



# Annual Performance Report

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

Fiscal Year 2015–2016

**Terry L. Rhodes**  
Executive Director



**Rick Scott**  
Governor

**Pam Bondi**  
Attorney General

**Jeff Atwater**  
Chief Financial Officer

**Adam Putnam**  
Commissioner of Agriculture

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Since being appointed to the position of Executive Director of the Florida Department of Highway Safety and Motor Vehicles (DHSMV), our agency has reached more customers than ever before. Florida is now the third largest state in the nation with nearly 20 million people and a record tourism population, and almost every one of them will be a customer of the department at some point in their life.

This far-reaching department affects the lives of Floridians and visitors in a very real way. A driver credential not only helps verify the driver received the proper education and training to operate a motor vehicle safely on Florida roads, but, for many, is the sole source of identification that they will use to purchase a home, buy a vehicle, get a job or apply for a bank account. Safe drivers not only save lives but help keep Florida's transportation system moving. From the issuance examiner at the counter to the Florida Highway Patrol trooper on the road, each DHSMV member plays an integral part in providing highway safety and security through excellence in service, education and enforcement.

DHSMV members are encouraged every day to model themselves as champions for safety and go the extra mile to protect and serve the citizens and visitors of our state. This past year, we strategically promoted highway safety through the release of the updated official Florida Driver License Handbook in conjunction with leading several robust safety campaigns. We also began to analyze our crash and citation data to identify safety trends on our roadways, which has enhanced our partnerships with law enforcement agencies statewide.

As leaders in service, DHSMV members go above and beyond to put our customers and each other first, working with national, state and local partners to provide customers the best service possible while ensuring safety and security. This year, we have been able to offer the driver license exam in even more languages to ensure drivers understand the rules of the road. We deployed two more mobile issuance vehicles to meet some of our most vulnerable customers where they are and provided even more information and service through our website for customer convenience.

As the number and needs of our customers continue to grow, I have encouraged our members to act as agents of progress, fostering and enacting ways in which our department can improve, innovate and excel in the way we do business. DHSMV's Motorist Modernization efforts continue on track, having already launched portions of the multi-phase effort to upgrade decades-old systems, with each member and partner playing a role in identifying areas for process improvement and bringing those ideas to life. Once completed, the Motorist Modernization project will improve DHSMV's service delivery with a centralized portal for customers, provide more accurate and secure data collection and reporting and improve DHSMV's interactions with business partners and industry organizations.

I am proud of the progress we have made over the past year and, as we continue to find ways in which we can improve our processes and services, I remain committed to creating solutions that best serve our state. A Safer Florida is our vision and through deliberate highway safety education and enforcement efforts, we strive to ensure all drivers on Florida roads Arrive Alive.

**Terry L. Rhodes**  
Executive Director

## Table of Contents

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<b>Facts and Figures</b> .....	<b>4</b>
<b>News and Accomplishments</b> .....	<b>5</b>
<b>Revenue Information</b> .....	<b>11</b>
<b>Budget by Division</b> .....	<b>12</b>
<b>Performance Measures and Standards</b> .....	<b>13</b>
<b>Purchases Made</b> .....	<b>16</b>

Florida Department of Highway Safety and Motor Vehicles By the Numbers In 2015...

**1,974** troopers keeping our roads safe.

Troopers patrolled over **42,991,557** miles.

Over **19.8 million** registered vehicles in Florida

There are over **15.9 million** licensed drivers in Florida.

Troopers assisted **24,769** motorists

Teen Driver Crashes **42,874**

Teen Driver Fatalities	92	Teen Passenger Fatalities	47
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Troopers conducted **104,274** commercial vehicle inspections

There were **374,344** total traffic crashes in Florida.

Troopers investigated **123,794** crashes out of a total of **374,344 (33%)**

Troopers issued **308,681** warnings

**2,939** people were killed in vehicle crashes in 2015

**908** (31%) Alcohol Suspected Fatalities



**508** (17%) Alcohol Confirmed Fatalities

**583** (20%) Motorcycle Fatalities

**632** (21%) Pedestrian Fatalities

**154** (5%) Bicycle Fatalities

More than **3.4 million** traffic tickets were issued last year; **25%** were issued by FHP.

Speeding	<b>802,675</b>
Invalid License	<b>325,693</b>
Expired Tag	<b>300,101</b>
No Insurance	<b>240,953</b>
Seat Belt/Child Restraint Violations	<b>207,446</b>
Driving under the Influence	<b>46,922</b>

(Although part of the fiscal year Annual Report, the numbers above reflect the preliminary data for calendar year 2015 as of September 15, 2016.)

## News and Accomplishments

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### LEADERS IN SERVICE

#### QUARTER 1:

- **DHSMV customer call center opened in Kissimmee:** DHSMV opened a new call center in Kissimmee at the former driver license office on North Orange Blossom Trail. Members are able to take calls and assist customers with driver license and motor vehicle issues, which should help reduce the call center wait times.
- **DHSMV provided partner training to tax collector staff:** DHSMV staff hosted a training session for tax collector members around the state. Attendees received information and training on crash and public records, Uniform Traffic Citation fields and administrative support.
- **Florida Licensing on Wheels (FLOW) events across the state:** FLOW mobiles continued to go across the state in support of Florida's inmate re-entry program, reaching out to homeless populations, senior and minority communities and other outreach facilities to issue driver licenses, ID cards, registrations and handle other credentialing inquiries.

#### QUARTER 2:

- **DHSMV released two new specialty plates:** DHSMV released the Fallen Law Enforcement Officers and Florida Sheriffs Association license plates available statewide to the public. Fallen Law Enforcement Officers specialty plate fees are distributed through Police and Kids Foundation, Inc. and the Florida Sheriffs Association fees are distributed through the Florida Sheriffs Association.
- **DHSMV provided Uniform Traffic Citation training:** DHSMV members facilitated a Uniform Traffic Citation procedures presentation with the Department of Veterans Affairs Police Services Bay Pines in Pinellas County.
- **Veterans joined the ranks at DHSMV:** DHSMV hired 24 veterans this quarter. Eight DHSMV veterans received the Governor's Veterans Service Award. DHSMV also participated in the "Greenlight a Vet" program, installing green lightbulbs in front of the DHSMV headquarters.
- **Florida Licensing on Wheels (FLOW) events across the state:** FLOW mobiles continued to go across the state in support of Florida's inmate re-entry program, reaching out to homeless populations, senior and minority communities and other outreach facilities to issue driver licenses, ID cards, registrations and handle other credentialing inquiries. Of note, FLOW participated in a reinstatement event sponsored by Representative Kionne L. McGhee, Representative Cynthia Stafford and the 11th Judicial Courts; partnered with the office of Commissioner Francis Suarez (District 4) to visit senior condominium communities in Miami-Dade; and participated in a coordinated event at the Miami Field Office with the Department of Homeland Security Citizenship and Immigration Services field offices.

#### QUARTER 3:

- **DHSMV released new Woman Veteran License Plate:** DHSMV issued the first Women Veteran specialty license plate to Colleen Krepstekies, the Director of Legislative and Cabinet Affairs for the Department of Veterans Affairs. The Woman Veteran specialty plate is now available in local DHSMV and tax collector offices.
- **DHSMV participated in tax collector continuing education training:** DHSMV staff conducted continuing education training for tax collectors in Orlando with approximately 100 tax collectors and their staff in attendance.
- **Two new FLOW mobiles hit the road:** DHSMV's newest Florida Licensing on Wheels (FLOW) mobiles hit the road, serving the Tampa and Miami areas. These FLOW mobiles joined 11 other mobile issuance units across the state, assisting customers with limited access and mobility. The newest RV units were completely refurbished by PRIDE and are equipped with all of the technology to issue driver licenses, ID cards, registrations and other credentialing services.
- **Veterans joined the ranks at DHSMV:** DHSMV hired 24 veterans this quarter.
- **Florida Licensing on Wheels (FLOW) events across the state:** FLOW mobiles continued to go across the state in support of Florida's inmate re-entry program, reaching out to homeless populations, senior and minority communities and other outreach facilities to issue driver licenses, ID cards, registrations and handle

## News and Accomplishments *continued*

other credentialing inquiries. Of note, FLOW teams participated in an ID and voter registration initiative with local high schools where they received over 200 voter registration applications; participated in reinstatement events for the office of County Commissioner Sally Heyman in Miami-Dade and Senator Geraldine Thompson in Orlando; and worked at the Florida Capitol Rotunda, providing replacement license plates, driver licenses, ID cards and registration renewals to members of the Florida Legislature, their staff and the visiting public.

