

**Motorist Modernization Advisory Board – Phase II Meeting**  
**Tuesday, February 11, 2025**  
**2:30 to 4:00 PM**  
**VIA: Microsoft Teams**

**Invitees**

Stephen Boley  
Capt. Jason Britt  
Brett Saunders  
Dawn Gunter  
Stephanie Cabrera  
Scott Lunsford  
Sherri Smith  
Sgt. Derek Joseph  
TBD

**Representing**

FLHSMV  
FLHSMV  
FLHSMV  
FLHSMV  
FLHSMV  
Florida Tax Collectors  
Florida Tax Collectors  
Law Enforcement  
Law Enforcement

**Agenda**

- Roll Call
- Welcome
- New Membership Update
- Review and Approval of Last Meeting Minutes
- IV&V Update
- MM Phase II Program Update
  - Financial Review
  - Phase II Pilot/Implementation Readiness
- Stakeholder Outreach Update
- Q&A
- Adjourn

**Motorist Modernization Advisory Board – Phase II Meeting**  
**Tuesday, January 14, 2025**  
**2:30 to 4:00 PM**  
**VIA: Microsoft Teams**

**WELCOME AND INTRODUCTIONS**

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

Advisory Board Phase II members present included:

- Capt. Jason Britt
  - Brett Saunders
  - Dawn Gunter
  - Scott Lunsford
  - Sherri Smith
  - Stephen Boley
- Additional FLHSMV members included – Catherine Alvarez, Michael Anderson, Stacey Bayyari, Laura Freeman, Patricia Joseph, Scott Lindsay, Pavel Machado, Wendy Mechlin, Judy Moats, Ann Naiman, Aundrea Powell, Rachel Ramos, Jonathan Sanford, Corrine Taylor, and Cheryl Walters.
  - Visitors included – Ed Gendusa and Michelle McGinley from Accenture, Alyene Calvo and Wyatt Zalatoris with Ernst & Young, and Carl Ford with J Ford Consulting. Public members Jonathan Tullis, Carina Moss, DJ Ellerkamp, and Jasso Guadalupe also attended.

**REVIEW OF MEETING MINUTES**

- Rachel Ramos reviewed the meeting minutes from December 10, 2024. No corrections were identified. A motion to approve the minutes was accepted by the board members and the December 10, 2024, meeting minutes were approved.

**PHASE II IV&V UPDATE**

- Wyatt Zalatoris presented an overview of the IV&V report for Phase II. The current risk state was red with one open deficiency to report involving human resource management. The project is currently tracking approximately 11.5 days behind schedule. The schedule has been adjusted to be more in line with the capacity of available resources. Ernst & Young will continue to monitor progress for the ability to adhere to the new schedule. The project continued to track on budget. Change Requests continued to follow the established change management process.

**FINANCIAL REVIEW**

- Judy Moats presented a Phase II financial review. The Phase II budget for the 2024 – 2025 fiscal year is approximately \$13.1 million. Approximately \$8.1 million was expended as of December 2024 with 0% variance and approximately \$5 million in remaining funds.

## **PHASE II PROJECT UPDATE**

- Ed Gendusa presented an overview of the ORION Releases and schedule:
  - Release 1 – Motor Vehicle Issuance Inquiry – October 2023 – Completed
    - MV Customer Inquiry, Customer Summary and linkage to DLI Customer Summary
  - Release 2 – ORION Pilot – April 2024 – In Progress
    - Pilot a subset of ORION transactions and Global Admin functionality to a select group of offices
  - Release 3 – International Fuel Tax Agreement (IFTA) /International Registration Plan (IRP) – June 2024 – Completed
    - Celtic IFTA/IRP COTS Product and associated ORION updates
  - Release 4 – ORION Statewide – April – November 2025
    - All core MVI and Global functionality
  - Release 5 – Motor Vehicle MyDMV Portal – Fall 2025
    - Motor vehicle functionality additions to MyDMV Portal
  - Release 6 – Batch, Back-Office – April 2026
    - Remaining ORION back-office functionality and Phase II batch functionality
- He presented a status update for the Phase II project teams. All teams were trending behind in completing Milestone T due to developer resource constraints. They are working on UAT of the Release 2d Hotfix, which was deployed to Stage last week.
  - Risks and issues impacting the teams included:
    - Staffing vacancies – 5 Developers, 11 SEU, 8 LDO vacancies – LDO has job postings for 4 of their open positions (filled 1 position internally).
    - Titles and Registration refinement (business rule review) behind schedule (impacting having available sprint work) – Team is scheduling additional refinement sessions.
- **Release 2e – ORION Pilot – Critical Path:**
  - Development – This was trending yellow on the traffic light report. The team has been focused on Release 2d Hotfix bugs.
  - UAT – This was trending yellow. SEU and the Tax Collector offices continued with UAT regression testing until Release 2e is deployed.
  - Third Party Cashier Vendors – This was also trending yellow. The team is working with Pilot Groups 3 and 4 on testing. A communication will be sent reminding Tax Collector offices to test in Stage with their vendors to prepare for statewide rollout.
  - Security Testing
  - Performance Testing
  - Training – Training is yellow and has been impacted due to scope changes and reliance on other teams to complete demos.
  - User Guides

- Mr. Gendusa reviewed the Phase II Implementation Transaction Summary below:

