

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

February 9, 2012
AGENDA

Agency Contact: Steven Fielder, 850-617-3195

<http://www.flhsmv.gov/agenda/2012/020911Agenda.pdf>

1. Respectfully submit the Minutes for the September 20, 2011 and October 18, 2011 Cabinet Meetings.

Attachment #1
Recommend Approval.

2. Respectfully submit the Department's 2nd Quarter Performance Report for FY 2011-2012.

Attachment #2
Recommend Approval

T H E C A B I N E T
S T A T E O F F L O R I D A

Representing:

BOARD OF TRUSTEES OF THE INTERNAL IMPROVEMENT TRUST FUND
ADMINISTRATION COMMISSION
FLORIDA LAND AND WATER ADJUDICATORY COMMISSION
DIVISION OF BOND FINANCE
FINANCIAL SERVICES COMMISSION, FINANCIAL REGULATION
FINANCIAL SERVICES COMMISSION, INSURANCE REGULATION
DEPARTMENT OF REVENUE
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

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 Tuesday, September 20,
2011, commencing at approximately 9:09 a.m.

Reported by:

MARY ALLEN NEEL
Registered Professional Reporter
Florida Professional Reporter
Notary Public

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APPEARANCES:

Representing the Florida Cabinet:

RICK SCOTT
Governor

PAM BONDI
Attorney General

JEFF ATWATER
Chief Financial Officer

ADAM PUTNAM
Commissioner of Agriculture

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I N D E XBOARD OF TRUSTEES OF THE INTERNAL IMPROVEMENT TRUST FUND
(Presented by HERSCHEL VINYARD)

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(Presented by PHILLIP MILLER)

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DIVISION OF BOND FINANCE
(Presented by BEN WATKINS)

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(Presented by TOM GRADY)

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(Presented by KEVIN McCARTY)

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DEPARTMENT OF REVENUE
(Presented by LISA VICKERS)

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DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
(Presented by JULIE JONES)

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1 GOVERNOR SCOTT: The next agenda is the
2 Department of Highway Safety and Motor Vehicles
3 presented by Julie Jones. Good morning, Julie.

4 MS. JONES: Good morning, Governor and Cabinet
5 members. I have three agenda items this morning
6 for your consideration.

7 Item 1 is, we respectfully request approval of
8 the minutes from the August 2nd, 2011 Cabinet
9 meeting.

10 GOVERNOR SCOTT: Is there a motion to approve
11 Item 1?

12 ATTORNEY GENERAL BONDI: Move to approve.

13 GOVERNOR SCOTT: Is there a second?

14 CFO ATWATER: Second.

15 GOVERNOR SCOTT: Moved and seconded. Item 1
16 is approved without objection.

17 MS. JONES: Thank you. Item 2, we
18 respectfully request approval of the Department's
19 legislative package for 2012. Our legislative
20 proposals are focused around three guiding
21 principles, protecting our roadways, service
22 delivery, and leveraging technology. Many of these
23 changes are technical, and they were actually in
24 our bill last year that did not pass. There's a
25 couple of new items, and I would like to highlight

1 the substantive issues today.

2 The first proposal will make minor
3 modifications to our commercial driving laws to
4 bring Florida law into compliance with the federal
5 motor carrier requirements. This ensures that
6 Florida continues to receive its share of Federal
7 DOT dollars.

8 The second proposal would close a loophole in
9 the current law related to the required documents
10 for foreign visitors to make application to obtain
11 a driver's license or identification card. This
12 change allows the Department to deny a license to a
13 foreign visitor if the applicant is attempting to
14 obtain a license based on a change in status that
15 they are not entitled to.

16 We are seeking a statutory change to allow the
17 Department to issue a driver's license or
18 identification card that meets the standards set
19 out in the Western Hemisphere Travel Initiative.
20 These credentials would allow a person to use a
21 license or ID card issued by the Department for
22 border crossings between Canada, Mexico, and the
23 Caribbean. This eliminates the need for the
24 passport. This is for land and sea only, not air.
25 This is something that our cruise industry has

1 asked for. This service would be offered to the
2 general public at their option. It's not
3 something --

4 ATTORNEY GENERAL BONDI: Governor --

5 GOVERNOR SCOTT: Sure.

6 ATTORNEY GENERAL BONDI: And I know we're only
7 in the initial stages now, but I had a question on
8 that. Have we been working with the federal
9 authorities for security purposes? Would people
10 coming into our country be using that instead of
11 passports?

12 MS. JONES: Yes. In fact, this is implemented
13 in several states. New York has this already, and
14 several of the Canadian border states. This has an
15 RFID chip in it much -- and it operates just like a
16 passport, so it's a different credential that will
17 have to be issued from a central facility. So you
18 won't get this at the tax collector office. You
19 can apply for it.

20 And if it's approved by the Cabinet and the
21 Legislature, we'll go forward to our vendor and
22 determine just to cover our costs for the different
23 card that has a little bit more technology in it,
24 and that would be an added cost to the current
25 driver's license. Again, because it's optional, it

1 would be something that you would prefer to have.
2 And we're very hopeful -- in fact, I'm sure it
3 would be less than the cost of a passport.

4 ATTORNEY GENERAL BONDI: And with the same
5 security as a passport?

6 MS. JONES: Yes.

7 ATTORNEY GENERAL BONDI: Okay. That was my
8 only question. Thanks.

9 MS. JONES: Another proposal would strengthen
10 our enforcement of vehicle insurance requirements
11 by shortening the turnaround times for providing
12 proof of insurance coverage to the Department.
13 Electronic notifications now between insurance
14 companies and the Department should make this
15 possible and improve our data accuracy.

16 This also goes to the PIP issue that you've
17 been encountering. This dramatically reduces the
18 time that we give uninsured drivers to prove that
19 they do have insurance as they swap back and forth
20 with companies.

21 Finally, we have several proposed changes to
22 our statutes that would permit the Department to
23 utilize electronic processes in lieu of paper, and
24 examples would be electronic titles, electronic
25 liens, and renewal notices. This again creates

1 efficiencies and enhances the use of technology at
2 the Department.

