

# Motor Carrier Services

Division Tracker

*Measures of Divisional Performance*



**July 2010**



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## Safe Transportation System

### *Number of compliance reviews conducted*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Jeff Payne, Transportation Program Manager

**Purpose:**

This measure tracks the number of rated compliance reviews conducted by MoDOT Motor Carrier Services investigators. MCS uses the information to verify motor carriers' compliance with the Federal Motor Carrier Safety Regulations. The results of the CR may result in the initiation of an enforcement action. It is intended that through education, heightened safety regulation awareness, and enforcement effects of the CR, motor carriers will improve the safety of their commercial vehicle operations and ultimately reduce crashes.

**Description:**

A CR is an onsite examination of motor carrier operations, such as driver's hours of service, vehicle maintenance and inspection, driver qualification, controlled substance and alcohol testing, commercial driver's license requirements, financial responsibility, accidents, hazardous materials and other safety and transportation records to determine a motor carrier's safety fitness. A security contact review focuses on hazardous materials compliance. A CR is conducted to investigate potential safety violations, complaints or to respond to a carrier's request for a change in safety rating.

The chart shows the number of CRs conducted per quarter and safety ratings issued to motor carriers. The Federal Motor Carrier Administration established a safety fitness standard that a motor carrier must meet to obtain a satisfactory safety rating. The rating process evaluates safety fitness and assigns one of three ratings to motor carriers operating in interstate or intrastate commerce: satisfactory, conditional or unsatisfactory. An unsatisfactory or conditional rating identifies motor carriers that need to improve their compliance with the FMCSRs and applicable Hazardous Material Regulations. To obtain a satisfactory safety rating, a motor carrier must demonstrate that it has adequate safety management controls in place to ensure acceptable compliance with safety requirements.

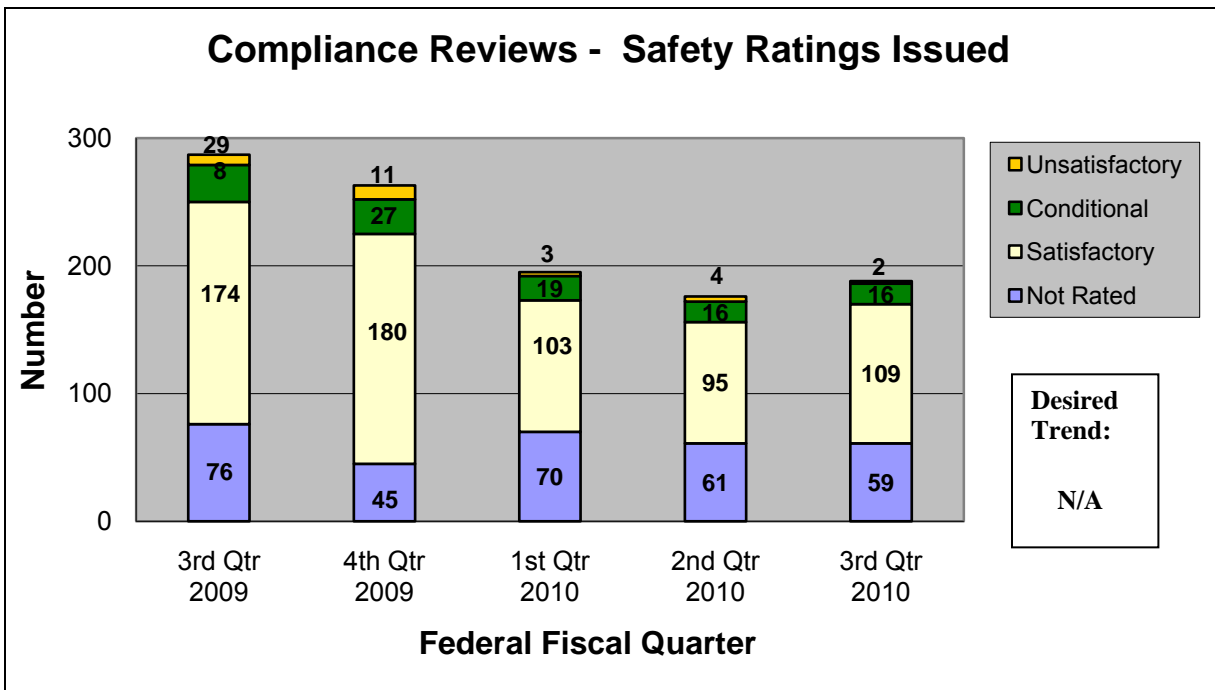
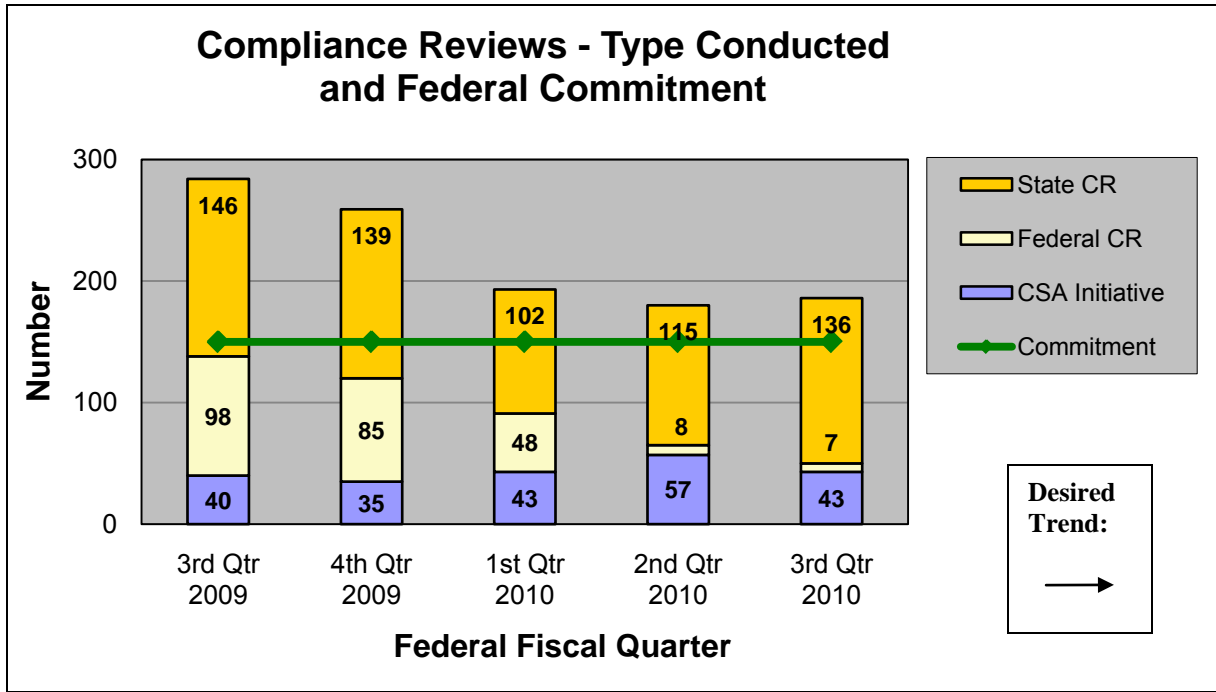
The federal commitment is what MCS contracts with FMCSA to complete during the federal fiscal year. State CRs conducted in conjunction with federal safety audits and FMCSA Comprehensive Safety Analysis 2010 investigations are not issued safety ratings. The objective of CSA 2010 initiative is to develop and implement more effective and efficient ways to reduce commercial motor vehicle crashes, fatalities, and injuries. CSA 2010 provides opportunities to contact more carriers and drivers, use improved data to better identify high-risk carriers and drivers, and apply a wider range of interventions to correct high-risk behavior.

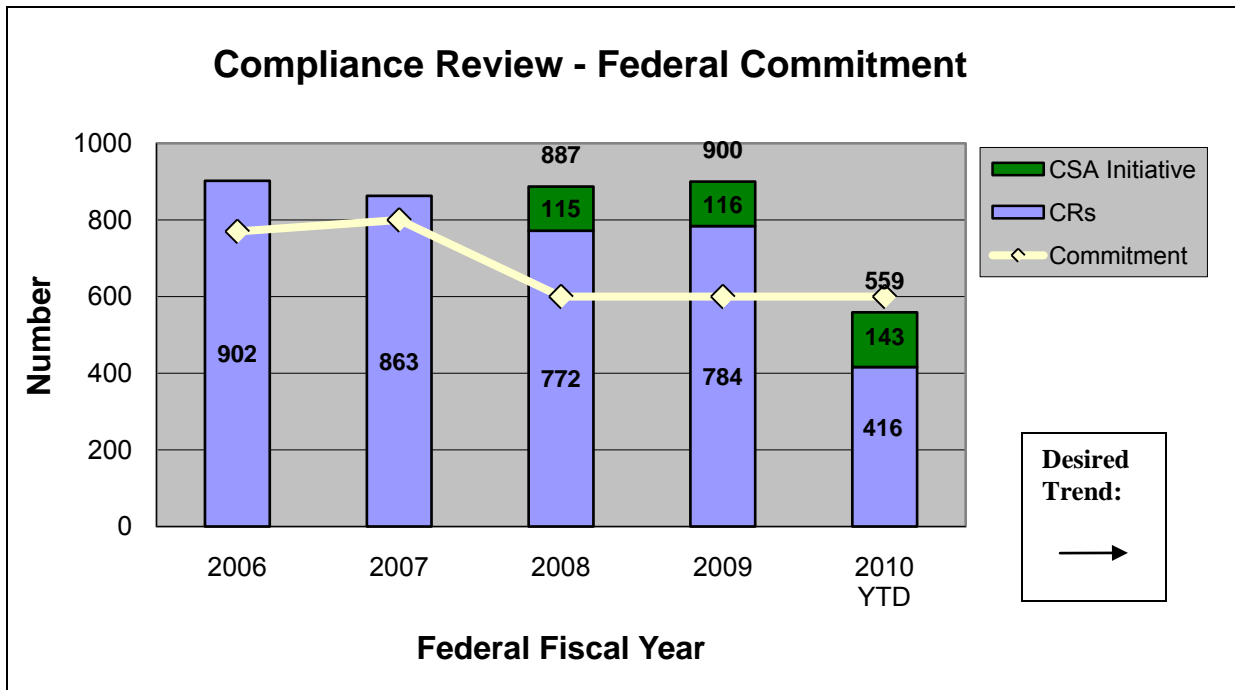
Non-rated CRs are a result of state CRs conducted in conjunction with federal safety audits and participation in the federal CSA 2010 initiative. The non-rated CRs are evaluated for compliance but are not issued safety ratings.

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 pamphlets designed to inform and educate the motor carrier industry about motor carrier safety regulations.

**Improvement Status:**

During the third quarter of Federal fiscal year 2010, 186 CRs were completed. This is an increase of 10 from the second quarter of 2010, but a decrease of 198 compared to the same quarter last year. Federal CR numbers decreased in part due to a reduction in staff; an increased focus on the Missouri intrastate carriers and fewer federal reviews being assigned to the state. Overall, completed CRs exceeded quarterly goals and are on track to meet grant commitments. The federal CR commitment for 2010 is 600. The average number of motor carriers receiving satisfactory ratings stands at 77 percent for the past 4 years. The 2010 year-to-date data indicate a satisfactory rate of 83 percent.





## Safe Transportation System

### *Number of safety audits conducted*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Jeff Payne, Transportation Program Manager

**Purpose:**

This measure tracks the number of rated 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. During an SA, an investigator provides educational and technical safety assistance.

**Description:**

A safety audit is an examination of a new motor carrier's operations. 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. An SA is primarily conducted at a location determined by the investigator and consists of specialized questions that determine if the motor carrier has established or exercises basic safety management controls. Performance-based information, when available, is used to evaluate the carrier's compliance with vehicle regulations. Recordable accident information is also collected. The SA is a non-enforcement educational opportunity for the new carrier.

The chart 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 indicate the new motor carrier's understanding of the FMCSRs and level of compliance at the time of the safety audit.

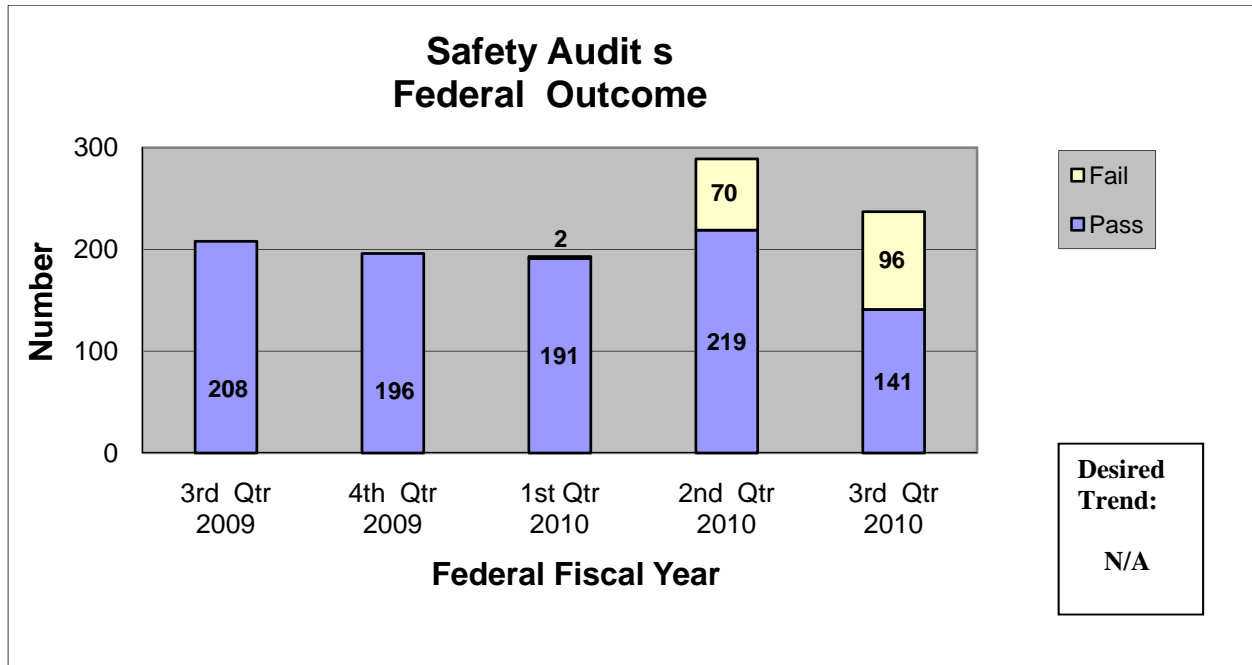
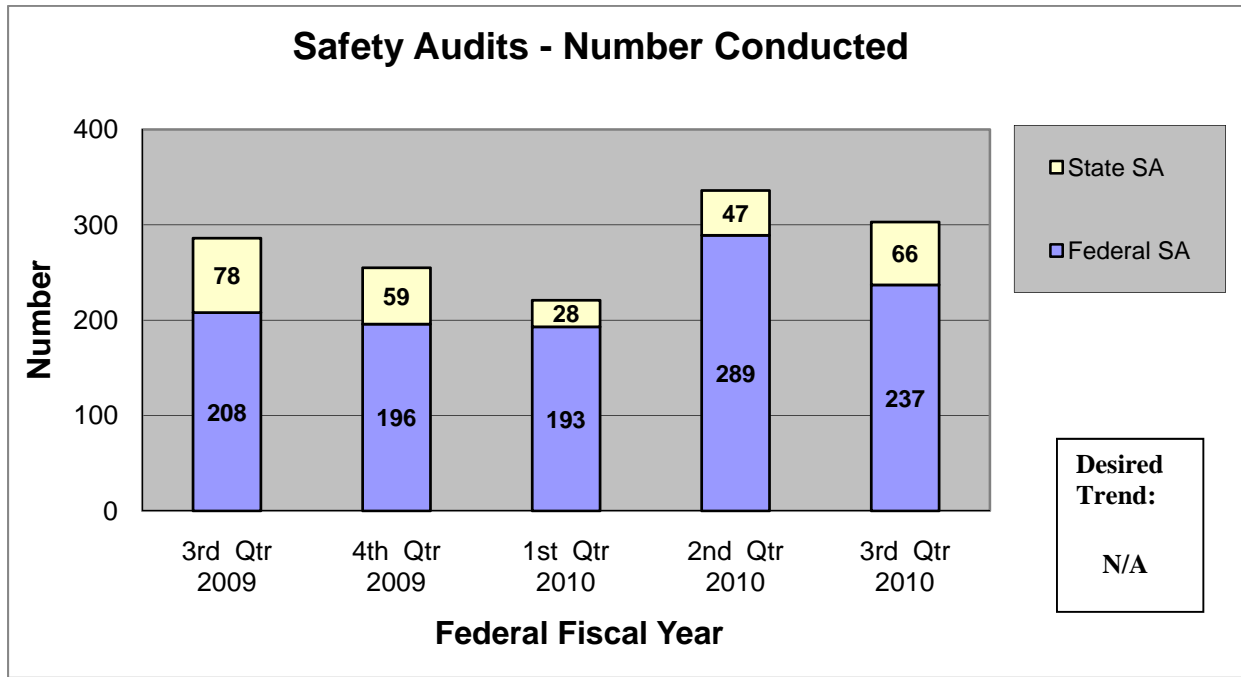
**Improvement Status:**

