

**Motorist Modernization Advisory Board – Phase II Meeting**  
**Tuesday, April 9, 2019**  
**2:30 to 4:00 PM**  
**Neil Kirkman Building, Conference Room B-202**  
**2900 Apalachee Parkway, Tallahassee Florida 32399**

**Invitees**

Stephen Boley  
Lt. Jason Britt  
Diane Buck  
Jay Levenstein  
Steve Burch  
Lisa Cullen  
Sherri Smith  
Sgt. Derek Joseph  
TBD

**Representing**

DHSMV  
DHSMV  
DHSMV  
DHSMV  
DHSMV  
Florida Tax Collectors  
Florida Tax Collectors  
Law Enforcement  
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 Meeting**

**Tuesday, March 12, 2019**

**2:30 to 4:00 PM**

**Neil Kirkman Building, Conference Room B-202  
2900 Apalachee Parkway, Tallahassee Florida 32399**

### **WELCOME AND INTRODUCTIONS**

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

Advisory Board Phase II members included

- |                     |                                    |
|---------------------|------------------------------------|
| ○ Stephen Boley     | DHSMV                              |
| ○ Steve Burch       | DHSMV                              |
| ○ Lt. Jason Britt   | DHSMV                              |
| ○ Diane Buck        | DHSMV (via phone)                  |
| ○ Jay Levenstein    | DHSMV (absent)                     |
| ○ Lisa Cullen       | Florida Tax Collectors             |
| ○ Sherri Smith      | Florida Tax Collectors (via phone) |
| ○ Sgt. Derek Joseph | Law Enforcement (via phone)        |

- Additional DHSMV members present included – Kristin Green, Koral Griggs, Cathy Thomas, Cheryl Dent, Jessica Espinoza, Felecia Ford, Judy Johnson and Laura Freeman. Terrence Samuel attended via phone.
- Visitors present included – Alyene Calvo from Ernst & Young, and Nathan Johnson and Michelle McGinley from Accenture. Andrew Bell from Florida Auto Tag Agencies, Brandon Shelley from OATA and Robert Priselac with Title Tech. attended. Scott Lindsay and Carl Ford also attended.

### **REVIEW OF MEETING MINUTES**

- Rachel Graham reviewed the meeting minutes from February 12, 2019. No corrections were identified. A motion to approve the minutes was accepted by the board members and the February 12, 2019, 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 .897. The team was in the process of evaluating how to restructure the Uniface tasks. The program was within the established performance thresholds. 13 out of 1,433 tasks were late. The program completion date is projected to be 305.7 days late. The Schedule Quality Score was 96.1.

### **STAKEHOLDER OUTREACH**

- Judy Johnson reviewed the MyDMV Portal items discussed at the Phase II Focus Group meeting held in Titusville, Florida from March 4 – 6, 2019. She stated high speed processing, onsite and off-site kiosks, configurations of transactions in the kiosks, bulk

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- electronic titles and other items were reviewed for the MyDMV Portal team. A conference call would be scheduled with the counties that process fleet to obtain feedback.
- Cathy Thomas reviewed the Title and Registration items discussed at the focus group meeting. She stated numerous screens were displayed and discussed including, duplicate title, mark title sold, registration renewal and surrender/cancel license plate. There was also a discussion about prepopulating certain information in VINtelligence. She stated prepopulating the information was preferred by the tax collectors.
    - Lisa Cullen asked how well VINtelligence pre-populates the fields?
    - Ms. Thomas stated it was discussed to use VINtelligence for a block of time to see how well it prepopulates the information and to monitor how many reports of fraud are received.
    - Lt. Jason Britt asked about training for this.
    - Ms. Cullen suggested the tax collector staff could take training on VINtelligence via iLearn.
    - Carl Ford asked what the error correction process would be.
    - Ms. Johnson stated whether the information is keyed in manually or prepopulated, the clerks should be comparing the entered information with the supporting documents on hand to ensure the information is accurate.
    - Ms. Cullen suggested obtaining stats on the error rate of VINtelligence, once available.
    - Terrence Samuel stated these comments would be discussed further with the ESC.
  - Jessica Espinoza reviewed global and inventory items discussed at the focus group meeting. She stated correspondence on-demand, merge, history, inventory, reports and admin were discussed for the Global/Batch/Inventory team. She stated there was discussion about scanned images and checklists for correspondence on-demand for smaller counties as well.
    - Ms. Cullen stated she would send us the procedure Brevard County has for using correspondence on-demand for out-of-state titles, so the customer does not have to come back into the tax collector office.

**POLICY & DECISION REVIEW**

- POR06 – Authentication and Transaction Services Offered in Phase II Kiosk Solution – Judy Johnson stated there are pending meetings to discuss this item.
- POR07 – Request to Allow Biennial Registrations on Tribal Registrations – Ms. Johnson stated legal is reviewing statutes for this item.
- POR08 – Request to Allow the Issuance of Permanent Decals for Tribal Registrations – Ms. Johnson stated legal is reviewing statutes for this item.
- 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. The board suggested we educate and correct this issue before we start enforcing. They also suggested we send out compliance letters to inform the fleets and then re-address again later. This item was discussed with Robert Kynoch. He stated he would like to enforce the minimum standard upon entry to the fleet program. For example, if a fleet company should fall 50 vehicles below the required minimum, correspondence would be sent to the company notifying of the requirement and the need to switch to regular plates. Upon

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renewal, if the fleet company does not meet the minimum requirement, they will not be allowed to renew their fleet plates.

- Lt. Jason Britt asked if “50 vehicles below the required minimum” was the final number decided on.
- Ms. Johnson stated “50” was just used as an example. She stated there would be discussion as to what the exact threshold for this would be.
- Andrew Bell asked who would be responsible for determining which fleet companies are below the decided threshold?
- Ms. Johnson stated this has not been decided, yet.
- Carl Ford asked if this required minimum would be based on the fleet or customer ownership?
- Ms. Johnson stated customer ownership.
- Mr. Ford asked how the department plans to handle entities who lease part of their fleet? He stated he believes the required minimum for entry into the fleet program should be based on how many registrations a company has rather than how many vehicles are owned.
- Ms. Johnson stated she was unsure as the team is still detailing the business rules for this.
- Mr. Ford asked how interested parties would gain access to this information once the details are finalized? He stated it would be ideal for them to know in advance.
- Ms. Johnson stated she believes Robert Kynoch’s team was planning to perform initial outreach to notify the companies of these new procedures so they could make any adjustments prior to implementation.
- Mr. Samuel stated the team would discuss this further with Robert Kynoch and would be brought back to the board.
- Lisa Cullen asked if a company does not meet the minimum number of vehicles required, when would they be removed from the fleet program?
- Ms. Johnson stated we would notify the company a certain amount of time prior to their expiration. She stated that time period has not yet been determined. She stated if the company tries to renew but does not meet the required minimum number of vehicles, they would be unable to renew.
- Ms. Cullen suggested keeping this item open until we receive feedback from the fleet companies.
- **POR10 – Parking Permit Eligibility** – Ms. Johnson stated the procedure states that a “valid” DL/ID card is required to issue a parking permit. The procedure also states that a business can have additional parking permits up to the number of vehicles owned. The current FRVIS system does not enforce the maximum requirement. The team would like to know if we should enforce this in the new system. It was determined that “valid” in this instance means a license that is not expired. A list of businesses with parking permits was provided to the ESC. Robert Kynoch reached out to the business to understand the need for the additional permits in excess of the number of vehicles owned/registered. The ESC approved adding validation rules to enforce the number of permits allowed based on the number of vehicles owned.
- **POR11 – Permanent Plates for Tribes** – Ms. Johnson stated the team would like to see if there could be a legislative change on statute (320.0841). The team believes if the wording “each year” was removed, they should be able to issue a permanent plate to the tribes. It is currently costing the department to renew the current plates and mail them to the tribes

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overnight. There is no cost to the tribal members to renew their plates. Paula Posey discussed this with the Seminole Tribe. They stated they would be fine with the government plates being permanent plates, but the tribal plates should still be renewed. Ms. Johnson mentioned the fleet plates and how they work, and they stated they would be fine with renewing the tribal plates like the fleet plates. They liked the idea of using MyDMV Portal to renew the plates. The Miccosukee tribe stated their business council decided they were in favor of the permanent license plate. She stated this would be discussed further with the ESC.

- TLE 1 – Cathy Thomas stated the team is asking for confirmation that the department is not looking to modify the current statute for a Lost in Transit Title (Return Title Stop procedure). The ESC suggested to convert the Return Title to an "electronic" status. The Advisory Board requested for the system to automatically calculate the 180 days and remove the stop or indicator when that time is expired. She stated legal was continuing to research this.
- TLE 2 – Ms. Thomas stated the team is requesting input on if we can systematically auto-fill the Motor Vehicle Title and Registration forms and print them for the customer. The customer would fill out the required sections themselves (odometer, signature etc.) FHP thinks this is a fraud issue due to them not being able to prosecute for uttering an instrument. Tax collectors would still like to fill out the forms for their customers, as it saves time at the counter. The Advisory Board suggested we include a "Form prepared by:...." Statement as this would help law enforcement. She stated legal would follow up with FHP regarding their concerns.
- TLE 3 – Ms. Thomas stated the team would like input on being able to use the signature pad for motor vehicle transactions, instead of just DL transactions, to send motor vehicle forms to the signature pad, review the motor vehicle transaction and swipe the DL to pull up a customer's record. Robert Kynoch will check into this and report back.
- TLE 4 – Ms. Thomas stated the team is collecting the "Model" of the vehicle in modernization. The team would like guidance on where we are going to display this information. Should we add to the field to the Title, Form 82041 Title Application and Form 83300 Registration Form? The ESC suggested to check into what other states include on their documents/forms and check AAMVA standards. We also discussed using the VIN to decode the model. Ms. Thomas stated she would research this and report back.

**FINANCIAL REVIEW**

- There was no financial update presented at the meeting.

**PHASE II PROJECT UPDATE**

- Nathan Johnson stated the Dealer License team completed work on installer licensing and consumer complaints for Increment 2. The Portal/Fleet team was working on parking permits, titles, dealer services, salvage, high speed, eCommerce, kiosk, mDL, electronic title and registration in Increment 2. The IFTA/IRP team is working on the COTS integration design in Increment 2. The Title team was working on salvage, batch (ELT, batch title print, etc.), title image and reporting for Increment 3. The Registrations team was almost finished with work on additional transactions for Increment 2. The Globals/Batch/Inventory team was almost finished with work on common reports and cashiering for Increment 2.

### **COMMUNICATIONS UPDATE**

- Koral Griggs stated an email was sent today requesting responses from the various industries to RSVP in order to begin planning the Industry Focus Group meeting in central Florida.

### **Q&A**

- Andrew Bell asked if we received the email he sent requesting topics to be discussed either in the Industry Focus Group meeting or future Advisory Board meetings.
- Kristin Green confirmed.
- Carl Ford asked if he would be able to view the meeting minutes or listen to the recording from the meeting we plan to have with counties who participate in fleet.
- Terrence Samuel stated he would mention this to Robert Kynoch, but he does not see an issue with providing this information.

### **ADJOURNMENT**

- Ms. Green adjourned the meeting at approximately 3:16 p.m.
- The next Advisory Board Phase II Meeting is scheduled for April 9, 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 (2/12/19) | 4 Pages  |
| MM Phase II IV&V Update                              | 31 Pages |
| MM Phase II Decision Log                             | 4 Pages  |
| MM Phase II Legal Opinion Log                        | 6 pages  |
| MM Phase I/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  
*February 2019*

27 March 2019



Building a better  
working world



# Topics for discussion

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- ▶ 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 March 2019



# General IV&V overview

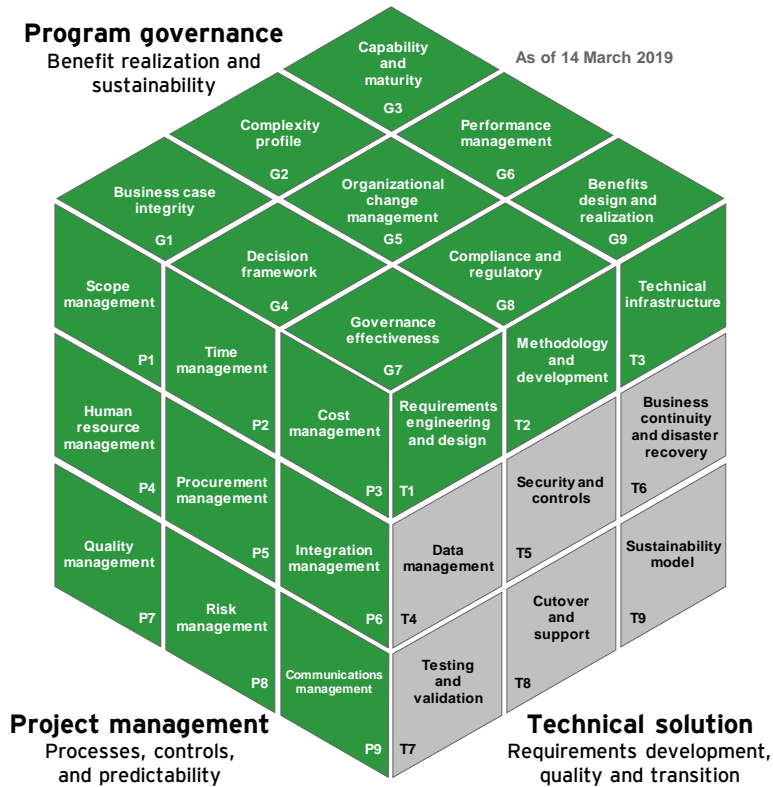
**Overall IV&V risk state:**

**Green**

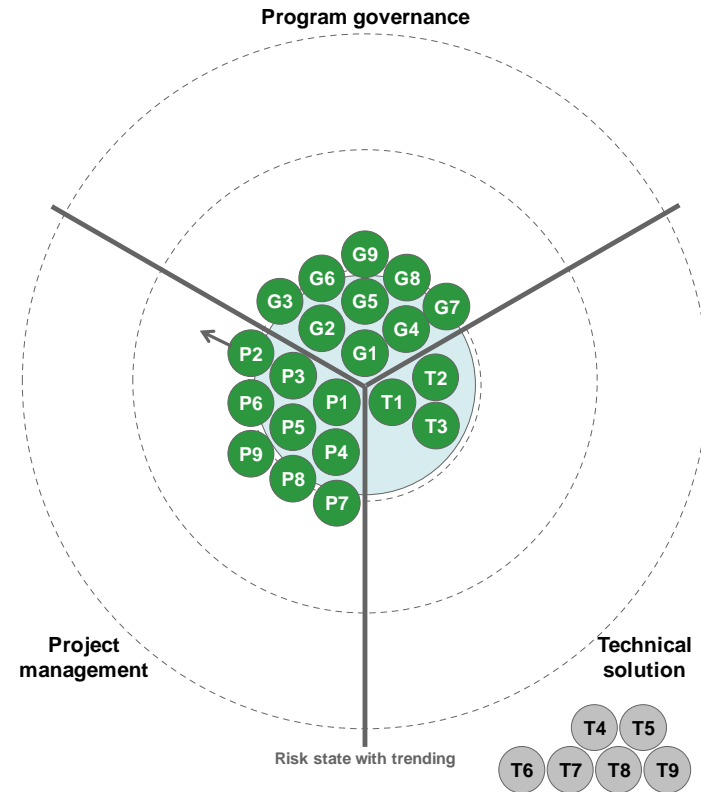
- ▶ There are no open IV&V deficiencies
  - ▶ Additional facets reviewed:
    - ▶ T3 – Technical infrastructure
  - ▶ No new deficiencies identified since the last report
- ▶ The Program is within established schedule performance thresholds
  - ▶ The schedule performance index (SPI) is 0.899
  - ▶ 19 of 1,433 total tasks (1.33%) contained in the project schedule are late
  - ▶ 09 of 367 total tasks (2.45%) for the current period are late
- ▶ The Program is within established cost performance thresholds
  - ▶ The cost performance index (CPI) is 1.005
  - ▶ 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 09 April 2024, 265.1 days late
  - ▶ Future milestones are projected to be completed behind schedule
  - ▶ The amount of time the project is behind schedule is decreasing

