

Motorist Modernization Advisory Board
Monthly Meeting Minutes
June 11, 2015, Room B-130

WELCOME & INTRODUCTIONS

- Terrence Samuel began the meeting with the *Welcome and Introductions*. He proceeded with roll call for the Board Members. Advisory Board Members present included:
 - Deb Roby,
 - Ed Broyles,
 - Steven Fielder (via teleconference)
 - Katherine Sanders,
 - April Edwards
 - Beth Allman
 - Linda Fugate
- Other DHSMV members present included Jessica Espinoza, Cathy Thomas, Brenda Washington, Judy Johnson Kristin Green, Patty Turnage, Todd Sumner, Carl Ford, Don Davis and Kelly Shannon.
- Visitors included Michael Samaan and Chris Gamaciez representing Auto Data Direct.

ADVISORY BOARD PURPOSE

- Terrence Samuel reviewed the Advisory Board Purpose with the group. The Advisory Board is created for the purpose of providing strategic input to the Motorist Modernization Program Director, and the Executive Steering Committee (ESC) on matters relevant to the Motorist Modernization program. The Department's objective is to modernize the legacy technology systems that have been utilized for years. Terrence discussed the high-level process used to gather ideals and requirements for the new systems. Workshops and visioning sessions were held with Tax Collectors and the Modernization team also attended district meetings at various location throughout the state. The Modernization team also met with examiners and office managers in South Florida. Some of the examiners and managers were recruited to join the modernization team to ensure that members that had DL issuance experience could provide input into the redesign process. Terrence stated that communication with stakeholders is vital to the success of the program. One of the challenges he noted moving forward with the Advisory Board would be presenting the right level of information to provide an understanding of what the Department hopes to accomplish without reading every requirement that has been documented for the new system. He told the group that he was open to any recommendations and suggestions as the team moves forward with the Advisory Board meetings.

- Terrence Samuel explained the different phases of the Motorist Modernization initiative.
 - Phase I - Replacement of the DL Issuance System and any supporting systems, create a MyDMV Portal, and reengineer the driver license and vehicle renewal processes.
 - Phase II - Redesign the Motor Vehicle Issuance System and any supporting systems.
 - Phase III - Redesign back-end Systems (Expert, revenue etc.)

SUNSHINE LAW REVIEW

- Terrence Samuel explained that the Advisory Board is govern by the Sunshine Law. Todd Sumner gave an overview of this law and how it pertains to the Advisory Board. The main concern is that Board members do not violate the Sunshine Law by ensuring there are no private meetings, communications, emails, texts or any other type of electronic communication regarding the Advisory Board and Motorist Modernization. Todd encouraged members to contact him or Terrence if they had any questions regarding the Sunshine Law and its application to the Advisory Board. Todd also provided a handout on the Sunshine Law for individual review.

PROGRAM OVERVIEW

- Terrence Samuel explained that the Office of Motorist Modernization (OMM) team members would provide an overview of the major enhancements planned for the new DL system. He stated that the goal was to provide enough information to help board members understand the process and be able to make recommendations. He explained the importance of receiving everyone’s feedback and suggestions. The recommendations will then be presented to the Executive Steering Committee. Members are expected to communicate to each of the stakeholder groups they represent.
- Terrence Samuel provided a MM Phase I Program overview. He indicated that three baseline assessments have been performed by different entities to assess the readiness of the Department to move forward. Terrence provided a high-level overview of legislative budget request for FY 14-15 and FY 15-16. During FY14-15 \$10.9 million dollars were requested and \$2.5 million dollars were appropriated to the program. The FY15-16 request was \$8.4 million dollars and the Department is still waiting on the finalization of the budget. He also discussed Ernst & Young, who functions as the program’s Independent Verification & Validation (IV&V) vendor, Accenture and their roles and purposes in the program. Terrence showed the group the “program cube” which is part of the monthly assessment provided by Ernst and Young.
- Kristin Green presented a slide show of the 9 deficiencies noted by Ernst & Young within the program. She explained and reviewed briefly each deficiency and how the OMM team planned to address these issues. One of the deficiencies noted was lack of human resources. We need to hire additional staff and we are currently looking to fill the open positions that will be needed to continue with this program. A list of the deficiencies was provided on a handout to everyone present.

