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

June 23, 2015

AGENDA


1. Respectfully submit the Minutes for the January 13, 2015 Cabinet Meeting.
   Attachment #1.
   Recommend Approval.

2. Agency Measures and Review of Delegated Authority for the Department of
   Highway Safety and Motor Vehicles.
   Attachment #2.
IN RE: CABINET AGENDA

APPEARANCES:

GOVERNOR RICK SCOTT
ATTORNEY GENERAL
PAM BONDI
CFO JEFF ATWATER
COMMISSIONER ADAM PUTNAM

DATE:
TUESDAY, JANUARY 13, 2015

TIME:
COMMENCED AT: 9:00 A.M.
CONCLUDED AT: 11:00 A.M.

LOCATION:
THE CAPITOL
CABINET MEETING ROOM

REPORTED BY:
NANCY S. METZKE, RPR, FPR
COURT REPORTER

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GOVERNOR SCOTT: And now I'd like to recognize Terry Rhodes with the Department of Highway Safety and Motor Vehicles.

EXECUTIVE DIRECTOR RHODES: Governor and Cabinet, we'd request approval for the December 9th, 2014, minutes.

COMMISSIONER PUTNAM: So moved.

CFO ATWATER: Second.

GOVERNOR SCOTT: Moved and seconded, show the minutes approved without objection.

EXECUTIVE DIRECTOR RHODES: At this point in time we'd like to request approval of the Department's legislative -- 2015/'16 legislative budget request. At your -- we can go item by item. We've got about -- we're requesting funding for nine budget items, over 30 million point three -- 30 million dollars of which 9.6 million is recurring. This represents a 2.6 increase, or 11 million over our current budget of 440 million.

This request would primarily be out of the Department's trust funds, and it would be requesting 6.6 million out of the general revenue fund. So it's at your pleasure, we can go item by
item. I know that y'all have been briefed, or if
there are any questions --

GOVERNOR SCOTT: I'm fine. I don't think we
need it item by item.

ATTORNEY GENERAL BONDI: No.

GOVERNOR SCOTT: Does anybody need it item by
item?

CFO ATWATER: I'm good.

GOVERNOR SCOTT: All right. Is there a motion
to accept the legislative budget request?

ATTORNEY GENERAL BONDI: So moved.

GOVERNOR SCOTT: Is there a second?

CFO ATWATER: Second.

GOVERNOR SCOTT: Florida law requires the
Governor to independently submit budget proposals.
Accordingly, I am abstaining from the vote on this
item. The record should reflect my abstention.

Any objections to accepting? None?

ATTORNEY GENERAL BONDI: No, Governor.

GOVERNOR SCOTT: Hearing none, the motion is
approved with one abstention.

EXECUTIVE DIRECTOR RHODES: All right. And
our last item is the Department has five
legislative proposals that we are asking for your
approval to move forward with today.
GOVERNOR SCOTT: All right. Is there a motion to accept?

CFO ATWATER: So moved.

GOVERNOR SCOTT: Is there a second?

ATTORNEY GENERAL BONDI: Second.

GOVERNOR SCOTT: Florida law requires the Governor to independently review legislation upon passage. Accordingly, I am abstaining from the vote on this item. The record should reflect my abstention.

Hearing no objections, the motion is approved with one abstention.

Thank you, Terry.

EXECUTIVE DIRECTOR RHODES: Thank you very much.

*   *   *   *

C & N REPORTERS   TALLAHASSEE, FLORIDA   850-697-8314
Proposed Agency Performance Measures
Fiscal Year: 2015-2016

Terry L. Rhodes, Executive Director
### AGENCY PERFORMANCE MEASURES

<table>
<thead>
<tr>
<th>Measure</th>
<th>Current Performance</th>
<th>Standard</th>
<th>Recommended Frequency of Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Percent of calls for service responded to by FHP within 30 minutes</td>
<td>70.69%</td>
<td>85%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>2 Florida Highway Patrol Percent of Time Spent on Active Patrol and Crash Investigations</td>
<td>73.88%</td>
<td>74%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>3 Motorist Services Office Wait Times* *Offices in Volusia, Broward and Miami-Dade counties</td>
<td>87.66%</td>
<td>90% of customers waiting 30 minutes or less</td>
<td>Quarterly</td>
</tr>
<tr>
<td>4 Motorist Services Call Center Wait Times</td>
<td>12:42</td>
<td>12 minutes or less</td>
<td>Quarterly</td>
</tr>
<tr>
<td>5 Motorist Services Customer Satisfaction</td>
<td>80.6%</td>
<td>85%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>6 Employee Satisfaction</td>
<td>81%</td>
<td>80%</td>
<td>Annual</td>
</tr>
<tr>
<td>7 Percentage of Customer Issuances Completed Using Alternative Service Delivery Methods* *Includes Driver License, Identification Card, Vehicle Registration/Renewal, Title Issuance, Driver License Reinstatements, Business licenses, Medical Review Documentation, etc.</td>
<td>19.98%</td>
<td>25%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>8 Percent of business licenses issued within 3 days</td>
<td>Revised Measure/Currently 98.68%</td>
<td>95%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>9 Commercial Vehicle Inspections</td>
<td>102,140</td>
<td>95,000</td>
<td>Annual</td>
</tr>
<tr>
<td>10 New Entrant Safety Audits</td>
<td>New Measure/Projecting 2,300 for Current Federal Fiscal Year</td>
<td>2,000</td>
<td>Annual</td>
</tr>
<tr>
<td>11 Pass Rate for Class E Driver’s License Knowledge Test</td>
<td>New Measure/Currently 53%</td>
<td>70%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>12 Number of Safety/Consumer Protection Events</td>
<td>New Measure/Establishing Baseline</td>
<td>365</td>
<td>Annual</td>
</tr>
<tr>
<td>13 Number of Stakeholder Outreach Events</td>
<td>New Measure/Establishing Baseline</td>
<td>700</td>
<td>Annual with Quarterly Updates</td>
</tr>
<tr>
<td>14 Percentage of issuance records reviewed proactively by the Department for Quality Assurance</td>
<td>New Measure/Establishing Baseline. This is an initiative implemented within the last 6 months.</td>
<td>5%</td>
<td>Annual</td>
</tr>
<tr>
<td>15 Number of Internal Risk Mitigation Initiatives</td>
<td>New Measure/Establishing Baseline</td>
<td>25 with New Initiatives Implemented Annually</td>
<td>Annual with Quarterly Updates</td>
</tr>
</tbody>
</table>
### AGENCY REPORTING MEASURES

<table>
<thead>
<tr>
<th>Measure</th>
<th>Current Performance</th>
<th>Recommended Frequency of Measure</th>
</tr>
</thead>
</table>
| 1 Fatality Rate as Measured by Vehicle Miles Traveled (VMT)*. VMT = a measurement of miles traveled by motor vehicles in a specified period of time and is based on traffic volume counts and roadway lengths. It is the method used to standardize traffic data comparisons between states and territories. | 2013 = 1.25  
2014 = 1.24*  
*Final numbers will be available later in the year as crash reports and other data is received by DHSMV. | Annual |
| 2 Number of Fatalities on the Roadways            | 2013 = 2,402  
2014 = 2,494*  
*Final numbers will be available later in the year as crash reports and other data is received by DHSMV. | Annual |
| 3 Number of Crashes with Injuries                 | 2013 = 140,074  
2014 = 149,432*  
*Final numbers will be available later in the year as crash reports and other data is received by DHSMV. | Annual |