Motorist Modernization Advisory Board – Phase II Monthly Meeting
January 8, 2019
Neil Kirkman Building, Conference Room B-202
2900 Apalachee Parkway, Tallahassee Florida 32399
2:30 – 4:00 p.m., EST

Invitees	Representing
Stephen Boley	DHSMV
Lt. Jason Britt	DHSMV
Diane Buck	DHSMV
Jay Levenstein	DHSMV
Steve Burch	DHSMV
Lisa Cullen	Florida Tax Collectors
Sherri Smith	Florida Tax Collectors
Det. Sgt. Ivan Doobrow	Law Enforcement
TBD	Law Enforcement

Agenda

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- IV&V Update
- Stakeholder Outreach Update
- Policy and Decisions Review
- MM Phase II Program Update
    - Financial Review
    - Project Updates
- Communications Update
- Q&A
- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD PHASE II

Monthly Meeting Minutes
Kirkman Building Conference Room B-202
December 11, 2018
2:30 to 4 p.m., EST

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 2:30 p.m. Terrence Samuel began the meeting by welcoming members and visitors and proceeded with the roll call of board members.

  Advisory Board Phase II members included

o Stephen Boley	DHSMV
o Steve Burch	DHSMV
o Lt. Jason Britt	DHSMV
o Diane Buck	DHSMV (via phone)
o Jay Levenstein	DHSMV (absent)
o Lisa Cullen	Florida Tax Collectors (via phone)
o Sherri Smith	Florida Tax Collectors (via phone)
o Det. Sgt. Ivan Doobrow	Law Enforcement (via phone)

- Additional DHSMV members present included – Terrence Samuel, Kristin Green, Koral Griggs, Felecia Ford, Laura Freeman, Jessica Espinoza, Chad Hutchinson, Craig Benner, Janis Timmons, Judy Johnson and Cathy Thomas.
- Visitors present included – Alyene Calvo from Ernst & Young, and Andrew Bell and Brandon Shelley from Florida Auto Tag Agencies. Bob Priselac from Title Tech also attended.

REVIEW OF MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from November 13, 2018. There were no corrections identified. A motion to approve the minutes was accepted by the board members and the November 13, 2018, meeting minutes were approved.

IV&V UPDATE

- Alyene Calvo presented an IV&V update for Phase II. The overall risk state was green. There were no open deficiencies to report. The Schedule Performance Index was .916 and the program was within the established performance thresholds. 14 out of 1,430 tasks were late and the program completion date is projected to be 132.8 days late. The Schedule Quality Score was 96.2.

STAKEHOLDER OUTREACH

- Jessica Espinoza stated a meeting was held recently with the Public Access Vendors to discuss their satisfaction with the current systems they are using.
- Cathy Thomas stated the Tax Collector SME Meeting and the All-Hands Meeting will be held during the week of January 14, 2019.

POLICY & DECISION REVIEW

- POR02 – Defining Scope of Fleet Services – Judy Johnson stated a process will be developed to allow for bulk registrations and the issuance of permanent decals for use by Sunshine State and Enterprise Holdings. She stated meetings will be scheduled with BIO to document the business rules. The board did not decide on the processing of bulk titles. The request to allow the processing of ETR by banks, credit unions and leasing companies has been denied.
- POR04 – Casual Title Transactions Through MyDMV Portal – Ms. Johnson stated the request for processing title transfers has been approved by the ESC. The ESC also approved the use of the eOdometer. The team will work with BIO and Julie Larsen to develop procedures. The team will also incorporate the feedback received from the Focus Group Meeting.
    - Lisa Cullen stated she is not in favor of this.
    - Terrence Samuel stated the Focus Group will reconvene in January to discuss further details on this item.
- POR06 – Authentication and Transaction Services Offered in Phase II Kiosk Solution – Ms. Johnson stated the team is still awaiting a decision from the ESC on this item.
    - Mr. Samuel mentioned this item has yet to be discussed with the ESC due to lengthy agendas during the past few meetings.
- POR07 - Request to Allow Biennial Registrations on Tribal Registrations – Ms. Johnson stated the team is requesting for the Seminole and Miccosukee Tribes to have two-year registrations since the registrations are processed at DHSMV and there is no fee associated. She stated this item would be discussed with the ESC.
- POR08 – Request to Allow the Issuance of Permanent Decals for Tribal Registrations – Ms. Johnson stated the team is requesting to allow issuance of permanent decals for tribal registrations since the registrations are processed at DHSMV and there is no fee associated.
    - Stephen Boley asked what the initial reason was for having these registrations processed every year rather than biennially?
    - Ms. Johnson stated the team would follow-up on this.
    - Sherri Smith asked if the owners of these plates are required to provide proof of insurance at the time of renewal?
    - Ms. Johnson confirmed this and stated the plate must first be approved by the tribe manager as well. She stated the tribe members would still renew their registration each year, they would just not receive a new decal every year.
    - Lt. Britt recommended we ask the tribes their opinion on this. He asked since the decals are free, would the cost be associated with the continuation to print?
    - Ms. Johnson confirmed. She stated the team would get feedback from the tribes and discuss with the ESC.
- POR09 – Current Fleet Maintenance Process – Ms. Johnson stated the Fleet Maintenance process currently does not enforce the minimum number of vehicles required by statute. The team would like to enforce this requirement and not allow fleet companies who do not meet the requirements to renew their vehicles under the fleet program. She stated stats were run and out of 120 active fleets, 64 were compliant. She discussed sending letters to customers to allow them a grace period to get into compliance.
    - Lt. Britt agreed with the department sending customers a letter. He asked when these stats were pulled.
    - Ms. Johnson stated a snapshot of these stats were taken a week and a half ago.

    - Lt. Britt asked if we should renew knowing these fleet customers are not in compliance?
    - Ms. Johnson stated there is nothing in the system to stop them from renewing currently.
    - Andrew Bell asked if these customers were in compliance and then fell out of compliance, or were they never in compliance at all?
    - Ms. Johnson stated she is unsure, but it is her understanding that when the customers established a fleet, they met the minimum requirements and were in compliance.
- REG05 - Should the system perform an NMVTIS and NLETS check on registration-only transactions? – Ms. Thomas stated a conference call was held with AAMVA and the department needs to decide what implementation solution to use, web service or AMIE. She stated the team would like to do the web service solution. She stated another conference call would be scheduled with AAMVA to discuss further.
- REG06 – Specialty Plate Voucher Transactions – Ms. Thomas stated currently, when a customer attempts to redeem their voucher with no active registration on file, the customer is not allowed to receive the voucher. The registration team would like to design a transfer specialty plate voucher transaction for the eligible person to redeem the voucher, transfer the voucher back to original purchaser, or provide refund, if eligible. She stated this would be discussed further with the ESC.
- REG07 – Decision on whether to make it easier for dealers to process more than one original dealer plate transaction at a time (ex. bulk issuance) – Ms. Thomas stated this would be subject to their GLI/plate limits. Currently, only one dealer plate can be processed at a time. She stated this would be discussed further with the ESC.
- REG08 – Decision on whether a scanned coversheet should be required to be printed for every registration correction – Ms. Thomas stated currently, a scan coversheet is not required for this transaction. In modernization, the team would like to have this as part of the transaction for fraud purposes and to provide documentation to scan to the record for the correction. The team received stats for the past five years for corrections, totaling 844,020. The team would like to print a cover sheet for every correction; however, this would increase paper and toner for the printers in the tax collector offices. She stated this would be discussed further with the ESC.
- TLE05 - Decision on whether the tax collector offices will be able to create MVR reports for the customers to purchase in the office – Ms. Thomas stated this would be discussed further with the ESC.
- TLE06 – Print Electronic Title for Dealer – She stated currently, the procedure allows the dealership to take the title in their name and print the electronic title at the same time for a $10 fee. The team would like to make the dealership pay the title transfer fee if they want to change the ownership into their name. The department would receive the transfer title fees if we required them to do two separate transactions.
    - Andrew Bell started there will most likely be push pack from the independent dealers as the cost will increase.
    - Diane Buck asked if we have stats as to how many dealers have transferred titles into the dealer's name?
    - Ms. Thomas stated she could ask Kevin Gray to obtain these stats.
    - Ms. Cullen asked why a dealer should only pay $10?
    - Ms. Thomas stated a dealer is selling the vehicle out-of-state at auction versus an individual selling a vehicle with an electronic title.
    - Ms. Cullen stated she was not in favor of the dealers only paying $10. She asked if this was statutory?

    - Ms. Thomas stated she was told it was procedural and not statutory.
- DS02 – Felecia Ford stated the regional offices currently conduct title and registration issuance transactions. The supporting documents are sent to the scanning unit to be scanned. The team would like a decision on if we will continue to send the supporting documents to Tallahassee or will the regional offices scan the documents.
    - Lt. Britt stated he would like logistics on where the original documentation goes after it is scanned for security reasons.
    - Mr. Samuel mentioned the ESC already decided not to scan in the field for the tax collector offices. He stated the team would like to know if we should allow scanning in the field for the regional offices.
    - Ms. Cullen stated if the tax collector offices do not have to scan then GHQ should not have to.

FINANCIAL REVIEW

- Ms. Janis Timmons stated the Phase I budget for the 2018/19 fiscal year is $7.5 million, with $3.4 million expended. $4.1 million is remaining for the fiscal year. The Phase II budget for the 2018/19 fiscal year was $5 million, with $1.9 million expended. $3.1 million is remaining for the fiscal year. She stated the team will begin work legislative budget requests for the 2019/20 year.

PROJECT UPDATES

- Terrence Samuel discussed challenges with Uniface and extending contract for one Uniface developer.
- Michelle McGinley stated all teams were currently working on requirements validation. The Portal/Fleet and IFTA/IRP teams have submitted their first increment. She stated the rest of the team were working on their second increment. She stated the Release Plan was approved. She stated the team was also working on deliverables that focus on change readiness, approach to training, etc.

COMMUNICATIONS UPDATE

- There was no communications update at the meeting.

Q&A

- Andrew Bell asked if there has been any outreach scheduled for the private tag agencies.
- Mr. Samuel stated the team is scheduling an Industry Focus Group and will invite private tag agencies sometime in January 2019.

ADJOURNMENT

- Mr. Samuel adjourned the meeting at approximately 3:28 p.m.
- The next Advisory Board Phase II Meeting is scheduled for January 8, 2019.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (11/13/18)	4 Pages
MM Phase II IV&V Update	31 Pages
MM Phase II Decision Log	6 Pages
MM Phase II Financials	9 Pages
Phase II Traffic Light Report	1 Page

Motorist Modernization Program (Phase II)

State of Florida Department of Highway Safety and Motor Vehicles (DHSMV)

Independent verification and validation (IV&V)

Monthly Assessment Report Summary

November 2018

14 December 2018

Building a better working world

Topics for discussion

- General IV&V overview
- Overall risk state and trending
- IV&V ratings summary
- Key indicators
- Status of key deficiency recommendations
- Overall performance
- Project complete date slippage
- Forecast milestone slippage
- Open deficiencies and actions
- Process improvement recommendations
- Upcoming IV&V activities
- Supporting information
  - Summary of changes
  - Open deficiencies
  - Project milestones
  - Late tasks
  - Project schedule quality
  - Project budget

Data contained in this MAR is as of 14 December 2018

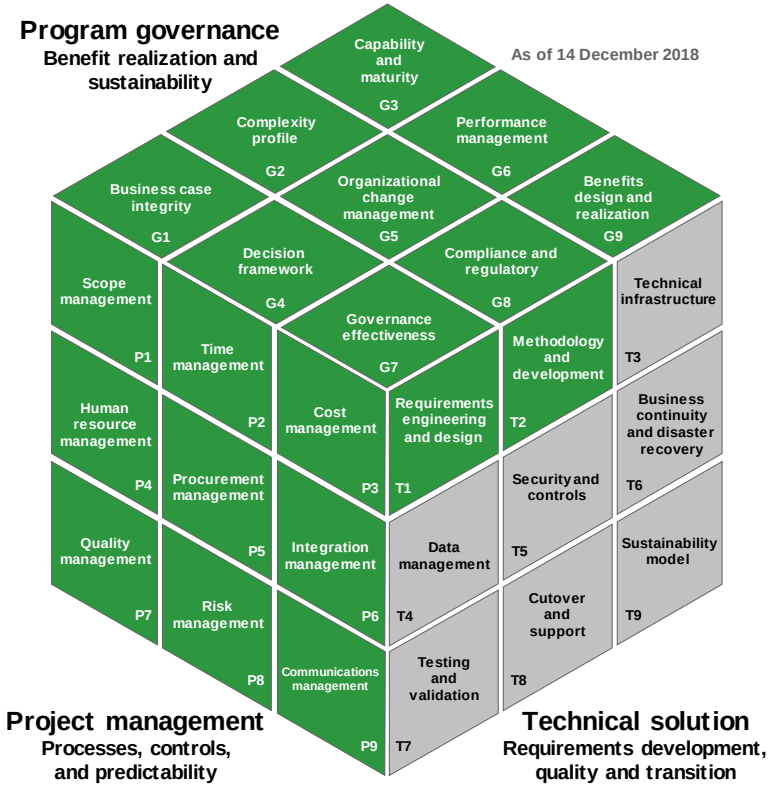
General IV&V overview

Overall IV&V risk state:	Green

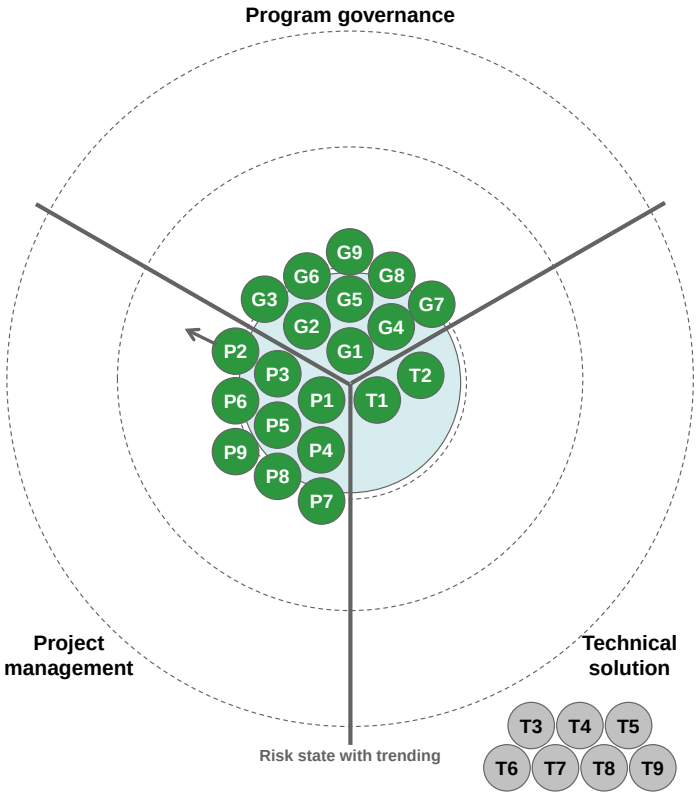
- There are no open IV&V deficiencies
  - No additional facets evaluated
  - No new deficiencies identified since the last report
- The Program is within established schedule performance thresholds
  - The schedule performance index (SPI) is 0.897
  - 15 of 1,430 total tasks (1.05%) contained in the project schedule are late
  - 15 of 498 total tasks (3.01%) for the current period are late
- The Program is within established cost performance thresholds
  - The cost performance index (CPI) is 1.000
  - The Program is currently on budget based on provided budget and spending information
- The Program is behind schedule
  - The program completion date is forecast to be 07 August 2024, 385.1 days late
  - Future milestones are projected to be completed behind schedule
  - The amount of time the project is behind schedule is increasing

