



EXPRESSWAYS

SPRING 2008 ISSUE

Electra Theodorides-Bustle
Executive Director

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!



It is hard to imagine that one year has passed since I joined the DHSMV family. This time last March, I was overwhelmed by the warmth and acceptance of the many dedicated men and women who make this Department successful. Now it is March again, and I wanted to take a few minutes to talk about the important role our Department plays in keeping our state's highways and roadways safe. Each one of our members plays an integral role and together we save lives.

As everyone knows, springtime is a great time to get out and enjoy Florida - and millions of visitors and residents are doing just that. Motorcyclists are coming down for the annual Bike Week in Daytona Beach, spring breakers from all over are descending on our beaches for a little rest and relaxation, and families are spending time together in our great tourist areas. That means we have more citizens and visitors traveling on our roadways and our job at DHSMV becomes even more critical.

With so many people, working in so many diverse ways to keep our highways safe, I thought it would be a good time to talk about how each division within the Department plays an integral role in making a safer Florida. In this issue, you will find articles about:

- ◆ How the Department is involved in protecting our most at risk drivers: our teens and our seniors. You will read more in "A Grand Event" and "2008 Ambassadors for Aging Day at the Capitol" about our efforts to help our senior drivers understand safe driving issues and get information for themselves or family members. In "Protecting Our Teens" we focus on our teens and how DHSMV is making a difference in getting safety information to our young drivers.
- ◆ How the Department is continuously looking for ways to make using our services easier. In the article "Where Credit is Due" we talk about credit cards coming to driver license offices on April 1. We are also making it easier to renew a tag by giving customers the option of renewing their registrations every two years in the article "Buying Biennial."
- ◆ How we are responsible for ensuring that all vehicles on the road are properly titled and registered. We talk about how our Compliance Officers in the Division of Motor Vehicles also keep our roadways safe in "What's Fair is Fair" and "The Biggest and the Best."
- ◆ How we share information with agencies to support public safety and other business needs. Our law enforcement officers across the state need vital information from our driver and motor vehicle databases. Other agencies also need our information to conduct their business. Our customers rely on us for their information needs. Keeping our systems up to date and working is a vital role in communicating with others. In the "Fast Features" and "Happy Birthday, IVR" you'll see what's new (and what's one year old).
- ◆ How we use education and enforcement of traffic to lead the way to a safer Florida. FHP remains a leader in keeping our highways safe by educating the public and taking enforcement action when needed. In this edition of Expressways you'll read about FHP's education and outreach efforts to keep our drivers safe. The Department's website will begin featuring safety tips, including information on the *Move Over Law*- which requires motorists to move over or slow down when approaching an emergency vehicle on the side of the road and "Click it and Ticket?" - a national campaign to raise awareness of the importance of buckling up!
- ◆ How the Department is using technology innovation and partnerships to ensure we are providing the best quality service for our customers. One special partnership is with the Guardian ad Litem program where the Department is partnering with other state agencies and private entities to get the word out about the importance of the Guardian ad Litem program.

I hope you enjoy this edition of *Expressways* and you find it educational and insightful. Thanks to each of you for continuing in your role and commitment in leading us to A Safer Florida!

Electra

RCC Captain's Meeting

As a part of the Department's strategic plan, several initiatives are underway to increase retention in key customer service positions at DHSMV. One of those positions is the Regional Duty Officer. Because this position is critical to being able to quickly respond to public safety incidents, it is essential that we are able to retain highly-skilled and well-trained individuals.

The Department's Organizational Effectiveness office conducted a climate survey among members in this job group. Teams also visited each of our seven Regional Communications Centers, conducting sessions with members.

In mid March, captains leading the Regional Communications Centers met with staff from Organizational Effectiveness in Personnel Services to review recommendations and decide their next steps for meeting identified needs and challenges. Three teams have been identified and will begin work addressing the recommendations. The first will deal with training and will look

at both new hire training and ongoing refresher training. The second team will study the recruitment and hiring process and propose changes that will allow us to hire the best person for the job. Finally, a team was developed that will look into environmental issues, such as overtime, staffing levels, cell phone usage, and uniforms.



Front row (l to r): Lt. Mike Roden, Capt. Urana Harris, Capt. Keith Gaston, and Capt. David Tripp.

Back row (l to r): Capt. Terry Davis, Capt. Ibrahim Egeli, Chief Duty Officer Margaret Goodman, Rene Knight, Lt. Kathy McKinney, and Lt. Colonel Ernie Duarte.

EXPRESSWAYS

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Click on the banner to visit the website - Move over and slow down.

The Department is doing something new to help educate the public about our many safety initiatives. Now when you log onto www.flhsmv.gov, you'll see a new icon that will take you to a new safety tip. Check it out!

This month learn more about the Move Over Law. Keep checking the link to learn more about Florida laws and how to protect yourself!

Our Mission: Providing Highway Safety and Security through Excellence in Service, Education and Enforcement.

Credit goes to **Trooper Chris Conrad** for creating the message and animation.

