Florida CVISN Team Meeting Minutes
October 13, 2009 – Tuesday, 1:30 – 3:30 p.m.

MINUTES

Participants:

Stacie Blizzard	*FHWA*	Tim Lattner	*FDOT Permits*
Ernie Brown	*MCCO*	Pati Lytle	*DACS*
Paul Clark	*FDOT*	Lynn McElroy	*DOR*
Mickey Davis	*FMCSA*	Renee Morrison	*E-Squared Engineering*
David Dees	*MCCO*	Roger Norris	*MCCO*
Richard Easley	*E-Squared Engineering*	Mary Lou Rajchel	*FTA*
Sharon Easley	*E-Squared Engineering*	Tim Rutherford	*DACS*
Paul Grimes	*FDOT*	Hugh Stephens	*DOR*
David Helton	*DHSMV*	Dan Starling	*MCCO*
Judy Johnson	*DHSMV*	Mark Wilson	*FDOT*

Paul Clark welcomed everyone to the meeting and asked each participant to introduce them self to the group and indicate with which agency they worked.

PROJECT UPDATES

Automated Permitting System Utilization & APASS System Upgrades

No information was presented at the meeting.

Pre-Clearance at MCCO Weigh Stations

See attached PrePass report for bypass activity for September 2009 YTD. Ernie Brown reported they saw an increase in total number of pull-ins last month, especially in I-10. They are trying to deter PrePass abuse. 40% of the pulled in vehicles were overweight who were participating in the PrePass system.

Pre-Clearance at Ag. Sites

Tim Rutherford provided the following information regarding the AgPass program.

The following reflect the number of Pre-Pass applications received since inception of the program (June 2002) through September month to date (through October month to date 2009):

2,475 applications approved
983 applications denied
51 applications previously processed (25approved and 26 denied)
30 applicants requested their applications be discarded
4 applications returned for signatures
64 applications discarded (unable to contact after repeated attempts)
12 applications discarded (failed to respond to request for information)
12 applications continue to be worked (unable to contact will continue to try)
47 applications on desk to be worked
3,678 Total Applications Received Since Inception of Program (June 2002)

In September 2009, 91,337 trucks bypassed the Ag sites. Complete information for YTD 2009 is attached.

BOL Program

Lynn McElroy reported on collections for September 2009. [NOTE: DACS collections result from the BOLs that are scanned at the DACS interdiction stations and the CVISN collections result from collections that result from the electronic BOLs that are submitted by AgPass participants.]

	JULY	AUGUST	SEPTEMBER	TOTAL
DACS	$459,660	$369,375	$237,000	$1,066,035
CVISN	$157,250	$21,514	$42,000	$220,765
Total	$616,910	$390,889	$279,000	$1,286,799

Lynn reported that DOR picked 150 companies at random, verified their address and sent letters via certified mail requesting electronic data be submitted to DOR. After two weeks they will follow up with a phone call. Two weeks after that a second letter will be sent requesting the company comply or they will be terminated from the AgPass program.

Hugh Stephens and Lynn McElroy met with Mary Lou Rajchel and Matt Ubben at FTA to seek their help in getting BOLs from trucking companies.

Tim Lattner has had several inquiries regarding the first paragraph of the AgPass agreement, and the companies applying seem ready and willing to supply this information, they want to be sure they know how to get the information to DOR. Tim was wondering if maybe it was an issue of having the incorrect contact information. Lynn stated the companies contacted have registered within the past 2 years. They used a locator service to verify the contact information prior to sending the letters. They also sent them certified mail this time to know they were delivered and who signed for them. Tim suggested maybe a call on the cell phone of the carrier (since many of them are owner-operators) and let them know the letter is coming so they can be on the lookout for it.

Sharon Easley suggested that maybe PrePass could add information regarding this requirement to their marketing material. Mary Lou Rajchel will check on this.

Lynn stated she had received no negative feedback from carriers, just that she had received no feedback at all.

Electronic Credentialing (IFTA[1], IRP[2]) System Usage Stats/SAFER uploads

Judy Johnson reported on the Electronic Credentialing activity. Complete information is attached.

Utilization of the electronic system for processing IRP and IFTA credentials has been increasing for this year. Judy is working on refining the reports. Sharon Easley reminded the team that the trucking companies are not required to use the electronic credentialing system, this is a voluntary system.

FloridaTruckingInfo.com and Help Desk Website

See appendices for Help Desk utilization stats.

Website utilization reports are still not available for www.FloridaTruckingInfo.com. This is still being worked on and Paul Clark said he will work with Kelly Christen regarding this.

Sharon Easley reported phone use in September was slow, but historically it has been slower in September. She will continue to monitor and see what happens with the October number of calls.

