



Welcome to Hillsborough County

**Guide to Getting Your Driver License
or Identification Card**





Nancy C. Millan
Hillsborough County Tax Collector



Welcome to Hillsborough County,

As your tax collector, it is my honor to welcome you to Hillsborough County as my parents were decades ago when they first came to the United States from Cuba.

Our office is the first point of contact for new residents in the county and for that reason we have created this guide to make the process as easy for you as possible.

The State of Florida has specific requirements for new residents and those requirements may vary depending on whether you are arriving from another state or from another country. This guide will help you navigate the steps you need to take to get your ID card or driver's license.

Being prepared with all your documents ready before you walk into our offices will make the process easier for you and my team.

As a reminder, you must make an appointment before coming to our offices. Visit hillstax.org for more information.

Once again I welcome you and I hope you have an excellent experience.

Cordially,

Hillsborough County Tax Collector | [New Resident Guide](#)

Welcome to Hillsborough County!

This guide is a brief description of the process to obtain your identification card or driver's license in the state of Florida.

The Hillsborough County Tax Collector's office is an agent of the Department of Highway Safety and Motor Vehicles. In our office we process:

- Issuance of Driver's Licenses and Identification Cards
- Motor Vehicle Titles and Registrations
- Mobile Home Titles and Registrations
- Parking Permits for People with Disabilities

Other services offered in our offices:

- Payment of Local Property Taxes
- Payment of Tangible Taxes
- Payment of Commercial Business Taxes
- Payment of Tourism Development Taxes
- Certified Copies of Florida Birth Certificates
- Concealed Gun Licenses
- Permits for Rental Vehicles
- Hunting and Fishing Licenses

The fees collected are immediately distributed to the appropriate agency or municipality to fund vital services at the state and local level.

Hillsborough County Tax Collector | [New Resident Guide](#)

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Definition of US Citizen, Immigrant, and Non-Immigrant

Before continuing, we remind you that there are three classifications: United States Citizen, Immigrant, and Non-Immigrant. For your convenience, we will define each classification so that you know which one you are in.

Definition of United States Citizen

You are a United States citizen if you were born anywhere in the United States or its territories, including Puerto Rico, Guam, and the United States Virgin Islands. And if you were born in another country and later naturalized, you are also a US citizen.

Immigrant Definition

An immigrant is defined as a “permanent resident alien” who is admitted to the United States as a lawful permanent resident.

Immigrants are granted the privilege of permanent residence in the United States and the United States Citizenship and Immigration Services (USCIS) agency issues immigrant visas or adjusts status to permanent resident.

Definition of Non-Immigrant

People who have not yet adjusted their status to permanent resident are known as non-immigrants.

The Department of Homeland Security (DHS) defines you as foreign nationals temporarily admitted to the United States within the classes of admission that are defined in section 101 subsection (a) subsection (15) of the Immigration and Nationality Act (INA) .

Find the requirements for US citizens on page 2

Find immigrant requirements on page 3

Find the requirements for nonimmigrants on page 6

Although our office makes an effort to keep the community informed, traffic laws and legal status change frequently.

The information provided in this document is based on the latest standards set by the State of Florida. Our office is not directly or indirectly involved in changes to the law.

For this reason, our office is not responsible for the content included or future changes to the guidelines. This guide does not replace the Florida driver's manual, which you should read if you want a driver's license.

This document is issued for informational purposes only, and is not a legal document.

For up-to-date legal information, please consult an attorney or certified charity.



United States Citizen: Requirements To Obtain Your Driver's License or Identification Card

U.S. citizens applying in person for a renewal, replacement, or application for a Driver License or Identification Card must present the following documents before a Driver License or Identification Card that meets the standards of the Real Identification Act can be issued. Please note that the name assigned on the Social Security Number must match the name that will appear on the Florida Driver's License or Identification Card. Customers who have recently changed their name should update their information at the Social Security Administration Office before applying for a Driver's License or Identification Card.

All applicants **must** meet the following requirements:

1. Provide proof of your identity and legal presence
2. Provide proof of your social security number
3. Provide two proofs of your residential address

Consumer Alert

An **International Driving Permit (IDP)**, often referred to as an international driving license, is a translation of a domestic driving license that allows the holder to drive a private motor vehicle in any country or jurisdiction that recognizes the document. To be valid, the **IDP MUST be issued by and accompanied by a valid driving license from the applicant's country of residence.** The permit is valid for up to one year from the date of issue.