Overall risk state and trending

Risk state of the MM Program (Phase II)

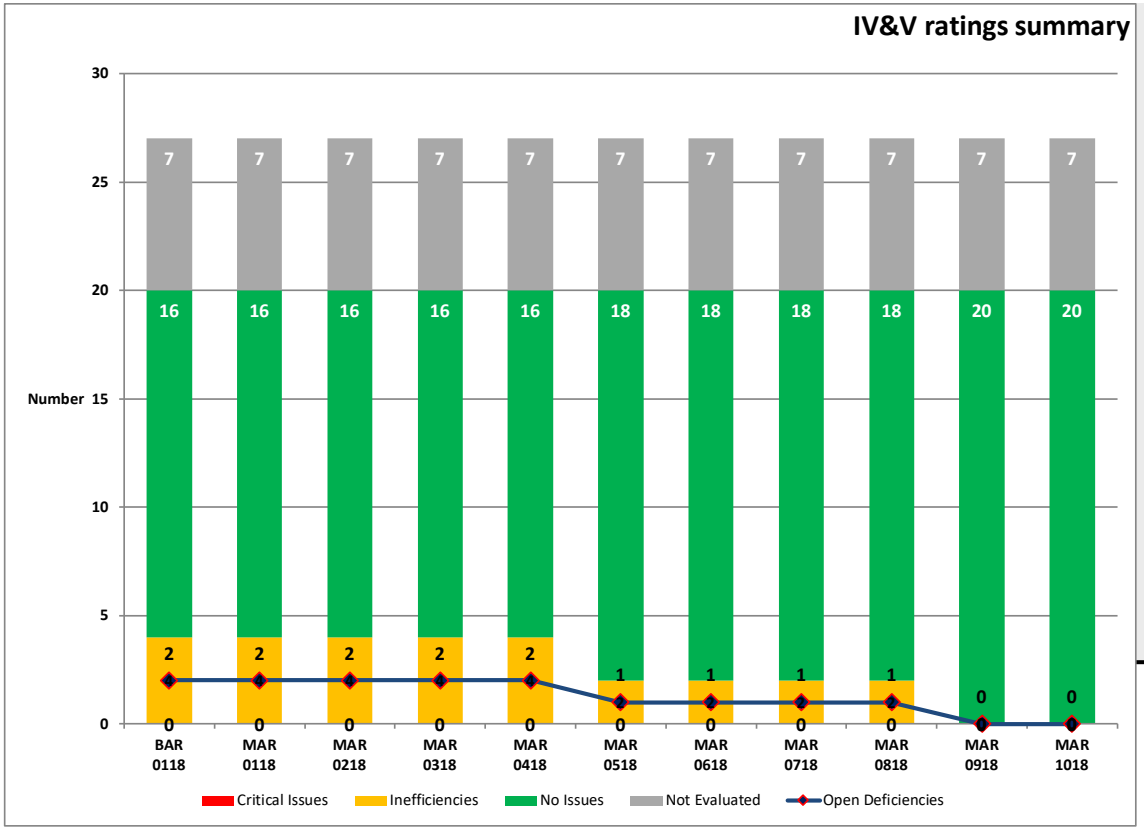


Risk state with trending



- Indicates that the area being assessed has critical issues that will result in significant risk to the project most likely resulting in either the inability to achieve the outcomes, inability to meet the projected schedule, or a significant cost over-run. Requires immediate action.
- Indicates that the area being assessed has issues that need to be resolved; inefficiencies exist. Current process/method can be used with refinement.
- Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.
- Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.

IV&V ratings summary

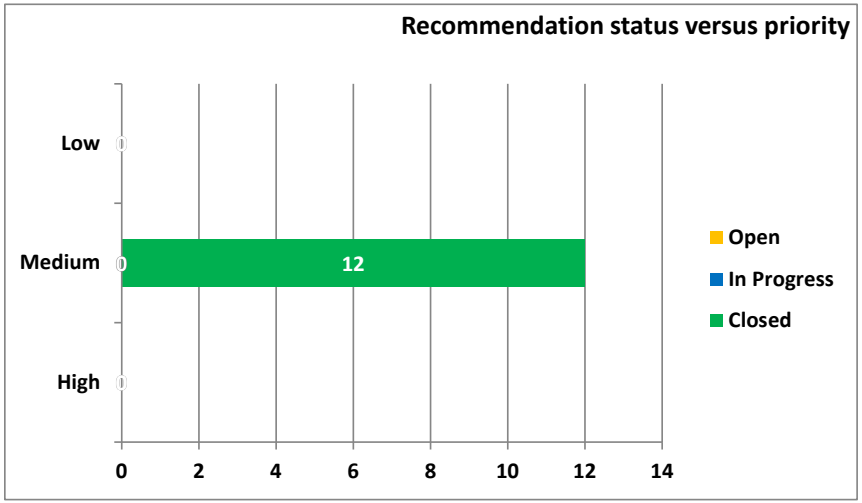


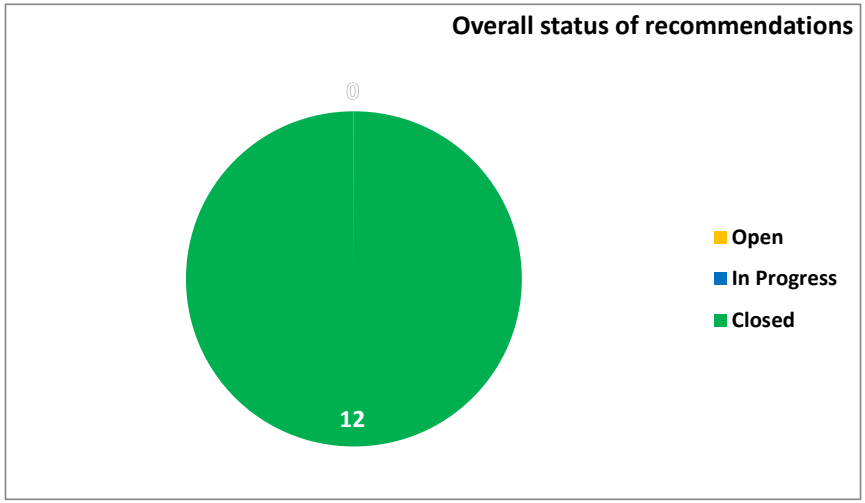
- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 0
  - Green (no issues): 20
  - Gray (not evaluated): 7
- Open deficiencies: 0
- Conclusions:
  - The MM Program Team has resolved all open deficiencies identified by the IV&V Team.

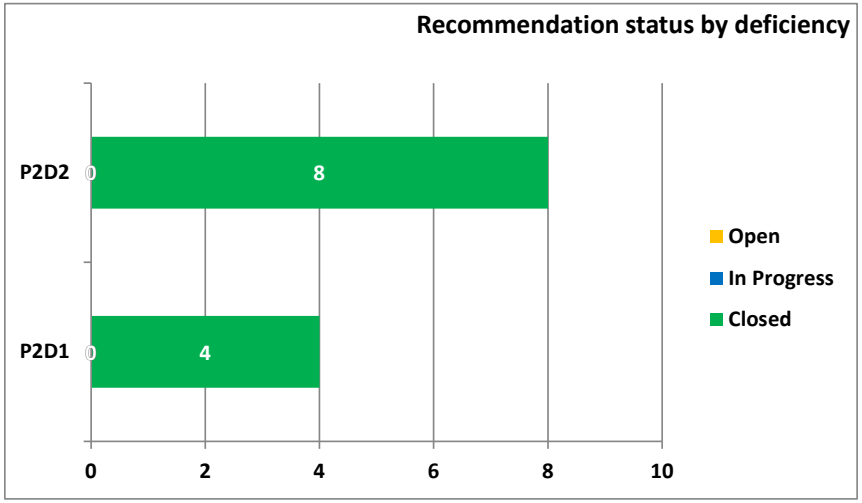
Key indicators

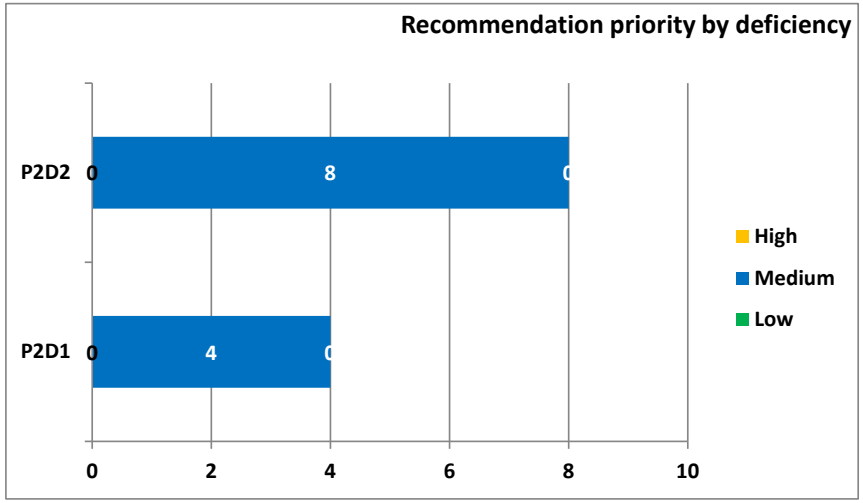
Indicator	Value	Comment
Is the project approach sound?	Yes	▶ The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.
Is the project on time?	No	▶ The Program is currently behind schedule. ▶ The schedule performance index (SPI) is 0.897 ▶ 15 of 1,430 total tasks (1.05%) contained in the project schedule are late. ▶ 15 of 498 total tasks (3.01%) for the current period are late.
Is the project on budget?	Yes	▶ The Program is within established cost performance thresholds. ▶ The cost performance index (CPI) is 1.000. ▶ The Program is currently on budget based on provided budget and spending information.
Is scope being managed so there is no scope creep?	Yes	▶ The work being completed as part of the MM Program (Phase II) is within the scope of the project as defined in the Schedule IV-B Feasibility Study.
What are the project's future risks?	Unknown	▶ The MM Program Team has resolved all open deficiencies identified by the IV&V Team.
Are the project's risks increasing or decreasing?	Steady	▶ The MM Program Team has resolved all open deficiencies identified by the IV&V Team.
Are there new or emerging technological solutions that will affect the project's technology assumptions?	No	▶ New and emerging technologies were considered in the Feasibility Study. ▶ None have an adverse effect on the project's technological assumptions.

Status of key deficiency recommendations

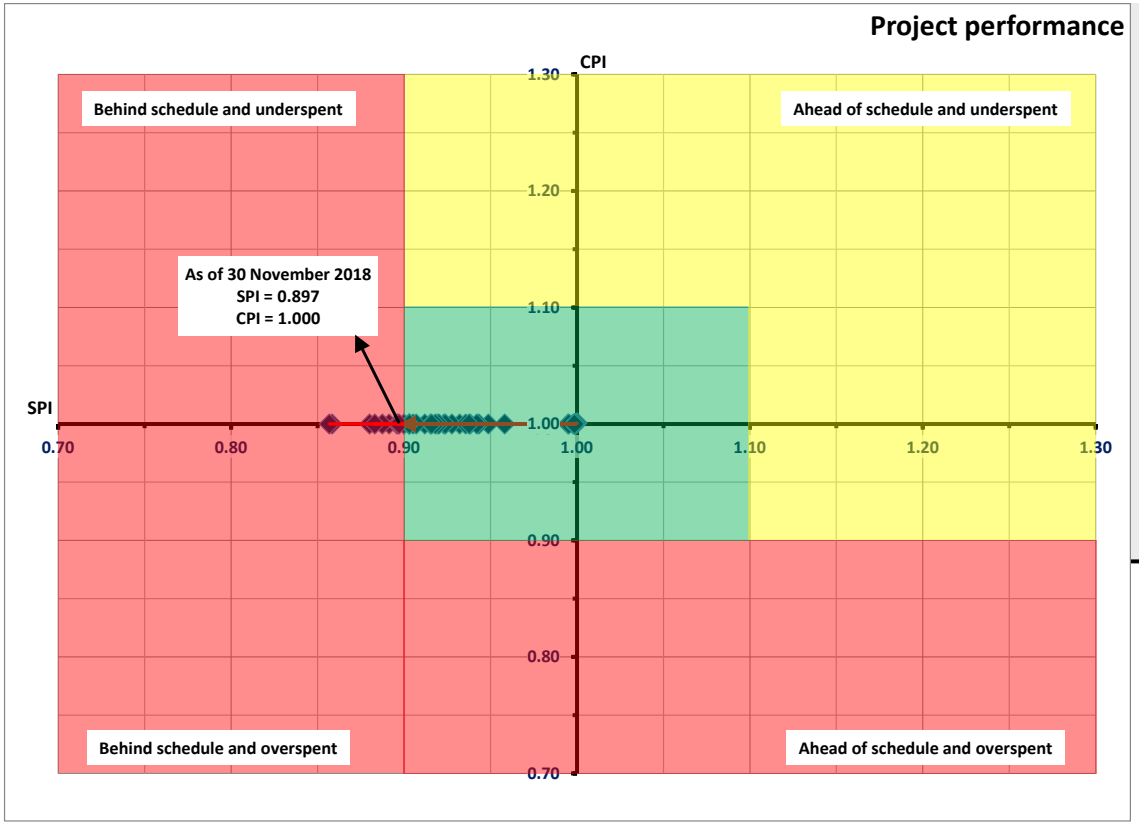








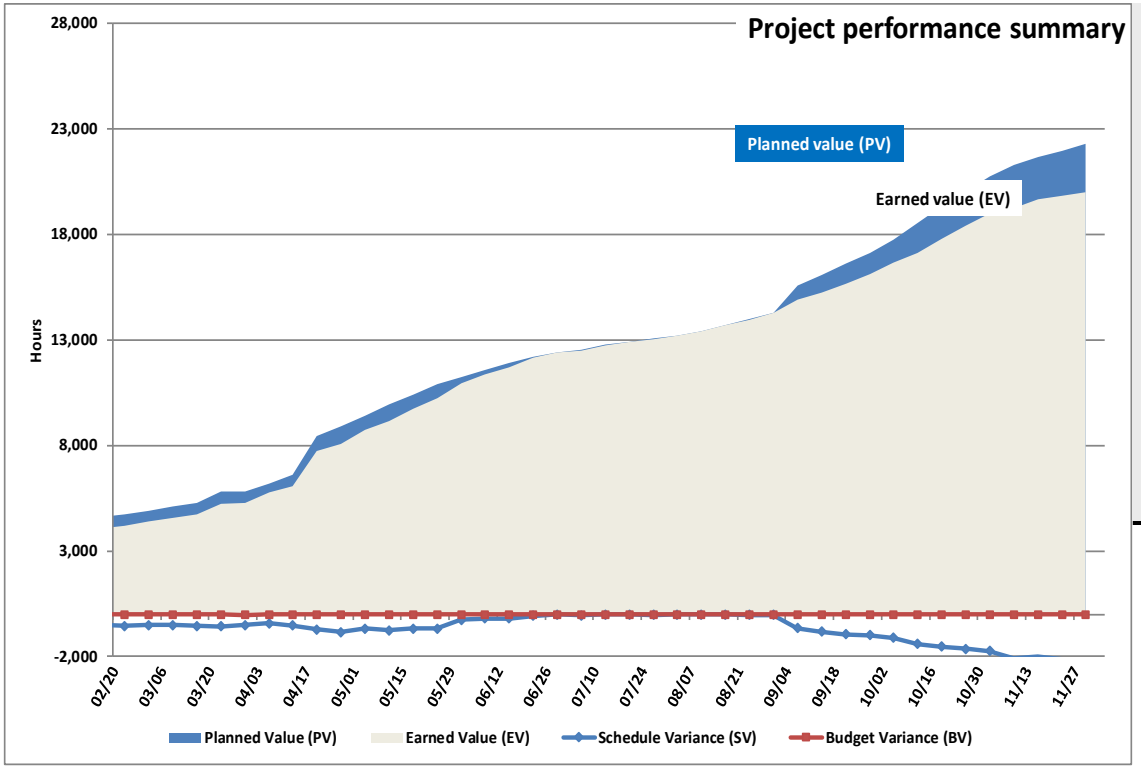
Overall performance



- This chart shows the SPI and CPI plotted as points against the tolerance ranges set up for the project.
- Summary:
  - Schedule performance has reached the established threshold and is trending behind.
  - Cost performance is within the established threshold.
- Conclusions:
  - The Program is currently behind schedule.