# 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.

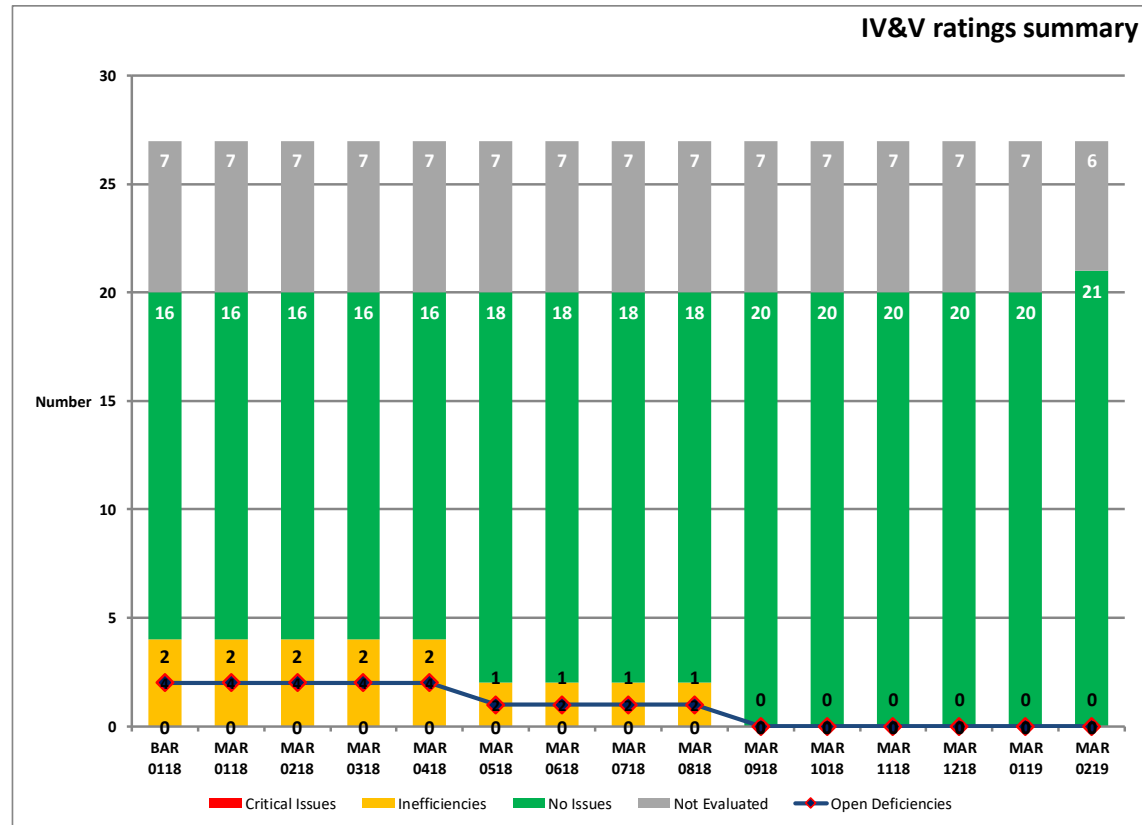


Indicates that the area being assessed did not have significant issues to report. Continued monitoring should be performed.



Indicates that the area being assessed has incomplete information available for a conclusive finding or is not applicable.

# IV&V ratings summary

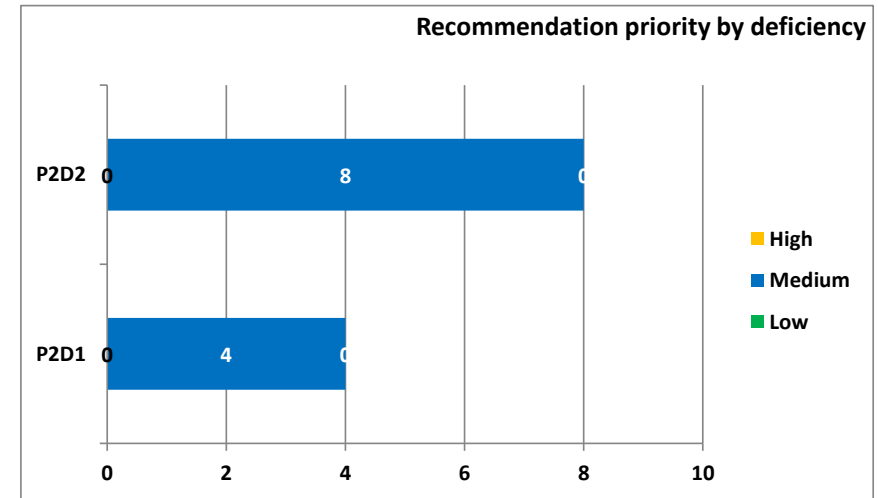
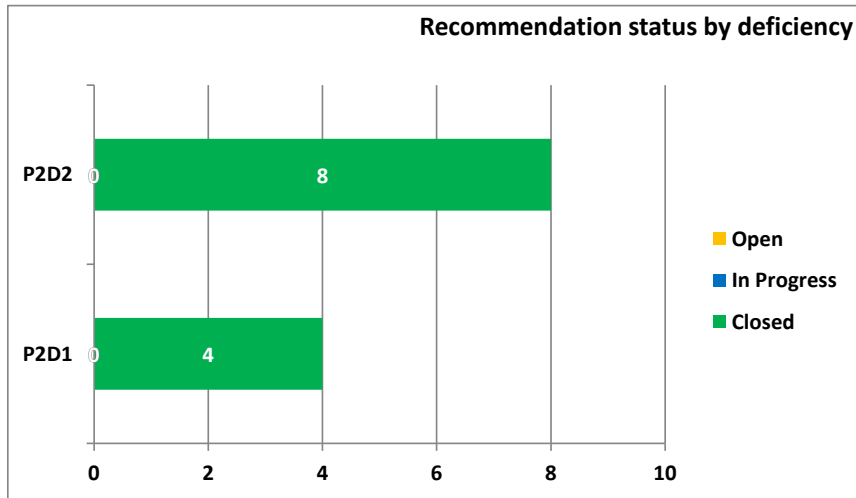
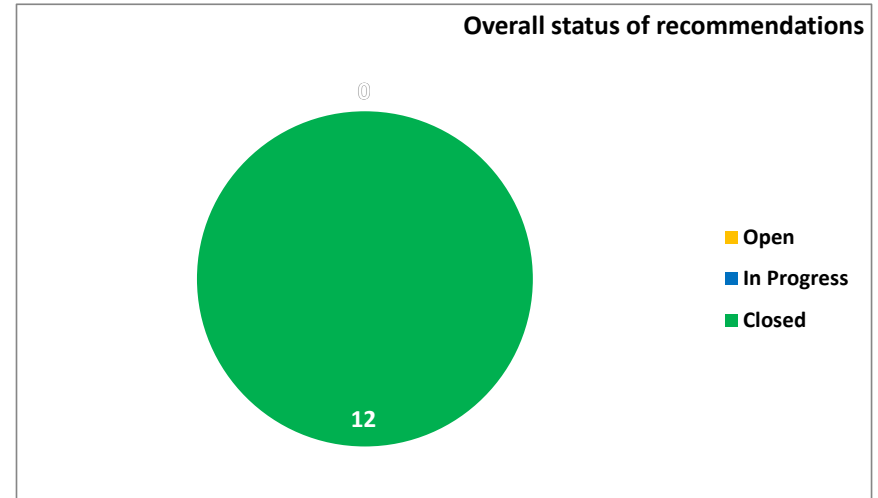
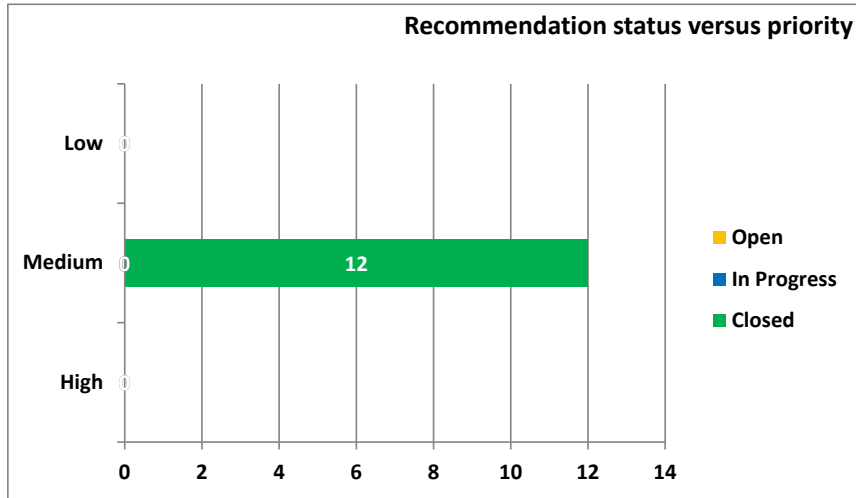


- This chart shows a summary of the IV&V cube facet ratings (red, amber, green and gray), and open deficiencies.
- Facet risk rating totals are as follows:
  - Red (critical issues): 0
  - Amber (issues): 0
  - Green (no issues): 21
  - Gray (not evaluated): 6
- Open deficiencies: 0
- Conclusions:
  - The MM Program Team has resolved all open deficiencies identified by the IV&V Team.

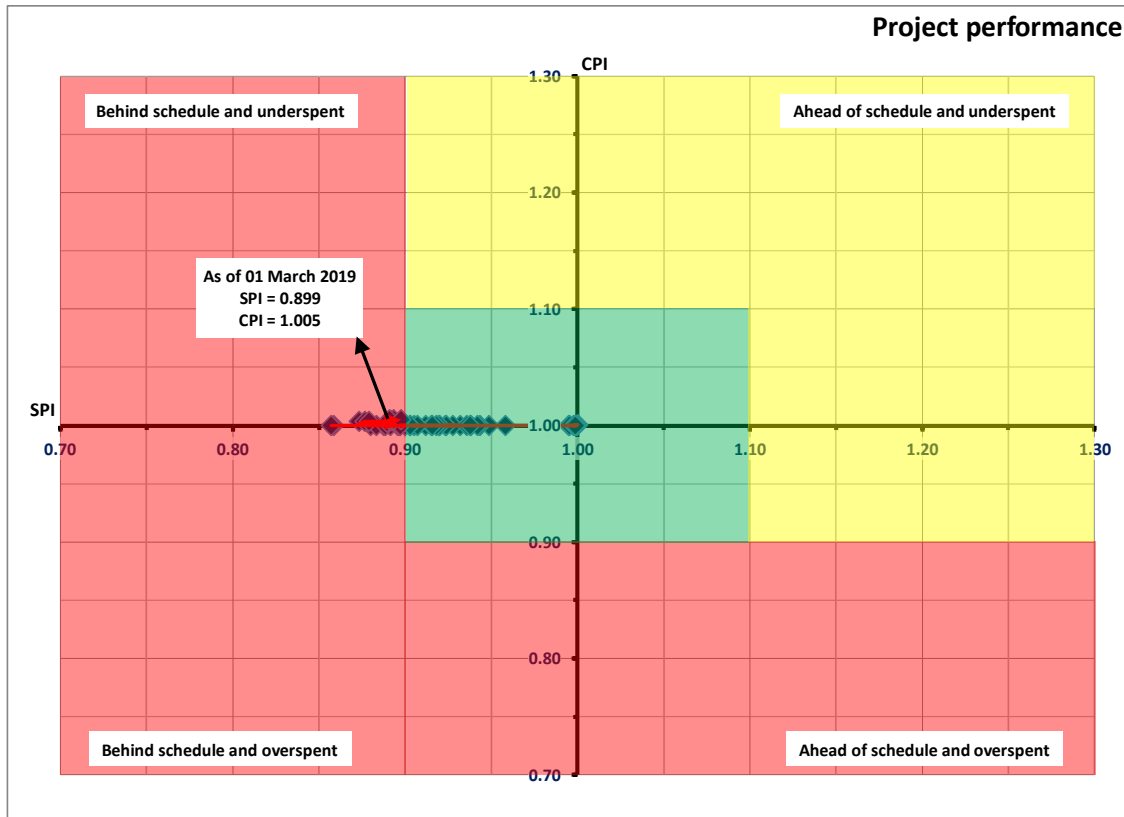
# Key indicators

| Indicator  | Value   | Comment   |
|--|---------|---|
| Is the project approach sound?   | Yes     | <ul style="list-style-type: none"> <li>▶ The overall project approach is based on industry leading practices, methodologies and tools that have been used for other DHSMV projects.</li> </ul>  |
| Is the project on time?  | No      | <ul style="list-style-type: none"> <li>▶ The Program is currently behind schedule.</li> <li>▶ The schedule performance index (SPI) is 0.899</li> <li>▶ 19 of 1,433 total tasks (1.33%) contained in the project schedule are late.</li> <li>▶ 09 of 367 total tasks (2.45%) for the current period are late.</li> </ul> |
| Is the project on budget?  | Yes     | <ul style="list-style-type: none"> <li>▶ The Program is within established cost performance thresholds.</li> <li>▶ The cost performance index (CPI) is 1.005.</li> <li>▶ The Program is currently on budget based on provided budget and spending information.</li> </ul>   |
| Is scope being managed so there is no scope creep?   | Yes     | <ul style="list-style-type: none"> <li>▶ 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.</li> </ul>   |
| What are the project's future risks?   | Unknown | <ul style="list-style-type: none"> <li>▶ The MM Program Team has resolved all open deficiencies identified by the IV&amp;V Team.</li> </ul>   |
| Are the project's risks increasing or decreasing?  | Steady  | <ul style="list-style-type: none"> <li>▶ The MM Program Team has resolved all open deficiencies identified by the IV&amp;V Team.</li> </ul>   |
| Are there new or emerging technological solutions that will affect the project's technology assumptions? | No      | <ul style="list-style-type: none"> <li>▶ New and emerging technologies were considered in the Feasibility Study.</li> <li>▶ None have an adverse effect on the project's technological assumptions.</li> </ul>  |