3 GOVERNOR SCOTT: Great. Any questions? Is
4 there a motion to approve Item 2?

5 CFO ATWATER: So moved.

6 GOVERNOR SCOTT: Is there a second?

7 ATTORNEY GENERAL BONDI: Second.

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

10 MS. JONES: Thank you. Item 3 is our request
11 for approval for the Department's legislative
12 budget request. There are eight items. We are
13 focused this year on our members, their safety, and
14 improving our IT infrastructure.

15 We're projecting that the Florida Highway
16 Patrol will have 1,346 vehicles over 100,000 miles
17 by the end of the fiscal year associated with this
18 budget.

19 First, Governor, I would like to thank you for
20 your assistance last session in trying to address
21 this situation. This is an officer safety
22 situation. We're asking for \$13.8 million in
23 nonrecurring general revenue to initiate a
24 three-year plan to catch up on vehicle acquisition
25 and replacement. This is our only general revenue

1 request. And at your request, Governor, it is a
2 three-year plan. It's two years of nonrecurring
3 general revenue, and then we readjust the amount of
4 recurring A&R out of the trust fund the third year,
5 and we get caught up and we fix this problem
6 permanently.

7 Issue number two, we have actually two member
8 related issues that are associated with pay. As
9 you know, the sworn officers who provide commercial
10 vehicle enforcement were transferred to the
11 Department from the Department of Transportation
12 this past session. We acknowledged when they came
13 to us that there would be -- there's a salary
14 difference between the Highway Patrol and the DOT
15 motor carrier compliance people that came to us.
16 And I pledged to the Legislature that I would fix
17 this problem out of hide, that I would create
18 efficiencies and not ask for an increase in budget,
19 and that's what we've done.

20 These officers are required to have extensive
21 training related to commercial driving rules and
22 laws, yet their starting salaries are lower than a
23 traditional trooper. As a result of a
24 reorganization and the merger of motor carrier into
25 the patrol, we have cash and budget on hand to make

1 this necessary pay adjustment, and we're just
2 asking the authority to reallocate moneys within
3 the patrol's budget.

4 The second issue is a leadership development
5 plan for the patrol that seeks to retain troopers
6 and grow leaders. A leadership development
7 initiative would provide a graduated compensation
8 increase for sworn members of the patrol by
9 creating tiers within trooper, corporal, sergeant,
10 lieutenant, and captain's ranks. Progression
11 through the tiers requires a combination of
12 advanced professional development training, higher
13 education, effective job performance, and a minimum
14 number of years of service at each level.

15 We have four IT related requests. The first
16 item would provide funding to enable the Department
17 to eliminate its mainframe over the course of the
18 next two years. And with this year, one year of
19 \$1.55 million nonrecurring trust fund request, we
20 create a million-dollar annual savings in the
21 future by eliminating the mainframe.

22 The second IT issue is a request to fund the
23 modernization of our DAVID system. DAVID stands
24 for Driver and Vehicle Information Database. This
25 is the system that all law enforcement officers

1 use, the court, other state agencies. This is how
2 they access our data.

3 This system is vitally important, and by
4 modernizing it, our goal is to improve reliability
5 and accountability. And this also helps FDLE in
6 how they interact with our information. This is
7 something that's vitally important to them.

8 We have a one-year request. Year 1 is
9 846,000, and then in year 2 it's 140,000, and it's
10 paid for, again, nonrecurring trust fund for two
11 years, but it's all trust funded.

12 We're requesting funding to modernize and
13 expand our online appointment system. This will
14 create efficiencies for the Department and our tax
15 collector partners. This is again a nonrecurring
16 one-year request of 465,000. This develops iPod
17 and Droid apps. Right now you can use our
18 appointment system to make a driver's license
19 appointment, but this will add all the tax
20 collector offices into the system. This will also
21 add -- you'll be able to make an appointment
22 relative to any motor vehicle transactions.

23 The last IT issue, we would like to acquire
24 address verification software to reduce our mailing
25 costs on returned mail. This year's pilot of the

1 system showed an increased efficiency in our
2 mailing systems of 51 percent. This would be
3 nonrecurring, first year, 382,000, and then a
4 recurring trust fund amount of 151,000.

5 This is a \$200,000 savings yearly to the
6 Department, but an even larger increase in savings
7 to our tax collector partners by implementing the
8 system.

9 Our last budget issue is a nonrecurring trust
10 fund request for critical repairs and mold
11 remediation, again, nonrecurring trust fund. This
12 is for the Kirkman Building here in Tallahassee,
13 the driver's license offices that we are going to
14 retain into the future, and Florida Highway Patrol
15 stations.

16 With that, I would be happy to answer any
17 questions.

18 GOVERNOR SCOTT: Any questions? Commissioner.

19 COMMISSIONER PUTNAM: How many driver's
20 license offices do we still own as opposed to
21 leasing?

22 MS. JONES: It isn't a matter of owning or
23 leasing. In legislation that was passed two years
24 ago, the tax collectors agreed to take over
25 driver's license offices in every county but

1 Volusia, Dade, and Broward. And in those three
2 counties, that will leave us with only 100 offices.
3 So we're making improvements to those offices that
4 we're keeping. We're just keeping the other
5 offices afloat and safe, but we're not making
6 capital improvements in offices that we're going to
7 close in the future.

8 GOVERNOR SCOTT: Any other questions?

9 ATTORNEY GENERAL BONDI: No.

10 GOVERNOR SCOTT: All right. Is there a motion
11 on the Department's proposed legislative budget
12 request?

13 COMMISSIONER PUTNAM: So moved.

14 GOVERNOR SCOTT: Is there a second?

15 ATTORNEY GENERAL BONDI: Second.

16 GOVERNOR SCOTT: Moved and seconded. Any
17 objections?

18 Florida law requires the Governor to
19 independently submit budget proposals.
20 Accordingly, I am abstaining from the vote on this
21 item. Therefore, the record should reflect that
22 this item was approved with one abstention.

