

June 10, 2021

This update is being provided in case any legislative offices receive constituent inquiries regarding driver license services.

On December 7, 2020, the Florida Department of Highway Safety and Motor Vehicles (FLHSMV) began implementing phase one of a modernization project to replace its legacy driver license and motor vehicle systems into a single network known as the Online Registration and Identity Operating Network (ORION). Tax collector offices were brought onto the system beginning in January 2021, and on May 4, ORION was installed in the remaining 230 tax collector and driver license offices.

ORION is a multi-phased modernization project. Phase one encompassed driver license systems, while phase two will incorporate motor vehicle functions. Currently, tax collector offices conduct transactions related to driver licenses through ORION, and conduct motor vehicle transactions in the existing Florida Real Time Vehicle Information System (FRVIS).

While more than one million transactions have been successfully processed in ORION, over the last two weeks FLHSMV has been challenged with unplanned slowdowns and outages of the ORION system. These slowdowns and outages, however, do not impact in-office motor vehicle services. Additionally, the department's websites are available for customers to conduct motor vehicle registration renewals, driver license renewals, and replacement transactions.

When outages or slowdowns occur, we quickly communicate with our tax collector partners and the public. FLHSMV, with support from the Florida Digital Service, is continuing an extensive troubleshooting effort on the ORION application, the network, and the host environment at the state data center. Currently, systems are running and offices are serving the public as we continue to identify and fix the root cause of the problem.

As we work to maintain system functionality, please reach out to our legislative office if we can assist your constituents who were unable to receive in-office services.

FLHSMV Website Information:

[GoRenew](#)

[MyDMVPortal](#) (new department website with added functionality)

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