Julie L. Jones
Executive Director

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Tallahassee, Florida 32399-0500
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A SAFER
FLORIDA
HIGHWAY SAFETY AND MOTOR VEHICLES

Rick Scott
Governor

Pam Bondi
Attorney General

Jeff Atwater
Chief Financial Officer

Adam Putnam
Commissioner of Agriculture

LEGISLATIVE BUDGET REQUEST
October 15, 2012

Jerry L. McDaniel, Director
Office of Policy and Budget
Executive Office of the Governor
1701 Capitol
Tallahassee, Florida 32399-0001

JoAnne Leznoff, Staff Director
House Appropriations Committee
221 Capitol
Tallahassee, Florida 32399-1300

Terry Rhodes, Staff Director
Senate Budget Committee
201 Capitol
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Legislative Budget Request for the Department of Highway Safety and Motor Vehicles is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our proposed needs for the 2013-14 Fiscal Year. This submission has been approved by Julie L. Jones, Executive Director.

If you have any questions or concerns about our Legislative Budget Request, please feel free to contact me at (850) 617-3100 or Kim Banks, Chief Financial Officer, at (850) 617-3404.

Sincerely,

Julie L. Jones
Executive Director

Legislative Budget Request

Employee Compensation and Benefits

The department requests the following language continue to be included to the back of the appropriations bill.

- The Department is authorized to continue its "Field Training Officer (FTO)" training program for employees that train recruits that graduate from the FHP training academy. This includes granting a pay additive to participating employees.

  Florida Highway Patrol Field Training Officer (FTO) Additive

  1. **Classes & Approximate Number of Positions Affected**:
     - Law Enforcement Officer – 198
     - Law Enforcement Sergeant – 44
     - Law Enforcement Lieutenant - 29
  2. **Estimated Cost:** $207,272

- The Department is authorized to continue to grant a critical market pay additive to employees residing in and assigned to Lee County, Collier County, or Monroe County, at the currently established levels. This additive shall be granted only during the time in which the employee resides in, and is assigned to duties within, those counties.

  Critical Market Pay Additive (Lee/Collier/Monroe)

  1. **Classes & Approximate Number of Positions Affected**:
     - Law Enforcement Officer – 42
     - Law Enforcement Investigator I – 12
     - Law Enforcement Investigator II – 1
     - Law Enforcement Sergeant - 11
     - Law Enforcement Lieutenant – 6
     - Law Enforcement Captain - 1
  2. **Estimated Cost:** $364,985

- The Department is authorized to continue to grant a temporary special duty pay additive of $162.50 per pay period for law enforcement officers assigned to the Office of Commercial Vehicle Enforcement who, maintain certification by the Commercial Vehicle Safety Alliance.

  Florida Highway Patrol Commercial Vehicle Enforcement (CVE) Temporary Additive

  1. **Classes & Approximate Number of Positions Affected**:
     - Law Enforcement Officer – 156
     - Law Enforcement Sergeant – 35
     - Law Enforcement Lieutenant – 14

- Law Enforcement Captain - 7

2. **Estimated Cost:** $413,400

- The Department is authorized to grant merit pay increases to employees based on the employee's exemplary performance.
- The Department is authorized to continue to grant temporary special duties pay additives to employees assigned additional duties as a result of another employee being absent from work pursuant to the Family Medical Leave Act or authorized military leave.

In addition, the Department requests the following language be added in the back of the appropriations bill. The temporary special duty pay additives described below will begin on the first day the special duties are assigned. The temporary special duty pay additive will not go beyond 90 without the Department reviewing the circumstances to extend it beyond 90 days. The temporary special pay additive will be an amount up to 15% of the employee's base rate of pay depending on the extra duties given. These requests meet the requirements specified in the following collective bargaining contracts:

1. AFSCME
2. Police Benevolent Association – Florida Highway Patrol Unit Agreement

- The Department is authorized to grant temporary special duties pay additives to employees assigned additional duties as a result of time critical projects.

    1. During this current fiscal year we had 20 members in our Division of Information Systems Administration working on the data center consolidation. This is an example of a time critical project we would want the authority to grant temporary special duty pay additives. Each member was given a 10% base rate of pay increase for 61 days which cost approximately $17,226.74.

- The Department is authorized to grant temporary special duty pay to employees assigned additional duties (temporarily performing the job duties of a vacant position in additional to their current position, temporarily performing the job duties of another employee that is absent from work non FMLA related, being given temporary training duties for new members).

    1. During this past fiscal year the Department granted temporary special duty pay additives to 11 members who served in an acting supervisor/manager capacity in our Motorist Services or Florida Highway Patrol divisions. This is an example of an instance where we would want the authority to grant temporary special duty pay additives. Each of the 11 members was given a 15% base rate of pay increase or minimum hiring rate of the position he/she was "acting" for at least 90 days which cost approximately $18,302.51.

- When necessary the Department is authorized to continue temporary special duties beyond 90 days without having to obtain approval from the Department of Management Services.

Department Level Exhibits and Schedules

Non- Strategic IT Service: **Network Service**

Dept/Agency: DHSMV
Prepared by: Denise Rodenbough
Phone: 850- 617- 2014

Service Provisioning - - Assets & Resources *(Cost Elements)*		*Footnote Number*	*# of Assets & Resources Apportioned to this IT Service in FY 2013- 14: Number used for this service*	*Number w/ costs in FY 2013- 14*	Estimated FY 2013- 14 Allocation of Recurring Base Budget (based on Column G64 minus G65)
A. Personnel			3.40		$205,782
A-1.1	**State FTE**		3.40		$205,782
A-2.1	**OPS FTE**		0.00		$0
A-3.1	**Contractor Positions** (Staff Augmentation)		0.00		$0
B. Hardware					$34,461
B-1	**Servers**		0	0	$0
B-2	**Server Maintenance & Support**		0	0	$0
B-3	**Network Devices & Hardware** (e.g., routers, switches, hubs, cabling, etc.)	1,3	1199	1199	$0
B-4	**Online Storage for file and print** *(indicate GB of storage)*		0		$0
B-5	**Archive Storage for file and print** *(indicate GB of storage)*		0		$0
B-6	**Other Hardware Assets** *(Please specify in Footnote Section below)*	2			$34,461
C. Software					$30,590
D. External Service Provider(s)					$5,549,683
D-1	**MyFloridaNet**				$4,502,463
D-2	**Other** *(Please specify in Footnote Section below)*	4			$1,047,220
E. Other *(Please describe in Footnotes Section below)*		5,6			$21,012
F. Total for IT Service					**$5,841,528**
G. Please identify the number of users of the Network Service					**10,000**
H. How many locations currently host IT assets and resources used to provide LAN services?					**394**
I. How many locations currently use WAN services?					**394**

J.	**Footnotes -** *Please indicate a footnote for each corresponding row above. Maximum footnote length is 1024 characters.*
1	63 HQ Cisco switches, 5 HQ routers, 386 Field routers, 739 Field Switches, 2 firewalls, 4 appliances
2	Costs include Cisco maintenance and FRVIS field switches. FDLIS switch cost is in DL/ID card.
3	Other network maintenance costs are included in MYFloridaNet Cost
4	Cost includes air cards including FHP & CVE MDTs; satellite for Flowmobiles, Mobile command centers, & CVE; and cabling
5	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, etc.
6	Costs prorated based on % of FTE - includes office supplies, copiers, phones, lease purchase of equipment, prorated risk management ins
7	I. Note: Reduced # of offices from prior years due to Driver License Office Closures
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Non- Strategic IT Service:

E- Mail, Messaging, and Calendaring Service

Agency: DHSMV
Prepared by: Denise Rodenbough
Phone: 850- 617- 2014

	Service Provisioning - - Assets & Resources *(Cost Elements)*	*Footnote Number*	*# of Assets & Resources Apportioned to this IT Service in FY 2013- 14: Number used for this service*	*Number w/ costs in FY 2013- 14*	Estimated FY 2013- 14 Allocation of Recurring Base Budget (based on Column G64 minus G65)
A.	**Personnel**		0.50		$38,508
A-1	**State FTE**		0.50		$38,508
A-2	**OPS FTE**		0.00		$0
A-3	**Contractor Positions** (Staff Augmentation)		0.00		$0
B.	**Hardware**				$0
B-1	**Servers**	2			$0
B-2	**Server Maintenance & Support**	2			$0
B-3	**Wireless Communication Devices** *(e.g., Blackberries, iPhones, PDAs, etc.)*				$0
B-4	**Online Storage** *(indicate GB of storage)*	2			$0
B-5	**Archive Storage** *(indicate GB of storage)*	2			$0
B-6	**Other Hardware Assets** *(Please specify in Footnote Section below)*	2			$0
C.	**Software**	3			$139,984
D.	**External Service Provider(s)**				$203,338
D-1	**Southwood Shared Resource Center**				$0
D-2	**Northwood Shared Resource Center**				$0
D-3	**Northwest Regional Data Center**				$0
D-4	**Other Data Center External Service Provider** *(specify in Footnotes below)*	4			$203,338
E.	**Other** *(Please describe in Footnotes Section below)*	1,5			$1,917
F.	**Total for IT Service**				**$383,747**
G.	**Please provide the number of user mailboxes.**				**5,253**
H.	**Please provide the number of resource mailboxes.**				**12**

I. Footnotes - *Please indicate a footnote for each corresponding row above. Maximum footnote length is 1024 characters.*

1	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, etc.
2	Hardware located at PDC - included in Data Center service
3	Exclaimer, Mimosa, Blackberry ESD CAL, Promodag ($68,315), Cisco Ironport ($3732+$37328+$30609)
4	Risk mgmt insurance $287; DMS HR Svcs $189; Blackberry Data: ISA $25,000; DAS/OED $19,038; FHP $136,400; Motorist Services $22,424
5	Costs prorated based on % of FTE - includes office supplies, copiers, phones, lease purchase of equipment, etc.
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Non- Strategic IT Service: **Desktop Computing Service**

Agency: DHSMV
Prepared by: Denise Rodenbough
Phone: 850- 617- 2014

	Service Provisioning - - Assets & Resources *(Cost Elements)*	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2013- 14: Number used for this service	# of Assets & Resources Apportioned to this IT Service in FY 2013- 14: Number w/ costs in FY 2013- 14	Estimated FY 2013- 14 Allocation of Recurring Base Budget (based on Column G64 minus G65)
A.	**Personnel**		12.95		$603,993
A-1	**State FTE**		11.95		$583,993
A-2	**OPS FTE**	2	1.00		$20,000
A-3	**Contractor Positions** (Staff Augmentation)		0.00		$0
B.	**Hardware**		11179	8113	$4,746,083
B-1	**Servers**		0	0	$0
B-2	**Server Maintenance & Support**		0	0	$0
B-3.1	**Desktop Computers**	3,9,10	8209	5793	$2,635,107
B-3.2	**Mobile Computers** (e.g., Laptop, Notebook, Handheld, Wireless Computer)	7	2970	2320	$2,040,000
B-3.3	**Other Hardware Assets** *(Please specify in Footnote Section below)*	8	0	0	$70,976
C.	**Software**	5			$526,702
D.	**External Service Provider(s)**	1	0	0	$1,290,577
E.	**Other** *(Please describe in Footnotes Section below)*	4,6			$44,057
F.	**Total for IT Service**				$7,211,412
G.	**Please identify the number of users of this service.**				10,350
H.	**How many locations currently use this service?**				394

I. Footnotes - *Please indicate a footnote for each corresponding row above. Maximum footnote length is 1024 characters.*

1	risk management insurance prorated; FRVIS printer and workstation maintenance
2	OPS: FHP 1 position
3	FRVIS 5 year finance 4,429 workstations and 4,994 printers and 157 laptops, 157 docking stations ; refresh cycle is 5-6 years
4	Costs prorated based on % of FTE-inc. office supplies, copiers, phones, lease purchase of equipment, phone replacement, energy retrofit, etc.
5	Includes ISA Microsoft EA, FHP Microsoft EA, and other software
6	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, etc.
7	Finance cost for 1813 FHP MDTs, stands and docking ; refresh cycle is 5 year;157 laptops cost inc in item 4; 650 other laptops with no cost
8	MDT Printer cost. FRVIS finance Printer cost included in Item 4, CVE Parts Toner Software
9	1491 workstations included in the cost of the DL/ID card - refresh is 5 years , 834 (DL testing) workstations - no cost
10	1580 workstations in the Kirkman and field offices excluding those in L1 and FRVIS contracts; refresh cycle is 5 years
11	General desktop refresh funds were eliminated in prior budget reductions
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Non- Strategic IT Service: **Helpdesk Service**

Agency: DHSMV
Prepared by: Denise Rodenbough
Phone: 850- 617- 2014

Service Provisioning - - Assets & Resources *(Cost Elements)*	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2013- 14: Number used for this service	# of Assets & Resources Apportioned to this IT Service in FY 2013- 14: Number w/ costs in FY 2013- 14	Estimated FY 2013- 14 Allocation of Recurring Base Budget (based on Column G64 minus G65)
A. Personnel		14.25		$614,424
A-1 **State FTE**		14.25		$614,424
A-2 **OPS FTE**		0.00		$0
A-3 **Contractor Positions** (Staff Augmentation)		0.00		$0
B. Hardware		0	0	$0
B-1 **Servers**		0	0	$0
B-2 **Server Maintenance & Support**		0	0	$0
B-3 **Other Hardware Assets** *(Please specify in Footnote Section below)*		0	0	$0
C. Software	4			$23,307
D. External Service Provider(s)	1	2	2	$13,567
E. Other *(Please describe in Footnotes Section below)*	2,3			$52,520
F. Total for IT Service				**$703,818**
G. Please identify the number of users of this service.				**10,350**
H. How many locations currently host IT assets and resources used to provide this service?				**1**
I. What is the average monthly volume of calls/cases/tickets?				**12,000**

J. Footnotes - *Please indicate a footnote for each corresponding row above. Maximum footnote length is 1024 characters.*

1	Prorated risk management insurance & DMS HR Svcs (Risk mgmt insurance $8172; DMS HR Svcs $5395
2	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, etc.
3	Costs prorated based on % of FTE - includes office supplies, copiers, phones, lease purchase of equipment, etc.
4	Service Manager and Connect-IT software license/maint
5	H. Location hosting this Service = Northwood Shared Resource Center
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Non- Strategic IT Service: **IT Security/Risk Mitigation Service**

Agency: DHSMV
Prepared by: Denise Rodenbough
Phone: 850- 617- 2014

	Service Provisioning - - Assets & Resources *(Cost Elements)*	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2013- 14: Number used for this service	# of Assets & Resources Apportioned to this IT Service in FY 2013- 14: Number w/ costs in FY 2013- 14	Estimated FY 2013- 14 Allocation of Recurring Base Budget (based on Column G64 minus G65)
A.	**Personnel**		3.00		$216,105
A-1	**State FTE**		3.00		$216,105
A-2	**OPS FTE**		0.00		$0
A-3	**Contractor Positions** (Staff Augmentation)		0.00		$0
B.	**Hardware**		0	0	$0
B-1	**Servers**		0	0	$0
B-2	**Server Maintenance & Support**		0	0	$0
B-3	**Other Hardware Assets** *(Please specify in Footnote Section below)*		0	0	$0
C.	**Software**	4			$78,614
D.	**External Service Provider(s)**	1	3	3	$78,843
E.	**Other** *(Please describe in Footnotes Section below)*	2,3			$11,058
F.	**Total for IT Service**				**$384,620**

G. Footnotes - *Please indicate a footnote for each corresponding row above. Maximum footnote length is 1024 characters.*

1	Prorated risk management insurance & DMS HR Svcs (Risk mgmt insurance $1720, DMS HR Svcs $1136); SSRC Disaster Recovery costs ($75,987)
2	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, etc.
3	Costs prorated based on % of FTE - includes office supplies, copiers, phones, lease purchase of equipment, etc.
4	Palo Alto , Data loss prevention software license cost
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Non- Strategic IT Service: **Agency Financial and Administrative Systems Support Service**

Agency: DHSMV
Prepared by: Denise Rodenbough
Phone: 850- 617- 2014

	Service Provisioning - - Assets & Resources *(Cost Elements)*	*Footnote Number*	*# of Assets & Resources Apportioned to this IT Service in FY 2013-14: Number used for this service*	*Number w/ costs in FY 2013- 14*	Estimated FY 2013- 14 Allocation of Recurring Base Budget (based on Column G64 minus G65)
A.	**Personnel**		6.85		$417,159
A-1	**State FTE**	1	6.85		$417,159
A-2	**OPS FTE**		0.00		$0
A-3	**Contractor Positions** (Staff Augmentation)		0.00		$0
B.	**Hardware**		0	0	$0
B-1	**Servers**		0	0	$0
B-2	**Server Maintenance & Support**		0	0	$0
B-3	**Other Hardware Assets** *(Please specify in Footnote Section below)*		0	0	$0
C.	**Software**				$0
D.	**External Service Provider(s)**	2	2	2	$5,570
E.	**Other** *(Please describe in Footnotes Section below)*	3			$21,396
F.	**Total for IT Service**				**$444,125**
G.	**Please identify the number of users of this service.**				**10,350**
H.	**How many locations currently host agency financial/adminstrative systems?**				**394**

I. Footnotes - *Please indicate a footnote for each corresponding row above. Maximum footnote length is 1024 characters.*

1	5.85 ISA (Information Systems Administration), 1 DAS (Division of Administrative Services)
2	Prorated risk management insurance & DMS HR Svcs (Risk mgmt insurance $3355; DMS HR Svcs $2215)
3	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, lease purchase of equipment, etc.
4	H. Note: 353 Non-FHP sites + 41 FHP sites
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Non- Strategic IT Service:

IT Administration and Management Service

Agency: DHSMV
Prepared by: Denise Rodenbough
Phone: 850- 617- 2014

Service Provisioning - - Assets & Resources *(Cost Elements)*		*Footnote Number*	*# of Assets & Resources Apportioned to this IT Service in FY 2013- 14: Number used for this service*	*Number w/ costs in FY 2013- 14*	Estimated FY 2013- 14 Allocation of Recurring Base Budget (based on Column G64 minus G65)
A.	**Personnel**		14.85		$1,199,358
A-1	**State FTE**		14.85		$1,199,358
A-2	**OPS FTE**		0.00		$0
A-3	**Contractor Positions** (Staff Augmentation)		0.00		$0
B.	**Hardware**		0	0	$0
B-1	**Servers**		0	0	$0
B-2	**Server Maintenance & Support**		0	0	$0
B-3	**Other Hardware Assets** *(Please specify in Footnote Section below)*		0	0	$0
C.	**Software**	4			$66,832
D.	**External Service Provider(s)**	1	1	1	$14,139
E.	**Other** *(Please describe in Footnotes Section below)*	2,3			$57,874
F.	**Total for IT Service**				**$1,338,203**
G.	**How many locations currently host assets and resources used to provide this service?**				**1**

G. Footnotes - *Please indicate a footnote for each corresponding row above. Maximum footnote length is 1024 characters.*

1	Prorated risk management insurance & DMS HR Svcs (Risk mgmt insurance $8516; DMS HR Svcs $5623)
2	Costs prorated based on % of FTE - includes building maintenance, electrical, water, garbage, etc.
3	Costs prorated based on % of FTE - includes office supplies, copiers, phones, lease purchase of equipment, etc.
4	Legal Files, Daptiv, Deltek Risk
5	G. Location hosting this Service = Northwood Shared Resource Center
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Non-Strategic IT Service: **Web/Portal Service**

Dept/Agency: **DHSMV**
Prepared by: Denise Rodenbough
Phone: 850- 617- 2014

	Service Provisioning -- Assets & Resources *(Cost Elements)*	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2013-14: Number used for this service	Number w/ costs in FY 2013-14	Estimated FY 2013-14 Allocation of Recurring Base Budget (based on Column G64 minus G65)
A.	**Personnel**		**5.15**		$289,390
A-1.1	**State FTE**	1	5.15		$289,390
A-2.1	**OPS FTE**		0.00		$0
A-3.1	**Contractor Positions** (Staff Augmentation)		0.00		$0
B.	**Hardware**				$0
B-1	**Servers**		0	0	$0
B-2	**Server Maintenance & Support**		0	0	$0
B-3	**Other Hardware Assets** *(Please specify in Footnotes Section below)*		0	0	$0
C.	**Software**	5			$109,242
D.	**External Service Provider(s)**	2	2	2	$3,809
E.	**Other** *(Please describe in Footnotes Section below)*	3,4			$14,742
F.	**Total for IT Service**				**$417,183**
G.	**Please identify the number of Internet users of this service.**				**9,209,212**
H.	**Please identify the number of intranet users of this service.**				**10,350**
I.	**How many locations currently host IT assets and resources used to provide this service?**				**1**

	J. Footnotes - *Please indicate a footnote for each corresponding row above. Maximum footnote length is 1024 characters.*
1	4.00 ISA (Information Systems Administration), 1.15 DAS (Division of Administrative Services)
2	Prorated risk management insurance & DMS HR Svcs (Risk mgmt insurance $2294; DMS HR Svcs $1515)
3	other expenses include office supplies, lease purchase of equipment, copiers and percentage of overhead, using the % fte times overhead
4	Utilities, fire insurance, building maintenance, energy retrofit, using the % fte times overhead
5	SharePoint
6	I. Location hosting this Service = Northwood Shared Resource Center
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Non-Strategic IT Service: **Data Center Service**

Dept/Agency: **DHSMV**
Prepared by: Denise Rodenbough
Phone: 850- 617- 2014

	Service Provisioning -- Assets & Resources *(Cost Elements)*	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2013-14: Number used for this service	Number w/ costs in FY 2013-14	Estimated FY 2013-14 Allocation of Recurring Base Budget (based on Column G64 minus G65)
A.	**Personnel** *(performing data center functions defined in w. 282.201(2)(d)1.e., F.S.)*		0.00		$0
A-1.1	**State FTE**		0.00		$0
A-2.1	**OPS FTE**		0.00		$0
A-3.1	**Contractor Positions** (Staff Augmentation)		0.00		$0
B.	**Hardware**				$0
B-1	**Non-Mainframe Servers** *(including single-function logical servers not assigned to another service)*		0	0	$0
B-2	**Servers - Mainframe**		0	0	$0
B-3	**Server Maintenance & Support**		0	0	$0
B-4	**Online or Archival Storage Systems** *(indicate GB of storage)*		0		$0
B-5	**Data Center/ Computing Facility Internal Network**				$0
B-6	**Other Hardware** *(Please specify in Footnotes Section below)*				$0
C.	**Software**				$0
D.	**External Service Provider(s)**				$2,377,768
D-1	**Southwood Shared Resource Center** *(indicate # of Board votes)*	1	1		$0
D-2	**Northwood Shared Resource Center** *(indicate # of Board votes)*	2	1		$2,377,768
D-3	**Northwest Regional Data Center** *(indicate # of Board votes)*		0		$0
D-4	**Other Data Center External Service Provider** *(specify in Footnotes below)*				$0
E.	**Plant & Facility**				$0
E-1	**Data Center/Computing Facilities Rent & Insurance**				$0
E-2	**Utilities (e.g., electricity and water)**				$0
E-3	**Environmentals (e.g., HVAC, fire control, and physical security)**				$0
E-4	**Other** *(please specify in Footnotes Section below)*				$0
F.	**Other** *(Please describe in Footnotes Section below)*				$0
G.	**Total for IT Service**				**$2,377,768**
H.	**Please provide the number of agency data centers.**				**1**
I.	**Please provide the number of agency computing facilities.**				**7**
J.	**Please provide the number of single-server installations.**				**401**

H.	**Footnotes -** *Please indicate a footnote for each corresponding row above. Maximum footnote length is 1024 characters.*
1	Mainframe service at SSRC is considered to be in our strategic services category
2	Includes FHP Commercial Vehicle Enforcement (formerly Motor Carrier Compliance)
3	H. Number of agency "data centers" (10 or more servers) = Equipment Room C103 (IVR and phone system)
4	I. Number of agency computing facilities-includes the 7 FHP Regional Command Communications Centers-1 windows server and the phone equipment servers at each
5	J. Number of single server installations - includes statewide driver license offices and tax collector agencies
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Schedule IV-C: Information Technology (IT) Costs and Service Requirements

IT Service Costs Worksheet: Total Agency Operational Costs

FY 2013-14

Agency: DHSMV

	Budget Entity Code	Budget Entity	Program Component Code	Program Component	Appropriation Category Code	Appropriation Category	Fund Code	Fund	FSI	Line Item Total	Funding Identified for IT Service	E- Mail, Messaging, and Calendaring Service	Network Service	Desktop Computing Service	Helpdesk Service	IT Security/Risk Mitigation Service	Agency Financial and Administrative Systems Support Service	IT Administration and Management Service	Web/Portal Service	Data Center Service
										Identified Funding as % of		*100.0000%*	*100.0000%*	*100.0000%*	*100.0000%*	*100.0000%*	*100.0000%*	*100.0000%*	*100.0000%*	*100.0000%*
												$383,747	*$5,841,528*	*$7,211,412*	*$703,818*	*$384,620*	*$444,125*	*$1,338,203*	*$417,183*	*$2,377,768*
1										$0										
2	76010100	Executive Direction & Supp	1602000000	Executive Direction & Support Svcs	010000	Salaries and Benefits	2009	Highway Safety Operating T	1	$63,199		$0					$63,199			
3	76100100	Highway Safety	1202000000	Law Enforcement	040000	Expenses	2009	Highway Safety Operating T	1	$29,069		$22,770	$6,299							
4	76100100	Highway Safety	1202000000	Law Enforcement	030000	Other Personal Services	2009	Highway Safety Operating T	1	$20,000				$20,000						
5	76100100	Highway Safety	1202000000	Law Enforcement	040000	Expenses	2009	Highway Safety Operating T	1	$352,644		$173,727	$8,447	$170,470						
6	76100100	Highway Safety	1202000000	Law Enforcement	100112	FHP Communication Systems	2009	Highway Safety Operating T	1	$12,893			$12,893							
7	76100100	Highway Safety	1202000000	Law Enforcement	105280	Deferred-Payment Commodities Contract	2009	Highway Safety Operating T	1	$2,040,000				$2,040,000						
8	76100100	Highway Safety	1202000000	Law Enforcement	106027	Mobile Data Terminal System	2009	Highway Safety Operating T	1	$848,180			$808,180	$40,000						
9	76100600	Motor Carrier Compliance	1202000000	Law Enforcement	040000	Expenses	2009	Highway Safety Operating T	3	$182,274			$151,417	$30,857						
10	76210100	Motorist Services	1205000000	Consumer Safety & Protection	040000	Expenses	2009	Highway Safety Operating T	1	$111,068		$53,033	$58,035							
11	76400100	Information Technology	1603000000	Information Technology	010000	Salaries and Benefits	2009	Highway Safety Operating T	1	$3,501,520		$38,508	$205,782	$583,993	$614,424	$216,105	$353,960	$1,199,358	$289,390	
12	76400100	Information Technology	1603000000	Information Technology	040000	Expenses	2009	Highway Safety Operating T	1	$3,208,992		$94,823	$2,317,393	$392,270	$66,281	$87,663	$17,642	$111,616	$121,304	
13	76400100	Information Technology	1603000000	Information Technology	100777	Contracted Services	2009	Highway Safety Operating T	1	$45,778		$149	$34,461	$1,920	$2,130	$448	$710	$5,362	$598	
14	76400100	Information Technology	1603000000	Information Technology	103241	Risk Management	2009	Highway Safety Operating T	1	$33,147		$287	$1,950	$6,853	$8,172	$1,720	$3,355	$8,516	$2,294	
15	76400100	Information Technology	1603000000	Information Technology	103752	Tax Collector Network	2009	Highway Safety Operating T	1	$3,512,814			$2,233,615	$1,279,199						
16	76400100	Information Technology	1603000000	Information Technology	105280	Deferred-Payment Commodities Contract	2009	Highway Safety Operating T	1	$2,664,610		$256	$1,735	$2,641,206	$7,274	$1,531	$2,986	$7,580	$2,042	
17	76400100	Information Technology	1603000000	Information Technology	105281	Lease Purchase of Equipment	2009	Highway Safety Operating T	1	$576		$5	$34	$119	$142	$30	$58	$148	$40	
18	76400100	Information Technology	1603000000	Information Technology	107040	TR/DMS/HR SVCS/STW CONTRCT	2009	Highway Safety Operating T	1	$21,885		$189	$1,287	$4,525	$5,395	$1,136	$2,215	$5,623	$1,515	
19	76400100	Information Technology	1603000000	Information Technology	210021	Data Processing Svcs Southwood (SSRC)	2009	Highway Safety Operating T	1	$75,987						$75,987				
20	76400100	Information Technology	1603000000	Information Technology	210022	Data Processing Svcs Northwood SRC (NSRC	2009	Highway Safety Operating T	1	$2,377,768										$2,377,768
21										$0										
22										$0										
23										$0										
24										$0										
25										$0										
26										$0										
27										$0										
28										$0										
29										$0										
30										$0										

Sum of IT Cost Elements Across IT Services

IT Cost Element Data as entered on IT Service Worksheets

		Sum of IT Cost Elements Across IT Services	E- Mail, Messaging, and Calendaring Service	Network Service	Desktop Computing Service	Helpdesk Service	IT Security/Risk Mitigation Service	Agency Financial and Administrative Systems Support Service	IT Administration and Management Service	Web/Portal Service	Data Center Service
Personnel	*State FTE (#)*	59.95	0.50	3.40	11.95	14.25	3.00	6.85	14.85	5.15	0.00
	State FTE (Costs)	$3,564,719	$38,508	$205,782	$583,993	$614,424	$216,105	$417,159	$1,199,358	$289,390	$0
	OPS FTE (#)	1.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00
	OPS FTE (Cost)	$20,000	$0	$0	$20,000	$0	$0	$0	$0	$0	$0
	Vendor/Staff Augmentation (# Positions)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Vendor/Staff Augmentation (Costs)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
	Hardware	$4,780,544	$0	$34,461	$4,746,083	$0	$0	$0	$0	$0	$0
	Software	$975,271	$139,984	$30,590	$526,702	$23,307	$78,614	$0	$66,832	$109,242	$0
	External Services	$9,537,294	$203,338	$5,549,683	$1,290,577	$13,567	$78,843	$5,570	$14,139	$3,809	$2,377,768
	Plant & Facility (Data Center Only)	$0									$0
	Other	$224,576	$1,917	$21,012	$44,057	$52,520	$11,058	$21,396	$57,874	$14,742	$0
	Budget Total	$19,102,404	$383,747	$5,841,528	$7,211,412	$703,818	$384,620	$444,125	$1,338,203	$417,183	$2,377,768
	FTE Total	60.95	0.50	3.40	12.95	14.25	3.00	6.85	14.85	5.15	0.00
	Users		5,265	10,000	10,350	10,350		10,350		9,219,562	
	Cost Per User		$73	584.1528	696.7547826	68.00173913		42.91062802		0.045249763	

(cost/all mailboxes)

Help Desk Tickets: 12,000

Cost/Ticket: 4.887625

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Governor's website.

Agency:	**Department of Highway Safety and Motor Vehicles**		
Contact Person:	Stephen D. Hurm	Phone Number:	850/617-3101

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Bradsheer & Johnson vs. DHSMV (class action)	
Court with Jurisdiction:	Leon County Circuit Court	
Case Number:	2007-CA-0864	
Summary of the Complaint:	This is a class action for refunds/injunctive relief filed in state court for those people required to install Ignition Interlock Devices (IID) following a second DUI conviction before the Department was given explicit authority to do so on July 1, 2005.	
Amount of the Claim:	Estimated: $1 Million	
Specific Statutes or Laws (including GAA) Challenged:	N/A	
Status of the Case:	This case is back before the Circuit Court in Leon County following the review and remand from the 1ST DCA. Plaintiffs have filed their 3rd Amended Complaint and defendant has filed a motion to dismiss. These motions have been argued but remain pending before Judge Carroll in Circuit Court. (7/12/2012)	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	BROAD AND CASSEL ATTORNEYS AT LAW BROOKS, LeBOEUF, BENNETT, FOSTER & GWARTNEY P.A. RHONDA F. GOODMAN, P.A.	

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Governor's website.

Agency:	**Department of Highway Safety and Motor Vehicles**		
Contact Person:	Stephen D. Hurm	Phone Number:	850/617-3101

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Hugh McGinley, Estate of Kevin McGinley, and Gillian McGinley v. Jetton, et al. and City of Tampa	
Court with Jurisdiction:	U.S. District Court-Middle District of Florida (Tampa)	
Case Number:	8:11-cv-322-T-17MAP	
Summary of the Complaint:	The parents of Kevin McGinley, who was killed on February 13, 1998, when struck by a UPS truck after a roadside fist fight on I-275, seek damages against 21 individual defendants and the City of Tampa alleging that the defendants conspired to create and defend a negligently conducted FHP traffic homicide investigation which they say caused them to file an untimely wrongful death claim against other persons involved in the fight and denied them their civil rights through access to courts.	
Amount of the Claim:	$17.5 million (claimed)	
Specific Statutes or Laws (including GAA) Challenged:	42 U.S. Code section 1983, Florida Wrongful Death Act, Conspiracy	
Status of the Case:	Case dismissed based on running of statute of limitations on October 12, 2010. The McGinleys appealed to the 11th Circuit Court of Appeals in Atlanta, Case No. 10-15240, which affirmed. In addition, they filed a new lawsuit in state court alleging some 21 individual defendants, many of whom are DHSMV employees, and the City of Tampa conspired to violate their civil rights. That case has now been removed to federal court in Tampa. Motion to Dismiss is pending. Plaintiffs have moved to file a second amended complaint.	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A	

Schedule VII: Agency Litigation Inventory

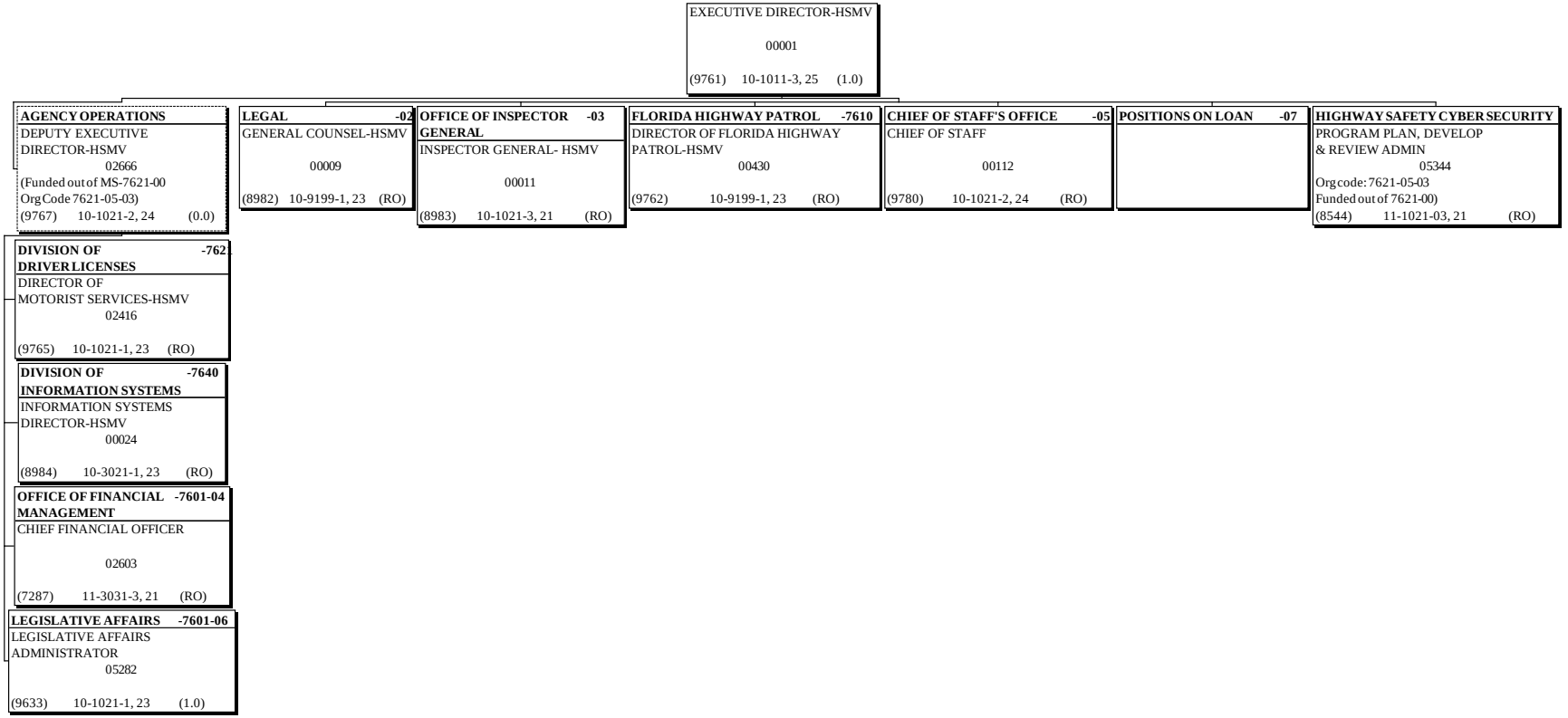
For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Governor's website.

Agency:	**Department of Highway Safety and Motor Vehicles**		
Contact Person:	Stephen D. Hurm	Phone Number:	850/617-3101

Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	National Safety Commission v. Florida Department of Highway Safety and Motor Vehicles	
Court with Jurisdiction:	(Leon County) Second Judicial Circuit Court First District Court of Appeals	
Case Number:	2010-CA-1671 – Circuit Court 1D10-6448 – 1st DCA	
Summary of the Complaint:	The Department appealed the ruling of Judge Fulford in the circuit court that found National Safety Commission (NSC) had a unilateral right to renew the handbook printing contract for an additional five years. Oral argument before the 1st DCA occurred on June 15, 2011. The 1st DCA Opinion entered on October 6, 2011, reversed the circuit court order and remanded the case to the circuit court for entry of an order consistent with the District Court opinion.	
Amount of the Claim:	$3.5 million (potential)	
Specific Statutes or Laws (including GAA) Challenged:	Contract interpretation per sections 287.057 and 283.58, Florida Statutes	
Status of the Case:	**CLOSED – DHSMV prevailed February 6, 2012.**	
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel
	X	Office of the Attorney General or Division of Risk Management
		Outside Contract Counsel
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).	N/A	

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR

DATE: 10/10/2012
SEQUENCE: 7601
OED: _____
NUMBER OF POSITIONS: 2
NUMBER OF FTE: 2.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
LEGAL

DATE: 08/01/2012
SEQUENCE: 7601-02
OED: _____
NUMBER OF POSITIONS: 15
NUMBER OF FTE: 15.0

GENERAL COUNSEL - HSMV
00009
(8982) 10-9199-1, 23 (1.0)

ADMINISTRATIVE SUPPORT -01
BUSINESS MANAGER I - SES
00008
(0736) 11-3011-2, 20 (1.0)

EXECUTIVE ASSISTANT I - SES
00510
(0718) 43-6011-4, 3 (1.0)

ADMINISTRATIVE ASSISTANT I
#03007
(Funded out of MS 7621-01
Org Code 7621-05-03)
(0709) 43-6011-2, 3 (0.0)

PARALEGAL SPECIALIST
00010 05083
05266 05267
(7703) 23-2011-1, 5 (4.0)

PARALEGAL SPECIALIST
03967 04864
(Funded out of FHP-7610-01
Org Code 7610-08-03)
(7703) 23-2011-1, 5 (0.0)

DEPUTY GENERAL COUNSEL -02
DEPUTY GENERAL COUNSEL
03838
(8416) 11-9199-4, 22 (1.0)

SENIOR ATTORNEY
01732 03542
(Funded out of FHP-7610-01
Org Code 7610-08-03)
(7738) 23-1011-4, 14 (0.0)

SENIOR ATTORNEY
00007 03691
05082 05263 05264
(7738) 23-1011-4, 14 (5.0)

SENIOR ATTORNEY
01801 05271
(Funded out of MS 7621-01
Org Code: 7621-05-03)
(7738) 23-1011-4, 14 (0.0)

SENIOR ATTORNEY
00656 04869
(Funded out of FHP-7610-01
Org Code 7610-08-04)
(7738) 23-1011-4, 14 (0.0)

ADMINISTRATIVE OPERATIONS -01
OPERATIONS & MANAGEMENT
CONSULTANT II-SES
04820
(2236) 13-1111-4, 7 (1.0)

HIGHWAY SAFETY SPECIALIST
03380
(Funded out of MS 7621-01
Org Code 7621-05-03)
(9018) 13-1041-4, 6 (0.0)

ADMINISTRATIVE ASSISTANT I
02425
(Funded out of MS 7621-01
Org Code: 7621-04-05)
(0709) 43-6011-2, 3 (0.0)

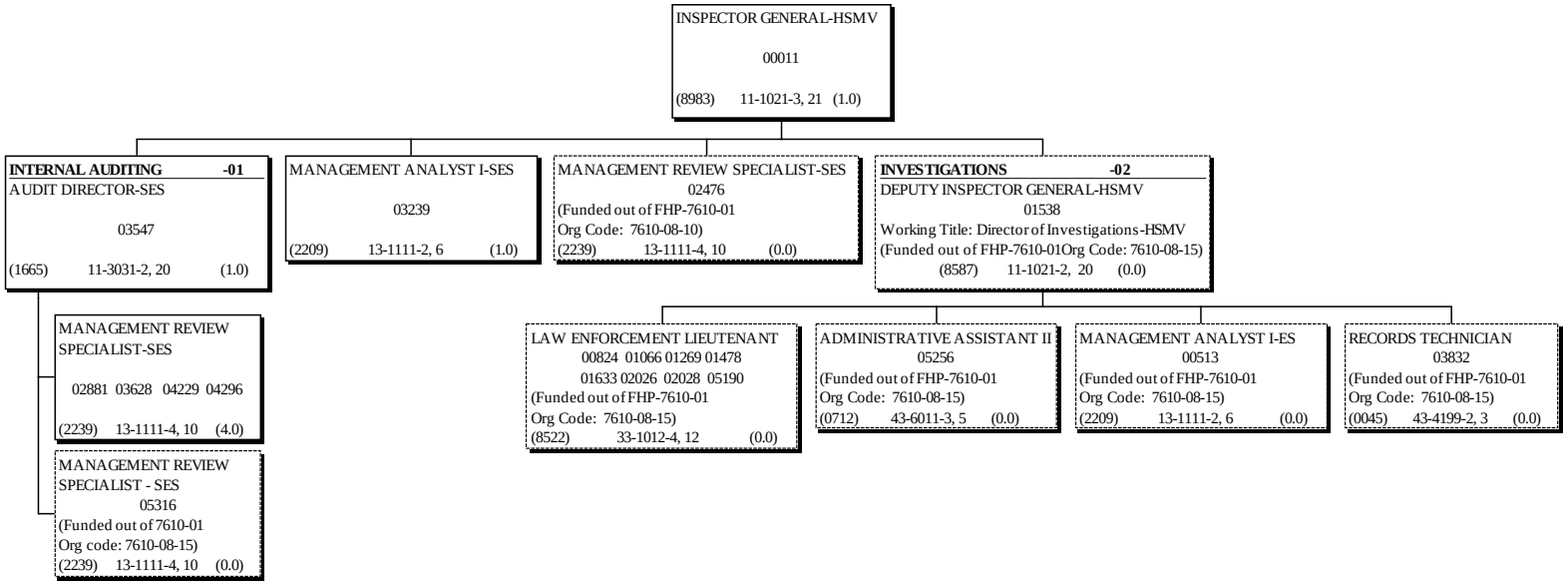
PARALEGAL SPECIALIST
01050
(7703) 23-2011-1, 5 (1.0)

BUREAU OF ADMINISTRATIVE REVIEWS -05
CHIEF OF ADMINISTRATIVE
REVIEWS - HSMV
02627
(Funded out of DDL-7625-05
Org Code 7620-03-06)
(7910) 11-1021-3, 21 (0.0)

.50 FTE

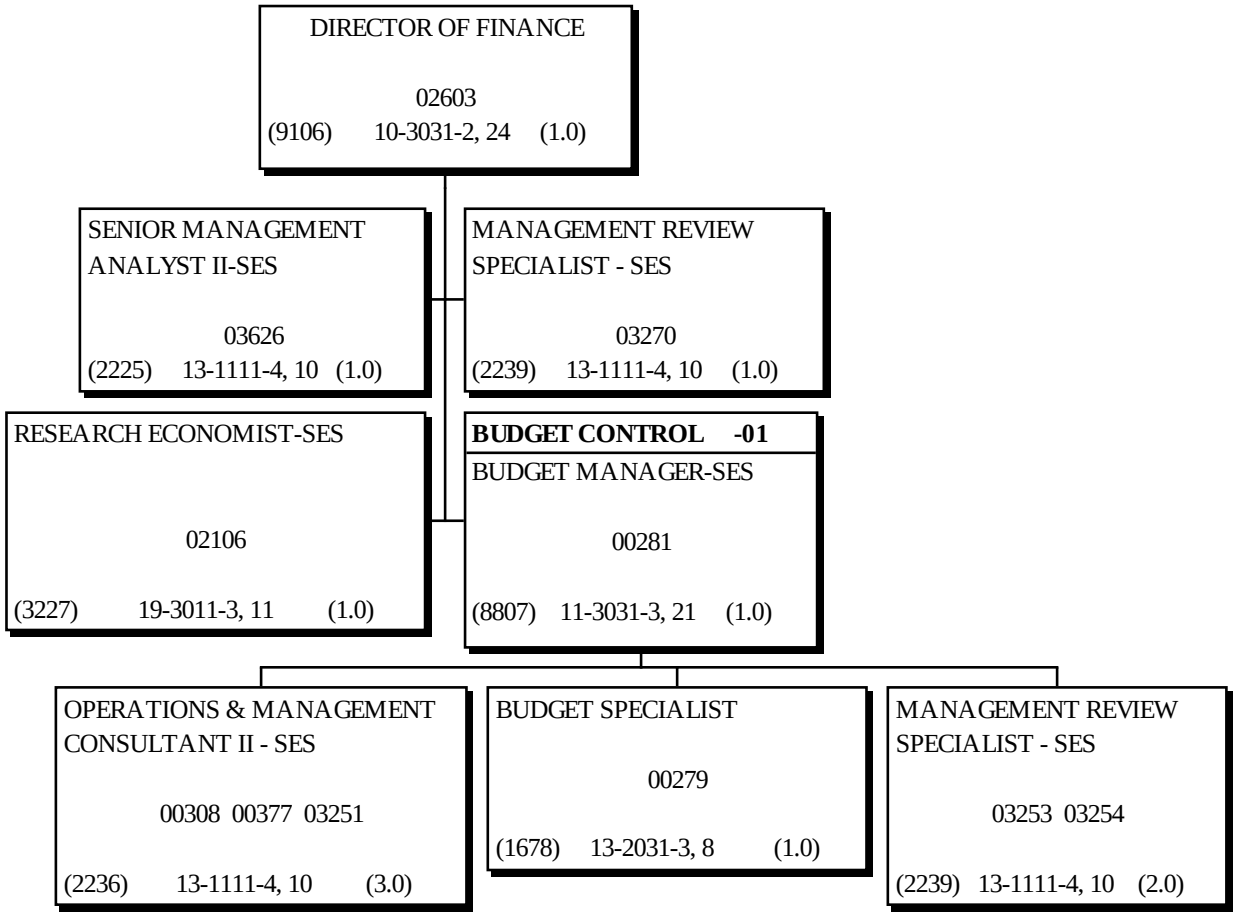
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
OFFICE OF INSPECTOR GENERAL

DATE: 07/06/12
SEQUENCE: 7601-03
OED: _____
NUMBER OF POSITIONS: 7
NUMBER OF FTE: 7.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
OFFICE OF EXECUTIVE DIRECTOR
OFFICE OF FINANCIAL MANAGEMENT

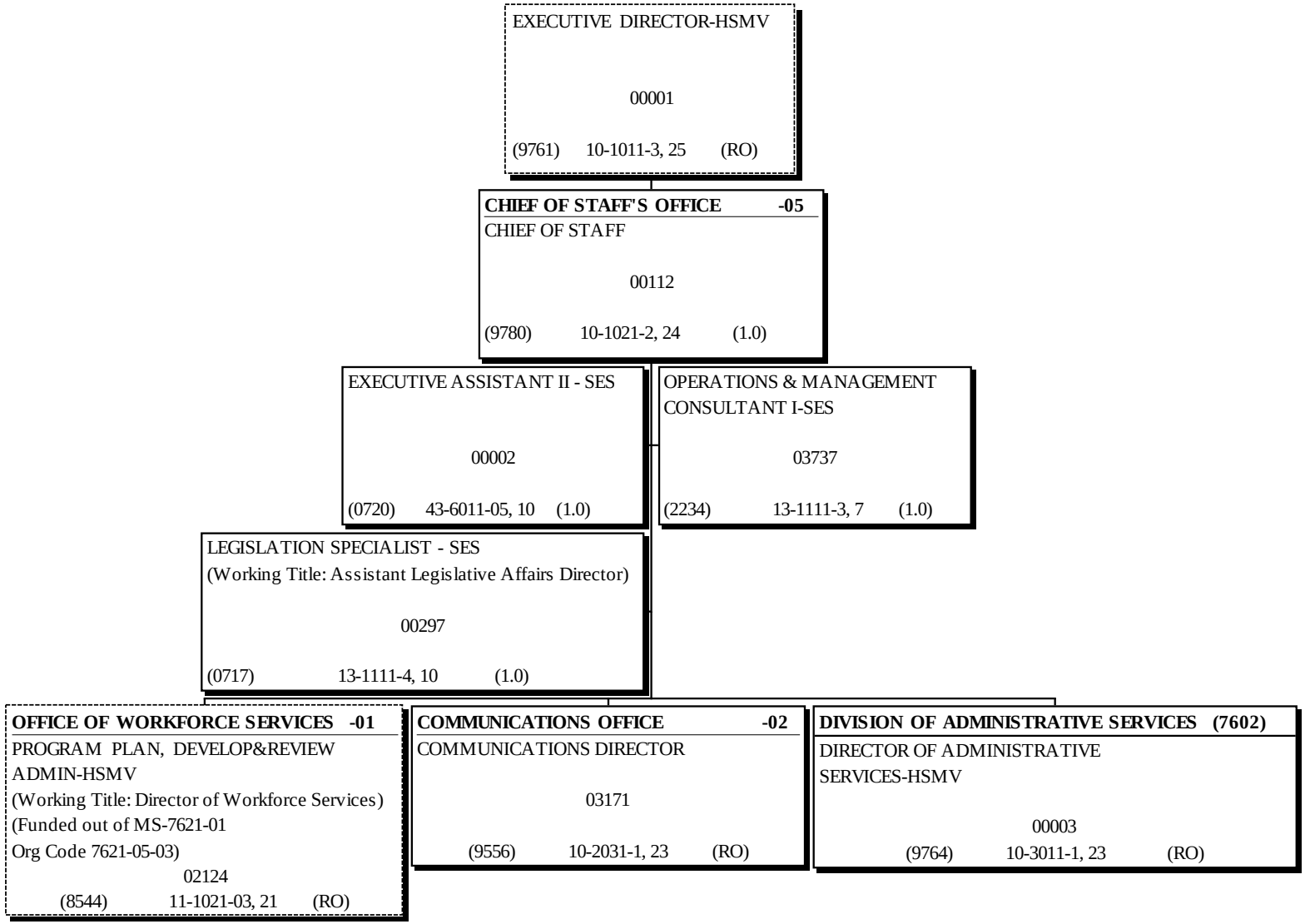
DATE: 06/28/12
SEQUENCE: 7601-04
OED: _____
NUMBER OF POSITIONS: 11
NUMBER OF FTE'S: 11



0.5 FTE

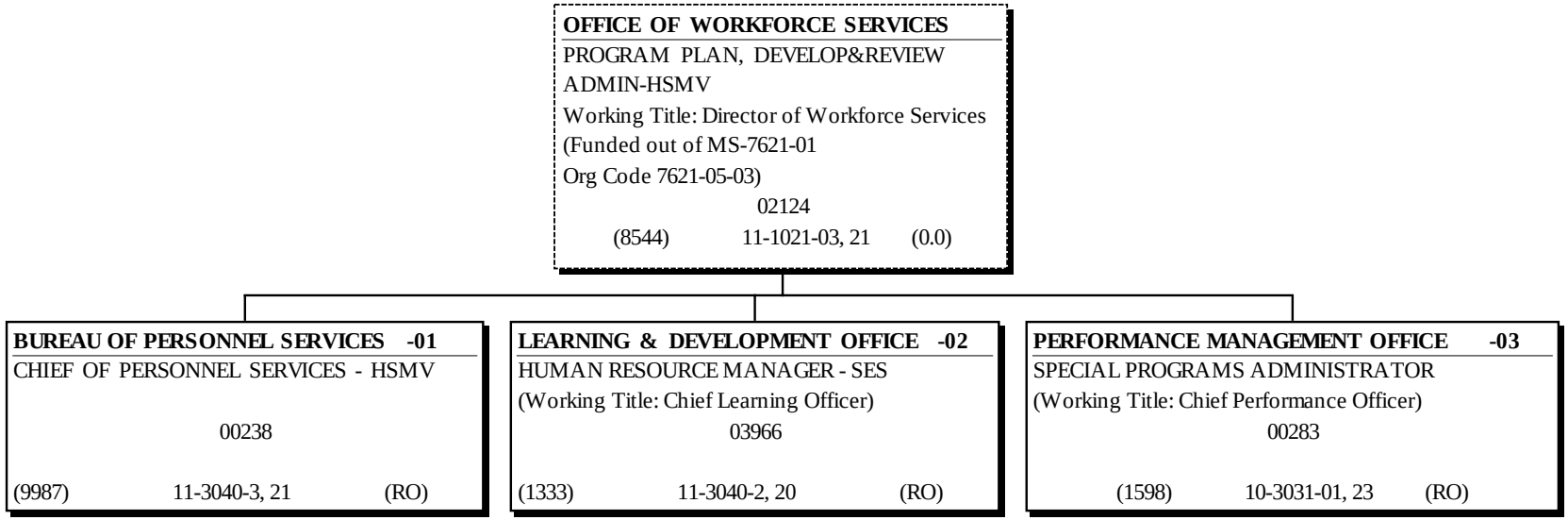
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
CHIEF OF STAFF'S OFFICE

DATE: 5/1/2012
SEQUENCE: 7601
OED: _____
NUMBER OF POSITIONS: 4
NUMBER OF FTE: 4.0



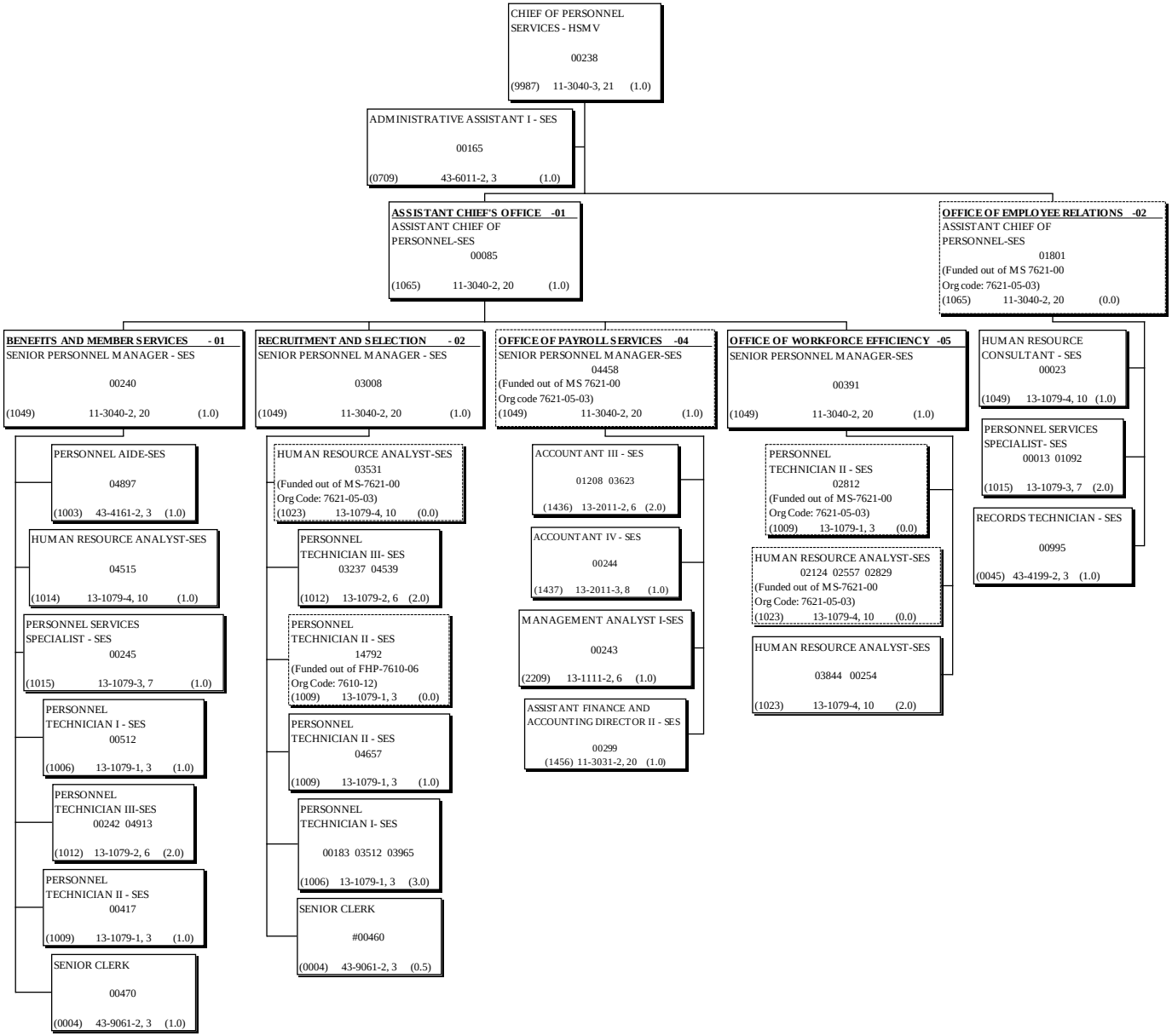
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
CHIEF OF STAFF'S OFFICE
OFFICE OF WORKFORCE SERVICES

DATE: 5/1/2012
SEQUENCE: 7601-05-01
OED: _____
NUMBER OF POSITIONS: 0
NUMBER OF FTE: 0.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
CHIEF OF STAFF'S OFFICE
BUREAU OF PERSONNEL SERVICES

DATE: 06/25/2012
SEQUENCE: 7601-05-01-01
OED:_____
NUMBER OF POSITIONS: 31
NUMBER OF FTE: 30.5



.50 FTE

CHIEF PERSONNEL SERVICES

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
CHIEF OF STAFF'S OFFICE
LEARNING & DEVELOPMENT OFFICE

DATE: 6/20/12
SEQUENCE: 7601-05-01-02
OED:_____
NUMBER OF POSITIONS: 16
NUMBER OF FTE: 16.0

HUMAN RESOURCE MANAGER-SES
Working Title: Chief Learning Officer
03966
(1333) 11-3040-2, 20 (1.0)

ADMINISTRATIVE ASSISTANT II
00275
(0712) 43-6011-3, 5 (1.0)

ASSISTANT CHIEF'S OFFICE -01
TRAINING & RESEARCH MANAGER-SES
Working Title: Asst. Chief Learning Officer
02737
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(6004) 11-3042-2, 20 (0.0)

EDUCATIONAL TECHNOLOGY -01
OPERATIONS & MANAGEMENT CONSULTANT MANAGER-SES
Working Title: Learning & Development Manager
00695
(Funded out of FHP-7610-01
Org Code: 7610-08-01)
(2238) 11-1021-2, 20 (0.0)

EDUCATION AND TRAINING SPECIALIST
02845 04822
(1328) 13-1073-3, 7 (2.0)

RESEARCH & TRAINING SPECIALIST
02084
(1334) 13-1073-4, 10 (1.0)

RESEARCH & TRAINING SPECIALIST
02722
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(1334) 13-1073-4, 10 (0.0)

TRAINING DELIVERY -02
OPERATIONS & MANAGEMENT CONSULTANT MANAGER-SES
02448
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(2238) 11-1021-2, 20 (0.0)

STAFF ASSISTANT
02590
(0004) 43-9061-2, 3 (1.0)

TRAINING DELIVERY UNIT 1 -01
TRAINING MANAGER- SES
03615
(1330) 11-3042-1, 19 (1.0)

EDUCATION AND TRAINING SPECIALIST
00928 01179 03556
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(1328) 13-1073-3, 7 (0.0)

OPERATIONS ANALYST II
00830
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(2212) 13-1111-3, 7 (0.0)

RESEARCH & TRAINING SPECIALIST
00215
(1334) 13-1073-4, 10 (1.0)

EDUCATION AND TRAINING SPECIALIST
04228
(1328) 13-1073-3, 7 (1.0)

TRAINING DELIVERY UNIT 2 -02
TRAINING MANAGER- SES
2882
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(1330) 11-3042-1, 19 (0.0)

EDUCATION AND TRAINING SPECIALIST
00904 00915 02740 02898 03234 03581 03595 04264
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(1328) 13-1073-3, 7 (0.0)

LEADERSHIP DEVELOPMENT INSTITUTE -03
TRAINING AND RESEARCH CONSULTANT-SES
02227
(1330) 11-3042-1, 19 (1.0)

OPERATIONS ANALYST II
02872
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(2212) 13-1111-03, 7 (0.0)

PERFORMANCE IMPROVEMENT -04
OPERATIONS & MANAGEMENT CONSULTANT MANAGER-SES
02986
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(2238) 11-1021-2, 20 (0.0)

OPERATIONS ANALYST I
04829
(2209) 13-1111-2, 6 (1.0)

RESEARCH & TRAINING SPECIALIST
02291 02979 04340
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(1334) 13-1073-4, 10 (0.0)

EDUCATION AND TRAINING SPECIALIST
02615
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(1328) 13-1073-3, 7 (0.0)

RESEARCH & TRAINING SPECIALIST
00262 00342 02187 05015
(1334) 13-1073-4, 10 (4.0)

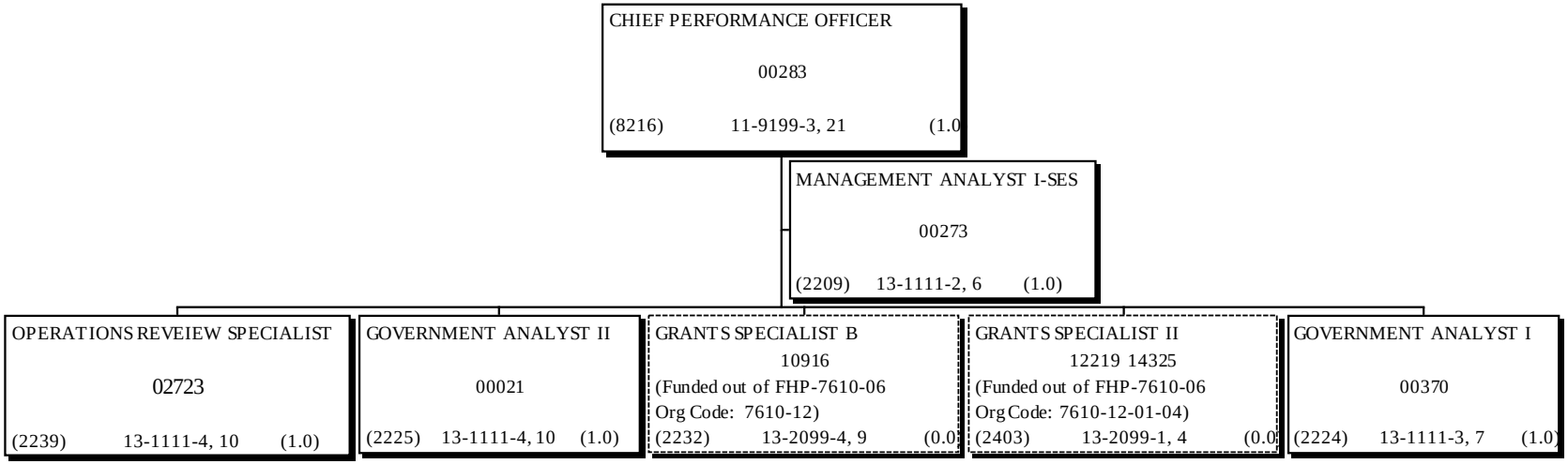
EDUCATION AND TRAINING SPECIALIST
02261
(1328) 13-1073-3, 7 (1.0)

TRAINING SPECIALIST II
*00501
(Funded out of MS-7621-00
Org Code: 7621-05-03)
(1324) 13-1073-2, 6 (0.0)

* Shared Position

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
CHIEF OF STAFF'S OFFICE
PERFORMANCE MANAGEMENT OFFICE

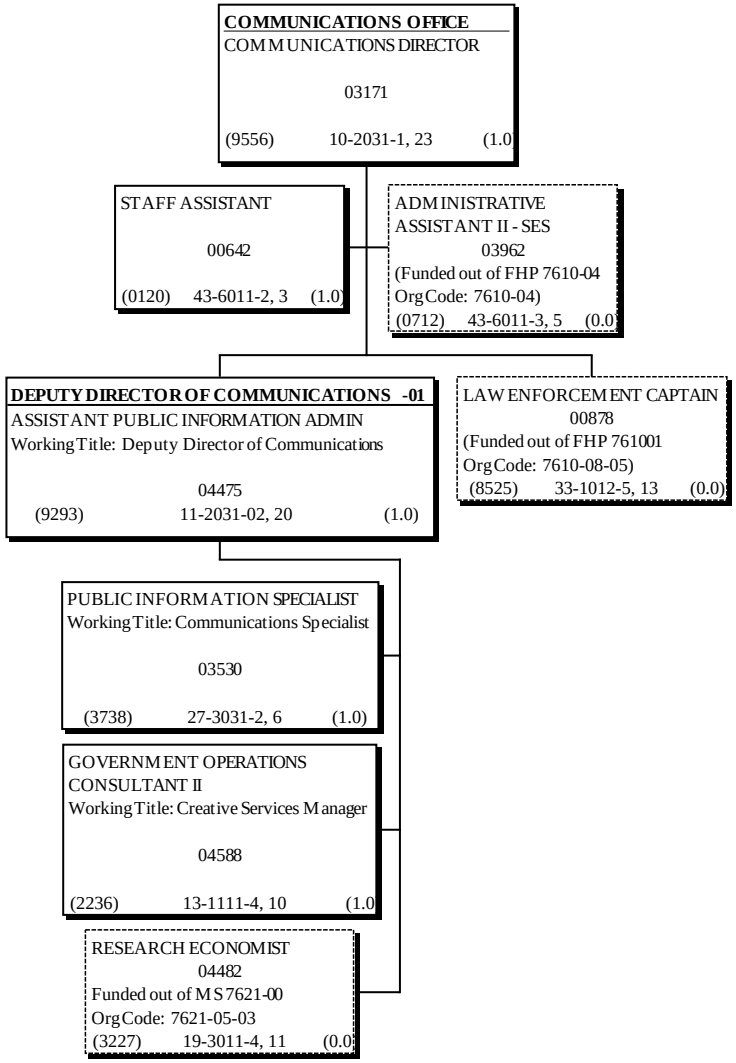
DATE: 4/30/12
SEQUENCE: 7601-05-03
OED:_____
NUMBER OF POSITIONS 5
NUMBER OF FTE's : 5.0



 # 0.50 FTE

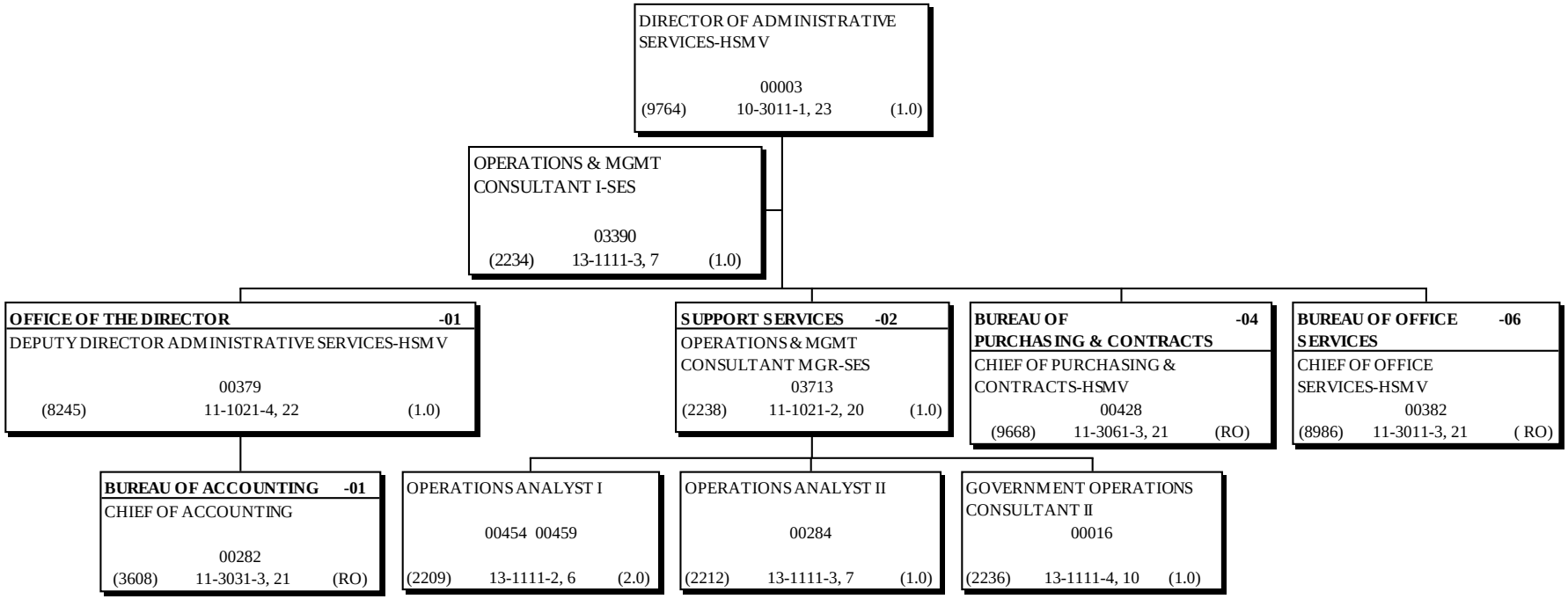
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
OFFICE OF THE EXECUTIVE DIRECTOR
COMMUNICATIONS OFFICE

DATE: 02/23/12
SEQUENCE: 7601-05-02
OED:_____
NUMBER OF POSITIONS: 5
NUMBER OF FTE'S: 5.0



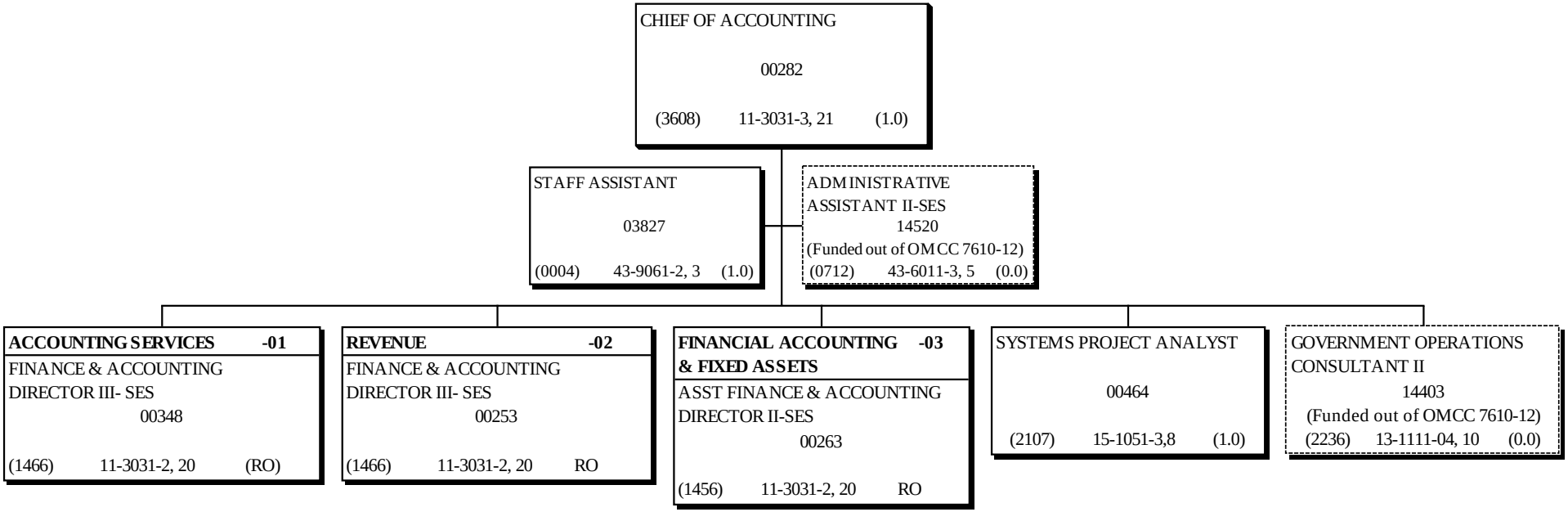
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES

DATE: 05/14/2012
SEQUENCE: 7602
OED:_____
NUMBER OF POSITIONS: 8
NUMBER OF FTE'S: 8.0



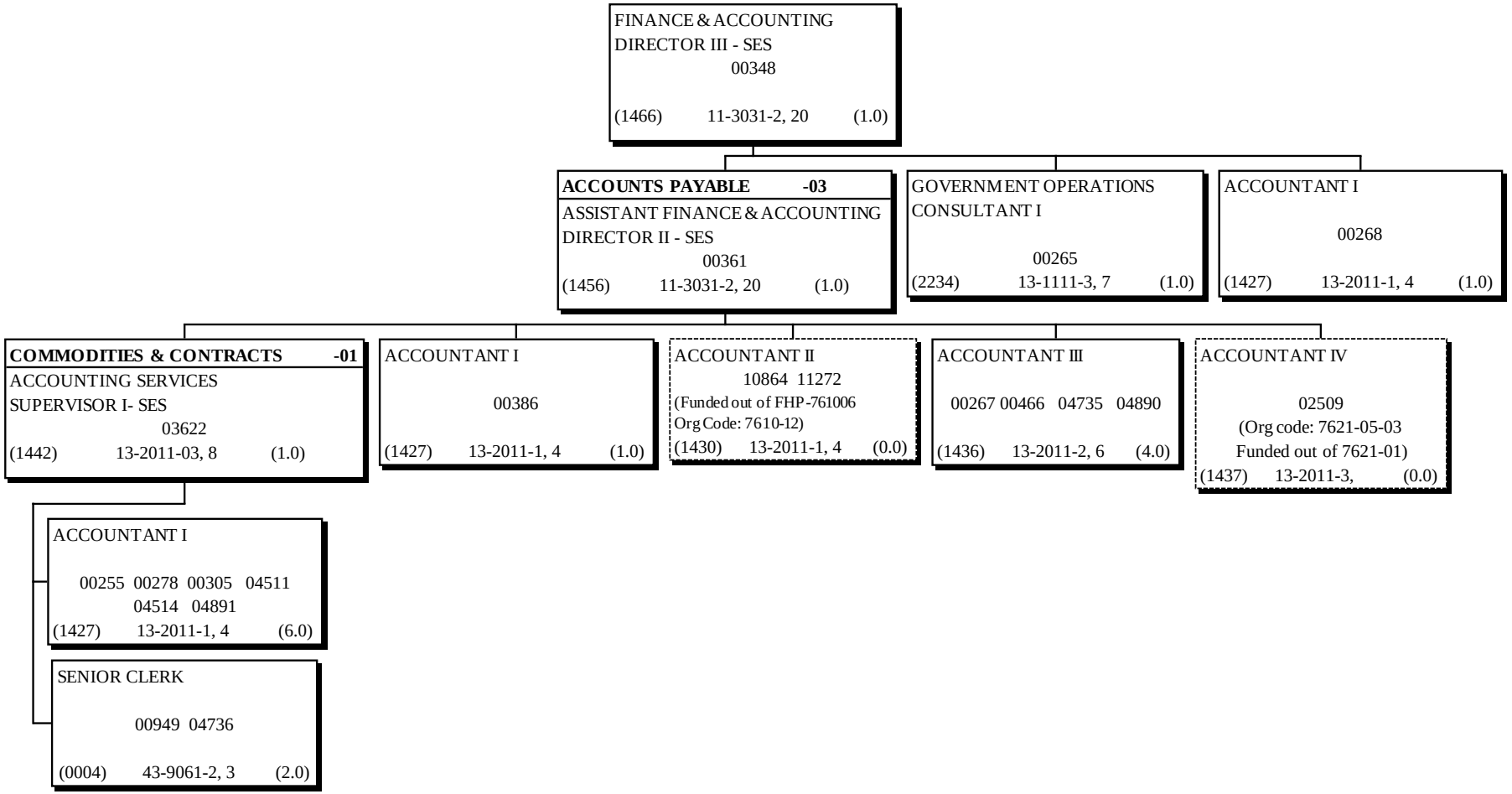
DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
BUREAU OF ACCOUNTING

DATE: 02/12/12
SEQUENCE: 7602-01-01
OED: _____
NUMBER OF POSITIONS: 3
NUMBER OF FTE'S: 3.0



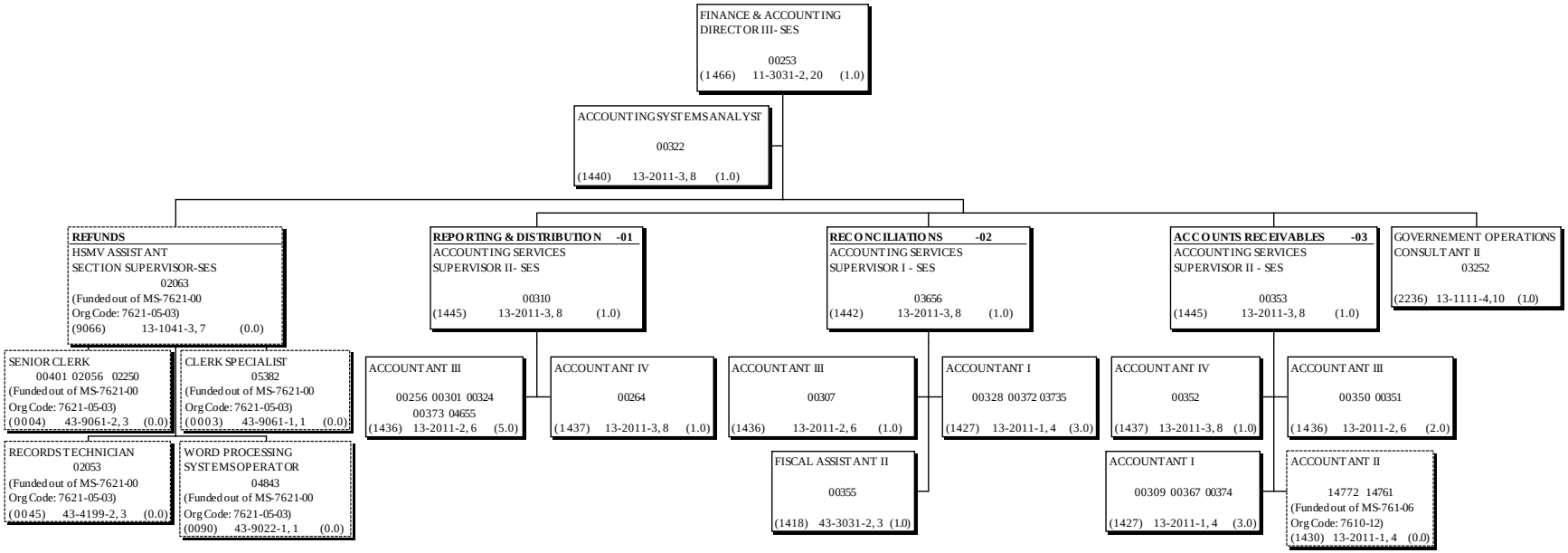
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
BUREAU OF ACCOUNTING
ACCOUNTING SERVICES

DATE: 04/16/2012
SEQUENCE: 7602-03-01
OED:_____
NUMBER OF POSITIONS: 18
NUMBER OF FTE'S: 18.0



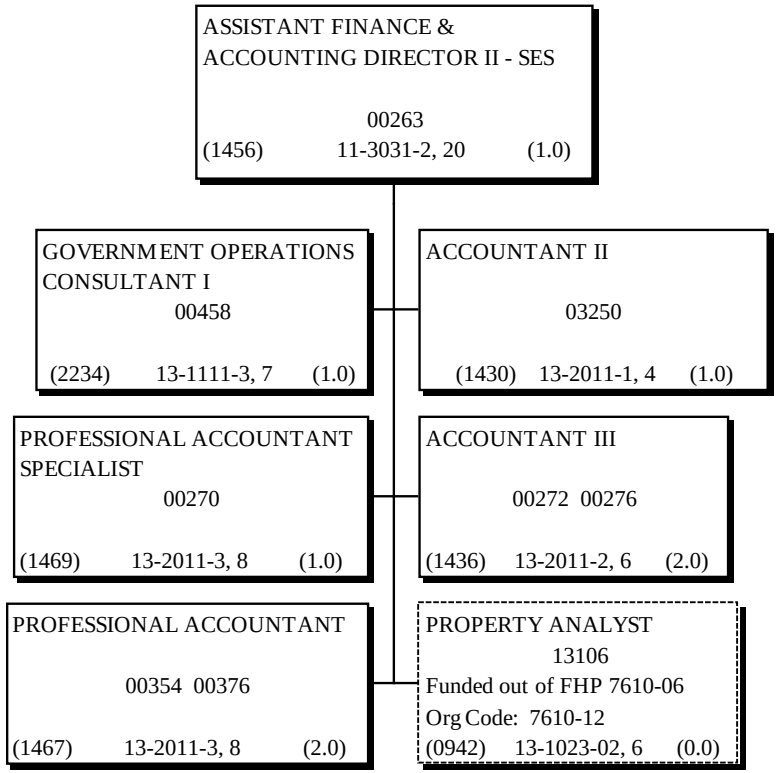
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
BUREAU OF ACCOUNTING
REVENUE SECTION

DATE: 5/1/2012
SEQUENCE: 7602-02-03-02
OED: _____
NUMBER OF POSITIONS: 23
NUMBER OF FTE'S: 23.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
BUREAU OF ACCOUNTING
FINANCIAL ACCOUNTING & FIXED ASSETS

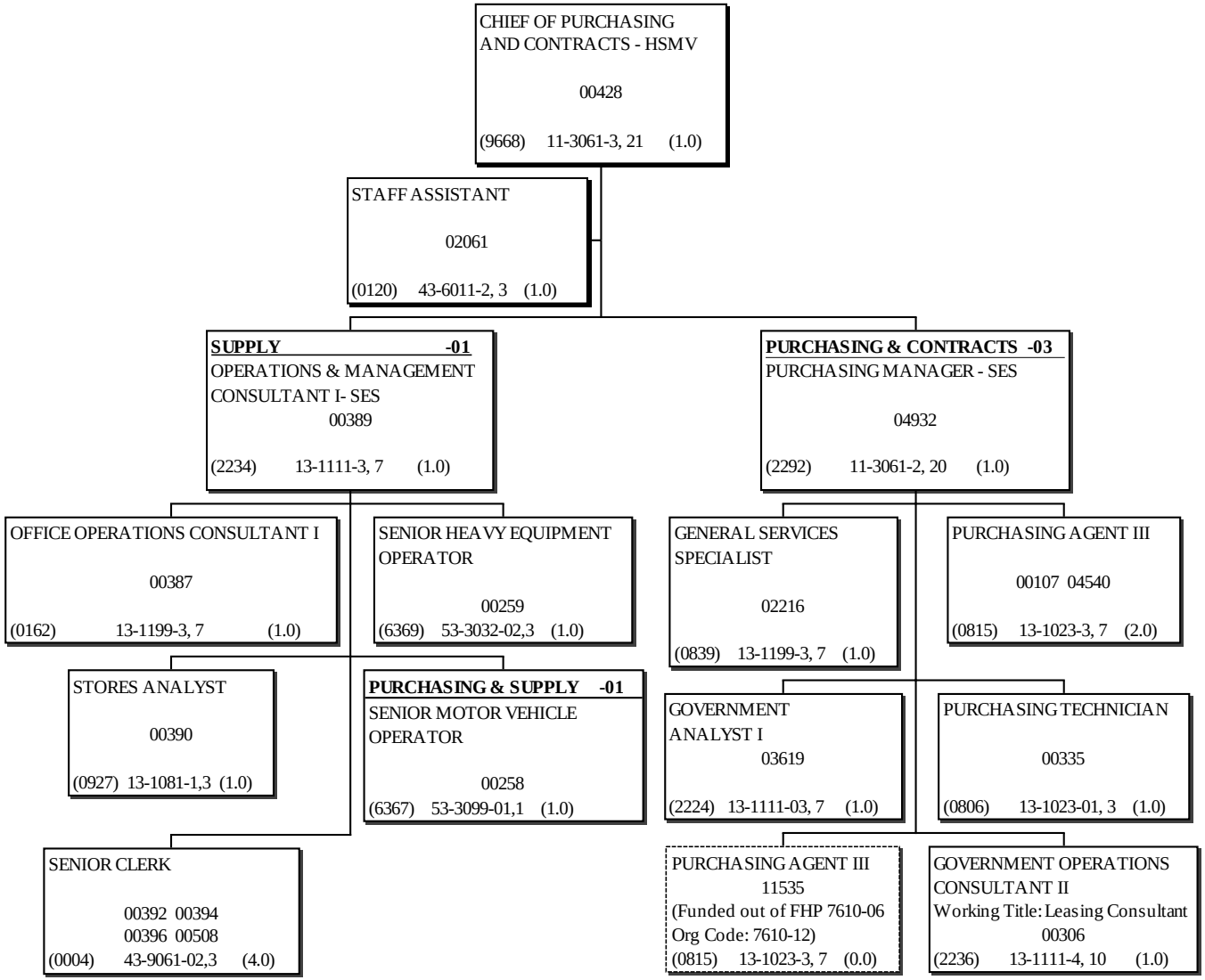
DATE: 10/1/2011
SEQUENCE: 7602-03-03
OED: _____
NUMBER OF POSITIONS: 8
NUMBER OF FTE'S: 8.0



BUDGET

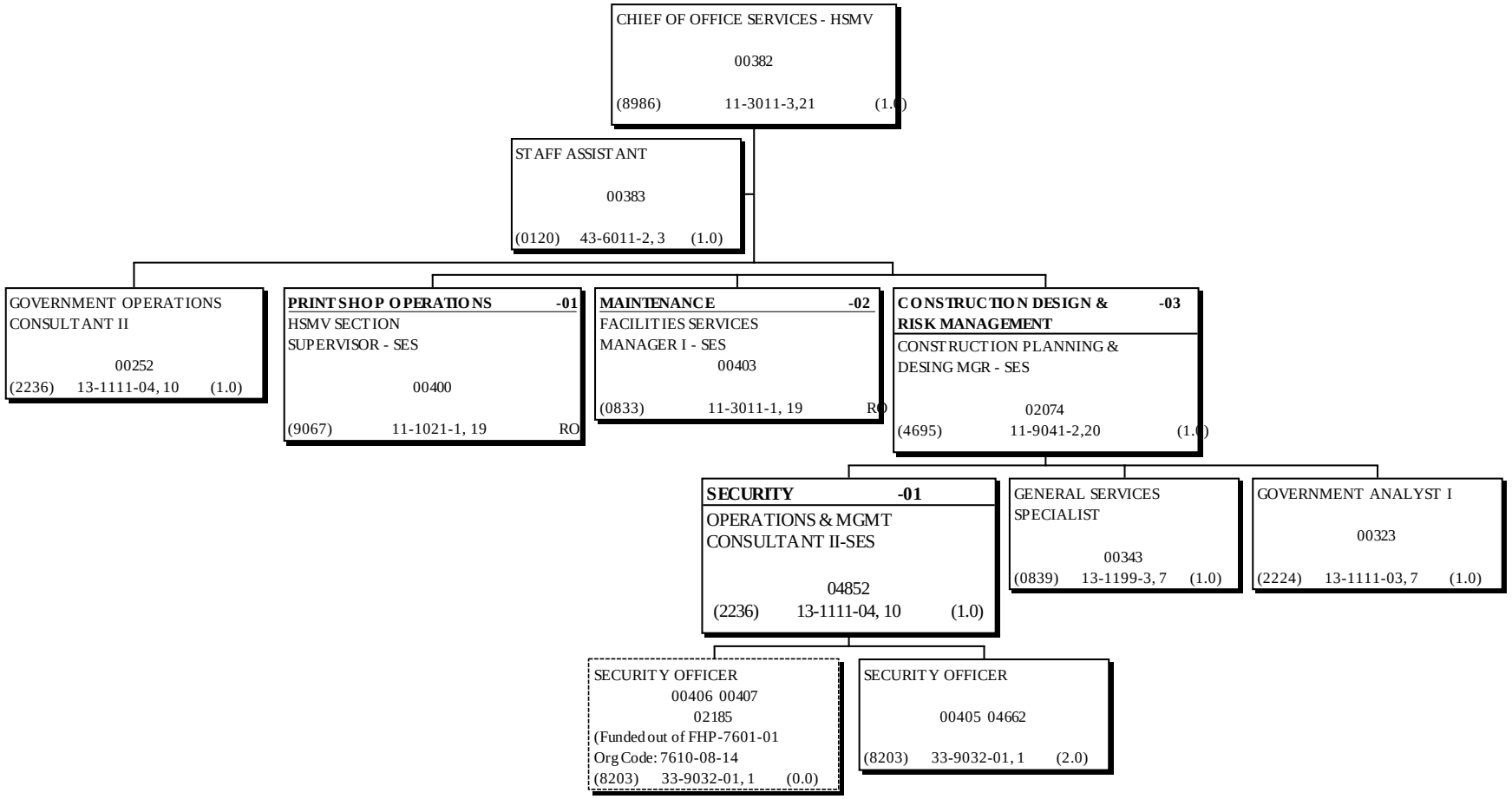
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF ADMINISTATIVE SERVICES
BUREAU OF PURCHASING AND CONTRACTS

DATE: 05/14/12
SEQUENCE: 7602-04
OED: _____
NUMER OF POSITIONS: 18
NUMBER OF FTE S: 18.0



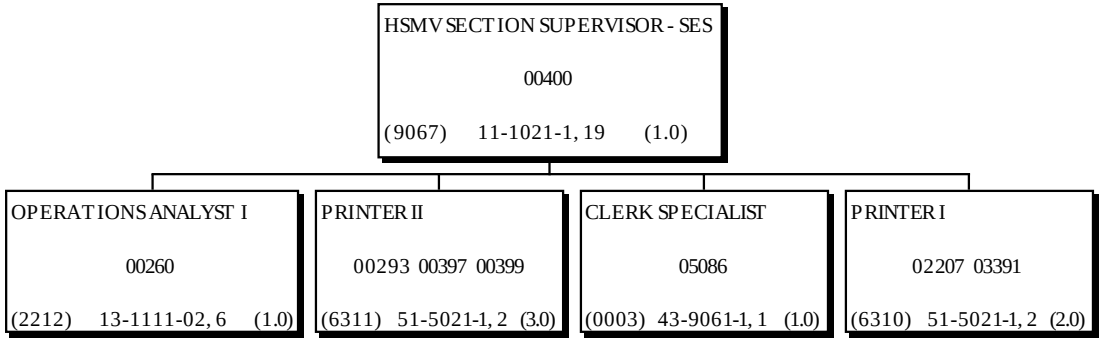
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES
BUREAU OF OFFICE SERVICES

DATE: 09/23/11
SEQUENCE: 7602-06
OED:_____
NUMBER OF POSITIONS: 9
NUMBER OF FTE'S 9.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF ADMINISTRATIVE SERVICES,
BUREAU OF OFFICE SERVICES
PRINT SHOP OPERATIONS

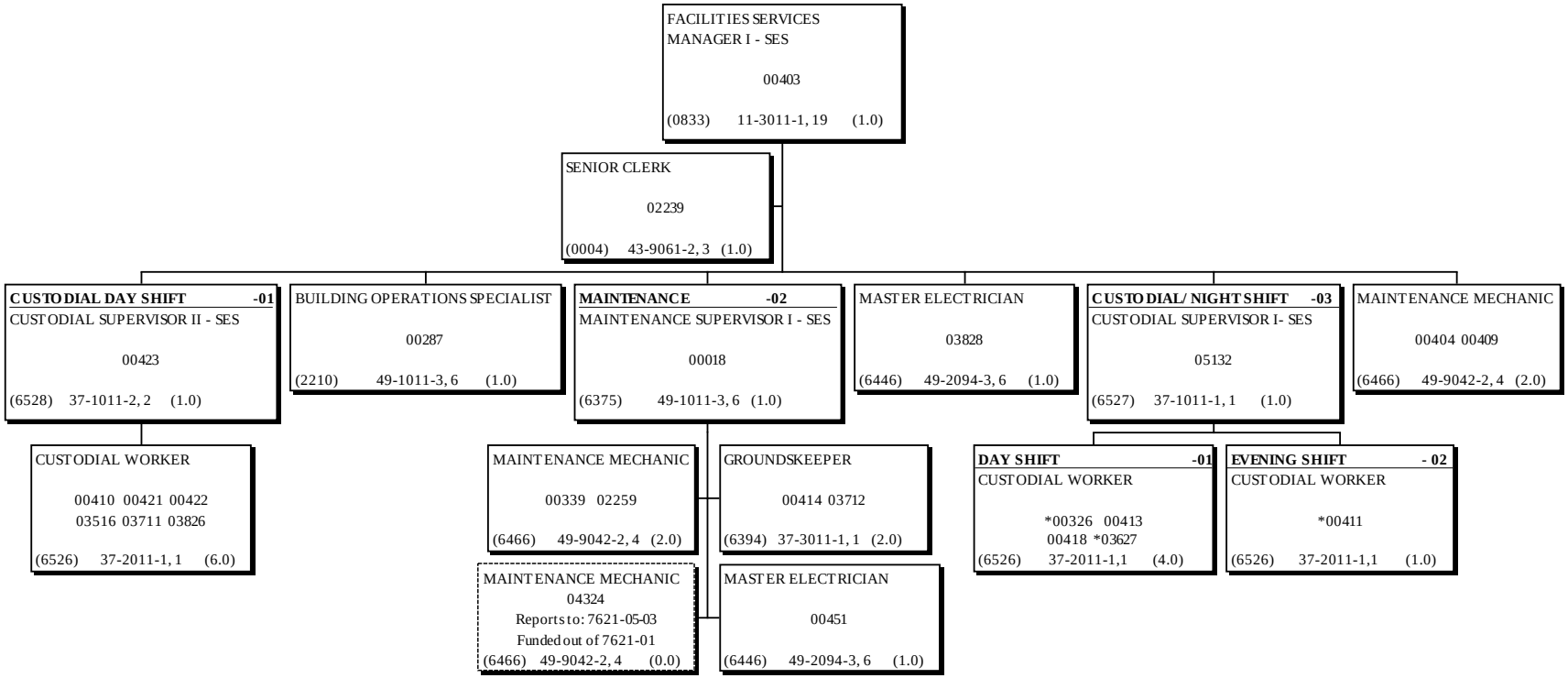
DATE: 07/01/11
SEQUENCE: 7602-06-01
OED: _____
NUMBER OF POSITIONS: 8
NUMBER OF FTE'S: 8.0



- 0.50 FTE

DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF ADMINSTRATIVE SERVICES,
BUREAU OF OFFICE SERVICES
-MAINTENANCE-

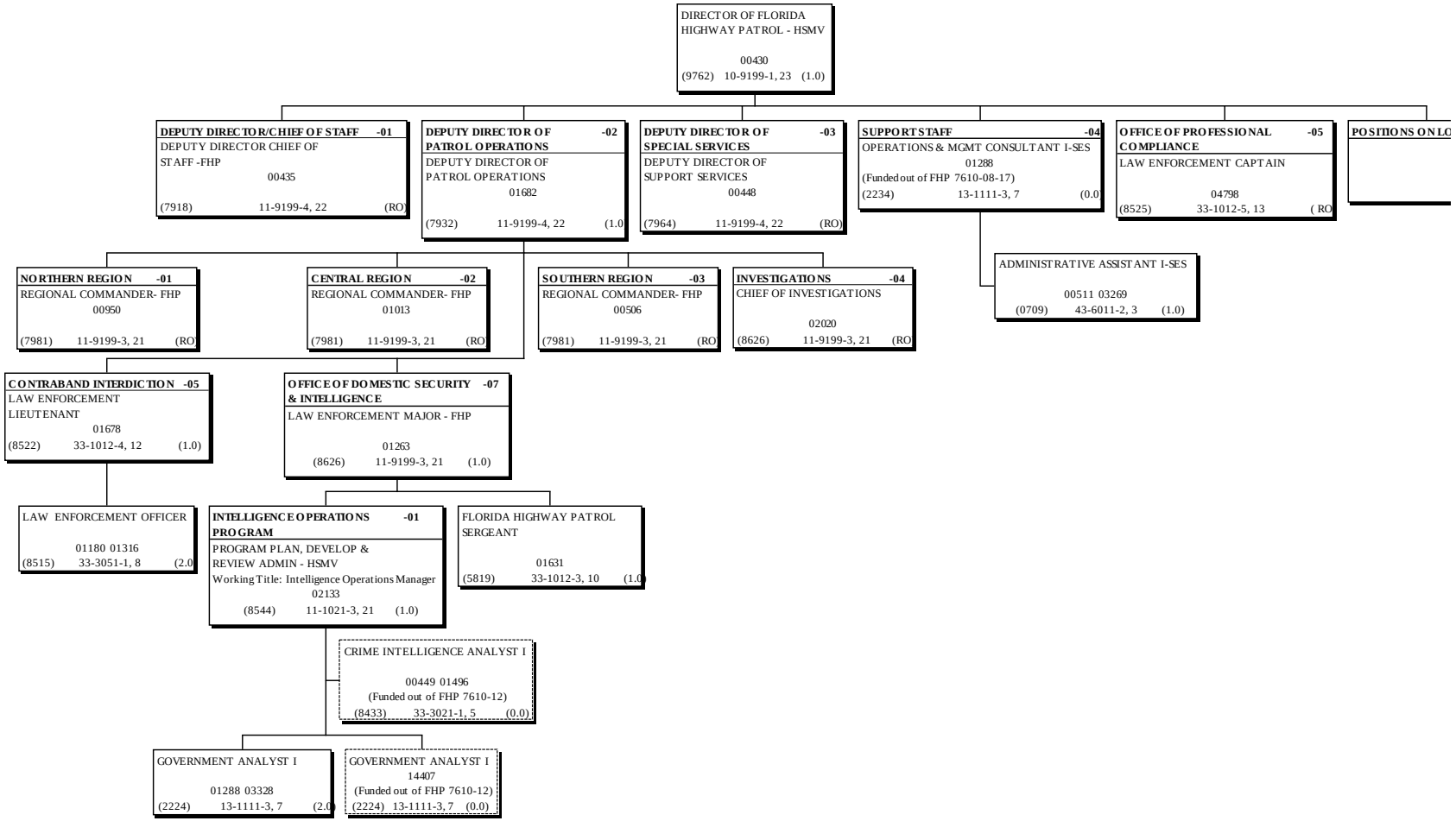
DATE: 04/04/12
SEQUENCE: 7602-06-02
OED: _____
NUMBER OF POSITIONS: 25
NUMBER OF FTE'S: 25.0



* Shared Position

DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF THE DIRECTOR

DATE: 2/1/12
SEQUENCE: 7610
OED: _____
NUMBER OF POSITIONS: 13
NUMBER OF FTE'S: 13.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
DEPUTY DIRECTOR CHIEF OF STAFF

DATE: 07/01/2012
SEQUENCE: 7610-01
OED:_____
NUMBER OF POSITIONS: 30
NUMBER OF FTE'S: 30.0

PROGRAM, PLAN, DEVELOP & REVIEW ADMIN-HSMV
Working Title: Deputy Director
03454
(8544) 11-1021-3, 21 (1.0)

OPERATIONS ANALYST I
00823
(2209) 13-1111-2, 6 (1.0)

SR. MANAGEMENT ANALYST II - SES
00331
(Funded out of FHP 7610-01
Org code: 7610-08-19
(2225) 11-3042-01 (0.0)

OPERATIONS & MGMT CONSULTANT I-SES
11358
(Funded out of FHP-761006
Org Code: 7610-10)
(2234) 13-1111-3, 7 (0.0)

OFFICE OF STRATEGIC SERVICES -02
LAW ENFORCEMENT MAJOR- FHP
03739
(8626) 11-9199-3, 21 (1.0)

STAFF ASSISTANT
00441
(0120) 43-6011-2, 3 (1.0)

GOVERNMENT ANALYST II
04876
(2225) 13-1111-4, 10 (1.0)

RESEARCH AND STATISTICS CONSULTANT
02623 02670 03313 04408
(Funded out of 7621-01
Org code 7621-05-01)
(3142) 15-2041-3, (0.0)

OPERATIONS ANALYST II
00496
(2212) 13-1111-3, 7 (1.0)

RESEARCH/EVALUATION -02
SENIOR MANAGEMENT ANALYST SUPERVISOR - SES
00452
(2228) 13-1111-4, 10 (1.0)

GOVERNMENT OPERATIONS CONSULTANT I
00875
(2234) 13-1111-3, 7 (1.0)

GOVERNMENT OPERATIONS CONSULTANT II
00491
(2236) 13-1111-4, 10 (1.0)

BUDGET -04
MANAGEMENT REVIEW SPECIALIST
00490
(2239) 13-1111-4, 10 (1.0)

FLEET&PROPERTY MANAGEMENT -05
LAW ENFORCEMENT CAPTAIN
01039
(8525) 33-1012-5, 13 (1.0)

INSTALL CENTER -01
LAW ENFORCEMENT LIEUTENANT
05176
(8522) 33-1012-4, 12 (1.0)

LAW ENFORCEMENT LIEUTENANT
01766
(8522) 33-1012-4, 12 (1.0)

PROPERTY ANALYST
01289
(0942) 13-1023-2, 6 (1.0)

SENIOR CLERK
01497
(0004) 43-9061-2, 3 (1.0)

INSTALL 1 -01
TELECOMMUNICATIONS SUPERVISOR- SES
00746
(2037) 15-1081-3, 8 (1.0)

INSTALL 2 -02
TELECOMMUNICATIONS SUPERVISOR- SES
01103
(2037) 15-1081-3, 8 (1.0)

TELECOMMUNICATIONS SPECIALIST III
00643 01102 03639
(2035) 15-1081-2, 6 (3.0)

TELECOMMUNICATIONS SPECIALIST III
01186 01508 03640 03961
(2035) 15-1081-2, 6 (4.0)

OFFICE OF PROJECT MANAGEMENT -07
OPERATIONS & MANAGEMENT CONSULTANT MANAGER- SES
05347
(2238) 11-1021-2, 20 (1.0)

GOVERNMENT ANALYST I
(Working Title: Graphics Designer)
00433
(2224) 13-1111-03 (1.0)

GOVERNMENT OPERATIONS CONSULTANT I
00438
(2234) 13-1111-03, 7 (1.0)

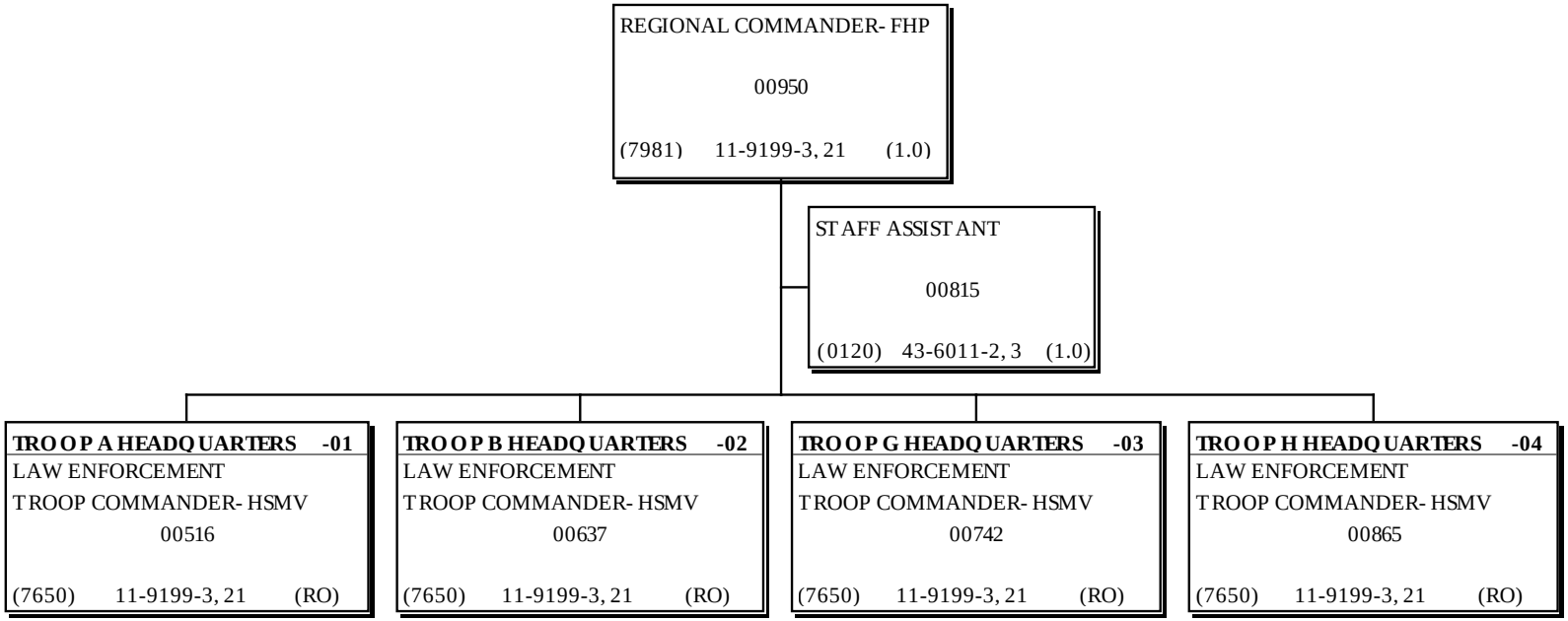
AUDIT ADMINISTRATOR-SES
01277
(1662) 11-3031-2,20 (1.0)

LAW ENFORCEMENT SERGEANT
03992
(8519) 33-1012-3, 10 (1.0)

GOVERNMENT ANALYST I
03336
(2224) 13-1111-03 (1.0)

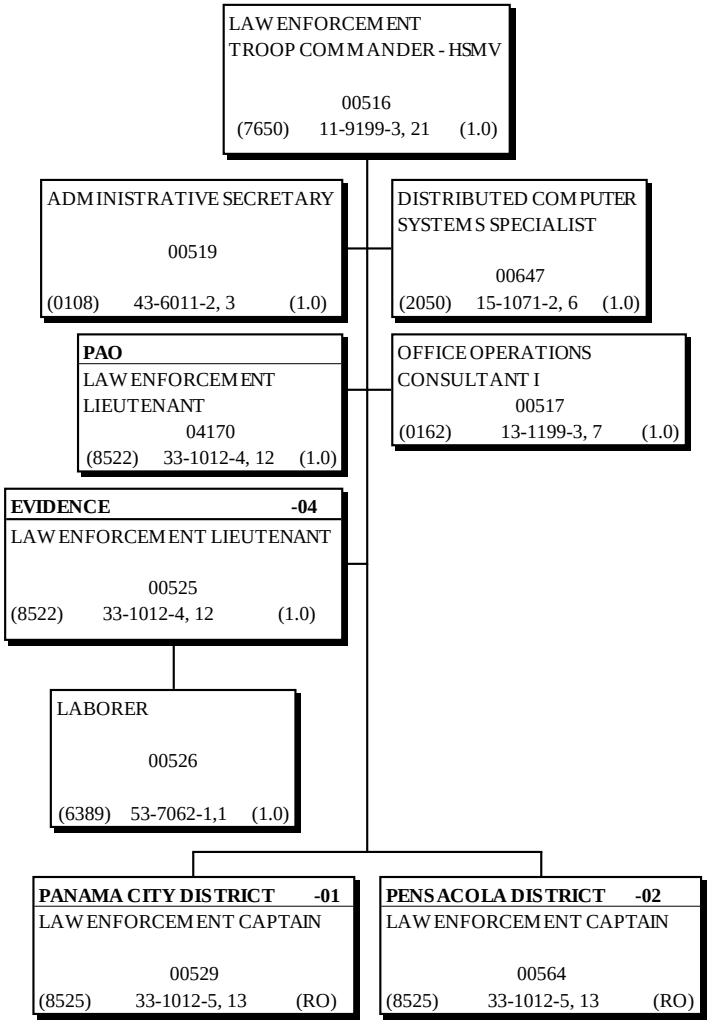
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS, NORTHERN REGION

DATE: 06/01/09
SEQUENCE: 7610-02-01
OED:
NUMBER OF POSITIONS: 2
NUMBER OF FTE'S: 2.0



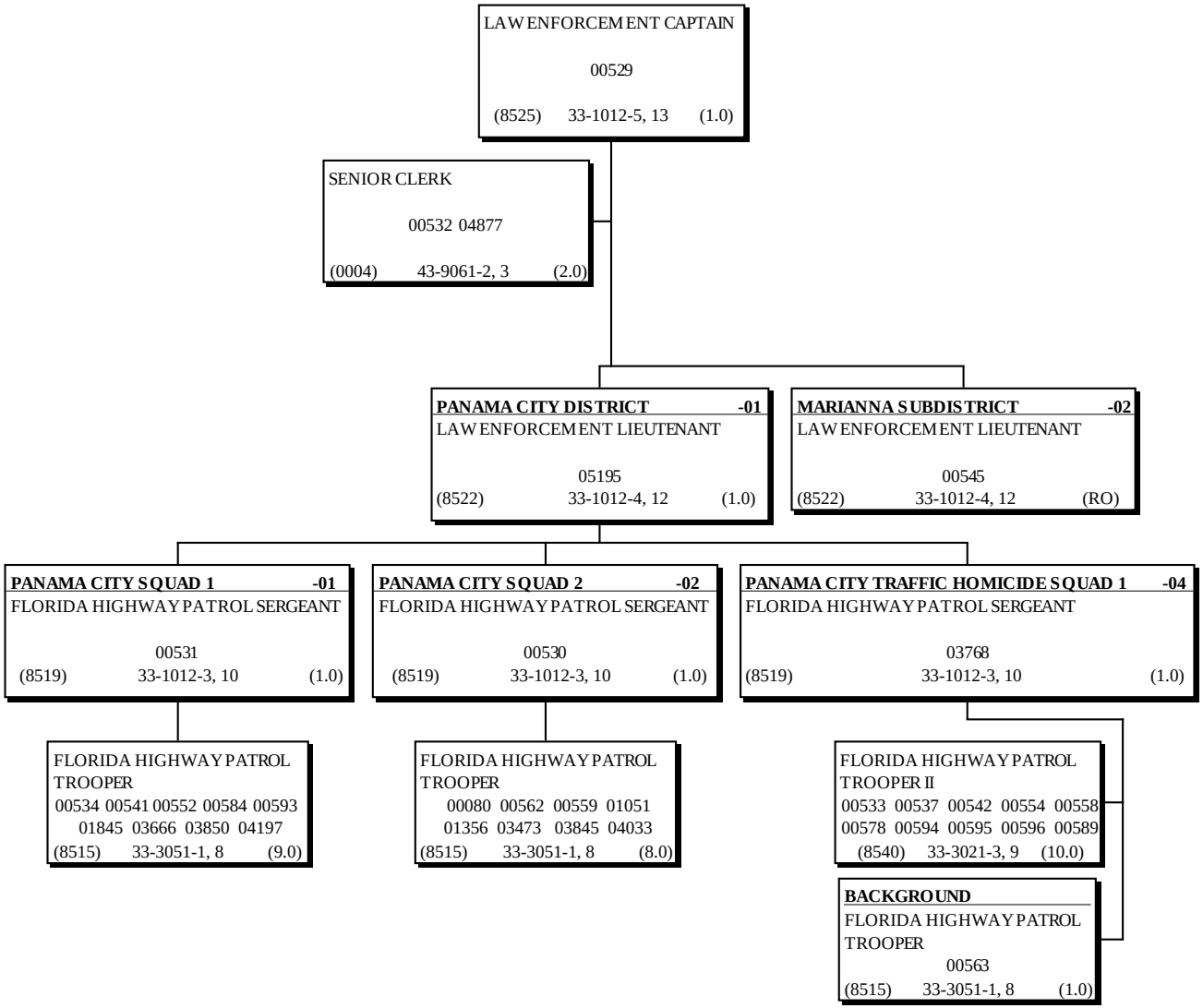
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP A / PANAMA CITY HEADQUARTERS

DATE: 03/16/2012
SEQUENCE: 7610-02-01-01
OED:
NUMBER OF POSITIONS: 7
NUMBER OF FTE'S: 7.0



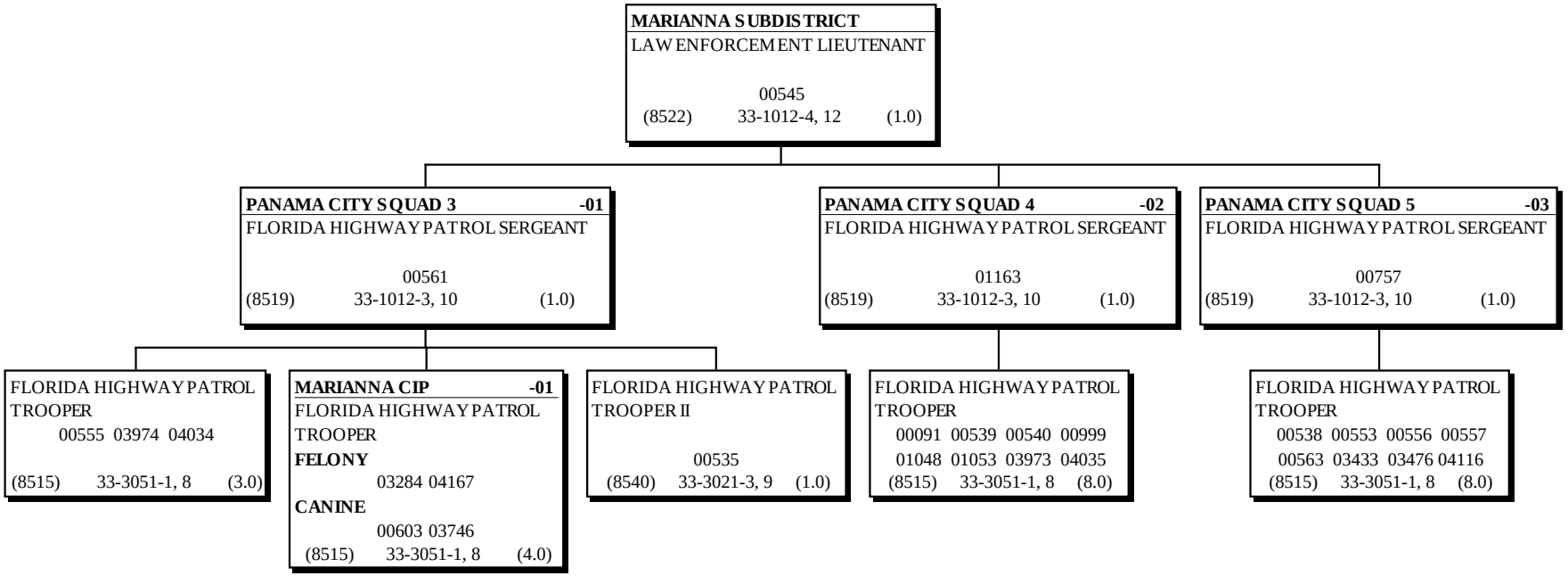
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP A / PANAMA CITY DISTRICT

DATE: 03/16/2012
SEQUENCE: 7610-02-01-01-01
OED:
NUMBER OF POSITIONS: 35
NUMBER OF FTES: 35.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL,
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP A / PANAMA CITY DISTRICT, MARIANNA SUBDISTRICT

DATE: 09/01/11
SEQUENCE: 7610-02-01-01-01-02
OED:
NUMBER OF POSITIONS: 28
NUMBER OF fte'S: 28.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP A / PENSACOLA DISTRICT

DATE: 07/01/2012
SEQUENCE: 7610-02-01-01-02
OED:_____
NUMBER OF POSITIONS: 71
NUMBER OF FTE'S: 71.0

LAW ENFORCEMENT CAPTAIN
00564
(8525) 33-1012-5, 13 (1.0)

CRIME LABORATORY TECHNICIAN
(Working Title: Evidence & Property Technician)
00398
(8461) 19-4092-2, 5 (1.0)

PENSACOLA SUBDISTRICT I -01
LAW ENFORCEMENT LIEUTENANT
01049
(8522) 33-1012-4, 12 (1.0)

PENSACOLA SQUAD 1 -01
FLORIDA HIGHWAY PATROL SERGEANT
01267
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
01056 02160 03767 04213 04744
(8515) 33-3051-1, 8 (5.0)

FLORIDA HIGHWAY PATROL TROOPER II
00886
(8540) 33-3021-3,9 (1.0)

PENSACOLA SQUAD 2 -02
FLORIDA HIGHWAY PATROL SERGEANT
00566
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
00577 00585 00590 00601 00607 04993
(8515) 33-3051-1, 8 (6.0)

PENSACOLA SQUAD 3 -03
FLORIDA HIGHWAY PATROL SERGEANT
00614
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
00623 00624 00630 00633 00635 05146
(8515) 33-3051-1, 8 (6.0)

FLORIDA HIGHWAY PATROL TROOPER II
00579
(8540) 33-3021-3,9 (1.0)

PENSACOLA SUBDISTRICT II -02
LAW ENFORCEMENT LIEUTENANT
00565
(8522) 33-1012-4, 12 (1.0)

PENSACOLA SQUAD 4 - 01
FLORIDA HIGHWAY PATROL SERGEANT
00608
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
00576 00583 00591 00960 03668 04135
(8515) 33-3051-1, 8 (6.0)

PENSACOLA SQUAD 5 -02
FLORIDA HIGHWAY PATROL SERGEANT
00611
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
00602 00631 04032 04172 05143
(8515) 33-3051-1, 8 (5.0)

PENSACOLA SQUAD 6 -03
FLORIDA HIGHWAY PATROL SERGEANT
01571
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
00588 00600 00612 00626 00628 03394
(8515) 33-3051-1, 8 (6.0)

FLORIDA HIGHWAY PATROL TROOPER II
00984
(8540) 33-3021-3,9 (1.0)

PENSACOLA SUBDISTRICT III -03
LAW ENFORCEMENT LIEUTENANT
00613
(8522) 33-1012-4, 12 (1.0)

PENSACOLA SQUAD 7 -01
FLORIDA HIGHWAY PATROL SERGEANT
00604
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
00586 00627 00636 01001 01746 01753 05145
(8515) 33-3051-1, 8 (7.0)

PENSACOLA SQUAD 8 -02
FLORIDA HIGHWAY PATROL SERGEANT
03981
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
00544 00575 00580 00582 00609 01054 03667 03971 04031
(8515) 33-3051-1, 8 (9.0)

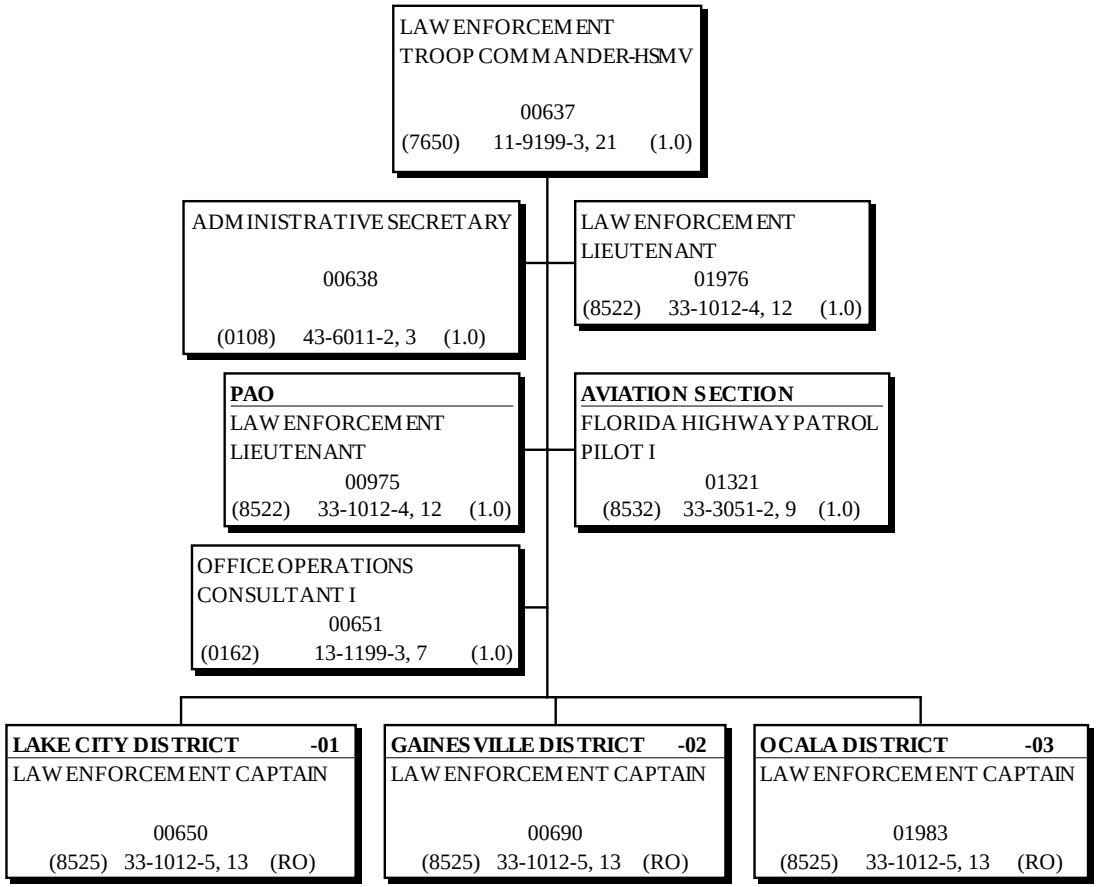
PENSACOLA SUBDISTRICT IV -04
LAW ENFORCEMENT LIEUTENANT
00597
(8522) 33-1012-4, 12 (1.0)

SENIOR CLERK
00569 01685 04830
(0004) 43-9061-2, 3 (3.0)

MAINTENANCE REPAIRMAN
00560
(6373) 49-9042-1, 1 (1.0)

