

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

October 18, 2011  
AGENDA

Agency Contact: Steven Fielder, 850-617-3195

<http://www.flhsmv.gov/agenda/2011/101811Agenda.pdf>

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1. Respectfully submit the Department's Annual Performance Report for fiscal year 2010-2011.

Attachment #1  
Recommend Approval.

2. Respectfully submit the Department's 1<sup>st</sup> Quarter Performance Report for fiscal year 2011-2012.

Attachment #2  
Recommend Approval.

3. Respectfully submit Medical Advisory Board Extensions.

Attachment #3  
Recommend Approval.

4. Respectfully submit Rule 15C-18 Electronic Filing System for final adoption.

The rule amendment corrects a form number and revises form HSMV 82083 to provide for tax collector signature in lieu of supplying copies of agreements between counties.

Attachment #4  
Recommend Approval

# Annual Performance Report

Fiscal Year 2010-2011



A SAFER  
**FLORIDA**  
HIGHWAY SAFETY AND MOTOR VEHICLES

Julie L. Jones Executive Director



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**August 2011**

The Florida Department of Highway Safety and Motor Vehicles' Annual Report provides highlights of the 2010-2011 fiscal year. The report tells how the agency performed in achieving our strategic goals, meeting performance standards, and fulfilling our vision of a safer Florida.

The Department's core mission is to provide highway safety and security through excellence in service, education and enforcement for the millions of motorists who travel Florida's roadways. The broad reach of our members and their commitment to public safety emphasizes the importance of what we do to keep residents and visitors of the Sunshine State safe. We are dedicated to finding efficient and effective ways to do business so that we may continue to improve customer service, enhance strategic relationships with stakeholders, and measure critical performance indicators.

The 2010-2011 fiscal year was a time of change for the Department as Floridians elected a new Governor and Cabinet members. DHSMV underwent changes of our own as the divisions of Driver Licenses and Motor Vehicles merged into one Division of Motorist Services, and a new director was selected to lead the Florida Highway Patrol. To chart a path that will ensure our continued success in years to come, the Department launched Project T.N.T. - Together Navigating Tomorrow, a progressive initiative using DHSMV members to identify our biggest challenges and best solutions.

Two notable highlights from the year include:

- The vehicle crash fatality rate in Florida dropped more than four percent in 2010 to an all-time low of 1.25 per 100 million miles driven. The number of crash fatalities fell to 2,444, a three-decade low for the state.
- One in three Floridians with a driver license or identification card now have a Real ID compliant credential. Real ID compliant licenses and ID cards have a gold star in the upper right corner of the card to indicate compliance with the new documentation requirements.

The report that follows provides additional accomplishments and successes during the fiscal year. Department values of service, integrity, courtesy, professionalism, innovation and excellence continue to shape how we do business and to influence our operations, our members and their actions. As a Department, our members continue to focus on sound policies and decisions necessary to ensure a safer Florida for all our customers.

**Julie L. Jones**  
Executive Director

# Table of Contents

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<b>Facts and Figures .....</b>	<b>4</b>
<b>News of the Year .....</b>	<b>5</b>
<b>Organizational Chart.....</b>	<b>6</b>
<b>Our Fiscal Impact .....</b>	<b>7</b>
<b>Budget by Division .....</b>	<b>8</b>
<b>Accomplishments .....</b>	<b>9</b>
<b>Performance Measures.....</b>	<b>13</b>
<b>Performance Explanation.....</b>	<b>15</b>
<b>Purchases Made .....</b>	<b>16</b>

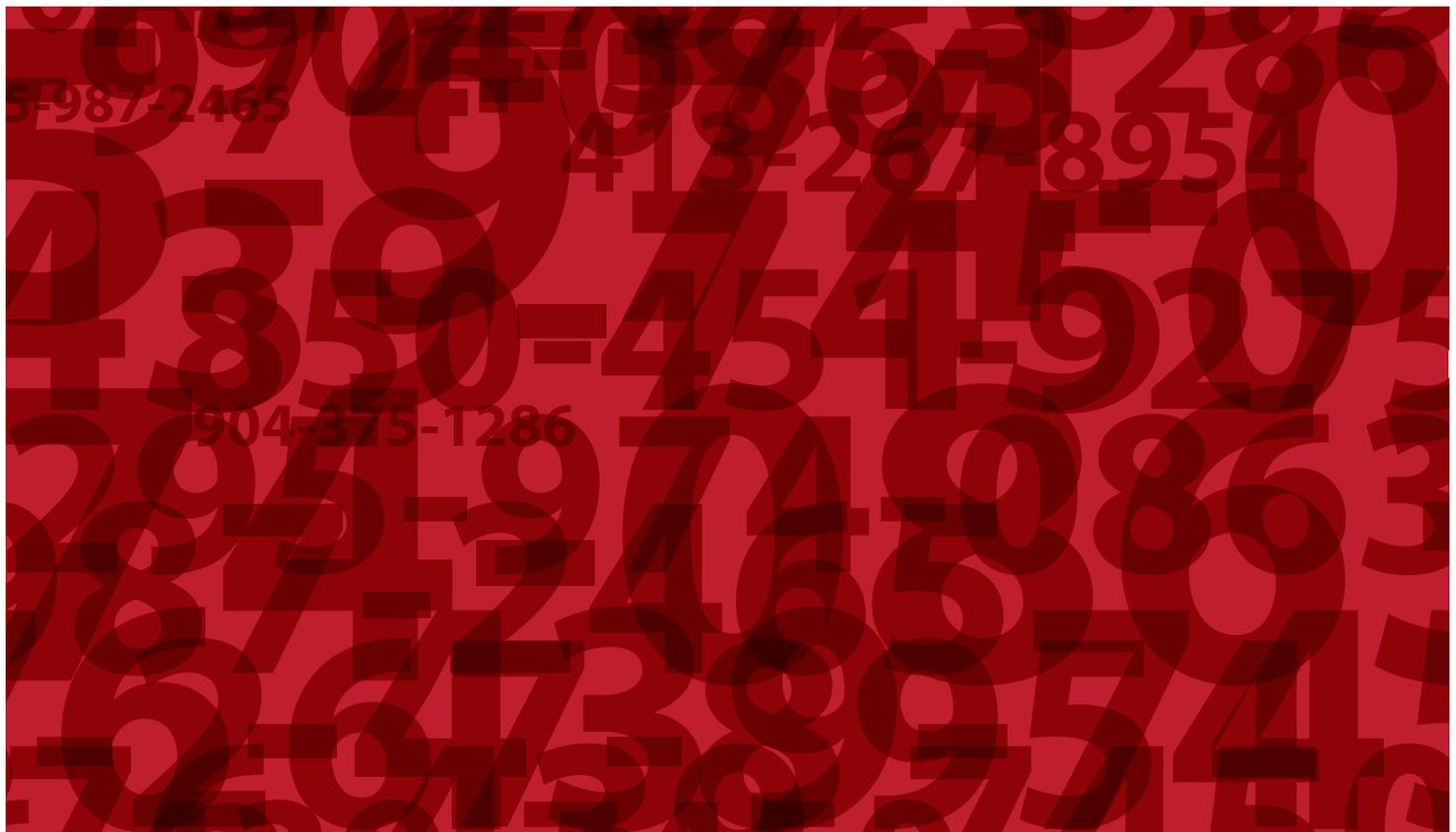
# Facts and Figures

## FLORIDA HIGHWAY PATROL ACTIVITY

**988,651** total citations  
**114,296** seat belt citations  
**317,936** unlawful speed citations  
**9,053** driving under the influence arrests  
**7,021** felony arrests  
**210,161** crash investigations  
**388,904** written warnings issued  
**436** stolen vehicles recovered  
**34,889,326** miles patrolled  
**268,696** motorists with disabled vehicles received assistance  
**2,430** public safety presentations

## MOTORIST SERVICES

**5,110,325** driver license and identification cards issued  
**4,707,697** emergency contacts registered as of 6/30/2011;  
**27.4%** of driver license and identification card holders  
**5,702,959** organ donors registered as of 6/30/2011  
**1,978,806** suspensions, revocations, cancellations and disqualifications of driving privileges  
**497,872** insurance suspensions issued  
**19,197,024** motor vehicle, manufactured home, and vessel registrations issued  
**5,361,258** motor vehicle, manufactured home, and vessel titles issued  
**13,208** vehicle dealer and manufactured homes licenses issued  
**4,499** motor vehicle and manufactured home consumer complaints investigated  
**23.3%** of driver license and identification card transactions completed by internet  
**19.7%** of motor vehicle transaction services completed by internet  
**145** Tax Collector offices in 50 out of 67 counties offering driver license services as of 6/30/2011



# News of the Year

## Fatalities Fall for Fifth Year Straight

In 2010, Florida experienced 2,444 traffic crash fatalities, a three-decade low and an annual decrease of almost five percent. By comparison, 2,563 people died in traffic crashes in 2009. The number of crash fatalities in 2010 is the lowest the state has seen since 1978 even though the Sunshine State's population has doubled since that time. The fatality rate in Florida dropped almost four percent in 2010, to an all-time low of 1.25 per 100 million miles driven.



## State Agencies Team Up to Launch *You Snooze, You Lose – Don't Drive Drowsy*

On Sept. 2, 2010, the Department of Highway Safety and Motor Vehicles teamed up with the Florida Department of Transportation to co-host a news conference in conjunction with the hospitals of Morton Plant Mease, law enforcement representatives and safety advocates to announce *Florida's Drowsy Driving Prevention Week* on Sept. 5 – 11. The state agencies worked with State Rep. Alan Williams and Ronshay Dugans' family to launch a public education and awareness campaign coined, *You Snooze, You Lose – Don't Drive Drowsy*. The agencies used existing resources to develop campaign materials, to include a public service announcement, a [web-site](#) and more.



## State Agencies Team Up to Promote School Bus Safety

On Oct. 14, 2010, the Department of Highway Safety and Motor Vehicles joined the departments of Education and Transportation at the State Capitol to promote school bus safety and to announce Florida's statewide winners of a student poster contest. During the news conference, the agencies announced the new state website, [FloridaSchoolBusSafety.gov](#) and promoted the campaign message, *Stop on Red, Kids Ahead*. The three partnered agencies encouraged school districts and communities to conduct motorist awareness activities and to recognize dedicated transportation professionals and bus operators.



[FloridaSchoolBusSafety.gov](#)

