

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

November 7, 2017
AGENDA

www.flhsmv.gov/pdf/cabinetreports/2017/11072017.pdf

1. Respectfully submit approval of the Department's 1st Quarter Performance Report for fiscal year 2017-2018.

Attachment #1

Recommend Approval.



First Quarter Performance Report

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

REVISED 10/27/17

Fiscal Year 2017–2018

News and Accomplishments

HURRICANE IRMA EFFORTS

Hurricane Irma was a powerful and catastrophic storm; the strongest observed in the Atlantic in more than a decade. DHSMV was proud to assist Floridians in preparing, evacuating and recovering from the storm. The entire Florida Highway Patrol, approximately 1,700 troopers, worked 12-hour shifts with the primary mission to assist emergency preparedness and response, and DHSMV members statewide helped to provide critical services, especially in severely impacted areas. Hurricane Irma has affected the state in tremendous ways, and DHSMV remains committed to providing all possible assistance to Florida residents in this time of need.

Please see Addendum A to this report for full detail on DHSMV's Hurricane Irma response efforts.

LEADERS IN SERVICE

DHSMV Expedited Flooded Vehicle Title Transfers to Help Accelerate Insurance Claims from Hurricane Irma

To assist with recovery from Hurricane Irma, DHSMV allowed customers and insurance companies to electronically submit required forms in lieu of original documents, to obtain salvage titles or certificates of destruction for total loss vehicles for processing by the next business day. DHSMV allocated personnel dedicated solely to processing these types of titles and worked with insurance companies to accept forms signed by customers, which allowed the department to process salvaged titles or certificates of destruction if an original title has been lost or destroyed by the storm.

DHSMV Attended Florida Trucking Association Annual Conference

DHSMV members from the Division of Motorist Services and the FHP attended the Florida Trucking Association's Annual Conference in August. Approximately 300 leaders from Florida's trucking industry attended the conference and received International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA) quick reference guides provided by DHSMV.

FHP Members Recognized at the 2017 Mothers Against Drunk Driving (MADD) Awards

Members of the FHP and other law enforcement agencies were recognized at the 2017 Statewide Law Enforcement Recognition MADD Awards ceremony in Fort Lauderdale. The following FHP members received awards: Trooper Sean McCormick – K9 Handler of the Year Award; Trooper Alain Hernandez – Kim Hurd Award, Outstanding Dedication to DUI Enforcement Award and Century Achiever Award; Trooper Deborah Hawkings – Millennium Achievers Award; and Sergeant Anthony Palese – Millennium Achievers Award.

FLOW Mobiles Partnered with Local Foundation to Promote Emergency Contact Information (ECI) Registration

DHSMV FLOW mobile members attended an event hosted by the Live Long Pop (LLP) Foundation in Miami-Gardens to emphasize the importance of registering their emergency contact information. LLP was funded by Kia Miles, whose son was killed in a car crash in Miami-Gardens in May and did not have an identification credential at the time of the incident. Miles had to wait to learn that her son had passed away because he was listed as a "John Doe." The department's ECI program is crucial to contacting an individual's family members or loved ones in the event of an emergency.

News and Accomplishments *continued*

AGENTS OF PROGRESS

DHSMV Released Florida's New Driver License

In August, DHSMV started a pilot to begin issuing Florida's newly designed driver license and ID card. The new design is the most secure, over-the-counter credential on the market and incorporates nearly double the security features of the previous design. DHSMV worked in coordination with law enforcement, tax collectors, supervisors of elections and all stakeholders, including national law enforcement agencies, to create Florida's new credential and help reduce driver license and identity fraud. Along with critical anti-fraud features, the new design incorporates designations for lifetime sportsman's, boater, freshwater, saltwater and hunting licenses, as well as designations for veteran, organ donor, deaf/hard of hearing and developmentally disabled. By the end of December, the new credential design will be available online and at all service centers throughout Florida.

DHSMV Received International AAMVA Award

DHSMV was named the International Division 1 Winner by the American Association of Motor Vehicle Administrators (AAMVA) for its 2016 Distracted Driving campaign media kit. This award is one of six AAMVA regional and international awards DHSMV earned this year for its safety and education campaigns.

DHSMV Attended the International Forum on Traffic Records

DHSMV members attended the International Forum on Traffic Records, which was hosted by the Association of Transportation Safety Information Professionals (ATSIP). Session topics included drugged driving, ignition interlock devices, roadway data collection, roadway data integration, automated courts, court system integration, emergency management services and injury surveillance, dashboards and data quality. DHSMV members presented information about the department's performance metrics for scoring the accuracy and completeness of crash reports and its citation inventory system at the event.

DHSMV Quality Assurance Review Revealed Fraudulent Out-of-State Titles

The Division of Motorist Services' Quality Assurance (QA) unit initiated a review of out-of-state titles for vehicles retitled in Florida from Texas, New York and Virginia. Members were directed to examine physical titles and compare them to a genuine title provided by the associated state to detect potential fraud. Of the 14,337 out-of-state titles reviewed, DHSMV found 32 fraudulent titles for stolen or cloned vehicles. Stops were placed on these fraudulent titles and referred to FHP for further investigation.

FHP Participated in Florida Teachers' Trucking Tour

FHP members from Troop J (CVE) participated in the second annual Florida Teachers' Trucking Tour at the Martin County weigh station. The Florida Trucking Association selected a group of 10 teachers from elementary, middle and high schools across the state to visit a variety of trucking-related facilities to learn more about Florida's trucking industry. FHP members spoke with participants about commercial motor vehicle inspections and the importance of driving safely around large trucks.

DHSMV Members Presented at Annual Tax Collector Forum

DHSMV members participated in the Florida Tax Collectors' Annual Education Forum in Orlando on August 27, 2017. Representatives from the DHSMV presented information on the department's Motorist Modernization initiative, human trafficking, fraud detection, record requests, driver privacy, quality assurance and the new driver license and ID card.

News and Accomplishments *continued*

FHP Placed Top Three in Four Categories at the 2017 Florida Law Enforcement Traffic Safety Challenge Awards

In July, the FHP placed top three in four categories at the 2017 Florida Law Enforcement Traffic Safety Challenge Awards Ceremony in Orlando. The awards ceremony was hosted by the Florida Law Enforcement Liaison Program, a grant-funded program sponsored by the Florida Department of Transportation and the National Highway Traffic Safety Administration to promote traffic safety-related efforts. Troops A (Pensacola), F (Fort Myers) and K (Turnpike) placed first, second and third in an all-FHP category recognizing troops with the largest decreases in fatal and serious bodily injury crashes. Troop D (Orlando) placed second in the Championship Class category, recognizing overall traffic safety efforts.

CHAMPIONS FOR SAFETY

FHP Seized Vehicles from Tampa Dealership Due to Odometer Fraud

The FHP seized 11 vehicles from Tampa Preferred Motors and arrested the dealership owner, who faces 42 felony charges for rolling back odometers on vehicles and selling the vehicles to buyers on Craigslist. Additionally, the FHP participated in media outreach to remind motorists of the importance research and vehicle inspection prior to purchase.

DHSMV Participated in Consumer Protection Fairs

This quarter, DHSMV's Divisions of Motorist Services and FHP participated in consumer protection fairs sponsored by the Florida Department of Agriculture and Consumer Services in Miami-Dade County and the Villages alongside representatives from the State Attorney's Office, AARP and Citizens Crime Watch of Miami. The fairs served as a forum for community and panel members to discuss topics ranging from driver license and identity fraud to phone scams. DHSMV members shared information on how to prevent becoming a victim of fraud, as well as the department's efforts to combat fraud, including Real ID compliance, investigations related to dealership complaints and Florida's new, more secure driver license and ID card. Members also gave senior citizens Emergency Contact Information (ECI) handouts and bracelets and Florida's Guide on Aging Drivers.

FHP Saved Children from Vehicle Engulfed in Flames

On September 8, FHP troopers responded to a road rage incident on I-10. Shortly after the troopers' arrival, one of the vehicles involved became engulfed in flames with two children still inside. Trooper Nathaniel Cabe and Trooper Robert Ivey cut the seat belts of the children and transported them, uninjured, to a safe location. Troopers diverted traffic off I-10 to avoid delays for those evacuating from Hurricane Irma.

