

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

November 19, 2013

AGENDA

Agency Contact: Sharon Rudd, 850-617-3195

<http://www.flhsmv.gov/agenda/2013/111913Agenda.pdf>

1. Respectfully submit the Minutes for the August 20, 2013 Cabinet Meeting.

Attachment #1.
Recommend Approval.

2. Respectfully request approval to publish a Notice of Proposed Rulemaking to Amend Rule 15A-3.006, Proof of Insurance, allowing drivers to provide proof of insurance either by paper or electronically, the Department requests approval to file for final adoption if no requests for rule hearings are received as a result of the notice.

Attachment #2.
Recommend Approval.

3. Respectfully submit approval of the Department's 1st Quarter Performance Report for fiscal year 2013-2014.

Attachment #3.
Recommend Approval.

4. Respectfully submit a briefing of the Legislative Budget Request for FY 2014 – 2015.

Attachment #4.
Recommend Approval.

5. Respectfully submit approval of an Appointment to the Medical Advisory Board.

Attachment #5.
Recommend Approval.

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

5 MS. JONES: Good morning, Governor, Cabinet
6 Members. Governor, I would like to ask for your
7 indulgence and pause before I start my items and
8 take the opportunity to recognize the Highway
9 Safety Advisory Council.

10 This group of people you don't hear a lot
11 about. They were established twenty-five years ago
12 to help the Department understand unique cultural
13 needs of South Florida and that initiative has
14 reached farther north in the State, the Orlando I-4
15 Corridor. They continue to advise, to assist
16 patrol, they help with hiring, they do any number
17 of things and have been doing this for twenty-five
18 years. They are here in Miami and so if I could
19 recognize. There's nineteen members. I think we
20 have eight or nine of them here.

21 Just talk a little bit about what they've
22 done. Along with supporting the Department, they
23 support several troops that we have in initiatives
24 to do outreach to child welfare, charities,
25 especially at Christmas time. We've got initiative

1 going and not long ago Board Member Frank Bango
2 (phonetic), his company Certs Corporation
3 International, if you remember we lost Trooper
4 Angwon (phonetic) in a tragic accident in Miami-
5 Dade.

6 Mr. Bango paid for the entire funeral. These
7 are the kinds of support initiatives that this
8 group does within this community but also extends
9 throughout the State. It's unique for us to be here
10 so if I could just bring several of them up?

11 With us today is Carlos Arobeda (phonetic).
12 He's retired Chairman of the Bank of America South
13 Florida and former Chairman of the Miami Chamber of
14 Commerce and very uniquely he is now in the very
15 rarified era I think occupied and owned by
16 presidency of the United States. He received the
17 Silver Buffalo Award this year, which is the
18 highest scouting award. Usually only Presidents of
19 the United States get this. He dedicated fifty-
20 three years as an adult to scouting. So, we're
21 very, very proud he's on our Board.

22 Claudia Queeg (phonetic), which you most
23 recently appointed to the Board of Trustees for
24 Florida International University if Vice President
25 of the East Coast and Caribbean Operations with

1 Univision Radio.

2 Herman Prego (phonetic) is the President of
3 Excaliber Towing and is a supporter in many
4 community outreach initiatives to underprivileged
5 children.

6 Julio Gonzalez Raul is the President of the
7 Raul Group. He's a member of the Brigade 2506 and
8 founding member of the Advisory Board. Mr. Raul is
9 well known for his keen understanding of the
10 community in the specific issues that affect it.

11 Eddie Silva is President of World
12 International Security Services and he is a
13 dedicated supporter for law enforcement in the
14 State.

15 Michael Stein is the Corporate Vice President
16 of International Division for Baptist Health South
17 Florida, longtime member of the council, and again
18 strong supporter of the Highway Patrol. He has been
19 trying to -- as he turns buildings in the
20 community, allow Highway Patrol to bring in canine
21 units to train inside buildings. So, we use these
22 closed off buildings until they're renovated to do
23 training. First in the State to do that.

24 Manual De Leon (phonetic) is the Ford Motor
25 Company Dealer here in Miami for over thirty years,

1 strong supporter of law enforcement, also supports
2 many charity works in Miami-Dade including --
3 migrant workers and Catholic charities. He is also
4 the founding President of the Salucha Foundation
5 Scholarships of South Florida (phonetic).

6 Alex Gonzalez is the President of our Advisory
7 Council and he currently serves as the Director of
8 Governmental Affairs for Waste Management and
9 previously managed the company's international
10 operations in Latin America. Mr. Gonzalez serves on
11 numerous boards including the Miami-Dade
12 International Trade Consortium and then the
13 Economic Development Committee and he was a past
14 member of the Board of Directors of the prestigious
15 Institute of the Americas.

16 Lastly, Mr. Modesto Verges (phonetic). He
17 retired from Ford Motors and became a Highway
18 Safety Employee in 2002. He has been an invaluable
19 asset. He does all of the translations into
20 Spanish, when you visited -- in Orlando and you
21 asked me to reach out to them, Modesto helped with
22 that. So, translating radio ads in Spanish, all our
23 outreach to the Hispanic communities in Florida
24 Modesto coordinates.

25 I want to make a special thanks to Modesto for

1 his assistance in his role in the Advisory Council.

2 GOVERNOR SCOTT: Do you want to bring them up
3 and get a picture?

4 MS. JONES: I think Alex has just a few words
5 if he could.

6 GOVERNOR SCOTT: Okay. Good morning.

7 MR. GONZALEZ: Good morning Governor, Good
8 morning Cabinet Members and Executive Director
9 Jones. I just want to say a few words. As you heard
10 I've served with several boards both here in the
11 United States and international and I couldn't be
12 prouder to be involved in this board because this
13 is all about saving lives. It's all about serving
14 the people of the State of Florida.

15 There's millions of people that have to go
16 every year to get Driver's Licenses, service
17 centers, and I've always said they're smiling,
18 they're friendly, they're always accommodating to
19 the public. Nobody likes to go renew their Driver's
20 License and a lot of people don't know they can do
21 it online so they actual visit. Of course, the
22 troopers who what I think is the toughest job in
23 the world because there's nothing more dangerous
24 than pulling somebody over on a dark road knowing
25 that your nearest backup may be over an hour away.

1 I want to recognize that and I want to
2 recognize the efforts of Director Jones for
3 supporting us. I also want to say that we are very
4 concerned about saving lives. If I may take a
5 moment, personal privilege, we can also give lives.
6 I am recipient of kidney transplant nearly four
7 months ago, right down the street at Jackson
8 Hospital. That's because somebody in their Driver's
9 License was a transplant donor and it's very easy
10 to do that. I encourage to continue saving lives
11 but we can give lives merely through out Driver's
12 License.

13 I thank you very much for giving me this
14 opportunity.

15 (Off the record while a picture was taken.)

16 GOVERNOR SCOTT: On behalf of the Cabinet I
17 just want to thank every individual that's involved
18 with Highway Safety because you do a great job and
19 I think everybody in this room probably has been
20 impacted by things that Highway Safety has done to
21 save our lives or help us when we're stranded on
22 the highway.

23 MS. JONES: Thank you, Governor. As Executive
24 Director of Highway Safety and Motor Vehicles, just
25 to do a little bit of an overview for the audience,

1 half the agency is the Florida Highway Patrol but
2 the other half of the agency supports our Highway
3 Safety Mission by keeping dangerous drivers off the
4 road.

5 So, all our Driver's License services and
6 registration services for vehicles goes towards
7 that ultimate goal of good customer service,
8 getting a product to the people of the State of
9 Florida, but also maintaining high standards for
10 public safety. So, when I go over my annual report
11 you'll see things associated with both reliable
12 service and public safety.

13 Today I have two agenda items for your
14 consideration and approval. I would respectfully
15 request approval for the minutes from May 8th, 2013
16 and June 4th, 2013 Cabinet Meetings.

17 GOVERNOR SCOTT: Is there a motion?

18 CFO ATWATER: So moved.

19 ATTORNEY GENERAL BONDI: So moved.

20 GOVERNOR SCOTT: Is there a second?

21 CFO ATWATER: Second.

22 GOVERNOR SCOTT: Any comments or objections?

23 Hearing none, the motion carries.

24 MS. JONES: Thank you, Governor.

25

1 MS. JONES: Item Number 2 is approval of the
2 Department's Annual Performance Report for last
3 year, which includes the last quarter of last year.
4 I'm pleased to report we had a successful year and
5 made substantial progress in several areas.