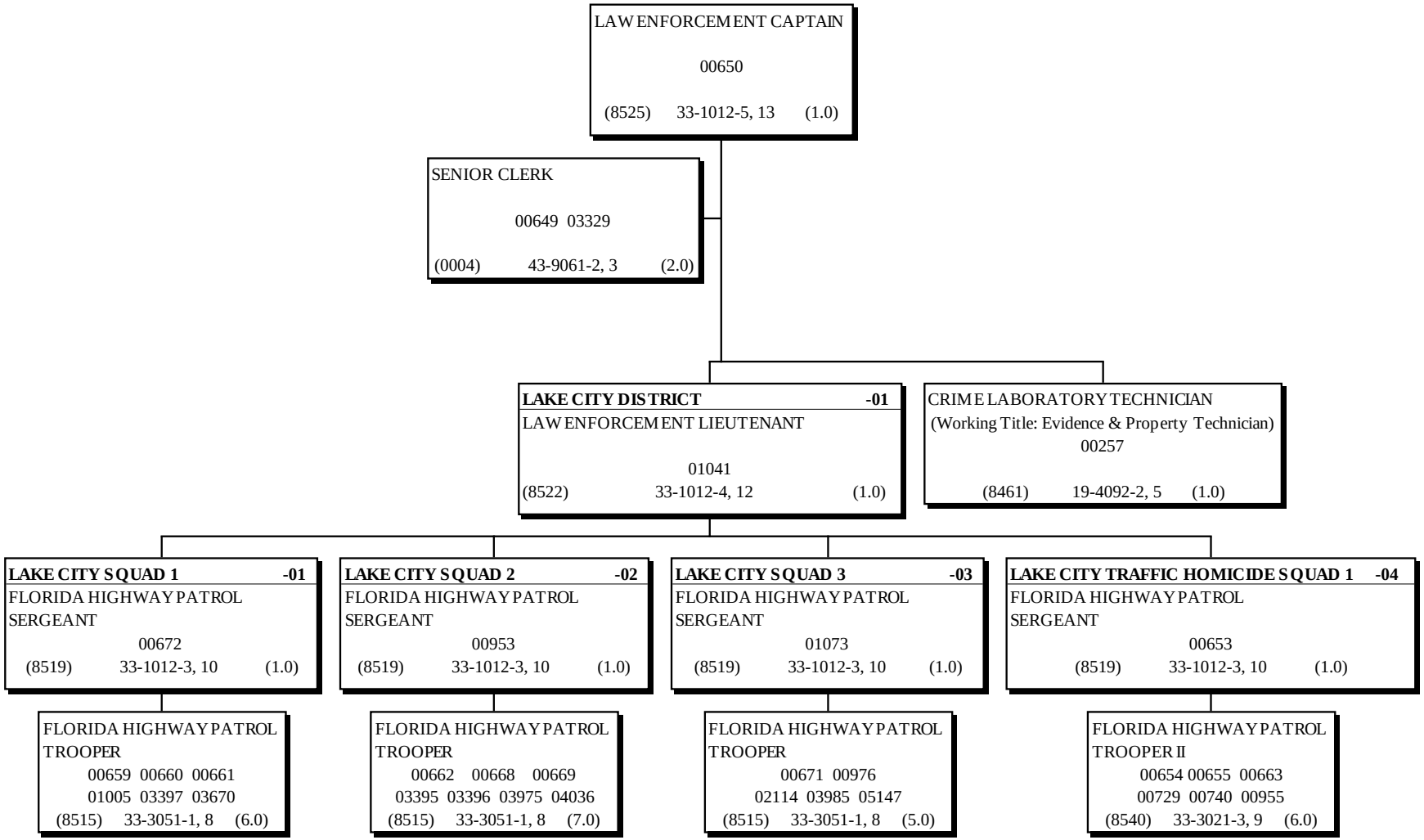
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP B / LAKE CITY HEADQUARTERS

DATE: 07/01/11
SEQUENCE: 7610-02-01-02
OWP: _____
NUMBER OF POSITIONS: 6
NUMBER OF FTE'S: 6.0



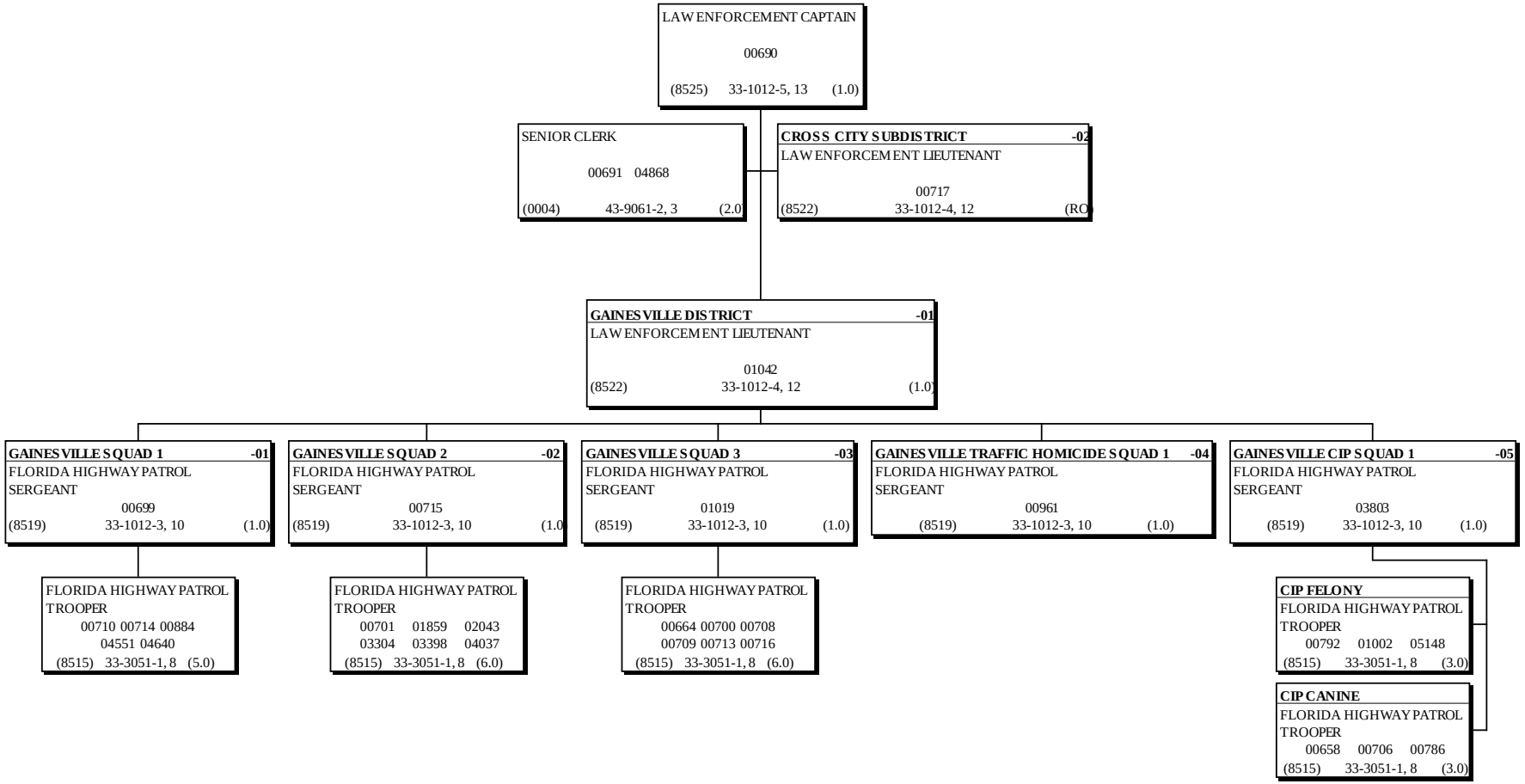
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP B / LAKE CITY DISTRICT

DATE: 02/28/2012
SEQUENCE: 7610-02-01-02-01
OED: _____
NUMBER OF POSITIONS: 33
NUMBER OF FTE'S: 33.0



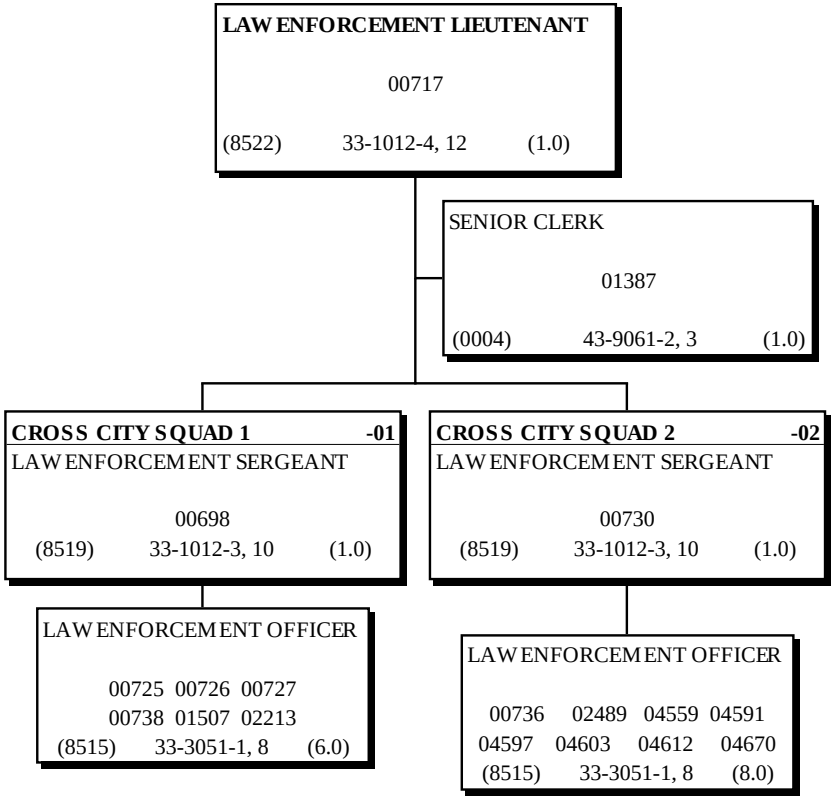
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP B / GAINESVILLE DISTRICT

DATE: 02/17/12
SEQUENCE: 7610-02-01-02-02
OED: _____
NUMBER OF POSITIONS: 32
NUMBER OF fte's: 32.0



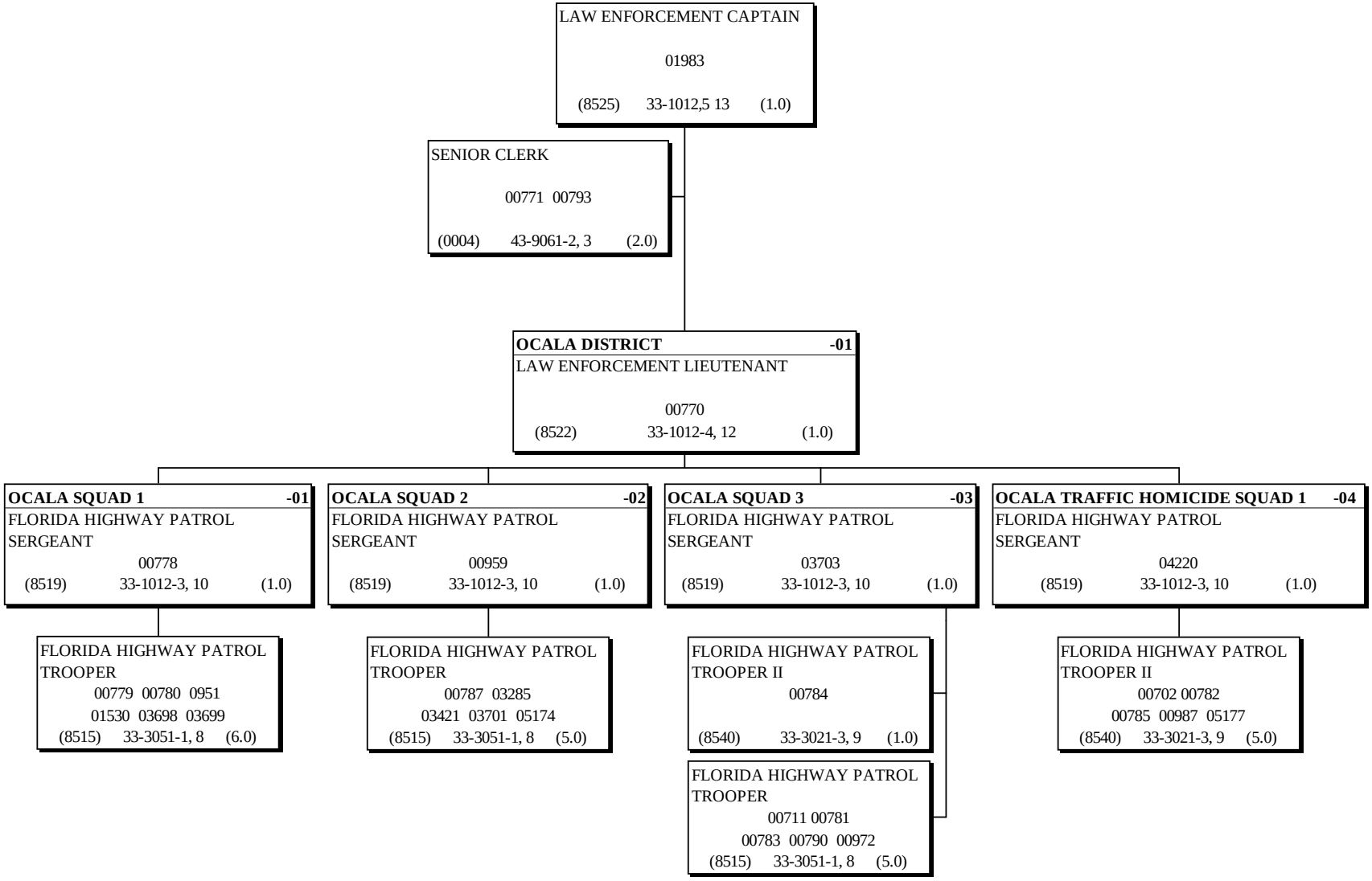
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL,
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP B / GAINESVILLE DISTRICT, CROSS CITY SUBDISTRICT

DATE: 2/17/12
SEQUENCE: 7610-02-01-02-02-02
OED: _____
NUMBER OF POSITIONS: 18
NUMBER OF FTE'S: 18.0



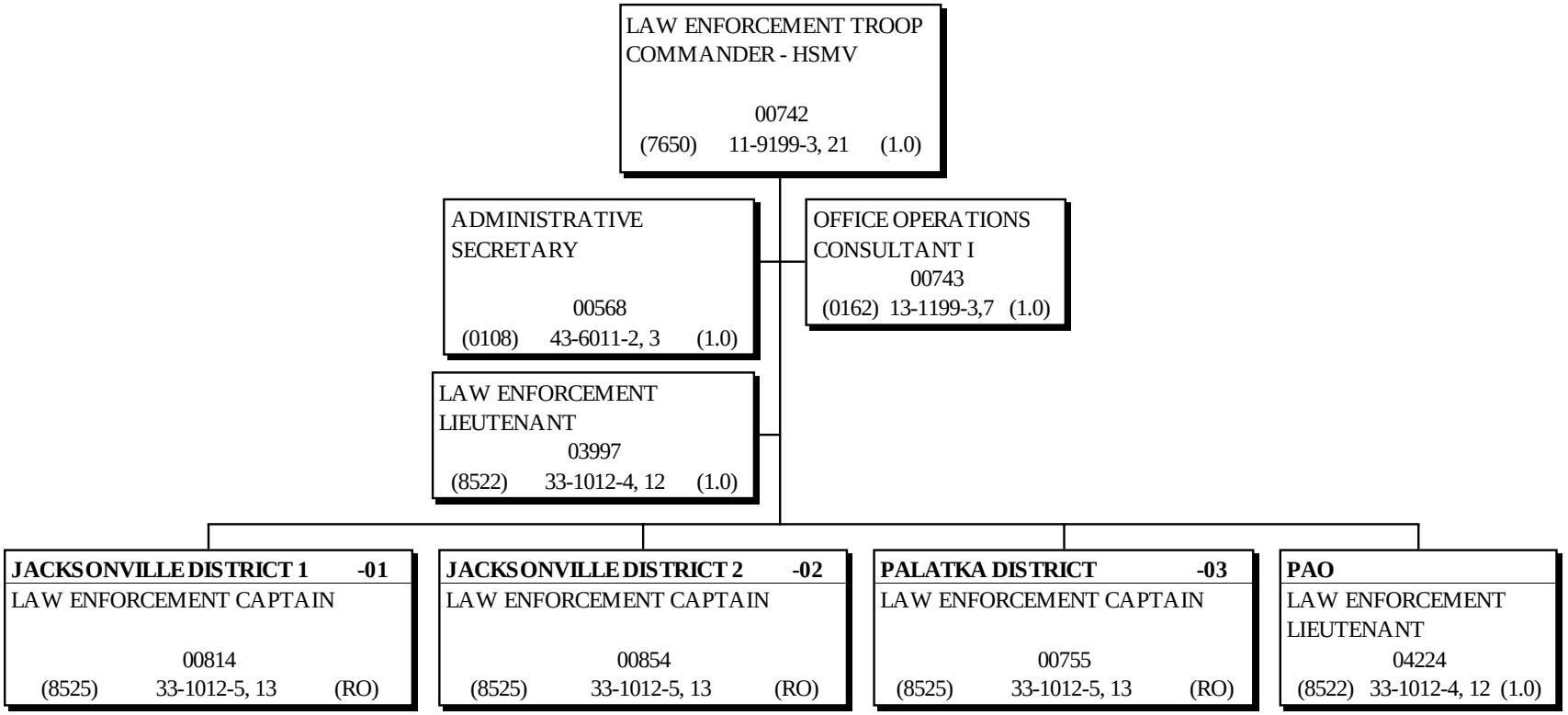
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP B / OCALA DISTRICT

DATE: 07/06/12
SEQUENCE: 7610-02-01-02-03
OED: _____
NUMBER OF POSITIONS: 30
NUMBER OF fte's: 30.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP G / JACKSONVILLE HEADQUARTERS

DATE: 2/17/12
SEQUENCE: 7610-02-01-03
OED:_____
NUMBER OF POSITIONS: 5
NUMBER OF FTE'S: 5.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP G / JACKSONVILLE DISTRICT 1 (DUVAL/NASSAU COUNTIES)

DATE: 06/01/2012
SEQUENCE: 7610-02-01-03-01
OED:
NUMBER OF POSITIONS: 50
NUMBER OF FTE'S: 50.0

LAW ENFORCEMENT CAPTAIN
00814
(8525) 33-1012-5,13 (1.0)

SENIOR CLERK
00744 00745
(0004) 43-9061-2,3 (2.0)

HSOTF - from DAS/DMV 7/1/02 -03
RECORDS TECHNICIAN
02172
(0045) 43-4199-2,3 (1.0)

JACKSONVILLE DISTRICT 1 -01
LAW ENFORCEMENT LIEUTENANT
00756
(8522) 33-1012-4,12 (1.0)

JACKSONVILLE DISTRICT 1 -02
LAW ENFORCEMENT LIEUTENANT
04113
(8522) 33-1012-4,12 (1.0)

CRIME LABORATORY TECHNICIAN
(Working Title: Evidence & Property Technician)
00075
(8461) 19-4092-2, 5 (1.0)

JACKSONVILLE SQUAD 1 -01
FLORIDA HIGHWAY PATROL SERGEANT
00864
(8519) 33-1012-3,10 (1.0)

JACKSONVILLE SQUAD 2 -02
FLORIDA HIGHWAY PATROL SERGEANT
00826
(8519) 33-1012-3,10 (1.0)

JACKSONVILLE/STARKE -01
TRAFFIC HOMICIDE SQUAD 1
FLORIDA HIGHWAY PATROL SERGEANT
03420
(8519) 33-1012-3,10 (1.0)

JACKSONVILLE SQUAD 4 -02
FLORIDA HIGHWAY PATROL SERGEANT
00958
(8519) 33-1012-3,10 (1.0)

FLORIDA HIGHWAY PATROL0 TROOPER
00679 00829 00837 00847 00859
00862 01038 01046 03418 04222
(8515) 33-3051-1,8 (10.0)

FLORIDA HIGHWAY PATROL TROOPER
00836 00840 00850 01089
03995 04071 04173 04175
(8515) 33-3051-1,8 (8.0)

FLORIDA HIGHWAY PATROL TROOPER II
00684 00759 00760 00800 00805 00833
00839 00853 00857 00919 01426 04072
(8540) 33-3021-3, 9 (12.0)

FLORIDA HIGHWAY PATROL TROOPER
00842 00844 00856 01045
01075 03993 04174 04223
(8515) 33-3051-1,8 (8.0)

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP G / JACKSONVILLE DISTRICT-2 (DUVAL/CLAY COUNTIES)

DATE: 07/01/2012
SEQUENCE: 7610-02-01-03-02
OED:
NUMBER OF POSITIONS: 48
NUMBER OF FTE'S: 48.0

LAW ENFORCEMENT CAPTAIN
00854
(8525) 33-1012-5, 13 (1.0)

SENIOR CLERK
03343
(0004) 43-9061-2, 3 (1.0)

MAINTENANCE REPAIRMAN
00810
(6373) 49-9042-1, 1 (1.0)

JACKSONVILLE DISTRICT 2 -01
LAW ENFORCEMENT LIEUTENANT
00858
(8522) 33-1012-4, 12 (1.0)

STARKE SUBDISTRICT -02
LAW ENFORCEMENT LIEUTENANT
00639
(8522) 33-1012-4, 12 (1.0)

JACKSONVILLE COMMUNICATIONS CENTER -03
LAW ENFORCEMENT LIEUTENANT
02975
(8522) 33-1012-4, 12 (RO)

JACKSONVILLE SQUAD 2 -02
FLORIDA HIGHWAY PATROL SERGEANT
00834
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
00762 00835 01035
03018 04793 05173
(8515) 33-3051-1, 8 (6.0)

JACKSONVILLE SQUAD 3 -03
FLORIDA HIGHWAY PATROL SERGEANT
00768
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
00838 00860 02325
03671 03673 04073
(8515) 33-3051-1, 8 (6.0)

JACKSONVILLE CIP SQUAD 1 -04
FLORIDA HIGHWAY PATROL SERGEANT
01109
(8519) 33-1012-3, 10 (1.0)

CIP FELONY
FLORIDA HIGHWAY PATROL TROOPER
00851 05144 05172
(8515) 33-3051-1,8 (3.0)

CIP CANINE
FLORIDA HIGHWAY PATROL TROOPER
00832 00849 04743
(8515) 33-3051-1,8 (3.0)

FLORIDA HIGHWAY PATROL TROOPER
00846
(8515) 33-3051-1, 8 (1.0)

JACKSONVILLE SQUAD 4 -05
FLORIDA HIGHWAY PATROL SERGEANT
3994
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
00763 00841 00848
01058 02981 04994
(8515) 33-3051-1, 8 (6.0)

STARKE SQUAD 1 -01
FLORIDA HIGHWAY PATROL SERGEANT
00686
(8519) 33-1012-3, 10 (1.0)

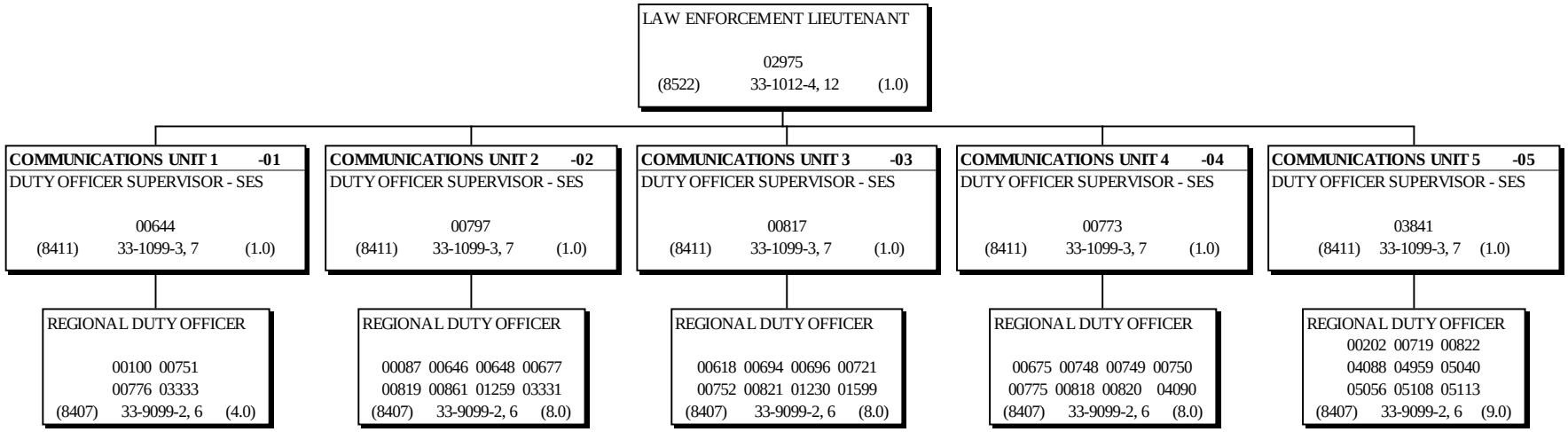
FLORIDA HIGHWAY PATROL TROOPER
00682 00688 00689
00705 01004 03867
(8515) 33-3051-1, 8 (6.0)

STARKE SQUAD 2 -02
FLORIDA HIGHWAY PATROL SERGEANT
01261
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
00014 00059 00680
00683 01047 01693
(8515) 33-3051-1, 8 (6.0)

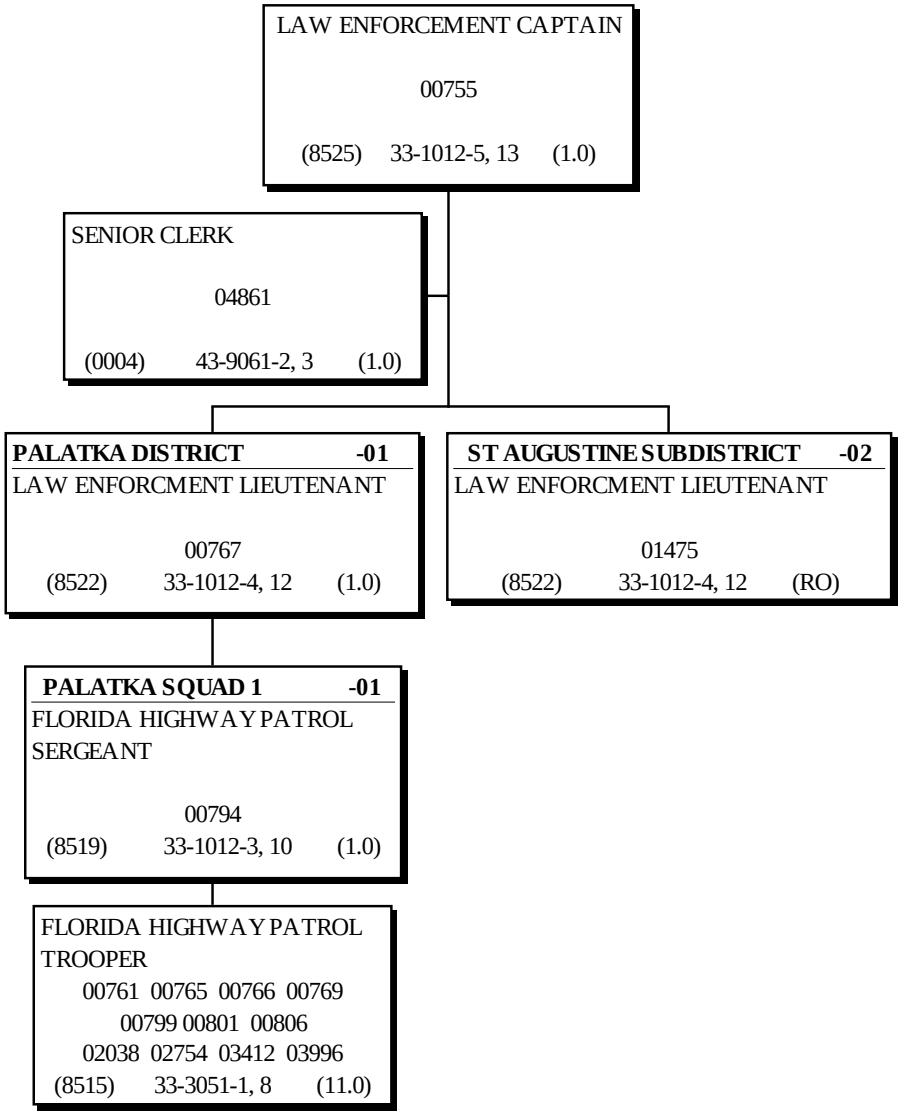
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP G / JACKSONVILLE COMMUNICATIONS CENTER

DATE: 2/10/12
SEQUENCE: 7610-02-01-03-02-03
OED:_____
NUMBER OF POSITIONS: 43
NUMBER OF FTE'S: 43.0



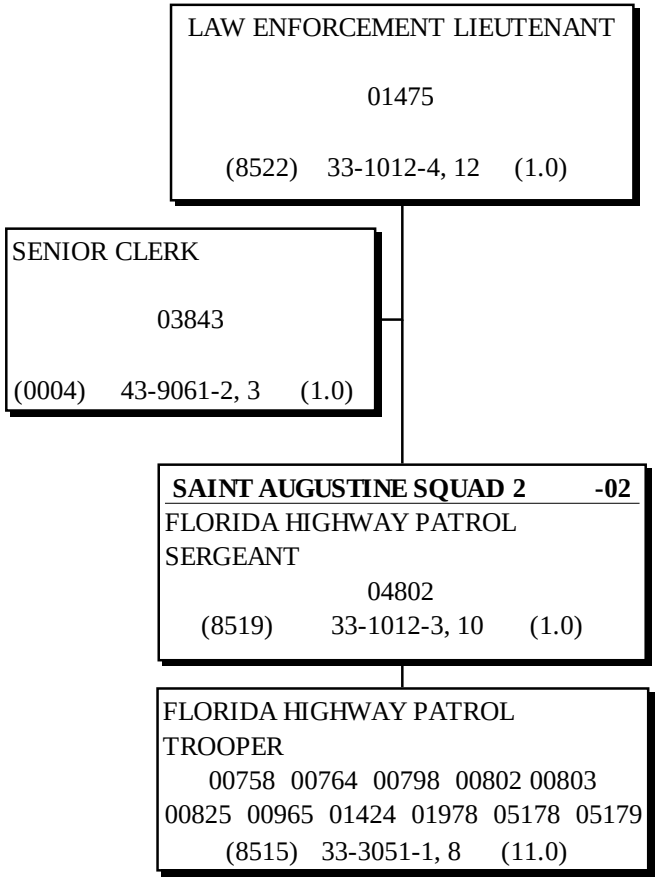
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP G / PALATKA DISTRICT

DATE: 2/17/12
SEQUENCE: 7610-02-01-03-03
OED:_____
NUMBER OF POSITIONS: 15
NUMBER OF FTE'S: 15.0



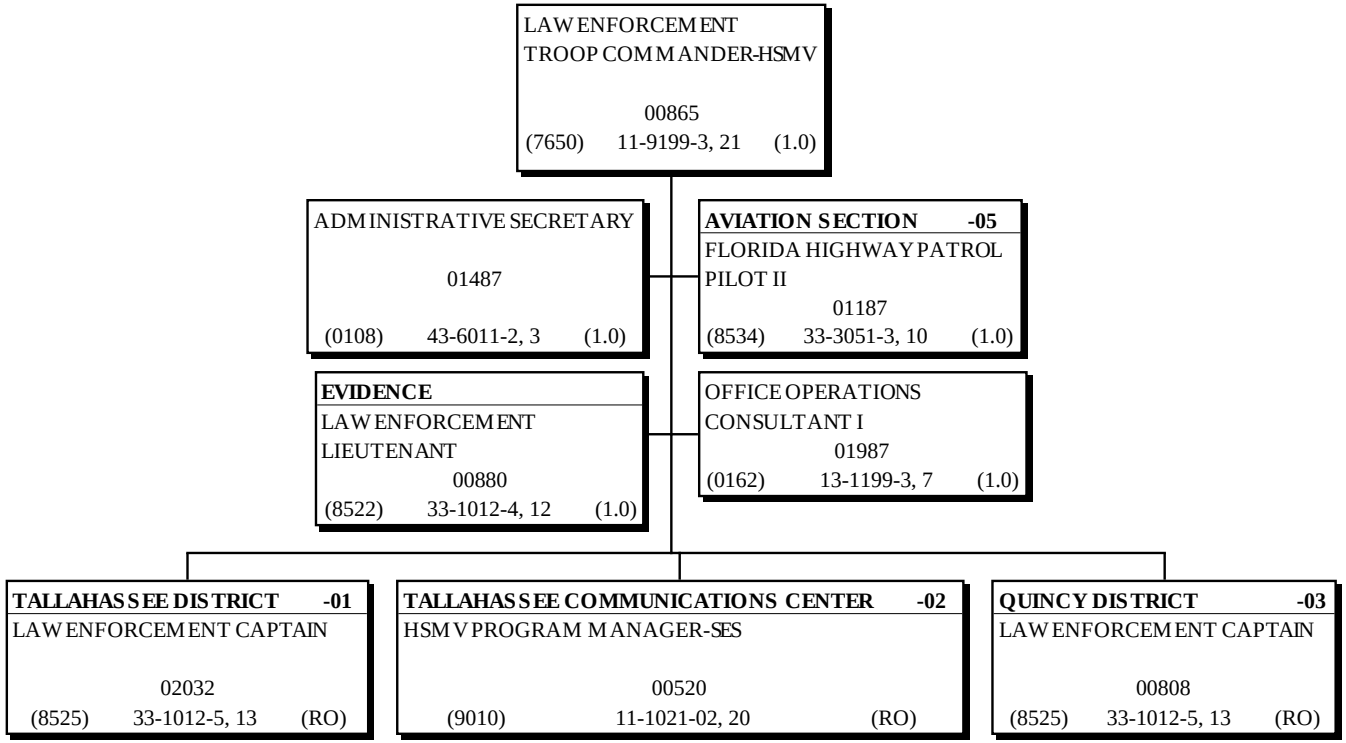
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP G / ST. AUGUSTINE SUBDISTRICT

DATE: 2/17/2012
SEQUENCE: 7610-02-01-03-03-02
OED:_____
NUMBER OF POSITIONS: 14
NUMBER OF FTE'S: 14.0



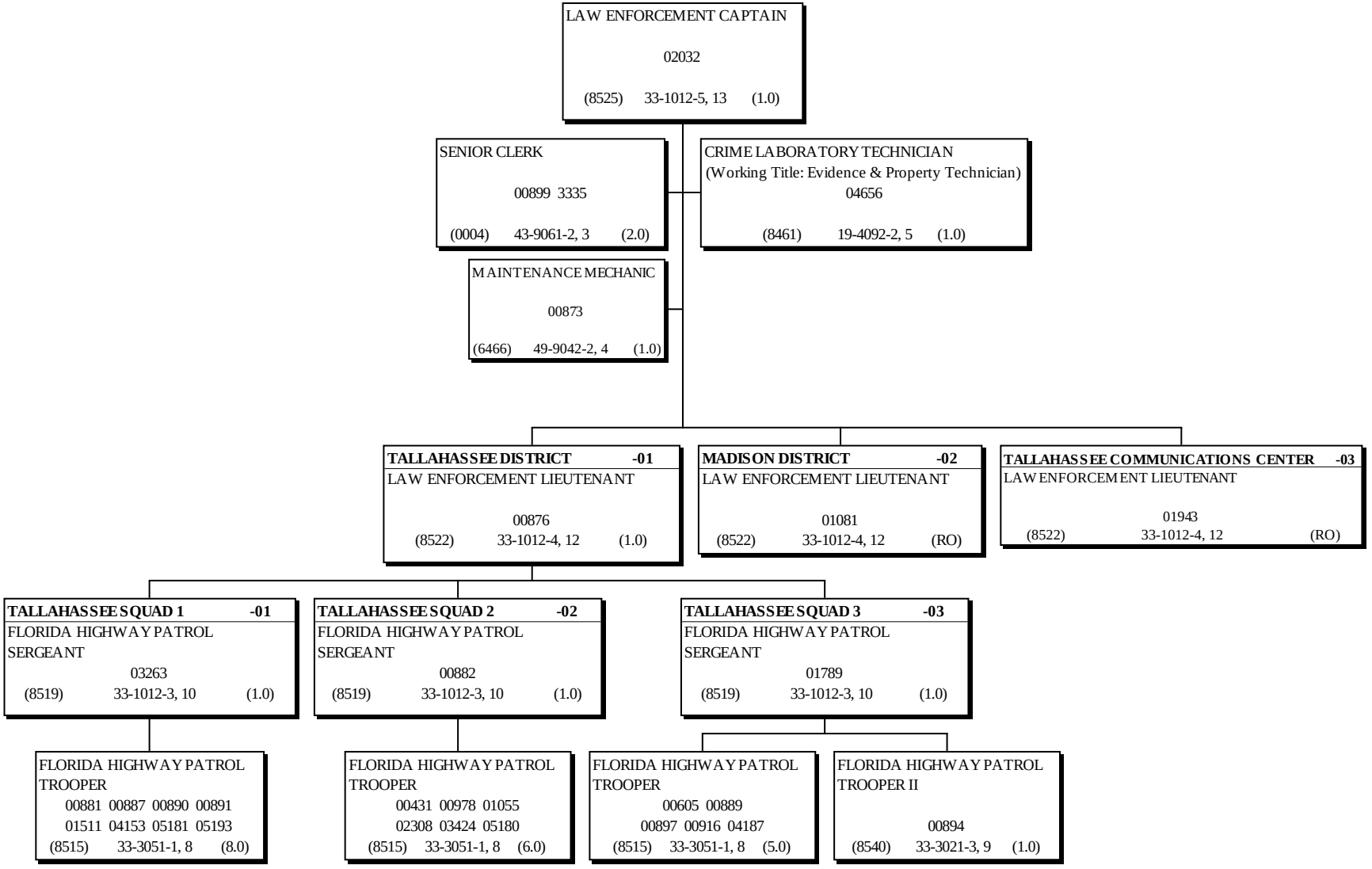
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP H / TALLAHASSEE HEADQUARTERS

DATE: 01/13/12
SEQUENCE: 7610-02-01-04
OED: _____.
NUMBER OF POSITIONS: 5
NUMBER OF FTE'S: 5.0



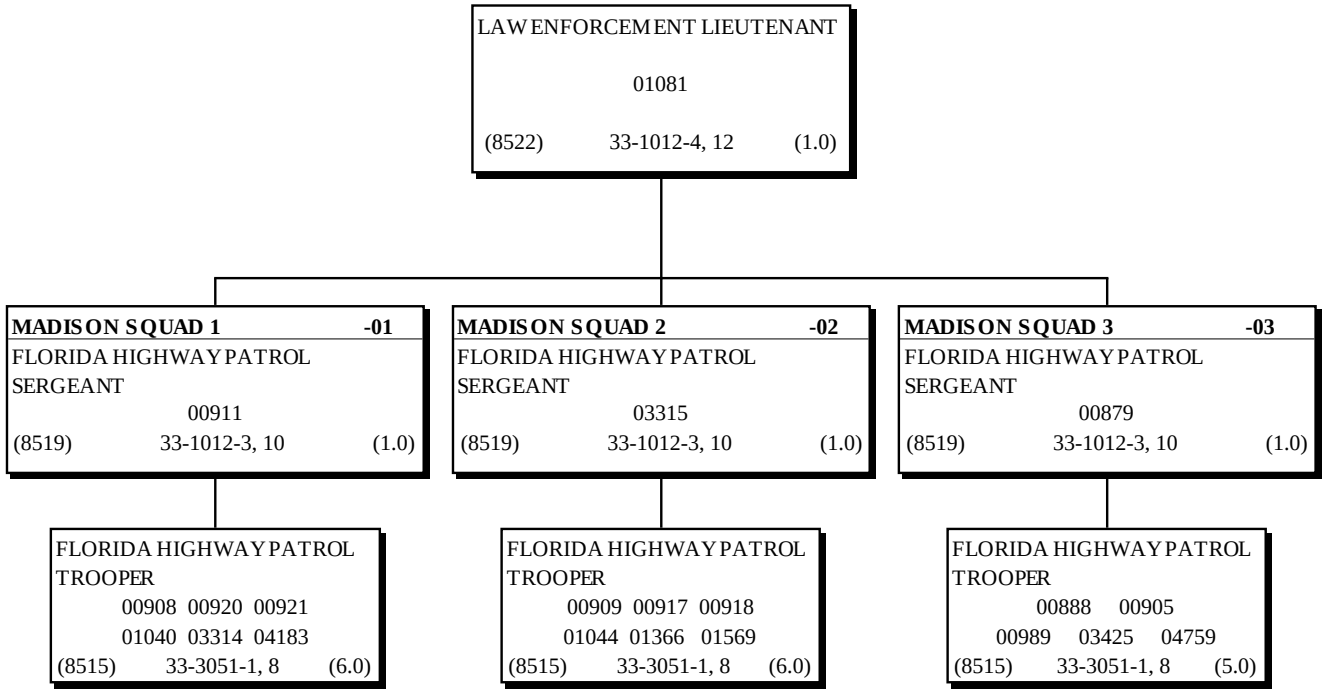
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP H / TALLAHASSEE DISTRICT

DATE: 02/28/2012
SEQUENCE: 7610-02-01-04-01
OED:
NUMBER OF POSITIONS: 29
NUMBER OF FTE'S: 29.0



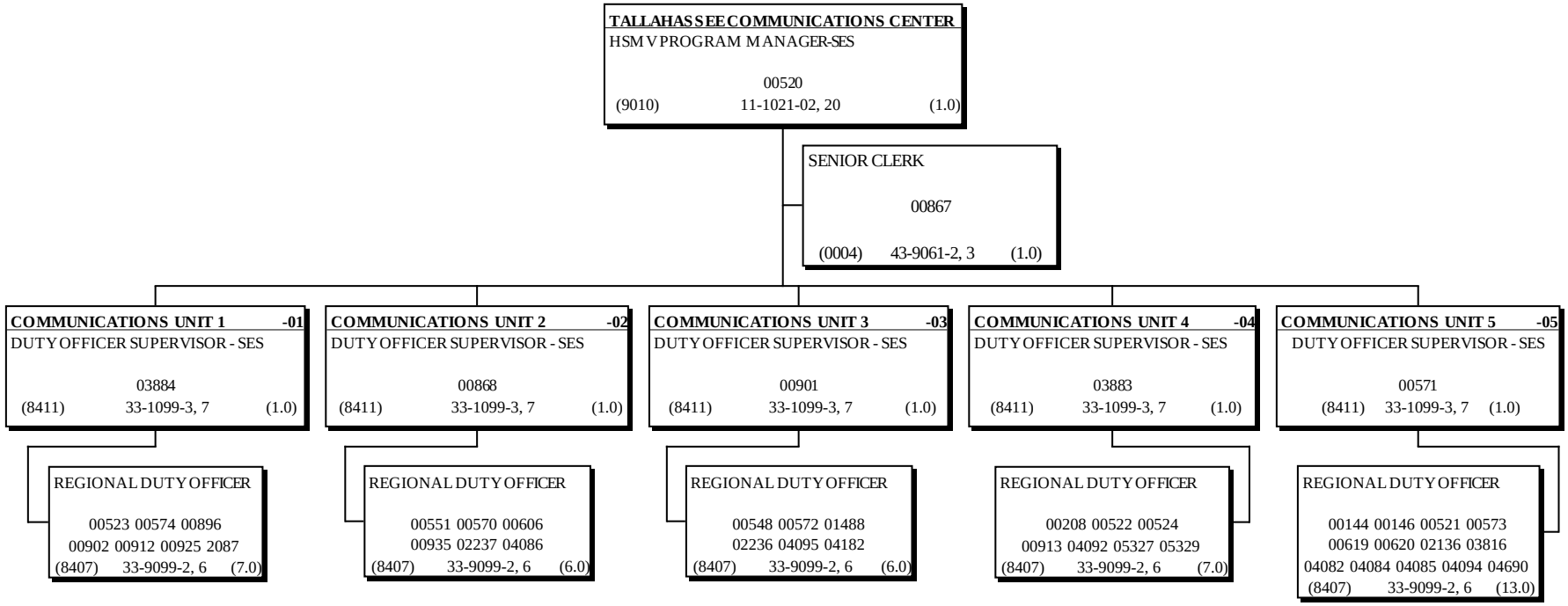
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP H / TALLAHASSEE DISTRICT / MADISON SUBDISTRICT

DATE: 10/01/11
SEQUENCE: 7610-02-01-04-01-02
OED:_____
NUMBER OF POSITIONS: 21
NUMBER OF FTE'S: 21.0



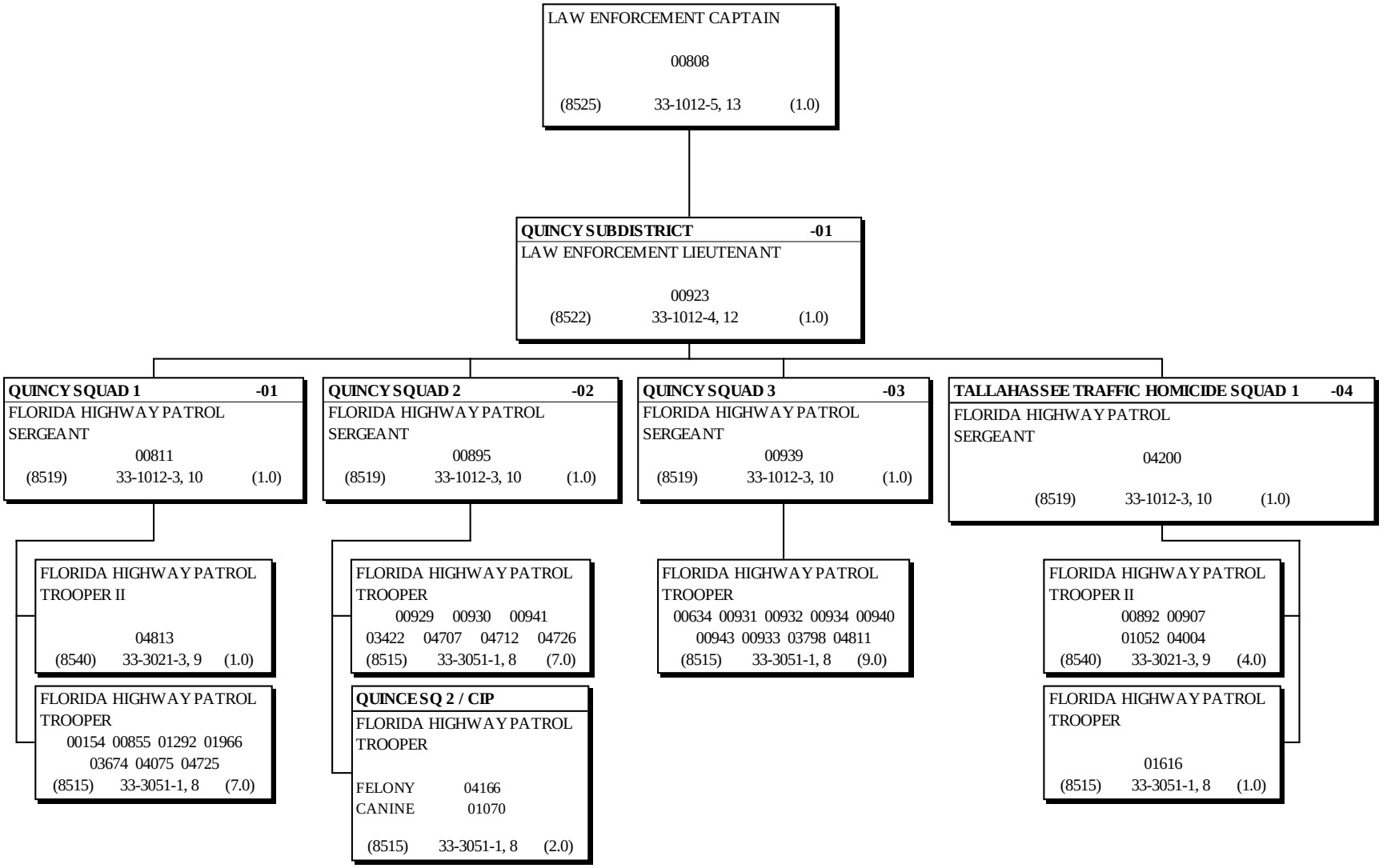
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP H / TALLAHASSEE COMMUNICATIONS CENTER (TRCC)

DATE: 01/13/12
SEQUENCE: 7610-02-01-04-02
OED: _____
NUMBER OF POSITIONS: 46
NUMBER OF FTE'S: 46.0



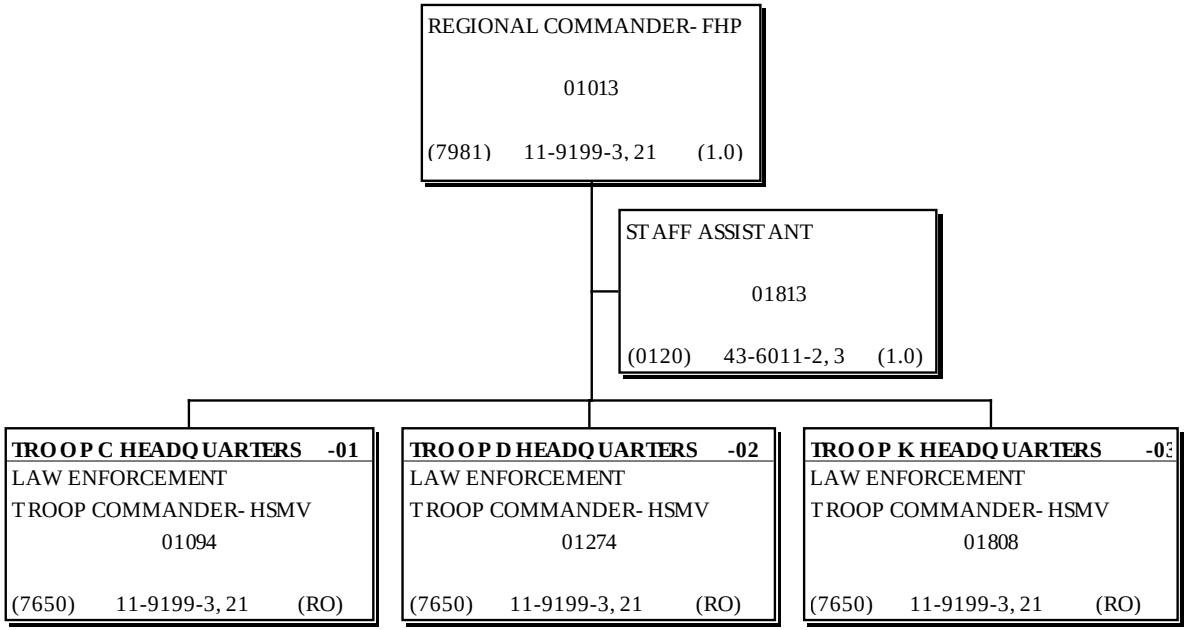
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL,
PATROL OPERATIONS COMMAND, NORTHERN REGION
TROOP H / TALLAHASSEE DISTRICT/QUINCY SUBDISTRICT

DATE: 02/28/2012
SEQUENCE: 7610-02-01-04-03
OED: _____.
NUMBER OF POSITIONS: 37
NUMBER OF FTE'S: 37.0



DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS, CENTRAL REGION

DATE: 09/01/09
SEQUENCE: 7610-02-02
OED:
NUMBER OF POSITIONS: 2
NUMBER OF FTE'S: 2.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP C / TAMPA HEADQUARTERS

DATE: 01/06/12
SEQUENCE: 7610-02-02-01
OED: _____
NUMBER OF POSITIONS: 11
NUMBER OF FTE'S: 11.0

LAW ENFORCEMENT
TROOP COMMANDER - HSMV
01094
(7650) 11-9199-3, 21 (1.0)

ADMINISTRATIVE SECRETARY
01095
(0108) 43-6011-2, 3 (1.0)

SENIOR CLERK
01279
(0004) 43-9061-2, 3 (1.0)

AVIATION
FLORIDA HIGHWAY PATROL
PILOT II
00993
(8534) 33-3051-3, 10 (1.0)

LAW ENFORCEMENT LIEUTENANT
01111
(8522) 33-1012-4, 12 (1.0)

BACK GROUND INVESTIGATIONS
FLORIDA HIGHWAY PATROL
TROOPER
05149
(8515) 33-3051-1, 8 (1.0)

FLORIDA HIGHWAY PATROL
SERGEANT
01161
(8519) 33-1012-3, 10 (1.0)

OFFICE OPERATIONS
CONSULTANT I
01268
(0162) 13-1199-3, 7 (1.0)

DISTRICT 1 (TAMPA) -01
LAW ENFORCEMENT CAPTAIN
01107
(8525) 33-1012-5, 13 (RO)

DISTRICT 2 (LAND O' LAKES, -02
BROOKSVILLE)
LAW ENFORCEMENT CAPTAIN
03290
(8525) 33-1012-5, 13 (RO)

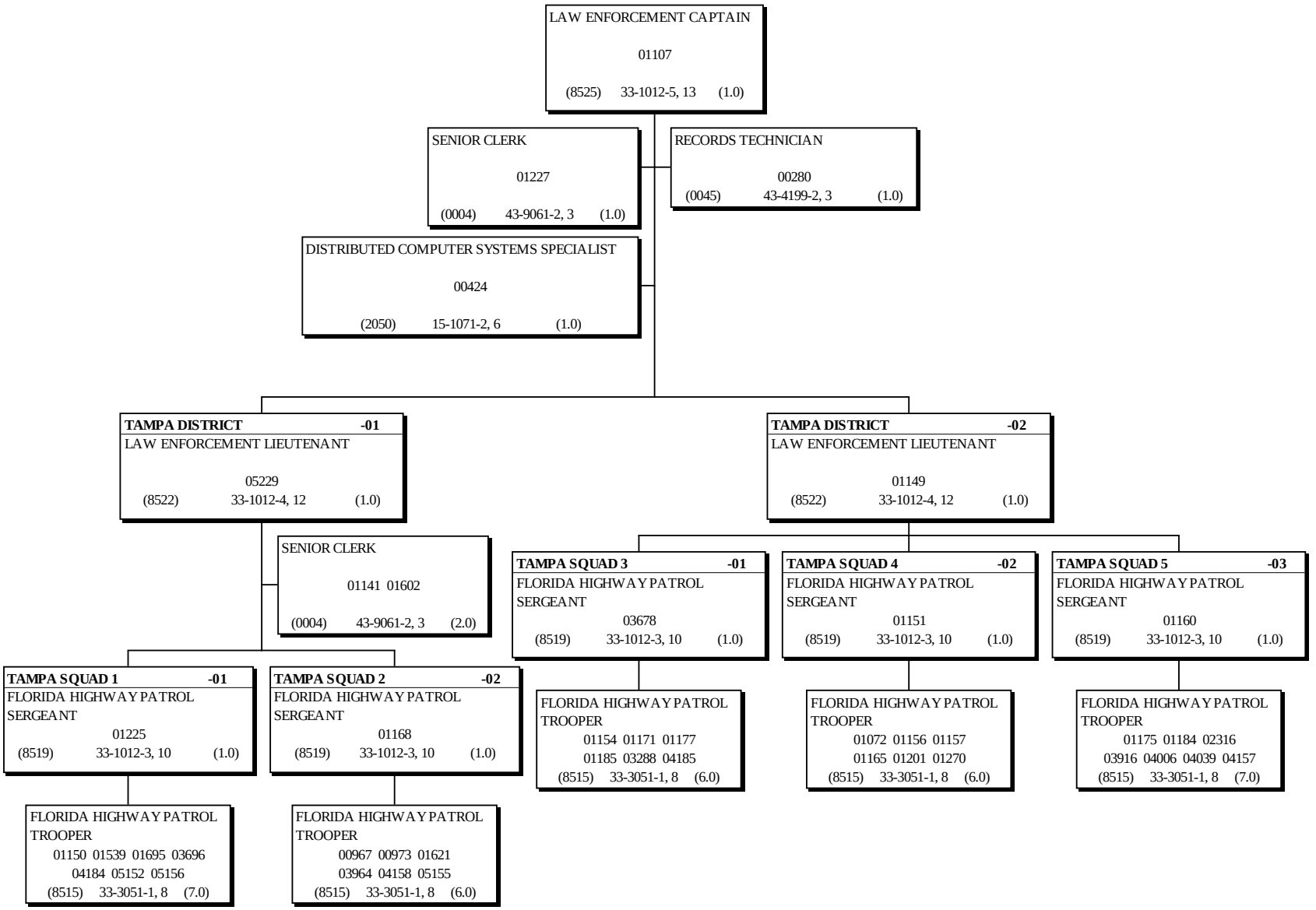
DISTRICT 3 (PINELLAS PARK, -03
SPECIAL OPERATIONS)
LAW ENFORCEMENT CAPTAIN
01226
(8525) 33-1012-5, 13 (RO)

DISTRICT 4 (LAKELAND) -04
LAW ENFORCEMENT CAPTAIN
01140
(8525) 33-1012-5, 13 (RO)

SUPPORT OPERATIONS/ TBRCC -05
HSMV PROGRAM MANAGER-SES
00697
(9010) 11-1021-02, 20 (RO)

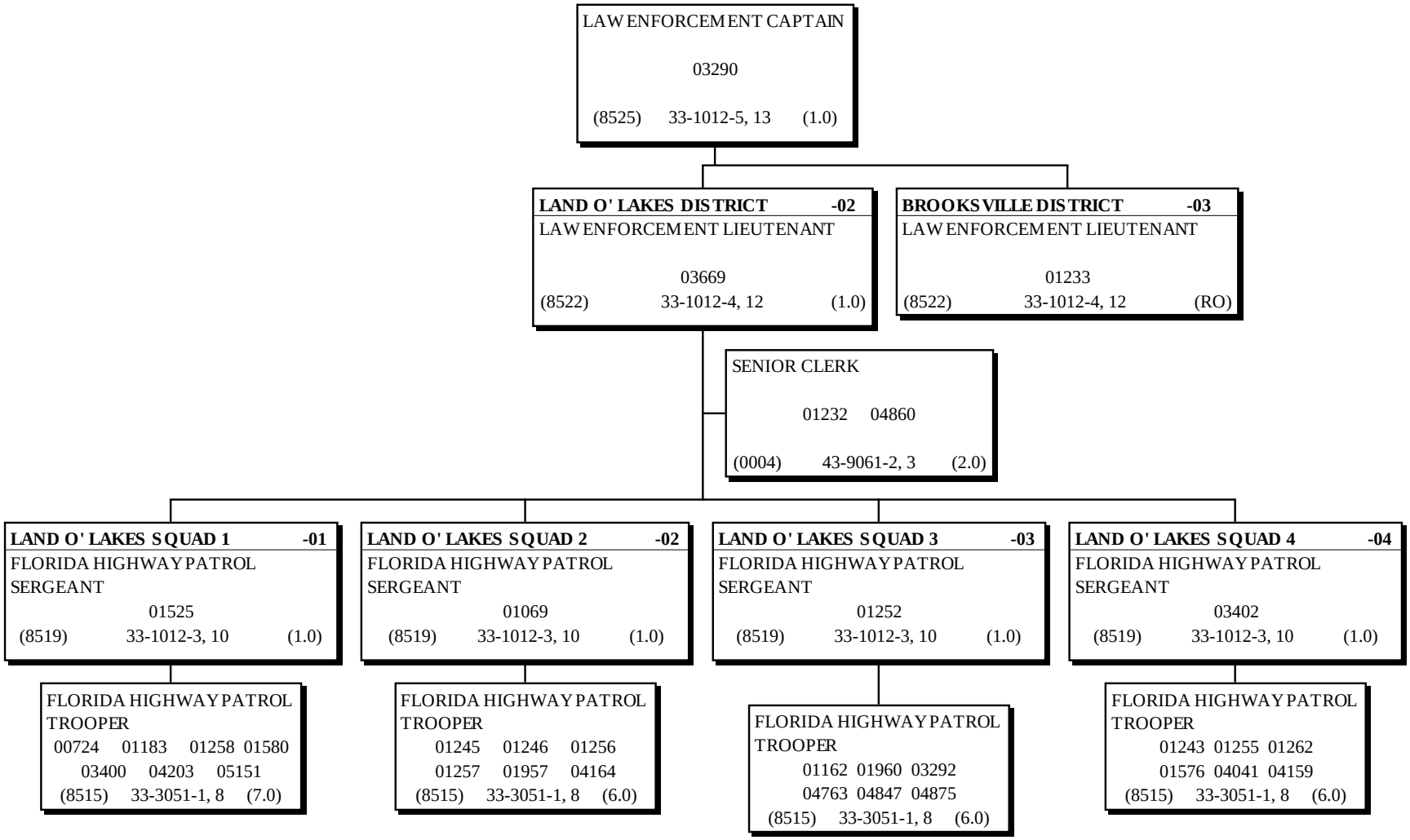
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP C, DISTRICT l (TAMPA)

DATE: 5/4/12
SEQUENCE: 7610-02-02-01-01
OED:_____
NUMBER OF POSITIONS: 44
NUMBER OF FTE'S: 44.0



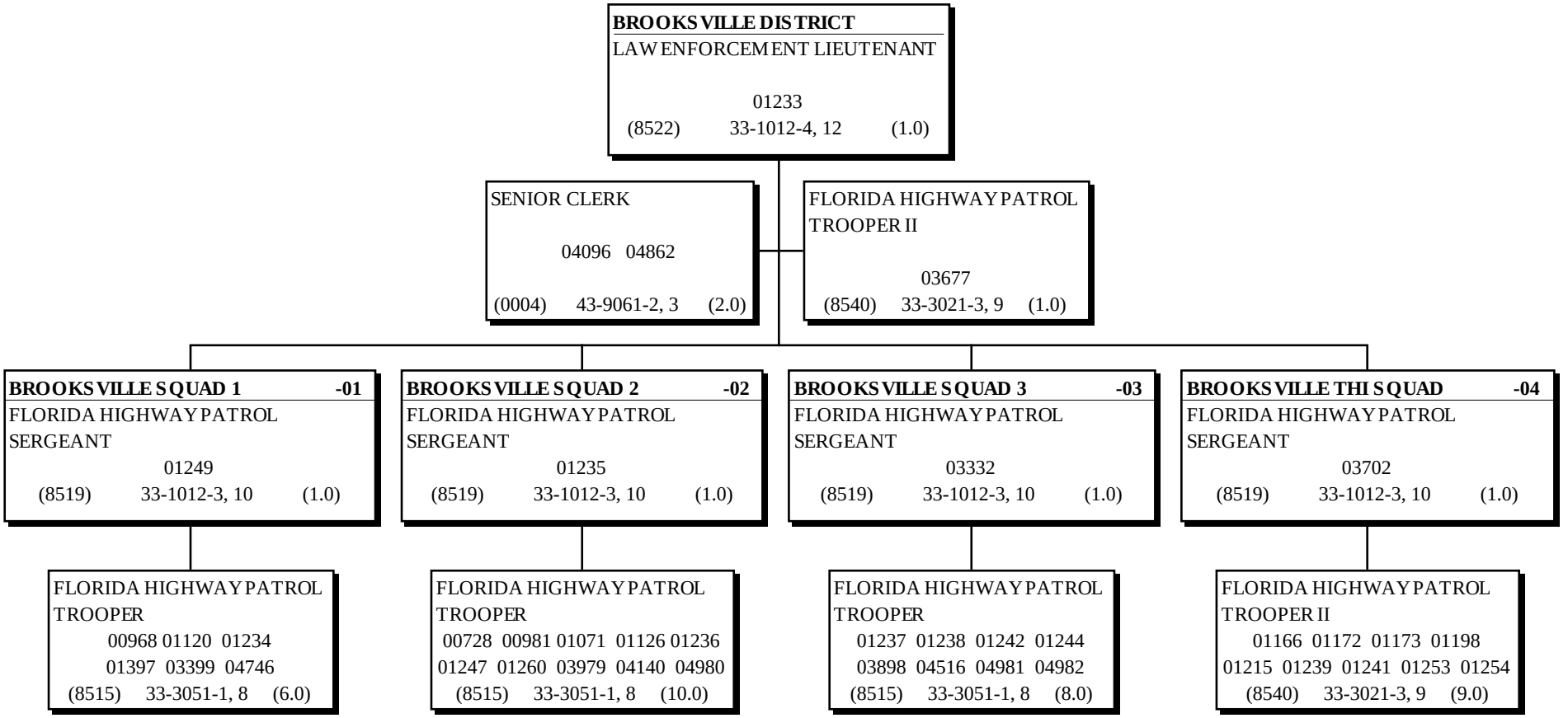
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP C / DISTRICT 2 (LAND O' LAKES, BROOKSVILLE)

DATE: 07/01/11
SEQUENCE: 7610-02-02-01-02
OWP:_____
NUMBER OF POSITIONS: 33
NUMBER OF FTE'S: 33.0



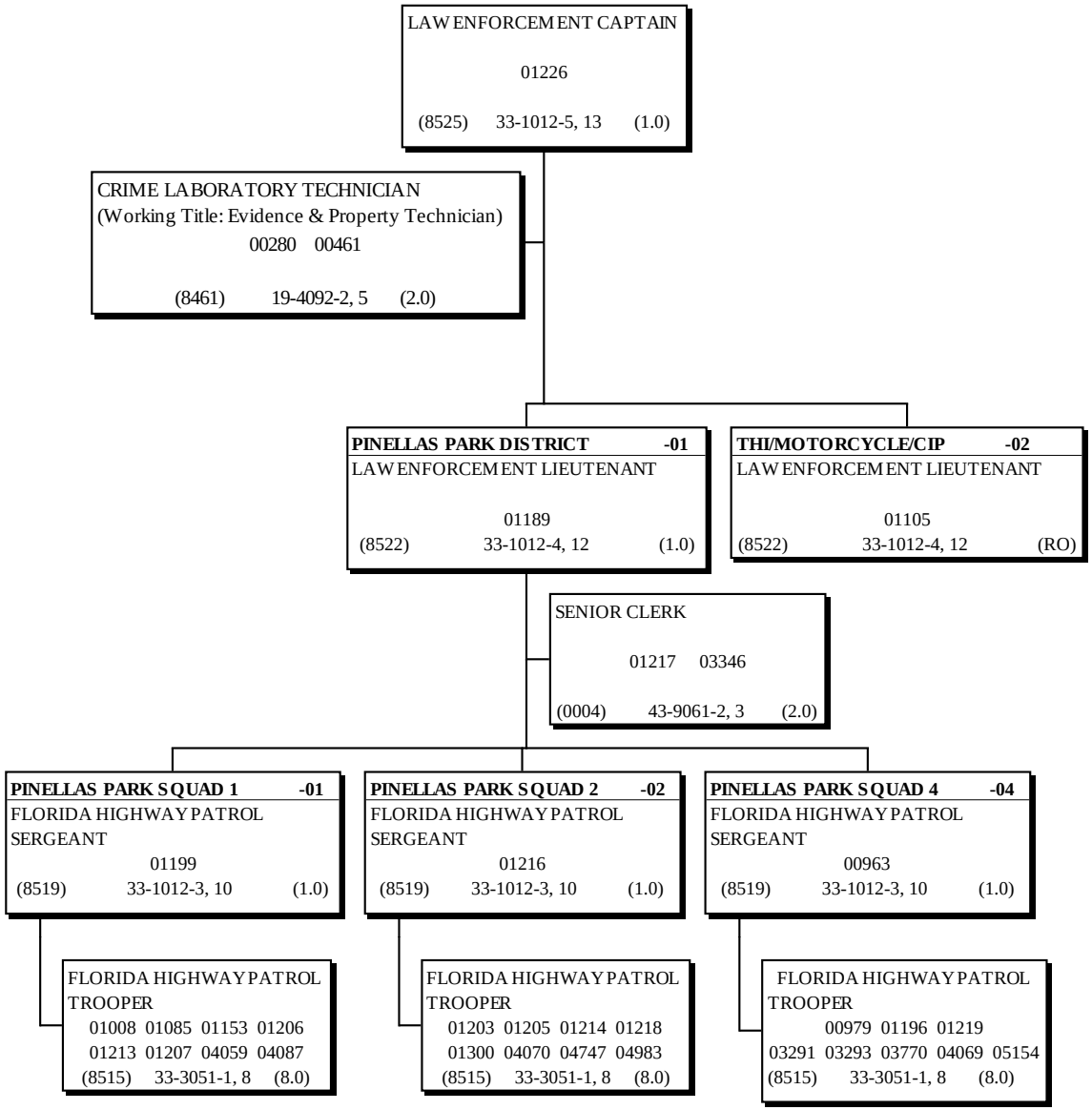
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL,
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP C / DISTRICT 2 (BROOKSVILLE)

DATE: 05/03/2012
SEQUENCE: 7610-02-02-01-02-03
OED:_____
NUMBER OF POSITIONS: 41
NUMBER OF FTE'S: 41.0



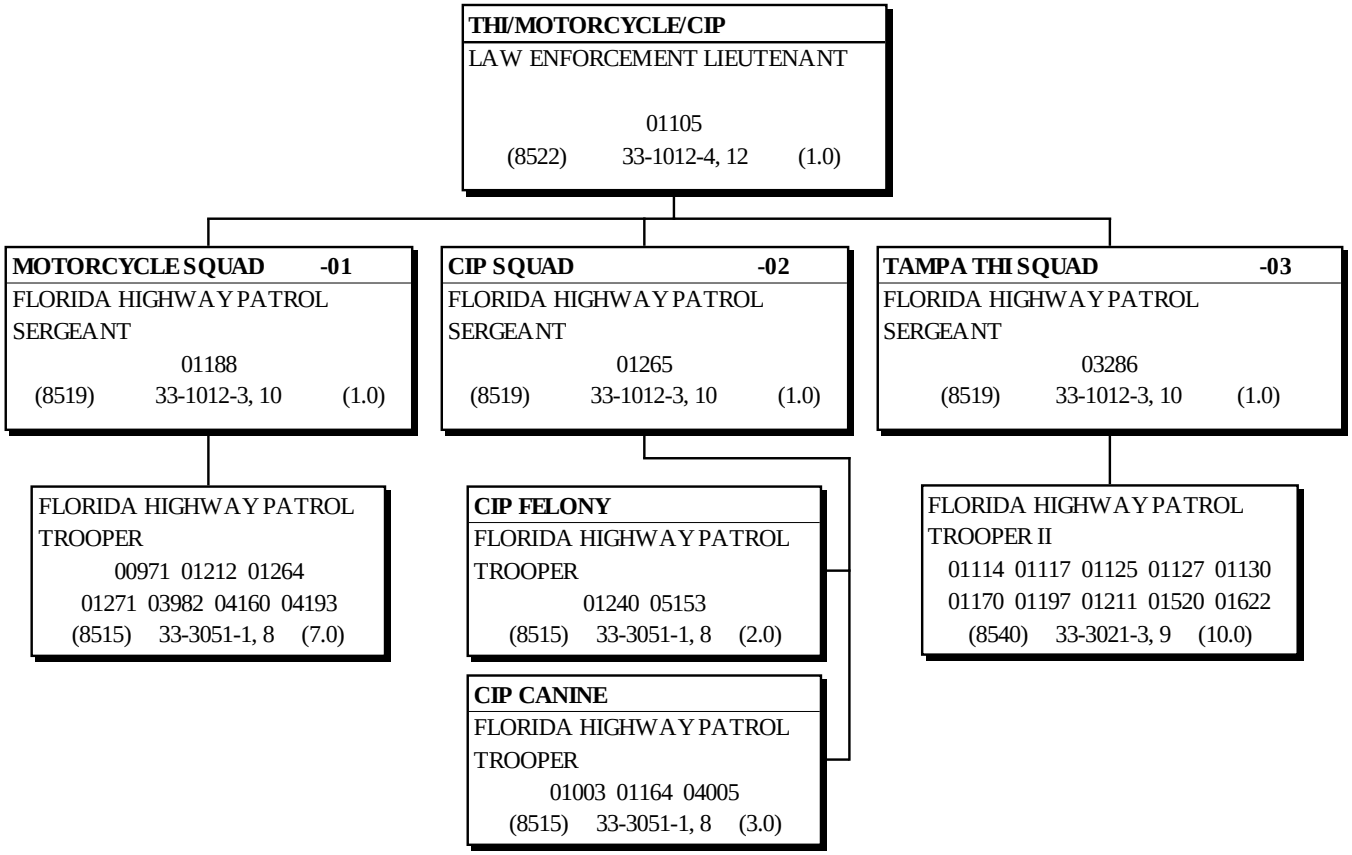
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP C / DISTRICT 3 (PINELLAS PARK)

DATE: 5/4//2012
SEQUENCE: 7610-02-02-01-03
OED:_____
NUMBER OF POSITIONS: 33
NUMBER OF FTE'S: 33.0



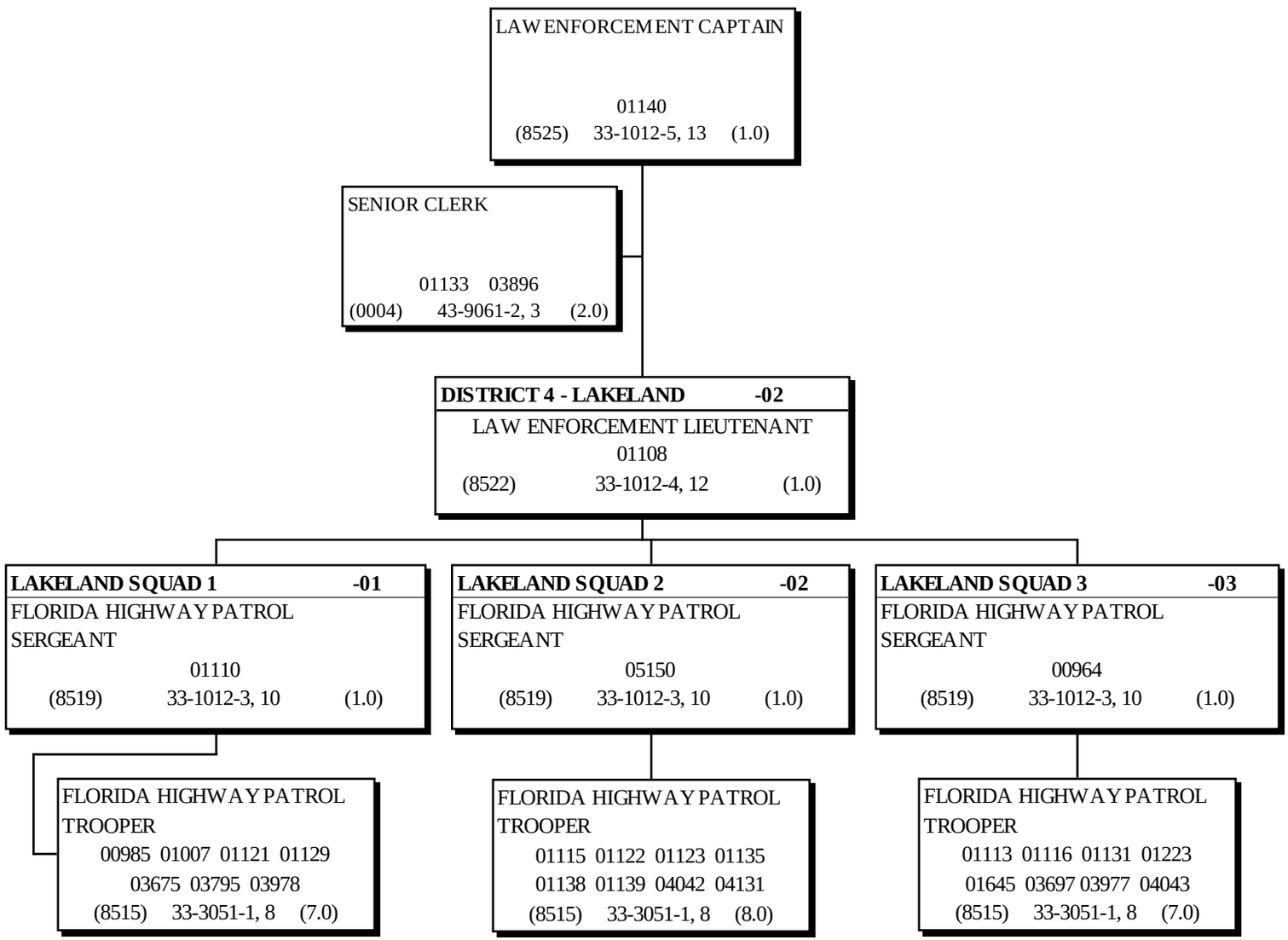
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP C, DISTRICT 3 (SPECIAL OPERATIONS)

DATE: 02/13/12
SEQUENCE: 7610-02-02-01-03-02
OED:_____
NUMBER OF POSITIONS: 23
NUMBER OF FTE'S: 23.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP C, DISTRICT 4 (LAKELAND)

DATE: 07/01/2012
SEQUENCE: 7610-02-02-01-04
OED:_____
NUMBER OF POSITIONS: 30
NUMBER OF FTE'S: 30.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
SUPPORT OPERATIONS/TBRCC

DATE: 08/01/12
SEQUENCE: 7610-02-02-01-05
OED: _____
NUMBER OF POSITIONS: 35
NUMBER OF FTE'S: 35.0

TBRCC
HSMV PROGRAM MANAGER-SES
00697
(9010) 11-1021-02, 20 (1.0)

COMMUNICATIONS UNIT 1 -01
DUTY OFFICER SUPERVISOR - SES
00693
(8411) 33-1099-3, 7 (1.0)

REGIONAL DUTY OFFICER
01100 01192
01220 03888 05321
(8513) 33-9099-2, 6 (5.0)

COMMUNICATIONS TRAINING OFFICER
00732
(8417) 13-1073-3,7 (1.0)

COMMUNICATIONS UNIT 2 -02
DUTY OFFICER SUPERVISOR - SES
01191
(8411) 33-1099-3, 7 (1.0)

REGIONAL DUTY OFFICER
01145 01195
03887 04104 04124
(8513) 33-9099-2, 6 (5.0)

COMMUNICATIONS TRAINING OFFICER
01144
(8417) 13-1073-3,7 (1.0)

COMMUNICATIONS UNIT 3 -03
DUTY OFFICER SUPERVISOR - SES
01096
(8411) 33-1099-3, 7 (1.0)

REGIONAL DUTY OFFICER
01097
01099 01231
(8513) 33-9099-2, 6 (3.0)

HSOFT - FROM FDLE 7/1/03 -01
REGIONAL DUTY OFFICER
05331
(8513) 33-9099-2, 6 (1.0)

COMMUNICATIONS TRAINING OFFICER
05322 00733 01098
(8417) 13-1073-3,7 (3.0)

COMMUNICATIONS UNIT 4 -04
DUTY OFFICER SUPERVISOR - SES
01689
(8411) 33-1099-3, 7 (1.0)

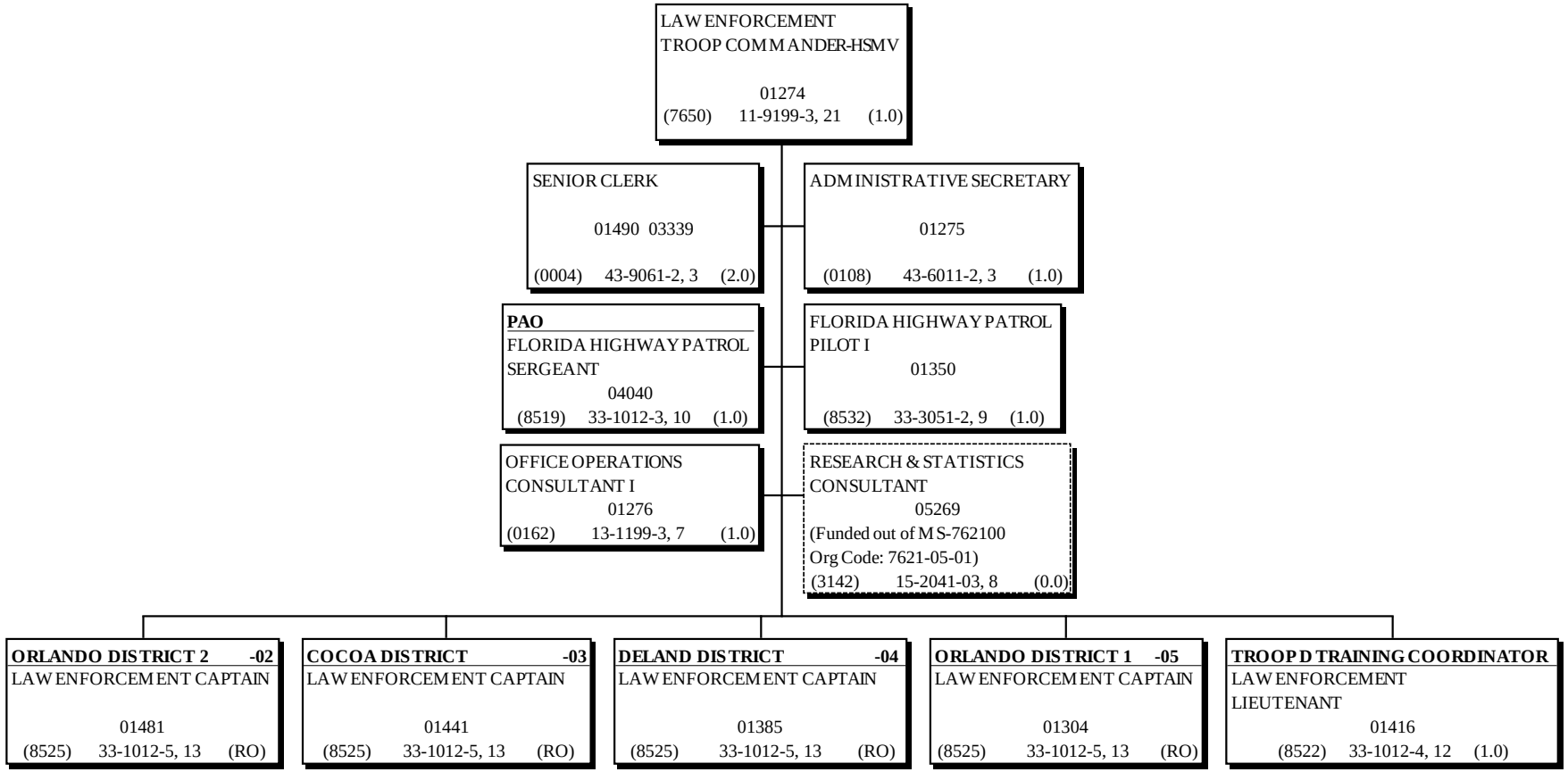
REGIONAL DUTY OFFICER
01136 01143
01147 01178 05326
(8513) 33-9099-2, 6 (5.0)

COMMUNICATIONS UNIT 5 -05
DUTY OFFICER SUPERVISOR - SES
01229
(8411) 33-1099-3, 7 (1.0)

REGIONAL DUTY OFFICER
01146 01174
01228 04126 05323
(8513) 33-9099-2, 6 (5.0)

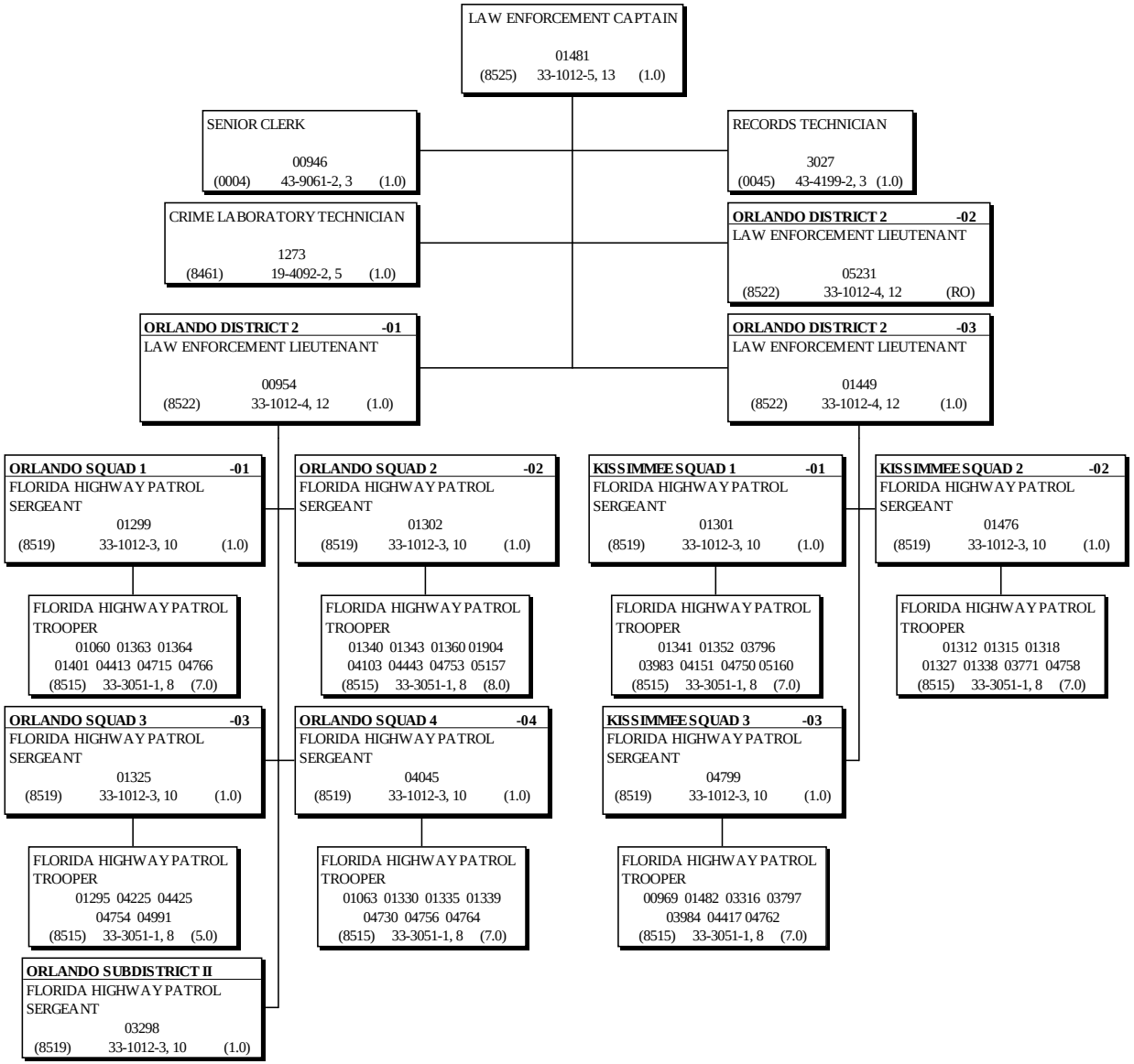
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP D / ORLANDO HEADQUARTERS

DATE: 2/17/12
SEQUENCE: 7610-02-02-02
OED:_____
NUMBER OF POSITIONS: 8
NUMBER OF FTE'S: 8.0



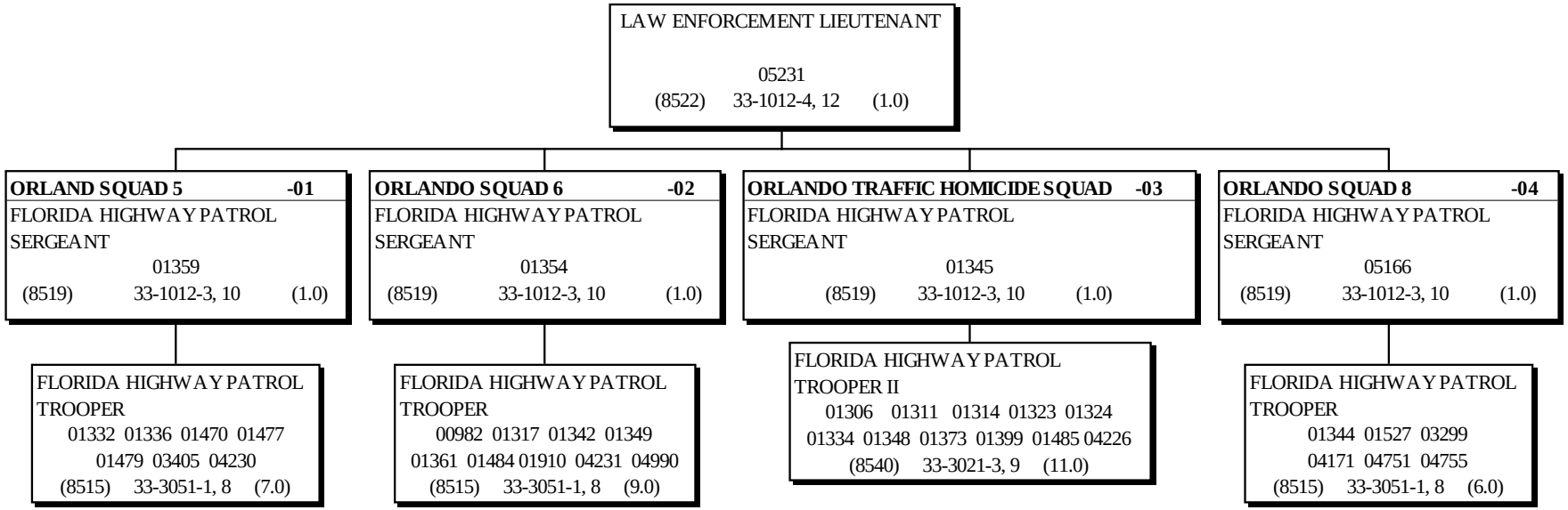
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP D / ORLANDO DISTRICT 2

DATE: 2/28/12
SEQUENCE: 7610-02-02-02-02
OED:_____
NUMBER OF POSITIONS: 62
NUMBER OF FTE'S: 62.0



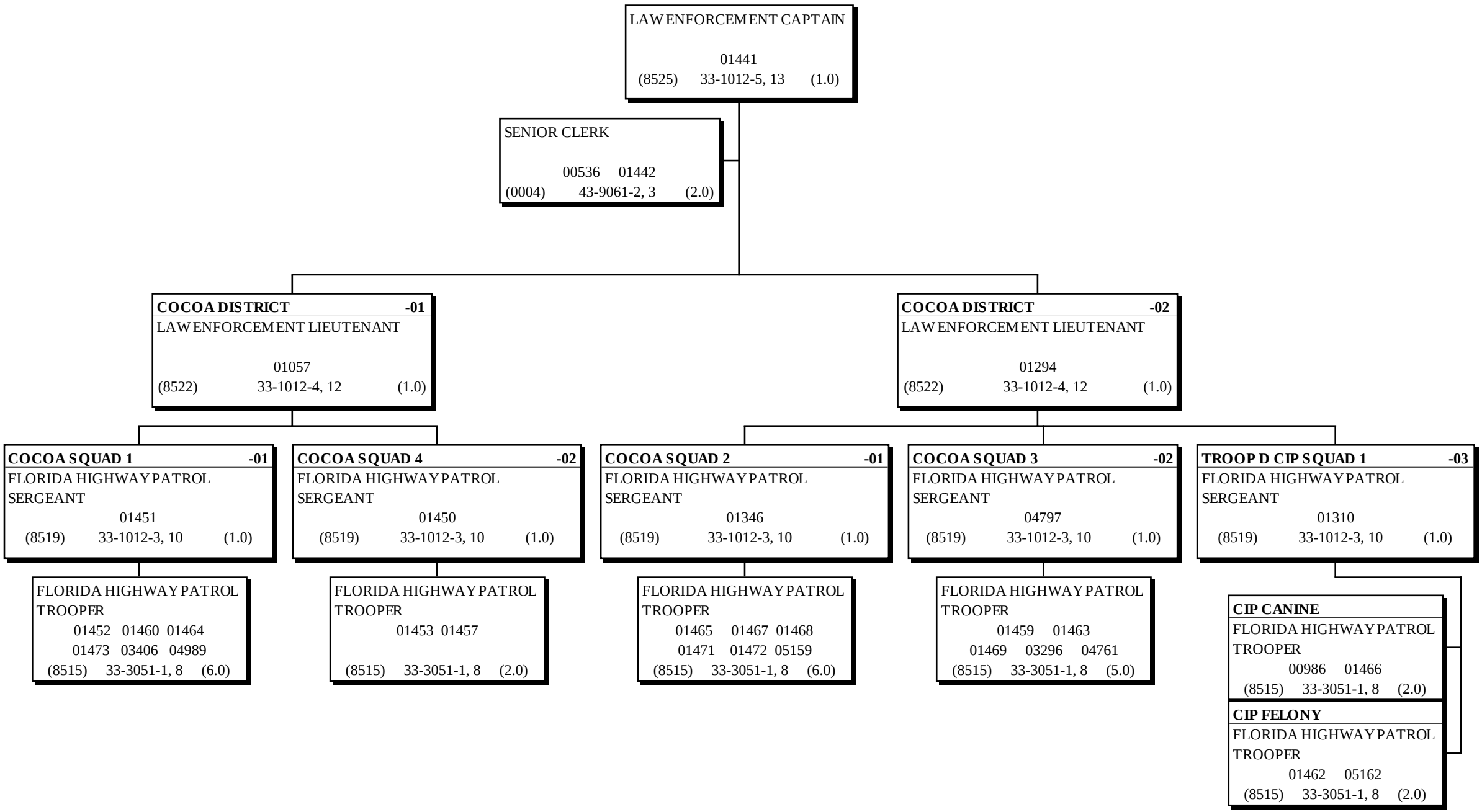
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP D / ORLANDO DISTRICT 2

DATE: 2/17/12
SEQUENCE: 7610-02-02-02-02-02
OED:_____
NUMBER OF POSITIONS: 38
NUMBER OF FTE'S: 38.0



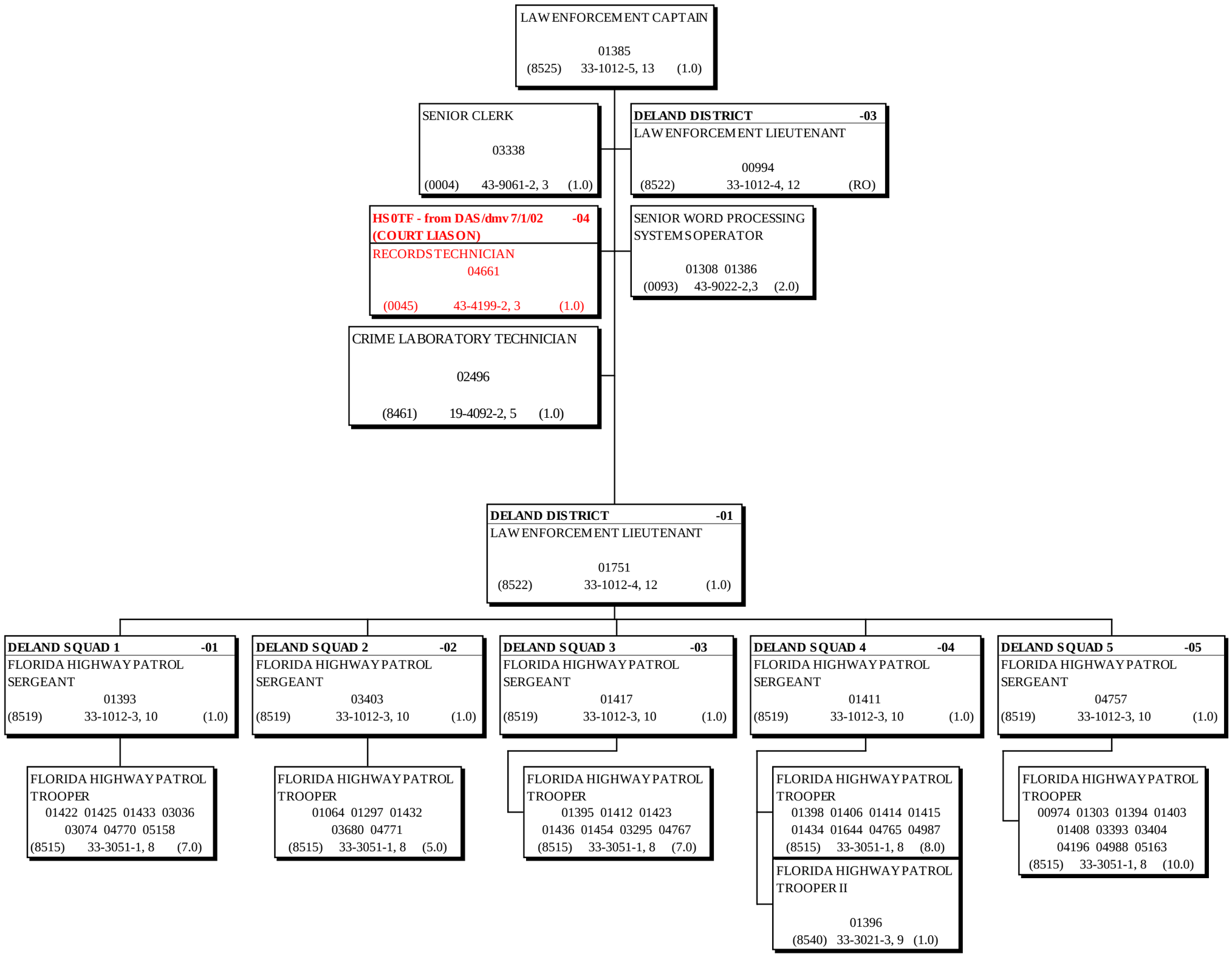
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP D / COCOA DISTRICT

DATE: 06/22/12
SEQUENCE: 7610-02-02-02-03
OED:_____
NUMBER OF POSITIONS: 33
NUMBER OF FTE'S: 33



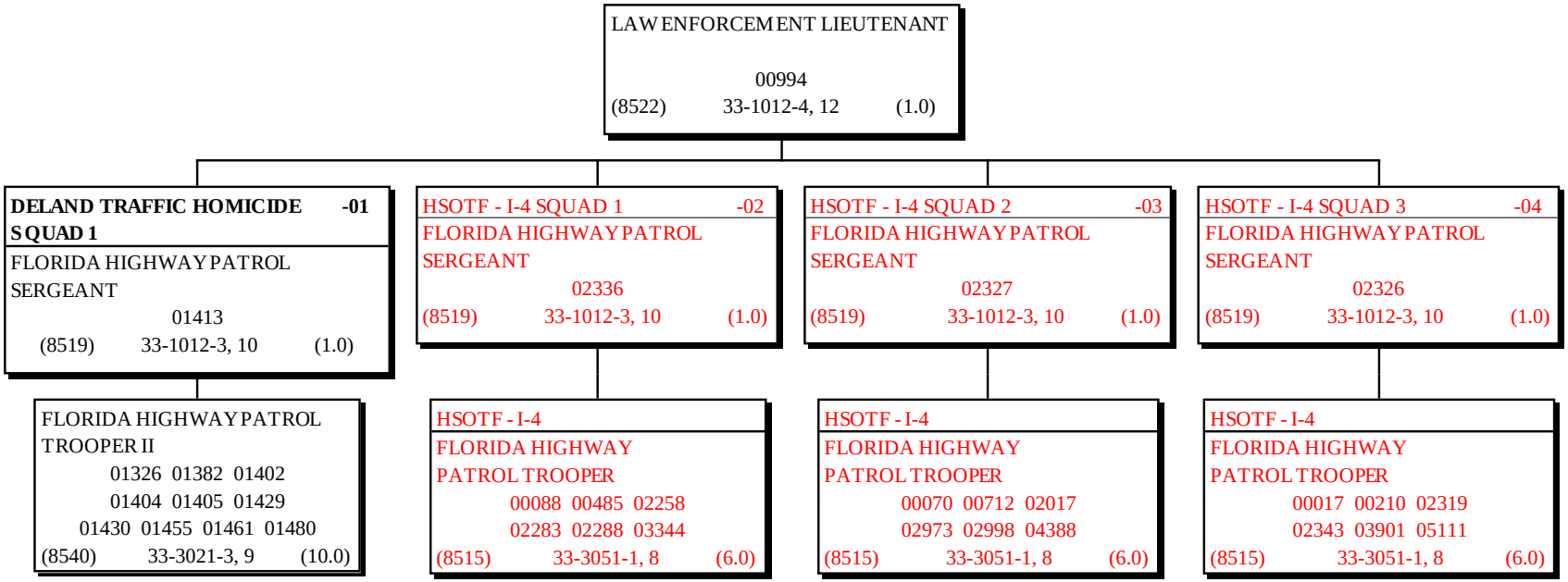
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP D / DELAND DISTRICT

DATE: 07/01/2012
SEQUENCE: 7610-02-02-02-04
OED:_____
NUMBER OF POSITIONS: 50
NUMBER OF FTE'S: 50.0



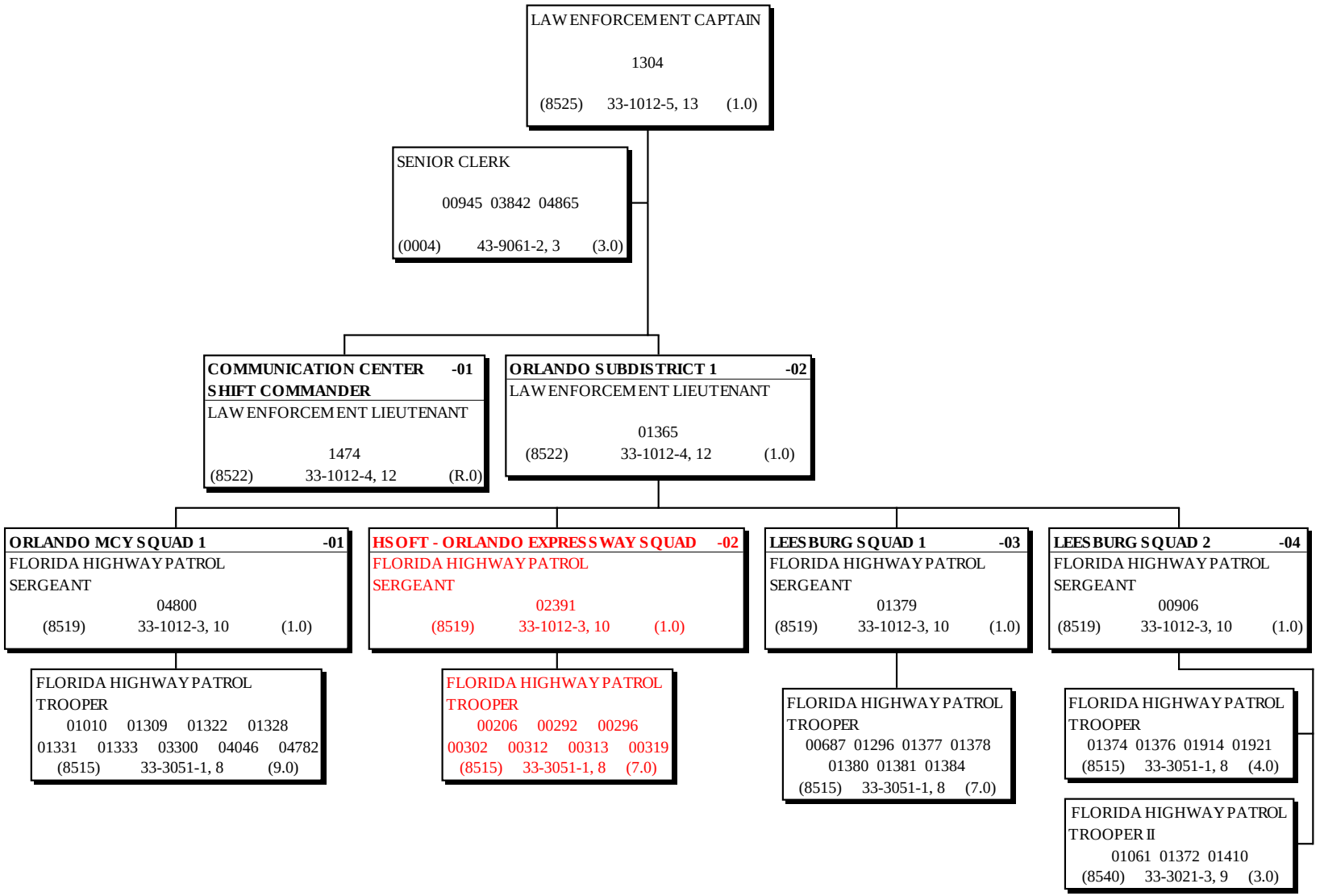
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP D / DELAND DISTRICT

DATE: 07/01/11
SEQUENCE: 7610-02-02-02-04-03
OED: _____.
NUMBER OF POSITIONS: 33
NUMBER OF FTE'S: 33.0



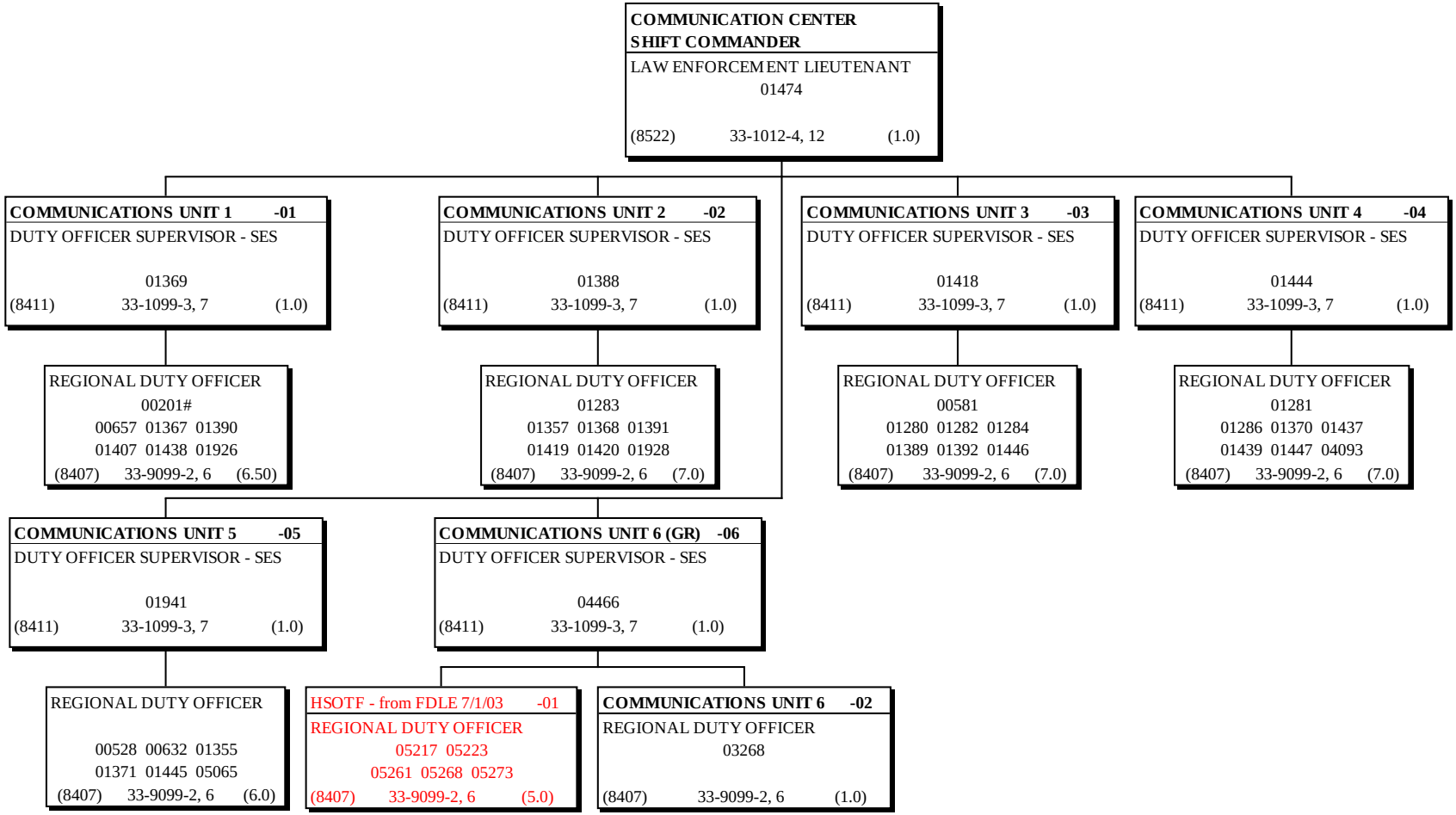
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP D / ORLANDO DISTRICT 1

DATE: 02/17/12
SEQUENCE: 7610-02-02-02-05
OED:_____
NUMBER OF POSITIONS: 39
NUMBER OF FTE'S: 39.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP D / ORLANDO DISTRICT 1 - COMMUNICATIONS CENTER

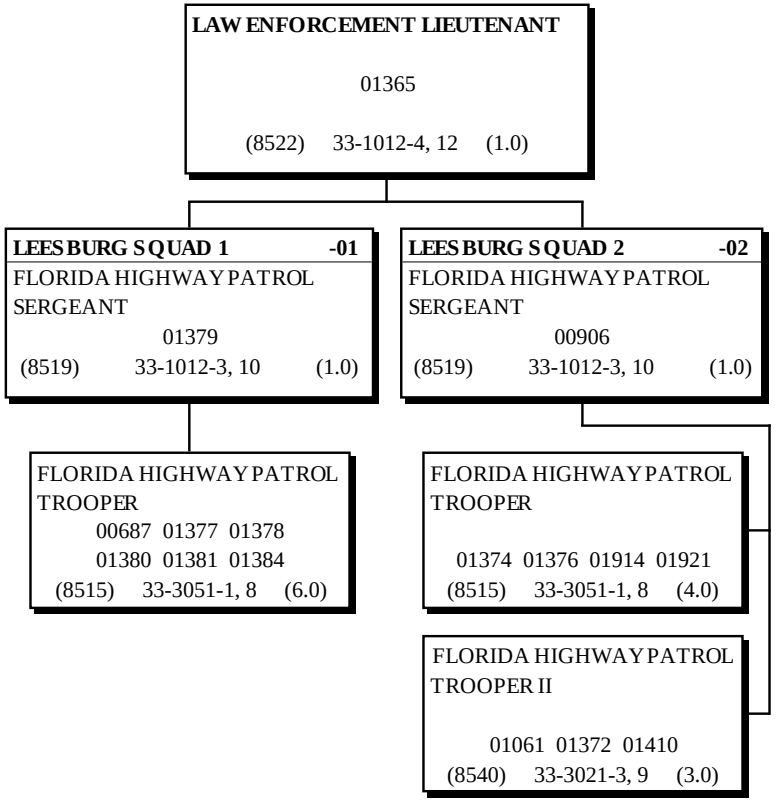
DATE: 2/17/12
SEQUENCE: 7610-02-02-02-05-01
OED:_____
NUMBER OF POSITIONS: 48
NUMBER OF FTE'S: 47.50



= FTE 0.50

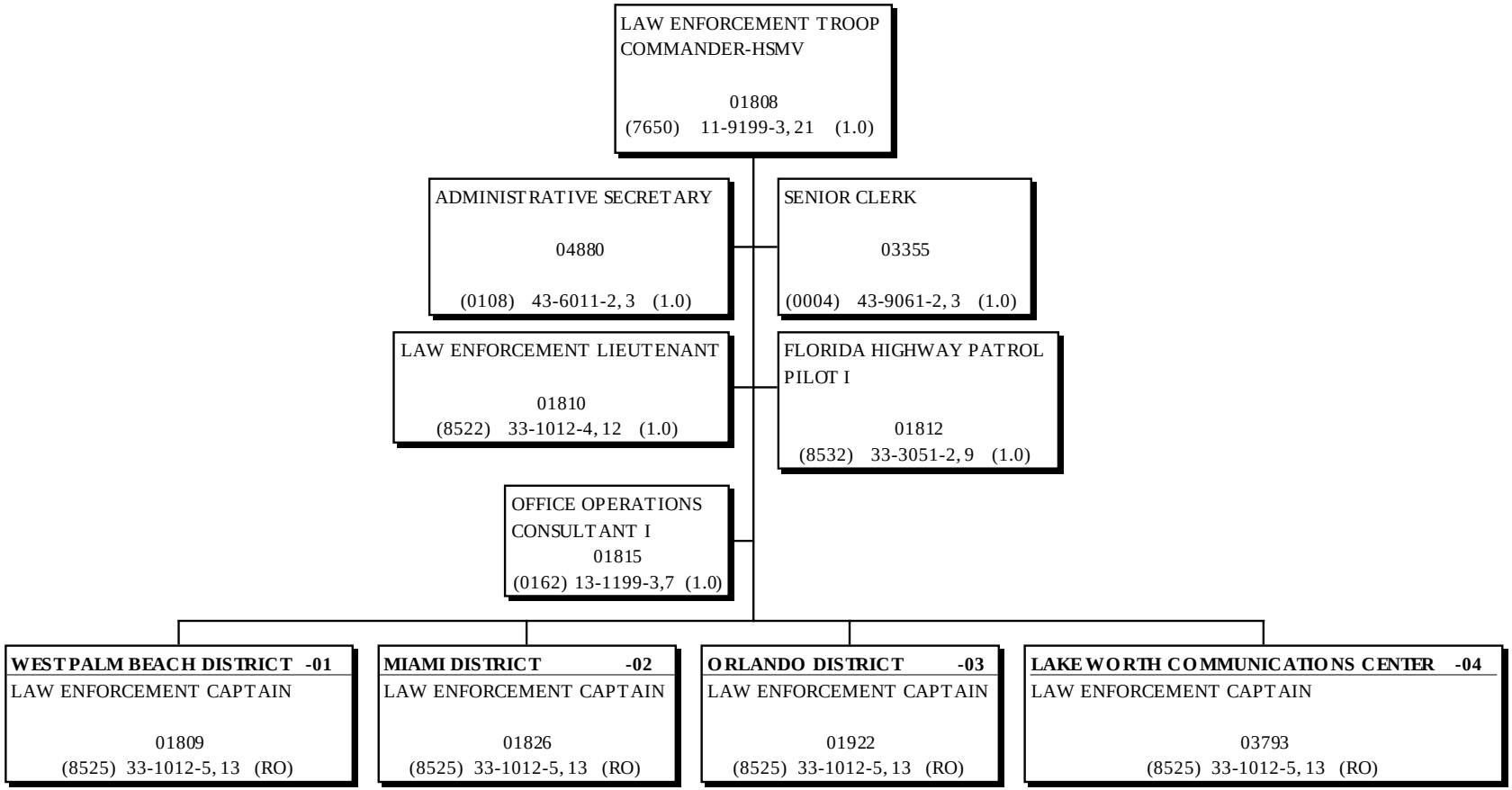
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL,
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP D / ORLANDO DISTRICT 1, LEESBURG SUBDISTRICT

DATE: 09/16/11
SEQUENCE: 7610-02-02-02-01-02
OED:_____
NUMBER OF POSITIONS: 16
NUMBER OF FTE'S: 16.0



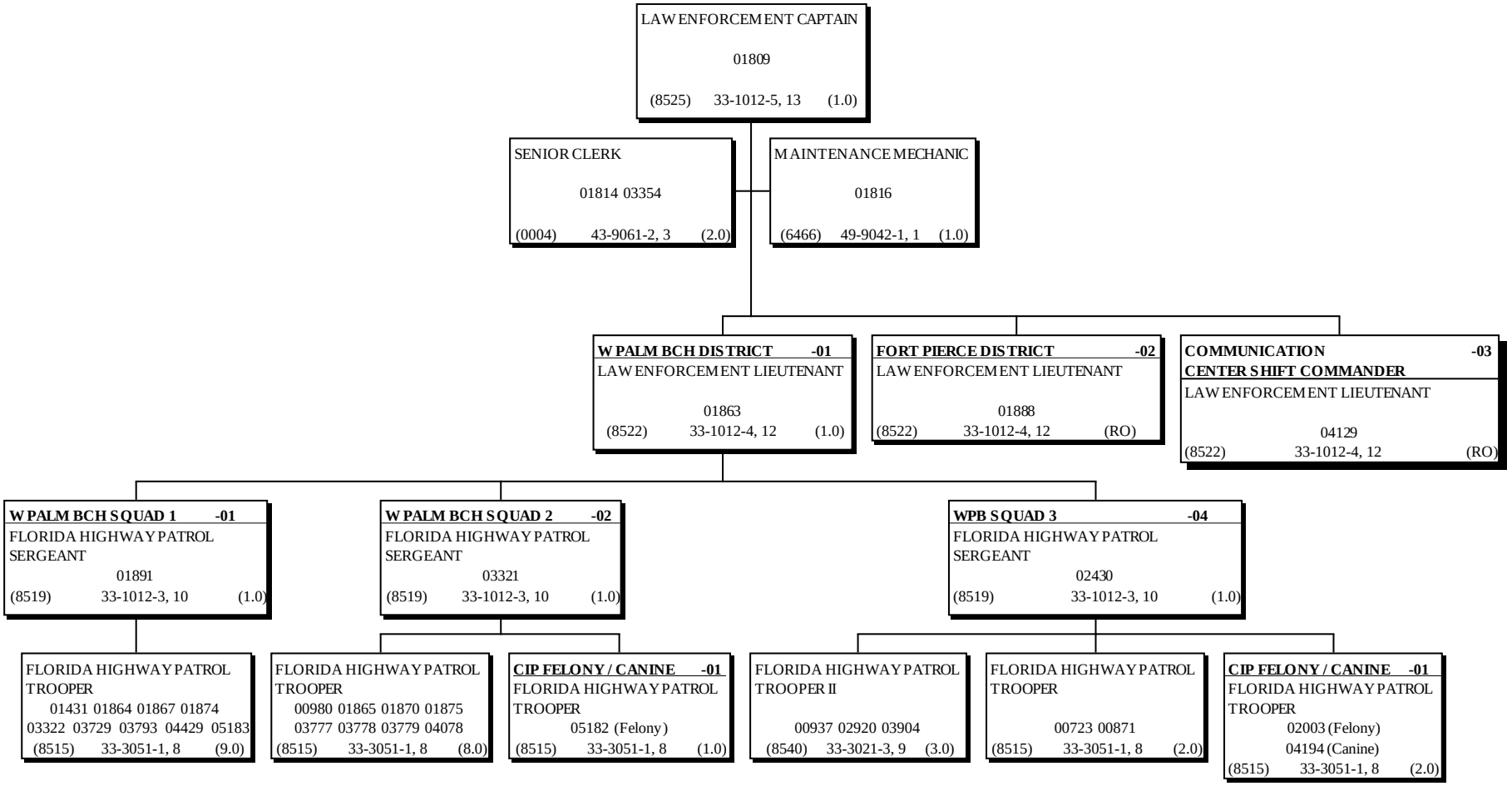
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP K / TURNPIKE / ORLANDO HEADQUARTERS

DATE: 07/01/11
SEQUENCE: 7610-02-02-03
OED:
NUMBER OF POSITIONS: 6
NUMBER OF FTE'S: 6.0



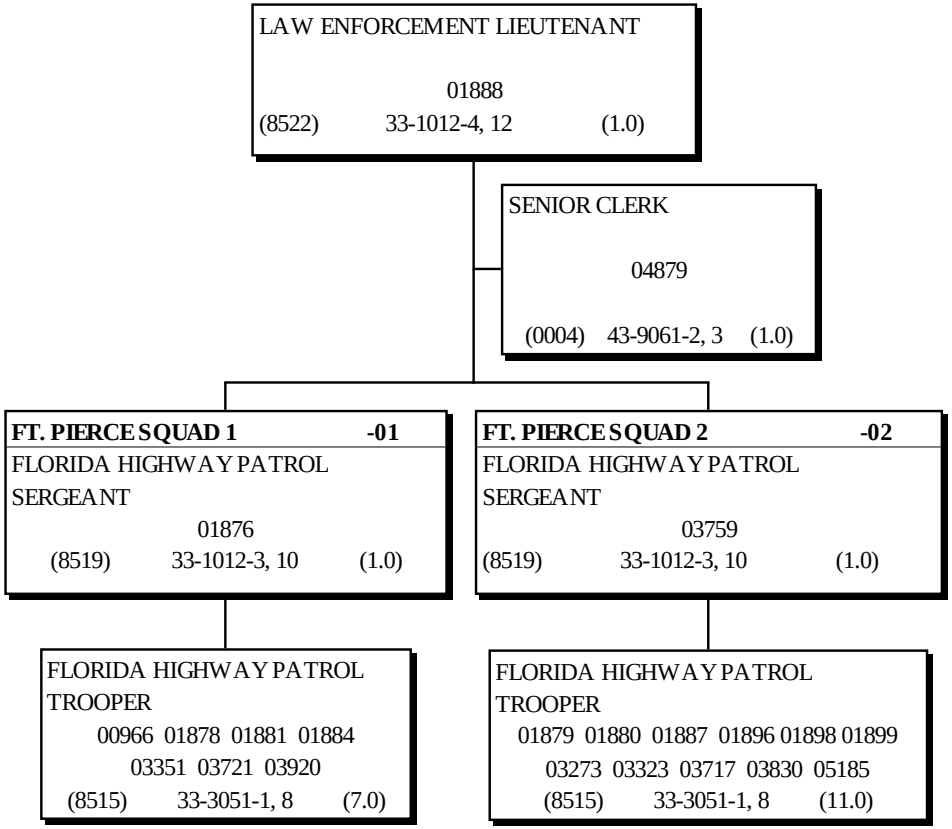
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP K / TURNPIKE / WEST PALM BEACH DISTRICT

DATE: 02/28/12
SEQUENCE: 7610-02-02-03-01
OED:_____
NUMBER OF POSITIONS: 33
NUMBER OF FTE'S: 33.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP K / TURNPIKE / FORT PIERCE SUB-DISTRICT

DATE: 04/01/11
SEQUENCE: 7610-02-02-03-01-02
OED: .
NUMBER OF POSITIONS: 22
NUMBER OF FTE: 22.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP K / TURNPIKE / MIAMI DISTRICT

DATE: 07/01/2012
SEQUENCE: 7610-02-02-03-02
OED:_____
NUMBER OF POSITIONS: 34
NUMBER OF FTE'S: 34.0

LAW ENFORCEMENT CAPTAIN
01826
(8525) 33-1012-5, 13 (1.0)

SENIOR CLERK
01828 01829
(0004) 43-9061-2, 3 (2.0)

MAINTENANCE MECHANIC
01840
(6466) 49-9042-2, 4 (1.0)

MIAMI DISTRICT -01
LAW ENFORCEMENT LIEUTENANT
01827
(8522) 33-1012-4, 12 (1.0)

MIAMI DISTRICT -03
LAW ENFORCEMENT LIEUTENANT
05078
(8522) 33-1012-4, 12 (1.0)

PLANTATION SUBDISTRICT -02
LAW ENFORCEMENT LIEUTENANT
03784
(8522) 33-1012-4, 12 (RO)

MIAMI SQUAD 1 -01
FLORIDA HIGHWAY PATROL SERGEANT
01841
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
01833 01848
03782 03790 05187
(8515) 33-3051-1, 8 (5.0)

MIAMI SQUAD 4 -03
FLORIDA HIGHWAY PATROL SERGEANT
03765
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER II
02548 04530
(8540) 33-3021-3, 9 (2.0)

FLORIDA HIGHWAY PATROL TROOPER
5342
(8515) 33-3051-1, 8 (1.0)

CIP CANINE/FELONY -01
FLORIDA HIGHWAY PATROL TROOPER
05184 (Canine)
05361 (Felony)
(8515) 33-3051-1, 8 (2.0)

MIAMI SQUAD 3 -01
FLORIDA HIGHWAY PATROL SERGEANT
03786
(8519) 33-1012-3, 10 (1.0)