**Got something to talk about?
 Submit articles to:**

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You Could be the Voice of a Child

Get certified as a Guardian ad Litem

The Department of Highway Safety and Motor Vehicles members now have the opportunity to make an impact. You can speak for an abused child by becoming a certified Guardian ad Litem (GAL).



The GAL program's mission is "to support and promote court-appointed volunteer advocacy for abused and neglected children so that they can thrive in safe, permanent homes."

There are hundreds of abused and abandoned children who need your help-your voice. You can lend your voice by enrolling in a training program to become certified as a Guardian ad Litem volunteer.

Here at DHSMV, we have members who have already dedicated their time and hearts to this program.

DHSMV member **Shaleiah Fox** says she volunteers to make an impact, because someone once did it for her.

"I had a guardian when I was younger and she made a meaningful impact on my life. My involvement is an opportunity to do the same for someone else," said Shaleiah. "I have become dedicated to helping vulnerable children in our country."

Guardians ad Litem are volunteers to represent neglected and abused children who are somehow involved in a court proceeding. The Guardian ad Litem will represent the child during court proceedings, before social service agencies, and in the community. Guardians ad Litem are not alone in their efforts to help these children. They are trained and supervised by program staff to help them make the best decisions for the child's safety and well-being. The time commitment is anywhere from two to five hours a week but will vary on a case by case basis.

Shaleiah adds, "It takes time, but it is all worth it when you see them smile. They will remember you throughout their lives. The Guardian might be the only exposure to stability they will have in their childhood, which are the most formative years. The program gives me hope that the children I help have a chance to lead a different life from the one they were given."

And so can you!

For more information and application, call **Bob Prather** (850) 617-3124 or visit the website at www.gal.fl.gov.



CHANGE A CHILD'S LIFE

The Florida Guardian ad Litem Program is a partnership of community advocates and professional staff providing a powerful voice on behalf of Florida's abused and neglected children



Come out to Kidfest on April 12, 2008 at the North Florida Fairgrounds to find out more and how you can help. Also get an Identification Card at the FLOW mobile Unit for your child, ages 5 and up.

A Grand Event



Executive Director Electra Bustle speaks at the Senior Transportation Conference held in Delray Beach.

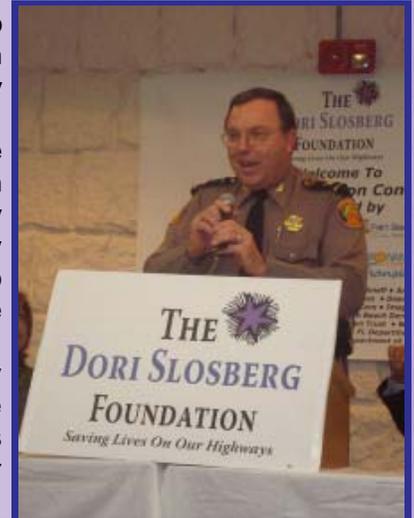
The average person is going to outlive their ability to drive by seven to ten years. Because of that the Department takes every opportunity to educate seniors living in Florida about alternative means of transportation. Having a retirement driving plan is crucial.

In early March, Executive Director **Electra Bustle** and Colonel **John Czernis** accepted an invitation from the Dori Slosberg Foundation to participate in the Senior Transportation Conference held in Delray Beach at Temple Emeth. The conference is a community outreach program to educate seniors, and to help them plan for the future when driving may no longer be an option.

During the conference, Executive Director Bustle spoke to more than 400 people about the many alternatives folks have when they decide to retire from driving. She also

introduced many of those in attendance to a program developed by the Department, the Florida GrandDriver Program.

The goal of the Florida GrandDriver program is to promote continued driving safety and to enhance people's ability to get around their communities. By logging onto the website at www.floridagranddriver.com folks can learn more about available resources and different events going on that will help them plan for their retirement from driving or help them stay safe as they continue to drive.



Colonel John Czernis was also on hand to speak about safety issues.

2008 Ambassadors for Aging Day at the Capitol



Selma Sauls, the Department's expert on driving issues for seniors, stops to pose with Secretary of Elder Affairs Douglas Beach.

seniors' innumerable contributions to our community and was attended by Elder Floridians and those working in the aging network.

Over 1,500 seniors from across the state made the trip to Tallahassee to participate in the fun-filled festivities. During the day, attendees enjoyed several senior-performing groups, demonstrations, health screenings, historic tours, and of course visited our exhibit to get information on the DHSMV programs available to enhance their ability to "Get Around Safe and Sound."

Many thanks for making this event a success go to our dedicated employees **Dennis White, Thelma Barnett, Donald Shirilla, Selma Sauls**, and all of our other folks that assisted in planning the event. Special thanks go to our partners at the Department of Elder Affairs for collaborating with us in our mission and especially to **Secretary Douglas Beach** for taking time out to visit with us during the event.



Visitors to the Capitol were able to take advantage of the FLOW mobile unit to get some of their DHSMV business done!

Happy Birthday, IVR!



