate the sale and use of handicapped placards;*
- *issue and enforce motor vehicle dealer, manufacturer, distributor, and importers license;*
- *license and regulate mobile home manufacturers and train mobile home installers; and*
- *register commercial motor carriers for tax purposes.*

Chapter 328, Florida Statutes, extends the authority and responsibility for the issuance of titles and registrations for vessels owned in the state.

Licenses, Titles and Regulations Priorities

The top priorities for the Department's driver licensing services are to assure that Florida's motorists are capable of driving safely and to verify license holders' identification. In an effort to protect the public, driver license applicants are tested and if they have a driving history, it is evaluated to identify any dangerous driving habits. The driving records of Florida licensees are monitored regularly. The Department requires, as established in law, that those who demonstrate hazardous driving behavior are accountable for their actions through driver license suspensions, revocations, cancellations or disqualifications, and hearings. Motorists who do not drive safely are properly identified and held responsible for the consequences of their actions.

For most people, purchasing a motor vehicle or vessel represents a large investment. The primary reason for the issuance of a title is to protect this investment and to protect ownership rights. A title is a secure, valuable, negotiable legal document that provides *prima facie* evidence of ownership and as a means for the conveyance of ownership rights to another person, it is a valuable document. Therefore, the Department's motor vehicle services make prevention of vehicle title fraud a top priority.

Driver Licensure - Trends & Conditions

"Providing highway safety and security through excellence in service, education and enforcement" is our mission. This requires a strong commitment to safety, efficiency and courtesy while addressing trends and conditions affecting driver licensing, including compliance with federal laws, population changes, and drivers who require special attention.

Safety and Security

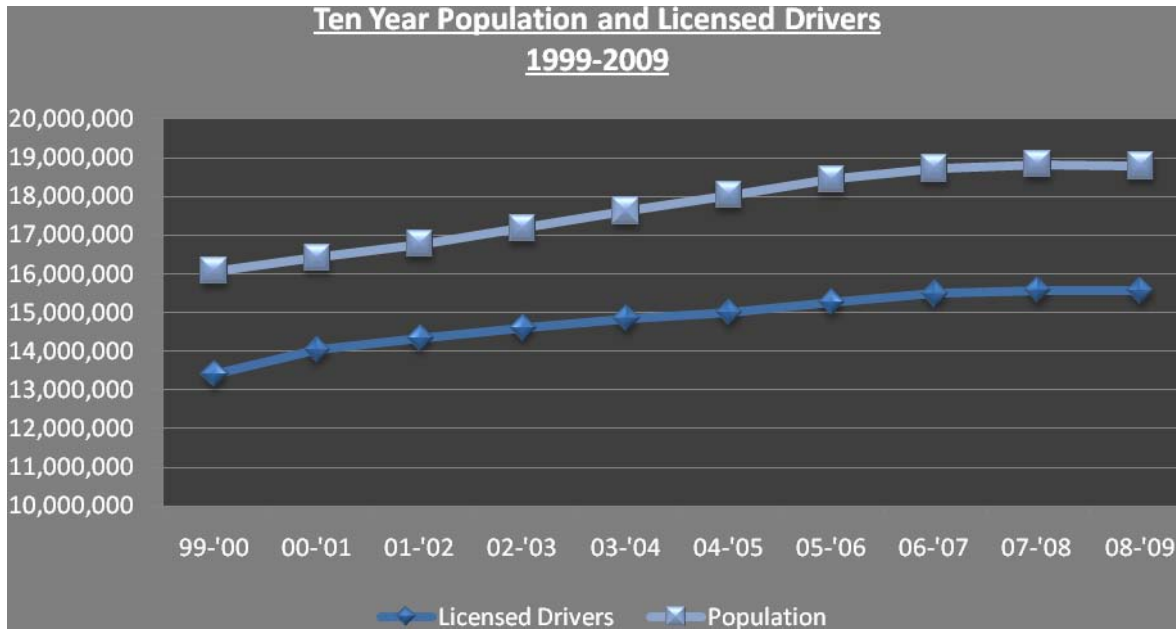
The federal REAL ID Act of 2005 imposes security, authentication and issuance standards for state driver licenses and identification cards. Specific steps must be taken before these REAL ID identity documents will be accepted for "official purposes" by the federal government. Currently, the Secretary of Homeland Security has defined "official purposes" as boarding commercially operated airline flights, entering federal buildings and entering nuclear power plants.

The Department's team is well poised to begin issuing REAL ID compliant licenses and identification cards in January 2010. The efforts undertaken thus far include legislative changes to extend most driver license terms from four and six years to eight years, to modify the list of acceptable documents proving identity and lawful presence, and to prevent the issuance of a second credential if the applicant currently holds a license or identification card with any state. Additionally, some features on the driver license itself have changed, although the security features implemented in 2004 already meet the federal standards. For more information on these new requirements, please visit www.GatherGoGet.com.

The Federal Motor Carrier Safety Improvement Act regulates commercial driver licensing. The Department currently complies with the requirements of this act, which requires states to exchange driver information in specified formats and timeframes. It also requires that states disqualify commercial drivers from operating commercial motor vehicles for certain traffic offenses, in addition to any other penalties normally imposed. The Department was recently awarded a \$1,150,000 grant from the Federal Motor Carrier Safety Administration. This grant will enable us to modernize our commercial driver license systems, to document business rules to ensure compliance with federal and state laws, and to review existing data to ensure compliance.

For the first time in 63 years, Florida's population has declined and for the first time in 14 years, the number of licensed drivers in Florida has decreased. From 1995 to 2008, the number of licensed drivers steadily increased from approximately 12 million drivers to almost 15.6 million drivers. In 2009, the number decreased by 23,000 drivers. Chart 1 illustrates this trend over the last decade.

Chart 1



Source: Department of Highway Safety and Motor Vehicles, Driver License Production Database

Aggressive driving is fast becoming a major problem in Florida and contributes to a number of crashes and fatalities. The Department conducts training with law enforcement on proper annotation of aggressive driving behaviors on citations, and is collecting and analyzing citation data to determine the severity of the problem, areas of the state where the problem is greatest, and the types of drivers exhibiting aggressive driving behaviors.

The Department spearheaded a first-in-the-nation law targeting high-risk drivers who are at-fault in three crashes in three years. This law requires these high-risk drivers to complete behind-the-wheel training and pass a driving exam in order to reinstate driving privileges. The Department is currently working with stakeholders to develop the curriculum for the behind-the-wheel course. This law will affect any driver with a third at-fault crash on or after January 1, 2010.

Motorcycle training and safety awareness activities are increasing to meet motorcyclist demands. The Department conducts education and community outreach activities with targeted specific driving populations, such as the motorcycle and scooter communities. The Florida Rider Training Program (FRTTP) has grown from 60 to 65 sponsor schools in the last year. There were 977,208 endorsed motorcyclists in 2009, up from 932,004 in 2007. Effective July 1, 2008, motorcyclists are required to complete a certified training course before obtaining their motorcycle endorsement to the driver license. Efforts to promote motorcycle safety include public service announcements, billboards, distribution of informational materials at public events, and collaboration among motorcycle and scooter safety partners.

Strategic alliances in motorcycle safety were enhanced during 2008-2009 with the creation of the State Motorcycle Safety Coalition, who were instrumental in designing, deploying, and implementing the first Florida Motorcycle Strategic Safety Plan. The Department's role in the

State Motorcycle Safety Coalition is ongoing, and is primarily concerned with effectively meeting the objectives of the Florida Motorcycle Strategic Safety Plan.

Public Information and Education Campaigns

To date, more than 2.4 million Floridians have entered their emergency contact information into the Emergency Contact Information (ECI) system. Anyone with a driver license or identification card can register their emergency contact information online by visiting our web site at www.flhsmv.gov. Law enforcement officers can immediately access this information through a secure web site in order to notify families in the event the individual is seriously injured or killed in a traffic crash.

Public service announcements, radio and television interviews, posters at popular local organizations, and special outreach activities in the Hispanic/Latino communities are aimed to increase awareness of safety and driving laws. This year's focus was on the use of seat belts and child safety seats. A bi-lingual brochure on proper selection and use of child safety seats was developed and disseminated.

The Department has a link on DHSMV's website (<http://www.flhsmv.gov/idtheft.html>), Identity Theft and Driver License Fraud, which provides the definition of identification and ticket fraud, a form to report identification card (ID) or driver license fraud, and help with identity theft. Other information includes an ID theft information video, what to do if ID is stolen, long road to resolution, Driver Privacy Protection Act, and instructions on how to protect against consumer fraud.

Automobile crashes are the number one killer of teenagers. To combat this problem and encourage better driving skills, an expanded driving guide for parents and teens containing a log, a skills mastery checklist, a sample driving contract and other valuable information was designed following recommendations from focus groups. As part of a pilot program, it was distributed to parents of teens in Miami-Dade when the teen received a learner's license. The guide, *Drive with Care - Courtesy, Attention, Responsibility and Experience*, is also available in Spanish, and on-line to anyone at www.flhsmv.gov/teens. Another component of the Drive with Care project includes conducting presentations in driver education classes at high schools in Miami-Dade County. The interactive program consists of an explanation of what driving with care means, what the requirements and restrictions of a graduated license are and what the driving laws and penalties are. The program contains compelling videos on the importance of wearing seat belts and not driving under the influence. Use of Fatal Vision goggles simulates visual and mobility impairment. During the 2008-2009 school year, 77 presentations were conducted. The Department website's teen component was expanded to include separate parent and teen sections. They include driver learning and teaching strategies, driving skills and knowledge, an explanation of the Florida Graduated Driving Law, and a link to the parent and teen guide. Magnets printed with the Graduated License law were produced and distributed to parents of teens at driver license and tax collector issuance offices and by various partners throughout the state. Posters and rack cards were also produced and distributed statewide. Five community outreach events were conducted to further educate parents.

Recognizing the problem of underage drinking among college students, the Department developed the .02 Campaign to educate young people on the zero tolerance for underage drinking. Flyers were distributed on campuses during safety fairs and license issuance.

The Department provided safety education and public awareness to positively influence motorcyclist driving behaviors and to effectively communicate the July 1, 2008, legislation requiring successful completion of the Florida Rider Training Program (FRTP) as a prerequisite to obtaining the driver license motorcycle endorsement. The Department will continue to use National Highway Traffic Safety Administration (NHTSA) grant funding through the Florida Department of Transportation (FDOT) to develop media campaigns, which consist of movie theatre announcements in major markets, mall displays, and magazine advertisements to emphasize the new licensing and endorsement procedures and the importance of rider conspicuity to enhance motorcycle accident prevention. Recent public awareness and safety successes include the "Ride Proud, Dress Loud" magazine campaign, which won a "Silver Regional ADDY" in 2008 for Creative Spirit of Advertising. In addition to the ADDY award, this campaign won several other Public Relations Image Awards at the local level, a Grand Image Award for Electronic Communication in the Printed Tools of Public Tools of Public Relations category for our Online Media Kit, and two Image Awards for Public Information and Electronic Communication.

FRTP staff attend major public outreach events, including the Thunder Beach Rallies (Fall 2008, Spring 2009), and the Enforcers Motorcycle event in Miami, along with numerous other smaller club events. The Department printed "Get Licensed, Get Endorsed" and "Ride Legal, Ride Smart" rack cards to distribute to driver license, motor vehicle, and tax collector offices, as well as to motorcycle dealerships and clubs. Also, FRTP initiated contacts with all major Florida colleges to promote motorcycle and motor scooter education, safety, and endorsement; and conducted a Tallahassee Area Motorcycle Forum with motorcyclists and motorcycle groups to promote Motorcycle Safety Month and to enhance motorcycle safety and awareness. The Department partnered with FDOT and the Motorcycle Safety Foundation (MSF) to print and distribute a cobranded "You and Your Motorcycle: Riding Tips" and "You and Your Motor Scooter: Riding Tips" booklets to supplement and enhance rider education and encourage rider endorsement. In another partnering effort, the Department, FDOT, and MSF collaborated on a cobranded "Fool's Gear, Cool Gear" poster to emphasize the critical importance of proper motorcycle riding gear.

Working with the Motor Vehicle Network (MVN) in 2008, the Department began installing web based flat screen television monitors in Driver License offices. Currently, 62 state offices are streaming live video feeds that display safety, service and news related messages to over 10,000 customers daily. One added benefit of the technology is its ability to simultaneously broadcast amber alerts, traffic safety messages, educational information, news, weather and other important messages to a wide viewing audience.

In addition, the Department launched a campaign, called Gather.Go.Get, to educate the public regarding the new requirements related to the federal REAL ID Act. The campaign targets business partners, like AAA, other state agencies, and rental car companies that may receive REAL ID questions from Florida's public. The campaign also provides an interactive website (www.GatherGoGet.com), press releases and press conferences, public service announcements, mailings, social media, paid media and other message related materials. Its goal is to educate

Floridians and eliminate the requirement for a follow-up visit due to missing identity documents. To date, Florida is the only jurisdiction actively pursuing a public information effort. Sixty-six percent of the campaign is being funded through the Department of Homeland Security REAL ID grant.

Efficiency and Courtesy

Serving customers efficiently and courteously remains a top priority. The implementation of an appointment system, expansion and promotion of renewal alternatives, partnering, outsourcing, and management of staffing resources all contribute to this effort.

The Department received funding in the 2008-09 Legislative Budget Request to purchase 54 queuing systems for selected offices. Customer flow within state-owned driver license offices were previously managed manually, often resulting in an inefficient process that did not fully utilize the resources available. The Department was unable to generate management reports or effectively measure member performance. The solution was the implementation of an electronic Driver License customer queuing application, Q-Matic, and is currently installed in 54 state offices.

In order to meet the requirements of the federal REAL ID Act, Florida law was amended to limit customers to one renewal by Internet or mail. In the past, customers could renew by Internet or mail twice before visiting an office. Additionally, the REAL ID Act requires that we see customers at least every 16 years. In order to reduce the number of in-person visits required of a customer, driver license terms for most individuals are now eight years, instead of four or six years. These changes were enacted October 1, 2008, and resulted in a decrease in Internet and mail-in renewals by 208,700 in 2009. As a result, on-line and mail-in transactions accounted for 21 percent of all driver license transactions, compared to 24 percent in 2007-08.

Our partnerships with county tax collectors continue to grow, with 110 tax collector offices in 40 counties providing limited or full service driver licensing services, freeing department examiners to focus on testing, re-testing, and other more complex transactions. In 2008, there were 33 county tax collectors providing driver license services. In 2008, we completed a project to synchronize customer addresses on the driver license and motor vehicle databases. Subsequently, we were able to allow tax collectors who are not driver license agents to offer replacement driver licenses to customers changing their address as part of a motor vehicle transaction. Over 1.5 million customers were served in these tax collector offices instead of in a driver license office, and over 1.3 million driver licenses or identification cards were issued. Table 3 shows that tax collectors completed 23 percent of all driver license services, up from 20 percent last year.

Table 3

License and ID Issuance Locations – FY 2008-09				
<u>Source</u>	<u>DL</u>	<u>ID</u>	<u>Total Issuance</u>	<u>Percentage</u>
DDL Field Office	2,658,228	632,404	3,290,632	56%
Tax Collector	1,117,774	216,890	1,334,664	23%
Sub Total	3,776,002	849,294	4,625,296	
On-line and Mail	1,154,904	115,839	1,270,743	21%
Total	4,930,906	965,133	5,896,039	

Source: Department of Highway Safety and Motor Vehicles, Driver License Production Database

We have partnered with AAA to provide limited driver license services in various AAA locations around the state. We currently provide these services in four locations and will be expanding to two additional locations soon.

Our mobile units partner with homeless coalitions across the state to provide ID card services to the homeless. We have participated in over 40 events since October 2008 and issued approximately 1,500 identification cards.

The Online Appointment Services and Information System (OASIS), allows customers to schedule appointments at state licensing offices. This has greatly reduced the calls to local offices for appointments and general office information. A recent enhancement to the OASIS application now provides individuals with hearing impairments an ability to notify the field office when they require an interpreter and whether the Department should provide the interpreter for the customer. In January 2008, the Department released a new online virtual motorist services office, which enables customers to conduct multiple driver license and motor vehicle transactions on-line.

The Driver License Appointment Center (DLAC) schedules appointments for customers in some of the largest metropolitan areas in Florida (Miami-Dade, Alachua, Broward, Brevard, Volusia, Manatee, Sarasota, Orange, Osceola, Hillsborough, Seminole, Palm Beach, St. Lucie, Okeechobee, Indian River, Pinellas, Leon and Lee). During 2008-09, the DLAC processed 567,184 calls, and customers waited on average 1 minute 18 seconds to speak to someone.

The Customer Service Center (CSC), which helps customers with questions relating to their driver license and motor vehicle license and title issues, handled 1.1 million calls and our customers' average wait time was 3 minutes 50 seconds to speak with a live person. The issues most customers call about are related to renewals or replacements of their driver license or ID card. They may have ordered it online and did not receive it when they expected it. Or when they received it, they had a question about something on it. Or if they are a non-immigrant, they have a temporary license which is about to expire, and they want to know where their regular license is. About 85 percent of the calls received by the CSC relate to driver license issues. The rest are about motor vehicle title and tag issues. About five percent of the calls to the CSC request assistance in Spanish.

During 2006, the Bureau of Administrative Reviews implemented procedures to reinstate the driving privileges of eligible sanctioned drivers immediately following hardship hearings. These drivers are no longer required to appear in a field issuance office to reinstate their privilege to drive. The hearing officer closes the sanction on the driver record, collects the appropriate fees, issues a temporary driving permit, and the driver license is issued by mail from the Central Issuance Processing System (CIPS). From July 2006 to July 2009, the Bureau of Administrative Reviews issued approximately 31,700 driver licenses and identification cards. This procedure provides enhanced customer service to the sanctioned driver and reduces the number of customers needing to be served in the issuance offices.

In order to enhance their expertise in holding administrative hearings, department hearing officers are members of the National Association of Hearing Officers. As part of the certification process, the National Judicial College came to the annual hearing officer training and trained the hearing officers on subjects such as rulings on objections, evidence for the hearing officer, and applied ethics in maintaining a bias free hearing, mock hearing demonstrations, due process and the role of the administrative hearing officer, hearing techniques and resolving issues unique to high volume proceedings.

Outsourcing is another step the Department has taken to make service more efficient. A commercial driver license (CDL) skill testing has been largely shifted to third party administrators. State personnel administered over 60 percent of commercial driver license skills tests in the early 1990's compared to about five percent at present. This form of outsourcing makes CDL testing services widely available with little burden on taxpayers for the specialized and costly facilities, staff, and vehicles required. The drawback is that testing for profit carries an inherent risk of fraud. The Department maintains an active regulatory program with strong emphasis on compliance enforcement to help minimize this risk. In the last two years, investigations initiated by DHSMV Compliance Officers have led to the arrest of two 3rd-party testers and mandatory retesting for over 2,326 CDL holders.

A centralized Field Support Center (FSC) provides assistance to field offices and tax collector agents on technical and procedural issues. The FSC also provides support for the automated testing system, online appointment system, fingerprinting procedures and equipment, and identification authentication. These positions provide vital support to maintain accurate, prompt and efficient customer service to the public. In 2008-2009, they answered 88,009 calls with an average wait time of one minute eight seconds.

Financial Responsibility Insurance

For fiscal year 2010-11, the Department is requesting funding to completely re-engineer the Financial Responsibility system within the Financial Responsibility (FR) Program. Re-engineering the FR Program and rewriting the business rules will make the programs more effective and efficient, by allowing us to take advantage of newer technology such as the use of web services. The ability to use web services would allow for real time verification by law enforcement at roadside, tax collectors at the time an owner/registrant renews their motor vehicle license plate, and a quicker response to insurance verification without having to maintain a ponderous database of 16 million policies. This would be a two year project.

Effective September 30, 2009, all insurance companies with 1,000 policies or more are required to complete programming, testing and be ready to start electronically reporting all SR22/26s and FR44/46s via File Transfer Protocol (FTP). This will allow customers' insurance information to be posted to their driving record faster than the two-week period in the past. This will also improve the accuracy of reporting so that customer service will be substantially improved.

The Bureau of Financial Responsibility is launching a pilot project to scan documents that customers normally provide when attempting to clear a financial responsibility case. Scanning the documents will result in cost savings to the Department as well as provide customer service faster, better and more accurately.

Division of Motor Vehicles - Trends & Conditions

This section of the Long Range Performance Plan, Trends and Conditions, conveys the historical and present status for the various core functions, technology systems, operational activities and programs within the Division of Motor Vehicles.

The mission of the Florida Department of Highway Safety and Motor Vehicles (DHSMV), Division of Motor Vehicles (DMV), is to provide consumer protection and public safety through the efficient and accurate licensing systems that title and register motor vehicles, mobile homes and vessels. DMV is also responsible for licensing and regulating motor vehicle dealers as well as monitoring the construction and installation of manufactured homes in Florida.

