



# ***Florida Electronic Credentialing and Compliance Help Desk Executive Briefing***

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*prepared by*

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# ***National CVISN Program Overview***

## **CVISN Goals**

- **Florida's Commercial Vehicle Information Systems and Networks (CVISN) program is part of a broader national initiative designed to:**
  - **Improve customer service**
    - Streamline the way the trucking industry interacts with state and Federal government agencies
  - **Improve commercial motor vehicle safety**
    - Automate commercial motor vehicle inspections
    - Improve data sharing among state agencies
    - Allow for expanded data sharing between states and Federal agencies
  - **Promote a cross-agency framework for deploying technology in a coordinated manner**
    - Develop an organizational structure among CVO agencies

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## ***CVISN Program Areas***

- **National CVISN Program consists of projects in three general areas:**
  - **Electronic Credentialing—automating the application, processing, invoicing, and issuance of interstate credentials**
  - **Safety Information Exchange—deploying information systems that facilitate the sharing of commercial motor vehicle data**
  - **Electronic Screening—deploying information systems to target roadside enforcement efforts at carriers with poor safety histories or improper credentials**

## ***CVISN Requirements***

- States participating in the CVISN program are required to deploy a basic set of functions—“Level1”
  
- CVISN Level 1 includes:
  - Developing an organizational framework for the state’s CVISN program
  - Producing a CVISN business plan
  - Developing an approved CVISN program plan and top-level design
  - Automating the IRP and IFTA credentialing process
  - Processing 10 percent of IRP and IFTA transactions electronically

## ***CVISN Requirements (continued)***

- **CVISN Level 1 includes:**
  - **Deploying ASPEN (or similar software)**
  - **Deploying a Commercial Vehicle Information Exchange Window (CVIEW)**
  - **Deploying an electronic screening system at one site**
  - **Including motor carrier safety and credentialing information in the screening decision**
  - **Participating in the national IRP Clearinghouse**
  - **Participating in the national IFTA Clearinghouse**

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# *Florida's CVISN Program*

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## ***Florida CVISN Goals***

- **Florida's CVISN program is guided by the following goals:**
  - **Ensure Commercial Vehicle Operations (CVO) - related safety without undue costs to the motor carrier industry**
  - **Improve the state's CVO regulatory environment**
  - **Optimize safe, efficient movement of people and goods throughout the state**
  - **Guide the development and installation of adopted CVISN projects and programs in an efficient and cost effective manner**

# Florida CVISN Program Areas

## Electronic Credentials Administration

- Electronic Credentials feasibility Study
- Automation of OS/OW Process
- Automation of IFTA Process
- Automation of IRP Process
- Participation in IFTA Clearinghouse

## Safety Information Exchange

- Upgrade ASPEN Inspection Software
- Information Systems Inventory

## Electronic Screening Systems

- Mainline Electronic Screening
- Agricultural/Bills of Lading Electronic Screening

## Program-Wide

- Develop CVISN Business Plan, Program Plan and Top-Level Design
- Develop Organizational Structure for Team
- Commercial Vehicle Information Exchange Window (CVIEW)
- Electronic Payment System
- Commercial Vehicle Operations HelpDesk

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## ***Florida CVISN Projects Completed to Date***

- CVISN Task Team organized and meeting regularly
- Developed a CVISN/CVIEW Business Plan
- Completed a Program Plan and Top-Level Design that was accepted by the Federal Motor Carrier Safety Administration
- Upgraded ASPEN inspection software
- Deployed mainline electronic screening at 14 locations
- Deployed agriculture/bill of lading screening at 6 locations
- Participating in the IRP Clearinghouse

# Florida CVISN Level 1 Compliance

| <u>Requirement</u>                               | <u>Level 1 Compliance</u> |
|--------------------------------------------------|---------------------------|
| Program Management                               | ✓                         |
| Electronic Credentialing—IRP and IFTA Processing |                           |
| Electronic Credentialing—IRP Clearinghouse       | ✓                         |
| Electronic Credentials—IFTA Clearinghouse        |                           |
| Safety Information Exchange--ASPEN               | ✓                         |
| Safety Information Exchange--CVIEW               |                           |
| Electronic Screening                             | ✓ +                       |