The Customer Service Center (CSC) celebrated the first birthday of its Integrated Voice Recognition (IVR) system on February 19! The IVR allows customers to speak their driver license, social security, vehicle identification, or title number into the phone and have information spoken or faxed to them.

Known as Fred, the IVR has allowed the CSC to serve an average of almost 50 percent more customers daily. In February 2008, for the first time, the CSC answered more than 5,000 calls in a single day!

Among its additional features, the IVR identifies the type of information the customer is calling about and sends the call to the analyst who is best suited to answer the call. This allows CSC to operate more efficiently.

“About 50 percent of our customers are using the automation in the new IVR. This has allowed us to serve significantly more customers and reduce our average talk time as well. We’re working on ways to encourage more customers to make use of the system by speaking their driver license number, social security number, or title number. When they provide this information, they get their answers

faster, and can speak to someone more quickly than if they just say Operator right away,” said **Janet Dennis**, Customer Service Manager.



Left to right: Laverne Hill, Patsy Kirkland, Suzie Perez, Pat Porter, Mike Beha, and Twanna Smith are celebrating the IVR birthday party.

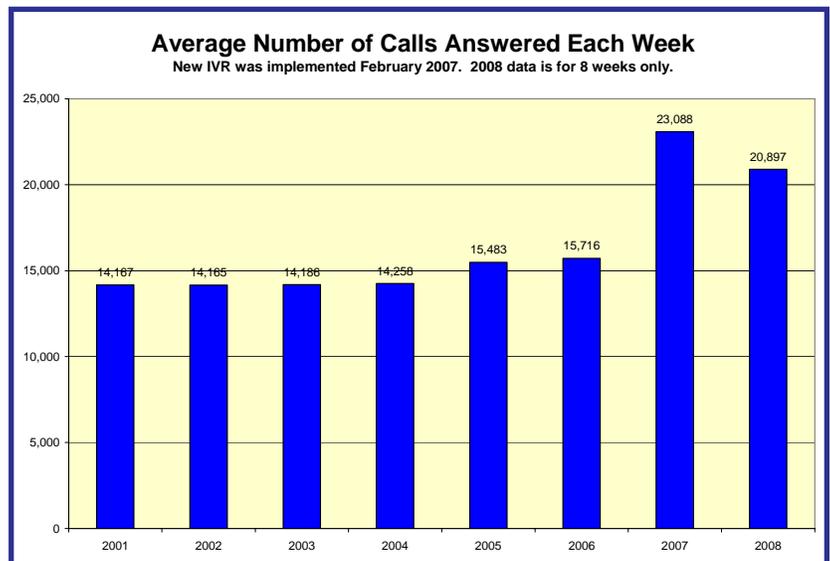
Eliminating the Paper Trail

The Integrated Voice Recognition (IVR) system is not the only enhancement the Customer Service Center (CSC) has implemented to improve service to customers. The CSC began implementing new automated forms in February. The new forms send an e-mail to other portions of the agency for research or other actions. When the e-mail is sent, a note is made in the customer’s activity log which is located in the Expert system, a software program used by all CSC members and some other members of the agency. When the other section responds to the e-mail, it also places that information in the activity log. This makes current status information instantly available to anyone viewing that record.

“We have worked persistently to continue to look at processes that we use to improve them and cause less work for all persons involved in the process. By automating forms that check the information before sending, we send more accurate and complete information to the correct section—there are fewer errors and that speeds service for all,” said **Janet Dennis**, Customer Service Manager.

The Customer Service Center is also working with the bureaus for information and assistance to find faster and more efficient methods of working together. The Expert system contains information from both driver license and motor vehicle computer systems plus it contains a knowledge base of laws, rules, policies, and procedures that help analysts provide correct answers to customers and an activity log that tells what information was given or action taken on behalf of a customer.

Other offices also are installing Expert so they can see the activity log and make notes of what they’ve done. This effort speeds communication and allows CSC to respond to customer requests quicker. CSC training staff has helped the other sections learn how to use Expert efficiently.



Member Selection: Hiring the Best People for the Job

The hiring process is critical to our Department's success. By hiring people with the appropriate knowledge, skills, and abilities for the position, the Agency can better serve the needs of the customer and accomplish our strategic objectives. A strong hiring process is also key to reducing unwanted turnover. DHSMV Management Policy 5.04, which relates to Member Selection, was updated. The changes to the Member Selection policy will help ensure that we are able to hire highly qualified individuals who can be successful in their jobs.



One of the main changes in the policy is the addition of behavioral-based oral interview questions. These questions work on the premise that past performance is the best indicator of future behavior, meaning that the way an applicant acted in the past is probably the same way he/she would act in a similar situation in the future. By asking job seekers to describe a specific time, incident, or event, we are able to get a better view of their job skills. In order to develop questions, hiring managers will begin by developing a strong list of knowledge, skills, and abilities (KSAs) that are required for the position. They will then develop questions to determine whether the applicant has the required KSAs.

