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 (FLHSMV) was created by Chapter 20.24, Florida Statutes. The mission of FLHSMV is "Providing Highway Safety and Security Through Excellence in Service, Education, and Enforcement." The department provides services by partnering with county tax collectors and local, state, and federal law enforcement agencies to promote a safe driving environment. The department coordinates with its partners to issue driver licenses and identification cards, facilitate motor vehicle transactions, and provide services related to consumer protection and public safety.

The department is composed of four divisions: Florida Highway Patrol, Motorist Services, Administrative Services, and Information Systems Administration; these divisions are overseen by the Office of the Executive Director. The department's duties, responsibilities, and procedures are mandated through Chapters 207, 316, 317, 318, 319, 320, 321, 322, 323, 324, 328, 488, and Section 627.730 – 627.7405, Florida Statutes as well as Chapter 15-1 of the Florida Administrative Code.

The agency head of the department is the Governor and Cabinet with authority delegated to the Executive Director. The Executive Director supervises, directs, coordinates, and administers all activities of the department.

More information about the Florida Department of Highway Safety and Motor Vehicles can be found at www.flhsmv.gov, or by contacting us at the information below.

Mailing Address:

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

TALLAHASSEE HEADQUARTERS PHONE NUMBERS

Executive Director	850-617-3100
Inspector General	850-617-3104
General Counsel	850-617-3101
Florida Highway Patrol	850-617-2300
Motorist Services.	850-617-2600
Information Systems Administration	850-617-2100
Administrative Services	850-617-3400
Personnel Services.	850-617-3207
Communications	850-617-3102

OFFICE OF THE EXECUTIVE DIRECTOR

The Executive Director is appointed by 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 FLHSMV's mission and objectives are being followed, pursuant to Florida Statutes and Florida Administrative Code.

The Office of the Executive Director includes the General Counsel with the Bureau of Administrative Review, Inspector General, Legislative Affairs, Office of Financial Management, Office of Performance Management, Communications Office, Bureau of Personnel Services, Learning and Development Office, and Enterprise Information Security Office.

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

The Bureau of Administrative Review (BAR) falls under the Office of the General Counsel, and facilitates the administrative suspension process (s. 322.2615, s. 322.2616, s.322.64, F.S.). BAR offices conduct hardship hearings, investigates individuals reported as having questionable driving abilities, and conduct show cause hearings for various purposes.

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 issues, drafts and analyzes bills, prepares the annual legislative package, and lobbies legislation. This office is responsible for reviewing cabinet agenda items for consideration before the Cabinet.

The Office of Financial Management is responsible for ensuring the department's long-term financial solvency. This includes preparing multi-year revenue and expenditure projections and updating them for legislation and economic changes. This function also includes long term financial planning and strategy to ensure expenditure and budgetary needs are planned for prior to the need arising. This office is also responsible for planning and developing the Annual Legislative Budget Request and for the implementation of the budgetary decisions included in the General Appropriations Act.

The Office of Performance Management supports the Executive Director and department leadership teams by providing consultation and support services on department strategy, process improvement, data governance, policy research, and data analysis.

The Communications Office plans, develops, and coordinates agency public education and media relations activities including all of the agency's safety and education initiatives, internal communications, stakeholder communications, and website.

The Bureau of 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 Enterprise Information Security Office delivers and maintains the department's Information Security Program that safeguards department information and system assets against unauthorized access, use, disclosure, disruption, modification, or destruction. The administration of enterprise security of data and information technology is governed by 282.318, F.S. and Florida Administrative Code Chapter 71A-1: Information Resource Security Policies and Standards, which provide comprehensive guidelines on conducting risk analysis, development of policies and procedures, security audits, and end-user training. This statute also instructs agencies to develop a process for detecting, reporting, and responding to security incidents, and the procurement of security services.

The department operates under an umbrella of state and national laws in the operations of its information technology resources to meet the unique demands of public safety. The information systems must be tightly secured and be responsive to other state and national laws. Many of these laws limit the access to and dissemination of various types of criminal justice information gathered, stored, and disseminated by the department and other Florida criminal justice agencies. Chapter 119.07, 6(b)(1), Florida Statutes specifically prohibits the dissemination of information relating to investigations and intelligence gathering, with section 119.071(2), F.S. exempting investigation and intelligence information obtained from non- Florida criminal justice agencies. The critical nature and content of FLHSMV-held information requires secure transmissions and safeguarding above and beyond normal business-related communications.