6 I would like to highlight some important items
7 -- our accomplishments. Department collaborated
8 with Department of Financial Services and the
9 National Insurance Crime Bureau to help alert
10 drivers about staged crashes and tactics used by
11 criminals to prey on innocent motorists and thank
12 you CFO for that.

13 In a similar effort we conducted news
14 conferences across the State to educate drivers on
15 responsibilities if you're involved in a crash and
16 consequences if you leave the scene. Hit and runs
17 have tremendous economic consequence for not only
18 the insurance industry but on motorists so were
19 focusing on that.

20 Alex mentioned organ donation. Motor Services
21 saw participation in emergency contact
22 registrations and Organ Donor Programs. Organ Donor
23 Programs are up 6.75 percent this year and I think
24 thanks a large part in what we did in the
25 St. Augustine Meeting, highlighting that particular

1 program. We're 55 percent real ID compliant with
2 Driver's License and ID Cards. So, we're well
3 beyond where we need to be in order to be fully
4 compliant by December 1 of 2017.

5 We continue to transition Driver's License
6 offices to Tax Collectors. So, we have a hundred
7 and seventy offices in fifty-seven counties now.

8 Not to do with the report itself but I want to
9 remind everyone we're doing a lot of messaging this
10 month about highway safety and being vigilant with
11 back to school children standing on the roadways,
12 school busses, school bus stops. If we can make
13 sure through this venue to make people aware school
14 started this week. Very important.

15 My fiscal report is very positive. Initial
16 registrations are up over five percent last year,
17 which is substantial. Again, this is people moving
18 into the State and then people also feeling
19 confident about the economy and increasing their
20 fleet, buying more new cars.

21 We're busy this year promoting safety
22 awareness campaigns. Last meeting I talked about
23 Drive Sober, Get Pulled Over. Smoke and Fog, our
24 Move Over Law. One accident that happened this year
25 that hit very close to home, our own Trooper

1 Falucia Andrews (phonetic) was a victim of a
2 horrible crash when she, herself, was standing on
3 the side of the road working a crash. Her injuries
4 were very substantial.

5 Governor, I really appreciate you and
6 Mrs. Scott stopping by the hospital. That meant a
7 lot to patrol and it meant a lot to Falucia. This
8 accident reminds how important it is not only to
9 move over when you see parked emergency vehicles
10 but also to drive safely and do not drive drunk or
11 drugged.

12 When I presented next year's plan at the last
13 meeting, remember we tweaked? We're not only
14 tracking now alcohol related but we're tracking
15 drug related accidents and fatalities. So, any
16 impairment now instead of just alcohol. So, getting
17 people to remember you have to stay sober and it's
18 not just alcohol.

19 Trooper Andrews is a Miami native and she's a
20 graduate of Miami-Dade College. We have her here
21 today at your request, Governor. So, Falucia?

22 GOVERNOR SCOTT: Tell us how you're doing. How
23 are your knees?

24 MS. ANDREWS: It's still an uphill battle for
25 me but I'm blessed and I thank you guys for

1 recognizing me. I thank my chain of command. I'm
2 sorry.

3 GOVERNOR SCOTT: You were injured very badly.

4 MS. ANDREWS: Yes, sir.

5 GOVERNOR SCOTT: And fortunately you have a
6 wonderful family and the Highway Safety is a
7 wonderful family too.

8 MS. ANDREWS: Yes.

9 GOVERNOR SCOTT: So, why don't we come down
10 and get a picture?

11 ATTORNEY GENERAL BONDI: And we'll keep
12 praying for your full recovery. You look great.

13 MS. ANDREWS: Thank you.

14 (Off the record while a picture was taken.)

15 MS. JONES: Governor, the driver that hit
16 Falucia was charged with driving under the
17 influence and reckless driving. He's still in the
18 court system. So, that was a drunk driver that his
19 a Florida Highway Patrol Investigator on the side
20 of the road. It crushed her car. She had, as you
21 know, in the hospital it was a very, very difficult
22 time initially. It's a miracle she survived,
23 actually.

24 GOVERNOR SCOTT: We have great law enforcement
25 that are willing to go out and take care of things

1 like that.

2 ATTORNEY GENERAL BONDI: Governor, may I ask
3 one question and Colonel, thank you for all your
4 promotion of being an organ donor. Can you just
5 tell us briefly in case no one knows how to become
6 an organ donor because it's a very simple process?

7 MS. JONES: You can go to the Highway Safety
8 website and do it online, you can go into any
9 Driver's License Office and ask for that and you
10 can also Google Donate Life and they'll also have a
11 website that points -- they point to one another.
12 Very, very easy process.

13 ATTORNEY GENERAL BONDI: And can save a lot of
14 lives.

15 MS. JONES: That's correct.

16 ATTORNEY GENERAL BONDI: Thank you.

17 MS. JONES: Governor, now onto my --

18 GOVERNOR SCOTT: Commissioner Putnam had a
19 question.

20 MS. JONES: I'm sorry.

21 COMMISSIONER PUTNAM: Well, it's actually
22 related to your performance measure so I'll -- it
23 was probably premature. I'll wait till the end of
24 your presentation.

25 MS. JONES: Okay. Good. We ended the year with

1 thirty-two of thirty-seven measures within --
2 progress on our greatest challenge. We met our
3 performance standards in the public safety
4 categories including public safety education
5 patrol, investigative hours, education enforcement,
6 marketing activities and the number of commercial
7 motor vehicle inspections conducted. We exceeded
8 standards for our field intelligence and criminal
9 investigations work done timely.

10 This year's result indicates that there's an
11 increase of highway crashes and injuries. I kind of
12 predicted this about six months ago. This is a part
13 of a nationwide trend and we believe it's due to
14 more cars on the road but also when we changed this
15 past Legislative session, the fiscal Responsibility
16 PIP Law it required all damaged vehicles to be put
17 on crash record in order to track that activity
18 where previously only vehicles that were damaged
19 including injury or fatality.

20 So, that skewed our numbers a little bit but
21 crashes are still up nationwide. One of the biggest
22 stories is the significant reduction in the total
23 number of motor vehicle fatalities, especially
24 alcohol related and those involving teen drivers.

25 For my new plan this coming year, remember I

1 added mature drivers in this category to start to
2 track that and due media campaigns much like what
3 we've done with teens. We've been very successful
4 with teens. In part we believe the reduction in
5 teen fatalities can be attributed to a decrease in
6 the number of licensed teen drivers on the road.

7 They're waiting longer to get their licenses
8 but it's also our continuing efforts and those of
9 our partners and these are industry partners, as
10 well, to educate young people on the risk
11 associated with unsafe driving behavior. So, from
12 an early age teens are now hearing don't text,
13 don't drink, drive responsibly. In this social
14 norming effort we've had a very positive effect.

15 Our annual crash report facts will be
16 published probably at the end of September and will
17 have all of the specific data behind these methods
18 that I'm talking about.

19 Reliable service delivery, our main gage for
20 reliable service delivery is green, finally. We
21 meet and exceed the service delivery goals related
22 to the issuance of business licenses, Driver's
23 Licenses, and motor vehicle titles and
24 registrations.

25 Our standard related to Driver's License

1 Office wait times is still yellow, specifically,
2 but we're very encouraged with the process of the
3 progress that we made this year. So, for the year
4 we're 22 percent improvement in wait time. So,
5 we're up to 89.6 percent of people spending less
6 than thirty minutes for a Driver's License
7 appointment.

8 Now, CFO, at the beginning of last year you
9 challenged that maybe we set the bar too high at 95
10 percent but we're actually creeping very close to
11 that and we'll continue to keep that bar high.

12 The struggle for us is enhancing online
13 services in making sure the data is secure. We've
14 had to make some changes in our virtual office in
15 order to properly secure against some schemes that
16 the FBI alerted us to. This frustrates some of our
17 customers. We're going to put forward an LBR next
18 year to enhance our virtual office online system
19 that allows for you to -- instead of putting in
20 information from your registration or your Driver's
21 License to create an account much like the bank and
22 many other online transactions that you do with
23 other companies.

24 I think that's going to help us. So, we've had
25 some negative comments on our customer surveys but

1 we're still at eighty percent of our customers who
2 took our online surveys rate us satisfactory or
3 very satisfactory and we're just a hair over 1
4 percent away from making this particular gauge
5 green.

6 The only red gauge I've got and this is my
7 perennial one but I'm glad to say that we're
8 really, really close on this one is our customer
9 service call center. In the amount of time our
10 customers are on hold for reaching a service
11 representative, you know, we've taken numerous
12 steps this year including the installation of a new
13 phone system, we shifted appointment center FTE
14 people, bodies to the call center itself, added
15 extra lines.