To prepare supervisors for this policy change, we are offering a two-day course, Key*Vision: Member Selection. In addition to behavioral-based interviewing, the course covers:

- policy changes
- streamlined process flow
- changes to Veterans' Preference laws
- updates to new forms used in the hiring process
- using follow-up questions in the interview process

This training provides hands-on experience and practical application through case studies, group discussions, and a video exercise. During the program, supervisors learn how to determine which applicants to interview, develop behavioral-based interviewing modules, apply changes to Veterans' Preference laws, ask appropriate follow-up questions during the interview process, properly score applicants, and take the guess work out of hiring from start to finish. Class participants not only walk away with a better understanding of the member selection process, but with tools that they can immediately put into practice resulting in a more efficient and effective hiring outcome.

Because the training represents a major shift in policy, all hiring managers will be required to attend the two-day training session prior to conducting a hiring process. To register for the course, contact your chain of command to be added to the roster, or contact KristinWatkins@flhsmv.gov.

A Look at the Office of Service Improvement

Governor **Charlie Crist** signed Executive Order 07-01 on his first full day in office requiring all state employees to commit to providing honest, ethical, and quality service to the citizens of this state. Section 5 of the Executive Order requires "a top-to-bottom review of how each of its employees can better serve the people." DHSMV's Office of Service Improvement is leading this effort.

The establishment of the Office of Service Improvement is part of our strategic approach to managing and improving our customer service efforts. The Office of Service Improvement, housed within the Office of Performance Management, is responsible for coordinating the Department's customer service improvement initiatives, monitoring departmental customer

service standards, analyzing responses to customer service initiatives, and educating Department members on best practices.

Service delivery is a critical issue that was identified during the Department's recent strategic planning process. The Office of Service Improvement is developing a comprehensive plan to focus on improving service delivery through public/customer education; facility improvements; technology improvements; member development; performance management; and service level improvements. One tool that is helping to accomplish that goal is the Department's customer service survey instruments. Survey forms are filled out by customers and analyzed by delivery channel such as internet, roadside, phone, field office, mail, and email. These response mechanisms are giving a voice to customer needs and enabling the Department to recognize members

for their outstanding efforts and identify areas where we can enhance the delivery of our services.

Our goal, as we continue to work with members, customers, and stakeholders, is to improve performance, enhance service delivery, and increase overall customer satisfaction.

For more information, contact AndrewJohns@flhsmv.gov or call him at (850) 617-3028.



Protecting Our Teens



Director Sandra Lambert address the teens and their parents along with local leaders at the Mater Charter School Teen Safety Event. Being able to reach out to teens and their parents is one of the first steps to establishing good teen drivers.

The Mayors of the cities of Hialeah Gardens and Hialeah, Medley and Sweetwater, as well as a great number of city council members from each of those cities were in attendance to support this important teen highway safety event.

The Florida Department of Highway Safety and Motor Vehicles (DHSMV) and the City of Hialeah Gardens hosted a teen highway safety event at Mater Academy Charter School on March 4, 2008.

Alex Gonzalez, President of the DHSMV Advisory Council, led the planning and coordination and served as the event's Master of Ceremonies.

Sandra Lambert, Director of Florida's Division of Driver Licenses, addressed 200 graduating seniors and delivered a heartfelt message to the teens to always buckle up their seatbelts, never drink and drive, always drive responsibly, to never drive aggressively, and avoid distractions. The students were also reminded that traffic accidents are the principal cause of teen deaths in this country.

The Florida Highway Patrol was on hand with their rollover and crash simulators. The Florida Licensing On Wheels (FLOW) mobile unit provided its services to customers in attendance who wanted to renew their license or secure an identification card. The Hialeah Gardens Police Department was also on hand with its Command Center mobile unit.



Seniors from around the area were brought in so they, too, could utilize the FLOW mobile unit.



A student becomes a part of one of FHP's demonstrations.



Alex Gonzales tries on the intoxicated simulator goggles. These special goggles emulate what it feels like to be intoxicated.

Getting Ready for Real ID

The U.S. Department of Homeland Security has released the final Real ID Act implementation rule. This follows the passage of the federal Real ID Act of 2005, a nationwide effort intended to prevent terrorism, reduce fraud, and improve the reliability and accuracy of identification documents that state governments issue.

The Florida Department of Highway Safety and Motor Vehicles actively participated in the rule making process, and it is apparent that Florida's comments and concerns were considered in the development of this final rule. The rule includes new national standards for the issuance of driver licenses and identification cards.

Florida already is in compliance with many of the new national standards.



Florida's processes include requiring an applicant to demonstrate legal presence and limiting the length of their license or identification card to their authorized length of stay; Florida verifies an applicant's social security number; and captures an applicant's photograph at the start of the application process. Additionally, as a national leader in the issuance of these secure documents,

Florida's driver licenses and identification cards contain seventeen overt, covert, and forensic security features which should satisfy all the Real ID Act card security requirements.

"Thanks to the leadership of our Governor, Cabinet, and Legislature, Florida already provides our citizens a secure and safe driver license and identification card. We are well postured to incorporate any changes that may be required. We applaud the federal government on their efforts to protect all of our citizens with the implementation of this Act," said **Electra Bustle**, Executive Director, Department of Highway Safety and Motor Vehicles.