- Green area indicates within tolerance of +/- 10% for both SPI and CPI.
- Amber area indicates review is required and corrective actions may be necessary.
- Red area indicates out-of-tolerance and corrective actions are necessary.

Overall performance (continued)

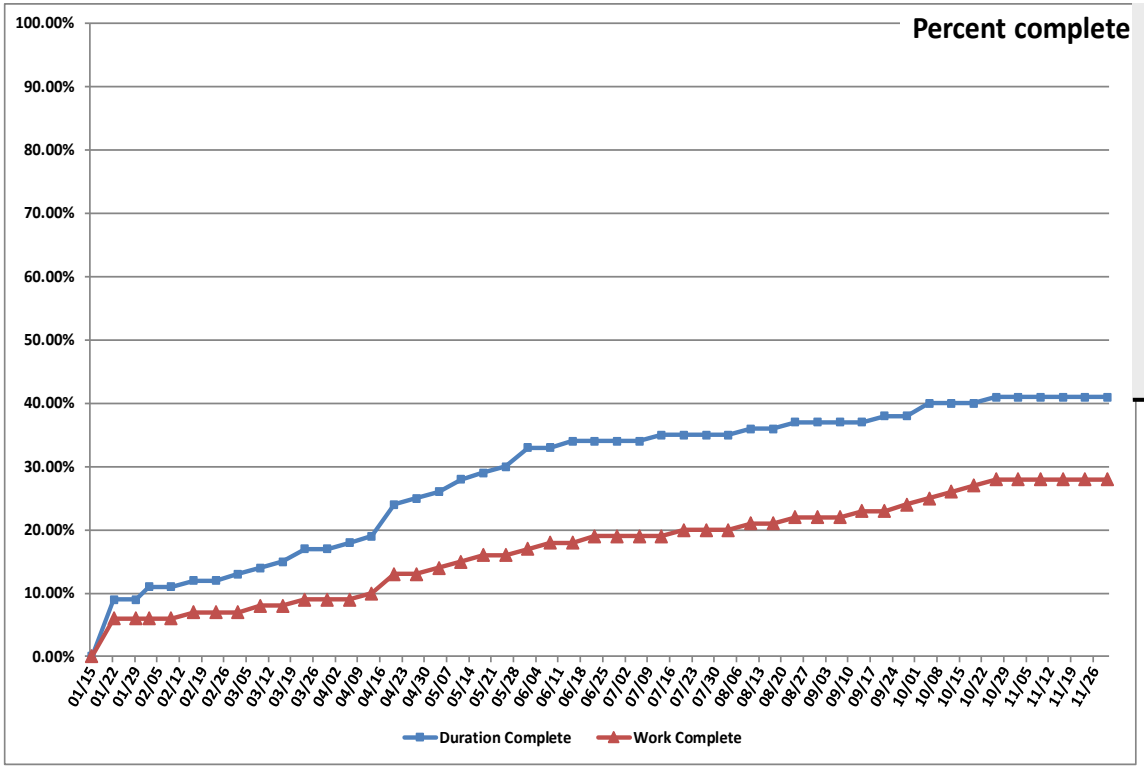


- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - Total EV is less than PV, indicating there is scheduled work that is not being completed.
  - The total amount of work not completed as scheduled is 2,290.8 hours.
- Conclusions:
  - The Program is behind schedule.

- Blue area indicates the cumulative PV as of the current reporting period.
- Grey area indicates the cumulative EV as of the current reporting period.

- PV is the work scheduled to be accomplished.
- EV is the value of the work actually performed.

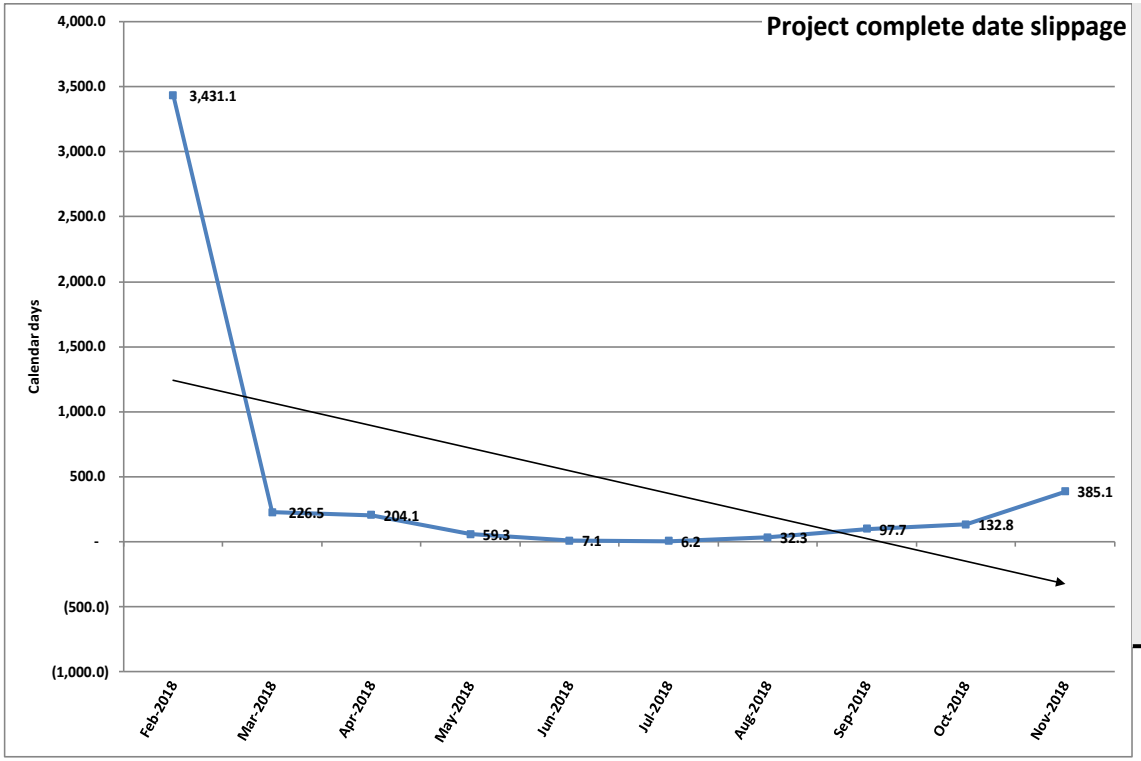
Overall performance
(continued)



- This chart shows the percent complete for duration and work for the project.
- Summary:
  - Duration and work complete has been increasing since the beginning of the project.
- Conclusions:
  - None.

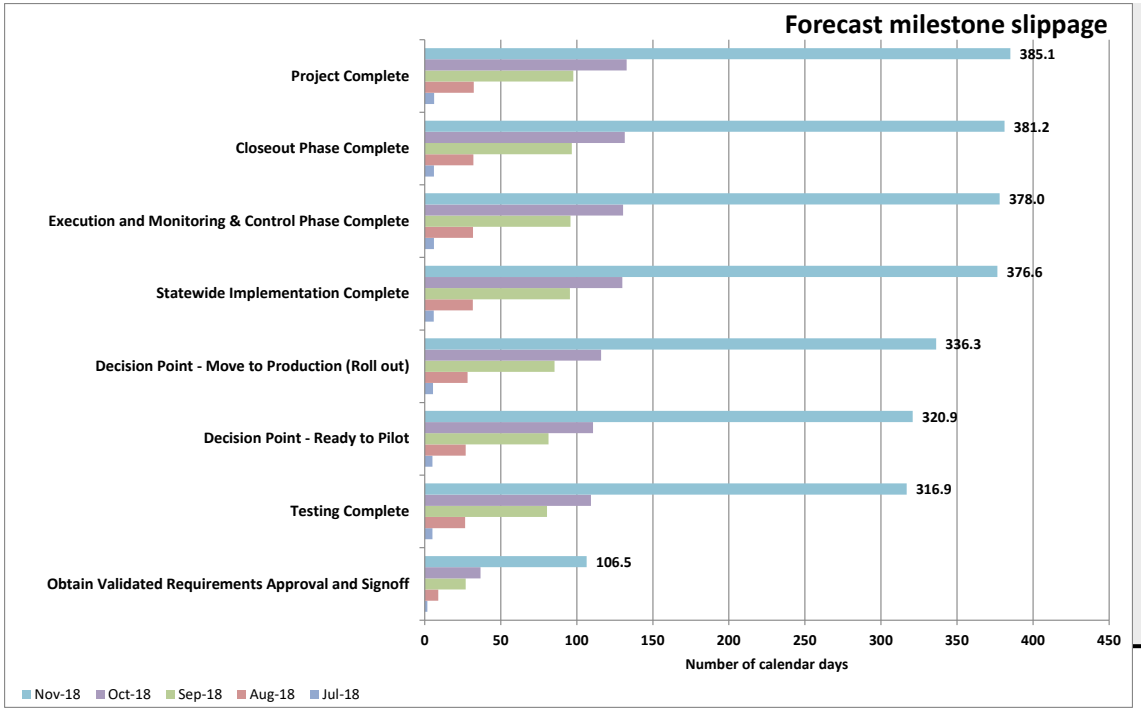
- Blue line is duration percent complete.
- Red line is work percent complete

Project complete date slippage



- This chart shows the forecast slippage of the project complete milestone based on historical performance using the schedule performance index (SPI).
- Summary:
  - The program is behind schedule.
- Conclusions:
  - The program completion date is forecast to be 07 August 2024, 385.1 days late.
  - Future milestones are projected to be completed behind schedule.
  - The amount of time the project is behind schedule is decreasing.

Forecast milestone completion



- This chart shows the projected completion dates for future milestones based on historical performance using the schedule performance index (SPI).
- Summary:
  - The program is behind schedule.
- Conclusions:
  - The program completion date is forecast to be 07 August 2024, 385.1 days late.
  - Future milestones are projected to be completed behind schedule.
  - The amount of time the project is behind schedule is increasing.

Open deficiencies and actions

Deficiency	Actions taken
► None	

Process improvement recommendations

Recommendation	Progress update / resolution	Status
► No process improvement recommendations identified since the last report.		

Upcoming IV&V activities

- Participate in IV&V and Program meetings
- Review draft and final MM Program materials provided to the IV&V Team
- Conduct interviews as required
- Schedule of immediate IV&V deliverables is as follows:

Deliverable	Planned draft	Planned final	Actual final	Comment
MAR – Jan 2018 (IVV-302AA)	02/14/2018	03/01/2018	02/26/2018	Complete
MAR – Feb 2018 (IVV-302AB)	03/14/2018	03/29/2018	03/21/2018	Complete
MAR – Mar 2018 (IVV-302AC)	04/13/2018	04/30/2018	04/20/2018	Complete
MAR – Apr 2018 (IVV-302AD)	05/14/2018	05/30/2018	05/21/2018	Complete
MAR – May 2018 (IVV-302AE)	06/14/2018	06/29/2018	06/21/2018	Complete
MAR – Jun 2018 (IVV-302AF)	07/16/2018	07/31/2018	07/23/2018	Complete
MAR – Jul 2018 (IVV-302AG)	08/14/2018	08/29/2018	08/29/2018	Complete
MAR – Aug 2018 (IVV-302AH)	09/17/2018	10/02/2018	10/01/2018	Complete
MAR – Sep 2018 (IVV-302AI)	10/18/2018	11/02/2018	11/02/2018	Complete
MAR – Oct 2018 (IVV-302AJ)	11/14/2018	11/29/2018	11/30/2018	Complete
MAR – Nov 2018 (IVV-302AK)	12/14/2018	01/04/2018		In-Progress

Supporting information

- Summary of changes
- Open deficiencies
- Project milestones
- Late tasks
- Project schedule quality
- Project budget

Summary of changes

Supporting information

Item	Description
Deficiencies addressed	► No deficiencies addressed since the last report.
New deficiencies	► No new deficiencies identified since the last report.
Risk ratings	► No risk ratings changed since the last report.
Maturity ratings	► No maturity ratings changed since the last report.
Interviews conducted	► No interviews conducted since last report
Artifacts received	► Numerous artifacts received.

