

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

August 20,2013
AGENDA

Agency Contact: Jennifer Langston, 850-617-3195

<http://www.flhsmv.gov/agenda/2013/082013Agenda.pdf>

1. Respectfully submit the Minutes for the May 8, 2013 & June 4, 2013 Cabinet Meetings.

Attachment #1.
Recommend Approval.

2. Respectfully request approval of the Department's Annual Performance Report for Fiscal Year 2012-2013.

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:

HIGHWAY SAFETY AND MOTOR VEHICLES
DEPARTMENT OF VETERANS AFFAIRS
STATE BOARD OF ADMINISTRATION

The above agencies came to be heard before THE FLORIDA CABINET, the Honorable Governor Scott presiding, at Nemours Children's Hospital, in the Auditorium, Orlando, Florida, on Wednesday, May 8, 2013, commencing at approximately 9:14 a.m.

Reported by:

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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

* * *

I N D E X

HIGHWAY SAFETY AND MOTOR VEHICLES
(Presented by JULIE JONES)

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DEPARTMENT OF VETERANS AFFAIRS
(Presented by MIKE PRENDERGAST)

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STATE BOARD OF ADMINISTRATION
(Presented by ASH WILLIAMS)

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P R O C E E D I N G S

1
2 GOVERNOR SCOTT: Now I'd like to recognize Executive
3 Director Julie Jones with the Department of Highway Safety
4 and Motor Vehicles to present their agenda. Good morning.

5 MS. JONES: Thank you, Governor and Cabinet members.
6 The Department of Highway Safety serves more than 50
7 million drivers and processes more than 18 million vehicle
8 registrations. We patrol 30 million miles per year with
9 the Highway Patrol. Just for our visitors, the Florida
10 Department of Highway Safety, this is your Florida Highway
11 Patrol. We have a motor services unit and then we have an
12 I.T. section that's integral in how we do our business.

13 Governor, I have two agenda items for your
14 consideration and approval today. Item Number 1, I
15 respectfully request approval of the minutes from the
16 February 7th Cabinet meeting.

17 GOVERNOR SCOTT: Is there a motion to approve?

18 ATTORNEY GENERAL BONDI: So moved.

19 GOVERNOR SCOTT: Is there a second?

20 CFO ATWATER: Second.

21 GOVERNOR SCOTT: Moved and seconded. Any objections
22 or comments? Hearing none, the motion carries.

23 MS. JONES: Item Number 2 is the Department's
24 Performance Report for the third quarter of this fiscal
25 year. In our highlight section of the quarterly

1 performance you'll note that we did a number of public
2 outreach projects; the Move Over law, hit and run crashes
3 which I'm going to bring Major Cindy Williams up to talk
4 about just briefly.

5 Spring Break Enforcement. We were very successful in
6 this initiative this year especially in the Panama City
7 Beach area.

8 Bike Week. We do motorcycle safety education leading
9 up to Bike Week and then participate in a lot of events in
10 order to keep the fatality rates down associated with this
11 event. And I'm proud to say that crashes and fatalities
12 were both down this year.

13 This quarter we also worked to educate the public
14 about fake websites. We've had a proliferation of fake
15 public safety websites that when you click on it it
16 appears to be a governmental entity, but it's actually
17 downloading malware and it's also charging extra costs
18 claiming to be a public site when indeed you can get that
19 service for free.

20 So we're working closely with the public and our law
21 enforcement partners to take these sites down as a public
22 service initiative.

23 We also continue to try to put as many troopers on
24 the road as we can. This quarter we graduated another
25 class of 52 and I'm proud to say that the last three basic

1 recruit classes we have 30 veterans that we recruited and
2 got through the academy.

3 GOVERNOR SCOTT: Congratulations.

4 MS. JONES: Revenue Information. We had a solid
5 third quarter. We collected and distributed \$658 million.
6 This is a \$59 million increase in revenue from the prior
7 quarter.

8 The last topic is our Performance Dashboard. As you
9 know, we have 37 performance standards that we rate
10 ourselves on. Thirty-three were in the green meet
11 standards category. I'd like to talk about the four
12 measures that were not.

13 Measure number 2 is the number of reported highway
14 crashes. Last Fall I came to you and said that this might
15 be an issue and this issue has slipped into yellow from
16 green. It's a nationwide trend. It's not just in
17 Florida.

18 While no specific issue has been identified, we
19 believe that the turn in the economy -- the economy is
20 becoming a little more positive, more cars on the road,
21 more miles driven. And in the Fall we'll have more data
22 available to --

23 GOVERNOR SCOTT: More construction too.

24 MS. JONES: Pardon me?

25 GOVERNOR SCOTT: There's way more construction going

1 on right now.

2 MS. JONES: That's correct, sir. Again, it's all
3 associated with the turn in the economy.

4 One of the contributing factors though is the
5 increased number of hit and run crashes and I'm going to
6 bring Cindy Williams up here. She's the troop commander,
7 the major here locally.

8 Orlando is one of the top three counties for hit and
9 run in the state and we've had some specific initiatives
10 on this. Hit and run crashes are up 10 percent and the
11 tragedy here is three out of five fatalities statewide
12 associated with pedestrian fatalities is due to hit and
13 run.

14 So this is not only our educational campaign this
15 quarter, but also our enforcement initiatives across the
16 state. So Cindy is going to spend just two minutes on
17 this.

18 GOVERNOR SCOTT: Good morning.

19 MS. WILLIAMS: Thank you. In FHP Troop D we cover
20 Orange, Seminole, Volusia and Brevard County. We
21 responded just in Orange County to over 4,883 hit and run
22 crashes in 2012. Of the hit and run crashes 17 percent or
23 816 resulted in injury with the majority of them being
24 unsolved. Seventeen of the 21 crashes involved fatalities
25 that remain unsolved.

1 In response to the increased number of hit and run
2 crashes in Troop D, in January we implemented a new
3 approach to solving these cases and dedicated a trooper to
4 these operations.

5 This initiative was utilized through taking data
6 through our cost report system and looking for hit and run
7 tags and strength searches to look for what we could find
8 with cases that were unsolved.

9 Of these we found 53 cases that involved injuries.
10 We were able to assign a trooper to these to go down and
11 look for leads. Forty-two of these actually were within
12 Orange County. Of the data that we analyzed we utilized
13 the Bureau of Intelligence Investigations and our partner
14 with the Orange County Sheriff's Office.