What's Fair is Fair!



Compliance Officer Darin Weaver inspects a pick-up truck during the event.

In keeping with the Department's consumer safety and service initiatives, Division of Motor Vehicles Compliance Officers visited motor vehicle dealers participating as vendors at the Florida State Fair in Tampa.

In early February, Region VI Compliance Officers **Eric Ladd** and **Darin Weaver** visited the Florida State Fair held at the fairgrounds in Tampa. Several licensed franchise motor vehicle and mobile home dealers were participating in the Fair as vendors. Each dealer was inspected to ensure they had their off-premise sales permits as required in Florida law.

In addition, records inspections were conducted of each dealer.

These activities make sure the consumers are buying vehicles from a legitimate dealer licensed in Florida and that the transaction is legal. Division staff members are also onsite to provide dealers with any assistance they may need.



Compliance Officer Eric Ladd inspects a vendor's tent to make sure the vendor is in compliance.

The Biggest and the Best



Compliance Officer Darin Weaver is taking a walk around the show.

The Florida State Fairgrounds in Tampa hosted what was billed as the biggest and the best RV Show in the United States: The RV Super Show.

The show was held from January 16 - 20. More than 1,300 RVs were on display and more than 350 vendor booths were set up. Attendance was in excess of 46,000 people! Every major RV manufacturer participated and every type of RV was on display. Models displayed ran the gamut from as little as \$10,000 folding camping trailers to \$2.2 million luxury coaches.

As part of the Department's core values of Service, Integrity, and

Professionalism, DMV Region VI Compliance Officers **Darin Weaver** and **Eric Ladd** and Senior Clerk **Christa Whaley** worked the show to ensure that Florida dealers and manufacturers participating as vendors had made sure to get those off-premise permits as required in Florida.

The team conducted records inspections of the Florida RV dealers who were participating in the event to ensure that transactions conducted during the show were conducted in accordance with applicable Florida law.



Compliance Officer Darin Weaver inspects an invoice inside the mobile home.

Where Credit is Due....



Driver license offices throughout the state are now accepting credit cards.

Offices will be accepting MasterCard, American Express, and Discover.

The Department knows this new feature will improve customer service by providing our customers with another method of payment.

"There are so many people who no longer carry their checkbooks or cash with them because credit and debit cards have become so popular and convenient. Making this payment option available to our customers is just another way we are *'Making Changes that Matter to You'*," said Division of Driver Licenses Director **Sandra Lambert**.

DHSMV wants to remind customers they maybe able to "Skip the Trip" as many services can be done online at www.flhsmv.gov. Here, customers can renew their driver licenses, identification cards, vehicle tags and change their addresses and much more.

Click It and Ticket?



Troopers hand out vouchers to motorists wearing their seatbelts as they entered the parking lot at Dolphin Stadium for free tickets to a future Marlins game.

Troopers are very serious about ticketing drivers who aren't obeying the seat belt laws.

Recently, Troopers decided to change things up a bit. Instead of issuing tickets to motorists for *not* wearing their seat belts, troopers were out giving tickets to those who were caught wearing them. Angry drivers? No way! The tickets were welcomed by hundreds of lucky motorists because these tickets were for a Florida Marlins baseball game.

The Florida Highway Patrol teamed up with the Florida Marlins and the

Florida Department of Transportation to celebrate the success of this year's Click It or Ticket campaign by rewarding motorists for compliance with Florida's seat belt law.

Troopers were impressed with the overwhelming number of Marlins fans who were wearing their seatbelts, and handed out hundreds of vouchers in just twenty minutes! Marlins fans were very appreciative of the efforts of all law enforcement officers and thankful to the Florida Marlins Organization and FDOT.



L to R: Sgt. Reynaldo Sanchez, Trooper William Drainer, Sgt. John Stewart, and Lt. Roger Reyes wait on the field during batting practice.

Change Notice

In our continuing effort to make changes that matter to our customers, the Department of Highway Safety and Motor Vehicles changed its internet domain to "flhsmv.gov."

Customers who want to visit the Department's website can now log onto www.flhsmv.gov and find many on-line resources and information. For those that do not want to drive to an office, our internet-based services provide customers the opportunity to handle vehicle and driver license renewals, updates and address changes.

"As part of our 'Making Changes that Matter to You' campaign this customer friendly domain name is easier to remember, easier to use, and will immediately identify the Department as a government organization. These changes support our vision of one DHSMV, working together, leading the way to A Safer Florida," said Executive Director **Electra Bustle**.

The E-mail addresses for Department members have also changed. Addresses will now be "firstnamelastname@flhsmv.gov." Both the current web address of "www.hsmv.state.fl.us" and email addresses will continue to work as we move through this transition.

National statistics show that every FORTY SECONDS a child is lost or missing



FHPA Trooper Ed Trimner and Subway's Nathan Schwebach and Rick Sickmiller help kids complete their I.D. kits.

emergency.

Thank you Subway and FHP for making Florida's kids safer.

That's why it's important law enforcement have access to the child's information, including a current photo, description, and finger prints.

