

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

September 1, 2015

AGENDA

<http://www.flhsmv.gov/agenda/2015/090115agenda.pdf>

1. Respectfully submit the Minutes for the August 5, 2015 Cabinet Meeting.

Attachment #1.
Recommend Approval.

2. Respectfully submit Agency Measures for the Department of Highway Safety and Motor Vehicles.

Attachment #2.
Recommend Approval.

STATE OF FLORIDA

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

IN RE: MEETING OF THE GOVERNOR
AND CABINET

VOLUME I

CABINET MEMBERS: GOVERNOR RICK SCOTT
 ATTORNEY GENERAL PAM BONDI
 CHIEF FINANCIAL OFFICER
 JEFF ATWATER
 COMMISSIONER OF AGRICULTURE
 ADAM PUTNAM

DATE: WEDNESDAY, AUGUST 5, 2015

LOCATION: CABINET MEETING ROOM
 LOWER LEVEL, THE CAPITOL
 TALLAHASSEE, FLORIDA

REPORTED BY: YVONNE LAFLAMME, FPR
 COURT REPORTER and
 NOTARY PUBLIC

C & N REPORTERS
POST OFFICE BOX 3093
TALLAHASSEE, FLORIDA 32315
(850) 697-8314

I N D E X

1

2

3 INTERVIEW AND APPOINTMENT FOR DEPARTMENT OF LAW
ENFORCEMENT 4

4

5 INTERVIEW AND APPOINTMENT FOR DEPARTMENT OF ENVIRONMENTAL
PROTECTION SECRETARY 27

6

7 HIGHWAY SAFETY AND MOTOR VEHICLES
By Executive Director Terry Rhodes 93

8

FLORIDA DEPARTMENT OF LAW ENFORCEMENT
9 By Interim Commissioner Rick Swearingen

10 DIVISION OF BOND FINANCE 106
By Director Ben Watkins

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

18
19
20
21
22
23
24
25

1 *****

2 DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

3 *****

4 GOVERNOR SCOTT: Everybody, please take your
5 seat. I would now like to recognize Terry Rhodes with
6 the Department of Highway Safety and Motor Vehicles.

7 Terry, can you start off by telling us about, you
8 had a couple of incidents recently with Troopers?

9 EXECUTIVE DIRECTOR RHODES: Trooper Roberts from
10 Troop G, he was working a crash detail yesterday on
11 I-95 -- mile marker 231, I think it was -- and he had
12 a vehicle that came and hit him from the rear. He was
13 transported to the hospital, and it's not
14 life-threatening, but it was a serious injury.

15 He's got five broken ribs and a broken C7 in the
16 neck, so we're waiting to hear about the surgery so I
17 appreciate you asking about him. He was just working.

18

19 He was just out there doing his job.

20 We did have driver's license employee that was
21 also around Jacksonville going to and from offices
22 that got hit. That car was totaled, along with the
23 trooper's car that was totaled as well.

24 So we had two, one injury yesterday, and one
25 employee that was in an accident. It wasn't neither
one of their faults. And we did have a vehicle stolen

94

1 in Palm Springs this past weekend, too, at a
2 resident's place.

3 So good morning. Thank you.

4 GOVERNOR SCOTT: You work with a great group of
5 people.

6 EXECUTIVE DIRECTOR RHODES: Sir?

7 GOVERNOR SCOTT: You work with a great group of
8 people.

9 EXECUTIVE DIRECTOR RHODES: I sure do. I am very
10 proud. I am very proud to be here.

11 GOVERNOR SCOTT: We all see them as we travel the
12 state, and they are very professional.

13 EXECUTIVE DIRECTOR RHODES: They're in the black
14 and tan, right? You don't go to a driver's license
15 offices and get an issue, do you? You don't have to
16 go there and get a driver's license?

17 GOVERNOR SCOTT: I haven't had to since I've been
18 Governor.

19 EXECUTIVE DIRECTOR RHODES: I know. I'll bring
20 it to you.

21 GOVERNOR SCOTT: Okay.

22 EXECUTIVE DIRECTOR RHODES: We have three agenda
23 items for your consideration today. And we
24 respectfully request approval for the June 23, 2015,
25 minutes for Item Number 1.

95

1 GOVERNOR SCOTT: Is there a motion on the item?

2 ATTORNEY GENERAL BONDI: So moved.

3 GOVERNOR SCOTT: And is there a second?

4 CHIEF FINANCIAL OFFICER ATWATER: Second.

5 GOVERNOR SCOTT: Moved and seconded to have the
6 minutes approved without objection.

7 EXECUTIVE DIRECTOR RHODES: The second item is
8 we're respectfully requesting approval of the
9 Department's Highway Safety and Motor Vehicle 2016/17
10 legislative budget request. And right now, there's 11
11 budget items totaling \$39.8 million, of which 13.8
12 million is recurring. This represents a 2.3 percent
13 increase for a 10.5 million over our current budget.

14 This request would be funded completely by the
15 Department's trust funds. This is focusing -- these
16 budget items are focusing on law enforcement insuring
17 that our technology infrastructure is able to support
18 the critical missions that impact the liberty of the
19 public.

20 I can go by item by item for the discussion

21 purposes.

22 GOVERNOR SCOTT: Does anybody have any questions?

23 Has everybody had a chance to review it?

24 Commissioner?

25 COMMISSIONER PUTNAM: Talk to me about the two

96

1 things that I was curious to know more about.

2 On your fixed capital outlay department-wide,
3 early in our administration, it seemed like we were
4 deposing of surplus stations, buildings where you
5 would consolidate with locals or others. Is that kind
6 of over? Have you-all sort of purged what made sense
7 to purge and now we're -- this FCO be improving on
8 existing facilities?

9 EXECUTIVE DIRECTOR RHODES: Correct, yes, sir.

10 Transition for the Tax Collector's Office completed
11 June 30th, and this would be only for our state-run
12 facilities.

