



# Second Quarter Performance Report

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

REVISED 3/31/17

Fiscal Year 2016–2017

## News and Accomplishments

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### LEADERS IN SERVICE

#### **FHP Troopers Assisted with Transporting a Manatee**

FHP Troop F (Southwest) assisted the Florida Fish and Wildlife Commission with transporting a manatee from Ft. Myers to Miami. Corporal James Harris, Sergeant James McPherson and Lieutenant Greg Bueno helped make sure the manatee made it to Miami waters safe and sound.

#### **Office of Inspector General earned Commission for Florida Law Enforcement Accreditation for Second Time**

The department's Office of Inspector General (OIG) earned its second reaccreditation from the Commission for Florida Law Enforcement Accreditation, Inc. (CFA). The purpose of accreditation is to promote best practices, functional accountability and professionalism. The CFA sends assessors once every three years to assess OIGs for compliance with 44 mandatory standards. The CFA assessment team found the DHSMV OIG was in compliance with all 44 standards with no corrective actions necessary, and the OIG was formally reaccredited by the CFA Commission in Westin on October 26.

#### **New Member Orientation Course for Veterans**

The New Member Orientation for Veterans course became available in November. The purpose of this course is to inform veterans who are newly hired to DHSMV about the department's veterans' resources, attendance and leave policies and other veterans' benefits. The 30 minute online course is also recommended for supervisors to take the course to familiarize or refresh themselves about the department's veteran's resources.

#### **Florida Licensing on Wheels (FLOW) Day of Dignity Event**

A special event that FLOW members participated in was the *Day of Dignity* event in Palm Beach County. More than 300 civilian and homeless veterans attended. The event was held at Ezell Hester Jr. Community Center in the City of Boynton Beach.

#### **DHSMV Donated Food at Conclusion of *Stuff the Charger* Events**

FHP troopers and DHSMV offices collected nonperishable food items October 26 through November 16 to be donated to local and international food banks. The department collected 39 tons of food items, which equated to approximately 65,000 meals for local and international families that were affected by this year's hurricanes.

#### **DHSMV Participated in Great American Teach-In**

FHP troopers participated in this year's Great American Teach-In. Initiated in 1990, the event calls upon participants to spend at least an hour in a public school classroom to talk about work, career challenges, hobbies and life experiences. The overarching aim is to provide real-life insights into work and careers and reinforce the importance of education for success in any career. Troopers attended at least ten events throughout the state and provided comprehensive driving safety information, the rollover simulator, DUI goggles and recruitment materials, and reached at least 5,672 attendees.

#### **Troop F – Southwest Recruitment Interview**

Troopers provided an interview to a local high school student regarding why troopers become troopers, which was published in the Cypress Lake High School newspaper. Topics included recruiting, not driving distracted, not driving under the influence and seat belt safety. The student also shared a personal story that she was involved in a crash when she was seven (she is now 17), and a female FHP trooper took extra time to assure her that she was going to be fine and not to be scared. The trooper gave her a FHP token badge and spent several minutes consoling her. The trooper was identified as Sherry Rongish who was able to be reached by phone during the interview and reunite with the student. Further, the student noted she was interested in becoming a trooper and was given a tour of the facility. Potential audience reach for the story was 1,000.

## News and Accomplishments *continued*

### Florida Licensing on Wheels (FLOW) Miami Jackson Senior High School Event

FLOW teams attended an ID initiative special event at Miami Jackson Senior High School. The event was a partnership to provide an opportunity for future leaders to start in the right direction by obtaining their ID. With valid credentials, such as an ID card, students are able to open bank accounts, apply for colleges and seek employment. FLOW members issued eight ID cards and those eight individuals also registered their emergency contact information.

### DHSMV Collected Items for Homeless for the Holidays

DHSMV held its annual *Be the Claus to Help the Cause* backpack drive to make a difference in the life of the homeless for the holidays. As part of the initiative, members collected backpacks, blankets, packs of socks, light weight gloves, toothbrushes, toothpaste, deodorant, soap, wash cloths, bottled water, granola bars and rolls of toilet paper, and placed them in new or slightly used backpacks. The items were given to the West Tennessee Mission Shelter in Tallahassee. Members also collected donations for various families with the Refuge House of Tallahassee.

