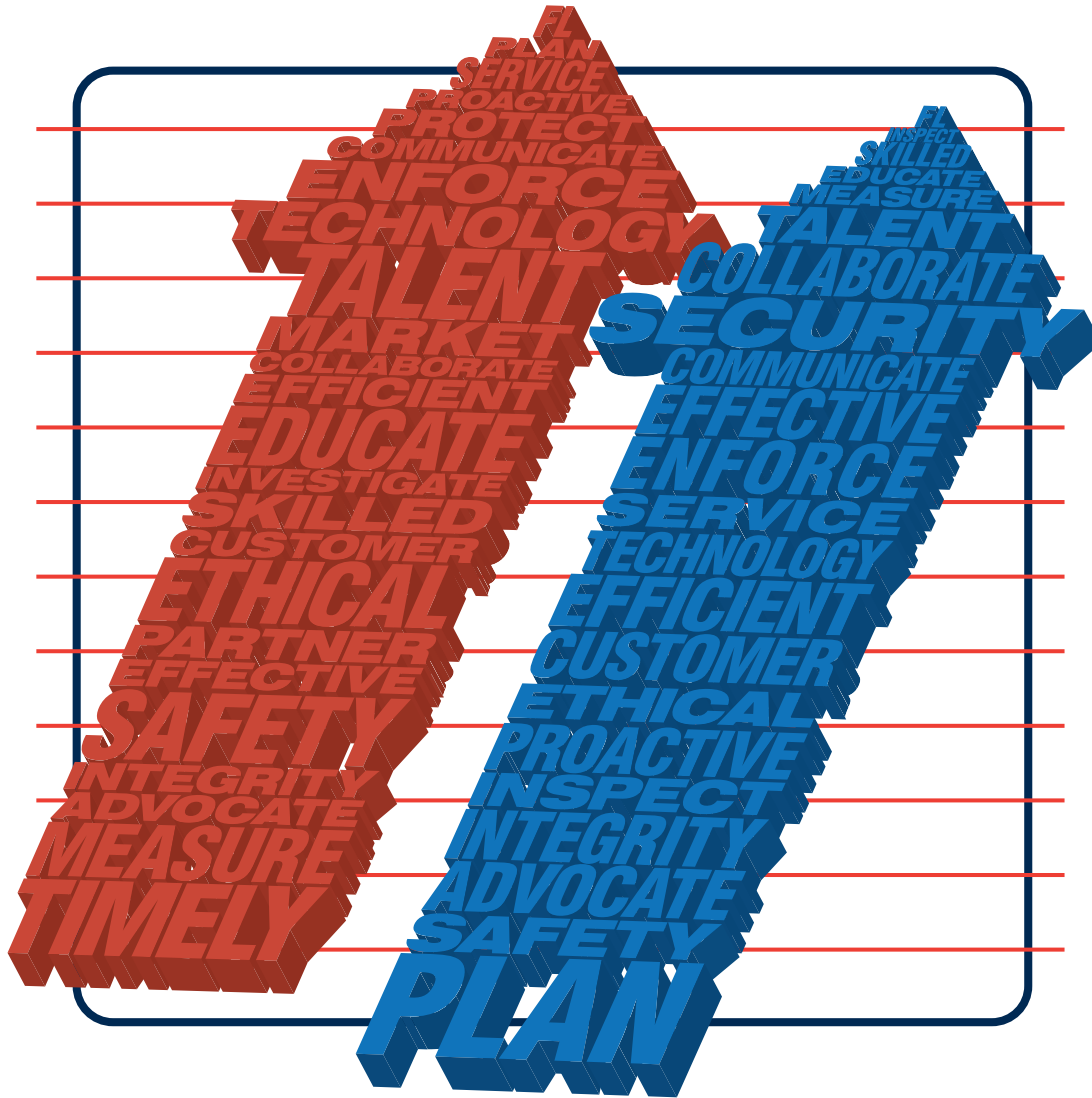


# Annual Performance Report: Fiscal Year 2012 — 2013



Providing Highway Safety and Security  
Through Excellence In Service, Education, and Enforcement

Julie Jones, Executive Director

**Julie L. Jones**  
Executive Director

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**Rick Scott**  
Governor

**Pam Bondi**  
Attorney General

**Jeff Atwater**  
Chief Financial Officer

**Adam Putnam**  
Commissioner of Agriculture

**August 2013**

On behalf of the dedicated members of the Florida Department of Highway Safety and Motor Vehicles, I am pleased to provide you with the Department's *Annual Performance Report for the 2012-13 Fiscal Year*.