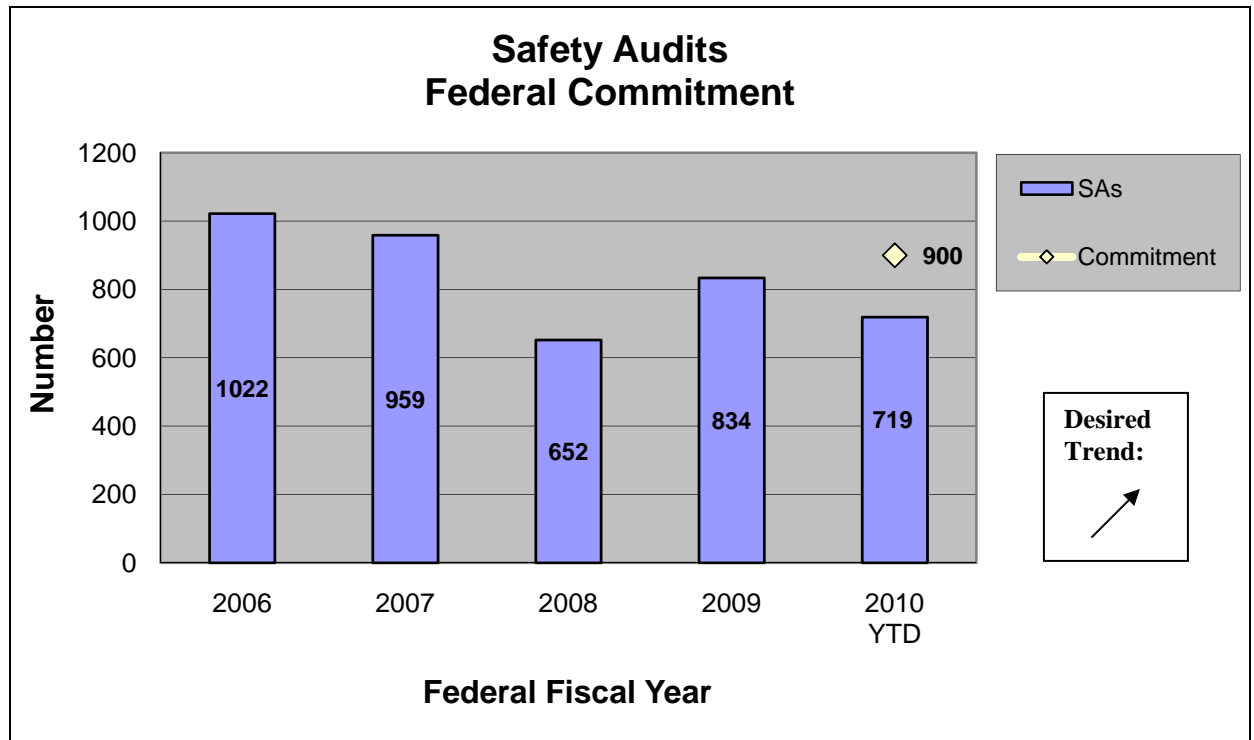
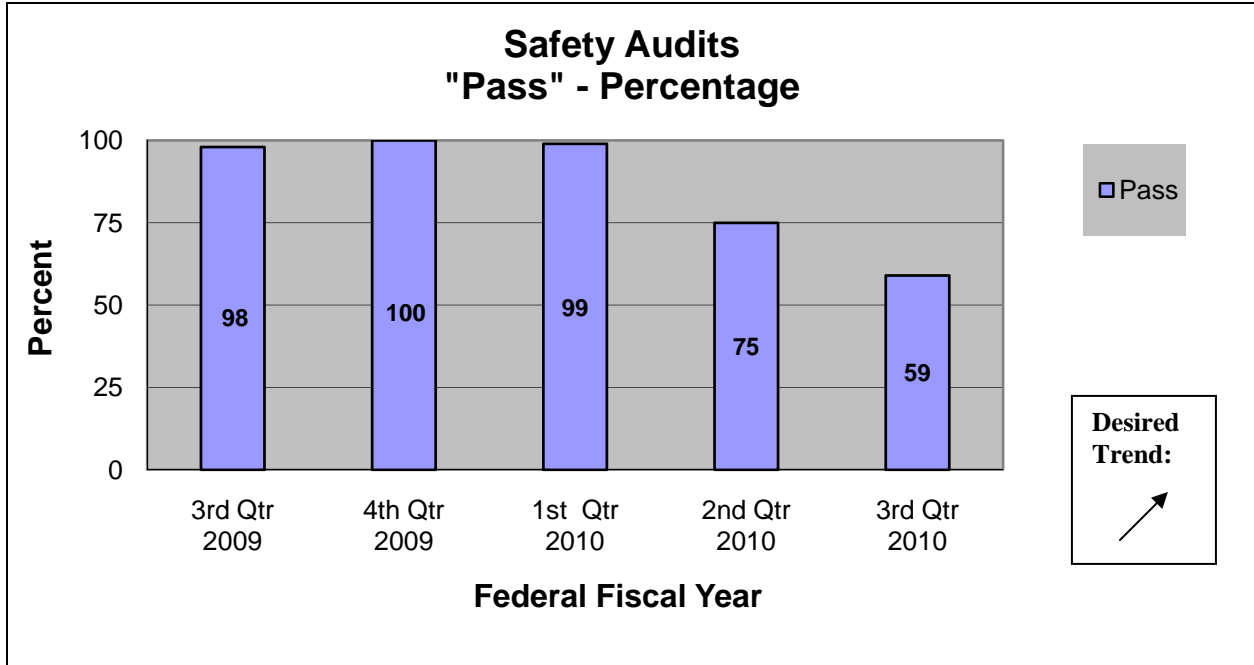
On February 17, 2009 FMCSA changed the New Entrant Safety Assurance Process that raised the standard of compliance for passing the new entrant safety audit. FMCSA identified 11 regulations that it believes are essential elements of basic safety management controls necessary to operate in interstate commerce and stipulated that failure to comply with any one of the 11 regulations would result in automatic failure of the audit. Enforcement of the New Entrant Safety Assurance Program began December 16, 2009.

During the third quarter of Federal fiscal year 2010, 237 federal SAs were conducted. This is a decrease of 52 SAs from the second quarter of 2010 and an increase of 29 over the same quarter in 2009.

The first three quarters of data show a substantial increase in the amount of "Failed" safety audits, an expected result of the changes to the new entrant program. Prior to implementation the federal program, there were no recorded failed federal safety audits. During the first quarter of 2010, 99 percent of federal safety audits resulted in a pass. The pass rate dropped to 75 percent in the second quarter, and to 59 percent in the most current quarter. MCS continues to focus safety efforts on educating new carriers thru SafeStart outreach programs, interactive Internet-based compliance tools and pamphlets designed to inform and educate the motor carrier industry about motor carrier safety regulations. MoDOT has also coordinated safety efforts with the Missouri State Highway Patrol, the FMCSA and the Kansas City and St. Louis police departments.

*\*Mobile Client Application was distributed by the Federal Motor Carrier Safety Administration on December 12, 2009. Flaws in the software prevented entry of federal safety audit information. As a result, no safety audits were completed for carriers with a New Entrant entry date of February 17, 2009, or later during the last two weeks of the calendar year.*





# Safe Transportation System

## Percent of reports approved by the FMCSA

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

**Purpose:**

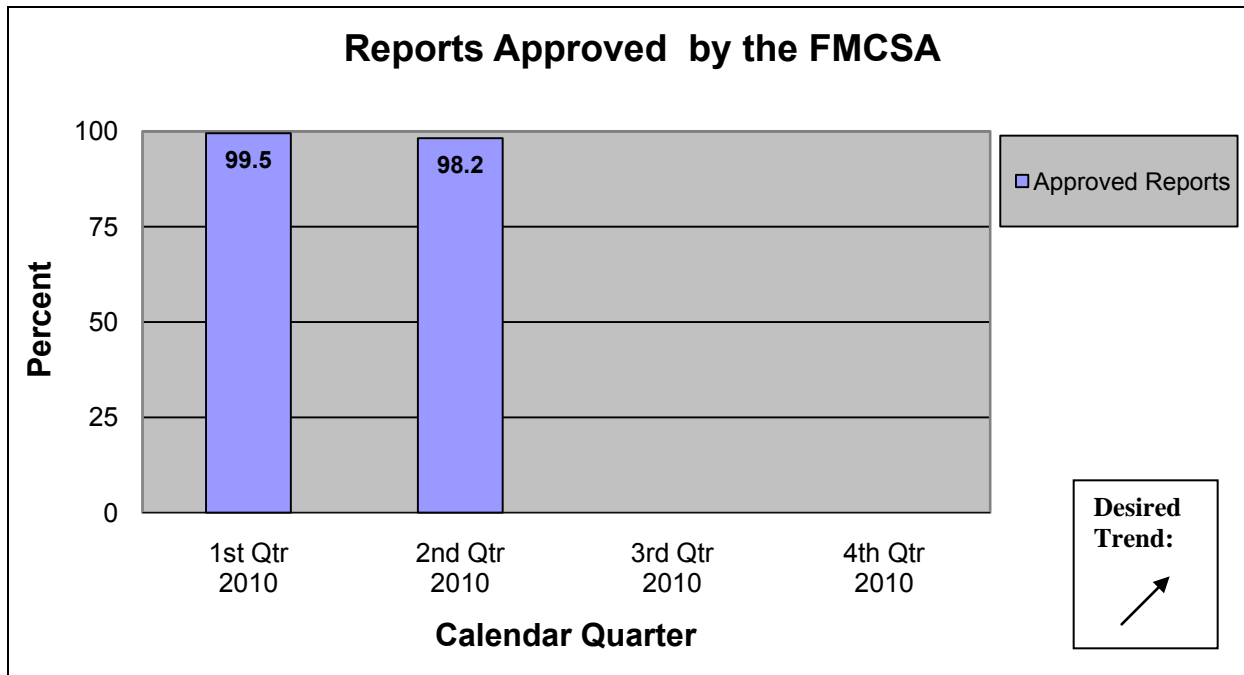
This measure tracks the percentage of federal compliance review and safety audit reports completed by Motor Carrier Services and submitted to the Federal Motor Carrier Safety Administration that are approved without errors. MCS uses the information to monitor the quality of reports submitted to the FMCSA.

**Description:**

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

**Improvement Status:**

MCS staff conducted 423 federal CR and SA reports in the second quarter, an increase of 15 total reports turned in during the first quarter of 2010. The review process involves the investigator who generated the report, the investigator's field supervisor and the corresponding program manager. During the second quarter, five reports were returned by FMCSA, so the approval rate fell to 98.2 percent for the second quarter. It should be noted that three of the five returned reports were due to process changes in the CSA intervention guidelines.



## Safe Transportation System

### *Number of terminal safety inspections conducted*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Kathy Hatfield, Motor Carrier Investigations Specialist

