



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!

Going Green

If summer is officially behind us, then fall is here and winter is right around the corner. Fall is the time of year when we send our children back to school and, while we're gearing up for various sports seasons, we're getting ready for the cooler weather. Many associate this time of year with the colors of changing leaves, bright oranges, vibrant reds and rich browns. But the new color for the fall is GREEN!

Last year, Governor Charlie Crist set a new direction for Florida's energy future by signing a groundbreaking set of Executive Orders during the first annual Serve to Preserve Florida Summit on Global Climate Change. The second summit was held this past June and renewed Florida's commitment to work to reduce greenhouse gases, increase energy efficiency and pursue more renewable and alternative energy sources.

The Florida Department of Environmental Protection recently launched a Green Travel Web site with tips for traveling close, clean and green. It encourages everyone to think about visiting one of the 161 Florida state parks and staying at one of the nearly 200 Florida Green Lodging properties throughout the state. And with gas prices still taking a toll on our wallets, close-to-home and affordable Florida state parks, world-class beaches, springs, rivers and lakes and historical sites are the perfect venue for relaxation and recreation.

We hear about going green everywhere. We've continued to offer tips in *Hi-Lights* and other communications about going green. But with energy costs continuing to rise, now more than ever is the time to stop thinking and actually go green!

Did you know that many green initiatives lead to highway safety? Many traveling conservation tips tie in with our mission of providing highway safety and security through excellence in service, education, and enforcement. Some of the tips include:

- Avoid rapid acceleration to reduce fuel consumption
- Drive at the speed limit on highways and interstates
- Remove extra weight from the car
- Use cruise control on highway trips
- Keep tires at the recommended air pressure
- Plan to travel during non-peak times
- Try to carpool
- Keep your engine tuned
- Change oil as recommended by the manufacturer
- Minimize idling time

According to the U.S. Department of Energy, aggressive driving (speeding, rapid acceleration and braking) can lower gas mileage by 33 percent at highway speeds and five percent

Continued...



around town. The agency also estimates that, as a rule of thumb, drivers can assume that each 5 mph they drive above 60 mph is like paying an additional \$.20 per gallon for gas. And we all know that slowing down also increases the likelihood of surviving a crash.

This edition of *Expressways* has articles that show how we are all making a difference and leading the way to a Safer Florida! It also has some great interest stories about our members. We work hard at what we do, and we share with you honors that our members receive. We continue to find ways to improve what we do whether it's training new recruits and members, going back to school, improving our speaking skills or renovating offices--we continue to strive to succeed. We continually work with our communities and partners, such as the Homeless Services Network and Health Care Center, helping get identification cards and health care to those who need it most. We also educate Florida residents and visitors about life saving laws like the recent Move Over Law Enforcement and Educational Campaign. But we also have fun – see how one division lets loose while learning. I hope you'll enjoy reading what we are doing.

My wish is for a prosperous, productive and green fall season!

Electra

AAMVA 2008 International Conference A Success!

The American Association of Motor Vehicle Administrators 2008 International Conference held on Aug. 24 through 27 at the Rosen Shingle Creek Resort in Orlando was deemed a total success for 610 registrants. This conference celebrated 75 years since AAMVA's inception. President Glenn Turner called the conference to order, followed by the national anthems of Mexico, Canada and the United States performed respectively by Sister Act (Juanita Grate, Linda Jean, Hattie Lynch, Jacqueline Oats, Mary Ross, Sharon Sanchez, Zetta Smith, Valerie Thomas, and Valorie Wiggins), Steven Fielder, and Zetta Smith—all DHSMV employees. The Honorable Mary E. Peters, Secretary of the U.S. Department of Transportation, delivered the keynote address.

AAMVA's President and CEO, Neil Schuster, honored Glenn Turner and thanked him for his service, calling him a man with an "endless depth of dedication and enthusiasm."

Two days of business sessions followed with topics such as Real ID/Information Technology; Vehicle Issues—Something Old, Something New; Current and Ongoing Motor Carrier Services Issues; Overcoming Customer Crunch; Partnering to Enhance Safety—Together Everyone Achieves More; CIO Roundtable; Law Enforcement Roundtable; STOP! Roadside Data Required; and Jurisdiction Innovations: Share the Good, the Bad and the Ugly.

At the awards luncheon, the state of Florida received an award nationally recognizing the state for its significant reduction in the number of fatalities involving commercial vehicles. The Florida Highway Patrol was part of this effort and, along with Executive Director Electra Theodorides-Bustle, accepted the award on behalf of the state.

"The Department and our partners in law enforcement have made commercial vehicle safety a priority. We are combating unsafe and fatigued commercial drivers," said Theodorides-Bustle. "We also want to raise awareness among non-commercial drivers of the dangers of driving too close or around commercial vehicles. Improving highway safety for commercial driver license holders starts with all drivers. We are committed to saving lives, and education is one key in doing that."

"Educating drivers about safe driving distances and proper driving etiquette are critical when it comes to saving lives. The motor carrier industry has an important part in this. We will continue to partner with them while encouraging proactive steps to make sure commercial drivers pull off the roads to take breaks and sleep. We also want to see drivers properly plan trips while buckling up," added the Director of the Florida Highway Patrol Colonel John Czernis.

The conference ended with a banquet at which the attendees gave a standing ovation for President Turner and his work this past year as well as previous years he served as a committee member/chair and board member.

At the banquet, the Florida conference team was also recognized for their work. The team consisted of Deb Roby, Leslie Langston, Aleta Barber, Jo Messer, Bob Prather, Jackie Ross, and Eileen Powell (not pictured).



EXPRESSWAYS

Editors

Taroub Gauding
Director of Communications

Courtney Heidelberg
Deputy Director of Communications

Ann H. Nucatola
Press Secretary

Editorial Board / Staff

Lisa O'Donnell - OED

Linda Knight - OED

Doug Sunshine - Legal

Patty Taff - OPM

Andrew Johns - OPM

Mike Beha - CSC

Sonia Taylor - DAS

April Langston - DDL

Bonnie Scott-Walls - DDL

Paula Stanfield - DMV

Gina Wells - DMV

Lt. Ron Castleberry - FHP

Kim Jones - FHP

Jo Messer - ISA

Donna Tomlinson - DHSMV Printshop

Bob Webb - Photographer

Jay Colle - Layout

INSIDE THIS ISSUE

AAMVA 2008..... 2

Director Goes To a Drive In 3

Myrtle Beach Motorcycle Theft Task Force 3

Making Changes, Making an Impact 3

ECI One Million Mark 4

Halloween Safety Tips..... 4

FHP's Davie Gets Make-over..... 5

Do You Talk the Talk?..... 5

Training News 5

Learning New Things..... 6

FHP: Safety Day in Jacksonville 6

New Faces in Legal..... 7

Strategic Plan..... 7

Back to School: Eric Brown 8

Back to School: Alicia Armstrong..... 8

DAVID System Upgraded..... 9

Awards and Recognitions..... 9

Milestones..... 10

Fast Features 11

FHP Goes High Tech 12

Share The Road 13

Take The Wheel 13

Youth Day in Dade County..... 14

Turnpike Prep 14

Child Passenger Safety Week..... 14

FHP Promotes Safety 15

Mentoring..... 15

AAMVA Photos..... 16

Director Carl Ford Goes to a Drive In



Division of Motor Vehicles Director Carl Ford was invited by the Florida Automobile Dealers Association, to speak at several meetings of franchise motor vehicle dealers at what they refer to as "Drive-Ins". In concert with the Department's education initiative Carl is educating franchise motor vehicle dealers throughout the state on regulatory issues, new legislation and specifically the implementation of the procedures for Electronic Temporary Registration, which is mandatory for all motor vehicle dealers in Florida effective July 1, 2008. This new program allows motor vehicle dealers to report the issuance of temporary license plates to the Department through approved providers. Dealerships will use a print on demand process to produce and issue temporary license plates to customers and electronically submit customer and vehicle information to the Department in real time. Real time access to temporary license plate data will provide law enforcement with critical information, which assists in protecting the citizens of Florida. Carl has met with franchise dealers in Tallahassee, Jacksonville, Orlando, Miami and Palm Beach.