The report includes an overview of the many exciting things that we are doing to create the safest possible driving environment for motorists throughout the state. As you will see in this report, our role in public safety is supplemented by a strong sense of fiscal responsibility and the obligation we have to be good stewards of the significant resources for which we are tasked to collect and manage. By establishing specific performance measures and standards and reporting on our actual performance, we also provide the transparency and accountability Floridians deserve. We are driven to use this information to become an effective and efficient organization that remains focused on our core mission and vision of a safer Florida.

The Department has continued to create a culture of strategic thinking by establishing goals and objectives that play an integral part in our decision-making and everyday activities. Protecting the lives and security of our residents and visitors, providing services that exceed the expectations of our customers, successfully integrating technology into the way we do business, and regarding our members as our most valuable resources remain our most important strategic goals.

Because we are uniquely situated to impact the lives of most every family in our great state, we understand the importance of maintaining our values of service, integrity, courtesy, professionalism, innovation and excellence in everything we do. We appreciate your interest in our work, and we hope you find this report both informative and indicative of our continued commitment to public safety.

A handwritten signature in black ink that reads "Julie Jones".

**Julie L. Jones**  
Executive Director

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# Facts and Figures

## FLORIDA HIGHWAY PATROL ACTIVITY

**788,057**

citations issued by FHP

**7,980**

Driving Under the Influence arrests

**6,966**

felony arrests

**211,044**

crash investigations

**319,788**

written warnings issued

**31,062,096**

miles patrolled

**198,984**

motorists with disabled vehicles received assistance

**2,126**

public safety presentations



## MOTORIST SERVICES

**5,206,794**

driver license and identification cards issued

**6,272,602**

emergency contacts registered as of 6/30/2013:  
(40.0% of driver license and identification card holders)

**6,422,639**

organ donors registered as of 6/30/2013

**2,094,974**

suspensions, revocations, cancellations and disqualifications of driving privileges

**20,259,599**

motor vehicle, manufactured home, and vessel registrations issued

**5,362,575**

motor vehicle, manufactured home, and vessel titles issued

**13,897**

dealer and manufacturer licenses issued

**4,364**

dealer and manufactured home consumer complaints investigated

**55.04%**

of all licensed drivers and ID card holders have a Real ID compliant credential as of 6/30/2013

**170**

Tax Collector offices in 57 counties offering driver license services as of 6/30/2013

