

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

May 8, 2013

AGENDA

Agency Contact: Jennifer Langston, 850-617-3195

<http://www.flhsmv.gov/agenda/2013/0508Agenda.pdf>

1. Respectfully request approval of the February 7, 2013 Cabinet Meeting minutes.

Attachment #1.
Recommend Approval.

2. Respectfully submit approval of the Department's 3rd Quarter Performance Report for fiscal year 2012-2013.

Attachment #2.
Recommend Approval.

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

REPRESENTING:

OFFICE OF INSURANCE REGULATION

DEPARTMENT OF LAW ENFORCEMENT

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLE

The above agencies came to be heard before the THE FLORIDA CABINET, Honorable Governor Scott presiding, in the Sweetbay Entertainment Center at the Florida State Fairgrounds, 4800 U.S. Highway 301 North, Tampa, Florida, on Thursday, February 7, 2013, commencing at 9:00 a.m.

REPORTED BY:
Selina Glisson
Digital Court Reporter
Notary Public

Record Transcripts Incorporated
501 East Kennedy Boulevard, Suite 170
Tampa, Florida 33602
(813) 514-5100

A P P E A R A N C E S

REPRESENTING THE FLORIDA CABINET

RICK SCOTT
Governor

ADAM H. PUTNAM
Commissioner of Agriculture

PAM BONDI,
Attorney General

JEFF ATWATER
Chief Financial Officer

SPEAKERS:

Commissioner Kevin McCarty, Office of Insurance Regulation
Commissioner Jerry Bailey, Department of Law Enforcement
Executive Director Julie Jones, Highway Safety and
Motor Vehicles

I N D E X

OFFICE OF THE INSURANCE REGULATION
Presented by Commissioner Kevin McCarty

<u>ITEM</u>	<u>ACTION</u>	<u>PAGE</u>
1. Rule Amendment - Final Adoption - Forms	Approved	4
2. Rule Amendments - Final Adoption - Notification of Insured's Rights and Standards Disclosure Form	Approved	4

DEPARTMENT OF LAW ENFORCEMENT
Presented by Commissioner Jerry Bailey

<u>ITEM</u>	<u>ACTION</u>	<u>PAGE</u>
1. Minutes - October 23, 2012	Approved	6
2. FY 2012-12 2nd Quarter Report	Approved	8
3. Rule Amendment - Final Adoption	Approved	9

HIGHWAY SAFETY AND MOTOR VEHICLE
Presented by Executive Director Julie Jones

<u>ITEM</u>	<u>ACTION</u>	<u>PAGE</u>
1. Minutes - October 23, 2012	Approved	12
2. FY 2012-13 2nd Quarter Report	Approved	14
3. Rule Amendment - Notice - Venue	Approved	15
<u>CERTIFICATE OF COURT REPORTER</u>		17

P R O C E E D I N G S

1
2 GOVERNOR SCOTT: Now, I'd like to recognize
3 Commissioner Kevin McCarty with the Office of Insurance
4 Regulations. Good morning, Kevin.

5 COMMISSIONER MCCARTY: Good morning, Governor and
6 Members of the Commission. We have two agenda items today
7 for rules for final adoption pertaining to reforms to the
8 PIP laws. As you all know the legislature enacted House
9 Bill 119 which made significant changes to Florida No Fault
10 Law. The first rule for your review is Rule .0155 which
11 adopts a new form called the Health Care Provider
12 Certification of Eligibility which requires health care
13 professionals that provide PIP services that they certify
14 that they're PIP providers. This is technical in nature.

15 GOVERNOR SCOTT: All right. Is there a motion to
16 approve?

17 ATTORNEY GENERAL BONDI: So moved.

18 CHIEF FINANCIAL OFFICER ATWATER: Second.

19 GOVERNOR SCOTT: Any comments or objections?

20 (No audible response.)

21 GOVERNOR SCOTT: Hearing none, the motion carries.

22 COMMISSIONER MCCARTY: Thank you, Governor. The next
23 agenda item is Rule 176.013 which adopts modifications to
24 the notification for PIP benefits which requires notice to
25 be given to claimants upon filing a claim. This form

1 explains the rights and benefits that you're entitled to
2 under Florida's No Fault Law which are being revised in
3 accordance to House Bill 119.

4 GOVERNOR SCOTT: Is there a motion to approve?

5 ATTORNEY GENERAL BONDI: So moved.

6 GOVERNOR SCOTT: Is there a second?

7 CHIEF FINANCIAL OFFICER ATWATER: Second.

8 GOVERNOR SCOTT: Any comments or objections?

9 (No audible response.)

10 GOVERNOR SCOTT: Hearing none, the motion carries.

11 Thank you, Kevin.

12 COMMISSIONER MCCARTY: Thank you, Governor. Thank you,
13 Members.

14 GOVERNOR SCOTT: Now I'd like to ask Commissioner Jerry
15 Bailey to present the Department of Law Enforcement agenda.
16 Good morning, Commissioner.