### QUARTER 4:

- **DHSMV released new Veteran’s specialty license plates:** DHSMV approved statewide distribution of three new military service special license plates: Air Force Combat Action Medal, Navy Submariner and World War II Veteran.
- **DHSMV opened Pembroke Pines and Coral Reef offices for Saturday operations:** The Pembroke Pines and Coral Reef offices in Broward County began Saturday operating hours. These offices received large numbers of customers from the start and will continue to remain open for Saturday operation allowing DHSMV to serve more customers.
- **DHSMV launched Russian language translation system for driver tests:** DHSMV successfully piloted and launched testing for the Class E knowledge exam in Russian which has been added to the Automated Driver License Testing System. This enhancement allows offices and third party administrators to give the Class E knowledge exam in Russian text and audio.
- **FHP Honor Guard placed second in national competition:** FHP Honor Guard placed second in the Steve Young National Honor Guard competition and demonstration in Washington D.C. The team was one of two that was invited to attend a special ceremony at the Pentagon transporting the U.S. Honor Flag.
- **Veterans joined the ranks at DHSMV:** DHSMV hired 25 veterans this quarter.
- **Florida Licensing on Wheels (FLOW) events across the state:** FLOW mobiles continued to go across the state in support of Florida’s inmate re-entry program, reaching out to homeless populations, senior and minority communities and other outreach facilities to issue driver licenses, ID cards, registrations and handle other credentialing inquiries. Of note, FLOW participated in a summer youth employment and financial empowerment program with the City of Miami to prepare future leaders by teaching them about financial education. With ID cards in hand, students were able to apply for local employment opportunities, internship positions, colleges and open bank accounts. FLOW teams attended the Women’s Veterans Resource event sponsored by State Representative Gwyndolen Clarke-Reed in Oakland Park. FLOW teams also participated in Operation Fresh Start as part of a joint effort with the Palm Beach County Clerk of Court, Palm Beach County Sheriff’s Office and the State Attorney’s Office to provide a convenient opportunity for Palm Beach residents to have their invalid driver licenses reinstated after careful review of their outstanding non-criminal warrants.

## AGENTS OF PROGRESS

### QUARTER 1:

- **Colonel Gene Spaulding chosen as Director of Florida Highway Patrol:** Colonel Gene Spaulding, formerly Troop Commander of Troop G in Jacksonville, was chosen to be the 14th Director of the Florida Highway Patrol. Colonel Spaulding has been with the patrol for 22 years. During his career, he has served in locations throughout the state including Orlando, West Palm Beach and Ocala.
- **FHP graduated new Troopers:** The Florida Highway Patrol welcomed 56 new Troopers. New Trooper Juan Perez was honored with the Executive Director’s Award for achieving the highest grade point average at the Academy and Trooper Robert Davis earned the Director’s Award for demonstrating extraordinary courtesy and dedication during the 28 weeks of training. Alachua County Sheriff Sadie Darnell delivered the keynote address.

## News and Accomplishments *continued*

### QUARTER 2:

- **Florida Highway Patrol promoted three new majors:** Colonel Gene Spaulding held promotional ceremonies to promote three Captains to the rank of Major. Major John Gourley will lead field operations for Troop C in the Tampa area. Major Brannon Snead was chosen to lead FHP's Bureau of Criminal Investigations and Intelligence. Major Jeff Dixon was chosen to head up FHP's commercial vehicle enforcement operations as Troop I commander.
- **FHP graduated 12 new auxiliary members:** FHP welcomed 12 members to the Florida Highway Patrol Auxiliary. The new auxiliary Troopers successfully completed a rigorous testing, background investigation and a remote learning program. The FHP Auxiliary is an armed, professionally trained volunteer law enforcement organization dedicated to providing direct assistance and operational support to FHP and the citizens of Florida.
- **New regional communications center opened:** FHP partnered with the Florida Department of Transportation and the North Florida Transportation Planning Organization to open a state-of-the-art facility for monitoring and responding to incidents on Florida roadways in a coordinated effort to keep Florida safe.

### QUARTER 3:

- **DHSMV released updated official Florida Driver License Handbook:** DHSMV released an updated edition of the official Florida Driver License Handbook with enhanced safety information for existing and potential Florida drivers. DHSMV updated the handbook with clear and easy-to-understand content and graphics to help readers effectively comprehend Florida traffic laws and regulations regarding the operation of a motor vehicle on Florida roads. The handbook is available in English, Spanish and Haitian-Creole in print to all DHSMV, tax collector and school districts statewide and by download on the DHSMV website and available on iTunes.
- **FHP graduated 44 new Troopers:** Members of the FHP 132nd basic recruit class graduated putting 44 new Troopers on the road to help promote a safer Florida. The 132nd basic recruit class went through 29 weeks of extensive training, covering topics such as firearms, vehicle operations, defensive tactics, first aid and law enforcement academics.
- **Florida Highway Patrol promoted new Chief of Patrol Operations and Major of the FHP Training Academy:** Colonel Gene Spaulding promoted Mark Brown as the new Chief of Patrol Operations for the northern region. Chief Brown graduated from the 97th basic recruit class and began his career in Charlotte County. Nancy Rasmussen was promoted as the first female Major of the FHP Training Academy having served 24 years with the patrol.

### QUARTER 4:

- **FHP graduated 36 new Troopers:** DHSMV welcomed 36 members of the 133rd basic recruit class to the division of the Florida Highway Patrol, including 13 veterans. These Troopers joined more than 1,800 Troopers who patrol the state's roads each day to provide protection and assistance to Florida residents and visitors.
- **DHSMV partnered with Veterans Florida for Troops to Truckers initiative:** DHSMV staff attended the kickoff meeting for Troops to Truckers arranged by the Florida Trucking Association and Veterans Florida. DHSMV is part of the initiative to provide a pathway for veterans and soon-to-be veterans employment opportunities through the transportation industry.
- **DHSMV supported Ounce of Prevention Fund of Florida to promote healthy child development:** DHSMV displayed blue pinwheels at the DHSMV headquarter building and FHP Troopers attended events at the Florida Capitol and statewide in honor of Child Abuse Prevention month.
- **DHSMV Examiner awarded AAMVA 2015 Examiner of the Year:** DHSMV examiner Curtis Berryhill was named 2015 Examiner of the Year for the State of Florida by the International Driver Examiner Certification Board and American Association of Motor Vehicle Administrators (AAMVA).

## News and Accomplishments *continued*

- **DHSMV conducted DAVID training for law enforcement:** DHSMV partnered with the Altamonte Springs Police Department to conduct four in-service trainings on the Driver and Vehicle Information Database (DAVID) system.
- **DHSMV teams awarded 2016 Prudential Productivity Awards:** Three teams at DHSMV earned 2016 Prudential Productivity Awards as a result of their efforts to bring cost savings, cost avoidances and increased efficiencies to DHSMV. Awards were presented to members of the Florida Highway Patrol and divisions of Motorist Services, Information Systems Administration and Administrative Services.
- **DHSMV successfully completed the data center move with AST:** DHSMV driver license and motor vehicle systems went offline accommodate the Agency for State Technology's data center move of DHSMV servers. DHSMV members worked throughout the weekend to ensure all systems were fully tested and functional for customers. Servers were successfully restored and online services were available on schedule.
- **Florida Highway Patrol recruiting statewide:** The Florida Highway Patrol actively recruited new Troopers and non-sworn staff statewide with messaging appearing on social media, billboards, radio and major Florida International airports in Jacksonville, Miami, Pensacola, Orlando and Tampa in an attempt to recruit returning military members to serve the state.

