

Maureen F. Johnson
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Education

- Palm Beach State College – Business Major
- National Judicial College- Administrative Hearings
- Certified Drug and Alcohol Traffic Education Instructor
- University of North Florida – Institute of Police Technology and Management- Symposium on Alcohol and Drug Enforcement
- Certified Scrum Master

Relevant Employment History

March 2014 – Present

Traffic Records Assessment Team Member – Millennium Services 2000+ and Traffic Safety Analysis Systems and Services

- Conduct State Traffic Records Assessments compliant with the requirements of the National Highway Traffic Safety Administration and serving as a Subject Matter Expert (SME) in traffic records systems, lead analyst in assessing State participation process, and since July 2015, coordinator (facilitator) of the participation of State responders and managers, overseer of all assigned SMEs.

January 1, 2011 - Present

Chief of Records
Department of Highway Safety and Motor Vehicles
Tallahassee, Florida

- Responsible for directing, planning and implementing activities within the Bureau of Records, ensuring all records pertaining to driver licenses and motor vehicles are accurately captured and maintained.
- Responsible for directing, planning and implementing activities within the Bureau of Records, ensuring all crash records are accurately captured and maintained. This includes updating crash reports in compliance with Model Minimum Uniform Crash Criteria (MMUCC) standards. Responsible for oversight of the Fatality Analysis Reporting System (FARS) unit, utilizing traffic records to respond to Federal mandates of recorded fatalities.
- Responsible for directing, planning and implementing activities within the Bureau of Records, ensuring all Uniform Traffic Citations are accurately maintained, distributed and accounted for in citation inventory system. This includes ensuring court dispositions are properly posted to record.
- Serves as Division liaison in all interactions with national and international traffic safety coordinators.

- Provide presentations to Clerk of Courts and Law Enforcement agencies regarding proper uniform traffic citation processing, proper completion of crash reports, policy and procedural changes that are implemented due to legislative changes.
- Responsible for the management of data exchange for record information in compliance with the Driver Privacy Protection Act (DPPA). This includes coordination and implementation of electronic record keeping data systems and management of Memorandums of Agreement for over 1,000 stakeholders that access DHSMV driver and motor vehicle data.
- Responsible for the management and operational efficiencies for the following systems: Motorist Maintenance, Citation Inventory, DL Maintenance, Internet -Driver License and Motor Vehicle Check, Driver and Vehicle Information Database (DAVID).
- Oversee audits of the Driver and Vehicle Information Database (DAVID) system for compliance with records security.
- Responsible for the management and operational efficiencies for records included in the following systems/programs: E-Verify RIDE, Driver License Data Verification (DL/DV), Problem Driver Pointer System (PDPS), State to State Verification System (S2S), Motor Voter, Jury Duty, Death Records, Organ Donor, Florida Department of Law Enforcement (NCIC, FCIC, Sexual Offender/Predator).

October 2006 – January 2011

Chief of Field Operations
 Department of Highway Safety and Motor Vehicles
 Gainesville, Florida

- Administer and coordinate programs, services and administrative activities in 37 counties for issuance of driver licenses and motor vehicle registrations/titles in accordance with applicable Federal and State laws, rules, regulations, policies and procedures.
- Conduct audits to ensure compliance with security policies and safeguarding of driver and motor vehicle information.
- Review performance reports and monitor achievement objectives of staff.
- Make recommendations for driver license system changes to improve efficiencies.
- Represent the Department with diplomacy when meeting with media, legislators, representatives and other agency stakeholders.

March 2002 – October 2006

Operations Management Consultant
 Department of Highway Safety and Motor Vehicles
 Lake Worth, Florida

- Oversee operations in the Bureau of Administrative Reviews in St. Lucie, Palm Beach, Broward and Dade counties.
- The Bureau of Administrative Reviews is responsible for conducting administrative and hardship hearings for drivers that have a sanctioned or cancelled driver license. This entailed accessing, reviewing and updating driving records for accurate entries, recommend remedial actions to improve driving habits, ensure driving school information is accurately reflected on driver history, determine approval or denial for administrative and hardship hearings.

- Access, review and update driving records to reflect approval or denial of hardship license and to confirm accurate traffic record entries concerning license suspensions/revocations.
- Provide training to court personnel on driver records.

June 1979 – March 2002

Examiner, Highway Safety Specialist, Management
 Department of Highway Safety and Motor Vehicles
 Lake Worth, Florida

- Examiner position included issuance of driver licenses according to established legal standards, identification of driver record errors and initiation of record correction.
- Highway Safety Specialist position provided formal training to examiners and office managers focusing on the importance of accurate traffic records and legal uses of traffic data.
- Held various management positions that included the oversight, directing and planning of service activities in multiple driver license offices in South Florida.

Professional Affiliations

- National Driver Registry Working Group
- Florida DOT Traffic Records Coordinating Committee (TRCC) and Board Member
- State-to-State Work Group
- NHTSA Traffic Records Assessment Working Group
- Florida Court Clerks and Comptrollers Association
- ATSIP

Major Accomplishments/Awards

- 2015** – Prudential Productivity Award for Improve Timeliness/Accuracy of Crash Data
- 2015** - Prudential Productivity Award for Implement Public Access Web based Services
- 2014** – Successful development and implementation of Driver and Vehicle Information Database (DAVID) System which is provided to over 800 law enforcement and governmental agencies
- 2014** – Davis Productivity Award for Motorist Maintenance Inventory System Update
- 2013** – Davis Productivity Award for Developed Criteria for Providing Online Crash Reports
- 2010** – Davis Productivity Award for Cash Management Process Improvement
- 2008** – Davis Productivity Award for Improved Customer Service in Driver License Offices