To help law enforcement, Southwest Florida area Subway restaurants and the Florida Highway Patrol teamed up to promote the use of child identification kits. To get the campaign started, child I.D. kits were provided by Subway to participants at the Boys and Girls Club of Fort Myers free of charge. Additional kits were made available to parents and kids in Lee, Charlotte, Hendry, Collier, and Glades Counties at participating Subways.

FHP helped promote the use of child I.D. kits through radio, television, and newspapers to spread the message on the importance of parents having identification information for their children in case of an



Trooper Lucy Papp speaks to the kids about safety.

Leadership Changes



Nelson comes to the Department with extensive experience in both the public and private sectors.

In February, Chief of Staff **Lee Ann Korst** left the Department to join the international real estate firm of Cushman and Wakefield. We wish her well in her new endeavor and thank her for her commitment to excellence!

To ensure operational continuity and forward momentum regarding agency initiatives, **Nelson Munn** (pictured to the left), Chief Information Officer, was appointed acting Chief of Staff. Nelson came to DHSMV from the Department of Environmental Protection where he was serving as Deputy Secretary. In his role as Deputy Secretary, he oversaw budget, personnel, and IT which will aid him a seamless transition into the Chief of Staff role at DHSMV.

Sherry Allen (pictured to the right) has been appointed as acting Chief Information Officer. Sherry has been with ISA for 29 years. She had recently moved from the position of Bureau Chief of Software Services to the Bureau Chief of Information Services within ISA. Sherry's work ethic and in-depth knowledge of the Information System Administration will ensure service levels are met. Allen said: "I look forward to serving in this capacity and continuing the strategic direction and initiatives that ISA has been working on during the last year."



Sherry Allen is ready and excited for this new challenge.

Robin Lotane (pictured below) has joined the Department of Highway Safety and Motor Vehicles as General Counsel. Robin has over 17 years experience with the State Attorney's office, Second Judicial Circuit and comes to us from the private sector. Robin earned her Bachelor of Arts degree from the University of Florida and her Juris Doctor from Georgia State University. Robin's extensive experience and law enforcement background will be tremendous assets in the General Counsel role as DHSMV leads the way to "A Safer Florida."



Buying Biennial

A new option is available for customers when it comes to renewing their vehicles, vessels, or mobile homes. On January 1, 2008, the Department implemented the new Biennial Registration Program, which allows customers to renew for a two year period, instead of just one. This benefits both customers and Tax Collectors.

ISS	INTL	COUNTY	PRD	SALES	TITLE
TAX	REG	FEE	FEE	TAX	FEE
\$66.20	\$	\$6.00	\$	\$	\$
% RATE	DATE	INTERNET	VOLUNTARY	GRAND	TOTAL
ISSUED	ISSUED	KIOSK FEE	CUNT	TOTAL	TOTAL
03/06/08		\$0.00		\$	\$72.20
FLORIDA VEHICLE REGISTRATION					
DATE ISSUED: 03/06/08					
DL# S321321321321					
TAG# BBSAZ DECRL# 00000843 EXP 04/12/10					
VIN RM1210 TC 10062256 YR/MK 2007 PORS					
SAMMY SAMPLE					
1234 ANYWHERE ST					
ANYWHERE, FL 32310					
L#: 51266 T#: 10321088 B#: 44712 R#: 10321088					

The Tax Collectors can process a biennial registration in the same amount of time as an annual registration. Therefore, the Tax Collectors' workload is cut in half for those customers that choose the biennial registration option because the Tax Collector will not have to perform a transaction for that customer the next year. Customer satisfaction should also increase due to shorter lines and less wait time in the Tax Collector offices.

The customer benefits come in the form of convenience. A visit to an office every two years is certainly more appealing than every year. Since almost all vehicles as well as vessels and mobile homes are eligible for the two year renewal option, the customer can select the two year option for everything they own, which provides even more convenience.

Thus far, the Biennial Registration Program has been a great success. During the month of January, there were 33,479 biennial renewals performed, which is 2.3 percent of all renewals statewide. February was the first month where the biennial renewal options appeared on renewal notices.

So what are you going to choose on your next renewal?

FAST FEATURES

NEWS & NOTES FROM THE DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Safety Presentations

In January, DHSMV offered two safety seminars to its members and other state employees. The seminars were presented by the Florida Department of Law Enforcement Capitol Police and FHP. The second seminar was held due to the overwhelming demand for the first. During the presentation, those in attendance had the opportunity to learn more about protecting themselves and their families.



FHP Helps to Spread Joy!

Troopers and Auxiliary members from Troop E distributed more than 2,000 toys to children in the Miami area this past holiday season in a series of partnerships with local clubs representing Ferrari, Mini Cooper, Corvette, Hummer, and numerous motorcycle manufacturers, along with the Miami Heat. The events involved many area celebrities, such as Univision news anchor **Guillermo Benitez** (Spanish Language TV), the Miami Heat mascot Bernie, and the Miami Heat cheerleaders, who joined FHP in the fun.