## CHAMPIONS FOR SAFETY

### QUARTER 1:

- **DHSMV led statewide safety campaigns:**
  - ▷ DHSMV teamed up with the Florida Department of Transportation and other safety advocates to bring awareness to the dangers of drowsy driving during Florida's Drowsy Driving Prevention Week. The campaign reached more than five million viewers.
  - ▷ DHSMV promoted National Child Passenger Safety Week, reminding parents and caregivers to choose the appropriate car seat for young children.
- **FHP Troopers to the rescue:**
  - ▷ Trooper Phillip McMillan responded to a call on the Skyway Bridge in Tampa regarding a male contemplating suicide. Trooper McMillan spoke with the man until he was able to get close enough to pull him from the wall, saving his life.
  - ▷ Trooper Paul Rawald stopped an impaired, reckless driver with a child passenger on I-75 in Hernando County. When the driver got out of the vehicle it began to roll toward a ditch with the unrestrained toddler still inside. Trooper Rawald ran and jumped into the vehicle to stop it, saving the toddler from possible injury or death.
  - ▷ FHP Corporal Jim Covert was traveling northbound on the Skyway Bridge in Tampa when he observed a subject attempting to commit suicide by jumping from the bridge. Corporal Covert acted quickly and was able to save the person's life.
  - ▷ Troopers Montague Haight and Peter Hooker responded to assist the Orange County Sheriff's Department with a suspicious vehicle. When the Troopers saw the front seat passenger in distress, Trooper Haight began rescue breathing for the subject until medical services arrived.
  - ▷ Trooper Chris Davidson witnessed a crash in Tampa in which a car overturned, trapping the driver inside. Due to the unstable position of the vehicle, Trooper Davidson feared the car would roll again and pulled the injured driver from the shattered side window.

### QUARTER 2:

- **Trooper of the Year honored by Cabinet:** The Florida Cabinet honored Trooper Bradford Wagner as the Florida Highway Patrol 2015 Trooper of the Year. Trooper Wagner is assigned to FHP Troop K in Land O'Lakes and has been with the patrol for more than 25 years. On two separate occasions in 2014, Trooper Wagner's instincts saved lives.



## News and Accomplishments *continued*

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- **DHSMV led driving safety campaigns:**

- ▷ DHSMV marked its annual Delete Teen Crashes day with events throughout the state to remind teens to keep their hands on the wheel, eyes on the road and mind on driving.
- ▷ FHP's commercial vehicle enforcement Troopers led an enforcement campaign of Ticketing Aggressive Cars and Trucks (TACT), aimed at educating motorists about the dangers of aggressive driving around large trucks.
- ▷ DHSMV reminded motorists and pedestrians to use extreme caution and safely share the road during the Halloween weekend while trick-or-treaters were out and about in Florida neighborhoods.

- **FHP Troopers to the rescue:** FHP Troopers Christopher Rowley and Daniel Cruz rescued a man from a burning car after a crash on I-75 left the driver unresponsive. Trooper Cruz put the fire out while Trooper Rowley broke the car window and pulled the driver to safety. The man was transported to the hospital with several pending criminal charges for DUI and driving a stolen vehicle.

### QUARTER 3:

- **DHSMV led driving safety campaigns:**

- ▷ The Florida Cabinet resolved to make January Move Over Month. All month long, DHSMV promoted Florida's Move Over Act in a statewide effort to educate drivers about the importance of moving over a lane or slowing down 20 miles per hour below the posted speed limit for law enforcement, first responders and services vehicles along the roadside. The campaign paid media reached just under 27.5 million people and earned media efforts reached at least 14.4 million people.
- ▷ DHSMV hosted press conferences across the state, highlighting the victims of hit and run crashes and their families in recognition of Hit and Run Awareness Week. The overall paid media garnered 590,879 impressions and earned media efforts reach at least 14.8 million people.
- ▷ DHSMV partnered with the Florida Department of Business and Professional Regulation, Florida Department of Transportation, Florida Sheriffs Association, Florida Police Chiefs Association, Visit Florida and the Florida Restaurant and Lodging Association to spread the message that as people celebrate Spring Break in Florida, not to drive drunk. Throughout March, law enforcement agencies paid special attention to enforcing the state's drinking age laws and working to keep impaired drivers off the road. The overall paid media garnered just fewer than eight million impressions and earned media reach was at least seven million people.
- ▷ FHP's commercial vehicle enforcement Troopers lead an enforcement campaign of Ticketing Aggressive Cars and Trucks (TACT), aimed at educating motorists about the dangers of aggressive driving around large trucks.

- **Lt. Channing Taylor received FHP Medal of Valor and Purple Heart award:** FHP Lt. Channing Taylor received FHP's Medal of Valor and Purple Heart award in recognition of his outstanding bravery, gallantry and courage in the line of duty. Lt. Taylor observed a red pickup truck entering a parking lot of a gas station in Brevard County without its headlights on and conducted a traffic stop. After the initial contact with the driver, the passenger of the vehicle produced a revolver and fired at Lt. Taylor striking him in the shoulder. Lt. Taylor found cover and with a clear line of sight, engaged the subject with this service weapon, fatally wounding him. The driver was immediately taken into custody. It was later learned the suspect had a suicide pact with the driver.

- **FHP assisted in cargo theft ring arrests:** The FHP Commercial Vehicle and Cargo Theft Task Force assisted with the arrests of five Miami-Dade County residents in connection with an organized cargo theft ring. The suspects travelled from Miami-Dade County in a rental vehicle to search for tractor-trailers they could easily steal and then return and sell the property on the black market.

## News and Accomplishments *continued*

### QUARTER 4:

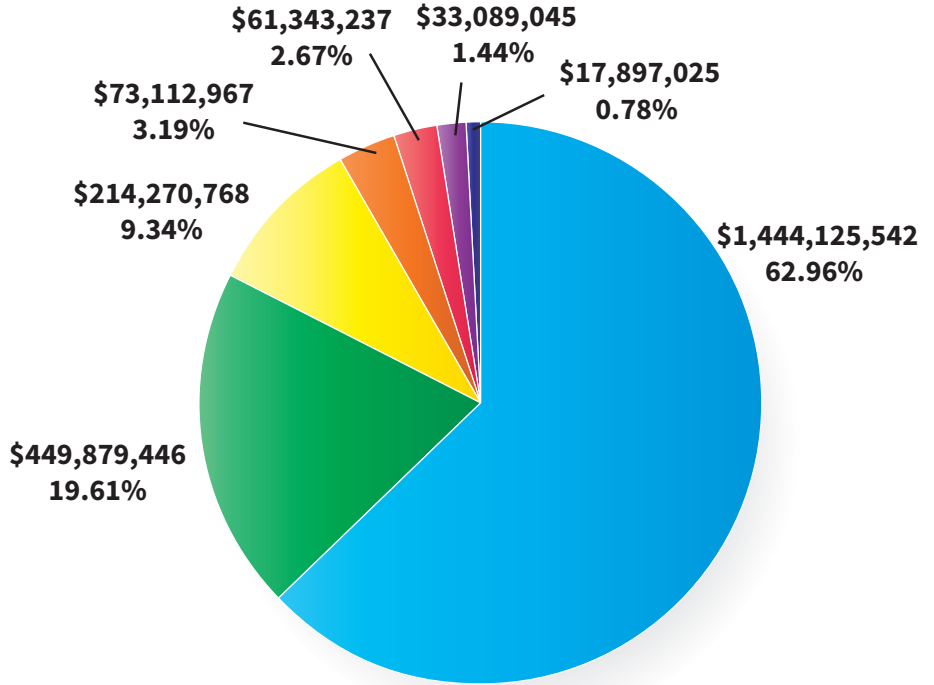
- **DHSMV revitalized “Arrive Alive” license plate and safety campaign:** DHSMV unveiled the newest version of its “Arrive Alive” license plate now featured as the front license plate of Florida Highway Patrol vehicles. The license plates are part of DHSMV’s “Arrive Alive” campaign, which dates back to 1970, to reduce traffic-related deaths on Florida roads.
- **DHSMV led statewide driving safety campaigns:**
  - ▷ Throughout the month of April, DHSMV reminded motorists to fully focus on driving and not drive distracted. DHSMV partnered with the Florida Department of Transportation, Florida Sheriffs Association, Florida Police Chiefs Association, Students Against Destructive Decisions and the Florida Teen Safe Driving Coalition to spread the message, Focus on Driving, Florida.
  - ▷ DHSMV launched the Motorcycle and Bicycle Safety Awareness Month in May in partnership with the Florida Department of Transportation, Florida Sheriffs Association, Florida Police Chiefs Association and Ride Smart Florida to remind motorists that there is only one road and we must share it.
- **DHSMV launched proactive Emergency Contact Information (ECI) registration campaign:** In April, DHSMV Executive Director Terry L. Rhodes was honored at the 10-year anniversary of the organization To Inform Families First (TIFF), a non-profit organization dedicated to promoting emergency contact registration. DHSMV launched a proactive statewide campaign to increase ECI registrants statewide for all driver license and ID card holders, especially in conjunction with Florida’s hurricane season.
- **FHP Troopers to the rescue:**
  - ▷ FHP Trooper rescued a kidnapped woman on I-95 in West Palm Beach after she spotted the Trooper, began honking the horn and the Trooper pulled the vehicle over and arrested her captor.
  - ▷ Trooper Jacky Gomez responded to a call along Florida’s Turnpike in Miami and discovered a silver Infiniti parked in the emergency shoulder, engine off with three children ages three, five and seven asleep and unattended in the vehicle. Trooper Gomez rescued the children and as the father returned to the vehicle 20 minutes later, he was arrested in consultation with the State Attorney’s Office and DCF and charged with child neglect.
  - ▷ While investigating a school bus crash that was transporting 20 pre-school children ages one to five years old, Lieutenant Michael Long discovered the driver had an expired license. As they waited for another bus to arrive to transport the children, Lt. Long, Lt. Ellery Collado, Captain Julio Pajon and FHP employees Vivian Ghindoc and Romy Gonzalez provided water, coloring books and crayons to the children stuck inside the bus.
  - ▷ FHP Communication training officer Jonathan Folsom noticed skid marks on the road and lights emanating from a wooded area as he travelled home after work. He stopped to investigate and found an overturned vehicle on fire and immediately called 911. Working with the Tallahassee Police Department and a volunteer firefighter, they were able to pull a small child from the burning car before the vehicle exploded.
  - ▷ FHP Troopers responded to a carjacking along Florida’s Turnpike in Lake Worth, which escalated to a potential hostage situation in a local residence. Troopers, along with Lake County deputies, were able to safely remove the hostages and the suspect later surrendered on scene and was taken into custody.
  - ▷ Trooper Jeff O’Pry assisted a family whose car hydroplaned off of the interstate and hit a tree in Bay County, by helping the family, their 18 year old daughter and the family dog get out of the vehicle. Trooper O’Pry continued to follow up with the family and visited the daughter in the hospital after her surgery.
  - ▷ Trooper Danielle Poulin assisted a special needs juvenile in Pinellas County who was found riding a pedacycle on the Sunshine Skyway Bridge. Trooper Poulin assisted in identifying the juvenile and transported them to a local therapeutic recreation department where staff was able to identify the juvenile and contact their mother.

