

Motor Carrier Services

Division Tracker

Measures of Divisional Performance



August 2011

Motor Carrier Services TRACKER Table of Contents

Safe Transportation System		
Number of interventions conducted	Jeff Payne	1a
Number of safety audits conducted	Matt Freeman	1b
Number of vehicle safety inspections conducted	Kathy Hatfield	1c
Roadside inspection and out-of-service rate	Jerry Baker	1d
Number of skill performance evaluations issued and conducted	Kathy Hatfield	1e
Number of interstate carriers placed out-of-service and issued a license suspension order	Darrell Colvin	1f
Percent of commercial motor vehicle driver seat belt use	DeAnne Rickabaugh	1g
Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)		
Average phone queue time and calls	Diana Stickler	2a
Walk-in wait time	Diana Stickler	2b
Partner With Others to Deliver Transportation Services		
Hours served in partnership	Bill Hampton	3a
Leverage Transportation to Advance Economic Development		
Power units and trailers registered in International Registration Plan	Kim Russell	4a
Number of accounts registered in International Registration Plan	Kim Russell	4b
Account status registered in International Registration Plan	Kim Russell	4c
Innovative Transportation Solutions		
Number of paperless documents	Tina Thurman	5a
Customer entered transactions vs. agent entered transactions	Kelly Ray	5b
Number of auto-issued vs. agent-issued transactions	Debbie Bradshaw	5c
System down time	Kelly Ray	5d
Telecommuting and remote work	Diana Stickler	5e
Efficient Movement of Goods		
Superload permits issued	Debbie Bradshaw	6a
Oversize Overweight permits issued	Debbie Bradshaw	6b
Average pending time of granted intrastate operating authority	Tina Thurman	6c
Interstate motor carrier mileage	Joy Prenger	6d
Percent of trucks using advanced technology at Missouri weigh stations	Barb Hague	6e
Missouri Unified Carrier Registration compliance rate	Tina Thurman	6f
Customer Involvement in Transportation Decision-Making		
Customer suggestions implemented	Barb Hague	7a
Best Value for Every Dollar Spent		
Motor Carrier Services' contribution to highway and state road funds	Joy Prenger	8a
Distribution of Motor Carrier Services' expenditures	Mike Williams	8b
True costs of MCS personal services	Mike Williams	8c
Number of customers	Barb Hague	8d
Advocate for Transportation Issues		
Fiscal notes	Ken Sowers	9a
Accurate, Timely, Understandable and Proactive Transportation Information (Outbound)		
Number of outreach opportunities and attendance totals	Bill Hampton	10a
Outstanding Customer Service		
Number of customer email received	Diana Stickler	11a
Percent of satisfied motor carriers	DeAnne Rickabaugh	11b
Customer satisfaction with timeliness of Motor Carrier Services' response	DeAnne Rickabaugh	11c

Safe Transportation System

Number of interventions conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Jeff Payne, Transportation Program Manager

Purpose:

This measure tracks the number of interventions conducted by MoDOT Motor Carrier Services investigators. MCS conducts interventions to verify motor carriers' compliance with the Federal Motor Carrier Safety Regulations and address unsafe behaviors.

Description:

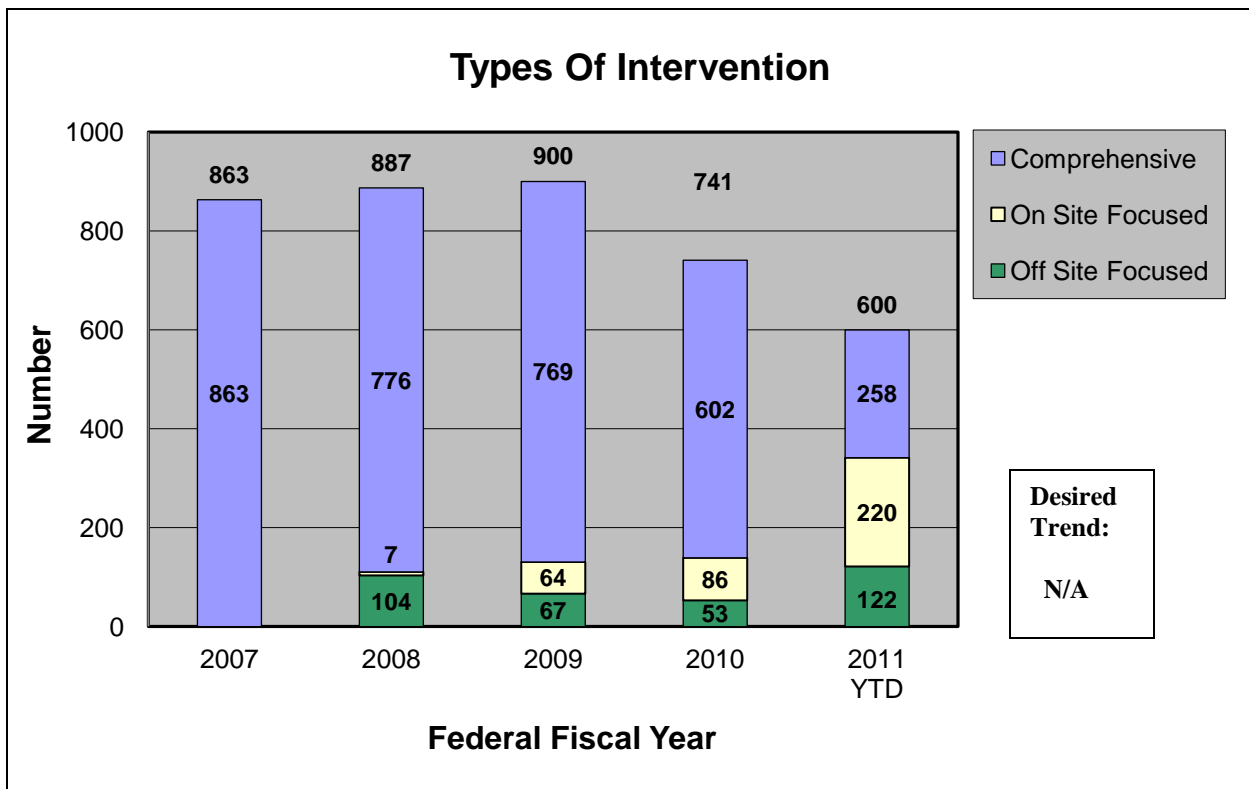
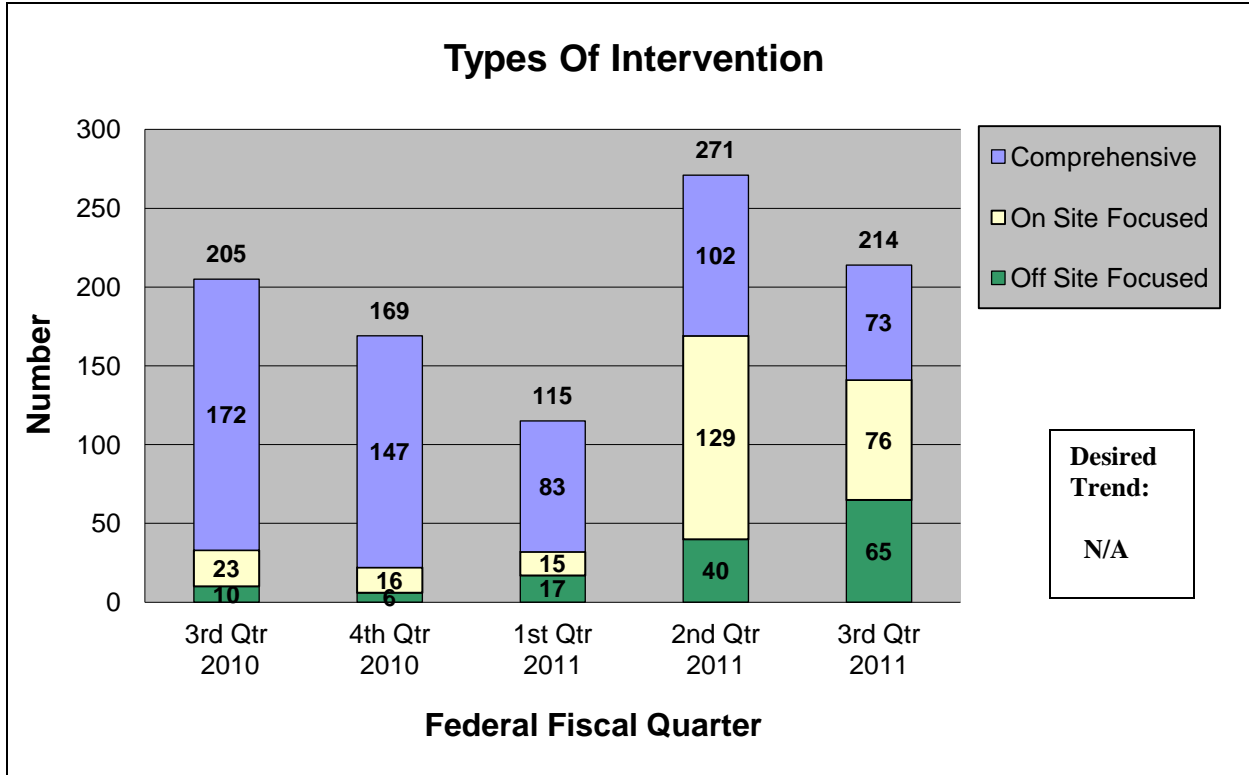
Interventions are an examination of motor carrier operations records, specifically dealing with the following BASICS: Unsafe Driving, Fatigued Driving (Hours-of -Service), Driver Fitness, Controlled Substances and Alcohol, Vehicle Maintenance, Cargo Related, Crash Indicator, and Insurance/Other. Intervention Types consist of On-Site Comprehensive (an in depth review of Carrier's overall compliance with FMCSR's conducted at the carriers business), On-Site Focused (a focused review dealing with compliance of specific parts of the FMCSR's conducted at the carriers business), and Off-Site (a focused review dealing with compliance of specific parts of the FMCSR's from a remote location other than the carriers business). Interventions are conducted to determine a motor carrier's compliance with the safety regulations, investigate complaints and potential process breakdowns, and to identify remedies to correct unsafe behavior.

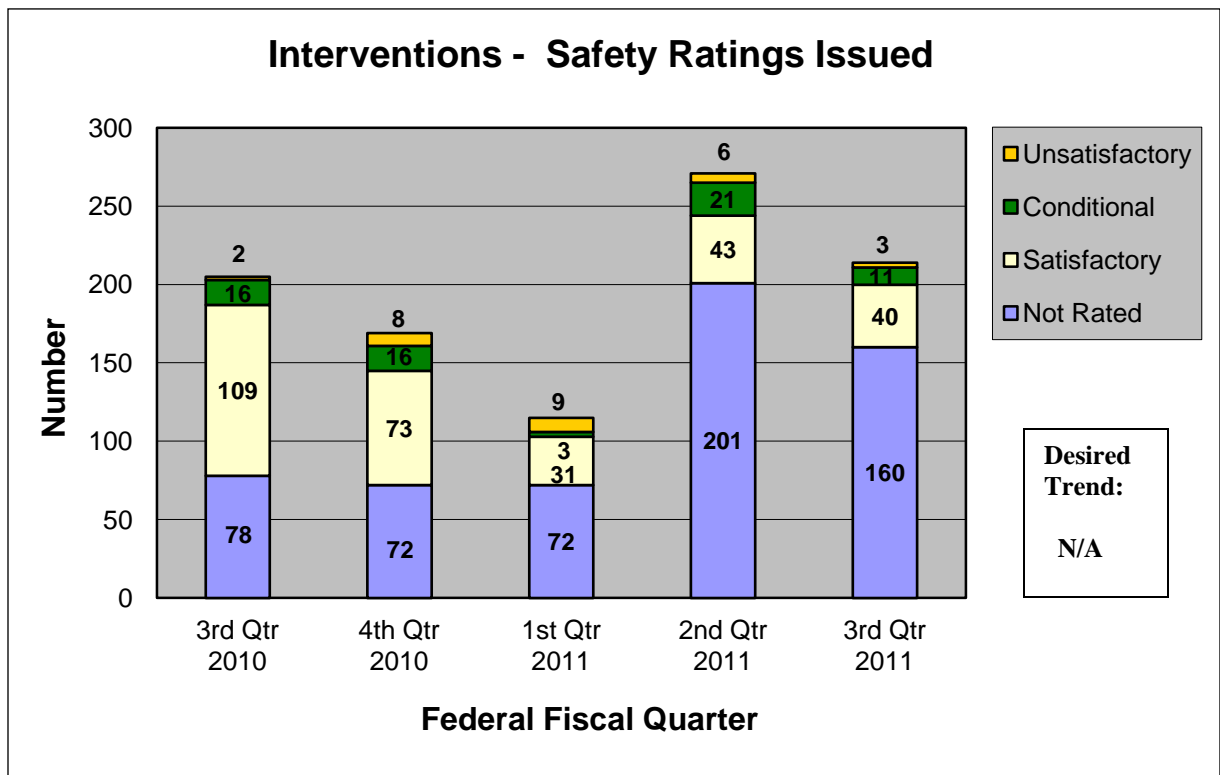
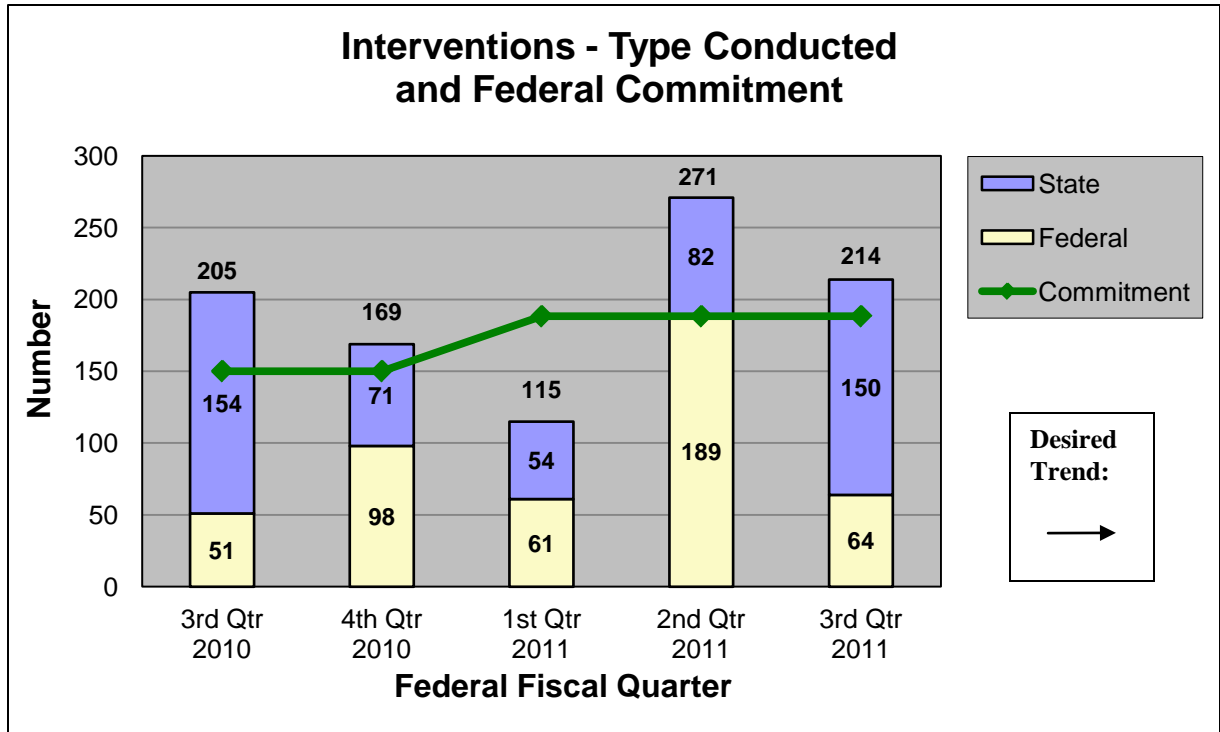
The charts show the number of interventions conducted per quarter and federal fiscal year. Only carriers who have received "on-site" interventions receive a safety rating. The process evaluates safety and assigns one of three ratings to motor carriers operating in interstate or intrastate commerce: satisfactory, conditional or unsatisfactory. To obtain a satisfactory safety rating, a motor carrier must demonstrate that it has adequate safety management controls in place. The federal commitment is the number of interventions MCS projects to complete during the federal fiscal year.

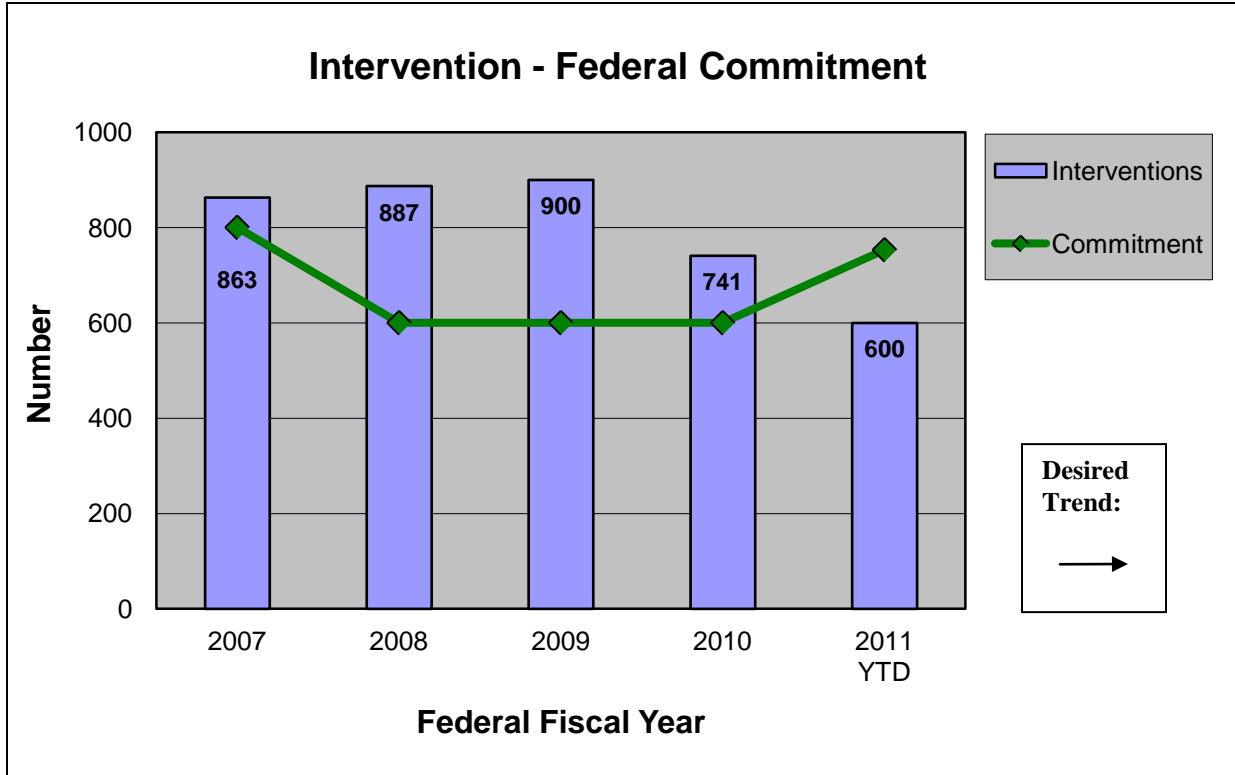
Efforts to improve motor carrier safety include coordinated safety activities of MoDOT, the Missouri State Highway Patrol, the FMCSA and the Kansas City and St. Louis police departments. MCS efforts include carrier safety and hazardous materials training, interactive Internet-based compliance tools and safety pamphlets.

Improvement Status:

Federal interventions began statewide on September 1, 2010. During the third quarter of federal fiscal year 2011, there were a total of 214 interventions completed. Safety & Compliance is on target to meet the goal of 753 interventions for federal fiscal year 2011.







Safe Transportation System

Number of safety audits conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Matt Freeman, Motor Carrier Investigations Specialist

Purpose:

This measure tracks the number of safety audits conducted by MoDOT Motor Carrier Services investigators. MCS uses the information to verify new entrant motor carriers' compliance and knowledge of the Federal Motor Carrier Safety Regulations.

Description:

A safety audit is an examination of a new motor carrier's operation providing motor carrier services an opportunity to educate new motor carriers. MCS investigators review the operational requirements of the FMCSRs and applicable Hazardous Material Regulations and gather critical safety data needed to make an assessment of the carrier's safety performance and basic safety management controls. Safety audits do not result in safety ratings. Performance-based information, when available, is used to evaluate the carrier's compliance with vehicle regulations.

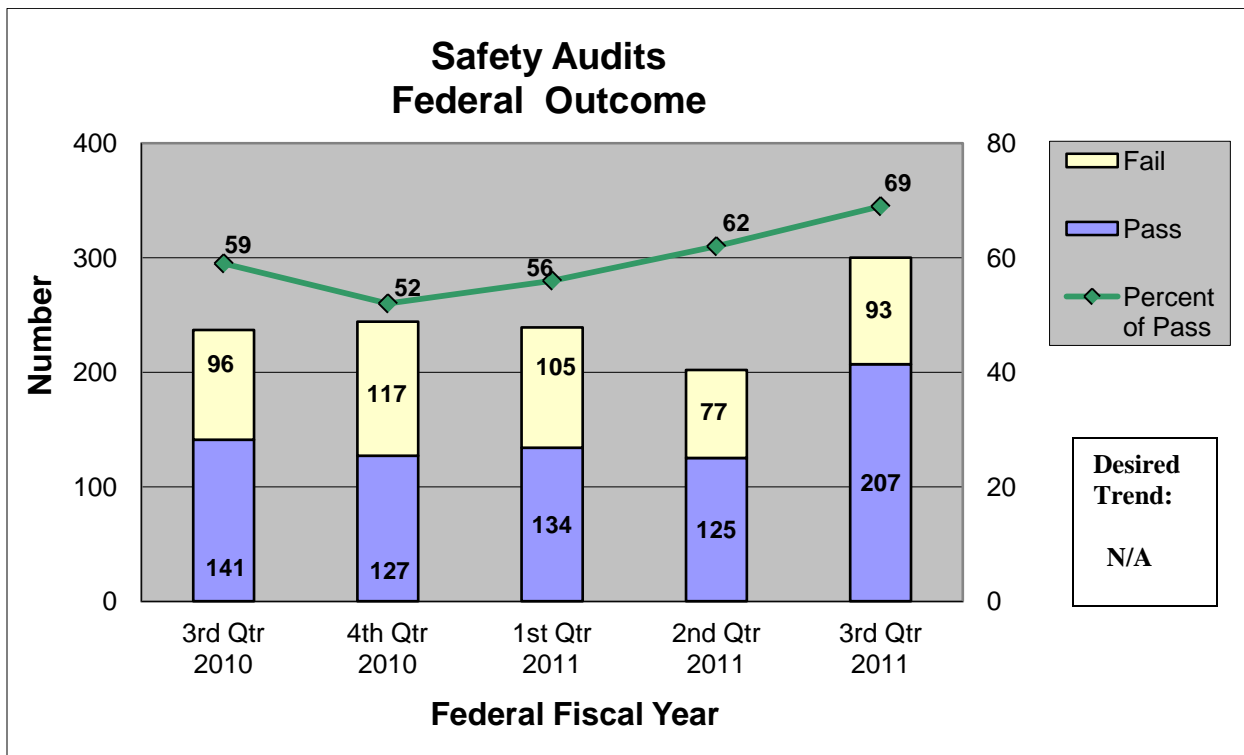
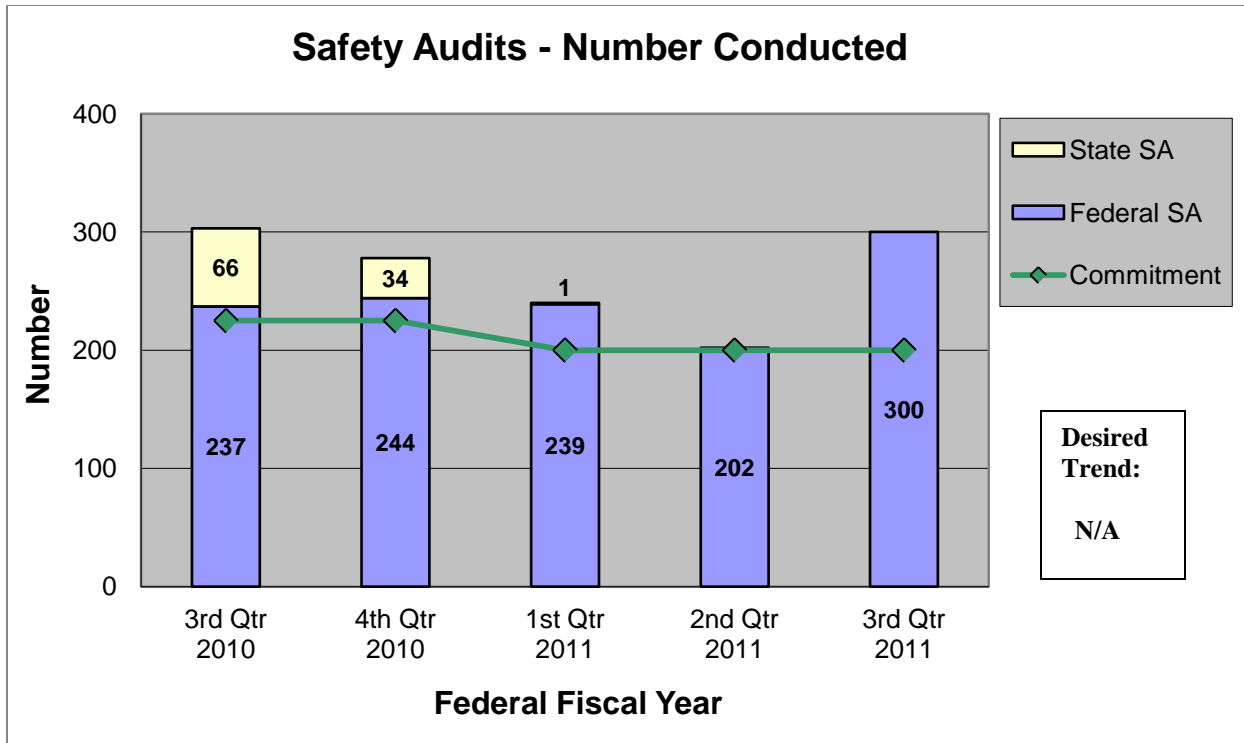
The New Entrant safety assurance process raised the standard of compliance for passing the audit. FMCSA identified 16 regulations it considers essential to operate in interstate commerce. Failure to comply with any one of the regulations results in automatic failure of the audit. Enforcement of the program began December 16, 2009.

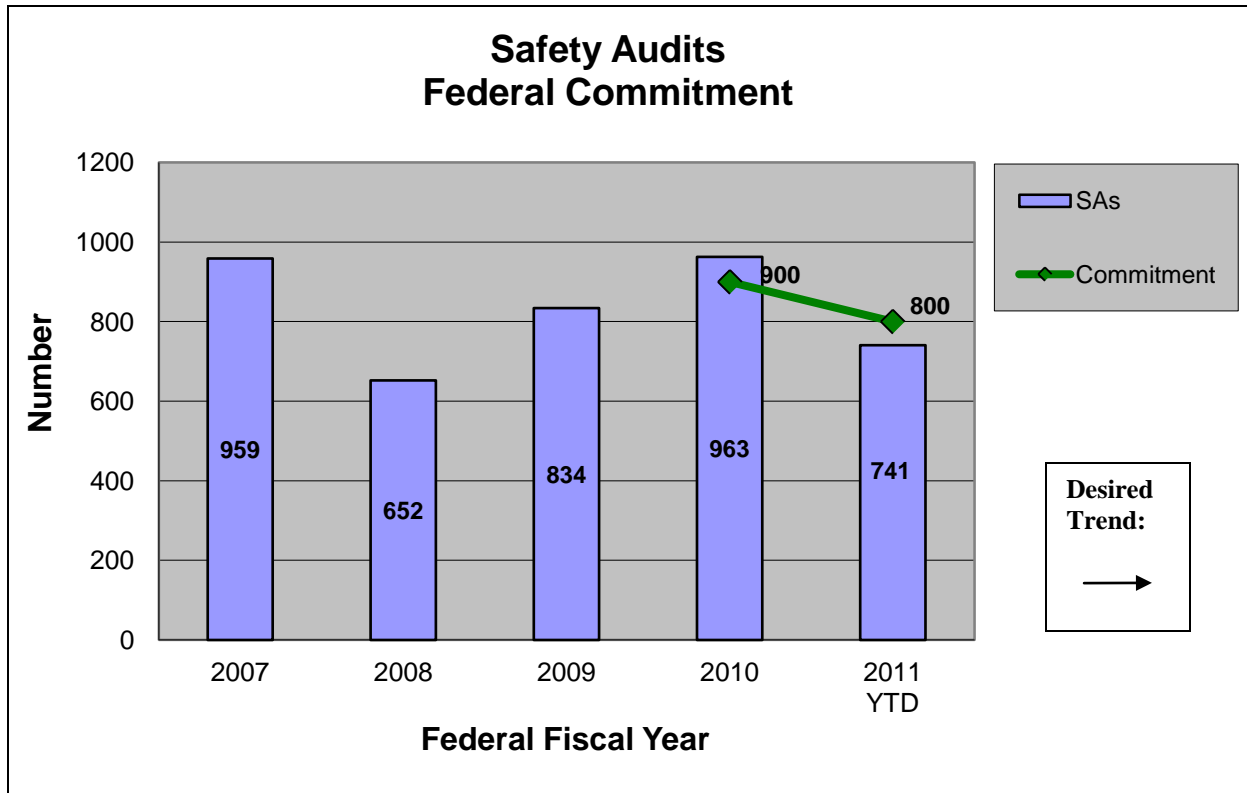
The charts below shows the number of SAs conducted per quarter together with the outcome of the safety audit. A pass or fail designation is issued to a motor carrier upon completion of the SA and indicates the new motor carrier's understanding of the FMCSRs and level of compliance at the time of the safety audit.

Improvement Status:

During the third quarter of federal fiscal year 2011, MCS conducted 300 federal SAs. This is an increase of 98 SAs from the second quarter of 2011 and an increase of 63 from the same quarter in 2010.

During the third quarter of federal fiscal year 2011, 69 percent of new entrant carriers passed the federal safety audit, an increase of seven percent from the second quarter of FFY 2011. Since the third quarter of 2010, safety audits resulting in a "Pass" rating have increased 10 percent. MCS continues to focus safety efforts on educating new carriers through SafeStart training programs, interactive Internet-based compliance tools and safety pamphlets. MoDOT coordinated safety efforts with the Missouri State Highway Patrol, the FMCSA and the Kansas City and St. Louis police departments.





Safe Transportation System

Number of vehicle safety inspections conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Kathy Hatfield, Motor Carrier Investigations Specialist

Purpose:

This measure tracks vehicle safety inspections conducted by MoDOT Motor Carrier Services Safety and Compliance team.

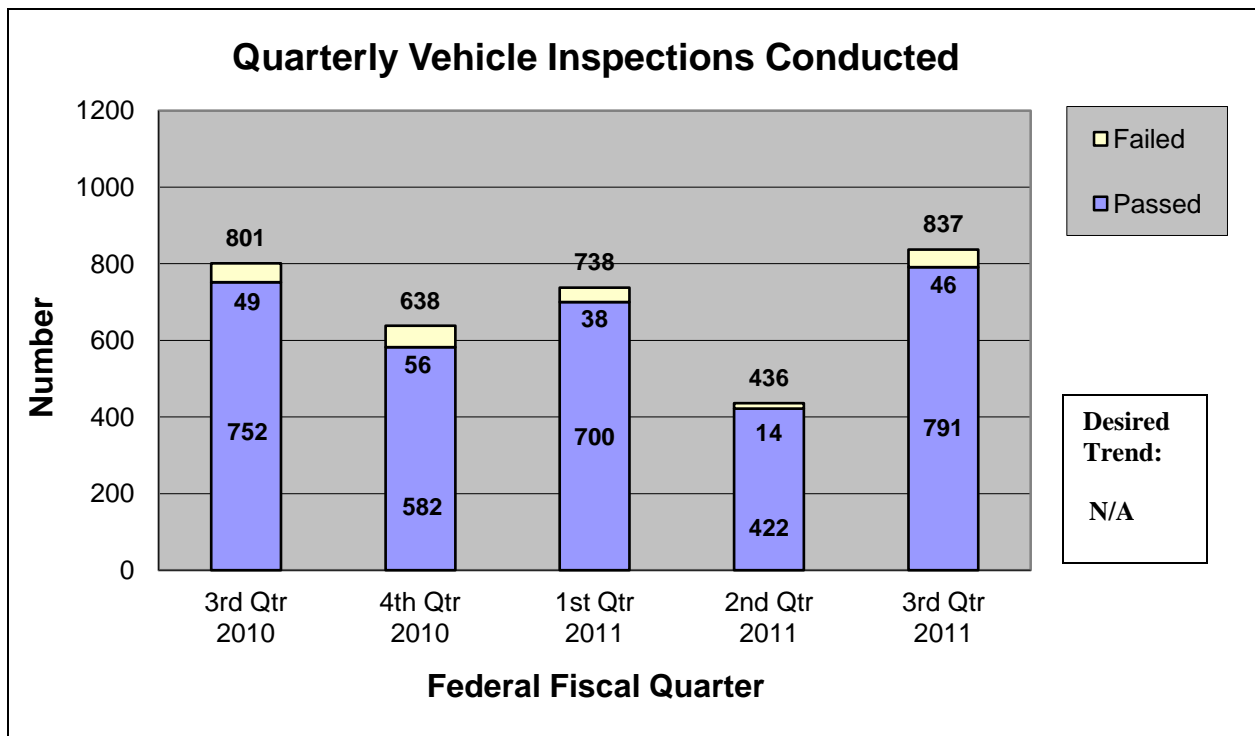
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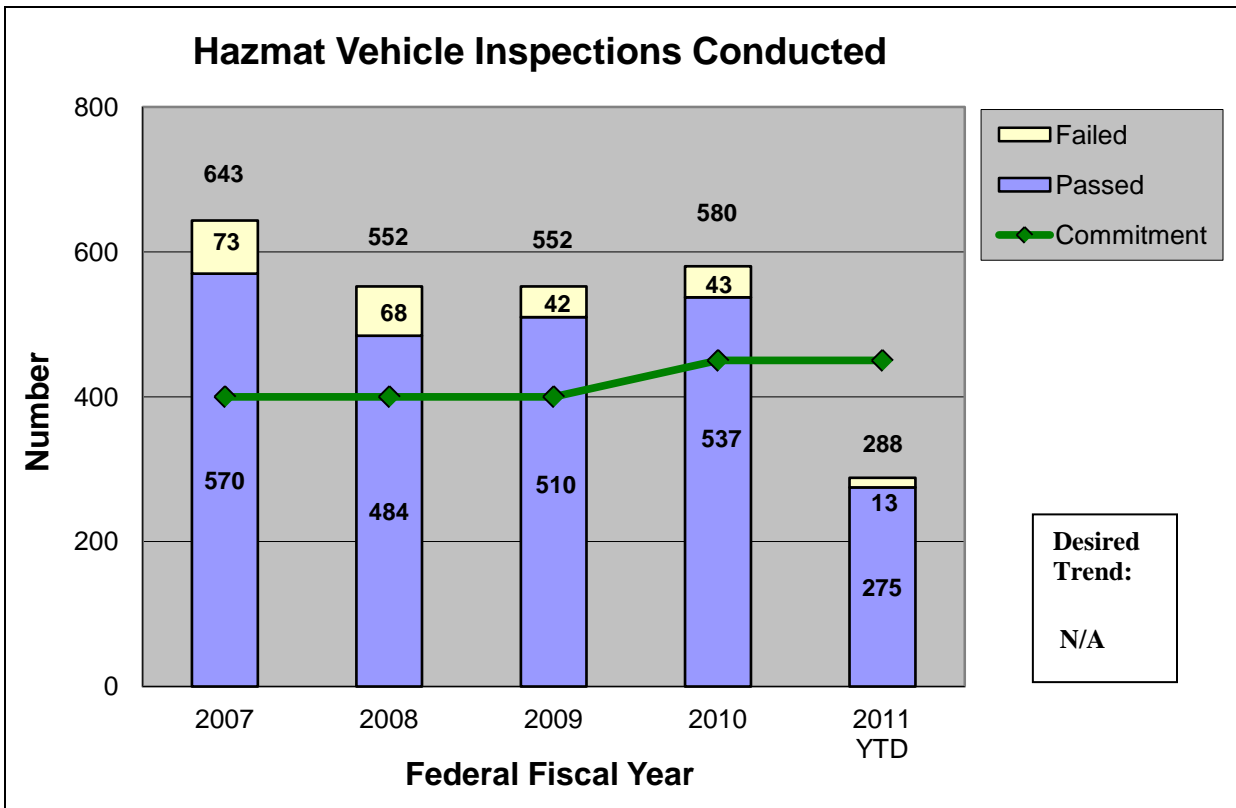
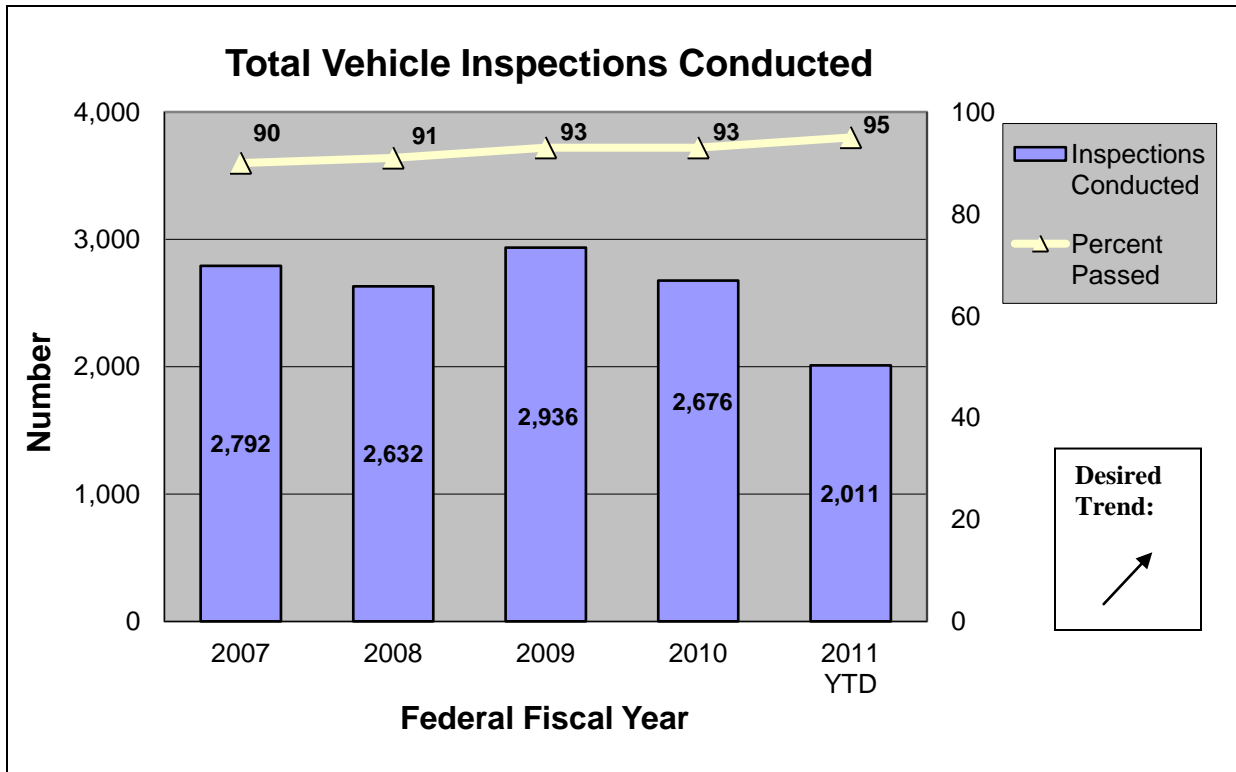
Vehicle safety inspections are examinations of motor carriers' commercial motor vehicles and records at a fixed terminal or destination facility. The inspection assesses the compliance of a company's motor vehicles and/or its drivers with Federal Motor Carrier Safety Administration safety, economic and hazardous materials regulations.

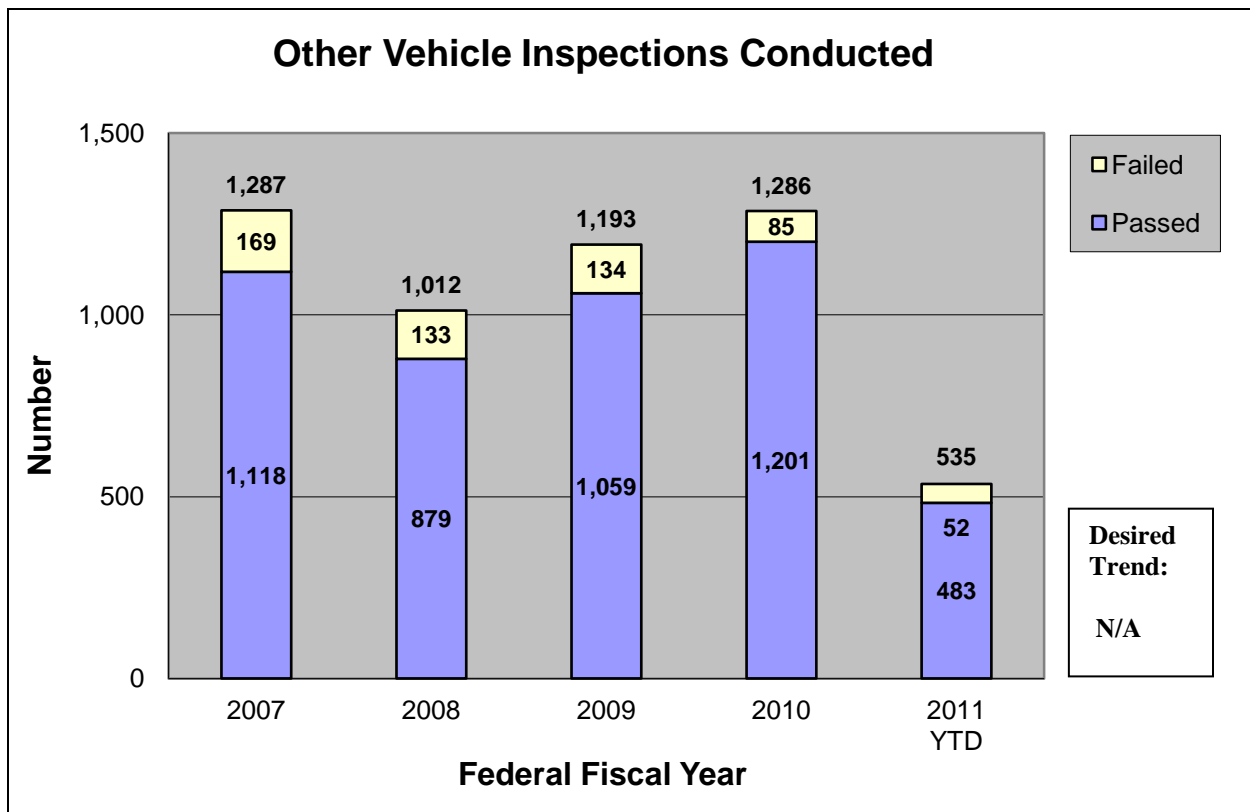
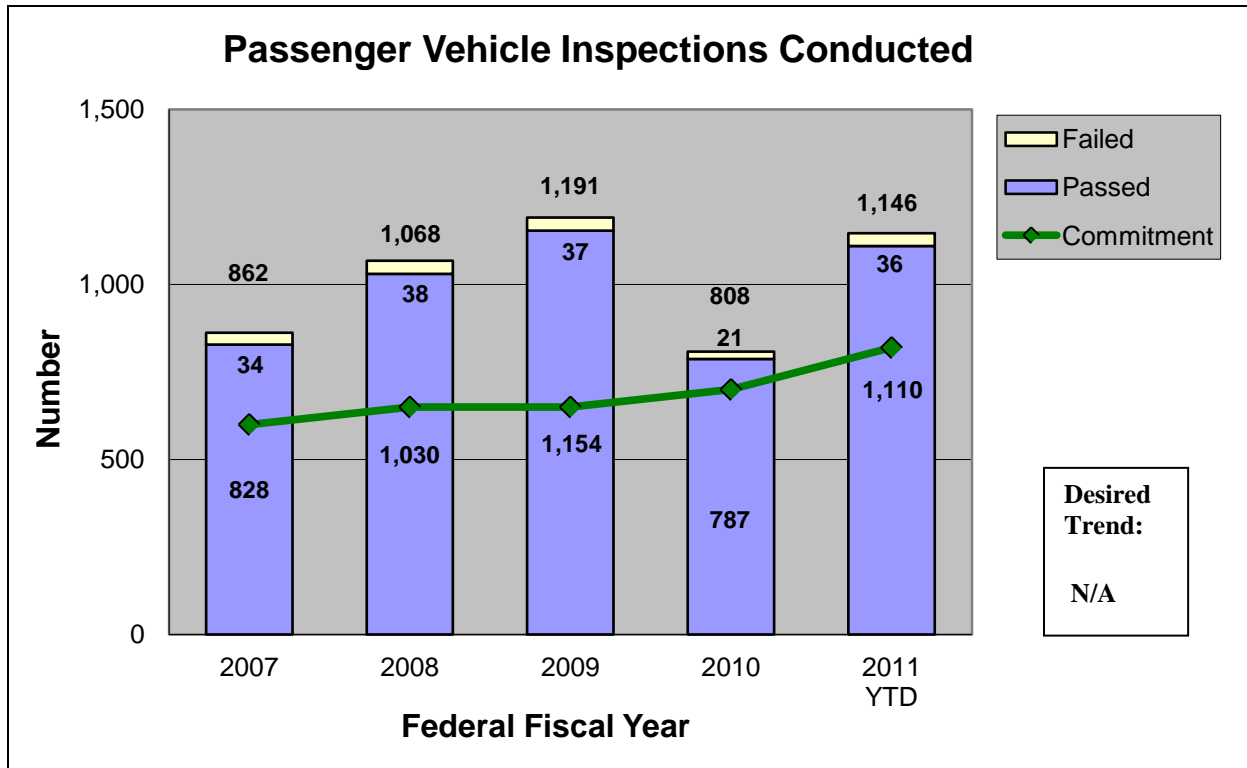
The first chart shows the number of vehicle inspections conducted per quarter and the percent that passed inspection. Additional charts report the total number of inspections conducted by category for the federal fiscal year and year to date, including those conducted in partnership with outside agencies. The charts on hazardous material and passenger vehicle inspections indicate MoDOT's Commercial Vehicle Safety Plan commitment. A passed designation is issued following a Commercial Vehicle Safety Alliance North American Standard commercial motor vehicle inspection process. When no critical vehicle inspection item violations are discovered a CVSA decal is issued. The failed designation is issued when violations cause the vehicle to be placed out of service.