Have something to talk about?

Submit articles to:

Ann Nucatola
DHSMV's
Communications Office
2900 Apalachee Pkwy.,
Room A425
Tallahassee, FL
32399-0509
hsmv-info@flhsmv.gov

Myrtle Beach Motorcycle Theft Task Force



Investigator Todd Blair, Kenny Mash, GEICO Special Investigations Unit, Officer Shaaron Toole, and Senior Highway Safety Specialist Sheri Taylor take a moment out of their busy schedule to take a picture.



The Task Force is having a positive impact on the safety and security for motorcyclists.

Lieutenants Gary Howze and Jeff Dixon of the Florida Highway Patrol and Senior Highway Safety Specialist Sheri Taynor of the Division of Motor Vehicles represented the Department at the Spring Motorcycle Rally in Myrtle Beach this past spring. They were invited to this event because of their extensive knowledge in the identification and recovery of stolen motorcycles and motorcycle parts. To prove their expertise, they helped recover 10 motorcycles.

The Myrtle Beach Task Force was comprised of experts from Florida, South Carolina, Connecticut, Pennsylvania, Ohio Bureau of Investigations, National Insurance Crime Bureau, and AMIG and GEICO insurance companies. There are several areas throughout the city where events take place and where motorcycles can be inspected. Boardwalk at the Beach has the majority of visitors since it is centrally located and many vendors set up shop to display their motorcycles and accessories. At night the vendors shut down their shops but the parking lots are still full and open to inspection. The task force also conducts inspections in parking garages and parking lots of the hundreds of hotels along the beach.

It is an honor for Department personnel to be recognized in this manner for their knowledge and willingness to assist other state agencies.

Making Changes, Making an Impact

The FLOWBUS (V09) arrived at The Orlando Union Rescue Mission for a special community event to benefit the homeless in Orlando.

Nearly 80 customers were processed on that day. Specialist Manager Barbara Heid, Office Manager Milly Cole, Specialist team member Carl Guerrina and Examiner Lee Simpson were all there to assist. Vital Statistics, Social Security, Homeless Services Network and Legal Advocacy were also there

to lend a helping hand with five area churches that helped set this event up.

Office Manager Milly Cole said: "A successful event and very fulfilling. The look on these people's faces was priceless. Giving them back their identity was awesome."

Homeless Services Network and Health Care Center for the Homeless sponsored all of the services.



Members of the FLOW Mobile Unit along with Homeless Services Network and Health Care Center are teaming up to help make a lasting impact on the lives of people in the Orlando area.



Customers at the special event patiently wait in line for the FLOW Mobile Unit.

ECI: One Million Mark

The Emergency Contact System Hits A Milestone

The Department of Highway Safety and Motor Vehicles is proud to announce 1.6 million people have put their information into the Emergency Contact Information system. The ECI system is now a vital tool used by law enforcement in Florida to contact you or loved ones in an emergency situation.

The new emergency contact information system was introduced less than two years ago. The ECI system allows Floridians with a driver license or ID card to voluntarily provide emergency contact information using an easy online method. The provided contact information is important as it allows law enforcement to make immediate contact with a loved one in cases of emergency. Only law enforcement can access the information.

After the death of Tiffiany Olson in a 2005 traffic crash, law enforcement could not find the proper address for Tiffiany's mother, Christine Olson. Ms. Olson was not notified of her daughter's death for several hours. Ms. Olson wanted to make sure this never happened to another family and contacted her state legislator, Rep. Bill Galvano, who put her in contact with the Department of Highway Safety and Motor Vehicles. Together, ECI was created.

"The Department would like to thank Ms. Olsen and Galvano for bringing this great program to our attention and providing us the opportunity to make it available to Florida driver license and

ID holders. Safety on our highways also includes the ability of law enforcement to find loved ones in the time of an emergency, and this program allows that. It has already been used successfully by law enforcement," said Executive Director Electra Bustle.

"When we started this, the Department wanted to create a system that was user friendly. We wanted it to be a valuable tool for law enforcement. People have 10 days to change their address with the Department after they move within in the state. Sometimes people forget or put off getting that change of address. In a situation like that, ECI will be very important if law

enforcement needs to contact the license or ID card holder, or their loved ones," said Director of the Division of Driver Licenses Sandra Lambert.

In continuing the Department's efforts to improve our programs and initiatives, we are going to be making an upgrade to ECI. Soon, driver license and ID card holders will be able to add their own personal contact information into the system. This could be valuable to have in a situation where someone loses their wallet or purse. If it's turned into law enforcement, a call can be made to let the owner know their items have been found and quickly returned.

To sign up, go to www.flhsmv.gov and enter the emergency contact information of two people, which will be immediately available to law enforcement officers for emergency contact purposes.



Halloween Safety Tips

It's almost Halloween, and that means giggling ghosts and winsome witches will be trick-or-treating in your neighborhood. Because kids tend to focus on the excitement of Halloween and forget about safety, it's up to parents, caregivers and motorists to take special care so that these little boys and "ghouls" have a safe and happy holiday, and aren't *haunted* by unnecessary injuries. The following traffic safety tips will help to ensure that your child's Halloween is the best ever.

Motorists

- Stay alert. Neighborhoods that don't normally have a lot of pedestrian and bicycle traffic may experience an increase on Halloween night.
- Remember that kids will be excited, and may be trying to visit as many houses as possible within a specific time frame. Trick-or-treaters may suddenly dart into traffic from between parked cars.
- Be particularly cautious in areas where cars are parked along the side of the street.
- Watch for children walking in the street, especially if there are no sidewalks in the neighborhood.
- Be patient and SLOW DOWN. Give children lots of time to cross the street. Their costumes may impair their ability to see and hear you, and to get out of your way quickly.
- Remember that kids will be excited and may forget to "stop, look, and listen" before they cross the street.

Parents and Caregivers

- Purchase or make costumes that are light colored and clearly visible to motorists.
- Decorate (and get the kids to help) or trim costumes, goody bags and other containers with reflective tape that will glow in the beam of a car's headlights. Reflective tape can be purchased at bicycle, hardware and sporting goods stores.
- Make sure costumes are short enough so they don't cause children to trip or fall.
- Children should wear well-fit, sturdy shoes.
- Masks should not impair a child's hearing or field of vision. If necessary, enlarge ear and eye holes, or use makeup to create special effects. Tie hats and scarves securely to prevent them from slipping over children's eyes.

FHP's Davie Gets Make-over

The recently completed interior renovation of the Davie Florida Highway Patrol Station included electrical and HVAC system upgrades, improvements to ceiling/lighting and interior finishes, and restroom renovations, to comply with current ADA requirements.

The troopers and members working in the Davie station say they were impressed with cooperative effort to get the job done and are thrilled with the end result of the remodeling. Those working in the new and improved station feel it's just all around better. If any other members are in the Davie area, stop by for a visit and check out the new station.



Training News

Human Resource Training and Development has been busy providing new training opportunities on several topics. During the month of March, more than 500 supervisors statewide participated in the Ethics and Personal Responsibility Webcasts, which highlighted updates to Management Policy 3.08, Ethics and Personal Responsibility. The Webcast covered the following areas:

- Conflict of Interest
- Solicitation and Acceptance of Gifts
- Secondary and Dual Employment
- Nepotism, and
- Confidential Information

A PowerPoint presentation of the information presented at the webcasts can be accessed from the DHSMV Intranet homepage under the "Ethics and Personal Responsibility" link. Or, if you need more specification information about ethics, conflict of interest, or information contained in Management Policy 3.08, contact the DHSMV General Counsel who serves as the Department's Chief Ethics Officer (850-617-3101).