FHP Members Rescued Man from Drowning

FHP members were alerted to an incident in which an adult male had been dropped off by an Uber driver at a rest area just north of the Sunshine Skyway Bridge in Tampa. Concerned about the situation and safety of the passenger, the Uber driver notified law enforcement. FHP Trooper Kristin Middleton and Corporal Robert Friesen soon encountered the subject at the north fishing pier, where he fled into the water and submerged himself. Both FHP members entered the water and retrieved the subject, who was then unconscious. The members provided CPR to the subject until they were relieved by responding EMS crews. The subject was transported to the Bayfront Medical Center and survived the incident.

News and Accomplishments *continued*

FHP Traffic Stop Led to Drug Arrest in Pensacola

In August, FHP Trooper John Ellerbee stopped a motorist for a traffic violation. Trooper Ellerbee notified the Escambia County Sheriff's Office, who arrived at the scene with K-9 Tango. K-9 Tango gave a positive indication of narcotics, resulting in a search of the vehicle. Narcotics found inside of the vehicle included 9.3 grams of crystal meth, 12 Xanax bars, 51.5 Hydrocodone tabs, 15 grams of marijuana, nine Ecstasy tablets, one bag of cocaine and two clear bags of a grey powder substance. The motorist was charged with drug possession as well as a charge for trafficking prescription drugs.

FHP Trained Hillsborough County School Bus Drivers

FHP Troop C (Tampa) provided training to Hillsborough County school bus drivers throughout August as a part of DHSMV's Child Safety Awareness Month campaign. FHP stressed the importance of back-to-school safety and the dangers of aggressive, distracted and drunk driving. Additionally, drivers were reminded to move over a lane for law enforcement, emergency, sanitation and utility service vehicles on the side of the roadway.

DHSMV Safety Campaigns:

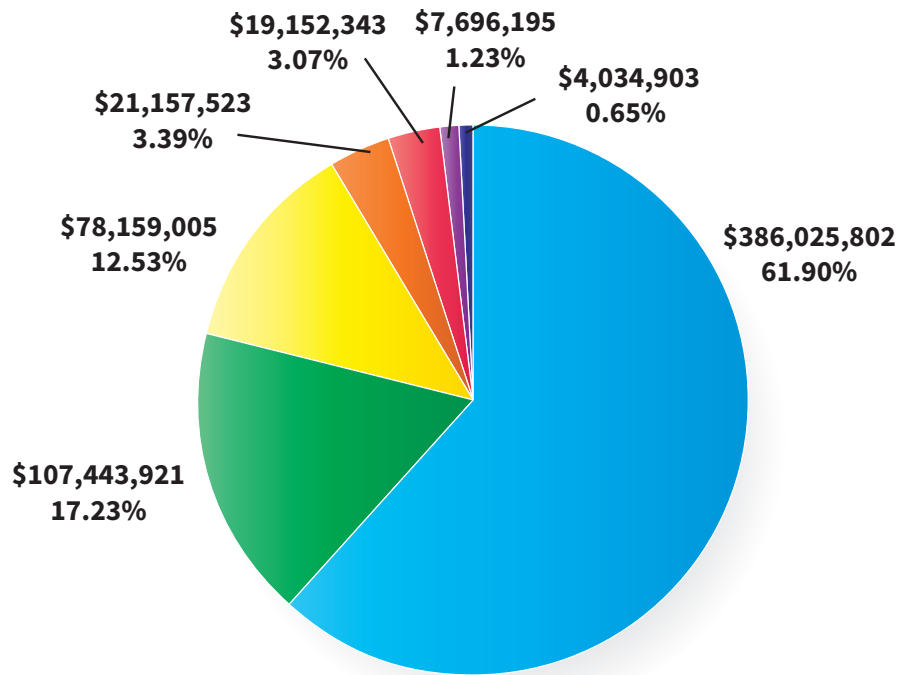
- **Safe Summer Travel Campaign:** The DHSMV wrapped up the Safe Summer Travel campaign in July 2017 to remind motorists to put safety at the top of their travel checklist. The two month-long campaign sought to reduce crashes on Florida roadways during June and July by promoting tire safety and vehicle preparation, seat belt use, hurricane season preparedness, heatstroke prevention and overall driving safety. The DHSMV partnered with the Florida Department of Children Families on an op-ed for heatstroke prevention that was published in multiple news outlets and the campaign's paid advertising alone resulted in more than 68 million impressions.
- **Child Safety Awareness Campaign:** DHSMV led the August 2017 Child Safety Awareness Month campaign to remind everyone to drive safely with and around children on Florida's roads. Throughout the month, the department educated the public regarding all aspects of child safety, including: occupant protection and proper seat restraints, not leaving children in hot cars and safety in and around school zones and school buses. DHSMV Child Safety webpages on FLHSMV.gov provide interactive resources for parents and children to learn about child safety together. DHSMV paid media efforts alone resulted in over 52 million impressions.
- **You Snooze, You Lose Drowsy Driving Prevention Week Campaign:** DHSMV reminded motorists not to drive drowsy during September 1-10, in honor of Ronshay Dugans who lost her life when a cement truck driver fell asleep at the wheel and hit the school bus she was riding. Even though some campaign efforts were cut short due to Hurricane Irma, the campaign still made almost 2.5 million impressions through the radio campaign.

Revenue Information

First Quarter	Trust Funds	General Revenue	Total
	\$510,808,283	\$112,861,409	\$623,669,692

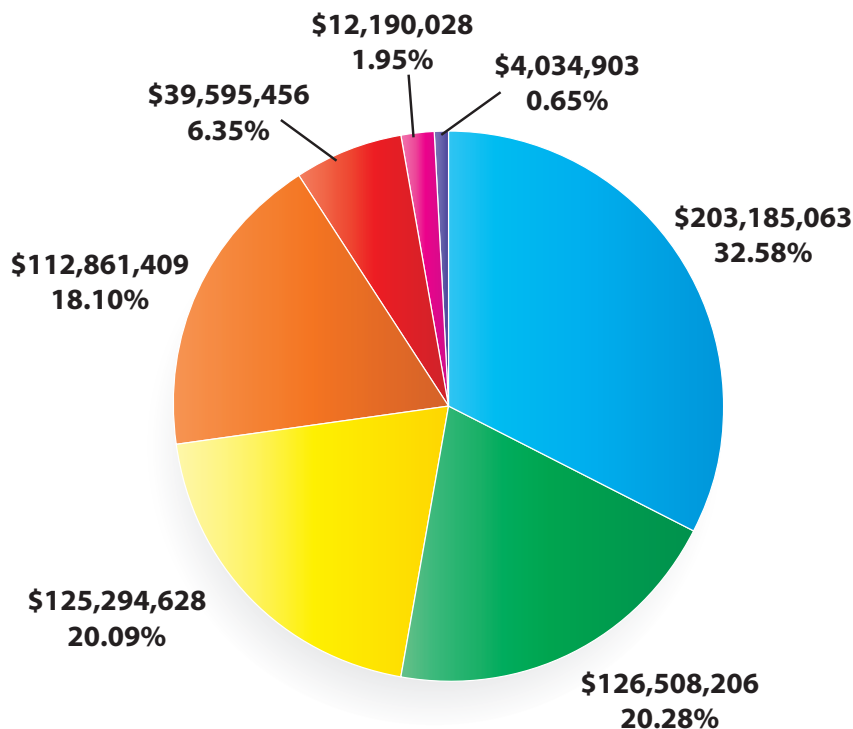
Where The Money Comes From

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



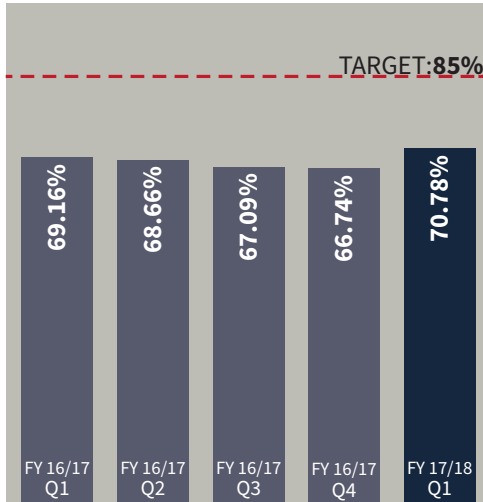
Where The Money Goes

- Department of Transportation
- DHSMV Agency Funding
- Department of Education
- General Revenue Funded Programs
- Other
- Specialty Plate Organizations
- Motor Fuel Use Tax