Beware of IDP scams. Scammers may try to sell you a fake IDP. You may be subject to travel delays or legal issues if you use a fake IDP in the U.S.

Immigrant: Requirements To Obtain Your Driver's License or Identification Card

All applicants **must** meet the following requirements:

1. Provide proof of your identity and legal presence
2. Provide proof of your social security number
3. Provide two proofs of your residential address

Step 1: Prove Your Identity and Legal Presence

There are several categories within the classification of immigrants. In this section we will present each one so that you know what documents to bring to prove your identity and legal presence.

<p>Permanent Resident If you are a permanent resident you must present one of the following options: Green card, up-to-date passport with I-551 stamp, or up-to-date passport with I-551 notation on your VISA.</p>	<p>Asylee If you applied for asylum in the United States, you must present one of the following options: Up-to-date passport with the judge's order or up-to-date passport with receipt of your approved I-589 application. Note: If you bring the permanent resident card, the passport is not necessary.</p>
<p>Refugee If you are a refugee, you must submit one of the following options: Support with your I-94 form with the corresponding stamp or Letter from the United States Citizenship and Immigration Service (USCIS) verifying your status.</p>	<p>Note! If your case does not fall into any of these categories, please email us at this address: newresident@hillstax.org (Your documents contain confidential information about you. Please do not send photos or copies of your personal documents.)</p>

**All documents must have the ALIEN number.
We only accept original documents.**

If you have immigrated to the United States, the license and identification card systems communicate electronically with the United States Citizenship and Immigration Services (USCIS), which determines whether your credential can be issued in our offices for the period of time indicated.

If the system does not issue the credential during your visit, verification will take place at another level from the headquarters in Tallahassee and could take up to 60 days to receive.

Step 2: Submit your Social Security Number

This number is **required** for all US citizens and permanent residents, without exception.

Acceptable documents include Social Security card, Form W-2, or Form 1099 with complete number.

The name, surname and date of birth will be verified in our offices. US citizens must notify the Social Security Administration of any name change at least 24 hours before reporting to our offices.

Permanent residents and nonimmigrants must report and receive acknowledgment from USCIS of any name change. In addition, they must report the new name to the Social Security Administration at least 24 hours before appearing at our offices.

Step 3: Show Evidence of Your Residential Address

Applicants **must submit two (2)** documents in their name showing their residential address.

The address must include the property number, full street name, apartment or unit number (if applicable), city, state, and ZIP code number.

Some examples of accepted documents include, but are not limited to:

- Property registration documents or property rental contract
- Mortgage statement
- Voter registration (card)
- Vehicle registration or title in the State of Florida
- U.S. Postal service change of address receipt
- Bills for services such as cable, water or electricity, or the connection order for these services

- Statement of medical services account
- Car insurance policy
- Correspondence from a government agency

Do you only have one document under your name?

If the applicant can only present one document that shows their name and residential address, they can provide at least one document in their name and fill out the form called "Certification of Address."

You can access the "Certification of Address" form using this direct link:

flhsmv.gov/pdf/forms/certification_of_address.pdf

Additionally, you can type "Certification of Address" into the search button on our website (hillstax.org) to find the form.

If you do not have internet access and a printer, you can visit one of our offices and one of our employees will provide you with a copy.

Do you live with family or friends?

If the applicant is unable to provide documents showing their name and residential address, they may **provide two (2) documents** in the name of the person with whom they reside, along with a document showing family relationship (birth or marriage certificate).

If the resident of the dwelling is not an immediate family member, the applicant can print the "Certification of Address" form, which must be signed by both people and notarized.

Our employees can also authenticate such a document, as long as both people present themselves at our office with acceptable identification (an up to date driver's license, identification card or passport).

You can access the "Certification of Address" form using this direct link:

flhsmv.gov/pdf/forms/certification_of_address.pdf

Note: Once you have changed your address, you have 30 days to report the change of address.

Non-Immigrant: Requirements To Obtain Your Driver's License or Identification Card

People who have immigrated to the United States **must have an established case with USCIS and an ALIEN number** (identification number assigned to an alien by USCIS). Required documents may vary. If the applicant does not have a pending case or immigration status, they must seek assistance on their own.

If you have immigrated to the United States, the license and identification card systems communicate electronically with the United States Citizenship and Immigration Services (USCIS), which determines whether your credential can be issued in our offices for the period of time indicated.