[1] International Fuel Tax Agreement
[2] International Registration Plan

Trucking Industry Update

Mary Lou Rajchel met with Hugh Stephens and Lynn McElroy as mentioned previously. She also met with Paul Clark regarding CVISN issues. The next task is to get information regarding CSA 2010. There is a meeting on November 13 regarding this, and it will be discussed later.

Mary Lou stated the first week of November is truck driver appreciation week. They will set up at the I-4 weigh station on November 5 and have food and goodies to give to the drivers.

Richard Easley asked Mary Lou if there was anything new she learned at the ATA meeting in Las Vegas last week to share with the group. She said the safety briefing on the CSA 2010 program was packed. There were a lot of questions asked regarding the program, and they are still awaiting the answers. Otherwise, it was reiterated that the economy has been tough on the trucking industry and the outlook for next year is not rosy.

Mary Lou will make suggestions to Paul Clark for trucking companies to be invited to be CVISN team participants.

Richard Easley participated in a forum at the ATA meeting in Las Vegas regarding technology in relation to the trucking industry. Some of the technologies discussed were lane departure warning systems, vehicle stability control, and collision warning systems. He said there was a good exchange of information between the public and private sectors, with the public sector (state and federal agencies) getting feedback from the industry.

Pensacola AgPass Sole-Source Status

Paul Clark stated the document has been finalized and submitted to DMS. The document has been posted on the DMS website. A response is requested by November 6, 2009. After that, if there are no responses, the department can proceed with contracting with HELP Inc/PrePass.

Expanded CVISN

Paul Clark stated there is a lot of grant money waiting for the program once the Program Plan document has been approved by FMCSA.

Richard Easley presented a list of who is responsible for Expanded CVISN projects from each department, and what is still missing from each department regarding each project.

For the Expanded CVISN O&M, Florida may need an extension on this. Mickey Davis stated the extension can be requested from FMCSA prior to expiration of the current grant period of performance.

Paul Clark asked the departments to use E-Squared Engineering for any assistance they may need, as Richard and Sharon Easley are a direct extension of his office.

Expanded CVISN Project assignments:

Below is the updated list of project assignments for Expanded CVISN.

Project	Project Contacts	IT Contact
Port of Entry Feasibility study	Paul Clark (FDOT) David Helton (DHSMV)	TBD
MCCO-VWS	Craig Wilson (MCCO) Dan Starling & Ernie Brown (MCCO enforcement input) Derek Barrs (MCCO Regional perspective)	Tom Trunda (MCCO)
Automated Infrared Brake Testing	Clayton Tyson (MCCO) Dan Starling(MCCO)	Tom Trunda (MCCO)
Electronic Credentialing Enhancements	David Helton (DHSMV) Terrence Samuel (DHSMV)	Judy Johnson (DHSMV)
APASS Enhancements	Ronnie Martin (FDOT) Bryan Hubbard (FDOT)	Kirk Hutchison (FDOT)
Container Number Database	Tim Rutherford (DACS) Dan Starling (MCCO)	Pati Lytle (DACS) Tom Trunda (MCCO)
Dept of Agriculture LPR System Expansion (add to 6 add'l locations)	Jerry Bryan (DACS)	Pati Lytle (DACS)
Enhance Dept of Agriculture LPR System to runs tags against PRISM DB & notify MCCO of 'hits'	Jerry Bryan (DACS) Dan Starling (MCCO)	Pati Lytle (DACS) Tom Trunda (MCCO)
Expanded CVISN Operations and Maintenance	Carol Gergely-Retey (FDOT)	N/A
Link MCCO LPR system to PRISM Database*	Dan Starling (MCCO)	Tom Trunda (MCCO)

**** Was in original 2007 grant request, removed from PP/TLD since MCCO was going to fund project.***

OTHER ITEMS

CSA 2010 – Paul Clark met with FTA and Col. Dees. A meeting needs to be held with the industry regarding the new safety requirements, which will go into effect late summer/early fall of 2010. On November 13 there will be a meeting with FMCSA, MCCO, FTA, and the trucking industry regarding this.

Richard Easley and Dan Starling did a quick overview of CSA 2010. Richard Easley stated that at the CSA 2010 briefing in Las Vegas at the ATA meeting the state folks were unsure of how the program would be a benefit. CSA 2010 is an evolution to a new way of doing things related to safety. There will be a new measurement system that looks at the carrier and the driver. There will be new interventions if there are problems. The new system is based on 7 **B**ehavior **A**nalysis and **S**afety **I**mprovement **C**ategories (BASIC) criteria. The 7 categories are: Unsafe driving, fatigued driving, driver fitness, controlled substances/alcohol, vehicle maintenance, cargo related, and crash indicator. If a company has a problem in one area, concentration will be made to improve their score in that area.