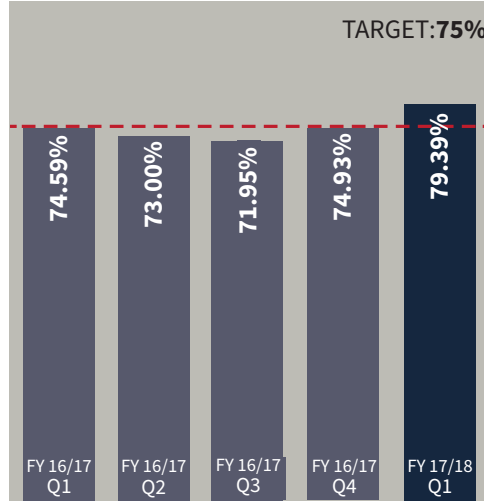


Performance Measures and Standards

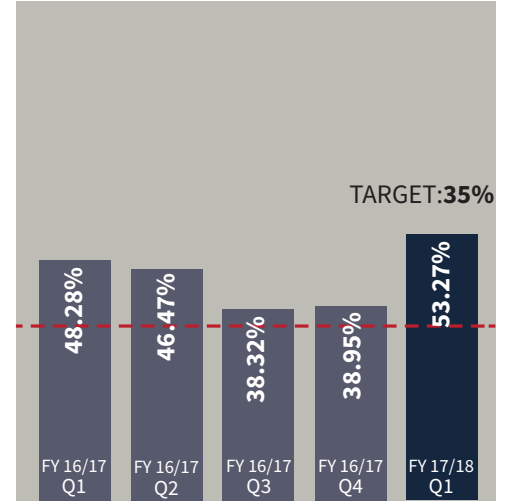
Percentage of FHP calls for service responded to within 30 minutes or less



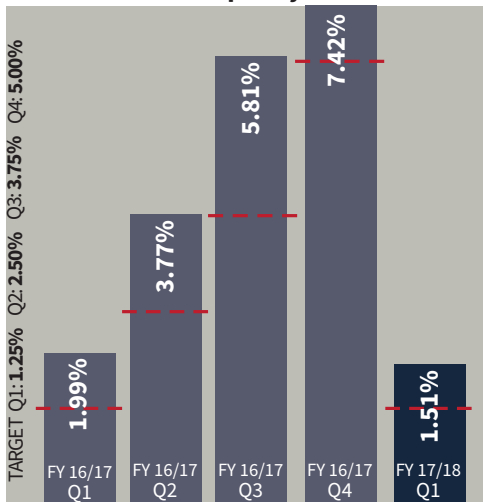
FHP percentage of time spent on active patrol or crash investigation



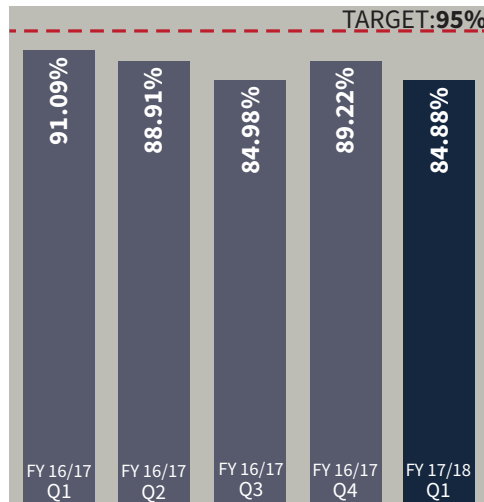
Percentage of Level III Inspections on Commercial Motor Vehicles



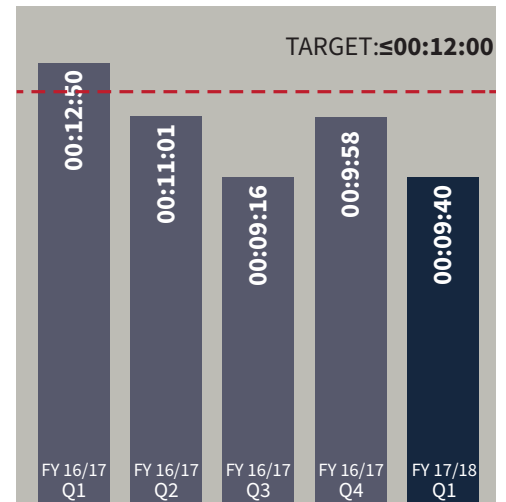
Percentage of targeted transactions reviewed for quality assurance



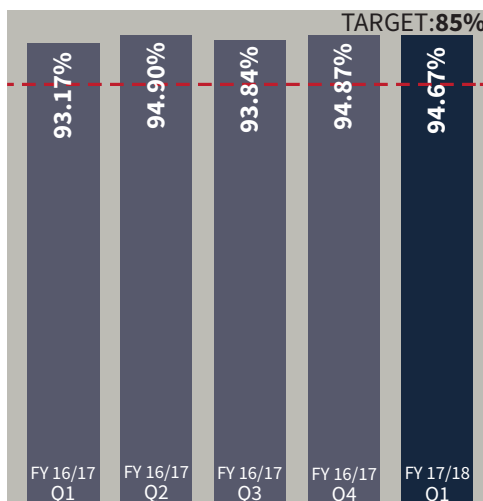
Percentage of Motorist Services Offices with a wait time of less than 30 minutes



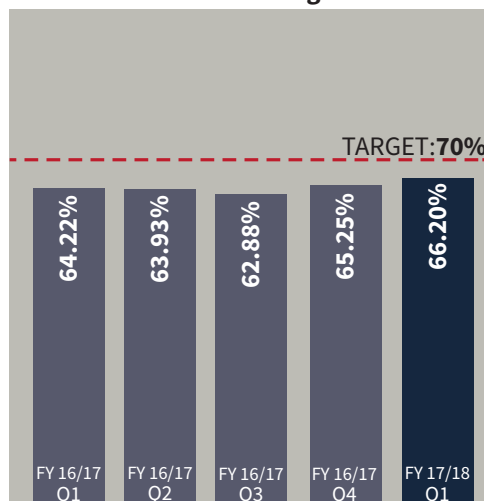
Motorist Services Call Center wait times



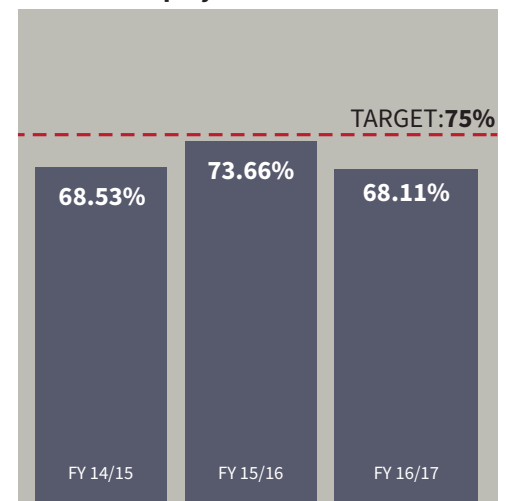
Motorist Services Customer Satisfaction



First time pass rate for Class E Driver License Knowledge Test



Employee Satisfaction



Purchases Made

Purchases Made In Excess Of \$100,000

July 2017 through September 2017

Vendor	Commodity or Service	Procurement Method	Contract Term	Fiscal Year 2016/17 Estimated Expenditures	Total Contract
Environmental Systems Research Institute, Inc.	Proprietary Software Licenses, Maintenance and Support (SmartMCT)	Single Source	One-time purchase	\$450,000	\$450,000
Canopy Software, Inc.	Proprietary Software Licenses, Maintenance and Support (Expert)	Single Source	3-years (no renewal option)	\$100,000	\$300,000
Blueprint Software Systems	Proprietary Software Licenses, Maintenance and Support (Blueprint)	Single Source	3-years (no renewal option)	\$161,772	\$215,696
DataWorks Plus, LLC	Proprietary Software Licenses, Maintenance and Support (Rapid ID)	Single Source	1-year (no renewal option)	\$258,542	\$258,542

Rule 15-1.012, F.A.C.



Hurricane Irma DHSMV Response

A Safer Florida

September 2017
Addendum A

Introduction

Hurricane Irma was a powerful and catastrophic storm; the strongest observed in the Atlantic since Hurricane Wilma in 2005. It was also the most intense hurricane to strike the United States since Katrina in 2005 and the first major hurricane to make landfall in Florida since Wilma.

On September 4, 2017, Governor Scott declared a state of emergency for all 67 counties in Florida. Officials advised residents to stock their hurricane kits and monitor local news for evacuation orders. Governor Scott suspended tolls on all toll roads in Florida starting at 5:00 p.m. on September 5. Mandatory evacuations for the Florida Keys followed the next day. All state offices, including K-12 schools and colleges were closed September 8-11 to allow all Floridians to prepare for Hurricane Irma. The Florida Department of Highway Safety and Motor Vehicles (DHSMV) was prepared.