Also during the month of March, 24 DHSMV trainers convened in Tallahassee for the Welcoming Diversity Train the Trainer workshop sponsored by the National Coalition Building Institute in Washington, D.C. The training prepared the trainers to facilitate the workshop, which includes the following topics:

- Valuing and welcoming similarities and differences among group members;
- Examining stereotypes that impact our actions and attitude toward others;
- Identifying the harmful effects of stereotypes directed toward one's own group;
- Learning specific skills for preventing and interrupting bigoted remarks and behaviors; and
- Developing empathy toward others by hearing their personal stories.

The class was piloted to a group of Management Fellows and will be rolling out to other training locations in the near future.

In May, more than 550 members participated in the Public Records and Retention Webcasts, which provided examples of public records, identified personal information covered by Driver Privacy Protection Act, identified exempt or confidential/exempt records, discussed procedures for records retention and recommended a system for maintaining personal records.

Do You Talk the Talk?

How important is good communication to your job? Members of the department who must deal directly with the public would tell you that good communication is essential to the job duties that they perform on a daily basis. Members of the Department in positions of higher management and leadership would likely tell you the same thing. It is clear that good communication skills are absolutely essential to many positions within our Department.

But what about those of us who don't generally deal directly with the public? Many of you might read this and think that good communication skills might not be that important to the job that you perform. But how valuable would it be to be able to better communicate with your supervisor? How valuable would it be to better communicate with your professional peers or co-workers?

Highway Safety Toastmasters can help with communication skills tremendously. Toastmasters can teach you how to better prepare and give public presentations, how to speak off the cuff when there is no time to prepare and how to better organize your

Toastmaster International started in 1924 at the YMCA in Santa Ana, Calif., and it has grown to become a world leader in helping people become more competent and comfortable in front of an audience. The nonprofit organization now has nearly 226,000 members in 11,500 clubs in 92 countries. Highway Safety Toastmasters Chapter was founded in August of 1990 and has continued to help our members excel. Highway Safety Toastmasters can help any member of the Department do their job better and be more confident. Members are encouraged to attend a Toastmasters meeting to find out what a great organization it is. Bring your lunch with you, and come to our meeting; you won't be disappointed!

Club meeting schedule and membership contact information:

Meeting time: 12:00 – 1:00 pm (Bring your lunch)

Place: Room A102 Executive Conference Room
4th floor at the Neil Kirkman Building

Meeting day: Every Wednesday

Information about Toastmasters and becoming a member, please contact: Charlie Jenkins - Club President, phone: 850-656-7758 or email: cjenkinsjr@yahoo.com.

thoughts into a logical sequence so that you can better convey ideas and material. Toastmasters can also improve confidence when giving public presentations and when communicating with others.

Learning New Things, While Staying in the Old Time Swing!

May is the time when the Division of Driver Licenses comes together to visit with old friends, meet new members and most importantly learn new things.

All of this happens during the Annual Training, which took place at the Embassy Suites Hotel in Orlando. Also participating this year were Tax Collectors from several counties.

Topics covered at the training included statutory and rule requirements, legal issues, administrative suspensions, customer service and much more.

One of the most memorable events happened Friday night during The Second Annual DDL Talent Show." The program began by taking everyone back in time to 1957, where we had bebop, bobby socks, ponytails, jeans, leather jackets, hot rod cars, slicked back hair and lots of Grease! During the program, members from all over the state showed off their talents as singers, musicians, dancers and comedians. The talent show was also a showing of the camaraderie that is present in the Department. (Annie Gosier was the overall winner of the talent contest with a beautiful praise dance.)

Saturday morning, Executive Director Electra Theodorides-Bustle, Deputy Director David Westberry and Division Director Sandra C. Lambert addressed the group. This was followed by Ms. Lambert presenting the awards for Hearing Officer of the Year, Senior Clerk of the Year, Officer Manager of the Year and Supervisor of the Year.

The award winners are as follows:



DDL employees wear their 1950's outfits, posed with DDL Director Sandra Lambert (left center standing) and Executive Director Electra Bustle (right center standing).

FHP Conveys Safety at Jacksonville Mall Event

The Florida Highway Patrol and members of the Auxiliary participated in a safety fair hosted by the Jacksonville Sheriff's Office Advisory Council at the Regency Square Mall in Jacksonville. People attending the all-day event gathered safety education materials from booths set up inside the mall by a variety of safety organizations. Outside in the mall parking lot, the public was invited to attend a motorcycle and bicycle rodeo and a child safety seat check where free bike helmets, blood pressure checks, child I.D. cards, child seats and other items were made available.



Lt. Bill Leeper, Troop G's Public Affairs Officer, and Trooper Darryl Pechin take shots at the Chick-Fil-A cow at a local safety fair.

Bureau of Administrative Reviews Awards

- **Hearing Officer of the Year, Region I:** Susan Powell
- **Hearing Officer of the Year, Region II:** Carolyn Brett
- **Hearing Officer of the Year, Region III:** Gary (Jim) Kuritz
- **Hearing Officer of the Year, Region IV:** Mireya Valdez
- **Senior Clerk of the Year, Region I:** Elaine Shadd
- **Senior Clerk of the Year, Region II:** Carol Santander
- **Senior Clerk of the Year, Region III:** Melissa Shalosky
- **Senior Clerk of the Year, Region IV:** Brigette Walker
- **Supervisor of the Year:** Linda Young

Field Services Awards

- **Region I Office Managers of the Year**
Unit 1 – Mindy Parkton; Unit 2 – Cyd Buckner; and Unit 3 – Valerie Jones
- **Region II Office Managers of the Year**
Unit 1 - Kimberly McCoy; Unit 2 - Lisa Robinson; and Unit 3 - H. Wayne Nettles
- **Region III Office Managers of the Year**
Unit 1 - Milly Cole; and Unit 2 - Ed Leo
- **Region IV Office Managers of the Year**
Unit 1 - Thomas Harvey; Unit 2 - Maria Sierra; and Unit 3 - Osmin Alvarez Rosetta Edwards-Smith



Trooper Darryl Pechin (center) and Auxiliary Troopers Liz Ambers & Buzz Hassler provide safety information at the event.

**Submit articles to:
Ann Nucatola**

hsmv-info@flhsmv.gov

Each year the training gets better and better. Everyone's efforts, great ideas and participation makes the experience one to be enjoyed and remembered.

New Faces in Legal

Lilja Dandelake recently joined the Office of the General Counsel as an Assistant General Counsel specializing in driver license matters. She was hired in April and has been an attorney for more than nine years, having received undergraduate and graduate degrees in international relations from Florida State University. She received her law degree from the William Mitchell College of Law in St. Paul, Minn.

Prior to joining the Department, she practiced law for approximately four years in her own firm specializing in criminal trial defense and criminal appeals. She has also been an associate in a private criminal defense firm, an Assistant Public Defender and an Assistant Attorney General. Before she went to law school, she worked as a program auditor for the Florida Auditor General's Office and the Louisiana Legislative Auditor's Office.

Lilja grew up and went to high school in Jacksonville. Her hobbies are playing with



Sandee Coulter (left) and Lilja Dandelake say they are excited to be new members to DHSMV family. Both have extensive backgrounds to help the Department make A Safer Florida.

her Saint Bernard and riding her new Harley Davidson.