**Purpose:**

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

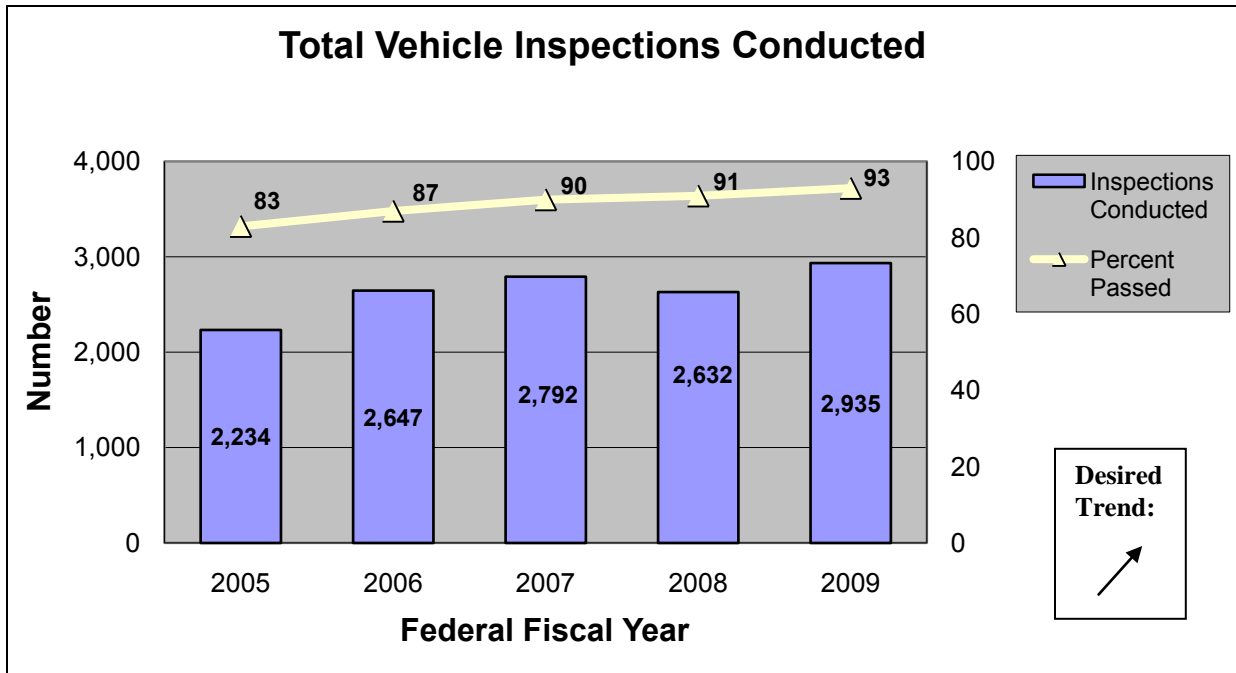
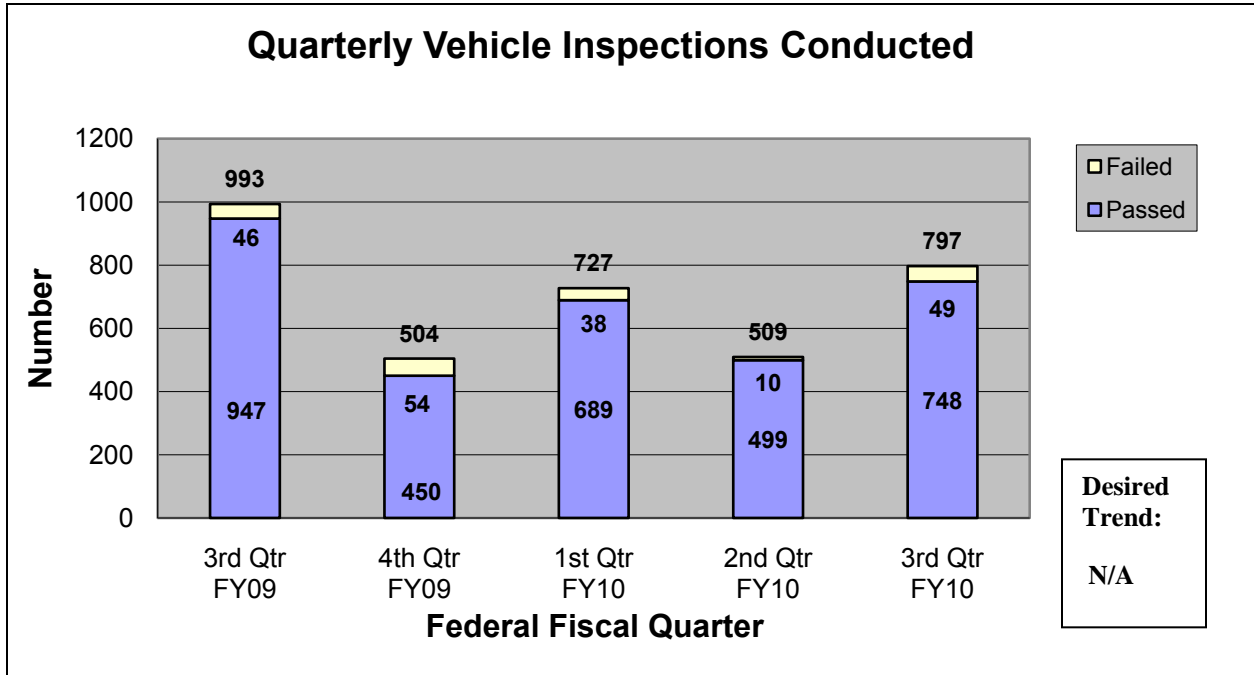
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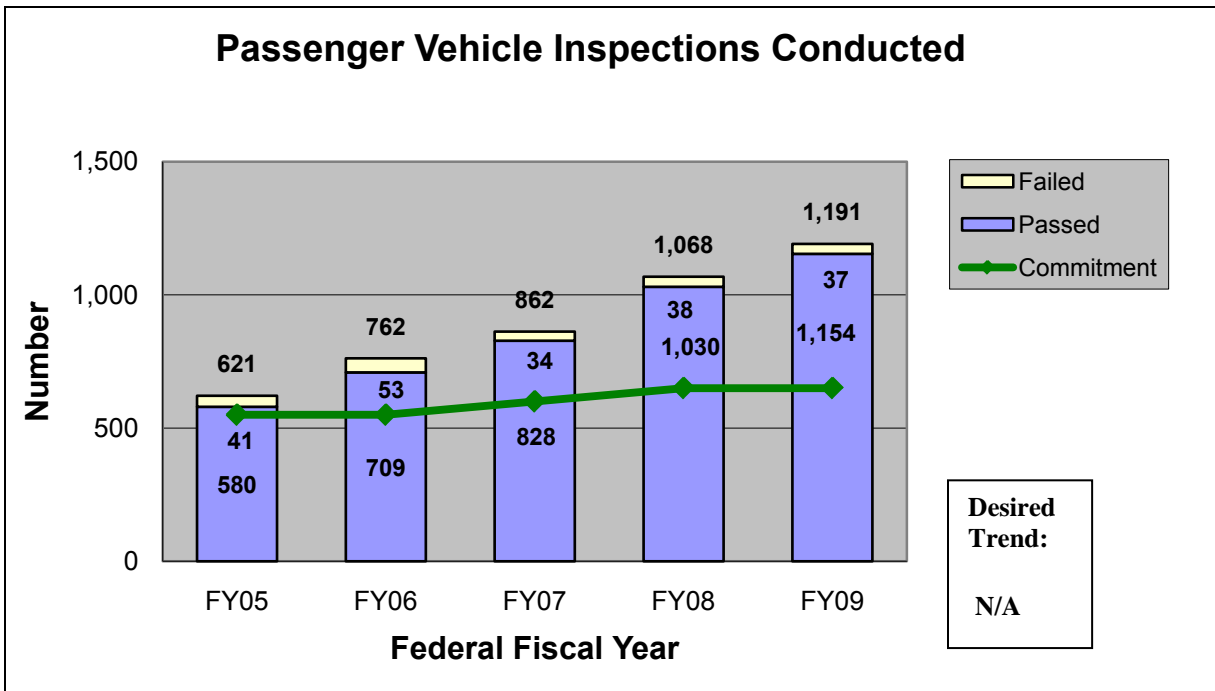
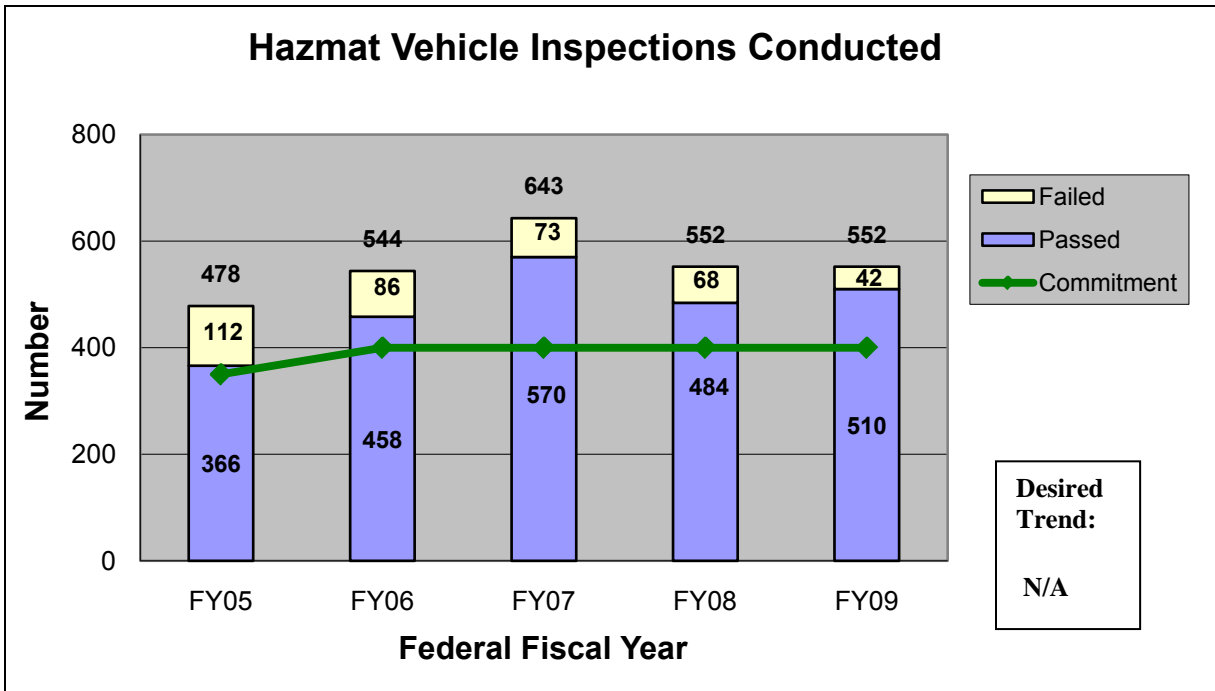
Terminal safety inspections are examinations of motor carriers' commercial motor vehicles. They are performed at a fixed terminal or destination facility and consist of an examination of a driver's hours of service, commercial driver's license requirements, medical examiner's certificate, skill performance evaluation certificate (if applicable), operating authority, financial responsibility, vehicle maintenance, hazardous materials and other transportation records. 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 weather, number of complaints received and conducted, new entrant motor carrier applications and ongoing training requirements affect the number of TSIs conducted per quarter.

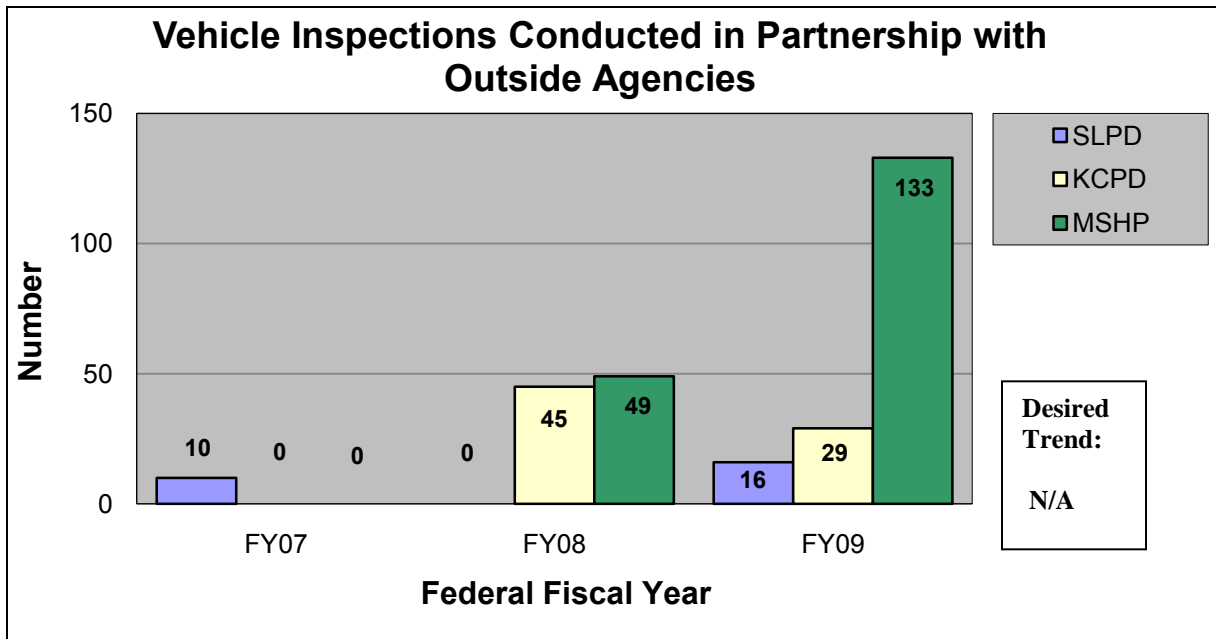
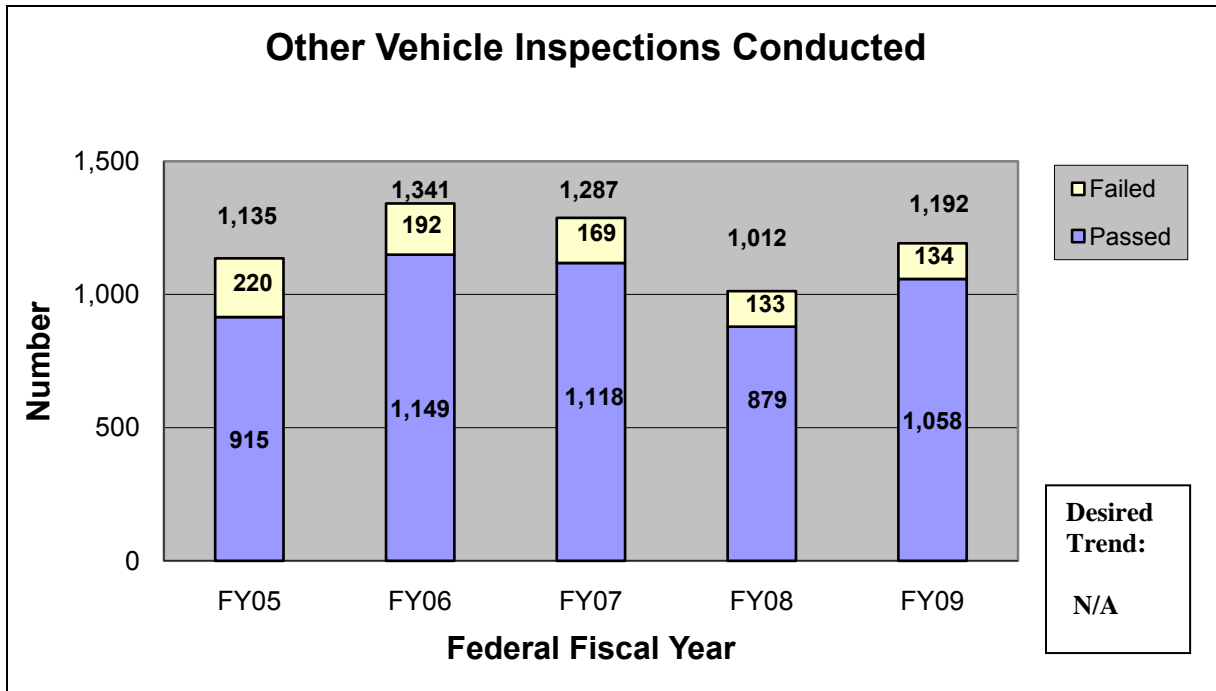
The first chart shows the number of TSIs conducted per quarter and the percent that passed inspection. Additional charts report the number of inspections conducted on hazardous material, passenger and other vehicles versus MoDOT's Commercial Vehicle Safety Plan commitment. A "passed" designation is issued following a Commercial Vehicle Safety Alliance North American Standard commercial motor vehicle inspection process when no critical vehicle inspection item violations are discovered. The "failed" designation is issued when violations cause the vehicle to be placed out of service.

**Improvement Status:**

In the third quarter of federal fiscal year 2010, Motor Carrier Services conducted 797 terminal safety inspections. This is a decrease of 196 inspections compared to the third quarter of fiscal year 2009. The decrease in inspections is due to five seasoned investigators leaving employment and three being filled with new personnel who have not been completely trained. There have also been six trainers out multiple weeks during the third quarter of 2010, and seasoned investigators dedicating significant time to restructuring team meetings. Of the 2,935 vehicles inspected in 2009, 93 percent passed.







## 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 (SPE) issued and conducted by MoDOT Motor Carrier Services Safety and Compliance team.