16 Because of all of that we have had an enormous
17 increase in the service level this quarter. Over
18 the year this gauge is still red but this past
19 month we've seen significant improvement. For the
20 year we had a decrease in wait times by 15 percent.
21 I think we're going to continue to see the
22 technology in the staffing catch up to make this
23 green in the very near future.

24 My two meetings -- areas and this reporter
25 Eleven Technology and Count Creation (phonetic) and

1 we continue to maintain the green standard, our
2 stop standard for all of those areas.

3 For all of you, Governor especially, you've
4 been very demanding on setting metrics and not
5 counting widgets but outcomes and positive outcomes
6 and challenging us. I think we've set very
7 challenging goals, we've benchmarked our successes
8 and we have very specific plans on a couple service
9 areas that we need to make improvements we believe
10 in the transparency that you and the Cabinet have
11 demanded of us in the accountability and this is
12 how I think we guarantee our reliable service and
13 public service that we want to give to the people
14 of the State of Florida.

15 GOVERNOR SCOTT: Thank you very much.
16 Commissioner?

17 COMMISSIONER PUTNAM: Thank you, Governor.
18 Director Jones, thank you for as always an
19 outstanding presentation. I note that the number of
20 commercial vehicle inspections has risen
21 significantly. What's the trend line on how -- what
22 the compliance rate is with these motor carriers?
23 Are you seeing changes in the federal laws and the
24 changes in state laws really cracking down on truck
25 drivers? Are you seeing fewer violations and fewer

1 weight violations?

2 MS. JONES: We're still seeing a lot of
3 cheating on weight and we're still encountering
4 trucks that are going around, trying to take the
5 bypass routes. Although the industry has been very
6 cooperative in implementing the new federal laws
7 especially with texting and some of the other
8 regulatory compliance type issues that we put into
9 statute this past year.

10 We still struggle with some of the medical
11 regulations and every tucker in the State has to
12 have a medical cert with us by January 1st of 2014.
13 We're probably not even thirty percent there. So,
14 that's going to be an issue for us.

15 We're also encountering judges that are
16 adjudicating truck drivers that have violations and
17 not allowing us to put those violations against
18 their Commercial Driver License. We're addressing
19 that with the courts now and it's a policy issue.
20 It's tradition and it's been identified by several
21 judges around the State that we need to stop doing
22 this and it's a programming issue because the
23 Federal Law is very clear that if you're
24 adjudicated guilty then you need to have even an
25 adjudication withheld it needs to go against your

1 Commercial Driver's License.

2 So, there's still clean up in the long.
3 Relative to compliance, I think the increased
4 number of inspections and if you remember we raised
5 the bar by eight thousand inspections for this next
6 year. So, our metric is much higher. So, we have
7 more troopers on the road and I'm glad to say we
8 started yesterday two simultaneous academy's of a
9 hundred and one troopers.

10 This leaves us seventy-four vacancies of which
11 only thirteen are troopers now. That is unheard of
12 in the last twenty years of patrol. Now, the other
13 fifty-nine positions are specialized or are
14 supervisory related. So, more troopers on the road
15 have been able to push the needle on this metric
16 and I think yes we are getting more compliance but
17 simultaneous with that we're also by looking at
18 more trucks -- more violations.

19 GOVERNOR SCOTT: So, as you've gotten more
20 troopers on the road, have you seen the percentage
21 of calls that take longer than thirty minutes to
22 respond to, has that number gone down and are the
23 numbers that are longer than thirty minutes, is
24 that a geographic issue? Is that some particular
25 part of the State where you're uniquely

1 shorthanded?

2 MS. JONES: It's two issues. We have several
3 counties in the State where the Sheriff's
4 Department does not respond to crashes at all. That
5 means that where the Sheriff's Departments do have
6 specialized traffic units and we work together and
7 have synergy. We support the general public in
8 those counties a lot quicker.

9 They'll go, they'll start, they'll respond to
10 an accident. We respond to a majority of the
11 fatalities but for accidents, crashes where we have
12 good solid partners, our weight times are down.
13 Where we have rain incidents and a lot of what's
14 happening in the panhandle, the more bad the
15 weather is, the worse the crashes are. It's going
16 to create longer weight times.

17 We're working with the Sheriff's Departments
18 right now. We have a joint committee with the
19 Sheriff's Association to try to better staff and
20 we're relying on the Sheriff's to tell us for
21 urban, suburban, and rural counties more
22 specifically to tell us what their needs are so we
23 are working together and the association is helping
24 us with those counties that do not work wrecks at
25 all.

1 I'm also going to put an LDR forward and I've
2 talked to Representative Christafulli. I have not
3 talked to the -- yet about regaining the hundred
4 and fifty positions that we lost in the big budget
5 crunch in '08. Maybe some or part of those to get
6 those back now that our vacancies are down. I think
7 that will help.

8 To answer your question, a certain amount of
9 it is staffing, a certain amount of it is
10 geographics, and in rural counties where there are
11 no subject matter experts, some of our rural
12 counties have twenty deputies. So, we have to pull
13 people from adjacent counties, especially our
14 traffic homicide investigators. So, we're tweaking
15 the staffing, we're trying to increase the
16 staffing. The -- actually in the past year, about a
17 hundred and fifty positions that were specialized
18 were over ranked back in the field as troopers, as
19 well.

20 So, I think you're going to see that needle
21 move. The Colonel is working very hard to make sure
22 that we're delivering a good product to our
23 customers but also to our fellow law enforcement
24 agencies.

25 GOVERNMENT SCOTT: We're also hiring a lot of

1 veterans.

2 MS. JONES: The Colonel told me yesterday he
3 visited with both incoming classes and they were a
4 little -- it was a little military and he said how
5 many have been in the military and he said twenty
6 to twenty-five people of that hundred and one
7 raised their hands. So, we're continuing to do
8 that.

9 Also, in our communications area, our dispatch
10 areas too for those who don't want to tote a gun we
11 can still put you to work for patrol.

12 GOVERNOR SCOTT: You've done a great job but
13 State's prior business arrangement for hiring
14 veterans or our unemployment rate for veterans is
15 way down. It's below our statewide number. Anything
16 else?

17 MS. JONES: So, with that, that's my annual
18 report.

19 GOVERNOR SCOTT: Thank you very much. You all
20 did a great job. Thank you. Thank you.

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22
23
24
25

CERTIFICATION OF THE
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
ADMINISTRATIVE RULES FILED WITH THE
DEPARTMENT OF STATE

I do hereby certify:

- (1) That all statutory rulemaking requirements of Chapter 120, F.S., have been complied with; and
- (2) There is no administrative determination under subsection 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 paragraph 120.54(3)(e), F.S. They are filed not less than 28 days after the notice required by paragraph 120.54(3)(a), F.S., and
 - (a) Are filed not more than 90 days after the notice; or
 - (b) Are filed not more than 90 days after the notice not including days an administrative determination was pending; 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 days 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 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 ombudsman.

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 Number:

15A-3.006

Under the provisions of subparagraph 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: _____.

Julie Jones

Executive Director
Title

Department of Highway Safety and Motor Vehicles
Agency

3
Number of Pages Certified

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

CHAPTER 15A-3

BUREAU OF FINANCIAL RESPONSIBILITY - RULES AND REGULATIONS RELATING TO FINANCIAL RESPONSIBILITY LAW

RULE NUMBERS:

RULE TITLE:

15A-3.006:

Identification Cards

Summary of Rule

To provide a format for proof of insurance cards to incorporate legislative changes that allow for electronic devices to be used as proof of insurance.

Statement of Facts and Circumstances Justifying the Rule

The Department proposes amending ch. 15A-3.006, F.A.C., in order to establish and implement uniform procedures regarding proof of insurance documentation. The 2013 Legislature amended ss. 316.646 and 32.02, F.S., to permit drivers to provide proof-of-insurance in an electronic format in lieu of a paper card.

Federal Standards Statement

There are no federal standards related to the formatting of proof of insurance cards.

Summary of Hearing

The Notice of Proposed Rule Development was noticed in the October 17, 2013, Florida Administrative Register, Volume 39, Number 203, setting out a public workshop for October 31, 2013. There were attendees to the workshop and minor changes were made a result of comments received by the agency.

The Notice of Proposed Rule will be published in the November 21, 2013, Florida Administrative Register, Volume 39, Number 227, setting out a Public Hearing for December 13, 2013. If a request for a hearing is received by the agency a hearing will be held.