# Status of key deficiency recommendations



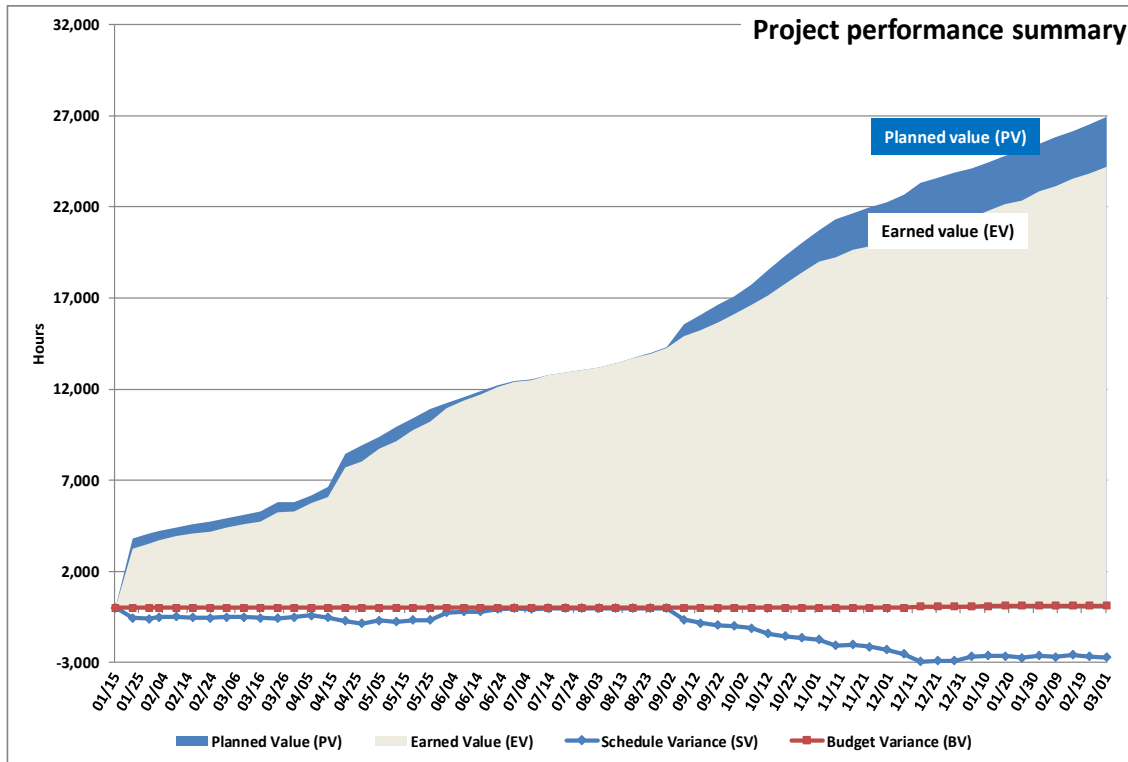
# Overall performance



- 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)



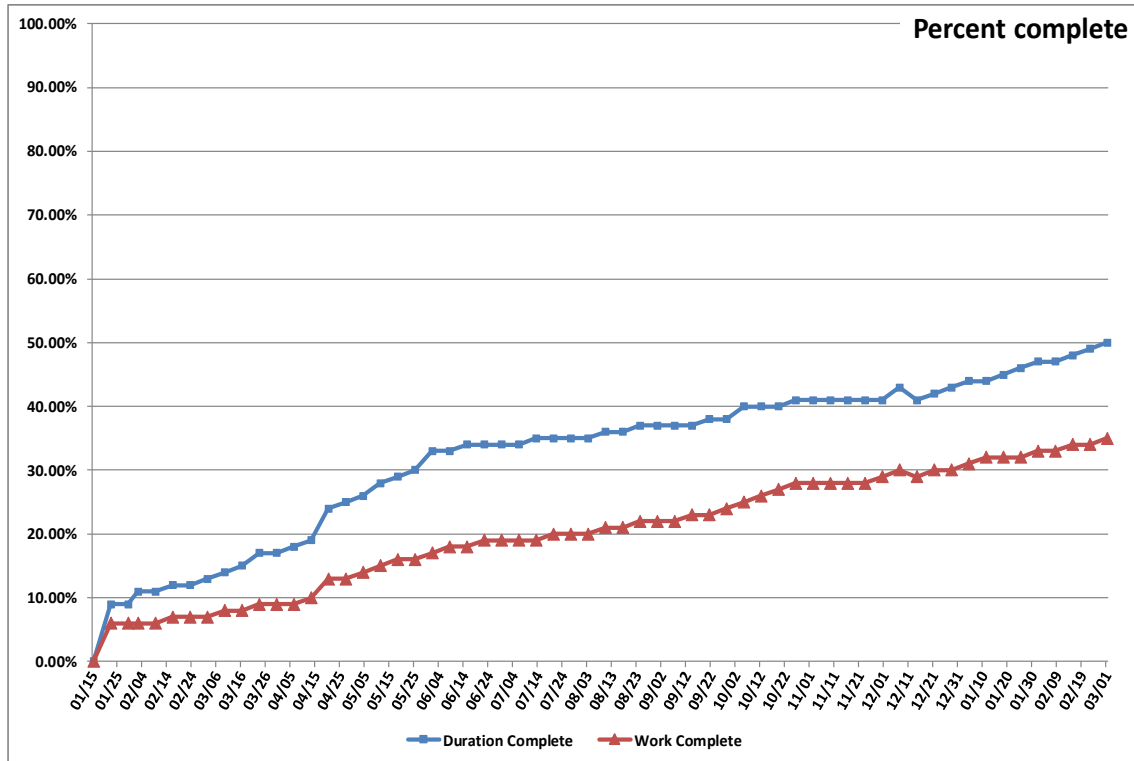
- This chart shows the cumulative planned value (PV) and earned value (EV) for the project.
- Summary:
  - Total EV is less than PV, indicating there is scheduled work that is not being completed.
  - The total amount of work not completed as scheduled is 2,722.1 hours.
- Conclusions:
  - The Program 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.



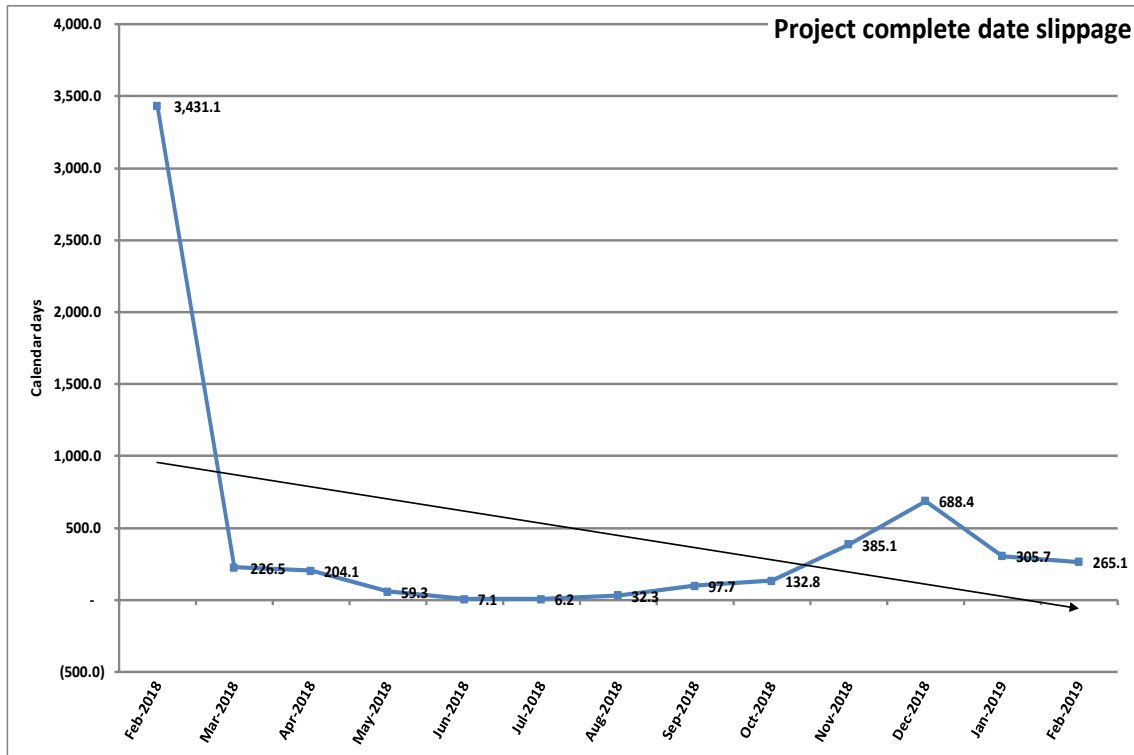
# Overall performance (continued)



- 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.

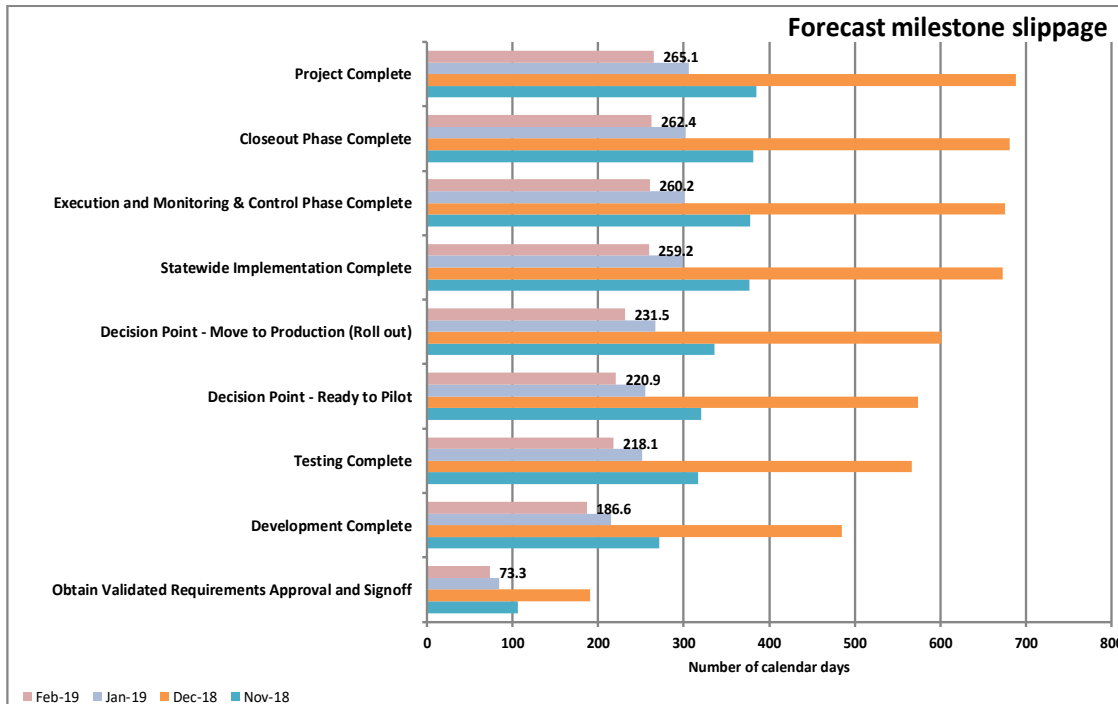
- ▶ Blue line is duration percent complete.
- ▶ Red line is work percent complete

# 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 09 April 2024, 265.1 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 09 April 2024, 265.1 days late.
  - Future milestones are projected to be completed behind schedule.
  - The amount of time the project is behind schedule is decreasing.

# Open deficiencies and actions

| Deficiency | Actions taken |
|------------|---------------|
| ▶ None     |               |

# Process improvement recommendations

| Recommendation   | Progress update / resolution   | Status  |
|--|--|---|
| <ul style="list-style-type: none"><li>▶ The program team should perform a level of effort analysis on the remaining Uniface task and update the MM Program Schedule to provide an accurate reflection of the remaining work, allocated resources, and adjusted timeline.</li></ul> | <ul style="list-style-type: none"><li>▶ DHSMV acknowledges this recommendation from IV&amp;V. We are in the process of drafting a change request to address the Uniface tasks currently in the schedule. The current tasks in the schedule were created with the available information at the time (CR03), but through additional progressive elaboration new tasks have been identified and refined that more accurately reflect the Uniface effort and resources. The change request will be presented to ESC for approval to update the Phase II schedule</li></ul> | <ul style="list-style-type: none"><li>▶ In-progress</li></ul> |

# 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 – 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    | 01/04/2019    | 01/04/2019   | ▶ Complete    |
| MAR – Dec 2018 (IVV-302AL)  | 01/15/2019    | 01/30/2019    | 01/31/2019   | ▶ Complete    |
| MAR – Jan 2019 (IVV-302AM)  | 02/14/2019    | 02/26/2019    | 3/12/2019    | ▶ Complete    |
| MAR – Feb 2019 (IVV-302AN)  | 03/14/2019    | 03/29/2019    | 03/27/2019   | ▶ Complete    |
| MAR – Mar 2019 (IVV-302AP)  | 04/12/2019    | 04/26/2019    |              | ▶ Future task |
| MAR – Apr 2019 (IVV-302AQ)  | 05/14/2019    | 05/28/2019    |              | ▶ Future task |
| MAR – May 2019 (IVV-302AR)  | 06/14/2019    | 07/01/2019    |              | ▶ Future task |
| MAR – June 2019 (IVV-302AS) | 07/15/2019    | 07/30/2019    |              | ▶ Future task |
| MAR – July 2019 (IVV-302AT) | 08/14/2019    | 08/29/2019    |              | ▶ Future task |

# 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           | ▶ T3 – Technical infrastructure changed from Gray (not evaluated) to Green (no issues).    |
| Maturity ratings       | ▶ T3 – Technical infrastructure changed from Level 0 (not evaluated) to Level 3 (defined). |
| Interviews conducted   | ▶ No interviews conducted since last report  |
| Artifacts received     | ▶ Numerous artifacts received.   |

# Open deficiencies

## *Supporting information*

| Areas and implications                      | Recommendations | Actions taken |
|---|-----------------|---------------|
| <b>P2D1 – Incomplete program governance</b> |                 |               |
| ▶ 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 | 10/11/19 |        |
| 3.5.14.5  | Development Complete                               | 12/03/21        | 12/03/21  | 12/03/21 | 06/07/22 |        |
| 3.5.15.5  | Testing Complete                                   | 07/29/22        | 07/29/22  | 07/29/22 | 03/04/23 |        |
| 3.5.18.5  | Decision Point - Ready to Pilot                    | 08/19/22        | 08/19/22  | 08/19/22 | 03/27/23 |        |
| 3.5.18.7  | Decision Point - Move to Production (Roll out)     | 11/07/22        | 11/07/22  | 11/07/22 | 06/26/23 |        |
| 3.5.18.12 | Statewide Implementation Complete                  | 06/05/23        | 06/05/23  | 06/05/23 | 02/19/24 |        |
| 3.7       | Execution and Monitoring & Control Phase Complete  | 06/12/23        | 06/12/23  | 06/12/23 | 02/27/24 |        |
| 4.5       | Closeout Phase Complete                            | 06/29/23        | 06/29/23  | 06/29/23 | 03/17/24 |        |
| 5         | Project Complete                                   | 07/19/23        | 07/19/23  | 07/19/23 | 04/09/24 |        |

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.

