

# Motor Carrier Services

## Division Tracker

*Measures of Divisional Performance*



**October 2011**

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## Safe Transportation System

### *Number of interventions conducted*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Jeff Payne, Motor Carrier Investigations Specialists

**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:**

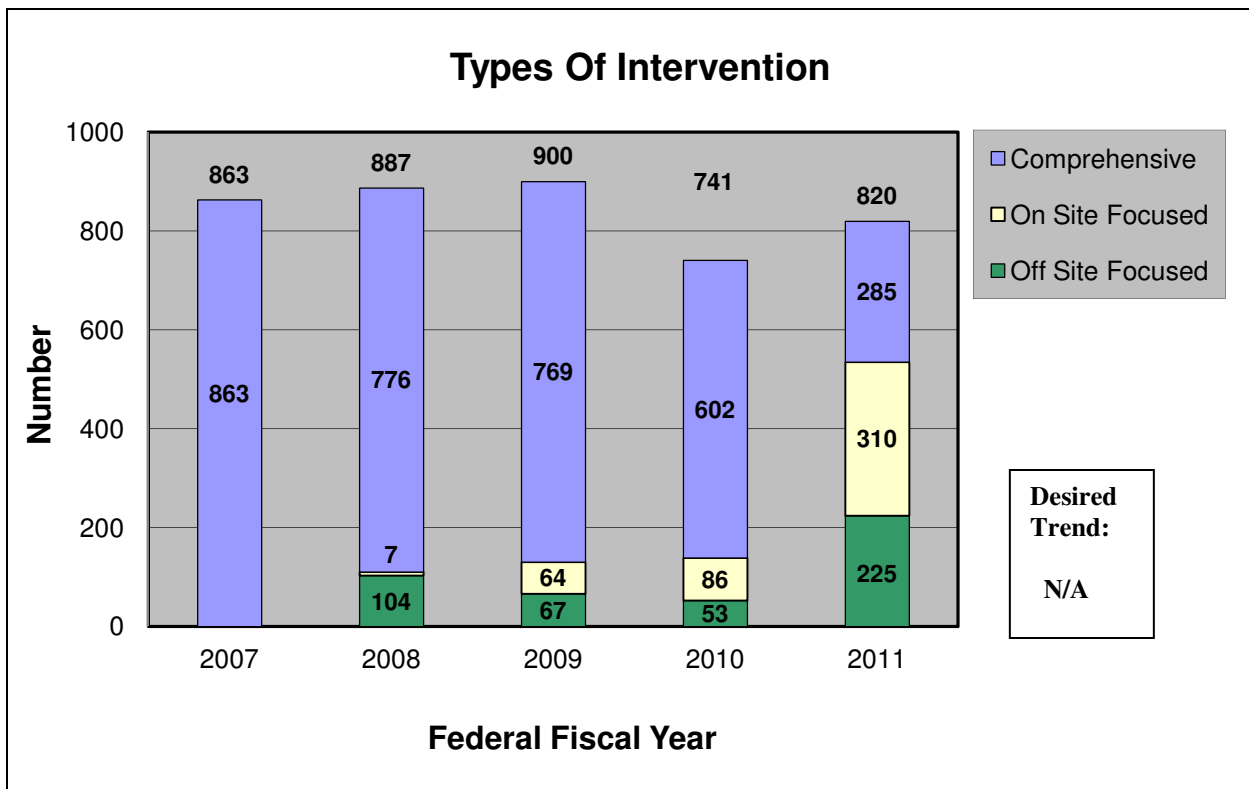
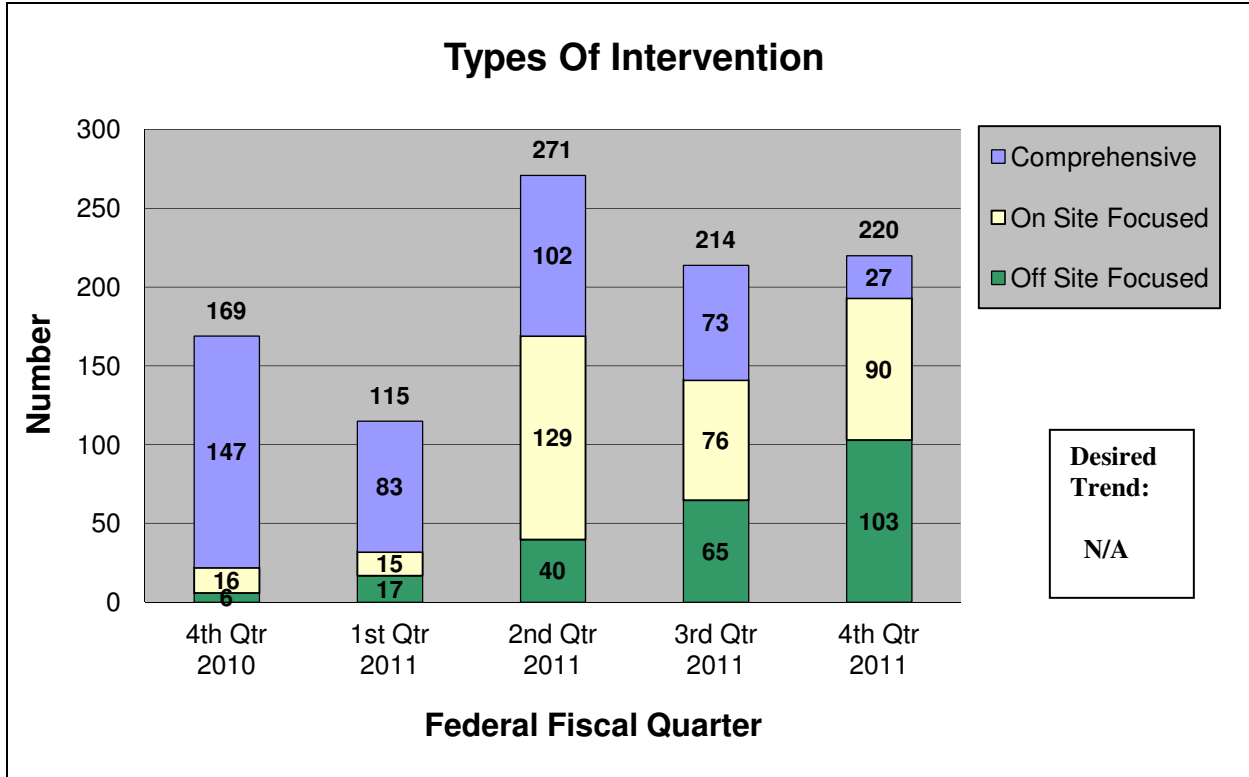
Interventions are an examination of motor carrier operations records, specifically dealing with the following BASICS: Unsafe Driving, Fatigued Driving (Hours-of -Service), Driver Fitness, Controlled Substances and Alcohol, Vehicle Maintenance, Cargo Related, Crash Indicator, and Insurance/Other. Intervention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

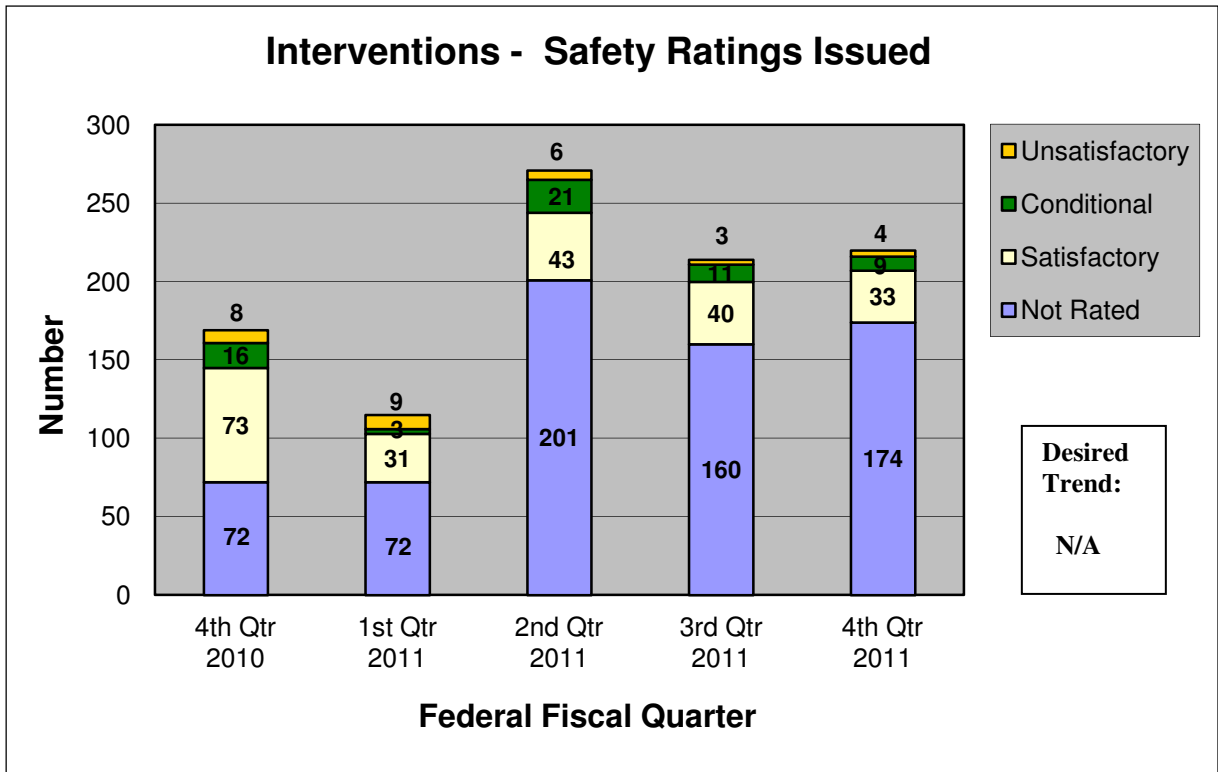
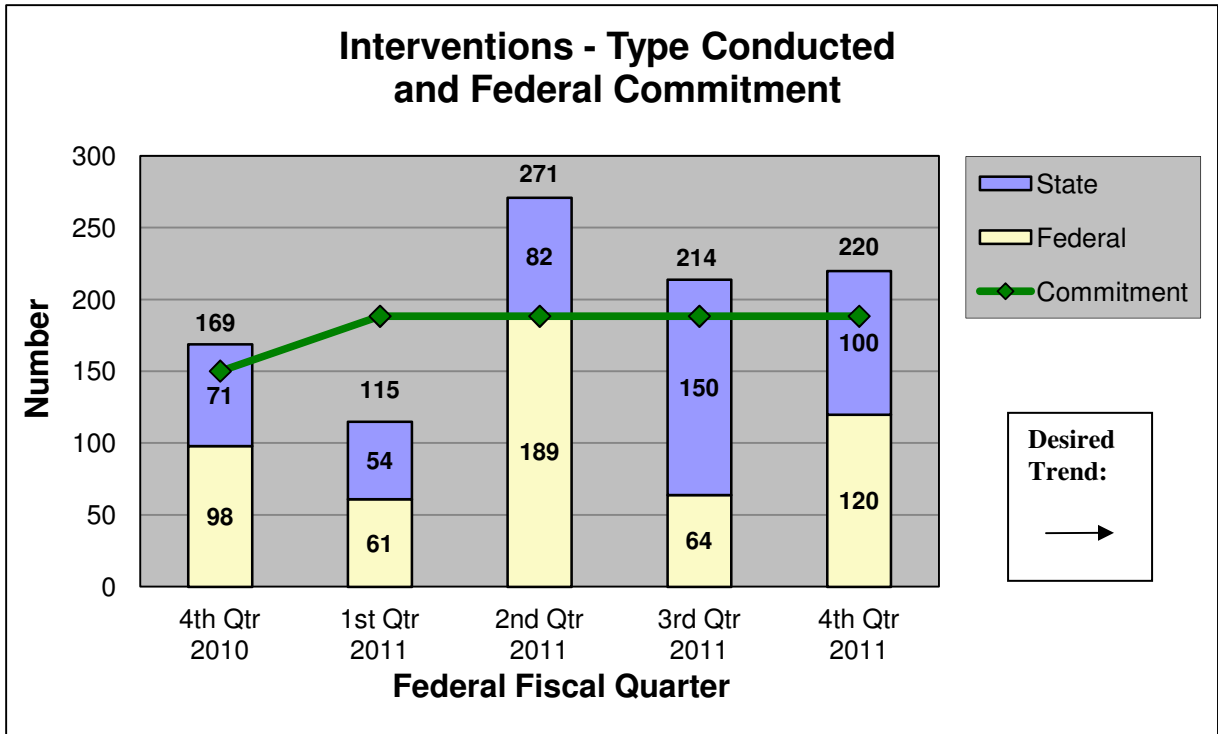
The charts show the number of interventions conducted per quarter and federal fiscal year. Only carriers who have received "on-site" interventions receive a safety rating. The process evaluates safety and assigns one of three ratings to motor carriers operating in interstate or intrastate commerce: satisfactory,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

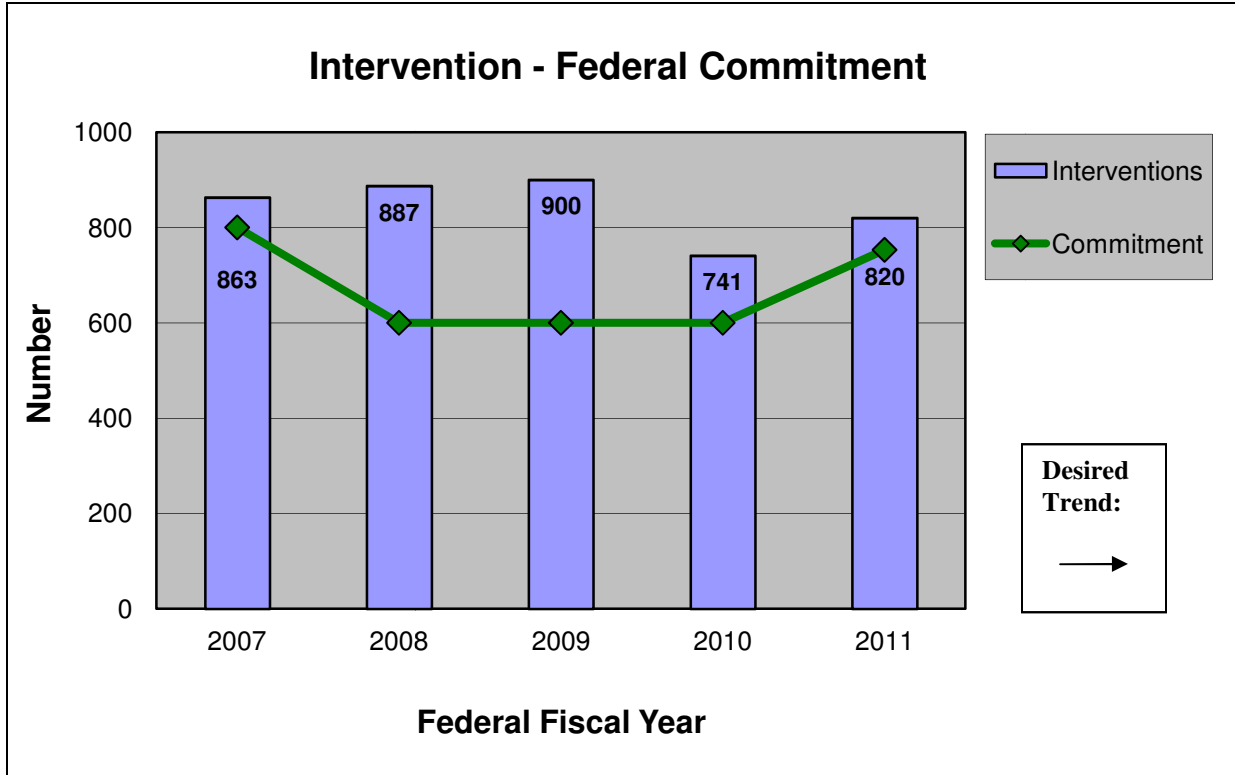
Efforts to improve motor carrier safety include coordinated safety activities of MoDOT, the Missouri State Highway Patrol, the FMCSA and the Kansas City and St. Louis police departments. MCS efforts include carrier safety and hazardous materials training, interactive Internet-based compliance tools and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

**Improvement Status:**

Federal interventions began statewide on September 1, 2010. During the fourth quarter of federal fiscal year 2011, there were a total of 220 interventions completed. Safety & Compliance exceeded its target goal of 753 interventions for federal fiscal year 2011, by completing a total of 820 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.

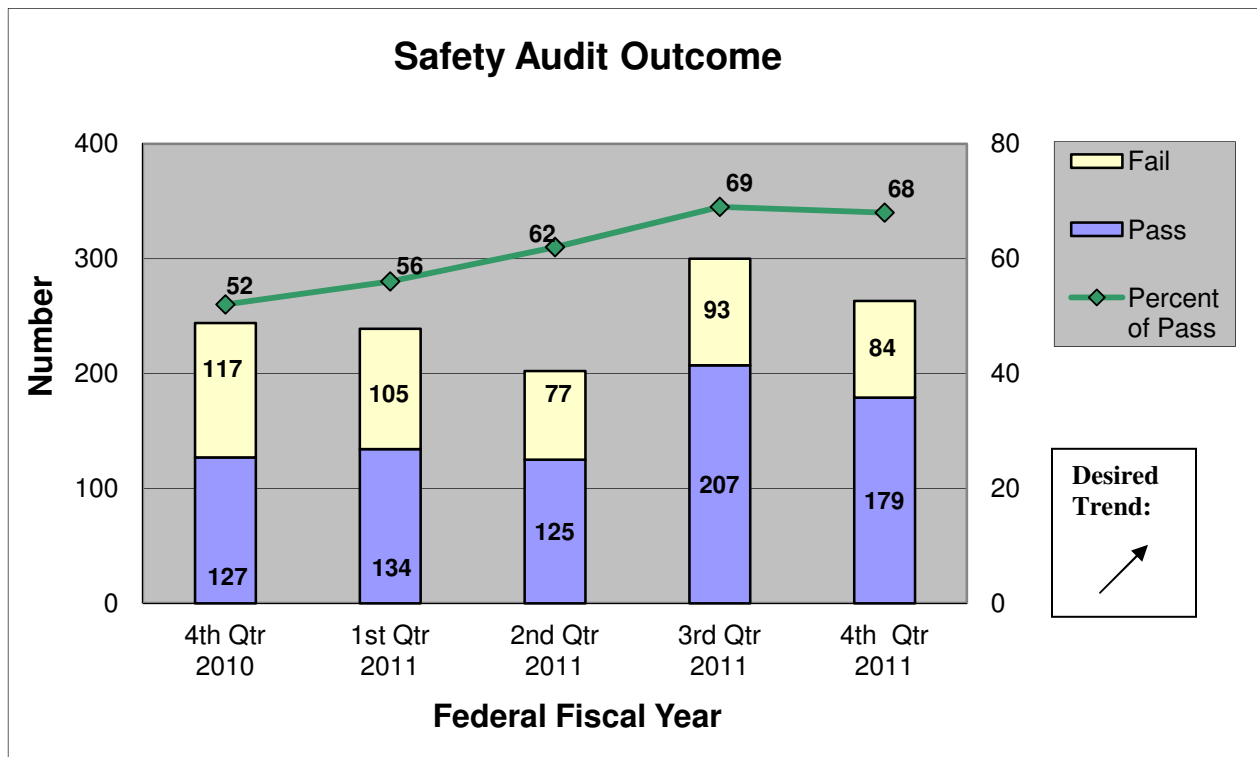
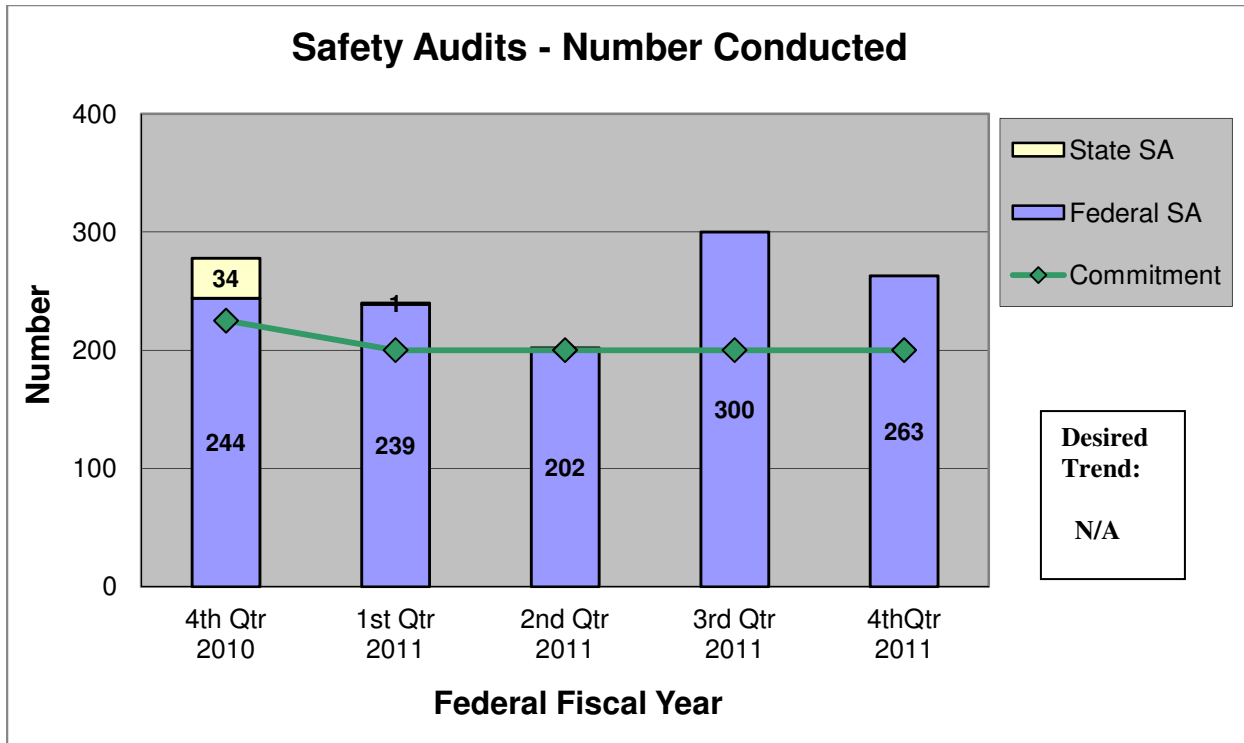
The charts below shows the number of SAs conducted per quarter together with the outcome of the safety audit. A pass or fail designation is issued to a motor carrier upon completion of the SA and indicates the new motor carrier's understanding of the FMCSRs and level of compliance at the time of the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

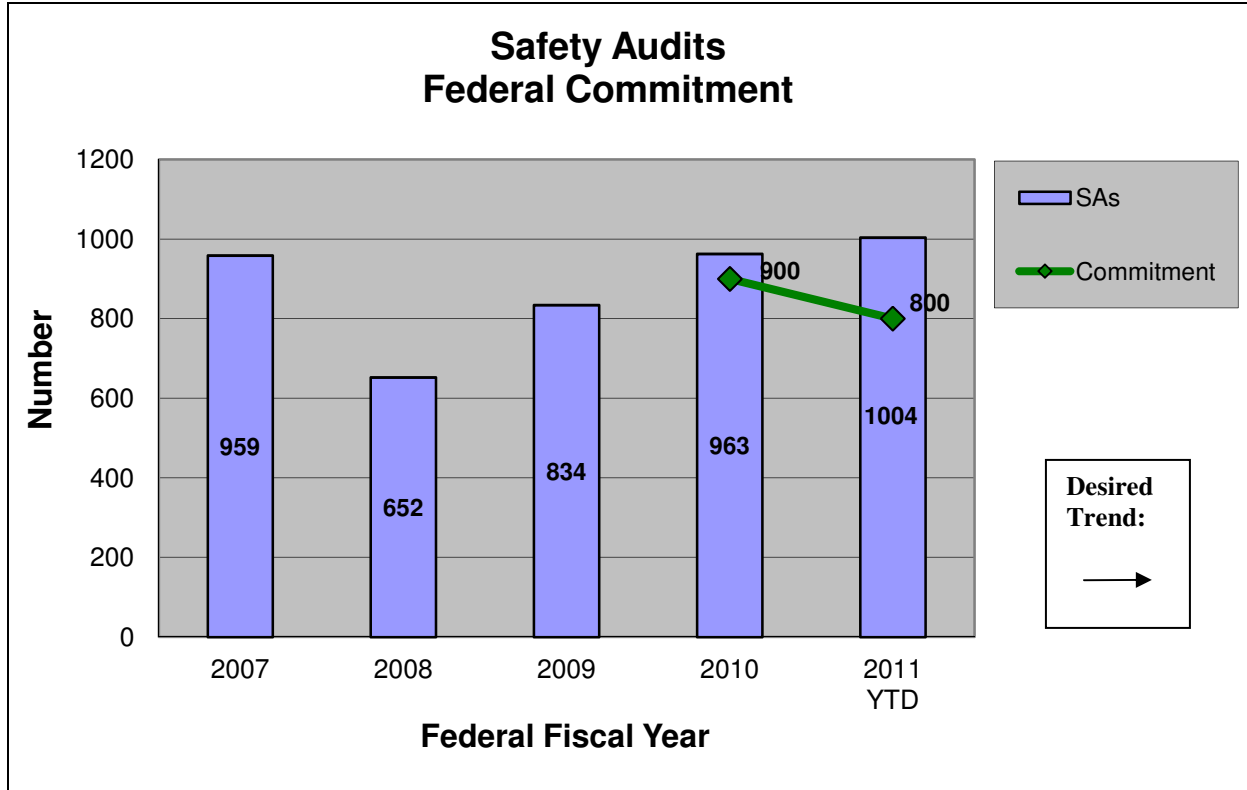
**Improvement Status:**

During the fourth quarter of federal fiscal year 2011, MCS conducted 263 federal SAs. This is a decrease of 37 SAs from the third quarter of 2011 and an increase of 19 from the same quarter in 2010.

During the fourth quarter of federal fiscal year 2011, 68 percent of new entrant carriers passed the federal safety audit, a decrease of one percent from the third quarter of FFY 2011. Since the fourth quarter of 2010, safety audits resulting in a "Pass" rating have increased 16 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.

FMCSA made changes to the Safety Audit program May 2, 2011 that positively impacted the outcome of SAs. Previously, safety violations that occurred in the past even though corrected by the motor carrier prior to the safety audit resulted in a failed SA. Now carriers are given credit for the corrections and issued a pass SA designation. This policy change will positively affect the percentage of pass SAs in the future.





## 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.

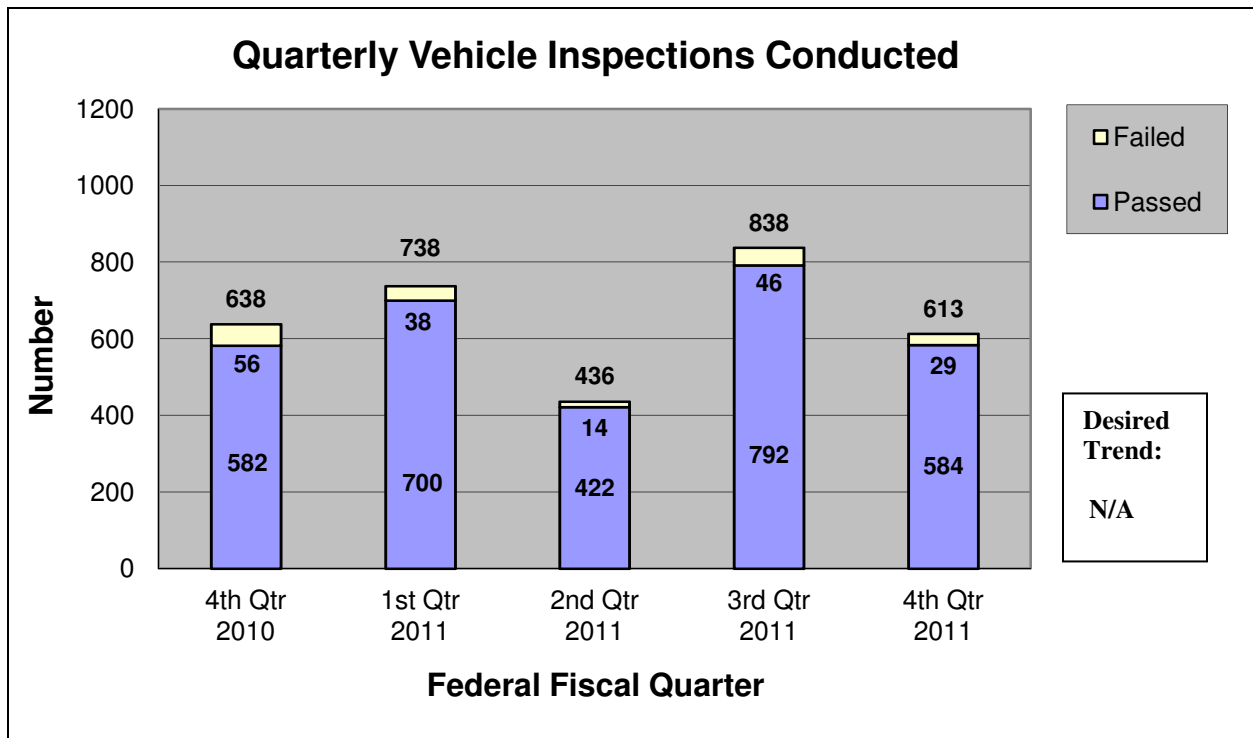
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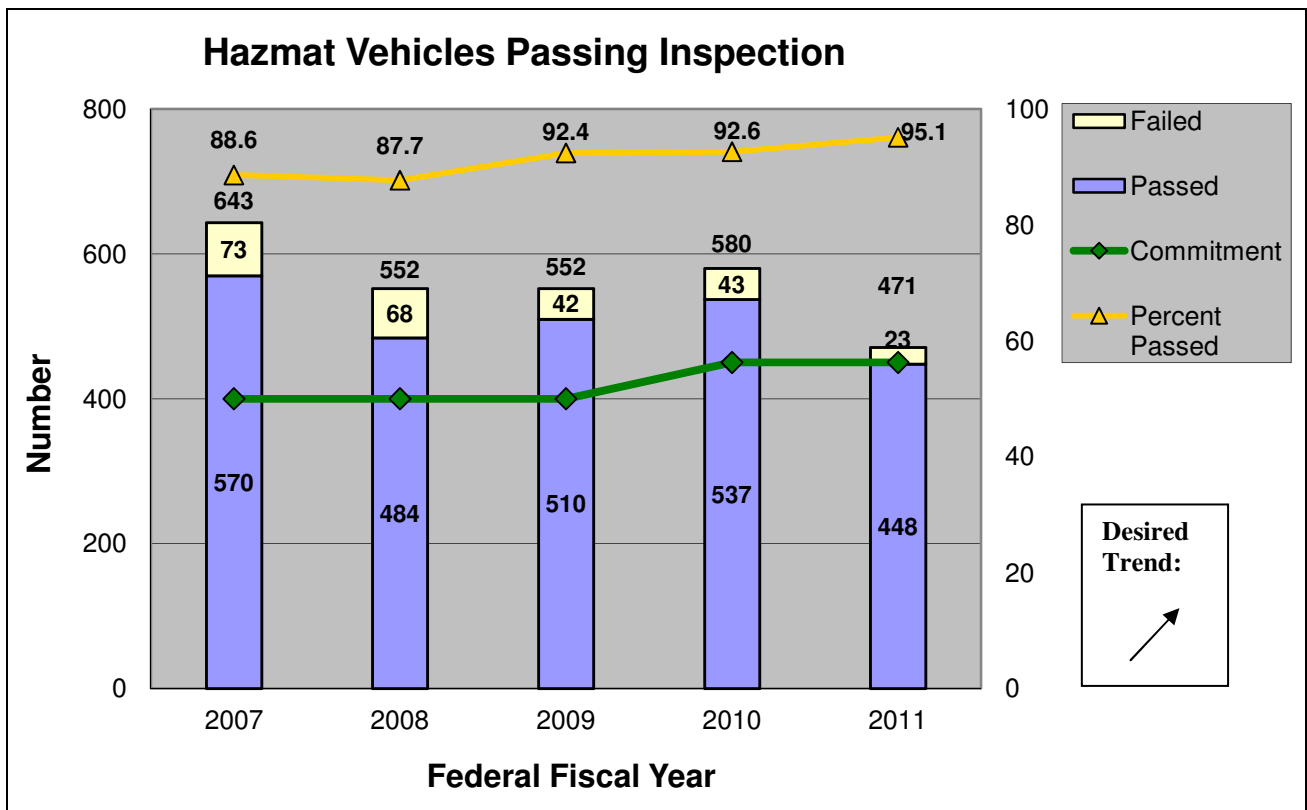
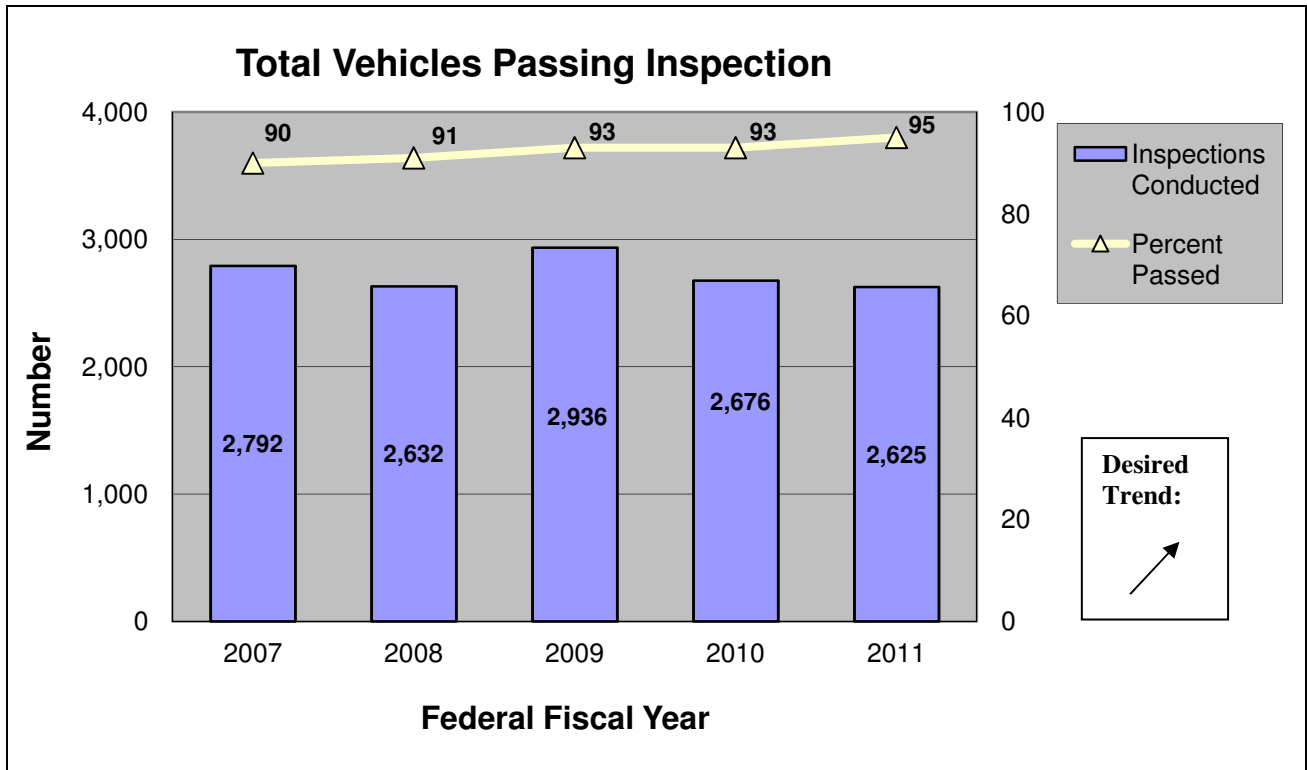
Vehicle safety inspections are examinations of motor carriers' commercial motor vehicles and records at a fixed terminal or destination facility. The inspection assesses the compliance of a company's motor vehicles and/or its drivers with Federal Motor Carrier Safety Administration safety, economic and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

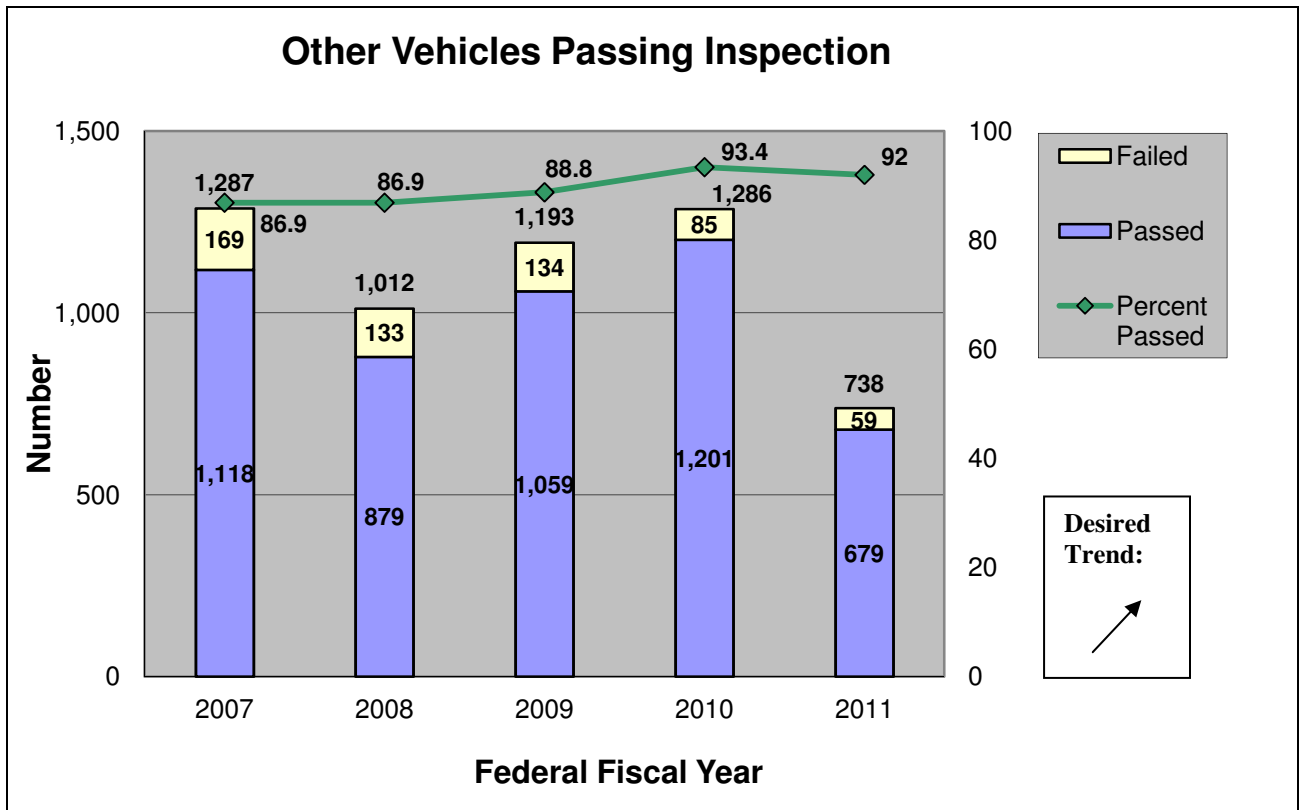
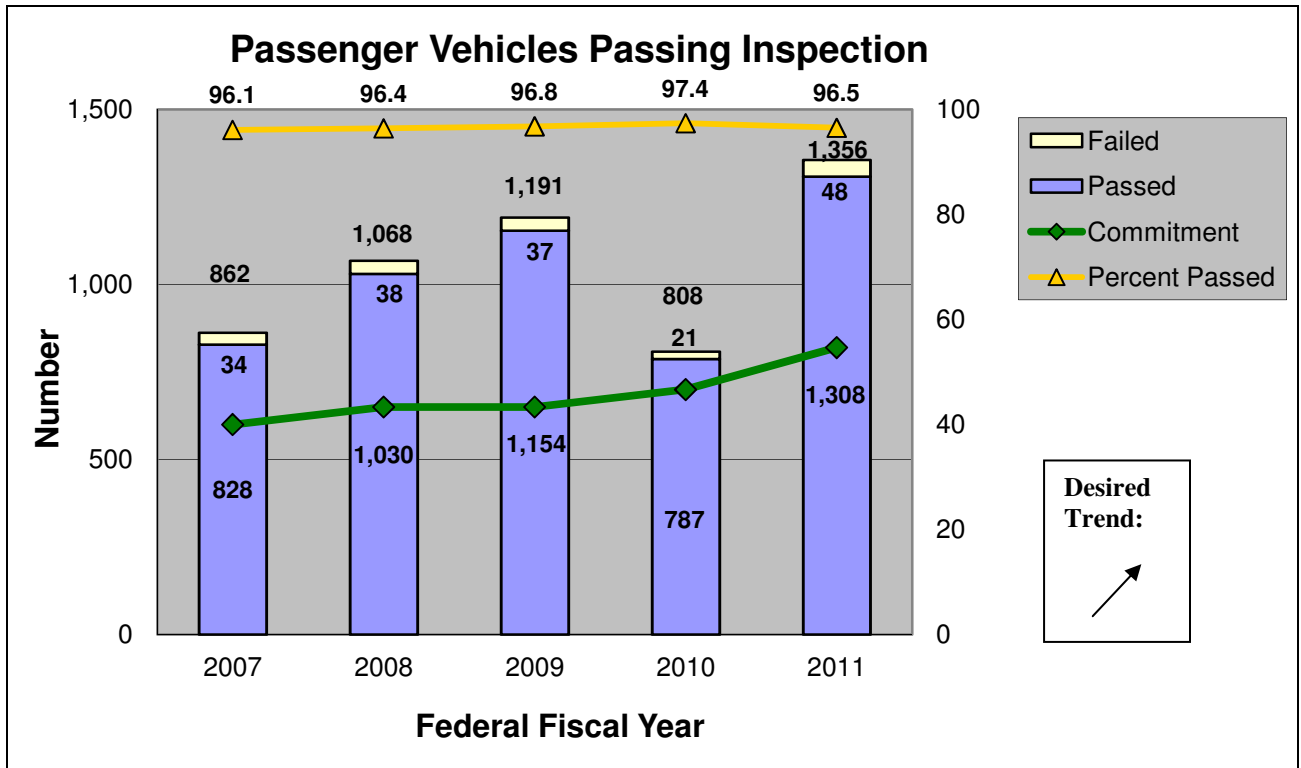
The first chart shows the number of vehicle inspections conducted per quarter and the percent that passed inspection. Additional charts report the total number of inspections conducted by category for the federal fiscal year and year to date, including those conducted in partnership with outside agencies.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

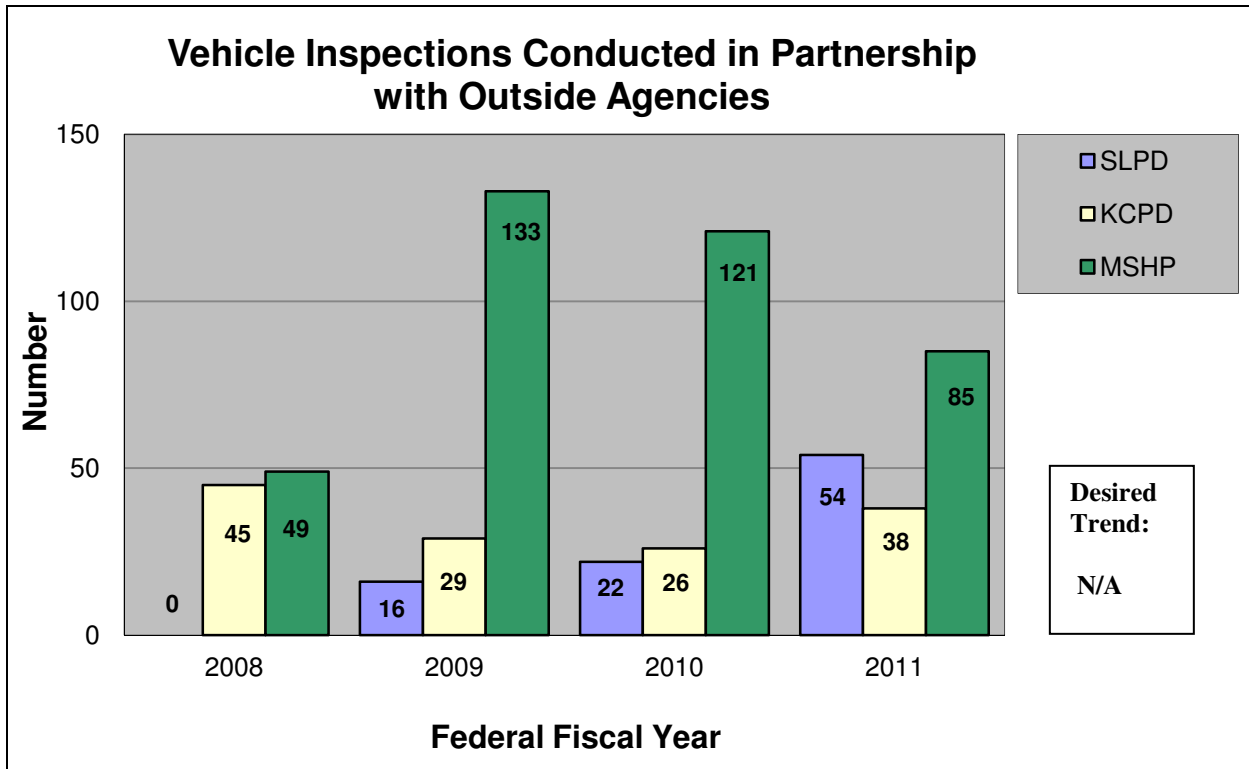
**Improvement Status:**

In the fourth quarter of federal fiscal year 2011, Motor Carrier Services conducted 613 vehicle safety inspections. This is a decrease of 25 inspections compared to the fourth quarter of fiscal year 2010. The decrease in inspections is due to a reduction of staff and leveling resources. During federal fiscal year 2011, 95 percent of the 2,625 vehicles inspected passed inspection.