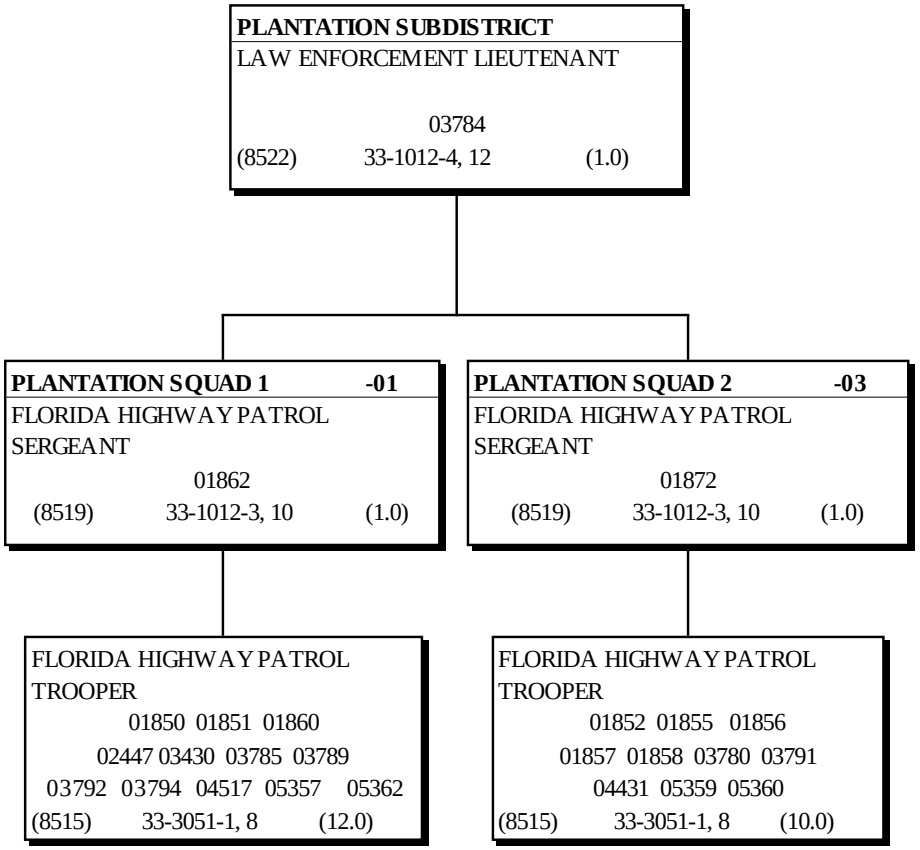
FLORIDA HIGHWAY PATROL TROOPER
01832 01839 01843
03720 03781 03787
(8515) 33-3051-1, 8 (6.0)

MIAMI SQUAD 2 -02
FLORIDA HIGHWAY PATROL SERGEANT
01892
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
01834 01835 01836 01847
03783 03788 04420 05358
(8515) 33-3051-1, 8 (8.0)

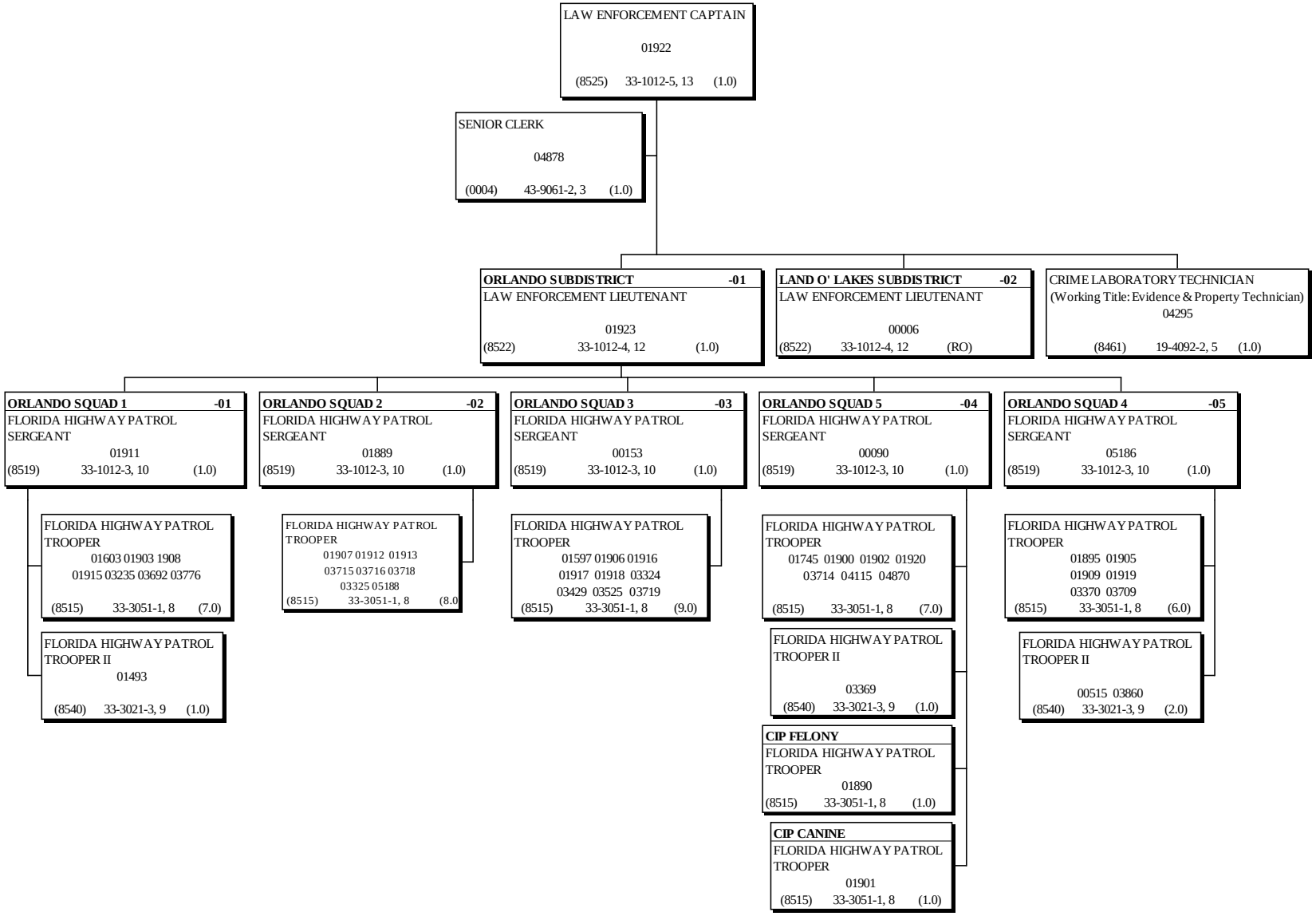
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP K / TURNPIKE / MIAMI DISTRICT
PLANTATION SUBDISTRICT

DATE: 02/28/2012
SEQUENCE: 7610-02-02-03-02-02
OED: _____
NUMBER OF POSITIONS: 25
NUMBER OF FTE'S: 25.0



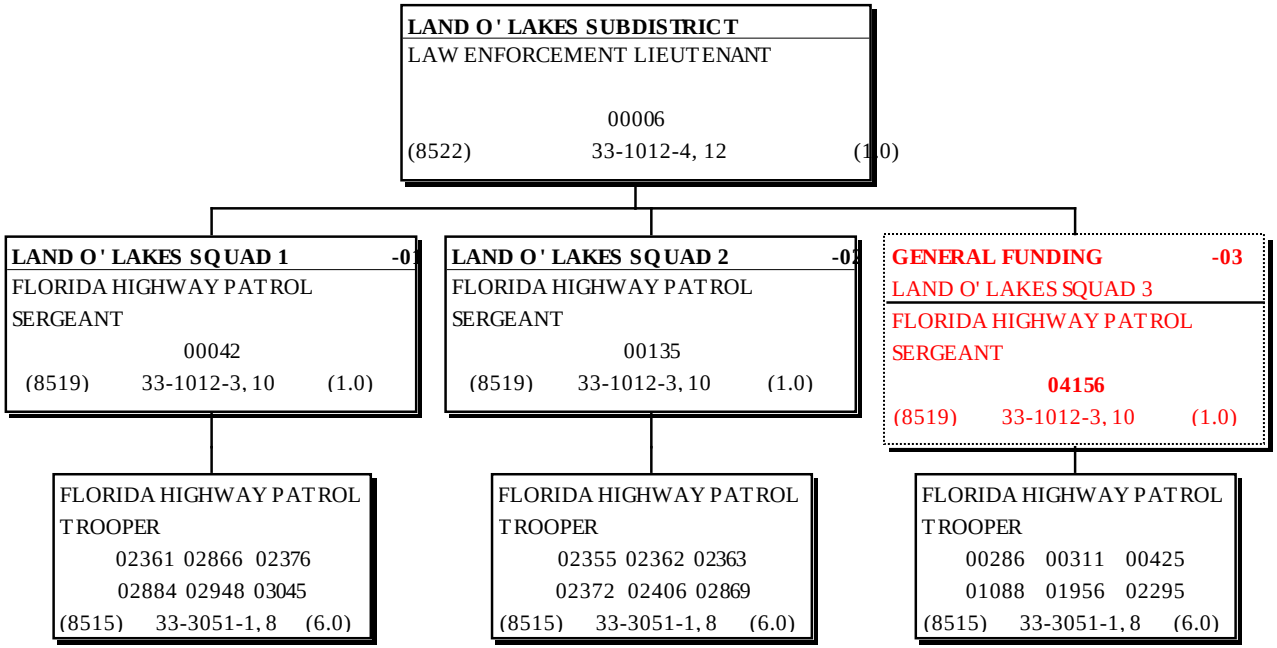
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP K / TURNPIKE / ORLANDO DISTRICT

DATE: 05/04/2012
SEQUENCE: 7610-02-02-03-03
OED: _____.
NUMBER OF POSITIONS: 52
NUMBER OF FTE'S: 52.0



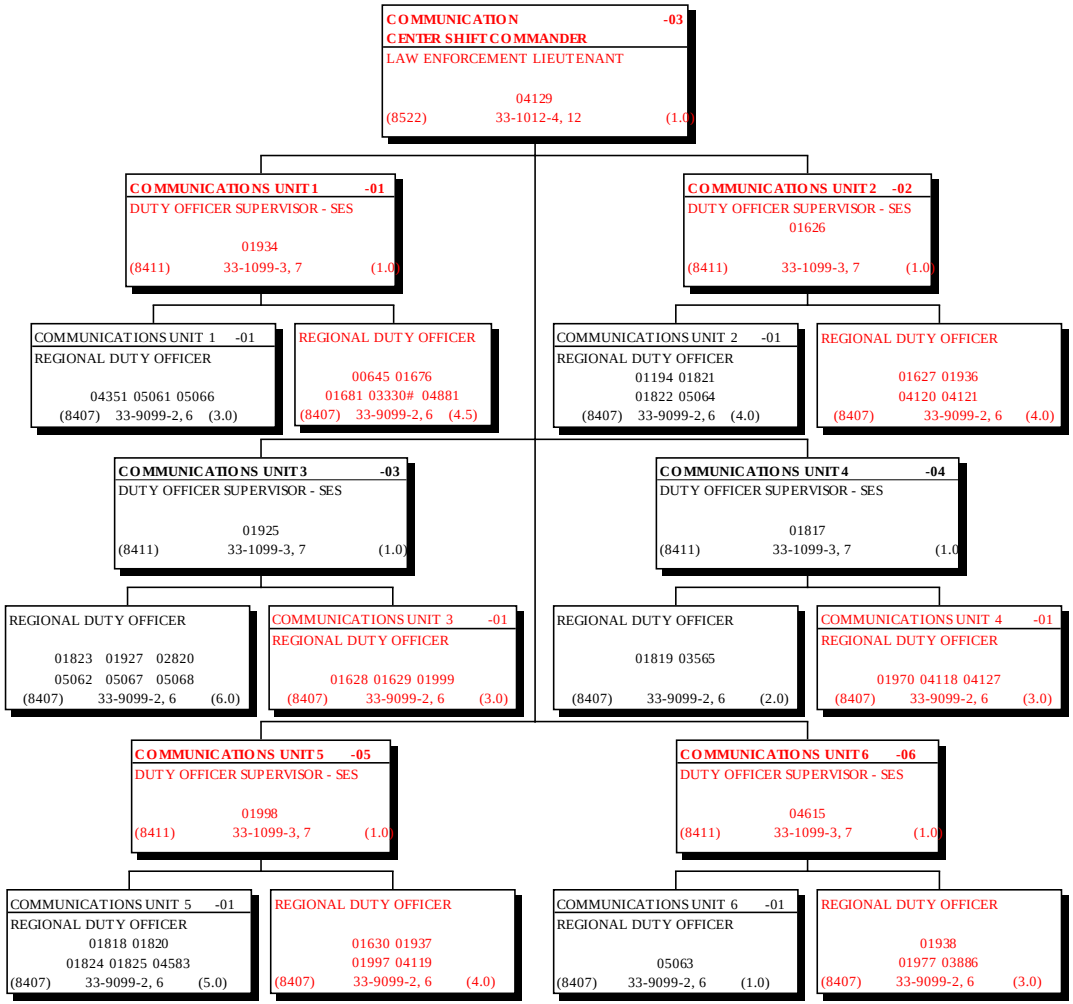
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP K / TURNPIKE / ORLANDO DISTRICT /
LAND O' LAKES SUBDISTRICT

DATE: 06/04/10
SEQUENCE: 7610-02-02-03-03-02
OED:_____
NUMBER OF POSITIONS: 22
NUMBER OF fte'S: 22.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, CENTRAL REGION
TROOP K / LAKE WORTH COMMUNICATIONS CENTER

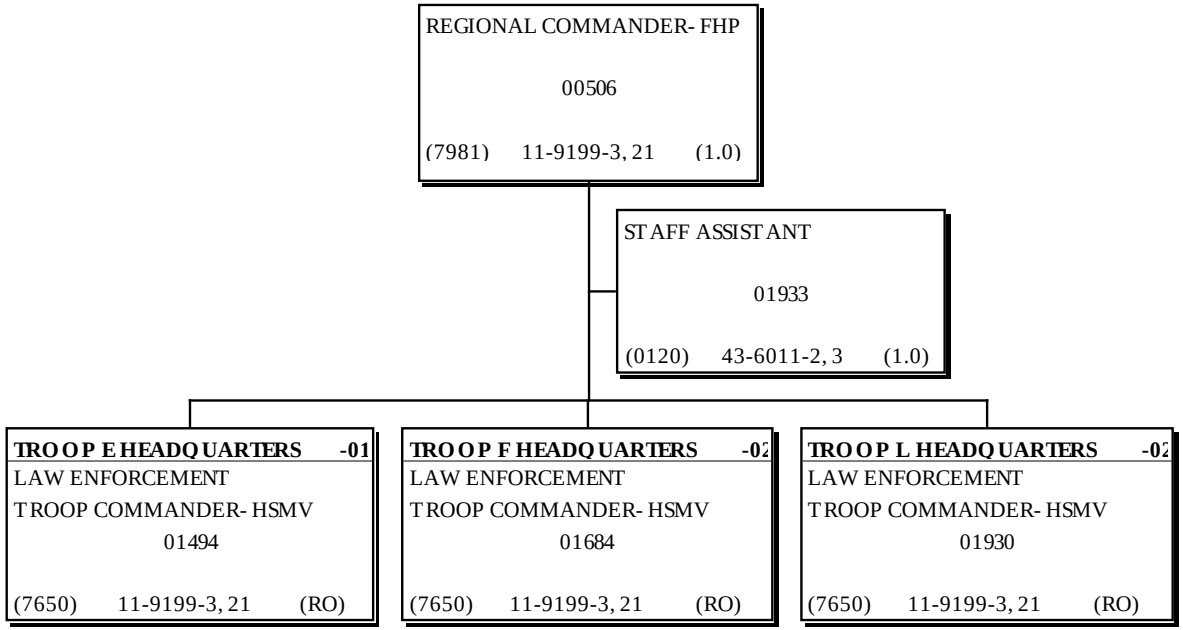
DATE: 07/01/11
SEQUENCE: 7610-02-02-03-01-03
OED:
NUMBER OF POSITIONS: 50
NUMBER OF FTE'S: 49.5



= FTE 0.50

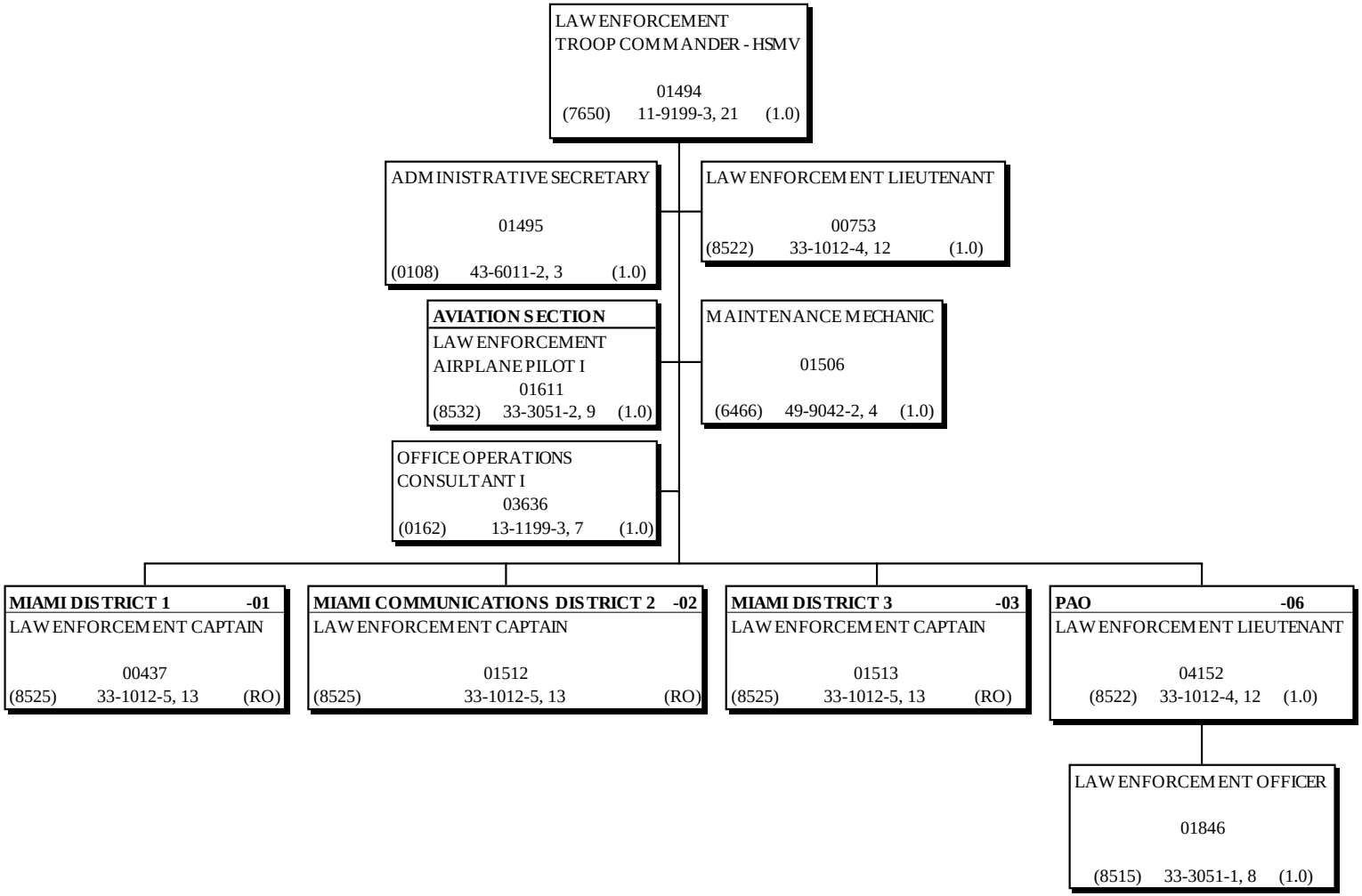
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS, SOUTHERN REGION

DATE: 06/01/09
SEQUENCE: 7610-02-03
OED:
NUMBER OF POSITIONS: 2
NUMBER OF FTE'S: 2.0



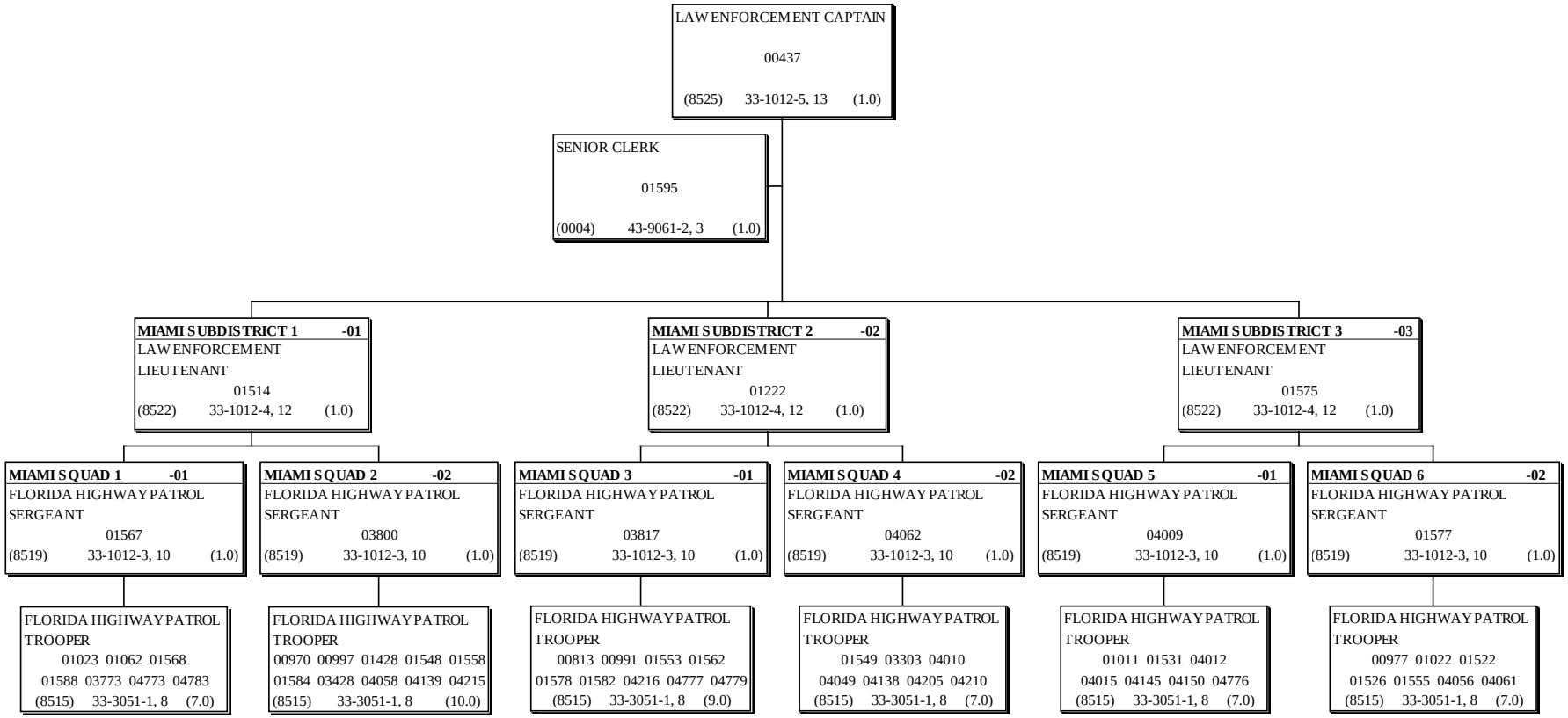
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP E / MIAMI HEADQUARTERS

DATE: 01/01/12
SEQUENCE: 7610-02-03-01
OED:_____
NUMBER OF POSITIONS: 8
NUMBER OF FTE'S: 8.0



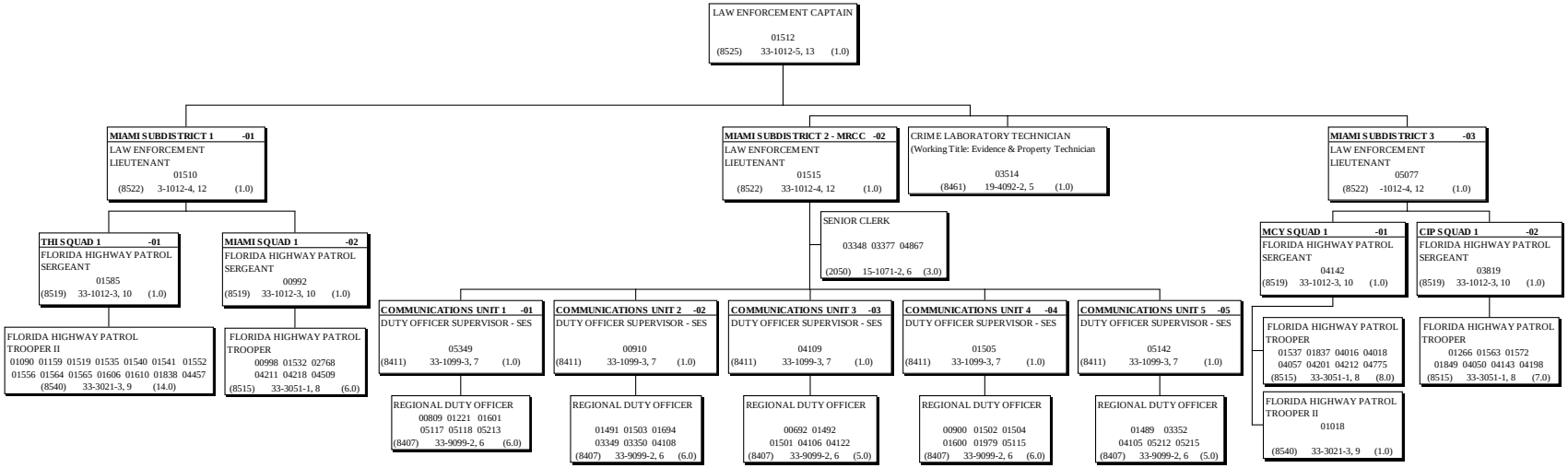
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP E / MIAMI DISTRICT 1

DATE: 05/06/11
SEQUENCE: 7610-02-03-01-01
OWP:_____
NUMBER OF POSITIONS: 58
NUMBER OF FTE'S: 58.0



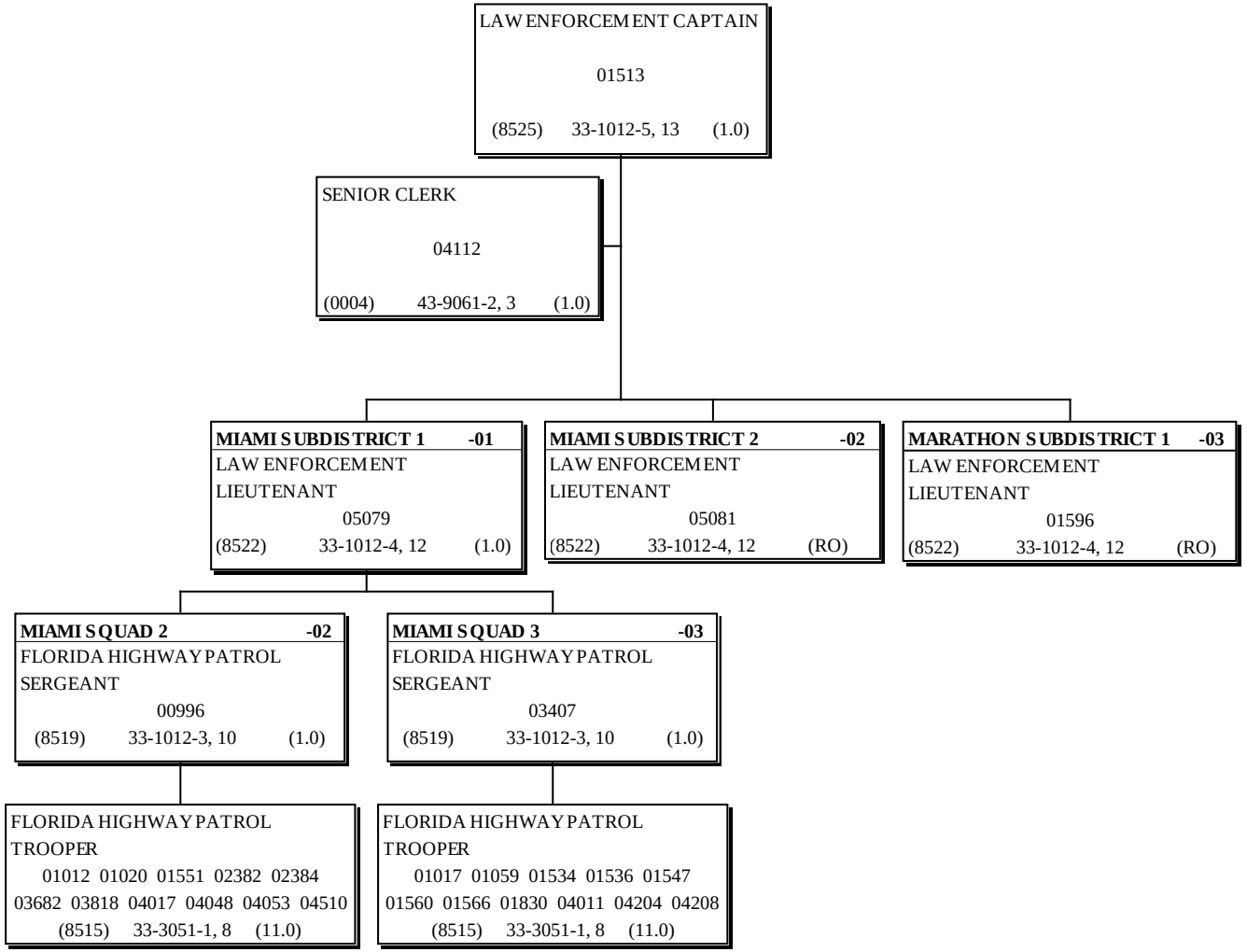
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP E / MIAMI DISTRICT 2

DATE: 07/01/11
SEQUENCE: 7610-02-03-01-02
OED:_____
NUMBER OF POSITIONS: 81
NUMBER OF FTE'S: 81.0



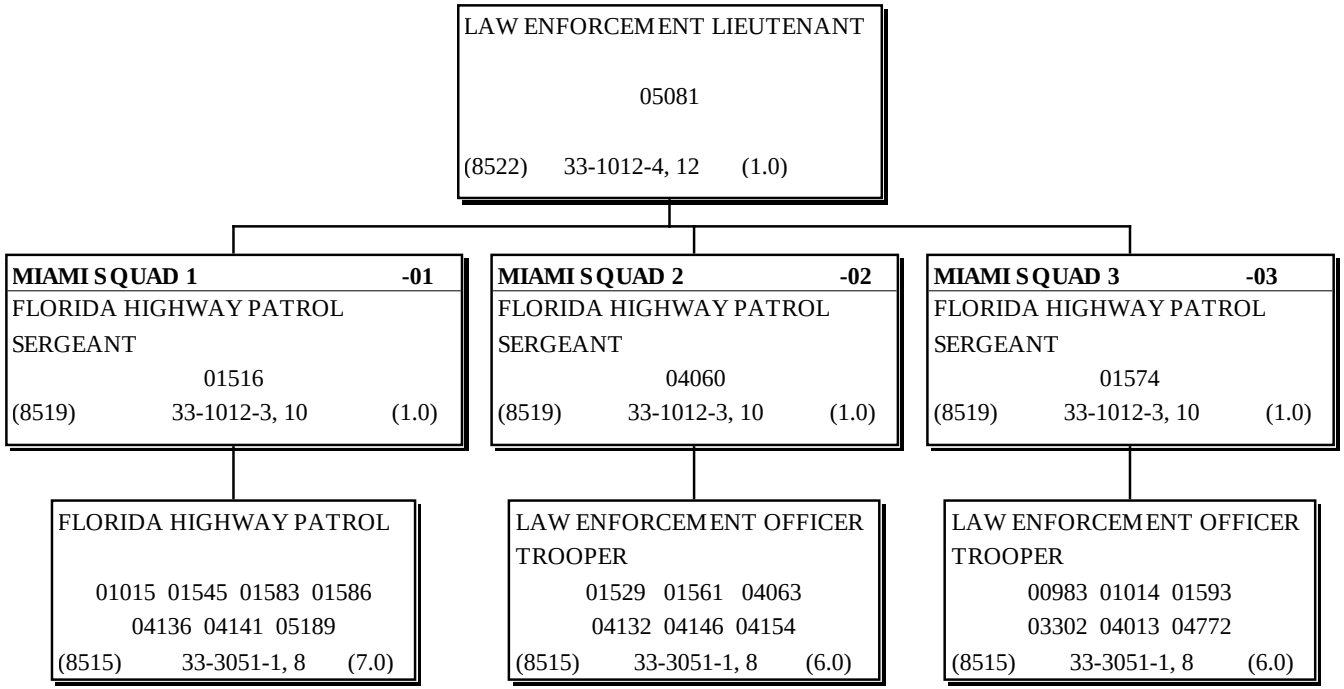
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP E / MIAMI DISTRICT 3

DATE: 05/06/11
SEQUENCE: 7610-02-03-01-03
OWP:_____.
NUMBER OF POSITIONS: 27
NUMBER OF FTE'S: 27.0



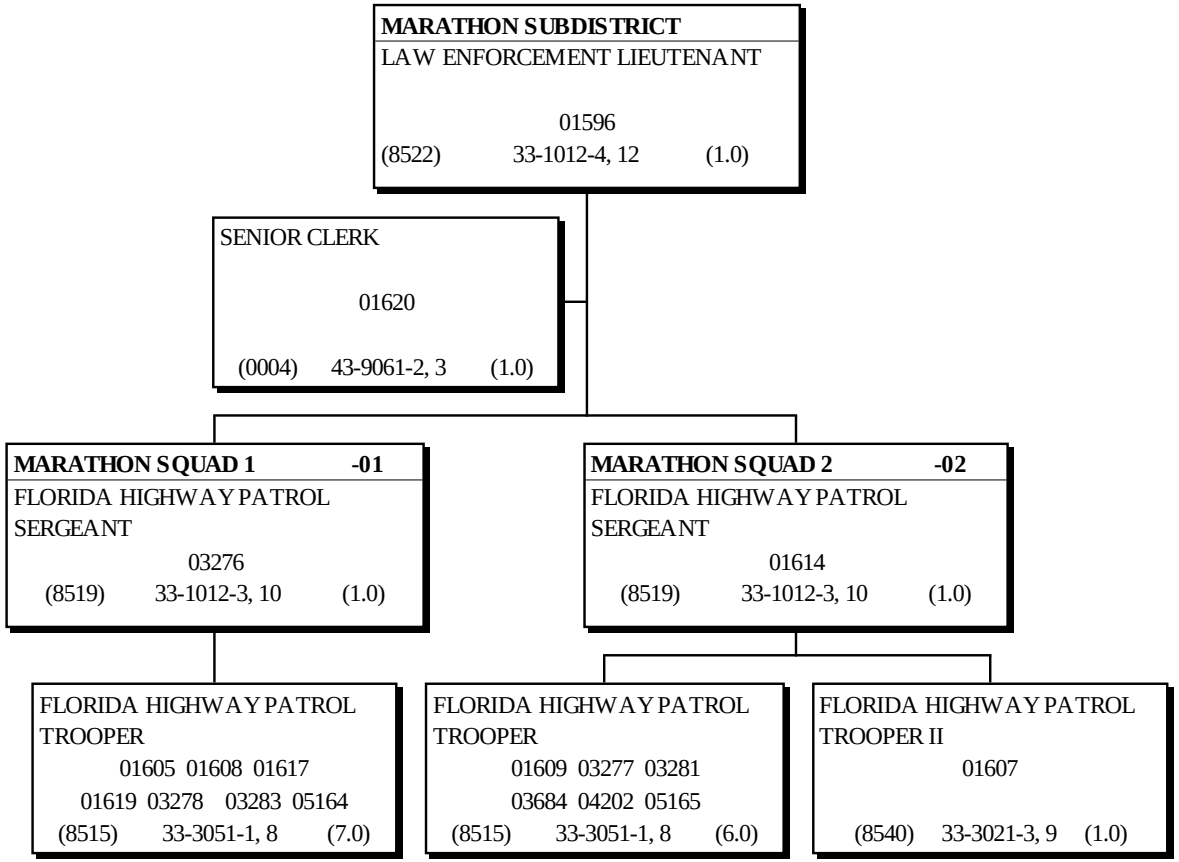
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP E / MIAMI DISTRICT 3, SUBDISTRICT 2

DATE: 05/06/11
SEQUENCE: 7610-02-03-01-03-02
OWP:_____
NUMBER OF POSITIONS: 23
NUMBER OF FTE'S: 23.0



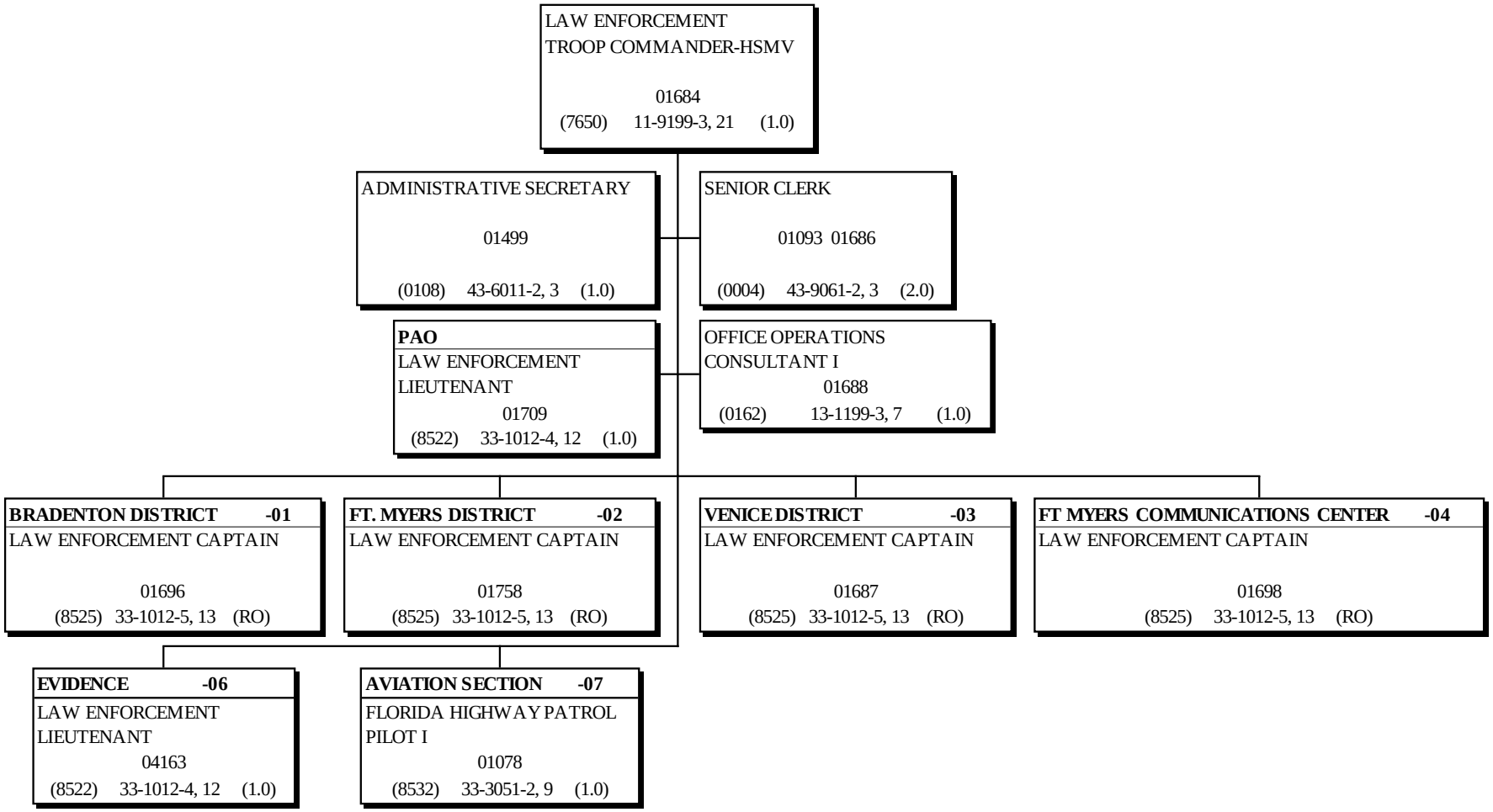
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP E / MIAMI DISTRICT 3, MARATHON SUBDISTRICT 1

DATE: 07/01/11
SEQUENCE: 7610-02-03-01-03-03
OED:_____
NUMBER OF POSITIONS: 19
NUMBER OF FTE'S: 19.0



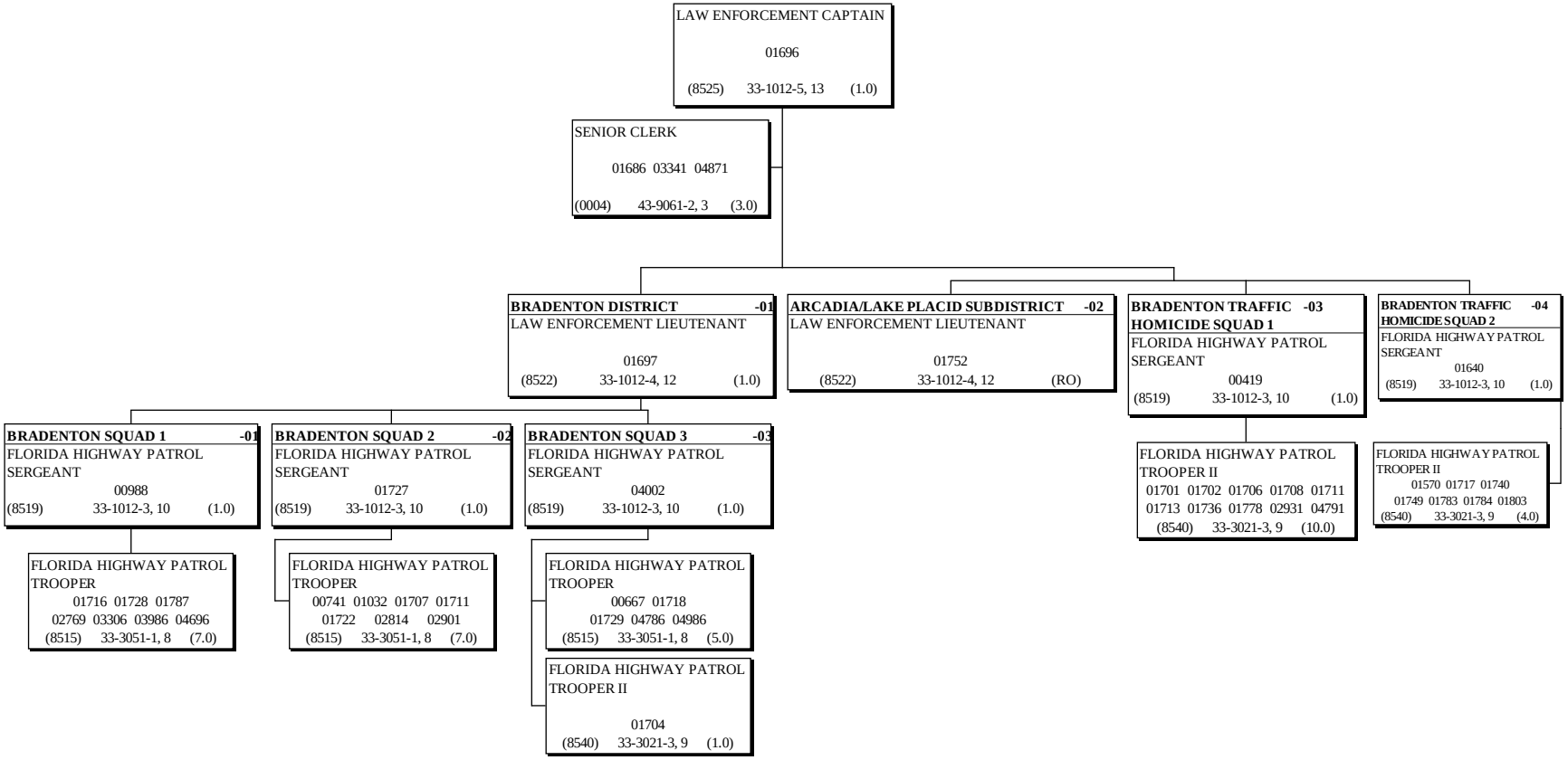
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP F / BRADENTON HEADQUARTERS

DATE: 10/10/11
SEQUENCE: 7610-02-03-02
OED:_____
NUMBER OF POSITIONS: 8
NUMBER OF FTE'S: 8.0



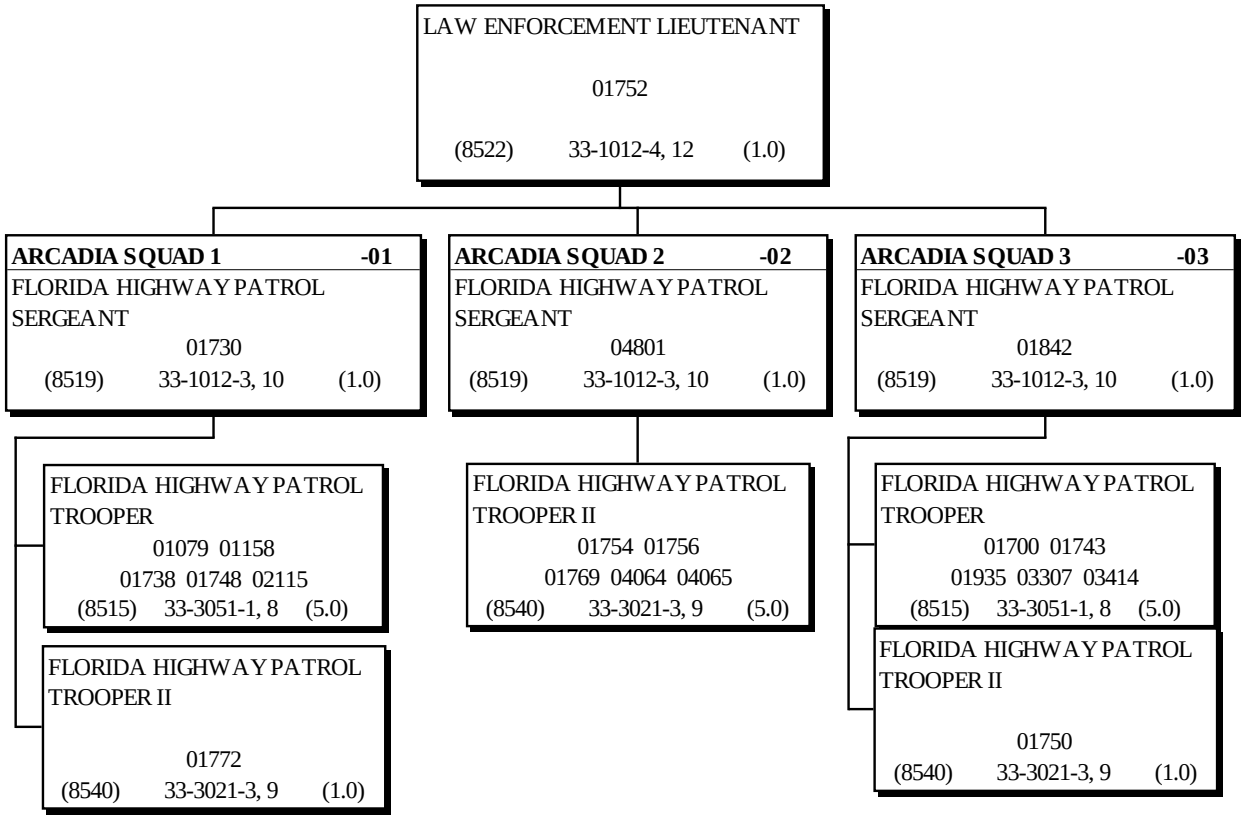
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP F / BRADENTON DISTRICT

DATE: 5/4/12
SEQUENCE: 7610-02-03-02-01
OED:_____
NUMBER OF POSITIONS: 47
NUMBER OF FTE'S: 47.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL,
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP F / BRADENTON DISTRICT, ARCADIA/LAKE PLACID SUBDISTRICT

DATE: 07/01/11
SEQUENCE: 7610-02-03-02-01-02
OED:_____
NUMBER OF POSITIONS: 21
NUMBER OF FTE'S: 21.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP F / FT. MYERS DISTRICT

DATE: 07/01/2012
SEQUENCE: 7610-02-03-02-02
OED: _____
NUMBER OF POSITIONS: 49
NUMBER OF FTE'S: 49.0

LAW ENFORCEMENT CAPTAIN
01758
(8525) 33-1012-5, 13 (1.0)

SENIOR CLERK
01759 01791
(0004) 43-9061-2, 3 (2.0)

HSOTF - FROM DAS/DMV 7/1/02
RECORDS TECHNICIAN
02151
(0045) 43-4199-2, 3 (1.0)

CRIME LABORATORY TECHNICIAN
(Working Title: Evidence & Property Technician)
05207
(8461) 19-4092-2, 5 (1.0)

FT. MYERS DISTRICT -01
LAW ENFORCEMENT LIEUTENANT
01351
(8522) 33-1012-4, 12 (1.0)

FT. MYERS DISTRICT -03
LAW ENFORCEMENT LIEUTENANT
01786
(8522) 33-1012-4, 12 (1.0)

ALLIGATOR ALLEY -05
LAW ENFORCEMENT LIEUTENANT
01458
(8522) 33-1012-4, 12 (RO)

FT. MYERS SQUAD 1 -01
FLORIDA HIGHWAY PATROL SERGEANT
01767
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
01792 02098
03989 04874 05167
(8515) 33-3051-1, 8 (5.0)

FLORIDA HIGHWAY PATROL TROOPER II
03821
(8540) 33-3021-3, 9 (1.0)

FT. MYERS SQUAD 2 -02
FLORIDA HIGHWAY PATROL SERGEANT
01723
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
01025 01768 01776
01805 03417 04787
(8515) 33-3051-1, 8 (6.0)

FT. MYERS SQUAD 3 -03
FLORIDA HIGHWAY PATROL SERGEANT
03309
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
01080 01771 03415
03990 04134 04695
(8515) 33-3051-1, 8 (6.0)

FT. MYERS SQUAD 4 -01
FLORIDA HIGHWAY PATROL SERGEANT
01337
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER II
04161
(8540) 33-3021-3, 9 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
01802 03820
04067 04214 04705
(8515) 33-3051-1, 8 (5.0)

FT. MYERS SQUAD 5 -02
FLORIDA HIGHWAY PATROL SERGEANT
01794
(8519) 33-1012-3, 10 (1.0)

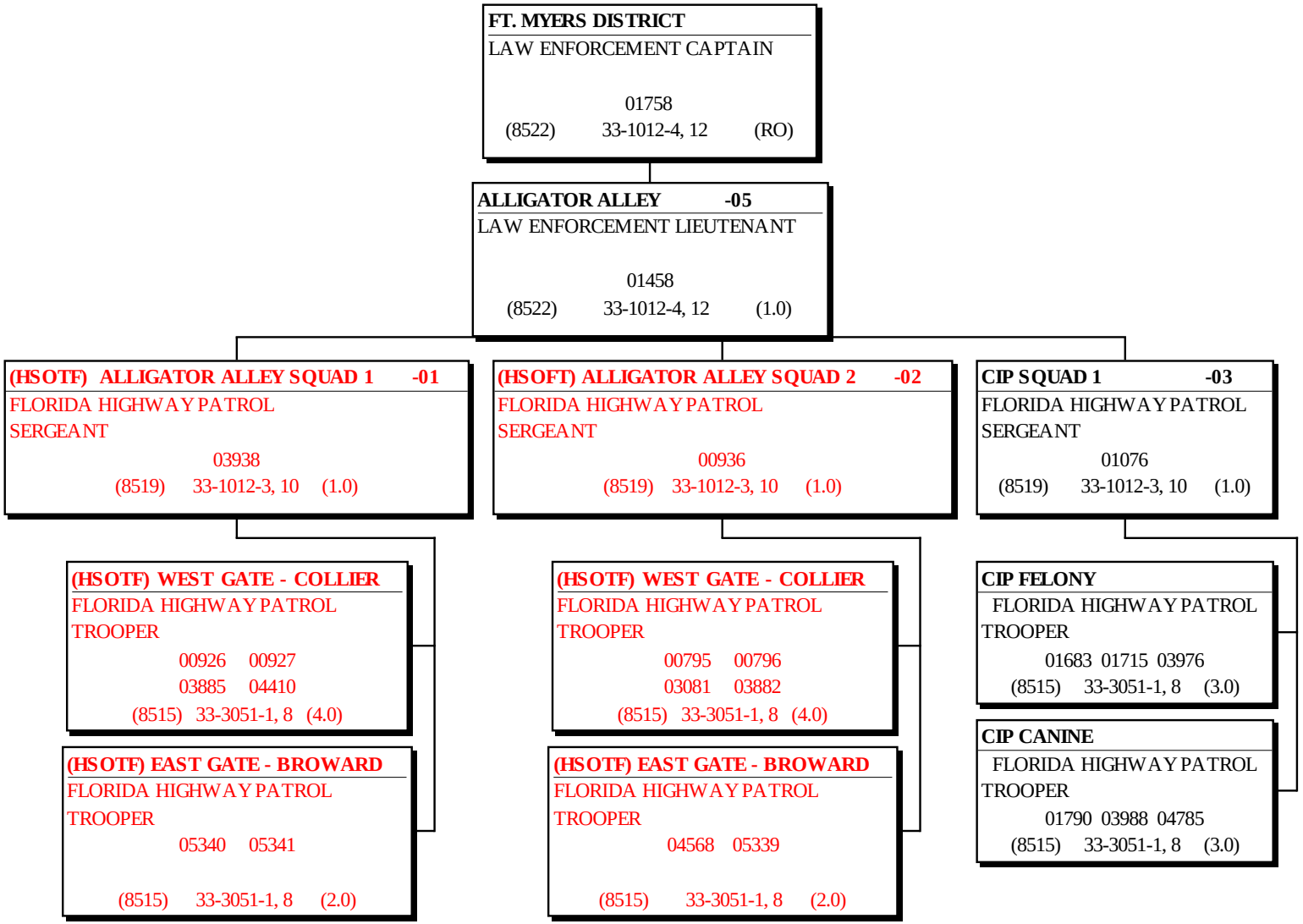
FLORIDA HIGHWAY PATROL TROOPER
01703 01780 01785
01799 01806 04066
(8515) 33-3051-1, 8 (6.0)

FT. MYERS SQUAD 6 -03
FLORIDA HIGHWAY PATROL SERGEANT
01557
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL TROOPER
01773 01800 03416
03991 04008 05168
(8515) 33-3051-1, 8 (6.0)

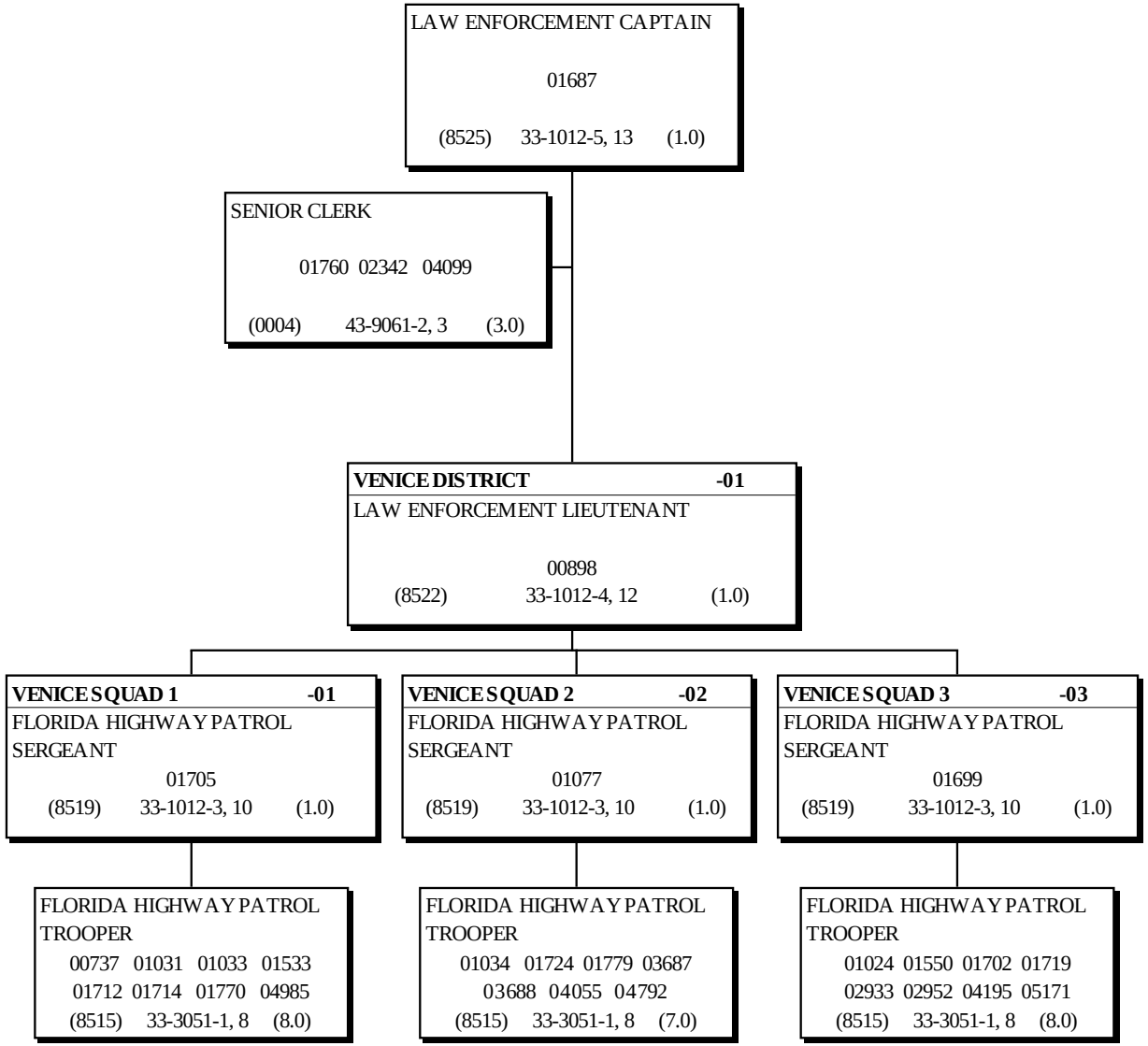
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL,
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP F / FT. MYERS DISTRICT, NAPLES SUBDISTRICT

DATE: 2/24/2012
SEQUENCE: 7610-02-03-02-02
OED:_____
NUMBER OF POSITIONS: 22
NUMBER OF FTE'S: 22.0



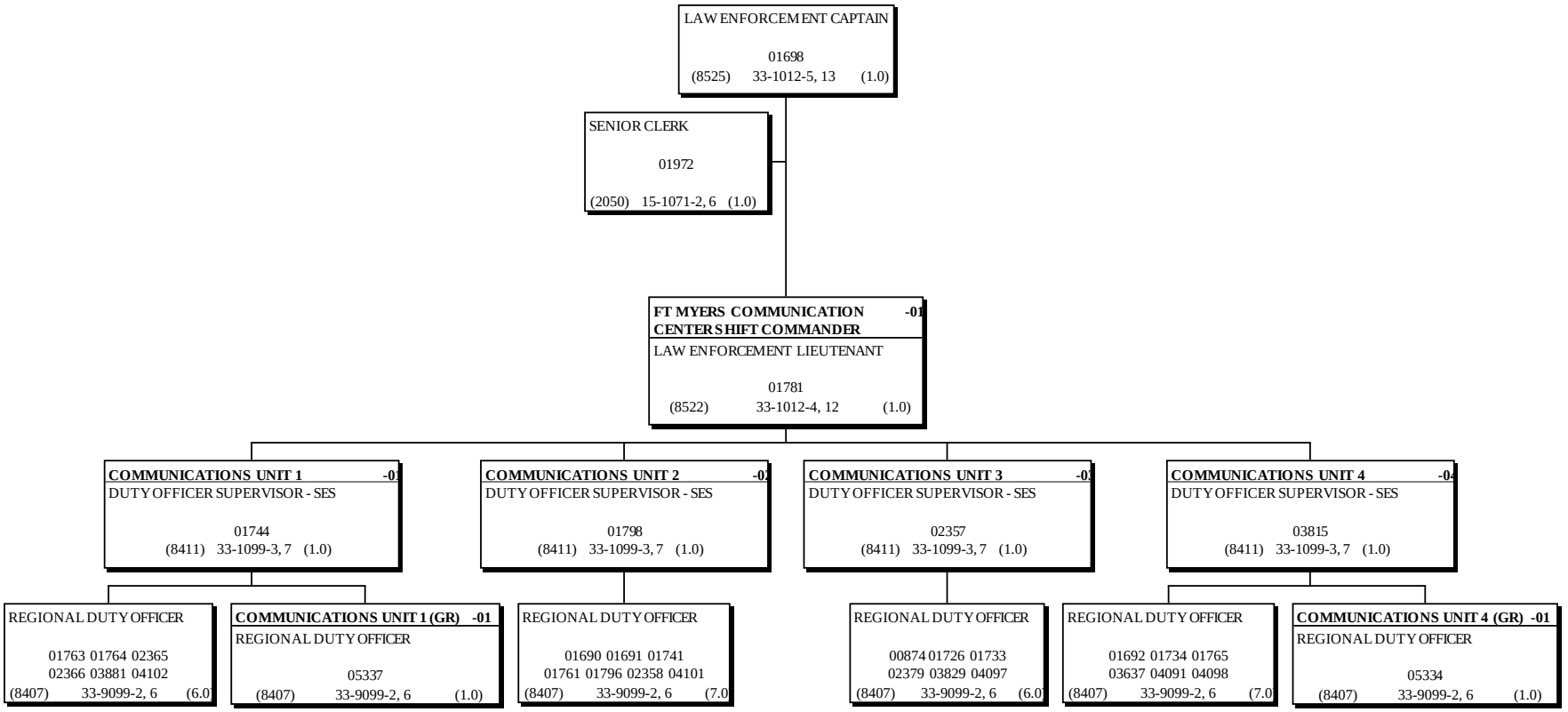
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP F / VENICE DISTRICT

DATE: 10/10/11
SEQUENCE: 7610-02-03-02-03
OED:_____
NUMBER OF POSITIONS: 31
NUMBER OF FTE'S: 31.0



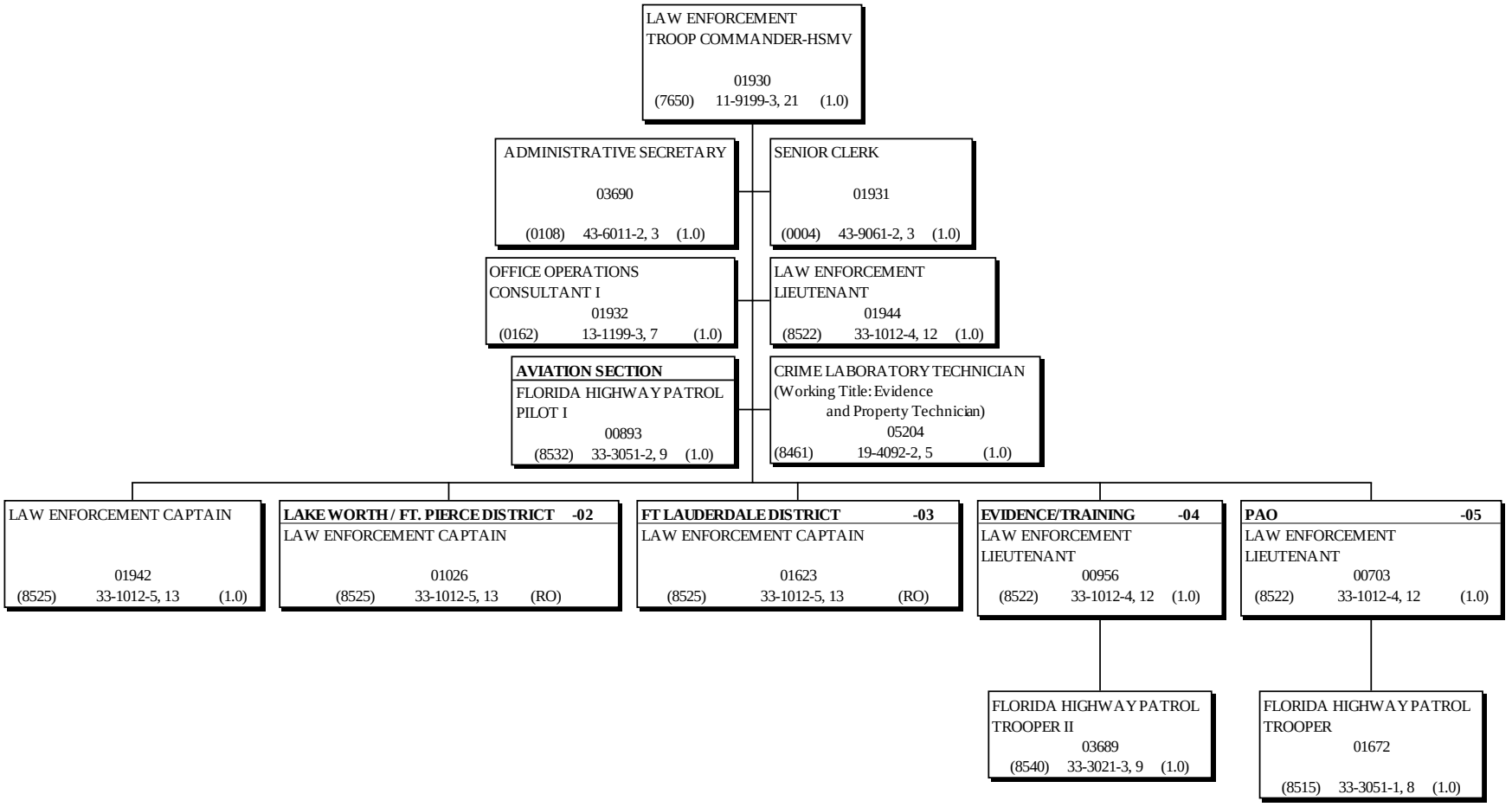
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP F / FT. MYERS COMMUNICATIONS CENTER

DATE: 07/01/11
SEQUENCE: 7610-02-03-02-04
OED:_____
NUMBER OF POSITIONS: 35
NUMBER OF FTE'S: 35.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP L / LAKE WORTH HEADQUARTERS

DATE: 2/24/12
SEQUENCE: 7610-02-03-03
OED:_____
NUMBER OF POSITIONS: 12
NUMBER OF FTE'S: 12.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP L / LAKE WORTH DISTRICTS

DATE: 07/01/2012
SEQUENCE: 7610-02-03-03-02
OED:_____
NUMBER OF POSITIONS: 68
NUMBER OF FTE'S: 68.0

LAW ENFORCEMENT CAPTAIN
01026
(8525) 33-1012-5, 13 (RO)

LAKE WORTH DISTRICT 1 -02
LAW ENFORCEMENT LIEUTENANT
01974
(8522) 33-1012-4, 12 (1.0)

LAKE WORTH DISTRICT 2 -03
LAW ENFORCEMENT LIEUTENANT
01666
(8522) 33-1012-4, 12 (1.0)

LAKE WORTH SQUAD 1 -01
FLORIDA HIGHWAY PATROL
SERGEANT
04080
(8519) 33-1012-3, 10 (1.0)

MOTORCYCLE
FLORIDA HIGHWAY PATROL
TROOPER
01968 01991
03114 03824
(8515) 33-3051-1, 8 (4.0)

FLORIDA HIGHWAY PATROL
TROOPER
03318 03999
01952 Canine
01961 04176 Felony
(8515) 33-3051-1, 8 (5.0)

FLORIDA HIGHWAY PATROL
TROOPER II
01959
(8540) 33-3021-3, 9 (1.0)

LAKE WORTH SQUAD 2 -02
FLORIDA HIGHWAY PATROL
SERGEANT
01967
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL
TROOPER
01083 01947 01948
01953 01963 01973 05192
(8515) 33-3051-1, 8 (7.0)

FLORIDA HIGHWAY PATROL
TROOPER II
01866 02371
(8540) 33-3021-3, 9 (2.0)

LAKE WORTH SQUAD 3 -03
FLORIDA HIGHWAY PATROL
SERGEANT
04177
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL
TROOPER
01868 01869 03148
03180 03823 04000 04077
(8515) 33-3051-1, 8 (7.0)

FLORIDA HIGHWAY PATROL
TROOPER II
01981
(8540) 33-3021-3, 9 (1.0)

LAKE WORTH TRAFFIC -04
HOMICIDE SQUAD 1
FLORIDA HIGHWAY PATROL
SERGEANT
04191
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL
TROOPER II
00883 01641 01642 01643
01658 01667 01854 01951
01988 02013 03998 04178
(8540) 33-3021-3, 9 (12.0)

RECORDS TECHNICIAN
02245
(0045) 43-4199-2 (1.0)

LAKE WORTH SQUAD 4 -01
FLORIDA HIGHWAY PATROL
SERGEANT
01993
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL
TROOPER
01087 01871 01969
02317 03264 04180
(8515) 33-3051-1, 8 (6.0)

LAKE WORTH SQUAD 5 -02
FLORIDA HIGHWAY PATROL
SERGEANT
01945
(8519) 33-1012-3, 10 (1.0)

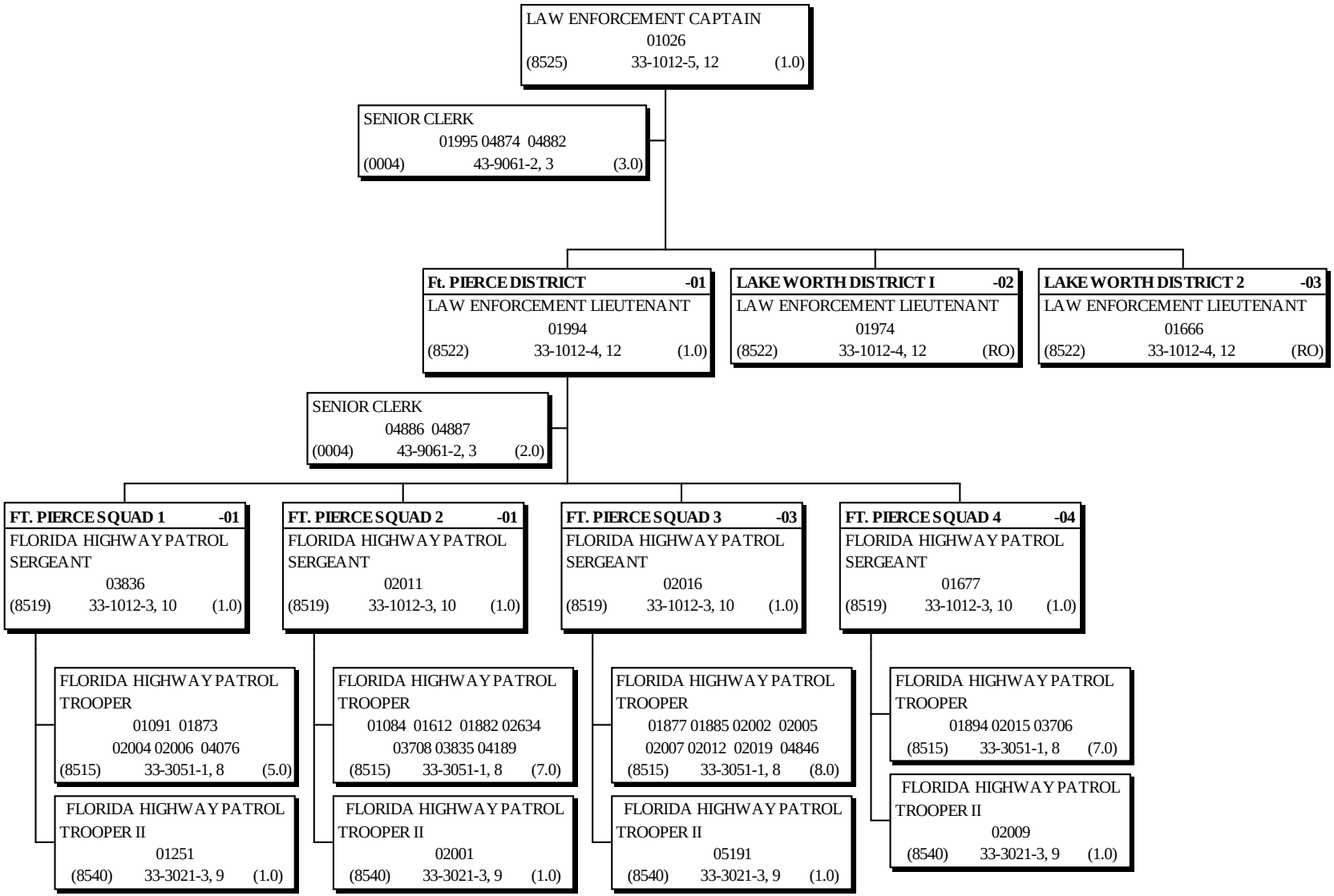
FLORIDA HIGHWAY PATROL
TROOPER
01958 01980 02309
03182 03834 04079
(8515) 33-3051-1, 8 (6.0)

LAKE WORTH SQUAD 6 -03
FLORIDA HIGHWAY PATROL
SERGEANT
02339
(8519) 33-1012-3, 10 (1.0)

FLORIDA HIGHWAY PATROL
TROOPER
01955 01964 01982 01986
03084 03100 04001
(8515) 33-3051-1, 8 (7.0)

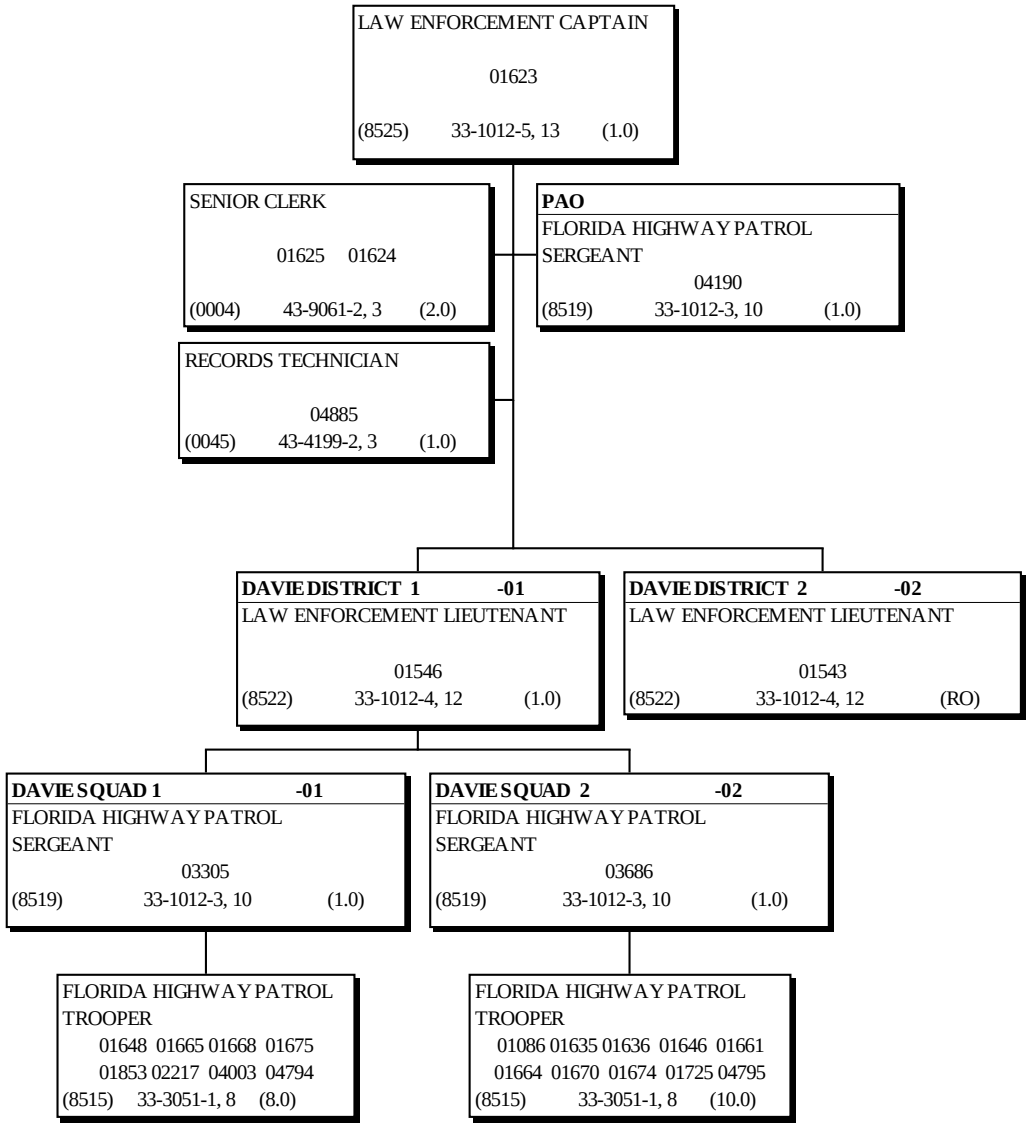
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP L / FT. PIERCE DISTRICT

DATE: 2/28/12
SEQUENCE: 7610-02-03-03-02
OED:_____
NUMBER OF POSITIONS: 38
NUMBER OF FTE'S: 38.0



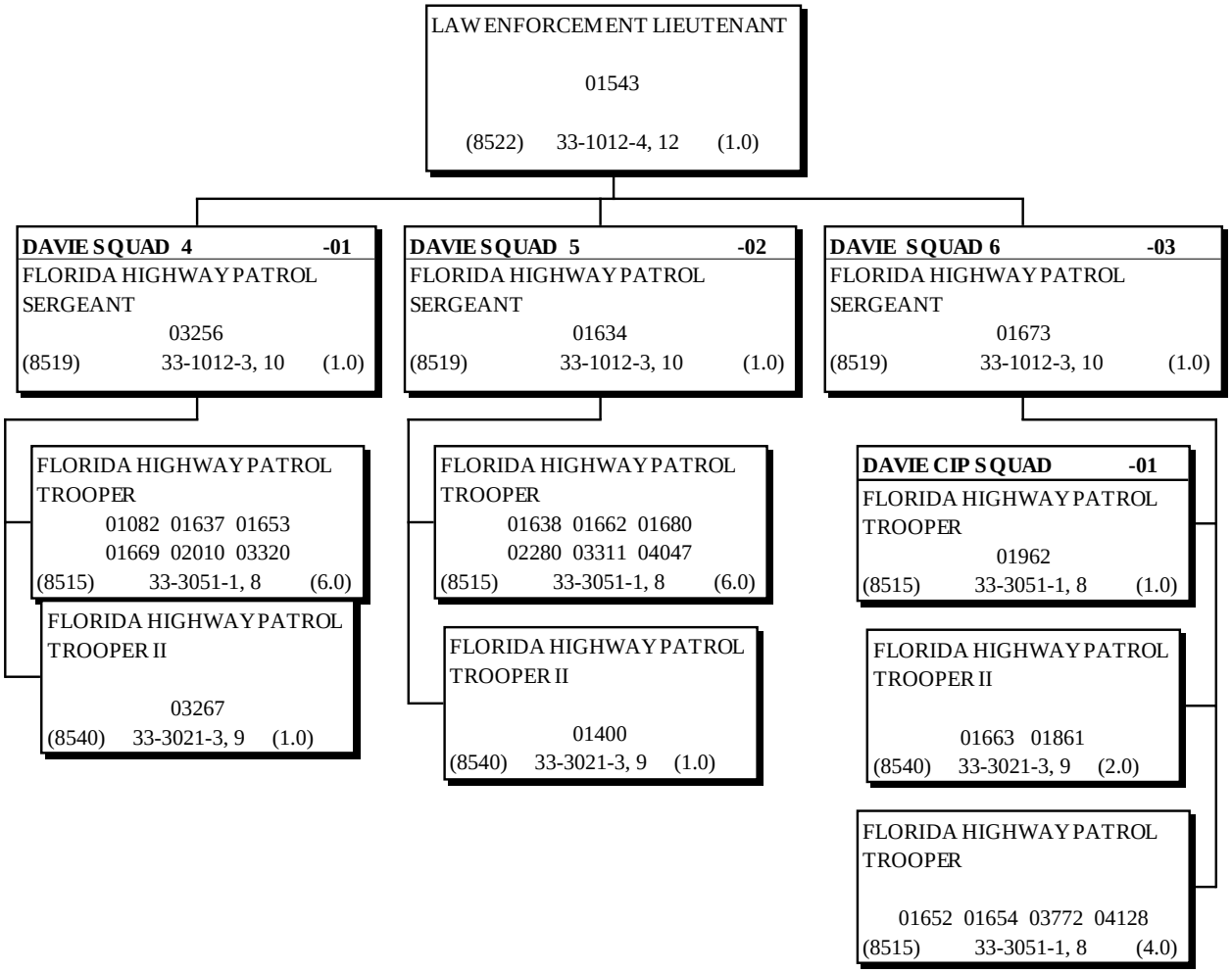
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP L / DAVIE DISTRICT

DATE: 02/28/2012
SEQUENCE: 7610-02-03-03-03
OED:_____
NUMBER OF POSITIONS: 26
NUMBER OF FTE'S: 26.0



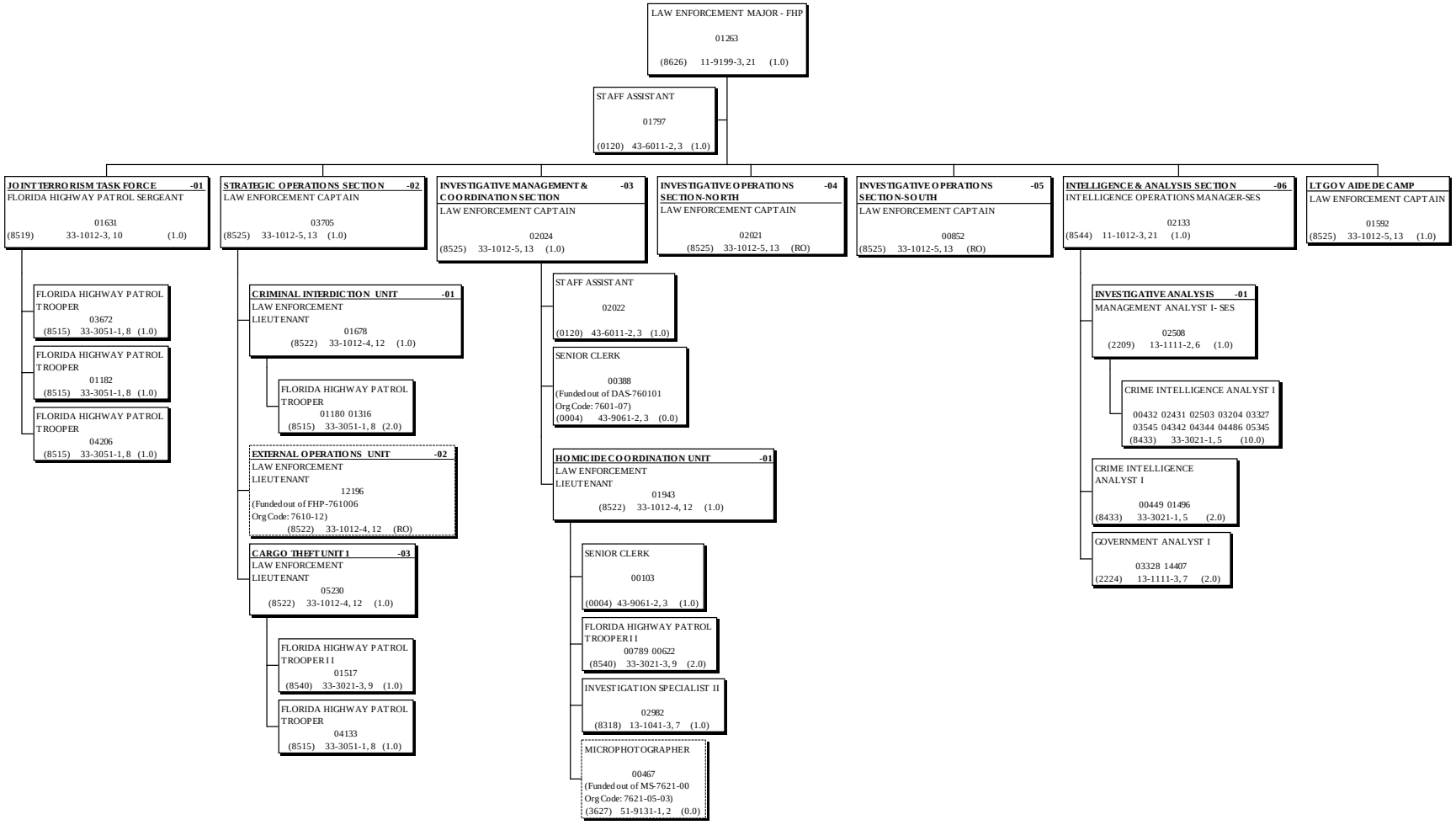
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND, SOUTHERN REGION
TROOP L / DAVIE DISTRICT 2

DATE: 02/28/2012
SEQUENCE: 7610-02-03-03-03-02
OED: _____
NUMBER OF POSITIONS: 25
NUMBER OF FTE'S: 25.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND
BUREAU OF CRIMINAL INVESTIGATIONS & INTELLIGENCE

DATE: 4/27/12
SEQUENCE: 7610-03-03
OED:_____
NUMBER OF POSITIONS: 36
NUMBER OF FTE'S: 36.0

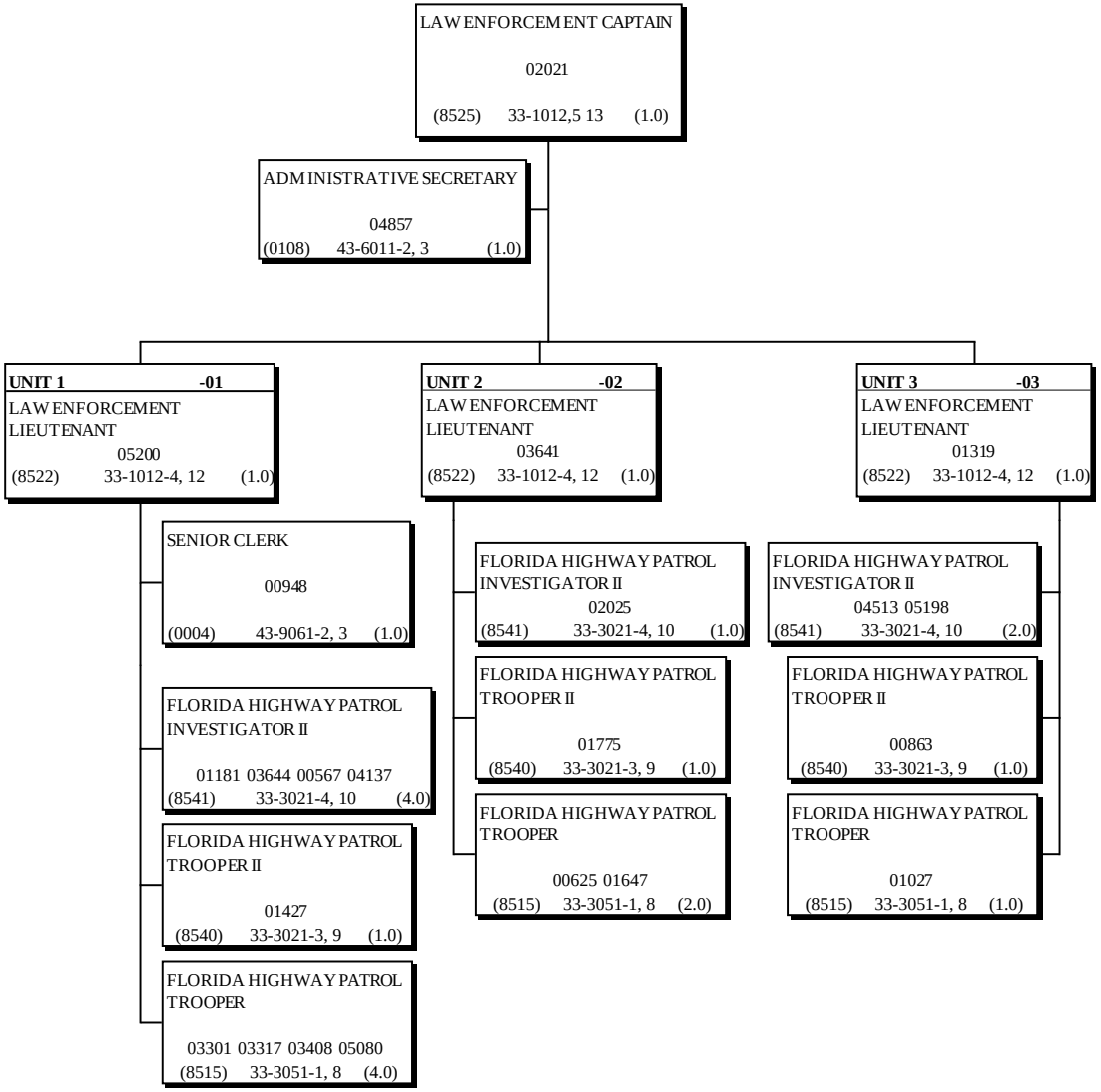


Funding:

FHP BCII-1

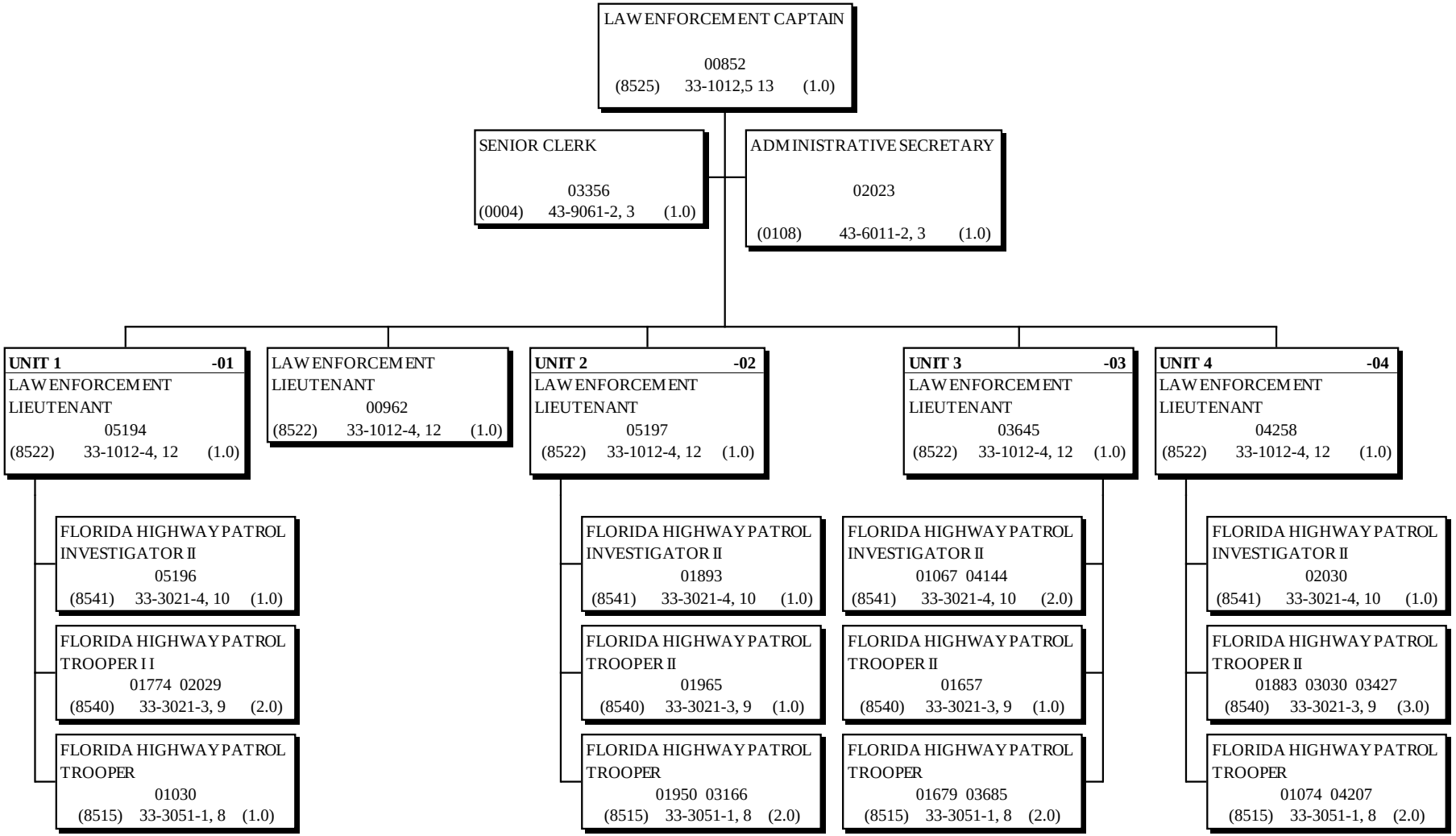
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND
BCII, INVESTIGATIVE OPERATIONS SECTION-NORTH

DATE: 1/19/12
SEQUENCE: 7610-03-03-04
OWP:_____
NUMBER OF POSITIONS: 23
NUMBER OF FTE'S: 23.0



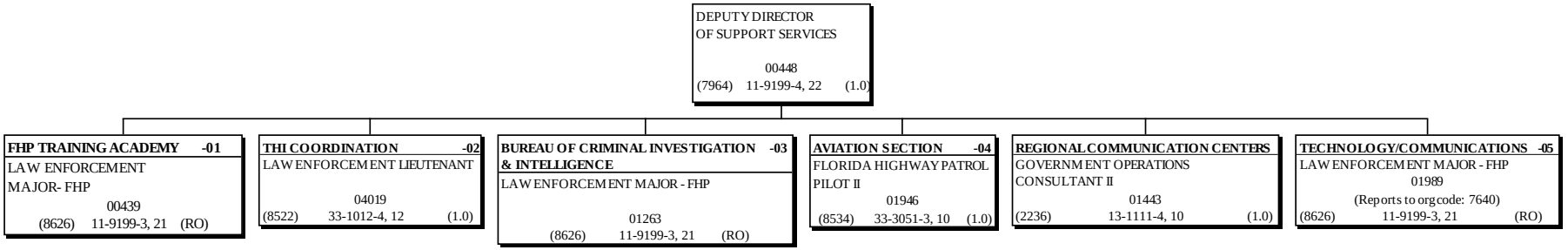
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
PATROL OPERATIONS COMMAND
BCII, INVESTIGATIVE OPERATIONS SECTION-SOUTH

DATE: 01/19/12
SEQUENCE: 7610-03-03-05
OWP:_____.
NUMBER OF POSITIONS: 27
NUMBER OF FTE'S: 27.0



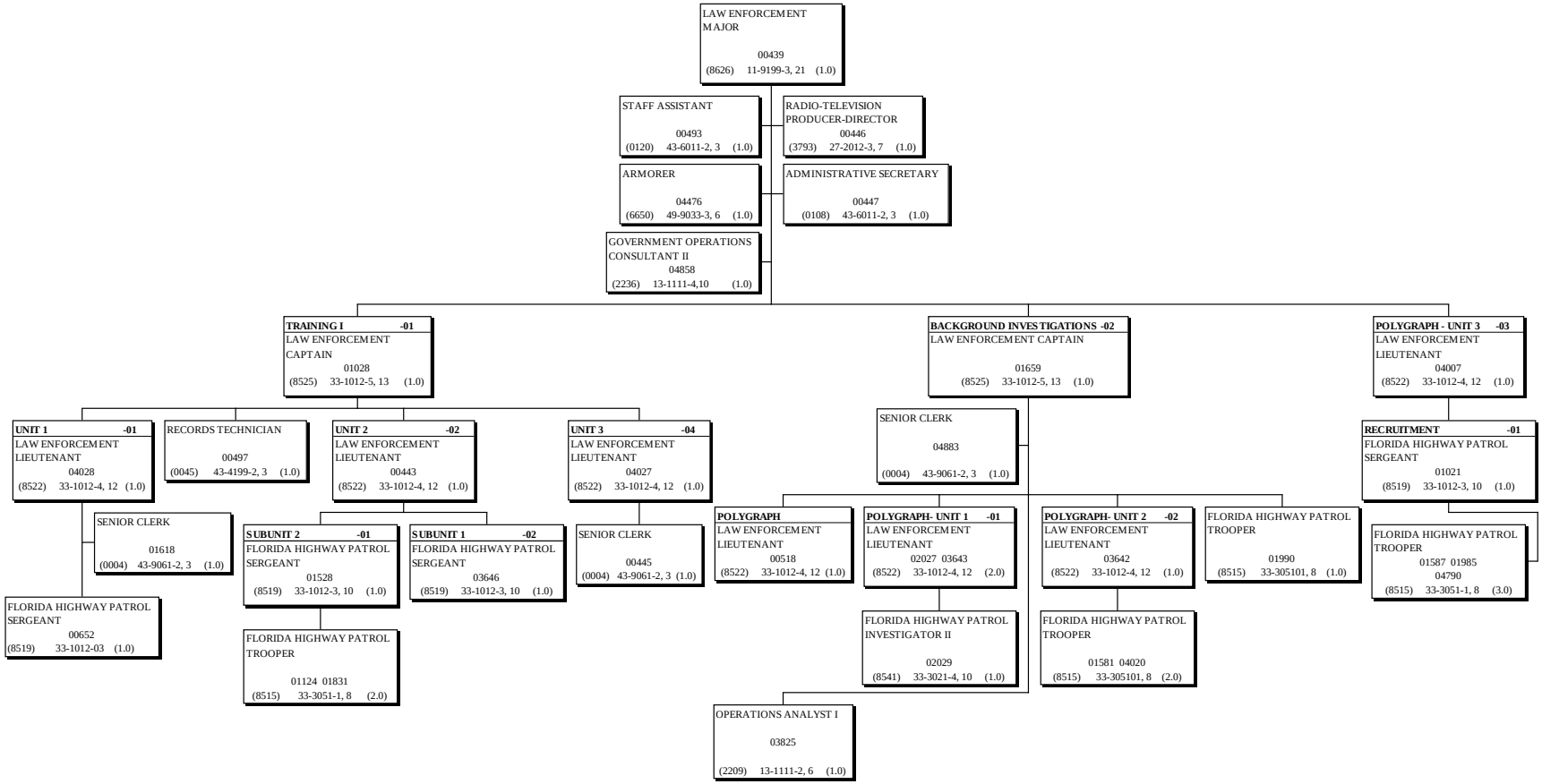
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
SPECIAL SERVICES COMMAND

DATE: 04/27/2012
SEQUENCE: 7610-03
OED:_____
NUMBER OF POSITIONS: 4
NUMBER OF FTE'S: 4.0



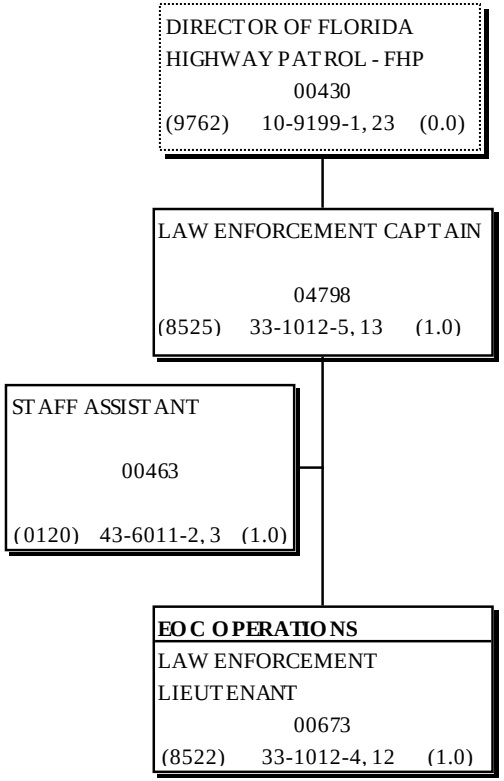
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
FHP SPECIAL OPERATIONS COMMAND -
FHP TRAINING ACADEMY & FHP SELECTION

DATE: 3/23/12
SEQUENCE: 7610-03-01
OED:_____
NUMBER OF POSITIONS: 34
NUMBER OF FTE'S: 34.0



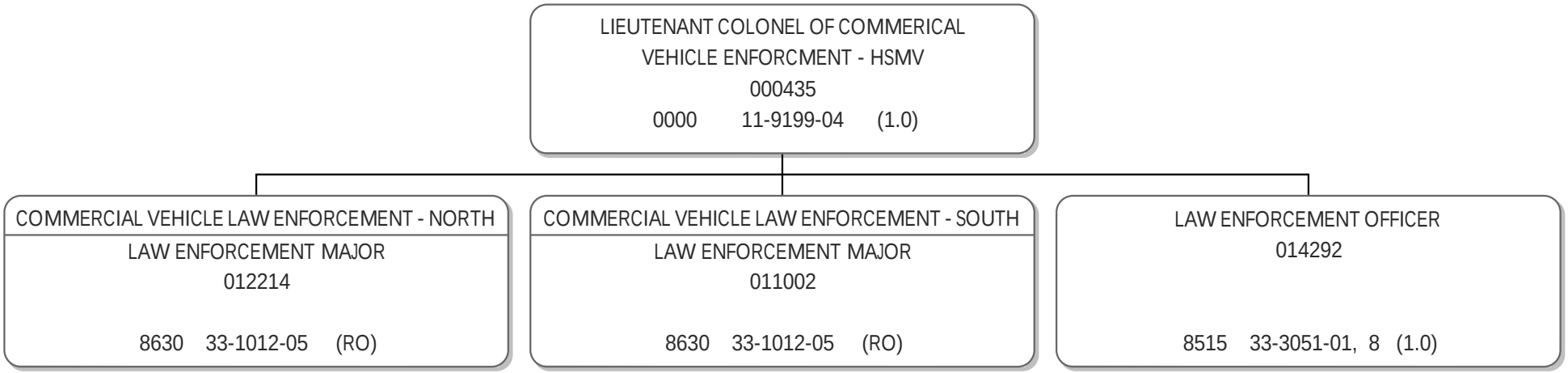
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF THE DIRECTOR
OFFICE OF PROFESSIONAL COMPLIANCE

DATE: 06/04//10
SEQUENCE: 7610-05
OED:_____
NUMBER OF POSITIONS: 3
NUMBER OF FTE'S: 3.0



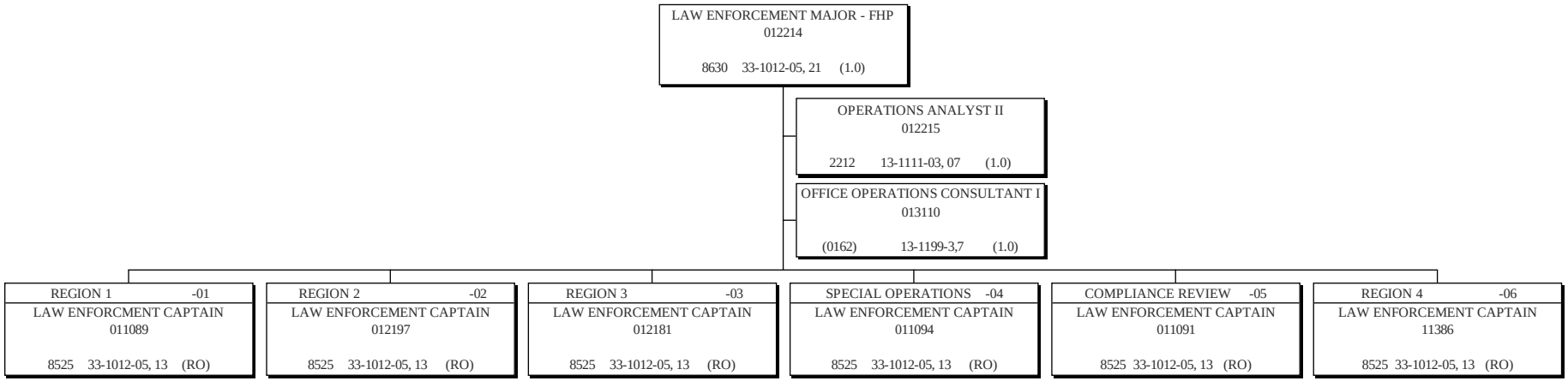
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERCIAL VEHICLE ENFORCEMENT

DATE: 08/01/11
SEQUENCE: 7610-12
OED: _____
NUMBER OF POSITIONS: 2.0
NUMBER OF FTE'S: 2.0



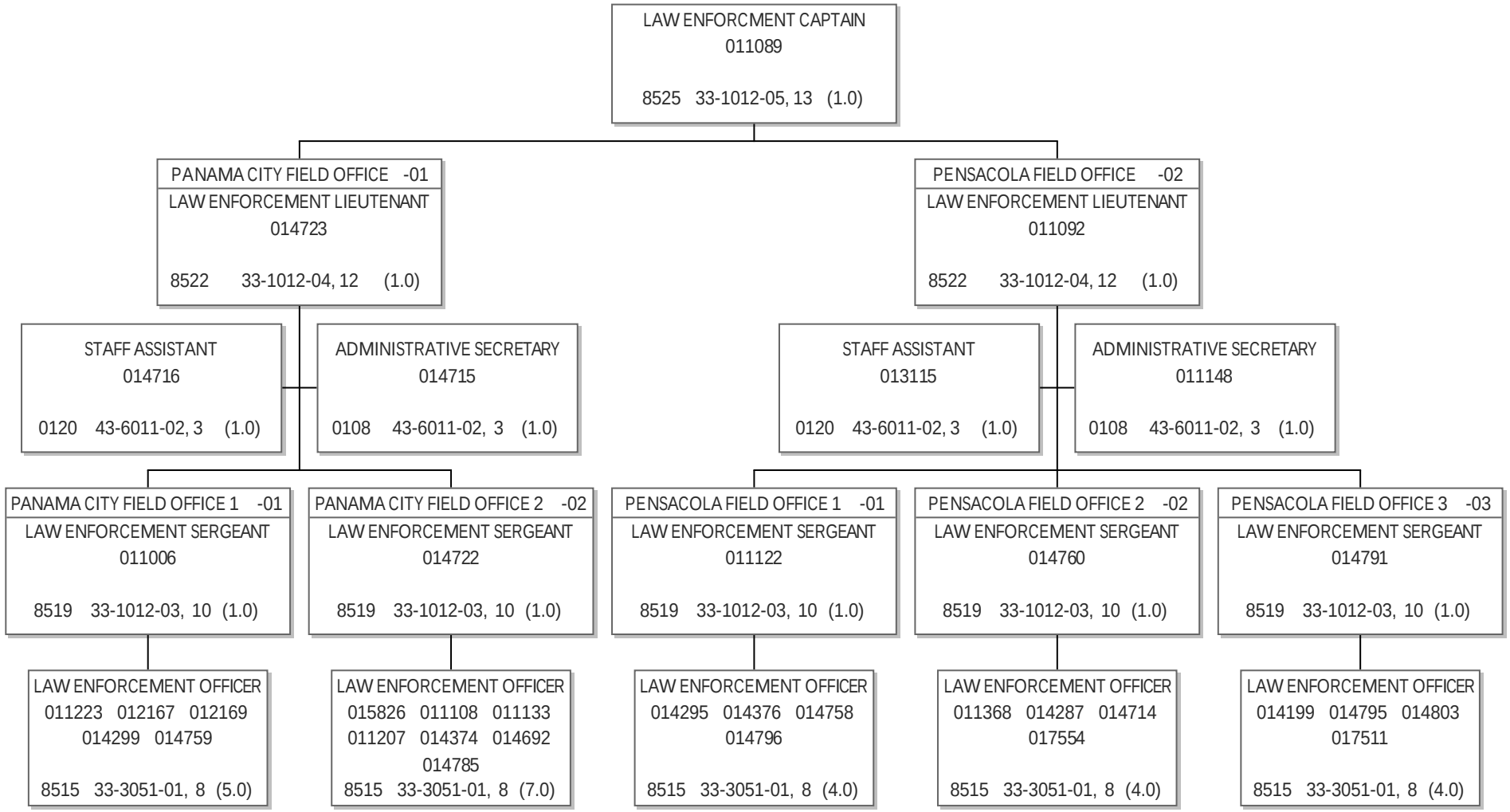
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERCIAL VEHICLE ENFORCEMENT
COMMERCIAL VEHICLE ENFORCEMENT - NORTH

DATE: 05/11/12
SEQUENCE: 7610-12-01
OED: _____
NUMBER OF POSITIONS: 3.0
NUMBER OF FTE'S: 3.0



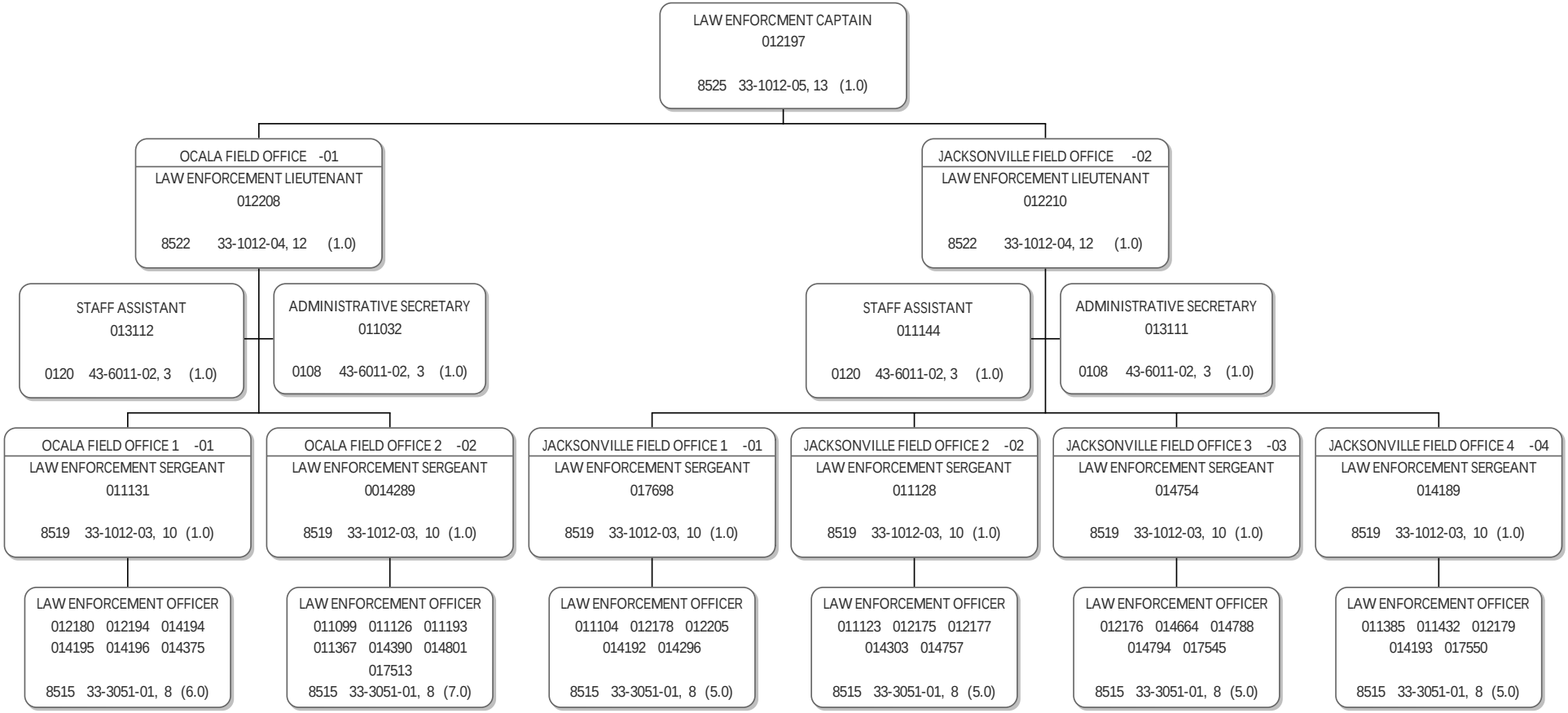
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERCIAL VEHICLE ENFORCEMENT
COMMERCIAL VEHICLE ENFORCEMENT - NORTH, REGION 1
(PANAMA CITY & PENSACOLA)

DATE: 09/30/11
SEQUENCE: 7610-12-01-01
OED: _____
NUMBER OF POSITIONS: 36.0
NUMBER OF FTE'S: 36.0



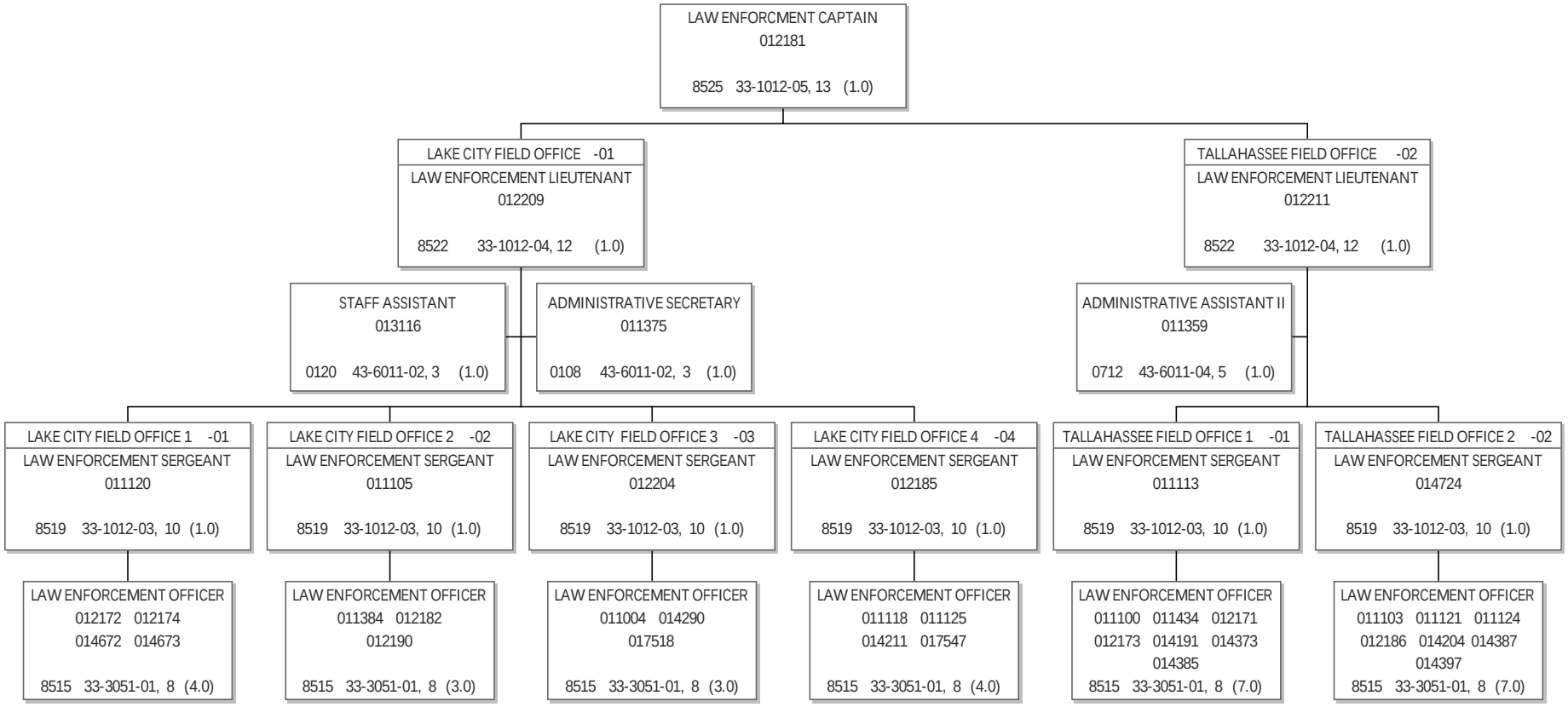
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERICAL VEHICLE ENFORCEMENT
COMMERCIAL VEHICLE ENFORCEMENT - NORTH, REGION 2 (OCALA & JACKSONVILLE)

DATE: 07/01/11
SEQUENCE: 7610-12-01-02
OED: _____
NUMBER OF POSITIONS: 46.0
NUMBER OF FTE'S: 46.0



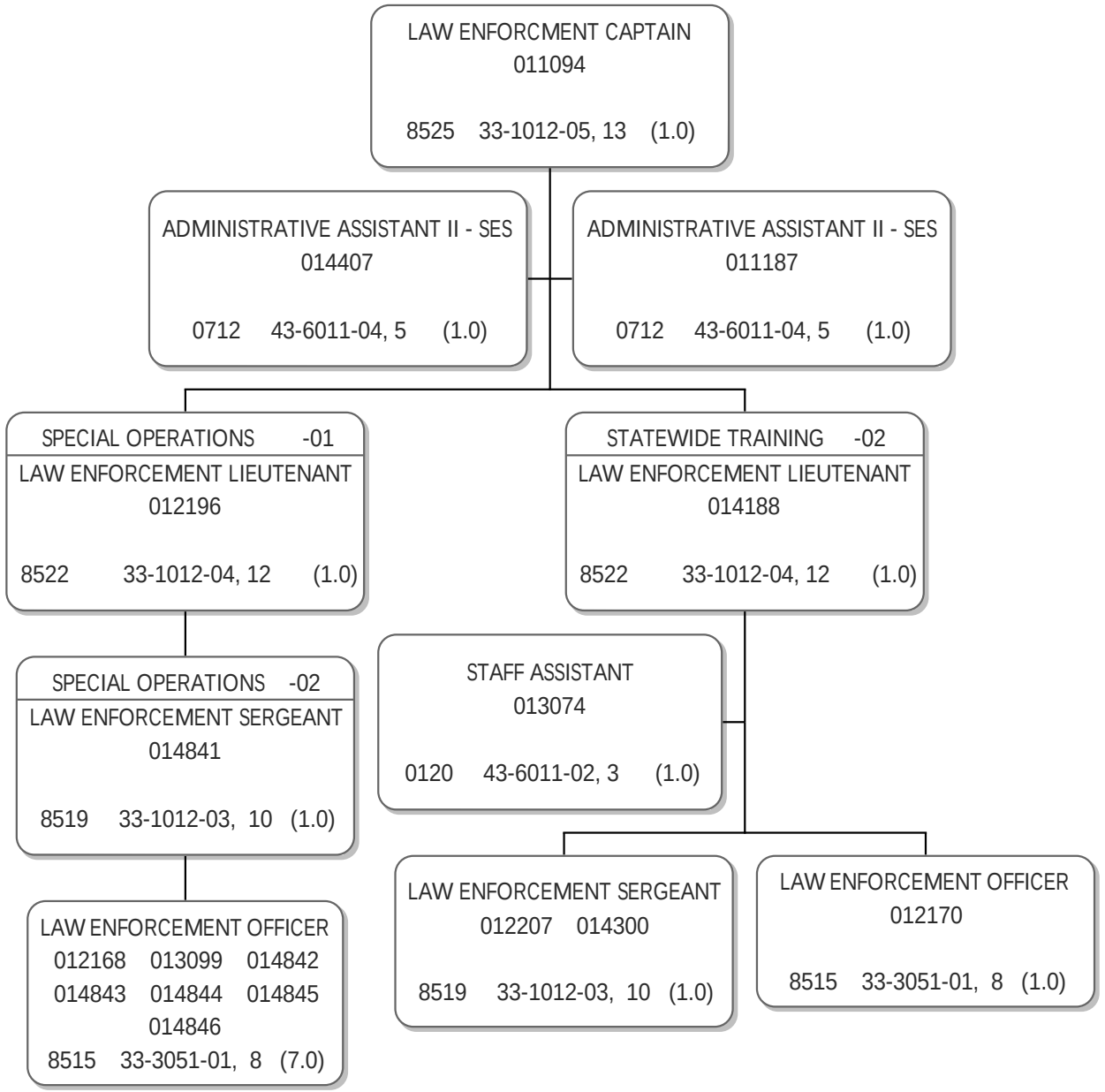
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERCIAL VEHICLE ENFORCEMENT
COMMERCIAL VEHICLE ENFORCEMENT
NORTH, REGION 3 (LAKE CITY & TALLAHASSEE)

DATE: 05/11/12
SEQUENCE: 7610-12-01-03
OED: _____
NUMBER OF POSITIONS: 40.0
NUMBER OF FTE'S: 40.0



DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERCIAL VEHICLE ENFORCEMENT
COMMERCIAL VEHICLE ENFORCEMENT - NORTH, SPECIAL OPERATIONS

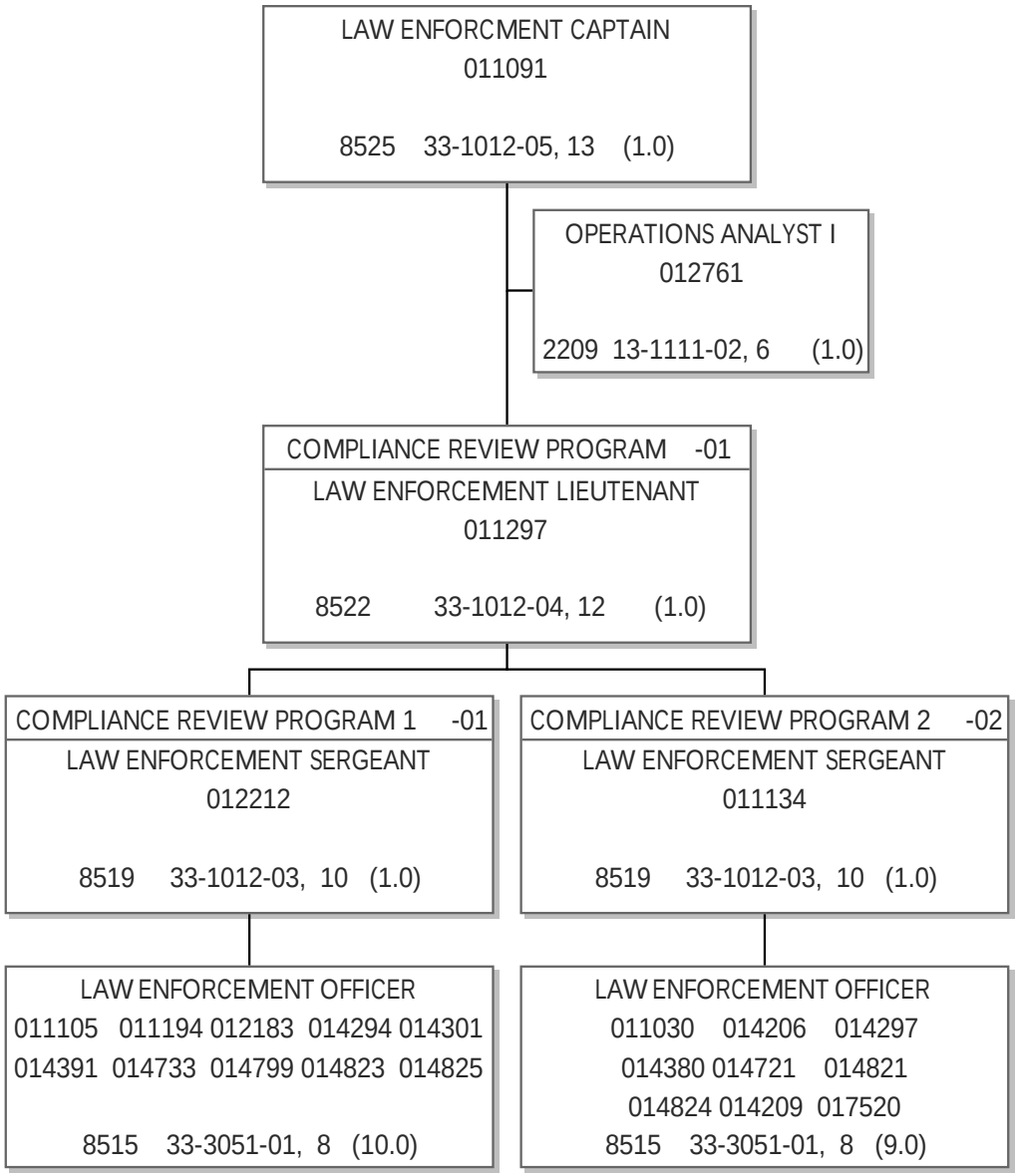
DATE: 12/02/11
SEQUENCE: 7610-12-01-03
OED: _____
NUMBER OF POSITIONS: 16.0
NUMBER OF FTE'S: 16.0



DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERCIAL VEHICLE ENFORCEMENT
COMMERCIAL VEHICLE ENFORCEMENT - NORTH, COMPLIANCE REVIEW

