

Motor Carrier Services

Division Tracker

Measures of Divisional Performance



May 2011

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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:

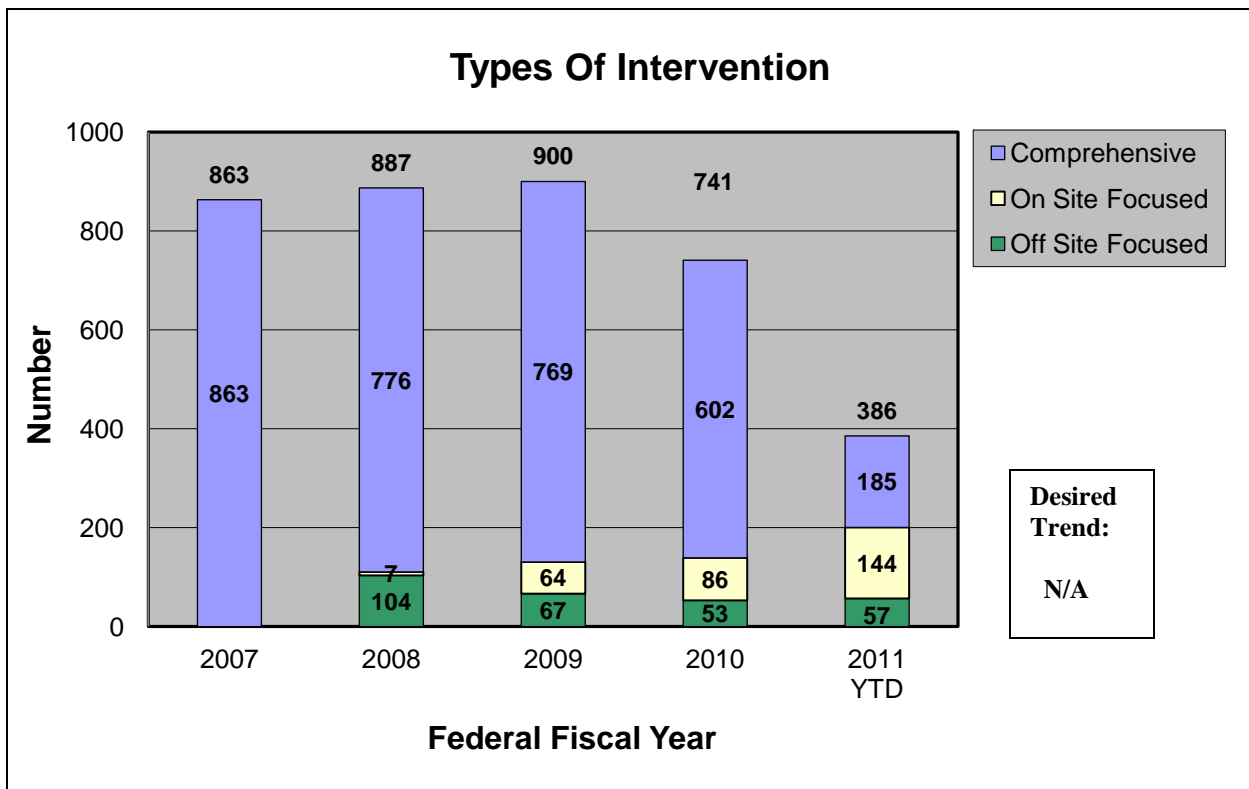
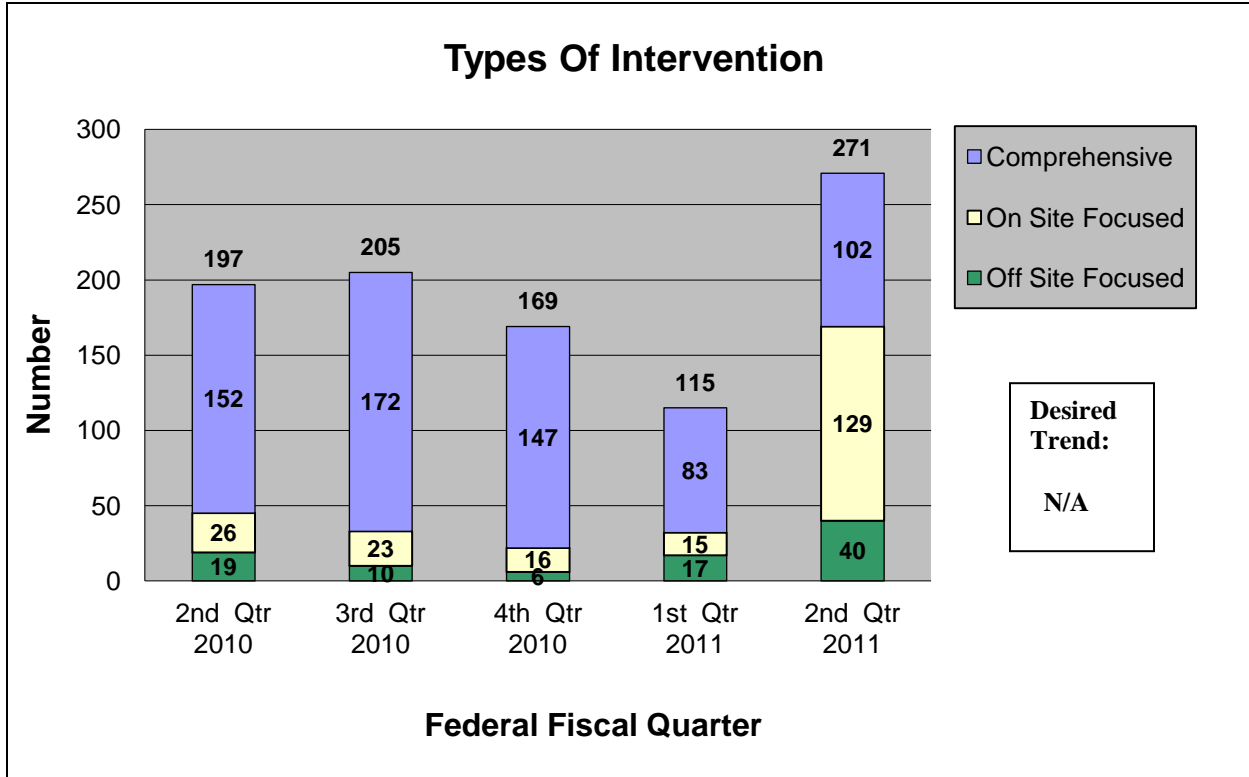
Interventions are an examination of motor carrier operations records, specifically dealing with the following BASICS: Unsafe Driving, Fatigued Driving (Hours-of -Service), Driver Fitness, Controlled Substances and Alcohol, Vehicle Maintenance, Cargo Related, Crash Indicator, and Insurance/Other. Intervention 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.

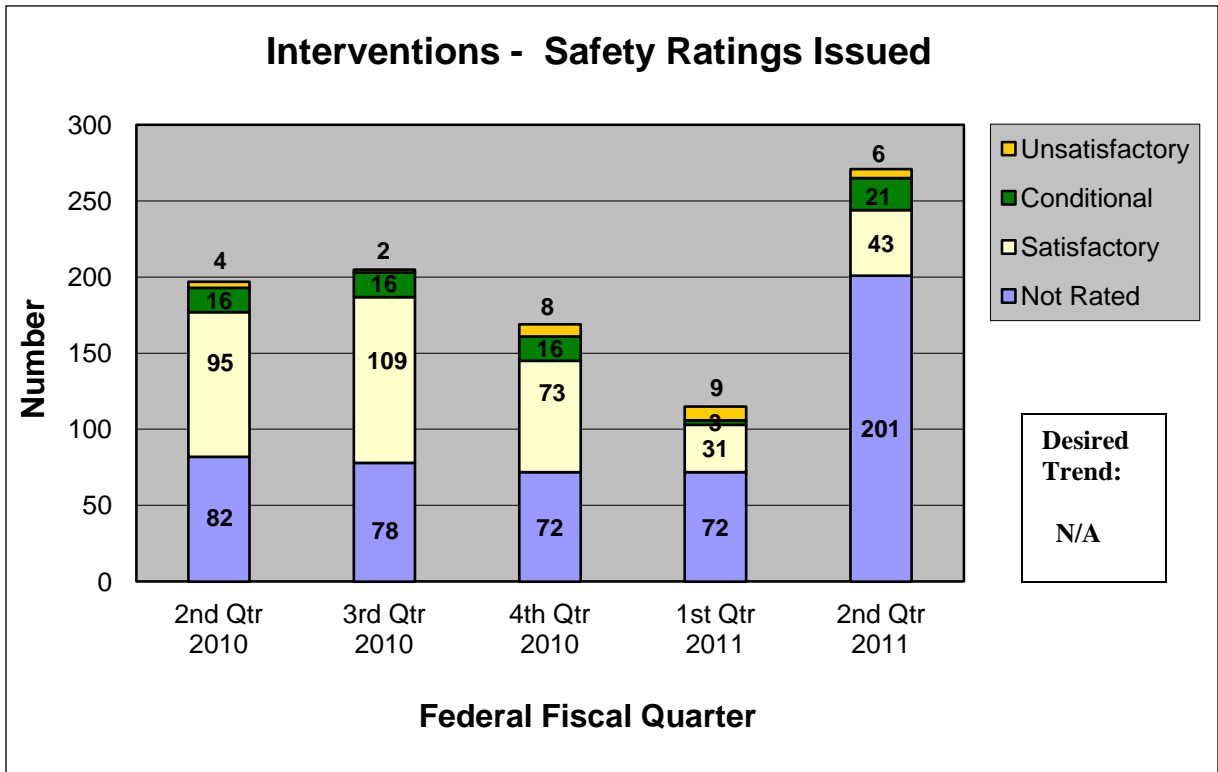
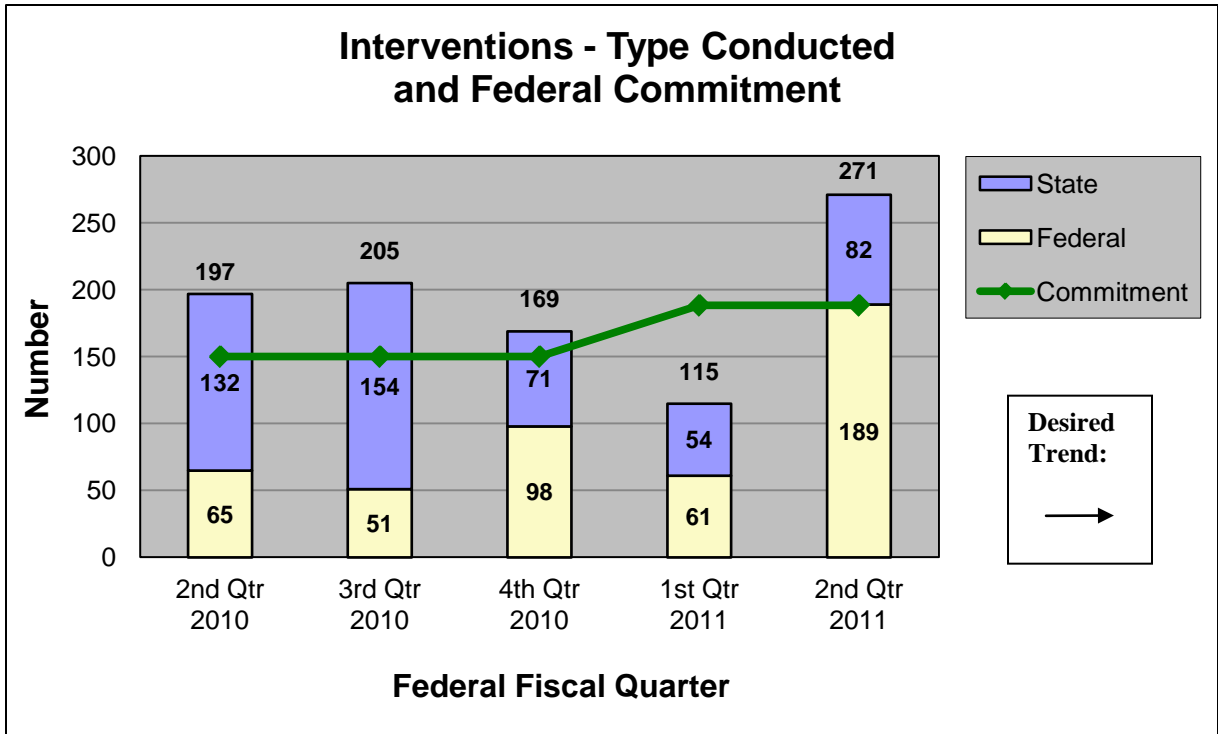
The charts show the number of interventions conducted per quarter and federal fiscal year. Only carriers who have received "on-site" interventions receive a safety rating. The process evaluates safety and assigns one of three ratings to motor carriers operating in interstate or intrastate commerce: satisfactory, 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.

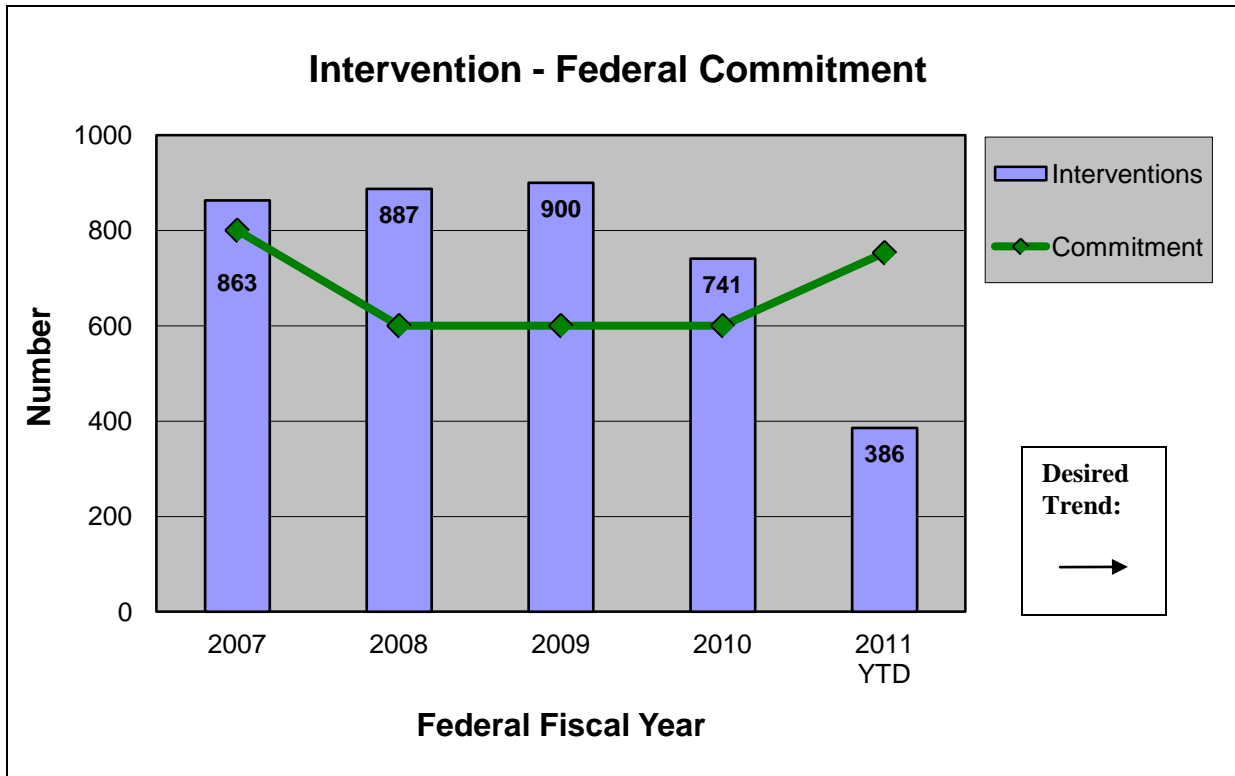
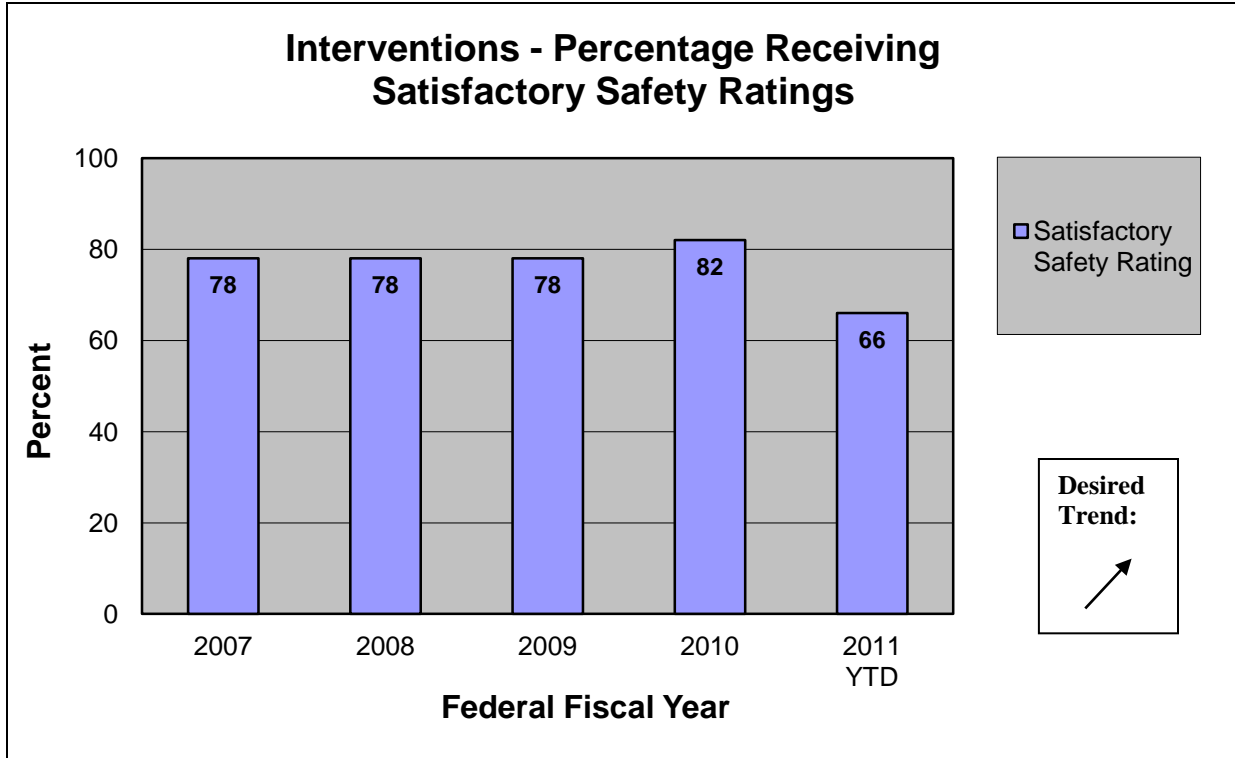
Efforts to improve motor carrier safety include coordinated safety activities of MoDOT, the Missouri State Highway Patrol, the FMCSA and the Kansas City and St. Louis police departments. MCS efforts include carrier safety and hazardous materials training, interactive Internet-based compliance tools and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

Improvement Status:

Federal interventions began statewide on September 1, 2010. During the second quarter of federal fiscal year 2011, MCS completed 271 interventions, which is an increase of 156 from the first quarter. This is a result of a focused effort to meet mid-year goals and greater work availability through implementation of state programs. The federal intervention commitment for 2011 is 753. At mid-year 386 interventions were completed. Updates to the charts report earlier state compliance reviews as comprehensive interventions.







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.

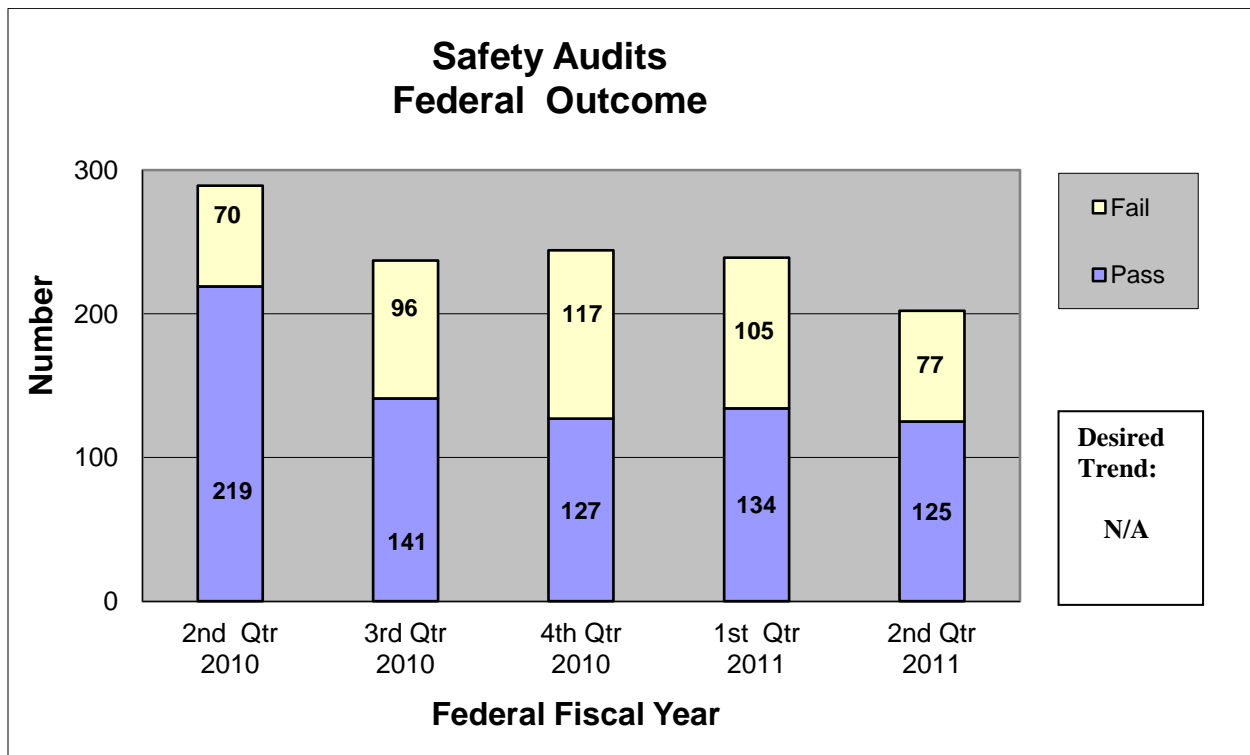
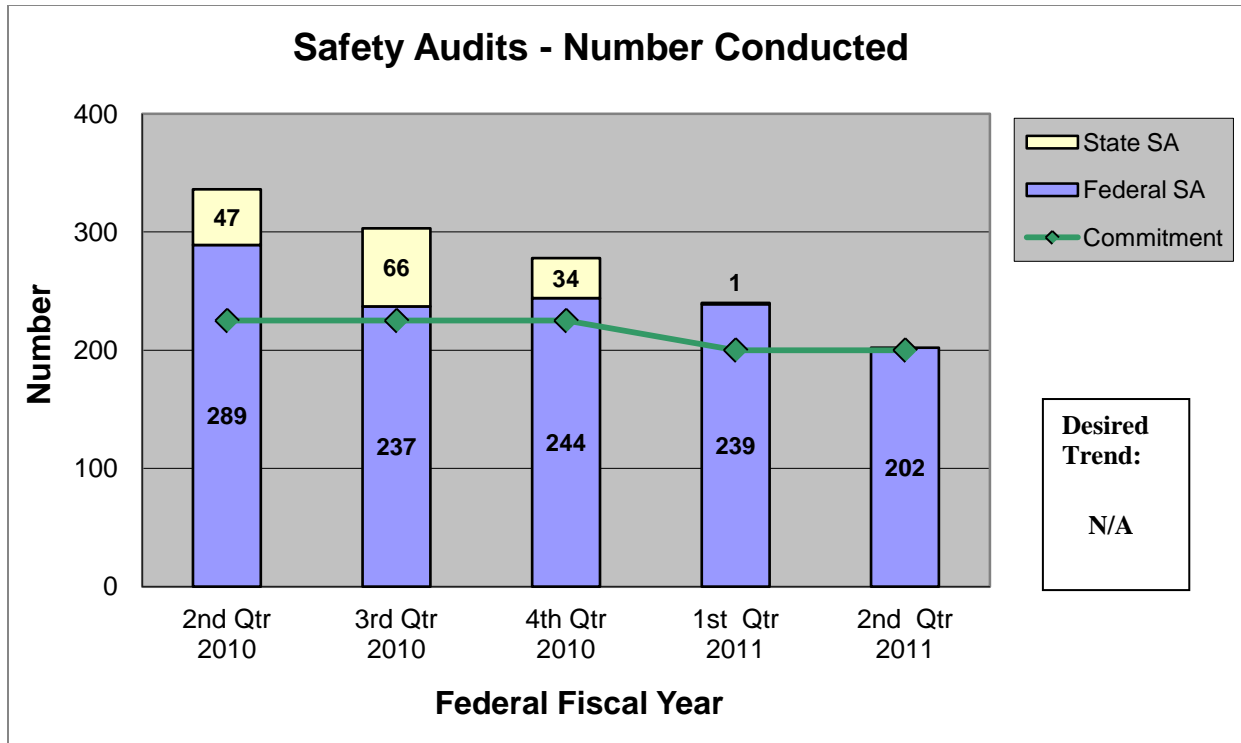
The charts below shows the number of SAs conducted per quarter together with the outcome of the safety audit. A pass or fail designation is issued to a motor carrier upon completion of the SA and indicates the new motor carrier's understanding of the FMCSRs and level of compliance at the time of the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

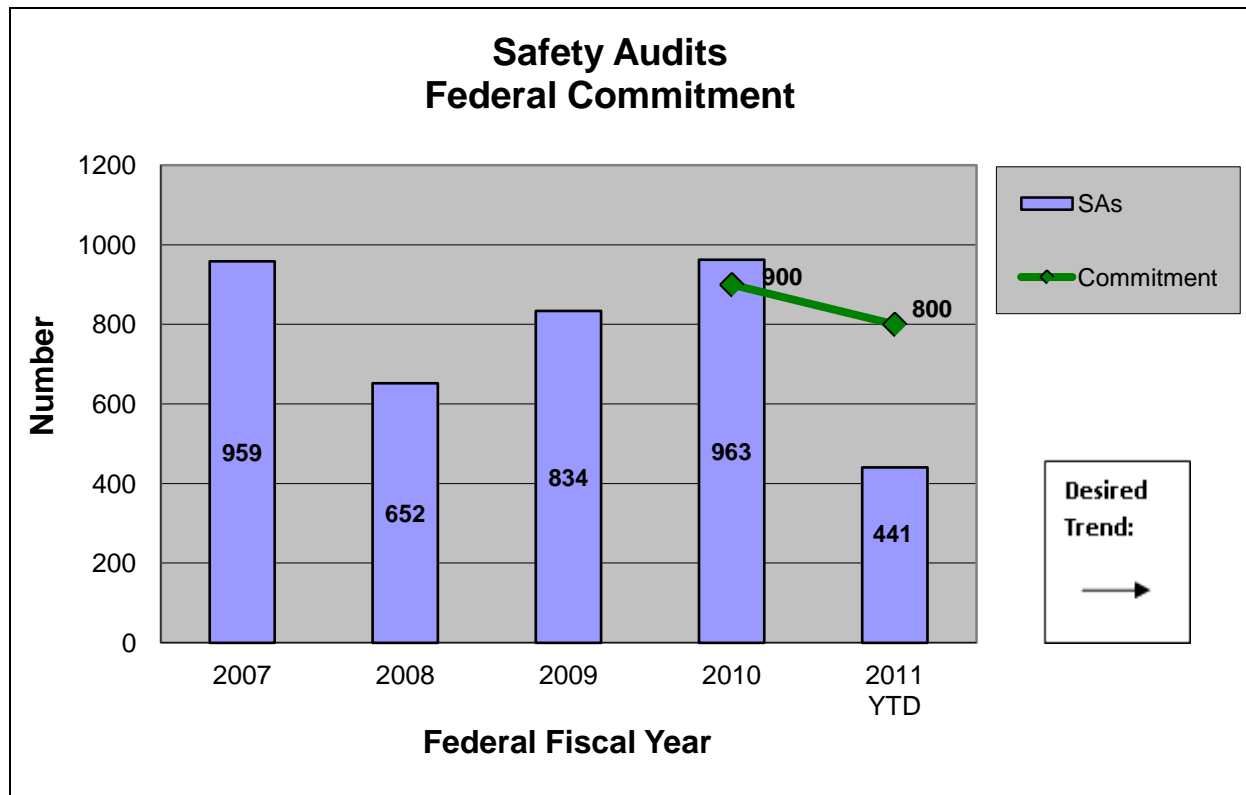
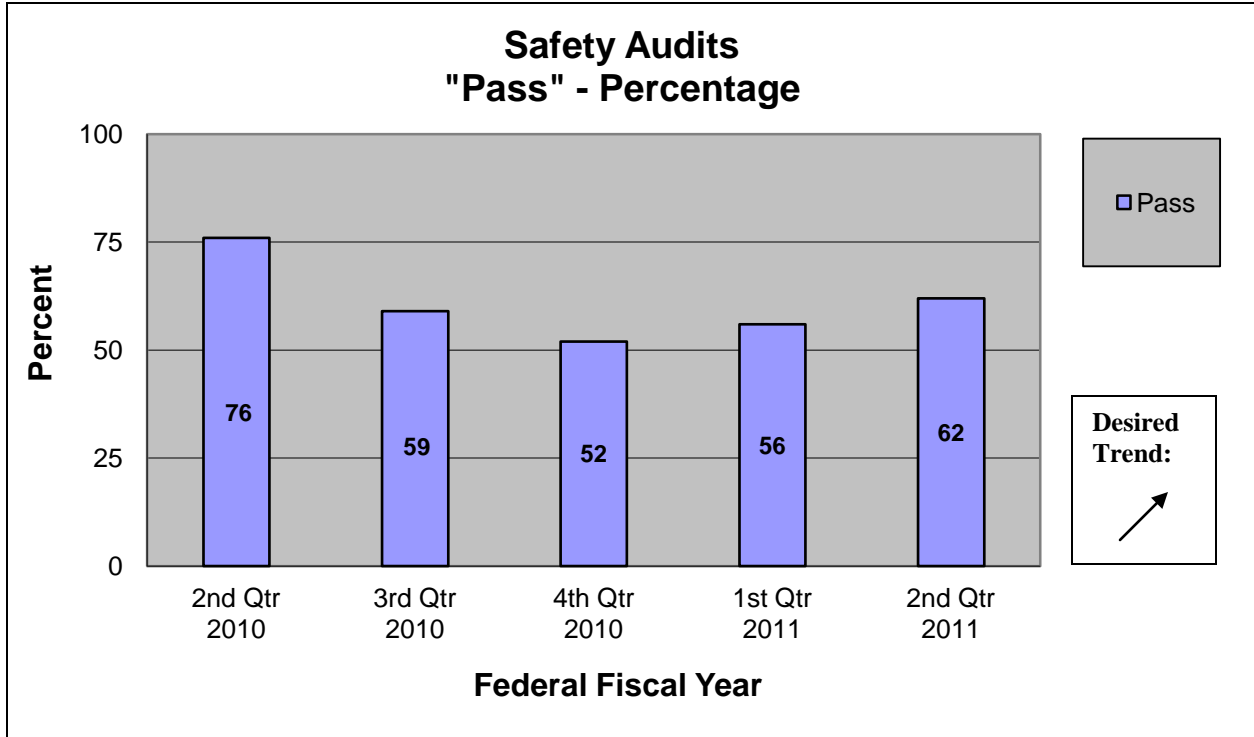
Improvement Status:

During the second quarter of federal fiscal year 2011, MCS conducted 202 federal SAs. This is a decrease of 37 SAs from the first quarter of 2011 and a decrease of 87 from the same quarter in 2010. These decreases can be attributed to the increasing effort to level work output, increasing the number of CSA interventions that are conducted, while still staying on track to meet federal commitments.

The first four quarters of data show a substantial increase in the number of failed safety audits, an expected result of the changes to the new entrant program. Prior to implementation of the federal program, there were no recorded failed federal safety audits.

During the second quarter of federal fiscal year 2011, 62 percent of new entrant carriers passed the federal safety audit, an increase of six percent from the first quarter of FFY 2011. Since the fourth 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

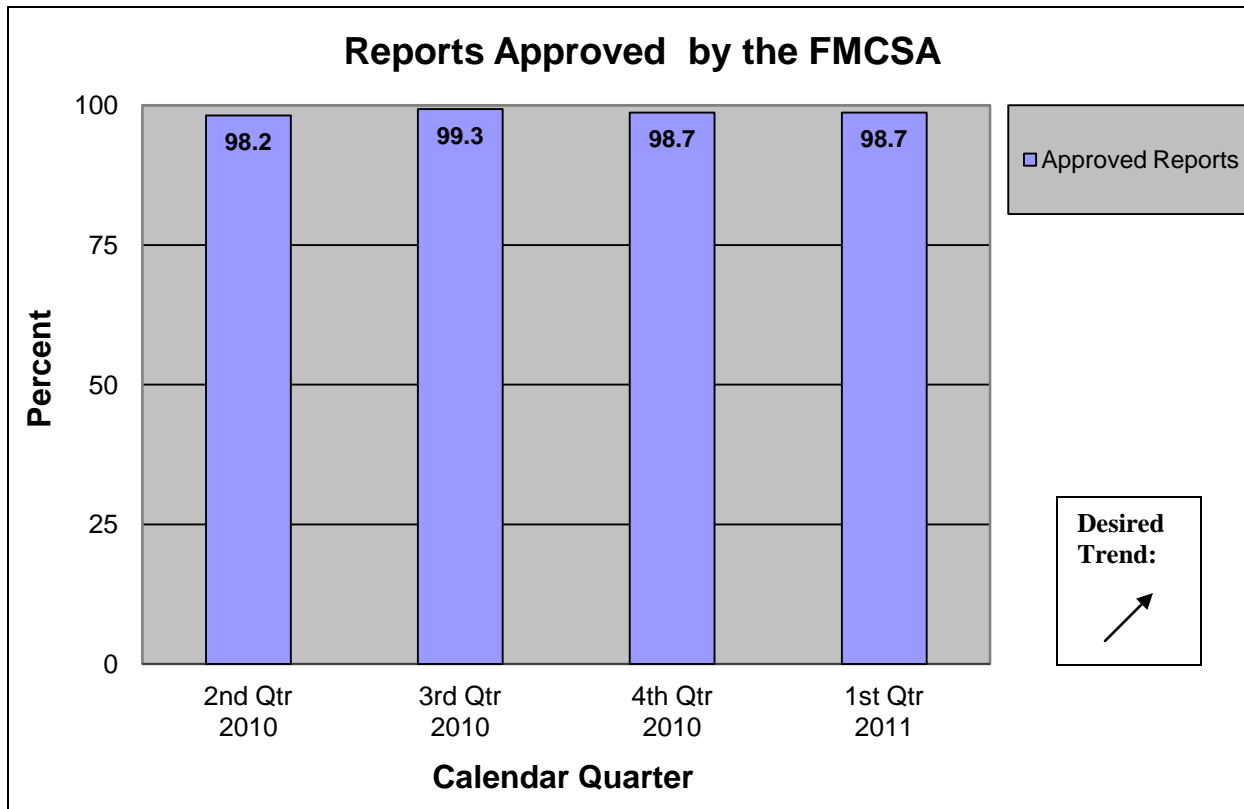
Percent of reports approved by the FMCSA

Motor Carrier Services Director: Jan Skouby
Data Driver: Jeff Payne, Transportation Program Manager

Purpose:
This measure tracks the percentage of federal compliance review and safety audit reports completed by Motor Carrier Services and submitted to the Federal Motor Carrier Safety Administration that are approved without errors. MCS uses the information to monitor the quality of reports submitted to the FMCSA.

Description:
MCS conducts federal compliance reviews and safety audits of interstate motor carriers and generates electronic reports. The results of investigations are then submitted to FMCSA for review and further action, such as issuing safety ratings for CRs and pass or fail designations for SAs. Because the actions taken by FMCSA may result in severe consequences to the motor carrier, it is imperative that the CR and SA reports are thorough and accurate.

Improvement Status:
MCS staff submitted 473 reports to FMCSA during the first quarter. Of the 473 reports submitted six were returned by FMCSA with errors. Those errors required follow-up contact with the carrier to resolve the error. Overall approval percentage for the 2010 calendar year averaged 98.9 percent. Approval rate for the first quarter of the 2011 calendar year was 98.7 percent.



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.

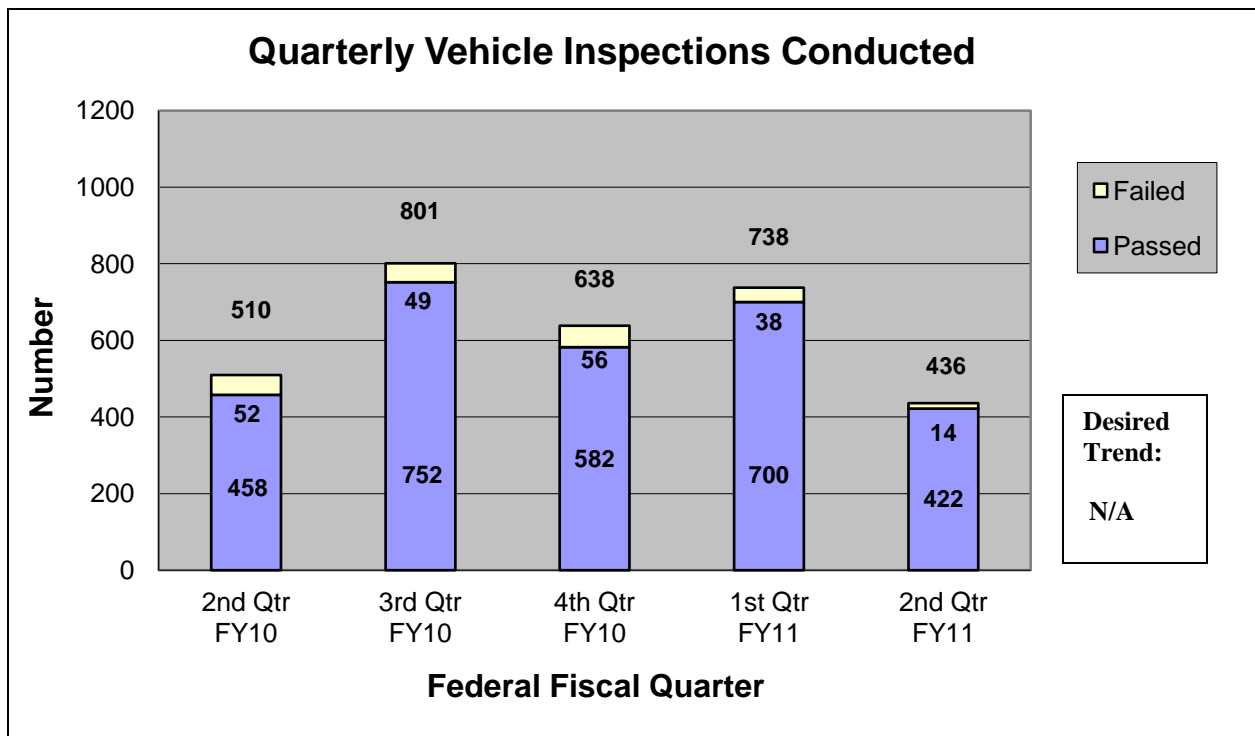
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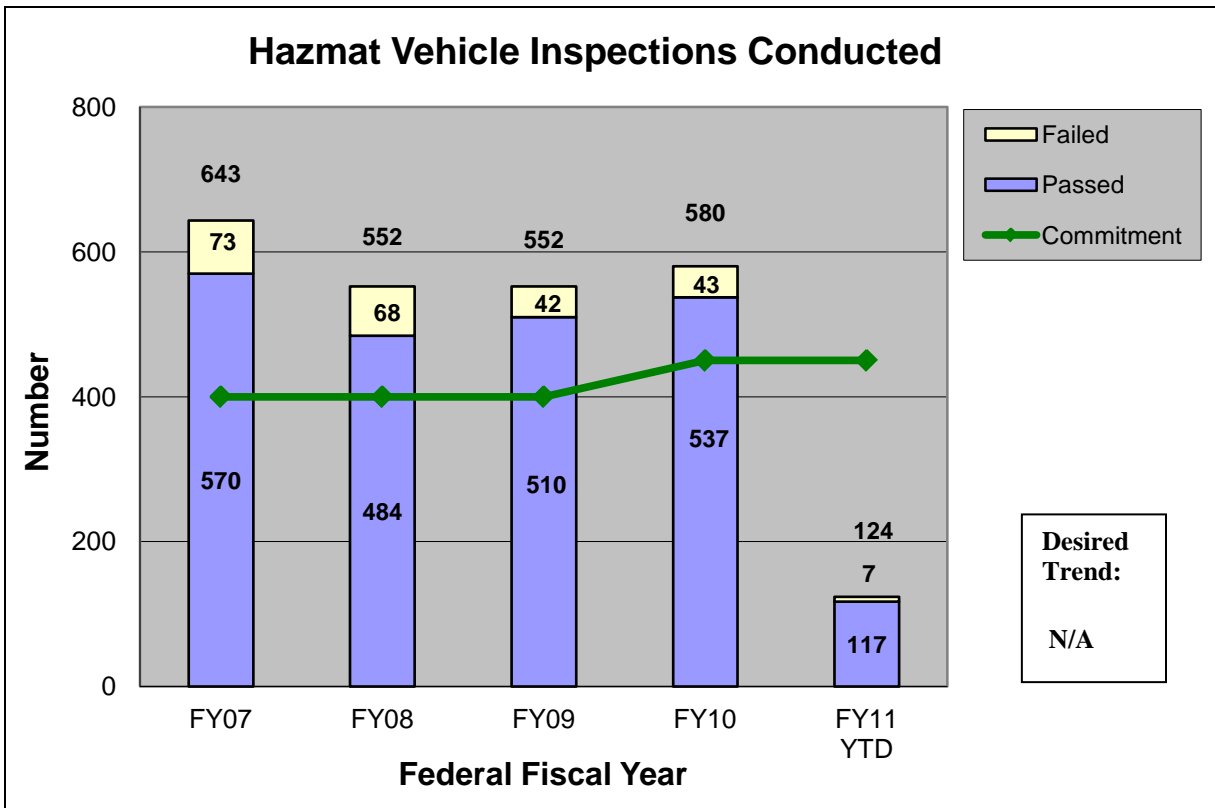
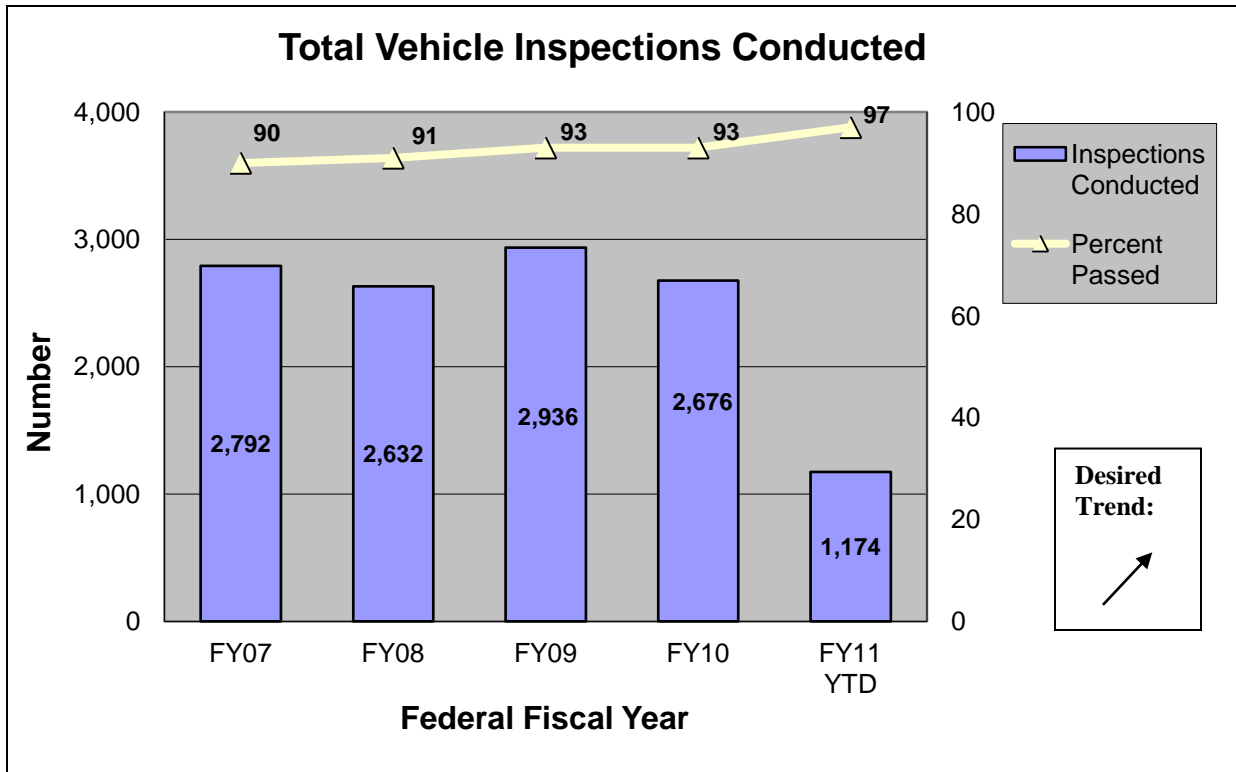
Vehicle safety inspections are examinations of motor carriers' commercial motor vehicles and records at a fixed terminal or destination facility. The inspection assesses the compliance of a company's motor vehicles and/or its drivers with Federal Motor Carrier Safety Administration safety, economic and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

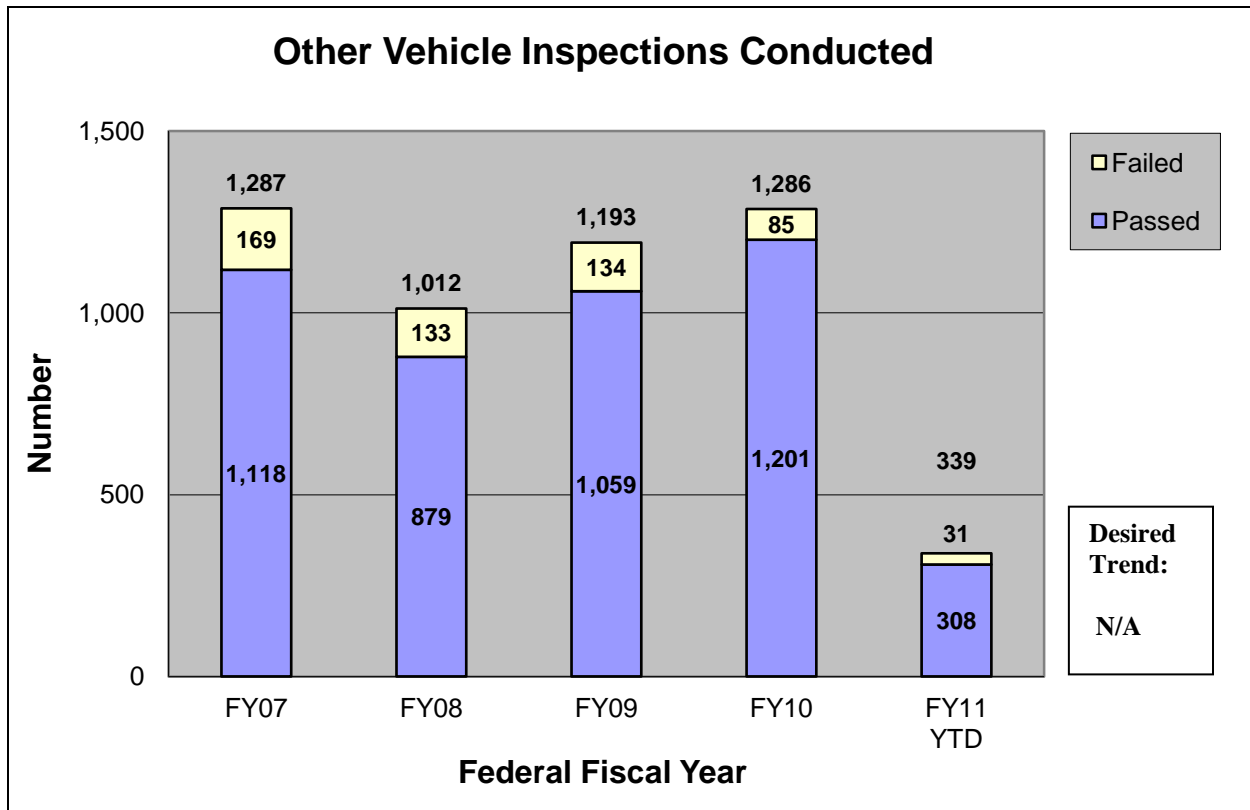
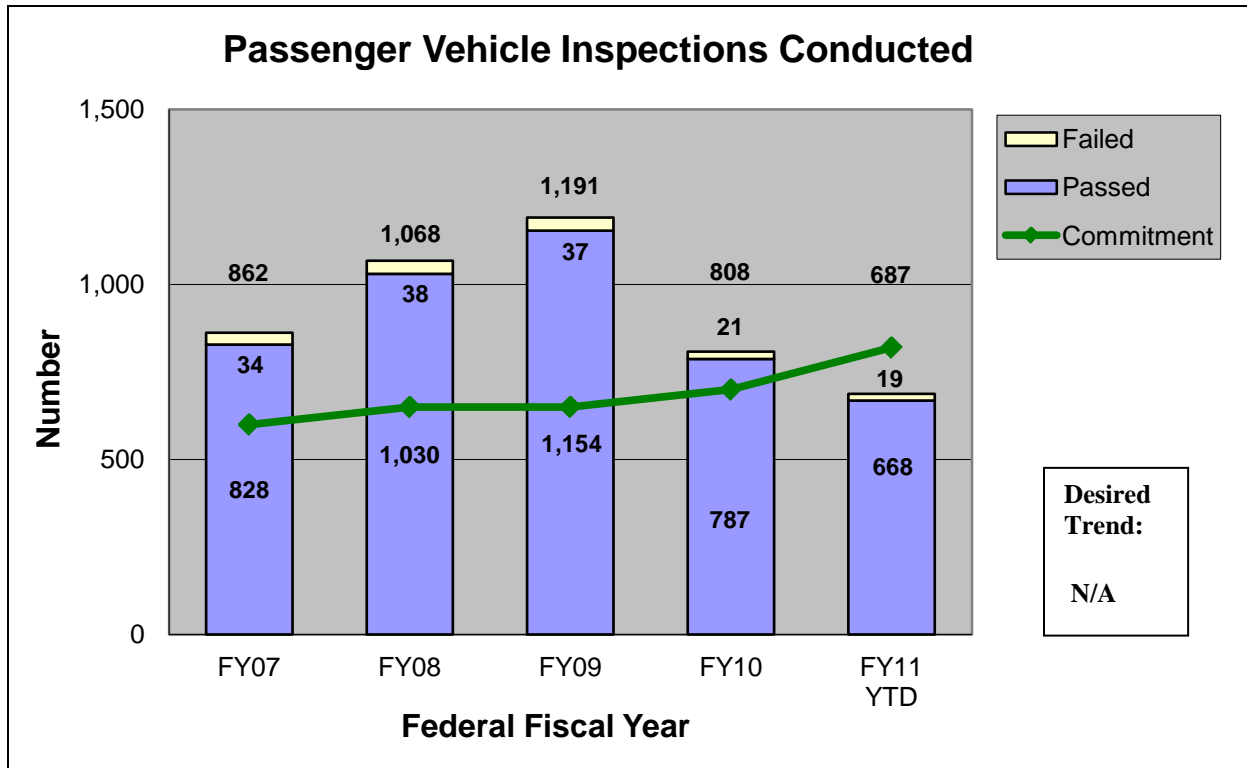
The first chart shows the number of vehicle inspections conducted per quarter and the percent that passed inspection. Additional charts report the total number of inspections conducted by category for the federal fiscal year and year to date, including those conducted in partnership with outside agencies. 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.