DMV continues to strive to meet the needs of the motoring public we serve in a variety of ways. By utilizing the internet and related technologies as tools for efficiencies, the Department has been consistently enhancing customer service. Listed below are the primary services offered to the public:

Internet Renewal

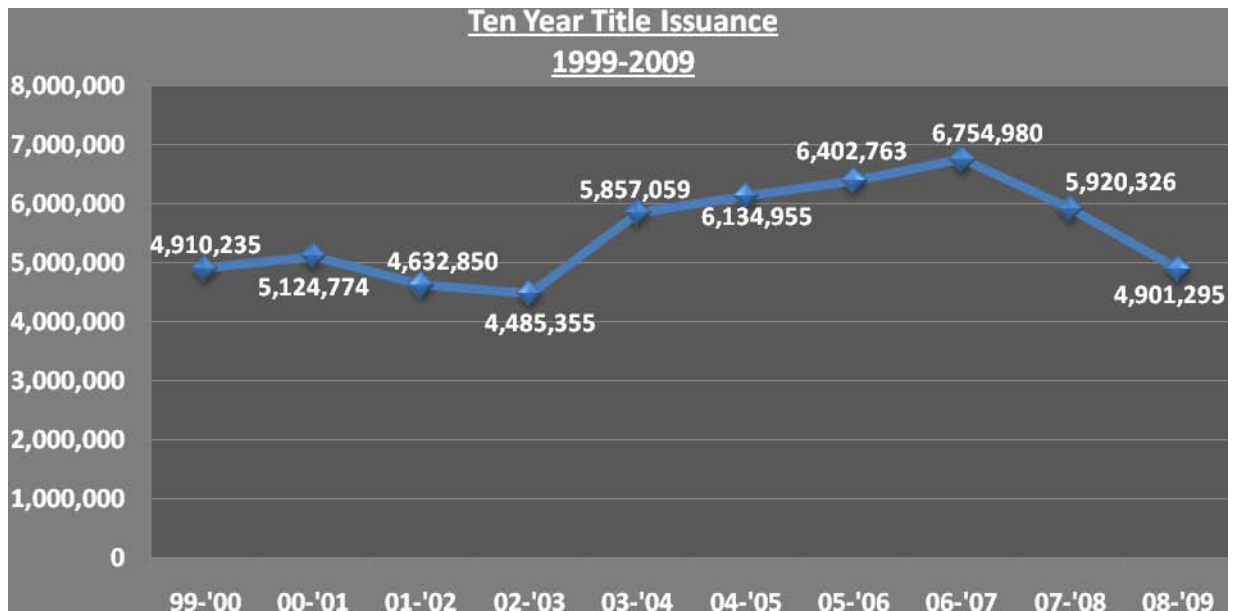
DMV's implementation of online registration renewal of motor vehicles, vessel, mobile homes, and parking permits has provided exceptional customer service. This customer service convenience allows registrants the option to renew from their homes or offices as their schedule allows. Customers do not have to drive to an office to stand in line nor is there an additional cost to the customer for this convenience. Approximately sixteen (16) percent or 2.3 million of all motor vehicle renewals statewide are performed over the internet. DMV continues to pursue ways to increase customer use of the internet renewal system.

Title Issuance

DMV has significantly decentralized the issuance of “fast title” service. This is a customer service convenience which allows the public to stop by most local county tax collector's offices to process and immediately receive their title, if there is no lien. This provides customers convenience when buying and selling vehicles. The vast majority of all tax collector offices now provide expedited title service. Additionally, local title issuance is available for rebuilt vehicles.

The chart below reflects the ten year history of title issuance:

Chart 2



Note: The decline in title issuance is a result of the successful roll out of our electronic titling and lien and E-Title initiatives as well as economic influences.

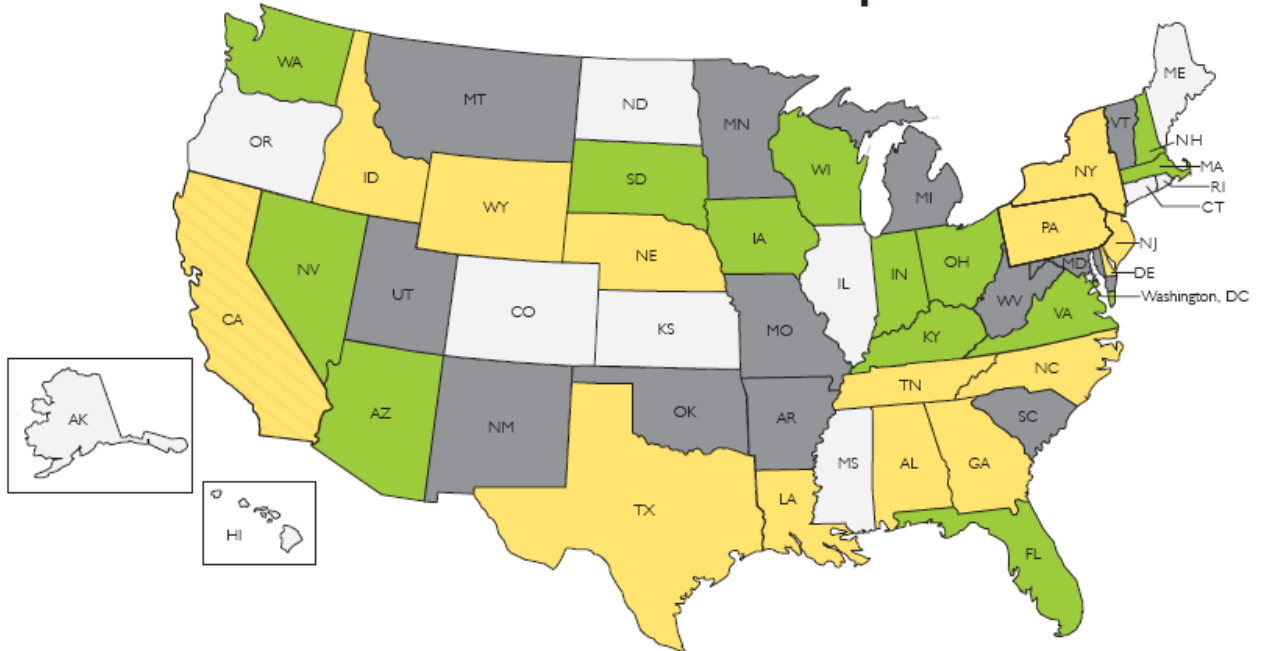
National Motor Vehicle Titling Information System






To enhance consumer protection, Title II of the Federal Anti Car Theft Act of 1992 required the creation of a National Motor Vehicle Title Information System (NMVTIS). This system, as expected, has helped deter trafficking in stolen vehicles by making it harder for thieves to title stolen vehicles. It has also reduced title fraud by allowing states to verify the validity of titles prior to issuing new titles. NMVTIS offers the consumer protection benefit of carrying forward “vehicle brands” (flood, rebuilt, taxi cab, etc.) from state to state. If a vehicle is branded in one state as a flood vehicle, the same brand (flood) is applied to the issuance of a title in another state. The National Motor Vehicle Title Information System is a significant activity for the Department's motor vehicle program and Florida was one of the original pilot states. NMVTIS has statewide online inquiry capability and online updates. For Florida, participation in the information system has enhanced the department's ability to identify fraudulent titles, which prior to NMVTIS, was an exclusively manual process.

The map below and legend explains current NMVTIS participation:

April 29, 2009

NMVTIS Participation



-  13 States Participating—states that provide data and inquire into the system before issuing new titles
-  14 States Providing Data Only—states providing data but not making inquiries
-  12 States in Development
-  12 States Not Participating (includes the District of Columbia)
-  States providing data to the system but currently restricting NMVTIS from releasing the data to consumers

Currently, 73% of the U.S. vehicle population is represented in the system

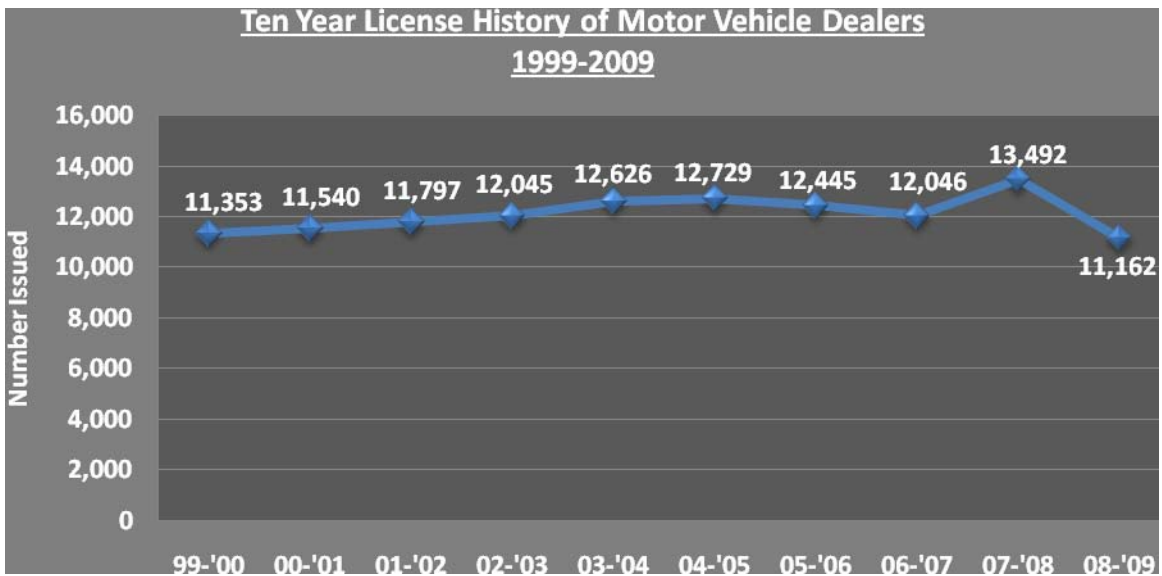
Local Dealer License Issuance

The issuance of motor vehicle and mobile home dealer licenses has been decentralized, thereby allowing originals and renewals of licenses to be obtained at any local regional Division of Motor Vehicle office.

The bankruptcies of GM and Chrysler have changed the dynamics of the motor vehicle industry in Florida and nationally. When these two companies emerged from bankruptcy, the number of dealers was reduced due to dealer closures. The closure of dealerships is being discussed in Congress as to what rights, if any, dealerships designated to close in the bankruptcy proceedings may have. The Department is committed to helping dealers and consumers to the extent permissible under Florida law.

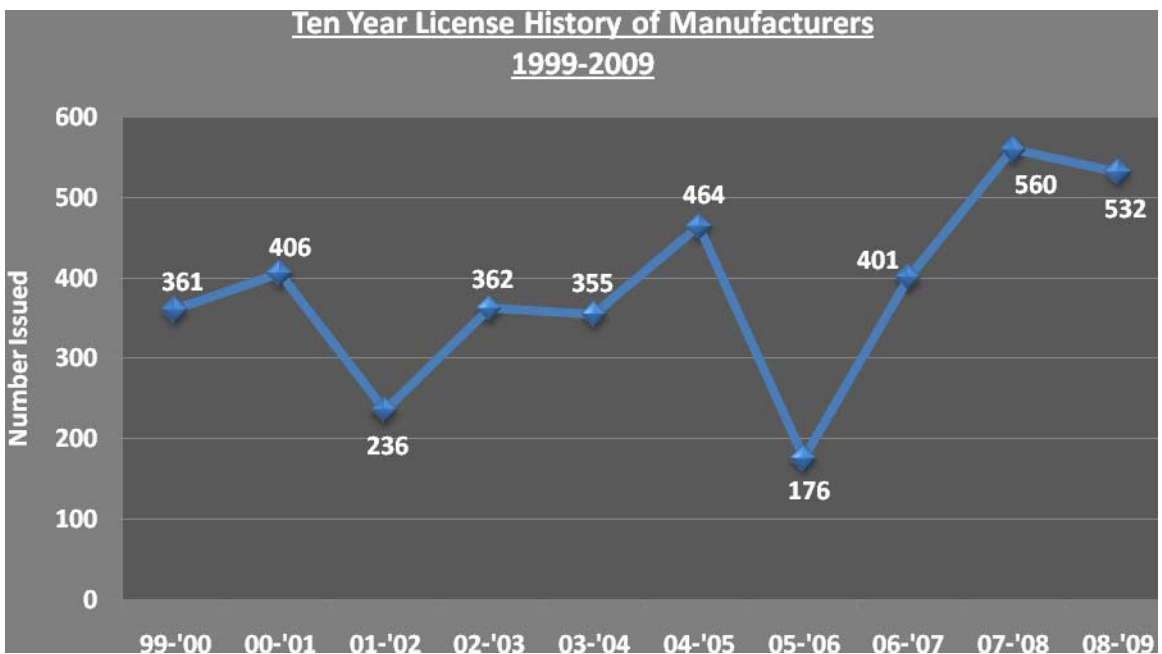
A comparison of motor vehicle dealers licensed for the last ten years is as follows:

Chart 3



A comparison of motor vehicle manufacturers licensed for the last ten years is as follows:

Chart 4



Note: The decline in motor vehicle dealers of a result in a change in reporting methodology and economic conditions. The methodology change now counts actual licenses issued verses each license printed.

The above charts show a 17 percent drop in dealers licensed and a five percent drop in manufacturers licensed. Many factors impact why dealers and manufacturers do not renew their licenses such as: insurance, bonds, administrative actions and, of course, the impact of the economy on their business operations.

Forms and Information

The Department’s website provides access to all non secure DMV forms, which may be downloaded by customers. Additionally, frequently asked questions and other information concerning motor vehicles, mobile homes and vessels is available online. Consumers can obtain this information and specific forms in order to more conveniently complete their motor vehicle title and registration transactions.

The Department’s website continues to provide consumers with on-line services such as registration renewals, duplicate registrations, requests to print an electronic title, address changes, motor vehicle check, and other general information.

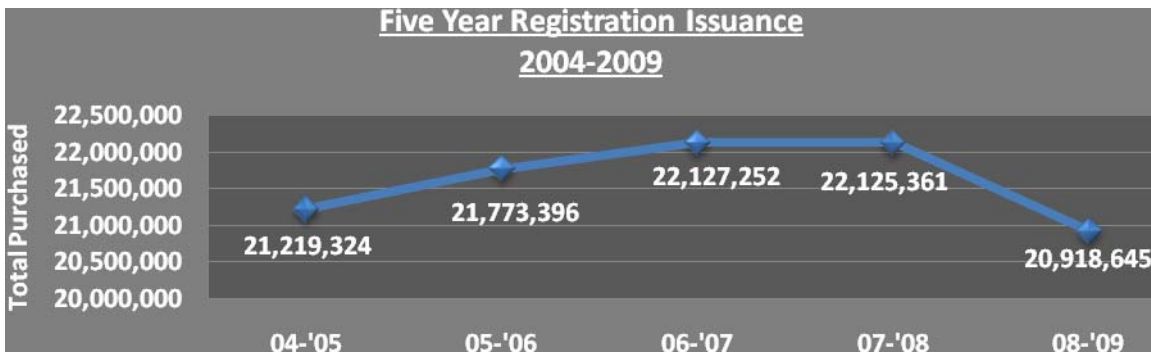
Registration Issuance

A registration decal and registration certificate is printed locally within tax collector offices for the customer at the time the transaction is conducted. This service has been decentralized such that ninety-nine percent of all registration transactions are conducted in local county tax collector offices. In FY 2007-08, approximately 22 million registration transactions were processed. However, in FY 2008-09, the number of registration transactions processed decreased to 21 million.

DMV will be conducting a registration decal study in fiscal year 2009-2010. The purpose of the study is to determine how the decal can be enhanced for readability and visibility for law enforcement and our customers.

The following chart reflects the five year history of registration transactions.

Chart 5



Electronic Temporary Registration (ETR):

Effective July 1, 2008, DMV implemented the ETR program. This service allows temporary license plate customer information and vehicle information to be immediately available to law enforcement via the motor vehicle database. Temporary license plates are required by law to be printed on demand at the point of sale. This business service greatly assists law enforcement and motor vehicle dealers. From the law enforcement perspective, fraudulent use of temporary license plates is more readily identifiable. Also, it has eliminated the illegal issuance of multiple temporary license plates; the result is improved legal compliance and inventory control.

Electronic Filing System

The Electronic Filing System (EFS) allows participating automobile dealers to act as agents of a local tax collector and process title and registration transactions. The customer leaves the dealership with their license plate and registration in hand. Title transactions flow through the local tax collector for processing and issuance of a title.

In the 2009 Legislative session, House Bill 293 passed and gave jurisdiction over the outsourced EFS expressly to the state. The Department is to continue its current outsourcing of the existing electronic filing system, including its program standards. The electronic filing system was approved for use in all counties and required to be a uniform program for all tax collectors of the state. A motor vehicle dealer licensed under this chapter may charge a fee to the customer for use of the electronic filing system. Such fee is not a component of the program standards. Final authority over disputes relating to program standards lies with the department. By January 1, 2010, the Office of Program Policy Analysis and Government Accountability, with input from the Department and from affected parties, including tax collectors, service providers, and motor vehicle dealers, shall report to the President of the Senate and the Speaker of the House of Representatives on the status of the outsourced electronic filing system, including the program standards, and its compliance with this subsection. The report shall identify all public and private alternatives for continued operation of the electronic filing system and shall include any and all appropriate recommendations, including revisions to the program standards.

Electronic Lien and Title

The Electronic Lien and Title System (ELT) offers lien holders reduced handling, storage, and mailing costs associated with paper titles by replacing them with electronic titles. Approximately 266 lien holders that have joined the program and benefit by not having to retrieve a title from a conventional file when the lien has been satisfied, physically satisfy (sign off) a lien on a title, mail a title to a customer, or apply for a duplicate title to replace a lost title.

Electronic Title

The Division of Motor Vehicles has moved forward with the expansion of the ELT process to an electronic title process. An electronic title is a title that exists only in electronic form on our database. The ELT process has allowed lien holders to divest themselves from the paper process of maintaining their lien portfolios and proved that the concept of paperless titles is a viable one. We currently issue approximately 5,000,000 paper titles per year. With the implementation of the electronic title process September 1, 2009, there will be a substantial reduction in title paper usage resulting in cost savings to the state and the consumer. E-Title is the next step towards accomplishing a paperless title system.

Approximately 22 percent of the more than ten million records we have with liens are electronic. As noted above, effective September 1, 2009, all titles are electronically maintained in the Department's motor vehicle database unless a paper title is specifically requested by the customer (\$2.50 printing fee). The objective is to maintain title certificates electronically in lieu of printing a paper certificate to provide consumer protection from fraud and theft.

Document Imaging

As part of our business process, the Florida Real Time Vehicle Information System (FRVIS) allows users to pull up scanned title documents and view them on-line. This feature facilitates the instantaneous review of the history regarding a motor vehicle, vessel or mobile home, which will help customers statewide expedite information to judges and law enforcement requiring this type of information.

Notice of Sale

HB 293 as passed in the 2009 legislative session provides that an owner or co-owner who has made a sale or transfer of a motor vehicle and has delivered possession to a purchaser is to notify the Department on form HSMV 82050, Notice of Sale within 30 days after the sale or transfer. This notice will satisfy the notice requirement for limitation of liability. The notification shall include the vehicle identification number and the buyer's full first name, middle initial, last name, and personal or business identification, which may include, but need not be limited to, a driver license number, Florida identification card number, or federal employer identification number, and any information required by the Department. This does not apply to any transfer or sale by a licensed motor vehicle dealer or an insurer who has taken possession of the vehicle pursuant to a policy of insurance.

When an owner sells their motor vehicle, mobile home, or vessel, they can avoid legal issues by completing form HSMV 82050, Notice of Sale (available via the Department's website). Once completed, form HSMV 82050 may be submitted to the seller's local tax collector's office. The DMV database will reflect the title record as "sold." The ownership status, however, will not change on the DMV database until the purchaser applies for and is issued a certificate of title. The seller's registration information associated with the title record will be removed from the DMV database.

Online Motor Vehicle Status Check

The general public can access their motor vehicle, vessel, or motorcycle record online to determine the status of their registration. Available information includes: lien information, title number, VIN number, status of the registration (active or not), and renewal date.

Several enhancements to the Motor Vehicle Status Check are being planned by the department. The following is a list:

1. Better descriptions for the electronic title status
2. Display the Electronic Filing Status, if one exists.
3. Enhanced messages for stops.
4. Enhanced information regarding liens.
5. Additional vehicle information.

When completed, these enhancements will increase the functionality of the Motor Vehicle Status Check based on customer feedback

CVISN

The Department participates in the Commercial Vehicle Information System and Networks (CVISN) registration system through an agreement with the Florida Department of Transportation, which administers it in cooperation with federal and other state agencies. For participation, the Department developed a web-based system that allows Florida-based motor carriers to conduct interstate commercial motor vehicle registration business on-line. Under this system, Florida-based motor carriers are able to electronically submit International Registration Plan renewal applications and purchase International Fuel Tax Agreement decals.