13 COMMISSIONER PUTNAM: So the bulk of that is for
14 your licensing side of the shop, not patrol?

15 EXECUTIVE DIRECTOR RHODES: Well, there is some
16 patrol fixed outlay request, some roofing issues, ADA
17 compliance. It does include motor services, offices.
18 We have a regional offices where we have compliance
19 examiners. The primary bulk of this request is for

20 our Neil Kirkman building here in Tallahassee, which
21 is the second largest state office complex. We have a
22 little over 1100 employees there, so that's the
23 primary light. We have a chiller issue, HVAC. Stat
24 plumbing issues. I'm sure y'all are quite familiar
25 with it, with your own facilities. So that's the bulk

97

1 of this request.

2 COMMISSIONER PUTNAM: And tell me about the
3 driving range, please.

4 EXECUTIVE DIRECTOR RHODES: The driving range
5 would be located in Midway, and it would be primarily
6 funded by the Highway Patrol, but it would be at the
7 Midway Public Safety Institute and --

8 COMMISSIONER PUTNAM: Is it Pat Thomas?

9 EXECUTIVE DIRECTOR RHODES: Yes. It would be --

10 COMMISSIONER PUTNAM: So you're picking up part
11 of the tab, but other Florida agencies are
12 contributing?

13 EXECUTIVE DIRECTOR RHODES: Correct.

14 COMMISSIONER PUTNAM: That's good. How much is
15 Swearingen kicking in?

16 GOVERNOR SCOTT: After today, more.

17 You should have done it a little bit earlier.

18 You should've negotiated it a little bit earlier.

19 EXECUTIVE DIRECTOR RHODES: Hope you don't mind,
20 Commissioner, but before we submitted this, I had the

21 conversation with them and I kind of asked him what he
22 thought, and he said, of course any time you can
23 enhance safety training for the officers that would be
24 something he would be supportive of. And he was
25 definitely supportive of it when I said that we could

98

1 possibly pay for it and he said absolutely.

2 GOVERNOR SCOTT: He's a giver. Sounds like the
3 Legislature --

4 COMMISSIONER PUTNAM: Did you get anything out
5 of --

6 EXECUTIVE DIRECTOR RHODES: No, sir, I didn't
7 call him only because I was afraid, you know. I
8 didn't know that he would be okay with it or not.

9 COMMISSIONER PUTNAM: He'll probably give you
10 about \$12.

11 EXECUTIVE DIRECTOR RHODES: All right. But
12 again, it's a safety issue. We, and of course, with
13 patrol, it's primary our pursuit, the cars -- the
14 officers are their cars, and we have had an increase
15 in vehicle crashes over the past few years. And we
16 have let -- other local law enforcement offices would
17 be able to use that, and for especially the recruits
18 and the in-service training, so.

19 GOVERNOR SCOTT: Any other questions? Is there a
20 motion on the item?

21 CHIEF FINANCIAL OFFICER ATWATER: So moved.

22 GOVERNOR SCOTT: Is there a second?

23 ATTORNEY GENERAL BONDI: Second.

24 GOVERNOR SCOTT: Florida law requires the
25 Governor to independently submit budget proposals.

99

1 Accordingly, I am abstaining from the vote on this
2 item. The record should reflect my abstention.

3 Any other comments or objections?

4 Hearing none, the motion is approved with one
5 abstention.

6 EXECUTIVE DIRECTOR RHODES: Thank you.

7 The third item is, with your permission, I would
8 like to present the proposed performance measures on
9 behalf of myself and the Department. And for
10 discussion purposes, I've had the opportunity to meet
11 with the CFO and get all of your inputs and in meeting
12 with your office staff. But before I start, I would
13 just like to mention that in all of my years of public
14 service, I've never seen as much passion and
15 commitment from employees for their jobs as I have
16 with Highway Safety and Motor Vehicle.

17 And Governor, your comment earlier, and
18 Commissioner, I love Florida agriculture and all of
19 the Department employees, but I have to tell you, it's
20 like the difference between picking an emerald and a
21 sapphire.

22 We have over 70 percent of our work force that
23 interacts with the general public every day, and I
24 really believe it's more than that. What our
25 employees are responsible for, they perform they work

100

1 on the front line, they're courteous, they're
2 providing good service, they're protecting lives, and
3 they're accountable, and they have the most willing
4 and able and honorable people that I have the pleasure
5 to work with.

6 But with that said, for this upcoming year I'm
7 proposing nine performance measures. Four of the
8 proposed performance measures are being carried over
9 from the previous year. Three of these measures are,
10 new, and two have been revised slightly from last
11 year's measures.

12 This past January, I started the process of
13 looking for deficiencies in each of these activities
14 that contribute to these measures. We identified
15 areas on which we need to concentrate or process
16 improvements, as well as implement change initiatives,
17 which may involve employees doing things a little
18 differently, but they're going to become our
19 improvement strategies.

20 As you know, I'm in the final stage of selecting
21 the next Colonel for the Patrol. The new Colonel's

22 first priority will be to work with me to enhance the
23 Patrol's current goals and to establish new ones that
24 encourage a division-wide level of communication and
25 increase overall morale, improve our current manpower

101

1 issue and our span of supervision. And that will be
2 state-wide.

3 GOVERNOR SCOTT: Can I interrupt here? Did y'all
4 get a copy of all of these? Is it better, since we've
5 all read them, for anybody to just ask any questions?
6 Because I think what we're doing this is today, we're
7 just going to -- they're being presented and we're
8 going to ask any questions. We're not making any
9 decisions today. So if it's okay, and what we'll do
10 is, if anybody has any questions. Because I think
11 we're going to review these and then act on them and
12 give our comments back at the next meeting is my
13 understanding.

14 ATTORNEY GENERAL BONDI: I just have one comment,
15 Governor. Thank you for what you do. Your
16 dedication, and I talk to you and your troopers
17 obviously in my capacity as Attorney General, and
18 you're second to none. Thank you. Thank you.

19 EXECUTIVE DIRECTOR RHODES: Thank you.

20 GOVERNOR SCOTT: Mr. Commissioner?

21 COMMISSIONER PUTNAM: I'm certainly comfortable
22 with that and approving at the next meeting, Governor.

23 I would just ask if the subjective leadership
24 assessments that we've been submitting to the prior
25 agencies, if they adapt well to your agency then

102

1 they'll need to be adjusted based on the
2 idiosyncrasies of the Highway Safety; in other words,
3 the questions are the right questions for you and your
4 agency, would be my first question.

