



Annual Performance Contract

Fiscal Year • 2012 - 2013



Julie L. Jones: Executive Director



June 26, 2012

Executive Director's Message:

Strategic planning and performance management are more than concepts at the Department of Highway Safety and Motor Vehicles. They drive the way we do business each and every day. By updating our annual goals, objectives and strategies, we are able to create a roadmap for our Department's future success. The critical element of the process is found in our willingness and ability to establish specific performance measures and standards to evaluate our performance and report it to the public.

This *Annual Performance Contract* contains 37 specific performance measures and standards by which the Department will hold itself accountable during the 2012-13 fiscal year. Each measure links to one or more of our goals and objectives, and represents our continuing commitment to accomplishing our mission of providing safety and security through excellence in service, education and enforcement. The Department will report our performance to the Governor, Cabinet and the public each quarter, to include an annual report at the conclusion of the fiscal year.

DHSMV has the unique opportunity to touch the lives of millions of Florida residents and visitors each year. With approximately 4,500 members statewide and a significant network of service delivery partners and stakeholders, we realize that we have an opportunity to make Florida a safer place to live, work and play. A safer Florida – It's a vision of the future we can all live with.

Julie Jones
Executive Director

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

A. Highway crashes	ANNUAL STANDARD
1. % change in highway fatalities to previous year	0% or reduction
2. % change in highway crashes to previous year	0% or reduction
3. % change in highway injuries to previous year	0% or reduction
4. % change in teen drivers involved in fatal crashes to previous year	0% or reduction
5. % change in alcohol-related fatalities to previous year	0% or reduction
6. % change in commercial vehicle crashes to previous year	1.3% or greater reduction
B. Highway safety education and enforcement	
7. % of duty hours spent on patrol and investigation activities	72%
8. Number of highway safety education hours provided	7,500
9. Number of safety education and enforcement marketing related activities	12
10. Number of commercial vehicle inspections performed	79,380
11. % of insured motorists	95%
C. Criminal Investigations	
12. % of criminal investigation cases completed within 90 days	72%
13. % of field intelligence reports reviewed, analyzed and adjudicated within 30 days	90%
14. % of vetted intelligence information that is shared with the intelligence community within 7 days	80%

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

A. Motorist transactions successfully completed	
15. % of registration transactions successfully completed	95%
16. % of title transactions successfully completed	90%
17. % of driver license and identification card transactions successfully completed	98%
18. % of disabled parking permit transactions successfully completed	98%
B. Customer services completed timely	
19. % of calls for service responded to by FHP within 30 minutes	65%
20. % of driver license office customers waiting 30 minutes or less for service	95%
21. % of titles issued within 3 workdays of request	98%
22. % change in average wait time for Customer Service Center calls to previous year	5% or greater reduction
23. % of business licenses issued timely	98%
C. Customer Satisfaction	
24. % of customers that rate services as satisfactory or better	85%

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

A. Customer Technology Use	ANNUAL STANDARD
25. % of customers being served via internet	20%
26. % of motor vehicle and vessel titles issued electronically	35%
27. % of IFTA tax returns and IRP transactions processed electronically	10%
B. New Technology Projects	
28. % of new projects developed and implemented successfully	95%
29. % of time dedicated to research and development	10%
C. Computer support uptime available to our partners	
30. % of Mainframe system uptime	99.9%
31. % of Oracle uptime	99.9%
32. % of SQL server uptime	99.9%
33. % of Customer Information Control System (CICS) uptime	99.9%
34. Effectiveness of data and systems security preventative measures	100%

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

35. % of members who rate job satisfaction as satisfactory or better	75%
36. Increase participation in leadership training programs	5% or greater
37. Increase % of positions filled by internal promotion	1% or greater