

MEETING OF THE GOVERNOR AND CABINET
AS HEAD OF THE DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES

June 16, 2011
AGENDA

Agency Contact: Steven Fielder, 850-617-3195

<http://www.flhsmv.gov/agenda/2011/061611Agenda.pdf>

1. Respectfully submit the Minutes for March 9, 2011 Cabinet Meeting.

Attachment #1.
Recommend Approval.

2. Respectfully submit the 3rd Quarter Performance Report for Fiscal Year 2010-2011.

Attachment #2.
Recommend Approval.

3. Respectfully submit the Performance Contract and Strategic Goals for Fiscal Year 2011-2012.

Attachment #3.
Recommend Approval

4. Respectfully submit Medical Advisory Board Extensions.

Attachment #4.
Recommend Approval.

THE CABINET
STATE OF FLORIDA

Representing:

FINANCIAL SERVICES COMMISSION, INSURANCE REGULATION
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
FLORIDA DEPARTMENT OF LAW ENFORCEMENT
ADMINISTRATION COMMISSION
BOARD OF TRUSTEES OF THE INTERNAL IMPROVEMENT TRUST FUND

The above agencies came to be heard before
THE FLORIDA CABINET, the Honorable Governor Scott
presiding, in the Cabinet Meeting Room, LL-03, The
Capitol, Tallahassee, Florida, on Wednesday, March 9,
2011, commencing at approximately 9:06 a.m.

Reported by:

MARY ALLEN NEEL
Registered Professional Reporter
Florida Professional Reporter
Notary Public

ACCURATE STENOGRAPHY REPORTERS, INC.
2894 REMINGTON GREEN LANE
TALLAHASSEE, FLORIDA 32308
850.878.2221

APPEARANCES:

Representing the Florida Cabinet:

RICK SCOTT
Governor

PAM BONDI
Attorney General

JEFF ATWATER
Chief Financial Officer

ADAM PUTNAM
Commissioner of Agriculture

* * *

I N D E X

INFORMATIONAL ITEM
(Presented by DR. DAVID MATKIN)

ITEM	ACTION	PAGE
--	Discussed	4

FINANCIAL SERVICES COMMISSION, INSURANCE REGULATION
(Presented by KEVIN McCARTY)

ITEM	ACTION	PAGE
1	Discussed	23
2	Approved	50
3	Approved	50
4	Approved	51

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(Presented by JULIE JONES)

ITEM	ACTION	PAGE
1	Approved	53
2	Approved	56
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FLORIDA DEPARTMENT OF LAW ENFORCEMENT
(Presented by JERRY BAILEY)

ITEM	ACTION	PAGE
1	Approved	58
2	Approved	60

ADMINISTRATION COMMISSION
(Presented by PHILLIP MILLER)

ITEM	ACTION	PAGE
1	Approved	61
2	Approved	74
3	Approved	90

BOARD OF TRUSTEES OF THE INTERNAL IMPROVEMENT TRUST FUND
(Presented by HERSCHEL VINYARD)

ITEM	ACTION	PAGE
1	Approved	91
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1 GOVERNOR SCOTT: Okay. The next agenda item
2 is the Department of Highway Safety and Motor
3 Vehicles presented by Executive Director Julie
4 Jones. Good morning, Julie.

5 MS. JONES: Good morning, Governor and Cabinet
6 members. I appreciate the opportunity to present
7 the Department of Highway Safety and Motor
8 Vehicles' first Cabinet agenda under your
9 leadership.

10 We have three agenda items today, but first I
11 would like to take a moment and introduce the new
12 director for the Florida Highway Patrol, Colonel
13 Brierton, Colonel David Brierton. He has been
14 selected from over 50 candidates. We threw a very
15 wide net nationally, and he is the person that we
16 have selected to lead the Patrol. Twenty-seven
17 years thus far, he was a lieutenant colonel at the
18 time that he was promoted over operations. We are
19 very proud of him, and I would like to just say
20 that he's got some big shoes to fill, but I know
21 that he can do it.

22 (Applause.)

23 MS. JONES: Thank you. Item Number 1, we
24 respectfully request approval of the minutes from
25 the November 9th Cabinet meeting.

1 GOVERNOR SCOTT: Is there a motion on the
2 minutes?

3 ATTORNEY GENERAL BONDI: Move to approve.

4 GOVERNOR SCOTT: Is there a second?

5 CFO ATWATER: Second.

6 GOVERNOR SCOTT: Moved and seconded. Show
7 Item 1 approved without objection.

8 MS. JONES: Item Number 2, we respectfully
9 request approval of the Department's Second Quarter
10 Performance Report.

11 To familiarize you just a little bit with what
12 we do, our performance report this year has
13 numerous measures and I would say numbers. And
14 we're trying to become more outcome based, so what
15 we're going to be bringing to your respective
16 staffs in draft form in the near future is a
17 Dashboard that focuses on more -- it's more results
18 oriented.