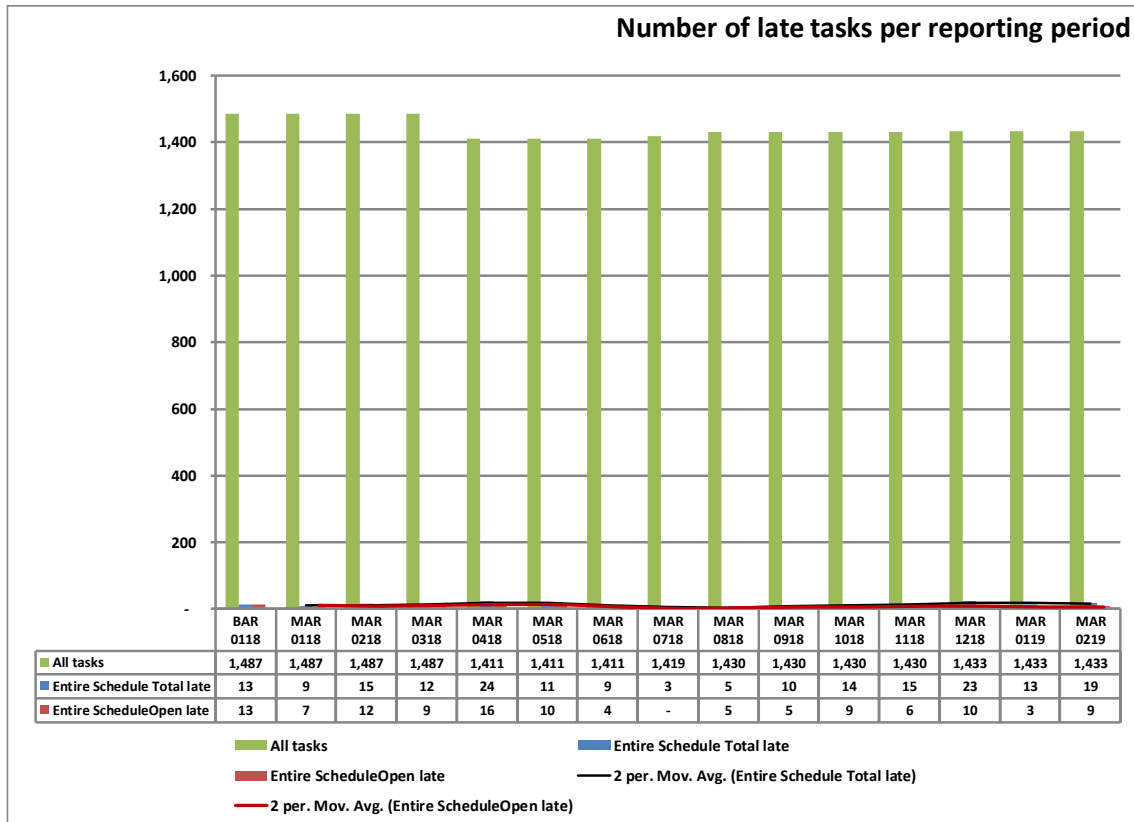
4. Planned – Planned completion date (should be the same as scheduled).
5. Forecast – Based on ES calculations and the current SPI.
6. Actual – The actual completion date

Late

265.1

# Late tasks

## Supporting information

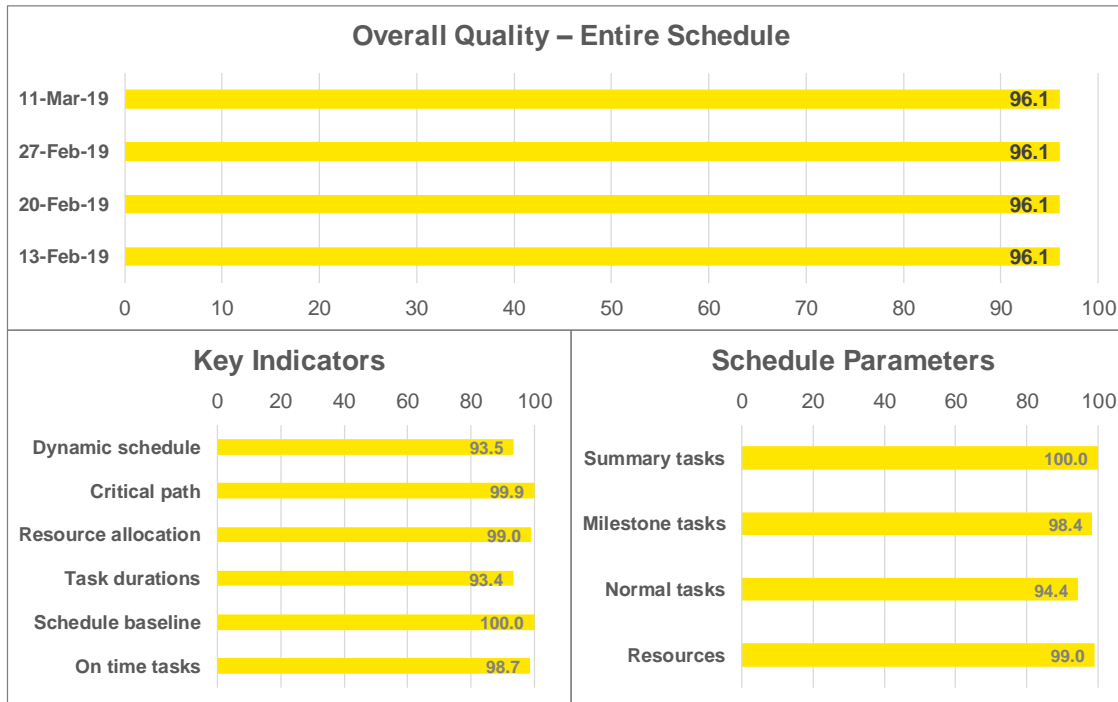


- This chart shows the number of tasks that are late for each of the IV&V reports for the following:
  - Total tasks late.
  - Tasks that are open (task completion percentage is greater than 0% and less than 100%).
- A task is automatically designated as “late” if it is not complete and the project status date is later than the baseline finish date for the task.
- Summary:
  - Total normal tasks: 1,433
  - Total tasks late: 19
  - Total open tasks late: 09
- Conclusions:
  - The total number of tasks designated as late is 1.33% 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: 96.1

- **Conclusions:**

- Overall schedule quality is consistent and excellent

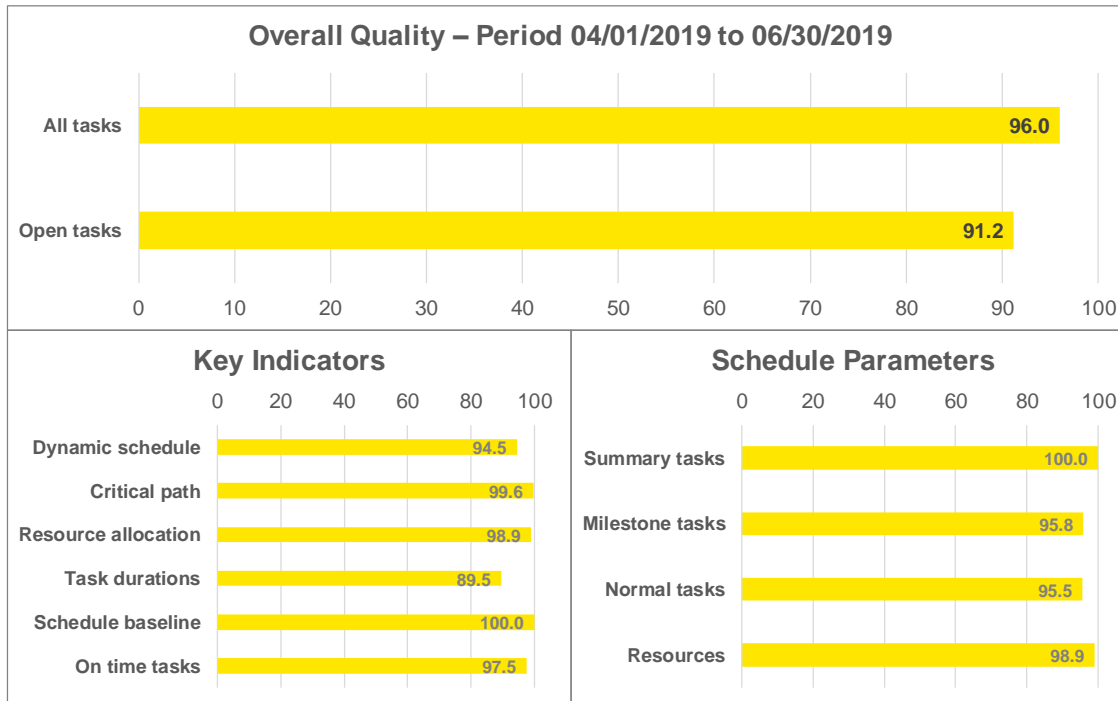
- ▶ Dynamic schedule – Task dependencies and constraints
- ▶ Critical path – Task dependencies
- ▶ Resource allocation – Resource assignments

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

# Project schedule quality

## Period: 04/01/2019 to 06/30/2019

### 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: 96.0
- Conclusions:
  - Overall schedule quality is consistent and excellent

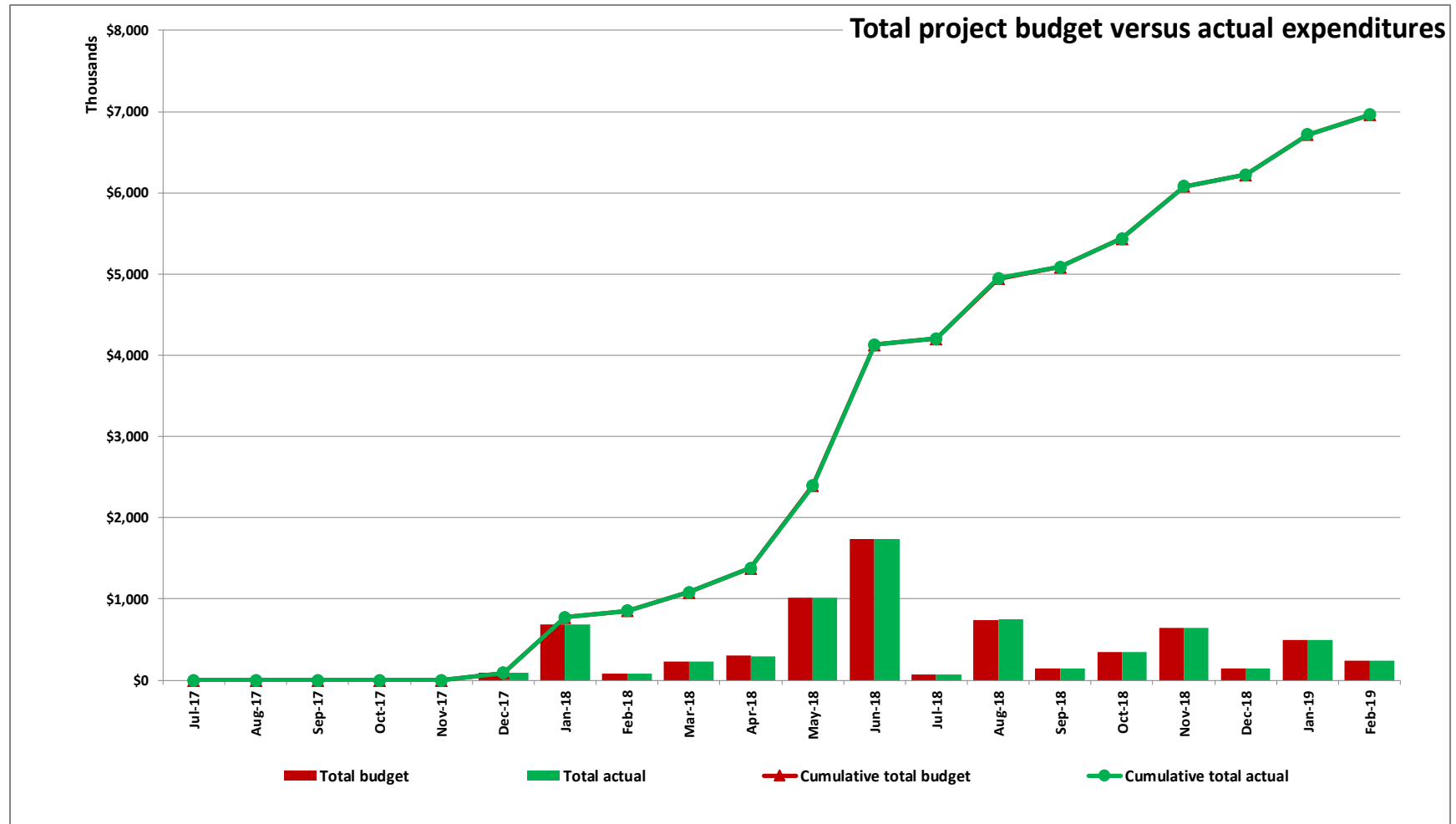
- ▶ Dynamic schedule – Task dependencies and constraints
- ▶ Critical path – Task dependencies
- ▶ Resource allocation – Resource assignments

- ▶ Task durations – Task durations other than 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