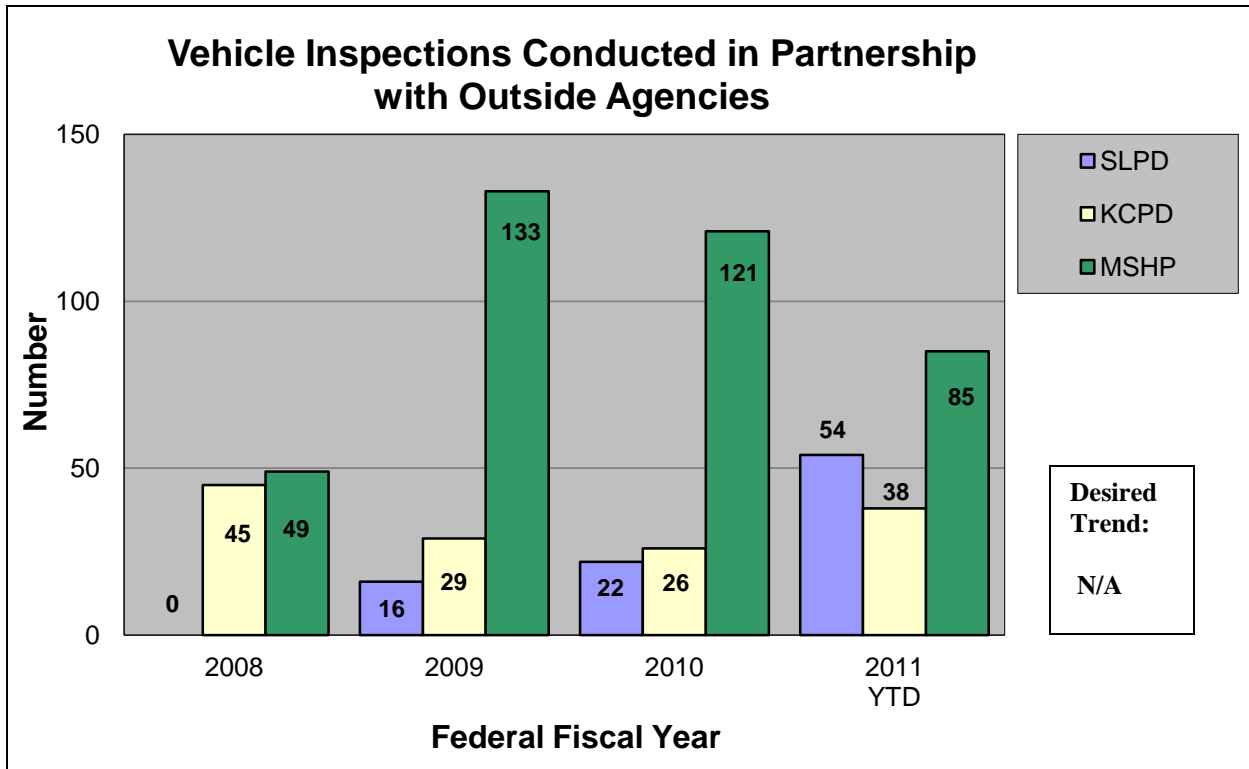
Improvement Status:

In the third quarter of federal fiscal year 2011, Motor Carrier Services conducted 837 vehicle safety inspections. This is an increase of 36 inspections compared to the third quarter of fiscal year 2010. The increase in inspections is due to an expanded focus on passenger carriers. Total vehicle inspections conducted in fiscal year 2011 are on track to meet all commitments. During federal fiscal year 2010, 93 percent of the 2,676 vehicles inspected passed inspection.









Safe Transportation System

Roadside inspection and out-of-service rate

Motor Carrier Services Director: Jan Skouby

Data Driver: Jerry Baker, Transportation Program Manager

Purpose:

This measure tracks the results of roadside safety inspections conducted on Missouri based carriers nationwide. Measurement is based upon out-of-service rates for drivers, vehicles and hazardous materials shipments. The goal is to drive down the out-of-service rates in all areas by continuing to partner with Missouri MCSAP agencies to make sure that commercial vehicles and drivers are in the safest operating condition possible and that motor carriers are working toward voluntary compliance with the various laws, rules and regulations governing the transportation industry.

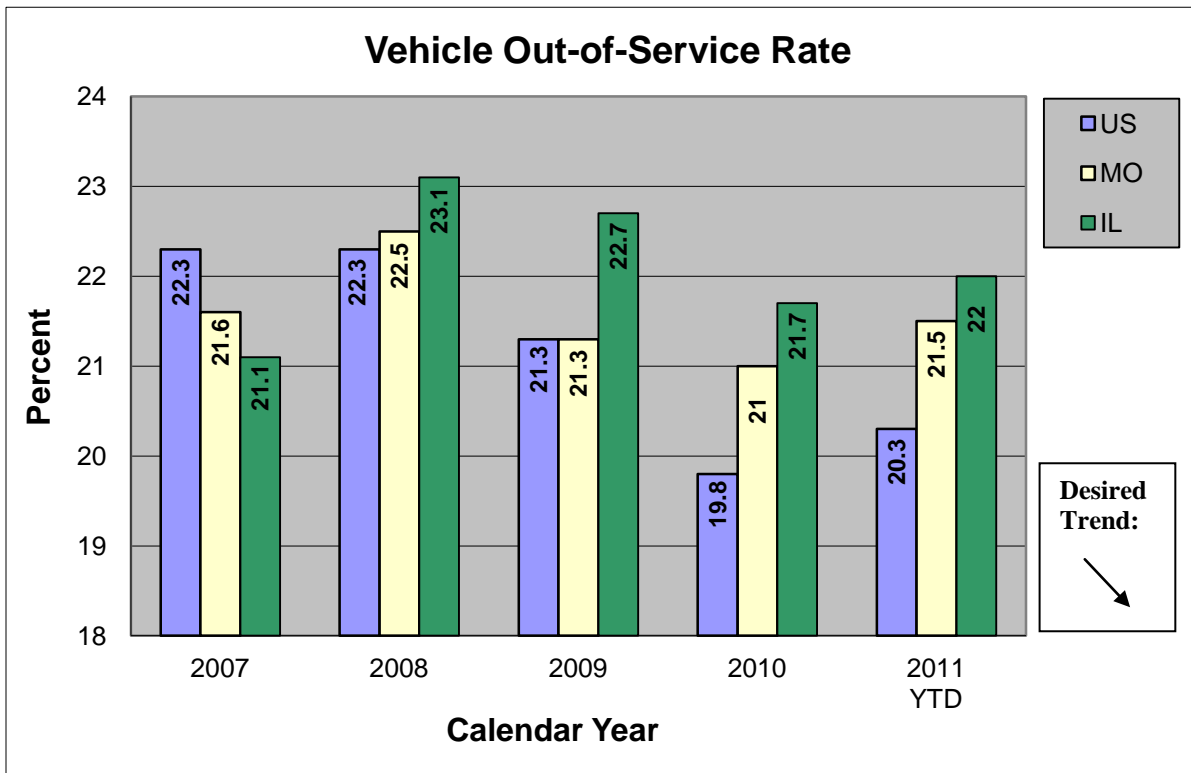
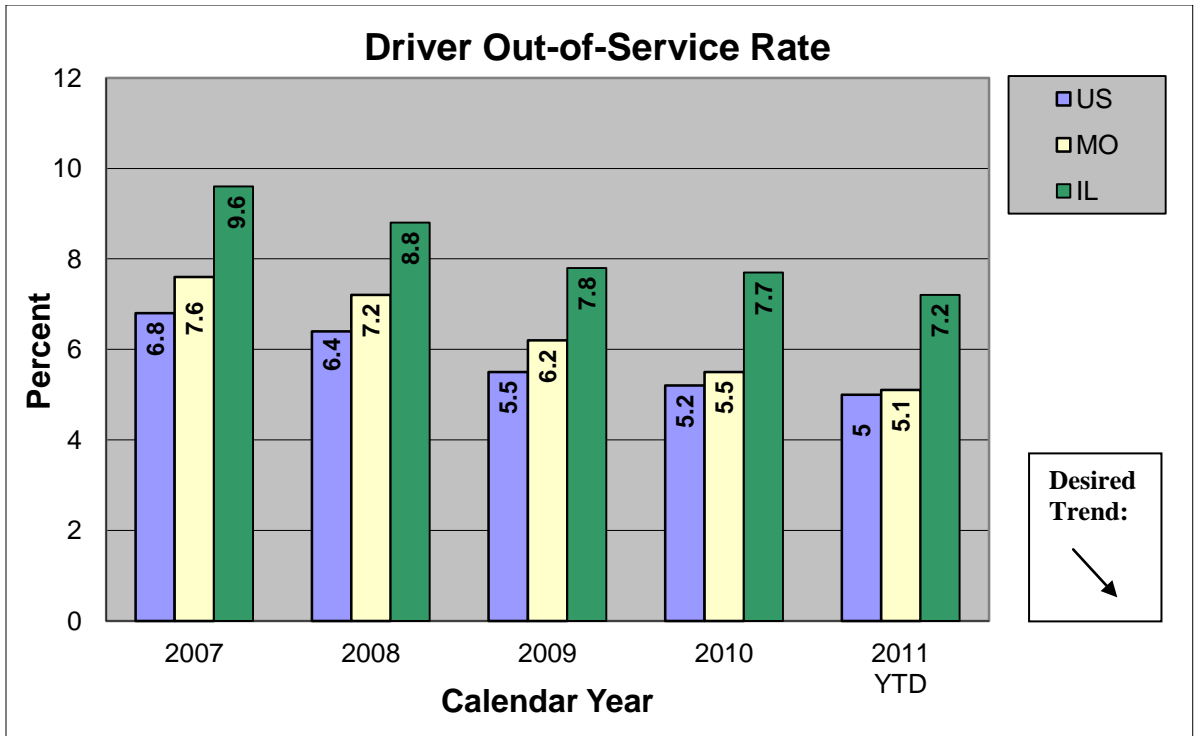
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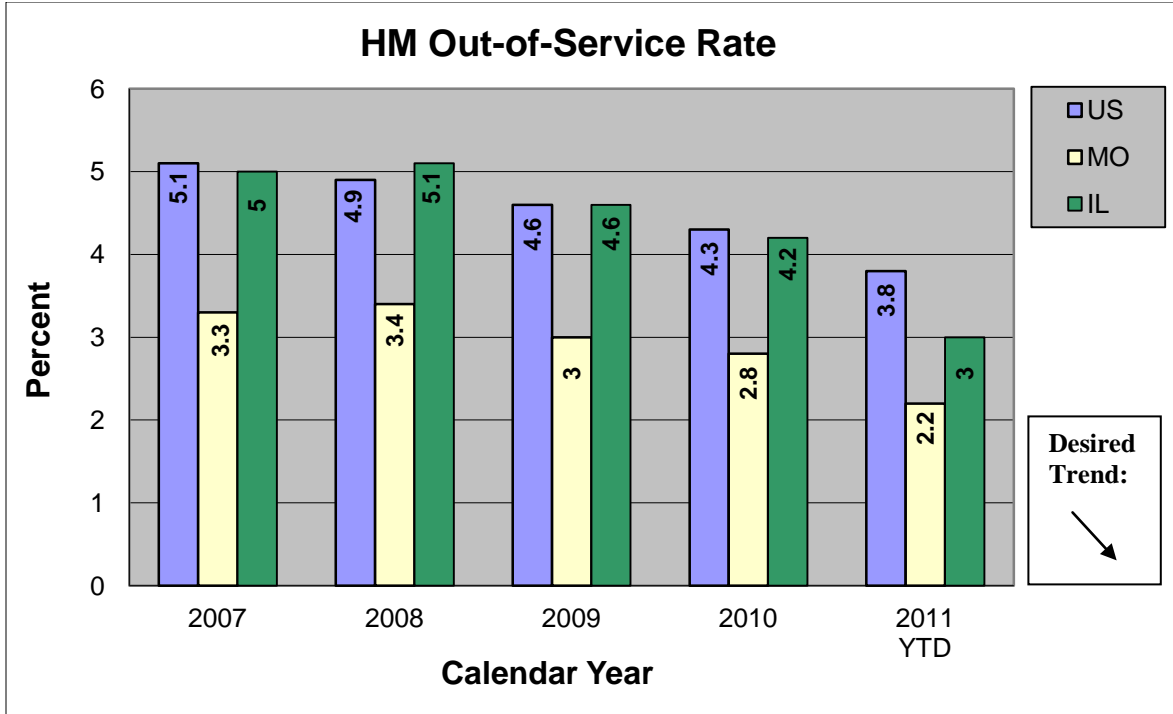
Roadside safety inspections are conducted on commercial motor vehicles and drivers en route by the Missouri State Highway Patrol, Kansas City Police Department and the St. Louis Metropolitan Police Department. The Safety and Compliance Section of the Motor Carrier Services Division of MoDOT conducts safety inspections at carrier terminals and special inspection details periodically. The goal of these inspections is to ensure that drivers of commercial vehicles are properly licensed, medically qualified, and are not impaired by fatigue, alcohol or controlled substances as well as making sure the vehicle is in a safe operating condition. Safety is gauged by determining compliance with federal regulations and Missouri state statutes. The possible results of an inspection: the driver and vehicle are found to be violation free, therefore, the driver and vehicle continue in operation; violations are detected that do not have an immediate impact on safety and the driver and vehicle continue in operation but violations must be corrected prior to the next dispatch; or the driver or vehicle are found to be in violation that has an immediate adverse impact on safety and are placed out of service to correct the violation. The North American Standard Out-of-Service Criteria developed by the Commercial Vehicle Safety Alliance is the standard for determining whether or not a vehicle or driver is to be placed out-of-service.

Illinois is the benchmark. An average of five years of inspection data from Missouri and Illinois provide a platform for out-of-service rate comparisons. The national out-of-service rates determine how Missouri based carriers rank nationally. The first chart shows the driver out-of-service percentage for the U.S, Missouri based carriers and Illinois based carriers. The second chart shows the vehicle out-of-service percentage and the third chart shows the out of service rates for hazardous material transportation violations and are based on the same comparison information as noted above. All charts track data for calendar years 2007 – 2011. The totals for calendar year 2011 are current to the end of the first quarter (January – March).

Improvement Status:

The driver out-of-service rate for Missouri based carriers declined from CY 2007 through the second quarter of CY 2011. The vehicle out-of-service rate for Missouri based carriers declined from CY 2009 to CY 2010 and slightly increased for the second quarter of 2011. The hazardous material out-of-service rate declined over the last three years and is consistently below the national average and the out-of-service rate for Illinois based carriers. Vehicle out-of-service data is used to develop programs to assist Missouri carriers with an alert Vehicle Maintenance BASIC to lower the vehicle out-of-service rate. Also, Safety and Compliance investigators monitor the safety data of the largest Missouri carriers. The goal is to alert carriers if their CSA BASIC scores climb, indicating an increase in the number of violations cited on inspection reports, and to assist carriers to achieve and maintain a high level of safety compliance.





Safe Transportation System

Number of skill performance evaluations issued and conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Kathy Hatfield, Motor Carrier Investigations Specialist

Purpose:

This measure tracks Skill Performance Evaluations issued and conducted by MoDOT Motor Carrier Services Safety and Compliance team.

Description:

MoDOT may issue SPE Certificates to applicants who do not meet certain physical qualifications prescribed by law for drivers of commercial motor vehicles, but only if those individuals meet alternate standards, which satisfy MoDOT that the driver-applicant can safely operate a commercial motor vehicle. SPE Certificates are possible only for applicants who are not physically qualified because of *limb amputation, limb impairment, vision impairment, or insulin-treated diabetes mellitus*.

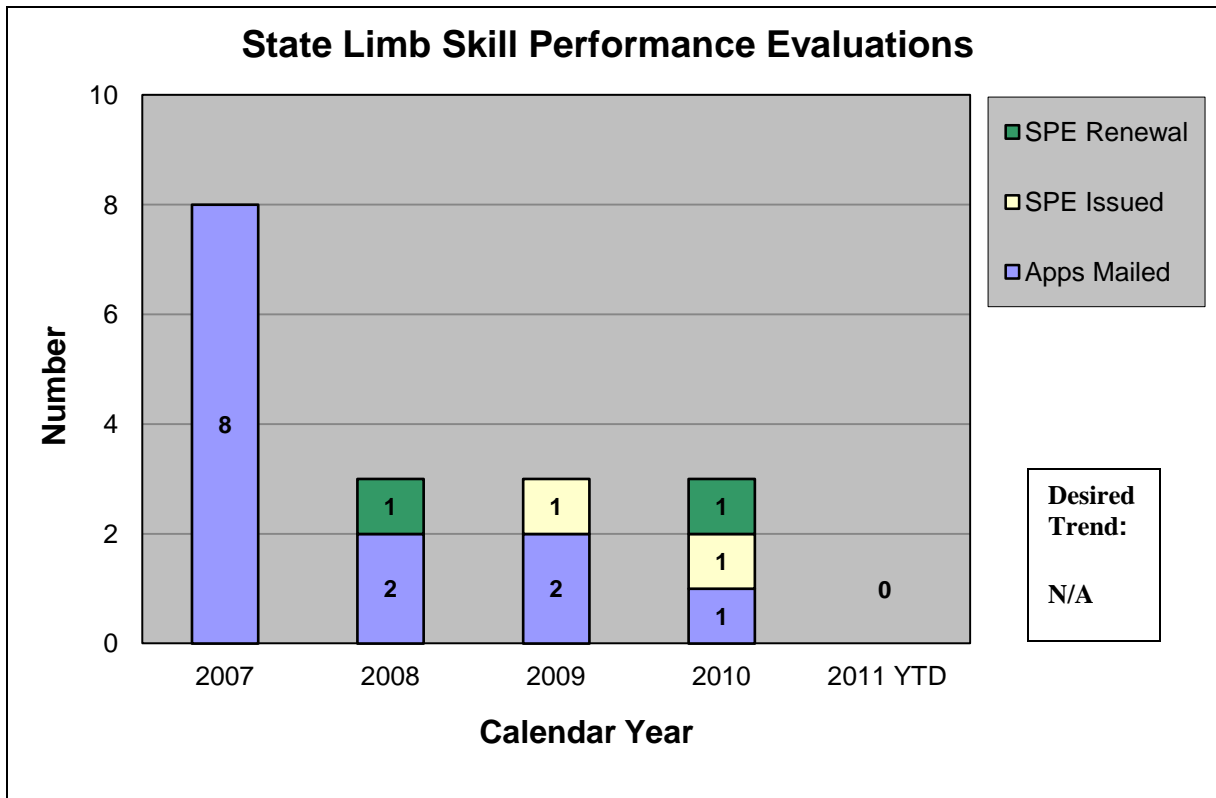
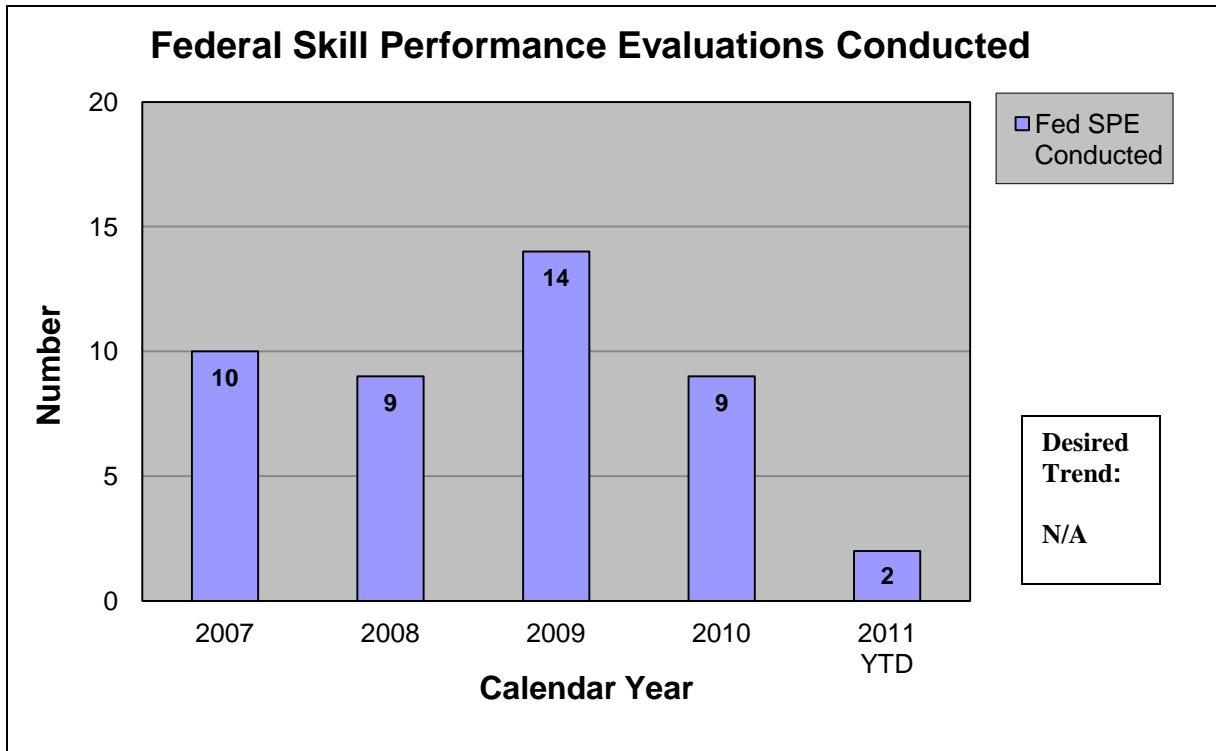
Applications for an SPE Certificate to operate intrastate commercial motor vehicles must be filed by an individual applicant-driver, either alone, or jointly with a sponsoring employer. SPEs are valid for a maximum of 24 months and may limit the driver to operating a commercial motor vehicle specially equipped to accommodate the physical limitation.

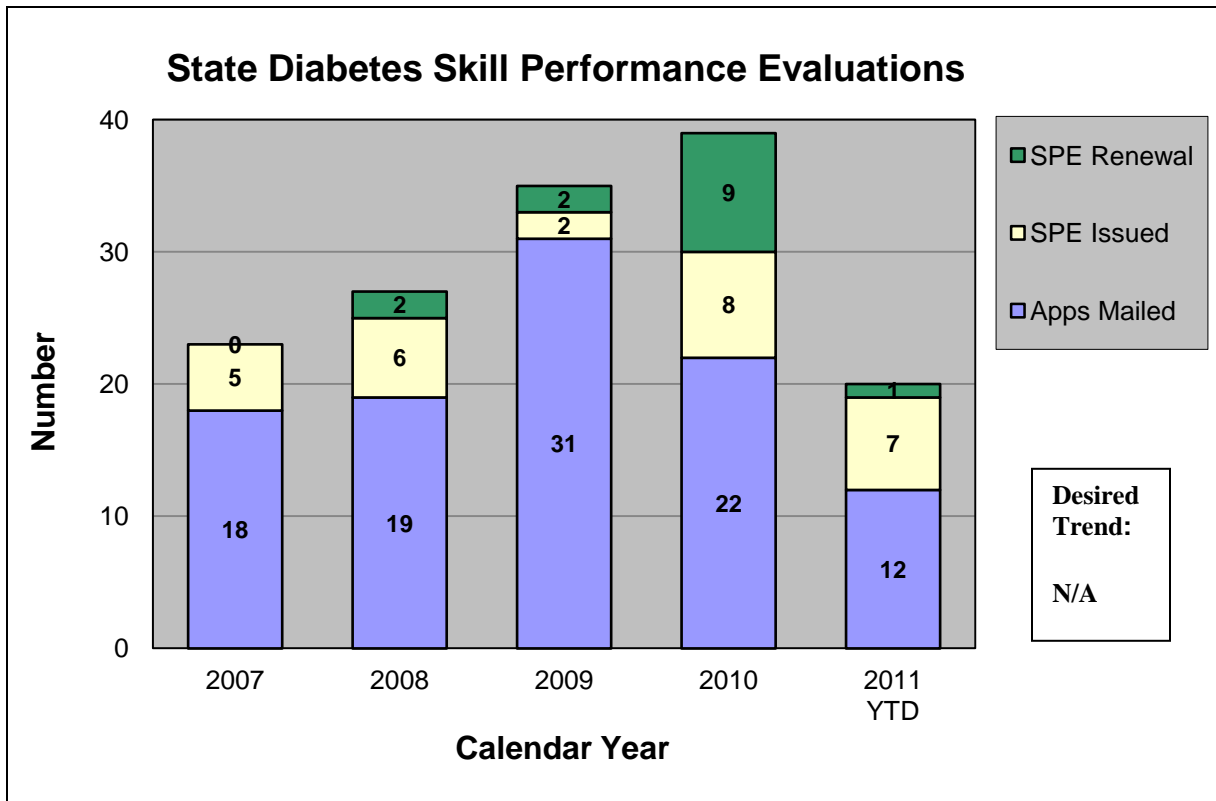
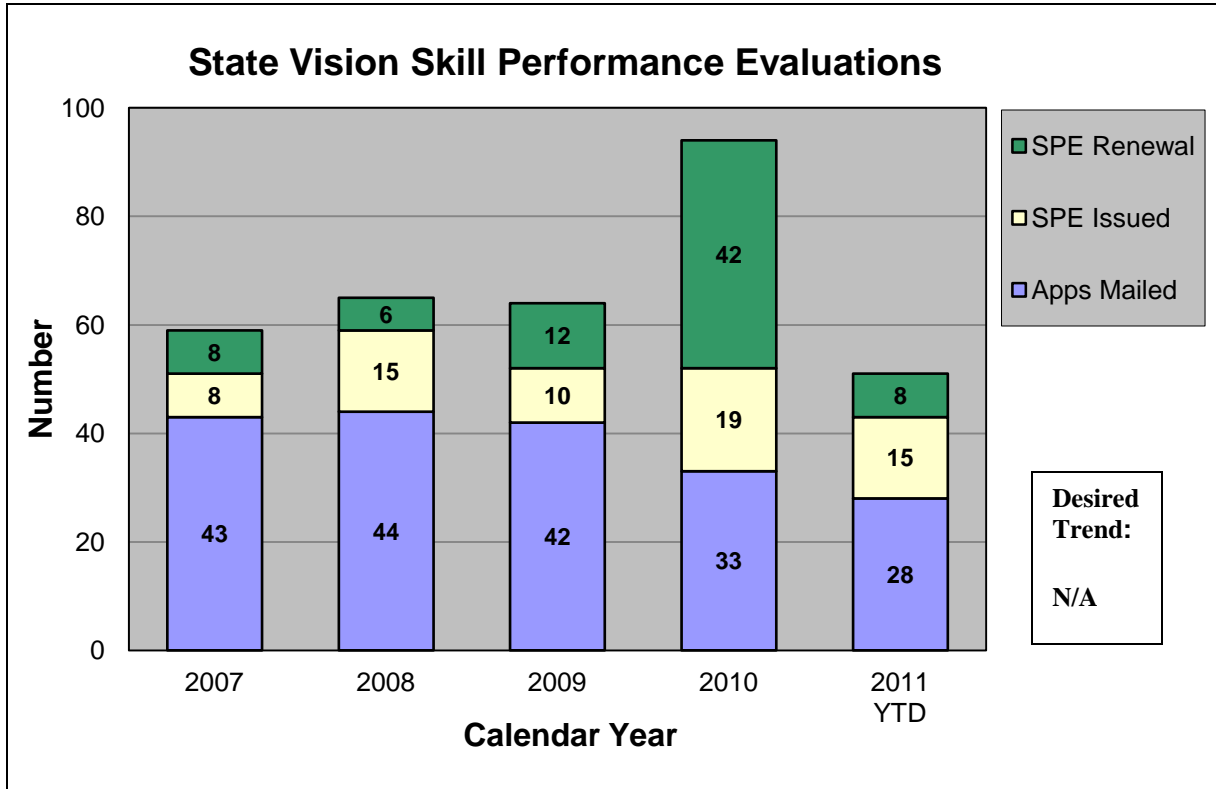
MoDOT currently offers this program only for intrastate drivers. Anyone seeking a medical exemption for interstate transportation must submit an application to the Federal Motor Carrier Safety Administration. MoDOT can waive some state application requirements if an applicant for an intrastate SPE Certificate already possesses a valid FMCSA interstate SPE Certificate or exemption.

The goal is to meet the needs of drivers by providing a process to those who would otherwise be medically disqualified from operating a commercial motor vehicle.

Improvement Status:

Between December 2003 and March 2011, MCS received 537 applications for waivers. A total of 84 SPE certificates are active: 63 for vision, 19 for diabetes and two for limb impairment.





Safe Transportation System

Number of interstate carriers placed out-of-service and issued a license suspension order

Motor Carrier Services Director: Jan Skouby

Data Driver: Darrell Colvin, Motor Carrier Investigations Specialist

Purpose:

This measure tracks the number of interstate motor carriers that are placed out-of-service by the Federal Motor Carrier Safety Administration and enter the Missouri interstate Performance and Registration Information System Management program. This measure also tracks carriers in the interstate PRISM program that are issued a license suspension order by MoDOT Motor Carrier Services.

Description:

MoDOT implemented the interstate PRISM program in 2007. The FMCSA sends MCS investigative personnel federal out-of-service orders for Missouri-based carriers. Missouri-based carriers are placed interstate out-of-service for one or more of the following reasons: failing new entrant safety audit, failing to pay federal fines, not allowing federal safety audit to be conducted, final unsatisfactory safety rating and being declared an imminent hazard. When a federal out-of-service order is issued, MCS issues the carrier a license suspension order. An out-of-service carrier must turn in their license plates, registration certificates, permits and other credentials. They cannot operate in interstate commerce and are placed back in service only after the federal out-of-service order and license suspension order are rescinded. On the 15th of each month an out-of-service carrier activity list is obtained from the Motor Carrier Management Information System, which identifies Missouri-based interstate OOS carriers that operate without authority.

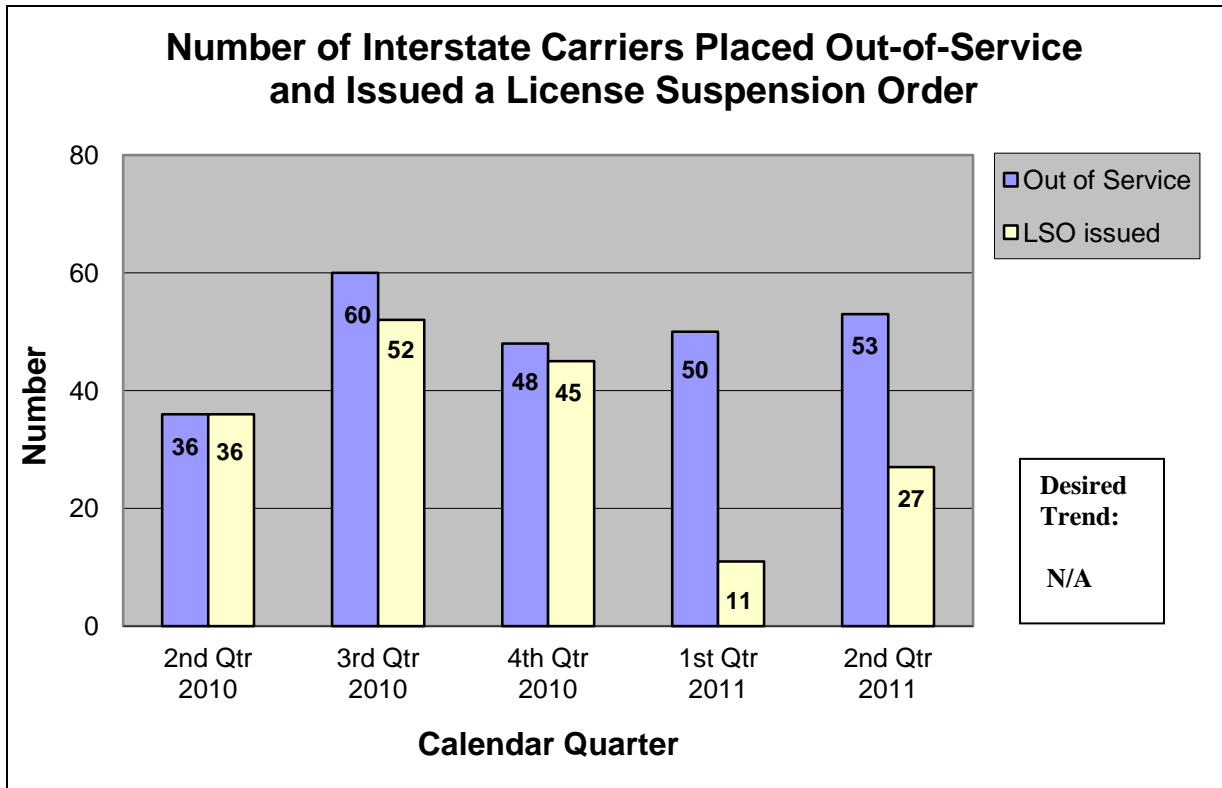
MCS Safety and Compliance tracks each new entrant that fails a federal safety audit. Carriers are contacted approximately 30 days prior to their potential federal out-of-service date. During the contact, investigators remind carriers of the corrective action plan requirements and help, if needed, with the plan submittal.

Improvement Status:

During the second quarter of 2011, MCS Safety and Compliance received out-of-service orders for 53 interstate motor carriers placed out-of-service by the FMCSA. Twenty-seven out-of-service carriers were identified and issued license suspension orders. Two carriers were reinstated by the FMCSA before MoDOT MCS issued a license suspension order. Twenty-four carriers who were placed out of service for failing their new entrant safety audit were not issued license suspension orders. This allowed the FMCSA time to fully implement their updated new entrant procedures, without adversely affecting a new entrant motor carrier who has complied with corrective action plan guidance.

The 53 out-of-service orders from the FMCSA include: five orders to carriers that owe federal penalties, and 48 orders to new entrant carriers. Twenty-three new entrants were placed out-of-service due to failing to allow a federal safety audit to be conducted. Twenty-five new entrants failed their federal safety audit and did not submit a corrective action plan within the required time limitations.

During the second quarter of 2011, MCS continued utilizing the new entrant strategic plan to assist the new motor carrier in becoming compliant, safe, and successful.



Safe Transportation System

Percent of commercial motor vehicle drivers using seat belts

Motor Carrier Services Director: Jan Skouby

Data Driver: DeAnne Rickabaugh, Outreach Coordinator

Purpose of the Measure:

This biennial measure tracks commercial drivers' compliance with the federal seat belt use regulation. Federal law mandates primary enforcement status of failure to use a seat belt while operating a commercial motor vehicle.

Measurement and Data Collection:

For the most recent study, MoDOT Highway Safety Division contracted with the Missouri Safety Center to conduct a visual survey of commercial motor vehicle drivers during one week of August in 2010. Spotters observed from 250 locations in 76 counties, making 18,877 observations of commercial drivers between 8 a.m. and 3 p.m.

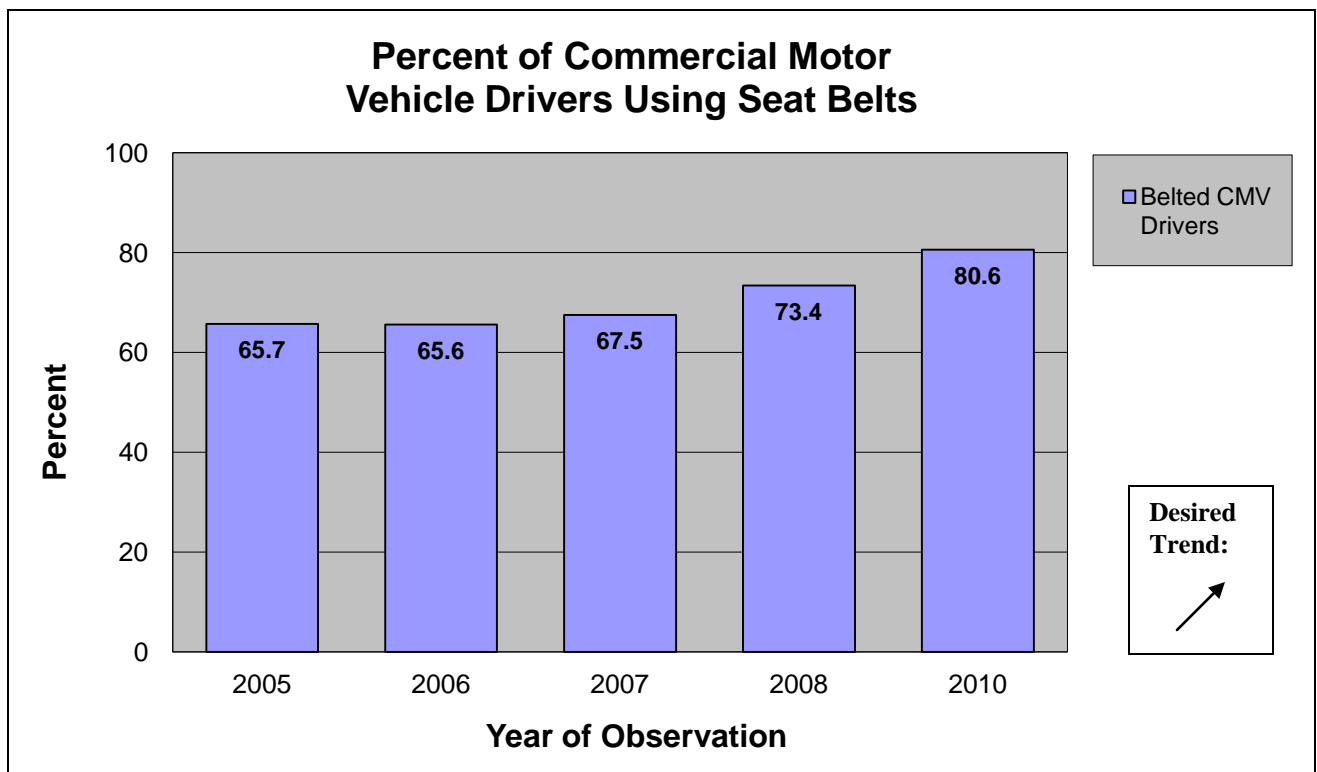
Data for studies in 2004, 2005 and 2006 are not as statistically valid as those in 2007 to 2010 because the total number of observations were lower.

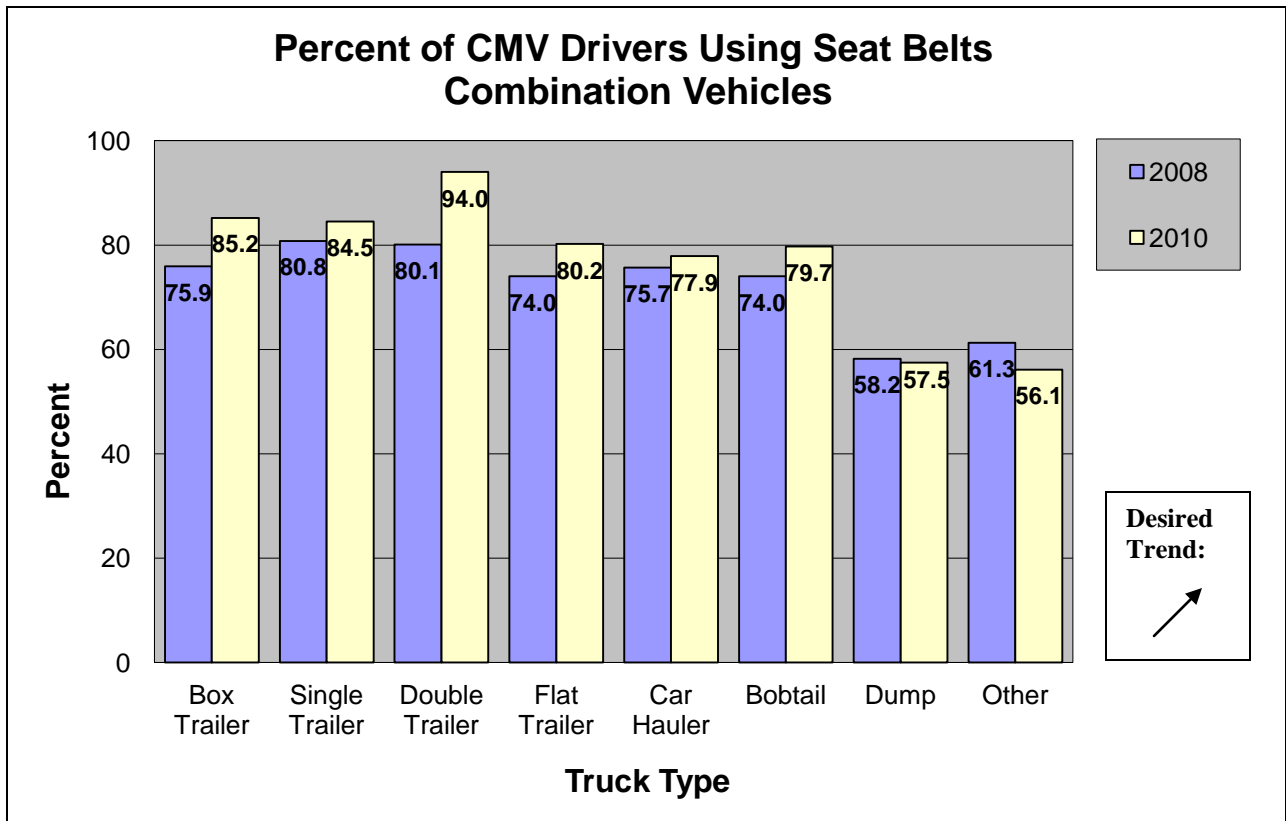
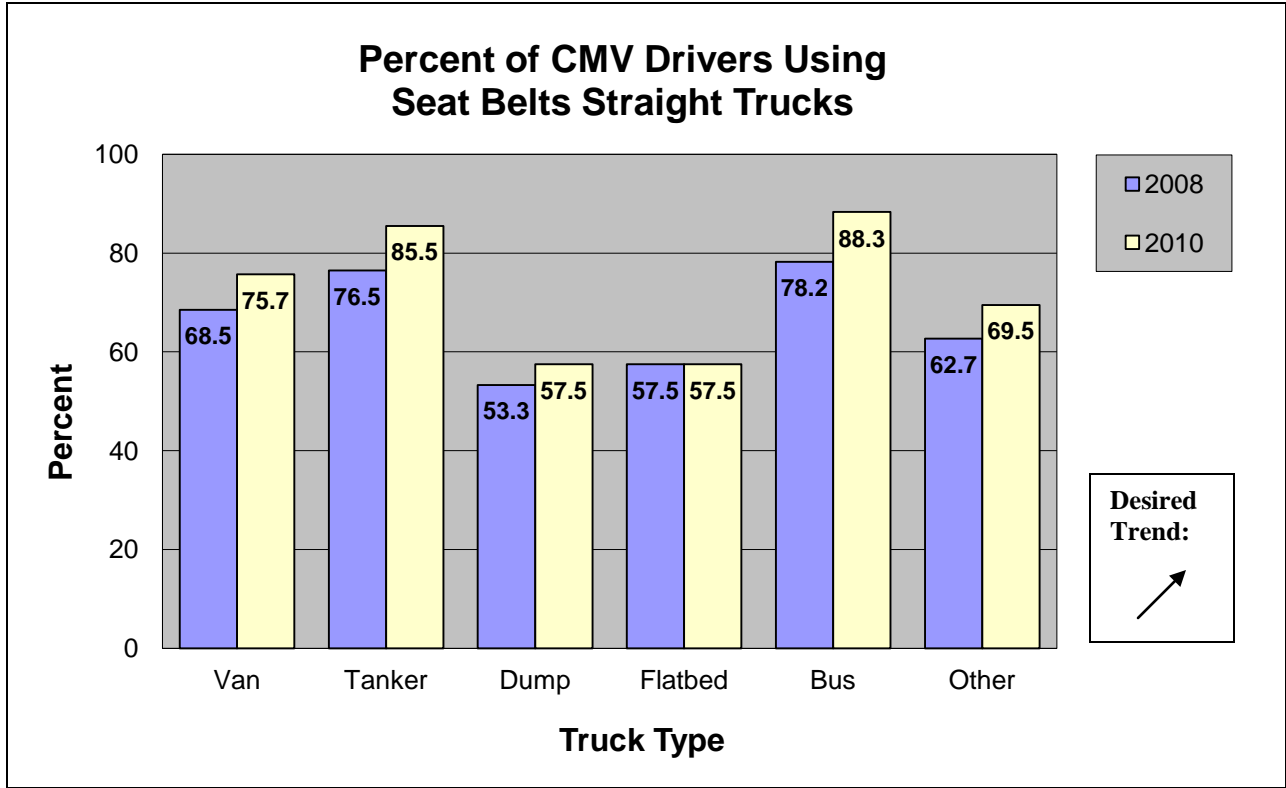
The 2009 CMV Driver Safety Belt Usage Study by the federal government reports a usage rate of 74 percent.