## Safe Transportation System

### *Roadside inspection and out-of-service rate*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Jerry Baker, Transportation Program Manager

**Purpose:**

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

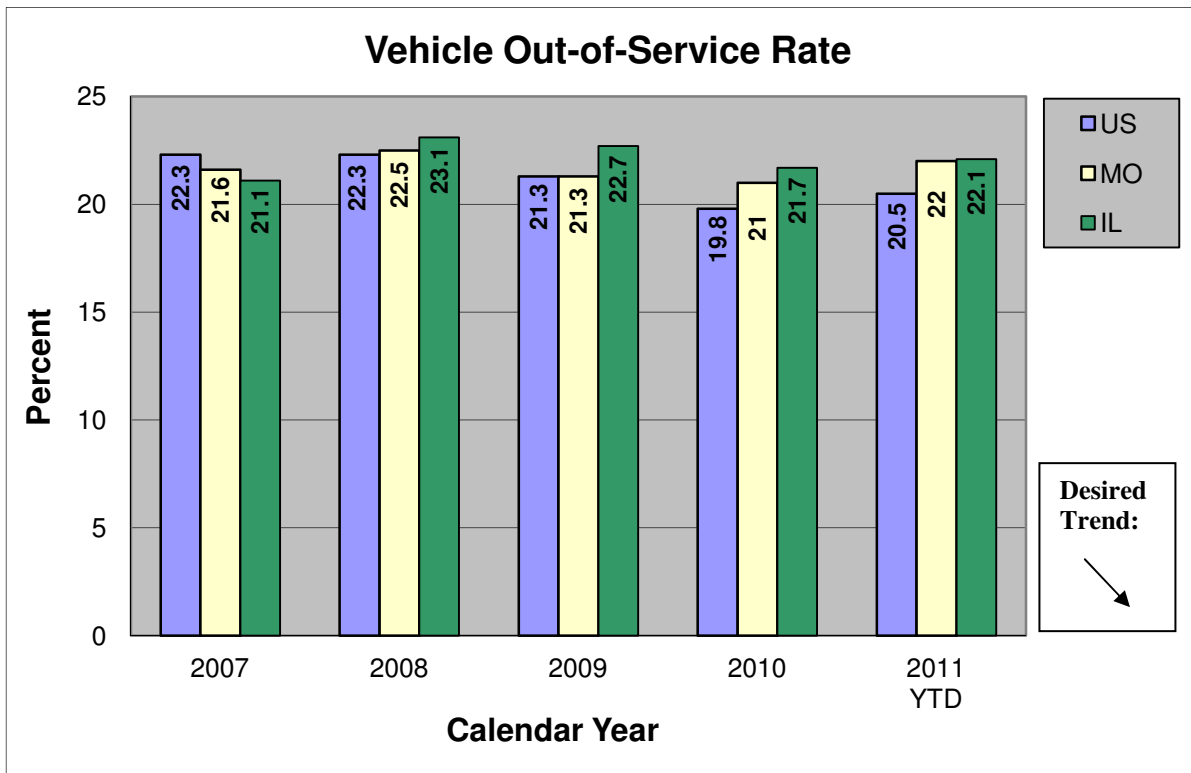
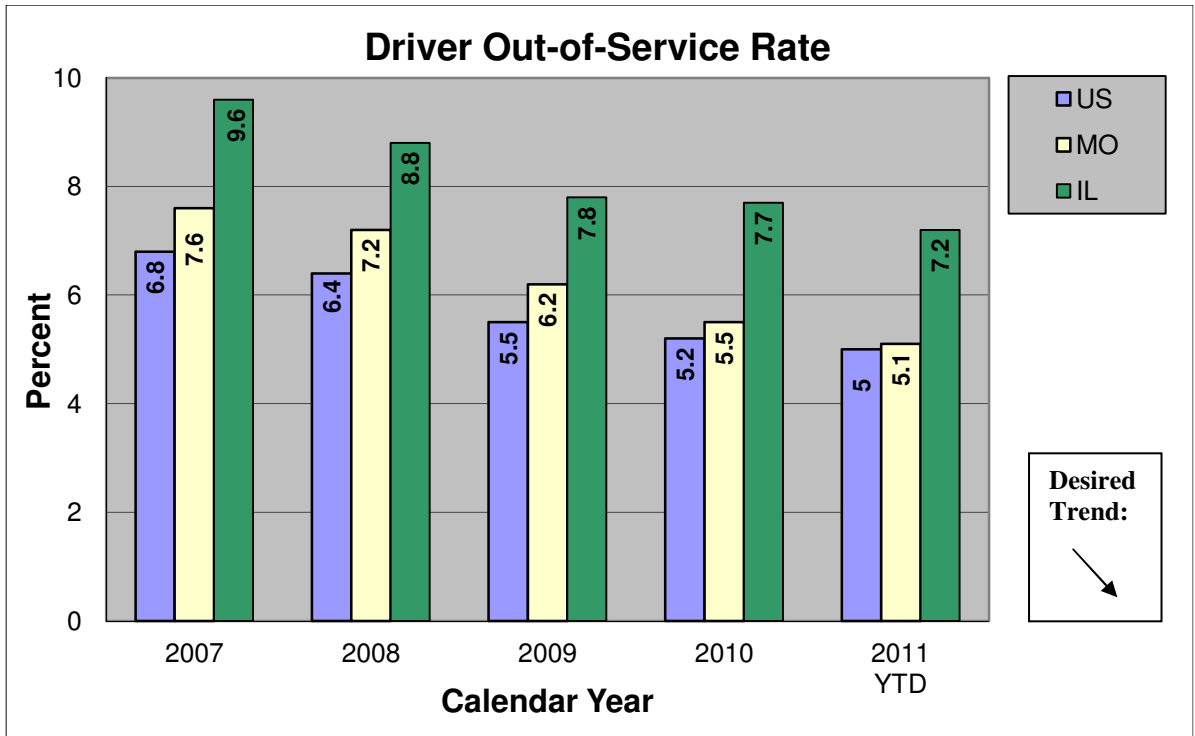
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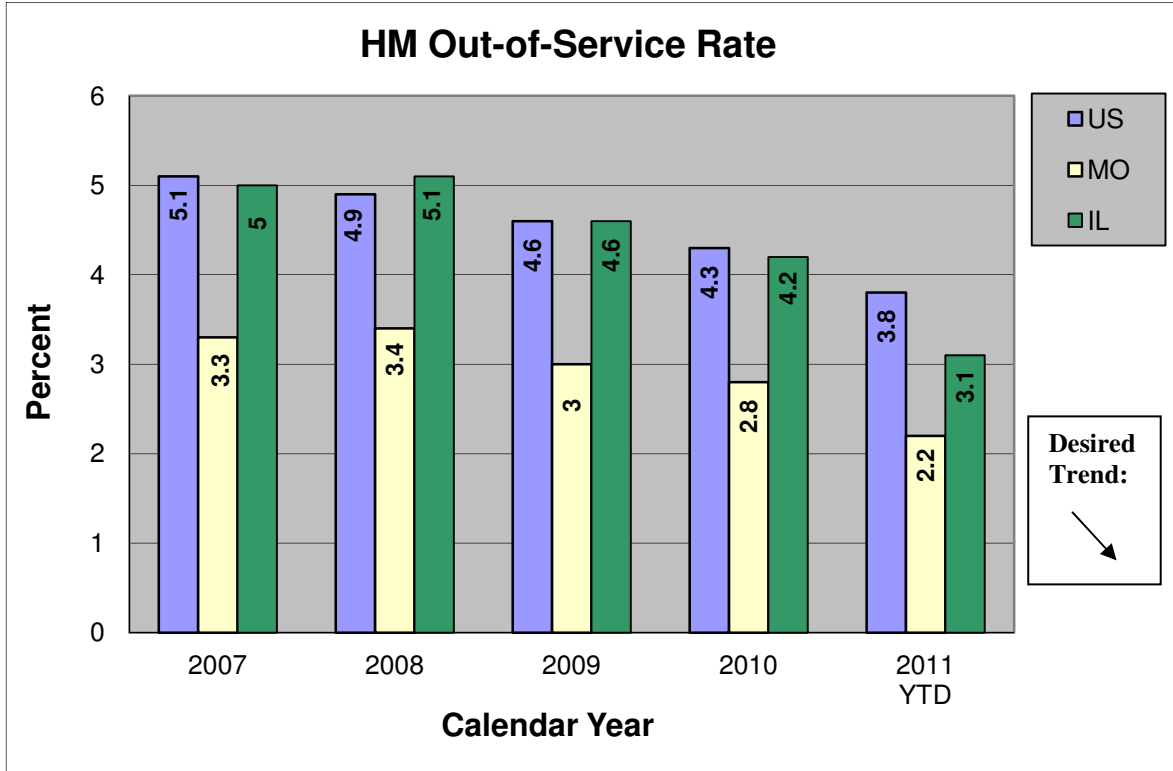
Roadside safety inspections are conducted on commercial motor vehicles and drivers en route by the Missouri State Highway Patrol, Kansas City Police Department and the St. Louis Metropolitan Police Department. The Safety and Compliance Section of the Motor Carrier Services Division of MoDOT conducts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

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

**Improvement Status:**

The driver out-of-service rate for Missouri based carriers declined from CY 2007 through the third quarter of CY 2011. The vehicle out-of-service rate for Missouri based carriers declined in CY 2009 and CY 2010 and slightly increased for the third quarter of 2011. The hazardous material out-of-service rate declined over the last three years and is consistently below the national average and the out-of-service rate for Illinois-based carriers. Vehicle out-of-service data is used to develop programs to assist Missouri carriers with an alert Vehicle Maintenance BASIC to lower the vehicle out-of-service rate. In addition, Safety and Compliance investigators monitor the safety data of the largest Missouri carriers. The goal is to alert carriers if 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*.

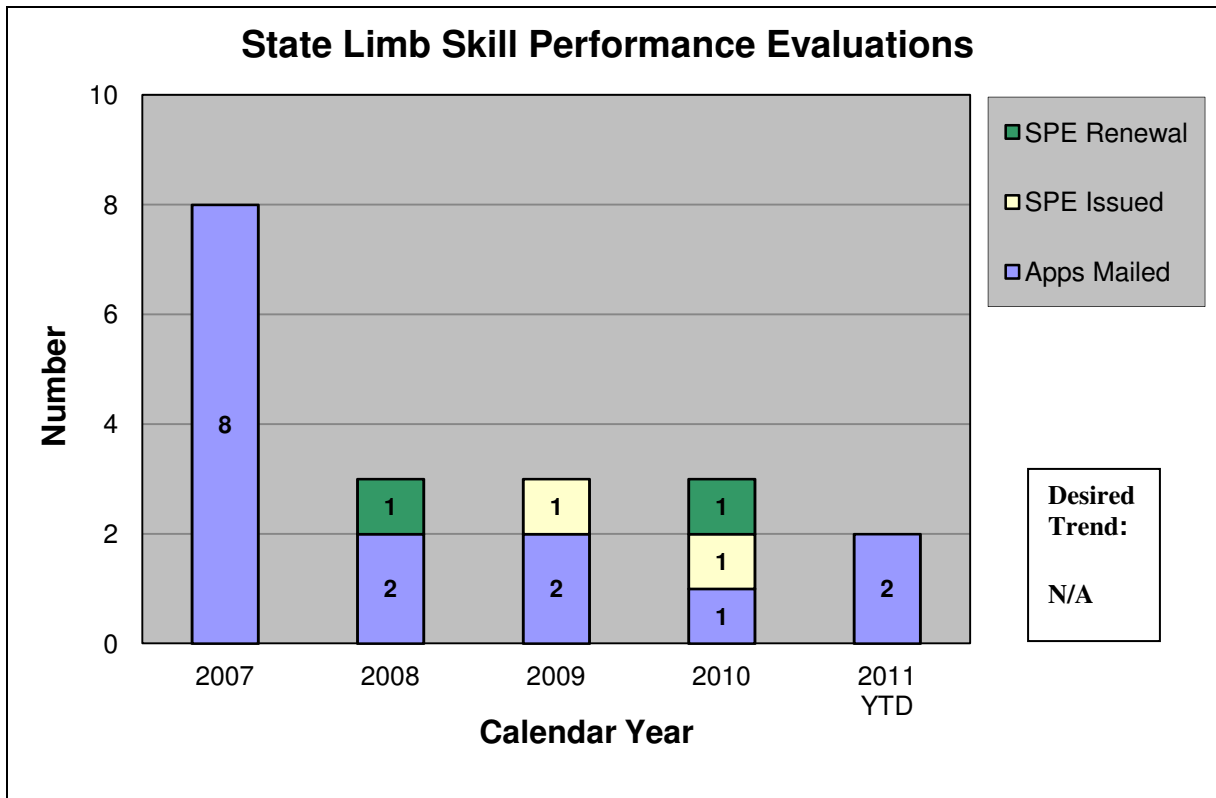
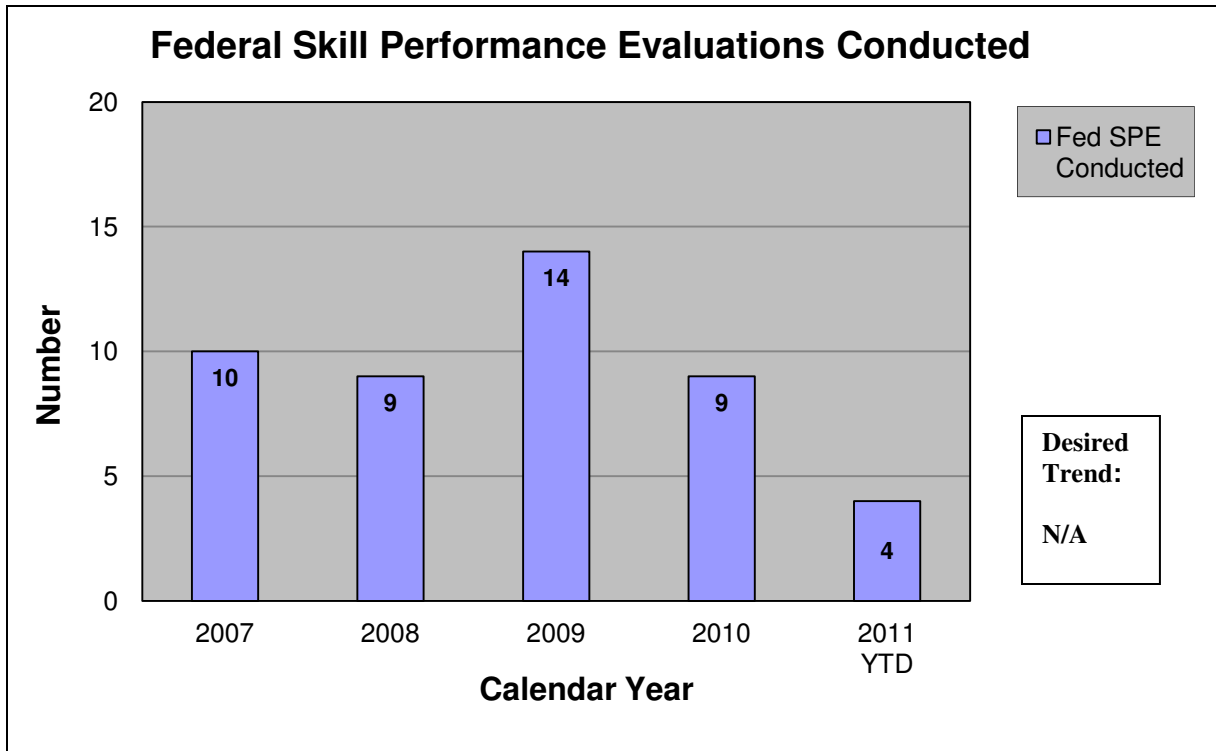
Applications for an SPE Certificate to operate intrastate commercial motor vehicles must be filed by an individual applicant-driver, either alone, or jointly with a sponsoring employer. SPEs are valid for a maximum of 24 months and may limit the driver to operating a commercial motor vehicle specially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

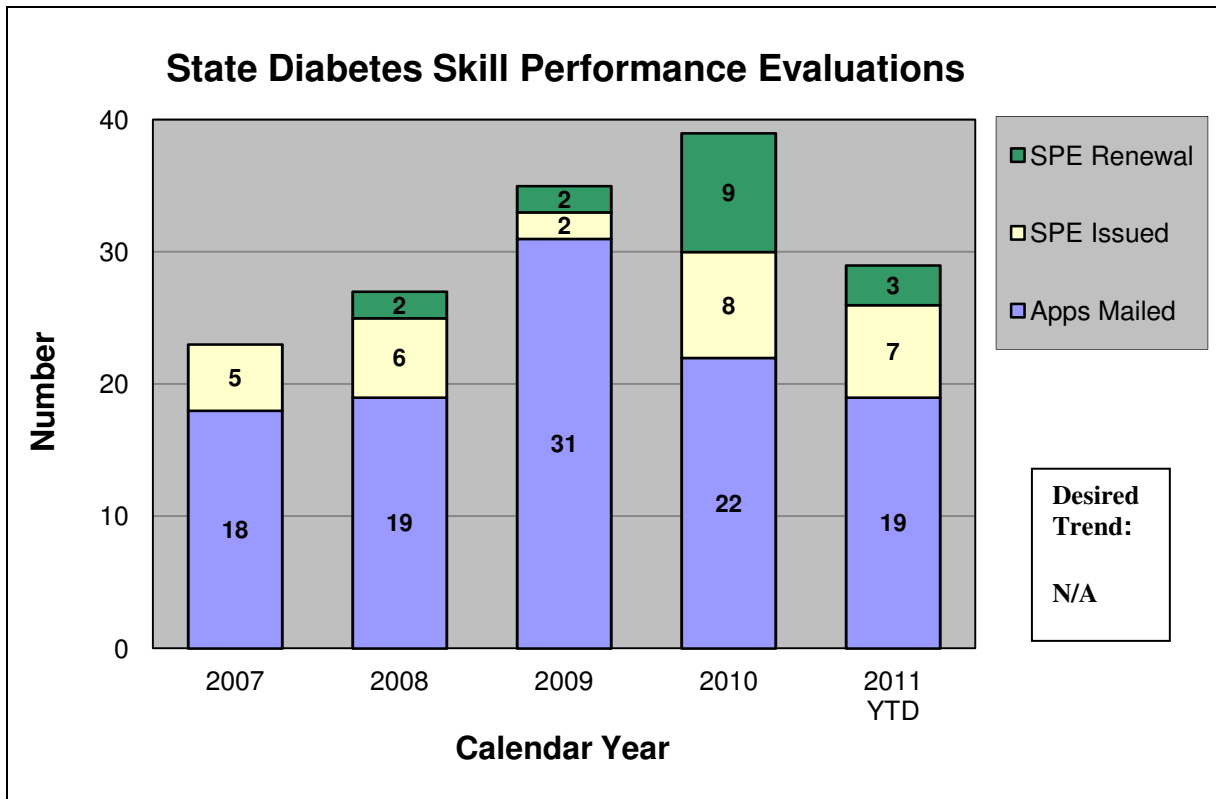
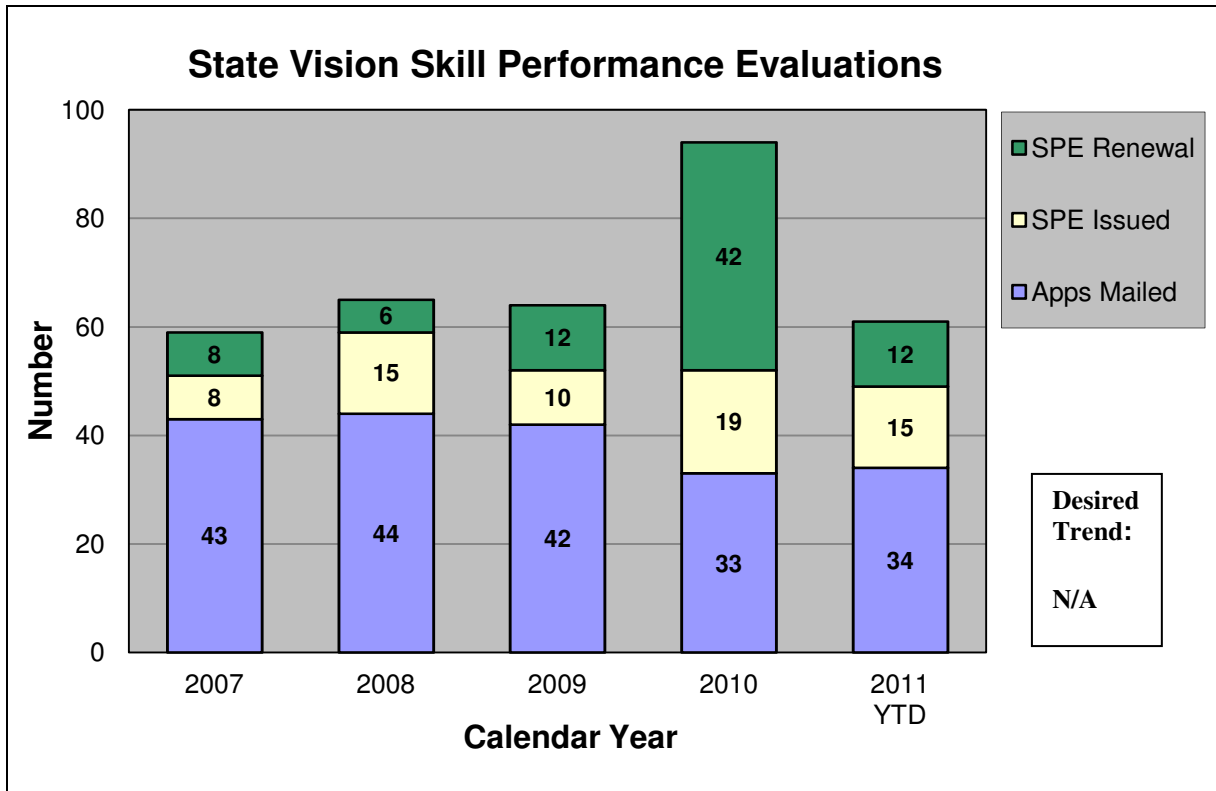
MoDOT currently offers this program only for intrastate drivers. Anyone seeking a medical exemption for interstate transportation must submit an application to the Federal Motor Carrier Safety Administration. MoDOT can waive some state application requirements if an applicant for an intrastate SPE Certificate 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 September 2011, MCS received 537 applications for waivers. A total of 89 SPE certificates are active: 65 for vision, 22 for diabetes and 2 for limb impairment.





## Safe Transportation System

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

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Darrell Colvin, Motor Carrier Investigations Specialist

**Purpose:**

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

**Description:**

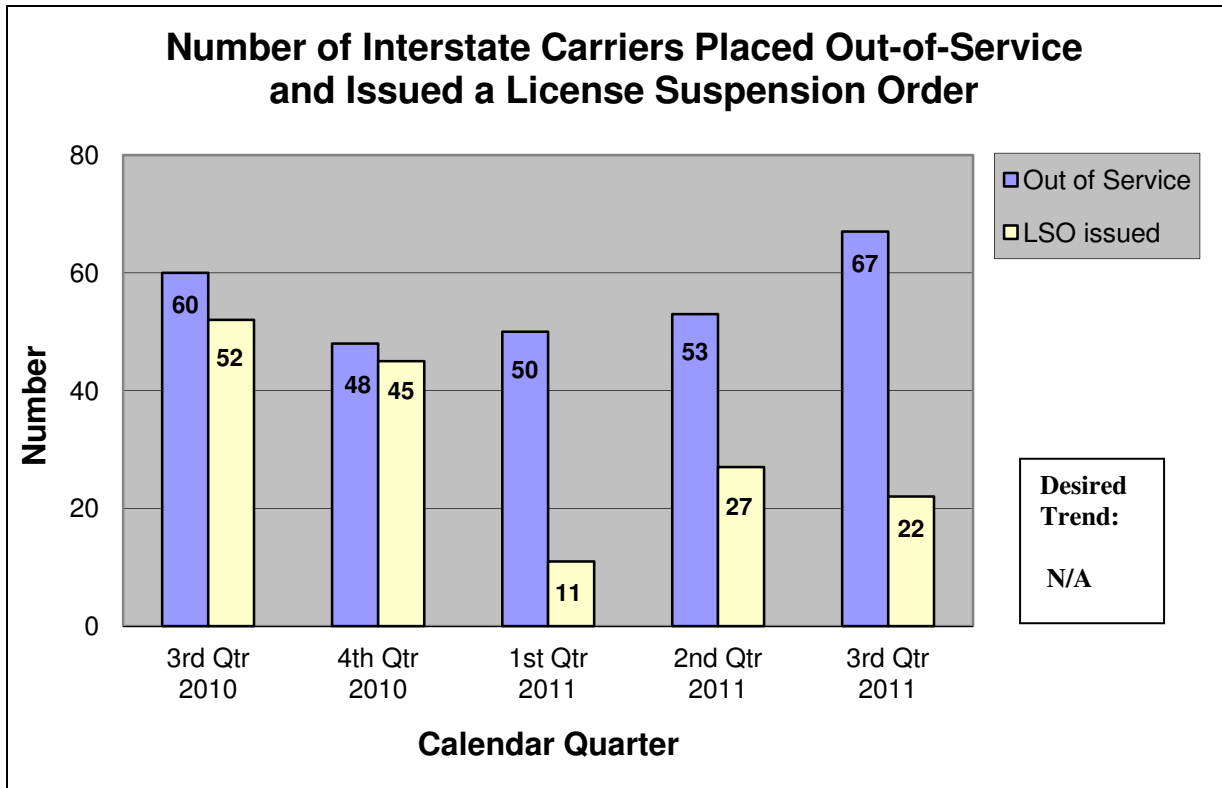
MoDOT implemented the interstate PRISM program in 2007. The FMCSA sends MCS investigative personnel federal out-of-service orders for Missouri-based carriers. Missouri-based carriers are placed interstate out-of-service for one or more of the following reasons: failing new entrant safety audit, failing to pay federal fines, not allowing federal safety audit to be conducted, final unsatisfactory safety rating and being declared an imminent hazard. When a federal out-of-service order is issued, MCS issues the carrier a license suspension order. An out-of-service carrier must turn in their license plates, registration certificates, permits and other credentials. They cannot operate in interstate commerce and are placed back in service only after the federal out-of-service order and license suspension order are rescinded. On the 15<sup>th</sup> 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.

In 2010 the New Entrant Strategic Plan was developed to assist a new motor carrier in becoming compliant, safe, and successful. The plan includes conducting Safestart presentations with new motor carrier applicants that come to MCS' main office to register, leaving informational guidance with carriers that fail a new entrant safety audit, tracking each new entrant that fails and contacting them approximately 30 days prior to their potential federal out-of-service date; reminding carriers of the corrective action plan requirements, and help, if needed, with the plan submittal.

**Improvement Status:**

During the third quarter of 2011, MCS Safety and Compliance received out-of-service orders for 67 interstate motor carriers placed out-of-service by the FMCSA. Twenty-two out-of-service carriers were identified and issued license suspension orders. Forty-five carriers placed out-of-service for failing their new entrant safety audit were not issued license suspension orders.

The 67 out-of-service orders from the FMCSA include: three orders to carriers that owe federal penalties, one carrier that received a final unsatisfactory safety rating, three carriers who did not respond to expedited actions, and 60 orders to new entrant carriers. Fifteen new entrants were placed out-of-service due to failing to allow a federal safety audit to be conducted. Forty-seven new entrants failed their federal safety audit and did not submit a corrective action plan within the required time limitations.



# Safe Transportation System

## Percent of commercial motor vehicle drivers using seat belts

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Mark Biesemeyer, Motor Carrier Project Manager

**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.

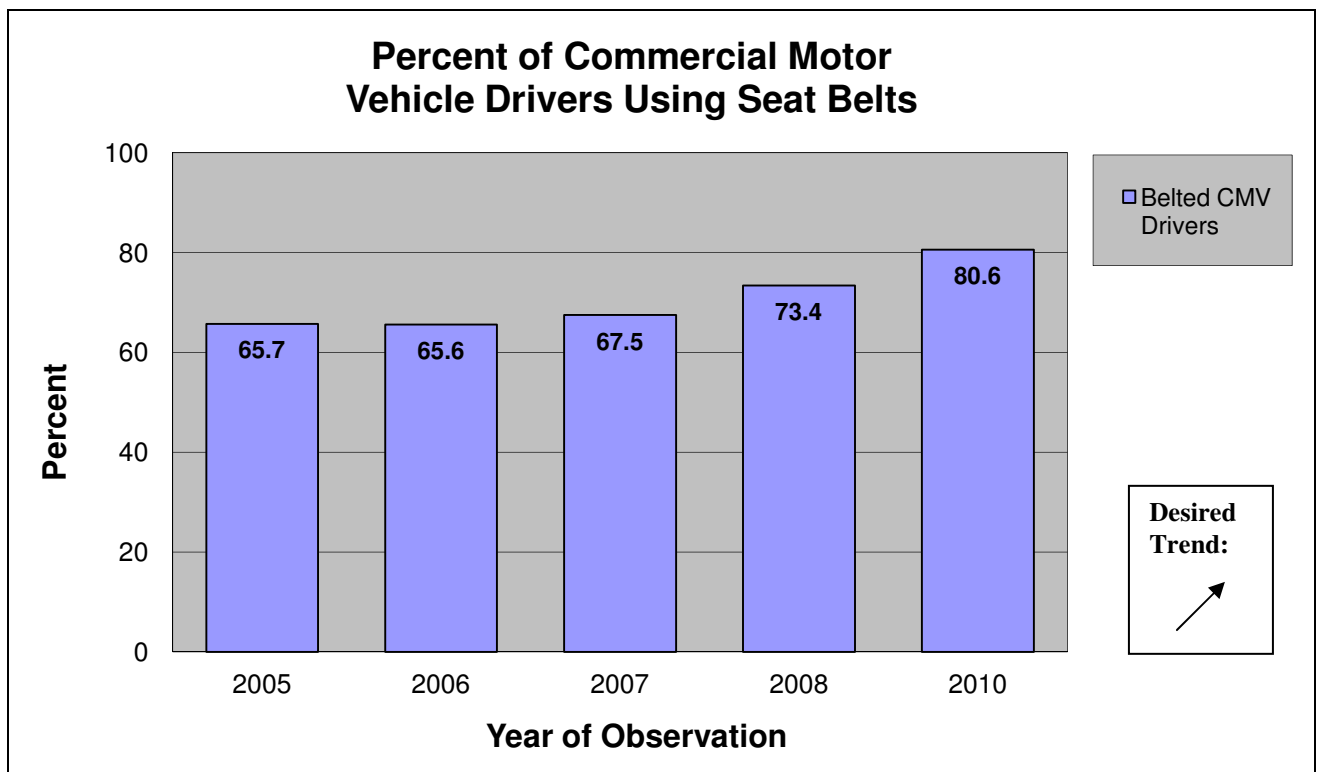
Data for studies in 2004, 2005 and 2006 are not as statistically valid as those in 2007 to 2010 because the total number of observations was lower.

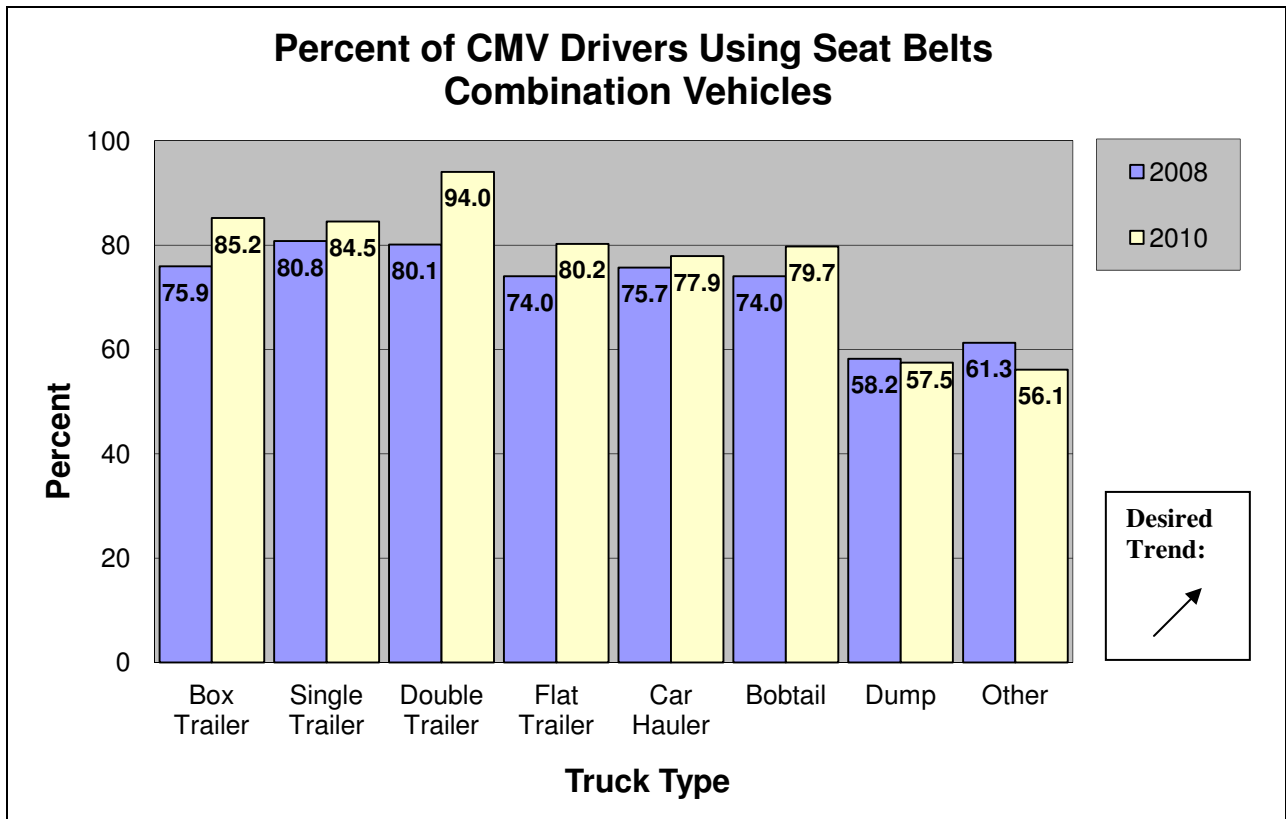
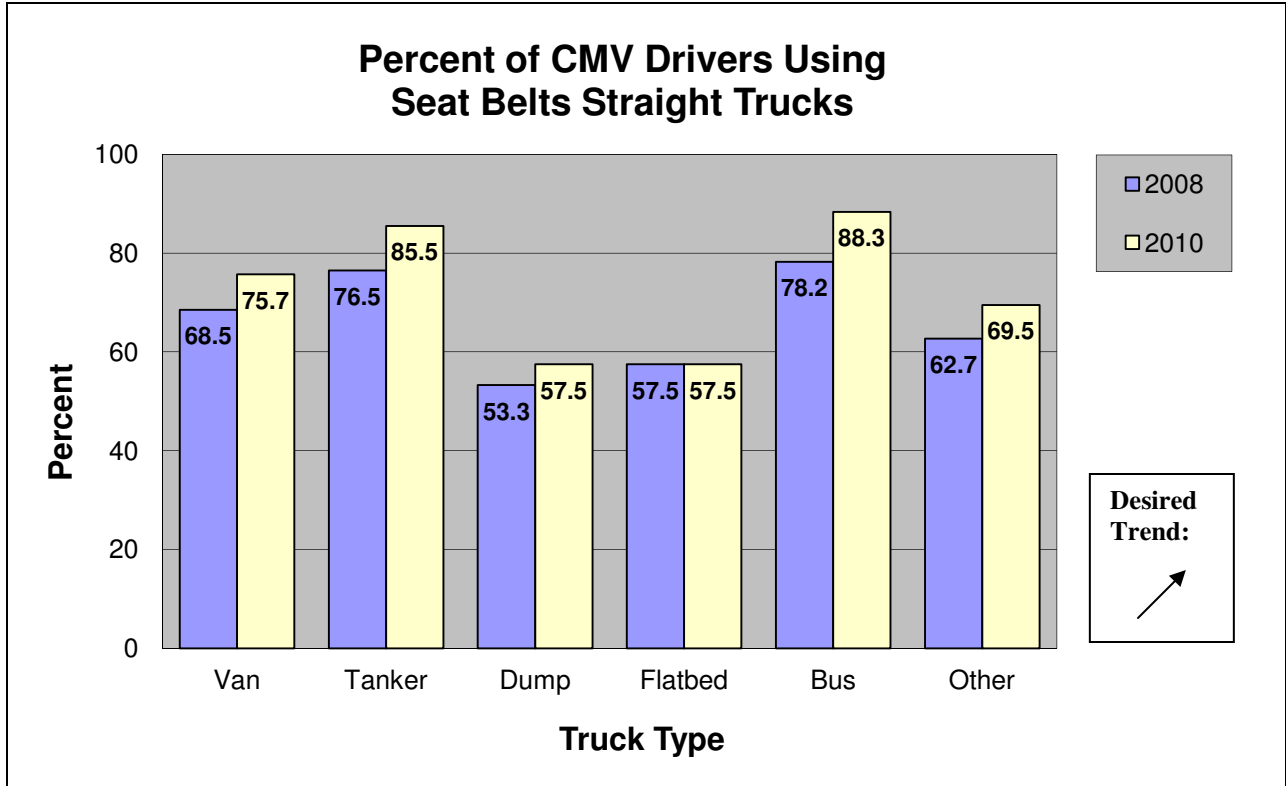
The 2009 CMV Driver Safety Belt Usage Study by the federal government reports a usage rate of 74 percent.

**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.





## Outstanding Customer Service

### *Average phone queue time and calls*

**Motor Carrier Services Director:** Jan Skouby

**Measurement Driver:** Aaron Hubbard, MCS System & Training Analyst

**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, International Fuel Tax Agreement 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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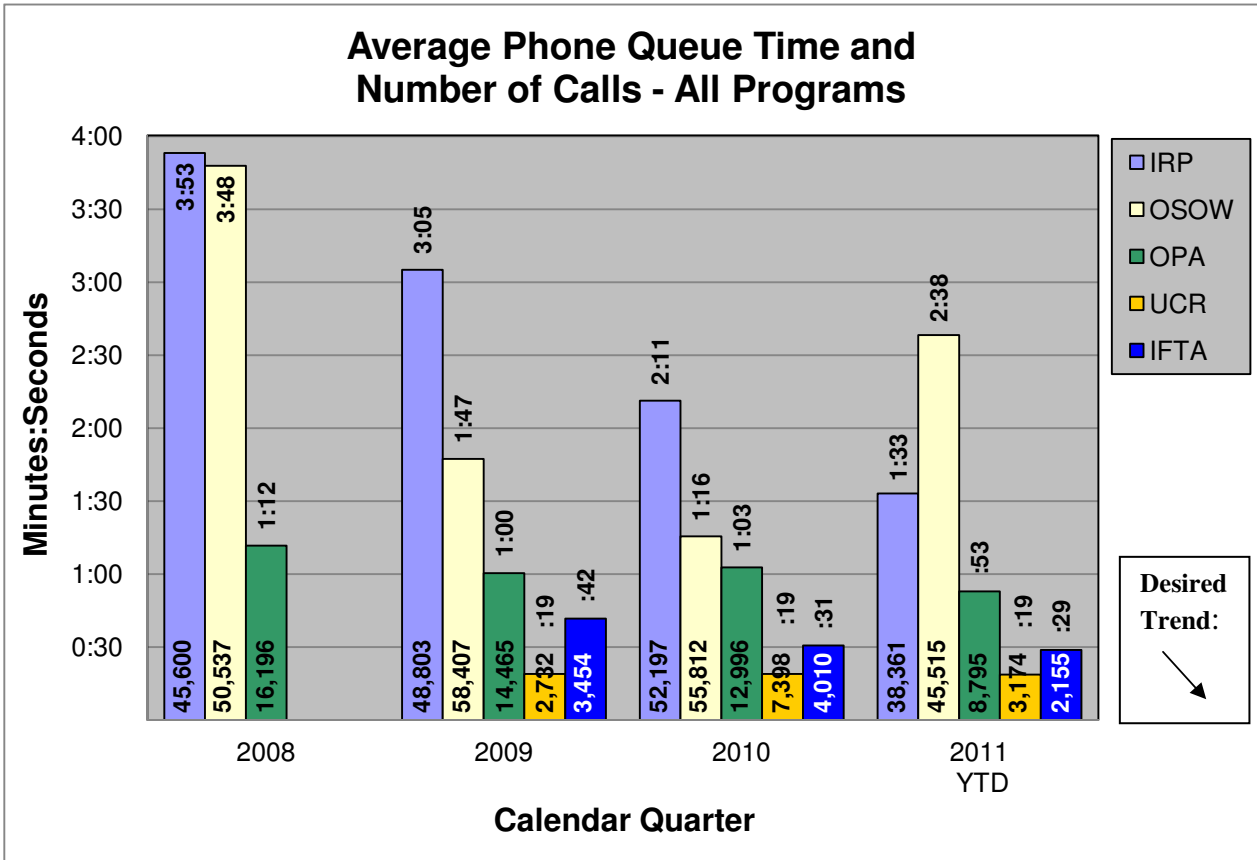
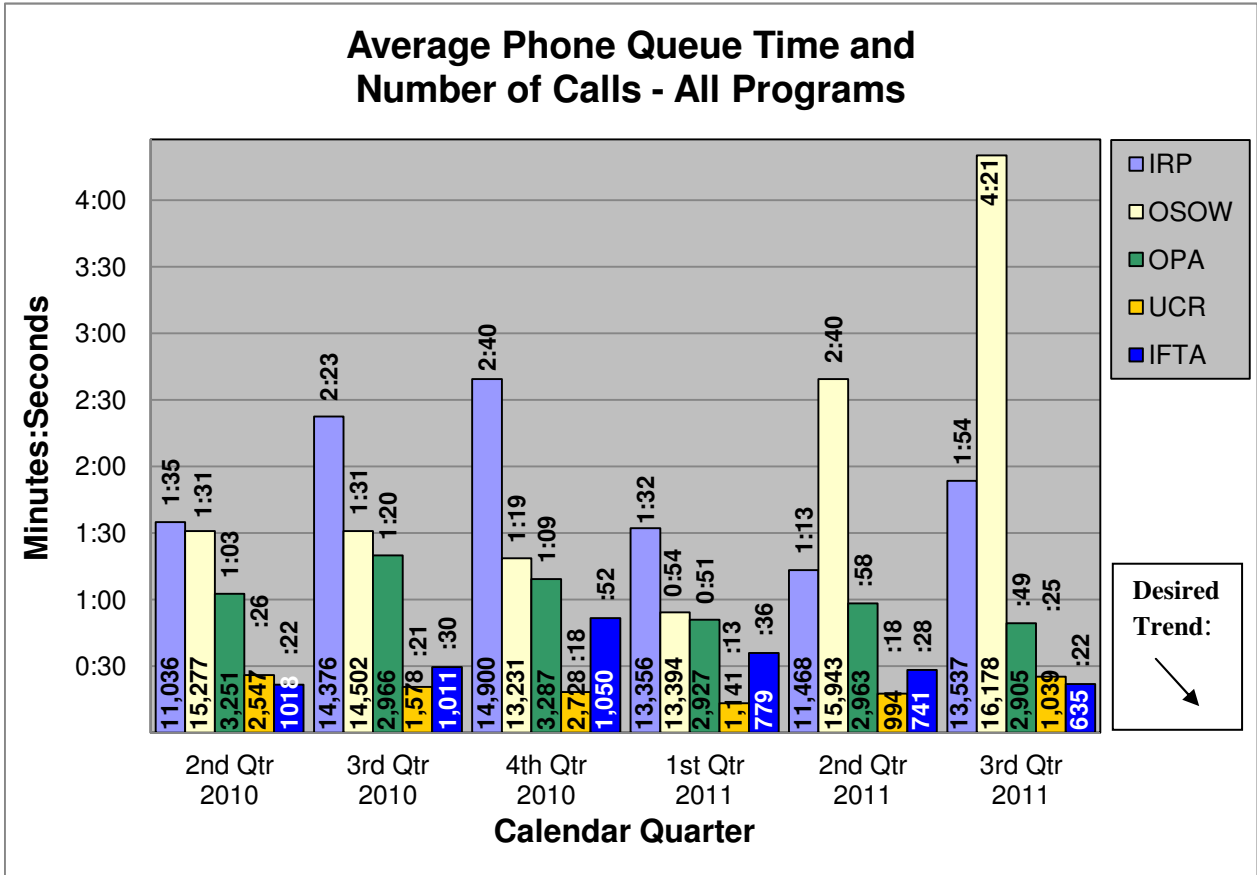
Phone data is collected monthly from the CISCO WebView Reporting System. It is the expectation of all employees to process phone calls timely and accurately to improve the customer's experience by limiting unnecessary call transfers between programs.