Release 2d -Transaction Scope (12/16)		Release 2d Hotfix - Transaction Scope (2/5)	
Print Electronic Title (PET)	Original - Dealer Registration (ODR)	Reserve Personalized Plate (PLP)	
Duplicate Title/Duplicate Title w/Lien Activity (DUT/TDL)	Renewal Dealer Registration (RDR)	Dealer Temporary Transfer (DTT)	
Maintain Vehicle Lien (LMT)	Duplicate Dealer/Transporter Registration (DDR)	Restore Temporary Transfer	
Add Wrecker Operator Lien (AWL)	Replacement Dealer/Transporter License Plate (RDL)	Transfer Registration (TRR)	
Satisfy Wrecker Operator Lien (DWL)	Correction Dealer/Transporter Registration (CDR)	Derelict Vehicle Certificate (DVC)	
Certificate of Destruction (DET)	Dealer Issue of Temporary Plate (DIT)	Title Transfer - Repossession (RPT)	
Duplicate Certificate of Destruction (DDT)		Duplicate Derelict Vehicle Certificate (DDC)	
Correction Certificate of Destruction (CCD)			
Title Transfer - Operation of Law (TRT)			
Original Title - Operation of Law (OUT/ORT)			
Lien Holder Response (LHR)			

- He then presented an overview of the list of Pilot sites below:
  - Group 2 Pilot Sites:
    - Hillsborough - 03/20
    - Manatee - 15/15, 15/16
    - Brevard County - 19/20
  - Group 3 Pilot Sites:
    - December 3 – Escambia 09-03/A76
    - December 10 – St. Johns 20-01/F71
    - January 14 – Pasco 28-05/L72
    - January 14 – Volusia 08-02
    - January 22 – Leon 13-03/B70
  - Group 4 Pilot Sites:
    - TBD – Palm Beach (06/11, 06/19)
    - February 3 – Sumter (44/07)
    - TBD – Orange (07/22)
    - February 10 – Manatee (15/17)
    - February 12 – Regional Office (68/53)
- Release 4 – ORION Statewide Rollout – Critical Items:**
  - LPA Circuit Upgrades – Communication sent
  - ORION installed with devices and bins mapped appropriately – Instructions prepared
  - Users created in ORION with appropriate roles – Working on Batch program to map FRVIS roles to ORION roles for existing users
  - 3rd Party Cashier Testing complete and MOU updated – Testing with Pilot Group 3 and Group 4 vendors
  - Develop Statewide Roll-out schedule – Working through Convenience Renewal dependencies

**ORGANIZATIONAL CHANGE MANAGEMENT UPDATE**

- Rachel Ramos stated in support of Phase II, the Organizational Change Management (OCM) team will:
  - Hold Change Champion Network Connects (CCNCs) with 160 Change Champions:
    - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
    - Moving to monthly CCNCs beginning in February
  - Facilitate/assist with Knowledge Transfer (KT) meetings and activities:
    - ISA/OMM teams have conducted 6 KT meetings
    - Follow-up ICFS KT workshop: January 21 (in-person)
    - Report on KT activities
  - Assist with Phase II Tax Collector office testing
  - Held MVI Support meeting on January 10
- Ms. Ramos overviewed the ICFS Operational Transition Status Report, which is presented at the monthly Executive Steering Committee (ESC) meetings:
  - System Stabilized – *In Progress*
  - KT – *In Progress*
  - Operational Readiness – *Not Started*
  - Transition to Operations Complete – *Not Started*

**STAKEHOLDER OUTREACH**

- Mr. Anderson stated additional follow-up meetings will be scheduled with license plate agencies and their vendors to provide Phase II updates and discuss and review spec documents.

**Q&A**

- There were no questions or concerns from members present.

**ADJOURNMENT**

- Mr. Anderson adjourned the meeting at approximately 2:47 p.m.
- The next Advisory Board Phase II Meeting is scheduled for February 11, 2025.

**Note: The below handouts were consolidated in a meeting packet and emailed to members:**

MM Advisory Board Phase II Agenda	1 Page
MM Advisory Board Phase II Meeting Minutes (12/10/24)	4 Pages
Phase II IV&V Update	5 Pages
Financial Review	5 Pages
Phase II Project/Implementation Updates	10 Pages

# Motorist Modernization Program Phase II (MMP2)

State of Florida Highway Safety and Motor  
Vehicles (FLHSMV)

Independent Verification and Validation (IV&V)  
Advisory Board Presentation – December MAR

11 February 2025








Building a better  
working world

# Topics for discussion

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- ▶ General IV&V overview
- ▶ Overall risk state and trending