If the system does not issue the credential during your visit, verification will take place at another level from the headquarters in Tallahassee and could take up to 60 days to receive.

Applicants in the non-immigrant category will receive their credential with **TEMPORARY** status and its validity is determined by the expiration date of the document presented, or one year.

This also means that you will need to present identification documents and USCIS documents at our offices each time you apply for a replacement or renewal, until you have become a permanent resident.

I-797 NOTICE OF ACTION receipts provided by USCIS are issued to notify you of the receipt or approval of a case. For purposes of applying for a driver's license or identification card, the date of receipt indicated in these letters may not be greater than 3 years.

Step 1: Prove Your Identity and Legal Presence

There are several categories within the classification of immigrants. In this section we will present each one so that you know what documents to bring to prove your identity and legal presence.

<p>Visitors, Foreign Entrepreneurs and Athletes</p> <p>A. Original passport up to date (except for Venezuela with no more than 5 years expired).</p> <p>B. Valid I-94, and with at least 60 days before the expiration date (find it at the link i94.cbp.dhs.gov/i94/#/recent-search)</p>	<p>Pending Political Asylum</p> <p>A. Original passport up to date (except for Venezuela with no more than 5 years expired).</p> <p>B. Letter I-797, which shows your receipt of the I-589 application.</p>
<p>Notice of Hearing</p> <p>A. Original passport up to date (except for Venezuela with no more than 5 years expired), or original birth certificate.</p> <p>B. Letter from an immigration court (Also know as a "Notice of Hearing") which schedules a hearing on a pending proceeding.</p>	<p>Parole</p> <p>A. Original passport up to date (except for Venezuela with no more than 5 years expired).</p> <p>B. I-94 with parol stamp, or I-94 with DT category (find it at the link i94.cbp.dhs.gov/i94/#/recent-search)</p>
<p>Authorized for Employment</p> <p>Current work authorization document (I-766, also known as an EAD card).</p> <p>Note: If the authorization for employment has expired, but USCIS accepted the renewal application before the current authorization expired, also submit the I-797 I-765 Application Receipt letter. Otherwise, you must wait to receive the new card (for TPS, read the corresponding section).</p>	<p>U Visa</p> <p>A. Original passport up to date (except for Venezuela with no more than 5 years expired).</p> <p>B. Letter I-797 Receipt of application I-918, copy of Supplement B.</p> <p>C. If you are not the principal, you must present proof of family relationship with the victim (marriage certificate for spouses, or birth certificate for parent/child relationship).</p>

<p>Temporary Protected Status (TPS)</p> <p>A. Original passport up to date (except for Venezuela with no more than 5 years expired), or Valid work permit with categories A12 or C19. If the permit has expired, you must also present an up-to-date passport when you first apply.</p> <p>B. I-797 letters (Showing the receipt of the I-765 and I-821 application) or approved I-821 application (not required if you have a work permit card).</p>	<p>Aliens Married to US Citizens</p> <p>A. Original passport up to date (except for Venezuela with no more than 5 years expired)</p> <p>B. I-94 (accepted expired).</p> <p>C. Letter I-797 (Showing receipt of the application I-130: Petition for Alien Relative)</p> <p>D. Letter I-797 (Showing receipt of the application I-485: Adjustment to permanent resident)</p> <p>E. Original marriage certificate</p> <p>F. Proof of spouse's citizenship (For example, copy of current US passport, or US birth certificate, or naturalization certificate)</p>
<p>Students</p> <p>A. Original passport up to date (except for Venezuela with no more than 5 years expired).</p> <p>B. I-94 up to date.</p> <p>C. Form I-20.</p> <p>D. Present the work permit if you already obtained one.</p>	<p>Note!</p> <p>If your case does not fall into any of these categories, please email us at this address: newresident@hillstax.org</p> <p>(Your documents contain confidential information about you. Please do not send photos or copies of your personal documents.)</p>

Step 2: Prove your Social Security Number

If you fall under a category where your status allows you to work in the United States, you will need to present your social security number.

Otherwise, you will have to present evidence that you are present in the United States in a status that is not related to a job or employment.

The reason for the ineligibility cannot be because you failed to present the necessary documents.

For more information related to Non-Immigrant requirements for obtaining a Social Security Number, please visit ssa.gov/ssnumber/ss5doc.htm

Note: If you are a non-immigrant and at some point you were issued a social security card and it never came in the mail or was lost, you need to make sure you get your social security documents and present them to our offices.