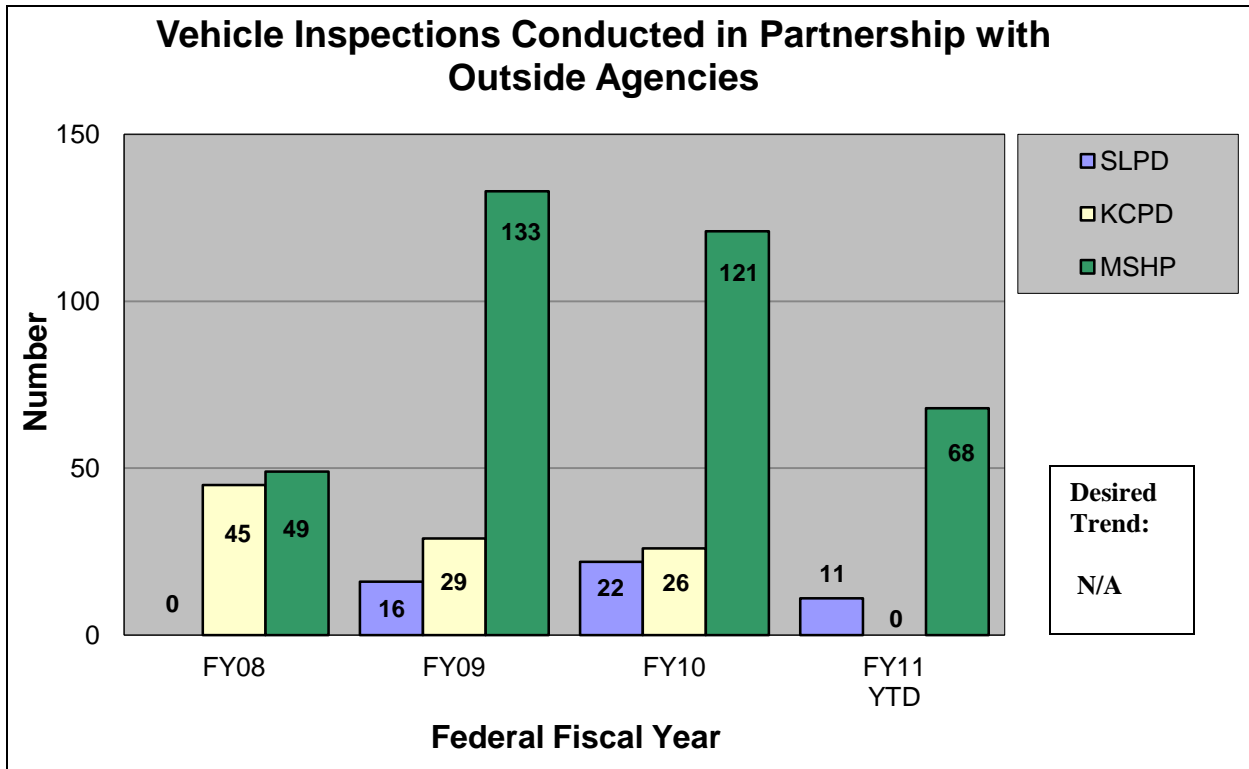
Improvement Status:

In the second quarter of federal fiscal year 2011, Motor Carrier Services conducted 436 vehicle safety inspections. This is a decrease of 74 inspections compared to the second quarter of fiscal year 2010. The decrease in inspections is due to an increase in the number of interventions conducted. 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 by Missouri agencies involved in the Motor Carrier Safety Assistance Program including Motor Carrier Services Safety and Compliance team. 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.

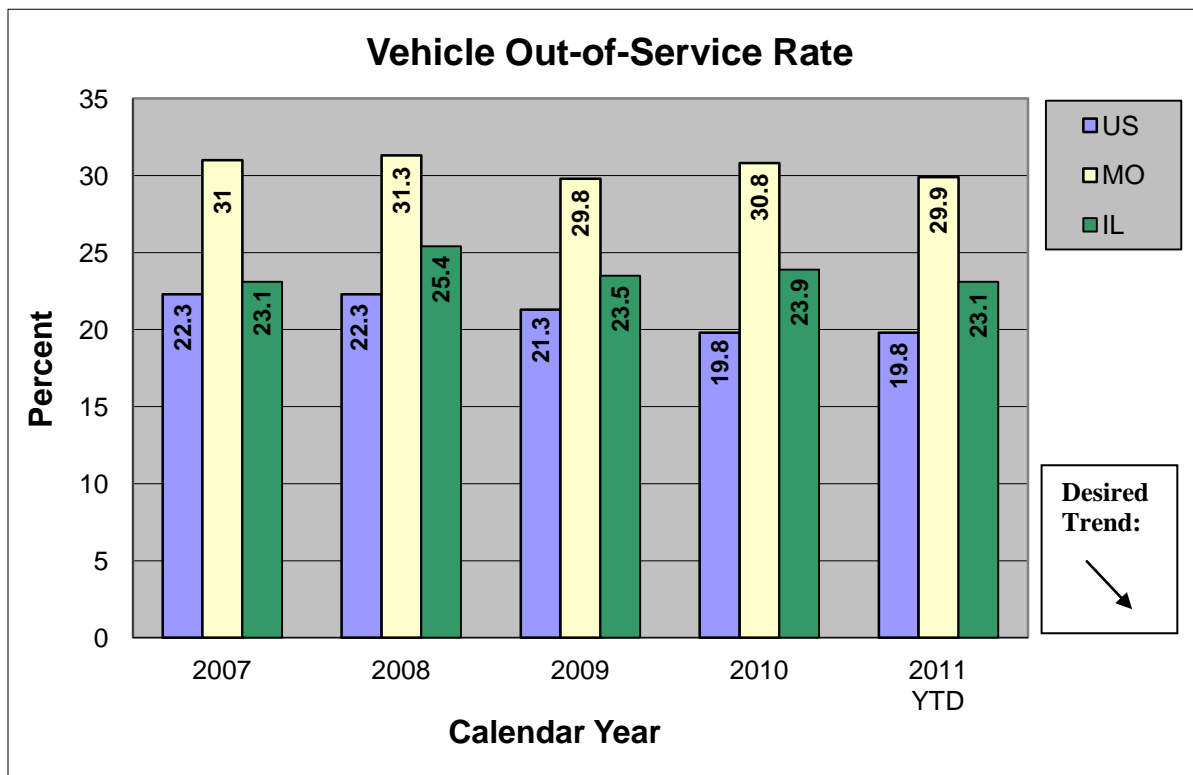
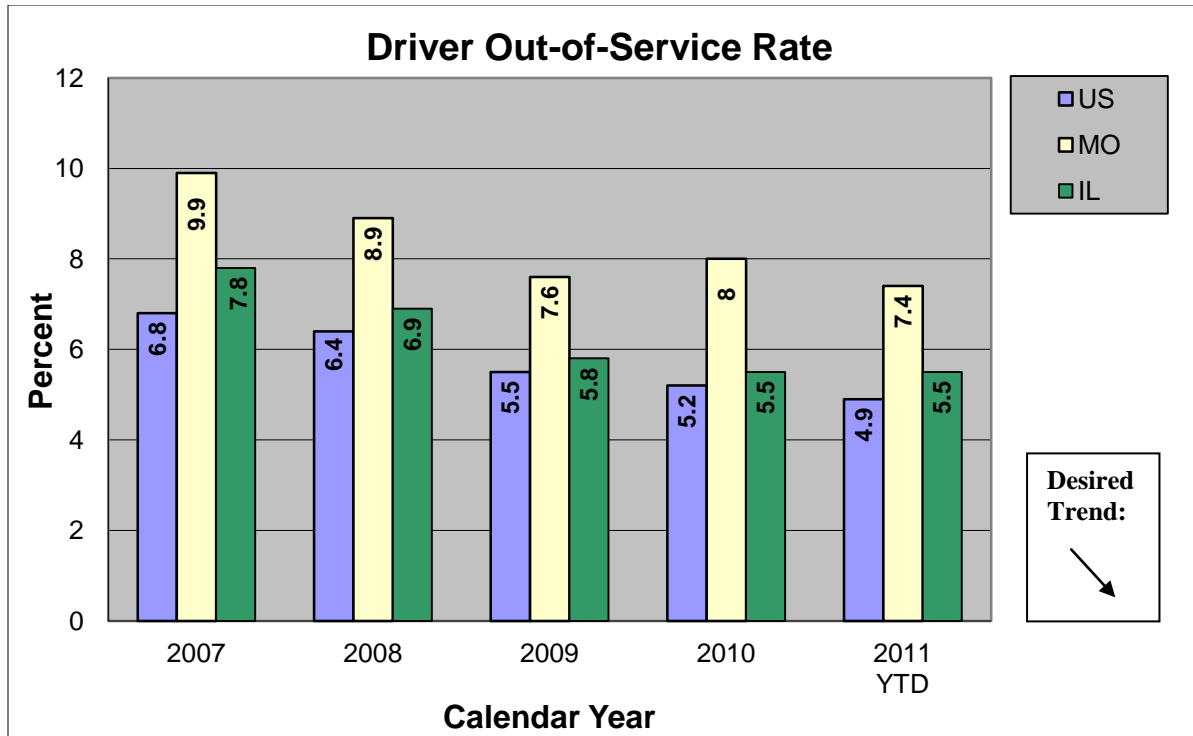
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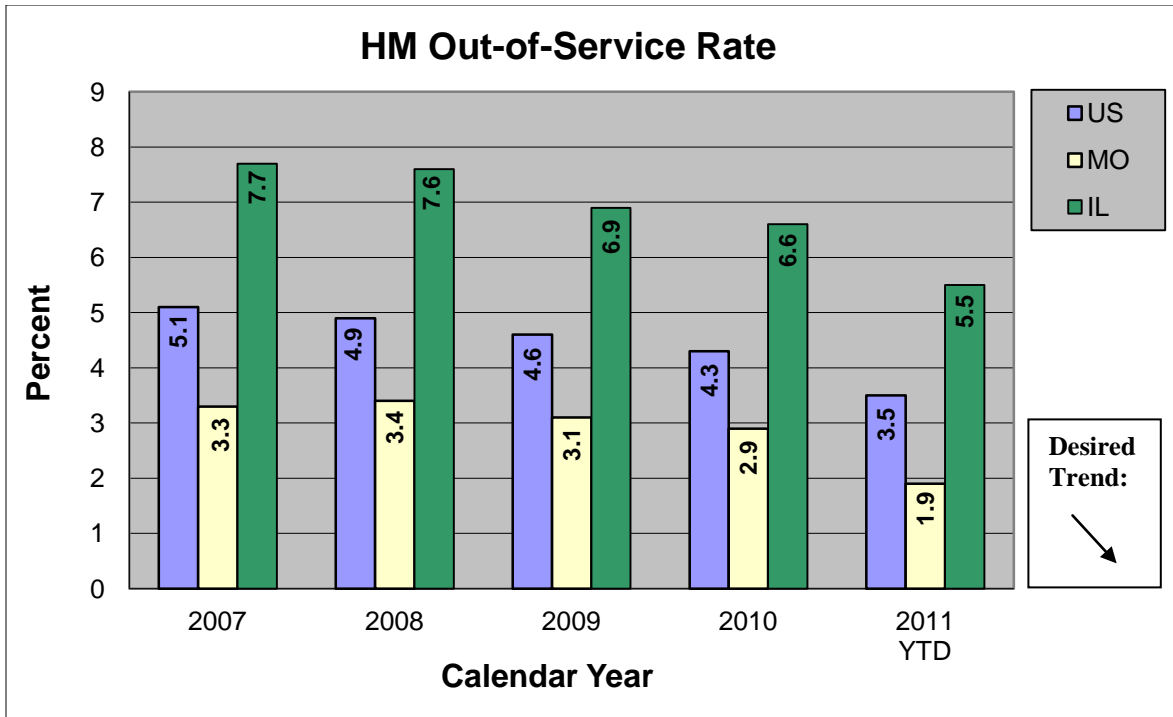
Roadside safety inspections are conducted on commercial motor vehicles and drivers en route by the Missouri State Highway Patrol, Kansas City Police Department and the St. Louis Metropolitan Police Department. The Safety and Compliance Section of the Motor Carrier Services Division of MoDOT conducts 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, 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 must correct the violations 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 ranks nationally. The first chart shows the Driver Out-of-Service percentage for Missouri, U.S. and Illinois. The second chart shows the Vehicle Out-of-Service percentage for Missouri, U.S. and Illinois. The third chart shows the same information for the same comparisons regarding the out-of-service percentages for hazardous material transportation violations. 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 in Missouri declined in CY 2007 through CY 2009 but rose slightly during CY 2010. The vehicle out-of-service rate in Missouri did not follow the national trend of decreasing rates of out-of-service vehicles. It is significantly higher than that posted by Illinois. While the hazardous material out-of-service rate has essentially leveled out over the last four years, there have been incremental declines. Safety and Compliance investigators were assigned to monitor safety data of the largest 45 carriers based in Missouri. 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*.

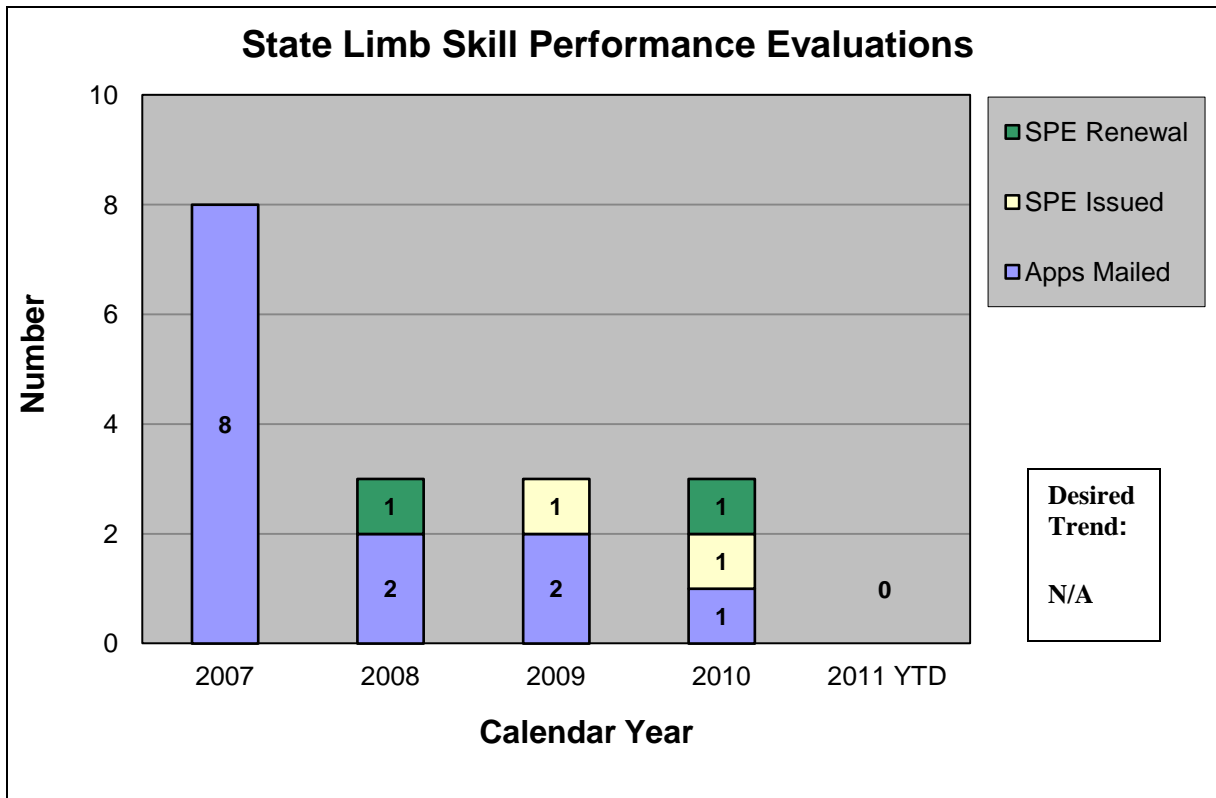
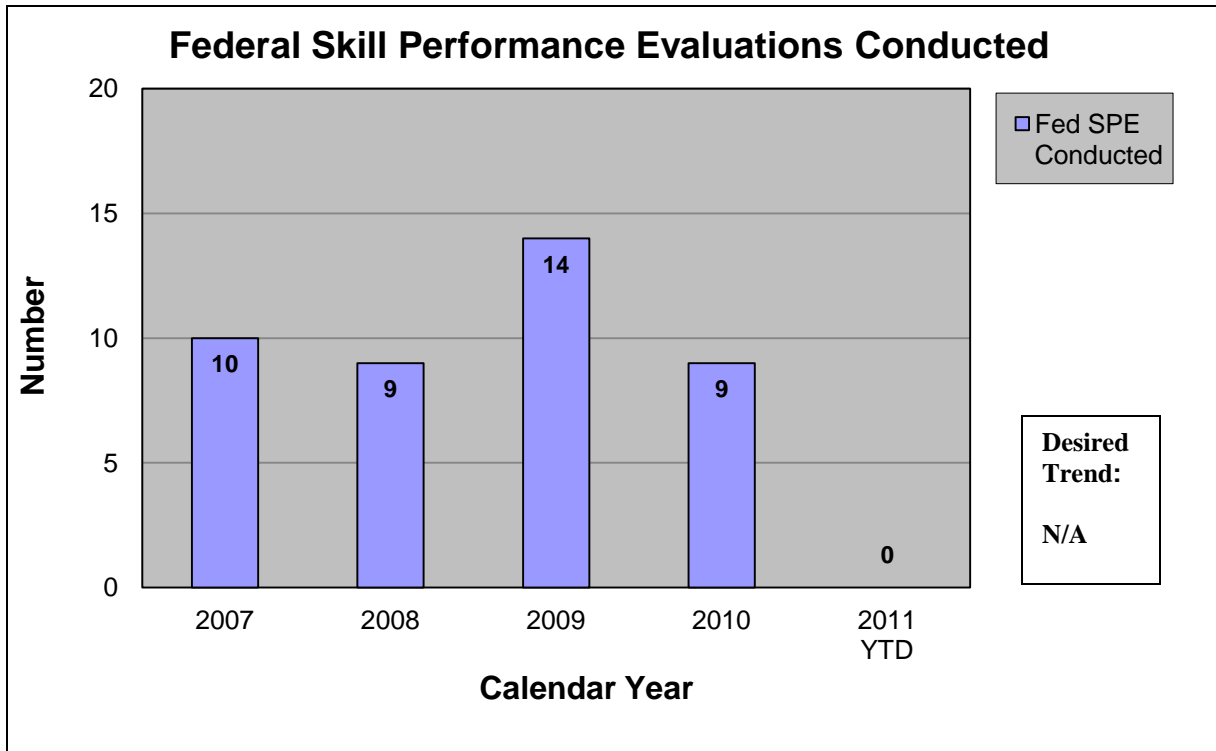
Applications for an SPE Certificate to operate intrastate commercial motor vehicles must be filed by an individual applicant-driver, either alone, or jointly with a sponsoring employer. SPEs are valid for a maximum of 24 months and may limit the driver to operating a commercial motor vehicle specially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

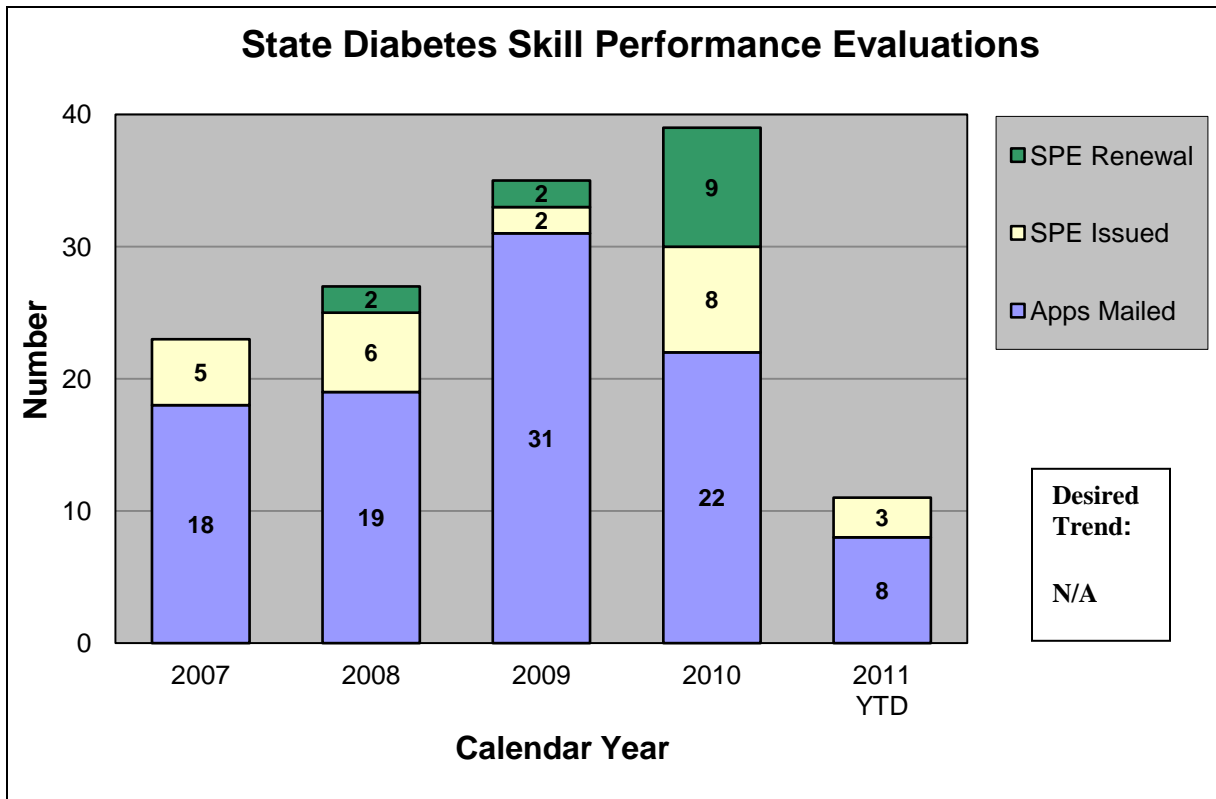
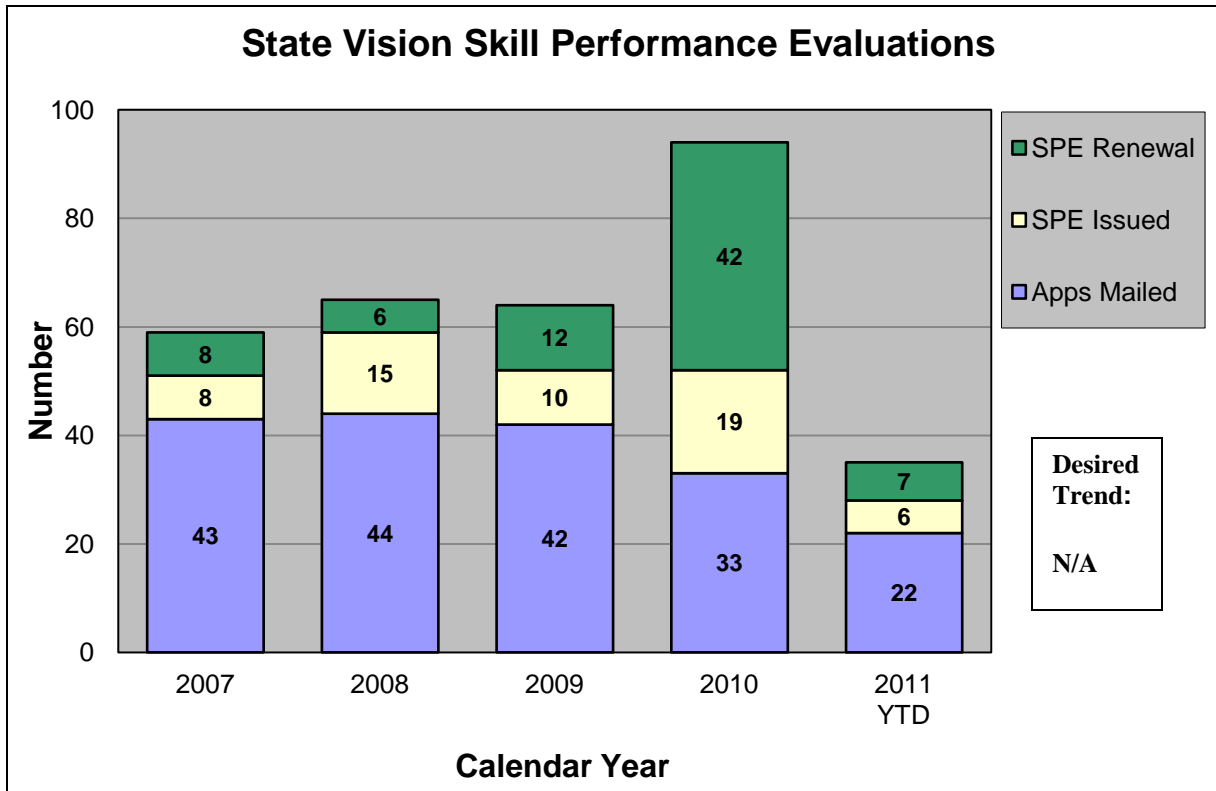
MoDOT currently offers this program only for intrastate drivers. Anyone seeking a medical exemption for interstate transportation must submit an application to the Federal Motor Carrier Safety Administration. MoDOT can waive some state application requirements if an applicant for an intrastate SPE Certificate 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 71 SPE certificates are active: 54 for vision, 15 for diabetes and two for limb impairment.





Safe Transportation System

Number of intrastate PRISM carriers that become compliant with safety regulations

Motor Carrier Services Director: Jan Skouby

Data Driver: Darrell Colvin, Motor Carrier Investigations Specialist

Purpose:

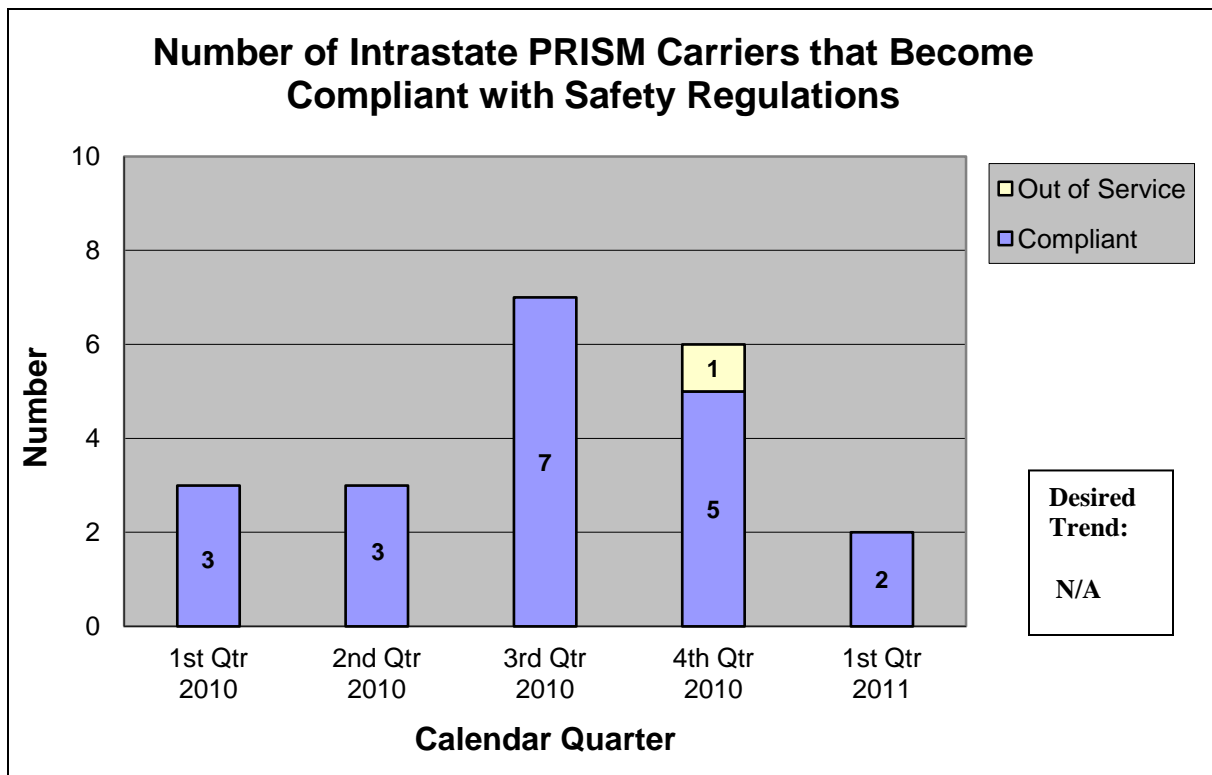
This measure tracks the number of intrastate motor carriers that receive an unsatisfactory safety rating and enter the Missouri intrastate Performance and Registration Information System Management program. This measure also tracks carriers in the PRISM program that do not attain an improved safety rating and are placed in an intrastate out-of-service status by MoDOT Motor Carrier Services.

Description:

State investigators identify intrastate motor carrier companies with unsatisfactory safety management practices and notify them that they have 60 days to improve their safety management practices and safety rating. Carriers that transport placardable amounts of hazardous materials or passengers and are rated unsatisfactory have 45 days to improve their management practices and safety rating. Within the improvement period, the carrier must request a follow-up compliance review. They must achieve a conditional or satisfactory rating to be removed from PRISM. If the carrier earns a second unsatisfactory rating, an out-of-service order is issued. An out-of-service carrier must turn in their license plates, registration certificates, permits and other credentials. They cannot operate in Missouri and are placed back in service only after they demonstrate improved safety management practices.

Improvement Status:

During the first quarter of 2011, two intrastate carriers were placed in the intrastate PRISM program. Both carriers became compliant with the Federal Motor Carrier Safety Regulations, improving their safety rating.



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.

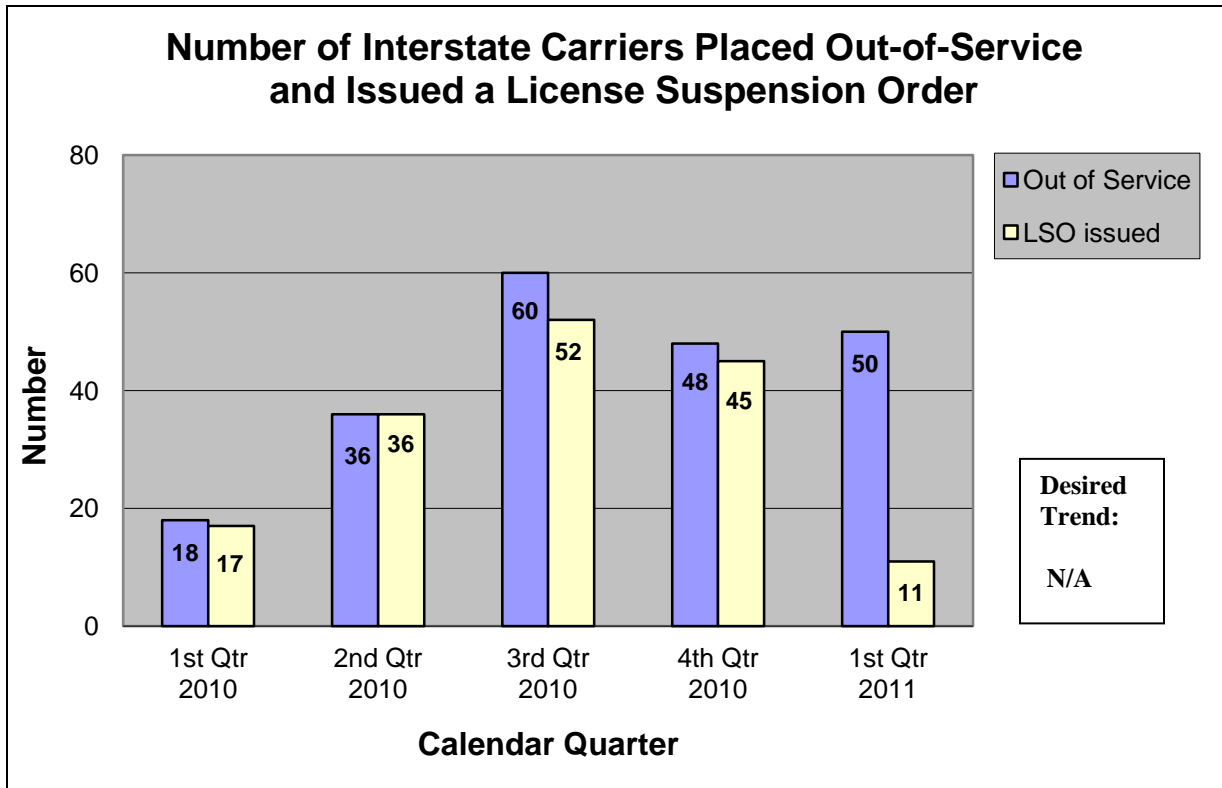
MCS Safety and Compliance tracks each new entrant that fails a federal safety audit. Carriers are contacted approximately 30 days prior to their potential federal out-of-service date. During the contact, investigators remind carriers of the corrective action plan requirements and help, if needed, with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

Improvement Status:

During the first quarter of 2011, MCS Safety and Compliance received out-of-service orders for 50 interstate motor carriers placed out of service by the FMCSA. Eleven out-of-service carriers were identified and issued license suspension orders. Four carriers were reinstated by the FMCSA, before MoDOT MCS issued a license suspension order. Thirty-five 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 50 out of service orders from the FMCSA include: four orders to carriers that owe federal penalties, three orders to carriers who failed to respond to an expedited action, and 43 orders to new entrant carriers. Seven new entrants were placed out-of-service due to failing to allow a federal safety audit to be conducted. Thirty-six new entrants failed their federal safety audit and did not submit a corrective action plan within the required time limitations.

During the first 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.

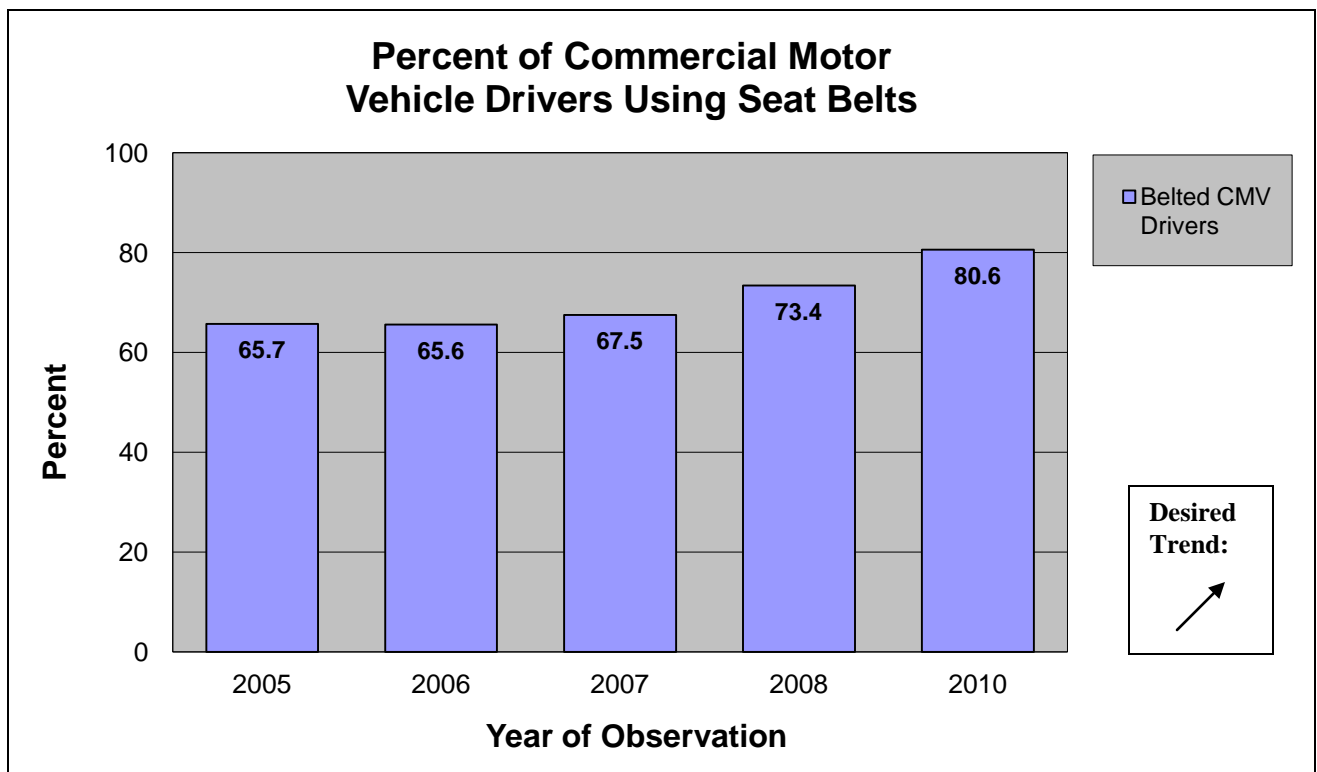
Data for studies in 2004, 2005 and 2006 are not as statistically valid as those in 2007 to 2010 because the total number of observations were lower.