A comparison of IFTA Tax returns and Decals processed through CVISN and FRVIS is as follows:

	FY 2007-08	FY 2008-09
CVISN	NA	Tax Returns-905 Decals-721
FRVIS	Tax Returns-40,050 Decals-56,639	Tax Returns-39,984 Decals-46,642

Approximately 2 percent of Tax Returns and Decals were processed through CVISN. It is a new technology and we expect its use to grow over time but have no benchmarks upon which to make projections.

Decentralized Commercial Registration

The decentralization of the International Registration Plan (IRP) was implemented with a private tag agency in Pinellas County, Florida. It is the department’s plans to decentralize both IRP and IFTA to all tax collectors.

Performance Measures and Standards

LRPP Exhibit II

Performance Measures and Standards (LRPP Exhibit II)

Department of Highway Safety and Motor Vehicles

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
Program: Administrative Services			Code:	76010000
Service Budget Entity: Executive Direction And Support Services			Code:	76010100
<u>Approved Deleted Measure:</u> Agency administration and supports costs as a percent of total agency costs / agency administration and support positions as a percent of total agency positions	5.40%/6.42%	4.70%/6.18%		
<u>Approved New Measure:</u> Agency administration and support costs as a percent to total agency costs			5.00%	5.00%
Program: Florida Highway Patrol			Code:	76100000
Service Budget Entity: Highway Safety			Code:	76100100
<u>Approved Deleted Measure:</u> Florida death rate on patrolled highways per 100 million vehicle miles of travel	1.70	1.50		
<u>Approved New Measure:</u> Florida highway fatality rate per 100 million vehicle miles traveled			1.50	1.50
<u>Approved Deleted Measure:</u> National average death rate on highways per 100 million vehicle miles of travel	1.50	1.27		

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
<u>Approved Deleted Measure:</u> Alcohol-related death rate per 100 million vehicle miles of travel	0.64	0.59		
<u>Approved New Measure:</u> Florida alcohol-related highway fatality rate per 100 million vehicle miles traveled			0.58	0.58
<u>Approved Deleted Measure:</u> Number of crashes investigated by FHP	200,361	199,471		
<u>Approved New Measure:</u> Number of highway crashes investigated by FHP			235,000	235,000
<u>Approved Deleted Measure:</u> Percent change in number of crashes investigated by FHP	1.00%	-10.00%		
<u>Approved Deleted Measure:</u> Annual crash rate per 100 million vehicle miles of travel	131	123		
<u>Approved New Measure:</u> Percent of fatal highway crashes investigated by FHP to all fatal highway crashes investigated by law enforcement in Florida			60%	60%
<u>Approved Deleted Measure:</u> Number of hours spent on traffic homicide investigations	156,284	189,027		
<u>Approved Deleted Measure:</u> Number of cases resolved as a result of traffic homicide investigations	1,728	1,444		

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
<u>Approved Deleted Measure:</u> Average time (hours) spent per traffic homicide investigation	90.44	115.39		
<u>Approved New Measure:</u> Percent of highway homicide investigations completed within 90 days of crash			80%	80%
<u>Approved Deleted Measure:</u> Percent of recruits retained by FHP for 3 years after the completion of training	90%	87%		
<u>Approved New Measure:</u> Annual percent turnover for all FHP troopers and corporals			7.5%	7.5%
<u>Approved Deleted Measure:</u> Actual average response time (minutes) to call for crashes or assistance	26.00	25.61		
<u>Approved New Measure:</u> Percent of calls for service responded to within 30 minutes			65%	65%
<u>Approved Deleted Measure:</u> Number / percent of duty hours spent on preventive patrol (Law Enforcement Officers)	1,006,389/41%	925,715/39%		
<u>Approved New Measure:</u> Percent of preventive patrol hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals			52%	52%

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
<u>Approved Deleted Measure:</u> Number / percent of flight hours spent on aerial traffic enforcement (Law Enforcement Pilots)	1,195/50%	1,632/56%		
<u>Approved Deleted Measure:</u> Number / percent of duty hours spent on crash investigations for Law Enforcement Officers	326,447/14%	316,296/13%		
<u>Approved New Measure:</u> Percent of traffic investigation hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals			23%	23%
<u>Approved Deleted Measure:</u> Number / percent of duty hours spent on crash investigations by Community Service Officers	10,707/29%	15,576/39%		
<u>Approved Deleted Measure:</u> Number / percent of time spent on non-patrol support activities (Law Enforcement Officers)	654,577/29%	721,319/30%		
<u>Approved New Measure:</u> Percent of administrative/training hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals			25%	25%
<u>Approved Deleted Measure:</u> Average time (hours) to investigate crashes (Long form)	2.17	2.32		
<u>Approved Deleted Measure:</u> Average time (hours) to investigate crashes (Short form)	1.35	1.34		

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
<u>Approved Deleted Measure:</u> Average time (hours) to investigate crashes (Non-reportable)	0.65	0.71		
<u>Approved Deleted Measure:</u> Number / percent of duty hours spent on law enforcement officer assistance to motorists	111,635/5%	116,017/5%		
<u>Approved Deleted Measure:</u> Number of motorists assisted by FHP	313,277	276,543		
<u>Approved New Measure:</u> Number of motorists assisted by FHP			300,000	300,000
<u>Approved Deleted Measure:</u> Number of training courses offered to FHP recruits and personnel	45	67		
<u>Approved Deleted Measure:</u> Number of students successfully completing training	1,224	1,057		
<u>Approved New Measure:</u> Percent of FHP recruits who passed certification exam on initial testing			95%	95%
<u>Approved Deleted Measure:</u> Percent of closed criminal investigations which are resolved	80%	87%		
<u>Approved New Measure:</u> Percent of criminal investigations cases resolved within 30 days			50%	50%
<u>Approved Deleted Measure:</u> Number / percent of duty hours spent on Criminal investigations	56,199/60%	37,351/41%		

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
<u>Approved Deleted Measure:</u> Number / percent of duty hours spent on Professional compliance investigations	5,293/6%	18,773/21%		
<u>Approve New Measure:</u> Percent of professional compliance investigation cases completed within 45 days			80%	80%
<u>Approved Deleted Measure:</u> Number / percent of duty hours spent on Polygraph examinations activities	5,885/5%	6,118/7%		
<u>Approved Deleted Measure:</u> Number / percent of duty hours spend on Non-investigative support activities	25,250/29%	29,108/32%		
<u>Approved Deleted Measure:</u> State seat belt compliance rate	67.5%	<i>Not available at time of submittal</i>		
<u>Approved New Measure:</u> Florida's seat belt compliance rate			85%	85%
<u>Approved Deleted Measure:</u> Percent change in seat belt use	1%	<i>Not available at time of submittal</i>		
Program: Florida Highway Patrol			Code:	76100000
Service Budget Entity: Executive Direction And Support Services			Code:	76100400
<u>Approved Deleted Measure:</u> Program administration and support costs as a percent of total program costs / program administration and support positions as a percent of total program positions	1.41%/1.18%	1.29%/1.20%		

	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Driver Licensure			Code:	76250300
<u>Approved Deleted Measure:</u> Percent of customers waiting 15 minutes or less for driver license service	50%	89%		
<u>Approved New Measure:</u> Percent of driver license office customers waiting 15 minutes or less for service.			80%	80%
<u>Approved Deleted Measure:</u> Percent of customers waiting 30 minutes or more for driver license service	35%	3%		
<u>Approved New Measure:</u> Percent of driver license office customers waiting less than 30 minutes for service			95%	95%
<u>Approved New Measure:</u> Percent of customer service phone calls answered by Customer Service Center within 2 minutes of being place in the queue			70%	70%
<u>Approved Deleted Measure:</u> Average number of corrections per 1,000 driver records maintained	4.00	6.48		
<u>Approved New Measure:</u> Number of corrections per 1,000 driver records maintained			4.00	4.00

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
<u>Approved Deleted Measure:</u> Number of driver licenses issued	5,418,344	4,930,906		
<u>Approved Deleted Measure:</u> Number of ID cards issued	852,315	965,133		
<u>Approved New Measure:</u> Number of driver licenses and identification cards issued			6,200,000	6,200,000
<u>Approved Deleted Measure:</u> Number of written driver license examinations conducted	1,561,590	1,626,333		
<u>Approved Deleted Measure:</u> Number of road tests conducted	492,055	547,833		
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Motorist Financial Responsibility Compliance			Code:	76250400
<u>Approved Deleted Measure:</u> Percent of motorists complying with financial responsibility	96%	97%		
<u>Approved New Measure:</u> Percent of registered vehicles that meet Florida's minimum insurance requirements			95%	95%
<u>Approved Deleted Measure:</u> Number of insured motorists	12,180,000	11,988,707		

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Identification And Control Of Problem Drivers			Code:	76250500
<u>Approved Deleted Measure:</u> Percent of "Driving Under the Influence" course graduates who do not recidivate within three years of graduation	86%	86%		
<u>Approved New Measure:</u> Percent of "Driving Under the Influence" course graduates who do not have another DUI conviction within 4 years of graduation			90%	90%
<u>Approved Deleted Measure:</u> Number of driver licenses / identification cards suspended, cancelled, and invalidated as a result of fraudulent activity, with annual percentage change shown	2,356/-27%	1,822/-11%		
<u>Approved Deleted Measure:</u> Number of problem drivers identified	1,866,461	2,176,678		
<u>Approved New Measure:</u> Number/Percent of driving related sanctions issued to all sanctions issued			130,000 5%	130,000 5%
<u>Approved New Measure:</u> Number/Percent of non-driving related sanctions issued to all sanctions issued			2,470,000/ 95%	2,470,000/ 95%

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Mobile Home Compliance And Enforcement			Code:	76250600
<u>Approved Deleted Measure:</u> Ratio of warranty complaints to new mobile homes titled	1:154	1:125		
<u>Approved New Measure:</u> Percent of new manufactured home warranty complaints to new manufactured homes titled			0.6%	0.6%
<u>Approved Deleted Measure:</u> Number of mobile homes inspected	14,800	3,531		
<u>Approved New Measure:</u> Number of manufactured homes inspected in plants			6,000	6,000
Service Budget Entity: Motor Carrier Compliance			Code:	76250700
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Vehicle And Vessel Title And Registration Services			Code:	76250800
Percent of vehicle/vessel titles issued without error	92%	93%	92%	92%
<u>Approved Deleted Measure:</u> Number of fraudulent motor vehicle titles identified and submitted to law enforcement	50	42		
<u>Approved Deleted Measure:</u> Percent change in number of fraudulent motor vehicle titles identified and submitted to	3.00%	-28.90%		

law enforcement				
Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
<u>Approved Deleted Measure:</u> Average cost to issue a motor vehicle/vessel title	\$2.12	\$2.82		
<u>Approved New Measure:</u> Cost per motor vehicle/manufactured home/vessel titles issued			\$2.75	\$2.75
<u>Approved Deleted Measure:</u> Number of motor vehicle and mobile home titles issued	6,700,000	4,718,683		
<u>Approved New Measure:</u> Number of motor vehicle/manufactured home/vessel titles issued			5,750,000	5,750,000
<u>Approved Deleted Measure:</u> Number of motor vehicle and mobile home registrations issued	21,446,037	19,975,037		
<u>Approved New Measure:</u> Number of motor vehicle/manufactured home/vessel registrations issued			21,300,000	21,300,000
<u>Approved Deleted Measure:</u> Issuance of vessel titles	270,879	182,612		
<u>Approved Deleted Measure:</u> Issuance of vessel registrations	1,046,445	943,608		
<u>Approved Deleted Measure:</u> Average number of days to issue vehicle title	3	3		
<u>Approved New Measure:</u> Percent of titles issued within 3 workdays of request			98%	98%

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
<u>Approved New Measure:</u> Percent of paper titles issued for motor vehicles, manufactured homes and vessels to all titles issued			80%	80%
<u>Approved New Measure:</u> Percent of biennial motor vehicle, manufactured home and vessel registrations issued to all eligible biennial registration participants			6%	6%
<u>Approved Deleted Measure:</u> Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural and requirements for rebuilt certificates of title to total inspections of rebuilt salvage vehicles	1:8	1:6		
<u>Approved Deleted Measure:</u> Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings	36,319	28,795		
<u>Approved New Measure:</u> Number of rebuilt salvage motor vehicles inspected			25,000	25,000
<u>Approved Deleted Measure:</u> Percent of dealer licenses issued within 7 working days upon receipt of completed applications	99%	99.8%		
<u>Approved New Measure:</u> Percent of motor vehicle, manufactured home and recreation vehicle dealer licenses issued within 5 workdays of receipt of completed dealer application			99%	99%

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
<u>Approved Deleted Measure:</u> Number of automobile dealers licensed	12,800	13,223		
<u>Approved New Measure:</u> Number of dealer licenses issued (includes motor vehicle and manufactured home dealers, and manufacturers licenses)			12,800	12,800
<u>Approved Deleted Measure:</u> Ratio of taxes collected as a result of International Registration Program and International Fuel Tax Agreement audits to the cost of audits	\$1.73:\$1.00	\$1.15:\$1.00		
<u>Approved Deleted Measure:</u> Number of International Fuel Use Tax and International Registration Plans accounts audited	350	375		
<u>Approved New Measure:</u> Percent of International Fuel Tax Agreement audits completed to all International Fuel Tax agreements			3.00%	3.00%
<u>Approved New Measure:</u> Percent of International Registration Plan Agreement audits completed to all International Registration Plan agreements			3.00%	3.00%
<u>Approved Deleted Measure:</u> Number of motor carriers audited per auditor, with number of auditors shown	22:14	30:9		

Approved Performance Measures for FY 2009-10 (Words)	Approved Standards for FY 2008-09 (Numbers)	Prior Year Actual FY 2008-09 (Numbers)	Approved Standards for FY 2009-10 (Numbers)	Requested FY 2010-11 Standards (Numbers)
Program: Licenses, Titles and Regulations			Code:	76250000
Service Budget Entity: Executive Direction And Support Services			Code:	76250900
<u>Approved Deleted Measure:</u> Program administration and support costs as a percent of total program costs / program administration and support positions as a percent of total program positions	2.13%/2.19	2.02%/1.81%		
Program: Kirkman Data Center			Code:	76400000
Service Budget Entity: Information Technology			Code:	76400100
<u>Approved Deleted Measure:</u> Percent of customers who rate services as satisfactory or better as measured by survey	90%	99%		

**Assessment of Performance for Approved
Performance Measures
LRPP Exhibit III**

Exhibit III

Assessment of Performance Measures

Administrative Services Program

Department: Highway Safety and Motor Vehicles
Program: Administrative Services
Service/Budget Entity: Executive Direction and Support Services
Measure: Agency administration and support costs as a percent of total agency costs; agency administration and support positions as a percent of total agency positions

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5.40 % costs	4.70% costs	-0.70% costs	-12.96% costs
6.42 % positions	6.18% positions	-0.24% positions	-3.74% positions

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The DHSMV has exceeded this measure.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Exhibit III

Assessment of Performance Measures

Florida Highway Patrol Program

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Florida Death rate on patrolled highways per 100 million vehicle miles of travel.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1.70	1.50	-0.20	-11.76%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

Florida's death rate for every 100 million vehicle miles in 2008 was 1.50 compared to the Approved Standard of 1.70. Given the state's 17+ million residents, coupled with the estimated 85+ million visitors last year, Florida is one of the most heavily traveled states in the nation. The Florida Highway Patrol, our law enforcement partners, and public safety agencies and advocates play a critical role in the effort to curb the number of injuries and deaths associated with automobile crashes in Florida. Law enforcement agencies statewide conducted Click It or Ticket campaigns that incorporate zero-tolerance enforcement of safety belt laws with a special emphasis on teens. In addition, law enforcement partnerships with MADD (Mothers Against Drunk Driving) and similar organizations have proven to be effective in the fields of legislation and public awareness. Moreover, strict enforcement of D.U.I., speed, and other dangerous violations, coupled with paid advertising and the support of governmental agencies, local coalitions and school officials, assist in the efforts to decrease the number of traffic-related fatalities in Florida.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Please see above.

Management Efforts to Address Differences/Problems (check all that apply):

Training

Personnel

Technology

Other (Identify)

Recommendations:

Please see above.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: National average death rate on highways per 100 million vehicle miles of travel.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1.50	1.27	-0.23	-15.33%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The Florida Highway Patrol met this standard.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Alcohol-related death rate per 100 million vehicle miles of travel

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
0.64	0.59	-0.05	-7.81%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The Florida Highway Patrol has met this performance standard. Florida’s alcohol-related death rate per 100 million vehicle-miles of travel in 2008 was 0.59 compared to the Approved Standard of 0.64. Efforts to decrease the rate include the following: Florida Statutes pertaining to D.U.I. (Driving Under the Influence) set forth rigid penalties and jail time for those convicted of driving under the influence; partnerships with MADD (Mothers Against Drunk Driving) and similar organizations have proven to be effective in the fields of legislation and public awareness; and strict enforcement of D.U.I. violations by FHP and other law enforcement agencies have resulted in a significant number of arrests which serves as a deterrent to individuals who drink and consider driving.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Please see above.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Please see above.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Percent change in number of crashes investigated by FHP.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1.00%	-10.00%	-11.00%	-1,100.00%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Annual crash rate per 100 million vehicle miles of travel

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
131	123	-8	-6.11%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The Florida Highway Patrol has exceeded this performance standard. The Florida Highway Patrol, together with our law enforcement partners, and public safety agencies and advocates played a critical role in the effort to curb the number of injuries and deaths associated with automobile crashes in Florida. Law enforcement agencies statewide conducted Click It or Ticket campaigns that incorporate zero-tolerance enforcement of safety belt laws with a special emphasis on teens. In addition, law enforcement partnerships with MADD (Mothers Against Drunk Driving) and similar organizations have proven to be effective in the fields of legislation and public awareness. Moreover, strict enforcement of D.U.I. (Driving Under the Influence), speed, and other hazardous violations, coupled with paid advertising and the support of governmental agencies, local coalitions and school officials, are helpful efforts in the drive to decrease traffic related fatalities in Florida.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Please see above.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Please see above.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number of hours spent on traffic homicide investigations

Action:

- Performance Assessment of Outcome Measure Revision of Measure
- Performance Assessment of Output Measure Deletion of Measure
- Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
156,284	189,027	32,743	20.95%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
- Competing Priorities Level of Training
- Previous Estimate Incorrect
- Other (Identify)

Explanation:

The standard for successful prosecution continues to become more complex and challenging. To keep up with these increased demands, the Florida Highway Patrol revised its Traffic Homicide Investigation report format and investigations procedures. These necessary changes require additional time be dedicated to fatality crash investigations.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
- Legal/Legislative Change Natural Disaster
- Target Population Change Other (Identify)
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
- Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number of cases resolved as a result of traffic homicide investigations

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,728	1,444	-284	-16.44%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Florida has experienced a reduced number of fatal traffic crashes over the past year. This has resulted in fewer such crashes being investigated by the Florida Highway Patrol, and therefore, fewer cases resolved.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Average time (hours) spent per traffic homicide investigation.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
90.44	115.39	24.95	27.58%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The standard for successful prosecution continues to become more complex and challenging. To keep up with these increased demands, the Florida Highway Patrol revised its Traffic Homicide Investigation report format and investigations procedures. These necessary changes require additional time be dedicated to fatality crash investigations.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Percent of recruits retained by FHP for three years after the completion of training.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
90%	87%	-3%	-3.33%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Actual average response time (minutes) to calls for crashes or assistance.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
26 minutes	25.61	-0.39	-1.50%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number and percent of duty hours spent on preventive patrol (Law Enforcement Officers)

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,006,389	925,715	-80,674	-8.02%
41 %	39%	-2%	-5.52%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

In FY 08/09, we spent 925,715 hours on preventative patrol. This is 8.02% below the raw approved number standard of 1,006,389. FHP experienced an average of 162 vacancies per month.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

The vacancy rate coupled with the added protective duties for statewide emergencies such as Tropical Storm Fay in August of 2008, Hurricanes Gustav and Ike in September 2009, wild land fires in March 2009, severe weather and North Florida flooding in April 2009 and the Central Florida flooding in May 2009. In addition to our security functions in large scale public interest events such as NASCAR races, Super Bowl XLIII, college bowl games, as well as numerous other professional sporting events and recreational gatherings like Spring Break, Gasparilla, and Bike Week, which attract large crowds. During the first half of the FY08/09 FHP personnel played an integral part in numerous presidential and vice-presidential campaign stops throughout Florida. In January 2009, FHP assisted with national security in Washington D.C. during the Presidential Inauguration. All of these duties account for many hours that Troopers would ordinarily spend on preventative patrol.

