

Motorist Modernization Advisory Board – Phase I Monthly Meeting
Tuesday, March 9, 2021
1:00 to 2:00 PM, EST
VIA: GoToMeeting

Invitees

Ed Broyles
Pace Callaway
April Edwards
Kevin Bailey
TBD
William Washington
Lisa Cullen

Representing

FLHSMV
FLHSMV
FLHSMV
FLHSMV
FLHSMV
Florida Court Clerks & Comptrollers
Florida Tax Collectors

Agenda

- Roll Call
- Welcome
- Review and Approval of Last Meeting Minutes
- Stakeholder Outreach Update
- MM Phase I Program Update
 - Implementation Update
- Communications Update
- Q&A
- Adjourn

MOTORIST MODERNIZATION ADVISORY BOARD PHASE I
Monthly Meeting Minutes
Tuesday, February 9, 2021
1:00 to 2:00 PM
VIA: GoToMeeting

WELCOME AND INTRODUCTIONS

- The meeting was called to order at 1:00 p.m. Kristin Green began the meeting by welcoming the attendees and proceeded with the roll call of board members.

Advisory Board members present included:

- Mary Ross (absent)
 - Ed Broyles
 - Pace Callaway
 - Lisa Cullen
 - April Edwards
 - William Washington
 - Kevin Bailey (absent)
- Additional FLHSMV members included: Kristin Green, Rachel Graham, Aundrea Powell, Brenda Washington, Cathy Thomas, Craig Benner, Felecia Ford, Jessica Espinoza, Judy Johnson, Koral Griggs, Mike Anderson, Janis Timmons and Terry Stepp.
 - Visitors included: Michelle McGinley from Accenture, Melvin Cox, Beth Allman, and Gary Axtell with FCCC, Carl Ford with J Ford Consulting, Kimberly Renspie and Melissa Primm with Grant Street also attended.

REVIEW AND APPROVAL OF THE LAST MEETING MINUTES

- Rachel Graham reviewed the meeting minutes from January 20, 2021. No corrections or comments were identified. A motion to approve the minutes was accepted by the board members and the January 20, 2021, meeting minutes were approved.

STAKEHOLDER OUTREACH

- Kristin Green stated Terrence Samuel and Chad Hutchinson provided a transportation presentation to the Florida Senate Committee on January 26.
- She stated the team is continuing to meet with the counties to discuss implementation prior to going live with the new ORION system. Various meetings have also been held with the third-party cashier vendors. Also, a follow-up meeting was held with Lisa Cullen and her Brevard County team on January 25.

INFORMATICA UPDATE

- Brenda Washington presented an Informatica update as follows:
- Legacy System Issues (FDLIS):
 - Continued monitoring of Legacy related system issues
- Data Seeding/Patching:
 - Investigating FR sanctions without Sanction actions
 - Investigating records with “invalid” values causing errors to occur in MM

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- Investigating Revocation Information not found on the detail table; data patch to repair data inconsistencies
- CDL and CDL Med Cert – various data patches built to reconcile data inconsistencies per direction from business
- Bulk batch transcripts – various data patches built and completed to repair data inconsistencies per direction from the business
- Continuing to assist the CDLIS team in “flushing” records from the CDLIS Error Queue per direction from the business
- Synchronization:
 - Continued monitoring of ORION large batch programs
 - Continued Informatica error log monitoring and action
 - Coordination with the FDLIS/ORION application teams for sync-related issues

PHASE I IMPLEMENTATION UPDATES

- Michelle McGinley presented an implementation update for each team.
- DL Issuance (DLI) and DLI Batch:
 - Top items to address for Field (FLHSMV Offices)
 - Various Void and finalize failures – usually either training and/or data related
 - Clearance Fees – some bugs were reported; correspondence codes needed
 - Customer Summary errors – data related
 - Learner Until Date
 - Top items to address for Field (Tax Collector (TC) Offices)
 - Ability to charge \$6.25 service fee
 - Knowing when AAMVA Bypass enabled – want to know before Temporary Permit prints
 - Various record specific data issues
 - Top items to address for GHQ:
 - Transaction Summary Report balancing – issue with duplicate transactions
 - Exam validations
- Motorist Maintenance (MM):
 - Top items to address for Field (FLHSMV & GHQ Offices)
 - Data quality items relative to missing exam/office information; crash data
 - Certificate requirement data being incorrect (enhancement)
 - Armed Forces addresses not working for mailing address updates
 - CDL Letter – Second/third attempt letter not going to correct letter manager
 - Inability to print a PDF without downloading first
 - Top items to address for Field (TC Offices)
 - Data quality items preventing updates on certain records
- Financial Responsibility (FR):
 - Top items to address:
 - Field Clearance Definition needs expansion (enhancement)
 - Point Suspension was generated without a FR Sanction
 - HTO revocation was generated without a FR Sanction
- CDLIS/Citation Processing (CP):
 - Top items to address
 - Various policy issues leading to bugs/enhancements
 - (e.g., Out-of-State citation being included prior to Florida Driver)
 - Tedious review for both developers, testers, and business