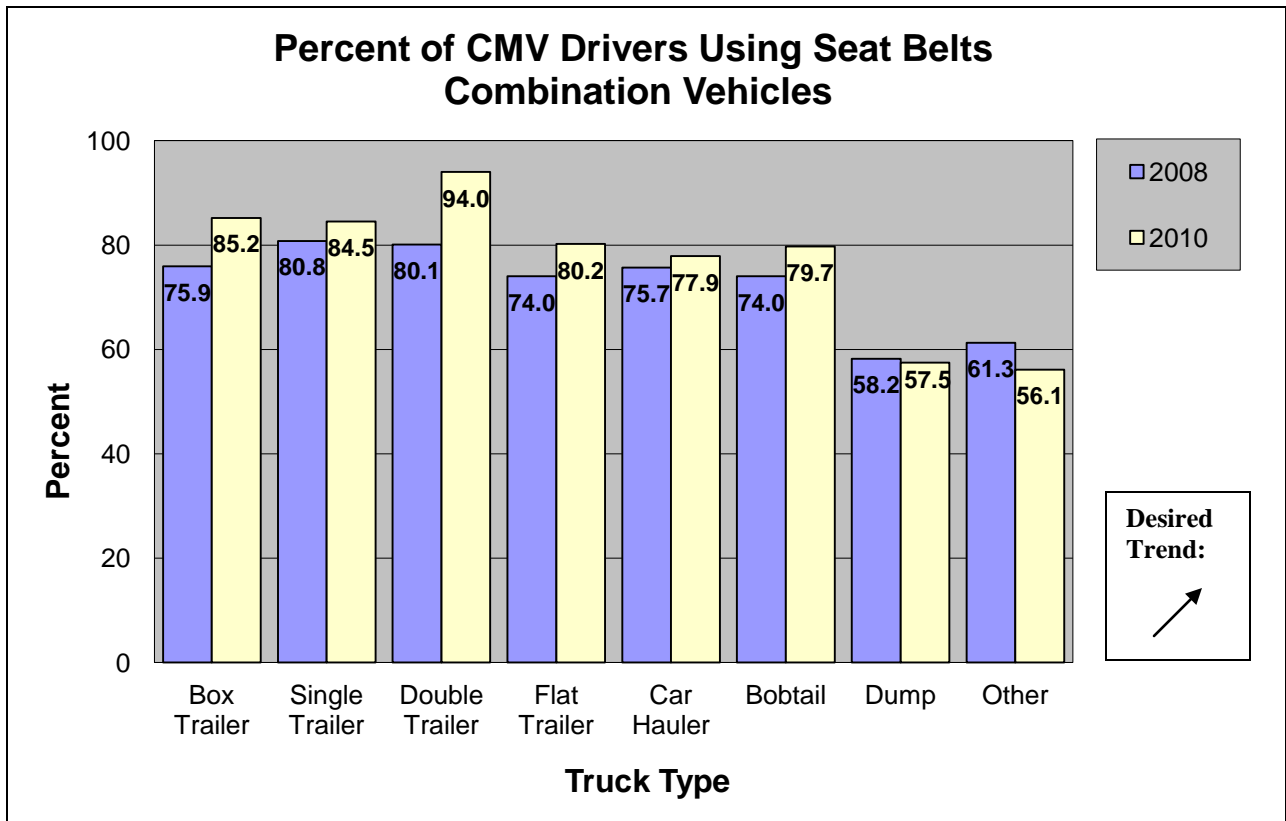
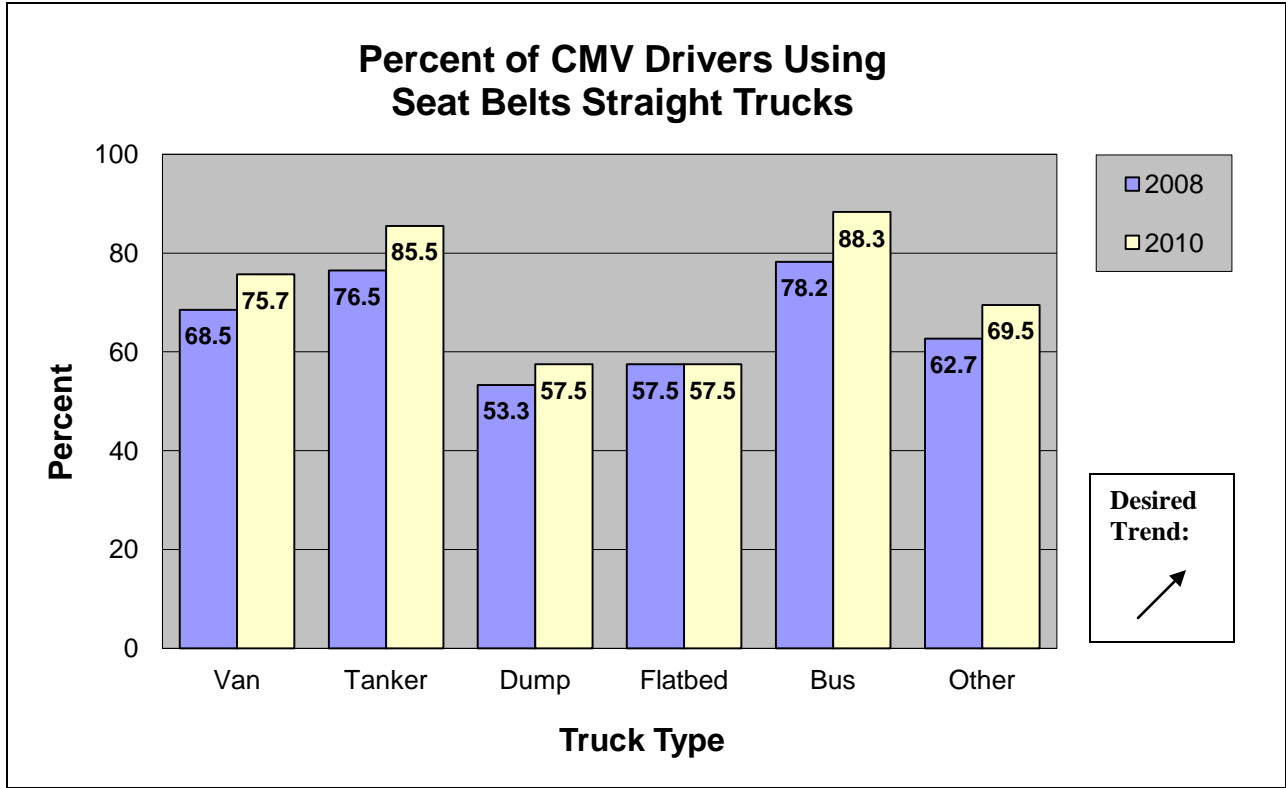
The 2009 CMV Driver Safety Belt Usage Study by the federal government reports a usage rate of 74 percent.

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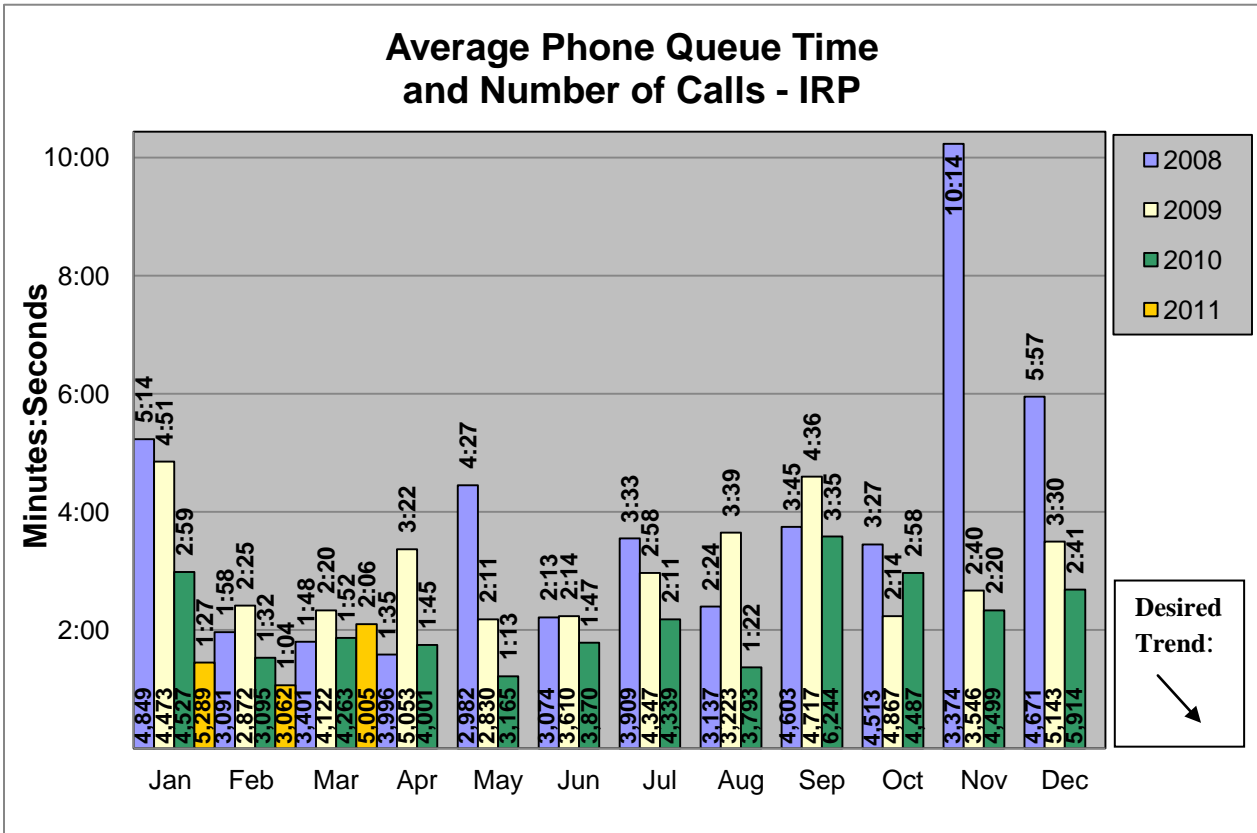
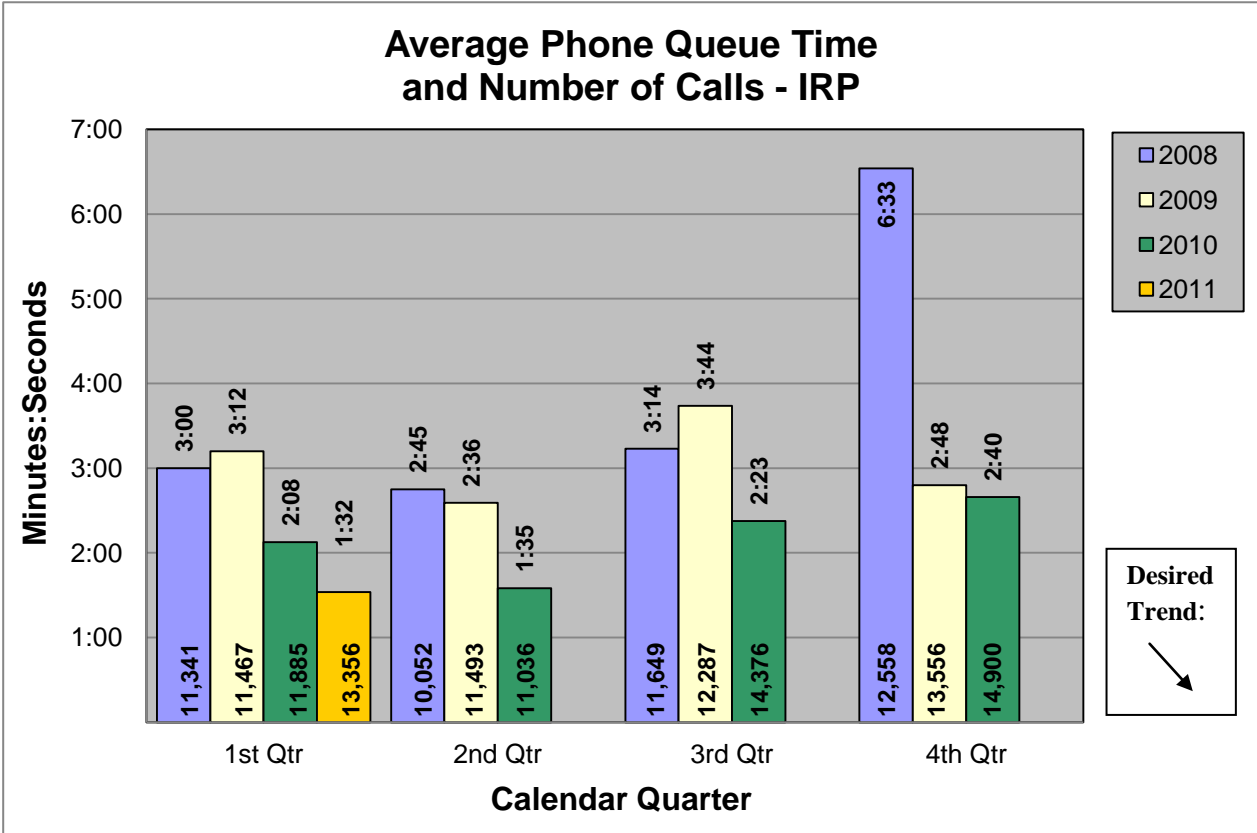
Phone data is collected monthly from the CISCO WebView Reporting System. Employees are encouraged to process phone calls accurately and with all necessary information, so as to complete transfer of knowledge to the motor carrier customer.

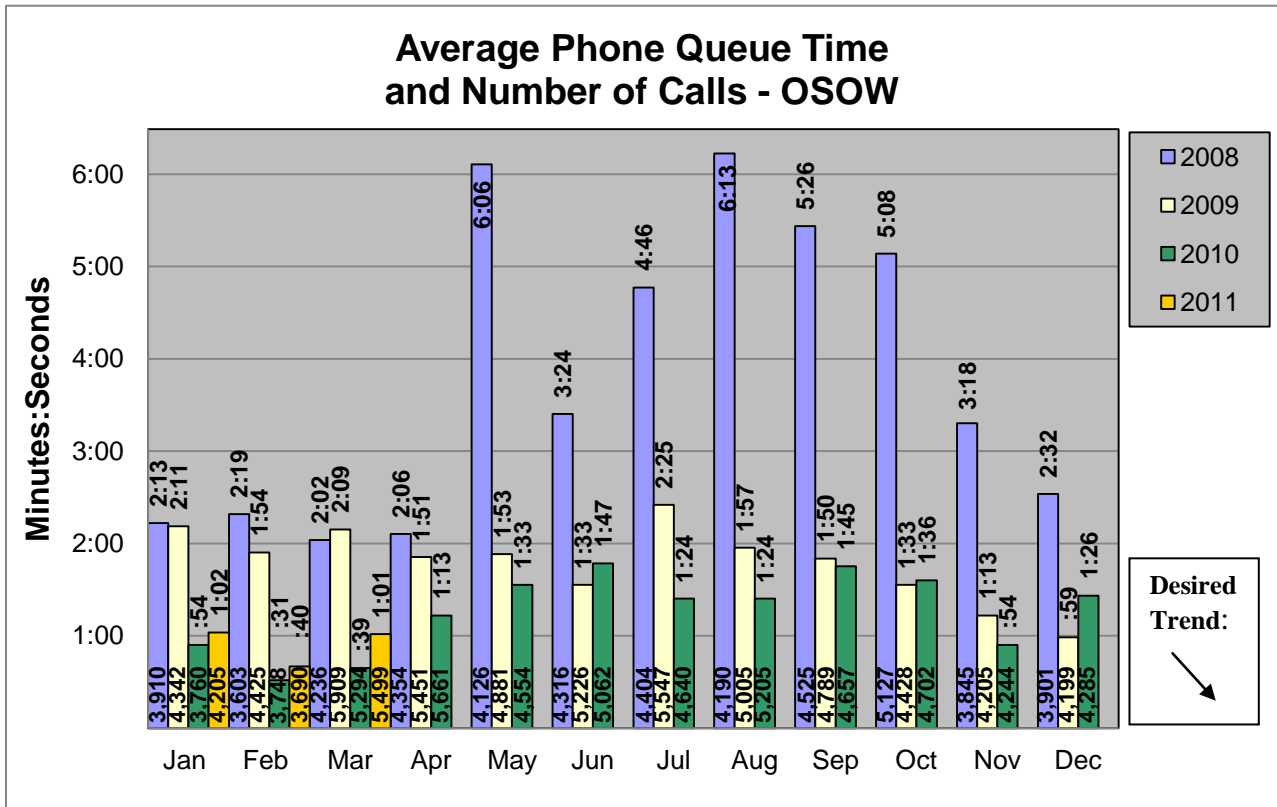
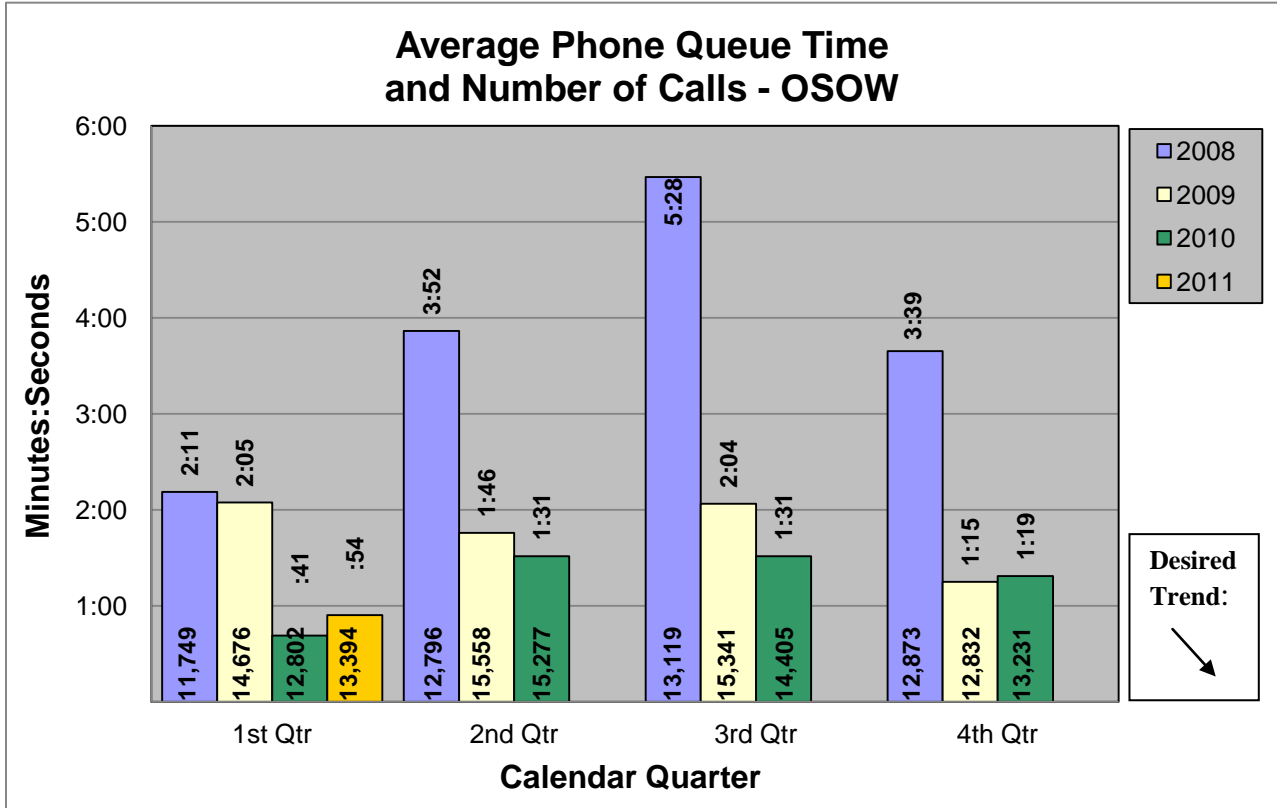
Improvement Status:

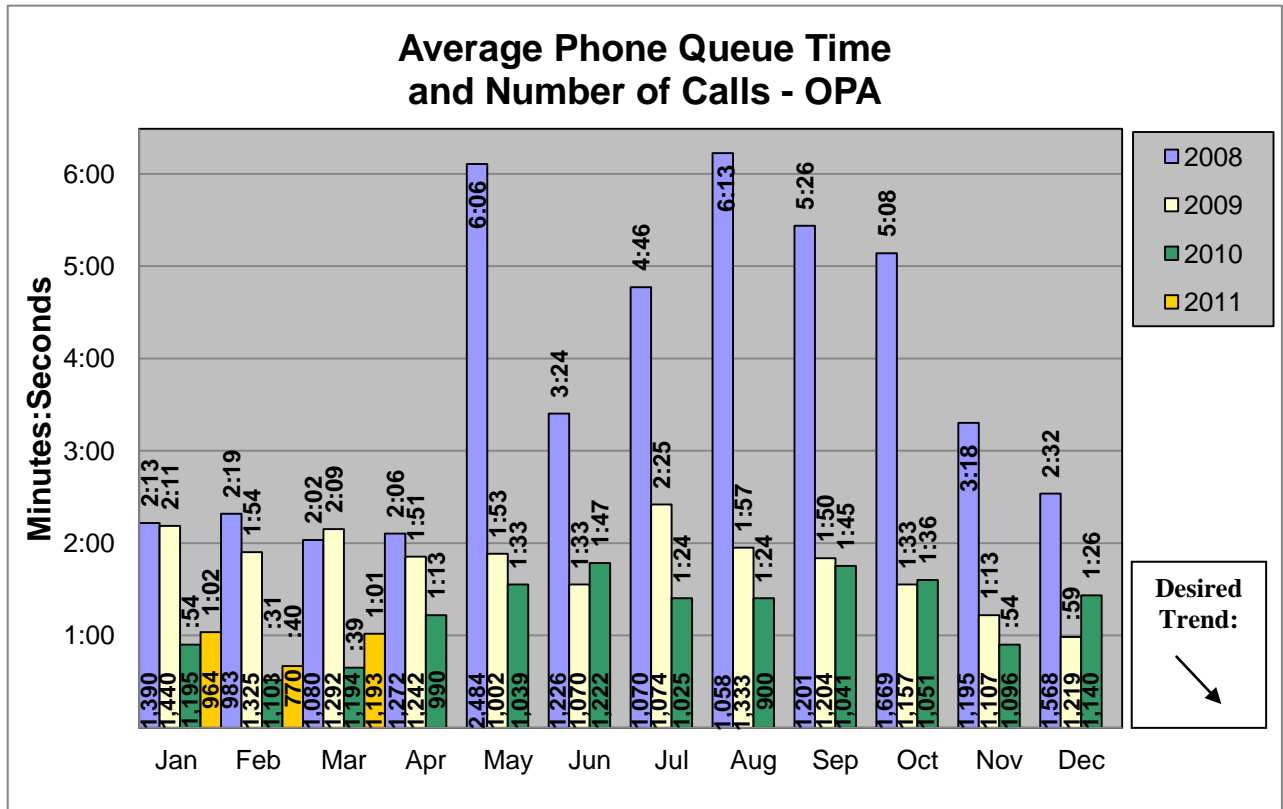
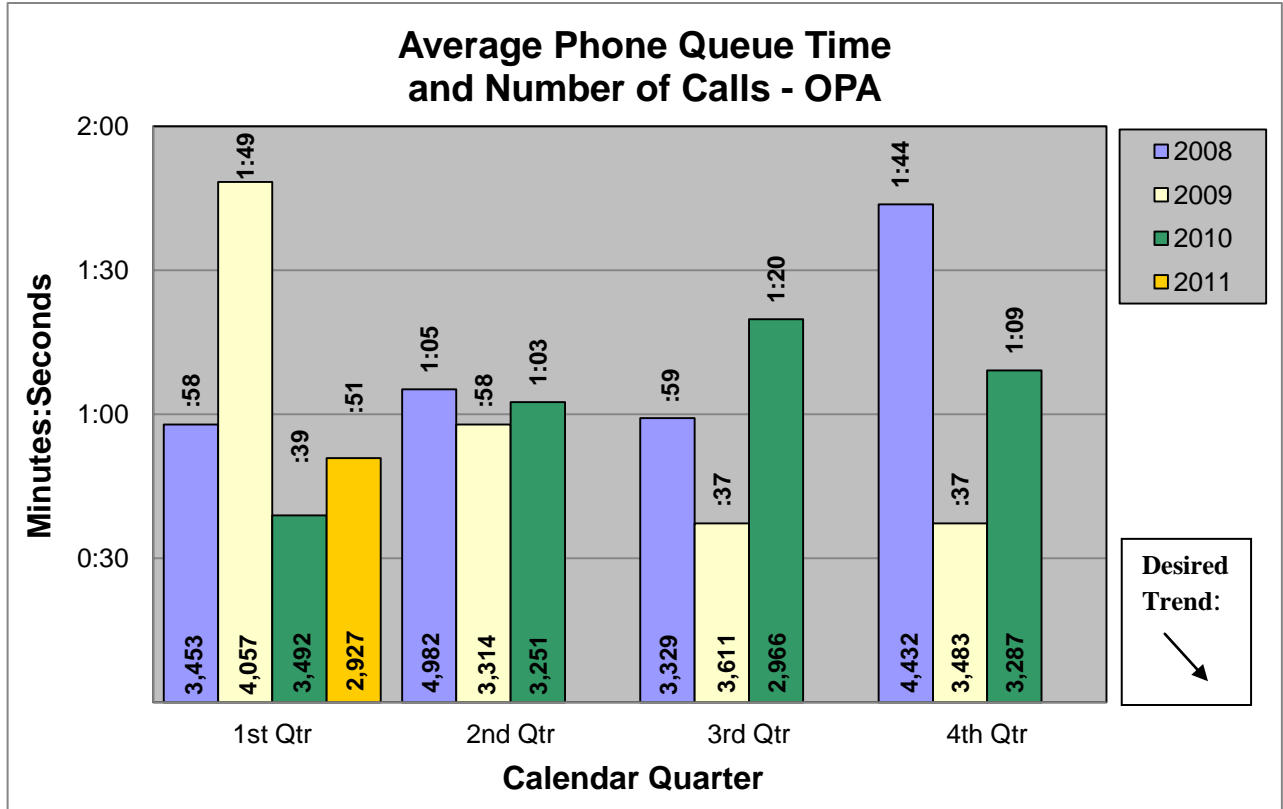
From the first quarter of 2010 to the first quarter 2011, IRP saw an increase in calls and a decrease in queue time; OSOW and UCR saw an increase in calls and a slight increase in queue time. OPA saw a decrease in calls and a slight increase in queue time. During the same period the average queue time for all these programs decreased six seconds, even though the total number of calls increased by 2,094 (7.2 percent). This is due to a leveling of resources where cross-trained agents answer calls for a program with a longer queue time during the day.

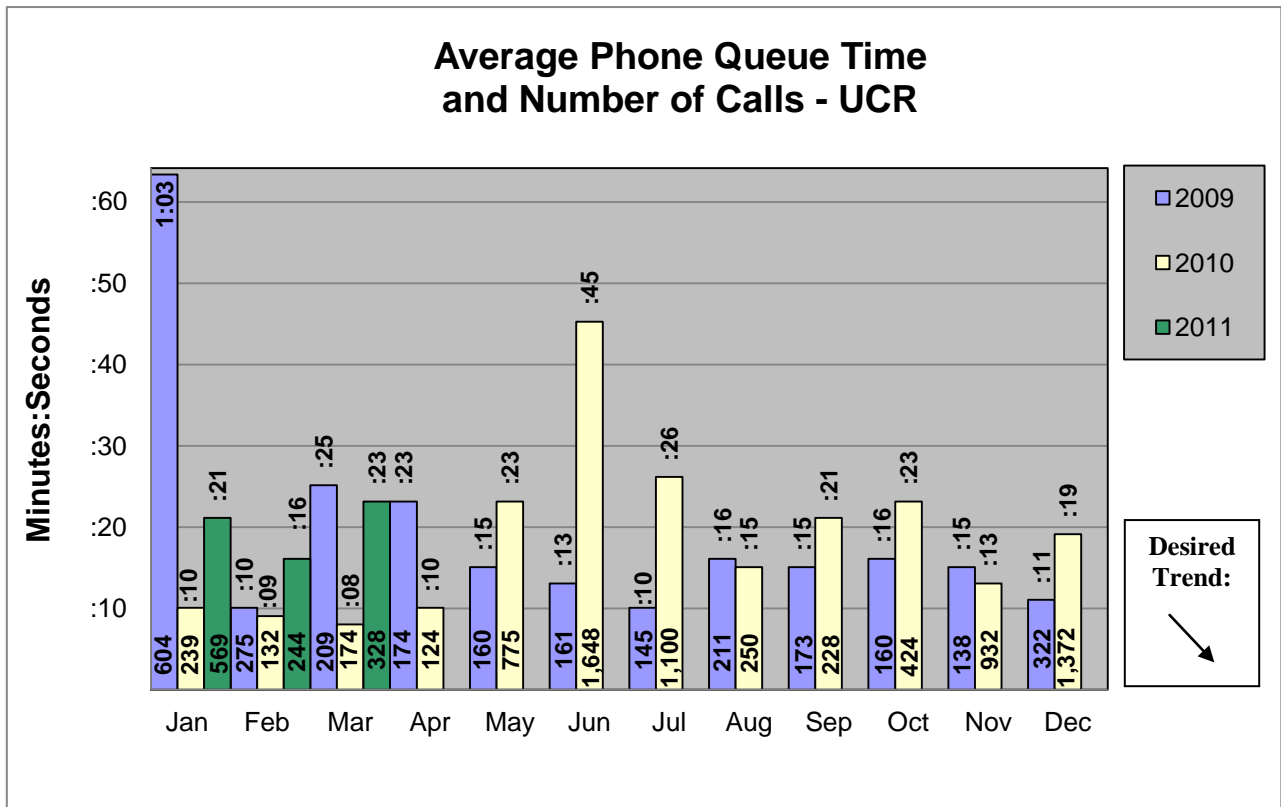
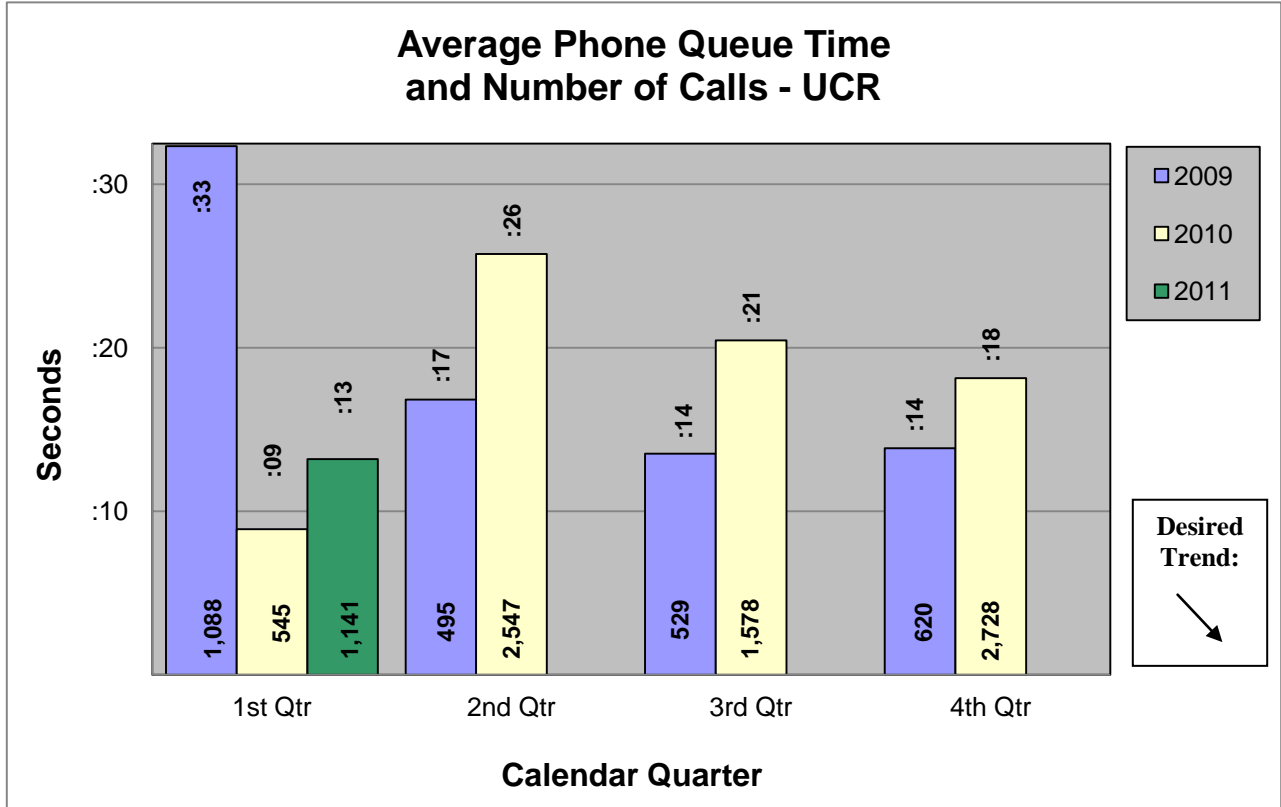
The MCE system was unavailable for more than two hours in March which caused an increase in queue time for IRP, OSOW and OPA from the previous months.

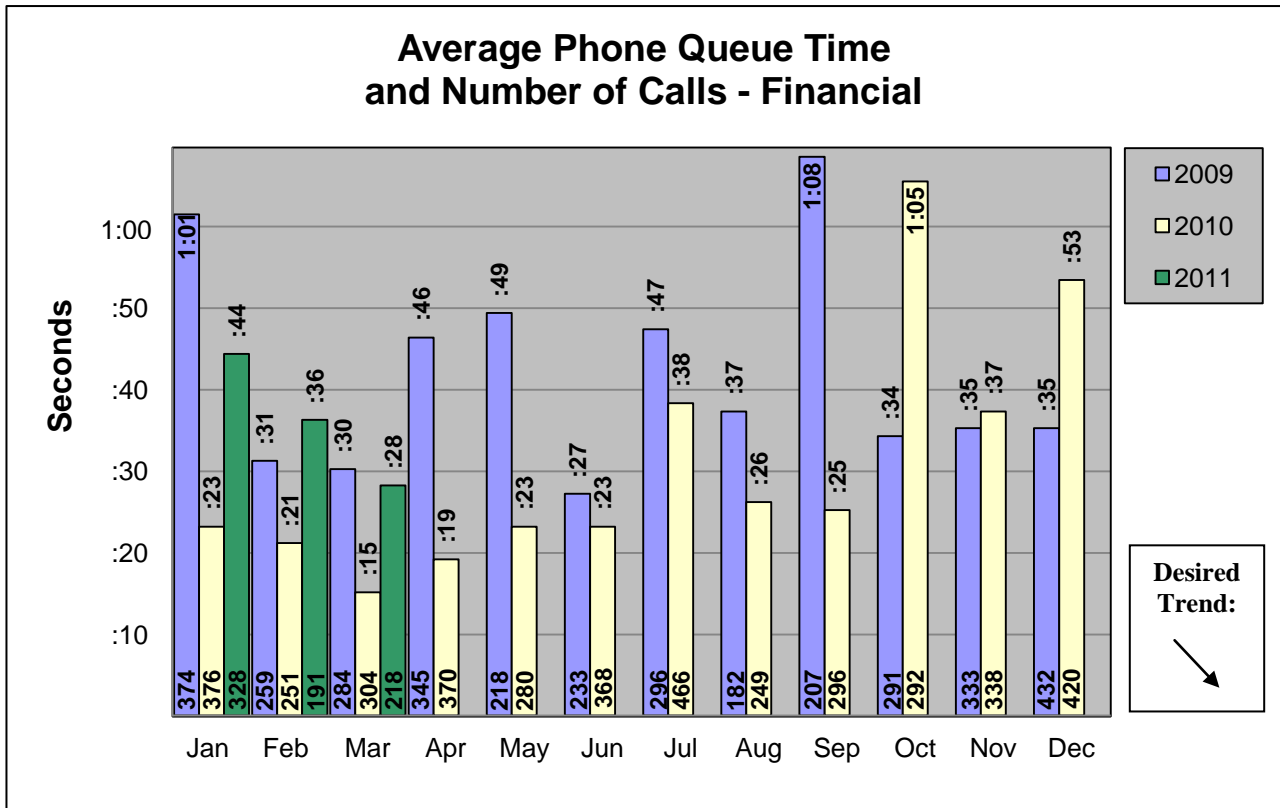
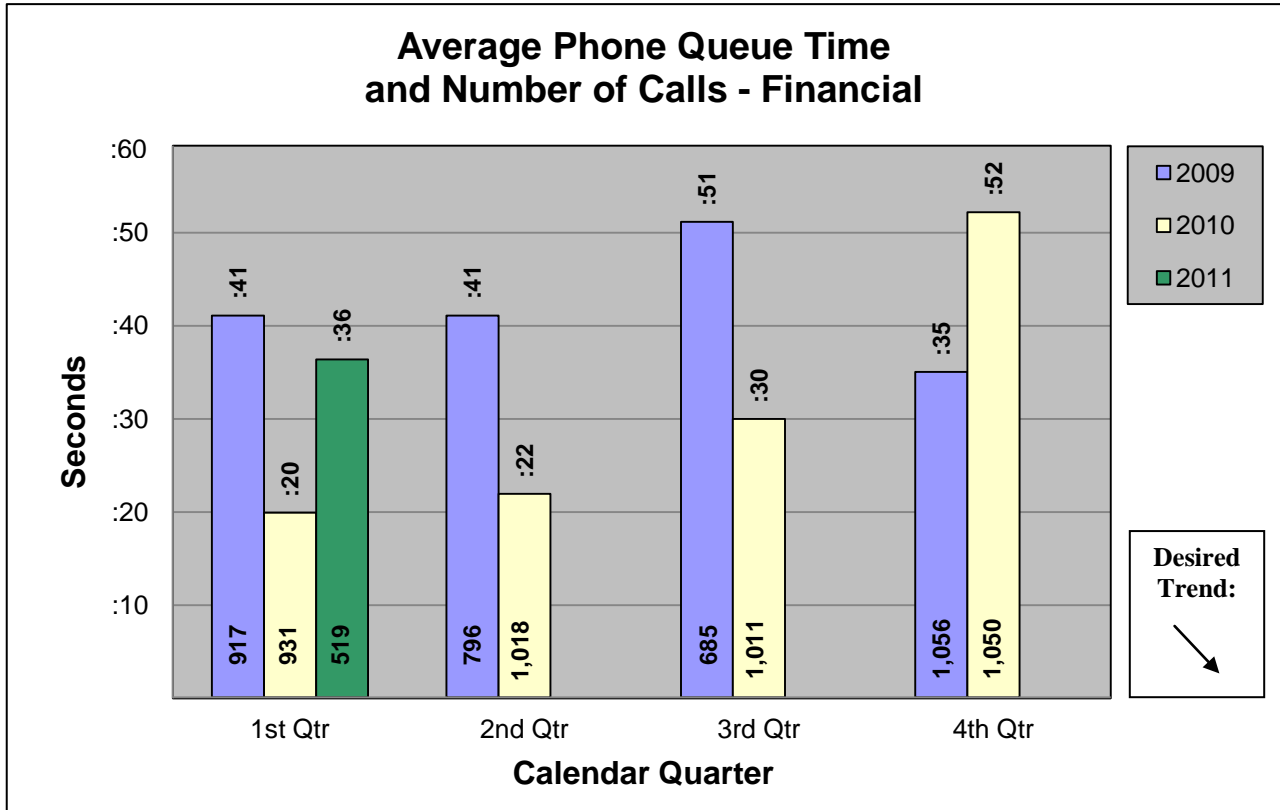
There were also four fewer employees in 2011 to process the increased number of calls.

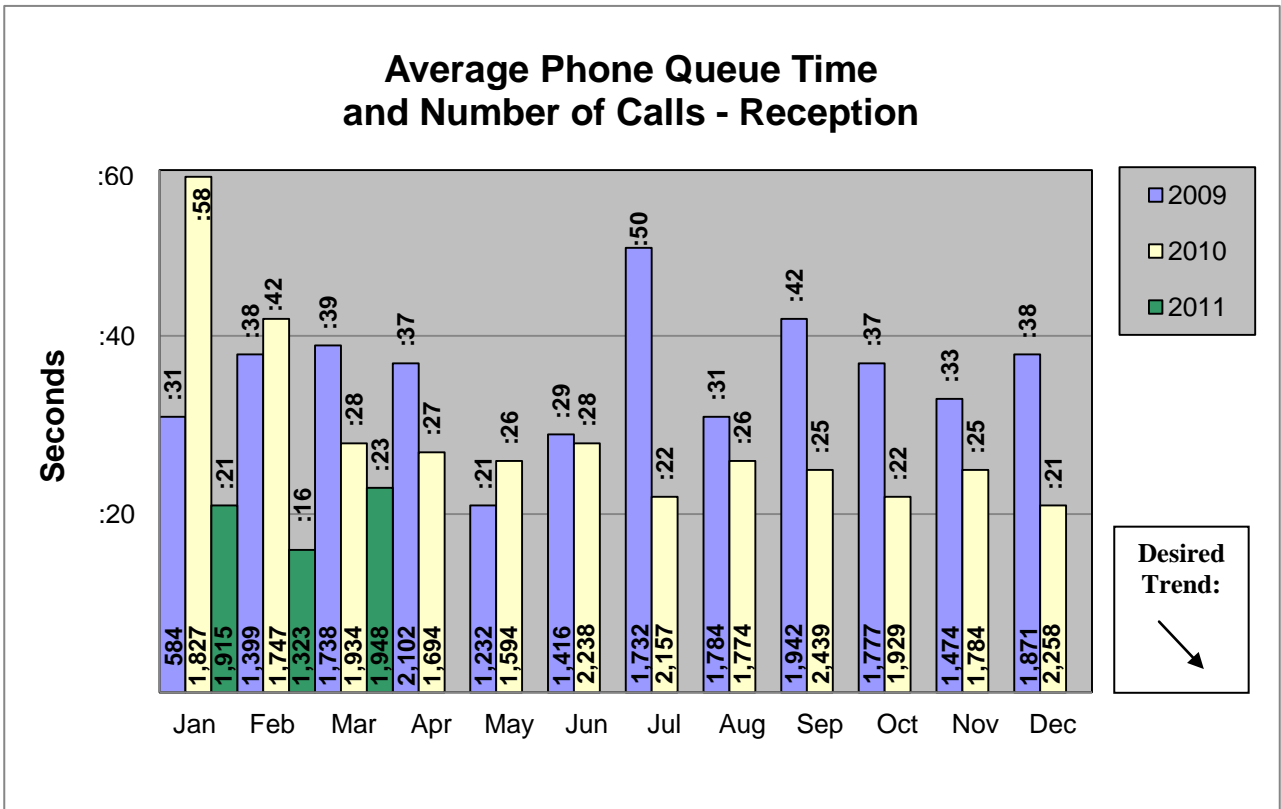
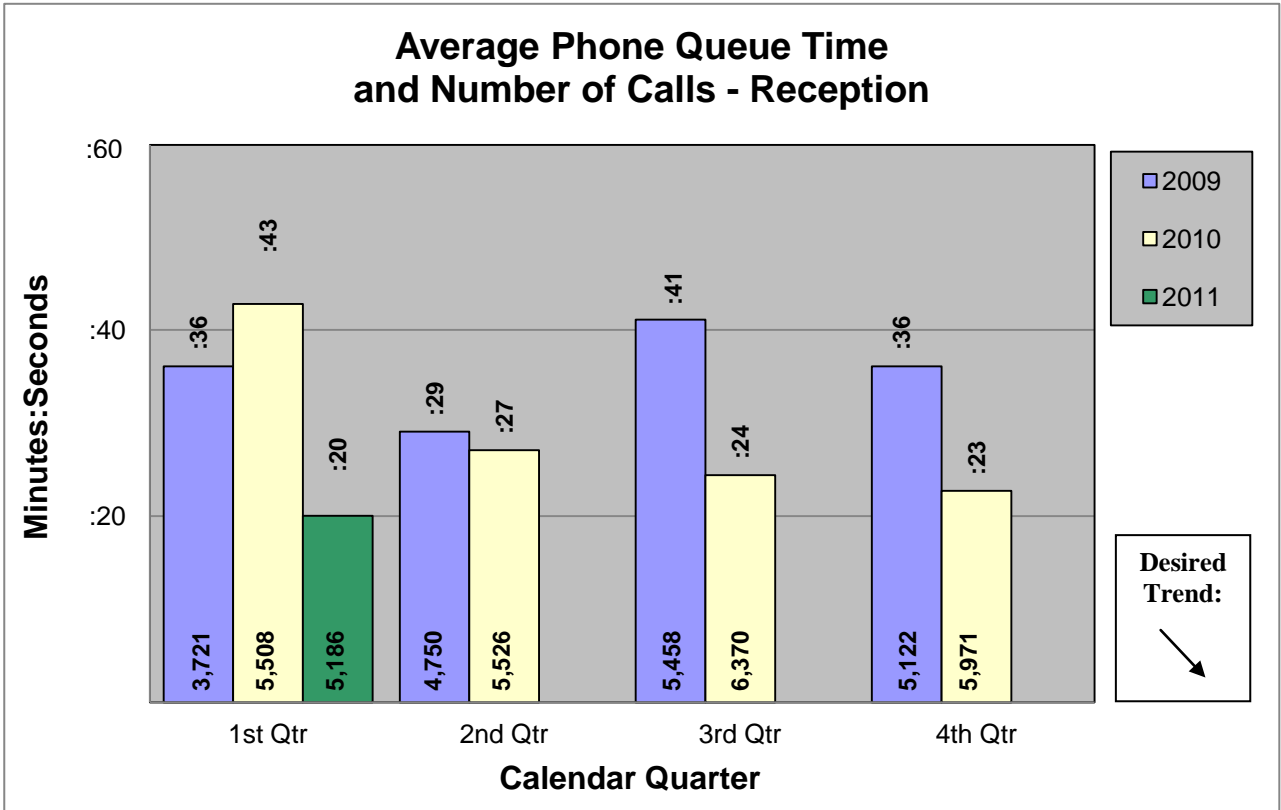












**Personal, Fast, Courteous and Understandable Response to
Customer Requests (Inbound)**

Walk-in wait time

Motor Carrier Services Director: Jan Skouby

Measurement Driver: Diana Stickler, Senior Administrative Technician

Purpose:

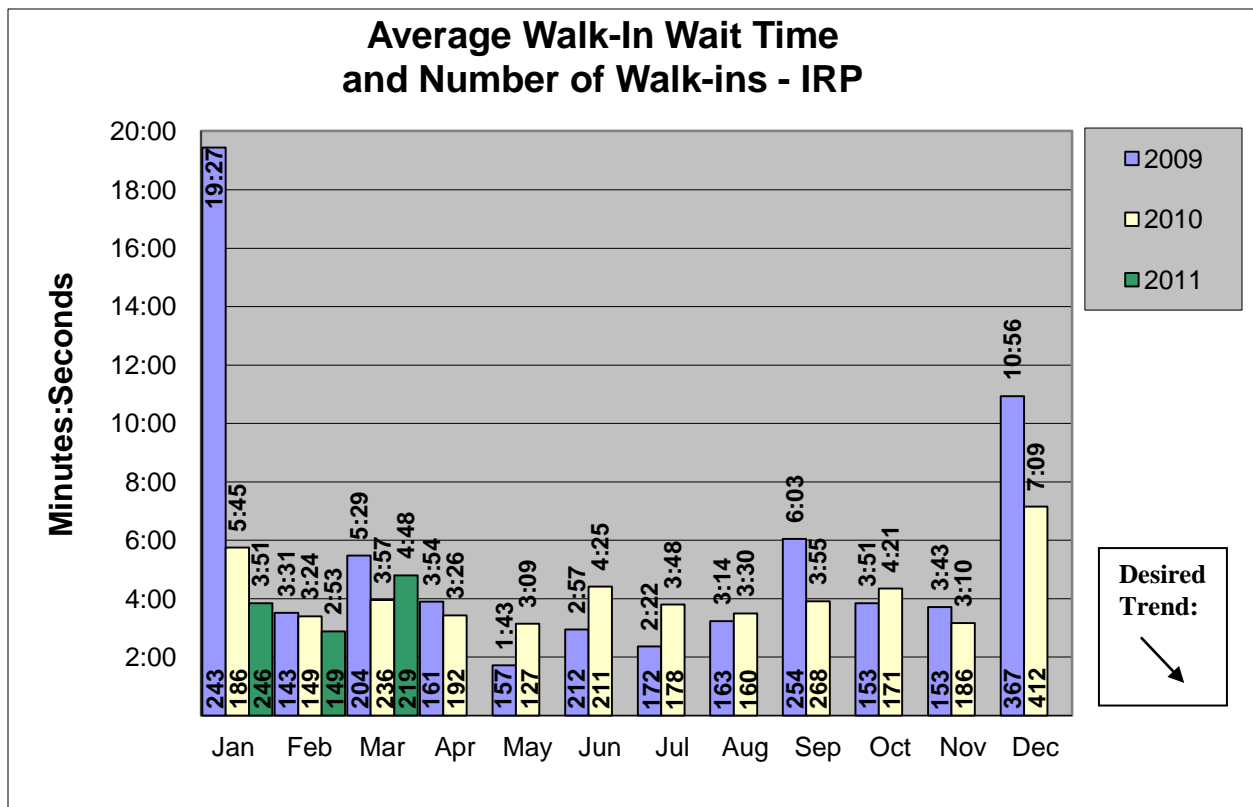
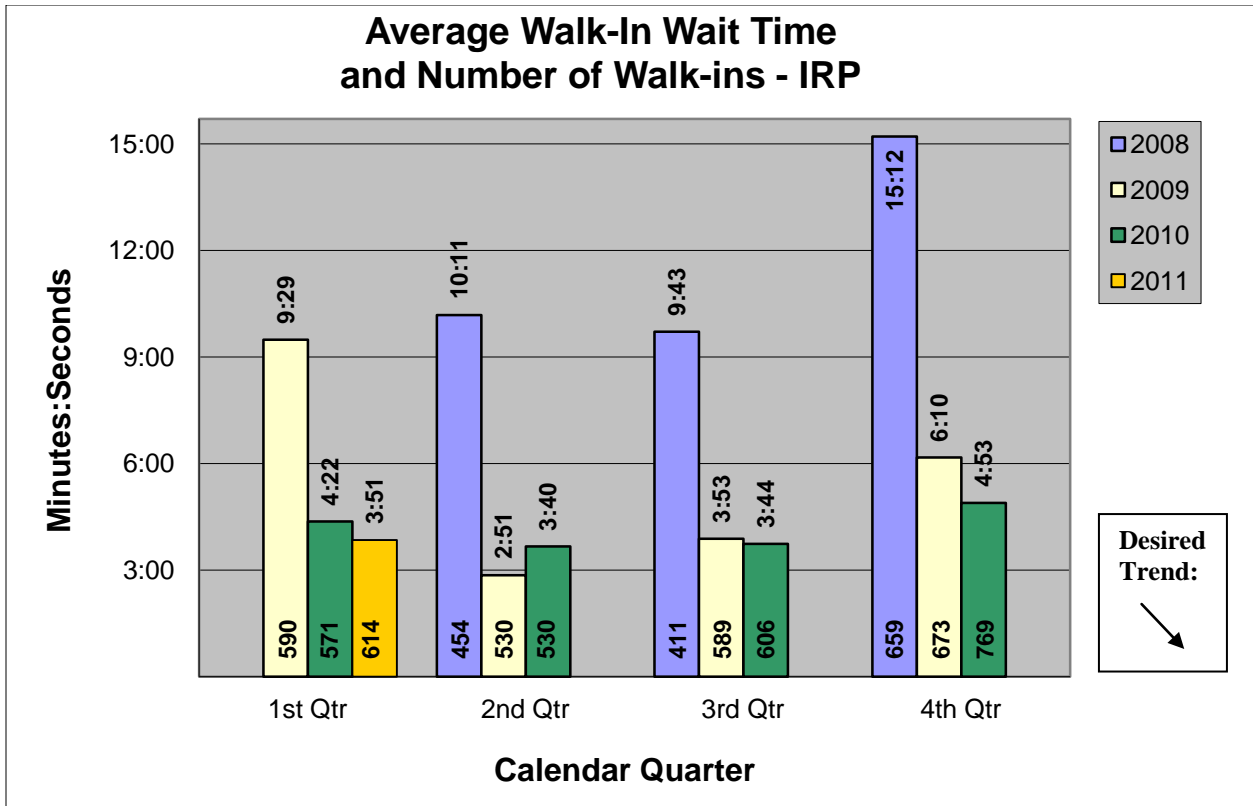
This measure tracks Motor Carrier Services' responsiveness to customers who walk-in to our facility to receive same day service.