Open deficiencies

Supporting information

Areas and implications	Recommendations	Actions taken
P2D1 – Incomplete program governance		
► No open deficiencies		

Project milestones

Supporting information

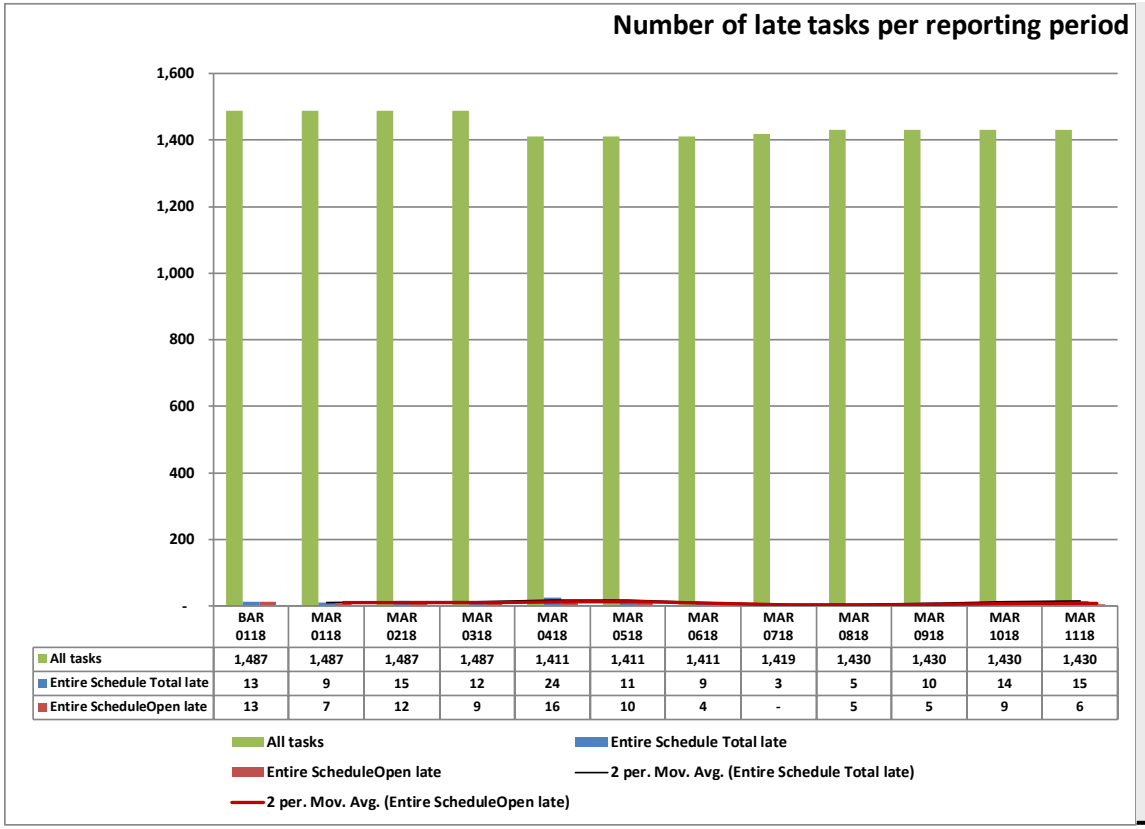
WBS	Title	Completion date				
		Original	Scheduled	Planned	Forecast	Actual
3.4.10	Obtain Validated Requirements Approval and Signoff	07/30/19	07/30/19	07/30/19	11/13/19	
3.5.14.5	Development Complete	12/03/21	12/03/21	12/03/21	08/31/22	
3.5.15.5	Testing Complete	07/29/22	07/29/22	07/29/22	06/10/23	
3.5.18.5	Decision Point - Ready to Pilot	08/19/22	08/19/22	08/19/22	07/05/23	
3.5.18.7	Decision Point - Move to Production (Roll out)	11/07/22	11/07/22	11/07/22	10/09/23	
3.5.18.12	Statewide Implementation Complete	06/05/23	06/05/23	06/05/23	06/15/24	
3.7	Execution and Monitoring & Control Phase Complete	06/12/23	06/12/23	06/12/23	06/23/24	
4.5	Closeout Phase Complete	06/29/23	06/29/23	06/29/23	07/14/24	
5	Project Complete	07/19/23	07/19/23	07/19/23	08/07/24	

1. Items highlighted are either currently late or projected to be late.
2. Original – Original contract completion date.
3. Scheduled – Scheduled completion date based on the latest schedule baseline.
4. Planned – Planned completion date (should be the same as scheduled).
5. Forecast – Based on ES calculations and the current SPI.
6. Actual – The actual completion date

Late	385.1

Late tasks

Supporting information



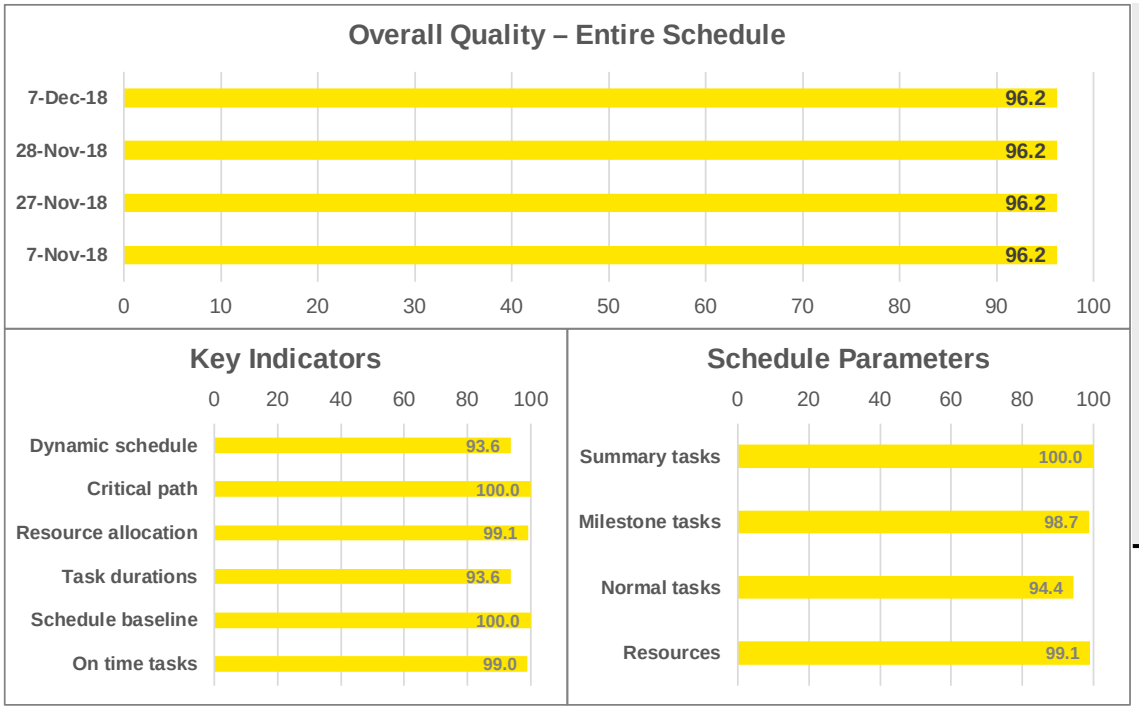
	BAR 0118	MAR 0118	MAR 0218	MAR 0318	MAR 0418	MAR 0518	MAR 0618	MAR 0718	MAR 0818	MAR 0918	MAR 1018	MAR 1118
All tasks	1,487	1,487	1,487	1,487	1,411	1,411	1,411	1,419	1,430	1,430	1,430	1,430
Entire Schedule Total late	13	9	15	12	24	11	9	3	5	10	14	15
Entire ScheduleOpen late	13	7	12	9	16	10	4	-	5	5	9	6

- This chart shows the number of tasks that are late for each of the IV&V reports for the following:
  - Total tasks late.
  - Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- A task is automatically designated as “late” if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 1,430
  - Total tasks late: 15
  - Total open tasks late: 6
- Conclusions:
  - The total number of tasks designated as late is 1.05% of the total number of tasks.

Project schedule quality

Entire schedule: 9/19/2016 to 7/19/2023

Supporting information



- This chart shows the quality of the project schedule within each of the following areas:
  - Overall quality with trending
  - Key indicators
  - Schedule parameters
- Summary:
  - Overall quality: 96.2
- Conclusions:
  - Overall schedule quality is consistent and excellent

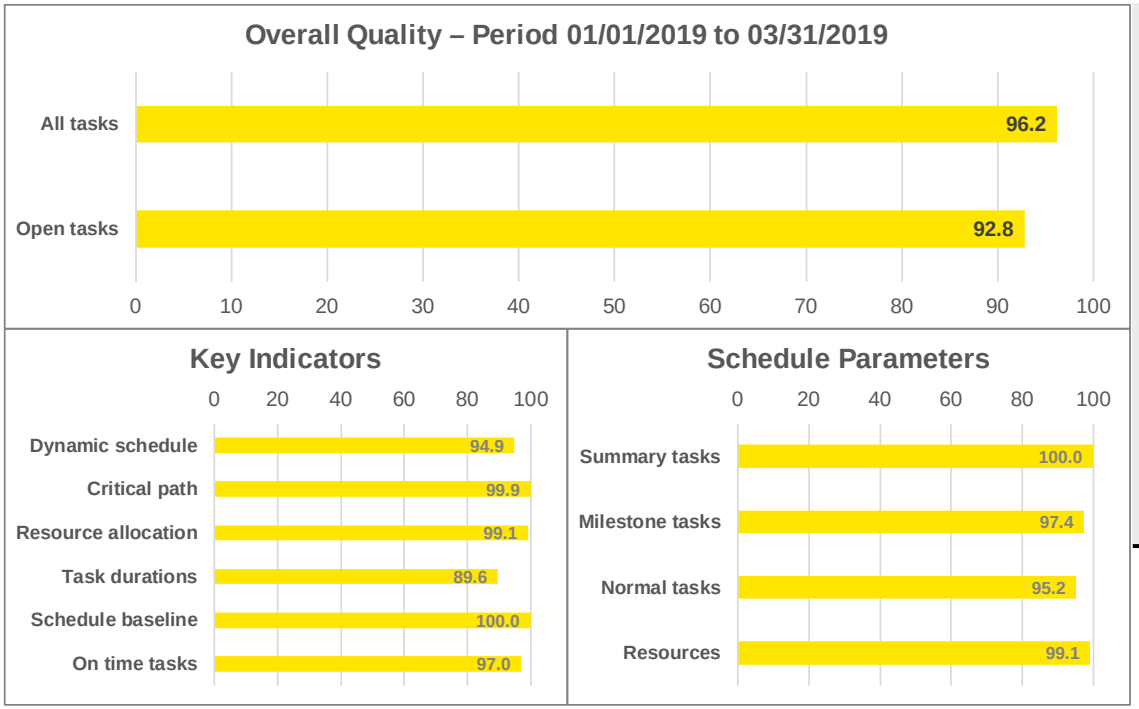
- Dynamic schedule – Task dependencies and constraints
- Critical path – Task dependencies
- Resource allocation –Resource assignments

- Task durations – Task durations other that 8 to 80 hours
- Baseline – Full baseline defined for all tasks
- On time tasks – Tasks that are not late

Project schedule quality

Period: 01/01/2019 to 03/31/2019

Supporting information



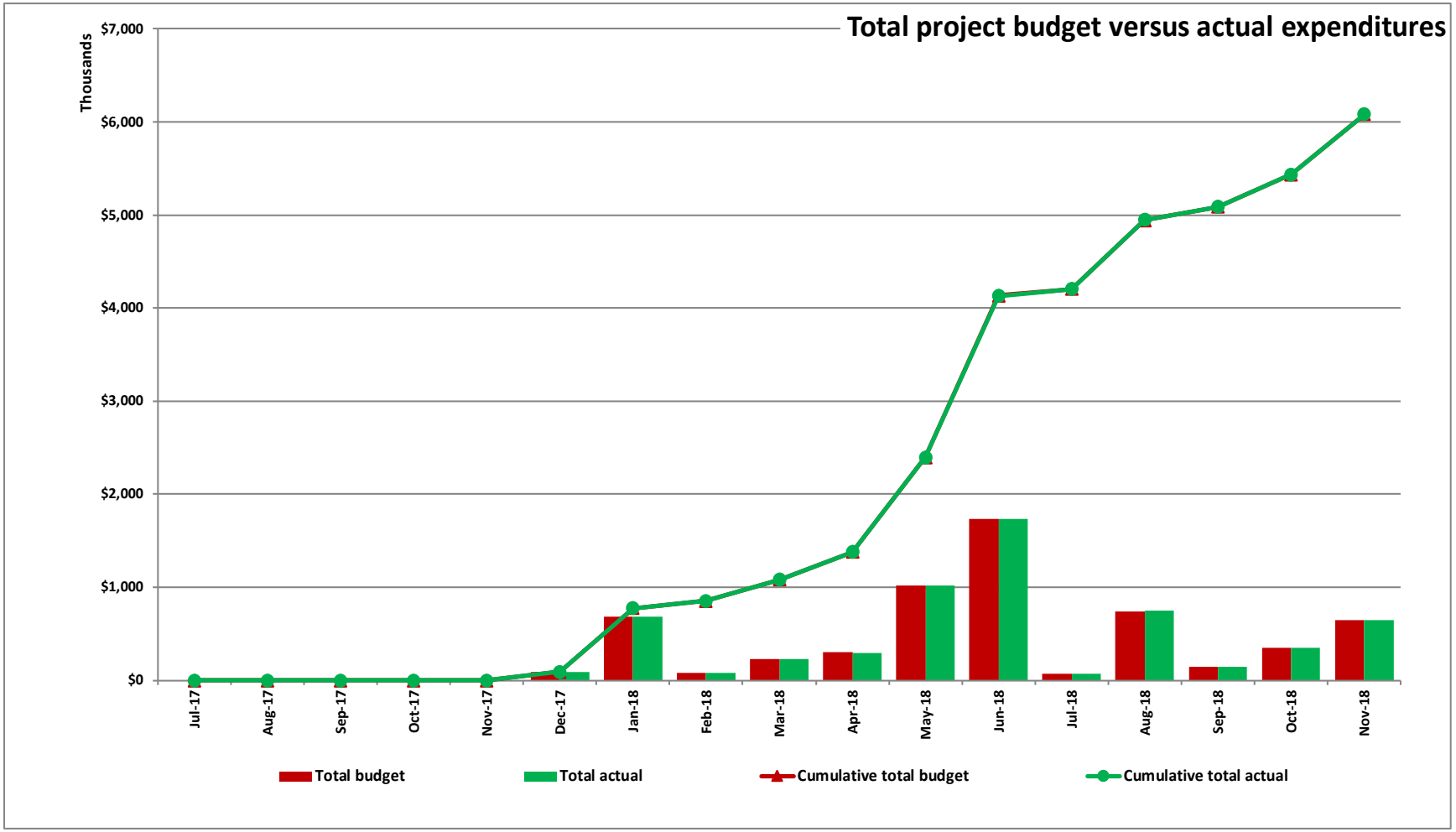
- This chart shows the quality of the project schedule within each of the following areas:
  - Overall quality with trending
  - Key indicators
  - Schedule parameters
- Summary:
  - Overall quality: 96.2
- Conclusions:
  - Overall schedule quality is consistent and excellent

- Dynamic schedule – Task dependencies and constraints
- Critical path – Task dependencies
- Resource allocation –Resource assignments
- Task durations – Task durations other that 8 to 80 hours
- Baseline – Full baseline defined for all tasks
- On time tasks – Tasks that are not late

