

Making Changes that Matter to You!

1. Did you have an appointment?
 Yes No
2. How long did you have to wait before being served?
 Less than 15 minutes
 15-30 minutes
 31 minutes to an hour
 61 minutes to 1 1/2 hours
 91 minutes to 2 hours
 More than 2 hours
3. Were office personnel able to answer your questions?
 Yes No
 I didn't have any questions
4. Did office personnel explain information in an easy to understand and helpful manner?
 Yes No
5. Did office personnel seem positive and friendly?
 Yes No
6. Were you treated courteously and with respect?
 Yes No
7. Was the office clean and in good condition?
 Yes No

Please rate the overall service you received today.
 Excellent Average Poor

Office location:

Thank you for allowing the Department of
Highway Safety and Motor Vehicles
to serve you and for providing
this important feedback.



New Days and Hours of Operation

Mon, Wed & Fri 8:00 am – 5:00 pm
Tues & Thurs 8:00 am – 6:00 pm
(Service days and hours may vary at smaller locations.)

Saturday office hours 8:00 am - 1:00 pm
at the following locations:

Jacksonville, 7439 Wilson Blvd.
Lauderdale Lakes, 3708 W. Oakland Park Blvd.
Miami, 901 Northwest 39th Ave.
Opa Locka, 12601 Northwest 42nd Ave.
Orlando, 4101 Clarcona Ocoee Rd.
Tampa, 4100 West M.L. King, Jr. Blvd.

Visit our website:
www.hsmv.state.fl.us

MAKING CHANGES THAT MATTER TO YOU!

Ask!





Welcome,

At the Florida Department of Highway Safety and Motor Vehicles, we are listening to you and making positive changes in the way we do business and in the way we serve our customers.

By offering modernized services, expanded hours, appointments, shorter wait times, self-service kiosks in selected offices, and service with a smile, we are taking important steps to better serve our public. As the Executive Director of the Department of Highway Safety and Motor Vehicles, and the Director of Driver Licenses, we know ***We are Making Changes That Matter to You!***

We encourage you to complete the attached survey, or share your suggestions and opinions by completing our on-line Customer Service Survey located at www.hsmv.state.fl.us.

Thank you.

Electra T. Bustle
Electra T. Bustle
 Executive Director
 Department of Highway
 Safety & Motor Vehicles

Sandra C. Lambert
Sandra C. Lambert
 Director
 Division of Driver
 Licenses



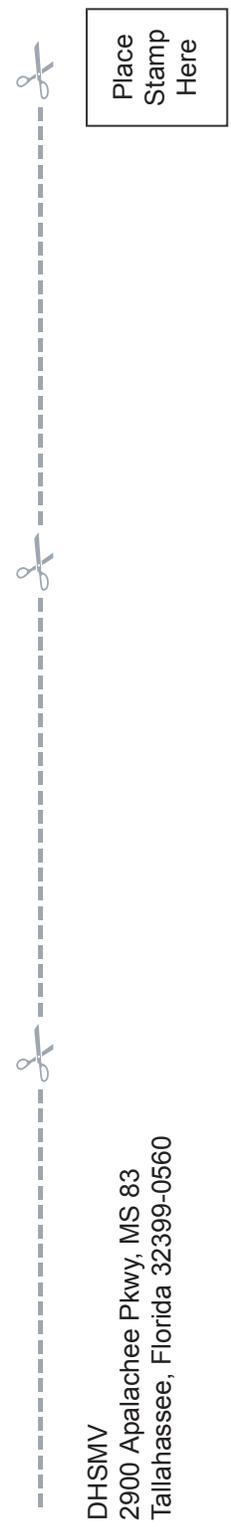
Services at Your Fingertips

Use www.GoRenew.com for the following services:

- ◆ Driver license renewals, address changes, and duplicates
- ◆ Identification card originals, renewals, address changes, and duplicates
- ◆ Motor vehicle registration renewals
- ◆ Office locations and telephone numbers
- ◆ Schedule Appointments

Or use www.hsmv.state.fl.us for these services:

- ◆ Driver license or identification card pre-application
- ◆ Commercial driver license hazmat application and status check
- ◆ Register emergency contact information
- ◆ Update vehicle insurance information for compliance with mandatory insurance laws
- ◆ Verify social security number
- ◆ Traffic school completion check
- ◆ Free access to minor's driving record for parents
- ◆ Driver license handbooks



Place Stamp Here



DHSMV
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 Tallahassee, Florida 32399-0560

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