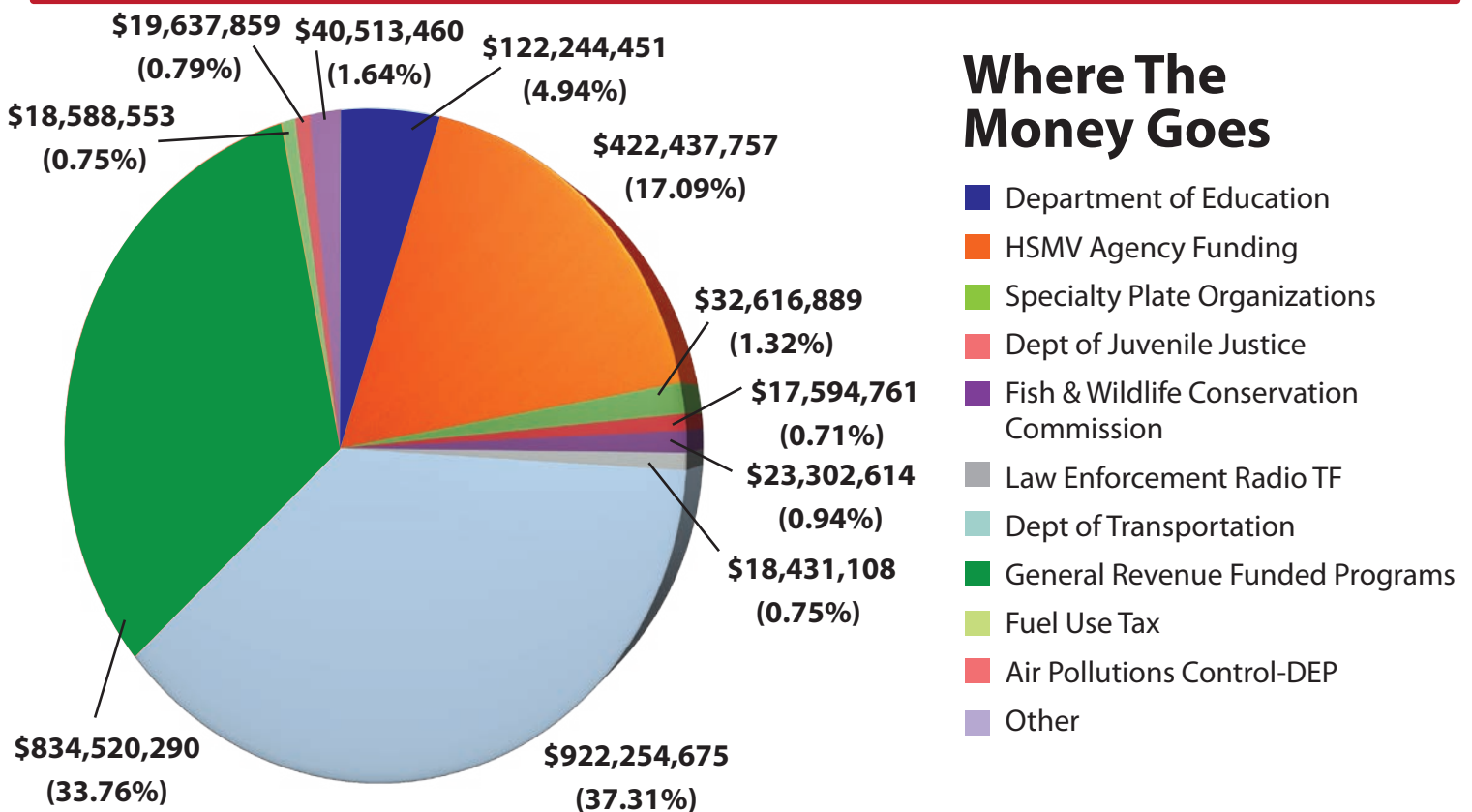
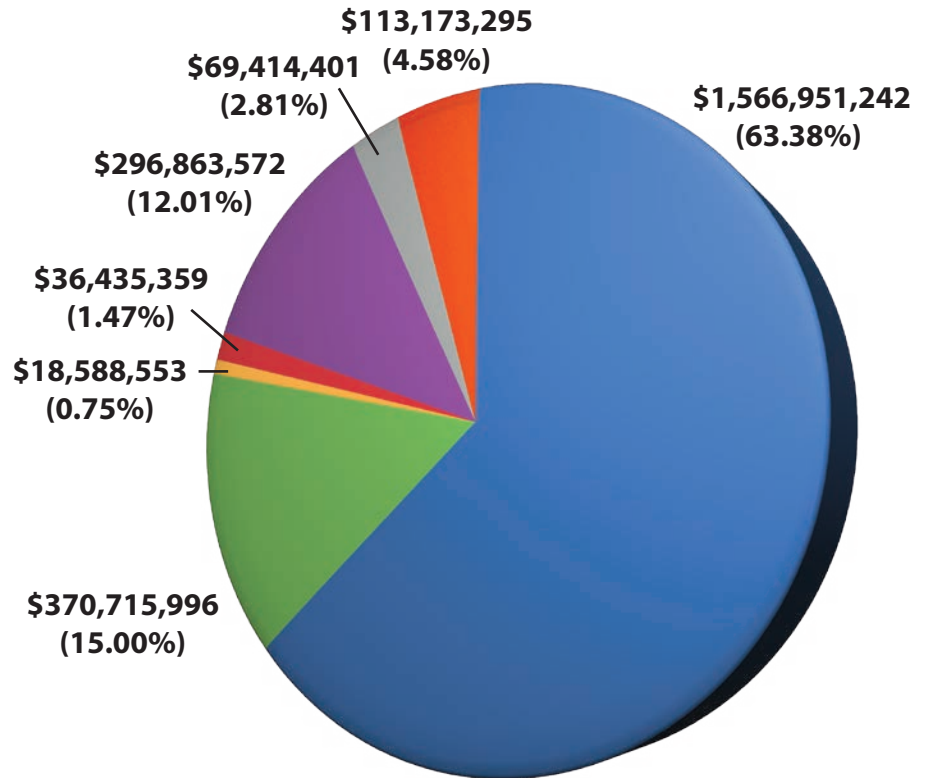