Dan Starling stated the new program will have to change the way enforcement looks at inspections. They will not be violation oriented; carriers and drivers will want good inspections to raise their score. Enforcement's job will be to help carriers figure out how to get good inspections, how best to use technology to do this. The goal is to get a truck in compliance before it starts running, not after it is in the hole and having to bring their score up. An enforcement officer can focus on one violation only.

Mary Lou Rajchel said the industry is trying to do internal training as well.

Mickey Davis said the state of Georgia was in the pilot program, and will send a representative to the meeting on November 13. He will see if any carriers will be coming, also. The goal is to do regional outreach across the state of Florida, with industry representatives as well as enforcement at these outreach meetings.

Mary Lou stated this first interaction in November will help develop the concept of the regional briefings, using it for the initial discussion through an open format based on discussion points.

David Dees stated the PrePass contract is 10 years old, and Florida has already had the one and only 5-year extension available on the contract. Florida will have to get a new contract, and the method of doing this is being looked into. There are enhancements/enforcement items they would like added to the new contract. The current contract expires April 2010. Maybe Agriculture would like to be in on this also.

Paul Clark stated they are working on revising the motor vehicle handbook with MCCO and FTA. They will also be producing more brochures, etc.

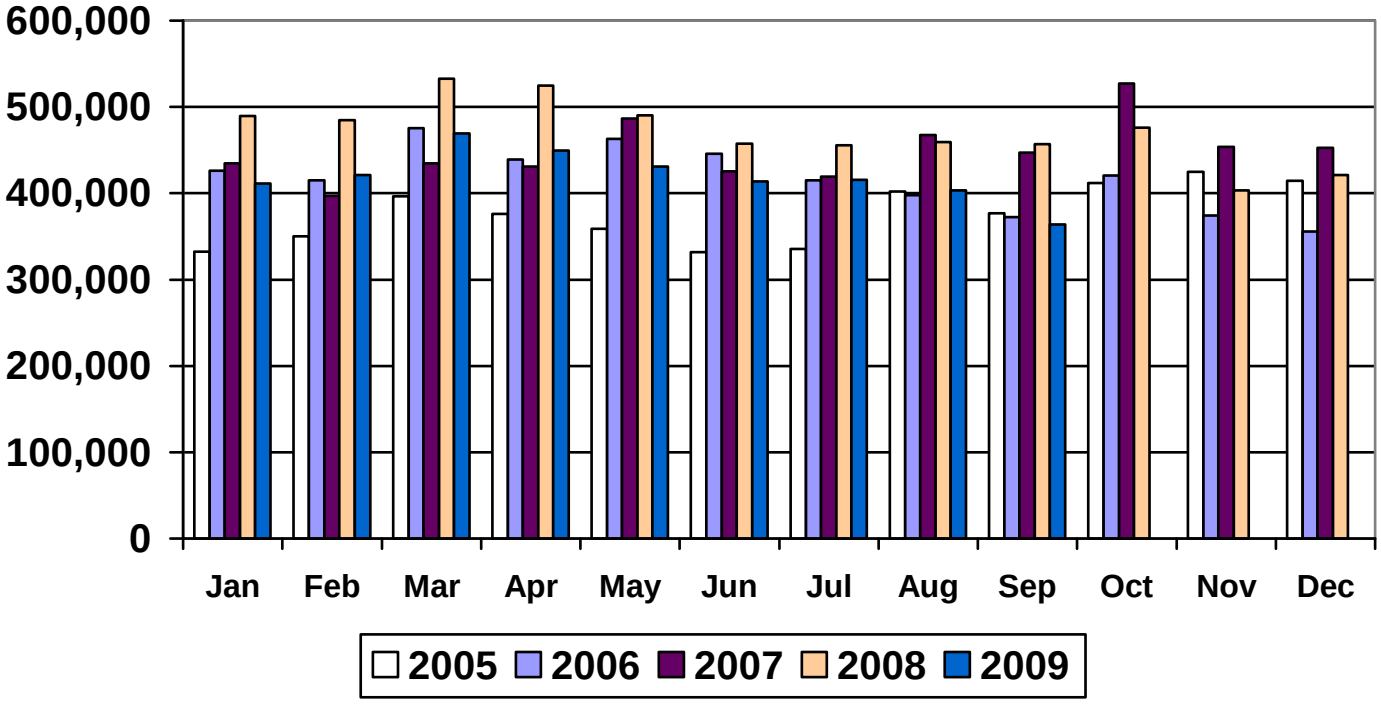
CVISN MEETING

The next CVISN meeting will be in December, exact date and location to be determined.