DIVISION OF FLORIDA HIGHWAY PATROL

The Division of Florida Highway Patrol promotes a safe driving environment and a safer Florida 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 uses an all-volunteer auxiliary and reserve to enhance service delivery.

The Colonel of the Florida Highway Patrol serves as the Director of the Patrol and oversees the Lieutenant Colonel/Deputy Director and the Office of Professional Compliance. The Deputy Director is responsible for Patrol Operations, Special Services, Commercial Vehicle Enforcement, Law Enforcement Operations and Program Operations.

Patrol Operations is led by two Regional Commanders who hold the rank of Chief. The state is divided into two regions and the responsibility for those areas are split (North and South), covering 10 Troops located throughout the state. Responsibilities include day-to-day law enforcement activities involving directing the safe movement of traffic on state highways and apprehending fugitives from justice. Patrol Operations conducts patrol and enforcement of traffic laws to support a safe driving environment;

responds to, investigates, and clears the highway of traffic crashes; investigates fatalities; assists stranded motorists and those in need of assistance; and investigates and performs criminal interdiction activities. The goal of Patrol 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, and to identify and apprehend individuals involved in criminal activities on Florida's highways.

Special Services is led by a Chief, and aids Patrol Operations by conducting aviation support, recruitment and training, and the FHP Auxiliary and Reserve officer programs. Additionally, Special Services oversees the Bureau of Criminal Investigations and Intelligence, 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 Criminal Investigations and Intelligence works closely with local, state and federal law enforcement agencies to combat criminal activity and homeland security/domestic security concerns. Special Services includes the Traffic Homicide and Criminal Interdiction coordination units which provide oversight and assistance to troops throughout the state. 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 28-week training academy, involving more than 1,200 hours of instruction.

Commercial Vehicle Enforcement is led by a Chief and is responsible for commercial vehicle compliance activities that include driver/vehicle safety inspections; size, weight, and registration enforcement; traffic enforcement; post-crash investigations; compliance investigations, hazardous material carrier assessments, and new entrant safety audits on commercial vehicle carriers and operators; and public education and awareness. An emphasis is placed on reducing the number and severity of commercial motor vehicle crashes by removing unsafe commercial motor vehicles and drivers from the roadways. Commercial Vehicle Enforcement also conducts all the required national certification training required for its members. Commercial Vehicle Enforcement is comprised of two troops with offices located throughout the state.

Law Enforcement Operations is led by a Major who oversees personnel management, including the promotional examination and assessment functions. Law Enforcement Operations also oversees the accreditation and policy unit that ensures the Patrol is compliant with standards from the national Commission on Accreditation for Law Enforcement Agencies and the state governing body, the Commission for Florida Law Enforcement Accreditation. Law Enforcement Operations also oversees the Emergency Management Coordinator who is responsible for the development and administration of the department's Continuity of Operations Plan, Hurricane Plan and staffing of the Emergency Operations Center in response to a disaster. Law Enforcement Operations also oversees the Critical Incident Peer Support Program for the Florida Highway Patrol.

Program Operations is led by a non-sworn Chief Administrative Officer who oversees the day to day financial administration for the Division and develops the FHP legislative budget request, assists with legislative bill analysis, fleet management, and procurement functions. Additionally, Program Operations focuses on trend analysis, strategic planning, and operational effectiveness.

DIVISION OF MOTORIST SERVICES

The Division of Motorist Services (MS) serves the motoring public and touches nearly every household in Florida. MS plays a significant role in the collection and distribution of approximately \$2.6 billion in annual revenue. A proportionally small amount of these funds are retained by the department to fund operations and the balance is distributed to other state agencies that provide critical state services such as roads and schools. Listed below are the eight (8) operational bureaus and the Program and Planning Administration and their corresponding functions.

Bureau of Credentialing Services

The Bureau of Credentialing Services provides driver license, identification card, and motor vehicle issuance services to the public. The Bureau also includes the Document Validation, Title and Registration, Confidential Issuance and Processing, and Issuance Units. There are presently sixteen (16) state owned field offices. Two (2) are located in Volusia County, five (5) in Broward County and nine (9) in Miami-Dade County. There are 14 mobile units that service the entire state, which are stationed out of Leon, Hillsborough, Volusia, Broward and Miami-Dade counties.