23 MS. JONES: Thank you, Governor and Cabinet
24 members. Thank you for your support.

25 GOVERNOR SCOTT: Thanks a lot. All right.

1 This concludes our Cabinet meeting. We are
2 adjourned. The SBA quarterly meeting will begin at
3 1:00 p.m. right here.

4 (Proceedings concluded at 10:58 a.m.)

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MR. WILLIAMS: Thank you. Item Five, request approval of an authority to file notice of proposed rule for the Florida Administrative Code Reimbursement contract, and to file this rule along with incorporated forms for adoption if no member of the public timely requests a rule or hearing.

This is the annually required reimbursement contract for hurricane catastrophe fund. A rule workshop was held on the 29th of September. All went well. We do not see any material changes here.

GOVERNOR SCOTT: Okay. Any questions on this? Okay.

Is there a motion to approve Item Five?

ATTORNEY GENERAL BONDI: Move to approve.

GOVERNOR SCOTT: Is there a second?

CFO ATWATER: Second.

GOVERNOR SCOTT: Moved and seconded. Item Five is approved without objection.

MR. WILLIAMS: Thank you very much.

GOVERNOR SCOTT: Thank you very much, Ash.

The next agenda is the Department of Highway Safety and Motor Vehicles presented by Julie Jones.

ATTORNEY GENERAL BONDI: Who is wearing white.

MS. JONES: Who is wearing white.

Good morning, Governor; Cabinet members. I

1 really do appreciate it because this is very serious
2 issue in Florida. Teen drivers. We have about
3 740,000 teen drivers on the highways in Florida and
4 we have about 26,000 accidents that result in over
5 18,000 injuries and 144 fatalities last year. And
6 we think through education, we've got six events
7 around the state to date to highlight this.
8 Increased education for parents; increased
9 involvement; ways to get parents involved.

10 We actually got with teens and got teens to
11 help us design a web site. It's called
12 Takethewheel.net. And we directed teens there. We
13 have several initiatives, the Care Initiative on our
14 web site. So I would take this opportunity to ask
15 the general public to think about teen drivers and
16 point them to many, many areas where we think we can
17 help educate folks and keep them thinking straight
18 and prevent fatalities.

19 GOVERNOR SCOTT: You should make them watch
20 those movies that I had to watch in high school
21 where it had all those accidents.

22 CFO ATWATER: Everybody is dead.

23 GOVERNOR SCOTT: Oh, man, scares the living day
24 daylights out of you.

25 ATTORNEY GENERAL BONDI: I think they retired

1 that movie.

2 GOVERNOR SCOTT: Probably before you all came
3 to Florida.

4 ATTORNEY GENERAL BONDI: May I make a comment?
5 I was teasing. May I make a comment, Governor?

6 GOVERNOR SCOTT: Yes.

7 ATTORNEY GENERAL BONDI: As a prosecutor for
8 twenty years, which is a long time, but as a
9 prosecutor, I would see so many pictures of traffic
10 fatalities and these teenagers dead on the side of
11 the road. And Florida Highway Patrol would come in,
12 law enforcement would come in and they would say, if
13 they were wearing their seatbelt, they would have
14 walked away with a scratch. Are you finding that,
15 too?

16 MS. JONES: That's correct. Although seatbelt
17 use is up, it's not as good as it could be for our
18 teen drivers.

19 COMMISSIONER PUTNAM: It's harder to get a
20 driver's license now as a teen, right? Isn't there
21 a longer waiting period?

22 MS. JONES: It's our graduated license program.
23 And that's, again, where we point our parents to our
24 CARE Initiative. And that's courtesy, attention,
25 responsibility and experience. It's got a

1 workshop -- it's got a workbook that the parent can
2 go through; driver education.

3 Graduated driving means you can get a learner's
4 permit. You have to have an adult with you at 15.
5 Then you can graduate to a supervised. At 16, drive
6 alone, but only under certain circumstances. And if
7 you've pass all of that, we then put a license in
8 your hand.

9 But I would tell you even in highway safety, I
10 have parents all the time that walk up to me and go,
11 in nine months, my child is going to have a
12 learner's permit. And it's hard on parents knowing
13 that they're out there on the road and what they
14 are -- giving them all the tools they can to help
15 their teens is very important and we're doing a lot
16 of that.

17 COMMISSIONER PUTNAM: On the graduated license
18 program, is there a correlation to reducing teen
19 accidents or has it been offset by the new
20 distractions that have been invented in the
21 intervening time?

22 MS. JONES: I can't answer that question
23 because there's so much going on right now. As you
24 allude to, a lot of texting, a lot of technology.
25 We were actively pursuing additional tests on our

1 driver's test for first-time drivers about
2 distracted driving. Not just texting, because
3 there's a lot of distracted driving issues.

4 But we have seen across the country, a decrease
5 in accidents, in fatalities for teens, and it has to
6 do a lot with education. It has a lot to do with
7 technology. Safer vehicles, quicker response, even
8 in our fatality rates for the state, emergency
9 response. Hospitals are better, so rates are down.

10 But we still -- teen fatalities is the number
11 one killer of teen crashes in the state. So we're
12 going to continue to work on this. And again, the
13 parents are key. Government can't do this. But we
14 can put all the tools out there to help the students
15 and help the parents.

16 ATTORNEY GENERAL BONDI: Let me ask a question.
17 Julie, are a lot of the accidents you're seeing,
18 one-car accidents or where the other teen's friends,
19 the teen's friends in the car are killed or
20 injured --

21 MS. JONES: It's --

22 ATTORNEY GENERAL BONDI: Same car?

23 MS. JONES: It's both. I don't know the
24 specifics for teens, but I know 40 percent or so of
25 the total accidents that we investigate in the

1 state, are car versus tree, car versus some hard
2 object. And that's not hard to kind of get people
3 thinking straight and thinking safe.