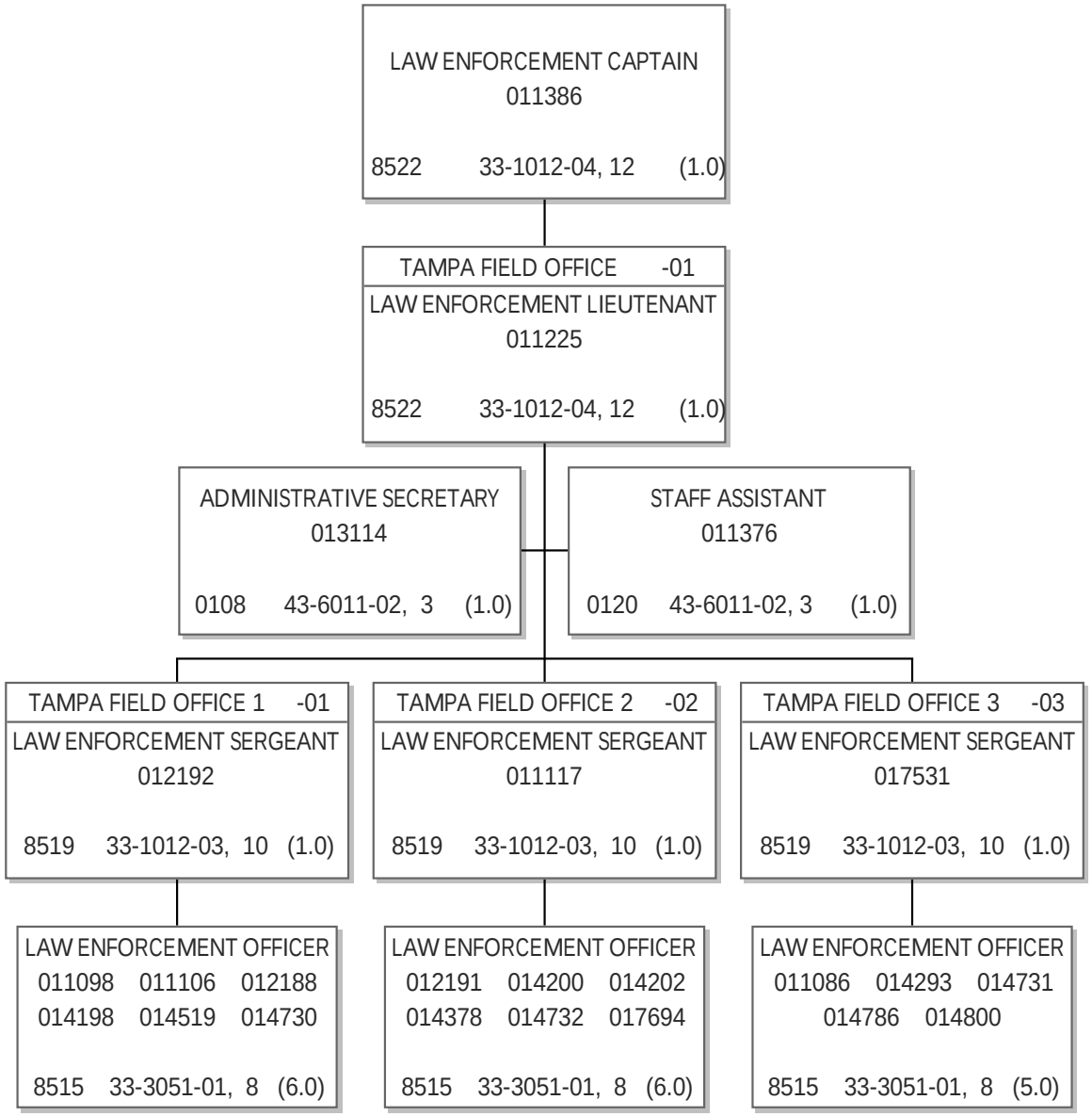
DATE: 3/23/12
SEQUENCE: 7610-12-01-05 OED:

NUMBER OF POSITIONS: 24.0
NUMBER OF FTE'S: 24.0



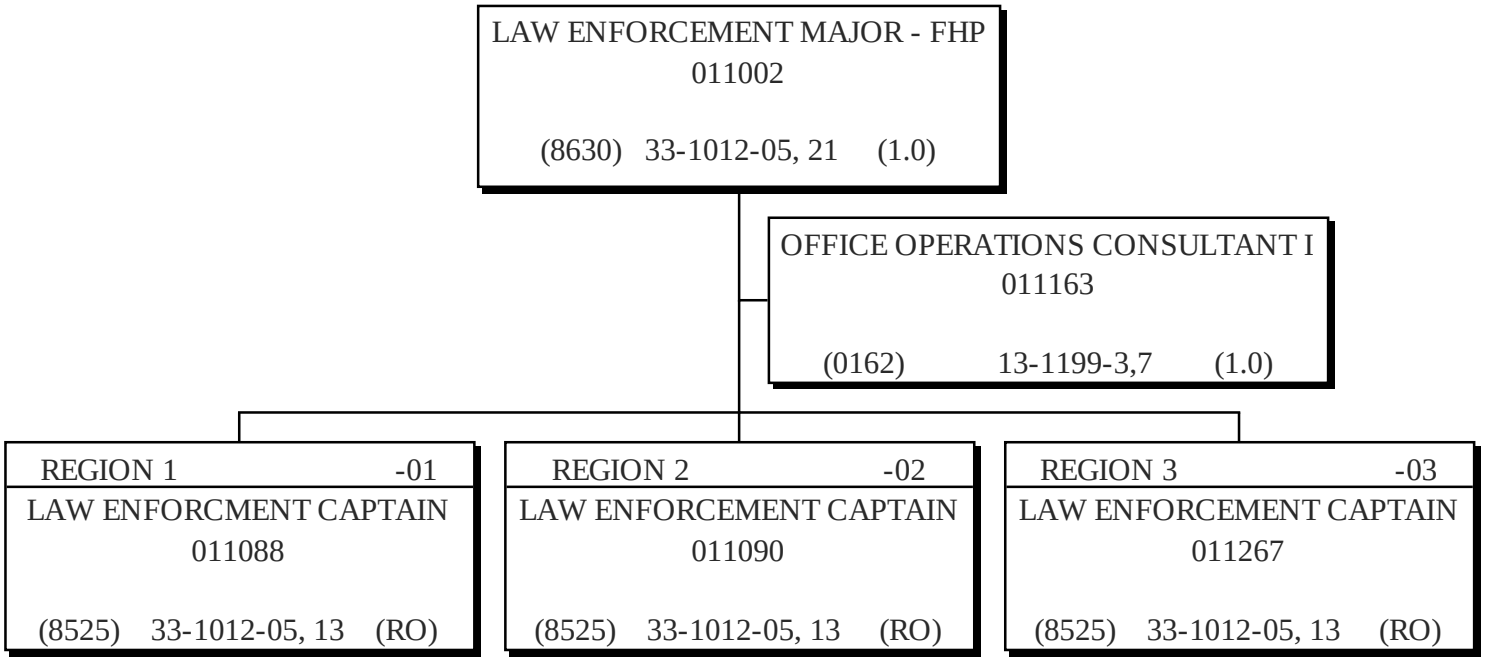
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERCIAL VEHICLE ENFORCEMENT
COMMERCIAL VEHICLE ENFORCEMENT - NORTH, REGION 4 (TAMPA)

DATE: 3/2/12
SEQUENCE: 7610-12-01-06
OED: _____
NUMBER OF POSITIONS: 24
NUMBER OF FTE'S: 24.0



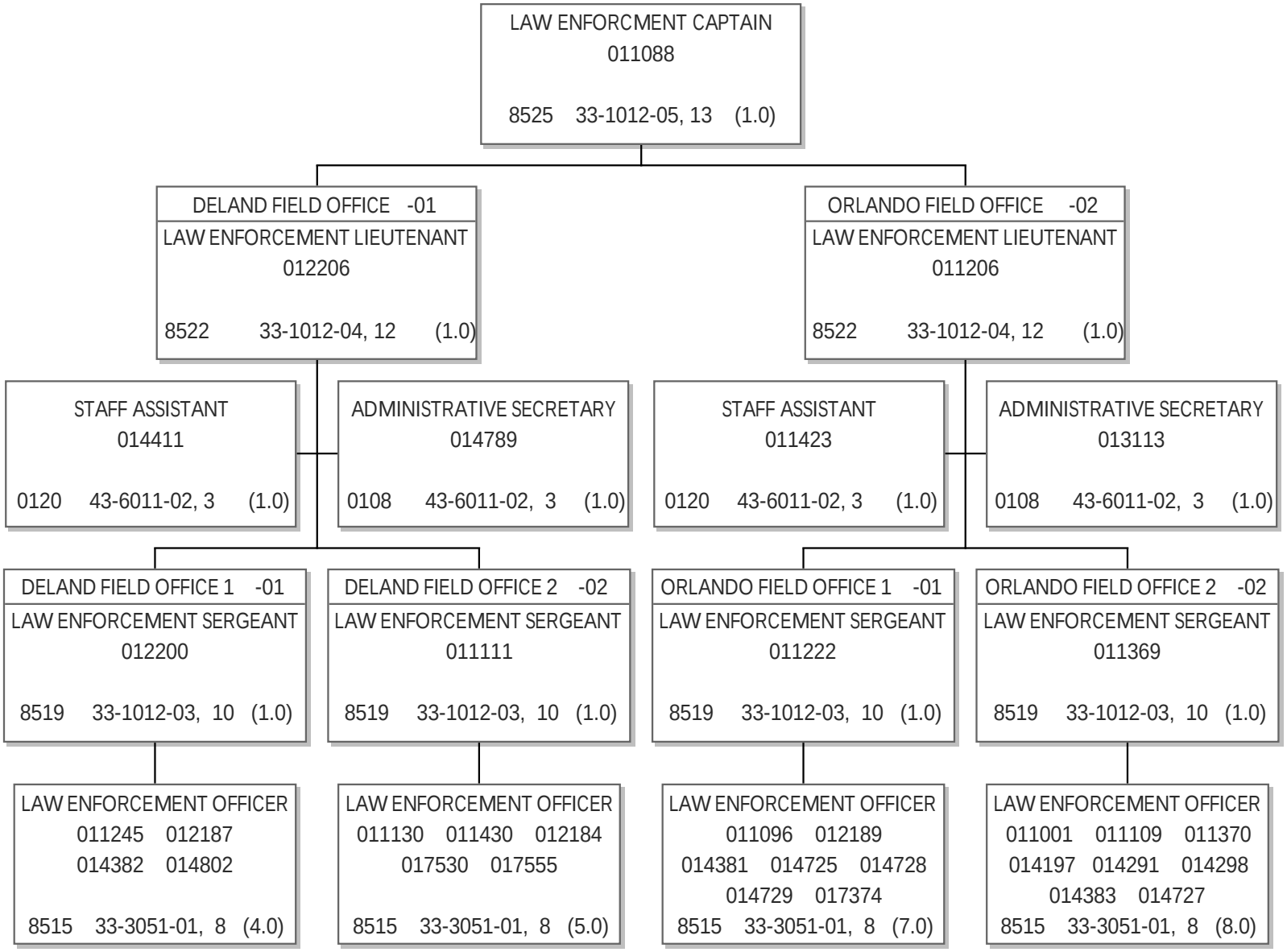
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERCIAL VEHICLE ENFORCEMENT
COMMERCIAL VEHICLE ENFORCEMENT - SOUTH

DATE: 05/11/12
SEQUENCE: 7610-12-02
OED: _____
NUMBER OF POSITIONS: 2.0
NUMBER OF FTE'S: 2.0



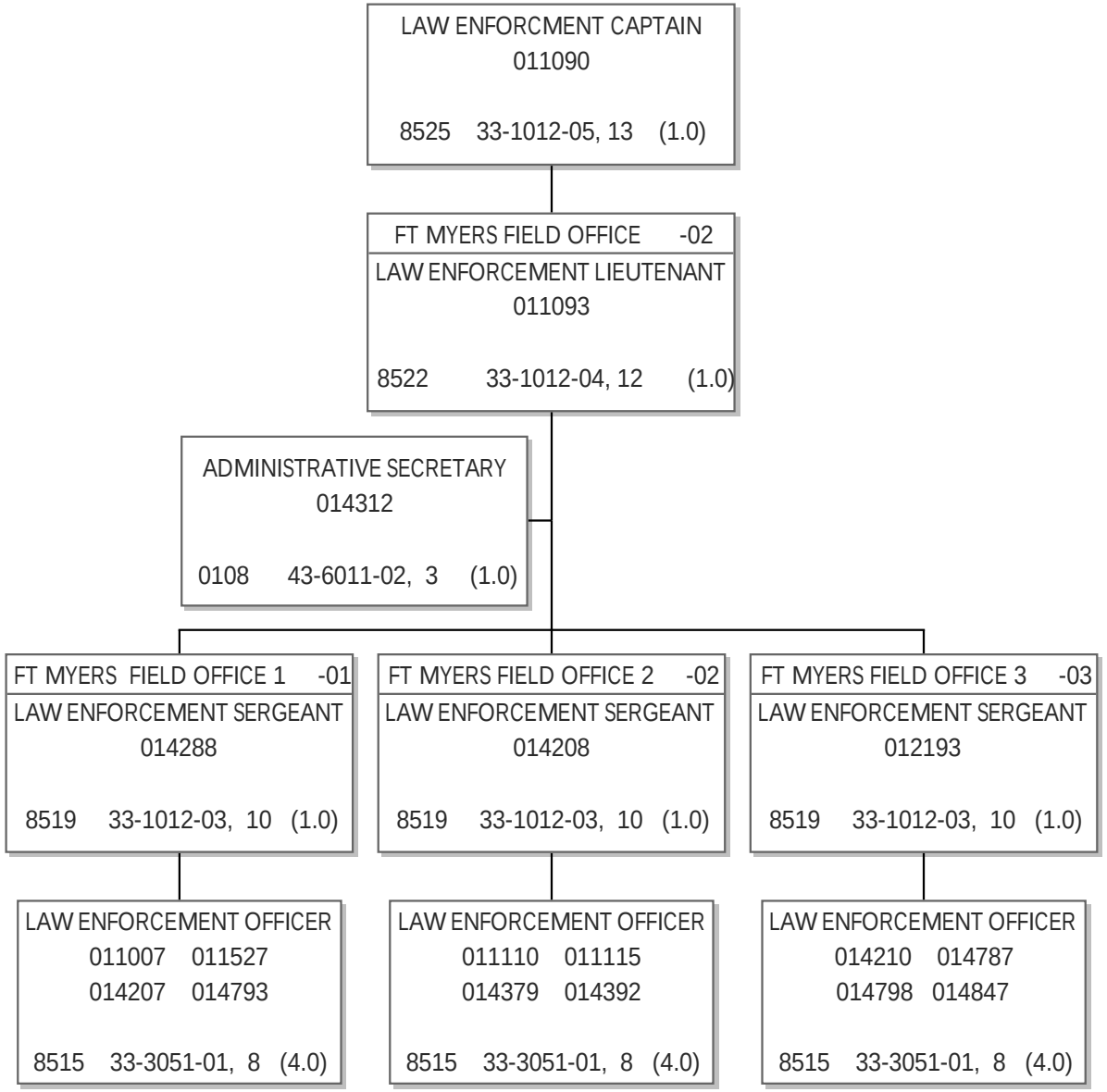
DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERCIAL VEHICLE ENFORCEMENT
COMMERCIAL VEHICLE ENFORCEMENT - SOUTH, REGION 1
(DELAND & ORLANDO)

DATE: 3/23/12
SEQUENCE: 7610-12-02-01
OED: _____
NUMBER OF POSITIONS: 35.0
NUMBER OF FTE'S: 35.0



DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERCIAL VEHICLE ENFORCEMENT
COMMERCIAL VEHICLE ENFORCEMENT-SOUTH, REGION 2 (FT MYERS)

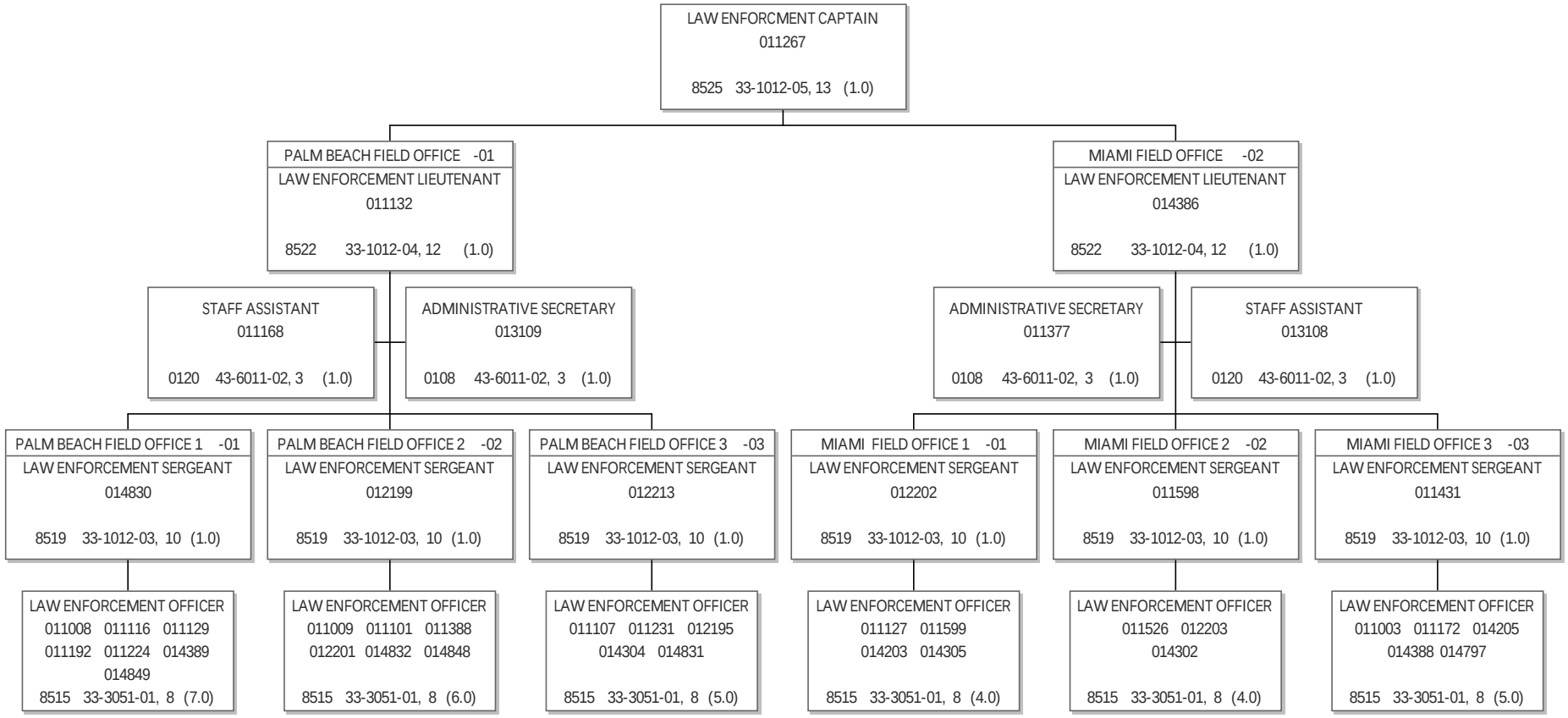
DATE: 3/23/12
SEQUENCE: 7610-12-02-02
OED: _____
NUMBER OF POSITIONS: 18.0
NUMBER OF FTE'S: 18.0



DEPARTMENT OF HIGHWAY SAFETY & MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
OFFICE OF COMMERCIAL VEHICLE ENFORCEMENT
COMMERCIAL VEHICLE ENFORCEMENT - SOUTH, REGION 3 (WEST PALM BEACH & MIAMI)

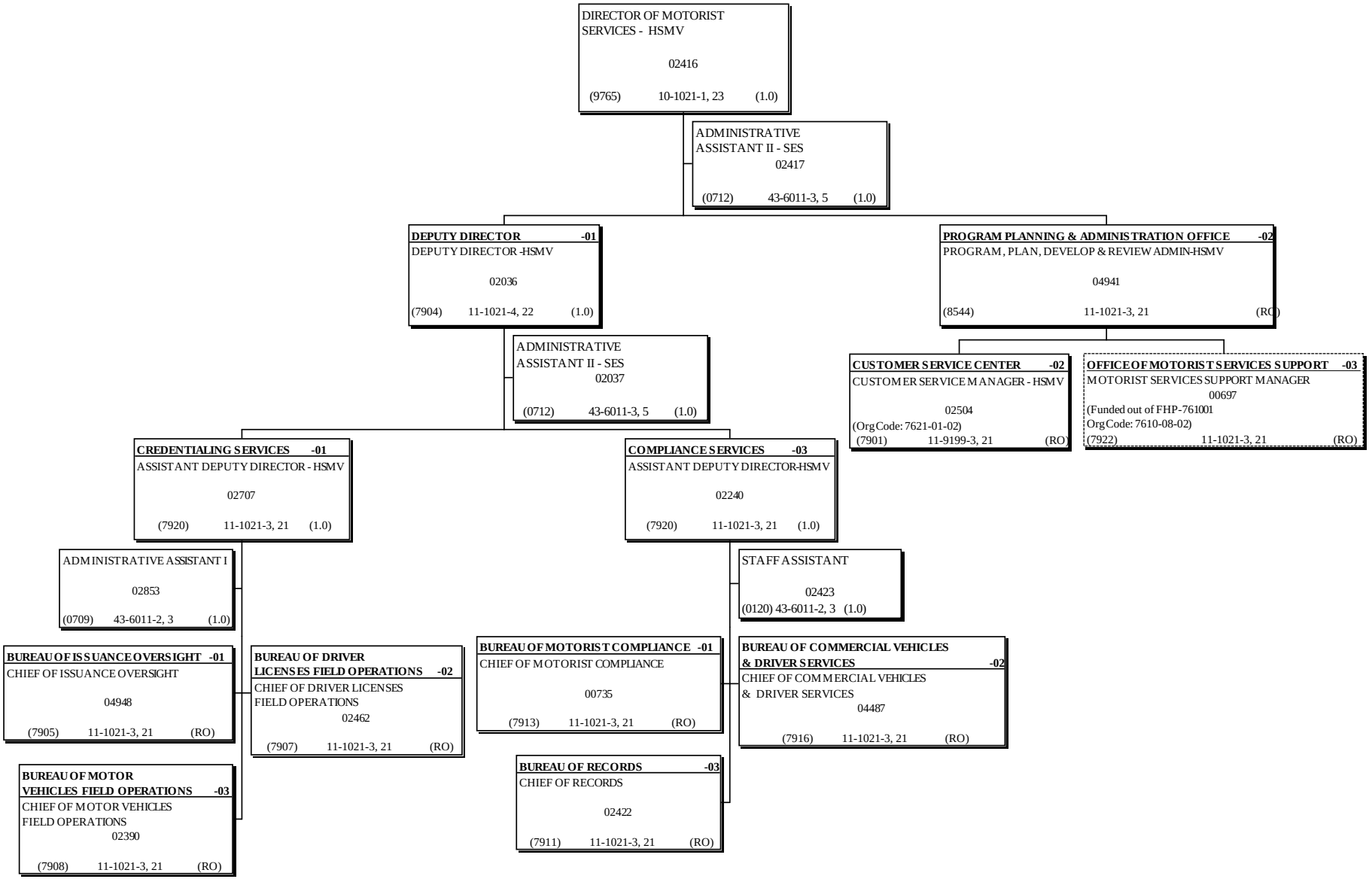
DATE: 3/23/12
SEQUENCE: 7610-12-02-03 OED:

NUMBER OF POSITIONS: 44.0
NUMBER OF FTE'S: 44.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES

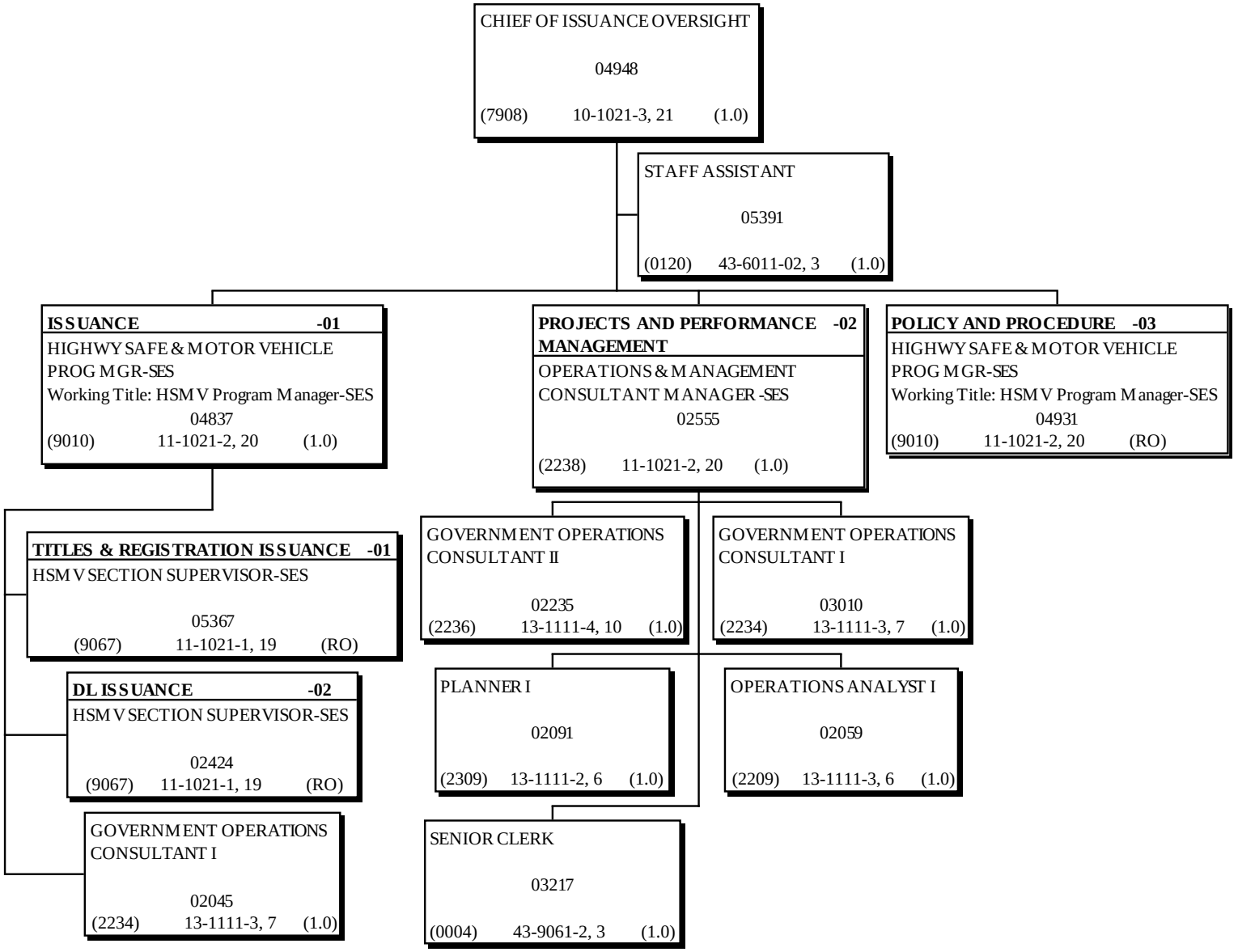
DATE: 12/9/2011
SEQUENCE: 7621
OED: _____
NUMBER OF POSITIONS: 8
NUMBER OF FTE'S: 8.0



DIRECTOR

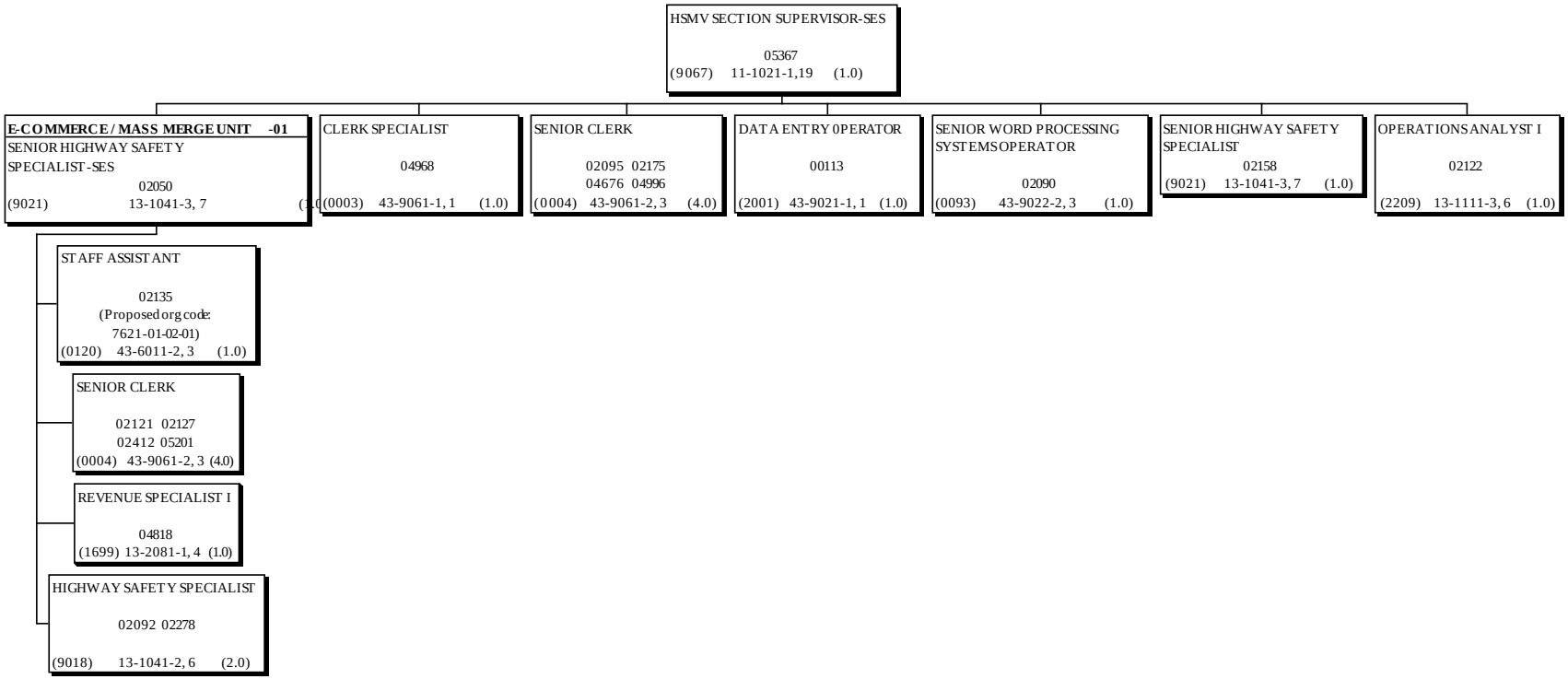
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF ISSUANCE OVERSIGHT

DATE: 10/03/11
SEQUENCE: 7621-01-01-01
OWP: _____
NUMBER OF POSITIONS: 10
NUMBER OF FTE'S: 10.0



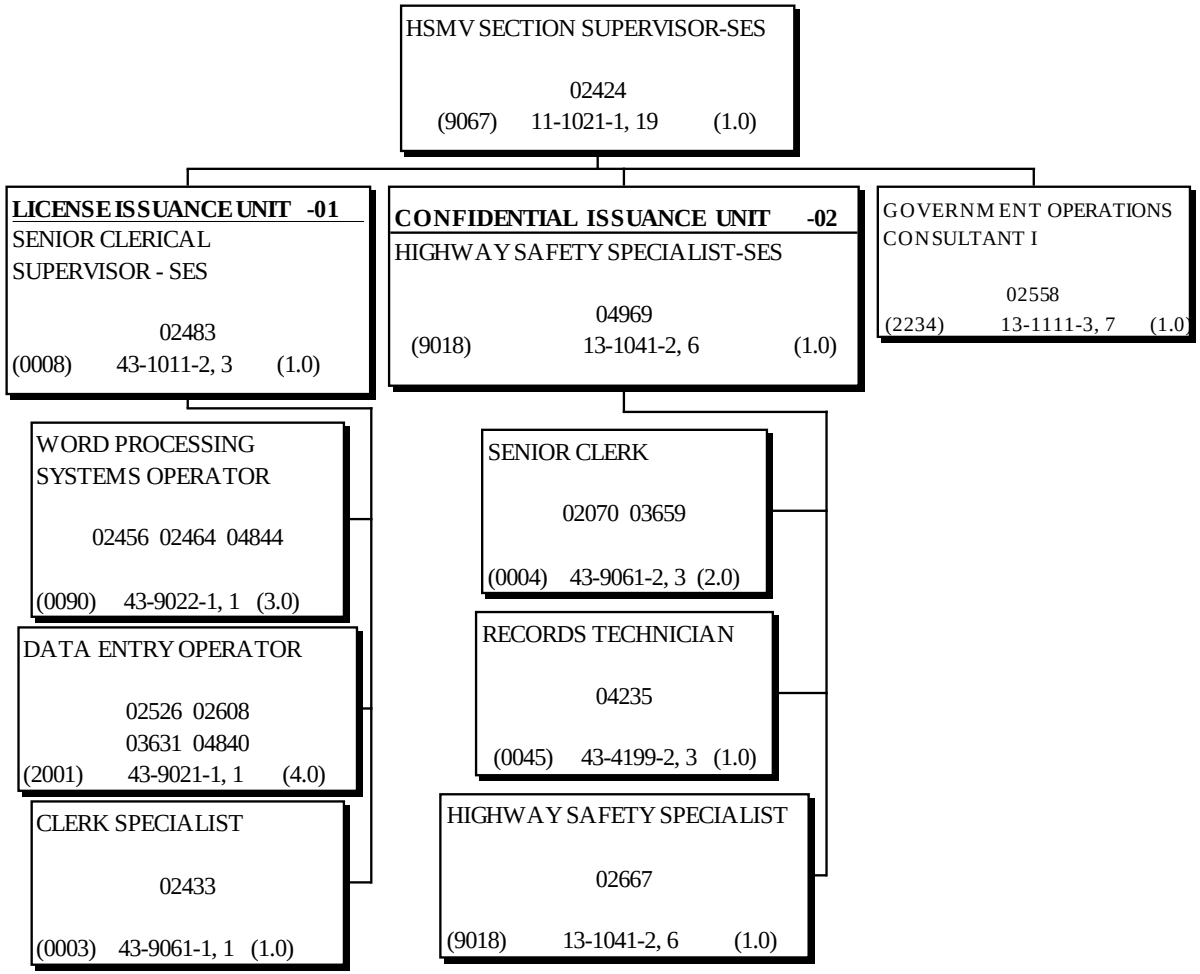
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF ISSUANCE OVERSIGHT
ISSUANCE / TITLE AND REGISTRATION ISSUANCE

DATE: 06/01/2012
SEQUENCE:7621-01-01-01-01-01
OED: _____
NUMBER OF POSITIONS: 19
NUMBER OF FTE'S: 19.0



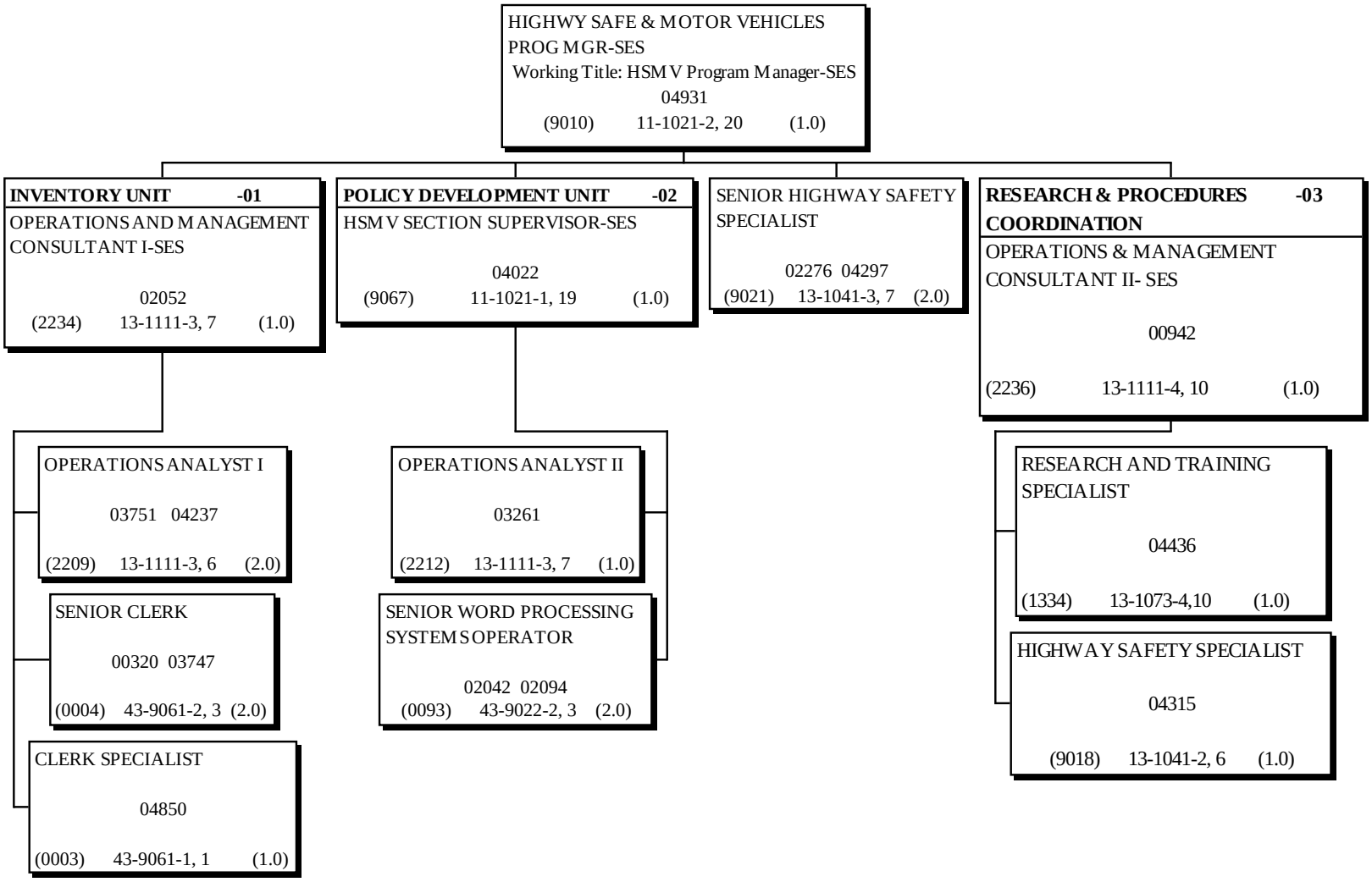
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF ISSUANCE OVERSIGHT
ISSUANCE / DL ISSUANCE

DATE: 11/01/11
SEQUENCE: 7621-01-01-01-01-02
OED:_____
NUMBER OF POSITIONS: 16
NUMBER OF FTE'S: 16.0



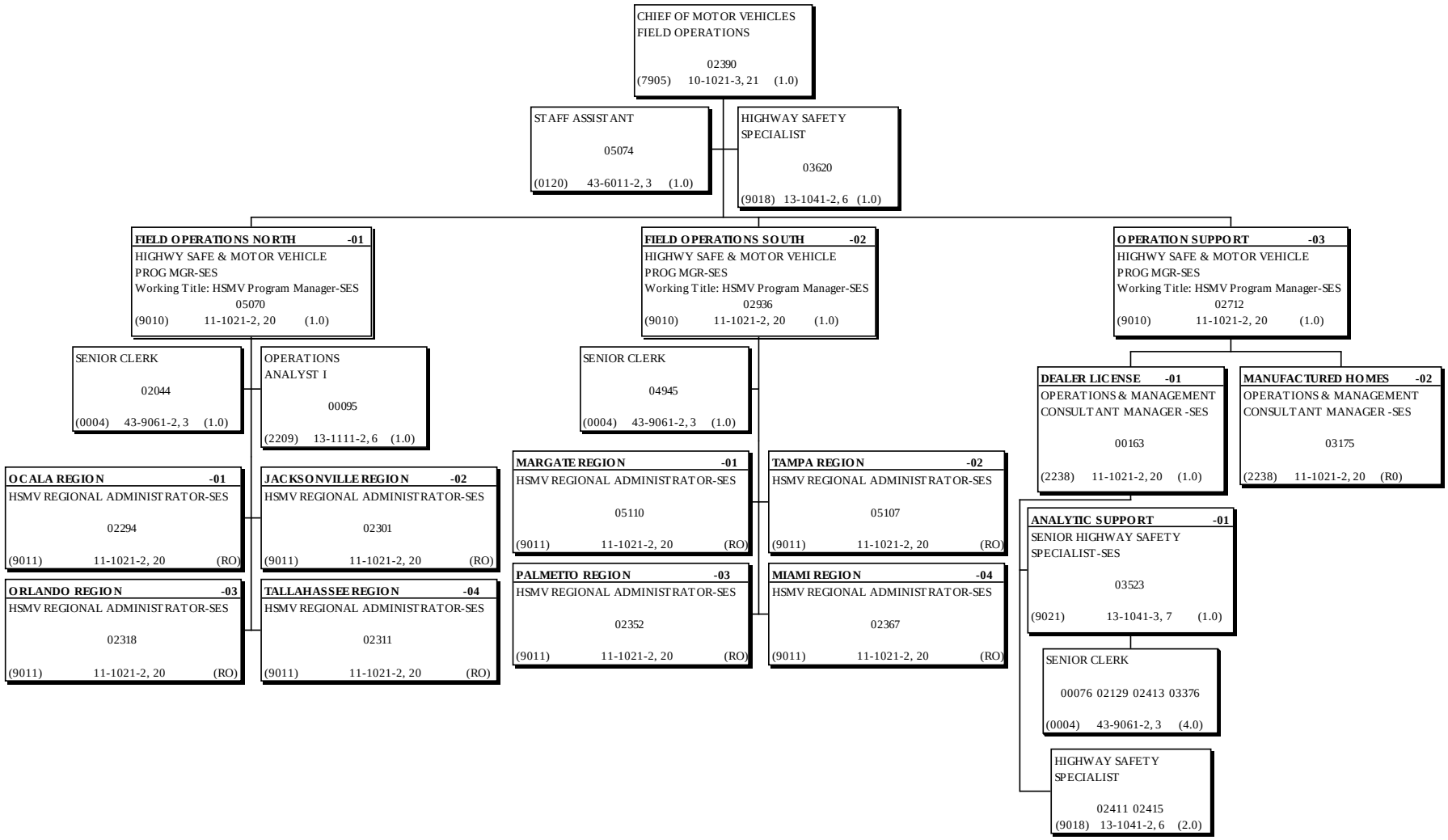
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF ISSUANCE OVERSIGHT
POLICY AND PROCEDURE

DATE: 06/15/12
SEQUENCE: 7621-01-01-01-03
OED:_____
NUMBER OF POSITIONS: 16
NUMBER OF FTE'S: 16.0



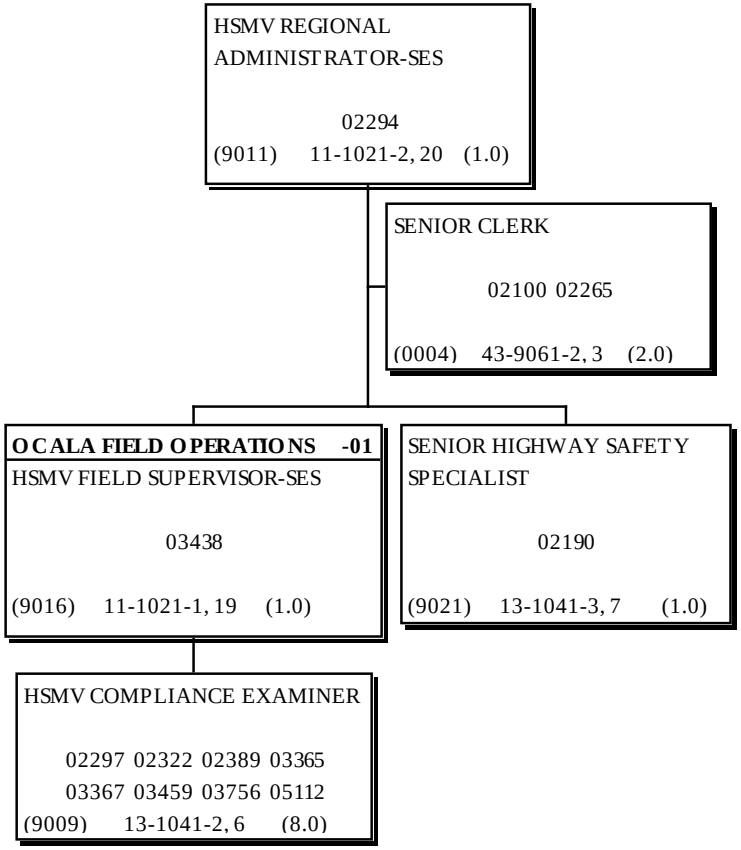
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTOR VEHICLE FIELD OPERATIONS

DATE: 07/01/11
SEQUENCE: 7621-01-01-03
OED: _____
NUMBER OF POSITIONS: 18
NUMBER OF FTE'S: 18.0



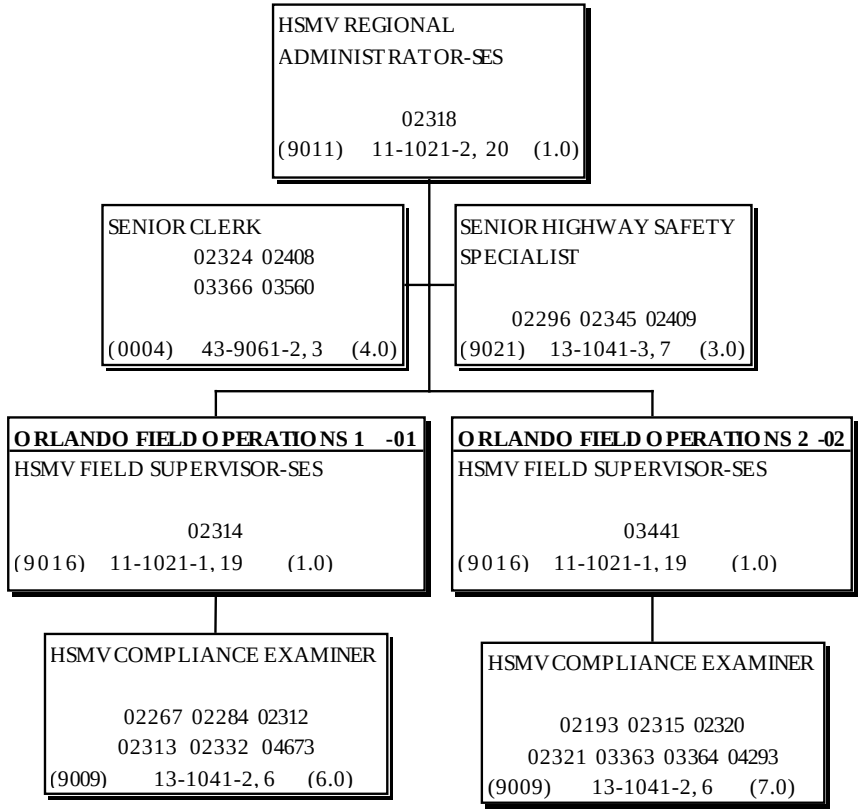
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTOR VEHICLE FIELD OPERATIONS
FIELD OPERATIONS NORTH - OCALA REGION

DATE: 01/19/11
SEQUENCE: 7621-01-01-03-01-01
OWP: _____
NUMBER OF POSITIONS: 13
NUMBER OF FTE'S: 13.0



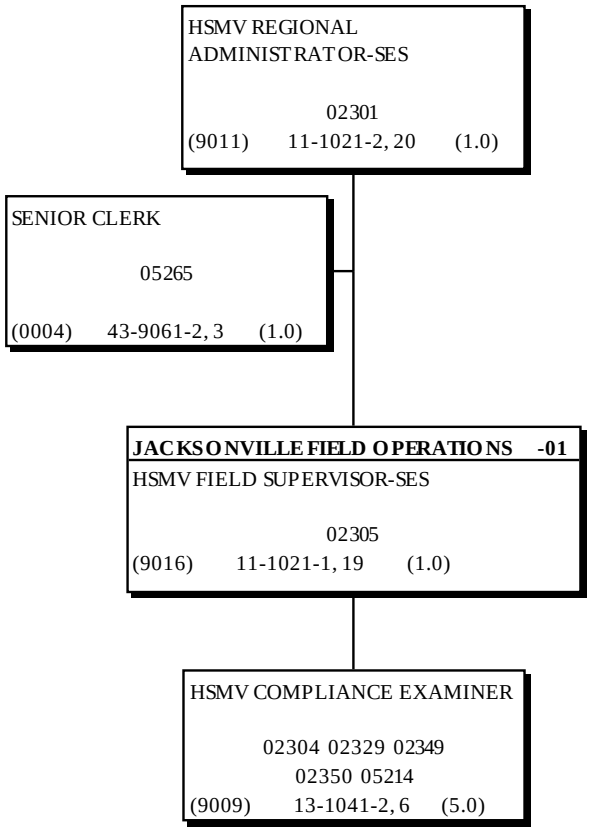
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTOR VEHICLE FIELD OPERATIONS
FIELD OPERATIONS NORTH - ORLANDO REGION

DATE: 01/19/11
SEQUENCE: 7621-01-01-03-01-03
OWP: _____
NUMBER OF POSITIONS: 23
NUMBER OF FTE'S: 23.0



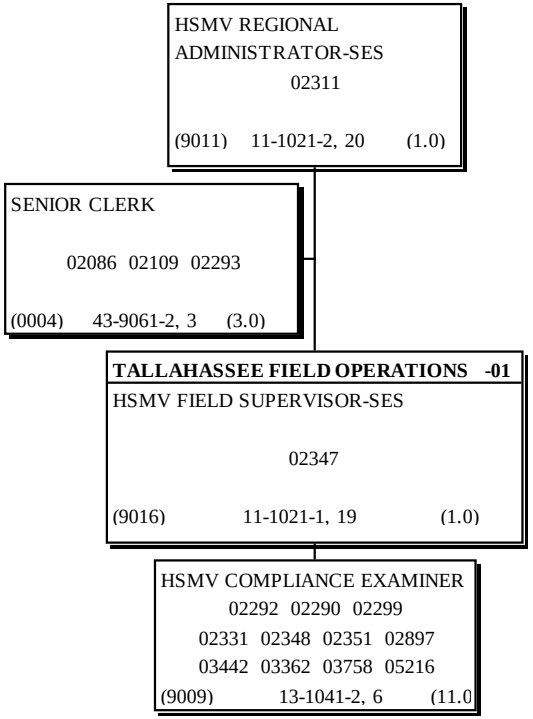
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTOR VEHICLE FIELD OPERATIONS
FIELD OPERATIONS NORTH - JACKSONVILLE REGION

DATE: 07/01/11
SEQUENCE: 7621-01-01-03-01-02
OED: _____
NUMBER OF POSITIONS: 8
NUMBER OF FTE'S: 8.0



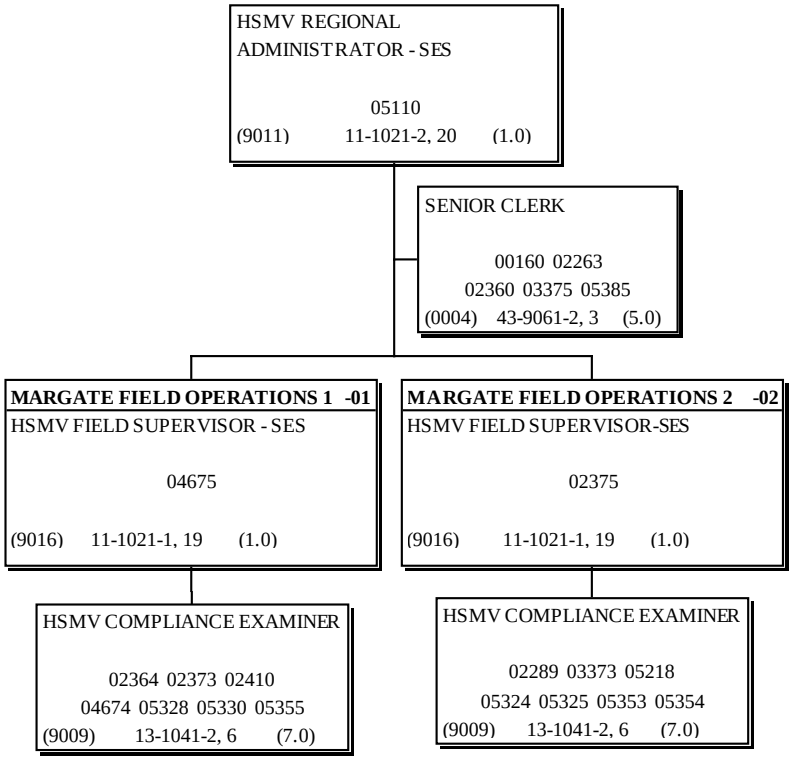
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTOR VEHICLE FIELD OPERATIONS
FIELD OPERATIONS NORTH - TALLAHASSEE REGION

DATE: 01/19/11
SEQUENCE:7621-01-01-03-01-04
OWP: _____
NUMBER OF POSITIONS: 16
NUMBER OF FTE'S: 16.0



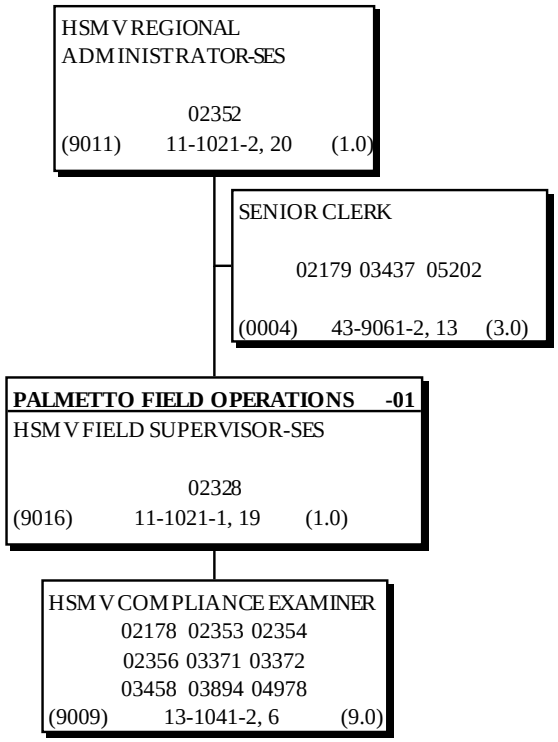
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTOR VEHICLE FIELD OPERATIONS
FIELD OPERATIONS SOUTH - MARGATE REGION

DATE: 01/19/11
SEQUENCE: 7621-01-01-03-02-01
OWP: _____
NUMBER OF POSITIONS: 12
NUMBER OF FTE'S: 12.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTOR VEHICLE FIELD OPERATIONS
FIELD OPERATIONS SOUTH - PALMETTO REGION

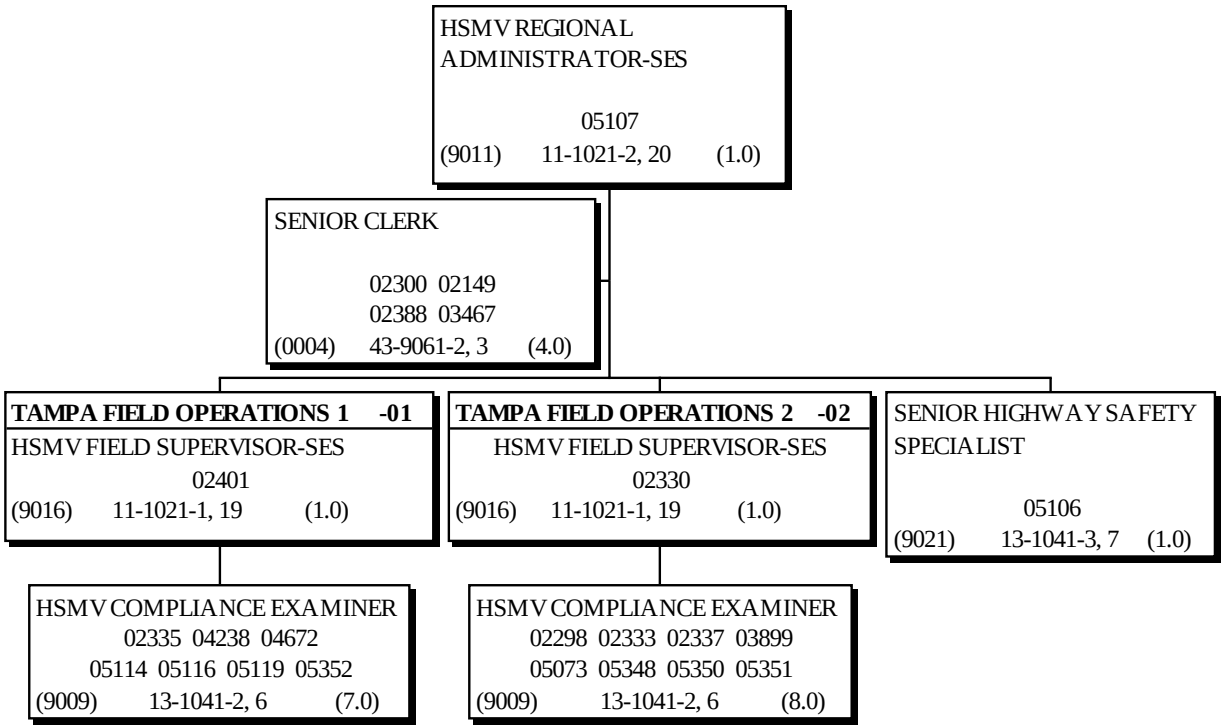
DATE: 1/20/12
SEQUENCE:7621-01-01-03-02-03
OED: _____
NUMBER OF POSITIONS: 14
NUMBER OF FTE'S: 14.0



* SHARED POSITION

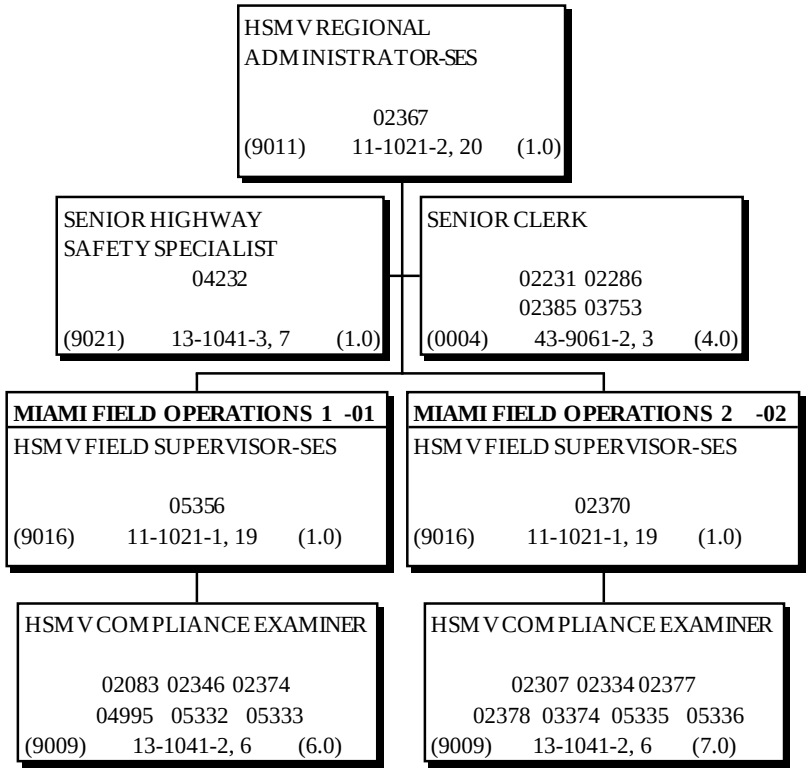
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTOR VEHICLE FIELD OPERATIONS
FIELD OPERATIONS SOUTH - TAMPA REGION

DATE: 07/01/11
SEQUENCE: 7621-01-01-03-02-02
OED: _____
NUMBER OF POSITIONS: 23
NUMBER OF FTE'S: 23.0



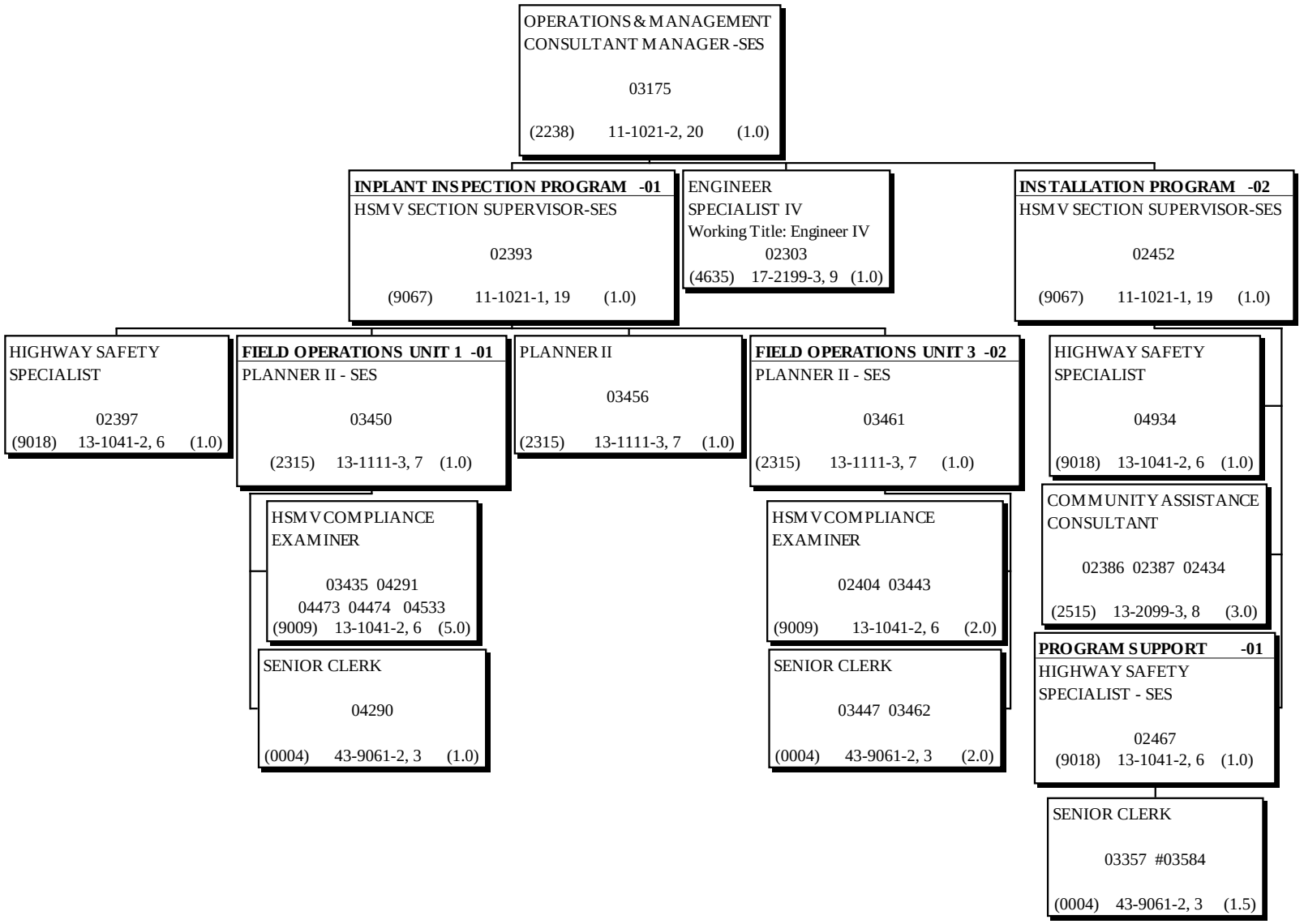
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTOR VEHICLE FIELD OPERATIONS
FIELD OPERATIONS SOUTH - MIAMI REGION

DATE: 12/01/11
SEQUENCE: 7621-01-01-03-02-04
OED:_____
NUMBER OF POSITIONS: 21
NUMBER OF FTE'S: 21.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTOR VEHICLE FIELD OPERATIONS
OPERATIONS SUPPORT / MANUFACTURED HOMES

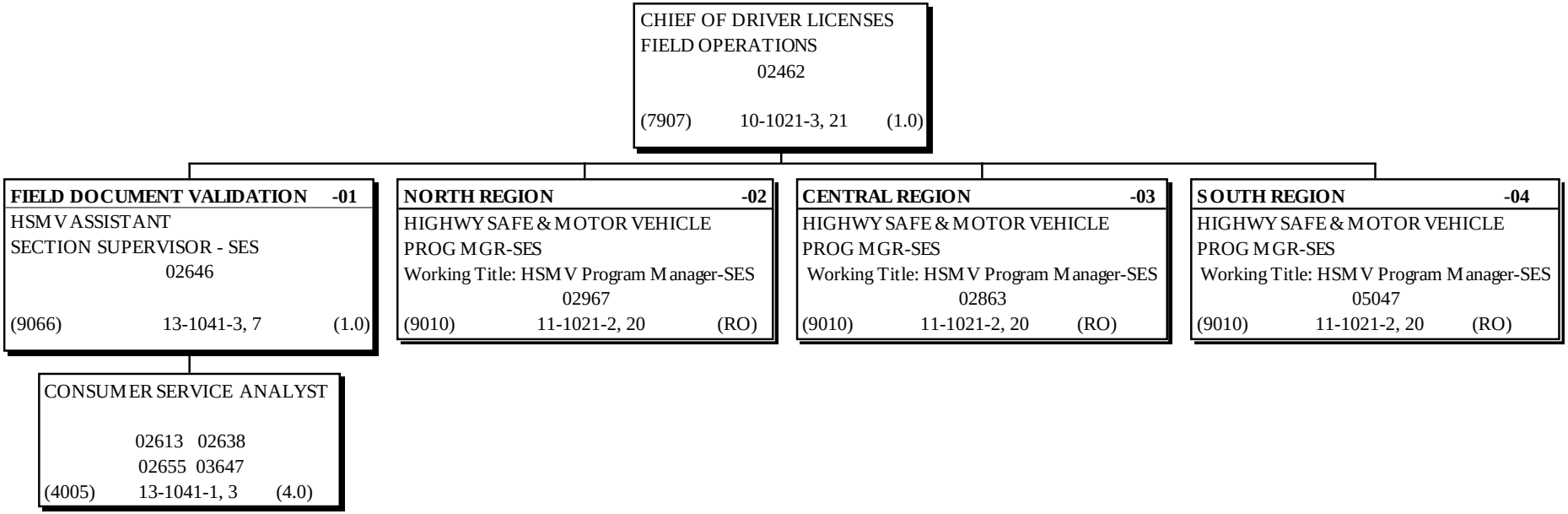
DATE: 06/01/12
SEQUENCE: 7621-01-01-03-03-02
OED:_____
NUMBER OF POSITIONS: 25
NUMBER OF FTE'S: 24.5



0.50 FTE

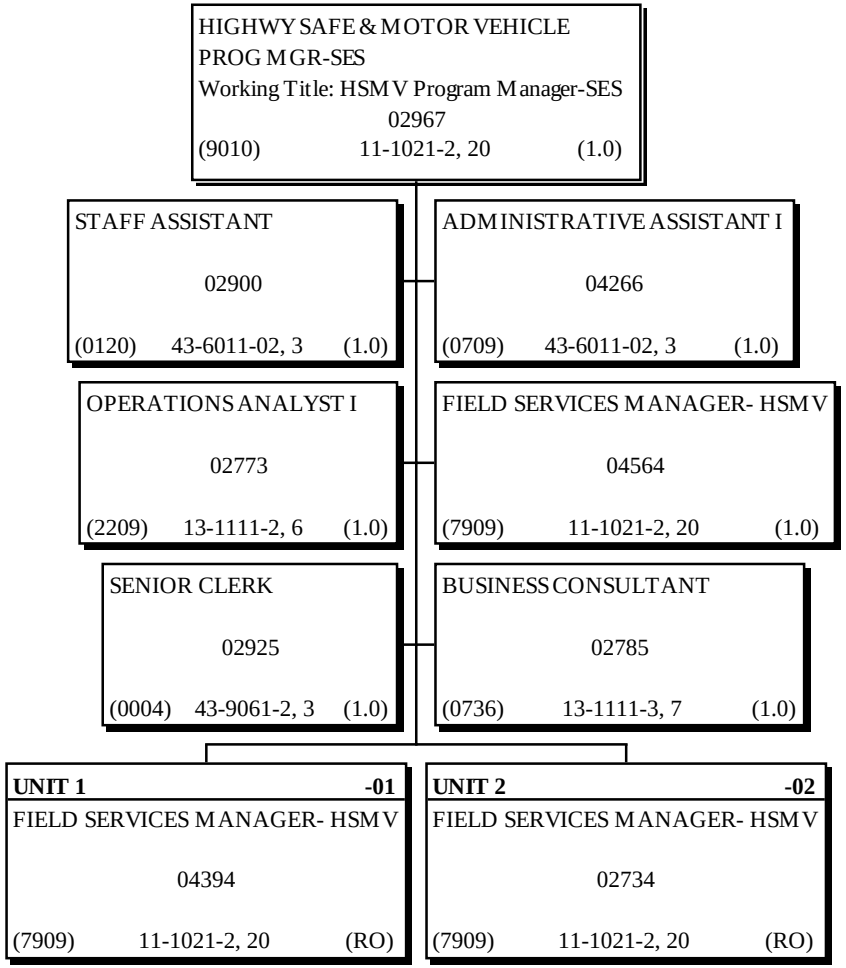
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS

DATE: 3/16/12
SEQUENCE: 7621-01-01-02
OED: _____
NUMBER OF POSITIONS: 6
NUMBER OF FTE'S: 6.0



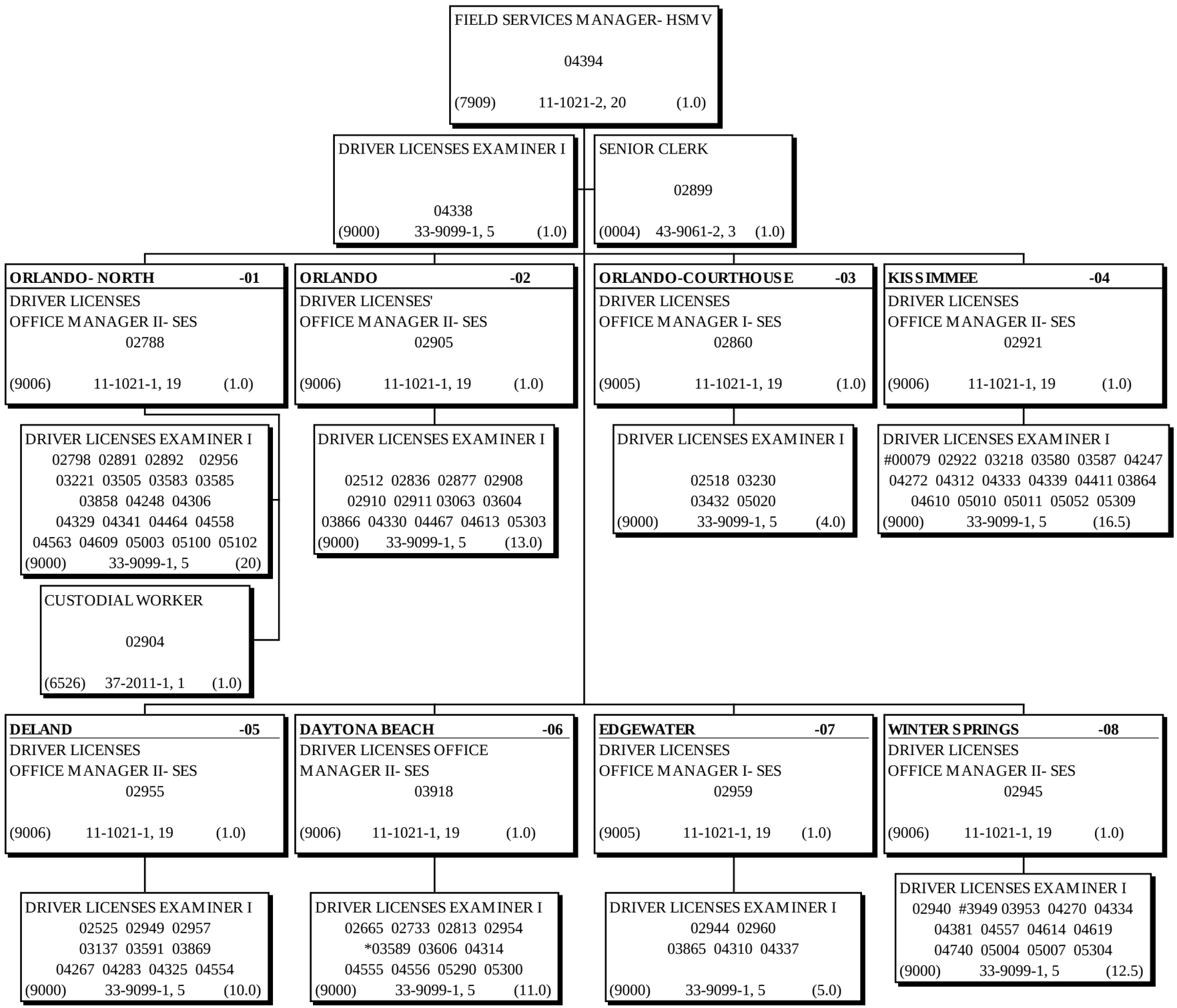
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
NORTH REGION

DATE: 10/03/11
SEQUENCE: 7621-01-01-02-02
OED:_____
NUMBER OF POSITIONS: 7
NUMBER OF FTE'S: 7.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
NORTH REGION - UNIT 1

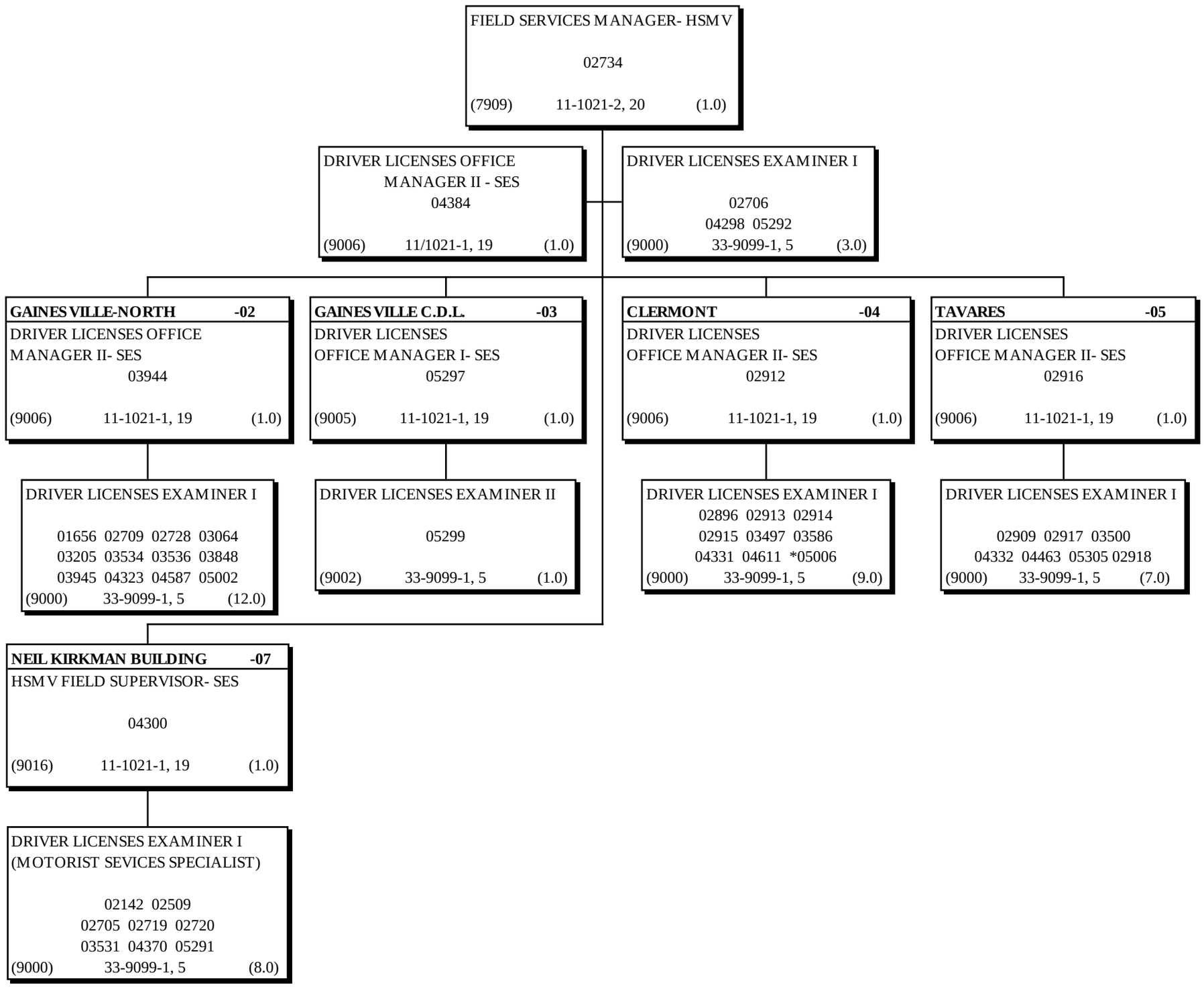
DATE: 05/01/12
SEQUENCE: 7621-01-01-02-02-01
OED:_____
NUMBER OF POSITIONS: 104
NUMBER OF FTE'S: 104.0



* SHARED POSITION
\# .50 FTE

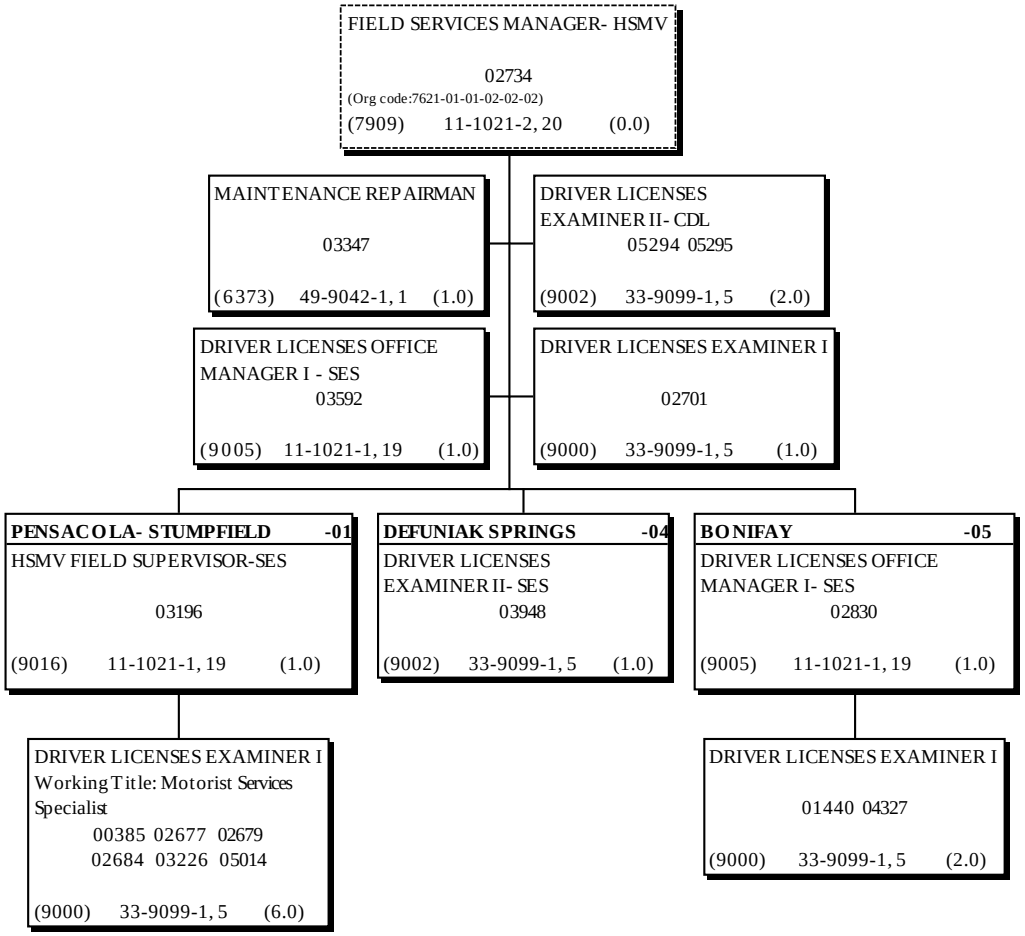
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
NORTH REGION - UNIT 2

DATE: 07/01/2012
SEQUENCE: 7621-01-01-02-02-02
OED:_____
NUMBER OF POSITIONS: 47
NUMBER OF FTE'S: 47.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
NORTH REGION - UNIT 4

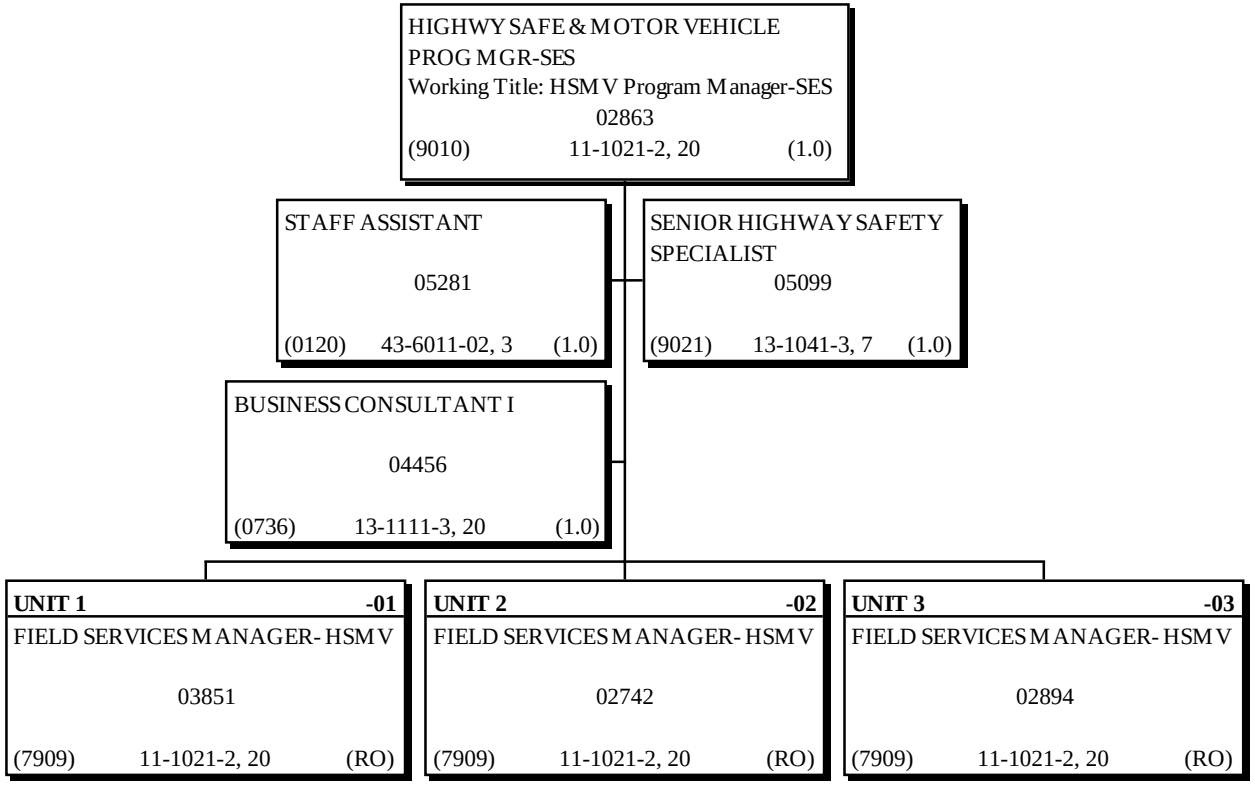
DATE: 06/01/12
SEQUENCE:7621-01-01-02-02-04
OED:_____
NUMBER OF POSITIONS: 16
NUMBER OF FTE"S: 16



0.50 FTE

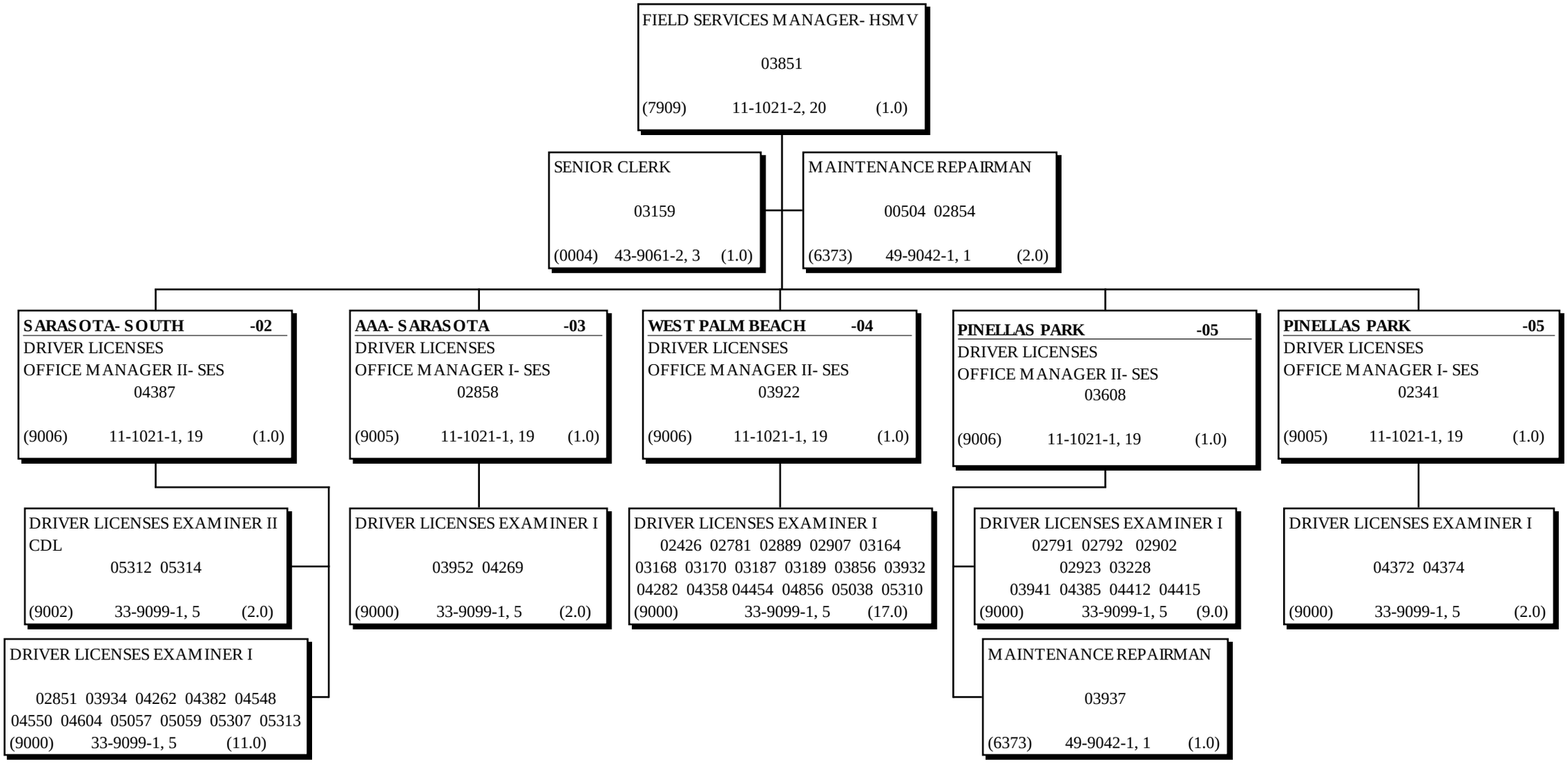
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
CENTRAL REGION

DATE: 12/01/11
SEQUENCE: 7621-01-01-02-03
OED:_____
NUMBER OF POSITIONS: 4
NUMBER OF FTE'S: 4.0



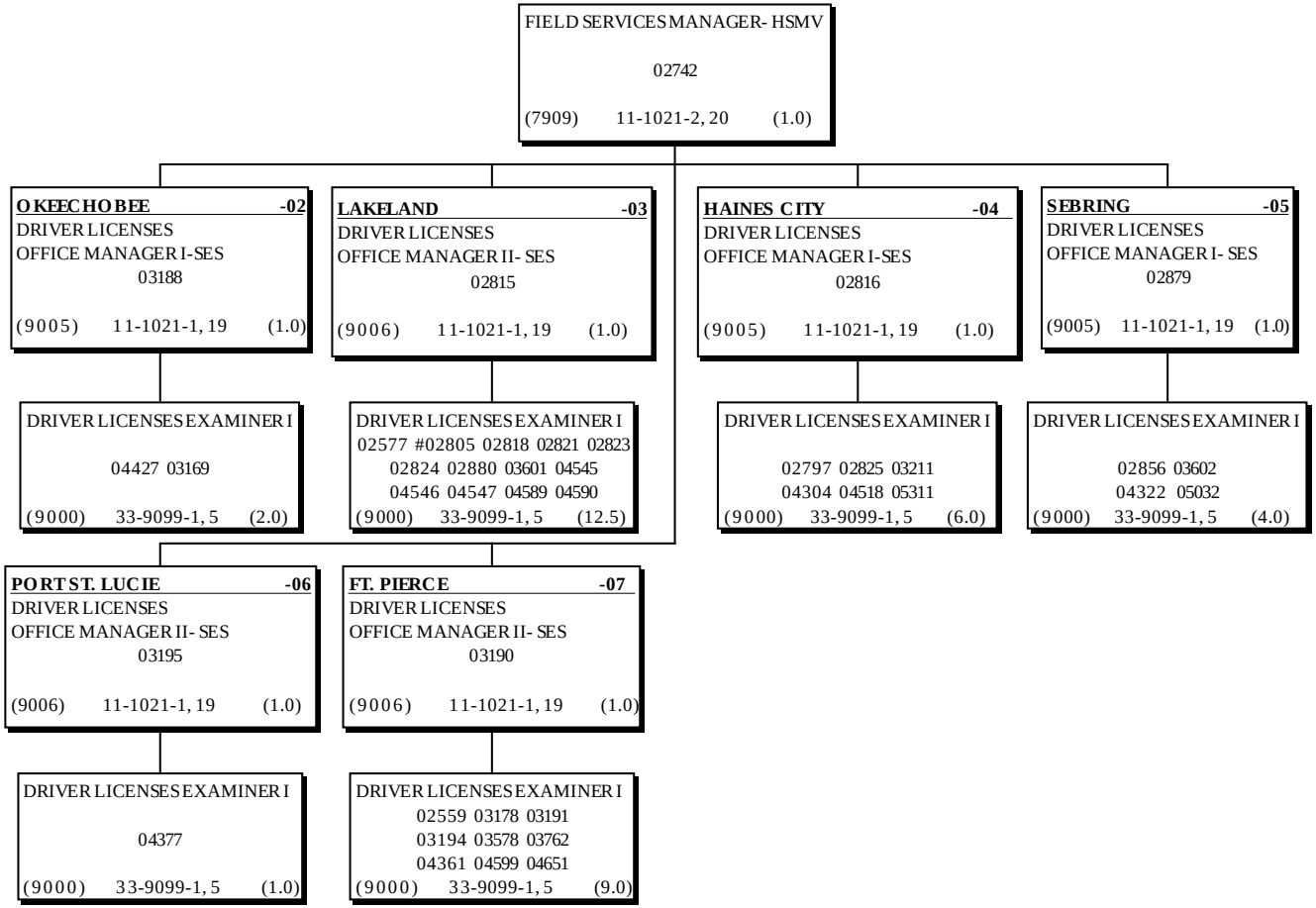
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
CENTRAL REGION - UNIT 1

DATE: 07/01/2012
SEQUENCE: 7621-01-01-02-03-01
OED:
NUMBER OF POSITIONS: 54
NUMBER OF FTE'S: 53.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
CENTRAL REGION - UNIT 2

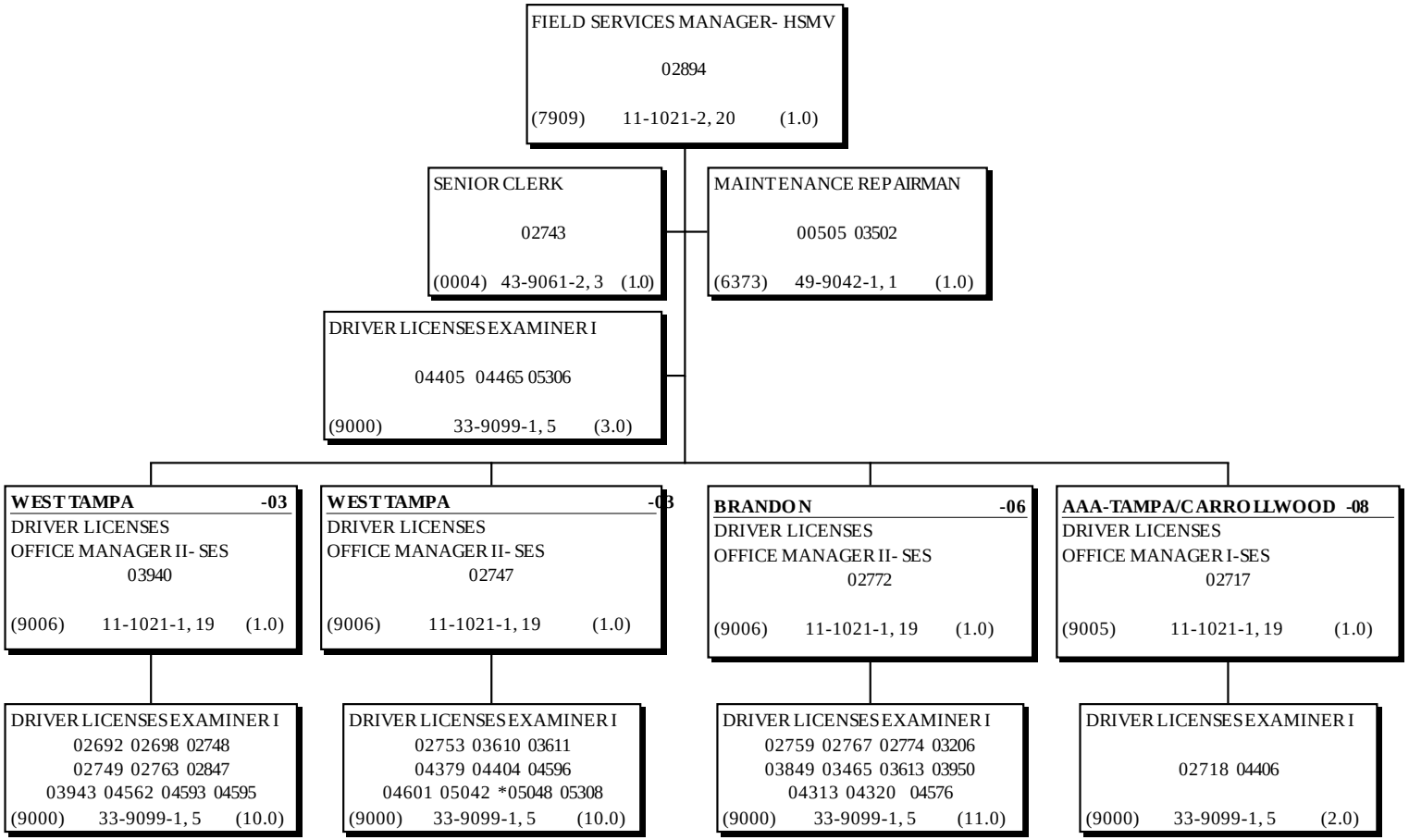
DATE: 07/01/2012
SEQUENCE: 7621-01-01-02-03-02
OED:_____
NUMBER OF POSITIONS: 42
NUMBER OF FTE'S: 41.5



.50 FTE

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
CENTRAL REGION - UNIT 3

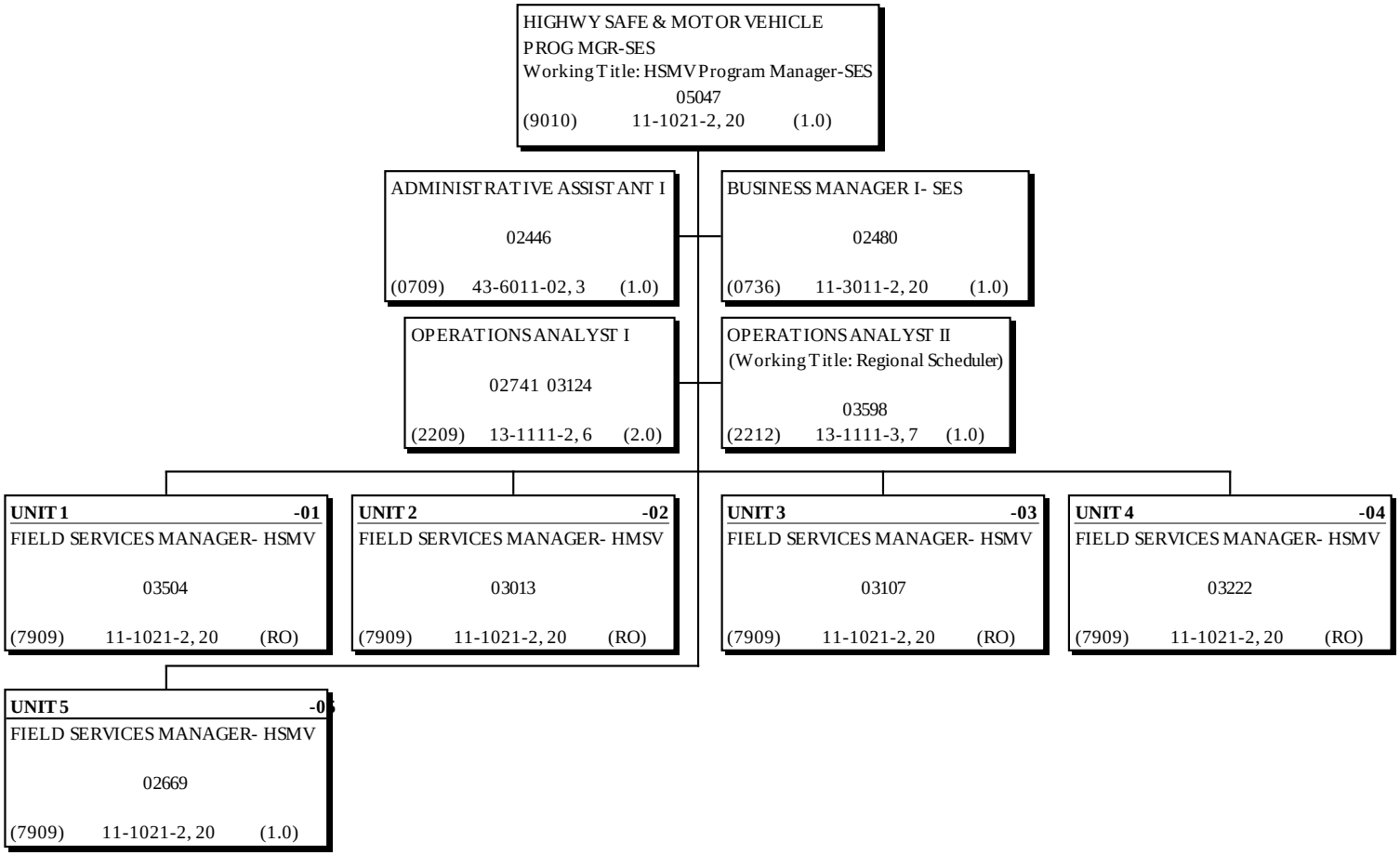
DATE: 03/29/12
SEQUENCE: 7621-01-01-02-03-03
OED:_____
NUMBER OF POSITIONS: 43
NUMBER OF FTE'S: 42.0



* SHARED POSITION

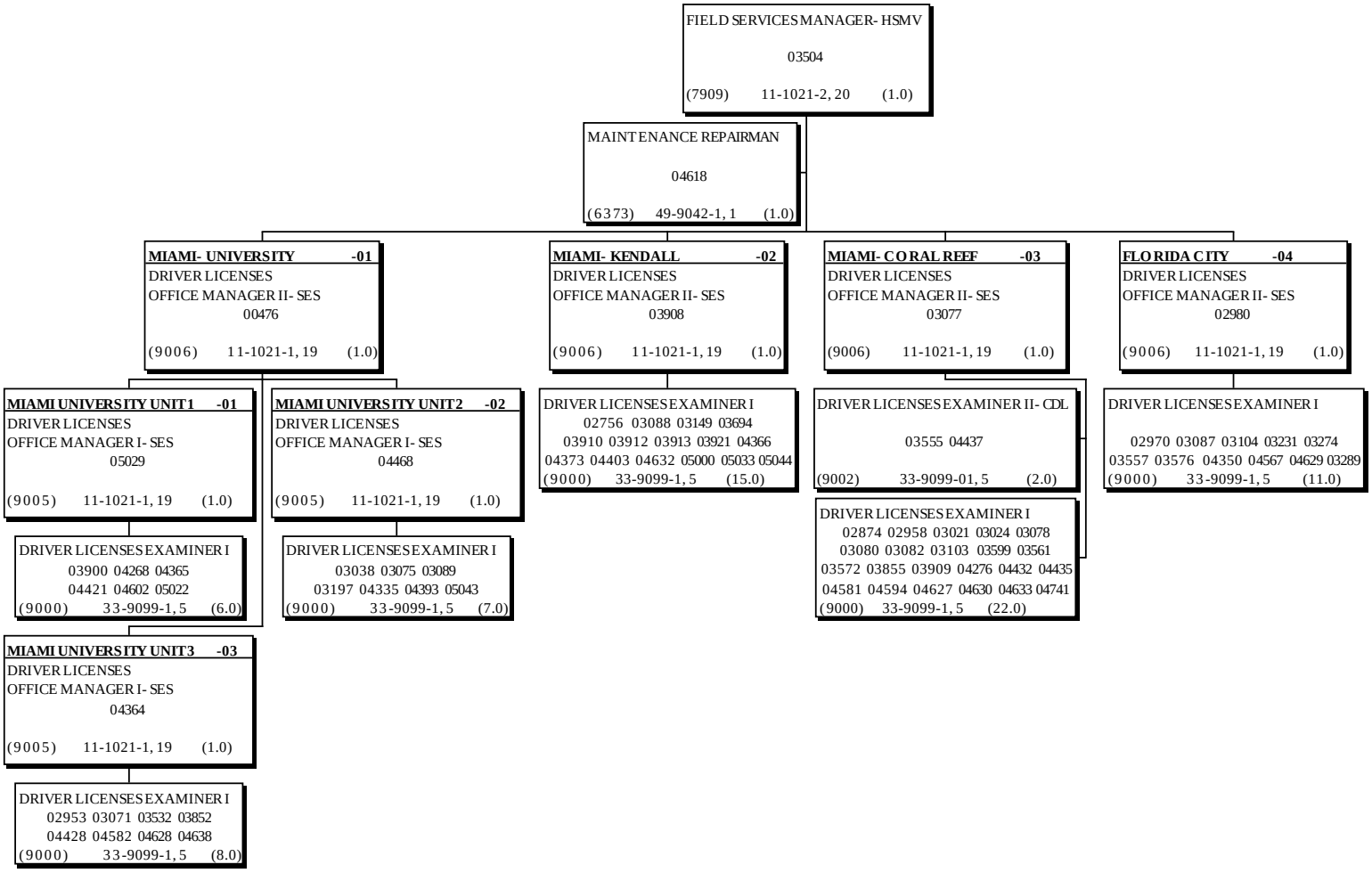
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
SOUTH REGION

DATE: 10/03/11
SEQUENCE: 7621-01-01-02-04
OED:_____
NUMBER OF POSITIONS: 7
NUMBER OF FTE'S: 7.0



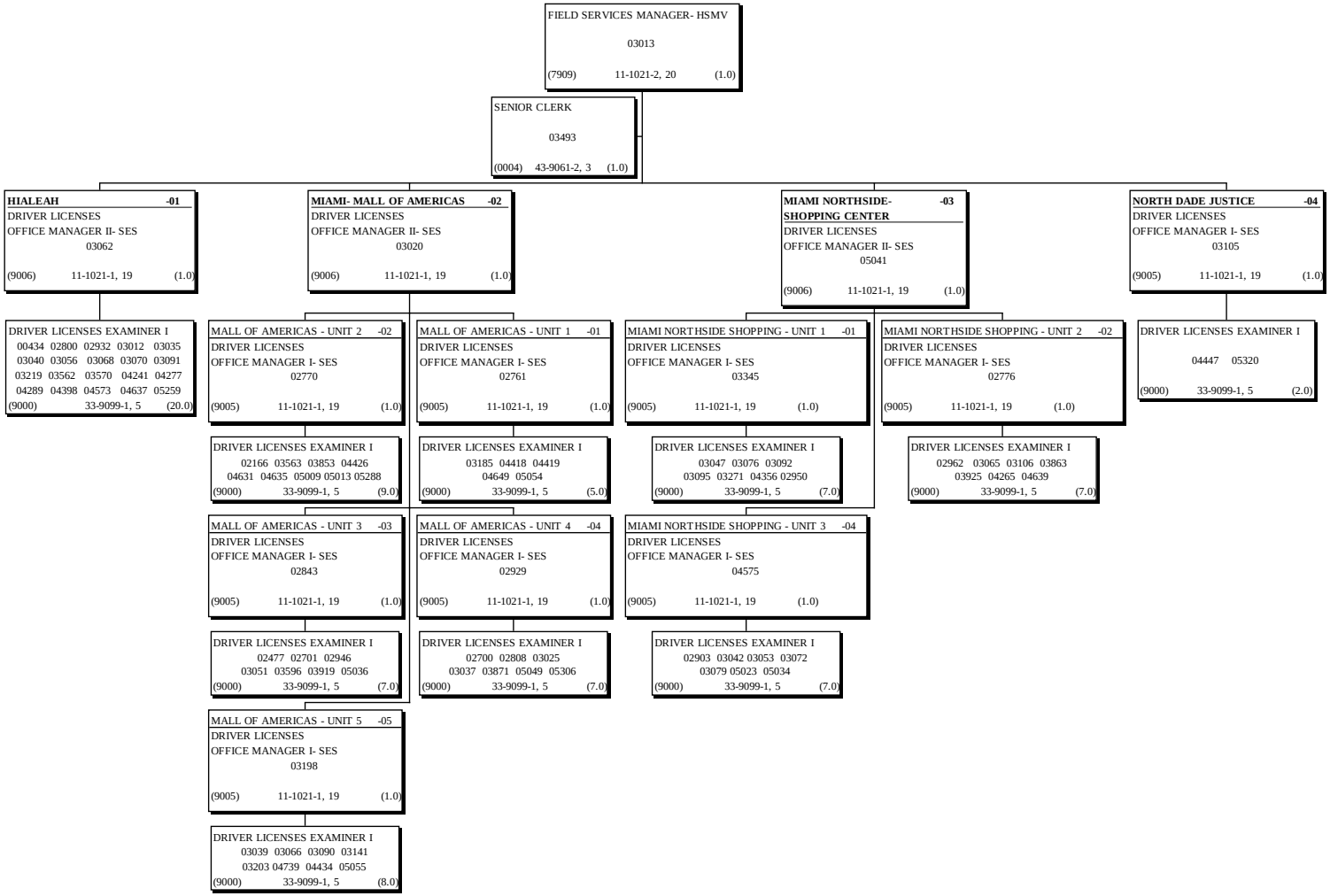
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
SOUTH REGION - UNIT 1

DATE: 12/20/11
SEQUENCE: 7621-01-01-02-04-01
OED:_____
NUMBER OF POSITIONS: 80
NUMBER OF FTE'S: 80.0



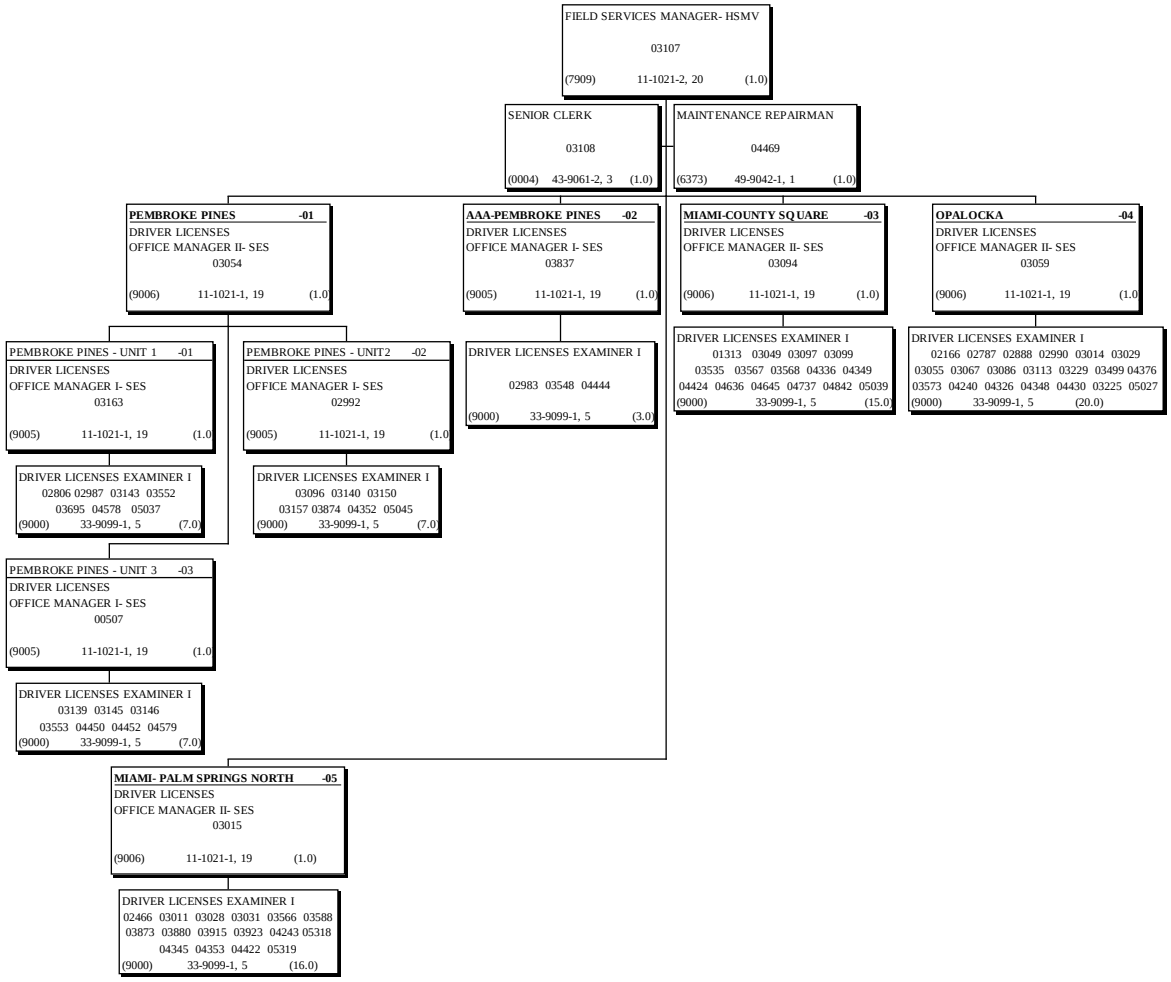
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
SOUTH REGION - UNIT 2

DATE: 02/13/12
SEQUENCE: 7621-01-01-02-04-02
OED:
NUMBER OF POSITIONS: 93
NUMBER OF FTE'S: 93.0



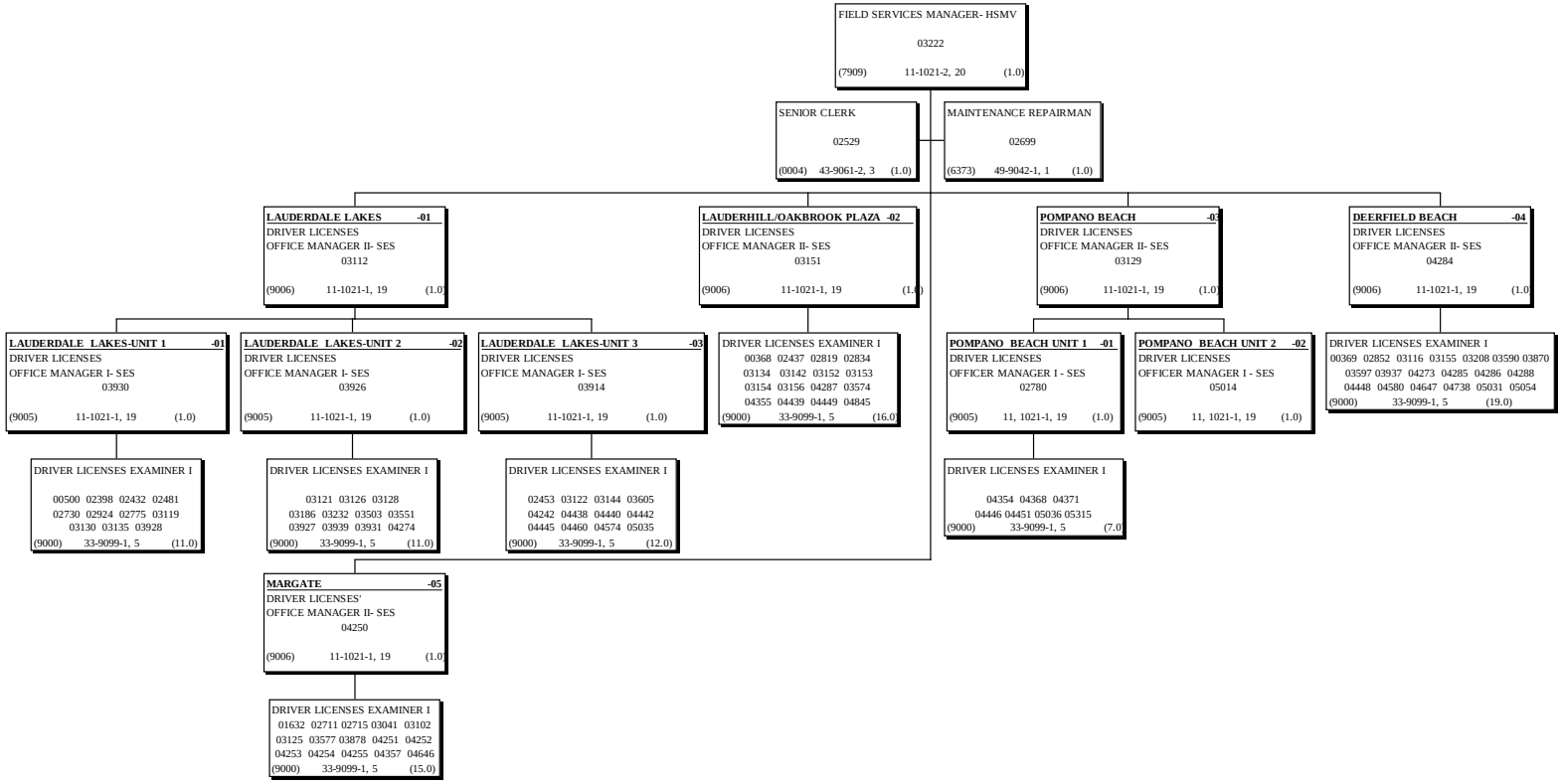
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
SOUTH REGION - UNIT 3

DATE: 02/13/12
SEQUENCE: 7621-01-01-02-04-03
OED:_____
NUMBER OF POSITIONS : 86
NUMBER OF FTE'S: 86.0



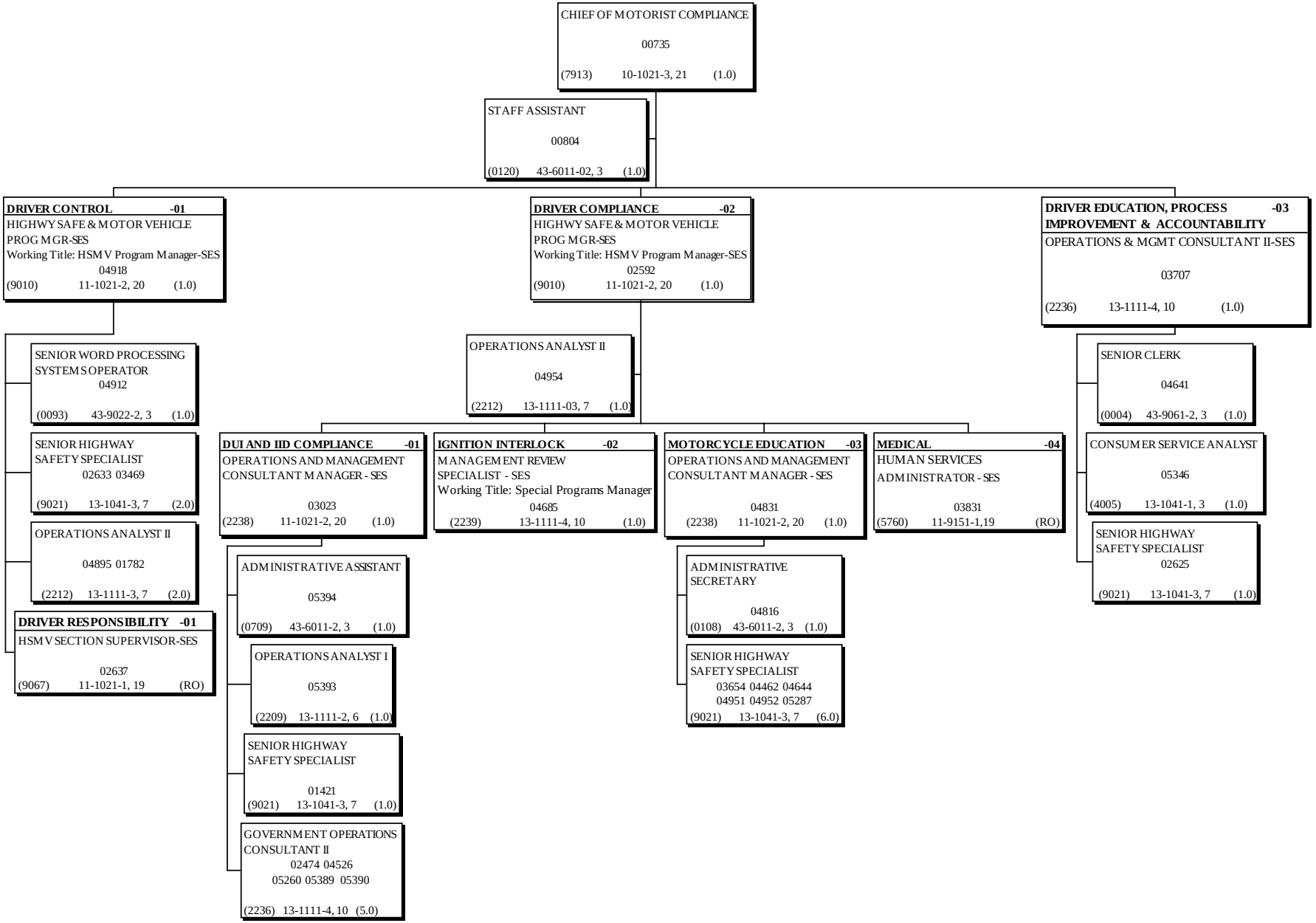
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF DRIVER LICENSES FIELD OPERATIONS
SOUTH REGION - UNIT 4

DATE: 03/09/12
SEQUENCE: 7621-01-01-02-04-04
OED:_____
NUMBER OF POSITIONS: 109
NUMBER OF FTE'S: 109.0



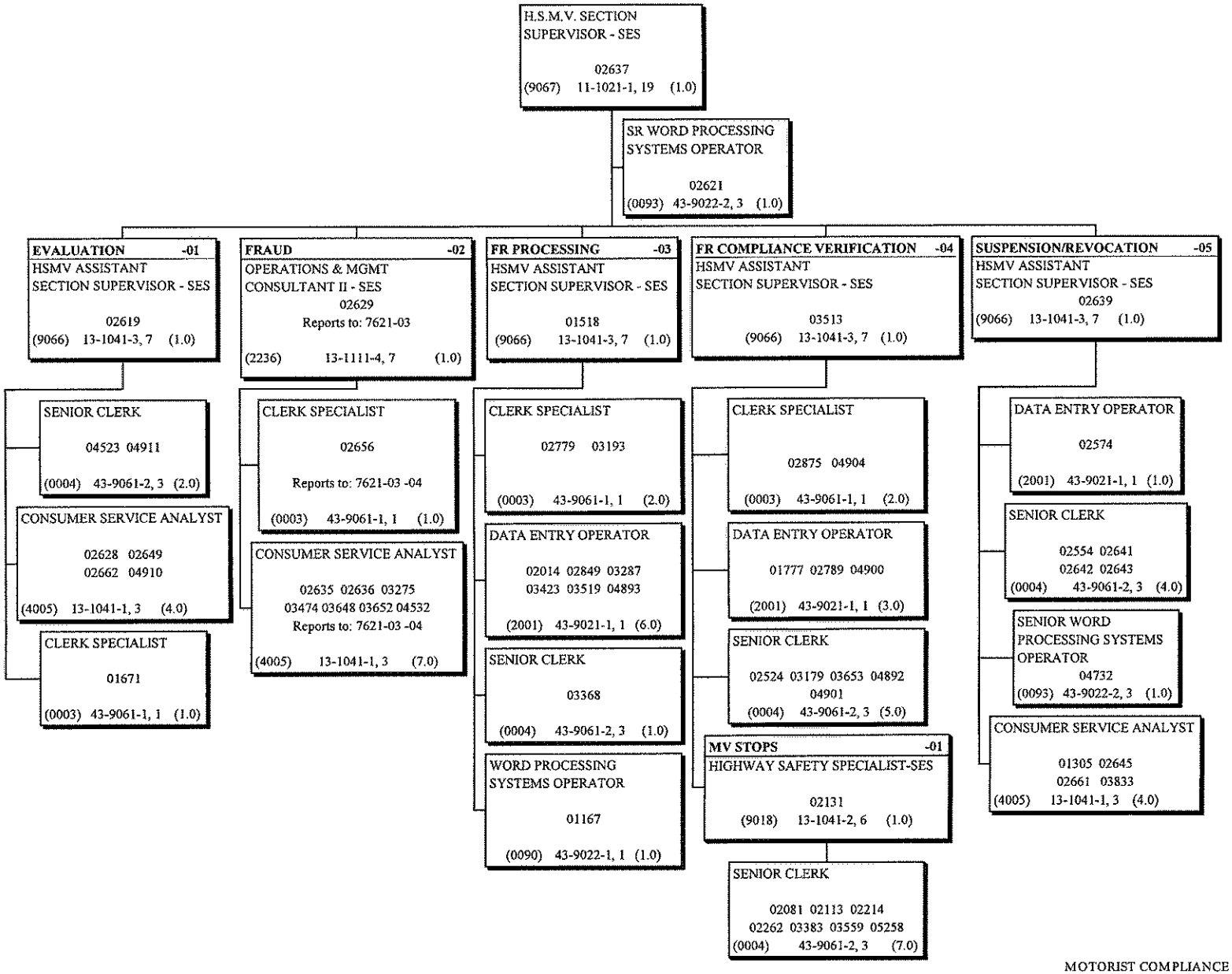
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTORIST COMPLIANCE