NOTICE OF PROPOSED RULE

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Division of Motorist Services

RULE NO.: RULE TITLE:

15A-3.006 Bureau of Motorist Compliance - Rules and Regulations Relating to Financial Responsibility Law

PURPOSE AND EFFECT: To provide a format for proof of insurance cards to incorporate legislative changes that allow for electronic devices to be used as proof of insurance.

SUMMARY: The rule is amended to provide standards regarding an electronic format for proof of insurance, in addition to paper-formatted proof of insurance cards.

SUMMARY OF STATEMENT OF ESTIMATED REGULATORY COSTS AND LEGISLATIVE

RATIFICATION: The Agency has determined that this will not have an adverse impact on small business or likely increase directly or indirectly regulatory costs in excess of \$200,000 in the aggregate within one year after the implementation of the rule. A SERC has not been prepared by the agency.

The Agency has determined that the proposed rule is not expected to require legislative ratification based on the information expressly relied upon and described herein: The nature of the rule, input from the affected industry, and the preliminary analysis conducted to determine whether a SERC was required.

Any person who wishes to provide information regarding a statement of estimated regulatory costs, or provide a proposal for a lower cost alternative must do so in writing within 21 days of this notice.

RULEMAKING AUTHORITY: 324.042, F.S.

LAW IMPLEMENTED: 320.02(5), 324.022, 627.733, FS.

IF REQUESTED WITHIN 21 DAYS OF THE DATE OF THIS NOTICE, A HEARING WILL BE HELD AT THE DATE, TIME AND PLACE SHOWN BELOW:

DATE AND TIME: December 13, 2013, 2:00 p.m.

PLACE: Department of Highway Safety and Motor Vehicles, 2900 Apalachee Parkway, Room B130, Tallahassee, Florida 32399

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop/meeting is asked to advise the agency at least 5 days before the workshop/meeting by contacting: Jean Hoover, Highway Safety Specialist, 2900 Apalachee Parkway, Tallahassee, FL. 32399-0500, Room A202, jeanhoover@flhsmv.gov.

If you are hearing impaired or speech impaired, please contact the agency using the Florida Relay Service, 1 (800) 955-8771 (TDD) or 1 (800) 955-8770 (Voice).

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE IS: Jean Hoover, Highway Safety Specialist, 2900 Apalachee Parkway, Tallahassee, FL. 32399-0500, Room A202, jeanhoover@flhsmv.gov

THE FULL TEXT OF THE PROPOSED RULE IS:

15A-3.006 Identification Cards.

(1) For renewals and new policies issued after June 1, 2014 ~~Effective October 1, 1989~~, proof that personal injury protection benefits and property damage liability insurance have been purchased when required under Sections 627.733 and 324.022, F.S., shall be made by the applicant at the time of registration of any motor vehicle owned as defined in Section 627.732, F.S. Insurers shall furnish uniform proof of insurance purchase cards in paper or electronic formats such form as prescribed by the Department. Such proof of insurance card shall also indicate the existence of any bodily injury liability insurance voluntarily purchased.

(2) The required paper or electronically-formatted proof of insurance I.D. card must be provided for all policies issued or renewed with personal injury protection/property damage liability and bodily injury liability PIP and property damage liability on and after October 1, 1989. ~~Such proof of insurance Effective October 1, 1990, such I.D. card shall indicate the vehicle year, make and VIN number of up to two insured vehicles per proof insured up to a maximum of 25. No more than two vehicles may be shown on a single proof of insurance when the policy covers more than two vehicles but less than 25.~~ When more than 25 vehicles are insured under any policy, the term "Fleet Coverage" ~~must may~~ be indicated. Proof of insurance I.D. cards must be furnished on renewal policies at least annually thereafter.

(3) New proof of insurance I.D. cards shall be provided whenever there is a change in the required information. Electronically- formatted proof of insurance requires the same information as the paper proof of insurance.

(a) Specifications for paper or electronic proof of insurance I.D. card specifications are as follows:

1. Size: 3 1/2 inches × 2 1/4 inches, if paper card is issued.
2. Color: Optional

3. Information:

a. Header – Florida Automobile Insurance Identification Card.

b. Company Number: Numeric Florida identification number of the insurance company (not group).

c. Company Name: Insurer’s full legal company name or group name provided on the insurance policy.

d. Named Insured: First and last name(s) of the insured as indicated on the policy.

e. Policy Type: Must include an indicator of the type of coverage provided: personal injury protection/property damage liability, bodily injury liability.

f. Policy Number: Alphanumeric assigned policy number, self-insurance license, or contract number.

g. Effective Date: Numeric policy effective date, date the terms and conditions of the policy commence (special characters allowed). Effective date must include month, day and year.

h. Vehicle Identification Number (VIN):

(i) Vehicle(s) Year and Make (not to exceed two vehicles per proof of insurance)

(ii) Fleet Coverage (more than twenty five vehicles insured)

i. Not valid more than one year from effective date.

j. Warning of violation of Section 316.646, F.S., must be present on all I.D. cards, “Misrepresentation of insurance is a first degree misdemeanor.”

1. Florida Automobile Insurance Identification Card

2. Name of Insurance Company or Group

3. Policy Number* Effective Date**

4. Personal Injury Protection Benefits/Property Damage Liability***

Bodily Injury Liability***

5. Named Insured

6.(a) Vehicle year, make, VIN number

(b) Fleet Coverage (more than twenty five vehicles insured)

7. Not valid more than one year from effective date.

8. Warning of violation of s. 316.646(4), F.S., must be present on all I.D. cards, “Misrepresentation of insurance is a first degree misdemeanor.”

FLORIDA AUTOMOBILE INSURANCE IDENTIFICATION CARD

(NAME OF INSURANCE COMPANY OR GROUP)

POLICY NUMBER/FLORIDA CODE NO.:* _____

EFFECTIVE DATE** _____

___ PERSONAL INJURY

___ BODILY INJURY

PROTECTION BENEFITS/

LIABILITY***

PROPERTY DAMAGE

LIABILITY***

NAMED INSURED

YEAR, MAKE AND VIN NUMBER, OR FLEET COVERAGE

(IF MORE THAN TWENTY-FIVE VEHICLES INSURED)

NOT VALID FOR MORE THAN ONE YEAR FROM EFFECTIVE DATE

*Company code immediately follows the policy number and is always preceded by a

dash.

****Effective date must include month, day and year.**

*****Boxes must be checked in accordance with coverage(s) provided.**

~~(b) Sequence of Information. Items a. through i. must be formatted as shown in the exhibit above. 1 through 6 must be shown in the order indicated. Item i. 7 must be printed across the bottom of the proof of insurance card.~~

~~(4) Captions. Items 1, 3, 4, 5, and 7 must be captioned as shown in the exhibit. In Item 3, policy number and effective date must be shown on the same line. Additional information may be added to the front side of the proof of insurance card but not above the required information other than Item (3)(a)3.i. 7. The reverse Reverse side of any foldover, which is part of the paper proof of insurance, I.D. card mailing may also be used for additional information. Warning of violation (Item (3)(a) 3.i) may be printed on the reverse side of a paper proof of insurance I.D. Card.~~

Rulemaking Specific Authority 316.646(5), 324.042 FS. Law Implemented 316.646(1), 320.02(5), 324.022, 627.733 FS. History--New 5-23-78, Formerly 15A-3.06, Amended 12-11-89, 3-25-93,_____.

NAME OF PERSON ORIGINATING PROPOSED RULE: Julie Gentry, Bureau Chief, Department of Highway Safety and Motor Vehicles

NAME OF AGENCY HEAD WHO APPROVED THE PROPOSED RULE: Governor and Cabinet

DATE PROPOSED RULE APPROVED BY AGENCY HEAD: November 19, 2013

DATE NOTICE OF PROPOSED RULE DEVELOPMENT PUBLISHED IN FAR: October 17, 2013

15A-3.006 Identification Cards.

(1) ~~For renewals and new policies issued after June 1, 2014 Effective October 1, 1989,~~ proof that personal injury protection benefits and property damage liability insurance have been purchased when required under Sections 627.733 and 324.022, F.S., shall be made by the applicant at the time of registration of any motor vehicle owned as defined in Section 627.732, F.S. Insurers shall furnish uniform proof of insurance purchase cards in paper or electronic formats ~~such form~~ as prescribed by the Department. Such proof of insurance card ~~card~~ shall also indicate the existence of any bodily injury liability insurance voluntarily purchased.