AMBER Alert Awareness Day

At this year's AMBER Alert Awareness Day in Tallahassee, Florida's local, state, and private partners demonstrated an outstanding and united level of participation and support. AMBER Alert is a system that notifies the public of missing children. Signs line roads and highways across the country to let people know when a child is missing. AMBER Alert messages can be sent via email, posted on web sites, and accessed via cell phones if owners are registered to receive alerts. Since 2000, 125 AMBER alerts have been issued in Florida, 119 of those children were recovered safely.



FLOWing Along

Here's another great example of community outreach! Hundreds were in attendance as the Department was out with its FLOW mobile unit in Miami at Midway Ford Dealership. FHP was also there to assist while inspecting and providing car seats. The Department issued ID cards to kids (thanks to Midway Ford for paying for these!) as well as regular Driver License services.

FHP Talks Child Passenger Safety

Troop E troopers participated in a Miami Safety Fair. FHP, along with members from dozens of other safety agencies, worked together to promote safety and to teach the public about accident prevention. FHP troopers talked to the public about its Child Passenger Safety and Occupant Protection Programs, while the Metro Dade Police officers spoke about their DARE Program. Kids received safety toys, bike helmets, and free ID kits to help them remember to stay safe and healthy.



FHP Fully Migrated to MyFloridaNet

As of February 5, 2008, FHP has fully migrated from the FLCJN (Criminal Justice Network) frame relay network and onto the new My Florida Net. Lieutenant **William R. Bass** has sent out a sincere thank you to all involved in getting this project live. There were some issues along the way, but all the members of the team stepped up and corrected the issues quickly. Lt. Bass says, "This was truly a team effort."

FSECC Awards

During a Florida State Employee Charitable Campaign recognition ceremony the Department swept the ceremony when it came to awards! We have plaques for Leadership Giving, Overall Giving, and Chairing the Leadership Campaign (Electra Bustle and Deputy Director David Westberry were co-chairs for FSECC this year), that will soon be displayed in the Neil Kirkman Building. Once again, the members of DHSMV have shown what a true leader this Agency is when it comes to giving. Thank you!



MILESTONES

5 Years of Service

April Anderson, DAS
Donald Sasser, DAS
Jamie Wilson, DAS
Juan Alvarez, DDL
Michael Cannon, DDL
Ned Fishman, DDL
Leslie Geoffroy, DDL
Pamala Greenway, DDL
Diana Mera, DDL
Chisara Okehi, DDL
Richard Olsen, DDL
Elwood Rawls, DDL
Eduardo Salgado, DDL
Alexander Waldron, DDL
William Pleasant, DMV
Linda Rysshouwer, DMV
Robert Arnold, FHP
Gregory Chitwood, FHP
Booker Ferrell, Jr., FHP
Timothy Free, FHP
Ramone Gregory, FHP
Joseph Harrison, FHP
Gregory Healy, FHP
Mitchell Henderson, FHP
William Hitchcock, FHP
Richard Horne, FHP
Allen Kennard, FHP
Charles Lancaster, FHP
Larry Maynard, FHP
Detrick McClellan, FHP
Iris Mota, FHP
Gerald Mullis, FHP
Darryl Pechin, FHP
Jeffery Rongish, FHP
Kenneth Watson, FHP
Stanley Wright, FHP

10 Years of Service

Gregory Doss, DAS
Shirley Harley, DAS
Carla Jones, DAS
Jeff Smith, Jr., DAS
Lester Allen, DDL
Shadrack Awosiyian, DDL
Lawrence Davis, DDL
Angela Dell, DDL
Marsha Duprey, DDL
Chris Faup, DDL
Oscar Grawet, Jr., DDL
Deloris Lee, DDL
Rita Rigual, DDL
Cynthia Rivera, DDL
Mariela Rojas, DDL
Skeeter Stewart, DDL
Sonia Troy, DDL
Dennis Valente, DDL
Donald Walton, DDL
Luanna Ashe, FHP
Michael Black, FHP
Dylan Bryan, FHP
Benjamin Cardona, FHP
Terrance Chukes, FHP
Thomas Colalillo, FHP
Gregory Elias, FHP
Kenneth Frost, FHP
Rene Garcia, FHP
Martin Hernandez, Jr., FHP
Tyra Keplinger, FHP
Jennifer Kibler, FHP
Robert Leatherow, FHP
Jamie Mulverhill, FHP
Terri Murray, FHP
Stephanie Redding, FHP
Diego Rios, FHP
Marcus Thomas, FHP
James Wilmeth, FHP
Christopher Zarazinski, FHP
Gina Williams, ISA

15 Years of Service

Jeffrey Eckholm, DDL
Charles Gowan, Jr., DDL
Jimmy Holland, DDL
Darlean Milner, DDL
Gilbert Myers, III, DDL
Gregory Ozment, DDL
Joseph Simmons, Jr., DDL
Mary Stenson, DDL