Bureau of Records

The Bureau of Records is the official custodian of Florida driver license records and manages all records, in all formats, for the state's licensed drivers. The bureau ensures records are efficiently and confidentially managed and retained and destroyed in compliance with agency and legal policies and regulations. The Bureau is responsible for receiving public record requests for driver and motor vehicle records. Upon application, proper proof of identification, collection of appropriate fees, the information is furnished electronically or in print.

The Bureau ensures traffic citations are recorded on the corresponding driver record, records are maintained and purged appropriately, and citations issued in Florida are reported to a driver's home state. The Bureau also prints, distributes, and accounts for all uniform traffic citations issued in Florida.

The Bureau of Records is responsible for inventory maintenance and dissemination of Uniform Traffic Citations and Crash Records, court testimony in response to subpoenas, the management of data exchange for record information in compliance with the Driver Privacy Protection Act (DPPA), including the Driver and Vehicle Information Database (DAVID), Intranet, managing Memorandums of Agreements (MOU), maintenance/dissemination of driver history records, and the coordination and implementation of electronic record keeping data systems. The Bureau is also responsible for providing law enforcement and other entities approved access to driver records maintained in the Driver and Vehicle Information Database (DAVID), provides support and training, and ensures users are audited for compliance.

Bureau of Motorist Compliance

The Bureau of Motorist Compliance 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.

The Bureau of Motorist Compliance enforces sanctions imposed on those who violate Florida's highway safety laws through suspensions, revocations, or disqualifications. The Bureau manages driver improvement functions by ensuring the collection of statutorily required fees and fines, investigates and enforces appropriate sanctions when fraud or ID theft is established, and ensures customers with medical conditions unable to operate a vehicle safely are assessed.

The Bureau monitors and regulates DUI programs, commercial driving schools, driver improvement schools, curriculums and instructions, and the Florida Motorcycle Rider Training Programs. Driver Education and DUI Programs also maintain quality control on all driver education programs through site inspections, document evaluation, and routine review of program components.

The Bureau also serves as the central location within the department to develop resources and coordinate existing programs to enhance our mission of providing safety through education by working with the American Association of Motor Vehicle Administrators (AAMVA) and the Florida Department of Transportation Highway Safety Plan. To meet the needs of the department and our state, the Bureau coordinates the efforts of safety publications (including the Class E and CDL Handbooks), the Automated Driver License Testing System (ADLTS), Class E Skills Tests, grant management, driver safety outreach, and research and evaluation of emerging safety trends.

Bureau of Commercial Vehicle and Driver Services

The Bureau of Commercial Vehicle and Driver Services registers, licenses, and audits Florida-based commercial motor carriers under the International Registration Plan (IRP) and the International Fuel Tax Agreements (IFTA). The State of Florida is required by 49 USC, Subtitle VI, Part B, and Chapter 317, F.S. to maintain its commercial motor vehicle registration and fuel use tax reporting laws and programs in conformance with the IRP and the IFTA. The IRP is an interstate agreement between the various states and Canadian provinces, which allows a carrier to register a vehicle in a single jurisdiction and satisfy the registration requirements for all other participating jurisdictions for the registration period. Once registered, the carrier is allowed to perform intrastate and interstate operations. The IFTA is an interstate agreement between the various states and Canadian provinces, which allows a carrier to obtain a fuel use tax license in one jurisdiction and report all operations for fuel use tax purposes to that one jurisdiction. Registration fees and fuel use taxes owed to other jurisdictions are then distributed accordingly. The Bureau oversees Florida's Commercial Driver License Program (CDL) compliance for the department. The Bureau provides contract management and regulatory oversight for entities conducting CDL skill tests, coordinates investigations and enforcement actions involving third party testers, and administers mandatory retesting programs for CDL holders when necessary due to fraud or improper testing that may have occurred.

Bureau of Issuance Oversight

The Bureau of Issuance Oversight provides administrative overview of the licensing systems that issue driver licenses and identification cards and the systems that register and title motor vehicles, vessels, and mobile homes. The Bureau issues and cancels motor vehicle and vessel titles, records liens, and

maintains records of motor vehicle and vessel title transactions. The Bureau manages the inventory of license plates, registration decals, and parking permits statewide for all Tax Collector offices and their License Plate Agents. The Bureau has oversight and review of specialty license plates and voluntary contributions and reporting functions. The Bureau manages various contracts with vendors and other governmental agencies for services, which include the Digital Imaging Driver License Issuance System, the AAMVA Subscription Services, the Driver License Mail-in Renewal Postcards, the Electronic Filing System for Vehicle Registration and Titling, the Online Appointment System, the Motor Vehicle Network, the Social Security Administration Online and Batch Verifications, and the Verification of Lawful Status with United States Citizenship and Immigration Services. The Bureau coordinates the expansion of the state's driver license reciprocal agreements with foreign motor vehicle agencies.

