

**The Florida Department of Highway Safety and Motor Vehicles
Statement of Agency Organization and Operation**

This statement of agency organization and operation has been prepared in accordance with the requirements of Section 28-101.001, Florida Administrative Code and is available to any person upon request.

The **Florida Department of Highway Safety and Motor Vehicles (DHSMV)** was created by Chapter 20.24 Florida Statutes. The mission of DHSMV is “**Providing Highway Safety and Security Through Excellence in Service, Education, and Enforcement**” by providing services in partnership with county tax collectors; local, state, and federal law enforcement agencies to promote a safe driving environment; issue driver licenses and identification cards; and provide services related to consumer protection and public safety.

The Department is composed of four divisions: Florida Highway Patrol, Driver Licenses, Motor Vehicles, Administrative Services and an Information Systems Administration which offers support services to all divisions. The Department’s duties, responsibilities and procedures are mandated through Chapters: 316, 317, 318, 319, 320, 321, 322, 323, 324, 328, 488, Florida Statutes and Section 627.730 – 627.7405, and Chapter 15-1, Florida Administrative Code.

The agency head of DHSMV is the Executive Director and is appointed by the Governor with the approval of the Cabinet. The Executive Director supervises, directs, coordinates, and administers all activities of the Department.

DHSMV Headquarters can be contacted by calling 850- 617- 2000 or via the Internet at www.flhsmv.gov.

Mailing Address:
Florida Department of Highway Safety and Motor Vehicles
2900 Apalachee Parkway, MS 01
Tallahassee, FL 32399-0500

TALLAHASSEE HEADQUARTERS PHONE NUMBERS

General Information	850-617-2000
Executive Director	850-617-3100
General Counsel	850-617-3101
Public Information	850-617-3102
Highway Patrol.....	850-617-2300
Driver Licenses	850-617-2600
Motor Vehicles	850-617-3000
Administrative Services.....	850-617-3400
Inspector General	850-617-3104

OFFICE OF THE EXECUTIVE DIRECTOR

The Executive Director is appointed and reports directly to the Governor and Cabinet, with functional responsibility for monitoring, supervising, coordinating, administering and directing all activities of the Department. The Executive Director ensures that DHSMV's mission and objectives are being followed, pursuant to Florida Statutes and Florida Administrative Code.

The Office of the Executive Director includes the Customer Service Center, General Counsel, Inspector General, Legislative Affairs, Office of Performance Management, Public Information Office and the Office of Workforce Programs.

The Customer Service Center is the main point of public contact for the Department via telephone. Assistance is provided to customers on driver license, motor vehicle or vessel registration and titling issues. The Customer Service Center also makes appointments for driver license services in field offices around the state.

The Office of the General Counsel represents the Department in all administrative proceedings and judicial proceedings in both federal and state courts.

The Inspector General manages a comprehensive internal auditing program, monitors agency compliance with standards, and conducts investigations relating to allegations of fraud, waste, and abuse.

Legislative Affairs coordinates, plans, and develops comprehensive agency legislative and budgetary issues, drafts and analyzes bills, and prepares the annual legislative package and lobbies legislation.

The Office of Performance Management includes the Office of Research and Statistics, the Office of Service Improvement, and the Strategic Project Office. The Office of Research and Statistics analyzes and provides crash statistics and researches operational issues and trends. Service Improvement coordinates the Department's customer service initiatives and develops and monitors organizational customer service standards. The Strategic Project Office manages the agency's projects and grants as a single interrelated portfolio. The Office of Performance Management is also responsible for the Department's Performance Accountability and Management System and maintaining Department policies.

The Public Information Office plans, develops, and coordinates agency public education and media relations activities.

The Office of Workforce Programs includes Personnel Services, the Learning and Development Office and Motorist Services Advocate. Personnel Services administers all aspects of personnel rules, regulations, policies and procedures as they relate to employees and applicants. The Learning and Development Office provides leadership and personal skill development courses as well as division specific training to members and the state's County Tax Collectors that serve as the Department's agents. The Motorist Services Advocate serves as liaison to the State's Tax Collectors and other business partners regarding highway safety issues and services.