On September 7, 2017, the entire Florida Highway Patrol (FHP), approximately 1,700 Troopers, started 12-hour shifts, with the primary mission to assist emergency preparedness and response. FHP conducted more than 150 emergency missions, including escorts for numerous fuel trucks, the Department of Corrections, the Department of Juvenile Justice, the National Guard, hospital patients in Broward County, and a Department of Health disaster response communications trailer. Additionally, FHP coordinated multiple requests from local Sheriff's Offices for assistance with evacuation efforts as needs stretched beyond their resources. Furthermore, 10 FHP Troops across the state activated a 33-person Quick Reaction Force (QRF) team for a total of 330 troopers readily available for response where needed. Additionally, the Division of Motorist Services had its Florida Licensing on Wheels (FLOW) mobiles on standby to deploy to impacted areas as needed.

I am extremely proud of DHSMV's response to those we serve and the work captured within this report.



Terry L. Rhodes, DHSMV Executive Director

**Hurricane Irma from space
on September 9, 2017,
covering the entire
state of Florida.**



Before Irma



On September 4, 2017, Governor Rick Scott declared a state of emergency for Florida. Mandatory and voluntary evacuations were issued in counties statewide. As Hurricane Irma approached, the Florida Department of Highway Safety and Motor Vehicles began assisting with the largest evacuation in the state's history.



Top: Trooper monitoring evacuations along US 1 northbound in the Florida Keys.

Bottom: (L) Troopers monitoring traffic along I-95 northbound; southbound traffic is scarce; (R) Trooper monitoring traffic along northbound US 1 in Key Largo.

FHP Troopers evaluated road conditions, cleared crashes, assisted disabled motorists and escorted evacuees across the state.



Jimmy Patronis @JimmyPatronis · Sep 8

No possession is worth your life - evacuate to safety now! Hope for the best but Floridians must be prepared for the worst! #HurricaneIrma

The Associated Press @AP

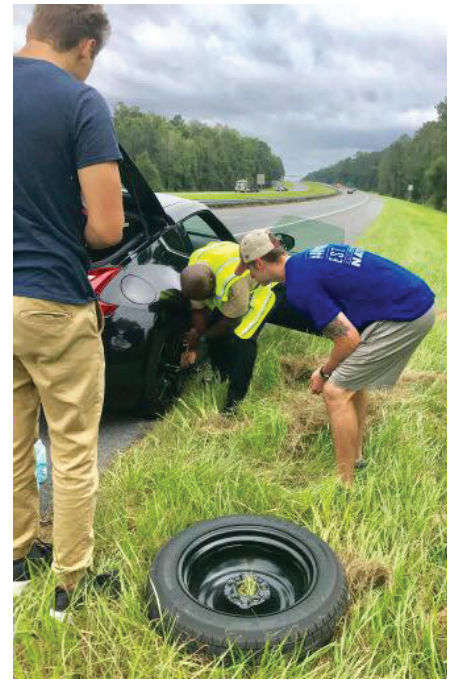
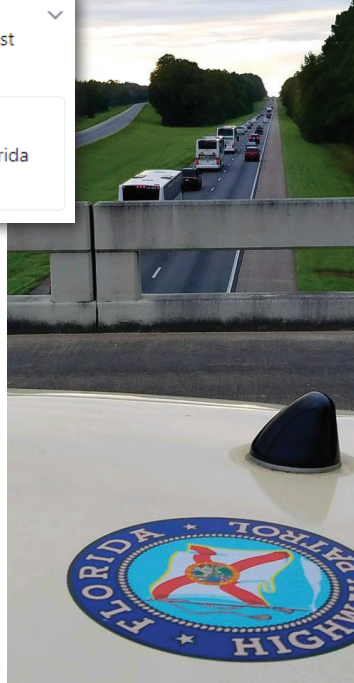
BREAKING: Officials: 5.6 million people have been asked to evacuate Florida ahead of Hurricane Irma.



Heather Finney @heather_finney · Sep 8

Replying to @FLHSMV @WPLGLocal10 and 6 others

This has been awesome and has helped greatly!!!



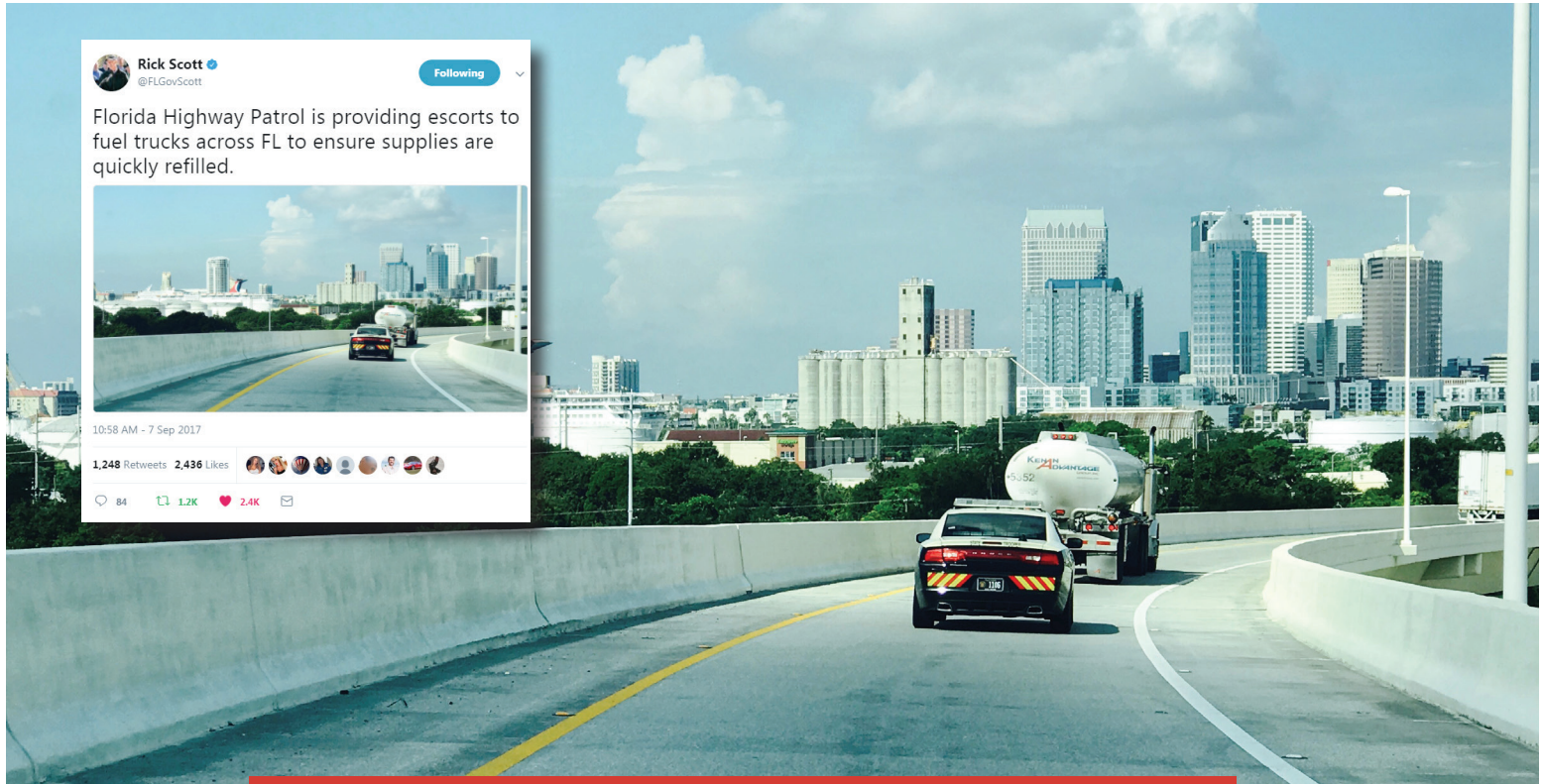
Adam Putnam ✓

@adamputnam

Following

I've suspended reqs for the intrastate movement of animals so Floridians can quickly & safely prepare for Hurr. Irma

Top: (L) Emergency shoulder use on I-75 during evacuations; (C) Trooper monitoring traffic in Holmes County on I-75; (R) Trooper assisting a disabled motorist as storm approaches. Bottom: (L) Troopers escorting Department of Corrections evacuations; (R) Trooper monitoring evacuation traffic from the air along I-75.