19 But focusing on the current measures, I would
20 like to highlight a few measures that we're very
21 proud of and a couple that, quite frankly, have --
22 need improvement, and we're going to explain what
23 we're going to do there.

24 Driver's license wait times. I know Jay Leno
25 kids around about the DMV, and it's always driver's

1 license wait times. While beneficial, the federal
2 Real ID Act contributed to longer wait times
3 because of the time required to process extra
4 paperwork.

5 And what we have continued to do is to do
6 outreach to our customers and educate them on the
7 documents that they need to bring in to a driver's
8 license office, as well as continue to ask the
9 Department of Homeland Security for exceptions to
10 speed up the process. So incrementally, we're
11 getting better and better, but we still need
12 improvement in this measure.

13 Another measure where we're focused on
14 improvement is our customer service call center,
15 and it again is slow for the same reasons that I've
16 already articulated for driver's license wait
17 times. We lack the number of phone lines and the
18 capacity with call takers because of the volume.
19 So we're researching the most frequent call types
20 that we get, and we're implementing some changes in
21 technology to help speed up and more accurately
22 answer phone calls.

23 On a positive note, we assisted nearly 70,000
24 motorists in the second quarter, and the Highway
25 Patrol exceeded its goal in responding to calls for

1 roadside service within 30 minutes or less.

2 Most people, unfortunately, think of the
3 Highway Patrol when you're getting a ticket, but
4 there's a lot more to the Patrol. And Star FHP is
5 an asset to our citizens and visitors who are
6 broken down on our roadways, and they do a lot of
7 customer service related to actively answering to
8 calls that are not necessarily crime related.

9 GOVERNOR SCOTT: They took care of my daughter
10 recently when she --

11 MS. JONES: Outstanding.

12 GOVERNOR SCOTT: When she broke down, her car
13 broke down.

14 MS. JONES: We're also very proud of the fact
15 that 99.7 percent of the dealer licenses -- and the
16 Department, just for information, licenses all
17 motor vehicle dealers, franchised auto dealers,
18 dealers that sell recreational vehicles,
19 manufactured mobile homes.

20 We are very proud that we issue within five
21 days of receiving a completed dealer application
22 99.7 percent of the time, and our goal is to keep
23 this process streamlined to enable businesses to
24 operate very -- to initiate operation very quickly.

25 So I would ask approval of our second quarter

1 performance measures.

2 GOVERNOR SCOTT: Any questions? Is there a
3 motion on Item 2?

4 COMMISSIONER PUTNAM: Move approval.

5 GOVERNOR SCOTT: Second?

6 ATTORNEY GENERAL BONDI: Second.

7 GOVERNOR SCOTT: Moved and seconded. Show
8 Item 2 approved without objection.

9 MS. JONES: Item 3, we respectfully request
10 approval for final adoption of Rule 15A-10.009,
11 which relates to probation and DUI program
12 jurisdiction. This rule prohibits private
13 probation service providers from self-referring
14 clients to a DUI program that is owned in whole or
15 part by that probation service provider.

16 What this does is codify statutory changes
17 that were made by the 2009 Legislature.

18 GOVERNOR SCOTT: Any questions?

19 ATTORNEY GENERAL BONDI: No.

20 GOVERNOR SCOTT: Okay. Is there a motion?

21 ATTORNEY GENERAL BONDI: Move to approve.

22 GOVERNOR SCOTT: Second?

23 CFO ATWATER: Second.

24 GOVERNOR SCOTT: Moved and seconded. Show

25 Item 3 approved without objection. Thank you very

1 much.

2 MS. JONES: Thank you, and I appreciate your
3 support for our department.
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Third Quarter Performance Report: Fiscal Year 2010 — 2011



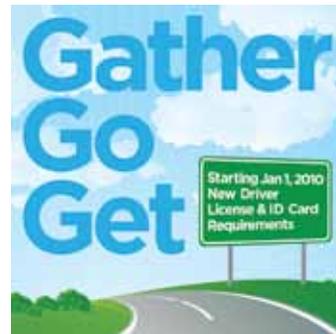
Providing Highway Safety and Security
Through Excellence In Service, Education, and Enforcement

Julie Jones, Executive Director

News

Service Delivery: Ensuring Customer-Driven Excellence

REAL ID One-Year Update: Florida became one of the first states in the nation to issue Real ID compliant credentials. The change brought on new documentation requirements for Florida residents who wish to obtain a driver license or identification card. During the first year of the new requirements, the Department and our tax collector partners issued nearly 3.5 million credentials with the gold star in the upper right corner indicating compliance with the new identification requirements. The website created to prepare Floridians for their next visit to a driver license office, www.GatherGoGet.com, continues to maintain steady traffic. Approximately 35,000 – 40,000 unique visitors seek out the site every week to make sure they have everything needed to obtain a new or renewed license or ID card.



Inspector General's Office Garners Recognition: The Commission for Florida Law Enforcement Accreditation officially recognized and awarded accredited status to the Department's Office of Inspector General investigative function. The commission independently evaluated the OIG's investigative policies and procedures against the standards developed by the Chief Inspector General, the Inspectors General Workgroup, and commission staff. By meeting these stringent requirements and prescribed standards, the Department is recognized for the consistency and quality of our investigations.