- Terrence Samuel discussed and reviewed the Advisory Board Charter with the group. A seven (7) page document was distributed to attendees outlining the Motorist Modernization Advisory Board Charter. He advised members that they would receive a copy of the same report without “Draft” on it for signature approval. He asked if there were any questions and proceeded with a motion to approve. He did a roll call with each board members vote. The charter was unanimously approved.
- Next, members discussed a regular meeting time. It was agreed by all members present that all future meetings would be held on the 2nd Tuesday of every month from 1:00 to 3:00 pm, effective with the July 2015 meeting. The meetings will be approximately two hours long.
- ***The next meeting will be on Tuesday, July 14th from 1:00 to 3:00 pm.***

Motorist Modernization Requirements Gathering Process Walk-Through

- Judy Johnson and Jessica Espinoza reviewed the MM Requirements Gatherings Process and Blueprint. Blueprint is used to document the requirements that have been gathered for the new system. The Board was informed that the requirements documentation for Phase I was due on June 25, 2015. After the requirements are reviewed by product owners and other team members, the program will move to the requirements validation phase. During this process the requirements will be prioritized.

Motorist Modernization Phase I Project Overview & System Functionality

- Judy Johnson provided an overview and discussed system functionality for the Renewal and MyDMV portal projects. Brenda Washington discussed the federally mandated changes for the Commercial Driver’s License Issuance System (CDLIS). Jessica Espinoza and Catherine Thomas discussed the changes for the DL Issuance system.
- Deb Roby raised an issue concerning inclusion of the email address in the renewal file. Terrence indicated this concern would be documented and investigated and he will provide answers to the Board as soon as possible. This issue will be escalated to the Executive Steering Committee.
- Beth Allman and Linda Fugate had some concerns regarding allowing “Bulk transcripts” to be processed via the MyDMV portal. Linda thinks if this is allowed on the website, it should also be allowed in the Tax Collectors’ offices. The Tax Collector receives \$6.25 for each driver transcript they process. Beth and Linda expressed concerns that the online service will result in less people going to the Tax Collector and Clerk of Court offices which could result in a loss of revenue. It was mentioned that certified transcripts should only be available through the Tax Collector or Clerk of Court offices. Deb Roby mentioned if the Tax Collector offices did process the bulk request transactions, they would have to make sure the “MOU” was on file with the Department. Deb doesn’t believe the Department will opt out of providing this service online. Linda also explained she had an objection to it even being in the new Portal system. Beth stated she needed to discuss this with her leadership and get back with the group.

Q&A

- It was asked if “Copy Address” functions could be expanded to the Emergency Contact Information page, so that customer information and addresses are automatically populated in one step rather than having to use back buttons in the application to view the customer’s address and attempt to re-type the information. Jessica replied that the Department does plan to expand the use of copy address buttons throughout the application, so that the users are able to copy a customer’s address from the DL application to the Emergency Contact Information and other pages that require the user to type in the address manually.
- One of the main goals is to combine Capture and DL Issuance into a single application.

WRAP UP

- Terrence Samuel did the wrap-up and asked that everyone review the “Decision Document” and provide concerns, comments and/or questions to the next meeting which has been scheduled for Tuesday, July 14, 2015.
- A paperless meeting approach was suggested. Terrence indicated that he would like to see the group utilize as little paper as possible.
- Kristin Green gave the members a preview of the Advisory Board website. The link will be emailed to each member.
- Terrence encouraged the use of laptops and less paper. All documents discussed today will be uploaded to the website. There is a 198-page document on the site titled “functionality tracking”. Every piece of functionality on the system is out there for your perusal and review. Terrence encouraged the group to please begin their review of the documentation and formulate their questions for the next meeting.
- Ed Broyles and Deb Roby thanked Terrence and all the volunteers who have been actively working on this program and commended them of a job well done.

ADJOURNED

- The meeting was adjourned at 4:07 pm.

Note: Handouts at this meeting included:

- Agenda
- DHSMV Motorist Modernization Advisory Board Charter (7 pages)
- Motorist Modernization Phase I Decision Document (12 pages)
- Motorist Modernization Phase I Power Point Presentation (33 pages)
- Sunshine Law Handout (1 page)