# Our Fiscal Impact

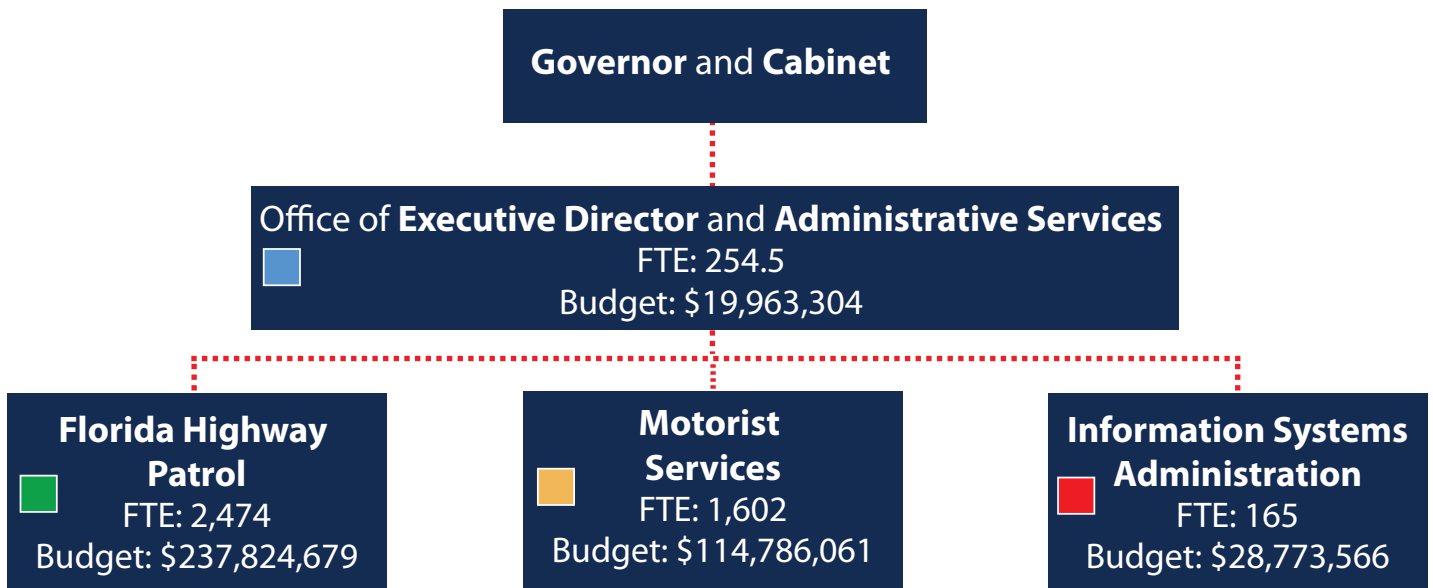
| Fiscal year | Trust Fund      | General Revenue | Total           |
|-------------|-----------------|-----------------|-----------------|
| 2012-13     | \$1,637,622,128 | \$834,520,290   | \$2,472,142,418 |

## Where The Money Comes From

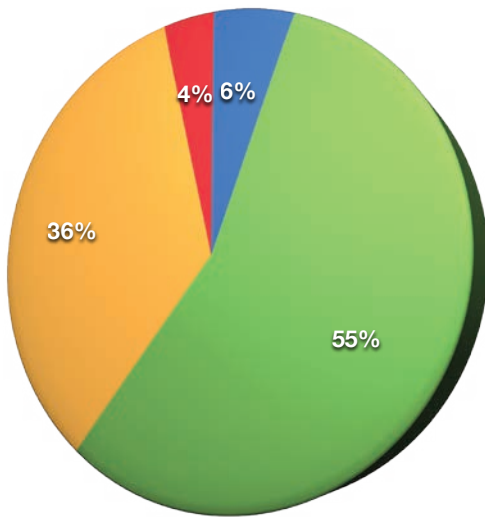
- Licenses Plates and Decals
- Motor Vehicles Titles
- Motor Fuel Use Tax
- Fines and Forfeitures
- Driver Licenses
- Driving Records/Transcript
- Other