The Bureau coordinates the development of policies, procedures and forms for driver license issuance activities and motor vehicle operations. The Bureau is responsible for communication on motorist services issues. The Bureau also has a Systems Evaluation Unit which is responsible for user acceptance testing on department projects. This unit also makes requests for system changes and writes business requirements.

Bureau of Motorist Services Support

The Bureau of Motorist Services Support is comprised of three main functions: Tax Collector Support, Quality Assurance, and Fraud Mitigation. The Bureau serves as a liaison to Tax Collectors providing policy, technical and day to day operational support to our agents as they issue driver licenses and motor vehicle title and registrations services. This area assists in office openings and relocations, equipment installations, customer concerns, and targeted training and procedural support.

The Quality Assurance program performs reviews of transactions and procedures in state and tax Collector offices to ensure the issuance of driver's licenses and motor vehicle titles or registrations comply with Florida Statutes and corresponding policy. Practical and measurable data is provided to issuance offices for management use in approving compliance and customer service. The Bureau provides a fraud detection component by reviewing and monitoring transactions to detect non-compliance and fraud and objectively assess internal controls.

The Fraud Mitigation Program serves as an intake area for driver license and motor vehicle fraud reported from issuance offices, law enforcement agencies, and the general public. This area performs fraud investigations and takes actions on department driver license and motor vehicle records as a result, as well as, analyzes fraud to develop mitigation strategies. This area also verifies lawful status of DL applicants and serves as a liaison with immigration stakeholders.

Bureau of Dealer Services

The Bureau of Dealer Services provides field support, consumer protection and public safety by licensing motor vehicle, mobile home and recreational vehicle dealers, manufacturers and manufactured home installers, investigating consumer complaints filed against any licensed or unlicensed dealer or installer, inspecting vehicles that have been rebuilt, assembled from parts, or golf carts that have been converted to low speed vehicles, and enforcing regulations involving dealer sales, mobile home construction and installation, and curbing unlicensed dealer activity. The Bureau partners with law enforcement on many motor vehicle investigations.

This Bureau monitors the quality of manufactured home units by ensuring manufacturers' compliance with construction standards established by the U.S. Department of Housing and Urban Development (HUD) and provides additional consumer protection by training, testing and licensing individuals that set-up and install manufactured/mobile homes. The department is under contract with HUD to inspect manufactured/mobile homes as they are built in Florida manufacturing facilities to ensure compliance with HUD Code. This work is performed in manufactured/mobile home manufacturing plants where the department inspects all homes constructed. The Bureau also conducts manufactured home installation inspections to ensure homes are tied down and anchored in accordance with standards, thereby securing the home from potential hurricane damage.

The Bureau is responsible for the inspection of rebuilt and assembled from parts vehicles for the purpose of detecting invalid odometer readings, stolen vehicles, and stolen vehicle parts. The Bureau further provides quality review audits by way of record inspections at motor vehicle dealerships to provide regulatory accountability and consumer protection and is active in promoting a sound motor vehicle market place through smart, efficient, and effective regulation.

Bureau of Customer Service

The Customer Service Center (CSC) positions are allocated to the Call Center, Field Support, Driver License Appointments, and Correspondence Center. CSC handles calls, emails, faxes and correspondence from the public, county tax collectors, and state driver license offices relating to driver license and motor vehicle issues. The CSC recently expanded telephone operations by opening the Kissimmee Customer Service Call Center. The Kissimmee team will offer an additional 30 CSC front line analysts to staff our center to serve our customers in an effort to reduce the wait time's customers experience when calling the CSC.

Program Planning and Administration

The Program Planning Administration (PPA) reports to the Director of Motorist Services and is responsible for providing administrative support for all eight operational bureaus. PPA coordinates all functions related to human resources, financial management, MS legislation, procurement needs, performance metrics, facility management, project management, and general business activities. The objective of the PPA is to serve as a conduit to centrally coordinate administrative specific operational functions to ensure MS resources are maximized and available to serve our customers.