17 COMMISSIONER BAILEY: Good morning, Governor, Cabinet.
18 FDLE has three items on your agenda today. The first is
19 recommending your approval of our minutes of the October 23
20 Cabinet meeting.

21 GOVERNOR SCOTT: Is there a motion to approve?

22 ATTORNEY GENERAL BONDI: So moved.

23 CHIEF FINANCIAL OFFICER ATWATER: Second.

24 GOVERNOR SCOTT: Any comments or objections?

25 (No audible response.)

1 GOVERNOR SCOTT: Hearing none, the motion carries.

2 COMMISSIONER BAILEY: Governor, the second item is our
3 second quarter performance review. You have noted that the
4 Department continues a strong level of performance. I do
5 want to briefly highlight a couple of things that happened
6 during this quarter.

7 As you're aware, the laboratory system that FDLE
8 operates is accredited by the American Society of Crime
9 Laboratory Directors. We had an inspection in December and
10 they came away with zero, no quality issues.

11 During December we participated, and we continue to
12 participate, in the Tampa Bay Identity Theft Alliance along
13 with other state agencies, local agencies, and federal
14 agencies. Many -- no, most of the alliance cases are
15 dealing with fraudulent tax returns, which they are
16 targeting the individuals with little or no banking
17 relationships; that continues. That alliance is doing very
18 good things for the Tampa Bay area.

19 During December we partnered with Attorney General
20 Bondi to outlaw 22 synthetic drugs on an emergency rule. We
21 are working now with local law enforcement to remove the
22 inventories from the retailers and also working with the
23 Attorney General and the legislature to bring those 22 under
24 the emergency rule to the schedule during the upcoming
25 session. I would be happy to answer any of your questions

1 about item two.

2 GOVERNOR SCOTT: And the state crime rate's at a
3 41-year low?

4 COMMISSIONER BAILEY: Yes, sir, they are.

5 GOVERNOR SCOTT: And your work with DNA is having a
6 dramatic impact?

7 COMMISSIONER BAILEY: Yes. And we thank you for what
8 you did there with -- DNA is the future of what we're doing
9 in the laboratory system and your support during the Florida
10 Families First budget is very much appreciated.

11 GOVERNOR SCOTT: Any questions?

12 ATTORNEY GENERAL BONDI: And just -- Commissioner,
13 we're now up --

14 COMMISSIONER BAILEY: Yes?

15 ATTORNEY GENERAL BONDI: -- to 23 substances on the
16 synthetics --

17 COMMISSIONER BAILEY: And still --

18 ATTORNEY GENERAL BONDI: Still going.

19 COMMISSIONER BAILEY: There will probably be more.

20 GOVERNOR SCOTT: Yeah, you should be proud of law
21 enforcement in the state.

22 ATTORNEY GENERAL BONDI: Thank you.

23 GOVERNOR SCOTT: The FDLE's doing a great job. The
24 sheriffs, the police chiefs, all across the state, highway
25 patrol, they're all doing a great job.

1 COMMISSIONER BAILEY: Thank you.

2 GOVERNOR SCOTT: So is there a motion to approve item
3 two?

4 CHIEF FINANCIAL OFFICER ATWATER: So moved.

5 GOVERNOR SCOTT: Is there a second?

6 ATTORNEY GENERAL BONDI: Second.

7 GOVERNOR SCOTT: Any comments or objections?

8 (No audible response.)

9 GOVERNOR SCOTT: Hearing none, the motion carries.

10 COMMISSIONER BAILEY: The third and final item are a
11 proposed rule amendment for your final approval. Each of
12 these has gone before the Office of the Fiscal
13 Accountability and Regulatory Reform and the Joint
14 Administrative Procedures Commission. Seven of them are --
15 we're sponsoring on the part of the Criminal Justice
16 Standards and Training Commission. The other four are FDLE.
17 Governor, they're each housekeeping issues or bringing the
18 rules in sync with current law. There were no comments when
19 it went before the review boards and I'm requesting your
20 approval of those.

21 GOVERNOR SCOTT: Great. Is there a motion to approve?

22 ATTORNEY GENERAL BONDI: So moved.

23 GOVERNOR SCOTT: Is there a second?

24 COMMISSIONER PUTNAM: Second.

25 GOVERNOR SCOTT: Any comments or objections?

1 (No audible response.)

2 GOVERNOR SCOTT: Hearing none, the motion carries.
3 Thank you very much, and thanks for your hard work,
4 Commissioner.