DATE: 05/01/2012
SEQUENCE: 7621-01-03-01
OED: _____
NUMBER OF POSITIONS: 32
NUMBER OF FTE'S: 32.0



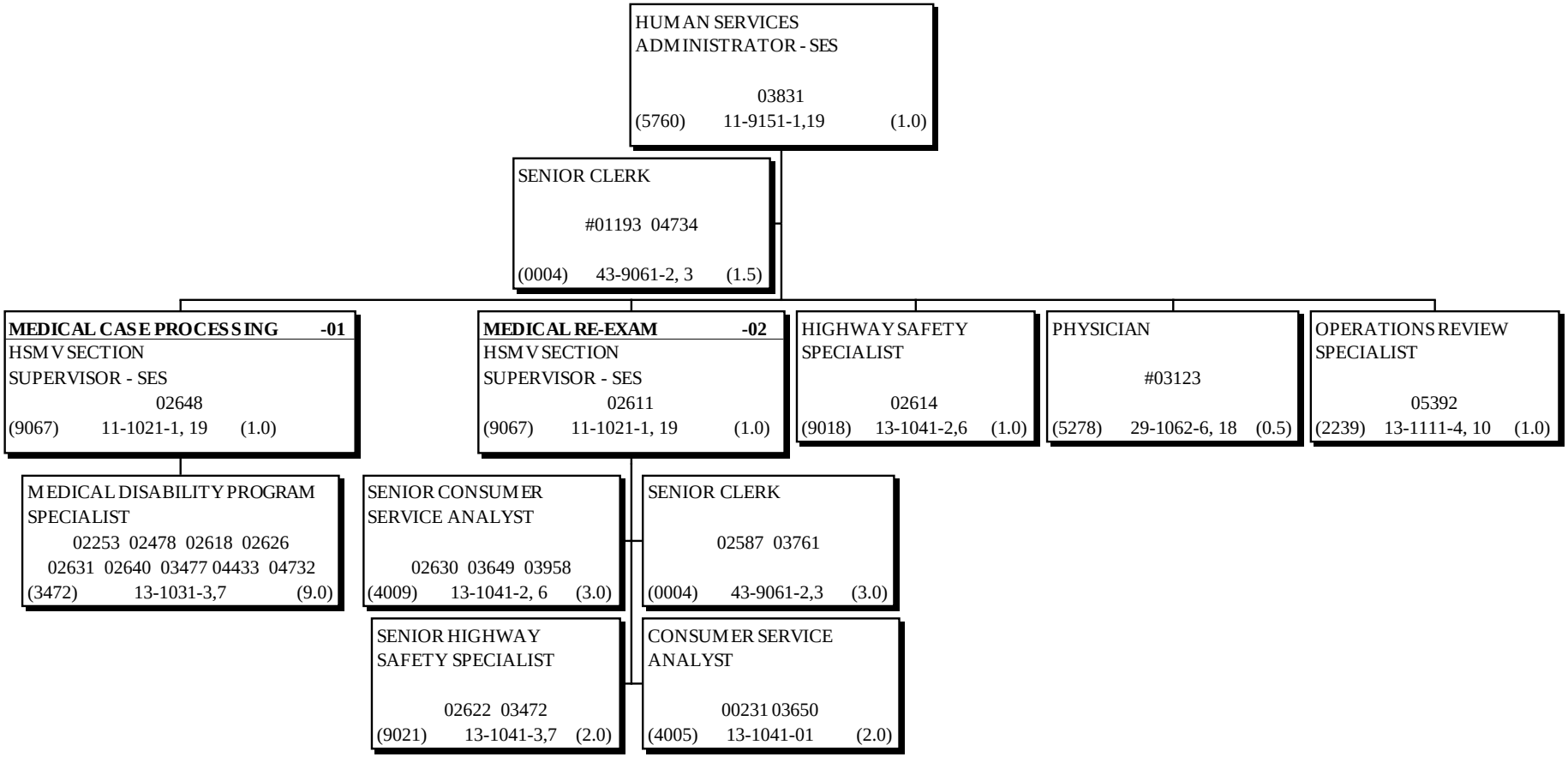
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTORIST COMPLIANCE
DRIVER RESPONSIBILITY SECTION

DATE: 08/01/12
SEQUENCE: 7621-01-03-01-01-01
OED: _____
NUMBER OF POSITIONS: 60
NUMBER OF FTE'S: 60.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF MOTORIST COMPLIANCE
DRIVER COMPLIANCE / MEDICAL SECTION

DATE: 03/01/12
SEQUENCE: 7621-01-03-01-02-04
OED: _____
NUMBER OF POSITIONS: 26
NUMBER OF FTE'S: 25.0



.50 FTE

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF RECORDS

DATE: 06/01/12
SEQUENCE: 7621-01-03-03
OED: _____
NUMBER OF POSITIONS: 15
NUMBER OF FTE'S: 15.0

CHIEF OF RECORDS - HSMV
02422
(7911) 11-1021-3, 21 (1.0)

GOVERNMENT OPERATIONS CONSULTANT II
02419
(2236) 13-1111-04, 10 (1.0)

GOVERNMENT OPERATIONS CONSULTANT I
02600
(2234) 13-1111-3,7 (1.0)

UTC AND CRASH PROGRAMS -01
HIGHWY SAFE & MOTOR VEHICLE PROG MGR-SES
Working Title: HSMV Program Manager-SES
02495
(9010) 11-1021-2, 20 (1.0)

SENIOR WORD PROCESSING SYSTEMS OPERATOR
02491
(0093) 43-9022-2, 3 (1.0)

OPERATIONS ANALYST II
02610
(2212) 13-1111-3, 7 (1.0)

CRASH RECORDS -01
OPERATIONS & MANAGEMENT CONSULTANT II - SES
01298
(2236) 13-1111-4, 10 RO

CODING -02
HSMV SECTION SUPERVISOR - SES
02492
(9067) 11-1021-1, 19 RO

PUBLIC RECORDS -02
HIGHWY SAFE & MOTOR VEHICLE PROG MGR-SES
Working Title: HSMV Program Manager-SES
03520
(9010) 11-1021-2, 20 (1.0)

PUBLIC RECORDS & SUBPOENAS -01
HSMV SECTION SUPERVISOR - SES
02490
(9067) 11-1021-1, 19 RO

RECORDS MGMT/ SCANNING -02
HSMV SECTION SUPERVISOR - SES
04024
(9067) 11-1021-1, 19 RO

DATA EXCHANGE -03
OPERATIONS & MANGEMENT CONSULTANT II-SES
02616
(2236) 13-1111-4, 10 (1.0)

SENIOR CONSUMER SERVICE ANALYST
02556
(4009) 13-1041-2, 6 (1.0)

CONSUMER SERVICE ANALYST
02455
(4005) 13-1041-01, 3 (1.0)

SENIOR HIGHWAY SAFETY SPECIALIST
02438 02533 02595
(9021) 13-1041-3, 7 (3.0)

OPERATIONS ANALYST I
03745
(2209) 13-1111-2, 6 (1.0)

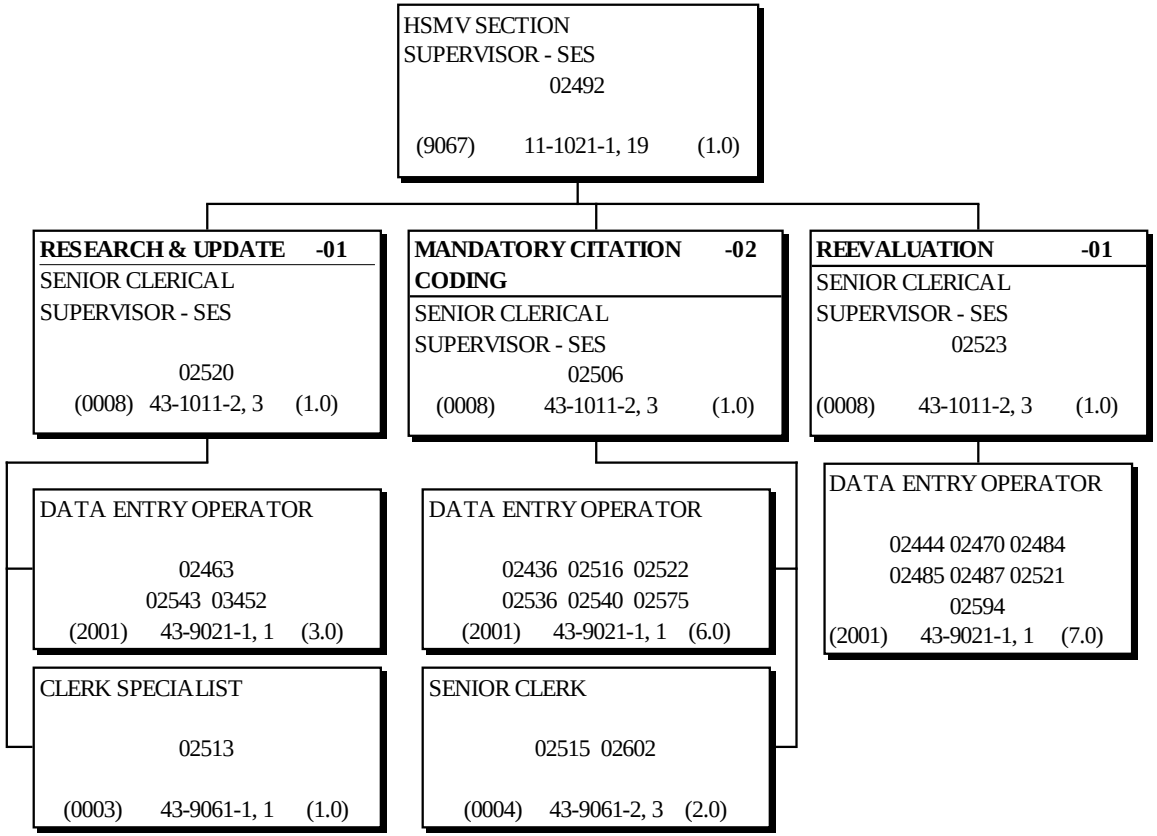
HIGHWAY SAFETY SPECIALIST
02488
(9018) 13-1041-2, 6 (1.0)

OPERATIONS REVIEW SPECIALIST
04266
(on loan to FDLE)
(2239) 13-1111-4,10 (1.0)

GOVERNMENT ANALYST I
02719
(2224) 33-9099-1, 7 (1.0)

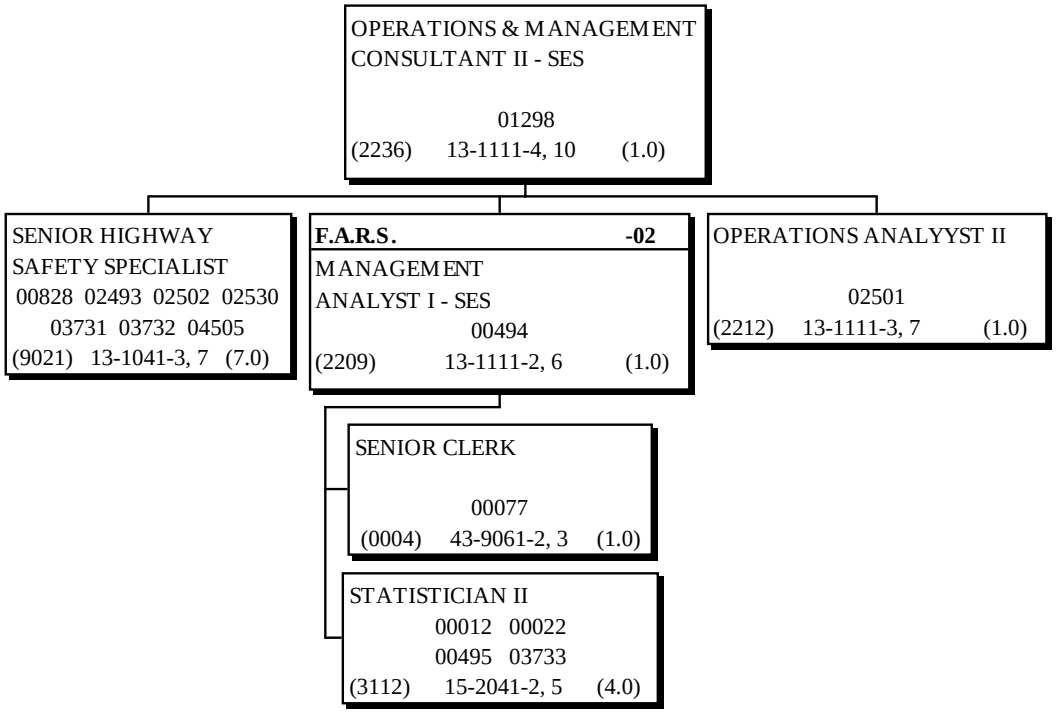
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF RECORDS
UTC AND CRASH PROGRAMS / CODING

DATE: 06/01/12
SEQUENCE: 7621-01-03-03-01-02
OED:_____
NUMBER OF POSITIONS: 23
NUMBER OF FTE'S: 23.0



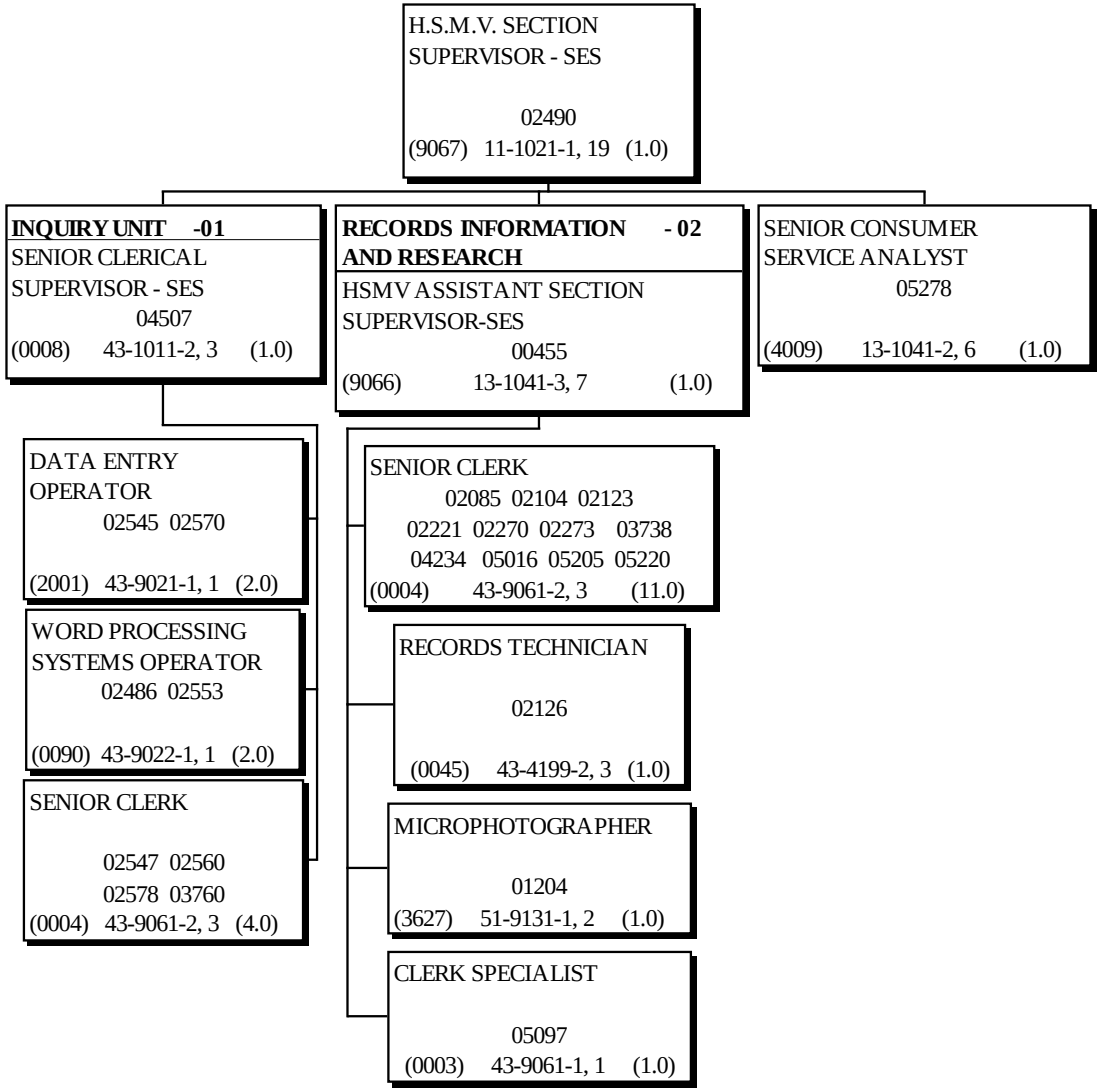
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF RECORDS
UTC AND CRASH PROGRAMS / CRASH RECORDS

DATE: 01/09/12
SEQUENCE: 7621-01-03-03-01-01
OED: _____
NUMBER OF POSITIONS: 15
NUMBER OF FTE'S: 15.0



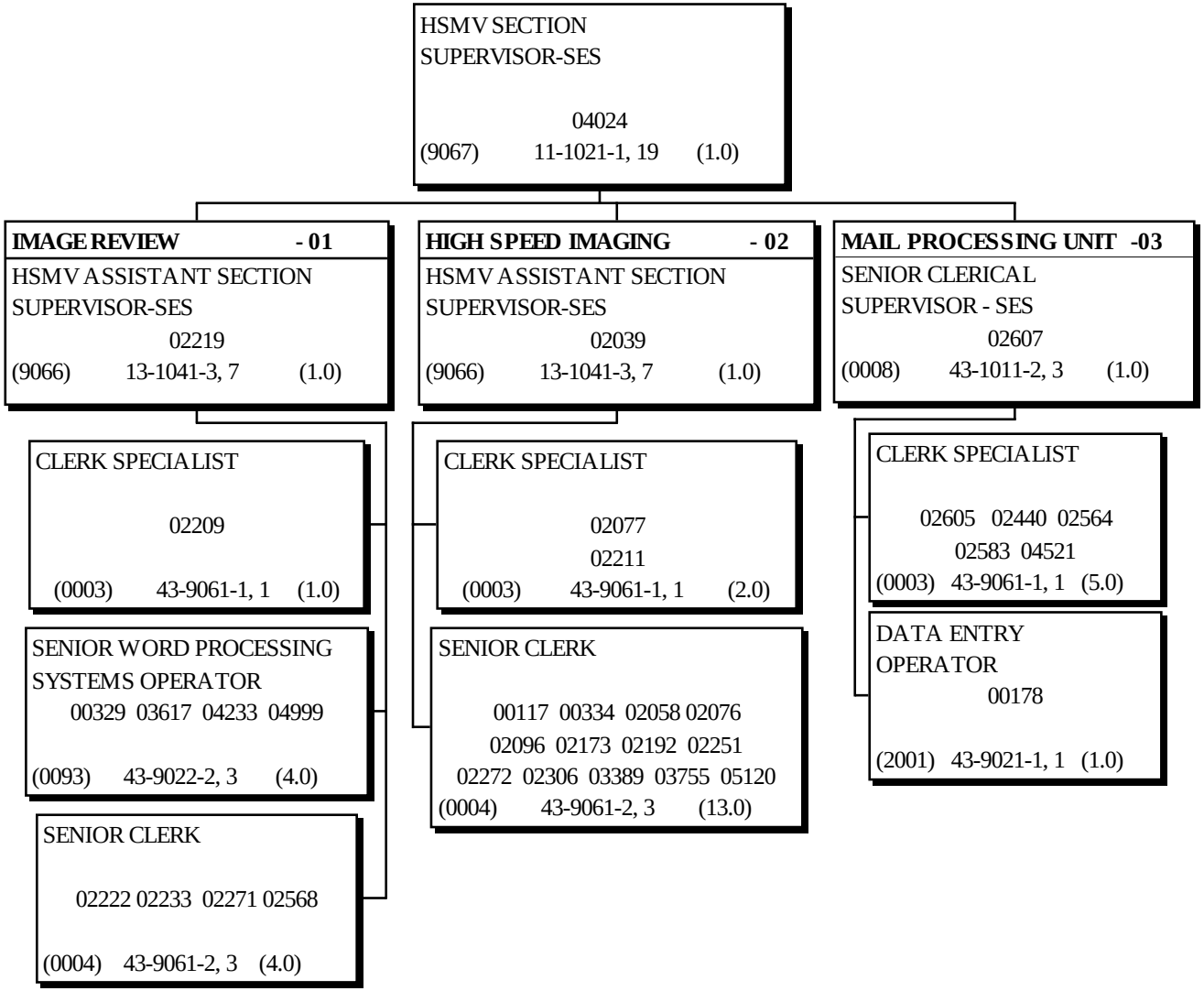
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF RECORDS
PUBLIC RECORDS / PUBLIC RECORDS & SUBPOENAS

DATE: 07/01/11
SEQUENCE: 7621-01-03-03-02-01
OED: _____
NUMBER OF POSITIONS: 26
NUMBER OF FTE'S: 26.0



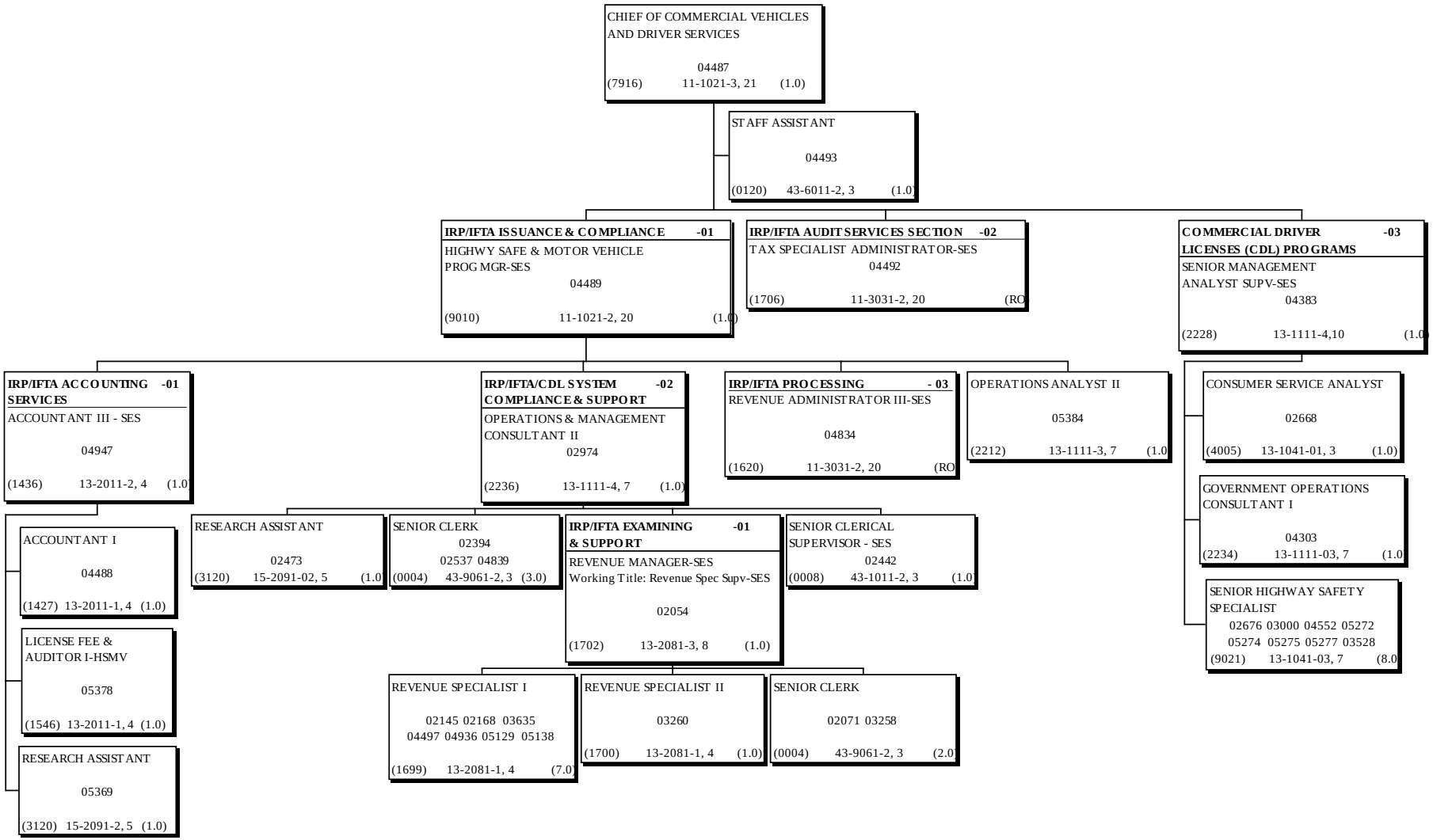
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF RECORDS
PUBLIC RECORDS / RECORDS MGMT / SCANNING

DATE: 06/01/12
SEQUENCE: 7621-01-03-03-02-02
OED:_____
NUMBER OF POSITIONS: 34
NUMBER OF FTE'S: 34.0



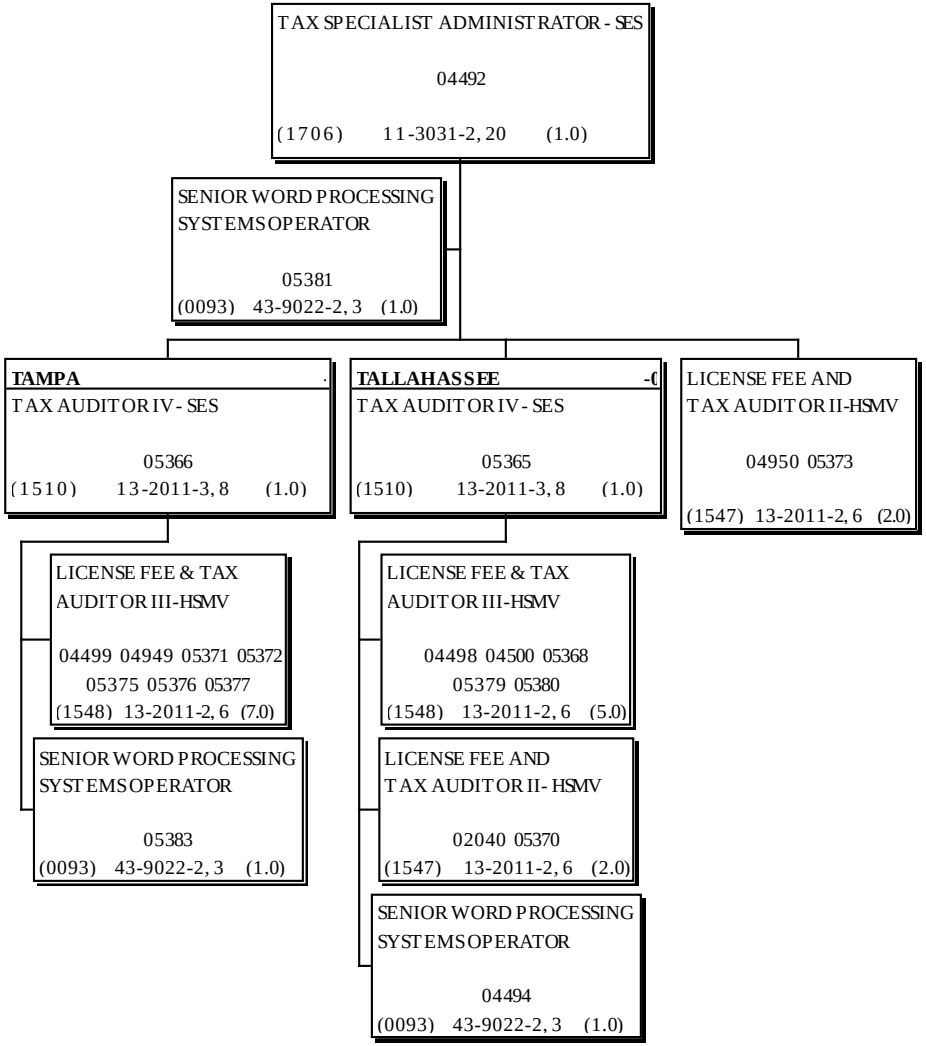
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF COMMERCIAL VEHICLES AND DRIVER SERVICES

DATE: 09/01/11
SEQUENCE: 7621-01-03-02
OED: _____
NUMBER OF POSITIONS: 36
NUMBER OF FTE'S: 36.0



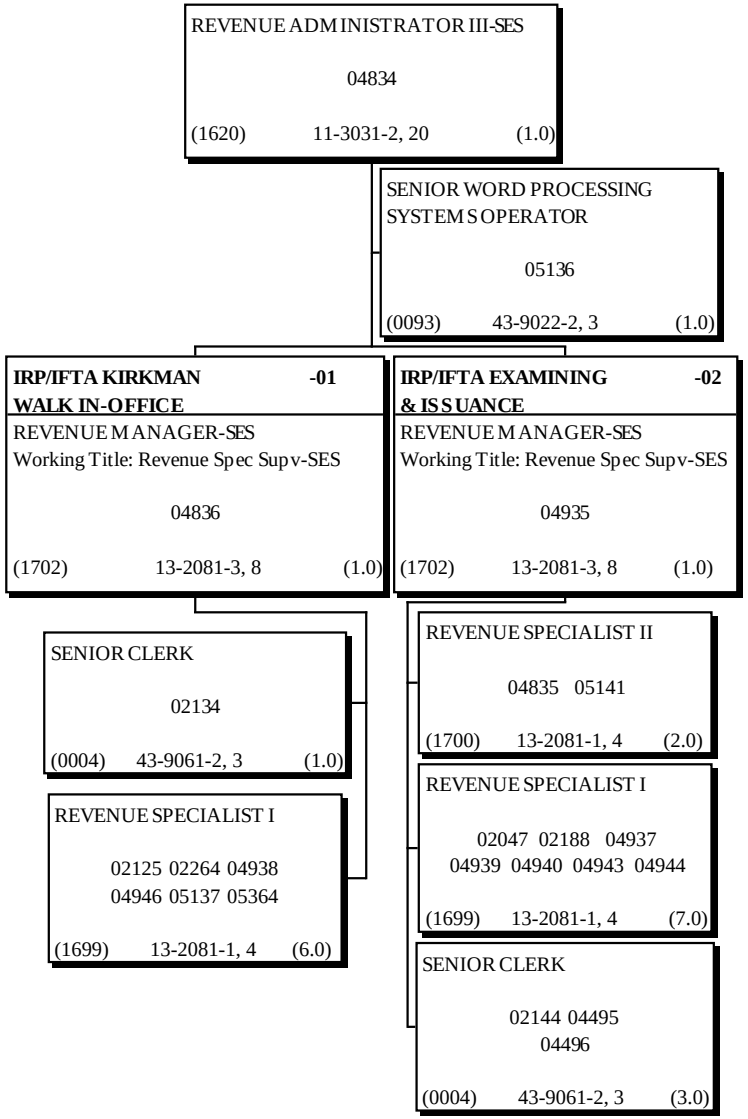
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF COMMERCIAL VEHICLE AND DRIVER SERVICES
IRP/IFTA AUDIT SERVICES

DATE: 01/19/11
SEQUENCE: 7621-01-03-02-02
OWP: _____
NUMBER OF POSITIONS: 22
NUMBER OF FTE'S: 22.0



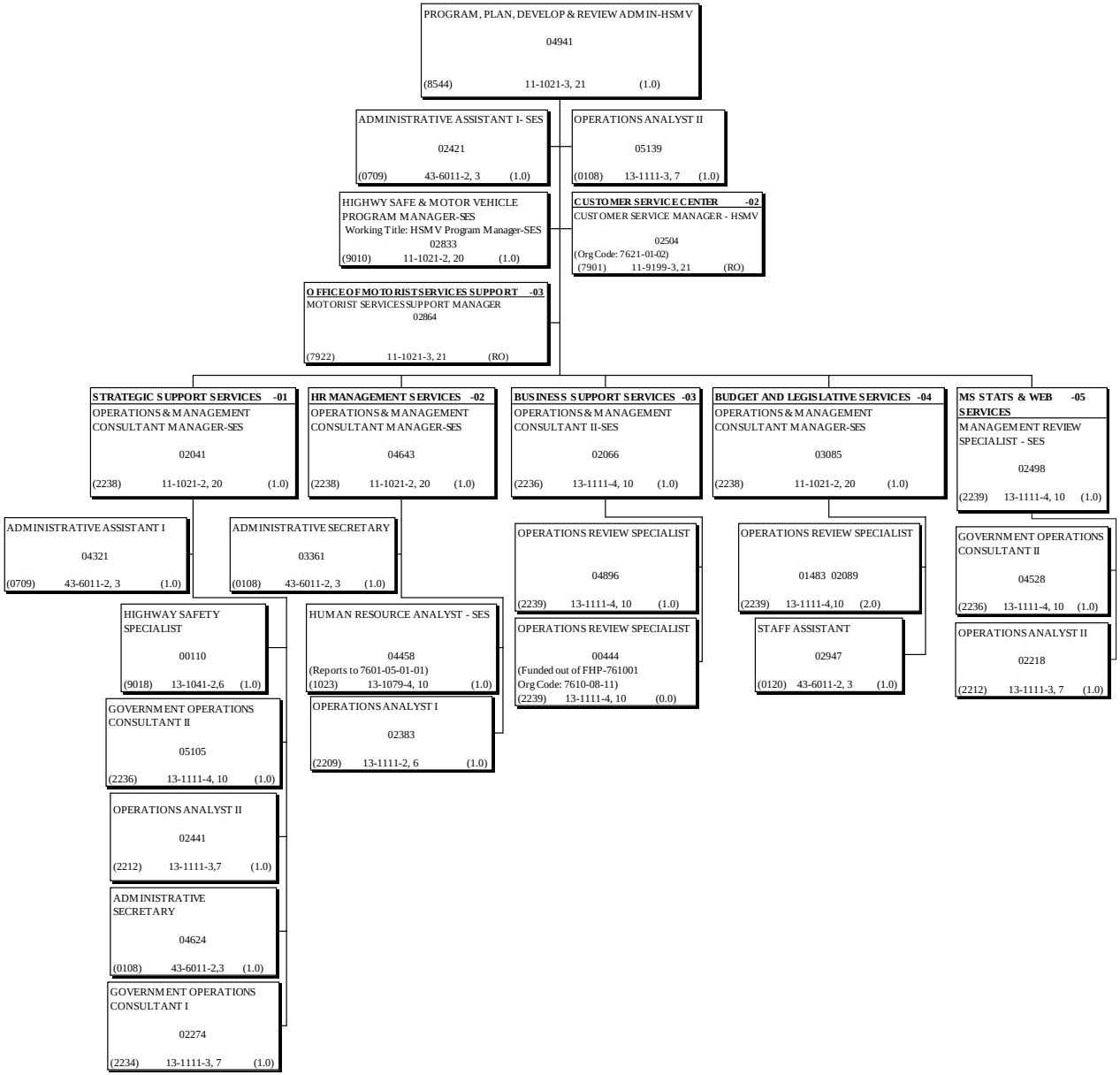
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF COMMERCIAL VEHICLES AND DRIVER SERVICES
IRP/IFTA PROCESSING

DATE: 09/01/11
SEQUENCE: 7621-01-03-02-01-03
OED:_____
NUMBER OF POSITIONS: 23
NUMBER OF FTE'S: 23.0



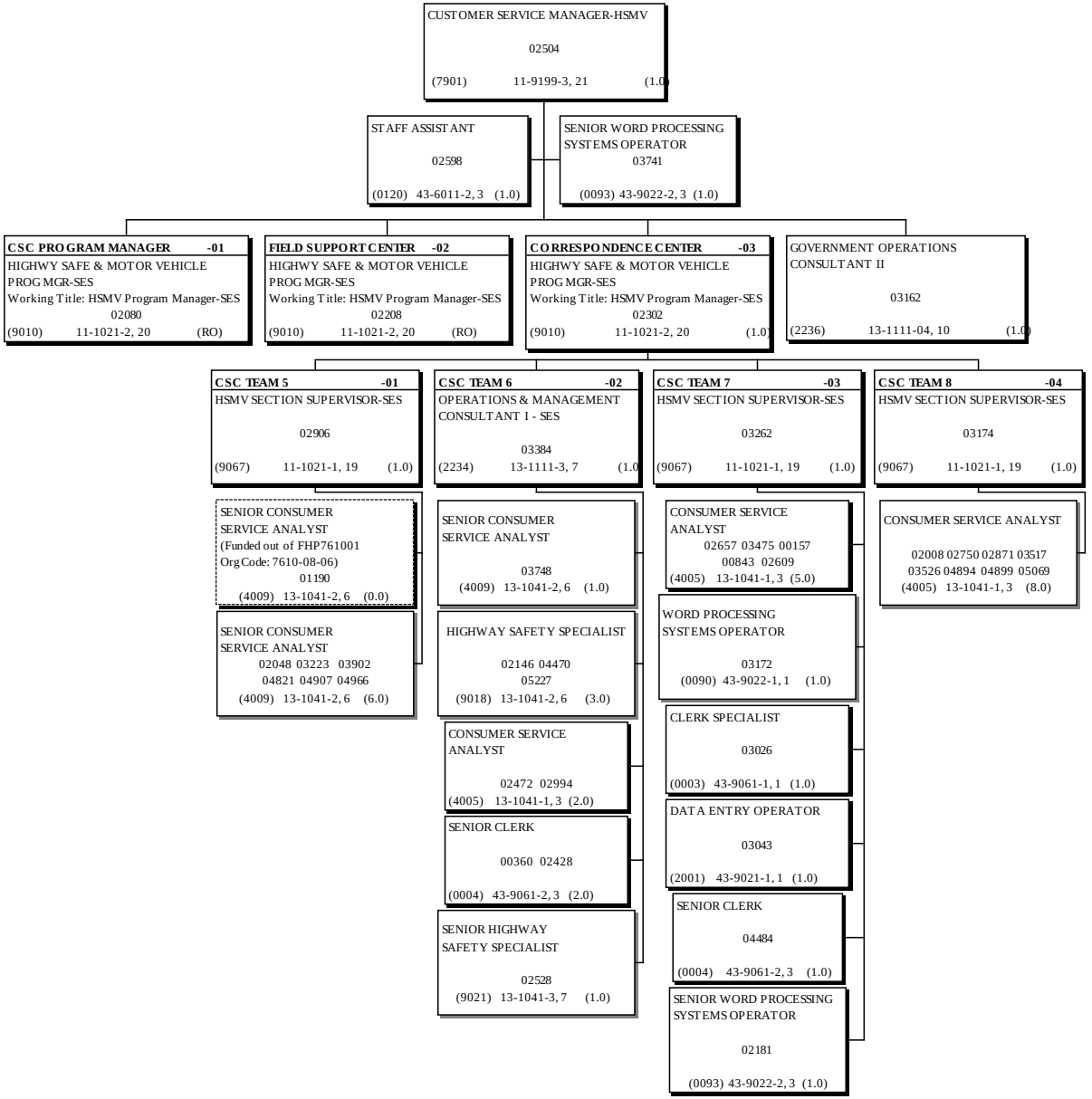
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
PROGRAM PLANNING & ADMINISTRATION OFFICE

DATE: 11/01/11
SEQUENCE: 7621-02
OED:_____
NUMBER OF POSITIONS: 24
NUMBER OF FTE'S: 24.0



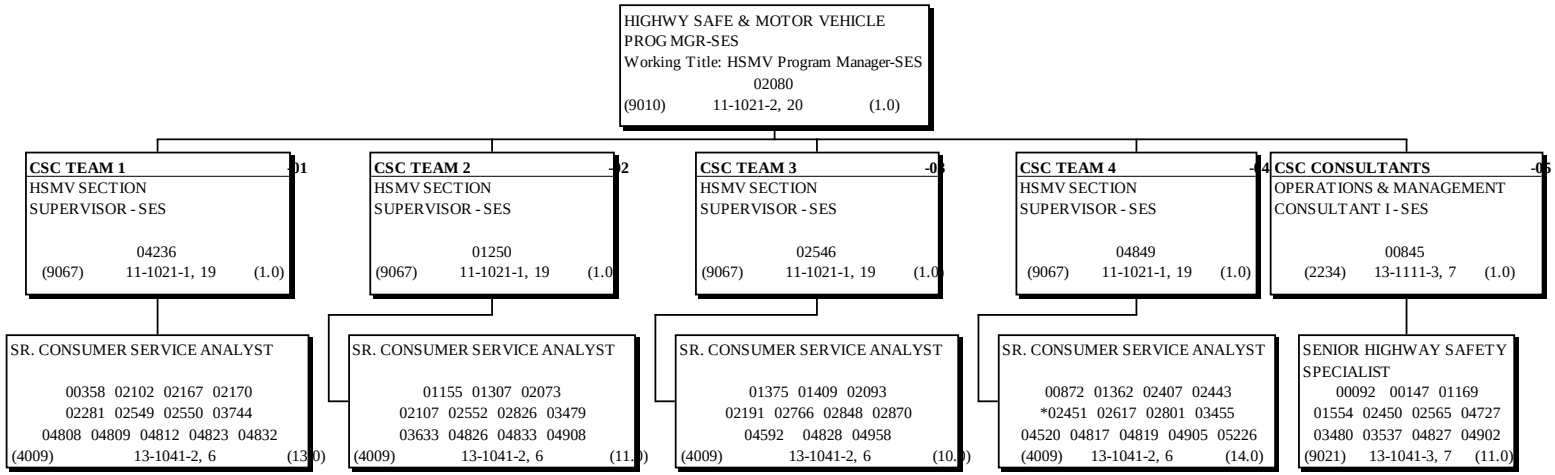
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
CUSTOMER SERVICE CENTER

DATE: 01/01/12
SEQUENCE: 7621-01-02
OED:_____
NUMBER OF POSITIONS: 42
NUMBER OF FTE'S: 42.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
CUSTOMER SERVICE CENTER / PROGRAM MANAGER

DATE: 01/01/12
SEQUENCE: 7621-01-02-01
OWP:_____
NUMBER OF POSITIONS: 64
NUMBER OF FTE'S: 64.0



* Shared Position

CSC PROGRAM MANGER

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
CUSTOMER SERVICE CENTER / FIELD SUPPORT CENTER

DATE: 03/01/12
SEQUENCE: 7621-01-02-02
OED:_____
NUMBER OF POSITIONS: 63
NUMBER OF FTE'S: 63.0

HIGHWY SAFE & MOTOR VEHICLE
PROG MGR-SES
Working Title: HSMV Program Manager-SES
02208
(9010) 11-1021-2, 20 (1.0)

DRIVER APPOINTMENT CENTER -01
MANAGEMENT
REVIEW SPECIALIST - SES
02454
(2239) 13-1111-4, 10 (1.0)

QUALITY REVIEW AND IMPROVEMENT -02
OPERATIONS & MANAGEMENT
CONSULTANT I- SES
04906
(2234) 13-1111-3, 7 (1.0)

FIELD SUPPORT TEAM I -03
OPERATIONS & MANAGEMENT
CONSULTANT II - SES
02778
(2236) 13-1111-4, 10 (1.0)

FIELD SUPPORT TEAM 2 -04
OPERATIONS & MANAGEMENT
CONSULTANT I - SES
04491
(2234) 13-1111-3, 7 (1.0)

DRIVER APPOINTMENT CENTER/SECTION 1 -01
HSMV ASSISTANT SECTION
SUPERVISOR-SES
05285
(9066) 13-1041-3, 7 (1.0)

DRIVER APPOINTMENT CENTER/SECTION 2 -02
HSMV ASSISTANT SECTION
SUPERVISOR-SES
02786
(9066) 13-1041-3, 7 (1.0)

DRIVER APPOINTMENT CENTER/SECTION 3 -03
HSMV ASSISTANT SECTION
SUPERVISOR-SES
04311
(9066) 13-1041-3, 7 (1.0)

DRIVER APPOINTMENT CENTER/SECTION 4 -04
HSMV ASSISTANT SECTION
SUPERVISOR-SES
02164
(9066) 13-1041-3, 7 (1.0)

OPERATIONS ANALYST II
02461 03942 04584
04807 04810
(2212) 13-1111-3, 7 (5.0)

SENIOR HIGHWAY SAFETY SPECIALIST
(Working Title: Senior Analyst Trainer)
02176 02458 03957 04414
(9021) 13-1041-3, 7 (4.0)

SENIOR HIGHWAY SAFETY SPECIALIST
00731 00772 02152 02165 02189
02212 03448 04529 04814 04824
(9021) 13-1041-3, 7 (10.0)

SENIOR HIGHWAY SAFETY SPECIALIST
01290 01613 02097 02099
02128 02581 04815 05225
(9021) 13-1041-3, 7 (8.0)

SENIOR CLERK
00598 02584* 02790
03009 4560
(0004) 43-9061-2, 3 (5.0)

CONSUMER SERVICE ANALYST
02751 02817 02857 03506
(4005) 13-1041-1, 3 (4.0)

SENIOR CLERK
00903 01148 01975 01996 02803
04279* 04280 04561 04577 04600
(0004) 43-9061-2, 3 (10.0)

SENIOR CLERK
00870 02760 02828 03209
04125 04278 04318*
(0004) 43-9061-2, 3 (7.0)

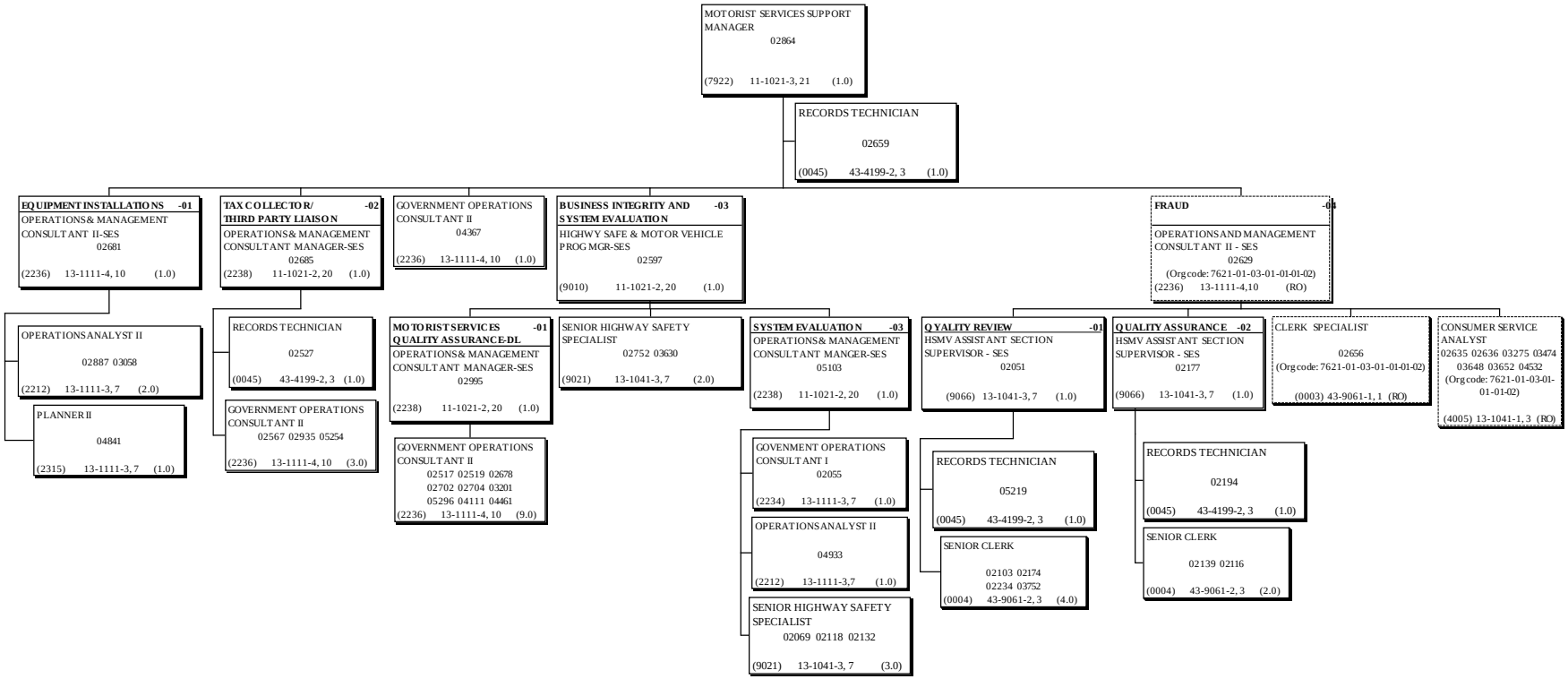
SENIOR CONSUMER SERVICE ANALYST
02163
(4009) 13-1041-2, 6 (1.0)

*- Shared Position

CSC FIELD SUPPORT CENTER

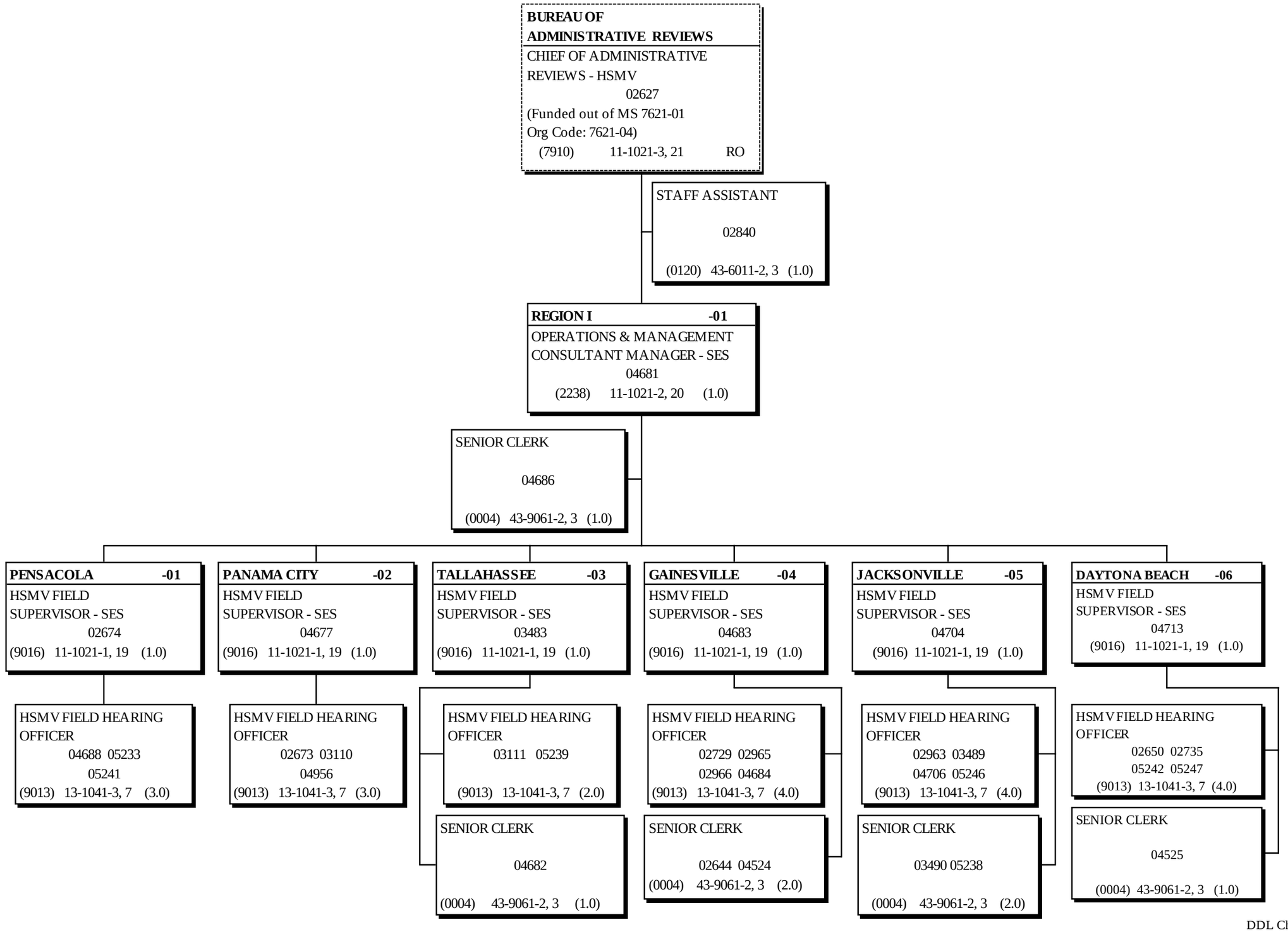
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
OFFICE OF MOTORIST SERVICES SUPPORT

DATE: 04/12/12
SEQUENCE: 7621-03
OED: _____
NUMBER OF POSITIONS: 41
NUMBER OF FTE: 41.0



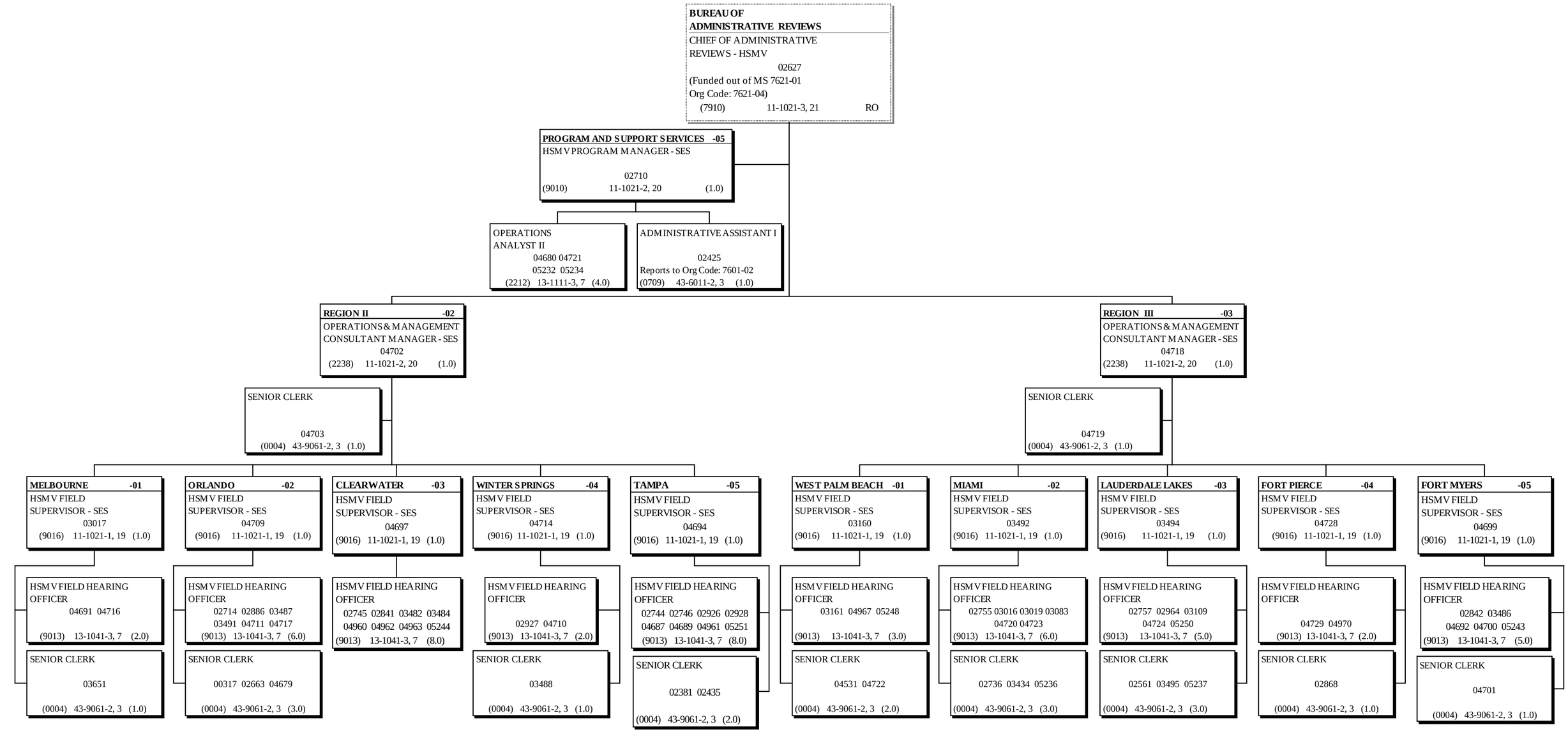
DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF ADMINISTRATIVE REVIEWS

DATE: 06/18/2012
SEQUENCE: 7621-04
OED:_____
NUMBER OF POSITIONS: 35
NUMBER OF FTE'S: 35.0



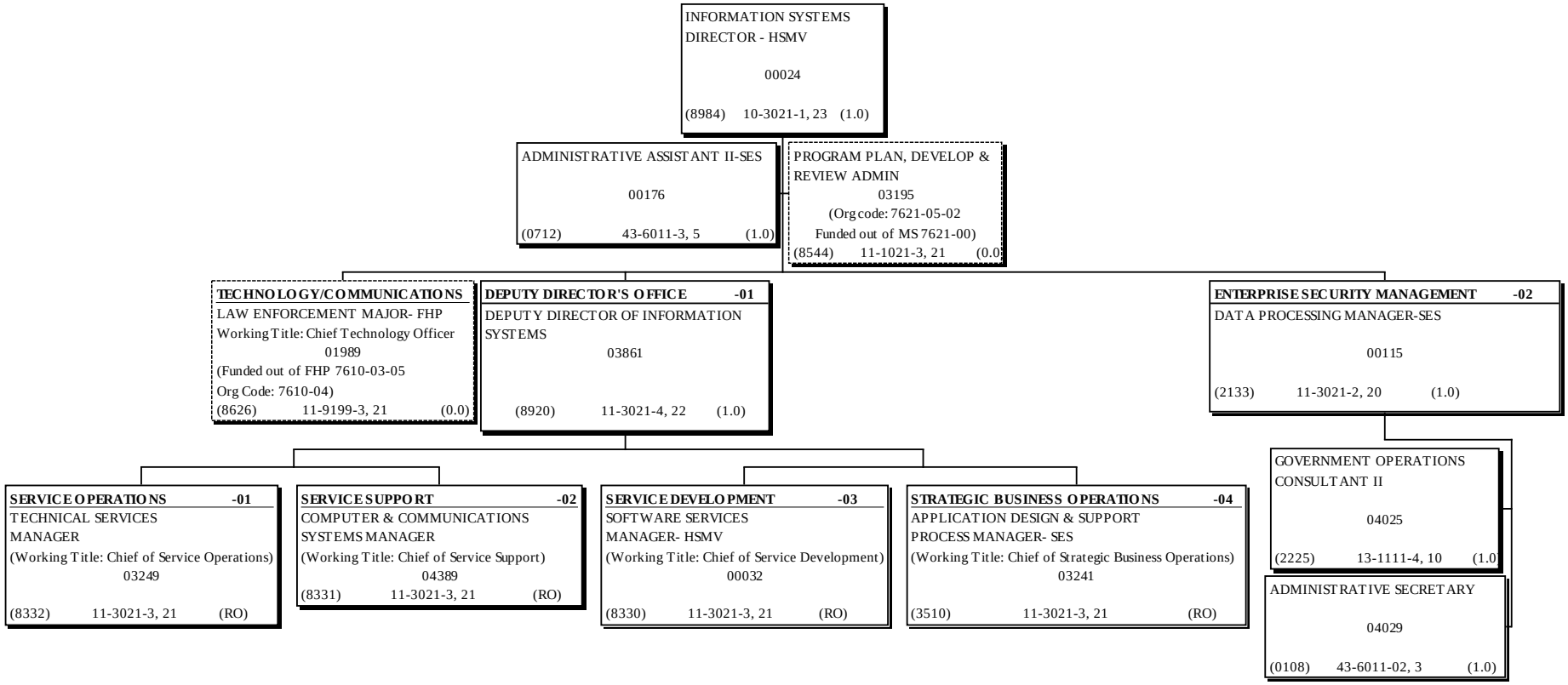
DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
BUREAU OF ADMINISTRATIVE REVIEWS

DATE: 06/18/12
SEQUENCE: 7621-04
OED:_____
NUMBER OF POSITIONS: 85
NUMBER OF FTE'S: 85.0



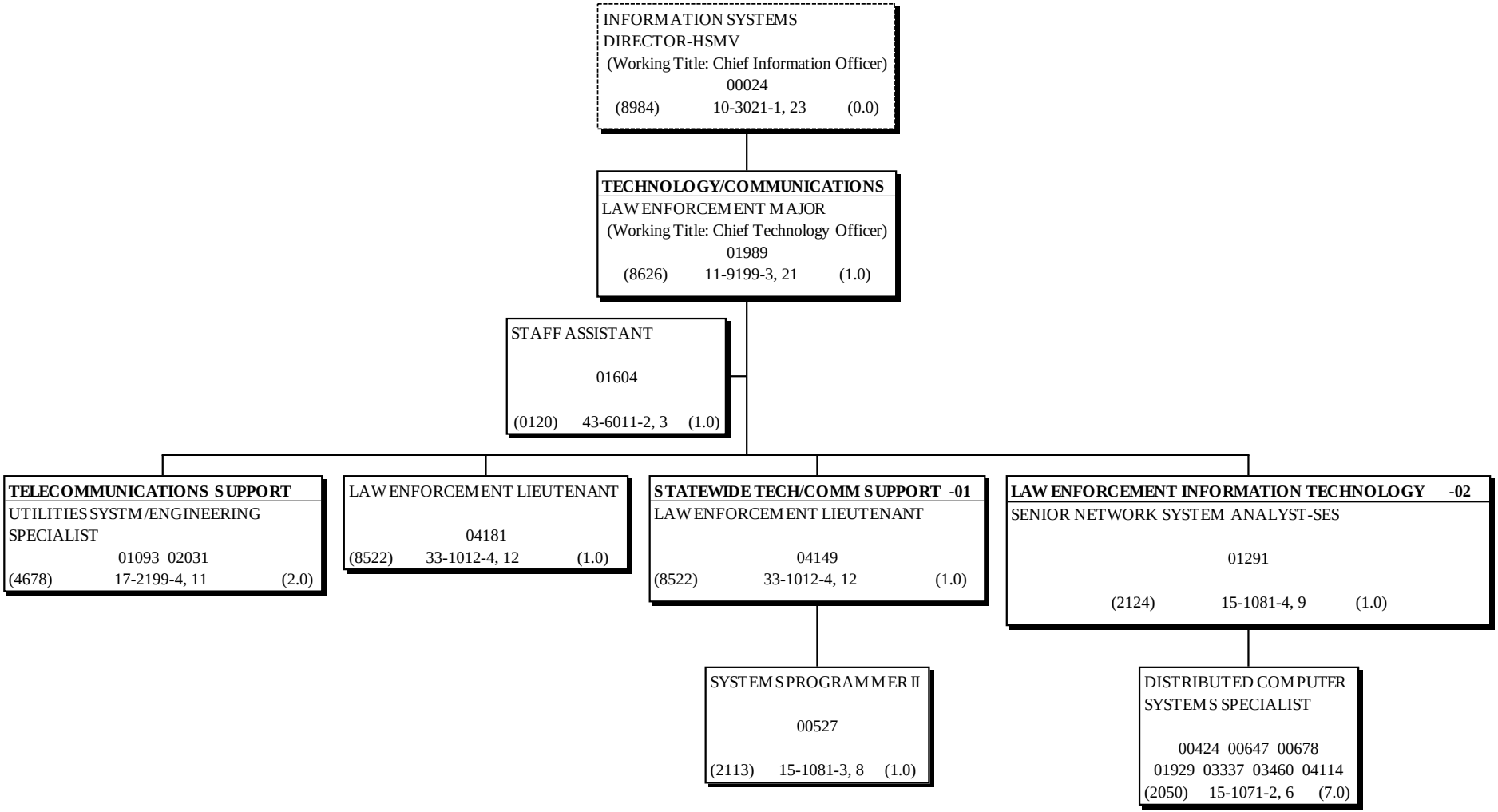
DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES
INFORMATION SYSTEMS ADMINISTRATION

DATE: 06/01/12
SEQUENCE: 7640-01
OED: _____
NUMBER OF POSITIONS: 6
NUMBER OF FTE'S: 6.0



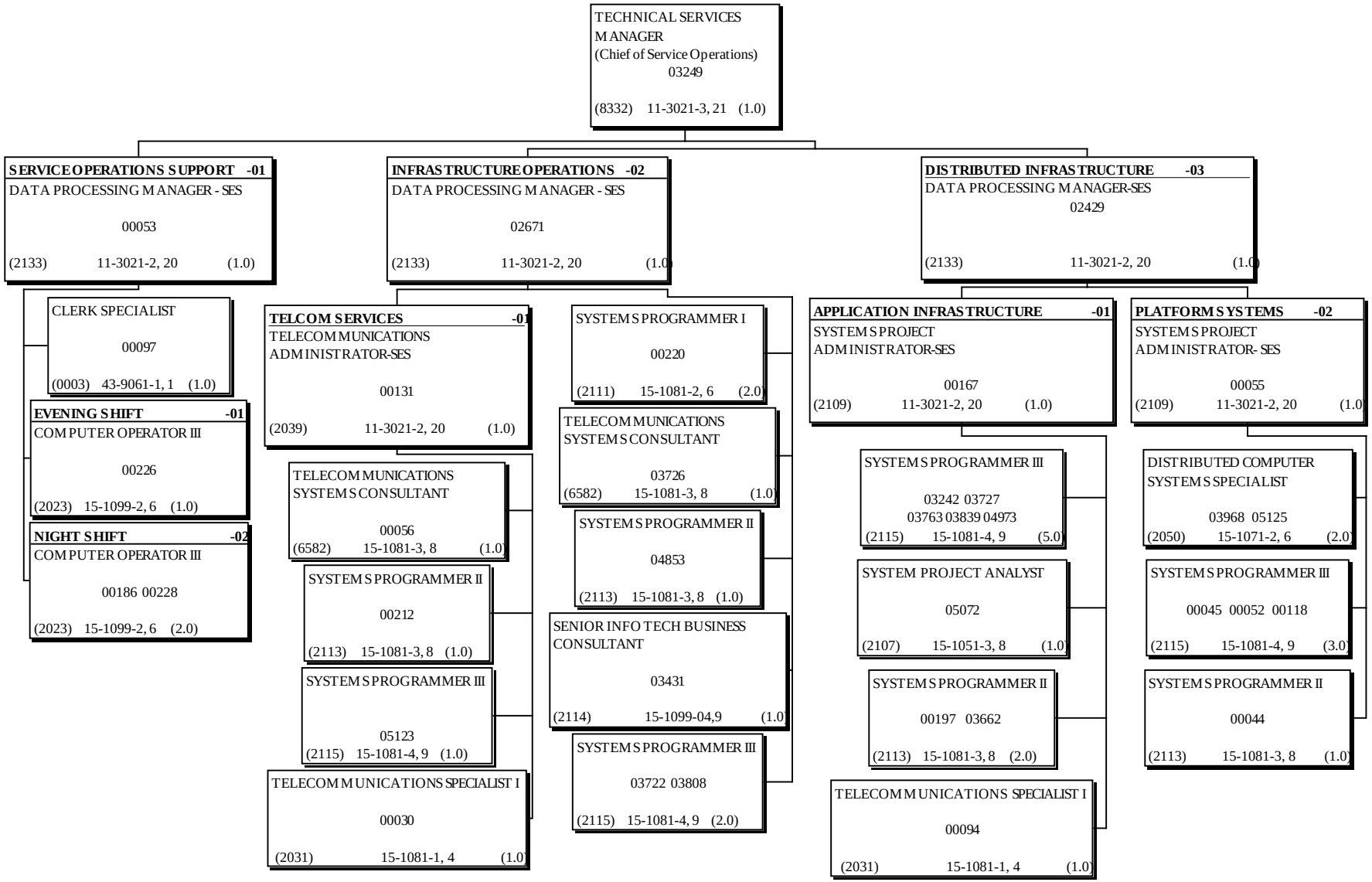
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF FLORIDA HIGHWAY PATROL
TECHNOLOGY/COMMUNICATIONS

DATE: 04/01/12
SEQUENCE: 7610-03-05
OED:_____
NUMBER OF POSITIONS: 15
NUMBER OF FTE'S: 15.0



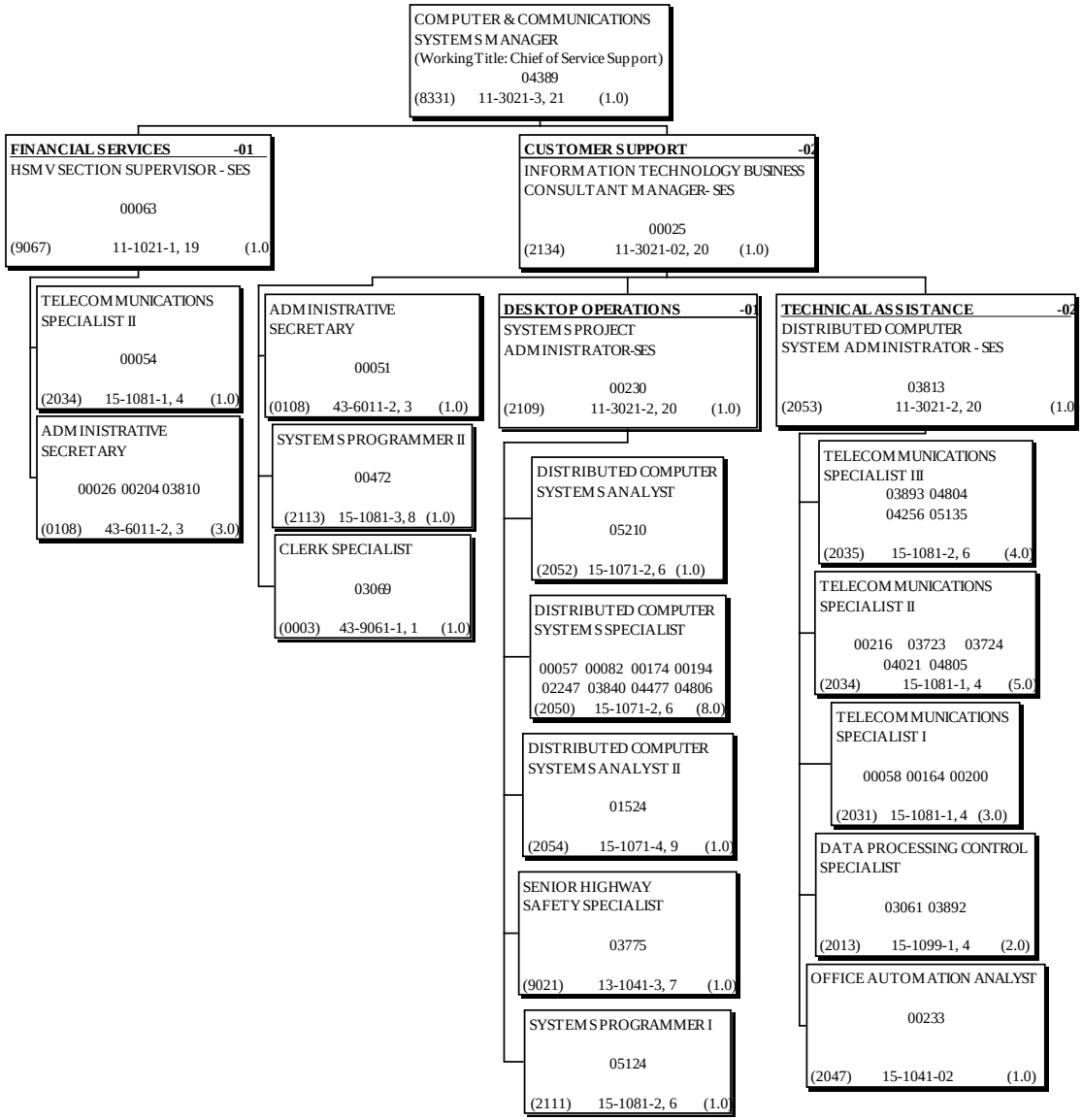
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
INFORMATION SYSTEMS ADMINISTRATION
SERVICE OPERATIONS

DATE: 04/06/2012
SEQUENCE: 7640-01-01-01
OED:
NUMBER OF POSITIONS: 36
NUMBER OF FTE'S: 36.0



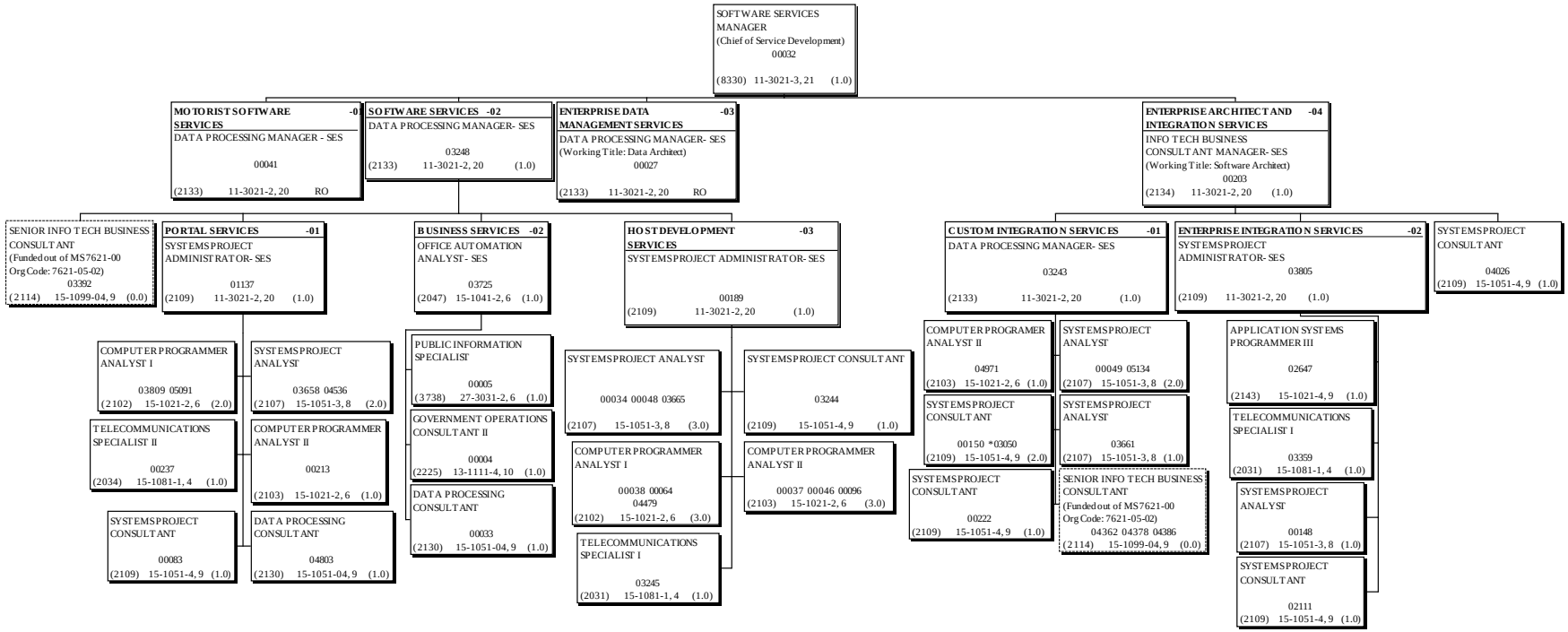
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
INFORMATION SYSTEMS ADMINISTRATION
SERVICE SUPPORT

DATE: 05/18/12
SEQUENCE: 7640-01-01-02
OED: _____
NUMBER OF POSITIONS: 39
NUMBER OF FTE'S: 39.0



DEPARTMENT OF HIGHWAY
AND MOTOR VEHICLES
INFORMATION SYSTEMS ADMINISTRATION
SERVICE DEVELOPMENT

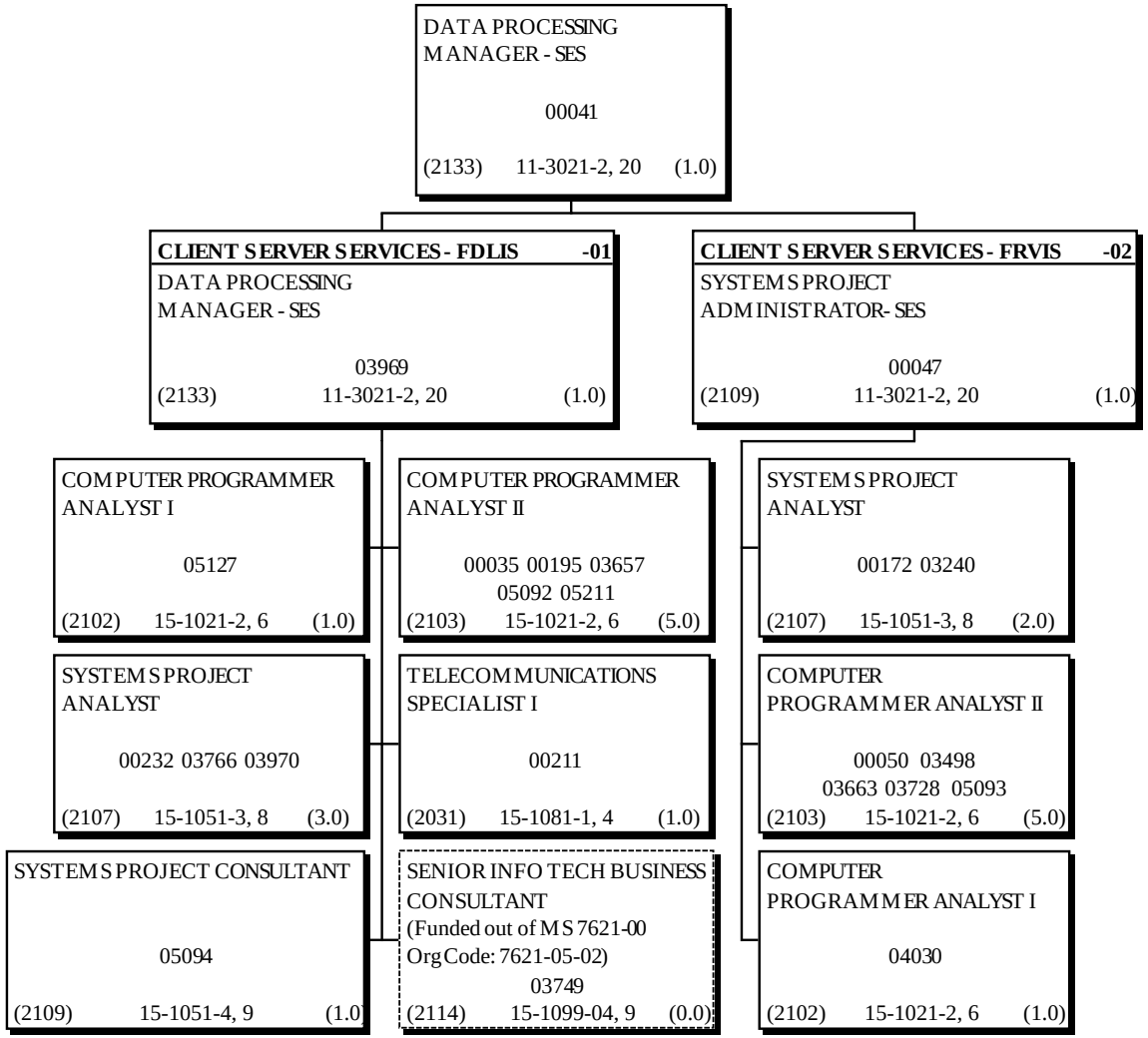
DATE: 06/30/12
SEQUENCE: 7640-01-01-03
OED: _____
NUMBER OF POSITIONS: 42
NUMBER OF FTE'S: 42.0



* SHARED POSITION

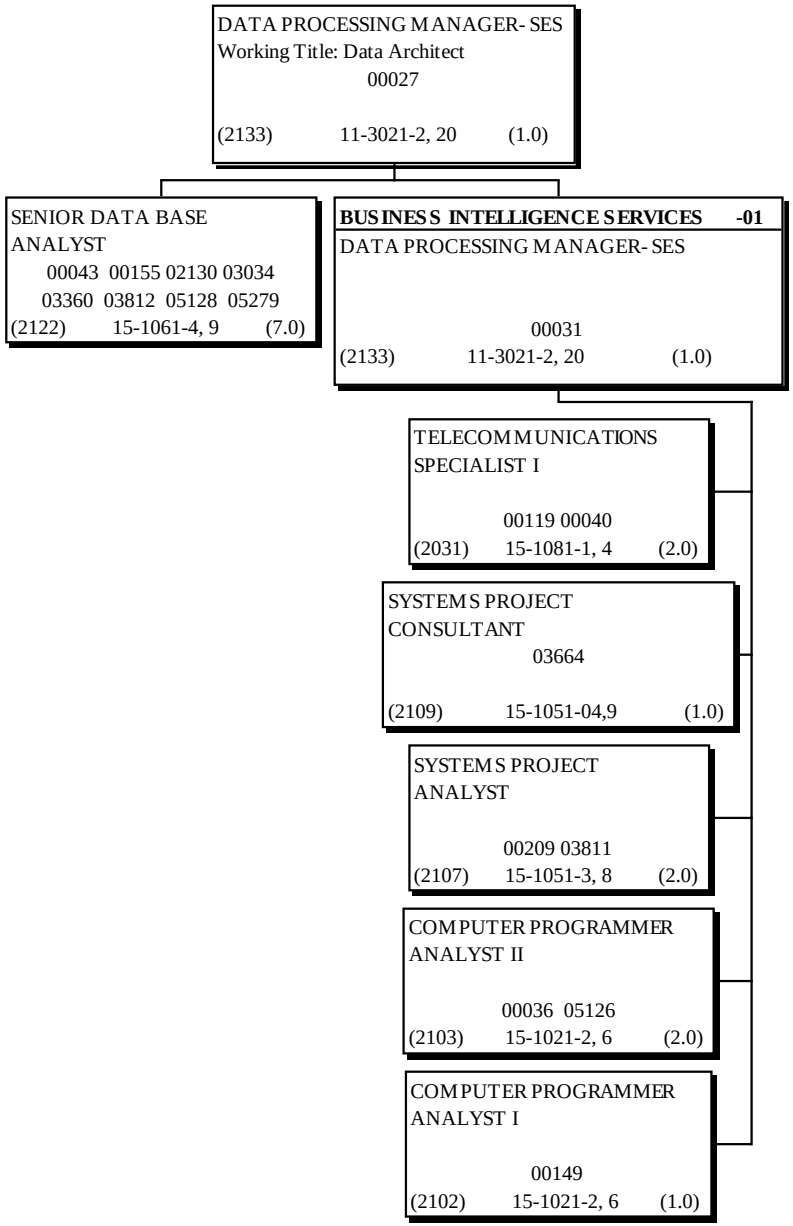
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
INFORMATION SYSTEMS ADMINISTRATION
SERVICE DEVELOPMENT
MOTORIST SOFTWARE SERVICES

DATE: 006/15/12
SEQUENCE: 7640-01-01-03-01
OED:_____
NUMBER OF POSITIONS: 22
NUMBER OF FTE'S: 22.0



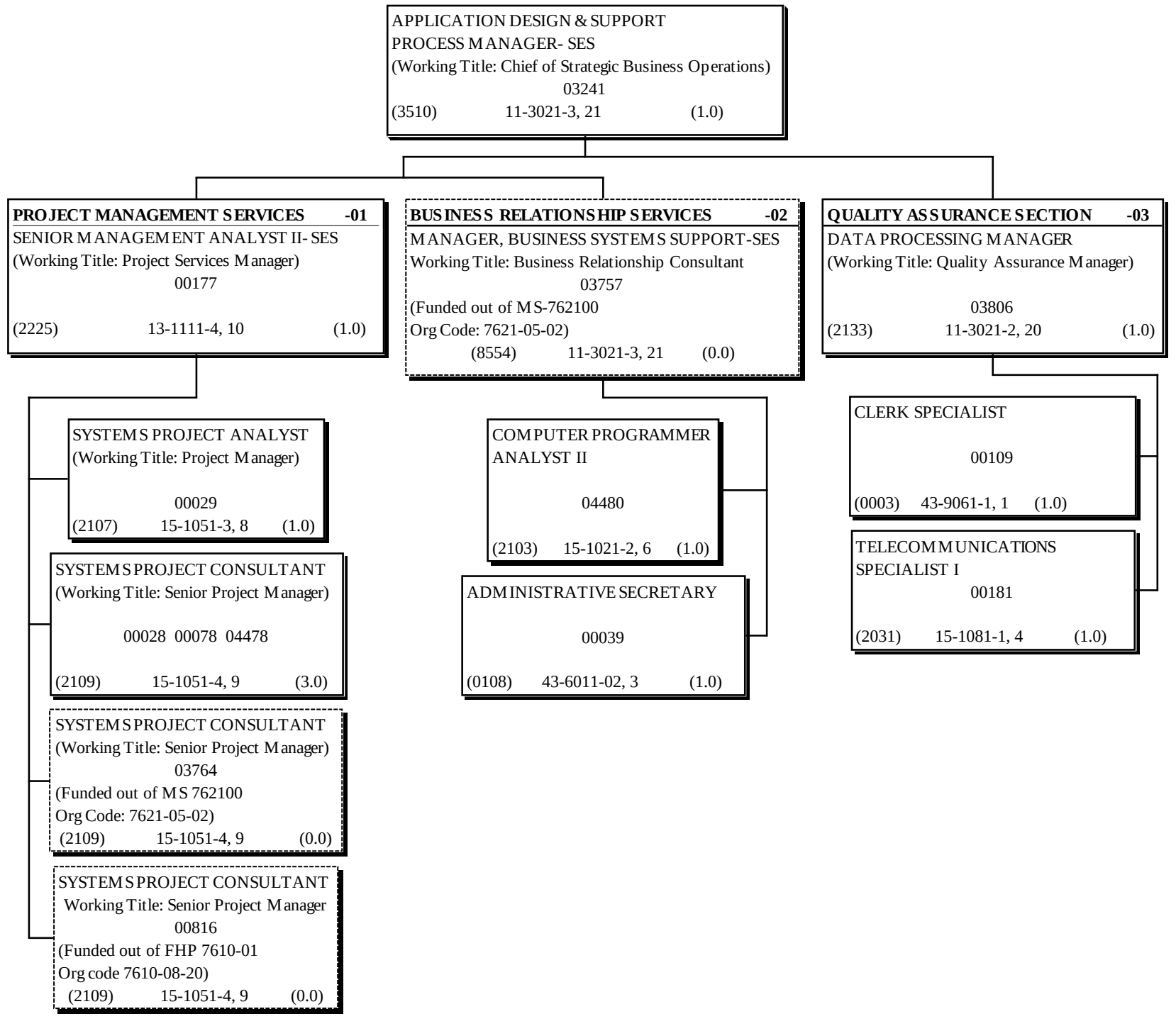
DEPARTMENT OF HIGHWAY AND MOTOR VEHICLES
INFORMATION SYSTEMS ADMINISTRATION
SERVICE DEVELOPMENT
ENTERPRISE DATA MANAGEMENT SERVICES

DATE: 11/07//11
SEQUENCE: 7640-01-01-03-03
OED: _____
NUMBER OF POSITIONS: 26
NUMBER OF FTE: 26.0



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
INFORMATION SYSTEMS ADMINISTRATION
STRATEGIC BUSINESS OPERATIONS

DATE: 06/01/12
SEQUENCE: 7640-01-01-04
OED:
NUMBER OF POSITIONS: 11
NUMBER OF FTE'S: 11.0



HIGHWAY SAFETY AND MOTOR VEHICLES, DEPARTMENT OF

FISCAL YEAR 2011-12

SECTION I: BUDGET	OPERATING	FIXED CAPITAL OUTLAY
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT	409,605,757	498,000
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)	-10,599,800	0
FINAL BUDGET FOR AGENCY	399,005,957	498,000

SECTION II: ACTIVITIES * MEASURES	Number of Units	*(1) Unit Cost*	*(2) Expenditures (Allocated)*	*(3) FCO*
Executive Direction, Administrative Support and Information Technology (2)				498,000
Enforcement Of Traffic Laws * Law enforcement officer duty hours spent on preventive patrol.	860,723	215.36	185,367,051	
Provide Aerial Traffic Enforcement * Number of duty hours spent on aerial traffic enforcement.	1,709	680.27	1,162,587	
Conduct Traffic Homicide Investigations * Number of hours spent on traffic homicide investigations.	154,098	85.05	13,105,427	
Provide Academy Training * Number of students successfully completing training courses.	503	6,242.26	3,139,859	
Conduct Criminal And Administrative Investigations * Number of hours spent on investigations.	46,617	116.26	5,419,611	
Number Of Commercial Motor Vehicle Inspections Performed * Number of commercial motor vehicle inspections.	108,772	284.29	30,923,154	
Issuance Of Automobile Dealer Licenses * Number of automobile dealers licensed.	13,619	310.43	4,227,778	
Enforce Title And Registration Laws * Number of rebuilt salvaged motor vehicles inspected for vehicle identification numbers and odometer readings.	50,333	98.80	4,972,838	
Issue Driver License And Identification Cards * Number of driver licenses and identification cards issued.	5,278,758	11.62	61,352,721	
Maintain Records * Number of records maintained.	21,171,965	0.36	7,680,856	
Provide Program Customer Service * Response to number of telephone inquiries.	830,067	11.02	9,147,601	
Administer Motorist Insurance Laws * Number of insured motorists.	11,114,355	0.14	1,589,759	
Oversee Driver Improvement Activities * Number of problem drivers identified.	1,950,842	1.76	3,433,513	
Conduct Administrative Reviews * Number of administrative reviews and hardship and miscellaneous hearings completed.	54,039	135.58	7,326,359	
Conduct Driver, Driving Under The Influence And Motorcycle Education Activities * Number of graduates.	428,627	3.53	1,512,770	
Monitor Mobile Home Inspections * Number of mobile homes inspected.	5,008	309.97	1,552,307	
Register And Audit Commercial Carriers * Number of International Fuel Use Tax returns processed.	48,698	82.04	3,995,391	
Issuance Of Vehicle And Mobile Home Titles And Registrations * Number of motor vehicle and mobile home titles and registrations issued.	24,075,290	0.65	15,547,622	
Issuance Of Vessel Title And Registrations * Number of vessel titles and registrations issued.	1,002,182	0.77	773,221	
TOTAL			362,230,425	498,000

SECTION III: RECONCILIATION TO BUDGET		
PASS THROUGHS		
TRANSFER - STATE AGENCIES		
AID TO LOCAL GOVERNMENTS		
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS		
OTHER	5,708,227	
REVERSIONS	31,067,345	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)	399,005,997	498,000

SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

(1) Some activity unit costs may be overstated due to the allocation of double budgeted items.

(2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.

(3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.

(4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

ACTIVITY ISSUE CODES SELECTED:

TRANSFER-STATE AGENCIES ACTIVITY ISSUE CODES SELECTED:

1-8:

AID TO LOCAL GOVERNMENTS ACTIVITY ISSUE CODES SELECTED:

1-8:

THE FOLLOWING STATEWIDE ACTIVITIES (ACT0010 THROUGH ACT0490) HAVE AN OUTPUT STANDARD (RECORD TYPE 5) AND SHOULD NOT:

*** NO ACTIVITIES FOUND ***

THE FCO ACTIVITY (ACT0210) CONTAINS EXPENDITURES IN AN OPERATING CATEGORY AND SHOULD NOT:
(NOTE: THIS ACTIVITY IS ROLLED INTO EXECUTIVE DIRECTION, ADMINISTRATIVE SUPPORT AND INFORMATION TECHNOLOGY)

*** NO OPERATING CATEGORIES FOUND ***

THE FOLLOWING ACTIVITIES DO NOT HAVE AN OUTPUT STANDARD (RECORD TYPE 5) AND ARE REPORTED AS 'OTHER' IN SECTION III: (NOTE: 'OTHER' ACTIVITIES ARE NOT 'TRANSFER-STATE AGENCY' ACTIVITIES OR 'AID TO LOCAL GOVERNMENTS' ACTIVITIES. ALL ACTIVITIES WITH AN OUTPUT STANDARD (RECORD TYPE 5) SHOULD BE REPORTED IN SECTION II.)

BE	PC	CODE	TITLE	EXPENDITURES	FCO
76100400	1602000000	ACT1041	EXECUTIVE DIRECTION AND SUPPORT	2,225,583	
76210100	1205000000	ACT2591	EXECUTIVE DIRECTION AND SUPPORT	3,482,644	

TOTALS FROM SECTION I AND SECTIONS II + III:

DEPARTMENT: 76	EXPENDITURES	FCO
FINAL BUDGET FOR AGENCY (SECTION I):	399,005,957	498,000
TOTAL BUDGET FOR AGENCY (SECTION III):	399,005,997	498,000
DIFFERENCE:	40-	
(MAY NOT EQUAL DUE TO ROUNDING)		

SCHEDULE XII: OUTSOURCING OR PRIVATIZATION OF A SERVICE OR ACTIVITY BUSINESS CASE

Schedule XII Cover Sheet and Agency Project Approval	
Agency: Highway Safety and Motor Vehicles	**Schedule XII Submission Date:**
Project Name:	**Is this project included in the Agency's LRPP?** **____ Yes ____ No**
FY 2013-2014 LBR Issue Code:	**FY 2013-2014 LBR Issue Title:**
Agency Contact for Schedule XII (Name, Phone #, and E-mail address):	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule XII in support of our legislative budget request. I have reviewed and agree with the information in the attached Schedule XII.	
Agency Head: **Printed Name:**	**Date:**
Agency Chief Information Officer: ***(If applicable)*** **Printed Name:**	**Date:**
Budget Officer: **Printed Name:**	**Date:**
Planning Officer: **Printed Name:**	**Date:**
Project Sponsor: **Printed Name:**	**Date:**

The Department has no activities scheduled for outsourcing during the 2013-2014 fiscal year.

SCHEDULE XIII
PROPOSED CONSOLIDATED FINANCING OF DEFERRED-PAYMENT COMMODITY CONTRACTS

Contact Information
Agency: Department of Highway Safety and Motor Vehicles
Name: Jon Kosberg, Chief of Purchasing and Contracts
Phone: (850) 617-3203
E-mail address: JonKosberg@flhsmv.gov

Deferred-payment commodity contracts are approved by the Department of Financial Services (department). The rules governing these contracts are in Chapter 69I-3, *Florida Administrative Code* and may be accessed via the following website https://www.flrules.org/gateway/ChapterHome.asp?Chapter=69I-3 . Information on the program and other associated information on the Consolidated Equipment Financing Program and Guaranteed Energy Savings Contracts may be accessed via the following website http://www.fldfs.com/aadir/statewide_financial_reporting/financing.htm.

For each proposed deferred-payment commodity contract that exceeds the threshold for Category IV as defined in Section 287.017, *Florida Statutes*, complete the following information and submit Department of Financial Services forms Lease Checklist DFS-A1-411 and CEFP Checklist DFS-A1-410 with this schedule.

1. Commodities proposed for purchase.
Statewide refresh of Tax Collector Network is expected to begin fiscal year 2012-2013 pending award of the contract. Funding will be requested in the FY13-14 Legislative Budget Request to complete the project.
2. Describe and justify the need for the deferred-payment commodity contract including guaranteed energy performance savings contracts.
The purchase of the tax collector network equipment is expected to be from a state purchasing contract. The state purchasing contract prices are based on payment after delivery.
3. Summary of one-time payment versus financing analysis including a summary amortization schedule for the financing by fiscal year (amortization schedule and analysis detail may be attached separately).
Historically, financing equipment is the most economical means of purchasing items when the department does not have funds to cover the purchase in one lump sum.
4. Identify base budget proposed for payment of contract and/or issue code and title of budget request if increased authority is required for payment of the contract.
$2,635,107 is the recurring base budget for installment purchase of Tax Collector Network desktops, peripherals and other equipment.

SCHEDULE XIII
PROPOSED CONSOLIDATED FINANCING OF DEFERRED-PAYMENT COMMODITY CONTRACTS

Contact Information
Agency: Department of Highway Safety and Motor Vehicles
Name: Jon Kosberg, Chief of Purchasing and Contracts
Phone: (850) 617-3203
E-mail address: JonKosberg@flhsmv.gov

Deferred-payment commodity contracts are approved by the Department of Financial Services (department). The rules governing these contracts are in Chapter 69I-3, *Florida Administrative Code* and may be accessed via the following website https://www.flrules.org/gateway/ChapterHome.asp?Chapter=69I-3 . Information on the program and other associated information on the Consolidated Equipment Financing Program and Guaranteed Energy Savings Contracts may be accessed via the following website http://www.fldfs.com/aadir/statewide_financial_reporting/financing.htm.

For each proposed deferred-payment commodity contract that exceeds the threshold for Category IV as defined in Section 287.017, *Florida Statutes*, complete the following information and submit Department of Financial Services forms Lease Checklist DFS-A1-411 and CEFP Checklist DFS-A1-410 with this schedule.

1. Commodities proposed for purchase.
Replacement of the phone systems located in the Neil Kirkman Building, Tallahassee, FL, and field offices.
2. Describe and justify the need for the deferred-payment commodity contract including guaranteed energy performance savings contracts.
The purchase of the phone systems are expected to be from a state purchasing contract. The state purchasing contract prices are based on payment after delivery.
3. Summary of one-time payment versus financing analysis including a summary amortization schedule for the financing by fiscal year (amortization schedule and analysis detail may be attached separately).
Historically, financing equipment is the most economical means of purchasing items when the department does not have funds to cover the purchase in one lump sum.
4. Identify base budget proposed for payment of contract and/or issue code and title of budget request if increased authority is required for payment of the contract.
The purchase of the existing telephone systems, which is now technology outdated, was financed from the deferred payment commodity contracts category. The Department proposes to utilize the existing base appropriation for refresh of the system.

Schedule XIV
Variance from Long Range Financial Outlook

Agency: Highway Safety and Motor Vehicles **Contact:** **Kim Banks**, Chief Financial Officer

Article III, Section 19(a)3, Florida Constitution, requires each agency Legislative Budget Request to be based upon and reflect the long range financial outlook adopted by the Joint Legislative Budget Commission or to explain any variance from the outlook.

1) Does the long range financial outlook adopted by the Joint Legislative Budget Commission in September 2012 contain revenue or expenditure estimates related to your agency?

Yes [X] No [ ]

2) If yes, please list the estimates for revenues and budget drivers that reflect an estimate for your agency for Fiscal Year 2013-2014 and list the amount projected in the long range financial outlook and the amounts projected in your Schedule I or budget request.

	Issue (Revenue or Budget Driver)	R/B*	FY 2013-2014 Estimate/Request Amount	
			Long Range Financial Outlook	Legislative Budget Request
a	Vehicle Acquisition - Florida Highway Patrol	B	$ 3.6 million	$ 11.4 million
b	License Plate Redesign	B	$ 28.7 million	$ 28.7 million
c	Motorist Services Modernization	B	$ 4.9 million	$ 4.9 million
d	Highway Safety Fees	R	$ 364.7 million	$ 364.7 million
e				
f				

3) If your agency's Legislative Budget Request does not conform to the long range financial outlook with respect to the revenue estimates (from your Schedule I) or budget drivers, please explain the variance(s) below.

The Department of Highway Safety and Motor Vehicles (DHSMV) plans a continuation budget for fiscal year 2013-14 with the exception of the following: (1) Authority is requested to replace 500 pursuit vehicles for the Florida Highway Patrol with projected mileage of 100,000 or more. (2) Authority is requested for the license plate redesign project to ensure more legible plates for law enforcement, and (3) Authority is requested for the Motorist Modernization project where the agency will continue work to modernize its antiquated software and hardware to better serve the people of Florida.

* R/B = Revenue or Budget Driver

SCHEDULE XV:
CONTRACT INFORMATION FOR EACH CONTRACT IN WHICH THE CONSIDERATION TO BE PAID TO THE AGENCY IS A PERCENTAGE OF THE VENDOR REVENUE AND IN EXCESS OF $10 MILLION

Contact Information
Agency: Department of Highway Safety and Motor Vehicles
Name: Jon Kosberg, Chief of Purchasing and Contracts
Phone:: (850) 617-3203
E-mail address: JonKosberg@flhsmv.gov

1. Vendor Name		
The Department of Highway Safety and Motor Vehicles has no contracts that require reporting pursuant to Chapter 2011-45, Laws of Florida.		
2. Brief description of services provided by the vendor.		
3. Contract terms and years remaining.		
4. Amount of revenue generated		
Prior Fiscal Year	Current Fiscal Year	Next Fiscal Year (Request Year)
5. Amount of revenue remitted		
Prior Fiscal Year	Current Fiscal Year	Next Fiscal Year (Request Year)
6. Value of capital improvement		
7. Remaining amount of capital improvement		
8. Amount of state appropriations		
Prior Fiscal Year	Current Fiscal Year	Next Fiscal Year (Request Year)

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Florida Highway Patrol Program Exhibits and Schedules

Florida Highway Patrol Program

Schedule I Series

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2013-14**
Program: Florida Highway Patrol
Fund: Highway Safety Operating TF (2009)

Specific Authority: Chapters 338 and 339, F.S.
Purpose of Fees Collected: To generate revenue for law enforcement services on the Florida Turnpike.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of**
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-2012**	**ESTIMATED FY 2012-2013**	**REQUEST FY 2013-2014**
Receipts:			
Florida Dept. of Transportation	18,018,519	18,018,519	18,817,727
FY2011-12 Payable	(423,791)		
Total Fee Collection to Line (A) - Section III	17,594,728	18,018,519	18,817,727
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	12,970,744	13,164,359	13,388,153
Other Personal Services	8,656	-	-
Expenses/Contracted Services	545,669	407,834	407,834
Operating Capital Outlay	1,420	1,420	1,420
Acquisition of Motor Vehicles	333,592	922,446	1,497,860
Operation of Motor Vehicles	1,841,826	1,944,028	1,944,028
Salary Incentive	88,064	88,929	88,929
Laptops & Communications	495,476	488,925	488,925
Risk Management	544,797	-	-
Human Resource Services	78,605	-	-
Indirect Costs	685,879	714,535	714,535
Overtime		286,043	286,043
Total Full Costs to Line (B) - Section III	17,594,728	18,018,519	18,817,727

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	17,594,728	18,018,519	18,817,727
TOTAL SECTION II	(B)	17,594,728	18,018,519	18,817,727
TOTAL - Surplus/Deficit	(C)	-	-	-

EXPLANATION of LINE C:

Salaries and Benefits for FY13-14 was increased due to the increase in employer paid retirement and health insurance benefits. The Department is requesting an additional $11,350,797 for the purchase of motor vehicles. The prorate share of this issue in addition to the base funding is reflected in the Acquisition of Motor Vehicles line item.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2013-14**
Program: Florida Highway Patrol
Fund: Highway Safety Operating TF (2009)

Specific Authority: Chapters 338 and 339, F.S.
Purpose of Fees Collected: To generate revenue for law enforcement services on Alligator Alley.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of**
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-2012**	**ESTIMATED FY 2012-2013**	**REQUEST FY 2013-2014**
Receipts:			
Florida Dept. of Transportation	1,110,204	1,043,356	1,217,784
Reverse FY2010-11 Receivable	(66,848)		
Total Fee Collection to Line (A) - Section III	1,043,356	1,043,356	1,217,784
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	903,770	859,930	874,549
Other Personal Services	-	-	-
Expenses/Contracted Services	16,553	14,434	14,434
Operating Capital Outlay	-	-	-
Acquisition of Motor Vehicles	-	-	28,805
Operation of Motor Vehicles	210,439	79,435	210,439
Salary Incentive	2,328	2,429	2,429
Laptops & Communications	36,475	36,987	36,987
Risk Management	34,512	-	-
Human Resource Services	4,980	-	-
Indirect Costs	46,979	44,977	44,977
Overtime		5,164	5,164
Total Full Costs to Line (B) - Section III	1,256,036	1,043,356	1,217,784

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	1,043,356	1,043,356	1,217,784
TOTAL SECTION II	(B)	1,256,036	1,043,356	1,217,784
TOTAL - Surplus/Deficit	(C)	(212,680)	-	-

EXPLANATION of LINE C:

Salaries and Benefits for FY13-14 was increased due to the increase in employer paid retirement and health insurance benefits. Also reflected is an increase to the FY2013-14 operation of motor vehicles budget based on FY11-12 actual expenditures. One pursuit vehicle is proposed for replacement for FY2013-14.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2013-14**
Program: Florida Highway Patrol
Fund: Highway Safety Operating TF (2009)

Specific Authority: Chapter 338 and 339, F.S.
Purpose of Fees Collected: To generate revenue for law enforcement services on the hireback program.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-2012**	**ESTIMATED FY 2012-2013**	**REQUEST FY 2013-2014**
Receipts:			
Florida Dept. of Transportation	5,066,730	8,641,551	8,641,551
Total Fee Collection to Line (A) - Section III	5,066,730	8,641,551	8,641,551
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits			
Other Personal Services	4,686,725	8,131,675	8,131,675
Expenses			
Acquisition of Motor Vehicles			
Operating Capital Outlay			
Contracted Services			
Operation of Motor Vehicles			
Indirect Costs Charged to Trust Fund	380,005	509,876	509,876
Total Full Costs to Line (B) - Section III	5,066,730	8,641,551	8,641,551

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	5,066,730	8,641,551	8,641,551
	(B)	5,066,730	8,641,551	8,641,551
	(C)	-	-	-

EXPLANATION of LINE C:

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2013-14**
Program: Florida Highway Patrol
Fund: Highway Safety Operating TF (2009)

Specific Authority: Chapters 338 and 339, F.S.
Purpose of Fees Collected: To generate revenue for law enforcement services on the Interstate 4 Corridor.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-2012**	**ESTIMATED FY 2012-2013**	**REQUEST FY 2013-2014**
Receipts:			
Florida Dept. of Transportation	1,397,862	1,500,000	1,691,871
Prior Year FY10-11 FDOT Receivable	(116,797)		
FY2011-12 Receivable	126,265		
Total Fee Collection to Line (A) - Section III	1,407,330	1,500,000	1,691,871
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	1,103,775	1,121,306	1,140,368
Other Personal Services	-		
Expenses	18,463	17,572	17,572
Contracted Services	107	127	127
Acquisition of Motor Vehicles	-	28,826	201,635
Operation of Motor Vehicles	174,445	186,525	186,525
Salary Incentive	11,490	11,296	11,296
Laptops and Communications	42,439	49,662	49,662
Risk Management	41,682	-	-
Human Resource Services	6,578	-	-
Overtime		25,410	25,410
Indirect Costs Charged to Trust Fund	57,295	59,276	59,276
Total Full Costs to Line (B) - Section III	1,456,274	1,500,000	1,691,871

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	1,407,330	1,500,000	1,691,871
TOTAL SECTION II	(B)	1,456,274	1,500,000	1,691,871
TOTAL - Surplus/Deficit	(C)	(48,944)	-	-

EXPLANATION of LINE C:

Salaries and Benefits for FY13-14 was increased due to the increase in employer paid retirement and health insurance benefits. Replacement of seven pursuit vehicles is proposed for replacement in FY2013-14.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2013-14**
Program: Florida Highway Patrol
Fund: Highway Safety Operating TF (2009)

Specific Authority: Chapters 338 and 339, F.S.
Purpose of Fees Collected: To generate revenue for law enforcement services on the Orlando-Orange County Expressway.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-2012**	**ESTIMATED FY 2012-2013**	**REQUEST FY 2013-2014**
Receipts:			
Orlando-Orange Expressway Authority	691,604	849,931	747,052
Reverse FY2010-11 Receivable	(221,064)		
Current FY2011-12 Receivable	157,693		
Total Fee Collection to Line (A) - Section III	628,233	849,931	747,052
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	490,941	481,655	489,843
Other Personal Services	-	-	-
Expenses	7,510	17,584	17,584
Acquisition of Motor Vehicles	-	139,872	28,805
Operating Capital Outlay	-		
Communications/Laptops	20,799	25,689	25,689
Operation of Motor Vehicles	111,119	120,088	120,088
Risk Management	17,550	-	-
Overtime	-	35,773	35,773
Human Resource Services	2,845	-	-
Salary Incentive	2,951	4,318	4,318
Indirect Costs Charged to Trust Fund		24,952	24,952
Total Full Costs to Line (B) - Section III	653,715	849,931	747,052

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	628,233	849,931	747,052
	(B)	653,715	849,931	747,052
	(C)	(25,482)	-	-

EXPLANATION of LINE C:

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2013-14**
Program: Commercial Vehicle Enforcement (76100600)
Fund: Highway Safety Operating TF (2009)

Specific Authority: Chapter 207, F.S.
Purpose of Fees Collected: To generate revenue for the commercial vehicle compliance and enforcement activities.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

X	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-2012**	**ESTIMATED FY 2012-2013**	**REQUEST FY 2013-2014**
Receipts:			
FDOT - State Funds - Transfer	13,857,512	20,140,959	21,717,509
MCSAP - Federal Grants	5,570,508	10,469,912	10,499,717
Total Fee Collection to Line (A) - Section III	19,428,020	30,610,871	32,217,226
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	15,896,261	17,670,878	17,857,328
Other Personal Services	6,988	15,689	15,689
Expenses	2,348,550	2,227,868	2,213,531
Operating Capital Outlay	2,421,480	1,729,513	1,729,513
Acquisition of Motor Vehicles	1,327,966	1,508,511	1,508,511
Contracted Services	1,328,192	1,877,591	1,864,765
Human Resource Development	143,257	775,749	775,749
Operation of Motor Vehicles	1,904,396	2,154,397	2,154,397
Overtime	1,920,550	2,925,173	2,925,173
Risk Management Insurance	-	829,885	829,885
Salary Incentive Payments	196,856	218,240	218,240
Lease Purchase of Equipment	-	23,020	23,020
Trs DMS HR Services	4,025	101,425	101,425
Total Full Costs to Line (B) - Section III	27,498,521	32,057,939	32,217,226

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	19,428,020	30,610,871	32,217,226
TOTAL SECTION II	(B)	27,498,521	32,057,939	32,217,226
TOTAL - Surplus/Deficit	(C)	(8,070,501)	(1,447,068)	-

EXPLANATION of LINE C:

The transfer from FDOT per the FY2012-2013 General Appropriations Act excludes the following categories: Risk Management, Lease-Lease Purchase of Equipment, and Human Resource Services fees.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2013-14**
Program: Florida Highway Patrol
Fund: Law Enforcement TF (2434)

Specific Authority: Chapters 212, 320, 370 and 932 F.S.
Purpose of Fees Collected: Collection and Administration of state forfeiture revenue for law enforcment services.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-2012**	**ESTIMATED FY 2012-2013**	**REQUEST FY 2013-2014**
Receipts:			
Forfeiture Receipts	89,161		
Sale of Forfeited Property	51,093	-	-
Total Fee Collection to Line (A) - Section III	140,254	-	-
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	-	361,966	365,601
Other Personal Services	536	69,000	69,000
Expenses	53,809	65,475	65,475
Operating Capital Outlay	-	-	-
Operation of Motor Vehicles	855,562	856,801	856,801
Contracted Services	47,800	50,000	50,000
Transfer to DAS	137,244	148,359	149,864
Transfer to ISA	3,752	3,752	3,752
Total Full Costs to Line (B) - Section III	1,098,703	1,555,353	1,560,493

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	140,254	-	-
TOTAL SECTION II	(B)	1,098,703	1,555,353	1,560,493
TOTAL - Surplus/Deficit	(C)	(958,449)	(1,555,353)	(1,560,493)

EXPLANATION of LINE C:

The projected deficit balances will be corrected from use of carry forward fund balance and anticipated budget reversionS in fiscal years 2012-2013 and 2013-2014.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2013-14**
Program: Florida Highway Patrol -Highway Safety (76100100)
Fund: Federal Equitable Law Enforcement TF (2719)

Specific Authority: Chapters 212, 320, 370 and 932 F.S.
Purpose of Fees Collected: To generate revenue for law enforcement services.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-2012**	**ESTIMATED FY 2012-2013**	**REQUEST FY 2013-2014**
Receipts:			
Forfeiture Receipts	710,387	-	-
Total Fee Collection to Line (A) - Section III	710,387	-	-
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits			
Other Personal Services			
Expenses	39,153	185,923	195,923
Operating Capital Outlay	251,117	252,572	252,572
FHP Communications	-		777,275
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	290,270	438,495	1,225,770
Basis Used:			

SECTION III - SUMMARY

TOTAL SECTION I	(A)	710,387	-	-
TOTAL SECTION II	(B)	290,270	438,495	1,225,770
TOTAL - Surplus/Deficit	(C)	420,117	(438,495)	(1,225,770)

EXPLANATION of LINE C:

The projected deficit balances will be corrected from use of invested funds and an anticipated budget reversion in fiscal years 2012-2013 and 2013-2014.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: Highway Safety and Motor Vehicles **Budget Period: 2013-14**
Program: Florida Highway Patrol -Commercial Vehicle Enforcement (76100600)
Fund: Federal Equitable Law Enforcement TF (2719)

Specific Authority: Chapter 932 F.S.
Purpose of Fees Collected: To generate revenue for law enforcement services for Commercial Vehicle Enforc

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-2012**	**ESTIMATED FY 2012-2013**	**REQUEST FY 2013-2014**
Receipts:			
Forfeiture Receipts-Transfer from FDOT	1,375,124	-	-
Forfeiture Receipts	93,841		
Total Fee Collection to Line (A) - Section III	1,468,965	-	-
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits			
Other Personal Services			
Expenses	25,959		
Operating Capital Outlay			
Acquisition of Motor Vehicles	173,760		
Contracted Services			
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	199,719	-	-

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	1,468,965	-	-
TOTAL SECTION II	(B)	199,719	-	-
TOTAL - Surplus/Deficit	(C)	1,269,246	-	-

EXPLANATION of LINE C:

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Budget Period: 2013-2014

Department Title: Highway Safety and Motor Vehicles
Trust Fund Title: Highway Patrol Insurance Trust Fund
Budget Entity: 7600
LAS/PBS Fund Number: 2364

	Balance as of 6/30/2012		SWFS* Adjustments	Adjusted Balance	
Chief Financial Officer's (CFO) Cash Balance	**325,995.67**	(A)		**325,995.67**	
ADD: Other Cash (See Instructions)		(B)		-	
ADD: Investments		(C)		-	
ADD: Outstanding Accounts Receivable		(D)		-	
ADD: _____		(E)		-	
Total Cash plus Accounts Receivable	**325,995.67**	(F)		**325,995.67**	
LESS Allowances for Uncollectibles		(G)		-	
LESS Approved "A" Certified Forwards		(H)		-	
Approved "B" Certified Forwards		(H)		-	
Approved "FCO" Certified Forwards		(H)		-	
LESS: Other Accounts Payable (Nonoperating)		(I)		-	
LESS: Deferred Revenues and Advances		(J)		-	
Unreserved Fund Balance, 07/01/2012	**325,995.67**	(K)		**325,995.67**	**

Notes:

***SWFS = Statewide Financial Statement**

**** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Budget Period: 2013-2014

Department Title: Highway Safety and Motor Vehicles
Trust Fund Title: Law Enforcement Trust Fund
Budget Entity: 7600
LAS/PBS Fund Number: 2434

	Balance as of 6/30/2012		SWFS* Adjustments	Adjusted Balance	
Chief Financial Officer's (CFO) Cash Balance	**213,239.52**	(A)		**213,239.52**	
ADD: Other Cash (See Instructions)		(B)		-	
ADD: Investments	**1,550,267.36**	(C)		**1,550,267.36**	
ADD: Outstanding Accounts Receivable	**1,617.64**	(D)		**1,617.64**	
ADD: _____		(E)		-	
Total Cash plus Accounts Receivable	**1,765,124.52**	(F)		**1,765,124.52**	
LESS Allowances for Uncollectibles		(G)		-	
LESS Approved "A" Certified Forwards	**(8,850.36)**	(H)		**(8,850.36)**	
Approved "B" Certified Forwards		(H)		-	
Approved "FCO" Certified Forwards		(H)		-	
LESS: Other Accounts Payable (Nonoperating)	**(403,754.33)**	(I)		**(403,754.33)**	
LESS: Deferred Revenues and Advances		(J)		-	
Unreserved Fund Balance, 07/01/2012	**1,352,519.83**	(K)		**1,352,519.83**	**

Notes:

***SWFS = Statewide Financial Statement**

****** **This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Budget Period: 2013-2014

Department Title: Highway Safety and Motor Vehicles
Trust Fund Title: Federal Equitable Sharing Law Enforcement Trust Fund
Budget Entity: 7600
LAS/PBS Fund Number: 2719

	Balance as of 6/30/2012		SWFS* Adjustments	Adjusted Balance	
Chief Financial Officer's (CFO) Cash Balance	**514,119.83**	(A)		**514,119.83**	
ADD: Other Cash (See Instructions)		(B)		-	
ADD: Investments	**1,135,974.88**	(C)		**1,135,974.88**	
ADD: Outstanding Accounts Receivable	**578,689.93**	(D)		**578,689.93**	
ADD: _____		(E)		-	
Total Cash plus Accounts Receivable	**2,228,784.64**	(F)		**2,228,784.64**	
LESS Allowances for Uncollectibles		(G)		-	
LESS Approved "A" Certified Forwards		(H)		-	
Approved "B" Certified Forwards	**(60,436.40)**	(H)		**(60,436.40)**	
Approved "FCO" Certified Forwards		(H)		-	
LESS: Other Accounts Payable (Nonoperating)	-	(I)		-	
LESS: Deferred Revenues and Advances		(J)		-	
Unreserved Fund Balance, 07/01/2012	**2,168,348.24**	(K)		**2,168,348.24**	**

Notes:

***SWFS = Statewide Financial Statement**

**** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.**

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

	Budget Period: 2013-2014
Department Title:	**Highway Patrol Insurance Trust Fund**
Trust Fund Title:	**7600**
LAS/PBS Fund Number:	**2364**

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/12		
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	**(325,995.67)**	(A)
Subtract Nonspendable Fund Balance (GLC 56XXX)		(B)
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :		
SWFS Adjustment # and Description		(C)
SWFS Adjustment # and Description		(C)
Add/Subtract Other Adjustment(s):		
Approved "B" Carry Forward (Encumbrances) per LAS/PBS		(D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS		(D)
A/P not C/F-Operating Categories		(D)
		(D)
		(D)
ADJUSTED BEGINNING TRIAL BALANCE:	**(325,995.67)**	(D)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	**325,995.67**	(E)
DIFFERENCE:	**0.00**	(F)
***SHOULD EQUAL ZERO.**	**0.00**	(G)*

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

	Budget Period: 2013-2014
Department Title:	**Law Enforcement Trust Fund**
Trust Fund Title:	**7600**
LAS/PBS Fund Number:	**2434**

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/12		
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	**(1,352,364.81)**	(A)
Subtract Nonspendable Fund Balance (GLC 56XXX)		(B)
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :		
SWFS Adjustment # and Description		(C)
SWFS Adjustment # and Description		(C)
Add/Subtract Other Adjustment(s):		
Approved "B" Carry Forward (Encumbrances) per LAS/PBS		(D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS		(D)
A/P not C/F-Operating Categories	**(155.02)**	(D)
		(D)
		(D)
ADJUSTED BEGINNING TRIAL BALANCE:	**(1,352,519.83)**	(D)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	**1,352,519.83**	(E)
DIFFERENCE:	**0.00**	(F)
***SHOULD EQUAL ZERO.**	**0.00**	(G)*

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

	Budget Period: 2013-2014
Department Title:	**Federal Equitable Sharing Law Enforcement Trust Fund**
Trust Fund Title:	**7600**
LAS/PBS Fund Number:	**2719**

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/12		
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	**(2,228,671.05)**	(A)
Subtract Nonspendable Fund Balance (GLC 56XXX)		(B)
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :		
SWFS Adjustment #1 - Reduce Accounts Receivable		(C)
SWFS Adjustment # and Description		(C)
Add/Subtract Other Adjustment(s):		
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	**60,436.40**	(D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS		(D)
A/P not C/F-Operating Categories	**(113.59)**	(D)
		(D)
ADJUSTED BEGINNING TRIAL BALANCE:	**(2,168,348.24)**	(D)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	**2,168,348.24**	(E)
DIFFERENCE:	**0.00**	(F)
***SHOULD EQUAL ZERO.**	**0.00**	(G)*

HIGHWAY SAFETY AND MOTOR VEHICLES

SCHEDULE IV-B
FOR
REPLACEMENT OF COMPUTER AIDED DISPATCH AND RECORDS MANAGEMENT SYSTEM
FOR
FISCAL YEAR 2013-14

State of Florida

The Florida Legislature *Governor's Office of Policy and Budget*

October 15, 2012

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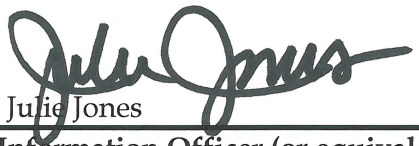
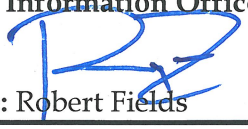
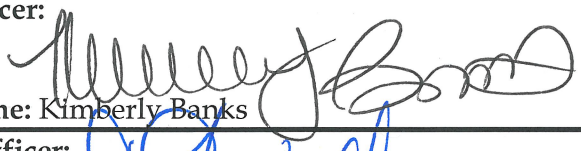
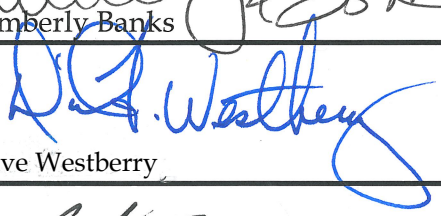
I. Schedule IV-B Cover Sheet

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Department of Highway Safety and Motor Vehicles	**Schedule IV-B Submission Date:** 10/15/12
Project Name: Computer Assisted Dispatch and Records Management Systems Replacement	**Is this project included in the Agency's LRPP?** _X_ **Yes** ____ **No**
FY 2013-14 LBR Issue Code: 36180C0	**FY 2013-14 LBR Issue Title:** Replacement of Computer Aided Dispatch and Records Management Systems – Florida Highway Patrol
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Michelle Morris, 617-2151, MichelleMorris@flhsmv.gov Jennifer Eddy, 617-2146, JenniferEddy@flhsmv.gov	

AGENCY APPROVAL SIGNATURES

I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.

Agency Head:  **Printed Name:** Julie Jones	**Date:** 10/8/12
Agency Chief Information Officer (or equivalent):  **Printed Name:** Robert Fields	**Date:** 10/8/12
Budget Officer:  **Printed Name:** Kimberly Banks	**Date:** 10/8/12
Planning Officer:  **Printed Name:** Dave Westberry	**Date:** 10/10/12
Project Sponsor: **Printed Name:** Major Steven Williams	**Date:** 10/8/12

Schedule IV-B Preparers (Name, Phone #, and E-mail address):

Business Need:	Major Richard Mechlin, 617-2377, richardmechlin@flhsmv.gov
Cost Benefit Analysis:	Jim Lewandowski, 617-3156, JimLewandowski@flhsmv.gov
Risk Analysis:	Jennifer Eddy, 617-2146, JenniferEddy@flhsmv.gov
Technology Planning:	Mike McCaskill, 617-2688, MikeMcCaskill@flhsmv.gov
Project Planning:	Jennifer Eddy, 617-2146, JenniferEddy@flhsmv.gov

II. Schedule IV-B Business Case

A. Background and Strategic Needs Assessment

1. Agency Program(s)/Service(s) Environment

   The Florida Highway Patrol has utilized a Computer Aided Dispatch (CAD) system to track all calls for service from the public and officer initiated calls since 1989. This solution is critical to the operations of the FHP in order to ensure officer safety and better coordination of resources. The system is integrated with a GIS/AVL (Automatic Vehicle Locator) solution tied to the Mobile Data Computers (MDC) installed in patrol cars in order to track officers' location for efficient dispatching and officer safety.

   The Patrol has also been using a Records Management System (RMS) since 2001 to collect data and initiate reports regarding crash reports, citations, warnings, equipment notices, field intelligence, traffic stop data, arrests, offenses and violator bookings. The RMS component is self-contained on each trooper's computer allowing for continuous use even though connectivity may be temporarily lost.

