Florida Department of Highway Safety and Motor Vehicles

Tax Collector Driver License Transition Manual

To Provide Tax Collectors with Driver License Services Information

Motorist Services Support
April 2010

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Tax Collector/Driver License Transition Manual

Purpose
Over the past 14 years, Tax Collectors throughout the state have been assuming driver license work. This is an effort that has been extremely beneficial to the citizens of Florida as it provides a "one stop shop" for both driver license and motor vehicle transactions. The Department of Highway Safety and Motor Vehicles looks forward to expanding this partnership with Tax Collectors by transitioning Florida driver license services statewide over the next three to five years. Section 322.135, Florida Statutes, authorizes the Department of Highway Safety and Motor Vehicles (Department) to appoint Tax Collectors (Collectors) to serve as driver licensing agents. The administration of driver licenses includes responsibilities detailed in Florida Statutes as well as DHSMV driver license policy and procedures.

Contact
In an effort to streamline communication with the Department, a Tax Collector Advocate, Deb Roby, has been appointed to assist Tax Collectors. Deb is available to help coordinate and facilitate the transition for each Collector as well as assist Collectors after they are servicing driver license customers. Various Divisions within the Department are involved with driver license transitions, for example, Human Resources for member placement, facilities if we are closing a state office, etc. Deb's role is to be the point of intake, to coordinate within the Department and to provide answers / solutions for the Collectors. For information regarding driver license services please contact Deb Roby, Motorist Services Advocate, at (813) 361-7747 or via email at DeborahRoby@flhsmv.gov.

Transition Plan
The Department will work individually with each Tax Collector to prepare an implementation plan that will ensure seamless service transition. Each Tax Collector has unique needs and constituents; therefore a customized implementation plan is prepared for each new office opening. A kickoff meeting between the Tax Collector and the Tax Collector Advocate is the first step in the process to discuss licensing services, issuance figures, equipment costs and revenue generation. The Department and the Tax Collector will work together to provide the following information:

1. **The Department will provide the Tax Collector with the following member information:**
   - **a.** Salary -- current employee salary history
   - **b.** Length of service
   - **c.** Current benefits
   - **d.** Leave balances
   - **e.** Performance appraisals

2. **Contract:**
   A blank copy of the contract between the Department and the Tax Collector will be provided.

3. **Statistics and Annual Revenue Projections:**
   Transaction information and estimated revenue from driver license transactions will be provided.

4. **State Facility Information and Operational Cost**

5. **Leases:**
   Evaluate terms of the leases
   State and county guidelines will apply

6. Driver License Equipment Cost, Footprint and Ordering Information

7. Contact Information

8. Discuss Services to be Offered

The Tax Collector will provide the following information to the Department:

a. Copy of benefit package for the county
b. County organizational structure and position descriptions
c. County career ladder
d. Coordinate date of termination and date of new employment to ensure no lapse in benefits coverage

State Examiner Notification

It is very important that Department members hear about a potential transition from Department representatives instead of by word of mouth. Shortly after learning that a Collector is interested in offering driver license services, a meeting will be scheduled for the Director of the Division of Driver Licenses or designated representative to meet with the affected Department personnel and make them aware of the available options. If the Tax Collector is interested in hiring state personnel, a meeting between the Tax Collector and those employees is scheduled through the Tax Collector Advocate. These two meetings are often coordinated on the same day. The Department will notify the affected employee(s) as soon as possible after the Tax Collector makes hiring decisions.

Site Survey, Physical Security Survey and Driver License Equipment

A site survey, including a needs assessment, is scheduled to determine the amount and placement of equipment, space requirements and cabling, electrical or remodeling needs. The Department will contact the Tax Collector management and technology personnel to schedule a date and time for the site survey and the security survey to be conducted. To comply with the federal Real ID Act, a Physical Security Analysis of all driver license issuance facilities is required. The purpose of the security analysis is to identify gaps in security and make the necessary corrections.

After completion of the site survey, a list of recommended equipment is provided to the Tax Collector based on the needs assessment and the office layout. An office Information and Installation Checklist will be completed. A list of equipment, along with equipment images is included as **Exhibit "A"** for your information. Fees for equipment are based on the supplier's current equipment pricing. In some cases, when a state office is closed and services are assumed by the Tax Collector in that area, the Department may negotiate the transfer of state office equipment to the Tax Collector.

After completion of the security survey, the results will be reviewed with the Tax Collector and a plan to resolve any deficiencies will be discussed.

Contract

A contract is prepared and executed between the Tax Collector and the Department. The contract outlines the responsibilities of the Department and the Tax Collector as well as training requirements, cost, payment and remittance process, adherence to policies and procedures, and adherence to operation requirements. Other items covered in the contract are record keeping requirements, termination of the agreement and safeguards to prevent misuse of information. A copy of the contract is included on page 8 - 13.

Equipment Payment, Ordering and Install Schedule

Payment for driver license issuance equipment is to be submitted in the form of a check made payable to DHSMV. The payment is submitted with the signed contract. Once the contract is signed and payment is received, the equipment will be ordered and the install scheduled. Delivery time for the equipment is usually eight to ten weeks. Scheduling the installation is a joint effort between the Department and the Tax Collector, working toward a convenient time for both and ensuring appropriate staff members are available and present. Many installations are completed over a weekend to minimize downtime and to work out any issues that may arise before opening on Monday morning. A list of equipment, along with equipment images and dimensions, is included in Exhibit "A" for your information.