Improvement Status:

Missouri's 2010 CMV seat belt usage rate increased 6.2 percentage points. Usage increased across all truck types except flat bed single trucks, combination dump trucks and "other" combination vehicles.

MCS actively promotes seat belt use in person, during presentations and through every communication channel.





**Personal, Fast, Courteous and Understandable Response to
Customer Requests (Inbound)**

Average phone queue time and calls

Motor Carrier Services Director: Jan Skouby

Measurement Driver: Diana Stickler, Senior Administrative Technician

Purpose of the Measure:

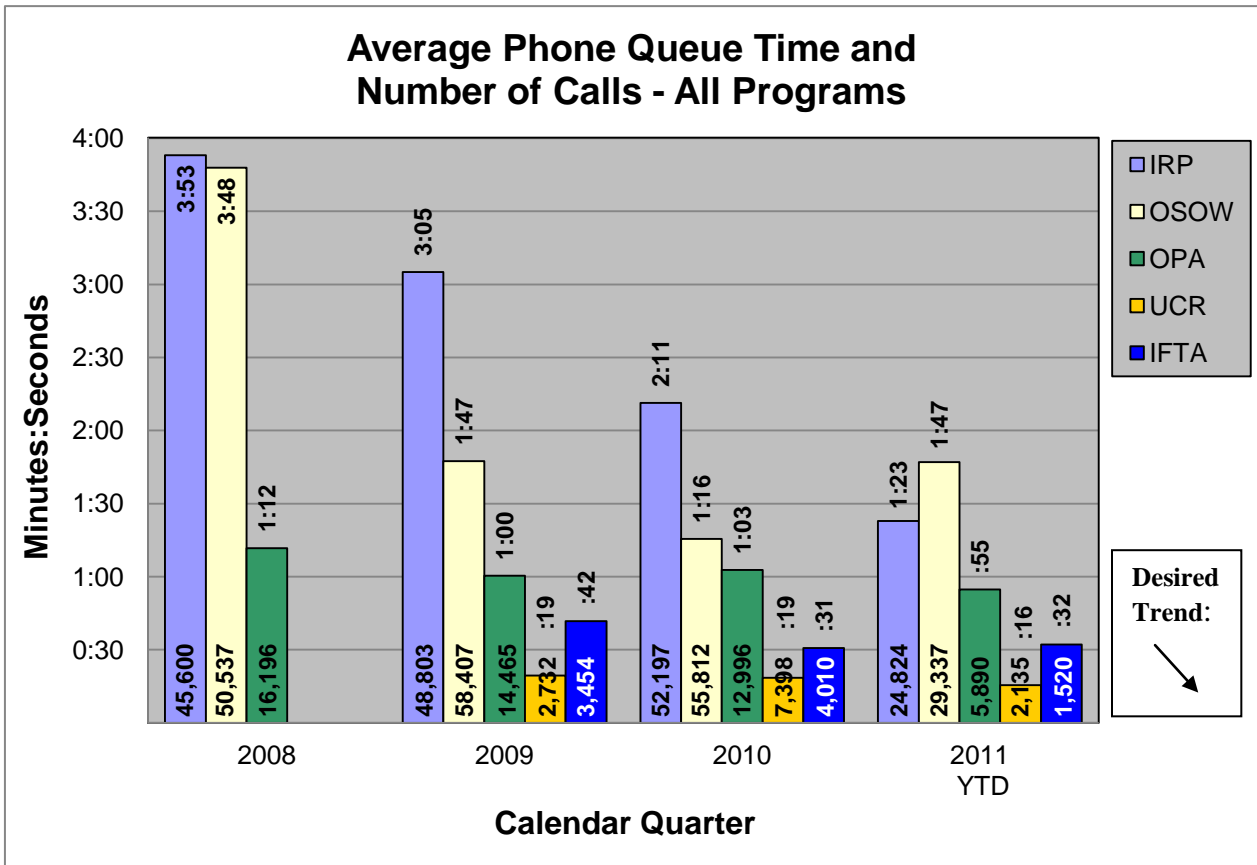
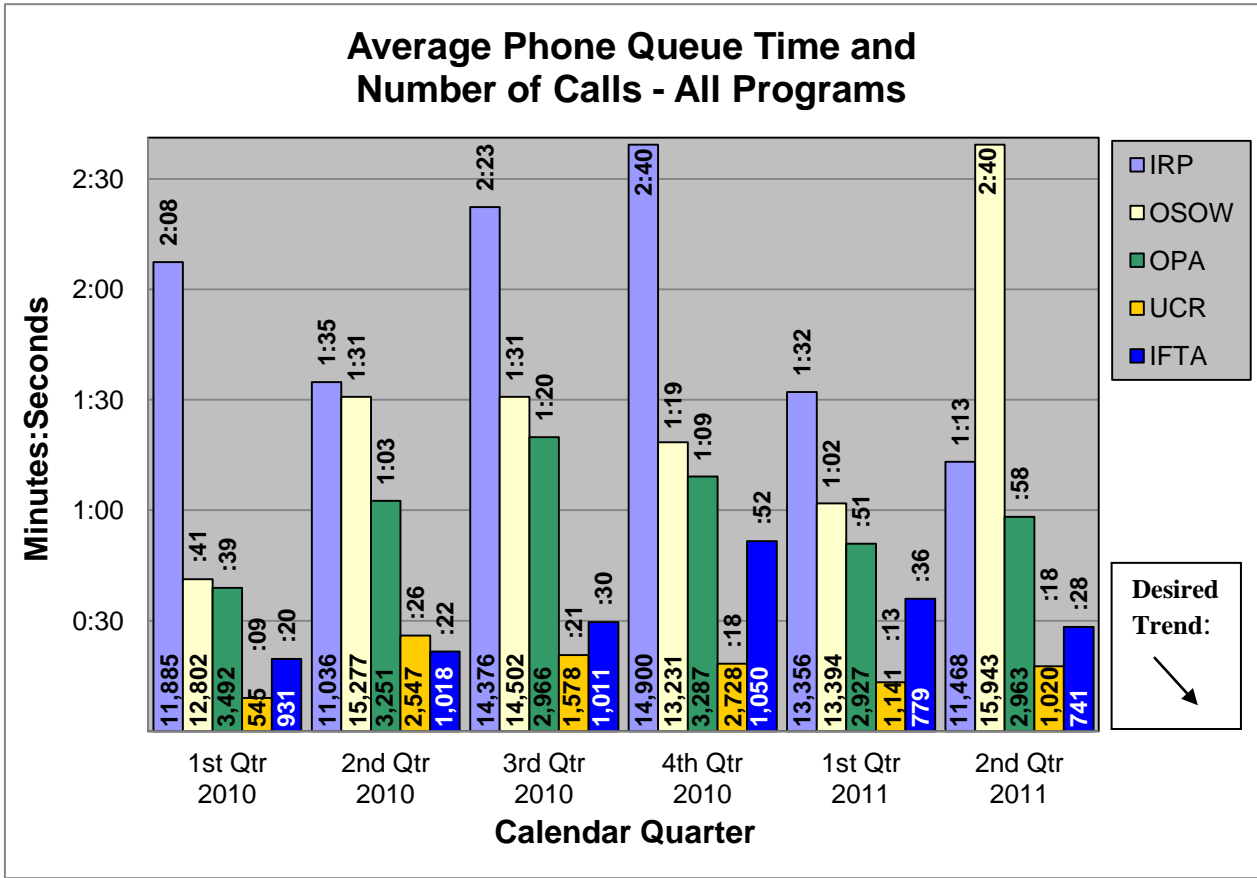
This measure tracks the number of phone calls received and the length of time calls wait in the phone queue of the CISCO phone system for the Motor Carrier Services including International Registration Plan, Oversize Overweight, Operating Authority, Unified Carrier Registration, Financial and Receptionist. The desired trend is to reduce the initial time that a customer is on hold in the phone queue.

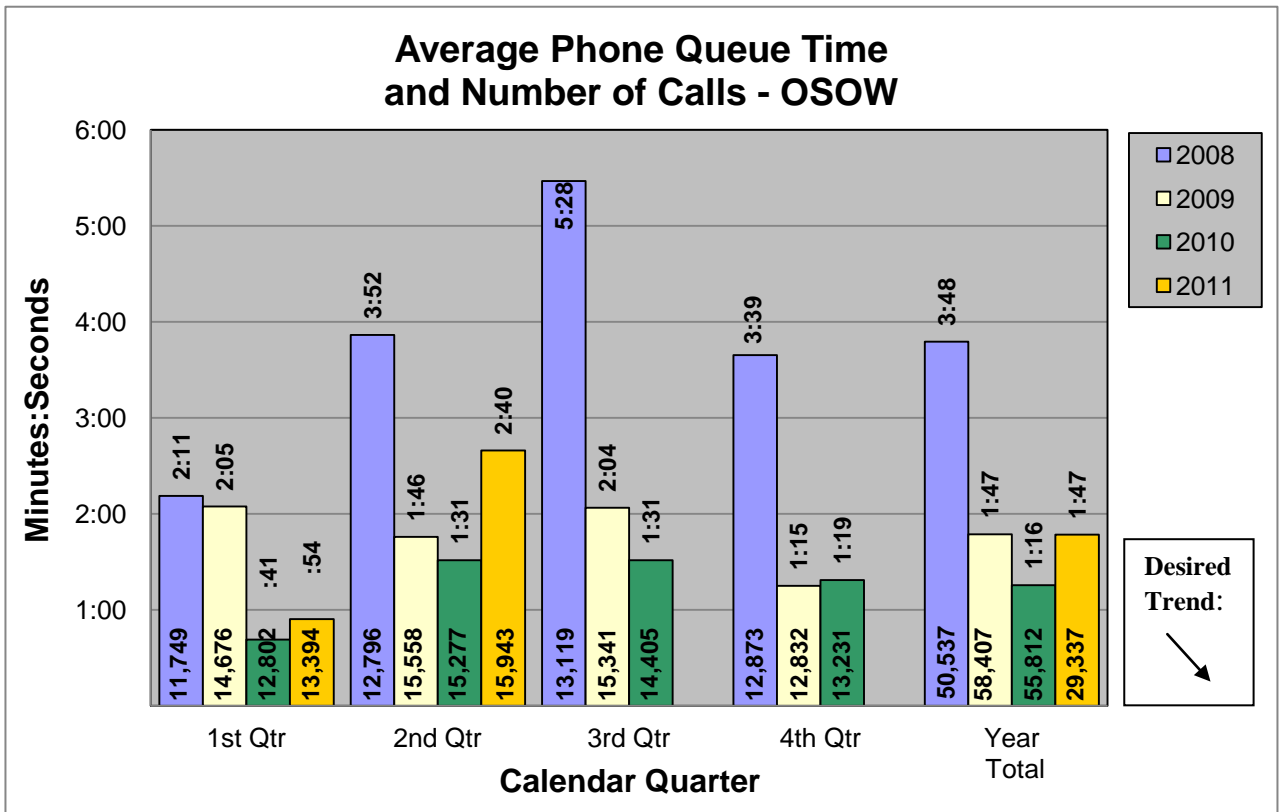
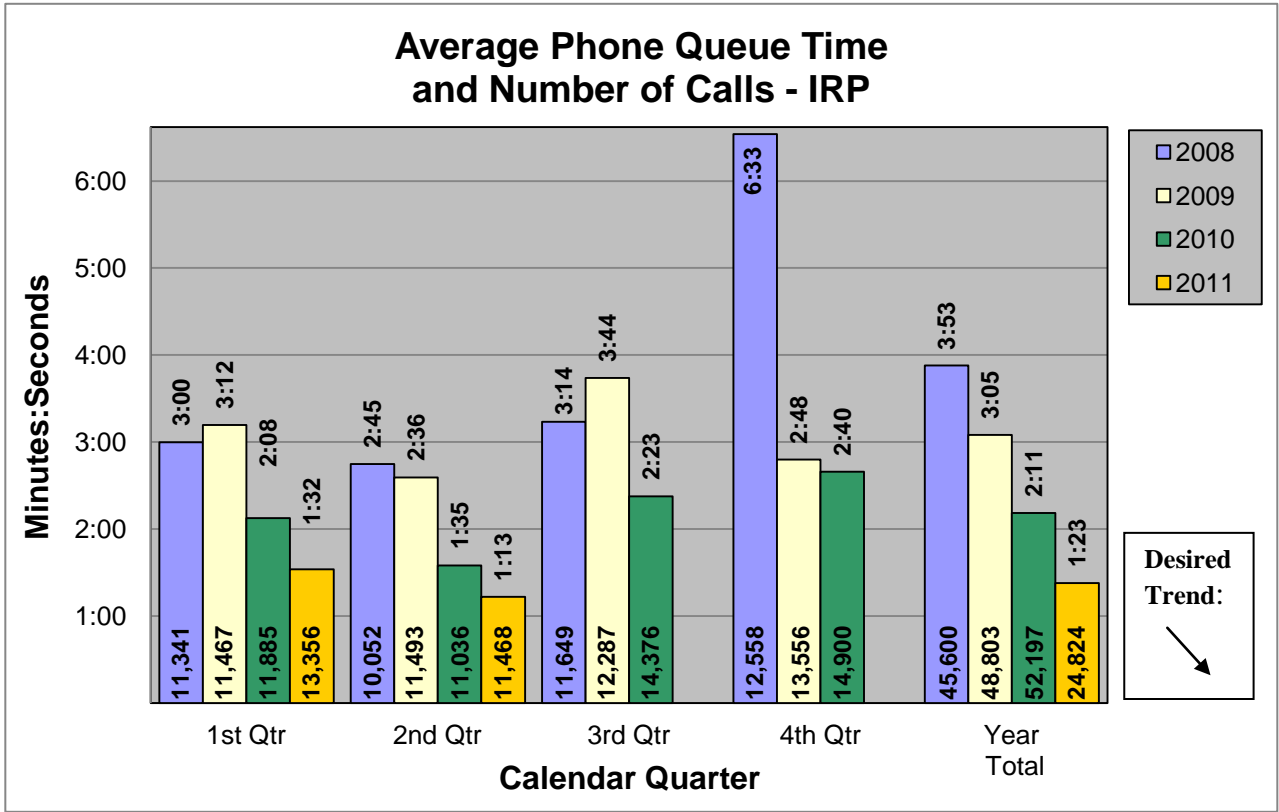
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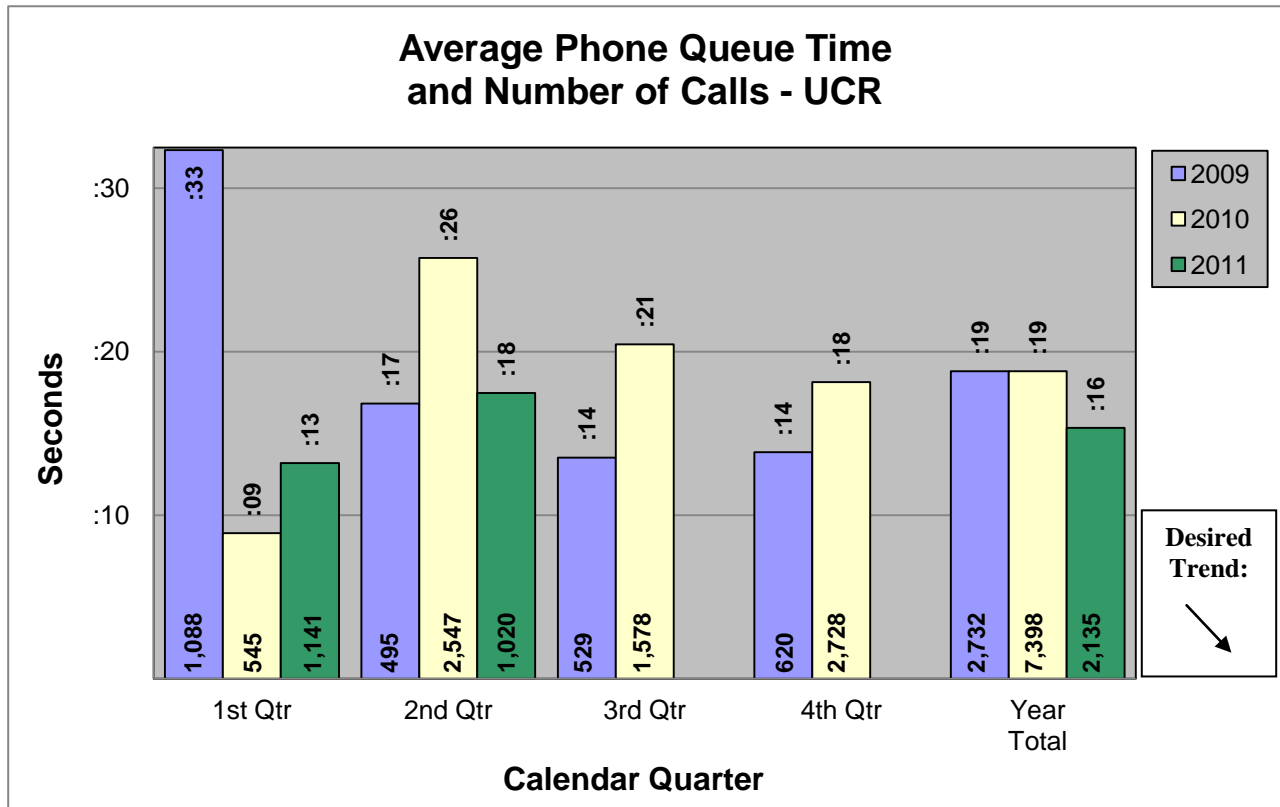
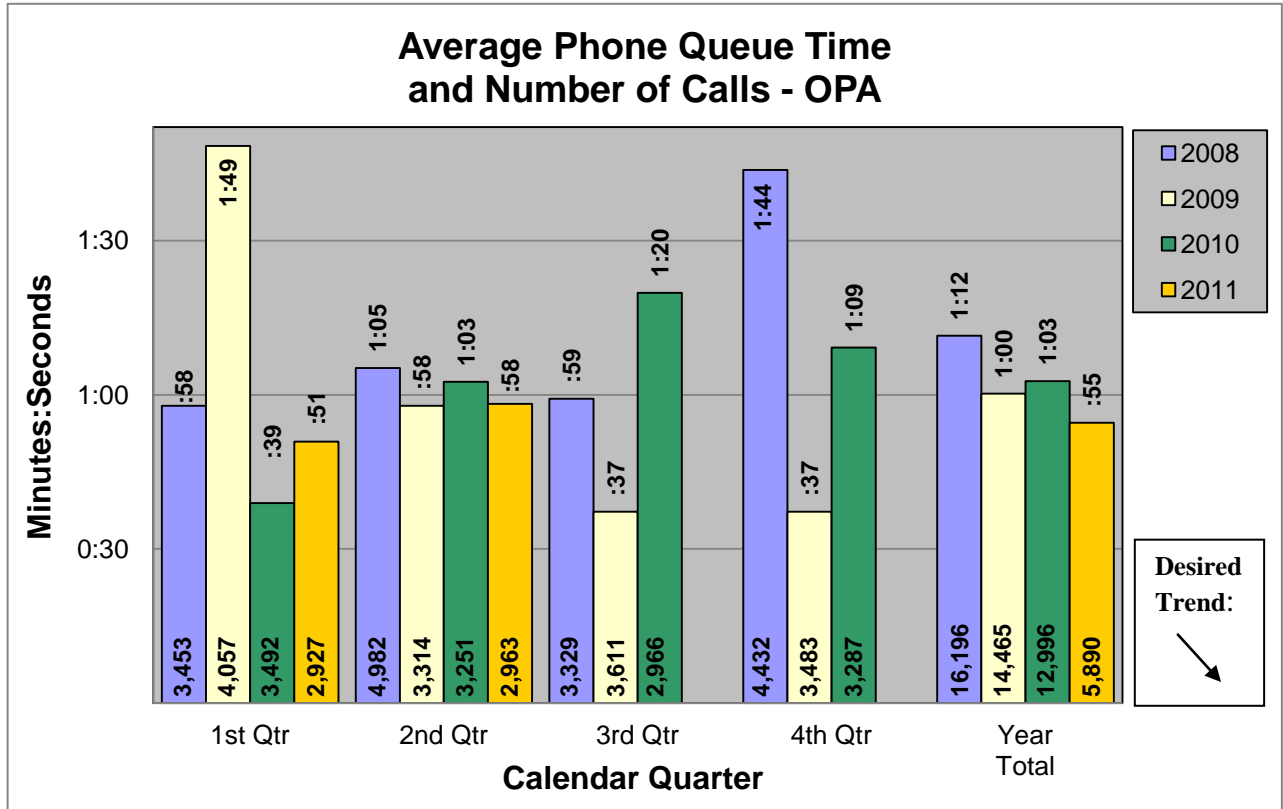
Phone data is collected monthly from the CISCO WebView Reporting System. Employees are encouraged to process phone calls accurately and with all necessary information, so as to complete transfer of knowledge to the motor carrier customer.

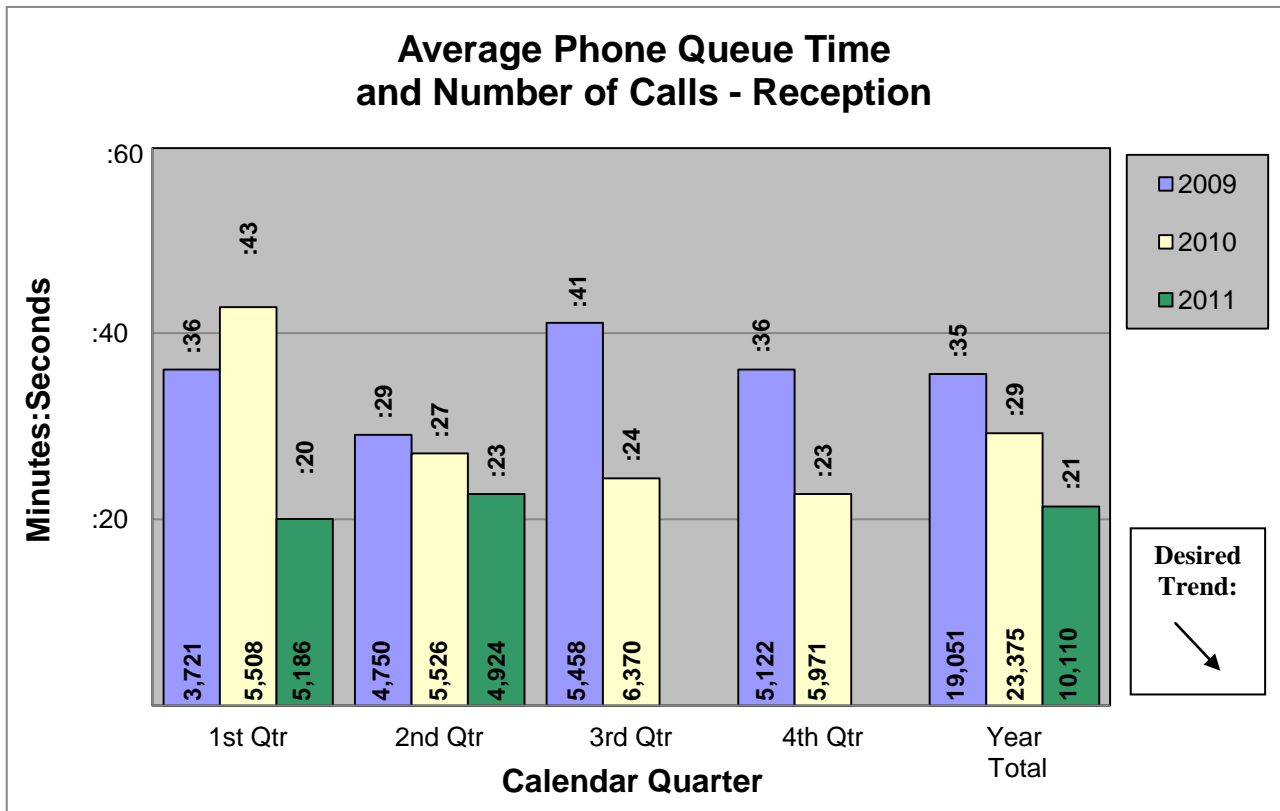
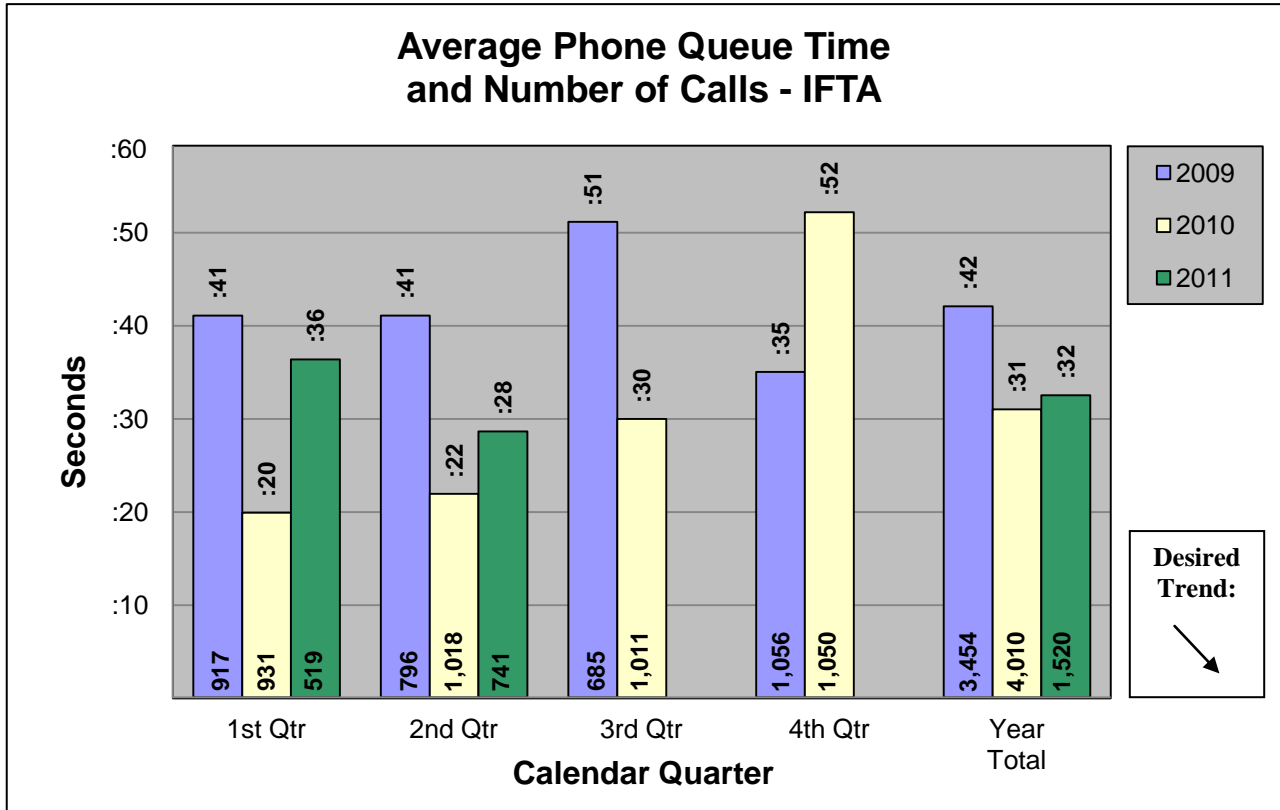
Improvement Status:

The total number of calls for all programs decreased by 1570 (4.71 percent) from the second quarter 2010 to the second quarter 2011. The average hold time for all programs had an increase of 13.5 percent during the same period. Fewer employees, the implementation of cross training, managing the OSOW phone queue to encourage use of MoDOT Carrier Express and the mailing of 6,000 UCR invoices can account for the hold time increase.









Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)

Walk-in wait time

Motor Carrier Services Director: Jan Skouby

Measurement Driver: Diana Stickler, Senior Administrative Technician

Purpose:

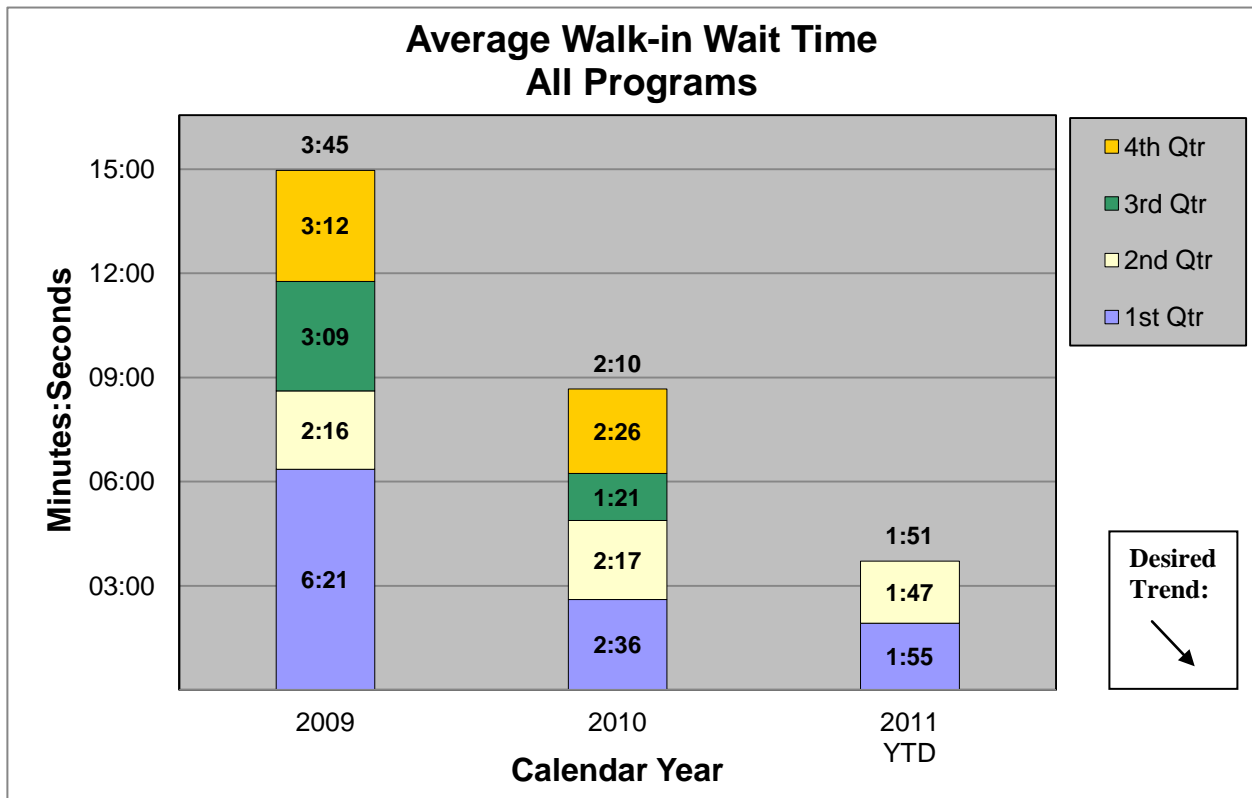
This measure tracks Motor Carrier Services' responsiveness to customers who walk-in to our facility to receive same day service.

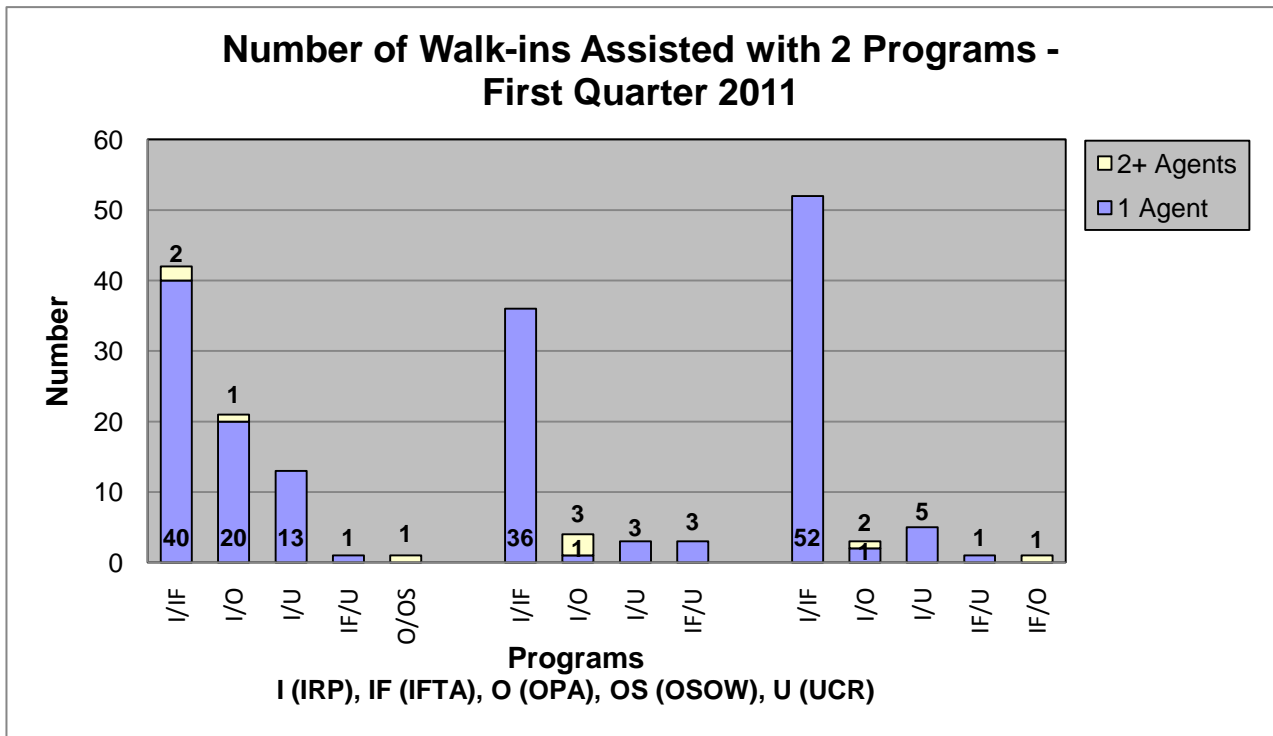
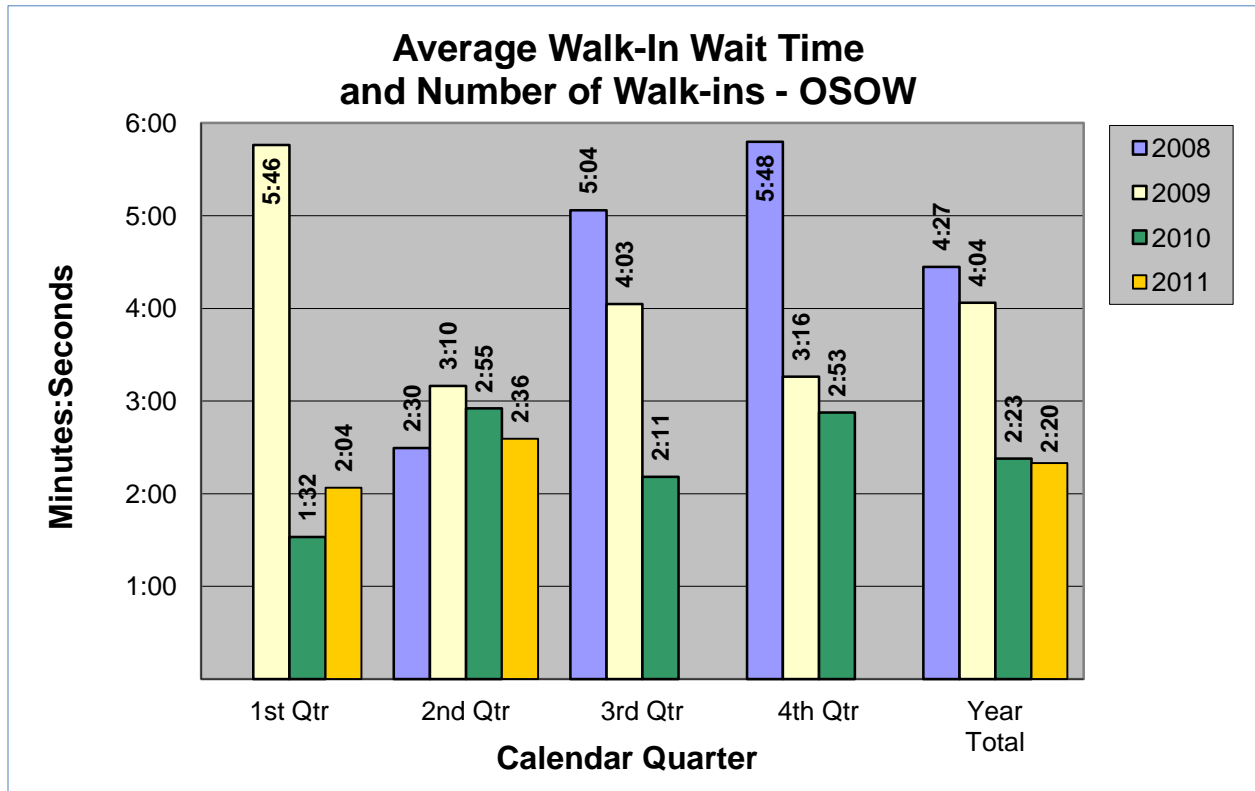
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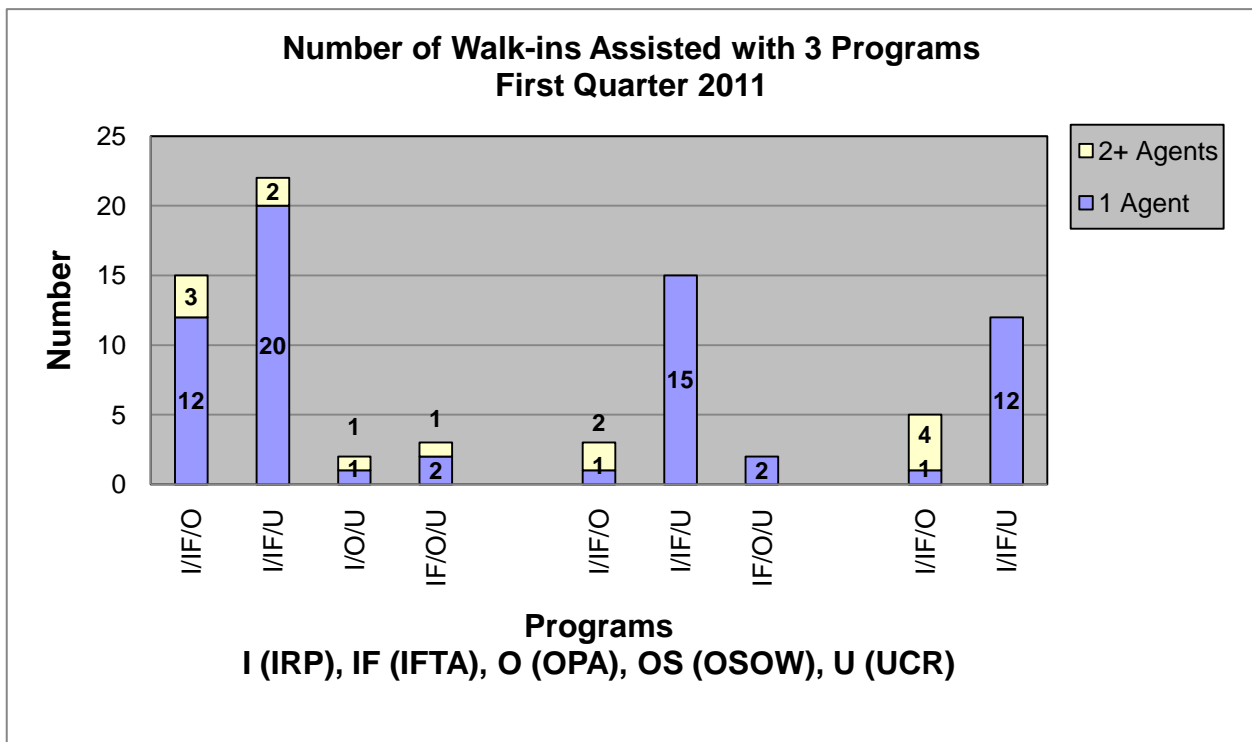
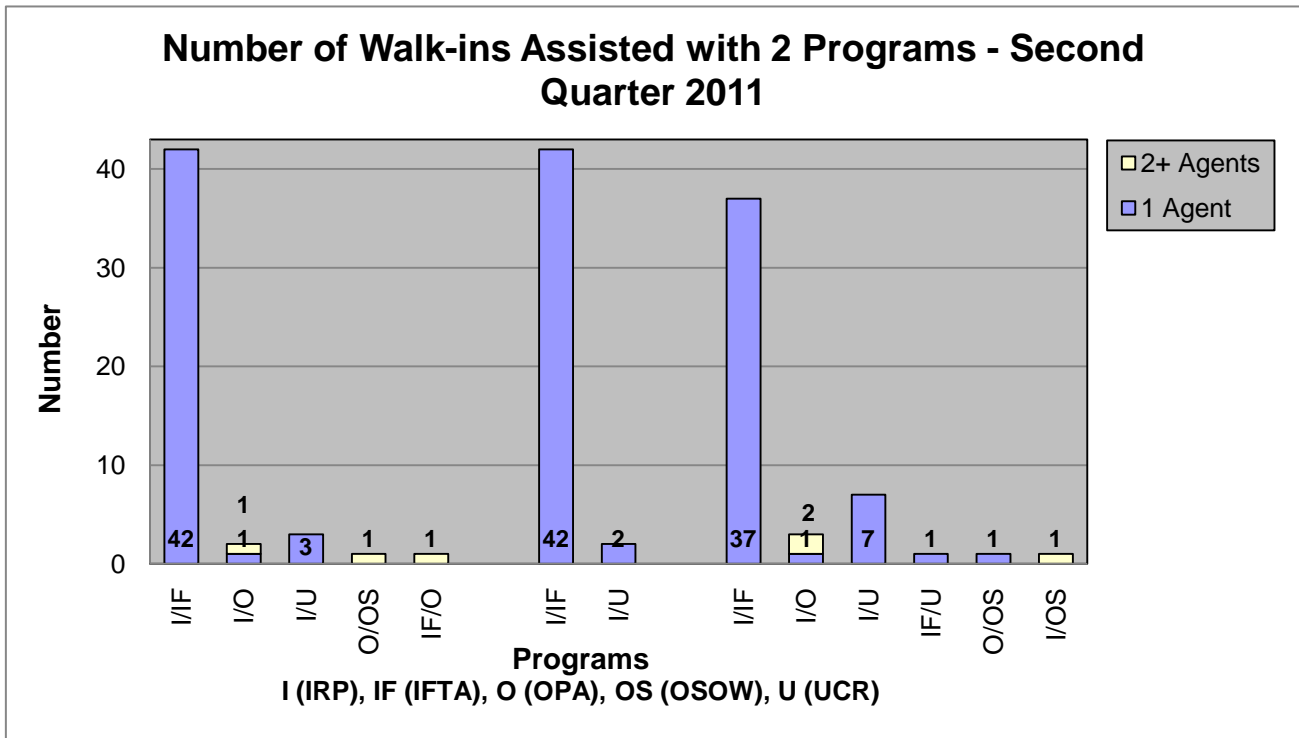
In 2011, MCS has 25,371 active common customers. Approximately 24.1 percent of MCS customers come to our facility as a walk-in for same day service. Customers are tracked from the time they enter our facility until the time an agent begins to help them with MCS program transactions. Daily walk-in sheets are completed for each customer and tracked in a database. Front desk staff initiates the walk-in sheet which is forwarded to an agent for completion. The agents may work primarily with the International Registration Plan, International Fuel Tax Agreement, Operating Authority and Unified Carrier Registration. The Oversize Overweight program is unique in most instances and customers do not require assistance with other MCS program transactions. Customer wait time is tracked by program and data collected is used to evaluate agent cross training opportunities. This measure does not include customer processing time.