THE DIVISION OF ADMINISTRATIVE SERVICES

The Division of Administrative Services is responsible for the operation of all bureaus within the Division and has oversight of all administrative functions of the department including accounting, purchasing, and facilities' maintenance and operation.

Bureau of Purchasing and Contracts

Purchasing and Contracts oversees the procurement process and ensures applicable laws, rules and regulations are followed by the department. The bureau negotiates, drafts, and issues contracts on behalf of the department and maintains all agency memorandums of agreement and other executed two-

party agreements.

Bureau of Accounting

The Bureau of Accounting consists of four distinct operational functions: Revenue, Financial Accounting and Fixed Assets, Payroll, and Accounts Payable.

Revenue is responsible for the day-to-day transactions that include receiving, distributing, reporting and reconciling all revenue collected by the department.

Financial Accounting and Fixed Assets is responsible for the department's financial accounting function. This includes completing the department's fiscal year close-out and reporting processes mandated by the Department of Financial Services. The section maintains the Department's property records, handles the department's insurance through both the state of Florida's self-insured program as well as other private insurance instruments, and coordinates preparation of information needed for reimbursements related to catastrophic events.

Payroll is responsible for reviewing all Personnel Action forms to ensure accuracy of payments submitted to Bureau of State Payrolls (BOSP) by People First. This includes payroll for members on worker's compensation, beneficiary payments for deceased members, overtime (FHP hireback), back-pay settlements, and OPS. Additionally, this section monitors leave-without-pay and collecting money owed for salary overpayments.

Accounts Payable is responsible for departmental payments within MyFloridaMarketPlace and the state of Florida's Accounting System. Employee travel reimbursements are examined and paid in this section. Payment requests from other department areas are reviewed in accordance with rules detailed by the Department of Financial Services and state law.

Bureau of Office Services

Office Services oversees facility infrastructure and operating conditions and facilitates repairs and fixed capital projects for state-owned buildings in 35 department locations throughout the state. Office Services manages the contracts for renovations to existing facilities and the building of new facilities and proactively monitors these facilities for ADA compliance and security and safety issues. Office Services is responsible for the department's Print Shop and for its centralized Supply Office, which coordinates the ordering, storing, and shipping of supplies to department personnel.

Office of Support Services

Support Services manages the department's contracted mail services and copier leases, ensures that bulk-printed standardized forms and letters are correct prior to mailing, manages the department's risk management program, and provides support for division-wide projects including end of year close-out.

The Records Management unit within the Office of Support Services oversees the department's compliance with records retention schedules and laws related to records management, storage and destruction.

INFORMATION SYSTEMS ADMINISTRATION

Information Systems Administration (ISA) provides information technology resources to assist the operational divisions accomplish the department's mission and goals. ISA provides and supports critical systems that are used to store information vital to the Florida Highway Patrol, and issue and store information for driver licenses, vehicle registrations, and vehicle and vessel titles. Information from these systems is used throughout the state and at every governmental level, including county tax collectors, other local, state, and federal agencies, a multitude of private businesses, and most importantly, the residents of our state.

ISA provides acquisition of computer equipment, software and services, software development, system installation and maintenance, network administration (voice and data), computer operations, database management systems, change management, and desktop/technical support.

Office of Motorist Modernization

The Office of Motorist Modernization (OMM) was established to lead the department's initiative for investing in the modernization of all antiquated systems and technologies to support the strategic goals of the department moving forward. A multi-phased approach is used to establish a flexible architecture on which to improve service delivery, provide greater accountability through data quality and monitoring, and enhance data security and legal compliance. As a result, OMM will work in concert with the Division of Motorist Services to align with the current organizational structure and business processes while leveraging current and emerging technologies to provide faster and more effective computing solutions.

Requirement gathering and validation was completed in June of 2016. Various stakeholder meetings were held to solicit input on the design of the new Driver License Issuance system. The development has commenced for the new Driver License Issuance system, a customer portal with increased functionality, and redesign of the renewal notification system.

Bureau of Strategic Business Operations

Strategic Business Operations (SBO) promotes formal project management disciplines to deliver technology solutions on time, within budget, and with an agreed-upon level of quality. They create standards for the full life cycle of project management for technology projects and provide oversight for ISA projects using project and portfolio management tools. The SBO serves as a liaison between ISA and its customers in order to elicit, analyze, and validate requirements for business changes. In addition to an array of project management efforts, the SBO coordinates IT service management, to include change & configuration management. The SBO also provides business relationship consulting services designed to liaison between the business units and IT. Lastly, the SBO provides quality assurance and quality control services that focus on software testing on both the legacy systems as well as the newly developed systems that make up the Motorist Modernization Program.