5 And then, I would like for you to touch on the
6 failure rate on the driver's license test.

7 EXECUTIVE DIRECTOR RHODES: Well, of course we're
8 looking at all of the other agencies. We've watched
9 in detail, and I think as we go over this, if you have
10 a chance to sit down and look at these measures, there
11 is a lot of comparison. We do -- again, our primary
12 focus is safety and education, so I feel like there is
13 a little bit of differences here. Employee
14 satisfaction is a measure that's important to me, as
15 you'll see. Our consumer surveys, the report is
16 another measure.

17 And the passing rate is important to me. I did
18 put that as a new measure as well, but I'll be glad to
19 talk to you about that. Do you want to do it this
20 meeting?

21 COMMISSIONER PUTNAM: If you want to just touch
22 on it now, and we'll certainly follow up with it

23 later. But I mean, it is certainly a hot topic at the
24 moment.

25 EXECUTIVE DIRECTOR RHODES: It is a hot topic.

103

1 And it's unfortunate that there's -- I would hope it
2 would be somewhat more of a positive talk, because any
3 time we're increasing education for young drivers or
4 new drivers that maybe English is maybe their second
5 language, I think that is something that people that
6 have been in this line of work, that have seen the
7 accidents, seen the fatalities, seen the crashes with
8 injuries based on speeding and based on reckless
9 driving, any time we can educate a young teen, that is
10 our primary mission.

11 And for the first time in awhile, the Department
12 is going to be printing the driver's handbook. In
13 previous years, the Tax Collector has done it. We're
14 going to be developing a teen study guide, a driving
15 manual. We're going to be increasing our activity of
16 education statewide with the schools with the
17 Department of Education, with the Clerks of the
18 Courts, with our partners and Tax Collectors. And
19 we're going to be working with the (inaudible)
20 curriculum school to make sure they're educating those
21 kids and educating those new drivers.

22 So I would just ask for your patience, and my
23 measure is going to be challenging me to get that

24 passing rate up so that I'm properly and I'm insuring
25 a good education for the public and the new drivers.

104

1 COMMISSIONER PUTNAM: So we changed the test,
2 presumably made the test harder. So, I mean, I guess
3 it begs the basic question -- I'm not advocating we
4 dumb down the test. Any time you raise the standard
5 you're going to see an adjustment period, a transition
6 period, so I don't begrudge that if we're asking the
7 right question.

8 So are you comfortable in changing the test we're
9 testing the right things that will make these kids or
10 whatever age first-time drivers safer on Florida's
11 roads?

12 EXECUTIVE DIRECTOR RHODES: Yes, sir. I do
13 believe that we're doing that. We're reviewing the
14 test questions constantly. We're revising them,
15 getting input from the Tax Collectors, the schools,
16 looking at that. It's not that maybe it was
17 considered harder, because we wanted them to study the
18 manual and wanted them to know the laws. And it went
19 from more of a memory test to more of a comprehensive
20 exam, to where it gave scenarios. And I'm going to be
21 challenged annually to look at that, and look at
22 traffic crash stats, and change the test questions
23 that is more behavior-related so that teens know what

24 the speeding consequences are if they're speeding over
25 15 miles an hour, and informing them with the

105

1 move-over law.

2 I mean, there's a lot of times our patrol stops
3 drivers -- and I had no -- or young drivers that, "I
4 had no idea there was a move-over law that I was
5 supposed to do that." Taking that kind of information
6 and changing that in the handbook, and looking at
7 those test questions annually or periodically and
8 improving them, improving the way they're written out.

9 Yes, sir, we're going to be doing that.

10 COMMISSIONER PUTNAM: Thank you, ma'am.

11 GOVERNOR SCOTT: CFO, do you have any questions?
12 Attorney General?

13 All right, so my understanding is we will have
14 our comments at the next meeting and review it through
15 with the goal of coming to an agreement at the next
16 Cabinet meeting.

17 Thank you, Terry.

18 EXECUTIVE DIRECTOR RHODES: Thank you very much.

19 *****

20

21

22

23

24

DHSMV Objective Performance Measures

Number	Objective	Weight	Range	FY 2014/2015 Result	Score	Weighted Score
1	Percent of calls for service responded to by FHP within 30 minutes	15.00%	5 = > 85% 4 = 70 - 84% 3 = 55 - 69% 2 = 40 - 54% 1 = < 39%	61.0%	3	0.45
2	Florida Highway Patrol Percent of Time Spent on Active Patrol and Crash Investigations	10.00%	5 = > 81% 4 = 71 - 80% 3 = 61 - 70% 2 = 51 - 60% 1 = < 50%	73.0%	4	0.40
3	Percent of Level III Inspections Performed on Commercial Vehicles	7.50%	5 = > 40% 4 = 36 - 40% 3 = 33 - 35% 2 = 30 - 32% 1 = < 29%	40.9%	5	0.38
4	Percent of Targeted Transactions Reviewed for Quality Assurance	15.00%	5 = >7% 4 = 5 - 7% 3 = 3 - 4% 2 = 1 - 2% 1 = < 1%	5.0%	4	0.60
5	Percent of Motorist Services Offices* with a Wait Time of Less Than 30 Minutes *Offices in Volusia, Broward and Miami-Dade	10.00%	5 = 91 - 100% 4 = 85 - 90% 3 = 80 - 84% 2 = 71 - 79% 1 = < 70%	88.8%	4	0.40
6	Motorist Services Call Center Wait times	7.50%	5 = < 12:00 4 = 12:01 - 14:00 3 = 14:01 - 16:00 2 = 16:01 - 18:00 1 = > 18:01	13:11	4	0.30