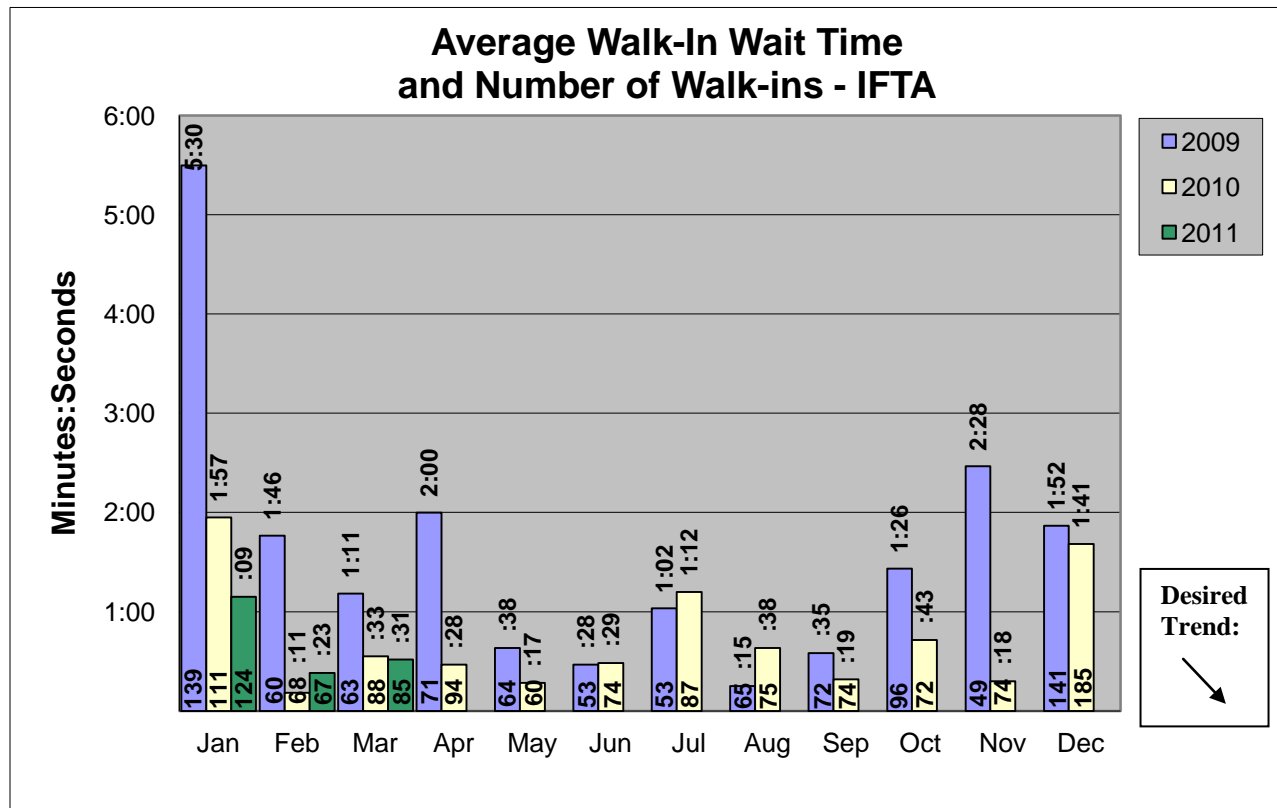
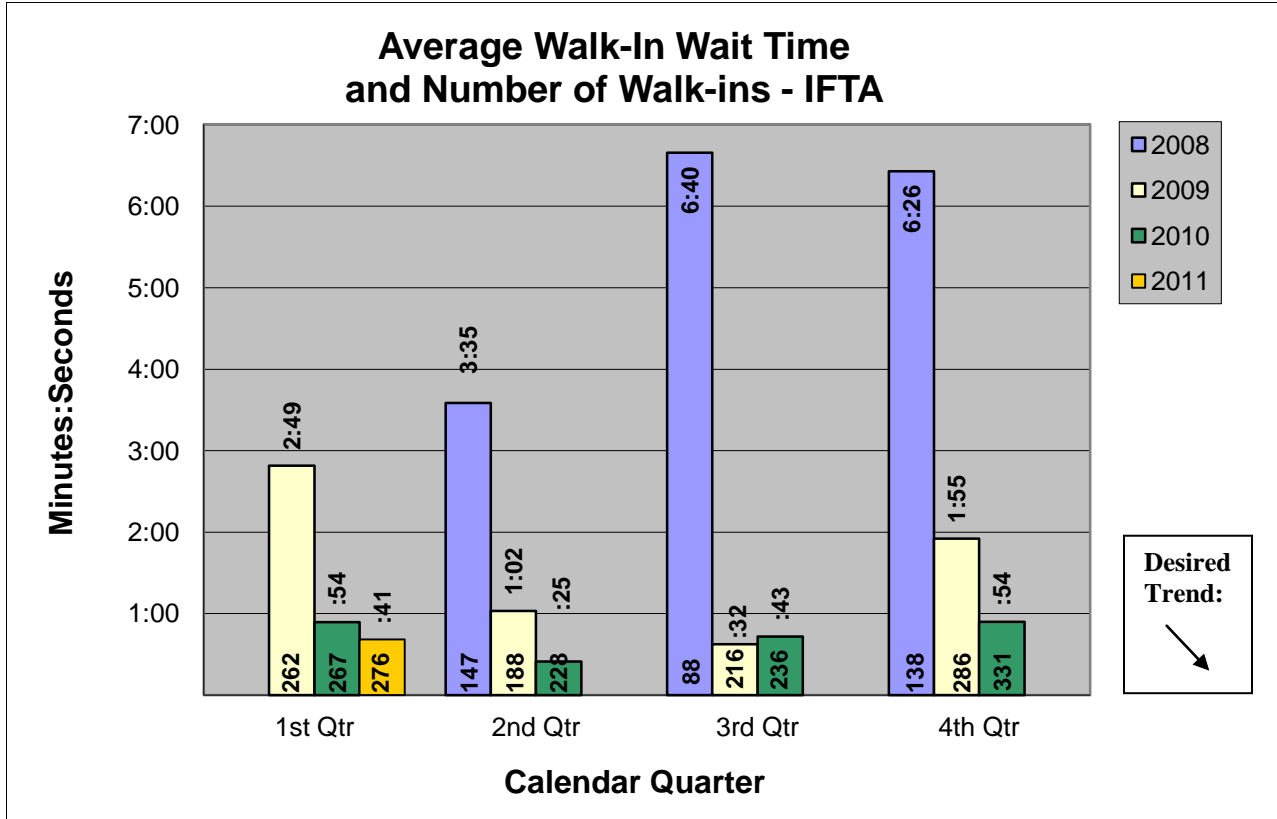
Description:

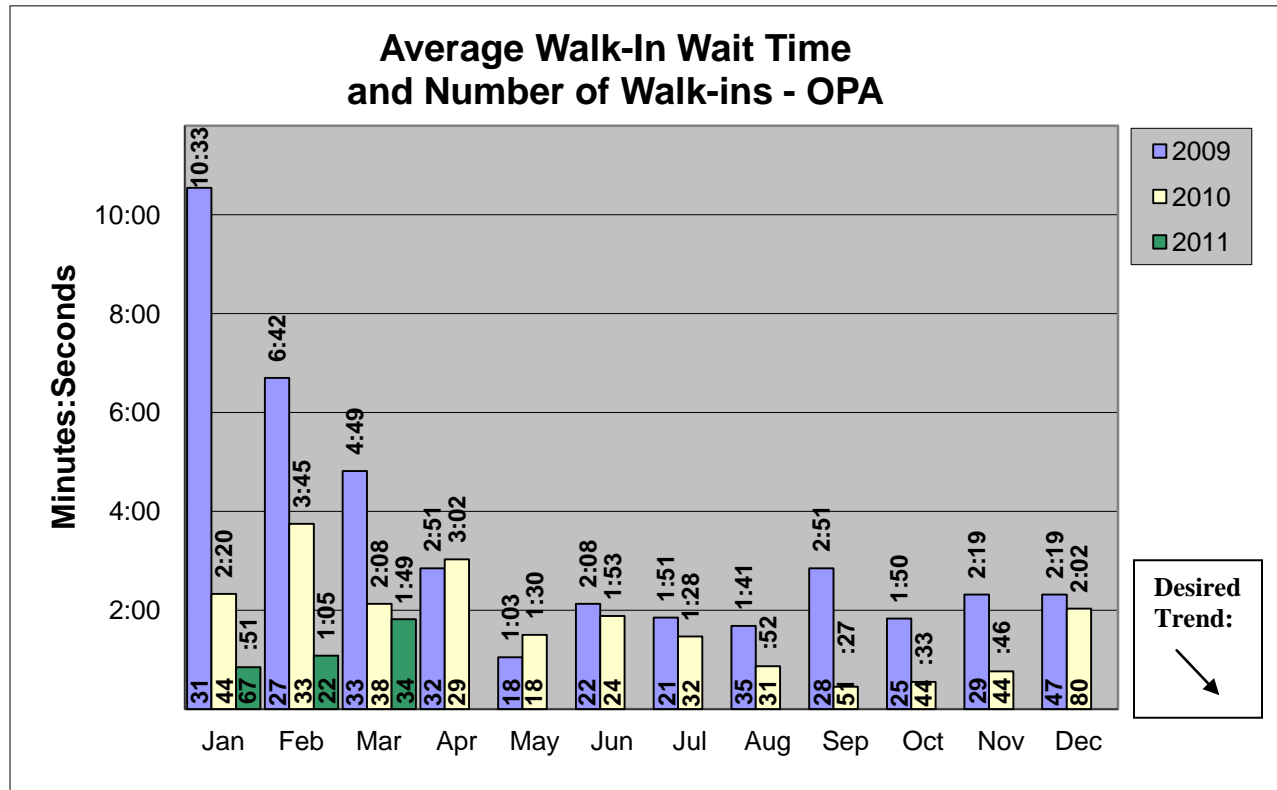
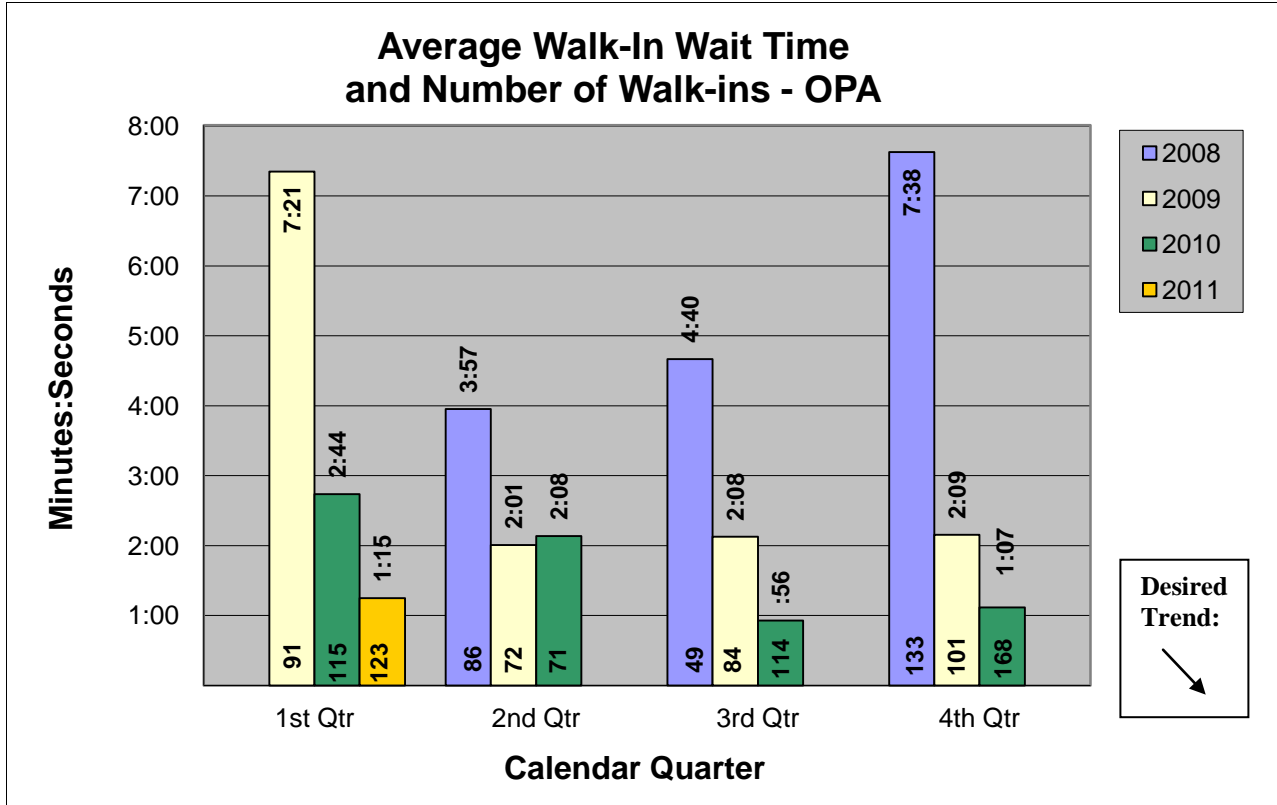
In 2011, MCS has 12,421 active common customers. Approximately 24.1 percent of MCS customers come to our facility as a walk-in for same day service. Customers are tracked from the time they enter our facility until the time an agent begins to help them with MCS program transactions. Daily walk-in sheets 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.

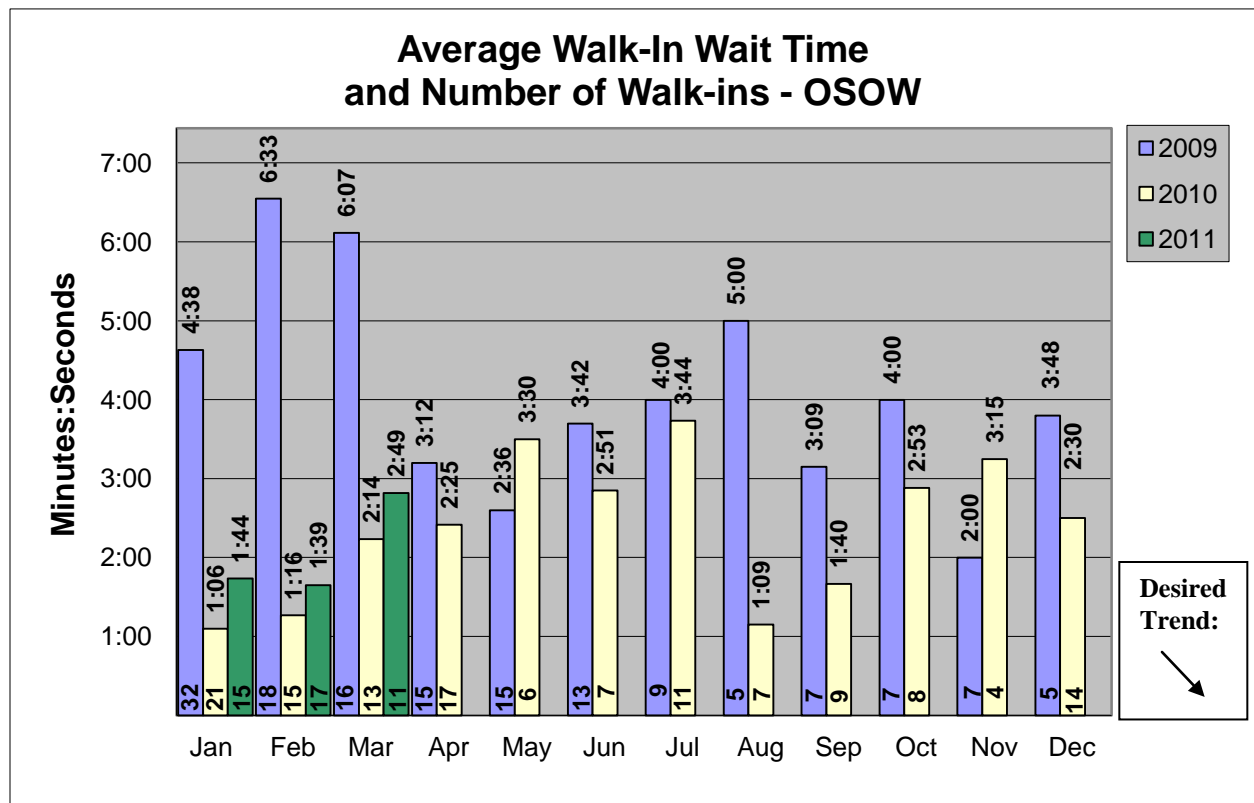
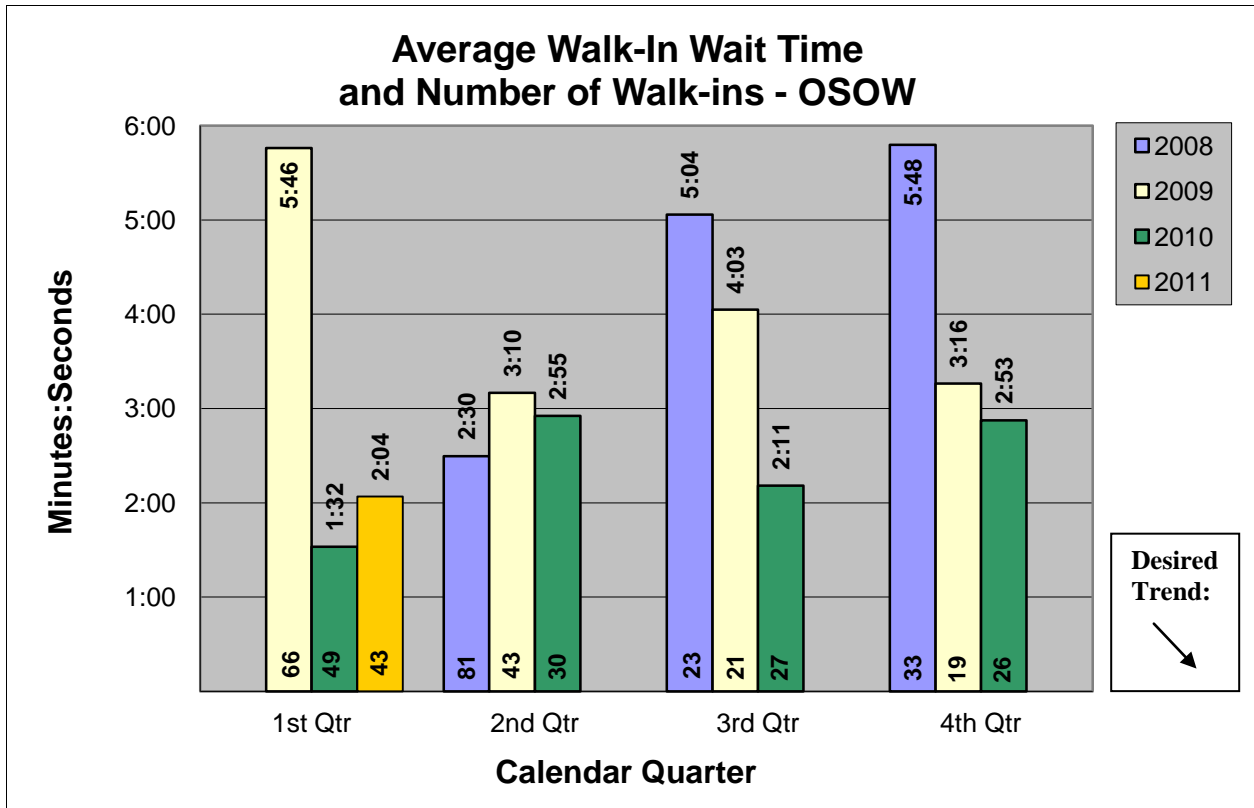
Improvement Status:

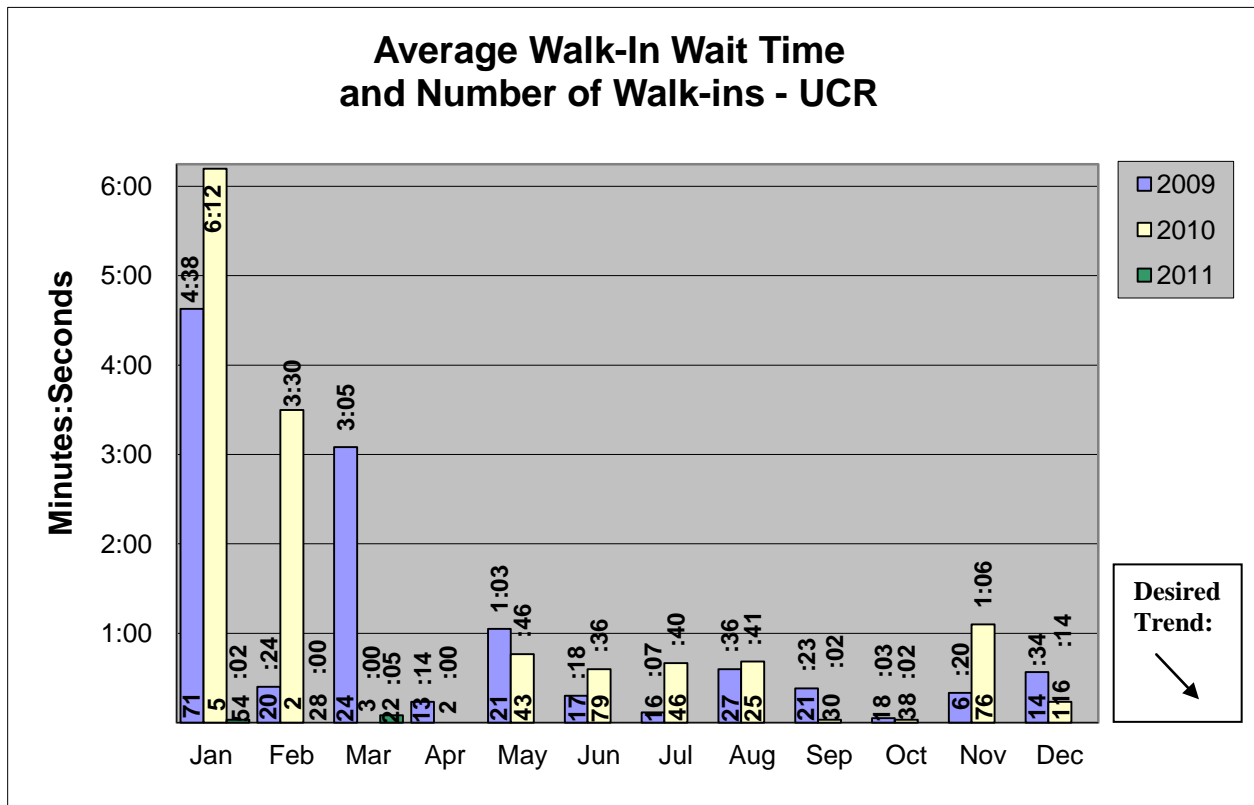
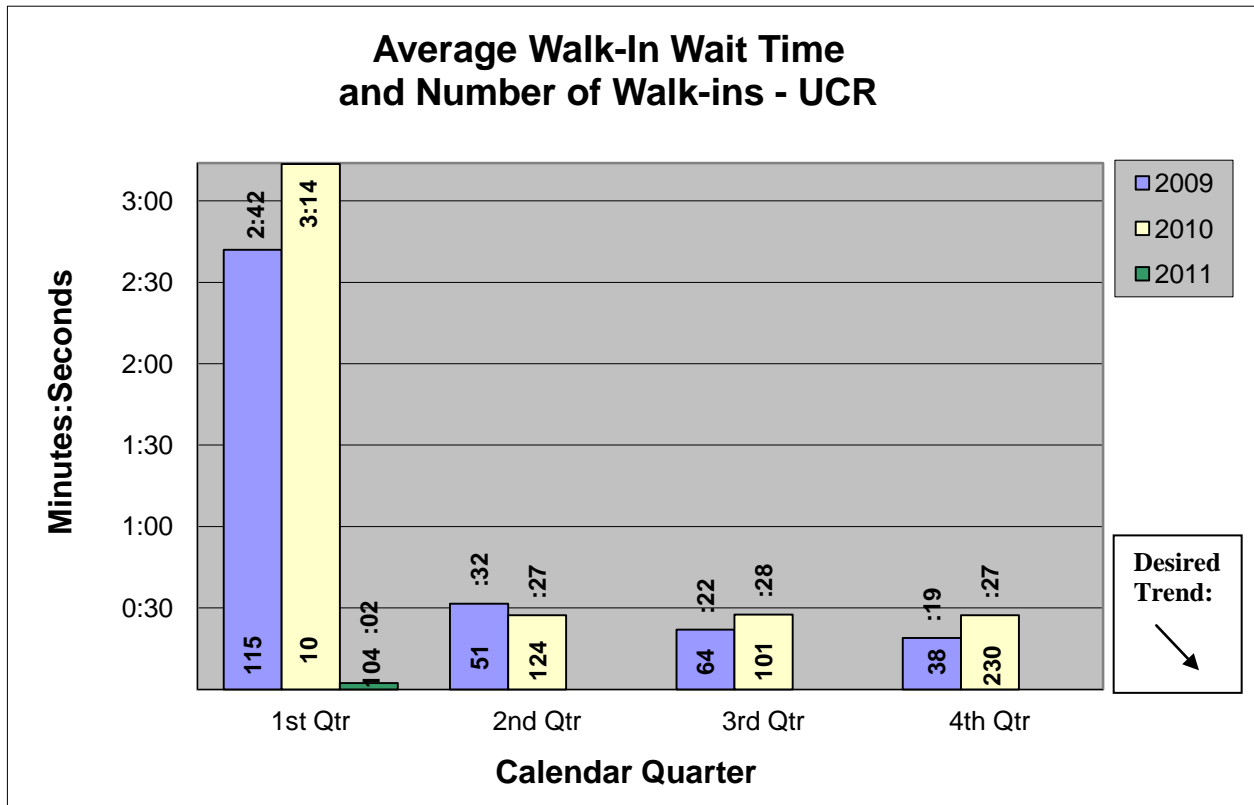
There were 755 walk-ins for the first quarter of 2011. This is an increase of 3.6 percent (26) compared to the same quarter in the prior year.











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.

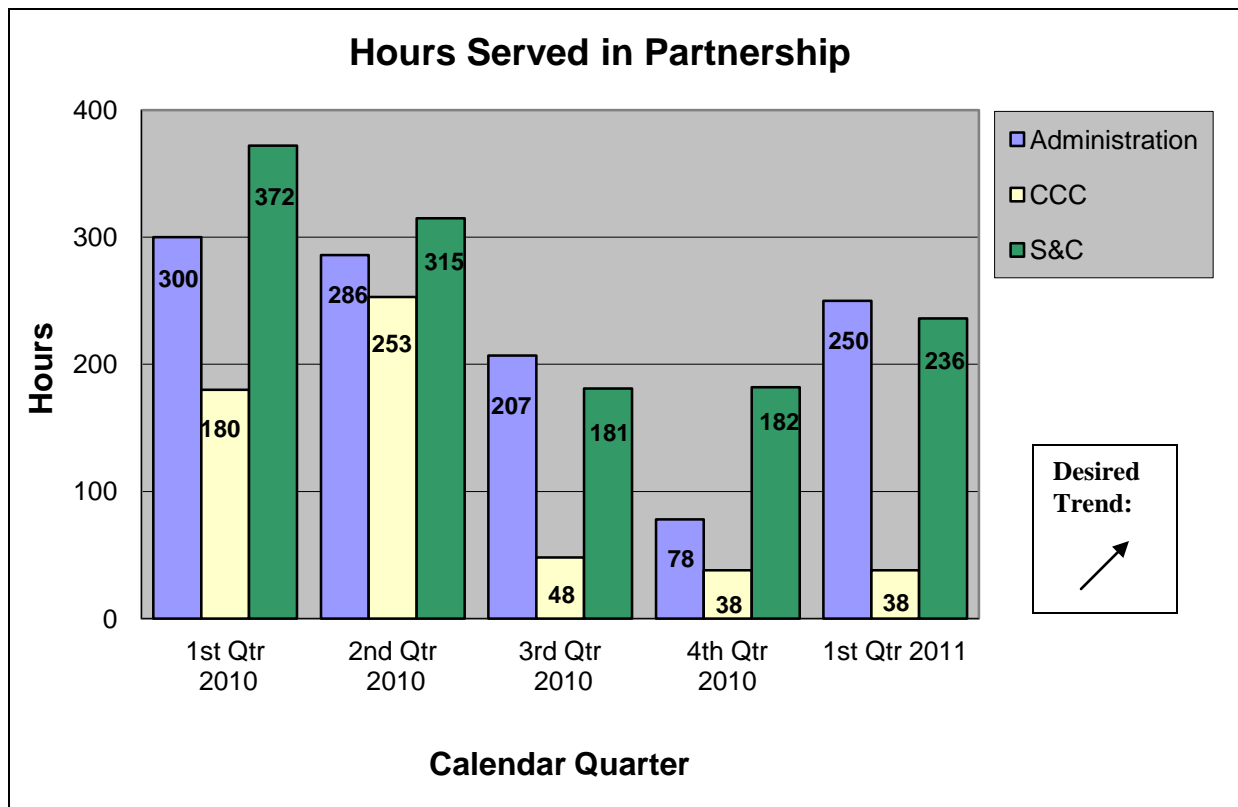
Description:

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:

MCS increased opportunities to partner on a more local scale. Only two events were recorded as out-of-state travel during this reporting period. Conference calling and webinars offset the travel restrictions. Carriers and other government agencies report that the virtual environment is more conducive to their needs and limitations.



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:

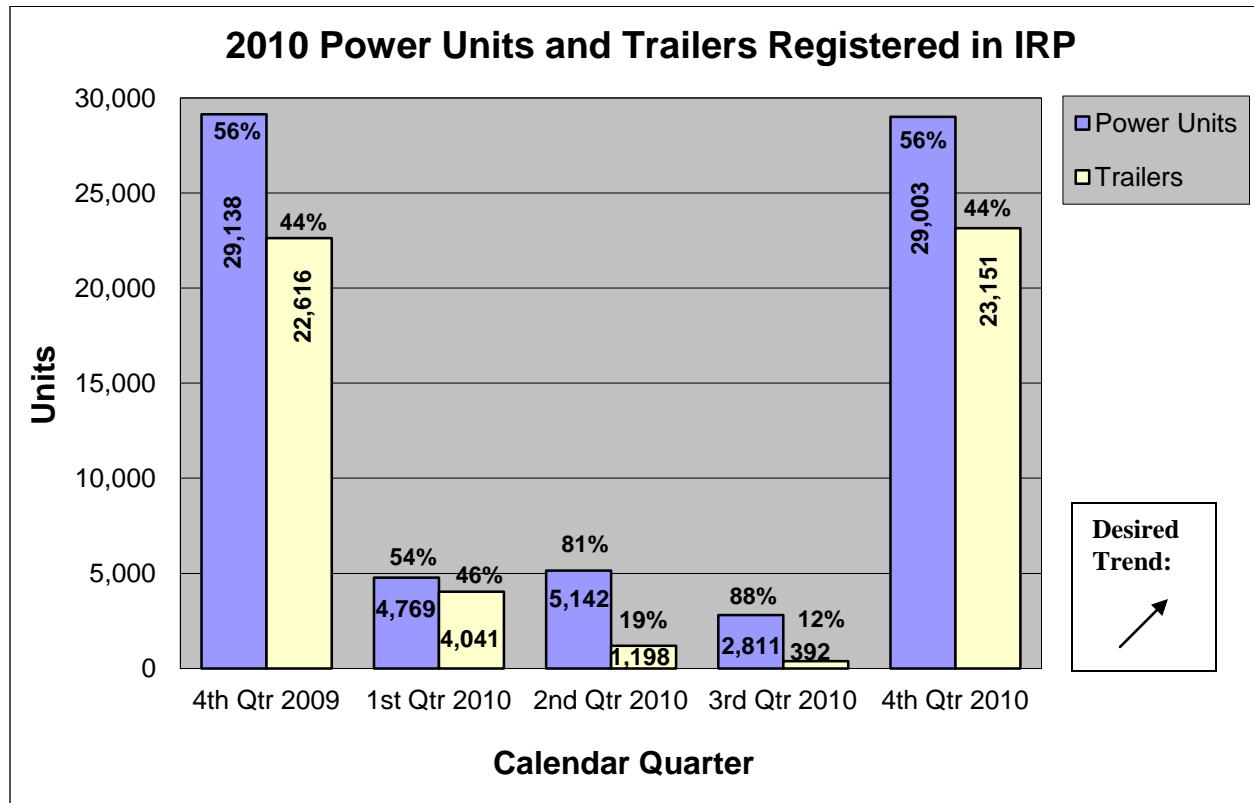
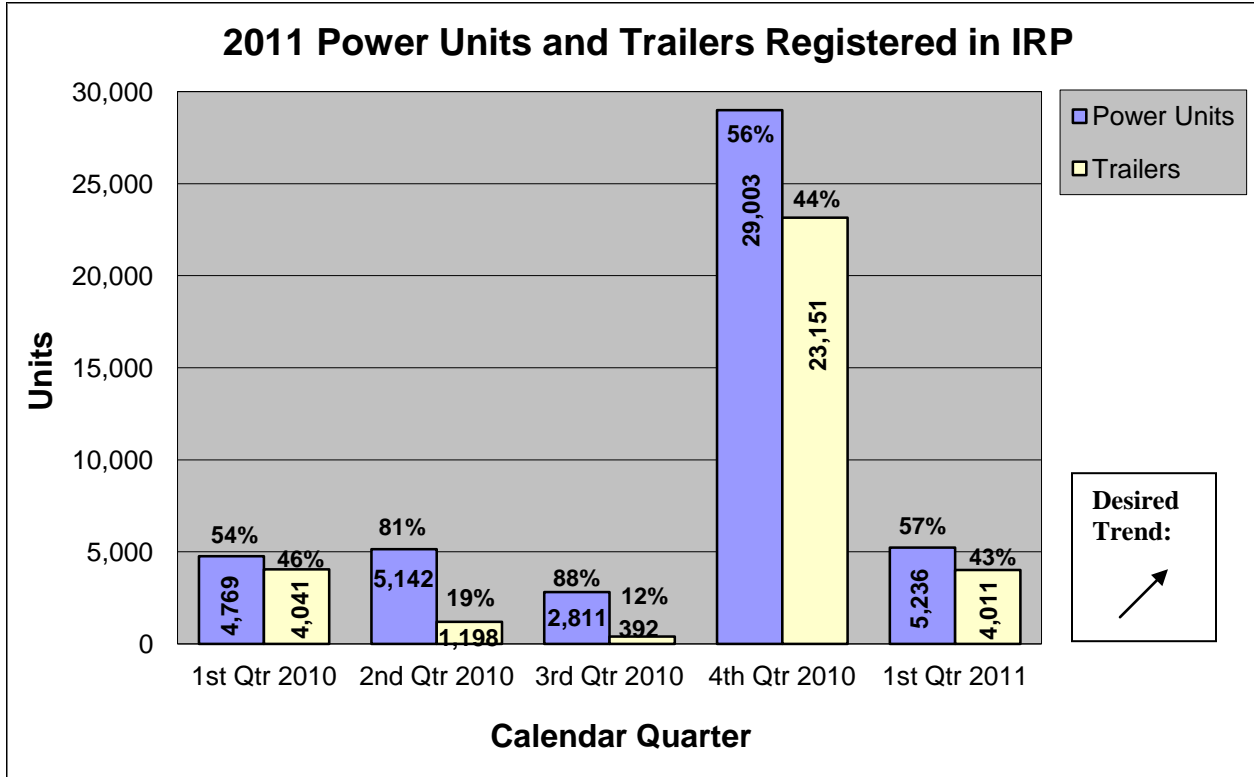
In 2007, 81,268 units were registered in IRP. In 2008, 72,670 units were registered in IRP. In 2009, 71,514 units were registered in IRP. In 2010, 70,507 units were registered in IRP. In 2009, 13 percent of total registered units were first quarter renewals, nine percent were second quarter renewals, 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.

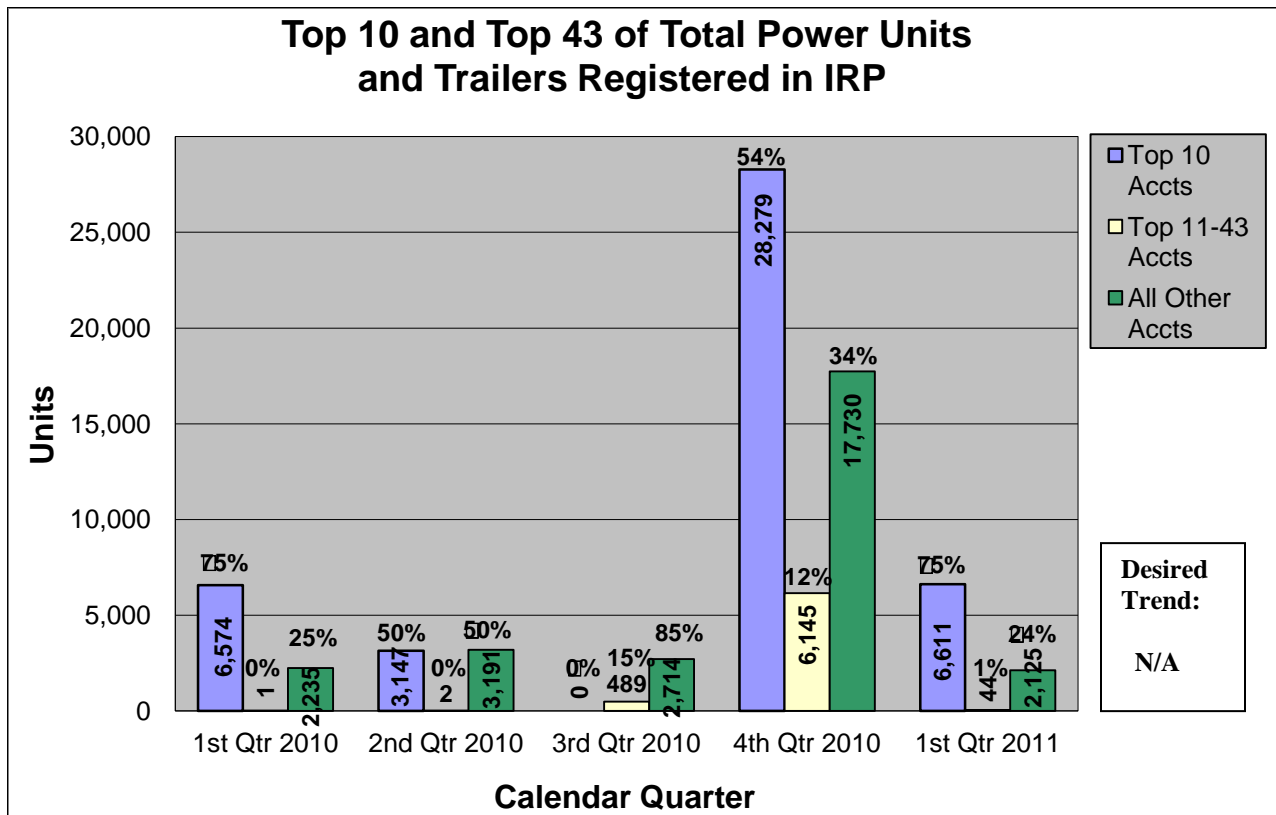
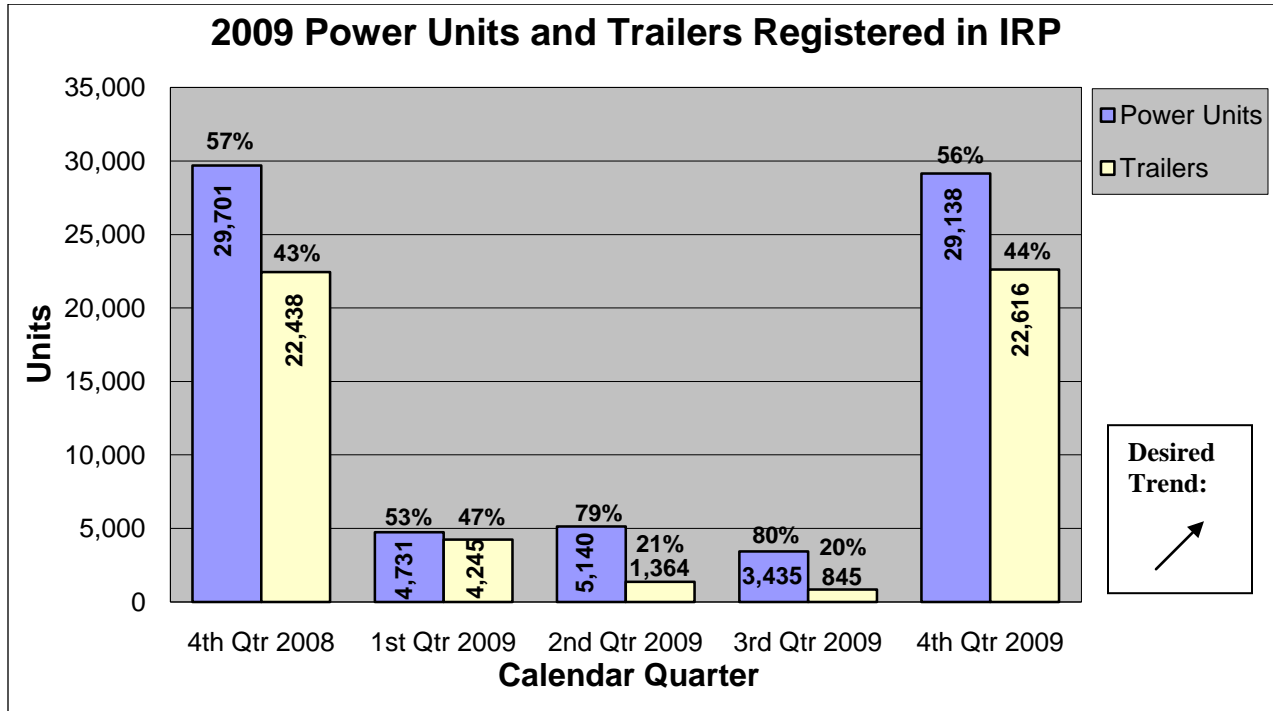
Between the first quarter of 2009 and the first quarter of 2010, the percentage of power units increased by one percent or 38 units. Trailers decreased by one percent or 184. When comparing the second quarters of 2009 and 2010, the percentage of power units increased by two percent or 2 units. Trailers decreased by two percent or 166 units. The Top 10 accounts represent 50 percent of the units in second quarter. Between the third quarter of 2009 and the third quarter of 2010, the percentage of power units decreased by one percent or 624 units. Trailers increased by one percent, but overall decreased by 453 units. The Top 11-43 accounts represent 15 percent of the units in third quarter. Between the fourth quarter of 2009 and the fourth quarter of 2010, the percentage of power units and trailers remained unchanged even though overall power units decreased by 135 units and trailers increased by 535 units. The Top 10 accounts represent 54 percent of the units compared to 50 percent in 2009 with an increase of 2,460 units, meaning our Top 10 accounts are getting larger. Top 11-43 accounts represent 12 percent of the units in fourth quarter with an overall decrease of 143 units; however one of these accounts did not renew this year as the company was purchased by another.