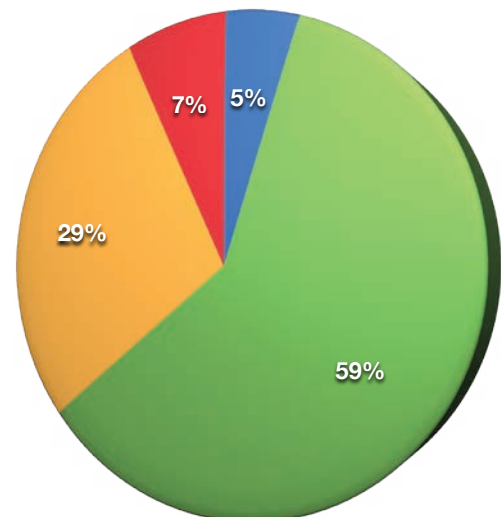
# Budget by Division



FTE by Division



Budget by Division



# News and Accomplishments

## PUBLIC SAFETY

### Department Puts Drivers on Alert for Staged Crashes:

The Department collaborated with the Department of Financial Services and the National Insurance Crime Bureau to



help alert drivers to the tactics used by criminals to prey on innocent motorists. In addition to a statewide news release, DHSMV created a dedicated webpage to make motorists aware of basic staged crash schemes

and tips drivers can use to reduce their risk of becoming a target.

**Drowsy Driving Prevention Week:** During the first week of September, the Department worked with the Florida Department of Transportation to conduct an awareness campaign to alert motorists to the dangers of drowsy driving.

**Florida Highway Patrol Advises Drivers to “Drive Sober or Get Pulled Over”:** The Patrol joined law enforcement agencies across the nation to participate in the *Drive Sober or Get Pulled Over* campaigns throughout the year. The campaign is designed to remove impaired drivers from Florida’s roadways in an effort to save lives. Statewide news releases accompanied the campaigns. In conjunction with this effort, the Governor and Cabinet designated December *Drunk and Drugged Driving Prevention Month* in Florida.

**Helping to “White Out” Teen Crashes:** Events in four cities on October 16 urged teens to make good choices behind the wheel to eliminate or “white out” teen crashes. The importance of buckling up, driving sober, removing distractions while driving and limiting the number of peers in a car was emphasized. The Department sponsored events at high schools in Tallahassee, Miami, Apopka and Tampa.

**The Patrol Promotes Safe Roadways for Holidays:** To enhance safety on Florida’s roadways during holiday periods (July 4th, Labor Day, Thanksgiving, Christmas, and Memorial Day), FHP increased the number of troopers on patrol during the days leading up to, during and immediately after each holiday period. Troopers focused on impaired driving, speeding, aggressive driving and seat belt usage. Statewide news releases provided travel safety tips. During the holiday periods, FHP made 1,185 arrests for impaired driving and cited 10,380 drivers for failure to wear seat belts.

**FHP Tickets Aggressive Cars and Trucks:** Ten media outlets covered FHP’s Tallahassee press conference November 1 to kick off the first of four week-long Ticketing Aggressive Cars and Trucks (TACT) public awareness and enforcement cam-

paign. Troopers targeted aggressive drivers such as those that were following too closely, making unsafe lane change and speeding. The campaign included billboards and social media messaging as well as outreach events at schools and community centers coordinated through the Florida Trucking Association.

**FHP Launches Smoke and Fog Campaign:** “When Visibility is Low, Drive Slow” was the message FHP, in collaboration with the Department of Agriculture and Consumer Services and the Department of Transportation, used in a new campaign to ensure drivers know what to do when they encounter smoky and foggy conditions on the highway. A total of 24 billboards with the message were deployed throughout the state.



**Florida Highway Patrol Focuses on Move Over Law:** Troopers paid special attention to drivers who violated the state’s Move Over law during the month of January. The Move Over law protects law enforcement officers, emergency workers and tow truck drivers who are stopped along Florida roadways providing public safety. A statewide news release accompanied the targeted enforcement. The Patrol cited 1,142 drivers for failure to Move Over during the targeted enforcement period.

**Hit-and-Run Crashes Up in Florida:** To highlight the growing number of hit-and-run crashes occurring on Florida’s roadways, the Department conducted seven simultaneous news conferences throughout Florida on February 18 to educate drivers on their responsibilities if involved in a crash and the consequences they face if they leave a crash scene.



**FHP Conducts Targeted Enforcement during Spring Break:** Throughout the spring break period (March/April), FHP, in conjunction with the Department of Business and Professional Regulation and other law enforcement agencies, engaged in regional targeted enforcement of the state’s drinking age laws and encouraged spring breakers to celebrate safely.

**Promoting Motorcycle Safety at Daytona Bike Week:** The Department took advantage of this year’s Bike Week to educate attendees of the annual gathering on motorcycle safety.