Project budget

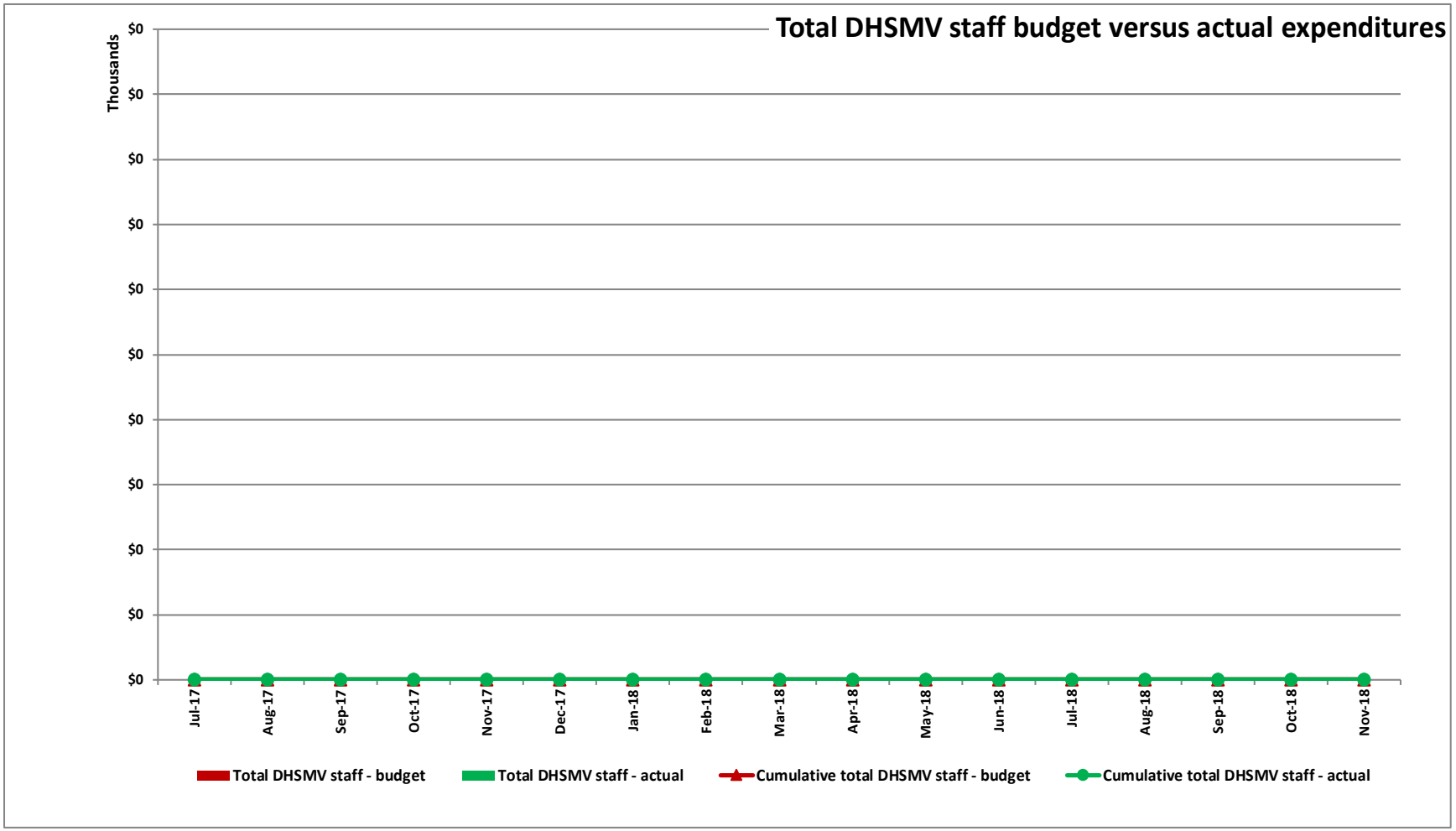
Total project funding

Supporting information



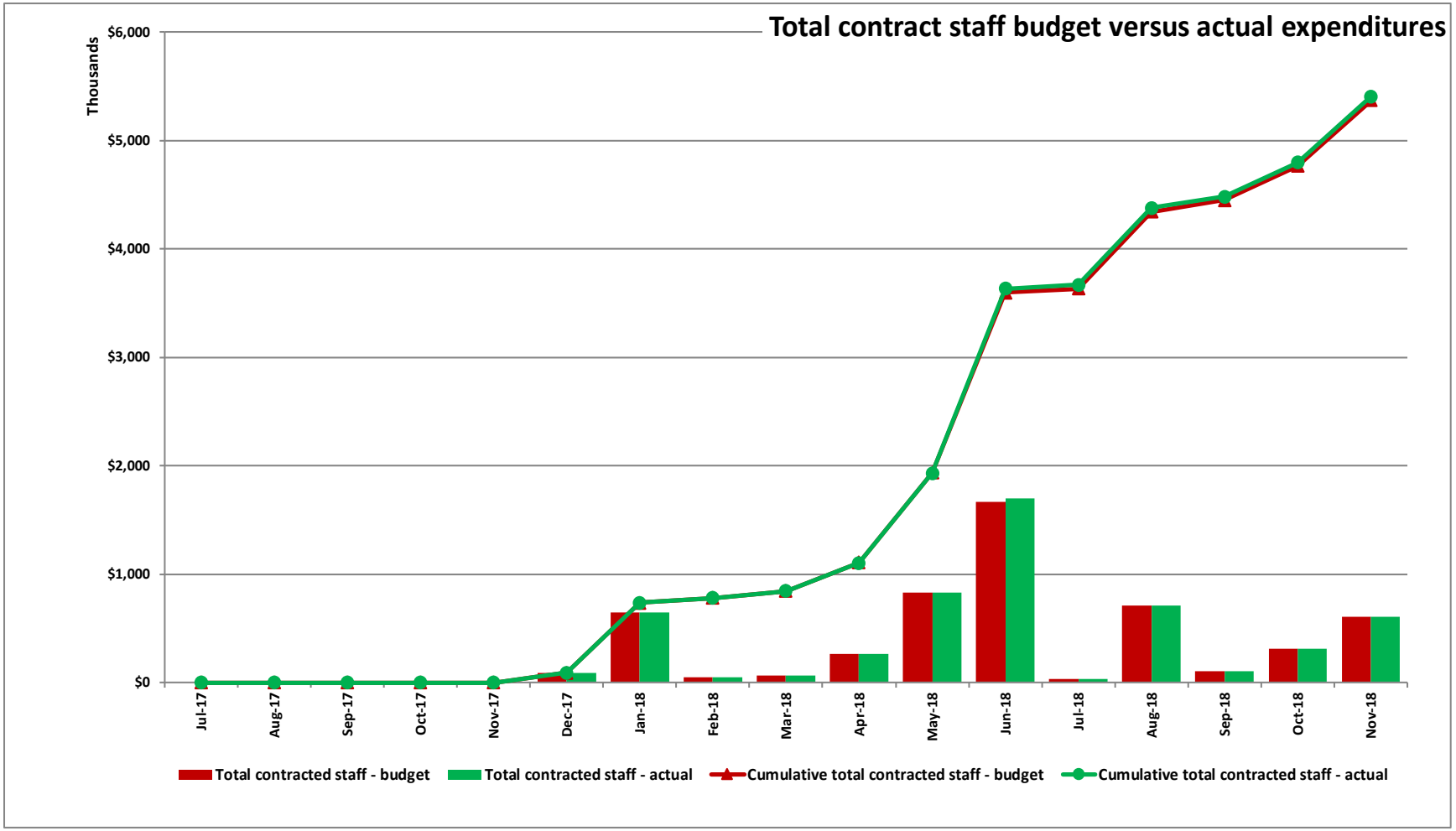
Project budget
DHSMV staff funding

Supporting information



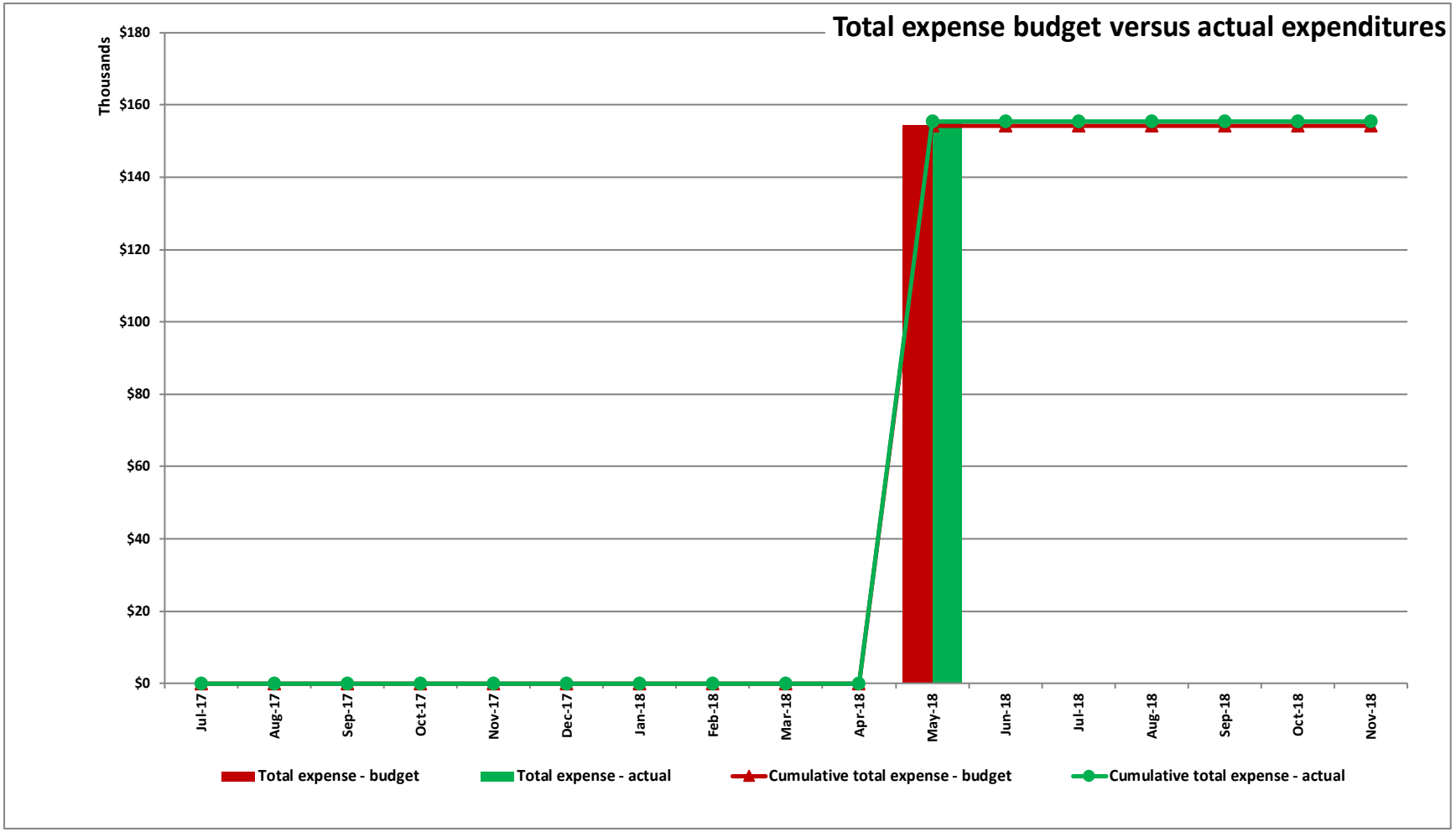
Project budget
Contract staff funding

Supporting information



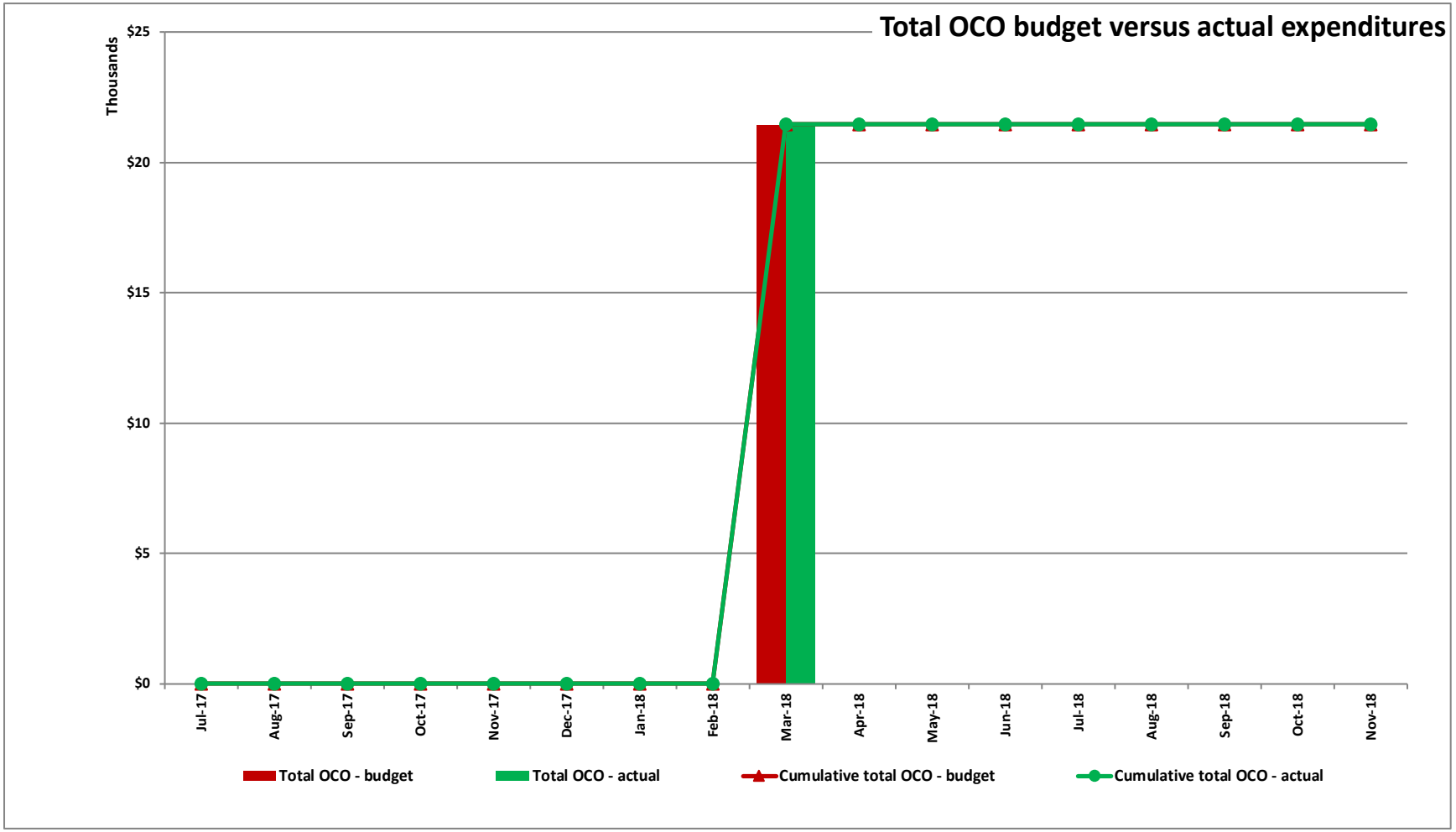
Project budget
Expense funding

Supporting information



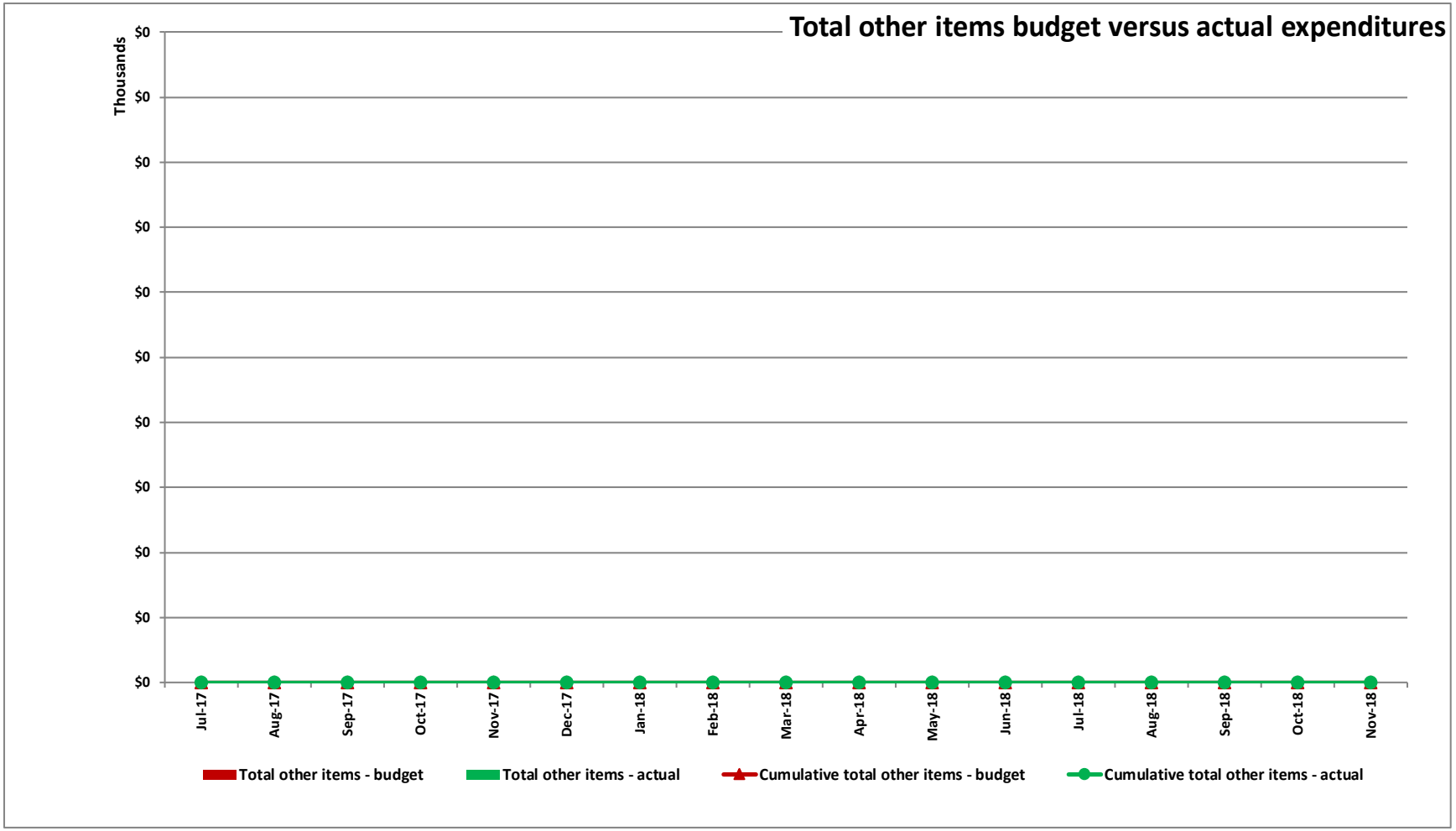
Project budget
OCO funding

Supporting information