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## ***Florida CVISN Next Steps***

- **Florida is preparing to implement the electronic credentialing portion of its CVISN Program**
- **Florida also is preparing to provide a single point of contact for information concerning the regulation of motor carriers in Florida (Compliance Help Desk)**
  - **The Compliance Help Desk is not part of the national CVISN program but was highlighted as a need during the development of the CVISN/CVIEW Business Plan**

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# ***Florida Electronic Credentialing and Compliance Help Desk Feasibility Study***

## ***Study Purpose***

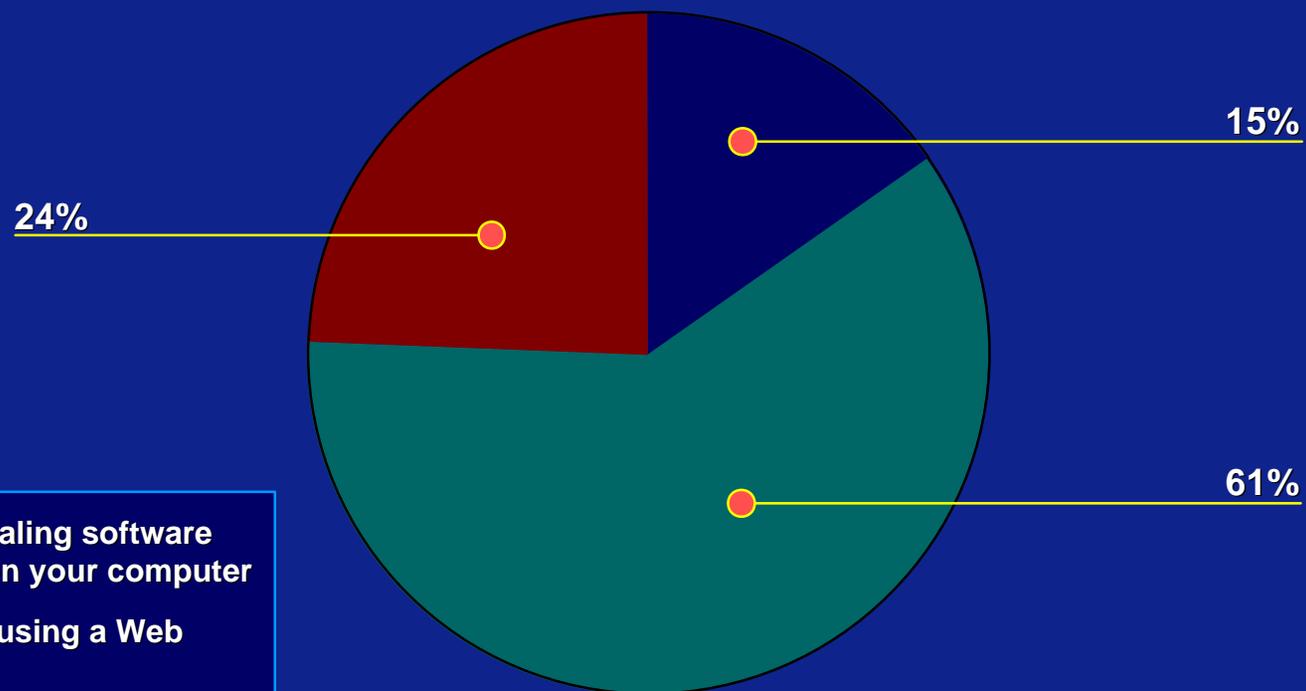
- **Recommend a deployment approach and implementation schedule for the electronic credentialing and compliance help desk projects**
  - **Document motor carrier and state preferences for electronic credentialing and Compliance Help Desk services**
  - **Document existing state electronic credentialing systems and processes**
  - **Document existing “help” information available to motor carriers across all CVO-related agencies**
  - **Analyze implementation options for electronic credentials and Compliance Help Desk**
  - **Develop a recommended work plan to support the implementation of electronic credentialing and compliance help desk**