## Revenue Information

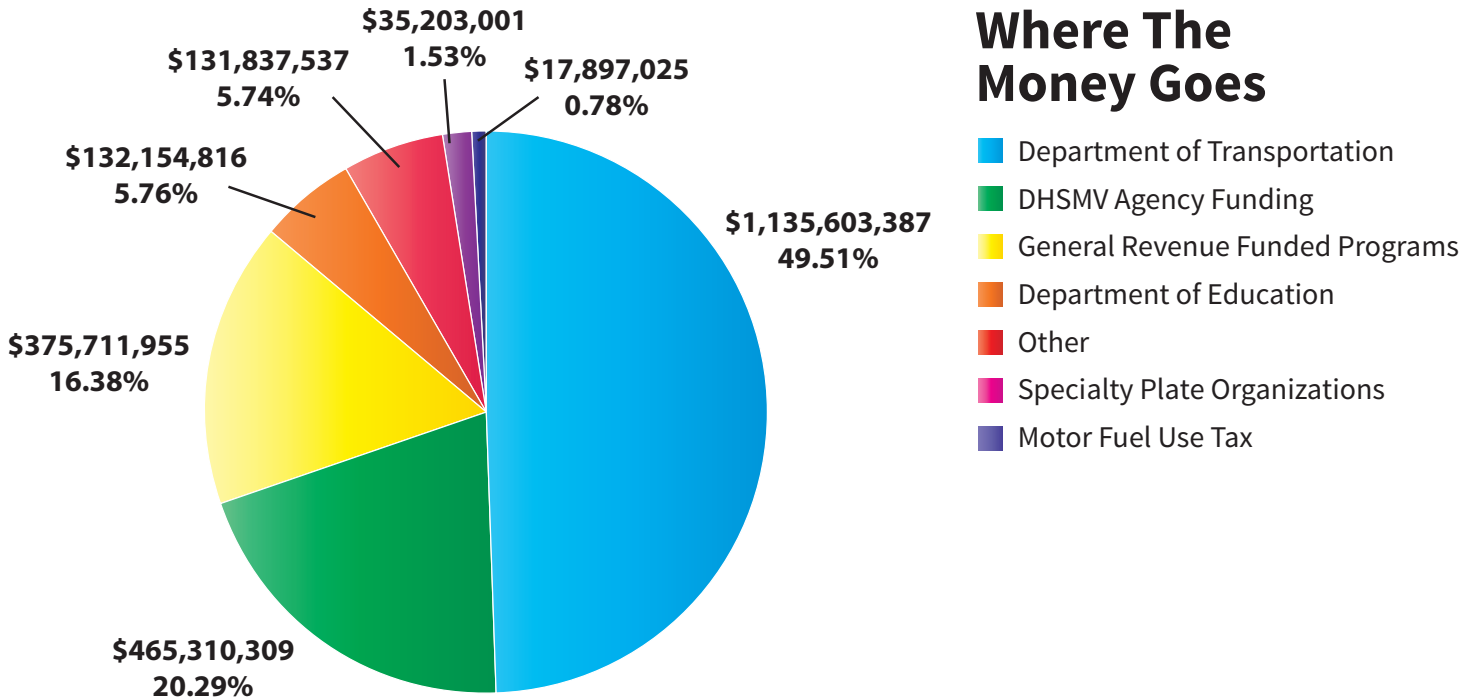
<b>Annual</b>	<b>Trust Funds</b>	<b>General Revenue</b>	<b>Total</b>
	\$1,914,425,494	\$375,625,486	\$2,293,718,030

### Where The Money Comes From

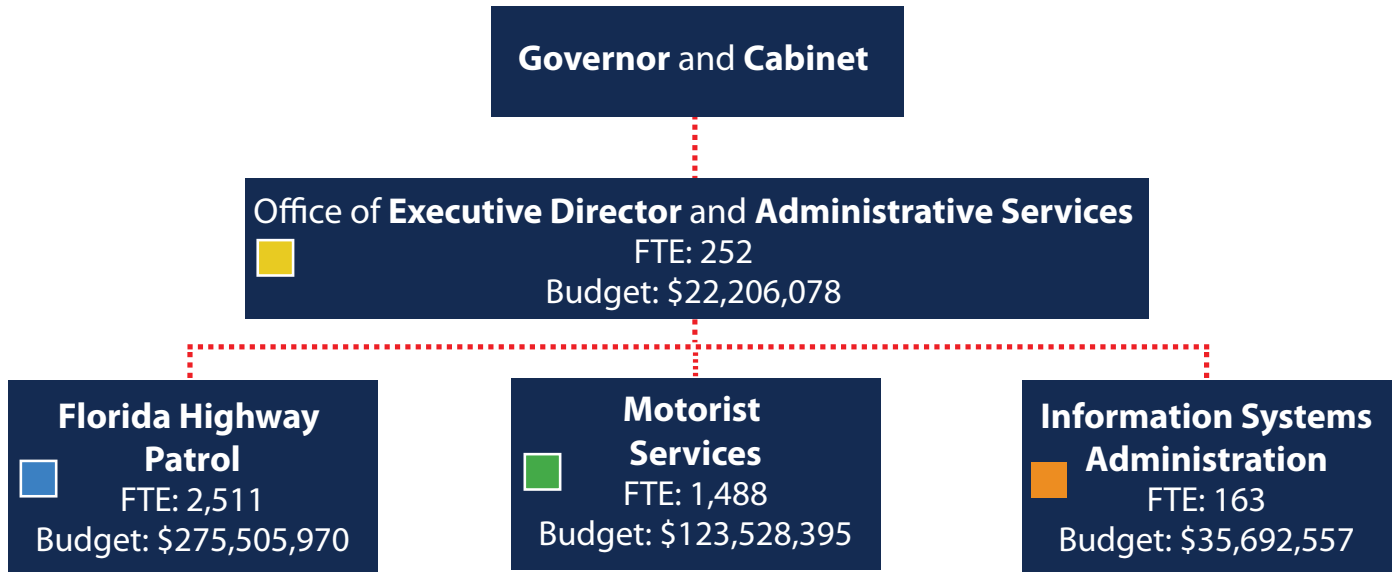
- Licenses Plates and Decals
- Motor Vehicles Titles
- Driver Licenses
- Driving/Transcript Record Production
- Other
- Fines and Forfeitures
- Motor Fuel Use Tax