Management Efforts to Address Differences/Problems (check all that apply):

- Training
 Personnel

- Technology
 Other (Identify)

Recommendations:

FHP will continue to serve the citizens and visitors of Florida, while increasing the number of applicants recruited, hired and trained as State Troopers.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number / percent of duty hours spent on crash investigations for Law Enforcement Officers

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
326,447	316,296	-10,151	-3.11%
14%	13%	-1%	-5.46%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number / percent of duty hours spent on crash investigations by Community Service Officers

Action:

- Performance Assessment of Outcome Measure Revision of Measure
- Performance Assessment of Output Measure Deletion of Measure
- Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
10,707	15,576	4,869	45.47%
29%	39%	10%	35.25%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
- Competing Priorities Level of Training
- Previous Estimate Incorrect
- Other (Identify)

Explanation:

The Florida Highway Patrol has exceeded this performance standard. The Community Service Officer position description requires members spend most of their duty time investigating traffic crashes.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
- Legal/Legislative Change Natural Disaster
- Target Population Change Other (Identify)
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
- Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number and percent of time spent on non-patrol support activities
(Law Enforcement Officers)

Action:

- Performance Assessment of Outcome Measure Revision of Measure
- Performance Assessment of Output Measure Deletion of Measure
- Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
654,577	721,319	66,742	10.20%
29 %	30%	1%	4.08%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

Explanation:

During FY 08/09 FHP spent 30% of total time worked on non-patrol support activities, or 721,319 hours. This represents 10.20% more than the approved standard of 654,577 hours. Our vacancy rate of 162 positions per month coupled with the added protective duties for statewide emergencies such as Tropical Storm Fay in August of 2008, Hurricanes Gustav and Ike in September 2009, wild land fires in March 2009, severe weather and North Florida flooding in April 2009 and the Central Florida flooding in May 2009 has a direct effect on this standard. In addition to assisting with natural events, we continue to provide security functions in large scale public interest events such as NASCAR races, Super Bowl XLIII, college bowl games, as well as numerous other professional sporting events and recreational gatherings like Spring Break, Gasparilla, and Bike Week, which attract large crowds. During the first half of the FY08/09 FHP personnel played an integral part in numerous presidential and vice-presidential campaign stops throughout Florida. In January 2009, FHP assisted with national security in Washington D.C. during the Presidential Inauguration. We also sent 326 personnel to 40-hour mandatory retraining classes to enhance their knowledge and maintain their law enforcement certifications. All of these duties account for many hours that Troopers would ordinarily spend on preventative patrol.

External Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input checked="" type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Please see above.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

Recommendations:

FHP will continue to serve the citizens and visitors of Florida, while increasing the number of applicants recruited, hired and trained as State Troopers.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Average time (hours) to investigate crashes:
 Long Form, Short Form, Non-reportable

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
Long 2.17	2.32	0.15	6.80%
Short 1.35	1.34	-0.01	-0.79%
Non-reportable 0.65	0.71	0.06	8.69%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The time needed to investigate crashes differs in each instance based on the circumstances surrounding the investigations. Factors such as the severity and number of injuries, number of vehicles involved, the extent of damages, environmental hazards, and public safety issues influence the time it takes to investigate a crash. In addition, the Patrol began transitioning from handwritten reports to computer generated reports utilizing our Mobile Computer Terminal system. This transition may have impacted the length of time to record information to computer in contrast to handwritten reports. Times vary from case to case based on the complexity of each and every investigation.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Please see above.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

FHP will continue to closely monitor this measure.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number and percent of duty hours spent on Law Enforcement Officer assistance to motorists; number of motorists assisted by Law Enforcement Officers

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
111,635 hours	116,017	4,382	3.92%
5 %	5%	0%	-2.90%
313,277 persons	276,543	-36,734	-11.73%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

This standard is externally driven. Assistance to motorists is affected by the numbers of motorists requiring assistance and the number who call for assistance.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Number of training courses offered to FHP recruits and personnel; number of students successfully completing training

Action:

- Performance Assessment of Outcome Measure Revision of Measure
- Performance Assessment of Output Measure Deletion of Measure
- Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
45 classes	67	22	48.89%
1,224 students	1,057	-167	-13.64%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

Explanation:

External Factors (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- Competing Job Opportunities
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

Explanation:

During the year for various reasons, including hurricane and tropical storm activity, several large classes had to be canceled. Some of these classes were not rescheduled during the year. Based on these large classes being canceled, the number of students successfully completing training declines.

Management Efforts to Address Differences/Problems (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Percent of closed criminal investigations, which are resolved

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
80%	87%	7%	8.19%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The Florida Highway Patrol has exceeded this performance standard. Investigations conducted by the Florida Highway Patrol, Bureau of Investigations cases normally have victims and subjects who are identified (rather than unknown). This factor has a positive influence on our ability to resolve cases and bring them to a conclusion. The cases investigated include commercial vehicle cargo theft, driver license fraud, title fraud, and other crimes and issues related to the Department's mission.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Criminal and Administrative Investigations
Measure: Number/percent of duty hours spent on criminal investigations

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
56,199	37,351	-18,848	-33.54%
60%	41%	-19%	-31.99%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

During FY 07/08 and continuing into FY 08/09 FHP separated its Bureau of Investigations into two investigative bodies. The Office of Professional Compliance (OPC) concentrates its efforts on administrative investigations involving employee misconduct and professional standards. The Bureau of Investigations (BOI) continues to conduct our criminal investigations. BOI experienced a reduction in staffing due to members moving into OPC. During FY08/09 BOI has carried an average vacancy rate of 8.25 FTE. This reduction in staffing has a direct effect on the number of duty hours spent on criminal investigations.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Explanation:

Recommendations:

In June 2009, we reduced the vacancy rate to 4 FTE's and anticipate an increase in criminal investigative hours during the coming year.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Executive Direction and Support Services
Measure: Program administration and support costs as a percent of total program costs; program administration and support positions as a percent of total program positions

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1.41 % costs	1.29% costs	-0.12% costs	-8.51% costs
1.18 % positions	1.20% positions	0.02% positions	1.69% positions

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The Florida Highway Patrol has exceeded this measure.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Exhibit III

Assessment of Performance Measures

Licenses, Titles and Regulations
Program

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Percent customers waiting 15 minutes or less for driver license service

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
50%	89%	39%	78%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The continued improvement is the result of a combination of factors, including technology, training, and staffing. Customers are continuing to use the Online Appointment Service and Information System (OASIS) to schedule appointments and are taking greater advantage of services offered through the internet.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

The Department will continue to search for ways to improve customer service and reduce customers' wait time through excellence in service and education.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Percent customers waiting 30 minutes or more for driver license service

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
35%	3%	-32%	-91.43%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The continued improvement is the result of a combination of factors, some relating to technology others to training and staffing. Our customers are using our On-line Appointment Service and Information System (OASIS) to schedule their appointments and they are taking greater advantage of convenience methods such as our Internet, phone and mail-in renewal services. The division promoted these services in press releases and public service announcements.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

The Department will continue to search for ways to improve customer service and reduce customers' wait time through excellence in service and education.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Average number of corrections per 1,000 driver records maintained

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
4.00	6.48	2.48	61.90%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

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

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

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

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Number of driver licenses issued.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
5,418,344	4,930,906	-487,438	-9%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Since this measure is demand driven, it will always fluctuate based on driver license renewal cycles and the actual number of original and duplicate licenses issued.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Number of ID cards issued

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
852,315	965,133	112,818	13.24%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

The Division of Driver Licenses exceeded this performance standard. The increase in the number of ID cards issued was higher than projected. Effective October 2006, Florida law changed to allow the issuance of identification cards to children beginning at age 5 instead of at age 12.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Number of written driver license examinations conducted

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,561,590	1,626,333	64,743	4.15%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The Division of Driver Licenses exceeded this performance standard.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Number of road tests conducted

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
492,055	547,833	55,778	11.34%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

The Division of Driver Licenses exceeded this performance standard.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Motorist Financial Responsibility Compliance
Measure: Number of insured motorists

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
12,180,000	11,988,707	-191,293	-1.57%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

The percentage difference is not statistically significant to provide an explanation for the difference, since it is within normal variance.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Identification and Control of Problem Drivers
Measure: Percent of "Driving Under the Influence" course graduates who do not recidivate within three years of graduation

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
86%	86%	0%	0%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The Division of Driver Licensure has met this performance standard.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Identification and Control of Problem Drivers
Measure: Number of driver licenses/identification cards suspended, cancelled or invalidated as a result of fraudulent activity, with annual percentages shown.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2,356	1,822	-534	-22.67%
-27.0%	-11%	16%	59.13%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

Enhanced fraudulent document identification training for examiners in our field offices and a more secure driver license/identification card, could account for fewer cases of fraud. Recent quality assurance reviews and internal investigations may soon result in an increase in fraud suspensions, cancellations, and invalidations.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Identification and Control of Problem Drivers
Measure: Number of problem drivers identified

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,866,461	2,176,678	310,217	16.62%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

The number of problem drivers exceeds the performance standard due to an increase in court related suspensions, such as failure to comply with court requirements on traffic citations (D-6 suspensions) child support suspensions, and financial obligation suspensions.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Mobile Home Compliance and Enforcement
Measure: Ratio of warranty complaints to new mobile homes titled

Action:

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1:154	1:125	-1:029	-18.83%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

Explanation:

External Factors (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

Explanation:

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

Management Efforts to Address Differences/Problems (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Mobile Home Compliance and Enforcement
Measure: Number of mobile homes inspected.

Action:

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
14,800	3,531	-11,269	-76.14%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

Explanation:

External Factors (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

Explanation:

Production in mobile/manufactured home plants has continued to decrease significantly due to reduced public demand and industry decline causing fewer homes to be inspected in plants. All required mobile home inspections are being met. Recognizing the decreased demand, effective July 2008, the Department adjusted staffing levels by eliminating seven in-plant mobile home inspectors and will reduce two additional in-plant inspectors July 2009.

Management Efforts to Address Differences/Problems (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle/Vessel Title and Registration
Measure: Percent of vehicles/vessel titles issued without error.

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
92%	93%	1%	1.09%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input checked="" type="checkbox"/> Other (Identify) | |

Explanation:

The Division of Motor Vehicles actual performance exceeded the standard.

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle/Vessel Title and Registration
Measure: Percent change in number of fraudulent motor vehicles titles identified and submitted to law enforcement.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
- Performance Assessment of Output Measure Deletion of Measure
- Adjustment of GAA Performance Standards

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3.00%	-28.90%	-31.90%	-1,063.33%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
- Competing Priorities Level of Training
- Previous Estimate Incorrect
- Other (Identify)See Explanation

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
- Legal/Legislative Change Natural Disaster
- Target Population Change Other (Identify)
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission

Explanation:

The percentage change in motor vehicle fraud identified is primarily dependent upon fraud being reported by consumers, tax collectors and law enforcements, which are external sources.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
- Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle/Vessel Title and Registration
Measure: Average Cost to issue a motor vehicle/vessel title.

Action:

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$2.12	\$2.82	\$0.70	33.02%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

Explanation:

External Factors (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

Explanation:

Fixed title costs (staff, forms, data processing, overhead, etc.) represents approximately 90 percent of all title costs. These costs remain constant regardless of the number of titles issued. Since fewer titles are being issued, a higher average cost results.

Management Efforts to Address Differences/Problems (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle/Vessel Title and Registration
Measure: Number of motor vehicles and mobile homes titles issued.

Action:

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
6,700,000	4,718,683	-1,981,317	-29.57%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

Explanation:

External Factors (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

Explanation:

Title issuance has decreased due to lower consumer demand for the purchase of motor vehicles, mobile homes, and vessels.

Management Efforts to Address Differences/Problems (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle/Vessel Title and Registration
Measure: Number of motor vehicles and mobile home registrations issued.

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
21,446,037	19,975,037	-1,471,000	-6.86%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input checked="" type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Motor vehicle and mobile home registration issuance has decreased due to reduced consumer demand due to the economic downturn.

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle/Vessel Title and Registration
Measure: Issuance of vessel titles.

Action:

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
270,879	182,612	-88,267	-32.59%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

Explanation:

External Factors (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

Explanation:

Vessel title issuance has decreased due to lower consumer demand.

Management Efforts to Address Differences/Problems (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle/Vessel Title and Registration
Measure: Issuance of vessel registrations.

Action:

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1,046,445	943,608	-102,837	-9.83%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

Explanation:

External Factors (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

Explanation:

Vessel title issuance has decreased due to lower consumer demand.

Management Efforts to Address Differences/Problems (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Average number of days to issue a vehicle title.

Action:

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3	3	0	0%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

Explanation:

External Factors (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural requirements for rebuilt certificates of title to total inspections of rebuilt salvage vehicles.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
- Performance Assessment of Output Measure Deletion of Measure
- Adjustment of GAA Performance Standards

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
1:8	1:6	-2	-25.00%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
- Competing Priorities Level of Training
- Previous Estimate Incorrect
- Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
- Legal/Legislative Change Natural Disaster
- Target Population Change Other (Identify)
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission

Explanation:

The increase is attributable to a focused effort in documentation review and the accurate accounting of failed inspections.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
- Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
36,319	28,795	-7,524	-20.72%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

There was an increase in rebuilt motor vehicles inspected from FY 07-08 to FY 08-09. However, in comparing actual to the standard, the percentage decrease is misleading. The standard needs to be re-aligned to an appropriate level.

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle/Vessel Title and Registration
Measure: Percent of dealer licenses issued within seven working days upon receipt of completed applications.

Action:

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
99.0%	99.8%	0.80%	0.82%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

Explanation:

External Factors (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Vehicle/Vessel Title and Registration
Measure: Number of automobile dealers licensed

Action:

- | | |
|---|--|
| <input type="checkbox"/> Performance Assessment of <u>Outcome</u> Measure | <input type="checkbox"/> Revision of Measure |
| <input checked="" type="checkbox"/> Performance Assessment of <u>Output</u> Measure | <input type="checkbox"/> Deletion of Measure |
| <input type="checkbox"/> Adjustment of GAA Performance Standards | |

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
12,800	13,223	423	3.30%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Personnel Factors | <input type="checkbox"/> Staff Capacity |
| <input type="checkbox"/> Competing Priorities | <input type="checkbox"/> Level of Training |
| <input type="checkbox"/> Previous Estimate Incorrect | |
| <input type="checkbox"/> Other (Identify) | |

Explanation:

External Factors (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Resources Unavailable | <input type="checkbox"/> Technological Problems |
| <input type="checkbox"/> Legal/Legislative Change | <input type="checkbox"/> Natural Disaster |
| <input checked="" type="checkbox"/> Target Population Change | <input type="checkbox"/> Other (Identify) |
| <input type="checkbox"/> This Program/Service Cannot Fix The Problem | |
| <input type="checkbox"/> Current Laws Are Working Against The Agency Mission | |

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Training | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Personnel | <input type="checkbox"/> Other (Identify) |

Recommendations:

Department: Department of Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Motor Carrier Compliance
Measure: Number of motor carrier audited per auditor, with number of auditors shown

Action:

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment of GAA Performance Standards
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
22:14	30:9		
1.57 audits per month per auditor	3.33 audits per month per auditor	1.76 audits per month per auditor	112%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Other (Identify)
- Staff Capacity
- Level of Training

Explanation:

Through the implementation of continuous improvement processes, efficiencies in audit fieldwork and review have been realized, which have resulted in more audits being completed per auditor FTE.

External Factors (check all that apply):

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix The Problem
- Current Laws Are Working Against The Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training
- Personnel
- Technology
- Other (Identify)

Recommendations:

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Executive Direction and Support Services
Measure: Program administration and support costs as a percent of total program costs; program administration and support positions as a percent of total program positions

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2.13 % costs	2.02% costs	-0.11% costs	-5.16% costs
2.19 % positions	1.81% positions	-0.38% positions	-17.35% positions

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The Licenses, Titles and Regulations program has exceeded the position portion of this measure.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Exhibit III

Assessment of Performance Measures

Kirkman Data Center Program

Department: Highway Safety and Motor Vehicles
Program: Kirkman Data Center
Service/Budget Entity: Information Technology
Measure: Percent of customers who rate services as satisfactory or better as measured by survey.

Action:

- Performance Assessment of Outcome Measure Revision of Measure
 Performance Assessment of Output Measure Deletion of Measure
 Adjustment of GAA Performance Standards

Approved Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
90%	99%	9%	10%

Factors Accounting for the Difference:

Internal Factors (check all that apply):

- Personnel Factors Staff Capacity
 Competing Priorities Level of Training
 Previous Estimate Incorrect
 Other (Identify)

Explanation:

The Kirkman Data Center has exceeded this standard.

External Factors (check all that apply):

- Resources Unavailable Technological Problems
 Legal/Legislative Change Natural Disaster
 Target Population Change Other (Identify)
 This Program/Service Cannot Fix The Problem
 Current Laws Are Working Against The Agency Mission

Explanation:

Management Efforts to Address Differences/Problems (check all that apply):

- Training Technology
 Personnel Other (Identify)

Recommendations:

Performance Measure Validity and Reliability

LRPP Exhibit IV

Exhibit IV

**Performance Measure Validity and
Reliability**

Administrative Services Program

Department: Highway Safety and Motor Vehicles
Program: Administrative Services
Service/Budget Entity: Executive Direction and Support Services
Measure: Approved *Deleted* Measure - Agency administration and support costs as a percent of total agency costs; agency administration and support positions as a percent of total agency positions

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from Exhibit B, Appropriation Category Summary (LAS/PBS), which are the actual prior year expenditures. The percent computed in this measure is determined by comparing the administration costs and number of positions to the agency costs and positions in the form of a percentage.

Validity:

The data collected is actual dollars spent and positions authorized for the Department of Highway Safety and Motor Vehicles.

Reliability:

The data obtained from Exhibit B, Appropriation Category Summary from the LAS/PBS system, is proven and accepted as reliable data through numerous auditing and verification procedures, with the data results remaining consistent over time.

Department: Highway Safety and Motor Vehicles
Program: Administrative Services
Service/Budget Entity: Executive Direction and Support Services
Measure: Approved *New Measure* - Agency administration and support costs as a percent to total agency cost

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure
- Backup for performance measure

Data Sources and Methodology:

The source of data for this measure is taken from Exhibit B, Appropriation Category Summary (LAS/PBS), which are the actual prior year expenditures.

The calculation for this measure is the agency administration and support costs divided by the total agency cost.

Validity:

The data collected is actual dollars spent for the Department of Highway Safety and Motor Vehicles.

Reliability:

The data obtained from Exhibit B, Appropriation Category Summary from the LAS/PBS system, is proven and accepted as reliable data through numerous auditing and verification procedures, with the data results remaining consistent over time.

Exhibit IV

**Performance Measure Validity and
Reliability**

Florida Highway Patrol Program

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Florida death rate on patrolled highways per 100 million vehicle miles of travel

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

A uniform and widely accepted measure of crash-related fatalities is the number of deaths per 100 million vehicle miles traveled. The mileage death rate (MDR) is determined by multiplying the total number of crash-related fatalities by 100 million, and dividing by the estimated total number of miles traveled by all vehicles. Florida's vehicle miles traveled is estimated by the Florida Department of Transportation based on a formula involving actual traffic counts on highways and the total length, in miles, of highways in the state. Crash related deaths in Florida are reported to the Department of Highway Safety and Motor Vehicles by law enforcement agencies using a standard data collection form, the Florida Uniform Traffic Crash Report. The data are updated on a calendar year basis and are reported nine to ten months in arrears.

Validity:

This measure is widely accepted throughout the nation and referenced in an outstanding array of safety studies and papers. The MDR may be calculated on a statewide basis on specific causative factors. Validity may be an issue because the measurement is for all deaths on all roads in Florida and not just patrolled highways.

Reliability:

Because the format and guidelines used to collect and report crash information are standard for all law enforcement agencies in Florida, the data are reported in a consistent manner. The measurement is for all deaths on all roads in Florida and not just patrolled highways.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New* Measure - Florida highway fatality rate per 100 million vehicle miles traveled

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The data source is the Oracle Crash database and the Florida Department of Transportation report.

A uniform and widely accepted measure of crash-related fatalities is the number of fatalities per 100 million vehicle miles traveled. The fatality rate is determined by multiplying the total number of crash-related fatalities by 100 million, and dividing by the estimated total number of miles traveled by all vehicles. Florida's vehicle miles traveled is estimated by the Florida Department of Transportation based on a formula involving actual traffic counts on highways and the total length, in miles, of highways in the state. Crash related fatalities in Florida are reported to the Department of Highway Safety and Motor Vehicles by law enforcement agencies using a standard data collection form, the Florida Uniform Traffic Crash Report. The data are updated on a calendar year basis and compiled into an annual publication, Traffic Crash Statistics Report. These data are reported six to seven months in arrears.

Validity:

This measure is widely accepted throughout the nation and referenced in an outstanding array of safety studies and papers. The mileage fatality rate may be calculated on a statewide basis on specific causative factors.

Reliability:

Because the format and guidelines used to collect and report crash information are standard for all law enforcement agencies in Florida, the data are reported in a consistent manner.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - National average death rate on highways per 100 million vehicle miles of travel

Action (check one):

- Requesting revision to approved performance measure
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

A uniform and widely accepted measure of crash-related fatalities is the number of deaths per 100 million vehicle miles traveled. The mileage death rate (MDR) is determined by multiplying the total number of crash-related fatalities by 100 million, and dividing by the estimated total number of miles traveled by all vehicles. The data are updated on a calendar year basis and are reported nine to ten months in arrears.