**Description:**

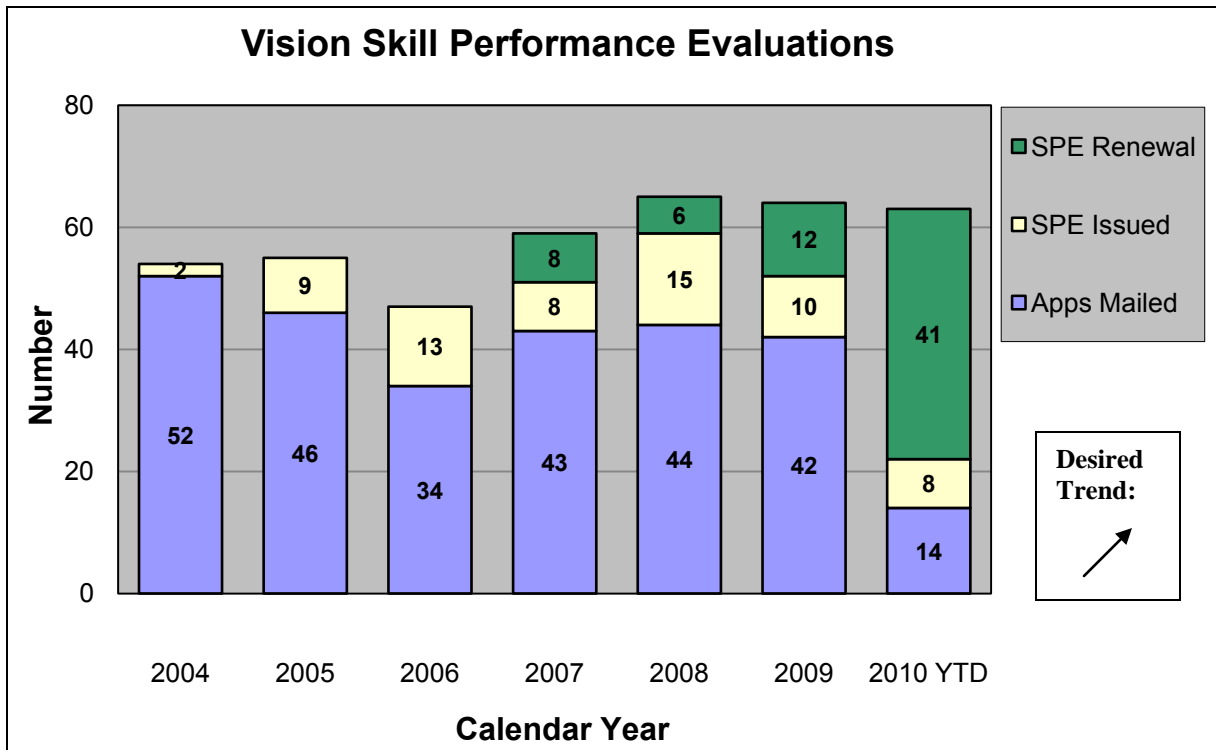
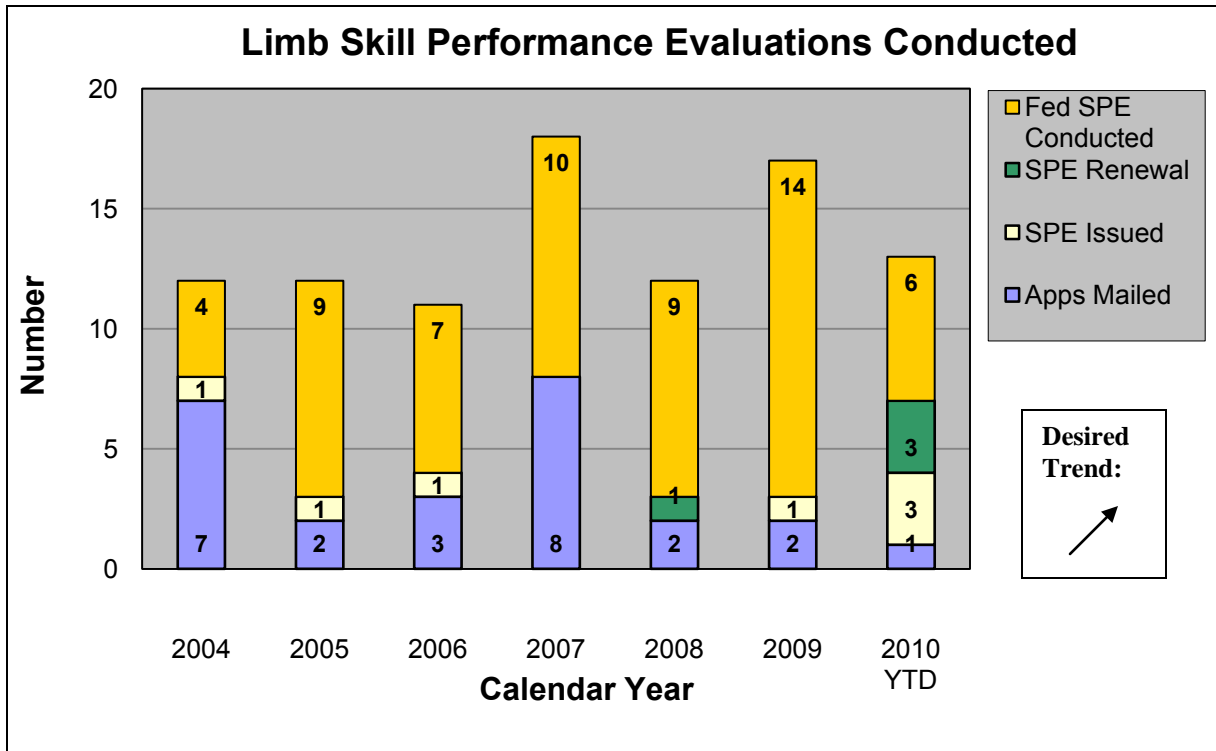
MoDOT may issue SPE Certificates to applicants who do not meet certain physical qualifications prescribed by law for drivers of commercial motor vehicles, but only if those individuals meet alternate standards, which satisfy MoDOT that the driver-applicant can safely operate a commercial motor vehicle.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

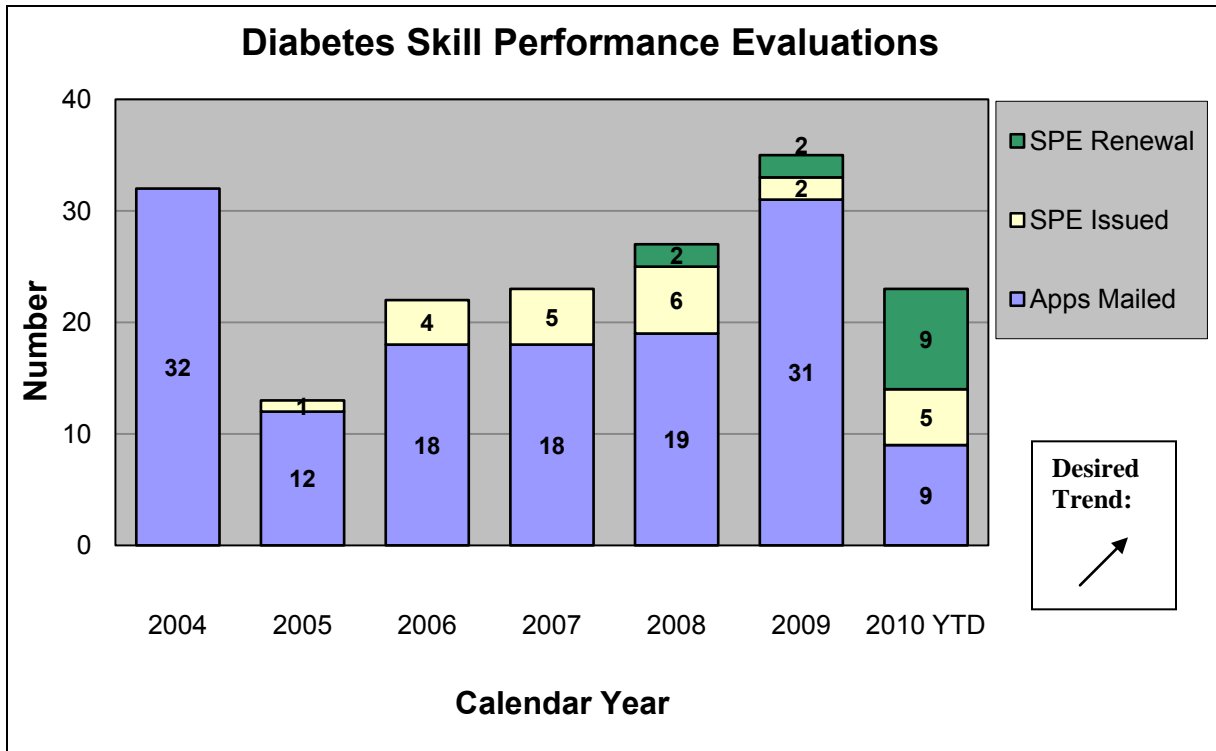
MoDOT can grant a medical exemption only by issuing a Skill Performance Evaluation Certificate (SPE Certificate) to an applicant-driver, pursuant to an application filed with MoDOT Motor Carrier Services. This differs from the federal program for interstate drivers, which issues SPE Certificates only to limb-impaired/amputee drivers, but instead issues “medical exemptions” for drivers with vision impairments or insulin-treated diabetes mellitus (ITDM). MoDOT designates its intrastate medical exemptions as SPE certificates because that term is authorized by Section 622.555 of the Missouri Revised Statutes (RSMo). 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, or to drive across any state boundary, must submit an application to the Federal Motor Carrier Safety Administration (FMCSA). MoDOT may waive some state application requirements if an applicant for an intrastate SPE Certificate already possesses a valid interstate SPE Certificate, vision exemption or diabetes exemption issued by FMCSA.

**Improvement Status:**

The intrastate medical program began on December 30, 2003 and as of June 2009, there have been 404 applications for waivers since the initiation of the medical program in Missouri. A total of 64 SPE certificates are active and consist of 49 vision, 13 diabetic and two limb SPE certificates issued. The goal is to increase the commercial motor vehicle driver pool by qualifying 20 percent more driver applicants annually through the SPE process.





## Safe Transportation System

### *Number of intrastate PRISM carriers that become compliant with safety regulations*

**Motor Carrier Services Director:** Jan Skouby

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

**Purpose:**

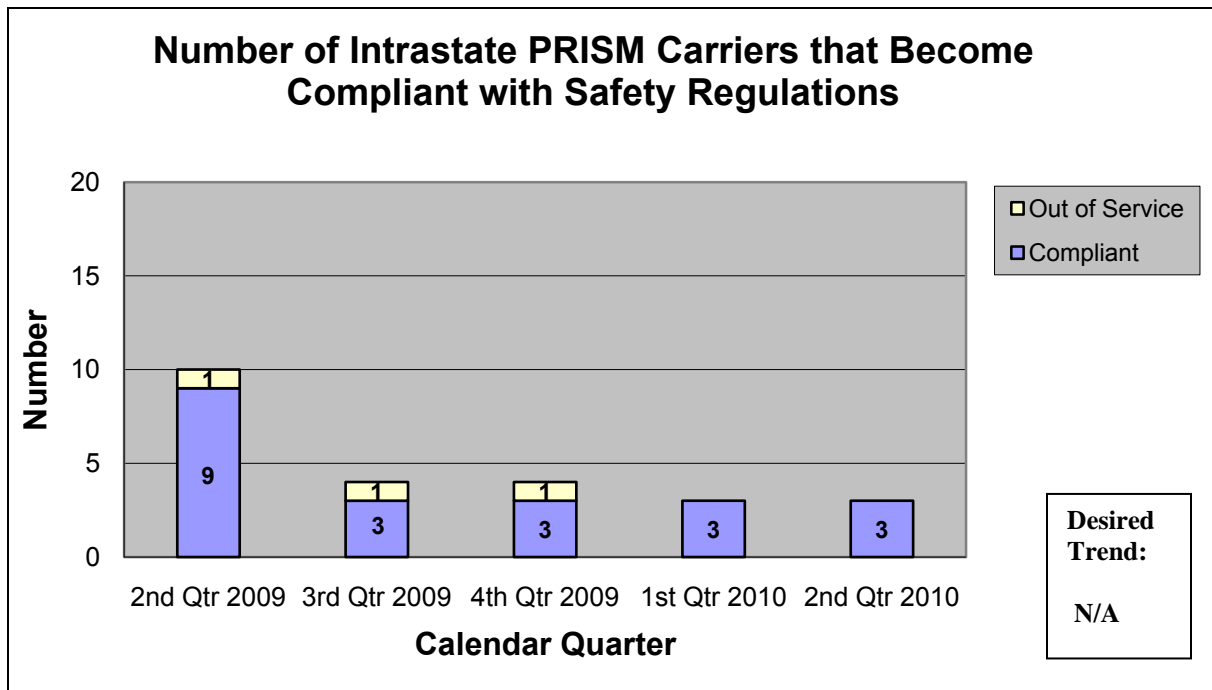
This measure tracks the number of intrastate motor carriers that receive an unsatisfactory safety rating and enter the Missouri intrastate Performance and Registration Information System Management program. This measure also tracks carriers in the PRISM program that do not attain an improved safety rating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

**Description:**

On June 1, 2007, MoDOT implemented the PRISM program. State investigators identified intrastate motor carrier companies with unsatisfactory safety management practices and notified them that they had 60 days to improve their safety management practices and safety rating. Carriers that transport placardable amounts of hazardous materials or passengers and are rated unsatisfactory have 45 days to improve their management practices and safety rating. Within the improvement period, the carrier must request a follow-up compliance review. They must achieve a conditional or satisfactory rating to be removed from PRISM. If the carrier earns a second unsatisfactory rating, an out-of-service order is issued. An out-of-service carrier must turn in their license plates, registration certificates, permits and other credentials. They cannot operate in Missouri and are placed back in service only after they demonstrate improved safety management practices.

**Improvement Status:**

During the second quarter of 2010, three intrastate carriers were placed in the intrastate PRISM program. All carriers became compliant with the Federal Motor Carrier Safety Regulations, improving their safety rating. None were placed intrastate out-of-service during the second quarter.



## 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.

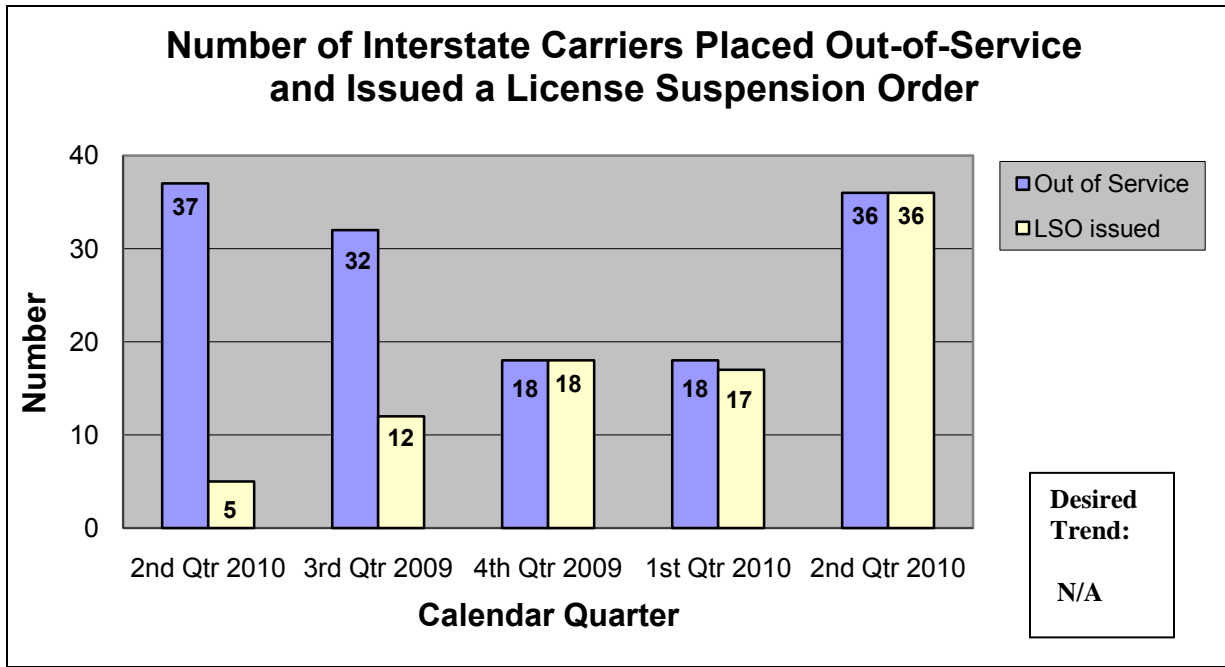
**Description:**

On October 1, 2007, MoDOT implemented the interstate PRISM program, retroactive to January 1, 2007. The FMCSA sent MCS investigative personnel federal out-of-service orders for Missouri-based carriers. Missouri-based carriers were 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.