Department Participates in Inmate Credentialing Pilot: The Department recently partnered with the Florida Department of Corrections to assist with an inmate credentialing pilot program. The program pairs DHSMV with the Department of Health's Office of Vital Statistics and the Social Security Administration to help soon-to-be released inmates obtain an identification card before their release. Obtaining the required documentation for an ID card can be difficult for some, and assisting inmates with the process before their release helps simplify their transition back into society.

Safety First: Protection through Service, Education and Enforcement

Preliminary Figures Show Crash Fatalities Fall for Fifth Year Straight: In 2010, Florida experienced 2,459 traffic crash fatalities, a three-decade low and an annual decrease of more than five percent, according to preliminary data from the Florida Department of Highway Safety and Motor Vehicles. By comparison, 2,563 people died in traffic crashes in 2009. The number of crash fatalities in 2010 is the lowest the state has seen since 1978 even though the Sunshine State's population has doubled since that time. The final count for 2010 will be available later this year when the Department publishes its annual *Traffic Crash Statistics Report 2010*. Reports from previous years are available online at www.flhsmv.gov/html/safety.html.

MADD Names Evans Law Enforcement Officer of the Year: Mothers Against Drunk Driving named Trooper Ronald Evans Jr. as the *MADD Law Enforcement Officer of the Year* and honored 10 other troopers, along with officers from agencies around the state, at a ceremony held on March 14. The Florida Highway Patrol also awarded Trooper Evans the Hurd-Smith award for 2011. The award recognizes the trooper who leads FHP in Driving Under the Influence apprehensions for the year. Evans, stationed in Land O'Lakes, made 238 DUI arrests last year. FHP also recognized these troopers for their efforts to remove impaired drivers from the roadways by making more than 100 DUI arrests in 2010.

SLECA Honors State Law Enforcement Officers: The State Law Enforcement Chiefs Association conducted its annual awards ceremony on March 3. Three Florida Highway Patrol members were recognized at the ceremony.

- Trooper Danyen Komorek was nominated for *Officer of the Year* for her role in pulling an unresponsive driver out of a burning vehicle almost immediately after it crashed, saving the driver's life.
- Lt. Roy W. Jackson Jr. was nominated for *Investigator of the Year* for his innovative efforts to investigate a cargo theft ring operating in Duval and Hillsborough counties.
- SLECA awarded Trooper Tammye Broughton the *Medal of Valor* for stopping a conflict in Miami where a subject had already shot an officer from the Department of Environmental Protection twice and was struggling with an agent from the Bureau of Alcohol, Tobacco, Firearms and Explosives to disarm him.



Bike Week Task Force Recovers 35 Motorcycles: Department representatives in Deland participated in the Volusia County Sheriff's Department Task Force operations on March 4-12, during the Daytona Beach Bike Week event. The Task Force conducted inspections within the unincorporated areas of Volusia County, and within

Daytona Beach, Ormond Beach, Port Orange, New Smyrna Beach, Deland and South Daytona. The Task Force recovered 35 stolen or altered motorcycles and one enclosed trailer during the nine-day period.

Workforce: Valuing Our Members

Department Earns Award for Outstanding Training: The Department's Learning and Development Office has been named a *Learning! 100* award winner. Elearning! Media Group hosts the award program to honor top learning organizations. The award recognizes DHSMV for its learning culture, innovation and organizational performance. The Department's implementation of iLearn, a web-based learning management system, last year was paramount to the success that helped the agency land the award.

Project T.N.T. (Together Navigating Tomorrow): Project T.N.T. is an exciting and progressive initiative by and for DHSMV members. Its goal is to identify our biggest challenges and best solutions. The Project began with member surveys and regional workshops to identify important issues and cross-divisional teams have been working to develop recommendations to improve the agency's performance. By identifying issues that are important to our members, customers and stakeholders, Project T.N.T. is helping DHSMV chart a path that will ensure our continued success as the nation's premier highway safety agency. To date, Project T.N.T. teams have identified 45 quick wins, many of which the agency has implemented. All 17 teams presented short-term, intermediate and long-term recommendations to the Department's Executive Leadership Team on April 4-8. The leadership team has reviewed the recommendations and is integrating some of them into the agency's strategic plan for Fiscal Year 2011-2012.