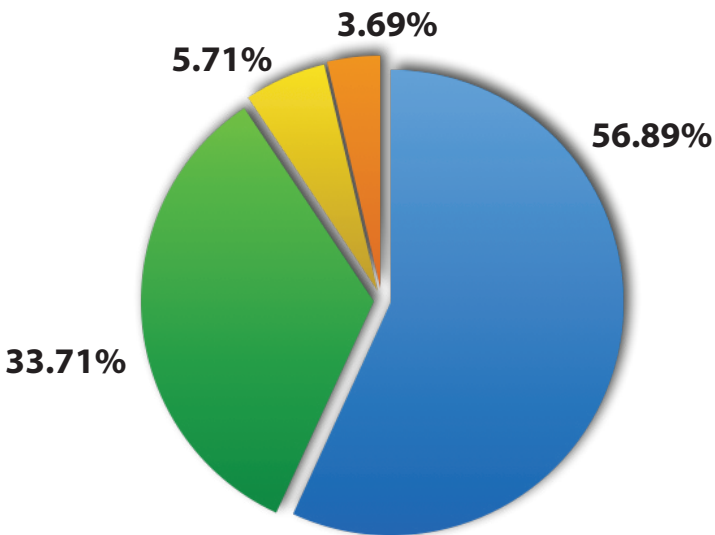
### Where The Money Goes



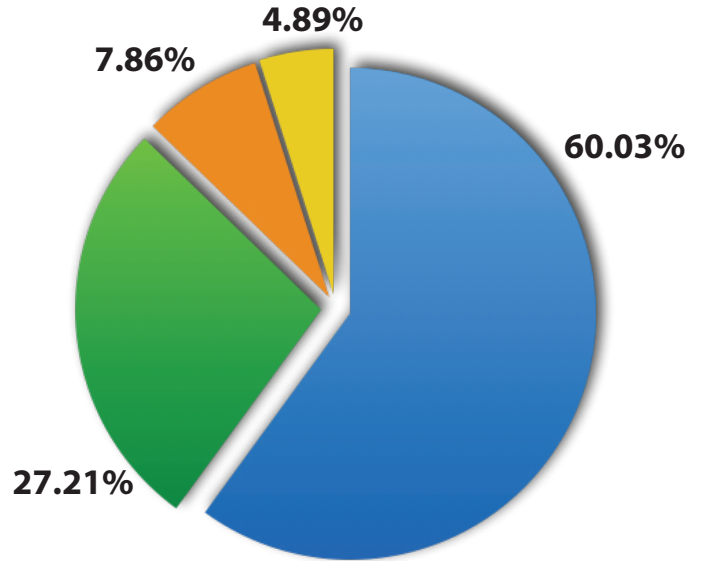
## Budget by Division



FTE by Division



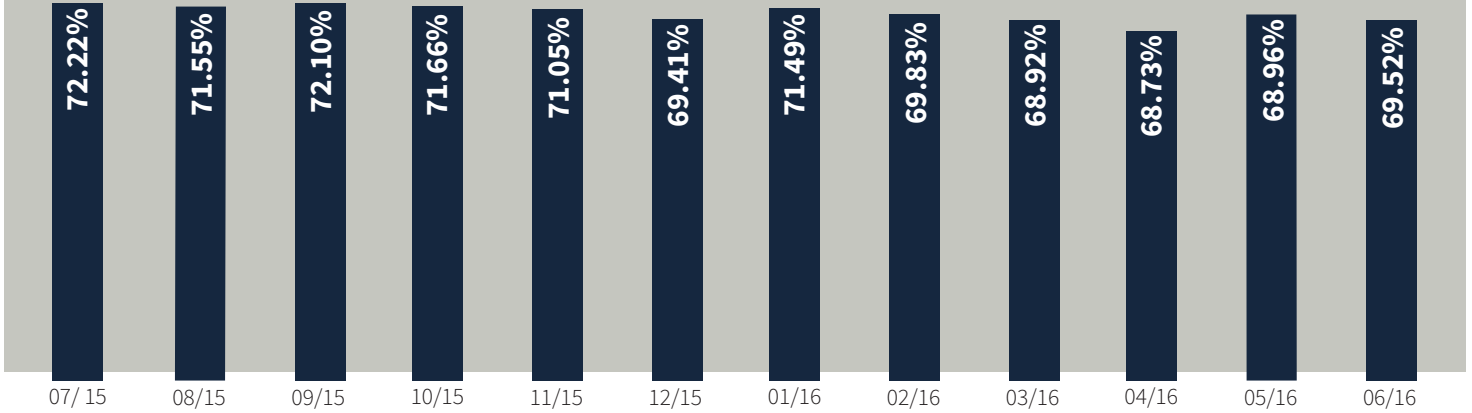
Budget by Division



## Performance Measures and Standards

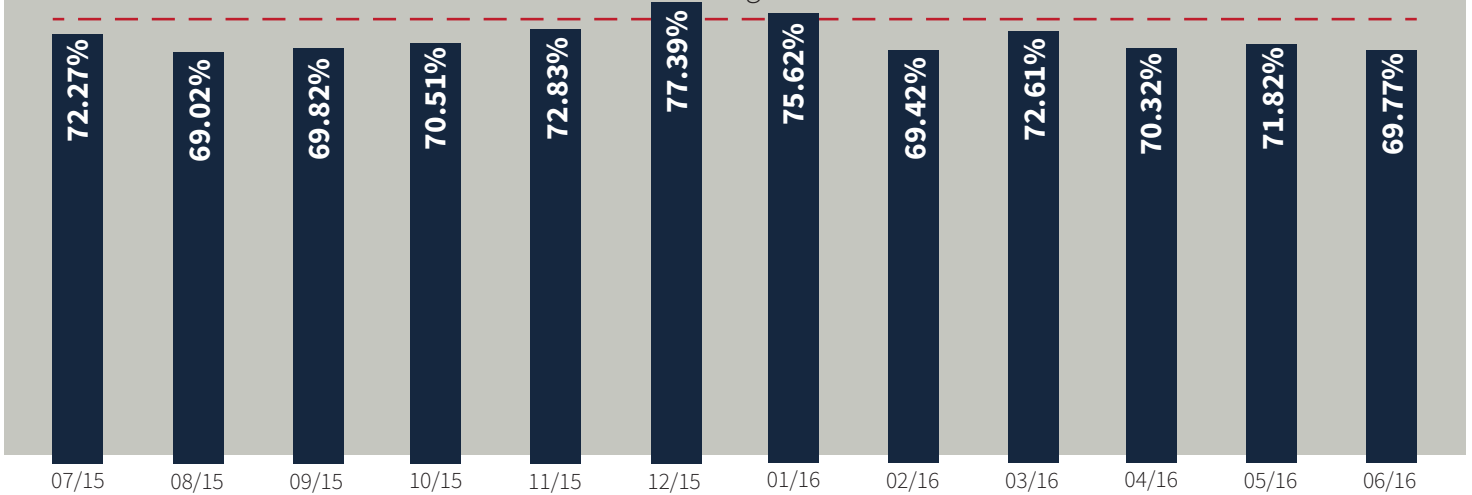
Percentage of FHP Calls for Service Responded to within 30 Minutes or Less