   MDC's were first used by the Patrol in 2001. These devices not only provide access to CAD and RMS, but also interface with the Florida Crime Information Center (FCIC), the National Crime Information Center (NCIC) and other local or national criminal justice systems.

   Since then, the CAD and RMS systems footprint has been reduced from eight distributed systems to two centrally hosted systems. The CAD system is an enterprise system, supporting nine law enforcement entities statewide. The current system was implemented in 2003 through a ten-year contract that includes software licensing and maintenance.

   This contract will expire on May 31, 2013 and the Department needs to implement a similar solution to support the Patrol and the other law enforcement entities that utilize the system. Procurement activities have been initiated for a replacement system and it is anticipated that HSMV will implement a sole-source maintenance extension with the current vendor until the new system in place.

2. Business Objectives

   The CAD system supports nine law enforcement entities statewide, including FHP. These entities rely on this system for officer safety during dispatched calls and efficient use of officer time. RMS further supports FHP officer efficiency for submitting reports generated for crashes, DUI investigations, and other required officer reports as well as electronic citations.

B. Baseline Analysis

1. Current Business Process Requirements

Computer Aided Dispatch (CAD)

- Inputs
  Duty Officers and Mobile Data Computer users complete data screens that transmit incident and user information in real time to a SQL database hosted by CAD. This information is immediately available to all users statewide.

- Processing
  CAD screens are broken down into fields and stored in tables in the SQL databases located on VMware servers. Any changes made to incidents or supplemental screens in CAD are replicated to the transaction tables. Once the incident is finalized, the complete record is replicated to the data warehouse where it can be retrieved for reports and statistical analysis. CAD administrative programs, such as the CAD Configuration and the Employee Master files, are also replicated to the CAD system for use in incident transactions.

- Outputs
  Every completed incident in the CAD system is replicated to the data warehouse and stored for data retrieval as well as for use in reports and statistical gathering. The data is also transmitted to multiple outside sources to include; the Department of Highway Safety and Motor Vehicles Electronic Crash Reporting, Florida Association of Court Clerks, Orange County Booking System, FHP traffic web site, Florida 511 system, Florida Emergency Management web site, Northwest Florida data share, University of Florida Crash Mapping, South East LInX, and R-LEx.

- Business Process Interfaces
  Users access CAD using a remote desktop session to VMware servers for incident handling and data retrieval. The regional communication centers have a mapping client which is connected to the CAD SQL data and provides the dispatch environment with real time automated vehicle location (AVL) and incident locations via a graphical map. Configurations for CAD, MDC, and RMS are managed by CAD Configuration and Employee Master Files located on other servers that allow for enterprise management of the entire system.

- Business Process Participants
  - Nine state entities utilize CAD: Department of Business and Professional Regulation Division of Alcohol Beverage and Tobacco, Department of Financial Services Division of Insurance Fraud, Department of Agriculture Law Enforcement, Florida Department of

Law Enforcement, Florida Highway Patrol, Office of the Attorney General Medicaid Fraud, Department of Financial Services Division of State Fire Marshal, Florida Fish and Wildlife Conservation Commission, and Florida Capitol Police

- 350 Duty Officers Statewide (FHP and FWC)
- 100 FHP clerical staff
- 25 Statistical Analysts (FHP)
- 10 Florida Capitol Police Dispatchers

- Process Mapping
  DHSMV users located in the regional communication centers and the FHP field offices utilize the remote desktop connection across the My Florida Network to the data source (VMware servers). The secure path across the MFN also has a route to the Criminal Justice Network and is used when obtaining data from FCIC for vehicle and driver's license information. Agencies outside of the above mentioned utilize the remote desktop connection across the secure Criminal Justice Network routed to the MFN to our VMware servers.

  The CAD production environment is remotely connected to a disaster recovery (DR) site with real time replication of live incidents and unit statuses. This redundant path ensures continued CAD functionality in the event the production servers experience a hardware or network failure.

Record Management System (RMS)

a. Inputs
   Highway Patrol Officers complete various forms contained in the RMS as an integral part of their job duties. These forms include, but are not limited to, the Florida Traffic Crash Report, Florida Uniform Traffic Citation, Uniform Crime Reporting Form, Uniform Commercial Citation, and a number of forms used internally. The RMS is integrated with the CAD to allow the importing of data, such as case number, officer dispatch and arrival times, etc., into the RMS form. The RMS also provides for the importing of driver and vehicle data obtained through the DHSMV records and GPS coordinates captured by the mobile data computer into the forms.

b. Processing
   Once completed, the forms are transmitted to central databases providing immediate data access for analysts and management. From here, crash reports, traffic citations, and certain arrest data are transmitted electronically to our state partners to meet our statutory reporting requirements. Requirements include: traffic citations to the Florida Association of Court Clerks, Crash Reports to the Department of Highway Safety and Motor Vehicles, and arrest data to State Attorneys.

c. Outputs
Florida Traffic Crash Report data is sent to DHSMV for use in compiling Florida traffic crash statistics and for academic and public consumption. Citation data is sent to each of the 67 Clerks of the Courts so that charges can be processed and then used to update the violator's driver record. Uniform Crime Report data is sent to FDLE for inclusion in crime statistics and then forwarded to the FBI for nationwide crime reporting statistical purposes.

Internally, all data is utilized by FHP supervisors and managers to assist in allocating and deploying resources, as well as for measuring performance. Outside entities (such as universities) also collect this data for the purpose of conducting independent research.

d. Business Process Interfaces
The RMS component interfaces with both the CAD and MDC components to obtain information for inclusion in the reporting forms. This data is obtained from external sources such as FCIC and HSMV driver license and vehicle registration records. The form data is forwarded electronically to the appropriate end user, FDLE, Florida Association of Clerks of Court (FACC), and/or HSMV.

e. Business Process Participants
2,300 agency users statewide
67 Clerks of the Courts Offices (via FACC)
HSMV Crash Records
HSMV Driver and Vehicle Records
21 State Attorney's Offices
Florida Department of Law Enforcement

2. Assumptions and Constraints
- FHP and the other law enforcement users of the CAD system are deployed statewide and are mobile users supported by dispatch centers located statewide.
- Federal accreditation would be more difficult without an electronic CAD system. It would make the reaccreditation process more time-consuming and costly. Additional FTEs would need to be hired in order to accommodate the new paper based system and pulling records for accreditation.
- An electronic CAD system provides the ability to analyze real-time data for business decision making. Otherwise, data would be three to six months old when analyzed.

C. Proposed Business Process Requirements

1. Proposed Business Process
   The proposed business process would be to implement a similar product to the computer aided dispatch and mobile forms management solution that is currently in place. The solution would also take into account any new/improved hardware and software technologies that would allow for a more streamlined user experience.

2. Business Solution Alternatives
   Since this system supports law enforcement on a statewide basis, the only true alternative to not implementing a CAD/RMS solution would be to revert to writing traffic citations on paper and to use the Statewide Law Enforcement Radio System (SLERS) to dispatch law enforcement officers. This would result in increased costs to the Department due to: the increase in the number of traffic citations that are printed by the agency, the number of dispatch personnel in the regional communication centers, the number of physical dispatch centers, as well as the number of clerk positions that would be needed to aggregate the data for reporting requirements. In addition, the Department would need to increase the number of patrol troopers to accommodate for the loss of the CAD and RMS systems.

3. Rationale for Selection
   The final solution has not been procured as yet, however, based on the Department's experience, the implementation of a CAD/RMS provides for the most efficient and effective use of resources available. From an officer safety perspective, it is critical that officer locations be monitored. In addition, it creates virtually paperless processes for receiving calls for service and through the submission of and analysis of reports. Data gathered through this solution is available near real-time to management so that resource adjustments can be made in a timely manner.

4. Recommended Business Solution
   A request for information (RFI) was initiated in 2012 to better determine the cost, proposed system components, architecture, and maintenance methodology to replace the current Computer Aided Dispatch (CAD) and Records Management System (RMS). The information received from RFI will be used to create our bid document that will be used to contract with a new vendor to provide our CAD and RMS services and support. A multi-agency team comprised of law enforcement, procurement staff, and technology staff has been assembled to support this procurement.

Since the current contract expires May 31, 2013, a sole source contract will be done to ensure CAD maintenance during the implementation period of the new system.

III. Schedule IV-B Cost Benefit Analysis

BENEFITS REALIZATION TABLE						
#	**Description of Benefit**	**Tangible or Intangible**	**Who receives the benefit?**	**How is the benefit realized?**	**How will the realization of the benefit be assessed/measured?**	**Realization Date (MM/YY)**
1	Increased Officer Safety	Intangible	Highway Patrol Officers	Less accidents involving officers at roadside stops	Amount of time out of patrol car. E-Citations reduce time Troopers spend car-side/roadside issuing a handwritten ticket	Immediate upon implementation
2	Increased Public Safety	Intangible	Highway Patrol Officers	More time to patrol due to reduced time completing paperwork	Realized by increase in traffic stops and motorist assists	Immediate upon implementation
3	Increased Public Safety	Intangible	Public being cited	Less accidents involving the public at roadside stops	Amount of time parked roadside waiting for a handwritten ticket	Immediate upon implementation
4	Increased access to citation data by the public	Intangible	Public being cited	Real time access to citation information so no effective wait time to remedy citation	Unknown	Immediate upon implementation
5	Decreased Response Times	Intangible	All parties involved in calls resulting in CAD- using agencies response	Shorter response times by officers to scenes of accident & crime	Measured in minutes and assessed by noting a decrease in time it takes for an officer to be dispatched and arrive on scene	Immediate upon implementation
6	Decreased Expense on Paper	Tangible	People of Florida	Decrease in expense on paper tickets and reports	Lower cost/expense to provide electronic citation/reporting users with paper ticket books and reports	Immediate upon implementation
7	Increased Productivity	Intangible	People of Florida	Greater trooper productivity and ability to provide education/visibility to the public	Less paperwork time (due to going electronic) provides for more time for officers to patrol. As well, eliminates the studied up to 10% error rate of paper citations lost or thrown out due to illegibility	Immediate upon implementation

CBAForm 1 - Net Tangible Benefits

Agency DHSMV - FHP **Project** Implementing CAD System

Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A

Agency (Operations Only -- No Project Costs)	FY 2012-13			FY 2013-14			FY 2014-15			FY 2015-16			FY 2016-17		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel -- Total FTE Costs (Salaries & Benefits)	$126,890,920	$0	$126,890,920	$140,043,701	($13,152,781)	$126,890,920	$140,043,701	($13,152,781)	$126,890,920	$140,043,701	($13,152,781)	$126,890,920	$140,043,701	($13,152,781)	$126,890,920
A.b Total FTE	2,181.00	0.00	2,181.00	2,445.00	(264.00)	2,181.00	2,445.00	(264.00)	2,181.00	2,445.00	(264.00)	2,181.00	2,445.00	(264.00)	2,181.00
A-1.a. State FTEs (Salaries & Benefits)	$126,890,920	$0	$0	$140,043,701	($13,152,781)	$0	$140,043,701	($13,152,781)	$126,890,920	$140,043,701	($13,152,781)	$0	$140,043,701	($13,152,781)	$0
A-1.b. State FTEs (# FTEs)	2181.00	0.00	2181.00	2445.00	(264.00)	2181.00	2445.00	(264.00)	2181.00	2445.00	(264.00)	2181.00	2445.00	(264.00)	2181.00
A-2.a. OPS FTEs (Salaries)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
A-2.b. OPS FTEs (# FTEs)	0.00	0.00	0.00	0.00	0.00	0.00	$0	$0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-3.a. Staff Augmentation (Contract Cost)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
A-3.b. Staff Augmentation (# of Contract FTEs)	0.00	0.00	0.00	0.00	0.00	0.00	$0	$0	0.00	0.00	0.00	0.00	0.00	0.00	0.00
B. Data Processing -- Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
B-1. Hardware	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
B-2. Software	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
B-3. Other Specify	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C. External Service Provider -- Costs	$1,433,604	$0	$1,433,604	$0	$403	$403	$0	$3,320,710	$3,320,710	$0	$3,320,710	$3,320,710	$0	$3,320,710	$3,320,710
C-1. Consultant Services	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-2. Maintenance & Support Services	$1,433,604	$0	$1,433,604	$0	$0	$0	$0	$3,320,307	$3,320,307	$0	$3,320,307	$3,320,307	$0	$3,320,307	$3,320,307
C-3. Network / Hosting Services	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-4. Data Communications Services	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-5. Other NSRC Floor Space	$0	$0	$0	$0	$403	$403	$0	$403	$403	$0	$403	$403	$0	$403	$403
D. Plant & Facility -- Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E. Others -- Costs	$153,900	$0	$153,900	$221,225	($67,325)	$153,900	$221,225	($67,325)	$153,900	$221,225	($67,325)	$153,900	$221,225	($67,325)	$153,900
E-1. Training	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-2. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-3. Other Paper Ticket Books	$153,900	$0	$153,900	$221,225	($67,325)	$153,900	$221,225	($67,325)	$153,900	$221,225	($67,325)	$153,900	$221,225	($67,325)	$153,900
Total of Operational Costs (Rows A through E)	$128,478,424	$0	$128,478,424	$140,264,926	($13,219,703)	$127,045,223	$140,264,926	($9,899,396)	$130,365,530	$140,264,926	($9,899,396)	$130,365,530	$140,264,926	($9,899,396)	$130,365,530
F. Additional Tangible Benefits:		$0			($14,735)			($14,735)			($14,735)			($14,735)	
F-1. Crash Reports		$0			($14,735)			($14,735)			($14,735)			($14,735)	
F-2. Specify		$0			$0			$0			$0			$0	
F-3. Specify		$0			$0			$0			$0			$0	
Total Net Tangible Benefits:		$0			$13,204,968			$9,884,661			$9,884,661			$9,884,661	

SPECIFY CHARACTER OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B

Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	☐	Confidence Level	
Order of Magnitude	☑	Confidence Level	50%
Placeholder	☐	Confidence Level	

CBAForm 2 - Project Cost Analysis | Agency: DHSMV - FHP | Project: Implementing CAD System

PROJECT COST ELEMENTS	PROJECT COST TABLE -- CBAForm 2A					
	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	TOTAL
State FTEs (Salaries & Benefits)	$0	$0	$0	$0	$0	$0
OPS FTEs (Salaries)	$0	$0	$0	$0	$0	$0
Contractors (Costs)	$0	$0	$0	$0	$0	$0
Deliverables	$0	$0	$0	$0	$0	$0
Major Project Tasks	$0	$0	$0	$0	$0	$0
Hardware Specify	$0	$0	$0	$0	$0	$0
COTS Software	$0	$15,000,000	$0	$0	$0	$15,000,000
Misc. Equipment Specify	$0	$0	$0	$0	$0	$0
Other Project Costs Add'l Paper	$0	$0	$0	$0	$0	$0
	$0	$0	$0	$0	$0	$0
TOTAL PROJECT COSTS (*)	$0	$15,000,000	$0	$0	$0	$15,000,000
CUMULATIVE PROJECT COSTS	$0	$15,000,000	$15,000,000	$15,000,000	$15,000,000	

INVESTMENT SUMMARY						
	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	TOTAL
General Revenue	$0	$0	$0	$0	$0	$0
Trust Fund	$0	$15,000,000	$0	$0	$0	$15,000,000
Federal Match	$0	$0	$0	$0	$0	$0
Grants	$0	$0	$0	$0	$0	$0
Other Specify	$0	$0	$0	$0	$0	$0
TOTAL INVESTMENT (*)	$0	$15,000,000	$0	$0	$0	$15,000,000
CUMULATIVE INVESTMENT (*)	$0	$15,000,000	$15,000,000	$15,000,000	$15,000,000	

(*) Total Costs and Investments are carried forward to CBAForm3 Project Investment Summary worksheet.

Character of Project Costs Estimate - CBAForm 2B			
Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	☐	Confidence Level	
Order of Magnitude	☑	Confidence Level	50%
Placeholder	☐	Confidence Level	

CBAForm 3 - Project Investment Summary | Agency: DHSMV - FHP | Project: mplementing CAD Systen

	COST BENEFIT ANALYSIS -- CBAForm 3A					
	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	TOTAL
Project Cost	$0	$15,000,000	$0	$0	$0	$15,000,000
Net Tangible Benefits	$0	$13,204,968	$9,884,661	$9,884,661	$9,884,661	$42,858,952
Return on Investment	$0	($1,795,032)	$9,884,661	$9,884,661	$9,884,661	$27,858,952
Year to Year Change in Program Staffing	0	(264)	(264)	(264)	(264)	

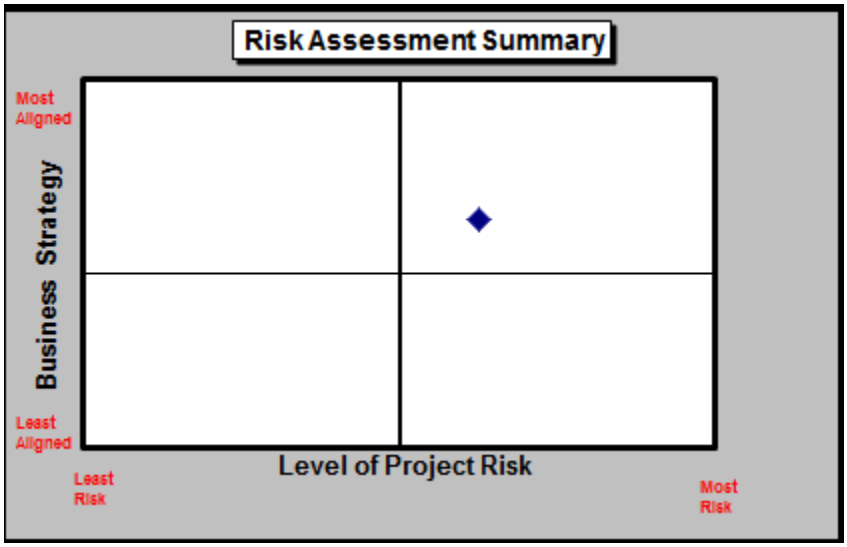
RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	2 1/6	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	2013-14	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	$22,714,415	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	548.65%	IRR is the project's rate of return.

Treasurer's Investment Interest Earning Yield -- CBAForm 3C					
Fiscal Year	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Cost of Capital	2.87%	4.17%	4.57%	5.14%	5.30%

IV. Major Project Risk Assessment Component

A. Risk Assessment Summary

The Risk Assessment Summary is a graphical representation of the results computed by the risk assessment tool. It shows that the CAD/ RMS program achieves solid business strategy alignment. However, as would be expected at this early stage and for a program of this magnitude, still carries high risk. It is expected that overall project risk will diminish by the conclusion of the planning phase when low-level program requirements have been documented and a technology solution is selected. The results of this risk assessment are discussed in the Program Management Section along with the Department's plan to continually identify, assess, and mitigate risk throughout the life of the program.



B. Risk Assessment Area Breakdown

The Risk Assessment Area Breakdown illustrates the risk assessment areas that were evaluated and the breakdown of the risk exposure assessed in each area. The results of this risk assessment are discussed in detail in Program Management Section.

Project Risk Area Breakdown	
Risk Assessment Areas	***Risk Exposure***
Strategic Assessment	MEDIUM
Technology Exposure Assessment	LOW
Organizational Change Management Assessment	LOW
Communication Assessment	HIGH
Fiscal Assessment	HIGH
Project Organization Assessment	MEDIUM
Project Management Assessment	MEDIUM
Project Complexity Assessment	HIGH
Overall Project Risk	HIGH

V. Technology Planning Component

A. Current Information Technology Environment

1. Current System

a. Description of current system

The current system is comprised of:

1. 6 Dell R810 Servers;
2. 4 Dell EqualLogic PS6010XV Storage Area Networks;
3. VMWare licenses;
4. 2 Dell 4220 42U Racks;
5. 8 Network Switches (4 PowerConnect 8024s & 4 PowerConnect 6248s);
6. Loadbalancer.org VA Appliance

These components comprise the hardware used for the CAD solution.

b. Current system resource requirements

The current system is monitored and managed by the vendor. The vendor is responsible for all maintenance of the system components to include upgrades at no additional charge over the annual maintenance costs.

Department resources are available to assist the vendor on an as needed basis to solve issues regarding networking, server configurations, and data throughput.

c. Current system performance

The solution provides law enforcement officers and duty officers with 24X7 access to information regarding the location, status, and assignments of those individuals logged into the system.

The solution also provides 24X7 access to the Records Management System (RMS) in which law enforcement officers complete uniform traffic citations, crash reports, daily activity logs, and other pertinent information providing an efficient electronic data reporting system. This system is used to provide crash reports and citation information electronically to HSMV and the counties eliminating the need for printing of paper citations and crash reports. The RMS is currently being used by FHP but is available to any state law enforcement agency in the state.

2. Strategic Information Technology Direction

The agency's strategic technology direction is to build on system processes utilizing current industry standards that will allow for an efficient and

expandable CAD/RMS service.

The new system will be designed around current industry standards for similar law enforcement and emergency services systems. By utilizing current standards and end user input regarding current and additional functionality needs, this system will be designed ensuring efficient use of state-of-the-art technology to meet the end user's requirements.

3. Information Technology Standards

Software procured through this bid process must comply with all CJIS requirements that govern criminal data access and storage.

B. Proposed Solution Description

1. Summary description of proposed system

This system will be subject to the results of the procurement process, however, it is anticipated that it will build on the current system infrastructure and capabilities to allow for expansion of services to all law enforcement agencies. This would include:

- The system will consist of a CAD and RMS solution.
- Security and access requirements will include two factor authentication with encrypted hard drives to secure any data residing on the mobile data terminals,
- Implementation will include software installation and user training
- Life expectancy of the solution will be 10 years.

2. Resource and summary level funding requirements for proposed system (if known)

While the system will be subject to the results of the procurement process, it is anticipated that this will be a 5 year contract with a 5 year renewal option. Operation of this system will be the responsibility of the vendor, with the Department paying annual maintenance fees. The system will be co-located at the Northwood Shared Resource Center.

3. Ability of the proposed system to meet projected performance requirements for:

- network and system availability
    - The current system is required to be operational 24X7X365 with downtimes limited to planned system maintenance. During the maintenance period, the system is required to be failed over to a redundant site so that the users continue operations. The proposed system will have the same requirements.
- network and system capacity

    - The current system is designed to allow for expansion of memory, storage space (at vendor expense) and network traffic should the need arise. The proposed system will continue to require these same capabilities.
- network and system reliability
    - The current system is required to be operational 24X7X365 with downtimes limited to planned system maintenance. During the maintenance period, the system is required to be failed over to a redundant site so that the users continue operations. The proposed system will have the same requirements.
- network and system backup and operational recovery
    - The current system is required to have a backup system that is capable of immediately becoming operational with no break in service should the primary system fail for any reason. Should the system not provide services when needed in this manner, there are liquidated damages that are assessed by contract. This procurement will provide for the same system and contractual requirements.
- scalability to meet long-term system and network requirements

    The current system is designed to allow for expansion of memory, storage space (at vendor expense) and network traffic should the need arise. The proposed system will continue to require these same capabilities.

C. Capacity Planning

The procurement process will require participating vendors to use our current metrics for CAD/RMS usage and availability and propose a solution that will be able to support our needs. The proposal will also require the vendor to provide a system that is scalable to meet any unanticipated increase in the usage of the system.

D. Analysis of Alternatives

Alternatives will be investigated as a part of the procurement process. However, should this project not proceed, any efficiencies that have been gained in both sworn and non-sworn workforce reductions, reduced printing and paper retention requirements, reduced costs from reducing our reliability of the mobile and portable land radio, or other operational efficiencies seen due to the use of the CAD/RMS system will be lost. The Department would be required to increase:

- staffing levels in both sworn and non-sworn employees.
- printing budget for uniform traffic citations and crash report forms.
- use of the mobile and portable land radio which will increase our costs for the network infrastructure.

This would also decrease:

- officer safety as officers and dispatchers would have no way to quickly and easily determine what law enforcement resources are available in the vicinity.
- ability to timely deploy to roadway situations such as crashes, DUIs, and emergency traffic control.
- the Department's ability to quickly and accurately report statistics on patrol-related activities.

VI. Project Management Planning Component

A. Project Charter

The Florida Department of Highway Safety and Motor Vehicles intends to implement a suitable replacement to an existing Computer Aided Dispatch (CAD) system and Records Management System (RMS). Once procurement is decided, it will be a multi-year contract with full installation, implementation, and training occurring during the first twelve months. Additional years will include software licensing, software upgrades, and software maintenance and support.

Business Objectives

This project directly ties to the department's strategic plan to keep our highways safe through officer patrols and investigations and effective reporting of activities. There are a total of nine law enforcement entities, including FHP, using CAD; only FHP uses the RMS solution. These entities rely on this system for officer safety during dispatched calls and for efficient use of officer time while submitting reports generated for crashes, DUI investigations, and other required officer reports.

Project Description

The Florida Highway Patrol has been utilizing a Computer Aided Dispatch (CAD) system to track all calls for service from the public and officer initiated calls since 1989. The system keeps track of officers locations with an integrated GIS/AVL solution tied to Mobile Data Computers (MDC) in patrol cars. The system supports the Patrol and other state law enforcement entities. The system was put in place in 2003.

The Patrol has also been using a Records Management System (RMS) to collect data and initiate reports such as crash reports, citations, warnings, equipment notices, field intelligence, traffic stop data, arrest, and offense, booking since 2001. The RMS component is self-contained on each trooper's computer allowing for continuous use even though connectivity may be temporarily lost.

The Patrol installed MDC's in their patrol units in 2001 with the capabilities to support the above systems as well as interfacing with the Florida Crime Information Center (FCIC), the National Crime Information Center (NCIC) and other local or national criminal justice systems.

New hardware was purchased in 2010 to support the above functions and reduced the system footprint from eight distributed systems to two systems hosted centrally.

The current contract which provides for the above services to include software licensing and maintenance will expire on May 31, 2013.

Assumptions

- Vendor will comply with Florida Administrative Code requirements.
- Vendor forms will meet legal and Departmental requirements.
- HSMV will provide all network infrastructure, including the new hardware purchased in 2010.
- The nine law enforcement entities that use the CAD system will also use the new system.
- The system will reside at the Northwood Shared Resource Center

Constraints

The current CAD/RMS contract is at end of life and ends May 31, 2013, a new system must be procured. Since the current contract will end before a new contract can be in place, a contract extension will be done in order to get the new system in place.

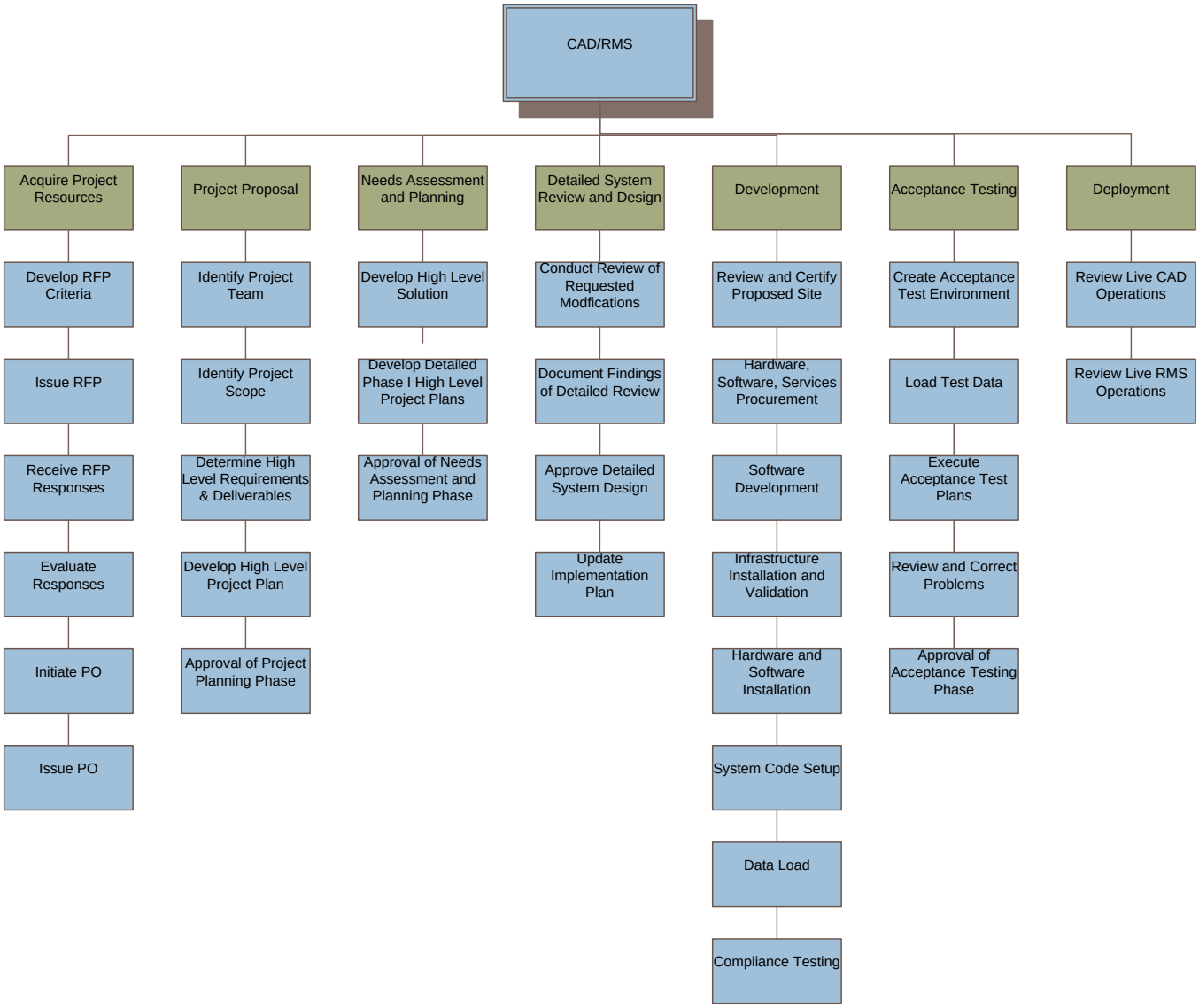
Draft Project Deliverables (as based on RFIs submitted by potential vendors)

Vendors Project Schedule	A project schedule reflective of mutually agreeable task dates.
Functional Specification Review Meeting Minutes	A document presenting the discussion items, requested scope modifications and initial implementation tasks to be conducted by both parties.
Site Requirements	Review HSMV Site Environment readiness.
Training Plan	Documents the plans to train end users and administrative/technical users of the products.
Training Schedule	The time sequence of training tasks.
Classroom Training Materials	Any electronic or hard-copy resource materials used during training.
Training Evaluation Form	A form to be filled out by students to provide feedback on the efficacy of the training curriculum.
Attendance Rosters	A record of the attendance of individual students at a training event.
Training Completion	A document stating that training has been completed.
Go Live Briefing	A formal presentation to HSMV stakeholders briefing them on plans for transitioning a product to production status.
Production Move	The transition of HSMV's dispatch/law records management/mobile computing operations to the Vendors system.
Customer Support Handover Document	A document that records the HSMV contact information, as well as criteria established HSMV pertaining to Vendor's access to HSMV systems.

Draft High-Level Project Timeline (based on RFIs submitted by potential vendors)

Phase	Start Date	Completion Date	Cost	Milestones
I: Project Planning	7/1/13	7/26/13		Kickoff meeting, finalize project team, site walk through, and detailed system review/design.
II: Implementation	7/26/13	6/26/14		Hardware, software, and services procurement. Software development. Infrastructure installation validation. Hardware and system software installation. Application software installation.
III: Post Implementation	5/11/14	7/1/14		Acceptance testing, parallel testing, test post production reports, approve installations, post implementation review of CAD and RMS operations.

B. Draft Work Breakdown Structure
(based on RFIs submitted by potential vendors)



C. Draft Project Schedule
(based on RFIs submitted by potential vendors)

Task Name	Duration	Start	Finish	Predecessors	Resource Names
Contract Award	**0.5 days**	**Mon 7/1/13**	**Mon 7/1/13**		
Present Final Contract	0.5 days	Mon 7/1/13	Mon 7/1/13		Vendor
Start of Project	0 days	Mon 7/1/13	Mon 7/1/13	2	HSMV
PHASE I - PLANNING	**19 days**	**Mon 7/1/13**	**Fri 7/26/13**		
Project Kickoff	**6 days**	**Mon 7/1/13**	**Tue 7/9/13**		
Initial On-site Meeting	1 day	Mon 7/1/13	Tue 7/2/13	3	HSMV,Vendor
Review Project Management Plan	1 day	Tue 7/2/13	Wed 7/3/13	6	HSMV,Vendor
Finalize Project Team	2 days	Wed 7/3/13	Fri 7/5/13	7	HSMV,Vendor
Site Walk-Through	2 days	Fri 7/5/13	Tue 7/9/13	8	HSMV,Vendor
Detailed System Review and Design (DSD)	**13 days**	**Tue 7/9/13**	**Fri 7/26/13**		
On-Site DSD Kickoff Meeting	0 days	Tue 7/9/13	Tue 7/9/13	9	HSMV,Vendor
Conduct Reviews of Requested Modifications	2 days	Tue 7/9/13	Thu 7/11/13	11	HSMV,Vendor
Conduct Detailed CAD Review	1 day	Thu 7/11/13	Fri 7/12/13	12	HSMV,Vendor
Conduct Detailed RMS Review	0.5 days	Fri 7/12/13	Fri 7/12/13	13	HSMV,Vendor
Conduct Detailed Reporting Review	1 day	Mon 7/15/13	Mon 7/15/13	14	HSMV,Vendor
Conduct Detailed Data Conversion Review	0.5 days	Tue 7/16/13	Tue 7/16/13	15	HSMV,Vendor
Conduct Detailed Interfaces Review	1 day	Tue 7/16/13	Wed 7/17/13	16	HSMV,Vendor
Document Findings of Detailed Review	5 days	Wed 7/17/13	Wed 7/24/13	17	Vendor
Approve Detailed Systems Design	0 days	Wed 7/24/13	Wed 7/24/13	18	HSMV
Update Implementation Plan	2 days	Wed 7/24/13	Fri 7/26/13	19	HSMV,Vendor
PHASE II - IMPLEMENTATION	**239.5 days**	**Fri 7/26/13**	**Thu 6/26/14**		
Phase II Review and Certify Proposed State of Florida Hardware Assets	2 days	Fri 7/26/13	Tue 7/30/13	20	Vendor
Hardware, Software, and Services Procurement	**2 days**	**Tue 7/30/13**	**Thu 8/1/13**		
Order Hardware, Software, and Services	**2 days**	**Tue 7/30/13**	**Thu 8/1/13**		
Network Cabling	0.5 days	Tue 7/30/13	Tue 7/30/13	22	HSMV
Server Hardware	0.5 days	Wed 7/31/13	Wed 7/31/13	25	Vendor
Printers	0.5 days	Wed 7/31/13	Wed 7/31/13	26	Vendor
Third Party Software	0.5 days	Thu 8/1/13	Thu 8/1/13	27	Vendor
Software Development	**93 days**	**Thu 8/1/13**	**Tue 12/10/13**		
Data Conversion Programs	30 days	Thu 8/1/13	Thu 9/12/13	28	Vendor

Product Enhancements per RFP/DSD	**30 days**	**Thu 9/12/13**	**Thu 10/24/13**		
CAD per RFP/DSD	30 days	Thu 9/12/13	Thu 10/24/13	30	Vendor
RMS per RFP/DSD	30 days	Thu 9/12/13	Thu 10/24/13	30	Vendor
New External Interfaces per RFP/DSD	33 days	Thu 10/24/13	Tue 12/10/13	32	Vendor
Infrastructure Installation and Validation	**7 days**	**Tue 12/10/13**	**Thu 12/19/13**		
Network Cabling	1 day	Tue 12/10/13	Wed 12/11/13	34	Vendor
Communications Hardware	1 day	Wed 12/11/13	Thu 12/12/13	36	Vendor
Network Hardware	1 day	Thu 12/12/13	Fri 12/13/13	37	Vendor
Verify Network and Communications	1 day	Fri 12/13/13	Mon 12/16/13	38	HSMV,Vendor
Verify Local Area Network	1 day	Mon 12/16/13	Tue 12/17/13	39	HSMV
Finalize Network Architecture	2 days	Tue 12/17/13	Thu 12/19/13	40	Vendor
Hardware and System Software Installation	**73 days**	**Thu 12/19/13**	**Tue 4/1/14**		
Hardware Installation	**73 days**	**Thu 12/19/13**	**Tue 4/1/14**		
Delivery from Manufacturer	1 day	Thu 12/19/13	Fri 12/20/13	41	Vendor
Server Installation and Configuration	5 days	Fri 12/20/13	Fri 12/27/13	44	HSMV,Vendor
Approve Server Installation	1 day	Fri 12/27/13	Mon 12/30/13	45	HSMV
RAID Array Configuration	4 days	Mon 12/30/13	Fri 1/3/14	46	Vendor
Operating System Preparation	**62 days**	**Fri 1/3/14**	**Tue 4/1/14**		
Operating System Installation	60 days	Fri 1/3/14	Fri 3/28/14	47	Vendor
Printer Installation and Configuration	1 day	Fri 3/28/14	Mon 3/31/14	49	Vendor
Installation and Configuration	1 day	Mon 3/31/14	Tue 4/1/14	50	Vendor
CAD Software Installation	**21.5 days**	**Tue 4/1/14**	**Wed 4/30/14**		
CAD	2 days	Tue 4/1/14	Thu 4/3/14	51	Vendor
Web	4 days	Thu 4/3/14	Wed 4/9/14	53	Vendor
Interface Account	5 days	Wed 4/9/14	Wed 4/16/14	54	Vendor
CAD Test Account	7 days	Wed 4/16/14	Fri 4/25/14	55	Vendor

Verify Application Installations	2 days	Fri 4/25/14	Tue 4/29/14	56	Vendor
Configure Home Accounts	0.5 days	Tue 4/29/14	Tue 4/29/14	57	Vendor
CAD Workstation Installation	1 day	Wed 4/30/14	Wed 4/30/14	58	HSMV,Vendor
RMS Software Installation	**6.5 days**	**Tue 4/1/14**	**Wed 4/9/14**		
RMS Project Management	**0.5 days**	**Tue 4/1/14**	**Tue 4/1/14**		
Finalize Project Team Responsibilities	0.5 days	Tue 4/1/14	Tue 4/1/14	43	HSMV,Vendor
RMS Server Software Installation	**4 days**	**Tue 4/1/14**	**Mon 4/7/14**		
Tools/Utilities	0.5 days	Tue 4/1/14	Tue 4/1/14	43	Vendor
RMS Installation	0.5 days	Wed 4/2/14	Wed 4/2/14	64	Vendor
Standard Reporting Installation	0.5 days	Wed 4/2/14	Wed 4/2/14	65	Vendor
FCIC/State Interface Installation/Configuration	0.5 days	Thu 4/3/14	Thu 4/3/14	66	Vendor
RMS Configuration	0.5 days	Thu 4/3/14	Thu 4/3/14	67	Vendor
Reporting Configuration	0.5 days	Fri 4/4/14	Fri 4/4/14	68	Vendor
External Interfaces Installation	1 day	Fri 4/4/14	Mon 4/7/14	69	Vendor
Approve RMS Installation	0 days	Mon 4/7/14	Mon 4/7/14	70	HSMV
RMS Workstation Software Installation	2.5 days	Mon 4/7/14	Wed 4/9/14	71	HSMV,Vendor
System Code Setup	**3 days**	**Wed 4/2/14**	**Fri 4/4/14**		
RMS Users & Security Groups	0.5 days	Wed 4/2/14	Wed 4/2/14	64	Vendor
User Group Application Access	0.5 days	Wed 4/2/14	Wed 4/2/14	64	Vendor
Setup User Menus	0.5 days	Wed 4/2/14	Wed 4/2/14	75	Vendor
Crime / Offense Codes	1 day	Thu 4/3/14	Thu 4/3/14	76	Vendor
Determine Configuration Options	0.5 days	Fri 4/4/14	Fri 4/4/14	77	HSMV,Vendor
Determine Sequence Numbers	0.5 days	Fri 4/4/14	Fri 4/4/14	78	HSMV,Vendor
Reporting Software Installation	**8.5 days**	**Wed 4/2/14**	**Mon 4/14/14**		
Reporting Server Software Installation	0.5 days	Wed 4/2/14	Wed 4/2/14	62	Vendor
Reporting Workstation Software Installation	5 days	Wed 4/2/14	Wed 4/9/14	81	Vendor
System Code Setup	1 day	Wed 4/9/14	Thu 4/10/14	82	HSMV,Vendor
Work Flow Setup	2 days	Thu 4/10/14	Mon 4/14/14	83	Vendor
Reports Installation	**2 days**	**Thu 4/10/14**	**Fri 4/11/14**		
Reports Server Software Installation	2 days	Thu 4/10/14	Fri 4/11/14	60	Vendor
RMS Data Load	4 days	Thu 4/10/14	Tue 4/15/14	60	
Compliance Testing	**25 days**	**Wed**	**Tue 5/20/14**		

		4/16/14			
Component Acceptance Testing	5 days	Wed 4/16/14	Tue 4/22/14	87	HSMV,Vendor
Component Acceptance Test Period	25 days	Wed 4/16/14	Tue 5/20/14	89SS	HSMV,Vendor
Performance Test	1 day	Wed 4/16/14	Wed 4/16/14	90SS	HSMV,Vendor
Stress Test	1 day	Wed 4/16/14	Wed 4/16/14	91SS	HSMV
Reliability Acceptance Testing	5 days	Wed 4/16/14	Tue 4/22/14	92SS	HSMV,Vendor
Reliability Test Period	25 days	Wed 4/16/14	Tue 5/20/14	93SS	HSMV,Vendor
System Acceptance	0 days	Tue 5/20/14	Tue 5/20/14	94	HSMV
CAD Training	**9 days**	**Wed 5/21/14**	**Mon 6/2/14**		
Finalize Training Plan	1 day	Wed 5/21/14	Wed 5/21/14	95	Vendor
Prepare Materials, Classroom, etc.	2 days	Thu 5/22/14	Fri 5/23/14	97	Vendor
System Administrator Training	1 day	Mon 5/26/14	Mon 5/26/14	98	Vendor
CAD User Training	5 days	Tue 5/27/14	Mon 6/2/14	99	Vendor
RMS User Training	**18 days**	**Tue 6/3/14**	**Thu 6/26/14**		
Finalize Training Plan	1 day	Tue 6/3/14	Tue 6/3/14	96	HSMV,Vendor
Prepare Materials, Classroom, etc.	3 days	Wed 6/4/14	Fri 6/6/14	102	Vendor
Conduct System Administrator Testing	1 day	Mon 6/9/14	Mon 6/9/14	103	Vendor
Conduct RMS User Training	12 days	Tue 6/10/14	Wed 6/25/14	104	Vendor
Live RMS	1 day	Thu 6/26/14	Thu 6/26/14	105	HSMV,Vendor
Reports Training	**4 days**	**Wed 5/21/14**	**Mon 5/26/14**		
Finalize Training Plan	1 day	Wed 5/21/14	Wed 5/21/14	95	HSMV,Vendor
Prepare Materials, Classroom, etc.	2 days	Thu 5/22/14	Fri 5/23/14	108	Vendor
Conduct Reports User Training	1 day	Mon 5/26/14	Mon 5/26/14	109	Vendor
Live Operations (cut over) Preparation	**2 days**	**Thu 5/1/14**	**Fri 5/2/14**		
Schedule Cut-Over	0.5 days	Thu 5/1/14	Thu 5/1/14	59	HSMV
Set Sequence Numbers	0.5 days	Thu 5/1/14	Thu 5/1/14	112	HSMV,Vendor
Run Final Data Conversion	1 day	Fri 5/2/14	Fri 5/2/14	113	Vendor
Begin Live Operations	0 days	Fri 5/2/14	Fri 5/2/14	114	Vendor
PHASE III - POST IMPLEMENTATION	**44 days**	**Thu 5/1/14**	**Tue 7/1/14**		
RMS Operations	**7 days**	**Thu 5/1/14**	**Fri 5/9/14**	**59**	
Acceptance Testing	**7 days**	**Thu 5/1/14**	**Fri 5/9/14**	**59**	
Conduct Parallel Testing	5 days	Thu 5/1/14	Wed 5/7/14	59	HSMV
Test Production Reports	2 days	Thu 5/8/14	Fri 5/9/14	119	HSMV
Approve RMS Installation	0 days	Fri 5/9/14	Fri 5/9/14	120	HSMV
Approve Reporting	0 days	Fri 5/9/14	Fri 5/9/14	121	HSMV

Installation					
Post Implementation Review	**4 days**	**Thu 6/26/14**	**Tue 7/1/14**		
Review Live CAD/Mobile Operations	2 days	Thu 6/26/14	Fri 6/27/14	105	HSMV,Vendor
Review Live RMS Operations	1 day	Mon 6/30/14	Mon 6/30/14	124	HSMV,Vendor
Review Live Reporting Operations	1 day	Tue 7/1/14	Tue 7/1/14	125	HSMV,Vendor

D. Project Budget

The project budget will not be finalized until completion of the procurement process. At this time, the Department projects that this will be a single year implementation.

State of Florida
Schedule IV-B
Project Budget Spreadsheet

Fiscal Year 2013-14

Project Costs for Implement CAD/RMS

For Highway Safety and Motor \ By Michelle Morris

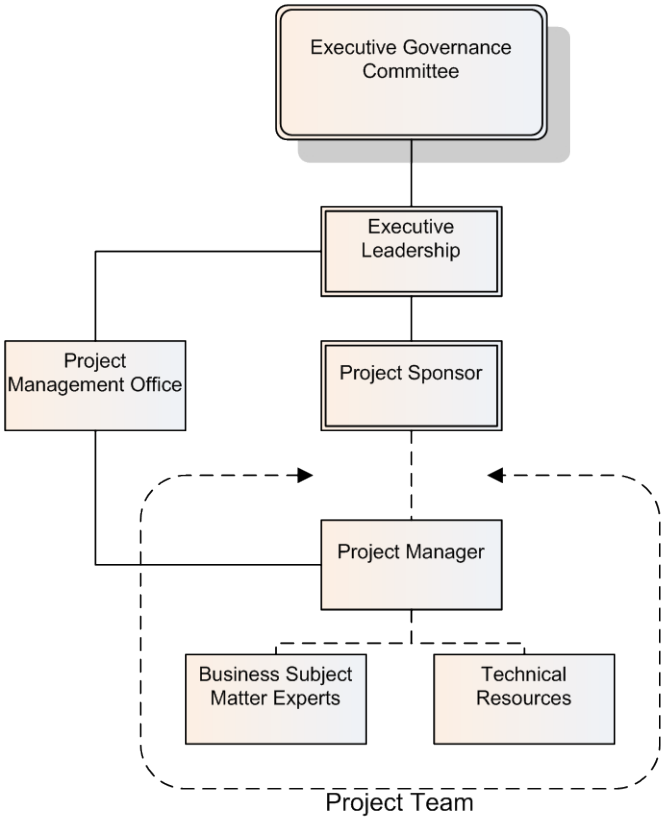
Produced 10/15/2012

FY 2013-14

PROJECT BUDGET WORKSHEET 1 (Captures All Major Direct & Indirect Costs associated with Development, Implementation, and Transition)

Project Cost / Quarter	Jul-Sep Planned	Jul-Sep Actual	Oct-Dec Planned	Oct-Dec Actual	Jan-March Planned	Jan-March Actual	April-June Planned	April-June Actual	Budget to Date	Actual to Date	Variance to Date
State Staff											
# FTEs	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Subcontractors											
# FTEs	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Hardware											
Item 1	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Item 2	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Software											
Item 1	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Item 2	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Misc Equipment											
Item 1	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Item 2	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Other Costs								$15,000,000.00			
Vendor	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$15,000,000	$0	$15,000,000
Item 2	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Total Costs	$0	$0	$0	$0	$0	$0	$15,000,000	$0	$15,000,000	$0	$15,000,000
Progress Payments									$0	$0	$0

E. Project Organization



Role	Responsibility
Executive Governance Steering Committee	Sets overall strategic scope and direction. Reviews program risks, issues and exceptions. Provides general program oversight.
Executive Sponsor	Sets tactical scope and direction. Provides specific program/project oversight. Influences interaction with stakeholders. Accepts major program/project deliverables. Final arbiter of project issues
Project Management Office	Provides program/project management tools, techniques, and process models. Provides program and project assistance as requested. Acts as a program and project advisor to the program sponsors
Project Sponsor	Directs the project.
Project Manager	Documents project charter (objective/scope/etc.). Develops project management plans. Monitors project progress. Reports project status. Maintains project financials. Manages project change control. Manages project risks, issues and actions. Facilitates team communication.
Project Team Members	Performs business or technical activities as documented in the project plan. Reports business or technical activity completion status.

F. External Project Oversight

This project is has not entered the Procurement phase. More information will be available upon further development.

G. Risk Management

The purpose of risk management is to identify, assess, and prioritize those risk factors which may negatively affect the program. Strategies can then be employed to minimize, monitor and control the probability and/or impact of the negative risk factors. A Risk Management Plan will be developed during the Preparation Work Group – Program Organization and Governance Project to formalize the program risk policies, procedures, processes, activity schedule, tools and templates. The Risk Management plan is approved by the Steering Committee and updated semi-annually as appropriate. Risk management reviews should be conducted monthly over the duration of the program to update the negative risk factors.

Once a risk factor is identified, the impact on the program is determined, the probability of occurrence is estimated, and the Department's tolerance level is documented. A risk strategy with appropriate corresponding actions can then be applied to manage the risk factor. Risk strategies include:

Acceptance – the risk factor is unavoidable, continue the program, and monitor for the occurrence of the risk.

Avoidance – the risk factor is avoidable and eliminates the cause or probability of the risk.

Mitigation – the risk factor is unavoidable, continue the program, implement actions to provide for early detection, and implement actions to lessen the impact.

Transference – the risk factor is unavoidable, continue the program, and share with, or give to, another party the risk factor to manage.

Risk Description – Impact	**Probability of Occurrence** (high, medium, low)	**Tolerance Level** (high, medium, low)	**Risk Strategy** (accept, avoid, mitigate, transfer)	**Assigned Owner**
Strategic (Medium Risk)				
Not all project business/program area requirements, assumptions, constraints, and priorities have been defined and documented because a technology solution has not been selected yet.	Medium	Low	Accept and monitor.	TBD

Risk Description – Impact	**Probability of Occurrence** (high, medium, low)	**Tolerance Level** (high, medium, low)	**Risk Strategy** (accept, avoid, mitigate, transfer)	**Assigned Owner**
Communication (High Risk)				
Key messages have not been developed yet, because technology solution is not determined yet.	Medium	Low	Mitigate by finalizing communication plan after procurement is complete.	TBD
Fiscal (High Risk)				
Spend plan has not been approved for all project expenditures because a technology solution has not been selected yet.	Low	Low	Mitigate by developing a spend plan after procurement is complete.	TBD
All project expenditures have not been identified in spend plan because a technology solution has not been selected yet.	Medium	Medium	Accept and monitor.	TBD
Program Organization (Medium Risk)				
Key internal resources will not be dedicated to the program – Lack of key resources may elongate timelines, increase costs or contribute to program failure.	High	Medium	Accept and monitor.	TBD
Program/Project Management (Medium Risk)				
Few to none of the project deliverables/services have been clearly defined and documented outside of RFIs received from potential vendors.	Medium	Low	Mitigate through procurement process.	TBD
Complexity (High Risk)				
Stakeholder geographical, cultural and organizational differences will make communication difficult.	High	High	Accept and address through communication plan	TBD

H. Organizational Change Management

The goal of change is to improve the organization by altering what and/or how work is done. Two types of change activities are integral to the success of the program.

Organizational change management outlines the activities necessary to ensure staff participation in process development and improvement, skill set changes and technology acceptance. Examples of these activities are the communication of program goals and benefits; documentation and communication of solution vendor/Department

roles/responsibilities; development and communication of new process maps/roles; development and communication of a skills gap analysis; and the development and communication of a training plan.

Program change control is the set of activities and templates used to request and manage changes to accepted program scope, timelines, deliverables and/or costs. This will facilitate communication about requested changes among the stakeholders of the project, provide a common process for resolving requested changes, and reduce the uncertainty around the existence, state, and outcome of a requested change.

An organizational change management plan and a program change control process will be developed.

I. Project Communication

Program communication is the exchange of program-specific information with the emphasis on creating understanding between the sender and the receiver. Effective communication is one of the most important factors contributing to the success of a program.

Three clear communication channels will be established during the Project. They include:

Upward channel with senior executives and steering committee to highlight issues, risks and scope exceptions.

Lateral channel with sponsor(s), stakeholders, and other agency management involving requirements, resources, budgets and time allocations.

Downward channel with the project team highlighting processes, activities, dates, status and general team briefings.

A communication plan describes how program communication events will occur across the channels described above. The events themselves may be periodic or one-time in nature.

What	Who	Owner	Purpose	Frequency	Type
Program Plan (Integrated Project Plans)	Key stakeholders	Program Manager	Update stakeholders and project teams on program progress, dependencies and milestones.	Bi-Weekly	Document distributed via hardcopy or electronically.
Executive Status Report	All stakeholders	Program Manager	Update stakeholders on progress of the project.	Monthly	Distribute electronically and post on project repository
Steering Committee Meeting	Project Steering Committee,	Program Manager	Update Program Steering Committee on status and discuss critical issues. Approve changes to Program Plan.	Monthly	Meeting

What	Who	Owner	Purpose	Frequency	Type
Executive Sponsor Meeting	Sponsor	Program Manager	Update executive sponsor(s) on status; discuss critical issues and risks; and review changes to Program Plan.	Bi-Weekly	Meeting
Program Workbook	Program and project teams.	Project Managers	To monitor and track project specific milestone status, issues, actions, decisions and risks, assumptions, constraints and scope tracking	Weekly	Distribute electronically and post on project repository
Team Meetings	Entire project team. Individual meetings for sub-teams, technical team, and functional teams as appropriate.	Project Managers	To review detailed plans (tasks, assignments, issues, and action items).	Regularly Scheduled	Meeting Template
Project Repository	ALL project team members.	Project Managers	Central location to house status reports, meeting minutes, project description, and Project Initiation Plan. For any shared communication.	Regularly Scheduled	SharePoint
Periodic Demos and Presentations	Focus on specific groups	Project Managers	To gain inputs and approvals from special groups and keep them abreast of the project's status.	As needed	Presentation/ Discussion
Other	To be determined by the project team	Project Members	General communications	As needed	Email lists, announcements, etc.

J. Special Authorization Requirements

There are no special authorization requirements for the Computer Assisted Dispatch Program.

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Motorist Services Program Exhibits and Schedules

Motorist Services Program

Schedule I Series

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety & Motor Vehicles **Budget Period: 2013-2014**
Program: 76210000 Motorist Services
Fund: 2009 Highway Safety Operating Trust Fund

Specific Authority: Chapter 322.56, Florida Statutes
Purpose of Fees Collected: Funding for the Third Party Driver License Testing Program

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

X	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011 - 2012**	**ESTIMATED FY 2012 - 2013**	**REQUEST FY 2013 - 2014**
Receipts:			
Total Fee Collection to Line (A) - Section III	-	-	-
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	575,464	578,629	586,570
Other Personal Services	-	-	-
Expenses	40,550	40,550	40,550
Operating Capital Outlay	-	-	-
Contracted Services	103	104	106
Risk Management	8,651	10,057	10,057
Background Checks	1,224	1,224	1,224
Indirect Costs Charged to Trust Fund	-	-	-
Total Full Costs to Line (B) - Section III	625,993	630,564	638,507

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	-	-	-
TOTAL SECTION II	(B)	625,993	630,564	638,507
TOTAL - Surplus/Deficit	(C)	(625,993)	(630,564)	(638,507)

EXPLANATION of LINE C:

Pursuant to Section 322.56 F.S. the department may contract with third-party providers to administer the written and driving skills portions of an examination for all classes and types of driver's licenses, the results of which may be accepted in lieu of the results of a written and driving skills examination given by the department. The department is required to monitor the operations of third party administrators to ensure compliance with state or federal standards. This program is funded from general operations of the Department.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety & Motor Vehicles **Budget Period: 2013-2014**
Program: 76210000 Motorist Services
Fund: 2009 Highway Safety Operating Trust Fund

Specific Authority: Chapter 488, Florida Statutes
Purpose of Fees Collected: Funding for the Commercial Driving Schools Program

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

X	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011 - 2012**	**ESTIMATED FY 2012 - 2013**	**REQUEST FY 2013 - 2014**
Receipts:			
Total Fee Collection to Line (A) - Section III	-	-	-
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	74,935	75,347	76,381
Other Personal Services	-	-	-
Expenses	3,040	3,040	3,040
Operating Capital Outlay	-	-	-
Contracted Services	-	-	-
Risk Management	1,153	1,341	1,341
Indirect Costs Charged to Trust Fund	-	-	-
Total Full Costs to Line (B) - Section III	79,128	79,728	80,762

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	-	-	-
TOTAL SECTION II	(B)	79,128	79,728	80,762
TOTAL - Surplus/Deficit	(C)	(79,128)	(79,728)	(80,762)

EXPLANATION of LINE C:

The department is authorized per chapter 488 F.S. to license and oversee the operations of all commercial driving schools except truck driving schools. All receipts from applications for or from the issuance of licenses and certificates for the Commercial Driving School Program are deposited into the General Revenue Fund. This program is funded from general operations of the Department.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety & Motor Vehicles **Budget Period: 2013-2014**
Program: 76210000 Motorist Services
Fund: 2009 Highway Safety Operating Trust Fund

Specific Authority: Chapters 318.1451 and 322.095, Florida Statutes
Purpose of Fees Collected: Funding for the Driver Improvement Schools Program

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011 - 2012**	**ESTIMATED FY 2012 - 2013**	**REQUEST FY 2013 - 2014**
Receipts:			
Driver Education Fees	1,548,174	1,808,967	1,831,579
Total Fee Collection to Line (A) - Section III	1,548,174	1,808,967	1,831,579
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	62,415	62,758	63,619
Other Personal Services	1,857	1,857	1,857
Expenses	6,290	6,290	6,290
Operating Capital Outlay	-	-	-
Contracted Services	-	-	-
Risk Management	769	894	894
Indirect Costs Charged to Trust Fund	-	-	-
Total Full Costs to Line (B) - Section III	71,330	71,799	72,660

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	1,548,174	1,808,967	1,831,579
TOTAL SECTION II	(B)	71,330	71,799	72,660
TOTAL - Surplus/Deficit	(C)	1,476,844	1,737,168	1,758,919

EXPLANATION of LINE C:

The department is authorized under 318.1451 and 322.095 F.S. to approve course curriculum, test course effectiveness and collect assessment fees for the Driver Improvement courses.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety & Motor Vehicles **Budget Period: 2013-2014**
Program: 76210000 Motorist Services
Fund: 2009 Highway Safety Operating Trust Fund

Specific Authority: Chapters 320.08, 322.025 and 322.0255 Florida Statutes
Purpose of Fees Collected: Motorcycle Safety Education Program (Florida Rider Training Program - FRTP)

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

X	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011 - 2012**	**ESTIMATED FY 2012 - 2013**	**REQUEST FY 2013 - 2014**
Receipts:			
Motorcycle Registrations	1,647,183	1,590,228	1,619,239
Total Fee Collection to Line (A) - Section III	1,647,183	1,590,228	1,619,239

SECTION II - FULL COSTS

Direct Costs:			
Salaries and Benefits	391,006	393,156	398,552
Other Personal Services	-	-	-
Expenses	81,818	81,818	81,818
Operating Capital Outlay	-	-	-
Contracted Services	250,498	-	-
Risk Management	6,536	7,599	7,599
Indirect Costs Charged to Trust Fund	-	-	-
Total Full Costs to Line (B) - Section III	729,858	482,573	487,969

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	1,647,183	1,590,228	1,619,239
TOTAL SECTION II	(B)	729,858	482,573	487,969
TOTAL - Surplus/Deficit	(C)	917,325	1,107,655	1,131,270

EXPLANATION of LINE C:

A $2.50 additional fee is collected upon registration of any motorcycle, motor driven cycle, or moped pursuant to Section 320.08 (1) (c), F.S.. This fee is deposited into the Highway Safety Operating Trust Fund to fund the Florida Motorcycle Safety Education Program or the general operations of the department.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety & Motor Vehicles **Budget Period: 2013-2014**
Program: 76210000 Motorist Services
Fund: 2009 Highway Safety Operating Trust Fund

Specific Authority: Chapter 322.292 and 322.293, Florida Statutes
Purpose of Fees Collected: DUI Schools Coordination Program

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

X	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011 - 2012**	**ESTIMATED FY 2012 - 2013**	**REQUEST FY 2013 - 2014**
Receipts:			
DUI Course Fees	721,819	816,020	824,858
Total Fee Collection to Line (A) - Section III	721,819	816,020	824,858

SECTION II - FULL COSTS

Direct Costs:			
Salaries and Benefits	261,204	262,641	266,245
Other Personal Services	928	928	928
Expenses	12,826	12,826	12,826
Operating Capital Outlay	1,233	1,233	1,233
Contracted Services	-	-	-
Risk Management	6,536	7,599	7,599
Indirect Costs Charged to Trust Fund	-	-	-
Total Full Costs to Line (B) - Section III	282,727	285,227	288,831

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	721,819	816,020	824,858
TOTAL SECTION II	(B)	282,727	285,227	288,831
TOTAL - Surplus/Deficit	(C)	439,092	530,793	536,027

EXPLANATION of LINE C:

Per Chapter 322.293, F.S., a $15 fee is assessed against each person who enrolls in a DUI program. This fee is deposited into the Highway Safety Operating Trust Fund to fund this program and for the general operations of the department.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety & Motor Vehicles **Budget Period: 2013-2014**
Program: 76210000 Motorist Services
Fund: 2009 Highway Safety Operating Trust Fund

Specific Authority: Chapter 322.292 and 322.293, Florida Statutes
Purpose of Fees Collected: To provide revenue for funding of the Ignition Interlock Program

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

X	Regulatory services or oversight to businesses or professions (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011 - 2012**	**ESTIMATED FY 2012 - 2013**	**REQUEST FY 2013 - 2014**
Receipts:			
Ignition Interlock Fees	138,024	135,584	137,053
Total Fee Collection to Line (A) - Section III	138,024	135,584	137,053
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	237,500	238,806	242,083
Other Personal Services	7,303	7,303	7,303
Expenses	6,654	6,654	6,654
Operating Capital Outlay	9,769	-	-
Contracted Services	-	-	-
Risk Management	4,037	4,693	4,693
Indirect Costs Charged to Trust Fund	-	-	-
Total Full Costs to Line (B) - Section III	265,263	257,456	260,733

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	138,024	135,584	137,053
TOTAL SECTION II	(B)	265,263	257,456	260,733
TOTAL - Surplus/Deficit	(C)	(127,239)	(121,872)	(123,680)

EXPLANATION of LINE C:

Per Chapter 322.715, F. S., the Department is authorized to collect a $12 Ignition Interlock Device fee for each device installed. This fee is deposited into the Highway Safety Operating Trust Fund to fund this program.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety and Motor Vehicles
Program: 76210100 Motorist Services
Fund: 2009 Highway Safety Operating TF

Budget Period: 2013-14

Specific Authority: Section 320.27, Florida Statutes
Purpose of Fees Collected: Fees collected are used for the operation and administration of the Dealer License program for the Bureau of Field Operations.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

X	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-12**	**ESTIMATED FY 2012-13**	**REQUEST FY 2013-14**
Receipts:			
Total Fee Collection to Line (A) - Section III	-	-	-
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	2,703,555	3,061,306	3,061,306
Other Personal Services	12,191	12,191	12,191
Expenses	559,344	575,586	575,586
Operating Capital Outlay	1,777	18,765	18,765
Contracted Services	24,062	72,185	72,185
Leased Equipment	-	8,345	8,345
FDLE Background Checks	145,109	-	-
Risk Management	49,769	65,631	65,631
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	3,495,807	3,814,009	3,814,009
Basis Used:			
SECTION III - SUMMARY			
TOTAL SECTION I (A)	-	-	-
TOTAL SECTION II (B)	3,495,807	3,814,009	3,814,009
TOTAL - Surplus/Deficit (C)	(3,495,807)	(3,814,009)	(3,814,009)

EXPLANATION of LINE C:

$1,552,140 in fees collected in 2011-12 for Dealer Licenses were deposited into the General Revenue Fund and the Mobile Home and RV TF. Program costs associated with this activity are funded from general operations of the Department.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety and Motor Vehicles **Budget Period: 2013-14**
Program: 76210100 Motorist Services
Fund: 2009 Highway Safety Operating TF

Specific Authority: Sections 320.8255 & 320.8249, Florida Statutes
Purpose of Fees Collected: Fees are utilized to cover the cost of inspections and administration of the Mobile Home Construction and Installation program.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

X	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-12**	**ESTIMATED FY 2012-13**	**REQUEST FY 2013-14**
Receipts:			
Mobile Home Installer's Application Fees	3,700	3,802	3,850
Mobile Home Installer's Fees	51,750	53,183	53,848
Mobile Home Installer's Exam Fees	3,300	3,391	3,434
Mobile Home Installer's Decals	45,150	46,401	46,981
Mobile Home Installer's Admin. Fine	10,495	10,786	10,921
		-	-
Total Fee Collection to Line (A) - Section III	114,395	117,563	119,034
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	1,166,751	1,131,661	1,131,661
Other Personal Services	8,071	-	-
Expenses	103,712	146,700	146,700
Operating Capital Outlay	-	10,000	10,000
Contracted Services/Leased Equipment	649	3,402	3,402
Risk Management Insurance	18,526	20,690	20,690
Indirect Costs Charged to Trust Fund	-		
Total Full Costs to Line (B) - Section III	1,297,709	1,312,453	1,312,453

Basis Used:

SECTION III - SUMMARY				
TOTAL SECTION I	(A)	114,395	117,563	119,034
TOTAL SECTION II	(B)	1,297,709	1,312,453	1,312,453
TOTAL - Surplus/Deficit	(C)	(1,183,314)	(1,194,890)	(1,193,419)

EXPLANATION of LINE C:

$98,351 in fees collected in 2011-12 for Mobile Home Seals were deposited into the General Revenus Fund and are not reflected in this schedule. The remaining deficit is being absorbed by the Highway Safety Operating Trust Fund to continue operation of this program.

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety and Motor Vehicle **Budget Period: 2013-14**
Program: 76210100 Motorist Services
Fund: 2009 Highway Safety Operating TF

Specific Authority: Chapter 328.76, Florida Statutes
Purpose of Fees Collected: Fee are utilized to administer the Vessel Title and Registration Program.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-12**	**ESTIMATED FY 2012-13**	**REQUEST FY 2013-14**
Receipts:			
Vessel Fees	1,400,000	1,400,000	803,728
Total Fee Collection to Line (A) - Section III	1,400,000	1,400,000	803,728
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	179,855	180,395	180,395
Other Personal Services	2,534	3,100	3,100
Expenses	160,797	162,000	162,000
Operating Capital Outlay	-	-	-
Contracted Services	9,094	9,094	9,094
Pay Outside Contractors	192,683	192,683	192,683
Vessel Decals	154,000	154,000	154,000
Risk Management Insurance		-	-
Indirect Costs	701,037	698,728	102,456
Total Full Costs to Line (B) - Section III	1,400,000	1,400,000	803,728

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	1,400,000	1,400,000	803,728
TOTAL SECTION II	(B)	1,400,000	1,400,000	803,728
TOTAL - Surplus/Deficit	(C)	-	-	-

EXPLANATION of LINE C:

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety & Motor Vehicles **Budget Period: 2013-14**
Program: 76210100 Vehicle and Vessel Title Registration Services
Fund: 2319 Gas Tax Collection Trust Fund

Specific Authority: Chapter 206.875, Florida Statutes
Purpose of Fees Collected: To deposit and distribute monies from fuel taxes paid quarterly

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-12**	**ESTIMATED FY 2012-13**	**REQUEST FY 2013-14**
Receipts:			
IFTA Taxes	22,539,710	22,285,881	23,185,295
Transfers	495	14,119	14,705
Total Fee Collection to Line (A) - Section III	22,540,205	22,300,000	23,200,000
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits	2,535,767	2,852,300	2,891,375
Other Personal Services	4,124	11,438	11,438
Expenses	246,389	341,509	341,509
Operating Capital Outlay	-	5,001	5,001
Contracted Services	665	3,040	3,040
Risk Management Insurance	49,217	55,119	55,119
Indirect Costs Charged to Trust Fund	19,704,043	19,031,593	19,892,518
Total Full Costs to Line (B) - Section III	22,540,205	22,300,000	23,200,000

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	22,540,205	22,300,000	23,200,000
TOTAL SECTION II	(B)	22,540,205	22,300,000	23,200,000
TOTAL - Surplus/Deficit	(C)	-	-	-

EXPLANATION of LINE C:

SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 76 Highway Safety and Motor Vehicles **Budget Period: 2013-14**
Program: 76210100 Motorist Services
Fund: 2463 Mobile Home and Recreational Vehicle TF

Specific Authority: Chapter 320.781, Florida Statutes
Purpose of Fees Collected: Satisfaction of judgements against Mobile Home and R. V. Dealers

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach **Examination of Regulatory Fees** Form - Part I and II.)
X	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

SECTION I - FEE COLLECTION	**ACTUAL FY 2011-12**	**ESTIMATED FY 2012-13**	**REQUEST FY 2013-14**
Receipts:			
Mobile Home Dealer Licenses	42,121	44,459	45,015
Mobile Home Titles	13,419	13,500	13,931
Total Fee Collection to Line (A) - Section III	55,540	57,959	58,946
SECTION II - FULL COSTS			
Direct Costs:			
Salaries and Benefits			
Other Personal Services			
Expenses			
Operating Capital Outlay			
Claims	40,000	260,754	54,230
8% Surchage	4,050	4,637	4,716
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	44,050	265,391	58,946

Basis Used:

SECTION III - SUMMARY

TOTAL SECTION I	(A)	55,540	57,959	58,946
TOTAL SECTION II	(B)	44,050	265,391	58,946
TOTAL - Surplus/Deficit	(C)	11,490	(207,432)	-

EXPLANATION of LINE C:

This fund is used to administer claims against mobile home and recreational vehicle dealers. Estimated claims for fiscal year 2012-2013 reflect use of fund balance as of July 1st.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Budget Period: 2013-2014

Department Title: Highway Safety and Motor Vehicles
Trust Fund Title: Highway Safety Operating Trust Fund
Budget Entity: 7600
LAS/PBS Fund Number: 2009

	Balance as of 6/30/2012		SWFS* Adjustments	Adjusted Balance	
Chief Financial Officer's (CFO) Cash Balance	**7,174,888.63**	(A)		**7,174,888.63**	
ADD: Other Cash (See Instructions)	**22,949.21**	(B)		**22,949.21**	
ADD: Investments	**65,218,587.81**	(C)		**65,218,587.81**	
ADD: Outstanding Accounts Receivable	**12,543,175.11**	(D)	**198,390.43**	**12,741,565.54**	
ADD: Outstanding Accounts Receivable CF	**17,768.44**	(D)		**17,768.44**	
Total Cash plus Accounts Receivable	**84,977,369.20**	(F)		**85,175,759.63**	
LESS Allowances for Uncollectibles		(G)		-	
LESS Approved "A" Certified Forwards	**(10,490,208.55)**	(H)		**(10,490,208.55)**	
Approved "B" Certified Forwards	**(4,666,682.57)**	(H)		**(4,666,682.57)**	
Approved "FCO" Certified Forwards	**(188,457.21)**	(H)		**(188,457.21)**	
LESS: Other Accounts Payable (Nonoperating)	**(7,100,656.35)**	(I)		**(7,100,656.35)**	
LESS: Deferred Revenues and Advances	**(8,217,522.80)**	(J)		**(8,217,522.80)**	
Unreserved Fund Balance, 07/01/2012	**54,313,841.72**	(K)		**54,512,232.15**	**

Notes:

***SWFS = Statewide Financial Statement**

**** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Budget Period: 2013-2014

Department Title: Highway Safety and Motor Vehicles
Trust Fund Title: Federal Grants Trust Fund
Budget Entity: 7600
LAS/PBS Fund Number: 2261

	Balance as of 6/30/2012		SWFS* Adjustments	Adjusted Balance	
Chief Financial Officer's (CFO) Cash Balance	**1,752,003.87**	(A)		**1,752,003.87**	
ADD: Other Cash (See Instructions)		(B)		-	
ADD: Investments		(C)		-	
ADD: Outstanding Accounts Receivable	**1,030,925.90**	(D)		**1,030,925.90**	
ADD: _____		(E)		-	
Total Cash plus Accounts Receivable	**2,782,929.77**	(F)		**2,782,929.77**	
LESS Allowances for Uncollectibles		(G)		-	
LESS Approved "A" Certified Forwards	**(39,699.20)**	(H)		**(39,699.20)**	
Approved "B" Certified Forwards		(H)		-	
Approved "FCO" Certified Forwards		(H)		-	
LESS: Other Accounts Payable (Nonoperating)	-	(I)		-	
LESS: Deferred Revenues and Advances	**(625,000.00)**	(J)		**(625,000.00)**	
Unreserved Fund Balance, 07/01/2012	**2,118,230.57**	(K)		**2,118,230.57**	**

Notes:

***SWFS = Statewide Financial Statement**

**** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Budget Period: 2013-2014

Department Title: Highway Safety and Motor Vehicles
Trust Fund Title: Fuel Tax Collection Trust Fund
Budget Entity: 7600
LAS/PBS Fund Number: 2319

	Balance as of 6/30/2012		SWFS* Adjustments	Adjusted Balance	
Chief Financial Officer's (CFO) Cash Balance	**7,350,198.19**	(A)		**7,350,198.19**	
ADD: Other Cash (See Instructions)		(B)		-	
ADD: Investments		(C)		-	
ADD: Outstanding Accounts Receivable	**529,547.44**	(D)		**529,547.44**	
ADD: _____		(E)		-	
Total Cash plus Accounts Receivable	**7,879,745.63**	(F)		**7,879,745.63**	
LESS Allowances for Uncollectibles		(G)		-	
LESS Approved "A" Certified Forwards	**(20,261.37)**	(H)		**(20,261.37)**	
Approved "B" Certified Forwards	**(6,563.60)**	(H)		**(6,563.60)**	
Approved "FCO" Certified Forwards		(H)		-	
LESS: Other Accounts Payable (Nonoperating)	**(7,802,920.66)**	(I)		**(7,802,920.66)**	
LESS: Deferred Revenues and Advances		(J)		-	
Unreserved Fund Balance, 07/01/2012	**50,000.00**	(K)		**50,000.00**	**

Notes:

***SWFS = Statewide Financial Statement**

****** **This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.**

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Budget Period: 2013-2014

Department Title: Highway Safety and Motor Vehicles
Trust Fund Title: Mobile Home and Recreational Vehicle Protection TF
Budget Entity: 7600
LAS/PBS Fund Number: 2463

	Balance as of 6/30/2012		SWFS* Adjustments	Adjusted Balance	
Chief Financial Officer's (CFO) Cash Balance	**206,966.27**	(A)		**206,966.27**	
ADD: Other Cash (See Instructions)		(B)		-	
ADD: Investments		(C)		-	
ADD: Outstanding Accounts Receivable	**466.00**	(D)		**466.00**	
ADD: _____		(E)		-	
Total Cash plus Accounts Receivable	**207,432.27**	(F)		**207,432.27**	
LESS Allowances for Uncollectibles		(G)		-	
LESS Approved "A" Certified Forwards		(H)		-	
Approved "B" Certified Forwards		(H)		-	
Approved "FCO" Certified Forwards		(H)		-	
LESS: Other Accounts Payable (Nonoperating)		(I)		-	
LESS: Deferred Revenues and Advances		(J)		-	
Unreserved Fund Balance, 07/01/2012	**207,432.27**	(K)		**207,432.27**	**

Notes:

***SWFS = Statewide Financial Statement**

**** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.**

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

	Budget Period: 2013-2014
Department Title:	**Highway Safety and Motor Vehicles**
Trust Fund Title:	**Highway Safety Operating Trust Fund**
LAS/PBS Fund Number:	**2009**

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/12		
Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	**(60,976,438.37)**	(A)
Subtract Nonspendable Fund Balance (GLC 56XXX)	**1,464,383.74**	(B)
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :		
SWFS - Accounts Receivable	**(198,390.43)**	(C)
		(C)
		(C)
Add/Subtract Other Adjustment(s):		
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	**4,666,682.57**	(D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS	**188,457.21**	(D)
A/P not C/F-Operating Categories	**(106,926.87)**	(D)
Advances to Other Funds	**450,000.00**	(D)
		(D)
ADJUSTED BEGINNING TRIAL BALANCE:	**(54,512,232.15)**	(D)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	**54,512,232.15**	(E)
DIFFERENCE:	**0.00**	(F)
***SHOULD EQUAL ZERO.**	**0.00**	(G)*

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

	Budget Period: 2013-2014
Department Title:	**Federal Grants Trust Fund**
Trust Fund Title:	**7600**
LAS/PBS Fund Number:	**2261**

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/12 Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	**0.00**	(A)
Subtract Nonspendable Fund Balance (GLC 56XXX)		(B)
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :		
		(C)
		(C)
Add/Subtract Other Adjustment(s):		
Approved "B" Carry Forward (Encumbrances) per LAS/PBS		(D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS		(D)
Account Receivable - Operating Expenditure Category	**9,215.00**	(D)
A/P not C/F-Operating Categories	**(2,127,445.57)**	(D)
ADJUSTED BEGINNING TRIAL BALANCE:	**(2,118,230.57)**	(D)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	**2,118,230.57**	(E)
DIFFERENCE:	**0.00**	(F)
***SHOULD EQUAL ZERO.**	**0.00**	(G)*

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

	Budget Period: 2013-2014
Department Title:	**Fuel Tax Collection Trust Fund**
Trust Fund Title:	**7600**
LAS/PBS Fund Number:	**2319**

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/12 Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	**(50,000.00)**	(A)
Subtract Nonspendable Fund Balance (GLC 56XXX)		(B)
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :		
		(C)
		(C)
Add/Subtract Other Adjustment(s):		
Approved "B" Carry Forward (Encumbrances) per LAS/PBS	**6,563.60**	(D)
Add Payable to Adjust to Statutory Reserve	**(6,563.60)**	(D)
		(D)
		(D)
		(D)
ADJUSTED BEGINNING TRIAL BALANCE:	**(50,000.00)**	(D)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	**50,000.00**	(E)
DIFFERENCE:	**0.00**	(F)
***SHOULD EQUAL ZERO.**	**0.00**	(G)*

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

	Budget Period: 2013-2014
Department Title:	**Mobile Home and Recreational Vehicle Protection TF**
Trust Fund Title:	**7600**
LAS/PBS Fund Number:	**2463**

BEGINNING TRIAL BALANCE:

Total Fund Balance Per FLAIR Trial Balance, 07/01/12 Total all GLC's 5XXXX for governmental funds; GLC 539XX for proprietary and fiduciary funds	**(207,432.27)**	(A)
Subtract Nonspendable Fund Balance (GLC 56XXX)		(B)
Add/Subtract Statewide Financial Statement (SWFS)Adjustments :		
SWFS Adjustment #1 - Record Due To GR		(C)
SWFS Adjustment # and Description		(C)
Add/Subtract Other Adjustment(s):		
Approved "B" Carry Forward (Encumbrances) per LAS/PBS		(D)
Approved "C" Carry Forward Total (FCO) per LAS/PBS		(D)
A/P not C/F-Operating Categories		(D)
		(D)
		(D)
ADJUSTED BEGINNING TRIAL BALANCE:	**(207,432.27)**	(D)
UNRESERVED FUND BALANCE, SCHEDULE IC (Line I)	**207,432.27**	(E)
DIFFERENCE:	**0.00**	(F)
***SHOULD EQUAL ZERO.**	**0.00**	(G)*

Office of Policy and Budget - July 2012

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

SCHEDULE IV-B
FOR
MOTORIST SERVICES MODERNIZATION

FOR

FISCAL YEAR 2013-14

State of Florida

The Florida Legislature *Governor's Office of Policy and Budget*

October 15, 2012

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I. Schedule IV-B Cover Sheet & Executive Summary

A. Cover Sheet

1.1.1 Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: Department of Highway Safety and Motor Vehicles	**Schedule IV-B Submission Date:** 10-15-12
Project Name: Motorist Services Modernization	**Is this project included in the Agency's LRPP?** Yes
FY 2013-14 LBR Issue Code: 36115C0	**FY 2013-14 LBR Issue Title:** Motorist Services Modernization
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Michelle Morris, 850-617-2151, michellemorris@flhsmv.gov Terrence Samuel, 850-617-2022, terrencesamuel@flhsmv.gov	

AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head: **Printed Name: Julie L. Jones**	**Date:** 10/8/12
Agency Chief Information Officer: **Printed Name: Robert Fields**	**Date:** 10/8/12
Budget Officer: **Printed Name: Kimberly Banks**	**Date:** 10/8/12
Planning Officer: **Printed Name: Dave Westberry**	**Date:** 10/10/12
Project Sponsor: **Printed Name: Boyd Walden**	**Date:** 10/12/12

Schedule IV-B Preparers (Name, Phone #, and E-mail address):	
Business Need:	Terrence Samuel, 850-617-2022, terrencesamuel@flhsmv.gov
Cost Benefit Analysis:	Michelle Morris, 850-617-2151, michellemorris@flhsmv.gov
Risk Analysis:	Terrence Samuel, 850-617-2022, terrencesamuel@flhsmv.gov
Technology Planning:	Terrence Samuel, 850-617-2022, terrencesamuel@flhsmv.gov
Project Planning:	Terrence Samuel, 850-617-2022, terrencesamuel@flhsmv.gov

B. Executive Summary

The Department of Highway Safety and Motor Vehicles issues driver licenses and motor vehicle titles and registrations to the residents of Florida. It is the third largest general revenue source for the State of Florida. The Department collects more than $2.4 billion a year, processing over 5 million driver licenses and 24.5 million registrations and titles. The majority of collected revenues fund General Revenue programs, the Department of Transportation, DHSMV, the Department of Education, the Law Enforcement Radio Trust Fund, and others.

A state issued driver license has become the primary form of identification used to engage in commerce and establish identity, age, and residency. As Florida's credentialing agency, the Department's services are critically important to business and public safety.

The Department relies heavily on technology to manage the volume of transactions and data it must maintain and to connect with various external systems for compliance and efficiency purposes. The current technology environment is complex and difficult to support. Due to changing technology and increased business and customer needs, the current systems are no longer aligned with business organization and needs. These antiquated systems are not agile enough to allow the Department to quickly respond to the environmental changes it is facing, including:

- Changing population: The State's population has increased 20% in the last decade.
- Changing business model: Tax Collectors provide many direct issuance activities and the Department needs to shift its focus to include more monitoring, auditing, and oversight.
- Changing customer expectations: The public has become accustomed to e-government and wants products and services available immediately online and available via mobile devices.
- Changing national expectations: The Federal Government is more involved in credentialing. Data sharing and information exchange between states are now a major focus of anti-terrorism activities and states are expected to participate or in many cases risk losing federal road funds.

Deficiencies in current systems cause strain on information technology resources and business users. Limitations, such as not interfacing with external data sources real-time, are difficult to correct because of overall workload and the complexity of the systems, so the business must develop business processes around system limitations. This has resulted in time spent on activities that the system should handle, like manually error checking for known issues in posting insurance data to driver records. These routine activities take business resources away from functions that can help Florida businesses and enhance public safety.

The criticality of proper oversight, auditing and reporting will only increase as the business model transition completes and Tax Collectors individually are responsible for executing credentialing activities. The Department's current systems are ill-suited to meet these needs.

A recent KPMG Feasibility Study determined that a complete re-engineering of the driver and vehicle systems will improve data availability and accuracy and support a level of oversight and quality control that is not possible today. These improvements will lead to millions in additional revenues to the state, while also reducing operating costs.

More importantly, however, is that improved systems will support better customer service, better Tax Collector support and greater assurance that the right people are getting licenses and the wrong people are not. Additionally, it will migrate these customer sensitive interfaces of the Department's systems to

more customer friendly platforms and mediums like mobile devices.

The current systems create business and technology risks. These include lost or delayed revenue, loss of productivity, inability to issue credentials, risk that credentials are issued incorrectly and risk that the Department is non-compliant with State and/or Federal mandates. System outages are disruptive to significant numbers of customers, and complete system failure, while unlikely, could be very damaging to public safety and state businesses.

After analyzing alternatives, the Department recommends to replace current silo systems with custom build Motorist Services credentialing applications to meet the needs of Florida. The Department proposes to build the replacement system in iterative phases and this request is for iteration one. Total implementation is expected to take approximately five years; however, this iteration will take two years. The Department will continue to explore commercial solutions for smaller system components that are reliable and have a history of successuful implementions..

Immediate next steps are to:

- Migrate from a vendor supplied Driver Licenses Capture application to a Department owned Capture application
- Merge DL and Vehicle renewal notices and maximize notifications
- Re-engineer the Electronic Filing System and processes to improve the workflow related to vehicle sales
- Investigate the feasibility of acquiring an Electronic Content Management system
- Migrate off the Mainframe

Replacing at-risk systems with a completely modernized and integrated Motorist Services system will allow the Department to improve customer service, meet the needs of the Tax Collectors performing issuance activities, increase data availability and quality and better support public safety needs around the State. Implementation of such a system will take five years however, this phase will be implemented in two years. It is recommended the Department pursue a modern Motorist Services system immediately.

The first step is funding for FY 2013/14 of $4,981,541.

II. Schedule IV-B Business Case

A. Background and Strategic Needs Assessment

1. Agency Program(s)/Service(s) Environment

The Department of Highway Safety and Motor Vehicles has been issuing licenses and registering vehicles as a consolidated agency since 1969 when the Governmental Reorganization Act combined the Florida Department of Public Safety and the Department of Motor Vehicles, but in forty-one years it never combined the two functions. Separate Divisions handled driver licenses issuance and motor vehicle registrations in separate offices using separate computer systems, even though they served the same customers who usually needed both services.

For years, the concept of a "one-stop shop" has been discussed, and the Department has taken steps towards implementing this starting in 1996 when the Department began partnering with county Tax Collectors to provide some driver license issuance services in addition to Titles and Registrations. The next definitive action started in 2009 when the Department began to merge and centralize various administrative and shared functions and defined a plan to merge the two divisions into a single Division of Motorist Services. Finally, the Legislature mandated in 2010 that most driver license issuance functions be migrated to Tax Collectors by 2012. The Department has undergone more organizational changes in the last five years than in the previous thirty-seven. New systems must be implemented in order to support the changing environment and business demands.

The Department recently created the Office of Motorist Modernization to manage this effort from a technology perspective. Major activities include planning and managing all functions related to the delivery of the new motorist systems program roadmap, data modeling, motorist business application architecture, requirements management, and modernization of the motorist information technology systems to align with the current organizational structure and business processes of the new Motorist Services Division. This effort will leverage technological advances in the software, hardware and network arenas to provide faster and more effective computing solutions.

a. Programs to be Supported

The Department of Highway Safety and Motor Vehicles consists of several major credentialing program areas plus the administrative services to support them:

1. Driver License Issuance, Enforcement and Monitoring
2. Motor Vehicles, Vessel, Manufactured or Mobile Home Titling and Registration and other vehicle related enforcement and compliance activities
3. Registering and auditing Florida based motor carriers and carrying out IFTA / IRP requirements
4. Business Support Services
5. Florida Highway Patrol

The proposed project, Motorist Services Modernization, will consist of several sub-projects that directly support Motorist Services and indirectly support dozens of other entities that rely upon the information generated by the credentialing programs.

b. Customers and Users of the Programs

The Department serves more than 15.5 million licensed drivers and the registrants of 18.2 million registered vehicles. These represent the general public, commercial drivers, commercial carrier companies and other businesses that own vehicles.

The Department also serves more than two dozen other types of customers and users representing hundreds of entities:

Customers/Users	Function Performed
Citizen	Deliver Motorist Services
Mobile home manufacturers	License business and inspect manufacturing
Other states & jurisdictions	Provide information on driver and vehicle records received in Florida, receive information on driver and vehicle records received outside of Florida, and information exchange related to law enforcement and homeland security
Car manufacturers	License manufacturers
Rebuilt manufacturers	Inspect rebuilt vehicles and issue rebuilt title if appropriate, allowing vehicle to be sold
Mobile home installers	License installers, inspect installations
Ignition interlock providers	License providers, track program completion and compliance
DUI programs	Approve and monitor DUI programs
Commercial driving schools	Approve applications from owners and instructors
Motorcycle training schools	License and train providers
Researchers	Provide data used for research
Commercial fleet manager / independent owner-operators	Issue Commercial Driver License (CDL), International Fuel Tax Agreement (IFTA) / International Registration Plan (IRP)
Specialty plate agencies	Assign revenue from sale of specialty tags
Non-profit Organizations	Collect voluntary contributions
Tax Collectors	Issue driver licenses, title and registration transactions on behalf of the Department
Private tag agencies	Issue title and registration transactions on behalf of the Tax Collector
Car dealers	Licensed by the Department
Electronic Filing System Vendors	Provides an interface for dealerships to have real time access to vehicle registration and title information from the Department
Commercial data purchasers / entities with MOUs with Department	Receive Motorist Services information from Department

Customers/Users	Function Performed
Other Federal, state and local entities, e.g.: • Florida Department of Revenue • Florida Department of Business and Professional Regulation • Federal DOT/ Motor Carrier Safety Administration and Federal Highway Administration • Social Security Administration	Provides information to, or consumes information from, the Department
Selective Service Administration	Register people eligible for the draft
Supervisor of Elections	Register potential voters
Courts	Submit information on sanctions or judgments for Department to enforce
FHP / Law enforcement	Request information and /or use DAVID or DAVE to lookup identity information and other information related to maintaining public safety
Department Vendors (e.g., Pride, MorphoTrust, etc.)	Provide Commodities, equipment, and or services
Federal Department of Homeland Security	Department accesses Save Alien Verification for Entitlements (SAVE) for confirmation of identity for foreign nationals
American Association of Motor Vehicles (AAMVA)	Maintain a clearinghouse of motor vehicle information for member states and interfaces with FRVIS
IFTA / IRP Inc.	Receive information
Banks & insurance companies	Electronically transmit liens and send notification

Table 2-1- Customer/Users

c. Statement of Need

The Department has integrated the Divisions of Driver Licenses and Motor Vehicles into the Division of Motorist Services and is now moving most direct issuance functions to Tax Collectors. However, there is a major roadblock in the form of the applications and data within the technical infrastructure of the Department that is not designed to support the new environment.

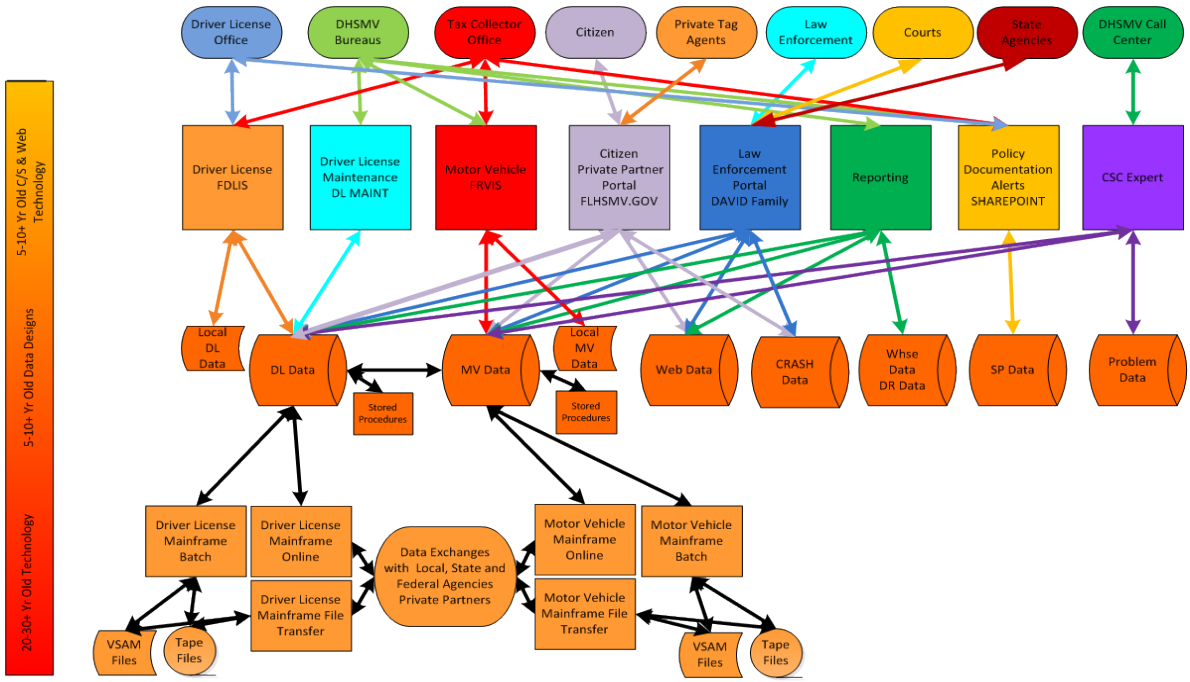

Figure 2-1- Today View

The current technical environment consists of eight major systems supported by seven different database repositories and 47 web applications. In addition, nearly 2,800 batch jobs, 1,400 batch programs and over 17,000 stored procedures, online transaction services, print services and file transfer protocol (FTP) services transfer data from system to system, update, print or transfer driver licenses or motor vehicles data, or pull data from external sources. More than 20 programming languages are used to maintain these systems on nearly a dozen different platform environments.

In addition, the two primary systems, the Florida Driver License Information System (FDLIS) and the Florida Realtime Vehicles Information System (FRVIS) are built on architecture that requires a local server to run in the state field offices and Tax Collectors. This means that 436 servers are purchased by the Department and maintained in the field and updates to these systems must be promoted to 436 different locations when a new software version is released quarterly and with patches released as required.

The complexity, design, and age of these software components creates inefficiencies and challenges in supporting and maintaining the environment, which in turn present risks to the business. The inefficiencies and challenges of the current technical environment include:

- System and data architecture causes complexity which introduces errors;
- Implementation of changes and bug-fixes is difficult and time consuming – currently there are over 300 change requests;
- Difficulty integrating software packages;
- Difficulty locating and retaining staff with necessary skill sets;
- Increased support, maintenance and contractor costs, and
- Difficulty providing data security and data integrity.

Some of these technological challenges affect the Department's Information Systems Administration (ISA's) capacity to be responsive to businesses' requests for new or modified functionality, while others cause direct risks to the business including:

- Risk to public safety;
- Risk of non-compliance with federal and state mandates;
- Risk of increased operating costs;
- Risk of uncollected or delayed revenue, and
- Risk of reputational injury.

The relationship of the technical risks to the business risks can be summarized as follows:

		Business Risks					
		Risk to public safety	Risk of non-compliance	Risk of increased operating costs	Risk of uncollected or delayed revenue	Risk of reputational injury	Affects overall capacity of ISA
Technology Challenges	Increased support, maintenance and contractor costs			✓			✓
	Difficulty locating and retaining staff with necessary skill sets		✓	✓			✓
	Data synchronization complexity which introduces errors	✓		✓	✓	✓	
	Difficulty fixing bugs or implementing changes	✓	✓	✓	✓	✓	✓
	Difficulty integrating software packages	✓	✓	✓	✓	✓	

Table 2-2- Technology Challenges/Business Risks

Possible Consequences

Without modernizing and simplifying the current environment, the Department will continue to face:

- The risk of end-of-life system failure. Some of the base processing components are 30 years old, and the newer components may not have been built to handle the degree of population growth Florida experienced in the last decade. Given the underlying architecture, the system is at risk of not being flexible enough to handle future growth or changing legislative mandates. As a new system will require 5-6 years to implement, it is important to begin this process now.
- Difficulty in merging the driver licenses and motor vehicles functions into a single Division;
- The risk of missed revenue from an inability to audit functions that present opportunity and motivation for non-compliant activity (such as liability insurance coverage or IFTA/IRP licensure);
- The risk that data needed by law enforcement to enforce public safety (e.g., identification of sexual predator status) will be unavailable or inaccurate;
- Risk that drivers will not be properly sanctioned;
- The risk of not being able to report the activities of the Department effectively because of discrepancies in data between multiple systems, and
- The risk of end-of-life system failure. Some of the base processing components are 30 years old, and the newer components may not have been built to handle the degree of population growth Florida experienced in the last decade. Given the underlying architecture, the system is at risk of not being flexible enough to handle future growth or changing legislative mandates. As a new system will require 5-6 years to implement, it is important to begin this process now.

- Criticism from Tax Collectors and Tag Agents who want to eliminate redundancies and inefficiencies they see in their organizations that stem from having to use multiple systems;

2. Business Objectives

The creation of a consolidated approach to customer service by merging the Divisions of Driver Licenses and Motor Vehicles, expanding the Department's partnerships and finding efficiencies in service delivery, and merging our disparate systems into a single unified system is the core strategy to meeting the Department's Strategic Goals stated in FY 12-13.

The Department seeks to:

- Protect the lives and security of our residents and visitors through enforcement, service and education
- Provide efficient and effective services that exceed the expectations of our customers and stakeholders
- Leverage technology in the way we do business
- Build a business environment that regards our members as our most valuable resources

The goal of the proposed Motorist Services Modernization Project is to remove the technical barriers to the Department effectively meeting its obligations. This goal is split into eight implementable objectives that are closely aligned with the applicable DHSMV FY 2012-13 strategic goals.

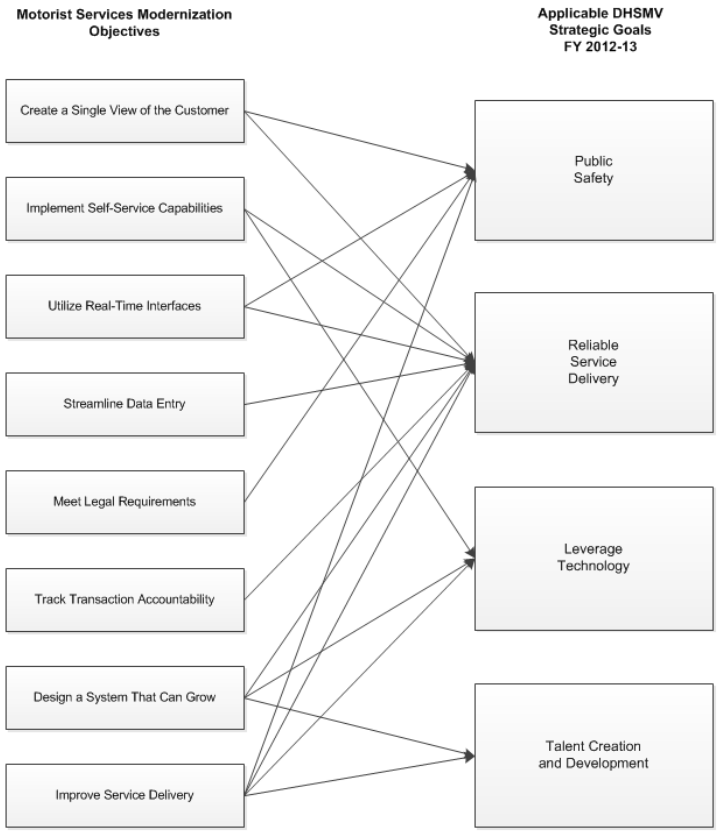

Figure 2-2-Objectives and Strategic Goals

a. Objective 1: Create a Single View of the Customer

When all of the Motorist Modernization projects have been completed, the new system should provide the ability to see or link to all of the information the Department stores about a customer from one location. Today, information on an individual might be stored in many systems, and sometimes in multiple locations within a single system. Having a single view will help alleviate current risks that instances of non-compliance are not caught or revenue is not collected. It will also reduce processing time and opportunity for entry error by reducing redundant data keying and will support the Tax Collectors' requests for a consolidated view.

b. Objective 2: Implement Self-Service Capabilities

Self-service capabilities, such as web-based functionalities, should be supported for the public, for external reporting requests and data sales, and for internal reporting purposes. Self-service facilities are the most cost effective and customer friendly method to deliver services. Currently, processes to initiate transactions, request reports and / or capture performance data are largely manual and rely on interaction with the technology group.

c. Objective 3: Utilize Real-Time Interfaces

There are a number of opportunities to simplify or eliminate processes by establishing real-time lookup or data exchange relationships with third-party data providers. Currently, these interfaces are manual or batch processes, which experience delays, do not always finish processing overnight, and are the least accurate method of processing. These overnight processes also result in multiple interactions with the same customer which increases expense and customer frustration.

d. Objective 4: Streamline Data Input

There are multiple instances where data entry can be reduced by reusing existing data or streamlined to avoid entry of duplicate data. In some situations, the necessity of duplicate data entry caused by the two systems causes a technical violation of federal statute.

e. Objective 5: Meet Legal Requirements

The Department is subject to numerous state and federal legal requirements in addition to public expectations regarding data privacy and security. The current environment has security risk related to its age and underlying architectures. Data integrity is also a risk because the data entry issues noted above provide opportunities for human error. In addition, the batch process is susceptible to timeouts, incomplete file transfers and other opportunities for errors.

The complexity of updating the current system restricts the ability of the Department to meet new mandates as laws and rules change.

f. Objective 6: Track Transaction Accountability

As the Department completes its transition of most driver license (DL) issuance activities to Tax Collectors, its retained function will refocus on a monitor and oversight role, rather than over the counter delivery. Performing this role effectively will require the ability to track transactions executed by others on behalf of the Department. This takes several areas into consideration, including auditing within the application, establishing policies related to authentication, credentials, and developing more robust error or exception reporting. Auditable data is not commonly captured by the system today, causing challenges with revenue reconciliation, error correction and issue resolution.

g. Objective 7: Design a System that Can Grow

It is important that the Department implement a system that is flexible and expandable. The Department exists in a highly regulated environment with rules that change frequently, and sometimes without much notice. The Department's systems that are used to carry out its mission are integrated with almost all levels of government systems including federal, state, intra-state agencies, county and municipal systems. In addition, the Department's systems are also integrated with many private sector business industries such as auto manufacturers, auto dealer, financial institutions (lien holders), rental car companies, and many others. It is essential that the Department have a system that utilizes modern architecture and components such as configurable parameters and rules-based logic to better position the Department to be responsive to the needs of State and federal lawmakers, as well as our customers and stakeholders.

h. Objective 8: Improve Service Delivery

System performance is critical to improving service delivery. The new system must operate reliably during scheduled business hours and provide real time communication to stakeholders when outages occur. The system must support all Motorist Service business processes and functions and align them with the appropriate technologies. The system must support multiple service delivery channels and the DHSMV staff, Tax Collectors, Courts and other entities and agencies' personnel that access the system. The system must safeguard private information and manage data securely to ensure public trust.

Because of the large cost and high risk of undertaking a project of this size and complexity, the Department proposes to implement some foundational and bridge projects along with a proof of concept project first to extend the cost over a longer period and mitigate the risk by testing the concept. This incremental approach over the life of the program will involve many systems and processes that will require re-engineering, however, the five projects chosen and documented in this study are:

Migrate off the Mainframe. The Department has thousands of legacy mainframe programs and jobs supporting all aspects of the agency. Many of the mainframe programs are close to 30 years old and have been changed and patched so many times they have become extremely difficult to maintain or modify, as a result the business areas are forced to create manual workarounds.

Migrate from a vendor supplied Driver Licenses Capture application to a Department owned Capture application. This bridge project will allow the Department to position itself by 2015 to use a single vendor to supply FDLIS and FRVIS computer equipment and reduce cost. Using a single vendor will allow cost reductions through economy of scale and by eliminating the need for redundant purchases between DL and MV offices. Currently the DL Capture application is supplied to the Department as part of the FDLIS equipment contract and there are limited hardware vendors that offer this type of product. Including DL Capture as part of the equipment contract reduces competition and leads to higher equipment cost.

Merge and modernize the driver and vehicle renewal process. This foundation and proof of concept (POC) project will create cost savings for the department by outsourcing the DL renewal notice function to the tax collector just as the MV renewal notices are done. It will eliminate mail out cost paid to the United States Postal Service for the renewal notices and processing cost for mail-ins paid to the Department of Revenue. This project will re-engineer the renewal notice process and applications to stream line the process (which will aid our efforts to move off the mainframe), and create a POC sub-project that will test the Service Oriented Architecture (SOA) concept by creating a limited fee calculation service.

Investigate the feasibility of acquiring an Electronic Content Management (ECM) system

The Department currently manages multiple instances of electronic document storage. Because these data stores are separate silos, workflows within the Department must remain largely manual. The Department proposes to seek industry expertise to perform a detailed investigation of current departmental document management processes and produce a detailed plan with specific requirements for acquisition and implementation of an ECM. To ensure viability of the plan, the selected party (s) must implement a proof of concept operational model within the EFS initiative described below.

Re-engineer the Electronic Filing System (EFS) and processes. This proof of concept project will re-engineer the current EFS to test SOA by creating reusable application code for processing title and registration transactions by auto dealerships. It will streamline the process by allowing support documentation to be attached to the electronic transactions; thereby elimination the need to mail the documents to the department for imaging. It also will utilize information collected from the Enterprise Content Management (ECM) investigation and may become a baseline for designing an enterprise ECM.

Re-engineering this system and process will allow the Department to create a common infrastructure for other automated interfaces such as Electronic Temporary Registration. The system will also be designed with the flexibility to integrate with other interfaces. This will create opportunities for the Department, various stakeholders and partners to realize future benefits. The Department will also develop a fee calculation system as part of the EFS re-engineering effort. As other systems are modernized, they will be engineered to calculate fees using the fee calculation system, which will provide one centralized module for the calculation of fees for Motorist Services applications.

B. Baseline Analysis

1. Introduction

The Department of Highway Safety and Motor Vehicles is composed of 4 major areas:

- Executive Direction and Support Services
- Highway Patrol
- Motorist Services (Comprised of the former Driver Licenses and Motor Vehicle Divisions)
- Information Systems Administration

The scope of the proposed Motorist Services Modernization Project includes Motorist Services and Information Systems Administration, which supports the Motorist Services Division.

Motorist Services responsibilities include credentialing drivers through the issuance of driver's licenses, credentialing vehicles through the issuance of titles and registrations, and overseeing related compliance programs. Responsibilities also include investigating and resolving consumer complaints, inspecting and titling rebuilt vehicles, registering and auditing Florida based commercial carriers, data exchange and reporting and helping ensure manufactured or mobile homes are constructed and installed in compliance with federal and state standards. Specific activities include enforcing insurance coverage requirements, overseeing the state's DUI education programs, records exchange and reporting. Information Systems Administration (ISA) is responsible for providing information technology resources to assist the operational areas in accomplishing the Department's mission and goals. It accomplishes this through acquisition of computer equipment, software and services, software development, system installation and maintenance, network administration, computer operations and desktop support.

The Department of Highway Safety and Motor Vehicles touches nearly every household in Florida through its' credentialing and public safety activities and plays a significant role within the Florida state government. In addition to issuing driver licenses and registering and titling vehicles, the Department has become the information technology backbone that supports roadside law enforcement, dispatch for other state law enforcement agencies, child support, organ donation and voter and selective service registration. Since September 11, 2001, the Department, through systems such as the Commercial Vehicle Information System Network, has participated in Federal and state information sharing efforts in support of securing the homeland to help fight terrorism and reduce fraud. Also to this end, the Department became one of only a handful of states to be in compliance with federal Department of Homeland Security REAL ID credentialing requirements. In achieving this status, the Department became the "authoritative source" of identity for all Floridians as well as eligible for continuing grant monies. The Department is a $2.4 billion business which collects revenue and distributes the funds to other state agencies that provide critical state services such as roads and schools.

Many of the systems currently being used were developed when the business and the environment of the Department were very different. Up until the late 1990's the Divisions of Driver License and Motor Vehicles, although sharing a common customer base, shared little else. Business needs did not dictate that either of the divisions integrates their data, standardize processes or provide self-service opportunities. Business process ownership and supporting technology operated in silos, and additional system functionality was developed sporadically or when legislative mandates required such.

During the last two decades, however, critical changing business needs have caused the Department to move to a more integrated motorist services environment. This shift has resulted in the January 2011 merger of the Divisions' of Driver License and Motor Vehicles into the Division of Motorist Services. While the organizational structure has changed, the Department's vision for an integrated approach to servicing its customers and stakeholders will not be realized until the technical barriers to integration are removed.

The evolution of the systems over time have led to a complex technical environment that is multilayered, using numerous technologies and requiring many people and skill sets to maintain. There are more than 30 different platform and database environments and programming languages that must be supported by technical staff. Many of the modification requests and projects require changes across the numerous platforms which increase the duration of project implementation and the possibility of system(s) failure. Frequent new federal statutes or state statute, rule and fee changes generate requests and projects to modify the systems and add to the technical complexity. Lack of integration prohibits the ability to show "a single view of the customer" resulting in service obstacles for Tax Collectors, who are under a legislative mandate to assume most of the Motorist Services field issuance responsibilities by 2015**.** Lack of real time interfaces elongates completion of business transactions and drives inefficiencies in other functional areas of the Department.

Removing the technical barriers to integration will result in improved operational efficiencies, improved customer service, reduced costs and enhance the Department's data sharing capabilities as they pertain to protecting the homeland. This is the goal of the proposed Motorist Services Modernization project.

The projects that are identified in this document will serve as foundation and bridge projects for the new technology framework that is envisioned. This will enable the Department to better manage long term risks and benefit from documented lessons learned as we implement larger projects later on in the Motorist Modernization Program.

2. Current Business Process Requirements

a. Issuance

Issuance Background

The purpose of issuance activities is to assign a privilege to a customer based on meeting certain criteria. The process involves verifying and validating an applicant's documents and test results against proscribed (state/federal) criteria, capturing records, collecting fees and issuing a credential. There are three major types of issuance activities that take place in State operated facilities, Tax Collector offices and private tag agency locations, and car dealerships throughout the State of Florida. Issuance fees account for the largest source of revenue in the Department and are tied to federal transportation funding for Florida (Title IV, Intermodal Surface Transportation Efficiency Act).

The basic processes for the three categories of issuance are the same, but are administered separately. Silos in business ownership and supporting technology mean that the workflow and approach is not standardized and information is stored in multiple locations. Examiners responsible for executing the issuance process must log into multiple systems, each with different credentials, enter data multiple times and check multiple interfaces for critical flags. Issuance requires starting in one application, exiting to process in two or three others, and then rekeying results into the first application.

The three areas of issuance activities are:

- Driver license and identification cards
- Motor vehicle titles and registrations
- International Fuel Tax Agreement (IFTA) registration and International Registration Plan (IRP) registration

i. Driver License Issuance Services

Driver License Issuance Overview

Driver license issuance includes driver license classes A, B, C & E, identification card issuance, renewals and reinstatement. The process includes verification of identity, residency and skills ability for initial issuance and some lesser number of these requirements for renewals, reinstatement and clearances. Requirements vary based on citizenship, lawful presence (U.S. legal status) and type of license. DL issuance also includes applicant consent for participation in various state and federal programs including, but not limited to, Motor Voter, Organ Donor, Selective Service, Emergency Contact Information and voluntary contributions to various organizations. The credential issued contains the eligibility, privileges, endorsements, and/or program participation for the respective applicant and serves as the identity verification document.

DL issuance includes the following transactions:

- ID card for US citizen
- Renewal/replacement ID card for US citizen

- ID card for foreign national
- Renewal/replacement ID card for foreign national
- Transfer out-of-state license to Florida- US citizen
- Driver license renewal for US citizen
- Original Florida license- never licensed before- US citizen or foreign national
- Replacement license for US citizen
- Transfer out-of-state license- foreign national
- Driver license renewal- foreign national
- Replacement license for foreign nationals
- Clearances: court clearances, child support sanctions; financial responsibility cases; cancellations for foreign nationals with document issues;
- Clearances: suspensions, revocations and cancellations requiring additional knowledge skills and abilities
- Clearance of sanctions (e.g. DUI)
- Commercial driver license (CDL)/hazmat endorsement with fingerprinting
- Registration of sexual offenders, sexual predators, and career offenders
- Medical and 5 day letter re-exams
- Adding/removing endorsements and restrictions from licenses
- Written exams- CDL or regular license class

I) Driver License Issuance (first time, US citizen and foreign national)

Driver License Issuance Description

First time driver license issuance is the process of a US citizen or foreign national (immigrant or non-immigrant) applying for a first time Florida driver license and either being issued a permanent or temporary license.

Driver License Issuance Process Steps

Determine Applicant Eligibility

For US citizens, if mandated documentation is present and deemed authentic, information is captured in FDLIS for automatic checks with the National Driver Registry, Social Security Administration (SSA), Commercial Driver License Information System (CDLIS) and Driver License Production Database. Several of these checks go through the American Association of Motor Vehicle Administrators (AAMVA).

For foreign nationals, if mandated immigration documentation is present and deemed authentic, information is captured in FDLIS, and transmitted to Department of Homeland Security for verification and approval via the Verification of Lawful Statistics (VLS) system.

Applicant Screening

Transaction type is selected for eligible applicants, a photo is taken using Capture, mandatory eye test is administered using OPTIC1000, and applicant signature is obtained using signature pad and stylus. Identification and residency documents are scanned and electronically

attached to the applicant's record. Applicant screening and personal information questions are asked with responses entered in designated boxes on FDLIS issuance screens. Affirmative responses to various questions require additional information to be provided and entered (e.g., has your driving privilege ever been denied in another state? If yes, what state and why?). Additionally, affirmative responses to several questions require entering information on a separate screen (e.g. sexual predator/sexual offender address) and in one instance requiring duplicate entry of personal identifiable information on a separate screen (Motor Voter). If applicant is a male between certain ages, selective service information is also captured and batched for transmission to Selective Service Administration.

Exam Data Entry

Applicant is then directed to a work station to access Automated Driver License Testing System (ADLTS) to take a written exam. The results are manually fed into the applicant record in FDLIS. The applicant is then tested behind-the-wheel, having first shown proof of vehicle registration and insurance. The results of the behind-the-wheel test are manually entered into a log and then into FDLIS. If it is a CDL issuance, special edits and endorsements (e.g. Hazmat) may be required and the behind-the-wheel test is taken at either a vendor location or six State-operated sites. If any applicant tests were taken at vendor location, a separate web application must be accessed to obtain and print results and then manually enter the results into the applicant's record in FDLIS.

Functional Processing/Capture Records

Capture restrictions (such as "must wear eye glasses") and endorsements (such as "organ donor recipient") on license form as well as type, class. Obtain additional information as required for restrictions/endorsements. Review the transaction and have applicant attest that information is true.

Revenue Collection/ Update/Issuance

The cashiering system is accessed. This system differs dependent upon whether the transaction is taking place in a State-operated facility or a Tax Collector office. If it is a State operated facility, the clerk goes to FDLIS cashiering. Within the Tax Collector offices, systems differ depending on whether the TC has consolidated their motor services and tax transactions and on which vendor system they operate. Voluntary contribution information endorsements and license class are entered. Fees are determined for the transaction and, if applicable, service fee is calculated. If the applicant is a US citizen, the driver license is printed. If the applicant is a foreign national, a 30-day temporary driving license form letter is printed. (Note, if an applicant would like to register a vehicle in addition to receiving a driver's license, Tax Collectors must use FRVIS. Unless the Tax Collector has a consolidated cashiering system, the customer must pay separately for each item.)

Stakeholders

- DL applicants
- Tax Collectors
- DHSMV Motorist Services staff
- Florida and out-of-state law enforcement entities
- Federal Departments of Homeland Security, Transportation/ Federal Motor Carrier Safety Administration , Social Security Administration
- The Florida Motorist Public
- Florida Governor's Office and other Florida state, county and city governmental agencies,(e.g. ., Supervisor of elections
- Other state Driver Licensing entities
- Private schools/businesses providing driver related services(e.g., driving schools, DUI programs)
- Driver safety focused organizations (e.g., Mothers Against Drunk Driving MADD)
- Driver license equipment Vendors
- General public
- Lenders/ Lienholders
- Insurance companies

Interfaces

- FDLIS- client server application enabling basic driver licensing process workflow and storing specific driver license information, (e.g., vision and skills test results)
- Cogent- application used for commercial driver licenses to store fingerprint images on file/print server
- MorphoTrust Capture/Inventory System-used to scan and capture driver signature and picture and track inventory card stock for printing licenses
- FDLIS Cashiering System- in state operated facilities and various systems in Tax Collector offices
- MorphoTrust Camera System- takes/develops driver license or ID card photos
- Scanners- scan and electronically attach paper documentation to applicant files
- Automated Driver License Testing System (ADLTS) –application for driver license written testing, scoring and storing results
- Optic1000 - for eye exams
- Card and Cashier printer
- Oasis – web-based application used to display and record DL appointment and time
- Q-Matic- in-facility/office queuing management system
- Signature Pad with Stylus for DL applicant signature
- Verification of Lawful Statistics via the American Association of Motor Vehicles Network

- National Driver Registry- via the American Association of Motor Vehicles Network
- Social Security Administration- via the American Association of Motor Vehicle Administrators
- Commercial Driver License System (CDLIS)-via the American Association of Motor Vehicle Administrators
- DL database checks for applicant record, duplicate SSA #s

Inputs

- Paper identification documents (e.g., birth certificate, social security card)
- Paper proof of residence documents(e.g., voter registration card, vehicle registration, letter with home address)
- Proof of insurance, medical letter
- Clearance for sanctions and other enforcement actions
- These paper documents are manually scanned and electronically attached to the applicants' driver record.
- Applicant pictures manually taken using Capture and electronically attached to the applicants driver record.
- Existing driver records/information is electronically accessed on FDLIS to verify completion of a mandatory requirements, enforcement action or sanctions.
- Acknowledgements of completion of Driver Education and/or Drug related courses are accessed from a web site and printed and then data entered into FDLIS,
- Driver License Manual is accessed from PartnerNet /SharePoint

Outputs

- Driver license and identity card through MorphoTrust
- Driver record generated in FDLIS
- Letter authorizing driving privileges for a temporary time period for foreign nationals/Immigrants through FDLIS
- Customer transaction financial receipts through FDLIS cashiering process and cashier printer
- End of Day Reports through FDLIS

Driver License Issuance Challenges

Current Technical Challenges

- FDLIS lacks real-time interfaces with many of the 3rd party systems used in issuance. This leads to the need for the development of Manual Workarounds. For example, manual processes have been developed to compensate for the lack of real-time data. The temporary license and manual review process for Foreign National driver license issuance is an example of this.

ii. Motor Vehicle Issuance Services - Titles & Registration

Motor Vehicle Issuance Overview

In Florida over 95% of title and registration issuances are transacted by County Tax Collectors and private tag agencies. This is inclusive of automobile dealers who also provide these services in the normal course of their business. Automobile dealer transactions are performed by service providers using systems that interface with the Department's systems and are then completed at Tax Collector, private tag agency, or Department locations. Automobiles, trucks, vessels, recreational vehicles, buses, motorized tools, motorcycles, mobile homes, vehicle trailers and off-highway vehicles are required to be titled and/or registered.

Title issuance is the process of establishing a person or business as the legal owner of a vehicle and issuing an official form documenting such. A title is required for all vehicles except vehicle trailers less than 2000 pounds. The title issuance process includes data entry of detailed vehicle related information, data entry of limited customer information, analysis, fee/tax calculation, payment and printing of the application and title. If a vehicle is financed, the borrower is listed as the vehicle owner with the lienholder shown and the title is held by the lienholder until fulfillment of the lien. Titles are issued either in a paper format or electronically retained in the FRVIS database. Certain Tax Collectors and private tag agencies have the capability of issuing and printing a title document in real-time, called a "fast title". For all non-"fast title" agency transactions and any "fast title" agency transaction in which the title printing has been suppressed, official title documents are printed centrally by the Department via a contract with printing vendor. A batch process occurs nightly that pulls, prints and mails titles that needs to be printed or sends the title to a lienholder electronically. Applicants without liens may choose to have their titles centrally issued and mailed for the regular fee, issued and then held electronically within FRVIS or printed as a "fast title" for an additional fee.

Registration issuance is the process of issuing a vehicle registration for a vehicle to be used on Florida roadways. A unique numeric or alphanumeric code in the form of a license plate or decal is assigned to the vehicle within the State of Florida's database. For all vehicle types that do not have a Florida title or require any title, the registration documents the official ownership. Vehicles that do not have or require any title are: those with out-of-state liens and the lienholders do not wish to title the vehicle in Florida, vehicles that are owned by members of the military that are not residents of Florida but are stationed in Florida, and vehicle trailers that weigh less than 2000 pounds. The registration process includes data entry of customer, vehicle and insurance information, analysis, plate type selection, fee/tax calculations, addition of voluntary contributions and then issuance. All data from title and registration issuance transactions is stored and used during the "end of day" process where reports are created to track processing, payments and inventory and to assure compliance with procedures. Specific vehicle title and registration issuance transactions include:

Titles:

- New vehicles/ not previously titled

- Vehicle previously titled out-of-State
- Title transfers of Florida titled vehicles
- Title transfers for operations of law (e.g., mechanics lien)
- Duplicate titles
- Issuing/removing stops
- Title corrections
- Cancellation/reinstatement
- Mark title sold
- Add/satisfy lien actions

Registration:
- Original registration
- Renewals
- Duplicate registration including address change
- Registration transfer
- Registration replacement
- Personalized plate reservation/issuance
- Confidential registration
- Handicapped parking placards (originals and renewals)
- Temporary operating permits (TOPS)
- High occupancy vehicle placards

I) Title Transfer/Out-of-State Vehicle with Electronic Lienholder

Title Transfer with electronic lienholder description

Transfer of title from one state to another state and the lienholder will be electronic.

Title Transfer with electronic lienholder process steps

Determine Applicant Identity

The examiner first reviews the applicant's proof of identity, which can include a driver license, passport. The examiner then searches the FRVIS database for the customer; if not found, a customer is created in FRVIS.

Verification

The examiner then manually verifies vehicle documentation for completeness, applicability to transaction, and fraud. The vehicle identification number (VIN) is entered into FRVIS. The National Motor Vehicle Title Information System (NMVTIS) is then queried via FRVIS to ascertain the most current vehicle titling information including state and title issuance date, vehicle brands and reports of theft. A return of negative information can cause termination of the transaction, additional questions for applicant and/or a call to law enforcement. If the vehicle is not new and not on the FRVIS or NMVTIS databases, the examiner may leave the counter to inspect the vehicle in order to verify the VIN number. If the examiner signs out of system or if the inspection takes longer than 15 minutes, FRVIS times out and the examiner must log back in and initiate the transaction from the beginning.

Functional Processing

If the applicant has a Florida driver license, use data already on the system. If the applicant is not in the FRVIS database, a new customer number is created. If the vehicle is not on the FRVIS database, standard vehicle information is entered. When a lien question is presented, the lienholder account number is entered from the application on the search screen to select the specific lienholder from a list of authorized lienholders. The examiner then captures specific lien related information and adds any brand data.

Revenue Collection/Issuance

When the necessary data has been collected, the system performs fee calculation based on previously entered vehicle information, selected voluntary contributions and associated service fees. The examiner reviews the transaction information and fees with the applicant and, if correct, commits the transaction. At this point examiner does not have the ability to go back to previous screens for corrections or adjustments and the transaction must be voided or restarted from the beginning to do so. Payment and cashiering also occurs (exact time in process varies by Tax Collector/private tag agency/Department) and the applicant is given a printed copy of the application.

Documentation Management/Final Processing

The examiner takes the original title documentation and dependent on Tax Collector/private tag agency procedures, sends the documentation by mail to the DHSMV for scanning and archiving. The specific title transaction is run through a nightly batch process for subsequent distribution of fees and electronic transmission of title to lienholder.

II) Vehicle Registration Transfer

Vehicle Registration Description

This process is the transfer of a registration from one vehicle to another vehicle.