Step 3: Show Evidence of Your Residential Address

Applicants **must submit two (2) documents** in their name showing their residential address.

The address must include the property number, full street name, apartment or unit number (if applicable), city, state, and ZIP code number.

Some examples of accepted documents include, but are not limited to:

- Property registration documents or property rental contract
- Mortgage statement
- Vehicle registration, title in the State of Florida
- U.S. Postal service change of address receipt
- Bills for services such as cable, water or electricity, or the connection order for these services
- Statement of medical services account
- Car insurance policy
- Correspondence from a government agency

Do you only have one document under your name?

If the applicant can only present one document that shows their name and residential address, they can provide at least one document in their name and fill out the form called "Certification of Address".

You can access the "Certification of Address" form using this direct link: flhsmv.gov/pdf/forms/certification_of_address.pdf

Additionally, you can type "Certification of Address" into the search button on our website (hillstax.org) to find the form.

If you do not have internet access and a printer, you can visit one of our offices and one of our employees will provide you with a copy.

Do you live with family or friends?

If the applicant is unable to provide documents showing their name and residential address, they may **provide two (2) documents** in the name of the person with whom they reside, along with a document showing family relationship (birth or marriage certificate).

If the resident of the dwelling is not an immediate family member, the applicant can print the "Certification of Address" form, which must be signed by both people and notarized.

Our employees can also authenticate such a document, as long as both people present themselves at our office with acceptable identification (an up to date driver's license, identification card or passport).

You can access the "Certification of Address" form using this direct link: flhsmv.gov/pdf/forms/certification_of_address.pdf

Additionally, you can type "Certification of Address" into the search button on our website (hillstax.org) to find the form.

If you do not have internet access and a printer, you can visit one of our offices and one of our employees will provide you with a copy.

Note: Once you have changed your address, you have 30 days to report the change of address.

Steps to Obtain a Driver's License

Driving in the State of Florida is a privilege, not a right. All applicants must have adequate physical and mental capabilities to operate a motor vehicle on the public highways of the State.

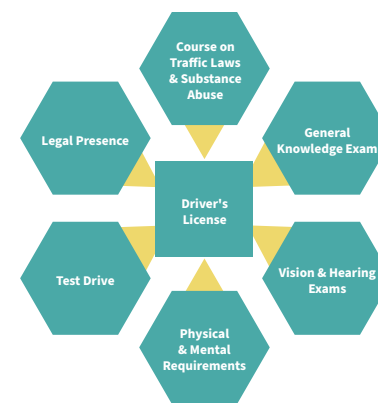
Note: Exchange and Reciprocity

The State of Florida recognizes driver's licenses from some countries, validating general knowledge and driving tests.

If you have a driver's license from Canada, France, the Republic of Korea (South Korea), or the Republic of China (Taiwan), be sure to bring it with you when you arrive at one of our offices and then our representatives will check your vision and hearing.

Note: If you have a German driver's license, only the driving test is validated and then you will have to complete the general knowledge test.

Applicants holding a license from another state, US territory will be required to surrender their license. Those presenting the Canadian license will also have to present it, unless they choose to take the general knowledge and driving tests.



When a driver's license has expired for more than 12 months, the applicant must pass the State of Florida General Knowledge test.

If you do not have one of these driver's licenses, you must meet the following requirements.

Course on Traffic Laws and Substance Abuse (Alcohol and Drugs)

If you do **NOT** have a driver's license from another country, you must pass the Traffic Law and Substance Abuse course before obtaining a driver's license. If you have a license from your country, this course will **NOT** be required. Show your license at the time of being assisted in our offices. Your license must be legible, and photocopies of your license will not be accepted.

Note: We cannot accept licenses that have been issued digitally, such as licenses from Venezuela that were delivered by email.

There are several schools that provide the Traffic Law and Substance Abuse class, either online or by attending in person. Our organization does not offer this class.

For a list of licensed providers, visit flhsmv.gov or direct link flhsmv.gov/driver-licenses-id-cards/education-courses/driver-improvement-schools/traffic-law-substance-abuse-education-tlsae-find-approved-listing-tlsae-course-providers/

General Knowledge and Traffic Signs Test

The class E license is the license that allows you to drive vehicles with a maximum of 26,000 pounds of gross weight, with a maximum of 16 people including the driver, and recreational vehicles.