FHP Troopers conducted more than 150 missions, escorting critical fuel and supplies to areas throughout Florida for evacuees and those preparing for Hurricane Irma.



 **FHPJacksonville**
@FhpJacksonville

Following

FHP Troopers continuously escorting fuel trucks to central Florida from Camp Blanding during Hurricane Irma.





In real time, DHSMV responded to changing customer needs, guiding evacuees to necessary supplies to keep them safe.



Fuel tips for evacuees:

- ✓ Download the GasBuddy app to locate fuel stations with available gas near you.
- ✓ Fill up the tank BEFORE you leave.
- ✓ Anticipate TRAFFIC. Allow more time than normal to reach your destination.
- ✓ Once you reach a quarter tank full, start looking for gas stations near you to fill up.
- ✓ If you run out of gas or become stranded on the road, call *FHP (*347) for assistance.



Fla. AG Pam Bondi
@AGPamBondi
Those under evacuation orders LEAVE NOW. People buying supplies to brace for #Irma report price gouging to my office myfloridalegal.com/Contact.nsf/Pr...

The Attorney General's Price Gouging Hotline is Activated

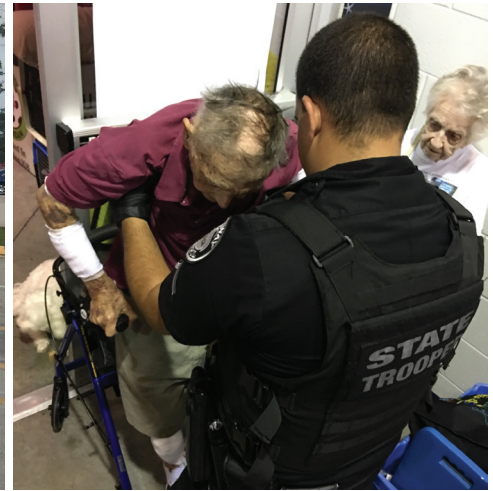
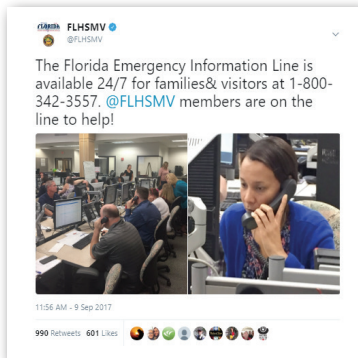
(866) 9-NO-SCAM

Top: Troopers helping direct and keep traffic flowing at the Turnpike Plazas during the evacuations. Bottom: (L) Trooper assists disabled motorists during the evacuation; (R) Troopers filling sandbags for their communities.

As Floridians poured into shelters and evacuated their homes in counties across the state, DHSMV members were helping hands in a time of need. FHP Troopers escorted residents from their vehicles, provided traffic control, checked evacuees into shelters and offered support for those temporarily displaced.



Even with state offices closed, DHSMV Motorist Services call centers and field support lines were open for customers.



Photos: Troopers assisting at shelters across the state.

DHSMV not only prepared residents and roads in advance of the storm, but prepared internally to make sure critical customer services received as little impact as possible from Hurricane Irma.

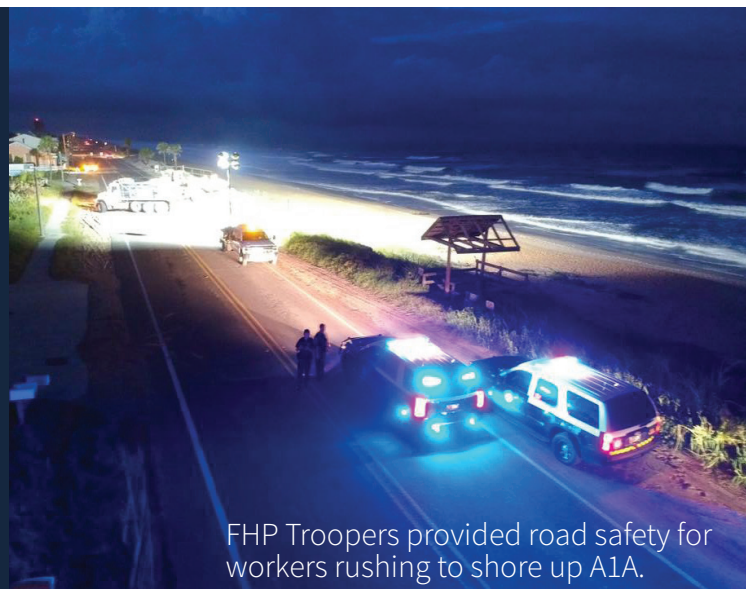
The Division of Administrative Services prepared in advance by inspecting maintenance vehicles, disaster trailers and security vehicles to ensure they were road worthy, and proactively transferred the customer call center and DHSMV headquarters EOC to generator power to ensure both areas were up and running in the event of a loss of power.

The Information Systems Administration worked proactively with partners statewide to ensure that communications plans were set up in advance of the storm. Technical advisories were issued to address those who may be impacted and provided direction to all statewide driver license and motor vehicle offices on how to prepare for the storm's impact.

The department's Continuity of Operation Plan (COOP) was reviewed in advance to determine essential staff needed before, during and after the storm. DHSMV Immediate Response Information System (IRIS) communicated office closures to members statewide, and was used after the storm to ensure the safety of all members.

Starting September 8, Information Systems Administration and FHP proactively forwarded voice services from storm-impacted regional communication centers to those without operational issues, making sure, if internet connectivity was lost, regional communications centers could still take calls.

Hurricane Irma made landfall in Florida as a Category 4 hurricane on September 10, 2017, at 9:10 a.m.



FHP Troopers provided road safety for workers rushing to shore up A1A.

During Irma



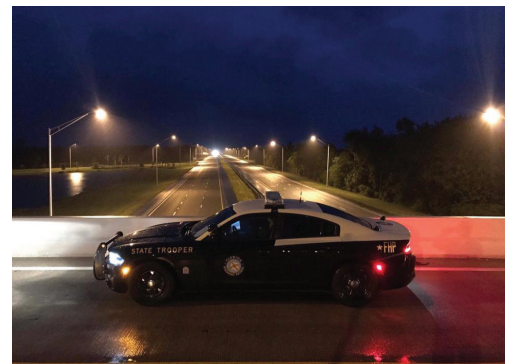
Rick Scott @FLGovScott

Following

The entire Florida Highway Patrol, approximately 1,700 troopers, is on 12-hour shifts, with the primary mission to assist emergency response

8:45 PM - 11 Sep 2017

As Hurricane Irma hit Florida, FHP Troopers left the shelter and safety of their homes and families to protect the state and provide emergency response.



Top: (L) A Trooper hugs his sons as he leaves for his shift; (R) Troopers say a prayer before their 12-hour shift.
Bottom: Troopers ensure roadway safety in south Florida.

EMERGENCY COMMAND CENTER NAPLES



DHSMV members served at emergency operations centers (EOC) across the state, ready to answer and respond to calls for service.