**Improvement Status:**

During the second quarter of 2010, MCS Safety and Compliance received out-of-service orders for 36 interstate motor carriers placed out of service by the FMCSA. All 36 out-of-service carriers were identified and issued license suspension orders. The 36 license suspension orders issued include: three orders to carriers that owe federal penalties, and 33 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. Eighteen new entrants failed their federal safety audit and did not submit a corrective action plan within the required time limitations.

Initiatives have been undertaken to reduce the number of new entrant out of service carriers. MCS Safety & Compliance ensured that all investigators are trained and comfortable instructing failed new entrant carriers on federal corrective action plan guidance. Also, during the beginning of the third quarter MCS Safety & Compliance began tracking all carriers who failed a federal safety audit. The failed carriers are contacted approximately 30 days prior to their potential federal out-of-service date, are reminded of the CAP requirement and are assisted, if needed, with the CAP submittal.



# Safe Transportation System

## Percent of commercial motor vehicle drivers using seat belts

**Motor Carrier Services Director:** Jan Skouby  
**Data Driver:** DeAnne Rickabaugh, Outreach Coordinator

### Purpose of the Measure:

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

### Measurement and Data Collection:

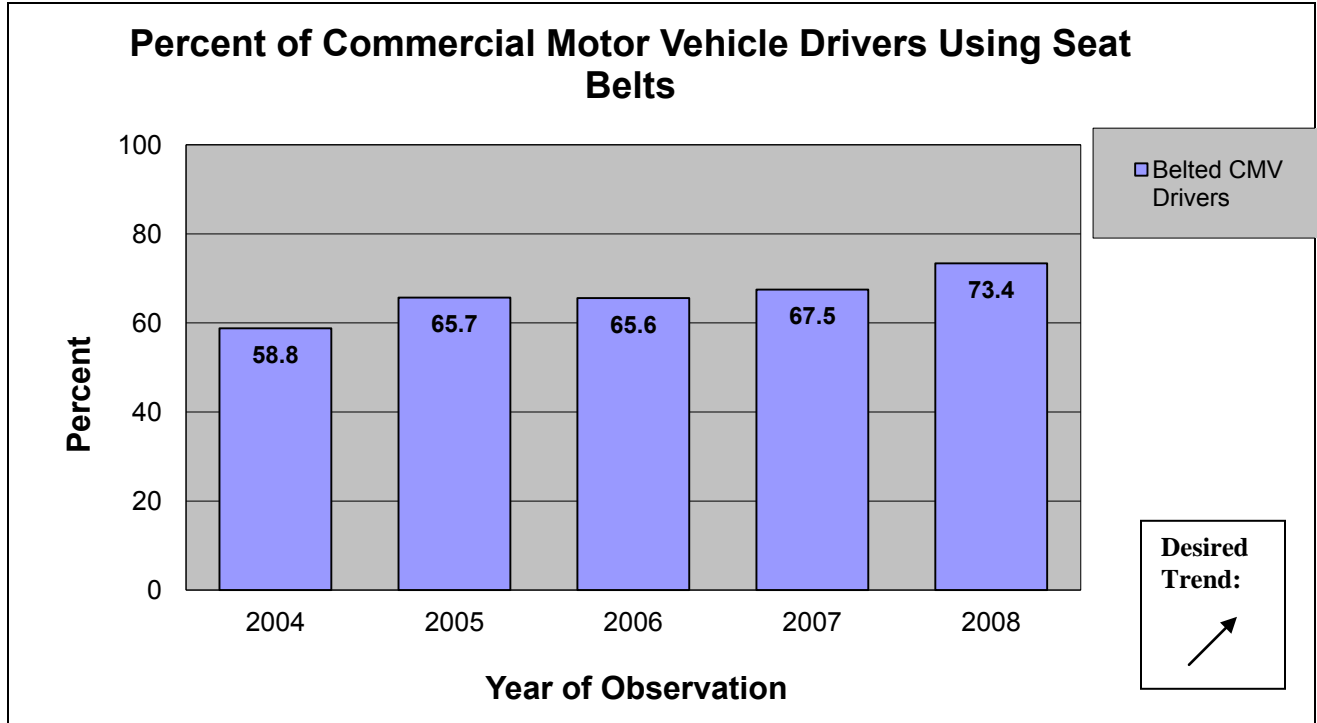
For the most recent study, MoDOT Highway Safety Division contracted with the Missouri Safety Center to conduct a visual survey of commercial motor vehicle drivers during one week of August in 2008. Spotters observed from 240 locations in 76 counties, making 22,029 observations of commercial drivers between 8 a.m. and 3 p.m.

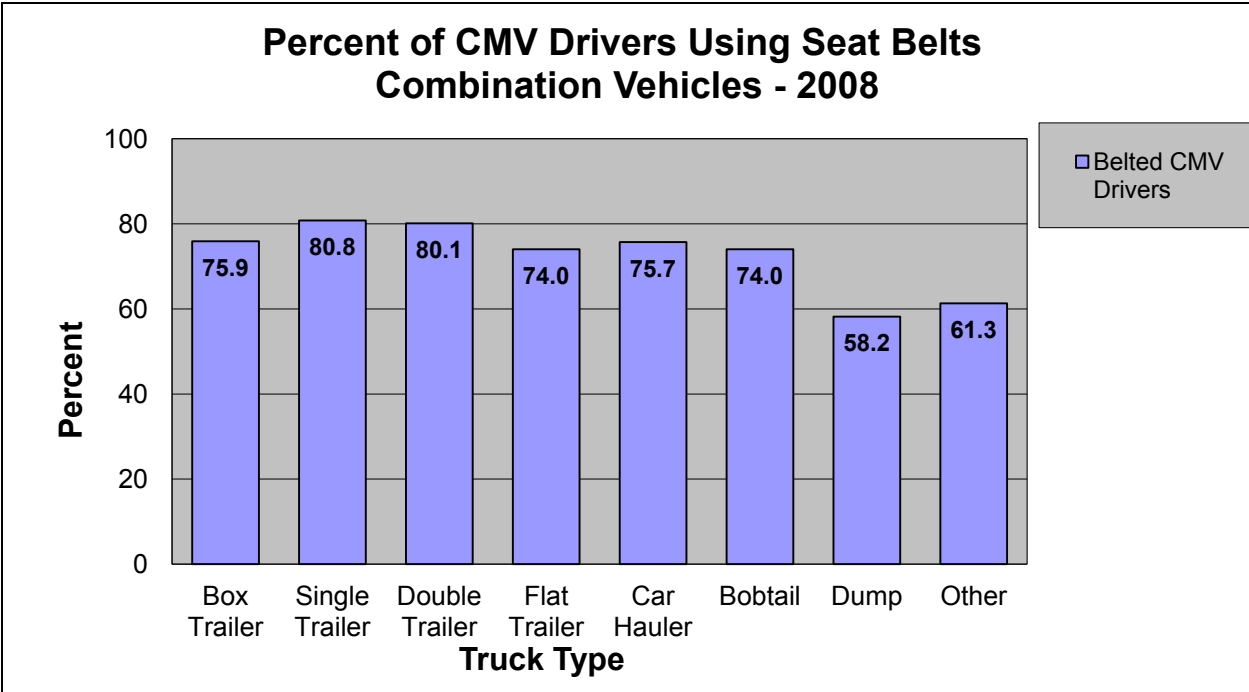
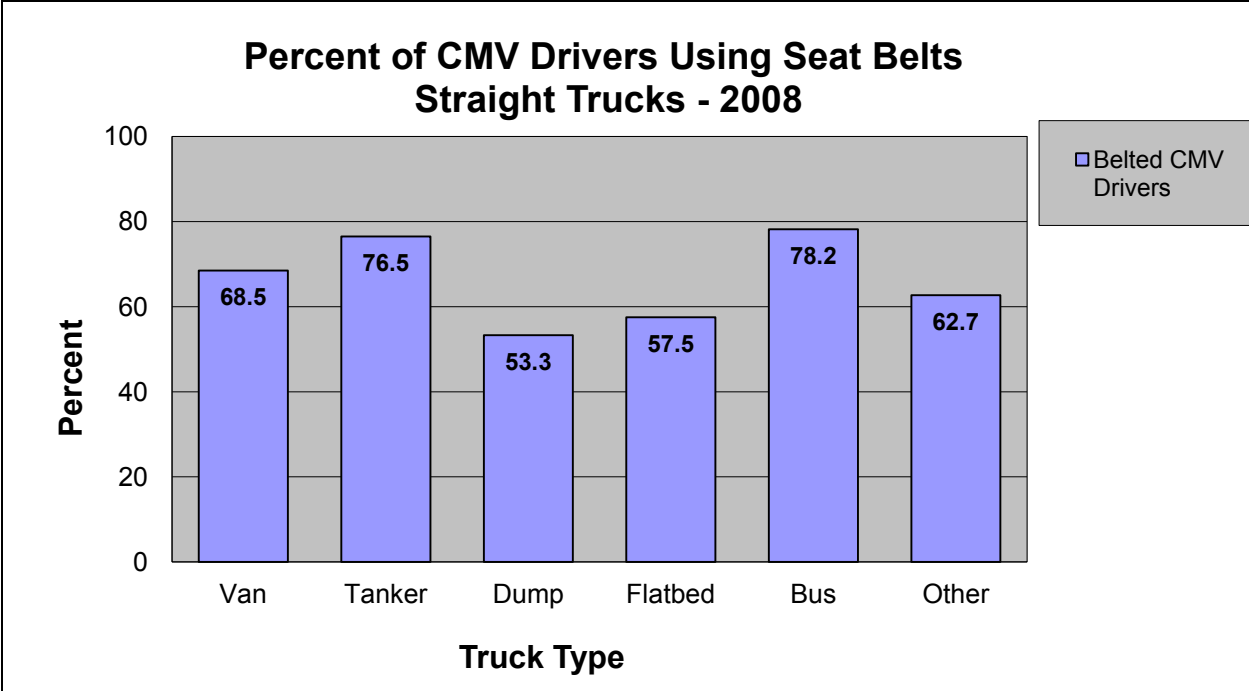
Data for studies in 2004, 2005 and 2006 are not as statistically valid as those in 2007 and 2008 because the total number of observations are lower.

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

### Improvement Status:

The initial data for this measure comes from a 2008 study. Compared to a 2009 federal report, Missouri's usage rate is 0.6 percent lower than the national average.





## **Personal, Fast, Courteous And Understandable Response To Customer Requests (Inbound)**

### *Average phone queue time and calls*

**Motor Carrier Services Director:** Jan Skouby

**Measurement Driver:** Diana Stickler, Motor Carrier Services Support Supervisor

#### **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 Compliance Communication Center programs: International Registration Plan, Oversize Overweight, Operating Authority and the Unified Carrier Registration. The desired trend is to reduce the initial time that a customer is on hold in the phone queue.

#### **Description:**

Phone data is collected monthly from the CISCO WebView Reporting System for all CCC programs. Wireless phone headsets allow agents greater mobility throughout the office resulting in faster retrieval of phone calls. Agents are encouraged to process phone calls accurately and with all necessary information, so as to complete transfer of knowledge to the motor carrier customer.

#### **Improvement Status:**

The UCR program queue began in December 2008, therefore only a two year comparison is available.

During the second quarter of 2010, the CCC section restructured, reassigning agents and providing cross training in other programs. Two senior agents also left MCS. UCR fees for 2010 were released in mid-May. The fees are normally released in August prior to the effective year. Workload increased in all programs because UCR is handled by all CCC staff. Even with these changes, queue time dropped 35 seconds when compared to the second quarter of 2009.

The number of IRP/IFTA phone calls fell by 457 (3.9 percent) compared to the second quarter of 2009. The average phone queue time also dropped by 57 seconds (37.5 percent) in the second quarter of 2010 versus the same time in 2009. The decreased calls are a result of increased use of MoDOT Carrier Express by 187 IFTA customers (7.1 percent) and slightly more IRP renewal customers, even though the number of UCR calls increased. The number of calls for IRP fell by 1,052 in April but increased by 335 in May and 260 in June, explaining why a more significant decrease in phone queue time overall did not occur.

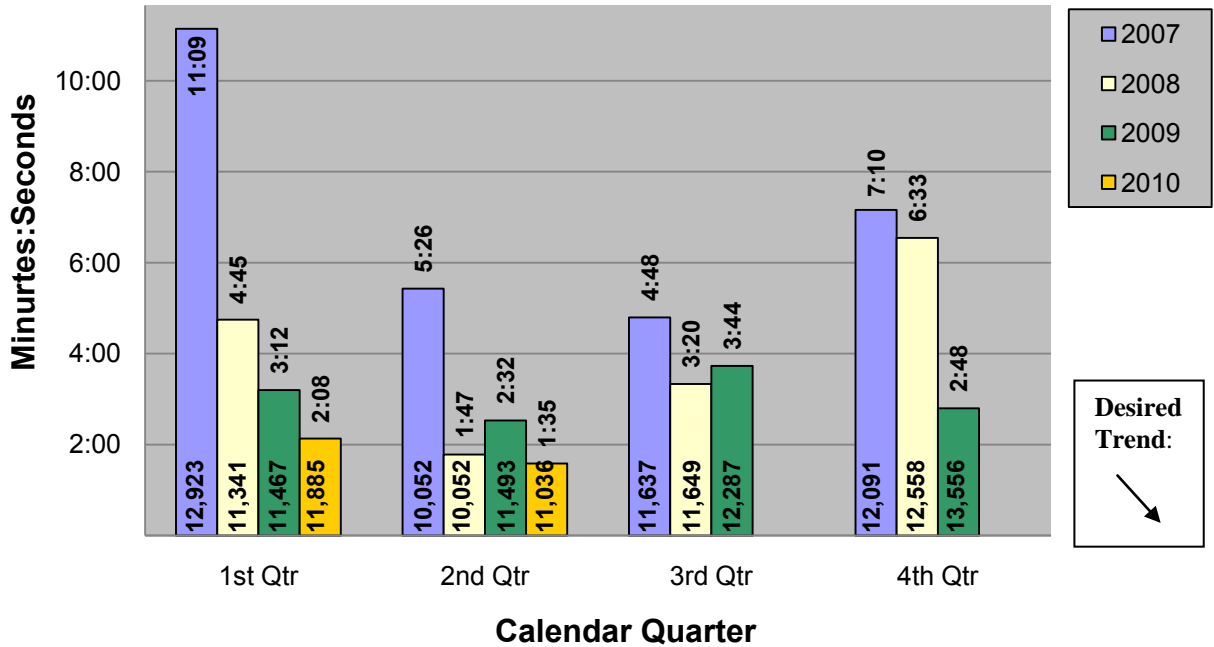
OSOW saw an increase of 2,475 in the number of calls received and a decrease of 10 seconds in wait time from the first quarter of 2010 to the second quarter of 2010. The UCR fees likely played a part in the increase of calls as well as construction and busy season starts in the second quarter of the year.

OSOW saw a decrease of 281 (1.8 percent) in the number of calls received and a decrease of 1 minute 15 seconds (70.8 percent) in wait time from the second quarter of 2009 to the second quarter of 2010. Auto-issued permits and the higher percentage of carriers applying online likely reduced the number of calls from 2009 to 2010.