Background Check and FDLIS Password

To comply with the federal Real ID Act, members are required to undergo a fingerprint based background check. A Background Check form is to be completed and submitted, in conjunction with a FDLIS Authorization Request form. These are submitted for each member who will be accessing, issuing or directing the issuance of a driver license and the fee is $43.25 per person. By completing a FDLIS Authorization Form, your member will be given a secure FDLIS login. FDLIS logins will not be given until the member passes the fingerprint based background check. Therefore, we recommend completing the background check and fingerprinting process as soon as possible. In most cases, previous Department personnel who become Tax Collector employees have already complied with the Fingerprint Based Background Check, and will not need to go through the process again. Please contact Motorist Services Support, Business Integrity unit at (850) 617-2904 or via email at MSSG@flhsmv.gov to verify the fingerprint information. In these instances, they will only need to complete a FDLIS Authorization Request form. A Tax Collector Employee Fingerprinting Process Memo has been provided for your information in Exhibit "C". In some instances, background checks required by Tax Collector agencies may satisfy Real ID Act requirements. If you have any questions regarding the Background Checks and the finger print process, please contact the Motorist Services Support, Business Integrity unit, at (850) 617-2904 or via email at MSSG@flhsmv.gov.

Training

The Department's Learning and Development Office (LDO) is responsible for coordinating training for Tax Collector personnel. A member of the LDO will contact the designated Tax Collector representative to develop a training plan for driver licenses services once an install date is scheduled. The Tax Collector and the Department prepare a training schedule to ensure their employees obtain the required classroom and hands-on issuance training as well as training on the Inventory Management System. The training schedule is based upon the type of services being provided by the Tax Collector office. A Tax Collector Transaction Fee Chart is provided on page 6. The Department strongly encourages that everyone receive hands-on training in a driver license issuance office prior to the opening of a new office.

Installation

Most installs take place on a weekend, beginning on Friday afternoon, although we work with the needs of each individual Tax Collector. The install is followed by equipment testing and brief onsite, hands-on training, usually lasting about four hours, which should be attended by the office management staff as well as the front-line staff members.

OASIS

During the initial meeting, we will discuss the DHSMV Online Appointment Service and Information System (OASIS), which is an Internet based application that gives customers the ability to schedule driver license appointments on-line. Appointments can be made for a Tax Collector office that provides driver license services or a State driver license office. If you are interested in offering driver license appointment services using the OASIS system we will work with you to set up your appointment system and provide training.

ADLTS

The Automated Driver License Testing System (ADLTS) is the system that delivers both verbal and written Operator and Commercial Driver License (CDL) tests and records the test results. This system will be discussed at the initial meeting along with equipment requirements and acquisition costs as well as the training required to operate the system.

Contact Information

Motorist Services Support
Deborah Roby
Tax Collector Advocate
DeborahRoby@flhsmv.gov
(813) 361-7747

Elaina Ortolivo
Government Operations Consultant II
ElainaOrtolivo@flhsmv.gov
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Hector Quinones
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(904) 477-3862

Business Integrity Unit
MSSG@flhsmv.gov
(850) 617-2904

Training
Wendy Metro
Training Manager
WendyMetro@flhsmv.gov
(850) 218-4434

Division of Driver Licenses
Sandra Lambert
Division Director
SandraLambert@flhsmv.gov
(850) 617-2600

Mike McCaskill
Deputy Director
MikeMcCaskill@flhsmv.gov
(850) 617-2688

Program Systems Group
Robbie Phillips
Highway Safety Planner II
RobertPhillips@flhsmv.gov
(850) 617-2647

Physical Security Analysis
Charles F. Campbell
Senior Highway Safety Specialist
CharlesCampbell@flhsmv.gov
(850) 617-2691

Tax Collector Transaction Fees Chart

TRANSACTION	CONVENIENCE FEE
Child Support Reinstatement	$37.50
D-6 Reinstatement	$37.50
Fail to Pay Court Financial Obligation Reinstatement	$37.50
Driving Test	$6.25
Financial Responsibility	$6.25
Identification Card	$6.25
Knowledge Test	$6.25
New Resident/Original License	$6.25
Non U.S. Citizen	$6.25
Other Reinstatements	$6.25
Renewals	$6.25
Replacement License or ID	$6.25

Checklist of Driver Licenses Services

This page lists Driver Licenses services and brief description of individual services.
Indicate the services you will be offering in this location.

County Name:

Office Address:

Office ID Number:

Services	Put an X	Description of Services
Renewal		Renewal of existing Florida license
Original		Customers applying for a first time license, or Florida residents with expiration date over 1 year
CDL		Issuance of CDL licenses including all knowledge and endorsement testing
Driving Tests		On or Off street courses to evaluate skills and abilities of operating a vehicle
Non-U.S. Citizens		Customers required to present proof of U.S. legal presence
Hazmat		Fingerprinting/background check required prior to issuance of Hazmat endorsement (Fingerprint device required)
New Resident		New Florida residents arriving from out of State
Financial Responsibility/PIP		Cancellation of Personal Injury Protection and Property Damage Liability (PIP/PDL) Coverage (7 cases)
Financial Responsibility		Financial Responsibility (Cases 1,2,3,4,5,6,8,9,)
Replacement		Replacing an existing Florida License or ID Card
Learner's License Knowledge Testing		Testing in ADLTS or oral examinations
Learners/Operators Third Party Testing		Testing administered by Third Party Testers
ID Cards		Non-driver's form of Identification
D-6 Clearances		Proof that satisfaction of court requirements have been met
All Reinstatements		Clearance of any suspension, revocation cancellation or disqualifications