15 Within a few months with this new information 10
16 cases were reopened with further leads. One of these
17 already resulted in an arrest. Two of these resulted in
18 location of the vehicle and insurance information being
19 provided.

20 We've also had numerous letters that we've written to
21 our person that has been doing these thanking them. Even
22 in cases when we didn't find anybody we found further
23 leads and people felt that we were taking that extra step.

24 In February we initiated press conferences that were
25 held around the state kicking off the hit and run

1 awareness campaign. We also in Troop D had a press
2 conference and had the victims of hit and runs come and
3 talk to us, one of which was Jamie McWilliams who was
4 instrumental in getting the law changed for many of the
5 hit and run crimes; mostly serious bodily injury and
6 death, from a third-degree felony to a first degree
7 felony. If you've ever dealt with Ms. McWilliams, she is
8 passionate and she was willing to do whatever to get this
9 taken on.

10 The Florida Highway Patrol is using social media and
11 posting these things on Facebook and our website. We're
12 hitting the younger crowd and the people that are on the
13 website and that's really making a big impact.

14 And in closing, this operation will enhance patrols
15 in an active role in the state for hit and run crashes to
16 try to reduce them and to apprehend the violators.

17 On a side note, I really like the dog so I'm talking
18 to my family. I gotta talk to the family because we
19 already have one.

20 GOVERNOR SCOTT: It's over once you start talking
21 about it.

22 ATTORNEY GENERAL BONDI: Thank you. He's so sweet.
23 Thank you.

24 GOVERNOR SCOTT: It's over.

25 MS. JONES: Yeah, it is.

1 ATTORNEY GENERAL BONDI: 10 and 0, people.

2 MS. JONES: She met the dog before you brought the
3 dog up and said okay, I gotta call home. So we're going
4 to continue to do outreach in education and it's training,
5 not only the driver trying to train people to stop and not
6 be afraid of the law enforcement consequences, but also
7 training the hit and run victim to know what to look for
8 and how to report back to the patrol to help with these
9 issues.

10 Performance measure number 20 is our customer service
11 wait times. And these continue to get better and we're up
12 to 87.5 percent of our customers wait less than 30 minutes
13 now in a driver license office.

14 The last measure I'd like to discuss is our average
15 wait times in our customer service centers. These were up
16 27 percent from the last quarter. Two things happened to
17 affect this measure. A new I.T. system was installed and
18 it took a lot of training and we took people off the line
19 to get the training done, but we've also had a higher
20 number of non-citizens calling.

21 Up until this quarter if you were a non-citizen
22 asking for a driver's license or an I.D., we processed you
23 in the office and then we told you to wait and we verified
24 your legal status in the state through the Federal
25 Government through the main office in Tallahassee.

1 We've now this quarter centralized that to reduce
2 those numbers of calls and I'm hoping that will continue
3 to bring this measure into compliance.

4 We focus on technology, but these are complicated
5 questions that take a person to actually talk to. So
6 we're going to work through that.

7 With that, that concludes our quarterly report and I
8 would ask that you respectfully -- I respectfully request
9 you approve the report as it stands.

10 GOVERNOR SCOTT: Thank you very much, Julie. So is
11 there a motion to approve the report?

12 CFO ATWATER: So moved.

13 GOVERNOR SCOTT: Is there a second?

14 COMMISSIONER PUTNAM: Second it.

15 GOVERNOR SCOTT: Okay. Any comments or objections?

16 Hearing none, the motion carries. Thanks.

17 MS. JONES: Thank you, Governor.

18 GOVERNOR SCOTT: Thank you.

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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
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
FLORIDA DEPARTMENT OF LAW ENFORCEMENT

The above agencies came to be heard before
THE FLORIDA CABINET, Honorable Governor Scott
presiding, in the Cabinet Meeting Room, LL-03,
The Capitol, Tallahassee, Florida, on Tuesday, June
4, 2013, commencing at 9:00 a.m.

Reported by:
CAROLYN L. RANKINE
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RICK SCOTT
Governor

ADAM H. PUTNAM
Commissioner of Agriculture

PAM BONDI
Attorney General

JEFF ATWATER
Chief Financial Officer

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RESOLUTION - FLORIDA WILDLIFE CORRIDOR

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(Presented by SECRETARY HERSCHEL VINYARD)

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

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FLORIDA DEPARTMENT OF LAW ENFORCEMENT
(Presented by COMMISSIONER JERRY BAILEY)

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1 GOVERNOR SCOTT: Right. Now, I'd like to
2 recognize Executive Director Julie Jones of the
3 Department of Highway Safety and Motor Vehicles
4 to present her agenda. Good morning.

5 EXECUTIVE DIRECTOR JONES: Good morning
6 Governor and Cabinet members. I have one item
7 for your approval. I respectfully request
8 approval of the Department's 2013-14 Annual
9 Performance Contract.

10 I know how important it is to be
11 accountable in how we do our performance
12 measures. I believe that this is a meaningful
13 document and accurate and very focused. It has
14 the same four primary pillars my document had
15 last year: public safety, reliable service
16 delivery, leveraging technology, and talent
17 creation. The Annual Performance Contract
18 includes 35 specific measures and standards.

19 Just a few changes from last year's annual
20 report. I am removing five measures and
21 standards because they're no longer necessary
22 based on the Department's priorities. We've
23 added three measures and standards intended to
24 improve our ability to evaluate our progress in
25 meeting our strategic goals, and we've modified

1 10 measures and standards to align with goals
2 and objectives established in our new strategic
3 plan for '13-14.

4 And just by way of summary, every year we
5 put together a team and we take about two
6 months and go top to bottom in our organization
7 with our strategic plan to update it, make sure
8 that it's valid, make sure that our strategies
9 are valid for the work that we're doing, the
10 work that you, the Governor and Cabinet --
11 Governor, that you've assigned to us, and we
12 update the performance plan to match the that.

13 Under public safety there's 13 measures,
14 and in the report it's numbers 1 through 13.
15 We're no longer measuring the percentage change
16 in highway injuries to the previous year. We
17 found that this number is really outside of our
18 control. And we track the number in measures 1
19 and 2 as reported changes in crashes and
20 fatalities.

