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

February 9, 2012
AGENDA

Agency Contact: Steven Fielder, 850-617-3195


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

2. Respectfully submit the Department’s 2nd Quarter Performance Report for FY 2011-2012.
   Attachment #2
   Recommend Approval
THE CABINET
STATE OF FLORIDA

Representing:

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

The above agencies came to be heard before THE FLORIDA CABINET, the Honorable Governor Scott
presiding, in the Cabinet Meeting Room, LL-03, The
Capitol, Tallahassee, Florida, on Tuesday, September 20,
2011, commencing at approximately 9:09 a.m.

Reported by:

MARY ALLEN NEEL
Registered Professional Reporter
Florida Professional Reporter
Notary Public

ACCURATE STENOTYPE REPORTERS, INC.
2894 REMINGTON GREEN LANE
TALLAHASSEE, FLORIDA 32308
850.878.2221
APPEARANCES:

Representing the Florida Cabinet:

RICK SCOTT
Governor

PAM BONDI
Attorney General

JEFF ATWATER
Chief Financial Officer

ADAM PUTNAM
Commissioner of Agriculture

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(Presented by HERSCHEL VINYARD)

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**ADMINISTRATION COMMISSION**  
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**FINANCIAL SERVICES COMMISSION, FINANCIAL REGULATION**  
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DEPARTMENT OF REVENUE
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DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
(Presented by JULIE JONES)

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CERTIFICATE OF REPORTER 70

ACCURATE STENO TYPE REPORTERS, INC.
GOVERNOR SCOTT: The next agenda is the
Department of Highway Safety and Motor Vehicles
presented by Julie Jones. Good morning, Julie.

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

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

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

   ATTORNEY GENERAL BONDI: Move to approve.

   GOVERNOR SCOTT: Is there a second?

   CFO ATWATER: Second.

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

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

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

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

We are seeking a statutory change to allow the Department to issue a driver's license or identification card that meets the standards set out in the Western Hemisphere Travel Initiative. These credentials would allow a person to use a license or ID card issued by the Department for border crossings between Canada, Mexico, and the Caribbean. This eliminates the need for the passport. This is for land and sea only, not air. This is something that our cruise industry has
asked for. This service would be offered to the
general public at their option. It's not
something --

ATTORNEY GENERAL BONDI: Governor --

GOVERNOR SCOTT: Sure.

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

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

And if it's approved by the Cabinet and the
Legislature, we'll go forward to our vendor and
determine just to cover our costs for the different
card that has a little bit more technology in it,
and that would be an added cost to the current
driver's license. Again, because it's optional, it
would be something that you would prefer to have. And we're very hopeful -- in fact, I'm sure it would be less than the cost of a passport.

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

MS. JONES: Yes.

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

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

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

Finally, we have several proposed changes to our statutes that would permit the Department to utilize electronic processes in lieu of paper, and examples would be electronic titles, electronic liens, and renewal notices. This again creates
efficiencies and enhances the use of technology at
the Department.

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

CFO ATWATER: So moved.

GOVERNOR SCOTT: Is there a second?

ATTORNEY GENERAL BONDI: Second.

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

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

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

First, Governor, I would like to thank you for
your assistance last session in trying to address
this situation. This is an officer safety
situation. We're asking for $13.8 million in
nonrecurring general revenue to initiate a
three-year plan to catch up on vehicle acquisition
and replacement. This is our only general revenue
request. And at your request, Governor, it is a three-year plan. It's two years of nonrecurring general revenue, and then we readjust the amount of recurring A&R out of the trust fund the third year, and we get caught up and we fix this problem permanently.

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

These officers are required to have extensive training related to commercial driving rules and laws, yet their starting salaries are lower than a traditional trooper. As a result of a reorganization and the merger of motor carrier into the patrol, we have cash and budget on hand to make
this necessary pay adjustment, and we're just asking the authority to reallocate moneys within the patrol's budget.

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

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

The second IT issue is a request to fund the modernization of our DAVID system. DAVID stands for Driver and Vehicle Information Database. This is the system that all law enforcement officers
use, the court, other state agencies. This is how they access our data.

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

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

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

The last IT issue, we would like to acquire address verification software to reduce our mailing costs on returned mail. This year's pilot of the
system showed an increased efficiency in our mailing systems of 51 percent. This would be nonrecurring, first year, 382,000, and then a recurring trust fund amount of 151,000.

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

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

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

GOVERNOR SCOTT: Any questions? Commissioner.

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

MS. JONES: It isn't a matter of owning or leasing. In legislation that was passed two years ago, the tax collectors agreed to take over driver's license offices in every county but
Volusia, Dade, and Broward. And in those three counties, that will leave us with only 100 offices. So we're making improvements to those offices that we're keeping. We're just keeping the other offices afloat and safe, but we're not making capital improvements in offices that we're going to close in the future.