5 ATTORNEY GENERAL BONDI: Thanks.

6 COMMISSIONER BAILEY: Thank you.

7 GOVERNOR SCOTT: Next, I'd like to ask is the Executive
8 Director Julie Jones of the Department of Highway Safety and
9 Motor Vehicles to present her agenda.

10 MS. JONES: Thank you, Governor, Cabinet members. In
11 keeping with today's theme I'd like to tee-up Commissioner
12 Putnam. As you know we administer 120 specialty tags. One
13 of our favorite tags is the Ag Tag. The Ag Tag funds and
14 promotes Florida agriculture in the classroom. And while
15 the Commissioner's speaking -- he has his, he's asked me to
16 present each one of you with your own.

17 ATTORNEY GENERAL BONDI: Oh, really.

18 CHIEF FINANCIAL OFFICER ATWATER: Thank you.

19 GOVERNOR SCOTT: Thank you, Commissioner.

20 ATTORNEY GENERAL BONDI: Thank you. That's great.

21 COMMISSIONER PUTNAM: You're welcome.

22 ATTORNEY GENERAL BONDI: Thank you.

23 (Applause)

24 UNIDENTIFIED SPEAKER: Can we get a picture?

25 GOVERNOR SCOTT: I do.

1 ATTORNEY GENERAL BONDI: This is as good-looking as my
2 Gator Tag by the way.

3 GOVERNOR SCOTT: Thank you very much.

4 ATTORNEY GENERAL BONDI: These are great.

5 COMMISSIONER PUTNAM: Julie, I appreciate you teeing
6 that up. And, Governor, I would just point out that the
7 Florida Ag in the Classroom is the beneficiary of the
8 proceedings from the sale of the Ag Tag. And among their
9 many projects to promote Ag literacy and a broader awareness
10 of Florida's agriculture industry, they do a children's book
11 every year and as we speak the First Lady of Florida is
12 reading this in the schoolhouse of Cracker Country just
13 across the way there to a -- I'm told a crowded house. So,
14 we certainly appreciate First Lady Ann Scott's commitment to
15 literacy and to our school system and we appreciate her
16 helping us promote Ag literacy by reading about Florida's
17 agricultural history today and the proceeds from this make
18 this possible, so thank you.

19 GOVERNOR SCOTT: So we'll be getting those all around
20 to all the schools as much as we can?

21 COMMISSIONER PUTNAM: Yes.

22 GOVERNOR SCOTT: That's great. That's great.

23 MS. JONES: And to put a further pitch in for the tag,
24 it ranks 32 out of 120, so buy those tags. They sold 14,468
25 last year and every bit of that went to support this

1 program.

2 COMMISSIONER PUTNAM: And what was the number one tag
3 again?

4 (Laughter)

5 COMMISSIONER PUTNAM: Oh, come on, Director.

6 MS. JONES: I don't want to get involved in that, sir.

7 ATTORNEY GENERAL BONDI: Come on.

8 GOVERNOR SCOTT: You can't remember, can you?

9 ATTORNEY GENERAL BONDI: I can.

10 COMMISSIONER PUTNAM: I'm pretty sure it's -- I think
11 that Pam and Jeff and I can remember.

12 ATTORNEY GENERAL BONDI: I can.

13 COMMISSIONER PUTNAM: I think it's the Gator Tag.
14 That's the number one tag.

15 MS. JONES: I think it's the Gator Tag. Yes, sir.

16 A little added value today, right outside the front of
17 this venue we have our Florida License on Wheels here at the
18 fair to help people. They'll do driver's license and ID
19 cards all day today. This is also one of the tools that we
20 use in partnership with Department of Corrections. To keep
21 recidivism down we have to set up prisoners with an ID card
22 or driver's license in order to get them out back in the
23 community and get them jobs and help them get back on their
24 feet.

25 I have three items for your consideration and approval.

1 We respectfully request approval for the minutes from the
2 October 23 Cabinet meeting.

3 GOVERNOR SCOTT: Is there a motion to approve item one?

4 ATTORNEY GENERAL BONDI: So moved.

5 GOVERNOR SCOTT: Okay, is there a second?

6 COMMISSIONER PUTNAM: Second.

7 GOVERNOR SCOTT: Any comments or objections?

8 (No audible response.)

9 GOVERNOR SCOTT: Hearing none, the motion carries.

10 MS. JONES: Item two, respectfully request approval for
11 the Department's second quarter performance report. This is
12 our halfway point in the year for programs and performance
13 measures. We're doing quite well.