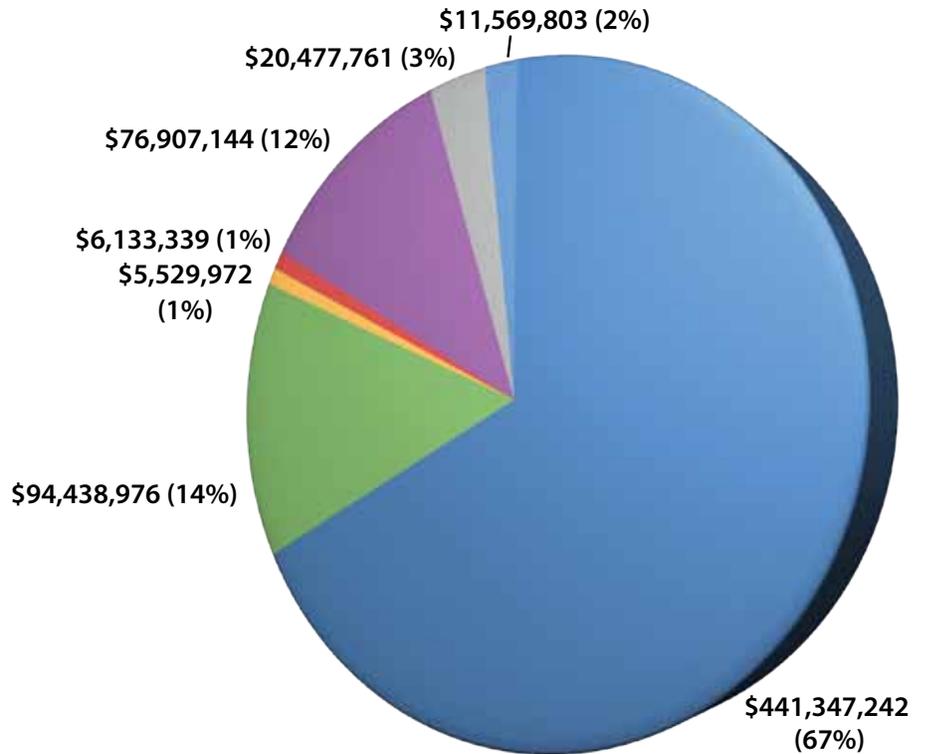


Revenue Information

3rd Quarter	Trust Fund \$392,249,054	General Revenue \$264,155,181	Total \$656,404,235
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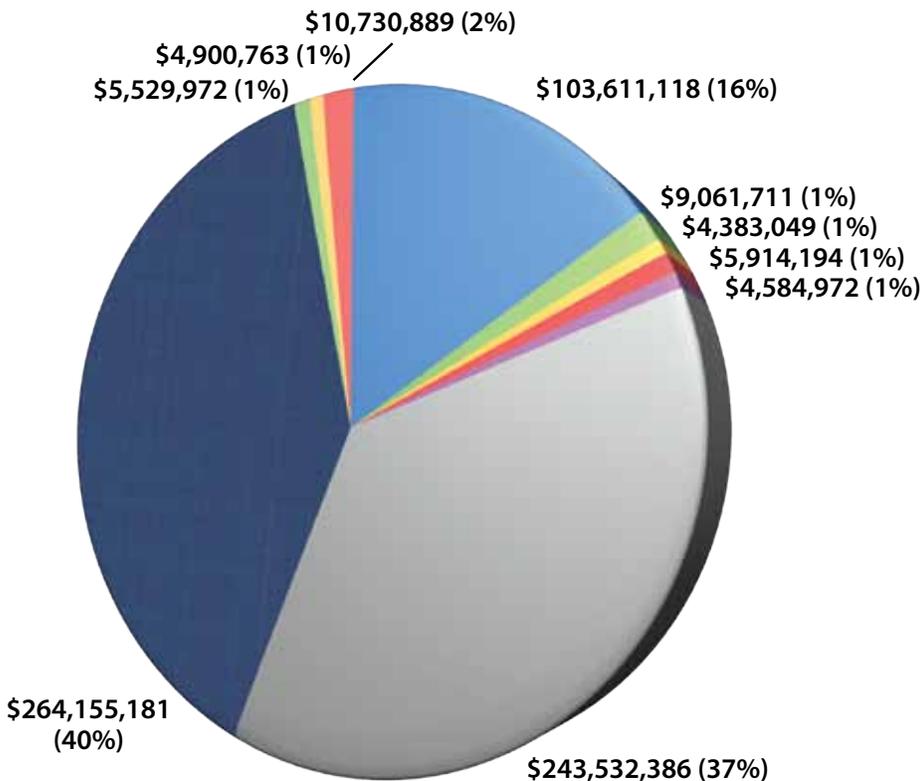
Where The Money Comes From

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



Where The Money Goes

- HSMV Agency Funding
- Specialty Plate Organizations
- Dept of Juvenile Justice
- Fish & Wildlife Conservation Commission
- Law Enforcement Radio TF
- Dept of Transportation
- General Revenue Funded Programs
- Fuel Use Tax
- Air Pollutions Control-DEP
- Other



Performance Measures

Measure	3rd Qtr. 2009-10	3rd Qtr. 2010-11	YTD Actual 2010-11	Annual Standard
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Service Delivery - Employ strategies that ensure customer-driven excellence.