21 Measure 4 was added to track the
22 percentage change in the number of fatalities
23 for drivers 65 or over known as mature
24 drivers. We have about 3.1 million of these
25 drivers in the state. And in the last

1 two-and-a-half years that number has increased
2 by 200,000 and we feel that this is very, very
3 important measure to start to track.

4 We recognize that older drivers face
5 unique challenges and we want to enhance our
6 education opportunities and our enforcement
7 opportunities to create a safer environment for
8 these drivers. And this measure is very
9 similar to the one that we have for teen
10 drivers, which is another at-risk group.

11 Measure 6 has been modified to include a
12 broader definition for impaired driving
13 fatalities. We're going to include now drugs
14 and other physical impairments and not just
15 alcohol.

16 Then in an effort to raise the performance
17 bar, we've increased measure 7, the patrol and
18 investigative activities percentage, by one
19 percent; we've increased measure 8, the highway
20 safety education hours provided by 600 hours;
21 increased measure 9, the number of safety
22 education and enforcement activities by three;
23 and increased measure 10, the number of
24 commercial vehicle inspections by almost 8,000
25 additional inspections.

1 Under our service delivery pillar we have
2 nine measures in this year's report. One
3 measure has been removed and one measure has
4 been modified. We're no longer reporting the
5 percentage of titles issued timely. As we're
6 shifting electronically, we're not actually
7 handing out paper titles and we're encouraging
8 people to keep titles electronically so this
9 isn't a valid measure anymore.

10 Measure 21 has been modified to clarify
11 that our goal is to issue business licenses
12 within five days. The old standard was timely
13 and rather than decide what timely means, we're
14 putting a number to this particular measure.

15 Leveraging technology. We have eight
16 measures, this is measures numbered 23 through
17 30. We're no longer reporting separately on a
18 percentage of commercial vehicle customers
19 performing electronic, international fuel tax
20 administration, and registration plan
21 transactions. These are actually being
22 captured now under measure 23 because it's how
23 our operation is moving toward the more use of
24 the Internet. And we've also increased measure
25 23 in the standard from 20 to 21 percent to try

1 to continue to track and push more technology,
2 more use of technology in our interactions with
3 our customers.

4 Measures 26 through 28 have been
5 reformatted to better reflect the Department's
6 ability to serve our customers, our partners,
7 and our members through our computer systems
8 and our Internet. Standards remain the same
9 but we're redefining them as state provided,
10 partner provided, and network provided. These
11 changes reflect our completed move to the
12 Northwood Shared Resource Center.

13 Measure 30 has been modified to increase
14 the time dedicated to technology, research, and
15 development. And that has increased from 10 to
16 15 percent.

17 Then under talent creation and development
18 we have five measures. The Department strives
19 to create a business environment that regards
20 our members as our most valuable asset. And in
21 doing so we're making leadership development
22 and career encouraging enhancing training more
23 a priority.

24 Measures 33 and 34 have been added to the
25 annual report to reflect a percentage of our

1 members who complete discretionary training in
2 technology and service delivery. Talent
3 creation is sponsored by the Department but it
4 really has to be embraced by the individual and
5 we're going to start to try to track this. So
6 this new measure reflects the partnership
7 between a supervisor and a subordinate in the
8 career development process.

9 That concludes the summary of my report.
10 I look forward to sharing the results with you
11 quarterly and if you have any questions.

12 COMMISSIONER PUTNAM: Governor.

13 GOVERNOR SCOTT: Sure. Go ahead.

14 COMMISSIONER PUTNAM: On your talent
15 creation and development objectives, what's the
16 mandatory requirement and then what are
17 discretionary options that are out there on
18 customer service and professionalism type of
19 courses for your -- for your front-line
20 interactive employees who are issuing driver
21 licenses and things like that?

22 EXECUTIVE DIRECTOR JONES: We have a suite
23 of 150 online classes that can be assigned or
24 can be taken voluntarily that are across the
25 board, look at service delivery and how to

1 develop employees individually, and there are
2 probably 25 or 30 of those that are
3 specifically customer service. We rely on the
4 supervisor to require -- to assign training to
5 individuals but the purpose for these new
6 measures is to encourage people to go out and
7 get the training on their own.

8 We're working with a company and we're
9 working very closely with Secretary Nichols in
10 Department of Management Services to develop a
11 talent management process that integrates not
12 only the performance measure that the Governor
13 in his agencies are starting to implement this
14 year, but also assign training and then actual
15 modules that allow the supervisor and the
16 subordinate to sit down and manage that career
17 forward.

18 And it will include the training that you
19 had, assigned training by the supervisor, and
20 it allows you to set goals so you can -- if you
21 have a particular job that you're striving for,
22 that job will have specific training that's
23 required for it and measures that you have to
24 meet so you can put yourself on a path or your
25 supervisor can help you get onto that path to

1 move forward in your career.

2 COMMISSIONER PUTNAM: Thank you.

3 GOVERNOR SCOTT: All right. Is there a
4 motion to approve the item?

5 COMMISSIONER PUTNAM: So moved.

6 GOVERNOR SCOTT: Is there a second.

7 ATTORNEY GENERAL BONDI: Second.

8 GOVERNOR SCOTT: Any comments or
9 objections?

10 (No response.)