7	Motorist Services Customer Satisfaction	5.00%	5 = 86 - 100% 4 = 76 - 85% 3 = 66 - 75% 2 = 56 - 65% 1 = < 55%	84.3%	4	0.20
8	First Time Pass Rate for Class E Driver's License Knowledge Test	5.00%	5 = > 80% 4 = 70 - 79% 3 = 60 - 69% 2 = 50 - 59% 1 = < 49%	65.48%* * Data from 7.2015	3	0.15
9	Employee Satisfaction	5.00%	5 = 86 - 100% 4 = 76 - 85% 3 = 66 - 75% 2 = 56 - 65% 1 = < 55%	68.52%* *From July 2015 Climate Survey	3	0.15
Total		80%				3.03

Subjective Leadership Assessment

Number	Measure	Ranking 1-5
1	How do you define success in your agency?	
2	What services does your agency provide that are most undervalued?	
3	What outcomes do you plan to accomplish as agency head as it relates to your short and long term priorities?	
	a. Do your resources align with your priorities in order to achieve these outcomes?	
	b. How do your priorities align with the agency's legislative proposals and legislative budget requests?	
	c. What are the drivers and resistors that will help or hinder you from meeting these priorities?	
	d. How does the agency organizational structure support these priorities?	
	e. How are you measuring progress toward outcomes?	

4	What program areas of your agency face challenges in achieving desired outcomes?	
	a. What major issues are contributing to each area's weaknesses?	
	b. What internal or external threats exist?	
	c. What are the strategies you have planned to address these issues?	
	d. What major changes need to occur to achieve the desired outcomes?	
5	What do you view as the greatest risk in the next fiscal year or calendar year?	
	a. How do you plan to mitigate the risk and address this issue?	
6	What current agency responsibilities do you consider unnecessary or obsolete, or would be best accomplished by another agency?	
7	Stakeholders:	
	a. Identify your stakeholder groups and opportunities for stakeholders to interact/provide input to your agency.	
	b. What are the top issues communicated by stakeholders, and what plans are in place to address these issues?	
	c. How do you assess whether or not your stakeholder needs are met?	
Total Average of Rankings (20% Weight)		

Department of Highway Safety and Motor Vehicles	Weight	Score	Weighted Score
Objective Performance Measures Score	80%		
Subjective Leadership Assessment Score	20%		
TOTAL			

Subjective Leadership Assessment Score Breakdown	
<i>Governor</i>	
<i>Attorney General</i>	
<i>Chief Financial Officer</i>	
<i>Commissioner of Agriculture</i>	
Governor & Cabinet Scores Added/4	
Total Score	

Weighted Average Scale	
Significantly Exceeds Expectations	4.6 and above
Exceeds Expectations	3.6 - 4.5
Meets Expectations	2.6 - 3.5
Does Not Meet Expectations	1.6 - 2.5
Fails Expectations	1.5 and below



**Proposed Agency
Performance Measures
FY 2015-2016
September 1, 2015**



**2 Million ID
Cards**



**15 Million
Licensed Drivers**



**19 Million
Vehicles and
Vessels**



**31 Million Patrol
Miles**



**244 Terabytes of
Data**

AGENCY OVERVIEW

Department of Highway Safety and Motor Vehicles

Our Vision: “A Safer Florida”

Our Mission: “Providing Highway Safety and Security Through Excellence in Service, Education, and Enforcement”.

Composed of Four Divisions: Florida Highway Patrol, Motorist Services, Administrative Services, and Information Systems Administration.

4,414 Full Time Employees, includes **1,974** sworn Law Enforcement Officers.

DHSMV CORE SERVICES

- Driver license and Identification Card issuance
- Commercial driver licenses
- Motor vehicle title and registration issuance (License Plates)
- Motorist compliance (License suspensions and reinstatements)
- Financial responsibility (Vehicle Insurance Compliance)
- DUI and Driver education and improvement programs and licenses
- Medical review of drivers
- Driver, motor vehicle and crash records
- Vessel title and registration
- Motor vehicle dealer, manufacturer and distributor licensing
- Mobile home & RV dealer, manufacturer and installer licensing

Motorist Services

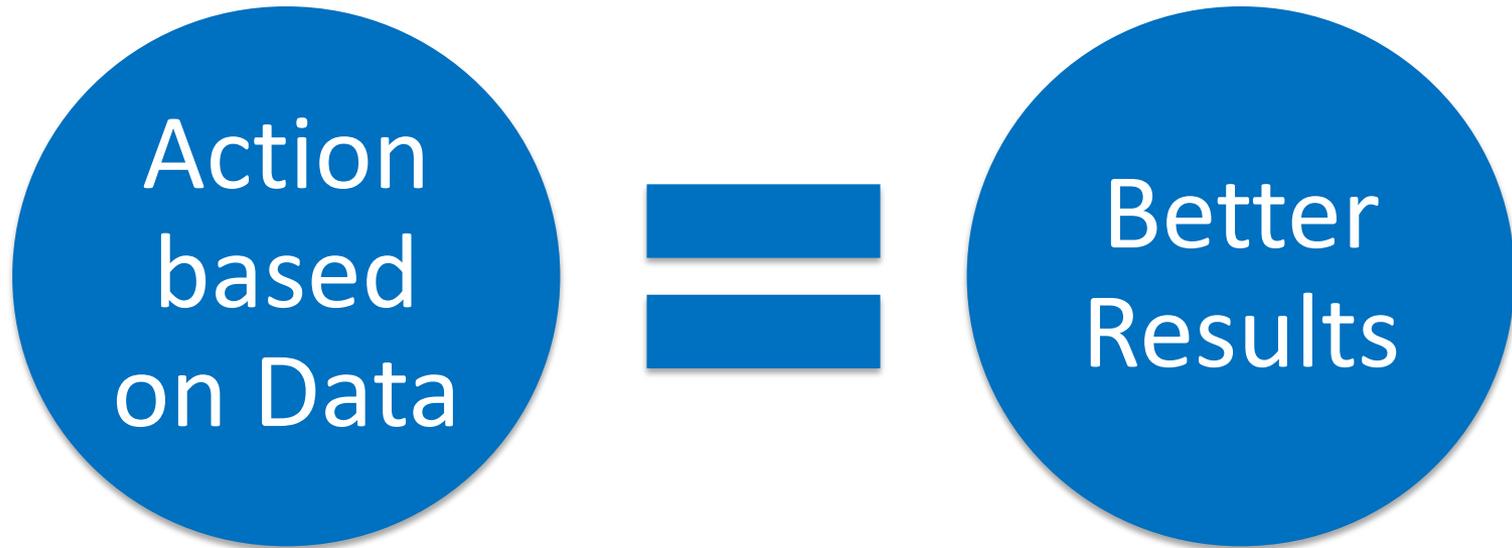
- Help ensure motorists safety through the enforcement of Florida's traffic laws
- Motorist assistance
- Crash response and investigation
- Traffic homicide / fatality investigations
- Criminal Interdiction
- Domestic security / Mutual Aid
- Commercial Vehicle Enforcement