(2) The required paper or electronically-formatted proof of insurance I.D. card ~~I.D. card~~ must be provided for all policies issued or renewed with personal injury protection/property damage liability and bodily injury liability PIP and property damage liability on and after October 1, 1989. ~~Such proof of insurance Effective October 1, 1990, such I.D. card~~ shall indicate the vehicle year, make and VIN number of up to two insured vehicles per proof insured up to a maximum of 25. ~~No more than two vehicles may be shown on a single proof of insurance when the policy covers more than two vehicles but less than 25.~~ When more than 25 vehicles are insured under any policy, the term "Fleet Coverage" must ~~may~~ be indicated. Proof of insurance I.D. cards ~~cards~~ must be furnished on renewal policies at least annually thereafter.

(3) New proof of insurance I.D. cards ~~cards~~ shall be provided whenever there is a change in the required information. Electronically- formatted proof of insurance requires the same information as the paper proof of insurance.

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3. Information:

a. Header – Florida Automobile Insurance Identification Card.

b. Company Number: Numeric Florida identification number of the insurance company (not group).

c. Company Name: Insurer's full legal company name or group name provided on the insurance policy.

d. Named Insured: First and last name(s) of the insured as indicated on the policy.

e. Policy Type: Must include an indicator of the type of coverage provided: personal injury protection/property damage liability, bodily injury liability.

f. Policy Number: Alphanumeric assigned policy number, self-insurance license, or contract number.

g. Effective Date: Numeric policy effective date, date the terms and conditions of the policy commence (special characters allowed). Effective date must include month, day and year.

h. Vehicle Identification Number (VIN):

(i) Vehicle(s) Year and Make (not to exceed two vehicles per proof of insurance)

(ii) Fleet Coverage (more than twenty five vehicles insured)

i. Not valid more than one year from effective date.

j. Warning of violation of Section 316.646, F.S., must be present on all I.D. cards, "Misrepresentation of insurance is a first degree misdemeanor."

~~1. Florida Automobile Insurance Identification Card~~

~~2. Name of Insurance Company or Group~~

~~3. Policy Number* Effective Date**~~

~~4. Personal Injury Protection Benefits/Property Damage Liability***~~

~~Bodily Injury Liability***~~

~~5. Named Insured~~

~~6.(a) Vehicle year, make, VIN number~~

~~(b) Fleet Coverage (more than twenty five vehicles insured)~~

~~7. Not valid more than one year from effective date.~~

~~8. Warning of violation of s. 316.646(4), F.S., must be present on all I.D. cards, "Misrepresentation of insurance is a first degree misdemeanor."~~

FLORIDA AUTOMOBILE INSURANCE IDENTIFICATION CARD

(NAME OF INSURANCE COMPANY OR GROUP)

POLICY NUMBER/FLORIDA CODE NO. :* _____

EFFECTIVE DATE** _____

___ PERSONAL INJURY

___ BODILY INJURY

PROTECTION BENEFITS/

LIABILITY***

PROPERTY DAMAGE

LIABILITY***

NAMED INSURED

YEAR, MAKE AND VIN NUMBER, OR FLEET COVERAGE

(IF MORE THAN TWENTY-FIVE VEHICLES INSURED)

NOT VALID FOR MORE THAN ONE YEAR FROM EFFECTIVE DATE

~~*Company code immediately follows the policy number and is always preceded by a dash.~~

~~**Effective date must include month, day and year.~~

~~***Boxes must be checked in accordance with coverage(s) provided.~~

~~(b) Sequence of Information. Items a. through i. must be formatted as shown in the exhibit above. 1 through 6 must be shown in the order indicated. Item i. 7 must be printed across the bottom of the proof of insurance card.~~

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Rulemaking Specific Authority 316.646(5), 324.042 FS. Law Implemented 316.646(1), 320.02(5), 324.022, 627.733 FS. History—New 5-23-78, Formerly 15A-3.06, Amended 12-11-89, 3-25-93, _____.

First Quarter Performance Report: Fiscal Year 2013 — 2014



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

Julie Jones, Executive Director

News

Public Safety

July 4th Holiday Fatal Crashes Down 42 Percent: During the holiday enforcement period, July 4-7, the Florida Highway Patrol increased the number of troopers on patrol to ensure a safer Florida. Crash data show that traffic fatalities during the holiday enforcement period dropped by 42 percent from last year's holiday period. During the four-day period, troopers arrested 109 impaired drivers, issued more than 3,800 speeding citations, investigated 1,964 crashes and assisted more than 2,000 motorists.

Interstate-10 Eight State Effort Yields Results: FHP led a collaborative effort with the seven states transected by I-10 on a unified enforcement operation during the Labor Day weekend. During the four-day enforcement effort, "10-8 on 10, One Road, One Mission," FHP was successful in keeping I-10 fatality free. The Patrol held press conferences in Jacksonville, Tallahassee and Pensacola to publicize the campaign.

Put It Down, DNT TXT N DRV Activities: The Department received numerous media calls regarding the new texting law. In addition to a Public Service Announcement that ran in 69 Florida high schools, several universities ran the message on their digital billboards during home football games. FHP scheduled activities across the state (primarily at high schools) to highlight the new law.



Reliable Service Delivery/ Leverage Technology

DHSMV Enhances Address Verification System: The Department implemented new address verification enhancements to our vehicle registration database. The enhancements allow for verification of the address against postal codes to automatically correct inaccuracies (e.g., changes "road" to "street" in the system to align with the address name used by the U.S. Post Office). The enhancements improve the integrity of customer data as well as reduce the amount of mail returned to the Department and tax collector offices as non-deliverable.

Talent Creation and Development

Florida Highway Patrol Training Academy Makes History: FHP's Training Academy made history in August with the start of the first "Dual Class". The two classes include 83 recruits (as of Oct. 17, 2013) slated to graduate in February, 2014. In September, the Patrol put 77 new troopers on the road when it graduated its largest class in 13 years.

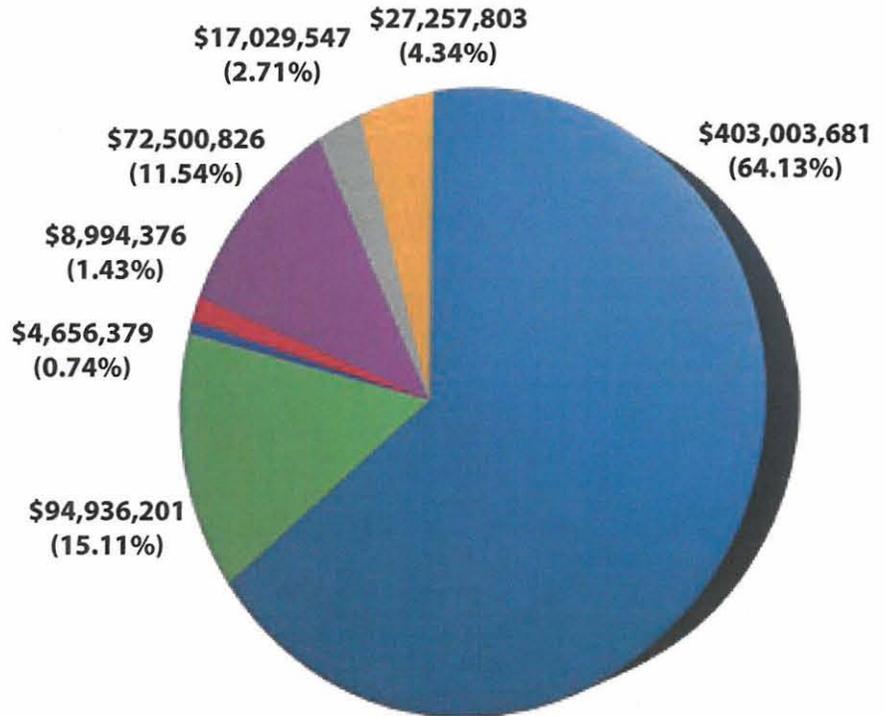
Florida Highway Patrol Names New Lt. Colonel Over Commercial Vehicle Enforcement: Troy Thompson, with over 19 years of experience with the Department of Transportation and FHP, was chosen as the new Lieutenant Colonel of Commercial Vehicle Enforcement with the Florida Highway Patrol.