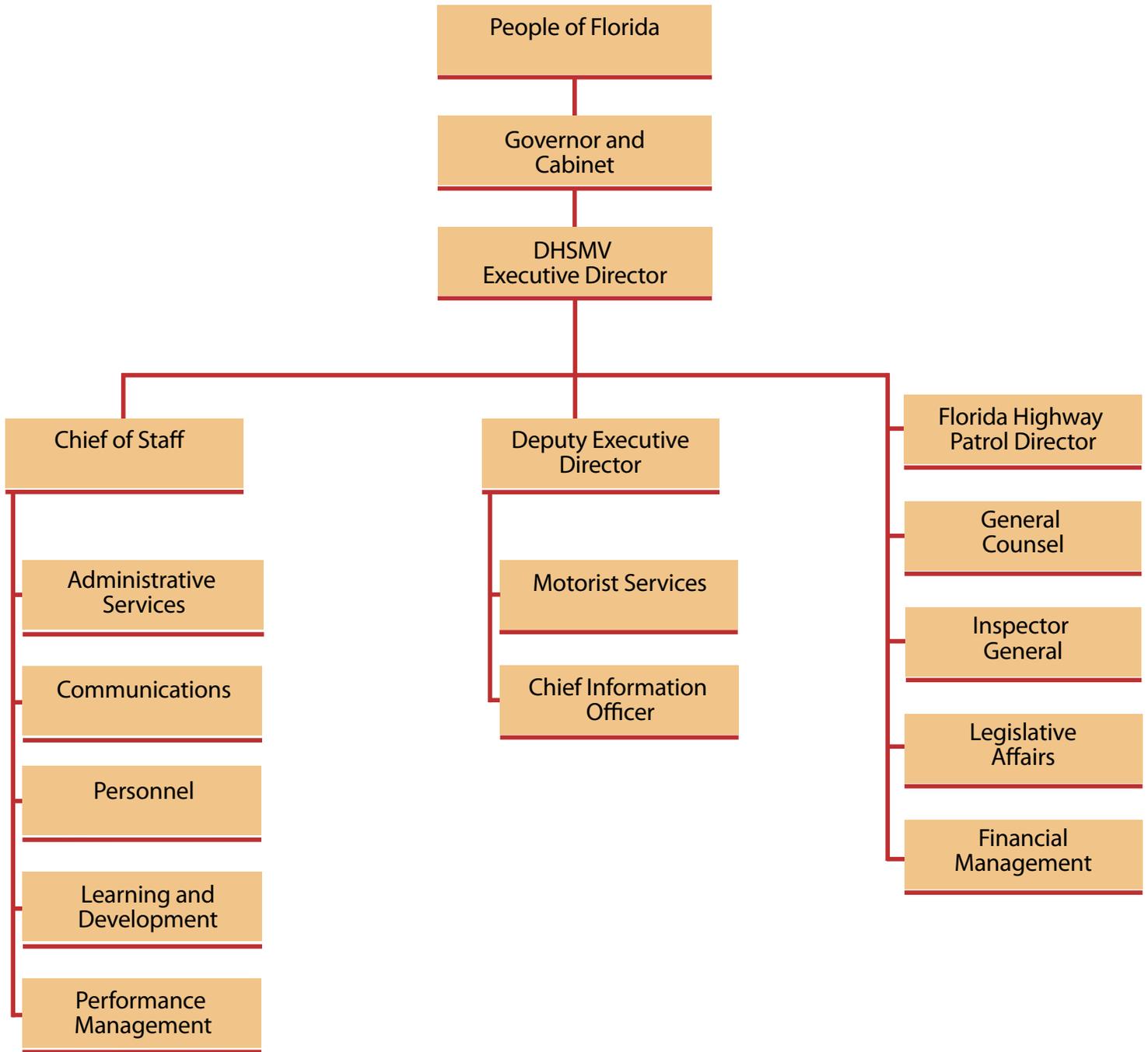
## DHSMV and Teens White Out Crashes

Traffic crashes are the #1 killer of teens in Florida and in the United States. To keep more teens safe in the driver and passenger seat, the Department encouraged Floridians to participate in a statewide *White Out* by wearing a white shirt on Oct. 19, 2010, to help white out teen crashes. The Florida Highway Patrol worked with 10 high schools to host White Out news conferences that day, and the message was well-received and widely disseminated through mainstream media, blogs and social media. The Department observed *Teen Driver Safety Week* on Oct. 17 – 23, and used the opportunity to educate teens and their parents about staying safe behind the wheel.



# Organizational Chart

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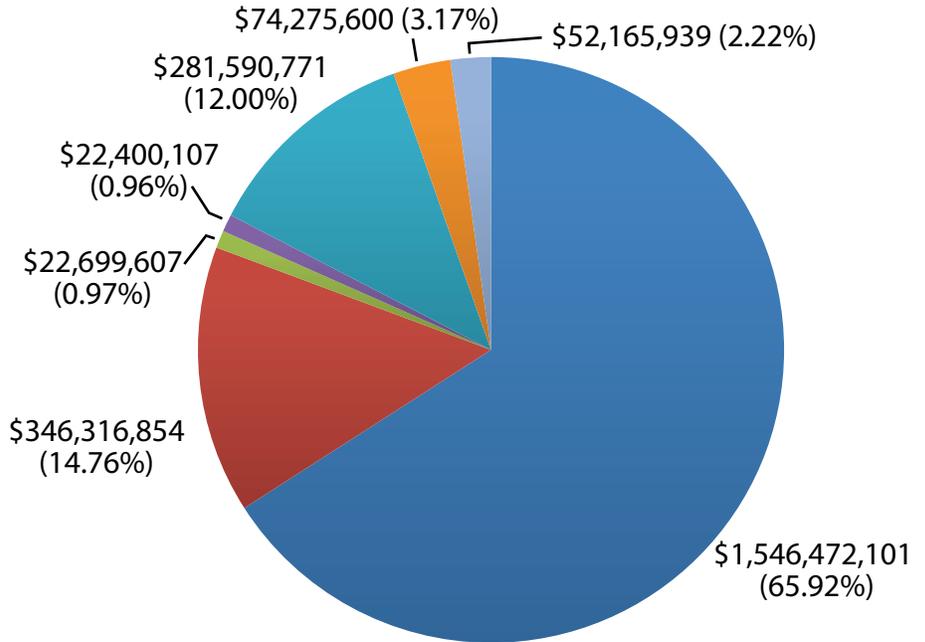
# Our Fiscal Impact

## REVENUE GENERATED

	Trust Fund	General Revenue	Total
FY2010-11	\$1,370,661,095	\$975,259,884	\$2,345,920,979

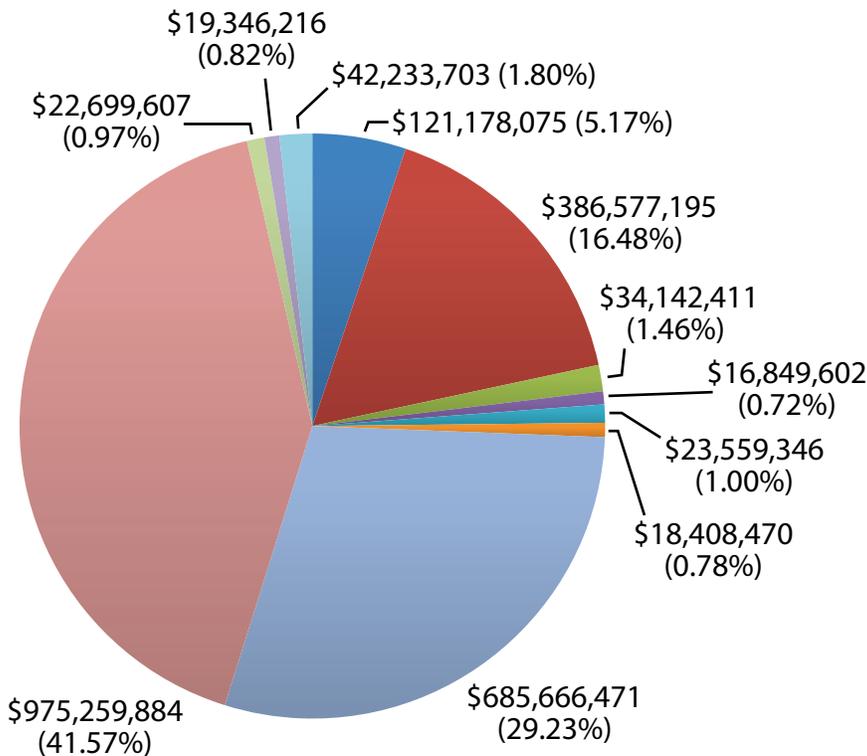
## WHERE THE MONEY COMES FROM:

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

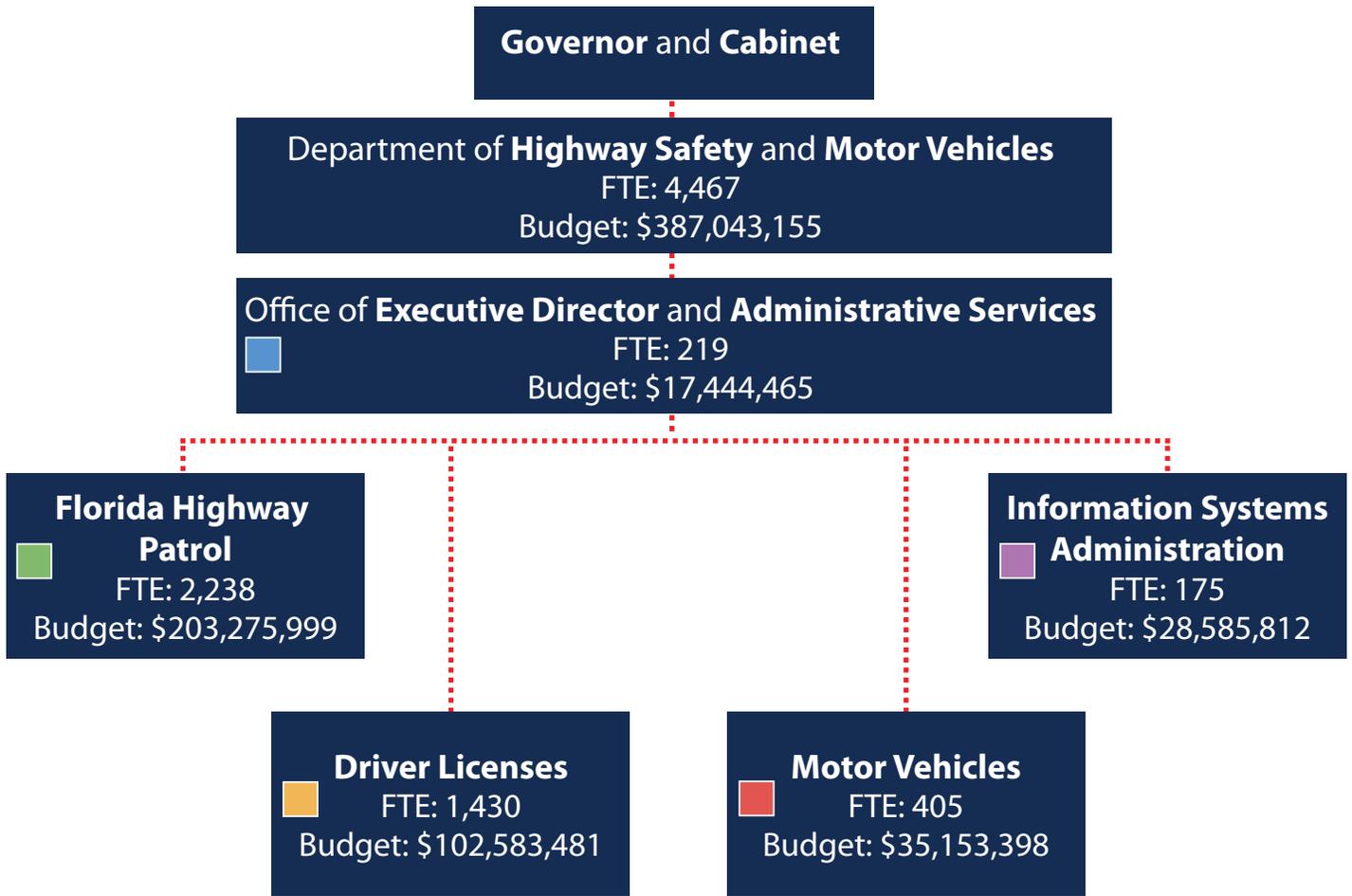


## WHERE THE MONEY GOES:

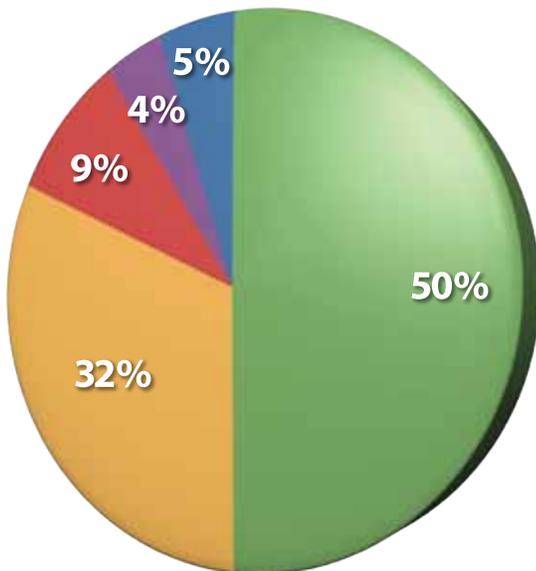
- Department of Education
- HSMV Agency Funding
- Specialty Plate Organizations
- Dept of Juvenile Justice
- Fish & Wildlife Conservation Commission
- Law Enforcement Radio Trust Fund
- Dept of Transportation
- General Revenue Funded Programs
- Fuel Use Tax
- Air Pollutions Control-DEP
- Other



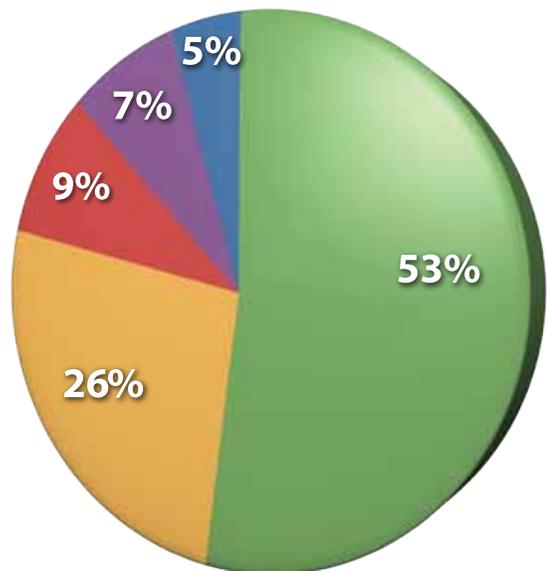
# Budget by Division



FTE by Division



Budget by Division



# Accomplishments

## RELIABLE SERVICE DELIVERY

**Florida Vets Connect Links Veterans with Benefits:** More than 1.6 million veterans live in Florida, but as of July 2010, the Florida Department of Veterans' Affairs only had accurate contact information for approximately 700,000. Nationwide, the *Veterans of Foreign Wars Magazine* reported more than \$22 billion in veterans' pension funds go unclaimed annually.