14 We had several campaigns, and because of our time
15 limitations we did White out Teen Crashes again which you --
16 you all helped us with a couple years ago. We initiated the
17 TACT campaign, Ticketing Aggressive Cars and Trucks. This
18 is where our commercial vehicle enforcement officers
19 partnered with the Florida Trucking Association. Federal
20 grant dollars are used to create safe driving environments.
21 We do public awareness and special enforcement campaigns,
22 and you'll see as part of it, "Big trucks equal big blind
23 spots."; this is part of the campaign. Our holiday season
24 we issued 39,202 traffic citations and made 528 DUI arrests
25 during the holiday season this year. And, lastly, we have

1 partnered with the Department of Transportation and the
2 Florida Forest Service on a Beware of Smoke and folks --
3 Smoke and Fog -- I'm telling you -- Beware of Smoke and Fog
4 education campaign, and this is the first of several
5 campaigns that are billboard campaigns. So you'll be
6 seeing -- we've got eight up now across -- and drive slow,
7 "When visibility is low drive slow." and we've worked very
8 closely with our partners at the Florida Forest Service.
9 They are also doing training at the Highway Patrol and we're
10 offering that training for other law enforcement officers in
11 order to educate the public on also how to drive better in
12 very difficult visibility conditions.

13 Revenue, you'll note we had a solid second quarter
14 collecting and distributing five hundred and ninety-nine
15 million dollars (\$599,000,000.00) and we continue to see
16 this growth in registration, new registrations, which
17 indicates new vehicles on the road and migration to Florida.
18 It's up eight percent.

19 Our performance dashboard, good news, is all our
20 primary goals remain in green. Measure eight is gone from
21 red to yellow; that's the number of enforcement officer
22 hours on safety education. This is an annual goal and
23 patrol knows it has a lot to do in the next two quarters,
24 but I expect this to come in for a landing in green.

25 Performance 20, this is our 95 percent goal that we set

1 for ourselves to have 30 minutes or less wait times in our
2 driver's license office and we're up to 87.3 percent, so
3 we're almost there. The biggest challenge thus far has been
4 our call center wait times. We pledged to have a five
5 percent decrease in wait times every quarter and we didn't
6 make it this quarter. We had 17 vacancies and a new phone
7 system, and getting the new phone system put into place took
8 a lot of people off the line for training and I expect this
9 should come around next quarter. So, Governor, I'd be happy
10 to answer any questions.

11 GOVERNOR SCOTT: All right. Is there a motion to
12 approve the item?

13 ATTORNEY GENERAL BONDI: So moved.

14 GOVERNOR SCOTT: Is there a second?

15 COMMISSIONER PUTNAM: Second.

16 GOVERNOR SCOTT: Any comments or objections, any
17 questions?

18 (No audible response.)

19 GOVERNOR SCOTT: Hearing none, the motion carries.

20 MS. JONES: Item three, respectfully request approval
21 to publish the notice of proposed rule-making to amend
22 15A6.009. This is our venue rule relating to our Bureau of
23 Administrative Review Hearings. We're also proposing to
24 rename the rule to Location of Hearings. The Department
25 seeks approval to file final adoption if no requests for

1 hearings are received as a result of this notice. The
2 amendment to our existing rule will enable more efficient
3 hearing process by utilizing modern technology for our
4 hearing officers and these changes will decrease hearing
5 officer travel time, reduce fuel, and allow staff to hold
6 more hearings in a timely manner.

7 GOVERNOR SCOTT: Great. Is there a motion to approve?

8 ATTORNEY GENERAL BONDI: So moved.

9 GOVERNOR SCOTT: Is there a second?

10 COMMISSIONER PUTNAM: Second.

11 GOVERNOR SCOTT: Any comments or objections?

12 ATTORNEY GENERAL BONDI: Just -- Julie, thank you so
13 much. Your staff worked so well with my staff on the
14 language on this and we appreciate all your help.

15 MS. JONES: Thank you, ma'am.

16 GOVERNOR SCOTT: All right. Hearing none, the motion
17 carries. Thank you, Julie.

18 MS. JONES: Thank you, sir. Thank you, Cabinet
19 Members.

20 GOVERNOR SCOTT: So before we conclude our Cabinet
21 meeting today I want to recognize one person who's worked in
22 Cabinet for 12 years. Rachel, if you'll stand up.

23 ATTORNEY GENERAL BONDI: Yay.

24 (Applause)

25 GOVERNOR SCOTT: Thank you, Rachel. She is going over

1 to work with Julie Jones and will do a great job there, so
2 she's done a great job in Cabinet.

3 So this concludes our Cabinet meeting. Our next
4 meeting will be Thursday, March 7th at 9 a.m. in
5 Tallahassee. I again want to thank Commissioner Putnam for
6 hosting us today and it's going to be a great state fair.
7 We're going to have a lot of people here and this is
8 awesome. This is just going to be a great day. Have a
9 great day in Tampa Bay.