Validity:

This measure is widely accepted throughout the nation and referenced in an outstanding array of safety studies and papers.

Reliability:

Because the format and guidelines used to collect and report crash information are standard nationwide, the data are reported in a consistent manner. The measurement is for all deaths on all roads and not just patrolled highways.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Alcohol-related death rate per 100 million vehicle miles of travel

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

A uniform outcome of alcohol-related crash fatalities is the number of deaths per 100 million vehicle-miles driven. The death rate is determined by multiplying the total number of alcohol-related crash fatalities by 100 million and dividing by the estimated total number of miles traveled by all vehicles. As noted in the measure dealing with the MDR, Florida's vehicle miles traveled is estimated by the Florida Department of Transportation based on a formula involving actual traffic counts on highways and the total length, in miles, of highways in the state. A summary of the data is obtained annually by the DHSMV Office of Management, Research and Development where it is then compiled into an annual publication, Traffic Crash Statistics Report, identifying crash data and trends on Florida highways for the preceding calendar year. These data are reported six to nine months in arrears.

Validity:

This measure is being used in an effort to consider the effectiveness of Patrol operations, particularly those specifically aimed at reducing drinking while driving, and is considered to be a measure which is closely tied to the public's perception of Patrol responsibilities. Possible threats to the validity of this measure may be related to the number of hours available for preventive patrol as well as limited Federal funding of special grants specifically targeting alcohol-related activities.

Reliability:

Generally considered to be reliable with reasonable consistency in data reporting, there are time delays in the availability of this data. Both state and federal data are typically published six to nine months after the close of a calendar year.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New* Measure - Florida alcohol-related highway fatality rate per 100 million vehicle miles traveled

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The data source is the Oracle Crash database and the Florida Department of Transportation report.

A uniform and widely accepted measure of alcohol-related highway fatalities is the number of alcohol-related highway fatalities per 100 million vehicle miles traveled. The mileage alcohol-related fatality rate is determined by multiplying the total number of alcohol-related highway fatalities by 100 million, and dividing by the estimated total number of miles traveled by all vehicles. Florida's vehicle miles traveled is estimated by the Florida Department of Transportation based on a formula involving actual traffic counts on highways and the total length, in miles, of highways in the state. Alcohol-related highway fatalities in Florida are reported to the Department of Highway Safety and Motor Vehicles by law enforcement agencies using a standard data collection form, the Florida Uniform Traffic Crash Report. The data are updated on a calendar year basis and compiled into an annual publication, Traffic Crash Statistics Report. These data are reported six to seven months in arrears.

Validity:

This measure is being used in an effort to consider the effectiveness of Patrol operations; particularly those specifically aimed at reducing drinking while driving. It is considered to be a measure which is closely tied to the public's perception of Patrol responsibilities. Possible threats to the validity of this measure may be related to the number of hours available for preventive patrol as well as limited Federal funding of special grants specifically targeting alcohol-related activities.

Reliability:

Generally considered to be reliable with reasonable consistency in data reporting, there are time delays in the availability of this data. Both state and federal data are typically published six to nine months after the close of a calendar year.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Number of crashes investigated by FHP and the percent change in crashes investigated by FHP

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001), which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are received by the Florida Highway Patrol Records Unit. The Records Unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded to the Data Entry Unit for data entry into a PC-based database system. A report of all trooper activities, entitled “FHP Work, Leave and Duty Time Report” that includes a month, annual, and fiscal year time frame is produced by the system. This particular measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law Enforcement Investigator ranks of sworn personnel.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function of patrolling the highways and aerial traffic enforcement. Simply stated, the Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the patrol, threats to the validity of this measure may be other time consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent on patrol.

Reliability:

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New Measure* - Number of highway crashes investigated by FHP

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from an electronic form entitled the “Report of Daily Activity”, which is filled out by FHP personnel through the rank of Captain and non-sworn Community Service Officers on a daily basis via their laptop computer. A section on the form contains a field specifically designed to capture the number of traffic crashes a trooper investigates during his or her shift. After FHP personnel complete the data entry on this form, and before it can be closed out, it goes through on the spot built-in edit checks for accuracy. Once accepted, it proceeds to the supervisor for review and verification. After supervisor approval, the data is then automatically forwarded to the database server in General Headquarters in Tallahassee. The Records Unit confirms that personnel have submitted the appropriate number of forms, and if all criteria has been confirmed, the records are accepted into the system for report generating. Typically, a report of all trooper activities, entitled “Florida Highway Patrol - Trooper Activity Report” that includes monthly, annual, or fiscal year data is produced by the system, although any time frame may be queried if desired. This particular measure utilizes the fiscal year time frame for the number of crashes investigated by FHP personnel as reported by sworn FHP personnel through the rank of Captain and non-sworn Community Service Officers.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function of patrolling the highways. Simply stated, the Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. This does not include crashes that are responded to and investigated that do not meet the statutory requirement for a law enforcement report. These are captured in the “Report of Daily Activity” as non-reportable crashes.

Reliability:

FHP’s proven and accepted data collection tool used for activity reporting has changed from a weekly and monthly to a daily report. Sworn personnel now use a web-based application to complete the Report of Daily Activity (RDA). The RDA still uses the same guidelines for each reporting category as outlined in FHP Policy 13.05. The purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. The RDA application has built-in edit checks and validation warnings to ensure the accuracy of the data entered. The new RDA electronic form is much

more reliable than FHP's proven manual process that was validated in the past.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Annual crash rate per 100 million vehicle miles of travel

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

A uniform and widely accepted measure of crashes is the number of crashes per 100 million vehicle miles traveled. The mileage crash rate is determined by multiplying the total number of crashes by 100 million, and dividing by the estimated total number of miles traveled by all vehicles. Florida's vehicle miles traveled is estimated by the Florida Department of Transportation based on a formula involving actual traffic counts on highways and the total length, in miles, of highways in the state. Crashes in Florida are reported to the Department of Highway Safety and Motor Vehicles by law enforcement agencies using a standard data collection form, the Florida Uniform Traffic Crash Report. The data are updated on a calendar year basis and are reported nine to ten months in arrears.

Validity:

This measure is widely accepted throughout the nation and referenced in an outstanding array of safety studies and papers. The mileage crash rate may be calculated on a statewide basis on specific causative factors. Validity may be an issue because the measurement is for all crashes on all roads in Florida and not just patrolled highways.

Reliability:

Because the format and guidelines used to collect and report crash information are standard for all law enforcement agencies in Florida, the data are reported in a consistent manner. The measurement is for all crashes on all roads in Florida and not just patrolled highways.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New Measure* - Percent of fatal highway crashes investigated by FHP to all fatal highway crashes investigated by law enforcement in Florida

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The data sources for this measure originate from the Homicide Investigations Tracking System (HITS) and the Department's Driver And Vehicle Information Database (DAVID). The number of fatal highway crashes investigated by FHP is obtained from a member accessing information from the Department's HITS report. The number of fatal highway crashes investigated by all other (excluding FHP) law enforcement agencies in Florida is obtained from the Fatality/Serious Bodily Injury menu of the Departments DAVID system.

The calculation for this measure is the number of fatal highway crashes investigated by FHP divided by all fatal highway crashes investigated by law enforcement in Florida.

Validity:

This measure is being used as an indicator of the quality and effectiveness of one of the Patrol's highest visibility functions, fatal highway crash investigations. The Patrol is charged with providing safety on Florida's highways through law enforcement, preventive patrol, and seatbelt enforcement. The expected functions of the Patrol are preventive patrol, response to crashes, maintaining safe traffic flow in the area of crashes, and investigating causes of crashes and resulting fatalities.

Reliability:

This measure is reliable to the extent that the information gathered is accurate and complete using the HITS and DAVID systems.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Number of hours spent on traffic homicide investigations, number of cases resolved as a result of traffic homicide investigations, and average time (hours) spent per traffic homicide investigation

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The data identified for this measure is derived from two different sources. The first source is the form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains fields specifically designed to capture traffic homicide investigation (THI) hourly data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes monthly, annual, and fiscal year time frames is produced by the system.

The second data source for this measure originates from the Traffic Homicide Investigations section. Traffic Homicide Investigators are assigned the task of investigating all fatal crashes attended by the Patrol. This information is sent to the THI section at General Headquarters each month. The total number of traffic homicide investigations is then forwarded to the FHP Budget Office.

Validity:

This measure is being used as an indicator of the quantity and effectiveness of one of the Patrol’s highest visibility functions, crash scene investigations, including those involving a fatality. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. The expected functions of the Patrol are preventive patrol, response to crashes, maintaining safe traffic flow in the area of crashes, and investigating causes of crashes and resulting fatalities.

Reliability:

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New* Measure - Percent of highway homicide investigations completed within 90 days of crash

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The data source for this measure originates from the Traffic Homicide Investigations section. Traffic Homicide Investigators are assigned the task of investigating all fatal crashes attended by the Patrol. Traffic homicide investigations case management is accomplished using a web-based program called Homicide Investigation Tracking System (HITS). Once assigned to investigate a fatal crash, the investigator enters the investigation into the HITS. The investigation's completion date is also entered into the HITS. A monthly query of HITS will produce the information needed to track this measure.

The calculation for this measure is the number of homicide investigations completed within 90 days of crash divided by all homicide investigation completed.

Validity:

This measure is being used as an indicator of the timeliness and effectiveness of one of the Patrol's highest visibility functions, crash scene investigations, including those involving a fatality. The Patrol is charged with providing safety on Florida's highways through law enforcement, preventive patrol, and seatbelt enforcement. The expected functions of the Patrol are preventive patrol, response to crashes, maintaining safe traffic flow in the area of crashes, and investigating causes of crashes and resulting fatalities.

Reliability:

This measure is reliable to the extent that the information gathered is accurate and complete using the HITS systems.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Percent of recruits retained by the Florida Highway Patrol for three years after the completion of training

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The information regarding this measure is contained in a MS Access database in the office of the Deputy Director of Special Operations. The database captures information regarding the number of recruits graduating from each Basic Recruit Class. For each graduating class information is maintained for “active” and “inactive” recruits so that a comparison can be made to determine the retention rate for each graduating class. This measure is calculated as of June 30th of each fiscal year to determine the number of recruits currently retained whose 3rd anniversary date from graduation falls during the fiscal year just completed. That number is divided by the total number of recruits who graduated during the period in question from the FHP Training Academy, to determine the percentage of retention.

Validity:

This measure is being used as an indicator to evaluate the Florida Highway Patrol’s ability to recruit and retain quality applicants. Threats to the validity of this measure may be the lack of funding for any particular year, which would limit the number of recruit classes held by the Florida Highway Patrol.

Reliability:

Because of the status of law enforcement officers as a bargaining unit, personnel-related information is rigorously maintained and updated in a timely fashion by GHQ personnel. Through the use of these procedures, the measure is considered to be reliable.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New Measure* – Annual percent turnover for all FHP troopers and corporals

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The data source is the People First Data Warehouse.

The calculation for this measure is the number of FHP troopers and corporals that have left FHP during the reporting period divided by the number of FHP troopers and corporals.

A query of the database is run by the Bureau of Personnel Services for a reporting period desired of the voluntary and involuntary separations of FHP troopers and corporals. The total number of FHP troopers and corporals is taken from ISA report PABU250A which is the Department's personnel information downloaded monthly via a tape from People First.

Validity:

This measure is being used as an indicator to evaluate the Florida Highway Patrol's ability to retain quality applicants.

Reliability:

Personnel-related information is rigorously maintained and updated in a timely fashion by GHQ personnel in the People First automated personnel system. Through the use of these procedures, the measure is considered to be reliable.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Actual average response time (minutes) to calls for crashes or assistance

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The data source for this measure is the Computer Aided Dispatch (CAD) system. As dispatchers receive calls for service or crashes, the CAD system automatically tracks each call from the time it is received to the time a trooper arrives on the scene. Reports can be run for any time period. Monthly, these reports are run by county and placed on the Average Response Time Report, that indicates the average response time for each county as well as a statewide average. This measure uses fiscal year data from statewide averages taken from each monthly Average Response Time Report.

Validity:

This measure is being used as an indicator of the efficiency and timeliness of the Patrol to respond to crashes or other calls for service. The average response time is considered to be a valid measure due to the fact that this is a high profile function, as citizens never forget how long it takes an officer to respond to a call for service or crash. Potential threats to the validity of this measure may be the ever-increasing population and number of registered vehicles and tourists visiting the state, factors over which FHP has no control, versus a stable level of patrol staffing.

Reliability:

The CAD system has several built-in audits to ensure the accuracy and reliability of the data. This automated system provides better data consistency and credibility than a manual card system.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New Measure* - Percent of calls for service responded to within 30 minutes

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from the departments Computer Aided Dispatch (CAD) system. As dispatchers receive calls for service or crashes, the CAD system automatically tracks each call from the time it is received to the time a trooper arrives on the scene. Reports can be run for any time period. A summarized CAD report entitled “Average Response Time Report” is produced monthly by FHP’s Office of Strategic Services.

The calculation for this measure is the number of calls for service responded to within 30 minutes divided by all calls for service responded to.

Validity:

This measure is being used as an indicator of the efficiency and timeliness of the Patrol to respond to crashes or other calls for service. The percent of calls for service responded to within 30 minutes is considered to be a valid measure due to the fact that this is a high profile function, as citizens never forget how long it takes an officer to respond to a call for service or crash. The measure reflects an outcome of a desirable time frame for customer service.

Reliability:

The CAD system has several built-in audits to ensure the accuracy and reliability of the data. This automated system provides better data consistency and credibility than a manual card system.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Number and percent of law enforcement duty hours spent on preventive patrol (Law Enforcement Officers)

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes month, annual, and fiscal year time frames is produced by the system. This measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law enforcement Investigator ranks of FHP sworn personnel.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent on preventive patrol.

Reliability:

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New Measure* - Percent of preventive patrol hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from an electronic form entitled the “Report of Daily Activity”, which is filled out by of sworn FHP personnel on a daily basis via their laptop computer. A section on the form contains a field specifically designed to capture the number hours trooper spend on various activities during his or her shift. After FHP personnel complete the data entry on this form, and before it can be closed out, it goes through on the spot built-in edit checks for accuracy. Once accepted, it proceeds to the supervisor for review and verification. After supervisor approval, the data is then automatically forwarded to the database server in General Headquarters in Tallahassee. The Records Unit confirms that personnel have submitted the appropriate number of forms, and if all criteria has been confirmed, the records are accepted into the system for report generating. Typically, a report of all trooper activities, entitled “Florida Highway Patrol - Trooper Activity Report” that includes monthly, annual, or fiscal year data is produced by the system, although any time frame may be queried if desired. The activities that are included in preventive patrol are: patrol, assistance rendered special detail, and aircraft hours. The hours included in total duty hours is all hours excluding “other” hours. The calculation for this measure is the number of FHP troopers and corporals hours on preventive patrol divided by the total number of duty hours (excluding “other” category) for FHP troopers and corporals.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement.

Reliability:

FHP’s proven and accepted data collection tool used for activity reporting has changed from a weekly and monthly to a daily report. Sworn personnel now use a web-based application to complete the Report of Daily Activity (RDA). The RDA still uses the same guidelines for each reporting category as outlined in FHP Policy 13.05. The purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. The RDA application has built-in edit checks and validation warnings to ensure the accuracy of the data entered. The new RDA electronic form is much

more reliable than FHP's proven manual process that was validated in the past.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Number and percent of flight hours spent on aerial traffic enforcement (Law Enforcement Pilots)

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from a report entitled the “Aviation Monthly Time Sheet” which is completed by all sworn law enforcement pilots monthly. A section on the form contains a field specifically designed to capture traffic enforcement hours. After FHP personnel complete the forms, the information is forwarded to the GHQ Flight Section for summarization of all of the flight information. This measure utilizes the fiscal year time frame for traffic enforcement reported by Law Enforcement Pilots.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. Simply stated, the Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent of preventive patrol. The only known threat to this measure is competing priorities.

Reliability:

The Aviation Section Monthly Timesheet form is a proven and accepted data collection tool used by the Patrol. The purpose of the report is to establish requirements and accountability for Law Enforcement Pilots to report their time, enforcement activities and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Number and percent of law enforcement duty hours spent on crash investigations (Law Enforcement Officers)

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes month, annual, and fiscal year time frames is produced by the system. This measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law enforcement Investigator ranks of FHP sworn personnel.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent on preventive patrol.

Reliability:

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New Measure* - Percent of traffic investigation hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from an electronic form entitled the “Report of Daily Activity”, which is filled out by of sworn FHP personnel on a daily basis via their laptop computer. A section on the form contains a field specifically designed to capture the number hours trooper spend on various activities during his or her shift. After FHP personnel complete the data entry on this form, and before it can be closed out, it goes through on the spot built-in edit checks for accuracy. Once accepted, it proceeds to the supervisor for review and verification. After supervisor approval, the data is then automatically forwarded to the database server in General Headquarters in Tallahassee. The Records Unit confirms that personnel have submitted the appropriate number of forms for each day, and if all criteria have been confirmed, the records are accepted into the system for report generating. Typically, a report of all trooper activities, entitled “Florida Highway Patrol - Trooper Activity Report” that includes monthly, annual, or fiscal year data is produced by the system, although any time frame may be queried if desired. The activities that are included in traffic investigation hours are: total crash, THI, DUI, drug, and offense/incident hours. The hours included in total duty hours is all hours excluding “other” hours. The calculation for this measure is the number of FHP troopers and corporals hours on traffic investigations divided by the total number of duty hours (excluding “other” category) for FHP troopers and corporals.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement.

Reliability:

FHP’s proven and accepted data collection tool used for activity reporting has changed from a weekly and monthly to a daily report. Sworn personnel now use a web-based application to complete the Report of Daily Activity (RDA). The RDA still uses the same guidelines for each reporting category as outlined in FHP Policy 13.05. The purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. The RDA application has built-in edit checks and validation warnings to ensure the accuracy of the data entered. The new RDA electronic form is much

more reliable than FHP's proven manual process that was validated in the past.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Number and percent of law enforcement duty hours spent on crash investigations (Community Service Officers)

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by CSO personnel weekly. The form contains specific fields designed to capture duty hours spent on particular activities including preventive patrol (patrol hours) and crash investigation data. After the Community Service Officers (CSO’s) complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each CSO has submitted forms for the appropriate week, and if all criteria have been confirmed, they are ready for data entry into a PC-based database system. A report of all trooper and CSO activities entitled “FHP Work, Leave and Duty Time Report” that includes month, annual, and fiscal year time frames is produced by the system.

Validity:

This measure is being used to directly monitor the effectiveness of the CSO’s responsibility to supplement trooper duty hours by investigating minor traffic crashes, thereby allowing the sworn personnel to pursue their major law enforcement function of patrolling the highways. With CSO personnel responding to these crashes, any duty hours they record relates to duty hours that sworn personnel can remain on the road providing preventive patrol.

Reliability:

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Number and percent of law enforcement duty hours spent on non- patrol support activities (Law Enforcement Officers)

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001), which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes month, annual, and fiscal year time frames is produced by the system. This measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law enforcement Investigator ranks of FHP sworn personnel.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent on preventive patrol.

Reliability:

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New Measure* - Percent of administrative/training hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from an electronic form entitled the “Report of Daily Activity”, which is filled out by sworn FHP personnel on a daily basis via their laptop computer. A section on the form contains a field specifically designed to capture the number hours trooper spend on various activities during his or her shift. After FHP personnel complete the data entry on this form, and before it can be closed out, it goes through on the spot built-in edit checks for accuracy. Once accepted, it proceeds to the supervisor for review and verification. After supervisor approval, the data is then automatically forwarded to the database server in General Headquarters in Tallahassee. The Records Unit confirms that personnel have submitted the appropriate number of forms for each day, and if all criteria have been confirmed, the records are accepted into the system for report generating. Typically, a report of all trooper activities, entitled “Florida Highway Patrol - Trooper Activity Report” that includes monthly, annual, or fiscal year data is produced by the system, although any time frame may be queried if desired. The activities that are included in administrative/training hours are: safety education, court, report writing, training administrative, and office hours. The hours included in total duty hours is all hours excluding “other” hours. The calculation for this measure is the number of FHP troopers and corporals hours on administrative/training divided by the total number of duty hours (excluding “other” category) for FHP troopers and corporals.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement.

Reliability:

FHP’s proven and accepted data collection tool used for activity reporting has changed from a weekly and monthly to a daily report. Sworn personnel now use a web-based application to complete the Report of Daily Activity (RDA). The RDA still uses the same guidelines for each reporting category as outlined in FHP Policy 13.05. The purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. The RDA application has built-in edit checks and validation warnings to ensure the accuracy of the data entered. The new RDA electronic form is much

more reliable than FHP's proven manual process that was validated in the past.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Average time (hours) to investigate crashes: Long Form, Short Form, and Non-Reportable

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes month, annual, and fiscal year time frames is produced by the system. This measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law enforcement Investigator ranks of FHP sworn personnel.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent on preventive patrol.