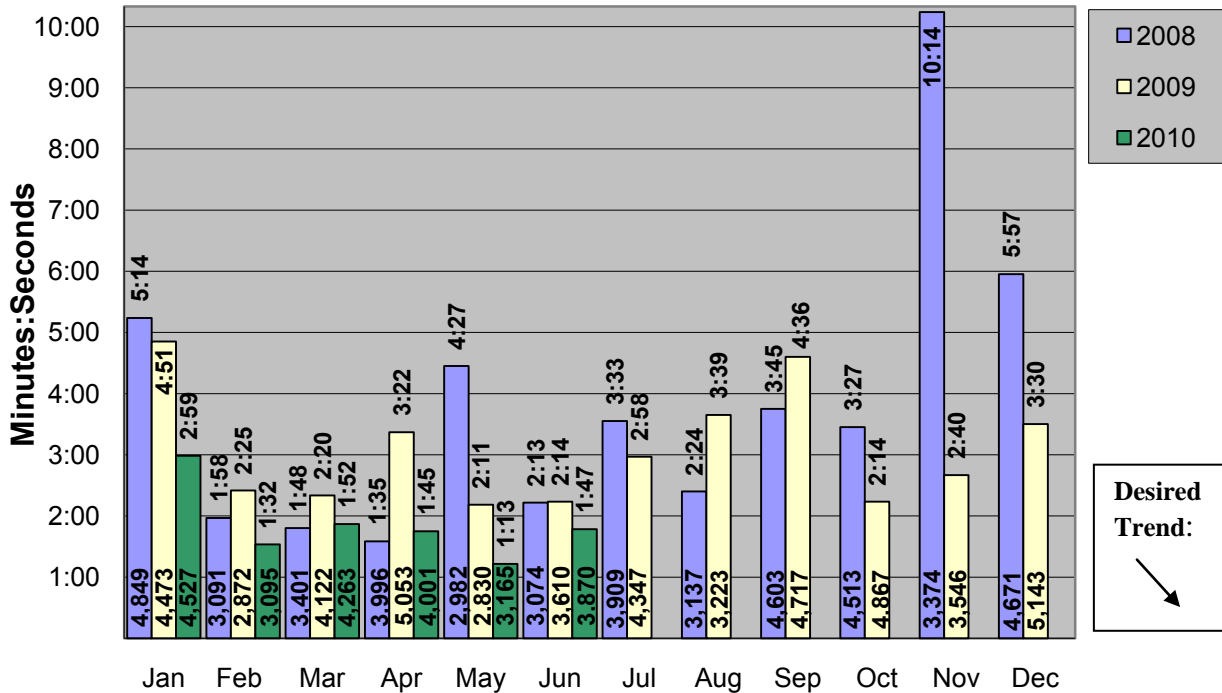
The number of phone calls for the OPA phone queue decreased by 63 (1.9 percent) from the second quarter of 2009. The average hold time also decreased by 18 seconds (31 percent). The month of June produced an increase of 183 calls to the OPA phone queue from the previous month of May. Although number of calls increased, the OPA team decreased the hold time in June to an average of 34 seconds. The increase in OPA calls is a result of UCR and complex calls being transferred to OPA.

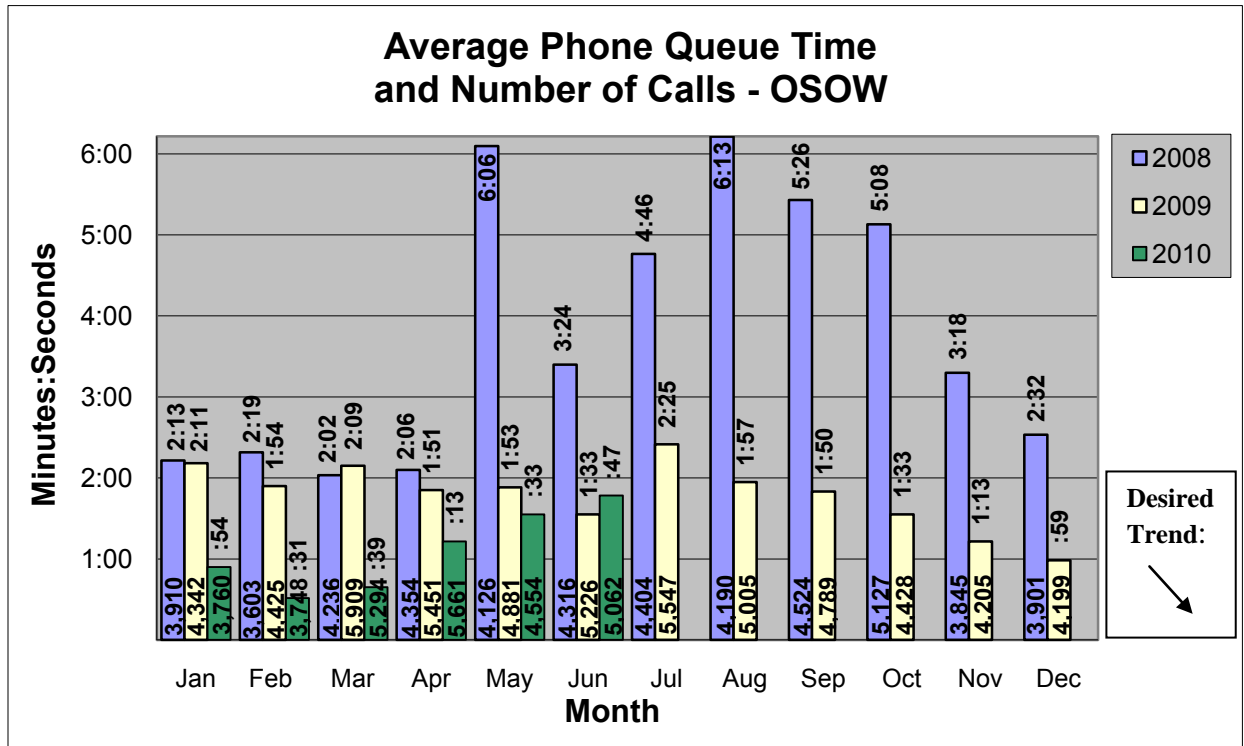
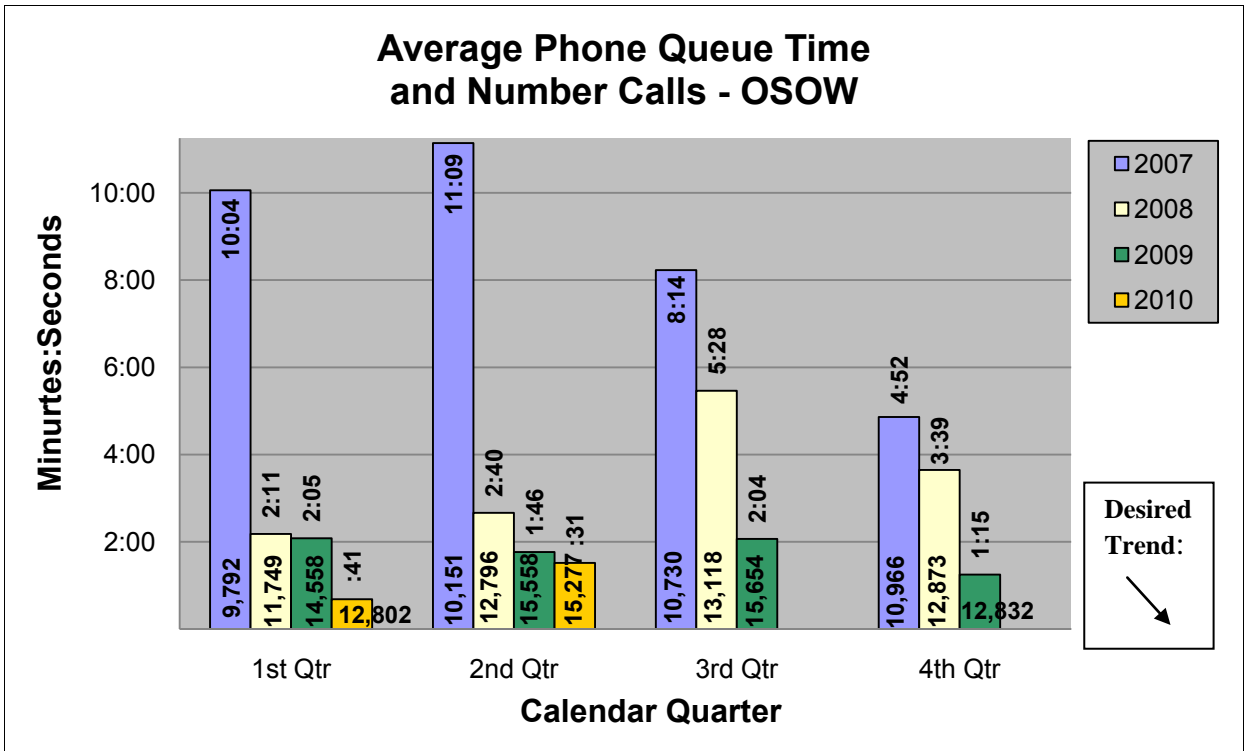
UCR calls increased by 2,052 (415 percent) as compared to the second quarter of 2009, because of the release of UCR fees in May. The average wait time increased by only 9 seconds (52.9 percent). The UCR phone queue is set so that call is routed to the next available CCC agent.

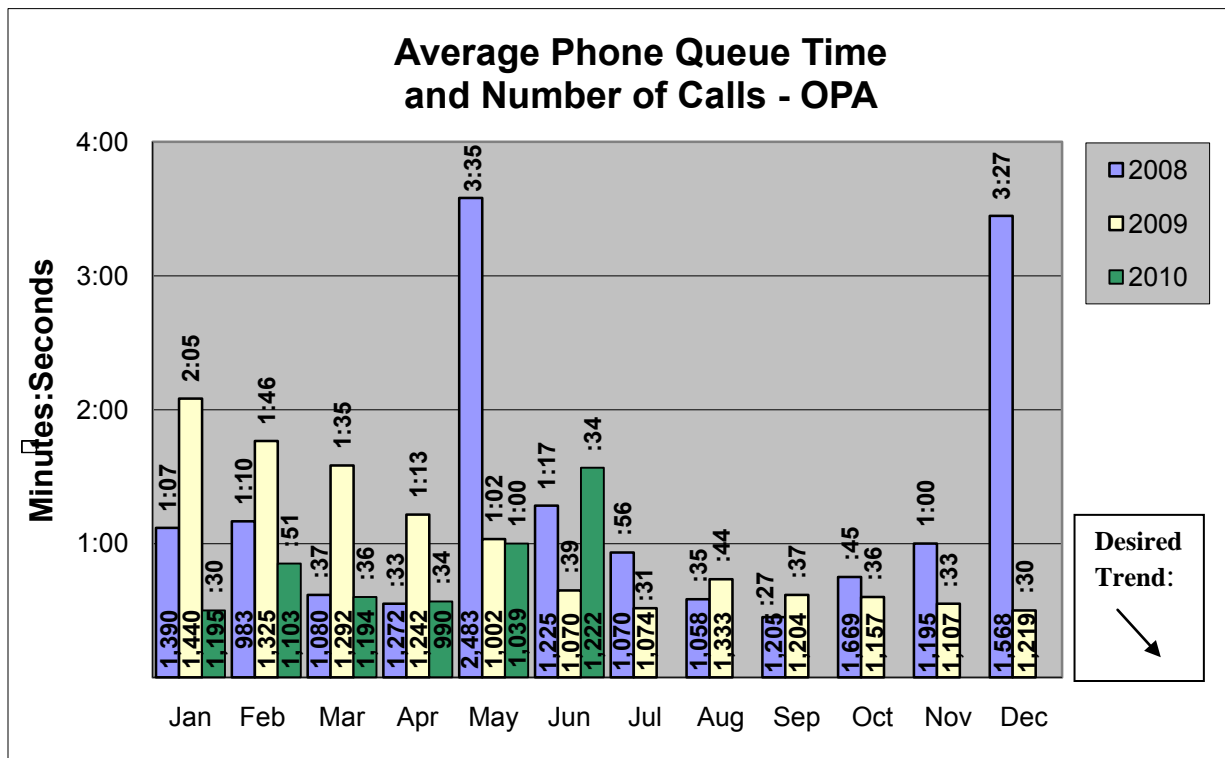
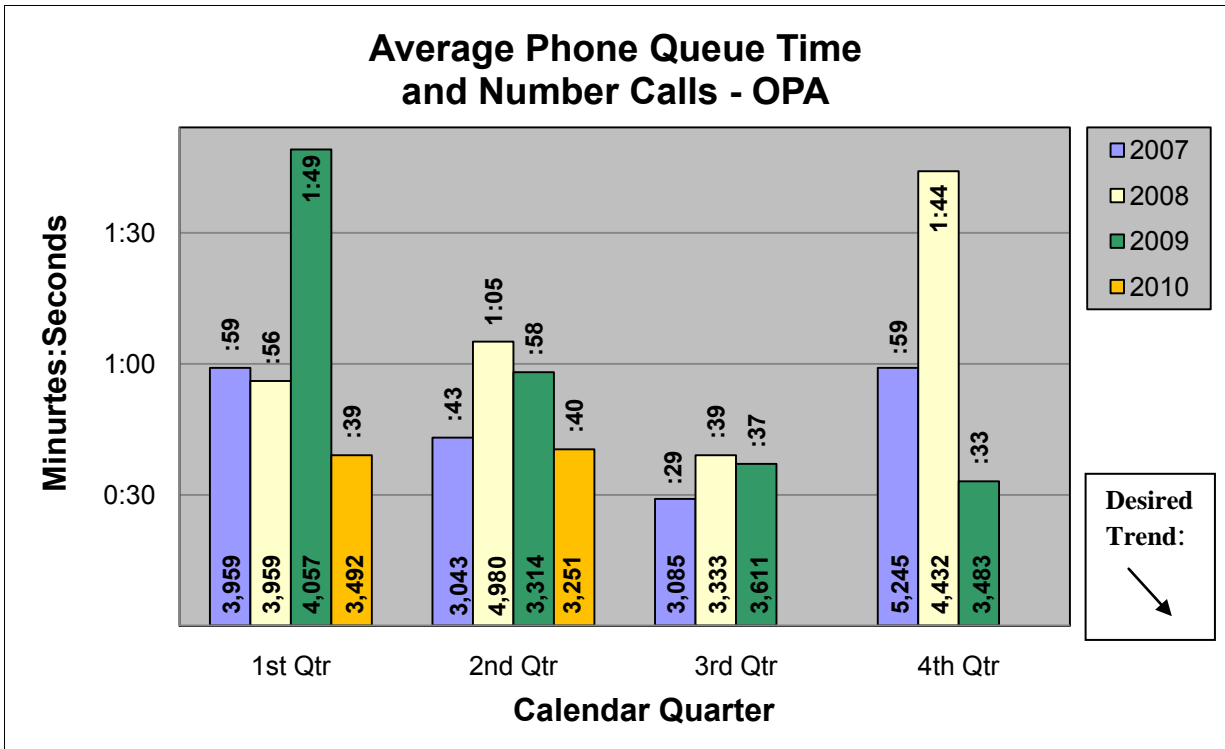
### Average Phone Queue Time and Number Calls - IRP