11 GOVERNOR SCOTT: Hearing none the motion
12 carries. Thank you, Julie.

13 EXECUTIVE DIRECTOR JONES: Thank you.

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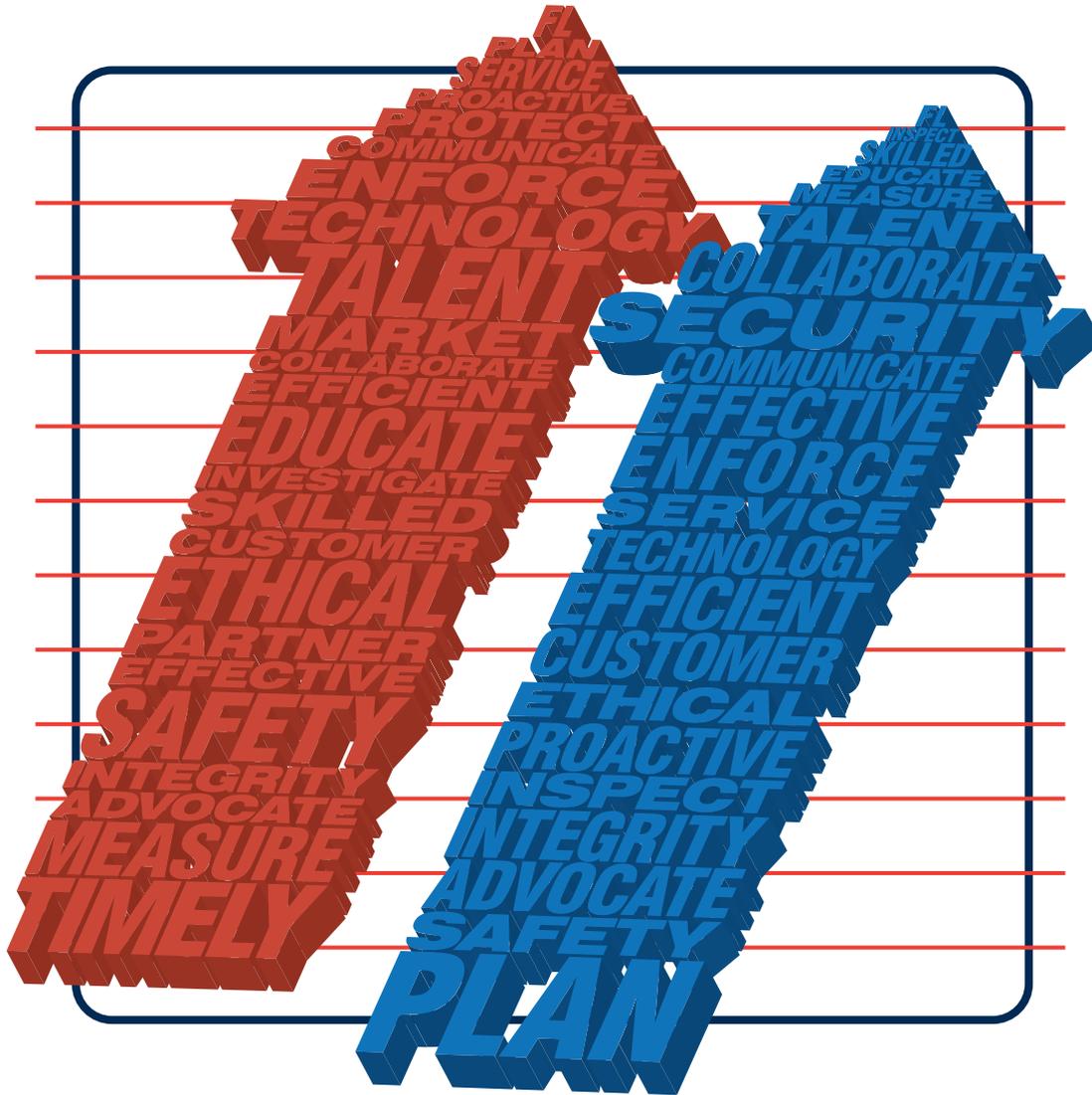
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Annual Performance Report: Fiscal Year 2012 — 2013



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

Julie Jones, Executive Director

Julie L. Jones
Executive Director

2900 Apalachee Parkway
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www.flhsmv.gov



Rick Scott
Governor

Pam Bondi
Attorney General

Jeff Atwater
Chief Financial Officer

Adam Putnam
Commissioner of Agriculture

August 2013

On behalf of the dedicated members of the Florida Department of Highway Safety and Motor Vehicles, I am pleased to provide you with the Department's *Annual Performance Report for the 2012-13 Fiscal Year*.

The report includes an overview of the many exciting things that we are doing to create the safest possible driving environment for motorists throughout the state. As you will see in this report, our role in public safety is supplemented by a strong sense of fiscal responsibility and the obligation we have to be good stewards of the significant resources for which we are tasked to collect and manage. By establishing specific performance measures and standards and reporting on our actual performance, we also provide the transparency and accountability Floridians deserve. We are driven to use this information to become an effective and efficient organization that remains focused on our core mission and vision of a safer Florida.

The Department has continued to create a culture of strategic thinking by establishing goals and objectives that play an integral part in our decision-making and everyday activities. Protecting the lives and security of our residents and visitors, providing services that exceed the expectations of our customers, successfully integrating technology into the way we do business, and regarding our members as our most valuable resources remain our most important strategic goals.

Because we are uniquely situated to impact the lives of most every family in our great state, we understand the importance of maintaining our values of service, integrity, courtesy, professionalism, innovation and excellence in everything we do. We appreciate your interest in our work, and we hope you find this report both informative and indicative of our continued commitment to public safety.

A handwritten signature in black ink that reads "Julie Jones". The signature is fluid and cursive, with the first name "Julie" and last name "Jones" clearly distinguishable.

Julie L. Jones
Executive Director

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Facts and Figures

FLORIDA HIGHWAY PATROL ACTIVITY

788,057

citations issued by FHP

7,980

Driving Under the Influence arrests

6,966

felony arrests

211,044

crash investigations

319,788

written warnings issued

31,062,096

miles patrolled

198,984

motorists with disabled vehicles received assistance

2,126

public safety presentations



MOTORIST SERVICES

5,206,794

driver license and identification cards issued

6,272,602

emergency contacts registered as of 6/30/2013:
(40.0% of driver license and identification card holders)

6,422,639

organ donors registered as of 6/30/2013

2,094,974

suspensions, revocations, cancellations and disqualifications of driving privileges

20,259,599

motor vehicle, manufactured home, and vessel registrations issued

5,362,575

motor vehicle, manufactured home, and vessel titles issued

13,897

dealer and manufacturer licenses issued

4,364

dealer and manufactured home consumer complaints investigated

55.04%

of all licensed drivers and ID card holders have a Real ID compliant credential as of 6/30/2013

170

Tax Collector offices in 57 counties offering driver license services as of 6/30/2013