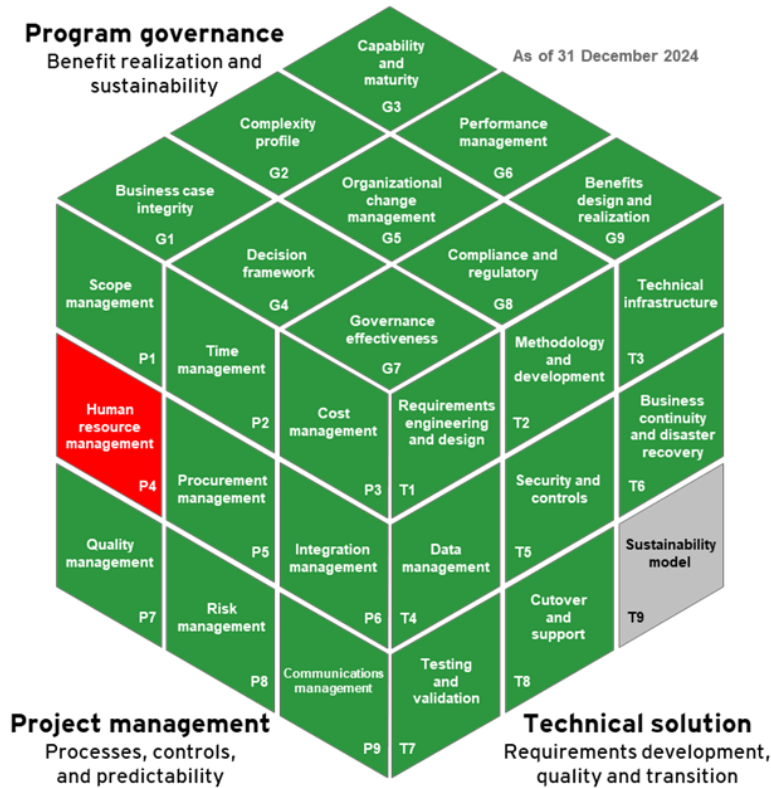
# General IV&V overview

	Key Indicator	IV&V Conclusion	Supporting Points
	Is the project approach sound?	Steady →	<ul style="list-style-type: none"> <li>Overall project risk state is red – critical issues</li> <li>IV&amp;V has one open deficiency for the project</li> </ul>
	Is the project on time?	Trending late ↘	<ul style="list-style-type: none"> <li>Project is tracking ~11.5 days behind schedule</li> <li>IV&amp;V independently assessed the schedule using industry standard measures</li> </ul>
	Is the project on budget?	Yes →	<ul style="list-style-type: none"> <li>Project is tracking on budget</li> <li>IV&amp;V independently assessed budget based on budget and spend data provided</li> </ul>
	Is project scope being managed?	Yes →	<ul style="list-style-type: none"> <li>Project scope is managed; Change Requests follow the established change management process</li> <li>IV&amp;V reviews the change management process</li> </ul>
	Are risks being managed?	Steady →	<ul style="list-style-type: none"> <li>Schedule has been adjusted to be more in line with the capacity of available resources</li> <li>We will continue to monitor the progress over the next few months for the ability to adhere to the new schedule</li> </ul>

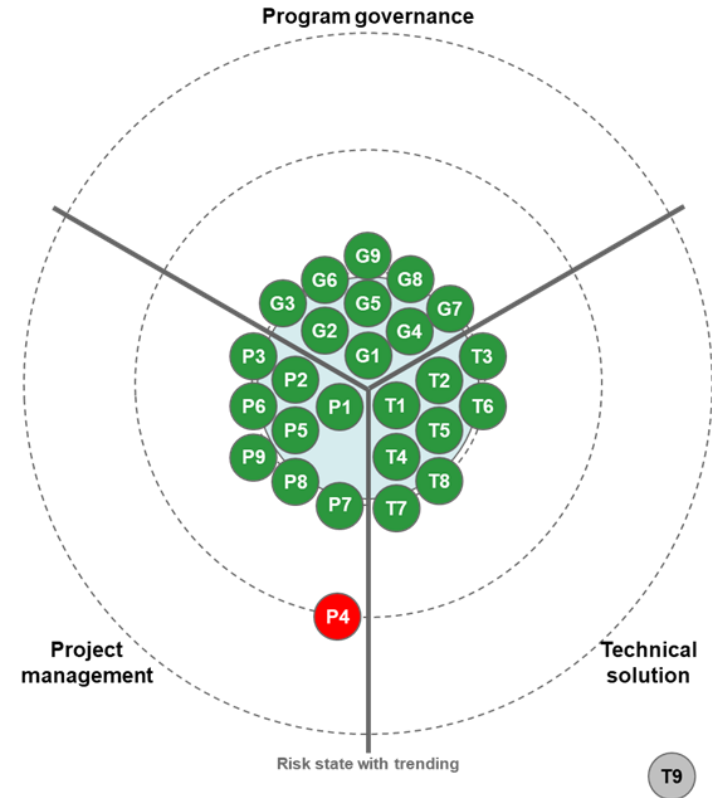






# Overall risk state and trending

## Risk state for MMP2



## 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.

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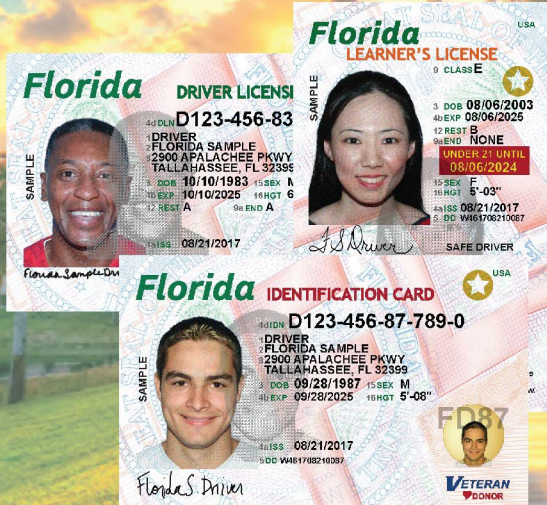
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**ARRIVE ALIVE**  
**BUCKLE UP**