Florida Highway Patrol

- Data security protection
- Law enforcement technology support
- Public safety education outreach
- Administrative Reviews to ensure due process for motorists
- Review and prepare final agency actions

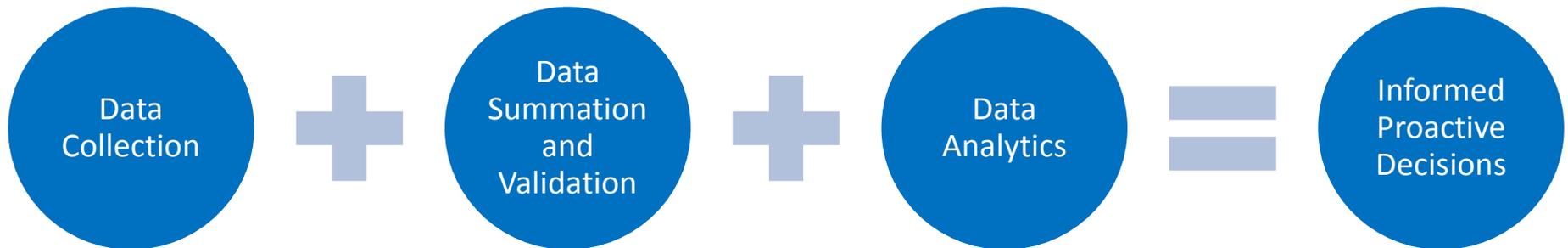
Admin/IT

STRATEGIC FOCUS



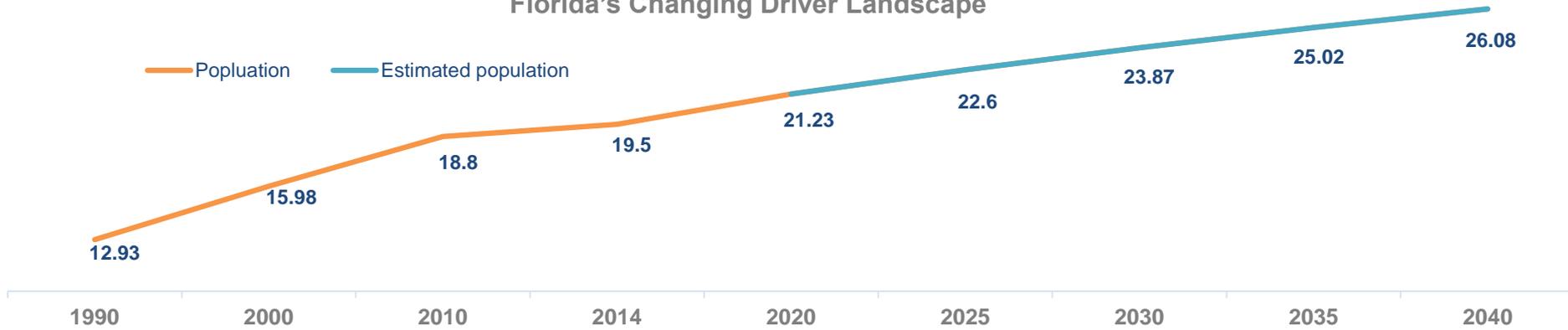
MOVING TOWARDS DATA ANALYTICS

How do we leverage our data?