AGREEMENT

FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
and a
FLORIDA TAX COLLECTOR LICENSING AGENT

THIS AGREEMENT IS MADE EFFECTIVE BY AND BETWEEN THE

FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES,
DIVISION OF DRIVER LICENSES (hereinafter the Department)

AND THE
(hereinafter the Tax Collector)

LOCATED AT:
(hereinafter known as office XXX)

This agreement authorizes the named tax collector to administer Driver License tests and issue Florida Driver Licenses and Identification Cards on behalf of the Department.

WHEREAS, the Tax Collector has a need for a L1 Digital Imaging System with Alantek Card printer for the issuance of driver licenses and identification cards, and

WHEREAS, the Department of Highway Safety and Motor Vehicles "Department" and L1 Imaging System are under agreement for the Department to lease equipment for the purpose of issuing driver licenses and identification cards throughout the State of Florida, and

NOW THEREFORE, the Department and the Tax Collector, in consideration of the duties and responsibilities set forth herein, mutually agree as follows:

1. The Department hereby authorizes the Tax Collector to be a licensing agent (s. 322.135, Florida Statutes) to administer driver license examinations and issue Florida driver licenses and identifications cards pursuant to Chapter 322, Florida Statutes, and perform related services as specified in the State Licensing Agent Application hereby incorporated by reference. Implementation date will be set as mutually agreed upon by the Department and the Tax Collector following the remittance referenced in paragraph 26.

2. The Department will hereby administer and enforce the provisions of this agreement and the licensing agent program as authorized by section 322.135, Florida Statutes.

3. The Tax Collector shall bear all costs associated with providing driver license services, as specified in section 322.135, Florida Statutes, except those identified in this agreement.

4. The Tax Collector will accept delivery of L1 Digital Imaging System with Alantek Card printer to be used for purposes allowed under this Agreement.

5. Title and ownership of the L1 Digital Imaging System delivered under this Agreement will remain with L1. The Department will be responsible, pursuant to separate contract with its service and maintenance vendor, during the term of this Agreement

for payment to said vendor for all costs of maintenance and for costs of software required for the L1 Digital Imaging System, subject only to the exception of use for additional functions as set forth in this paragraph and the misuse provisions of paragraph 16.

6. The Department will hereby supply computer programming software to operate in conjunction with computer equipment in a computer configuration for use by the Tax Collector in performing the duties as licensing agent for the department referred to as the Florida Driver License Information System (FDLIS). Title and ownership of each unit of equipment and any and all replacements, substitutions and repairs thereto constituting the computer configuration shall be in with L1. The equipment shall remain tangible personal property of L1 and shall not become real property. The Tax Collector will not offer or permit any lien or encumbrance of any kind against the configuration. The Department will hereby supply all L1 Digital Imaging System sensitive materials as identified in DDL Policy #009, hereby incorporated by reference.

7. The computer configuration acquired by the Tax Collector will be used for operating the Florida Driver License Information System (FDLIS); provided however, that additional functions voluntarily placed on the system by the Tax Collector will be done at the expense of the Tax Collector with the requirement that such additional functions will not interfere with the Florida Driver License Information System and or the L1 Digital Imaging System that such additional functions first be approved in writing by the Department. The Department will be responsible, pursuant to separate contract with its service and maintenance vendor, during the term of this Agreement for payment to said vendor for all costs of maintenance and for costs of software required for said computer configuration, subject only to the exception of use for additional functions as set forth in this paragraph and the misuse provisions of paragraph 16.

8. Any software placed on the computer equipment titled and owned by the Tax Collector identified by this contract shall remain the property and responsibility of the Tax Collector. Service and maintenance of this software is the sole responsibility of the Tax Collector.

9. Each piece of equipment constituting the computer configuration and the L1 Digital Imaging System shall be kept at secure locations designated by the Tax Collector or specified on the signature and attestation page attached to this Agreement and shall not be removed without the Tax Collector providing prior written notice to and approval of the Department. The Tax Collector shall not use or deal with the computer configuration or L1 Digital Imaging System in a manner inconsistent with the terms of this Agreement, the policy of insurance provided by the Department or any applicable laws, codes, ordinances and regulations. The Tax Collector shall bear the costs of repair of any misuse, abuse, or extraordinary wear and tear on the computer configuration. Access to the equipment for purpose of repair or maintenance shall be provided for authorized repair personnel at any reasonable time.

10. The Tax Collector agrees to ensure that its examiners and managers attend all mandatory driver license training scheduled by the Department in order to meet the same qualifications, education and training standards as Department examiners and managers, to the extent necessary in providing all driver license services offered to be consistent with state and federal laws.

11. The Tax Collector will adhere to such policies, procedures and operating instructions issued by the Department with regard to driver license file access and input.

12. The Tax Collector will adhere to such policies, procedures and operating instructions issued by the Department with regard to the providing driver license services, establishing driver eligibility, the issuance of Florida driver licenses and identification cards, and security of all sensitive driver license materials and equipment.