The Class E exam is based on the Florida State License Handbook, which can be found on the Florida Department of Vehicle and Highway Safety website: <https://www.flhsmv.gov/pdf/handbooks/englishdriverhandbook.pdf>

The theoretical exam is offered in most of our offices, as well as in private driving schools. You will do the theoretical exam on a computer and you will have 60 minutes to complete it. It consists of 50 questions about laws and traffic signs and a minimum of 40 correct questions is required to pass it.

Vision and Hearing Screening

Your vision (distance) and hearing will be tested. If you wear glasses, contact lenses, or hearing aids, please remember to bring them.

Glasses you wear only for reading or looking up close will **NOT** work for you on this test as we will be testing your ability to see from a distance.

If you do not pass the vision screening, you will be referred to an ophthalmologist or optometrist for a medical exam. The doctor must complete a form that must be presented in our office.

If you have passed the vision test with glasses or contact lenses, you must wear them while operating a vehicle. You can get a ticket if you don't use them.

Physical and Mental Requirements

You must indicate any physical or mental problems that may affect your ability to drive during your license application, such as epilepsy, fainting spells, dizziness, or any other medical condition that may affect your ability to drive.

Learning License (Restricted)

If you don't know how to drive, or want to practice on public roads before going for your driving test, once you have passed the knowledge test you will need to obtain a "Learner's Permit" (known as a restricted license).

Our office does not offer driving lessons; you will need to locate an instructor on your own.

People who have established domicile in the state will NOT be able to drive with the license of another country.

While you have a restricted license you must drive with a person next to you. This person must be at least 21 years old, possess a valid driver's license, and who will be in charge of monitoring you in the vehicle sitting in the front passenger seat while driving. The first three months that you will use this license you will only be able to drive during the day.

Persons over the age of 18 are not required to obtain a learner's license. If you already know how to drive, you can schedule the driving test once you have completed the Traffic Law and Substance Abuse class and the general knowledge test.

Note: Under 18 Years Old

Anyone under the age of 18 must be accompanied by a biological parent or legal guardian to obtain a learner's license. If the parents cannot accompany the minor to the office, they must submit form 71142, previously authenticated by a notary, in which they give consent for the minor to drive. This form can be obtained on the website: flhsmv.gov/pdf/forms/71142.pdf

Minors must hold the license for a minimum of one year (no points), or until they turn 18 if they got it at age 17. For the complete list of underage driving restrictions, please refer to the flhsmv.gov website or the direct link flhsmv.gov/driver-licenses-id-cards/licensing-requirements-teens-graduated-driver-license-laws-driving-curfews/

IMPORTANT: If you were not born in the USA, our systems will communicate electronically with USCIS (Immigration) to confirm your

legal status. Your learner's license may not be issued immediately, but will be mailed to you from headquarters in Tallahassee. We will give you a piece of paper that will allow you to practice while you receive your credential; however, this does not serve as identification.

Driving Test

Make sure you have the skills and experience to drive safely. If you don't feel safe behind the wheel, it's a good idea to ask a private driving school for help. The driving test can be scheduled at some of our offices or through a private driving school.

You must have completed the Traffic Law and Substance Abuse class (or present a foreign driver's license) as well as the general knowledge test prior to taking the test.

Minors must have held their learner's permit for one year, with no points on their license from penalties. The parent or legal guardian must certify that the minor has practiced behind the wheel for a minimum of 40 hours during the day and 10 hours at night.

If you are a U.S. citizen or permanent resident and do not have a star on your Florida identification card or learner's license, you must also show documents establishing your lawful presence in the country, described in the Steps to Obtain a Driver's License or ID card. If you are classified as a nonimmigrant, you must present your documents each time you come to our offices to process driver's licenses or identification cards. If you did not bring your Immigration documents, the license will not be issued.

If you have a learner's (restricted) license, you must turn it in at the time of your driving test. If you have not received it, you will be able to take the road test but the driver's license will not be issued.

Test Drive Procedure at Our Offices

The following requirements will be verified at the time of starting the test:

- Vehicle registration up to date
- Vehicle insurance card up to date (can be digital)
- A driver with a valid license, over the age of 21 (excludes driving school instructors)
- A cell phone device (hands-free, Bluetooth, or speakerphone; the passenger can hold the phone)
- Pass basic vehicle inspection (refer to the Florida Driver License Manual for details)

The representative of our office is referred to as the examiner. This person will perform the test from outside the customer's vehicle. Communication with the examiner will take place through a hands-free cellular device (Bluetooth or speakerphone). You must be accompanied by a validly licensed driver, 21 years of age or older, who will be seated in the front passenger seat. We recommend that you bring someone who is bilingual to the test, as we do not always have a translator available. No other passengers or pets are allowed in the vehicle during the test.