### FHP Participated in Toys for Tots

Troop A (Northwest) participated in the Toys for Tots United States Marine Corps community toy drive. The troop headquarters was a collection site and troopers delivered the toys to a local distribution center.

### Trooper Rescued American Bald Eagle

Trooper Julio Velez, Troop D (Central East), rescued an American Bald Eagle on the Florida Turnpike near St. Cloud. A vehicle was traveling northbound when an eagle flew into its path. The eagle struck the windshield and was stunned. Trooper Velez rescued the eagle, placed him in his patrol car and called animal rescue. The eagle recovered at the Birds Of Prey Center in Maitland and was later released back in the wild by Trooper Velez.

## AGENTS OF PROGRESS

### DHSMV Hosted Annual International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA) Auditor Meeting

The department hosted its IRP/IFTA Auditor Annual Meeting at DHSMV headquarters in Tallahassee. Auditors and department members discussed procedures, issues encountered in the field and future changes to the IRP and the IFTA agreements. Under these two agreements, Florida is required to audit three percent of motor carriers who file and pay quarterly taxes to the state. The auditing team also toured DHSMV and engaged with leadership members.

### FHP Public Affairs Officers Received Media Relations Training

FHP Public Affairs Officers attended media relations training October 24-26 at DHSMV headquarters. The training provided strategies for enhancing positive messages and media and community relations.

### DHSMV Hosted Federal Highway Administration

On November 1, the Federal Highway Administration (FHWA) visited the department's Heavy Vehicle Use Tax (HVUT) Unit in preparation for the required triennial review. FHWA conducted a walk-through of the auditing processes to ensure that required fees, along with supporting documentation, are being collected as required. Compliance will ensure that federal monies are returned to Florida for highway construction and maintenance projects.

### DHSMV Continued Minority Outreach Regarding Vehicle Safety

The department participated in two local Spanish cable television shows and discussed the urgent recall of the Takata air bags installed in 2001-2003 Honda and Acura vehicles. As the interview-style program aired, the website and telephone number for more information about the recall were shown on the bottom of the screen for viewers.

### Class E Driver License Knowledge Exam Became Available in Arabic

The department released the Class E Knowledge Exam in Arabic this quarter. As DHSMV continues to enhance customer service, the department's goal is to add French, Vietnamese and Portuguese within the next year.

## News and Accomplishments *continued*

### **DHSMV Chaired the American Association of Motor Vehicle Administrators (AAMVA) E-Odometer Task Force**

The E-Odometer Task Force recently met in Phoenix, Arizona, with the objective of drafting a guidance document to assist jurisdictions with implementing an electronic odometer disclosure process. The team is awaiting the final regulation to be issued by the National Highway Traffic Safety Administration (NHTSA), and the goal is to have this guidance published by Summer 2017. The new guidance will improve outdated processes and assist with reducing odometer fraud throughout the nation. The task force currently includes 12 active jurisdictional members and is chaired by DHSMV.

### **DHSMV Met with Driver License Redesign Vendor**

The department is in the process of redesigning the state's driver license, and four DHSMV members traveled to meet with the contracted vendor's card design team. The goal is to create a new and improved credential with enhanced security features as well as improve the data layout to conform with the American Association of Motor Vehicle Administrators' (AAMVA) standards. The new design will provide Floridians with a more secure over-the-counter credential that reduces the risk of identity theft and fraud.

### **DHSMV attended Florida State University Career Fair**

On Thursday, September 29, DHSMV attended Florida State University's Seminole Futures Career Fair held at the Donald L. Tucker Civic Center in Tallahassee. Department recruiters made contact with at least 2,345 students and collected resumes in order to follow up with potential applicants for various open positions. Members also demonstrated how to find and apply for job opportunities on the department and PeopleFirst websites. DHSMV members routinely attend college career fairs as well as networking events for students and veterans.