13. The Tax Collector shall keep a full and complete record of all materials, records and other properties received by him or her from the department and shall make prompt remittance of moneys collected as prescribed in section 116.01, Florida Statutes.

14. The Tax Collector may not issue or renew a driver's license if a person's driving ability is questionable. Such person must be referred to the department for examination or re-examination under section 322.221, Florida Statutes.

15. The Tax Collector shall use information obtained through FDLIS only in the exercise of his or her official duties. Provided, however, that the Tax Collector may provide on-line access to the Department's driver license data base pursuant to a separate written agreement between the Department and the Tax Collector.

16. The Tax Collector will apply safeguards to prevent misuse of information obtained from FDLIS files and will assume responsibility for the retention and security of record data obtained, in accordance with statutory requirements, including s. 320.05 Florida Statutes (1994 Supp., or as hereafter amended). Safeguards and security requirements shall be as approved or developed by the Department.

17. During normal operating hours the Department may inspect and audit Tax Collector records and operations created and required by the Agreement.

18. The parties recognize that continued funding of the computer configuration under this agreement by the Department is subject to funds being appropriated for such purpose by the Florida Legislature.

19. The Tax Collector agrees to comply with all laws, rules, and policies that prohibit issuance of a driver license or identification card which are in effect at the time of this agreement or become effective at a subsequent date. Such prohibitions include, but are not limited to, driving ability being questionable, driver license sanctions in effect, questionable identity, and not in compliance with application requirements.

20. This agreement may be amended by the Department upon prior written notice to the tax collector, in the event the use of the computer configuration is changed or modified pursuant to an amendment of the underlying lease, purchase or maintenance agreements affecting the configuration and which is properly undertaken by the Department and the equipment and service and maintenance vendors. Otherwise, any amendments to this Agreement shall be negotiated between the parties and consented to in writing by the parties. The Tax Collector recognizes, however, the need for uniformity in the terms of this Agreement between all Tax Collectors of the State and the Department and individual amendments that would destroy that uniformity will

not be entered into. Consent to minor individual changes will not be unreasonably withheld.

21. This Agreement shall remain in force so long as the equipment herein referred to remains in the possession and control of the Tax Collector and funding therefor is supplied by the Department. Provided however, the Department reserves the right to terminate this Agreement for cause or in the best interests of the State, the Tax Collector reserves the right to terminate this Agreement for cause or in the best interests of the Tax Collector and provided that this Agreement may be terminated by mutual agreement between the Department and the Tax Collector.

22. In the event the Department or the Tax Collector elects to terminate this Agreement for cause, the other party shall be provided with written notice of intent to terminate. Such notice shall be provided no less than 30 days prior to termination and shall include a point of entry for an administrative review, pursuant to Chapter 120, Florida Statutes, of the action to terminate. Provided however, if either party determines that it is in the best interests of the State or the Tax Collector, as the case may be, electronic support of the equipment herein referred to may be terminated by the Department without prior notice.

23. With the mutual agreement of both the Department and the Tax Collector, this Agreement may be terminated on an agreed date.

24. In the event of termination of this Agreement the Tax Collector shall be bound by the following requirements and conditions.

A. Surrender all equipment upon termination of this agreement.
B. Protect and safeguard the equipment until it is removed from the premises in which it is installed.
C. Provide reasonable access to the equipment herein referred to and otherwise facilitate its removal.

25. The Tax Collector will make a one time payment of **$ _____**for the lease of the following L1 Digital Imaging Systems equipment to the Department of Highway Safety and Motor Vehicles. Mail the check and the signed contract to Deborah Roby, 10137 East Adamo Drive, Suite 800A, Tampa, FL 33619-2656. Payment shall be remitted prior to receipt and installation at the above location.

Type of Equipment	Quantity of Leased Equipment	Item Lease Price	Total Lease Price
3100 Signature Pad w/Stylus and magnetic stripe reader		$851.33	
Camera System		$4,416.00	
Scanner		$601.00	
Word Processing Work Station		$2,536.45	
Work Station		$2,396.78	
Cashier Receipt Printer		$528.00	
L1 License		$4,200.00	
Card Printer		$10,080.00	
2D Bar code Reader		$684.00	
Switch		$1,844.00	
Palm Pilot		$1,445.00	
TOTALS			
The above listing identifies the lease price including maintenance for equipment, with lease price inclusive of the cost of meeting all service requirements of the Florida contract. Prices do not include technology refresh and installation rates. Any electrical work or network cabling will be the responsibility of the tax collector.			

26. After the installation, the Tax Collector will be billed for installation costs. Installation rates during normal working hours are currently $59.70 per hour. Installation rates for weekend installation are currently $85.46 per hour. Payment shall be remitted to the Department of Highway Safety and Motor Vehicles, 2900 Apalachee Parkway, Neil Kirkman Building, Room A420, Tallahassee, Florida 32399, Attn: Marilyn Crofts. Installation costs for any future office moves will be billed to the tax collector at the rate in effect at the time of the office move.

IN WITNESS WHEREOF, the Department and the Tax Collector have caused this Agreement to be executed in duplicate by their respective officials duly authorized to do so.

Dated at _____
City State

this _____ day of _____, 20 _____.