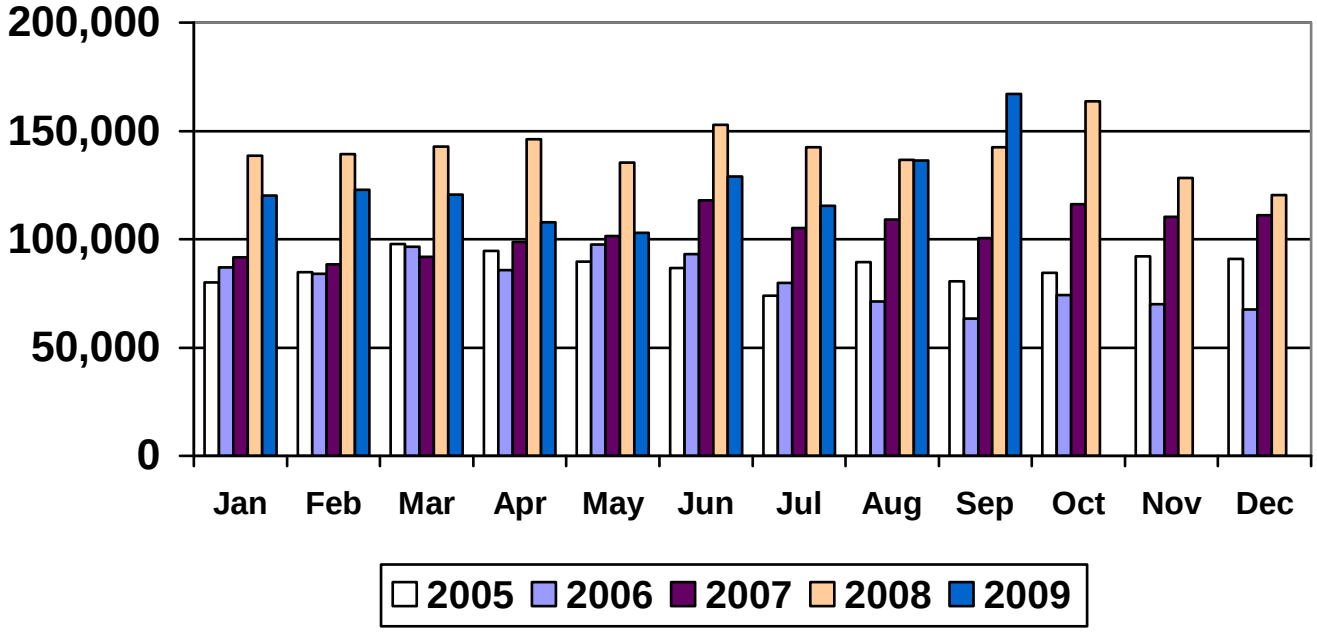
During the first week of November E-Squared Engineering will be on-site meeting with agencies on Expanded CVISN in order to gather missing information to complete the document with the goal of getting all the pieces of the grant puzzle together with plans to submit the documents to FMCSA by December 1.