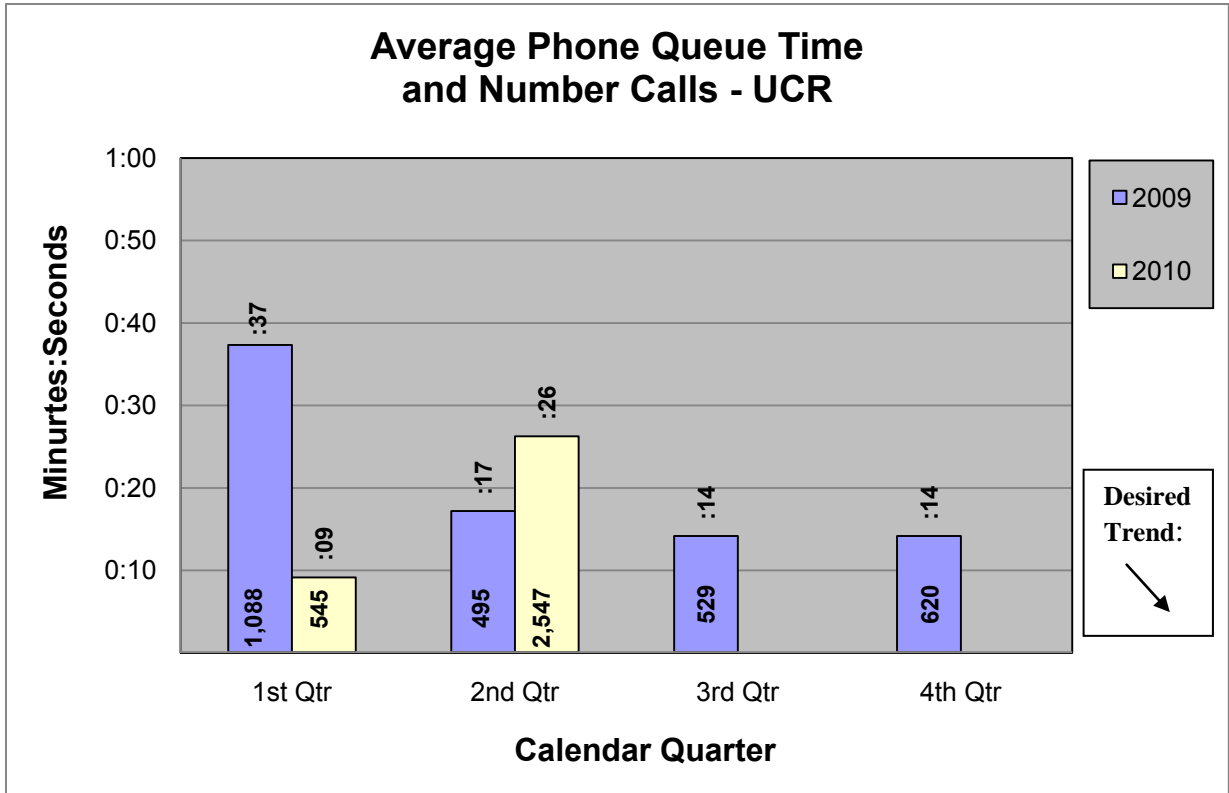
### Average Phone Queue Time and Number of Calls - IRP



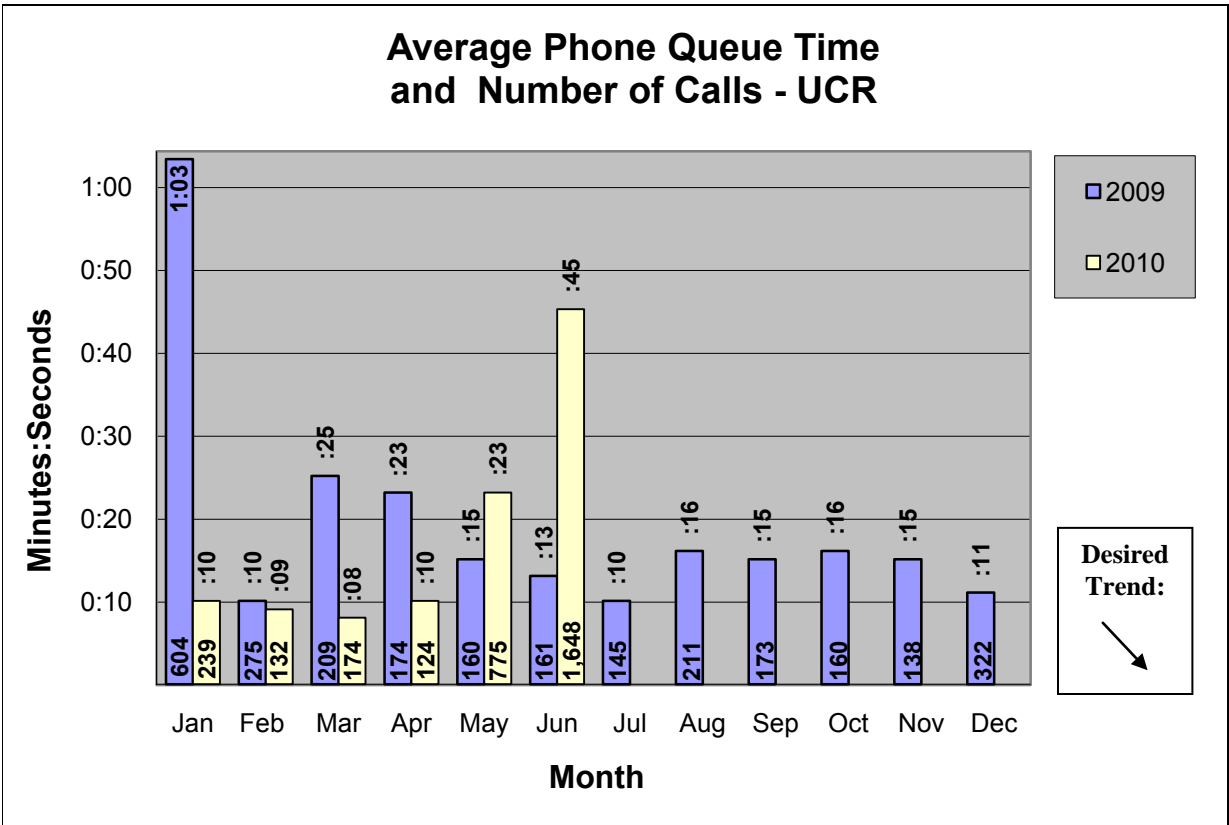




### Average Phone Queue Time and Number Calls - UCR



### Average Phone Queue Time and Number of Calls - UCR



## Personal, Fast, Courteous And Understandable Response To Customer Requests (Inbound)

### *Walk-in wait time*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Diana Stickler, Motor Carrier Services Support Supervisor

**Purpose:**

This measure tracks Motor Carrier Services' progress in minimizing the wait time experienced by walk-in customers. Data is measured from the time a customer enters the facility until the time an agent begins helping them. By monitoring the wait time MCS may determine which areas need improvement.

**Description:**

Daily walk-in sheets for each walk-in customer supply the information for this report. Front desk staff initiate the walk-in sheet which is forwarded to an agent for completion. The agent may work primarily with the International Registration Plan, International Fuel Tax Agreement, Operating Authority or Oversize Overweight programs. All agents work with Unified Carrier Registration. Data collected includes customer wait time by program and the number of programs an agent assisted the customer with. This measure does not include carriers' time spent waiting to obtain additional documents not generated by MCS or the time spent with assisting the customer.

**Improvement Status:**

Accurate data for the first quarter of 2008 is not available; therefore a three-year comparison of wait time and number of walk-ins is not available. The number of walk-ins for the second quarter of 2010 is 654, an increase of 5 (1.1 percent) from the second quarter of 2009. 206 of the walk-ins were assisted in several programs by one agent.

During the second quarter of 2010, the CCC section restructured, resulting in agent reassignments and cross training. Also during this time, two senior agents left the CCC. UCR fees were released in mid-May, several months later than expected. This resulted in an increased workload in all programs since UCR is handled by all CCC staff. Even though these major changes occurred there was a total decrease of wait time for all programs from the same quarter of 2009 of 8 seconds.

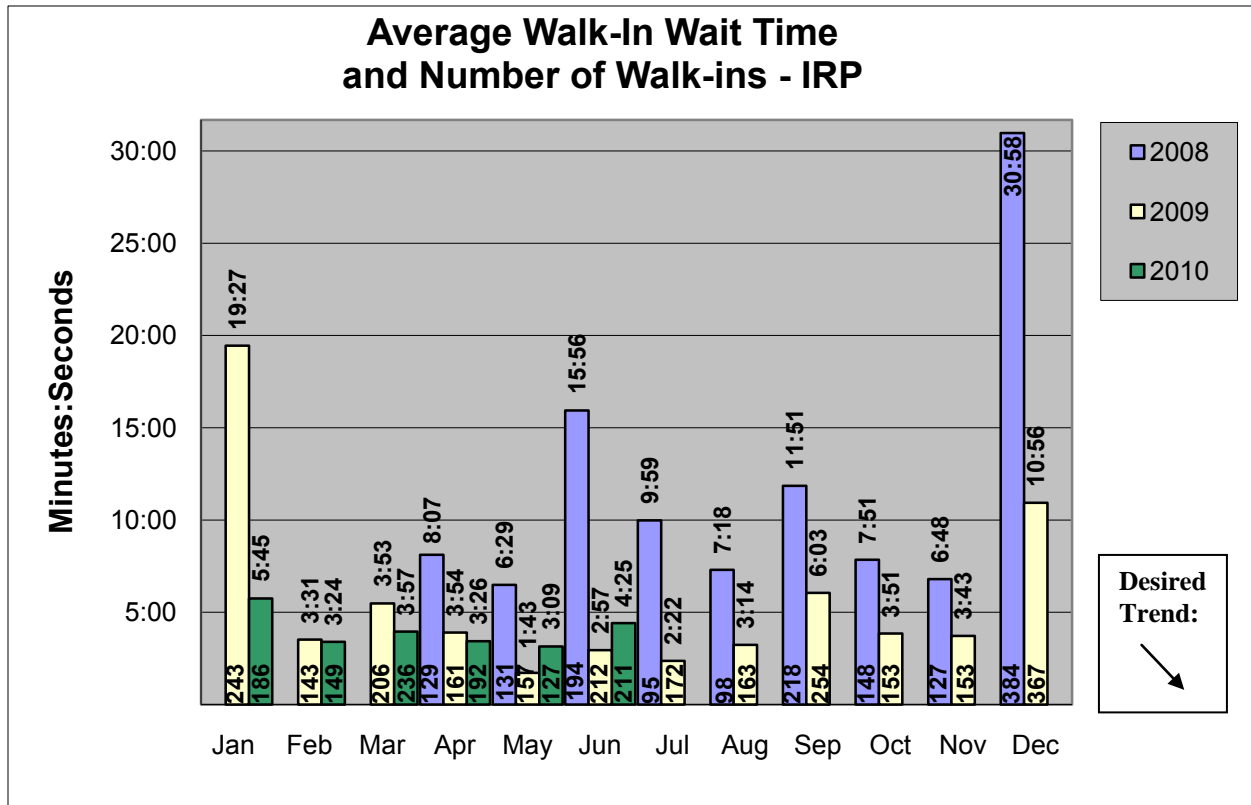
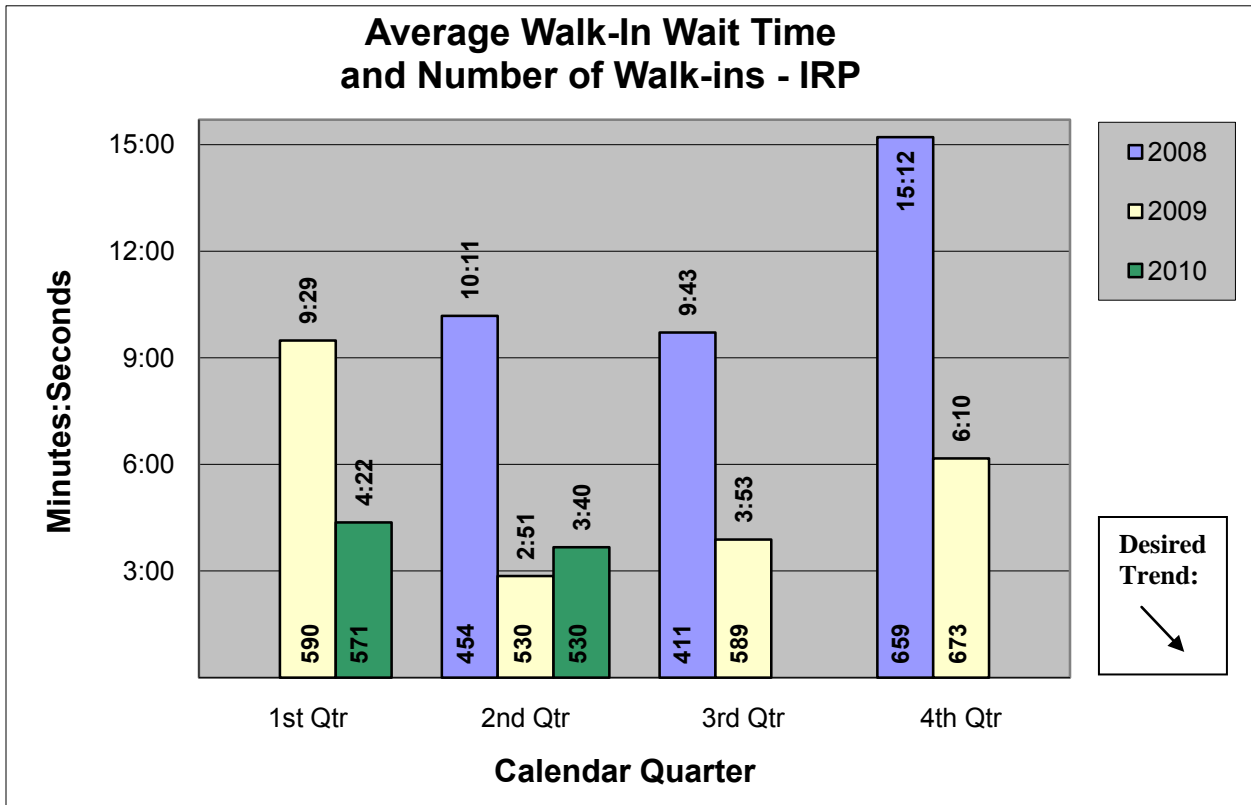
The number of IRP and IFTA walk-ins is relatively unchanged compared to the second quarter of 2009. There was no change in the number of IRP walk-ins and an increase of 40 IFTA walk-ins (21.3 percent) between the second quarters of 2010 and 2009.