TAX COLLECTOR

_____ _____(SEAL)
Witness as to Tax Collector Signature

_____ _____
Witness as to Tax Collector Name

_____
Title

STATE OF FLORIDA, DEPARTMENT OF
HIGHWAY SAFETY AND MOTOR VEHICLES

_____ _____(SEAL)
Witness as to State Signature

_____ Kevin Bailey
Witness as to State Name

Chief of Purchasing and Contracts
Title

This agreement has been approved by General Counsel, Department of Highway Safety and Motor Vehicles as to form and legality, subject only to full and proper execution by the parties.

cc: Department of Revenue
Office of Budget Services, Rm 128
Carlton Building 32301-010

Exhibit A

State Supplied DL Equipment Information Sheet

This price list identifies the outright lease and maintenance prices for additional systems or components and consumable supplies inclusive of the cost of meeting all service requirements of the Florida contract. Prices do not include technology refresh and installation rates.

TYPE OF EQUIPMENT Notation	PRICE	CABLING DROPS
Word Processing Work Station Not needed if adding the Driver License application to an existing FRVIS workstation.	$2,536.45	Yes
Work Station Not needed if adding the Driver License application to an existing FRVIS workstation.	$2,396.78	Yes
***Signature Pad w/Stylus** One per workstation.	$851.33	Not Required
Camera System Minimum of one. Recommend one for every two or four workstations.	$4,416.00	Not Required
***Scanner** Minimum of one. Recommend one for every workstation.	$601.00	Not Required
Cashier Printer Minimum of one. One for each Card Printer.	$528.00	Yes
Server Not needed if adding the Driver License application to an existing server.	$11,498.65	Yes
L1 License One per site.	$4,200.00	N/A
Card Printer Minimum of one. Recommend two per site (larger sites/some layouts may require additional).	$10,080.00	Yes
2D Bar Code Reader (Optional) One per site.	$684.00	Not Required
Palm Pilot One per site.	$1,445.00	Not Required
Switch One per site, if needed. To be determined during site survey of location.	$1,844.00	N/A
ADLTS **(Automated Driver License Testing System)**	Order Off of HP Refresh Contract	Yes
Eye Machines (OPTECH 1000 DMV) **Stereo Optical, Inc**	$775.00 + $30.00 S & H	N/A
Fingerprint Scanner	$15,700 w/computer. (Assets shifted from State offices @ no charge)	Not Required

*May be purchased from another vendor. Refer to another tax collector.

SIGNATURE PAD

L 7” X W 9” X H 3”

SIGNATURE PAD REQUIRES 1 SERIAL PORT. USE 12V ADAPTER/1.5A

CAMERA UNIT

L 11” X W 12” X H 28.5”

CAMERA REQUIRES 2 USB PORTS. 120V/12.5A. BASE HAS 4 MOUNTING HOLES.

CAMERA BACKDROP

W 3' X H 5"

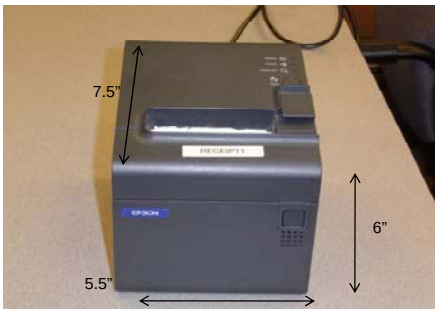
BACKDROP NEEDS TO BE 6 FEET FROM THE CAMERA LENS.
BACKDROP MAY ALSO BE HUNG FROM THE CEILING BY CHAINS

CANON FLATBED SCANNER

L 19" X W 10" X H 2.75"

SCANNER REQUIRES 1 USB PORT. USES 12V ADAPTER/1.5A.

RECEIPT PRINTER



L 7.5” X W 5.5” X H 6”

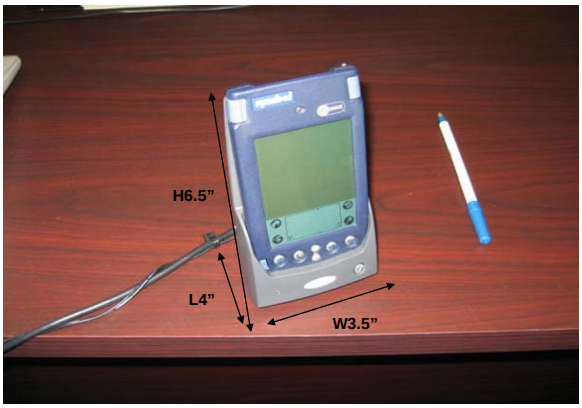
REQUIRES ONE CAT 5 DROP.
COMES WITH 120VOLT/24VOLT-2AMP CONVERTER.

DRIVERS LICENSE CARD PRINTER

L I5” X W 29” X H 9.5”

CARD PRINTER REQUIRES ONE NETWORK DROP. 120V/20A

SYMBOL PALM SCANNER FOR IMS



L 4” X W 3.5” X H 6.5”

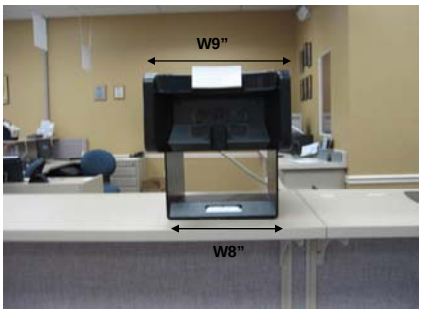
PALM SCANNER REQUIRES SERIAL PORT AND T-WEDGE SOFTWARE LOADED IN THE PC. USES 12V ADAPTER/7A

ADLTS STATION W/AUDIO

L 4’ X W 2’ X H 2’10”

THIS IS AN EXAMPLE STATION. SIZE IS DETERMINED BY YOUR SPACE CONSTRAINTS. MONITORS ARE TOUCHSCREEN. A PHONE HANDSET MAY BE ADDED FOR AUDIO TESTING.