The Department of Highway Safety and Motor Vehicles teamed up with the Chief Financial Officer and the FDVA in July 2010 to launch *Florida Vets Connect*, which allows veterans to voluntarily identify their veteran status when applying for or renewing a driver license or identification card. It uses DHSMV's existing resources to collect and provide FDVA with those veterans' names and their contact information so that FDVA can contact them. Between the program's inception and June 30, 2011, the initiative helped the state outreach to 152,590 veterans.

**Streamlined Real ID Process Enhances Customer Service:** The Department streamlined our process to allow for specific types of management decisions associated with the issuance of Real ID compliant credentials to be pushed down to the local level and documented by using SharePoint services. The U.S. Department of Homeland Security approved the new process that allows the Department and our tax collector partners to better serve our customers in a more timely and efficient manner.

**Emergency Contact Information Program Continues to Expand:** The Department's award winning Emergency Contact Information program now has more than 4.7 million registrants, representing a quarter of Florida's licensed drivers and identification card holders. The Department remains committed to its goal of getting all drivers and ID card holders to register their emergency contacts with DHSMV. In a Dec. 14, 2010, news release, DHSMV touted the success of the ECI Program and encouraged Floridians to give their loved ones the peace of mind that comes with registering their information – especially during the holiday season. The Emergency Contact Information program allows licensed drivers and identification card holders to submit two contacts to notify in the event of an emergency, such as a vehicle crash. The information can then be accessed only in the case of an emergency by law enforcement officers to find designated contacts.



**Update on Florida's New Driver License, ID Card Requirements:** Beginning Jan. 1, 2010, Florida became one of the

first states in the nation to issue Real ID compliant credentials. The change brought on new documentation requirements for Florida residents who wish to obtain a driver license or identification card. Between Jan. 1, 2010 - June 30, 2011, the Department and our tax collector partners issued 5,385,599 cards with the gold star in the upper right corner indicating compliance with the new identification requirements.

The website created to prepare Floridians for their next visit to a driver license office, [www.GatherGoGet.com](http://www.GatherGoGet.com), continues to maintain steady traffic. Approximately 35,000 – 40,000 unique visitors seek out the site every week to make sure they have everything they need to obtain a new or renewed license or ID card.

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

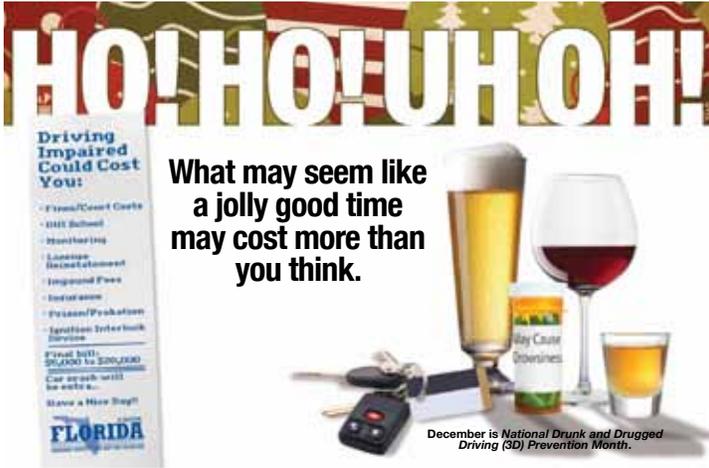
**National Association Recognizes DHSMV for Going Digital and Tracking Citations:** The National Highway Traffic Safety Administration assessed Florida's traffic records and acknowledged DHSMV for the many enhancements made since their last evaluation in 2006. The team applauded the Department's efforts in electronic reporting of uniform traffic citations and crash reports with encouragement to become 100 percent electronic in reporting. They also recognized Florida as the number one state in the country for accurately tracking and reporting citation data from the point of the issuance of the citation by law enforcement to the final reporting of the disposition on the driver's history record.

## PUBLIC SAFETY

**International Association of Chiefs of Police/Leadership in Police Organizations:** The Florida Highway Patrol sent all supervisors through the International Association of Chiefs of Police's *Leadership in Police Organizations* program. The leadership development program is the result of a grant from the United States Department of Justice and draws upon leadership development research done by the faculty at the United States Military Academy at West Point. The training gave the attendees the tools to facilitate the program in a format that brings our most important issues to light and that equips participants with the tools to address those issues and to prevent future problems. Sixty-three FHP members successfully completed the program.

*continued*

**FHP Shuts Down Fraudulent ID Makers:** The Florida Highway Patrol combined forces with United States Postal Inspectors and the State Attorney's White Collar Crime Unit to shut down three manufacturers of fraudulent identification cards in Palm Beach, Broward and Miami-Dade counties. Officials seized the equipment used to create the illegal documents and made numerous arrests.



**DHSMV Focuses on Reducing Impaired Driving:** Alcohol and drugs factored into more than 21,000 crashes in 2009, leading to more than 15,000 injuries. Since the holiday season is typically a time of celebration and heightened travel for many who drive to visit friends and family, the governor issued a proclamation to recognize *National Drunk and Drugged Driving (3D) Prevention Month* in Florida. To combat impaired driving, the Florida Department of Highway Safety and Motor Vehicles teamed up with local law enforcement agencies and safety advocates to host a news conference on Dec. 1, 2010, at the State Capitol to discuss the importance of keeping our roadways safe.

**Department Employs Technology to Cut Required Training Costs in Half:** The Criminal Justice and Standards Training Commission requires all 1,685 sworn members of the Florida Highway Patrol to attend 40 hours of mandatory retraining every four years. FHP divides the four-year training requirement into four, one-year cycles with 421 members attending each year. The FHP Training Academy conducts the training at the Florida Safety Institute located in Havana, Fla.

In an effort to reduce costs and keep troopers on the road, the Department created a new online, instructor-led training program that cuts travel and lodging expense in half. The Patrol estimates that it will save \$220,000 during the four-year training cycle (\$55,000 annually). The Patrol used the new training approach to ensure that all troopers, auxiliary and reserve members complete the mandatory training programs.

**Bike Week Task Force Recovers 35 Motorcycles:** Department representatives in Deland participated in the Volusia County Sheriff's Department Task Force operations during the Daytona Beach Bike Week event. The task force conducted inspections within the unincorporated areas of Volusia County, and within Daytona Beach, Ormond Beach, Port Orange, New Smyrna Beach, Deland and South Daytona. The task force recovered 35 stolen or altered motorcycles and one enclosed trailer during the nine-day period.

**Miami Motorist Services Supercenter Opens:** The Department consolidated several of our field offices in the Miami area to one location. The supercenter is located in the Mall of the Americas and provides a convenient way for customers to access a wide variety of motorist services while reducing annual operating expenses. Cost savings of more than \$1.7 million are anticipated over the next 13 years.

**Software Enhancements:** The Department recently upgraded several software applications that will enhance customer service by allowing motorists to check the status of their driver license transaction online and receive a printed vehicle title in a timelier manner. Additional enhancements assist law enforcement in identifying motorists with temporary license plates.

**Teaching Teens to Drive with CARE: Drive With CARE:** Courtesy, Attention, Responsibility and Experience, is the Department's teen driving initiative to promote a lifetime of safe driving. In May 2011, Department members in Broward, Hillsborough, Miami-Dade and Palm Beach counties conducted 78 Drive with CARE presentations involving more than 3,800 teens.

**DHSMV Teams Up with Military to Promote Motorcycle Safety Awareness:** Governor Scott signed a proclamation to designate May as *Motorcycle Safety Awareness Month* in Florida. To bring the topic to the attention of all motorists in Florida, the Department teamed up with Naval Air Stations Pensacola and Jacksonville to host news conferences at both installations. The Florida Highway Patrol gave safety presentations to airmen at MacDill Air Force Base, as well. On May 24, DHSMV representatives spoke about motorcycle safety and answered questions during the Base Commanders meeting at MacDill AFB.

**DHSMV Participates in Panel to Discuss Aging Driving Population:** Ford Motor Company invited the Department to participate in a roundtable on June 27, 2011, in Tallahassee, Fla., to discuss the aging driver population. A quarter of Florida's licensed drivers are older than 60 years old, and Ford is modifying some of their vehicles to accommodate a growing population of mature drivers. Department representatives talked about the medical review process and how reporting a driver who is medically unfit to drive is kept confidential. They also discussed the state's Silver Alert program.

continued

## WORKFORCE

**National Association Bestows High Honor to Executive Director:** Florida Department of Highway Safety and Motor Vehicles' Executive Director Julie L. Jones was honored July 18, 2010, when the Airborne Law Enforcement Association presented her with the Robert L. Cormier Award. The annual award recognizes an individual whose personal efforts and actions have perpetuated the professionalism and advancement of airborne law enforcement in public service.

As DHSMV's Executive Director, Jones is responsible for overseeing the operations of the nine fixed wing aircraft used by the Florida Highway Patrol. The aircraft are located throughout the state and conduct daily missions related to traffic enforcement, as well as routine patrol for disabled vehicles and crashes. FHP pilots also assist in drug enforcement details, stolen vehicle recovery, search and rescue, and surveillance flights. As former director of the Florida Fish and Wildlife Conservation Commission's law enforcement division, Jones directed the operations of six helicopters and seven fixed wing aircraft as they conducted a variety of missions, including wildlife and boating enforcement, search and rescue, and other flights in support of public safety and homeland security.

**Department Garners Homeland Security Award:** The Coalition for a Secure Driver's License, a Washington D.C. based non-profit, presented its Homeland Security Award to the Florida Department of Highway Safety and Motor Vehicles on July 19, 2010. The coalition recognized the Department for advances in driver license security and applying new procedures to confirm the identities of applicants that align with the federal regulations implementing Public Law 109-13. Florida is authorized by the Department of Homeland Security to affix the gold star on their driver licenses and Identification cards, denoting compliance with the 18 Interim Benchmarks of PL 109-13's regulations.

Brian Zimmer, CSDL President, stated, *"The Florida DHSMV has done a first class job of informing Florida residents before the process began and throughout the process of rolling out the new procedures. In particular, the clarity with which the Florida DHSMV's initiative 'Gather, Go, Get' systematically explained what would occur and why it improved the safety of Florida residents should be an example followed by others."*

**National Association Awards Two DHSMV Members:** On July 22, 2010, two members garnered awards from the American Association of Motor Vehicle Administrators.

■ Deborah Roby received AAMVA's *International Customer Service Excellence Award* for Region II, which includes Florida and 13 other states in the southeast United States, as well as Puerto Rico and the Virgin Islands. The presti-

gious award recognizes the best of the best within each region. The criteria for the award provides for a government employee who is consistently professional, positive, courteous, and friendly. Recipients must serve as a role model and mentor, lead by example, show initiative, and consistently work outside normal parameters of their job class. Roby exceeds the criteria and goes above and beyond on a daily basis in order to serve our internal and external customers in her work as the Motorist Services Liaison.