### **DHSMV Met with PRIDE to Improve License Plate Production Process**

On September 29, 2016, department members met with PRIDE Enterprises staff responsible for Florida's license plate production. Issues discussed concerned the current license plate process and previews for future fonts, dyes and paint colors. DHSMV continues to work with PRIDE to positively impact the production process.

### **DHSMV Launched Middle Management Leadership Training**

The department developed training for division supervisors and managers, identifying 80 members who are in middle management positions to take part in leadership training beginning from October 2016 through January 2017. This training provided members with new and improved management skills and strategies to enhance process improvement and member satisfaction.

### **DHSMV Provided Commercial Driver License (CDL) Compliance Officer Training**

The department hosted the CDL Third Party Testing Training for Compliance Officers in Tallahassee in October. The agenda included discussions on what compliance officer roles are, what requirements they must meet and their statutory authority. The training included a review of the new Compliance Officer Procedure Manual, a presentation from the Florida Highway Patrol on detecting CDL fraud and a conference call with the American Association of Motor Vehicle Administrators to discuss CDL testing procedures.

## **CHAMPIONS FOR SAFETY**

### **Troopers Saved Motorist's Life**

FHP Sergeant Eric McGuire and Troopers Kevin Frost, Jeffrey Hattle and Justin Smatt saved the life of a commercial vehicle driver along Interstate 10. The motorist was traveling approximately two miles per hour in the emergency lane and failed to acknowledge FHP and stop his vehicle. During the incident, Trooper Frost attempted to gain the motorist's attention by banging on the passenger window with his flashlight, at which time, the driver accelerated, knocking Trooper Frost to the ground where he suffered an injury to his arm. The driver was safely stopped a short time later. Medical staff determined the driver was suffering from a neurological medical issue, and the quick action of FHP in obtaining medical assistance most likely saved his life.

## News and Accomplishments *continued*

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### **DHSMV Reminded Motorists to Travel Safely During the Holiday Season to Arrive Alive**

The department launched its Holiday Travel Campaign to remind motorists the importance of taking extra care on Florida's roadways during the holiday season. Millions of Floridians and visitors were expected to travel on Florida roads over the holiday season, and DHSMV partnered with the Florida Sheriffs Association, Florida Police Chiefs Association and the American Automobile Association (AAA) to ensure all travelers Arrive Alive. Throughout the months of November and December, DHSMV educated Floridians and visitors on safe driving behaviors such as buckling up, slowing down, driving sober and eliminating distractions.

### **FHP Saved Life of Elderly Man with Dementia Driving Wrong Way on Turnpike**

On October 28, Troopers Joshua Albo and Daniel Grant, both from Troop D (Central East), responded to a call from Turnpike employees regarding a driver traveling the wrong way and nearing the toll gantry. During the traffic stop, the troopers were contacted about a missing persons report underway by the driver's wife and were informed the driver had dementia. They drove him to a local hospital for evaluation and to be reunited with his family. Thanks to the alert Turnpike employees who quickly notified FHP dispatch and worked together with Duty Officers Amanda Phillips and Brionca Waters and Troopers Albo and Grant, the department was able to respond quickly and prevent what could have been a tragic event.

### **DHSMV Supported Older Driver Safety Awareness Week**

DHSMV members from the Office of Driver Safety and Florida Licensing on Wheels units participated in the Boca Raton Mobility Fair in support of *Older Driver Safety Awareness Week*. The fair was free and open to older drivers to learn safe driving practices and to have the opportunity to receive a CarFit check. The CarFit check assists drivers with finding comfort and safety in their own vehicle through the means of installing a larger rearview mirror and seat lifts among other enhancements geared toward older drivers.

### **FHP Troop F Awarded 2016 Agency of the Year by Lee County Injury Prevention Coalition**

FHP Troop F (Southwest) was recognized by the Lee County Injury Prevention Coalition (IPC) as the 2016 Agency of the Year. This award recognizes an organization or agency that has led the community in injury prevention activities. This year, the Lee County IPC recognized Troop F for their local safety campaigns and for hosting multiple regional public awareness and media events. In addition, they have increased patrols in high risk areas involving motor vehicle, bike and pedestrian fatalities. Troop F Captain Joseph Gideons accepted the award.