ATTACHMENTS

MCCO PrePass Bypass Activity

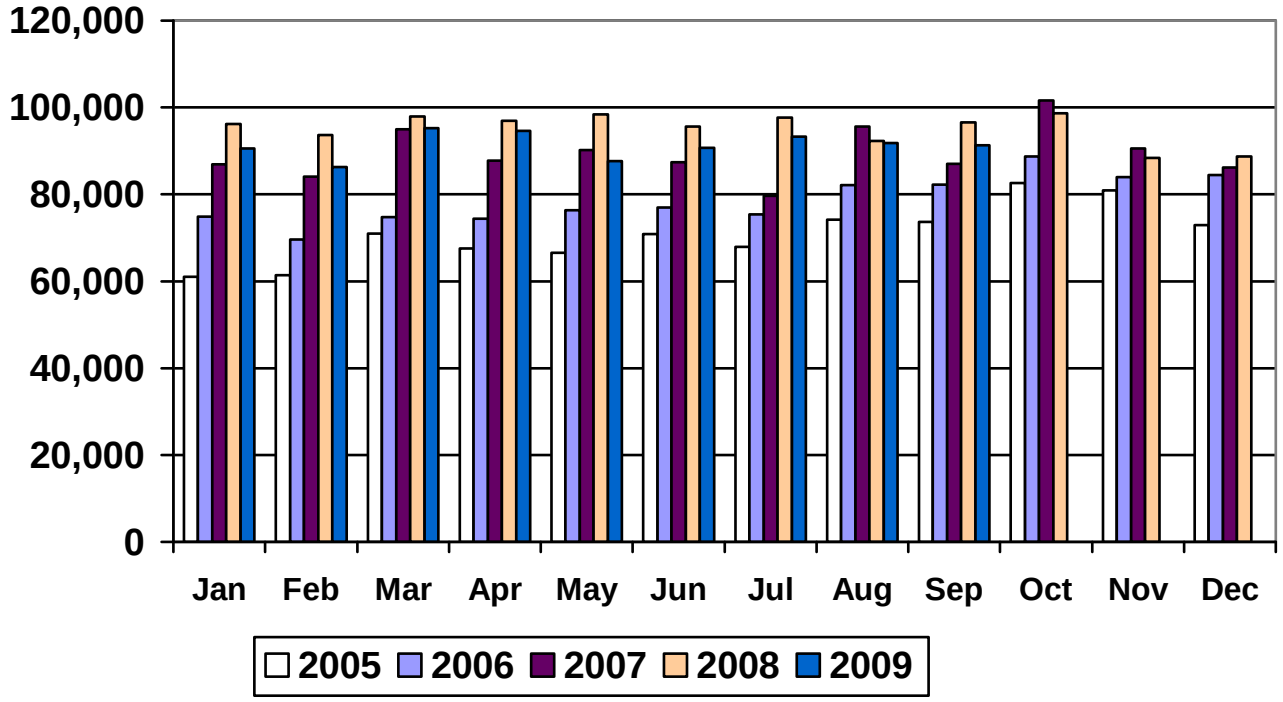


MCCO PrePass Pull-in Activity



MCCO 2009
Bypasses = 3,778,237
Pullins = 1,122,521

Dept. of Agriculture Bypass Activity



DACS YTD 2009
Bypasses = 821,351

	Yearly Total Bypasses						
	2003	**2004**	**2005**	**2006**	**2007**	**2008**	**YTD 2009**
MCCO	2,784,663	3,565,031	3,672,099	4,999,990	5,377,185	5,651,939	3,778,237
Agriculture	452,586	616,866	696,802	943,974	1,072,203	1,141,077	821,351
TOTAL	**3,237,249**	**4,181,897**	**4,368,901**	**5,943,964**	**6,449,388**	**6,793,016**	**4,599,588**

Motor Carrier Compliance Office (MCCO)

Time Period	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
# sites	17	16	16	16	16	16	16	16	16			
Bypasses	411,421	420,864	469,064	449,240	431,090	413,693	415,841	403,031	363,993			
Pullins	120,236	122,907	120,595	107,865	103,045	129,064	115,358	136,281	167,170			

Time Period	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08
# sites	18	18	18	18	18	18	17	17	17	17	17	17
Bypasses	489,394	484,542	532,791	525,044	490,390	457,809	455,435	459,515	456,681	475,878	403,221	421,239
Pullins	138,519	139,299	142,793	146,229	135,479	152,715	142,529	136,499	142,438	163,563	128,318	120,366

Time Period	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
# sites	19	18	16	17	17	17	17	18	18	18	18	18
Bypasses	434,899	397,084	434,543	430,912	486,536	425,364	419,389	467,265	447,173	527,342	453,986	452,692
Pullins	91,735	88,375	92,004	98,699	101,536	117,960	105,135	109,083	100,566	116,166	110,385	111,074

Time Period	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
# sites	19	19	19	19	19	19	19	19	19	18	18	18
Bypasses	426,382	414,727	475,417	439,302	463,309	445,574	445,574	415,124	372,512	420,255	374,152	355,593
Pullins	87,010	83,970	96,555	85,847	97,546	93,079	93,079	79,886	63,291	74,284	69,918	67,525

Time Period	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
# sites	19	20	20	20	20	20	20	19	18	18	19	19
Bypasses	332,299	350,491	396,442	376,145	358,771	331,783	335,641	402,178	376,710	411,639	424,812	414,589
Pullins	80,174	84,656	97,783	94,485	89,578	86,697	73,950	89,538	80,572	84,484	92,035	91,013

MCCO Notes:
Plant City EB closed 2/2009 – 9/2009
Plant City WB closed 7/2008 – 9/2009
Pensacola EB closed 8/2005 – 12/2007
Flagler NB closed 10/2005, 3/2007-7/2007
Wildwood SB closed 8/2006-3/2007

Department of Agriculture

Time Period	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
# sites	6	6	6	6	6	6	6	6	6			
Bypasses	90,602	86,245	95,185	94,608	87,595	90,735	93,224	91,820	91,337			

Time Period	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08
# sites	6	6	6	6	6	6	6	6	6	6	6	6
Bypasses	96,240	93,649	97,911	96,915	98,420	95,559	97,641	92,288	96,633	98,665	88,397	88,759

Time Period	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
# sites	6	6	6	6	6	6	6	6	6	6	6	6
Bypasses	86,873	84,088	94,972	87,789	90,224	87,433	79,729	95,603	86,997	101,657	90,637	86,201