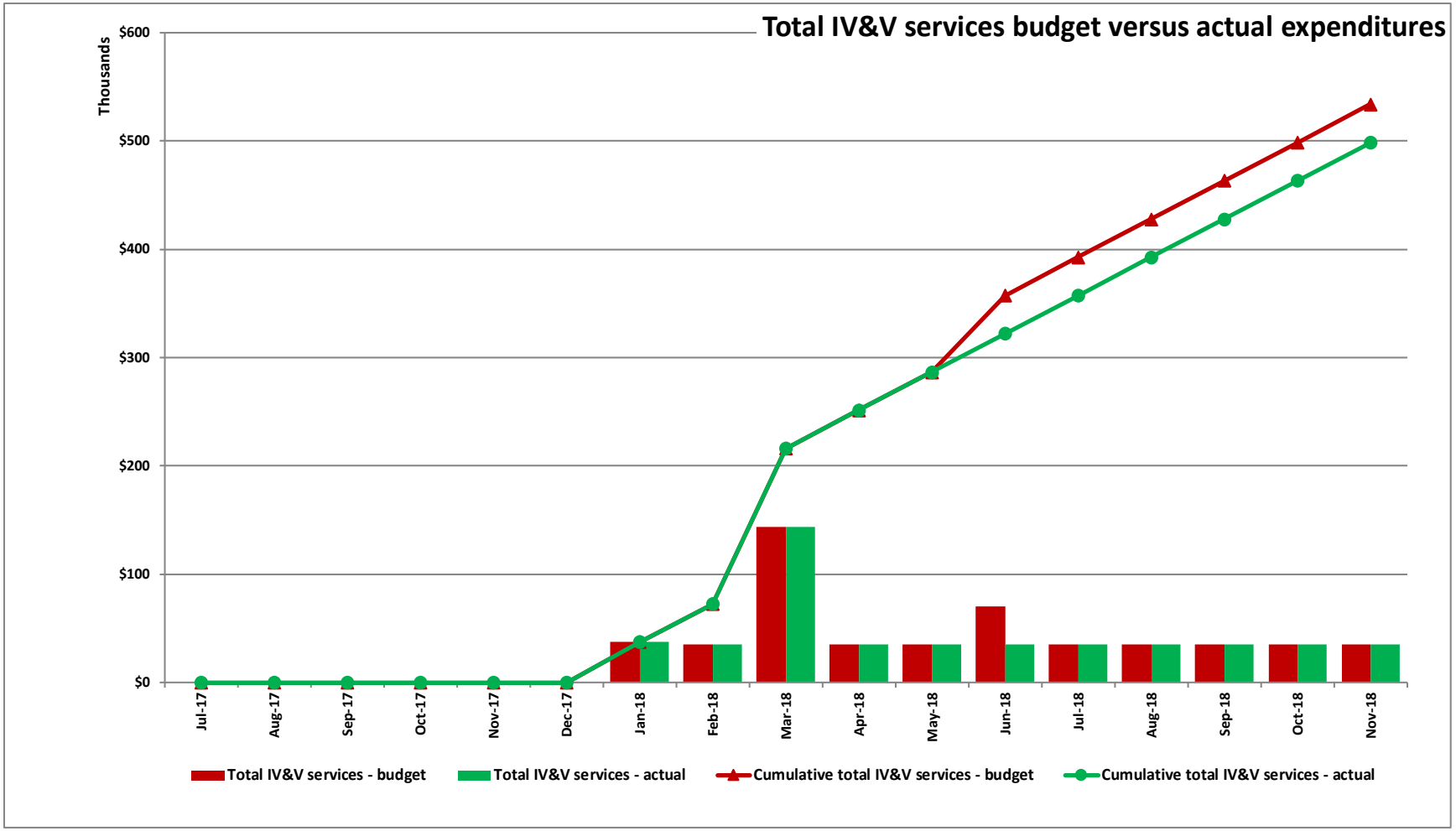
Project budget
Other items funding

Supporting information



Project budget
IV&V services funding

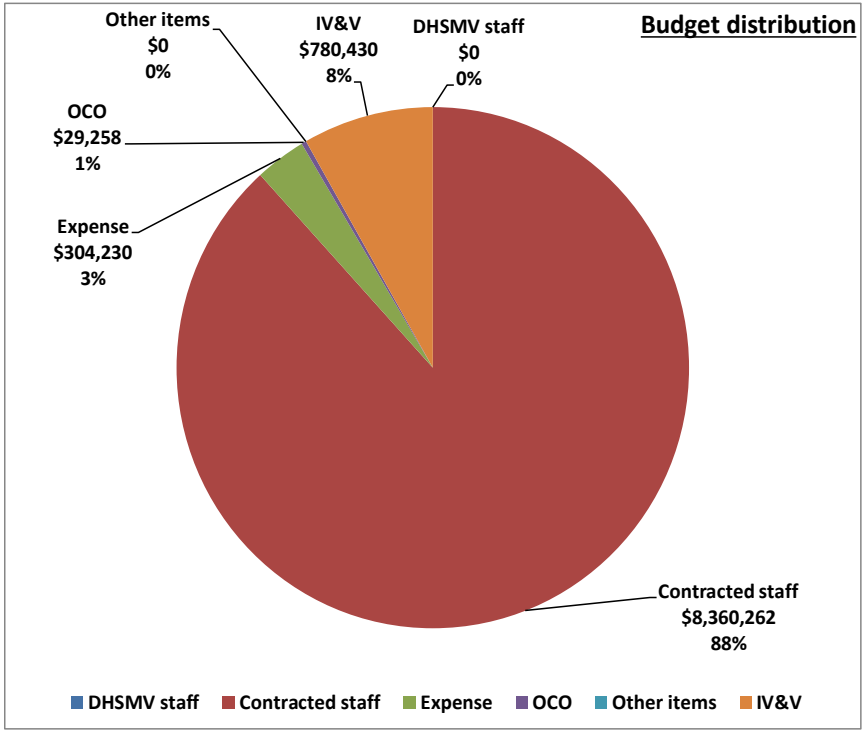
Supporting information

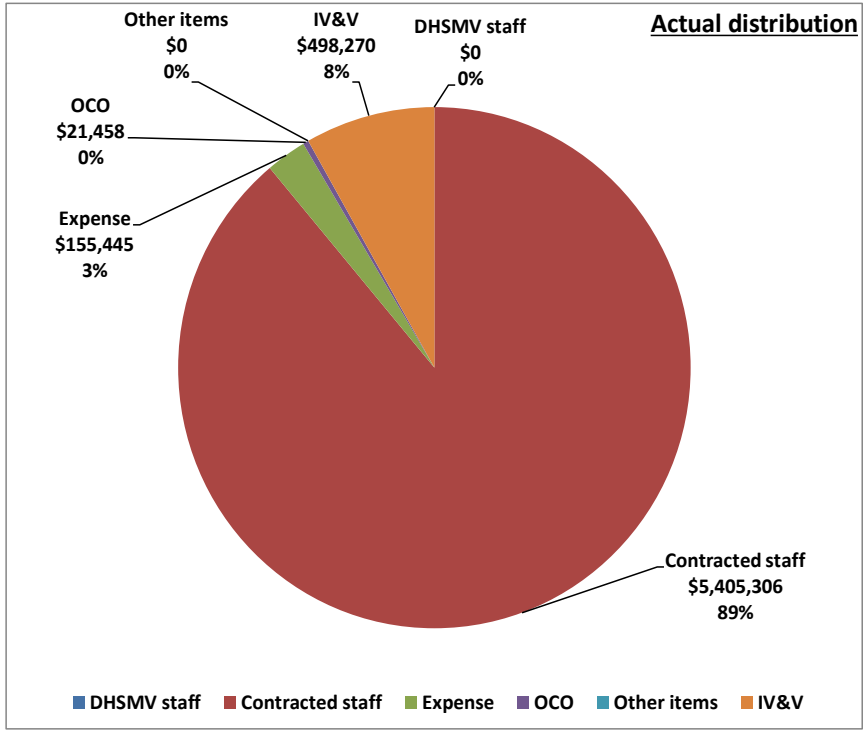


Project budget

Budget and actual distribution

Supporting information





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HIGHWAY SAFETY AND MOTOR VEHICLES

ORION
ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Motorist Modernization Financials