### **FHP Commercial Vehicle Enforcement (CVE) Began Agricultural Truck Driver Education Program**

On September 21, FHP CVE held its second Florida Intrastate Agriculture Motor Carrier seminar targeting agricultural truck drivers. CVE Troopers presented safety information to 156 truck drivers representing more than 50 independent agricultural companies with agricultural exemptions. This particular motor carrier industry is exempt from obtaining a USDOT number and, as such, is not regularly exposed to FHP's safety campaigns, seminar offerings or Federal Motor Carrier Safety Administration (FMCSA) regulations and updates. The program has been well-received within the agriculture industry. Future seminars will be scheduled and the training is available in Spanish, increasing the reach of this critical information.

### **DHSMV Promoted National Teen Driver Safety Week and Teen Arrive Alive Day**

The department joined the National Highway Traffic Safety Administration (NHTSA) in recognizing *National Teen Driver Safety Week* from October 16 to 22 and highlighted *Teen Arrive Alive Day* on October 18 with safety events and presentations at high schools statewide. The presentations focused on enforcing Graduated Driver License (GDL) laws, driving sober and operating a motor vehicle fully engaged without distractions.

## **News and Accomplishments** *continued*

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### **FHP and Commercial Vehicle Safety Alliance Partnered for *Operation Safe Driver***

FHP partnered with the Commercial Vehicle Safety Alliance to launch *Operation Safe Driver* October 16-22. The campaign increased safe driving awareness around large trucks and improved safety compliance with commercial truck operators. FHP also conducted high-visibility traffic enforcement on commercial motor vehicles (CMV) and non-CMV drivers in high crash-rate areas along Florida's I-95 corridor.

### **DHSMV Attended Orlando Crime Prevention Training Conference**

Department members attended the 47th Annual Florida Crime Prevention Association's Southern States Crime Prevention Training Conference in Lake Buena Vista. Staff coordinated the Safe Mobility for Life Coalition's exhibition booth during the conference and represented DHSMV on the coalition's licensing and enforcement team. The team provided information from the coalition and conducted an online survey to determine the needs of law enforcement professionals and develop resources to promote safe driving and mobility for aging road users.

### **DHSMV Participated in *Week of Awareness* at Leon County High Schools**

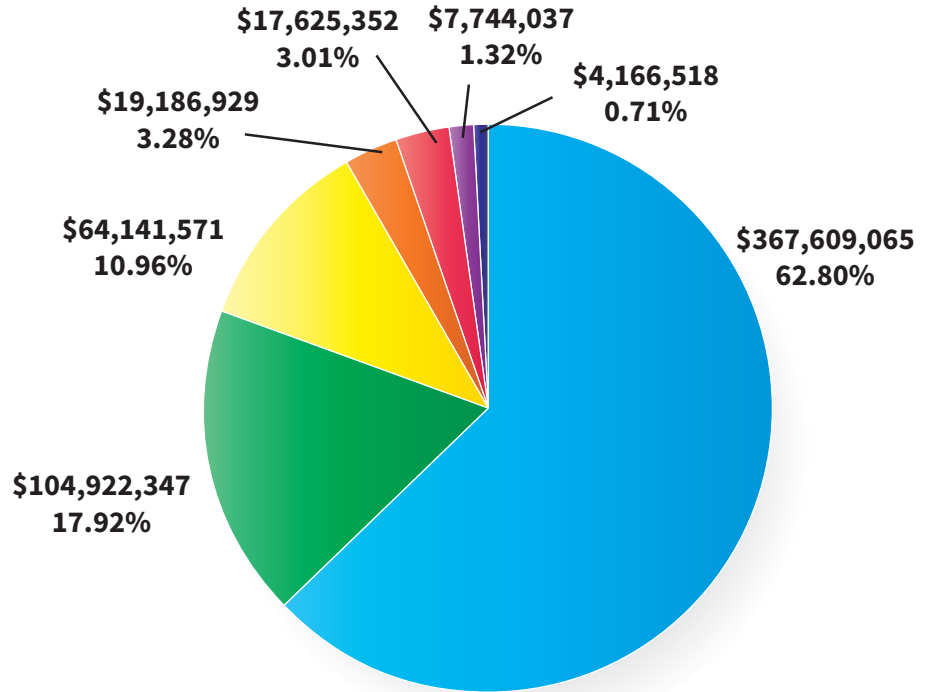
DHSMV members from the Office of Driver Safety participated in a *Week of Awareness* at Leon County high schools, a series of events sponsored by the Leon County Responsible Decision Making Coalition. Members engaged many of the students with the Distracted Driving Simulator which simulates driving with distractions such as texting as well as provided information to students and faculty on the risks associated with distracted driving.