Time Period	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
# sites	6	6	6	6	6	6	6	6	6	6	6	6
Bypasses	74,937	69,626	74,815	74,398	76,329	76,923	75,335	82,147	82,201	88,785	83,967	84,511

Time Period	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
# sites	6	6	6	6	6	6	6	6	6	6	6	6
Bypasses	61,036	61,368	71,018	67,516	66,526	70,853	67,963	74,206	73,651	82,665	80,960	72,902

Total Number of IFTA Decals from 01/01/2008 thru 09/30/2009												
Month	Jan			Feb			Mar			Apr		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	5701	49	0.859%	3752	16	.426%	2470	29	1.174%	1279	22	1.720%
2009	4875	63	1.292%	2512	44	1.752%	3189	31	0.972%	1032	27	2.616%
Month	May			Jun			Jul			Aug		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	1184	3	0.253%	1014	19	1.874%	1095	4	0.365%	3730	39	1.046%
2009	827	83	10.036%	868	23	2.650%	1100	77	7.000%	782	16	2.046%
Month	Sep			Oct			Nov			Dec		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	12034	99	0.823%	7549	79	1.046%	6470	84	1.298%	8710	145	1.665%
2009	4103	316	7.702%									
Year End/ Present	2008			2009			From 2008-Present					
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %			
	54988	588	1.069%	19288	680	3.526%	74276	1268	1.707%			

Total Number of IFTA Tax Returns entered from 01/01/2008 thru 09/30/2009												
Month	Jan			Feb			Mar			Apr		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	3156	139	4.404%	6618	17	0.0257%	2013	24	1.192%	3902	157	4.024%
2009	3281	177	5.395%	6292	29	0.461%	1877	27	1.438%	3476	218	6.272%
Month	May			Jun			Jul			Aug		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	5399	15	0.278%	1706	23	1.348%	3730	157	4.209%	4914	18	0.366%
2009	5579	28	0.502%	1583	26	1.642%	4167	240	5.760%	4877	18	0.369%
Month	Sep			Oct			Nov			Dec		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	1542	16	1.038%	4322	173	4.003%	5206	10	0.192%	1975	26	1.316%
2009	1310	41	3.130%									
Year End/ Present	2008			2009			From 2008-Present					
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %			
	44483	775	1.742%	32442	804	2.478%	76925	1579	2.053%			

Total Number of IFTA Tax Returns Refunds entered from 01/01/2008 thru 09/30/2009												
Month	Jan			Feb			Mar			Apr		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	20	18	90%	1	0	0%	1	1	100%	21	20	95.238%
2009	20	20	100%	1	1	100%	3	3	100%	16	16	100%
Month	May			Jun			Jul			Aug		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	1	1	100%	3	3	100%	20	20	100%	0	0	0%
2009	0	0	0%	1	1	100%	14	14	100%	0	0	0%
Month	Sep			Oct			Nov			Dec		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	3	3	100%	19	18	94.737%	2	1	50%	0	0	0%
2009	0	0	0%									
Year End/ Present	2008			2009			From 2008-Present					
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %			
	91	85	93.407%	55	55	100%	146	140	95.890%			

Total Number of IRP Supplement paid thru the web from 01/01/2008 thru 09/30/2009												
Month	Jan			Feb			Mar			Apr		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	1857	0	0%	1893	0	0%	1810	2	0.110%	1971	1	0.051%
2009	1734	4	0.231%	1741	6	0.345%	1996	7	0.351%	1869	11	0.589%
Month	May			Jun			Jul			Aug		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	1855	1	0.054%	1887	2	0.106%	1991	2	0.100%	1789	2	0.112%
2009	1679	8	0.476%	2029	12	0.591%	1739	15	0.863%	1723	21	1.219%
Month	Sep			Oct			Nov			Dec		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	1921	4	0.208%	2283	3	0.131%	1071	2	0.187%	1058	3	0.284%
2009	1683	15	0.891%									
Year End/ Present	2008			2009			From 2008-Present					
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %			
	21386	22	0.103%	16193	99	0.611%	37579	121	0.322%			

Total Number of IRP Registrations paid thru the web from 01/01/2008 thru 09/30/2009												
Month	Jan			Feb			Mar			Apr		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	4196	0	0%	3479	0	0%	3692	3	0.081%	4608	1	0.022%
2009	3793	23	0.606%	2976	8	0.269%	4593	17	0.370%	3966	26	0.656%
Month	May			Jun			Jul			Aug		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	3637	1	0.027%	6313	2	0.032%	3981	2	0.050%	4724	2	0.042%
2009	2701	12	0.444%	4942	19	0.384%	5029	27	0.537%	4501	52	1.155%
Month	Sep			Oct			Nov			Dec		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	5153	4	0.078%	6369	13	0.204%	1750	2	0.114%	2501	7	0.280%
2009	4201	31	0.738%									
Year End/ Present	2008			2009			From 2008-Present					
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %			
	50403	37	0.073%	36702	215	0.586%	87105	252	0.289%			