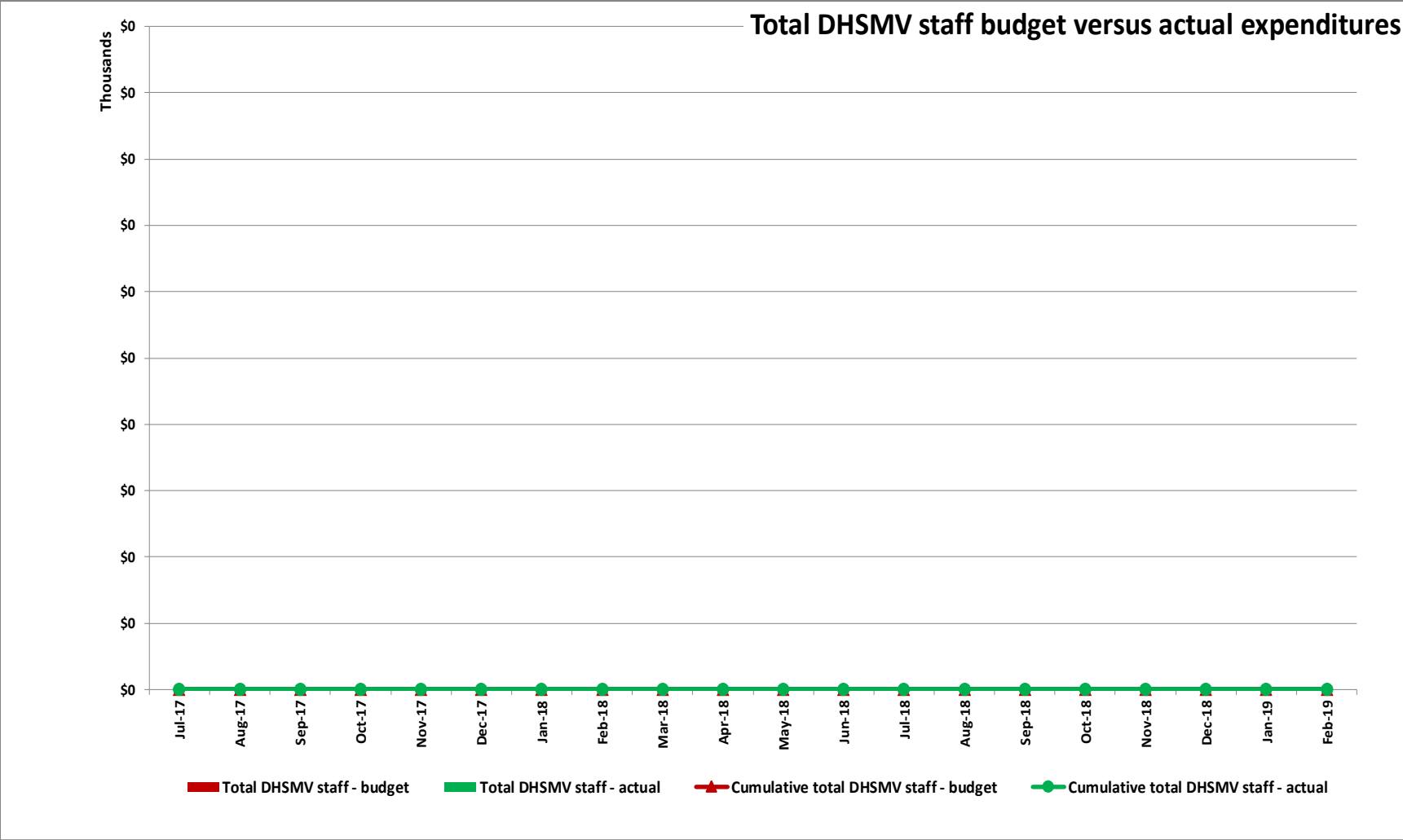




# Project budget

## DHSMV staff funding

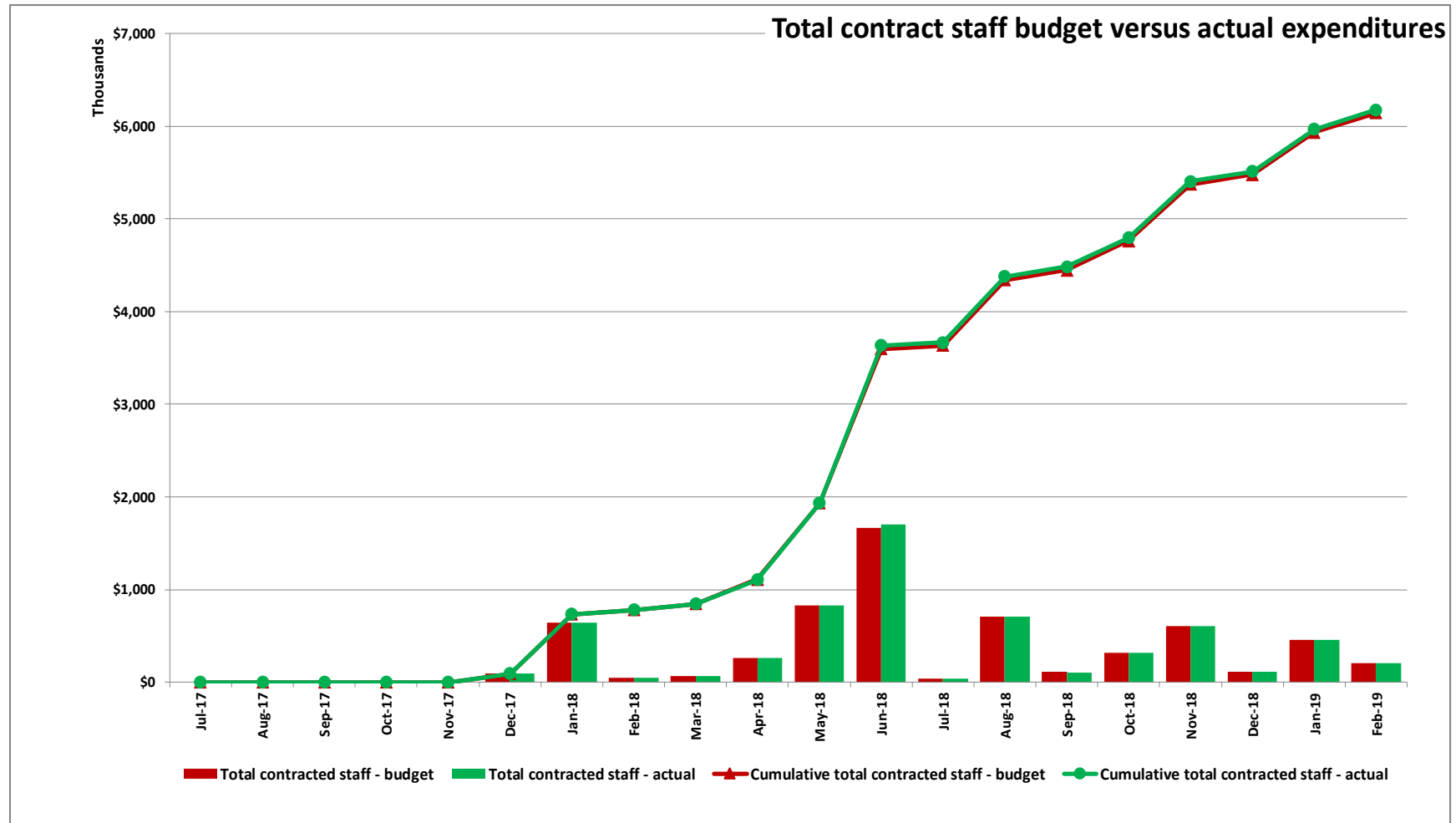
Supporting information



# Project budget

## Contract staff funding

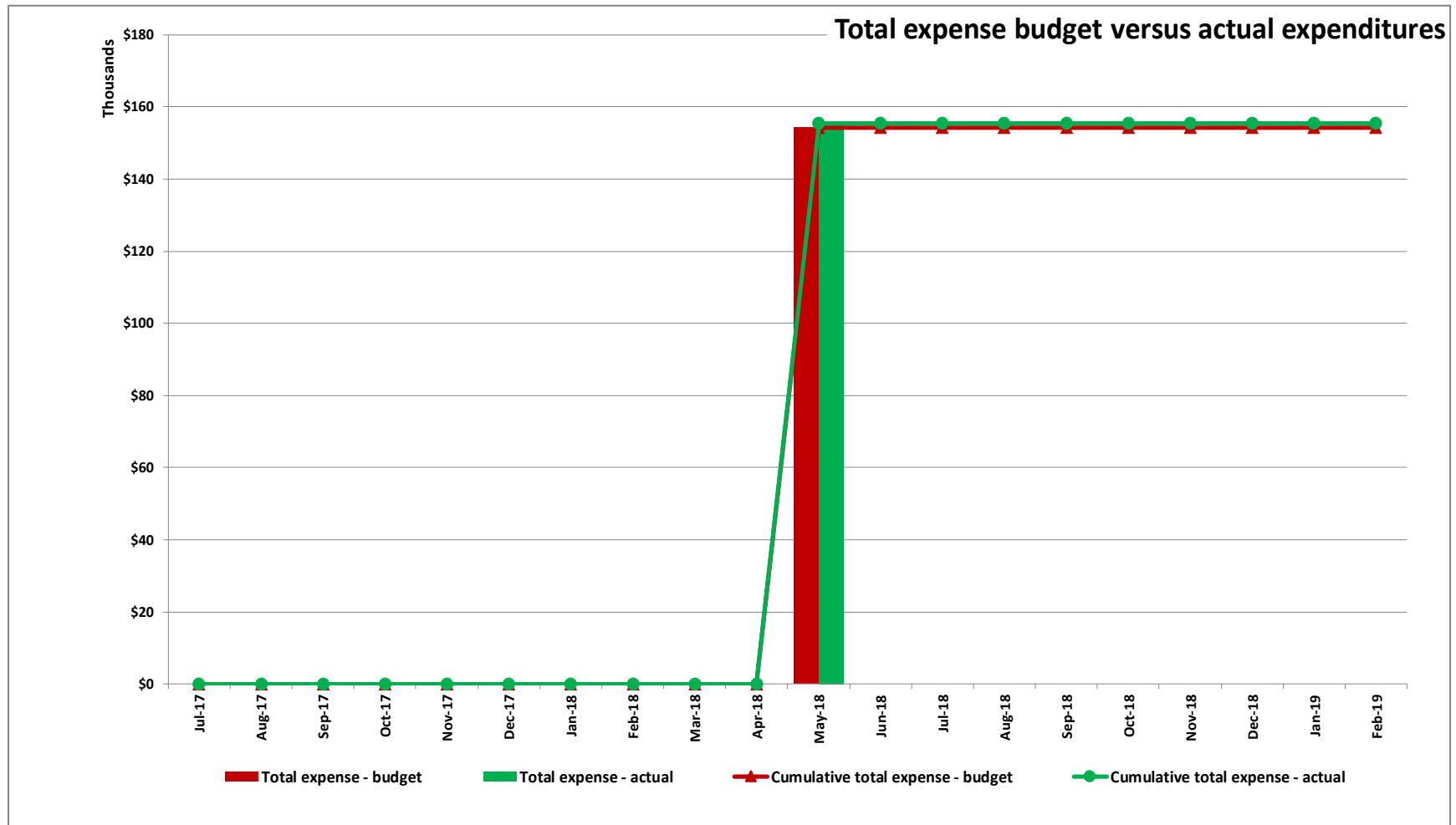
Supporting information



# Project budget

## Expense funding

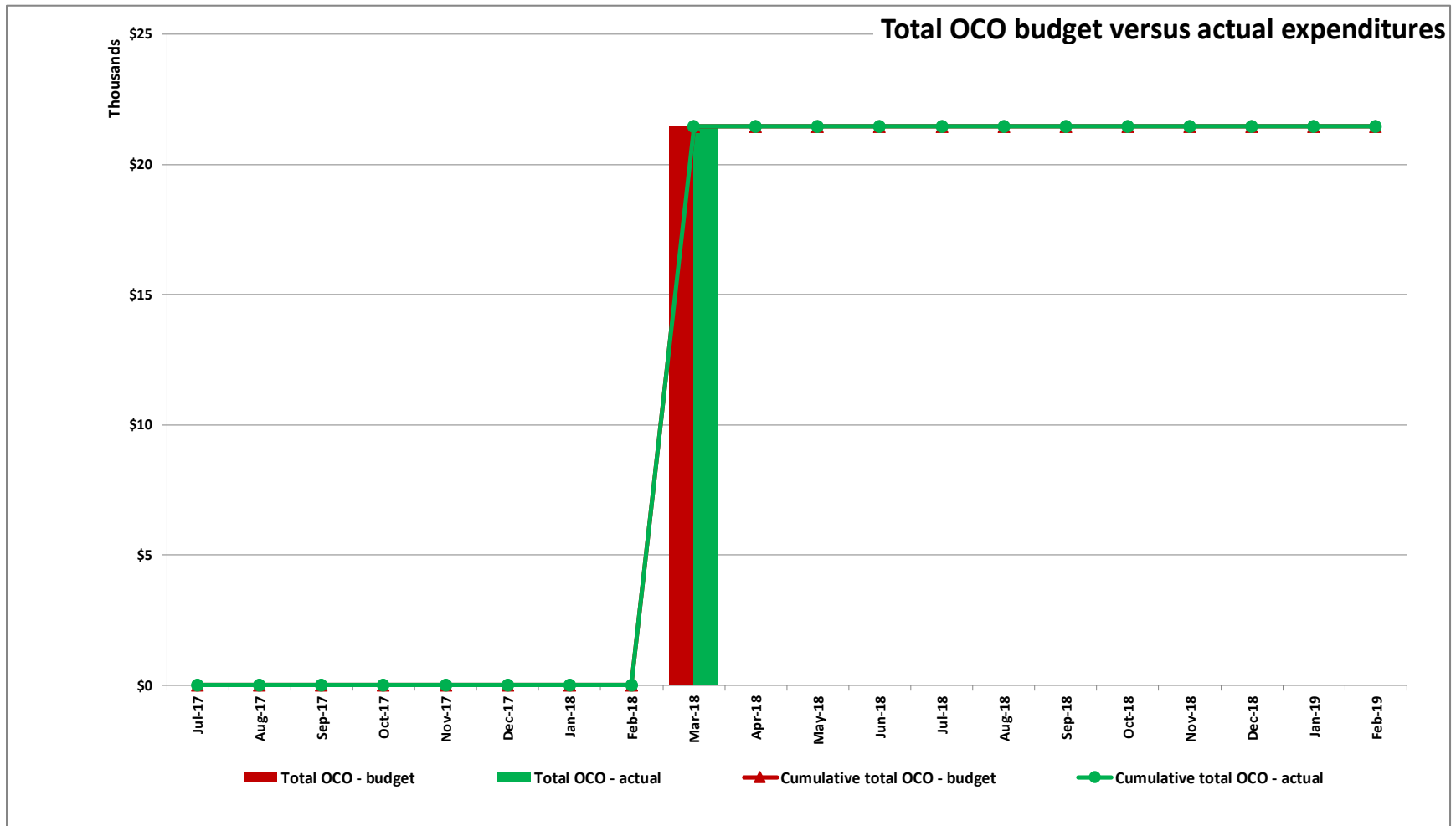
*Supporting information*



# Project budget

## OCO funding

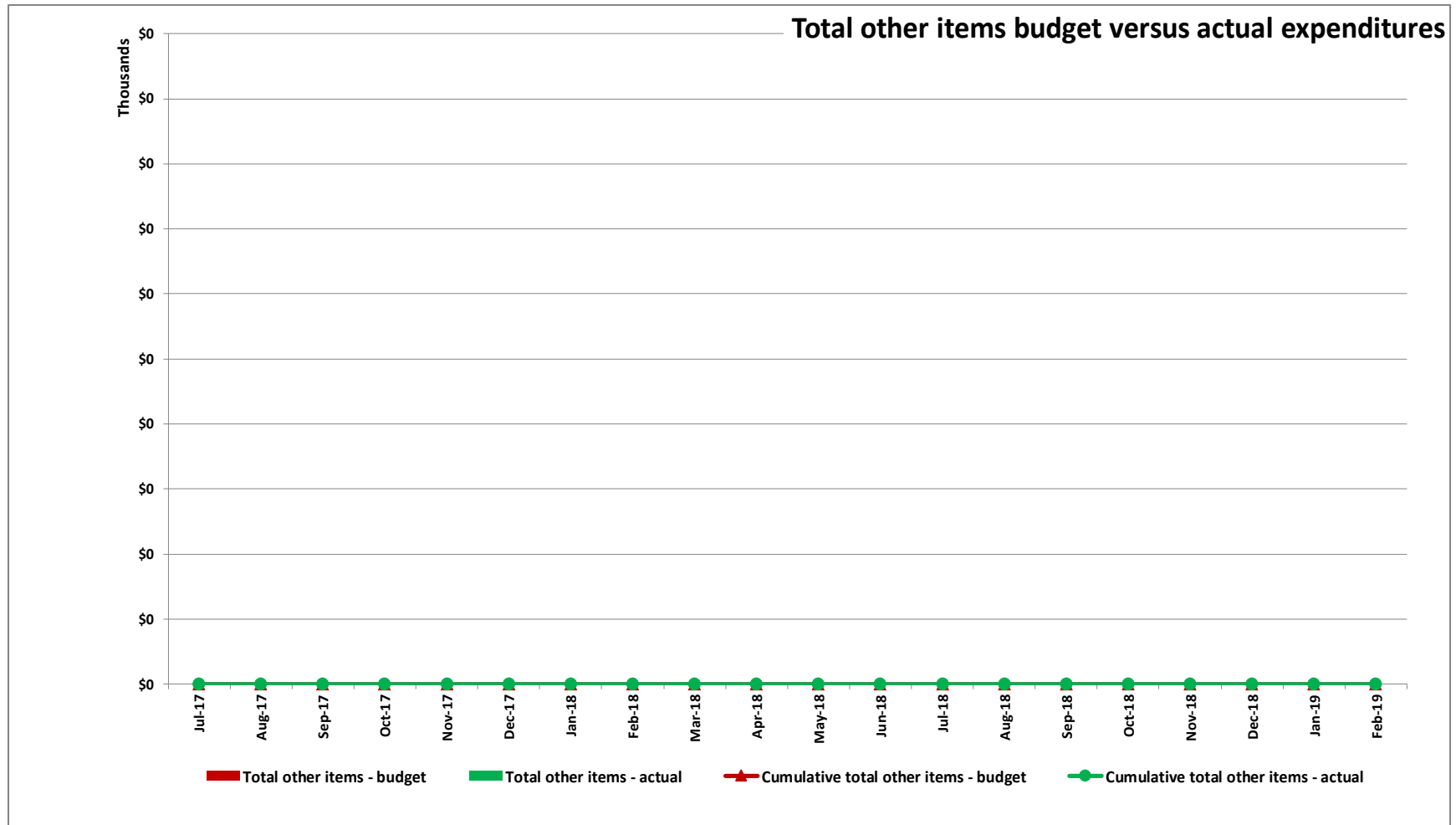
*Supporting information*



# Project budget

## Other items funding

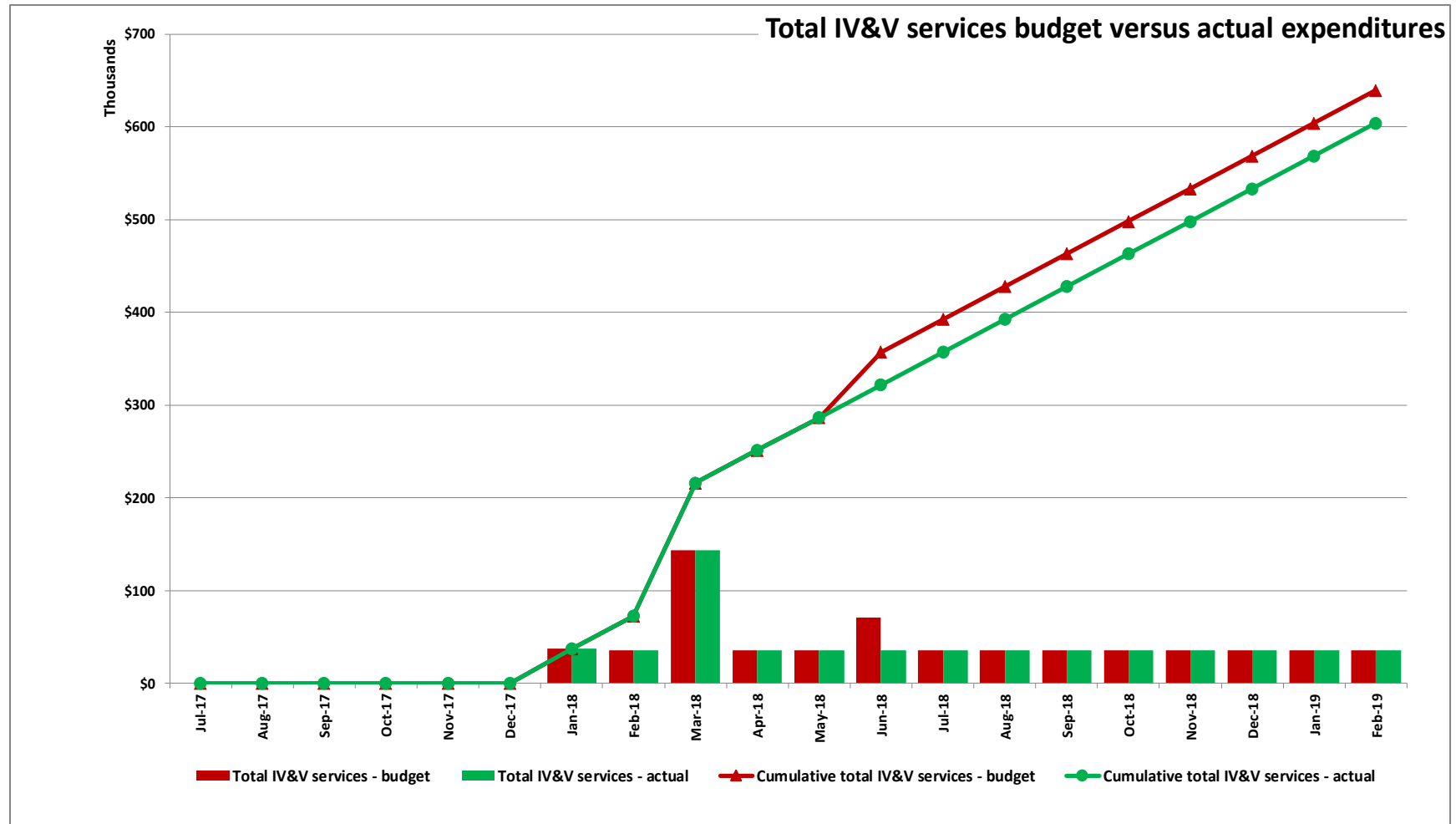
*Supporting information*



# Project budget

## IV&V services funding

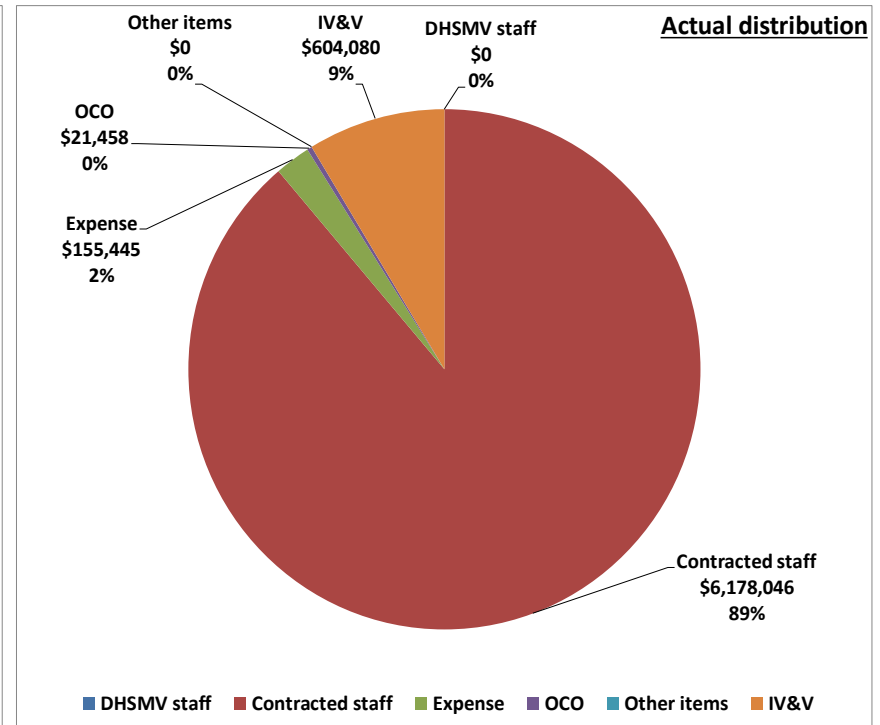
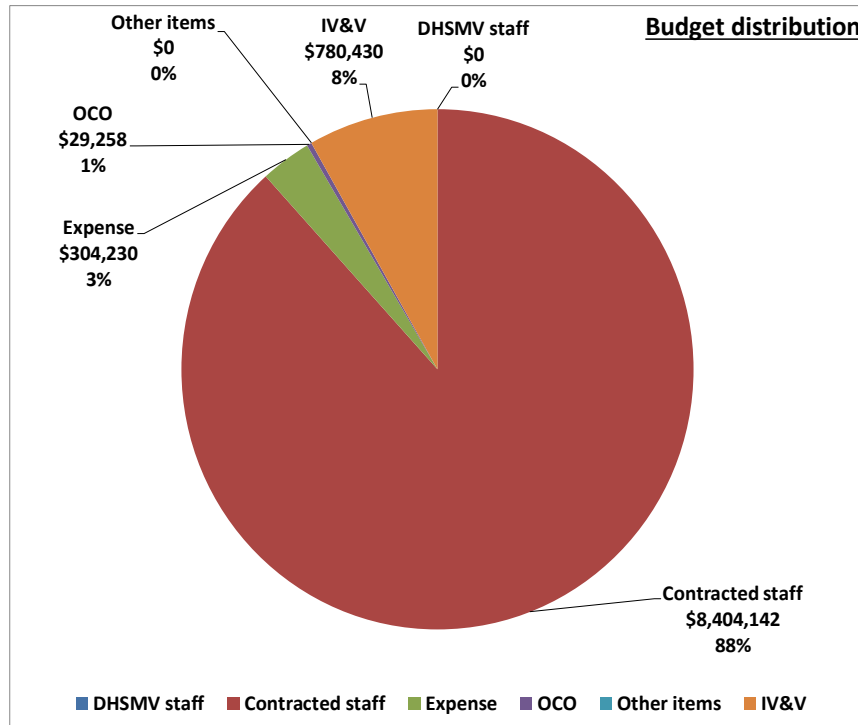
Supporting information



# Project budget

## Budget and actual distribution

*Supporting information*





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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  | 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.<br>Any changes received after the need date, will not be included in the 6/2019 deliverable. | <b>7/17/2018 Update</b><br>Lisa Cullen expressed concern with performing casual title sale transactions in the Portal.<br>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.<br><br>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. |            | <b>5/2/2018 Update</b><br>Diana Vaughn asked the team to reach out to DOR for requirements gathering.<br><br><b>5/15/2018 Update</b><br>• Vehicle must have an electronic title<br>• Vehicle must be clear of any liens and any stops<br>• NMVTIS verification – Florida must be current state of title (SOT)<br>• NLETS verification – stolen vehicles<br>• Title status must be eligible for transfer (not cancelled, junked, certificate of destruction (COD), derelict, mark title sold)<br>• All Seller(s) must be a natural person(s)<br>• All sellers must have a portal account<br>• All purchaser(s) must be a natural person(s)<br>• All purchasers must have a portal account | Under review               | 4/4/2019   |
|      | 4      | Continued...   |             |                         |   |  |            | <b>4/4/2019 Update</b><br>This item will be deferred to a later Phase.   |                            |            |
| 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.  | <b>12/11/2018 Update</b><br>Board agrees   |            | <b>12/13/2018 Update</b><br>This item will be added to the legal opinion document for review.<br><br><b>4/4/2019 Update</b><br>The team received approval to offer biennial registration for the tribes.   | Under review               | 4/4/2019   |