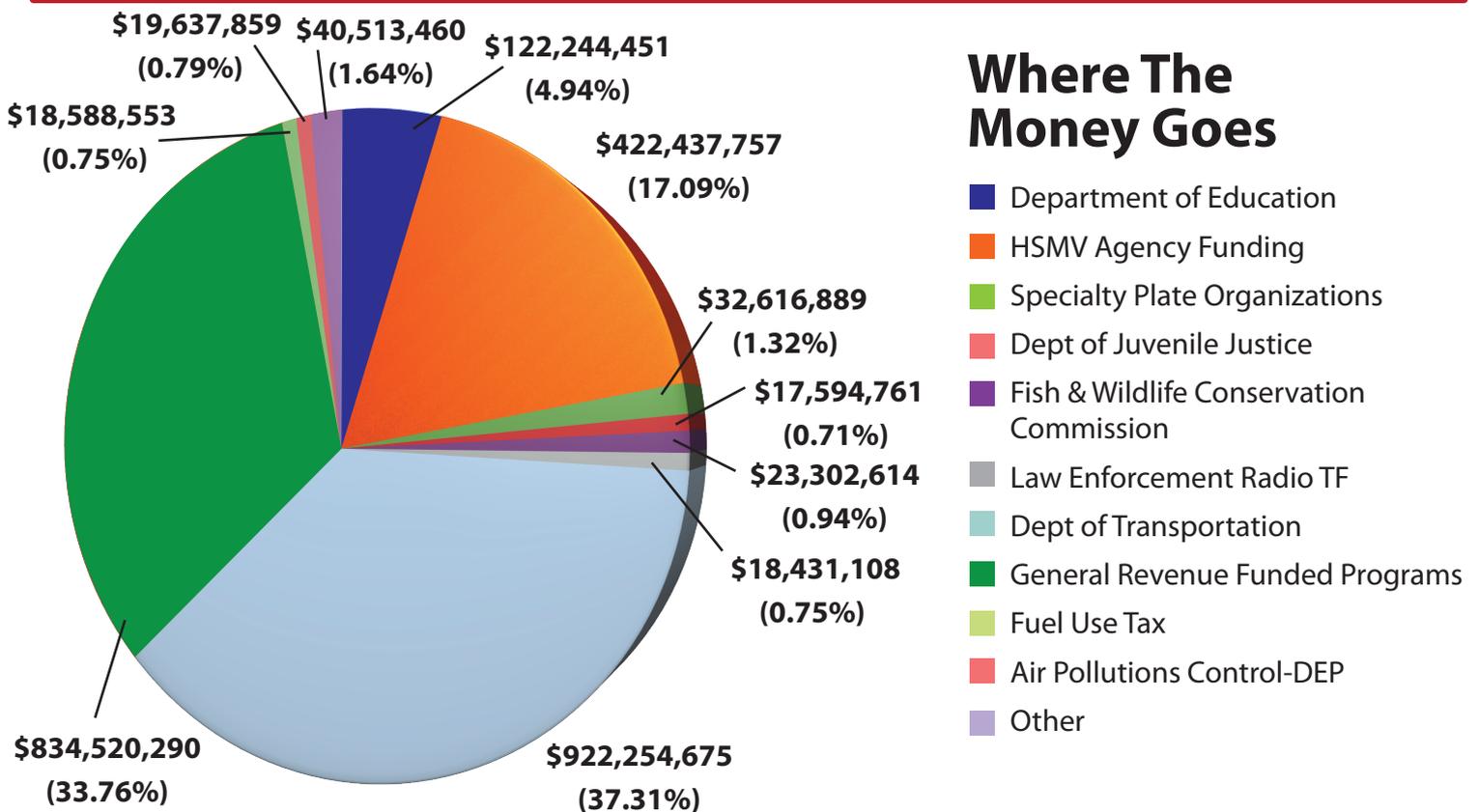
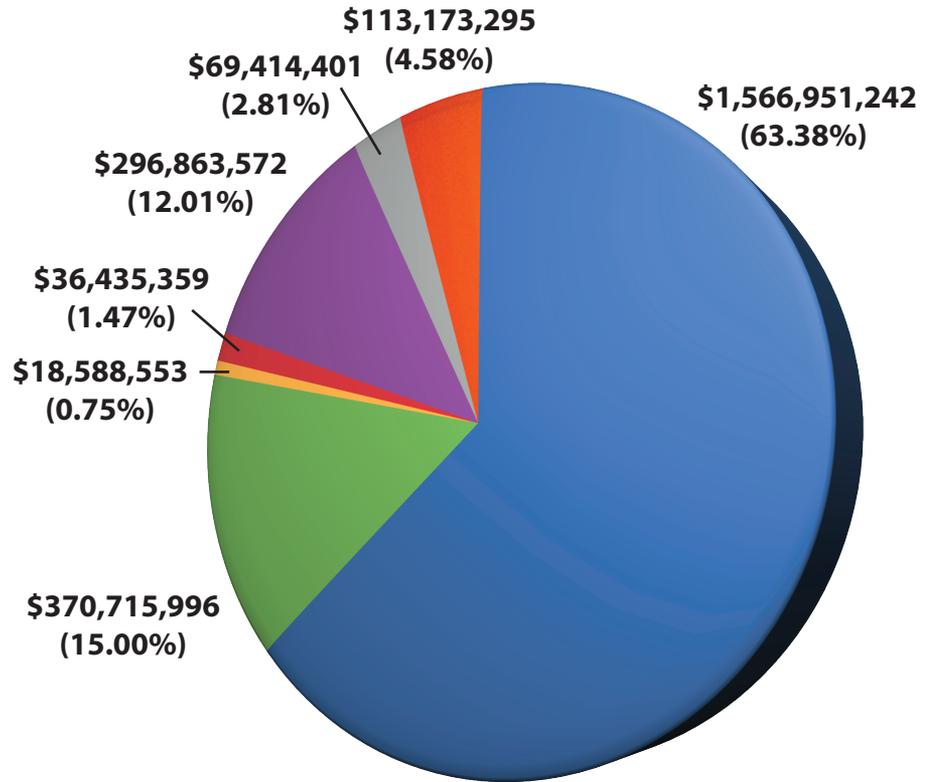