10 (Applause)

11 (The meeting was concluded at 10:50 a.m. on February 7th 2013.)
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C E R T I F I C A T E

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STATE OF FLORIDA

HILLSBOROUGH COUNT

I, Selina Glisson, court reporter, certify that Record Transcripts, Inc. was authorized and did digitally record the State of Florida Cabinet Meeting minutes held on February 7, 2013 and that the transcript is true and correct of those minutes

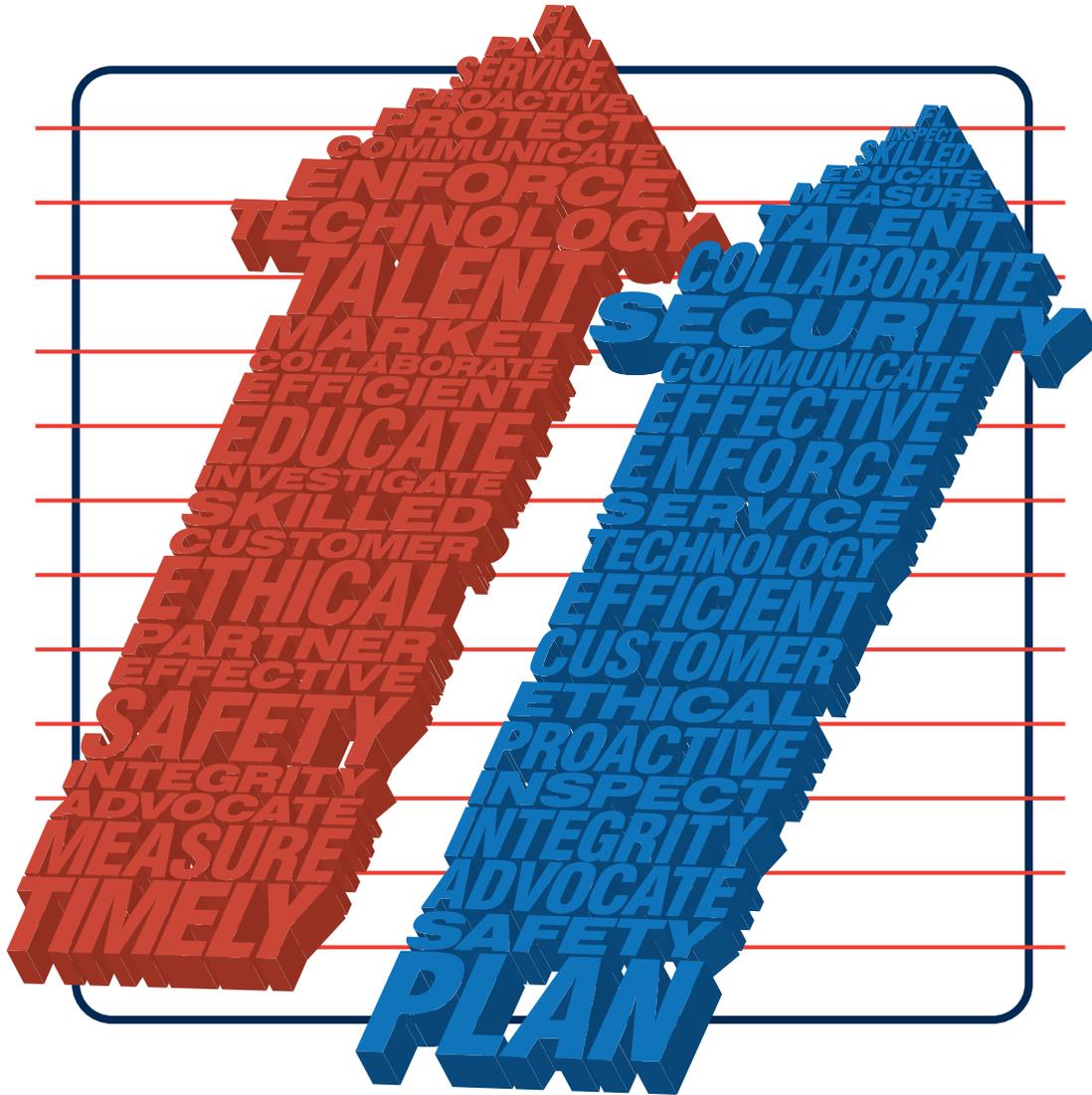
I, FURTHER CERTIFY that I am not a relative, employee, attorney or party, nor am I financially interested in the action.

This 11th day of February 2013.

Selina Glisson, Notary
Digital Electronic Court Reporter
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Subject:
Author: lesley
Keywords:
Comments:
Creation Date: 2/21/2013 9:43 AM
Change Number: 2
Last Saved On: 2/21/2013 9:43 AM
Last Saved By: Sharon
Total Editing Time: 0 Minutes
Last Printed On: 3/14/2013 7:49 AM
As of Last Complete Printing
Number of Pages: 17
Number of Words: 2,653 (approx.)
Number of Characters: 15,126 (approx.)