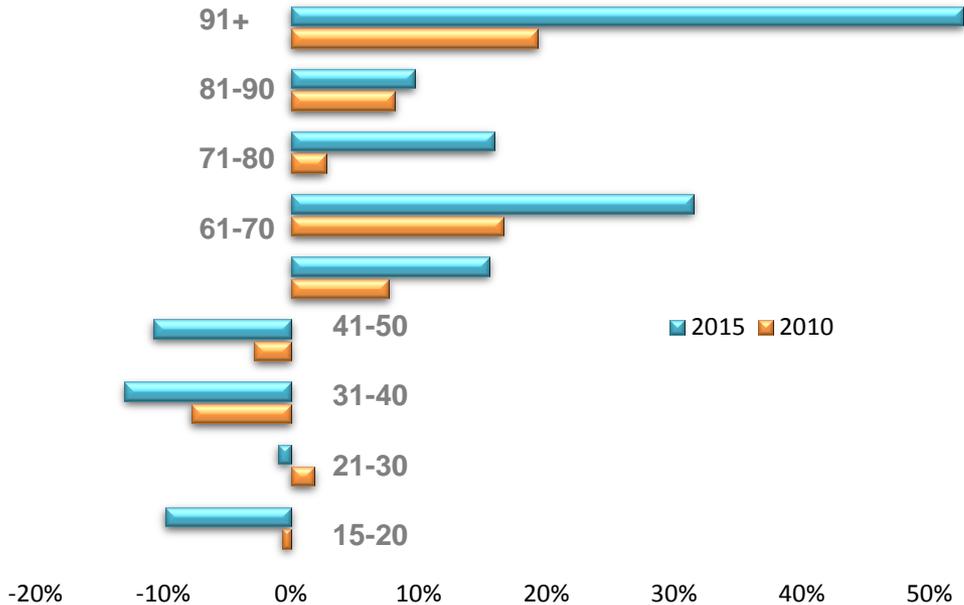


TRENDING DATA

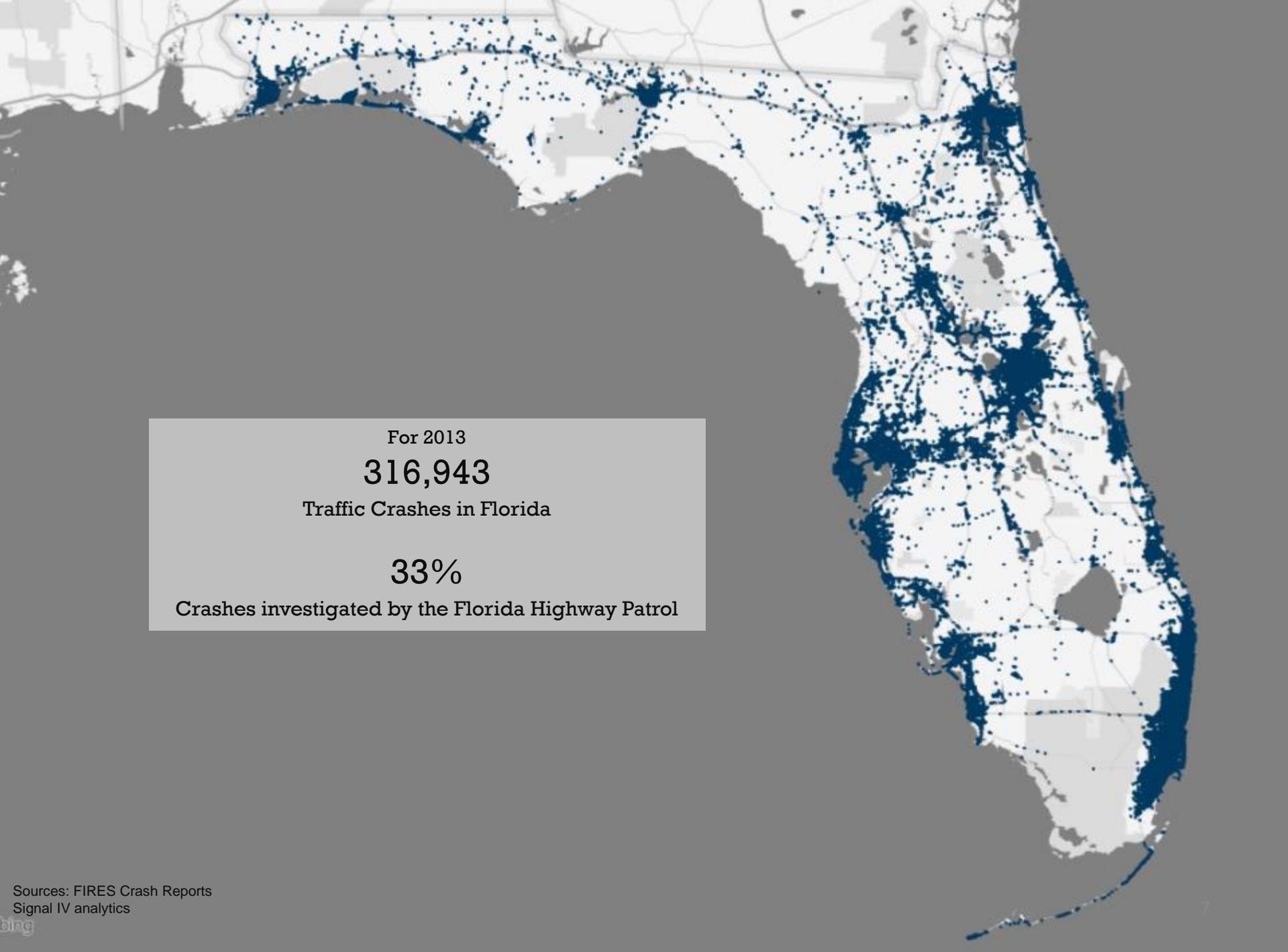
Florida's Changing Driver Landscape



PERCENT CHANGE IN DRIVER AGE SINCE 2006



	2006	2010	2015	Percent Change from 2006 to 2015
15-20	1,021,819	1,014,866	921,266	-9.84%
21-30	2,632,268	2,679,707	2,605,851	-1.00%
31-40	2,833,749	2,612,814	2,464,832	-13.02%
41-50	2,975,402	2,890,487	2,654,786	-10.78%
51-60	2,380,335	2,562,127	2,749,879	15.52%
61-70	1,692,290	1,972,817	2,224,870	31.47%
71-80	1,163,918	1,195,391	1,348,721	15.88%
81-90	522,128	564,552	572,550	9.66%
91+	50,801	60,626	77,557	52.67%