BROWARD EOC



EMERGENCY INFORMATION LINE



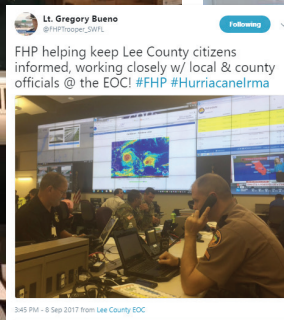
GULF EOC

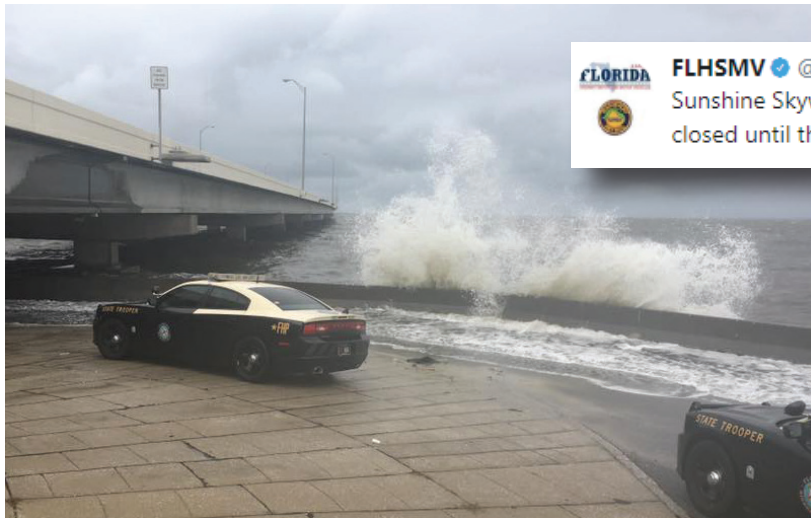


TALLAHASSEE EOC



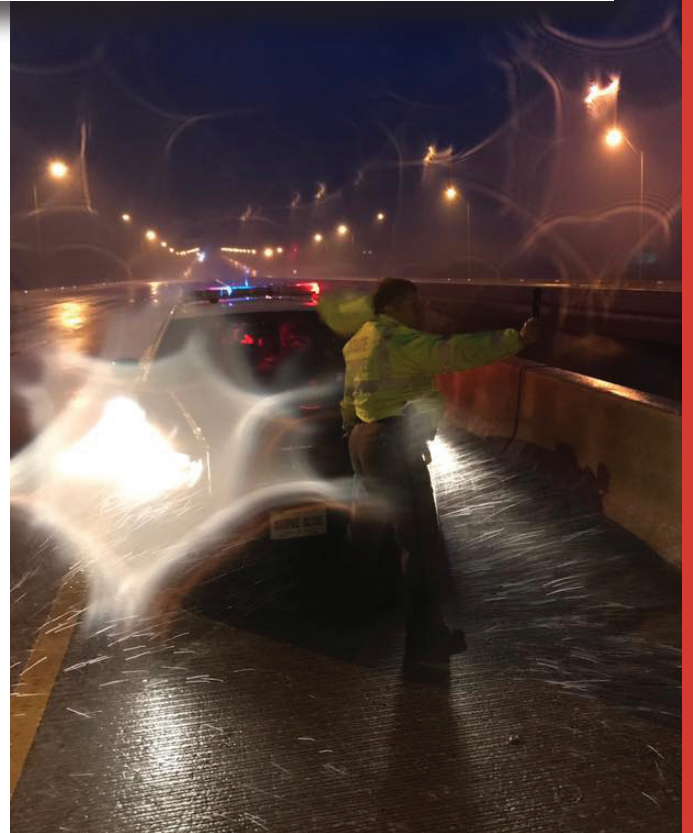
TAMPA EOC





FLHSMV @FLHSMV · Sep 9

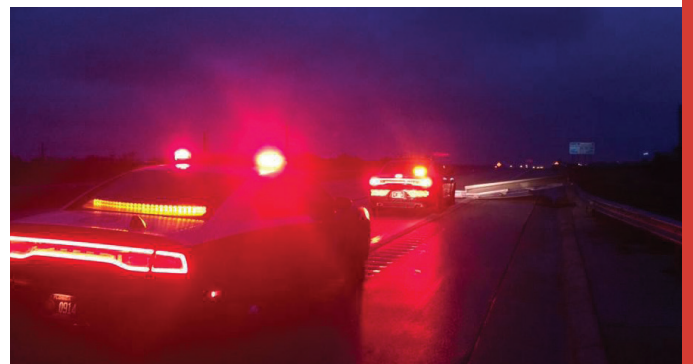
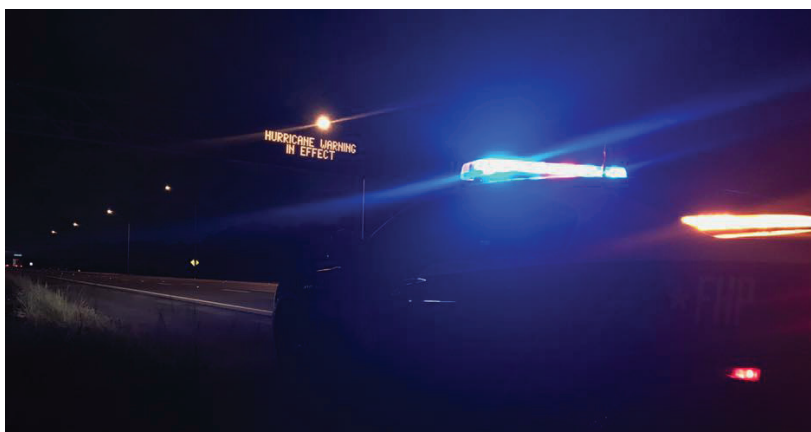
Sunshine Skyway Bridge is now CLOSED. We anticipate bridge will remain closed until the storm passes & is deemed safe. @SteveG717 #fhp #irma



OUT IN THE STORM



Clockwise from Top Left: Water breaches a wall in Hillsborough County; Troopers check the windspeed at the Sunshine Skyway Bridge; Troopers remove debris from the roadway in Polk County; Trooper monitoring the road in Palm Beach County; FHP monitoring roadways in Troop C; Troopers moving a downed light pole in Troop C.



Hurricane Irma left no DHSMV member untouched, both personally and professionally.

Clock wise from Top Left: Fallen I-95 sign in Broward County; Trooper on abandoned I-95 in Broward County; Trooper working a checkpoint in Miami, making sure only emergency personnel and lineman are granted access; FHP Troopers monitor a shelter in Lee County; FHP arriving for shift duty in Hernando County during the storm.

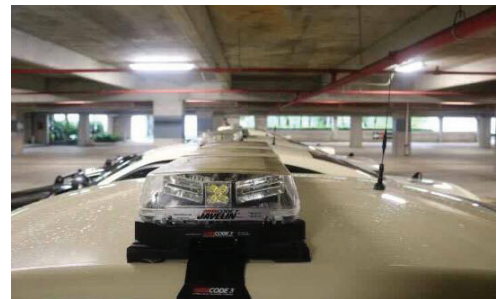


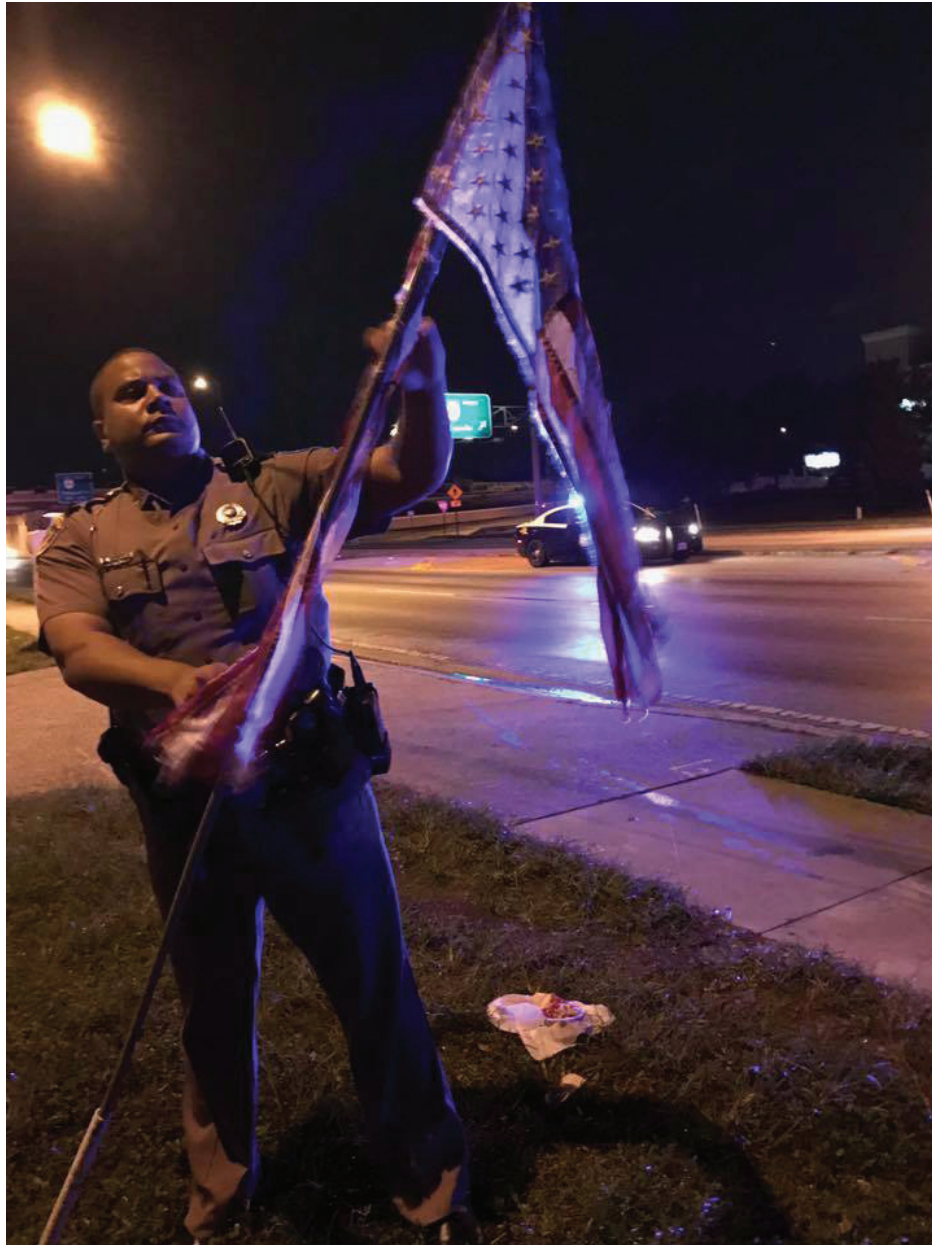


Photos: Law enforcement seeks shelter at gas stations, under overpasses and inside parking garages across the state as the storm goes by.