1. Number of motorists assisted by FHP	68,298	64,924	202,835	300,000
2. Percent of driver license office customers waiting 15 minutes or less for service (a)	54.3%	46.6%	47.9%	80%
3. Percent of driver license office customers waiting less than 30 minutes for service (a)	71.8%	62.7%	64.7%	95%
4. Percent of customer service phone calls answered by the Customer Service Center within two minutes of being placed in the queue (b)	29.1%	23.7%	22.8%	70%
5. Number of highway crashes investigated by FHP	54,244	53,308	160,065	235,000
6. Percent of fatal highway crashes investigated by FHP to all fatal highway crashes investigated by law enforcement in Florida	64.6%	56.0%	58.7%	60%
7. Percent of traffic homicide investigations completed within 90 days of crash (c)	68.5%	66.5%	66.6%	80.0%
8. Percent of calls for service responded to within 30 minutes	68.1%	68.9%	69.3%	65.0%
9. Percent of traffic investigation hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	25.7%	25.5%	24.7%	23.0%
10. Percent of criminal investigation cases resolved within 30 days	61.9%	36.6%	44.5%	50%
11. Percent of professional compliance investigation cases completed within 45 days(d)	78.6%	70.0%	57.1%	80%
12. Number of corrections per 1,000 driver records maintained (e)	6.3	6.8	6.7	4.0
13. Number of driver licenses and identification cards issued (f)	1,161,002	1,339,298	3,860,714	6,200,000
14. Percent of vehicle/vessel titles issued without error	92.4%	94.1%	95.1%	92%
15. Number of motor vehicle/manufactured home/vessel titles issued	1,364,573	1,503,421	4,036,985	5,750,000
16. Number of motor vehicle/manufactured home/vessel registrations issued	4,936,665	5,193,261	14,127,596	21,300,000
17. Percent of titles issued within three workdays of request	100%	100%	100%	98.0%
18. Percent of motor vehicle, manufactured home and recreation vehicle dealer licenses issued within five workdays of receipt of completed dealer application	99.8%	99.2%	99.6%	99.0%
19. Percent of paper titles issued for motor vehicles, manufactured homes and vessels to all titles issued	81.1%	81.5%	77.7%	80.0%
20. Percent of biennial motor vehicle, manufactured home and vessel registrations issued to all registrations issued eligible for biennial registration	6.8%	7.9%	7.8%	6.0%

Safety – Protect our citizens’ lives and personal security through service, education, and enforcement.

21. Florida highway fatality rate per 100 million vehicle miles traveled	Annual	Annual	Annual	1.5
22. Florida alcohol-related highway fatality rate per 100 million vehicle miles traveled	Annual	Annual	Annual	0.58
23. Florida’s seat belt compliance rate	Annual	Annual	87.4%	85.0%

Performance Measures

Measure	3rd Qtr. 2009-10	3rd Qtr. 2010-11	YTD Actual 2010-11	Annual Standard
24. Percent of preventive patrol hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	49.8%	51.6%	50.5%	52.0%
25. Number/ percent of registered vehicles that meet Florida's minimum insurance requirements	11,770,491 95.8%	11,835,904 96.9%	11,835,904 96.3%	N/A 95.0%
26. Number/ percent of driving related sanctions issued to all sanctions issued	33,690 7.4%	28,905 6.5%	88,066 5.9%	130,000 5.0%
27. Percent of "Driving Under the Influence" course graduates who do not have another DUI conviction within four years of graduation	Annual	Annual	Annual	90%
28. Percent of new manufactured home warranty complaints to new manufactured homes titled	0.67%	0.65%	0.61%	0.60%
29. Number of manufactured homes inspected in plants (g)	758	895	2,476	6,000
30. Number of rebuilt salvage motor vehicles inspected	10,270	11,933	32,443	25,000
31. Number of dealer licenses issued (includes motor vehicle and manufactured home dealers, and manufacturers licenses)	Annual	Annual	Annual	12,800

Workforce – Build an environment that regards our members as our most valuable resource.

32. Percent of FHP recruit graduates who passed certification exam on initial testing	-	82%	87%	95%
33. Percent turnover for all FHP troopers and corporals	3.1%	3.7%	3.7%	7.5%
34. Percent of administrative/training hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	24.5%	22.9%	24.8%	25.0%

Performance Management – Take an integrated approach to measure, manage, and improve our organizational performance to further the agency's mission.

35. Agency administration and support costs as a percent to total agency costs	4.68%	4.69%	4.66%	5.00%
36. Number/percent of non-driving related sanctions issued to all sanctions issued	424,773 92.6%	418,467 93.5%	1,406,799 94.1%	2,470,000 / 95%
37. Cost per motor vehicle/manufactured home/vessel title issued	Annual	Annual	Annual	\$2.75
38. Percent of International Fuel Tax Agreement audits completed to all International Fuel Tax agreements (h)	0.66%	0.59%	1.87%	3.00%
39. Percent of International Registration Plan Agreement audits completed to all International Registration Plan agreements	1.09%	0.95%	3.06%	3.00%