STEREO OPTICAL INC. EYE TESTING EQUIPMENT

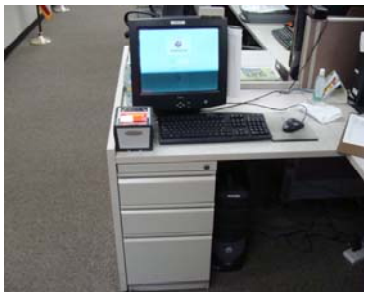


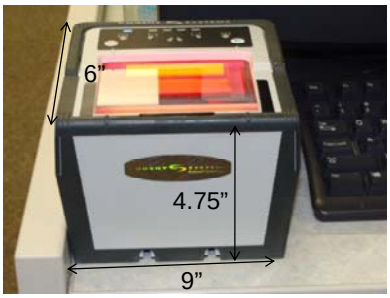
BASE IS L 10” X W 8” X H 10”

120V/6A

STEREO OPTICAL, INC. 1-800-344-9500, EXT 115.
ATTN: MAKENZIE RAKERS

FINGERPRINT SCANNER



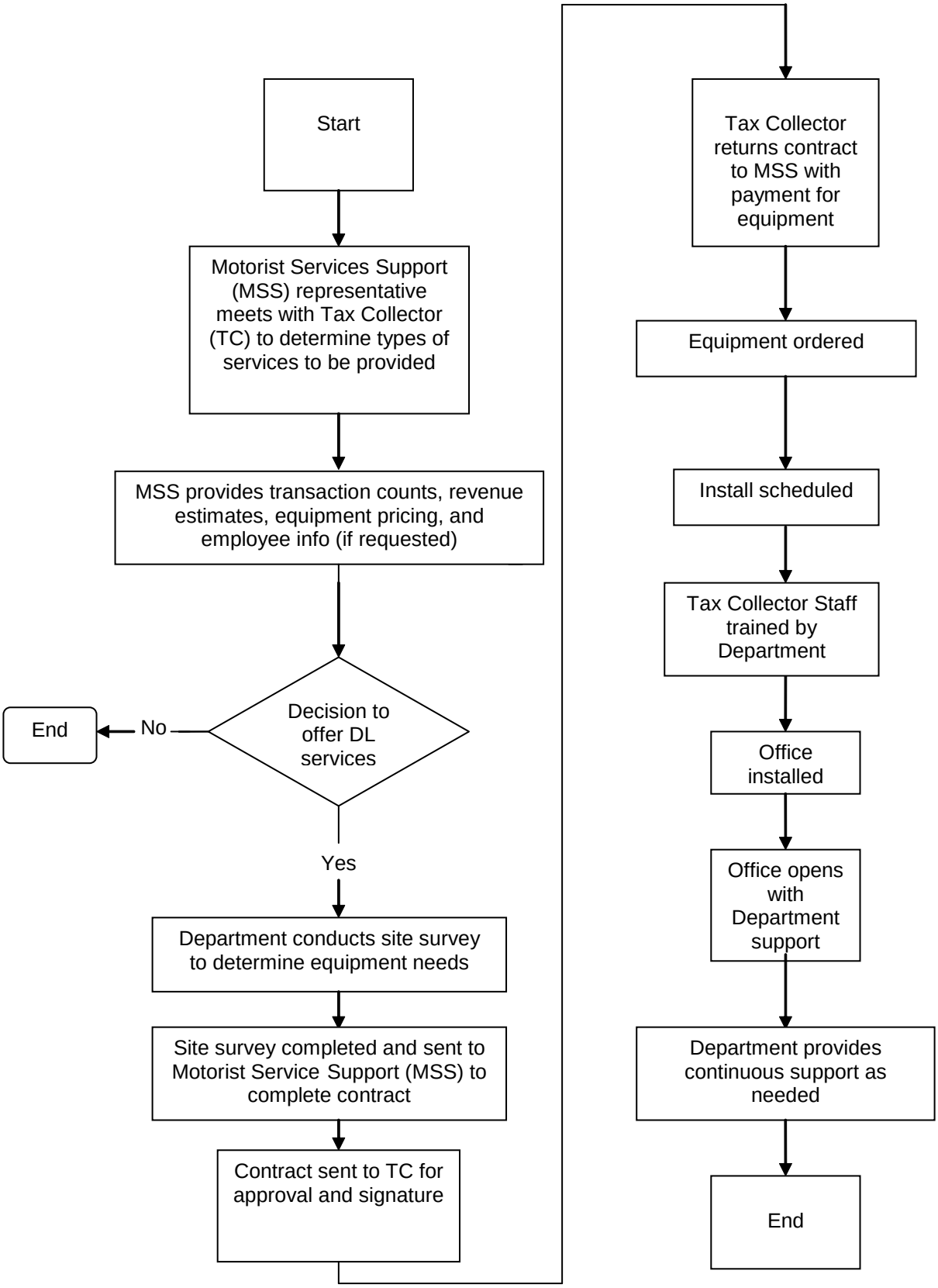


L 6” X W 9” X H 4.75”