Third Quarter Performance Report: Fiscal Year 2012 — 2013



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

Julie Jones, Executive Director

News

Public Safety

Florida Highway Patrol Focuses on the Move Over Law: Troopers paid special attention to drivers who violated the state's Move Over law during the month of January. The Move Over law protects law enforcement officers, emergency workers and tow truck drivers who are stopped along Florida roadways providing public safety. FHP issued a statewide news release Jan. 3, and 23 media outlets reported on the law. The Patrol cited 1,142 drivers for failure to Move Over in January.

Hit-and-run crashes are up in Florida: The increasing number of crashes increases demands on law enforcement and leaves victims without legal recourse. The Patrol conducted seven news conferences Feb. 18 throughout Florida to make the public aware of the problem and to educate drivers on their responsibilities if involved in a crash and the consequences they face if they leave a crash scene. The news conferences generated 63 news stories.

FHP Conducts Targeted Enforcement during Spring Break: FHP, the Department of Business and Professional Regulation and other law enforcement associations teamed up to encourage spring breakers to celebrate safely. In addition to a press release, throughout the month law enforcement agencies engaged in regional targeted enforcement of the state's drinking age laws and worked to keep impaired drivers off the roads. In the Panama City Beach area, the Patrol increased its presence to assist local troopers and other law enforcement. During the month of March, the extra troopers assisted in patrolling the area, which resulted in more than 3,200 citations, 64 individuals arrested for impaired driving, 2,000 citations issued for failing to buckle up and 215 open container violation citations. FHP also issued 32 driver license suspension violations for underage drinking. Two television crews, one from the Travel Channel and one from a French TV show, rode along with a trooper to get video footage for their shows.



DHSMV Promotes Motorcycle Safety at Daytona Bike Week: DHSMV personnel took advantage of this year's Bike Week to educate attendees of the annual gathering on motorcycle safety. In addition to other activities to raise awareness of motorcycle safety, FHP participated in a Florida Department of Transportation news conference on motorcycle safety on March 9. Media coverage of the event generated nine headline stories. Fatal crashes were down from last year's event with three fatalities reported and 37 motorcycle crashes (compared to eight fatalities and 44 crashes last year).

Reliable Public Service

Agency Warns the Public of Phishing Expedition: The Department alerted staff, tax collectors and the public of email spam Feb. 7, following numerous reports from the public. Fraudsters used the Department's name and email address, DoNotReply@flhsmv.gov, to send emails that appeared to be from DHSMV. The emails looked like receipts from the Department. The type of spam used is called phishing, where an email is made to look like it is from a trusted source to trick the recipient into following a link that will lead to a website with malware. The spam campaign occurred in other areas of the country. The Department advised the public to delete such emails. Media outlets in Florida and other states shared the information with the public. The Department also shared the information with customers via its website and social media sites.

Relax – We Have Your Title on File: The Department published a Jan. 30 news release about Florida's Electronic Lien and Title program, which alleviates the need for consumers to keep track of paper copies of titles and allows for electronic removal of liens once the loan has been satisfied. Florida leads the nation in this technology (more than 4,000 financial institutions participate in the program). The program is a great example of state agencies working with the private sector to benefit consumers as the Department partners with third-party providers to facilitate the transactions. This public-private partnership allows the state to provide the service without having to incur significant infrastructure costs. Program information is available online at <http://www.flhsmv.gov/dmv/elt.html>.

continued

DHSMV Warns Customers about Imitation Websites: The Department issued a March 12 news release to warn consumers about websites (similar in appearance to DHSMV's website) that offer assistance with driver license and vehicle registration tasks for a surcharge. The news release clarifies that DHSMV does not require payment of a surcharge on any of its official websites.

Department Works with Lawmakers to Amend Requirement for International Drivers: The Department reassured international visitors that travel to the Sunshine State is business as usual in a Valentine's Day news release. The Department received numerous calls from Canadian and British travelers and reporters, as well as some from other countries, after they learned of the state's new requirement for international drivers to carry an International Driving Permit when driving in Florida. DHSMV worked with lawmakers, who swiftly repealed the requirement and sent it to the Governor to sign into law April 2.

Talent Creation and Development

Recruit Military Features DHSMV as a Veteran-Friendly Employer: Recruit Military's January–February edition of Search & Employ magazine features an article on DHSMV as a workplace that offers military veterans great options for post-service employment. Recruit Military posts the magazine online and sends more than 38,000 copies to military installations around the world. Although the federal sequestration limited some military recruitment opportunities as events were not held, the Department was able to engage in recruitment activities at four events during the quarter: two near Jacksonville, one in St. Augustine and one in Tampa. The Department will continue to take advantage of opportunities such as this in the coming months.