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- Connectivity issues preventing Drop Out Prevention
- Data clean-up from bugs/enhancements being addressed
- MyDMV Portal and DL Renewal Notices:
 - Top items to address
 - Eligibility Review Waiver with specific scenarios to validate
 - Not Handling Registration Transactions with a Null License Plate Expiration Date
 - Error with Driver School Sequence number being null for a specific record
- Ms. McGinley also reviewed the Phase I Rollout progress to date and upcoming deployments.
 - Go-Live (FR, MM, CDLIS, CP and MyDMV Portal Soft Launch) has been completed. All existing MM users were cut over to ORION on December 7, 2020.
 - Transition of TC Offices began on January 11, 2021.
 - This week:
 - Additional locations for Brevard, Charlotte, Duval, Hardee, Hernando, Hillsborough, Lee, Leon, and St. Lucie Counties
 - BAR Office Location in Duval County
 - Week of February 15
 - Additional locations for Baker, Charlotte, Collier, Hernando, Indian River, Jackson, Martin, Nassau, and St. Lucie Counties
 - Week of February 22
 - Additional locations for Brevard, Citrus, Duval, Lee, Marion, Nassau, Pinellas, Putnam, and St. John's Counties
 - BAR Office Location in Pinellas County
 - Week of March 1
 - Additional locations for Brevard, Calhoun, Citrus, Collier, Duval, Escambia, Gulf, Hillsborough, Indian River, Lee, Leon, Liberty, Pinellas, Putnam, Santa Rosa, Walton, and Washington Counties
 - BAR Office Locations in Escambia and Hillsborough Counties
 - Remaining BAR Offices – January 2021 forward
 - DL Renewal Notices (first execution) – January 2021 forward
 - FLOW Mobile Installations – Late April 2021
 - MyDMV Portal Full Launch (i.e., VO taken down) – Late March 2021

COMMUNICATION UPDATE

- There was no communication update at the meeting.

Q&A

- There were no questions or concerns from members present.

ADJOURNMENT

- Ms. Green adjourned the meeting at approximately 1:15 p.m.
- The next Advisory Board Meeting for Phase I is scheduled for March 9, 2021.

Note: Handouts at this meeting included:

Consolidated in a meeting packet and emailed to members:

MM Advisory Board Agenda	1 Page
MM Advisory Board Monthly Meeting Minutes (1/20/21)	2 Pages
Phase I Implementation Update – Key Enablers	6 Pages