# Financial Update Motorist Modernization Phase II

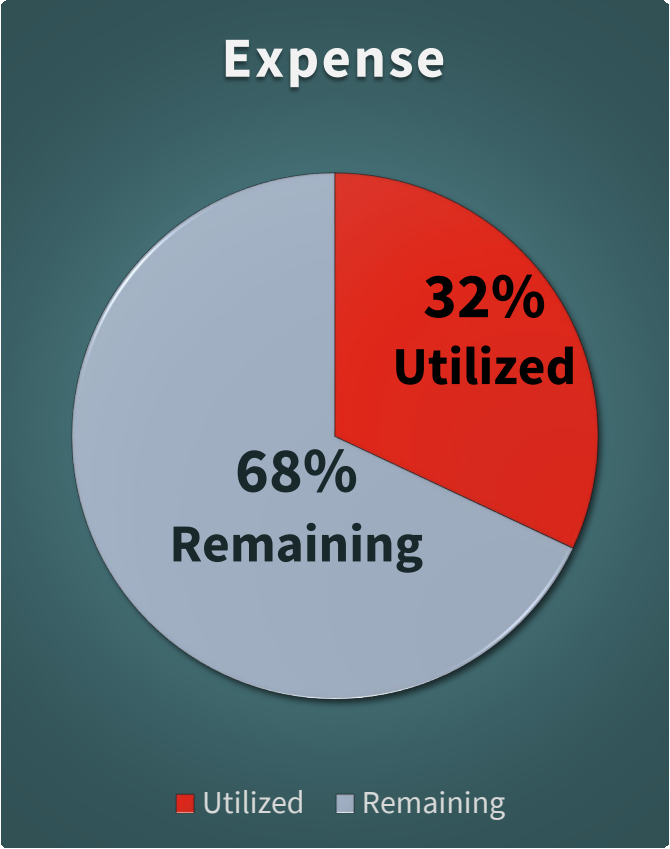
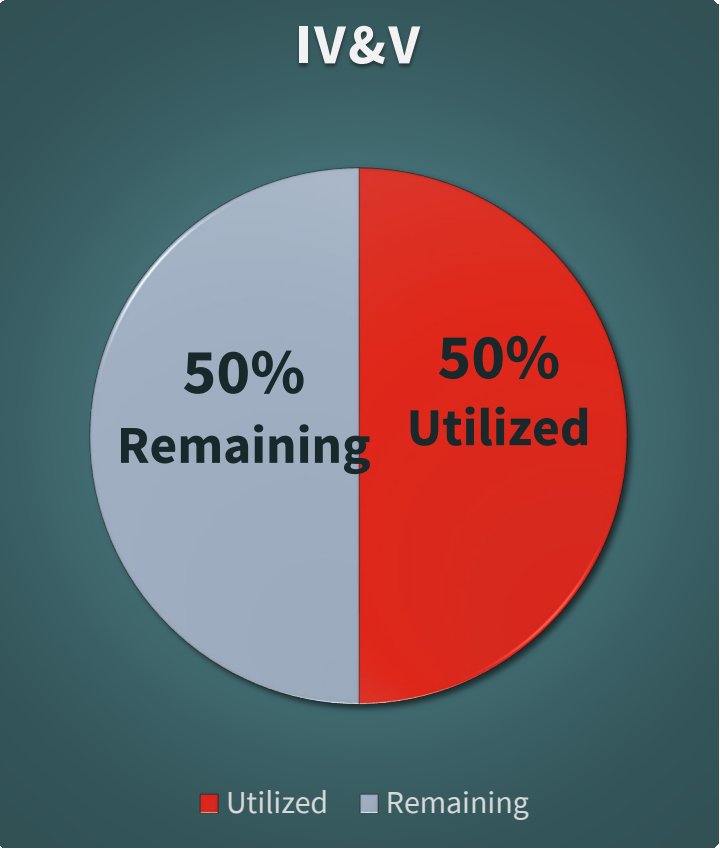
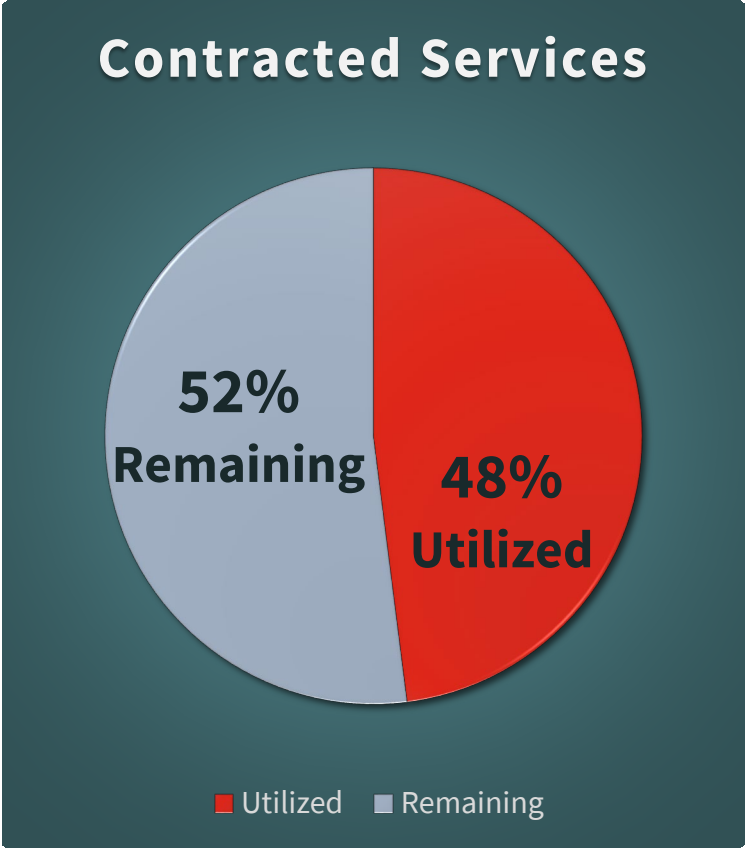
# Phase II Fiscal Year 2024-2025 Budget vs Actual Spending

MONTHLY		BUDGET	ACTUAL SPEND	VARIANCE
January 2025 Expenditures		\$1,014,932	\$991,838	-2.28%
FISCAL YEAR 2024/2025	TOTAL BUDGET	BUDGET TO DATE	ACTUALS TO DATE	VARIANCE
Fiscal Year to Date	\$13,199,608	\$6,114,419	\$6,056,871	0%
Remaining Funds	\$7,142,736			