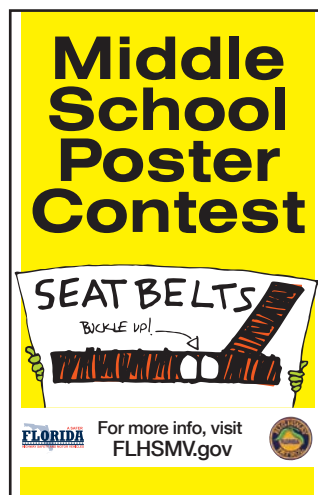
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## Accomplishments continued

Fatal crashes were down from last year's event with three fatalities reported and 37 motorcycle crashes (compared to eight fatalities and 44 crashes last year).

**Statewide Traffic Fatalities Over Memorial Day Weekend Decrease By 41%:** During the 2013 four-day Memorial Day weekend, 23 fatal accidents occurred on Florida roadways compared to 39 during the same period last year. These figures include crashes worked by county and municipal law enforcement agencies in addition to FHP. The Department issued a statewide news release prior to the holiday reminding drivers to use the most important safety feature in their vehicle – a seat belt.

**FHP Reminds Motorists to Click it or Ticket:** FHP continued its longstanding participation in the annual awareness campaign to increase seat belt use. In addition to a statewide news release, the issue was heavily promoted on social media. The Department also announced a "Use Your Seat Belt" poster contest for middle school students to encourage students to buckle up. The deadline for entries is October 31. This will allow time for middle school teachers to encourage participation in the contest at the beginning of the 2014-2015 school year.



**Department Promotes Safety and Disaster Preparedness:** As the state braced for the beginning of the 2013 hurricane season, the Department used the opportunity to remind Floridians to register or update their contacts in the Department's Emergency Contact Information system. The Florida Highway Patrol also reiterated Safety First as Tropical Storm Andrea moved over Florida. The Patrol provided cautionary measures for drivers to take in inclement weather conditions.

### RELIABLE SERVICE DELIVERY

**Department Informs Public of Disabled Parking Permit Changes:** In July, 2012, the Department launched a campaign to educate Floridians on revised requirements related to disabled parking permits. More than 1.3 million Floridians who hold permanent disabled parking permits were impacted by the changes. Outreach



efforts included a statewide news release, social media messages and advertisements on TV monitors in driver license offices. The Department also established a dedicated phone number and posted an online form that allows citizens to report suspected misuse of permits.

**The Department Honors Veterans:** For Veteran's Day, the Department issued a statewide news release listing services provided to veterans including how to get a "V" for veteran on a driver license or identification card, how to register for special military license plates and how to obtain deployment assistance.

**Promotional Efforts Help To Drive Up Emergency Contact Information Registrations:** The Governor and Cabinet approved a resolution to designate October 1 through October 7 as *Register Your Emergency Contact Information Week* in Florida. The ECI database allows all Floridians who hold either a driver license or identification card to register up to two contacts for law enforcement to use in case of emergency. The Department houses the ECI database and registration may be completed in a driver license office or online. Promotion of the resolution through news releases and in social media helped to boost new registrations by 17% during the designated week.



**Warning Consumers about Potential Flood Cars from Hurricane Sandy:** The Department published a news release about what consumers should do to avoid buying an automobile damaged by flooding. Information from New York and New Jersey indicated as many as 200,000 cars and vessels sustained flood damage from the devastating storm. Though flood cars are only good for parts, unsuspecting consumers could fall into a trap and purchase previously flooded vehicles.

**Relax – We Have Your Title on File:** Florida's Electronic Lien and Title program now has more than 4,000 participating financial institutions. The program alleviates the need for consumers to keep track of paper copies of titles and allows for electronic removal of liens once the loan has been satisfied. Florida leads the nation in this technology.

**Consumers Warned About Imitation Websites:** The Department issued a March news release to warn consumers about websites (similar in appearance to our official website) that offer assistance with driver license and vehicle registration tasks for a surcharge. The news release clarifies that the Department does not require payment of a surcharge on any of its official websites.

### LEVERAGING TECHNOLOGY

**Department Moves Information Systems Equipment to Northwood Shared Resource Center:** More than 150 pieces of equipment and most of the Department's major



## Accomplishments continued

systems and applications were moved in September, 2012. Personnel from the Department's Information Systems Administration worked closely with the Center following the move to ensure they were adequately prepared to assume responsibilities for the operation of the equipment and functions that were transferred.