For 2013

316,943

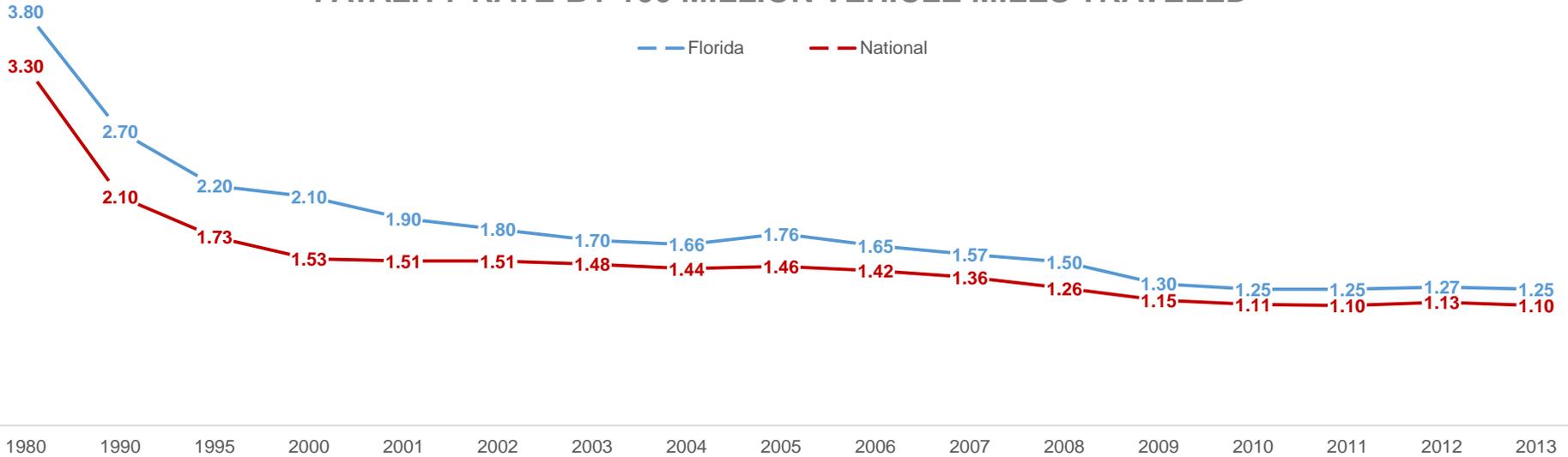
Traffic Crashes in Florida

33%

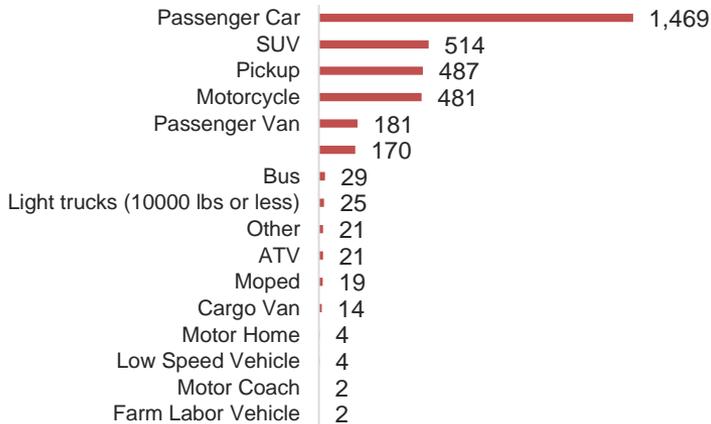
Crashes investigated by the Florida Highway Patrol

ACCURATELY REPORTING OF DATA

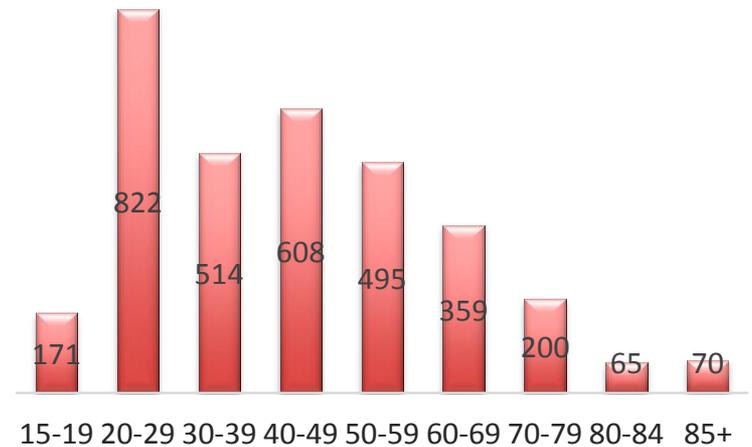
FATALITY RATE BY 100 MILLION VEHICLE MILES TRAVELED



2013 Fatalities by vehicle type



2013 Drivers in fatal crashes



STRATEGIC INITIATIVES

Strategic Focus: Action based on data

Strategic Initiative 1:
Increasing data quality and usability

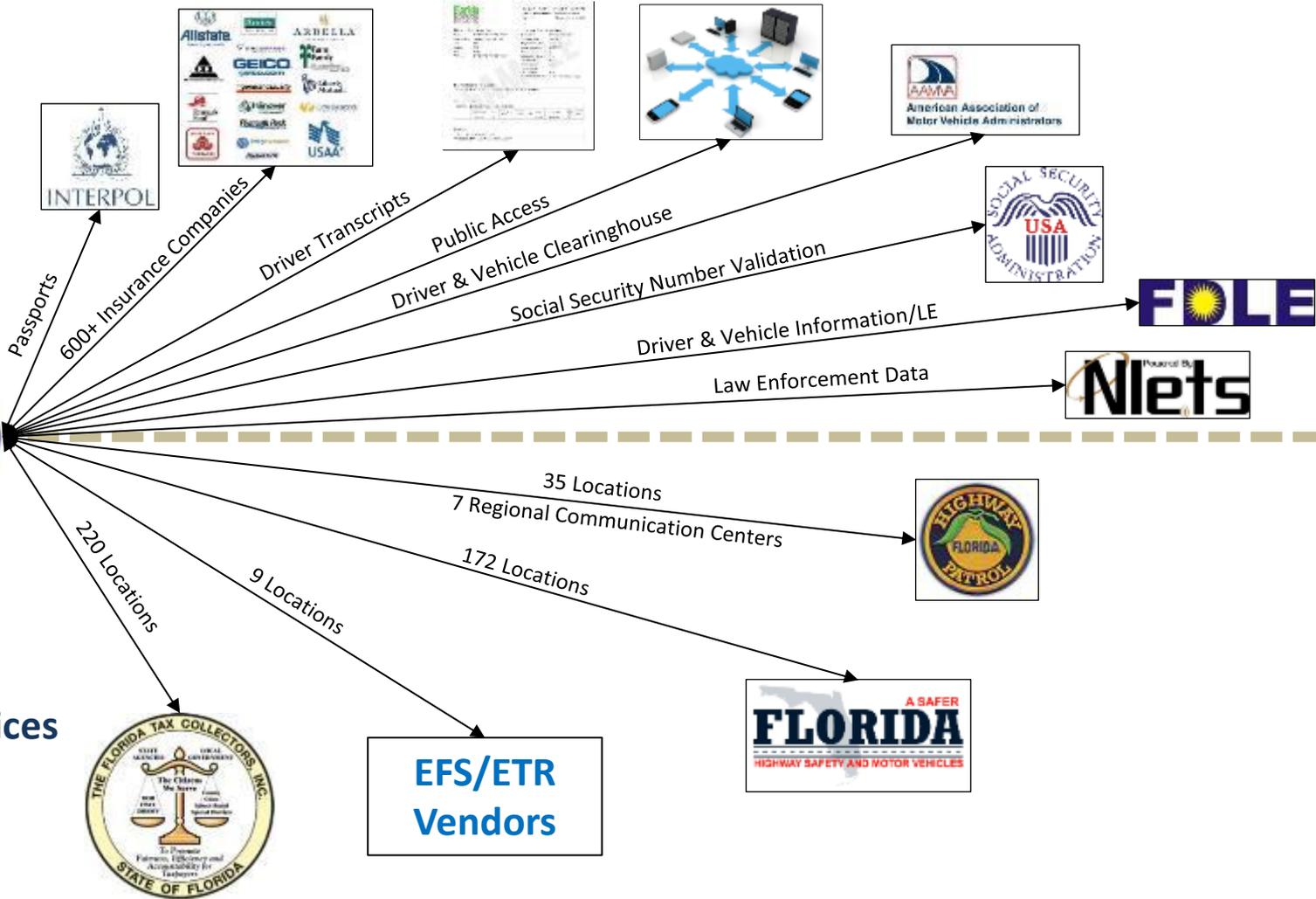
Strategic Initiative 2:
Incorporating actionable analytics into decision-making