Total Number of IRP Supplement billed thru the web from 01/01/2008 thru 09/30/2009												
Month	Jan			Feb			Mar			Apr		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	2109	4	0.190%	1993	7	0.351%	2051	24	1.170%	2021	16	0.792%
2009	2015	31	1.538%	1946	38	1.953%	2286	45	1.969%	2022	38	1.879%
Month	May			Jun			Jul			Aug		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	2026	20	0.987%	2128	24	1.128%	2287	19	0.831%	2099	36	1.715%
2009	2013	38	1.888%	2353	60	2.550%	1902	41	2.156%	2029	87	4.288%
Month	Sep			Oct			Nov			Dec		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	2117	29	1.370%	2183	13	0.593%	1292	17	1.316%	1332	31	2.327%
2009	1758	57	3.242%									
Year End/ Present	2008			2009			From 2008-Present					
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %			
	23638	240	1.015%	18324	435	2.374%	41962	675	1.609%			

Total Number of IRP Registration billed thru the web from 01/01/2008 thru 09/30/2009												
Month	Jan			Feb			Mar			Apr		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	4242	6	0.141%	3873	7	0.181%	4134	28	0.677%	4578	39	0.852%
2009	3655	74	2.025%	4037	141	3.493%	4563	67	1.468%	4076	132	3.238%
Month	May			Jun			Jul			Aug		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	3820	40	1.047%	6356	52	0.818%	5326	29	0.544%	4713	106	2.249%
2009	4181	72	1.722%	6139	126	2.052%	4598	90	1.957%	5632	515	9.144%
Month	Sep			Oct			Nov			Dec		
Year	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
2008	6528	65	0.996%	4155	44	1.059%	2460	27	1.098%	3079	98	3.183%
2009	3579	373	10.422%									
Year End/ Present	2008			2009			From 2008-Present					
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %			
	53264	541	1.016%	40460	1590	3.930%	93724	2131	2.274%			

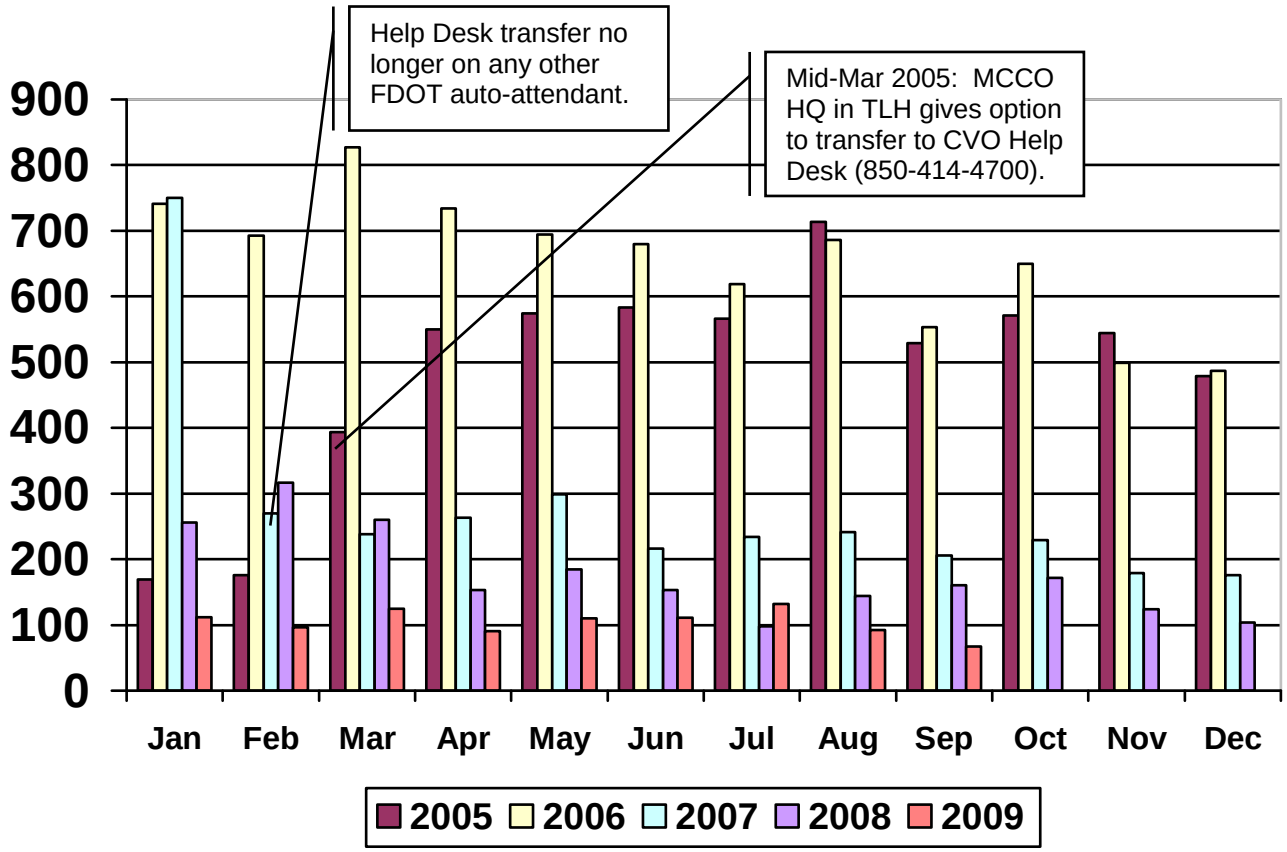
Total Number of IRP Registration per month per supplement type entered thru the web from 01/01/2008 thru 09/30/2009										
	Add Jurisdiction		Add Vehicle		Duplicate Cabcard		Renewal		Transfer Registration	
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
Jan	0	10	0	4	1	0	5	58	0	2
Feb	0	4	1	0	0	2	6	133	0	2
Mar	0	8	1	14	0	3	27	39	0	3
Apr	0	6	2	2	0	2	37	121	0	1
May	0	7	3	11	1	2	36	49	0	3
Jun	0	17	4	5	0	1	48	101	0	2
Jul	0	3	4	5	0	1	25	80	0	1
Aug	0	39	8	14	0	1	98	460	0	1
Sep	0	52	2	11	0	2	63	304	0	4
Oct	0		6		0		35		3	
Nov	1		0		0		25		1	
Dec	2		7		0		89		0	
Yr Total	3	146	38	66	2	14	494	1345	4	19
Total	149		104		16		1839		23	