Reliability:

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Number and percent of law enforcement duty hours spent on law enforcement officer assistance to motorists, and number of motorists assisted by law enforcement officers

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is derived from a form entitled the “Weekly Report of Daily Activity” (HSMV 62001) which is filled out by the vast majority of sworn FHP personnel either weekly or monthly. A section on the form contains a field specifically designed to capture preventive patrol (patrol hours) data. After FHP personnel complete the forms, clerks at the district/troop level review the forms for accuracy. Supervisors also verify the forms and forward them to General Headquarters in Tallahassee where they are routed to the Florida Highway Patrol Records Unit. The unit confirms that each trooper and district has submitted forms for the appropriate week, and if all criteria have been confirmed, they are forwarded for data entry into a PC-based database system. A report of all trooper activities entitled “FHP Work, Leave and Duty Time Report” that includes month, annual, and fiscal year time frames is produced by the system. This measure utilizes the fiscal year time frame for preventive patrol data reported by Law Enforcement Officer and Law enforcement Investigator ranks of FHP sworn personnel.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement. While this is a high priority for the Patrol, threats to the validity of this measure may be other time-consuming administrative activities such as training, court, and office duty hours. These are necessary functions, of course, but time spent in such activities decreases time spent on preventive patrol.

Reliability:

The Weekly Report of Daily Activity form is a proven and accepted data collection tool used by the Patrol. Per Chapter 13.05, Florida Highway Patrol Policy Manual, the purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. Along with the numerous auditing and verification procedures, the data results remain consistent over time.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New Measure* - Number of motorists assisted by FHP law enforcement officers

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from an electronic form entitled the “Report of Daily Activity”, which is filled out by sworn FHP personnel through the rank of Captain and non-sworn Community Service Officers on a daily basis via their laptop computer. A section on the form contains a field specifically designed to capture the number of motorists assisted (assistance rendered) by a trooper during his or her shift. After FHP personnel complete the data entry on this form, and before it can be closed out, it goes through on the spot built-in edit checks for accuracy. Once accepted, it proceeds to the supervisor for review and verification. After supervisor approval, the data is then automatically forwarded to the database server in General Headquarters in Tallahassee. The Records Unit confirms that personnel have submitted the appropriate number of forms for each day, and if all criteria have been confirmed, the records are accepted into the system for report generating. Typically, a report of all trooper activities, entitled “Florida Highway Patrol - Trooper Activity Report” that includes monthly, annual, or fiscal year data is produced by the system, although any time frame may be queried if desired.

Validity:

This measure is being used to directly monitor the effectiveness of the Patrol’s major law enforcement function, patrolling the highways and aerial traffic enforcement. The Patrol is charged with providing safety on Florida’s highways through law enforcement, preventive patrol, and seatbelt enforcement.

Reliability:

FHP’s proven and accepted data collection tool used for activity reporting has changed from a weekly and monthly to a daily report. Sworn personnel now use a web-based application to complete the Report of Daily Activity (RDA). The RDA still uses the same guidelines for each reporting category as outlined in FHP Policy 13.05. The purpose of the report is to establish requirements and accountability for members of the Patrol for reporting their time, enforcement activities, and vehicle usage. The RDA application has built-in edit checks and validation warnings to ensure the accuracy of the data entered. The new RDA electronic form is much more reliable than FHP’s proven manual process that was validated in the past.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - Number of training courses offered to FHP recruits and personnel, and the number of students successfully completing training

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The FHP Training Academy located in Havana, Florida is the source of data for this measure. Prior to becoming a sworn officer, recruits must take and complete a required number of training classes/hours (Basic Recruit School) at the Academy. A course provided by the Florida Department of Law Enforcement must also be passed before becoming a sworn FHP Law Enforcement Officer. All data required by this measure is maintained by personnel at the Academy for each class held during the fiscal year. The Academy has guidelines (for specific FHP involvement) to follow when counting courses.

Validity:

This measure is being used as an indicator to evaluate the quantity of training classes being provided by the Training Academy. These classes and the number of students passing them is a valid measure in that these are required training classes and must be passed prior to a recruit's becoming a professional law enforcement officer. Threats to the validity of this measure may be the lack of funds for any particular year.

Reliability:

Class instruction remains consistent and personnel information is rigorously maintained and updated in a timely fashion by Academy personnel. Through the use of these procedures, the measure is considered to be reliable.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New Measure* - Percent of FHP recruit graduates who passed certification exam on initial testing

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

This measure will be reported quarterly. The source of data for this measure is taken the Florida Department of Law Enforcement's (FDLE) Criminal Justice Standards and Training Commission report titled "CMS Applications-Based Law Enforcement Basic Recruit Training – State Officer Certification Examination Results" report. This report is published quarterly.

The calculation for this measure is the number of FHP recruit graduates who passed certification exam on initial testing divided by the all FHP recruit graduates taking initial certification exam.

Validity:

This measure is being used as an indicator to evaluate the quality of training classes being provided by the FHP Training Academy. The State Officer Certification Examination is one of the prerequisites for certification as a Law Enforcement Officer per Florida Statute 943.133. The FHP recruit graduate's ability to pass the certification exam on initial testing is a valid and more applicable measure of the quality of the required training classes that must be passed prior to a recruit's becoming a professional law enforcement officer.

Reliability:

The State Officer Certification Exam (SOCE) is administered by the staff of FDLE. The SOCE is a paper and pencil exam utilizing a machine readable answer sheet. Following the exams the answer sheets are scanned and uploaded into a proprietary database that is used to grade the exams as well as produce results notifications for the examinees. Exam attempts by an individual are numbered in order to designate the initial exam and subsequent retakes when needed. The statistics provided to the Florida Highway Patrol are generated by running a query against the database for the requested time period. Through the use of these procedures, the measure is considered to be reliable.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Criminal & Administrative Investigations
Measure: Approved *Deleted* Measure - Percent of closed criminal investigations, which are resolved
Number and Percent of duty hours spent on: Criminal investigations,
Professional Compliance investigations,
Polygraph Examinations,
Non-Investigative Support activities

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Office of Investigations of the Florida Highway Patrol is the original provider for the data identified in these measures. The Investigators throughout the state of Florida record their investigative hours and types of cases on an “Investigators Report of Monthly Activity” form that is summarized at the local level on another form, the “Monthly Activity Report Summary”. The figures are reviewed for accuracy through internal control procedures that include manual and computerized verification of data. Reports are entered by field offices into a web-based system and the information is tallied to produce a fiscal year report showing the number of closed cases by category for all criminal investigation cases.

Validity:

This measure is being used to indicate the effective detection, apprehension, and prosecution of those persons who violate federal, state, and local laws. The number of investigations (cases) is considered to be a valid measure of Patrol activities, as it is directly related to the Patrol’s mission to enforce all laws and to protect the citizens of Florida from such violators.

Reliability:

The consistency of data, data sources, and collection methods are directly dependent upon the monthly report entitled, “Investigators Report of Monthly Activity” and the verification process practiced by field personnel. Through the use of this report and the established internal controls devised to reduce errors, the procedures are adequate to assure the accuracy of the data identified for this measure. Due to these procedures, there is no known potential for duplicating data without the same result. The only known threat to this measure is competing priorities.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New Measure* - Percent of criminal investigation cases resolved within 30 days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Florida Highway Patrol's Case Information System (CIS) is the data source for this measure. When a criminal investigation case is opened it is assigned a case number by CIS. CIS then tracks the case until it is closed. A SQL query of the CIS database with a DateDiff function between the case opening date and the date closed is performed to get the number closed within 30 days and the total cases closed. The calculation for this measure is the number of criminal investigation cases resolved within 30 days divided by all criminal investigation cases resolved to get the percentage.

Validity:

This measure is being used to indicate the timeliness and effective detection, apprehension, and prosecution of those persons who violate federal, state, and local laws. The number of criminal investigations cases is considered to be a valid measure of FHP Bureau of Investigation's activities, as it is directly related to the Patrol's mission to enforce all laws and to protect the citizens of Florida from such violators. The measure reflects an outcome that expresses the timeliness of investigations being resolved.

Reliability:

This measure is reliable to the extent that the information gathered is accurate and complete using the Case Information System.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New* Measure - Percent of professional compliance investigation cases completed within 45 days

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Florida Highway Patrol's Case Information System (CIS) is the source for this measure. When a professional compliance investigation case is opened it is assigned a case number by CIS. CIS then tracks the case until it is closed. A SQL query of the CIS database with a DateDiff function between the case opening date and the date closed is performed to get the number closed within 45 days and the total cases closed. The calculation for this measure is the number of professional compliance investigation cases resolved within 45 days divided by all professional compliance investigation cases resolved to get the percentage.

Validity:

This measure is being used to indicate the timeliness and effective investigation of incidents concerning the use of deadly force and/or excessive force, criminal allegations against DHSMV personnel, conducting personnel and/or confidential investigations, allegations concerning the breach of civil rights, allegations of corruption, allegations of serious misconduct by a Department member, and any instance where a local supervisor maybe or appears to be biased as assigned by the, Director, Office of Professional Compliance Executive Director DHSMV. The number of criminal investigations cases is considered to be a valid measure of FHP Office of Professional Compliance's activities, as it is directly related to the Patrol's mission to enforce all laws and to protect the citizens of Florida from such violators. The measure reflects an outcome that expresses the timeliness of investigations being resolved.

Reliability:

This measure is reliable to the extent that the information gathered is accurate and complete using the Case Information System.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *Deleted* Measure - State seatbelt compliance rate and percent change in seatbelt use

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The National Highway Traffic Safety Administration (NHTSA) is responsible for determining the current rate of seatbelt use in America. Guidelines have been established for each state to follow in accumulating the seatbelt compliance rate by means of an observational survey. Oversight responsibility for such surveys in Florida lies with the Florida Department of Transportation and is usually contracted out to Florida State University. Based on certain weighted factors, NHTSA uses two methods to acquire the seatbelt usage rate. In addition to the observational survey previously referenced, a National Occupational Protective Use Survey (NOPUS) is conducted by NHTSA every other year for six to eight weeks and covers four geographical locations.

Validity:

Although Florida's occupant restraint law is not a primary one, the Patrol actively encourages drivers and passengers to buckle up. Previously, through the use of strong public information programs and selected current enforcement activities, the Patrol has maintained a high profile in this area. The usage of seatbelts throughout the state is considered to be a valid measure of the effectiveness of Patrol activities. The usage of seatbelts directly supports the agency's charge to make seatbelt compliance a primary offense in order to ensure continued and increased highway safety in Florida. Threats to validity may be tied to the rise and fall of grants dedicated to this measure as the amount of control the Patrol can exercise in the area of grant funding is limited. Additionally, the Patrol is recognized as only part of the solution to the issue of seatbelt compliance.

Reliability:

Although each state may not use identical methods of data collection, guidelines established by NHTSA provide a solid measure of reliability. Additionally, this measure is accepted by all states and is used as a national benchmark against which to judge state rates of seatbelt compliance.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Highway Safety
Measure: Approved *New Measure* - Florida's seat belt compliance rate

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The National Highway Traffic Safety Administration (NHTSA) is responsible for determining the current rate of seatbelt use in America. Guidelines have been established for each state to follow in accumulating the seatbelt compliance rate by means of an observational survey. Oversight responsibility for such surveys in Florida lies with the Florida Department of Transportation (FDOT). In 2006, FDOT contracted with Preusser Research Group, Inc. (PRG), for a redesign of the observation and analysis methodology to determine a statewide seat belt use rate. The new design uses a smaller number of sites while still providing an overall belt use estimate with a much tighter variability than specified by NHTSA and provided a reduction in costs to the State and NHTSA. FDOT has continued to contract with PRG since 2006 to conduct these surveys.

Validity:

FHP has always actively encouraged drivers and passengers to buckle up through the use of strong public information programs and selected current enforcement activities. The agency's charge to make seatbelt compliance a primary offense in order to ensure continued and increased highway safety in Florida was accomplished in 2009. June 30, 2009, Florida's new *Dori Slosberg and Katie Marchetti Safety Belt Law* went into effect which allows law enforcement officers to stop and cite drivers when they observe violations of Florida's safety belt law. The new law allows for the primary enforcement of Florida's safety belt requirements, which the National Highway Traffic Safety Administration estimates will prevent 124 fatalities and more than 1,700 serious injuries in Florida each year. The usage of seatbelts throughout the state is considered to be a valid measure of the effectiveness of Patrol activities.

Reliability:

Although each state may not use identical methods of data collection, guidelines established by NHTSA provide a solid measure of reliability. Additionally, this measure is accepted by all states and is used as a national benchmark against which to judge state rates of seatbelt compliance.

Department: Highway Safety and Motor Vehicles
Program: Florida Highway Patrol
Service/Budget Entity: Executive Direction and Support Services
Measure: Approved *Deleted* Measure - Program administration and support costs as a percent of total program costs; program administration and support positions as a percent of total program positions

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from Exhibit B, Appropriation Category Summary (LAS/PBS), which is the actual prior year expenditures. The percent computed in this measure is determined by comparing the administration costs and number of positions to the total division costs and positions in the form of a percentage.

Validity:

The data collected is actual dollars spent and positions authorized for the Division of Florida Highway Patrol.

Reliability:

The data obtained from Exhibit B, Appropriation Category Summary from the LAS/PBS system, is proven and accepted as reliable data, through numerous auditing and verification procedures, with the data results remaining consistent over time.

Exhibit IV

**Performance Measure Validity and
Reliability**

**Licenses, Titles and Regulations
Program**

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *Deleted* Measure - Percent customers waiting 15 minutes or less for driver license service

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Department's Office of Inspector General conducts annual surveys in Division of Driver Licenses field offices. Customer wait times are included in these surveys. These data are compiled in a report to Department management, which also serves as the reference for the percentage expressed in this measure.

Validity:

This measure is valid to the extent that survey methods are designed to obtain data from an adequate random sample of driver license offices and customers.

Reliability:

This measure is reliable to the extent that survey methods are standard from year to year.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *New Measure* - Percent of driver license office customers waiting 15 minutes or less for service

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Department uses an automated queuing system (Q-Matic) to capture timing information from state driver license field offices. Wait times are included among the information collected from this automated system. From the time a customer is issued a ticket for service to the time that the transaction is initiated is considered wait time. A wait time report is part of the standard reporting package for the queuing system software. Numbers aggregated from across the state result in a final percentage expressed in this measure.

The calculation for this measure is the number of driver license office customers waiting 15 minutes or less for service divided by all driver license office customers served.

Validity:

This is a timeliness measure that is intended to evaluate the customers wait time for service and the efficiency and effectiveness of the Division employees. This is a standard industry measure that is specific, measurable, achievable, realistic and time-specific.

Reliability:

This measure is reliable to the extent that the automated queuing system, Q-Matic, accurately captures timing information from statewide driver license offices. The Q-Matic application automatically gathers timing data for each statewide office and calculates the wait times in 15 minute intervals daily. Prior to Q-matic application the Office of the Inspector General was tasked with gathering timing data on DL offices by taking a sample customer wait times once a year. The Division installed the Q-Matic application statewide the end of June 2009. As with the installation of any new applications it has been experiencing some issues with its reporting function. The Division has been working with the vendor to resolve these issues in a timely manner. The Q-matic application is a more reliable collection method than the yearly sample performed in past by the OIG.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *Deleted* Measure - Percent customers waiting 30 minutes or more for driver license service

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Department's Office of Inspector General conducts annual surveys in Division of Driver Licenses field offices. Customer wait times are included in these surveys. These data are compiled in a report to Department management, which also serves as the reference for the percentage expressed in this measure.

Validity:

This measure is valid to the extent that survey methods are designed to obtain data from an adequate random sample of driver license offices and customers.

Reliability:

This measure is reliable to the extent that survey methods are standard from year to year.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *New Measure* - Percent of driver license office customers waiting less than 30 minutes for service

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Department uses an automated queuing system (Q-Matic) to capture timing information from state driver license field offices. Wait times are included among the information collected from this automated system. From the time a customer is issued a ticket for service to the time that the transaction is initiated is considered wait time. A wait time report is part of the standard reporting package for the queuing system software. Numbers aggregated from across the state result in a final percentage expressed in this measure.

The calculation for this measure is the number of driver license office customers waiting less than 30 minutes divided by all driver license office customers served.

Validity:

This is a timeliness measure that is intended to evaluate the customers wait time for service and the efficiency and effectiveness of the Division employees. This is a standard industry measure that is specific, measurable, achievable, realistic and time-specific.

Reliability:

This measure is reliable to the extent that the automated queuing system, Q-Matic, accurately captures timing information from statewide driver license offices. The Q-Matic application automatically gathers timing data for each statewide office and calculates the wait times in 15 minute intervals daily. Prior to Q-matic application the Office of the Inspector General (OIG) was tasked with gathering timing data on DL offices by taking a sample customer wait times once a year. The Division installed the Q-Matic application statewide the end of June 2009. As with the installation of any new applications it has been experiencing some issues with its reporting function. The Division has been working with the vendor to resolve these issues in a timely manner. The Q-matic application is a more reliable collection method than the yearly sample performed in past by the OIG.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *New Measure* - Percent of customer service phone calls answered by the Customer Service Center within 2 minutes of being placed in the queue

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from Hipath Procenter Software within the Department's Customer Service Center.

The calculation for this measure is the number of customer service calls answered within 2 minutes plus number of customer service calls abandoned within 2 minutes divided by total number of customer service calls answered and total number abandoned.

Validity:

This measure is valid to the extent that the Hipath Procenter Software accurately captures calls received by the customer service center and answered by staff within 2 minutes or abandoned within 2 minutes.

Reliability:

This measure is reliable to the extent that the information gathered is accurate and complete using the HiPath Procenter Software.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *Deleted* Measure - Average number of corrections per 1000 records maintained

Action(check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Department maintains a computerized central system containing records on each person who holds a Florida Driver License or Department-issued ID card, or who has generated a need to track future related events through such actions as being issued a traffic citation or non-traffic incidents such as child-support suspensions, failed to appear-worthless check suspensions or non-compliance of school attendance correspondence/suspensions. Programs tracking the number of records and the number of changes or deletions made on those records are a part of this system.

Validity:

The records system is capable of providing an accurate count of the number of records it contains and the changes made to those records. This figure reflects the rate of errors found in those records to some degree. However, most such changes are not due to Department errors and cannot be separately accounted in the data. The system does not provide a means by which accountability for an erroneous entry can be assigned. As such, this performance measure does not reflect a true measure of departmental errors. Instead, it shows total errors, many of which are outside the control of the Department.

Reliability:

The records system is capable of repeating accurate counts of the number of records it contains and the changes made to those records at any given point in time. Through the use of the 604 correspondence code, the Department's data warehouse can retrieve an accurate count of corrections completed for any period.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *New* Measure - Number of corrections per 1,000 driver records maintained

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Department maintains a computerized central system containing records on each person who holds a Florida Driver License or Department-issued ID card, or who has generated a need to track future related events through such actions as being issued a traffic citation or non-traffic incidents such as child-support suspensions, failed to appear-worthless check suspensions or non-compliance of school attendance correspondence/suspensions. Programs tracking the number of records and the number of changes or deletions made on those records are a part of this system.

Validity:

The records system is capable of providing an accurate count of the number of records it contains and the changes made to those records. This figure reflects the rate of errors found in those records to some degree. However, most such changes are not due to Department errors and cannot be separately accounted in the data. The system does not provide a means by which accountability for an erroneous entry can be assigned. As such, this performance measure does not reflect a true measure of departmental errors. Instead, it shows total errors, many of which are outside the control of the Department.

Reliability:

The records system is capable of repeating accurate counts of the number of records it contains and the changes made to those records at any given point in time. Through the use of the 604 correspondence code, the Department's data warehouse can retrieve an accurate count of corrections completed for any period.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *Deleted* Measure - Number of driver licenses issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Department maintains a computerized central system containing records on each person who is issued a Florida driver license or identification card.

Validity:

The records systems is capable of providing an accurate count of the number of issuance transactions conducted in a given time period.

Reliability:

The records system is capable of repeating accurate counts from year to year of the number of issuance transactions conducted.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *Deleted* Measure - Number of ID cards issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Department maintains a computerized central system containing records on each person who is issued a Florida driver license or identification card.

Validity:

The records systems is capable of providing an accurate count of the number of issuance transactions conducted in a given time period.

Reliability:

The records system is capable of repeating accurate counts from year to year of the number of issuance transactions conducted.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *New Measure* - Number of driver licenses and identification cards issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The Department maintains a computerized central system containing records on each person who is issued a Florida driver license or identification card.

Validity:

The records systems is capable of providing an accurate count of the number of issuance transactions conducted in a given time period.

