

PURPOSE

To describe the policies and the procedures that the Department of Management Services (Department) follows when providing records from the Statewide Travel Management System (STMS) via a public records request.

BACKGROUND

The STMS is the State of Florida's first cloud-based travel management solution designed to support the more than 115,000 government travelers and managers located in state executive and cabinet agencies, as well as the judiciary. The system allows travelers to submit information and supporting documentation to process travel authorizations, advances, and reimbursements electronically, eliminating paper processes and increasing standardization across the state. The system will also benefit agencies by centralizing travel-related tasks and boosting auditing efficiency and transparency. It alerts users when various actions are needed or completed.

It is the responsibility of each state agency and each judicial branch entity that uses STMS to redact confidential or exempt information from receipts and other supporting travel documentation and identify the corresponding statutory citation used as the basis for the redaction before uploading an electronic copy to STMS. If an agency becomes aware that an electronic copy has been uploaded to STMS without proper redaction, the agency must immediately notify DMS and provide the properly redacted copy of the documentation within seven (7) business days.

STMS training materials¹ note that the "receipts and other documentation added as an attachment must have personal or sensitive information redacted while preserving the original documentation for audit purposes. Users shall follow agency policy (set in accordance with Department of State requirements) regarding document retention and whether or not to group receipts when attaching." Additionally, the STMS User Agreement required for account access states, in part:

7. I understand that if I attach documents to trip forms, I agree to redact confidential or exempt information from receipts and other supporting travel documentation, to attach appropriate and pertinent documents only, and will ensure the documents are legible.

10. b. Review and ensure that receipts and appropriate documentation are attached and legible, confidential or exempt information has been redacted, and follow agency policy.

¹ https://www.dms.myflorida.com/agency_administration/statewide_travel_management_system

SCOPE

When a public records request is made to the Department for records in STMS, the Department will follow up with the requestor via telephone or e-mail within two (2) business days to confirm the request was received. The Department is required by law to provide the requestor with the records within a reasonable timeframe. For requests that will require extensive use of agency resources or result in other costs, the Department will provide a timely estimate of production costs to the requestor.

Privacy indicators exist in the People First System to protect the data of employees who meet certain criteria for the following categories: sworn/certified, restricted employee, restricted relative, or protected identity. For example, some work and/or personal information of certain employees may be protected from disclosure in response to a public records request when the employee is a firefighter, certified law enforcement officer, child investigator, judge, service member who served after September 11, 2001, or child or spouse of one of these employees. Other employees' information may also be protected based on specific life occurrences, such as involvement in the witness protection program.

The privacy indicators are not automatically set for employees. Each state agency is responsible for accurately flagging within the People First System each employee in its agency who is covered by s. 119.071, Florida Statutes, or other statutory authority. If an employee's status places the employee in one or more of these categories, the agency human resources office must verify that the appropriate corresponding privacy indicator is checked in the People First System. The STMS receives privacy indicators for state employees from People First via the FLAIR Vendor Employee File. For non-employees, agencies use the STMS User Management Client to create the user account and set the privacy indicator flags.

The Department will take every precaution to ensure that records considered "confidential" and/or "exempt" from public disclosure and the associated employees whose data is protected by law are, in fact, protected. Confidential records are not subject to public inspection or production and may be released only to those authorized by statute, court order, or specific authorization, if applicable.

The STMS uses the privacy indicators and secure trip flags to indicate records that may require the redaction of confidential and/or exempt information for records to be produced pursuant to a public records request. Agencies must note the statutory authority for use of the secure trip feature and provide direction to their users.

Any unusual requests or questions concerning the inclusion or exclusion of records elements in response to a public records request should be referred to the Agency Open Government Contact within the General Counsel's Office for resolution. However, the Chief of Staff and Communications Director will be notified of any request that includes the employee People First user I.D. or any other sensitive identifying information. The DMS STMS Bureau Team (STMS Team) will not process the request until it receives approval from the DMS Executive Management Team.