**Florida Achieves Over 50% REAL ID Compliance:** As of June 30, over 55% of the Florida driver licenses and identification cards held by residents or visitors are now REAL ID compliant. This benchmark was achieved in 3½ years (REAL ID issuance began Jan. 2010).

### TALENT CREATION AND DEVELOPMENT

**One-Hundred and Sixty Eight New Florida Highway Patrol Troopers Graduate:** The Patrol's 122nd, 123rd and 124th Recruit Classes graduated this year, putting 168 new troopers on the road. The recruits endured 28 weeks of intense training in academic and high liability areas, including human relations, law, firearms, defensive tactics, vehicle operations and first aid.

**Department Aggressively Recruiting Veterans:** The January/February edition of Search & Employ magazine featured the Department as a workplace that offers military veterans great options for post-service employment. Recruit Military

posts the magazine online and sends more than 38,000 copies to military installations around the world. For Veterans Day, the Department published a statewide news release detailing efforts to recruit veterans. Although federal sequestration limited some military recruitment opportunities (events were cancelled), the Department was able to engage in recruitment activities at several events throughout the state.

**Godino Earns Trooper of the Year Award:** The Governor and Cabinet honored Sgt. Mary Godino at the December 11th Cabinet meeting, naming her the Florida Highway Patrol's 2012 Trooper of the Year. Godino, putting her own safety at risk, helped to save the life of a man involved in a traffic crash.



# Performance Measures and Standards

**PUBLIC SAFETY** – Protect the lives and personal security of our residents and visitors through enforcement, service and education.

**98.1%\* ● For FY 2012/13 (Through June 30, 2013)**

## A. Highway crashes

1. % change in highway fatalities to previous year
2. % change in highway crashes to previous year **(1)**
3. % change in highway injuries to previous year
4. % change in teen drivers involved in fatal crashes to previous year
5. % change in alcohol-related fatalities to previous year
6. % change in commercial vehicle crashes to previous year

## B. Highway safety education and enforcement

7. % of duty hours spent on patrol and investigation activities
8. Number of highway safety education hours provided
9. Number of safety education and enforcement-related marketing activities
10. Number of commercial vehicle inspections performed
11. % of insured motorists

## C. Criminal Investigations

12. % of criminal investigation cases resolved within 90 days
13. % of field intelligence reports reviewed, analyzed and adjudicated within 30 days
14. % of vetted intelligence information that is shared with the intelligence community within 7 days

| E.O.Y<br>2012-13<br>Actual | Fiscal Year<br>2012-13<br>Standard |   |
|----------------------------|------------------------------------|---|
| <b>95.3%*</b>              |                                    | ● |
| 1.3%*                      | 0% or reduction                    | ● |
| 12.9%*                     | 0% or reduction                    | ● |
| 9.1%*                      | 0% or reduction                    | ● |
| -10.6%*                    | 0% or reduction                    | ● |
| -4.7%*                     | 0% or reduction                    | ● |
| UNK**                      | 1.3% or greater reduction          | ● |
| <b>99.7%</b>               |                                    | ● |
| 72.3%                      | 72%                                | ● |
| 8,224                      | 7,500                              | ● |
| 17                         | 12                                 | ● |
| 107,206                    | 79,380                             | ● |
| 93.7%                      | 95%                                | ● |
| <b>100%</b>                |                                    | ● |
| 91.1%                      | 72%                                | ● |
| 100.0%                     | 90%                                | ● |
| 100%                       | 80%                                | ● |

**RELIABLE SERVICE DELIVERY** – Provide efficient and effective services that exceed the expectations of our customers and stakeholders.

**96.4% ● For FY 2012/13 (Through June 30, 2013)**

## A. Motorist transactions successfully completed

15. % of registration transactions successfully completed
16. % of title transactions successfully completed
17. % of driver license and identification card transactions successfully completed
18. % of disabled parking permit transactions successfully completed

## B. Customer services completed timely

19. % of calls for service responded to by FHP within 30 minutes
20. % of driver license office customers waiting 30 minutes or less for service **(2)**
21. % of titles issued within 3 workdays of request

| E.O.Y<br>2012-13<br>Actual | Fiscal Year<br>2012-13<br>Standard |   |
|----------------------------|------------------------------------|---|
| <b>99.9%</b>               |                                    | ● |
| 97.5%                      | 95%                                | ● |
| 95.5%                      | 90%                                | ● |
| 98.8%                      | 98%                                | ● |
| 97.7%                      | 98%                                | ● |
| <b>90.1%</b>               |                                    | ● |
| 63.4%                      | 65%                                | ● |
| 89.6%                      | 95%                                | ● |
| 98.7%                      | 98%                                | ● |

● Indicates actual ≥95% of standard.