Target: **85%**  
Annual Average: **70.49%**



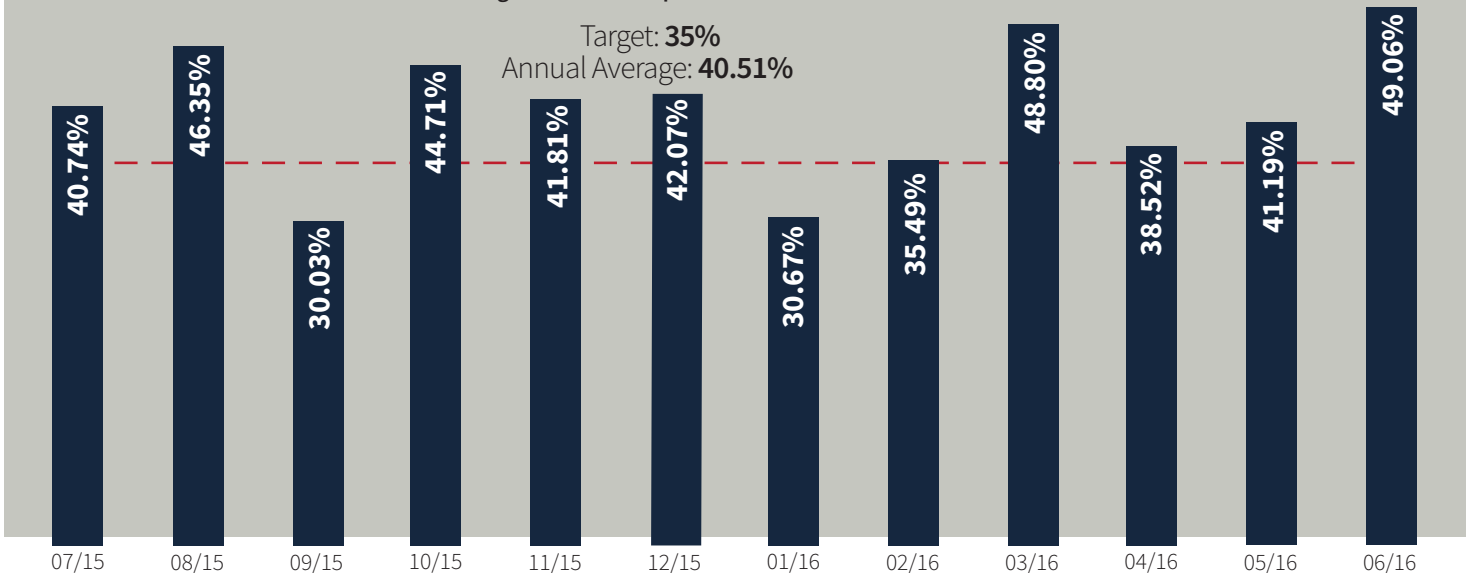
FHP percentage of time spent on active patrol or crash investigation

Target: **75%**  
Annual Average: **71.78%**

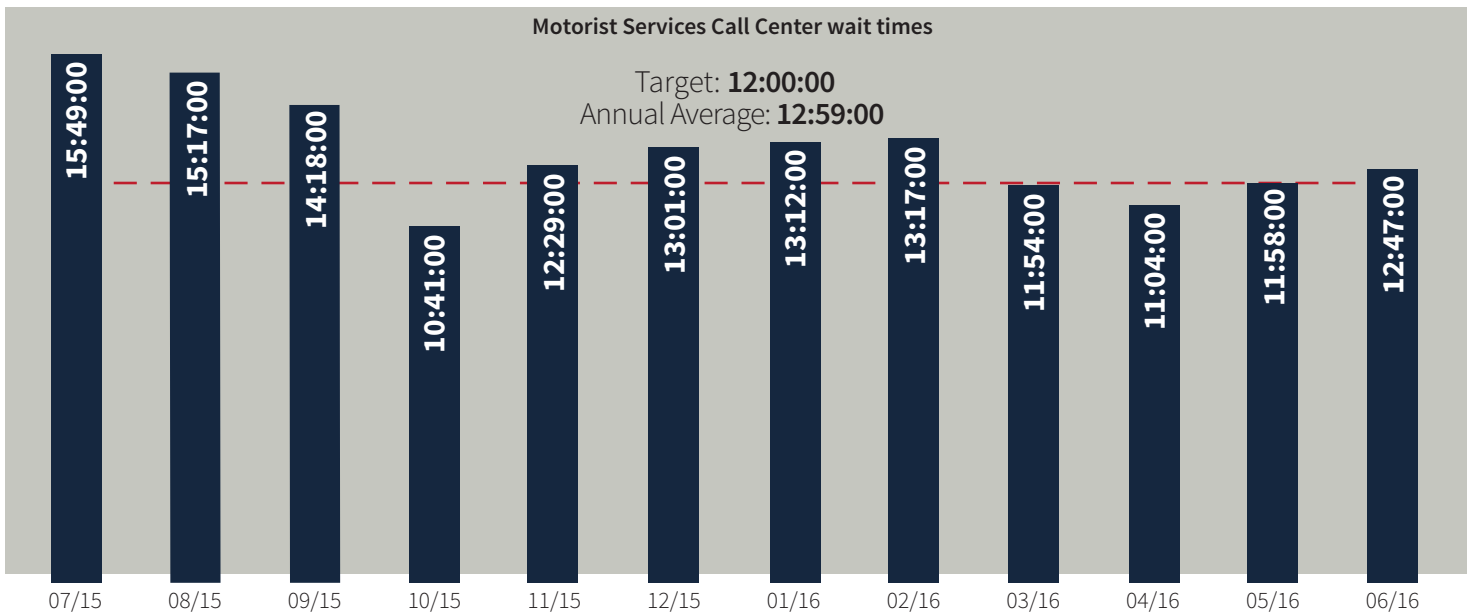
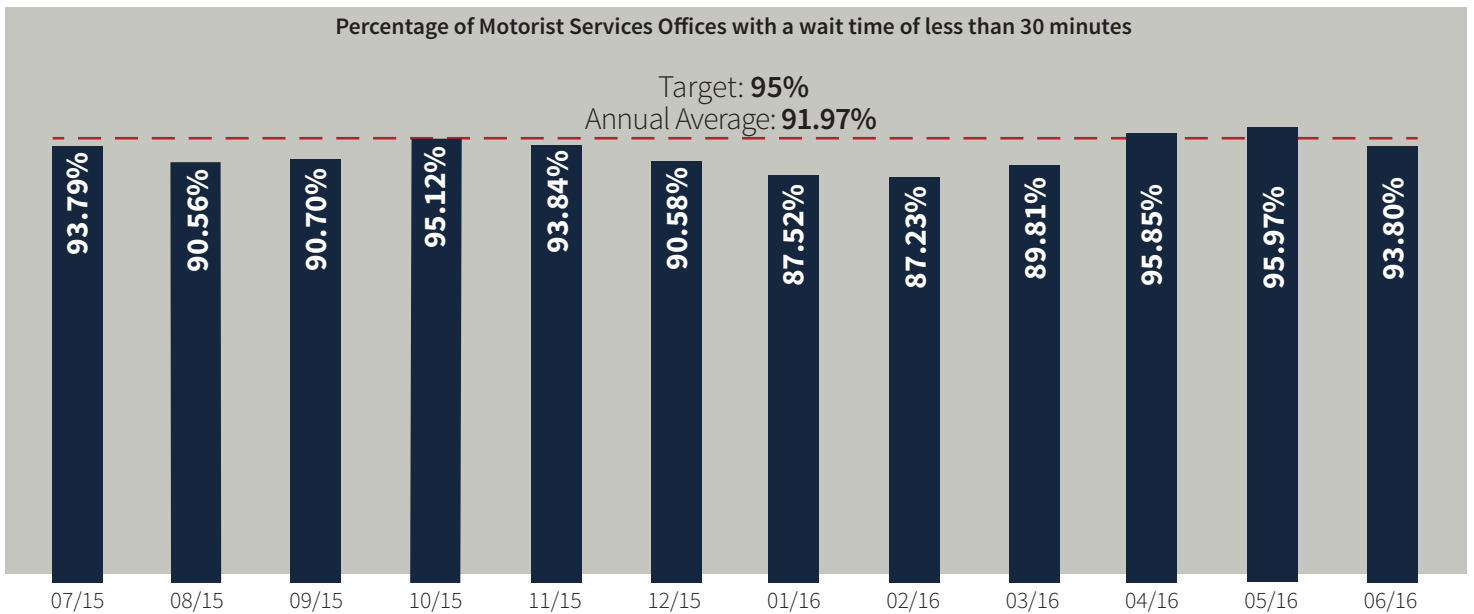
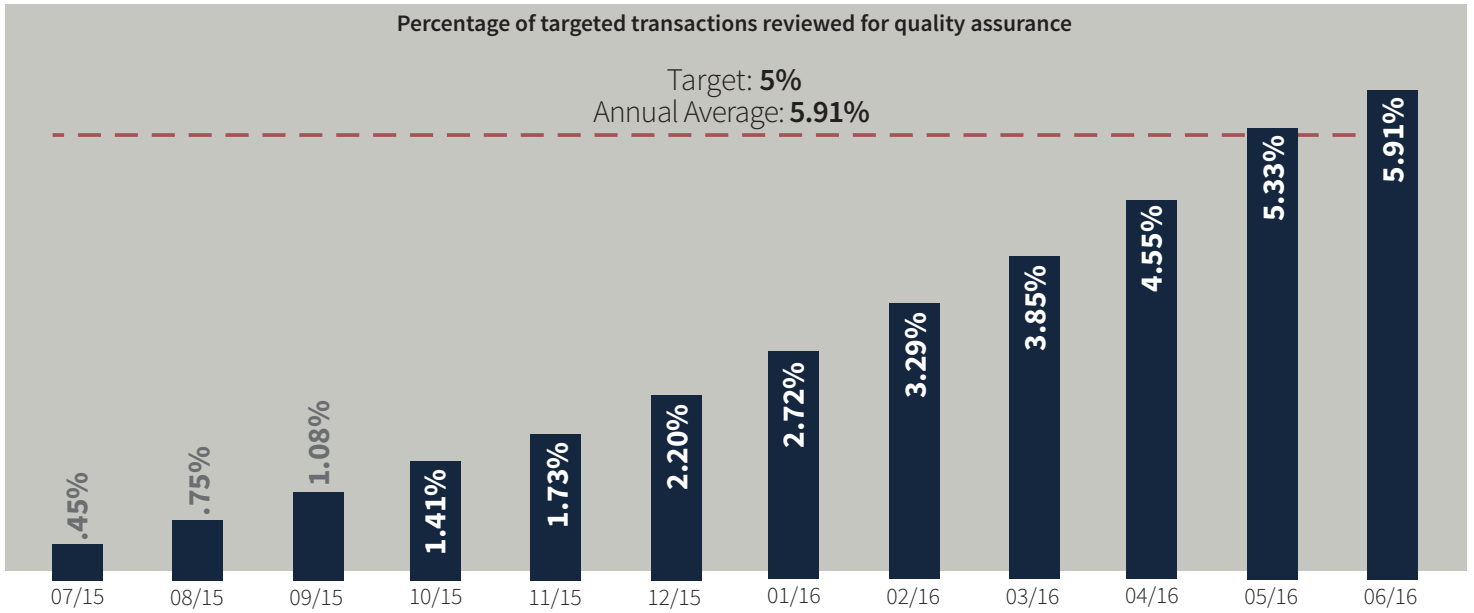