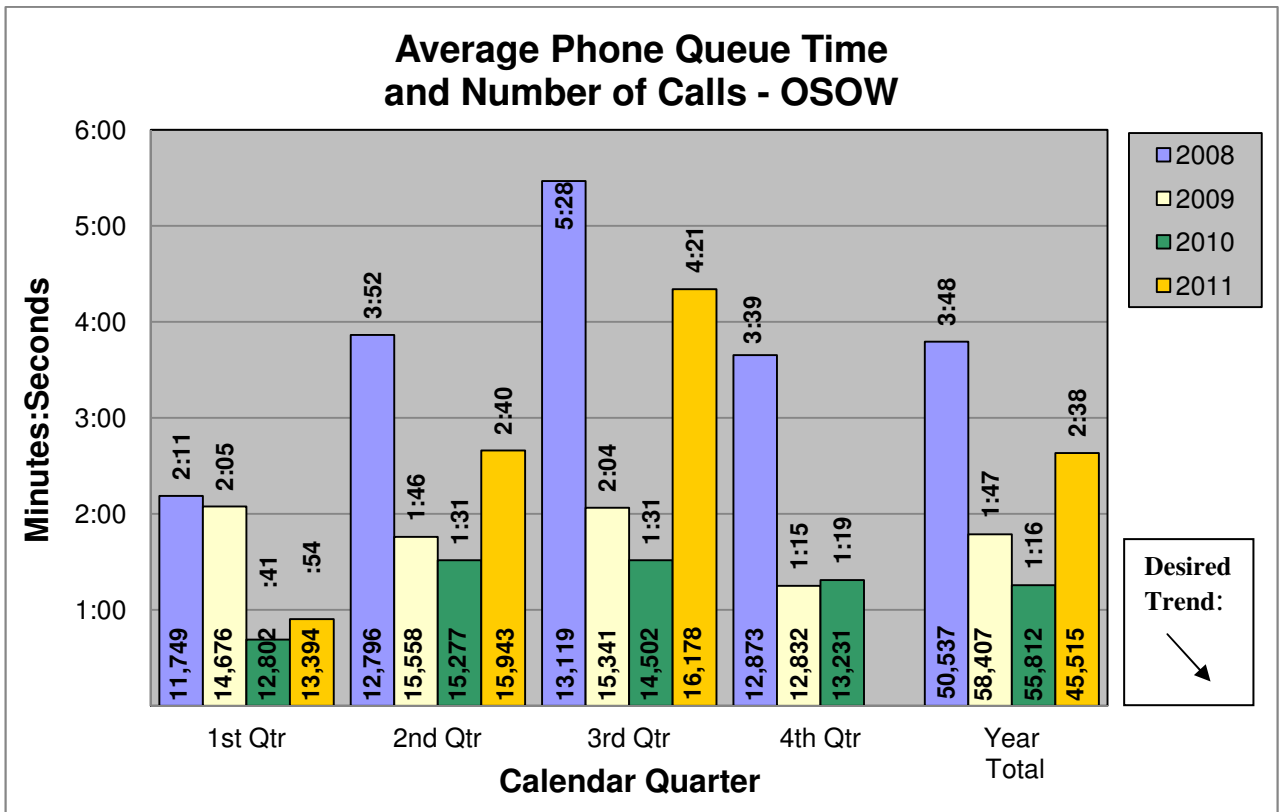
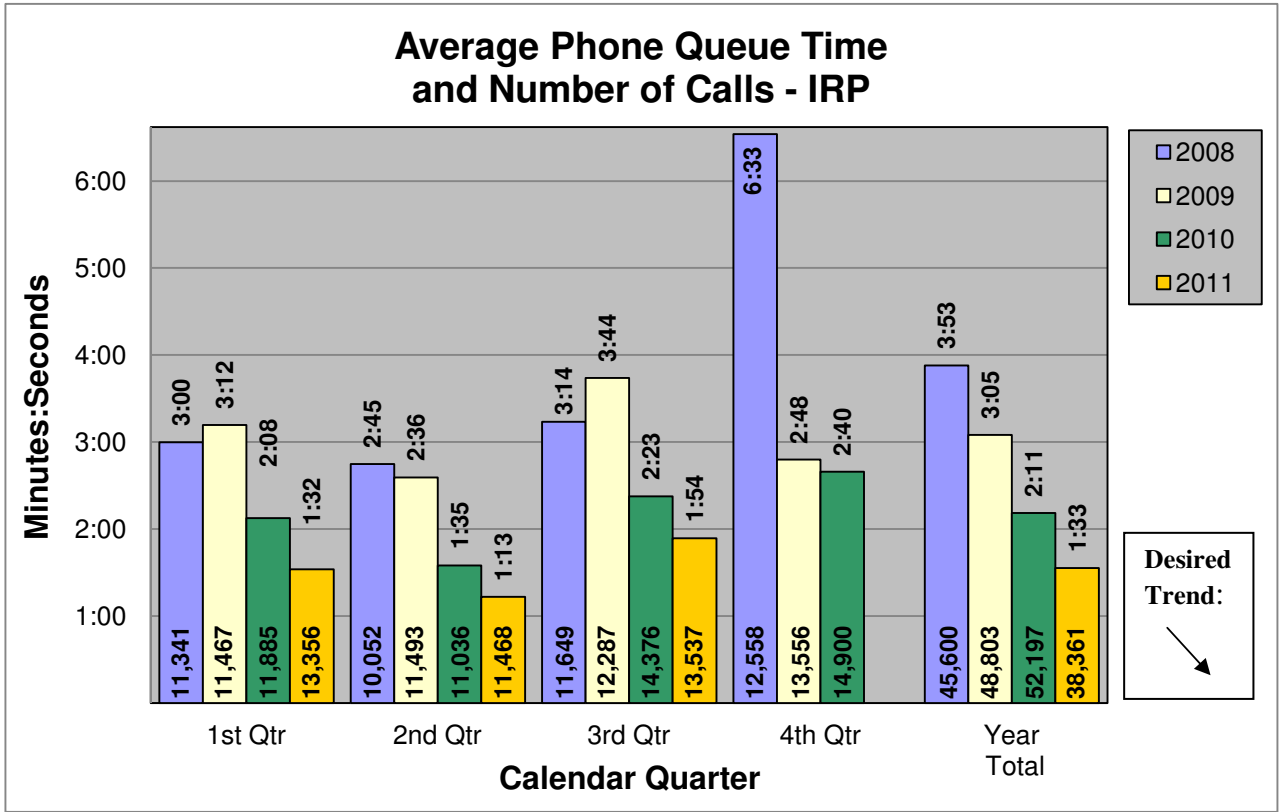
**Improvement Status:**

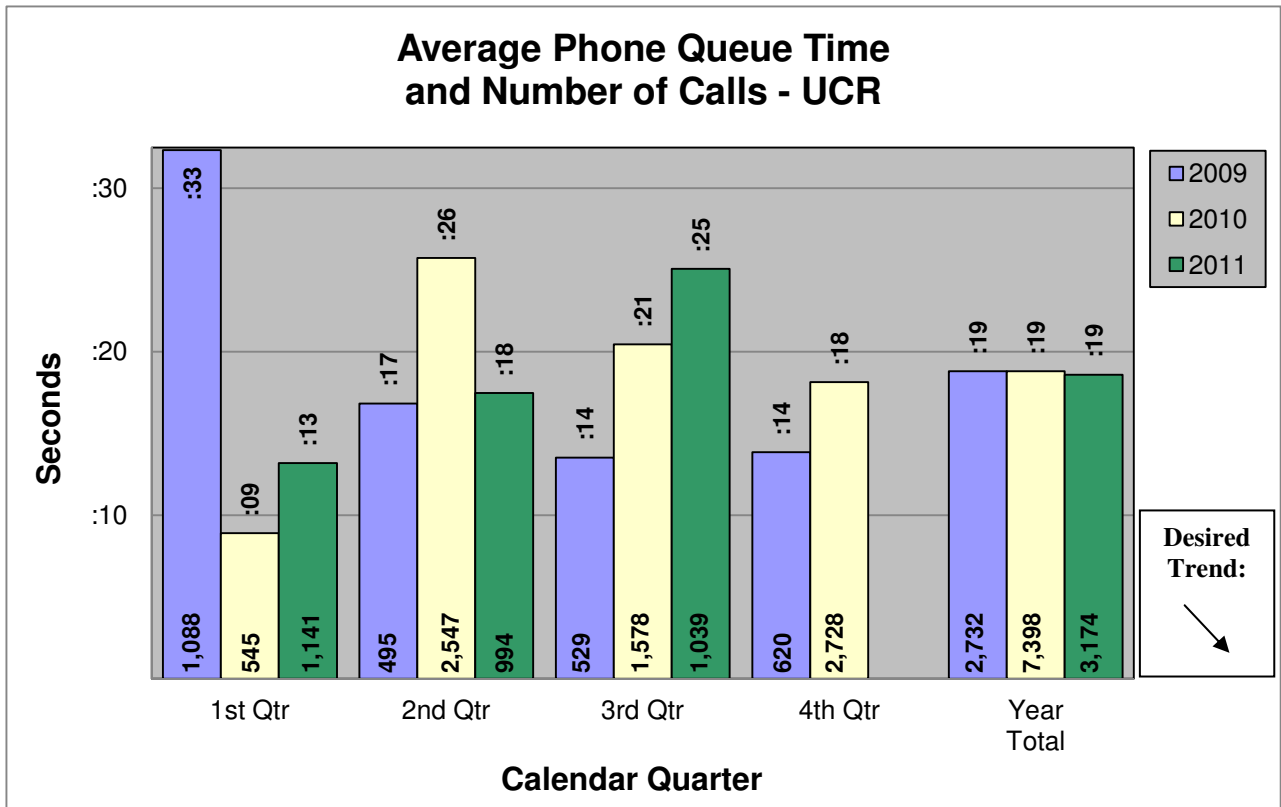
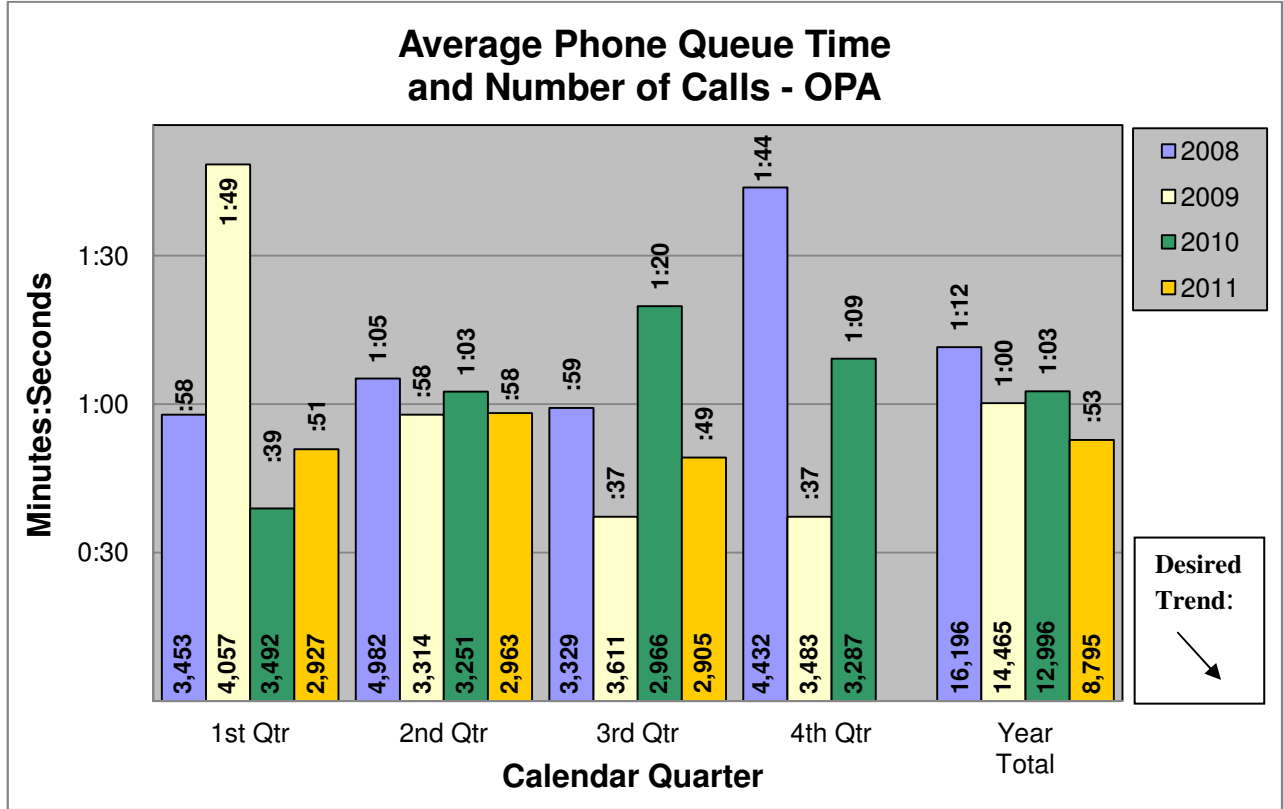
The total number of calls for all programs decreased by 139 (less than one-half of one percent) in the third quarter 2010 to third quarter 2011 comparison. During this period, the average hold time for all programs increased by 22 percent, or 21.2 seconds. However, this data is skewed due to the experimentation and implementation of the OSOW phone queue management trial. Because the purpose of this trial is inconsistent with the desired trend of this measure, it is necessary to further review the data without the OSOW values. By excluding the OSOW data only, the hold time in the remaining programs actually experienced an overall decrease of 23 percent, a decline of 16 seconds from the third quarter 2010 average.

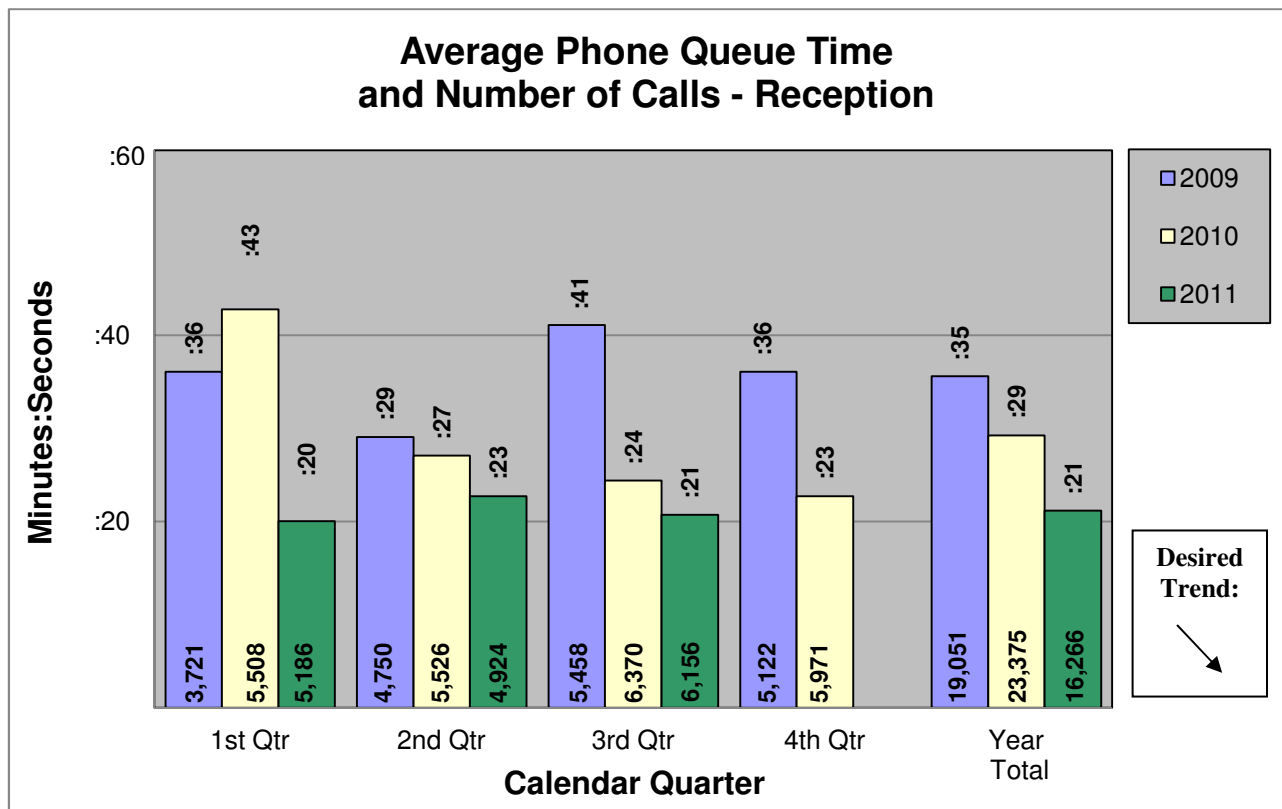
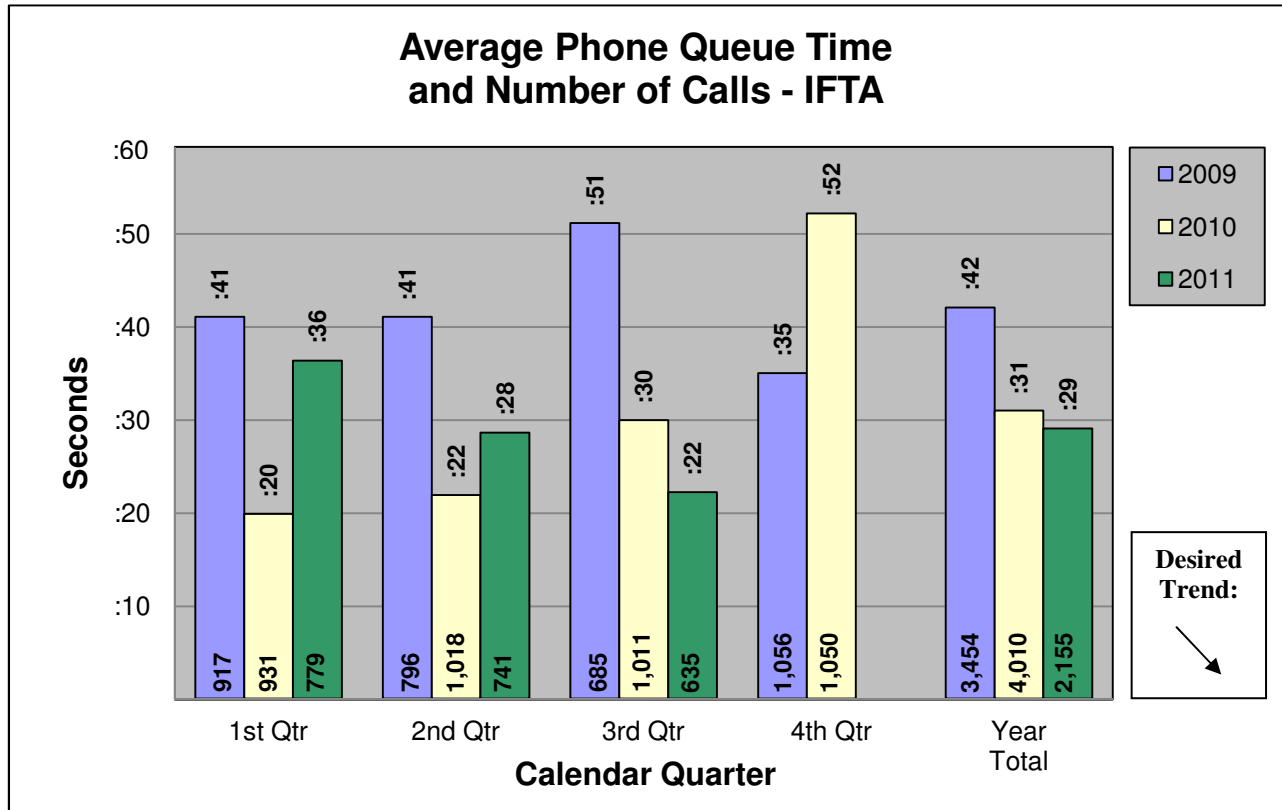
Call volume decreased in all program areas except for OSOW in the reporting quarter. During this time, OSOW experienced a 10 percent increase. This can be attributed to the 13 percent increase in permits issued as extrapolated from a third quarter 2010 (34,996 permits) to third quarter 2011 (40,232 permits) comparison. As for the decline in call volume for the other programs, these decreases are the result of increased carrier independence, improved online usage, the aggressive promotion of online filing via MCE, the timing of 2012 UCR registration, fewer refunds requested and processed by IFTA, and the success of cross-training on our ability to deliver all relevant information to the customer at initial contact.

Similar to the reduction in call volume, hold times significantly decreased in all programs except OSOW and UCR in the reporting quarter. The increased hold time for OSOW is the direct result of workload balancing through phone queue management. The UCR increase of 16 percent, or 4 seconds from third quarter 2010, can be attributed to the extended absence of an agent that has historically answered the most calls for the program. The management of the OSOW queue also created a trickle-down effect on the UCR hold time. The methodology of the OSOW phone queue management system effectively removes agents from the queue and lessens the availability of staff to answer the UCR calls. Much like the reduction in call volume, the success of lowering the hold queue times in the other programs can be attributed to the increased saturation of cross-trained agents (in particular, IRP and OPA), and the effective communication efforts of MCS to educate our customers through other media.









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

*Walk-in wait time*

**Motor Carrier Services Director:** Jan Skouby

**Measurement Driver:** Carmen Claypool, System and Training Analyst

**Purpose:**

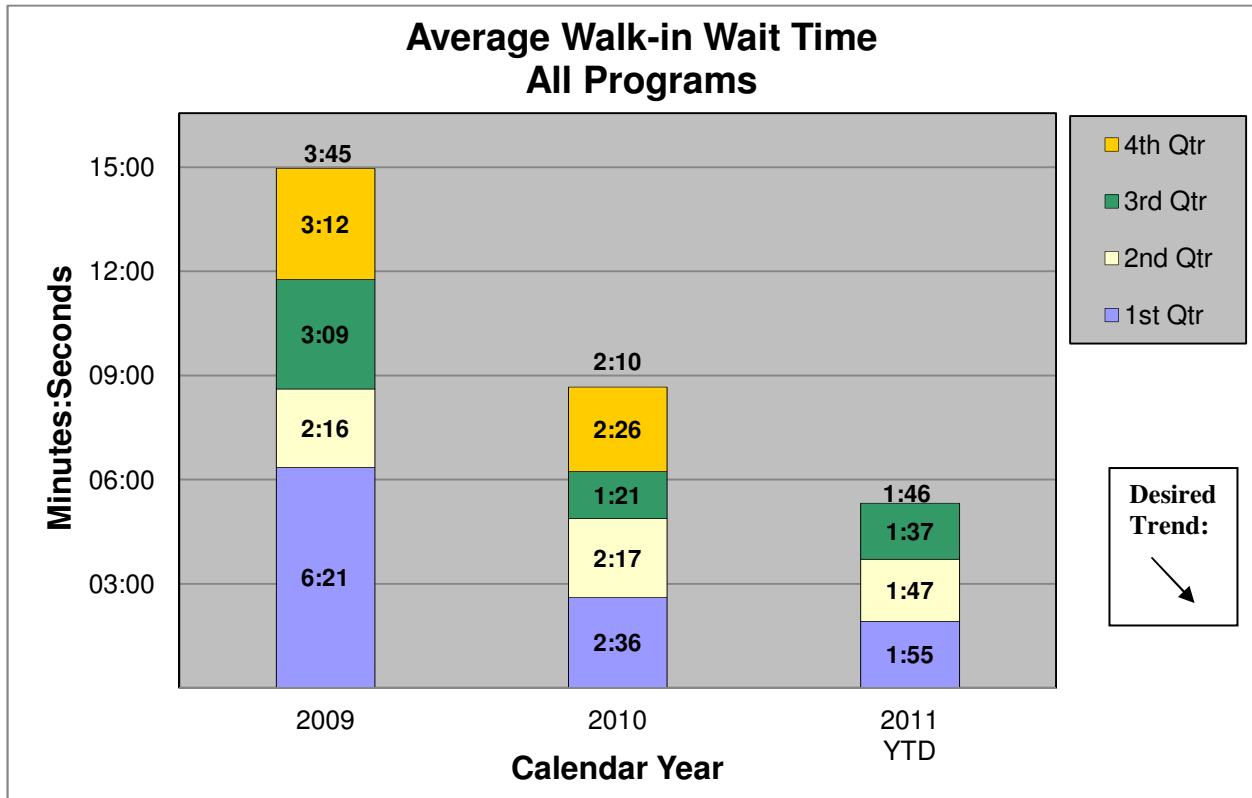
This measure tracks Motor Carrier Services' responsiveness to customers who walk-in to our facility to receive same day service.

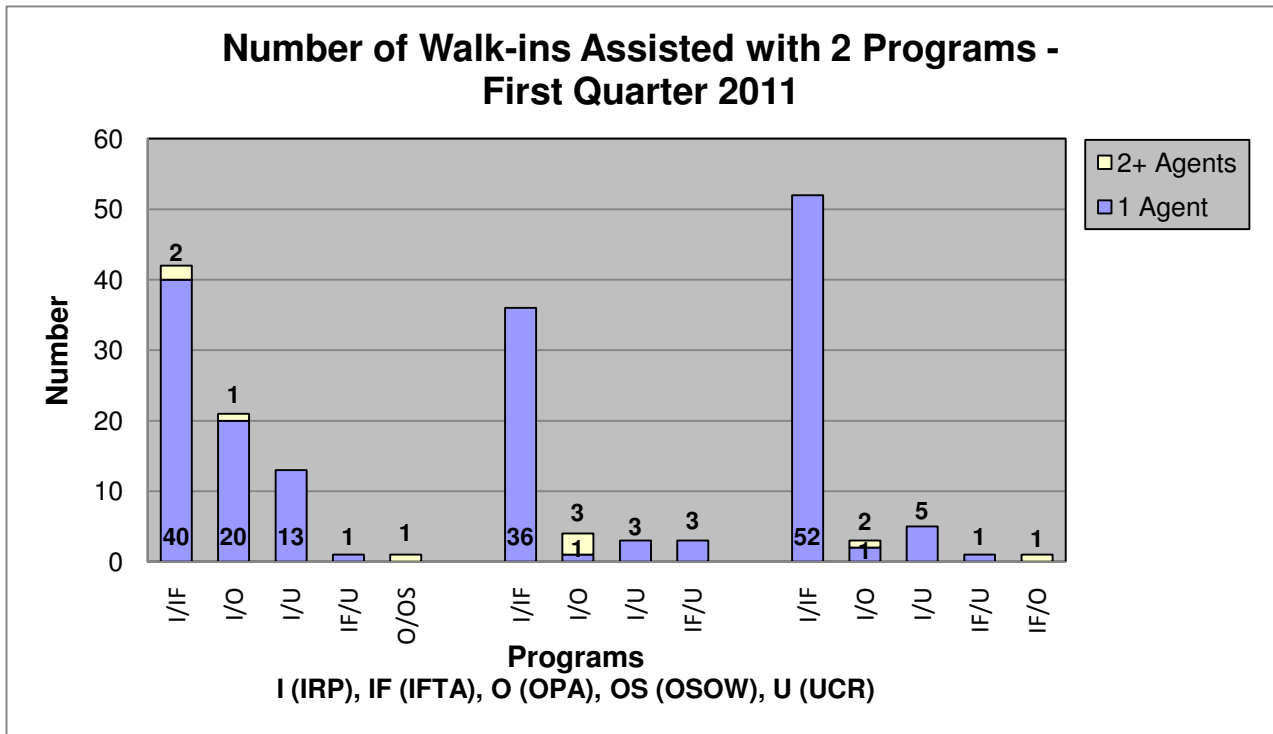
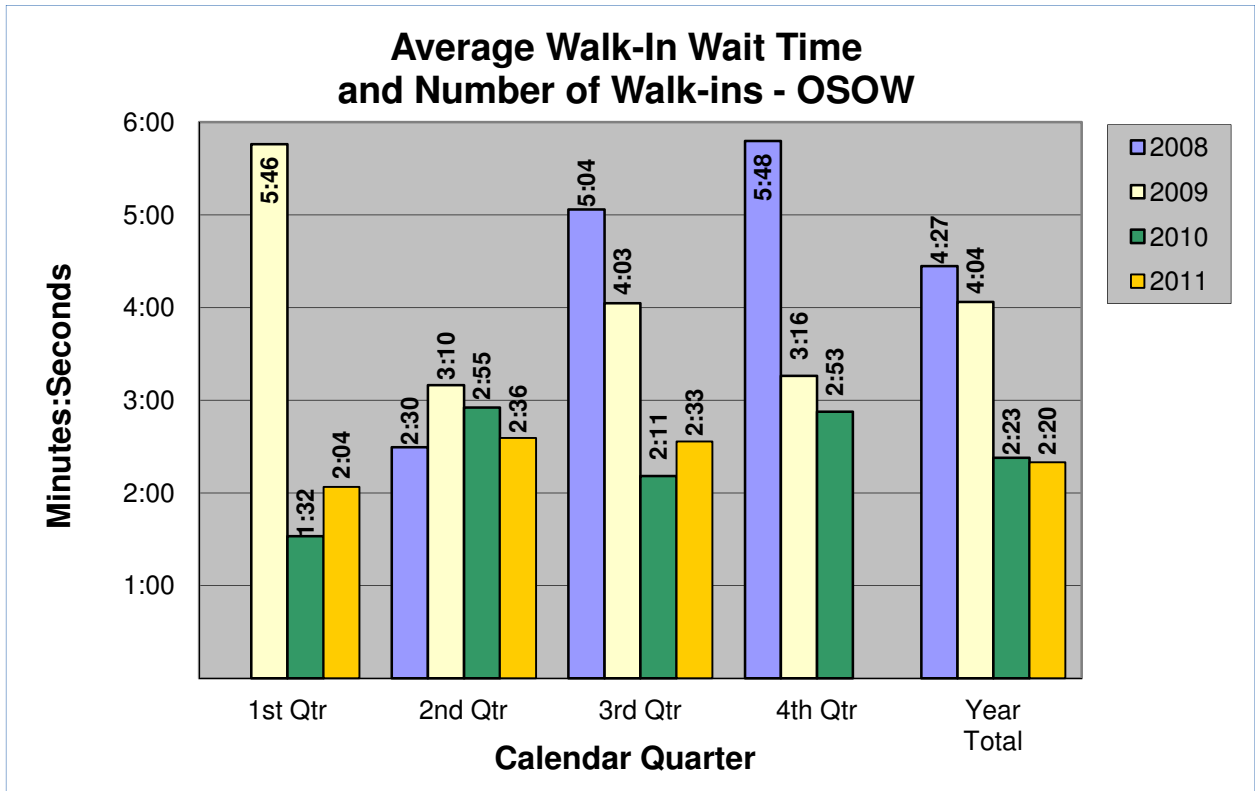
**Description:**

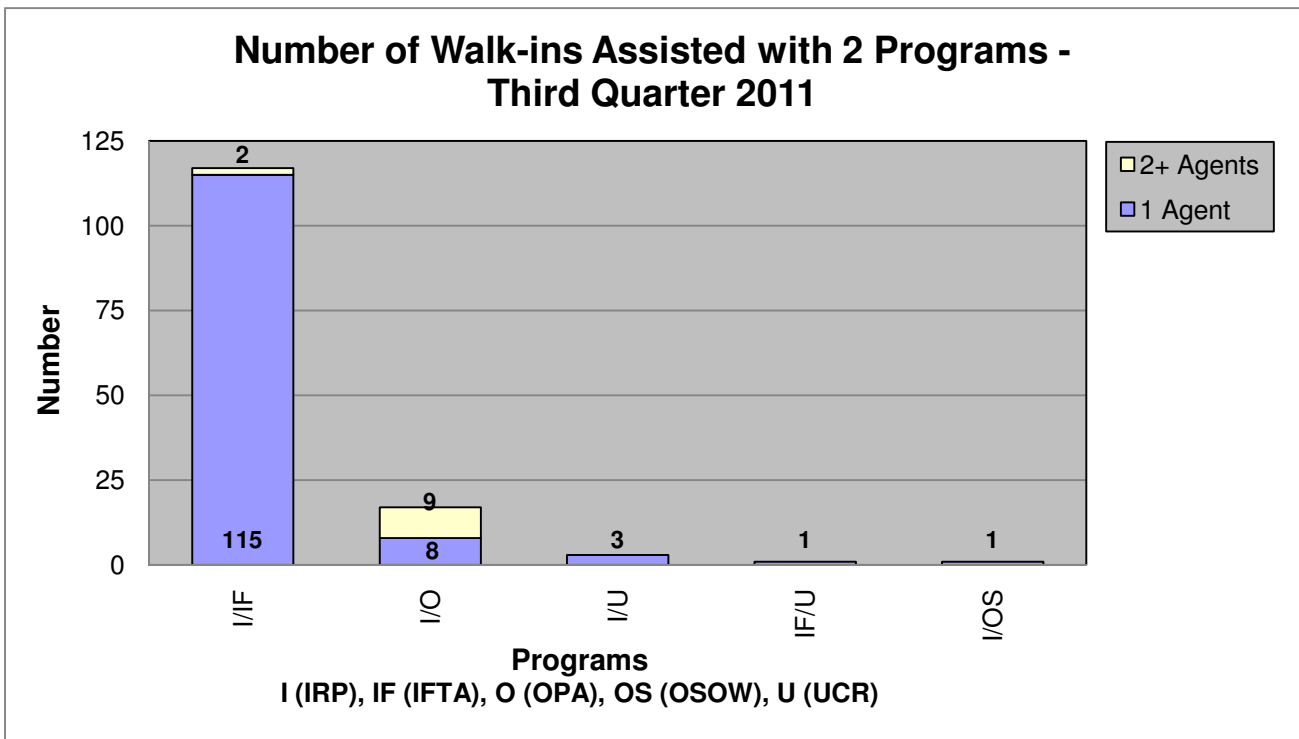
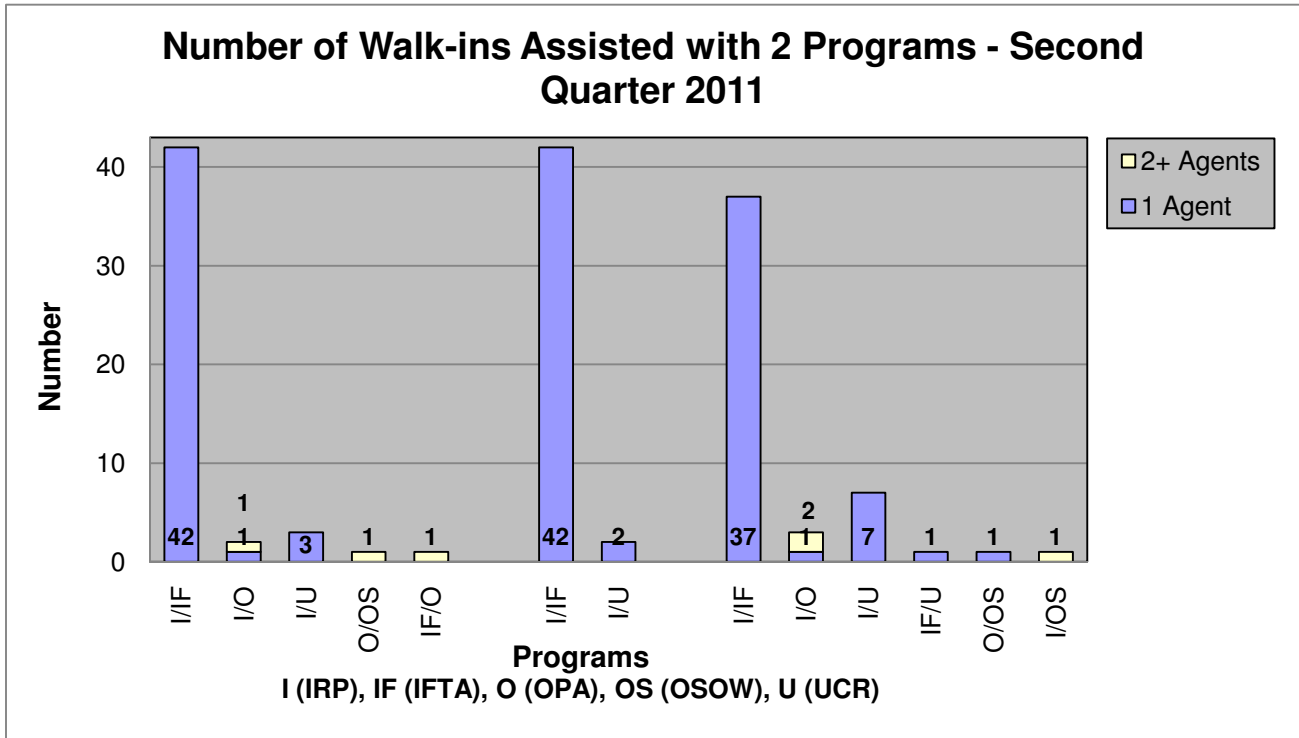
In 2011, MCS has 27,154 active common customers. Approximately 2.5 percent of MCS customers come to our facility as a walk-in for same day service. Customers are tracked from the time they enter our facility until the time an agent begins to help them with MCS program transactions. Daily walk-in sheets 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.