Vehicle Registration Process Steps

Verification

If the registration is being transferred to a vehicle already titled in Florida, manual verification of the registration being transferred and proof of insurance are the only additional verification steps required. If the vehicle has not been previously titled or registered in Florida, the examiner manually verifies vehicle documentation for completeness, applicability to transaction, and fraud. The examiner inspects the vehicle to verify the VIN. If the examiner signs out of system or if the inspection takes longer than 15 minutes, FRVIS times out and examiner must log back in and start the transaction from the beginning.

Transfer

The plate to be transferred and VIN number of the vehicle being registered are entered into FRVIS. The system finds the registration and verifies that at least one owner of the registration being transferred is an owner of the vehicle being registered. If the registration is verified, FRVIS changes the owner of the registration to match the owner of the vehicle. The vehicle associated with the registration and the registration details are updated.

Functional Processing/Issuance/Cashiering

Registration use, license plate type, effective date, expiration date and other standard information is entered into FRVIS. The examiner also enters other customer requests such as voluntary contributions, choice of a different license plate, and annual or biennial renewal period. Systematic fee calculation is performed through FRVIS, the registration form is printed, and inventory is issued (decal, license plate). Payment and cashiering occurs after issuance through FRVIS cashiering or an independent Tax Collector/private tag agency/Department cashiering application.

III) Application for Handicapped Parking Placard

Application for Handicapped Placard Description

This is the process for an individual to obtain a handicapped parking placard.

Application for Handicapped Placard Process Steps

Verification

Applicant presents an application completed and signed by a physician. For permanent placard, the person must reside in the State of Florida. Examiner then manually reviews it for completeness and accuracy.

Processing

Applicant and medical practitioner information is manually entered into FDLIS. The system verifies that the medical practitioner is licensed by referencing an FTP file of medical licenses sent periodically to the Department from the Department of Business and Professional Regulation (DBPR). If the medical practitioner is not listed, the examiner calls the Department's tax collector help desk and faxes them a copy of the completed application which shows the license number of the medical practitioner, while the customer waits in the office. Department CSC staff confirms with DBPR that the license is valid, updates the electronic file of medical licenses, and reports to the examiner that the specified medical practitioner has been added so that the transaction can continue.

Cashiering/Issuance

The parking placard issued can be temporary or permanent depending on the applicant's condition, as specified by the medical practitioner. If a temporary placard is being issued, fees are charged and money collected. Two registration forms are printed with a decal attached to each to put on the handicapped placards (a decal for each side of the placard). If a permanent placard is being issued, there is no charge. Two registrations forms are printed with a decal attached to each to put on the handicapped placard (a decal for each side of the placard).

At least every 6 months, the department shall randomly audit disabled parking permit holders to ensure that all required criteria for the ownership and possession of such permit remains valid. As a component of the audit, the department shall, at a minimum:

- Review death records maintained by the Department of Health to ensure that the permit holder has not died.
- Review the number of times the permit has been confiscated for fraudulent or unlawful use, if at all.
- Determine if the permit has ever been reported lost or stolen and, if so, determine the current status of the permit.

At least annually, the department shall verify that the owner of each disabled parking permit has not died. Such verification shall include, but need not be limited to, consultation of death records maintained by the Department of Health. If a disabled parking permit holder is found to be deceased, the department shall promptly invalidate the decedent's disabled parking permit.

Stakeholders

- Vehicle title and registration applicants
- Tax Collectors and private tag agencies
- DHSMV Motorist Services staff
- Florida and out-of-state law enforcement entities
- Federal Departments of Homeland Security, Transportation/Federal Motor Carrier Safety Administration), Social Security Administration
- The Florida Motorist Public
- Florida Governor's Office and other Florida state, county and city governmental agencies
- Mobile home dealers
- Vessel dealers
- Automobile dealers
- Title/registration/ equipment vendors
- Automobile dealer service providers
- General public
- Towing and storage operators
- Handicapped service provider
- Vehicle disposal businesses

- Florida and out-of-state law enforcement entities
- Federal Department of Homeland Security
- Transportation/Federal Motor Carrier Safety Administration
- Social Security Administration

Interfaces

- FRVIS
- NMVTIS for title information checks
- Insurance Log to verify applicant insurance
- Electronic Filing System for automobile dealer title and registration
- Electronic Temporary Registration for temporary registration
- Dealer licensing files
- Virtual Office
- Driver License customer records
- WEB inquiries, Driver License customer records
- File transmittal processes (FTP'S) with various state agencies
- Fee distribution system
- Inventory ordering with PRIDE

Inputs

- Vehicle information including but not limited to vehicle identification number
- Make of vehicle
- Year of manufacture
- License plate number
- Technical information about the vehicle and its use to define its taxation regime (e.g., gross vehicle weight)
- Bills of sale
- Purchase price
- Registration use
- Vehicle use
- Name and address of purchaser or "registered owner"
- If money is owed, the name of the lienholder
- National Motor Vehicle Title Information System (NMVTIS) inquiry information obtained through FRVIS interface with NMVTIS system
- Insurance information
- Completed handicap placard application
- Information from Electronic Filing System
- Information maintained on the FDLIS database that is regularly updated by various government agencies (e.g., DBPR professional licenses)
- Application
- Letter from medical practitioner

Outputs

- Completed title applications
- Vehicle titles
- Registrations
- Temporary license plates
- Decals
- Handicapped parking registrations
- Certificates of Destruction
- Certificates of Repossession
- Derelict Vehicle Certificates
- Lien satisfaction forms
- Correspondence letters
- Email notifications
- Title transaction documentation that is boxed and sent to DHSMV/Tallahassee for scanning/archiving
- Reports for tracking money
- Inventory
- Compliance, and fraud
- Personalized reservation application
- Specialty plate voucher

iii. IRP/IFTA Issuance Services

IFTA / IRP Overview

The purpose of IFTA/IRP is to credential/register motor carriers and collect/distribute registration fees and fuel taxes proportionately among states for commercial vehicles based on the number of miles driven in each state. The International Registration Plan (IRP) authorizes the proportional registration of commercial motor vehicles. Under the IRP, a single license plate and "cab card" is issued for each vehicle in a fleet permitting the vehicle to be driven legally in the jurisdictions the owner has designated. The license plate is marked as "apportioned" and a cab card functions as the vehicle's registration which lists each jurisdiction in which travel is valid and registered vehicle weight. If a truck is operated in multiple jurisdictions, the owner must annually report mileage driven in each state and taxes are paid proportionately based on the mileage driven to the home jurisdiction. The taxes are paid in one jurisdiction, referred to as the base jurisdiction or base state. The International Fuel Tax Agreement (IFTA) is an agreement among states to report fuel taxes by interstate motor carriers. Under the IFTA, a license is issued to a business or individual and one set of Florida IFTA decals, which permits a truck to operate in all other IFTA jurisdictions without buying additional decals from those jurisdictions. Both of these motor carrier programs have issuance and audit processes (see the "IRP/IFTA Audit" section).

Much of the processing for both programs is manual. The initial application/issuance process takes up to 45 minutes per transaction, with much of the time being spent on verification of documentation and data entry. As a

result of the complexity of the application process, all transactions are manually verified by the Motor Carrier staff. The Motor Carrier area also operates its own call center due to the complexity of IRP/IFTA transactions and need for access to paper files when responding to customer questions. An online application, based on federal specifications, called Commercial Vehicle Information System Network (CVISN) was created, but has not been widely adopted because system limitations and user complaints of it not being "user friendly".

Although IRP/IFTA has a comparatively small customer base, it is a significant revenue generator for the Department. In FY 2009, IRP total net revenue was $ 39.6 million and IFTA total revenue was $28.2 million. In addition, IFTA/IRP is tied to funding received from the Federal Department of Transportation. Specific IRP/IFTA issuance transactions include:

- Issuance of IRP temporary operating permit
- Issuance of IRP apportioned tag
- Issuance of IRP cab cards
- Issuance of IFTA license
- Issuance of IFTA decals

I) IRP Temporary Operating Permit (TOP) Issuance for newly acquired vehicle at Tax Collector Office and subsequent application to the Department

TOP Issuance Description

TOP issuance is the process for applying for and being issued a Temporary IRP Operating Permit and then within 10 days applying for and subsequently being issued IRP license plates and decals.

TOP Issuance Process Steps

Verification

Temporary Operating Permit (TOP) application is reviewed and verified for completeness, including original heavy vehicle use tax (HVUT) form stamped by the IRS and other required documentation.

NOTE: Effective 1/1/11, Florida will implement the Performance and Registration Information Systems Management (PRISM) Program developed by the Federal Motor Carrier Safety Administration (FMCSA)/DOT. Implementation will add activities to the verification step. Applicants will have to show proof of their DOT and FEIN/TIN numbers, to be entered into FRVIS and cross-check with the Federal Motor Carrier Management Information System (MCMIS) to ascertain if the applicant has an updated federal Form MCS 150. If the applicant has an updated MCS 150, a TOP can be issued. If not, the applicant must update the form by accessing the FMCSA website through a kiosk in the location or by mailing in the documentation.

Functional Processing/Revenue Collection/Issuance

Standard vehicle information is entered into FRVIS. If the vehicle is newly acquired, the customer applies for a title (see "Titling and Registration" section). Once title transaction completed, TOP information entered in FRVIS and a 60 day Temporary Operating Permit is issued. A TOP is a non-inventoried 8.5X11 document committing the applicant to formally submit a request for registration to the Department within 10 days.

Verification

Within 10 days by law, formal IRP application mailed or must be presented in person at the Kirkman or St. Petersburg facility. The application is reviewed and documents, including original HVUT form, are checked for completion. In addition, the applicant provides an estimate of the anticipated mileage to be driven in various jurisdictions.

Functional Processing

Standard vehicle information and estimated mileage is manually entered into FRVIS and a bill detailing the money owed based on the estimated mileage state is printed. An original copy of HVUT and the printed bill is sent to the customer. If application or accompanying documentation is incomplete or incorrect, the system generates a letter or a customized manual letter is generated and sent to the applicant.

Functional Processing/Revenue Collection/Issuance

Applicant payment is received. If necessary, additional documentation is also received and reviewed. If payment and documents received are correct, staff posts the payment to the FRVIS account. If plates/cards are to be mailed, a printing vendor prints cab cards and provides them to the Department mailroom. Staff manually match cab cards to license plate number s, locate plate(s) and prepare the envelope with the card and plate(s) for mailing. If the applicant comes to Kirkman or St Petersburg private tag Agency, cab cards and plate(s) are issued real time.

II) Mail-in/Original IFTA Issuance and Tax Return Mailing

IFTA Issuance and Tax Return Process Description

IFTA issuance is the process of applying for and being issued an IFTA license and decal and then receipt and submission of quarterly tax return.

IFTA Issuance and Tax Return Process Steps

Verification

Application and fees are received in the mailroom. Payment is separated for processing and application is sent to Motor Carrier staff. The examiner reviews application for completeness and fraud detection. Using the applicant's DOT number or Federal Employee Identification Number (FEIN), the examiner checks the IFTA Clearinghouse to determine if the

applicant is in good standing. The examiner then checks FRVIS database for current registration and to ensure the applicant does not have another IFTA account.

Functional Processing/Revenue Collection/Issuance/Refunds

Application information is entered into FRVIS. If application information and accompanying payment is correct ($4.00/vehicle x # of vehicles), the decal order is placed through FRVIS, license is printed, manually matched with decals and the license and decals are mailed to the applicant. If application or payment is not correct, a letter is typed and sent to applicant with a request for the correct amount. For those applications requiring follow-up, information is manually entered into a Microsoft Excel spreadsheet for tracking. Every 60 days payments are refunded to applicants who have not complied with the Department's request.

Functional Processing/Mailing

Quarterly tax returns are printed in FRVIS. Tax rate sheets which are manually updated by IRP/IFTA staff are sent to printing vendor for printing. Staff members send rate sheets, returns, and envelopes to mailroom for mailing to all registrants. Updated tax rates manually entered in FRVIS by staff are electronically updated in CVISN by ISA staff.

Functional Processing/Receiving/Revenue Collection

Tax Returns are received by mail or through online filing. Returns are manually reviewed for total miles and gallons of fuel. Returns are then manually entered into FRVIS. If the payment is correct, the process ends. If an incorrect amount is sent, staff manually prepares a customized letter that is mailed to the registrant. Once all tax returns data is entered, a process is initiated in FRVIS to suspend accounts that either did not file a return or did not remit sufficient payment. The program suspends the account and prints a letter that is physically taken to the mailroom for mailing. If the carrier then files or pays monies that are owed, the suspension is removed when the data is manually entered into FRVIS.

b. Driver License and Motor Vehicle Record Maintenance

Record Maintenance Background

The Department not only provides issuance and enforcement functions for the State, but is also an information source for many entities. The data in these records is relied upon by many functions and user groups in the following ways, among others:

- It is the foundation for other driver or vehicle related functions (such as sanctions);
- It is used by many organizations to establish identity and/or residency;
- It is used by law enforcement to establish identity;
- It is relied upon for public safety, and
- It is provided to many outside entities for a fee, which generates revenue for the State.

Maintaining current records is an important consideration for the Department.

i. Driver License Record Maintenance

DL Record Maintenance Overview

Driver licenses are the authoritative source of identity. The Department is responsible for issuing driver licenses and for maintaining the underlying driver records. Driver records must reflect current personal information, driver status, compliance with insurance requirements, and many other pertinent pieces of information. As such, keeping up-to-date driver records involves many processes across the organization. In addition to issuance, the Department collects driver data which includes organ donor registration and emergency contact information. The Department must also track drivers' violations of laws and other requirements that can affect driver license status.

Updating information is received from a number of different external and internal sources:

Internal Sources:

- Initial issuance information is gathered and utilized to either create original driver records or update existing records and includes: driver's personal information such as name, DOB, and address, Motor Voter registration, organ donor registration, emergency contact information, and sexual predator/offender registration, and
- Information regarding compliance with required education requirements such as motorcycle training, DUI intervention programs, and the IID program as tracked and maintained by Driver Education staff.

External Information:

- Sexual offender, predator, and career offender information, crash information and re-exam requirements received from law enforcement agencies;
- Drivers' insurance coverage information received from insurance companies and processed by the Financial Responsibility unit to verify compliance with minimum coverage requirements and impose sanctions, if necessary;
- In-state driver citations and sanctions received from the Clerks of Court, entered by DL Records staff, and reviewed by Driver Improvement staff;

- Out-of-State citations and sanctions received from other jurisdictions and manually entered into driver records by DL Records staff and reviewed by Driver Improvement staff;
- Out-of-State CDL citations and sanctions received from the CDLIS system maintained by AAMVA;
- Child support and genetic testing information resulting in driver sanctions received from Department of Revenue or the courts and entered into driver records by DL Records staff;
- Death files from the Social Security Administration and Vital Statistics ;
- Address change information received from the United States Postal Service, and
- School attendance information received from the Department of Education.

I) Driver License Records – Citations and Sanctions

Citations and Sanctions Background

The sanction update process is the mechanism in place for ensuring that violations of State laws by Florida drivers are tracked, appropriate consequences are imposed, and sanctions are cleared as remedial actions are performed by the driver. Once input into driver records, sanction information is accessed by the Driver Improvement staff, reviewed, and then used to generate letters sent out to Florida drivers to communicate sanction information and requirements that must be met to remediate sanctions imposed.

Citations and Sanctions Overview

DL Records staff are responsible for entering citations and sanction obligations into the appropriate Florida driver record when received from the Florida County Clerks of Court and from other jurisdictions. In-state citations are standardized and the Department is responsible for printing, issuing, and tracking inventory for the uniform traffic citation form used by most law enforcement agencies when issuing traffic citations. When issued, citations are entered by the Clerks of Court into the Traffic Citation Accounting Transmittal System (TCATS). From there, the Department is responsible for updating driver records to reflect the citation(s) issued. In addition to citations, the Department updates driver records to include sanction information, as provided by the county Clerks of Court. Once entered into driver records, the Department's Driver Improvement staff review the citations and sanctions and send notification of the action and remedial requirements to the affected drivers, if necessary. When requirements have been met to regain privileges, driver records must be updated to reflect compliance. Compliance information is received from outside entities such as county Clerks of Court or internally from the Department.

In FY 2009, Florida law enforcement agencies issued 4,875,429 citations. The bulk of these citations were entered into Florida driver records through the electronic TCATS process detailed following. Clerk data errors or system limitations in accepting unique data requirements resulted

in 93,276 manually entered citations and sanctions issued by law enforcement within the State of Florida. In addition, Department staff manually entered 324,218 citations and sanctions received from out-of-state jurisdictions.

Once this information is received by the Department, it must then be input into the appropriate driver records by an automated or manual process depending upon format of the source data.

In-state Citations

In-state Citations Description

This is the process of updating driving records to contain information regarding uniform traffic citations issued to Florida drivers by Florida law enforcement agents.

In-state Citations Process Steps

The citation update process begins with the issuance of citation inventory to Florida law enforcement agencies. UTC's are distributed utilizing the Citation Tracking System in the Motorist Maintenance system, then law enforcement agencies either use hard copy UTC's or electronic citation numbers as assigned to issue citations to drivers violating State laws. Upon issuance, law enforcement officials have 10 days to provide a copy of the issued UTC to the appropriate Clerk of Court. The Clerks then manually enter UTC information into the TCATS system. The Clerks send citation files to the Florida Association of Court Clerks (FACC) to run an error report to ensure that the data is in the correct format. Once the citation information has been through the FACC error check process, it is transmitted by a batch process to the Department nightly. There are two error checks performed by the Department before the citation information can be processed to a driver's record. First, an error check is run to make sure the data follows the Department's format requirements. If there are issues in the records, the records are sent back to TCATS for resolution. If there are not any errors in the first error check, the data is run through an inventory validation check to make sure that the citation number is valid and corresponds to the entity that was issued that citation number originally. If there are issues noted in this error check, the citation must go through a manual resolution process carried out by Department staff. If there are no issues in both error checks, the citation is attached to the corresponding driver's record through an automated process. Once citation information is included in driver records, Driver Improvement staff then review citation and sanctions information and send communication to the driver detailing the consequences and necessary actions (see "Citation/Sanction Review Process" section).

In-State Sanctions

In-state Sanctions Description

This is the process of updating driving records to contain sanctions issued against Florida drivers by Florida County Clerks of Court.

In-state Sanctions Process Steps

The non-citation sanction update process begins with the issuance of sanctions in the form of court orders from Clerks of Court.

Court orders are provided to the Department by Clerks of Court in either hard copy by mail or fax or soft copy via email. When sanction information is received, DHSMV DL Records staff must manually enter the sanction information into the Motorist Maintenance system. The documents are received, scanned, and stored at the Department. Once sanction information is included on driver records, the Driver Improvement staff then review sanction information and send communication to the driver detailing the consequences and necessary actions.

In addition to court ordered sanctions, the Clerks of Court also provide the Department with criminal financial responsibilities such as court costs owed to the State by convicted criminals. This information is provided by Clerks either in hard copy or in an electronic file via email. Hard copy criminal financial responsibility information received must be entered into the driver record manually by DL Records staff. If sent electronically, Clerks provide a flat file containing criminal financial responsibility information to FACC to be submitted to DHSMV.

Out-of-state Citations & Sanctions

Out-of-state Citations & Sanctions Description

This is the process of updating driving records for Florida drivers to reflect sanctions issued against drivers by out-of-State jurisdictions.

Out-of-state Citations & Sanctions Process Steps

The out-of-state sanction and citation update process begins with the issuance of sanctions by jurisdictions outside of the State of Florida. Sanction or citation information for individuals is provided by other jurisdictions in either hard copy by mail or fax or soft copy via email. When sanction or citation information is received, DHSMV DL records staff must manually enter the sanction information into the Motorist Maintenance system. Once sanction or citation information is included in driver records, Driver Improvement staff then review the information and send communication in the mail to the driver detailing the consequences and necessary actions.

Out-of-state CDL Sanctions and Citations

Out-of-state CDL Sanctions & Citations Description

This is the process of updating driving records for commercial drivers to include sanctions and citations issued to CDL drivers licensed in Florida by out-of-state law enforcement agents or judicial systems.

Out-of-state CDL Sanctions & Citations Process Steps

Out-of-state citations and sanctions issued by law enforcement or courts in other jurisdictions to commercial drivers licensed in the State of Florida are provided to the Department electronically. Each jurisdiction is required to provide sanction and citation information for CDL drivers to CDLIS, which is maintained by AAMVA. The CDLIS system provides real-time data to the Department when citation and sanctions information is received. The Department then runs a batch process to apply the citation or sanction information to the driver's record within the driver database.

Citation/Sanction Resolution Process:

Citation / Sanction Resolution Process Description

This is the process of updating driving records to clear citations or sanctions when the appropriate requirements have been met by drivers.

Citation / Sanction Resolution Process Steps

If requirements are met by the driver within the given time frame, the Clerk of Court enters the clearance information into TCATS, which then follows the process described above where the clearance information is automatically uploaded to the corresponding driver's record. This completes the sanction update process.

If requirements are not met within the given time frame, the Clerk of Court enters suspension information into the TCATS system, which then follows the process described above to be uploaded to the corresponding driver's record in FDLIS. Once suspension information is included in driver's record, Driver Improvement staff handles further processing (see "Citation/Sanction Review Process" section). If the driver complies with requirements prior to the suspension date assigned by Driver Improvement staff, the suspension is cancelled.

For "failure to comply", the driver can go into a Clerk's office and pay the necessary fine(s) and/or demonstrate that other requirements were met. The Clerk then enters clearance information into the DRC1 system. The DRC1 system is a mainframe interface provided by the Department to allow the Clerks to make limited updates to DL records to clear certain sanctions. This process clears the driver's record and can be performed while the driver is at the counter in the Clerk's office.

If the suspension was due to a criminal financial obligation, the Clerk cannot clear the record within the DRC1 system. In these instances, the driver can either go to a DHSMV office for instant clearance, or the clerk can enter the clearance information into TCATS. Entry into TCATS must go through batch process to update the driver record with clearance information. Because of this lag in clearance, drivers usually go to a

DHSMV office where clearance information can be entered directly into the driver's record using the DL Maintenance system, which provides instant clearance to the driver's record. In this case, the driver also incurs an additional reinstatement fee because of the processing required by DHSMV staff.

Stakeholders

- General public
- Florida drivers
- Law enforcement
- Clerks of Court
- Other jurisdictions
- ISA
- DL Records staff
- AAMVA

Interfaces

- FDLIS
- Traffic Citation Accounting Transmission System (TCATS)
- Motorist Maintenance
- DUT
- CICS
- CDLIS
- CCIS
- FACC website
- Mail/Fax
- Email/Outlook
- DAVID system (law enforcement)

Outputs

- Updated driver records
- Communication to drivers regarding sanctions and citations
- Record sales
- Data exchange with government entities and law enforcement agencies

Inputs			
Information Received	**Description**	**Source**	**Format**
In-state citations	Citations issued by Florida law enforcement officials to Florida drivers that have violated Florida driving laws	Florida County Clerks of Court	Electronically through the TCATS system

In-state sanctions	Sanctions imposed upon Florida drivers in the form of court orders issued by the Florida Court system for violation of Florida laws	Florida County Clerks of Court	Copy by mail /fax or soft copy via email (format cannot be uploaded into the system electronically)
Florida criminal financial obligations	Financial obligations imposed upon convicted criminals (e.g., court costs)	Florida County Clerks	Copy by mail /fax or soft copy via email (format cannot be uploaded into the system electronically) Flat files sent to FACC and then submitted to the Department by FACC
Out-of-State citations and sanctions	Citations and/or sanctions issued to Florida drivers by law enforcement or courts in other jurisdictions	Out-of-State jurisdictions	Copy by mail /fax or soft copy via email (format cannot be uploaded into the system electronically)
Out-of-State CDL sanctions and citations	Citations and/or sanctions issued to Florida commercial drivers by law enforcement or courts in other jurisdictions	AAMVA	Electronically through the CDLIS system

Driver License Record Updates Citations and Sanctions Challenges:

Technical Challenges

- Out-of-State citation and sanction information for CDL drivers licensed in Florida is available to the Department real-time, but not posted to the driver record until processed through a scheduled batch program.
- The DRC1 system does not allow Clerks of Court to clear criminal financial obligation violations.
- There is a risk that sexual offender status is not flagged on the driver record. This is both a Technical and Business Challenge. The Business challenge is that the Department relies upon self-reporting and registration to identify drivers that should be flagged as a sexual offender. If a person fails to register with the Department, the record is not flagged. The Technical challenge is caused by the batch nature of the update. When a driver self–reports their status, a batch process queries the FDLE database and results are posted back to the driver's record. The batch processes causes a delay between self-registration and drivers record update.

ii. Motor Vehicle Record Updates

Motor Vehicle Record Updates Overview

The Department is responsible for maintaining motor vehicle records for vehicles registered in the State of Florida per Section 320.05(2), F.S. MV records are the foundation for all MV related functions performed by the Department and are relied upon by a number of internal and external users. There are three major types of MV record updates that occur:

- Titling and registration data gathered during issuance and renewal related transactions;
- MV *stop* notations against titles, registration, or customers from outside entities or from internal processes, and
- Out-of-State titles, brand, and theft information to be attached to Florida MV records.

I) Titling & Registration Transactions

Description

This is the process of updating motor vehicle records to include title and registration information collected during titling and registration transactions.

Process Steps

These updates are made through the standard title and registration issuance processes, as previously described.

II) Motor Vehicle Stops

Description

This is the process of updating motor vehicle records to include stops imposed by third-party entities.

Process Steps

There are three types of MV stops that are applied to MV records:

- Registration stops preventing the extension of a specific registration;
- Customer stops preventing extensions of any vehicle owned by that customer, and
- Vehicle stops preventing title activity for a particular vehicle. These stops are applied to MV records in one of three ways:
  - FTP files are received from third parties (other state agencies, toll authorities, and municipalities) by DHSMV and updated in FRVIS via batch processing;
  - Certain DL sanctions carry accompanying MV stops. A batch process runs periodically to poll FDLIS for new sanctions that meet these criteria and applies the appropriate stop to the records in FRVIS, and

- Stop information is manually placed on a record in FRVIS the Department.

As requirements are satisfied to clear MV stops, this information is also sent from the entities that issued the stop through FTP files, which go through batch processing to clear the MV record of the stop or clearance information. If the stop was imposed onto the vehicle by the Department, clearance is entered through FRVIS when proof is provided by the customer to the Department.

III) Out-of–State Titles, Brands & Reported Thefts

Description

This is the process of updating Florida motor vehicle records to include title, brand, and reported theft information received through AAMVA from other jurisdictions.

Process Steps

AAMVA maintains a central repository of title, theft, and brand information from partner states. NMVTIS interfaces with FRVIS so that information from NMVTIS that is applicable to Florida MV records (e.g. title cancellations) is immediately transferred to FRVIS and attached to the correct MV record. If the real-time update is unsuccessful a batch process is run to update NMVTIS.

Stakeholders

- Tax Collectors
- DHSMV staff (Titles & Registration, Field Operations)
- Law enforcement
- Contracted titles and registration issuance vendors
- Municipalities
- Toll authorities
- Florida drivers
- Florida motor vehicle owners
- AAMVA
- General public

Interfaces

- FRVIS
- DL PROD (driver license database)
- NMVTS
- FTP files

Inputs

- Titling and registration transactional information
- Information regarding titles, brands, and reported thefts from NMVTS

- Stop information from third-parties

Outputs

- Updated driver records
- Communication to drivers regarding sanctions and citations
- Record sales
- Data exchange with government entities and law enforcement agencies

Challenges

- There is a delay in posting Stop information to motor vehicle records due to the batch load process.

c. Enforcement Activities

Enforcement Activities Background

The Department's core mission includes activities to enforce compliance with requirements for maintaining licenses, registrations, and other instruments issued by the Department. Enforcement activities pertain to driver license, motor vehicle, and other transactions performed by the Department and are detailed below.

DL enforcement activities include:

- Financial responsibility, making sure minimum insurance requirements are met;
- Application of sanction consequences that could lead to revocation, suspension, cancellation, or disqualification, and
- Determining whether issuance is appropriate for customers requiring additional review (e.g. medical reviews).

MV enforcement activities include:

- Stops placed on the customer, registration or vehicle that limit the customer's ability to perform future transactions related to motor vehicles, and
- Other enforcement activities include processes such as inspections of rebuilt vehicles and mobile home manufacturers.

iii. DL Enforcement Activities

I) Financial Responsibility

Overview

Financial Responsibility staff is primarily concerned with enforcing the requirements of two laws – the Financial Responsibility Law and the Florida Motor Vehicle No-Fault Law. These laws require drivers to maintain certain levels of insurance, which are monitored differently according to the requirements of their respective Statutes:

- The Florida Motor Vehicle No-Fault Law requires Personal Injury Protection (PIP) and Property Damage Liability (PDL) to be carried on

each vehicle, throughout the vehicle registration period and coverage is monitored by DHSMV.

- The Financial Responsibility Law requires that proof of full Liability insurance, including bodily injury liability (BIL), at the time of a crash or certain violations. If a person is in a crash and found to not have liability insurance, DHSMV monitors their coverage for three years. Liability insurance is carried on the person and vehicle.

Insurance is enforced against the driver license and one or all the vehicle registrations for the driver. If required insurance is not maintained, a license is suspended and a fine of $15 - $500 must be paid to reinstate the license.

Description

Files received from insurance companies are compared against the Department's driver records by a batch process.

For PIP insurance, if the insurance file shows that PIP was cancelled, the driver record is checked again in 20 days. If PIP is still not present, a letter is sent to the driver. At 30 days, and no response from the driver, the license is suspended and the driver must go to an office facility to show proof of insurance and pay a fine, if proper insurance was not maintained, to have the license reinstated. (If proper insurance was maintained and 30 days has passed, a drive may use the internet in certain cases (Case Type 7) to clear and other cases they will have to go into an office facility.)

For liability insurance, this is not automatically tracked on every driver. However, if a driver was in a crash and did not have BIL insurance, a Case is opened and an "SR22" is created. This requires proof of BIL insurance with certain limits. If insurance is cancelled, the license is immediately suspended and the driver must go to an office and pay a fine to reinstate the license. An "FR44" also exists that requires twice the amount of liability coverage.

Process Steps

For PIP:

- FTP Files from insurance companies are received on a regularly scheduled basis. These contain policy holder information, insurance type and whether the policy is new, reinstated or cancelled. Only changes are sent.
- A batch process runs against the file into FDLIS. For each cancelled PIP insurance policy, the driver record in FDLIS is flagged.
- At 20 days, coverage is checked again and if still not present, a letter is generated and sent to the driver.
- If the driver has not presented proof of insurance at 30 days, the license is automatically suspended on the database. At this time, some reinstatements require the driver to go to an issuance office to pay a fine to reinstate.

For Liability Insurance:

- A driver is required to obtain certificates of coverage limits to demonstrate compliance with increased coverage limit requirements due to violations that have occurred.
- FTP Files from insurance companies are received on a regularly scheduled basis. These contain BIL certification information.
- A batch process runs against the file into the database. Certification information is attached to the corresponding driver record FR case.
- FTP Files from insurance companies are received on a regularly scheduled basis containing certificate cancellation information.
- Cancellations trigger an automatic driver license suspension.

Challenges

Technical Challenges

- FDLIS can't track information on liability insurance coverage. In order to track liability, a case is created from the crash report and an "SR22" is generated. This form indicates that proof of liability insurance is required.
- Unlicensed drivers' insured status cannot be tracked. Because the insurance is required on a vehicle, but enforced on a license, if a registered vehicle fails to carry insurance but the driver is not licensed, it is not caught because the policy is checked against the licensed driver. It is estimated that there are 350,000 instances of this.
- Commercial and fleet registered vehicles are not tracked because of workload and an assumption that commercial and fleet owners have too much to lose to allow insurance to lapse.
- There is a belief that a large number of uninsured motorists are not being caught by the current system logic, leading to un-captured revenue and greater uninsured motorist risk. The solution to this issue will require a detailed analysis of current system logic to determine where uninsured drivers are being missed. This belief is based on an analysis of various statistics:
    - There is a 5% uninsured motorist rate, equivalent to approximately 600,000 uninsured motorists at any given point in time.
    - DHSMV has approximately 450,000 suspended motorists at any given time. This leaves a delta of approximately 150,000 uninsured motorists not being caught by the system.
    - Of the 450,000 suspended, 185,000 pay or will pay the reinstatement fee. The remaining 265,000 do not pay fines for various reasons, including that the motorist no longer has a registered vehicle (and therefore does not require insurance).
- If more than one insurance file is sent per company on any given day, backlog will be created because the system only processes one file per company per day. The backlog can't be caught up without manual intervention. In addition, if the file sent contains over 50,000 records, ISA must manually break file up into smaller files for uploading.

II) Driver Improvement

Overview

An accuracy review of sanctions imposed by TCATS and DL Records before licenses are revoked, suspended, disqualified, canceled or reinstated by the Driver Improvement (DI) Staff. Depending upon the type of sanction, the DI staff will either perform a detailed review of sanctions and corresponding driving records to ensure that the correct sanction has been issued or perform a less involved quality review before sanctions are issued to drivers.

Sanction Review Process

Description:
This is the process of reviewing sanctions imposed on drivers before communication of the penalties and requirements is sent to drivers.

Process Steps

Sanctions are input into driver records through the sanction update process (see "Citation/Sanction Update Process" section). Notices to the driver are generated through a daily batch process and are then printed by a third-party printing company. If the sanction is a DUI, HTO, felony, violation of restriction, racing or point suspension, a full driver transcript is also printed. The hard copy documents are given to the Driver Improvement staff. The DI staff sorts by date and sanction type and, if applicable, matches to the corresponding hard copy driver transcript. For DUI, HTO, felony, violation of restriction, racing or point suspensions, DI staff review all notices to go out. This review process is in place to identify common errors that have occurred either in the input process by the courts or systematically when the sanction was entered onto the record and the notice was generated. For sanctions that are not DUI, HTO, felony, violation of restriction, racing or point suspensions, the DI staff perform a quality review to identify apparent errors such as duplicate notices.

If an error is found in the review process, the DI staff updates the Driver record and manually produces an updated notice in Microsoft Word. Notifications are held by the DI staff until the send date printed on the notification, at which point they go to the mailroom for stuffing and mailing.

Stakeholders

- DHSMV staff (Driver Improvement, DL Records)
- Law enforcement
- Pitney Bowes (third-party print vendor)
- Florida drivers
- General public

Interfaces

- FDLIS
- DL Maintenance
- Microsoft Word
- Microsoft Excel

- Motorist Maintenance

Inputs

The inputs for the sanction review process include hardcopies of sanction notifications printed by a vendor after the DL Records staff has entered the convictions onto the driving record. In addition, if a sanction is a DUI, HTO, felony, violation of restriction, racing or point suspension, Pitney Bowes also prints and provides hardcopies of the corresponding driver records. Below is a listing of various revocations, suspensions, disqualifications, or cancellations:

Outputs

- Notifications of sanctions sent out to drivers to communicate the imposed penalty and/or additional requirements to be met
- If an error is found during the review process, a correction to the driver record

Challenges

- This process is in place largely to review errors caused within the system when a conviction is entered by TCATS and DL Records staff.
- Examples of some of the programming errors that the driver improvement staff are reviewing for are as follows:
  - HTO revocation order is produced; however, the actual revocation is not appearing on the driver record. This error usually occurs when there is a DUI, and two "driving while license suspended" convictions on the record where the DUI period is indefinite.
  - Conviction is received from the courts and manually entered into TCATS. However, the same conviction is also sent through the electronic sanction update process. The duplicate suspension is not identified by the system and the record shows a second conviction in error.
  - HTO revocations are calculated by conviction date. Program is issuing a revocation order for tickets outside of the five year period. Example – Conviction is 1999 and then two in 2008.
  - A driver has an out-of-State DUI conviction on his record. He moves to Florida and is issued a Florida driver license for the first time. His record is subsequently received and the system revokes his Florida license erroneously before the record is reviewed and due process is afforded.

Vision/Medical Report Review

Overview

The Department's enforcement responsibilities include ensuring that drivers with medical or vision impairments are appropriately restricted from driving. This responsibility is carried out with two main processes: medical report and vision report reviews. Both processes begin with the receipt of information that may indicate that a driver's health is impairing

their driving ability. The Department must then review the information received, make a determination as to whether or not the driver's license should be restricted or revoked due to the impairment, implement the necessary action, and then communicate the implications to the affected driver.

Description

The vision report review process involves periodic vision reports and "over 80"renewals. Periodic vision reports are required when information is received from medical professionals, family members, or citizens concerned about a driver's vision and how it may affect driving abilities. "Over 80"renewals are vision reports that are required for any driver over 80 years of age seeking to renew their driver license.

Process Steps

Once vision reports are received by the Department, they are printed in hard copy and reviewed by Driver Improvement (DI) personnel. During the review process, DI personnel manually code the outcome of the vision report which includes inputting coding to:

- Restrict or revoke the license, if necessary;
- Detail whether or not correspondence should be sent out to the driver and indication as to which type of correspondence will be sent based upon the action taken or requirements to be met, and
- Detail follow-up actions necessary (e.g., driver to be re-examined in 12 months).

If correspondence is necessary, a letter is manually generated using Microsoft Word and sent out to the corresponding driver.

For "over 80" renewal reports, the vision reports are received through the Department's mailroom along with renewal fees. The fees are separated from the vision reports and sent to accounting to be entered into the CRS system. Vision reports are then sent to BOR (Processing and Issuance) to be reviewed. From Processing and Issuance they are routed to DI (Vision section) for approval or denial of vision reports. The review process includes the coding steps detailed above. In addition, personnel must go to the Florida Department of Health (FDOH) website to confirm that the exam was performed by an eye doctor licensed by the state of Florida. The driver transcript must also be printed to make sure that that proper restrictions exist and to determine if a follow-up eye exam is needed. DI personnel must go into the Cashier Receipt System (CRS) system to refund the payments if the driver is not eligible for renewal or to note that the vision is approved and being returned to BOR for license issuance. NOTE: restrictions and exam updates are not done for periodic reviews and there is no money attached to them.

Stakeholders

- DHSMV staff

- DI
- CIPS
- BOR
- Mailroom
- Field offices
- Florida Drivers
- Law Enforcement
- Medical Personnel
- General Public

Interfaces

- FDLIS
- DL Maintenance
- Microsoft Word
- Microsoft Access
- Outlook/Email
- Fax
- DOH website
- CRS
- Electronic vision system

Inputs

- Hard copy or electronic eye reports
- Scanned documents collected from customers in the field
- Communication received from customers regarding eye/medical exams
- Driver transcripts

Outputs

Outputs for the "over 80" process are:

- Approved vision report so BOR can renew driver license, or
- Refund and notice of ineligibility
- Revocations for Inadequate Vision or Inadequate Field of Vision
- New periodic vision cases
- Outputs for the periodic review process are:
- Driver license restrictions or revocations and corresponding notices to drivers or
- Notices that driving status will not be affected by results of the eye exam received
- Failed to Submit Revocations

d. Revenue Collection & Distribution

Background

The Department is required in Florida Statutes to collect hundreds of different fee types and then distribute them to various governmental entities for critical services. Revenue collection and distribution is a supporting process that accounts for $2.4 billion dollars of revenue annually. Many government and non-governmental entities rely upon the Department's revenue collection and distribution process as a major source of income. In addition, the Department's revenue reports are an integral part of the State's revenue estimation process because such a large number of entities receive funds collected by the Department. Internally, the Department relies upon reports produced from the revenue collection and distribution process to perform financial reconciliations, projections, and analysis.

Revenue is collected from numerous entities and is recorded in FRVIS, FDLIS, and DL Maintenance or manually through the CRS system, depending upon how the funds were received. Once collected, revenue is deposited, reconciled and then distributed out to the appropriate entities. The distribution process is managed in FRVIS and batch process. The two main processes performed are payment processing and revenue distribution.

i. Payment Processing

Description

This is the process of collecting, processing and distributing revenue earned by the Department.

Process Steps

In-house:
Online/IVR, DL, MV, data sales fees as well as miscellaneous revenue is collected in-house. Request for services with corresponding payments are mailed to the Department. These requests are received by the mailroom; the mailroom staff opens and scans the check and documentation into the CRS system according to the business unit. During this process, the remitter information from the check is captured along with the check number and check amount. A control number is assigned to both the check and documents. The checks and documents received are batched together by the business unit and forwarded to accounting/revenue staff. Staff verifies that the written amount on the check, check number and remitter information matches what was entered into the CRS system. Once this process is completed the checks are removed from the batch and deposited. At this time the control number details the amount deposited. A Program Area (business unit) Report is attached to each batch and lists the control number, remitter name, check number and check amount of each check received for the batch and is forwarded with the supporting documentation to the business unit. Each business unit processes the transactions according to the nature of the transaction. The transactions are recorded programmatically either in FDLIS, FRVIS, and DL maintenance or manually within CRS, Microsoft Excel, or other programs used by business units. A batch process updates the information in the FRVIS system. Once the end of day report for the business unit has been closed, a report is printed from

the CRS system, by business unit and reconciled to the business unit's end of day report. If no discrepancies are found the amount processed is posted to the end of day report so the report can be distributed.

Field offices:
DL and MV transaction fees are collected in State-run field offices. Customers come into field offices to make a payment and transactions are processed within FDLIS or FRVIS (depending upon the transaction type) within the corresponding customer's account. In addition, payment information is entered into the cashiering portions of FDLIS or FRVIS and money is deposited by the field office into the Department's account. Once revenue received is manually posted to the unpaid report it is automatically sent to the batch distribution system.

Tax Collectors:
DL and MV transaction fees are collected by Tax Collectors. Customers come into Tax Collector offices to make a payment and transactions are processed within FDLIS or FRVIS (depending upon the transaction type) within the corresponding customer's account. Payments are recorded to the cashiering portions of FDLIS or FRVIS and cash is deposited by the Tax Collector into the Department's account. Revenue recorded in FRVIS or FDLIS is automatically sent to the distribution system to be distributed appropriately. In addition to in-person DL and MV transactions, Tax Collectors also download online MV transactions into FRVIS, which follows this same distribution process.

FHP:
The Florida Highway Patrol sells crash reports. FHP tracks the amount owed and deposits the associated fees into the Department's account. A manual reconciliation is performed by Department accounting revenue staff. Once the reconciliation is performed, the accounting staff must manually enter the revenue into the CRS system in order for the fee to be distributed by the distribution system appropriately.

DOR/Clerk of Court:
The Clerks of Court collect civil penalty fines on behalf of the State from drivers with violations and performs the necessary clearance procedures for the respective driver. The Clerks send revenue collected to DOR and DOR is then responsible for depositing the money received into the Department's account. The Department then manually enters the amount deposited by DOR into the CRS system, marks the funds with a deposited status. The transactions are then manually processed by the Department staff, which allows the revenue to be automatically sent to the distribution system to be distributed.

Revenue Distribution:
Once "unpaid reports" appear in the FRVIS system, the revenue received must be posted to the end of day reports either through an automated process through Bank of America or manually, depending upon the mechanism in place for receiving the funds. A distribution payment flat file is created during each batch distribution cycle. The flat file is placed on a server where revenue staff can access it for further processing. Before the revenue can be distributed, staff must manually place holds on certain funds for either audit purposes or requirements attached to specific revenue streams which prohibit the funds from being disbursed at that time. Revenue Distribution then sends the edited

file to the Account Payable unit, where the report is uploaded to a custom-built FoxPro program that distributes the money to the appropriate accounts and uploads distributed revenue to the State's accounting system, FLAIR. Checks or an ACH are produced from FLAIR by the State and revenue is physically distributed to the recipients. Checks are returned to the Department and mailed to recipients. The journal transfers are completed manually by revenue staff to in-house accounts and other state agencies.

Stakeholders

- Department staff (business units & accounting)
- Tax Collectors
- FHP
- DOR/Clerk of Court
- General Public
- Florida drivers
- Florida motor vehicle owners
- IFP/IFTA taxpayers
- Mobile home manufacturers and dealers
- Car dealers
- Specialty plate organizations
- State agencies
- Voluntary contribution organizations
- Local jurisdictions
- School boards
- Out-of-State jurisdictions

Interfaces

- FRVIS
- FDLIS
- DL Maintenance
- CRS
- QuickBooks
- Microsoft Excel
- Mail/Fax
- Firefox distribution program
- FLAIR

Outputs

- Distributed revenue input into FLAIR
- Checks distributed to receiving entities
- Department's annual "revenue publication report"
- Revenue reports to perform financial reconciliations, projections, and analysis

Process Inputs		
Fee Type	*Description*	*Collection/Processing Points*
Online	DL transaction fees, MV transaction fees, and data sale fees collected either online or via telephone	Online fees received for DL transactions and data sales reports are processed in-house. Online fees received for MV transactions are processed by County Tax Collectors.
DOR/Clerk of Court fees	Civil fines collected by Clerks of Court	DOR/Clerk of Court fees are collected by the Clerks of Court, deposited, and then transactional information is provided to the Department for processing.
DL fees	DL transaction fees collected for driver license services such as issuance, renewal, reinstatement, and other license related services	DL transaction fees are collected and processed by State-operated field offices, in-house, online, and by County Tax Collectors.
MV fees	MV transaction fees collected for services such as title and registration issuance, registration renewals, IFTA tax payments, licensing fees for car dealers and mobile home manufacturers and other MV related services	MV transaction fees are collected and processed by State-operated field offices, in-house, online and by County Tax Collectors.
Data sales fees	Data sales fees collected from the sale of DL and MV data to customers	Data sales fees are collected either online or in-house and are processed in-house.
Crash report fees	Crash report fees are fees relayed to the Department by FHP for crash reports	Crash report fees are deposited directly into the Department's bank account by FHP and are then manually processed in-house.

e. Business Services

Background

Business Services is composed of activities and functions surrounding two main areas:

- Licensing, certifying, and approving private entities that provide a service or product in support of various motorist services or an entity that sells, leases, resells, manufactures, imports, and/or distributes any type of on the road vehicle to the public or a business.
- Establishing relationships with requesters and satisfying requests for public records or bulk data exchange within the confines of State and federal privacy requirements

i. Licensing/Certification/One Time Permits/Approvals

Overview

The Department, through an extensive application, vetting, evaluation and review process, grants permission for a business, individual, school, vendor or specific location to do business, provide a service, sell a product, or to be the location for service in the State of Florida. Most licensing, certification, one time permits, or approvals emanate from Driver Education and MV Field Operations. Driver Education staff manage contracts with 148 commercial driving schools, 661 commercial driver school instructors, approves all course types for driver improvement schools, contracts with 76 Sponsors and 262 Rider Coaches for the Florida Rider Training Program, certifies ranges, programs, instructors and evaluators for DUI programs and certifies Ignition Interlock Device System vendors. MV Field Operations staff license and permit entities that sell, manufacture, import, distribute and service vehicles driven on Florida highways.

Specific entities that require licenses, certifications, permits, and/or approvals include:

- Motor vehicle manufacturers,
- Importers and distributors
- Recreational vehicle manufacturers
- Importers and distributors
- Mobile home manufacturers
- Franchise motor vehicle dealers
- Service facilities
- Independent motor vehicle dealers
- Auction dealers
- Wholesale dealers
- Salvage dealers
- Mobile home dealers
- Mobile home brokers
- New recreational vehicle dealers
- Used recreational vehicle dealers
- Off premise sales permits
- Dealer training schools
- Dealer training school instructors
- Tent/inventory sales permitting
- Commercial driving schools
- Florida Rider Training Program certification
- DUI Program certification
- Ignition Interlock Device system vendors
- Various school instructors
- Range certification

I) New Car Dealer Licensing

Description

This is the process for obtaining a license that permits an entity to open a business to sell new cars to the public.

Process Steps

Manufacturer Notice/Notification to Affected Parties/Outcome

The Department receives written notice from a licensed manufacturer, importer or distributor, stating their intent to establish a new dealership or relocate an existing dealership for the sale of their line-make. Information regarding dealers in the same county or adjacent county who are selling the same line-make and have a standing to protest must also be included in this notification. Staff of the Dealer License Section (DLS) manually grades these notices for accuracy by verifying details of information in the notice with the data in FRVIS. If the notice is not accurate, DLS staff contacts the manufacturer via e-mail or telephone and request an amended notice. If the notice is accurate, DLS staff manually enters details of the notice in a database used to track notices and publications. This database is updated when there is an update to the record. DLS staff generates a publication in FRVIS and submit it electronically to the Florida Administrative Weekly for publication. Upon the notice being published, DLS staff generates letters via FRVIS that advise the dealers with standing regarding the application and location and giving dealers 30 days to file a protest. If a protest(s) is received, the DLS staff manually prepares a case to be reviewed for accuracy by the supervisor and then forwarded electronically to the Division of Administrative Hearings. If no protest is received, a Final Order approving the establishment of the dealer is manually prepared by the staff, reviewed for accuracy by the supervisor, and forwarded to the Director of DHSMV for approval and signature. DLS staff e-mail scanned copies of the Final Order to the manufacturer, dealer and the DHSMV Regional Office.

Pre-application Location Inspection

Prospective applicant requests and makes appointment for physical location inspection by Department Compliance Officer to ensure location meets statutory requirements. Compliance Officer inspects location and creates record in FRVIS with site inspection number, location address, name of owner and whether location passed or failed. Prospective applicant can have as many locations inspected as they want without incurring any costs. If passed, prospective applicant obtains lease agreement or proof of ownership.

Application/ Functional Processing/Fee Collection/License Issuance

Applicant submits completed DHSMV New Dealer Application Form (obtained from Department website, DHSMV Regional Office or Kirkman Building) and fee for processing. Application can be submitted by mail, in person at a DHSMV Regional Office or to the Compliance Office. The examiner reviews the application for accuracy and completeness. Data including manufacturer approval numbers for each line make is manually entered into FRVIS and the application is matched to the site inspection number. Application fee is processed in FRVIS. If everything is complete, FRVIS generates a license which is sent to the applicant. If application is

not complete, a request letter is sent to the applicant and the license is issued when all mandatory paperwork is received.

Stakeholders

- Motor vehicle dealers
- Motor vehicle manufacturers, importers and distributors
- Director of DHSMV
- Staff of the Dealer License Section and Field Offices
- Division of Administrative Hearings
- National Highway Transportation Safety Administration/DOT
- Division of Corporations
- Dealer Training Schools
- FDLE and FBI
- NCIC
- NICB

Interfaces

- FRVIS

Inputs

- Application
- Fingerprints of officers
- Sole proprietor
- Partners
- Managers or members of a business
- Surety bond or Irrevocable Letter of Credit
- Garage liability
- Insurance policy
- Pre-licensing dealer training certification from dealer training school licensed by Department
- Site location inspection by Department Compliance Officer resulting in a site inspection number
- For new car dealers, letter of approval from manufacturer and Final Order (signed by DHSMV Director), resulting from notice published regarding the application/location of the prospective new dealer
- Copy of business and/or fictitious name registration from the Division of Corporations showing current business registration in the State of Florida
- Articles of Incorporation if business is a corporation
- Articles of Organization and Operating Agreement if business is a Limited Liability Company
- Partnership Agreement if business is a partnership
- FEID

- Sales Tax Number from the Department of Revenue, lease agreement signed and dated by the lessor and lessee or a Tax document as proof of ownership if the location is owned by the dealer
- Copies of charging and disposition documents and civil rights restoration if applicant had a felony conviction

Outputs

- Dealer license

f. Data Exchange

Background:

The Department provides the repository for motorist service related data that it gathers through the normal course of business. Numerous public and private entities enter into a formal relationship with the Department to obtain the specific data they need, both on a scheduled and ad hoc basis. In some instances the exchange of data with other governmental jurisdictions may affect critical public safety functions such as citations, sanctions, or data on sex offenders, predators, career offender registrations or other law enforcement information. In other instances, the data serves a business need as in the case of the insurance industry and driver records or R.L. Polk/Blue Book and bulk vehicle transaction information. In all instances, the relationship between the requestor and Department is documented with a Memorandum of Understanding (MOU) which varies dependent on who the requestor is, what the request is, the purpose for having the data, and how it is to be transmitted. Fees associated with the sale of data and specifications regarding what data can be exchanged or sold are often set by statute. Government entities, including courts and law enforcement organizations are exempt from paying fees however the Department is currently reviewing its' statutory authority for releasing records without cost and may charge a fee for all entities sometime in the future. In all instances requests are satisfied within the confines of federal/state/department privacy and security considerations and with ongoing scrutiny on how the exchanged/sold data is actually used. Data is exchanged through direct program access and electronically.

i. Initiation of a Data Exchange for driver license data or program access

Description

This is the process for an entity to set up a data exchange relationship with the Department to obtain driver license data and/or gain access to the mainframe program

Process Steps

Establish relationship

Request received by Department Records staff to obtain driver license data or program access.

E-Mail sent to Requestor with DPPA Form and Questionnaire for determining eligibility of obtaining data and to provide insight and reason for its use within the Requestors organization.

Functional Processing/Formalization of Relationship

Documents filled out by Requestor and returned to Records staff. Documentation may include Authorization to Debit Account or that may be submitted with MOU. Records staff make a determination on the request and contact Requestor via e-mail or phone to review how the process will proceed for providing the requested data, applicable costs, time table, and any other pertinent information. If request not approved, staff will detail the reason for the denial.

Records staff prepare a Memorandum of Understanding (MOU) and incorporate the information provided within the questionnaire by the Requestor. Appropriate attachments are completed, identifying the type of data requested, the source of the data within the Department, and the applicable cost to the Requestor.

MOU and supporting documents electronically sent to Requestor. Name, address and contact information of Requestor entered into Excel spreadsheet to document and track the mailing of the MOU from the agency. If sent with questionnaire, Authorization to Debit information also recorded.

Functional Processing/Approvals/Contracting/Collect Revenue

Requestor reviews, signs and returns documents to Records staff**.** MOU/attachments and DPPA Form forwarded to DHSMV Division of Administration DAS)/Purchasing and Contracts for execution. Purchasing and Contracts routes the documents to various levels of management within the Department for review and signature. The Authorization to Debit Form received either with the Questionnaire or MOU is forwarded to Revenue to set up the electronic debiting process for payment for data to be released. The executed MOU/attachments are returned to Purchasing and Contracts, scanned into the ERIC system with a copy electronically sent back to Records staff.

Records staff receive the electronic copy of the executed MOU, **and** update the excel spreadsheet to include the contract number (MOU #) and effective date of the contract. This information is used for documentation and monitoring purposes and to ascertain when annual affirmations must be sent out.

Data Exchange Set-Up

If the Requestor is a governmental entity and requests access to any of the agency's web based application programs, upon execution of the MOU the Records staff will notify the appropriate ISA web application group. Detailed information is provided so that the group can contact the Requestor to set up access, provide USER id's, passwords and provide instructions.

For data that will be obtained electronically in a batch process through the mainframe, whether it's governmental or private requestor, a WRAP is filled out. The WRAP includes business rules that recognize the purpose of releasing the data and the benefits and possible monetary gains of implementation. The WRAP information is entered into SharePoint for prioritization and assignment by ISA.

Stakeholders

- Purchasers of bulk data
- The public
- Executive Management of DHSMV
- Other governmental jurisdictions requesting data
- Law Enforcement
- Network Providers(provide access through their existing Portal in mainframe)

Interfaces

- FRVIS, - vehicle registration data
- FDLIS and DL Maintenance- Driver Information
- Data Warehouse
- TCATS –citation data received electronically from the Clerks of Court or entered from paper reports
- CRASH-crash report data received electronically from law enforcement agencies or entered from paper reports
- DAVID
- DAVE
- Florida Residency Verification Program
- ERIC database for DHSMV contracting and purchasing (all requests)

Inputs

- Department Privacy Protection Act Form (DPPA)
- Data Access Request Form

Outputs

- Executed MOU and attachments
- Debit authorizations
- Completed DPPA Form
- Data requested

Challenges:

- Requested data not easily accessible causing requestors to have to wait a long time to get their data, delayed revenue and disgruntled customers
- System/technology not in place to track appropriateness of how data is actually being used by Requestor
- Batch process is cumbersome and time consuming

- No self-service opportunities for requestors or staff to satisfy data requests without going through ISA
- Staff frequently have to "tweak" data once it's pulled to fit into what was requested
- More staff required to provide the critical oversight to ensure data not being misused and DPPA rules are being met
- Data requests have to go through the normal WRAP business process

g. Reporting

Background

Reports are generated by many different areas throughout the organization. Reporting functions are currently performed by the following business units:

- Information Systems Administration - Warehouse and Reporting, FRVIS, FDLIS, IES, Collaboration Services, Integration Services, Database
- Strategic Support Services (MV)
- Driver's License Statistics unit
- Crash Records unit
- Office of Performance Management
- Driver Education
- Revenue

These entities generate reports for different purposes, including general inquiry, requests for a single driver or motor vehicle record and generating data requests for entities with MOUs with the Department.

i. Performance Reporting

Background

The Office of Performance Management is responsible for tracking and reporting on selected Department performance measures and standards contained in the Executive Director's Annual Performance Contract with the Governor and Cabinet. The performance measures and standards are aligned with the Department's Annual Strategic Plan, and are grouped under the four primary goals of Public Safety; Reliable Service Delivery; Leveraging Technology; and Talent Creation and Development. Actual performance is measured and reported to the Governor and Cabinet quarterly, and is available online through the Department's intranet and internet. The Office also monitors the key performance indicators included in the Department's Long Range Program Plan (LRPP).

Process Steps

Each performance measure is carefully defined (including calculation methodologies) and specific data sources identified. To ensure the accuracy of the performance data, the Department's Inspector General reviews the definition forms and attests to the reliability and validity of this information. Monthly, the Office of Performance Management receives information and data

from the relevant business units for each performance measure. Such information is provided via Excel spreadsheets or by direct access into specific data sources (e.g., data warehouses). This information is summarized and recorded by the Office of Performance Management into a SharePoint database that is the backbone of our dashboard.

Stakeholders

- Department leadership, managers, and members
- Florida Governor and Cabinet
- Florida Legislature (members and staff)
- Tax Collectors
- Law Enforcement
- General Public

Interfaces

- FDLIS
- FRVIS
- SharePoint
- Microsoft Excel
- Computer Aided Dispatch
- SmartCop Mobile Forms
- PeopleFirst
- QMatic
- Crash Records Database
- iLearn Training System

Inputs

- Performance data received from the business units

Outputs

- Information for reporting such as:
  - Department Intranet and Internet
  - Long Range Program Plan
  - Quarterly Performance Reports
  - Annual Performance Report

Challenges

Technical Challenges

- There is no mechanism in place to obtain statistical data directly from the current systems for performance reporting. The Department has developed workarounds for gathering statistical data needed for various reporting purposes.
- The current process does not have the desired functionality necessary to provide users with timely data in its most useful form (e.g., trend analyses or demographic/geographic details).

h. Audit Functions

Background

Auditing functions occur across the organization and are critical to evaluating compliance in various program areas. Auditing encompasses the proactive selection of sample items to be reviewed or inspected, requesting corresponding documentation and/or scheduling visits, performing testing procedures, and then recording audit results, which begins the corrective action process. Program areas with audit functions include:

- Motor Carrier Services - IRP & IFTA audits
- Quality reviews performed over the Tax Collectors
- Motor Vehicle Field Operations – car dealer and manufacturer inspections and specialty plate audits
- Mobile home & RV construction - mobile home manufacturer inspections
- Heavy vehicle use tax audits

The audits that occur in the Department either have an internal or external focus, designed to meet different objectives depending upon the focus of the review. For example, quality reviews performed over Tax Collectors are intended to assess internal business integrity. Audits performed by the Motor Carrier Services business unit are intended to assess external compliance with federal and State regulations. Although the objectives for each audit performed vary depending upon the business area, each audit function entails the same core activities. However, the detailed business processes vary greatly because of the disparate technologies used across the Department to record audit processes.

i. Motor Carrier Services – IRP/IFTA Audits

Overview

Motor Carrier staff has an audit function for reviewing compliance with the IRP and IFTA programs. Motor carriers in the IRP program must annually report mileage driven in each state and pay taxes proportionately based on the mileage driven. Once issued IFTA license and decals, interstate motor carriers must file a quarterly tax return to report fuel taxes. As required for member jurisdictions in the IRP/IFTA national associations, the purpose of this audit process is to test for compliance with the IRP and IFTA audit requirements as detailed in the audit procedures manuals produced by the International Fuel Tax Association, Inc. and the International Registration Plan, Inc.

Process Steps

Sample Selection:
As mentioned above, audit populations are extracted from the FRVIS system by ISA on an annual basis. The population is put in Microsoft Excel and emailed to the Motor Carrier staff. Motor Carrier staff then manually stratifies the population into high, medium, and low accounts based on mileage recorded. Samples are manually selected from the stratified population based on percentages for each category to be audited as required by the IRP and IFTA national associations.

Audit Preparation:
Once samples have been selected, they are assigned to auditors via email. The auditor then begins the audit preparation process by setting up the audit work papers for the sample, which is done using Microsoft Word and Microsoft Excel. In addition, the auditor prints relevant documentation including the mileage, vehicle and payment inquiry screens and the IFTA tax return from FRVIS. Once an initial review of the documentation has been performed, the auditor manually prepares a data request list and "intent to audit" letter, which is sent to the taxpayer. Initial documentation is received from the taxpayer, reviewed by the auditor, and the audit visit is scheduled.

Audit Procedures:
Once on site, the auditor performs audit procedures utilizing the audit program developed by the Department to ensure the IFTA and IRP audit procedure requirements are met. The auditor also utilizes questionnaires developed by the Department to conduct the entrance and exit conferences with the taxpayer. Procedures performed and audit results are recorded in a Microsoft Excel spreadsheet and Microsoft Word. Procedures include reviewing documents received from the taxpayer before the visit, documentation from FRVIS obtained by the auditor prior to the site visit and other documentation only available onsite such as trip sheets with mileage information, fuel receipts and mileage summaries prepared by the taxpayer and recalculating mileage incurred and fuel taxes paid.

Results & Communication:
When the audit is complete, the auditor prints the Microsoft Excel document containing the procedures performed and results and generates the audit file. Results are used to compile the audit report, which is supported by documentation in the audit file. The audit file and audit report are reviewed by the auditor's direct supervisor and then forwarded to the Audit Review and Compliance unit for a secondary review. The Unit enters the results of the IFTA audit into FRVIS. This information is then re-keyed into Microsoft Excel in order to perform the calculations needed to include in the assessment letter. IRP and IFTA assessment, refund, interest or penalty information is entered into QuickBooks for manual tracking. IFTA and IRP assessments, refunds, interest, and/or penalty information is gathered to manually generate a letter to the taxpayer and an inter-jurisdiction report. The inter-jurisdiction report is either emailed to the appropriate jurisdiction or attached to the jurisdiction's account in the IRP and IFTA, Inc., website electronically.

Corrective Actions:
If the taxpayer is required to pay an assessment, interest and/or penalty, there is a 60-day window in which the payment must be received or the Department will suspend the taxpayers account. Within that 60-day window, the taxpayer has the right to protest the audit results. When a protest is received, the documentation is reviewed to determine whether the account will need to be re-audited. If the protest does not warrant a re-audit, the Department generates a denial letter. From the date of the denial letter, there is a 60-day window in which payment must be received or the Department will suspend the taxpayer's account.

Payment Process:
There are separate payment processes for IFTA and IRP assessments, penalties and interest due resulting from an audit. When a payment is first received, the payment information is entered into the CRS system by Accounting. Supporting documentation is then sent to Motor Carrier staff for transactional processing. Transactional processing for IFTA payments is performed in FRVIS and attached to the corresponding taxpayer's account. In addition, IFTA assessments, penalties and other obligations are tracked in QuickBooks by the business unit. However, transactional processing for IRP payments is performed solely in QuickBooks, which is utilized to track IRP assessments, penalties, and other obligations.

Stakeholders

- IRP/IFTA audit staff
- Other IRP/IFTA jurisdictions
- IFP/IFTA taxpayers
- ISA
- Accounting
- Department legal staff

Interfaces

- FRVIS
- QuickBooks
- Microsoft Excel
- Microsoft Word
- Mail/Fax/Phone
- Email/Outlook
- PC Miler software
- IRP, Inc. website
- IFTA, Inc. website

Inputs

- Population extracted by ISA from the FRVIS system
- IRP vehicle, mileage, and payment information
- IFTA tax return
- Audit procedures manuals produced by the International Fuel Tax Association, Inc. and the International Registration Plan, Inc
- Department's audit program
- Templates utilized by auditors

Outputs

- Document request list
- "Intent to audit" letter
- Audit report detailing audit results
- Audit file containing documentation supporting the audit results
- IFTA results information entered into FRVIS for the corresponding account

- IFTA results information entered into Microsoft Excel for assessment, refund, penalty, and/or interest calculation
- IRP assessment, refund, penalty, and/or interest information entered into QuickBooks
- Results letter provided to the taxpayer
- Inter-jurisdiction report provided to corresponding jurisdictions

Challenges

- There are a limited number of reports which can be run to obtain various populations for audit purposes. Currently, ISA runs an annual report containing the IFTA transactions for the previous year. This report is utilized to manually stratify these accounts into high, medium and low mileage accounts in accordance with IFTA Audit requirements. Also, this report is utilized to select and assign samples to be audited. Because of the fact that the population reflects one point in time during the year, there is a possibility that certain transactions or edits in IRP/IFTA accounts are not captured and considered during the sample selection process.

ii. Quality reviews performed over DL transactions

Overview

Periodic quality reviews of driver license transactions are performed by the Quality Assurance (QA) section within Motorist Services to make sure that driver license transactions are being processed according to federal, State and Department requirements by Tax Collectors and Department staff in field offices. The review process is performed either over a judgmental sample selected based on information received or over a random sample of transactions covering a specific timeframe. The quality review process is tracked manually within Microsoft Excel spreadsheets maintained on a SharePoint site. Once samples are selected and the samples have been assigned to a reviewer, the review is performed, documented, and communicated through the chain of command for the respective program area. Once communicated, the respective program areas chain of command is responsible for handling necessary corrective actions and/or communicating results to the office or personnel responsible for the transaction.

Reviewers are experienced staff having previously worked in the field and with extensive knowledge about the requirements for processing DL transactions. Therefore, institutional knowledge is the basis of the criteria utilized for reviewing for compliance. However, reviewers also reference the DL examiners manual on the Department's intranet to answer process-related questions.

Description

This is the internal review process of reviewing driver license transactions performed by the Department or Tax Collectors for compliance with applicable requirements.

Process Steps

Sample selection is performed in two ways. If the QA section receives information regarding potential fraud or questionable transactions, samples are judgmentally selected to focus on questioned transactions. The QA section requests a report containing specific transactions pertaining to the information received regarding the questioned transactions from DL Records Statistics section. The Statistics staff will extract the specific population from the FDLIS system, export the listing into Microsoft Excel, and then provide it back to QA in an email. Once the population is received, the QA section assigns reviewers to the transactions by email and puts a Microsoft Excel tracking sheet in the SharePoint site.

For periodic reviews not triggered by information received, the reviewer first determines the nature of the review to be performed including the transaction type and date range. In order to make this determination, the reviewer must examine the sample tracking spreadsheet in SharePoint to make sure that review efforts are not duplicated and appropriate coverage is given to certain transaction types and date ranges. Once the focus of the periodic review is determined, the reviewer accesses reports that have been established by ISA and are available on the SharePoint site. Reports available include the following:

- DL Licenses Issued with No Fee
- DL Issued with citizenship change
- DL Issuances voided and not reissued

Once the desired report is opened in SharePoint, the reviewer must enter the desired date parameters for the transactions. The report is then created and exported into Microsoft Excel. The reviewer randomly selects a sample of transactions to review from the population received from the report. The samples are tracked in a Microsoft Excel tracking sheet kept on the SharePoint site.

Review/Testing

Once samples have been selected and assigned to reviewers, the review process begins. Reviews are performed for each DL transaction selected by accessing the transaction in the IRIS system. The reviewer logs into the IRIS system and searches by DL number, then sorts the listing of corresponding transactions by date to find the specific transaction to be reviewed. The reviewer then inspects the transaction detail including attached scanned documents to test for compliance with federal, State, and Department requirements. Scanned documentation may include any of the following types of documents:

- Birth certificate;
- Passport;
- Proof of social security number;
- Proof of legal status;
- Proof of residence;
- Proof of name change (marriage certificate or court papers);
- FDLE Predator/Offender paperwork, and
- Back up for no fee replacements.

During the review process and depending upon the nature of the transaction processed, the reviewer may also need to access other systems or resources including:

- FDLIS to access driver records:
- USCIS & SAVE website to verify legal presence & documents:
- ADLTS to verify and review written driving test results:
- CICS to verify payments of citations, and
- Hot Map Application used to review DL transactions in real-time and history.

Results & Communication

Once review of a transaction has been performed, the results are added to the comments field in the appropriate tracking spreadsheet in SharePoint. If issues were noted in the review, the reviewer must determine if law enforcement should be involved. For example, if the review results demonstrate the possibility of fraud, the results should be provided to law enforcement. In this case, the reviewer gathers the backup documents pertaining to the sample and submits them to FDLE investigators. If law enforcement does not need to be involved the results are communicated to the corresponding Bureau Chief. From that point, the review process is over for the QA section. Bureau Chiefs are responsible for handling necessary corrective actions and/or communicating results to the office or personnel responsible for the transaction, as needed.

Stakeholders

- Motorist Services
  - Quality Assurance section staff
- Department management
- Tax Collectors & staff
- ISA
- General public
- Florida drivers
- Law enforcement
- Driver Improvement
- DL Records
  - DL Statistics unit
  - DL Processing & Issuance unit

Interfaces

- FDLIS
- IRIS
- CCIS Comprehensive Case
- ADLTS
- Email/Outlook
- Microsoft Excel
- SharePoint
- USCIS & SAVE U.S. Citizenship and Immigration Services Verification Information System

- Hot Map HQ use allows for connection to local DL servers

Inputs

- Records of driver license transactions

Outputs

- Completed tracking spreadsheet in SharePoint detailing the results of the QA review performed
- If results are communicated to law enforcement, hardcopies of backup documents reviewed during the QA process are provided to FDLE investigators
- Results from reviews communicated by email to Bureau Chief's
- Communication to business unit from the Bureau Chiefs regarding review results and corrective action requirements, as necessary

Challenges

- The sample selection process has many limitations because of the lack of detailed reports available from the FDLIS systems. There are a limited number of reports, as developed by ISA, which are available on SharePoint and can be run to obtain various populations.
- Records reviewed during the quality review process within IRIS are not updated real-time and therefore, may not include the most up-to-date data. As transactions are processed by Tax Collector staff and Department staff in field offices in the FDLIS system, batch processes are run nightly to upload the day's transactional data from local databases to the main DL database. The QA section has developed a work around process in order to review data and transactions in a real-time capacity. As needed, they QA staff uses hot mapping capabilities to connect to local servers in order review real-time transactional data.

3. Assumptions and Constraints

The Department operates in a regulated environment and is subject to numerous State and Federal statutes and rules as well as professional standards relating to data protections and integrity. These requirements will need to be carefully considered during requirement analysis and eventual system selection.

C. Proposed Business Process Requirements

The Department is looking to modernize antiquated processes and technology currently used for driver licensing, motor vehicle titling, registration and various other systems. Current technology is a barrier to the Department fully implementing its plans. The proposed system must provide for greater data availability, integrity accountability and the flexibility to meet future needs. This modernization will result in reduced costs and aid in fully capturing revenue for the State of Florida. These modernized systems will reflect re-engineered processes with new functionalities that are easier to use, maintain and enhance.

Detailed processes will be designed that reflect the Department's consolidation of functional responsibilities

and the expected procedural changes that will result from technical barriers being removed. The revised processes, as well as the overall objectives and data standards developed by the Division, will be the basis for future detailed requirements and selection of a specific solution.

1. Functional Business Requirements

a. Electronic Filing System

The Electronic Filing System (EFS) for Dealers is a method to allow selected dealerships to perform Tax Collector and Division of Motorist Services transactional services such as title applications and registrations. EFS allows dealerships real time access to vehicle registration and title information from the Department of Highway Safety and Motor Vehicles (DHSMV) database, real time transaction processing of title and registration applications, and electronic funds transfer (EFT) of all fees due from title and/or registration transactions.

The EFS dealership will use this information along with information supplied by the customer to compose update transactions. After which, the dealer will issue the proper credentials, such as license plates and month/year decals. The EFS dealership will also generate the appropriate DHSMV documents, a Registration Certificate and/or an 82041 Application for Title and/or Registration.

- The system shall provide inquires to dealers to be performed when performing title and registration when necessary to verify such things as lienholder, or insurance and to also acquire existing vehicle and customer information
- The system shall utilize a fee engine to calculate all transaction fees.
- The system shall provide a method to provide fee totals prior to the processing of a transaction.
- The system shall allow for a secure method of connection and data sharing between EFS Vendors and DHSMV.
- The system shall allow for connectivity to the national electronic Manufacturer Certificate of Origin (MCO).
- The system shall provide the functionality for dealers to electronically sign documents.
- The system shall provide for the connectivity to other automated interfaces such as Electronic Temporary Registration (ETR) and future interfaces to the salvage vehicle industry.
- The system shall provide inquiry transactions to be performed on customers and vehicles via a variety of access keys
- The system shall provide an update transaction initiated by the EFS Vendor
- The system shall provide for a response to an update which will contain either an error message or a successful transaction response.
- For all transactions, a successful update will also mark the database record
- The system shall allow a method to acquire the information that is used to generate the Registration Certificate and/or an 82041 Application for Title and/or Registration.
- The system shall provide functionality to link a registration and a title transaction together in which the titled owners and the registrants are the same.
- The system shall provide functionality to generate the title and registration data on the appropriate document.
- The system shall provide functionality to process lease transactions. In these situations the titled owner could be different than the registrants. The system shall provide functionality to generate the appropriate documentation.

- The system shall provide functionality to allow the EFS vendor to change or correct any information provided.
- The system shall provide functionality to void a transaction. The system shall provide functionality so that all appropriate documentation can be completed.
- The system shall allow for logging of all inquires and update transactions.

b. Electronic Temporary Registration

The Electronic Temporary Registration (ETR) System provides a technical means to record in real-time on the DHSMV database the issuance of a temporary license plate or the temporary transfer of a metal plate. This functionality will be developed as a module within the EFS system. The ability to provide this information greatly enhances law enforcement efforts.

- The system shall use technology to facilitate the exchange of information between DHSMV and EFS Service providers.
- The ETR system shall provide a secure method for data exchange between approved ETR Service providers and DHSMV.
- The system will provide a method to track inquires and charge the appropriate vendor for system access.

CUSTOMER SEARCH TRANSACTION

- The system will provide a customer search transaction which will be sent by the Dealer to search for an existing customer on the DHSMV database when the driver license number or FEID number of the customer is unknown. This search will be performed for an individual or business.
- The system will accept from the Dealer a valid license prefix, license number, license suffix, pin number, account number and employee number.
- When searching for an individual the system will accept from the Dealer the customer's last name, first name and date of birth.
- When searching for a business the Dealer must provide the company name or FEID number.
- If the dealer license number is successfully validated the customer search is performed. The results of the search are returned.

VEHICLE / CUSTOMER QUERY

- The system shall provide a method for the dealer to query the DHSMV database for information on a vehicle and customer
- The system shall require the dealer to provide a valid license prefix, license number license suffix, pin number, account number and employee number. The system shall require a valid driver license number or customer number and the vehicle identification number to perform the inquiry.
- The system shall require the license plate number to be transferred if a Temporary Transfer transaction is performed. The system shall verify that at least 30 days are remaining in the registration period of that license plate.
- The system shall prevent the following plate types from being temporarily transferred:
  - Temporary plates
  - Fleet Plates
  - Permanent Semitrailer plates
  - IRP plates (International Registration Plan)
  - Custom vehicle plates,
  - Street rod plates
  - Authenticated plates

- Restricted plates
- The system shall verify that Horseless Carriage and Antique plates will only be temporarily transferred to a vehicle that meets the eligibility requirements for that type of plate.
- The system shall validate the dealer license number prior to performing the vehicle / customer query.
- The system shall allow for logging of all inquires and update transactions.
- The system shall return an error if there are multiple vehicles that have been titled or registered.
- The system shall not allow the processing of autonomous vehicles. Autonomous vehicles must be processed at DHSMV

ISSUE ELECTRONIC TEMPORARY REGISTRATION

This transaction is sent by the Dealer to issue an Electronic Temporary Registration. The temporary license plate number to be issued is usually generated from the DHSMV temporary license plate sequence generator. However, when the system is down, a temporary plate number can be used from existing Dealer temporary license plate stock.

In order to perform an Issuance transaction, the Dealer must complete a successful inquiry transaction

Customer

- If the customer does not exist on the database, the system shall allow the customer and address information to be added.
- If the customer does exist on the database, the system shall allow for the updating of customer and address information.

Vehicle

- If the vehicle does not exist on the database, the system shall allow the vehicle information to be added.
- If the vehicle does exist on the database, the system shall allow for the updating of the vehicle color only if needed.
- If the vehicle is currently titled in Florida, there are several business rules that will not allow the issuance of an ETR to occur. They are as follows:
    1. The vehicle is salvaged.
    2. Title status is CANCELLED with a cancelled reason other than 'Non-Delivery' or 'Out- of- state'.
    3. Title status is CERTIFICATE OF DESTRUCTION, DUPLICATE CERTIFICATE OF DESTRUCTION, CORRECTION CERTIFICATE OF DESTRUCTION, or JUNKED.
    4. EFS work is pending for this vehicle
    5. Autonomous vehicles must be processed at DHSMV.
- The system will require insurance information for vehicle types 'AU-Auto', 'BS-Bus', 'TR-Truck', and 'AM-Amphibian '.

Issuance

- The system shall allow dealers to issue a paper plate from stock on hand.
- The plate number entered must be assigned to the dealer processing the temporary license plate transaction.

TEMPORARY TRANSFER of a METAL PLATE REGISTRATION

This transaction is sent by the Dealer to temporarily transfer an existing registration associated with a metal plate. The Dealer must still process the permanent transfer of the

registration in the usual manner within 30 days of the sale.

- In order to perform a Temporary Transfer transaction, the Dealer must have performed a successful inquiry.

Customer

- The customer must already exist on the database as one of the owners of the registration being transferred.
- If the customer exists on the database without a mailing address, the system shall allow this information to be added.

Vehicle

- If the vehicle does not exist on the database, the system shall allow the vehicle information to be added.
- If the vehicle does exist on the database, the system shall allow for the updating of the vehicle color only if needed.
- If the vehicle is currently titled in Florida, there are several business rules that will not allow the temporary transfer to occur. They are as follows:
    1. The vehicle is salvaged.
    2. Title status is CANCELLED with a cancelled reason other than 'Non-Delivery' or 'Out- of- state'.
    3. Title status is CERTIFICATE OF DESTRUCTION, DUPLICATE CERTIFICATE OF DESTRUCTION, CORRECTION CERTIFICATE OF DESTRUCTION, or JUNKED.
    4. EFS work is pending for this vehicle
    5. Autonomous vehicles must be processed at DHSMV.

License Plate Being Transferred

- The plate being temporarily transferred must be found on the DHSMV database. It must have at least 30 days remaining in the registration period. If there are fewer than 30 days until the registration expires, a temporary ETR plate must be issued instead.
- The following type of plates may not be temporarily transferred: Temporary plates, Permanent Semitrailer plates, IRP plates (International Registration Plan), custom vehicle plates, street rod plates, authenticated plates, and restricted plates. Horseless Carriage and Antique plates can only be temporarily transferred to a vehicle that meets the eligibility requirements for that type of plate.

Temporary Transfer

In addition to the fields required for the issuance of an ETR plate, the temporary transfer of a metal plate transaction will also require the plate number of the registration being transferred.

- Insurance information is not required to be submitted with the temporary transfer of a metal plate registration.

VOID ELECTRONIC TEMPORARY REGISTRATION

This transaction is sent by the Dealer to void an existing ETR transaction (either an Issuance or a Temporary Transfer). The void transaction must be processed on the same day as the original transaction by the issuing Dealer.

- In oreder to perform a void transaction, the Dealer must have peformed a valid issuance transaction.

RESTORE TEMPORARY TRANSFER REGISTRATION

This transaction is sent by the Dealer to 'UNDO' a temporary transfer transaction. It must be processed by the Dealer who processed the Temporary Transfer transaction.

- The Restore transaction is similar to a Void. The only differences are that it does not cancel the money owed for the Temporary Transfer and it must be performed on a different day than the transaction it is reversing.
- In order to perform at restore transaction, the Dealer must have performed a successful issuance transaction.

ISSUANCE LOG SEARCH TRANSACTION

This transaction is sent by the Dealer to search for an existing ETR transaction by log number and VIN number for the purpose of regenerating the temporary registration.

- The system shall provide a method for dealers to search for issuance transactions that need to be regenerated.

DEALER CHARGED INQUIRY DISPUTE TRANSACTION

This transaction is sent by the dealer to dispute a charge that was made for an inquiry. When the dispute is approved by DHSMV, the amount of the charge will be credited to the account of the service provider against current and/or future charges.

- Only the service provider who created the entry in the Dealer Issuance Log may dispute the charge.

DEALER ISSUANCE LOG SEARCH BY DATE

- The system shall provide functionality to perform a dealer issuance log search by date.
- The system shall provide output that consists of all occurrences of entries in the dealer issuance log for the date and dealer specified.

MAINTAIN EMPLOYEE

This transaction is sent by the dealers to record their employees with the Department of Highway Safety and Motor Vehicles. Every type of ETR transaction with the exception of the maintain employee transaction will now requires an employee customer number in the input. This employee customer number will be used to verify that each transaction is conducted by an active employee of the dealer. If the employee customer number sent with the transaction is not recorded with the Department for that dealer, the transaction will not be permitted and an error code will be returned.

- In order to perform maintain employee transaction, a valid license prefix, license number, license suffix, pin number, account number, and the following employee information is required:
  - First name, last name, date of birth, gender, street address, city, and zip code.
- If the employee has a record in our system, at least one of the following criteria must be submitted:
  1. A valid customer number.
  2. A valid Driver License number.
- If any of the submitted items do not match an error will be returned to the user.
- The system shall provide functionality to add an employee if a driver license number or customer number does not exist.
- The system shall provide functionality to add a new employee.
- The system shall provide functionality to remove an employee.

c. Fee Calculation Engine

The fee calculation engine will be developed to receive input that is used to generate fees for all Motorist Services transactions. As each component of the new Motorist Services systems are developed, the appropriate module will also be developed in the fee engine.

- The system shall provide for a central location for the calculation of fees for all Motorist Services transactions.
- The system shall provide integration into various Motorist Services applications on multiple platforms.
- The system shall allow for the output to be useable by multiple systems.
- The system shall allow for the breakdown of the total for all calculated fee totals.
- The system shall accept all needed parameters for calculation of fees.
- The system shall provide the functionality to calculate posted dated fees.
- The system shall allow for the functionality to calculate fees in the future such as biennial fees.
- The system shall allow for proration of fees.
- The system shall allow for fees to be calculated based on the current transactional business rules
- The system shall be effective date driven.
- The system shall allow for the calculation of county optional fees such as the mail fee and branch fee based on delivery method.
- The system shall allow for the calculation of special county fees such as the vessel registration fee based on county of residence.

d. Renewal Process

The system shall accommodate different renewal schedule depending on the type of renewal.

Vehicle and Vessels

The vehicle and vessel renewals shall be pulled approximately three months prior to their renewal period. This provides Tax Collector renewal vendors adequate time to review and process the renewal data.

The renewal pull schedule for vehicles and vessels is as follows:

- pull in January for April renewals
- pull in February for May renewals
- pull in March for June renewals
- pull in April for July renewals
- pull in May for August renewals
- pull in June for September renewals
- pull in July for October renewals
- pull in August for November renewals
- pull in September for December renewals
- pull in October for January renewals
- pull in November for February renewals
- pull in December for March renewals

Renewals for vehicles and vessels should adhere to the following process and schedule:

- The system shall allow for the creation of sample files with the breakdown of fees.

- The sample records shall be tested and approved.
- Once the vehicle and vessel renewal file is approved, the files are sent to their perspective counties.

Parking Permits
The parking permit renewals shall be pulled approximately three months prior to their renewal period. This provides Tax Collector renewal vendors adequate time to review and process the renewal data.

The parking permit renewals shall be pulled approximately three months prior to their renewal period. The renewal schedule for parking permits is as follows:

- pull in January for April renewals
- pull in February for May renewals
- pull in March for June renewals
- pull in April for July renewals
- pull in May for August renewals
- pull in June for September renewals
- pull in July for October renewals
- pull in August for November renewals
- pull in September for December renewals
- pull in October for January renewals
- pull in November for February renewals
- pull in December for March renewals

Renewals for parking permits should adhere to the following process and schedule:

- Once the vehicle and vessel renewal file is approved, the files are sent to their perspective counties along with the vehicle and vessel renewals.

Mobile Homes
The mobile home renewals are pulled approximately four months in advance. This provides Tax Collector renewal vendors adequate time to review and process the renewal data. Mobile home renewals are due in December so they are pulled in August. Renewals for mobile homes should adhere to the following process and schedule:

- The system shall allow for test files and the creation of sample data records with the appropriate breakdown of fees.
- Once the mobile home renewal file is approved, they are sent to their perspective counties.

Delinquent Mobile Homes
Delinquent Mobile Homes will be pulled separately from the Mobile Home renewal pull. The delinquent mobile home renewals are pulled upon request by county. Delinquent mobile homes should adhere to the following process and schedule:

- The system shall allow for test files and the creation of sample data records with the appropriate breakdown of fees.
- Sent to county - Once the delinquent mobile home file is approved, it is sent to the proper county.

General Requirements
The registration renewals are pulled in three different groups:

- Vehicles and Vessels
- Parking Permits

- Mobile Homes

- Vehicles and Vessels are pulled based on the expiration year and month and the registration type.
- Half year heavy trucks are pulled based on the expiration year and month.
- Dealer plates are pulled based on the expiration year and month and the registration type
- Manufacturer plates are pulled based on the expiration year and month and the registration type.
- Parking permits are pulled based on the expiration year and month and the registration type.
- Non delinquent Mobile Homes are pulled based on the expiration year and month and the vehicle type.
- Delinquents are pulled based on the expiration year and month and the vehicle type.
- Certain vehicles will be excluded from the renewal pull.
- The Vendor Renewal File and Parking Permit File will use an XML file format.
- Driver License renewal data will be included in the renewal file for processing by counties.
- The system shall track vendor information such as the counties for which a vendor processes renewals and vendor contact information.
- The system shall track county information such as contact information.
- The system shall provide functionality to retrieve information sent in a renewal file.
- The system shall provide functionality to inquire by plate and view a breakdown of the fees.
- The system shall provide the ability to track the county to which the renewal notice was delivered.
- The system shall provide functionality to track the vendor the renewal was sent to, along with the date and time.
- The process shall provide a notification to counties if the renewal file is delayed.
- The system shall provide a method to retransmit renewal data.
- The system shall use the common fee engine to calculate all related renewal fees.

e. Capture System

The Capture System will support image capture, scanning and license printing. In addition to the digital photograph, the issuance of driver licenses and identification cards requires the electronic capture of the applicant's signature and the scanning of supporting documents. Both Florida law and federal law require DHSMV to scan identification documents, like passports, birth certificates, social security numbers, and proofs of address. Without this, DHSMV would be unable to issue driver licenses and ID cards that meet national and industry standards.

- The system must allow for flexibility in software changes needed in the ever changing environment of driver license and ID card issuance.
- The system must instantly capture photos and signatures upfront.
- The system will use a signature capture terminal to capture signatures that are stored and transmitted using the same software application as the digital portrait.
- The electronic signature may be viewed simultaneously on the signature capture terminal as well as the operator's monitor. As with the digital portrait,

the operator has the option to accept or reject the signature before it is used on the credential.

- The system must scan validation documents.
- All scanned documents must be matched to the correct customer and the transaction which the scanning occurred.
- The system must retrieve existing scanned images.
- The system must retrieve existing images for a customer from DHSMV Image Database.
- The system must be able to reprint a previously processed license due to one type of damage occurring to the card during its initial printing. Only occur in the same day that the original license is processed.
- The system must update the Embedded Inventory Control Number (EIN)for records printed.
- The system must encode the 2-D Barcode.
- The system must be able to swipe a card and display the 2-D Barcode current data on the card.
- The system must encode the magstripe.
- The system must be able to swipe a card and display the magstripe current data on the card.
- The system must perform on-demand uploads of transactions processed.
- The system must be able to upload failed records.
- The system must be able to receive data files.
- The system must be able to produce and print the secure and tamper-resistant DL/ID card.
- The system must be able to create image file with images for uploading to the database.
- The system must be able to upload image files to the DHSMV database.
- The system must be able to be able to produce composite image files and upload them in batches, real-time, or on-demand to the image server.
- The system must work in FLOW mobiles and mini FLOWS.
- The system must incorporate state-of-the-art digital camera with Auto-Framing (hands free) and auto-calibration software.
- The system must use Find-A-Face technology.
- The system must be operated using either the keyboard or the mouse.
- If functions are not currently active in the system, the system must inactive/gray out these functions.
- The system must use active Cancel functions in all windows.
- The system must contain queues that are refreshable.
- The system must have an on-line user manual.
- The system must have an Administrative function. For example, a supervisor can use the admin function to switch printers.
- The system must provide 9 images for the customer with differing lighting.
- The system must capture a guardian signature image if applicable.
- The system must be able to clear and recapture all signature images.
- The system must be able to crop Photo images.
- The captured image is displayed to the operator for approval prior to printing. If needed the operator may manually crop the image or accept a lighter or darker image from an array display on the monitor.
- When network connections are lost or the printers are down, the files may be sent to the Central Issuance Processing System (CIPS) for printing and mailing. This same process applies to foreign national customers who must have their

legal presence verified through the Systematic Alien Verification for Entitlements (SAVE) system.
- The system must be able to produce production reports using a date range and/or transaction types viewed on the screen and printed.
- The system must be able to produce Aging Reports – identifies the Age of all incomplete transactions.
- The system must be able to produce Composite Reports – generates all of the transactions for each specific office.

2. Business Solution Alternatives

DHSMV began investigating solutions alternatives in 2010. The investigation yielded five solution alternatives which were identified through market research with the assistance of KPMG. The categories included three varieties of commercially available systems (off-the-shelf, modifiable off-the-shelf and other state transfer) which were combined because of their similarities. In addition, *custom build* and *retain existing system* alternatives were also considered.

a. Maintain / Enhance Current System

Maintaining the current system would mean attempting to increase synchronization between DL and DMV databases and implementing fixes through the established change request / bug fix process. There are significant shortcomings with this approach. The current systems' capability of supporting new functionality is limited and there are considerable costs related to system maintenance and upgrades today.

Based on current system complexity and the level of effort required to modify relatively minor components, the Department believes the current system is incapable of being modified to support the required business functionality.

b. Purchase and Configure a Commercially Available Solution

This alternative requires the Department go through the State's purchasing process to procure the commercially available solution that most closely aligns with the needs of the Department and contract with a vendor to configure and / or customize the solution. The commercially available solution will also need to be integrated with 3rd party applications to meet the Department's needs. Several existing components of the current technology environment (e.g. web services) may also be configured with the commercially available solution. Some business processes will need to be modified to accommodate the system's approach, though the majority will be met by, or configured to meet, the existing core functionality.

While each state must provide motorist services, they each have different laws and procedures. Any out of the box solution will have to be customized to suit the needs of the State of Florida. Based upon research with the American Association of Motor Vehicle Administrators, completing this customization has been problematic for many states. Disputes over cost associated with customization has led to litigation in some cases and caused huge delays in the project schedules. Although states share the same mission of providing drivers' licenses, identification and registering and titling vehicles the details are different.

States have also had disputes with vendors concerning the use of oversees resources. Some firms want to perform a portion of the project work oversees which has been opposed by

some state DMVs. These disputes have led to the termination of contracts and project delays. In some cases multiple contracts with multiple vendors have been canceled.

Some states have also found scalability and seamless integration into current operation to be difficult. At this time, the Department is not aware of any complete end to end operating solution that has been implemented

c. Custom Development

This alternative requires the Department to procure a vendor or engage in-house Department resources to design, develop and deploy a solution built from the ground up to the Department's specifications. A custom-built technology environment can be designed, built and deployed to meet the specific needs of the Department.

Additional advantages of custom development approach include:

- System will be built to integrate easily with other 3rd party systems and existing systems
- No cost associated with upgrades and customization of commercial software
- Features built that are unique to current business processes
- Subject matter experts have the opportunity to provide input on the development of the system
- Higher quality of support for the software dealing directly with developers in-house

3. Rationale for Selection

To select the option communicated below, potential solutions were judged against their likelihood to deliver the necessary functionality, risk in implementing, estimated cost and estimated implementation timeframe. Migration of most issuance services to Tax Collectors is underway already, and the Department has begun implementing its revised organizational structure. Best-case estimates for implementation of a system are 4-6 years, so implementation timeframe was a particular consideration. Also a great deal of consideration was given to the lessons learned from other states that have embarked on modernization efforts. The American Association of Motor Vehicle Administrators which has detailed knowledge of the activities of all member jurisdictions was also consulted. The Department relied heavily on their input.

4. Recommended Business Solution

While working to complete the modernization initiative the Department recommends replacing the existing Motorist applications with custom developed software systems. The Department will continue to explore commercial solutions for smaller system components that are reliable and have a history of successuful implementions. As previously stated the Department has consulted with representatives from AAMVA and relied heavily on feedback from other states. States that have a population similar or greater to that of Florida, have discovered that purchasing commercially available solutions for large systems has been problematic and has produced only minimal successes.

While cost overruns may be a concern with custom development, the Department has learned that many states have not avoided cost overruns with commercial solutions. These cost overruns are due to a larger then foreseen time that is needed to customize the application. Others have seen cost overruns associated with upgrades of the commercial products after customization has been completed.

Custom development gives the Department the best chance to implement a system that will be beneficial to all stakeholders. This approach will ensure that the system will be built according to the requirements, laws, rules and policies of DHSMV and the State of Florida. There is risk associated with any project of this magnitude however, management of risk, regardless of the approach, will require diligent project management and careful requirements analysis. The Department is confident that custom development for the proposed projects in this study provide the best opportunity for success.

III. Schedule IV-B Cost Benefit Analysis

A. Purpose

In reviewing the cost benefit analysis for the Motorist Services Modernization project, it should be noted that the primary justification for updating these systems is not financial. The information presented in the cost benefit analysis shows a positive financial impact by modernizing the systems.. However, the justification for the proposed modernization is the increased accuracy, reliability, accountability, scalability, better maintainability and security the updated systems will support. In 2009, the Department implemented fee increases for many motorist credentials. This implementation was extended due to the antiquated systems that are currently utilized.

The Department modenrnization effort will allow for flexiablity in service delivery and agility in implementing legislative and policy mandates. The Department is commited to finding ways to deliver service utilizing mobile technology to meet the expectation of our customer who expect a varitety of ways to interact with the Department. The modernization effort will allow for greater success at interoperability with 3rd party system and businesses. The importance of the Department's role as credentialing agency cannot be overstated, nor can the importance of having accurate and timely data available for public safety and businesses across the State. The Department is the custodian of identity data for 15.5 million residents, data which is relied upon by law enforcement, the court systems, transportation, banking and retail and the Department is on the first line of defense in the State's anti-terrorism efforts. Some of the intangible benefits of modernizing the Motorist Services systems include:

- Providing accurate reports for statistical analysis & revenue projections.
- Providing effective oversight for services provided by Tax Collectors.
- Helping FDOT qualify for Millions in Federal DOT Highway Safety Interstate Maintenance Funds that are contingent upon on the Department's successful administration of its Motor Carrier responsibilities, including Heavy Vehicle Use Tax (HVUT) reviews and audits and intra-state data exchange.
- Enhanced protection of personally identifiable information (PII) and compliance with the Driver Privacy Protection Act, 18 United States Code, Sections 2721-2725(DPPA).
- Avoiding costs incurred by "workaround" programs put in place to compensate for current system limitations.
- Helping Tax Collectors provide more efficient, cost effective customer service through reliable technology and tools that meet their business needs.
- Facilitating collaboration with and data exchange between local, state and federal agencies, multiple levels of law enforcement, private partners and industry organizations.
- Providing a real-time "single source of accurate data" for:
    - Information requests from the legislature and Executive office;
    - Law Enforcement inquiries; and

- Improved interactions with business partners and industry organizations.

B. Summary of the DHSMV Operating Environment

The DHSMV was created by Chapter 20.24 of the Florida Statutes. The mission of the Department 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 credentials for identity and driving privileges and provide services related to public safety and consumer protection. The Departments' duties, responsibilities and procedures are mandated in Chapters 316-324, 328, 488, Florida Statutes and Section 627.730-627-7405 and Chapter 15.1 Florida Administrative Code.

While the purpose of the Department is highway safety, the Department is also critical to business, Florida state government and the federal effort to fight terrorism and reduce fraud. The driver license has become the defacto identification credential used to engage in commerce and establish identity, age, and residency. With respect to state government, the Department collects over $2 billion in annual revenue and distributes the funds to other state agencies for provision of critical state services including roads and schools. Millions of dollars more in Federal Department of Transportation funds are contingent on the Departments' ability to successfully carry out its Motor Carrier regulatory responsibilities including auditing Heavy Vehicle Road Tax (HVUT) forms.

The Department is the custodian of the data that supports roadside law enforcement, dispatch for other law enforcement agencies, child support, organ donation, voter and selective service registration. With respect to federal efforts, the Department is one of a handful of states that has become U.S. Department of Homeland Security Real ID compliant, providing Floridians a more secure and reliable form of identity. The Department also participates in numerous fed/state commercial vehicle related information sharing programs aimed at reducing fraud and ensuring highway safety throughout the United States and its bordering countries.

Most of the fees the Department retains are deposited into four major Trust Funds: the Highway Safety Operating Trust Fund, the Gas Tax Collection Trust Fund; the Law Enforcement Trust Fund and the Federal Grants Trust Fund. The following charts detail for FY 2011-12: revenue generated by the Department; how the revenue was distributed statewide and the Department's appropriated portion of this revenue.

Revenue Generated FY 2011-12		
Trust Fund	General Revenue	Total
$ 1,410,040,182	$ 1,011,508,860	$ 2,421,549,042

Table 3-1 - Revenue Generated FY 2011-12

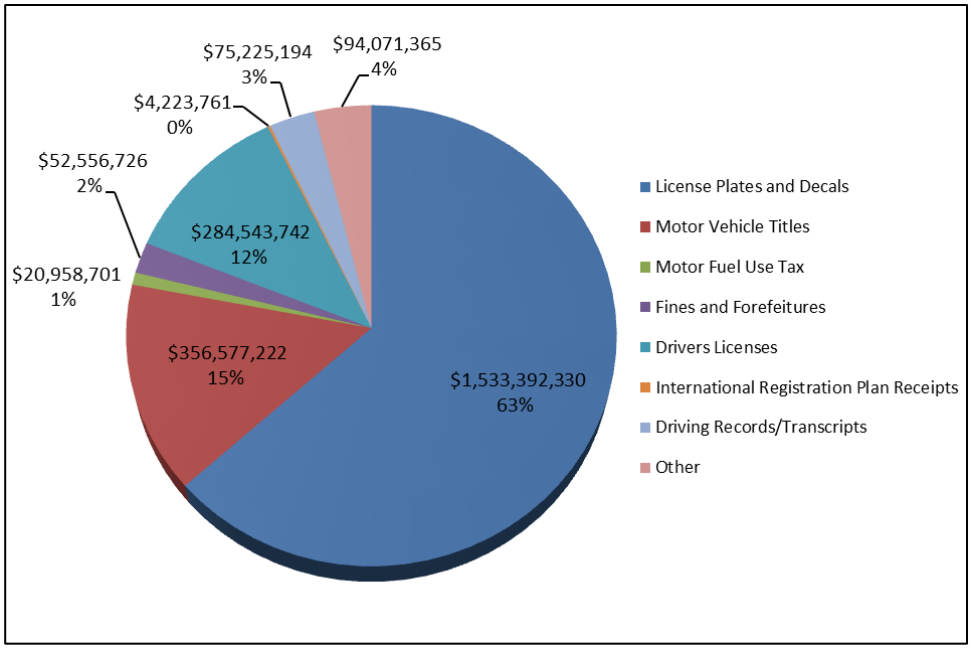

Figure 3-1- Where the Money Comes From FY 2011-12

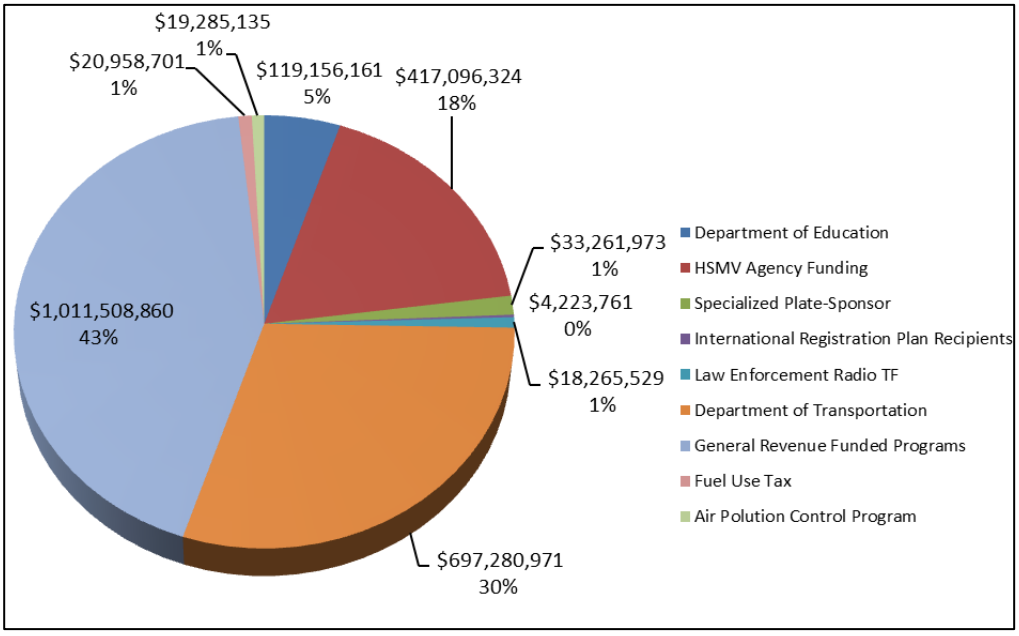

Figure 3-2- Where the Money Goes FY 2011-12

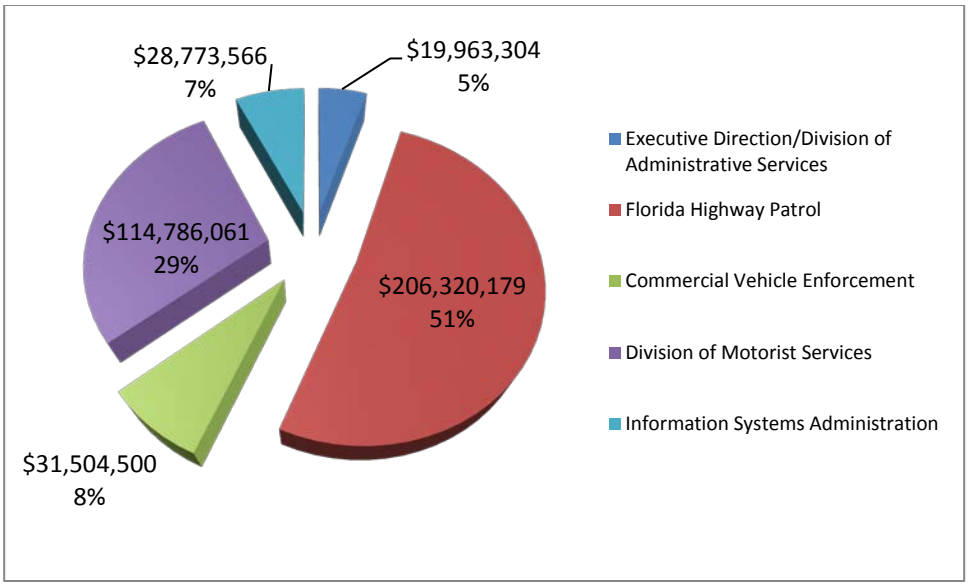

Figure 3-3- DHSMV Appropriations FY 2012-13

The collection, recognition and distribution of these funds and the Departments' ability to meet its credentialing and safety responsibilities is dependent on aging systems that have been developed over the years on an as needed basis. Internal and external stakeholders have voiced their concerns regarding the reliability and complexity of the existing technology environment and data relied upon by Public Safety personnel and Florida businesses can be difficult to fully obtain. The external stakeholder concern is of particular importance because the majority of direct service driver license and motor vehicle issuance activities will be assumed by county tax collectors no later than 2015, per legislative mandate. The Department will need to rely on its systems to provide enhanced oversight, monitoring, audit and data security functionality to carry out its due diligence responsibilities as well as provide the tax collectors with tools to provide efficient, cost effective customer service. As demonstrated in sections II & V, the current non integrated system architecture is not aligned with current motorist services business needs and will not be able to adequately support its changing business role and environment .

1. Conditions that Created the Need for the Proposed Motorist Services Modernization Project

1) The State's population has grown 20% over the last decade.
2) The Department's responsibilities and revenues have increased. The Department is now the 3rd largest source of general revenue in the state.
3) The national environment has changed and the Federal Government is more involved in credentialing. Data sharing and information exchange between states is now a major focus of anti-terrorism activities.
4) The Department's business model has changed. By 2015, most direct service responsibilities will be transitioned to the county Tax Collectors and the Department will need to focus on monitoring, auditing, and oversight
5) The public's expectations have changed. Department customers want products and services available immediately and through online self-help.
6) The Department has recently undergone a major reorganization with the consolidation of the Divisions' of Driver License and Motor Vehicles into the Division of Motorist Services.

Department systems, which are currently operating under stress, will need to provide new functionality for enhanced oversight, monitoring and auditing to meet the Department's obligations

to state and national public safety. The DHSMV Modernization Project will provide the Department the ability to successfully execute on its' increased responsibilities as well as help optimize a major revenue source for Florida government.

Deficiency	Business Impact/Risk
Outages due to aging client-server technology with inherent limitations resulting from years of add on components and point solutions	• Loss of or delayed revenue, loss of productivity, loss of customer confidence, increased support, maintenance and contractor costsRisk of not being able to handle future growth
System complexity including multiple applications and disparate databases	• Risk of non compliance with state/federal mandates • Risk of uncollected or delayed revenue
Lack of real time interfaces with government and business partners	• Business workarounds cause increased costs • Increased time necessary to complete transactions • Inability to meet customer expectations • Delays in customer service
Limited self-service capabilities for Department personnel, customers and businesses	• Increased personnel time on low value activities like data entry • Risk of increased data entry errors • Inability to meet customer expectations • Increased operating costs
Non-integrated view of customer with multiple locations for data	• Risk that pertinent driver data is not noticed • Risk to public safety • Risk that drivers won't be properly sanctioned • Risk of uncollected or delayed revenue
Discrepancies in data between multiple systems	• Risk of not being able to report the activities of the department accurately and effectively to the legislature, executive branch and other stakeholders • Risk to public safety
Difficulty providing data security and data integrity	• Non compliance with federal and state privacy mandates (e.g. duplicate keying of personal identifiable information (PII) • Risk of exposure of customer PII
Limited enhanced business auditing and monitoring functionality	• Risk of transitioning direct service issuance responsibilities without enhanced monitoring and auditing capabilities • Risk of losing Federal DOT Highway funds
Dual systems for DL & MV transactions	• Increased costs for Tax Collectors to provide issuance services, as mandated • Less efficient and timely customer service • Increased time for staff training on dual technology systems

Deficiency	Business Impact/Risk
	• Inability to deal with customers proactively • Risk of uncollected or delayed revenue
Disparate systems used for the collection and distribution of revenue.	• Difficulty in reconciliation • Increased risk of program errors • Decreased efficiency • Increased difficulty in generating timely reports
Difficulty and time intensive to fix bugs or implement system changes	• Risk that critical business changes will not be made in a timely manner • Risk of uncollected or delayed revenue • Risk of non compliance with federal or state mandates • Risk to public safety

Table 3-2- Deficiency/Impact

C. Benefits Realization Table

The Benefits Realization Table describes the four benefits which accrue from the Motorist Services Modernization program implementation, including estimated values computed for the tangible benefits. The tangible benefits are assessed against business conditions and are conservatively estimated.

BENEFITS REALIZATION TABLE						
#	**Description of Benefit**	**Tangible or Intangible**	**Who receives the benefit?**	**How is the benefit realized?**	**How will the realization of the benefit be assessed/measured?**	**Realization Date (FY)**
1	**Department Develop its own Capture software solution.** Thereby eliminating the need to purchase software license for the transport of images of verification documents used in the issuance of credentials.	Tangible	DHSMV	Eliminate the software license cost of the Capture software.	• DHSMV will track and compare the operating cost of the new system to license cost of the current system.	Full Realization in FY 15-16
2	**Reduced postage and printing costs** resulting from merging driver license renewal notices to motor vehicle renewals. Based on the current state population would result in an annual savings of $526,761. Tax Collectors would include any renewals as part of the motor vehicle renewal (annual/biannual).	Tangible	DHSMV	Reduced postage and payments to Department of Revenue for processing.	• DHSMV tracks Pitney Bowes postage and printing costs monthly. In fiscal year 14-15, after portal implementation, HSMV will begin tracking the month to month savings in Pitney Bowes postage costs.	Partial Realization in FY 14-15 (50%) Full Realization in FY 16-17
3	Sunset the mainframe components of the driver license and motor vehicle systems **providing $1.6M annual savings in mainframe service costs.**	Tangible	Customers DHSMV Local/state / federal agencies Private Partners	• The mainframe components will be rewritten in current; standards based technologies and migrated to a server environment.	• ISA will track the number/% of mainframe components migrated to the server environment. Goal is 100%. • ISA has current hosting/maintenance costs for the mainframe & will track elimination of these costs.	Full Realization in FY 15-16

BENEFITS REALIZATION TABLE						
#	**Description of Benefit**	**Tangible or Intangible**	**Who receives the benefit?**	**How is the benefit realized?**	**How will the realization of the benefit be assessed/measured?**	**Realization Date (FY)**
4	**Scanning Efficiencies** In FY 09-10 the Department scanned 24,542,223 documents related to title and title transactions. Approximately 16.67% of the scanned documents where processed by auto dealers through the Electronic Filing System. 22,088,000 or 90% of these documents were boxed and mailed from Tax Collectors. Providing the option for auto dealers to scan in the field would eliminated the need for tax collectors to mail those documents and reduce their postage and handling costs as well as eliminate the need for the Department to scan those documents, thereby generating a potential savings of **$136,552 that can be saved annually.** The savings could increase if the model can be applied to the tax collector processed.	Intangible	DHSMV	• There will be a 16.67% reduction in title transaction documents required to be scanned by Department personnel.	DHSMV will track the number of documents scanned from previous fiscal years compared to documents scanned after implementation	Partial realization in FY 14-15 Full realization in FY 15-16

Table 3-3 – Benefits Realization Table

D. Cost Benefit Analysis Results

CBAForm 1 - Net Tangible Benefits | **Agency** HSMV | **Project** Motorist Modernization

Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A

Agency (Operations Only -- No Project Costs)	FY 2012-13			FY 2013-14			FY 2014-15			FY 2015-16			FY 2016-17		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel -- Total FTE Costs (Salaries & Benefits)	**$743,663**	**$0**	**$743,663**	**$743,663**	**$0**	**$743,663**	**$743,663**	**$361,377**	**$1,105,040**	**$743,663**	**$481,251**	**$1,224,914**	**$743,663**	**$481,251**	**$1,224,914**
A.b Total FTE	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
A-1.a. State FTEs (Salaries & Benefits)	$743,663	$0	$0	$743,663		$0	$743,663	$361,377	$1,105,040	$743,663	$481,251	$0	$743,663	$481,251	$0
A-1.b. State FTEs (# FTEs)	0.00	0.00	0.00	$0	$0	0.00	$0	$0	0.00	$0	$0	0.00	$0	$0	0.00
A-2.a. OPS FTEs (Salaries)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
A-2.b. OPS FTEs (# FTEs)	0.00	0.00	0.00	$0	$0	0.00	$0	$0	0.00	$0	$0	0.00	$0	$0	0.00
A-3.a. Staff Augmentation (Contract Cost)	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
A-3.b. Staff Augmentation (# of Contract FTEs)	0.00	0.00	0.00	$0	$0	0.00	$0	$0	0.00	$0	$0	0.00	$0	$0	0.00
B. Data Processing -- Costs	**$4,056,555**	**$0**	**$4,056,555**	**$4,056,555**	**$0**	**$4,056,555**	**$4,056,555**	**($17,473)**	**$4,039,082**	**$4,056,555**	**($1,664,039)**	**$2,392,516**	**$4,056,555**	**($1,672,116)**	**$2,384,439**
B-1. Hardware	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
B-2. Software	$0	$0	$0	$0	$0	$0	$0	$3,000	$3,000	$0	$3,000	$3,000	$0	$3,000	$3,000
B-3. Other SSRC/DOR	$4,056,555	$0	$4,056,555	$4,056,555	$0	$4,056,555	$4,056,555	($20,473)	$4,036,082	$4,056,555	($1,667,039)	$2,389,516	$4,056,555	($1,675,116)	$2,381,439
C. External Service Provider -- Costs	**$10,422,416**	**$0**	**$10,422,416**	**$9,435,411**	**$0**	**$9,435,411**	**$7,720,270**	**($1,296,511)**	**$6,423,759**	**$6,347,320**	**($1,344,330)**	**$5,002,990**	**$8,235,538**	**($1,344,330)**	**$6,891,208**
C-1. Consultant Services	$9,868,220	$0	$9,868,220	$8,881,215	$0	$8,881,215	$7,166,074	($804,443)	$6,361,631	$5,793,124	($804,443)	$4,988,681	$7,681,342	($804,443)	$6,876,899
C-2. Maintenance & Support Services	$403,136	$0	$403,136	$403,136	$0	$403,136	$403,136	($403,136)	$0	$403,136	($403,136)	$0	$403,136	($403,136)	$0
C-3. Network / Hosting Services	$46,389	$0	$46,389	$46,389	$0	$46,389	$46,389	$0	$46,389	$46,389	($46,389)	$0	$46,389	($46,389)	$0
C-4. Data Communications Services	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
C-5. Other Misc Services	$104,671	$0	$104,671	$104,671	$0	$104,671	$104,671	($88,932)	$15,739	$104,671	($90,362)	$14,309	$104,671	($90,362)	$14,309
D. Plant & Facility -- Costs	$0	$0	**$0**	$0	$0	**$0**	$0	$0	**$0**	$0	$0	**$0**	$0	$0	**$0**
E. Others -- Costs	**$714,798**	**$0**	**$714,798**	**$714,798**	**$0**	**$714,798**	**$714,798**	**($263,922)**	**$450,876**	**$714,798**	**($396,155)**	**$318,643**	**$714,798**	**($527,845)**	**$186,953**
E-1. Training	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-2. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
E-3. Other	$714,798	$0	$714,798	$714,798	$0	$714,798	$714,798	($263,922)	$450,876	$714,798	($396,155)	$318,643	$714,798	($527,845)	$186,953
Total of Operational Costs (Rows A through E)	**$15,937,432**	**$0**	**$15,937,432**	**$14,950,427**	**$0**	**$14,950,427**	**$13,235,286**	**($1,216,529)**	**$12,018,757**	**$11,862,336**	**($2,923,273)**	**$8,939,063**	**$13,750,554**	**($3,063,040)**	**$10,687,514**
F. Additional Tangible Benefits:		**$0**			**$0**			**$0**			**$0**			**$0**	
F-1. Specify		$0			$0			$0			$0			$0	
F-2. Specify		$0			$0			$0			$0			$0	
F-3. Specify		$0			$0			$0			$0			$0	
Total Net Tangible Benefits:		**$0**			**$0**			**$1,216,529**			**$2,923,273**			**$3,063,040**	

SPECIFY CHARACTER OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B

Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	☐	Confidence Level	
Order of Magnitude	☑	Confidence Level	
Placeholder	☐	Confidence Level	

CBAForm 2 - Project Cost Analysis | Agency: HSMV | Project: Motorist Modernization

PROJECT COST ELEMENTS		PROJECT COST TABLE -- CBAForm 2A					TOTAL
		FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	
State FTEs (Salaries & Benefits)		$0	$787,041	$0	$0	$0	$787,041
OPS FTEs (Salaries)		$0	$0	$0	$0	$0	$0
Contractors (Costs)		$0	$4,048,500	$1,686,250	$0	$0	$5,734,750
Deliverables		$0	$0	$0	$0	$0	$0
Major Project Tasks		$0	$0	$0	$0	$0	$0
Hardware	workstations/lapto	$0	$27,500	$0	$0	$0	$27,500
COTS Software		$0	$106,500	$0	$0	$0	$106,500
Misc. Equipment	Specify	$0	$0	$0	$0	$0	$0
Other Project Costs	Specify	$0	$12,000	$0	$0	$0	$12,000
		$0	$0	$0	$0	$0	$0
TOTAL PROJECT COSTS (*)		$0	$4,981,541	$1,686,250	$0	$0	$6,667,791
CUMULATIVE PROJECT COSTS		$0	$4,981,541	$6,667,791	$6,667,791	$6,667,791	

INVESTMENT SUMMARY		FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	TOTAL
General Revenue		$0	$0	$0	$0	$0	$0
Trust Fund		$0	$4,558,143	$2,049,893	$0	$0	$6,608,036
Federal Match		$0	$0	$0	$0	$0	$0
Grants		$0	$0	$0	$0	$0	$0
Other	Specify	$0	$0	$0	$0	$0	$0
TOTAL INVESTMENT (*)		$0	$4,558,143	$2,049,893	$0	$0	$6,608,036
CUMULATIVE INVESTMENT (*)		$0	$4,558,143	$6,608,036	$6,608,036	$6,608,036	

(*) Total Costs and Investments are carried forward to CBAForm3 Project Investment Summary worksheet.

Character of Project Costs Estimate - CBAForm 2B			
Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	☐	Confidence Level	
Order of Magnitude	☑	Confidence Level	
Placeholder	☐	Confidence Level	

CBAForm 3 - Project Investment Summary | Agency: HSMV | Project: Motorist Modernization

	COST BENEFIT ANALYSIS -- CBAForm 3A					
	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	TOTAL
Project Cost	$0	$4,981,541	$1,686,250	$0	$0	$6,667,791
Net Tangible Benefits	$0	$0	$1,216,529	$2,923,273	$3,063,040	$7,202,842
Return on Investment	$0	($4,981,541)	($469,721)	$2,923,273	$3,063,040	$535,051
Year to Year Change in Program Staffing	0	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	4 5/6	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	2015-16	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	($243,305)	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	3.94%	IRR is the project's rate of return.

Treasurer's Investment Interest Earning Yield -- CBAForm 3C					
Fiscal Year	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17
Cost of Capital	2.87%	4.17%	4.57%	5.14%	5.30%

IV. Major Project Risk Assessment Component

The Major Project Risk Assessment Component identifies the risks faced by the program so the Department can enact appropriate strategies for managing those risks.

A. Risk Assessment Tool

Figure 4-1 – Risk Assessment Summary is a graphical representation of the results computed by the risk assessment tool. It shows that the Motorist Services Modernization program achieves solid business strategy alignment. However, as would be expected at this early stage, the program still carries high risk. It is expected that overall project risk will diminish when low-level program requirements have been documented. The results of this risk assessment are discussed in detail in the Project Management Section 6.H along with the Department's plan to continually identify, assess, and mitigate risk throughout the life of the program.

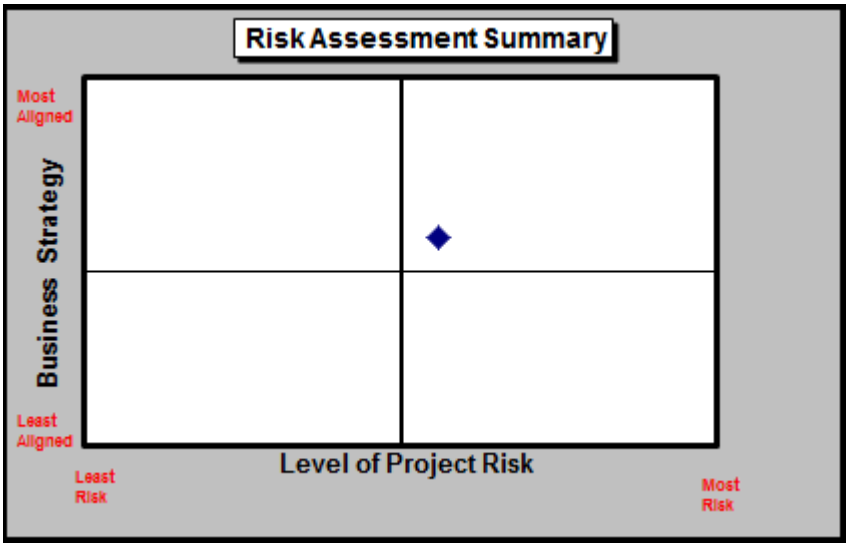

Figure 4-1 – Risk Assessment Summary

B. Risk Assessment Summary

Figure 4-2 – Risk Area Breakdown illustrates the risk assessment areas that were evaluated and the breakdown of the risk exposure assessed in each area. The results of this risk assessment are discussed in detail in Program Management Section 6.H along with the Department's plan to continually identify, assess, and mitigate risk throughout the program lifecycle.

Project Risk Area Breakdown	
Risk Assessment Areas	***Risk Exposure***
Strategic Assessment	MEDIUM
Technology Exposure Assessment	LOW
Organizational Change Management Assessment	MEDIUM
Communication Assessment	MEDIUM
Fiscal Assessment	MEDIUM
Project Organization Assessment	HIGH
Project Management Assessment	MEDIUM
Project Complexity Assessment	MEDIUM
Overall Project Risk	HIGH

Figure 4-2 – Risk Area Breakdown

V. Technology Planning Component

A. Current Information Technology Environment

The current Department of Highway Safety and Motor Vehicles (The Department, DHSMV) technology environment has evolved over the past 41 years. Older technologies have been modified and newer technologies have been added incrementally to reflect changes in the Department's organization, statutory mandates and customer expectations. As a result, the current technical environment is multi-layered; uses numerous applications, databases and programming languages; and requires many people with a wide breadth of skill sets to maintain. Figure 5-1 – Current Technology Environment illustrates the current technology environment.