■ Driver License Examiner Ron Morse received AAMVA's prestigious 2009 International Driver *Examiner Certification Examiner of the Year* award. Annually, the International Driver Examiner Certification Board and AAMVA recognize outstanding examiners through the award. Examiners are selected for their excellence in adhering to the principles and recommended practices of driver examining and for their high level of conduct in their profession. Morse, a 23-year DHSMV member, oversees driver license-related public outreach endeavors for Alachua and Marion counties and administers the commercial driver license examinations to customers in Alachua County. In addition to his assigned job duties, Morse volunteers twice a month as a Certified Child Passenger Safety Technician.

**Members Receive Prestigious Training from National Judicial College:** Department hearing officers of the Bureau of Administrative Reviews received training from the prestigious National Judicial College. They received advanced instruction in the areas of due process in administrative hearings, dealing with pro se (self-represented parties), field sobriety and intoxilyzer tests, admissibility of evidence, probable cause, motions, ethics, objections and decision writing. The National Judicial College is considered the nation's premier institution for training judges and hearing officers.

**Executive Director Presents Top Agency Award to Trooper Oman:** On Sept. 2, 2010, Executive Director Julie Jones named Trooper Melissa Oman as the 2010 recipient of the *Executive Director's Award*. Oman earned the award, presented annually, for spearheading the Florida Highway Patrol's search for a new duty handgun, the GLOCK 37 GAP. Not only did Oman's team choose a gun that has been well received, but they did so at essentially no cost to taxpayers. They traded in the old Beretta pistols for the new pistols at no cost to the state, saving nearly \$950,000.

**Florida Cabinet Recognizes Komorek as Trooper of the Year:** The Florida Cabinet honored Trooper Danyen Komorek on Sept. 14, 2010, when they named her the Florida Highway Patrol's 2010 *Trooper of the Year*. The Florida Petroleum Council developed the *Trooper of the Year* award program 45 years ago to recognize troopers who go above and beyond the call of duty. Komorek is assigned to FHP's Troop G in Jacksonville and has been with the Patrol for 11 years. Her quick actions and heroism saved a man's life.

*continued*

### **Department Earns Award for Outstanding Training:**

The Department's Learning and Development Office was named a Learning! 100 award winner. Elearning! Media Group hosts the award program to honor top learning organizations. The award recognizes DHSMV for its learning culture, innovation and organizational performance. The Department's implementation of iLearn, a web-based learning management system, last year was paramount to the success that helped the agency land the award. Through iLearn and the Learning and Development Team's creative work, the Department is able to provide quality online training to more than 4,500 Department members and to more than 3,000 tax collector employees across the state. Online training promotes cost efficiencies as it reduces expenses for training materials, trainers' travel expenses and standard vehicle maintenance.

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

**Project T.N.T. Brings Quick Wins and More to Come:** Project T.N.T. (Together Navigating Tomorrow) is an exciting and progressive initiative by and for DHSMV members launched in Fall 2010. Its goal is to identify our biggest challenges and best solutions. The Project began with member surveys and regional workshops to identify important issues and cross-divisional teams developed recommendations to improve the agency's performance. By identifying issues that are important to our members, customers and stakeholders, Project T.N.T. is helping DHSMV chart a path that will ensure our continued success.

### **MADD Names Evans Law Enforcement Officer of the Year:**

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

**Department Awards Medal of Valor:** The Florida Highway Patrol awarded Trooper John Sleighter the Medal of Valor, the highest award bestowed by the Patrol, for his actions during an armed confrontation in Madison County near Interstate-10. Sleighter's quick response ensured the safety of himself, the Sheriff's Deputy who accompanied him, and local residents and visitors.

### **DHSMV Receives Award for Risk Management Efforts:**

The Department of Financial Services' Division of Risk Management recognized DHSMV on May 24, 2011, during the annual Loss Prevention Program Awards ceremony. DHSMV received a first place award in the large agency category of Reduction in Claims Frequency for reducing claims by 38 percent during Fiscal Year 2009-2010.

**FHP Puts 39 More Troopers on the Roads:** The Florida Highway Patrol had 39 new state troopers join its ranks as the 120th Basic Recruit Class graduated from the FHP's Law Enforcement Training Academy on May 19, 2011. The graduation ceremony marked the conclusion of an intensive 27-week training period that prepared them for a career as a Florida State Trooper and instilled the FHP's core values of courtesy, service and protection.

### **Trooper Earns Award for Efforts to Fight Drug Crimes:**

Trooper Adam Heinlein received an award from the Florida Narcotics Officers Association at the 19th Annual Training Conference held May 31 through June 3, 2011. The association selected Heinlein as the award recipient based on his overall achievement in 2010. Heinlein was involved in more than 2,900 arrests, warrants or faulty equipment violations as well as 500 felony arrests, 200 misdemeanor arrests, and more than 400 drug arrests. In addition, he seized more than \$400,000 in contraband property.

### **Traffic Safety Committee of the Palm Beaches Honors Troopers:**

On June 2, 2011, the Traffic Safety Committee of the Palm Beaches honored law enforcement officers with its 26th Annual Traffic Safety Recognition Luncheon in West Palm Beach. Cpl. Marcus Thomas received the distinguished service and special recognition award for his relentless work on a traffic homicide case that took years to bring the suspect to justice. Troopers Sean Laljie, Steven Vershel and William Shogran each received the High Enforcement Awards. Trooper Deanna Martinez received the Driving Under the Influence Enforcement Award for her exceptional work that helped reduce the amount of alcohol-related crashes in the county. Florida Highway Patrol Auxiliary Maj. Pat Bradley and Trooper Robert Mazza received special safety initiatives awards for their work with the Department's occupant protection program.

# Performance Measures

Measure	2009-10 Actual	2010-11 Actual	2010-11 Standard
<b>SERVICE DELIVERY – Employ strategies that ensure customer-driven excellence.</b>			
1. Number of motorists assisted by FHP	288,369	268,598	300,000
2. Percent of driver license office customers waiting 15 minutes or less for service (a)	53.7%	48.4%	80%
3. Percent of driver license office customers waiting less than 30 minutes for service (a)	71.4%	65.3%	95%
4. Percent of customer service phone calls answered by the Customer Service Center within two minutes of being placed in the queue (b)	35.4%	23.5%	70%
5. Number of highway crashes investigated by FHP	217,033	209,971	235,000
6. Percent of fatal highway crashes investigated by FHP to all fatal highway crashes investigated by law enforcement in Florida	61.8%	61.5%	60%
7. Percent of traffic homicide investigations completed within 90 days of crash (c)	69.1%	67.2%	80%
8. Percent of calls for service responded to within 30 minutes	69.1%	69.0%	65%
9. Percent of traffic investigation hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	24.8%	24.8%	23%
10. Percent of criminal investigation cases resolved within 30 days (d)	62.2%	31.4%	50%
11. Percent of professional compliance investigation cases completed within 45 days (e)	76.5%	60.2%	80%
12. Number of corrections per 1,000 driver records maintained (f)	6.4	6.7	4
13. Number of driver licenses and identification cards issued (g)	5,192,397	5,110,325	6,200,000
14. Percent of vehicle/vessel titles issued without error	92.0%	94.7%	92%
15. Number of motor vehicle/manufactured home/vessel titles issued	5,104,919	5,361,258	5,750,000
16. Number of motor vehicle/manufactured home/vessel registrations issued	19,496,005	19,197,024	21,300,000
17. Percent of titles issued within three workdays of request	100%	99.8%	98%
18. Percent of motor vehicle, manufactured home and recreation vehicle dealer licenses issued within five workdays of receipt of completed dealer application	99.3%	99.8%	99%
19. Percent of paper titles issued for motor vehicles, manufactured homes and vessels to all titles issued	79.2%	75.8%	80%
20. Percent of biennial motor vehicle, manufactured home and vessel registrations issued to all registrations issued eligible for biennial registration	14.1%	8.0%	6%

continued

## Performance Measures continued

Measure	2009-10 Actual	2010-11 Actual	2010-11 Standard
<b>SAFETY – Protect our citizens’ lives and personal security through service, education, and enforcement.</b>			
21. Florida highway fatality rate per 100 million vehicle miles traveled	1.30	1.25%	1.5
22. Florida alcohol-related highway fatality rate per 100 million vehicle miles traveled	0.51	0.40	0.58
23. Florida’s seat belt compliance rate	87.4%	88.1%	85%
24. Percent of preventive patrol hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	51.4%	50.8%	52%
25. Number/ percent of registered vehicles that meet Florida’s minimum insurance requirements	11,793,676 95.8%	11,114,355 96.5%	N/A 95.0%
26. Number/percent of driving related sanctions issued to all sanctions issued	127,881 6.6%	115,512 5.8%	130,000 5.0%
27. Percent of Driving Under the Influence course graduates who do not have another DUI conviction within four years of graduation	91.6%	94.4%	90%
28. Percent of new manufactured home warranty complaints to new manufactured homes titled	0.61%	0.45%	0.60%
29. Number of manufactured homes inspected in plants (h)	3,033	3,419	6,000
30. Number of rebuilt salvage motor vehicles inspected	41,137	46,432	25,000
31. Number of dealer licenses issued (includes motor vehicle and manufactured home dealers, and manufacturers licenses)	12,844	13,208	12,800
<b>WORKFORCE – Build an environment that regards our members as our most valuable resource.</b>			
32. Percent of FHP recruit graduates who passed certification exam on initial testing	100%	86.6%	95%
33. Percent turnover for all FHP troopers and corporals	4.0%	3.1%	7.5%
34. Percent of administrative/training hours for FHP troopers and corporals to total duty hours for FHP troopers and corporals	23.8%	24.4%	25.0%
<b>PERFORMANCE MANAGEMENT – Take an integrated approach to measure, manage, and improve our organizational performance to further the agency’s mission.</b>			
35. Agency administration and support costs as a percent to total agency costs	5.01%	4.65%	5.00%
36. Number/percent of non-driving related sanctions issued to all sanctions issued	1,816,137 93.4%	1,863,485 94.2%	2,470,000 95%
37. Cost per motor vehicle/manufactured home/vessel title issued	\$2.46	\$2.13	\$2.75
38. Percent of International Fuel Tax Agreement audits completed to all International Fuel Tax agreements (i)	2.69%	2.44%	3.00%
39. Percent of International Registration Plan Agreement audits completed to all International Registration Plan agreements	4.24%	4.07%	3.00%

# Performance Explanation

**(a) Percent of driver license office customers waiting 15 minutes or less for service and Percent of driver license office customers waiting less than 30 minutes for service**

– The Department continues to experience a high vacancy rate (almost 20%) among our driver license examiners. This vacancy rate is exacerbated by the continued transition of driver license services to tax collectors statewide. The Department has recently reallocated resources to address this issue.

**(b) Percent of customer service phone calls answered by the Customer Service Center within 2 minutes of being placed in the queue**

– Call volume continues to exceed the number of available customer service representatives to answer incoming calls. Research has been conducted to identify the most frequent types of calls and actions are being taken to reduce these recurring types of calls.

**(c) Percent of highway homicide investigations completed within 90 days of crash**

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

**(d) Percent of criminal investigation cases resolved within 30 days**

– A review of open criminal cases revealed a large number of investigations that had been completed but the case had never been closed. These cases were formally closed in May. The purging of the old cases greatly skewed the annual figures. The percentage of cases resolved within thirty days for the remaining 11 months was 47.2% or 94% of this measure's standard.

**(e) Professional compliance investigation cases completed within 45 days**

– Professional compliance investigations are performed by the Office of Inspector General to address allegations of member misconduct, fraud, waste, or mismanagement. The complexity of the underlying issues is a key factor in the amount of time necessary to complete each investigation.

**(f) Number of corrections per 1,000 driver records maintained**

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

**(g) Number of driver licenses and identification cards issued**

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

**(h) Number of manufactured homes inspected in plants**

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

**(i) Percent of International Fuel Tax Agreement (IFTA) audits completed to all International Fuel Tax agreements**

– Productivity (audits conducted) was adversely impacted due to challenges filling vacant positions as well as the complexity of some of the audits performed.