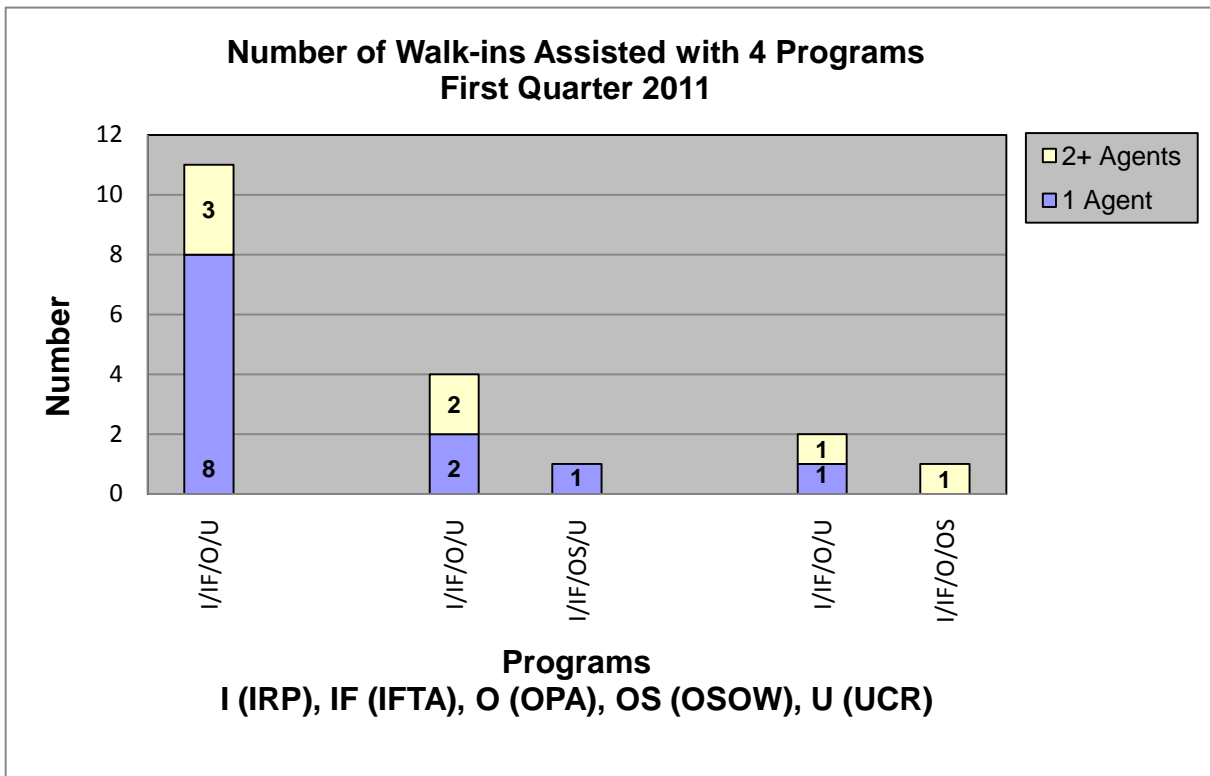
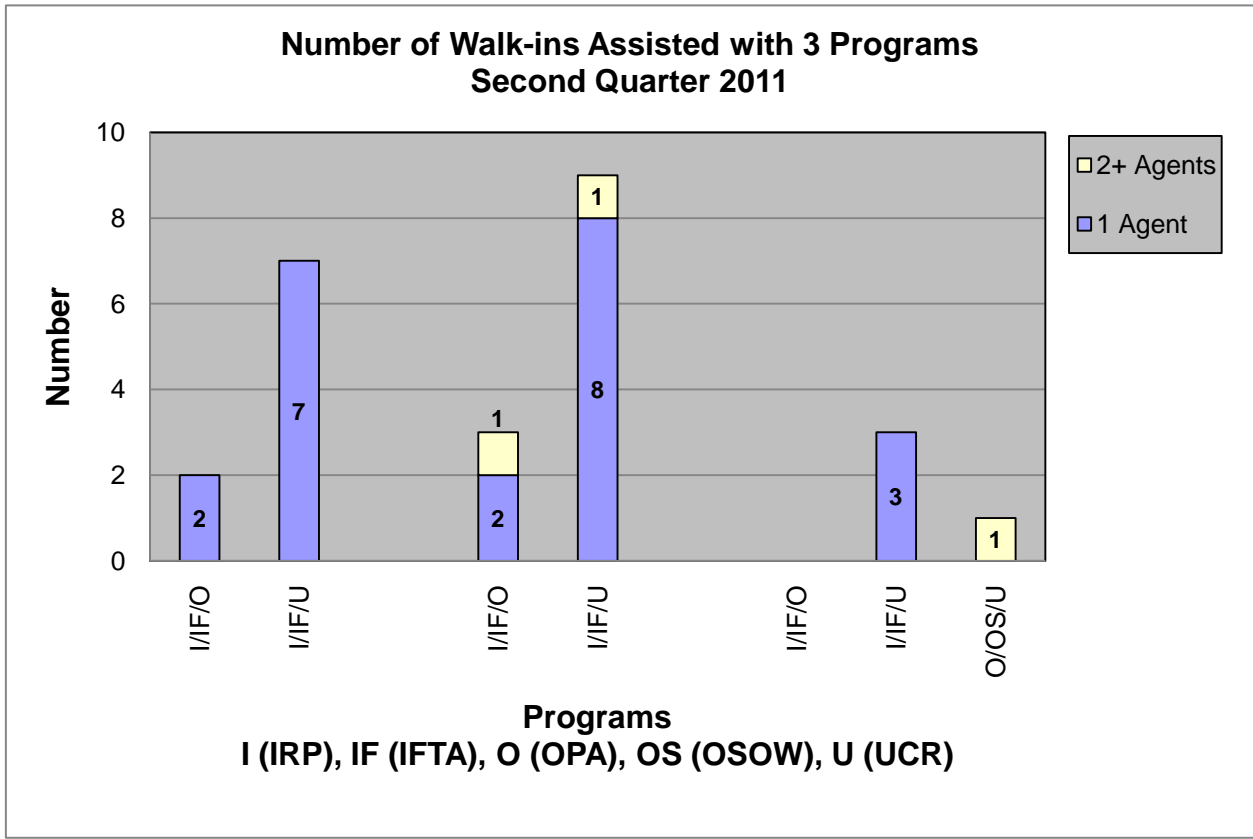
Improvement Status:

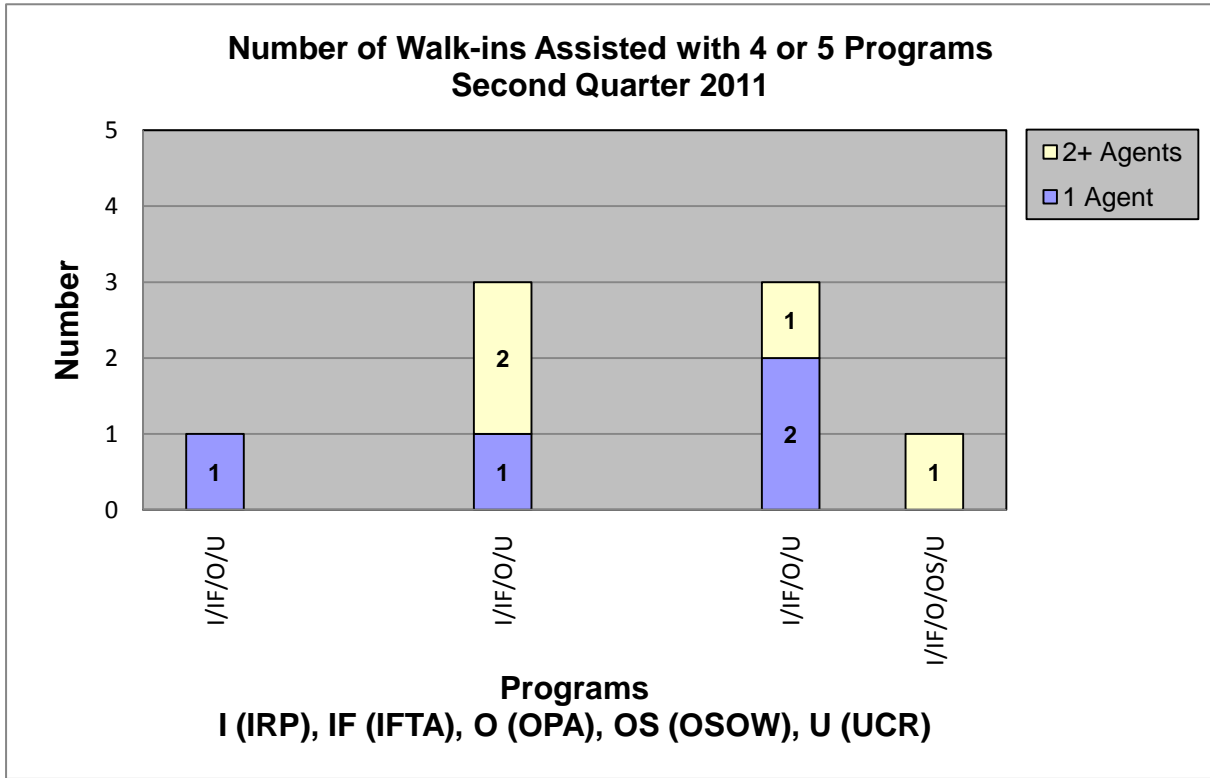
There were 613 walk-ins for the second quarter of 2011. This is a decrease of 6.3 percent (41) for the same quarter of 2010. Total walk-ins decreased 18.8 percent (142) from last quarter. The average walk-in wait time for all programs improved from 2:27 minutes in the second quarter 2010 to 1:51 minutes in the second quarter 2011, a 24.5 percent decrease. So far in 2011, walk-ins are down 1.08 percent (15) over 2010.











Partner with Others to Deliver Transportation Services

Hours served in partnership

Motor Carrier Services Director: Jan Skouby

Data Driver: Bill Hampton, Motor Carrier Investigations Specialist

Purpose:

This measure reports the number of hours MoDOT Motor Carrier Services committed in partnership with other branches of international, federal, state, county and local government and private industry.

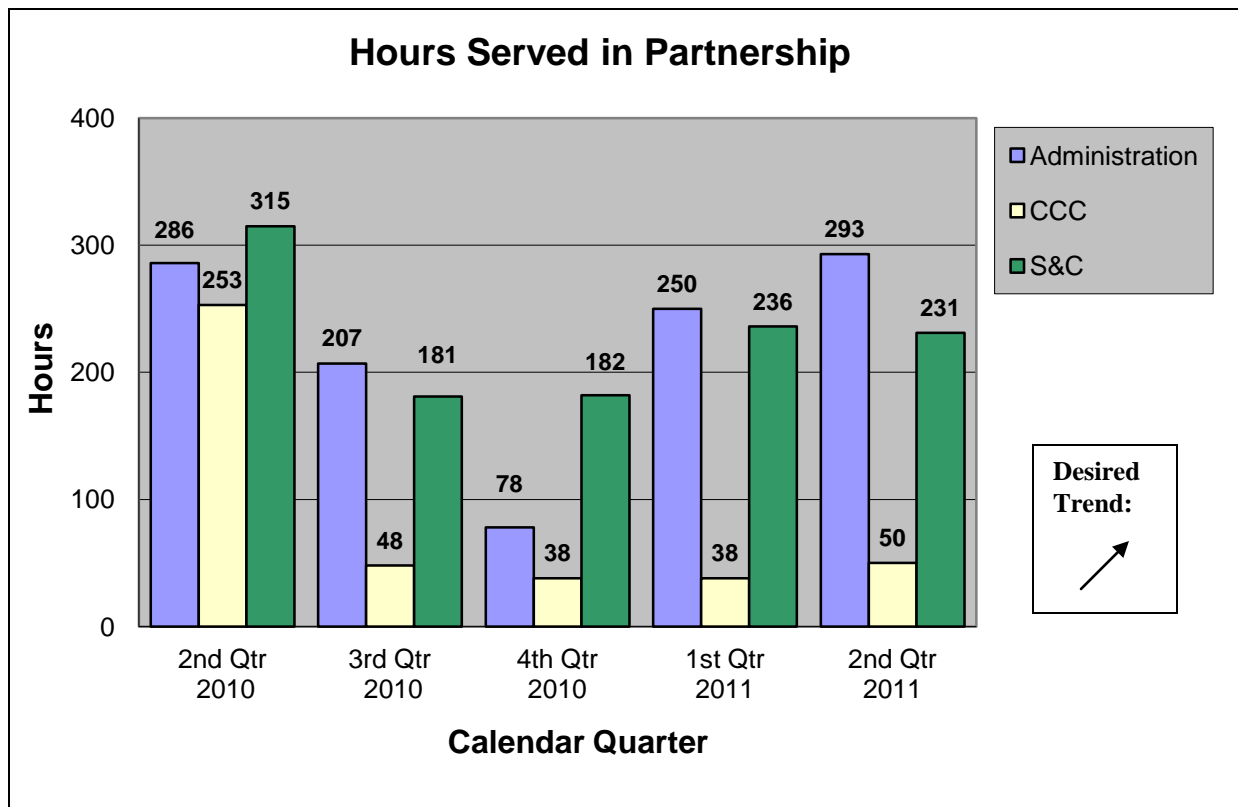
Description:

Several MCS employees are involved in committees and action teams to improve various transportation services. The amount of time invested in collaboration is a direct reflection of the trust that MCS is building with internal and external stakeholders. Partnership time is reported to the data driver by e-mail. The data is compiled each quarter.

Information is separated by section. The Administrative section includes the director, assistant director, special projects coordinator, motor carrier enforcement administrator and outreach coordinator. Efforts of employees in the Compliance Communications Center and Financial sections are reported as CCC. The Safety and Compliance section includes all enforcement staff with the exception of the administrator.

Improvement Status:

Safety and Compliance hours appear to be down, however, this is a reflection of the combined outreach and attempts to shorten the outreach presentations to under four hours each. This process allows for more time to be spent in collaboration with MCS' top accounts.



Leverage Transportation to Advance Economic Development

Power units and trailers registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby

Data Driver: Kim Russell, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks the number of all power units and trailers registered with Motor Carrier Services. It is used to determine growth.

Description:

This measure is derived from a report created from the MoDOT Carrier Express system. Power units and trailers are reported separately by quarter. The data is used to track trends in the number of units licensed in Missouri.

A second graph reports the percentage of total power units and trailers owned by MCS' top ten and top forty-five account holders. Note: The data reflects a single point in time and does not include additions and deletions made after the carriers' renewal periods. The percentages referenced below are derived from the total number of units.

Improvement Status:

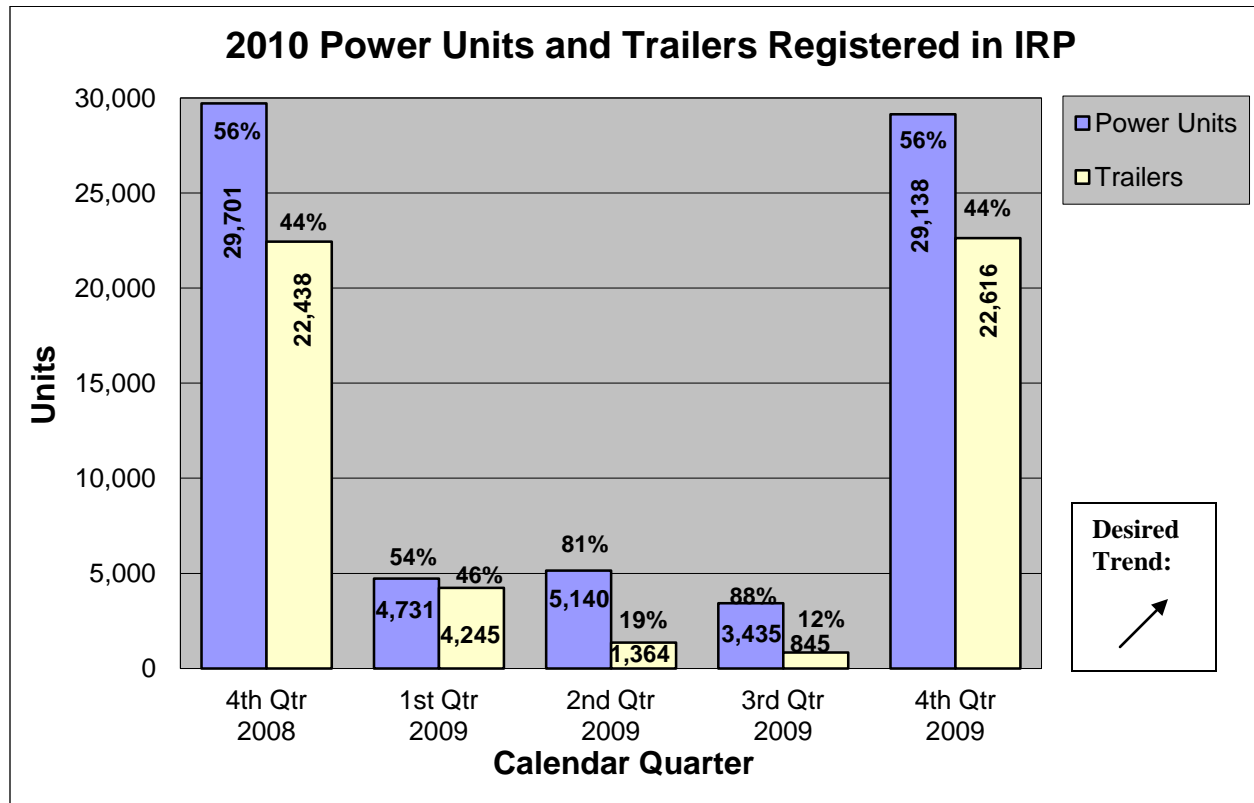
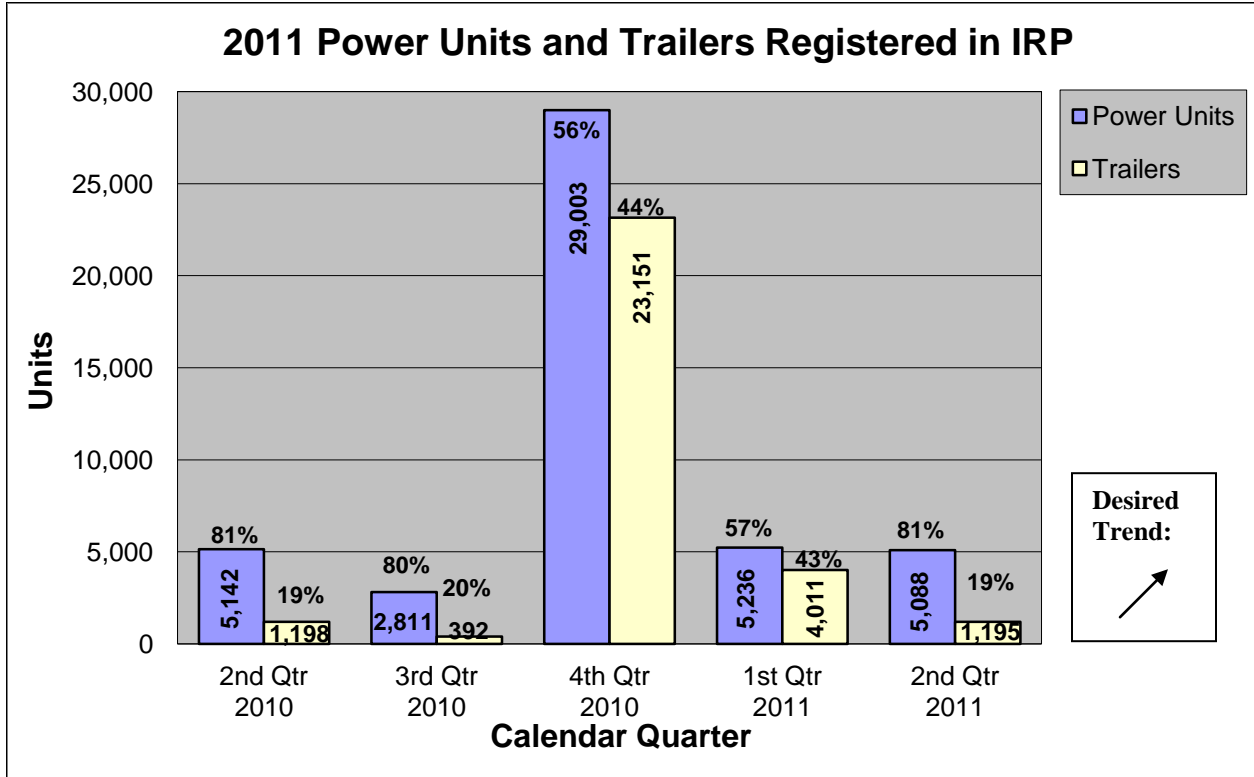
In 2007, 81,268 units were registered in IRP. In 2008, 72,670 units were registered in IRP. In 2009, 71,514 units were registered in IRP. In 2010, 70,507 units were registered in IRP. In 2009, 13 percent of total registered units were first quarter renewals, nine percent were second quarter renewals, six percent were third quarter renewals and 72 percent were fourth quarter renewals. By 2010, 12 percent of total registered units were first quarter renewals, nine percent were second quarter renewals, five percent were third quarter renewals and 74 percent were fourth quarter renewals.

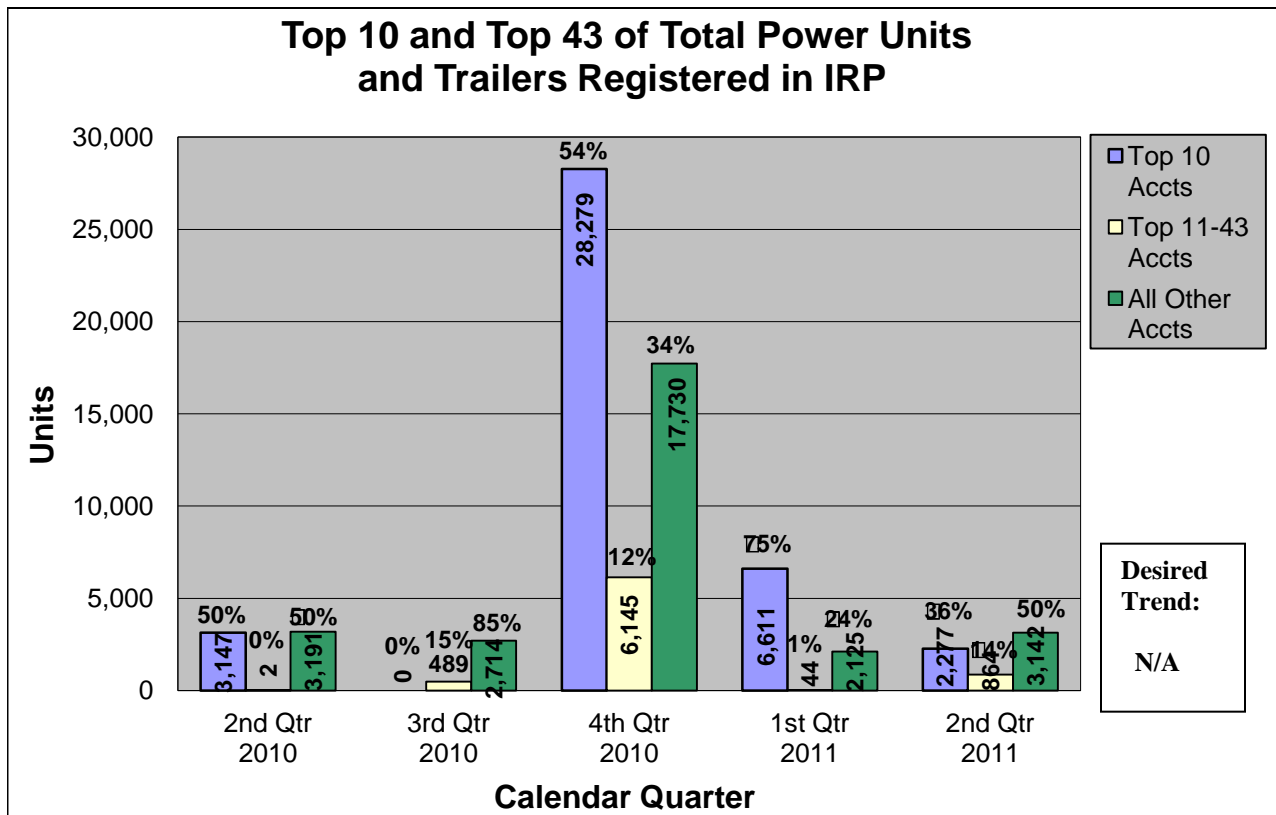
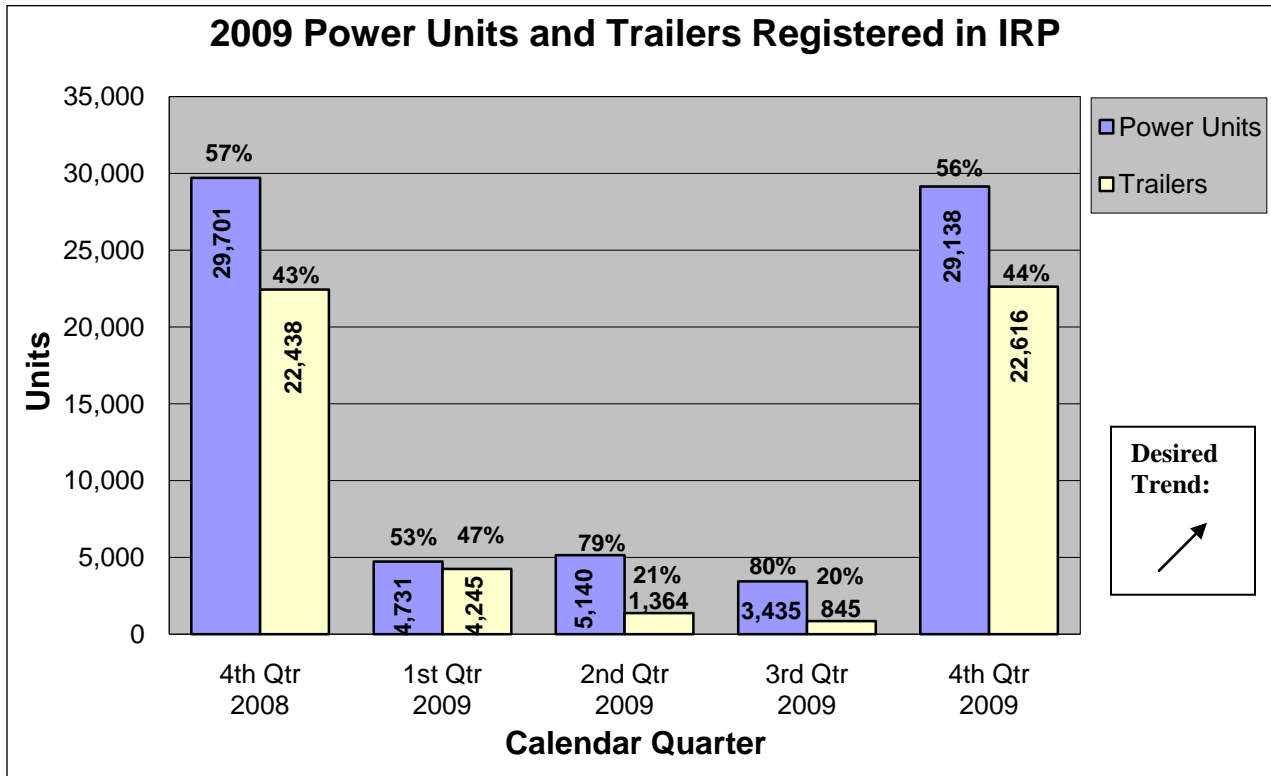
An overall decrease in 1,007 units, both power units and trailers, occurred between 2009 and 2010.

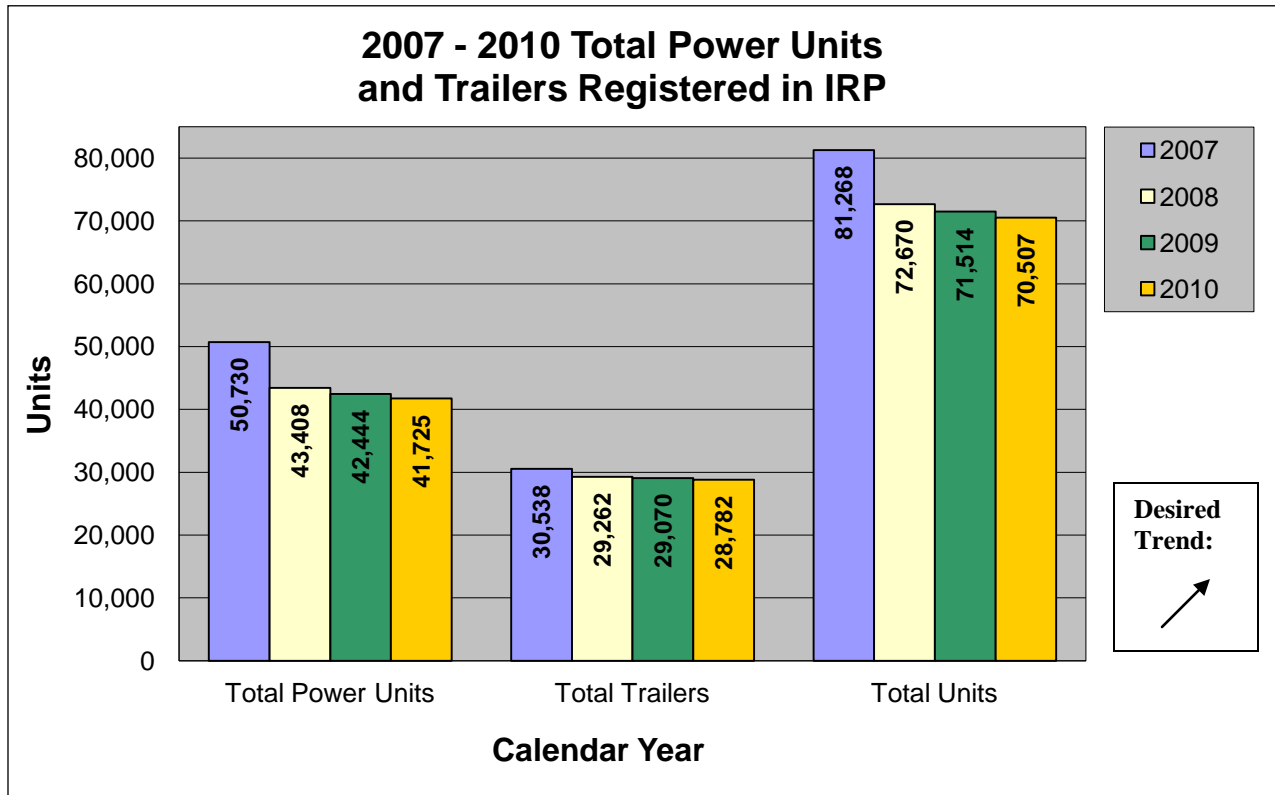
Between the first quarter of 2010 and the first quarter of 2011, the percentage of power units increased by three percent and trailers decreased by three percent for an overall increase in power units by 467 units and a decrease in trailers by 30 units. The Top 10 accounts represent 75 percent of the units, which is the same as 2009, even though there is an overall increase of 37 units, meaning our Top 10 accounts are getting larger. Top 11-43 accounts represent one percent of the units in the first quarter with an overall increase of 43 units.

Between the second quarter of 2010 and the second quarter of 2011, the percentage of power units and trailers remained the same for an overall decrease in power units by 54 units and a decrease in trailers by three units. The Top 10 accounts represent 36 percent of the units, which is a 14 percent decrease of 870 units, meaning our Top 10 accounts are decreasing for the second quarter. Top 11-43 accounts represent 14 percent of the units in the second quarter with an overall increase of 862 units.

Note: The Top 47 accounts decreased to Top 43, then became 42 because several of the original 47 no longer register in Missouri. Recently, another account was assigned to an agent, so there are currently 43 Top accounts.







Leverage Transportation to Advance Economic Development

Number of accounts registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby

Data Driver: Kim Russell, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks the number of International Registration Plan accounts with active units registered with Motor Carrier Services. It is used to determine growth. The desired trend is an increase in accounts registered in IRP.

Description:

This measure is derived from a report, IRP Fleets with Active Power Units, created from the MoDOT Carrier Express system. IRP accounts are reported separately by quarter based on their expiration year and month. Note: The data is reflective at a single point in time and does not include carriers that file after the report generation date.

Improvement Status:

In 2007, 6,327 accounts were registered in IRP. In 2008, the number increased by 23 to 6,350. In 2009, 6,186 accounts were registered, a decrease of 164. In 2010, accounts decreased by 432 to 5,754.

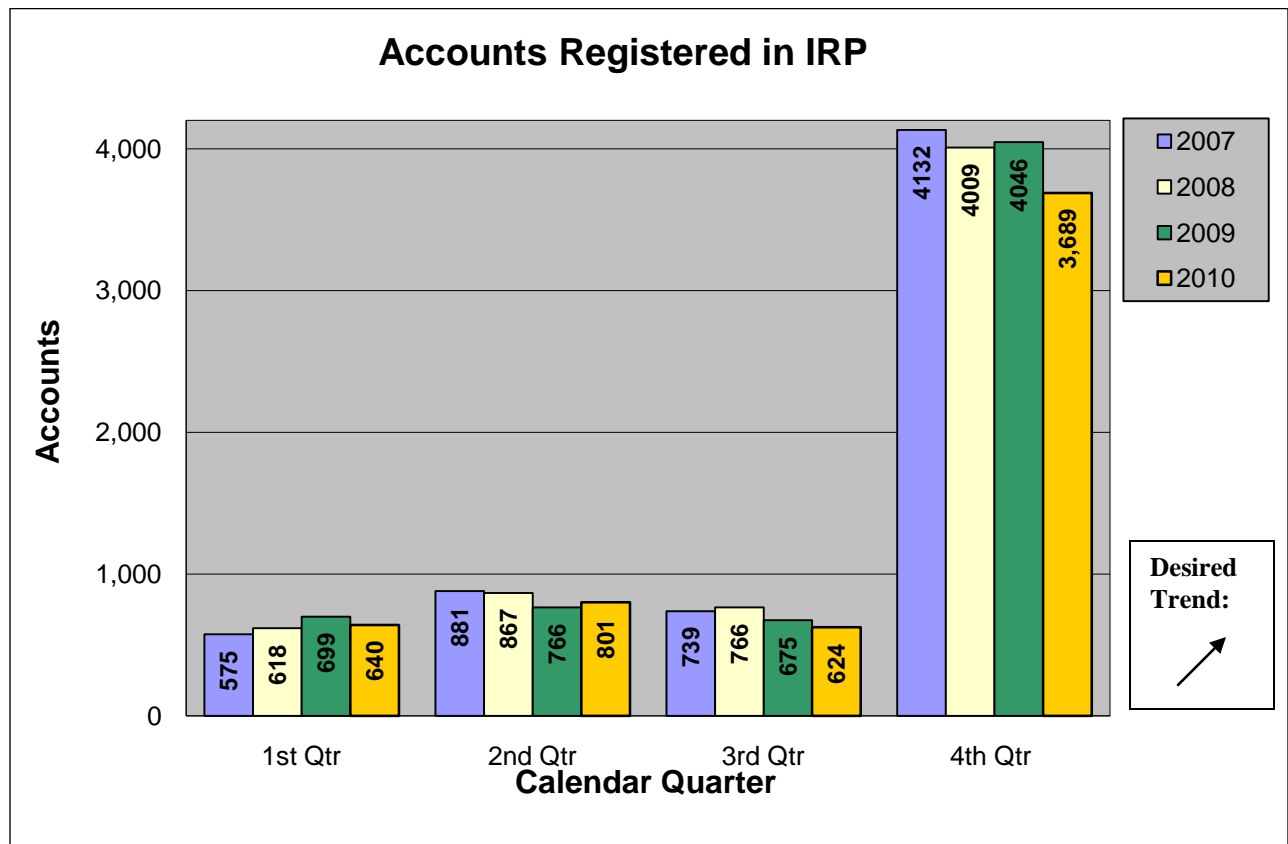
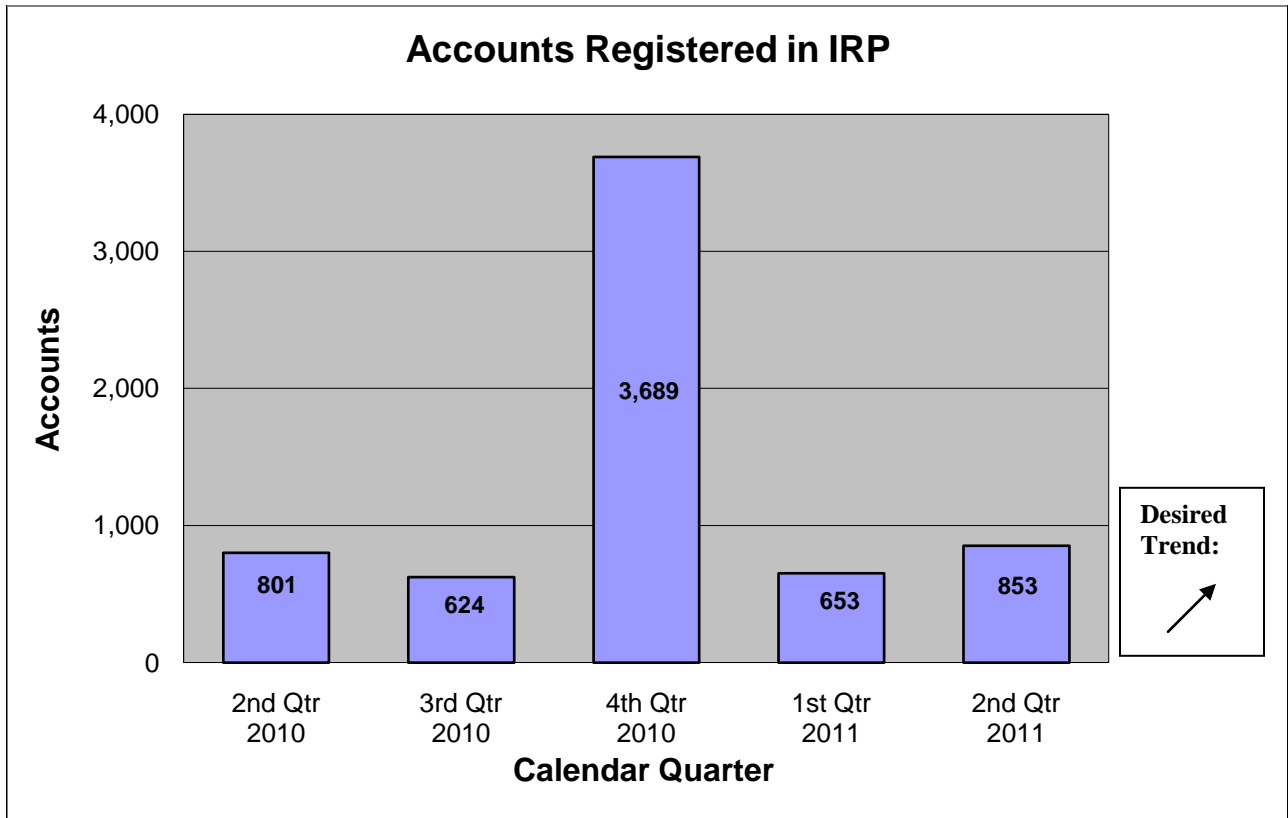
When comparing quarterly results from 2009 and 2010, during the first quarter, the number of IRP accounts or fleets decreased by 59. In the second quarter, the number increased by 35. In the third quarter, the number decreased by 51 and in the fourth quarter the number of IRP accounts and/or fleets decreased by 357.

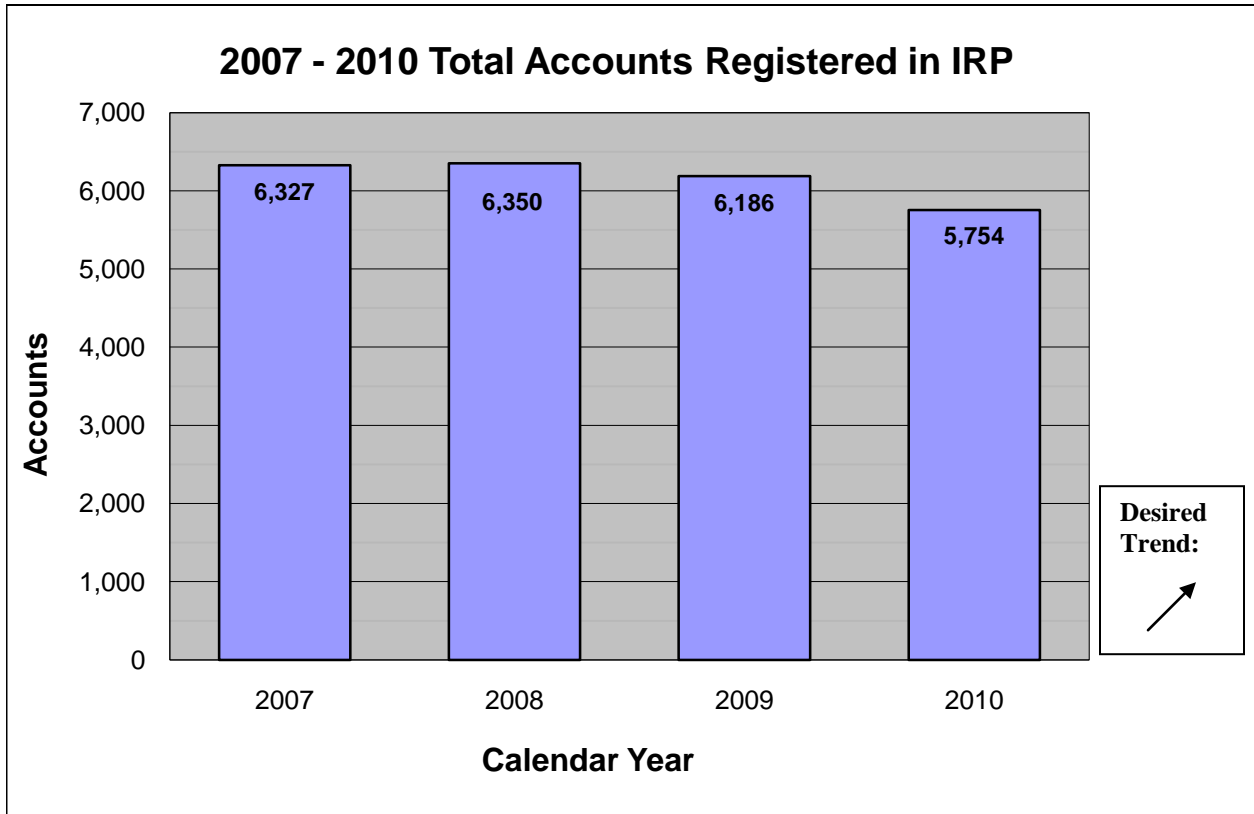
A total of 713 new accounts started operations in 2010, compared to 823 in 2009. New March expiration accounts totaled 211 in 2010 and 196 in 2009. June expirations totaled 198 in 2010 and 174 in 2009 and September expirations numbered 166 compared to 137 in 2009. The December expirations in 2010 totaled 138 compared to 316 in 2009.

When comparing first quarter results between 2010 and 2011, the number of IRP accounts or fleets increased by 13. MCS mailed 113 surrender plate letters to carriers that did not renew for 2012, by March 31.

Comparing second quarter results between 2010 and 2011, the number of IRP accounts or fleets increased by 52. As of July 20, 2011 there are 166 accounts that have not renewed and 49 in an invoice status.

NOTE: In 2009, 84 new accounts were carriers coming back into business. In 2010, these accounts numbered 43.