4 ATTORNEY GENERAL BONDI: I saw a lot of kids
5 being thrown from cars, friends being thrown from
6 cars.

7 CFO ATWATER: What percentage was that?

8 MS. JONES: About 40 percent of them. And I'm
9 going to talk about how we're going to change how we
10 do crash investigations later in my presentation
11 based on that statistic. I can go ahead and tell
12 you now.

13 We have had, for years, an old method of doing
14 fatality investigations, crash investigations.
15 We're the only state left that has a dedicated unit
16 that just does that. And if you have 40 percent or
17 better of crashes where the officer -- the trooper
18 drives up on it and it's vehicle versus tree, why
19 wait and why hold a deputy or a police officer, a PD
20 officer at the scene to wait for a fatality
21 investigator to get there?

22 So we're going to change how we operate. We're
23 going to reduce the number of corporals that we
24 have; put those corporals back on the road doing
25 day-to-day traffic enforcement and train every

1 single trooper to do the easier one-on-one type
2 crash and fatality investigations. And then having
3 in each troop, a special core group of people to do
4 the multiple fatalities, the larger, more difficult
5 investigations.

6 We're going to start in January. And every
7 trooper that graduates now from our academy will
8 also have this training. So you have kind of
9 one-stop shopping with that trooper that rolls up,
10 gets cars off the highway quicker, clears the scene
11 of the accident, gets it investigated quicker and
12 again, not the more complexed ones, but certainly
13 with such a high percentage of one vehicle involved,
14 it makes sense. And we'll have this completed in
15 the next two years.

16 More efficient, more effective, gets it
17 investigated quicker and puts more troopers doing
18 all types of traffic on the road.

19 ATTORNEY GENERAL BONDI: Let me ask a question.
20 A lot of these aren't alcohol related. They are
21 just bad driving by teens; is that right?

22 MS. JONES: That's correct.

23 GOVERNOR SCOTT: Okay.

24 MS. JONES: So with that, I have four items for
25 your consideration and approval today.

1 We respectfully request approval of the
2 Department's annual performance report for last
3 year, 2010-2011. This is my final report for that
4 fiscal year.

5 We had an excellent year and I'm proud to say
6 we maintained our focus on our core mission, which
7 is public safety. Last year, our highway fatality
8 rate continued to fall. In 2010, we saw a reduction
9 of almost four percent to an all-time low of 1.25
10 fatalities per 100 million miles driven. This is
11 1,089 fewer fatalities on Florida highways than five
12 years ago.

13 This is great news. When I met with the
14 Governor a month ago, the Governor's very, very
15 concentrated on benchmarks and he said, so what?
16 What does this mean, Julie? Where are we in the
17 grand scheme of things relative to the rest of the
18 country? We're number 34. And we're number 34 for
19 a lot of reasons, but we're going to continue to
20 work on closing the gap. We have a lot of rural
21 roads, which have higher fatality rates, and we have
22 a lot of visitors than a lot of states. Those 80
23 million visitors that come to Florida, get behind
24 the wheel, don't know where they are, have rental
25 cars; are driving our fatality rate up.

1 But as an example, the national fatality rate
2 is 1.13. Again, we're at 1.25. Texas is at 1.33,
3 Alabama, 1.51, Georgia, 1.18. So it's all over the
4 board. I think it's very important that we start to
5 concentrate some of our PR campaigns in the Orlando
6 areas, in the places -- south Florida, where we have
7 a lot foreign drivers, which also creates issues
8 with how we educate our drivers.

9 We have a new company that's come to us, that's
10 going to translate a lot of our driver handbook
11 material and our education materials into multiple
12 languages. And it's done through a computer system.
13 It's quick. It's going to not be very expensive.

14 So these initiatives, I think, are going to
15 help us a lot on that particular number. It's good.
16 We're going to make it better.

17 Driver's license office wait times, the bane of
18 my existence, are actually getting better. We
19 recently saw average wait times decline in this
20 current quarter -- not last year -- but it's because
21 we're getting better hiring. We have a lot of churn
22 and a lot of vacancies and we transition our
23 driver's license work to the county. The county
24 wants to gear up real quick. They take our people
25 off the line or half our office staff before we

1 close an office. And it would be somewhat
2 irresponsible to try to hire someone and train them
3 for a couple of months when we're closing the office
4 in a couple of months.

5 So we're working with our tax collectors. But
6 in the counties, the nine counties that I have
7 exclusive control over right now, I visited with
8 General Tichjob (ph), and he and I started an
9 initiative. I think, Governor Scott, you were
10 briefed on this a couple weeks ago.

11 We have 30 percent unemployment in returning
12 National Guardsmen. So we're matching returning
13 units with our Highway Patrol academy, our dispatch
14 facilities and our driver's license offices, going
15 directly to returning Guardsmen, putting an
16 application in their hand and trying to expedite the
17 hiring process, and this will help me with this
18 particular metrics.

19 GOVERNOR SCOTT: That's a big bonus for us, 30
20 percent. If anybody has any ideas.

21 MS. JONES: We've also seen improvement in our
22 call center area resulting -- we've got some new
23 software. And this allows you to go on the web site
24 and ask commonly asked questions. It's a really
25 neat product. It has eliminated a lot of e-mails

1 and reduced the numbers of calls that come in
2 because you can get the correct answer. It's easy;
3 it's intuitive on our web site.

4 Last year, we had a spike in traffic homicide
5 investigations that went over our 90-day encouraged
6 closure time. The number looks bad in the report.
7 It's actually because we changed supervision in this
8 unit, and there were a lot of cases that were not
9 closed timely because of just paperwork.

10 So in May, we closed a whole bunch of stuff
11 that should have been closed months ago, and it
12 makes the number look bad. This is where we're
13 going to, though, implement this change in staffing.
14 And I think once we evenly distribute the homicide
15 investigators across the state, it will create some
16 efficiencies that will close these cases much
17 quicker.