| 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.  | <b>12/11/2018 Update</b><br>Board suggested that we ask the tribes if they are interested in permanent decals.   | 12/11/2018 | <b>12/13/2018 Update</b><br>ESC agrees, provided the statute allows.   | More information requested |            |

Office of Motorist Modernization  
Phase II - Decision Log

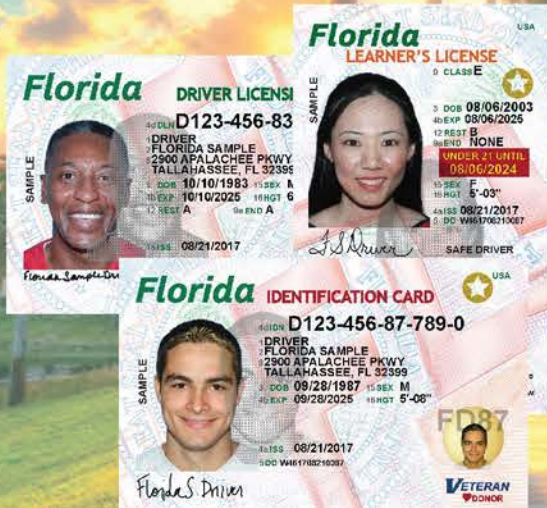
| Team | Item # | Description   | Submit Date | Decision Needed By Date | Impact   | AB Recommendation   | AB Date | ESC Decision/Notes   | Status       | Close Date |
|------|--------|---|-------------|-------------------------|--|---|---------|--|--------------|------------|
| POR  | 9      | The Fleet 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. | <b>12/11/2018 Update</b><br>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. |         | <b>12/13/2018 Update</b><br>Sent Robert Kynoch the Fleet detail stats report for review.<br>64 - Compliant<br>56 - Non-Compliant<br><br><b>3/8/2019 Update</b><br>Robert Kynoch stated that the would like to enforce the minimum standard upon entry to the Fleet program. If a Fleet company should fall 50 vehicles below the required minimum, correspondence will be sent to the company notifying of the requirement and the need to switch to regular plates. Upon renewal, if the Fleet company does not meet the minimum requirement, they will not be allowed to renew their fleet plates. | Under review | 4/4/2019   |
| POR  | 10     | Parking Permit Eligibility - The procedure states that a "Valid" DL/ID card is required to issue a parking permit.<br>Does "Valid" in this instance mean not expired and no sanctions? The procedures also state that a business can have additional parking permits up to the number of vehicles owned. The current FRVIS system does not enforce the maximum requirement. Should we enforce this in the new system? |             |                         |  | <b>1/8/2019 Update</b><br>A "Valid" license in this instance will be a license that is not expired.   |         | <b>2/7/2019 Update</b><br>A list of businesses with parking permits was provided to ESC.<br>Robert Kynoch will have his team reach out to the business to understand the need for the additional permits in excess of the number of vehicles owned/registered.<br><br><b>3/8/2019 Update</b><br>ESC approved adding validation rules to enforce the number of permits allowed based on the number of vehicles owned/registered.  | Under review | 4/4/2019   |