## ***Key Findings***

- 66 percent of survey respondents would make use of an electronic credentialing solution if it improved customer service (less data entry, improved turnaround time, etc.)
- Survey respondents indicated that electronic credentialing services should be rolled-out in the following order:
  - IFTA Quarterly Tax Filings
  - IRP Renewals
  - IRP Supplemental
  - IFTA Renewal
  - IFTA Decal
- 60 percent of survey respondents are willing to pay a nominal service fee to use an electronic credentialing solution if it improves service

## Key Findings (continued)

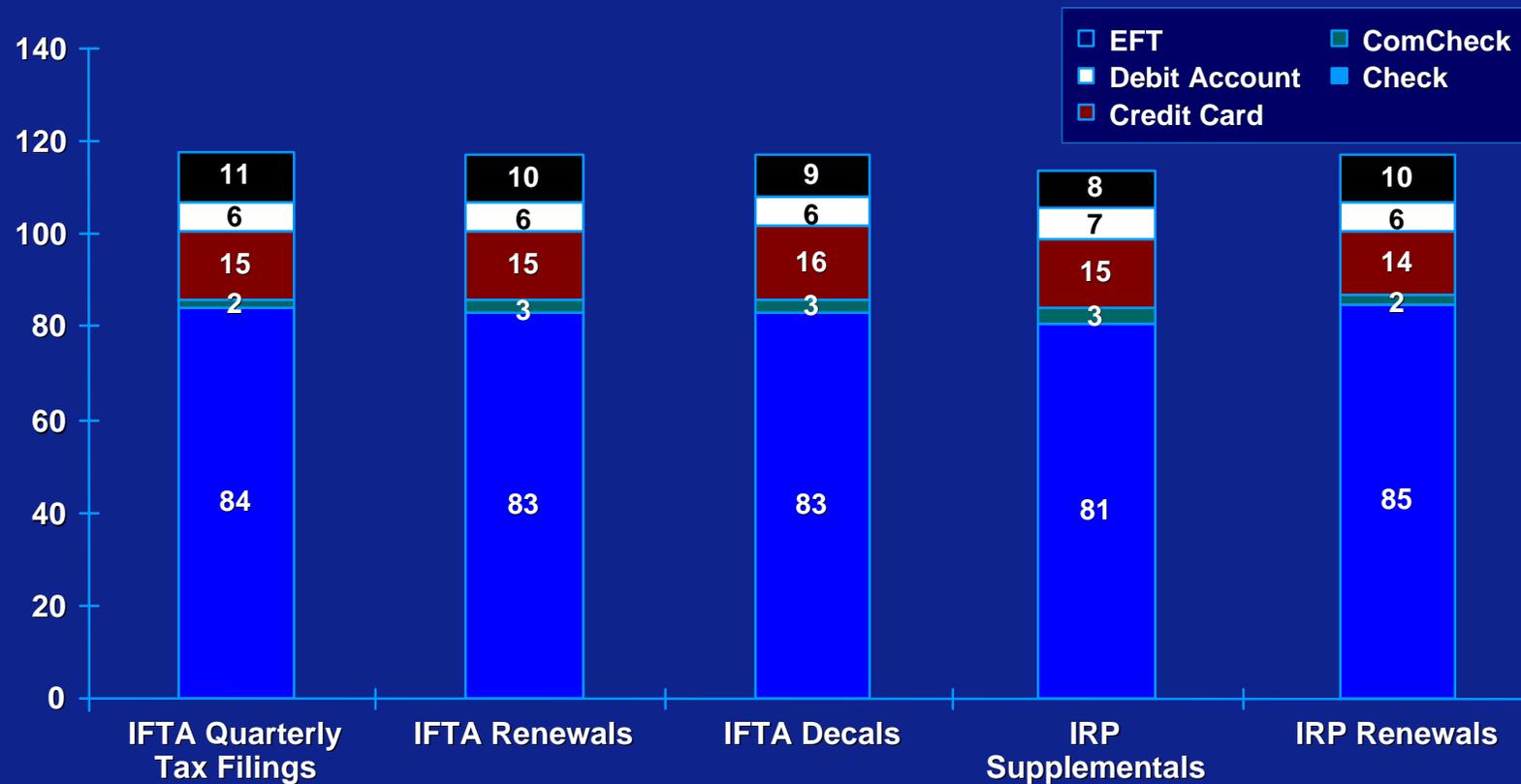
Credentialing Platform Preference of Respondents  
Willing to Use Electronic Credentialing Solution