● Indicates actual <95% and ≥80% of standard.

● Indicates actual <80% of standard.

\* Restated on 10/14/13 based on final crash statistics

\*\*Due to changes in reporting requirements, baseline data for prior year is unavailable.

*continued*

# Performance Measures and Standards

22. % change in average wait time for Customer Service Center calls to previous year (3)

16.6%

5% or greater reduction



23. % of business licenses issued timely

99.7%

98%



## C. Customer Satisfaction

**93.5%**

24. % of customers that rate services as satisfactory or better (4)

79.5%

85%



## LEVERAGE TECHNOLOGY – Build upon the department’s successful integration of technology into the way we do business.

**98.4%** ● For FY 2012/13 (Through June 30, 2013)

### A. Customer Technology Use

25. % of customers being served via internet

**100.0%**

20.3%

20%



26. % of motor vehicle and vessel titles issued electronically

41.1%

35%



27. % of IFTA tax returns and IRP transactions processed electronically

15.2%

10%



### B. New Technology Projects

**92.1%**

28. % of new projects developed and implemented timely (5)

80.0%

95%



29. % of time dedicated to research and development

14.8%

10%



### C. Computer support uptime available to our partners

**100%**

30. % of Mainframe system uptime

100.0%

99.9%



31. % of Oracle uptime

100.0%

99.9%



32. % of SQL server uptime

99.90236%

99.9%



33. % of Customer Information Control System (CICS) uptime

99.99%

99.9%



34. Effectiveness of data and systems security preventative measures

100.0%

100.0%



## TALENT CREATION AND DEVELOPMENT – Build a business environment that regards our members as our most valuable resource.

**100.0%** ● For FY 2012/13 (Through June 30, 2013)

35. % of members who rate job satisfaction as satisfactory or better

78.0%

75%



36. Increase participation in leadership training programs

36.8%

5% or greater



37. Increase % of positions filled by internal promotion

34.3%

1% or greater



● Indicates actual  $\geq 95\%$  of standard.

● Indicates actual  $< 95\%$  and  $\geq 80\%$  of standard.

● Indicates actual  $< 80\%$  of standard.

# Performance Measures

The Department of Highway Safety and Motor Vehicles' *Performance Dashboard* can be viewed at [www.flhsmv.gov](http://www.flhsmv.gov).

## Performance Explanation

- (1) Percent change in highway crashes to previous year** – The increase in motor vehicle crashes in Florida reflects a nation-wide trend. Additionally, a new crash reporting methodology now requires all towed and commercial vehicles involved in a crash to be reported on a crash report form.
- (2) Percent of driver license office customers waiting 30 minutes or less for service** – Increased demand for in-office services, coupled with employee vacancies in south Florida have hampered efforts to meet established standards.
- (3) Percent change in average wait time for Customer Service Center call to previous years** – The Department is continuing efforts to fill vacancies, and a new phone system was implemented in February which is expected to improve response times.
- (4) % of customers that rate services as satisfactory or better** – Customer satisfaction scores reflect driver license office wait times and call center wait times. Current improvements to the call center phone system and efforts to fill vacancies are expected to show improvements by first quarter.
- (5) % of new projects developed and implemented timely** – The Department is continuing to implement process improvements designed to maximize efficiencies and meet the established standards while vacancies are being filled. New standards will focus on Budget as well as implementation schedules.

## PURCHASES MADE IN EXCESS OF \$100,000 AND NOT IN CONJUNCTION WITH STATE CONTRACTS

April through June 2013

| Item Purchased  | Vendor                                | Amount    |
|---|---------------------------------------|-----------|
| FHP/CVE: Purchase of 88 Laser speed measuring devices used in traffic speed enforcement by members of the Florida Highway Patrol.<br>ITB 031-13, Order No. A81A80 | MPH Industries, Inc.<br>Owensboro, KY | \$262,885 |

# What We Believe...

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## **Our Mission**

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

## **Our Vision**

**A Safer Florida!**

## **Our Values**

**WE BELIEVE IN:**

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