Please consult the Official Florida Driver License Manual for detailed information on the maneuvers that will determine your ability to drive a vehicle.

Once you pass the driving test you will be able to obtain your driver's license. If you don't approve, you must come back another day. Retakes of this exam are not permitted on the same day.

For more information on driver licenses, visit the Department of Highway Safety and Motor Vehicles (DHSMV) website flhsmv.gov.

Driver's license road tests are administered only at the following locations:

- **Brandon** – 3030 North Falkenburg Road, Tampa, Florida 33619
- **East Tampa** – 2814 E. Hillsborough Ave., Tampa, FL 33610
- **Plant City** – 4706 Sydney Road, Plant City 33566

Rates

The following prices show some of the basic rates charged by the Florida Department of Highway Safety and Motor Vehicles.

Our office, as constitutional agent, charges a fee of \$6.25 in addition to these fees.

Driver's License/ID Card		Suspension and Revocation	
Clase E Original/Renewal	\$48	Maintenance	\$45/\$60 DOR/CUT
Clase E Duplicate	\$25	Fines for Traffic Violations	\$60
Identification Card	\$25	CDL Suspension	\$75
Motorcycle Endorsement	\$7	DUI Administrative	\$130
Commercial License/Renewal	\$75	Revocation	\$75
CDL Duplicate	\$25	Suspensions	\$45
CDL School Board Employee	\$48	Returned Check	\$55
CDL Endorsement (each)	\$7		
HazMat Criminal Check	\$91		
Late Renewal Fee	\$15		

Exams		Driving Record	
First Written Exam	\$0*	3 Years (Not Certified)	\$8
Exam Retake	\$10	7 Years	\$10
First Driving Test	\$0*	Full	\$10
Repeat Driving Test	\$20		
*Add agency fee \$6.25			

Our Office Locations

Location	Address
East Tampa ** This office only offers services related to driver's licenses, computer and driving tests, identification cards.	2814 E. Hillsborough Ave. Tampa, Florida 33610
North Tampa	3011 University Center Dr. Suite 150 Tampa, Florida 33612
Drew Park	4100 W Martin Luther King Jr. Blvd. Tampa, Florida 33614
Brandon **	3030 North Falkenburg Rd. Tampa, Florida 33619
Plant City **	4706 Sydney Rd. Plant City, FL 33566
Downtown	601 East Kennedy Blvd. County Center, Piso 14, Tampa, Florida 33602
Southshore	406 30th Street S.E. Ruskin, Florida 33570
AAA Westshore This office only offers services related to driver's licenses, computer and driving tests, identification cards.	1701 N Westshore Blvd. Tampa, FL 33607
** These offices offer driving tests. Visit hillstax.org to schedule an appointment.	

Hours of Operation and Services

Services	Hours of Operation
Titles – Florida or out of state	8am-5pm Wednesdays 9am-5pm
FL Vehicle Registration Renewal	8am-5pm Wednesdays 9am-5pm
Driver's License Written Examination	8am-3:30pm Wednesdays 9am-3:30pm
Class E Driving Test	8am-4:15pm Wednesdays 9am-4:15pm
Driver's License and Identification Cards*	8am-3:30pm Wednesdays 9am-3:30pm
Hazardous Materials Endorsement	8am-3:30pm Wednesdays 9am-3:30pm
Housing Tax Payment	8am-5pm Wednesdays 9am-5pm
Occupational Tax Receipt	8am-5pm Wednesdays 9am-5pm
Occupational Tax Receipt	8am-5pm Wednesdays 9am-5pm
Weapon Carrying Licenses (North Tampa only)	8am-5pm Wednesdays 9am-5pm
Hunting and Fishing License	8am-5pm Wednesdays 9am-5pm
State of Florida Birth Certificates (Except East Tampa and AAA Westshore)	8am-5pm Wednesdays 9am-5pm
Vehicle For Hire License - Taxi or Limo (offered in East Tampa only)	8am-5pm Wednesdays 9am-5pm

*Driver's License includes: renewals, change of name and address, change of status, change of status and Business License.