Leverage Transportation to Advance Economic Development

Account status registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby

Data Driver: Kim Russell, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks the status of International Registration Plan accounts with active units registered with Motor Carrier Services. It is used to determine growth.

Description:

This measure is derived from a report, "All 2010 IRP Fleets No Filter on Status", created from the MoDOT Carrier Express system. Note: The data is reflective of a single point in time. It does not reflect any status change made after the report is generated.

In the chart, HPB stands for Highway Patrol Bulletin, Expired is a status that is applied if the carrier does not renew and Cancelled/Closed applies when a carrier surrenders all license plates and all units are deleted from an account.

Improvement Status:

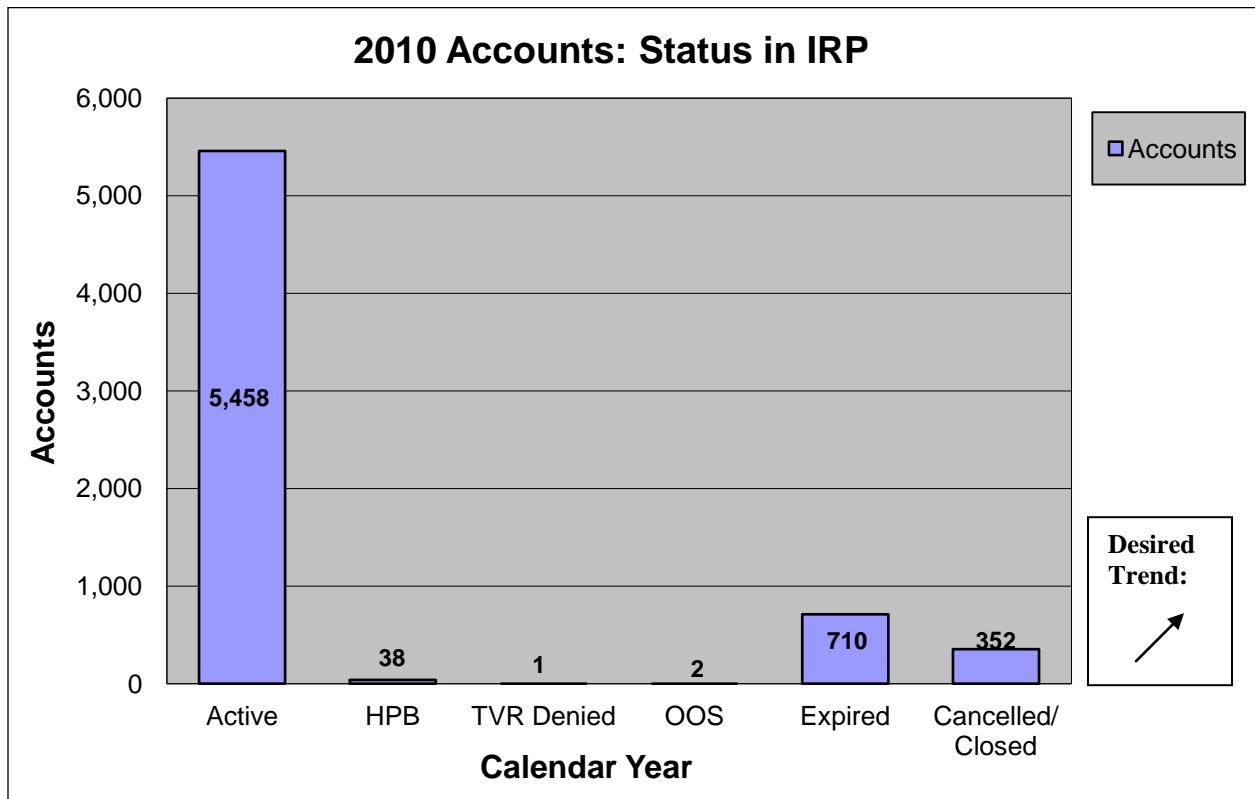
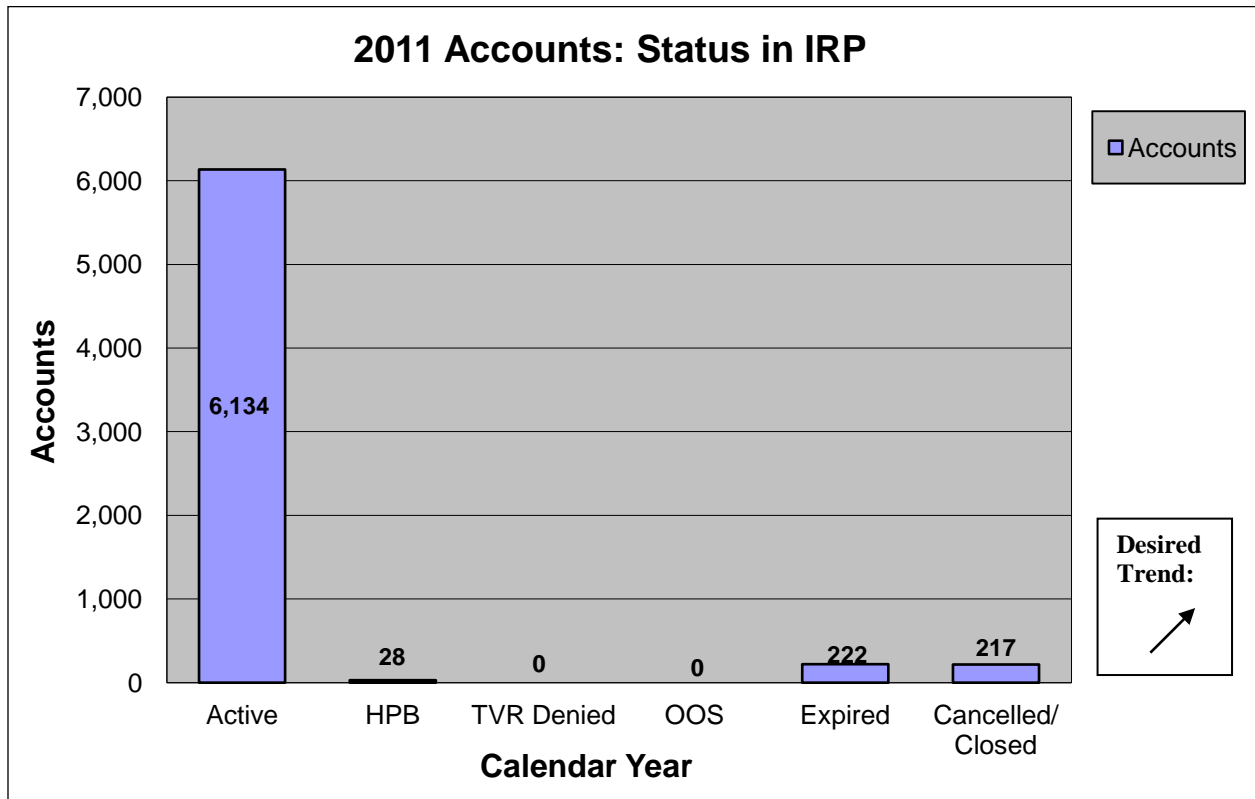
In 2008, the number of registered IRP accounts was 6,409; in 2009, 6,234 accounts and in 2010, 6,209.

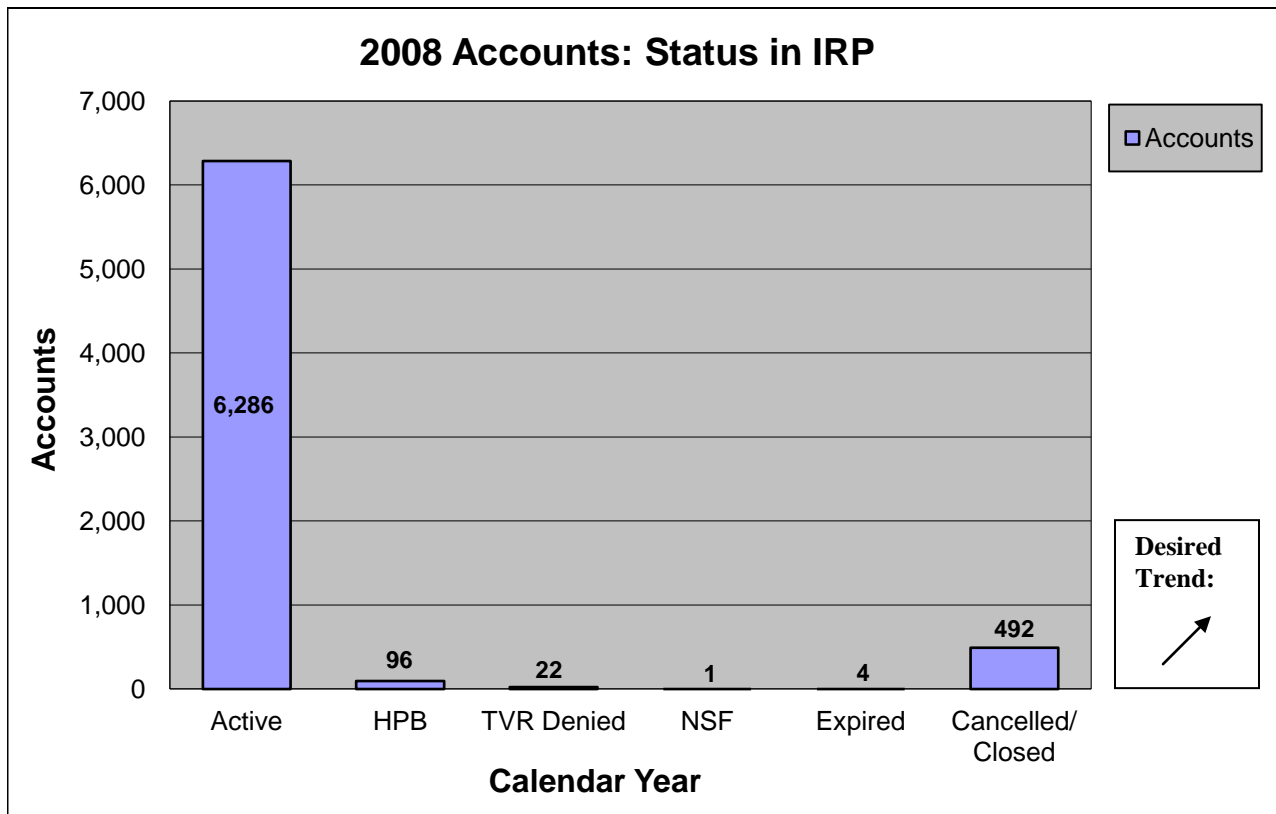
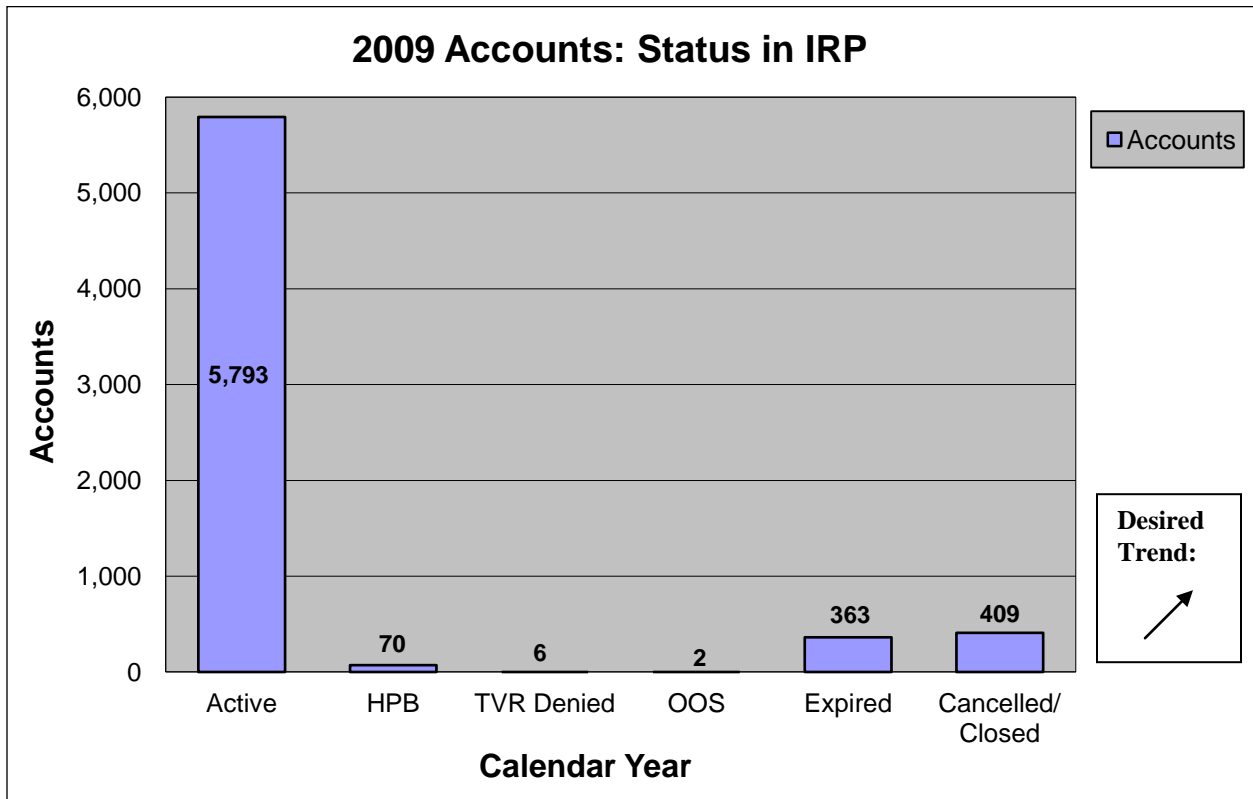
In 2008, 6,286 accounts were in Active status, 96 accounts on the Highway Patrol Bulletin, 22 in Temporary Vehicle Registration Denied status, one Non-Sufficient Funds, four Expired and 492 Cancelled/Closed. In 2009, 5,793 accounts were Active, 70 on the HPB, six in TVR Denied status, two Out-of-Service, 363 Expired and 409 Canceled/Closed. In 2010, 5,458 accounts were Active, 38 on the HPB, one in TVR Denied status, two Out-of-Service, 710 Expired and 352 Cancelled/Closed.

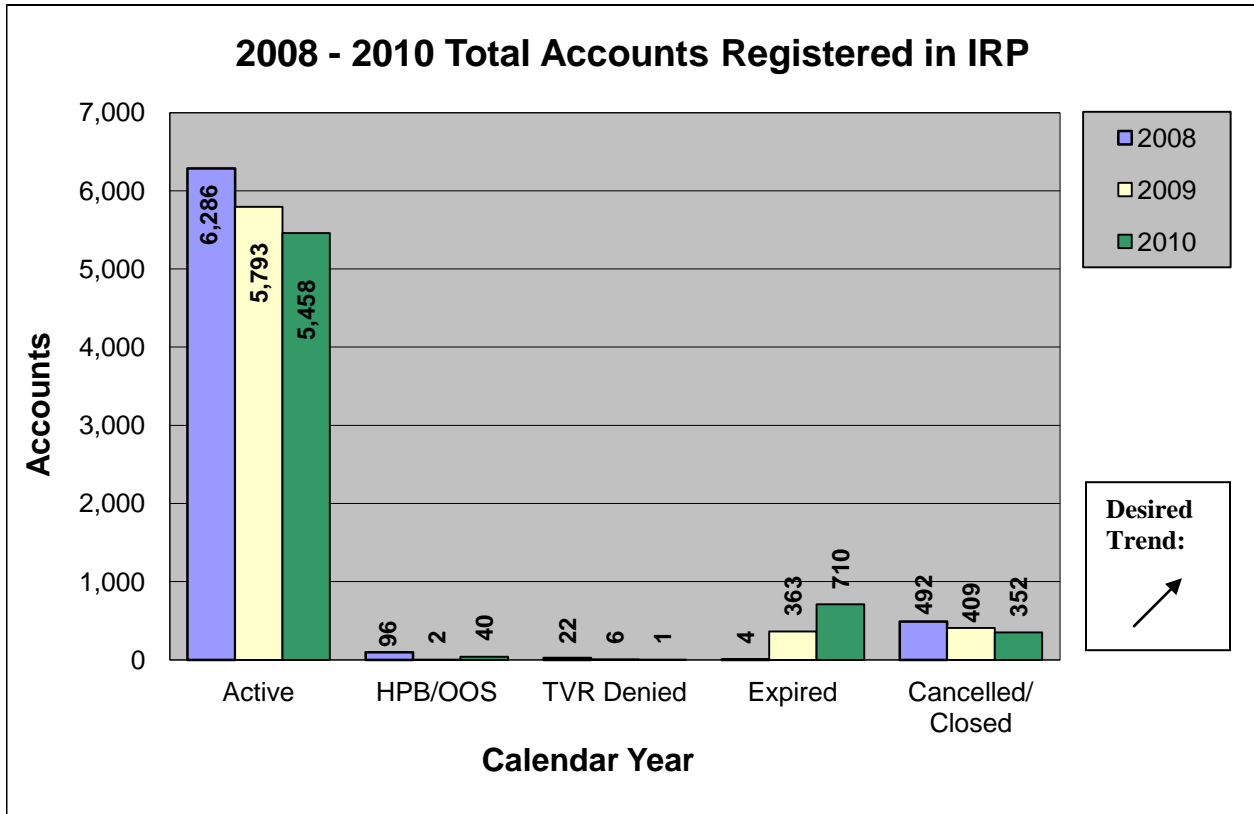
In May 2011, 6,319 accounts were Active, 17 on the HPB, zero in TVR Denied status, zero Out-of-Service, 129 Expired and 114 Cancelled/Closed.

As of July 20, 2011, 6,134 accounts were Active, 28 on the HPB, zero in TVR Denied status, zero Out-of-Service, 222 Expired and 217 Cancelled/Closed.

NOTE: The Expired status was not used until 2009, prior to that the accounts stayed in an Active status.







Innovative Transportation Solutions

Number of paperless documents

Motor Carrier Services Director: Jan Skouby

Data Driver: Tina Thurman, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks MoDOT Motor Carrier Services' progress toward the elimination of a file room.

Description:

The goal of document management is to reduce the amount of paper documents currently stored in the Motor Carrier Services file room. The migration to electronic documents also creates a more efficient environment for MCS file discovery, which allows Motor Carrier Services to provide accurate and timely responses to motor carriers and other industry representatives.

Improvement Status:

This measure is currently under development.

**Measure is Under
Development**

Innovative Transportation Solutions

Customer entered transactions vs. agent entered transactions

Motor Carrier Services Director: Jan Skouby

Data Driver: Kelly Ray, Motor Carrier Project Manager

Purpose:

This measure compares the number of transactions entered by customers in the MoDOT Carrier Express system versus the number entered by Motor Carrier Services employees.

Description:

Data is collected monthly from canned reports in the MoDOT Carrier Express system. Customers are encouraged to apply via the Web to reduce turn-around time and increase MCS production levels. Office personnel spend less time entering data when customers apply online.

Improvement Status:

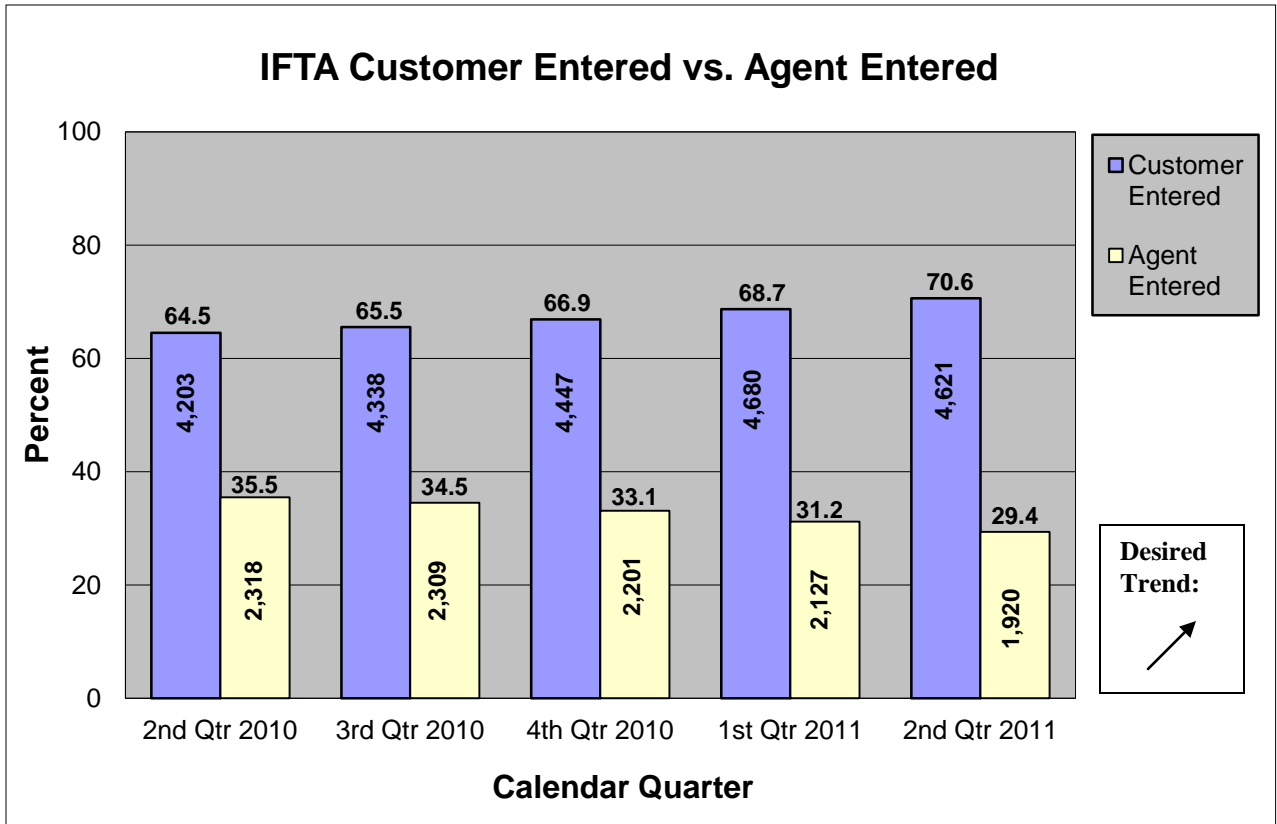
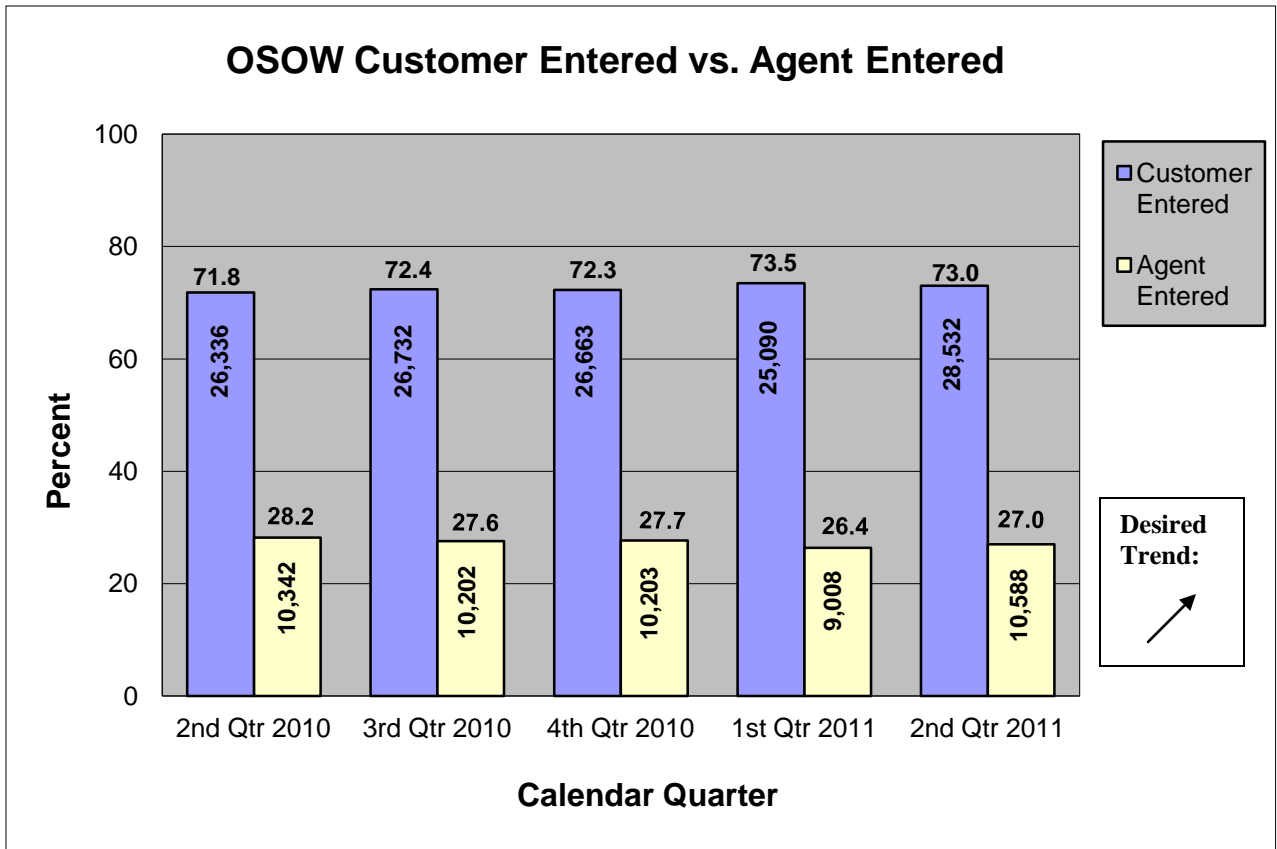
The number of Oversize Overweight customers ordering their own permits remained steady for the second quarter of 2011. A shift in work priority was implemented in July to respond to online applications as the top priority (excluding walk-ins) followed by telephone applications. In April, MCS welcomed 220 new customers, 207 in May and 278 in June. This is an increase of 32 new accounts from the first quarter of 2010.

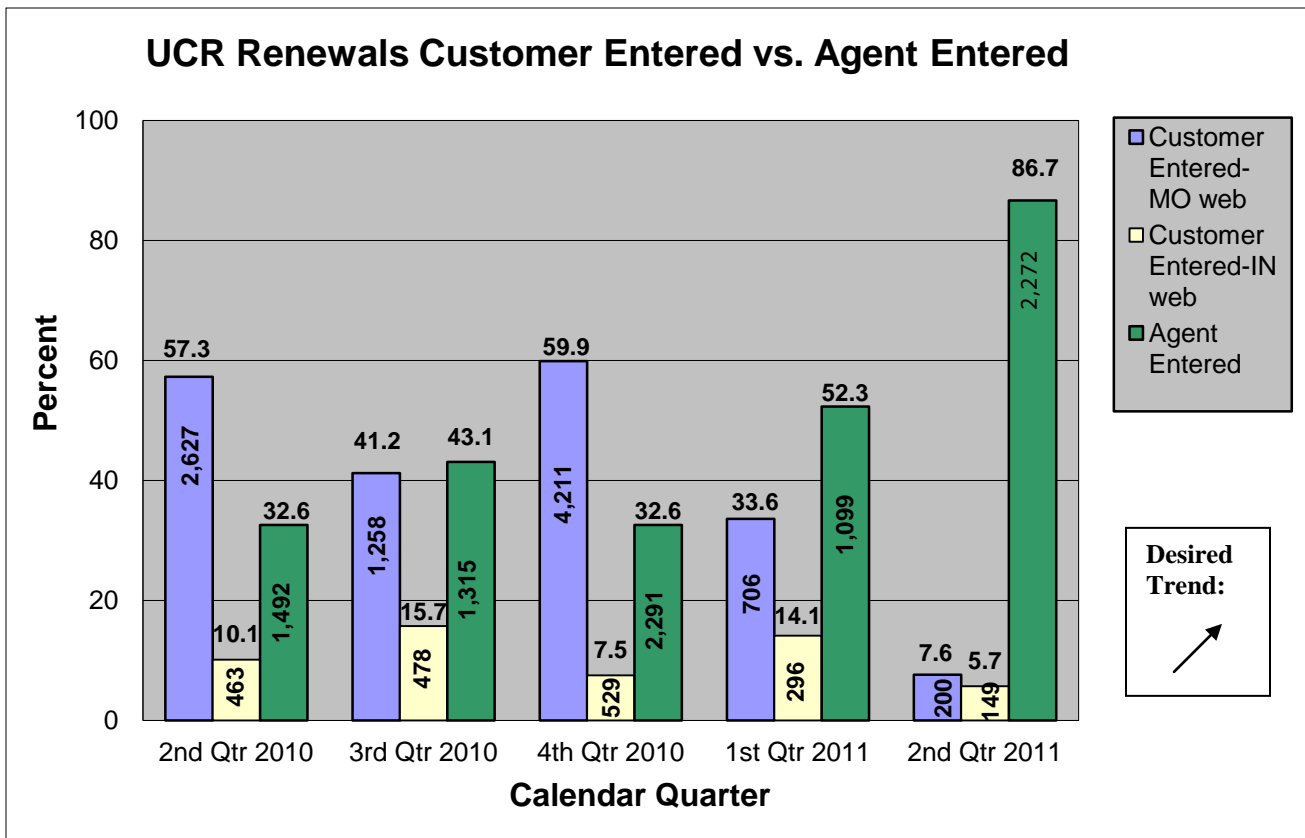
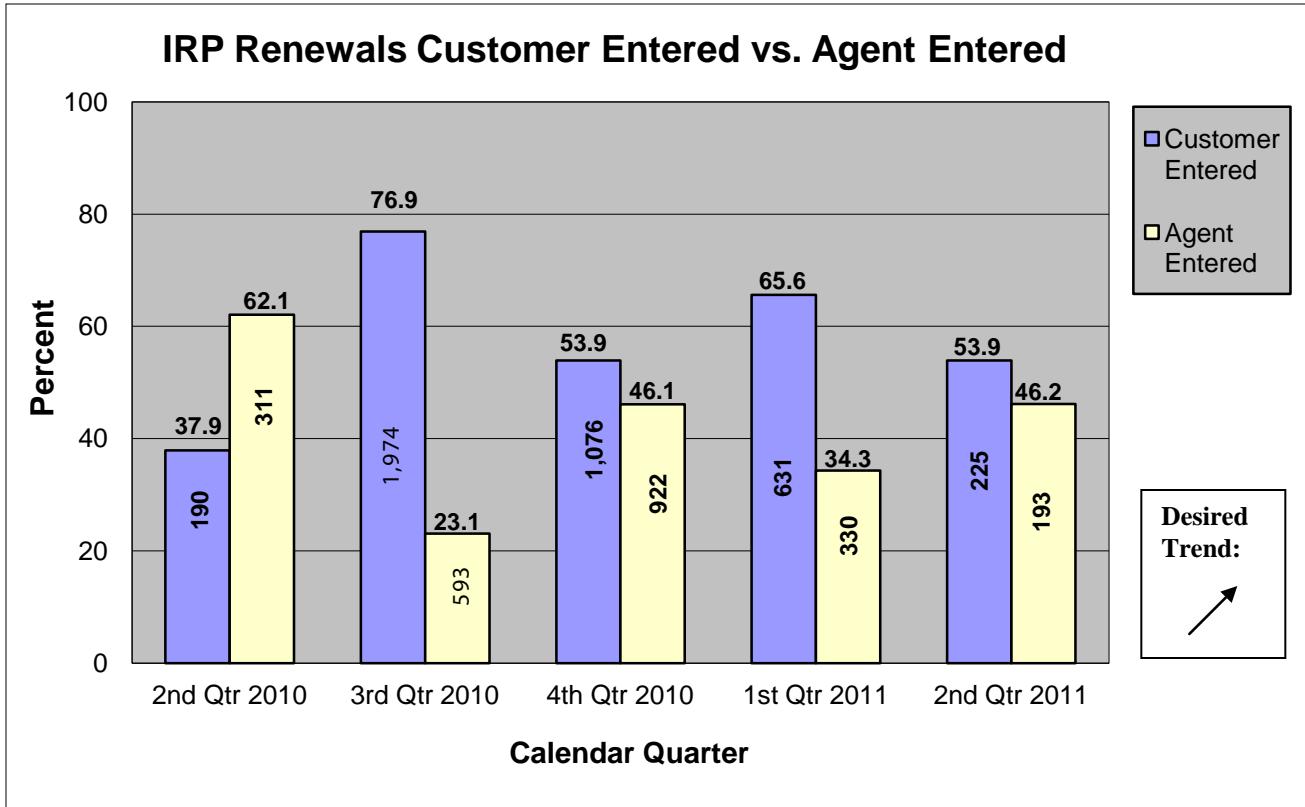
The number of International Fuel Tax Agreement customers filing online increased just under two percent versus the first quarter of 2011. Agents continue to have conversations with customers encouraging them to file online and walk them through the process. As in the past, the request for additional decals affects this measure. Of the 589 requests for additional decals, 71.9 percent (424) of them were entered by MCS staff. An email was sent to staff about taking the time to chat with customers about ordering their own additional decals and walking them through the process since we have had success in doing this with the quarterly returns.

The total number of International Registration Plan renewals for second quarter 2011 decreased by 83 over second quarter 2010. The number of customers filing online increased by 35 compared to the second quarter of 2010 and the agent-entered transactions fell by 118, resulting in an increase in online percentage of more than 16 percent.

MCS System and Training Analysts offered six training sessions statewide during the second quarter. IRP staff continues to provide one-on-one customer training via phone. Comparison between consecutive quarters for IRP filers is not feasible as carriers file once annually, always during the same calendar quarter.

The percentage of agent-entered transactions for Unified Carrier Registration decreased by 26 percent in the second quarter of 2011 compared to the previous quarter. The significant decrease is due to MCS mailing paper forms with invoices to noncompliant 2010 and 2011 UCR registrants. The forms were returned with payment and keyed into the system by MCS staff.





Innovative Transportation Solutions

Number of auto-issued vs. agent-issued transactions

Motor Carrier Services Director: Jan Skouby

Data Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks how many transactions in the MoDOT Carrier Express system are automatically issued without agent intervention versus the number issued by MCS agents. The desired trend is an increase in the number of auto-issued transactions.

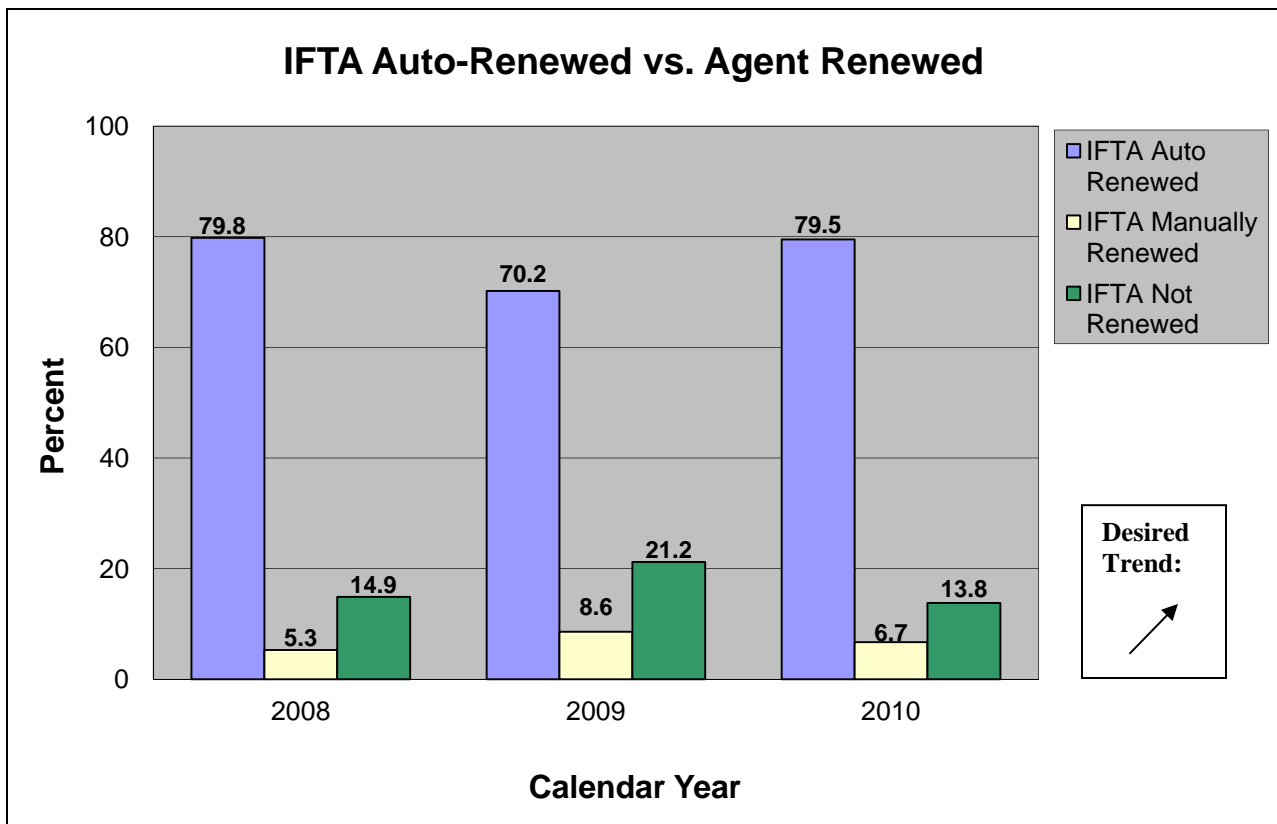
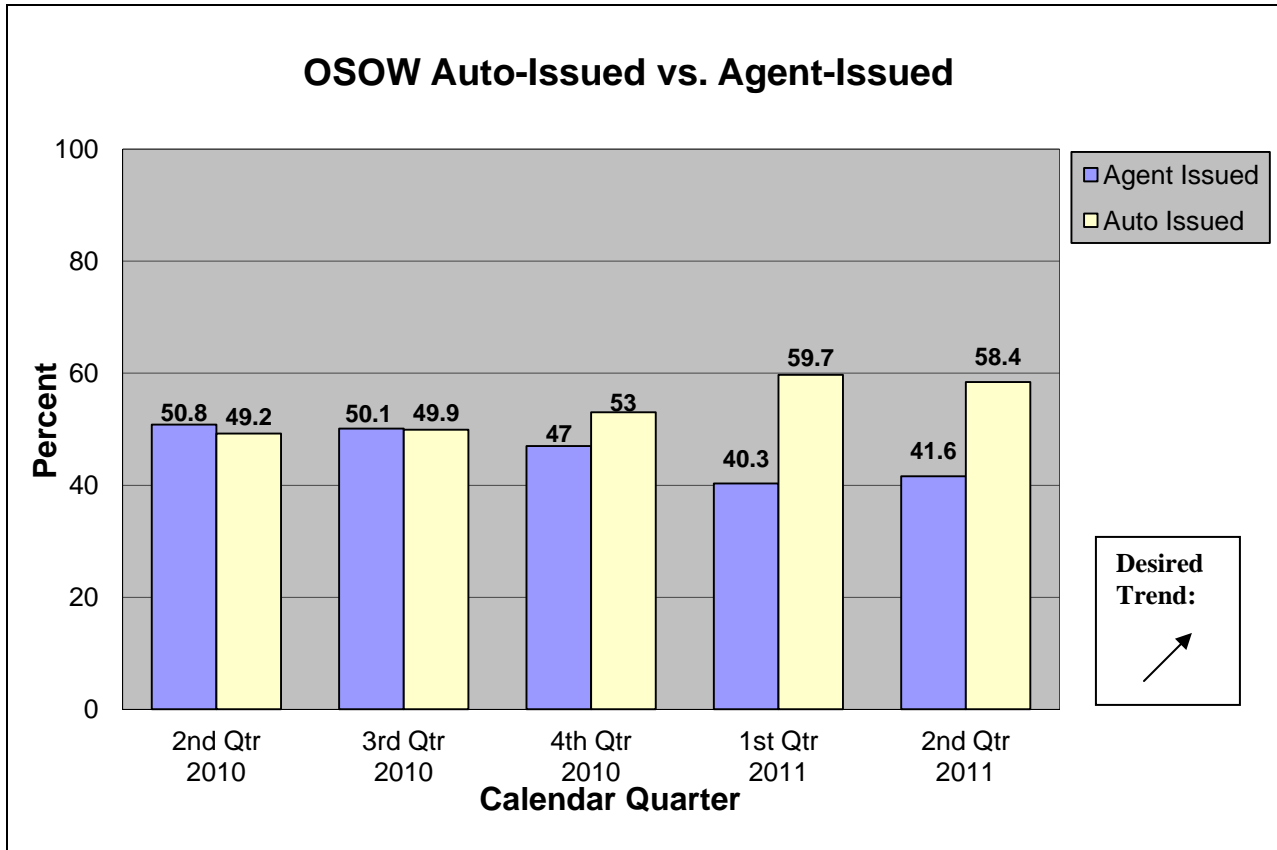
Description:

Data is collected monthly and yearly from reports in the MoDOT Carrier Express. Not all transactions produce a credential. Therefore, auto- and agent-issued transactions do not reflect the total number of transactions worked. Oversize Overweight data is compared quarterly. Because IFTA is an annual credential, the data is compared on a yearly basis.

Improvement Status:

The number of permits issued without agent intervention increased from second quarter 2010 to second quarter 2011 by 782 which brings the total to 58.4 percent. From first quarter to second quarter 2011, auto-issued permits decreased by 1.3 percent. More than half of OSOW permits that are issued yearly are processed by the system. More routes are flagged and more types of permits are considered for auto-issuance, resulting in the increase. The proof of insurance requirement, in effect since February 2009, impacts auto-issuance because customers cannot apply for permits online if their insurance is not on file. Permits cannot be auto-issued if the customer adds any type of note to the online application.

Each year, the IRP large account agents process their accounts' IFTA renewal to ensure that the decal and license plate/cab card issuance occur concurrently. Walk-in or phone call requests are renewed manually. Multiple fleets must be processed manually to maintain correct business addresses. In most cases, the number of IFTA decals needed was less than the number issued last year. Of the 917 fleets that are not renewed, the IFTA licenses of 405 were suspended; the remaining 512 did not renew apportioned plates for 2011.



Innovative Transportation Solutions

System down time

Motor Carrier Services Director: Jan Skouby
Data Driver: Kelly Ray, Motor Carrier Project Manager

Purpose:

The system down time measure tracks the amount of time various systems used by Motor Carrier Services were out of operation each quarter.