Sandee Coulter is a new Assistant General Counsel, who will be a legal advisor to the Florida Highway Patrol. She was hired in January, and has been an attorney for more than 20 years, previously serving as an assistant public defender for more than

six years in Leon County. Prior to that, she was staff attorney for the Florida House of Representatives, Committee on Education K-12 and Committee on Employee and Management Relations.

Before attending law school, she was Coordinator, Primetime Comedy and Variety, for ABC-Television in Los Angeles, California. She also served as a news aide for The Washington Post, a staff assistant for U.S. Congressman Robert L. Leggett, and a Congressional Intern for U.S. Congressman Robert Sikes.

She graduated from FSU in 1976 with a degree in political science and communications and in 1986 with a law degree. She lives in Tallahassee with her son, Chris, who is a rising senior at Florida High and a starting defensive back for the Florida High Seminoles football team. During July, she resides at the Episcopal Cathedral in Havana, Cuba, where she assists with a medical mission team and teaches vacation bible school to Cuban teenagers.

Strategic Plan

This summer, the Department reviewed its strategic plan and revisions were proposed to better reflect priorities of the Department and encapsulate all our functions. The revised version is posted below and may also be found on our intranet. In October, each of the Divisions will present plans for how they will support the Department goals and help lead the way to a safer Florida.

2007-2010 STRATEGIC PLAN 2008-09 FY GOALS

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

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

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

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

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

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

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

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

Back to School?

Have you ever considered going to college? Maybe you started to get the degree, but for some reason or another didn't finish. If you find yourself in either situation, you are not alone.

Adults are returning to colleges and universities all over the country. The number of non-traditional students is growing as many adults

are looking for opportunities to improve their futures by improving their skill sets or getting a higher degree.

If you are considering this option, but have concerns, read these testimonials from two of your fellow members who did go back to school. Maybe, it will help you make the decision.

Alicia Armstrong



Since beginning with the Department in 2005, I had been attending Florida State University full time (including summers) while working full time. It was definitely a challenge to try to balance the two. Yes, it's hard work and yes, your personal life definitely suffers, but the sense of accomplishment when you receive your degree is well worth it. Ultimately, education is something that can never be taken away from you.

I began my journey at FSU as a psychology major, but switched to social work because that program offered more classes at night - a definite advantage for my work schedule. My minor was originally sociology. I enjoyed it so much that I decided to make it my second major. So, with changing my major and deciding to double major, finishing my degree took me three years instead of two.

Following the advice of my wonderful and supportive supervisor, Dana Reiding, I decided to apply for the Department's Educational Leave with Pay program in May 2007. I needed to take two semesters off so that I could finish up my required course work before beginning my internship. This was the best decision that I have ever made. With taking five classes last fall and completing my internship and required seminar class this spring, it was quite a challenge. I could not imagine having done this while working full-time.

The culmination of all my hard work was apparent on April 26, 2008. I graduated from FSU Summa Cum Laude with my Bachelor of Social Work and my Bachelor of Science in Sociology.

I have several pieces of advice for folks who may be considering going to school while working full time.

- Budget your time wisely - you have to learn to prioritize what's really important.
- Always keep your goal in mind. There is a bigger picture, and it really helps to remember that in the end the sacrifices you make will be worth it.
- Use the agency's resources. The Department offers programs like the tuition waiver and the Educational Leave with Pay program. Use them if you can!

Go confidently in the direction of your dreams. Live the life you have imagined.

Henry David Thoreau

Eric Brown



Imagine sitting in your home talking to your child when all of a sudden you are hit in the head with a sledgehammer. Well, this happened to me, but not literally. I was speaking with my son about the importance of maintaining good grades and advising him that he was grounded for not completing a chemistry report. His response: "Well if you're so big on education, why didn't you finish your degree?" His statement was a wake-up call, and it served as the launching board for my return to college.

Returning to college meant taking on more responsibility and making my life a lot more complex. I gained readmission to Florida Agricultural and Mechanical University, and I started my mission to complete my degree in the fall of 2006. I started off by taking a few classes a semester to get myself re-acclimated to college life. At first I was nervous about how I would perform, but my professional experiences gave me more insight into my field of study. I work with a great group of people like Donna Burnette and the Network Services. They were very supportive and assisted me in every way possible. Also, my managers (Theresa Lane and Denise Rodenbough) were super supportive of my endeavor and along with Donna they often ran me out of the building to ensure I made it to class on time.

While I was achieving academically, I started failing miserably in the family quality time department. I was working full-time, on-call, and during my last two semesters overloaded my plate by taking 15 hours in the fall and 19 hours in the spring semesters. I wouldn't recommend that anyone else do such a crazy thing because family time is so important and precious.

During my final semester, I was afflicted with a neurological disorder that affected my nervous system. Determined to close out my undergraduate career, I completed assignments from my hospital bed because I wanted to be an example of perseverance and dedication to my son. Now, this was another bone headed thing to do but I felt compelled to get it done. I graduated from FAMU on April 27, 2008, and there is no better feeling than finishing something that was started long ago.

If you are returning to college or thinking about enrolling for the first time, I recommend the following;

- Select a school that offers courses that you are interested in and at times that are convenient to you.
- Be sure to get your tuition waiver form filled out and check to see if you qualify for the Educational Leave with Pay program.
- Start out by taking one or two classes each semester to get yourself back into student mode. Taking a couple of classes a semester will allow you to progress toward your degree while leaving you with enough energy to spend quality time with your family.
- If money is an issue, use online sites like www.Amazon.com, www.half.com, and www.textbooks.com.

DHSMV Unveils Pilot of Search Within the DAVID System

DHSMV released a new search feature for law enforcement to aide investigators in locating vehicles involved in crimes. The new *Year, Make, Model Vehicle Search* feature allows an officer to enter partial information about a vehicle and retrieve all the vehicles in Florida matching the criteria. This is especially useful in situations where witnesses did not see a tag number but could accurately report the make of the vehicle, approximate year, color and county of the vehicle. These criteria and a few others allow a very efficient search to be performed on the existing database of more than 30 million vehicles and provide a candidate list of vehicles back to the officer within an average response time of less than two seconds.



This search feature's inception sprang from a brainstorming session by Glenn Turner, Chief of Staff, DMV, retired ISA director Raymond Marsh, and Database and DAVID development team manager,

Diane Austin in 2006 after a Criminal Justice Users Group conference attended by Ms. Austin and an American Association of Motor Vehicles Administrators Conference attended by Mr. Turner. Both conferences had requested similar access and needs to this data. Work began on providing this capability after purchasing some database software from RL Polk to help translate our existing database to allow searches by make of vehicle (Civic, Corvette, etc.) without negatively impacting the performance of the Department's databases. The new feature was successfully piloted and tested by the Florida Highway Patrol team for the last several months. The development team for this DAVID enhancement consisted of Ms. Austin along with Steve Waltz, Rick Turnage, Jeanne Owens, Bob Billingsley, Julia Rehwinkel and Brent Kittrell, all members of the Database team of ISA. Great service delivery! Thanks, team.

Some comments received regarding the new feature:

"Thought you might like to see how effective the new system is. Cpl. M. McNeely identified several parts and was able to narrow down a search for the vehicle, roughly 31 total vehicles matched the description in Brevard County. Within 18 hours we found the vehicle and started to make a case against the defendant. ... Thank you very much for the technology that helped one family find closure to a horrific incident."

Trooper Stevens
Florida Highway Patrol

"Love the new addition. Very beneficial."

Deputy Hasty
Manatee Sheriff Department

"Thank you very much for the addition of the Year, Make, Model search on DAVID. This will be a valuable tool in many investigations where the witness was only able to give the make, model and color of suspect vehicle. It is an extremely useful tool."