Authority

[2016 HB 5001, Section 6, 1965A](#)

[Sections 119.021, 119.07, 119.0701, Florida Statutes \(F.S.\)](#)

[s. 24, Art. I of the State Constitution](#)

Distribution

The following individuals/groups must be notified of this policy	Method of Notification
DMS Senior Leadership	<ul style="list-style-type: none"> • Senior Leadership meetings • DMS Leadership email distribution list
DMS STMS Bureau Team (to include contractors performing work for STMS)	<ul style="list-style-type: none"> • DMS Communications via contractors' DMS STMS email distribution list • Hand delivery by DMS STMS Contract Manager • DMS STMS webpage
Agencies directed to use STMS	<ul style="list-style-type: none"> • Email distribution to STMS Agency Administrators, STMS Points of Contact, and Offices of General Counsel. • Agency General Counsel email distribution list • DMS STMS webpage

Definitions

Confidential Records	Information made confidential in statute that is not subject to inspection by the public and may be released only to those persons and entities designated by statute.
DMS Executive Management Team	DMS Secretary, Chief of Staff and Deputy Secretaries.
DMS STMS Bureau Team	STMS Enterprise Administrators, to include the Program Manager, System Administrator, and Data Analyst.
Exempt Records	Information that is not confidential but is otherwise exempt from the mandatory disclosure requirements in section 119.07(1), Florida Statutes.



Department of Management Services Statewide Travel Management System Response to Public Records Requests

Exemption	A provision of general law which provides that a specified record or meeting, or portion thereof, is not subject to the access requirements of s. 119.07(1), s. 286.011, or s. 24, Art. I of the State Constitution.
FLAIR Vendor Employee File	A unique file in FLAIR containing relative information on employee vendors, who are employees of the State of Florida and who are owed money outside of their regular salary for agency-approved expenditures, primarily travel expenses or reimbursements other than travel.
People First	The State of Florida’s online, self-service, human resource information system.
Privacy Indicator	Indicators in the People First System to signal protection of data of employees who meet criteria for sworn/certified, restricted employee, restricted relative, or protected identity, as defined by Chapter 119, Florida Statutes.
Public Records	All documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency.
Redact	To conceal from a copy of an original public record, or to conceal from an electronic image that is available for public viewing, that portion of the record containing exempt or confidential information.
Secure Trip Indicator	A flag available in STMS to indicate that details of a trip are secure.
State of Florida Travel Public Portal	A publicly available, searchable webpage that displays information reported from STMS regarding State of Florida Travel, in accordance with Section 6, line 2708, of Chapter 2018-9, Laws of Florida.
Statewide Travel Management System (STMS) ²	The State of Florida’s cloud-based travel management solution designed to support the more than 115,000 government travelers and managers located in state executive and cabinet agencies, as well as the judiciary.
STMS User Management Client	A software tool used to manage STMS user accounts by interfacing between an agency’s Active Directory (AD) and STMS.

² https://www.dms.myflorida.com/agency_administration/statewide_travel_management_system/search_state_travel

DMS PUBLIC RECORDS REVIEW PROCESS

Step 1: Log and clarify request

A requestor may not provide all the information necessary for the Department to fulfill a records request. For example, the requestor may not provide the full name of a traveler or provide a date range for the search. If the Department does not have all information necessary to fulfill the request, or if the Department is unsure about the scope of the request, the STMS Team will seek clarification from the requestor.

- a. Notify the STMS Team Program Manager and the Office of General Counsel.
- b. Examine the request and seek clarification, if needed, as follows:
 1. If the request was not made in writing, verbally clarify with the requestor.
 2. If the request was made via letter, call the requestor to clarify.
 3. If the request was made via e-mail, call or e-mail the requestor to clarify.
 4. Determine if the Department is the record owner and appropriate responder for the records requested or if another agency possesses the records requested. For example, the Department of Financial Services (DFS) must provide information for travel vouchers produced by FLAIR.
 5. The STMS Team will review all DMS internal public records requests to ensure a coordinated, holistic response is provided to the request.
 6. The STMS Team will log the request into the DMS Public Records Request System.