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  | 11     | The team would like to see if we can get a legislative change on this statute (320.0841). I think if they would take out the wording of "each year," we should be able to issue a permanent plate to the Indian tribes. It is costing the department money to renew the current plates and then we mail them to the tribes overnight at our cost. There is no cost to the tribal members to renew their plates. | 1/9/2019    |                         |        |                   |         | <b>2/7/2019 Update</b><br>This item will be added to the legal opinion document.<br><br><b>2/25/2019 Update</b><br>Paula talked to Jean with the Seminole Tribe, he stated that they will be alright with the government plates being permanent plates, but the tribal plates should still be renewed. I mentioned to him about the fleet plates and how they work, he said he would be alright with renewing the tribal plates like the fleet plates. He loves the idea of having the Portal to be able to renew the plates in.<br><br><b>3/8/2019 Update</b><br>Isable from the Miccosukee tribe stated via email notification "After careful review and consideration, the Business Council has decided to go with the permanent License Plate." | Under review               |            |
| POR  | 12     | <b>Duplicate Registration -</b><br>1. If a customer requests a duplicate registration on MyDMV Portal, which he/she can print on demand, should the department follow through and send a duplicate registration by mail?<br>2. The team is concerned if a customer prints the duplicate registration on colored or lined paper, will that cause an issue with law enforcement?                                  | 3/18/2019   |                         |        |                   |         | <b>4/4/2019 Update</b><br>ESC recommended just adding verbiage to instruct the customer to print on white paper.  | Under review               | 4/4/2019   |
| POR  | 13     | <b>Primary Parking Permit Renewal prior to renewal period</b><br>Current practice, if a customer requires renewal prior to the renewal period, the current Parking Permit is canceled with "revoke" as reason and a new one is issued.<br>Should department create a reason\proof of need to renew parking permit early and allow the renewal to process without cancelling and issuing a new parking permit?   | 3/18/2019   |                         |        |                   |         | <b>4/4/2019 Update</b><br>ESC requested more information.   | More information requested |            |

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 |
|-------|--------|---|-------------|-------------------------|---|---|-----------|--|--------|------------|
| TITLE | 3      | The Title/Reg team would like input on being able to use the signature pad for MV transactions, instead of only DL transactions.<br>* Send MV forms to the signature pad<br>* Review the MV Transaction<br>* Swipe DL to pull up customers record                     | 2/5/2019    | 2/28/2019               |   | <b>2/12/2019 Update</b><br>Agreed that this would be a good idea.   | 2/12/2019 | <b>2/7/2019 Update</b><br>Robert Kynoch will check into this and get back to the ESC.<br><br><b>3/7/2019 Update</b><br>No final answer yet<br><br><b>4/4/2019 Update</b><br>ESC advised the team to proceed with using the signature pad for MV transactions. Close item.  | Closed | 4/4/2019   |
| TITLE | 4      | The Title/Reg team is collecting the "Model" of the vehicle in modernization. The team would like guidance on where we are going to display this information. Should we add to the field to the Title, Form 82041 Title Application and Form 83300 Registration Form? | 2/13/2019   | 3/31/2019               | If the team starts displaying the Model field on the Title, 82041 and 83300, all forms would have to be modified. | <b>03/12/2019 Update</b><br>The more vehicle information available for Law Enforcement and Tax Collectors the better. | 3/12/2019 | <b>3/7/2019 Update</b><br>Suggested to check into what other states include on their documents/forms. Check AAMVA standards. Discussed using the VIN to decode model.<br><br><b>4/4/2019 Update</b><br>Team recommends that we close this item. After further discussion, the teams would only like to add the model to the title application. Vin intelligence prepopulates the model into ORION. ESC agreed to close item. | Closed | 4/4/2019   |



# Motorist Modernization Financials

APRIL 4, 2019

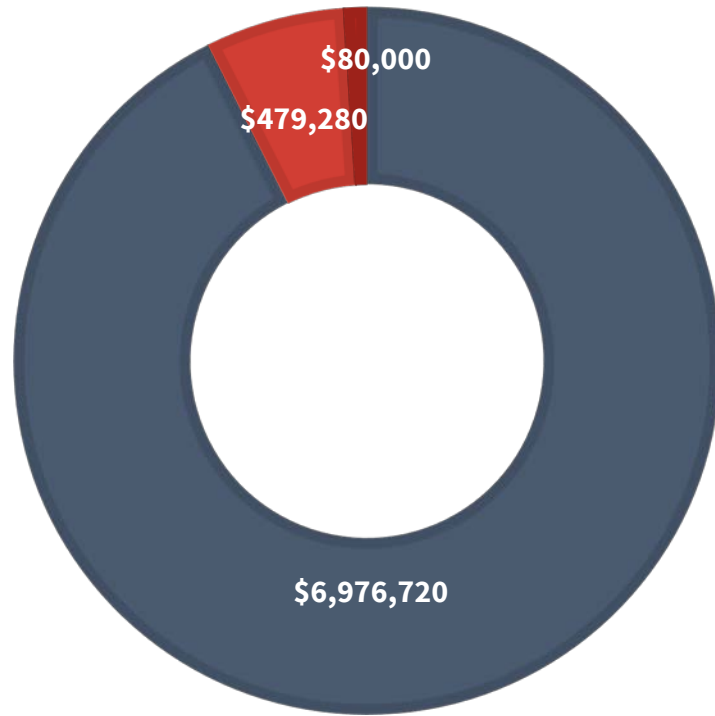


# Phase I Total Project

LBR Requests - Updated

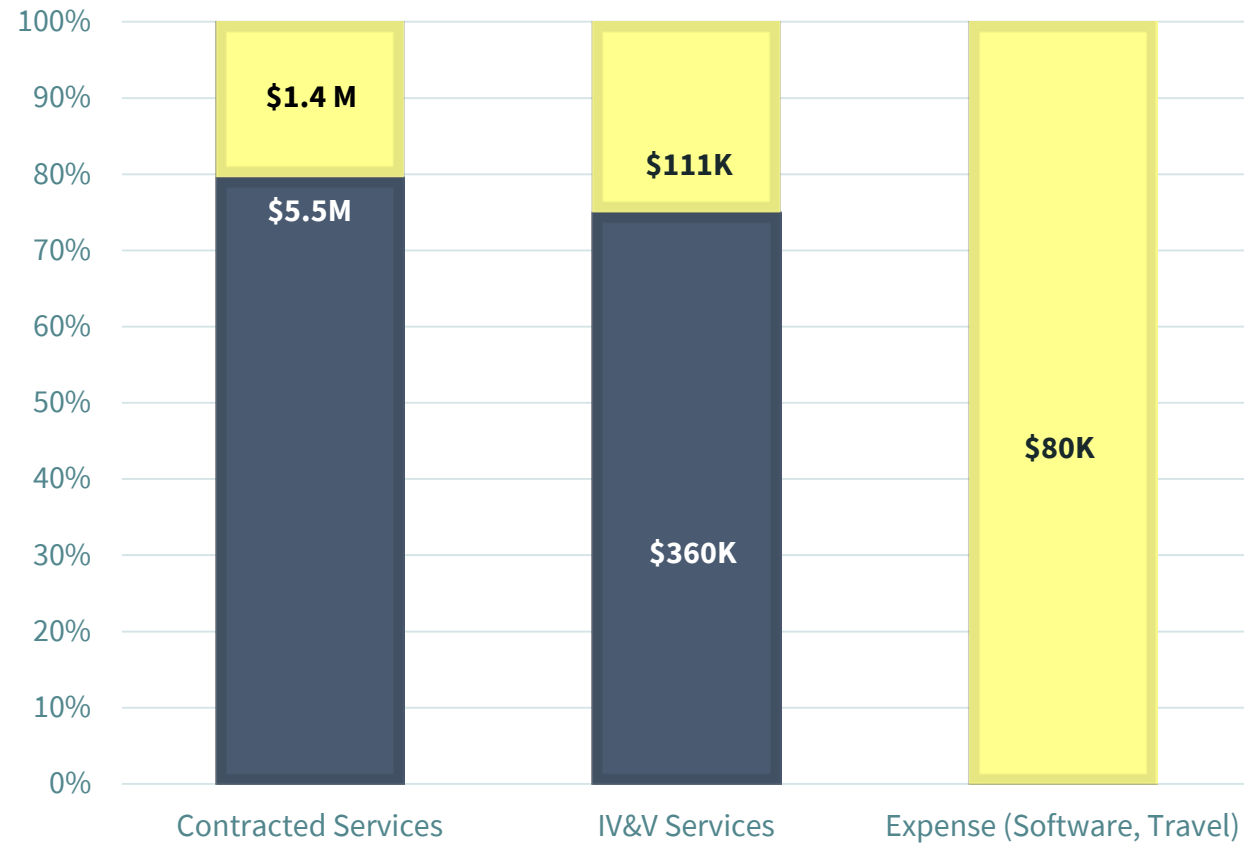
| Fiscal Year | Total Request | Contracted Services | IV&V Services | Expense (Software, Travel, etc.) | OCO       |
|-------------|---------------|---------------------|---------------|----------------------------------|-----------|
| 2014-2015   | \$ 2,500,000  | \$ 1,514,762        | \$ 619,186    | \$ 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   | \$ 2,323,620  | \$ 2,303,620        |               | \$ 20,000                        | \$ -      |
|             |               |                     |               |                                  |           |
| Total       | \$ 37,329,355 | \$ 32,678,267       | \$ 2,536,306  | \$ 1,745,667                     | \$ 64,541 |

**BUDGET: \$7,536,000**



■ Contracted Services ■ IV&V Services ■ Expense (Software, Travel)

**ACTUALS: \$5,198,855**



■ Remaining

*Budget and Actuals: Current Fiscal Year through March 2019*



# Budget and Actuals

## Phase I Overview

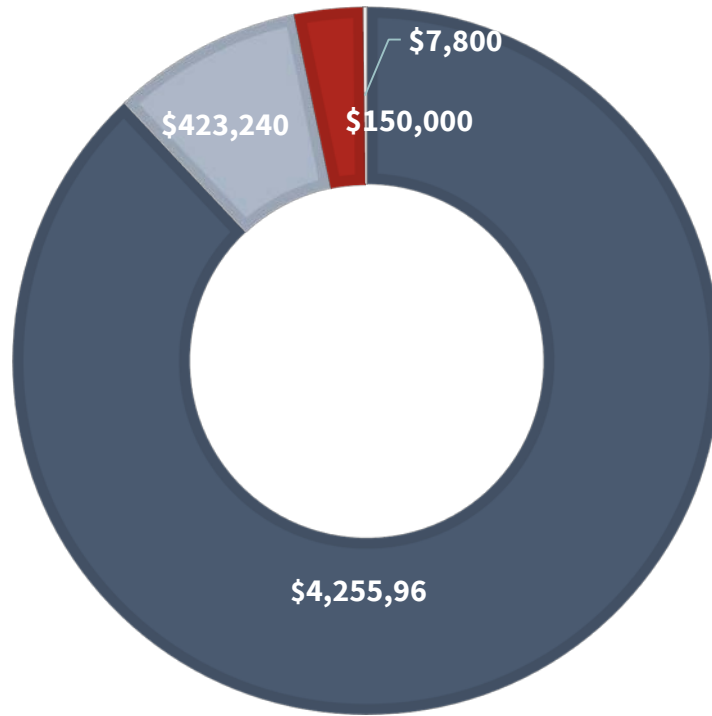
| Description                            | Budget Total | Actuals to Date | Variance |
|--|--------------|-----------------|----------|
| Fiscal Year 2018-2019<br>Total Funding | \$7,536,000  |                 |          |
| Fiscal Year to Date                    | \$5,913,128  | \$5,913,128     | 0%       |
| Month to Date<br>(March 2019)          | \$714,273    | \$714,273       | 0%       |
| Remaining Funds                        | \$1,922,873  |                 |          |

# Phase II Total Project

LBR Requests Updated

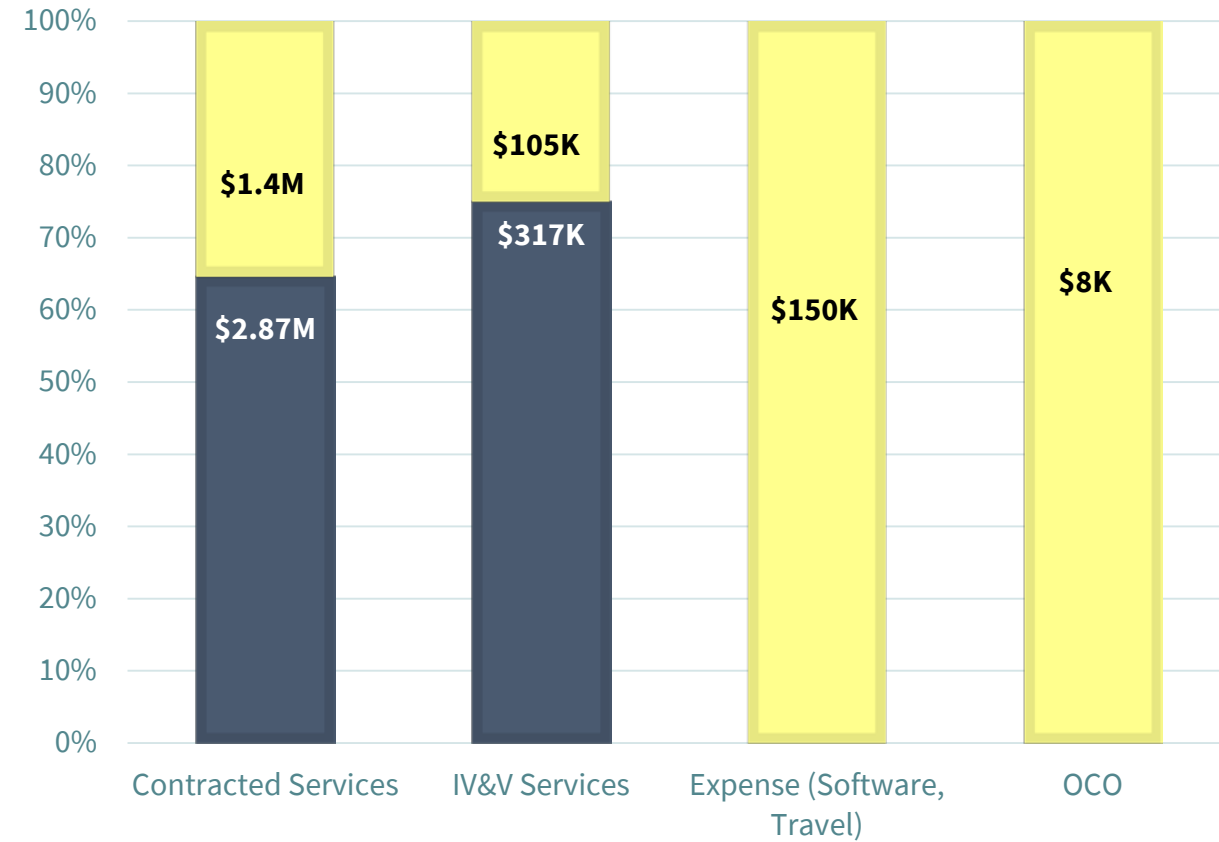
| Fiscal Year | Total Request  | Contracted Services | IV&V Services | Expense      | OCO        |
|-------------|----------------|---------------------|---------------|--------------|------------|
| 2017-2018   | \$ 4,132,180   | \$ 3,575,240        | \$ 357,190    | \$ 179,850   | \$ 19,900  |
| 2018-2019   | \$ 5,037,000   | \$ 4,455,960        | \$ 423,240    | \$ 150,000   | \$ 7,800   |
| 2019-2020   | \$ 13,742,200  | \$ 9,715,960        | \$ 423,240    | \$ 3,570,000 | \$ 33,000  |
| 2020-2021   | \$ 7,619,700*  | \$ 6,915,960        | \$ 423,240    | \$ 276,500   | \$ 4,000   |
| 2021-2022   | \$ 6,036,700*  | \$ 5,580,460        | \$ 423,240    |              | \$ 33,000  |
| 2022-2023   | \$ 2,906,700*  | \$ 2,479,460        | \$ 423,240    |              | \$ 4,000   |
|             |                |                     |               |              |            |
| Total       | \$ 39,474,480* | \$ 32,723,040       | \$ 2,473,390  | \$ 4,176,350 | \$ 101,700 |