Revenue Information

1st Quarter	Trust Funds	General Revenue	Total
	\$407,408,461	\$220,970,353	\$628,378,814

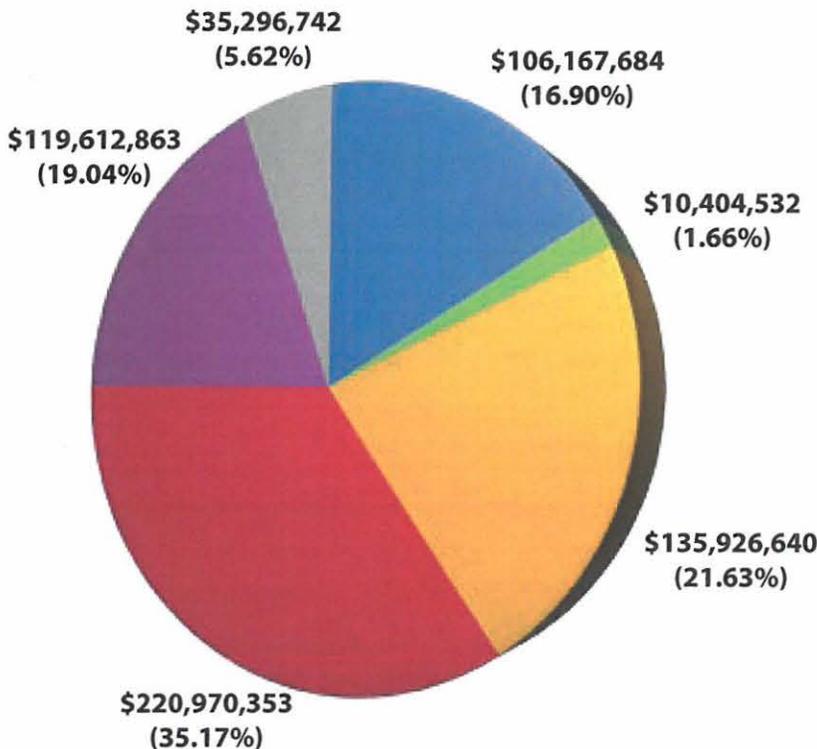
Where The Money Comes From

- 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
- Dept. of Education
- Other



Performance Measures and Standards

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

98.9% ● FOR FY 2013/14 (Through September 30, 2013)

A. Highway crashes ●

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

1st Quarter Actual	1st Quarter Standard	
98.5%		
-2.9%	0% or reduction	●
UNK	0% or reduction	○
UNK	1.3% or reduction	○
-1.4%	0% or reduction	●
6.0%	0% or reduction	●
-22.2%	1.3% or greater reduction	●

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

98.8%		
70.5%	73%	●
2,058	2,025	●
8	4	●
28,351	21,830	●
92.5%	95%	●

C. Criminal investigations ●

12. % of criminal investigation cases resolved within 90 days
13. % of field intelligence reports reviewed, analyzed, adjudicated and shared within 30 days

100%		
94.5%	90%	●
98.5%	90%	●

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

97.3% ● FOR FY 2013/14 (Through September 30, 2013)

A. Motorist transactions successfully completed ●

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

1st Quarter Actual	1st Quarter Standard	
99%		
97.5%	95%	●
96.0%	95%	●
98.7%	98%	●
97.8%	98%	●

B. Customer services completed timely ●

18. % of calls for service responded to by FHP within 30 minutes
19. % of driver license office customers waiting 30 minutes or less for service
20. % change in average wait time for Customer Service Center calls to previous year
21. % of business licenses issued within 5 days

99.1%		
63.4%	65%	●
93.9%	95%	●
-11.5%	5.0% or greater reduction	●
99.9%	98%	●

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

Performance Measures and Standards

C. Customer Satisfaction ●

22. % of customers who rate services as satisfactory or better (2)

79.6%

67.7%

85%



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

97.9% ● FOR FY 2013/14 (Through September 30, 2013)

A. Customer technology use ●

23. % of customers being served via Internet

1st Quarter
Actual

91.9%

1st Quarter
Standard

21%



24. % of motor vehicle and vessel titles issued electronically

17.6%

35%



B. New technology projects ●

25. % of new projects in progress which are “On Time and Budget”

99.8%

79.7%

80%



C. Computer support uptime available to our partners ●

26. % of State provided Data Center system uptime

100%

100%

99.9%



27. % of Partner provided Data Center system uptime

100%

100%

99.9%



28. % of Network provided Data Center system uptime

99.93%

100%

99.9%



29. Effectiveness of data and systems security preventative measures

100%

15.9%

100%



30. % of time dedicated to research and development

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

98.2% ● FOR FY 2013/14 (Through September 30, 2013)

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

1st Quarter
Actual

78.9%

1st Quarter
Standard

75%



32. % of members participating in a discretionary leadership course or program

5.8%

0.5%

6.25%



33. % of members participating in a discretionary technology course or program (3)

11.8%

26.1%

5%



34. % of members participating in a discretionary service delivery course or program

35. 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) % change in highway and commercial vehicle crashes to previous year** – Due to changes in the crash reporting requirements prescribed in Section 316.066, Florida Statutes, baseline data for the prior year is unavailable.
- (2) % of customers who rate services as satisfactory or better** – Customers are dissatisfied with additional authentication requirements for online transactions. We are working on process improvements to address these concerns while maintaining appropriate levels of security over personal information.
- (3) % of members participating in a discretionary technology course or program** – Department leadership remains committed to this ambitious effort of encouraging our members to make use of available continuing education opportunities.

Purchases

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

Description	Vendor	Total Contract Price
The Commercial Driver Information System (CDLIS) is a data communication network provided by the American Association of Motor Vehicle Administrators that allows for the cooperative exchange of commercial driving information and assists in meeting the goals of the basic tenant "that each driver, nationwide, have only one driver license and one record." Single Source, Order No. PO#7268337	American Association of Motor Vehicle Administrators Arlington, VA	\$1,162,671.36
The purpose of this system is to obtain a turnkey public safety software system that is centrally managed and supported in Tallahassee. The system includes a Computer Aided Dispatch System, Records Management System, Field – Based Reporting and Mobile Computer Terminals. ITN#008-13, Order No. PO#327086	CTS America Pensacola, FL	\$14,425,000.00
The intent of the Public Safety Academy Housing, Inc. and the Florida Public Safety Institute (FPSI) is to provide housing in support of law enforcement, corrections, correctional probation juvenile justice and related training conducted at the FPSI. Contract#HSMV-0008-14.	Public Safety Academy Housing, Inc. Tallahassee, FL	\$1,150,000.00

Proposed Legislative Budget Request

Fiscal Year 2014-15



A SAFER
FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES

Julie Jones, Executive Director

What We Believe...

OUR MISSION

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

OUR VISION

A Safer Florida!



OUR VALUES

WE BELIEVE IN:

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

Fiscal Year 2013-14 Budget per GAA

Division	FTE	Approved Budget
Office of Executive Director and Administrative Services	252	\$20,600,431
Florida Highway Patrol	2,475	\$248,753,963
Motorist Services	1,526	\$114,199,238
Information Technology	166	\$29,364,787
TOTAL	4,419	\$412,918,419

**excludes administered funds*

Fiscal Year 2014 - 15 Legislative Budget Request

Issue	FTE	Trust Fund		Total
		Non-Recurring	Recurring	
1. Motorist Services Modernization Phase 1		10,668,628	250,000	10,918,628
2. Driver Related Issuance and Vehicle Enhancements -Year 2		922,050		922,050
3. Enhance Traffic Enforcement Efforts – Additional Troopers	75.0	3,973,350	5,343,465	9,316,815
4. Relocate Tallahassee Regional Communication Center		1,991,913		1,991,913
5. Replacement of FHP Pursuit Vehicles			6,934,237	6,934,237
6. Critical Life Safety, Mold Remediation and ADA Issues – Statewide		4,891,257		4,891,257
TOTAL	75.0	22,447,198	12,527,702	34,974,900

Priority 1

Motorist Services Systems Modernization Phase 1
\$10,918,628 Total Request
\$10,668,628 Non-recurring Trust Fund
\$250,000 Recurring Trust Fund

Provides funding to consolidate motorist renewal notifications, centralize fee calculations, and redesign the driver license issuance system to a modern technology framework that facilitates operating efficiencies, decreases wait times in offices and produces cost savings from reducing mainframe transactions.

This issue requests \$10.9M for Fiscal Year 2014-15 to begin implementation of the Motorist Modernization project. This is a three year project. The Department projects a total project cost of \$20.9M of which only \$250,000 is recurring.