GOVERNOR SCOTT: Any other questions?

ATTORNEY GENERAL BONDI: No.

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

COMMISSIONER PUTNAM: So moved.

GOVERNOR SCOTT: Is there a second?

ATTORNEY GENERAL BONDI: Second.

GOVERNOR SCOTT: Moved and seconded. Any objections?

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

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

GOVERNOR SCOTT: Thanks a lot. All right.
This concludes our Cabinet meeting. We are adjourned. The SBA quarterly meeting will begin at 1:00 p.m. right here.

(Proceedings concluded at 10:58 a.m.)
MR. WILLIAMS: Thank you. Item Five, request approval of an authority to file notice of proposed rule for the Florida Administrative Code Reimbursement contract, and to file this rule along with incorporated forms for adoption if no member of the public timely requests a rule or hearing.

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

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

Is there a motion to approve Item Five?

ATTORNEY GENERAL BONDI: Move to approve.

GOVERNOR SCOTT: Is there a second?

CFO ATWATER: Second.

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

MR. WILLIAMS: Thank you very much.

GOVERNOR SCOTT: Thank you very much, Ash.

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

ATTORNEY GENERAL BONDI: Who is wearing white.

MS. JONES: Who is wearing white.

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

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

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

CFO ATWATER: Everybody is dead.

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

ATTORNEY GENERAL BONDI: I think they retired
that movie.

GOVERNOR SCOTT: Probably before you all came to Florida.

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

GOVERNOR SCOTT: Yes.

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

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

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

MS. JONES: It's our graduated license program. And that's, again, where we point our parents to our CARE Initiative. And that's courtesy, attention, responsibility and experience. It's got a
workshop -- it's got a workbook that the parent can
go through; driver education.

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

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

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

MS. JONES: I can't answer that question
because there's so much going on right now. As you
allude to, a lot of texting, a lot of technology.
We were actively pursuing additional tests on our
driver's test for first-time drivers about
distracted driving. Not just texting, because
there's a lot of distracted driving issues.

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

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

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

MS. JONES: It's --

ATTORNEY GENERAL BONDI: Same car?

MS. JONES: It's both. I don't know the
 specifics for teens, but I know 40 percent or so of
the total accidents that we investigate in the
state, are car versus tree, car versus some hard object. And that's not hard to kind of get people thinking straight and thinking safe.

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

CFO ATWATER: What percentage was that?

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

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

So we're going to change how we operate. We're going to reduce the number of corporals that we have; put those corporals back on the road doing day-to-day traffic enforcement and train every
single trooper to do the easier one-on-one type crash and fatality investigations. And then having in each troop, a special core group of people to do the multiple fatalities, the larger, more difficult investigations.

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

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

ATTORNEY GENERAL BONDI: Let me ask a question.

A lot of these aren't alcohol related. They are just bad driving by teens; is that right?

MS. JONES: That's correct.

GOVERNOR SCOTT: Okay.

MS. JONES: So with that, I have four items for your consideration and approval today.
We respectfully request approval of the Department's annual performance report for last year, 2010-2011. This is my final report for that fiscal year.

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

This is great news. When I met with the Governor a month ago, the Governor's very, very concentrated on benchmarks and he said, so what? What does this mean, Julie? Where are we in the grand scheme of things relative to the rest of the country? We're number 34. And we're number 34 for a lot of reasons, but we're going to continue to work on closing the gap. We have a lot of rural roads, which have higher fatality rates, and we have a lot of visitors than a lot of states. Those 80 million visitors that come to Florida, get behind the wheel, don't know where they are, have rental cars; are driving our fatality rate up.
But as an example, the national fatality rate is 1.13. Again, we're at 1.25. Texas is at 1.33, Alabama, 1.51, Georgia, 1.18. So it's all over the board. I think it's very important that we start to concentrate some of our PR campaigns in the Orlando areas, in the places -- south Florida, where we have a lot foreign drivers, which also creates issues with how we educate our drivers.

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

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

Driver's license office wait times, the bane of my existence, are actually getting better. We recently saw average wait times decline in this current quarter -- not last year -- but it's because we're getting better hiring. We have a lot of churn and a lot of vacancies and we transition our driver's license work to the county. The county wants to gear up real quick. They take our people off the line or half our office staff before we
close an office. And it would be somewhat 
irresponsible to try to hire someone and train them 
for a couple of months when we're closing the office 
in a couple of months.