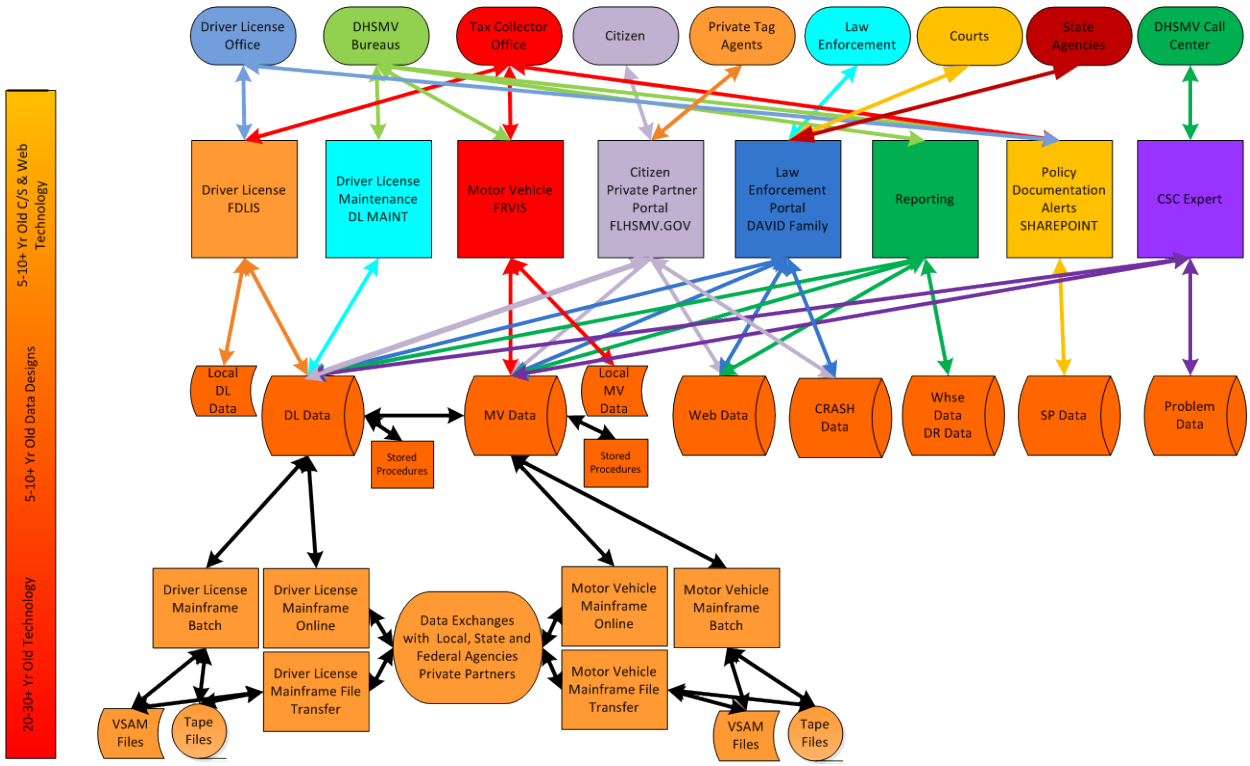

Figure 5-1 – Current Technology Environment

1. Current System

In 1969, when the Department was created by the merging of the Department of Public Safety and Department of Motor Vehicles, issuance was a manual process. Mainframe systems utilizing batch technology were later added, one for the Driver Licenses Division and one for the Motor Vehicle Division. In 1997, the current driver license system, Florida Driver License Information System (FDLIS), was implemented using Compuware Uniface's client-server architecture, introducing the need to install a server in each of the field offices. In 1999, the motor vehicle system, Florida Real Time Vehicle Information System (FRVIS), was implemented with the same architecture, but kept as a separate system, also requiring field office servers. The approximately $50 million dollar budgetary appropriation for the acquisition of this new environment included funds to re-engineer FRVIS. FRVIS was re-engineered to be customer centric (a single view of the customer) and an online transaction processing system (OLTP}

system that included over 900 new requirements and resulted in efficencies that enhanced annual revenue collections by 16% (or about $100 millions dollars annually). However the FDLIS was simply exported to the new platform and environment and continues to rely heavily on batch programs for processing, with online transactions originating in field offices during the day and batch processing of the information in the central databases at night. Typical batch functions include processing sanctions, stops, insurance information, payroll and personnel reconciliation, sexual predator/offender updates, renewal notifications, data exchange, and others

The evolution of the driver licenses and motor vehicle systems over time has led to a technical environment that is multi-layered, uses numerous different technologies and requires many people with diverse skill sets to maintain. Counting platform environments, database environments and programming languages, there are more than 30 different technical environments that must be supported by the technical staff. The mainframe environment is the oldest of all of the technical environments, and the hardest to maintain due to the age and complexity of the programs. Most of the applications and systems no longer support current business processes, causing manual processes to work around the system deficiencies. Implementation timelines for the modification requests and projects may remain lengthy and the ability to meet the customer's needs may be impacted.

a. Description of current system

The current technical environment consists of eight major systems supported by seven different database repositories and 47 web applications. In addition, nearly 2,800 batch jobs, 1,400 batch programs and over 17,000 stored procedures interact with driver license and motor vehicle data. The Service Development bureau has been actively working to reduce mainframe operations. Mainframe online transaction services, print services and file transfer protocol (FTP) services move data from system to system; update or print driver licenses and motor vehicle data; or transfer data to/from external sources. More than 20 programming languages are used to maintain these systems on approximately a dozen different platform environments. Figure 5-2 – Current System Overview depicts the current technology environment.

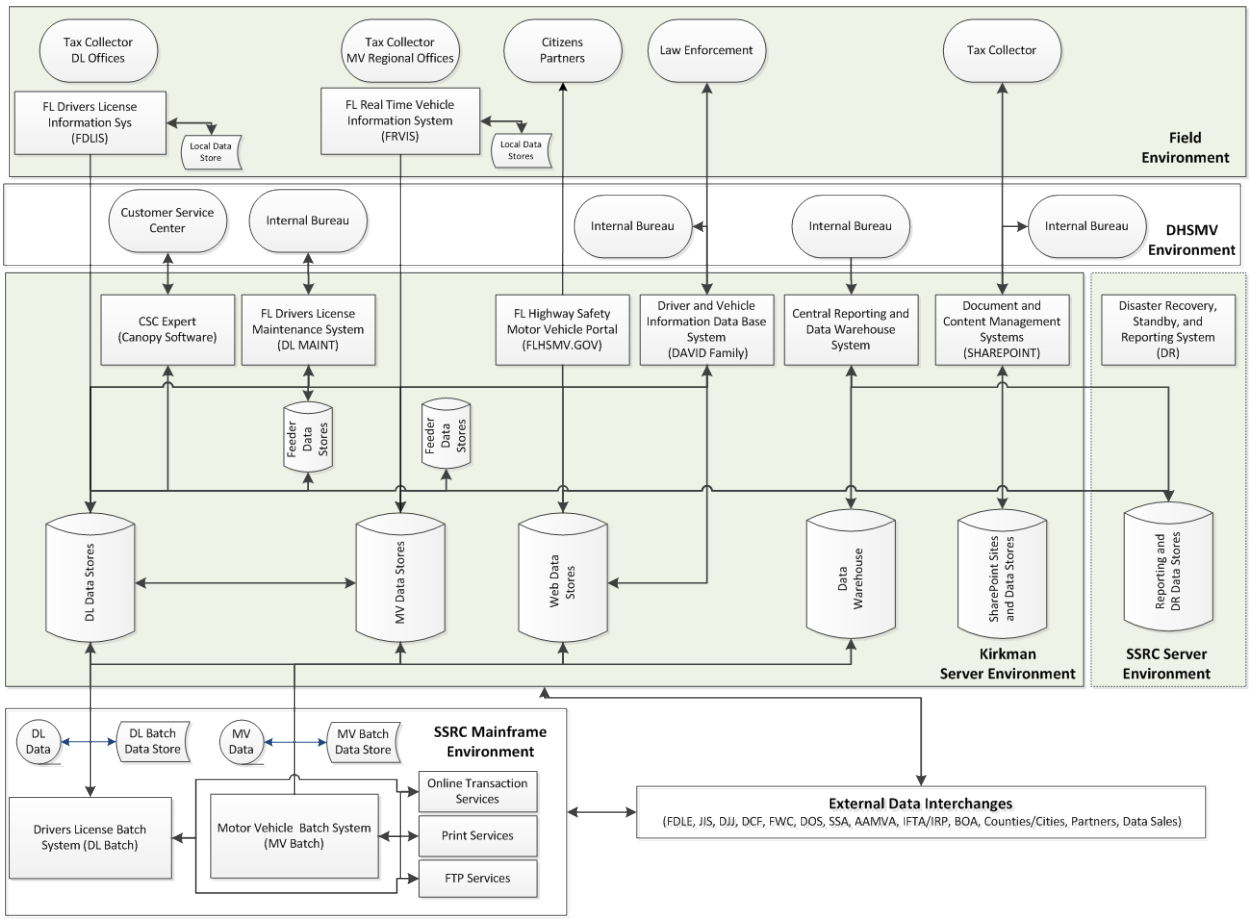

Figure 5-2 - Current System Overview

Table 5-1 - System Statistics highlights the complexity of the current system as it has evolved over the years.

Number of Stored Procedures	17,139
Number of Batch Jobs	2,834
Number of Batch Programs	1,400
Number of Different Types of CICS Transactions	40
Number of Different Types of FTP Transactions	877
Number of Programming Languages (types and versions)	20+
Number of Database Environments (types and versions)	5
Number of Platform Environments (types and versions)	10+
Average Mainframe Application Age (adjusted to 2010)	20+ years

Table 5-1 - System Statistics

i. DL Mainframe System Overview

The driver license mainframe system consists of multiple batch jobs and COBOL programs scheduled and tracked through Computer Associates 7/11 tools, an online transaction processing region (CICS), inbound and outbound FTP services, and print services. The batch jobs use driver license data from multiple sources to update the driver licenses database (DL PROD), sequential tape files and VSAM files. The CICS region is used for inbound and outbound transactions, e.g. verification of social security number for FDLIS or satisfying driver information requests from colleges, etc. The FTP inbound and outbound services accept or send from external agencies or private partners bulk driver information typically processed by the batch jobs. The print services print reports, notices, etc. processed by the batch jobs.

Typical batch functions include processing sanctions, stops, insurance information, payroll and personnel reconciliation, sexual predator/offender updates, renewal notifications, data sales, and others. Figure 5-3 depicts DL Batch Overview.

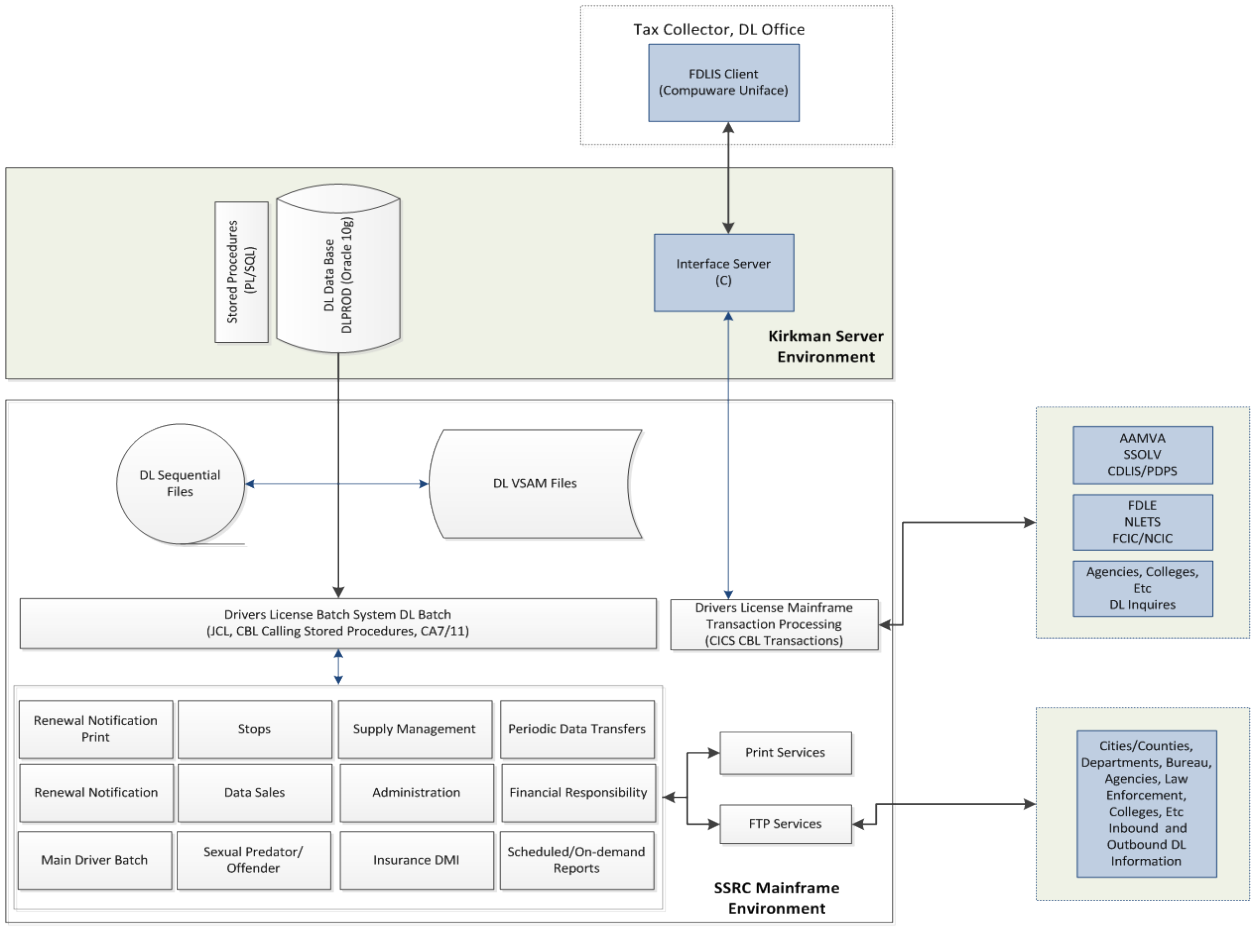

Figure 5-3- DL Batch Overview

ii. MV Mainframe System Overview

The motor vehicle mainframe system consists of multiple batch jobs and COBOL programs scheduled and tracked through Computer Associates 7/11 tools, an online transaction processing region (CICS), inbound and outbound FTP services, and print services. The batch jobs use motor vehicle data from multiple sources to update motor vehicle database (MV PROD), sequential tape files and VSAM files. The CICS region is used for inbound and outbound transactions, e.g. verification of information on a paper title with electronic data from the state that issued the title. The FTP inbound and outbound services accept or send from external agencies or private partners bulk driver information typically processed by the batch jobs. The print services print reports, notices, titles, etc. processed by the batch jobs.

Typical batch functions include processing stops, correspondence, renewal notifications, specialty tag requests, electronic payments, data sales, etc. Figure 5-4 depicts MV Batch Overview.

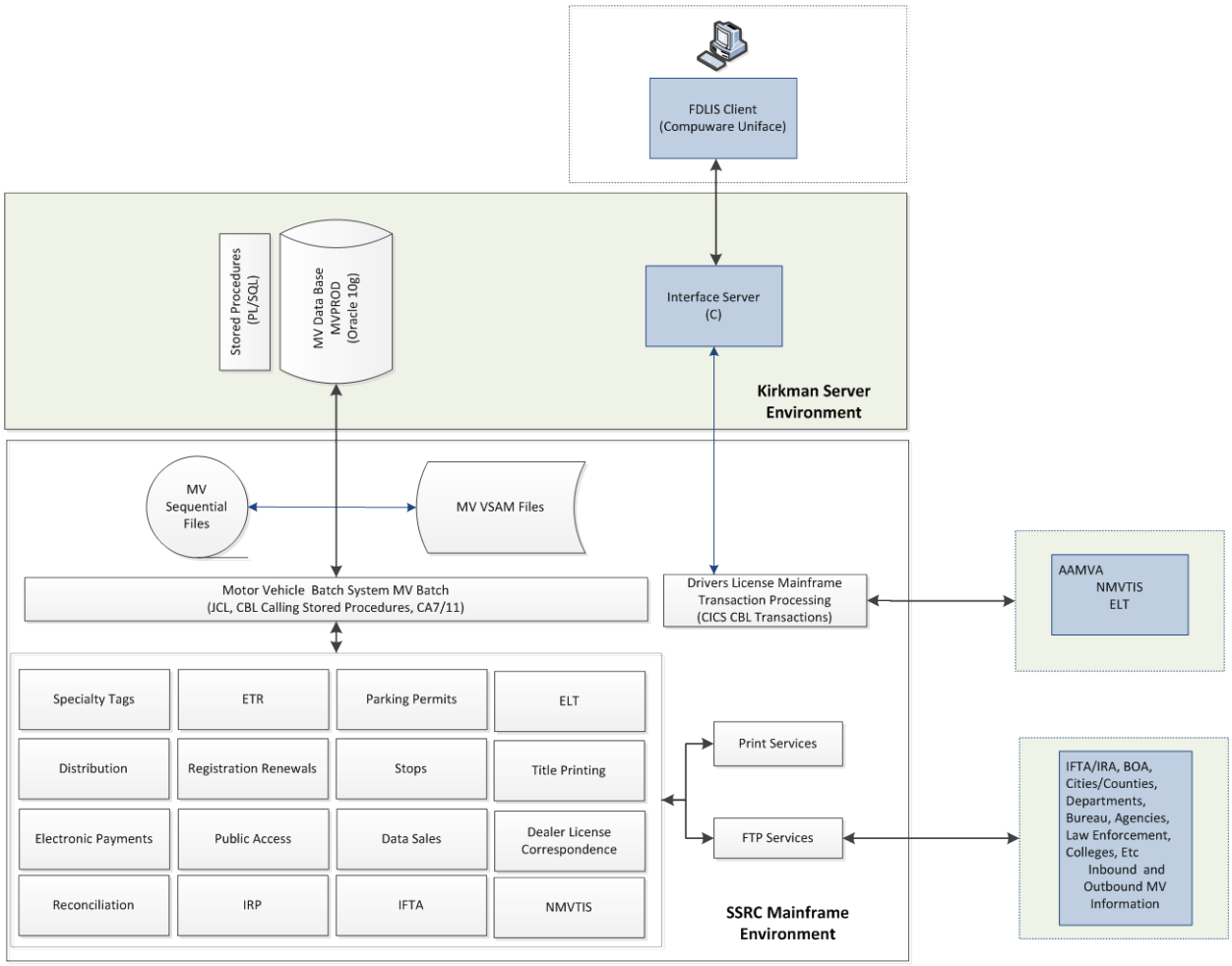

Figure 5-4- MV Mainframe System Overview

iii. Electronic Filing System

The Electronic Filing System (EFS) for Dealers is a method to allow selected dealerships to perform Tax Collectors and Division of Motorist Services transactional services such as title applications and registrations. EFS allows dealerships real time access to vehicle registration and title information from the Department of Highway Safety and Motor Vehicles (DHSMV) database, real time transaction processing of title and registration applications, and electronic funds transfer (EFT) of all fees due from title and/or registration transactions.

The EFS dealership will use this information along with information supplied by the customer to compose update transactions. After which, the dealer will issue the proper credentials, such as license plates and month/year decals. The EFS dealership will also print the appropriate DHSMV documents, a Registration Certificate and/or an 82041 Application for Title and/or Registration.

The FRVIS EFS update process contains three stages: Initial, Complete and Final. The system uses EFS Servers and downloads information to Solid databases that are located in each Tax Collector office. Information is updated on the Motor Vehicle database. Figure 5-5 depicts EFS Process Overview

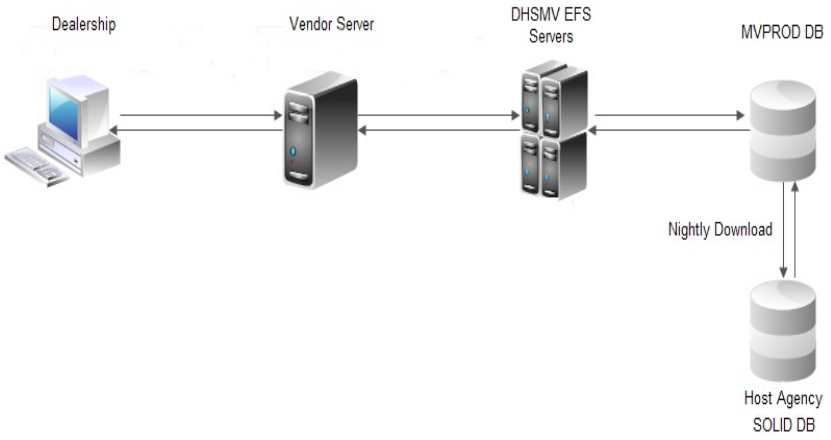

Figure 5-5- EPS Process Overview

iv. Fee Calculation

The Department of Highway Safety and Motor Vehicles collects transaction fees collected for services such as title and registration issuance including registration renewals, IFTA tax payments, licensing fees for car dealers and mobile home manufacturers and other MV related services. Driver Licenses fees are collected for services such as issuance, renewal, reinstatement, and other license related services. Currently fees are calculated in several places in the Motorist Services systems. Currently fees are calculated in many different places within the various software systems (i.e. Florida Driver License Information System, Florida Real-Time Vehicle Information System, Virtual Office, Driver Renewal notices, Motor Vehicle renewal notices, etc.) maintained by the Department. It is very inefficient and costly to maintain duplicate sets of computer code and when the computer code is not properly synchronized it

results in errors. Those errors can be exhibited in the collection of revenue resulting in reprocessing cost and extra mailings.

v. Capture System

Applicants seeking a first-time Florida driver license or identification card must visit a local driver licenses or Tax Collector office to apply and provide identification documentation. Based on industry best practices and national standards, a digital photograph of the applicant is taken at the beginning of the issuance process. If the applicant is otherwise eligible for a driver license or ID card, the license is printed in minutes and handed to the applicant before they leave the office. This digital photograph is a critical component of the official driver license or identification card, as it is printed on the face of the card and is used to create two of the 17 security features on the card itself. The digital photograph is used to generate a replacement or renewal driver license or identification card if the customer subsequently requests one by mail or on-line. Additionally, the digital photograph is used by law enforcement officers who access systems like the Driver and Vehicle Information Database (DAVID) to conduct roadside stops or investigations. In addition to the digital photograph, the issuance of driver licenses and identification cards requires the electronic capture of the applicant's signature and the scanning of supporting documents. Both Florida law and federal law require DHSMV to scan identification documents, like passports, birth certificates, social security numbers, and proof of address. Without this, DHSMV would be unable to issue driver licenses and ID cards that meet national and industry standards. Currently, MorphoTrust provides computers, cameras, capture software (that includes camera, signature, printing, and scanning software), signature pads, card printers, scanners, and consumables, like card stock, printer ribbons, and laminates. Figure 5-6 depicts the Capture Process Overview

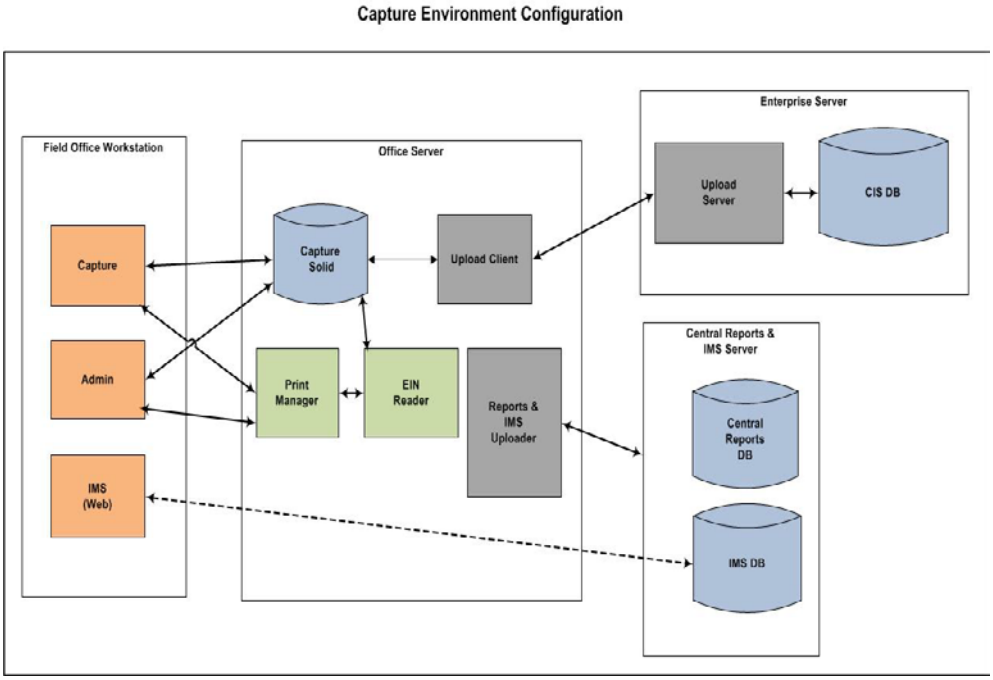

Figure 5-6- Capture Environment Overview

b. Current system resource requirements

Table 5-2 – Current System Resources summarizes the technical resources utilized in the current system.

System	Accessibility	Usage	Hardware Platform	Software Platform	Database Platform	Program Languages
DL Mainframe	Batch	1897 programs, 2033 jobs, procedures, and databases between DL and MV Mainframe	IBM z10	CICS, z/OS 1.11	Oracle 10G, Oracle 11G, VSAM & flat files	COBOL, Secure FTP, Unix Scripts, CICS, FOCUS, UNI, PL/SQL
MV Mainframe	Batch	1897 programs, 2033 jobs, procedures, and databases between DL and MV Mainframe	IBM z10	CICS, z/OS 1.11	Oracle 10G, VSAM & flat files	COBOL, Secure FTP, CICS, PL/SQL
EFS (Electronic Filing System)	EFS Vendors	Average 553,214 transactions (including inquires) in a week.	Dell Server	Windows Server 2003 (Virtual)	Oracle 10G	Uniface, PL/SQL
Electronic Titles and Registration	ETR Vendors	Average105,146 transactions per week (including inquires)	Dell Power Edge 2950	Windows 2008 R2 Enterprise edition	Oracle 10G	.NET, C#, PL/SQL

Table 5-2 – Current System Resources

The Information Systems Administration (ISA) provides information technology services to the DHSMV divisions, bureaus and stakeholders. The sections within ISA are Service Operations, Service Development, Service Support and the Project Management Office. The ISA Section Chiefs identified the skills possessed by their staff and self-assessed the knowledge levels in each of the areas. Understanding the capabilities of the current staff to support existing and new technologies is a data point to consider in the selection of a new environment.

c. Current system performance

Due to the decentralized, multilayered nature of the current technology system, there are not standard system wide performance metrics available. There are no existing service level agreements (SLAs) negotiated with consumers of technology services.

Because of the age and complexity of the legacy system, the factors outlined below speak to the general performance issues of the applications:

- The legacy system lacks the flexibility to meet the business needs of the Department. Modifications and enhancements to existing programs are cumbersome and time consuming.
- Continuing to operate and maintain the mainframe is becoming more costly than alternative solutions.
- There are fewer people with the requisite skill sets available to operate and maintain a mainframe system, many are in the Deferred Retirement Option Program (DROP).
- The complexity of the system increases response times for queries and creates additional failure points.
- Ancillary programs and manual workarounds introduce data errors and reduce the efficiency and effectiveness needed by the Department.
- Due to the age and complexity of the system, there is difficulty integrating software. Integrating software programs can eliminate duplicative data entry/storage, improve process flow and provide a single interface for the user, however some software integrations are simply not possible with decades-old technologies.

2. Strategic Information Technology Direction

The Department has already begun re-architecting and rewriting some of the mainframe batch programs through Grant projects and internal staffing. Information Systems Administration (ISA) works closely with the business divisions to align the new applications with current business processes and rules.

Key attributes of a modernized motorist services technology system include:

- **Follow Industry Standards** – Align with industry standard techniques and practices for architecture and application development.
- **Real time processing**– Provides immediate, online data validate and updates.
- **Reliable** – Always available during scheduled hours.
- **Accurate** – Provides consistent workflow and data results.
- **Maintainable** – Easy to maintain and modify in a timely manner.
- **Consistent Architecture** – Implements consistent principles and practices across applications, utilizing central services and libraries for data retrieval, business rule processing and error handling.
- **Flexible** – Has well defined integration points.
- **Secure** - Safeguards the privacy of personal identifiable information (PII) and comply with regulations like the Driver Privacy Protection Act, 18 United States Code, Sections 2721-2725 (DPPA).
- **Cost Effective** – Uses standard and commonly available technologies and skill sets.

The vision of the Department, as communicated by the Divisions and Tax Collectors, reflects the move towards a fully-integrated motorist services organization. In January, 2011, the Department merged the Driver License Division and the Motor Vehicle Division into one Motorist Services Division. The Department is on a legislatively mandated schedule, concluding no later than 2015, to move issuance functions to the Tax Collectors. Direct field office issuance functions by the Department will be limited to regional service centers and the three charter counties; Miami-Dade,

Broward and Volusia. In accordance with this legislative mandate, the Department will carry-out its responsibilities for policy setting, oversight, support, and quality assurance of its agents by having access to accurate, real time data with the ability to run detailed reports. For Tax Collectors to serve customers more efficiently, they will have technologies that offer a single view of the customer and provide assistance with the issuance process through workflow, informational wizards and pre-populated forms. Business intelligence reporting for planning and budgeting would assist in managing workloads between field offices and enhance the Department's ability to monitor performance.

The projects that the Department has decided to undertake during the first phase set the foundation for realizing an environment in which customers will be able to manage their own information and initiate transactions through multiple service channels.
Data exchange customers (e.g. law enforcement) will benefit from more accurate, reliable, and timely data accessed through new processes/procedures/portals to meet their critical information requirements. Finally, in this new environment, the Department will meet the information needs of its workforce by having effective reporting capabilities that can be deployed for better decision-making.

Figure 5-7 – Future Technology View illustrates a modernized motorist services technology environment.

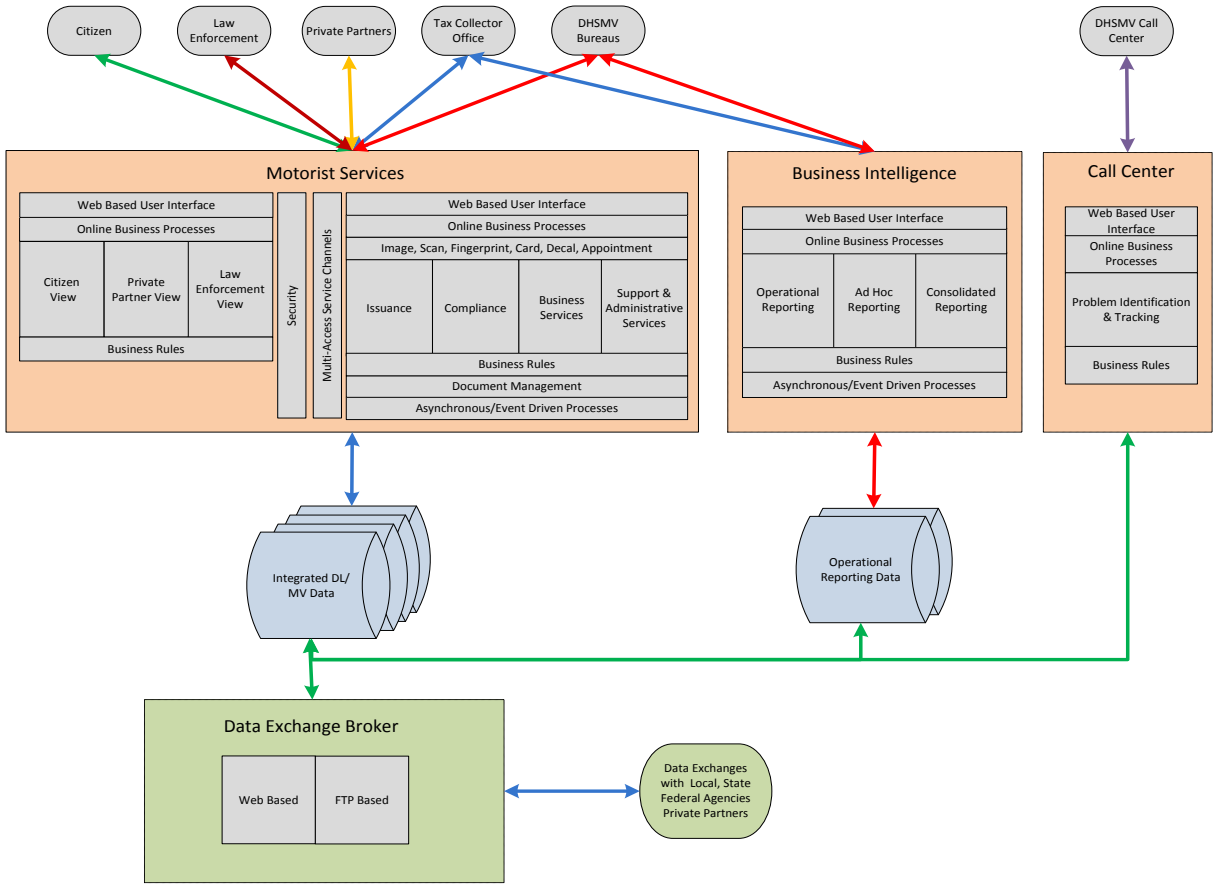

Figure 5-7 – Future Technology View

3. Information Technology Standards

Over the past three years, the Department has been working to implement a modernized, industry standard foundational set of technologies in preparation for sunsetting and re-writing outdated, problematic systems. The following technologies are currently the standards for new development within the Department:

Application Development:

- Microsoft .NET (C#)
- Microsoft BizTalk
- Microsoft SQL Server Business Intelligence Suite
- Microsoft SharePoint

Database:

- Microsoft SQL Server
- Oracle

B. Proposed Solution Description

1. Summary description of proposed system

The project scope for this effort encompasses the work that needs to be accomplished to decommission the DHSMV mainframe and deliver a modernized, standards based, cost effective and efficient set of applications and systems which contain the Department's desired features and functionality. Information Systems Administration has completed an initial planning phase that included identifying all of the mainframe applications, mapping the current migration efforts, identifying the programs/processes that remain to be migrated off the mainframe, and establishing a schedule based on funding approval that prioritizes the programs and the effort/resources needed to accomplish the migration. Logical application/system groups were created to enable project concurrency and simplify project tracking. Each project will have a scope statement and project schedule, but will fall under the Sunset Mainframe Program.

The High Level Groupings are in three categories: 1) Groups already completed using either Grant funds and/or internal resources. 2) Groups that are in progress utilizing Grant funds and/or internal resources. 3) Groups to Be Scheduled for Migration from the Mainframe utilizing LBR funds.

Displayed below is the list of the Projects/High Level Groupings:

Mainframe Program Groups already completed using Grant funds and/or internal resources
Project: Motorist Information eXchange(MIX) Foundations MIX Foundations is the basic functions required to begin rewriting the hundreds of data exchanges currently running on the mainframe. • Contract and Memorandums of Understanding (MOU) tracking, verification, and management • Partner Portal • Activity Logging

- Revenue Tracking and Collection

Project: Data Exchange – Phase II

Rewrite several of the mainframe standalone data exchange processes that do not involve revenue collection.

Mainframe Grouping: Data Exchange – Phase II

- Jury Selection DMS070 thru DMS1070 + JURY – (10 programs)
- Help America Vote Act (HAVA) 1 application replaced, 2 tabled because DOS is anticipating changes in their process (DVR002, DVR003, HAVA Address Process) – (3 programs)
- Unclaimed Property DMS 046 – (1 program)
- Organ Donor DMS 330 – (1 program)
- Dept. of Revenue (DOR) – Child Support Enforcement (CSE) DBS090 – (1 program)
- Vital Statistics – Deaths DMS135(report), DMS970V – (2 programs)
- Social Security Administration (SSA) – Deaths DMS970S – (2 programs)
- Financial Obligations – DBS (1 program)
- File Transfer Protocol (FTP) to Clerks of Court – DLE000A, B, D and DBS (TCATS)
- NLETS (National Law Enforcement Telecommunications System)

Project: MIX – American Association of Motor Vehicle Administrators (AAMVA) Verification Systems, Purge and Verification of Lawful Status (VLS) (REAL ID 2008 Grant)

Remove the AAMVA interfaces from the mainframe. Rewrite the record purge process and the Central Issuance Process off of the mainframe.

Mainframe Grouping: AAMVA – Phase I

- CDLIS – (Commercial Driver License Information System) CDL – (4 programs)
- PDPS (Problem Driver Pointer System) – DCL300, CDL40C, CDL055 – (3 programs)
- SSA (Social Security Administration) – DBS351-DBS355 – (5 programs)
- UNI (AAMVA Communication Programs) – (51 programs)
- DCL – front-end and back-end – DCL001, DCL002, DCL080 only – (3 programs)

Mainframe Grouping: AAMVA – Phase II

- DL Purge – DBS (3 programs)
- VLS (Verification of Lawful Status) – DCI065 and DCI066 – (2 programs)
- CIPS (Central Issuance Process System) License Processing – DCI (17 programs)

Project: MIX – CDL Modernization Grant

Improve the accuracy, speed and completeness of commercial driver history by rewriting the CDLIS HelpDesk and Inventory system off of the mainframe, and the replacing of mainframe batch processes with a new online system allowing timely and accurate updates for driver license record management.

Mainframe Grouping: Citation Inventory

- Replaces DUT (Driver Uniform Traffic) CICS Applications (does not include batch processes) DUT CICS – (16 programs)

Mainframe Grouping: CDL Help Desk

- Currently underway in conjunction with CDL Modernization Grant Project. Expected to go-live the same time as AAMVA – Phase I CDLIS DCP – (5 programs)
- FOCUS – UNI system – 1 batch that connects to the Federal System for Commercial Truck Drivers

Projects currently in progress using Grant funds and/or Internal resources.
Project: MIX – DL Batch Processing to TCATS (REAL ID 2009 Grant) Modernize and rewrite the mainframe processing of Uniform Traffic Citations issued to drivers within the State of Florida **Mainframe Grouping: DL Batch Processing** • Driver's Record DBS – (53 programs) • Driver's Sanctions DSP – (84 programs) • DCL Batch Processing (DCL minus DCL001, DCL002, DCL080, DCL300) – (22 programs) • Sexual Predator/Offenders DMS122, DLE001C – (2 programs) **Mainframe Grouping: DL Batch Processing – DUT** • DUT Series 50, 51, 53, 60, 80 Citation Processing – (23 programs)
Project: Financial Responsibility (REAL ID 2011 Grant) Modernize and rewrite the suite of Financial Responsibility and Insurance Processing processes and systems. **Mainframe Grouping: Financial Responsibility batch** • Financial Responsibility batch programs DFB – (56 programs), DRF – (11 programs), DFS – (1 program) • Includes standardizing all data exchange processes with the Insurance Companies that provide auto insurance for Floridians. **Mainframe Grouping: Insurance – Phase I** • Daily Insurance Activity – PERL • Daily Activities include adds, deletes, cancellations • Insurance batch processing DMI – (45 programs) • CICS Insurance – (4 programs) • Company Codes DFC – (1 program)
Project: Data Exchange Phase III Modernize and rewrite several of the mainframe data exchange processes **Mainframe Grouping: Data Exchange** • Public Access Inquiries – CICS Applications TML, PUB – (6 programs)+ FOINQC • Interlock (includes FTP, SQL and DSP025-DSP027, DSP280 and DFO800 – (5 programs) **Mainframe Grouping: Clerks of Court** • DRC 1 (Clerk of Courts) – HSMV will support DRC1, however, Clerks of Court will go to FACC DRITFC, DRI001C, DRI020C, DRI030C, DRI 100C, DRC001C, DRC010C, DRC020C, DCIPE002, DCIPE005, DCIPE010, DCIPE019, DCIPE020 – (13 programs) • UPDTRANS and MOTOPROG
Project: Transcripts Modernize and rewrite the mainframe Transcripts processing and data exchange.

Mainframe Grouping: Data Exchange

- Transcripts DTR – (13 programs), DMS – (3 programs)

Project: Sunset Mainframe – Distribution

Rewrite the mainframe Distribution system off of the mainframe.

Mainframe Grouping: Distribution Revenue and Reports Processing

- Registration Revenue MRR – (48 programs)
- Motor Vehicle (Tags) MTG – (12 programs)
- DL Revenue DRV – (5 programs)

Program Groups to be covered by LBR funding

Mainframe Grouping: Renewals (Vehicle and Driver License)

- Motor Vehicles –MTG – (13 programs), MMS – (1 program), MPP – (3 programs)
- CIPS DL Renewal Mailings – DCI (15 programs) + DMS055 and VEH200

Mainframe Grouping: Data Exchange

- Load Specialty Plate Summary Table - STGLOAD
- Motor VIN Look-up ELT – (1 program), SRC – (3 programs), MEC – (1 program)
- Tag Lookup MFM – (2 programs)
- Parking Ticket Data Pull MPS – (2 programs)
- Vehicle Stop File MST – (14 programs)
- DL Penny Sales DFO285 – (1 program)
- MV Penny Sales MTG – (1 program)
- Florida Dept. of Law Enforcement (FDLE) – Sexual Offender/Predator /Career Offender DLE001P(report), DMS122 – (5 programs)

Mainframe Grouping: DL Batch Processing (Non-Citation Processing)

- Crash HAC – (11 programs) + FOCUS – (2 programs)
- FDLIS batch DFO – (11 programs)
- Vision DVS – (3 programs)

Mainframe Grouping: Miscellaneous Batch processing

- DL Miscellaneous DMS – (52 programs)
- DL Special Requests DSS – (9 programs)
- ISF (BIF) – (2 programs)

Mainframe Grouping: MV Miscellaneous

- IFTA/IRP Processing (includes data sales, quarterly tax returns, IFTA decal orders, monthly transmittals to IFTA Clearinghouse, monthly renewal notices, IRP Clearinghouse, IRP transmittals) MFT – (14 programs) + SMCS110
- Registration MRR050 – (1 program)
- Titles and Liens MTT (11 programs), ELT – (6 programs) + FOCUS – (6 programs)
- Dealer License (includes renewal notices, data sales, reports, labels) MDL – (13 programs)

Mainframe Grouping: Permits and Tags • Mobile Home Seals MMS – (21 programs) • Parking Permits MPP– (4 programs) • International Registration Plan MRP – (20 programs) • Tags MTG – (30 programs)
Mainframe Grouping: Personnel/Payroll processing • AAG – (2 programs), ABU – (16 programs), APM – (2 programs), APS – (64 programs) Reports – (79 report jobs)
Mainframe Grouping: CICS • Miscellaneous CICS applications not covered in other groupings – (5 programs)

In 2010, the Department with the help of an outside vendor conducted a market scan to identify potential solutions. Potential solution categories that were identified included:

- Commercial off-the-shelf (COTS) solutions,
- Modified off-the-shelf (MOTS) solutions,
- Transfer system solutions, where the application from another State is used as the basis for a new system and customized to the needs of Florida, and
- Custom build (internal or external), and
- Retain current system.

As a result of the review of the KPMG market scan, the Department's solution involves re-engineering foundational systems which will be used as a proof of concept for future modernization efforts. Thesesystems will be developed using Service Oriented Architecture which will provide a better return on investment, code mobility, better maintainability and increase scalability. The Department will continue to explore commercial solutions for smaller system components that are reliable and have a history of successuful implementions.

Based on the preceding analysis, the technology recommendation is to replace the existing mainframe programs and other foundational systems utilizing contract resources in addition to internal staff. This approach will aid in the completion of the mainframe migration in a shorter time period.

2. Resource and summary level funding requirements for proposed system (if known)

The Department's current technical architecture standard is based on Microsoft's .NET framework, Microsoft's SQL Server relational database, Service Oriented Architecture (SOA), and web based customer facing interfaces. The Department will continue to look for ways to reduce the equipment footprint in offices as we move forward. A new Office of Motorist Modernization has been established in the Department to ensure that these projects are successfully driven and implemented.

The Modernization effort will require staff augmentation in the Service Development bureau to assist with the development of components of the system. As we develop a new enterprise customer centric database, the Department will also require the technical skills of an experienced data architect.

The motorist services modernization program will be achieved through a phased, iterative approach over an estimated five years. The work groups include Preparation, Select & Design, and Implementation Iterations.

C. Capacity Planning

Capacity planning is the discipline to ensure the IT infrastructure and applications are in place at the right time to provide the right services at the right price. All applications on the mainframe are analyzed to determine if the functionality is still needed, or could be handled by other existing non-mainframe applications. All new applications should be architected to plan for future Motorist Systems modernization projects, developed utilizing modern, standards based platforms, and built for maximum flexibility and expansion.

The new system is expected to address the current system scope and resource consumption adapted for the new Motorist Services organization, support of field services and administration/support.. It will also provide a platform for efficiently adding anticipated new functionality with short turnaround times. The proposed system capacity plan will be started during the Preparation and Select & Design Work groups of the motorist services modernization project.

D. Analysis of Alternatives

Five solution categories were identified in Section 5.B Proposed Solution Description as solution alternatives for the Motorist Services Modernization Program. The categories included COTS, MOTS, Transfer, Custom Build and Retain Existing System. The COTS, MOTS & Transfer Categories were combined as a solution alternative because the vendor solutions identified during the market scan met many of the common definitions of these categories.

1. Assessment of Alternatives

Three categories have been identified as solution alternatives for the Motorist Services Modernization Program: Retain Existing System, Custom Build and COTS/MOTS/Transfer.

- **Alternative 1 – Retain Existing System (REJECTED)**

  Execute the current business processes with the existing technology environment. No significant changes or improvements to the existing business processes would be implemented. Maintenance (bug fixes) and periodic releases (legislative and policy mandates) would continue to be provided going forward. The funding source for the move from mainframe technology to server technology would be reevaluated.

  The complexity and age of the current technology environment increases costs associated with staffing, skill sets, maintenance (bug fixes), data synchronization (errors), implementing timely changes (legislative and policy mandates), and integrating new functionality.

The current technology environment is not aligned with the Department's organization as of January, 2011 which includes the transfer of driver license issuance to the Tax Collectors and customer expectations for self-service.

- **Alternative 2 – COTS/MOTS/Transfer (REJECTED)**

  Implement new business processes supported by a technology environment with forward looking business functionality/rules..

  This alternative requires the Department to select a COTS/MOTS/Transfer solution that most closely aligns with the needs of the Department and contract with a vendor to configure/customize the solution. A COTS/MOTS/Transfer solution will also need to be integrated with other 3rd party systems. While there are COTS/MOTS system that offer DMV and Driver Licenses services, states that have implemented portions of these solutions have done so with limited success. These solutions have not always yielded the cost savings or the ease and speed of implementation that was originally projected. . Normally when a COTS/MOTS solution is considered, lower cost and shorter implementation times are listed as advantages however in the motorist services arena this has not always been the case.

  The Department has discussed this issue with American Association of Motor Vehicle Administrator (AAMVA), other states / jurisdictions, vendors and read articles in industry publications. The Department has discovered that some states have achieved a measure of success by implementing portions of COTS/MOTS but not a complete solution. The Department does not believe we will increase our chances of success by purchasing systems.

  Finally the department reviewed the market scan that was conducted by KPMG in 2010 and none of the systems that were reviewed offered a solution for the foundational systems we plan to re-engineer during this time period.

- **Alternative 3 – Custom Build (RECOMMENDED)**

  Implement new streamlined business processes supported by a new technology environment with current and forward looking business functionality/rules. The new technology environment must be intuitive, accurate, easy to maintain, flexible, secure, robust and utilize standard technology and skill sets.

  This alternative requires the Department to procure a vendor or engage in-house Department resources to design, develop and deploy the technology. A custom built technology environment can be designed, built and deployed to meet the specific needs of the Department. The Department has achieved some success with migration of systems from the mainframe, however this has been done using Grants as they can be obtained.

  Custom build also assumes adequate internal resources for design, development, testing and training. The Department has created an Office of Motorist Modernization to lead the effort in working with stakeholders and Department personnel to design new Motorist Services systems. This office will also be dedicated to strong program and risk management. The Office of Motorist Modernization will also work closely with the Service Development Bureau and the Strategic Business Operations Office which consists of the Project Management Office, Strategic Resource Management and the Business Relationship Consultants to achieve project success.

  Overall, a custom build gives the Department the best chance of success.

2. Assessment Process

The assessment process consisted of the following activities:

- Identify all mainframe programs, their program language and interdependencies
- Determine any programs that are no longer utilized
- Categorize programs into logical high level groupings
- Determine a complexity estimate for each high level grouping of programs
- Establish two schedules that include the estimated effort/resources needed to accomplish the migration, one based on internal resources only, and the second based on additional funding for contract resources
    - The two schedules were solely based on the complexity of existing mainframe programs and resources of equal development knowledge and skill. Utilizing only internal resources, the estimated schedule showed the migration effort of at least 5 years. Utilizing additional contract resources, the migration schedule can be shortened to 2 years
- Reference research that was done by KPMG on the behalf of the Department to determine if any of the systems that were evaluated during the market scan that was conducted would aid in the implementation of these foundational systems
- Discuss lessons learned from other states with the American Association of Motor Vehicle Administrators (AAMVA)
- Determine the best fit for the Department

3. Technology Recommendation

Based on the preceding analysis, the technology recommendation is to replace the existing mainframe programs and other foundational systems utilizing contract resources in addition to internal staff. This approach will help to complete the mainframe migration in a shorter time period. Technical and business benefits will be maximized providing the agility, flexibility and scalability needed for the future. It will also reduce program risks and provide support options for the future. The costs, resources, complexities, timing and risks associated with retaining the current technology environment are high.

Additional advantages include:

- Reduces the maintenance and support of outdated, legacy mainframe applications
- Provides a configurable/modifiable technical architecture that provides the most flexibility in meeting initial complex Department requirements/rules/organizational alignment and agility accommodating a changing future business landscape
- Requires a larger initial capital investment to implement but will accrue longer term savings in process efficiencies, maintenance costs, tool availability, and resource utilization
- Utilizes current standard technology reducing the risk of technical obsolescence

VI. Project Management Planning Component

This section describes the program management discipline used to manage the multiple projects, collectively referred to as a program, which will modernize the current driver licenses and motor vehicles technology environments. It is based on the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) framework. All program customers, stakeholders and participants should be familiar with the outlines of this framework.

A. Program Charter

The program charter establishes a foundation for the program by ensuring that all participants share a clear understanding of the program purpose, objectives, scope, approach, deliverables and timeline. It serves as a reference of authority for the future of the program. It includes the following:

Name
This program is referred to as the Motorist Services Modernization.

Purpose
The purpose of the program is to replace the current antiquated Motorist Services technology environments with a modernized integrated Motorist Services technology environment.

Objectives
This program will meet the following objectives:

- Develop and document efficiency driven business processes
- Create a modern, integrated procedural and data driven Motorist Services technology system with:
  - Single view of the customer
  - Self-service capabilities
  - Real time interfaces
  - Streamlined data input
  - Compliant with legal requirements
  - Enhanced service delivery capabilities
  - Transactional accountability
  - Flexibility to grow
- Align the Motorist Services technology system with the business processes
- Automate manual, paper-based processes to increase workflow efficiencies
- Employ project management best practices throughout the life of the project

Scope
Included in the scope of this phase of the program are the following:

- Centralize fee calculation
- Re-Engineer the Electronic Filing System (EFS)
- Sunset mainframe processing
- Re-Engineer the Renewal Process
- Re-Engineer the Capture System currently used in the issuance of driver licenses

Exclusions from the scope of this program are:

- General Financial and Accounting system (however, basic cashiering and revenue distribution capabilities are in scope)
- General Procurement system (however, inventory management of driver licenses and motor vehicles stock is in scope)

Approach
The approach to the program is in three work groups: Preparation, Select & Design, and Implementation Iterations. Each Work Group consists of multiple projects.

The Preparation Work Group lays the business, technical and funding ground work for the succeeding two Work Groups. Projects included in this Work Group are the Feasibility Study, Motor Services Modernization Program Organization & Governance, Data Cleansing, and Business Process/Rules Documentation & Functional Requirements.

In particular, the following two projects will start during FY 13/14:

- **Business Process Redesign & Functional Requirements**
  This project includes the design and documentation of the field and bureau business processes needed to support the new Department organization and ongoing transfer of responsibilities to the Tax Collectors with the current technology environment. New business processes along with business requirements/rules will be designed and documented to reflect a modernized technology environment. The project will also document the functional requirements that are needed to provide better service delivery and increase flexibility while utilizing current technology.

- **Data Cleansing**
  One of the Department's key challenges is the business's inability to easily access timely and useful information with which to make business decisions. This project maps existing data from the current data model to the new conceptual data model, documents the business rules associated with the data elements, creates a data dictionary, and identifies the transformation process required to load existing data into the conceptual model. Data inconsistencies will be corrected as found in the current data model based on the documented business data rules. This activity is required to provide prospective vendors with the information needed to scope the data migration into a new system.

The Select & Design Work Group provides for the competitive procurement and detailed design of the modernization solution. Projects included in this Work Group are Solution Procurement if needed, Technical Solution Design, Network & Hardware Design, and Implementation Planning.

The Implementation Iterations Work Group operationalizes the Motorist Services Modernization solution. It includines Requirements Calibration/Process Reengineering/Training, Data Conversion, Network & Hardware Implementation, and Solution Development/ Configuration/ Test/Deployment.

Deliverables
Table 6-1 – Program Deliverables contains a preliminary list of program deliverables. It will be updated during the Preparation Work Group – Program Organization and Governance Project.

Name	Work Group	Description
Program Charter	Preparation	A document authored by the Program Manager and issued by the Program Sponsor authorizing the Program Manager to apply resources to program activities.
Program Management Plan	Preparation	Includes but is not limited to one or more of the

		following documents: • Work Breakdown Structure • Resource Loaded Program Schedules • Change Management Plan • Document Management Plan • Quality Management Plan • Risk Management Plan • Issue Management Plan • Resource Management Plan • Program Budget
Risk, Issue & Action Registers	All Work Groups	Prioritized list of identified risks and actual issues during the program.
Status Reports and Meeting Actions	All Work Groups	Record of program status delivered and decisions/actions taken.
Project Deliverables	Preparation	Includes Project Management and Project Specific deliverables.
Project Deliverables	Select & Design	Includes Project Management and Project Specific deliverables.
Project Deliverables	Implementation Iterations	Includes Project Management and Project Specific deliverables.

Table 6-1 – Program Deliverables

Milestones

Table 6-2 – Program Milestones is an initial list of milestones the program will adhere to.

Milestone	Work Group	Deliverables to Complete
Program Initiation	Preparation	Charter, Program Management Plan
Program Execution	All Work Groups	Updates to Charter, PM Plan, Risk/ Issue/Action Registers, Status Reports and Meeting Actions
Project Initiation & Execution	Preparation	Project Management (e.g. Charters and Project Management Plans) and Project Specific Systems, Data Model/Entity Rules/Mapping, Business Process/Rules Documentation, Business Functional Requirements) deliverables
Project Initiation & Execution	Select & Design	Project Management (e.g. Charters and Project Management Plans) and Project Specific (e.g. Solution /Vendor, DHSMV Technical Design, Implementation Plan) deliverables
Project Initiation & Execution	Implementation Iterations	Project Management (e.g. Charters and Project Management Plans) and Project Specific (e.g. Iterative Implemented Solutions) deliverables

Table 6-2– Program Milestones

Stakeholders

Table 6-3 – Stakeholders identifies the current program stakeholders with a short description of their relationship to the program.

Stakeholders	Function Performed
Citizen	Deliver motorist services
Mobile home manufacturers	License business and inspect manufacturing
Other States & jurisdictions	Provide information on driver and vehicle records received in Florida, receive information on driver and vehicle records received outside of Florida, and information exchange related to law enforcement and homeland security
Car manufacturers	License manufacturers
Rebuilt manufacturers	Inspect rebuilt vehicles and issue rebuilt title if appropriate, allowing vehicle to be sold
Mobile home installers	License installers, inspect installations
Ignition interlock providers	License providers, track program completion and compliance
DUI programs	Approve and monitor DUI programs
Commercial driving schools	Approve applications from owners and instructors
Motorcycle training schools	License and train providers
Researchers	Provide data used for research
Commercial fleet manager / independent owner-operators	Issue CDL, IFTA / IRP
Specialty plate agencies	Assign revenue from sale of specialty tags
Non-profit Organizations	Collect voluntary contributions
Tax Collectors	Issue driver license, title and registration transactions on behalf of the Department
Private tag agencies	Issue title and registration transactions on behalf of the Tax Collector
Car dealers	Licensed by the Department
Commercial data purchasers / entities with MOUs with Department	Receive motorist services information from Department
Other Federal, state and local entities, e.g.: • Florida Department of Revenue • Florida Department of Business and Professional Regulation • Federal DOT/ Motor Carrier Safety Administration and Federal Highway Administration • Social Security Administration	Provides information to, or consumes information from, the Department
Selective Service Administration	Registers people eligible for the draft
Supervisor of Elections	Registers potential voters
Courts	Submit information on sanctions or judgments for Department to enforce
FHP / Law enforcement	Requests information or use DAVID or DAVE to lookup identity information and other information related to maintaining public safety
Pride	Supplies inventory of tags and decals based on inventory levels in FRVIS
Federal Department of Homeland Security	Provides confirmation of identity for foreign nationals
AAMVA	Maintains a clearinghouse of motor vehicle information for member states and interfaces with FRVIS

Stakeholders	Function Performed
IFTA / IRP Inc.	Receives information
Banks & insurance companies	Electronically transmit liens and sends notification

Table 6-3 – Stakeholders

B. Work Breakdown Structure

A complex program such as the Motorist Services Modernization can be made more manageable by breaking it down into individual components in a hierarchical structure known as a work breakdown structure (WBS). The WBS defines at a summary level all work that will take place within the program. It serves as a common framework for planning, scheduling, estimating, budgeting, configuring, monitoring, reporting on, directing, implementing and controlling the entire program/projects.

The High Level Work Breakdown Structure below is a preliminary WBS for the Motorist Services Modernization Program. The WBS will be finalized during the Select & Design Work Group by the Program Manager and the Motorist Modernization Director.

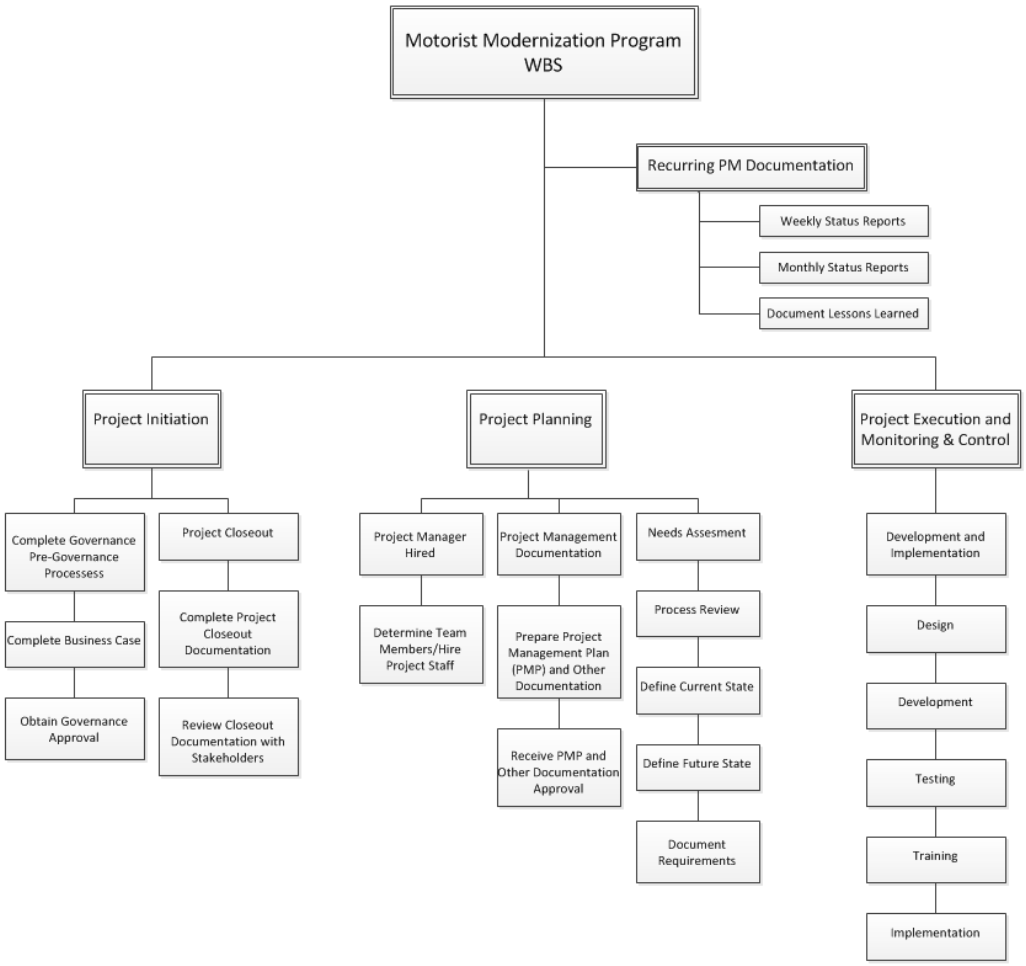

Figure 6-1 – High Level Work Breakdown Structure

C. Resource Loaded Program/Project Schedule

Project Schedule Template - In House Development

ID	WBS	Task Name	% Complete	Duration	Start	Finish	Predecessors	Successors	Resource Names
1	**1**	**Motorist Services Modernization - Phase I**	**0%**	**505 days**	**Mon 7/1/13**	**Fri 6/5/15**			
2									
3	**1.1**	**Project Initiation (Completed Prior to Governance Approval)**	**0%**	**0 days**	**Mon 7/1/13**	**Mon 7/1/13**		**140**	**Program Mgr**
4	1.1.1	Complete Governance Pre-Governance Processes	0%	0 days	Mon 7/1/13	Mon 7/1/13			Program Mgr,MM [
5	1.1.2	Complete Business Case	0%	0 days	Mon 7/1/13	Mon 7/1/13			Program Mgr,MM [
6	1.1.3	Obtain Governance Approval	0%	0 days	Mon 7/1/13	Mon 7/1/13			MM Director,Progr.
7	1.1.4	Document Lessons Learned from Project Initiation phase	0%	0 days	Mon 7/1/13	Mon 7/1/13			Program Mgr,MM [
8									
9	**1.2**	**Project Management Activities**	**0%**	**505 days**	**Mon 7/1/13**	**Fri 6/5/15**			
10	**1.2.1**	**Weekly Status Reports**	**0%**	**505 days**	**Mon 7/1/13**	**Fri 6/5/15**			
112	**1.2.2**	**Monthly Status Reports (Due to Stakeholders)**	**0%**	**501 days**	**Mon 7/1/13**	**Mon 6/1/15**			
137	1.2.3	Update PM Reports/Documents as Needed and Receive Appropriate Approval	0%	0 days	Fri 8/16/13	Fri 8/16/13	168		
138									
139	**1.3**	**Project Planning**	**0%**	**35 days**	**Mon 7/1/13**	**Fri 8/16/13**			
140	1.3.1	Project Manager Hired	0%	6 days	Mon 7/1/13	Mon 7/8/13	3	142,141,170	MM Director,PMO,
141	1.3.2	Determine Team Members/Hire Project Staff	0%	1.25 days	Tue 7/9/13	Wed 7/10/13	140	170	MM Director,SME,I
142	1.3.3	Setup Project Control Book (PCB) folder on Network	0%	1 day	Tue 7/9/13	Tue 7/9/13	140	145,170,162	PM
143	**1.3.4**	**Prepare Project Management Plan (PMP) and other PM Documentation**	**0%**	**28 days**	**Wed 7/10/13**	**Fri 8/16/13**		**170**	
144	**1.3.4.1**	**Develop PMP**	**0%**	**24 days**	**Wed 7/10/13**	**Mon 8/12/13**			
145	1.3.4.1.1	Document Purpose	0%	1.5 days	Wed 7/10/13	Thu 7/11/13	142	146	PM
146	1.3.4.1.2	Program Background	0%	1.5 days	Thu 7/11/13	Fri 7/12/13	145	147	PM
147	1.3.4.1.3	Business Need	0%	1.5 days	Mon 7/15/13	Tue 7/16/13	146	148	PM
148	1.3.4.1.4	Project Description and Scope	0%	1.5 days	Tue 7/16/13	Wed 7/17/13	147	149	PM
149	1.3.4.1.5	Budget Estimate and Schedule Estimate (Spending Plan and Schedule)	0%	1.5 days	Thu 7/18/13	Fri 7/19/13	148	150	PM
150	1.3.4.1.6	Assumptions and Constraints	0%	1.5 days	Fri 7/19/13	Mon 7/22/13	149	151	PM
151	1.3.4.1.7	Project Team, Stakeholders and End Users	0%	1.5 days	Tue 7/23/13	Wed 7/24/13	150	152	PM
152	1.3.4.1.8	Risk Management Plan	0%	1.5 days	Wed 7/24/13	Thu 7/25/13	151	153	PM
153	1.3.4.1.9	Performance Indicators	0%	1.5 days	Fri 7/26/13	Mon 7/29/13	152	154	PM
154	1.3.4.1.10	Quality Assurance Plan	0%	1.5 days	Mon 7/29/13	Tue 7/30/13	153	155	PM
155	1.3.4.1.11	Project Organization	0%	1.5 days	Wed 7/31/13	Thu 8/1/13	154	156	PM
156	1.3.4.1.12	Communication Plan	0%	1.5 days	Thu 8/1/13	Fri 8/2/13	155	157	PM
157	1.3.4.1.13	Change Management Plan	0%	1.5 days	Mon 8/5/13	Tue 8/6/13	156	158	PM
158	1.3.4.1.14	Work Breakdown Structure	0%	1.5 days	Tue 8/6/13	Wed 8/7/13	157	159	PM
159	1.3.4.1.15	Hardware/Software Requirements	0%	1.5 days	Thu 8/8/13	Fri 8/9/13	158	160	PM
160	1.3.4.1.16	Configuration Management Plan	0%	1.5 days	Fri 8/9/13	Mon 8/12/13	159	167	PM
161	**1.3.4.2**	**Production Readiness Strategy**	**0%**	**10 days**	**Wed 7/10/13**	**Tue 7/23/13**			
162	1.3.4.2.1	Production Readiness Strategy 1	0%	2 days	Wed 7/10/13	Thu 7/11/13	142	163	PM
163	1.3.4.2.2	Production Readiness Strategy 2	0%	2 days	Fri 7/12/13	Mon 7/15/13	162	164	PM
164	1.3.4.2.3	Production Readiness Strategy 3	0%	2 days	Tue 7/16/13	Wed 7/17/13	163	165	PM
165	1.3.4.2.4	Production Readiness Strategy 4	0%	2 days	Thu 7/18/13	Fri 7/19/13	164	166	PM
166	1.3.4.2.5	Production Readiness Strategy 5	0%	2 days	Mon 7/22/13	Tue 7/23/13	165	245	PM
167	1.3.4.3	Develop Other PM Documentation	0%	2 days	Tue 8/13/13	Wed 8/14/13	160	168	
168	1.3.4.4	Receive PMP and Other Documentation Approval	0%	2 days	Thu 8/15/13	Fri 8/16/13	167	174,137	Team
169	1.3.5	Document Lessons Learned from Project Planning Phase	0%	1 day	Wed 7/10/13	Wed 7/10/13	142	170	PM
170	1.3.6	Project Planning Phase Complete	0%	0 days	Fri 8/16/13	Fri 8/16/13	169,143,142,141,140		
171									
172	**1.4**	**Project Execution and Monitoring & Control**	**0%**	**474.5 days**	**Mon 7/1/13**	**Fri 4/24/15**			
173	**1.4.1**	**Needs Assessment**	**0%**	**116.25 days**	**Mon 8/19/13**	**Tue 1/28/14**		**269,251**	
174	1.4.1.1	Conduct Kickoff Meeting	0%	0.25 days	Mon 8/19/13	Mon 8/19/13	168	183	PM,Team
175	**1.4.1.2**	**Process Review**	**0%**	**10 days**	**Mon 11/11/13**	**Mon 11/25/13**			
176	**1.4.1.2.1**	**Define Current State**	**0%**	**10 days**	**Mon 11/11/13**	**Mon 11/25/13**	**183,184**		**SME,BA**
177	1.4.1.2.1.1	Capture Rewrite	0%	10 days	Mon 11/11/13	Mon 11/25/13			
178	1.4.1.2.1.2	EFS/ETR Rewrite (Fee Calc)	0%	10 days	Mon 11/11/13	Mon 11/25/13			
179	**1.4.1.3**	**Define Future State**	**0%**	**20 days**	**Mon 11/11/13**	**Mon 12/9/13**	**184**		**SME,BA**

Project Schedule Template - In House Development

ID	WBS	Task Name	% Complete	Duration	Start	Finish	Predecessors	Successors	Resource Names
180	1.4.1.3.1	Capture Rewrite	0%	10 days	Mon 11/25/13	Mon 12/9/13	181		
181	1.4.1.3.2	EFS/ETR Rewrite (Fee Calc)	0%	10 days	Mon 11/11/13	Mon 11/25/13	183	180	
182	**1.4.1.4**	**Document Requirements**	**0%**	**71 days**	**Mon 8/19/13**	**Tue 11/26/13**		**220,210,242**	
183	1.4.1.4.1	Determine Business Requirements	0%	30 days	Mon 8/19/13	Mon 9/30/13	174	184,176,181	SME,BA
184	1.4.1.4.2	Determine System Requirements (including DHSMV standards for systems)	0%	30 days	Mon 9/30/13	Mon 11/11/13	183	176,179,185	SME,BA
185	1.4.1.4.3	User Validation of Requirements	0%	10 days	Mon 11/11/13	Mon 11/25/13	184	186	SME,BA
186	1.4.1.4.4	Approval of Requirements	0%	1 day	Mon 11/25/13	Tue 11/26/13	185	187	Team
187	1.4.1.5	Architecture Review Board - Conduct Requirements Review	0%	5 days	Tue 11/26/13	Tue 12/3/13	186	188	ARB Reviewer
188	1.4.1.6	Update Requirements Based on ARB Results	0%	5 days	Tue 12/3/13	Tue 12/10/13	187		BA
189	**1.4.1.7**	**Purchase Process**	**0%**	**45 days**	**Tue 11/26/13**	**Tue 1/28/14**			
190	1.4.1.7.1	Purchase Software	0%	45 days	Tue 11/26/13	Tue 1/28/14	182		PM,ISM
191	1.4.1.7.2	Purchase Hardware	0%	45 days	Tue 11/26/13	Tue 1/28/14	182		PM,ISM
192	**1.4.2**	**Development and Implementation**	**0%**	**473.5 days**	**Mon 7/1/13**	**Thu 4/23/15**		**269**	
193	**1.4.2.1**	**Design**	**0%**	**90 days**	**Tue 11/26/13**	**Tue 4/1/14**		**226,227,228**	
194	1.4.2.1.1	Determine Design	0%	30 days	Tue 11/26/13	Tue 1/7/14	182	195	BA,SME
195	1.4.2.1.2	Design Prototype	0%	15 days	Tue 1/7/14	Tue 1/28/14	194	196	BA,SME,Develope
196	1.4.2.1.3	Document Data Dictionary	0%	15 days	Tue 1/28/14	Tue 2/18/14	195	197	DBA
197	1.4.2.1.4	Design the Database	0%	15 days	Tue 2/18/14	Tue 3/11/14	196	198	DBA
198	1.4.2.1.5	Documentation of the Design & Database	0%	10 days	Tue 3/11/14	Tue 3/25/14	197	199	DBA,Developer
199	1.4.2.1.6	Review and Acceptance of the Design	0%	5 days	Tue 3/25/14	Tue 4/1/14	198	200	Team
200	1.4.2.2	Architecture Review Board - Conduct Design Review	0%	5 days	Tue 4/1/14	Tue 4/8/14	199	201	ARB Reviewer
201	1.4.2.3	Update Based on ARB Results	0%	5 days	Tue 4/8/14	Tue 4/15/14	200		DBA,Developer,BA
202	**1.4.2.4**	**Hardware/Software Installation**	**0%**	**20 days**	**Tue 4/1/14**	**Tue 4/29/14**		**211,253,213**	
203	1.4.2.4.1	Installation/Setup of the Development Environment	0%	5 days	Tue 4/1/14	Tue 4/8/14	193	204	Data Architect,DBA
204	1.4.2.4.2	Installation/Setup of the Test Environment	0%	5 days	Tue 4/8/14	Tue 4/15/14	203	205	Data Architect,DBA
205	1.4.2.4.3	Installation/Setup of the Production Environment	0%	5 days	Tue 4/15/14	Tue 4/22/14	204	206	Data Architect,DBA
206	1.4.2.4.4	Documentation of the HW/SW Installation	0%	5 days	Tue 4/22/14	Tue 4/29/14	205	207	Data Architect,DBA
207	1.4.2.5	Architecture Review Board - Conduct IT Security and IS Review	0%	5 days	Tue 4/29/14	Tue 5/6/14	206	208	ARB Reviewer
208	1.4.2.6	Update Based on ARB Results	0%	5 days	Tue 5/6/14	Tue 5/13/14	207		Data Architect,DBA
209	**1.4.2.7**	**Development**	**0%**	**295 days**	**Tue 11/26/13**	**Tue 1/13/15**		**225,226,228**	
210	1.4.2.7.1	Developer Validation of Requirements	0%	3 days	Tue 11/26/13	Fri 11/29/13	182		Developer
211	1.4.2.7.2	Construct the Code	0%	90 days	Tue 4/29/14	Tue 9/2/14	202	212,216,252	Developer
212	1.4.2.7.3	Document Code	0%	90 days	Tue 9/2/14	Tue 1/6/15	211		Developer
213	1.4.2.7.4	Develop Database	0%	90 days	Tue 4/29/14	Tue 9/2/14	202	214,216	DBA
214	1.4.2.7.5	Document Database	0%	90 days	Tue 9/2/14	Tue 1/6/15	213	215	DBA
215	1.4.2.7.6	Documentation of the Development (Code, Database, etc.)	0%	5 days	Tue 1/6/15	Tue 1/13/15	214	216	Developer,DBA
216	1.4.2.8	Architecture Review Board - Conduct Code and Database Review	0%	5 days	Tue 1/13/15	Tue 1/20/15	211,213,215	217	ARB Reviewer
217	1.4.2.9	Update Based on ARB Results	0%	5 days	Tue 1/20/15	Tue 1/27/15	216		DBA,Developer
218	**1.4.2.10**	**Testing**	**0%**	**300 days**	**Tue 11/26/13**	**Tue 1/20/15**		**253,238**	
219	**1.4.2.10.1**	**Document Test Plan**	**0%**	**10 days**	**Tue 11/26/13**	**Tue 12/10/13**		**226,227,228**	
220	1.4.2.10.1.1	Document Test Cases	0%	5 days	Tue 11/26/13	Tue 12/3/13	182	221,229	Tester
221	1.4.2.10.1.2	Document Test Scripts	0%	5 days	Tue 12/3/13	Tue 12/10/13	220	222,229	Tester
222	1.4.2.10.2	Conduct Functional Testing	0%	5 days	Tue 1/13/15	Tue 1/20/15	209,193,221		Tester,SME
223	**1.4.2.10.3**	**Conduct System Testing**	**0%**	**5 days**	**Tue 1/13/15**	**Tue 1/20/15**			
224	1.4.2.10.3.1	Conduct Stress Testing	0%	5 days	Tue 1/13/15	Tue 1/20/15	219,209,193		Tester
225	1.4.2.10.3.2	Conduct Performance Testing	0%	5 days	Tue 1/13/15	Tue 1/20/15	219,209,193		Tester,SME
226	1.4.2.10.3.3	Conduct Disaster Recovery Testing	0%	5 days	Tue 1/13/15	Tue 1/20/15	219,209,193		Tester,SME
227	1.4.2.10.4	Conduct Integration Testing	0%	5 days	Tue 1/13/15	Tue 1/20/15	209,219,193		Tester,SME
228	**1.4.2.10.5**	**Conduct Acceptance Testing**	**0%**	**5 days**	**Tue 1/13/15**	**Tue 1/20/15**	**219,209,193**		**Team**
229	1.4.2.10.5.1	Architecture Review Board - Conduct Testing Review	0%	5 days	Tue 1/13/15	Tue 1/20/15	220,221	230	ARB Reviewer
230	1.4.2.10.5.2	Update Based on ARB Results	0%	0 days	Tue 1/20/15	Tue 1/20/15	229	231	Tester
231	1.4.2.10.5.3	Testing Complete	0%	0 days	Tue 1/20/15	Tue 1/20/15	230		
232	**1.4.2.11**	**Training**	**0%**	**401.25 days**	**Mon 7/1/13**	**Tue 1/13/15**			

Project Schedule Template - In House Development

ID	WBS	Task Name	% Complete	Duration	Start	Finish	Predecessors	Successors	Resource Names
233	1.4.2.11.1	Document Training Plan	0%	10 days	Tue 11/25/14	Tue 12/9/14	211FS+60 days	234	Trainer
234	1.4.2.11.2	Write Training Manual/Web Training	0%	15 days	Tue 12/9/14	Tue 12/30/14	233	235	Trainer
235	1.4.2.11.3	Conduct Training/Provide Training	0%	5 days	Tue 12/30/14	Tue 1/6/15	234	236,253	Trainer
236	1.4.2.11.4	Update Training Plan and Manual	0%	5 days	Tue 1/6/15	Tue 1/13/15	235	238	Trainer
237	**1.4.2.11.5**	**Architecture Review Board - Final Review (there should have been rev**	0%	**16 days**	**Tue 1/20/15**	**Wed 2/11/15**		**244**	
238	1.4.2.11.5.1	Submit ARB Request	0%	1 day	Tue 1/20/15	Wed 1/21/15	241,218,236	239	PM
239	1.4.2.11.5.2	Architecture Review Board - Conduct Final Review	0%	10 days	Wed 1/21/15	Wed 2/4/15	238	240	ARB Reviewer
240	1.4.2.11.5.3	Update Based on ARB Results	0%	5 days	Wed 2/4/15	Wed 2/11/15	239		Team
241	**1.4.2.12**	**Policies and Procedures**	0%	**11 days**	**Tue 4/1/14**	**Wed 4/16/14**		**238**	
242	1.4.2.12.1	Document Policies and Procedures	0%	10 days	Tue 4/1/14	Tue 4/15/14	193,182	243	SME
243	1.4.2.12.2	Review and Acceptance of Policies and Procedures	0%	1 day	Tue 4/15/14	Wed 4/16/14	242		SME
244	**1.4.2.13**	**Finalize Production Readiness Strategy and obtain acceptance from relev**	0%	**21 days**	**Wed 2/11/15**	**Thu 3/12/15**	**237**	**255**	
245	1.4.2.13.1	Prepare Final Draft of Production Readiness Strategy	0%	5 days	Wed 2/11/15	Wed 2/18/15	166	246	PM
246	1.4.2.13.2	Submit to PMO for review	0%	1 day	Wed 2/18/15	Thu 2/19/15	245	247	PM
247	1.4.2.13.3	PMO review and feedback	0%	5 days	Thu 2/19/15	Thu 2/26/15	246	248	PMO
248	1.4.2.13.4	Update based on PMO feedback	0%	5 days	Thu 2/26/15	Thu 3/5/15	247	249	PM
249	1.4.2.13.5	Route for acceptance	0%	5 days	Thu 3/5/15	Thu 3/12/15	248	255	PM
250	**1.4.2.14**	**Implementation**	0%	**322.25 days**	**Tue 1/28/14**	**Thu 4/23/15**			
251	1.4.2.14.1	Determine Pilot Site	0%	1 day	Tue 1/28/14	Wed 1/29/14	173		SME,PM
252	1.4.2.14.2	Conduct Data Conversion - Pilot	0%	7 days	Tue 9/2/14	Thu 9/11/14	211		DBA
253	1.4.2.14.3	Pilot the System	0%	14 days	Tue 1/20/15	Mon 2/9/15	193,202,209,218,235	4FS-20 days	PM
254	1.4.2.14.4	Document Lessons Learned - Pilot	0%	2 days	Mon 2/9/15	Wed 2/11/15	253	255	PM
255	1.4.2.14.5	Decision Point - Move to Production (Roll out)	0%	0 days	Thu 3/12/15	Thu 3/12/15	254,244,249	256	SME
256	1.4.2.14.6	Submit Request to Production Control	0%	0.5 days	Thu 3/12/15	Thu 3/12/15	255	257	PM
257	1.4.2.14.7	Production Control Meeting/Approval	0%	0.5 days	Thu 3/12/15	Fri 3/13/15	256	258	PM
258	1.4.2.14.8	Data Conversion	0%	5 days	Fri 3/13/15	Fri 3/20/15	257	259	DBA
259	1.4.2.14.9	Move into Production/Go-Live	0%	1 day	Fri 3/20/15	Mon 3/23/15	258	260	Team,ISA
260	1.4.2.14.10	Stabilization Period for Production (Bug Fixes)	0%	14 days	Mon 3/23/15	Fri 4/10/15	259	261	Team
261	1.4.2.14.11	Document Lessons Learned - Production	0%	1 day	Fri 4/10/15	Mon 4/13/15	260	262	PM
262	**1.4.2.14.12**	**Implementation Complete**	0%	**8.25 days**	**Mon 4/13/15**	**Thu 4/23/15**	**261**		
263	**1.4.2.14.12.1**	**ISA Security Scan (Must be completed prior to move to production)**	0%	**8.25 days**	**Mon 4/13/15**	**Thu 4/23/15**			
264	1.4.2.14.12.1	Submit CSC Ticket for IT Security Scan	0%	1 hr	Mon 4/13/15	Mon 4/13/15	253FS-20 days	265	PM
265	1.4.2.14.12.1	Receive IT Security Scan Results	0%	5 days	Mon 4/13/15	Mon 4/20/15	264	266	PM
266	1.4.2.14.12.1	Make Necessary Changes	0%	3 days	Mon 4/20/15	Thu 4/23/15	265	267	PM
267	1.4.2.14.12.1	Submit TAC Ticket for Security Scan (Repeat steps until approved)	0%	1 hr	Thu 4/23/15	Thu 4/23/15	266	268	PM
268	1.4.2.14.12.1	Receive Security Scan Approval	0%	0 days	Thu 4/23/15	Thu 4/23/15	267		PM
269	1.4.3	Document Lessons Learned from Project Execution phase	0%	1 day	Thu 4/23/15	Fri 4/24/15	192,173	270	PM
270	1.4.4	Project Execution and Monitoring & Control Phase Complete	0%	0 days	Fri 4/24/15	Fri 4/24/15	269	284,274	
271									
272	**1.5**	**Project Closeout**	0%	**28.5 days**	**Fri 4/24/15**	**Wed 6/3/15**			
273	**1.5.1**	**Complete Project Closeout Documentation (submit to PMO 30 days prior to p**	0%	**10 days**	**Fri 4/24/15**	**Fri 5/8/15**		**283,277**	
274	1.5.1.1	Document Project Closure Summary	0%	10 days	Fri 4/24/15	Fri 5/8/15	270	275	PM
275	1.5.2	Review Closeout Documentation with Stakeholders	0%	1 day	Fri 5/8/15	Mon 5/11/15	274		PM
276	**1.5.3**	**PMO Closeout Review**	0%	**17 days**	**Fri 5/8/15**	**Tue 6/2/15**		**283,280**	
277	1.5.3.1	Conduct PMO Closeout Review	0%	10 days	Fri 5/8/15	Fri 5/22/15	273	278	PMO
278	1.5.3.2	Update Based on PMO Closeout Review	0%	5 days	Fri 5/22/15	Fri 5/29/15	277	279	PM
279	1.5.3.3	Receive Acceptance and Signature on Closeout Documentation	0%	2 days	Fri 5/29/15	Tue 6/2/15	278		PM,Team,PMO
280	1.5.4	Archive all Project Documentation, Artifacts, Records, etc.	0%	0.5 days	Tue 6/2/15	Tue 6/2/15	276	281,283	PM
281	1.5.5	Complete all Administrative Closeout Tasks	0%	0.5 days	Wed 6/3/15	Wed 6/3/15	280	282,283	PM
282	1.5.6	Close Project Request in Project Portfolio Tool (Daptiv)	0%	0.5 days	Wed 6/3/15	Wed 6/3/15	281	283	PM
283	1.5.7	Project Closeout Phase Complete	0%	0 days	Wed 6/3/15	Wed 6/3/15	282,281,280,276,273	284	PM
284	**1.6**	**Project Complete**	0%	**0 days**	**Wed 6/3/15**	**Wed 6/3/15**	**270,283**		

D. Program/Project Budget

The program budgets for FY 2013-14 and FY 2014-15, Figures 6-4 and 6-5, were developed using department estimating techniques. These budgets do not include existing staff.

Project Costs for Motorist Modernization

Produced October, 2012 For DHSMV By ISA FY 2013-14

PROJECT BUDGET WORKSHEET 1 (Captures All Major Direct & Indirect Costs associated with Development, Implementation, and Transition)

Project Cost \ Quarter	Jul-Sep Planned	Jul-Sep Actual	Oct-Dec Planned	Oct-Dec Actual	Jan-March Planned	Jan-March Actual	April-June Planned	April-June Actual	Budget to Date	Actual to Date	Variance to Date
State Staff											
# FTEs	$196,760.25	$0.00	$196,760.25	$0.00	$196,760.25	$0.00	$196,760.25	$0.00	$787,041	$0	$787,041
Subcontractors											
# FTEs -23	$799,062.50	$0.00	$799,062.50	$0.00	$875,187.50	$0.00	$875,187.50	$0.00	$3,348,500	$0	$3,348,500
Hardware											
PCs/Laptop	$27,500.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$27,500	$0	$27,500
Item 2	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Software											
License	$115,500.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$115,500	$0	$115,500
Recurring Soft Costs	$3,000.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,000	$0	$3,000
Misc Equipment											
Item 1	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Item 2	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Other Costs											
ECM Plan	$75,000.00	$0.00	$275,000.00	$0.00	$150,000.00	$0.00	$0.00	$0.00	$500,000	$0	$500,000
ECM Prep	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$200,000.00	$0.00	$200,000	$0	$200,000
Total Costs	**$1,216,823**	**$0**	**$1,270,823**	**$0**	**$1,221,948**	**$0**	**$1,271,948**	**$0**	$4,981,541	$0	$4,981,541
Progress Payments									$0	$0	$0

Figure 6-4 – Program Budget FY 2013-14

Project Costs for Motorist Modernization

Produced October, 2012 For DHSMV By ISA FY 2014-15

PROJECT BUDGET WORKSHEET 1 (Captures All Major Direct & Indirect Costs associated with Development, Implementation, and Transition)

Quarter / Project Cost	Jul-Sep Planned	Jul-Sep Actual	Oct-Dec Planned	Oct-Dec Actual	Jan-March Planned	Jan-March Actual	April-June Planned	April-June Actual	Budget to Date	Actual to Date	Variance to Date
State Staff											
# FTEs	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Subcontractors											
# FTEs – 16	$579,625.00	$0.00	$579,625.00	$0.00	$263,500.00	$0.00	$263,500.00	$0.00	$1,686,250	$0	$1,686,250
Hardware											
PCs/Laptop	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Item 2	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Software											
License	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Recurring Soft Costs	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Misc Equipment											
Item 1	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Item 2	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Other Costs											
ECM Plan	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Item 2	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0	$0	$0
Total Costs	**$579,625**	**$0**	**$579,625**	**$0**	**$263,500**	**$0**	**$263,500**	**$0**	$1,686,250	$0	$1,686,250
Progress Payments									$0	$0	$0

Figure 6-5 – Program Budget FY 2014-15

E. Program/Project Organization

Figure 6 - 6 - Program Organization shows the proposed program organization and the relationship between its components.

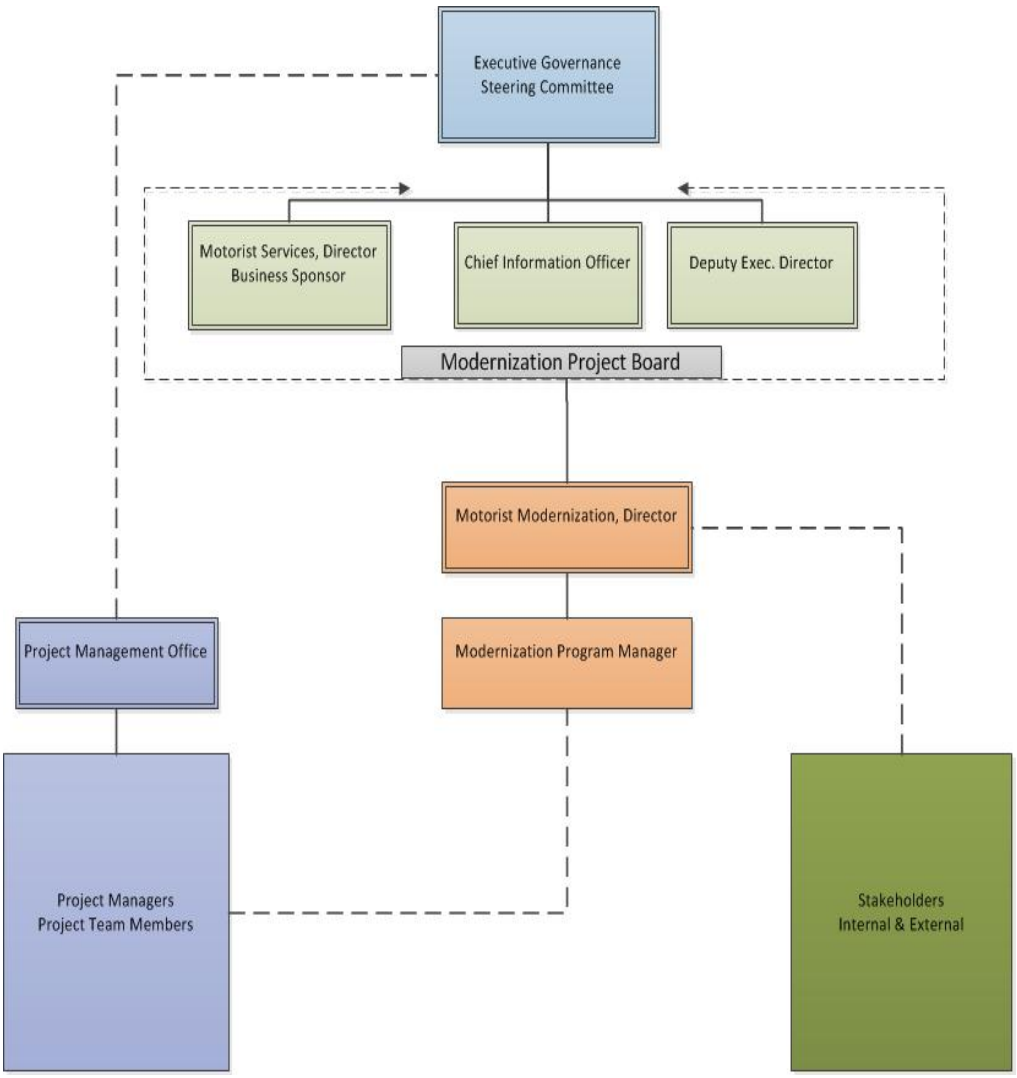

Figure 6-6 – Program Organization

Table 6-3 – Program/Project Roles identifies the program/project team roles within the program organization and a summary of their responsibilities.

Role	Responsibility
Executive Governance Steering Committee	• Sets overall strategic scope and direction. • Reviews program risks, issues and exceptions • Provides general program oversight.
Project Board	• Sets tactical scope and direction • Provides executive oversight • Provides specific program/project oversight.

Role	Responsibility
	• Influences interaction with stakeholders • Accepts major program/project deliverables • Final arbiter of project issues
Motorist Modernization, Director	• Serves as the Director of the Office of Motorist Modernization • Has overall responsibility for the successful development and implementation of the Motorist Modernization Initiative • Oversees the development and implementation of Motorist Modernization Projects • Reports Directly to the Chief Information Officer • Liaison with the project business sponsor for business resources and day-to-day activities • Reports to Modernization Project Board
Project Management Office	• Provides program/project management tools, techniques, and process models • Provides program and project assistance as requested • Acts as a program and project advisor to the program sponsors
Modernization Program Manager	• Documents program charter (objective/scope/etc.) • Develops program management plans. • Consolidates project plans into program plan. • Reports program status. • Maintains program financials. • Manages integrated program change control. • Manages program risks, issues and actions. • Facilitates team communication. • Liaison with Project Management Office and works with Project Managers • Reports to Motorist Modernization Director
Stakeholders	• Acts as a business or technical advocate. • Speaks to the strategic business interests. • Provides a perspective of current and future business or technical requirements. • Communicates project information to their constituent communities. • Performs user acceptance testing.
Project Manager	• Documents project charter (objective/scope/etc.) • Develops project management plans. • Monitors project progress. • Reports project status. • Maintains project financials. • Manages project change control. • Manages project risks, issues and actions. • Facilitates team communication.
Project Team Members	• Performs business or technical activities as documented in the project plan. • Reports business or technical activity completion status.

Table 6-3 – Program/Project Roles

F. Program/Project Quality Control

Quality can be defined as meeting or exceeding the customer's expectations. Program quality management ensures the program activities and deliverables meet customer requirements.

Three processes are associated with program quality management:

- Quality Planning – Identifies the quality standards which are relevant to the program deliverables and how they will be achieved. The program charter, program management plans (resource, schedule, budget, change control, etc.), development standards, testing management plans, contract management etc. are key inputs. The Quality Plan will be developed during the Preparation Work Group – Program Organization and Governance Project.
- Quality Assurance – Execution of quality activities during the program to ensure variances in processes are clearly identified and assessed. Examples of these activities are process analysis, reviews and audits. Independent verification and validation is a component of quality assurance and will be discussed in Section G. External Project Oversight.
- Quality Control – Monitoring program activities and deliverables to determine if they comply with the program's quality standards. Monitoring during the program may take the form of self-reviews, peer reviews, structured testing or status meetings.

In summary, quality management is incorporated into the program.

G. External Program/Project Oversight

During this phase of Motorist Modernization, the Department will be working to complete small short term projects, the department recommends not obtaining IV and V services. However when the larger phases of Motorist Modernization are funded and underway, as part of our request we will include funding for IV&V services. The Department Executive staff will work closely with the Office of Policy & Budget and Legislative staff to communicate project status.

H. Risk Management

The purpose of risk management is to identify, assess, and prioritize those risk factors which may negatively affect the program. Strategies can then be employed to minimize, monitor and control the probability and/or impact of the negative risk factors. A Risk Management Plan will be developed to provide guidance and formalize the program risk policies, procedures, processes, activity schedule, tools and templates. The Risk Management plan is develop by the Office of Motorist Modernization and approved by the Modernization Project Board and updated as appropriate. Risk management reviews should be conducted monthly over the duration of the program to update the negative risk factors.

Once a risk factor is identified, the impact on the program is determined, the probability of occurrence is estimated, and the Department's tolerance level is documented. A risk strategy with appropriate corresponding actions can then be applied to manage the risk factor. Risk strategies include:

- Acceptance – the risk factor is unavoidable, continue the program, and monitor for the occurrence of the risk.
- Avoidance – the risk factor is avoidable and eliminates the cause or probability of the risk.

- Mitigation – the risk factor is unavoidable, continue the program, implement actions to provide for early detection, and implement actions to lessen the impact.
- Transference – the risk factor is unavoidable, continue the program, and share with, or give to, another party the risk factor to manage.

Table 6-4 – Risk Factors is an initial list of program risk factors.

Risk Description - Impact	**Probability of Occurrence** (high, medium, low)	**Tolerance Level** (high, medium, low)	**Risk Strategy** (accept, avoid, mitigate, transfer)	**Assigned Owner**
Strategic (Medium Risk)				
1. All of the project business /program area requirements, assumptions, constraints and priorities have not been identified.	High	Medium	Mitigate • Stakeholders and program areas will be consulted and requirement, assumptions, constraints and priorities will be identified	TBD
2. The program will have extensive external visibility – Service and functionality issues may lead to negative publicity.	High	Low	Avoid • Involve stakeholders early on in the project • Solicit feedback and participation from stakeholders during design and acceptance testing	TBD
Organizational (Medium Risk)				
3. Some business processes will change to align with organizational and technology changes – some users may be reluctant to these changes	High	Low	Mitigate • A clear vision of the project objectives will be defined and communicated to all stakeholders by executive leadership and the Office of Motorist Modernization. • The Organizational Change Management Plan will address mitigation strategies associated with expected changes as identified. • Project communication will be actively monitored and controlled. • Any training needs will be defined and documented	TBD
4. Business process and technology changes will affect other local/state/federal agencies and private partners – Failure to plan for and communicate these changes could result in implementation delays and negative publicity.	Medium	Low	Mitigate • A clear vision of the project objectives will be defined and communicated to all stakeholders by executive leadership and the Office of Motorist Modernization.	TBD

Risk Description - Impact	**Probability of Occurrence** (high, medium, low)	**Tolerance Level** (high, medium, low)	**Risk Strategy** (accept, avoid, mitigate, transfer)	**Assigned Owner**
			• Project communication will be actively monitored and controlled. • Any training needs will be defined and documented	
Communication (Medium Risk)				
5. Internal and external communication channels have not yet been established – Lack of effective program communication will erode support.	Low	Low	Avoid • Communication channels have been identified but not yet documented in the communication plan	TBD
Fiscal (Medium Risk)				
6. All project expenditures have not been identified. Cost estimates have been developed before detail business requirements – Unanticipated requirements may increase the cost and time estimates.	Medium	Low	Accept • Implement stringent change control and scope management. • Engage in thorough requirements gathering to finalize cost estimates.	TBD
Program Organization (High Risk)				
7. All of staff roles, responsibilities and skills have not been identified. – Lack clearly defined roles and responsibilities could contribute to program failure.	Medium	Low	Mitigate • Program Manager will work with the Director of Office of Motorist Modernization to fully define all team roles prior to the start of the project.	Program Manager
8. Moderate IT personnel is expected during this project – Inability to retain skilled personnel could impact the project timeline.	High	Medium	Accept and Monitor	
9. Qualified project management team members will not be dedicated to the project full time- may elongate timelines, increase costs or contribute to program failure.	Medium	High	Mitigate • Project Managers and Business Analysts will be as flexible as possible when scheduling JAD sessions or meeting to review User Stories. • All project meetings will have clear and documented objectives	TBD

Risk Description - Impact	**Probability of Occurrence** (high, medium, low)	**Tolerance Level** (high, medium, low)	**Risk Strategy** (accept, avoid, mitigate, transfer)	**Assigned Owner**
			• Adequate time will be provided for the review and approval of project deliverable	
10. All stakeholders are not represented on the Modernization Project Board-	High	High	Accept and Monitor	TBD
Program/Project Management (Medium Risk)				
11. Lack of fully defined and documented requirements may elongate timelines, increase costs or contribute to program/project failure.	Medium	Medium	Mitigate • Stakeholders will be consulted and requirements documented and define	TBD
12. Lack of fully developed design spec may elongate timelines, increase costs or contribute to program/project failure. This could result in negative publicity	Medium	Medium	Mitigate • Stakeholders will be consulted and design spec will be clearly documented and define	TBD
Complexity (High Risk)				
13. Stakeholder geographical, cultural and organizational differences will make communication difficult – The differences may cause missed requirements or unreasonable expectations.	High	Medium	Mitigate • Ensure communication plan addresses statewide communications • Ensure remote participation by employing collaborative tools such as video-conferencing and conference calls	TBD
14. Several external entities could be impacted by this project – failure to communicate could result in delays and negative publicity	High	Medium	Mitigate • Ensure communication plan addresses statewide communications • Emphasis early and frequent communication	TBD

Table 6-4 – Risk Factors

I. Organizational Change Management

The goal of change is to improve the organization by altering what and/or how work is done. The modernization of the Motorist Services technology environment will affect business processes, skill sets, roles and responsibilities. Two types of change activities are integral to the success of the program.

- Organizational change management outlines the activities necessary to ensure staff participation in process development and improvement, skill set changes and technology acceptance. Examples of these activities are the communication of program goals and benefits; documentation and communication of solution vendor/Department roles/responsibilities; development and communication of new process maps/roles; development and communication of a skills gap analysis; and the development and communication of a training plan.
- Program change control is the set of activities and templates used to request and manage changes to accepted program scope, timelines, deliverables and/or costs. This will facilitate communication about requested changes among the stakeholders of the project, provide a common process for resolving requested changes, and reduce the uncertainty around the existence, state, and outcome of a requested change.

An organizational change management plan and a program change control process will be developed and communicated during the Preparation Work Group – Program Organization and Governance Project.

J. Program/Project Communication

Program communication is the exchange of program-specific information with the emphasis on creating understanding between the sender and the receiver. Effective communication is one of the most important factors contributing to the success of a program.

Three clear communication channels will be established during the Preparation Work Group – Program Organization and Governance Project. They include:

- Upward channel with senior executives and steering committee to highlight issues, risks and scope exceptions.
- Lateral channel with sponsor(s), stakeholders, and other agency management involving requirements, resources, budgets and time allocations.
- Downward channel with the project team highlighting processes, activities, dates, status and general team briefings.

A communication plan describes how program communication events will occur across the channels described above. The events themselves may be periodic or one-time in nature. Table 6-5 – Communication Plan is an initial plan that will be enlarged in the Preparation Work Group – Program Organization and Governance Project.

What	Who	Owner	Purpose	Frequency	Type
Program Plan (Integrated Project Plans)	Key stakeholders	Program Manager	Update stakeholders and project teams on program progress, dependencies and milestones.	Bi-Weekly	Document distributed via hardcopy or electronically.
Executive Leadership Status Report	All stakeholders	Motorist Modernization Director	Update stakeholders on progress of the project.	Monthly	Distribute electronically and post on project repository
Executive Governance Committee Status Report	Governance Board	Program Manager Motorist Modernization, Director	Update stakeholders on progress of the project and make them aware of conflicts with other governance approved projects	Quarterly	Distribute electronically and post on project repository
Modernization Project Board Meeting	Project Steering Committee,	Motorist Modernization, Director	Update Modernization Project Board on status and discuss critical issues. Approve changes to Program Plan.	Monthly	Meeting
Executive Sponsor Meeting	Sponsor	Program Manager	Update executive sponsor(s) on status; discuss critical issues and risks; and review changes to Program Plan.	Bi-Weekly	Meeting
Program Workbook	Program and project teams.	Project Managers Program Manager	To monitor and track project specific milestone status, issues, actions, decisions and risks, assumptions, constraints and scope tracking	Weekly	Distribute electronically and post on project repository
Team Meetings	Entire project team. Individual meetings for sub-teams, technical team, and functional teams as appropriate.	Project Managers Program Manager	To review detailed plans (tasks, assignments, issues, and action items).	Regularly Scheduled	Meeting Template
Project Repository	ALL project team members.	Project Managers	Central location to house status reports, meeting minutes, project description, and Project Initiation Plan. For any shared communication.	Regularly Scheduled	SharePoint

What	Who	Owner	Purpose	Frequency	Type
Periodic Demos and Presentations	Focus on specific groups	Project Managers Program Manager Motorist Modernization Director	To gain inputs and approvals from special groups and keep them abreast of the project's status.	As needed	Presentation/ Discussion
Other…	To be determined by the project team	Project Members	General communications	As needed	Email lists, announcements, etc.

Table 6-5– Communication Plan

K. Special Authorization Requirements

There are no special authorization requirements for the Motorist Services Modernization Program.

SCHEDULE VI: DETAIL OF DEBT SERVICE

Department: Highway Safety and Motor Vehicles **Budget Period 2013-14**

Budget Entity:

(1) SECTION I		(2) ACTUAL FY 2010-11	(3) ESTIMATED FY 2011-12	(4) REQUEST FY 2012-13
Interest on Debt	(A)			
Principal	(B)			
Repayment of Loans	(C)			
Fiscal Agent or Other Fees	(D)			
Other Debt Service	(E)			
Total Debt Service	**(F)**			

Explanation: The Department does not have any debt service payments.

SECTION II

ISSUE:

(1) INTEREST RATE	(2) MATURITY DATE	(3) ISSUE AMOUNT	(4) JUNE 30, 20___	(5) JUNE 30, 20___

(6)		(7) ACTUAL FY 2010-11	(8) ESTIMATED FY 2011-12	(9) REQUEST FY 2012-13
Interest on Debt	(G)			
Principal	(H)			
Fiscal Agent or Other Fees	(I)			
Other	(J)			
Total Debt Service	**(K)**			

ISSUE:

INTEREST RATE	MATURITY DATE	ISSUE AMOUNT	JUNE 30, 20___	JUNE 30, 20___

		ACTUAL FY 2009-10	ESTIMATED FY 2010-11	REQUEST FY 2011-12
Interest on Debt	(G)			
Principal	(H)			
Fiscal Agent or Other Fees	(I)			
Other	(J)			
Total Debt Service	**(K)**			

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS **Budget Period: 2013-2014**

Department: Highway Safety and Motor Vehicles **Chief Internal Auditor:** Julie M. Leftheris

Budget Entity: 76000000 **Phone Number:** 850-617-3104

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
201011-12	12/31/2011	Motorist Services	The uninsured motorist rate is not calculated in accordance with guidance provided by AAMVA. We recommended the Financial Responsibility section consider using stage one of the Database Method or one of the other approved AAMVA methods to calculate the uninsured motorist rate. Insurance database issues should be shared with the system development team to be included in the system redesign.	The department recently began a project (FR Redesign) to create new electronic processes for the electronic reporting of insurance to the department by the insurance companies, for more efficient and expanded insurance verifications, and for the notification to drivers who do not comply with the Financial Responsibility Law and Florida Motor Vehicle No-Fault Law. We intend to address the best way to incorporate all 3 stages of the Database Method for calculating the uninsured motorist rate in our FR Redesign.	

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS **Budget Period: 2013-2014**

Department: Highway Safety and Motor Vehicles **Chief Internal Auditor:** Julie M. Leftheris

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(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
			A significant percentage of insurance verification requests are not returned from insurance companies within the statutorily required 20 days. The Financial Responsibility section does not adequately communicate with these companies to ensure compliance with the requests nor does it report these companies to the Department of Financial Services, Division of Insurance, for non-compliance. We recommended the Financial Responsibility section establish and document a process for communicating with insurance companies that do not respond within 20 days of the insurance verification request and consider reporting these companies to the Department of Financial Services, Division of Insurance, for non-compliance.	We will propose legislation to mandate a definitive response timeframe. We will address ways to handle this issue via our FR Redesign, by, for example, providing companies with a method to access reports indicating which policies have not yet been verified and the date of the original request. If we are successful in obtaining a legislatively mandated timeframe, we will automatically generate a report for Department of Financial Services, Office of Insurance Regulations, on all insurers not reporting timely. This is expected to be completed by June 2013.	
			The insurance verification process allows for delays in suspending uninsured motorists. We recommended the Financial Responsibility section document the circumstances where the insurance verification process allows for delays in suspending uninsured motorists. This documentation should be shared with the system development team to ensure these issues are addressed in the system redesign.	We have proposed legislation that would change the 30 day time period to 20 days, thus making the time periods consistent. The FR redesign should also assist us in fixing data variations and closing any delays we are currently experiencing. This is expected to be completed by June 2013.	

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS **Budget Period: 2013-2014**

Department: Highway Safety and Motor Vehicles **Chief Internal Auditor:** Julie M. Leftheris

Budget Entity: 76000000 **Phone Number:** 850-617-3104

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
			The Florida Driver License Information System (FDLIS) system allows suspensions for No Proof of Insurance citations to be improperly cleared. We recommended the Financial Responsibility section document the circumstances where the FDLIS system allows for improper clearing of citations for failure to show proof of insurance. This documentation should be shared with the system development team to ensure these issues are addressed in the system redesign.	This issue was corrected in April/May 2011. The FR Redesign will implement a more accurate and efficient way to enforce suspensions for No Proof of Insurance. This is expected to be completed by June 2013.	
			The insurance verification process allows original registrations to be processed without verification of insurance. We recommended the Financial Responsibility section document the circumstances where the insurance verification process allows for uninsured motorists to be undetected for original registrations. This documentation should be shared with the system development team to ensure these issues are addressed in the system redesign.	The FR Redesign will capture insurance data on original registrations and confirm a valid policy with the insurance company within 30 days of registration. This is expected to be completed by June 2013.	
			The Financial Responsibility section does not currently verify insurance for a significant percentage of commercial motor vehicles with commercial insurance policies. We recommended the Financial Responsibility section implement insurance verification for all commercial motor vehicles.	The FR Redesign should be written to include capturing insurance data on commercial motor vehicles and confirming a valid policy with the insurance company for a specific date and proper level of commercial insurance. This is expected to be completed by June 2013.	

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS **Budget Period: 2013-2014**

Department: Highway Safety and Motor Vehicles **Chief Internal Auditor:** Julie M. Leftheris

Budget Entity: 76000000 **Phone Number:** 850-617-3104

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
			The Financial Responsibility section does not currently verify insurance for a significant percentage of fleet motor vehicles. We recommended the Financial Responsibility section implement insurance verification for all fleet motor vehicles.	The FR Redesign will be written to capture insurance data on fleet vehicles and confirm a valid policy with the insurance company for a specific date and proper level of insurance.	
201011-14	12/31/2011	Informations Systems	The department does not have complete documentation of the actions necessary to prepare for and react to major system failures resulting from natural or man-made disasters. A Disaster Recovery Plan is needed to adequately document the steps to be executed to resume critical functions in the event of a disaster. We recommended the Division of Information Systems Administration develop a Disaster Recovery Plan to complement the Continuity of Operations Plan.	Expected completion date for this operational need is July 1, 2013. Key contributing factors and partners in meeting this operational need are the Northwood Shared Resourse Center, DSM Technology datacenter facility and that future infrastructure funding remains consistent.	

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS **Budget Period: 2013-2014**

Department: Highway Safety and Motor Vehicles **Chief Internal Auditor:** Julie M. Leftheris

Budget Entity: 76000000 **Phone Number:** 850-617-3104

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
201112-03	6/30/2011	FHP/General Counsel	During the fiscal year 2010-2011, there were 9 instances where 72 hour reports were received and approved for forfeiture by FHP, but forfeiture packets for these cases were not received by the OGC, or the forfeiture packet was sent after the 45 day timeframe to file the case in court. Because forfeiture packets were not received, the cases were not filed in court. We recommended that the FHP work with the OGC to implement a system to follow-up on 72 hour reports submitted and recommended for forfeiture to ensure the forfeiture packets are timely submitted to allow the OGC to meet the filing deadline. Because the deadline for filing a complaint for these cases has expired, we recommend the property held by the Department be returned to the owner in accordance with Section 705.105, Florida Statutes.	FHP is working with its troop commanders and OGC to return all of the property held by the Department beyond the filing deadline. Additionally, we are working with the OGC to streamline the process for the submission of the forfeiture information. The trooper will submit copies of the arrest report and the notice of seizure document when submitting the 72-hour report through their chain of command. With these three documents the Deputy Director and OGC can make an informed decision and proceed with the filing of the case within the allotted time frames.	

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS **Budget Period: 2013-2014**

Department: Highway Safety and Motor Vehicles **Chief Internal Auditor:** Julie M. Leftheris

Budget Entity: 76000000 **Phone Number:** 850-617-3104

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
			The Department does not maintain an accurate inventory of seized currency and property. We recommended that the Bureau of Accounting in coordination with FHP and OGC develop a system to ensure that an accurate inventory of seized currency and property is maintained. The inventory records should also contain details of the disposition of seized currency and property.	Management concurred with the Inspector General's recommendation and prior to the six month follow up, the Bureau of Accounting Fixed Assets section will partner with both the Florida Highway Patrol and Office of the General Counsel to develop internal procedures to comprehensively inventory seized and forfeited currency and property. This will also help ensure that the Department does not use seized currency or property until each case has been finalized and title has been perfected.	

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS **Budget Period: 2013-2014**

Department: Highway Safety and Motor Vehicles **Chief Internal Auditor:** Julie M. Leftheris

Budget Entity: 76000000 **Phone Number:** 850-617-3104

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
201112-05	2/7/2012	Motorist Services	Internal control weaknesses may allow improper void and no-fee replacement transaction processing to go undetected. We recommended the Motorist Services Support Bureau expand quality assurance audits to include samples of tax collector transactions where revenue or fees can be waived. We recommended the Division of Motorist Services require the scanning of back tax exemption documentation into a document management system. We also recommended the Division of Motorist Services add to its procedures the retention period for completed notarized affidavits or perjury clause affidavits used to waive back taxes.	The Bureau of Motorist Services Support will expand the audits performed by its Quality Assurance Section to include a sampling of Tax Collector transactionswhere revenues or fees can be waived, specifically transactions resulting in a no fee replacement Driver License or ID card. The Bureau will initiate reviews of this type on or before August 1, 2012 and will incorporate these reviews into our standard schedule of reviews. The Division of Motorist Services has plans to expand the capability of Capture imaging software used in driver license offices to provide a mechanism to scan documents into the FRVIS system. This is dependent upon funding through the LBR process and if funded, the project would begin July 2015. The Division will ensure the back tax exemption documentation, commonly referred to as the non-use affidavit, is incorporated into the system. Procedure RS-11, Collecting Back Tax, has been revised	

Fiscal Year 2013-14 LBR Technical Review Checklist

Department/Budget Entity (Service): Highway Safety and Motor Vehicles

Agency Budget Officer/OPB Analyst Name: Laura Bruce/Marleni Bruner

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

		Program or Service (Budget Entity Codes)				
	Action	7601	7610	7621	7640	
1. GENERAL						
1.1	Are Columns A01, A02, A04, A05, A36, A93, IA1, IA5, IP1, IV1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only? **(CSDI)**	Y	Y	Y	Y	
1.2	Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? **(CSDI)**	Y	Y	Y	Y	
AUDITS:						
1.3	Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. **(EXBR, EXBA)**	Y	Y	Y	Y	
1.4	Has security been set correctly? **(CSDR, CSA)**	Y	Y	Y	Y	
TIP	The agency should prepare the budget request for submission in this order: 1) Lock columns as described above; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status.					
2. EXHIBIT A (EADR, EXA)						
2.1	Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 58 of the LBR Instructions?	Y	Y	Y	Y	
2.2	Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y	Y	Y	Y	
2.3	Are the issue codes and titles consistent with *Section 3* of the LBR Instructions (pages 15 through 30)? Do they clearly describe the issue?	Y	Y	Y	Y	
2.4	Have the coding guidelines in *Section 3* of the LBR Instructions (pages 15 through 30) been followed?	Y	Y	Y	Y	
3. EXHIBIT B (EXBR, EXB)						
3.1	Is it apparent that there is a fund shift and were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	Y	Y	Y	Y	

	Action	Program or Service (Budget Entity Codes) 7601	7610	7621	7640	
3.2	Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount.	Y	Y	Y	Y	
AUDITS:						
3.3	Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? **(NACR, NAC - Report should print "No Negative Appropriation Categories Found")**	Y	Y	Y	Y	
3.4	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? **(EXBR, EXBC - Report should print "Records Selected Net To Zero")**	Y	Y	Y	Y	
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.					
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.					
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.					
4. EXHIBIT D (EADR, EXD)						
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 61 of the LBR Instructions?	Y	Y	Y	Y	
4.2	Is the program component code and title used correct?	Y	Y	Y	Y	
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.					
5. EXHIBIT D-1 (ED1R, EXD1)						
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y	Y	Y	Y	
AUDITS:						
5.2	Do the fund totals agree with the object category totals within each appropriation category? **(ED1R, XD1A - Report should print "No Differences Found For This Report")**	Y	Y	Y	Y	

		Program or Service (Budget Entity Codes)				
	Action	7601	7610	7621	7640	
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? **(EXBR, EXBB - Negative differences need to be corrected in Column A01.)**	Y	Y	Y	Y	
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? **(EXBR, EXBD - Differences need to be corrected in Column A01.)**	Y	Y	Y	Y	
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.					
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.					
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2011-12 approved budget. Amounts should be positive.					
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.					
6. EXHIBIT D-3 (ED3R, ED3) (Not required in the LBR - for analytical purposes only.)						
6.1	Are issues appropriately aligned with appropriation categories?	Y	Y	Y	Y	
TIP	Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.					
7. EXHIBIT D-3A (EADR, ED3A)						
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 30 of the LBR Instructions.)	Y	Y	Y	Y	
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See page 66-67 of the LBR Instructions.)	Y	Y	Y	Y	
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 68 through 70 of the LBR Instructions?	Y	Y	Y	Y	
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?	Y	Y	Y	Y	

	Action	Program or Service (Budget Entity Codes) 7601	7610	7621	7640	
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E-4 and E-5 of the LBR Instructions.)	N/A	N/A	N/A	N/A	
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.	Y	Y	Y	Y	
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	Y	Y	Y	Y	
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	Y	Y	Y	Y	
7.9	Does the issue narrative reference the specific county(ies) where applicable?	Y	Y	Y	Y	
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #13-003?	Y	Y	Y	Y	
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should not be deleted. **(PLRR, PLMO)**	N/A	N/A	N/A	N/A	
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A	N/A	N/A	N/A	
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	N/A	N/A	N/A	N/A	
7.14	Do the amounts reflect appropriate FSI assignments?	Y	Y	Y	Y	
7.15	Do the issues relating to *salary and benefits* have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 29 and 88 of the LBR Instructions.)	Y	Y	Y	Y	
7.16	Do the issues relating to *Information Technology (IT)* have a "C" in the sixth position of the issue code (36XXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0 or 55C01C0)?	Y	Y	Y	Y	
7.17	Are the issues relating to *major audit findings and recommendations* properly coded (4A0XXX0, 4B0XXX0)?	N/A	N/A	N/A	N/A	
7.18	Does the issue narrative identify the strategy or strategies in the Five Year Statewide Strategic Plan for Economic Development as requested in Memo# 13-010?	Y	Y	Y	Y	

		Program or Service (Budget Entity Codes)				
	Action	7601	7610	7621	7640	
AUDIT:						
7.19	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. **(EADR, FSIA - Report should print "No Records Selected For Reporting")**	Y	Y	Y	Y	
7.20	Does the General Revenue for 160XXXX (Adjustments to Current Year Expenditures) issues net to zero? **(GENR, LBR1)**	N/A	N/A	N/A	N/A	
7.21	Does the General Revenue for 180XXXX (Intra-Agency Reorganizations) issues net to zero? **(GENR, LBR2)**	N/A	N/A	N/A	N/A	
7.22	Does the General Revenue for 200XXXX (Estimated Expenditures Realignment) issues net to zero? **(GENR, LBR3)**	N/A	N/A	N/A	N/A	
7.23	Have FCO appropriations been entered into the nonrecurring column A04? **(GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L))**	Y	Y	Y	Y	
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run **OADA/OADR** from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.					
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 66 through 70 of the LBR Instructions.					
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.					
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).					
TIP	If an appropriation made in the FY 2012-13 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.					
8. SCHEDULE I & RELATED DOCUMENTS	**(SC1R, SC1 - Budget Entity Level *or* SC1R, SC1D - Department Level)**					
8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y	Y	Y	Y	

		Program or Service (Budget Entity Codes)				
	Action	7601	7610	7621	7640	
8.2	Has a Schedule I and Schedule IB been completed in LAS/PBS for each operating trust fund?	Y	Y	Y	Y	
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IC, and Reconciliation to Trial Balance)?	Y	Y	Y	Y	
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	Y	Y	Y	Y	
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative)?	Y	Y	Y	Y	
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling $100,000 or more for the fiscal year?	Y	Y	Y	Y	
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	N/A	N/A	N/A	N/A	
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to *section 215.32(2)(b), Florida Statutes* - including the Schedule ID and applicable legislation?	Y	Y	Y	Y	
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)? For non-grant federal revenues, is the correct revenue code identified (codes 000504, 000119, 001270, 001870, 001970)?	Y	Y	Y	Y	
8.10	Are the statutory authority references correct?	Y	Y	Y	Y	
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to Chapter 2009-78, Laws of Florida, for appropriate general revenue service charge percentage rates.)	Y	Y	Y	Y	
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	Y	Y	Y	Y	
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y	Y	Y	Y	
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y	Y	Y	Y	
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y	Y	Y	Y	
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y	Y	Y	Y	
8.17	If applicable, are nonrecurring revenues entered into Column A04?	Y	Y	Y	Y	

	Action	Program or Service (Budget Entity Codes) 7601	7610	7621	7640	
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?	Y	Y	Y	Y	
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y	Y	Y	Y	
8.20	Are appropriate service charge nonoperating amounts included in Section II?	Y	Y	Y	Y	
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y	Y	Y	Y	
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling $100,000 or more.)	Y	Y	Y	Y	
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y	Y	Y	Y	
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y	Y	Y	Y	
8.25	Are current year September operating reversions appropriately shown in column A02?	N/A	N/A	N/A	N/A	
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y	Y	Y	Y	
8.27	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y	Y	Y	Y	
8.28	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y	Y	Y	Y	
AUDITS:						
8.29	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y	Y	Y	Y	
8.30	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? If a Schedule IB was prepared, do the totals agree with the Schedule I, Line I? **(SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")**	Y	Y	Y	Y	
8.31	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. **(SC1R, DEPT)**	Y	Y	Y	Y	

	Action	Program or Service (Budget Entity Codes)				
		7601	7610	7621	7640	
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!					
TIP	Determine if the agency is scheduled for trust fund review. (See page 125 of the LBR Instructions.) Transaction DFTR in LAS/PBS is also available and provides an LBR review date for each trust fund.					
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.					
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.					
9. SCHEDULE II (PSCR, SC2)						
AUDIT:						
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? **(BRAR, BRAA - Report should print "No Records Selected For This Request")** Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See *Base Rate Audit* on page 157 of the LBR Instructions.)	Y	Y	Y	Y	
10. SCHEDULE III (PSCR, SC3)						
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 90 of the LBR Instructions.)	Y	Y	Y	Y	
10.2	Are amounts in *Other Salary Amount* appropriate and fully justified? (See page 97 of the LBR Instructions for appropriate use of the OAD transaction.) Use **OADI** or **OADR** to identify agency other salary amounts requested.	Y	Y	Y	Y	
11. SCHEDULE IV (EADR, SC4)						
11.1	Are the correct Information Technology (IT) issue codes used?	Y	Y	Y	Y	
TIP	If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.					
12. SCHEDULE VIIIA (EADR, SC8A)						
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate?	Y	Y	Y	Y	
13. SCHEDULE VIIIB-1 (EADR, S8B1)						
13.1	**NOT REQUIRED FOR THIS YEAR**	N/A	N/A	N/A	N/A	
14. SCHEDULE VIIIB-2 (EADR, S8B2)						
14.1	Do the reductions comply with the instructions provided on pages 102 through 104 of the LBR Instructions regarding a 5% reduction in recurring General Revenue and Trust Funds, including the verification that the 33BXXX0 issue has NOT been used?	Y	Y	Y	Y	
15. SCHEDULE XI (USCR,SCXI) (LAS/PBS Web - see page 105-109 of the LBR Instructions for detailed instructions)						

	Action	Program or Service (Budget Entity Codes) 7601	7610	7621	7640	
15.1	Agencies are required to generate this spreadsheet via the LAS/PBS Web. **The Final Excel version no longer has to be submitted to OPB for inclusion on the Governor's Florida Performs Website.** (Note: Pursuant to *section 216.023(4) (b), Florida Statutes,* the Legislature can reduce the funding level for any agency that does not provide this information.)	Y	Y	Y	Y	
15.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match?	Y	Y	Y	Y	
AUDITS INCLUDED IN THE SCHEDULE XI REPORT:						
15.3	Does the FY 2011-12 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (**GENR, ACT1)**	Y	Y	Y	Y	
15.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? **(Audit #1 should print "No Activities Found")**	Y	Y	Y	Y	
15.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? **(Audit #2 should print "No Operating Categories Found")**	Y	Y	Y	Y	
15.6	Has the agency provided the necessary standard (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: **Audit #3** will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y	Y	Y	Y	
15.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? **(Audit #4 should print "No Discrepancies Found")**	Y	Y	Y	Y	
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.					
16. MANUALLY PREPARED EXHIBITS & SCHEDULES						
16.1	Do exhibits and schedules comply with LBR Instructions (pages 110 through 154 of the LBR Instructions), and are they accurate and complete?	Y	Y	Y	Y	
16.2	Are appropriation category totals comparable to Exhibit B, where applicable?	Y	Y	Y	Y	
16.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y	Y	Y	Y	
AUDITS - GENERAL INFORMATION						
TIP	Review *Section 6: Audits* of the LBR Instructions (pages 156-158) for a list of audits and their descriptions.					
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.					

	Program or Service (Budget Entity Codes)				
Action	7601	7610	7621	7640	
17. CAPITAL IMPROVEMENTS PROGRAM (CIP)					
17.1 Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	Y	Y	Y	Y	
17.2 Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	Y	Y	Y	Y	
17.3 Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	Y	Y	Y	Y	
17.4 Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	Y	Y	Y	Y	
17.5 Are the appropriate counties identified in the narrative?	Y	Y	Y	Y	
17.6 Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	Y	Y	Y	Y	
TIP Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.					
18. FLORIDA FISCAL PORTAL					
18.1 Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y	Y	Y	Y	