18 So that's my report from last fiscal year.

19 GOVERNOR SCOTT: Great.

20 ATTORNEY GENERAL BONDI: All right.

21 GOVERNOR SCOTT: Is there a motion to approve?

22 ATTORNEY GENERAL BONDI: Motion to approve.

23 GOVERNOR SCOTT: Is there a second?

24 CFO ATWATER: Second.

25 GOVERNOR SCOTT: Moved and seconded. Item One

1 is approved without objection.

2 MS. JONES: Thank you.

3 We respectfully request approval of the
4 Department's first quarter performance report for
5 this fiscal year.

6 As I noted, last fiscal year was a lot of
7 outputs. I've been counting things that were
8 irrelevant. So last June, I brought an
9 outcome-driven plan to you that has a dashboard
10 associated with it. I've got to compliment my
11 security planning section for pulling this off.

12 We put this dashboard live with matching all of
13 the metrics in my performance plan. We've gone to
14 the Legislature and now have all our long-range
15 planning program measures matching, which has never
16 happened before, ever. And it also matches,
17 Governor, your budget performance measures.

18 They worked hard. It went live last month with
19 our employees. And we're tracking -- about 2,000
20 employees have used -- individuals have used the
21 site.

22 We put it up on the agency's external website
23 on the 10th, but not noticed it yet. I wanted to
24 roll that here with the Cabinet members. But we've
25 already had almost 300 people click on it there.

1 And this is my desire to show what we do; point the
2 public to how we claim success with public safety
3 and then get some input.

4 GOVERNOR SCOTT: What's nice about it, it's out
5 there. It's good information up there. Everybody
6 can see it. And they can get ahold of you if they
7 think there's a better way of doing it.

8 MS. JONES: That's correct. Every page, it has
9 a place where you can click to get more information,
10 ask a question or contact Dave Westbury, who's the
11 lead in this.

12 So if you go to our main web site and click on
13 dashboard, you'll get that page that you just saw.
14 And if you click on, say, public safety -- next
15 slide -- it will drill you down into three primary
16 areas that we're tracking relative to public safety:
17 Highway crashes, highway safety education
18 enforcement and criminal investigations.

19 Now, you want to know about highway safety
20 crashes, so you click on that, and it will take you
21 to the six measures that are in the -- did I drill
22 down that far? These are the six measures that feed
23 up. And we have data cubes now so all our data
24 feeds in. And I can give you, for many of these
25 measures, at every month, how these are doing.

1 And when we see a needle that's creeping, say,
2 in the red -- and I'm going to talk about that
3 commercial vehicle crashes, or something creeping to
4 yellow, every month, beginning of the month, we go
5 back and we meet with every manager. And someone is
6 responsible for each one of these dashboards and the
7 measures that are going into it. And so, we're
8 monitoring it continuously to see do we need to
9 change staffing, do we need to redirect where we're
10 going and what we're doing.

11 I think there's one more drill down. If you
12 drill -- each dashboard then gives you what the
13 measure is, how we measure it, and then why it's
14 important. So you can --

15 GOVERNOR SCOTT: That's really good.

16 MS. JONES: -- you can go down.

17 Now, what is not available to the public yet
18 and what will be initially available to staff, I
19 want a trip commander to be able to look at this
20 measure and drill down into county data. So those
21 squads, those supervisors, front line, can look and
22 see what their data is relative to the rest of the
23 state. And that's for next, say, January, February.
24 We're still getting the cubes built. But this is
25 going to be very helpful. And we're making our

1 supervisors responsible for individual performance
2 that rolls into the agency performance.

3 GOVERNOR SCOTT: That's good.

4 MS. JONES: So the dashboard, itself, and my
5 performance plan, you'll see rather than the
6 dashboard, we give you in the form of a list with
7 green, yellow, orange, green, green, yellow and red,
8 we've got a number of good things to talk about.

9 I'd say of the 34 measures that we track, 30
10 are in the green. I've got two yellow; two red
11 right now. The first yellow gauge is the percentage
12 of criminal investigations completed in 90 days.
13 We're 2.4 percent off our goal of 70 percent. And I
14 think the reorganization of the patrol, and what I
15 talked about earlier, is going to be very effective
16 in moving this gauge back into green.

17 This is also going to allow supervisors to look
18 at this, and we're going to do staffing based on
19 this as well to see where we have higher response
20 times and we have longer investigative periods. The
21 complexity and number of certain types of
22 investigations also affects this.

23 The number of customers who rated services
24 satisfactory or better is also in yellow. And I
25 actually, Governor, asked my staff to go out and

1 relative to benchmarking all of these, I said, find
2 out nationwide, who does satisfaction surveys. And
3 very few people do this. California has a fairly
4 good site, but most states, because real I.D.,
5 because of weight times, they've kind of buried
6 this. They don't have dashboards. Virginia has a
7 good dashboard, but it's better just if you don't
8 talk about it, hopefully it will go away kind of
9 mentality.

10 We've taken a different tact. The standard is
11 85 percent. We're at 80.2. So we're hoping the
12 yellow status tells us we need to continue to reduce
13 wait times and to get added services online. That's
14 going to be the key for a lot of our users.

15 The commercial vehicle crash gauge, which you
16 saw in one of the previous slides, is red, but it's
17 what I call a false negative. Federal DOT asked us
18 to change our reporting form. Back in January the
19 Florida Department of DOT -- of Motor Carriers, but
20 I had all the forms in the crash reports and the
21 data. Now that we've put Motor Carrier and Highway
22 Safety puts more of an emphasis on this in one
23 agency, this piece, we changed the form, but the
24 data that DOT was tracking prior to does not match
25 the data that I'm collecting now. And an outshop at

1 Florida DOT is trying to rework last year's data to
2 match this. And the Federal DOT approves that this
3 will not be in the red or it will be in the yellow.
4 So this is an anomaly right now. If they can't, it
5 just means I have to wait for a comparison next
6 year.

7 But we have specific goals and we're tracking
8 those specific goals relative to commercial crashes.
9 Our actual inspections are up and our weight checks
10 are up, so I don't believe that this is real.