Investigator Doyle
West Palm Beach Police Department

Awards and Recognitions

Congratulations to all the 2008 Prudential - Davis Productivity Award winners. This prestigious award has publicly recognized and rewarded state employees and teams whose work significantly and measurably increases productivity, promotes innovation to improve the delivery of state services or saves money for Florida taxpayers and businesses.

This year marked the 20th anniversary of the award and DHSMV had 136 members recognized. A special ceremony was held at the Leon County Civic Center and at other locations around the state to honor DHSMV members and other state employees who are Davis Productivity Award recipients.

On another congratulatory note, DHSMV showed appreciation for members who significantly contributed to the mission and values of the agency through our internal Awards and Recognition Program. This program provides several avenues for each member in our agency to be involved in recognizing others, such as ABCD Awards (Above and Beyond the Call of Duty), the Division Director's Award, the Executive Director's Award and the Innovation Award.

April spotlighted the National Telecommunication Workers Week, which in addition to Telecommunication personnel in general, also recognized Duty Officers and Duty Officer Supervisors in our Regional Communication Centers throughout the state of Florida for their dedication and commitment to law enforcement and other

disciplines. These unsung heroes were acknowledged in a variety of ways for their devotion to public safety dispatching and excellence in customer service. A special Governor's proclamation was issued for duty officers.

Every day their commitment to officer safety helps create a safer Florida. As a Department, we offer our gratitude to these dedicated members who form the vital link between law enforcement and the

public. The work of these unseen first responders is essential in emergency situations, and each of these members deserves our heartfelt appreciation every day of the year.

Though several members received individual

recognition during these months, the week of May 5-11 was a special week for all DHSMV members. Various messages and activities were sent and held regarding Public Service Recognition Week. This was a special time set aside to say THANKS to all members. Every day our members are serving the public and leading us to a safer Florida. Members should take pride in our improved customer service, enhanced educational efforts and stronger enforcement initiatives. What we do at DHSMV is truly a team effort, one in which everyone plays a role. During Public Service Recognition Week and every week, we thank you, our members, for all you do for the residents of our state.



MILESTONES

5 Years of Service

Alicia Guidry, DAS
Charlie Jenkins, DAS
Thelma Barnett, DDL
Margaret Brennan, DDL
Sharon Eiserman, DDL
William Estes, DDL
Yadira Gutierrez, DDL
Jacqueline Hawthorne, DDL
Cindy Heath-Neu, DDL
Rosa Henriquez, DDL
James Herman, DDL
Daniel Klee, DDL
Karen Knight, DDL
Karlana Melton, DDL
Ronny Mino, DDL
Anthony Payne, DDL
Sheri Rioux, DDL
Kirsten Thompson, DDL
Andres Toro, DDL
Lynda Walker, DDL
Herman Wechter, DDL
Cathy Wenner, DDL
Johnny Williams, DDL
Timothy Severson, DDL
Rose Farrington, DDL
Najahla Gilchrist, DDL
Valerie Thrower, DDL
Deana Isaacs, DDL
Rhonda Barden, DDL
Oluwatoyin Kolawole, DDL
Ileana Menoya, DDL
Charles Corbin, DDL
Kathy Lambert, DDL
Sergio Domenech, DDL
Anthony Cason, DDL
Sonia Gonzalez, DDL
Janet McBride-Smith, DDL
Gary Konopka, DMV
Timothy Tobin, DMV
Christa Whaley, Dmv
Allen Shaffer Jr., Dmv
Linda Alonso, FHP
Wanda Campbell, FHP
Graig Emerson, FHP
Blanche Greaux, FHP
Scott Houtcooper, FHP
Karen Maginnis, FHP
Shawna Bond, FHP
Casey Crowell, FHP
Leslie Taylor, FHP
Melinda Bruce, FHP
Glenn Hedgecoth, FHP
Timothy Hobson, FHP
Robert Obuck, ISA
James Kneeland, OES

10 Years of Service

Marilyn Crofts, DAS
Daniel Hadd, DAS
Zenaida Cueva, DDL
Christopher Forde, DDL
Kathy Jimenez-Morales, DDL
Sharon Lyles, DDL
Jacqueline Riettie, DDL
Carmen Rivera, DDL
Carolyn Watford, DDL
Annabelle5 Bailey, DAS
William Mizell, DAS
Division Of Driver Licenses DDL
Kimson Nobles, DDL

Ann Blades, DDL
Diana Jenkins, DDL
Gina Goodman, DMV
Travis Pelham, DMV
Shirley Polnitz, DMV
George Snyder II, DMV
Jeffery Hocker, DMV
James Smith, DMV
Sharon Kostenbauder, FHP
Fanny Macias, FHP
Jesse Moore, FHP
Christopher Ricci, FHP
Brian Speigner, FHP
Kenneth Walker, FHP
Sherri Brady, FHP
Dennis Revell, FHP
Charles Lee Jr., FHP
George Smyrnios, FHP
Christopher Miller, FHP
William Reumann, FHP
Conner Cardwell, FHP
Daniel Hardy III, ISA
Shari Shepard, ISA
Natasha White, ISA
Scott Bean, ISA

15 Years of Service

Bernestine Bodie, DDL
Lenora Brinson, DDL
Vickie Brown, DDL
Charles Gowan, Jr., DDL
James Ingram, DDL
Sharon Kane, DDL
Kenneth Manion, DDL
Donald Plato, DDL
Jose Sanchez, DDL
Sheri Walker, DDL
Marcia Christenbury, DDL
Shawn Kelley, FHP
Migdalia Lamberty-Velez, FHP
Alexis Pelaez, FHP
Lynn Stine, FHP
Nancy Yates, FHP
Robert Prather, OED

20 Years of Service

Erica Young, DAS
Stephen Ison, DAS
Thomas Morris, DAS
Laura Adams, DAS
Mary Bolton, DAS
Sharon Armstrong, DDL
Francisco Gonzalez, DDL
William Henderson, DDL
Donna Hicks, DDL
William May, DDL
Jacqueline Oatts, DDL
Carol Santander, DDL
Claudette Stephens, DDL
Kathy Williams, DDL
Oscar Perez, DDL
Karlene Clough, DDL
Kathy Sumner, DDL
Emma Brinson, DDL
Judy Rodriguez, DDL
Shirley Register, DDL
Cynthia Stubbs, DDL
Valarie Bradley, DDL
Suzanne Perez, Ddl
Frances Robinson, DDL
Judy Rodriguez, DDL
Colleen Ochinerio, DDL
Janine Gentry, DDL
Palmer Brand, DMV
Diane Buck, DMV
Beatrice Parrish, DMV
Sharon Sturdevant, DMV
Selita Rudd, DMV
Brian Archambault, FHP
John Baumann, FHP
Sylvia Brown, FHP
John Burgess, FHP
Allan Carter, FHP
David Contessa, FHP
Kenneth Davis, FHP
Johnny Freeman, FHP
Mylon Fulford, FHP
Laura Gibson, FHP
Lula Green, FHP
James Harris, FHP
David Ikeguchi, FHP
James Kamidoi, FHP
Thomas Knight, FHP
Carl Miller, FHP
Steven Preston, FHP
Walter Rogers, Jr., FHP
Kenneth Salter, FHP
Eduardo Santos, FHP
Mark Shoaff, FHP
Virginia Pennington, FHP
James Hudson, ISA
Aleta Barber, ISA