Payment Methods

- Cash
- Debit (an additional charge of \$1.70 applies)
- Credit (additional charge applies 2.35%, \$2.00 minimum)
- Check
- Money order
- Certified check

Directory

HILLSBOROUGH COUNTY TAX COLLECTOR

hillstax.org | 813.635.5200 | P.O. Box 30012, Tampa, Florida 33630-3012

Department of Highway Safety and Motor Vehicles (DHSMV)	
850.617.2000	www.flhsmv.gov

Permit to Carry Weapons	
850.245.5691	www.freshfromflorida.com
Replacements can be made at: 4510 Oak Fair Blvd Ste 100, Tampa FL 33610 – 813.337.5377 8:00am a 4:30pm	

Business License Self-Certification System (CDL)	
It allows CDL holders to meet new federal self-certification requirements without visiting a driver license office. https://services.flhsmv.gov/CDLMedCert	

Driving Manual and Commercial License Manual	
https://www.flhsmv.gov/resources/handbooks-manuals/	

Social Security Administration	
Mon., Tues., Thur., Fri. 9:00am - 3:00pm	4010 Gunn Hwy Suite 100, Tampa, FL 33618 855.433.5873 3415 E Frontage Rd, Tampa, FL 33607 800.772.1213
Wed. 9:00am - 12:00pm www.ssa.gov	1947 State Road 60 E, Valrico, FL 33594 800.772.1213

CDL Driving Test	
Companies That Give the CDL Driving Test <i>*Only third-party providers are available for the CDL driving test</i>	https://www.flhsmv.gov/driver-licenses-id-cards/commercial-motor-vehicle-drivers/commercial-driver-license/third-party-skill-test-sites/

Tolls	
<ul style="list-style-type: none"> Central Florida Expressway 407.690.5200 Miami-Dade 305.637.3277 ext. 5105 Veterans Expressway 888.865.5352 Sunpass Expressway 888.824.8655 	<ul style="list-style-type: none"> Sunpass – to pay in person (Walk-in Center) 10137 E. Adamo Drive, Suite 800A, Tampa, FL 33619 - Hours: Mon. - Fri. 8:00AM - 6:00PM Tampa Hillsborough Expressway 877.258.5205 Crosstown Expressway 813-272-6740

Traffic Law Schools	
https://www.flhsmv.gov/driver-licenses-id-cards/education-courses/driver-improvement-schools/ <ul style="list-style-type: none"> ADI (Advanced Driver Improvement Course) BDI (Basic Driver Improvement Course) TLSAE (Traffic and Substance Abuse Law) 	Companies That Give the Driving Test https://www.flhsmv.gov/driver-licenses-id-cards/behind-wheel-training/

Bureau of Administrative Review (BAR)	
Conducts hearings to determine a driver's eligibility to receive a hardship license for business or employment purposes only.	2814 E Hillsborough Ave Tampa FL 33610 813.873.4830 813.276.5795

Ignition Interlock Device Programs (Ignition Interlock Device)	
https://www.flhsmv.gov/driver-licenses-id-cards/education-courses/dui-and-iid/ignition-interlock-program	Alcolock: 866.837.8646 www.alcolockusa.com/florida Smart Start: 800.880.3394 www.smartstartinc.com Guardian Interlock: 800.499.0994 www.guardianinterlock.com

Marriage Certificate and Traffic Fines – Hillsborough County Court	
Mon. - Fri. 8:00am - 5:00pm 813.276.8100 www.hillsclerk.com 800 Twiggs St, Tampa, FL (CUT Only) 800 Twiggs St, Room 101 (Traffic Only) 419 Pierce St Room 140 (Marriage Certificate) 301 N Michigan Ave, Room 1071, Plant City, FL	Mon.-Fri. 8:00am – 4:00pm 813.276.8100 311 Pauls Dr, Brandon, FL 410 30th St SE, Ruskin, FL

Birth and Death Certificates (Florida)	
For those born before 1917, contact the State Office of Vital Statistics in Jacksonville	State Office of Vital Statistics 904.359.6900

Hillsborough County Health Department	
hillsborough.floridahealth.gov/ 13601 N 22nd St, Tampa, FL 813.307.8002	Monday to Friday: 7:30am – 4:30pm Death Certificates: 2002-present only

Birth Certificates (Residents of Puerto Rico) Integrated Service Center (Residents of Puerto Rico only)	
6925 Lake Ellenor Dr, Suite 1010 , Orlando, FL 32809	407.776.9000