MM Phase I Rollout

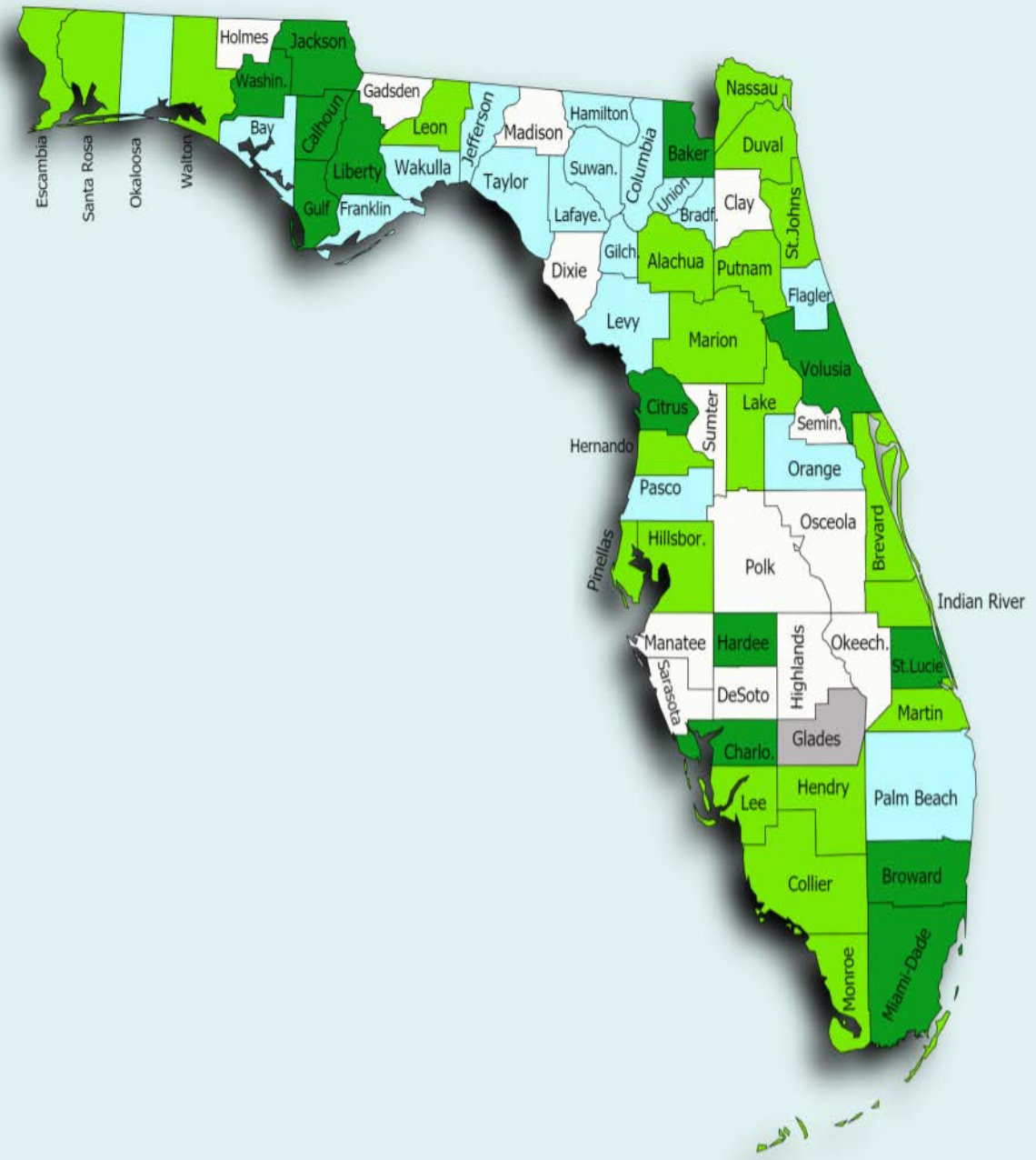
Go-Live (FR, MM, CDLIS, CP, Portal Soft Launch) **COMPLETE**
 All existing Motorist Maintenance users were cut-over to ORION on 12/7/20.

Transition of Tax Collector Offices (began 1/11) **ON-GOING**

- Week of March 8th
 - Additional locations for Bradford, Brevard, Columbia, Duval, Escambia, Flagler, Gilchrist, Hamilton, Hillsborough, Jefferson, Lafayette, Lee, Martin, Santa Rosa, St. John's, Suwannee, Taylor, Union*, Wakulla, Walton
- Week of March 15th
 - Additional locations for Alachua, Bay, Collier, Columbia, Duval, Escambia, Franklin, Hendry, Hernando, Hillsborough, Indian River, Lake, Lee, Levy, Marion, Monroe, Okaloosa, Orange, Palm Beach, Pasco, Pinellas, Putnam, Santa Rosa, St. Johns, Suwannee, Walton
 - BAR Office Location – Orange County
- Week of March 29th
 - Additional locations for Bradford, Clay, Highlands, Levy, Marion, Monroe, Nassau, Okaloosa, Okeechobee, Sarasota
- Week of April 5th
 - Additional locations for Alachua, Bay, Clay, Collier, Columbia, Dixie, Duval, Gadsden, Escambia, Highlands, Hillsborough, Holmes, Lake, Lee, Leon, Madison, Manatee, Marion, Martin, Okaloosa, Orange, Palm Beach, Pasco, Pinellas, Polk

Remaining BAR Offices	January 2021 forward
DL Renewal Notices – first execution	January 2021 forward
FLOW Mobile Installations	Late April 2021
Portal Full Launch (i.e., VO taken down)	Late April 2021

Rollout As of March 8



- Future scheduled rollouts
- Counties coming up
- Some DL offices complete
- All DL offices complete
- No DL Issuance offices