## Revenue Information

<i>Second Quarter</i>	<i>Trust Funds</i> \$477,849,771	<i>General Revenue</i> \$107,546,048	<i>Total</i> \$585,395,819
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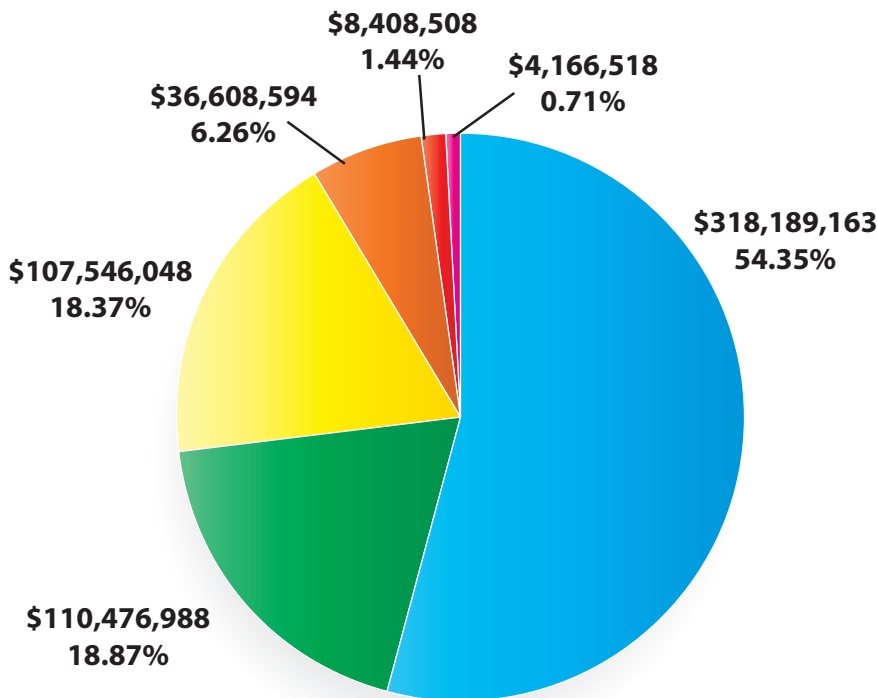
### Where The Money Comes From

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



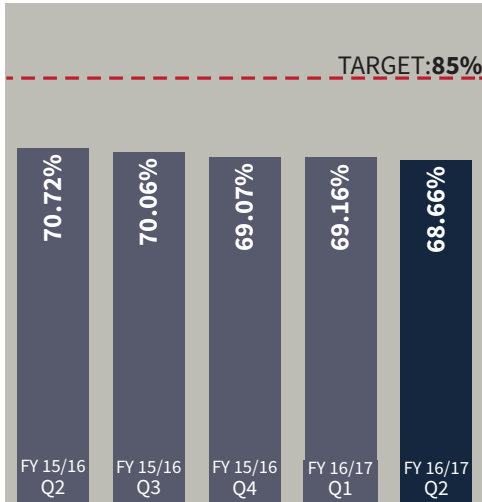
### Where The Money Goes

- Department of Transportation
- DHSMV Agency Funding
- General Revenue Funded Programs
- Other
- Specialty Plate Organizations
- Motor Fuel Use Tax