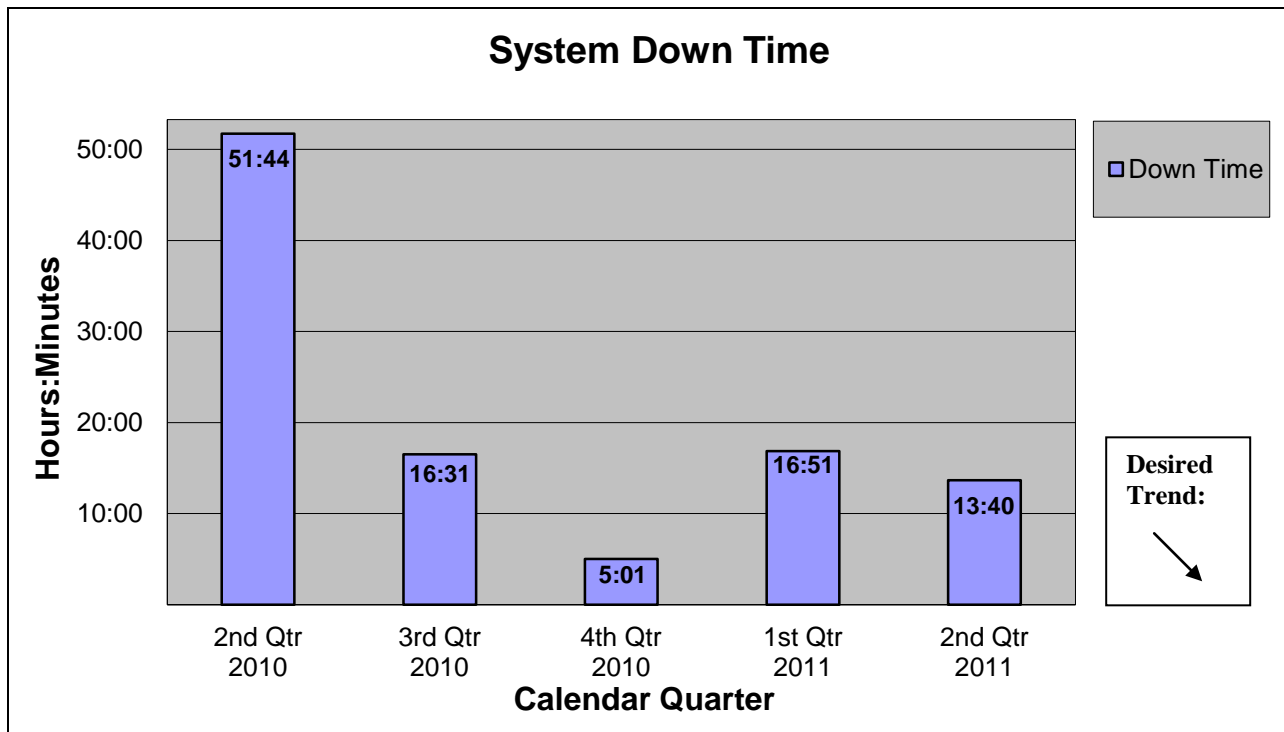
Description:

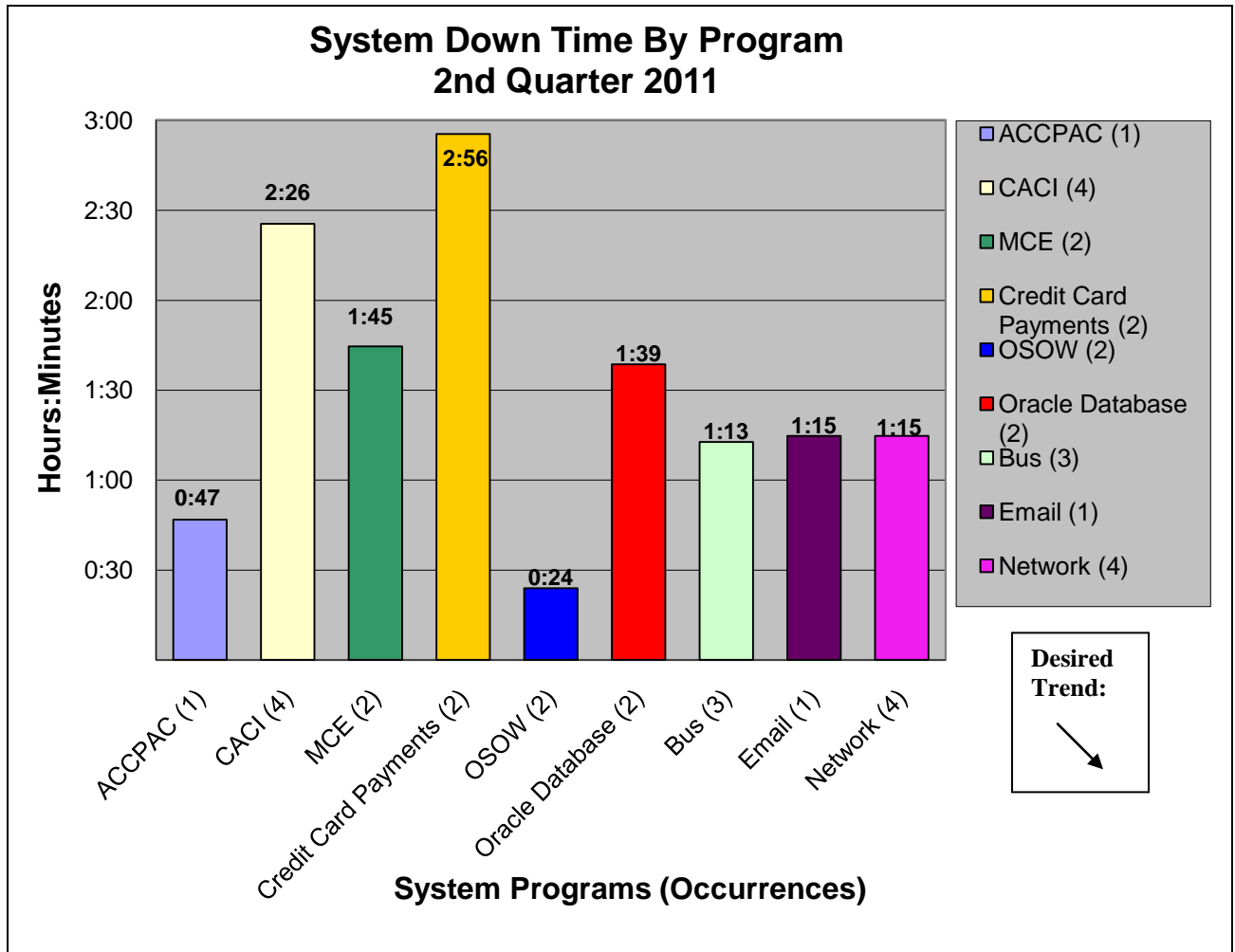
Designated staff within MCS log system down time. Down time includes periods when specified systems are inaccessible or experiencing slow response times. Slow responses or inaccessibility of specified systems affects the ability to provide an innovative and timely response to customers.

Improvement Status:

System down time decreased 3 hours and 11 minutes compared to last quarter. However, system latency continues to be an issue that slows production even though the system functions. In addition, a switch problem resulted in six agents being without phone or network services for a total of 3 hours and 30 minutes that are not included in the total down time.

The biggest contributor for the second quarter was credit card payments, reporting 2 hours and 56 minutes in two separate incidents. The issues were on the vendor side of the application. The second biggest contributor was CACI, reporting 2 hours and 26 minutes in four separate incidents when processes were hung up, requiring a reboot of the server.





Innovative Transportation Solutions

Telecommuting and remote work hours

Motor Carrier Services Director: Jan Skouby

Data Driver: Diana Stickler, Senior Administrative Technician

Purpose:

This measure tracks the number of hours MCS employees telecommute or work from a remote location.

Description:

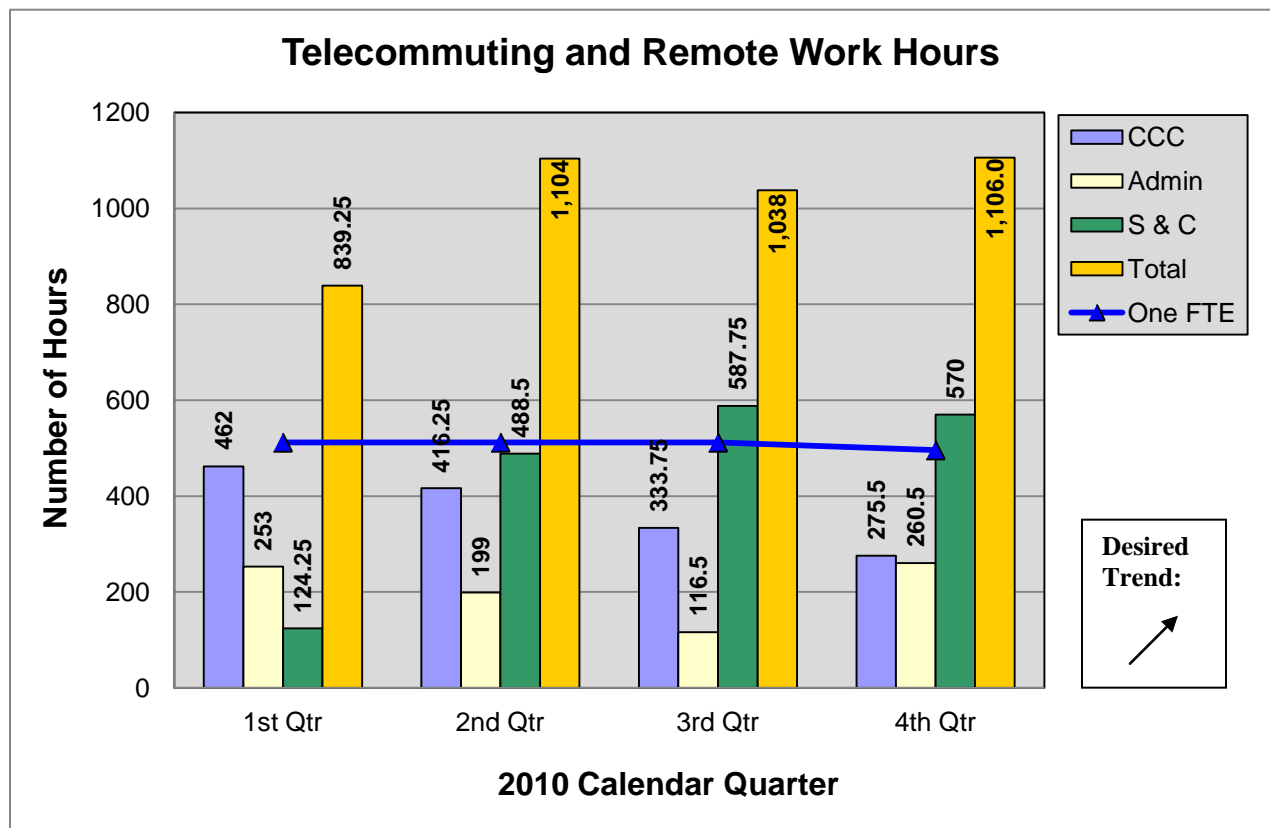
Telecommuting is an option for MCS employees who are able to perform without diminishing the quality of work, productivity or level of service. The goal is to have the equivalent of 10 full time employees telecommuting in order to reduce costs.

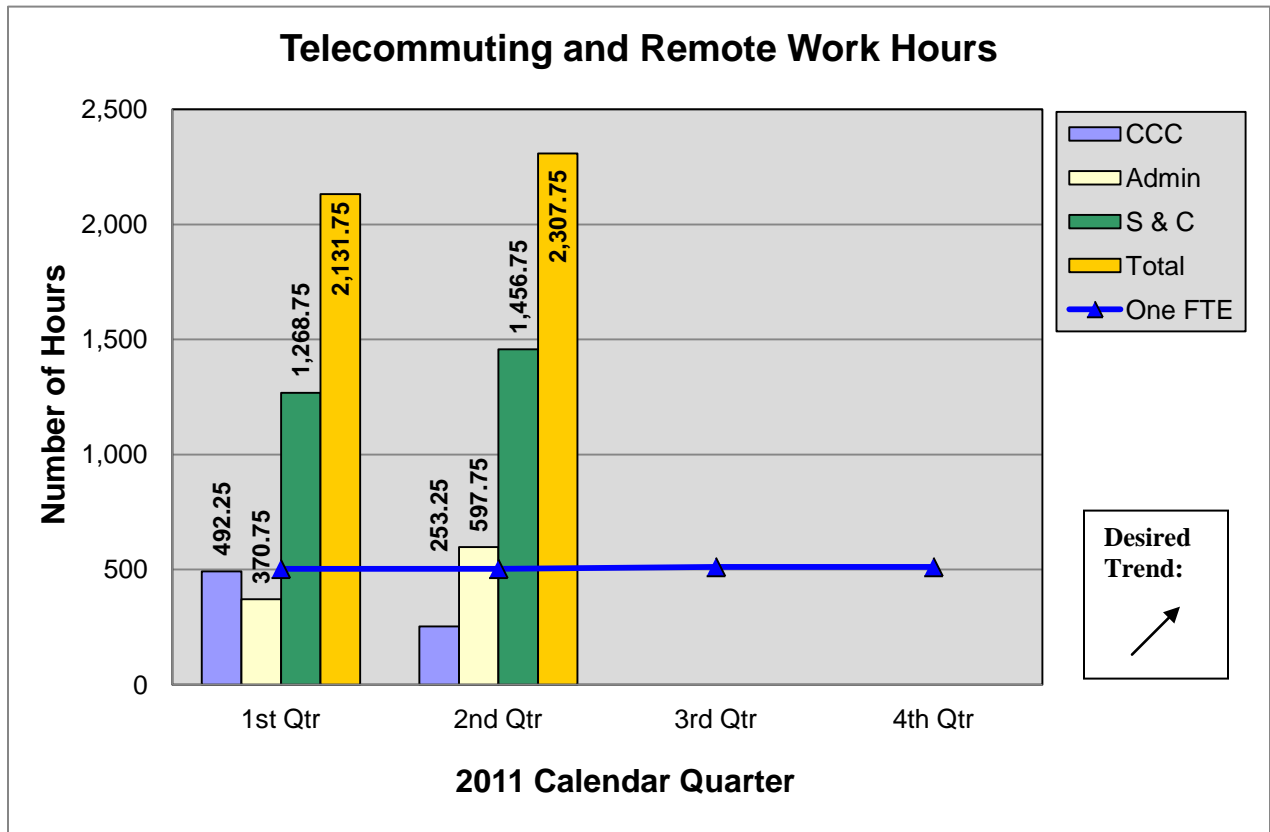
Each employee enters the number of hours worked from home or a remote location into a database for the number of hours each day they work away from the office.

Improvement Status:

There is an overall increase of 8.3 percent from the previous quarter of total hours telecommuted for all sections. CCC was the only section with a decrease of 48.6 percent due to employees not telecommuting while cross training and the larger amount of hours telecommuted in February from a snow storm. Administration saw the largest increase of 61.2 percent due to two employees on extended leave but able to work from home on an intermittent basis. Safety and Compliance has an increase of 14.8 percent. The increase for all sections from the same quarter in the previous year is 109 percent.

The total hours are equivalent to four and one-half full time employees.





Efficient Movement of Goods

Superload permits issued

Motor Carrier Services Director: Jan Skouby

Data Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Purpose:

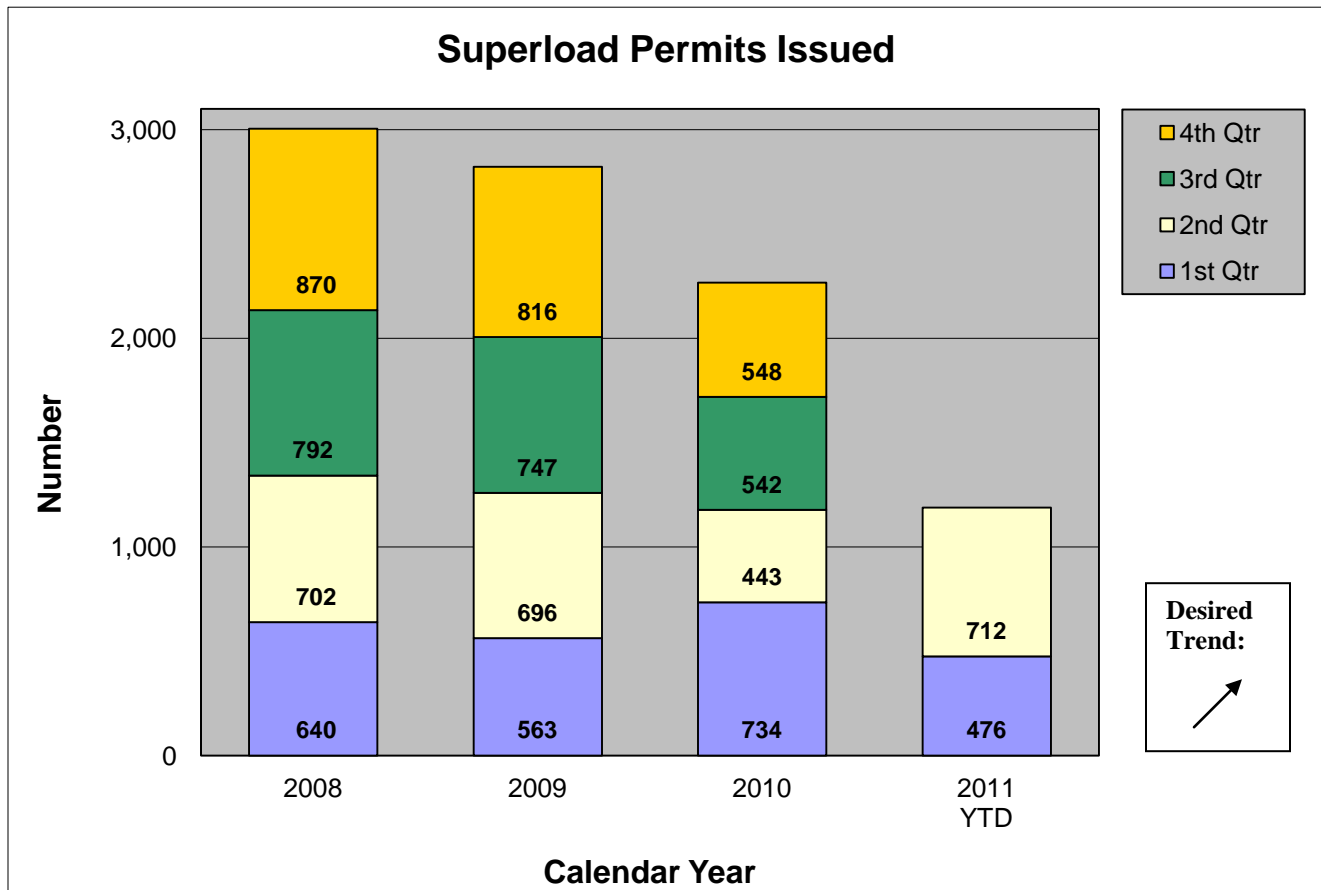
This measure tracks how many superload transactions are issued by Motor Carrier Services agents through the MoDOT Carrier Express system.

Description:

Data is collected monthly from canned reports in the MoDOT Carrier Express system. The chart below shows the number of superload permits issued in a quarter. A load is considered to be a superload when dimensions exceed 16' wide, 16' high, 150' overall length or 160,000 pounds.

Improvement Status:

The number of Superload permits increased 61 percent from the second quarter of 2010 to the second quarter of 2011. From the first quarter of 2011 to the second quarter 2011, superload quantities rose by 49.5 percent. Safe & Sound construction of new bridges requires bridge beams that usually result in super moves.



Efficient Movement of Goods

Oversize Overweight permits issued

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Purpose of the Measure:

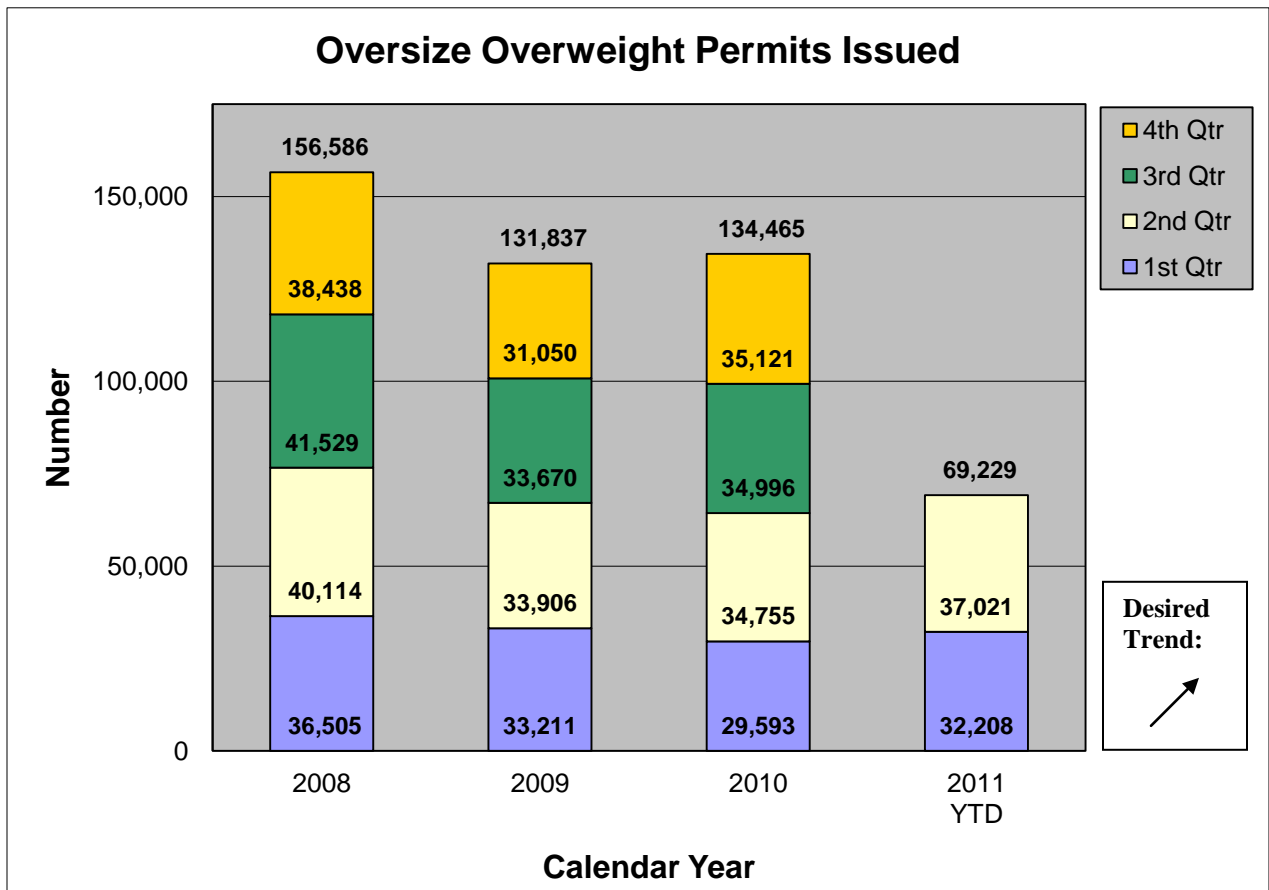
This measure tracks the number of oversize and/or overweight permit transactions in the MoDOT Carrier Express system.

Description:

Data is collected monthly from reports in the MoDOT Carrier Express system. The chart below shows the total number of oversize and/or overweight permits issued per quarter and per year.

Improvement Status:

From the second quarter of 2010 to the second quarter of 2011, the number of Oversize Overweight permits increased 6.5 percent. The number of permits issued increased by 14.6 percent from first quarter 2011 to second quarter 2011.



Efficient Movement of Goods

Average pending time of granted intrastate operating authority

Motor Carrier Services Director: Jan Skouby

Data Driver: Tina Thurman, Motor Carrier Compliance Supervisor

Purpose:

The purpose of this measure is to track the average number of days an application for Intrastate Authority was pending prior to issuance. This data is used to determine an acceptable duration of pending time and to help improve Operating Authority customer service response time ratings.

Description:

The application to obtain Missouri Intrastate Operating Authority is the MO-1. It is the starting point for what can be a confusing and lengthy process for intrastate authority applicants. The process can be delayed as customers collect required documentation and approvals that originate from multiple sources.

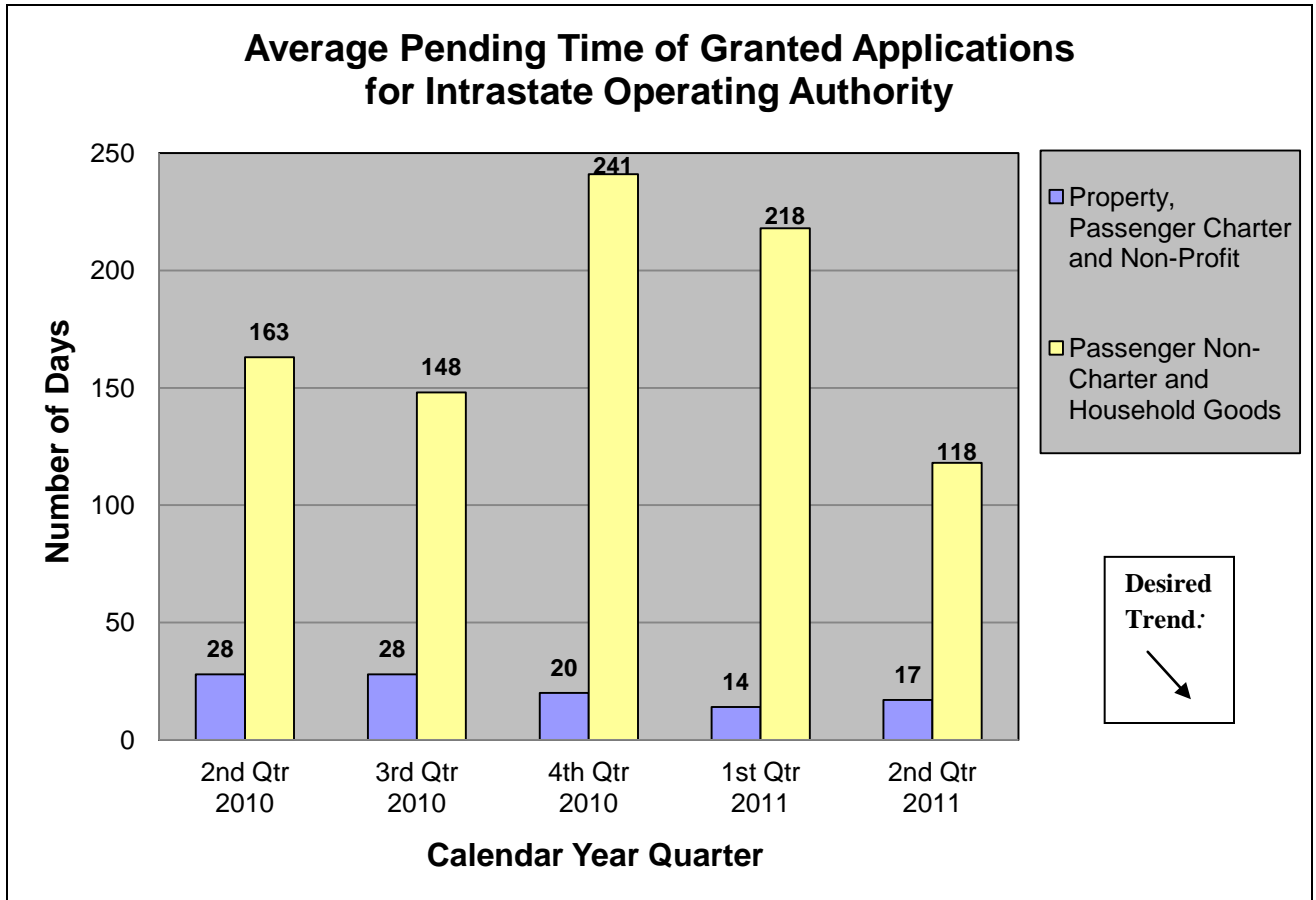
Applications for transportation of property, passengers (in charter service) and non-profit non-charter service have been streamlined by deregulation. However, the application process for transportation of passengers in non-charter service and for household goods is heavily regulated, resulting in longer application pending times. These customers must provide financial information and go through a 15-day notice registry process whereupon other authorized carriers can intervene and request denial of authority. If an application is intervened upon, the application is forwarded to the Missouri Administrative Hearing Commission for a hearing. Dependent upon a decision by AHC, these carriers must also obtain statements from potential customers as proof that there is a need for their services.

The average pending application time in the chart below displays a separation of applications that are streamlined and applications that have additional regulation requirements. The average number of pending days is based upon calendar days. Weekends and non-working holidays are included in the count. MCS returns applications after a period of ninety calendar days if the applicant has not complied with all application requirements.

Improvement Status:

Authority to operate in intrastate commerce was granted to 107 applicants during the second quarter of 2011 for streamlined applications. The average pending time for these applicants was 17 days. This is an increase of 3 days from the previous quarter and a decrease of 11 days from the same quarter in the previous year. During the second quarter of 2011, scheduled cross training involved one of the three core agents assigned to the Operating Authority team. The remaining two agents provided support to the crucial functions of Operating Authority. The first time review of new applications continued to be timely. However, second contact follow up to pending applications was not as timely as in previous quarters. Another contributing factor to the increased pending time is an approved amount of increased sick leave usage. Applications exceeding the bench marked pending time of 14 days were held for the following reasons; insurance (29), application corrections (10), and payment (7).

Authority to operate in intrastate commerce was granted to eight applicants during the second quarter of 2011 for non-streamlined applications. The average pending time of these applicants was 118 days. Authority was granted to four applicants to transport passengers in other than charter service. Three of the four applications were intervened upon which resulted in a case being filed with the Administrative Hearing Commission. The remaining four applicants were granted authority to transport household goods in intrastate commerce. One of the applications to transport household goods was intervened upon which resulted in a case being filed with the Administrative Hearing Commission. This applicant experienced a pending time of 366 days.



Efficient Movement of Goods

Interstate motor carrier mileage

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Joy Prenger, Motor Carrier Compliance Supervisor

Purpose of the Measure:

This measure reports the fluctuations of motor carrier freight movement in Missouri. MoDOT uses the information to monitor freight movement trends.

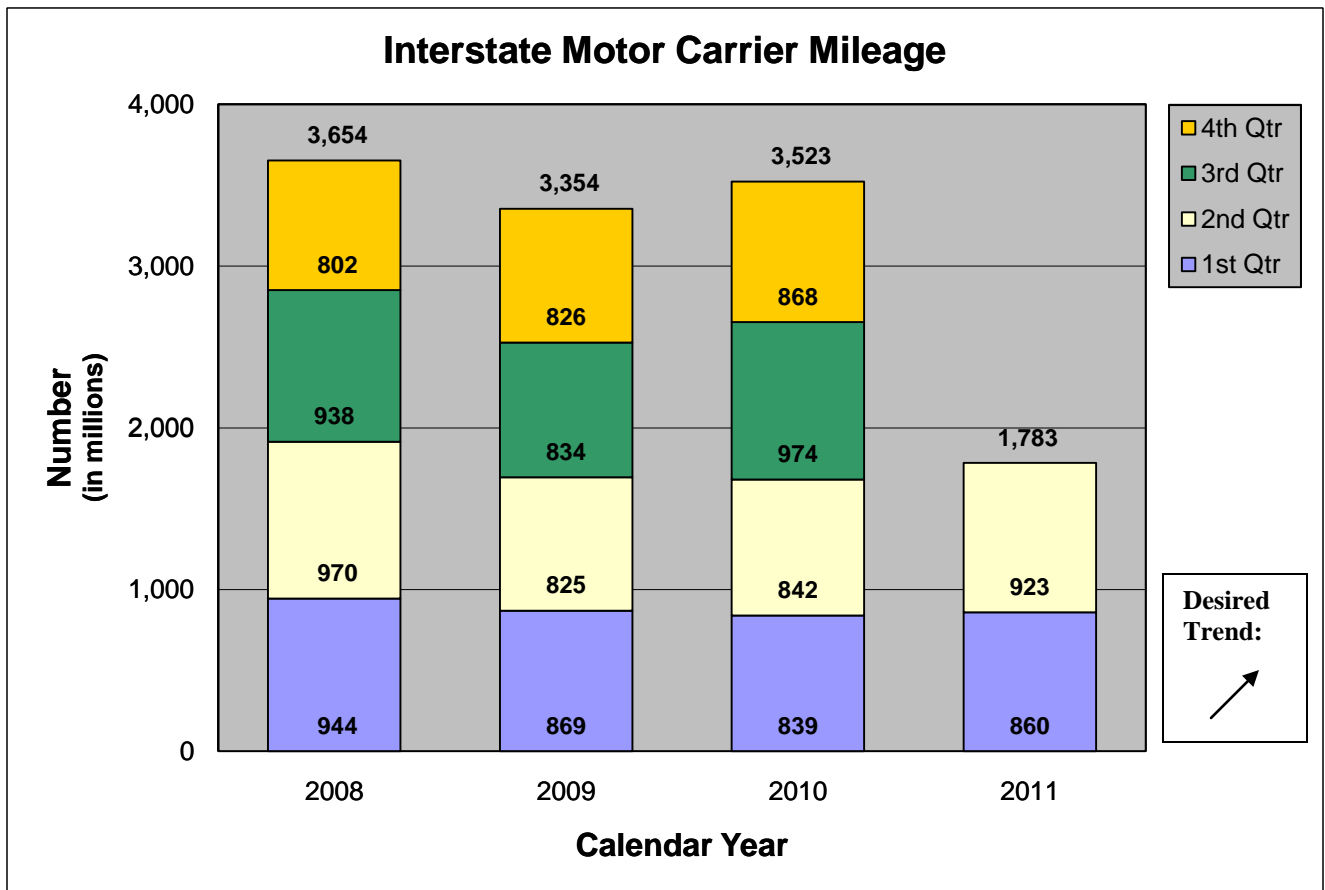
Measurement and Data Collection:

Data is reported quarterly. Quarterly International Fuel Tax Agreement tax returns filed by member states and provinces and monthly reports of mileage data by the members are used to monitor the number of taxable miles traveled in Missouri by all motor carriers.

Improvement Status:

Total miles traveled by interstate carriers in Missouri increased 7.3 percent from last quarter. During the second quarter of 2011, interstate carriers traveled 9.65 percent more miles here than during the second quarter of 2010. So far in 2011, total miles traveled are up 6.1 percent over 2010.

Compared to the same time last year, carriers based outside of Missouri traveled 12.2 percent more miles in Missouri. Missouri-based companies traveled less than 1 percent more miles in their home state.



Efficient Movement of Goods

Percent of trucks using advanced technology at Missouri weigh stations

Result Driver: Jan Skouby

Measurement Driver: Barbara Hague, Special Projects Coordinator

Purpose of the Measure:

This measure indicates motor carriers' acceptance of tools designed to improve the flow of freight traffic on Missouri highways.

Measurement and Data Collection:

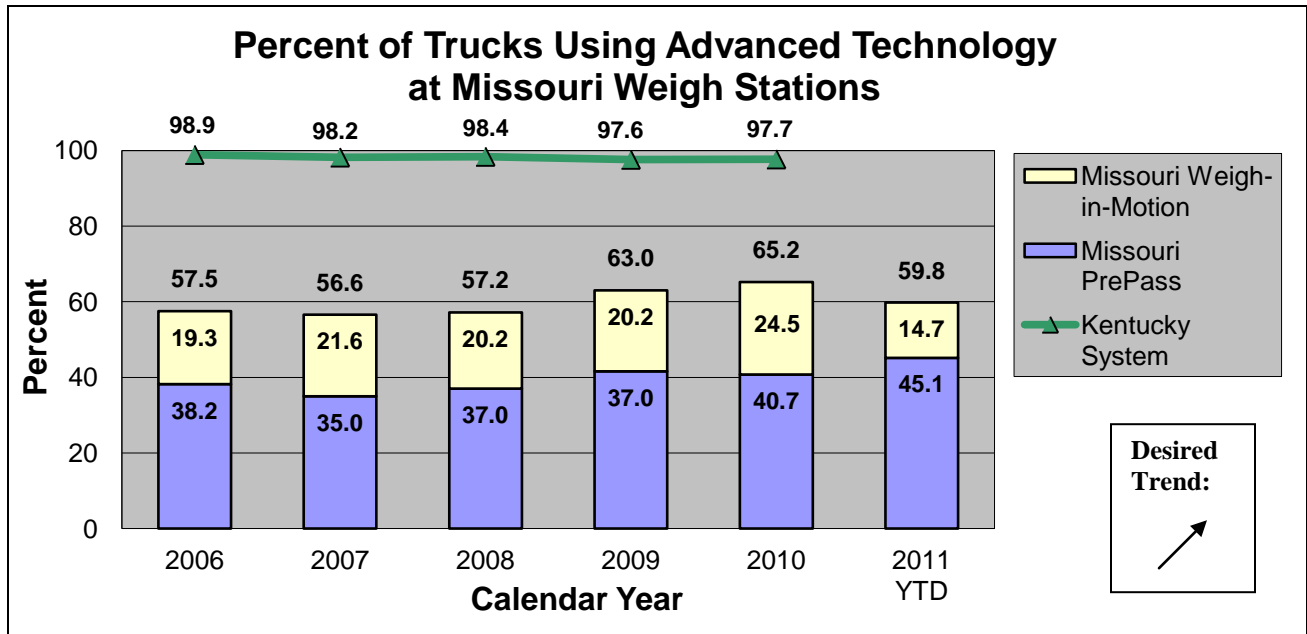
For this quarterly measure, data is collected by HELP, Inc.'s PrePass system computers which scan transponder-equipped vehicles as they approach 18 Missouri weigh stations. Pavement sensors check the vehicle's weight while computers review MoDOT's records to determine the carrier's compliance with safety, insurance and other state and federal regulations. Drivers are notified to stop or are allowed to continue without delay. Carriers that comply with state and federal regulations save time and money.

The Missouri State Highway Patrol provides a quarterly measure of the number of trucks that use Missouri's weigh-in-motion scales at Mayview and Foristell. These scales measure weight as trucks pass over them at 40 mph. Using ramp scales rather than fixed scales that require a full stop saves both time and money.

The benchmark state of Kentucky uses Ramp Sorter weigh-in-motion scales as its primary weighing tool and participates in Norpass, a mainline verification system. Kentucky's mainline verification numbers are much lower than Missouri's because their use of fixed scales is limited.

Improvement Status:

A decrease in the number of PrePass vehicles allowed to bypass the weigh stations in the second quarter; the impact of ramp WIMs being down a significant amount of time in the first two quarters; and an increase in the number of vehicles weighed on the static scales resulted in a continued decline in the year-to-date figures for the overall percent of the use of electronic technology by 5.4 percent. The total number of vehicles weighed or verified by electronic means was flat in the first two quarters of this year at a level lower than the third and fourth quarter of last year. The decline is also impacted by the flat level of truck tonnage for the second quarter of this year.



Efficient Movement of Goods

Missouri Unified Carrier Registration compliance rate

Motor Carrier Services Director: Jan Skouby

Data Driver: Tina Thurman, Motor Carrier Compliance Supervisor

Purpose:

The purpose of this measure is to track Missouri-based carriers' Unified Carrier Registration compliance rate. Collection and disbursement of UCR registration fees may be based upon the states' compliance rates in the future.

Description:

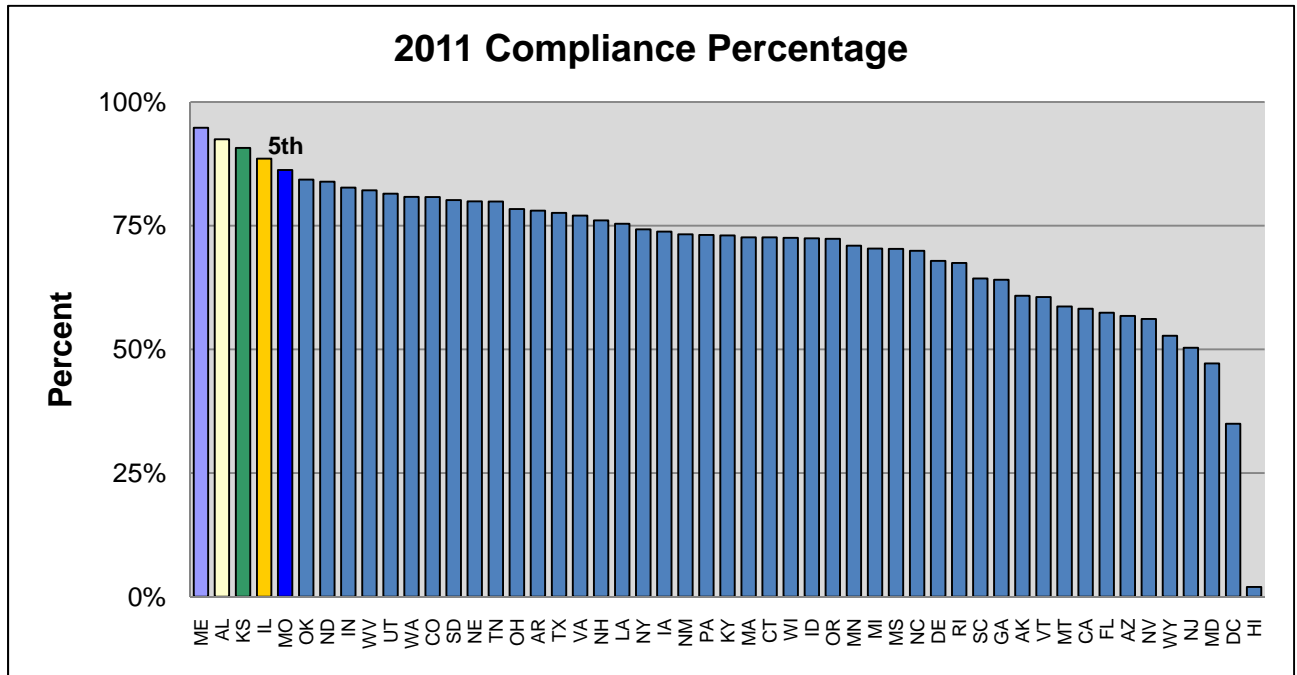
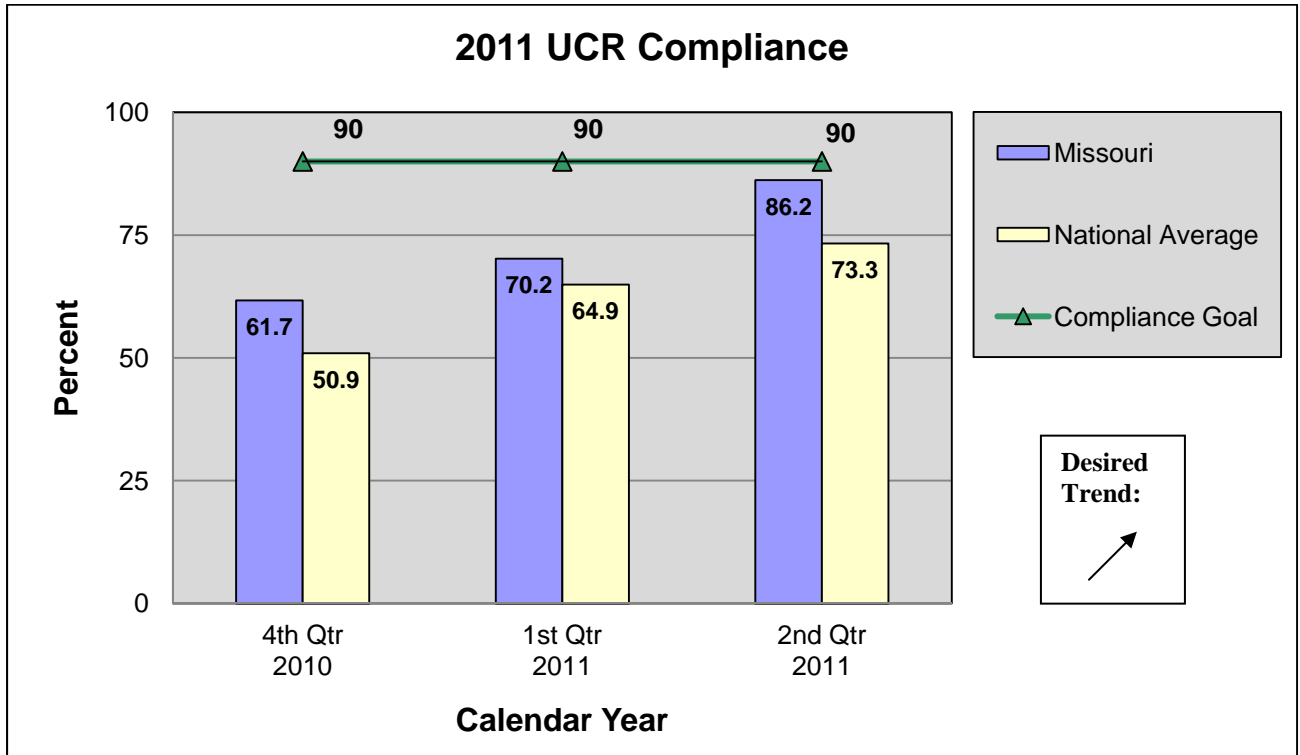
The UCR compliance rate used in this measure is obtained through Iteris; the vendor used by MoDOT and other states to upload data to SAFER. The compliance rate is based upon the number of active carriers within Missouri that have complied with UCR requirements. An active carrier for the purposes of this measure is one that has experienced some kind of activity to their USDOT registration in the last three years.