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

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

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

MS. JONES: We've also seen improvement in our 
call center area resulting -- we've got some new 
software. And this allows you to go on the web site 
and ask commonly asked questions. It's a really 
neat product. It has eliminated a lot of e-mails
and reduced the numbers of calls that come in because you can get the correct answer. It's easy; it's intuitive on our web site.

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

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

So that's my report from last fiscal year.

GOVERNOR SCOTT: Great.

ATTORNEY GENERAL BONDI: All right.

GOVERNOR SCOTT: Is there a motion to approve?

ATTORNEY GENERAL BONDI: Motion to approve.

GOVERNOR SCOTT: Is there a second?

CFO ATWATER: Second.

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

MS. JONES: Thank you.

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

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

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

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

We put it up on the agency's external website on the 10th, but not noticed it yet. I wanted to roll that here with the Cabinet members. But we've already had almost 300 people click on it there.
And this is my desire to show what we do; point the public to how we claim success with public safety and then get some input.

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

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

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

Now, you want to know about highway safety crashes, so you click on that, and it will take you to the six measures that are in the -- did I drill down that far? These are the six measures that feed up. And we have data cubes now so all our data feeds in. And I can give you, for many of these measures, at every month, how these are doing.
And when we see a needle that's creeping, say, in the red -- and I'm going to talk about that commercial vehicle crashes, or something creeping to yellow, every month, beginning of the month, we go back and we meet with every manager. And someone is responsible for each one of these dashboards and the measures that are going into it. And so, we're monitoring it continuously to see do we need to change staffing, do we need to redirect where we're going and what we're doing.

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

GOVERNOR SCOTT: That's really good.

MS. JONES: -- you can go down.

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

GOVERNOR SCOTT: That's good.

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

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

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

The number of customers who rated services satisfactory or better is also in yellow. And I actually, Governor, asked my staff to go out and
relative to benchmarking all of these, I said, find out nationwide, who does satisfaction surveys. And very few people do this. California has a fairly good site, but most states, because real I.D., because of weight times, they've kind of buried this. They don't have dashboards. Virginia has a good dashboard, but it's better just if you don't talk about it, hopefully it will go away kind of mentality.

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

The commercial vehicle crash gauge, which you saw in one of the previous slides, is red, but it's what I call a false negative. Federal DOT asked us to change our reporting form. Back in January the Florida Department of DOT -- of Motor Carriers, but I had all the forms in the crash reports and the data. Now that we've put Motor Carrier and Highway Safety puts more of an emphasis on this in one agency, this piece, we changed the form, but the data that DOT was tracking prior to does not match the data that I'm collecting now. And an outshop at
Florida DOT is trying to rework last year's data to match this. And the Federal DOT approves that this will not be in the red or it will be in the yellow. So this is an anomaly right now. If they can't, it just means I have to wait for a comparison next year.

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

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

COMMISSIONER PUTNAM: Is that all people waiting on a license or those who had an appointment or those who did not have appointment?
MS. JONES: Those are all people that go into the office and go in, get a ticket and wait. Appointment or not. And those are the offices that I control. Not the tax collectors.

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

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

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

So that is my first quarter report.

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

CFO ATWATER: So move.

GOVERNOR SCOTT: Is there a second?

ATTORNEY GENERAL BONDI: Second.
GOVERNOR SCOTT: Moved and seconded. Item Two approved without objection.

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

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

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

GOVERNOR SCOTT: All right. Is there a motion
to approve Item Three?

CFO ATWATER: So moved.
GOVERNOR SCOTT: Is there a second?
ATTORNEY GENERAL BONDI: Second.
GOVERNOR SCOTT: Moved and seconded. Item Three is approved without objection.

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

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

COMMISSIONER PUTNAM: So moved.
GOVERNOR SCOTT: Is there a second?
ATTORNEY GENERAL BONDI: Second.
GOVERNOR SCOTT: Moved and seconded, Item Four is approved without objection. Thank you very much.

MS. JONES: With that, I appreciate your
support of the Department.

GOVERNOR SCOTT: Thanks, Julie.

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

MR. BAILEY: Morning, Governor; Cabinet.

GOVERNOR SCOTT: Good morning.

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

GOVERNOR SCOTT: That would be great.

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

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

ATTORNEY GENERAL BONDI: Motion to approve.

GOVERNOR SCOTT: Is there a second?

CFO ATWATER: Second.