Percentage of Level III inspections on Commercial Motor Vehicles

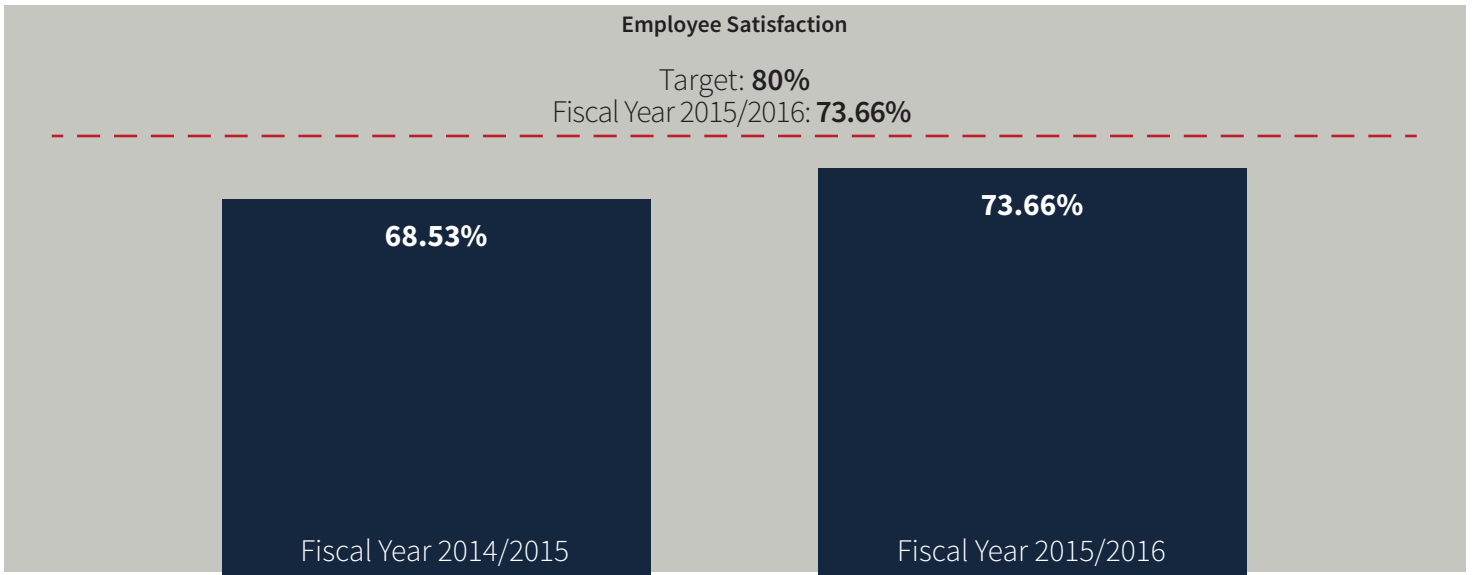
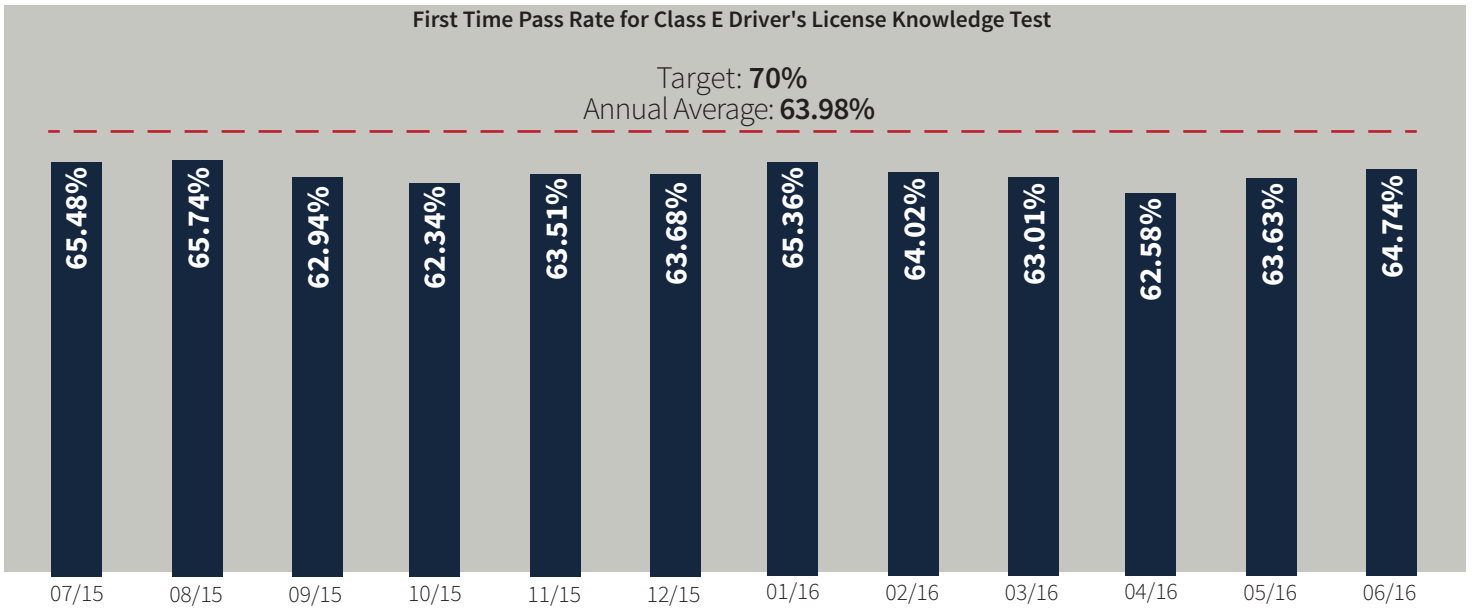
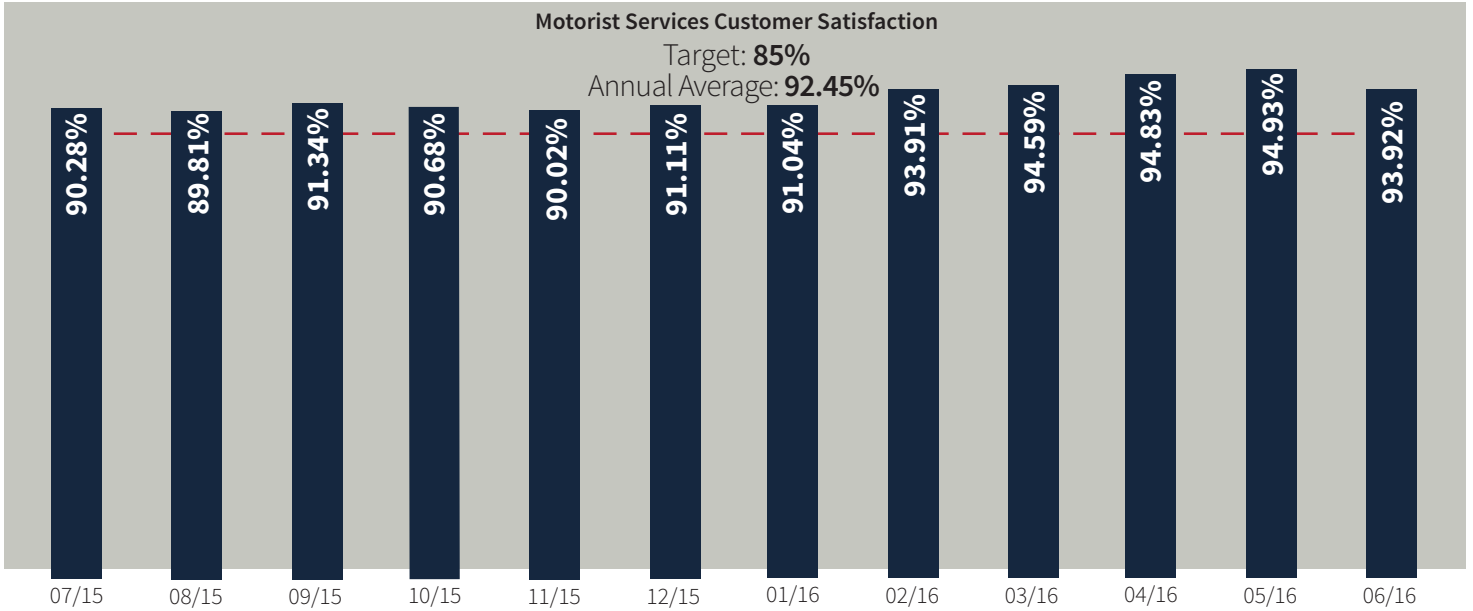
Target: **35%**  
Annual Average: **40.51%**