Strategic Initiative 3:
Increasing technological capability and capacity

Strategic Initiative 4:
Improving the quality of our internal talent

TECHNOLOGY CONNECTIONS

Data Exchanges
1200+ FTP & Real-Time Data Exchanges



Field Network
4.4TB Daily Data
1000 Network Devices
392 Servers
4000 Desktops

DHSMV Objective PERFORMANCE MEASURES

Number	Objective	Weight	Range	FY 2014/2015 Result	Score	Weighted Score
1	Percent of calls for service responded to by FHP within 30 minutes	15.00%	5 = > 85% 4 = 70 - 84% 3 = 55 - 69% 2 = 40 - 54% 1 = < 39%	61.0%	3	0.45
2	Florida Highway Patrol Percent of Time Spent on Active Patrol and Crash Investigations	10.00%	5 = > 81% 4 = 71 - 80% 3 = 61 - 70% 2 = 51 - 60% 1 = < 50%	73.0%	4	0.40
3	Percent of Level III Inspections Performed on Commercial Vehicles	7.50%	5 = > 40% 4 = 36 - 40% 3 = 33 - 35% 2 = 30 - 32% 1 = < 29%	40.9%	5	0.38
4	Percent of Targeted Transactions Reviewed for Quality Assurance	15.00%	5 = >7% 4 = 5 - 7% 3 = 3 - 4% 2 = 1 - 2% 1 = < 1%	5.0%	4	0.60
5	Percent of Motorist Services Offices* with a Wait Time of Less Than 30 Minutes *Offices in Volusia, Broward and Miami-Dade	10.00%	5 = 91 - 100% 4 = 85 - 90% 3 = 80 - 84% 2 = 71 - 79% 1 = < 70%	88.8%	4	0.40
6	Motorist Services Call Center Wait times	7.50%	5 = < 12:00 4 = 12:01 - 14:00 3 = 14:01 - 16:00 2 = 16:01 - 18:00 1 = > 18:01	13:11	4	0.30
7	Motorist Services Customer Satisfaction	5.00%	5 = 86 - 100% 4 = 76 - 85% 3 = 66 - 75% 2 = 56 - 65% 1 = < 55%	84.3%	4	0.20
8	First Time Pass Rate for Class E Driver's License Knowledge Test	5.00%	5 = > 80% 4 = 70 - 79 % 3 = 60 - 69% 2 = 50 - 59% 1 = < 49%	65.48%* *Data from 7.2015	3	0.15
9	Employee Satisfaction	5.00%	5 = 86 - 100% 4 = 76 - 85% 3 = 66 - 75% 2 = 56 - 65% 1 = < 55%	68.52%* *From July 2015 Climate Survey	3	0.15
	Total	80%				3.03

DHSMV REPORTING MEASURES

Number	Objective	Brief Description	Frequency available
1	Fatality Rate as measured by Vehicle Miles traveled	National measure to compare states and highway safety. VMT is used to normalize the data across states with different populations and road traffic	Yearly
2	Number of Fatalities on roadways	The total number of fatalities on Florida Roadways. This is a distinct count of fatalities and does not factor other elements like the Fatality rate by VMT	Yearly
3	Number of Crashes with Injury	The total number of crashes that had a injury. The goal is to reduce the number of fatal and injury related crashes	Yearly
4	Number of Internal Risk Mitigation Initiatives	Number of Risk mitigation and process improvement initiatives to improve the quality, efficiency, accuracy, and security of services provided by the Department. Multiple Data Sources. This is a new measure and will incorporate usage of new technology	Monthly
5	Number of Stakeholder Outreach Events	Total number of events that encourage and build partnerships to improve safety. Events key stakeholders such as local public safety, local government, legislative members, associations, civic, military and other groups.	Monthly
6	Number of Safety/Consumer Protection Events	Total number of events provided by members on Safety and Consumer protection. Includes presentations to civic, military or other groups, schools, and radio, television or on-line appearances. Data sources vary. CAD, internal tracking, grant reporting etc...	Monthly
7	New Entrant Safety Audits	Number of newly formed motor carriers who are educated/audited to understand the rules, regulations and safety practices to operate on Florida's roadways. This is done FHP/CVE. Records are reviewed electronically and outreach can be conducted by telephone. FHP/CVE works with FMCSA to report data.	Monthly
8	Commercial Vehicle Inspections	Total number of commercial vehicle inspections conducted by the FHP/CVE. Any inspection of Commercial vehicle or Driver meeting criteria established by Federal Motor Carrier Safety Administration (FMCSA) as conducted by a certified inspector. Data comes from FMCSA's Safety Database	Monthly
9	Percentage of Customer Issuances Completed Using Alternative Service Delivery Methods	Transactions resulting in issuance of a credential by a non-traditional method (internet, mail, Flow-Mobile. ie. Not from tax collector or State maintained office) divided by all issuances. Data from FRVIS, FDLIS, CVISN, IFTA, IRP. Report comes from these data sources	Monthly