# Utilized vs Remaining Budget

as of

## January 31, 2025



# Phase II LBR Requests

Fiscal Year	Total Request	Contractual Services	IV&V Services	Expenses	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	\$9,877,400	\$7,615,960	\$423,240	\$1,814,200	\$24,000
2021–2022	\$10,496,280	\$9,138,340	\$423,240	\$904,700	\$30,000
2022–2023	\$9,993,740	\$8,488,800	\$423,240	\$1,081,700	\$0
2023–2024	\$9,993,740	\$8,883,765	\$299,975	\$810,000	\$0
<b>2024–2025</b>	<b>\$13,199,608</b>	<b>\$11,860,648</b>	<b>\$299,975</b>	<b>\$1,038,985</b>	<b>\$0</b>
<b>Phase II TOTAL</b>	<b>\$76,472,148</b>	<b>\$63,734,673</b>	<b>\$3,073,340</b>	<b>\$9,549,435</b>	<b>\$114,700</b>

# Phase II Fiscal Year 2024-2025 Spend Plan Summary

## ❖ Contractual Services

• Support Services (Accenture HSMV-0333-23)	\$9,450,000
• IFTA/IRP/Audit (i3 Verticals/Celtic Cross Holdings – HSMV-0286-20)	\$847,500
• Enterprise Content Management (Naviant– HSMV-0293-20)	\$522,869
• Credential Service Provider/Mobile Driver License (mDL) (Contract has not been awarded)	\$400,000
• Staff Augmentation	\$615,000
	<b><u>\$11,835,369</u></b>

❖ **Independent Verification & Validation Services** (Ernst & Young HSMV-0528-23) **\$299,975**

❖ **Expense** **\$1,064,564**

❖ **Total Budget** **\$13,199,608**



**FLORIDA**  
**ARRIVE ALIVE**  
**BUCKLE UP**

**Florida DRIVER LICENSE**  
D123-456-83  
DOB: 08/06/2003  
EXP: 08/06/2026  
REST: NONE  
UNDER 21 UNTIL: 08/06/2024

**Florida IDENTIFICATION CARD**  
D123-456-87-789-0  
DOB: 08/28/1987  
EXP: 09/28/2025

USA  
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# Motorist Modernization Phase II Advisory Board

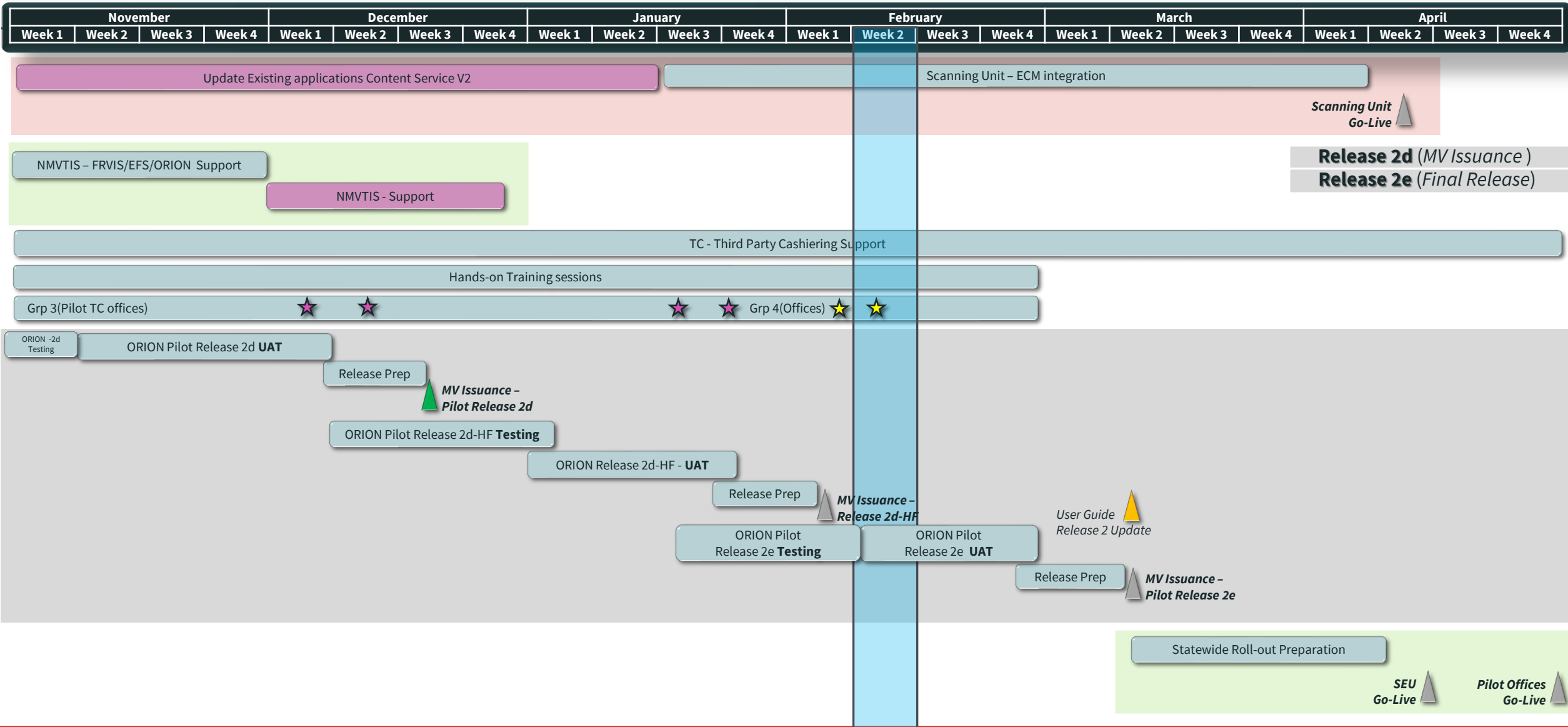
FEBRUARY 11, 2025



# ORION Releases

- **Release 1 – Motor Vehicle Issuance Inquiry – *Oct 2023 - Completed***
  - MV Customer Inquiry, Customer Summary and linkage to DLI Customer Summary
- **Release 2 - ORION Pilot – *Apr 2024 – In Progress***
  - Pilot a subset of ORION transactions and Global Admin functionality to a select group of offices
- **Release 3 – International Fuel Tax Agreement (IFTA) /International Registration Plan (IRP) – *June 2024 - Completed***
  - Celtic IFTA/IRP COTS Product and associated ORION updates
- **Release 4 - ORION Statewide – *Apr – Nov 2025***
  - All core MVI and Global functionality
- **Release 5 – Motor Vehicle MyDMV Portal – *Fall 2025***
  - Motor vehicle functionality additions to MyDMV Portal
- **Release 6 - Batch, Back-Office – *Apr 2026***
  - Remaining ORION back-office functionality and Phase II batch functionality