11 Customer service wait times and driver's
12 license offices is also red, but we've recently
13 reallocated resources and we pushed a lot of vacant
14 positions as a result of closing offices around the
15 state to offices that were going to remain open.
16 And as a result of that, this gauge shows red for
17 the quarter, but for September, actually 77 percent
18 of our customers waited 30 minutes or less. So
19 that's huge. So I'm finally seeing this measure
20 move the needle, and it's based primarily on
21 staffing. That's an 18 percent increase in weight
22 time.

23 COMMISSIONER PUTNAM: Is that all people
24 waiting on a license or those who had an appointment
25 or those who did not have appointment?

1 MS. JONES: Those are all people that go into
2 the office and go in, get a ticket and wait.
3 Appointment or not. And those are the offices that
4 I control. Not the tax collectors.

5 COMMISSIONER PUTNAM: So how much -- is there a
6 big difference between those that have appointments
7 and those that don't have an appointment?

8 MS. JONES: It's a lot quicker if you have an
9 appointment, which is the reason -- I actually have
10 a budget issue I talked to you at the last meeting
11 about, to expand our appointment system to all of
12 our clients, all of our services and to our tax
13 collectors in order to also speed that up.
14 Technology is going to be the way to do this.

15 I've tried to fight the "we need more people,
16 spend more money", and that that hasn't worked thus
17 far. So we're going at the wait times, appointments
18 and moving our staff around relative to need.

19 So that is my first quarter report.

20 GOVERNOR SCOTT: Great. Anybody have any
21 questions? Okay. Is there a motion to approve Item
22 Two?

23 CFO ATWATER: So move.

24 GOVERNOR SCOTT: Is there a second?

25 ATTORNEY GENERAL BONDI: Second.

1 GOVERNOR SCOTT: Moved and seconded. Item Two
2 approved without objection.

3 MS. JONES: Thank you, Governor. It was my
4 intent had we been in Tallahassee, to do this live
5 so you could actually go through it. We couldn't do
6 it here. I can bring this to your office if you'd
7 like to see how it works, but it's pretty cool. I
8 actually worked with it on the Blackberry coming
9 down just to see if I could see it on the
10 Blackberry, and you can.

11 Item Number Three, we respectfully request
12 approval for the four-year extension on the terms of
13 two medical advisory board members. These board
14 members give generously of their time -- they are
15 volunteers -- to review the status of at-risk
16 drivers on the behalf of the Department. We
17 appreciate their willingness to serve and the
18 contribution that they make for Florida's roads.

19 Doctor Carl Salvati is a Board certified
20 neurologist, and Doctor G. Lichtman is a Board
21 certified internist. Doctor Lichtman is currently
22 serving as the Chairman of the Board. Both
23 physicians are in good standing with the medical
24 association.

25 GOVERNOR SCOTT: All right. Is there a motion

1 to approve Item Three?

2 CFO ATWATER: So moved.

3 GOVERNOR SCOTT: Is there a second?

4 ATTORNEY GENERAL BONDI: Second.

5 GOVERNOR SCOTT: Moved and seconded. Item
6 Three is approved without objection.

7 MS. JONES: Item Four. Finally, we would
8 respectfully request the approval of Rule 15(c)18
9 for final adoption.

10 This rule relates to the electronic filing
11 system used by car dealers to title and register
12 cars. This rule amendment modifies the application
13 form to become an electronic filed agent and the
14 change allows tax collectors to sign the dealer
15 application, allowing the dealer to actually do work
16 in a different tax collector's area than where the
17 car dealership is. This streamlines the car
18 dealer's business process and creates efficiencies
19 in their work flow.

20 COMMISSIONER PUTNAM: So moved.

21 GOVERNOR SCOTT: Is there a second?

22 ATTORNEY GENERAL BONDI: Second.

23 GOVERNOR SCOTT: Moved and seconded, Item Four
24 is approved without objection. Thank you very much.

25 MS. JONES: With that, I appreciate your

1 support of the Department.

2 GOVERNOR SCOTT: Thanks, Julie.

3 All right. Next on the agenda is the Florida
4 Department of Law Enforcement presented by Jerry
5 Bailey.

6 MR. BAILEY: Morning, Governor; Cabinet.

7 GOVERNOR SCOTT: Good morning.

8 MR. BAILEY: Governor, I was prepared this
9 morning to give an overview of the Department before
10 we get into the agenda, but I know we're running
11 behind. I would like to offer to you that we
12 suspend that for a future meeting and move directly
13 into our agenda.

14 GOVERNOR SCOTT: That would be great.

15 MR. BAILEY: The first item on my agenda are
16 the minutes of the August 16 cabinet meeting.

17 GOVERNOR SCOTT: Is there a motion to approve
18 Item One?

19 ATTORNEY GENERAL BONDI: Motion to approve.

20 GOVERNOR SCOTT: Is there a second?

21 CFO ATWATER: Second.

22 GOVERNOR SCOTT: Moved and seconded. Item One
23 is approved without objection.

24 MR. BAILEY: The second item is our fiscal year
25 2011 performance report, purchases over \$100,000 for

Second Quarter Performance Report: Fiscal Year 2011 — 2012



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

Julie Jones, Executive Director

News

Public Safety

Governor and Cabinet Recognize Trooper of the Year: The Governor and Cabinet recognized Cpl. Cale Stevens Oct. 4 during a Cabinet meeting at the State Capitol. Stevens, who has been with the Florida Highway Patrol for 12 years and is assigned to Venice, was selected as the 2011 Trooper of the Year due to his heroic actions on July 22, 2010. He was off-duty and getting a haircut that afternoon when he heard a crash nearby. His quick response to the scene and emergency response skills saved a man's life.