Step 2: Determine if the record exists

- a. The Department is only responsible for producing existing STMS travel records and is not required to analyze, summarize, reformat, or recalculate the existing records. The Department has no obligation to create records, only to make available existing records.
- b. If the requestor asks the Department to analyze, summarize, reformat, or recalculate existing records, the Department will inform the requestor that the Department is only required to produce any existing responsive records.

Step 3: Determine whether the records or some of the requested records are confidential or exempt from public records law (Sections 119.071, 119.0711, Florida Statutes, or other agency-specific exemptions)

- a. The STMS Team runs a system report for the requested records and examines the results to determine if any records relate to travelers with privacy indicators or travel with the “secure trip” indicator.
- b. See Exhibit 1 for a listing of data elements exempt from public records law for exempt persons.
- c. The STMS Team will consult with the Office of General Counsel to address any questions or concerns.

Step 4: Processing the request

- a. If the records are to be provided free of charge based on Exhibit 2 – Cost Guidelines, process the request.
- b. If the request results in costs:



Department of Management Services Statewide Travel Management System Response to Public Records Requests

1. Contact and invoice the requestor for the cost and the estimated time frame to produce records once the requestor has made payment. Ask whether the requestor wants to proceed with the request, narrow the request, or withdraw the request. See Exhibit 2 – Costs Guidelines.
2. Advise the requestor that the STMS Team has developed a standard public request report via the State of Florida Travel Public Portal that is designed to include records NOT exempt from the public records law. One or more of these elements may be included in the standard template: name, salary, position title, state hire date, agency name, and work telephone number. The cost to provide this report is in accordance with Department Administrative Policy 94-102, which is based on statutory guidelines for public records requests.
3. If the requestor cancels the request, send a written cancellation confirmation to the requestor in a letter or e-mail.
4. If the requestor indicates a desire to proceed:
 - The requestor must send a check to:
Department of Management Services
Financial Management Services
Post Office Box 5438
Tallahassee, Florida 32314-5438
 - The STMS Team will not process the request until the check is received.
 - Once received, the General Counsel's Office notifies the STMS Team.
 - The STMS Team will run a system report for the requested records and use the privacy indicator flags and the secure trip indicator to determine if the request includes fields/records that cannot be redacted.
 - The STMS Team will contact the originating agency:
 - When there are privacy flags and/or secure trip indicators related to fields/records requested that should be reviewed to confirm the redaction of confidential records from the response.
 - To notify an established point of contact at the respective agency(ies) regarding the request and provide a reasonable time for review and response.
 - The STMS Team will prepare the response for records not related to exempt or secure records submitted by agencies other than DMS. (This category of records includes all records and non-exempt records involving non-secure trips of other agencies.)
 - The STMS Team fulfills the request by the estimated time frame, provides the records to the requestor, and ensures written confirmation of receipt.
 - If the request is for inspection of records, the STMS Team will coordinate with the requestor to schedule a date and time for the in-person review of records requested. The STMS Team will provide access to a computer, office space, appropriate access to STMS, and an STMS staff member to proctor the inspection the records requested.
 - In cases where confidential information is provided (per Article V of all Collective Bargaining Unit contracts), the following statement will also be included in the report footer, "This report may contain information that is considered confidential



Department of Management Services Statewide Travel Management System Response to Public Records Requests

under state or federal law. Improper access or release of such information may be a violation of these laws.”

- c. For requests first received via a DMS office (e.g., Office of the General Counsel, Communications, Legislative Affairs), the STMS Team will work with those offices to process the request.

Step 5: Document Retention Requirements

- a. The STMS Team must file and maintain all materials, correspondence, etc., associated with the public records request in accordance with the retention schedule set by the Florida Department of State. Copies will be provided to the STMS Program Manager for proper filing.
- b. The STMS Team will record the completion date and close the request in the DMS Public Records Request System.