**BUDGET: \$5,037,000**



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

**ACTUALS: \$3,197,287**



■ Remaining

*Budget and Actuals: Current Fiscal Year through March 2019*

# Budget and Actuals







## Overview

| Description                            | Budget Total | Actuals to Date | Variance |
|--|--------------|-----------------|----------|
| Fiscal Year 2018-2019<br>Total Funding | \$5,037,000  |                 |          |
| Fiscal Year to Date                    | \$3,197,287  | \$3,197,287     | 0%       |
| Month to Date<br>(March 2019)          | \$448,970    | \$448,970       | 0%       |
| Remaining Funds                        | \$1,839,713  |                 |          |

## Motorist Modernization - Phase II Traffic Light Report

Current Stage: Requirements Validation

As of April 5, 2019

|  |   |  |
|--|---|--|
| <p><b>Team 1 - Dealer License</b></p>  <p>Due Date: 5/28/2019<br/>% Complete: 50%</p> <p><b>Increment 3 - Dealer Licensing</b></p> <p>Action Items: Green<br/>Legacy Code: Red<br/>Estimation: Green</p>   | <p><b>Team 2 - Portal/Fleet</b></p>  <p>Due Date: 5/24/2019<br/>% Complete: 72%</p> <p><b>Increment 2 - Parking Permits, Titles, Dealer Services, Salvage, High Speed, eCommerce, Kiosk, mDL, Electronic Title &amp; Registration</b></p> <p>Action Items: Green<br/>Legacy Code: Yellow<br/>Estimation: Green</p> | <p><b>Team 3 - IFTA/IRP</b></p>  <p>Due Date: 5/17/2019<br/>% Complete: 75%</p> <p><b>Increment 2 - COTS Integration Design</b></p> <p>Action Items: Green<br/>Legacy Code: N/A<br/>Estimation: Green</p>             |
| <p><b>Team 4 - Titles</b></p>  <p>Due Date: 6/4/2019<br/>% Complete: 52%</p> <p><b>Increment 3 - Salvage, Batch (ELT, Batch Title Print, etc.), Title Imaging, Reporting, Admin</b></p> <p>Action Items: Green<br/>Legacy Code: Red<br/>Estimation: Green</p> | <p><b>Team 5 - Registrations</b></p>  <p>Due Date: 6/11/2019<br/>% Complete: 53%</p> <p><b>Increment 3 - Dealer, Reg Stops, Parking Permits, Reports</b></p> <p>Action Items: Green<br/>Legacy Code: Red<br/>Estimation: Green</p>   | <p><b>Team 6 - Globals/Batch/Inventory</b></p>  <p>Due Date: 5/28/2019<br/>% Complete: 50%</p> <p><b>Increment 3 - Admin (Admin, Batch)</b></p> <p>Action Items: Green<br/>Legacy Code: Red<br/>Estimation: Green</p> |
| <p><b>% Complete:</b> % complete of requirements validation for current Increment</p> <p><b>Action Items:</b> % of overdue team action items</p> <p><b>Legacy Code:</b> % of as-is processes scheduled to be documented for the Increment</p> <p><b>Estimation:</b> % of completed user stories with overdue estimations</p>                   |   |  |

|       |               |        |                 |     |                |
|-------|---------------|--------|-----------------|-----|----------------|
| Green | < 10% overdue | Yellow | 10%-20% overdue | Red | >= 20% overdue |
| Green | < 10% overdue | Yellow | 10%-20% overdue | Red | >= 20% overdue |
| Green | < 10% overdue | Yellow | 10%-20% overdue | Red | >= 20% overdue |
| Green | < 10% overdue | Yellow | 10%-20% overdue | Red | >= 20% overdue |

| Motorist Modernization Phase II Communications Plan |   |                   |   |   |  |   |
|---|---|-------------------|---|---|--|---|
| This plan covers January - June 2019                |   |                   |   |   |  |   |
| Organizational Change Management                    |   |                   |   |   |  |   |
| Date/Frequency                                      | Title   | Category          | Description   | Audience  | Vehicle                                    | Owner(s)  |
| January 16, 2019                                    | Phase II All-Hands Meeting  | Internal/External | Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics.   | OMM Team, FLHSMV Staff Members and Tax Collector SMEs | Face-to-Face Meeting/Conference Call       | Nathan Johnson                                      |
| April 16 - 18, 2019                                 | Phase II Tax Collector/Dealer Services Subject Matter Experts Visit | Internal/External | Meetings for Phase II project teams with Tax Collector and Dealer Services SMEs present.  | OMM Team and Tax Collector/Dealer Services SMEs       | Face-to-Face Meeting/Conference Call       | Catherine Thomas, Jessica Espinoza and Felecia Ford |
| April 16, 2019                                      | Phase II All-Hands Meeting  | Internal/External | Meeting with all team members working on Phase II, covering where the team is in the schedule and discussing cross-team topics.   | OMM Team, FLHSMV Staff Members and Tax Collector SMEs | Face-to-Face Meeting/Conference Call       | Nathan Johnson                                      |
| April 2019  | Phase II Training Needs Assessment Survey                           | Internal          | Questionnaire to identify an estimated number of department members requiring training for Phase II and the components of FRVIS and other motor vehicle-related system processes performed today. Results will assist in aligning Phase II system/process changes with the number of impacted members and outlining high-level training needs for each group. | FLHSMV Division Leaders                               | Electronic Communication                   | Amy Gendusa and OCM Team                            |
| April 2019  | Phase II Training Needs Assessment Survey                           | External          | Questionnaire to identify an estimated number of Tax Collectors and LPAs requiring training for Phase II and the components of FRVIS and other motor vehicle-related system processes performed today. Results will assist in aligning Phase II system/process changes with the impacted audience and outlining high-level training needs for the group.      | Tax Collectors and License Plate Agents               | Electronic Communication                   | Amy Gendusa and OCM Team                            |
| April 2019  | Motorist Modernization SharePoint Site                              | Internal          | Drafting high level SharePoint site for all members to learn more about the Motorist Modernization Program and become a resource and reference for modernization change champions.  | FLHSMV Staff  | Electronic Communication                   | Alexis Bakofsky and Koral Griggs                    |
| May 2019  | Motorist Modernization Resources                                    | Internal/External | Developing strategic materials, including posters, bulletin boards, quick facts and an informational video to assist change champions in communicating about Motorist Modernization.  | FLHSMV Staff and Tax Collectors                       | Printed Materials/Electronic Communication | Alexis Bakofsky                                     |
| Training  |   |                   |   |   |  |   |

| Date/Frequency | Title  | Category             | Description  | Audience   | Vehicle   | Owner(s)  |
|----------------|--|----------------------|--|--|---|---|
| Communications |  |                      |  |  |   |   |
| Date/Frequency | Title  | Category             | Description  | Audience   | Vehicle   | Owner(s)  |
| Bi-Weekly      | Executive Steering Committee Meeting             | Internal             | Bi-weekly meeting to present updates, information and changes to the Executive Steering Committee.   | ESC Leadership Members and OMM Team                        | Face-to-Face Meeting  | OMM Team  |
| Monthly        | Phase II Advisory Board                          | Internal/External    | Monthly meeting open to the public to present updates, information and changes to the Phase II Advisory Board.   | Advisory Board Voting Members and OMM Team                 | Face-to-Face Meeting/Conference Call                            | OMM Team  |
| Weekly         | Motorist Modernization Internal Team Meeting     | Internal             | Weekly meeting to discuss risks and issues and provide updates and information related to the program.   | OMM Team   | Face-to-Face Meeting  | OMM Team  |
| Weekly         | Phase II Accenture Weekly Status Meeting         | Internal/External    | Weekly meeting to discuss risks and issues and provide updates and information related to the program with the Phase II Accenture team, Ernst and Young, AST and OMM team members. | OMM Team, Ernst and Young and AST                          | Face-to-Face Meeting/Conference Call                            | Accenture Team  |
| Weekly         | Motorist Modernization Weekly Leadership Meeting | Internal             | Weekly meeting to discuss risks and issues and provide updates and information related to the program to Executive Leadership.   | Executive Leadership                                       | Face-to-Face Meeting  | OMM Team  |
| Weekly         | IV&V Weekly Status Meeting                       | Internal             | Weekly meeting to discuss the overall status of the Motorist Modernization Program from an independent validation and verification perspective.                                    | OMM Leadership, AST, Ernst and Young, and Contract Manager | Face-to-Face Meeting  | Kristin Green   |
| As Necessary   | Focus Group Meetings                             | Stakeholder Outreach | Meetings to provide information or obtain feedback on the Motorist Modernization initiative.   | Various Stakeholders                                       | Face-to-Face Meeting, Conference Call, Electronic Communication | Koral Griggs, Terrence Samuel, Senior Business Analysts |
| Bi-Weekly      | Communications Meeting                           | Internal             | Bi-weekly meeting with Alexis Bakofsky, Beth Frady, Rick Burnham and Craig Benner to discuss communications within the agency and the Office of Motorist Modernization.            | FLHSMV Communications Team                                 | Face-to-Face Meeting  | Koral Griggs  |
| Monthly        | MoMo You Know                                    | Internal             | When requested, a monthly email containing updates related to the Motorist Modernization project, including "need to knows," encouragement, upcoming tasks, etc.                   | Motorist Modernization Program Members                     | Electronic Communication  | Koral Griggs  |
| Quarterly      | ORION Hub Newsletter                             | External/Internal    | Quarterly newsletter consisting of various articles related to the Motorist Modernization Program and written by Motorist Modernization team members.                              | FLHSMV Staff Members and Tax Collectors                    | Electronic Communication  | Koral Griggs  |
| Quarterly      | ISA Bits and Bytes                               | Internal             | Provide Motorist Modernization content for ISA's quarterly newsletter when requested.  | FLHSMV Staff   | Electronic Communication  | Koral Griggs  |
| Quarterly      | Motorist Services Intersection Newsletter        | Internal             | Provide Motorist Modernization content for the Motorist Services Intersection Newsletter when requested.   | FLHSMV Staff Members and Tax Collectors                    | Electronic Communication  | Rick Burnham  |

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| Weekly           | Motorist Services News Wheel                 | Internal          | Provide Motorist Modernization content for the Motorist Services News Wheel.  | Motorist Services   | Electronic Communication             | Rick Burnham   |
| Monthly          | ORION Star                                   | Internal          | Monthly award presented to a Motorist Modernization team member who has gone "above and beyond" for the sake of the project and the team.   | Executive Leadership and Motorist Modernization Program Members | Electronic Communication             | Koral Griggs   |
| Monthly          | Legislative Governance Status Report         | External          | Monthly status report to provide updates related to the Motorist Modernization Program.   | Various Stakeholders  | Electronic Communication             | Accenture Team   |
| As Necessary     | FLHSMV Governor's Weekly Report              | External          | Contribution of content for the Governor's Weekly Report, as necessary.   | Florida Governor  | Electronic Communication             | Koral Griggs   |
| Monthly          | Motorist Modernization Website               | Internal/External | Monthly updates to the Motorist Modernization webpage including videos, meeting materials and information related to the monthly advisory board meetings and the Motorist Modernization Program.                    | FLHSMV Staff, Tax Collectors, Citizens                          | Website                              | Koral Griggs and FLHSMV Web Team   |
| As Necessary     | PartnerNet/SafetyNet Webpages                | External          | Updates to the PartnerNet and SafetyNet webpages containing information related to the Motorist Modernization project, as necessary; including the monthly IV&V Report and the monthly Tax Collector Status Report. | Tax Collectors and FLHSMV Staff                                 | PartnerNet/SafetyNet                 | Koral Griggs   |
| January 10, 2019 | Tax Collector Steering Committee Meeting     | Internal/External | Steering committee meeting with tax collectors to discuss ongoing events and items regarding Motorist Modernization Phase II.   | Tax Collectors and FLHSMV Staff                                 | Face-to-Face Meeting/Conference Call | Terrence Samuel  |
| January 22, 2019 | PRIDE Meeting                                | Internal/External | Internal meeting to discuss options for inventory system and inclusion of new inventory types.  | FLHSMV Staff  | Conference Call                      | Terrence Samuel and Jessica Espinoza   |
| March 4-6, 2019  | Phase II Focus Groups                        | External          | Focus group meetings with tax collectors for Portal/Fleet, Titles and Registrations, and Inventory/Globals in Titusville.   | Tax Collectors Focus Group Members                              | Face-to-Face Meeting                 | Terrence Samuel, Catherine Thomas, Judy Johnson and Jessica Espinoza                           |
| March 6, 2019    | Motor Vehicle Fraud Mitigation Working Group | Internal          | Discussed the status of upcoming WRAPS and provided updates for Motorist Modernization Phase I and Phase II.  | FLHSMV Staff  | Face-to-Face Meeting                 | Catherine Thomas   |
| March 26, 2019   | Kiosk Functionality Meeting                  | External          | Conference call with Tax Collectors to discuss kiosk functionality in Phase II and at Tax Collector offices.  | Tax Collectors  | Conference Call                      | Terrence Samuel, Judy Johnson, Kristin Green, Chad Hutchinson, Robert Kynoch and Desi Tatilian |
| March 29, 2019   | PRIDE Meeting                                | Internal/External | Discuss next steps with vendor for creating a webservice and process improvements.  | PRIDE and FLHSMV Staff  | Conference Call                      | Terrence Samuel and Jessica Espinoza   |



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| April 1, 2019 | Motor Vehicle Fraud Mitigation Working Group | Internal          | Discuss the status of upcoming WRAPS and provide updates for Motorist Modernization Phase I and Phase II.                | FLHSMV Staff                 | Face-to-Face Meeting                 | Catherine Thomas                                  |
| TBD           | Industry Focus Group                         | External          | Focus group meeting with various members and leaders of the industry to discuss Phase II Motorist Modernization efforts. | Industry Focus Group Members | Face-to-Face Meeting/Conference Call | Terrence Samuel and Koral Griggs                  |
| May 1, 2019   | IT Coalition Meeting                         | Internal/External | Provide updates on Motorist Modernization Phase I to the IT Coalition and various Tax Collector members in Tampa.        | IT Coalition                 | Face-to-Face Meeting                 | Terrence Samuel, Judy Johnson and Chad Hutchinson |
| June 10, 2019 | Department of Revenue Tax Collector Training | Internal/External | Provide a presentation and update on Motorist Modernization during Tax Collector training at the Department of Revenue.  | Tax Collectors               | Face-to-Face Meeting                 | Terrence Samuel                                   |