DIVISION OF FLORIDA HIGHWAY PATROL

The Division of Florida Highway Patrol promotes a safe driving environment through proactive law enforcement, public education, and safety awareness. The Patrol's values of courtesy, service, and protection guide all actions of the Patrol and support professional standards. Members of the Patrol reduce the number and severity of traffic crashes in Florida and preserve and protect human life and property. The Patrol designs and implements prevention strategies to address crash causation factors. In addition to daily proactive traffic enforcement by sworn officers, the Patrol utilizes community service officers and an all-volunteer auxiliary to enhance service delivery.

The Division is composed of three Commands: The Office of Chief of Staff, Field Operations, and Special Services.

The Office of Chief of Staff oversees business functions of the Florida Highway Patrol that globally affect the agency. This command focuses on trend analysis, strategic planning, operational effectiveness, and professional law enforcement. Additionally, the Chief of Staff coordinates FHP's Budget, fleet management and procurement functions, as well as personnel liaison functions. The Chief of Staff is also responsible for ensuring the timely and accurate completion of Division initiatives that address the "Highway Safety" needs of Florida's tomorrow. The Chief of Staff oversees the accreditation and policy unit which ensures the Patrol is compliant with standards from the national Commission on Accreditation for Law Enforcement Agencies and the state governing body, Commission for Florida Law Enforcement Accreditation.

Field Operations is responsible for day-to-day law enforcement activities to include the Bureau of Investigations which conducts investigations on auto theft, cargo theft, driver license fraud, identity theft, title fraud, odometer fraud, and other criminal activities statewide. The Bureau of Investigations works closely with local, state, and federal law enforcement agencies to combat criminal activity. The Bureau of Investigations is also responsible for overseeing activities related to homeland security in response to domestic security concerns. Other day-to-day law enforcement activities include directing the movement of traffic on state highways and apprehending fugitives from justice. Field Operations conducts patrol and enforcement of traffic laws to support a safe driving environment; responds to, investigates, and clears the highway of traffic crashes; conducts criminal investigations; interdicts dangerous drugs, contraband, and detects criminal activities on the highways; and assists stranded motorists and those in need of assistance. Field Operations are coordinated through three field regions (North, Central and South) and ten Troops located throughout the state. The goal of Field Operations is to provide for the overall safety on Florida's highways by reducing the number of traffic crashes resulting in death, injury, and property damage. Field Operations also coordinates with the State Emergency Operations Center and serves as the agency contact point for mutual aid activities.

Special Services aids Field Operations by conducting aviation support, employee selection, training, and the FHP Auxiliary and Reserve officer programs. Special Services includes the traffic homicide unit, which provides a comprehensive investigation into the circumstances resulting in all traffic-related deaths in the state. Special Services maintains a K-9 unit to assist in drug interdiction. Special Services also houses the state's seven regional communication centers, which provide dispatch services to all state law enforcement. Special Services is responsible for the Patrol's 30-week training academy, involving over 1,200 hours of instruction.

DIVISION OF DRIVER LICENSES

The Division of Driver Licenses promotes safety on the highways by licensing qualified drivers, controlling and improving problem drivers, ensuring vehicle owners and operators are responsible for injuries and damages they may cause in a crash on Florida's roadways, and maintaining records for driver evaluation. The Division manages the issuance of driver licenses through an examination process and creates permanent records of all licenses issued. The Division ensures all drivers and their vehicles are properly insured and enforces sanctions imposed for violation of Florida's highway safety laws. Driver License also issues personal ID cards. The Division provides services to the driving public through a network of field offices, tax collector agent offices, and mobile units located throughout the state.

The Division of Driver Licenses is composed of four bureaus: Records, Financial Responsibility, Driver Improvement, and Driver Education. Field Operations, although not a bureau, is the single largest element of the division and contributes significantly to services.

Field Operations is responsible for verifying identification, administering the driver license examination process (vision, written exam, and driving skills), and issuing state driver licenses and identification cards. Field Operations also oversees county tax collector offices offering driver license services.