There are currently multiple challenges to delivering efficient services, including silo systems for driver license and motor vehicle services and supporting aging platforms with limited and decreasing subject matter experts. The goal of Motorist Modernization is to reduce costs and gain efficiencies by streamlining the motorist services technology footprint (hardware and software) and centralize motorist information for ease of access.

Phase I of motorist services modernization will implement the following over the next three years:

- (1) Redesign database structure to a customer-centric data model and implement controls to support data quality. By redesigning the database, the Department can eliminate inefficiencies, redundancies and discrepancies present in the current database to ensure data accuracy.
- (2) Replace of the Florida Driver Licensing Information System (FDLIS) and supporting systems. FDLIS is a client/server application deployed in the tax collector and driver license offices statewide to support the basic driver licensing process workflow. Data is housed locally and periodically synched to department databases. This presents several risks as law enforcement is not provided immediate access to changes made to driver records and in the event of a synchronization failure, drivers that believe they are licensed, in fact do not possess a valid license and need to return to an office to resolve a technology error.
- (3) Merge and re-engineer the driver license and vehicle registration renewal processes. The Department will re-engineer the renewal notice process creating a cost savings for the Department by allowing tax collectors the option to assume the administration role for the driver license renewal process, as they currently do with motor vehicle registration renewals.
- (4) Expand the Fee Engine. Over time, different fee calculation routines have been inserted into motorist services systems. The Department now maintains a dozen different fee calculation routines, resulting in months of staff time allocated when legislative and other changes need to be made. A fee calculator was created as part of the DRIVE program in support of the Electronic Filing System (EFS). The Department plans to utilize this fee calculator for all future motorist services development, adding fees as systems are reengineered.

(5) Create a MyDMV Portal. GoRenew.com is the Department's current self-service portal for motorist services. Also known as "Virtual Office," it provides limited access to services for motorists. In attempting to establish better authentication practices, ease of use has been significantly impaired. The Department proposes to create a user-friendly "MyDMV" portal that will allow motorists to access more services, allowing citizens to interact with the Department via this self-service portal instead of having to go to a tax collector or state office.

Completion of this phase of Motorist Modernization will allow the Department to improve customer service, meet the needs of the tax collectors performing issuance activities, increase data availability and quality, increase the ability to integrate with business partners and better support public safety.

Cost

The Department is requesting \$ 10.9M in 2014-15. This project will result in an estimated \$5M in savings and cost avoidance in outlying years.

Priority 2

Driver Related Issuance and Vehicle Enhancements Year 2

\$922,050 Total Request

\$922,050 Non-recurring Trust Fund

Provides funding to complete implementation of the Driver Related Issuance and Vehicle Enhancements project that facilitates operating efficiencies and cost savings from reducing mainframe transactions.

This issue requests \$922,050 for Fiscal Year 2014-15 to complete implementation of the Driver Related Issuance and Vehicle Enhancements (DRIVE) project which began in Fiscal Year 2013-14.

DRIVE will improve Department's ability to provide customer service, meet the needs of tax collectors performing issuance activities and integrate with business partners.

The continued implementation of DRIVE will allow the Department to:

- (1) Reengineer the Electronic Filing System (EFS), which is utilized by the motor vehicle dealers and the tax collector offices statewide to record motor vehicle titles and registrations. Reengineering this system will allow for motor vehicle dealers to submit title and registration documents to the state electronically, rather than using paper-based processes. This will benefit the Department (less in-house scanning), tax collectors (reduced shipping costs), motor vehicle dealers (reduced operating costs), and consumers (reduced errors and more timely registrations). In addition, more entities will be able to participate in the EFS process, reducing their operating costs as well.
- (2) Migrate from a vendor supplied Driver License Capture application to a department owned Capture application. Capture is the software used during a driver license transaction to "capture" the driver's photo and proof of identity documents. Capture currently is a bundled component of the Department driver license contract, which also includes inventoried consumables (cardstock, print, laminates) and remote office computer equipment. The Department has found that the current Capture system is not reliable, resulting in failed transactions and downtime during which licenses cannot be issued at affected offices. The current vendor contract expires in 2015. Creating an in-house application will allow the Department to separate the components of the contract in order to encourage competition and leverage purchasing needs by combining driver license and motor vehicle equipment needs.

Both of these projects will be developed and implemented by June 30, 2015.

Cost

The Department is requesting \$ 922,050 in 2014-15. This project will result in an estimated \$2,000,000 in cost savings for the Department and it's agents in outlying years.

Enhance Traffic Enforcement Efforts – Additional Troopers
\$9,316,815 Total Request
\$3,973,350 Non-recurring Trust Fund
\$5,343,465 Recurring Trust Fund

Provides funds for 75 additional Florida Highway Patrol (FHP) troopers with road patrol responsibilities. These additional positions are critical to reducing response times and keeping Florida's highways safe.

This issue requests \$9.3M for Fiscal Year 2014-15 of which \$3,973,350 is non-recurring to fund seventy-five additional Florida Highway Patrol troopers with road patrol responsibilities.

Between Fiscal Years 2007-08 and 2009-10, sworn positions appropriated to FHP were reduced by 152 positions. Also, in Fiscal Year 2007-08, funding for the FHP Training Academy was reduced as part of overall budget balancing actions for the Department of Highway Safety and Motor Vehicles. This reduction represented funding for a third academy recruit class.

In order to fill vacant trooper positions and to offset the impacts of attrition and separations due to retirements and resignations FHP has undertaken an aggressive recruitment strategy and projects to have all 1,685 sworn positions filled by February 2014.

The 75 additional Law Enforcement positions requested will alleviate the impact in counties where positions were reduced previously. These additional Law Enforcement positions will also allow the Patrol to reduce crash response times and furthers the Florida Highway Patrol's ability to meet the Department's performance standard of responding to all calls for service within 30 minutes.

This issue includes all initial costs required to fully outfit a new trooper position as well as recurring costs. One-time costs include the purchase of a pursuit vehicle, firearms and non-lethal defense equipment, information technology and communications equipment, and speed measuring devices.

COST

The Department is requesting \$9.3M for Fiscal Year 2014-15 of which \$3.9M is nonrecurring to fund seventy-five additional Florida Highway Patrol troopers with road patrol responsibilities.

Relocate the Tallahassee Regional Communication Center \$1,991,913 Non-recurring Trust Fund

Provides Fixed Capital Outlay funds to relocate the Tallahassee Regional Communication Center (TRCC) dispatch function to the Kirkman building.

Relocating the TRCC dispatch into the Department of Highway Safety and Motor Vehicles (HSMV) General Headquarters consolidates a mission critical function and permits the space currently occupied by the TRCC in the Carlton Building to be more effectively utilized by other state partners.

The Tallahassee Regional Communications Center (TRCC) is staffed 24 hours - 365 days a year. Integrated with the Statewide Law Enforcement Radio System, known as SLERS, the center is able to dispatch for nine statewide law enforcement entities including FHP across 18 counties. Communications personnel in the TRCC receive calls for service from the motoring public as well as other law enforcement agencies. These calls for service range from providing motorists with roadside assistance to answering emergency calls.

The TRCC has been located in leased space at the Carlton Building, part of the Capital Complex, since 2003. With advances in technology and continuing partnerships with other agencies, the configuration and space constraints of the TRCC space in the Carlton Building are no longer conducive to achieving the highest and most effective functionality of the dispatch center. These constraints prevent the use of technologies utilized in the Department's other Regional Communication Centers including video monitors connected to the Florida Department of Transportation traffic cameras. Space limitations force consoles to be positioned with personnel facing various directions, making it difficult to dispatch and communicate with each other during larger incidents that require cross-county collaboration.

Strategically, this issue will help consolidate a mission critical function into the Department Headquarters and provide better security and control over law enforcement operations. This would also allow the Carlton Building to be utilized for other state agencies' needs.

COST

The Department is requesting \$1,991,913 in nonrecurring funding for Fiscal Year 2014-15 to relocate the Tallahassee Regional Communication Center. This relocation supports officer safety by enabling several technical improvements to the Tallahassee Regional Communication Center that the current facility is unable to accommodate.

Replacement of Motor Vehicles – FHP Pursuit Vehicles \$6,934,237 Recurring Trust Fund

Provides funds to replace older, higher mileage pursuit vehicles and supply Troopers with safe, reliable, cost effective vehicles used to maintain safety and security on the roadways of Florida.

The Florida Highway Patrol (FHP) depends on safe, reliable pursuit vehicles to enforce traffic laws, deter and respond to criminal activities and provide security to everyone travelling on our roadways. FHP Pursuit vehicles are driven an average of 21,000 miles per year.