Bureau of Service Operations

Service Operations provides support for the department's application infrastructure, systems, network, storage, databases, and telecommunication/phone infrastructure that are integral to the department's mission and operations. This infrastructure is the foundation for the department's databases, applications, and software products such as e-mail, messaging systems, collaboration tools, business applications, and Internet Web systems. Service Operations provides support and administration of infrastructure located remotely in driver license, tax collector, and FHP field offices. These systems enable secure and immediate access for data/ voice communications and Internet connectivity for equipment located in Tallahassee and over 400 statewide locations. They also coordinate with the Agency for State Technology data center to ensure the required infrastructure services are available and operating effectively.

Bureau of Service Development

Service Development designs, develops, and maintains applications that support the department's services. Service Development supports the department's mission of providing a safe highway environment by developing custom programs that are used to issue driver licenses, register and title vehicles and vessels, and store motorist data in a centralized database that can be retrieved by law enforcement and other stakeholders. Custom applications ensure that information is captured accurately and timely and automate business processes that could not be done efficiently or effectively, if done manually. Service Development is also responsible for SharePoint development and support and software and data architecture services.

Enterprise Data Management

The Enterprise Data Management team is responsible to integrate and retrieve data for both internal applications and external communication by establishing business rules, maintaining documentation of data, reporting protocols, and assisting in the development and implementation of best practices for the management of the department's data environment including the assurance of database policies and procedures, data integrity, data extraction, report customization and analysis. The team serves as a liaison between Business and Functional areas and technology to ensure that data related business requirements for protecting sensitive data are clearly defined, communicated and well understood and considered as part of operational prioritization and planning. The primary focus is to maintain and support the department's server databases. The department's primary databases are physically hosted in two data centers.

Financial and Planning Services

IT Financial and Planning Services is responsible for providing support to ISA related to purchasing, contracts, financial management, human resources, contract administration, and legislative planning. This team also initiates all technology procurements for the department and for the tax collector offices that provides services to Florida's motorists.

FHP Technology and Communications

The Office of Technology and Communications is responsible for guiding the FHP's technology implementation. This effort helps ensure FHP's troopers have the best possible tools so they can advance the department's mission of securing a safer Florida for our residents and visitors. The Office of Technology and Communications explores new technologies and directs the use, implementation, and maintenance of FHP's radio communications systems, mobile computing platforms, and mobile communications capabilities. The office also ensures compliance with Criminal Justice Information Services policies and works with the other components of ISA to maintain FHP's unique business applications and to allow information exchanges with law enforcement partners in Florida and across the country.

DESIGNATED AGENCY CLERKS

The Agency Clerk is designated by the General Counsel and is located in the Office of the General Counsel.

The Agency Clerk receives, dockets, and maintains all pleadings and other legal documents filed with the department. Other responsibilities include responding to requests for information or copies of documents from the files of the clerk's office, assisting the public in accessing the agency index of Final Order, preparing the record on appeal when the agency acts as the lower tribunal, and billing and collecting payments for records on appeal and reproduced documents.

Documents may be filed by mail or electronic mail to the information below. The filing date for a document transmitted by electronic mail shall be the date the agency receives the complete document. Hours of operation are from 8:00 a.m. to 5:00 p.m. Any document received by the Agency Clerk after 5:00 p.m. shall be filed as of 8:00 a.m. on the next regular business day. Documents sent to any other email address will not be considered filed until received by the Agency Clerk.

Documents may be hand delivered to the Agency Clerk by bringing them to the Department of Highway Safety and Motor Vehicles, The Neil Kirkman Building, 2900 Apalachee Parkway, A432, Tallahassee, FL 32399 by entering at the Apalachee Parkway entrance and asking security personnel at the Security Desk to call the Agency Clerk to come down to the Security Desk. Documents left at the Security Desk will not be considered filed until received by the Agency Clerk. It is the filing party's responsibility to meet all filing deadlines.

Contact information for the Agency Clerk is: Joseph Gillespie - <u>AgencyClerk@flhsmv.gov</u> Office of General Counsel Neil Kirkman Bldg, Room A432 2900 Apalachee Pkwy, MS02, Tallahassee, FL 32399 850-617-3101