The Records Bureau is the official custodian of Florida driver license records and manages all records for the state's licensed drivers. The Bureau ensures traffic citations are recorded on the corresponding driver record, records are maintained and purged appropriately, and that citations issued in Florida are reported to a driver's home state. Records also prints, distributes, and accounts for all uniform traffic citations issued in Florida.

Financial Responsibility ensures all registered vehicles and owners are properly insured, ensuring compliance with Florida's Financial Responsibility Law and Motor Vehicle No-Fault Insurance Law. Vehicle owners are required to maintain personal injury protection insurance and property damage liability insurance on all registered vehicles throughout the registration period. Financial Responsibility maintains all insurance policy information reported by insurance companies by tracking cancelled policies and validating replacement policies.

Driver Improvement enforces sanctions imposed on those who violate Florida's highway safety laws through suspensions, revocations, or disqualifications. Driver Improvement ensures the collection of statutorily required fees and fines, investigates and enforces appropriate sanctions when fraud or ID theft is established, ensures only legal aliens are issued driver licenses or ID cards, and ensures customers with medical conditions unable to operate a vehicle safely are assessed. This section conducts informal and formal review hearings pertaining to administrative suspensions when requested by sanctioned drivers.

Driver Education and DUI Programs approves, monitors, and regulates: DUI programs; commercial driving schools; commercial motor vehicle instructors and vehicles; driver improvement schools; curriculums and instructions; and the Florida Motor Cycle Rider Training Programs. Driver Education and DUI Programs is also maintains quality control on all driver education programs through site inspections, document evaluation, and routine review of program components.

DIVISION OF MOTOR VEHICLES

The Division of Motor Vehicles provides safety and consumer protection of property rights by ensuring motor vehicles, vessels, and mobile homes are properly titled and registered. Motor Vehicles also ensures commercial carriers are properly registered and pay the appropriate gasoline tax for intrastate and interstate commerce. The Division ensures the safety of mobile home residents by requiring mobile homes to be built in accordance with national construction standards and installed in accordance with state standards. In addition to day-to-day services to Florida residents, the Division works with other state and federal agencies on motor vehicles issues and assists the state's county tax collectors to provide vehicle services.

The Division of Motor Vehicles is composed of four bureaus: Field Operations, Titles and Registrations, Motor Carrier Services, and Mobile Home and Recreational Vehicle Construction.

Titles and Registrations registers and titles motor vehicles, vessels and mobile homes. The Bureau issues and cancels titles, records liens, and maintains records of motor vehicle and vessel title transactions. Further, Titles and Registrations issues, renews, transfers, and maintains inventory of license plates and registration decals and issues, cancels, and renews disabled parking permits.

Field Operations receives and processes both original and renewal license applications for motor vehicle manufacturers, importers, distributors, brokers and dealers and mobile home manufacturers and dealers. Field Operations investigates and resolves consumer complaints and performs records inspections of motor vehicle dealers and investigates and assists law enforcement in investigations of vehicle, title, and odometer fraud.

Motor Carrier Services registers and audits Florida-based commercial motor carriers under the International Registration Plan and the International Fuel Use Tax Agreements ensuring appropriate prorated taxes are paid.

Mobile Home and Recreational Vehicle Construction monitors the quality of Florida manufactured/mobile home units and provides training, testing and licensing of individuals who set-up and install manufactured/mobile homes. The bureau also trains local building officials on state installation requirements, performs dealer lot inspections, and investigates and resolves consumer complaints.

THE DIVISION OF ADMINISTRATIVE SERVICES

The Division of Administrative Services is responsible for the operation of all bureaus within the Division and oversight of all administrative functions of the Department including accounting, budgeting, purchasing, and facilities.

Finance and Accounting has the responsibility for preparation of Department budgets for submission to the Governor, Cabinet, and Legislature and for payment of Department bills. Finance and Accounting processes the employee payroll and collects and accounts for all monies received and disbursed by the Department. Finance and Accounting also oversees asset management of Department property.