# Phase II Implementation – Schedule and Approach – 6 Month View



# Overall Status

Team	Updates	Development	Testing	UAT	Training	User Guides
<b>Titles &amp; Registration</b>	<b>Total: 106 functional areas</b> <b>Build Complete: 98</b> <b>Build In Progress: 3</b> <b>Build Late: 4</b>					
<b>MV Globals</b>	<b>Total: 63 functional areas</b> <b>Build Complete: 44</b> <b>Build In Progress: 6</b> <b>Build Late: 15</b>					
<b>Portal/Fleet</b>	<b>Total: 43 functional areas</b> <b>Build Complete: 25</b> <b>Build In Progress: 4</b> <b>Build Late: 11</b>					

## Risks & Issues Impacting Teams & Remediation

- *Staffing Vacancies (5 Developer Vacancies, 11 SEU Vacancies, 10 LDO Vacancies) – LDO has postings for 3 of their open positions*
- *Titles and Registration refinement (business rule review) behind schedule (impacting having available sprint work) – Team is scheduling additional refinement sessions and working OT*

# Release 2e – ORION Pilot – Critical Path

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- **Development**
- **User Acceptance Testing**
- **Third Party Cashier Vendors**
- **Security Testing**
- **Performance Testing**
- **Training**
- **User Guides**

# Phase II Implementation – Schedule – Transaction Summary

Transactions Currently Available in Production			
<b>Title Eligibility Options</b>	Title Transfer – Repossession (RPT)	Duplicate Regular Registration (DRR)	Restore Temporary Transfer (N/A)
Original New Title/Original Used Title (ORT/OUT)	<b>Salvage Transactions</b>	Sunscreen Medical Exemption (SME)	
Print Electronic Title (PET)	Certificate of Destruction (DET)	Plate Issued in Error (PIE)	<b>Renewal Eligibility Options</b>
Surviving Spouse Transfer (SSP)	Duplicate Certificate of Destruction (DDT)	Specialty Plate Voucher (SPV)	Renewal Regular Registration (RRR)
Transfer Title (TRT)	Correction Certificate of Destruction (CCD)	Bulk/Express Renewal (RRR)	Bulk/Express Renewal (RRR)
Mark Title Sold (SDT)	Lien Holder Response (LHR)	HOV (Original) (HOV)	<b>Parking Permit Eligibility Options</b>
Duplicate Title/Duplicate Title w/Lien Activity (DUT/TDL)	Derelict Vehicle Certificate (DVC)	HOV Duplicate (HVD)	Original Parking Permit (OPP)
Modify Title (TMT)	Duplicate Derelict Vehicle Certificate (DDC)	HOV Renewal (HVR)	Subsequent Parking Permit (SPP)
Title Correction (TCT)	<b>Registration Eligibility Options</b>	HOV Replacement (HVP)	Duplicate Parking Permit (DPP)
Title Cancellation (CAT)	Original Regular Registration (ORR)	Registration Replacement (RGR)	Parking Permit Cancellation (XPP)
Title Reinstatement (RET)	Recreate Regular Registration (CTR)	Reissue Relinquished Plate (RRP)	Parking Permit Correction (CPP)
Recreate Missing Title (RTT)	License Plate - Front End Plates (FEP) (GHQ Only)	Surrender LP/Cancel Registration (SLR)	Parking Permit Renewal (NPP)
Maintain Vehicle Lien (LMT)	License Plate - Sample Plates (SAM) (GHQ Only)	Transfer Registration Ownership (TRO)	Replacement Parking Permit (RPP)
Off-Highway Decal (OHD)	Renewal Regular Registration (RRR)	Dealer Issue of Temporary Plate (DIT)	Update Authorization (UPP)
Add Wrecker Operator Lien (AWL)	Replacement License Plate/Decal (RLP/RDE)	Reserve Personalized Plate (PLP)	
Satisfy Wrecker Operator Lien (DWL)	Swap Plate (RLP/RDE)	Transfer Registration (TRR)	
	Correct Regular Registration (CRR)	Dealer Temporary Transfer (DTT)	