25 Years of Service

Thomas Lamar, DAS
Charlene Bailey, DDL
Robyn Flores, DDL
Bobbie Henry, DDL
Cassandra Jackson, DDL
Leatrice Lee, DDL
Darrell Schultz, DDL
Brenda Shaw, DDL
Julianne Chester, Ddl
Wilbur Manning, Ddl
Vicky Coleman, DMV
Elbert Akins, Jr., FHP
Perry Allen, FHP
Dairent Beavers, FHP
Robert Boucher, FHP
James Briggs, FHP
Eula Brown, FHP
Delaina Bruce, FHP
Harry Coates, FHP
Silvester Dawson, FHP
Mary Devereaux, FHP
Barbara Ehrhart, FHP
Patricia England, FHP
Timothy Freebern, FHP
Timothy Hines, FHP
Kathleen McKinney, FHP
Jaime Picanol, FHP
James Starling, FHP
Raymond Thall, Jr., FHP
Richard Warden, FHP
Mark Birchard, FHP
Joseph Sims, FHP
Jacqueline Freeman, FHP
Karen Ball, FHP
Viviana Pastrana-Ghindoc, FHP

30 Years of Service

Marie Beauford, DDL
Rhonda Edenfield, DDL
Diane Garbreana, DDL
Della Harris, DDL
Douglas Hood, Jr., DDL

Janet Moran, DDL
Dorothy Perry, DDL
Cindy Weeks, DDL
Judy Williams, DDL
Maritza Zea, DDL
Deborah Miller, DDL
Alta Fletcher-Richter, DDL
Linda Tanner, DDL
Amy Barnes, DMV
Maelene Kight, DMV
Gina Wells, DMV
Deborah Harnage, DMV
Robert Ashburn, FHP
Richard Carpenter, FHP
Claudia Johnson, FHP
Eddie Johnson, Jr., FHP
David McCrystal, FHP
Richard Ornowski, FHP
Thomas Stebbins, FHP
Joseph Tucker, FHP
Patricia Core, FHP
Delmos Barfield Jr, FHP
Michael Branham, FHP
Joseph Tompkins, FHP
William Bass Iii, FHP
Lenis Barineau, Jr., ISA

35 Years of Service

Jeannette Joiner, DAS
Deborah Berlinger, DDL
Eva Kendrick, DDL
Sandra Ritton, DDL
Don Moore, DDL
Lawrence Bilbo, DDL
Donna Hartsfield, Dmv
Wesley Daum, Jr., FHP
Harold Gracey, FHP
Robert Johnson, FHP
James Strickland, FHP
Peggy Mcnally, FHP
Robert Duncan, FHP

RETIRING MEMBERS

March 2008

Ms. Francine L. Dissiotis, DDL
Ms. Nola Williams, DDL
Ms. Carol L. Anderson, FHP
Ms. Earnestine L. Clark, FHP
Corporal Patricia L. England, FHP
Mr. Daniel R. Graves, FHP

April 2008

Mr. Jimmy E. Barton, DDL
Ms. Barbara E. Bevis, DDL
Ms. Cecile B. Chambliss, DDL
Mr. Charles R. Corn, DDL
Mr. George L. Fairbairn, Jr., DDL
Ms. Melissa A. Hatcher, DMV
Trooper Matthew J. Borkowski, FHP
Ms. Sandra K. Daugherty, FHP
Trooper Timothy J. Franks, FHP
Mr. Pablo Garcia, FHP
Trooper Anthony Giugliano, Jr., FHP
Trooper Patricia H. Phillips, FHP
Corporal Michael R. Roberson, FHP
Ms. Myrta F. Yon, FHP
Ms. Illia H. Clark, ISA
Ms. Helen H. Lewis, ISA

May 2008

Ms. Gwendolyn D. Dupree, DDL
Ms. Jacqueline K. Kifer, DDL
Ms. Weta L. Litton, DDL

MILESTONES cont'd

Ms. Cindy M. Weeks, DDL
Mr. Robert W. Albury, FHP
Trooper Robert T. Bellamy, FHP
Captain Daniel D. Bernosky, FHP
Mr. Howard O. Coggin, FHP
Trooper Larry E. Coggins, Jr., FHP
Ms. Marlene Gonzalez-Pardo, FHP
Lieutenant Timothy R. Hines, FHP
Sergeant Norman T. Krause, FHP
Lieutenant Joseph D. Tucker, FHP

June 2008

Ms. Mary B. Smith, DAS
Ms. Betty J. Munroe, CSC
Ms. Mary R. Austin, DDL
Ms. Deborah S. Berlinger, DDL
Ms. Janice S. Coursey, DDL
Ms. Kimberly A. Czernik, DDL
Mr. James A. Gamble, DDL
Ms. Josefina McCarty, DDL
Ms. Vicky L. Pease, DDL
Ms. Mary S. Smith, DDL
Mr. William J. Spencer, DDL
Ms. Neyda Torres, DDL
Ms. Carolyn J. Brewer, DMV
Ms. Virginia G. Judah, DMV
Ms. Geraldine Stribling, DMV
Mr. Conrad L. Umberger, DMV
Mr. John L. Burgess, FHP
Sergeant Ronald E. Daniels, FHP
Ms. Oneida L. Evans, FHP
Trooper Veronica V. Lusignan, FHP
Trooper Clay G. Murphy, FHP
Trooper Mark W. Nevergold, FHP
Corporal Iran Sandoval, FHP

July 2008

Ms. Carol M. Anderson, ISA
Ms. Shirley W. Colvin, DAS
Ms. Linda G. Graham, DAS
Ms. Maelene T. Kight, DMV
Ms. Emily L. McFadden, DMV
Mr. William E. Teeter, DMV
Ms. Sandra K. Ritton, DDL
Lieutenant Perry S. Allen, FHP
Ms. Edna R. Dillmore, FHP
Sergeant David R. Johnson, FHP
Ms. Linda E. Klassen, FHP
Corporal Daniel P. Maddox, FHP
Trooper William G. Prince, FHP
Sergeant Alberto Reyes, FHP

August 2008

Ms. Suzanne L. Nelson, OED
Ms. Brenda A. Ayers, ISA
Mr. Jerome C. Scruggs, DAS
Ms. Dorothy N. Hall, DMV
Ms. Eva L. Kendrick, DDL
Mr. Reynaldo L. Oliva, DDL
Ms. Janet Rupp, DDL
Trooper Edward P. Creel, FHP
Trooper Dennis M. Ellis, FHP
Ms. Marie B. McNicol, FHP
Trooper Kirk R. Niccum, FHP
Sergeant Jerry W. Robbins, FHP

September 2008

Ms. Fannie L. Thompson, DAS
Ms. Ruth M. Umberger, DAS
Ms. Helen R. Smith, DMV
Ms. Sheri L. Taynor, DMV
Mr. Emilio A. Barba, DDL
Ms. Jack L. Jennings, DDL
Trooper Robert W. Cook, FHP

FAST FEATURES

News & Notes From the Department Of Highway Safety and Motor Vehicles



Compliance Examiner is Honored

Division of Motor Vehicles, Compliance Examiner Fermin Gonzales (left in the above photo), recently received the Karen Reyes Title Fraud Award for his assistance in recovering four stolen vehicles. Fermin was inspecting rebuilt vehicles for a dealership in Miami and received Application for Certificate of Title with/without Registration forms for four of the vehicles he was inspecting. There were erasures and alterations on the back of the titles, and it appeared that dirt and grease were intentionally smeared on the titles in an attempt to disguise the alterations.

Compliance Examiner Gonzales reported the suspected title fraud, and an investigation was conducted which revealed the four vehicles were in fact stolen. The dealer was arrested for four counts of title fraud.

The Karen Reyes Award was established by the Florida Auto Theft Intelligence Unit in honor of the late DMV Compliance Examiner Karen Reyes.



Hispanic Outreach Program

In early May, the Department teamed up with Univision Radio in Miami. This was the fourth time the Department was invited to assist with this important outreach program.

The event took place at the Miami-Dade Fair Expo Center with more than 40,000 people in attendance. It's a two-day event that offers consumers the opportunity to interact with product and services—to literally get their hands on different products. Going on its 10th year, this event is the largest South

Florida expo targeting Hispanic women and their families. Exhibition and sampling booths are part of the event that also features well-known speakers and celebrities from a variety of fields.