**PURCHASES MADE IN EXCESS OF \$35,000 AND NOT IN CONJUNCTION WITH STATE CONTRACTS**

**APRIL through JUNE 2011**

ITEM(S) PURCHASED	VENDOR	AMOUNT
<p>The solicitation was needed to procure printing services for brochures, which are used to educate teens and parents on the Florida's driving laws and driving behaviors to become more aware behind the wheel. ITB# 012-11, Order No. A38FF9.</p>	<p>General Printing &amp; Design, Inc. Southborough, MA</p>	<p>\$45,200</p>
<p>This solicitation was needed to procure handguns for sworn members of Florida Highway Patrol, which are necessary to maintain safety during law enforcement duties. ITB# 006-11 Rebid, Order No. A369A1.</p>	<p>B&amp;H Gun Rack, Inc. Merritt Island, FL</p>	<p>\$143,187</p>
<p>Needed to dismantle and remove a 400-foot self-supporting lighted tower at a Florida Highway Patrol Station in Ocala. ITB# 018-11, Order No. A3C392.</p>	<p>Tower Construction &amp; Technical Services Deerfield Beach, FL</p>	<p>\$45,700</p>
<p>The software procured is needed to upgrade the iWitness hardware currently used in the field to collect photographic evidence from vehicles involved in fatal crashes. Additionally, this software is used as an instructional aid for photogrammetry for the Florida Highway Patrol. Single Source, Order No. A4075B.</p>	<p>DeChant Consulting Services Bellevue, WA</p>	<p>\$97,510</p>
<p>The toner purchased as a result of this solicitation is required for the printers used in Motorist Services and Tax Collectors' offices statewide and is needed to print vehicle tags, decals and titles. ITB# 023-11, Order No. DO2538828.</p>	<p>Discover Group Inc. Brooklyn, NY</p>	<p>\$413,592</p>
<p>The child restraint seats purchased using grant funds are provided to low income families who have difficulty purchasing the items on their own. In addition to the Department's concern for the safety and well-being of the children, Florida's child restraint laws require infants, toddlers and young children to travel in an approved child restraint device. ITB# 025-11, Order No. A3E9F0</p>	<p>Evenflo Miamisburg, OH</p>	<p>\$415,675</p>
<p>The speed measuring devices purchased are used to assist the Florida Highway Patrol in decreasing the number of unlawful speeders, speed related accidents and fatalities, by accurately recording unlawful speeds and issuing citations. ITB# 028-11, Order No. A43438.</p>	<p>Laser Atlanta LLC Norcross, GA</p>	<p>\$100,000</p>

# What We Believe...

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## **Our Mission**

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

## **Our Vision**

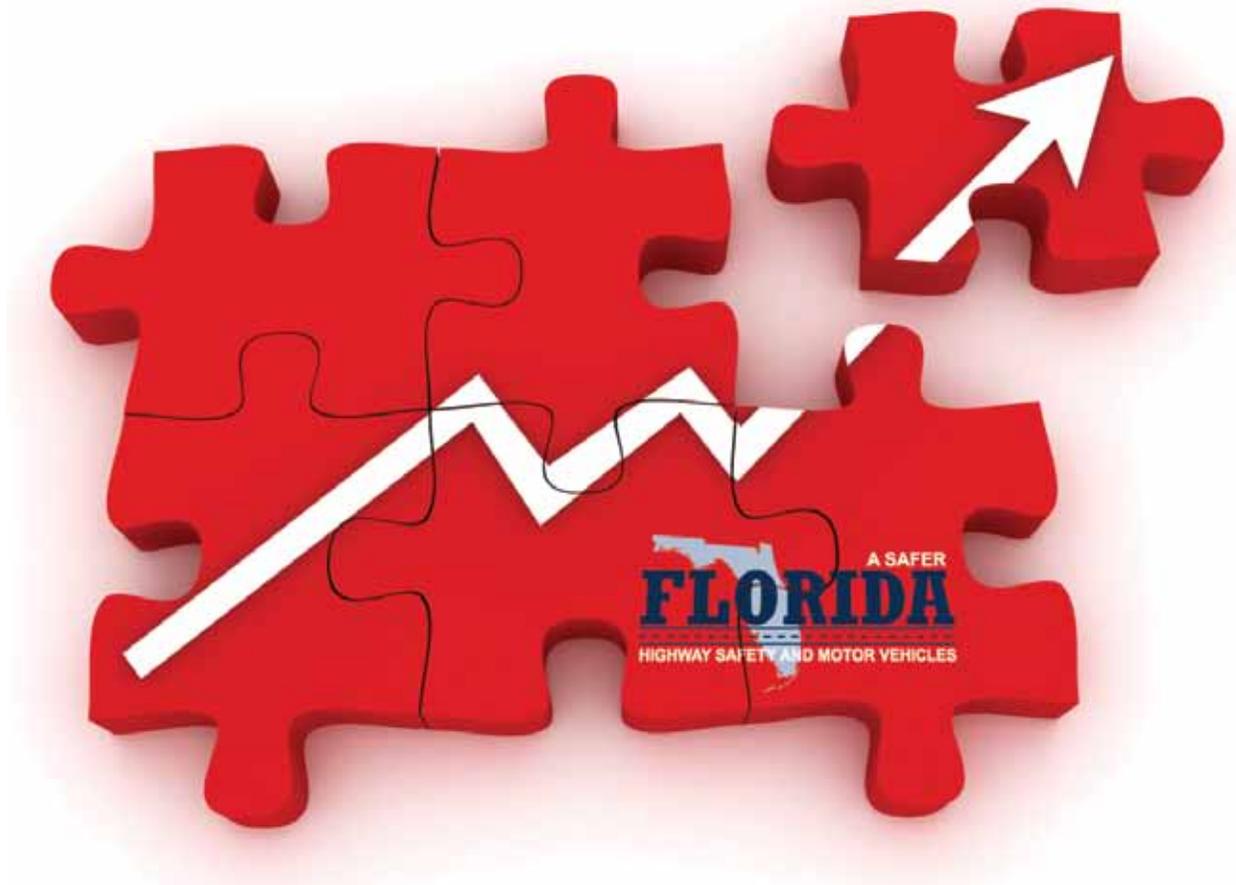
**A Safer Florida!**

## **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!**

# First 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

**Law Enforcement Consolidation Task Force Makes Progress in First Three Months:** The statewide Law Enforcement Consolidation Task Force, chaired by Director Jones, has met twice since its July inception. The task force has developed nine teams to review topics, such as law enforcement functions and duplication. The Department provides team charters, meeting minutes and announcements, and all items related to the task force online at [www.flhsmv.gov/LECTaskForce/](http://www.flhsmv.gov/LECTaskForce/).

**Floridians are Buckling Up at a Record Rate:** The Department joined the Florida Department of Transportation Sept. 7 to announce that more Floridians than ever before are buckling up. Following the June 2011 *Click It or Ticket* campaign, an observational survey of Florida vehicles was conducted. Results show an all-time high safety belt use rate of 88.1 percent. Last year's rate was 87.4 percent. FDOT provides a full 2011 safety belt usage final report online at [www.dot.state.fl.us/safety/](http://www.dot.state.fl.us/safety/).



**Florida's Traffic Death Rate Falls to Lowest Rate on Record:** Florida's traffic death rate continues to drop, according to the Traffic Crash Statistics Report 2010. The Department announced Sept. 28 that the report is now available online. According to the report, the State Mileage Death Rate dropped last year to 1.25 deaths per 100 million vehicle miles traveled, which is the lowest rate on state record going back to 1967. During the past five years, fatalities have dropped every year from 3,533 to 2,444, which is a 30.8 percent reduction.

### Reliable Service Delivery

**Veterans Get Special Designation on Driver Licenses:** Lt. Gov. Jennifer Carroll and Veterans' Affairs Executive Director Mike Prendergast joined DHSMV Executive Director Julie Jones for a news conference in Tallahassee July 12 to announce that military veterans can now have a veteran designation added to their Florida driver license or identification card. The designation is a blue "V" on the bottom right corner of the card. To date, 12,452 veterans have added the designation to their credential.



### Leverage Technology

**Online Driver License Exams Offer Options for Teen Drivers:** Prior to July 1, driver license exams were administered only at state driver license offices and at participating tax collector offices that issue driver licenses. Effective July 1, the Department began to contract third party entities to provide driver license exams online to drivers under age 18. Making the road signs and road rules exams available online to teens provides opportunities for third party entities to perform duties that were previously only available through government offices. It also provides convenient options for teens. Four companies currently provide driver license exams online, and 26,022 teens have taken the exams online.

**New Web Technology Enhances Customer Service:** On Aug. 11, DHSMV launched new technology on [www.flhsmv.gov](http://www.flhsmv.gov) to make it easier for customers to find the answers to their questions online without ever having to pick up a telephone. *Right Now* is the name of the smart, new, customer need-driven technology that directs the most frequently asked questions to the top of the page and helps customers navigate to the information they seek. If customers are unable to find the answers to their questions, the website guides them to a page where they can choose to email a customer service representative or find the telephone number to the Customer Service Center and to other useful contacts. The Customer Service Center has seen a 38.5 percent reduction in emails received and a 20.4 percent reduction in the average customer wait time on the telephone.

### Talent Creation and Development

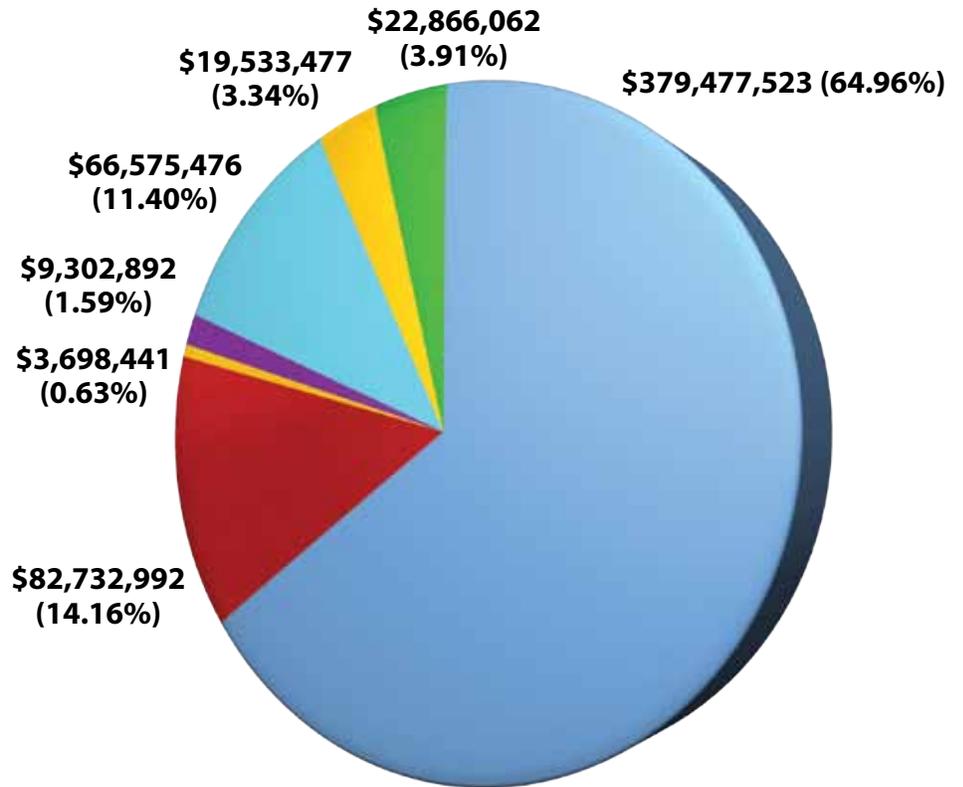
**Bureau of Commercial Vehicle Enforcement Successfully Merges into Florida Highway Patrol:** Commercial Vehicle Enforcement troopers, previously part of the Florida Department of Transportation, successfully transitioned to FHP July 1. CVE troopers continue to perform commercial vehicle safety enforcement and inspections and to weigh commercial vehicles with portable scales at locations throughout the state, in addition to FDOT weigh stations on Florida's highways. The consolidation is a result of Senate Bill 2160, passed by lawmakers this year, and places commercial vehicles licensing, registrations, fuel permits and enforcement all under the purview of DHSMV. The merger has a first-year estimated savings of \$1.3 million and involved the transfer of 304 positions.