# Phase II Implementation – Schedule – Transaction Summary

## Transactions Currently Available in Production

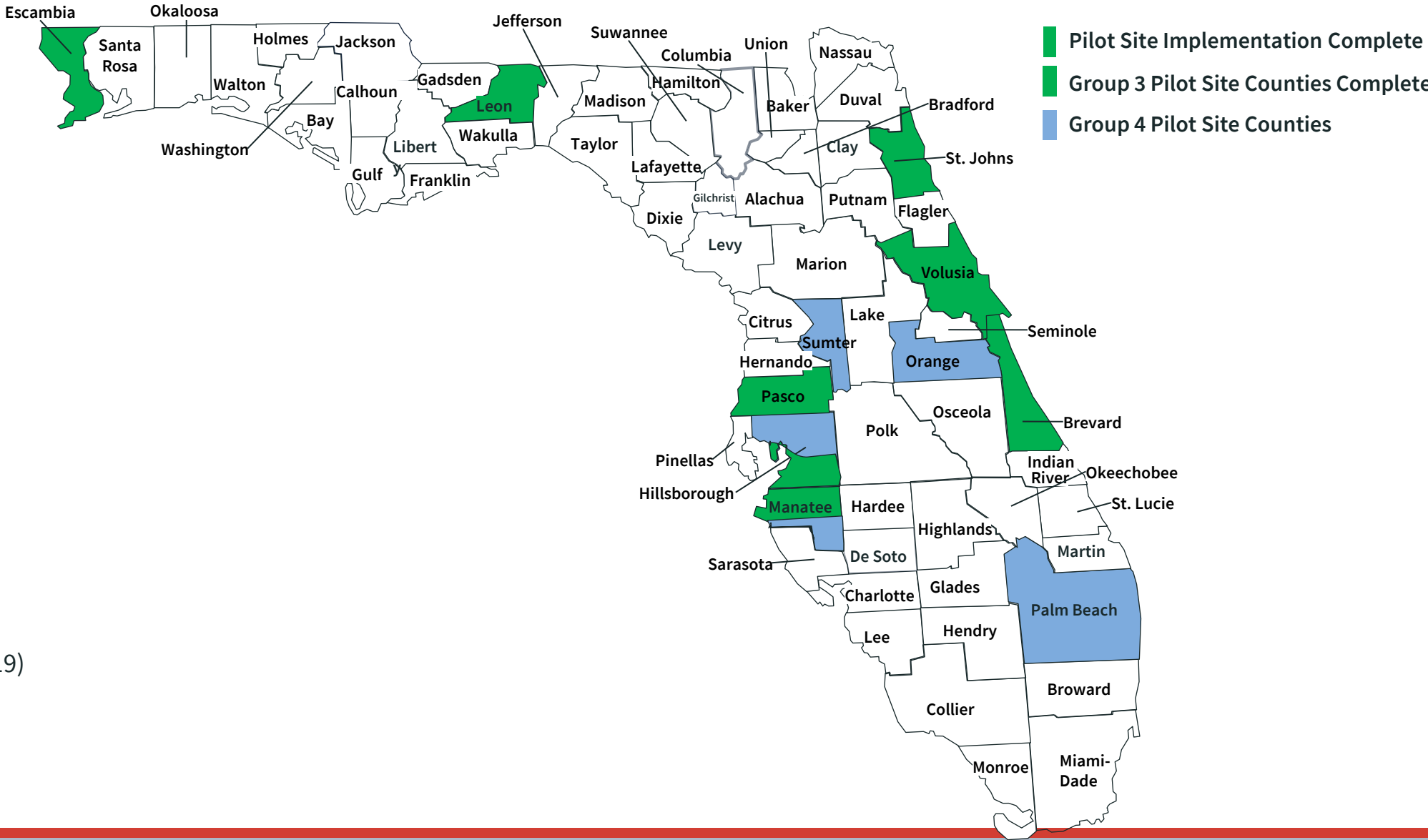
Dealer Eligibility Options	Fast Track		
Original - Dealer Registration (ODR)	Express Return Title Stop (RTS) (GHQ Only)		
Renewal Dealer Registration (RDR)	Mark Title Sold (SDT)		
Duplicate Dealer/Transporter Registration (DDR)	Miscellaneous Vehicle Maintenance (MVM)		
Replacement Dealer/Transporter License Plate (RDL)	Surrender LP/Cancel Registration (SLR)		
Correction Dealer/Transporter Registration (CDR)	Renewal Regular Registration (RRR)		
	Title Cancellation (CAT)		
<b>Miscellaneous</b>			
Miscellaneous Vehicle Maintenance (MVM)			

# Phase II Implementation – Schedule – Transaction Summary

## Release 2e– Transaction Scope (24 Mar)

<b>Title Eligibility Options</b>			
Miscellaneous Revenue Title (MRT)			
<b>Registration Eligibility Options</b>			
Miscellaneous Revenue Registration (MRR)			
<b>Dealer Eligibility Options</b>			
Dealer/Transporter Reg Cancellation (SLR)			
Temporary License Plate for Dealer (TTD)			
<b>Miscellaneous</b>			
Miscellaneous Revenue Bad Check (MRB)			
<b>Fast Track</b>			
Scanner Satisfy Vehicle Liens			

# Phase II Implementation – Schedule – Release 2



**Group 2 Pilot Sites**

- Hillsborough - 03/20
- Manatee - 15/15, 15/16
- Brevard County - 19/20

**Group 3 Pilot Sites**

- 12/03 – Escambia 09/15
- 12/10 – Saint Johns 20/06
- 1/14 – Pasco 28/20
- 1/14 – Volusia 08/62
- 1/27 – Leon 13/25

**Group 4 Pilot Sites**

- 2/4 – Sumter (44/07)
- 2/10 – Manatee (15/17)
- 2/13 – Regional Office (68/53)
- TBD – Palm Beach (06/11, 06/19)