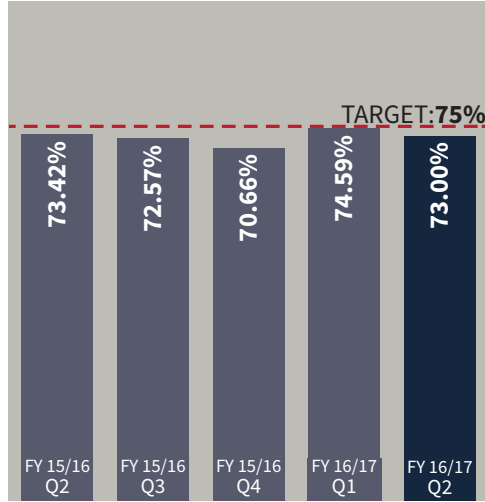


## Performance Measures and Standards

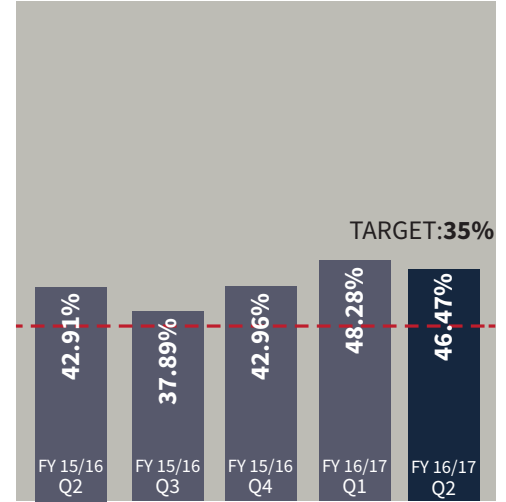
**Percentage of FHP calls for service responded to within 30 minutes or less**



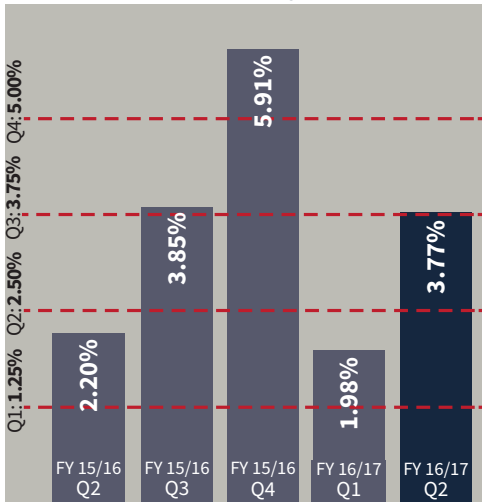
**FHP percentage of time spent on active patrol or crash investigation**



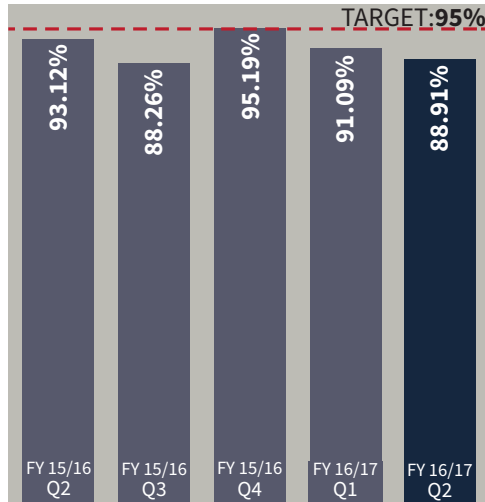
**Percentage of Level III Inspections on Commercial Motor Vehicles**



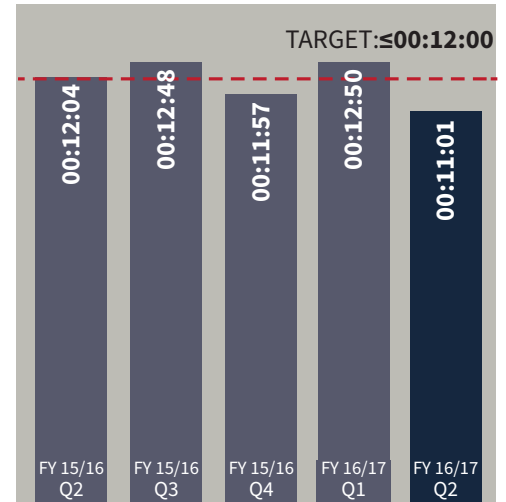
**Percentage of targeted transactions reviewed for quality assurance**