## Revenue Information

Ist Quarter	Trust Fund	General Revenue	Total
	\$335,649,885	\$248,536,978	\$584,186,863

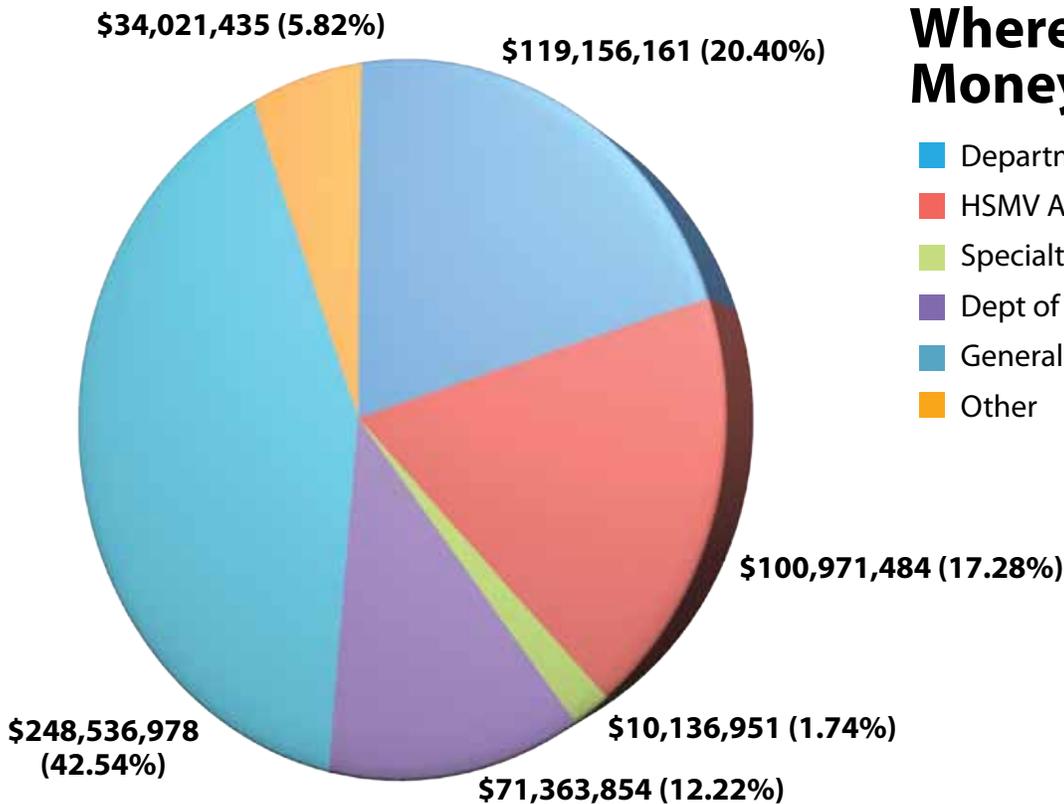
### Where The Money Comes From

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

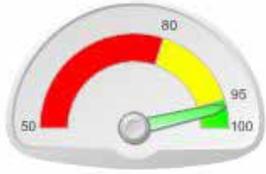


### Where The Money Goes

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



## Performance Measures and Standards



96.3%

**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 (1)

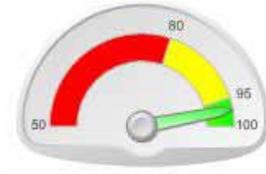
### B. Highway safety education and enforcement

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 disseminated within 30 days

1st Quarter Actual	1st Quarter Standard	
-11.1%	0% or reduction	●
-6.8%	0% or reduction	●
-10.7%	0% or reduction	●
3.4%	0% or reduction	●
-37.2%	0% or reduction	●
31.3%	2% or greater reduction	●
74.6%	72%	●
3,107	1,875	●
28,664	18,900	●
65.8%	70%	●
100%	75%	●



97.0%

**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 (2)
19. % of titles issued within 3 workdays of request
20. % change in average wait time for Customer Service Center calls to previous year

1st Quarter Actual	1st Quarter Standard	
96.8%	95%	●
95.6%	90%	●
98.3%	98%	●
98.1%	98%	●
91.7%	90%	●
68.1%	65%	●
68.6%	95%	●
99.4%	98%	●
-20.4%	5% or greater reduction	●

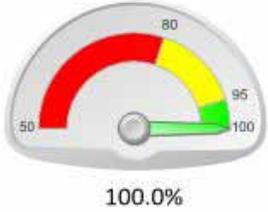
- Indicates actual  $\geq$ 95% of standard.
- Indicates actual  $<$ 95% and  $\geq$ 80% of standard.
- Indicates actual  $<$ 80% of standard.

## Performance Measures and Standards

21. % of business licenses issued timely 99.6% 98% ●

### C. Customer Satisfaction

22. % of customers that rate services as satisfactory or better 80.2% 85% ●



### 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 22.0% 20% ●

24. % of motor vehicle and vessel titles issued electronically 29.2% 20% ●

25. % change in emergency Contact Information registrants to previous year 12.8% 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 21.3% 20% ●

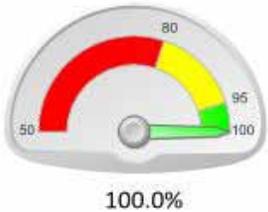
### C. Computer support uptime available to our partners

28. % of Mainframe system uptime 100.0% 99.9% ●

29. % of Oracle uptime 99.9% 99.9% ●

30. % of SQL server uptime 99.9% 99.9% ●

31. % of Customer Information Control System (CICS) uptime 99.9% 99.9% ●



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

32. % of members who rate job satisfaction as satisfactory or better 77.0% 75% ●

33. % change in leadership training program participation to previous year 280.2% 1% or greater ●

34. % change of positions filled by internal promotion to previous year 15.4% 1% or greater ●

The Department of Highway Safety and Motor Vehicles’ Performance Dashboard can be viewed at [www.flhsmv.gov](http://www.flhsmv.gov)

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

## Performance Measures

### Performance Explanation

**(1) Percent change in commercial vehicle crashes to previous year** – In January 2011, the Department implemented a new crash report form at the request of the Federal Motor Carrier Safety Administration which has improved the accuracy of our commercial vehicle crash reporting. During the 2011-12 fiscal year we will be unable to provide data comparable to that being recorded on the new form. We believe that the increased number reflects more accurate reporting and not a significant increase in commercial vehicle crashes.

**(2) Percent of driver license office customers waiting 30 minutes or less for service** – The Department has recently reallocated resources and worked to lower our vacancy rate to address this issue and as a result, during September 2011, 77% of customers waited 30 minutes or less for service. This represents an 18 percent improvement in our service level over the last 30 days.

## Purchases

### Purchases Made In Excess Of \$35,000 And Not In Conjunction With State Contracts July Through September 2011

Item Purchased	Vendor	Amount
Contractual services to ensure compliance with federal and state immigration laws and to develop an enhanced Financial Responsibility program. Single Source, Order No. D02567327	Prakash N. Tharuvai Tallahassee, FL	\$61,725.21

August 22, 2011

TO: Sandra C. Lambert, Director  
Division of Motorist Services

VIA: Julie Gentry, Chief  
Bureau of Motorist Compliance

FROM: Michael Sarvis, Human Services Administrator  
Medical Review Section

SUBJECT: Medical Advisory Board

It is requested that the names of the following physicians who are currently on our department's Medical Advisory Board be added to the Cabinet agenda for a four year extension:

Dr. Carl Salvati (Neurology)  
13455 Military Trail, Suite A  
Delray Beach, Florida 32484  
Original appointment date: October 1991  
Proposed Term: October 2011 – October 2015

Dr. Gurusami Lakshmin (Internal Medicine)  
3348 Charleston Road  
Tallahassee, Florida 32309  
Original appointment date: November 2007  
Proposed Term: November 2011 – November 2015

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

Attachments

## CURRICULUM VITAE

**CARL A. SALVATI, M.D., F.A.C.P.**  
13455 MILITARY TRAIL, SUITE A  
DELRAY BEACH, FLORIDA 33484

561-495-4644  
Fax: 561-495-5191

### PRESENT AFFILIATIONS

Boca Raton Community Hospital  
Boca Raton, Florida

Delray Medical Center  
Delray Beach, Florida

Pinecrest Rehabilitation Hospital  
Delray Beach, Florida

### FACULTY APPOINTMENTS

Voluntary Faculty Assistant Professor of Neurology 1992 – 2005  
University of Miami School of Medicine  
Miami, Florida

Assistant Clinical Professor of Neurology 1985 – 1990  
University of Medicine and Dentistry  
Rutgers Medical School  
New Brunswick, New Jersey

Instructor of Clinical Neurology 1979  
University of Medicine and Dentistry  
Rutgers Medical School  
New Brunswick, New Jersey

Assistant Instructor of Neurology 1977 – 1979  
Albany Medical College  
Albany, New York

## **CERTIFICATIONS**

American Board of Psychiatry and Neurology

American Board of Electroencephalography and Neurophysiology

American Board of Independent Medical Examiners

American Academy of Pain Management

American Heart Association (cardiopulmonary resuscitation)

## **ORGANIZATIONS**

Fellow – American College of Physicians

Fellow – American Academy of Neurology

Fellow – Royal Society of Medicine (London) – 1979

Fellow – American College of International Physicians

Fellow – New York Academy of Medicine – 1981

Fellow – New Jersey Academy of Medicine – 1981

American Medical Association – 1978 – 2001

## **CHARITABLE ORGANIZATIONS**

Founding Medical Director of the Caridad Health Clinic for Migrant Workers (a free medical clinic for migrant workers, children and their families in Boynton Beach, Florida).

Volunteer in Neurology for “We Care” program through the Palm Beach County HRS (free neurological evaluation for indigent patients).

## **AWARDS**

Volunteer Physician of the Year 1999 – Palm Beach County Health Department

American Academy of Family Physicians

Recognition award as an instructor of family practice residents.

AMA Physicians Recognition Award for continuing Medical Education.

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Governor's Initiative Award for public and private partnership (for working in migrant family health matters).

Listed in Who's Who in Medicine and Health Care – 2002

Listed in Who's Who in Medical Specialties

Best Doctors in Florida

By: Castle – Connolly Publishers

Guide to Americas Top Physicians (Consumers Research Council of America) 2006, 2007, 2008 and 2009.

Patients Choice Award - 2009

## **RESIDENCY**

Internal Medicine (PGYI)

New Brunswick Affiliated Hospitals (Rutgers Medical School)

New Brunswick, New Jersey

Albany Medical College at Union University

Albany, New York

Chief Resident

New York Medical College

Valhalla, New York

Fellow in Electrodiagnostic Medicine

The Cleveland Clinic Foundation

Weston, Florida - 2003

## **UNIVERSITY DEGREES**

M.D. The University of the State of New York

B.A. The University of Vermont

B.S. The University of the State of New York

Licentiate - Faculty of Medicine – The University of Saragossa

## **PUBLICATIONS**

“Metastatic Meningioma”

Journal of Clinical Neurology and Neurosurgery

“Driving and Epilepsy”

American Family Physician

"Reversible Hepatic Decerebration"  
American Journal of Gastroenterology

"Cerebral Vein Thrombosis by MRI"  
Journal of Headache

"Pseudotumor Cerebri: Case Report and Review"  
American Journal of Bariatric Medicine

### TEACHING EXPERIENCE

University of Miami School of Medicine  
Medical Student Neurology Rounds  
Miami, Florida

Fourth Year Medical Student Neurology Rotation 1980 - 1989  
Rutgers Medical School  
New Brunswick, New Jersey

Internal Medicine Residency Program 1980-1989  
Raritan Bay Medical Center  
(Neurology Teaching Rounds)  
Perth Amboy, New Jersey

### STATE MEDICAL LICENSES

New York (inactive) #135300

New Jersey (inactive) # 37078

Florida # 50473

### PERSONAL DATA

Place of Birth: Manhattan, New York

Married, 4 children

Languages: Primary - English  
Secondary - Spanish

**PREVIOUS AFFILIATIONS**

Attending – Raritan Bay Medical Center  
Perth Amboy, New Jersey

Attending – Muhlenberg Regional Medical Center  
Plainfield, New Jersey

Attending – John F. Kennedy Medical Center  
Edison, New Jersey

Consulting – South Amboy Medical Hospital  
South Amboy, New Jersey

Consultant – Roosevelt Hospital  
Metuchen, New Jersey

**PREVIOUS EMPLOYMENT**

Senior Partner – Edison Neurologic Associates 1980-1989  
Four man neurology practice  
Edison, New Jersey

**COMMITTEES**

Governor Appointee  
Medical Advisory Board for the State of Florida  
Department of Motor Vehicles and Highway Safety  
Tallahassee, Florida – 1992 – Present

American Academy of Neurology  
Section of Epidemiology

American College of International Physicians  
Board of Trustees

Service on various hospital committees

# License Verification

Data As Of 8/22/2011

**CARL A SALVATI**

LICENSE NUMBER: **ME50473**

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**Profession**

MEDICAL DOCTOR

**License/Activity Status**

CLEAR/ACTIVE

**License Expiration Date**

1/31/2012

**License Original Issue Date**

04/28/1987

**Discipline on File**

NO

**Public Complaint**

NO

**Address of Record**

13455 MILITARY TRAIL  
SUITE A  
DELRAY BEACH, FL 33484

The information on this page is a secure, primary source for license verification provided by The Florida Department of Health, Division of Medical Quality Assurance. This website is maintained by Division staff and is updated immediately upon a change to our licensing and enforcement database.