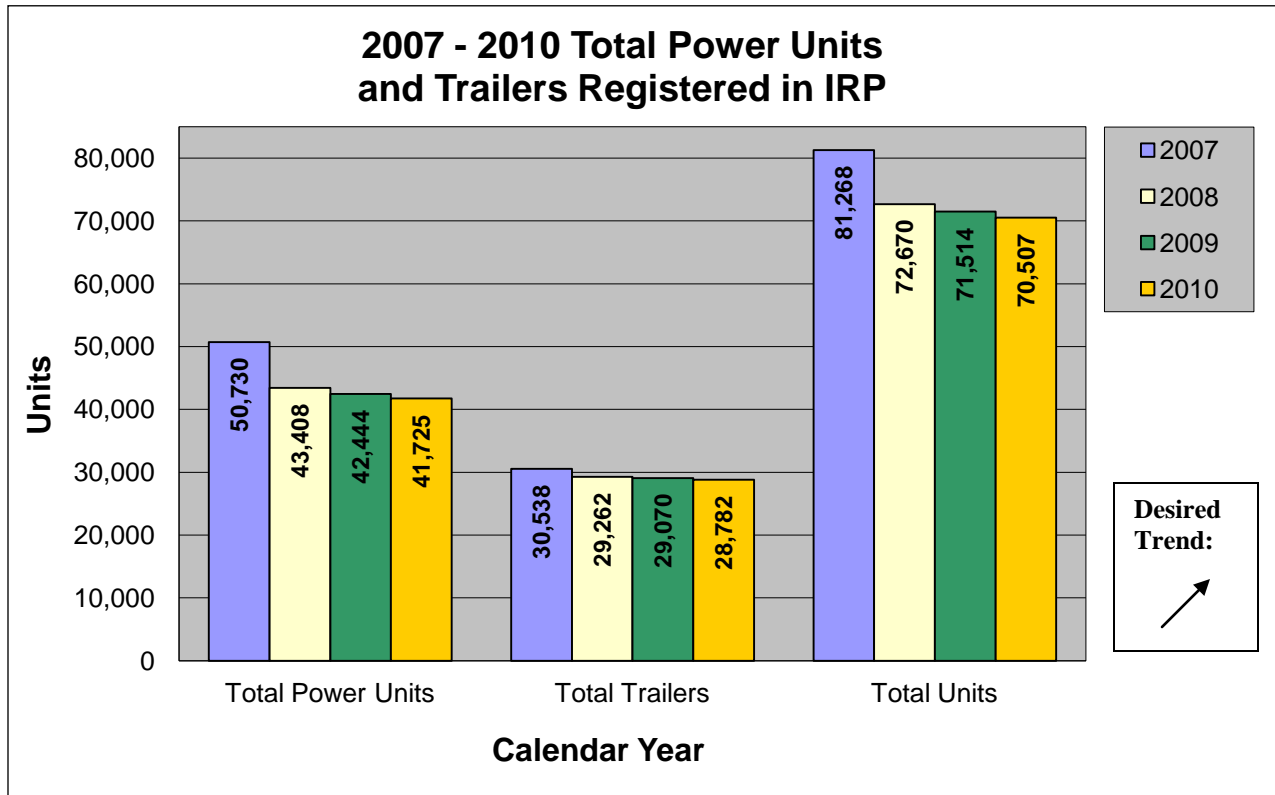
An overall decrease in 1,007 units, both power units and trailers, occurred between 2009 and 2010.

Between the first quarter of 2010 and the first quarter of 2011, the percentage of power units increased by 3 percent and trailers decreased by 3 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 1 percent of the units in the first quarter with an overall increase of 43 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:

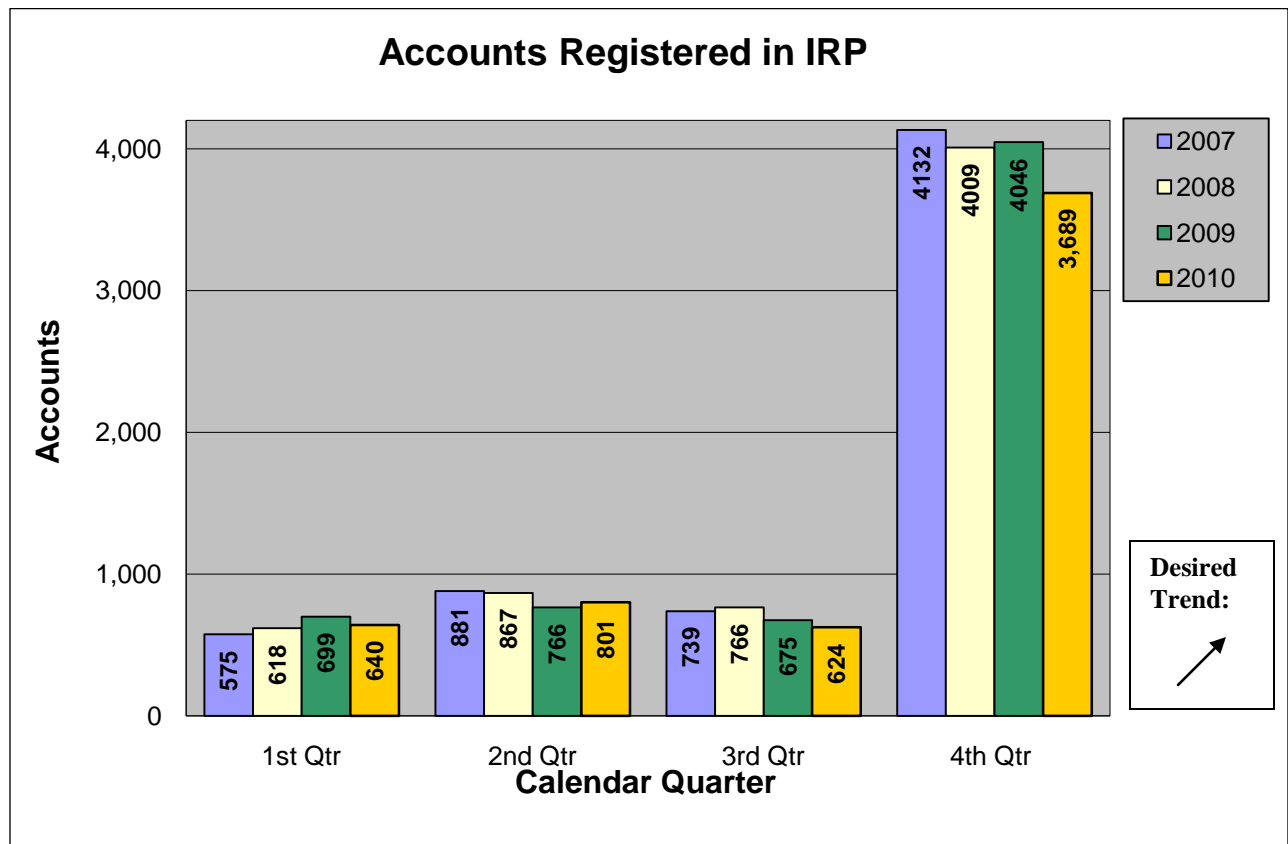
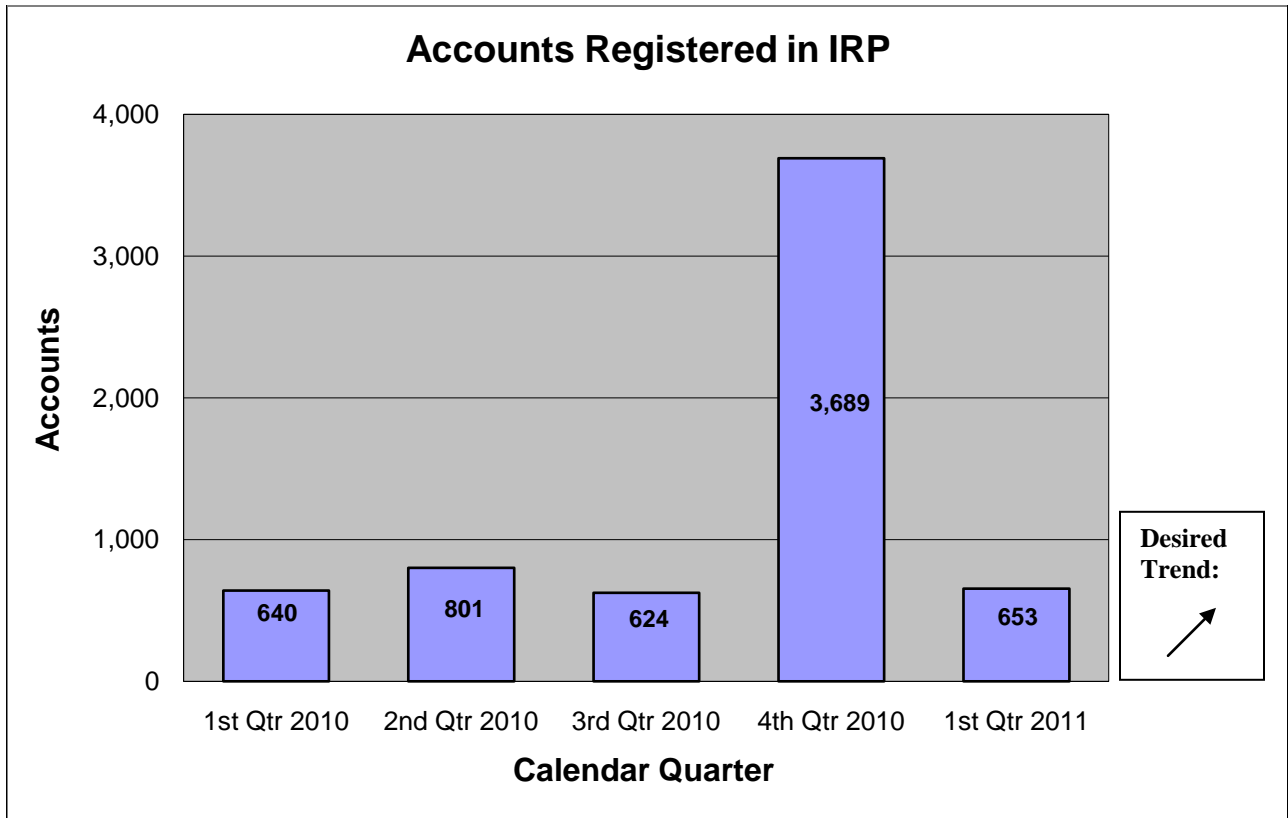
In 2007, 6,327 accounts were registered in IRP. In 2008, the number increased by 23 to 6,350. In 2009, 6,186 accounts were registered, a decrease of 164. In 2010, accounts decreased by 432 to 5,754.

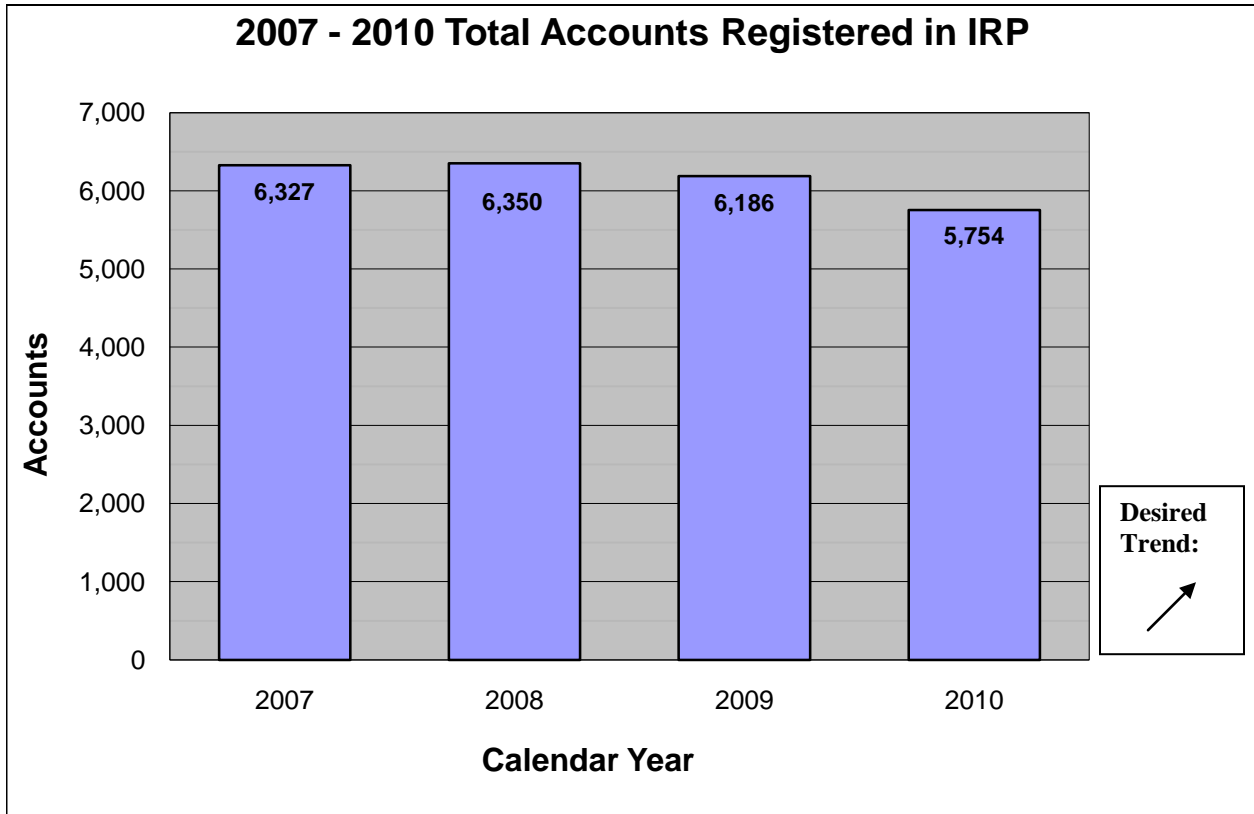
When comparing quarterly results from 2009 and 2010, we see that in the first quarter, the number of IRP accounts or fleets decreased by 59. In the second quarter, the number increased by 35. In the third quarter, the number decreased by 51 and in the fourth quarter the number of IRP accounts and/or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

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.

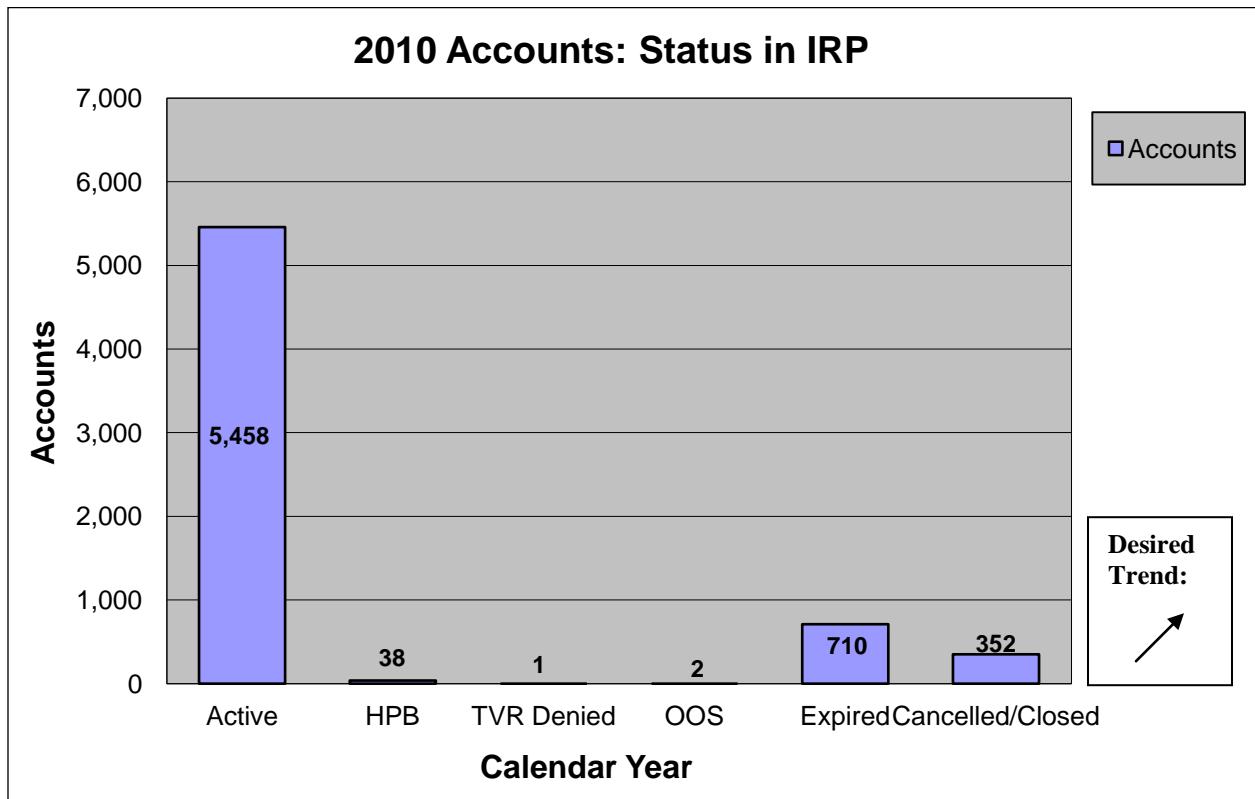
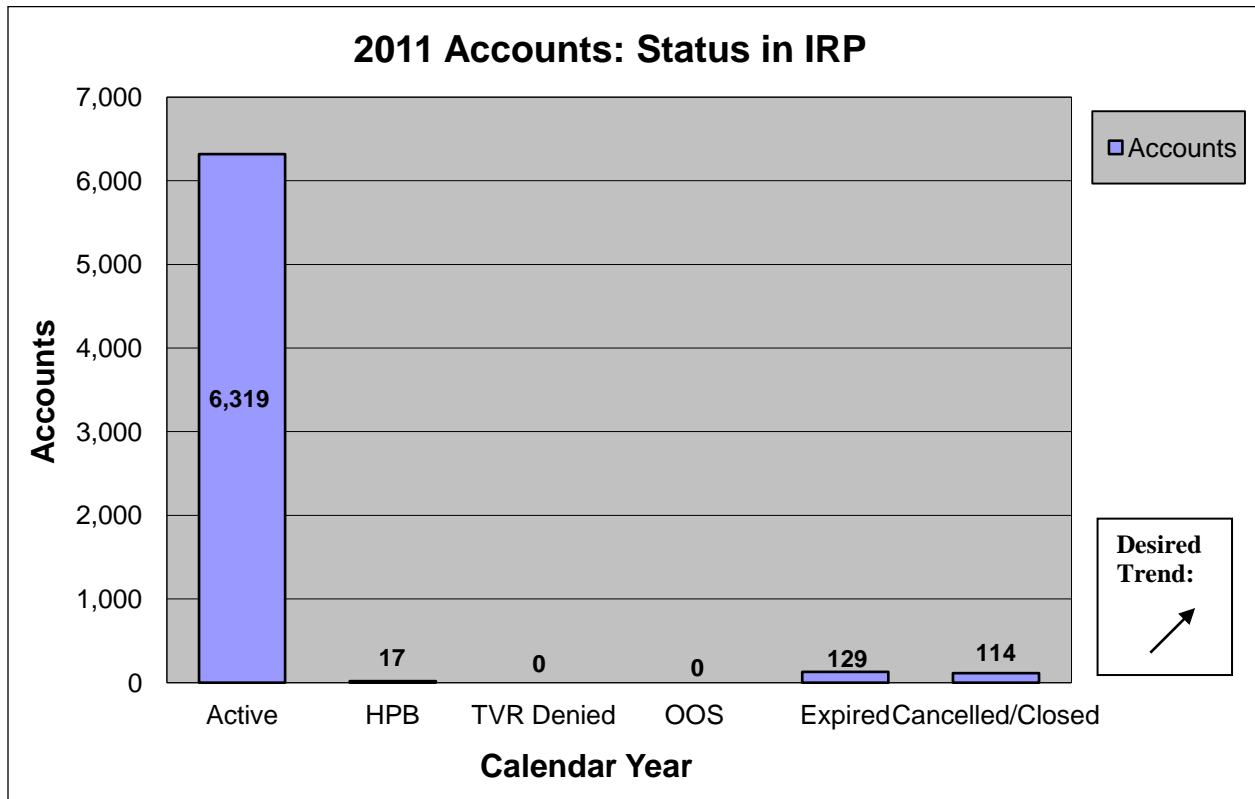
Improvement Status:

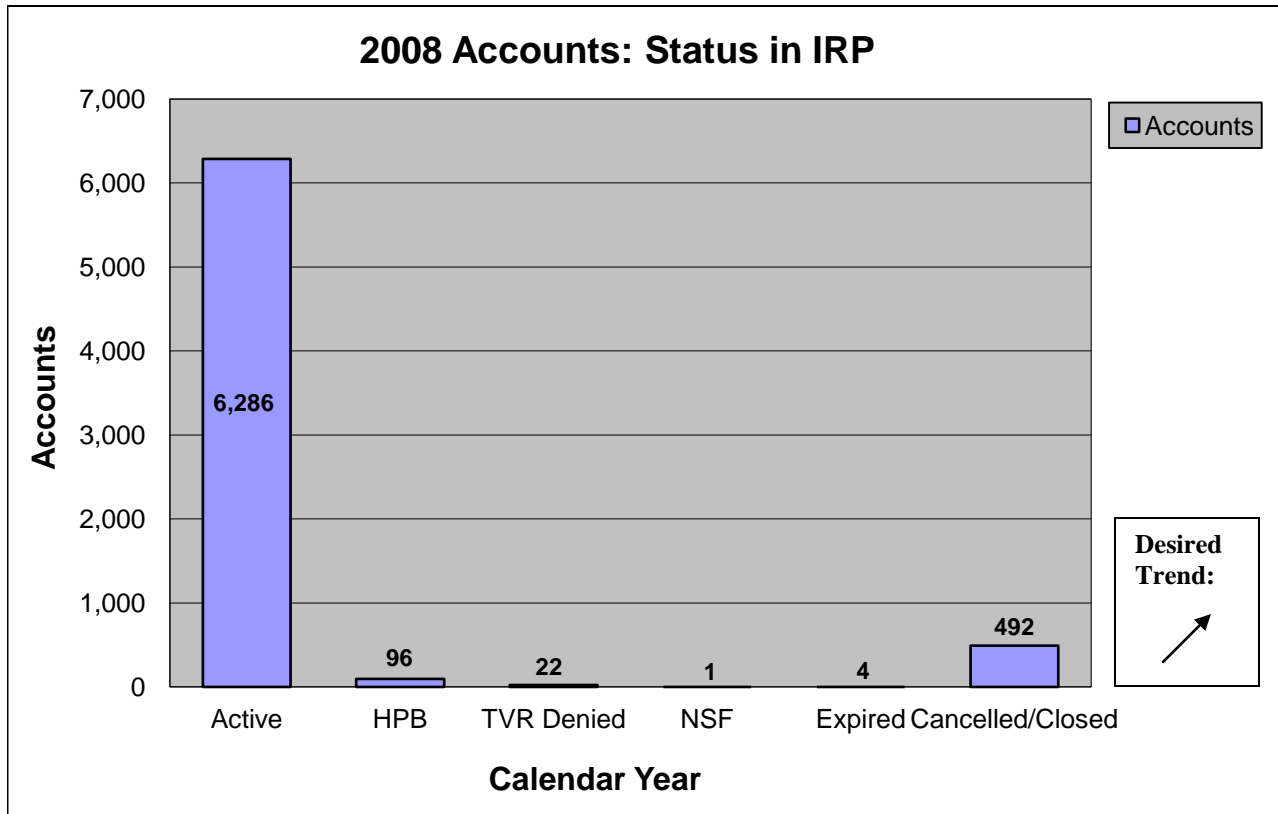
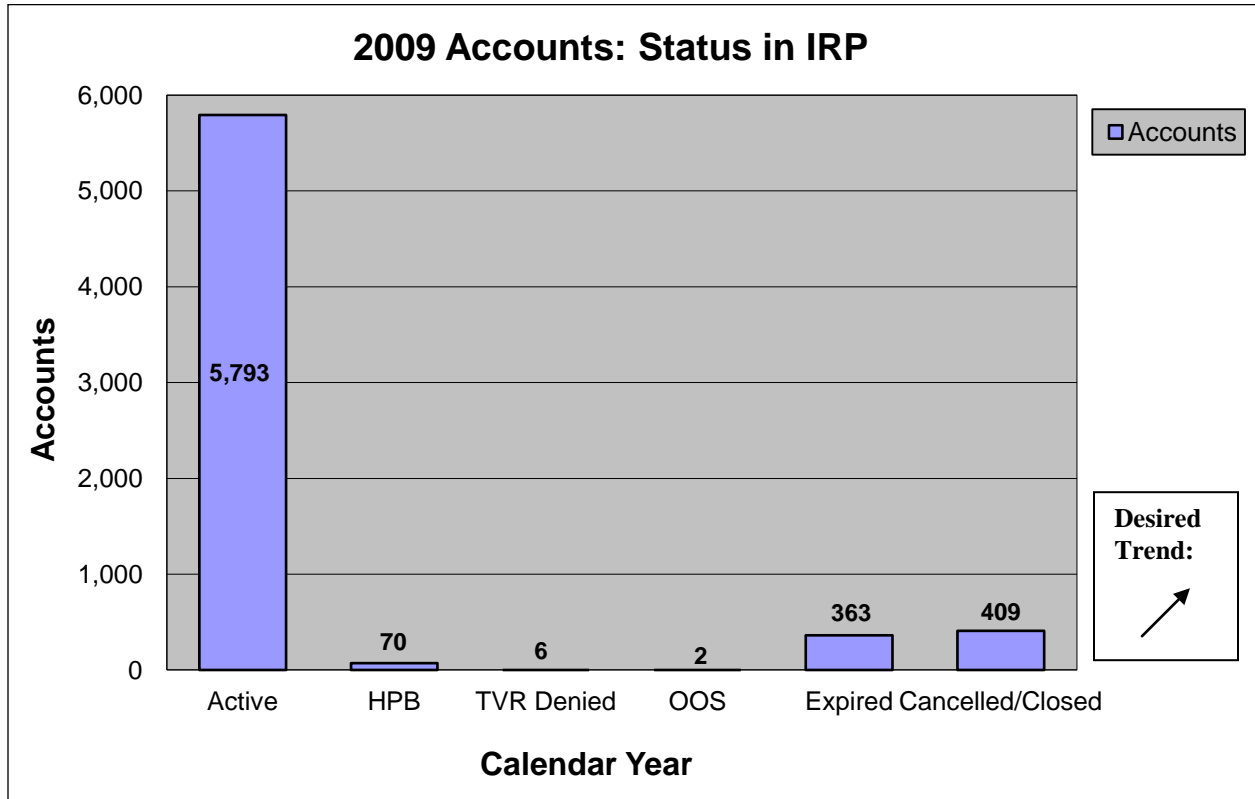
In 2008, the number of registered IRP accounts was 6,409; in 2009, 6,234 accounts and in 2010, 6,209.

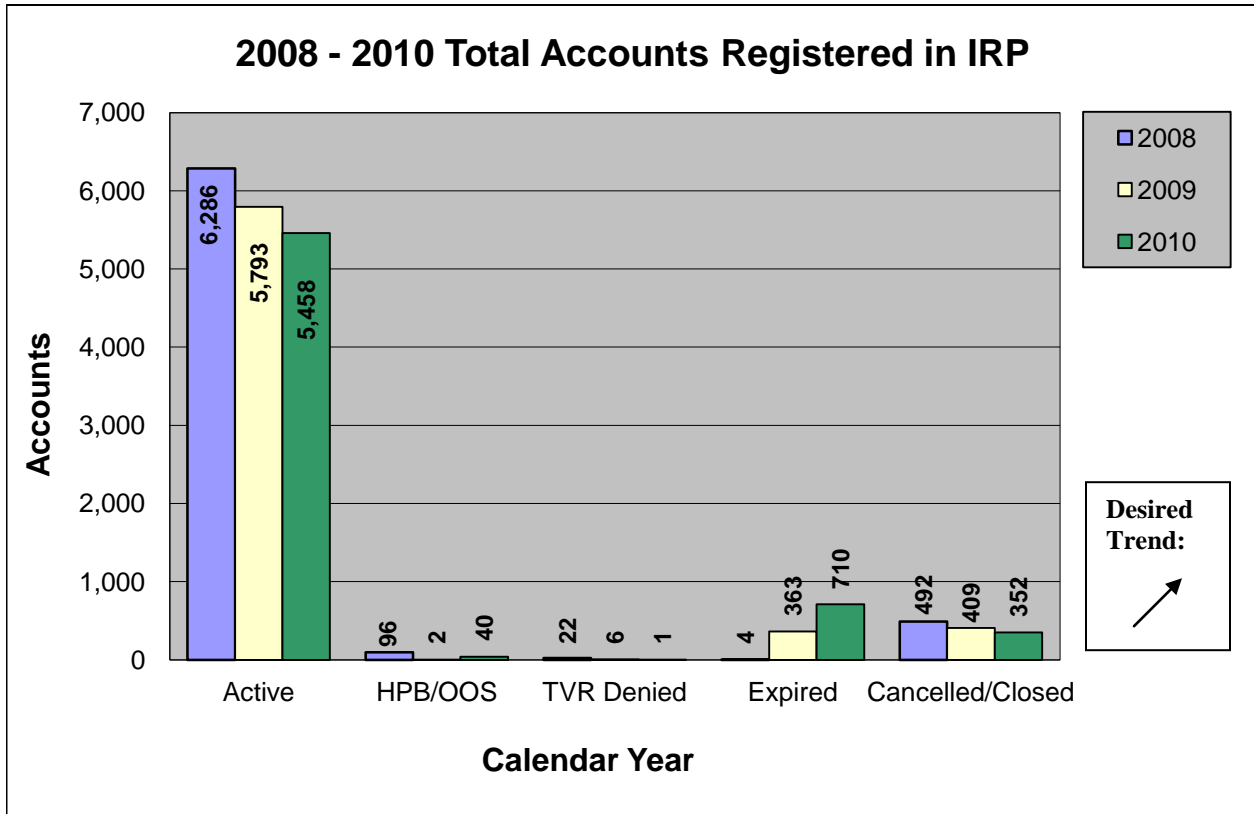
In 2008, 6,286 accounts were in Active status, 96 accounts on the Highway Patrol Bulletin, 22 in Temporary Vehicle Registration Denied status, one Non-Sufficient Funds, four Expired and 492 Cancelled/Closed. In 2009, 5,793 accounts were Active, 70 on the HPB, six in TVR Denied status, two Out-of-Service,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

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 with going paperless.

Description:

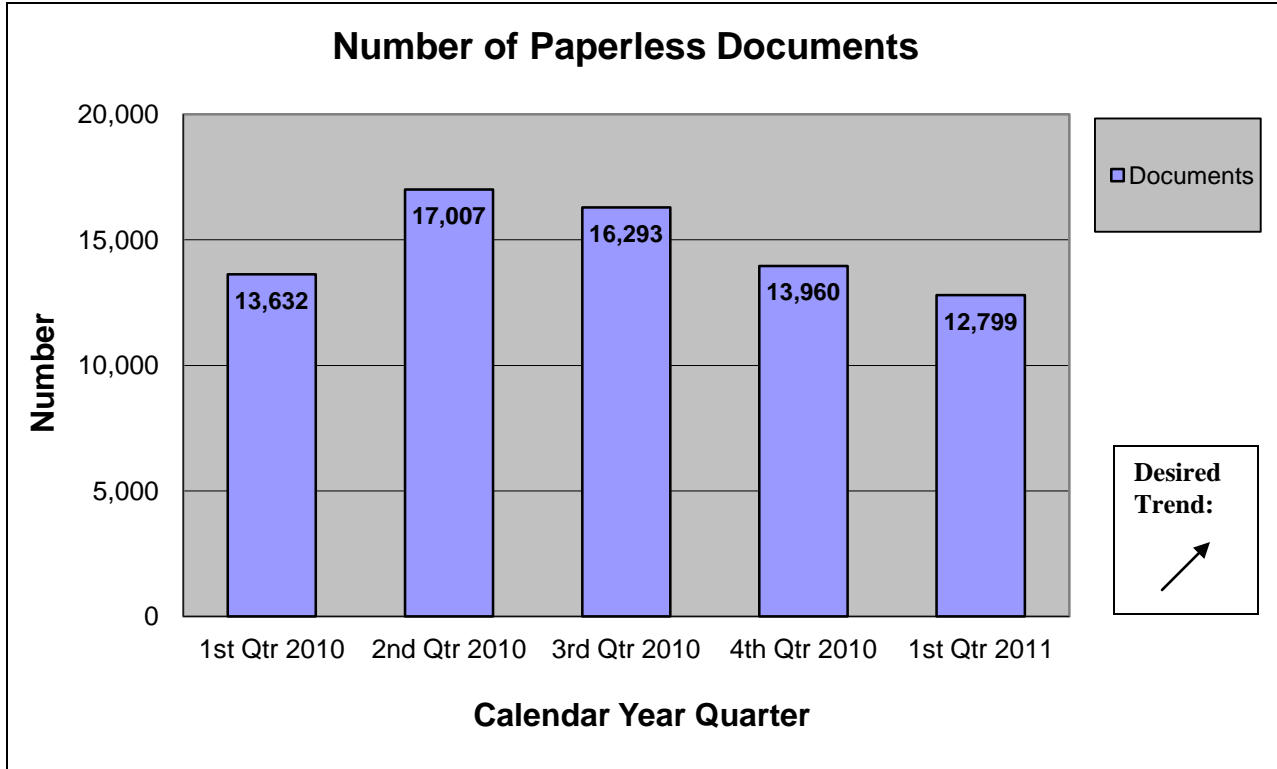
Document management data is collected monthly from multiple electronic databases. The goal of document management is to reduce the amount of paper documents currently stored by Motor Carrier Services. The migration to electronic documents also creates a more efficient environment for MCS file discovery,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

Paperless documents include previous year's International Fuel Tax Agreement quarterly filings and renewals, documents required for International Registration Plan transactions sent to MCS via fax, new customer forms used by MCS to set up accounts for new customers, documents received and created by Safety and Compliance and all documentation received and produced by Operating Authority; including applications, insurance, carrier correspondence and Certificates of Authority.

Improvement Status:

The number of paperless documents in the first quarter of 2011 is 12,799. This is a decrease of 1,161, or 8 percent from the previous quarter. A large percentage of the decrease is due to the volume of UCR forms received and scanned in the fourth quarter. As carriers filed timely for 2011 UCR, receipt of UCR forms diminished from the previous quarter. The IRP program also experienced a decrease in scanned documents. The fourth quarter of 2010 is a large volume time for IRP faxes because of the December renewal cycle. As carriers renewed their IRP credentials timely, the volume of IRP faxes also diminished into the first quarter.

When compared to the first quarter of 2010, the number of paperless documents in the first quarter of 2011 decreased by 833 documents, or 6 percent. The decrease is partially due to a clean-up effort of backlogged documents that began in the first quarter of 2010. As the document backlog shrinks and current paperless processes continue, the number of paperless documents should stagnate or become cyclical.



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:

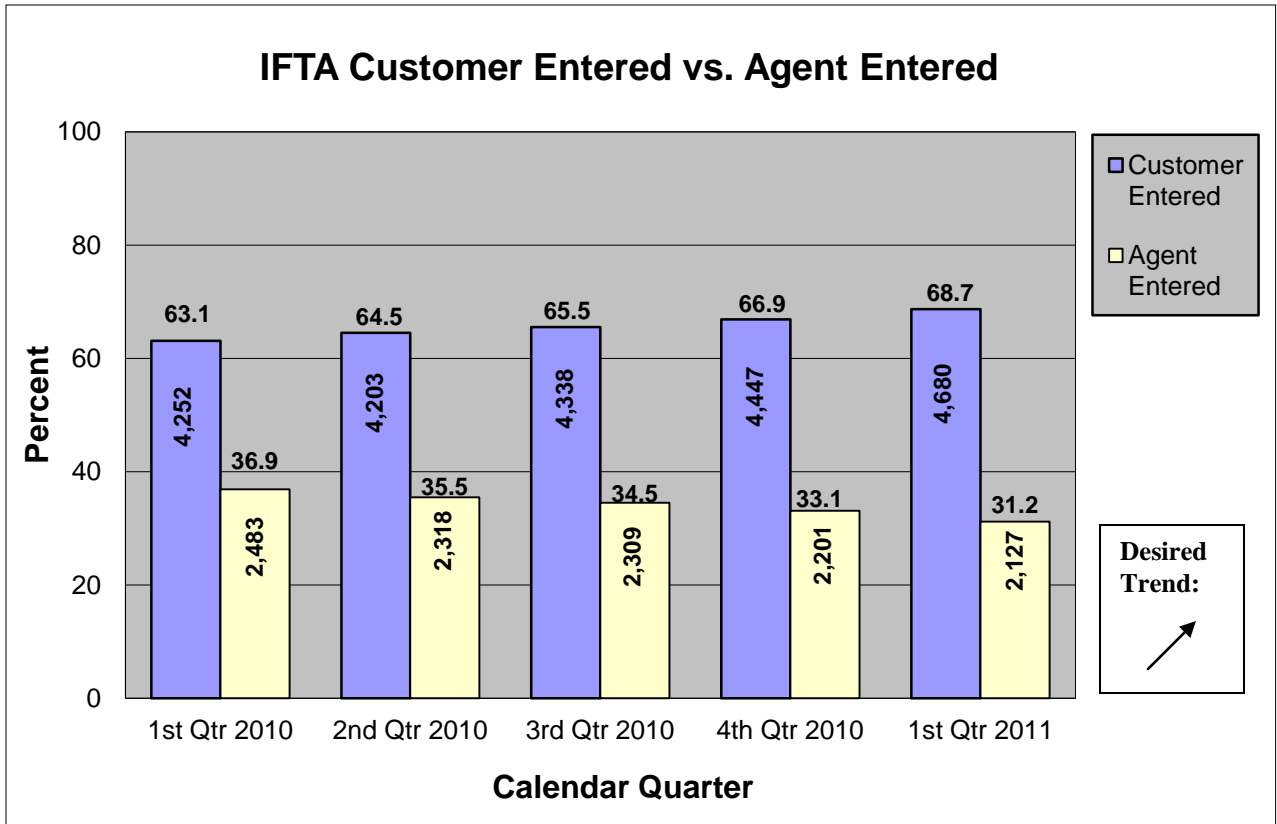
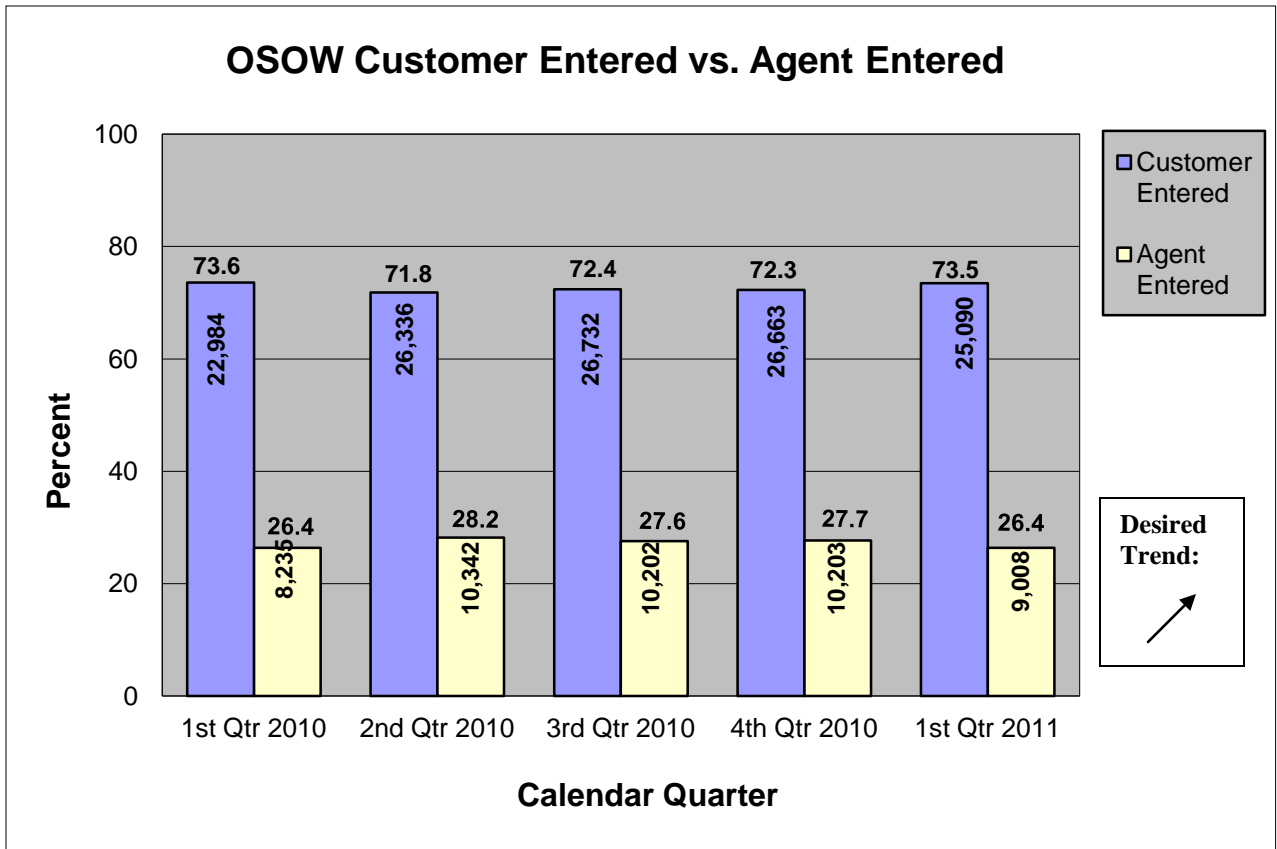
The number of Oversize Overweight customers ordering their own permits remained steady for the first quarter of 2011. In January, MCS welcomed 214 new customers, 164 in February and 295 in March. This is a decrease of 5 new accounts from the fourth quarter of 2010.