Amy Stone, DMV
Mervin Bain, Jr., FHP
Pamela Cleare, FHP
Stephen Coody, FHP
Dwayne Cooper, FHP
Richard Davis, Jr., FHP
Wanda Diaz, FHP
Christopher Dickens, FHP
Melanie Faircloth, FHP
David Folsom, FHP
Claire Fournier, FHP
Matthew Freeman, FHP
Norman Gore, FHP
Kenneth Green, FHP
Charlene Griego, FHP
Kathryn Hall, FHP
Santos Lopez, Jr., FHP
Thomas Luedeman, FHP
John Muniz, Jr., FHP
Randle Padgett, FHP
Kelly Petracca, FHP
Diane Riberdy, FHP
Allen Sapp, FHP
William Sheheane, Jr., FHP
John Skinner, FHP
Gene Spaulding, FHP
Lynn Stine, FHP
Douglas Strickland, FHP
Sandra Thompson, FHP
Coretha Gaymon, ISA

20 Years of Service

Shirley Colvin, DAS
Mary Newsome, DAS
Patricia Adams, DDL
Linda Chapman, DDL
Marietta Cummings, DDL
Garrett Haire, DDL
Claudette Stephens, DDL
Sandra Martin, DDL
Ruth Valenzuela, DDL
Diane Buck, DMV
Joanne Mis, DMV
Alice Paramore, DMV
Wallace Powell, DMV
Daniel Robinson, DMV
Edward Wan Delken, DMV
Robert Webb, DMV
Deidre Wild, DMV
Deborah Brierton, FHP
Deloris Holloway, FHP
Diane Austin, ISA
Elizabeth Denmark, OED

25 Years of Service

Mary Hormuth, DAS
Freddie Weston, DAS
Annie Benton, DDL
Karen Delmont, DDL
Andrea Dixon, DDL
Cassandra Jackson, DDL
Brenda Johnson, DDL
John Bagnardi, FHP
Cathy Byrne, FHP

30 Years of Service

ELinda Graham, DAS
Wayne Ivery, DAS (October 2007)
George Proctor, Jr., DAS
Norma Cox, DDL
Shirley Early, DDL
Rhonda Edenfield, DDL
Sandra Lambert, DDL
Mary Anglon, DMV
Amy Barnes, DMV
Patricia Duff, DMV
Gary Elmore, DMV
Betty Reed, DMV
Shirley Rodriguez, DMV
Caretha Williams, DMV
Larry Austin, FHP
Alan Conklin, FHP
Shirley Gaines, FHP
Charlie Harris, FHP
Terry Hoops, FHP
David Karasek, FHP
Paul Sharp, FHP
Randy Snow, FHP
Stephen Wheeler, FHP
Jowanna Harvey, ISA
Josephine Messer, ISA
Denise Rodenbough, ISA

35 Years of Service

Gwendolyn Dupree, DDL
Judith Montford, DDL
Betty Munroe, DDL
Carol Anderson, FHP
Linda Sellers, FHP
Brenda Ayers, ISA

40 Years of Service

Richard Gill, FHP

RETIRING MEMBERS

December 2007

Ms. Debbie N. Riddick, DMV
Sergeant Peter A. Bergstresser, FHP
Trooper Eugene P. Ferlita, FHP

January 2008

Mr. James W. Desrosiers, DDL
Mr. Robert D. Miller, DDL
Mr. Anthony L. Bolds, DMV
Lieutenant George A. Alex, FHP
Trooper James A. Boone, Jr., FHP
Trooper Otto H. Bottin, III, FHP
Trooper James H. Brazee, FHP
Corporal Terry L. Hoops, FHP
Ms. Debbie A. Smith, FHP
Trooper John C. Mitchell, FHP
Lieutenant Thomas E. Moore, FHP
Corporal Samuel E. Nieluchowski, FHP
Trooper Richard Pagliaro, FHP
Ms. Carolyn A. Shadd, FHP
Trooper Wilson S. Slade, FHP
Major Mark R. Trammell, FHP
Trooper Carlos R. Velasquez, FHP

February 2008

Ms. Ira J. Johnson, DAS
Mr. Ramoncito M. Cruz, DDL
Ms. Leigh E. Matusick, DDL
Ms. Eloise A. Turley, DDL
Mr. Norman T. Gore, FHP
Sergeant Wilburn A. Hart, FHP
Captain David M. Karasek, FHP
Trooper Lloyd E. Longley, FHP
Corporal Duane L. Rolli, FHP
Ms. Marititia N. Beach, ISA

March 2008

Ms. Sandra G. DeLopez, DAS
Ms. Francine L. Bissiotti, DDL
Ms. Nola D. Williams, DDL
Mr. Thomas F. Bliss, DMV
Ms. Sophia C. Colunga, DMV
Ms. Sandra G. Gentry, DMV
Ms. Linda E. Landis, DMV
Ms. Betty J. Reed, DMV
Ms. Carol L. Anderson, FHP
Ms. Earnestine L. Clark, FHP
Ms. Patricia L. England, FHP
Mr. Daniel R. Graves, FHP
Ms. Barbara J. Mathis, CSC
Ms. Jowanna M. Harvey, ISA
Ms. Eula L. Thompson, ISA