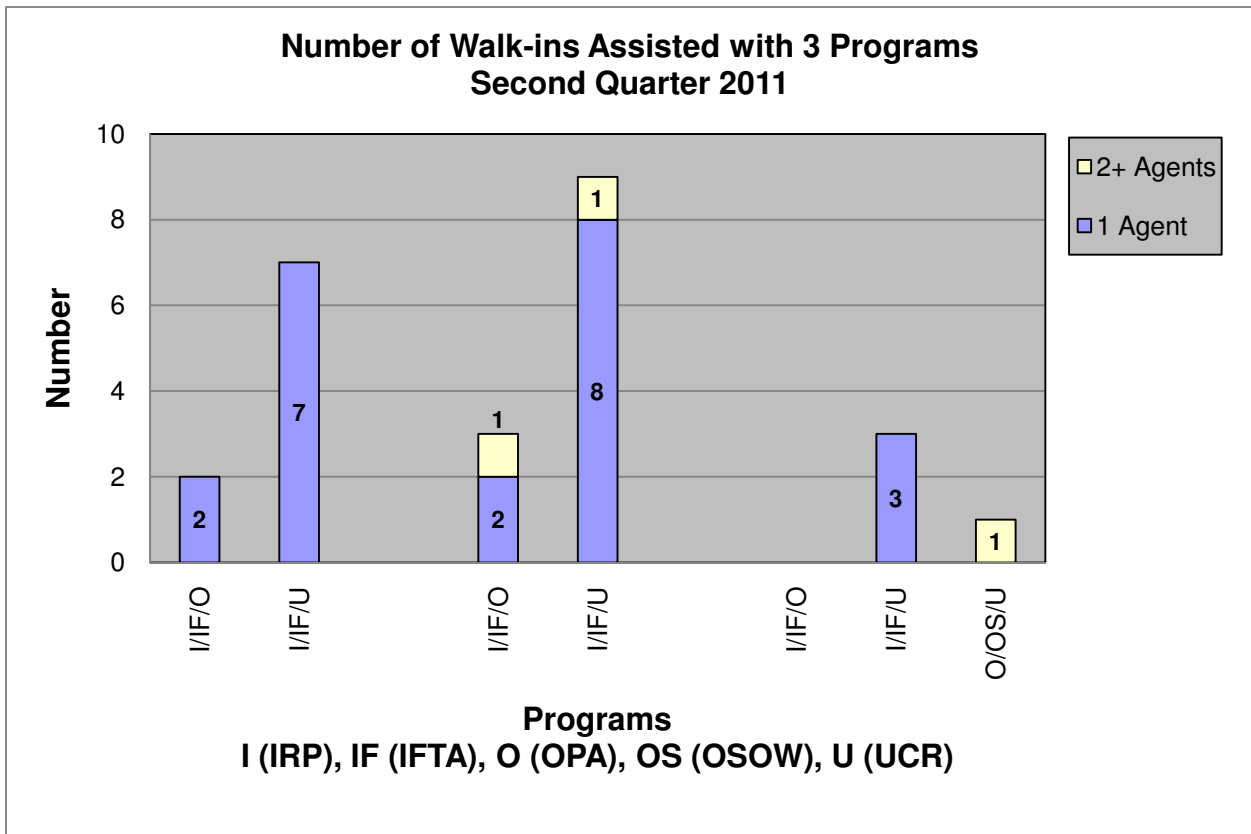
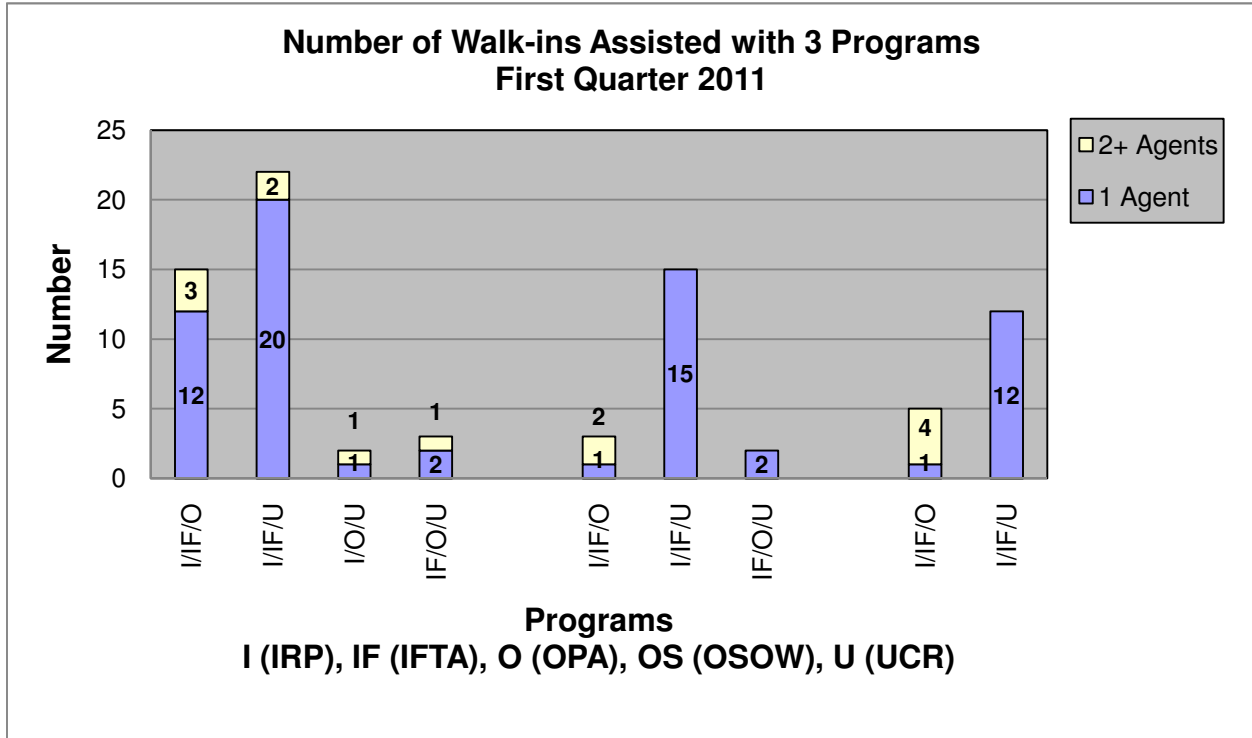
**Improvement Status:**

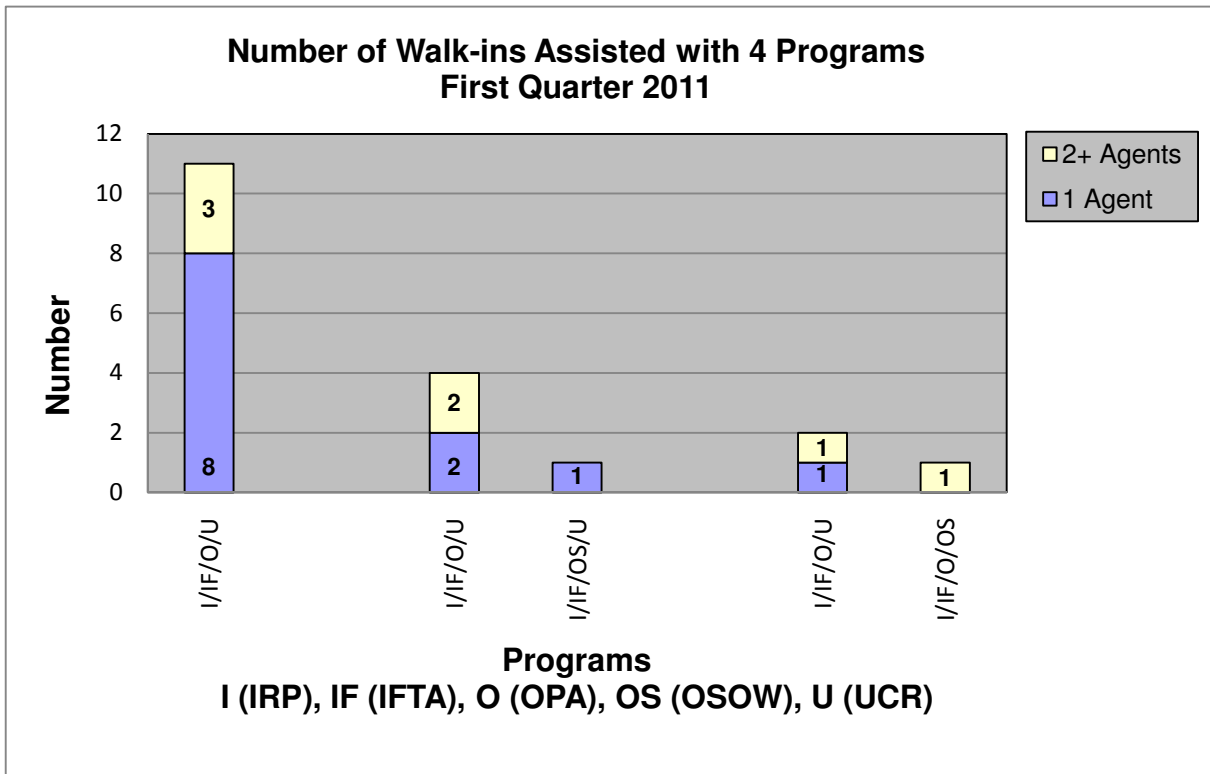
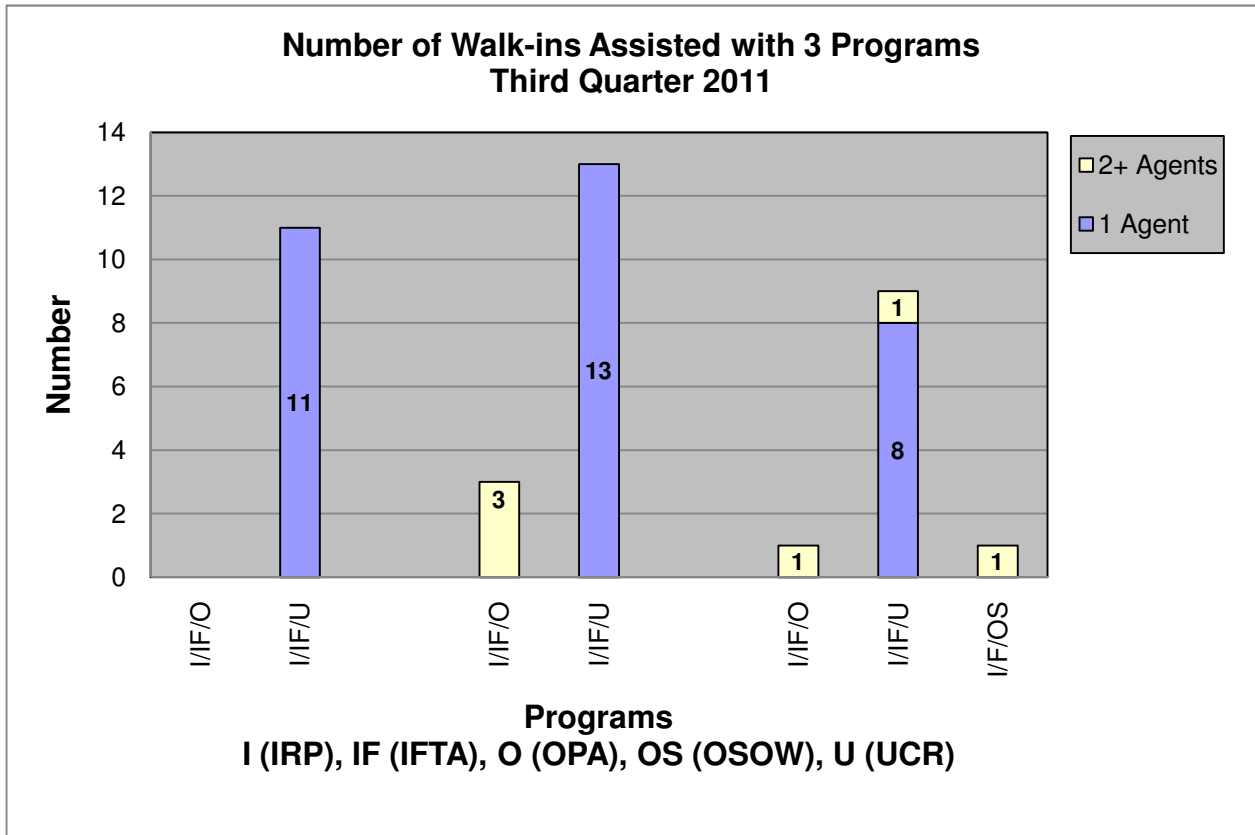
There were 682 walk-ins for the third quarter of 2011. This is a decrease of 4.8 percent (35) for the same quarter of 2010. The average walk-in wait time for all programs increased from 1.21 minutes in the third quarter 2010 to 1:37 minutes in the third quarter 2011. So far in 2011, walk-ins are down from 2100 (2010) to 2084 (2011).

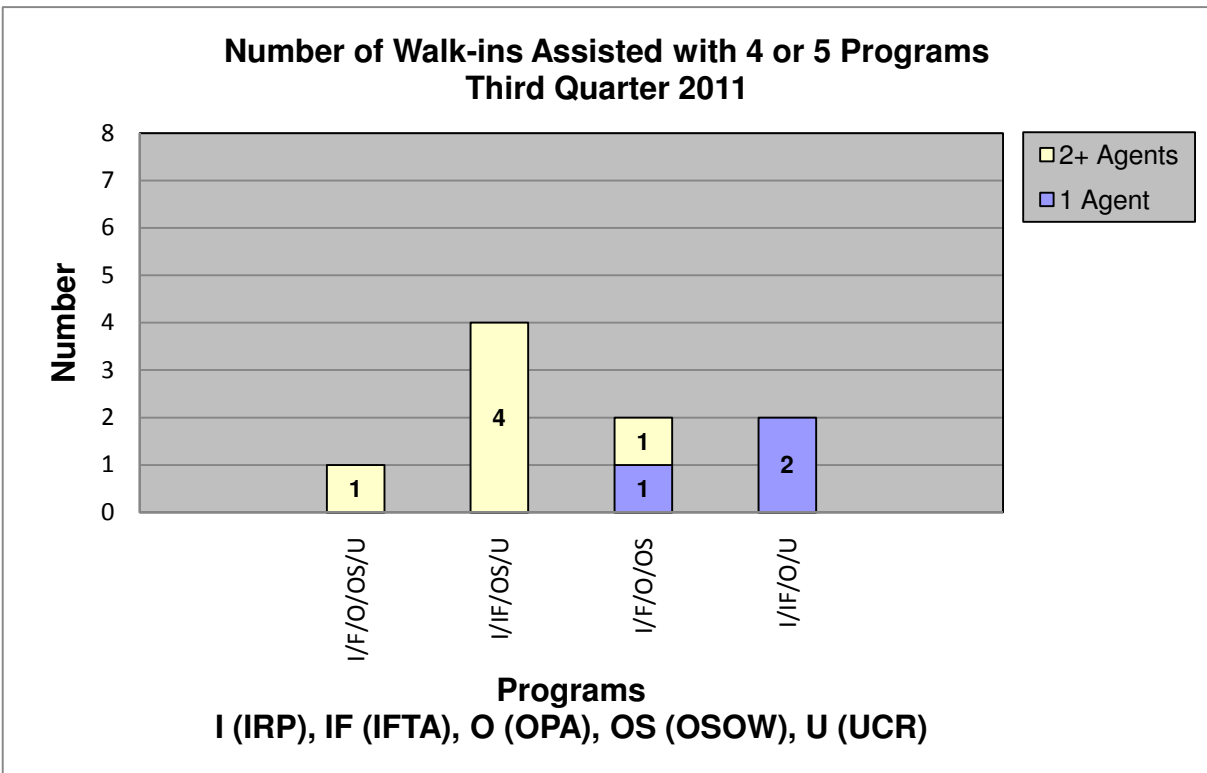
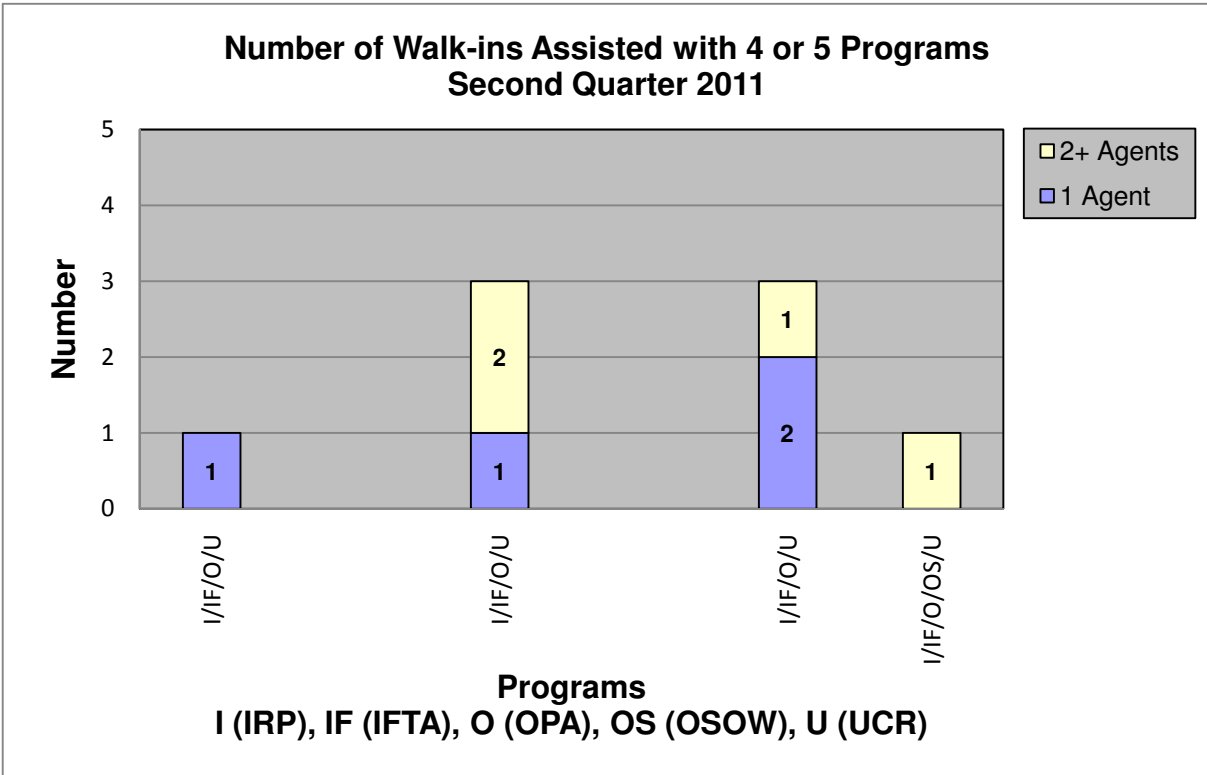












## Outstanding Customer Service

### *Number of emails 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:**

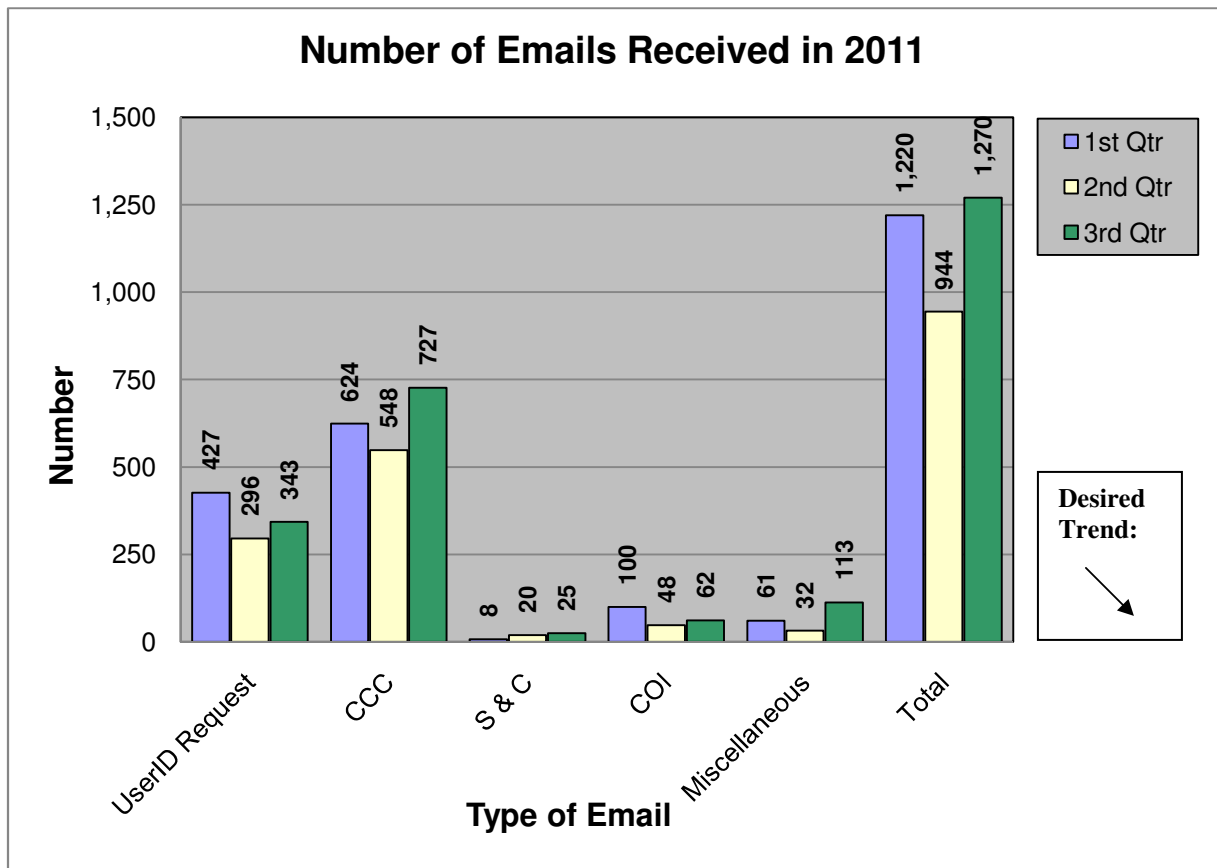
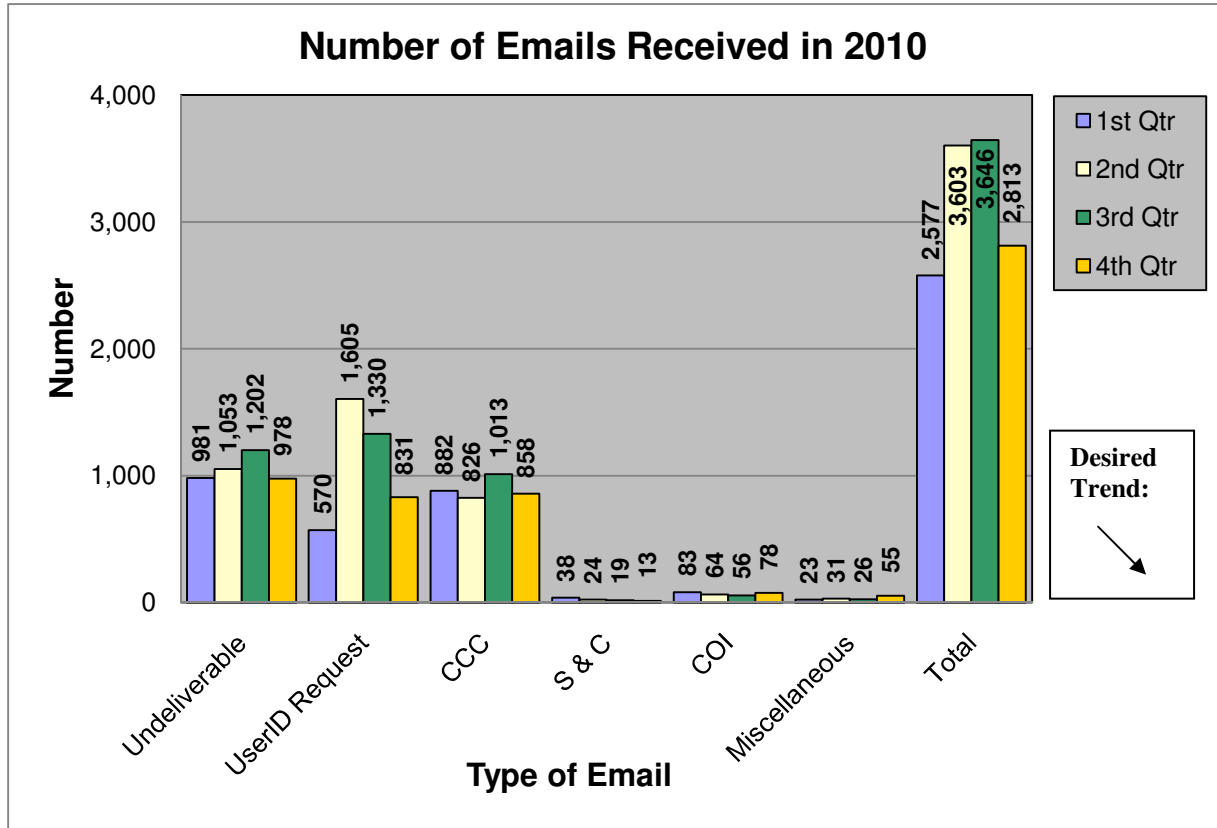
Motor Carrier Services' inbound email are classified into eight categories: undeliverable email are credentials issued through MoDOT Carrier Express that cannot be delivered; userID requests seek userID and passwords to access MCE; CCC includes all issues related to the International Registration Plan, 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:**

There was a decrease of 48 percent of total emails received from the third quarter of 2010 to the third quarter 2011 (excluding undeliverable emails). This is due to the automation of userid and password. The number of userid requests decreased from 1,330 to 343 (74.2 percent).

The emails received for the third quarter 2011 for CCC accounts for 57.2 percent of all emails. Of those emails 536 (73.7 percent) were supporting documents for the International Registration Plan renewals.

There was an increase of 33.6 percent of total emails received from the second quarter 2011 to the third quarter 2011. This is due to CCC which receives supporting documents for International Registration Plan renewals for both the third quarter and fourth quarter of 2011.



## Outstanding Customer Service

### *Percent of satisfied motor carriers*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Kim Russell, Motor Carrier Project Manager

**Purpose of the Measure:**

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

**Measurement and Data Collection:**

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

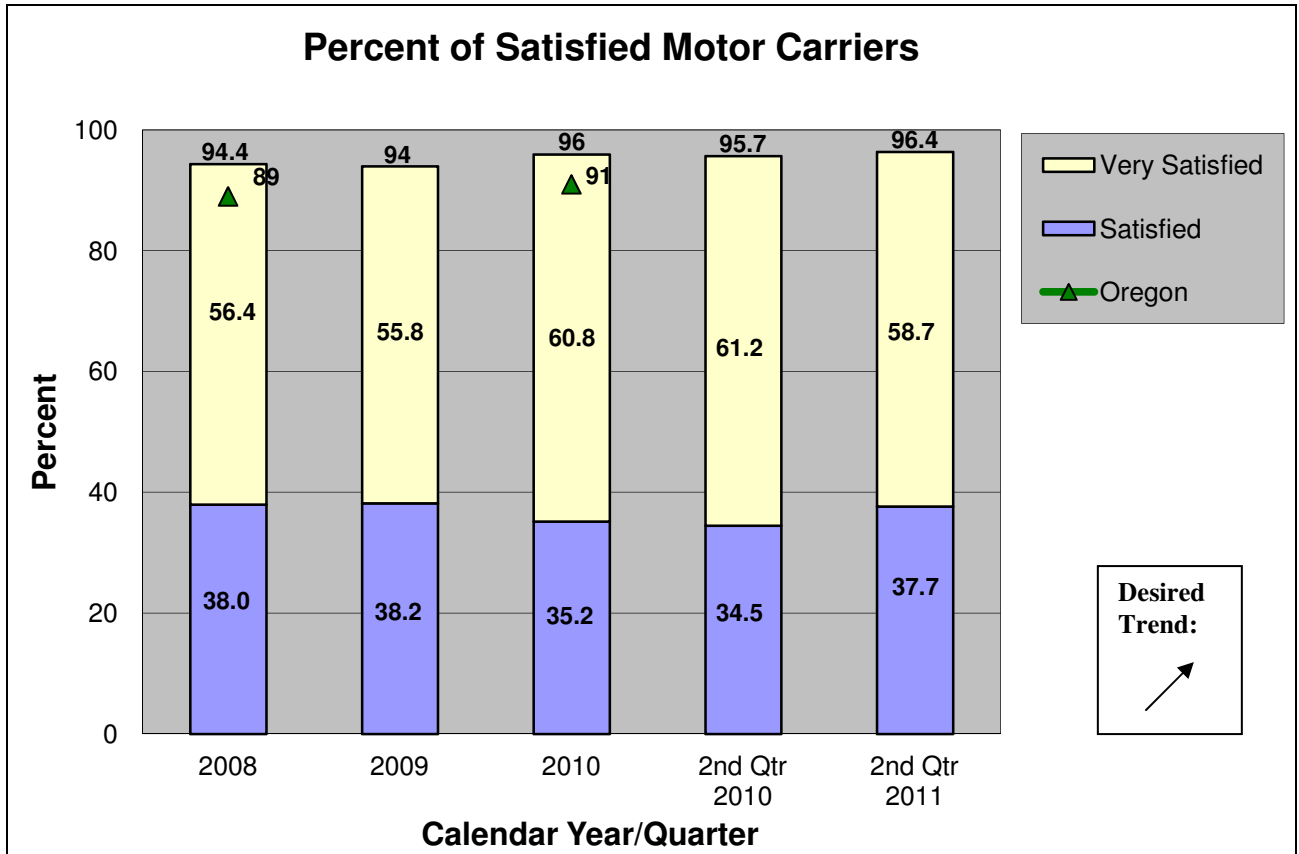
The Oregon Motor Carrier Transportation Division is the benchmark for this measure. Like MoDOT MCS, Oregon MCTD houses most functions required of motor carriers in the state. Unlike MoDOT's quarterly survey, Oregon's survey is conducted in one week, biennially.

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

**Improvement Status:**

This data stems from customers' opinions of service received in April, May and June of 2011.

Motor Carrier Services earned a customer satisfaction rating of 96.4, up 1.5 versus last quarter. The score is 0.7 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 second quarter 2011 is 58.7 percent, 3.4 percent lower than last quarter and down 2.5 percent from the same time last year.



## Outstanding Customer Service

### *Customer satisfaction with timeliness of Motor Carrier Services' response*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Kim Russell, Motor Carrier Project Manager

**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.

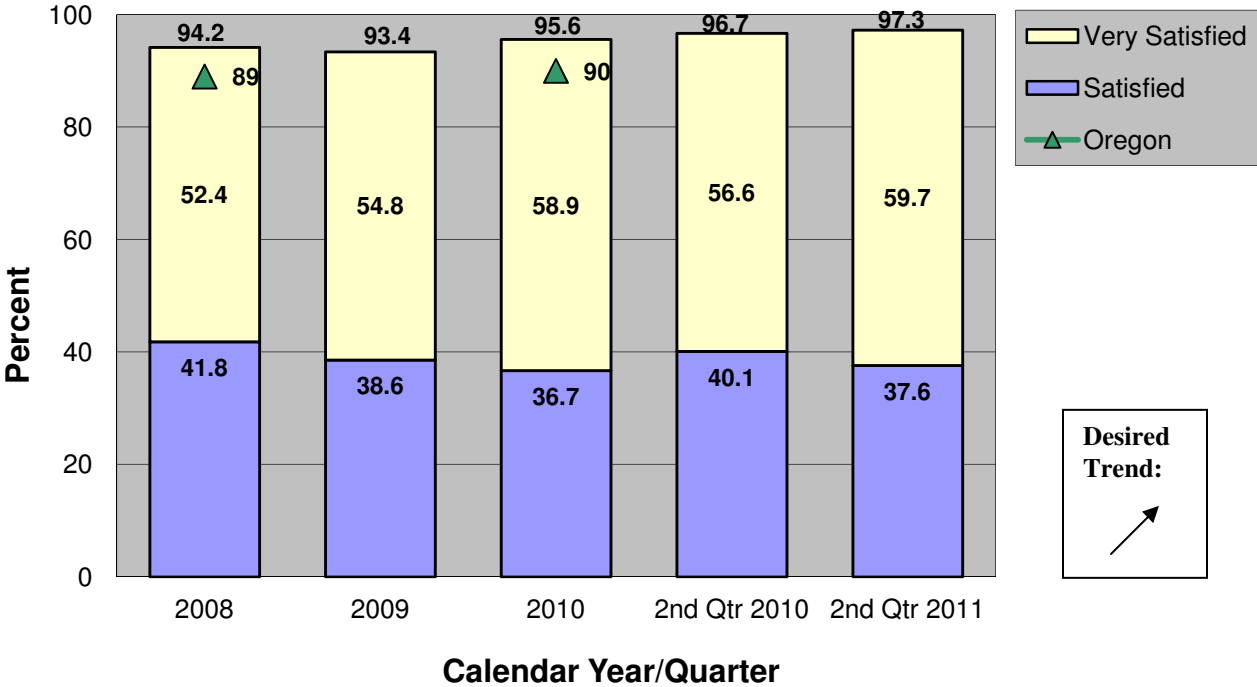
The Oregon Motor Carrier Transportation Division is the benchmark for this measure. Like MoDOT MCS, Oregon MCTD houses most functions required of motor carriers in the state. Unlike MoDOT's quarterly survey, Oregon's survey is conducted in one week, biennially.

**Improvement Status:**

This quarter's data stems from customers' opinions of service received in April, May and June 2011.

At 97.3 percent, satisfaction with Motor Carrier Services' timely response is 1.2 points higher than last quarter and 0.6 percentage points higher than the same time last year. The rate of "very satisfied" customers is down 5.6 points since last quarter and is 3.1 points higher than the same time in 2010.

### Customer Satisfaction with Timeliness of Motor Carrier Services' Response



## 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.

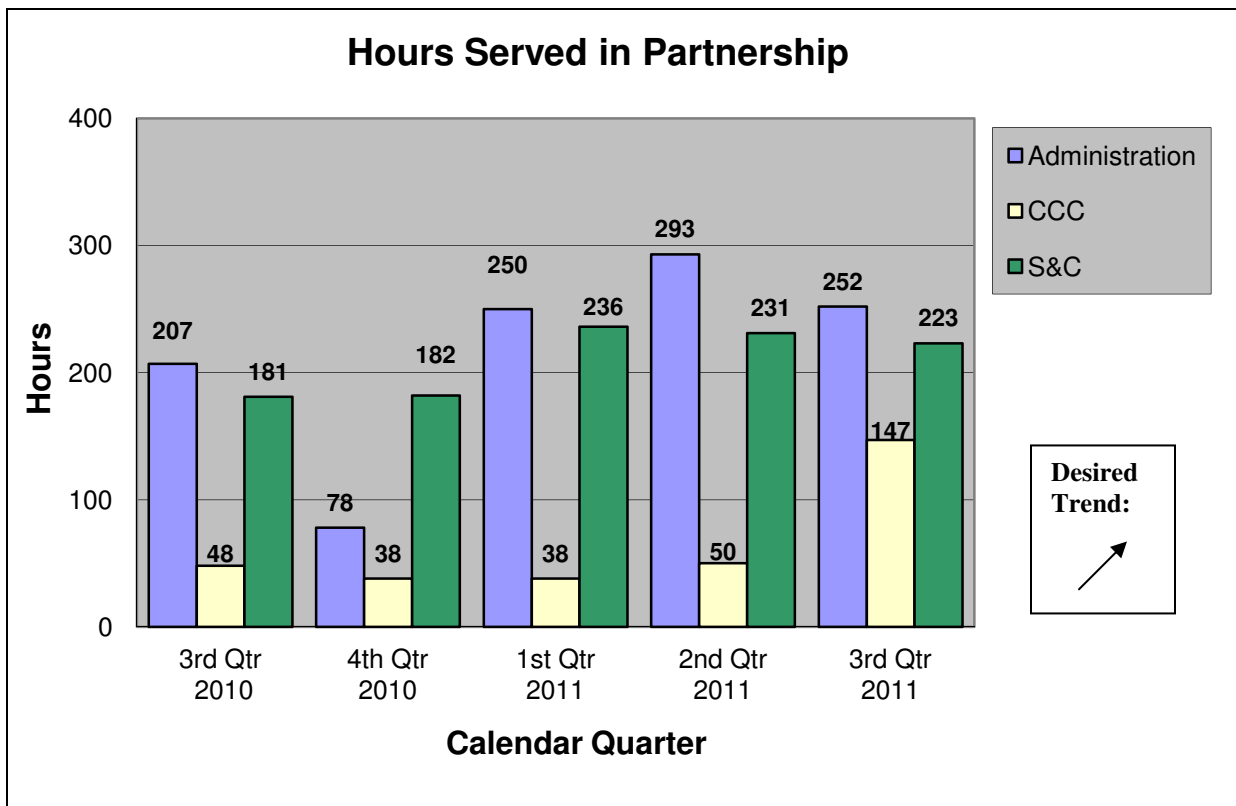
**Description:**

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:**

Definite improvement from this time last year shows MCS trending upward. The outreach sessions in Safety and Compliance have been modified to fit into a shorter time frame thereby slightly lowering the amount of time spent in partnership.



## Advance Economic Development

### *Power units and trailers registered in International Registration Plan*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Davin Greeno, Motor Carrier Compliance Supervisor

**Purpose:**

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

**Description:**

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

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

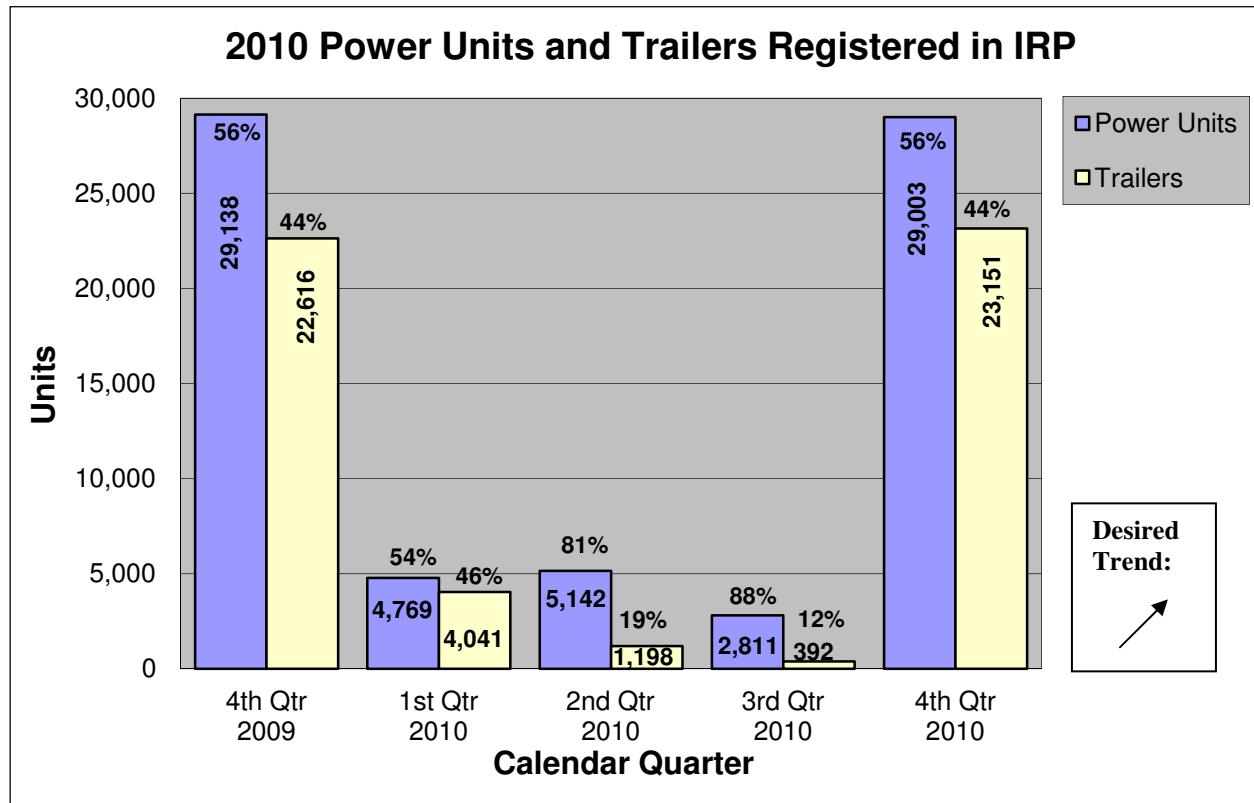
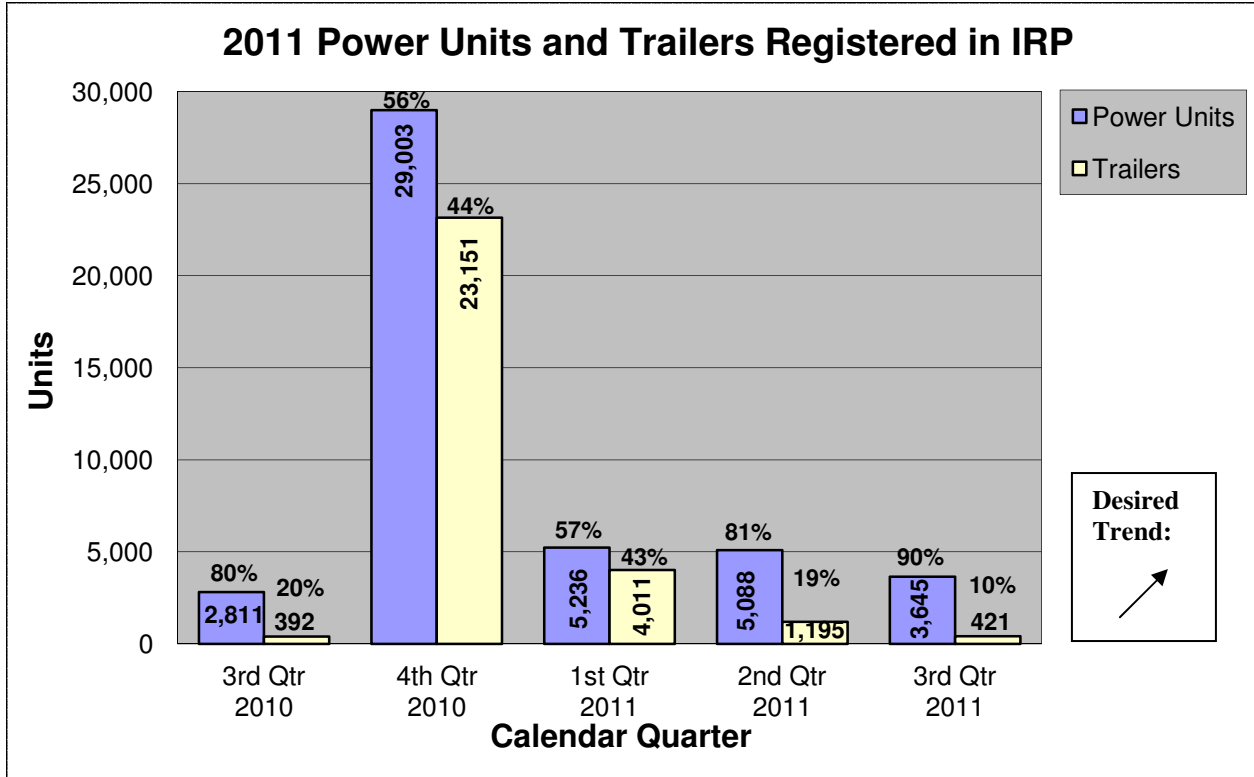
**Improvement Status:**

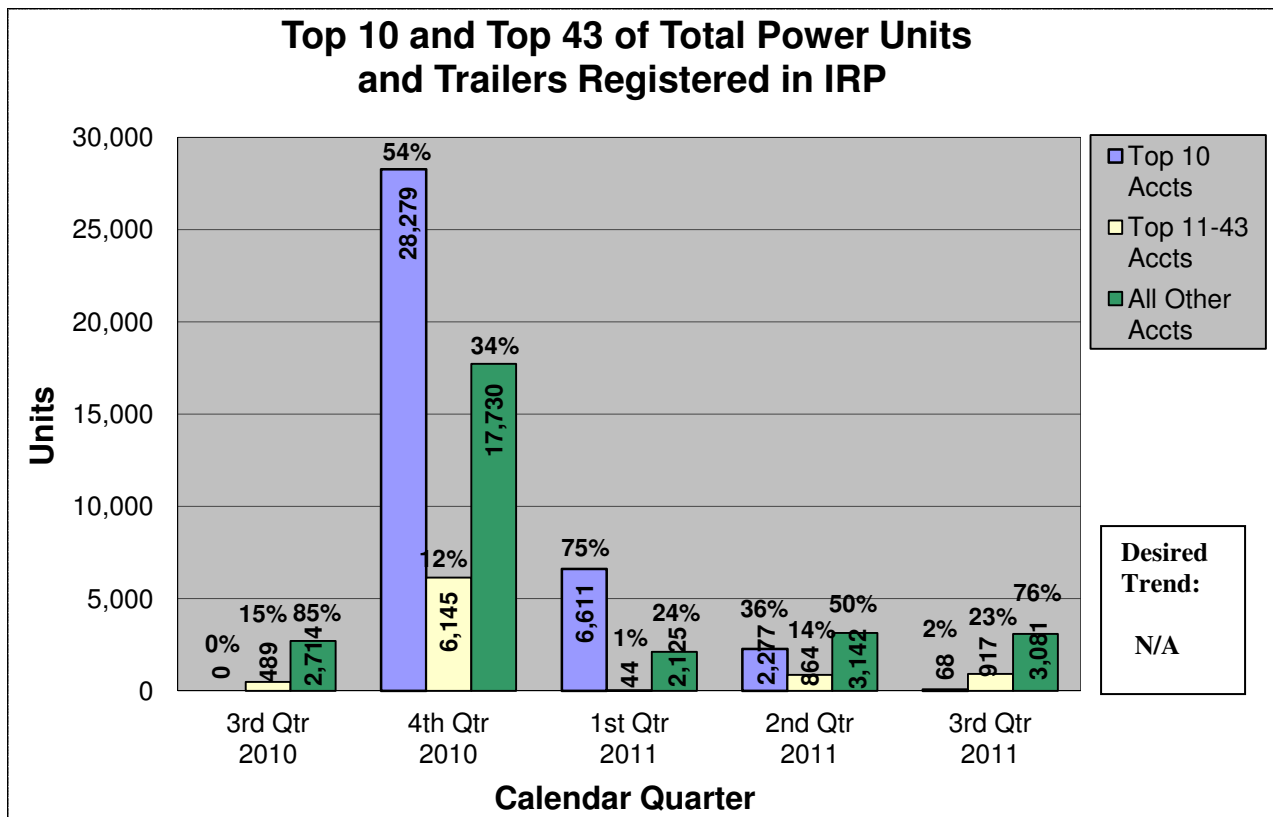
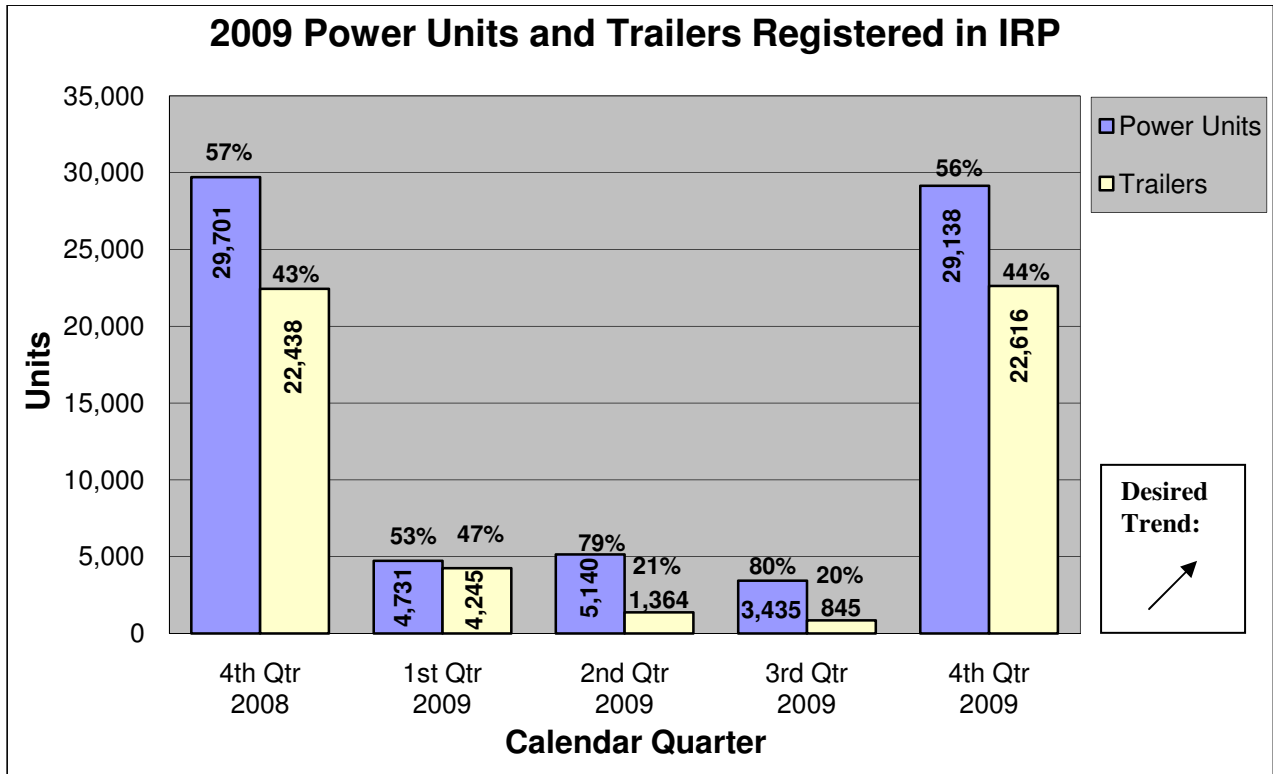
In 2007, 81,268 units were registered in IRP. In 2008, 72,670 units were registered in IRP. In 2009, 71,514 units were registered in IRP. In 2010, 70,507 units were registered in IRP. In 2009, 13 percent of total registered units were first quarter renewals, nine percent were second quarter renewals,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

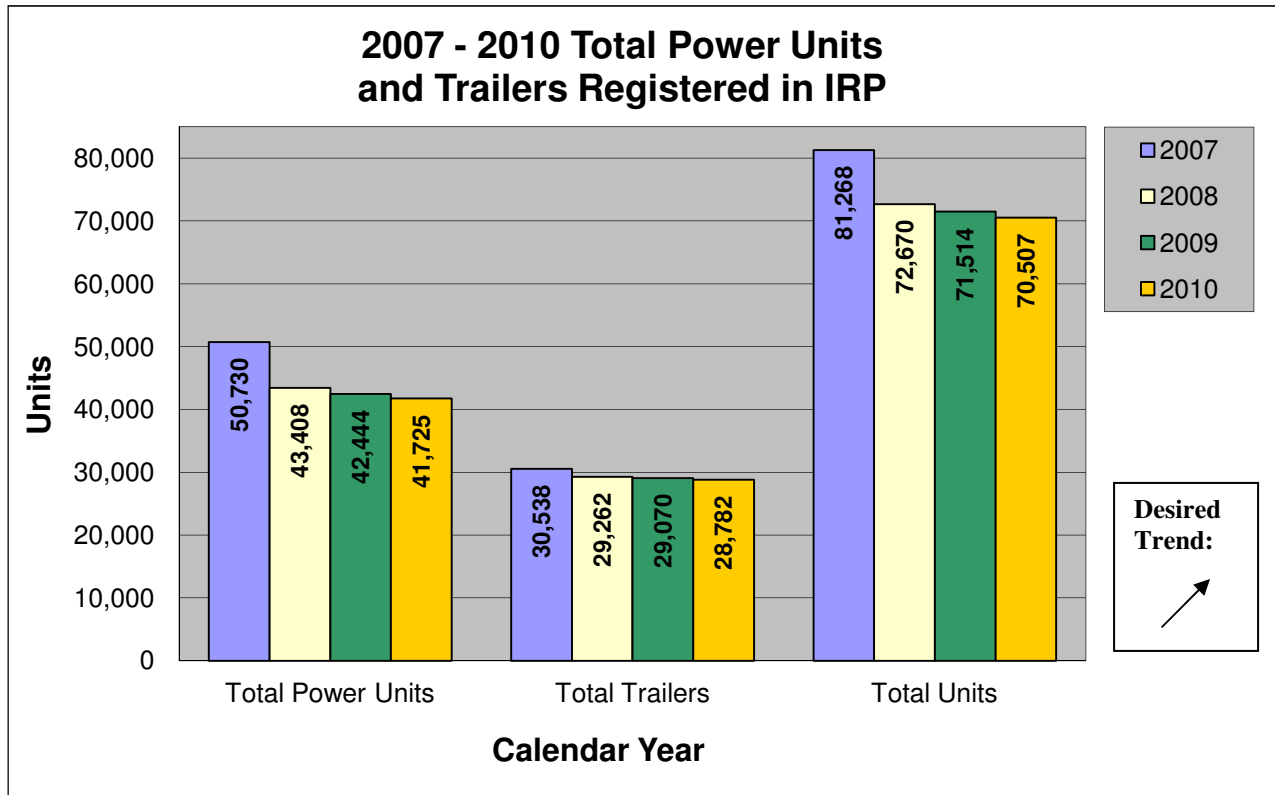
An overall decrease of 1,007 units, both power units and trailers, occurred between 2009 and 2010.