FINGERPRINT SCANNER USES USB PLUG

Exhibit B

Transition Process Flowchart



Julie L. Jones
Executive Director

2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
www.flhsmv.gov

A SAFER FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES

Charlie Crist
Governor

Bill McCollum
Attorney General

Alex Sink
Chief Financial Officer

Charles H. Bronson
Commissioner of Agriculture

February 12, 2010

Exhibit C

TO: Tax Collector Licensing Agents **SECOND REVISED**

FROM: Deb Roby, Motor Services Advocate

SUBJECT: Tax Collector Employee Fingerprinting Process

In an effort to clarify the Tax Collector Employee Fingerprinting process and to assist new Tax Collector employees in receiving their FDLIS logins in a timely manner, we have revised the memo dated December 18, 2010, with the same subject. Please disregard the memo dated December 18, 2010, and use the following instructions instead.

In order to comply with background checks as specified in the REAL ID Act Final Rule, the procedures below are to be used by our Tax Collector partners who perform driver license/identification card services. Any employee not previously fingerprinted and any new employees as they are hired will need to be fingerprinted. **Please be aware that all new hires will not be eligible to receive FDLIS passwords until they complete the below process.**

- The Tax Collector Office Manager completes the Tax Collector Employee Background Check Authorization Form (Rev. 2/5/2010) and FDLIS or DL Host Authorization Request
- Employee takes completed Tax Collector Employee Background Check Authorization Form to authorized agency for fingerprint scanning (State or Tax Collector Driver License Office or Non-Departmental *Livescan* Asset)

If Going to State or Tax Collector Driver License Office

- Tax Collector employee visits State/Tax Collector DL office or FSM arranged mobile unit for fingerprint collection
- HSMV Civilian Employee option is selected for fingerprint transaction
- Tax Collector Employee Background Check Authorization Form is signed by personnel who completes the fingerprinting of employee
- Fax or email scanned completed Tax Collector Employee Background Check Authorization Form(s) and FDLIS or DL Host Authorization Request Form(s) for employee(s) to the Motor Services Support Group at fax number (850) 617-5069 or by email to MSSG@flhsmv.gov

Billing (Tax Collectors, pay later)

- FDLE submits monthly invoice to the Department
- Motor Services Support Group creates a county/employee name spreadsheet of Tax Collector employees for DHSMV Revenue
- DHSMV Revenue bills each county according to spreadsheet allocations during the first week of the month. Bills will be sent via email, generally sent during the first week of each month, and will be charged at a rate of $43.25 per background check (the rate charged to us by FDLE)
- Tax Collector submits payment for background checks to DHSMV Revenue by the 25th of each month

If Going to Non-Departmental *Livescan* Asset

- Tax Collector employee visits local Sheriff's Office or other acceptable agency for electronic collection of fingerprints
- Tax Collector Employee provides fingerprinting agency with DHSMV's ORI number (**FLRID000Z**)
  - *Livescan* operator enters ORI number (FLRID000Z) into the background check application
  - Use of DHSMV ORI ensures background results are routed to Motor Services Support Group for review
- Tax Collector Employee Background Check Authorization Form(s) form is signed by personnel who completes the fingerprinting of employee
- Fax or email scanned completed Tax Collector Employee Background Check Authorization Form(s) and FDLIS or DL Host Authorization Request Form(s) for employee(s) to the Motor Services Support Group at fax number (850) 617-5069 or by email to MSSG@flhsmv.gov

Billing (Tax Collectors Pays Fees Directly to Non-Department Asset)

- Not required, payment is handled with the local agency and are not included on the monthly FDLE invoice

Once Fingerprint Authorization Form Received by Motorist Services Support Group

- Motor Services Support Group enters requesters' information (Name, DL number, County, Office ID and contact phone number) into a spreadsheet for status update and tracking
- Results of scan are returned to DHSMV Personnel Section for review (normally within 48 hours after fingerprints are transmitted)
- Personnel Section notifies Motor Services Support Group of results
- Motor Services Support Group advises Tax Collector Office Manager if there are any issues with the results of the background check or if a **redo** is needed
  - If a redo is needed, Motorist Services Support will provide Tax Collector Office Manager with a Tax Collector Employee Background Check Authorization Form ***Redo*** which will contain a case specific Transaction Control Reference (TCR) Number. This form is to be completed and provided to an authorized agency for

fingerprint scanning. Use of the TCR Number specified will ensure that the Department and the Tax Collector is not charged by FDLE for an additional fingerprinting fee. If using a Non-Departmental *Livescan* Asset, they may have an additional service fee that is charged for processing that would not be covered by the TCR Number.

- Once Background check is successfully completed, Motorist Services Support Group provides Program Systems Help Desk with completed FDLIS or Host Authorization Request Form for assignment of FDLIS Login
- FDLIS Login will be provided directly to Tax Collector Office Manger from the Program Systems Help Desk

Attached is a flow chart that further explains the process as described above. Please direct any questions to Motorist Services Support at (850) 617-2904 or by email at MSSG@flhsmv.gov.