- Credentialing software loaded on your computer
- Internet using a Web browser
- No preference

## Key Findings (continued)

Number of Respondents Preferring Payment Type by Transaction



## ***Key Findings (continued)***

- 80 percent of survey respondents currently have Internet access
- 64 percent of survey respondents indicate that Florida's CVO-related agencies provide "very good" or "good" customer service
- 46 percent of survey respondents indicated they typically need regulatory/procedural help once per year
- Respondents indicated they prefer to receive "help" information via phone (69 percent)
- Vast majority of phone calls to IRP and IFTA processors are motor carriers checking the status of their credentials applications

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## **Conclusions**

- **Based on survey and interview results, Florida's electronic credentialing system should:**
  - **Be accessible via the Internet**
  - **Focus initially on IRP Renewals and IFTA Quarterly Tax Filings**
  - **Allow users to pay via check, credit card or electronic funds transfer**
  - **Allow users to verify the status of credential applications on-line**

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## ***Conclusions (continued)***

- **Based on survey and Internet results, Florida's Compliance Help Desk should:**
  - **Be accessible via telephone and Internet**
  - **Leverage existing MyFlorida.com enterprise services**
  - **Allow users to verify the status of credential applications on-line**
  - **Provide contact information for major commercial vehicle programs**
  - **Provide Internet access to standard forms, reports, and guides**

## ***Alternate Deployment Scenarios***

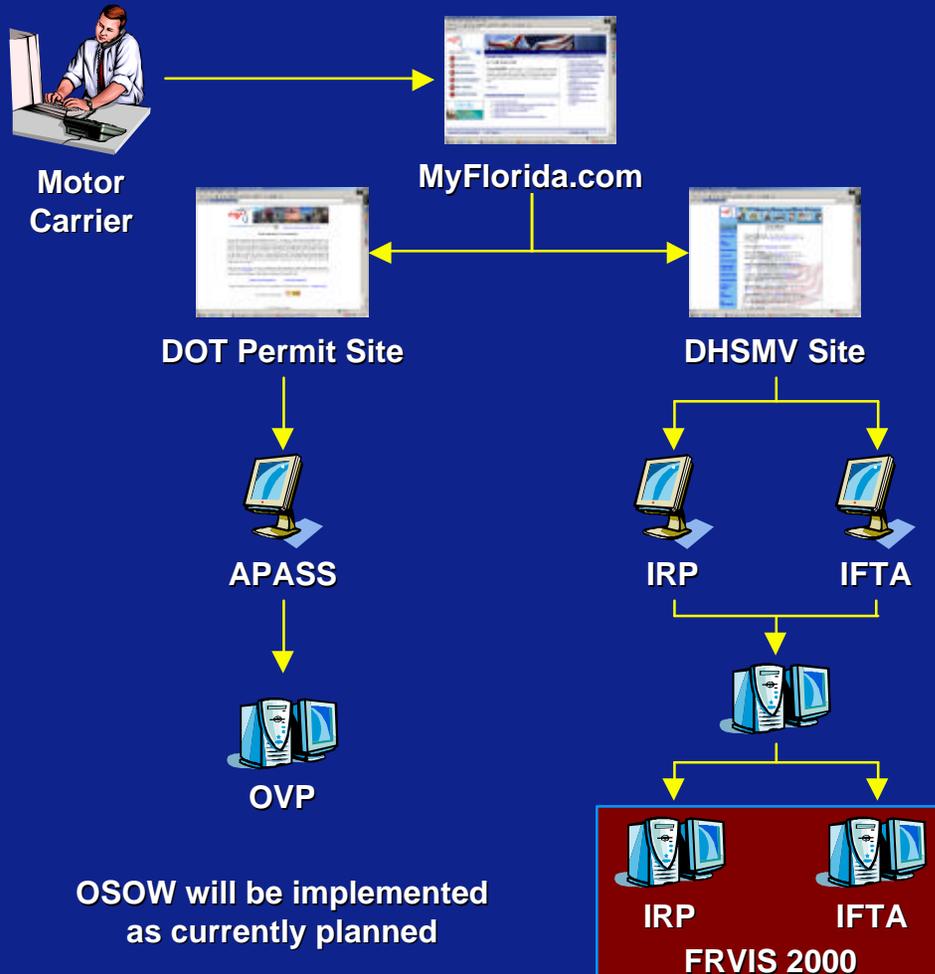
- Three deployment options were considered for the electronic credentialing project
- Four deployment options were considered for the compliance help desk project
- These options were evaluated based on the following criteria:
  - Consistency with the state's functional requirements
  - Cost
  - Ability to leverage state IT resources (staff and infrastructure)
  - Time requirements for deployment