Responsibilities

Individual or Group	Responsibilities
DMS CIO	<ul style="list-style-type: none"> • Communicate a summary of this policy to all DMS Managers and STMS Agencies and point them to the policy for further review.
DMS Office of General Counsel	<ul style="list-style-type: none"> • Notify the STMS Team of any public records requests received for STMS records. • Log public records requests.
DMS STMS Bureau Team	<ul style="list-style-type: none"> • Oversee the STMS and support active agencies using STMS. • Receive, review, and respond to public records requests for STMS. • Consult and coordinate with DMS Office of General Counsel and other agencies as needed on responses to public records requests. • Provide a reasonable time for agencies’ review and response to public records requests related to records with privacy flags and/or secure trip indicators.
Agencies using STMS	<ul style="list-style-type: none"> • Redact confidential and/or exempt information from receipts and other supporting travel documentation and identify the corresponding statutory citation used as the basis for the redaction before uploading an electronic copy to STMS. • Notify DMS if an electronic copy has been uploaded to STMS without proper redaction and provide the properly redacted copy of the documentation within seven (7) business days. • Review and respond to requests from DMS related to STMS public records for records with privacy flags and/or secure trip indicators within the timeframe outlined by the DMS STMS Bureau Team.



Associated Forms / Documents

Department Administrative Policy 94-102

DMS Human Resource Management Program Guidelines: Agency Administration of Public Record Exemptions Applicable to Personnel Information and Other Personal Information [8-3-15]



Department of Management Services Statewide Travel Management System Response to Public Records Requests

Exhibit 1 – Data Exempt From Public Records Law

The following data elements in the Statewide Travel Management System must be redacted from public records requests for employees who are designated Sworn/Certified, Restricted Employee, Restricted Relative, or Protected Identity as specified in law. Note: Social Security Numbers, driver’s license numbers, and medical information (including pre-tax deductions for DSGI sponsored plans) must be redacted for ALL State of Florida employees.

Data Elements	Sworn/Certified	Restricted Employee	Restricted Relative	Protected Identity
PERSONAL				
Personal Information				
Name			X	X
Social Security Number	X	X	X	X
Driver’s License Number	X	X	X	X
Pre-tax Deductions (DGS)	X	X	X	X
Medical Information	X	X	X	X
Date of Birth	X	X	X	X
Employee Home Address				
Street Address	X	X	X	X
City, State, County, Zip Code	X	X	X	X
Country	X	X	X	X
Primary Phone/Alternate Phone	X	X	X	X
Employee Mailing Address				
Street Address	X	X	X	X
City, State, County, Zip Code	X	X	X	X

Privacy Indicator Data Elements	Sworn/ Certified	Restricted Employee	Restricted Relative	Protected Identity
WORK-RELATED				
Work Location Address				
Building Number			X	X
Address			X	X
City, State, County			X	X
Campus Name			X	X
Room			X	X
411 Phone Number, Extension			X	X
Cell Number			X	X
Fax			X	X
Alternate Phone Number, Extension			X	X
Work Mailing Address				
Address			X	X
City, State, County, Zip Code			X	X
Mail Station			X	X

Exhibit 2 – Cost Guidelines

Some requests can be fulfilled free of charge. However, if the request requires extensive use of agency resources, charges may apply as listed below. An extensive use of agency resources occurs when agency personnel must spend more than 30 minutes retrieving, copying, or redacting the requested material to comply with the request. The Department will provide the requestor with a detailed invoice before any such charges apply and require payment in advance of the production.

Extensive Use of Agency Resources Charge

- a. If researching or redacting information (information which is exempt and must be protected under the public records law) takes 30 minutes or less there is no charge.
- b. If it takes between 31 and 60 minutes, the cost is \$14.50 for clerical work and \$27.50 for technical skills.
- c. More than 60 minutes, the cost is \$19.50 per hour for clerical work. If technical skills such as information technology resources or redaction for statutory protections are necessary, the cost is \$37.00 per hour.

Hard Copies of Documents

- a. (first 20 pages no charge) \$.15 per page for single-sided page
- b. (first 10 pages no charge) \$.20 per page for double-sided pages
- c. \$1.00 per page for certified copies

Electronic Copies (CD-ROM)

- a. \$.85 each

Packaging and Shipping Charges

- a. Estimated costs may be charged to reflect actual cost incurred.