Our Fiscal Impact

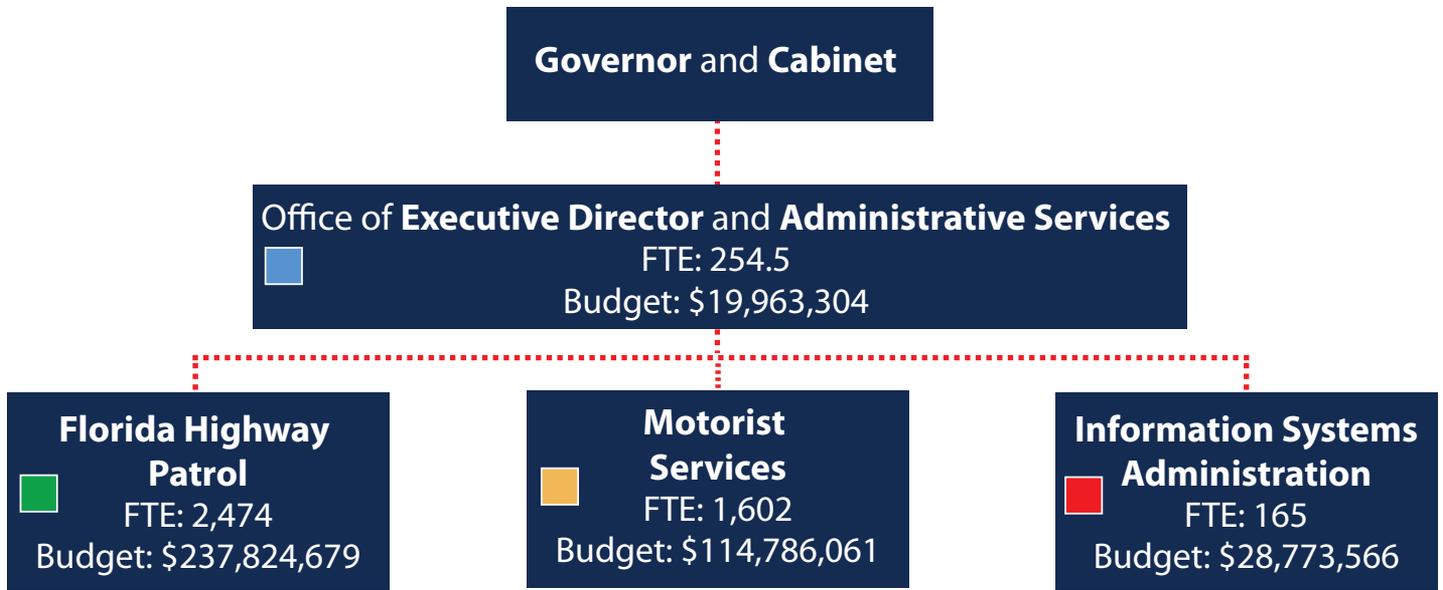
Fiscal year	Trust Fund	General Revenue	Total
2012-13	\$1,637,622,128	\$834,520,290	\$2,472,142,418

Where The Money Comes From

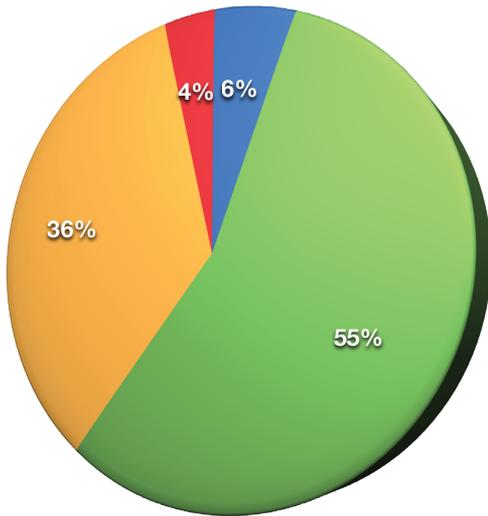
- Licenses Plates and Decals
- Motor Vehicles Titles
- Motor Fuel Use Tax
- Fines and Forfeitures
- Driver Licenses
- Driving Records/Transcript
- Other



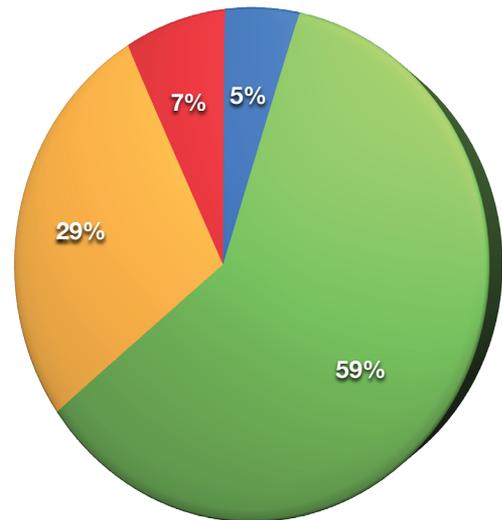
Budget by Division



FTE by Division



Budget by Division



News and Accomplishments

PUBLIC SAFETY

Department Puts Drivers on Alert for Staged Crashes:

The Department collaborated with the Department of Financial Services and the National Insurance Crime Bureau to



help alert drivers to the tactics used by criminals to prey on innocent motorists. In addition to a statewide news release, DHSMV created a dedicated webpage to make motorists aware of basic staged crash schemes

and tips drivers can use to reduce their risk of becoming a target.

Drowsy Driving Prevention Week: During the first week of September, the Department worked with the Florida Department of Transportation to conduct an awareness campaign to alert motorists to the dangers of drowsy driving.

Florida Highway Patrol Advises Drivers to “Drive Sober or Get Pulled Over”: The Patrol joined law enforcement agencies across the nation to participate in the *Drive Sober or Get Pulled Over* campaigns throughout the year. The campaign is designed to remove impaired drivers from Florida’s roadways in an effort to save lives. Statewide news releases accompanied the campaigns. In conjunction with this effort, the Governor and Cabinet designated December *Drunk and Drugged Driving Prevention Month* in Florida.

Helping to “White Out” Teen Crashes: Events in four cities on October 16 urged teens to make good choices behind the wheel to eliminate or “white out” teen crashes. The importance of buckling up, driving sober, removing distractions while driving and limiting the number of peers in a car was emphasized. The Department sponsored events at high schools in Tallahassee, Miami, Apopka and Tampa.