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

MR. BAILEY: The second item is our fiscal year 2011 performance report, purchases over $100,000 for
**Public Safety**

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

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

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

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

**Reliable Service Delivery**

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

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

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

<table>
<thead>
<tr>
<th>2nd Quarter</th>
<th>Trust Fund</th>
<th>General Revenue</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>$332,159,076</td>
<td>$373,269,647</td>
<td>$240,037,053</td>
<td>$572,196,129</td>
</tr>
</tbody>
</table>

Where The Money Comes From

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

Where The Money Goes

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

$35,224,888 (6.16%)  $95,284,439 (16.65%)  $7,547,667 (1.32%)  $240,037,053 (41.95%)  $194,102,082 (33.92%)
## Performance Measures and Standards

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

<table>
<thead>
<tr>
<th>A. Highway crashes</th>
<th>2nd Quarter Actual</th>
<th>2nd Quarter Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. % change in highway fatalities to previous year</td>
<td>-0.3%</td>
<td>0% or reduction</td>
</tr>
<tr>
<td>2. % change in highway crashes to previous year</td>
<td>-5.3%</td>
<td>0% or reduction</td>
</tr>
<tr>
<td>3. % change in highway injuries to previous year</td>
<td>-9.6%</td>
<td>0% or reduction</td>
</tr>
<tr>
<td>4. % change in teen drivers involved in fatal crashes to previous year</td>
<td>-6.5%</td>
<td>0% or reduction</td>
</tr>
<tr>
<td>5. % change in alcohol-related fatalities to previous year</td>
<td>-21.8%</td>
<td>0% or reduction</td>
</tr>
<tr>
<td>6. % change in commercial vehicle crashes to previous year</td>
<td>-18.9%</td>
<td>2% or greater reduction</td>
</tr>
</tbody>
</table>

**B. Highway safety education and enforcement**

| 7. % of duty hours spent on patrol and investigation activities | 75.0% | 72% |
| 8. Number of highway safety education hours provided | 4,314 | 3,750 |
| 9. Number of commercial vehicle inspections performed | 56,719 | 37,800 |

**C. Criminal Investigations**

| 10. % of criminal investigation cases resolved within 90 days | 65.9% | 70% |
| 11. % of field intelligence reports reviewed, analyzed and adjudicated within 30 days | 100.0% | 75% |

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

<table>
<thead>
<tr>
<th>A. Motorist transactions successfully completed</th>
<th>2nd Quarter Actual</th>
<th>2nd Quarter Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>12. % of registration transactions successfully completed</td>
<td>97.6%</td>
<td>95%</td>
</tr>
<tr>
<td>13. % of title transactions successfully completed</td>
<td>95.1%</td>
<td>90%</td>
</tr>
<tr>
<td>14. % of driver license and identification card transactions successfully completed</td>
<td>98.2%</td>
<td>98%</td>
</tr>
<tr>
<td>15. % of disabled parking permit transactions successfully completed</td>
<td>98.1%</td>
<td>98%</td>
</tr>
<tr>
<td>16. % of temporary operating permit transactions for heavy commercial vehicles successfully completed</td>
<td>91.7%</td>
<td>90%</td>
</tr>
</tbody>
</table>

**B. Customer services completed timely**

| 17. % of calls for service responded to by FHP within 30 minutes | 67.3% | 65% |
| 18. % of driver license office customers waiting 30 minutes or less for service (1) | 73.4% | 95% |
| 19. % of titles issued within 3 workdays of request | 98.9% | 98% |

*Indicates actual ≥95% of standard.*

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

*Indicates actual <80% of standard.*

**Second Quarter Performance Report: Fiscal Year 2011 - 2012**
Performance Measures and Standards

20. % change in average wait time for Customer Service Center calls to previous year  

21. % of business licenses issued timely

C. Customer Satisfaction
22. % of customers that rate services as satisfactory or better

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
24. % of motor vehicle and vessel titles issued electronically
25. % of driver license and identification card holders registered for Emergency Contact Information

B. New Technology Projects
26. % of new projects developed and implemented timely
27. % of time dedicated to research and development

C. Computer support uptime available to our partners
28. % of Mainframe system uptime
29. % of Oracle uptime
30. % of SQL server uptime
31. % of Customer Information Control System (CICS) uptime

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
33. Increase participation in leadership training programs
34. Increase % of positions filled by internal promotion

Indicates actual ≥95% of standard.
Indicates actual <95% and ≥80% of standard.
Indicates actual <80% of standard.
Performance Measures
The Department of Highway Safety and Motor Vehicles’ Performance Dashboard can be viewed at www.flhsmv.gov.

Performance Explanation

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

Purchases

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

<table>
<thead>
<tr>
<th>Item Purchased</th>
<th>Vendor</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase motor vehicle title paper which is essential to providing proof of ownership for vehicles to the motoring public. ITB# 012-12, Order No. A4FF45</td>
<td>Standard Register Nashville, TN</td>
<td>$309,550.00</td>
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</table>