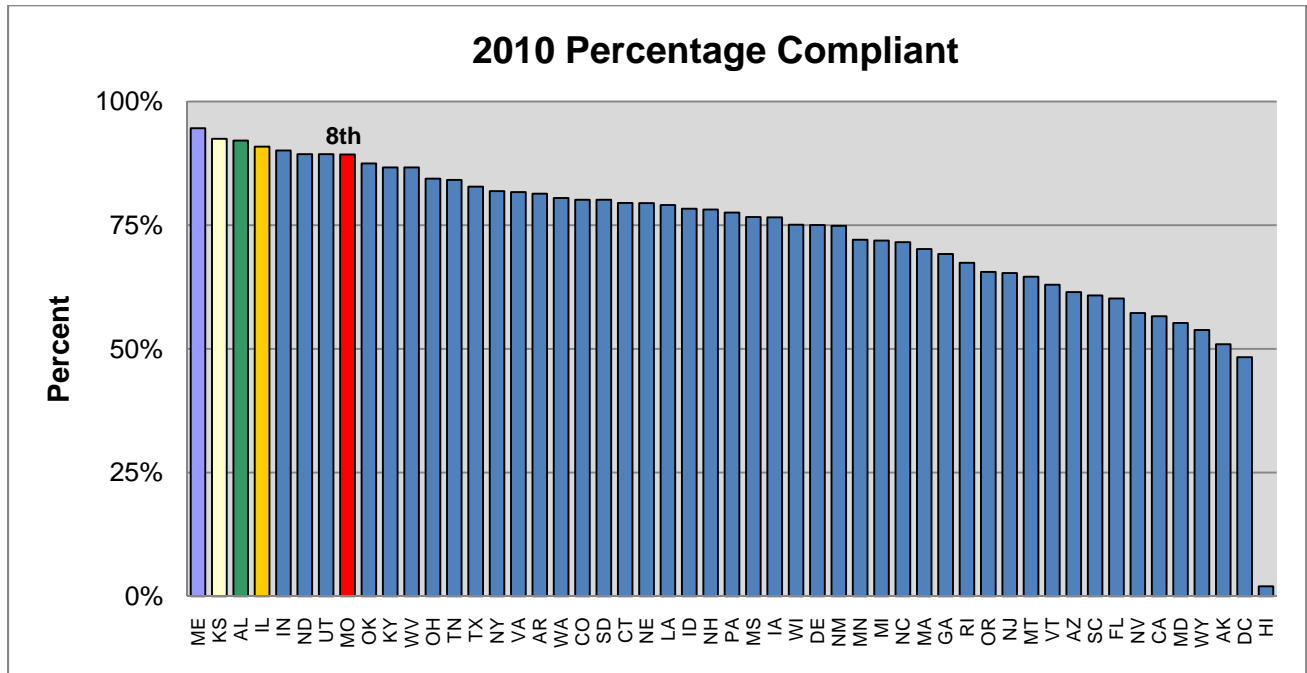
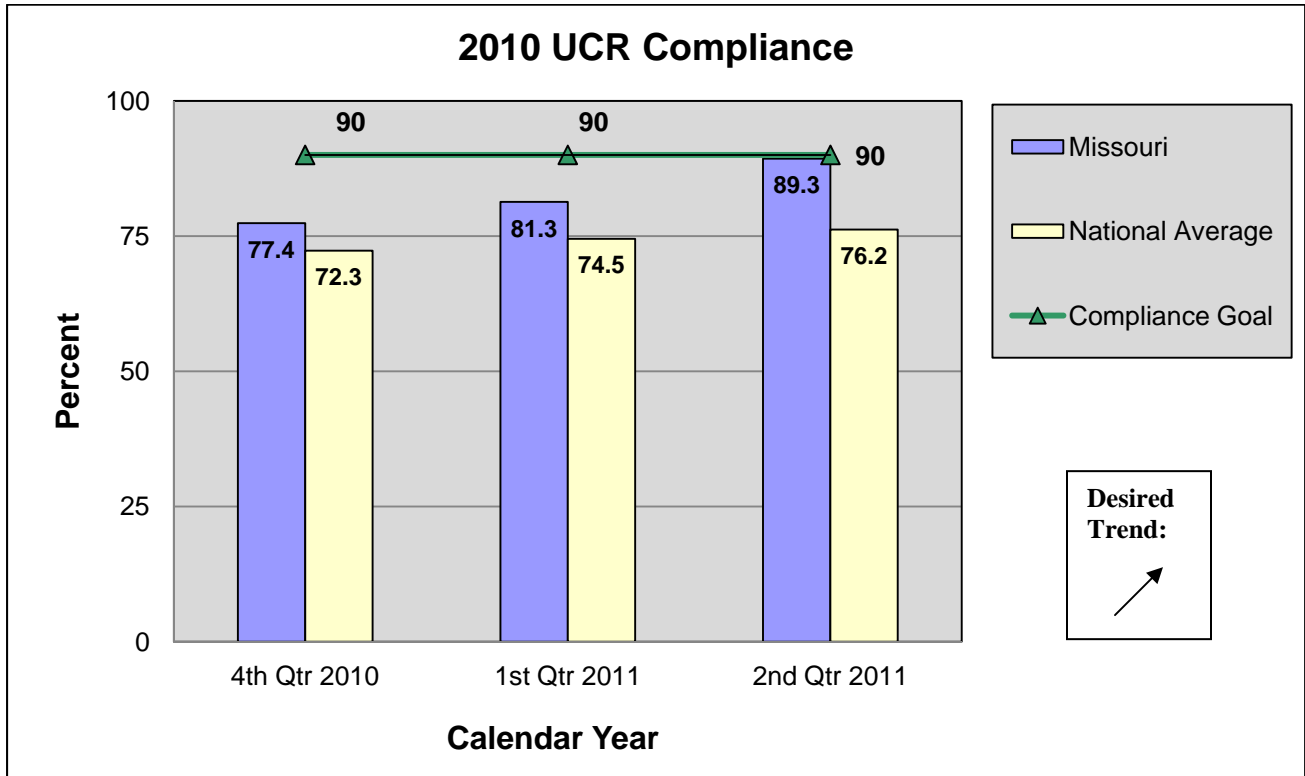
Improvement Status:

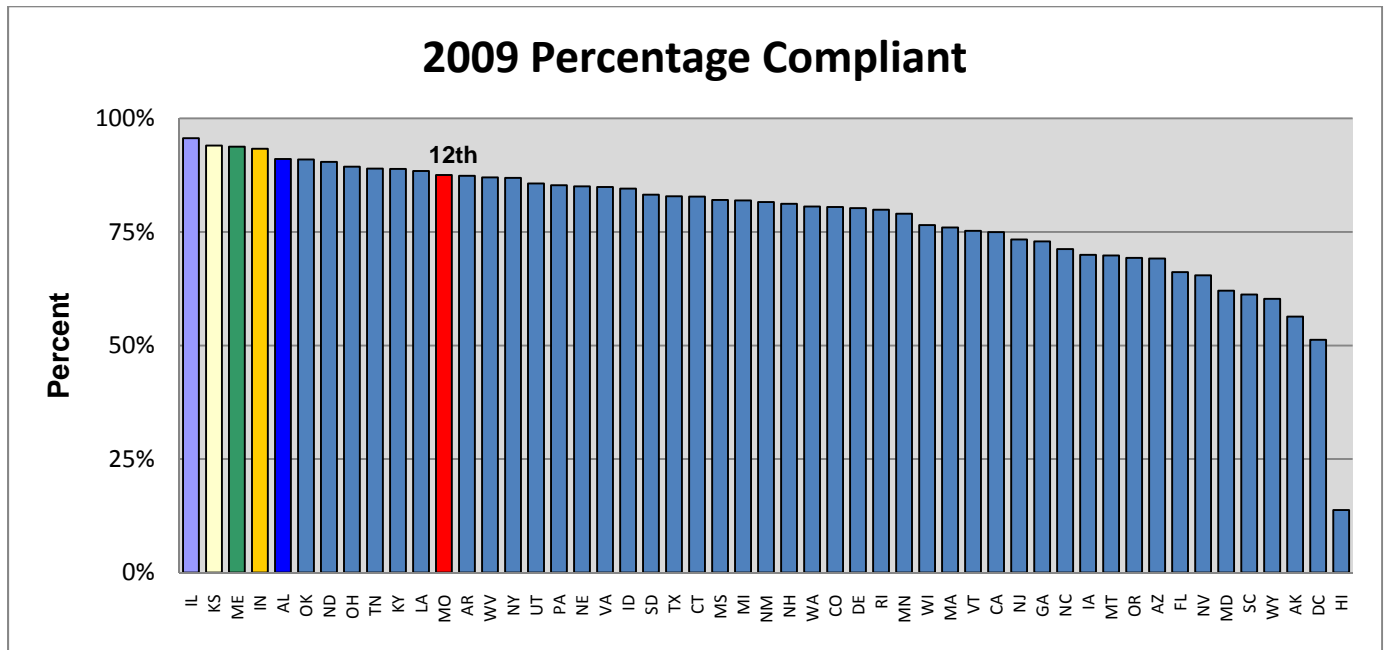
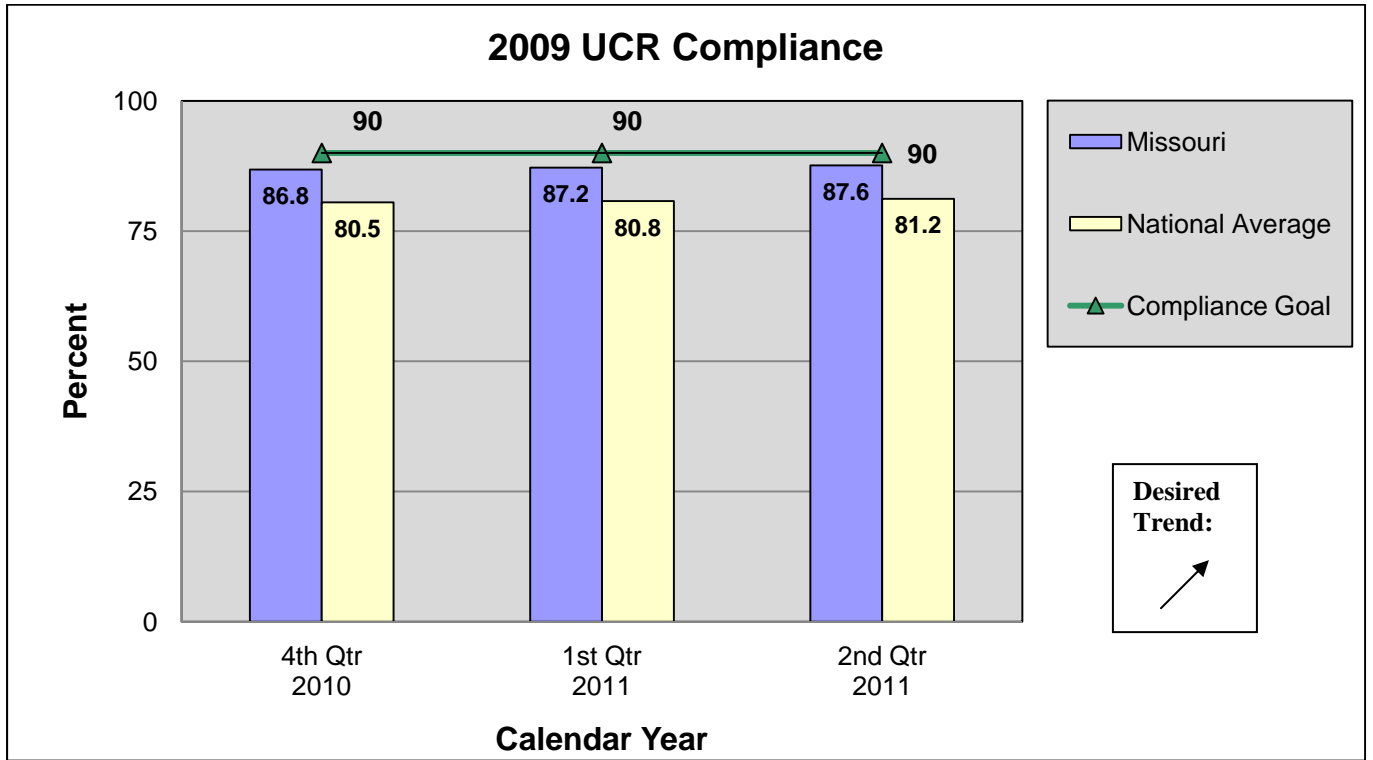
The UCR compliance rate for calendar year 2011 increased to 86.2 percent, or 16 percentage points, at the end of the second quarter. The UCR compliance rate for calendar year 2010 increased to 89.3 percent, or 8 percentage points, at the end of the second quarter. Missouri also increased in their ranking for 2011 UCR from number 12 to number 5. Missouri's ranking for 2010 UCR increased from number 11 to number 8.

The increase in compliance percentage and ranking is a result of an intensive invoicing process involving all non-compliant 2010 and 2011 UCR registrants. Motor Carrier Services invoiced 5,266 UCR registrants who were non-compliant for 2010, 2011 or both registration years. Motor Carrier Services registered 2,396, or 45 percent of those invoiced.

The UCR compliance rate for calendar year 2009 increased less than 1 percentage point to 87.6 percent. Missouri's ranking for 2009 UCR compliance increased from number 13 to number 12. The CCC staff encourages compliance with all years, however the focus of UCR compliance through invoice mailings has been for 2010 and 2011 calendar years. When 2012 UCR registration begins later this year, the 2009 registration compliance percentage will no longer be tracked.







Customer Involvement in Transportation Decision-Making

Customer suggestions implemented

Motor Carrier Services Director: Jan Skouby

Data Driver: Barbara Hague, Special Projects Coordinator

Purpose:

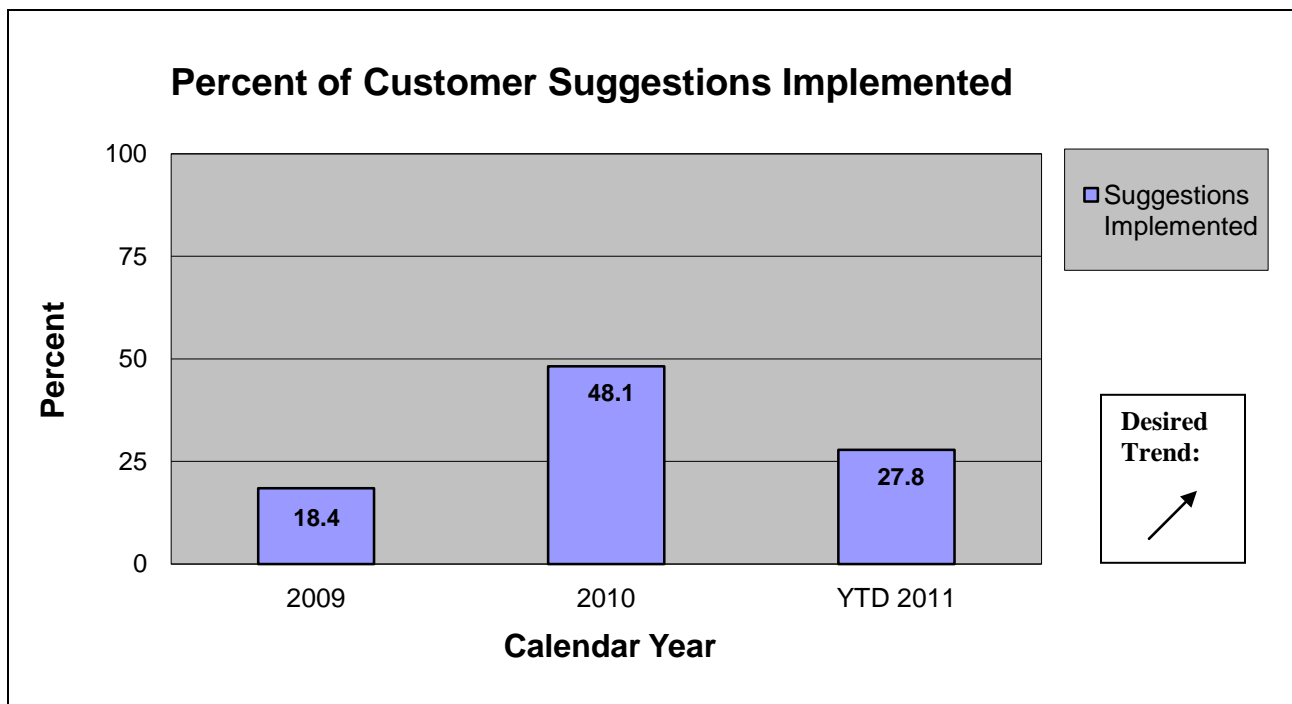
The purpose of this measure is to identify the involvement of MCS' customers in the agency's decision-making process. The objective of this measure is to track the percent of feasible suggestions provided by customers that aid MoDOT Motor Carrier Services in improvement of processes, system or program activity.

Description:

The chart shows the impact of the number of suggestions received as compared to the number implemented. Success for this measurement is increased participation in the decision-making process, processes designed around the customer and customers' business needs that are met. Suggestions made by customers could be in the area of process/form changes, system changes, new program functionality or activity, suggested rule changes or legislation supported by MCS. Changes suggested regarding program or plan reviews are also included. Projects slated for implementation but not completed during the calendar year are noted in the year of implementation.

Improvement Status:

For the second quarter, 24 new suggestions were added bringing the total suggestion for the year to 54. Ten suggestions were implemented in the second quarter bringing the year-to-date implementation number to 15. Two customer suggestions implemented this period included adding emergency after-hours contact numbers to the OSOW permits and modify the customer outstanding supplement report to include month and year. Other modifications requested by staff included adding a flood statement to all OSOW permits; adding edits to tighten the system for noncompliant customers; changing the login page to allow customers who use different browsers to sign on to the system; and other changes to make the system function better for the IRP program.



Best Value for Every Dollar Spent

Motor Carrier Services' contribution to highway and state road funds

Motor Carrier Services Director: Jan Skouby

Data Driver: Joy Prenger, Accounting Services Supervisor

Purpose:

State revenue includes three major components of taxes and fees paid by highway users; motor fuel taxes, motor vehicle and drivers licensing fees and motor vehicle sales and use taxes. Motor Carrier Services contributes to state revenue in two of the three major components; motor fuel taxes and commercial motor vehicle licensing fees.

Description:

MCS collects state and non-state funds. Collections and disbursements are recorded in the statewide financial accounting system for nine state funds and two non-state funds. Collections for the International Registration Plan and the International Fuel Tax Agreement include state and non-state funds. Collections for the Intrastate Exempt/Intrastate Regulatory Authority, Hazardous Waste/Waste Tire Transporters, Unified Carrier Registration, Grade Crossing Safety Program, Public School Program, City and County Distributions, Titles and Oversize Overweight permits include only state funds. Cities, counties and St. Louis City receive 25 percent of Missouri Schedule II fees.

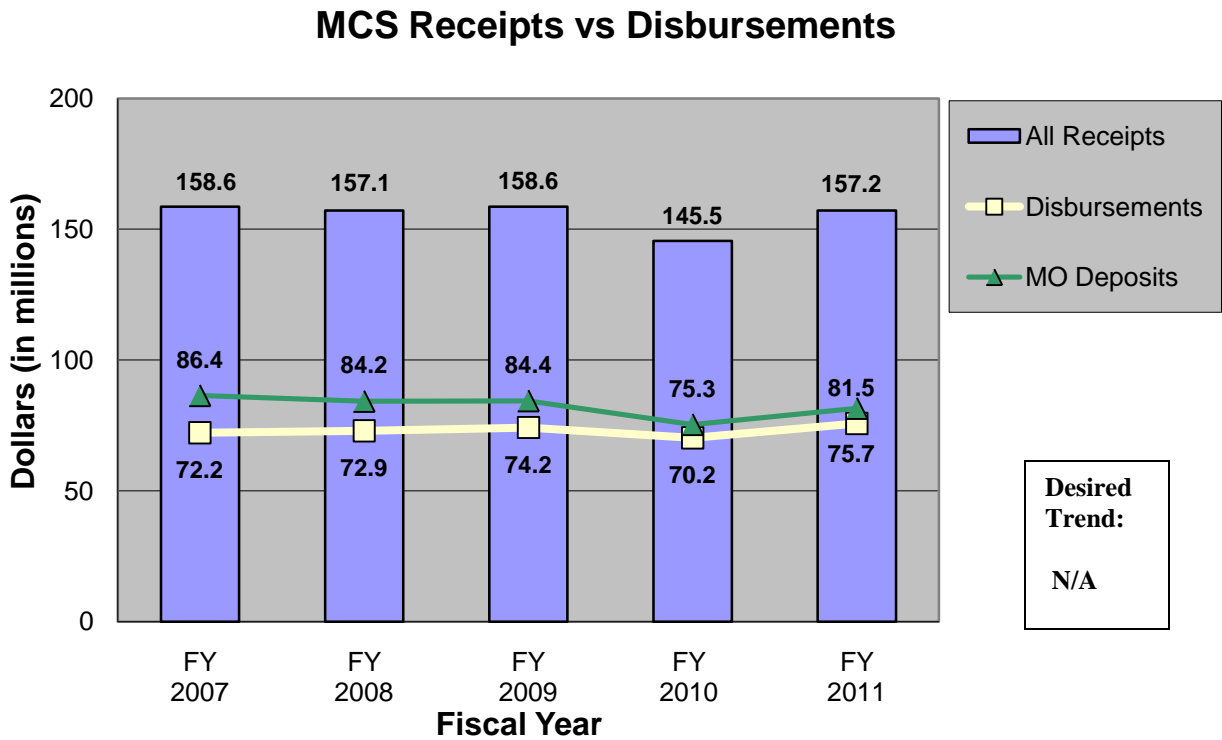
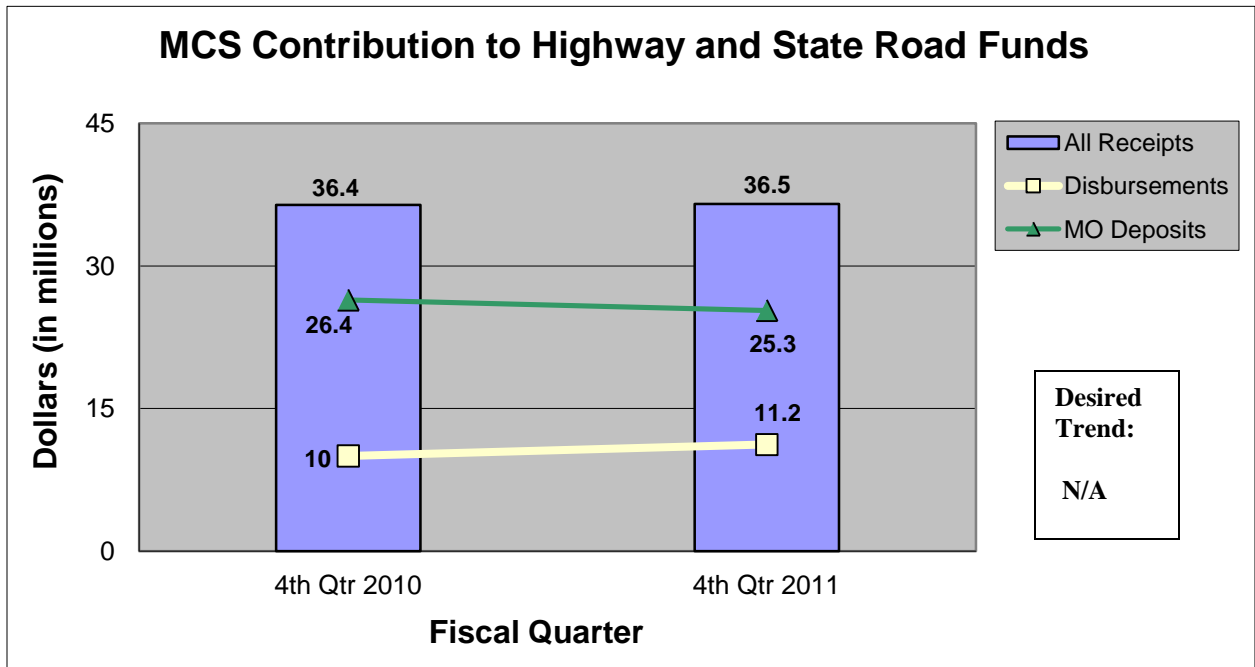
This data is collected based on revenue recorded in the statewide financial accounting system and the MCS accounting system by fund.

Improvement Status:

During the fourth quarter 2011, which is the fourth quarter of fiscal year 2011, MCS total receipts decreased by one percent, compared to the same quarter in the prior fiscal year. MCS contributions to the highway and state road funds increased by four percent in the same period.

UCR collections show an increase of 97 percent. The 2010 UCR fee structure approval in late May 2010, skewed collection comparisons on quarter-to-quarter basis for annual renewals. This should start straightening out next quarter. OSOW permit sales increased by 12 percent. Hazardous Waste decreased by 15 percent versus last quarter and Scrap Tire fees which MCS collects for DNR have had a decrease by 18 in fees. Title Fees that MCS collects for the Department of Revenue, decreased by 81 percent.

- Late Pay Penalty (LPP) is up by 18 percent compared to the same quarter of 2010. June contributed to an increased as 79 more customers paid in June 2011
- Reciprocity Trip Permits are up by 52 percent compared to the same quarter of 2010. In 2011, \$20,225.00 more was collected than during the same quarter in 2010.
- IFTA monies decreased by 53 percent compared to the same quarter of 2010. Revenue in the fourth quarter 2011 was overstated due to customers who were unable to pay quarterly tax returns in full. Partial payments are subject to different accounting rules than payments made in full.



Best Value for Every Dollar Spent

Distribution of Motor Carrier Services' expenditures

Motor Carrier Services Director: Jan Skouby

Data Driver: Mike Williams, Senior Financial Services Specialist

Purpose:

The purpose of this measure is to demonstrate a responsible use of taxpayers' money and funds received from the Federal Motor Carrier Safety Administration. The expenditures and reimbursements determine costs to MoDOT.

Description:

Motor Carrier Services' Safety and Compliance receives eligible funds with standards and procedures to administer the Motor Carrier Safety Assistance Program and the Motor Carrier New Entrant Program. MoDOT is reimbursed 80 percent of the approved costs for MCSAP and 100 percent of approved costs for the New Entrant Program. In addition, Motor Carrier Services receives eligible funds from the Commercial Vehicle Inspection and Networks deployment grant program, and from the Performance and Registration Information Systems Management. MoDOT is reimbursed 50 percent of the approved costs for the CVISN program, and 100 percent of the approved costs of the PRISM program.

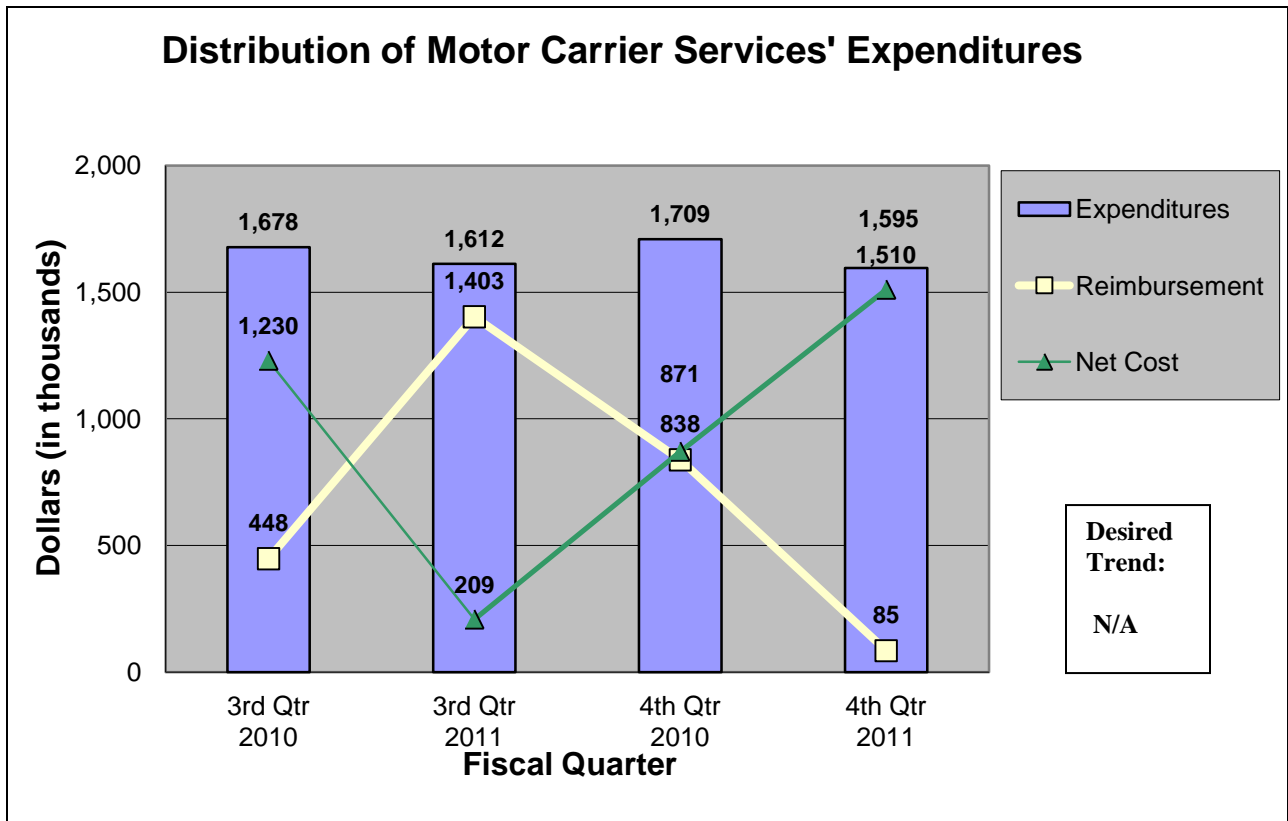
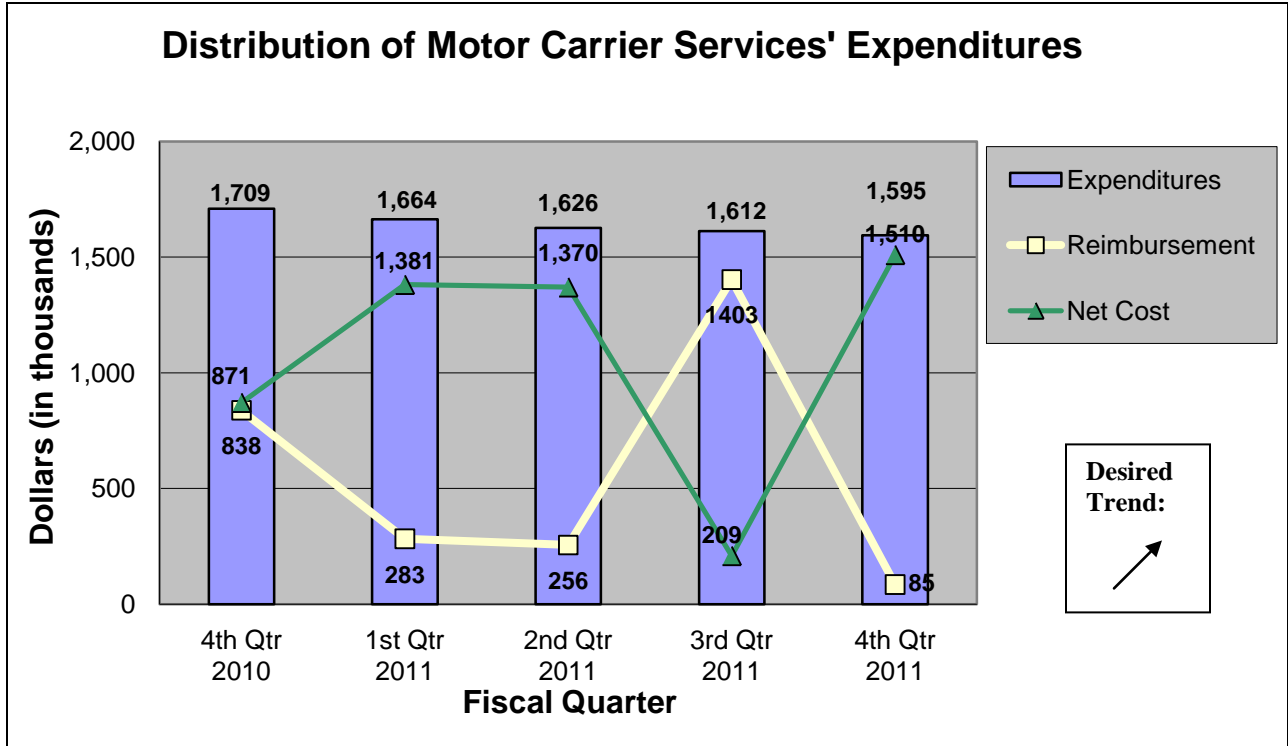
MCS expenditures from its budgeted appropriation are collected based on cash expenditures. The data is collected and reported quarterly based on expenditures and reimbursements recorded in the statewide financial accounting system. Expenditures consist of actual dollars for Personal Services (wages) and Expense and Equipment. Some fringe benefits are actual dollars (health care and retirement for employees under MoDOT's systems), and some are estimated due to being lumped in large appropriations with all other state employees (OASI; deferred compensation; unemployment insurance; and health and retirement costs for employees enrolled in MOSERS and MCHCP). Total expenditures mirror the information in MoDOT Tracker Measure 15k-Distribution of Expenditures.

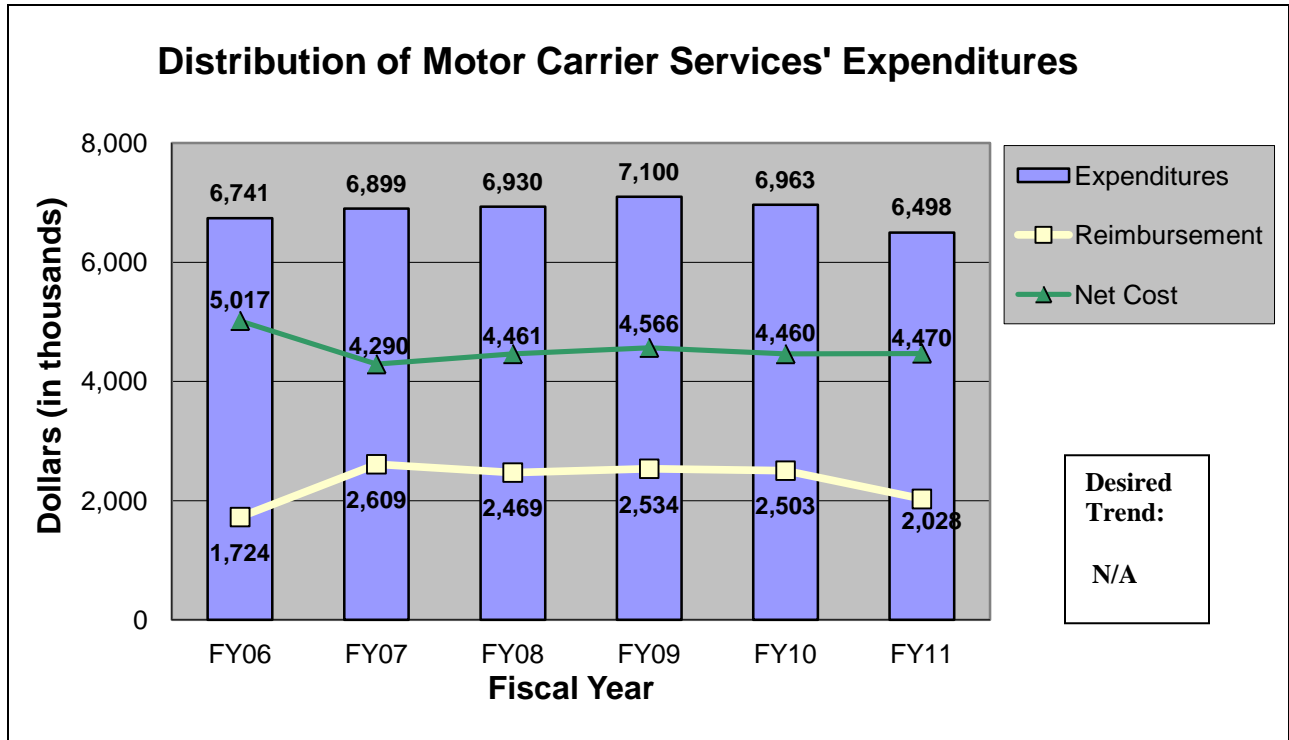
Reimbursements are actual dollars received, and are stated on a cash basis.

Improvement Status:

The reimbursements received in the fourth quarter of fiscal year 2010 are unusually high, and thus net cost is unusually low, due to a timing issue with receiving the January and February 2010 MCSAP and the February 2010 New Entrant voucher claims. Normally, these are reflected in the third quarter's data, but they arrived in the fourth quarter of fiscal year 2010. Total impact for these grant claims was about \$268,000.

Due to inconsistencies in processing time by the Federal Motor Carrier Safety Administration, and to some pending unpaid vouchers for the CVISN program dating back to the April – June 2010 voucher period, amounts shown for reimbursements and net costs are either over or understated. Given normal processing time by FMCSA, the net impact on the division Tracker would be to increase reimbursements, and thus decrease net cost, by about \$541,000 in the first quarter of fiscal year 2011, to increase reimbursements, and thus decrease net cost, by about \$322,000 in the second quarter of fiscal year 2011, to decrease reimbursements, and thus increase net cost, by about \$560,000 in the third quarter of fiscal year 2011, and to increase reimbursements, and thus decrease net cost, by about \$468,000 in the fourth quarter of fiscal year 2011. Overall, the net effect of these inconsistent processing times was to understate reimbursements received, and thus overstate net cost, by about \$771,000 for fiscal year 2011.





Best Value For Every Dollar Spent

True costs of MCS personal services

Motor Carrier Services Director: Jan Skouby

Data Driver: Mike Williams, Senior Financial Services Specialist

Purpose:

The purpose of this measure is to provide the true, full costs of Motor Carrier Service employee wages, including all fringe benefits paid by the State.

Description:

The data shown on the first two graphs consists of four distinct cost areas. The largest is employee wages. The second largest is the cost of contributions for retirement. The third largest is the cost of contributions for employee health care. The fourth and final cost area is “other fringe benefits”, which consists of social security, deferred compensation, unemployment insurance, long-term disability, and post-retirement health care contributions. The final graph shows the number of actual full time equivalent employees at Motor Carrier Services at the end of each state fiscal year.

Motor Carrier Services has employees covered by either MOSERS retirement system or the MPERS retirement system. In addition, MCS employees health care coverage is covered under the Missouri Consolidated Health Care Plan or MoDOT’s health plan.

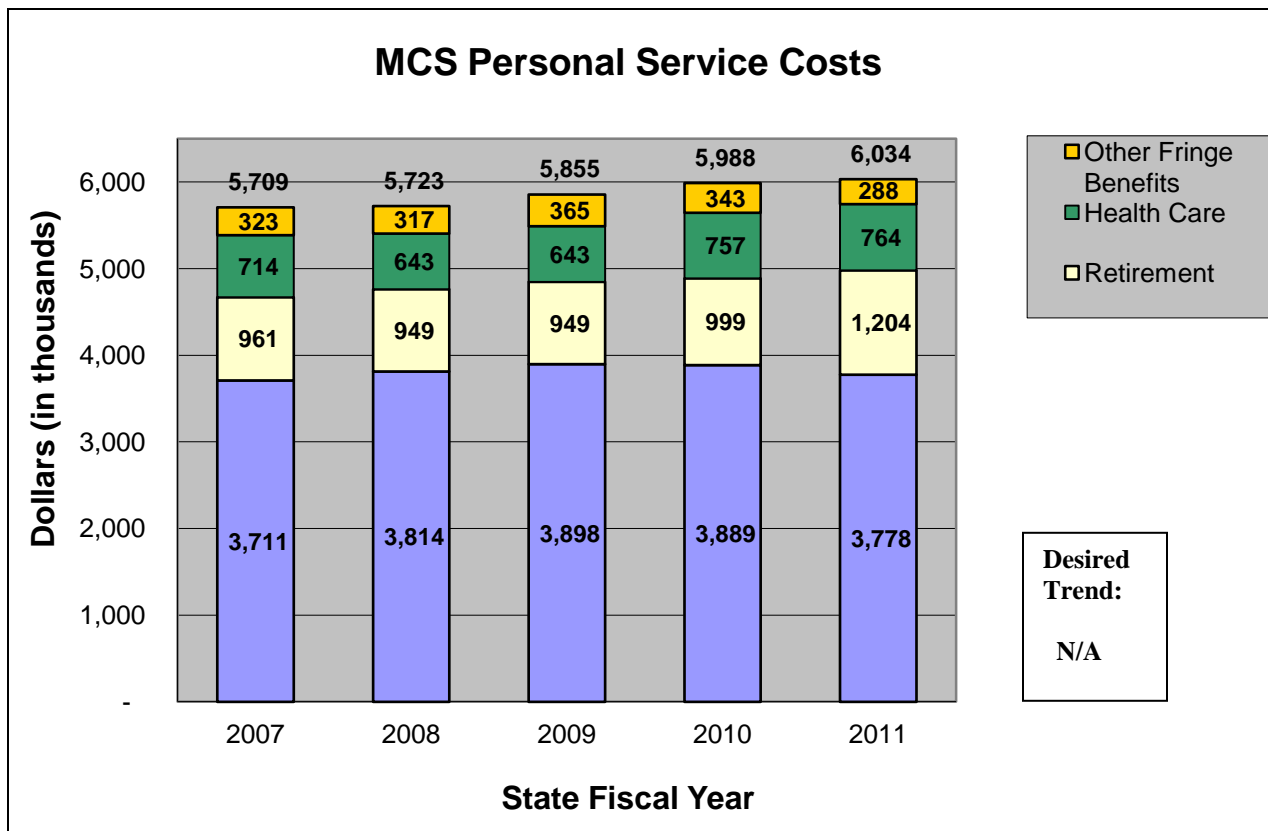
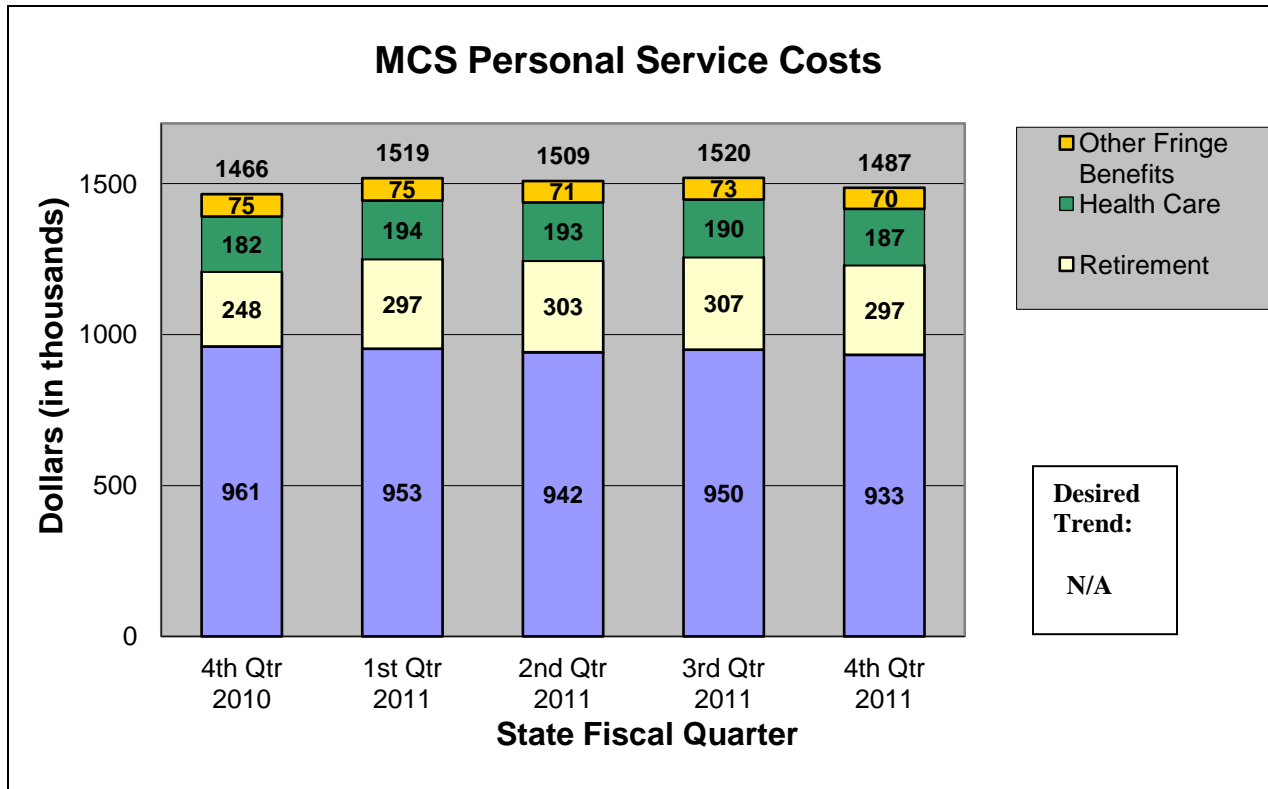
Improvement Status:

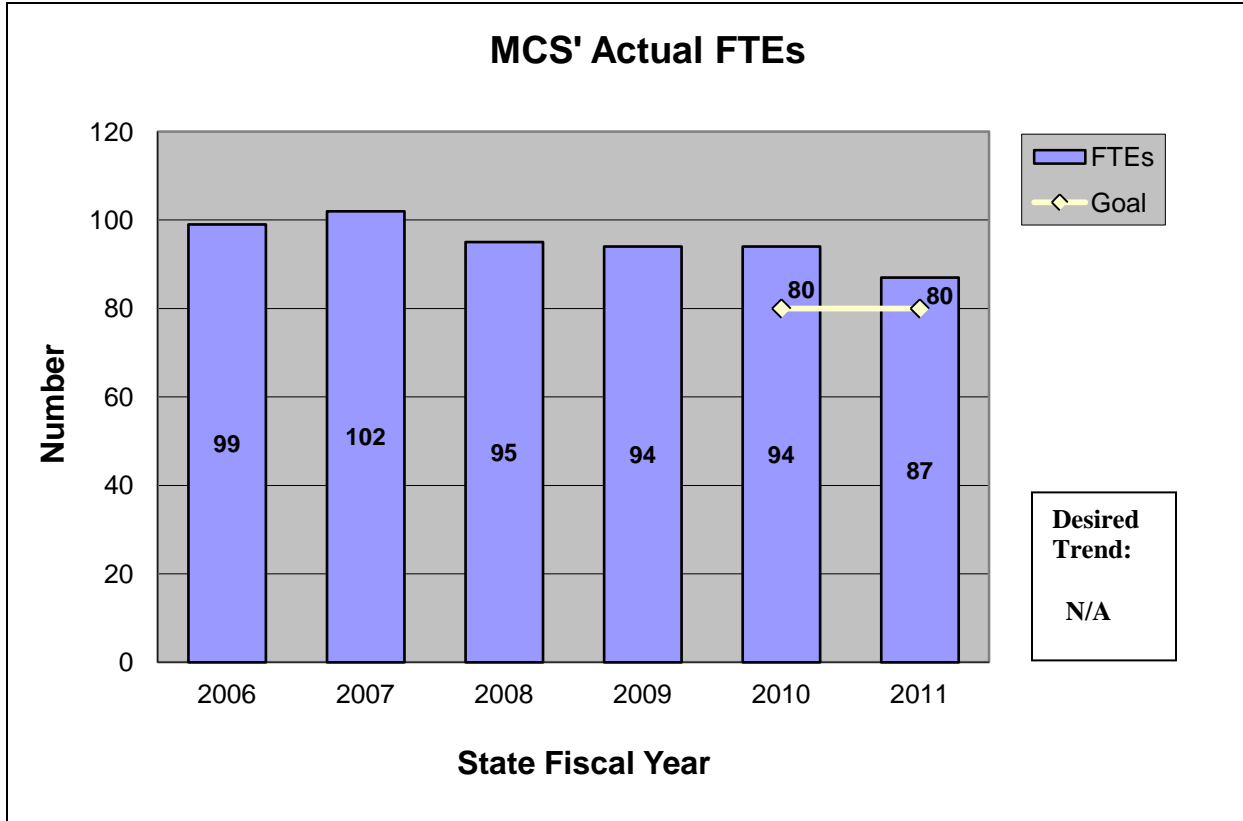
Retirement costs for MCS combined averaged 31.9 percent of wages in fiscal year 2011, as compared to 25.7 percent of wages in FY 2010. The primary cause of this increased cost is the increase in the contribution rate required for employees in MPERS, which rose from 31.2 percent in FY 2010 to 39.46 percent in FY 2011. The contribution rate for employees covered by the MOSERS retirement plan remained relatively steady, at approximately 13 percent of wages. As employees covered by the MOSERS plan gradually leave MCS, they are replaced by employees who are required to join the MPERS retirement plan, gradually increasing the cost for this fringe benefit to MoDOT.