The Patrol Promotes Safe Roadways for Holidays: To enhance safety on Florida’s roadways during holiday periods (July 4th, Labor Day, Thanksgiving, Christmas, and Memorial Day), FHP increased the number of troopers on patrol during the days leading up to, during and immediately after each holiday period. Troopers focused on impaired driving, speeding, aggressive driving and seat belt usage. Statewide news releases provided travel safety tips. During the holiday periods, FHP made 1,185 arrests for impaired driving and cited 10,380 drivers for failure to wear seat belts.

FHP Tickets Aggressive Cars and Trucks: Ten media outlets covered FHP’s Tallahassee press conference November 1 to kick off the first of four week-long Ticketing Aggressive Cars and Trucks (TACT) public awareness and enforcement cam-

paign. Troopers targeted aggressive drivers such as those that were following too closely, making unsafe lane change and speeding. The campaign included billboards and social media messaging as well as outreach events at schools and community centers coordinated through the Florida Trucking Association.

FHP Launches Smoke and Fog Campaign: “When Visibility is Low, Drive Slow” was the message FHP, in collaboration with the Department of Agriculture and Consumer Services and the Department of Transportation, used in a new campaign to ensure drivers know what to do when they encounter smoky and foggy conditions on the highway. A total of 24 billboards with the message were deployed throughout the state.



Florida Highway Patrol Focuses on Move Over Law: Troopers paid special attention to drivers who violated the state’s Move Over law during the month of January. The Move Over law protects law enforcement officers, emergency workers and tow truck drivers who are stopped along Florida roadways providing public safety. A statewide news release accompanied the targeted enforcement. The Patrol cited 1,142 drivers for failure to Move Over during the targeted enforcement period.

Hit-and-Run Crashes Up in Florida: To highlight the growing number of hit-and-run crashes occurring on Florida’s roadways, the Department conducted seven simultaneous news conferences throughout Florida on February 18 to educate drivers on their responsibilities if involved in a crash and the consequences they face if they leave a crash scene.



FHP Conducts Targeted Enforcement during Spring Break: Throughout the spring break period (March/April), FHP, in conjunction with the Department of Business and Professional Regulation and other law enforcement agencies, engaged in regional targeted enforcement of the state’s drinking age laws and encouraged spring breakers to celebrate safely.

Promoting Motorcycle Safety at Daytona Bike Week: The Department took advantage of this year’s Bike Week to educate attendees of the annual gathering on motorcycle safety.

continued

Accomplishments continued

Fatal crashes were down from last year's event with three fatalities reported and 37 motorcycle crashes (compared to eight fatalities and 44 crashes last year).

Statewide Traffic Fatalities Over Memorial Day Weekend Decrease By 41%: During the 2013 four-day Memorial Day weekend, 23 fatal accidents occurred on Florida roadways compared to 39 during the same period last year. These figures include crashes worked by county and municipal law enforcement agencies in addition to FHP. The Department issued a statewide news release prior to the holiday reminding drivers to use the most important safety feature in their vehicle – a seat belt.

FHP Reminds Motorists to Click it or Ticket: FHP continued its longstanding participation in the annual awareness campaign to increase seat belt use. In addition to a statewide news release, the issue was heavily promoted on social media. The Department also announced a "Use Your Seat Belt" poster contest for middle school students to encourage students to buckle up. The deadline for entries is October 31. This will allow time for middle school teachers to encourage participation in the contest at the beginning of the 2014-2015 school year.



Department Promotes Safety and Disaster Preparedness: As the state braced for the beginning of the 2013 hurricane season, the Department used the opportunity to remind Floridians to register or update their contacts in the Department's Emergency Contact Information system. The Florida Highway Patrol also reiterated Safety First as Tropical Storm Andrea moved over Florida. The Patrol provided cautionary measures for drivers to take in inclement weather conditions.

RELIABLE SERVICE DELIVERY

Department Informs Public of Disabled Parking Permit Changes: In July, 2012, the Department launched a campaign to educate Floridians on revised requirements related to disabled parking permits. More than 1.3 million Floridians who hold permanent disabled parking permits were impacted by the changes. Outreach



efforts included a statewide news release, social media messages and advertisements on TV monitors in driver license offices. The Department also established a dedicated phone number and posted an online form that allows citizens to report suspected misuse of permits.

The Department Honors Veterans: For Veteran's Day, the Department issued a statewide news release listing services provided to veterans including how to get a "V" for veteran on a driver license or identification card, how to register for special military license plates and how to obtain deployment assistance.

Promotional Efforts Help To Drive Up Emergency Contact Information Registrations: The Governor and Cabinet approved a resolution to designate October 1 through October 7 as *Register Your Emergency Contact Information Week* in Florida. The ECI database allows all Floridians who hold either a driver license or identification card to register up to two contacts for law enforcement to use in case of emergency. The Department houses the ECI database and registration may be completed in a driver license office or online. Promotion of the resolution through news releases and in social media helped to boost new registrations by 17% during the designated week.



Warning Consumers about Potential Flood Cars from Hurricane Sandy: The Department published a news release about what consumers should do to avoid buying an automobile damaged by flooding. Information from New York and New Jersey indicated as many as 200,000 cars and vessels sustained flood damage from the devastating storm. Though flood cars are only good for parts, unsuspecting consumers could fall into a trap and purchase previously flooded vehicles.

Relax – We Have Your Title on File: Florida's Electronic Lien and Title program now has more than 4,000 participating financial institutions. The program alleviates the need for consumers to keep track of paper copies of titles and allows for electronic removal of liens once the loan has been satisfied. Florida leads the nation in this technology.

Consumers Warned About Imitation Websites: The Department issued a March news release to warn consumers about websites (similar in appearance to our official website) that offer assistance with driver license and vehicle registration tasks for a surcharge. The news release clarifies that the Department does not require payment of a surcharge on any of its official websites.

LEVERAGING TECHNOLOGY

Department Moves Information Systems Equipment to Northwood Shared Resource Center: More than 150 pieces of equipment and most of the Department's major

Accomplishments continued

systems and applications were moved in September, 2012. Personnel from the Department's Information Systems Administration worked closely with the Center following the move to ensure they were adequately prepared to assume responsibilities for the operation of the equipment and functions that were transferred.

Florida Achieves Over 50% REAL ID Compliance: As of June 30, over 55% of the Florida driver licenses and identification cards held by residents or visitors are now REAL ID compliant. This benchmark was achieved in 3½ years (REAL ID issuance began Jan. 2010).