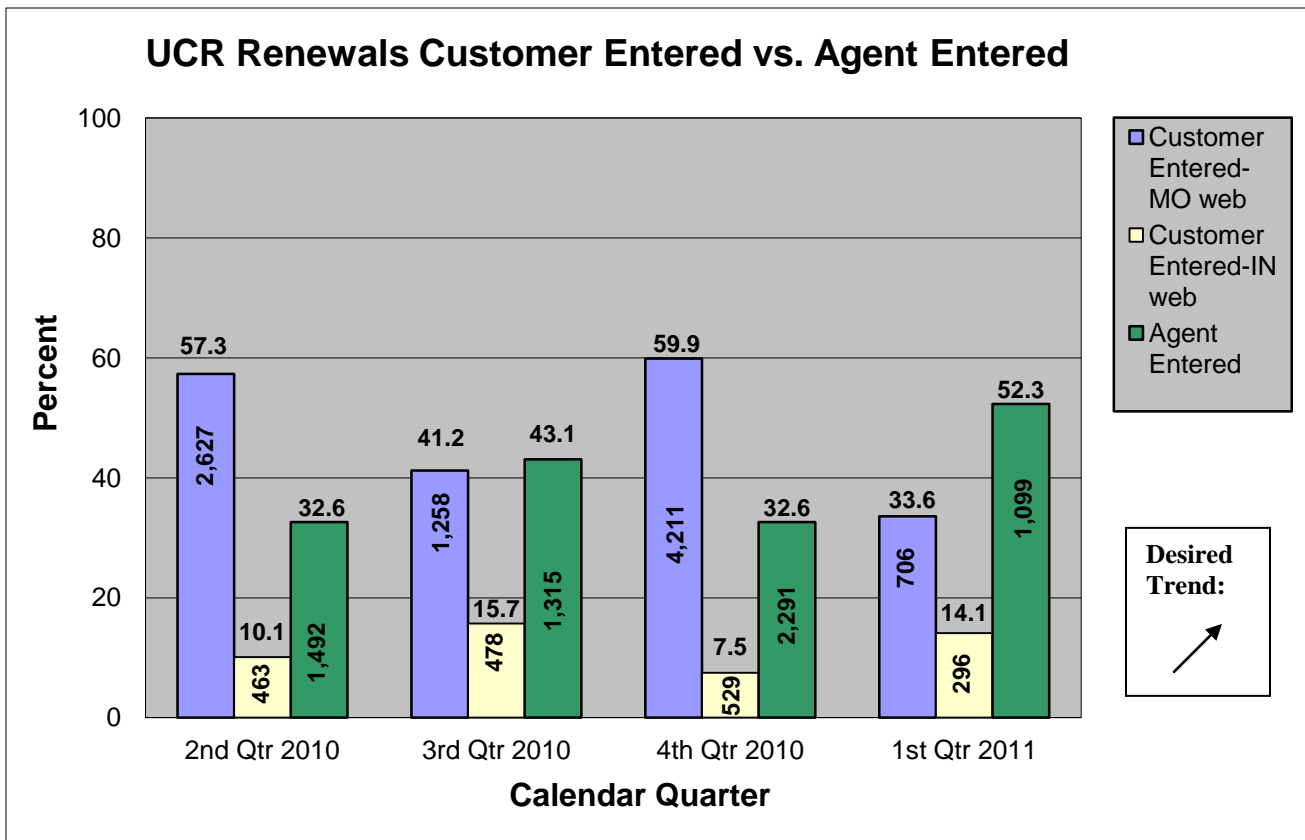
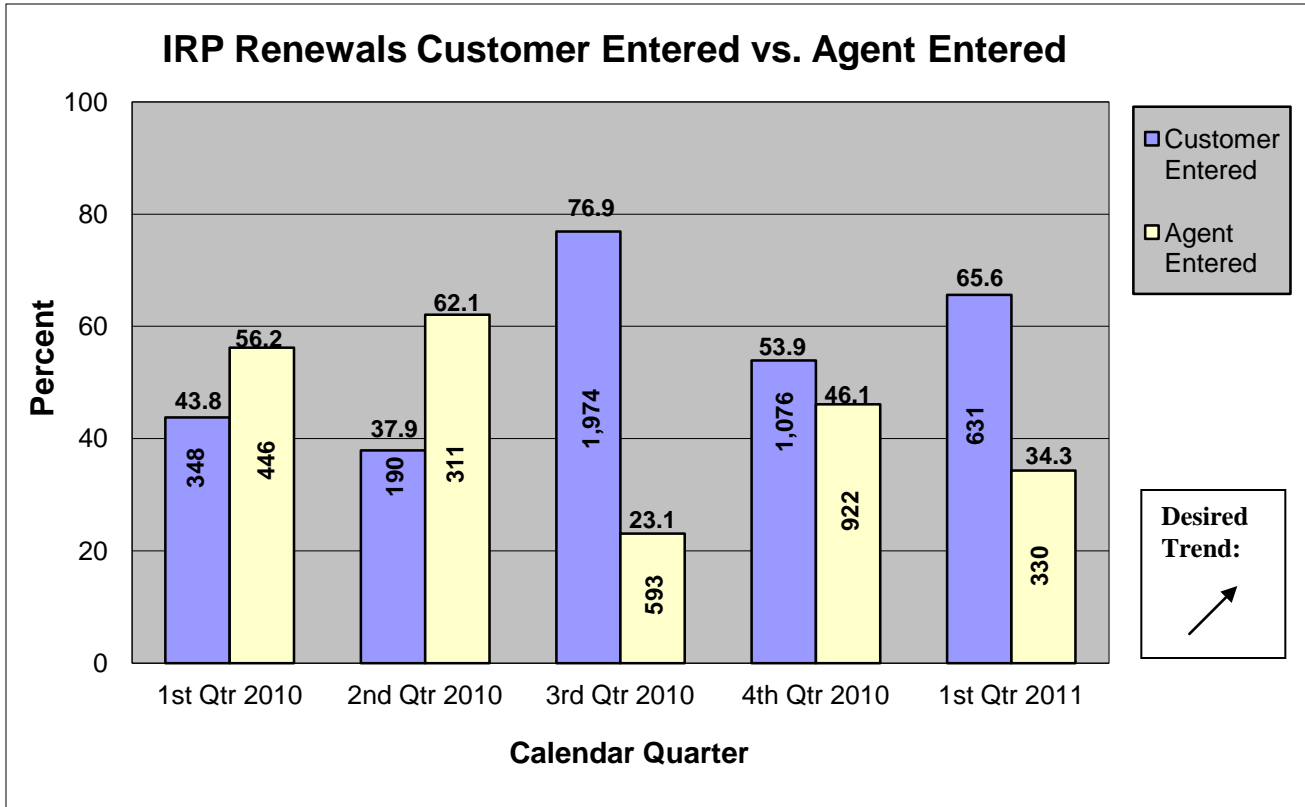
The number of International Fuel Tax Agreement customers filing online increased just under one percent versus the fourth quarter of 2010. In addition to the continued conversations that both Financial and the IRP agents have with customers encouraging them to file online, every licensee received a postcard for the first quarter in lieu of a paper return. Paper returns were only mailed to those that called in a request. This change appears to have increased external filings. As in the past, the request for additional decals affects this measure. Of the 703 requests for additional decals, 78.4 percent (551) of them were entered by MCS staff. Agents continue to educate phone customers that the service is available online and talk them through the process. Employees run a daily report and contact customers via phone to walk them through the process. The goal is for the customer to enter a return and pay the invoice online the same day.

The total number of International Registration Plan renewals for first quarter 2011 increased by 167 over first quarter 2010. The number of customers filing online increased by 283 compared to the first quarter of 2010 and the agent entered transactions fell by 116, resulting in an increase in online percentage of more than 21.6 percent. The percentage increase is due to postcards being mailed in lieu of a paper renewal for all carriers, instead of just those that had previously performed an online transaction.

MCS System and Training Analysts offered four training sessions statewide during the fourth 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 increased by 19.7 percent in the first quarter of 2011 compared to the previous quarter. One factor affecting this increase is fewer transactions overall; 7,031 in the fourth quarter compared to 2,101 in the first quarter. Another factor affecting the increase is a sample mailing of 300 invoices to non-compliant UCR registrants. When these invoices are returned with payment to MCS, the transactions are initiated by an agent. In addition, the lack of ability or internet access by registrants appears to be an issue many customers call agents to request forms.





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 Motor 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.

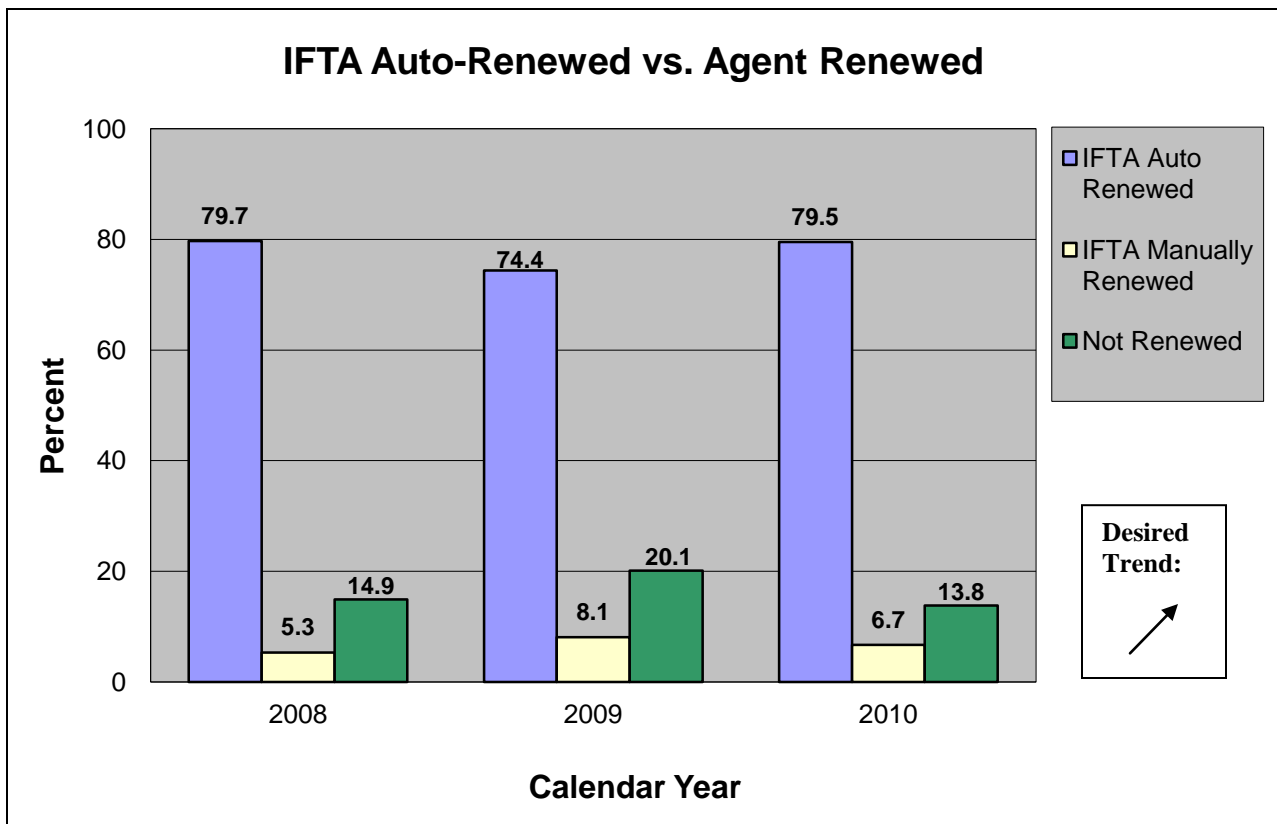
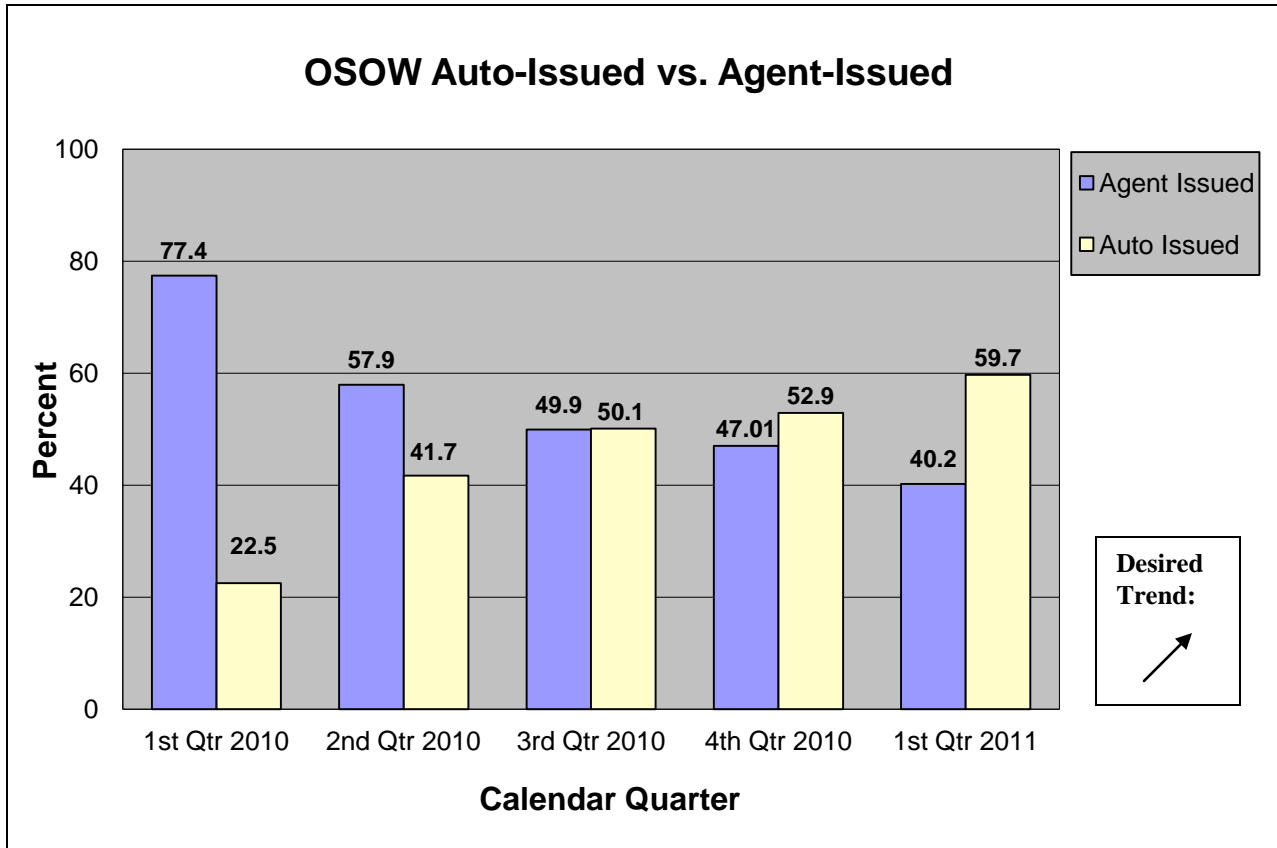
Description:

Data is collected monthly and yearly from canned reports in the Motor Carrier Express system. 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 from fourth quarter 2010 to first quarter 2011 increased by 12 percent to 59.7 percent. From first quarter 2010 to first quarter 2011, auto-issued permits increased by 37.6 percent. More than half of OSOW permits that are issued yearly are processed without agent intervention. 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:

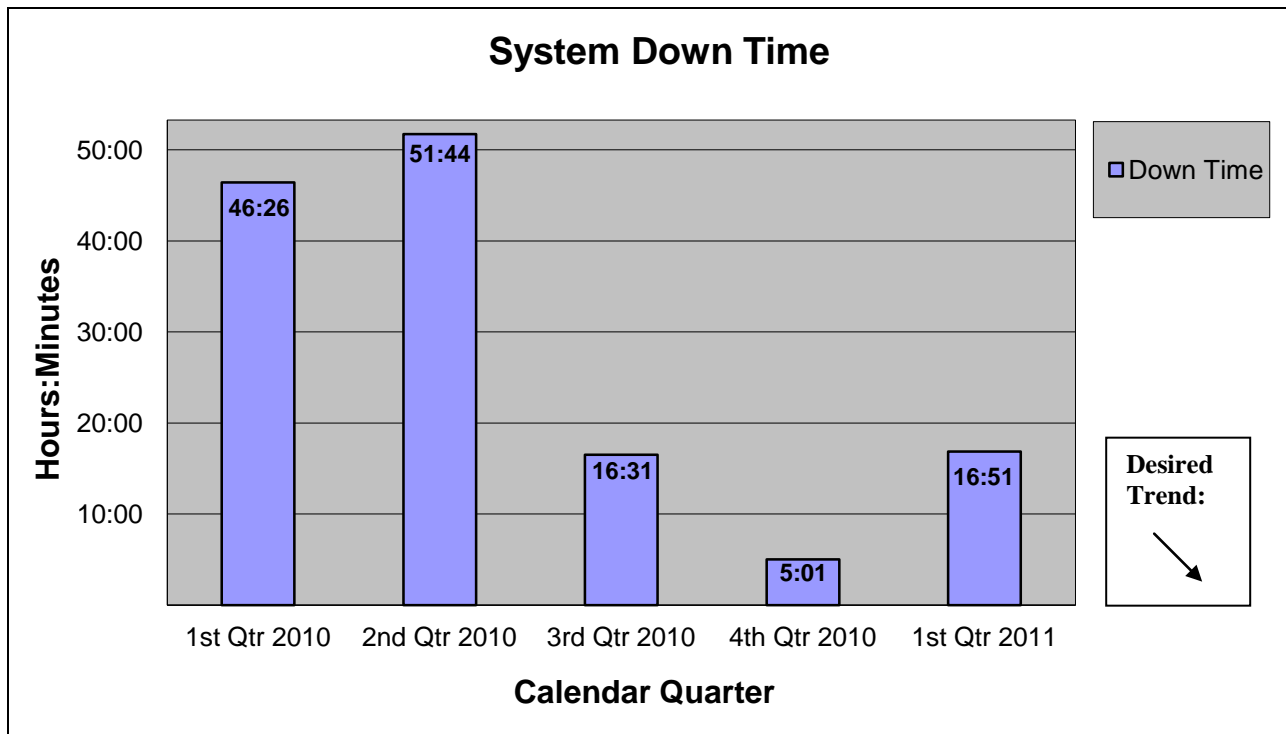
The system down time measure tracks the amount of time various systems used by Motor Carrier Services were out of operation each quarter.

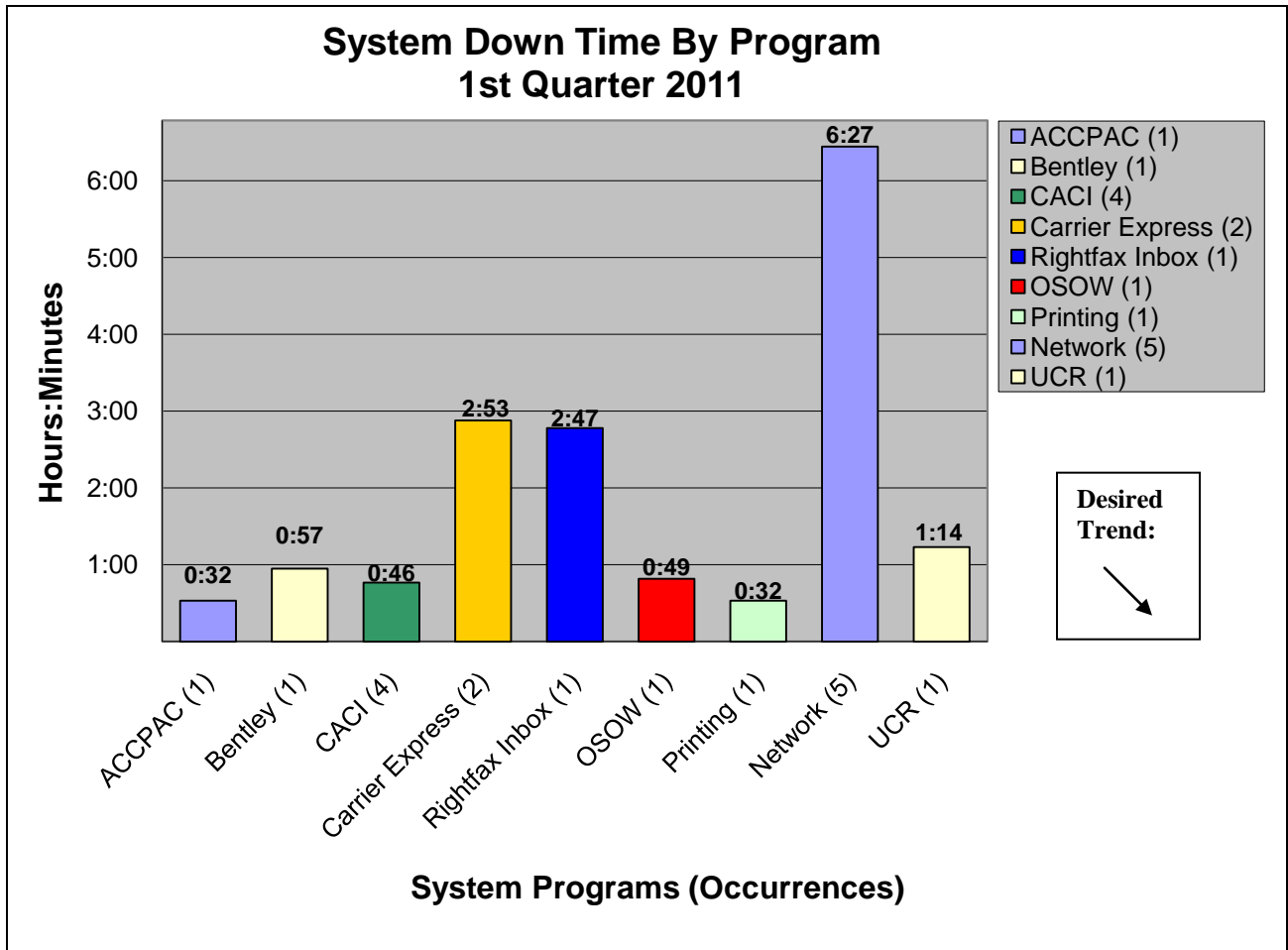
Description:

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 increased 11 hours and 50 minutes compared to last quarter. The biggest contributor this quarter was MoDOT network issues, reporting 6 hours and 27 minutes of down time in five separate incidents. A switch was replaced and a network connection was changed from copper to fiber to correct the situations. MCE was the second biggest contributor at 2 hours and 53 minutes, of which 2 hours and 13 minutes were the result of a deleted internet user group from Tivoli Access Manager software. The remaining 40 minutes was an issue with the messaging software that sends information between systems closing abnormally. In addition to the down time reported, OSOW auto-routing was unavailable for 22 hours and 22 minutes due to an old version of OSOW restrictions being loaded into production. However, the module was available and agents checked routes manually to issue permits. Latency in the system was experienced once in January and once in March for a total of 7 hours and 15 minutes.





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:

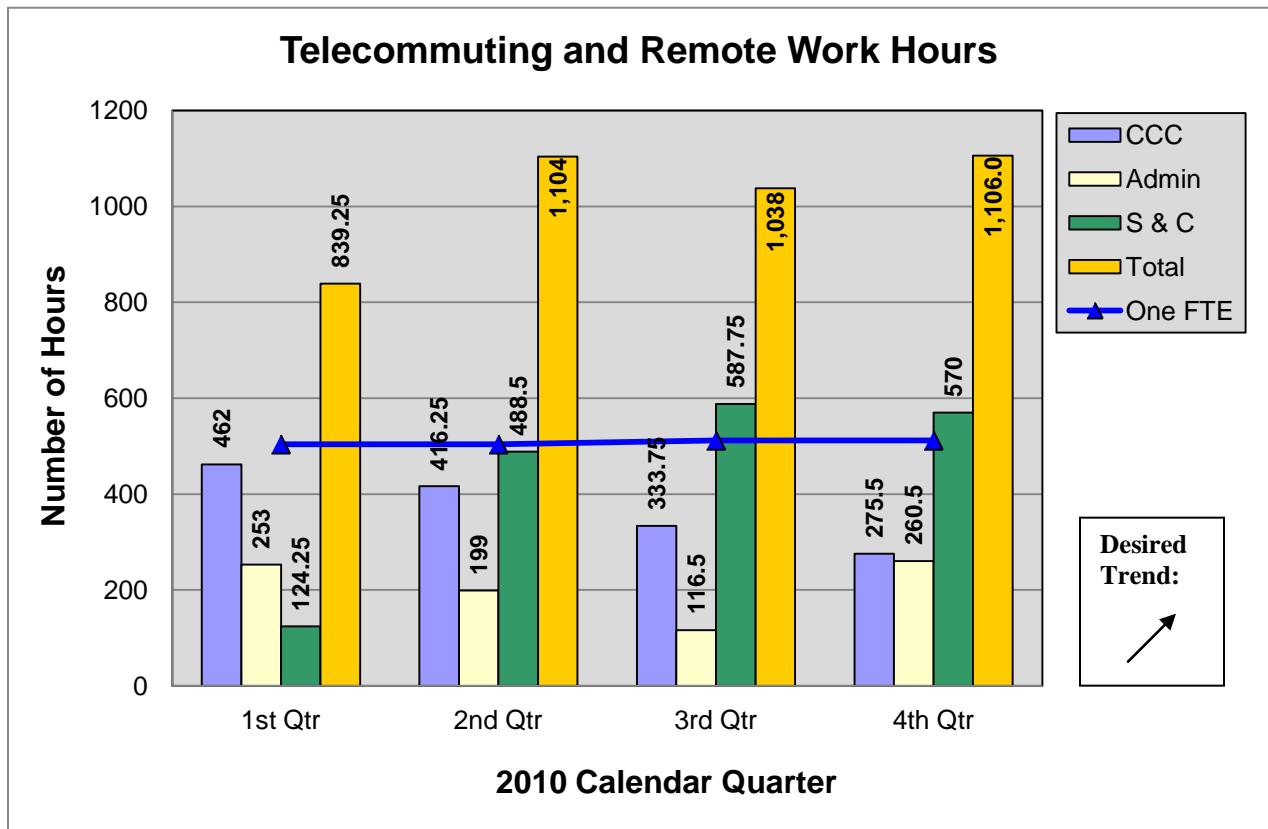
Telecommuting is an option for MCS employees who are able to perform without diminishing the quality of work, productivity or level of service. The goal is to have the equivalent of 10 full time employees telecommuting in order to reduce costs.

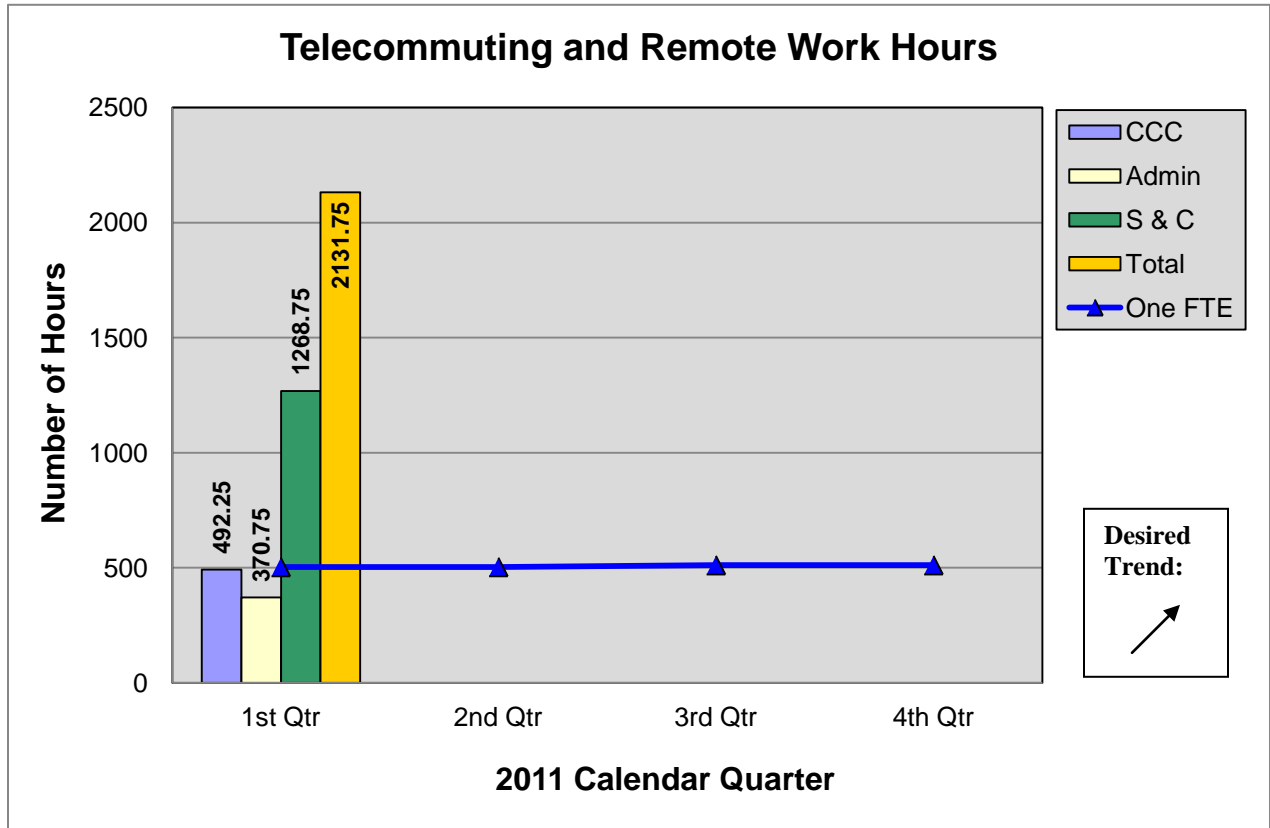
Data is collected through an Excel spreadsheet. Each employee enters the number of hours worked from home or a remote location into the spreadsheet each day they work away from the office.

Improvement Status:

There was an overall increase in the number of telecommute hours of 92.7 percent from the fourth quarter 2010 to the first quarter 2011 as the total number of hours almost doubled. All sections saw increases with Safety and Compliance having the biggest increase of 122.6 percent. The administration team saw an increase of 42.3 percent and the Customer Compliance Center saw an increase of 78.7 percent. The large increases can be attributed to a snow storm that hit central Missouri in February. Several agents and investigators that do not normally telecommute did during the two day storm. There was a total of 775.75 hours for telecommuting during the storm.

The total hours are equivalent to just over four 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.

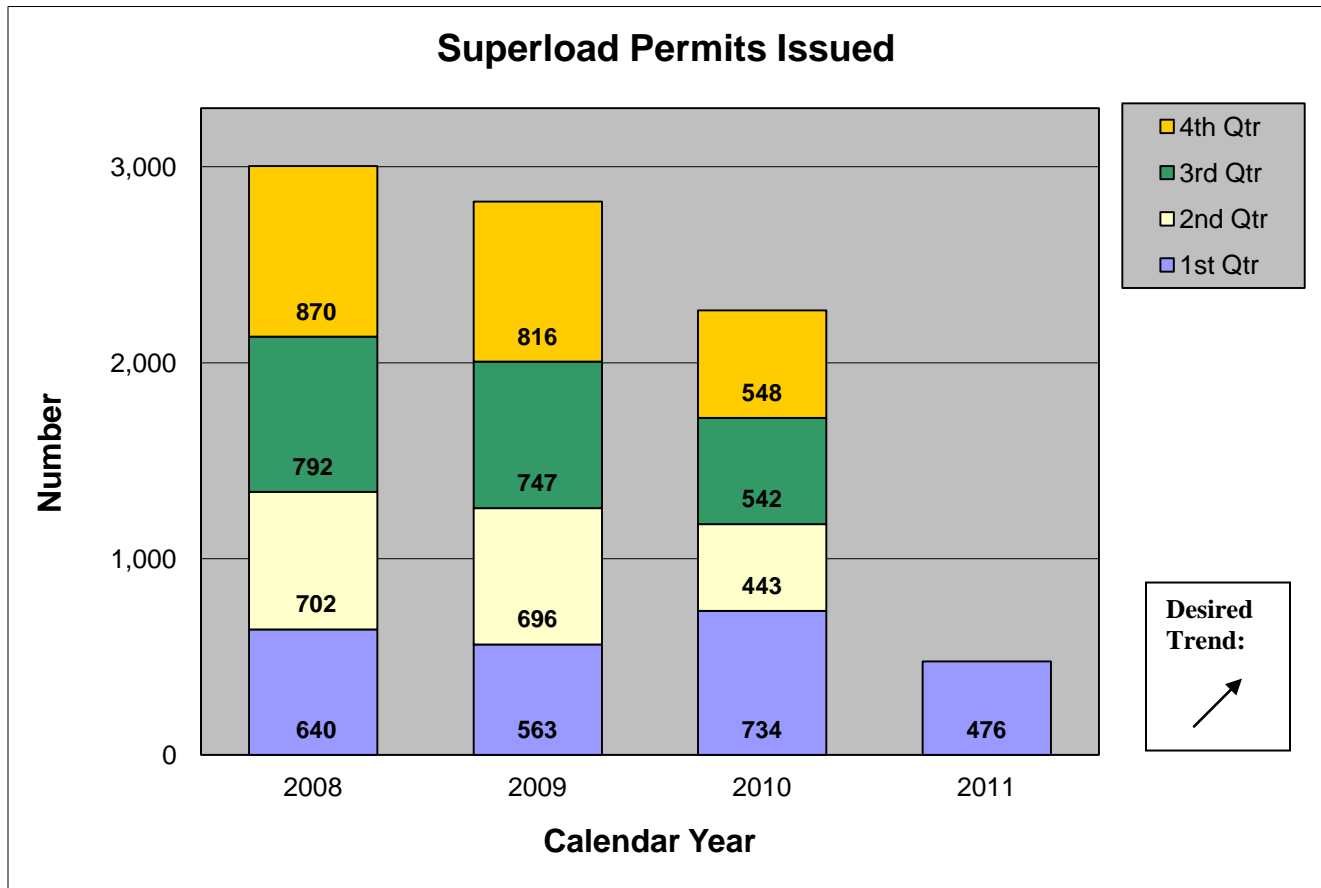
Description:

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:

Oversize Overweight saw a decrease of 13 percent from the fourth quarter of 2010 to the first quarter of 2011. From the first quarter of 2010 to the first quarter 2011, superload quantities fell by 258 permits.

The difference is explained by the economy.



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:

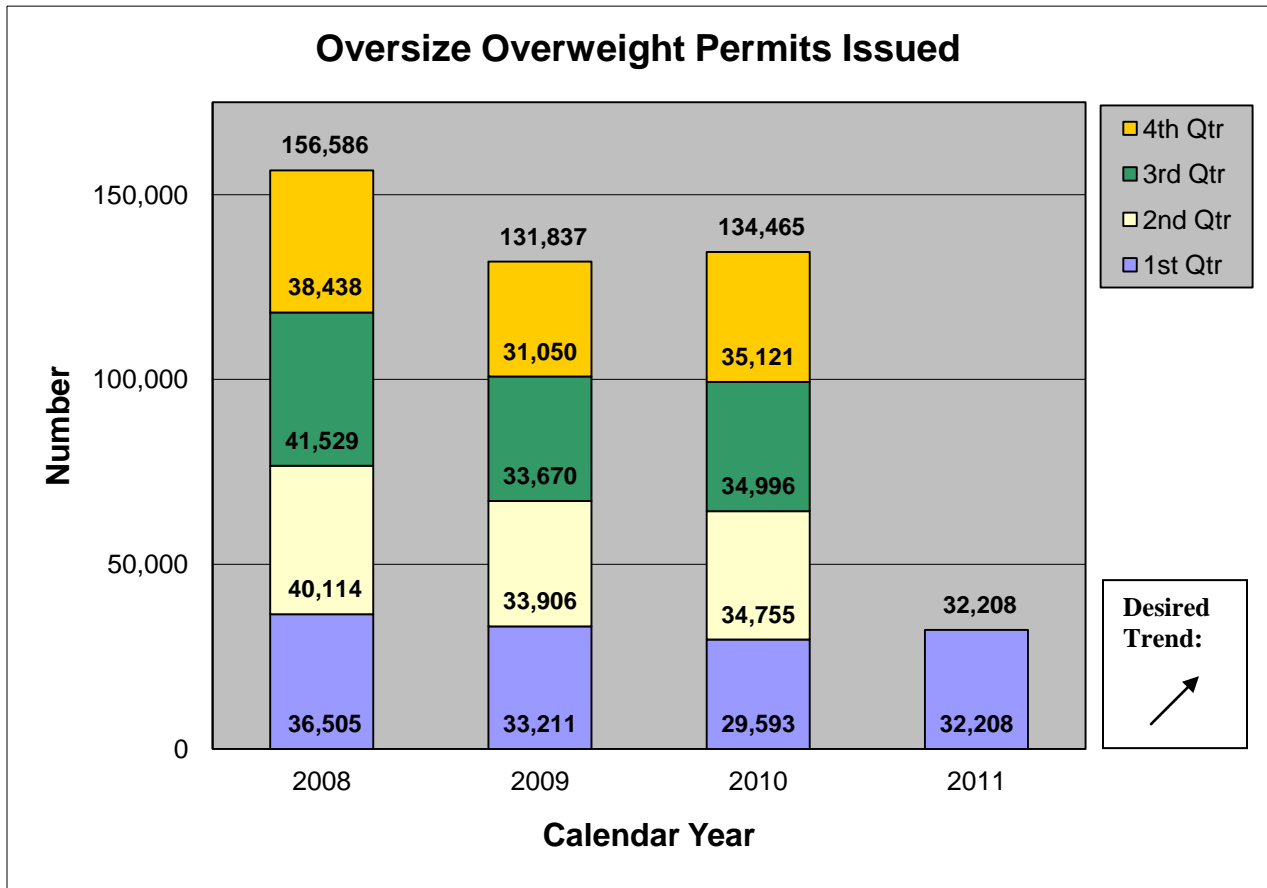
This measure tracks the number of oversize and/or overweight permit transactions in the MoDOT Carrier Express system.

Description:

Data is collected monthly from canned 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 first quarter of 2010 to the first quarter of 2011, the number of Oversize Overweight permits increased 8.8 percent. Several natural disasters contributed to the increase as MCS issued emergency relief permits. Safe & Sound construction increased first quarter of 2011 as well. The number of permits issued decreased by 8.2 percent from fourth quarter 2010 to first quarter 2011. The weather conditions as well as the holiday season contributed to this decrease.



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.

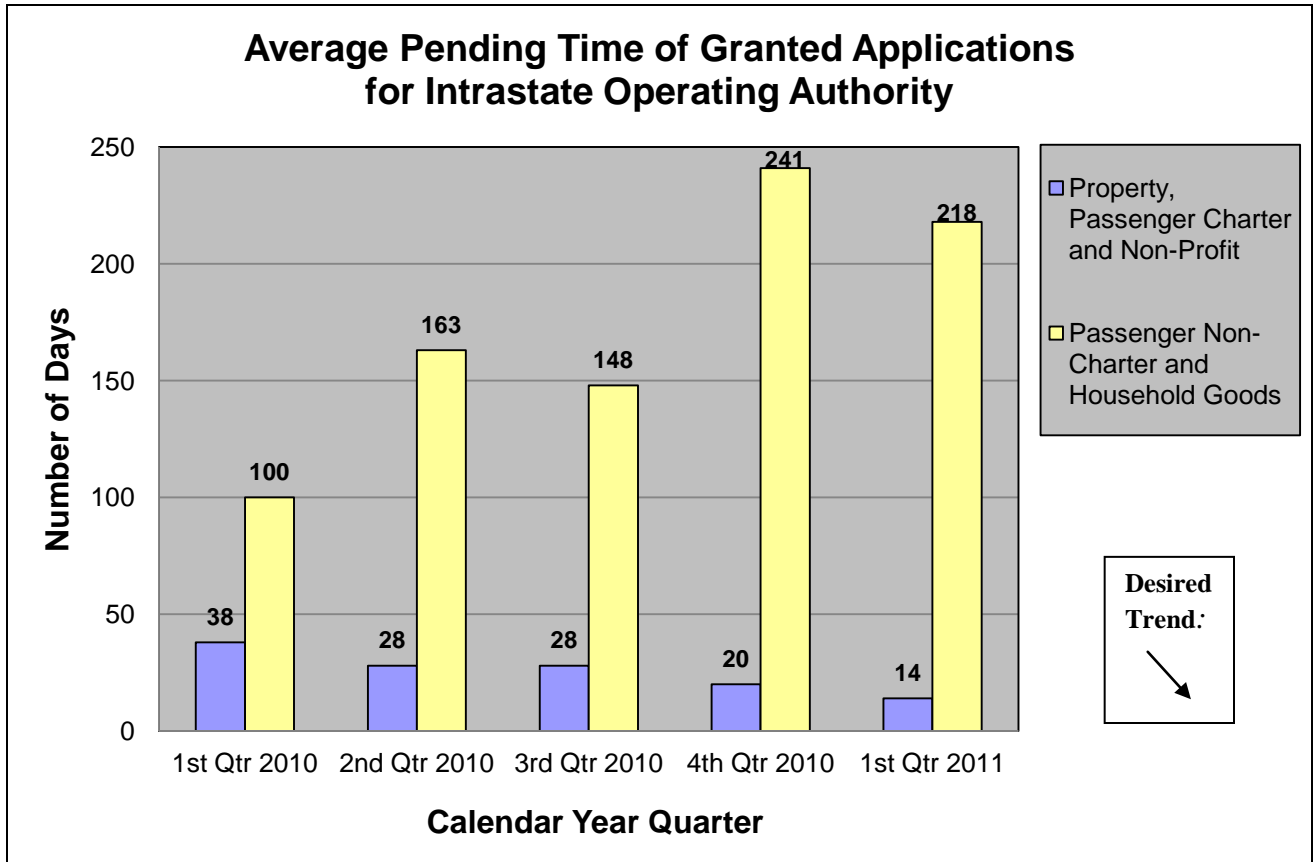
Applications for transportation of property, passengers (in charter service) and non-profit non-charter service have been streamlined by deregulation. However, the application process for transportation of passengers in non-charter service and for household goods is heavily regulated, resulting in longer 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 113 applicants during the first quarter of 2011 for streamlined applications. The average pending time for these applicants was 14 days. This is a decrease of 6 days from the previous quarter and a decrease of 24 days from the same quarter in the previous year. During the first quarter of 2011, the Operating Authority team rotated agent assignments for MO-1 applications on a monthly basis. The Operating Authority team also began focusing more attention on applications that had been pending 45 days or less and made fewer contacts to applicants who had extensive pending time after receiving multiple requests for compliance. The agent's familiarity of the pending applicants by assigning duties one month at a time and focusing attention on applicants who are more likely to comply with authority requirements contributed to the decreased pending time. Applicants exceeding the average pending time of 14 days were held for the following reasons; insurance filing (17), application corrections (11), and payment (six).

Authority to operate in intrastate commerce was granted to seven applicants during the first quarter of 2011 for non-streamlined applications. The average pending time of these applicants was 218 days. Three applications were contested. As a result, they were forwarded to the Administrative Hearing Commission. The pending time for these three applicants was 169 days, 229 days and 947 days. Without the three applications that were intervened upon, the average pending time for non-streamlined application would be 46 days.



Efficient Movement of Goods

Interstate motor carrier mileage

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Joy Prenger, Accounting Services 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:

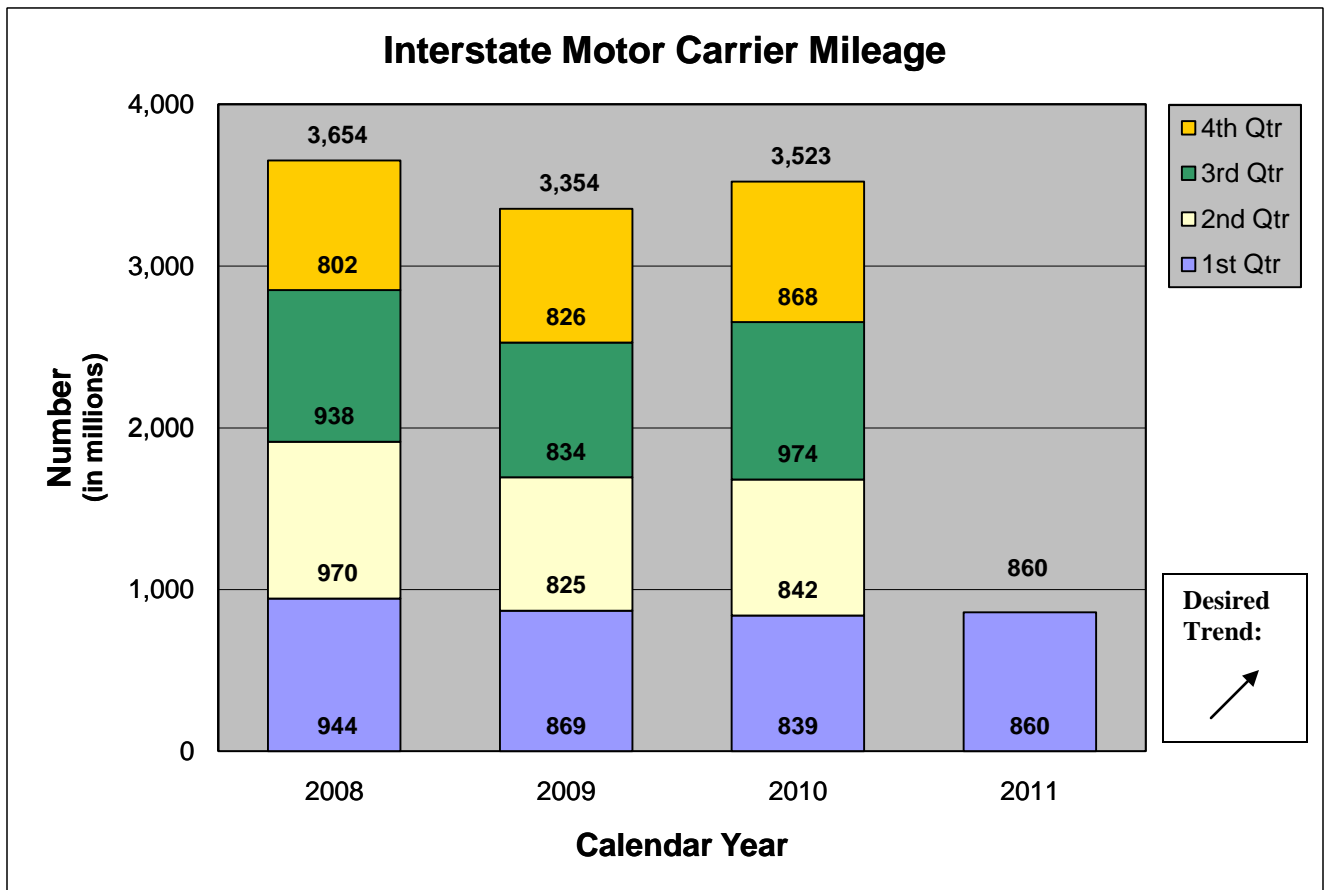
Data is reported quarterly. Quarterly International Fuel Tax Agreement tax returns filed by member states and provinces and monthly reports of mileage data by the members are used to monitor the number of taxable miles traveled in Missouri by all motor carriers.