Health care costs for MCS combined averaged 20.2 percent of wages in FY 2011, as compared to 19.5 percent of wages in FY 10. Costs for the two health plans are comparable. Several factors combined to cause this increase. First, the overall inflation rate in the health care field dwarfs the rate of increase in employee salaries and drives up the cost of providing health benefits to employees. Other factors are difficult to quantify. For example, if a larger percentage of employees elect family coverage instead of employee-only coverage, contributions as a percent of wages would be relatively larger. The opposite is true if more employees choose employee-only coverage.

Other fringe benefits are comprised primarily of employer social security contributions, which are a fairly predictable percentage of wages. Two other benefits comprise a small part of this category - long term disability insurance and unemployment insurance. Due to their relatively insignificant cost (less than ten percent of the total) they have little impact on this measure. One change implemented during the middle of FY 2010, the elimination of the State’s deferred compensation match, reduced costs in this area. The elimination of the deferred compensation match saves MCS approximately \$7,000 per quarter, representing a reduction of about 0.75 percent of wages in other fringe benefits when comparing fiscal year 2011 data to 2010.

As part of MoDOT’s bolder five year direction, MCS has a goal of reducing FTEs to 80 by March 31, 2013. During fiscal year 2011, MCS moved in that direction by reducing the actual FTEs from 94 at the beginning of the fiscal year down to 87 by the end of the fiscal year.





Best Value for Every Dollar Spent

Number of customers

Motor Carrier Services Director: Jan Skouby

Data Driver: Barbara Hague, Special Projects Coordinator

Purpose:

This measure tracks the number of customer accounts served by MoDOT Motor Carrier Services. MCS uses this information to employ its resources effectively.

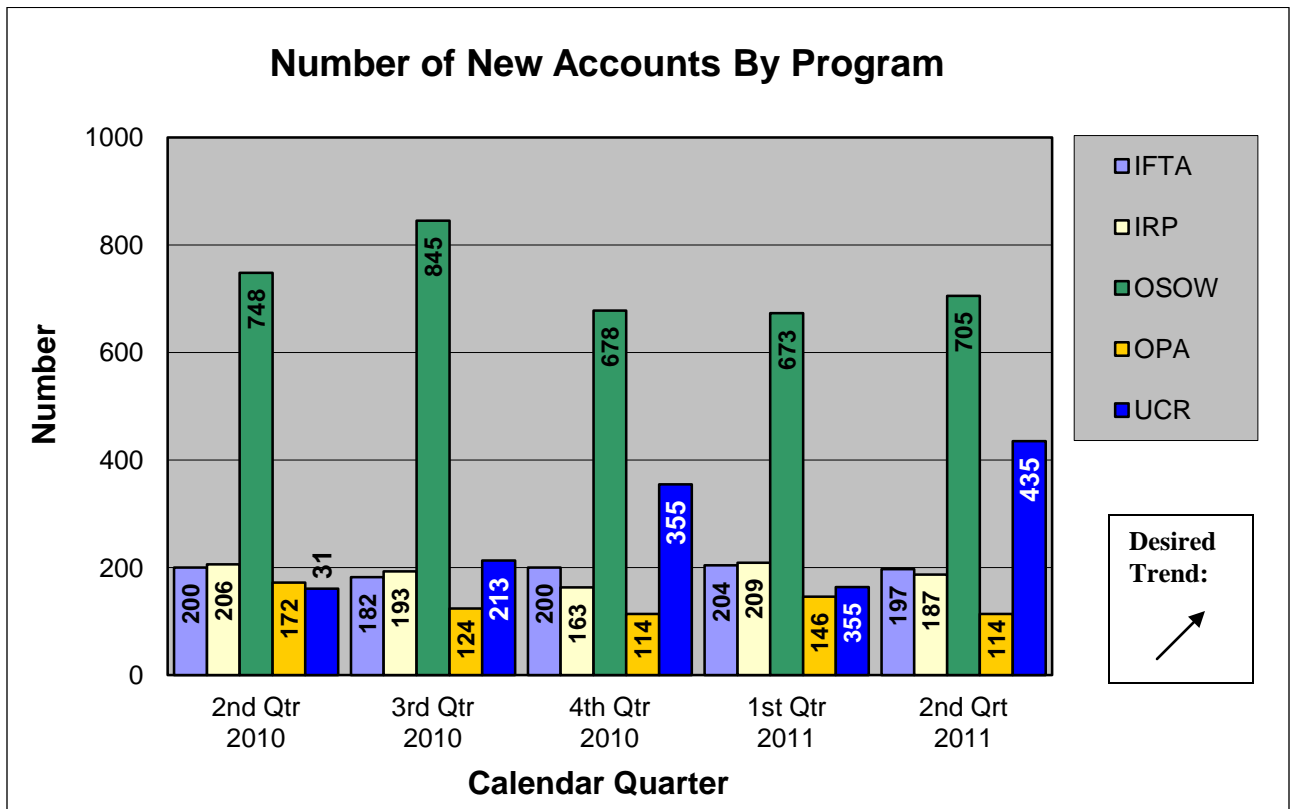
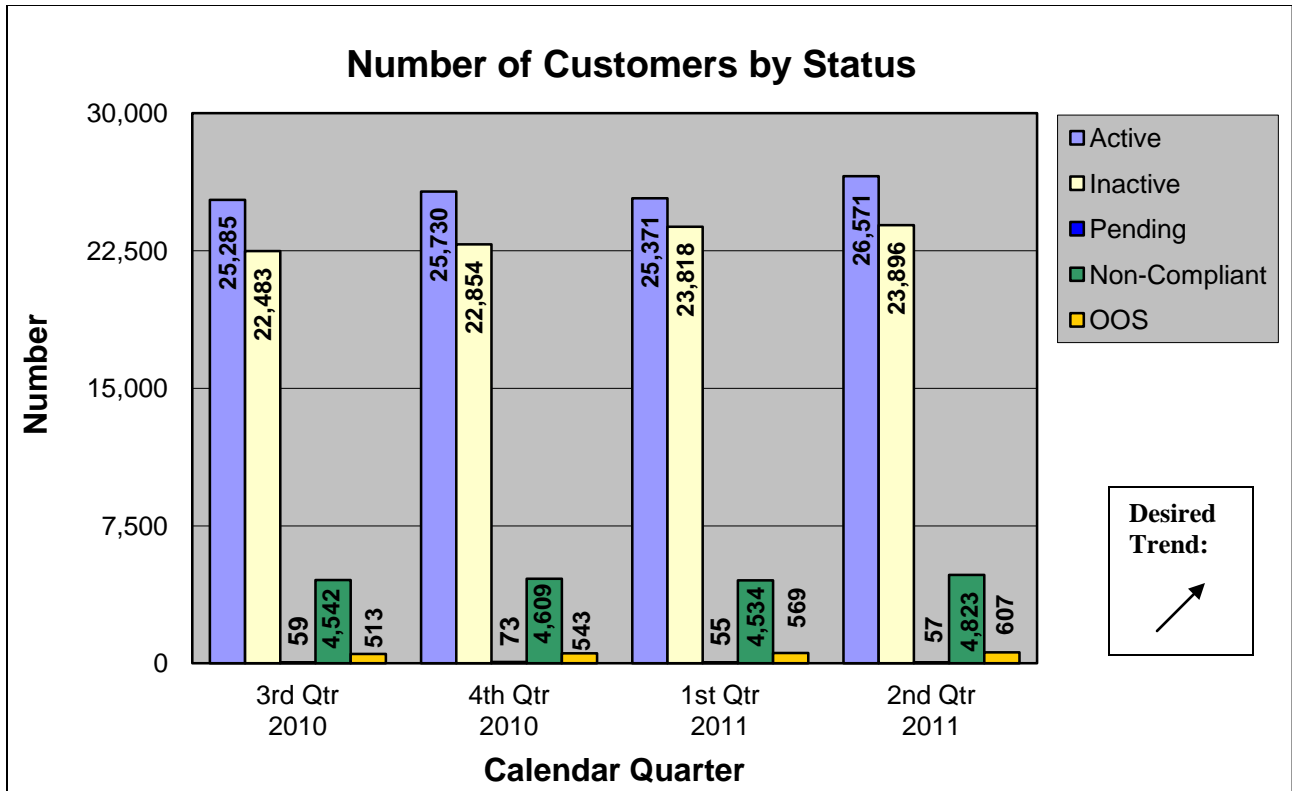
Description:

The data is collected monthly and quarterly from various reports from the Motor Carrier Express system or reports from a vendor contracted by MoDOT. Only current and future data for the Unified Carrier Registration program is available for this measure. The number of new customer or account holders is determined by the date the account or customer record was opened with MCS. Customers who were a previous customer and left the motor carrier business, then returned, are not included in this measure. The programs for which new customers are tracked are the International Fuel Tax Agreement, International Registration Program, Oversize Overweight, Intrastate Operating Authority and UCR.

Improvement Status:

When compared to the first quarter, the number of active accounts increased by 1,200 in the second quarter. At the same time, the number of inactive customers increased by 78; noncompliant customer status increased by 289; the number of OOS customers increased by 38 and the number of pending customers increased by 2. For the first six months of this year, the overall active customer base increased 3.3 percent versus year end 2010.

The Number of New Accounts by Quarter graph shows that even though new accounts were added to each program, the IRP, IFTA and OPA programs all saw a decline in the number of new accounts from the previous quarter. The OSOW program reflected a 4.8 percent increase in new accounts compared to the prior quarter but the primary reason for increase in active carriers for the quarter was the increased UCR new registration efforts which added 405 or 165.2 percent increase versus the prior quarter.



Advocate for Transportation Issues

Fiscal notes

Motor Carrier Services Director: Jan Skouby
Data Driver: Ken Sowers, Motor Carrier Project Manager

Purpose:

This measure reports the number of fiscal note comments MoDOT Motor Carrier Services provides each legislative season. The number of fiscal note requests received reflects the amount of legislation that could have an impact on the division. This measure also reflects the continued growth in the importance of feedback from the MCS division.

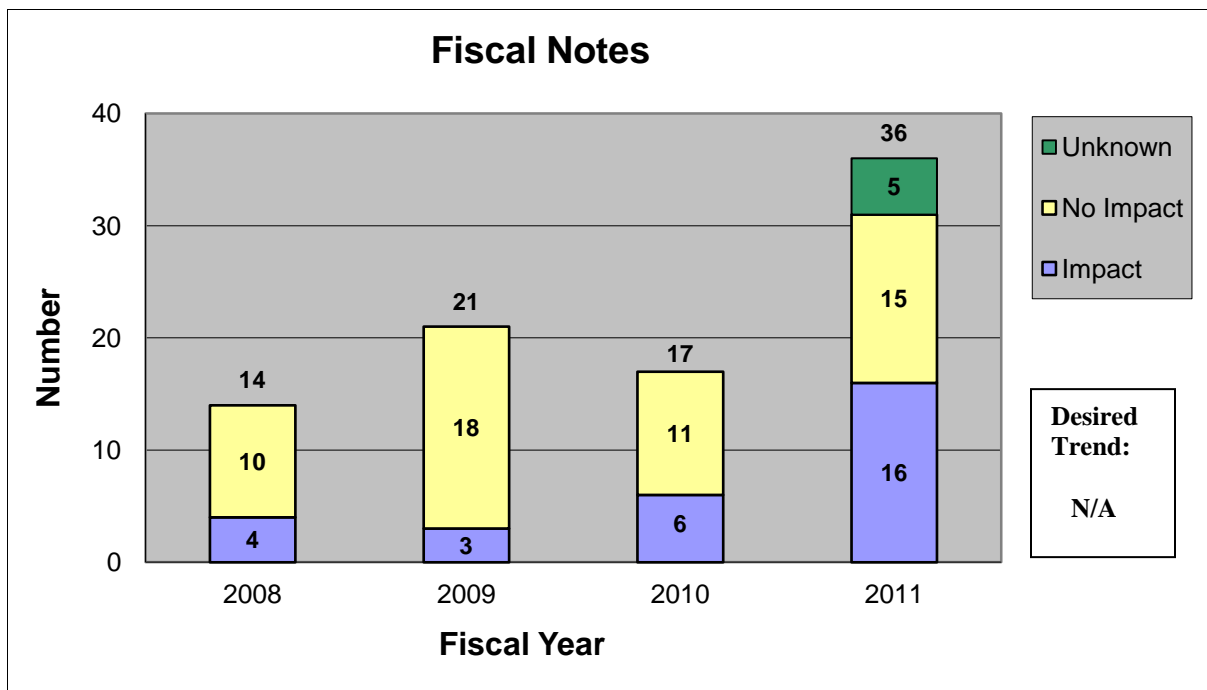
Description:

The data for this measure is obtained from MoDOT Governmental Relations.

Improvement Status:

MCS could be impacted by 16 fiscal notes received in fiscal year 2011. Thirteen of the 16 fiscal notes that could have an impact to MCS dealt with household goods movers regulation. The remaining three fiscal notes that could have an impact to MCS dealt with requiring an owner of a property-carrying commercial motor vehicle to request and be issued two license plates.

MCS received five fiscal notes that could have an unknown impact to the division. One bill would allow state agencies to charge a surcharge for accepting credit cards and debit cards, but because the surcharge amount is not defined in any language the fiscal impact is unknown, but it is estimated that MCS would be the highest surcharge collector for MoDOT. Another bill would establish medical certification requirements for holders of commercial driver licenses. MCS Safety and Compliance already provides the SPE service. It is assumed that there will be an increase in the number of drivers applying for SPEs. FMCSA is in the process of establishing a medical registry for medical professionals who perform DOT physicals to attend training, thereby addressing identified shortcomings of the current medical certification of CMV drivers. The proposed legislation combined with the medical review registry could drive the numbers of commercial drivers needing medical variances higher. All of the bills would or could impose various regulations or rule changes.



**Accurate, Timely, Understandable and Proactive
Transportation Information (Outbound)**

Number of outreach opportunities and attendance totals

Motor Carrier Services Director: Jan Skouby

Data Driver: Bill Hampton, Motor Carrier Investigations Specialist

Purpose:

This measure tracks the number of people attending outreach sessions conducted by Motor Carrier Services. It helps determine where outreach sessions are most beneficial. The number is also reported to the Federal Motor Carrier Safety Administration for grant obligations.

Description:

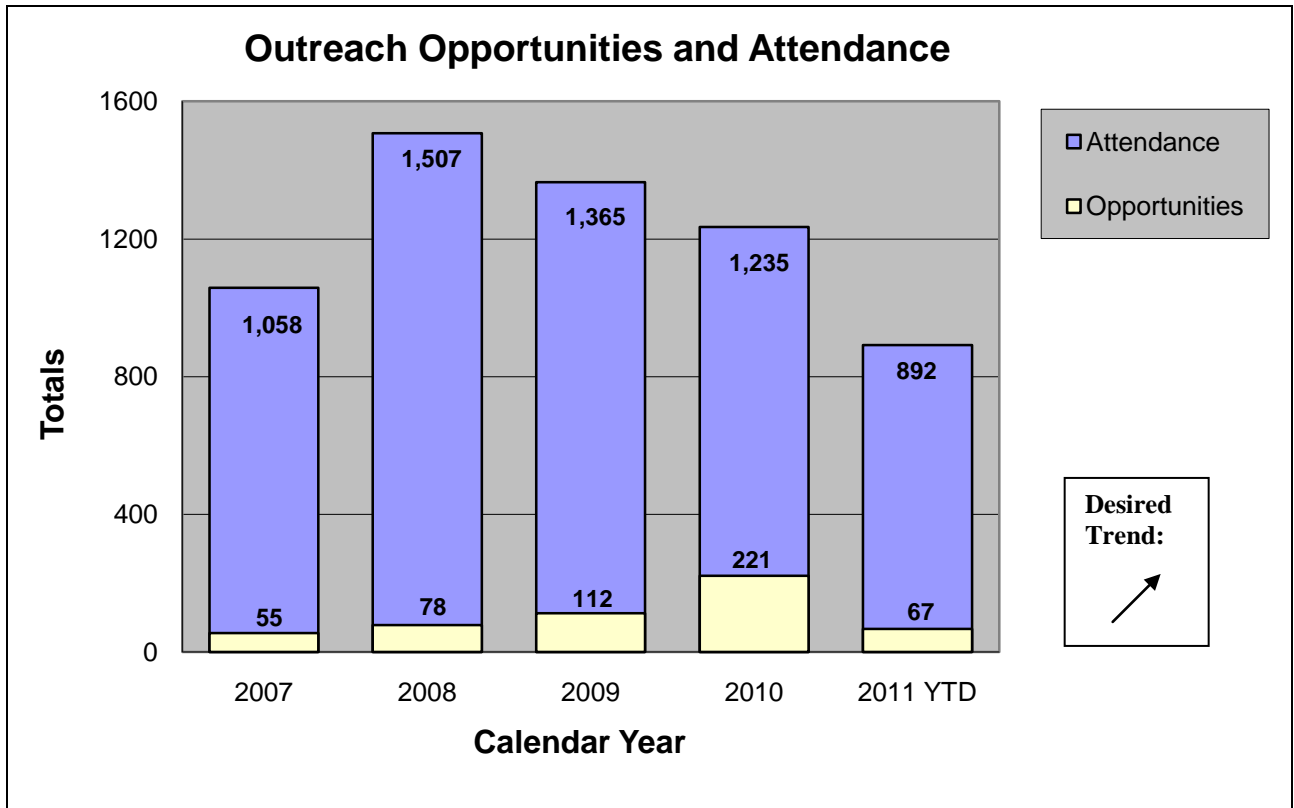
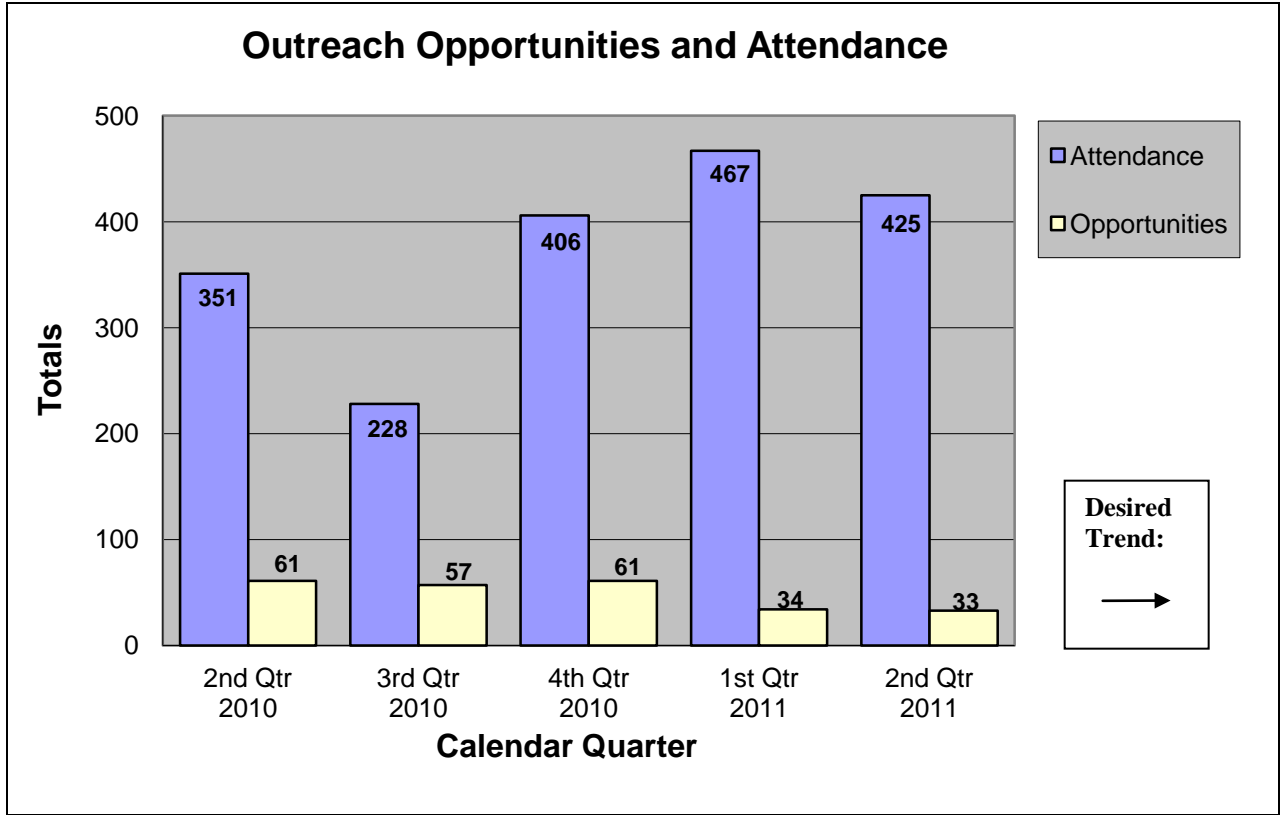
Motor Carrier Services aims to meet the motor carrier industry needs with educational outreach sessions. MCS offers: credentialing, general safety, hazardous materials, agriculture, driver and passenger carrier training statewide. These outreach sessions educate motor carriers and drivers on state and federal regulation. Through education, carriers become more familiar with the regulations and develop safe management practices thereby resulting in fewer accidents. Attendees sign in at each location. At the end of each session the region supervisor or CCC analyst reports the number of attendees to the Safety and Compliance office in Jefferson City.

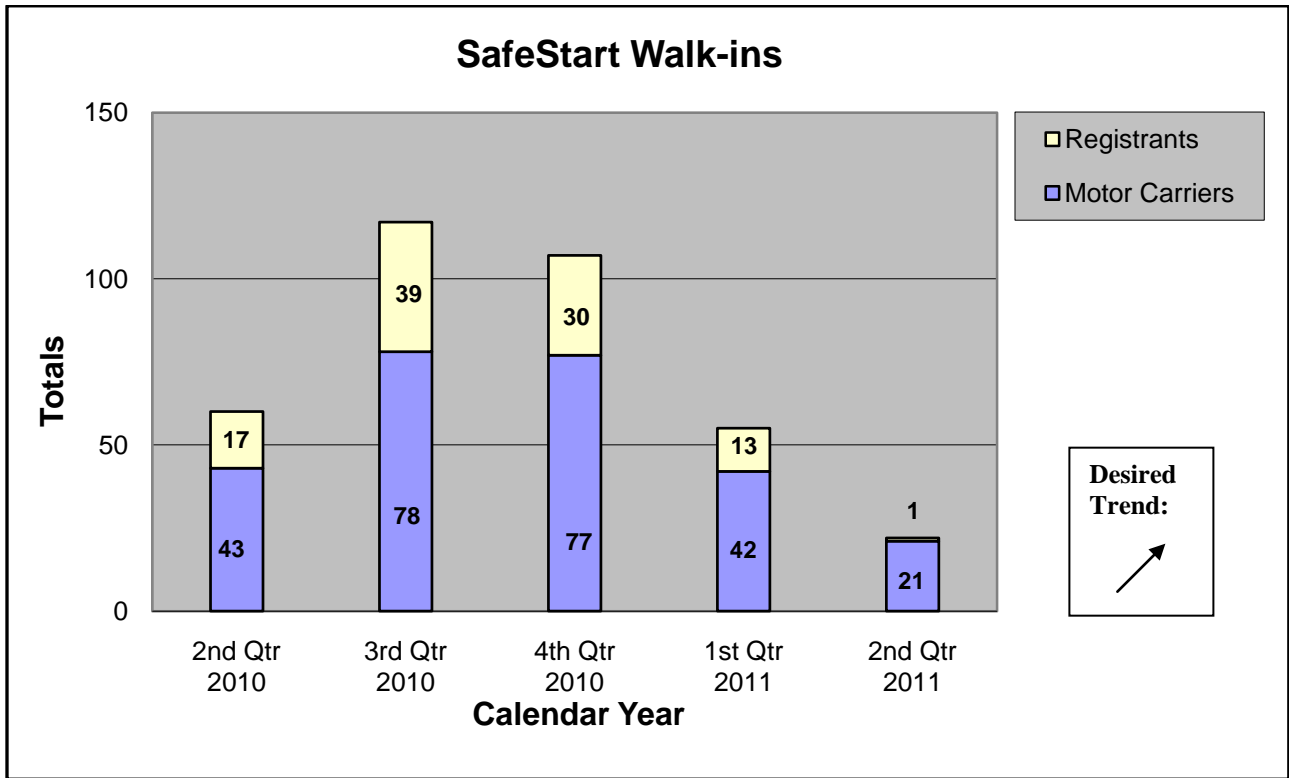
Improvement Status:

MCS averaged 12.9 attendees per session this quarter which is near the pace of last quarter's 13.7. The combined outreach approach coupled with more industry and carrier sponsored outreach reduced the number of opportunities and maintained an average of more than 10 per outreach session.

SafeStart presentations in the second quarter declined by more half compared to an average of quarterly totals. MCS averages about 100 new walk-in customers per quarter. In the second quarter of 2011, 95 participated. Of those 95 new customers, it appears that 40 of them were not registrants. The last chart demonstrates that 21 of these 40 non-registrants chose to participate in the SafeStart.

From the time data collection began, MCS conducted 261 SafeStart presentations. 56 of those carriers received a New Entrant Safety Audit and 47 passed, an 83.9 percent passing rate. In comparison, the overall pass rate, reported in measure 1b, is 69 percent.





Outstanding Customer Service

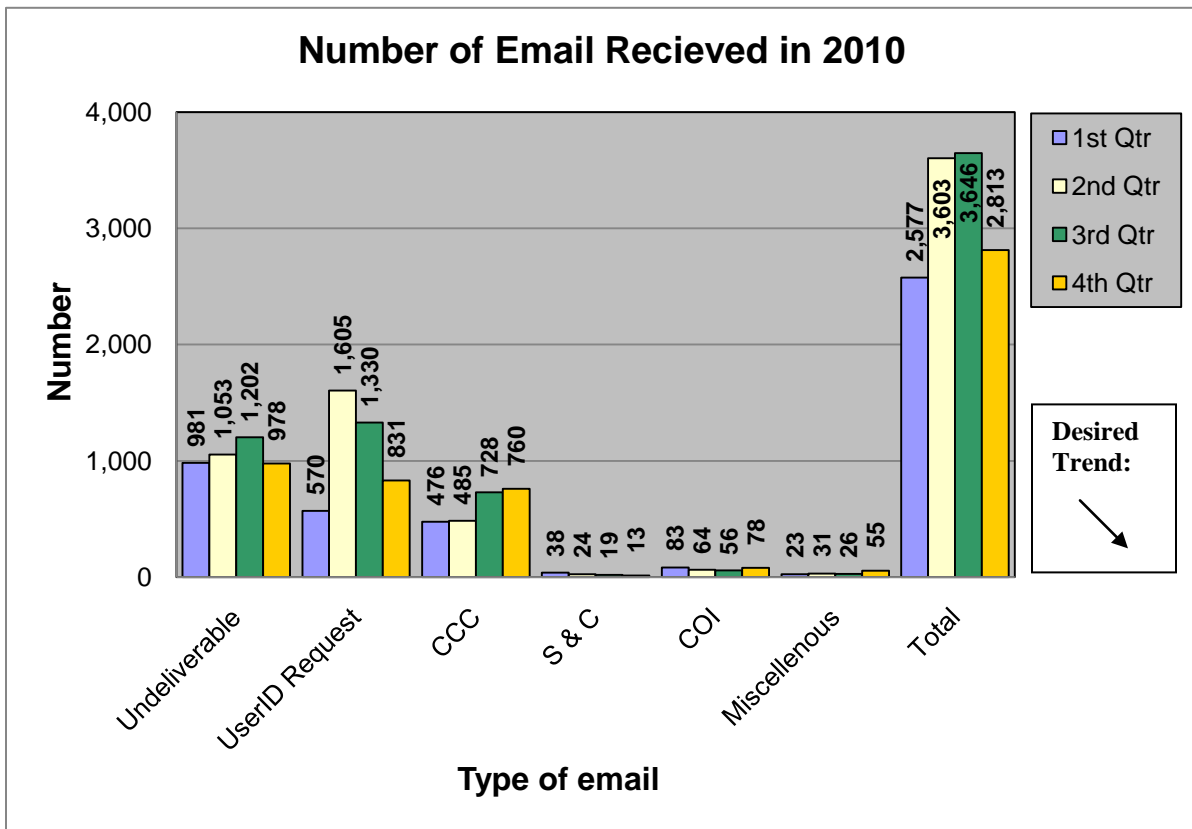
Number of email received

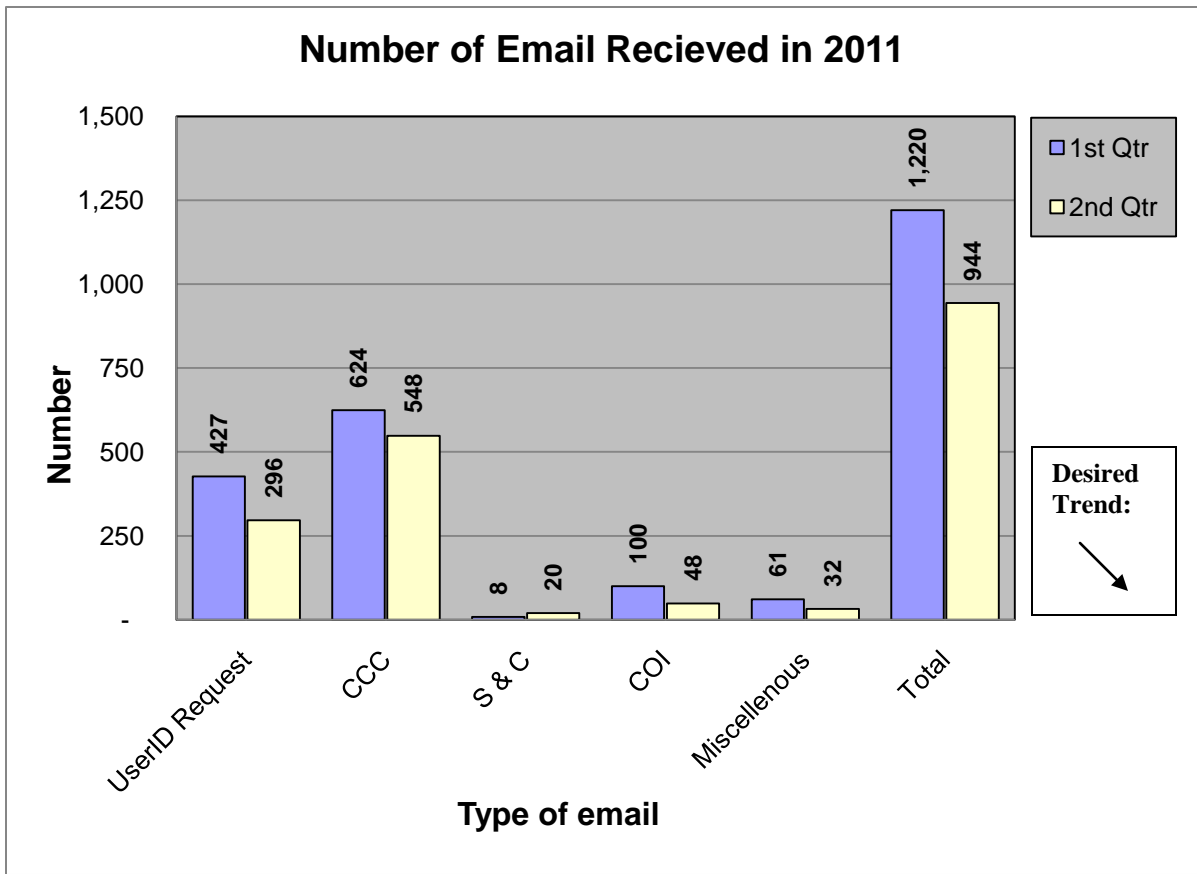
Motor Carrier Services Director: Jan Skouby
Data Driver: Diana Stickler, Senior Administrative Technician

Purpose:
 The purpose of this measure is to track the number of email received by Motor Carrier Services.

Description:
 Motor Carrier Services' inbound email are classified into eight categories: undeliverable email are credentials issued through MoDOT Carrier Express that cannot be delivered; userID requests seek userID and passwords to access MCE; CCC includes all issues related to the International Registration Plan, International Fuel Tax Agreement, Operating Authority and Oversize Overweight programs; TVR includes issues related to Temporary Vehicle Registration documents generated by MCE; BFS is a Bring Forward Supplement report that is generated by the MCE; S&C includes issues that Safety and Compliance must address; COI is a Certificate of Insurance required to obtain Oversize Overweight permits; miscellaneous includes requests for *News on Wheels*, solicitations and other concerns not related to MCS.

Improvement Status:
 UserID requests continue to decrease since the automated process was implemented. The decrease from the first quarter 2011 to the second quarter is 30.7 percent and 81.8 percent from the same quarter of 2010. The number of CCC emails decreased from the first quarter to the second quarter (12.2 percent), but increased from the same quarter in 2010 (13 percent). The total number of email received decreased from the same quarter in 2010 is 1,606 (63 percent) excluding the undeliverable email.





Outstanding Customer Service

Percent of satisfied motor carriers

Motor Carrier Services Director: Jan Skouby

Data Driver: DeAnne Rickabaugh, Outreach Coordinator

Purpose of the Measure:

This measure tracks MoDOT's progress toward the goal of expeditiously meeting the needs of the motor carrier industry and facilitating freight movement. MoDOT's Motor Carrier Services team uses the data to identify opportunities to improve customer satisfaction.

Measurement and Data Collection:

MCS personnel, working with Heartland Market Research, LLC, revised a survey to collect customer satisfaction data. A single survey addresses all five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Oversize Overweight Permitting, Safety and Compliance and Operating Authority. Respondents identify the services they use when doing business with MCS, then indicate their level of satisfaction with customer service factors such as timely response, friendly, respectful, and outcome. They also provide an overall satisfaction score. Customers use a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied.

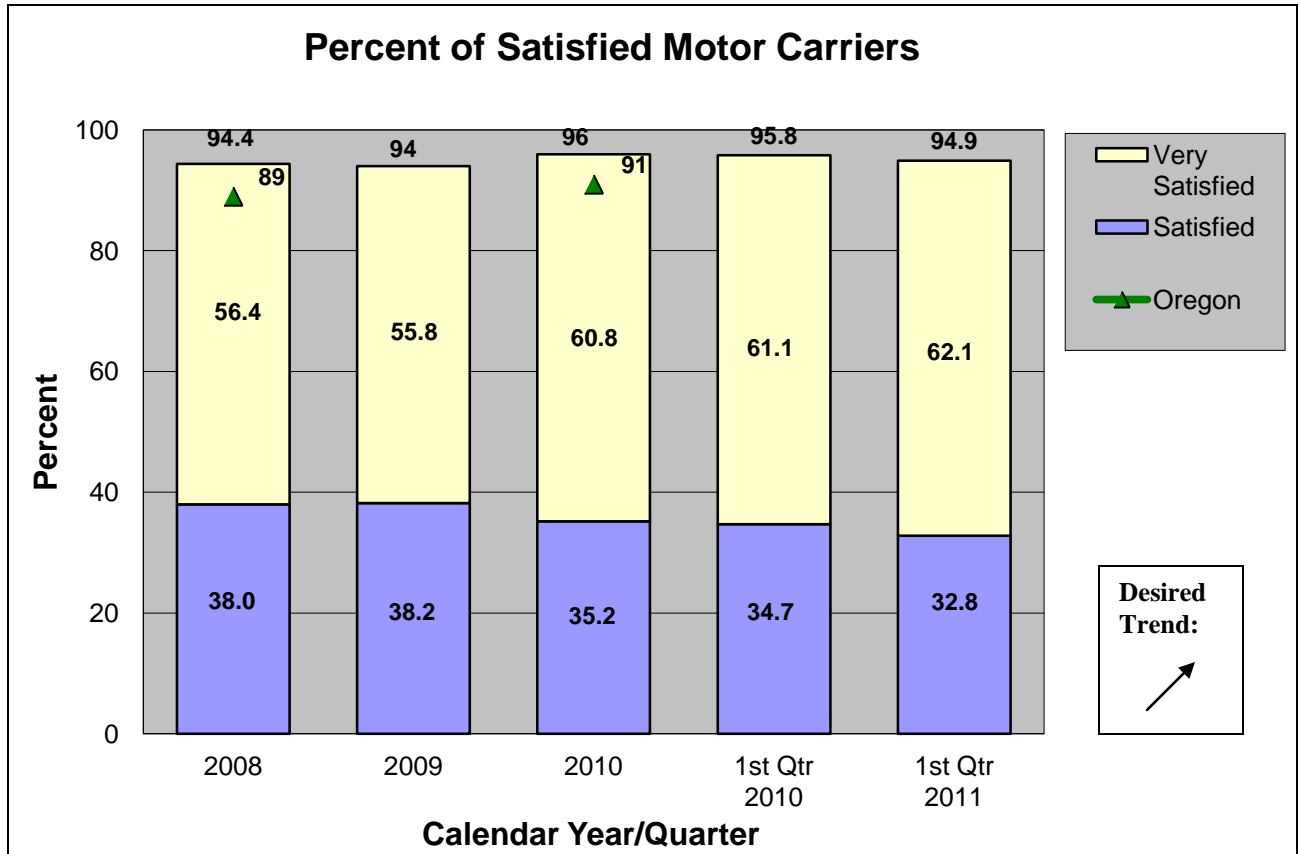
The Oregon Motor Carrier Transportation Division is the benchmark for this measure. Like MoDOT MCS, Oregon MCTD houses most functions required of motor carriers in the state. Unlike MoDOT's quarterly survey, Oregon's survey is conducted in one week, biennially.

MCS takes risks in an effort to balance resources, optimize employee time and increase customer usage of MoDOT Carrier Express while still maintaining a high level of customer service. In recent years, MCS decreased resources while increasing output, expectations and customer satisfaction.

Improvement Status:

This data stems from customers' opinions of service received in January, February and March of 2011.

Motor Carrier Services earned a customer satisfaction rating of 94.9, down 2.3 versus last quarter. The score is 0.9 points lower than the same time last year. The ratio of people who said they were "very satisfied" with the service they received from MCS in the first quarter 2011 is 62.1 percent, 0.2 points lower than last quarter and up one percent from the same time last year.



Outstanding Customer Service

Customer satisfaction with timeliness of Motor Carrier Services' response

Motor Carrier Services Director: Jan Skouby

Data Driver: DeAnne Rickabaugh, Outreach Coordinator

Purpose of the Measure:

This measure tracks motor carriers' satisfaction with MoDOT Motor Carrier Services' speed of response.

Measurement and Data Collection:

Each month, MoDOT's contractor, Heartland Market Research, LLC, surveys a pool of 800 motor carriers who contacted MCS in the previous month. These customers evaluate their satisfaction with customer service factors across the five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Safety and Compliance, Oversize Overweight Permitting and Operating Authority. "Timely Response" is one factor carriers evaluate with a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied. Survey results are reported quarterly.

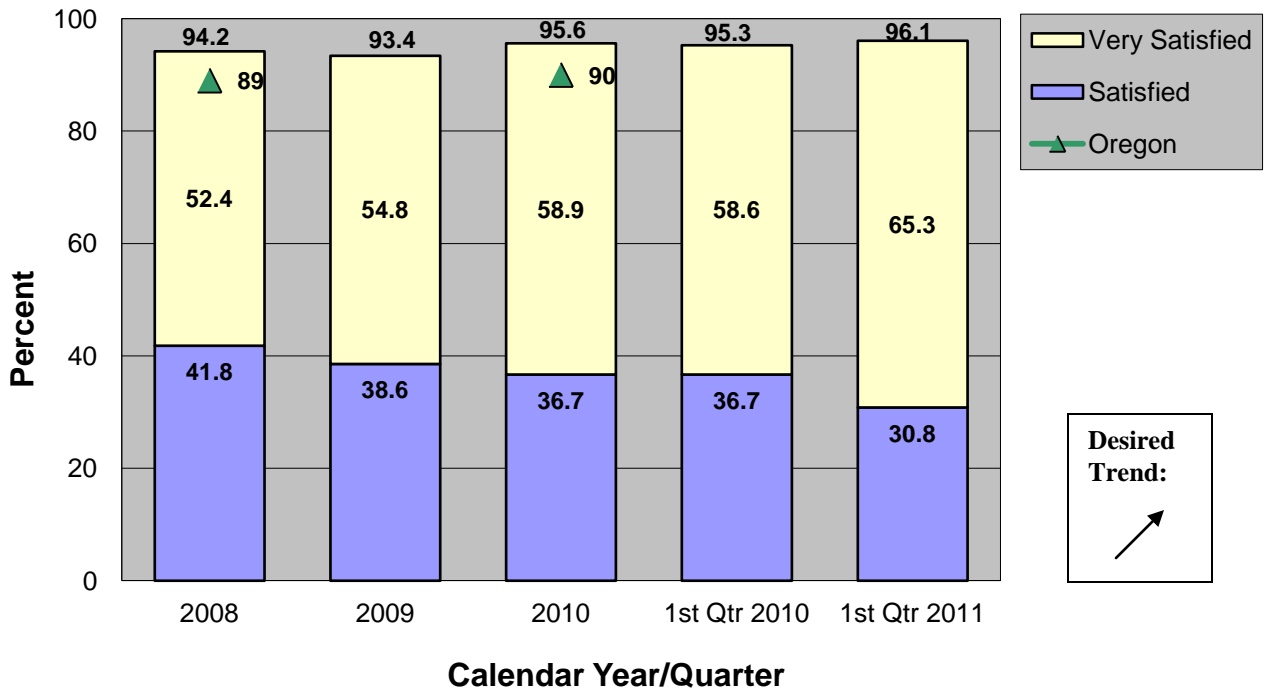
The Oregon Motor Carrier Transportation Division is the benchmark for this measure. Like MoDOT MCS, Oregon MCTD houses most functions required of motor carriers in the state. Unlike MoDOT's quarterly survey, Oregon's survey is conducted in one week, biennially.

Improvement Status:

This quarter's data stems from customers' opinions of service received in January, February and March 2011.

At 96.1 percent, satisfaction with Motor Carrier Services' timely response is 1.2 points higher than last quarter and 0.8 percentage points higher than the same time last year. The rate of "very satisfied" customers is up 4 points since last quarter and is 6.7 points higher than the same time in 2010.

Customer Satisfaction with Timeliness of Motor Carrier Services' Response



MoDOT Motor Carrier Services

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