For their safety, once hurricane winds were sustained over 45 miles per hour, FHP Troopers were directed off the road to seek shelter.





As the storm passed, an FHP Trooper and U.S. Army Veteran recovered an American flag. Once recovered, the Trooper made sure it was respectfully and properly folded.

After Irma



Hurricane Irma left behind impassable roads and devastating conditions across the state.

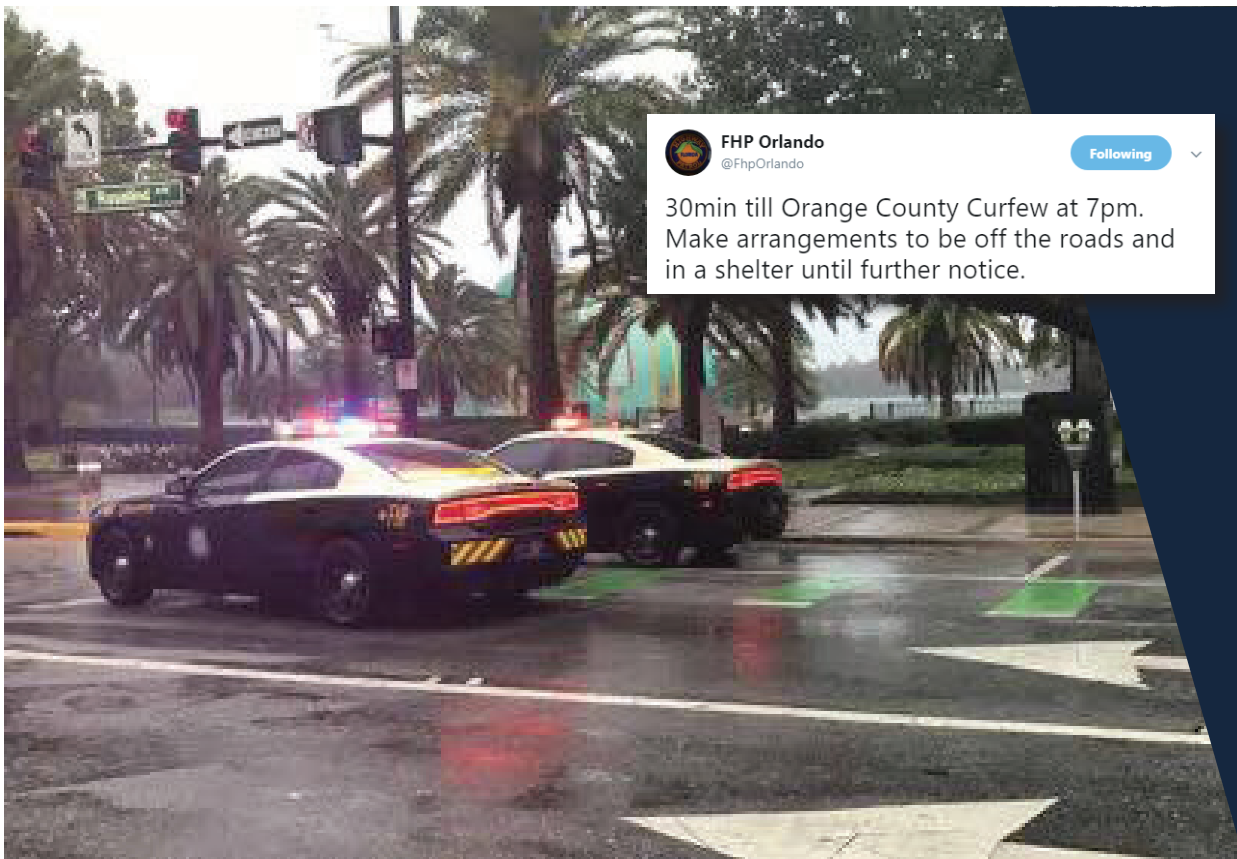
DHSMV was prepared to respond.



FHP Quick Reaction Force (QRF) teams were deployed in heavily impacted counties to assist local emergency management and first responders.



Top: (L) Troopers respond with National Guard in Monroe County; (R) FHP QRF team deploys in Okaloosa County. Bottom: FHP Troopers in Orange County help enforce mandatory curfews.





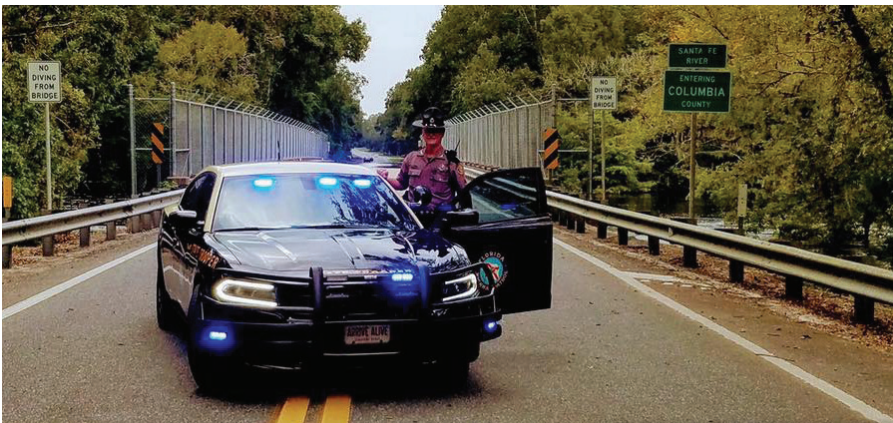
In addition to fuel escorts, FHP escorted utility trucks across the state to help restore power.

DHSMV members also assessed damage to service centers to quickly reopen for customers.

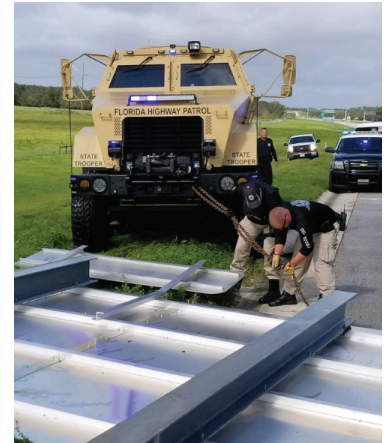


Top: FHP escorts recovery vehicles in Monroe County.
Bottom: FHP pictured with linemen deployed from Michigan to assist with hurricane recovery efforts in Lee County.