Improvement Status:

Total miles traveled by interstate carriers in Missouri decreased by less than 1 percent from last quarter. During the first quarter of 2011, interstate carriers traveled 2.5 percent more miles in here than during the first quarter of 2011.

Compared to the same time last year, carriers based outside of Missouri traveled 2.1 percent more miles in Missouri. Missouri-based companies traveled 3.6 percent more miles in their home state.

Industry reports indicate the freight index fell 1.5 percent in February.



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:

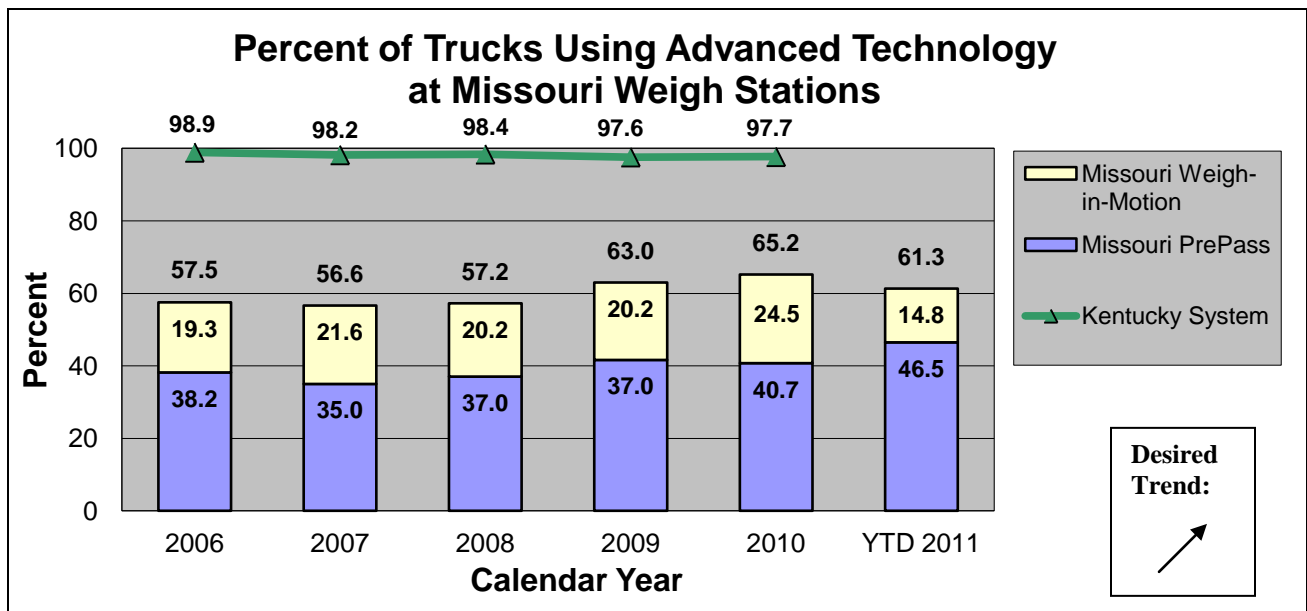
For this quarterly measure, data is collected by HELP, Inc.'s PrePass system computers which scan transponder-equipped vehicles as they approach 18 Missouri weigh stations. Pavement sensors check the vehicle's weight while computers review MoDOT's records to determine the carrier's compliance with safety, 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:

The first quarter data indicates a 4.1 percent increase over fourth quarter in the overall activity of trucks registered in the PrePass Program at Missouri's sites. The percent of vehicles verified using electronic means fell four percent lower than first quarter 2010 because ramp WIMs at Mayview were down in March; ramp WIM at Foristell WB was down in February; and PrePass systems were down for a period of time during this quarter for Bloomsdale, Charleston, Watson, Willow Springs, Joplin and Steele. The first quarter results reflect an increase in the number of vehicles weighed on static scales at its highest level since second quarter 2009. The benchmark was updated for the year 2010.



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.

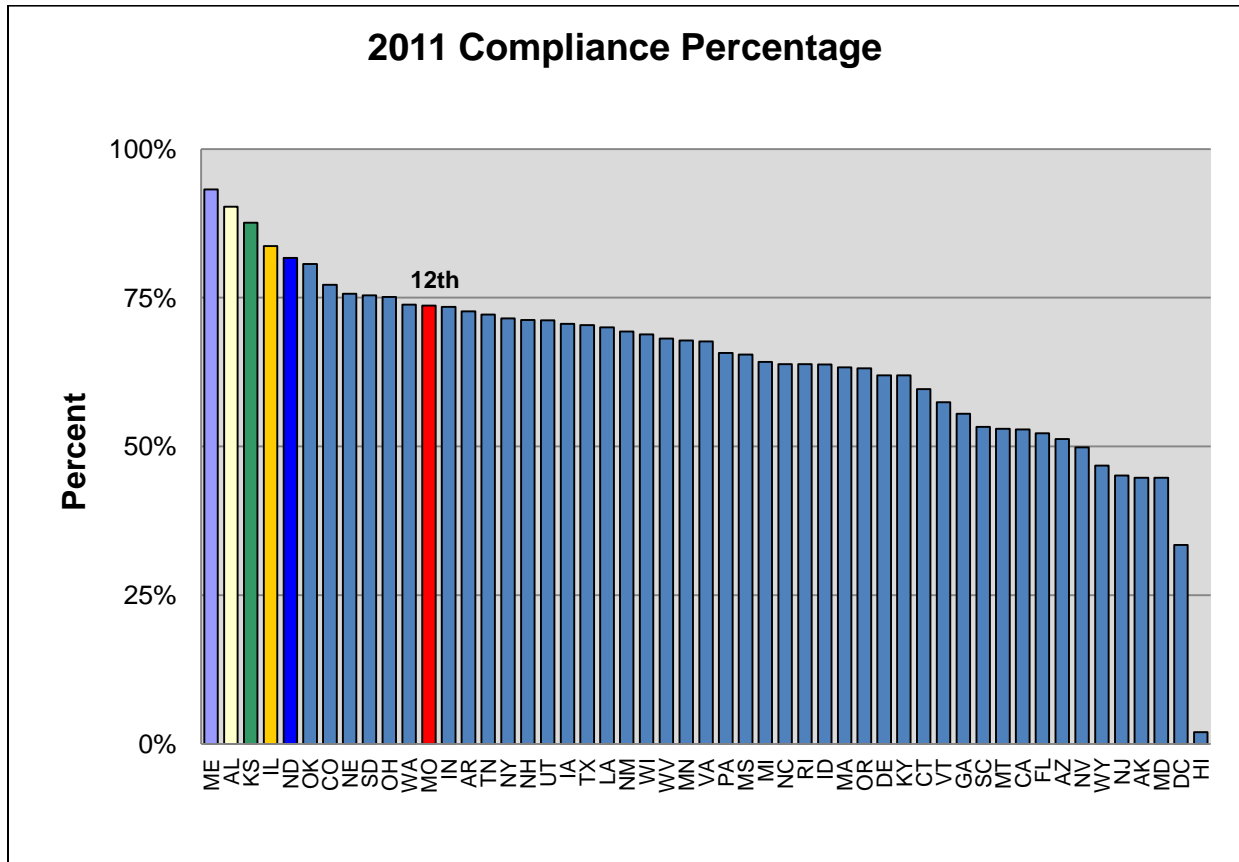
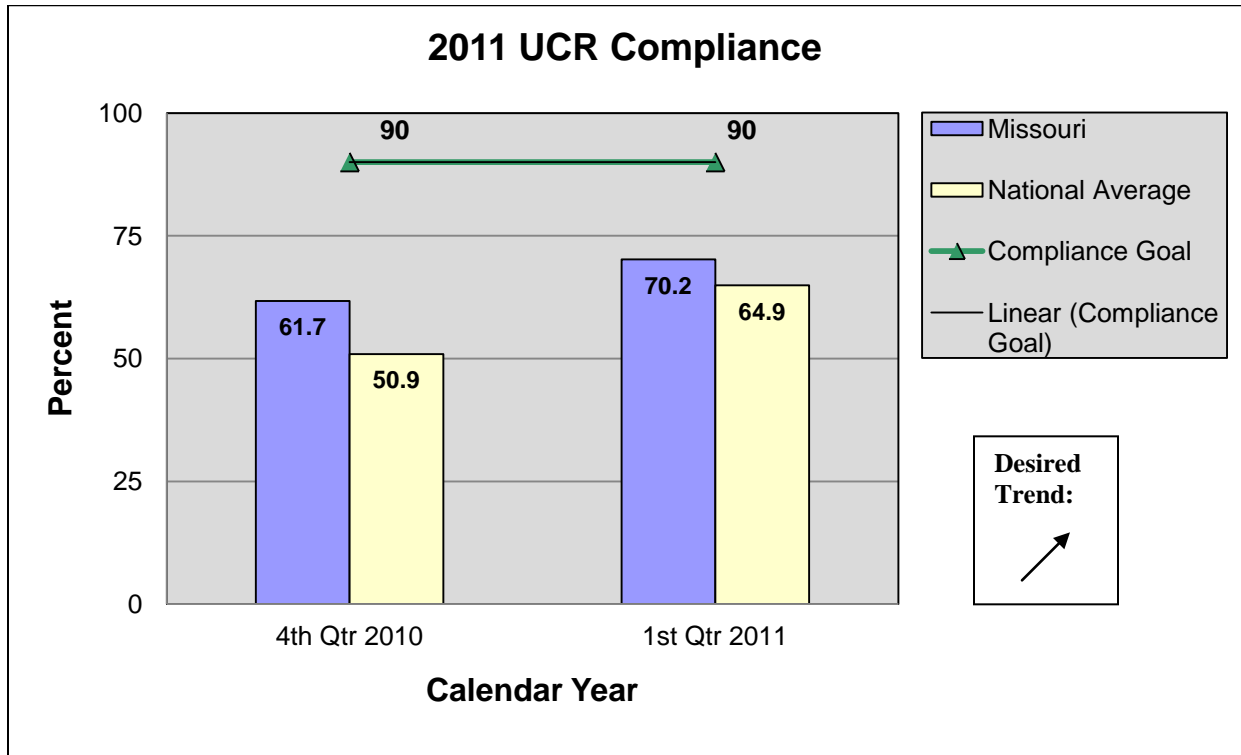
Improvement Status:

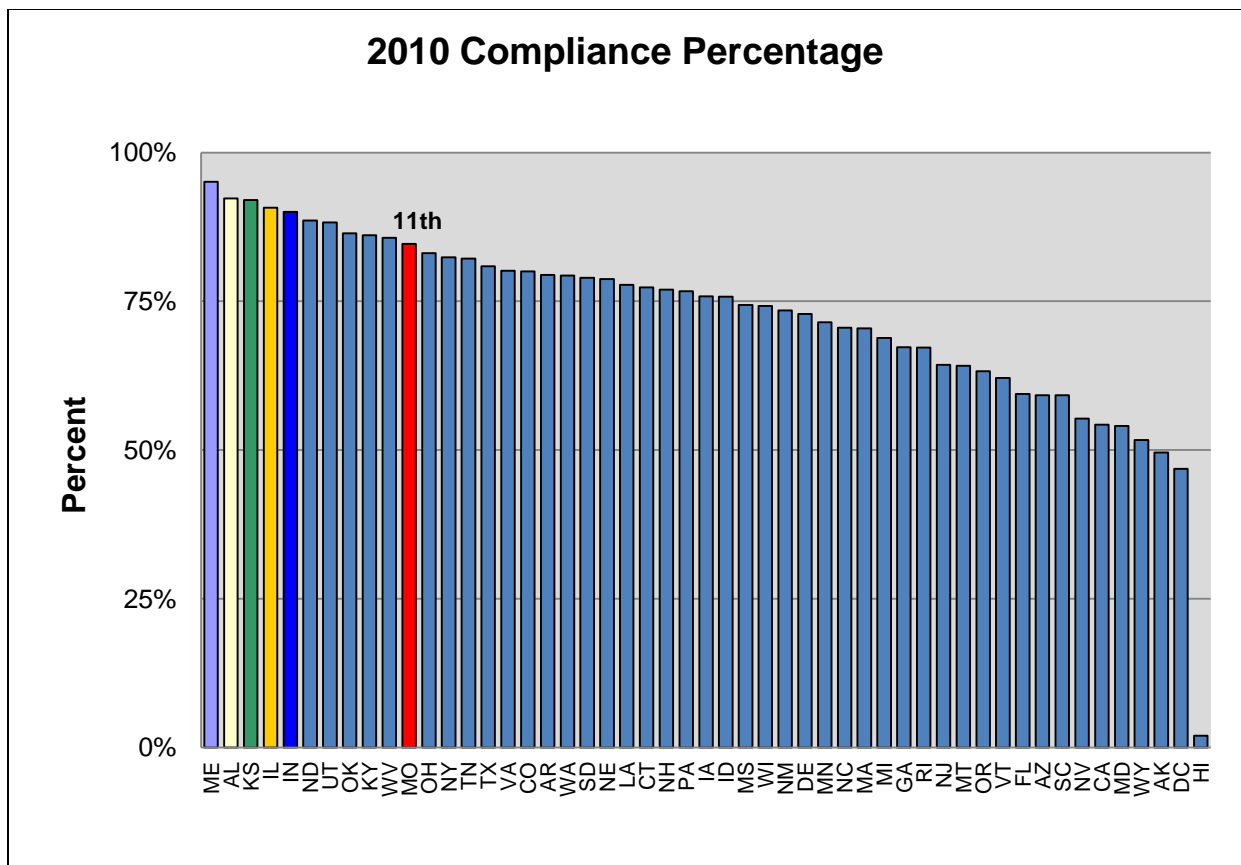
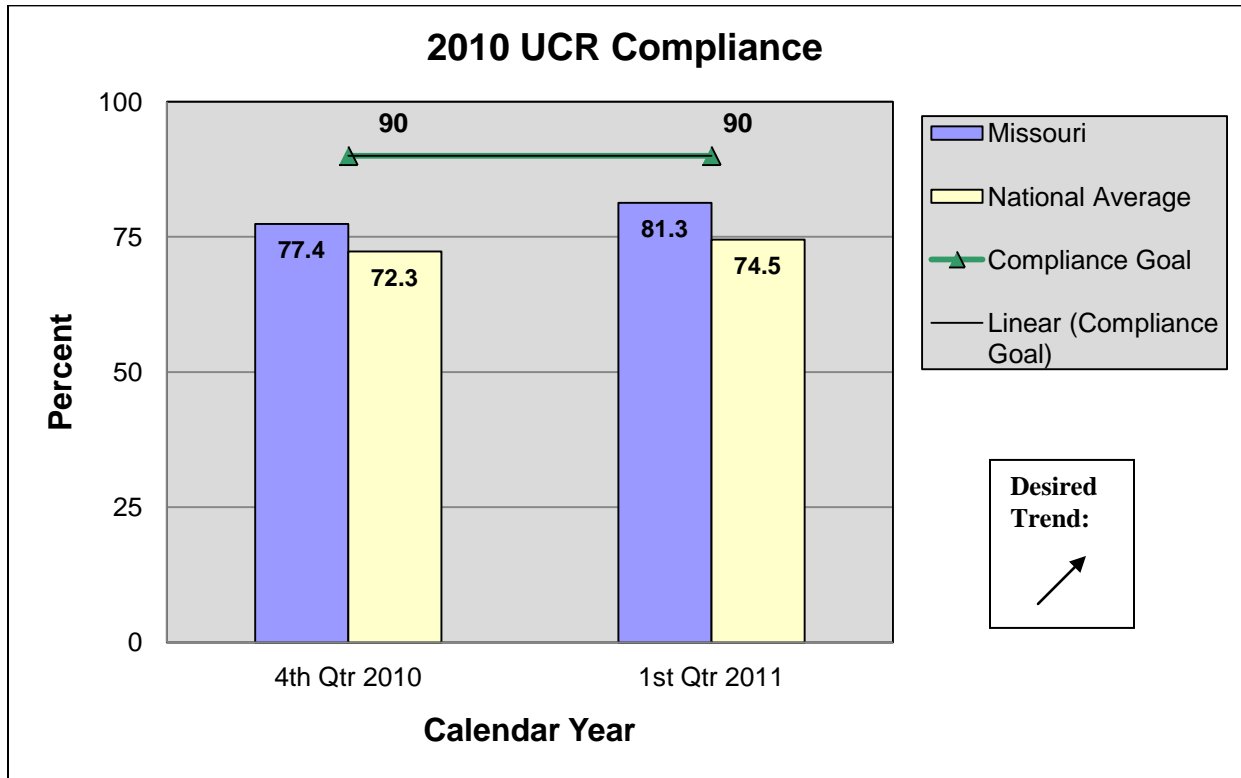
Registration fees for registration year 2011 were released in mid-October 2010. Shortly after the release of fees, MCS mailed postcards encouraging online filing of UCR. A second mailing was sent in mid-December to remind unregistered applicants to renew. Enforcement of 2011 UCR began February 1, 2011.

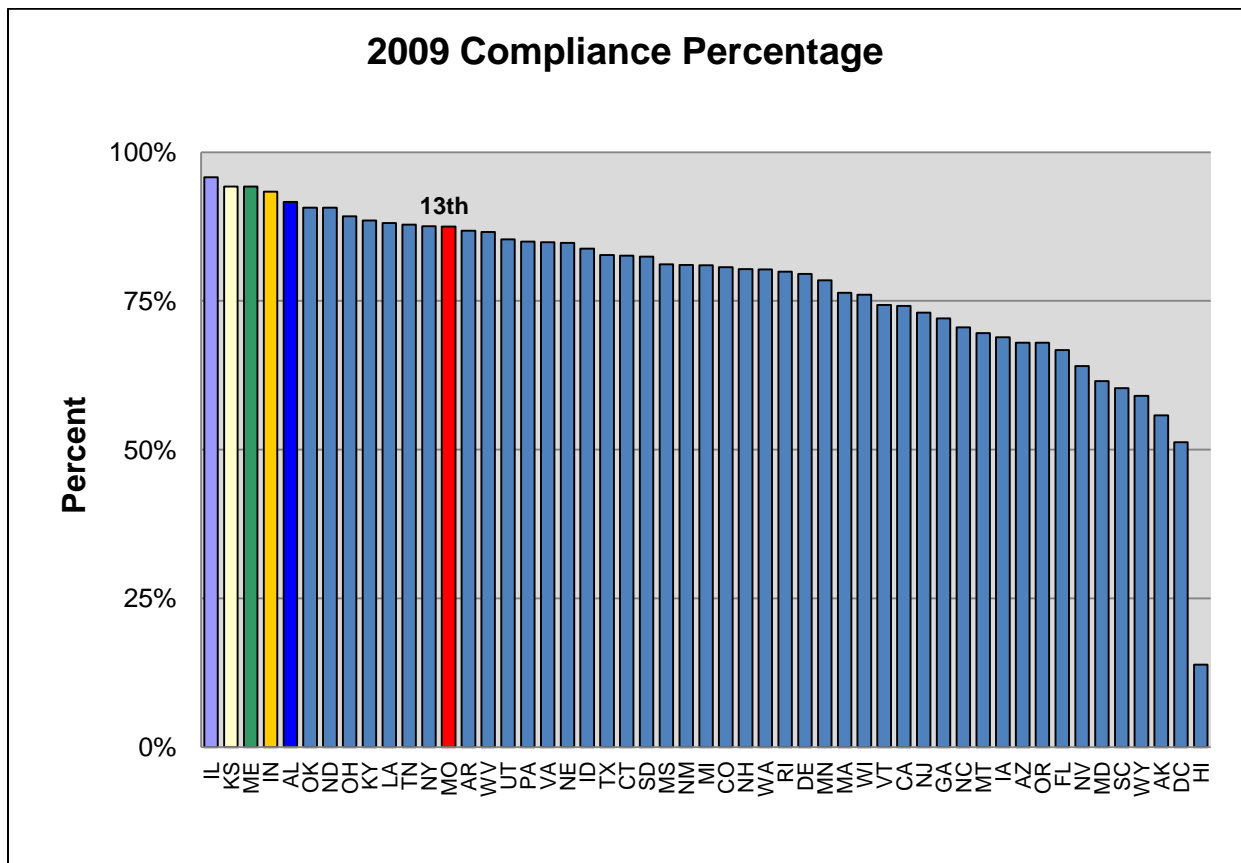
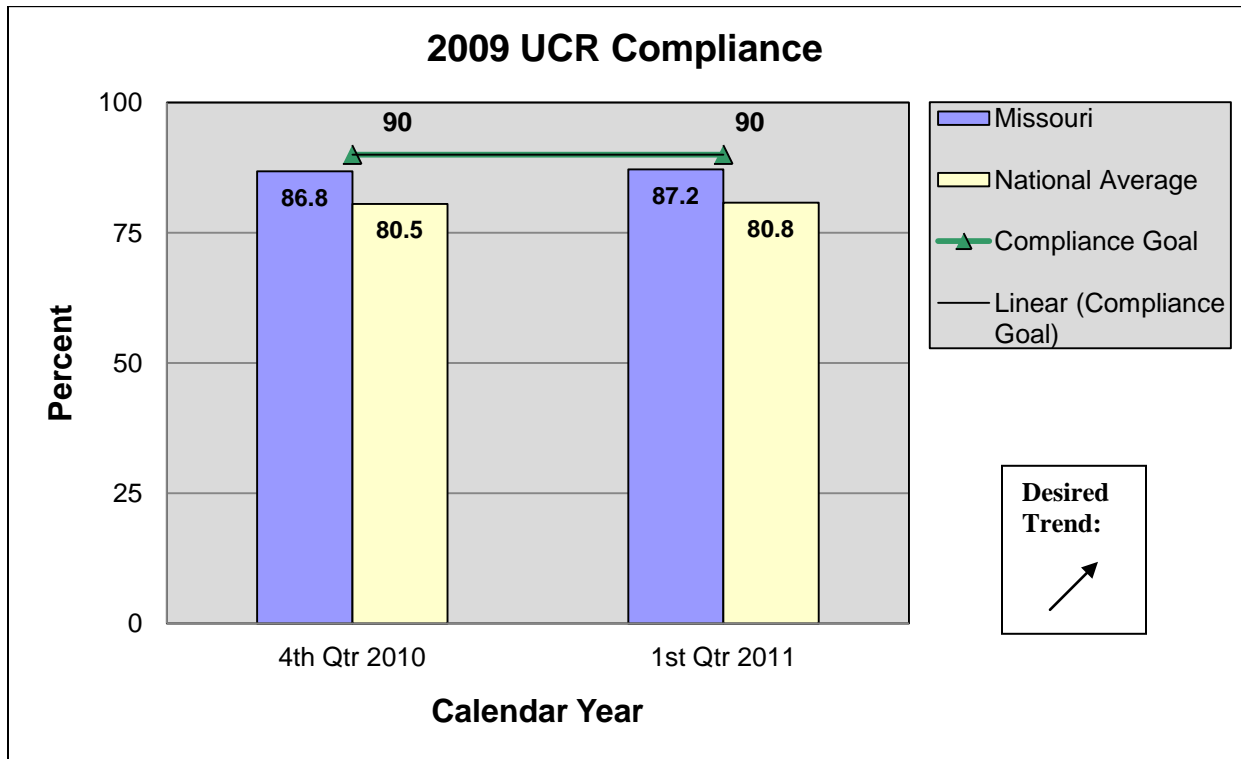
Motor Carrier Services strives to ensure compliance with all motor carrier programs. Through the International Registration Plan March renewal process, many carriers were notified of non-compliance for 2011 UCR. Carriers who were non-compliant for UCR were required to file and pay UCR fees prior to release of their IRP credentials.

Motor Carrier Agents researched UCR registrants for whom we received returned mail. The research concluded 97 carriers were no longer in business. These carriers USDOT numbers were inactivated which also removes them from Missouri's UCR compliance population.

Motor Carrier Services mailed invoices to non-compliant UCR registrants the week of March 21, 2011. A mailing of 500 invoices is sent each week until all non-compliant registrants receive an invoice.







Customer Involvement in Transportation Decision-Making

Customer suggestions implemented

Motor Carrier Services Director: Jan Skouby
Data Driver: Barbara Hague, Special Projects Coordinator

Purpose:

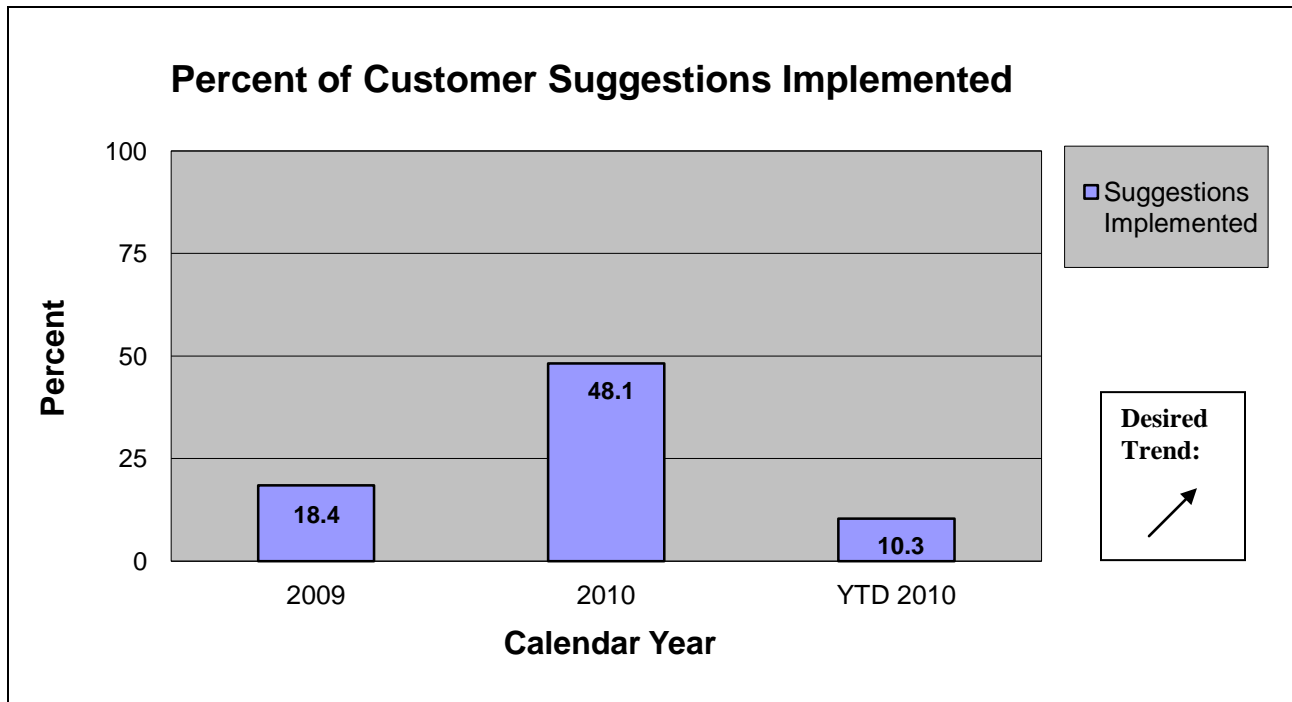
The purpose of this measure is to identify the involvement of MCS' customers in the agency's decision-making process. The objective of this measure is to track the percent of feasible suggestions provided by customers that aid MoDOT Motor Carrier Services in improvement of processes, system or program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

Twenty- seven open suggestions were carried over from prior year(s). Two new suggestions were added and three suggestions were implemented this quarter. Two open suggestions are included in a current vendor contract for implementation.



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.

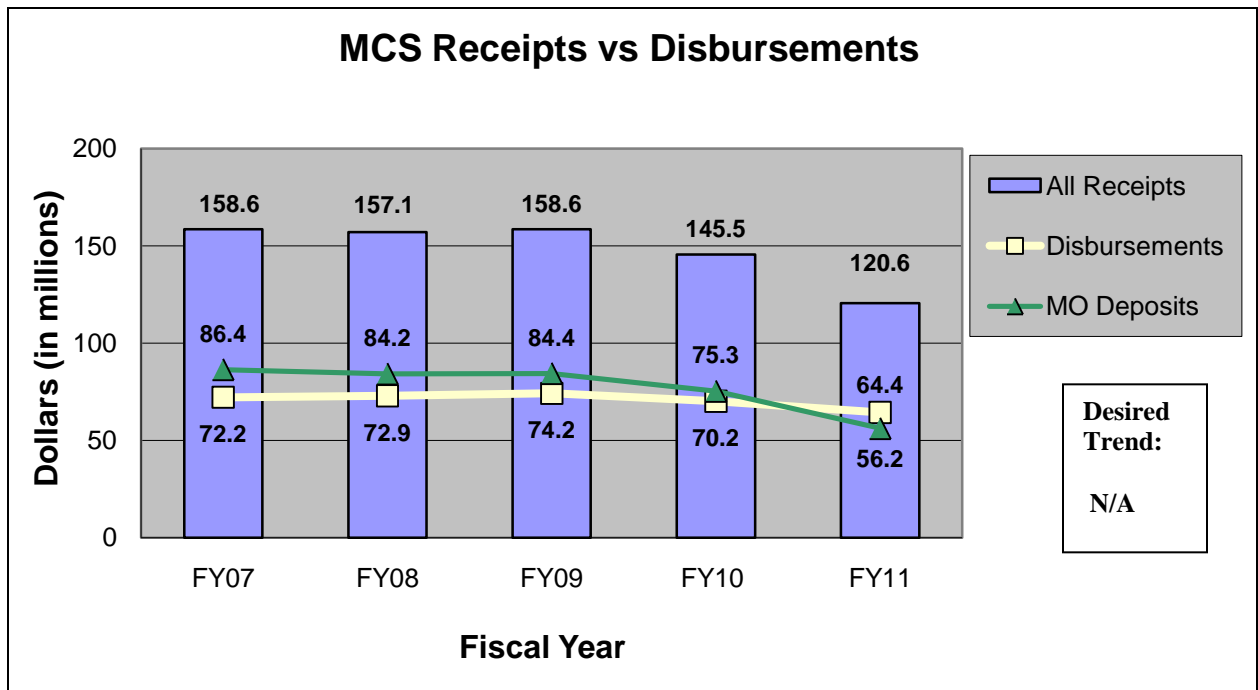
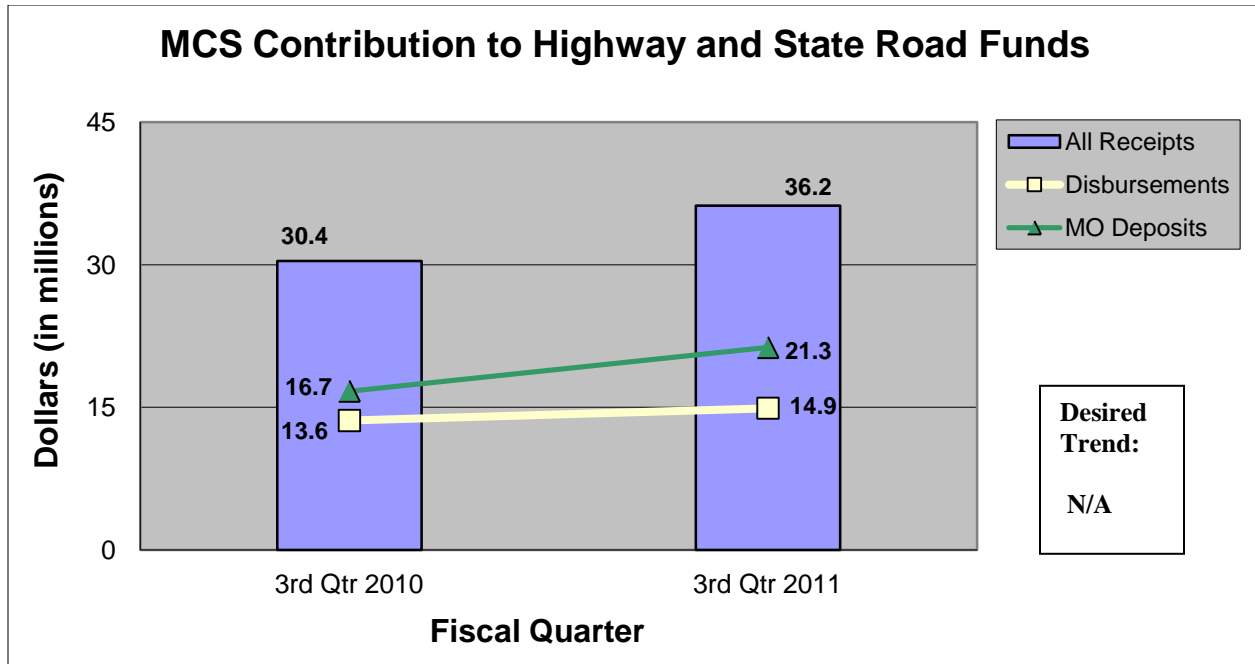
Improvement Status:

During the first quarter 2011, which is the third quarter of fiscal year 2011, MCS total receipts increased by 19 percent, compared to the same quarter in the prior fiscal year. MCS contributions to the highway and state road funds increased by 9 percent in the same period.

Missouri collection for FY 2011 is \$2.168 million. Enforcement of UCR began February 1, 2011. UCR collections continued to skew this quarter due to 2010 late fee structure approval.

OSOW permit sales increased by 3.64 percent. Hazardous Waste increased by 43 percent versus last quarter and Scrap Tire fees which MCS collects for DNR decreased by 9 percent. Title Fees that MCS collects for the Department of Revenue, decreased by 98 percent.

- Late Pay Penalty (LPP) is up by 17 percent compared to the same quarter of 2010. Jan 2011 late payment contributed to the increase in percentage.
- Duplicate Plate increased \$1,105 (46 percent) compared to the same quarter in 2010. This is because two of the top ten accounts ordered a total of 130 new plate configurations.
- IFTA monies in FY 2011 decreased by 32 percent compared to the same quarter of 2010. Revenue is understated by \$11,062.40 that was incorrectly coded to gasoline in February. A Journal voucher to correct this was processed on April 7.
- Cab Cards revenue was overstated by \$22,532.30 that was incorrectly coded in February. A Journal Voucher to correct this was processed on April 7.



Best Value for Every Dollar Spent

Distribution of Motor Carrier Services' expenditures

Motor Carrier Services Director: Jan Skouby

Data Driver: Mike Williams, Intermediate 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.

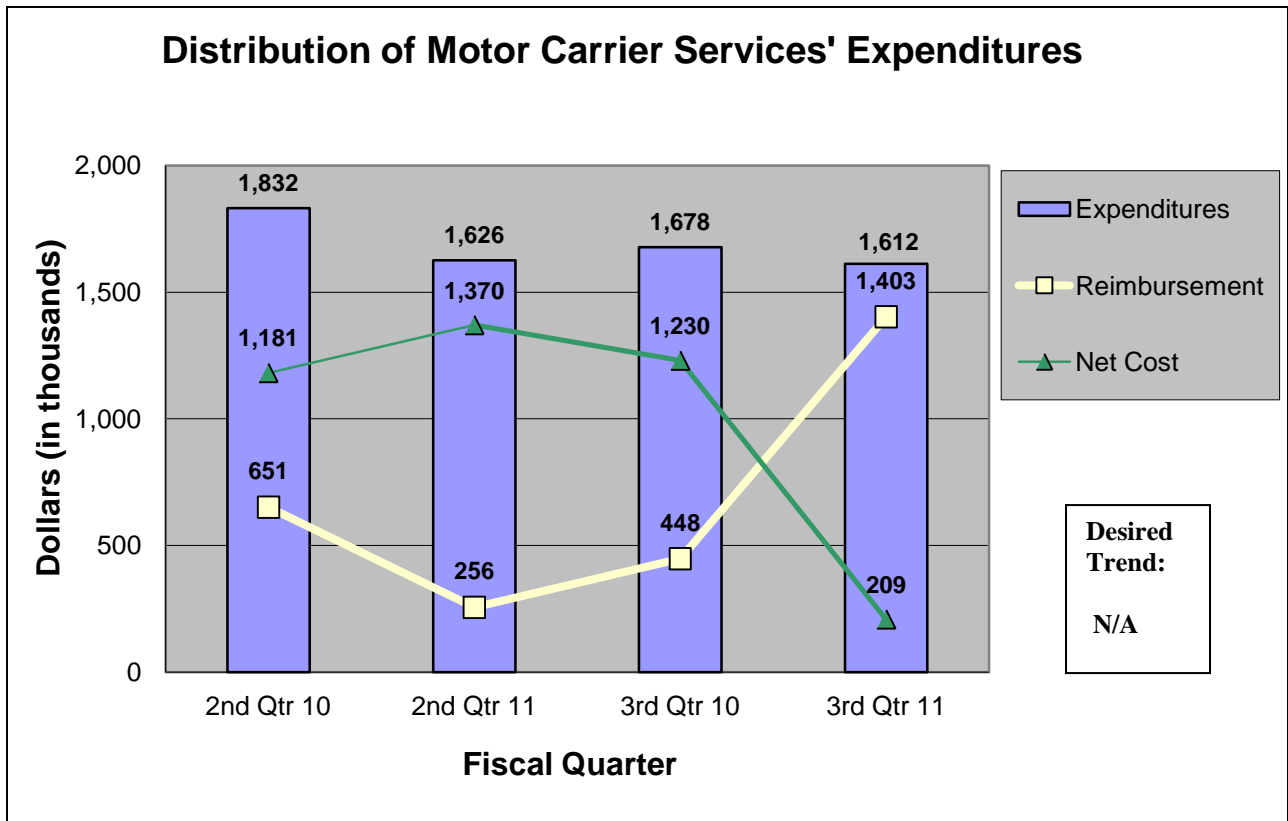
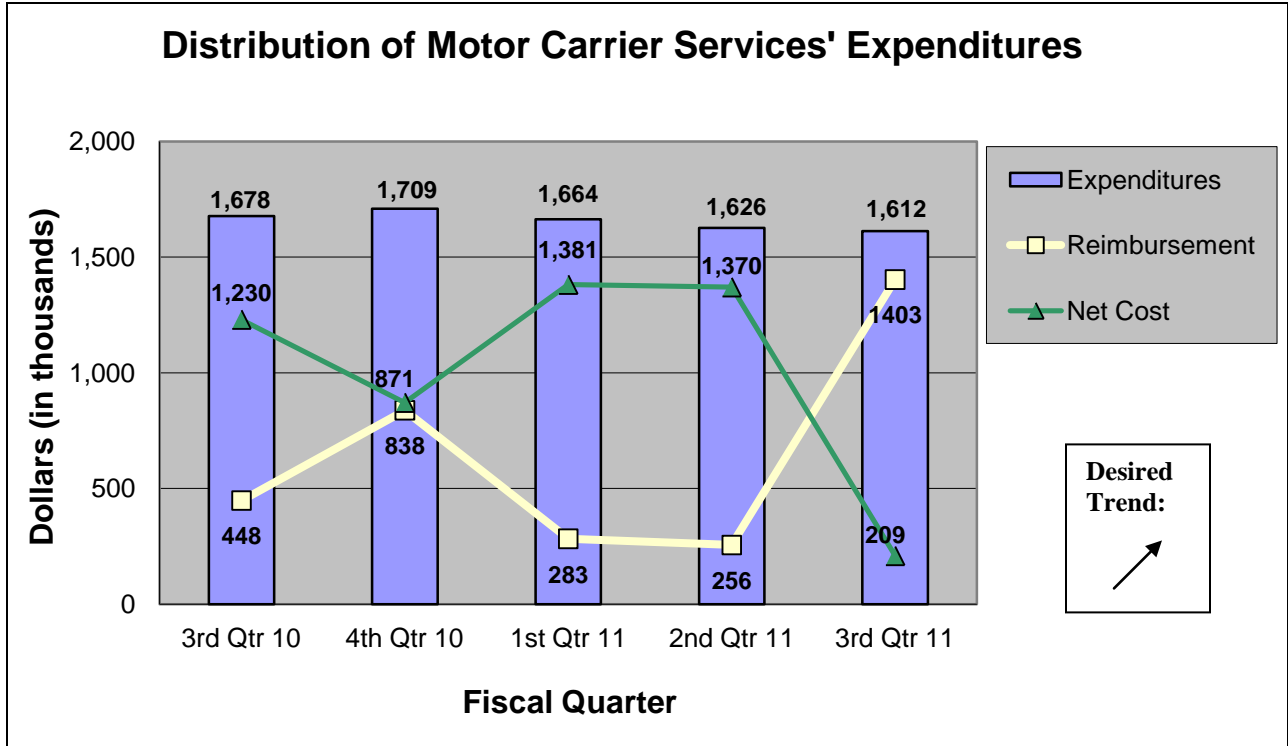
MCS expenditures from its budgeted appropriation are collected based on cash expenditures. The data is collected and reported quarterly based on expenditures and reimbursements recorded in the statewide financial accounting system. Expenditures consist of actual dollars for Personal Services (wages) 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.

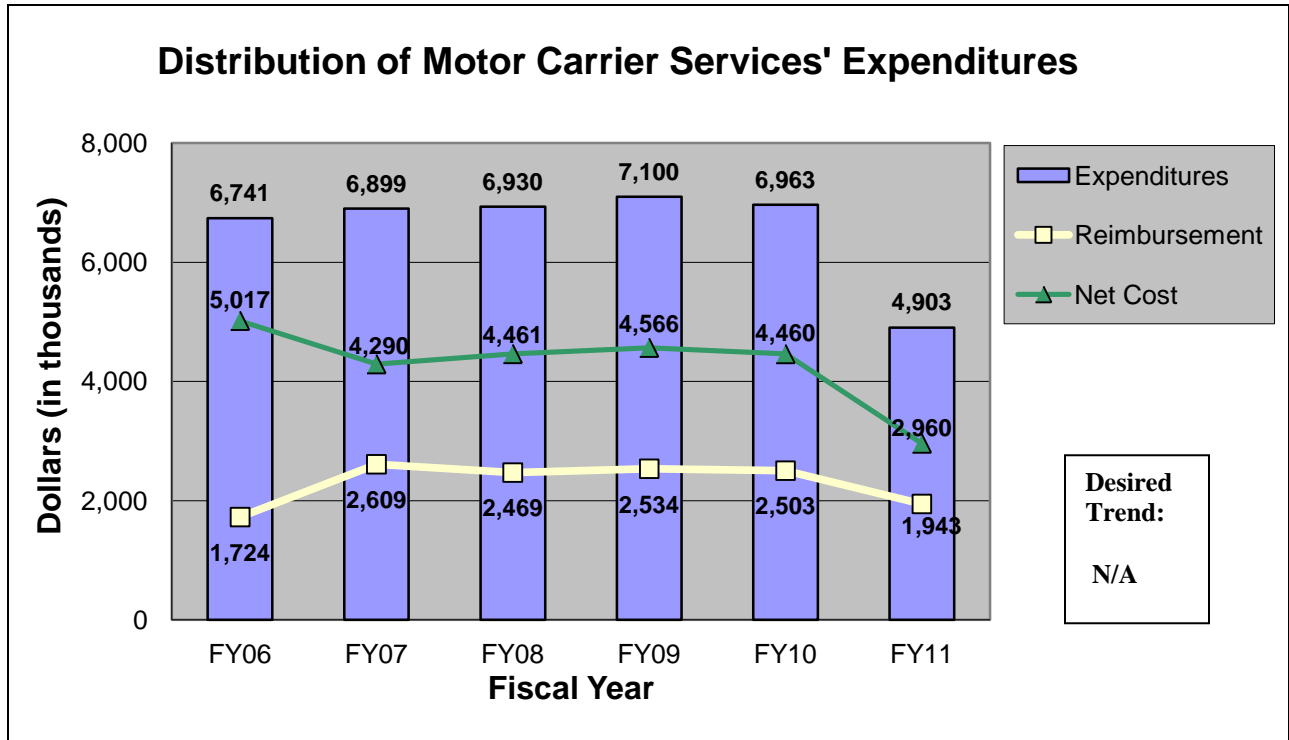
Reimbursements are actual dollars received, and are stated on a cash basis.

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.

Reimbursements received in the first and second quarters of fiscal year 2011 are unusually low, and thus net cost is unusually high, due to inconsistencies in processing time by the Federal Motor Carrier Safety Administration. In addition, reimbursements received in the third quarter of fiscal year 2011 are unusually high, and thus net cost is unusually low, for the same reason. In addition to the inconsistent processing times, there are also pending unpaid grant vouchers totaling about \$313,000 for the CVISN program dating back to the April – June 2010 voucher period. Given normal processing times by FMCSA, the net impact on the division tracker measure 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, and to decrease reimbursements, and thus increase net cost, by about \$560,000 in the third quarter of 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, Intermediate 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.