Purchasing and Contracts oversees the procurement process and ensures applicable laws, rules, and regulations are followed by the Department. Purchasing and Contracts negotiates contracts with vendors on behalf of the Department. The Department's Supply Office coordinates the ordering, storing, and the shipping of supplies to Department personnel.

Office Services oversees facility conditions and makes repairs to the Department's Headquarters and owned facilities throughout the state. Office Services also manages the contracts for renovations to existing facilities and the building of new facilities. Offices Services oversees the Department's Print Shop.

Real Estate Services negotiates contracts with lessors for leased facilities. Real Estate Services reviews population density, service providers, and existing office locations to strategically locate leased facilities.

INFORMATION SYSTEMS ADMINISTRATION

Information Systems Administration (ISA) provides information technology resources to assist the operational divisions accomplish the Department's mission and goals. Information Systems Administration maintains the Department's central computing facility, which houses a mainframe, enterprise and web servers, and a standby facility for disaster recovery.

ISA provides acquisition of computer equipment, software and services, software development, system installation and maintenance, network administration, computer operations, and desktop support. These critical computer systems are used to issue and store information for driver licenses, vehicle and vessel titles, and registrations. The Florida Highway Patrol also uses Department systems to maintain a safe driving environment for motorists. Information from these systems is stored on the Department's central databases and used by the Department, tax collectors, local, state, and federal agencies, businesses, and private citizens.

DESIGNATED AGENCY CLERKS

The following are designated as the Agency Clerks for the purpose of receiving and recording all Final Orders rendered by the Department of Highway Safety and Motor Vehicles.

Dana Reiding, Chief, Bureau of Driver Records, Division of Driver Licenses is hereby designated as the Agency Clerk in the Division of Driver Licenses for the purpose of receiving and recording all Final Orders rendered by the Department of Highway Safety and Motor Vehicles under and pursuant to Chapters 318 and 322, Florida Statutes. Mail Stop 89. Telephone 850- 617- 2702

Deborah Todd, Chief, Bureau of Financial Responsibility, Division of Driver Licenses is hereby designated as the Agency Clerk in the Division of Driver Licenses for the purpose of receiving and recording all Final Orders rendered by the Department of Highway Safety and Motor Vehicles under and pursuant to Chapter 324, Florida Statutes. Mail Stop 98. Telephone 850- 617- 2500

Nalini Vinayak, Operations and Management Consultant Manager, Division of Motor Vehicles is hereby designated as the Agency Clerk in the Division of Motor Vehicles for the purpose of receiving and recording all Final Orders rendered by the Department of Highway Safety and Motor Vehicles under and pursuant to Chapter 320, Florida Statutes. Mail Stop 65. Telephone 850- 617- 3003

Kenneth Spears, Law Enforcement Captain, Florida Highway Patrol is hereby designated as the Agency Clerk in the Division of Florida Highway Patrol for the purpose of receiving and recording all Final Orders rendered by the Department of Highway Safety and Motor Vehicles under and pursuant to Chapter 321, Florida Statutes. Mail Stop 47. Telephone 850- 617- 2939.

Carol Bishop, Senior Executive Assistant to the Executive Director of the Department of Highway Safety and Motor Vehicles is hereby designated as the Agency Clerk for the purpose of receiving and recording all Final Orders rendered by the Governor and Cabinet sitting as the head of the Department of Highway Safety and Motor Vehicles. Mail Stop 01. Telephone 850- 617- 3100

To obtain information concerning the filing of documents by electronic transmission, contact the respective individual in the division of interest. A person who files a document by electronic transmission shall:

- 1) represent that the original physically signed document will be retained by that party during the duration of the proceeding and of any subsequent appeal or proceeding in that cause, and that the party shall produce it upon the request of other parties, and
- 2) be responsible for any delay, disruption, or interruption of the electronic signal and accepts the full risk that the document may not be properly filed with the clerk as a result.

The filing date for an electronically transmitted document shall be the date the agency clerk receives the complete document.