The Department was there with a FLOWmobile unit to assist those who needed driver license or motor vehicle services.



Left to right: Dave Westberry, Marilyn Crofts, Deana Metcalf, CFO Alex Sink and David Wiggins, Chairperson of the Interagency Advisory Council.

Safe and Sound Award

DHSMV was honored to receive a bronze safety award from the Interagency Advisory Council. There were three levels of awards given to agencies and universities throughout the state—gold, silver and bronze. The awards were based upon answers provided on a survey regarding safety practices and policies within our agency. The recent updating of our evacuation plan, training of our floor wardens and work toward creating a safety website helped us in the competition. We have much yet to do, and we are striving for the gold next year.



The winning team - Gutter Done. Left to right: Scott Bean, Murray Winebrenner, Diane Austin, Tod Browning, and Kevin Gray.

ISA Bowling Champs - Gutter Done

Congratulations to the team Gutter Done for capturing the coveted ISA Bowling Championship trophy. Indeed, it was a fierce competition between Gutter Done and the Alley Cats that came down to the final game only being separated by four pins to determine our spring 2008 winner. There was a trophy presentation to the champs on May

Continued

12, 2008. Let's all give them a hand for their victory and a very fun 8 week challenge. To see the participants for the bowling challenge please visit the safety net site and thanks to all the other teams for their participation.



HopeLine

The HopeLine Program puts wireless phones and services to work to prevent Domestic Violence. Phones are refurbished and sold and the proceeds go to local non-profit advocacy agencies to provide essential communication tools to Domestic Violence victims.

HopeLine accepts any device (Pager, smartphone, Blackberry) in any condition and from any manufacturer or service provider. They also accept rechargeable batteries and accessories. Donated phones that cannot be refurbished are recycled in an environmentally safe way.

Give survivors of Domestic Violence the chance to make a life-saving call by donating your old wireless phone to HopeLine. This is your opportunity to participate in a very worthwhile project in support of Domestic Violence prevention.

Cell phone collection boxes have been placed at the security desk in the front lobby and in Room A-438 for your convenience.

Safe Summer Challenge

This June the DHSMV participated in the Safe Summer Challenge held in Monticello, which benefitted the Big Brother Big Sisters of the Big Bend. The organizers of the event, Tallahassee Powersports and Florida Safe Rider Incorporated, are supporters of motorcycle safety. Thanks to HSMV employees Ray Zurenda, Dennis White and Reid Drapp for enduring the heat while conducting motorcycle testing and working the FLOW Mobile. Nearly 100 customers took advantage of the opportunity to complete skills and written tests. One customer after another happily left the FLOW Mobile with motorcycle endorsements, making this event, a huge success.

FHP Goes High Tech to Fight Identify Theft

The Florida Highway Patrol's Bureau of Criminal Investigations recently added a new tool to help in the battle identity theft and driver license fraud in Florida. With the complex security designed into today's driver license documents, it is critical that our agency have the ability to authenticate documents. To do this effectively requires the use of specific forensic equipment such as the VSC-4 Plus, an instrument that will allow users to study and identify counterfeit and altered driver license documents, titles, birth certificates, immigration documents and passports.

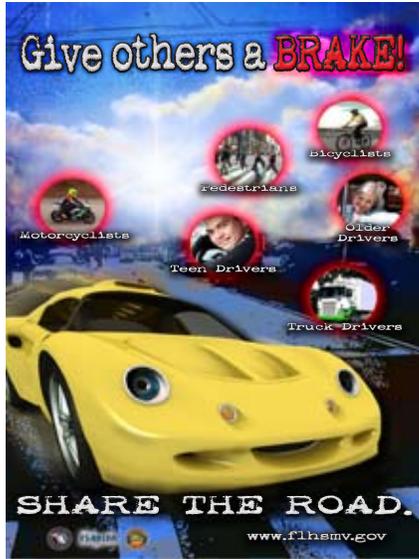
Thankfully, FHP now has the necessary equipment to authenticate documents and continue its enforcement of identity theft and document fraud per FHP mandate. The VSC-4 Plus has a unique design that gives the user the proper forensic light sources and filtering required to view covert security that has been designed into government-issued identification documents.

As the criminal element continues to improve its use of new technology to commit crimes against our citizens, it is imperative that the law enforcement community use the best technology available to detect and apprehend these criminals. Use of the VSC-4 Plus is just one way the Florida Highway Patrol is bringing its enforcement efforts into the 21st century to better protect the people of Florida.



Highway Safety Asks Motorists to Share the Road with Others

With 88 million motorists or more traveling Florida's roadways at any given time, it is no wonder there is often congestion, which can lead to problems with sharing the road. More and more vehicles are using our roadways, many of them during peak travel times (the morning and afternoon commutes, weekends during special



events, holidays, spring and summer vacation times, as well as other peak times throughout the year). Everyone is trying to get somewhere as quickly as possible, and often all at the same time. The issue of sharing the road is made even more complex when the types of vehicles (commercial trucks, RV's, motorcycles, etc.) using the roadways is further explored. Add to the mix other road users like bicyclists and pedestrians, and you have quite a diverse group of users – all

with the same legal rights to share the road. The roadway becomes a complex and potentially dangerous venue. It becomes even more important for all road users to do their part to ensure a safe driving experience for all. The new safety campaign encourages motorists to do just that--share the road. We ask all drivers to use common courtesy, avoid aggressive driving behaviors, practice safe driving, and, thereby, share the road with other road users.

Highway Safety Launches New Teen Web Site

Car crashes continue to be the number one killer of teens in the U.S.A. Every year, more than 6,000 teens die in traffic crashes, according to the Insurance Institute for Highway Safety. Car crashes remain the leading cause of teen deaths in Florida, accounting for more than a third who died last year. Since teens are more likely to get into traffic crashes than any other group of drivers, it stands to reason that more must be done to reach this population. In Florida alone, more than 36,000 teen drivers were involved in crashes last year. Also in 2007, more than 479 people were killed in an accident where a teen was driving.



It remains critical that the teen audience be reached to get them to understand the dangers of destructive decisions, like deciding not to wear seat belts, helmets or use safety equipment required by law and to keep themselves safe on the roadways. Teens must be encouraged to stop destructive decisions behind the wheel. The new teen safety initiative asks teens to take charge and take the wheel at www.TakeTheWheel.net. Since teens spend an enormous amount of time in the cyberworld, it is important to present information that has the greatest potential of actually being seen and heard. This is best done by using the Internet. The teen based information presented on the new web site is fresh, interactive, visual, accurate, and is delivered in a format that grabs the attention of teen users. The Web site, located at www.TakeTheWheel.net, is live. Set aside some time to visit and take it for a spin.

FHP Works Dade County Youth Fair

Trooper Mary Jackson, Troop E's Occupant Protection Specialist, shared a display booth with Recruiter Trooper Charlie Harris at this year's Dade County Youth Fair. More than 600,000 people passed through the gates at this year's fair. FHP Auxiliary provided welcome assistance by distributing thousands of safety flyers and promotional items to eager visitors. Trooper Jackson used the opportunity to educate hundreds of parents on the proper installation of child safety seats while Trooper Harris met with dozens of prospective troopers, helping them navigate the application process.