Between the third quarter of 2010 and the third quarter of 2011, the percentage of power units increased by 10 percent and trailers decreased by 10 percent for an overall increase in power units by 834 units and an increase in trailers by 29 units. The Top 10 accounts represent two percent of the units, which is a two percent increase of 68 units, meaning our Top 10 accounts are increasing for the third quarter. Top 11-43 accounts represent 23 percent of the units in the third quarter with an overall increase of 428 units. The 26 newly assigned accounts in April represent two percent or 64 units in third quarter and are included in the "All Other Accounts" statistics.

**Note:** The Top 47 accounts now stands at 43. Some accounts no longer register in Missouri and were therefore eliminated, while one other account previously not assigned has been assigned to an agent.







## Advance Economic Development

### *Number of accounts registered in International Registration Plan*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Davin Greeno, Motor Carrier Compliance Supervisor

**Purpose:**

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

**Description:**

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

**Improvement Status:**

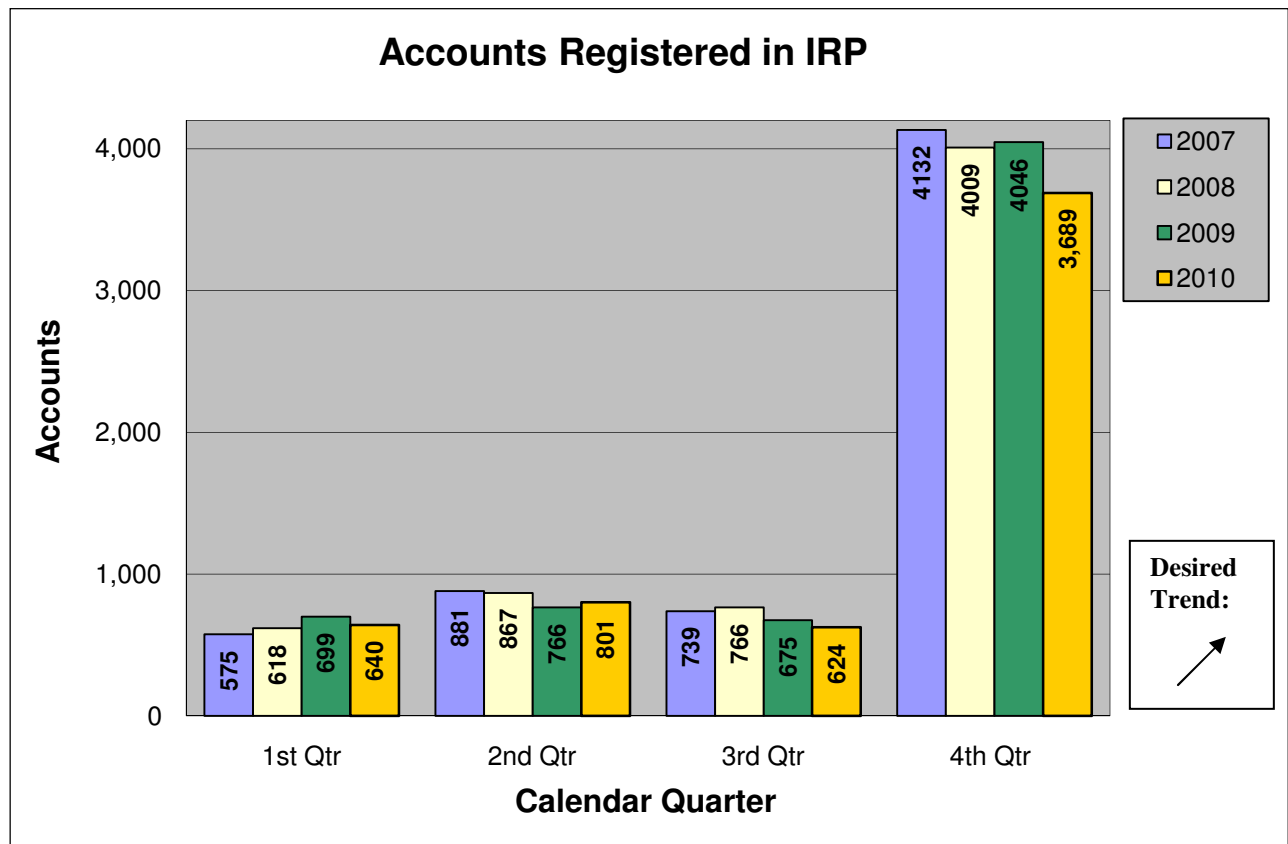
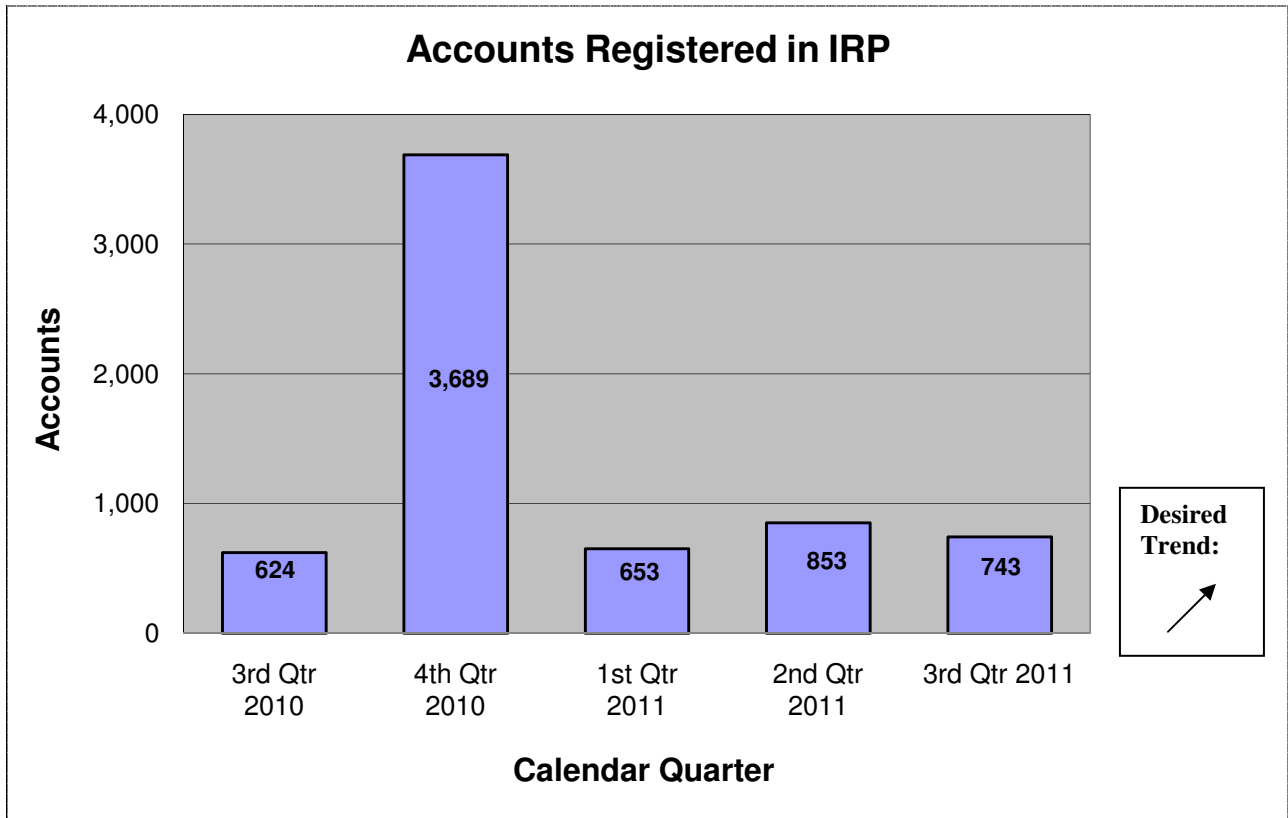
In 2007, 6,327 accounts were registered in IRP. In 2008, the number increased by 23 to 6,350. In 2009, 6,186 accounts were registered, a decrease of 164. In 2010, accounts decreased by 432 to 5,754.

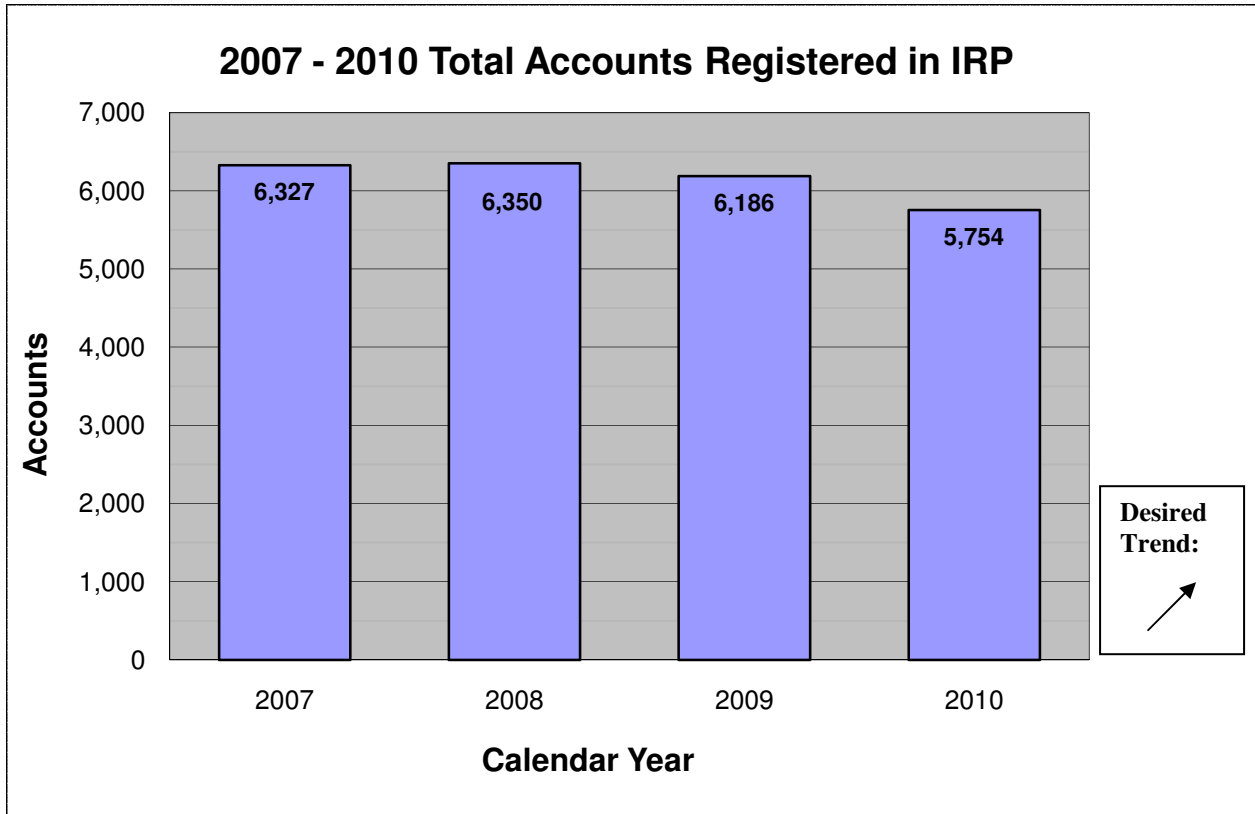
When comparing quarterly results from 2009 and 2010, during the first quarter, the number of IRP accounts or fleets decreased by 59. In the second quarter, the number increased by 35. In the third quarter, the number decreased by 51 and in the fourth quarter the number of IRP accounts and/or fleets decreased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

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

From 2010 to 2011, the number of IRP accounts or fleets increased by 119. As of October 17, 2011 there were 109 accounts that had not renewed.

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





## Advance Economic Development

### *Account status registered in International Registration Plan*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Davin Greeno, 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, "Dtracker – IRP Fleet Report", 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.

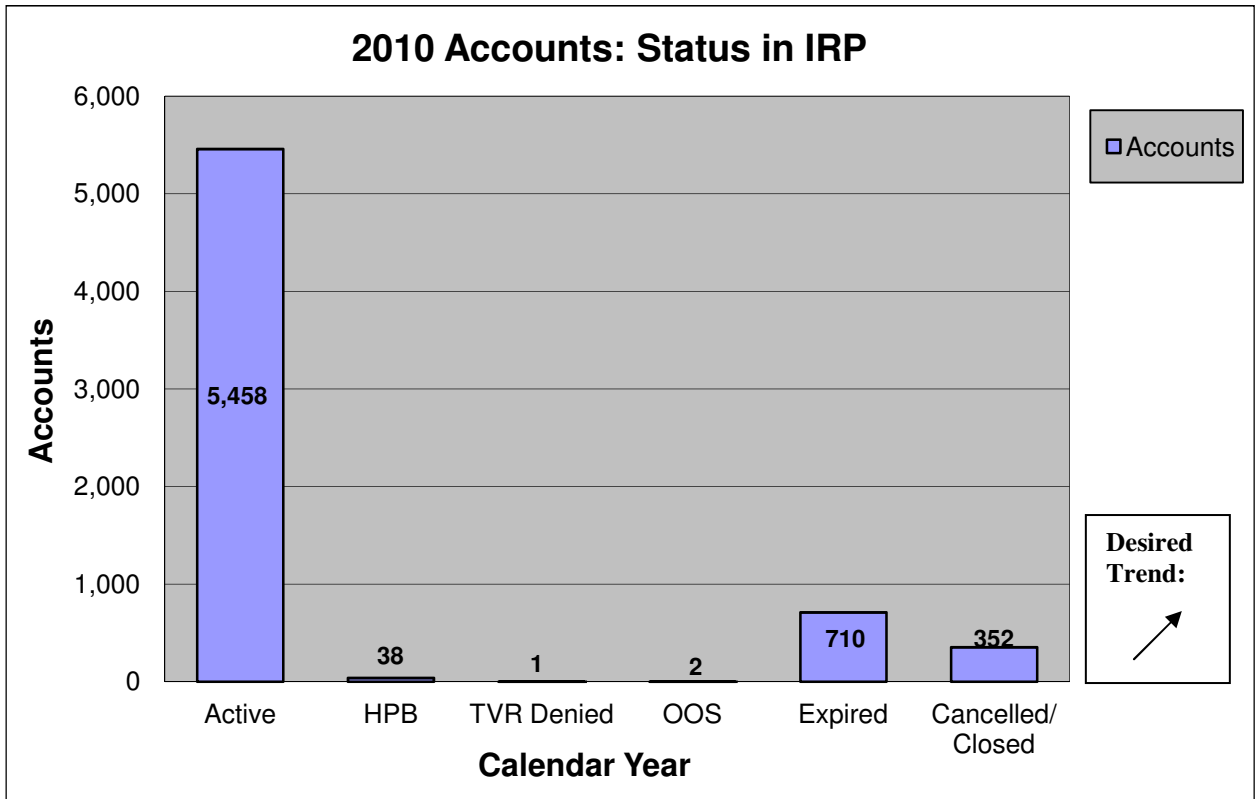
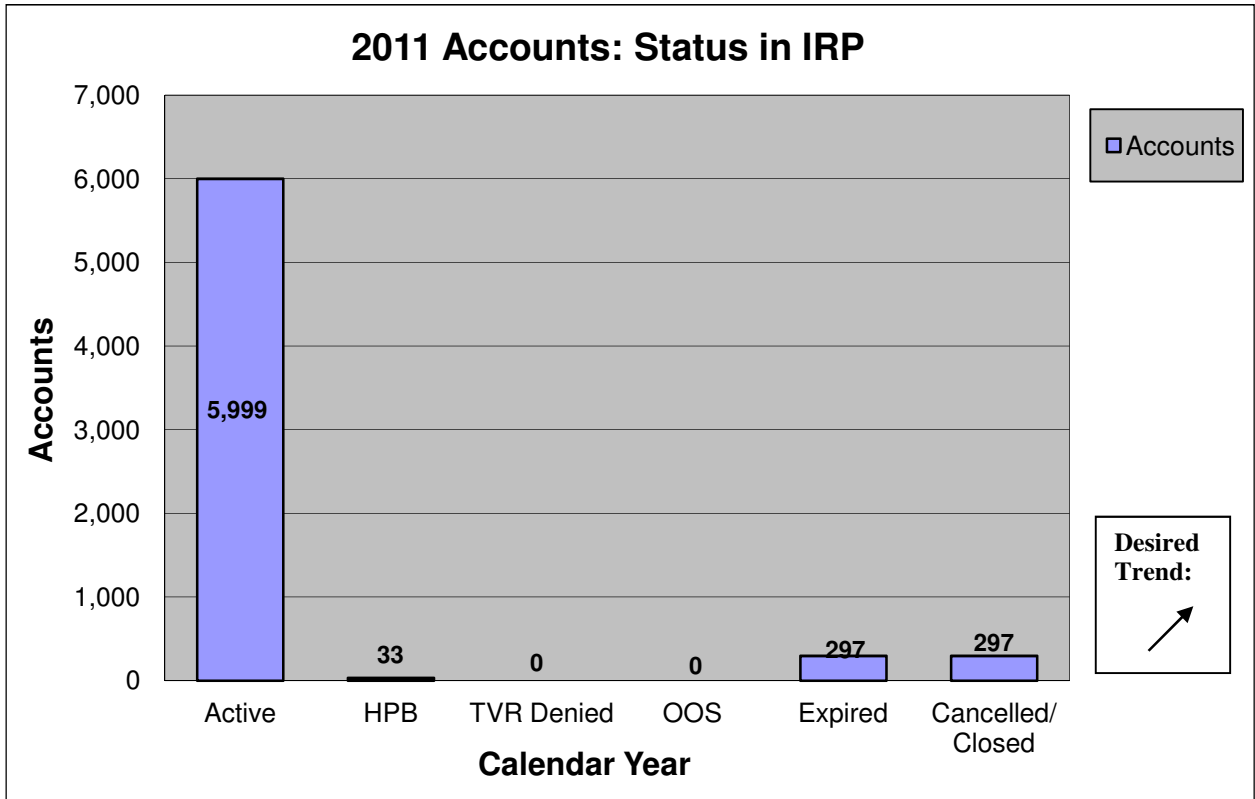
In 2008, 6,286 accounts were in Active status, 96 accounts on the Highway Patrol Bulletin, 22 in Temporary Vehicle Registration Denied status, one Non-Sufficient Funds, four Expired and 492 Cancelled/Closed. In 2009, 5,793 accounts were Active, 70 on the HPB, six in TVR Denied status, two Out-of-Service,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

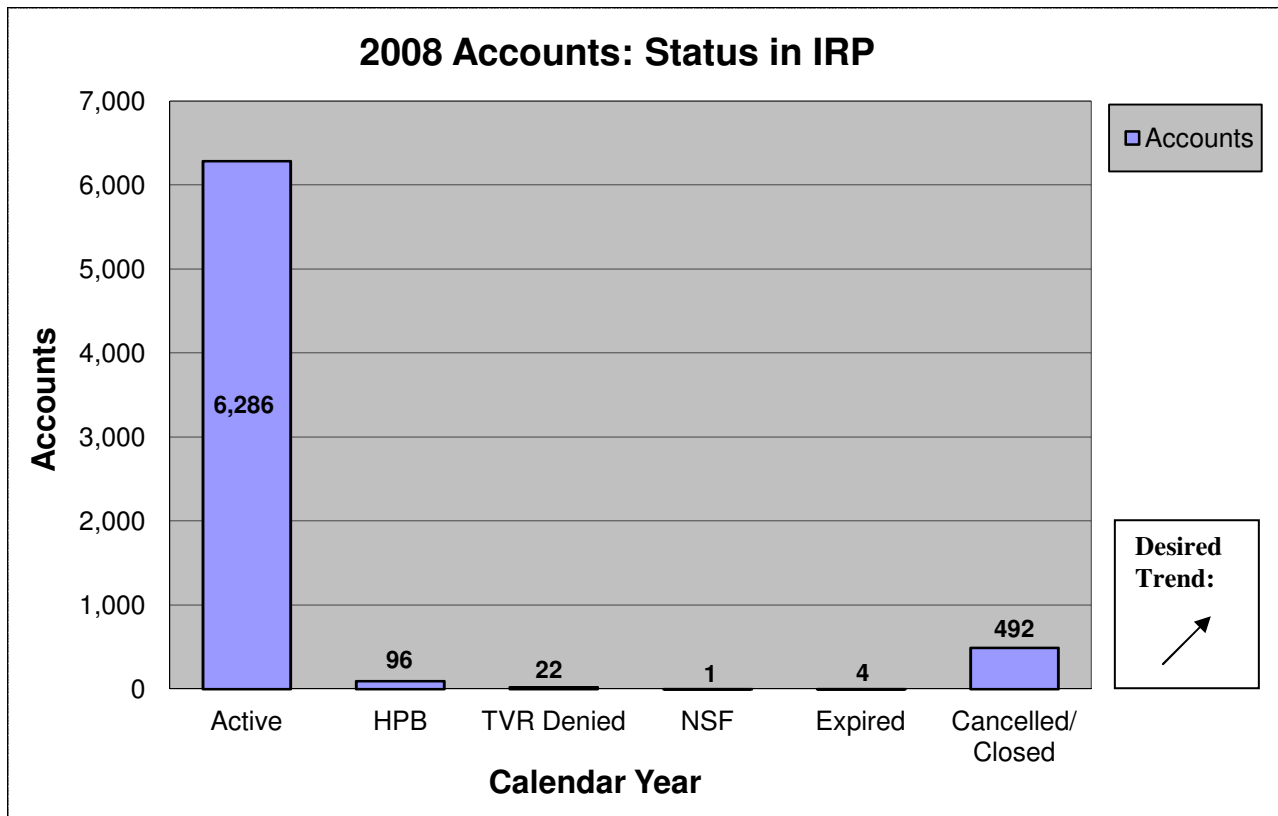
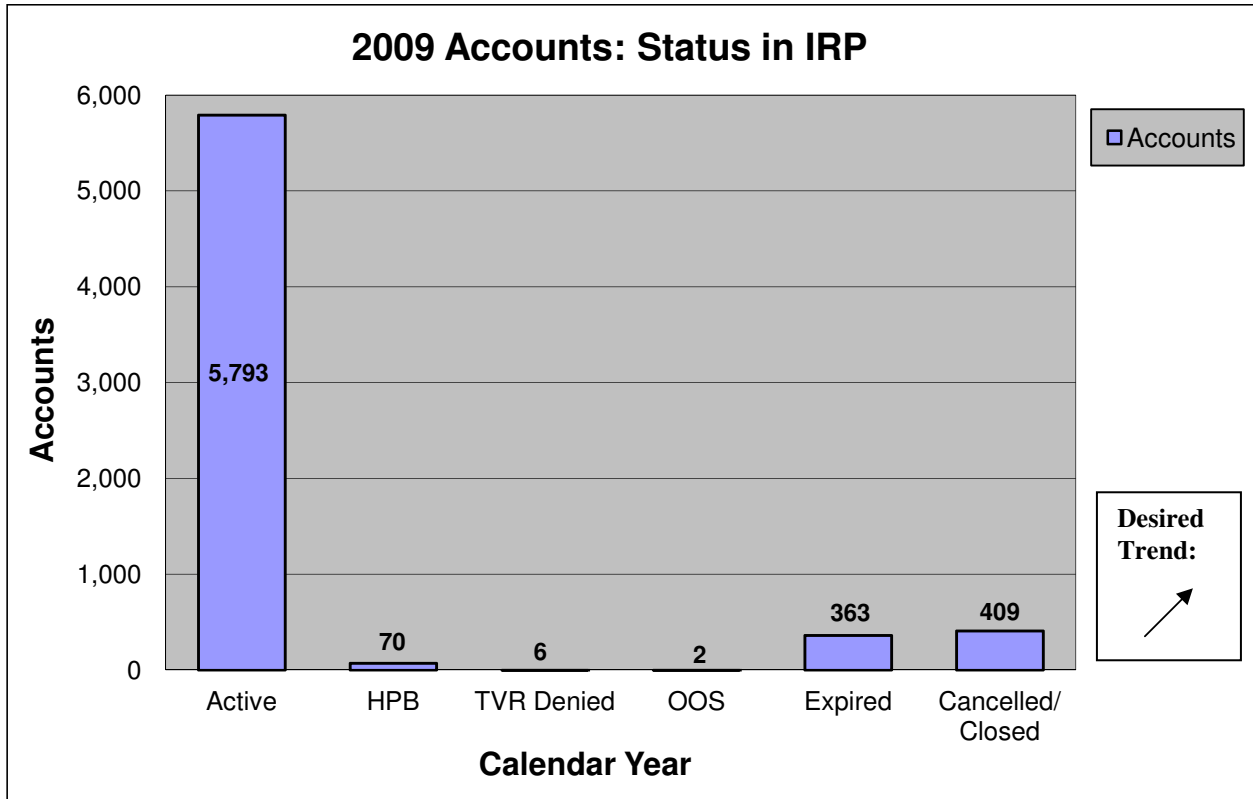
In May 2011, 6,319 accounts were Active, 17 were Suspended (formerly called the HPB), 0 in TVR Denied status, 0 Out-of-Service, 129 Expired and 114 Cancelled/Closed.

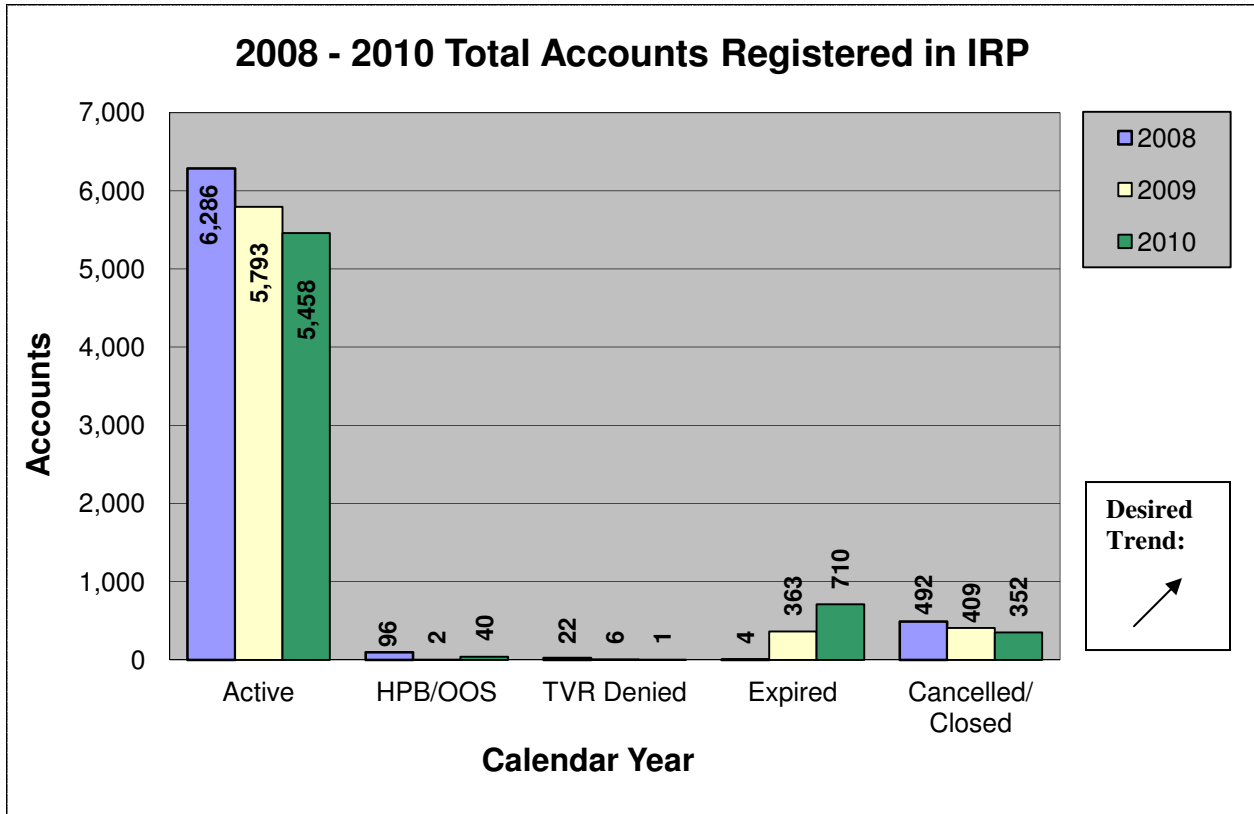
As of July 20, 2011, 6,134 accounts were Active, 28 were Suspended, 0 in TVR Denied status, 0 Out-of-Service, 222 Expired and 217 Cancelled/Closed.

In October 2011, 5,999 accounts were Active, 33 were Suspended, 0 in TVR Denied status, 0 Out-of-Service, 297 Expired and 297 Cancelled/Closed.

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







## Innovative Transportation Solutions

### *Number of paperless documents*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Tina Thurman, Motor Carrier Compliance Supervisor

**Purpose:**

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

**Description:**

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

**Improvement Status:**

This measure is currently under development.



**Measure is Under  
Development**

## Innovative Transportation Solutions

### *Customer entered transactions vs. agent entered transactions*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Kelly Ray, Motor Carrier Project Manager

**Purpose:**

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

**Description:**

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

**Improvement Status:**

The number of Oversize Overweight customers keying permits increased by 2,352 for the third quarter of 2011, while the percentage remained unchanged from the second quarter. A shift in work priority was implemented in July to respond to online applications as the top priority (excluding walk-ins) followed by telephone applications. In July, MCS welcomed 257 new customers, 348 in August and 360 in September. This is an increase of 260 new accounts from second quarter 2011.

The number of International Fuel Tax Agreement customers filing online remains steady with just under a half percent increase for the third quarter over second quarter of 2011. Agents continue to have conversations with customers encouraging them to file online. As in the past, the request for additional decals affects this measure. Of the 550 requests for additional decals, 73.4 percent (404) of them were entered by MCS staff. Part of delivering outstanding customer service includes staff offering the customer decals when adding or transferring a vehicle to their account. Therefore, this measure will likely remain high. Supervisors are working with the Outreach Coordinator to advertise what transactions are available for customers to process online instead of calling.

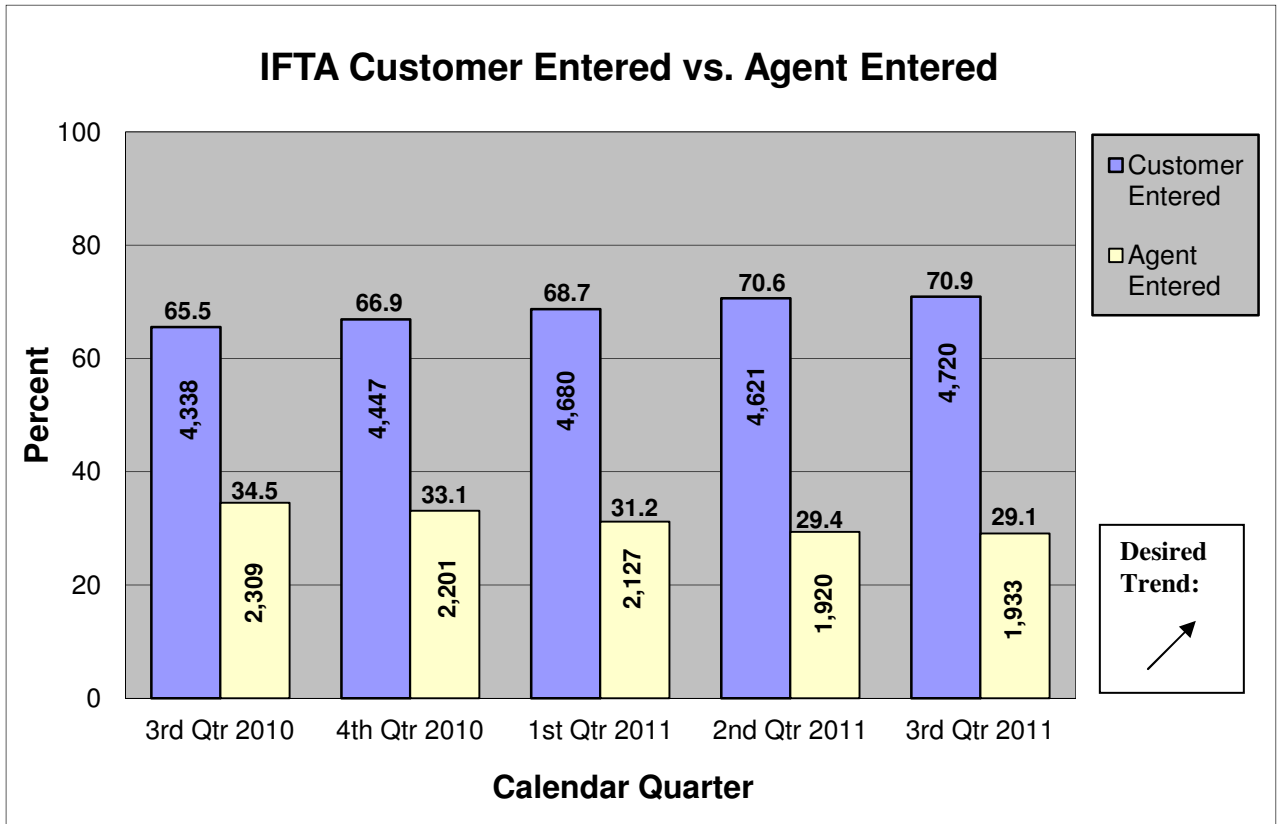
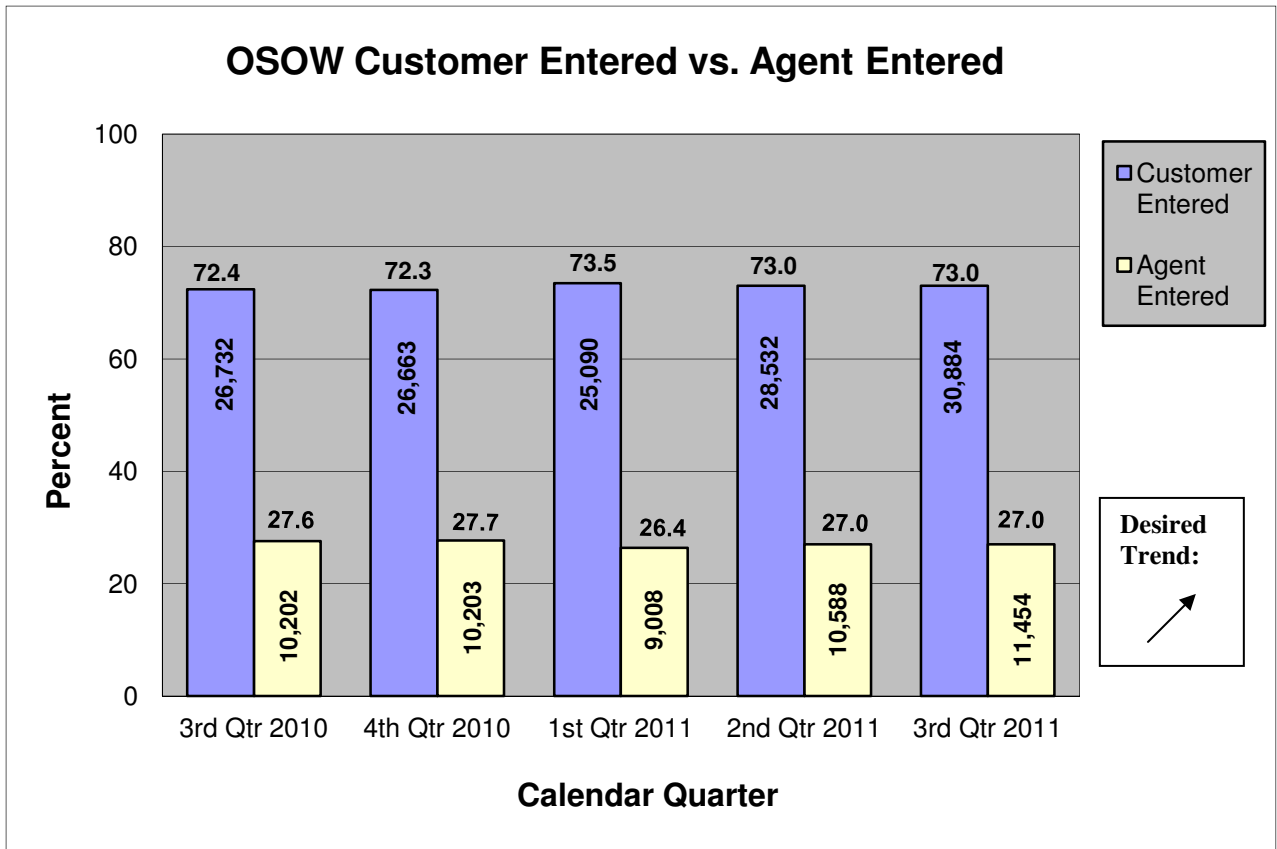
The total number of International Registration Plan renewals for third quarter 2011 decreased by 14 over third quarter 2010. The number of customers filing online increased by 106 compared to third quarter 2010 and the agent-entered transactions fell by 120, resulting in an increase in online percentage of 4.6 percent.