Performance Measures

Performance Explanation

a) Percent of driver license office customers waiting 15 minutes or less for service and Percent of driver license office customers waiting less than 30 minutes for service – The Department continues to experience a high vacancy rate (almost 20%) among our driver license examiners during the quarter. This vacancy rate is exacerbated by the continued transition of driver license services to tax collectors statewide. The Department has recently reallocated resources to address this issue.

b) Percent of customer service phone calls answered by the Customer Service Center within 2 minutes of being placed in the queue – Call volume continues to exceed the number of available customer service representatives to answer incoming calls. Research has been conducted to identify the most frequent types of calls and actions are being taken to reduce these recurring types of calls.

c) Percent of highway homicide investigations completed within 90 days of crash – The complexity of the underlying issues are key factors in the amount of time necessary to complete each investigation. The Patrol recently instituted measures to ensure the thoroughness of all traffic homicide investigations. For example, the abbreviated reporting format has been eliminated to ensure a more comprehensive investigation and investigators are required to maintain constant contact with the victim's family and the State Attorney's Office to provide them with periodic updates on case status. These changes have resulted in increased time required to complete investigations. The Department is planning to train all troopers to perform traffic homicide investigations.

d) Professional compliance investigation cases completed within 45 days – Professional compliance investigations are performed by the Inspector General to address allegations of member misconduct, fraud, waste or mismanagement. The complexity of the underlying issues are key factors in the amount of time necessary to complete each investigation.

e) Number of corrections per 1,000 driver records maintained – The majority of errors on the driver's record are made by or reported by outside agencies (courts and other state motor vehicle agencies). The Department, through a Florida DOT grant, worked with various agencies to identify the causes for errors. Consequently, a two-year plan has been developed to re-write internal systems to reduce citation data error transmissions. The implementation of our new citation inventory system will occur in July of 2011.

f) Number of driver licenses and identification cards issued – In September 2009, law changes increased driver license fees while also discontinuing the ability to issue both a driver license and an identification card to an individual (in order to comply with the Federal Real ID Act). Since this time, the Department has experienced a reduction in issuance of both types of credentials.

g) Number of manufactured homes inspected in plants – For the past several fiscal years, production in mobile/manufactured home plants decreased resulting in fewer homes to be inspected. The Department continues to inspect 100% of all mobile/manufactured homes produced in Florida plants.

h) Percent of International Fuel Tax Agreement (IFTA) audits completed to all International Fuel Tax agreements – The number of International Fuel Tax Agreement (IFTA) audits completed for the quarter ended March 31, 2011, is a reflection of the complexity of some of the audits performed. The Department's performance of audits was adversely affected by a vacancy in the Review Unit. This position is currently in the process of being filled.

Purchases

Purchases Made In Excess Of \$35,000 And Not In Conjunction With State Contracts January Through March 2011

Software to provide partial tag searches on the DAVID system. Single Source, Order No. A35B4C.	R.L. Polk & CO. Southfield, MI	\$35,500
Technical assistance for the replacement of the Department's mainframe computer system. RFQ# 010-11, Order No. A39E0D.	TekSystems, Inc. Tallahassee, FL	\$63,550
Promotional items to be used in conjunction with educational outreach events to publicize Occupant Safety Programs. ITB3 009-11, Order No. A36C0F.	Red Enterprises, LLC Tallahassee, FL	\$100,000



Annual Performance Contract

Fiscal Year • 2011 - 2012



Julie L. Jones: Executive Director

Julie L. Jones
Executive Director



Rick Scott
Governor

Pam Bondi
Attorney General

Jeff Atwater
Chief Financial Officer

Adam Putnam
Commissioner of Agriculture

2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
www.flhsmv.gov

June 16, 2011

Executive Director's Message:

The Florida Department of Highway Safety and Motor Vehicles touches the lives of millions of residents and visitors to our great state each year. With more than 4,500 members serving throughout Florida, we are focused on ensuring public safety and providing exceptional services to all of our customers.

This contract contains performance measures and standards for the 2011-2012 fiscal year. Each measure is linked to our Department's Strategic Plan for the coming year and reflects a continuing commitment to our mission of providing public 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, and an annual report will be made at the conclusion of the fiscal year. A new dashboard reporting the Department's performance will be updated each month at www.flhsmv.gov.

Our members have the unique opportunity to make a positive impact on the customers we serve. Through the efforts of our members, stakeholders and partners, we remain committed to our vision of a safer Florida.