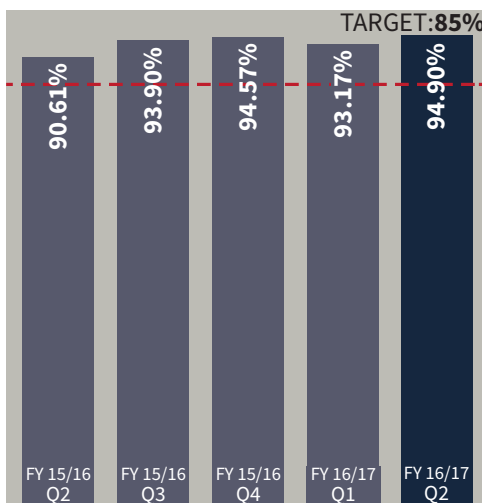
**Percentage of Motorist Services Offices with a wait time of less than 30 minutes**



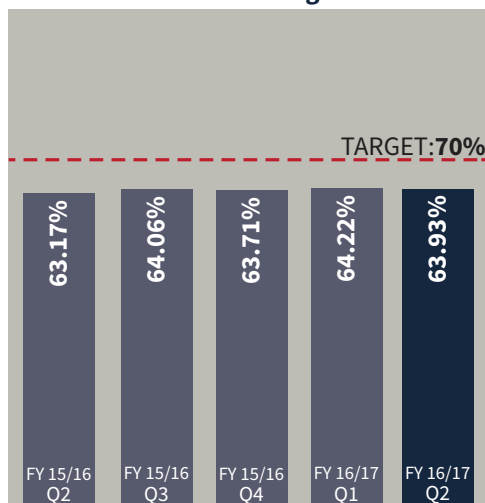
**Motorist Services Call Center wait times**



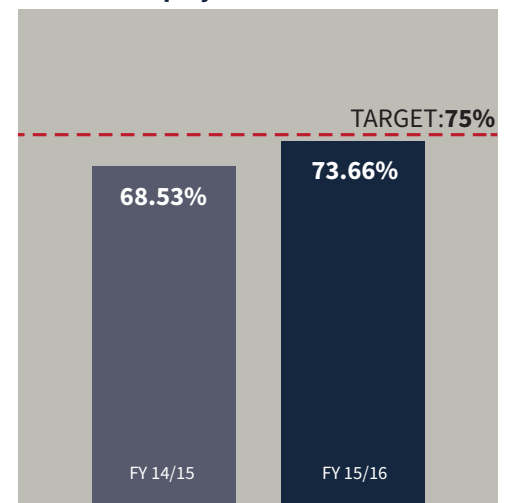
**Motorist Services Customer Satisfaction**



**First Time Pass Rate for Class E Driver's License Knowledge Test**



**Employee Satisfaction**





## Purchases Made

### Purchases Over \$100,000\* October 2016 through December 2016

Purchase Order/ Contract #	Vendor	Commodity or Service	Procurement Method	Contract Term	Fiscal Year 2016/17 Estimated Expenditures	Total Contract
HSMV-0998-16	MorphoTrust USA, LLC	Driver-Related Credential Print Solution	Invitation to Negotiate	6-years (Optional 6-year Renewal Period)	\$0	\$45,904,158
PO1303059	Dana Safety Supply, Inc.	Rifle Racks	Invitation to Bid	3-years (Optional 3-year Renewal Period)	\$30,000	\$235,000
PO1267422	RR Donnelley	Printing, Shipping and Warehousing of Traffic Citations	Invitation to Bid	3-years (Optional 3-year Renewal Period)	\$139,750	\$418,557
B03368	FSU / NWRDC	Co-location Services	Governmental Agency	5-years (Optional 5-year Renewal Period)	\$627,742.34	\$627,742.34

\*Rule 15-1.012, F.A.C.