Patrol Goes to High Schools to White Out Teen Crashes: The Department asked its employees, the Governor and Cabinet members, safety partners and teens to wear a *white shirt* Oct. 18 to white out teen crashes. FHP visited morning television programs and worked with high schools in five counties to talk about the No. 1 killer of teens – crashes. DHSMV also used social media to promote teen driver safety Oct. 16 – 22, which Governor Scott proclaimed Teen Driver Safety Week in Florida. A dozen news outlets across the state reported on the white out to include, four online, four broadcast and four newspapers for a potential of nearly 300,000 impressions.

Department Focuses on Impaired Driving during the Holiday Season: Alcohol was a factor in one out of every three traffic fatalities that occurred during the Christmas and New Year's holiday travel periods last year. To combat the problem, DHSMV teamed up with Gov. Rick Scott Dec. 2 to host a news conference at the Capitol to announce *Drunk and Drugged Driving (3D) Prevention Month*.

In addition to collaborating with the Governor's office to increase awareness, the Florida Highway Patrol joined the nationwide campaign to target impaired driving between Dec. 16, 2011 and Jan. 2, 2012. FHP has stepped up enforcement for the *Drive Sober or Get Pulled Over* campaign. During the 18-day period, troopers made 505 arrests for Driving Under the Influence.



Reliable Service Delivery

DHSMV Signs Agreement with South Korea: The Department signed a reciprocal agreement with the Republic of Korea Oct. 21 in Tallahassee. The agreement allows a licensed Florida driver who is living in Korea to apply for a Korean driver license without taking the written and skills driving tests. In Florida, we will do the same for a licensed Korean driver. The Department's comprehensive review of the licensing process in the Republic of Korea clearly demonstrated that country's process is consistent with standards in place in Florida.

Emergency Contact Information Registration Reaches 5 Million: The Department's ECI program provides a way for residents to register two contacts they want police to notify in the event of an emergency. The program is the first of its kind in the nation, and registration reached the 5 million mark in September. The Department does not want to stop there because two out of three Florida drivers still have not registered their contacts.

During Register Your Emergency Contact Information Week (Oct. 2 – 8), DHSMV promoted registration. During that time, 27,769 people registered their contacts and 22,138 updated their contacts for an 11-percent increase in new registrants and 9-percent increase in updated enrollees compared to the week of Sept. 25 – Oct. 1.

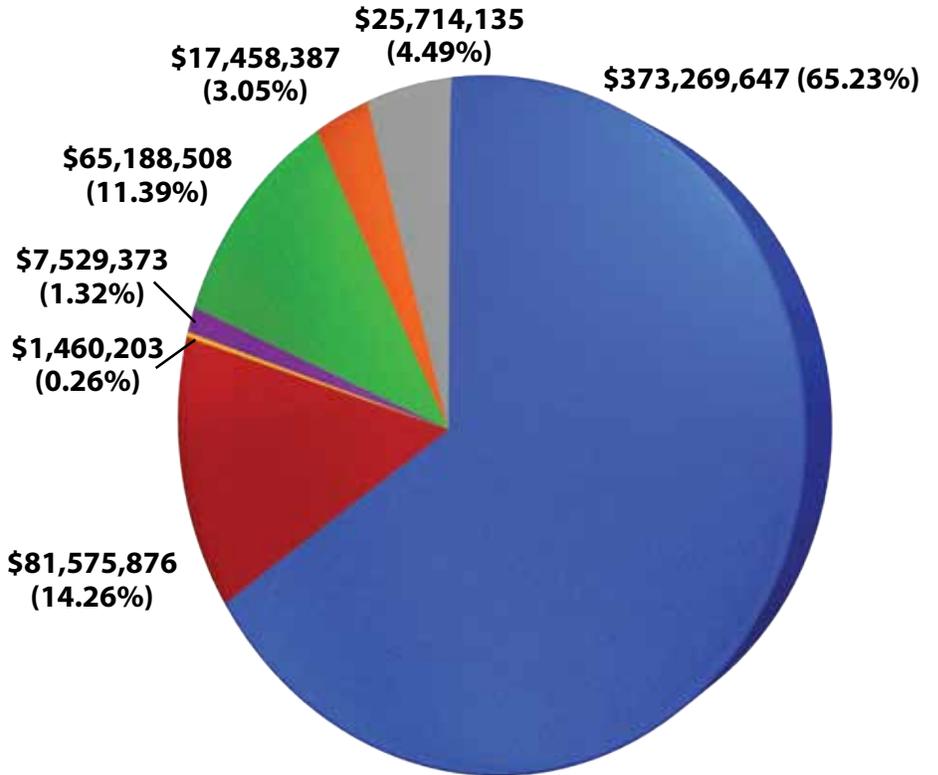


Revenue Information

2nd Quarter	Trust Fund \$332,159,076	General Revenue \$240,037,053	Total \$572,196,129
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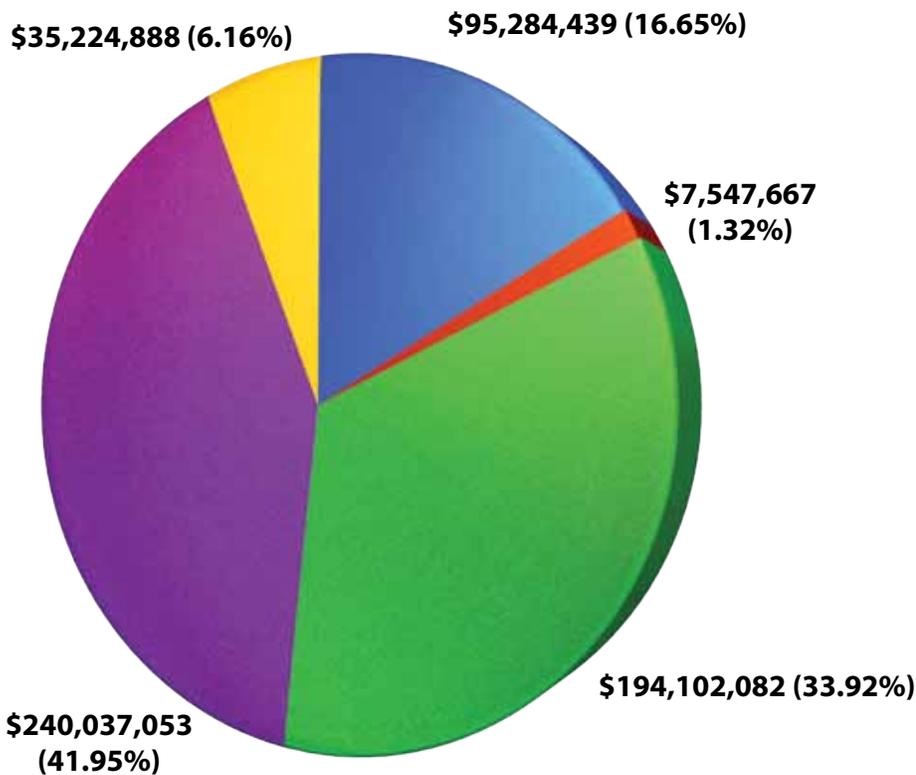
Where The Money Comes From