**Performance Measures and Standards** *continued*



**Performance Measures and Standards** *continued*



**Purchases Made**

**Purchases Made In Excess Of \$100,000 And Not In Conjunction With State Contracts  
July 2015 through June 2016**

Contract Award Month/Year	Vendor	Description	Procurement Method	Purchase Order/Contract Number	Term	Total Contract Price (original term)
August 2015	DataWorks Plus, LLC	Rapid ID Server Maintenance and Support	Single Source PR8687413	ACF942	1-year (Single sources cannot be renewed)	\$301,417.91
September 2015	Taser International	2,050 Tasers w/Repair, Training and Warranty	Single Source PR8966117	ADA1C2 Contract No.: HSMV-0190-16	5-years (Single sources cannot be renewed)	\$3,211,115.75
September 2015	American Association of Motor Vehicle Administrators	National Motor Vehicle Title Information System	Single Source PR8931784	PO956611	1-year (Single sources cannot be renewed)	\$229,205.00
October 2015	Enforcement Electronic Services	Speedometer, Radar, Laser Calibration Certification and Radar Repair	005-16-ITB	Multiple PO's (each Troop places orders through a PO)	3-years with an optional 3-year renewal period	\$1,950,000.00
October 2015	American Association of Motor Vehicle Administrators	Verification of Lawful Status	Single Source PR8955322	AD9282	1-year (Single sources cannot be renewed)	\$171,727.20
November 2015	Colonial Press	Printing of Florida Class E Driver License Handbook	008-16-ITB	Contract No.: HSMV-0311-16	5-years with an optional 5-year renewal period	\$830,000.00
December 2015	The Winvale Group	The Daptiv Project Portfolio Management (PPM) solution is a performance tracking tool that allows DHSMV to better allocate resources in order to efficiently manage the Department's Information Services Administration (ISA) projects	Single Source PR9070900	ADE23E	3-years (Single sources cannot be renewed)	\$187,441.20
December 2015	FLIR Detection, Inc.	IdentiFinder-2, Gamma Neutron Radiological Isotope Identification Device	011-16-ITB	AE250C	2-years with an optional 3-year renewal period  <i>(Note: The dept. intends to purchase all items during the initial term, but included the renewal term in the event additional items are later required)</i>	\$104,349.00 (one time purchase)



**Purchases Made** *continued*

**Purchases Made In Excess Of \$100,000 And Not In Conjunction With State Contracts  
July 2015 through June 2016**

Contract Award Month/Year	Vendor	Description	Procurement Method	Purchase Order/Contract Number	Term	Total Contract Price (original term)
January 2016	Cornerstone On Demand	Learning Management System	004-16-RFP	Contract No.: HSMV-0385-16	5-years with an optional 5-year renewal period	\$724,582.00
February 2016	Law Enforcement Supply	Uniform Accessories	010-16-ITB	Multiple PO's (each Troop places orders through a PO)	5-years with an optional 5-year renewal period	\$500,000.00
March 2016	Collision Forensic Solutions	Leica Robotic Total Station Mapping	019-16-ITB	AEB85D	1-year with an optional 3-year renewal period	\$464,624.00
March 2016	Florida Bullet	Ammunition	Single Source PR8598029 (ITB was initially issued - received single response from same vendor)	Multiple PO's (due to funding, a blanket PO for the entire term was not issued)	3-years (Single sources cannot be renewed)	\$833,262.71
April 2016	Dana Safety Supply, Inc.	FHP Vehicle Partitions	014-16-ITB	TBA (PO will be issued 12/2016)	3-years with an optional 3-year renewal period	\$402,305.75
April 2016	American Aluminum Accessories, Inc.	FHP Vehicle Cargo Storage Boxes	022-16-ITB	Multiple PO's (orders will be placed through separate POs to assist in tracking funding)	5-years with an optional 5-year renewal period	\$955,335.00
May 2016	Uniface B.V.	Uniface Software Licensure	Single Source PR9429719	AEEA11	3-years (Single sources cannot be renewed)	\$444,214.24
May 2016	Institute of Police Technology and Management	Drug Recognition Expert Course	Single Source PR9373371	AED538	1-year (Single sources cannot be renewed)	\$200,000.00
May 2016	American Association of Motor Vehicle Administrators	Commercial Driver License Information	Single Source PR9367334	PO1152687	3-years (Single sources cannot be renewed)	\$3,560,717.40
May 2016	Communications International, Inc.	Radar, Laser Calibration Certifications and Repairs	ITB-029-16	Multiple PO's Contract No.: HSMV-0710-16	3-years with an optional 3-year renewal period	\$950,000.00