FHP Welcomes 52 New Troopers to Field Operations: The 123rd recruit class graduated from the FHP Academy at the Tallahassee Automobile Museum Feb. 7. Family and friends gathered to celebrate the accomplishment that marks the completion of a demanding 28-week training program that prepares recruits for a career as a Florida State Trooper. FHP will put more troopers on the roads when the 124th and 125th graduate later this year. Sixty-five recruits showed up for day 1 of the class that started April 8.

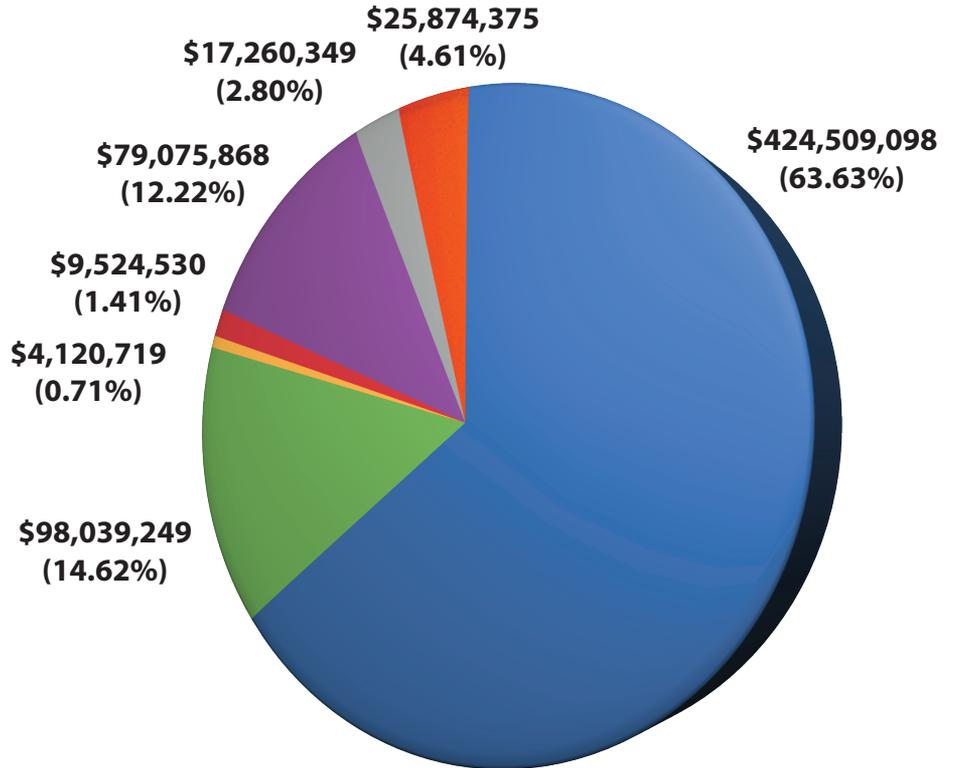


Revenue Information

3rd Quarter	Trust Fund \$441,906,893	General Revenue \$216,497,295	Total \$658,404,188
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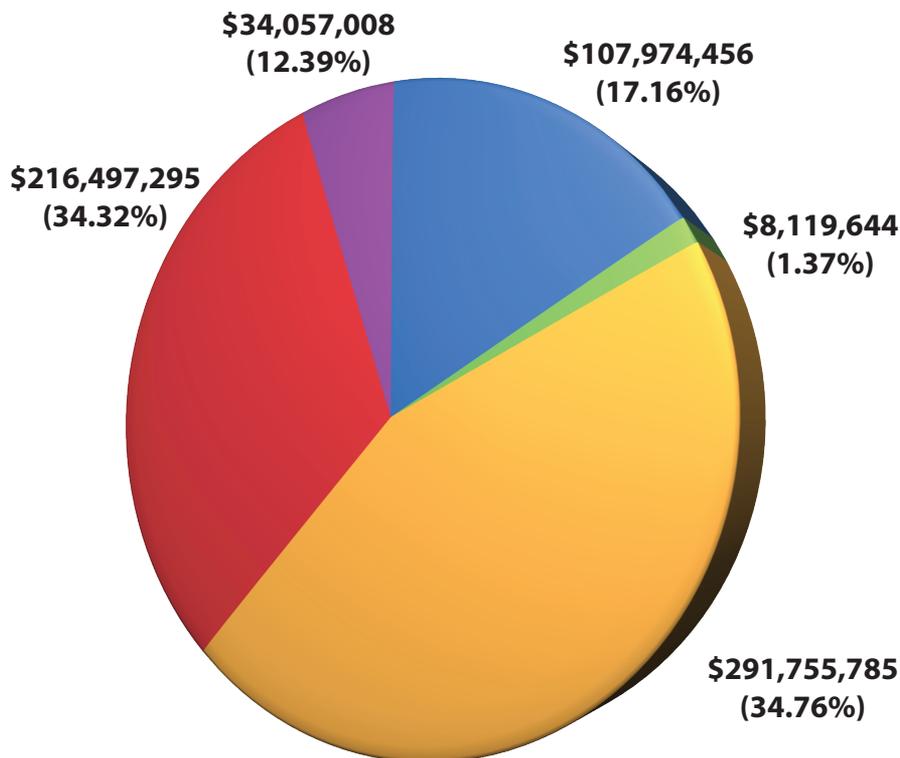
Where The Money Comes From