Passports for US Citizens	
Passports with the Department of State: 5201 W Spruce St, Tampa, FL 877.487.2778 www.travel.state.gov/passport	Passports with Hillsborough Court Offices: 419 E Pierce St. Tampa FL 33602 or 301 North Michigan Ave. Plant City FL 33563 813.276.8100 www.hillsclerk.com
Passports with the Postal Service (Post Offices): 800.275.8777 www.usps.com/passport	

Child Support	
Department of Revenue 6302 E. Dr Martin Luther King Jr. Blvd Suite 110, Tampa, FL	850.488.5437 (7:30AM – 6:00PM Monday – Friday) www.myflorida.com/dor/childsupport/

Hillsborough County Government Agencies

County Government Agency	Website	Phone
Clerk of Court & Comptroller	hillsclerk.com	(813) 276-8100
Hillsborough County Schools	hillsboroughschools.org	(813) 272-4000
Supervisor of Elections	votehillsborough.gov	(813) 744-5900
Property Appraiser	hcpafl.org	(813) 272-6100
Sheriff's Office	teamhcso.com	(813) 247-8200 <i>Non-Emergency Line. Dial 9-1-1 for emergencies</i>

Hillsborough County Government Departments

County Government	Website	Phone
Public Utilities	https://service.hillsboroughcounty.org/311/water-sewer/	(813) 272-6680
Solid Waste	https://hcflgov.service-now.com/cs	(813) 272-5680
Fire Rescue	https://www.hillsboroughcounty.org/en/government/departments/fire	(813) 272-6600
Emergency Management	https://www.hillsboroughcounty.org/en/residents/public-safety/emergency-management	(813) 272-6600
Board of County Commissioners	https://www.hillsboroughcounty.org/en/government/board-of-county-commissioners	
Social Services	https://www.hillsboroughcounty.org/en/residents/social-services	(813) 272-7416

Frequently Asked Questions

1. What if I am not licensed from my country and have not completed the Traffic Law and Substance Abuse class? What if I didn't bring my Immigration documents either?

Your license will not be processed.

2. Why did other people get the credential instantly, but it's going to arrive in the mail for me?

The system for issuing licenses and identification cards communicates electronically with various systems such as the Social Security Administration, or the United States Citizenship and Immigration Service (USCIS), among others. These systems determine if your license is issued the same day. Sometimes the systems do not confirm your legal status and the headquarters in Tallahassee will handle the issuance.

3. They told me that my license is going to arrive in the mail and that the temporary driving permit is going to expire. What I can do?

Your application is being processed from our headquarters in Tallahassee and the time this process takes is out of our control.

If the permit is close to its expiration date, please check to see if the credential has already been submitted by going to <https://services.flhsmv.gov/DLCheck/> or by calling 850-617-2000 to speak with a representative of the Department of Vehicles.

You can also bring your Immigration documents to our offices to consult with the Department. If the Department has not processed your credential, we may be able to issue another temporary driving permit.

4. How often do I need to renew my license? How far in advance can I renew it?

In general, citizens and permanent residents who are 79 years old or younger obtain the license for 8 years. The other people obtain the license for the time determined by the USCIS Citizenship and Immigration Service.

You can renew your license or identification card 18 months in advance.

5. Can I change my address online? How long do I have to change my address?

Citizens and permanent residents who have a star in the upper right corner of their license or identification card can open an account on the Department of Vehicles portal and request a replacement of their credential. Visit myDMVportal.flhsmv.gov. If you were unable to process the transaction through this portal, you must report to our offices and meet the residential address requirements.

If your card says "TEMPORARY" you must go to a Tax Collector's office with your immigration documents and meet the residential address requirements.

The law requires that the change be made within 30 days.

6. Why was my old ID taken away when I changed addresses?

The new Federal law states that you can only have one valid credential in your possession.

7. I want to ride a motorcycle. What should I do?

These classes are given by private companies that take care of all the exams. For a list of providers, please refer to the website www.flhsmv.gov or the direct link flhsmv.gov/driver-licenses-id-cards/motorcycle-rider-education-endorsements/safety-course-locations

Once you have completed this class, come to our offices to add the endorsement to your current license. Be sure to bring your USCIS documents if you are NOT a citizen or permanent resident, with a star in the upper right corner of your card.

8. Are they open on Saturdays?

No.

9. Can I pay traffic tickets at this office?

No. The ticket the officer gave you usually has instructions next to or on the back.

If you received a citation in Hillsborough County, you can visit the court's website www.hillsclerk.com for instructions on how to pay. You can also check with AMSCOT offices to see if you are eligible to pay through their agencies.



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