

DATE: January 26, 2021

TO: Florida Clerks of Court
Florida Court Clerks and Comptrollers Association (FCCC)

FROM: Richie C. Frederick, Chief **RF**
Division of Motorist Services, Bureau of Records

SUBJECT: Motorist Modernization Phase 1 Implementation - Update

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) deployed Phase I of the Motorist Modernization project (ORION) on December 7, 2020 and continues to resolve data quality issues. Currently, FLHSMV is processing Traffic Citation Accounting and Transmission System (TCATS) files submitted on January 12 and 13, 2021. All prior files were successfully processed, and we anticipate continuing to process two files per day to ensure these files are updated to the record as soon as possible.

We appreciate everyone's patience while we continue to work through this deployment and below is an overview of the issues we have identified:

- **D6 Clearances Submitted for Suspensions Not on File via CCIS** – FLHSMV identified an issue where D6 suspension notices were mailed to the customer when the clerk had already submitted as a clearance for a suspension not on file via the Comprehensive Case Information System (CCIS). FLHSMV has implemented a temporary workaround to detect and clear these records until a permanent fix can be deployed.
 - FLHSMV mailed 750 letters to customers explaining a suspension notice was sent to them in error; and all clerks impacted by this issue received a list of citations impacted by this error.
- **D6 Customer Registration Stops** - The new system failed to remove vehicle stops from a customer's vehicle in real time when the D6 suspension was cleared. The vehicle stop prevents the driver from renewing their vehicle registration until the suspension is cleared. FLHSMV deployed a programming fix to resolve the issue.
- **Multiple Driver License Numbers** – Some clerks reported errors when trying to clear a certain Failure to Comply suspensions in CCIS. In these instances, clerks are seeing multiple driver license numbers returned. FLHSMV will have to manually fix these records before the clearance can be done. If you encounter this issue, please email CourtAssist@flhsmv.gov.

As a reminder, if your office is clearing a Fail to Comply suspension using the web tool clearances through the CCIS, the clearance updates FLHSMV systems in real time. If your office is sending clearances through a batch file for a Fail to Comply suspension, these clearances do not update immediately and may have additional delays due to the backlog in TCATS processing.

We appreciate your patience and we are committed to ensuring the ORION deployment is successful. If you have additional concerns or you have questions about the information provided, please do not hesitate to contact Deborah Todd at DeborahTodd@flhsmv.gov or your local Senior Liaison Officer: <https://www.flhsmv.gov/courts-enforcement/utc/senior-liaison-officers/>