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



Where The Money Goes

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



Performance Measures and Standards

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

98.6% ● FOR FY 2012/13 (Through March 31, 2013)

A. Highway crashes

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

B. Highway safety education and enforcement

7. % of duty hours spent on patrol and investigation activities
8. Number of highway safety education hours provided
9. Number of safety education and enforcement-related marketing activities
10. Number of commercial vehicle inspections performed
11. % of insured motorists

C. Criminal Investigations

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

	Through 3rd Quarter Actual	Through 3rd Quarter Standard	
	97.6%		●
	1.1%	0% or reduction	●
	9.0%	0% or reduction	●
	4.6%	0% or reduction	●
	-10.2%	0% or reduction	●
	-10.5%	0% or reduction	●
	-0.8%	1.3% or greater reduction	●
	99.1%		●
	73.1%	72%	●
	5,432	5,625	●
	16	9	●
	77,790	56,700	●
	94.0%	95%	●
	100%		●
	91.8%	72%	●
	100%	90%	●
	100%	80%	●

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

95.6% ● FOR FY 2012/13 (Through March 31, 2013)

A. Motorist transactions successfully completed

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

B. Customer services completed timely

19. % of calls for service responded to by FHP within 30 minutes

	Through 3rd Quarter Actual	Through 3rd Quarter Standard	
	99.9%		●
	97.6%	95%	●
	95.4%	90%	●
	98.8%	98%	●
	97.7%	98%	●
	91.5%		●
	63.4%	65%	●

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

Performance Measures and Standards

20. % of driver license office customers waiting 30 minutes or less for service (2)	87.5%	95%	
21. % of titles issued within 3 workdays of request	98.9%	98%	
22. % change in average wait time for Customer Service Center calls to previous year (3)	27.3%	5% or greater reduction	
23. % of business licenses issued timely	100%	98%	
C. Customer Satisfaction	98.5%		
24. % of customers that rate services as satisfactory or better	83.8%	85%	

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

99.4% FOR FY 2012/13 (Through March 31, 2013)

A. Customer Technology Use

	Through 3rd Quarter Actual	Through 3rd Quarter Standard	
25. % of customers being served via internet	21.8%	20%	
26. % of motor vehicle and vessel titles issued electronically	37.4%	35%	
27. % of IFTA tax returns and IRP transactions processed electronically	15.1%	10%	

B. New Technology Projects

28. % of new projects developed and implemented timely	88.9%	95%	
29. % of time dedicated to research and development	14.3%	10%	

C. Computer support uptime available to our partners

30. % of Mainframe system uptime	100%	99.9%	
31. % of Oracle uptime	100%	99.9%	
32. % of SQL server uptime	99.86%	99.9%	
33. % of Customer Information Control System (CICS) uptime	99.99%	99.9%	
34. Effectiveness of data and systems security preventative measures	100%	100%	

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

100% FOR FY 2012/13 (Through March 31, 2013)

	Through 3rd Quarter Actual	Through 3rd Quarter Standard	
35. % of members who rate job satisfaction as satisfactory or better	78.0%	75%	
36. Increase participation in leadership training programs	40.9%	5% or greater	
37. Increase % of positions filled by internal promotion	45.4%	1% or greater	

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

Performance Measures

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

Performance Explanation

(1) Percent change in highway crashes to previous year – The increase in motor vehicle crashes in Florida reflect a nation-wide trend. Additionally, recent enhancements in crash reporting have resulted in an increased number of reported crashes.

(2) Percent of driver license office customers waiting 30 minutes or less for service – Increased demand for in-office services, coupled with employee vacancies in south Florida have hampered efforts to meet established standards.

(3) Percent change in average wait time for Customer Service Center call to previous years – – The Department is continuing efforts to fill vacancies, and a new phone system was implemented in February which is expected to improve response times. 26% of calls are related to non-citizen access to our services. Recent changes to in-office procedures will help reduce call volume.

Purchases

Purchases Made In Excess Of \$100,000 And Not In Conjunction With State Contracts January Through March 2013

Description	Vendor	Total Contract Price
FHP: Purchase of 11 portable identification devices to be used as a part of the FHP Preventative Radiological and Nuclear Detection program. ITB 011-13, Order No. PR706888	FLIR Detection Stillwater, OK	\$180,688.72