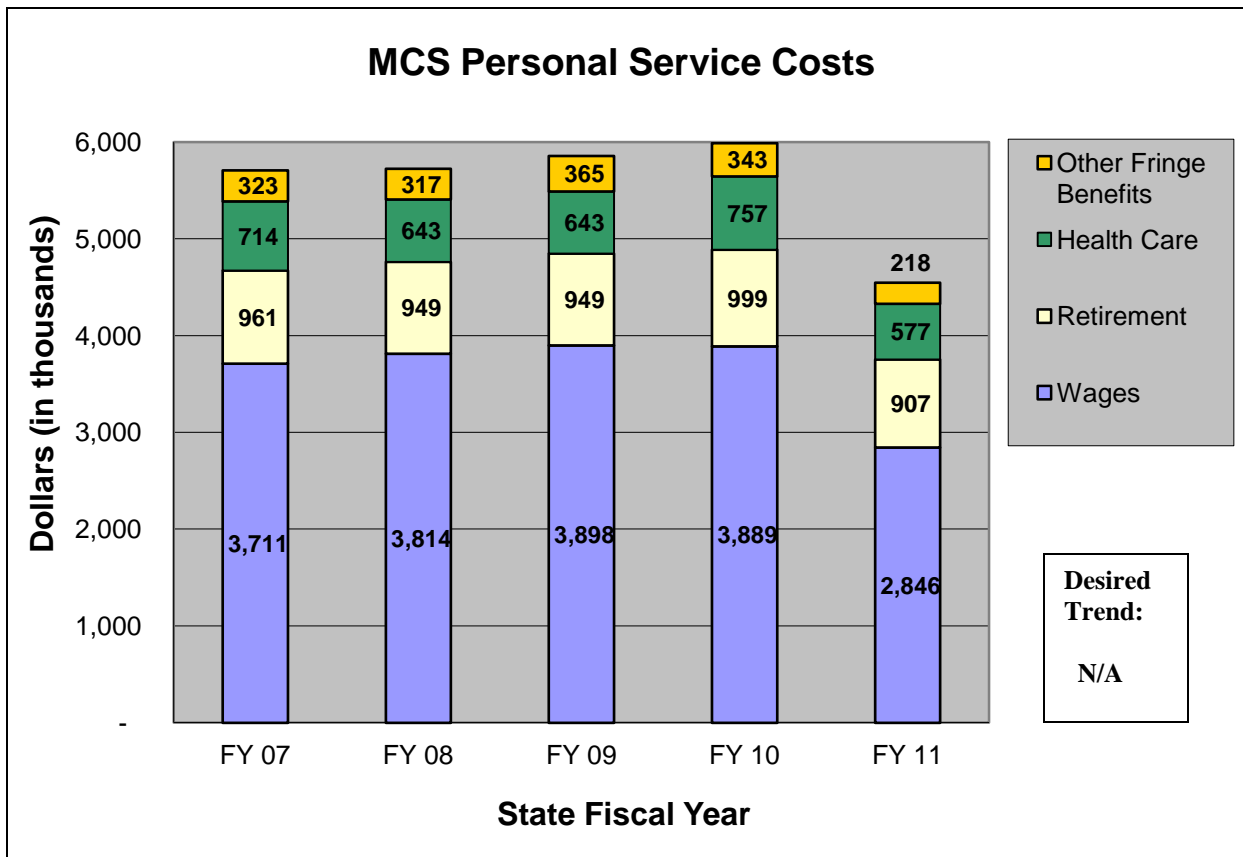
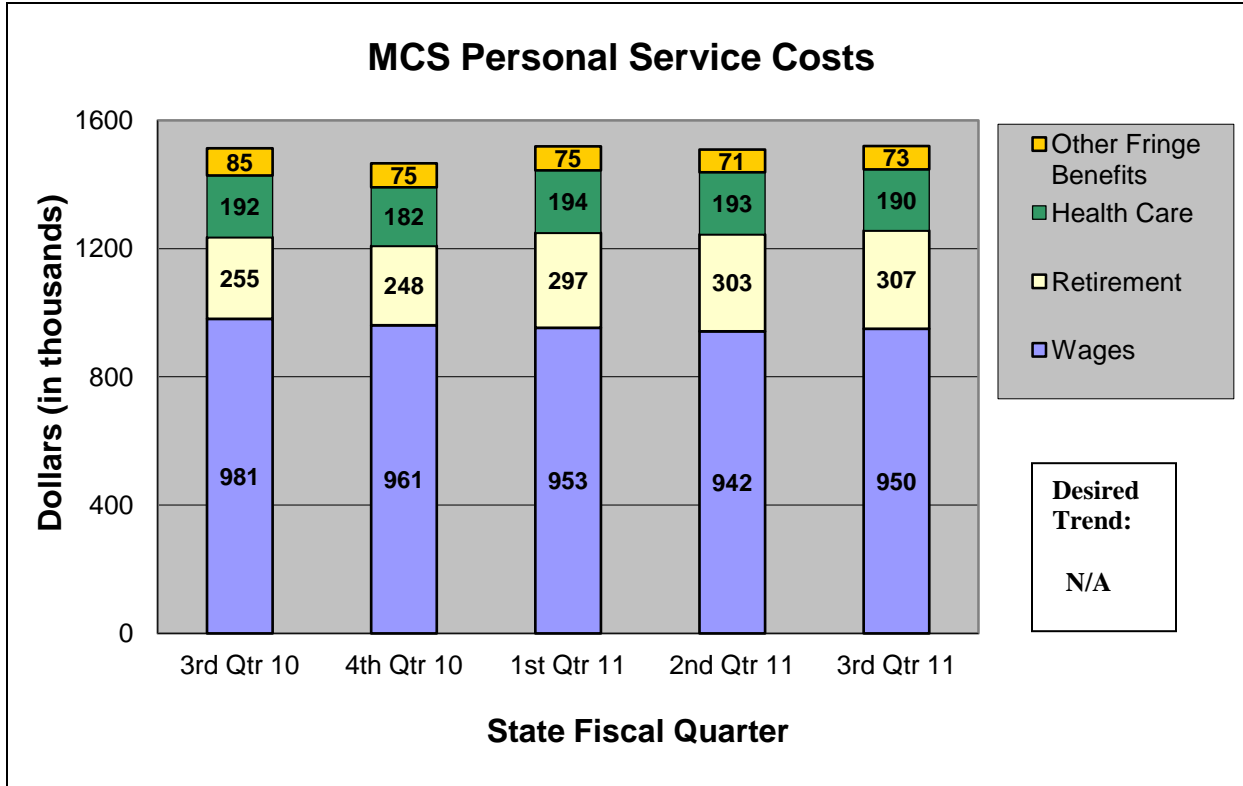
Motor Carrier Services has employees covered by either MOSERS retirement system or the MPERS retirement system. In addition, MCS employees health care coverage is covered under the Missouri Consolidated Health Care Plan or MoDOT's health plan.

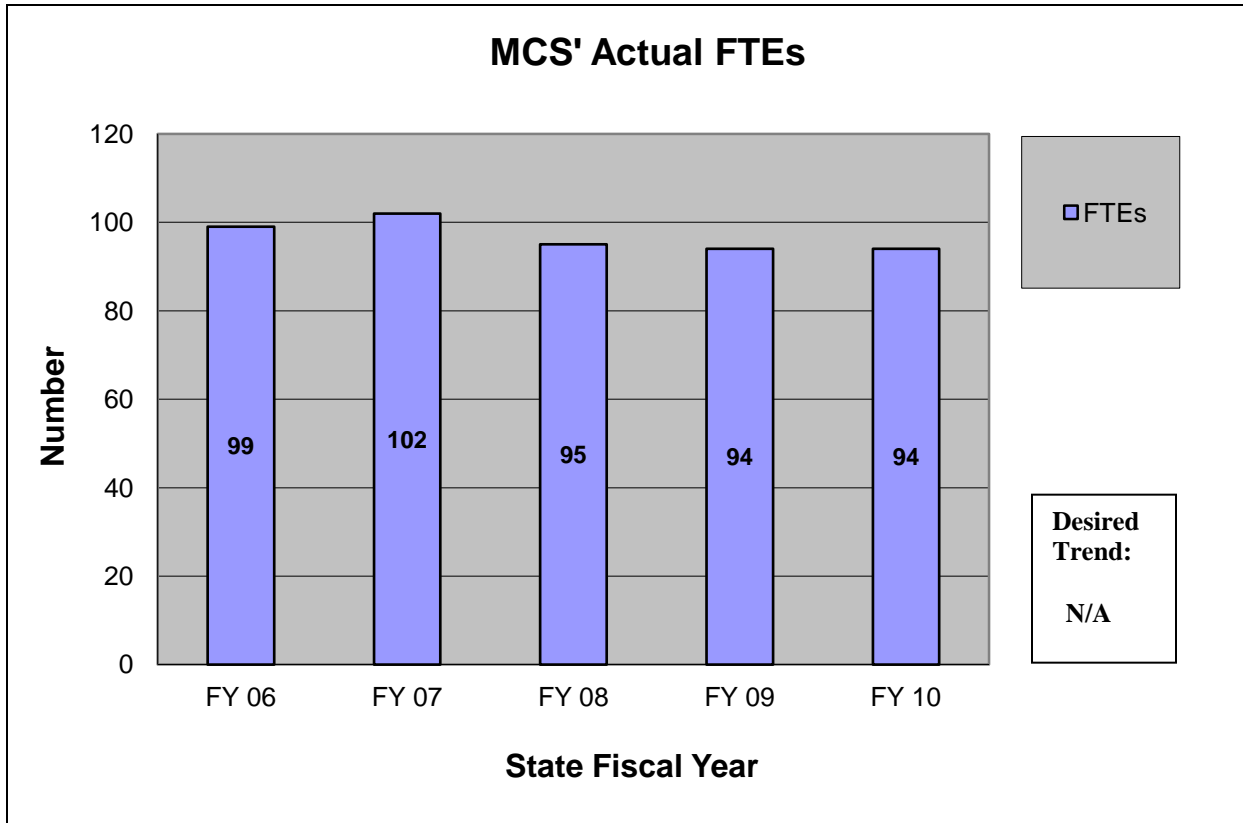
Improvement Status:

Retirement costs for MCS combined, average 31.9 percent of wages so far in FY 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, average 20.3 percent of wages so far 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 percentage 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.





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.

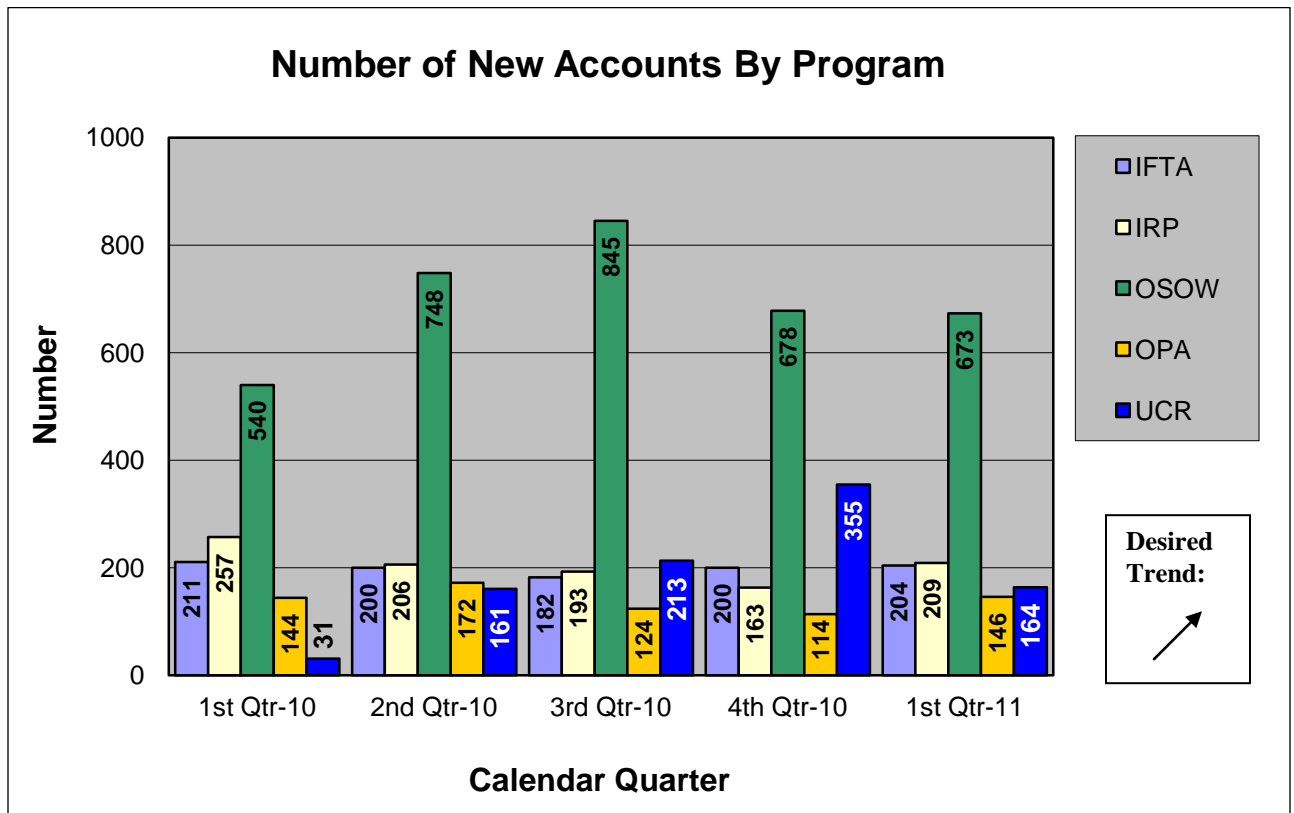
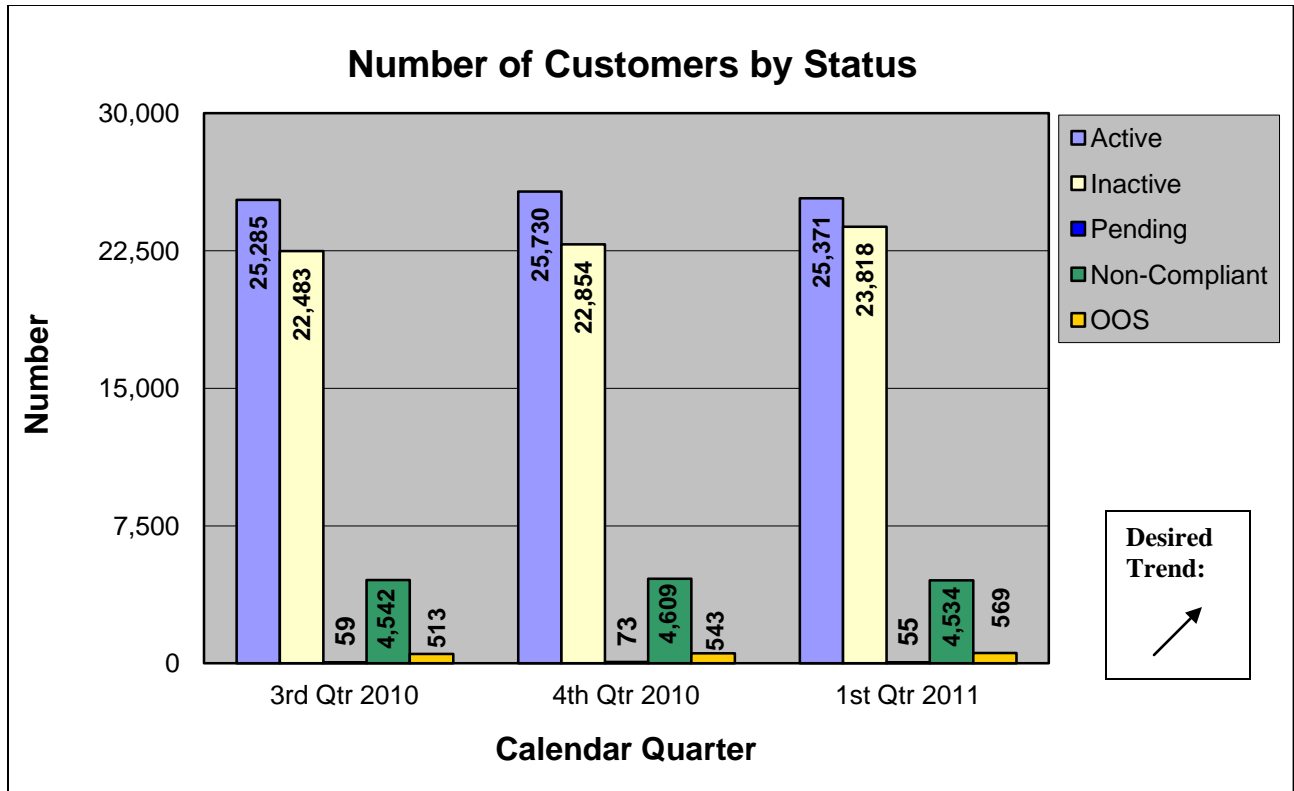
Description:

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:

The first quarter saw the total number of active customers decrease by 359 even though 894 new customers were added during the period. By quarter's end, the overall number of inactive carriers increased by 964; the number of noncompliant customers increased by 75; the number of OOS customers increased by 26 and the number of pending customers decreased by 18.

The Number of New Accounts by Quarter graph reflects data corrections to the OSOW program, adding historical data for UCR and corrections to the OPA number for the prior quarter. IFTA and IRP new accounts seem to be fairly flat across the past five quarters. The first quarter 2011 new OSOW customer number is stronger than the first quarter 2010. UCR historical data for first quarter 2010 is reflective of the impact of the delayed 2010 fee structure.



Advocate for Transportation Issues

Fiscal notes

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

Purpose:

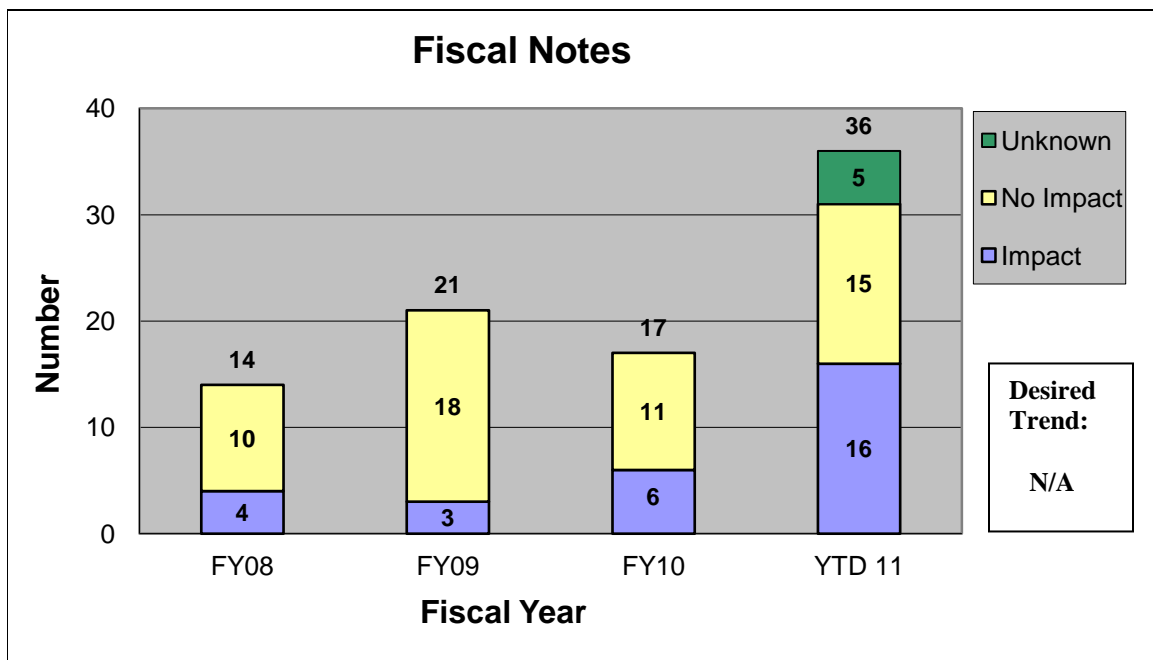
This measure reports the number of fiscal note comments MoDOT Motor Carrier Services provides each legislative season. The number of fiscal note requests received reflects the amount of legislation that could have an impact on the division. This measure also reflects the continued growth in the importance 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-carry commercial motor vehicle to request and be issued two license plates. MCS received five fiscal notes that the regulation changes in the bills 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. The impact of this bill is unknown due to the fact the surcharge amount is not defined in any language and the bill states that the State may establish a revenue collection procedure. If the bill would pass, 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 SPE's. 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 will 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.

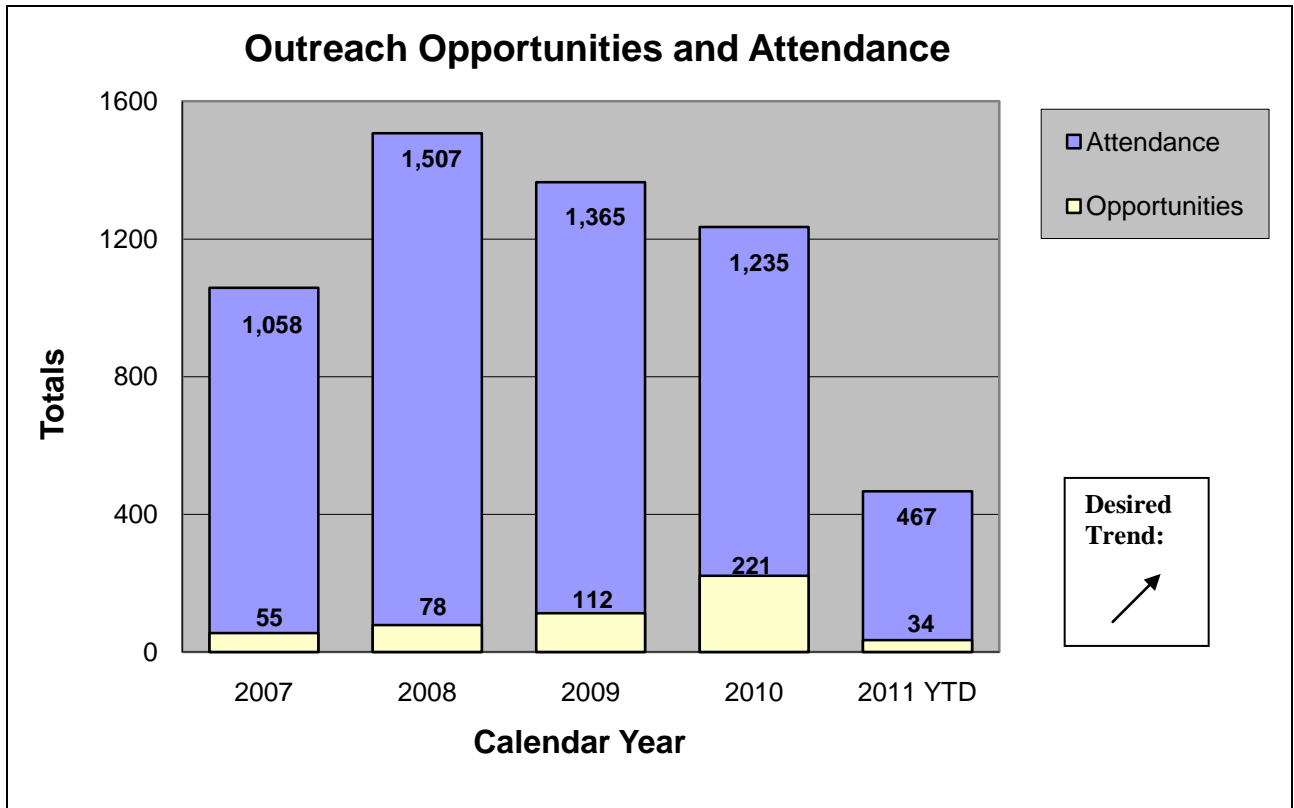
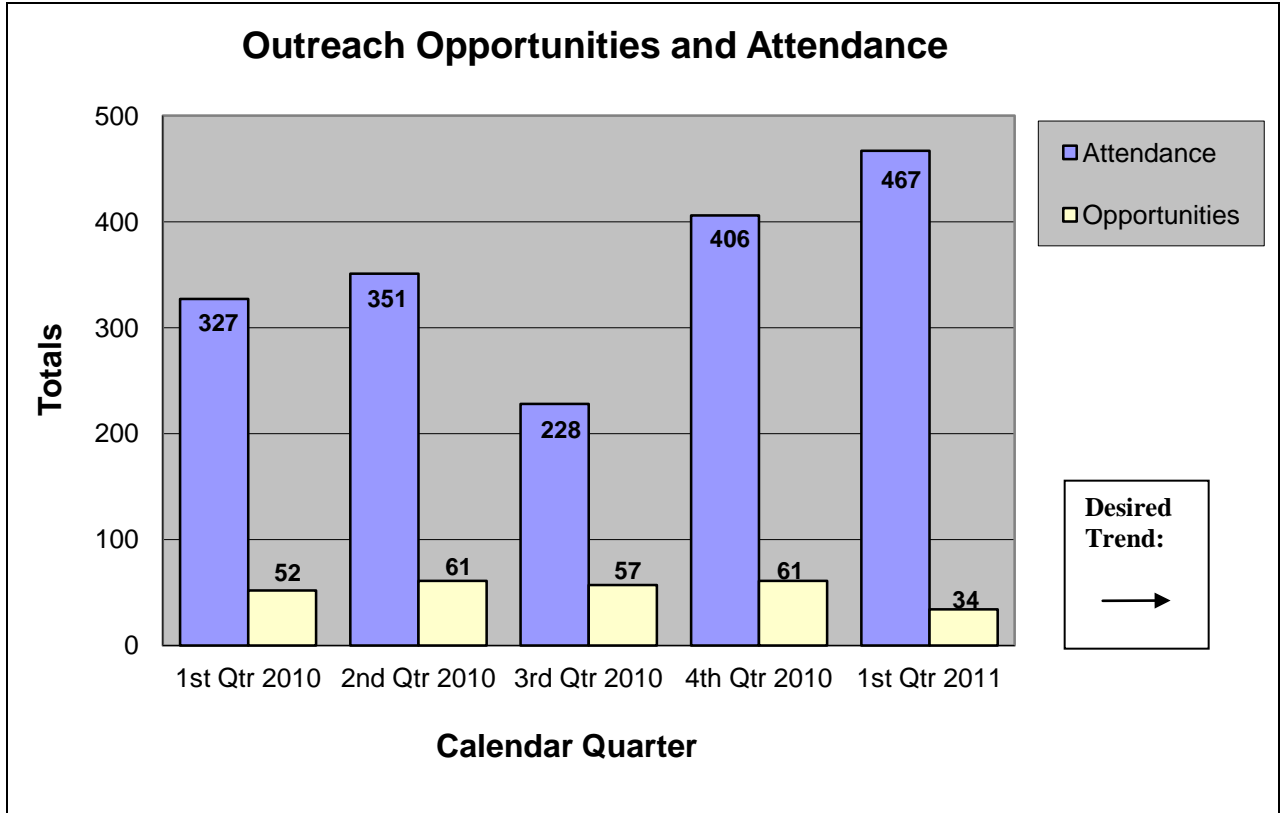
Description:

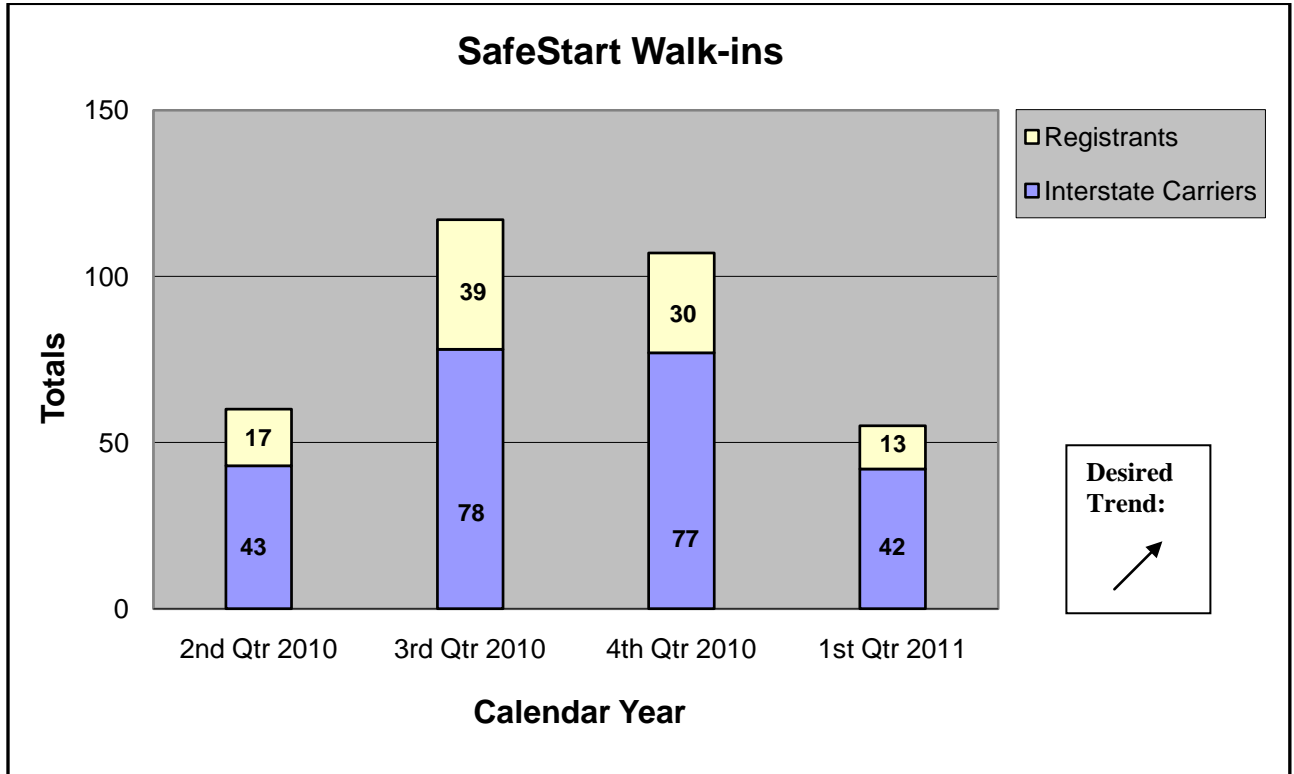
Motor Carrier Services aims to meet the motor carrier industry needs with educational outreach sessions. MCS offers: credentialing, general safety, hazardous materials, agriculture, driver and passenger carrier training statewide. These outreach sessions educate motor carriers and drivers on state and 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 shifted focus to a combined outreach and sponsored outreach events which doubled the average attendees from 6.2 in the first quarter of 2010 to 13.7 in the first quarter of 2011. Industry members sponsored some sessions by providing the location and audience – mostly the carrier’s drivers or association members. CSA outreach averaged 28 per event and driver training averaged 19 per session.

During the latest MCS business plan meeting, it was decided to no longer conduct SafeStart presentations for registrants. The drop in the number of registrants in the SafeStart schedule is a direct reflection of the new policy. All of the registrants recorded during this period received training before the new policy was implemented.





Outstanding Customer Service

Number of email received

Motor Carrier Services Director: Jan Skouby

Data Driver: Diana Stickler, Senior Administrative Technician

Purpose:

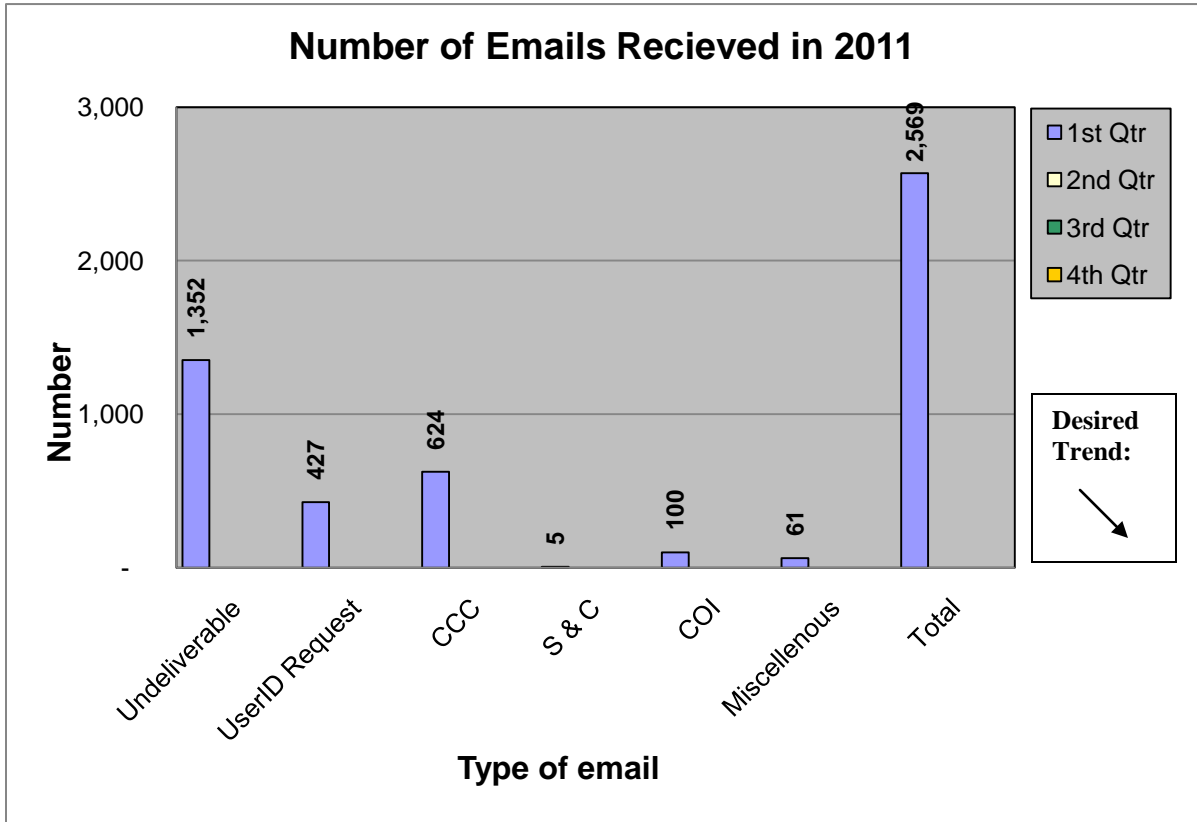
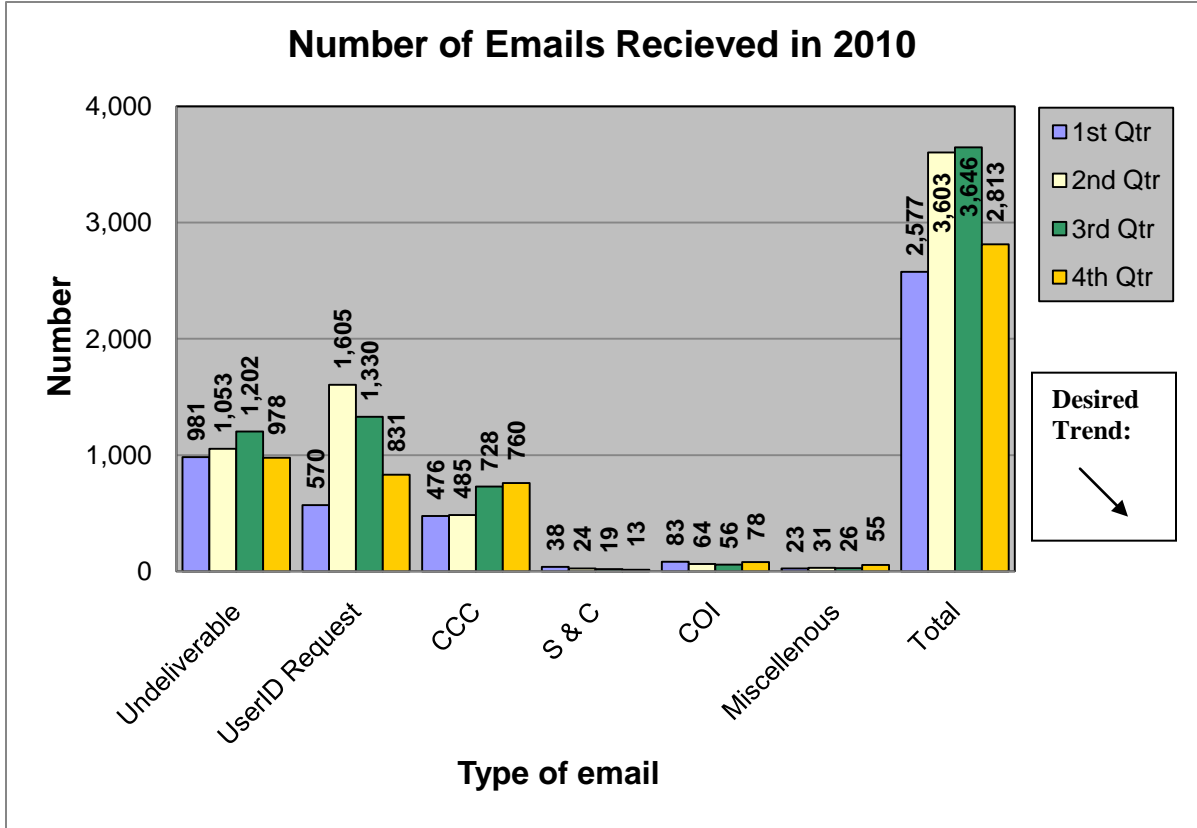
The purpose of this measure is to track the number of email received by Motor Carrier Services.

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 decreased by 404 (48.6 percent) from the fourth quarter 2010 to the first quarter 2011 as customers learned how to reset a password. CCC decreased by 136 (17.9 percent) for the same period due to fewer IRP inquires. The COI increased by 22 (28.2 percent) due to renewal of blanket permits. The overall total decreased 244 (8.57 percent). If undeliverable email are removed, the decrease is 1217 (66.3 percent).



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.

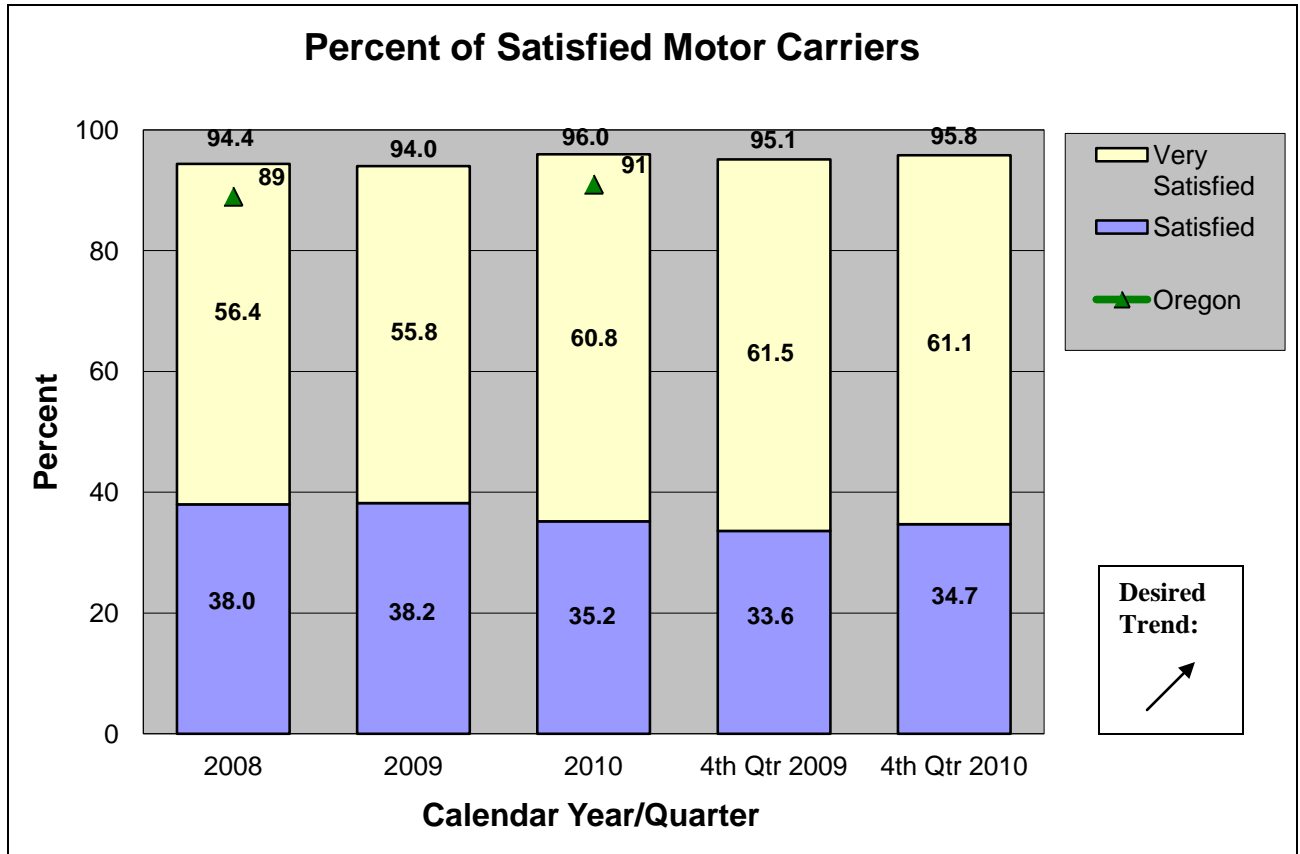
The Oregon Motor Carrier Transportation Division is the benchmark for this measure. Like MoDOT MCS, Oregon MCTD houses most functions required of motor carriers in the state. Unlike MoDOT's quarterly survey, Oregon's survey is conducted in one week, biennially.

Improvement Status:

This data stems from customers' opinions of service received in October, November and December 2010.

MCS earned a customer satisfaction rating of 97.2, up 2.3 versus last quarter. The score is 2.1 points higher 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 fourth quarter 2010 is 62.3 percent, 4.2 points higher than last quarter and up 0.8 percent from 2009.

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



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:

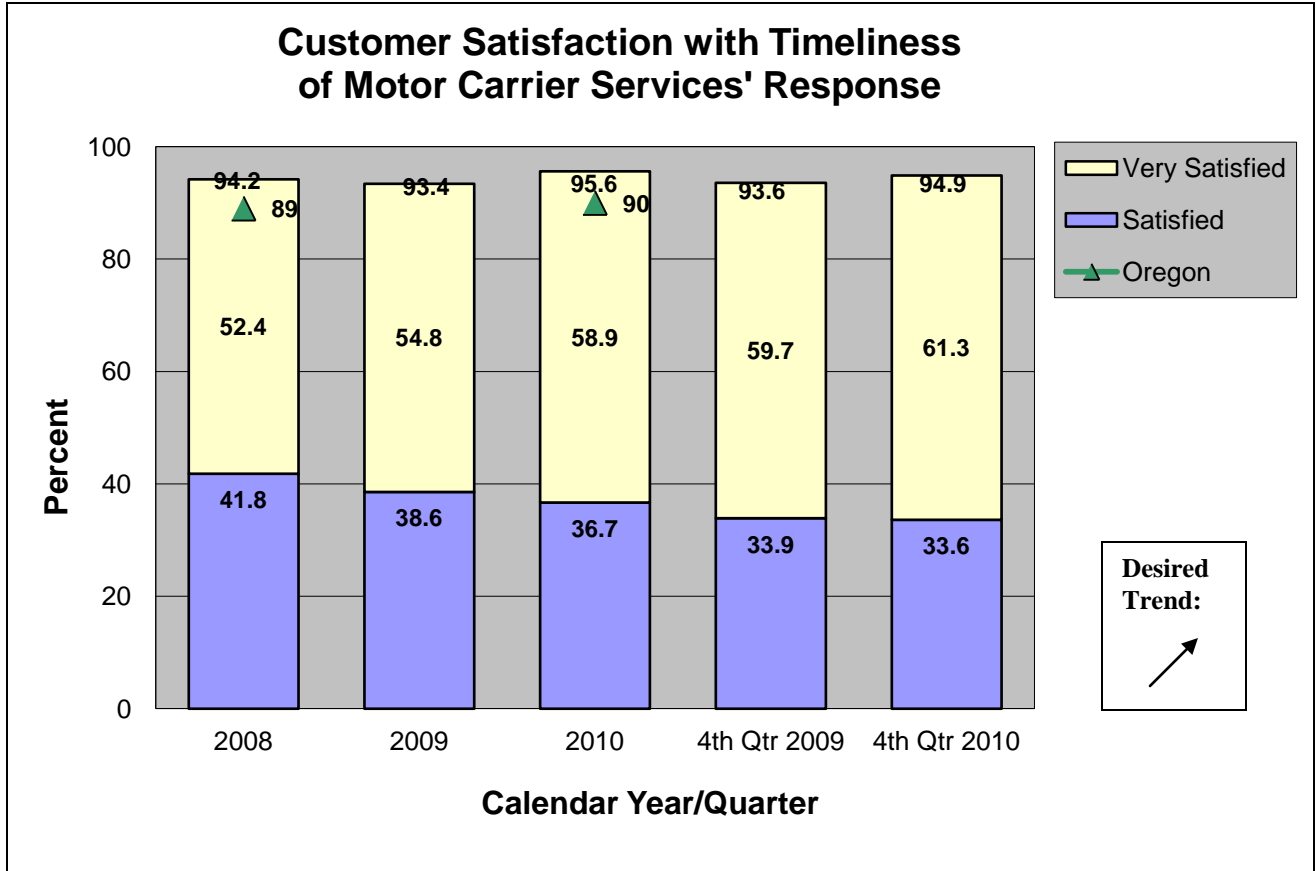
Each month, MoDOT's contractor, Heartland Market Research, LLC, surveys a pool of 800 motor carriers who contacted MCS in the previous month. These customers evaluate their satisfaction with customer service factors across the five MCS program divisions, International Registration Plan, International 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 October, November and December 2010

At 94.9 percent, satisfaction with Motor Carrier Services' timely response is 0.3 points lower than last quarter and 1.4 percentage points higher than the same time last year. The rate of "very satisfied" customers is up 2.5 points since last quarter and is 1.6 points higher than the same time in 2009.



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