Reliability:

The records system is capable of repeating accurate counts from year to year of the number of issuance transactions conducted.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *Deleted* Measure - Number of written driver license examinations conducted

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Data on the number of examinations administered are estimated from figures established prior to system changes described below. In general, the method applies known accurate percentages from past years to current data on issuance transactions.

Validity:

This measure is appropriate to the extent that the number of knowledge and skills exams reflects the driver licensing programs' core function of assuring motorists are qualified to safely operate the vehicles they drive.

Reliability:

The Department has implemented an automated driver licensing system (ADLTS) in all its offices.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Driver Licensure
Measure: Approved *Deleted* Measure - Number of road tests conducted

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Data on the number of examinations administered are estimated from figures established prior to system changes described below. In general, the method applies known accurate percentages from past years to current data on issuance transactions.

Validity:

This measure is appropriate to the extent that the number of knowledge and skills exams reflects the driver licensing programs' core function of assuring motorists are qualified to safely operate the vehicles they drive.

Reliability:

The Department has implemented an automated driver licensing system (ADLTS) in all its offices.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Motorist Financial Responsibility
Measure: Approved *Deleted* Measure - Percent of motorists complying with financial responsibility

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

While the data source will remain the same, a major change in the methodology of data transmission has been effected which will make the accuracy and timeliness of this data receipt greatly improved. The data will be received through an on-line Internet based system rather than mailed through the postal carriers on a tape. The time it takes to correct errors to data is reduced when transmitted through the on-line Internet based system. With the tape system, by the time an error was corrected and sent back, it is past the statutory time and hence insured motor vehicles were not shown as insured. Corrections that could have taken weeks to correct can now be corrected overnight in most cases. This results in more and more vehicles being shown as insured thus giving a real uninsured rate and brings more people into compliance more quickly.

Validity:

The validity will not change except to make the data more accurate.

Reliability:

The reliability will be greatly improved.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Motorists Financial Responsibility Compliance
Measure: Approved *New* Measure - Percent of registered vehicles that meet Florida's minimum insurance requirements

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is from PDMI160 A or B automated programs and is received at the end of the month from the Department's Information Systems Administration.

The calculation for this measure is the number of registered vehicles that meet Florida's minimum insurance requirements divided by total number of registered vehicles in Florida.

Validity:

The measure is valid to the extent that all data collected from the DHSMV data warehouse and Insurance database is accurate.

Reliability:

The measure is reliable to the extent that data collected is accurate from year to year.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles, and Regulations
Service/Budget Entity: Motorist Financial Responsibility
Measure: Approved *Deleted* Measure - Number of insured motorists

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

While the data source will remain the same, a major change in the methodology of data transmission has been effected which will make the accuracy and timeliness of this data receipt greatly improved. The data will be received through an on-line Internet based system rather than mailed through the postal carriers on a tape. The time it takes to correct errors to data is reduced when transmitted through the on-line Internet based system. With the tape system, by the time an error was corrected and sent back, it is past the statutory time and hence insured motor vehicles were not shown as insured. Corrections that could have taken weeks to correct can now be corrected overnight in most cases. This results in more and more vehicles being shown as insured thus giving a real uninsured rate and brings more people into compliance more quickly.

Validity:

The validity will not change except to make the data more accurate.

Reliability:

The reliability will be greatly improved.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Identification and Control of Problem Drivers
Measure: Approved *Deleted* Measure - Percent of “Driving Under the Influence” course graduates who do not recidivate within three years of graduation

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Data sources are the educational program databases maintained by the Bureau of Driver Education and DUI and the Department’s driver licenses records system. This measure compares the three years before the education intervention with the three years after the education intervention for all drivers who completed an education intervention in the year of the study. The percentage calculation is based on the number who did not get another DUI during the period after their education program.

Validity:

This measure is considered valid to the extent that changes in recidivism rates could indicate increasing or decreasing effectiveness of Florida’s DUI courses as a whole.

Reliability:

Every other year (odd years) a known sample of driver test data is run through computer programs to see if they accurately measure the selected variables of violations, crashes, point suspensions, and DUIs. For this process, the measurement is taken in the first business week of July each year for the new year. A past year is also reviewed to check for changes from year to year. This is considered to provide a reliable year-to-year measure.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Identification and Control of Problem Drivers
Measure: Approved *New Measure* - Percent of “Driving Under the Influence” course graduates who do not have another DUI conviction within 4 years of graduation

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Data sources are the educational program databases maintained by the Bureau of Driver Education and DUI and the Department’s driver licenses records system.

The calculation for this measure is the number of DUI course graduates who did not have another DUI within 4 years of graduation divided by total number of DUI course graduates.

Validity:

This measure is considered valid to the extent that changes in recidivism rates could indicate increasing or decreasing effectiveness of Florida’s DUI courses as a whole.

Reliability:

Every other year a known sample of driver test data is run through computer programs to see if they accurately measure the selected variables of violations, crashes, point suspensions, and DUIs. For this process, the measurement is taken in July for the new year. A past year is also reviewed to check for changes from year to year. This is considered to provide a reliable year-to-year measure.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Identification and Control of Problem Drivers
Measure: Approved *Deleted* Measure - Number of driver licenses/identification cards suspended, cancelled, or invalidated as a result of fraudulent activity

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Fraud Section staff record daily activity in response to driver licenses suspended, cancelled, or invalidated and identification cards cancelled or invalidated due to fraudulent activity. Individual files are maintained that include action(s) taken. Data is compiled into monthly and annual activity reports by all sections in the Bureau of Driver Improvement (BDI).

Validity:

Fraud Section work activity is incorporated in the BDI Activity Report and is an accurate count for this outcome measure. The measure is appropriate to the extent that driver licenses/identification cards are suspended, cancelled, or invalidated in response to fraudulent activity and represents the level of enforcement brought to bear on this issue.

Reliability:

Fraud Section activity reflected in the combined activity report for BDI is consistently compiled in the same manner from year to year.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Identification and Control of Problem Drivers
Measure: Approved *Deleted* Measure - Number of problem drivers identified

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The data sources include driver licenses revoked, cancelled, suspended, and/or disqualified. Staff record daily activity for Orders created. Data is compiled into monthly and annual activity reports by sections within the Bureau of Driver Improvement (BDI). Mailing ledgers are available from the Microfilm Section to verify the number of Orders for driver licenses revoked, cancelled, suspended, and/or disqualified.

Validity:

The figures in the activity reports are an accurate count for this output measure. The measure is appropriate to the extent that driver licenses are revoked, suspended, cancelled, and/or disqualified because license holders are considered problem drivers. For example, drivers who are habitual traffic offenders or are convicted while driving under the influence.

Reliability:

The combined activity report for the Bureau of Driver Improvement is consistently compiled in the same manner from year to year.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Identification and Control of Problem Drivers
Measure: Approved *New Measure* - Number/Percent of driving related sanctions issued to all sanctions issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The data sources include driver licenses revoked, cancelled, suspended, and/or disqualified. Staff record daily activity for Orders created. Data is compiled into monthly and annual activity reports by sections within the Bureau of Driver Improvement (BDI). Driving related sanctions are:

Revocations –

- HTO
- DUI
- DUI/BUBAL/DUI manslaughter
- Medical
- Racing on Public Highway
- Vision
- Other – Using motor vehicle in connection with a felony
- Other – Felony possession of controlled substance
- Other – Fail to stop/render aid involving injury or death
- Other – Fleeing or attempt to elude police officer
- Other – Court directed revocation
- Other – Reinstatement rescinded
- Other- Violation of ignition interlock device

Suspensions –

- Point system
- Adjudged incapacitated
- Violation of Rest. Suspensions
- School bus
- Load dropping
- Interlock
- Committing offense
- Other – Committing offense – Revoc. Required if conv.
- Other – Violation resulting death/personal injury
- Other – Violation resulting death/serious bodily injury
- Other – Court directed suspension
- Other – Petite theft of gas

Cancellations –

Failed to remain in supervision – DUI school

Failed to complete alcohol treatment course

Failed to complete ADI school

Cancellations (Continued)

Failed to complete DUI school

Voluntary surrenders

Interlock

Disqualifications –

Serious driving offenses

DUI's

DU BAL .04%

Railroad crossing

DWLS

Other – Leaving the scene of a crash

Other – Using a motor vehicle in commission of a felony

Other – driving a motor vehicle while in possession of controlled substance

Other – Refusal to submit to a test to determine alcohol level

Other – Admin. Per SE

Other – two (2) major offenses

Other – Causing a fatality thru the negligent operation of a motor vehicle

Other – Violation of out of service order

The calculation for this measure is the number of driving related sanctions issued divided by total number of sanctions issued.

Validity:

The figures in the activity reports are an accurate count for this output measure. The measure is appropriate to the extent that driver licenses are revoked, suspended, cancelled, and/or disqualified because license holders are considered problem drivers.

Reliability:

The combined activity report for the Bureau of Driver Improvement is consistently compiled in the same manner from year to year.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Identification and Control of Problem Drivers
Measure: Approved *New* Measure - Number/Percent of non-driving related sanctions issued to all sanctions issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The data sources include driver licenses revoked, cancelled, suspended, and/or disqualified. Staff record daily activity for Orders created. Data is compiled into monthly and annual activity reports by sections within the Bureau of Driver Improvement (BDI). Non-Driving related sanctions are:

Revocations –

Fraudulent Insurance claims
Theft
Other – Theft of motor vehicle/parts/components
Other – immoral act involving a motor vehicle
Supplied alcohol to a minor
Other – Perjury
Other – Violation of controlled substance
Other – Ordered by Circuit Court, Juvenile Division
Other – Unlawful possession of firearm
Other- Use of firearm
Other – Minor possession of alcohol

Suspensions –

Failure to comply with summons
Petite theft
Failure to pay child support
Genetic testing
Passing of worthless check
Supplied alcohol to a minor
Drop-out prevention
Tobacco to minor
Theft
Financial obligation
Fraud
Other – Possession of alcohol by minor
Other – Ordered by Circuit Court, Juvenile Division
Other – Controlled substance
Other – Unlawful possession of fire are
Other – Use of firearm

Other – Criminal mischief

Cancellations –

Bounced checks

Responsibility withdrawn

Not entitled to issuance

Fraud cancellation

Fraud foreign nationals

Other – Fail to have restriction added – vision

Other – Purchase driver license with cancelled/revocated/suspended out of state

Disqualifications –

Other – Providing false information to obtain a Commercial driver license

The calculation for this measure is the number of non-driving related sanctions issued divided by total number of sanctions issued.

Validity:

The figures in the activity reports are an accurate count for this output measure. The measure is appropriate to the extent that driver licenses are revoked, suspended, cancelled, and/or disqualified due to non-driving related activity.

Reliability:

The combined activity report for the Bureau of Driver Improvement is consistently compiled in the same manner from year to year.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Mobile Home Compliance and Enforcement
Measure: Approved *Deleted* Measure - Ratio of Warranty Complaints to New Mobile Homes Titled

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data manually and provides a report to the office of the Director each month.

Validity:

The Department is charged with the responsibility of issuing mobile home titles under Chapter 319, Florida Statutes. It is a measure that rations between complaints as they relate to new mobile home titles issued.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure, however, proper training of title clerks throughout the state will assist this measure. Population increases, decreases, or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Mobile Home Compliance and Enforcement Services
Measure: Approved *New Measure* - Percent of new manufactured home warranty complaints to new manufactured homes titled

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source is the Division of Motor Vehicles (DMV) Monthly Operational Report. The Bureau collects the data manually and provides a report to the office of the Director each month. All manufactured home complaints are sent to the regional office in Tampa where they are entered into an ACCESS database. The complaint supervisor then sends the complaint to the relevant regional office so an inspection can be scheduled with the home owner. The inspection results in a report prepared by the compliance examiner who conducted the inspection and that report is sent to the complaint supervisor. The complaint supervisor then sends a letter to the manufacturer which requires repairs be made. When the repairs are complete a letter is sent to the home owner and the manufacturer closing out the complaint. The ACCESS database is updated at each stage of the complaint process.

Each month the complaint supervisor sends a report to the bureau chief which summarizes the number of complaints received that month, the numbers of these complaints that are warranty complaints showing how many were from Florida manufacturers and how many were from out-of-state manufacturers, and the number of complaints that were closed during that month. Also, DMV's Data Listing Unit generates a report showing the number of new manufactured homes that were titled monthly. These numbers are compiled into the DMV Monthly Operational Report.

The calculation for this measure is the number of new manufactured home warranty complaints divided by total number of new manufactured homes titled.

Validity:

The Department is charged with the responsibility of issuing mobile home titles under Chapter 319, Florida Statutes. This measure shows the percentage of complaints as they relate to new mobile home titles issued.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. The total number of new manufactured homes titled includes those shipped to Florida dealers from out-of-state manufactures. These homes are inspected randomly on dealer lots, whereas all manufactured homes built in Florida are inspected by the Department. Commonly, a high percentage of

complaints are received about homes produced out-of-state. Also, population increases, decreases or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Mobile Home Compliance and Enforcement
Measure: Approved *Deleted* Measure - Number of mobile homes inspected

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data manually and provides a report to the office of the Director each month.

Validity:

The Department is charged with the responsibility of inspecting mobile homes under Chapter 320, Florida Statutes. It is a running total of the number of mobile homes inspected annually.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. An increase in population or economic conditions causes the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Mobile Home Compliance and Enforcement Services
Measure: Approved *New* Measure - Number of manufactured homes inspected in plants

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source is the Division of Motor Vehicles' (DMV) Monthly Operational Report. The Bureau collects the data manually and provides a report to the office of the Director each month. Section 320.8255, Florida Statutes requires the department to inspect each new manufactured home produced in Florida to ensure that it was constructed in accordance with the standards for such construction (i.e., the Manufactured Home Construction and Safety Standards) which were promulgated by the U.S. Department of Housing and Urban Development (HUD). This work is done by the Bureau of Mobile Home and RV Construction compliance examiners.

Each time a manufactured home is inspected in a plant, a report is generated by the compliance examiner detailing the results of that inspection. If there were findings of nonconformance with the standards a second report is generated which documents any corrective action taken by the plant in response to the findings. These reports are sent to the regional office where they are stored and copies are sent to the bureau engineer who analyzes patterns of findings. A regional office clerk counts the number of inspection reports then reports that number in a monthly report to the bureau chief. The bureau chief enters the data into an EXCEL workbook which calculates the total for the bureau. The EXCEL workbook is linked to DMV's Monthly Operational Report which records the total number of manufactured homes inspected.

Validity:

The Department is charged with the responsibility of inspecting mobile homes under Chapter 320, Florida Statutes. It is a running total of the number of mobile homes inspected annually.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Service
Measure: Percent of vehicle/vessel titles issued without error

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal years activity, a compilation.

Validity:

The Department is charged with the responsibility of issuing vessel titles and registrations under Chapter 319 and 328, Florida Statutes. It is a measure of the customers served in a given fiscal year.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure, however, proper training of title clerks throughout the state will assist this measure. Population increases, decreases or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Issuance of vehicle & mobile home titles & registrations
Measure: Approved *Deleted* Measure - Number of fraudulent motor vehicle titles identified and submitted to Law enforcement

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data manually and from the database and provides a report to the office of the Director each month.

Validity:

The Department recognizes that excellent customer service is not being provided unless a title issued without error thereby protecting the ownership rights of the consumer.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. Oversight of titles issued is a direct responsibility of the Department to protect Florida's consumers.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *Deleted* Measure - Percent change in number of fraudulent motor vehicle titles identified and submitted to law enforcement

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data and provides a report to the office of the Director each month.

Validity:

The Department recognizes that excellent customer service is not being provided unless a title issued without error thereby protecting the ownership rights of the consumer.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. Oversight of titles issued is a direct responsibility of the Department to protect Florida's consumers.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *Deleted* Measure - Average cost to issue a motor vehicle/vessel title

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data internally via the Bureau of Budget and the DMV operational report.

Validity:

The Department is charged with the responsibility of issuing motor vehicle and vessel titles under Chapter 319 and 328, Florida Statutes. It is a measure of the cost effectiveness to issue a title in Florida.

Reliability:

This is a direct measure of cost effectiveness for the issuance of titles in Florida.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *New* Measure - Cost per motor vehicle/manufactured home/vessel title and registrations issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data internally via the Bureau of Budget and the DMV operational report.

The calculation for this measure is the total number of motor vehicle/vessel titles and registrations issued divided by total cost to issue motor vehicle/vessel titles and registrations.

Validity:

The Department is charged with the responsibility of issuing motor vehicle and vessel titles under Chapter 319 and 328, Florida Statutes. It is a measure of the cost effectiveness to issue a title in Florida.

Reliability:

This is a direct measure of cost effectiveness for the issuance of titles in Florida.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Service
Measure: Approved *Deleted* Measure - Number of motor vehicle and mobile home titles issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal year’s activity, a compilation.

Validity:

The Department is charged with the responsibility of issuing motor vehicle and mobile home titles and registrations under Chapter 319 and 320, Florida Statutes. It is a measure of the customers served in a given fiscal year.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases, or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *New* Measure - Number of motor vehicle/manufactured home/vessel titles issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal year’s activity, a compilation.

Validity:

The Department is charged with the responsibility of issuing motor vehicle and mobile home titles and registrations under Chapter 319 and 320, Florida Statutes. It is a measure of the customers served in a given fiscal year.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases, or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Service
Measure: Approved *Deleted* Measure - Number of motor vehicle and mobile home registrations issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal years activity, a compilation.

Validity:

The Department is charged with the responsibility of issuing motor vehicle titles and mobile home registrations under Chapter 319 and 320, Florida Statutes. It is a measure of the customers served in a given fiscal year.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *New* Measure - Number of motor vehicle/manufactured home/vessel registrations issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal years activity, a compilation.

Validity:

The Department is charged with the responsibility of issuing motor vehicle titles and mobile home registrations under Chapter 319 and 320, Florida Statutes. It is a measure of the customers served in a given fiscal year.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Service
Measure: Approved *Deleted* Measure - Number of vessel titles issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal year’s activity, a compilation.

Validity:

The Department is charged with the responsibility of issuing vessel titles under Chapter 319 and 328, Florida Statutes. It is a measure of the customers served in a given fiscal year.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases, or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Service
Measure: Approved *Deleted* Measure - Issuance of vessel registrations

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data from the data base and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal year’s activity, a compilation.

Validity:

The Department is charged with the responsibility of issuing vessel registrations under Chapter 319 and 328, Florida Statutes. It is a measure of the customers served in a given fiscal year.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases, or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *Deleted* Measure - Average number of days to issue vehicle titles

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data manually and from the database and provides a report to the office of the Director each month.

Validity:

The Department recognizes that excellent customer service is not being provided unless a title issued timely thereby providing the consumer the fastest service possible.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. Expeditious issuance of titles is of utmost importance to Florida consumers.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *New Measure* - Percent of titles issued within 3 workdays of request

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Bureau of Titles and Registrations Operational Report via the Quality Review Unit Access tracking system.

The calculation for this measure is the total number titles issued within 3 workdays of request divided by total number of titles issued.

Validity:

The Department recognizes that excellent customer service is not being provided unless a title is issued timely thereby providing the consumer the fastest service possible.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. Expeditious issuance of titles is of utmost importance to Florida consumers.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *New Measure* - Percent of paper titles issued for motor vehicles, manufactured homes and vessels to all titles issued

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Bureau of Titles and Registrations Operational Report

The calculation for this measure is the total number of paper titles for motor vehicles, manufactured homes and vessels issued divided by total number of motor vehicle, manufactured home and vessels titles issued.

Validity:

The Department is charged with the responsibility of issuing motor vehicle, manufactured home and vessel titles under Chapter 319 and 328, Florida Statutes. It is a measure of the customers served in a given fiscal year.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases or economic conditions cause the measure to change

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *New* Measure - Percent of biennial motor vehicle, manufactured home and vessel registrations issued to all registrations issued eligible biennial registration participants

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Bureau of Titles and Registrations Operational Report

The calculation for this measure is the total number of biennial motor vehicle, manufactured home and vessel registrations issued divided by total number of biennial eligible motor vehicle, manufactured home and vessels titles issued.

Validity:

The Department is charged with the responsibility of issuing motor vehicle, manufactured home and vessel titles under Chapter 319 and 328, Florida Statutes. It is a measure of the customers served in a given fiscal year.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Licenses, Titles and Regulations
Measure: Approved *Deleted* Measure - Ratio of inspections of rebuilt salvage motor vehicles failing the statutory and procedural requirements for rebuilt certificates of title to total inspections of rebuilt salvage vehicles.

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data and provides a report to the office of the Director each month.

Procedure used to measure the indicator is based on data collected from field offices. It shows the number of failures as a ratio to total vehicles inspected.

Validity:

Title and odometer fraud, which includes both the falsification and forgery of information on a title as well as counterfeiting titles, are growing crimes in the United States, both domestically and for export purposes. Criminals cost society very large sums of money each year.

The Department provides consumer protection and public safety by performing rebuilt, VIN, and odometer inspections. The Department also provides enforcement of mobile home and motor vehicle dealer, title, and registration laws to reduce insurance fraud, title fraud, automobile theft, and illegal business practices.