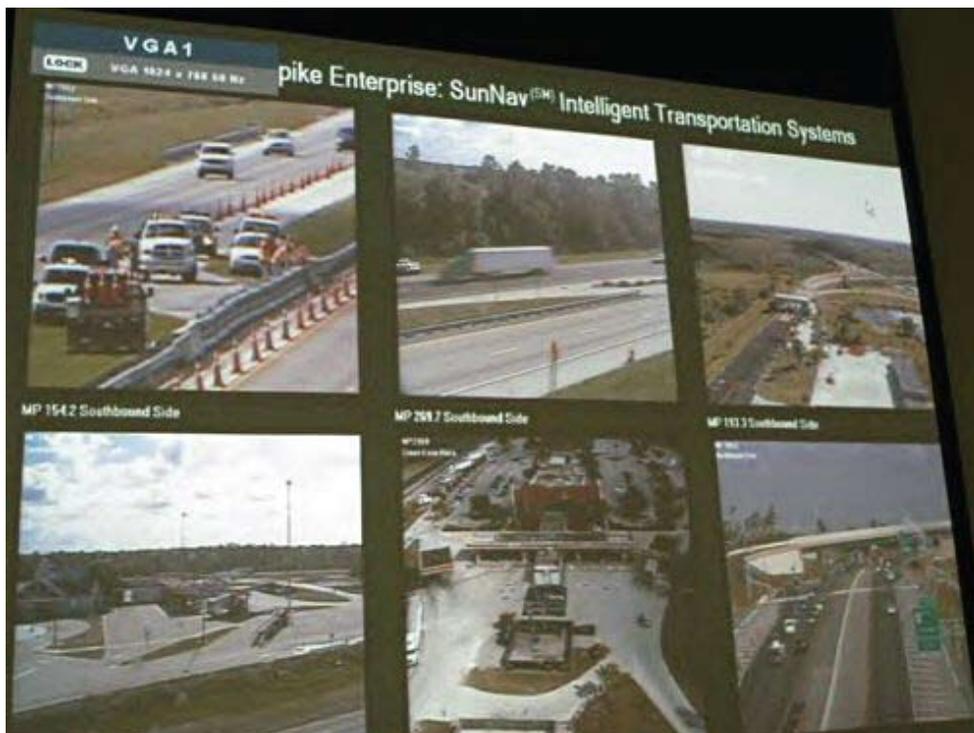


L-R Auxiliary Trooper Andrew Gonzalez, Trooper Charlie Harris (Recruiter) and Auxiliary Lt. David Weinstein talk with potential recruits at youth fair.



Turnpike Prepared for Hurricane Season

The Florida Turnpike Enterprise and the Florida Highway Patrol, Troop K, rehearsed emergency evacuation plans for South Florida residents who may use the Florida Turnpike as an evacuation route. The purpose of the rehearsal was to outline the requirements and responsibilities of an evacuation in the event of a hurricane. Members from FHP, Turnpike Emergency Management Operations and the Traffic Management Team simulated a hurricane threat to South Florida that required the evacuation of affected residents. The simulated exercise helped prepare personnel for an actual event and identified challenges that might have to be met. Several worst case scenarios were simulated and practiced along with the planned response. These kinds of exercises are critical to Florida's hurricane preparedness plans. Residents should also prepare and practice what they will do in case of a hurricane. It is important to plan now and assemble or check their hurricane survival kits and supplies before a hurricane strikes.



School is in

With the start of another school year come new opportunities to get involved in a child's life through mentoring. School mentors can serve almost any age student from kindergarten through adult education. After receiving training at the individual school, mentors work one-on-one with the same student for one hour a week. Mentors can assist with academic assignments, check homework, help with test preparation, regularly check the student's assignment list and tutor the student. If materials are required, they are provided by the teacher or the Mentor Coordinator at the school. Mentors also provide an additional caring adult for a student to look up to as a role model and to be their friend.

A trained volunteer makes the commitment to assist an identified student one-on-one, for about one hour, once a week, on the school property, during regular school hours.

General Job Description for a Mentor

Purpose: To reduce the potential of a student dropping out of school.

Commitment: The Mentor will be matched one-to-one with a student. He/she will meet with the student at least once a week for 30 minutes to one hour and will work on school grounds during the school day for the school year.

Responsibilities:

Set Goals - The Mentor will work with the student to develop long range goals for his/her academic and personal life. The success of this relationship will depend on the mentor helping the student reduce these goals to short-term, manageable, weekly activities.

Be a Friend - The Mentor will listen to the student, understand the obstacles the youth perceives and help him/her find solutions. He/she will work with the student to use existing services in the school community.



FHP Promotes Child Passenger Safety Week

Did you know that thousands of children ride unrestrained in vehicles on the roadways of our state? Have you seen children riding around in cars with no child seat, no seat belt? Many of us have. But did you know that three out of four child seats are improperly installed or used in vehicles. The lack of use and improper installation of child seats endangers thousands of children traveling in Florida every day.

To better educate the public on the importance of protecting our state's children in vehicles, the Department of Highway Safety and Motor Vehicles Division of the Florida Highway Patrol provides a Child Safety Seat Program for residents in all 67 counties in Florida. Our agency and our many child safety partners actively promoted National Child Passenger Safety Week (Sept. 21-27).

The Florida Highway Patrol, Florida Department of Transportation, Florida State University Police Department and Safe Kids Florida joined forces with the Florida State University Seminole Boosters to urge parents and caregivers to visit a special booth at Doak Campbell Stadium to kick off National Child Passenger Safety Week. Beginning at 2 p.m. until just before the FSU vs. Wake Forest football game, a special booth was set up in the Seminole Village in front of the stadium. Trooper Ed Creel and FHPA worked the popular roll-over simulator to crowds of parents and kids anxious to see what happens to the dummies when the car rolls over in a simulated crash.

According to National Highway Traffic Safety Administration research, the lives of 8,325 children under age five have been saved by the proper use of child restraints during the past 30 years. Research shows that child restraints and booster seats provide the best protection for all children up to age eight.

FHP's six Occupant Protection Specialists and 62 Nationally Certified Child Passenger Safety Technicians were busy all week with activities scheduled all across the state in every troop to educate parents and caregivers about child passenger safety, inspect child seats for the public and offer resources and valuable safety information to all who attend.

"When it comes to the safety of a child, there is no room for mistakes," said Kim Jones, Child Passenger Safety Program Coordinator for the Florida Highway Patrol. "For maximum child passenger safety, parents and caregivers should refer to the *4 Steps for Kids* guidelines for determining which restraint system is best suited to protect children based on age and size."

For more information on National Child Passenger Safety Week (Sept. 21-27) and for information about child safety seats and booster seats, please visit www.nhtsa.gov. For more information on our agency's Child Passenger Safety Program, please visit www.flhsmv.gov/fhp/CPS.



As part of National Child Passenger Safety Week, Florida Highway Patrol troopers conducted a child seat safety and installation class at the Tom Lee Community Health Center in Dover. Many concerned parents attendanced and learned the value of buckling up for both themselves and their little ones.

Trooper Reggie Edwards, a veteran Occupant Protection Specialist with the Florida Highway Patrol, was on hand along with Trooper Benito Perez, to speak to the importance of properly using seatbelts and child restraints when driving on Florida's roadways. Trooper Perez was able to add to the event by offering the class in Spanish.

The class offered by the Florida Highway Patrol is a continuation of its commitment to ensuring that all children ride safely on Florida's roadways. Recent national statistics show that 80 percent of all child safety seats are improperly installed; therefore, it continues to be critical that law enforcement personnel help educate the public on the proper installation and use of child restraint devices. FHP, recognizing the importance of this issue, makes available troopers and other FHP personnel who are certified technicians

to instruct parents on the proper installation and use of child safety seats and booster seats. Currently, every FHP Troop across our state sets up regular child safety seat checks or classes to assist the public in identifying unsafe and improperly installed child safety seats as well as offering resource materials with the most current information available on a child passenger safety and occupant protection. For more information, visit FHP's website at www.flhsmv.gov/fhp/CPS/ to learn more about the program.



More photographs from AAMVA...