January 8, 2019

Motorist Modernization Phase I Financial Review

ORION
ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

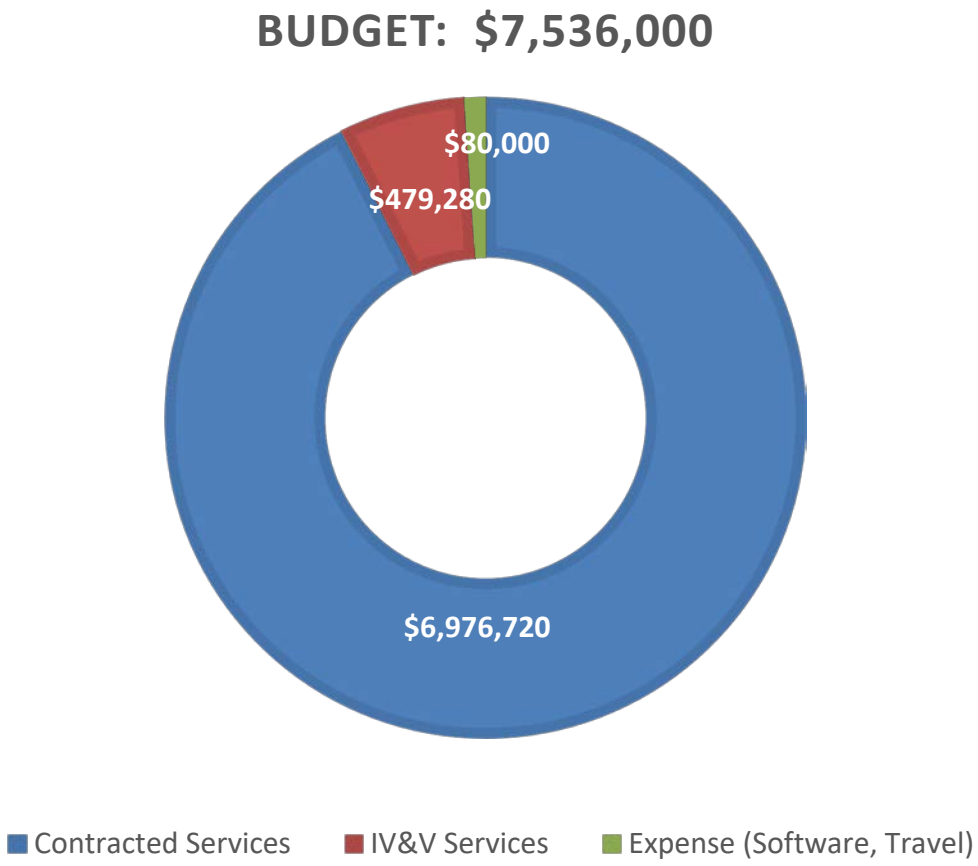
Phase I LBR Requests – Total Project

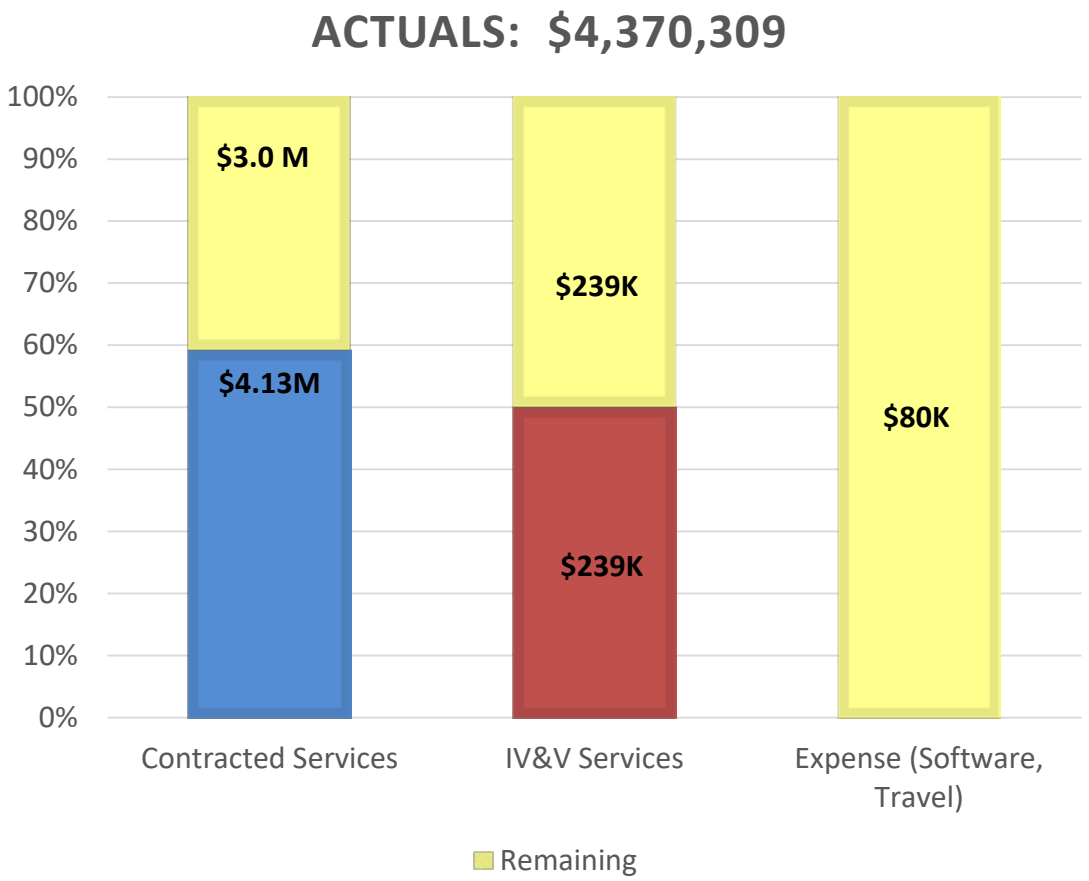
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2014-2015	$ 2,500,000 *	$ 1,514,762	$ 619,186	$ 61,478	$ -
2015-2016	$ 6,362,609	$ 5,468,933	$ 479,280	$ 382,501	$ 31,895
2016-2017	$ 8,749,351	$ 7,907,512	$ 479,280	$ 336,688	$ 25,871
2017-2018	$ 9,857,775	$ 8,506,720	$ 479,280	$ 865,000	$ 6,775
2018-2019	$ 7,536,000	$ 6,976,720	$ 479,280	$ 80,000	$ -
2019-2020	$ 1,823,620	$ 1,803,620		$ 20,000	$ -
Total	$ 36,829,355	$ 32,178,267	$ 2,536,306	$ 1,745,667	$ 64,541

Motorist Modernization Phase I Financial Review

ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Budget and Actuals: Current Fiscal Year through December 31, 2018





Motorist Modernization Phase I Financial Review

ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Budget and Actuals: Overview

Description	Budget Total	Actuals to Date	Variance (Budget to Actual)
Fiscal Year 2018-2019 Total Funding	$7,536,000		
Fiscal Year to Date	$4,370,309	$4,370,309	0.00%
Month to Date (December 2018)	$927,273	$927,193	0.00%
Remaining Funds	$3,215,692		

Motorist Modernization Phase II Financial Review

ORION
ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Phase II LBR Requests – Total Project

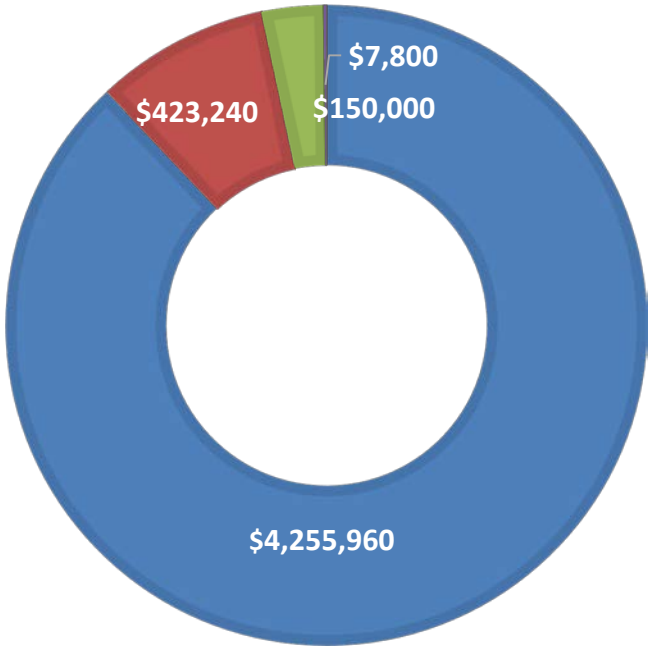
Fiscal Year	Total Request	Contracted Services	IV&V Services	Expense (Software, Travel, etc.)	OCO
2017-2018	$ 4,132,180	$ 3,575,240	$ 357,190	$ 179,850	$ 19,900
2018-2019	$ 5,037,000	$ 4,379,200	$ 500,000	$ 150,000	$ 7,800
2019-2020	$ 8,426,200	$ 7,239,200	$ 500,000	$ 670,000	$ 17,000
2020-2021	$ 8,219,700	$ 7,239,200	$ 500,000	$ 476,500	$ 4,000
2021-2022	$ 6,907,700	$ 5,939,200	$ 500,000	$ 464,500	$ 4,000
2022-2023	$ 3,806,700	$ 2,871,200	$ 500,000	$ 431,500	$ 4,000
Total	$ 36,529,480	$ 31,243,240	$ 2,857,190	$ 2,372,350	$ 56,700

Motorist Modernization Phase II Financial Review

ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

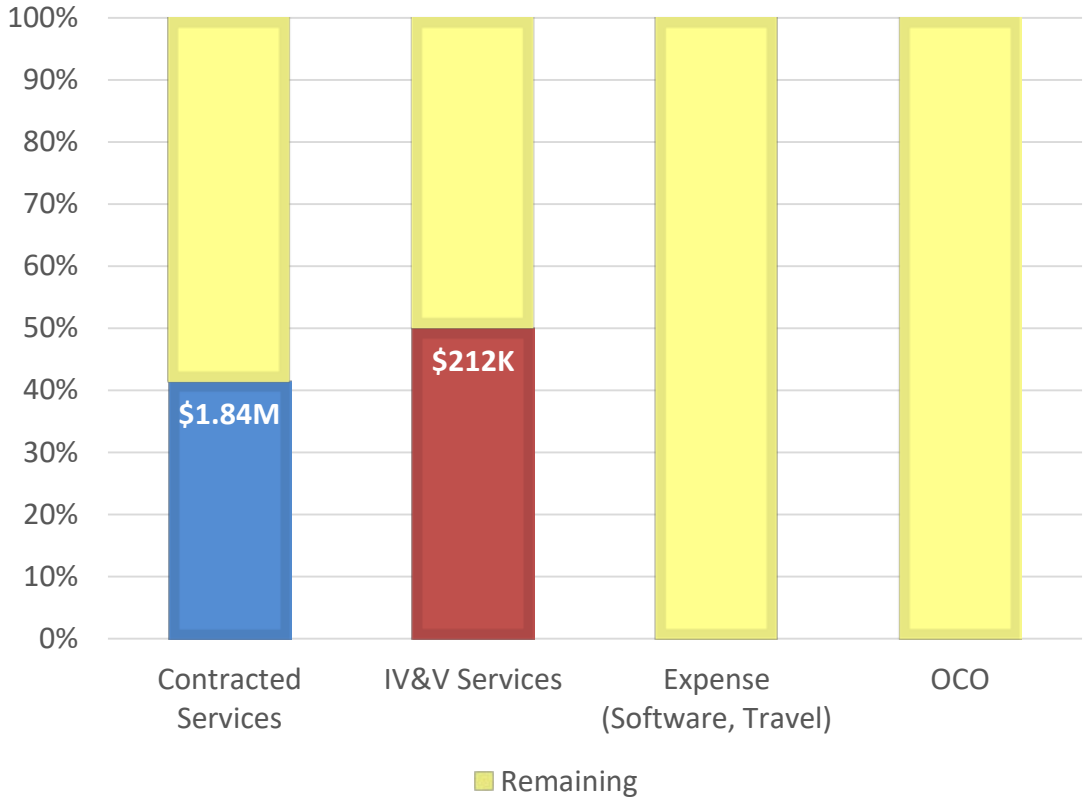
Budget and Actuals: Current Fiscal Year through December 31, 2018

BUDGET: $5,037,000



Contracted Services | IV&V Services | Expense (Software, Travel) | OCO

ACTUALS: $2,056,497



Motorist Modernization Phase II Financial Review

ONLINE REGISTRATION AND IDENTITY OPERATING NETWORK

Budget and Actuals: Overview

Description	Budget Total	Actuals to Date	Variance (Budget to Actual)
Fiscal Year 2018-2019 Total Funding	$5,037,000		
Fiscal Year to Date	$2,056,497	$2,056,497	0.00%
Month to Date (December 2018)	$142,850	$142,850	0.00%
Remaining Funds	$2,980,503		

Questions?

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ORION
ONLINE REGISTRATION AND
IDENTITY OPERATING NETWORK

Office of Motorist Modernization
Phase II - Decision Log

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
POR	2	The Portal team needs assistance in defining the scope of the Fleet services functionality within the Portal. There have been several business cases discussed: Sunshine State Screen Scrape Banks/Credit Unions (Temp Tags, Repossessions, etc.) Leasing Companies (Temp Tags to pick-up cars)	4/13/2018	12/1/2018	The team is moving forward based on the discussion held during the team meeting and feedback from the product owner. Any changes received after the need date, will not be included in the 6/2019, deliverable.			**5/2/2018 Update** Banks/Credit Unions will not be allowed to issue temporary tags. The team will reach out to Sunshine State and Enterprise to gather more information as it pertains to Bulk Titles and Registrations, permanent decals and Electronic Tags. The team will also reach out to GA to discuss searching by VIN. **8/1/2018 Update** Pending Legal Opinion **9/5/2018** Legal Opinion Received	Closed	12/13/2018
								11/1/2018 Update A process will be developed to allow for Bulk registrations and the issuance of permanent decals for use by Sunshine State and Enterprise Holdings. Meetings will be scheduled BIO to document the business rules. The board did not make a decision on the processing of Bulk titles. The request to allow the processing of ETR by Banks, Credit Unions and Leasing companies has been denied. **12/13/2018 Update** The decision was made to allow bulk processing of titles.	Closed	12/14/2018

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
POR	4	A request was submitted to the Portal team to allow the seller and buyer to complete and verify all information required (odometer) for a title transfer online with electronic signatures for processing of title transfers via the Portal. The team is concerned about insuring the exchange of money and the title certificate.	5/1/2018	12/1/2018	The team is moving forward based on the discussion held during the team meeting and feedback from the product owner. Any changes received after the need date, will not be included in the 6/2019 deliverable.	**7/17/2018 Update** Lisa Cullen expressed concern with performing casual title sale transactions in the Portal. On behalf of the Tax Collectors Association, there is a huge concern about fraud and the impact to their offices. They will be impacted with phone calls and correcting the errors. Lt. Britt stated anything online where we can't identify who is doing the processing, we are going to have major problems down the line. That's an identification process that will be well known and documented for certain.		**5/2/2018 Update** Diana Vaughn asked the team to reach out to DOR for requirements gathering. **5/15/2018 Update** • Vehicle must have an electronic title • Vehicle must be clear of any liens and any stops • NMVTIS verification – Florida must be current state of title (SOT) • NLETS verification – stolen vehicles • Title status must be eligible for transfer (not cancelled, junked, certificate of destruction (COD), derelict, mark title sold) • All Seller(s) must be a natural person(s) • All sellers must have a portal account •All purchaser(s) must be a natural person(s) • All purchasers must have a portal account	More information requested	
POR	4	Continued...	" "	" "	" "	" "	" "	**11/1/2018 ESC Decision** The request for processing Title transfers has been approved by the ESC. The ESC also approved the use of eOdometer. The team will work with BIO and Julie Larsen to developed procedures. The team will also incorporate the feedback received from the Focus Group meeting.	Closed	12/13/2018

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
POR	6	What transaction services will be offered in the Phase II Kiosk solution and what level of user authentication is required?		2/28/2019	Any decisions made after 2/28/2019, will not be included in the 6/2019 deliverable.			**5/17/2018 Update** A list of transactions was presented to the ESC for review. **8/14/2018 Update** The list of transactions were reviewed during the August 1, 2018, ESC meeting. Mr. Samuel suggested we have a separate meeting to discuss kiosks with the IT Coalition the week of 9/10/2018. **12/13/2018 Update** A meeting will be scheduled to discuss with a smaller group.	Under review	
POR	7	Request to allow biennial registrations on tribal registrations.	11/20/2018	12/6/2019	Decisions made after the first Iteration due date will result in a change request.	**12/11/2013 Update** Board agrees		**12/13/2018 Update** This item will be added to the legal opinion document for review.	More information requested	
POR	8	Request to allow the issuance of permanent decals for tribal registrations.	11/20/2018	12/6/2019	Decisions made after the first Iteration due date will result in a change request.	**12/11/2013 Update** Board suggested that we ask the tribes if they are interested in permanent decals.	12/11/2018	**12/13/2018 Update** ESC agrees, provided the statute allows.	More information requested	
POR	9	The Fleet Maintenance process currently does not enforce the minimum number of vehicles required by statute. The team would like to enforce this requirement and not allow fleet companies who do not meet the requirements to renew their vehicles under the fleet program.	11/28/2018	12/6/2019	Decisions made after the first Iteration due date will result in a change request.	**12/11/2013 Update** Board suggested that we educate and correct before we start enforcing. They also suggested that we send out compliance letters to inform the fleets and then re-address again at a later time period.		**12/13/2018 Update** Sent Robert Kynoch the Fleet detail stats report for review. 64 - Compliant 56 - Non-Compliant	More information requested	
POR	10	Parking Permit Eligibility - The procedure states that a"'Valid' DL/ID card is required to issue a parking permit. Does "Valid" in this instance mean not expired and no sanctions? The procedures also state that a business can have additional parking permits upto the number of vehicles owned. The current FRVIS system does not enforce the maximum requirement. Should we enforce this in the new system?								