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

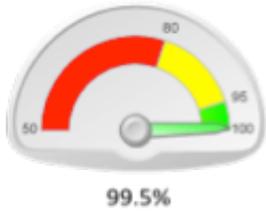


Where The Money Goes

- HSMV Agency Funding
- Specialty Plate Organizations
- Dept of Transportation
- General Revenue Funded Programs
- Other



Performance Measures and Standards



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

A. Highway crashes

1. % change in highway fatalities to previous year
2. % change in highway crashes to previous year
3. % change in highway injuries to previous year
4. % change in teen drivers involved in fatal crashes to previous year
5. % change in alcohol-related fatalities to previous year
6. % change in commercial vehicle crashes to previous year

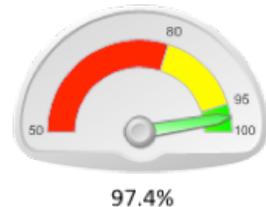
B. Highway safety education and enforcement

7. % of duty hours spent on patrol and investigation activities
8. Number of highway safety education hours provided
9. Number of commercial vehicle inspections performed

C. Criminal Investigations

10. % of criminal investigation cases resolved within 90 days
11. % of field intelligence reports reviewed, analyzed and adjudicated within 30 days

2nd Quarter Actual	2nd Quarter Standard	
-0.3%	0% or reduction	●
-5.3%	0% or reduction	●
-9.6%	0% or reduction	●
-6.5%	0% or reduction	●
-21.8%	0% or reduction	●
-18.9%	2% or greater reduction	●
75.0%	72%	●
4,314	3,750	●
56,719	37,800	●
65.9%	70%	●
100.0%	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
13. % of title transactions successfully completed
14. % of driver license and identification card transactions successfully completed
15. % of disabled parking permit transactions successfully completed
16. % of temporary operating permit transactions for heavy commercial vehicles successfully completed

B. Customer services completed timely

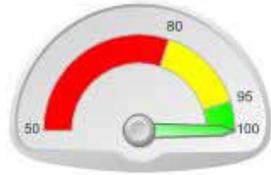
17. % of calls for service responded to by FHP within 30 minutes
18. % of driver license office customers waiting 30 minutes or less for service (1)
19. % of titles issued within 3 workdays of request

2nd Quarter Actual	2nd Quarter Standard	
97.6%	95%	●
95.1%	90%	●
98.2%	98%	●
98.1%	98%	●
91.7%	90%	●
67.3%	65%	●
73.4%	95%	●
98.9%	98%	●

- Indicates actual $\geq 95\%$ of standard.
- Indicates actual $< 95\%$ and $\geq 80\%$ of standard.
- Indicates actual $< 80\%$ of standard.

Performance Measures and Standards

20. % change in average wait time for Customer Service Center calls to previous year	-30.7%	5% or greater reduction	●
21. % of business licenses issued timely	99.7%	98%	●
C. Customer Satisfaction			
22. % of customers that rate services as satisfactory or better	79.6%	85%	●



100.0%

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

A. Customer Technology Use

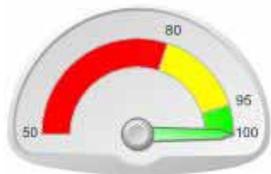
23. % of customers being served via internet	20.9%	20%	●
24. % of motor vehicle and vessel titles issued electronically	28.4%	20%	●
25. % of driver license and identification card holders registered for Emergency Contact Information	10.2%	10% or greater increase	●

B. New Technology Projects

26. % of new projects developed and implemented timely	100.0%	95%	●
27. % of time dedicated to research and development	20.6%	20%	●

C. Computer support uptime available to our partners

28. % of Mainframe system uptime	100.00000%	99.9%	●
29. % of Oracle uptime	99.99500%	99.9%	●
30. % of SQL server uptime	99.99667%	99.9%	●
31. % of Customer Information Control System (CICS) uptime	99.92500%	99.9%	●



100.0%

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	77.0%	75%	●
33. Increase participation in leadership training programs	523.2%	1% or greater increase	●
34. Increase % of positions filled by internal promotion	24.1%	1% or greater increase	●

- Indicates actual ≥95% of standard.
- Indicates actual <95% and ≥80% of standard.
- Indicates actual <80% of standard.

Performance Measures

The Department of Highway Safety and Motor Vehicles' Performance Dashboard can be viewed at www.flhsmv.gov.

Performance Explanation

(1) Percent of driver license office customers waiting 30 minutes or less for service – Despite falling short of our service level standard, performance during the second quarter is a 10.3% improvement over the first quarter. Decreased demands for services, coupled with increased staffing of previously vacant positions have contributed to this positive trend.

Purchases

Purchases Made In Excess Of \$100,000 And Not In Conjunction With State Contracts October Through December 2011

Item Purchased	Vendor	Amount
Purchase motor vehicle title paper which is essential to providing proof of ownership for vehicles to the motoring public. ITB# 012-12, Order No. A4FF45	Standard Register Nashville, TN	\$309,550.00