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TAX COLLECTOR EMPLOYEE BACKGROUND CHECK AUTHORIZATION FORM

Member's Name: _____ **Office Number/County:**_____
Member's DL Number: _____

Member Supervisor's Signature: _____ **Date:** _____
Member Supervisor's Name: _____ **Phone Number:** _____

To meet the REAL ID Act requirements and to ensure the agency's data and workplace security, members will be required to undergo a fingerprint based background check.

Instructions for Member to be Fingerprinted:

Take this form and your Driver License with you when you are fingerprinted. Below information to be completed at time of fingerprinting.

Instructions for Driver License/Tax Collector Office:

1. Process the fingerprints under the option titled "DHSMV Civilian Employee" in the drop down menu on the fingerprint scanner.
2. Complete form below; include name of the Examiner or Office Manager who conducts the fingerprinting, office number, and the date of fingerprinting.

Instructions for Non-Departmental or Tax Collector Office:

1. Please use the Department's ORI number: FLRID000Z.
2. Complete form below; include name of person who conducts the fingerprinting, agency name, and the date of fingerprinting.

Fax the completed Tax Collector Employee Background Check Authorization Form to the Motorist Services Support Group at (850) 617-5069 or scan and email to MSSG@flhsmv.gov.

Person Conducting Fingerprinting (please print): _____
Date: _____**Agency Name/Office Number:** _____

If you have any questions contact Motorist Services Support at (850) 617-2904.

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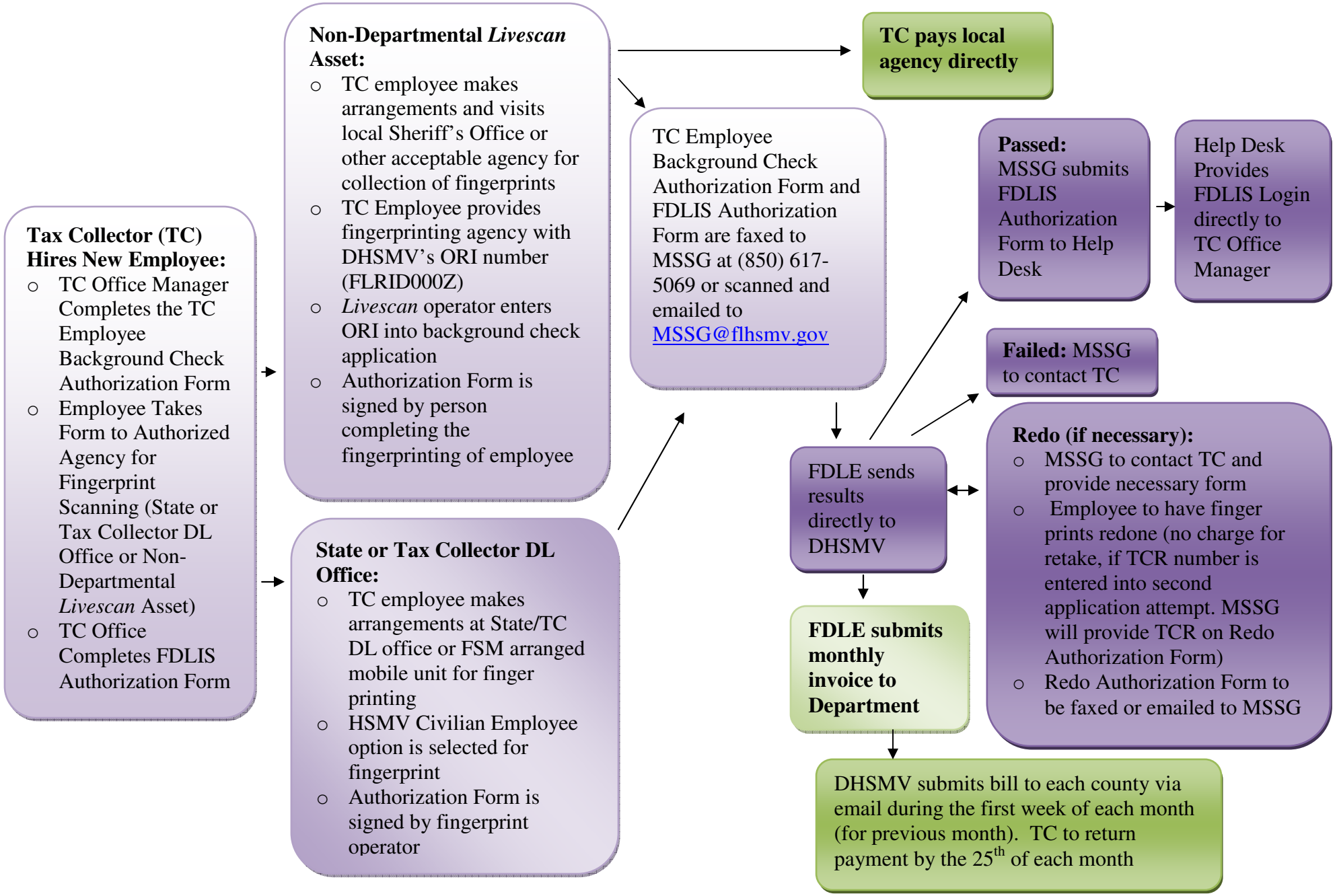
TAX COLLECTOR FINGERPRINTING/BACKGROUND CHECK PROCESS (Tax Collector Process)