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## ***Recommendations— Electronic Credentialing***

- A “Thin Consolidated Approach” approach is recommended for the electronic credentialing project:
  - Create separate credentialing websites for IRP/IFTA and OS/OW
  - Develop a web interface to provide majority of new IRP/IFTA functionality
  - Continue OS/OW deployment as an independent project— according to its original plan

# Recommendations– Electronic Credentialing (continued)



## Individual credentialing sites

- User authentication (username and password) to access account

## Web interface

- On-line application
- Transaction logging/credential status
- Queuing
- E-payment

## Credential legacy systems

- Application processing/approval
- Credential verification
- Interface with accounting, inventory, and CVIEW

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## ***Recommendations– Electronic Credentialing (continued)***

- **Thin-consolidated deployment approach is recommended because it:**
  - **Meets all functional requirements**
  - **Limits impact on existing legacy systems**
  - **Allows OS/OW deployment to continue as scheduled**
  - **Leverages existing MyFlorida.com infrastructure**
  - **Leverages existing e-payment infrastructure**
  - **Minimizes deployment time once implementation begins**

## ***Recommendations– Compliance Help Desk***

- A “Multi-Access” approach is recommended for the compliance help desk
  - Implement a compliance help desk consisting of an automated telephone system and on-line help desk
  - On-line help desk would be a resource for forms, program overviews, status updates on credential applications, etc.
  - Automated telephone system would be a resource to route individuals with detailed questions that could not be answered on-line to the appropriate state official

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## ***Recommended Schedule***

- **Project initiation is recommended to begin immediately**
  - **Coordinate with State Technology Office**
  - **Coordinate with MyFlorida.com**
  - **Determine which elements will be implemented by state staff and which will be implemented by a contractor**

## ***Recommended Schedule***

- **Core services will be phased-in over a 24-month timeframe**
  - **May 2003**
    - Compliance Help Desk
    - Roadside Enforcement Interface
  - **July 2003**
    - IFTA Clearinghouse
    - Electronic Credentialing Design
  - **October 2003**
    - CVIEW
  - **September 2004**
    - Automated IRP and IFTA Processing

## ***Estimated Costs***

- **Estimated costs include:**
  - **CVIEW and Roadside Enforcement software – \$250,000 - \$500,000.**
  - **CVIEW hardware, operating software and third party licenses-- \$10,000 - \$100,000**
  - **Detailed design for electronic credentialing systems – \$150,000 - \$200,000**
    - **Deployment costs for electronic credentialing will be examined during the design phase**