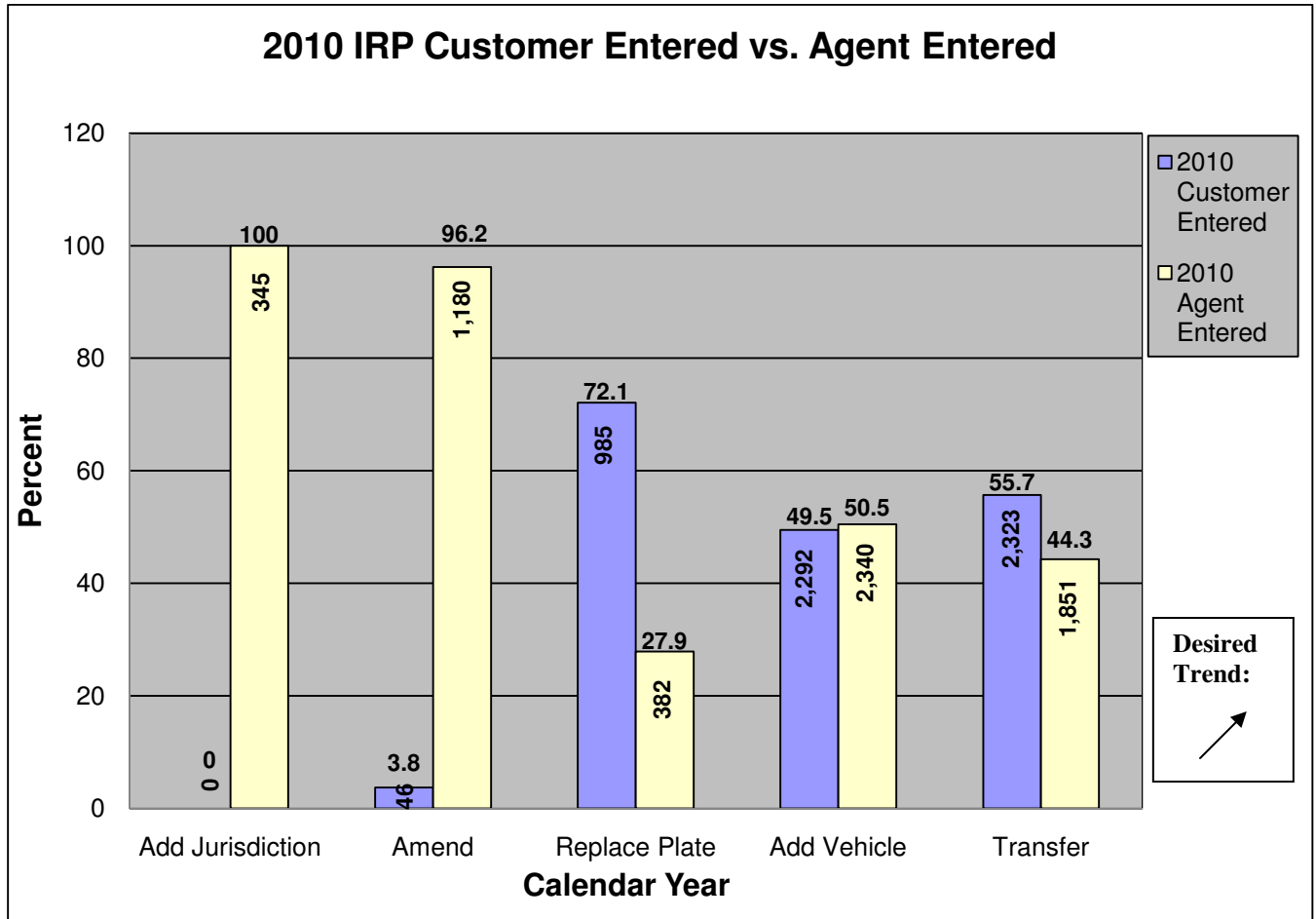
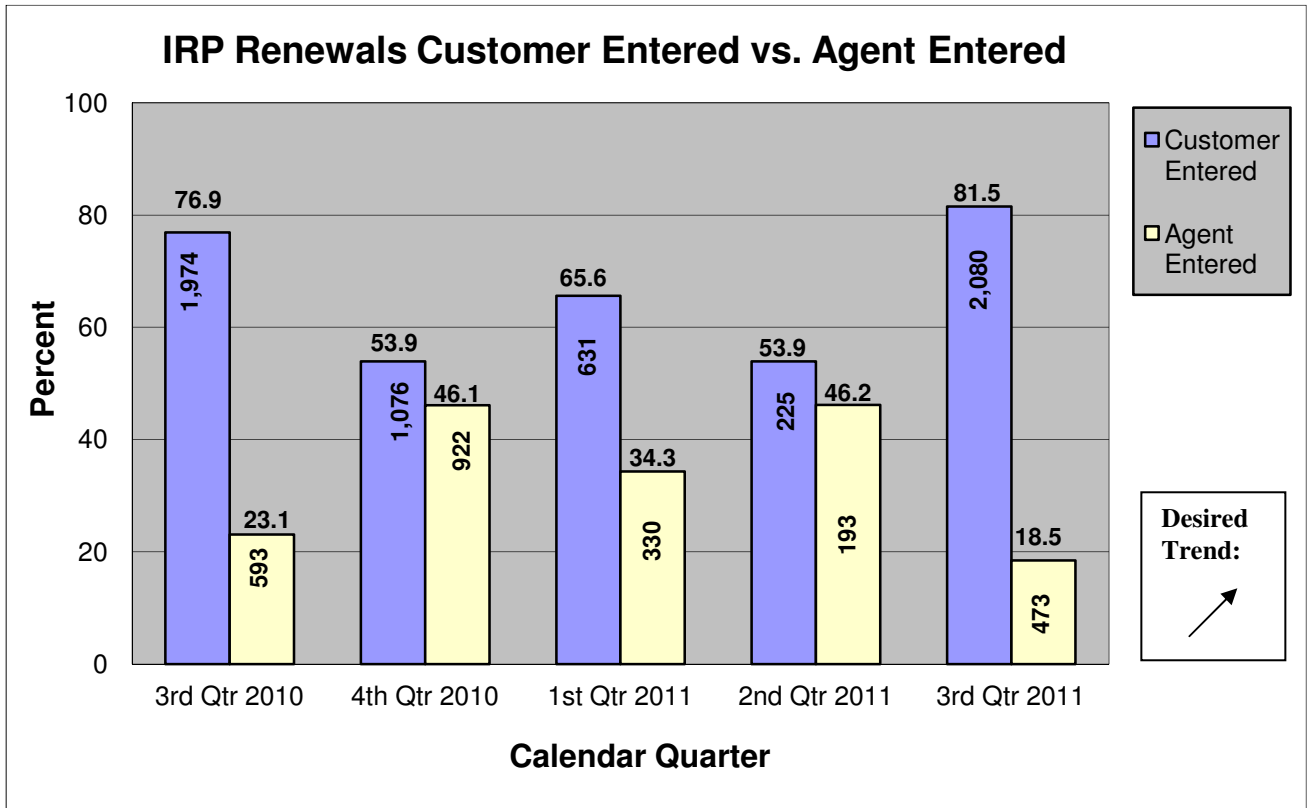
The International Registration Plan transactions that were available to the external customers for the 2010 calendar year include Amend (Cab Card Correction), Replacement Plate, Add Vehicle and Transfers. Please note that only the unit number can be amended by the outside user. Any other edits must be performed by staff. The Add Jurisdiction transaction was not made available to external customers until August 2011. The measure tracks supplements and not the number of vehicles within a supplement. Bring Forward Supplements are counted in the agent entered transactions for all transaction types. For 2010, the total number of transactions keyed by external customers was 9,234 and the total number of transactions keyed by internal agents was 8,370.

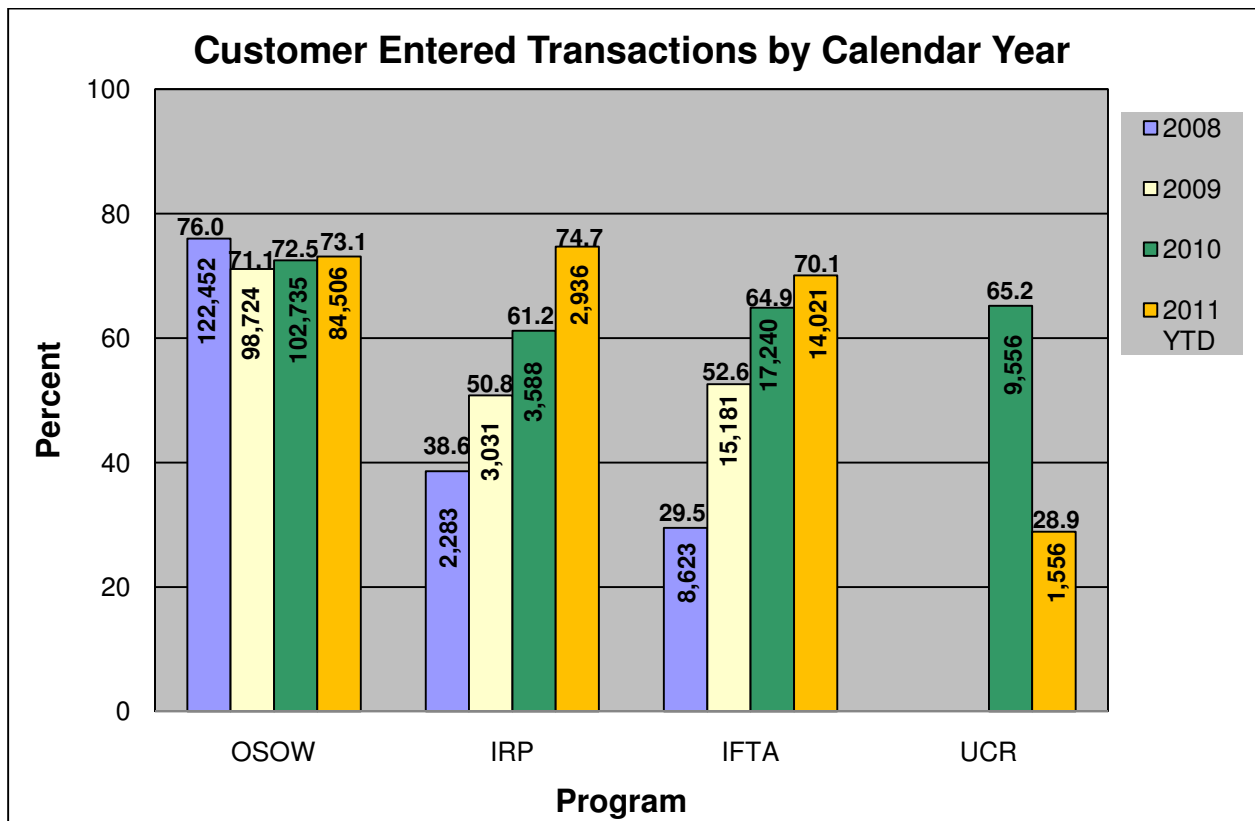
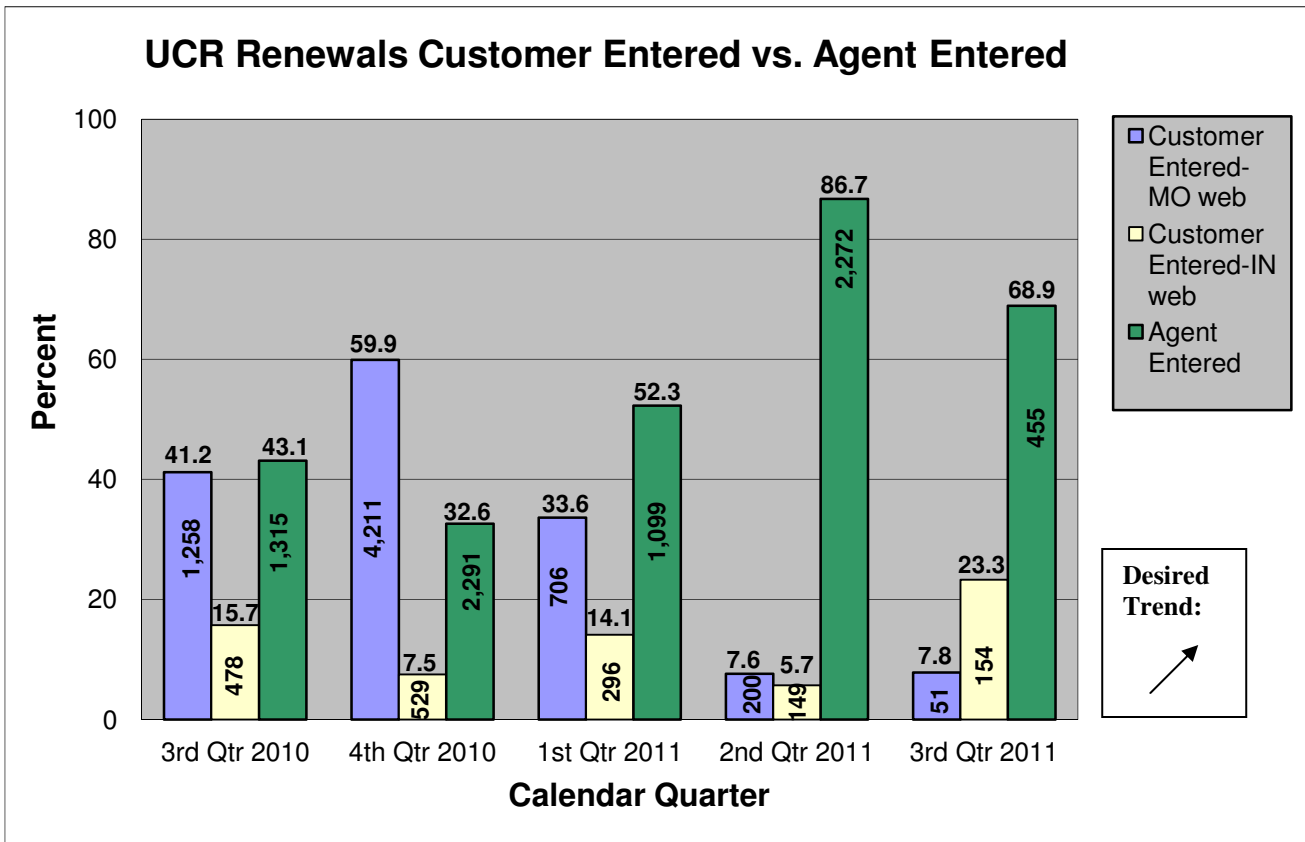
MCS System and Training Analysts offered four training sessions statewide and two one-on-one visits at the customer's location during the third quarter. Staff continues to provide one-on-one customer training via phone. Comparison between consecutive quarters for IRP filers is not feasible as carriers file once annually, always during the same calendar quarter.

The percentage of agent-entered transactions for Unified Carrier Registration decreased by 17.8 percent in the third quarter of 2011 compared to the previous quarter. The number of transactions is considerably less due to the time of year. Filing was due January 1 and enforcement began February 1, 2011. The significant increase in agent versus online filing is due to MCS mailing paper forms with invoices to noncompliant 2010 and 2011 UCR registrants. The forms were returned with payment and keyed into the system by MCS staff.

The customer entered transaction chart explains the percentage of total transactions by program per year. As reports are created and data becomes available, OPA, HWWT and payment information will be included.







## Innovative Transportation Solutions

### *Number of auto-issued vs. agent-issued transactions*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Debbie Bradshaw, Motor Carrier Compliance Supervisor

**Purpose:**

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

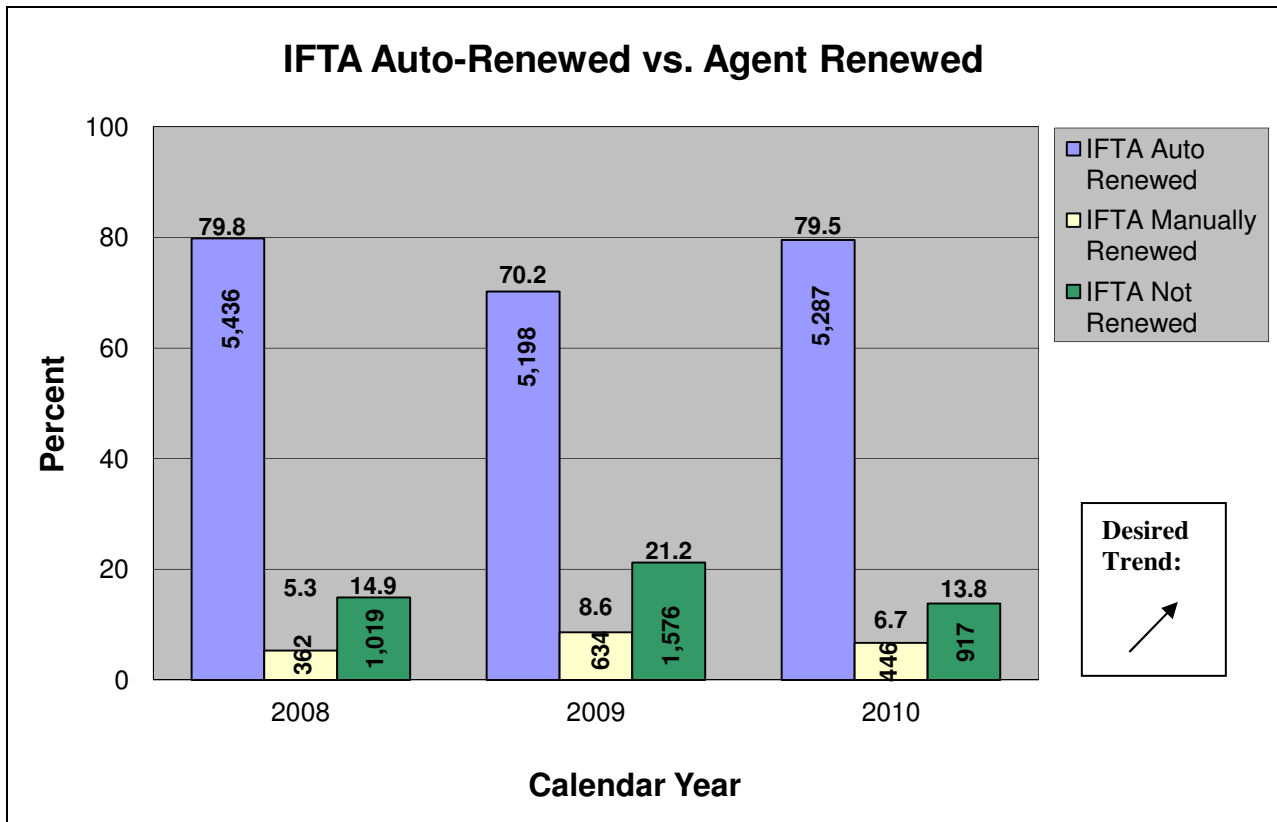
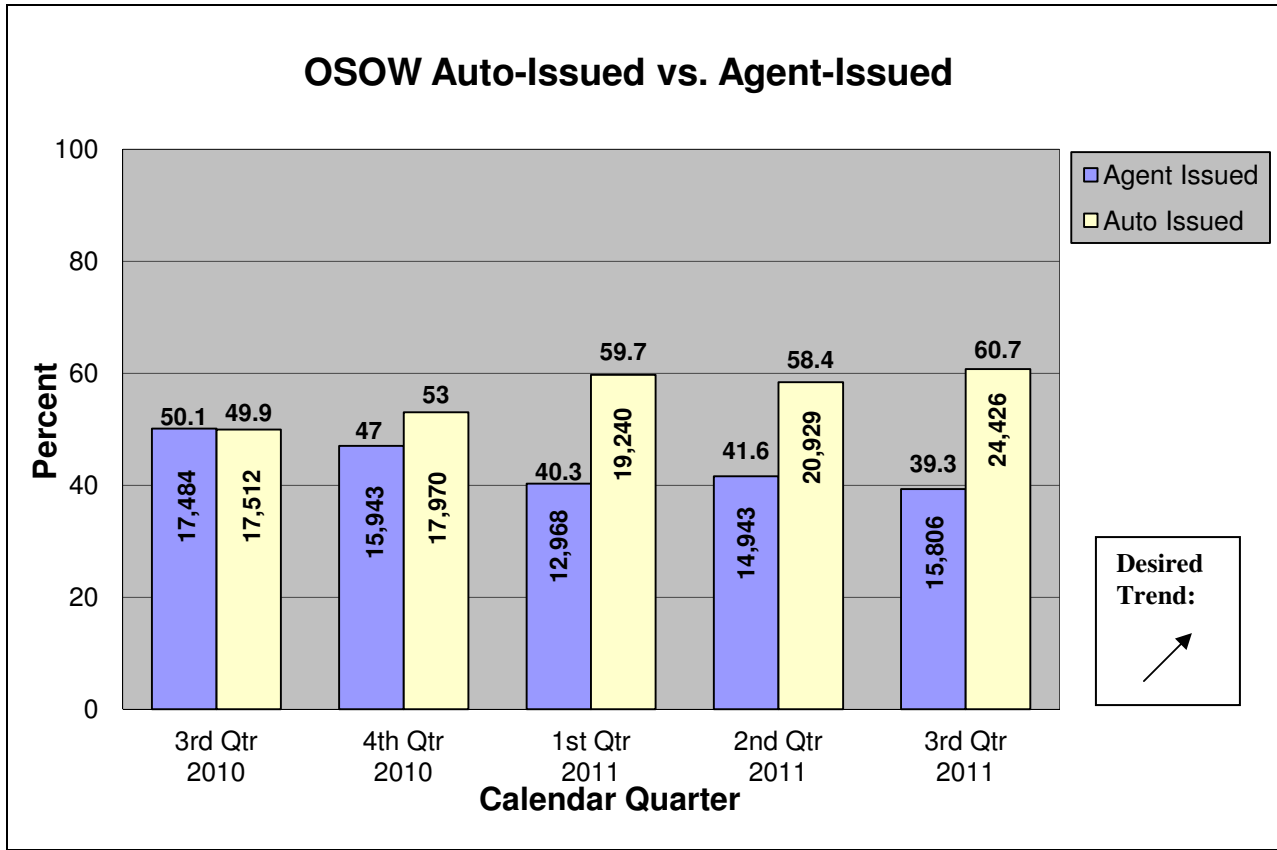
**Description:**

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

**Improvement Status:**

The number of permits issued without agent intervention increased by 10.8 percent from third quarter 2010 to third quarter 2011. From second to third quarter 2011, auto-issued permits increased by 2.3 percent. More than half of OSOW permits that are issued yearly are processed by the system. A design document is being created to obtain an estimate on the cost to expand auto-issuance. If implemented, another spike in auto-issuance will occur. 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.

IFTA auto renewals are an annual measure and will be reported in the fourth quarter 2011.



# Innovative Transportation Solutions

## System down time

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

**Purpose:**

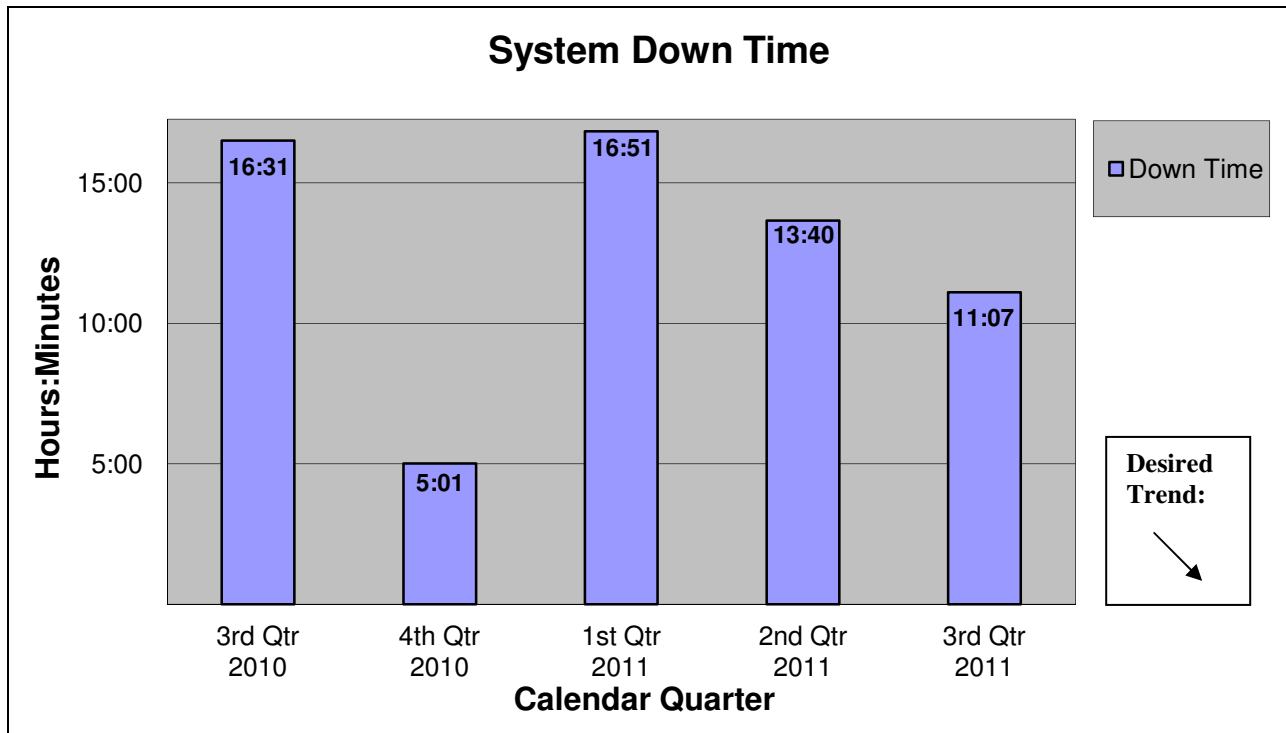
The system down time measure tracks the amount of time various systems used by Motor Carrier Services were out of operation each quarter.

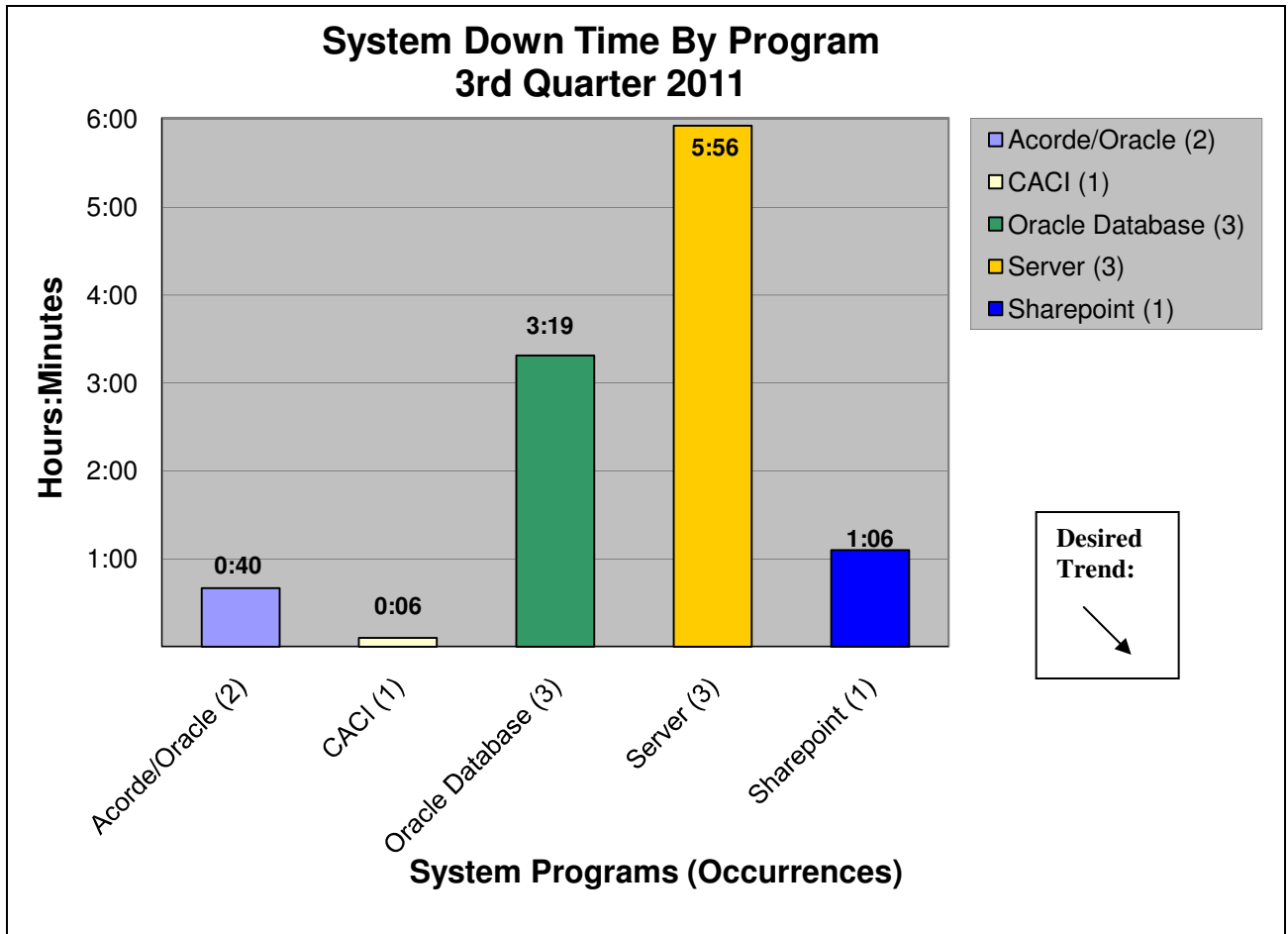
**Description:**

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

**Improvement Status:**

System down time decreased 2 hours and 33 minutes compared to previous quarter. In addition to the 11 hours and 7 minutes of total down time, system latency was an issue for a total of 19 hours and 26 minutes. However, various corrective measures taken by IS resulted in only one instance of latency during the month of September, compared to 10 in July and August. The biggest contributor of down time was due to three instances of either server failure or a server running out of memory for a combined total of 5 hours and 56 minutes. Memory has since been added. Database issues were the second biggest contributor, with a total of 3 hours and 19 minutes when a failover failed and a backup scheduler was not enabled after maintenance.





# Innovative Transportation Solutions

## *Telecommuting and remote work hours*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Patti Suling, Motor Carrier Services System and Training Analyst

**Purpose:**

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

**Description:**

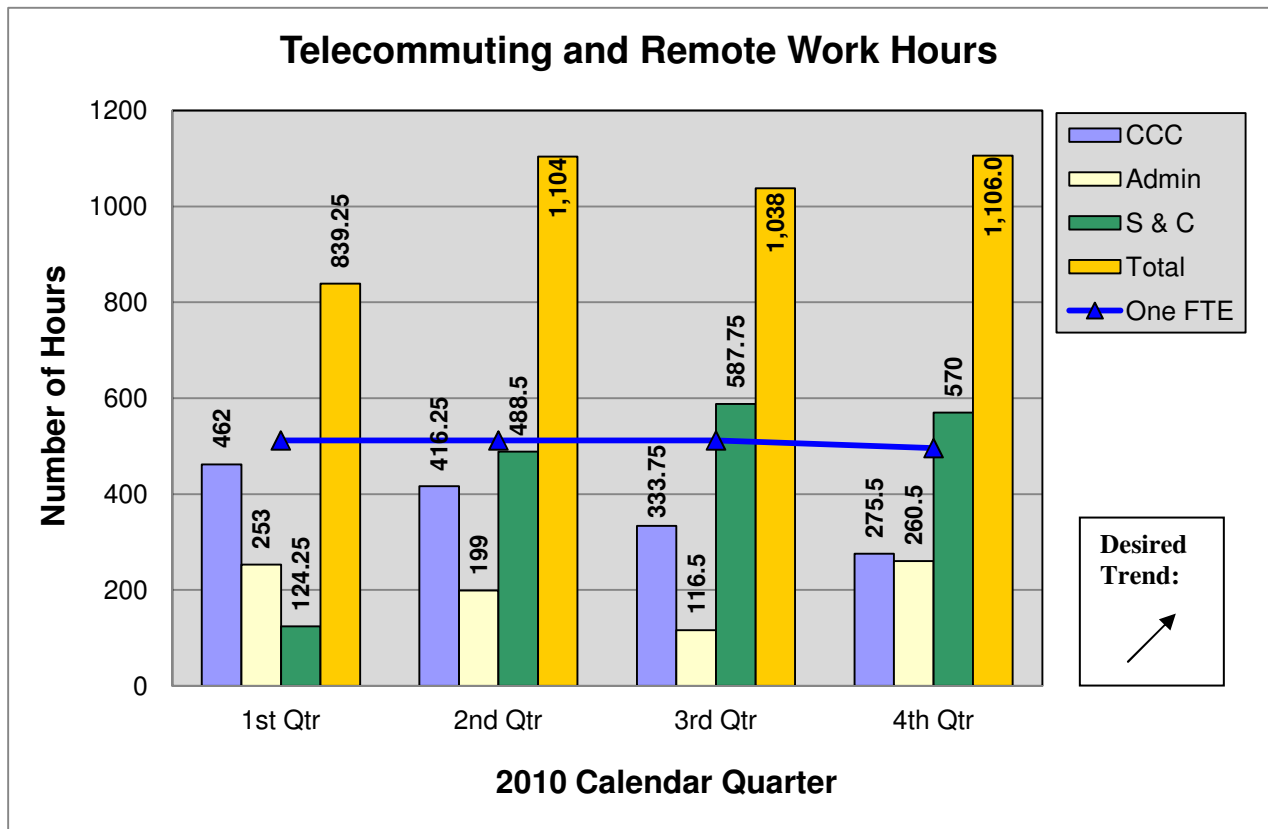
Telecommuting is an option for MCS employees who are able to perform without diminishing the quality of work, productivity or level of service. The goal is to have the equivalent of 10 full time employees telecommuting in order to reduce costs.

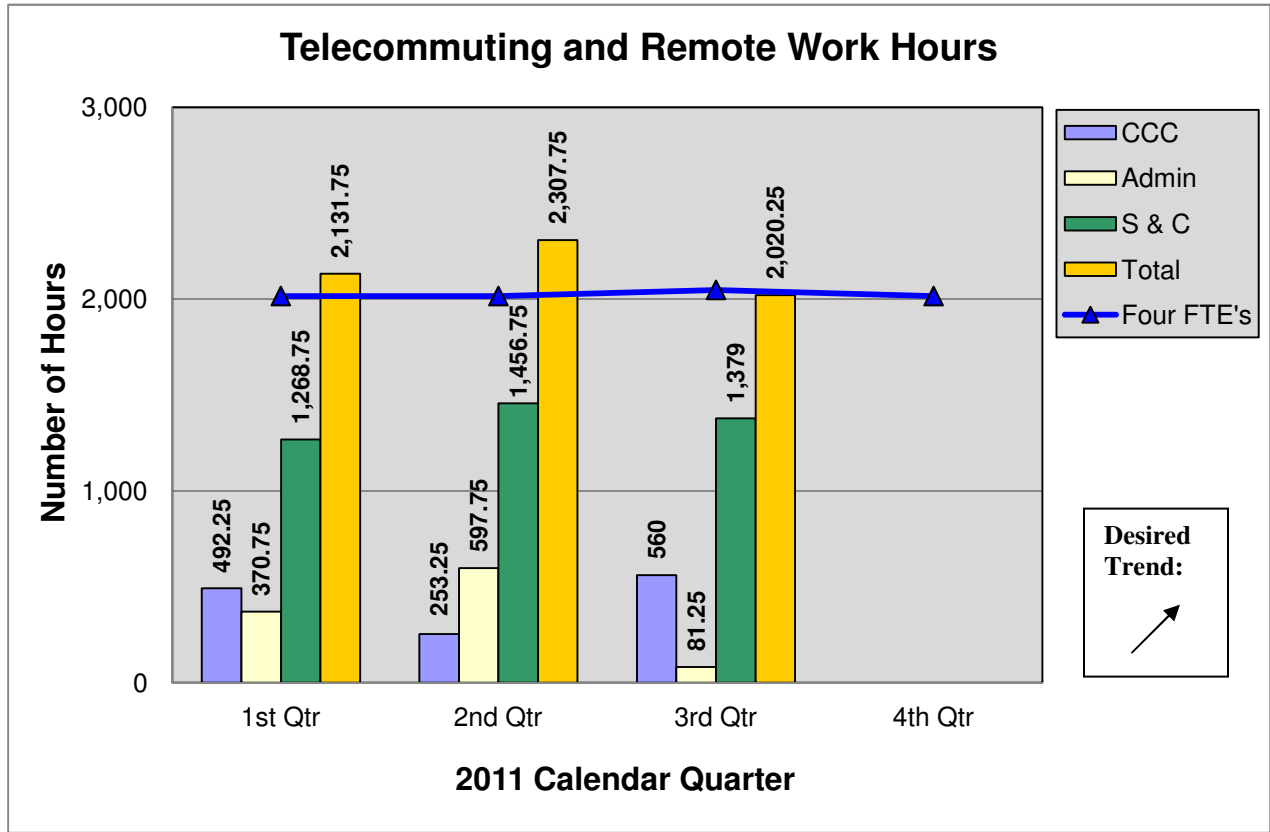
Each employee enters the number of hours worked from home or a remote location into a database for the number of hours each day they work away from the office.

**Improvement Status:**

There is an overall decrease of 12.5 percent from the previous quarter of total hours telecommuted for all sections. CCC was the only section with an increase of 121.13 percent due to additional employees telecommuting and cross training ending for others. Administration saw the largest decrease of 86.41 percent due to two employees on extended leave during the previous quarter returning to work in the office. Safety and Compliance has a decrease of 5.34 percent in part because of vacations, in-service and a passenger strike force. The increase for all sections from the same quarter in the previous year is 94.63 percent.

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





## Efficient Movement of Goods

### *Superload permits issued*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Debbie Bradshaw, Motor Carrier Compliance Supervisor

**Purpose:**

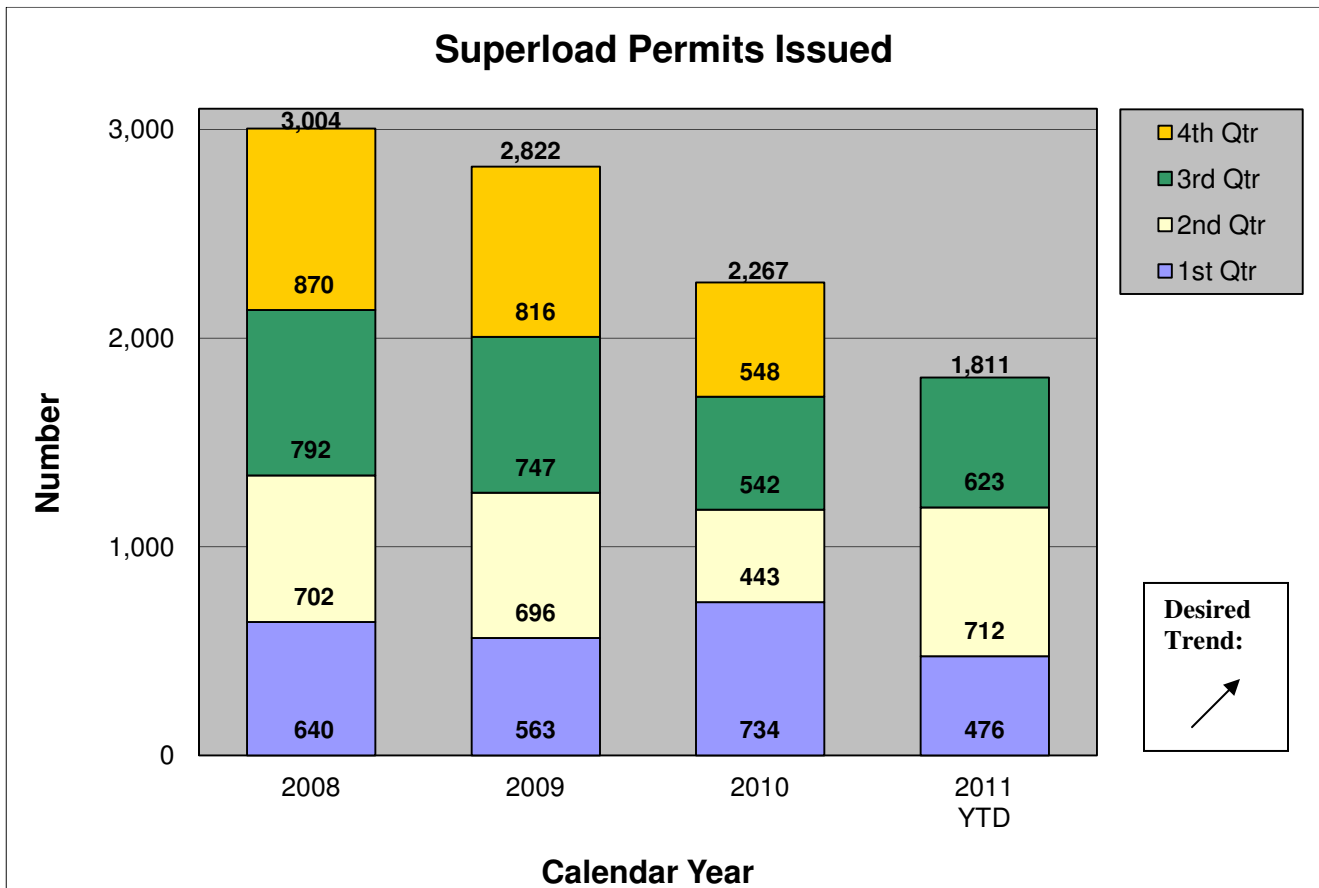
This measure tracks how many superload transactions are issued by Motor Carrier Services agents through the MoDOT Carrier Express system.

**Description:**

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

**Improvement Status:**

The number of superload permits increased 14.9 percent from the third quarter of 2010 to the third quarter of 2011. Superload movement for disaster relief and through state wind component movement contributed to the increase. From the second quarter to the third quarter 2011, superload quantities fell by 12.5 percent. The decrease is in part due to Safe and Sound bridge completions. The number of superloads varies quarterly/yearly depending on wind component movement, large scale construction projects and Safe and Sound scheduling. There are currently 67 Safe and Sound bridges under construction, 593 have been completed with 142 remaining for future construction.



## Efficient Movement of Goods

### *Oversize Overweight permits issued*

**Result Driver:** Jan Skouby, Motor Carrier Services Director

**Measurement Driver:** Debbie Bradshaw, Motor Carrier Compliance Supervisor

**Purpose of the Measure:**

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

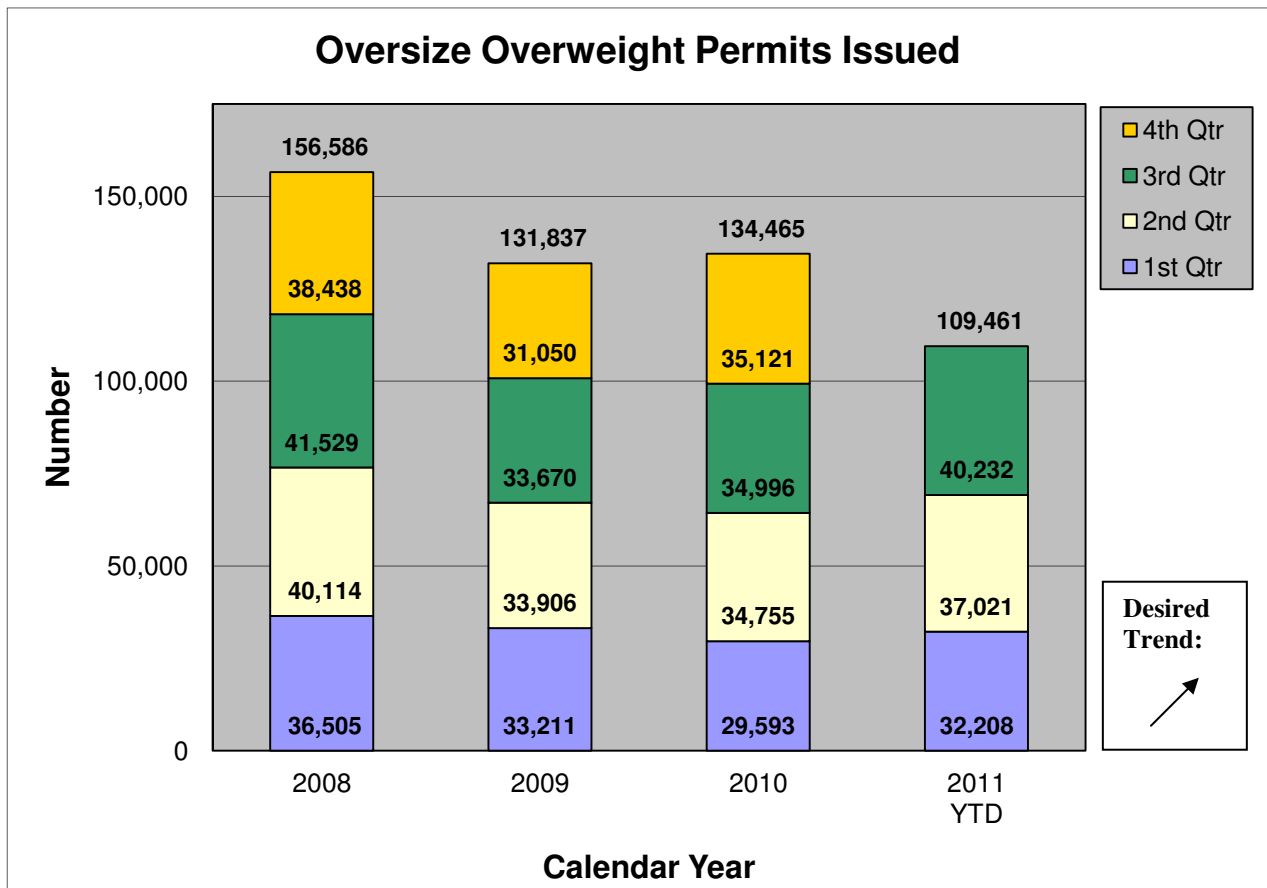
**Description:**

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

**Improvement Status:**

From the third quarter of 2010 to the third quarter of 2011, the number of Oversize Overweight permits increased 15 percent. The number of permits issued increased by 8.7 percent from second to third quarter 2011.