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## **Gurusami Lakshmin, M.D., F.A.C.P.**

3348 Charleston Road

Tallahassee, FL 32309

(850) 878-8235 office

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### **Education**

1961 to 1968

Jawaharlal Institute for Postgraduate Medical Education and Research, Pondicherry, University of Madras, India  
*Graduation included one year of rotating internship in Medicine, Surgery, Pediatrics and Ob/Gyn*

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### **Internship**

June 1970 to June 1971

Brooklyn-Cumberland Medical Center, Brooklyn, NY  
*Straight Medical Internship*

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### **Residency**

July 1971 to June 1972

*First Year Medical Residency*

Brooklyn-Cumberland Medical Center, Brooklyn, NY

July 1972 to June 1973

*Second Year Medical Residency*

Brooklyn-Cumberland Medical Center, Brooklyn, NY

July 1973 to June 1974

*Chief Medical Resident*

Brooklyn-Cumberland Medical Center, Brooklyn, NY

*I served as a consultant in Internal Medicine for patients in the other medical services. I also took classes for medical students and physician associates. I gave bi-weekly lectures to the house staff on various subjects of clinical importance and recent advanced in Internal Medicine. The following are some of the topics on which I gave lectures: Hypoglycemia, Immunoglobulins, Hyperlipoproteinemia, Fever of Unknown Origin, and Antimicrobials.*

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### **Fellowship**

1991

American College of Physicians

*Award Fellowship for maintaining outstanding clinical knowledge and clinical practice in community*

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### **Hospital Staff Membership**

August 1991 to Present

Capital Regional Medical Center, Tallahassee, FL

February 1997 to Present

Tallahassee Memorial Hospital

July 2006 to Present

Healthsouth Rehabilitation Hospital, Tallahassee, FL

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## Professional Experience

August 1991 to Present  
*Internal Medicine*

Medical Group of North Florida, Tallahassee, FL

1976 to 1994

Private Practice, Perry, FL

October 1975 to October 1976  
*Internist Staff Physician cum Trainee*

West Roxbury VA Hospital, Boston, MA  
*Affiliated with Harvard Medical School as an Internist in the Spinal Cord Injury Services getting hands-on knowledge on other aspects of SCI management which included autonomic dysreflexia, pulmonary and cardiac hemodynamics, neurology and rehabilitation aspects.*

July 1974 to October 1975  
*Associates Attending-Internal Medicine*

Greenpoing Hospital, Brooklyn, NY  
*Affiliated with the Brooklyn Jewish Medical Center. As a full-time Associate at this hospital, I had direct patient care under the "Home Care" program. During this time, I gave CC to the medical staff and residents in one of the weekly conferences.*

1968 to 1970  
*Tutor in Microbiology*

JIPMER, Pondicherry, India  
*During this time, I was in charge of Serology and Diagnostic Bacteriology of the Microbiology Lab serving the 400 bed hospital. I also took many classes in Bacteriology, Serology and Parasitology for the 3<sup>rd</sup> and 4<sup>th</sup> year medical students. I was actively involved in the following research projects: Bedside Agglutination Test for Salmonellosis, Serological Test for Thyroid Autoantibody, Immunoelectrophoresis, Study on Gentamicin in Urinary Tract Infection, Typing of Pseudomonas Pyocyanin and its Pathogenicity.*

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## Committee Memberships and other Activities

1979 to 2000  
*Medical Director*

Perry Health Facility (N.H.), Perry, FL

1980 to 1981  
*Chief of Medical Staff*

Doctors Memorial Hospital, Perry, FL

1985 to 1990  
*Chairperson Respiratory Department*

Doctor Memorial Hospital, Perry, FL

1985 to 1990  
*Chairperson*

The Doctor's Memorial Hospital, Perry, FL  
*Pharmacy/Therapeutic Committee & Infection Control*

1988 to 1990  
*Chairperson*

The Doctor's Memorial Hospital, Perry, FL  
*Critical Care Committee*

1989 to 1990  
*Chairperson*

The Doctor's Memorial Hospital, Perry, FL  
*Q/A Utilization Committee*

1989 to 1990  
*Member*

Doctor's Memorial Hospital, Perry, FL  
*Executive Committee*

1992 to 1996 <i>Member</i>	Tallahassee Community Hospital <i>Critical Care Committee</i>
1996 to 1997 <i>Member</i>	Tallahassee Community Hospital <i>Resource Management Committee</i>
1996 to 1997 <i>CEO</i>	Medical Group of North Florida, Tallahassee, FL
1997 to 2001 <i>Member</i>	Tallahassee Community Hospital <i>Performance Improvement Committee</i>
1999 to 2000 <i>Principal Investigator</i>	Medical Group of North Florida, Tallahassee, FL <i>Investigator in Clinical Trials</i>
1999 to Present	Mentor for medical students, for shadowing in the office
2002 to 2003 <i>Chairperson</i>	Tallahassee Community Hospital <i>Medical Care Review Committee</i>
2002 to 2003 <i>Member</i>	Tallahassee Community Hospital <i>Medical Executive Committee</i>
2002 to 2003 <i>Chief of Medical Staff</i>	Tallahassee Community Hospital

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### **Professional Associations**

American College of Physicians

Capital Medical Society

Florida Medical Association

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### **Qualifications and Certifications**

June 1974 to Present	American Board of Internal Medicine <i>Recertified in October 1980 having demonstrated continued scholarship in Internal Medicine</i>
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### **Awards and Recognition**

1987 to 1988 <i>Executive Club Award</i>	Taylor Association for Retarded Citizens, Perry, FL
2004 <i>Distinguished Physician Award</i>	Florida Medical Association

2004

FMQA

*National Quality Recognition Award*

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**Professional References**

Leonard Waldenberger, M.D. 2626 Care Drive Suite 200 Tallahassee, FL 32308

Richard Thacker, D.O. 2626 Care Drive Suite 200 Tallahassee, FL 32308

Richard Damron, M.D. 2626 Care Drive Suite 200 Tallahassee, FL 32308

*Updated 10/02/2006*

# License Verification

Data As Of 8/22/2011

## GURUSAMI M LAKSHMIN

LICENSE NUMBER: ME26991

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**Profession**

MEDICAL DOCTOR

**License/Activity Status**

CLEAR/ACTIVE

**License Expiration Date**

1/31/2012

**License Original Issue Date**

09/17/1976

**Discipline on File**

NO

**Public Complaint**

NO

**Address of Record**

MS 86  
2900 APALACHEE PKWAY  
TALLAHASSEE, FL 32399  
UNITED STATES

The information on this page is a secure, primary source for license verification provided by The Florida Department of Health, Division of Medical Quality Assurance. This website is maintained by Division staff and is updated immediately upon a change to our licensing and enforcement database.

CERTIFICATION OF DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

ADMINISTRATIVE RULES FILED WITH THE DEPARTMENT OF STATE

I hereby certify:

(1) That all statutory rulemaking requirements of Chapter 120, F.S., and all rulemaking requirements of the Department of State have been complied with; and

(2) That there is no administrative determination under Section 120.56(2), F.S., pending on any rule covered by this certification; and

(3) All rules covered by this certification are filed within the prescribed time limitations of Section 120.54(3)(e), F.S. They are filed not less than 28 days after the notice required by Section 120.54(3)(a), F.S.; and

(a) Are filed not more than 90 days after the notice; or

(b) Are filed more than 90 days after the notice, but not more than 60 days after the administrative law judge files the final order with the clerk or until 60 days after subsequent judicial review is complete; or

(c) Are filed more than 90 days after the notice, but not less than 21 days nor more than 45 days from the date of publication of the notice of change; or

(d) Are filed more than 90 days after the notice, but not less than 14 nor more than 45 days after the adjournment of the final public hearing on the rule; or

(e) Are filed more than 90 days after the notice, but within 21 days after the date of receipt of all material authorized to be submitted at the hearing; or

(f) Are filed more than 90 days after the notice, but within 21 days after the date the transcript was received by this agency; or

(g) Are filed not more than 90 days after the notice, not including days the adoption of the rule was postponed following notification from the Joint Administrative Procedures Committee that an objection to the rule was being considered; or

(h) Are filed more than 90 days after the notice, but within 21 days after a good faith written proposal for a lower cost regulatory alternative to a proposed rule is submitted which substantially accomplishes the objectives of the law being implemented; or

(i) Are filed more than 90 days after the notice, but within 21 days after a regulatory alternative is offered by the Small Business Regulatory Advisory Committee.

Attached are the original and two copies of each rule covered by this certification. The rules are hereby adopted by the undersigned agency by and upon their filing with the Department of State.

Rule No(s):

**15C-18.004**

**15C-18.006**

Under the provision of Section 120.54(3)(e)6., F.S., the rules take effect 20 days from the date filed with the Department of State or a later date as set out below:

**Effective:** \_\_\_\_\_  
(month) (day) (year)

\_\_\_\_\_  
Signature, Person Authorized to Certify Rules

**Executive Director** \_\_\_\_\_  
Title

1 \_\_\_\_\_  
Number of Pages Certified

15C-18.004 EFS Agent Participation Requirements.

(1) through (1)(c) No change.

(d) Apply to the Department on Form HSMV 82083S (Rev. 08/11), Application to Become an Authorized Electronic Filing System Agent/Change of Certified Service Provider, which is incorporated herein by reference and available via the Department website [www.flhsmv.gov/html/forms.html](http://www.flhsmv.gov/html/forms.html).

<http://www.flrules.org/Gateway/reference.asp?No=Ref-00402>

(1)(e) through (3) No change.

Rulemaking Authority 320.03(10)(a), FS. Law Implemented 320.03(10)(a), (b) FS. History-New 12-14-10,  
Amended\_\_\_\_\_.

15C-18.006 Electronic Filing System Requirements; Disclosure to Customer.

(1) through (3) No change.

(4) An EFS agent that desires to change its Certified Service Provider shall submit the request to the Department on Form HSMV 82083S, which is incorporated herein by reference in Rule 15C-18.004(1)(d).

(5) No change.

Rulemaking Authority 320.03(10)(a) FS. Law Implemented 320.03(10)(a), (b) FS. History-New 12-14-10,  
Amended\_\_\_\_\_.

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

CHAPTER 15C-18, FAC, Electronic Filing System

RULE NUMBERS:	RULE TITLES:
15C-18.004	EFS Agent Participation Requirements
15C-18.006	Electronic Filing System Requirements; Disclosure to Customer

Summary of Rule

Changes are being made to the Department's rule on Electronic Filing System to reflect revisions to form HSMV 82083, Application to Become an Authorized Electronic Filing System Agent/Change of Certified Service Provider.