TALENT CREATION AND DEVELOPMENT

One-Hundred and Sixty Eight New Florida Highway Patrol Troopers Graduate: The Patrol's 122nd, 123rd and 124th Recruit Classes graduated this year, putting 168 new troopers on the road. The recruits endured 28 weeks of intense training in academic and high liability areas, including human relations, law, firearms, defensive tactics, vehicle operations and first aid.

Department Aggressively Recruiting Veterans: The January/February edition of Search & Employ magazine featured the Department as a workplace that offers military veterans great options for post-service employment. Recruit Military

posts the magazine online and sends more than 38,000 copies to military installations around the world. For Veterans Day, the Department published a statewide news release detailing efforts to recruit veterans. Although federal sequestration limited some military recruitment opportunities (events were cancelled), the Department was able to engage in recruitment activities at several events throughout the state.

Godino Earns Trooper of the Year Award: The Governor and Cabinet honored Sgt. Mary Godino at the December 11th Cabinet meeting, naming her the Florida Highway Patrol's 2012 Trooper of the Year. Godino, putting her own safety at risk, helped to save the life of a man involved in a traffic crash.



Performance Measures and Standards

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

98.9% ● For FY 2012/13 (Through June 30, 2013)

A. Highway crashes

1. % change in highway fatalities to previous year
2. % change in highway crashes to previous year **(1)**
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 safety education and enforcement-related marketing activities
10. Number of commercial vehicle inspections performed
11. % of insured motorists

C. Criminal Investigations

12. % of criminal investigation cases resolved within 90 days
13. % of field intelligence reports reviewed, analyzed and adjudicated within 30 days
14. % of vetted intelligence information that is shared with the intelligence community within 7 days

E.O.Y 2012-13 Actual	Fiscal Year 2012-13 Standard	
97.5%		●
-5.9%	0% or reduction	●
9.5%	0% or reduction	●
3.6%	0% or reduction	●
-17.2%	0% or reduction	●
-23.0%	0% or reduction	●
1.7%	1.3% or greater reduction	●
99.7%		●
72.3%	72%	●
8,224	7,500	●
17	12	●
107,206	79,380	●
93.7%	95%	●
100%		●
91.1%	72%	●
100.0%	90%	●
100%	80%	●

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

96.4% ● For FY 2012/13 (Through June 30, 2013)

A. Motorist transactions successfully completed

15. % of registration transactions successfully completed
16. % of title transactions successfully completed
17. % of driver license and identification card transactions successfully completed
18. % of disabled parking permit transactions successfully completed

B. Customer services completed timely

19. % of calls for service responded to by FHP within 30 minutes
20. % of driver license office customers waiting 30 minutes or less for service **(2)**
21. % of titles issued within 3 workdays of request

E.O.Y 2012-13 Actual	Fiscal Year 2012-13 Standard	
99.9%		●
97.5%	95%	●
95.5%	90%	●
98.8%	98%	●
97.7%	98%	●
90.1%		●
63.4%	65%	●
89.6%	95%	●
98.7%	98%	●

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

continued

Performance Measures and Standards

22. % change in average wait time for Customer Service Center calls to previous year (3)

16.6%

5% or greater reduction



23. % of business licenses issued timely

99.7%

98%



C. Customer Satisfaction

93.5%

24. % of customers that rate services as satisfactory or better (4)

79.5%

85%



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

98.4% ● For FY 2012/13 (Through June 30, 2013)

A. Customer Technology Use

25. % of customers being served via internet

100.0%

20.3%

20%



26. % of motor vehicle and vessel titles issued electronically

41.1%

35%



27. % of IFTA tax returns and IRP transactions processed electronically

15.2%

10%



B. New Technology Projects

92.1%

28. % of new projects developed and implemented timely (5)

80.0%

95%



29. % of time dedicated to research and development

14.8%

10%



C. Computer support uptime available to our partners

100%

30. % of Mainframe system uptime

100.0%

99.9%



31. % of Oracle uptime

100.0%

99.9%



32. % of SQL server uptime

99.90236%

99.9%



33. % of Customer Information Control System (CICS) uptime

99.99%

99.9%



34. Effectiveness of data and systems security preventative measures

100.0%

100.0%



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

100.0% ● For FY 2012/13 (Through June 30, 2013)

35. % of members who rate job satisfaction as satisfactory or better

78.0%

75%



36. Increase participation in leadership training programs

36.8%

5% or greater



37. Increase % of positions filled by internal promotion

34.3%

1% or greater



● 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 change in highway crashes to previous year** – The increase in motor vehicle crashes in Florida reflects a nation-wide trend. Additionally, a new crash reporting methodology now requires all towed and commercial vehicles involved in a crash to be reported on a crash report form.
- (2) **Percent of driver license office customers waiting 30 minutes or less for service** – Increased demand for in-office services, coupled with employee vacancies in south Florida have hampered efforts to meet established standards.
- (3) **Percent change in average wait time for Customer Service Center call to previous years** – The Department is continuing efforts to fill vacancies, and a new phone system was implemented in February which is expected to improve response times.
- (4) **% of customers that rate services as satisfactory or better** – Customer satisfaction scores reflect driver license office wait times and call center wait times. Current improvements to the call center phone system and efforts to fill vacancies are expected to show improvements by first quarter.
- (5) **% of new projects developed and implemented timely** – The Department is continuing to implement process improvements designed to maximize efficiencies and meet the established standards while vacancies are being filled. New standards will focus on Budget as well as implementation schedules.

PURCHASES MADE IN EXCESS OF \$100,000 AND NOT IN CONJUNCTION WITH STATE CONTRACTS

April through June 2013

Item Purchased	Vendor	Amount
FHP/CVE: Purchase of 88 Laser speed measuring devices used in traffic speed enforcement by members of the Florida Highway Patrol. ITB 031-13, Order No. A81A80	MPH Industries, Inc. Owensboro, KY	\$262,885

What We Believe...

Our Mission

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

Our Vision

A Safer Florida!

Our Values

WE BELIEVE IN:

**Service by exceeding expectations;
Integrity by upholding the highest ethical standards;
Courtesy by treating everyone with dignity and respect;
Professionalism by inspiring confidence and trust;
Innovation by fostering creativity; and
Excellence in all we do!**