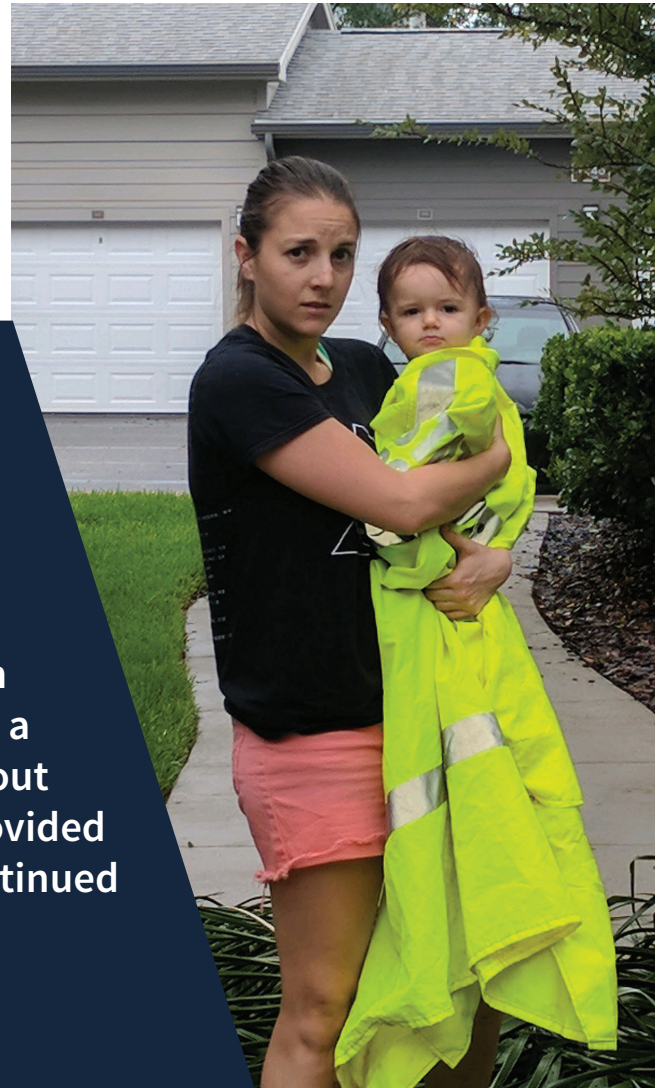
Top: FHP closes road in Alachua County.
Middle: FHP trooper monitors flooded bridge in Columbia County. Bottom: (R) FHP troopers lift road sign in Polk County; (L) Flooded road in Orange County.



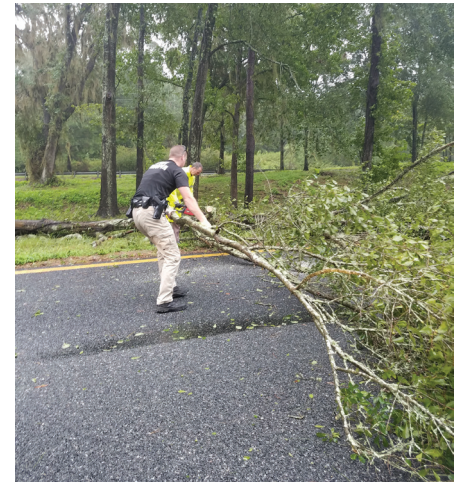
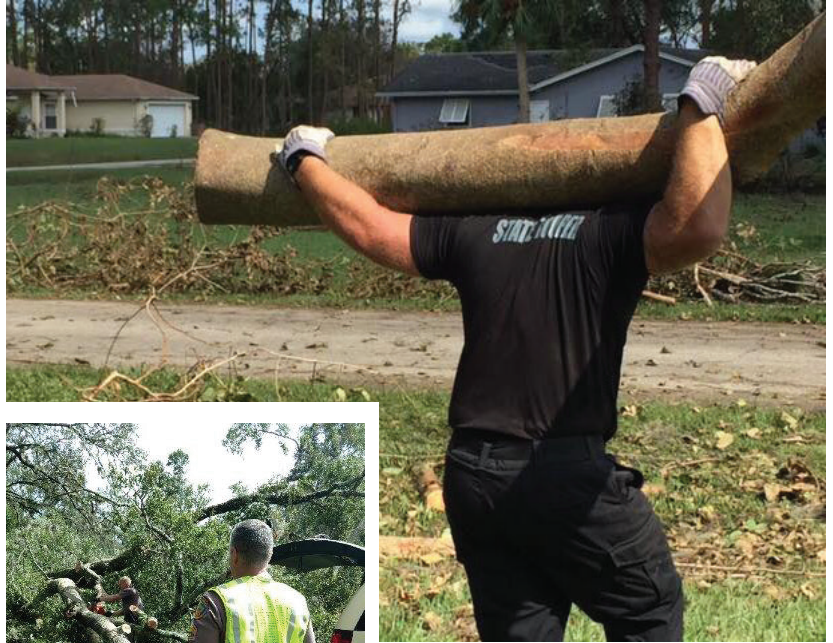
Many roads after the storm were flooded or impassable. FHP worked alongside local and state partners to close roads, update travel information for motorists coming back home and clear debris or other obstructions from the roadway.



Early morning, September 11, FHP troopers checked a Tampa apartment complex for survivors who were blocked by numerous downed trees. After sawing through several trees to reach the complex, troopers searched several apartments which had broken glass and doors ajar. They found a mother and her child in her apartment without power, cold, wet and shivering. Troopers provided the family food, water and rain gear and continued with rescue efforts.



FHP Troopers, equipped with chainsaws, worked tirelessly to free homes and roads from fallen trees.



Photos: Troopers clearing debris in Troops B, C, F and H.

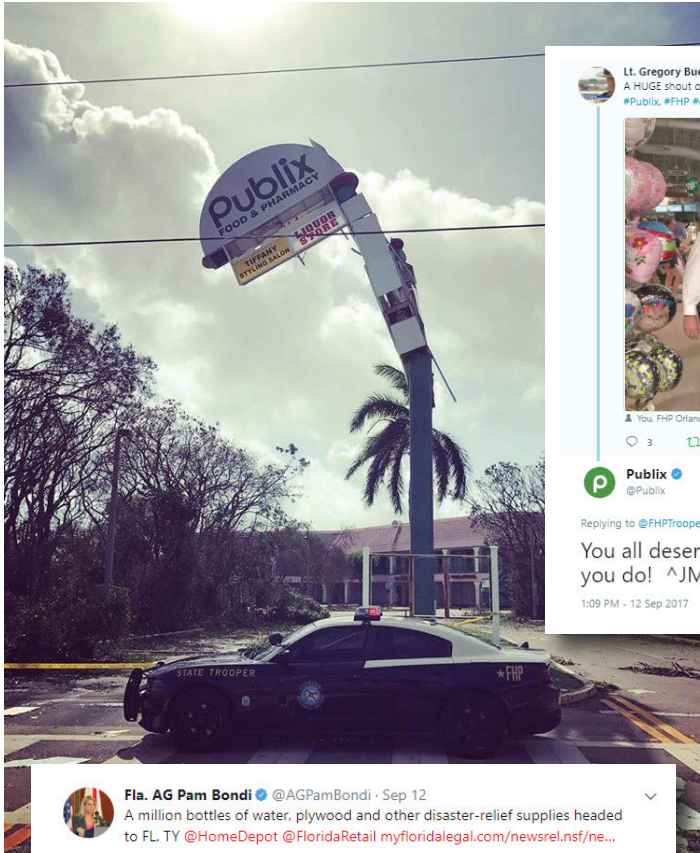




Florida Licensing on Wheels (FLOW) issued more than 2,100 credentials and registrations for customers in Lee, Collier and Monroe counties.



FHP Troopers joined the effort to help deliver much-needed rescue and recovery supplies across Florida.



Photos: FHP works in coordination with retailers to help escort, deliver and distribute necessary supplies.

“We cannot thank you enough for the job you do. We love and appreciate you for all you do to keep us safe. We pray God blesses you and keeps constant watch over you so that you can return safely each day to your families. You are appreciated! Never doubt that!”
- A thankful customer



Rick Scott
@FLGovScott

Following

FHP is providing traffic escorts to resources in route to the Keys, such as fuel tankers, food and water deliveries.

6:12 PM · 15 Sep 2017

78 Retweets 218 Likes

3 78 218





*Thank you to all
three of you!!*



Rick Scott @FLGovScott · 1d

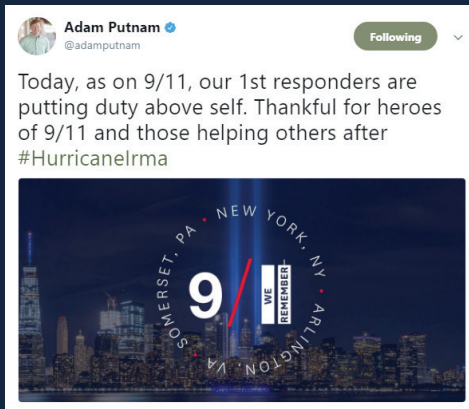
Thank you to every first responder working to keep Floridians safe. With @MarcoIslandPD now to tour local impacts.



14 123 359

Top: A thankful citizen leaves a note for FHP Troopers working shifts after Irma.
Right: FHP helps to deliver critical blood supplies with OneBlood in Bay County.







“Sometimes we don’t realize how much the small gestures of kindness impact those we deal with on a daily basis. I can’t say enough how proud I am to be a Trooper and to work with such a professional group of men and women.”

– Colonel Gene S. Spaulding

LEADERS IN SERVICE • AGENTS OF PROGRESS • CHAMPIONS FOR SAFETY