Statement of Facts and Circumstances Justifying the Rule

Form HSMV 82083 has been revised to provide for tax collector signature in lieu of supplying copies of agreements between counties. Since the form and revision date are specifically referenced in Rules 15C-18.004(1)(d) and 15C-18.006(4), Florida Administrative Code, a revision of the form also requires a revision to this section of the Florida Administrative Code.

Federal Standards Statement

A Federal Standard or Rule that impacts or is affected by this rule change does not exist.

Summary of Hearings

The proposed rule development was noticed in the May 20, 2011, Florida Administrative Weekly, Volume 37, Number 20. A workshop was held on June 6, 2011, no changes or comments were received.

The Governor and Cabinet approved the rule amendment for publication of the Notice of Proposed Rule during the Governor and Cabinet meeting, a public meeting, on August 2, 2011, beginning at 9:00 a.m. and noticed in the Florida Administrative Weekly, Volume 37, Number 28.

The proposed rule was noticed in the August 12, 2011, Florida Administrative Weekly, Volume 37, Number 32, announcing that a hearing would be held on September 28, 2011, at 10:00 a.m., if requested. No timely request for hearing was received by the agency and no hearing was held.

Attendees: EFS 10am 06-06-11

15C.1800<sup>a</sup>/1800<sup>b</sup> Notice of Development of Rulemaking

- Mum D. Turner

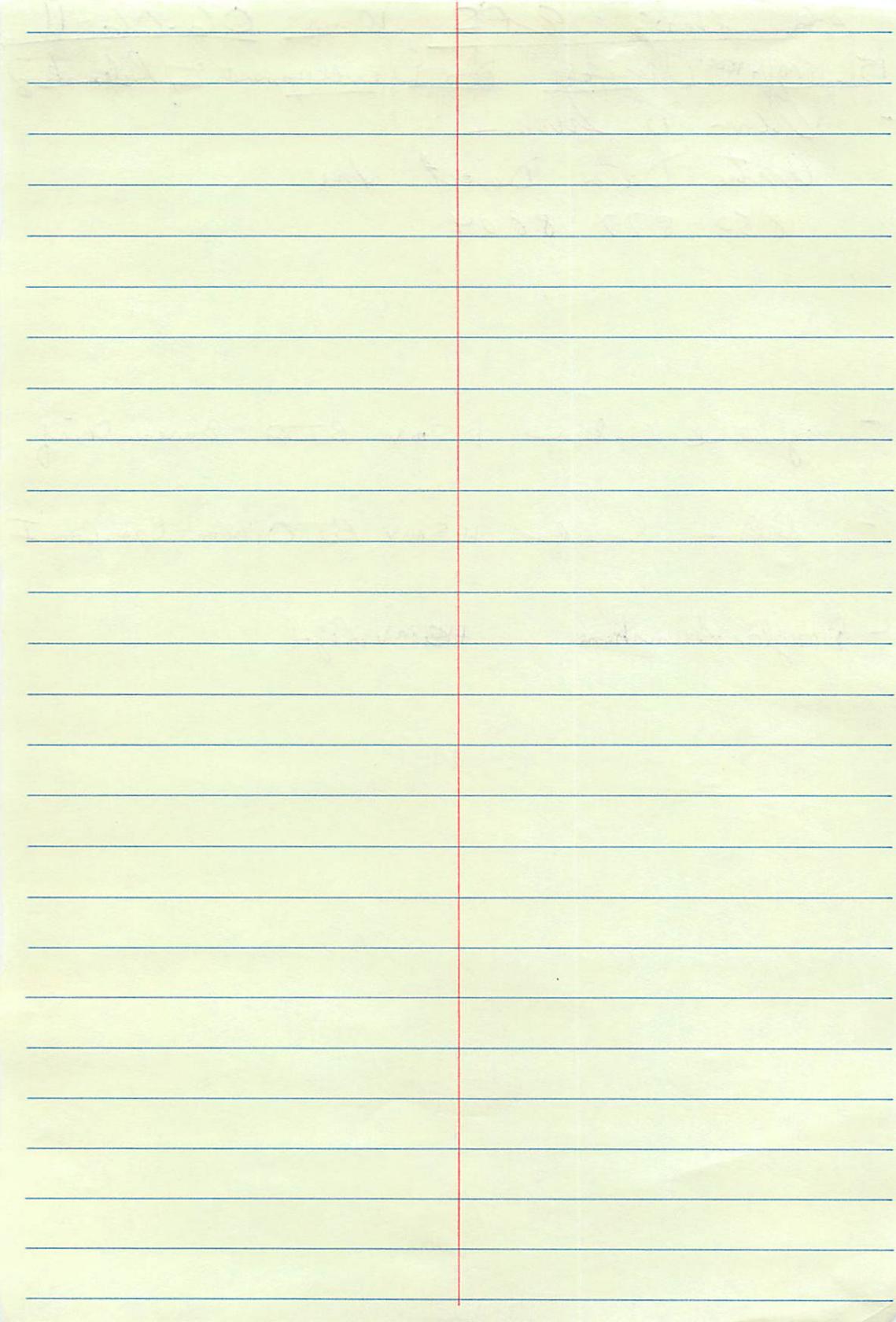
Auto Data Direct Inc

850 877 8804

- Julie Baker HSMV BTO - Bureau Chief

- Selma Sauls HSMV BTO - District Ops. Cons I

- Douglas Sunshine HSMV Legal



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES  
OFFICE OF THE GENERAL COUNSEL

**Proposed Rule: Is a SERC Required**

Division (choose from drop-down list): Division of Motor Vehicles

Rule (number & description): 15C-18.004 and 15C-18.006 / Change to application (form)

**Please remember to analyze the impact of the rule, NOT the statute, when completing this form.**

I. Adverse Impact Determination

a. Economic? (Check all that apply.)

- Increased fees to be paid by licensee, applicant, registrant, etc.  
 Increased costs of doing business (equipment, software, etc.)  
 Increased personnel costs (additional employees, insurance, overtime, training, etc.)  
 Decreased opportunity for profit (limits on fees, scope of business/practice, ability to partner with others, etc.)

b. Non-economic? (Check all that apply.)

- Increased time and effort to comply (forms, tests, etc.)  
 Increased need for specialized knowledge (legal, technical, etc.)

If any of the above boxes are checked, answer "Yes," then continue to the next section. If no boxes are checked, answer "No," and skip to Section III below.  Yes  No

II. Small Business Determination

a. Are any of the affected entities a "small business?" (Check all that apply.)

- 200 or less **permanent full-time** employees;  
 Net worth less than \$5 million (including value of affiliates);  
 Independently owned and operated (NOT a subsidiary of another entity); **AND**,  
 Engaged in a commercial enterprise?

If **ALL** of the preceding boxes are checked, answer "Yes," and skip to Section III below.

If you did not check **ALL** of the above boxes, check "No," then continue to the next qualification.

Yes  No

b. Small Business Certification

- Does any affected entity have Small Business Administration 8(a) certification?  
 Yes (see, [www.ccr.gov](http://www.ccr.gov))  No

If the answers to I and II are "Yes," the agency must prepare a SERC.

III. Regulatory Cost Increase Determination

Direct:

- a. Increased Regulatory Cost: \$0  
b. Number of Entities Impacted: 0  
c. Multiply a. times b.: \$0  
d. Is c. greater than \$200,000?  Yes  No

Indirect:

- e. Any ascertainable indirect costs?  Yes  No  
f. Amount of Indirect Cost: \$0  
g. Number of Entities Impacted: 0  
h. Multiply g. times f.: 0  
i. Is h. greater than \$200,000?  Yes  No

j. Is h. plus c. greater than \$200,000?  Yes  No

If the answer to d., i., or j. is "Yes," the agency must prepare a SERC.

Prepared By (type name): Julie Baker

Date (type date): May 6, 2011

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To be certified by the agency head, if the agency is within the purview of the Governor; otherwise, certified by the agency's legal counsel or other appropriate person.

Is a SERC required?  Yes  No

Name: STEPHEN D. HURM  
(Print Name)

  
(Signature)

Title: GENERAL COUNSEL

Date: 05/09/2011

Phone: 850 - 617 - 3101

CERTIFICATION OF MATERIALS INCORPORATED BY REFERENCE

IN RULES FILE WITH THE DEPARTMENT OF STATE

Pursuant to Rule 1B-30.005, Florida Administrative Code, I hereby certify that the attached are true and correct copies of the following materials incorporated by reference in Rule 15C-18.

Under the provision of subparagraph 120.54(3)(e)6., F.S., the attached materials take effect 20 days from the date filed with the Department of State, or a later date as specified in the rule.

HSMV Form 82083S – Application to Become an Authorized Electronic Filing System Agent/Change of Certified Service Provider

\_\_\_\_\_  
Signature, Person Authorized to Certify Rules

Executive Director  
\_\_\_\_\_  
Title

**STATE OF FLORIDA**  
**DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES - DIVISION OF MOTORIST SERVICES**  
 2900 APALACHEE PARKWAY, NEIL KIRKMAN BUILDING - TALLAHASSEE, FL 32399-0610  
**APPLICATION TO BECOME AN AUTHORIZED ELECTRONIC FILING SYSTEM AGENT /**  
**CHANGE OF CERTIFIED SERVICE PROVIDER**

<b>Check One:</b>			<b>DMS USE ONLY</b>
<input type="checkbox"/> Pursuant to section 320.03(10), Florida Statutes, I hereby make application to become authorized to process title and registration transactions using the Electronic Filing System.			<b>DMS USE ONLY</b>
<input type="checkbox"/> I hereby request to change Certified Service Providers.			
Name of Entity / Business:			
Mailing address:	City:	State:	Zip:
Physical Address:	City:	State:	Zip:
Dealer License Number:		If licensed as a motor vehicle, mobile home or recreational vehicle dealer.	
County where physically located:		Appointing County where agent will process transactions:	
<i>If appointing county is different than where agent is physically located signature of the appointing Tax Collector is required.</i>			
Signature of Appointing Tax Collector _____			
Business Telephone Number:		Cell Number:	
E-mail Address:			
Owner / Partner / Principal Name(s):			
1.			
2.			
3.			
Certified Service Provider: <i>(enter name of CSP)</i>			
<i>Applicant must have entered into a contract with a certified service provider prior to applying to become an EFS agent. If applicant is changing Certified Service Providers all pending or suspended transactions with the previous provider must be complete, a contract signed with the new certified service provider and notification to the state prior to using the new provider's services.</i>			
<input type="checkbox"/> All principals and prospective users have undergone a criminal background check			
<input type="checkbox"/> Indicia shall be secure and in a locked area during non-business hours or when not being used.			

I certify that the entity above meets the requirements to become an authorized electronic filing system (EFS) agent. The entity will abide by all laws, rules, procedures and contractual obligations required as an EFS agent. All principals and authorized users have undergone a criminal background check prior to having access to the EFS and indicia as provided by the Tax Collector. All indicia will be secure and in a locked area during non-business hours or during non-use and I understand that I am responsible for any unaccounted inventory. I further certify that all applicable inquiry fees will be paid to the state and that disclosures for EFS fees as required by rule will be made to prospective buyers. I will ensure that all title and registration transactions are done in accordance with laws and Department procedure. I further certify that state and county fees collected will be remitted electronically in accordance with state law. I understand that failure to comply with any laws, rules or contractual terms shall be grounds for the Department to revoke my authorization to use the EFS.

The applicant agrees to comply with section 119.0712 (2), Florida Statutes, and the Federal Driver's Privacy Protection Act (18 U. S. C. § 2721 et seq.). The applicant agrees that all personal information governed by these statutes will be used or redisclosed by the applicant only as permitted by these statutes. Any use or redisclosure of such personal information by the applicant except as permitted by these statutes will result in DHSMV revoking applicant's ability to use the system.

Under penalty of perjury, I do swear and affirm that the information contained in this application is true and correct and that applicant will abide by all laws of Florida and all applicable rules, policies and procedures of the Department of Highway Safety and Motor Vehicles.

Signature of owner or principal: \_\_\_\_\_ Date: \_\_\_\_\_

Rules 15C-18.004(1)(d). 15C-18.006(4), FAC

HSMV 82083 S (Rev. 08/11)