Permits traditionally increase during the third quarter due to construction season. Disaster relief efforts resulted in considerable quantities of FEMA homes as well as construction equipment movement to aid in levy repair, flood control, debris removal, and rebuilding efforts.



## 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.

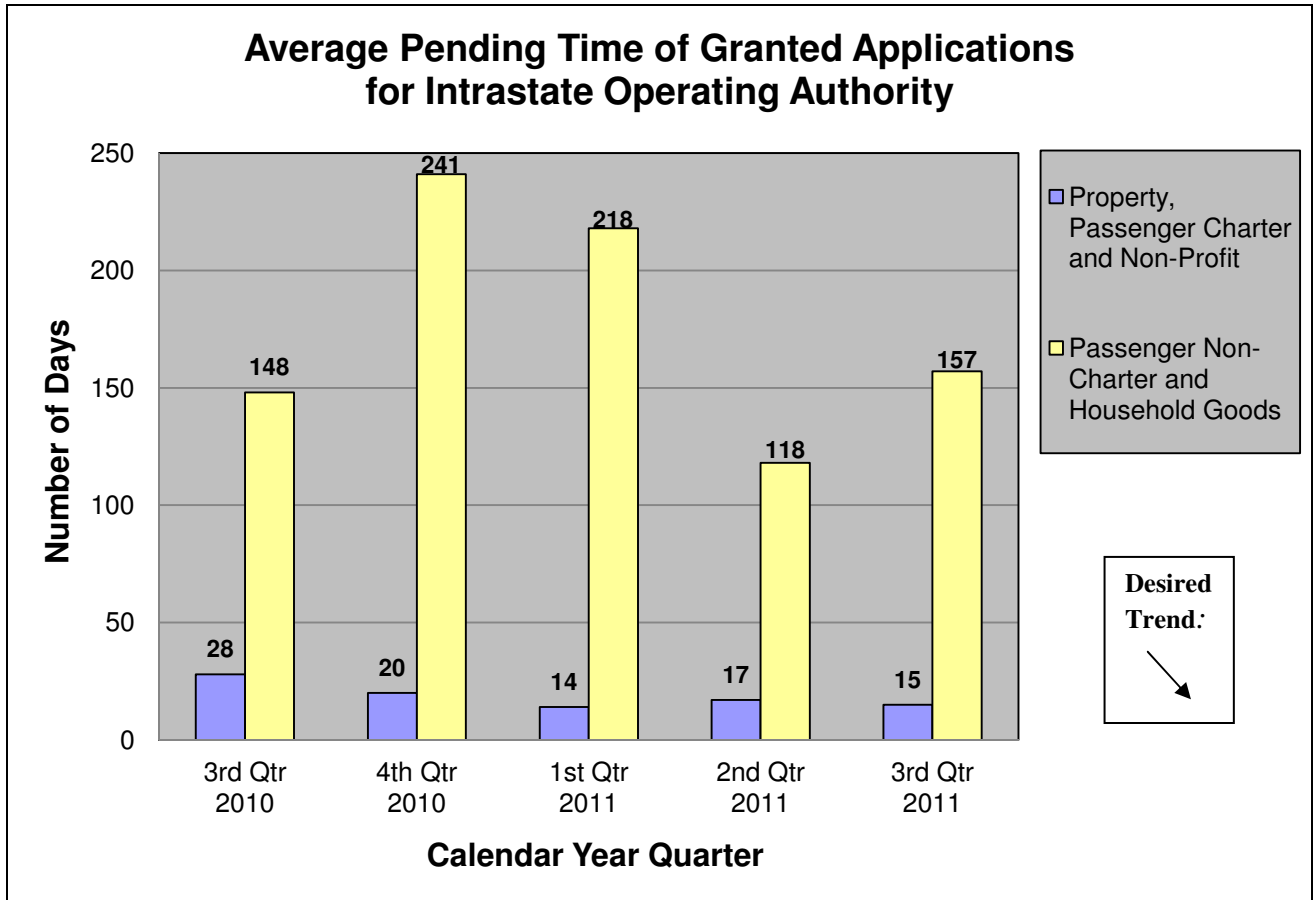
Applications for transportation of property, passengers (in charter service) and non-profit non-charter service have been streamlined by deregulation. However, the application process for transportation of passengers in non-charter service and for household goods is heavily regulated, resulting in longer 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 for-hire in intrastate commerce was granted to 144 applicants during the third quarter of 2011 for streamlined applications. The average pending time for these applicants was 15 days. This is a decrease of 2 days from the previous quarter and a decrease of 13 days from the same quarter in the previous year. During the third quarter of 2011, intensive cross training of core OPA agents was completed. Cross training in OPA with other program core agents began during this time frame. In addition, the MO-1 Safety & Compliance approval process was modified effective July 1, 2011. Most MO-1 applications are approved for Safety & Compliance upon the initial review by a Motor Carrier Agent. The effects of cross training, reduced waiting time for Safety & Compliance approvals and reduced unplanned leave experienced in the second quarter resulted in a quicker first review of MO-1 applications and an overall reduced pending time. Applications exceeding the bench-marked pending time of 14 days were held for the following reasons; insurance (41), corrections (10), and payment (6).

Authority to operate for-hire in intrastate commerce was granted to 10 applicants during the third quarter of 2011 for non-streamlined applications. The average pending time of these applicants was 157 days. Authority was granted to five applicants in passenger in other than charter service. Three of these five applicants were intervened upon, which resulted in cases being filed with the Administrative Hearing Commission. These three applicants experienced pending times of 238, 256 and 271 days. The remaining five applicants were granted authority to transport household goods in intrastate commerce. None of these applications were intervened upon. Applicants requesting authority to transport household goods experienced an average pending time of 97 days. The excessive pending time is a result of time needed to experience the notice register process and gather statements supporting a need for the requested service.



## Efficient Movement of Goods

### *Interstate motor carrier mileage*

**Result Driver:** Jan Skouby, Motor Carrier Services Director

**Measurement Driver:** Joy Prenger, Motor Carrier Compliance Supervisor

**Purpose of the Measure:**

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

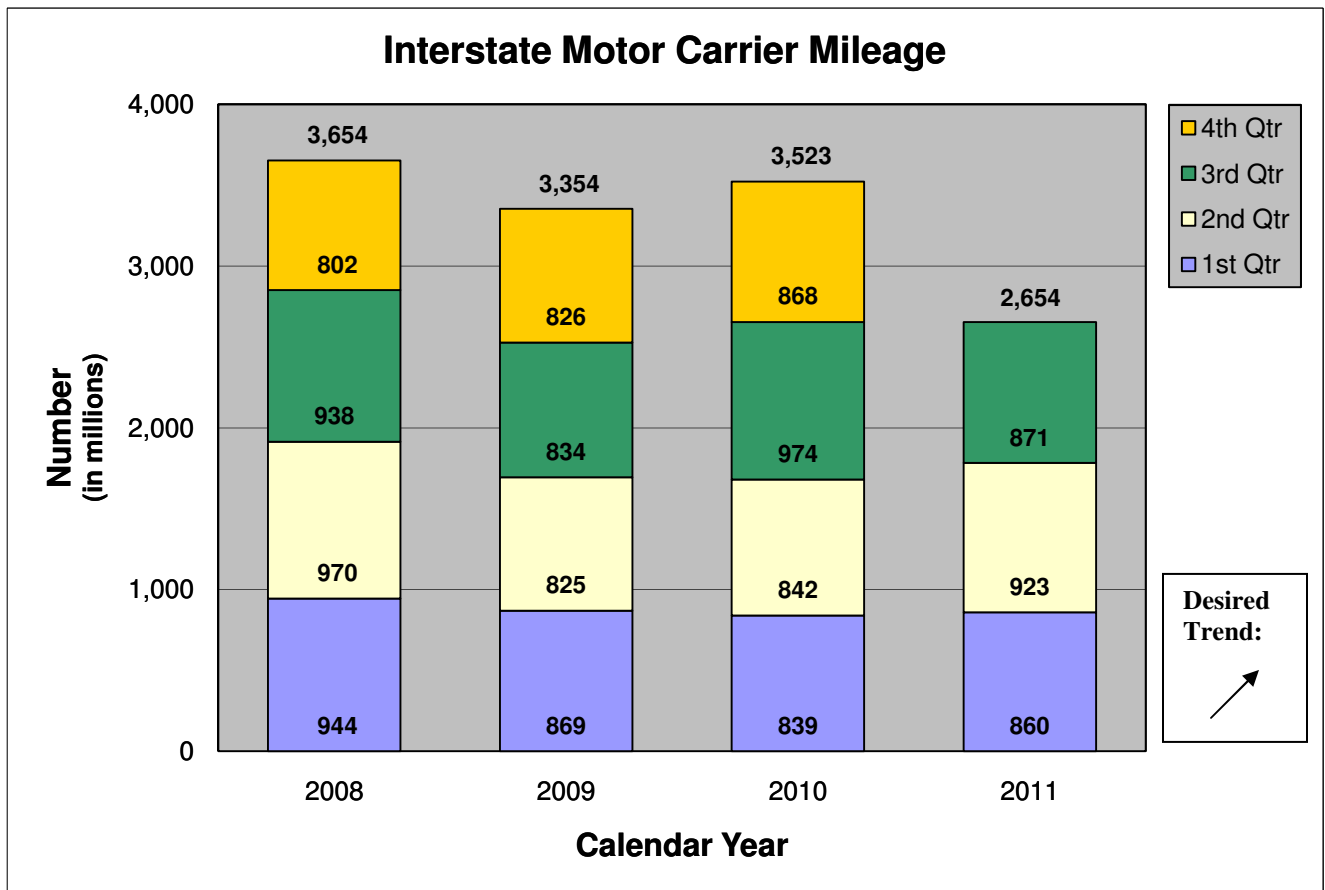
**Measurement and Data Collection:**

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

**Improvement Status:**

Total miles traveled by interstate carriers in Missouri decreased 5.63 percent from last quarter. During the third quarter of 2011, interstate carriers traveled 10.57 percent fewer miles here than during the third quarter of 2010. So far for 2011, total miles traveled are down less than 1 percent over 2010.

Compared to the same quarter last year, carriers based outside of Missouri traveled 12.34 percent fewer miles in Missouri. Missouri-based companies traveled 4.72 percent fewer miles in their home state.



## Efficient Movement of Goods

### *Percent of trucks using advanced technology at Missouri weigh stations*

**Result Driver:** Jan Skouby

**Measurement Driver:** Barbara Hague, Special Projects Coordinator

**Purpose of the Measure:**

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

**Measurement and Data Collection:**

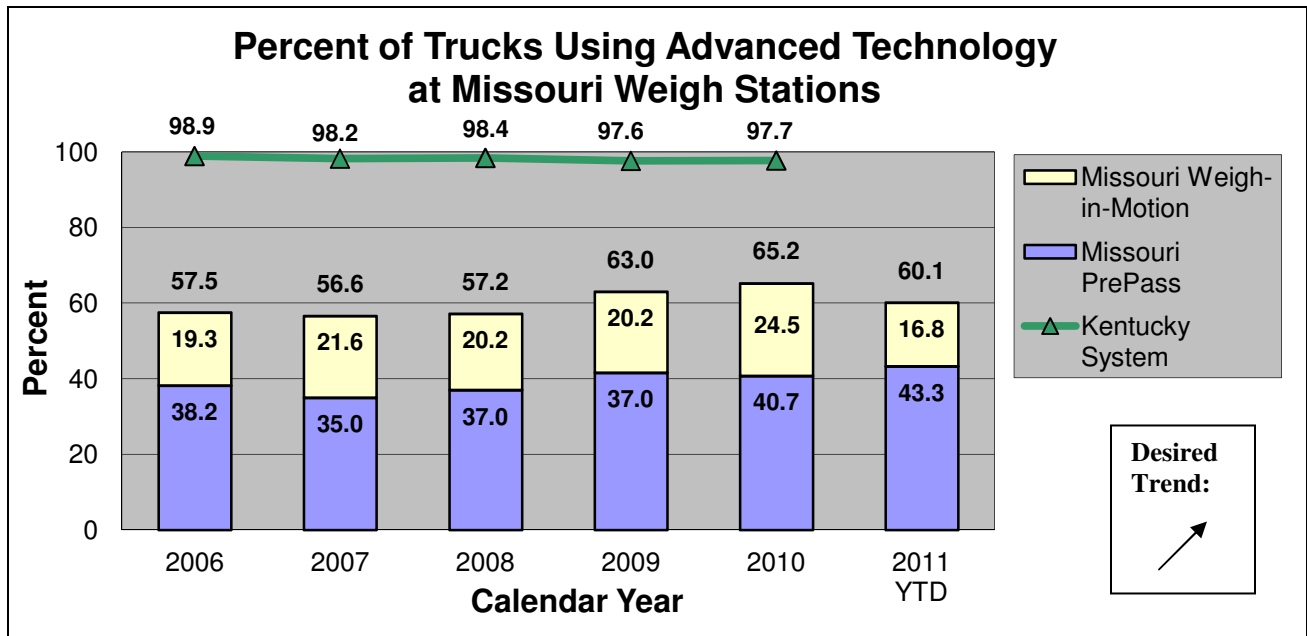
For this quarterly measure, data is collected by HELP, Inc.'s PrePass system computers which scan transponder-equipped vehicles as they approach 18 Missouri weigh stations. Pavement sensors check the vehicle's weight while computers review MoDOT's records to determine the carrier's compliance with safety,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

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

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

**Improvement Status:**

The 2011 year-to-date percent of trucks using advanced technology continues to increase but is still at a level lower than the previous two years. This number has been impacted by the loss of the ramp WIM at Foristell and Mayview in the first quarter; the closed station at St. Clair; the impact of the flooding at Watson; and minor problems at various locations. Also impacting this percentage is an increase in the number of fixed weighs in the first nine months of 2011 over 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:**

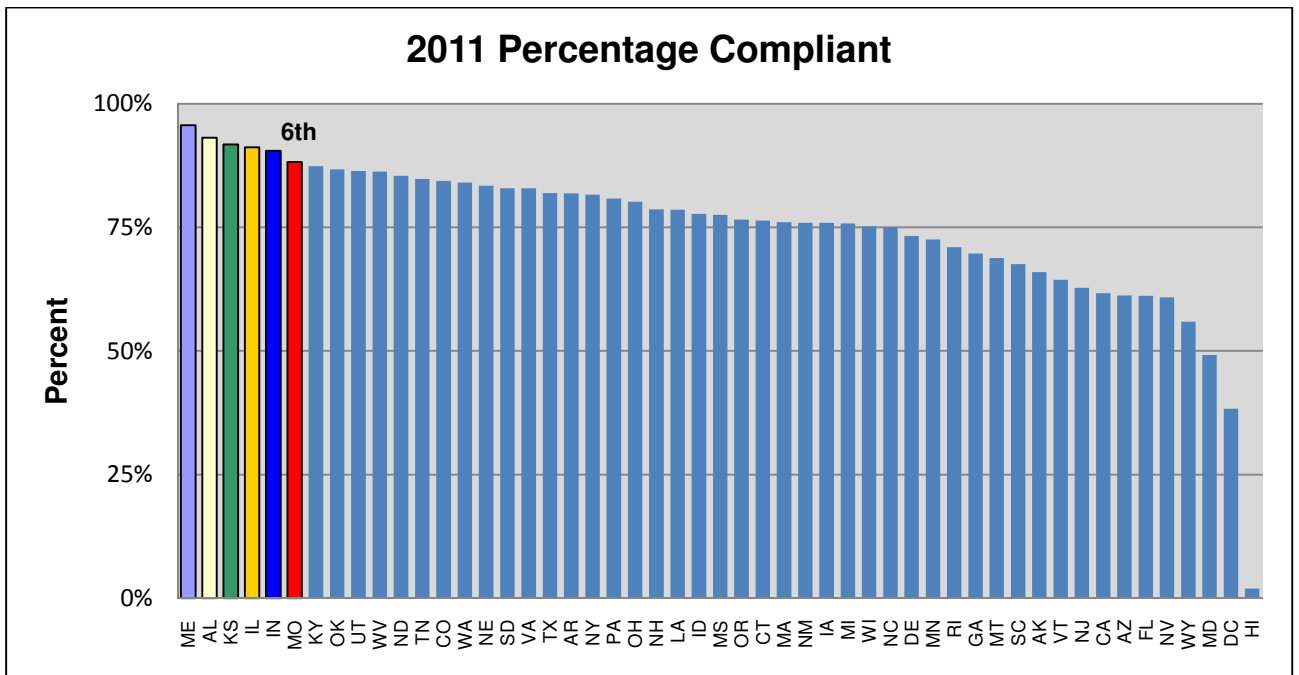
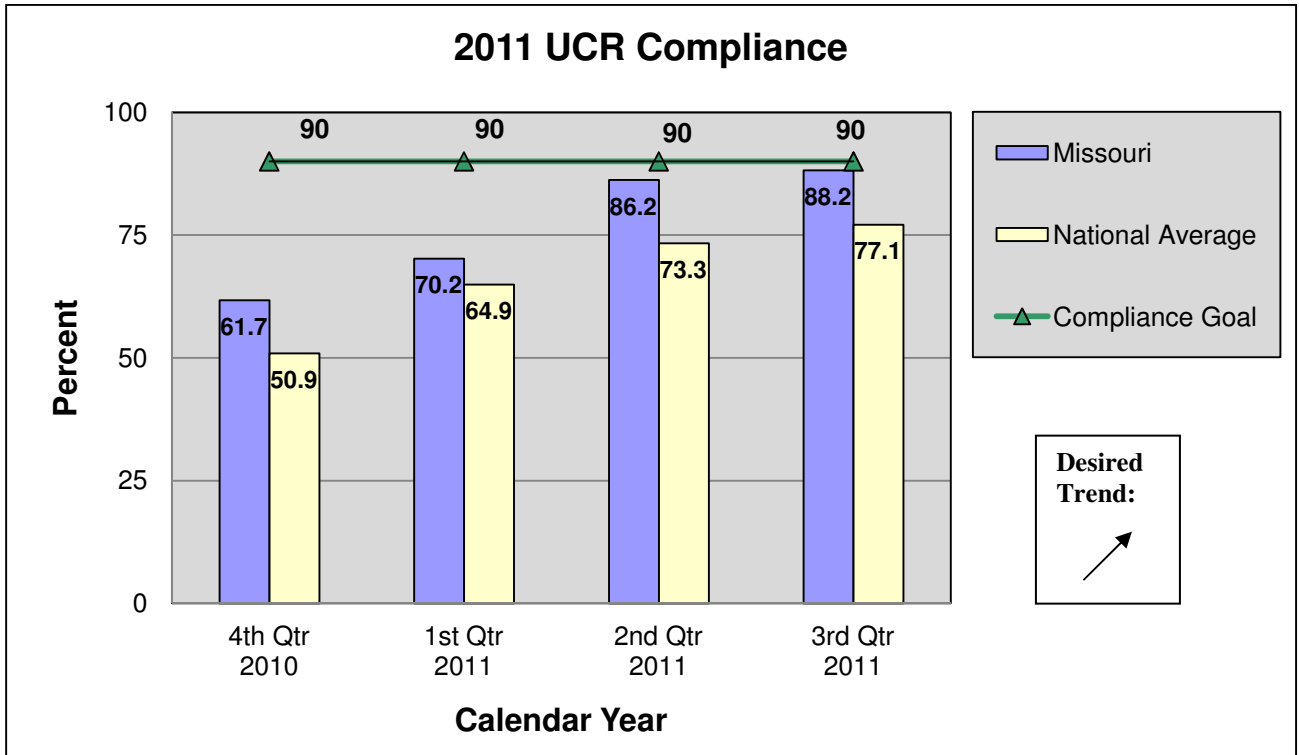
The UCR compliance rate used in this measure is obtained through Iteris; the vendor used by MoDOT and other states to upload data to SAFER. The compliance rate is based upon the number of active carriers within Missouri that have complied with UCR requirements. An active carrier for the purposes of this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

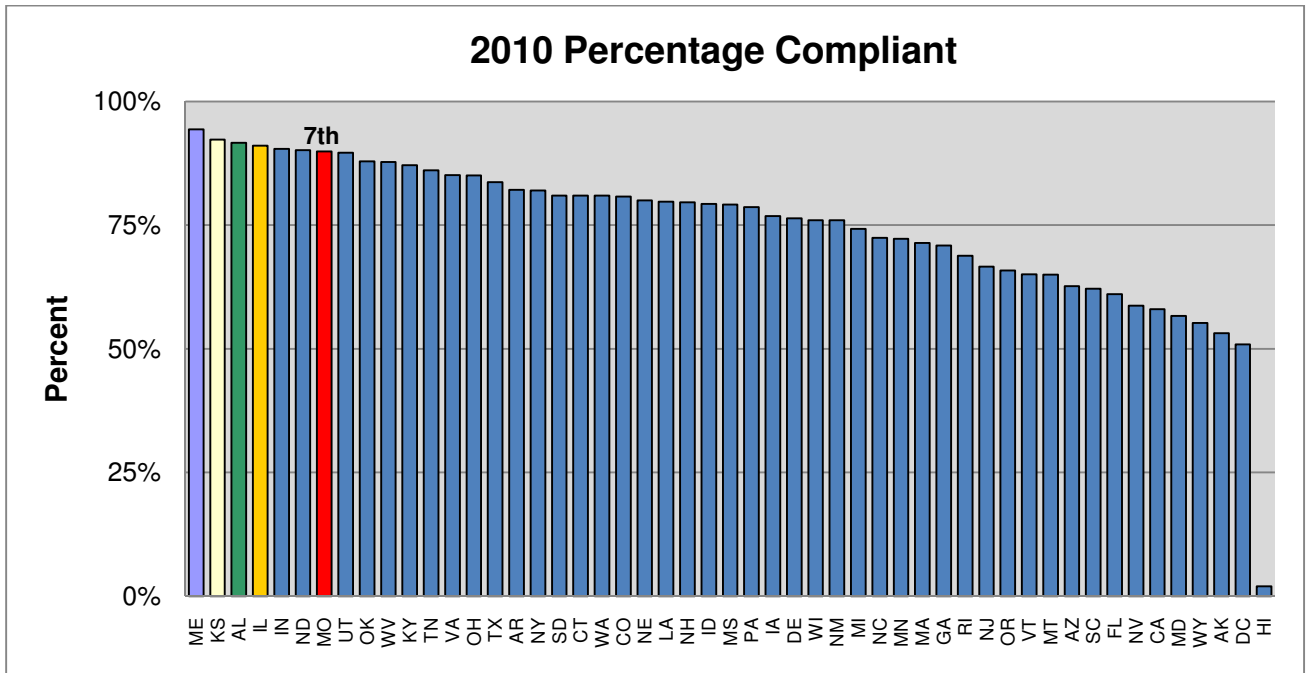
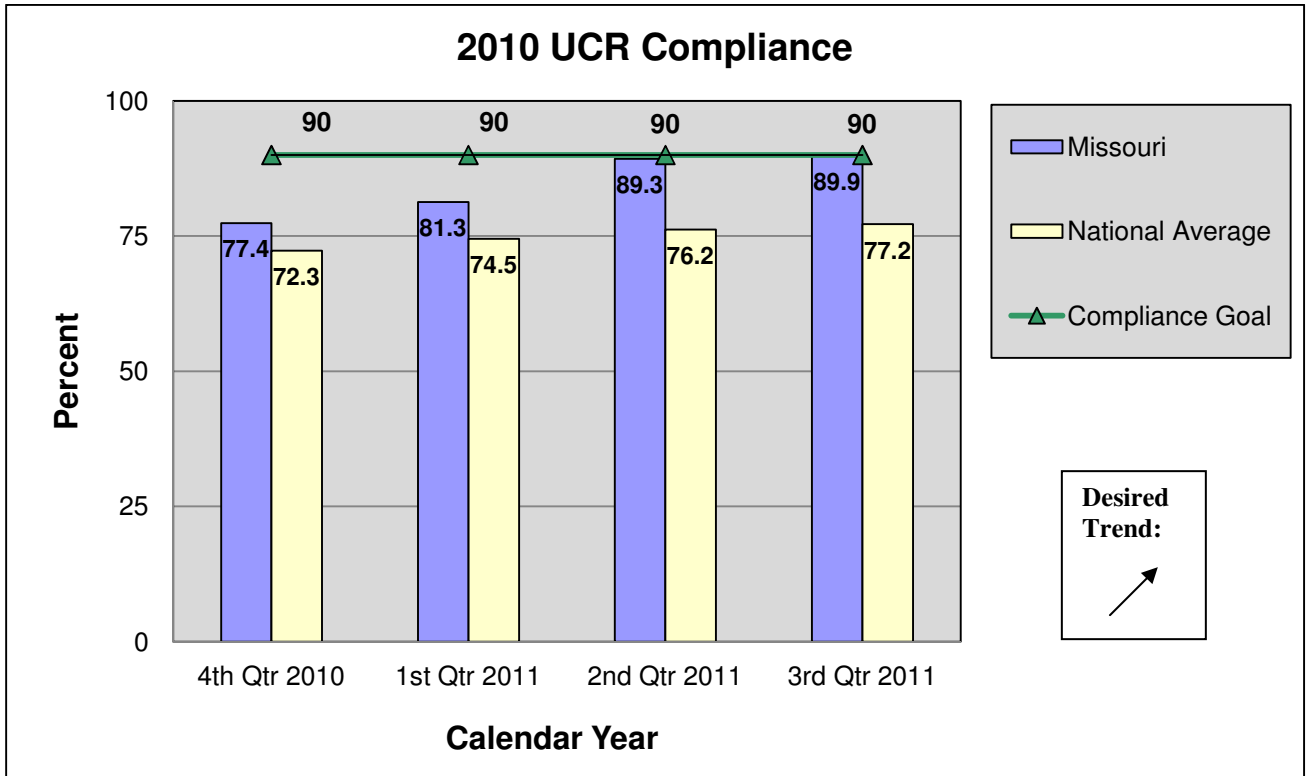
**Improvement Status:**

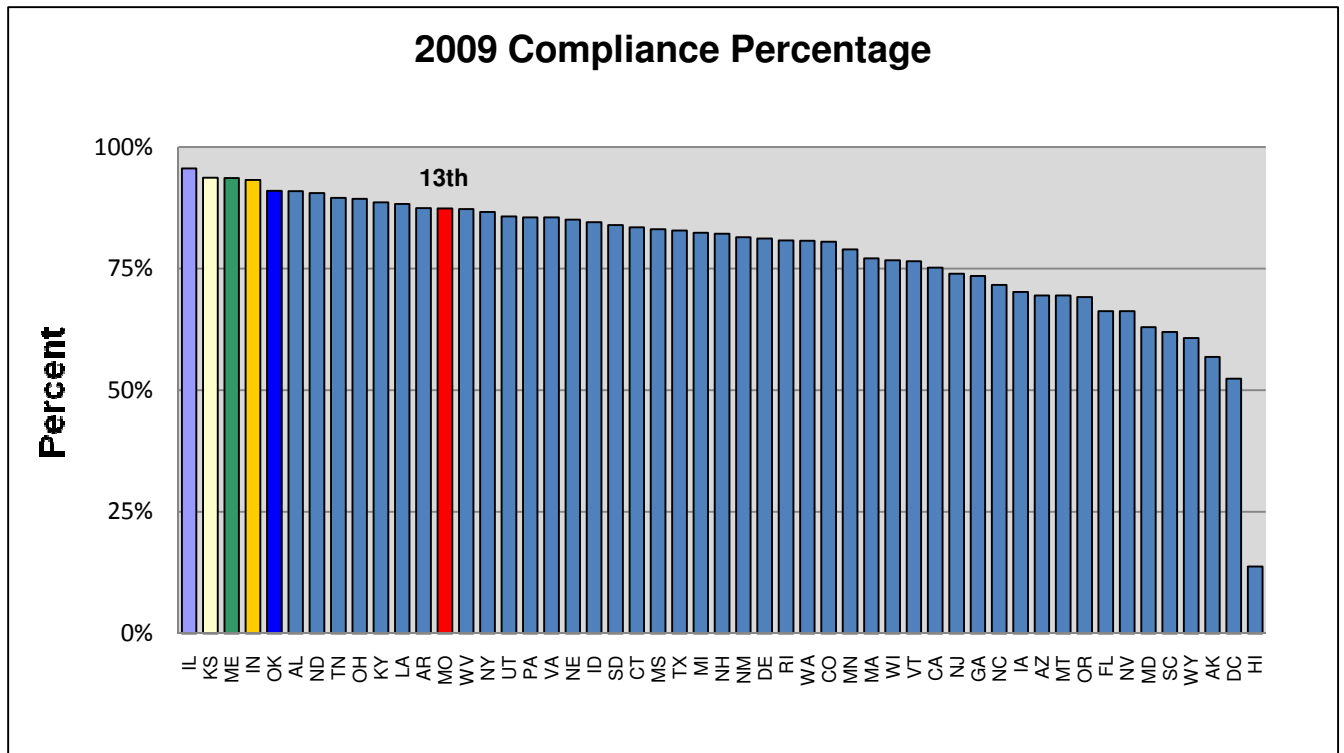
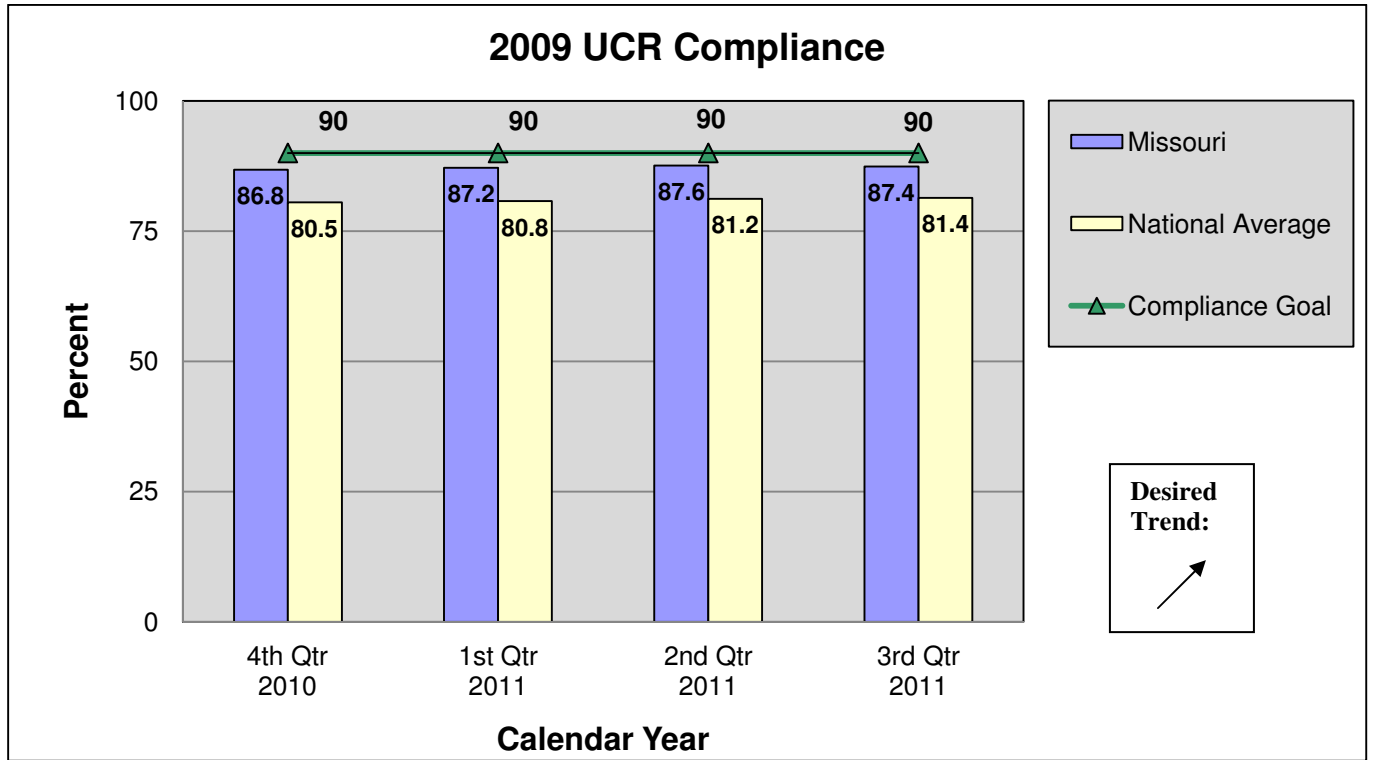
Missouri's UCR compliance rate for 2011 is 88.2 percent. This is an increase of 2 percent from the previous quarter and 11.1 percent better than the national average of 77.1 percent. Missouri's UCR compliance rate for 2010 is 89.9 percent. This is an increase of 0.6 percent from the previous quarter and 12.7 percent better than the national average of 77.2 percent. Motor Carrier Services used an automatic messaging system to contact all non-compliant 2010 and 2011 UCR applicants during the third quarter of 2011. Motor Carrier Services also received UCR invoices mailed during the second quarter into the third quarter of 2011.

Missouri's UCR compliance rate for 2009 is 87.4 percent. This is a decrease of 0.2 percent from the previous quarter and 6 percent better than the national average of 81.4 percent. The decrease is a result of a fluctuating UCR universe. The current UCR universe is made up of all interstate carriers based in Missouri who have had some kind of MCMIS activity in the past three years. If a carrier has had no activity during the past three years, they are not included in the current UCR universe. However, when the carrier experiences some kind of MCMIS activity (uploaded inspection, roadside data or other updates), they become a part of the universe. If they are non-compliant for UCR at the time they become part of the UCR universe, Missouri's compliance rate decreases.

Registration of 2012 UCR began October 1, 2011.







# Customer Involvement in Transportation Decision-Making

## Customer suggestions implemented

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

**Purpose:**

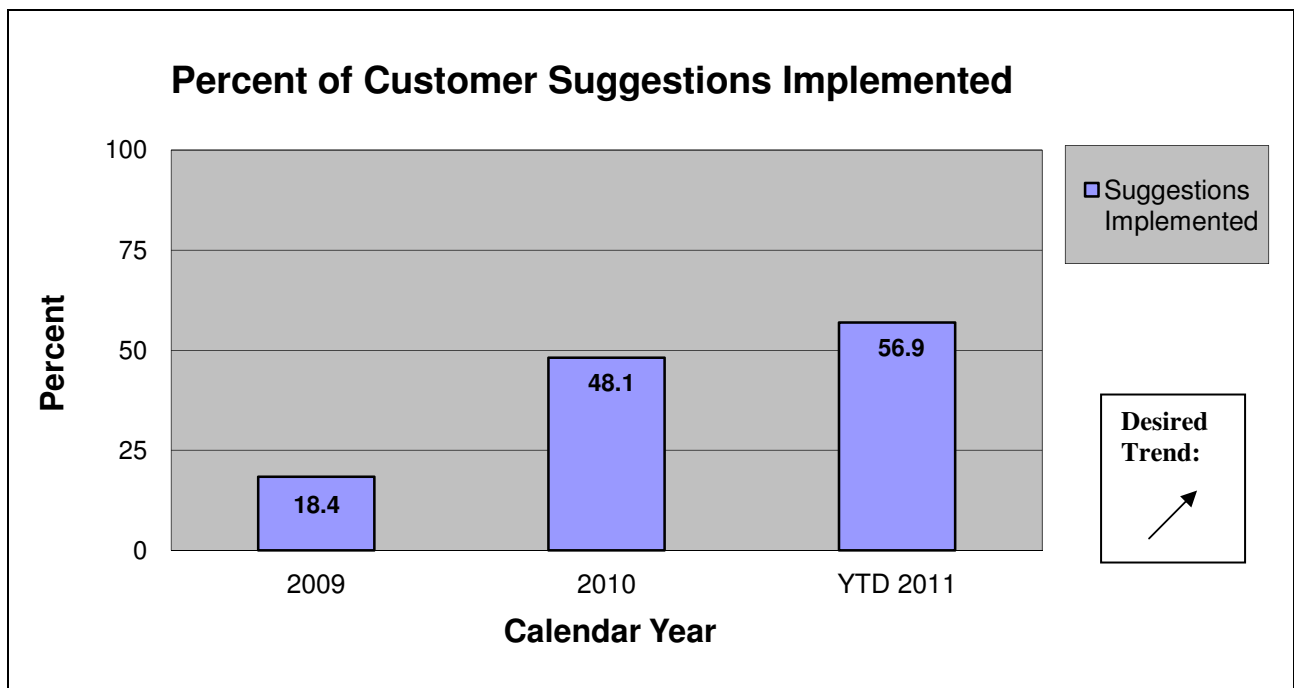
The purpose of this measure is to identify the involvement of MCS' customers in the agency's decision-making process. The objective of this measure is to track the percent of feasible suggestions provided by customers that aid MoDOT Motor Carrier Services in improvement of processes, system or program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

During the third quarter, eighteen suggested changes were implemented including the addition of four new suggestions. The process or system changes included the opening of the IRP add jurisdiction supplement to the outside user to file on-line; modified the OSOW permit classification report; the addition of the MO-1 authorization consent box to allow customers to file on-line; added new functionality of processing IRP documents electronically in SharePoint; changes were made to the IRP Bring Forward Supplement process; added an additional OSOW 9-axle configuration; added the ability to use Safer web services for more updated data when checking information for the IRP processes; modified the safety and compliance report; and other system and process changes that help our daily work processes.



## 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.

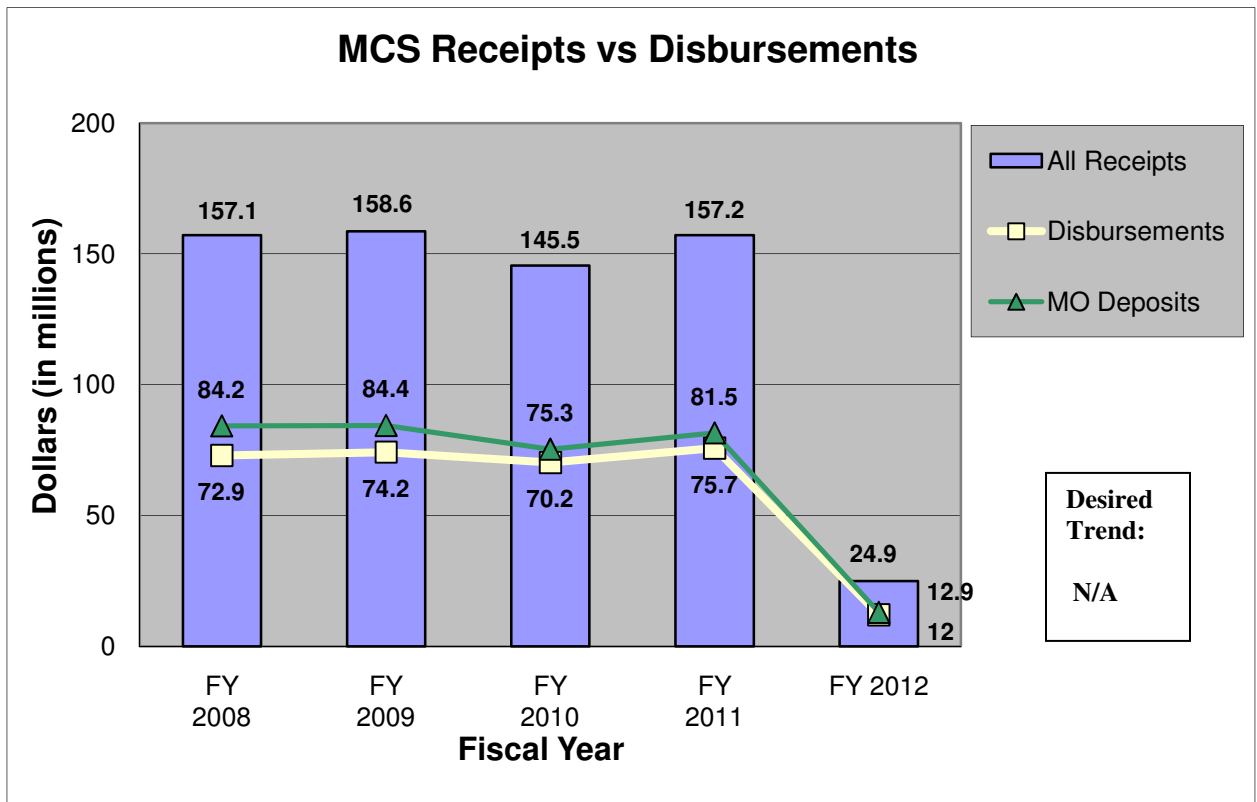
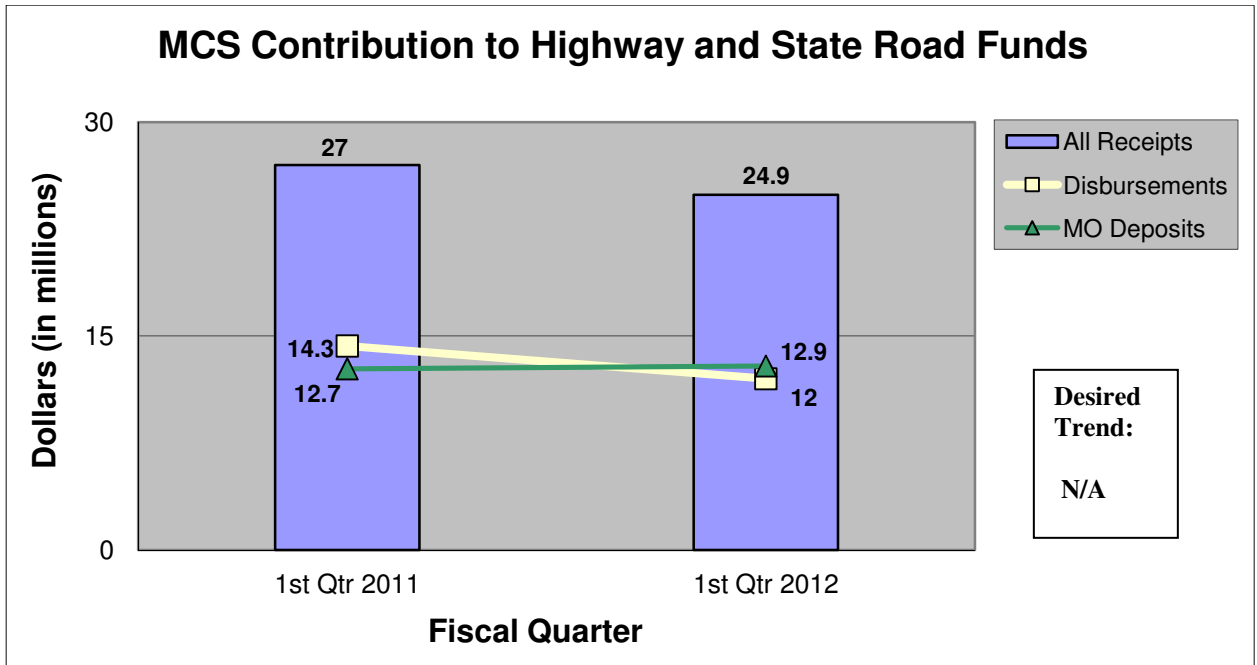
This data is collected based on revenue recorded in the statewide financial accounting system and the MCS accounting system by fund.

**Improvement Status:**

During the third quarter 2011, which is the first quarter of fiscal year 2012, MCS total receipts decreased by eight percent, compared to the same quarter in the prior fiscal year. MCS contributions to the highway and state road funds increased by 1.4 percent in the same period.

OSOW permit sales increased by 18 percent. Hazardous Waste increased by 57 percent versus last quarter and Scrap Tire fees which MCS collects for DNR decreased by 11 percent in fees. Title Fees that MCS collects for the Department of Revenue decreased by 60 percent.

- UCR collections are down by 98 percent compared to the same period. 2010 UCR fees were approved by the board in late June for 2010 UCR payments, which results in skewed revenue.
- In third quarter of 2010, approximately 3,101 reciprocity trip permits were sold compared to approximately 4,637 in third quarter 2011 for an increase of 46 percent or \$14,455.00. September collections increased by 34.6 percent.
- IFTA monies decreased in percentage compared to the same quarter of 2010. Revenue in the first quarter FY 2012 was overstated due to customers who were unable to pay quarterly tax returns in full for second quarter 2011. Partial payments are subject to different accounting rules than payments made in full.
- Disbursements are down by 16 percent for IFTA and IRP member jurisdictions.