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
REG	5	Should the system perform an NMVTIS and NLETS (National Law Enforcement Telecommunications System) check on registration-only transactions? Currently, NLETS is only ran on title transactions.	5/29/2018	9/21/2018	This would help with fraud issues on the registration side and assist with QA review processes. We just need to keep in mind that we do not want to slow down the process on the Tax Collector counter. If we get this approved through AAMVA, do we still need to do a NLETS check as well? NMVTIS runs a Law Enforcement check. Not all states are NMVTIS participants. NLETS will give you real-time information on vehicles that are reported stolen. NLETS also shows reg information.	Recommended we discuss with FHP on how to handle if a hit returns on the record. Does the registration still process and the record get flagged, or is a process performed on the backend? There is a concern from tax collector leadership that the clerks may have to address the issue with the customer over the counter, which could become a safety concern. **07/18/2018 Update** An email was sent to Sgt. Teslo and Beth Brinkley and they suggest the following: - Indicate the system is having an "Issue" processing the transaction and ask the customer to have a seat while the matter is being resolved. The manager can then contact Law Enforcement to respond to the office to complete the investigation.	6/12/2018	**08/16/2018 Update** Recommend that I go back to the team to discuss what information would we receive from NLETS that we don't already receive from NMVTIS? Is it really necessary to run both for a registration-only transaction? **09/11/2018 Update** Registration team is scheduled to have a conference call with AAMVA on September 28 to discuss this issue. **10/04/2018 Update** The team held a conference call with AAMVA and are in the process of scheduling another conference call with AAMVA and the Enterprise team to provide an overview of the two NMVTIS implementation solutions, AMIE and the Web services.		

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
REG	5	Continued...	" "	" "	" "	**07/18/2018 Update Cont.** For offices with Law Enforcement presence, the manager can ask that the officer investigate the matter and determine if a seizure or arrest is appropriate. - Clerk should inform the customer they are unable to process the transaction and refer them to the regional office for further inspection of the vehicle and review of the paperwork. If the customer leaves the office and the safety of the clerk/manager is not jeopardized, attempt to obtain the tag number, and description of the vehicle. If the transaction is allowed to go through, then we are just prolonging the situation, which eventually ends up with a fraud investigation.	7/18/2018	**10/24/2018 Update** The team decided to only request AAMVA to run a NMVTIS check. The team no longer finds it necessary to run an NLETS check due to the information being the same. The conference call with AAMVA and the Enterprise team is scheduled for Friday, October 26 at 1p.m. **11/07/2018 Update** The AAMVA conference call was held and the department needs to decide what implementation solution we are going to use, web service or AMIE. **12/13/2018 Update** The team decided on using a web service solution. Senior BA will schedule a follow-up conference call with AAMVA. Boyd recommended sending out	Closed	12/13/2018
								an official correspondence document to AAMVA to review the new use cases we are requesting for the Title and Registration team. Robert will take the lead on this.		

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
REG	6	The Registration team is working on Specialty Plate Voucher transactions. Currently, when a customer attempts to redeem their voucher with no active registration on file, the customer is not allowed to receive the voucher. The team would like to implement a transfer voucher transaction for the following cases: **1.** Spouse has a voucher on file and surviving spouse wants to redeem voucher. a. Currently, a surviving spouse cannot redeem a specialty plate or refund. **2.** If customer comes in to buy a voucher for someone else. a. Currently, the receiving customer goes to the TCO office. If there is no active registration for the receiving customer, they cannot redeem voucher. **3.** Customer can buy a voucher. a. Currently, the system does not check database for an active registration to prevent sale of voucher. b. The System does not allow customer to redeem voucher that was purchased if there is not active registration on file. Moving forward for modernization, the registration team would like to design a transfer specialty plate voucher transaction for the eligible person to redeem the voucher, transfer the voucher back to original purchaser, or provide refund, if eligible.	10/5/2018	10/30/2018	Currently, FRVIS has no process for transferring a Specialty Plate Voucher and no refund is given.	Agreed with this, good customer service.	11/15/2018	**12/13/2018 Update** The ESC agrees with creating a transfer specialty plate voucher transaction.	Closed	12/13/2018
REG	7	The team would like a decision on whether to make it easier for dealers to process more than one original dealer plate transaction at a time. Be able to do bulk issuance. This would be subject to their GLI/plate limits.	11/5/2018	11/30/2018	Currently, you can only process one dealer plate at a time.	No problem with this if we have a way to keep track of how many plates the dealer already has received and make sure they follow their GLI plate limits.	11/15/2018	**12/13/2018 Update** ESC agrees with the Advisory Board.	Closed	12/13/2018
REG	8	The team would like a decision on whether a scan coversheet should be required to be printed for every registration correction. The team received stats for the past five years for corrections: 2017-2018 136,154 2016-2017 157,984 2015-2016 175,619 2014-2015 195,788 2013-2014 178,475 **TOTAL 844,020** Currently, a scan coversheet is not required for this transaction. In modernization, the team would like to have this as part of the transaction for fraud purposes and to provide documentation to scan to the record for the correction.	11/7/2018	11/30/2018	This would increase paper and toner for the printers in the Tax Collector offices.	Recommendation was to print a scan coversheet only on the corrections that require backup documentation to be scanned. A prompt stating "A scan cover sheet is required for this transaction" or "Transaction requires scanned documents".	11/15/2018	**12/13/2018 Update** ESC agrees with the Advisory Board.	Closed	12/13/2018
TITLE	5	The Title and Registration team would like a decision on whether or not the Tax Collector offices will be able to create MVR reports for the customers to purchase in the office.	9/28/2018	10/30/2018	Currently, this is performed at the department.	The TC representative stated that she thinks this would "muddy the water" due to DHSMV being the custodian of the records.	11/15/2018	**12/13/2018 Update** ESC recommends to keep the MVR reports being processed through the department, not in Tax Collector offices.	Closed	12/13/2018

Team	Item #	Description	Submit Date	Decision Needed By Date	Impact	AB Recommendation	AB Date	ESC Decision/Notes	Status	Close Date
TITLE	6	For Print Electronic Title for a dealer, currently the procedure allows the dealership to take title in their name and print the electronic title at the same time for a $10 fee. The team would like to make the dealership pay the title transfer fee if they want to change the ownership into their name. The dealers are doing this because it speeds up the process at the auctions when they sell the vehicle. **T&L 11 page 4:** b. A Florida customer with an electronic title with no lien trades/sells their vehicle to a Florida dealer. If it is necessary for the dealer to obtain the title in their name, such as selling the vehicle out of state or to an auction, they may apply for title by supplying an HSMV 82994 and an application for title HSMV 82040, the charge is $10.	11/21/2018	12/31/2018	The department would receive the transfer title fees if we required them to do two separate transactions.	Advisory Board members recommended keeping it the same across the board for individuals and dealers. Florida Auto Tag Agencies (visitor) stated there would be push-back from the independent dealers on this because this would cause a large increase in fees for them.	12/11/2018	**12/13/2018 Update** ESC recommends no change to the current procedure. Sounds like a training issue for the Tax Collectors offices. This is not considered an actual title transfer, due to the title being in an Electronic status. The dealers can currently do this on "VO" for $2.50.	Closed	12/13/2018
DSERV	2	The Regional offices currently conduct title and registration issuance transactions. The supporting documents are sent to scanning unit to be scanned. Will we continue to send the supporting documents to Tallahassee or will the Regional Offices scan the documents in the offices?	12/3/2018	2/20/2019		The Board recommends that we be consistent and send the documents to Tallahassee to scan, same as the Tax Collector's Offices.	12/11/2018	**12/13/2018 Update** ESC decided scanning will be performed in Tallahassee.	Closed	13-Dec

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
POR	1	Do we need statutory authority to allow entities, such as UPS to issue Temp Tags on demand?	5/17/2018	5/30/2018	Any decisions made after 5/30/2018, will not be included in the 6/4/2018, deliverable.	Yes, statutory authority would be necessary. The question is whether UPS and leasing companies can issue and print-on-demand electronic temporary tag registration. Section 320.131, F.S., only provides for licensed motor vehicle dealers to utilize this service. 320.131(8) The department shall administer an electronic system for licensed motor vehicle dealers to use for issuing temporary tags. If a dealer fails to comply with the department's requirements for issuing temporary tags using the electronic system, the department may deny, suspend, or revoke a license under s. 320.27(9)(b)16. upon proof that the licensee has failed to comply with the department's requirements. The department may adopt rules to administer this section.	9/5/2018	Under review	
POR	1 Cont.					(9)(a) The department shall implement a secure print-on-demand electronic temporary tag registration, record retention, and issue system required for use by every department-authorized issuer of temporary tags by the end of the 2007-2008 fiscal year. Such system shall enable the department to issue, on demand, a temporary tag number in response to a request from the issuer by way of a secure electronic exchange of data and then enable the issuer to print the temporary tag 1that has all required information. A motor vehicle dealer licensed under this chapter 2may charge a fee to comply with this subsection. Based on the foregoing, legislation would be necessary for leasing companies and UPS to issue and print-on-demand electronic temporary tag registration.			

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
POR	2	Do we need statutory authority to allow entities, such as Enterprise Holdings (Car Rental) to process title and registration transactions electronically?	5/17/2018	5/30/2018	Any decisions made after 5/30/2018, will not be included in the 6/4/2018, deliverable.	Yes, statutory authority would be necessary. Non-dealer commercial entities have expressed an interest in having the Department implement an electronic interface to perform title and registration transactions, similar to the process provided in s. 320.03(10), F.S. Section 320.03(10), F.S., limits use of the electronic system to entities that, in the normal course of its business, sell products that must be titled or registered, and provides title and registration services on behalf of its consumers (dealer licensees and entities that sell vessels). 320.03(10) Jurisdiction over the electronic filing system for use by authorized electronic filing system agents to electronically title or register motor vehicles, vessels, mobile homes, or off-highway vehicles; issue or transfer registration license plates or decals; electronically transfer fees due for the title and registration process; and perform inquiries for title, registration, and lienholder verification and certification of service providers is expressly preempted to the state, and the department shall have regulatory authority over the system.	9/5/2018	Under review	

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
POR	2 Cont.					The electronic filing system shall be available for use statewide and applied uniformly throughout the state. An entity that, in the normal course of its business, sells products that must be titled or registered, provides title and registration services on behalf of its consumers and meets all established requirements may be an authorized electronic filing system agent and shall not be precluded from participating in the electronic filing system in any county. Upon request from a qualified entity, the tax collector shall appoint the entity as an authorized electronic filing system agent for that county. The department shall adopt rules in accordance with chapter 120 to replace the December 10, 2009, program standards and to administer the provisions of this section, including, but not limited to, establishing participation requirements, certification of service providers, electronic filing system requirements, and enforcement authority for noncompliance. The December 10, 2009, program standards, excluding any standards which conflict with this subsection, shall remain in effect until the rules are adopted. An authorized electronic filing agent may charge a fee to the customer for use of the electronic filing system. Further, Rules 15C-16.0015C-16.010, F.A.C., EFS Agent Participation Requirements., provides:			

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
POR	2 Cont.					(1) Entities requesting authorization to become an EFS agent must meet the following requirements: (a) Sell products that must be titled or registered. (b) Provide title and registration services on behalf of its consumers. (c) Enter into a contract with a Certified Service Provider. (d) Apply to the Department on Form HSMV 82083S (Rev. 08/11), Application to Become an Authorized Electronic Filing System Agent/Change of Certified Service Provider, which is incorporated herein by reference and available via the Department website www.flhsmv.gov/html/forms.html, https://www.flrules.org/Gateway/reference.asp?No=Ref-00402. Based upon the foregoing, legislation would be necessary to authorize non-leader commercial entities to process title and registration transactions electronically.			

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
POR	3	Do we need statutory authority to allow LPAs, such as Sunshine State to process title and registration transactions electronically?	5/17/2018	5/30/2018	Any decisions made after 5/30/2018, will not be included in the 6/4/2018, deliverable.	A statutory change is not required; however, this would require a technology change. LPAs have expressed an interest in having a direct, electronic interface to FRVIS to perform title and registration transactions. Section 320.03(1), F.S., provides, in part, that: "(1) The tax collectors in the several counties of the state, as authorized agents of the department, shall issue registration certificates, registration license plates, validation stickers, and mobile home stickers to applicants...." Section 320.03(8), F.S., provides for tax collectors to utilize private tag agents (LPAs). Currently, LPAs use a software known as "Screen Scrape." It enables them to intercept information being entered on their computer screens, and simulates keyboard activity being communicated to FRVIS. The LPAs want a direct interface to FRVIS to eliminate the need for their software. This would eliminate the need for them to make software updates to address any updates to FRVIS, and they argue that the interface would create a more efficient process. Based upon the foregoing, legislation would not be necessary for this change.	9/5/2108	Under review	

Team	Ref #	Description	Submit Date	Decision Needed By Date	Impact	Legal Recommendation	Legal Date	Status	Close Date
TITLE	1	The title team needs some clarification on the procedure and statute for Surviving Spouse Transfer. Does this statute exempt mobile homes, vessels and vehicles that run only upon a track, bicycle, swamp buggies or mopeds? Is this statute specifically for a Motor Vehicle solely? The team discussed the statute (S319.28) would be amended to include mobile homes and vessels and transfer of registration at no fee also; but this has not happened as far as we are aware. The procedure that covers this is TL-18.	1/3/2019	2/1/2019	We are currently working on the business rules for this transaction and want to make sure the team is following the Florida Statute.				

Motorist Modernization - Phase II Traffic Light Report

Current Stage: Requirements Validation

As of December 28, 2018

Team 1 - Dealer License

Due Date:	2/20/2019
% Complete:	55%
Action Items:	Green
Legacy Code:	Red
Estimation:	Yellow

Increment 2 - Installer Licensing & Consumer Complaints

Team 2 - Portal/Fleet

Due Date:	5/3/2019
% Complete:	10%
Action Items:	Green
Legacy Code:	Yellow
Estimation:	Yellow

Increment 2 -Parking Permits, Titles, Dealer Services, Salvage, High Speed, eCommerce, Kiosk, mDL, Electronic Title & Registration

Team 3 - IFTA/IRP

Due Date:	1/7/2019
% Complete:	100%
Action Items:	Green
Legacy Code:	N/A
Estimation:	N/A

Increment 1 - Draft Requirements for ITN

Team 4 - Titles

Due Date:	2/4/2019
% Complete:	59%
Action Items:	Green
Legacy Code:	Red
Estimation:	Yellow

Increment 2 - Remaining Title Transactions, Stops, ELT Provider Maint.

Team 5 - Registrations

Due Date:	2/15/2019
% Complete:	69%
Action Items:	Green
Legacy Code:	Red
Estimation:	Yellow

Increment 2 - Additional Registration Transactions

Team 6 - Globals/Batch/Inventory

Due Date:	2/20/2019
% Complete:	39%
Action Items:	Green
Legacy Code:	Red
Estimation:	Yellow

Increment 2 - Common (Reports, Cashiering)

% Complete: % complete of requirements validation for current Increment	Green	< 10% overdue	Yellow	10%-20% overdue	Red	>= 20% overdue
Action Items: % of overdue team action items	Green	< 10% overdue	Yellow	10%-20% overdue	Red	>= 20% overdue
Legacy Code: % of as-is processes scheduled to be documented for the Increment	Green	< 10% overdue	Yellow	10%-20% overdue	Red	>= 20% overdue
Estimation: % of completed user stories with overdue estimations	Green	< 10% overdue	Yellow	10%-20% overdue	Red	>= 20% overdue