Currently, the Department of Management Services' (DMS) criterion for vehicle replacement allows police pursuit vehicles to be replaced at 80,000 miles. Vehicle usage reports from the Florida Highway Patrol Fleet Office project FHP will have 820 pursuit vehicles which will meet or exceed the 100,000 miles by June 30, 2014. After utilizing Fiscal Year 2013-14 appropriations to replace 381 vehicles FHP will have 439 pursuit vehicles exceeding 100,000 miles.

During enforcement actions, Florida Highway Patrol troopers regularly drive their police vehicles at a high rate of speed on crowded interstate highways. These older, less reliable vehicles will become increasingly unsafe to operate. Continued use of these vehicles will place our troopers and the motoring public at risk. Additionally, as critical components in the vehicles deteriorate, the high mileage vehicles cost more to operate. Prior to budget reductions that began in FY 2008-09 the FHP had a recurring budget that allowed a Fleet Maintenance Program with 20% annual replacement. Reductions to the Acquisition of Motor Vehicles category in FY 2008-09 and FY 2009-10 resulted in the Department falling behind on the replacement of high mileage vehicles. Accordingly, the fleet became older and more expensive to maintain with fleet maintenance costs increasing over 51% between Fiscal Years 2008-09 through 2012-13. However, the escalation in fleet maintenance costs has begun to level off beginning with FY 2012-13 due to the Legislature appropriating additional funding for the replacement of pursuit vehicles in FY 2011-12 and FY 2012-13.

FHP has a recurring base appropriation of \$5 million for the acquisition of motor vehicles which allows for the replacement of 174 vehicles annually. An additional \$6.9 million in recurring funding will allow the Patrol to reestablish the fleet maintenance program that was eliminated with the FY 2008-09 budget reductions, replacing 20% of the fleet annually. Replacing high mileage vehicles with newer, more reliable vehicles will enhance the Patrol's ability to save lives through active traffic safety enforcement, respond to calls for service in a timely manner, and patrol the highways to remove impaired or hazardous drivers and deter criminal activities.

COST

The level of funding needed to replace 415 vehicles in Fiscal Year 2014-15 based on an anticipated per vehicle cost of \$28,805 is \$11,954,075. The Department has a base budget of \$5,019,838; we are requesting an additional appropriation of \$6,934,237 to replace these vehicles.

Priority 6
Fixed Capital Outlay

Critical Repairs and Mold Remediation \$4,891,257 Non-Recurring Trust Fund

Provides Fixed Capital Outlay funds for projects necessary to continue operations and provide quality services to the residents of Florida.

Kirkman Building Improvements - The Kirkman Building, located in Tallahassee, was built in 1956, with additions made in subsequent years. The building is comprised of 380,836 square feet. Items included in this request are critical life safety repairs including major renovations noted on the Department of Management Services deficiency list, necessary HVAC upgrades, and projects to meet ADA requirements. The non-recurring funding requested for the Kirkman Building totals \$2,565,555.



Florida Highway Patrol Facility Maintenance - This issue requests funding for maintenance and repairs to Florida Highway Patrol facilities statewide as part of a five year plan. Due to weather events, water intrusion has caused mold and mildew problems statewide. Maintaining facilities in a safe and cost-effective manner requires the periodic repair and replacement of roofing. The non-recurring funding requested for Florida Highway Patrol stations totals \$1,220,342.

Motorist Services Facility Maintenance – This issue requests funding for maintenance and repairs for driver license facilities in offices not outsourced to tax collectors. Due to weather events, water intrusion has caused mold and mildew problems statewide. Maintaining facilities in a safe and cost-effective manner requires the periodic repair and replacement of roofing. The non-recurring funding requested for Motorist Services facilities totals \$1,105,360.

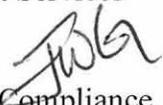
Cost

This issue requests \$4,891,257 in non-recurring funding to conduct critical repairs during the 2014-15 fiscal year.



October 15, 2013

TO: Boyd Walden, Director
Division of Motorist Services

VIA: Julie Gentry, Chief 
Bureau of Motorist Compliance

FROM: Michael Sarvis, Human Services Administrator
Medical Review Section

SUBJECT: Candidate for Medical Advisory Board Membership

We are also requesting that the name of the following physician be added to the agenda of the next Cabinet meeting for a four-year appointment to the department's Medical Advisory Board:

Dr. Gregory A. Lambe, D.C.P.A. (chiropractic physician)
3894 Highway 90 West
Marianna, Florida 32446

Dr. Lambe is licensed to practice chiropractic medicine in this state pursuant to Section 322.125(1), Florida Statutes and is a member in good standing with the Florida Chiropractic Association. A copy of his curriculum vitae is attached.

JG/ms



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Dr. Gregory A. Lambe

Preventative Family Health Care

October 9, 2013

Mr. Michael Sarvis
Human Services Administrator
Medical Review Section
Neil Kirkman Building MS 86
Tallahassee, Fl. 32399-0500

Re: Board Appointment

Dear Mr. Sarvis,

I have reviewed the material you have sent regarding the role and responsibilities of the Florida Highway and Motor Vehicles Department. More specifically those duties the Medical Advisory Board Members assume. I believe that providing input in order to make our highways safer for our communities is important. I am therefore requesting consideration to be placed on the Florida Medical Advisory Board and will do my best to be contributory to the state of Florida and the people of our communities.

Sincerely,

Greg Lambe, D.C.P.A.



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Dr. Gregory A. Lambe
Preventative Family Health Care

CIRRICULUM VITAE GREGORY A. LAMBE, D.C.P.A.

NAME: GREGORY A. LAMBE

HOME ADDRESS: 3478 SPRING HOLLOW DRIVE
MARIANNA, FLORIDA 32448

BUSINESS ADDRESS: 3894 HIGHWAY 90 WEST
MARIANNA, FLORIDA 32446

PHONE CONTACTS: HOME: (850) 526-4257
OFFICE: (850) 482-2966
FAX: (850) 526-2994
CELL: (850) 557-7050

DATE OF BIRTH: 8/22/1958

SPOUSE: CYNTHIA A. LAMBE

UNDERGRADUATE CLASSES

<u>COLLEGE</u>	<u>DATES</u>	<u>DEGREE</u>
CHIPOLA COLLEGE	9/76-5/78	A.A.
SAN JACINTO COLLEGE	9/79-5/81	ADD'L CLASSES
UNIVERSITY OF HOUSTON	9/81-5/82	ADD'L CLASSES
TX CHIROPRACTIC COLLEGE	9/76-5/83	D.C. DEGREE

INTERNSHIP

TEXAS CHIROPRACTIC COLLEGE 9/82 THRU 5/83

LICENSURE

STATE OF FLORIDA LICENSE # CH 0004466

TAX ID # 59-3180216

MEDICARE PROVIDER # 88071

UPIN # U08609

PROFESSIONAL ASSOCIATIONS

AMERICAN CHIROPRACTIC ASSN.

FLORIDA CHIROPRACTIC ASSN. 83-PRESENT

WORK CARE REFERRAL 92- 95

NORTH CENTRAL FLORIDA CHIROPRACTIC SOCIETY 83-99

PANHANDLE AREA HEALTH NETWORK 94-04

SOUTHEAST ACADEMY OF SPINAL CARE 95-97

CONSULTANT TO THE FLORIDA BOARD OF CHIROPRACTIC EXAMINERS
1998-2003

PROFESSIONAL MANAGEMENT ASSOCIATIONS

PINNACLE MANAGEMENT 92-95

WARD MANAGEMENT 87-91

PARKER RESEARCH FOUNDATION 83- PRESENT

WORK HISTORY

LAMBE CHIROPRACTIC CENTER

3894 HIGHWAY 90 WEST

MARIANNA, FLORIDA 32446

11/1983 THRU PRESENT

- THIRTY YEARS CONTINUOUS PRACTICE IN ONE LOCATION
- NO MALPRACTICE CLAIMS OR LEGAL CLAIMS SINCE BEGINNING PRACTICE IN 1983

License Verification

Data As Of 10/7/2013

GREGORY A LAMBE

LICENSE NUMBER: CH4466

Profession

CHIROPRACTIC PHYSICIAN

License/Activity Status

CLEAR/ACTIVE

License Expiration Date

3/31/2014

License Original Issue Date

11/10/1983

Discipline on File

NO

Public Complaint

NO

Address of Record

3894 HIGHWAY 90
MARIANNA, FL 32446
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.