## Best Value for Every Dollar Spent

### *Distribution of Motor Carrier Services' expenditures*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Mike Williams, Senior Financial Services Specialist

**Purpose:**

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

**Description:**

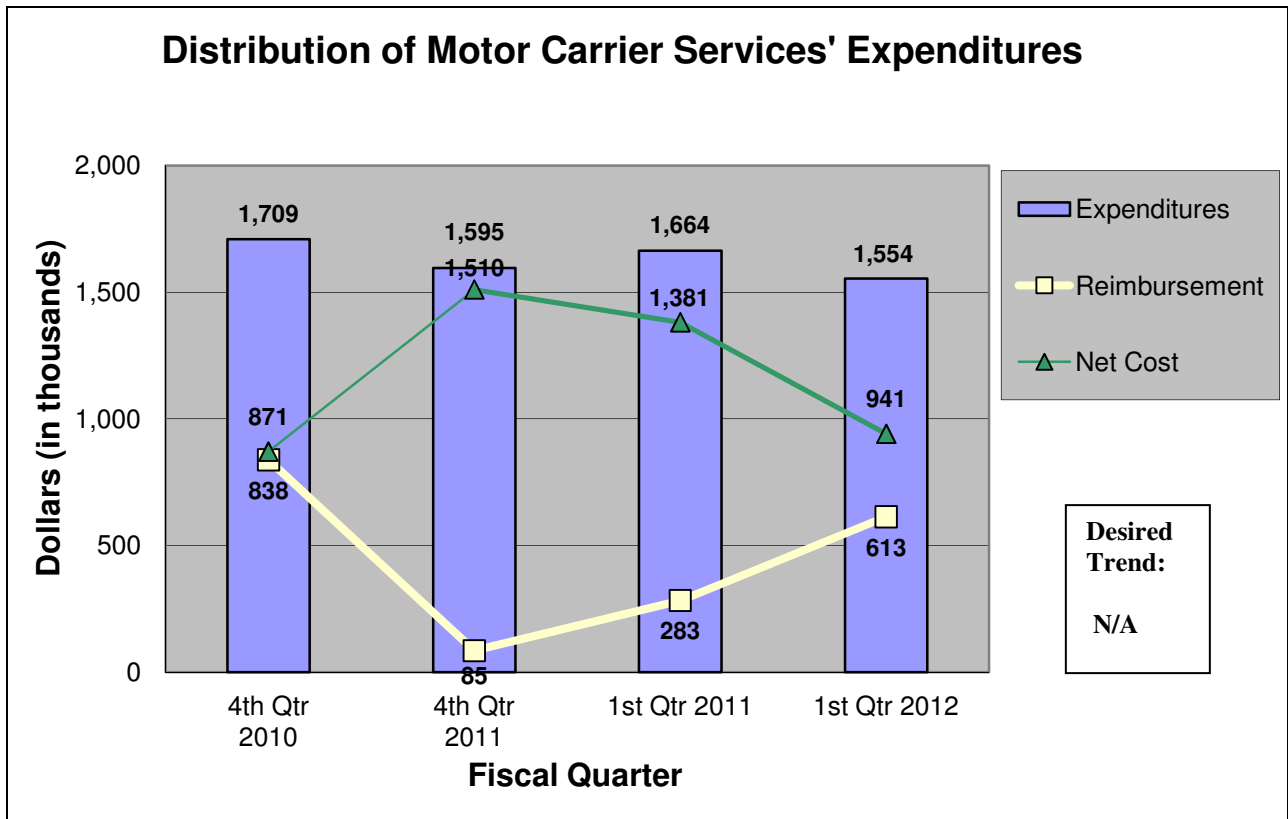
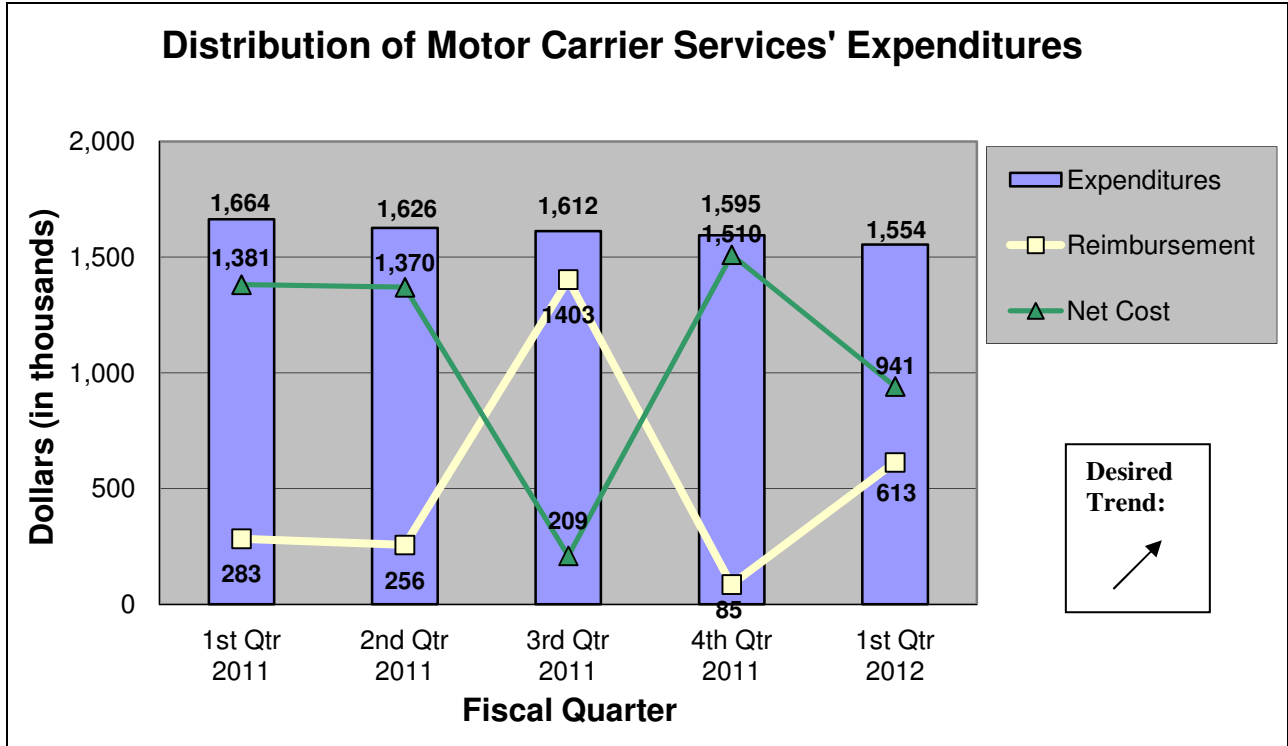
Motor Carrier Services' Safety and Compliance receives eligible funds with standards and procedures to administer the Motor Carrier Safety Assistance Program and the Motor Carrier New Entrant Program. MoDOT is reimbursed 80 percent of the approved costs for MCSAP and 100 percent of approved costs for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

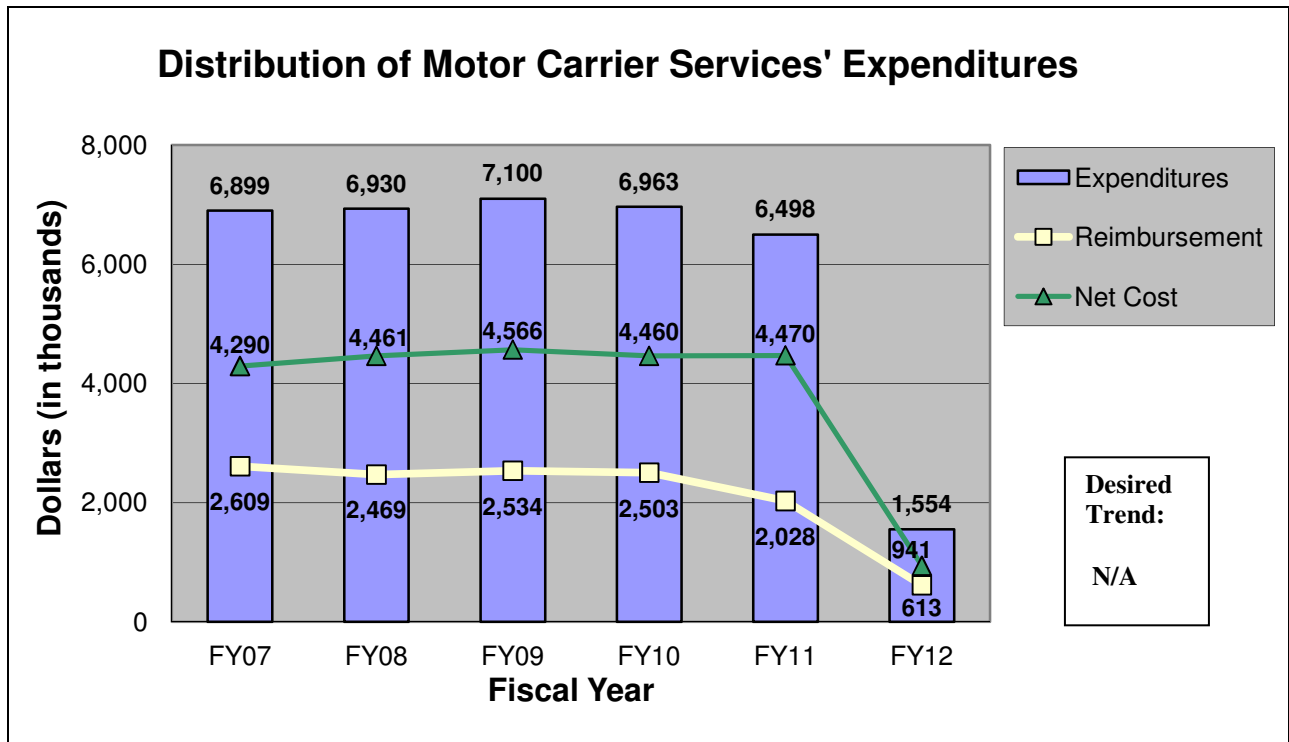
MCS expenditures from its budgeted appropriation are collected based on cash expenditures. The data is collected and reported quarterly based on expenditures and reimbursements recorded in the statewide financial accounting system. Expenditures consist of actual dollars for Personal Services (wages)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

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

**Improvement Status:**

Due to inconsistencies in processing time by the Federal Motor Carrier Safety Administration, and to some pending unpaid vouchers for the CVISN program dating back to the April – June 2010 voucher period, amounts shown for reimbursements and net costs are either over or understated. Given normal processing time by FMCSA, the net impact on the division Tracker would be to decrease reimbursements, and thus increase net cost, by about \$268,000 in the fourth quarter of fiscal year 2010, to increase reimbursements, and thus decrease net cost, by about \$541,000 in the first quarter of fiscal year 2011, to increase reimbursements, and thus decrease net cost, by about \$322,000 in the second quarter of fiscal year 2011, to decrease reimbursements, and thus increase net cost, by about \$560,000 in the third quarter of fiscal year 2011, to increase reimbursements, and thus decrease net cost, by about \$468,000 in the fourth quarter of fiscal year 2011, and to decrease reimbursements, and thus increase net cost, by about \$67,000 in the first quarter of fiscal year 2012. Overall, the net effect of these inconsistent processing times was to overstate reimbursements received, and thus understate net cost, by about \$268,000 in fiscal year 2010, to understate reimbursements received, and thus overstate net cost, by about \$771,000 for fiscal year 2011, and to overstate reimbursements received, and thus understate net cost, by about \$67,000 so far in fiscal year 2012.





## Best Value For Every Dollar Spent

### *True costs of MCS personal services*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Mike Williams, Senior Financial Services Specialist

**Purpose:**

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

**Description:**

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

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

**Improvement Status:**

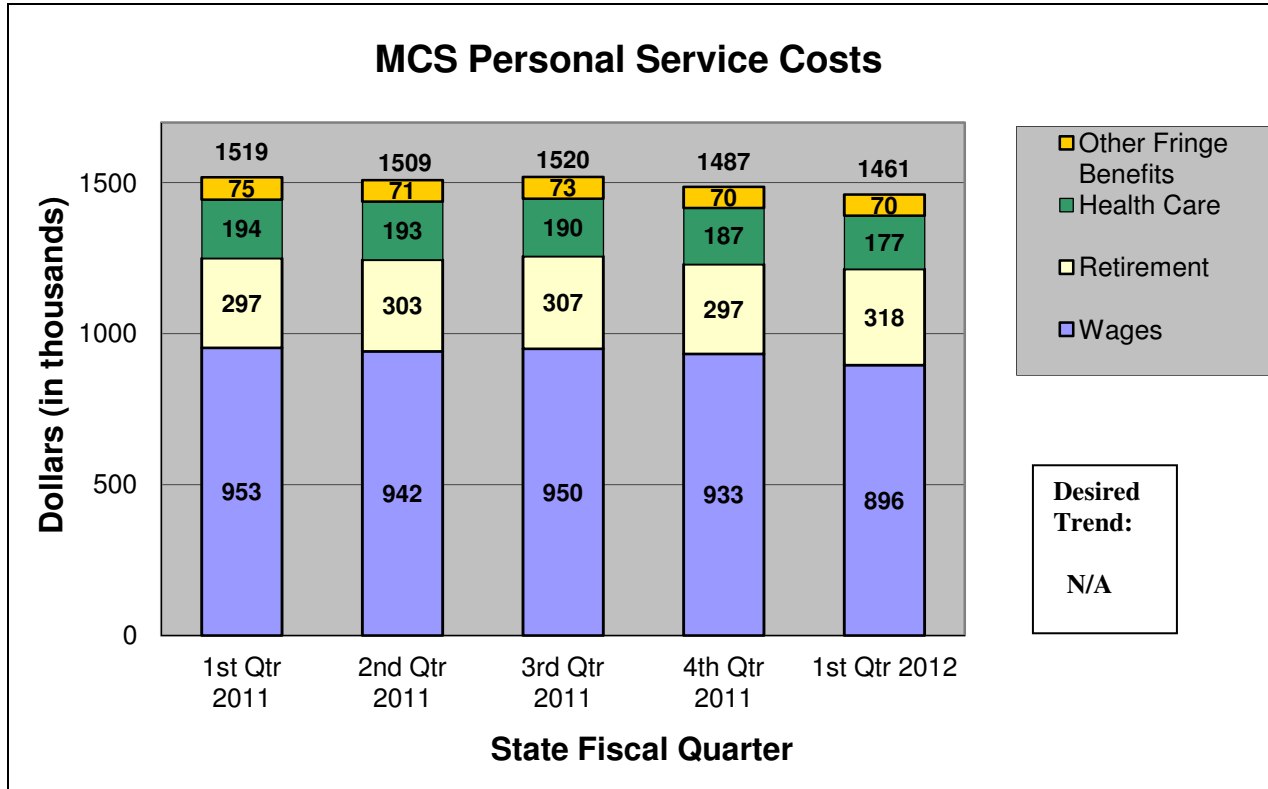
Retirement costs for MCS combined averaged 35.5 percent of wages in the first quarter of fiscal year 2012, as compared to 31.9 percent of wages in FY 2011. The primary cause of this increased cost is the increase in the contribution rate required for employees in MPERS, which has risen from 31.2 percent in FY 2010, to 39.46 percent in FY 2011, and to 45.45 percent in FY 2012. For comparison, the contribution rate for employees covered by the MOSERS retirement plan was 13.81 percent, 13.97 percent, and 14.45 percent for the same periods. This rate will increase again in FY 2013, to 46.56 percent. The explanation for this large difference between the two plans is that MPERS’ contribution rate consists of a rather large “catch up” provision required by that fund’s poor funding status. For fiscal year 2011, MPERS funding status is at 43.3 percent, up from 42.2 percent for the prior year. For comparison, MOSERS funding status for fiscal year 2011 is at 80.4 percent, down from 83.0 percent for the prior fiscal year. As a general guideline, 80 percent is considered the “healthy” threshold for pension systems, and a funding status of 65 percent or lower generally requires corrective action, such as the “catch up” factor that MPERS is adding to its contribution rate. Another significant concern going forward will be the reduced payroll base caused by the 20 percent reduction in MoDOT personnel from the bolder five-year direction. A smaller payroll base to which the contribution rate is applied will, by itself, necessitate further increases in the MPERS contribution rate in the future.

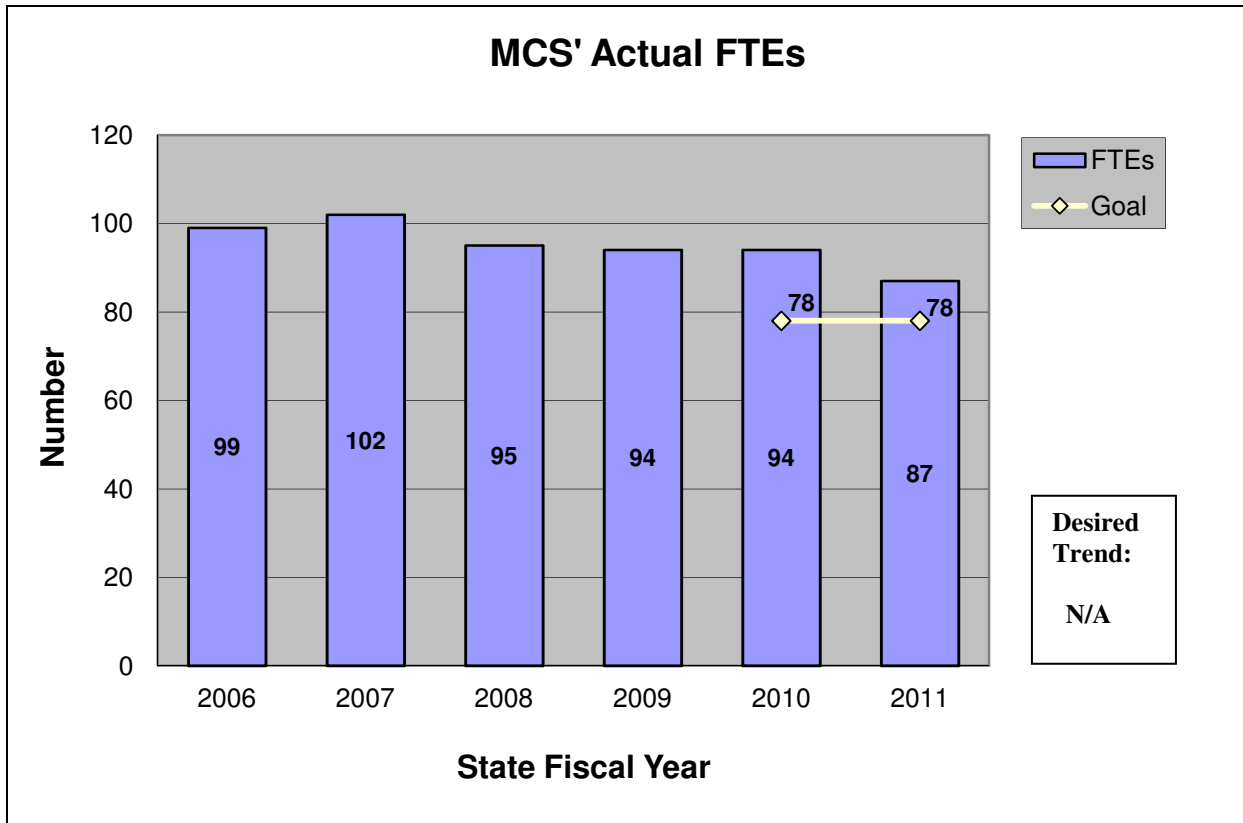
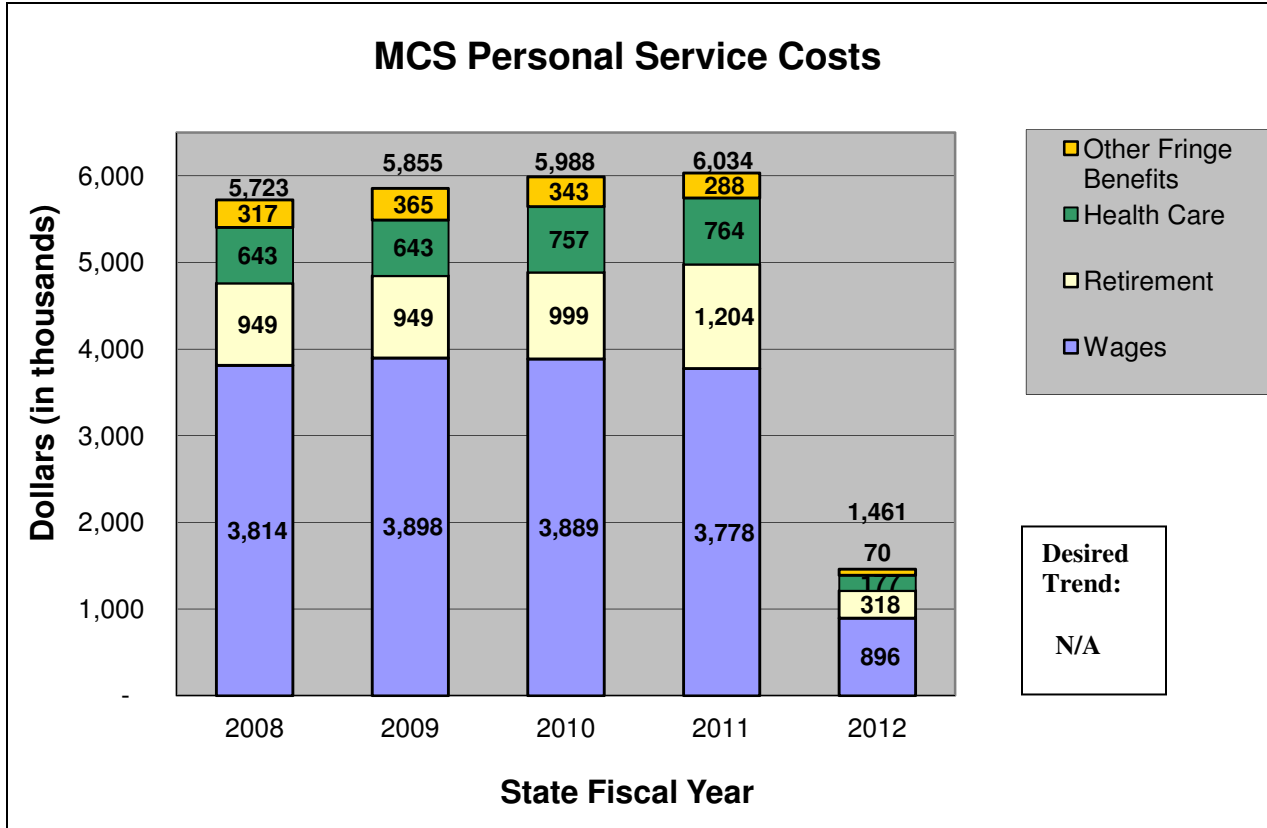
Health care costs for MCS combined averaged 19.8 percent of wages for the first quarter of FY 2012, as compared to 20.2 percent of wages in FY 11. MoDOT has taken steps to control costs in this area – primarily by shifting more of the overall health care burden to employees, in order to keep employer premium contributions relatively steady.

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 and later data to 2010 and prior data.

As part of MoDOT’s bolder five-year direction, MCS has a goal of reducing FTEs to 78 by March 31, 2013. During fiscal year 2011, MCS moved in that direction, by reducing the actual FTEs from 94 at the beginning of the fiscal

year down to 87 by the end of the fiscal year. As of September 30, 2011 MCS has reduced its staffing level to 82 FTEs.





## 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.

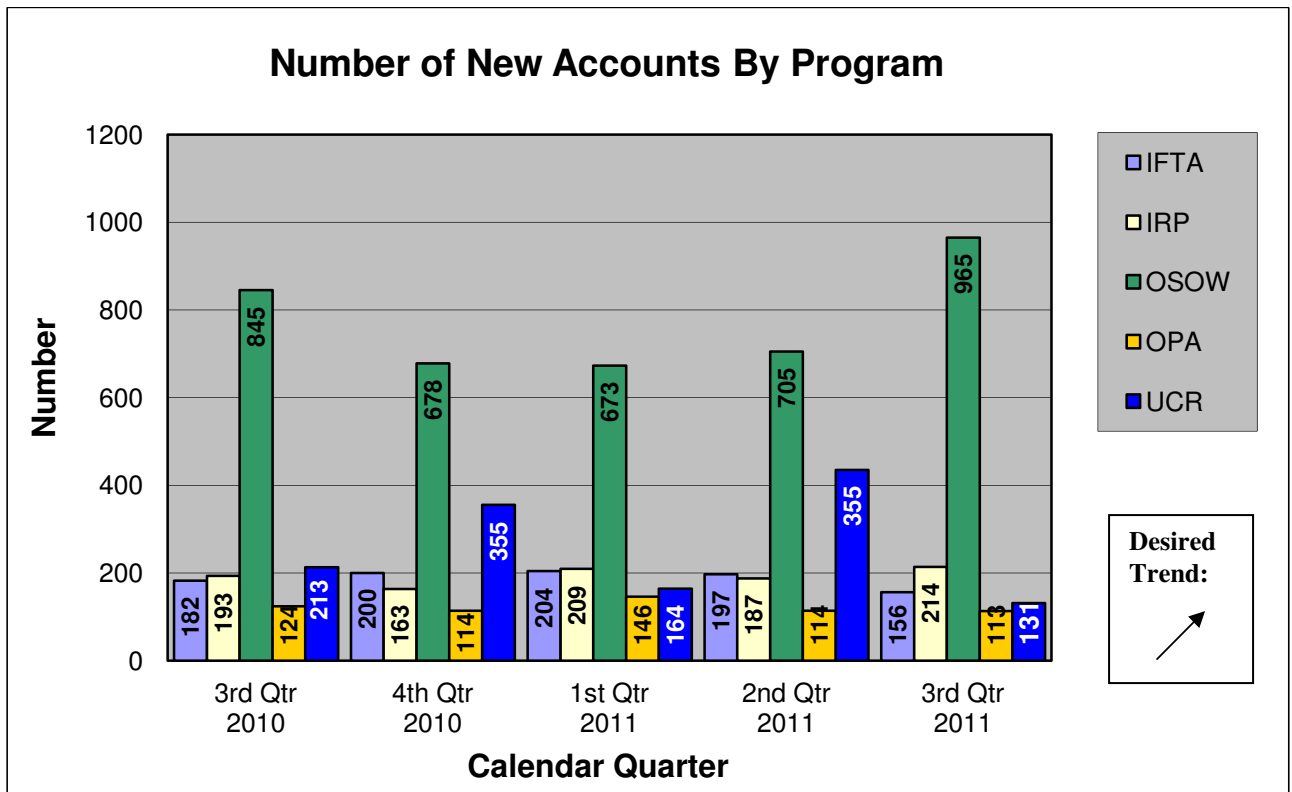
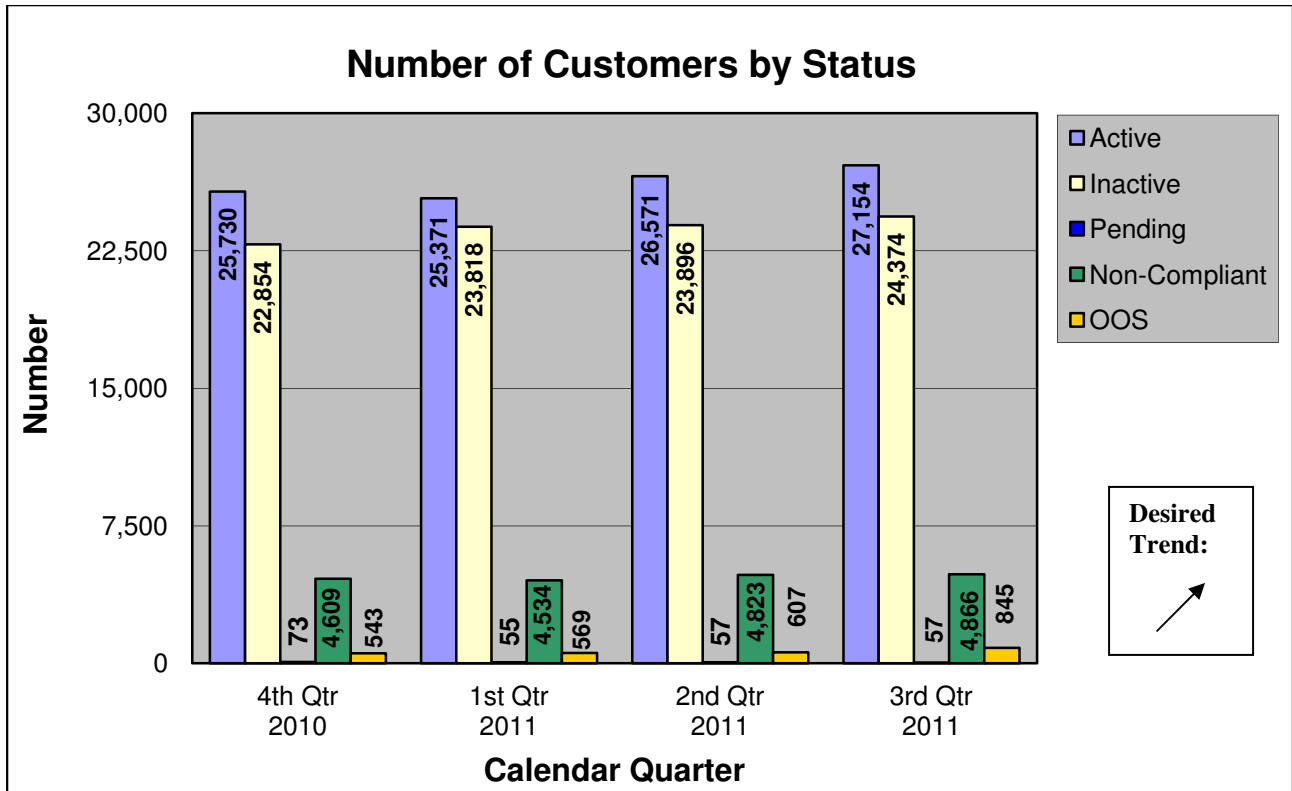
**Description:**

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:**

At the end of the third quarter, even though 1,351 customers were added to our MCE system, the overall increase in the number of new customers in active status over the second quarter (583) was overshadowed by the increase in inactive accounts (478) in the same time period, additional customers placed out-of-service (238), and new customers in non-compliant status (43).

New accounts added by program showed again a strong third quarter increase for the OSOW program which results in the majority of the new customers added for this time period. Other program changes remain fairly level with the exception of the UCR program changes which reflect cycles of increases and decreases dependent upon the renewal time period of that program or staff efforts concentrated on compliance.



## Advocate for Transportation Issues

### *Fiscal notes*

**Motor Carrier Services Director:** Jan Skouby  
**Data Driver:** Kim Russell, Motor Carrier Project Manager

**Purpose:**

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

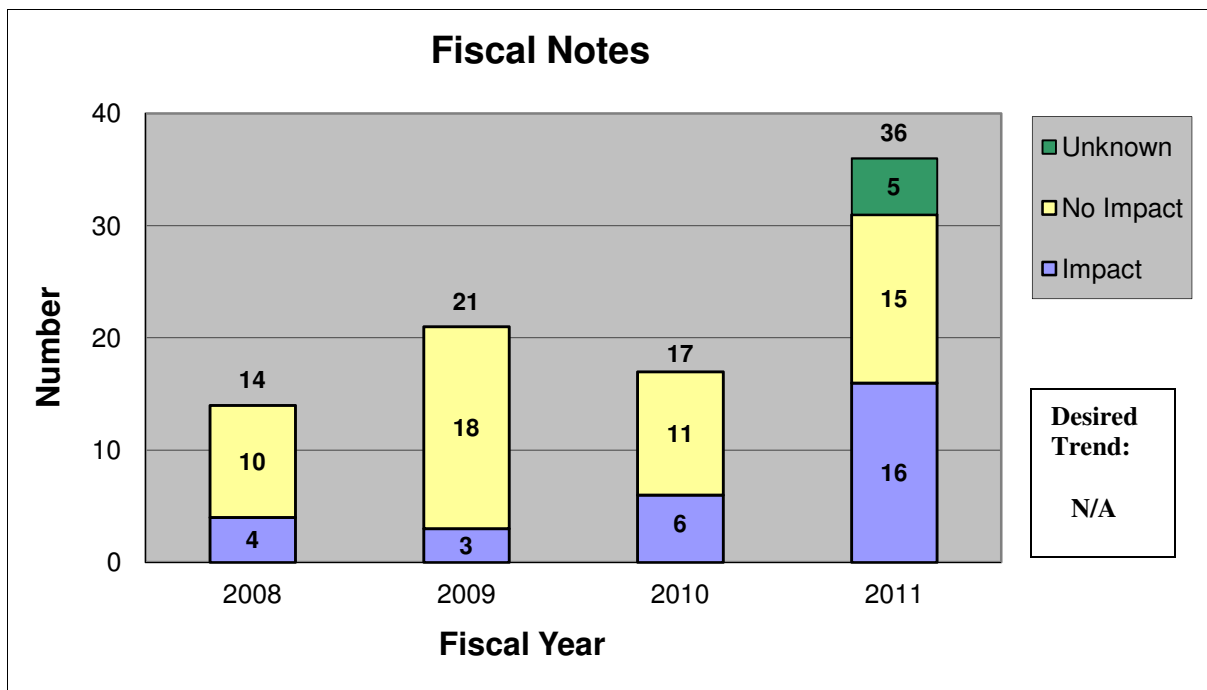
**Description:**

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

**Improvement Status:**

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

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



## Proactive Transportation Information

### *Number of outreach opportunities and attendance totals*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Bill Hampton, Motor Carrier Investigations Specialist

**Purpose:**

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

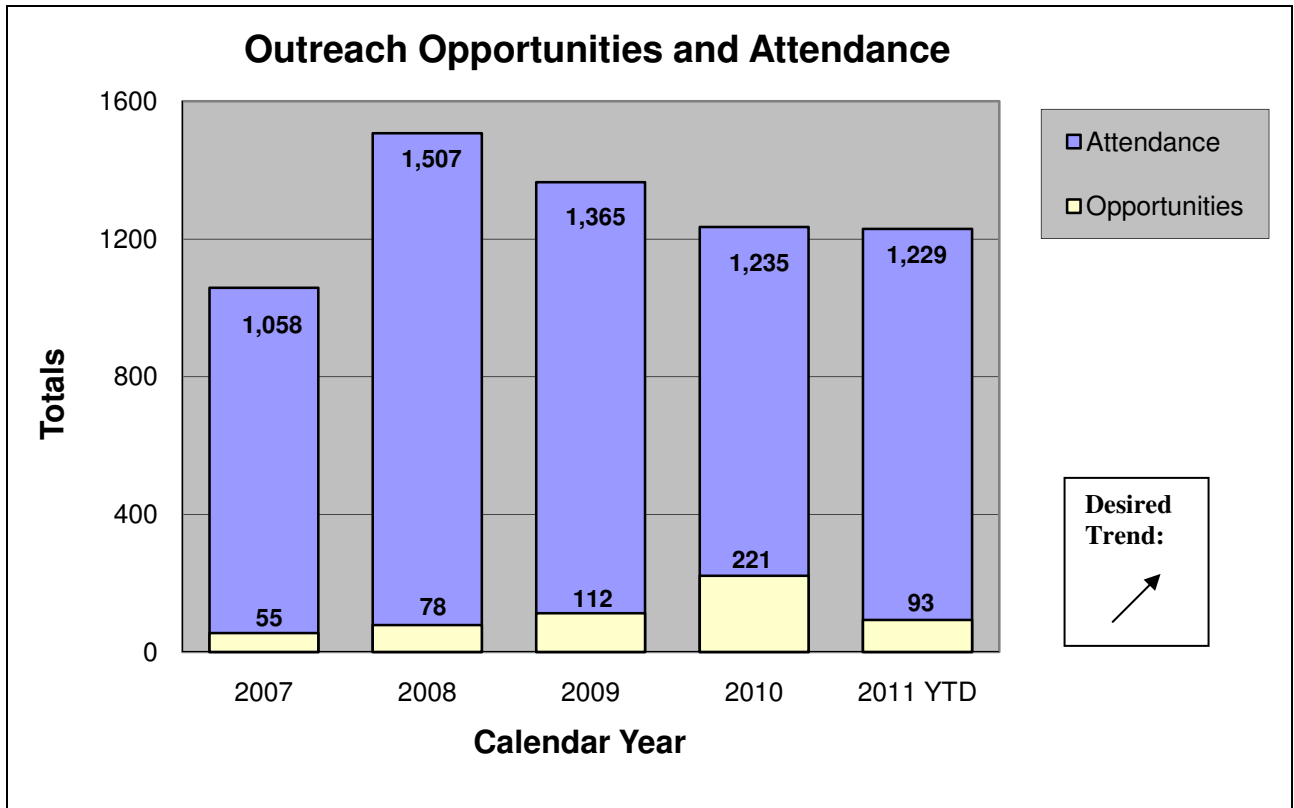
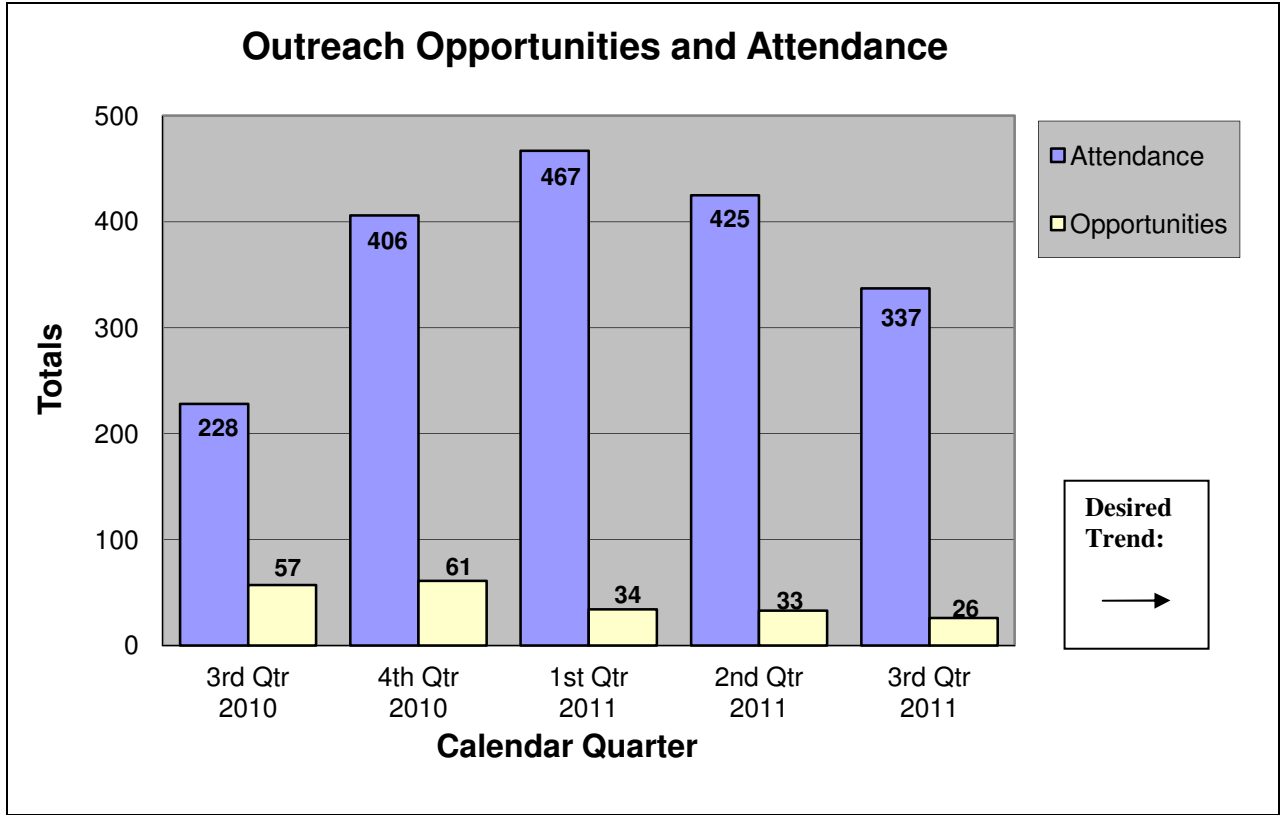
**Description:**

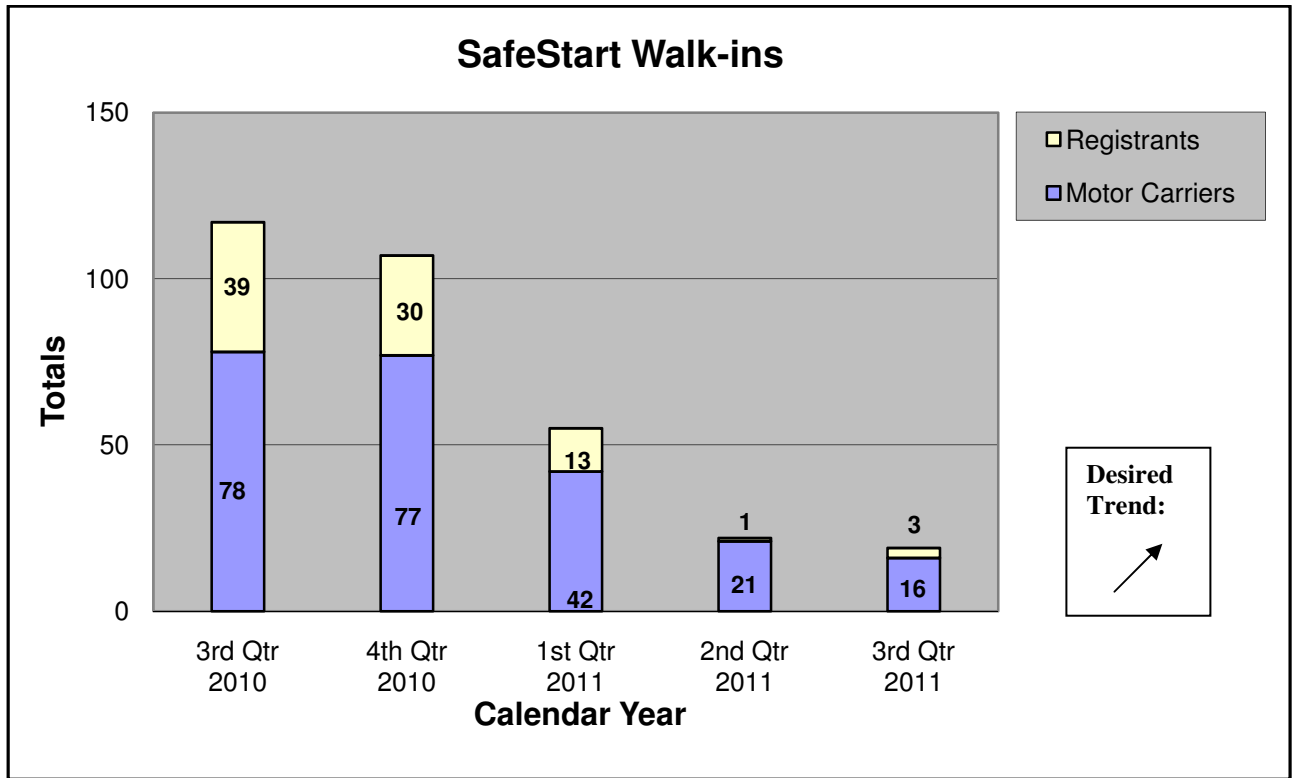
Motor Carrier Services aims to meet the motor carrier industry needs with educational outreach sessions. MCS offers: credentialing, general safety, hazardous materials, agriculture, driver and passenger carrier training statewide. These outreach sessions educate motor carriers and drivers on state and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

**Improvement Status:**

MCS averaged 12.9 attendees per session this quarter, which is twice the average during the third quarter of 2010. The CSA outreaches did not have as big of an impact as they have in previous quarters. MCS managed to exceed last year's third quarter numbers with half as many attempts.

SafeStart presentation numbers continue to show carriers are not accepting invitations. MCS averages about 100 new walk-in customers per quarter. In the third quarter of 2011, there were 95 new customer walk-ins. Of those 95 new customers, it appears that 67 of them were not registrants. The last chart demonstrates that 16 of these 67 non-registrants chose to receive a SafeStart presentation.





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