Julie Jones
Executive Director

PUBLIC SAFETY – *Protect the lives and personal 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	2% 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 commercial vehicle inspections performed	75,600
C. Criminal Investigations	
10. % of criminal investigation cases resolved within 90 days	70%
11. % of field intelligence reports reviewed, analyzed and disseminated within 30 days	75%

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

A. Motorist transactions successfully completed	
12. % of registration transactions successfully completed	95%
13. % of title transactions successfully completed	90%
14. % of driver license and identification card transactions successfully completed	98%
15. % of disabled parking permit transactions successfully completed	98%
16. % of temporary operating permit transactions for heavy commercial trucks successfully completed	90%
B. Customer services completed timely	
17. % of calls for service responded to by FHP within 30 minutes	65%
18. % of driver license office customers waiting 30 minutes or less for service	95%
19. % of titles issued within 3 workdays of request	98%
20. % change in average wait time for Customer Service Center calls to previous year	5% or greater reduction
21. % of business licenses issued timely	98%
C. Customer Satisfaction	
22. % 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
23. % of customers being served via internet	20%
24. % of motor vehicle and vessel titles issued electronically	20%
25. % change in Emergency Contact Information registrants to previous year	10% or greater increase
B. New Technology Projects	
26. % of new projects developed and implemented timely	95%
27. % of time dedicated to research and development	20%
C. Computer support uptime available to our partners	
28. % of Mainframe system uptime	99.9%
29. % of Oracle uptime	99.9%
30. % of SQL server uptime	99.9%
31. % of Customer Information Control System (CICS) uptime	99.9%

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

32. % of members who rate job satisfaction as satisfactory or better	75%
33. % change in leadership training program participation to previous year	1% or greater increase
34. % change of positions filled by internal promotion to previous year	1% or greater increase

April 1, 2011

TO: Sandra C. Lambert, Director
Division of Driver Licenses

VIA: Julie Gentry, Chief
Bureau of Motorist Compliance

FROM: Michael Sarvis, Human Services Administrator
Medical Review Section

SUBJECT: Medical Advisory Board

It is requested that the name of the following member of our department's Medical Advisory Board be added to the Cabinet agenda for a four year extension:

Dr. Baxter Byerly, Ophthalmologist
960 Live Oak Plantation Road
Tallahassee, Florida 32312
Original appointment date: June 1983
Proposed Term: June 2011-June 2015

We are also requesting that the name of the following physician be added to the agenda of the next Cabinet meeting for a four-year appointment to the department's Medical Advisory Board:

Dr. Viet N. Bui, Ophthalmologist
2020 Fleischmann Road
Tallahassee, Florida 32308

The above physicians are licensed to practice medicine and are in good standing with the Florida Medical Association pursuant to Section 322.125(1), Florida Statutes. Copies of their curriculum Vitae are attached.

JG/ms

CURRICULUM VITAE

NAME: Viet N. Bui, M.D.
E-MAIL: vbui@eyeassociates-tlh.com
CITIZENSHIP: United States
MEDICAL LICENSES: Louisiana, Washington, and Florida
LANGUAGES: English and Vietnamese
ADDRESS: 2020 Fleischmann Rd
Tallahassee, FL 32308
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EDUCATION & EMPLOYMENT:

- University of Florida. Gainesville, FL. Bachelors of Science. July 1994 - May 1998.
- University of Florida. Gainesville, FL. Doctor of Medicine. August 1998 -May 2002.
- Internal Medicine Internship. Ochsner Clinic Foundation. New Orleans, Louisiana. July 2002 - June 2003.
- Residency in Ophthalmology. Louisiana State University/Ochsner Clinic Foundation. New Orleans, Louisiana. July 2003 - June 2006.
- Fellowship in Glaucoma. Louisiana State University/Ochsner Clinic Foundation. New Orleans, Louisiana. Katherine Lofffield, MD, Jonathon Nussdorf, MD. July 2006 -June 2007.
- Fellowship in Cornea and Refractive Surgery. University of Pittsburgh Medical Center: Deepinder Dhaliwal, MD, Francis Mah, MD, Puwat Charukamnoetkanok, MD, Viki Christopoulos, MD, and Alexa Lu, MD. Pittsburgh, Pennsylvania. July 2007 to June 2008.
- Valley Eye and Laser Center. Seattle, WA. August 2008 to July 2009.
- Eye Associates of Tallahassee. Tallahassee, FL. August 2009 to present.

MEMBERSHIPS:

- American Academy of Ophthalmology (AAO)
- American Glaucoma Society (AGS)
- American Medical Association (AMA)
- Association for Research in Vision and Ophthalmology (ARVO)
- American Society of Cataract and Refractive Surgery (ASCRS)
- Capital Medical Society (CMS)

- Cornea Society
- Florida Medical Association (FMA)
- Florida Society of Ophthalmology
- International Society of Refractive Surgery

CERTIFICATIONS:

- American Board of Ophthalmology 2008
- Apodized Diffractive IOL Symposia Certification
- Bausch & Lomb Hansatome Microkeratome
- Intralase Certification
- Ladarvision Laser Certification
- Moria M2 Microkeratome
- VISX Excimer Laser Certification
- Ziemer Amadeus II Microkeratome

HONORS AND AWARDS:

- Employee of the Month. LSU Eye Center. New Orleans, LA 2004.
- Spirit of Caring Award. Ochsner Clinic Foundation. New Orleans, LA, 2002
- Honors in Research. Doctor of Medicine. University of Florida College of Medicine. Gainesville, FL 2002.
- National American Academy of Family Physicians Scholarship. University of Florida College of Medicine. Gainesville, FL 1998.
- Honors in Research. Bachelors of Science. University of Florida. Gainesville, FL 1998.
- Dean's Award for Academic Excellence for Graduating Seniors with Cumulative GPA of 4.0. University of Florida. Gainesville, FL 1998.
- Summa cum laude. Bachelors of Science. University of Florida. Gainesville, FL 1998.
- Who's Who of American College Students. University of Florida. Gainesville, FL 1998.
- Albert Gilchrist Memorial Scholarship. University of Florida. Gainesville, FL 1998.
- Multicultural Student Leadership and Scholarship Award. University of Florida. Gainesville, FL 1996 - 1998.
- Agricultural Research and Education Scholarship. University of Florida. Gainesville, FL 1997 - 1998.
- All-American Scholar. University of Florida. Gainesville, FL 1997.
- President's Honor Roll. University of Florida. Gainesville, FL 1994 - 1998.
- Florida Undergraduate Scholar. University of Florida. Gainesville, FL 1994 - 1998.
- Alpha Kappa Alpha Science Scholarship. University of Florida. Gainesville, FL 1994.

- Who's Who of American High School Students. Maynard Evans High School. Orlando, FL. 1994.
- Valedictorian. Maynard Evans High School. Orlando, FL. 1994.

PRESENTATIONS:

- "Correlation between wound healing response and refractive regression after Conductive Keratoplasty" ARVO Annual Meeting Poster 2165/B934 Ft Lauderdale, FL April 2005.
- "Topical combination of NGF and DHA increases corneal nerve regeneration after PRK in rabbits" ARVO Annual Meeting Poster 2148/B917 Ft Lauderdale FL April 2005.
- "Use of autologous serum in corneal epithelial defects post-lamellar surgery" ARVO Annual Meeting. Poster 1420-B231 Ft Lauderdale, FL April 2004

PUBLICATIONS:

1. Esquenazi S, Bui V, Grunstein L, Esquenazi I. Safety and long term stability of myopic thin flap Laser In Situ Keratomileusis. *Can J Ophthalmol.* 2007 Aug;42(4):592-9.
2. Esquenazi S, Bui V, Bibas O. Surgical correction of Hyperopia. *Surv Ophthalmol.* 2006 Jul-Aug;51(4):381-418.
3. Esquenazi S, Kim DB, He J, Bazan NG, Bui V, Bazan HEP. Wound healing response and refractive regression after Conductive Keratoplasty. *J Cataract Refract Surg.* 2006 Mar; 32(3): 480-6.
4. Esquenazi S, Bui V. Long term refractive results of myopic LASIK complicated with intraoperative epithelial defects. *J Refract Surg.* 2006 Jan-Feb; 22(1): 54-60.
5. Esquenazi S, Bazan HEP, Bui V, Kim B, Bazan NG. Topical combination of NGF and DHA increases rabbit corneal nerve regeneration after PRK. *Invest Ophthalmol Vis Sci* 2005 Sep; 46(9): 3121-7.
6. Lind DS, Rekkas S, Bui V, Lam T, Beierle E, Copeland EM 3rd. Competency based student self-assessment on a surgery rotation. *J Surg Res.* 2002 Jun 1;105(1):31-4.
7. Wang S, Bui V, Hughes JA, King MA, Meyer EM. AAV mediated gene transfer into primary rat brain neuronal and glial cultures: enhancement with the pH-sensitive surfactant dodecyl 2-(1' imidazolyl) propionate. *Neurochem Int.* 2000 Jul; 37 (1): 1-6.

License Verification

Data As Of 5/23/2011

VIET NGOC BUI

LICENSE NUMBER: **ME104798**

Profession

MEDICAL DOCTOR

License/Activity Status

CLEAR/ACTIVE

License Expiration Date

1/31/2013

License Original Issue Date

06/11/2009

Discipline on File

NO

Public Complaint

NO

Address of Record

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UNITED STATES

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Baxter H. Byerly, M.D.

College: University of North Carolina
A.B. Degree

Medical School: University of North Carolina (2 years)
Medical College of Virginia 1952
M.D. Degree

Internship: EENT - Duke University Hospital
Durham, North Carolina

Ophthalmology Residency: North Carolina Memorial
Hospital
Chapel Hill, North Carolina

Previous Academic Position: Clinical Instructor
North Carolina Memorial Hospital

Certification: American Board of Ophthalmology

Private Ophthalmology Practice: Danville, Virginia
1957 thru 1973
Tallahassee, Florida
1973 to Present

Organizations: Diplomat of the American Academy
Of Ophthalmology and Otolaryngology
Fellow American College of Surgeons
Fellow International College of Surgeons
Florida Society of Ophthalmology
Florida Medical Society

License Verification

Data As Of 5/23/2011

BAXTER H BYERLY

LICENSE NUMBER: **ME23382**

Profession

MEDICAL DOCTOR

License/Activity Status

CLEAR/ACTIVE

License Expiration Date

1/31/2013

License Original Issue Date

12/31/1973

Discipline on File

NO

Public Complaint

NO

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