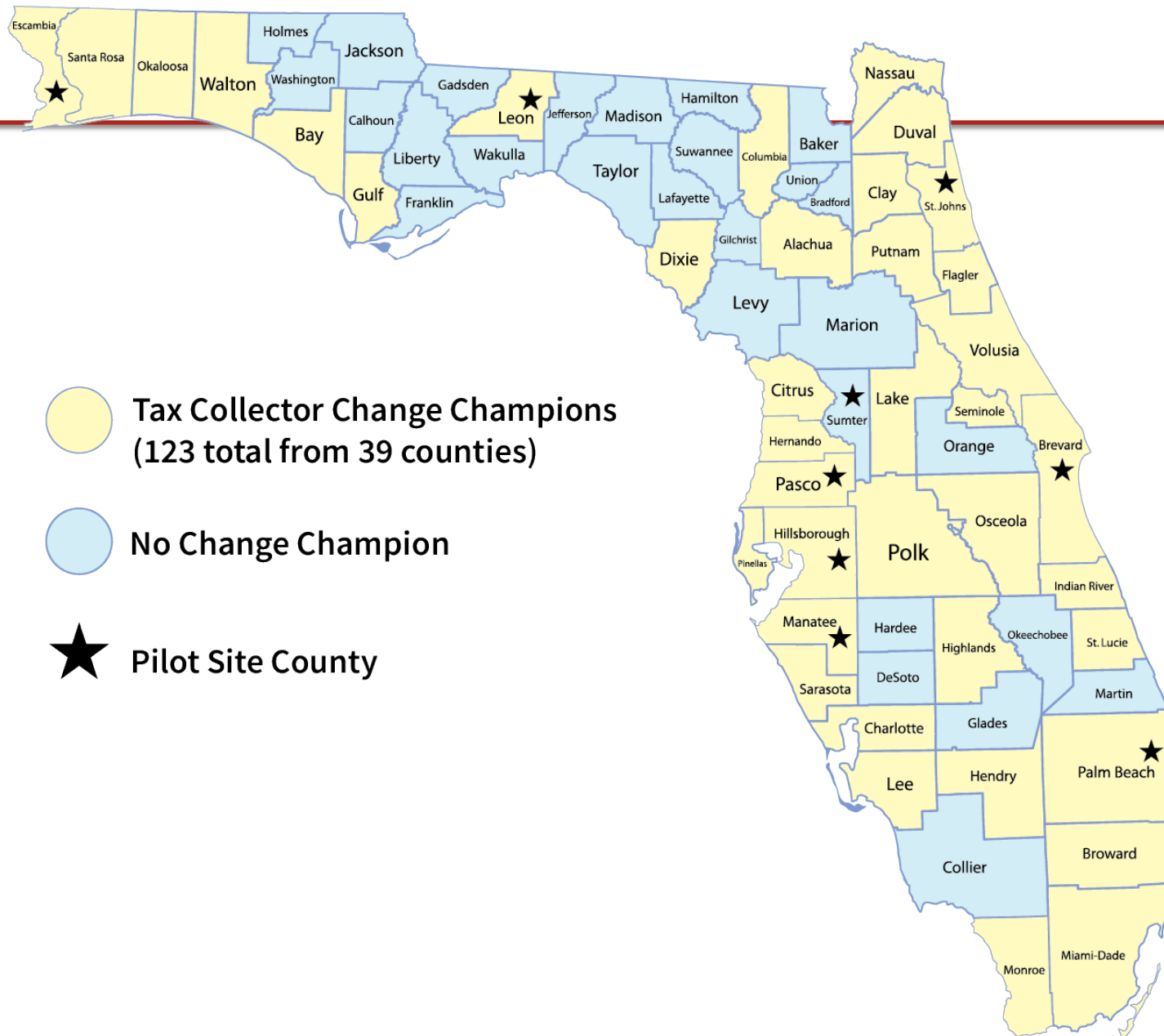
# Release 4 – ORION Statewide Roll-out – Critical Items

- **LPA Circuit Upgrades**
  - **Communication sent**
- **ORION Installed with Devices and Bins mapped appropriately**
  - **Instructions prepared**
- **Users Created in ORION with appropriate roles**
  - **Working on Batch program to map FRVIS roles to ORION roles for existing users**
- **3<sup>rd</sup> Party Cashier Testing Complete and MOU Updated**
  - **Testing with Pilot Group 3 and Group 4 vendors**
- **Develop Statewide Roll-out schedule**
  - **Working through Convenience Renewal dependencies**

# ORION Phase II – Organizational Change Management (OCM)

In support of Phase II, the OCM team will:

- Hold **Change Champion Network Connects** with 174 Change Champions
  - ORION demos; Phase II schedule updates; Training and Communication updates; Q & A
  - Moving to monthly CCNCs beginning February 19
- Facilitate/assist **Knowledge Transfer (KT)** meetings and activities
  - ISA operational support team members completed all assigned instructor-led training
  - ISA operational support team members are working Jira and Service Now tickets and attending ICFS stand-ups and bug meetings
  - Rescheduled in person follow-up ICFS KT workshop due to Winter Storm: February 17
- Assist with Phase II **Tax Collector office testing**
- Assist with Phase II **Pilot office installs** (Pasco, Leon, Sumpter)



 Tax Collector Change Champions  
(123 total from 39 counties)

 No Change Champion

 Pilot Site County

# ICFS Operational Transition Status Report

## System Stabilized – In Progress

- Application is functioning as expected with no critical bugs/issues reported
- Non-critical bugs/issues have been transitioned to the standard operational process (WRAPs) for further resolution.
- System Acceptance document has been completed and approved by the ESC

## Knowledge Transfer (KT) – In Progress

- ISA operational support members have been identified and assigned.
- KT workshops and identified training sessions have been completed with sign-off from both the team/section manager and Bureau Chief
- Support roles for ISA operational members are clearly defined (using a RACI model or similar)

## Operational Readiness – Not Started

- A backlog of all remaining open items (enhancements, missed requirements, defects, etc.) has been transitioned to the Product Owner and ISA operational members
- A support workflow has been established and approved by ISA, Business Area, and ESC
- Operational readiness has been confirmed by ISA Bureau Chiefs

## Transition to Operations Complete – Not Started

- Developer capacity is available to support operations
- No critical bugs remain unresolved
- Project Closeout report has been completed and signed off by ISA Bureau Chiefs and ESC