	IRP: Original and Renewal Transactions						IRP: Total Transactions					
Reg Yr	2009			2010			2009			2010		
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
	14650	145	0.990%	11115	295	2.654%	20639	230	1.114%	13326	364	2.732%

	IFTA Transactions					
	Tax Returns			Decals Ordered		
	Legacy & CVISN	CVISN	CVISN %	Legacy & CVISN	CVISN	CVISN %
	76925	1579	2.053%	74276	1268	1.707%

Total Number of CVISN Accounts								
	2006		2007		2008		2009	
	New CVISN Accounts per Month	Total Number of CVISN Accounts	New CVISN Accounts per Month	Total Number of CVISN Accounts	New CVISN Accounts per Month	Total Number of CVISN Accounts	New CVISN Accounts per Month	Total Number of CVISN Accounts
Jan			12	80	39	956	69	1918
Feb			10	90	266	1222	75	1993
Mar			11	101	30	1252	65	2058
Apr			251	352	37	1289	88	2146
May			224	576	25	1314	81	2227
Jun			26	602	35	1349	426	2653
Jul			34	636	35	1384	149	2802
Aug			30	666	52	1436	119	2921
Sep	17	17	63	729	112	1548	129	3050
Oct	35	52	45	774	165	1713		
Nov	11	63	56	830	72	1785		
Dec	5	68	87	917	64	1849		
Yr Total	68		849		932		1201	

FLORIDA TRUCKING INFO TELEPHONE HELP DESK
Total Calls



CVO Help Desk Statistics	Jan. 2009		Feb. 2009		Mar. 2009		Apr. 2009		May 2009		Jun 2009	
Total calls received	112	28	96	24	125	31	91	23	110	28	111	28
Number of callers that selected an option and transferred	90	80.4%	75	78.1%	101	80.8%	66	72.5%	89	80.9%	96	86.5%
Number of callers that held for an operator	4	3.6%	6	6.3%	9	7.2%	7	7.7%	5	4.5%	4	3.6%
Number of hang ups	18	16.1%	15	15.6%	15	12.0%	18	19.8%	16	14.5%	11	9.9%

CVO Help Desk Statistics	Jul. 2009		Aug. 2009		Sep. 2009		Oct. 2009		Nov. 2009		Dec. 2009	
Total calls received	132	33	92	23	67	17						
Number of callers that selected an option and transferred	104	78.8%	69	75.0%	54	80.6%						
Number of callers that held for an operator	7	5.3%	2	2.2%	2	3.0%						
Number of hang ups	21	15.9%	21	22.8%	11	16.4%						