Reliability:

This is a direct measure of consumer protection. The Department's Inspector General found the system for accumulating and reporting the data to be reliable for accurate reporting.

Department: Department of Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Compliance and Enforcement
Measure: Approved *Deleted* Measure - Number of rebuilt salvage motor vehicles inspected for vehicle identification numbers and odometer readings.

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources And Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau of Field Operations collects the data and provides a report to the office of the Director each month.

Procedure used to measure the indicator is based on data collected from field offices. It reflects a running count of rebuilt salvage motor vehicles inspected.

Validity:

The Department provides consumer protection by performing rebuilt inspections and enforcement of motor vehicle dealer laws to reduce insurance fraud, title fraud, automobile theft, and illegal business practices.

Reliability:

This is a direct measure of consumer protection.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *New* Measure - Number of rebuilt salvage motor vehicles inspected

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data and provides a report to the office of the Director each month.

Validity:

The Department provides consumer protection by performing rebuilt inspections and enforcement of motor vehicle dealer laws to reduce insurance fraud, title fraud, automobile theft, and illegal business practices.

Reliability:

This is a direct measure of consumer protection. IG staff found the system for accumulating and reporting the data to be reliable for accurate reporting.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Licenses, Titles and Regulations
Measure: Approved *Deleted* Measure - Percent of dealer licenses issued within seven working days upon receipt of completed applications.

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal years activity, reflected as a percentage.

Validity:

The Department is charged with the responsibility of issuing automobile dealer licenses under Chapters 320, Florida Statutes. The seven day period is an administrative benchmark.

Reliability:

This is a direct measure of product capability and customer service.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *New Measure* - Percent of motor vehicle, manufactured home and recreation vehicle dealer licenses issued within 5 workdays of receipt of completed dealer application

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data and provides a report to the office of the Director each month.

The calculation for this measure is the total number motor vehicle, manufactured home and recreation vehicle dealer licenses issued within 5 workdays of receipt of completed dealer application divided by total number of motor vehicle, manufactured home and recreation vehicle dealer licenses issued.

Validity:

The Department is charged with the responsibility of issuing automobile dealer licenses under Chapters 320, Florida Statutes. The five day period is an administrative benchmark.

Reliability:

This is a direct measure of product capability and customer service.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Licenses, Titles and Regulations
Measure: Approved *Deleted* Measure - Number of automobile dealers licensed

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data and provides a report to the office of the Director each month.

Procedure used to measure the indicator is simply a “running” total of the fiscal year’s activity, a compilation.

Validity:

The Department is charged with the responsibility of issuing automobile dealer licenses under Chapters 320, Florida Statutes. It is a measure of the customers served in a given fiscal year.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only react to and not control this measure. Population increases, decreases, or economic conditions cause the measure to change.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *New* Measure - Number of dealer licenses issued (includes motor vehicle and manufactured home dealers, and manufacturers licenses)

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. The Bureau collects the data and provides a report to the office of the Director each month.

Validity:

The Department is charged with the responsibility of issuing automobile dealer licenses under Chapters 320, Florida Statutes. Number of customers served in a given fiscal year.

Reliability:

It is a very reliable picture of the demands placed on the department by our customers. The department can only proactively react to and not control this measure.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Motor Carrier Compliance
Measure: Approved *Deleted* Measure - Ratio of taxes collected as a result of International Registration Plan and International Fuel Tax agreement audits to the cost of audits

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. This is an automated process of collecting data on a monthly basis, reflected as a ratio.

Validity:

The Department is a member of International Registration Plan and International Fuel Tax Agreement (interstate agreements) and is required to meet certain audit standards or be subject to termination provisions. Thus, reporting this measure is an appropriate correlation to these agreements.

Reliability:

Data appears to be reliable based on review of consistency over multiple reporting periods. This is a direct measure of audit activity.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Motor Carrier Compliance
Measure: Approved *Deleted* Measure - Number of International Fuel Tax Agreement and International Registration Plan accounts audited

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. This is a manual process of collecting data on a monthly basis.

Validity:

The Department is a member of International Registration Plan and International Fuel Tax Agreement (interstate agreements) and is required to meet certain audit standards or be subject to termination provisions. Thus, reporting this measure is an appropriate correlation to these agreements.

Reliability:

Data appears to be reliable based on review of consistency over multiple reporting periods. This is a direct measure of audit activity.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *New* Measure - Percent of International Fuel Tax agreement audits completed to all International Fuel Tax agreements

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Bureau of Motor Carrier Services Operational Report (manual process).

The calculation for this measure is the total number of International Fuel Tax agreements audits completed divided by total number of International Fuel Tax agreements.

Validity:

The Department is a member of International Registration Plan and International Fuel Tax Agreement (interstate agreements) and is required to meet certain audit standards or be subject to termination provisions. Thus, reporting this measure is an appropriate correlation to these agreements.

Reliability:

Data appears to be reliable based on review of consistency over multiple reporting periods. This is a direct measure of audit activity.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Vehicle and Vessel Title and Registration Services
Measure: Approved *New Measure* - Percent of International Registration Plan agreement audits completed to all International Registration Plan agreements

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Bureau of Motor Carrier Services Operational Report (manual process).

The calculation for this measure is the total number of International Registration Plan agreement audits completed divided by total number of International Registration Plan agreements.

Validity:

The Department is a member of International Registration Plan and International Fuel Tax Agreement (interstate agreements) and is required to meet certain audit standards or be subject to termination provisions. Thus, reporting this measure is an appropriate correlation to these agreements.

Reliability:

Data appears to be reliable based on review of consistency over multiple reporting periods. This is a direct measure of audit activity.

Department: Highway Safety and Motor Vehicles
Program: Licenses, Titles and Regulations
Service/Budget Entity: Licenses, Titles and Regulations
Measure: Approved *Deleted* Measure - Number of motor carrier audited per auditor, with number of auditors shown

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

Division of Motor Vehicles Monthly Operational Report. This is a manual process of collecting data on a monthly basis.

Validity:

The Department is a member of IRP and IFTA interstate agreements and is required to meet certain audit standards or be subject to termination provisions. Thus, reporting this measure is an appropriate correlation to these agreements.

Reliability:

Data appears to be reliable based on review of consistency over multiple reporting periods. This is a direct measure of audit activity.

Department: Highway Safety and Motor Vehicles
Program: License, Titles and Regulations
Service/Budget Entity: Executive Direction and Support Services
Measure: Approved *Deleted* Measure - Program administration and support costs as a percent of total program costs; program administration and support positions as a percent of total program positions

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

The source of data for this measure is taken from Exhibit B, Appropriation Category Summary (LAS/PBS), which is the actual prior year expenditures. The percent computed in this measure is determined by comparing the administration costs and number of positions to the total division costs and positions in the form of a percentage.

Validity:

The data collected is actual dollars spent and positions authorized for License, Titles and Regulations.

Reliability:

The data obtained from Exhibit B, Appropriation Category Summary from the LAS/PBS system, is proven and accepted as reliable data through numerous auditing and verification procedures, with the data results remaining consistent over time.

Exhibit IV

**Performance Measure Validity and
Reliability**

Kirkman Data Center Program

Department: Highway Safety and Motor Vehicles
Program: Kirkman Data Center
Service/Budget Entity: Information Technology
Measures: Approved *Deleted* Measure - Percent of customer who rate services as satisfactory or better as measured by survey.

Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

Data Sources and Methodology:

A customer satisfaction survey was sent to bureau chiefs and directors from the Department's four divisions and each of the 67 county Tax Collectors. Respondents were asked to rate their overall satisfaction with specific services offered by Information Systems Administration (ISA) and their overall satisfaction with ISA for the past fiscal year. Ratings were categorized as outstanding, very satisfied, satisfied, less than satisfactory, and poor. The final rating was calculated by dividing the total number of respondents, who rated their overall satisfaction rate as satisfactory or better, by the total number of respondents.

Validity:

The survey instrument is a recognized method to obtain customer feedback and it was sent to ISA's primary customers. Since ISA's responsibility is to provide technology resources to assist the Department in accomplishing its mission, customer satisfaction is an excellent indicator of performance.

Reliability:

Reliability depends on the percentage of customers completing the survey

**Associated Activities Contributing to
Performance Measures
LRPP Exhibit V**

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures

Measure Number	Approved Performance Measures for FY 2008-09 (Words)	Associated Activities Title
1	Florida death rate on patrolled highways per 100 million vehicle miles of travel	Enforcement of Traffic Laws
2	Number of duty hours spent on crash investigations for Community Service Officers	Provide Community Service Enforcement Activities
3	Number of flight hours spent on aerial traffic enforcement (Law Enforcement Pilots)	Provide Aerial Traffic Enforcement
4	Number of hours spent on traffic homicide investigations	Conduct Traffic Homicide Investigations
5	Number of students successfully completing training	Provide Academy Training
6	Number of duty hours spent on investigations	Conduct Criminal and Administrative Investigations
7	Number of driver licenses issued and ID cards issued	Issue Driver Licenses and Identification Cards
8	Number of records maintained	Maintain Records
9	Number of telephone inquires responded to	Provide Program Customer Service
10	Number of administrative reviews and hardship hearings completed	Conduct Administrative Reviews
11	Number of graduates	Conduct Driver, DUI & Motorcycle Education Activities
12	Number of International Fuel Tax Agreement returns processed	Register and Audit Commercial Carriers
13	Number of motor vehicle and mobile home titles and registrations issued	Issuance of Vehicle and Mobile Home Title and Registrations
14	Number of vessel titles and registrations issued	Issuance of Vessel Title and Registrations

LRPP Exhibit VI: Associated Unit Cost

HIGHWAY SAFETY AND MOTOR VEHICLES, DEPARTMENT OF	FISCAL YEAR 2008-09			
SECTION I: BUDGET	OPERATING			FIXED CAPITAL OUTLAY
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT			428,293,363	0
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)			-10,060,235	3,499,582
FINAL BUDGET FOR AGENCY			418,233,128	3,499,582
SECTION II: ACTIVITIES * MEASURES	Number of Units	(1) Unit Cost	Expenditures (2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)				0
Enforcement Of Traffic Laws * Law enforcement officer duty hours spent on preventive patrol.	925,715	196.92	182,290,189	
Provide Community Service Enforcement Activities * Number of community service officer duty hours spent on crash investigations.	15,576	91.86	1,430,876	
Provide Aerial Traffic Enforcement * Number of duty hours spent on aerial traffic enforcement.	1,632	790.79	1,290,565	
Conduct Traffic Homicide Investigations * Number of hours spent on traffic homicide investigations.	189,027	116.77	22,072,056	
Provide Academy Training * Number of students successfully completing training courses.	1,057	2,371.58	2,506,762	
Conduct Criminal And Administrative Investigations * Number of hours spent on investigations.	56,124	127.38	7,149,199	
Issuance Of Automobile Dealer Licenses * Number of automobile dealers licensed.	13,223	265.32	3,508,392	
Enforce Title And Registration Laws * Number of rebuilt salvaged motor vehicle inspected for vehicle identification number and odometer readings.	28,795	220.76	6,356,754	
Issue Driver License And Identification Cards * Number of driver licenses and identification cards issued.	5,896,039	13.19	77,776,307	3,499,582
Maintain Records * Number of records maintained.	21,327,988	0.32	6,773,021	
Provide Program Customer Service * Number of telephone inquiries responded to.	988,539	6.24	6,166,176	
Administer Motorist Insurance Laws * Number of insured motorists.	11,988,707	0.22	2,685,989	
Oversee Driver Improvement Activities * Number of problem drivers identified.	2,176,678	1.60	3,477,829	
Conduct Administrative Reviews * Number of administrative reviews and hardship and miscellaneous hearings completed.	63,027	117.91	7,431,313	
Conduct Driver, Driving Under The Influence And Motorcycle Education Activities * Number of graduates.	800,815	2.68	2,146,763	
Monitor Mobile Home Inspections * Number of mobile homes inspected.	3,531	527.55	1,862,764	
Register And Audit Commercial Carriers * Number of International Fuel Use Tax returns processed.	39,984	107.49	4,297,787	
Issuance Of Vehicle And Mobile Home Titles And Registrations * Number of motor vehicle and mobile home titles and registrations issued.	24,693,7205	0.91	22,404,985	
Issuance Of Vessel Title And Registrations * Number of vessel titles and registrations issued.	1,126,220	0.54	606,743	
Provide Program And Technical Customer Assistance * Number of telephone inquiries responded to.	111,565	16.07	1,792,379	
TOTAL			364,026,849	3,499,582
SECTION III: RECONCILIATION TO BUDGET				
PASS THROUGHS				
TRANSFER - STATE AGENCIES				
AID TO LOCAL GOVERNMENTS				
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				
OTHER			24,907,732	
REVERSIONS			27,954,598	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)			416,889,179	3,499,582
SCHEDULE XI: AGENCY-LEVEL UNIT COST SUMMARY				

(1) Some activity unit costs may be overstated due to the allocation of double budgeted items.

(2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.

(3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.

(4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

Appendix

Glossary of Terms and Acronyms

A

Activity: A unit of work which has identifiable starting and ending points, consumes resources, and produces outputs. Unit cost information is determined using the outputs of activities.

Actual Expenditures: Includes prior year actual disbursements, payables and encumbrances. The payables and encumbrances are certified forward at the end of the fiscal year. They may be disbursed between July 1 and September 30 of the subsequent fiscal year. Certified forward amounts are included in the year in which the funds are committed and not shown in the year the funds are disbursed.

Appropriation Category: The lowest level line item of funding in the General Appropriations Act which represents a major expenditure classification of the budget entity. Within budget entities, these categories may include: salaries and benefits, other personal services (OPS), expenses, operating capital outlay, data processing services, fixed capital outlay, etc. These categories are defined within this glossary under individual listings.

B

Baseline Data: Indicators of a state agency's current performance level, pursuant to guidelines established by the Executive Office of the Governor in consultation with legislative appropriations and appropriate substantive committees.

Budget Entity: A unit or function at the lowest level to which funds are specifically appropriated in the appropriations act. "Budget entity" and "service" have the same meaning.

C-D

CAD - Computer Aided Dispatch

CIO - Chief Information Officer

CIP - Capital Improvements Program Plan

CIS - Central Image System

D3-A: A Legislative Budget Request (LBR) exhibit which presents a narrative explanation and justification for each issue for the requested years.

Demand: The number of output units which are eligible to benefit from a service or activity.

DL - Driver's License

E

EOG - Executive Office of the Governor

Estimated Expenditures: Includes the amount estimated to be expended during the current fiscal year. These amounts will be computer generated based on the current year appropriations adjusted for vetoes and special appropriations bills.

F

FCO - Fixed Capital Outlay

FFMIS - Florida Financial Management Information System

Fixed Capital Outlay: Real property (land, buildings including appurtenances, fixtures and fixed equipment, structures, etc.), including additions, replacements, major repairs, and renovations to real property which materially extend its useful life or materially improve or change its functional use. Includes furniture and equipment necessary to furnish and operate a new or improved facility.

FHP - Florida Highway Patrol

FLAIR - Florida Accounting Information Resource Subsystem

F.S. - Florida Statutes

FY – Fiscal Year

G-H-I- J

GAA - General Appropriations Act

GR - General Revenue Fund

IFTA – International Fuel Tax Agreement

Indicator: A single quantitative or qualitative statement that reports information about the nature of a condition, entity or activity. This term is used commonly as a synonym for the word “measure.”

Information Technology Resources: Includes data processing-related hardware, software, services, telecommunications, supplies, personnel, facility resources, maintenance, and training.

Input: See Performance Measure.

IOE - Itemization of Expenditure

IRP - International Registration Plan

IT - Information Technology

Judicial Branch: All officers, employees, and offices of the Supreme Court, district courts of appeal, circuit courts, county courts, and the Judicial Qualifications Commission.

K-L

LAN - Local Area Network

LAS/PBS: Legislative Appropriation System/Planning and Budgeting Subsystem. The statewide appropriations and budgeting system owned and maintained by the Executive Office of the Governor.

LBC - Legislative Budget Commission

LBR - Legislative Budget Request

Legislative Budget Commission: A standing joint committee of the Legislature. The Commission was created to: review and approve/disapprove agency requests to amend original approved budgets; review agency spending plans; and take other actions related to the fiscal matters of the state, as authorized in statute. It is composed of 14 members appointed by the President of the Senate and by the Speaker of the House of Representatives to two-year terms, running from the organization of one Legislature to the organization of the next Legislature.

Legislative Budget Request: A request to the Legislature, filed pursuant to s. 216.023, *Florida Statutes*, or supplemental detailed requests filed with the Legislature, for the amounts of money an agency or branch of government believes will be needed to perform the functions that it is authorized, or which it is requesting authorization by law, to perform.

L.O.F. - Laws of Florida

LRPP - Long-Range Program Plan

Long-Range Program Plan: A plan developed on an annual basis by each state agency that is policy-based, priority-driven, accountable, and developed through careful examination and justification of all programs and their associated costs. Each plan is developed by examining the needs of agency customers and clients and proposing programs and associated costs to address those needs based on state priorities as established by law, the agency mission, and legislative authorization. The plan provides the framework and context for preparing the Legislative Budget Request and includes performance indicators for evaluating the impact of programs and agency performance.

M-N

MAN - Metropolitan area network (information technology)

Narrative: Justification for each service and activity is required at the program component detail level. Explanation, in many instances, will be required to provide a full understanding of how the dollar requirements were computed.

NASBO - National Association of State Budget Officers

NMVTIS – National Motor Vehicle Title Information System

Nonrecurring: Expenditure or revenue which is not expected to be needed or available after the current fiscal year.

O

OPB - Office of Policy and Budget, Executive Office of the Governor

Outcome: See Performance Measure.

Output: See Performance Measure.

Outsourcing: Means the process of contracting with a vendor(s) to provide a service or an activity and there is a transfer of management responsibility for the delivery of resources and the performance of those resources. Outsourcing includes everything from contracting for minor administration tasks to contracting for major portions of activities or services which support the agency mission.

P

PBPB/PB2 - Performance-Based Program Budgeting

Pass Through: Funds the state distributes directly to other entities, e.g., local governments, without being managed by the agency distributing the funds. These funds flow through the agency's budget; however, the agency has no discretion regarding how the funds are spent, and the activities (outputs) associated with the expenditure of funds are not measured at the state level. **NOTE: This definition of "pass through" applies ONLY for the purposes of long-range program planning.**

Performance Ledger: The official compilation of information about state agency performance-based programs and measures, including approved programs, approved outputs and outcomes, baseline data, approved standards for each performance measure and any approved adjustments thereto, as well as actual agency performance for each measure

Performance Measure: A quantitative or qualitative indicator used to assess state agency performance.

- Input means the quantities of resources used to produce goods or services and the demand for those goods and services.
- Outcome means an indicator of the actual impact or public benefit of a service.
- Output means the actual service or product delivered by a state agency.

Policy Area: A grouping of related activities to meet the needs of customers or clients which reflects major statewide priorities. Policy areas summarize data at a statewide level by using the first two digits of the ten-

digit LAS/PBS program component code. Data collection will sum across state agencies when using this statewide code.

Primary Service Outcome Measure: The service outcome measure which is approved as the performance measure which best reflects the measures the intended outcome of a service. Generally, there is only one primary service outcome for each agency service.

Privatization: Occurs when the state relinquishes its responsibility or maintains some partnership type of role in the delivery of an activity or service.

Program: A set of services and activities undertaken in accordance with a plan of action organized to realize identifiable goals and objectives based on legislative authorization (a program can consist of single or multiple services). For purposes of budget development, programs are identified in the General Appropriations Act by a title that begins with the word "Program." In some instances a program consists of several services, and in other cases the program has no services delineated within it; the service is the program in these cases. The LAS/PBS code is used for purposes of both program identification and service identification. "Service" is a "budget entity" for purposes of the Long Range Program Plan.

Program Purpose Statement: A brief description of approved program responsibility and policy goals. The purpose statement relates directly to the agency mission and reflects essential services of the program needed to accomplish the agency's mission.

Program Component: An aggregation of generally related objectives which, because of their special character, related workload and interrelated output, can logically be considered an entity for purposes of organization, management, accounting, reporting, and budgeting.

Q-R

Reliability: The extent to which the measuring procedure yields the same results on repeated trials and data are complete and sufficiently error free for the intended use.

S-T

Service: See Budget Entity.

Standard: The level of performance of an outcome or output.

STO - State Technology Office

SWOT - Strengths, Weaknesses, Opportunities and Threats

TCS - Trends and Conditions Statement

TF - Trust Fund

TRW - Technology Review Workgroup

U-V

Unit Cost: The average total cost of producing a single unit of output – goods and services for a specific agency activity.

Validity: The appropriateness of the measuring instrument in relation to the purpose for which it is being used.

W-X-Y-Z

WAGES - Work and Gain Economic Stability (Agency for Workforce Innovation)

WAN - Wide Area Network (information technology)