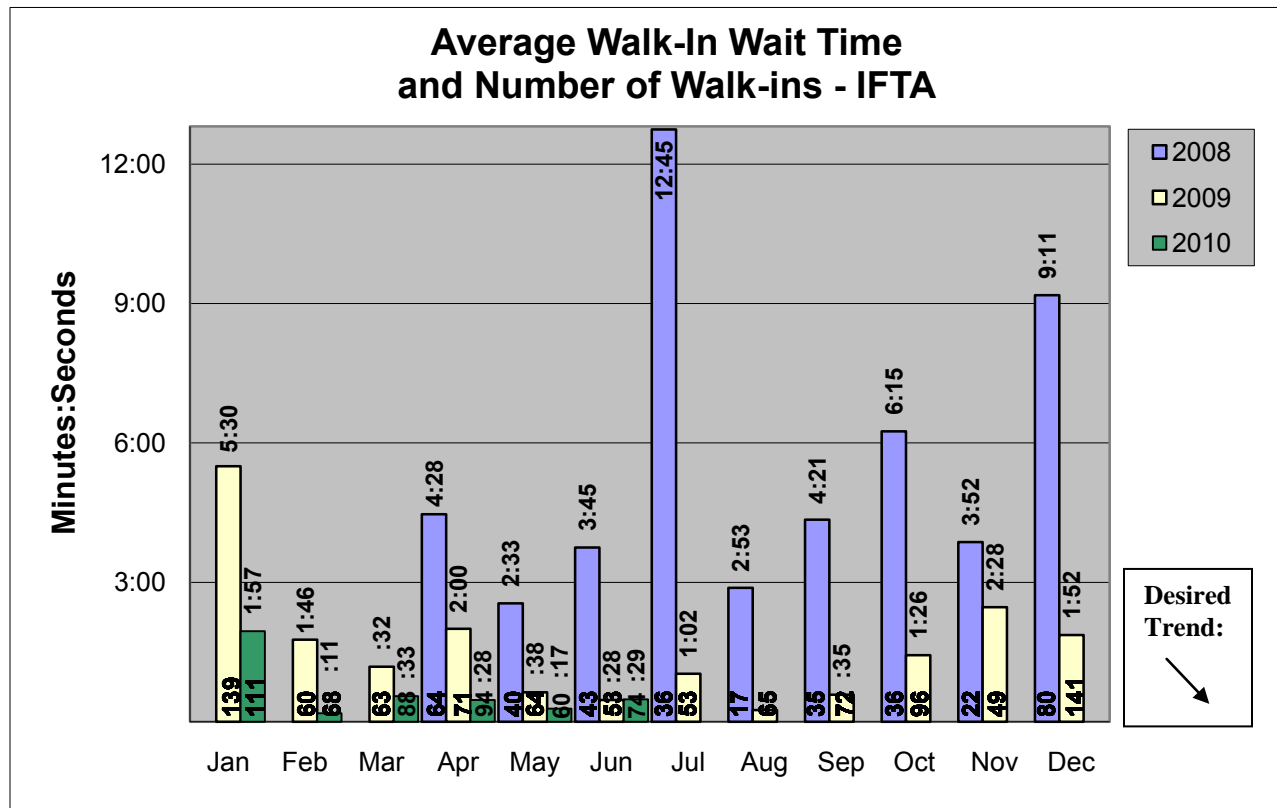
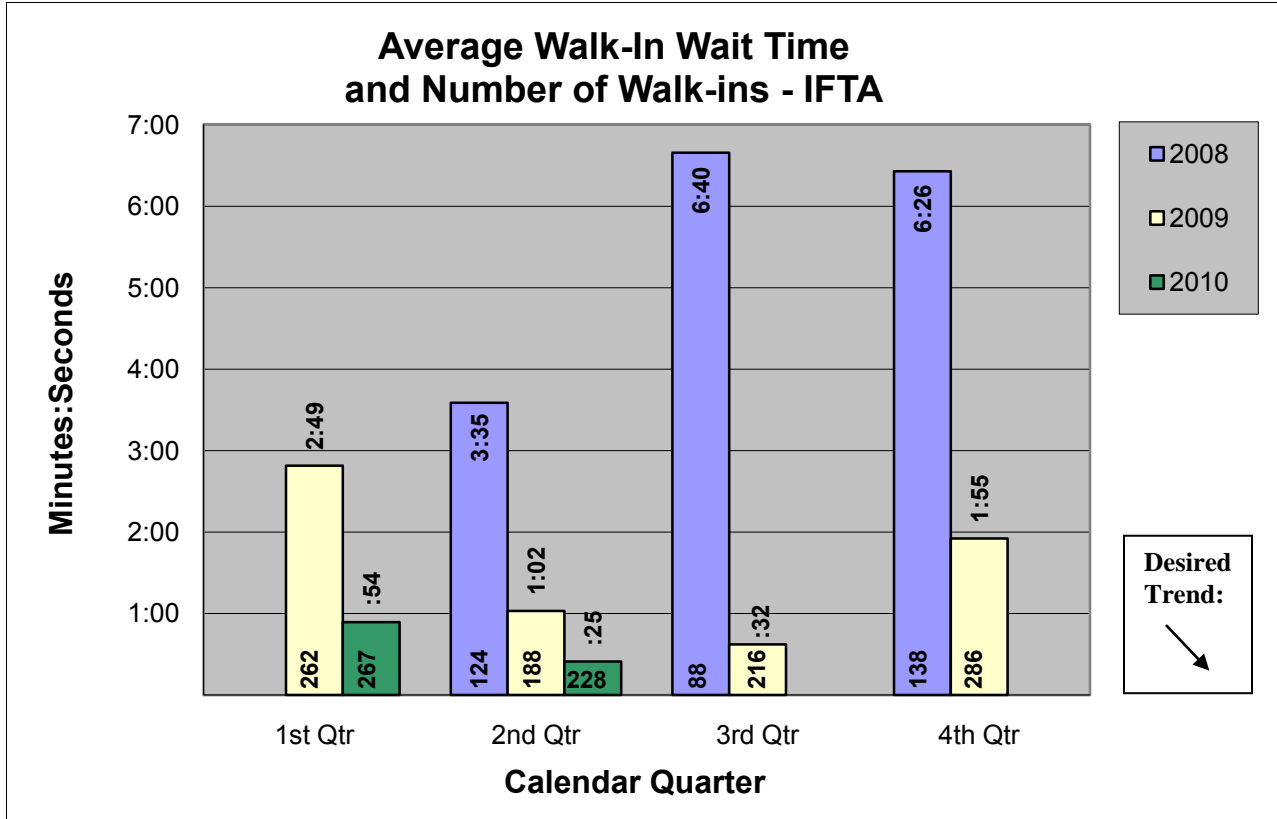
The average wait time for IRP walk-ins rose by 49 seconds or 28.7 percent from the second quarter of 2010 versus 2009. Average wait time for IFTA walk-ins in the second quarter of 2010 fell by 37 seconds (60 percent). The increased wait time for IRP reflects the loss in a walk-in agent, system problems at the end of a renewal period and more IFTA and UCR walk-ins. IFTA walk-in wait time dropped dramatically because more cross-trained agents can process IRP and IFTA work, allowing core IRP agents to focus on walk-ins.

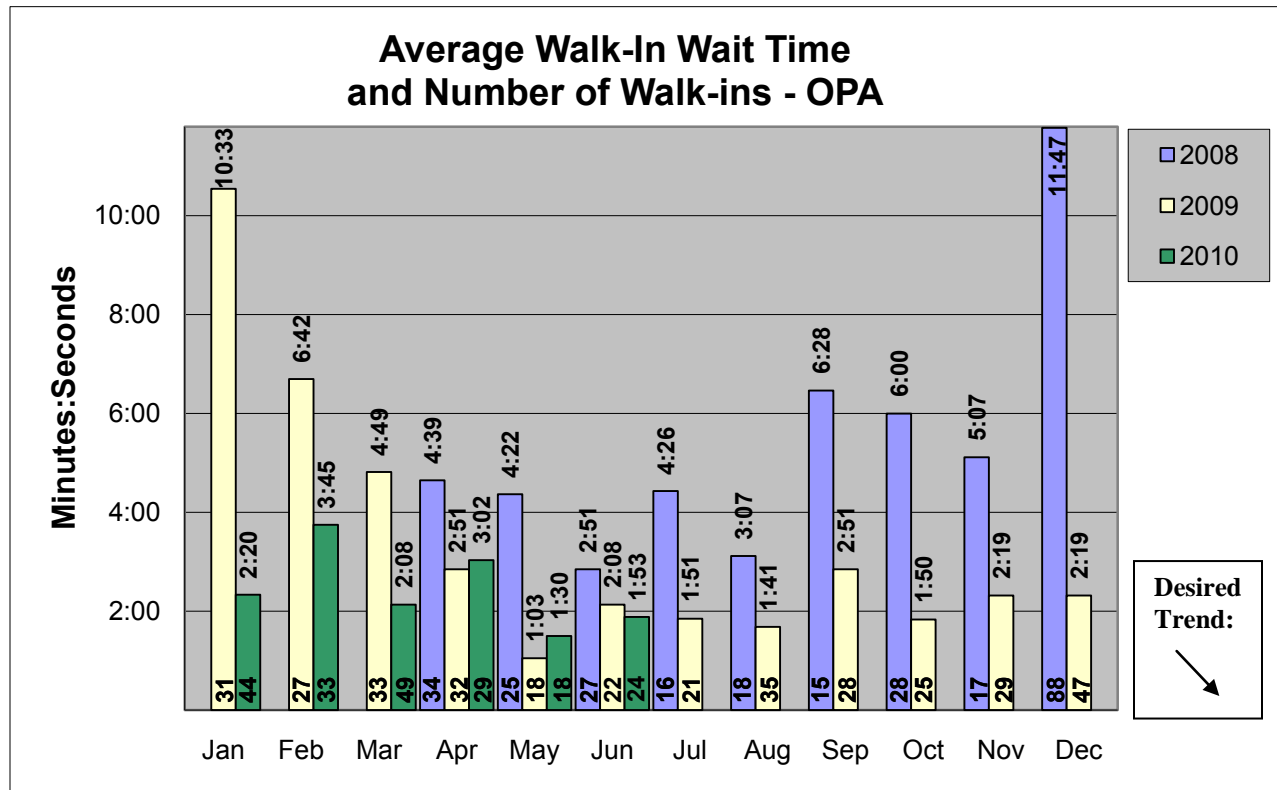
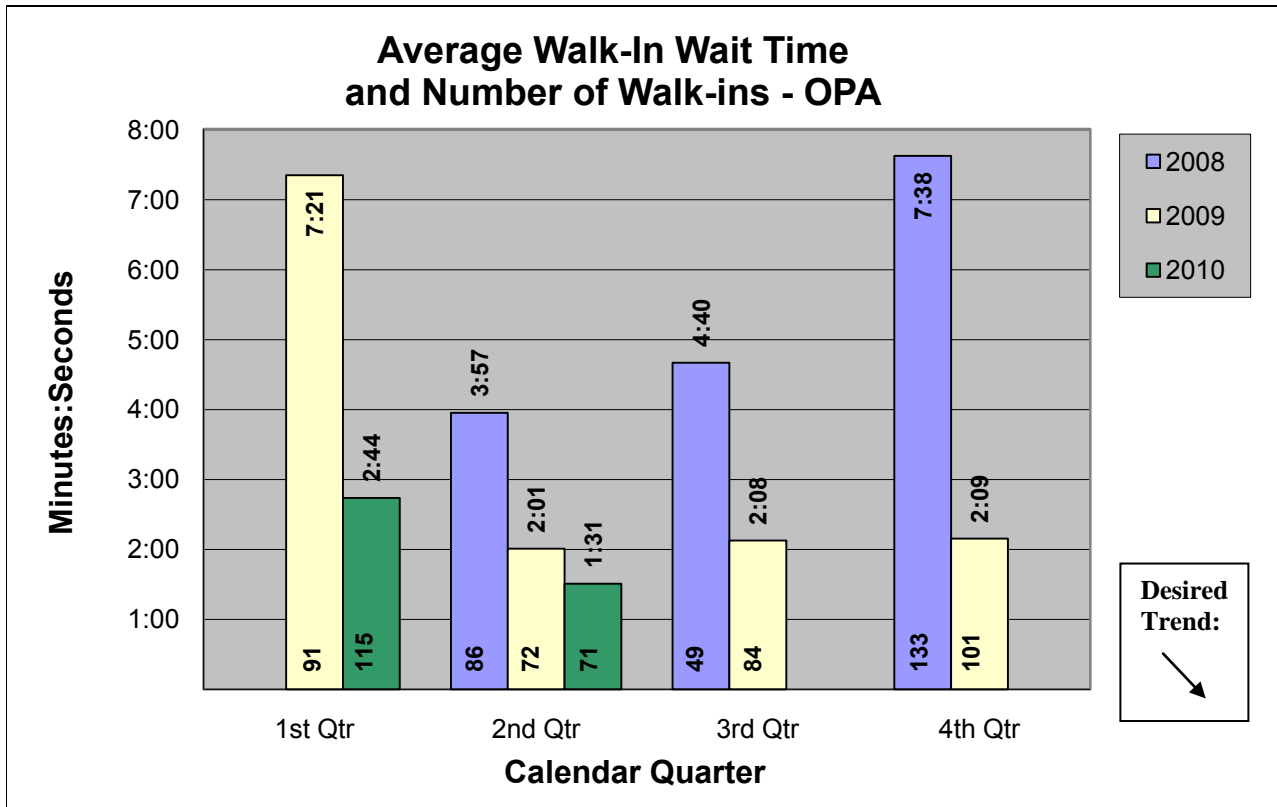
Comparing the second quarters of 2009 and 2010, OSOW walk-ins fell by 13 (30.2 percent) and wait time improved by 15 seconds (7.9 percent). Auto-issued permits and a higher percentage of online applications explain the change.

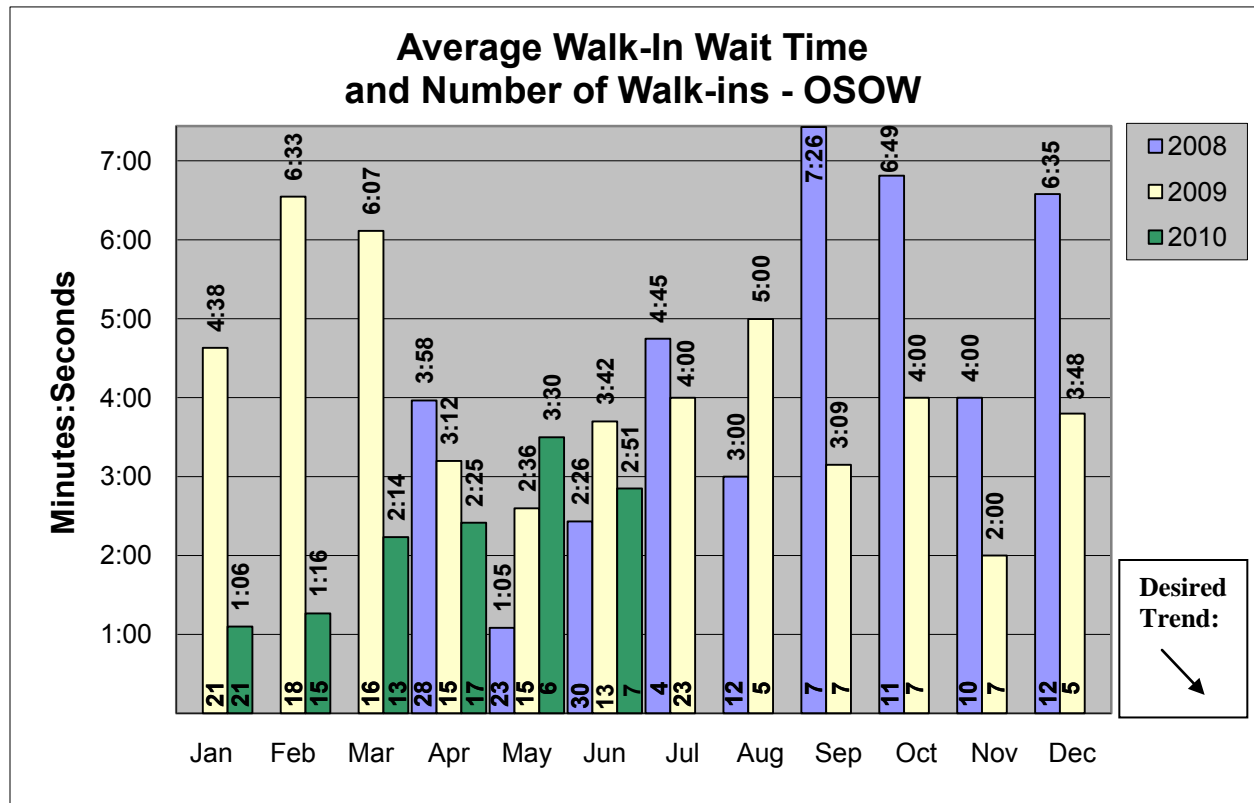
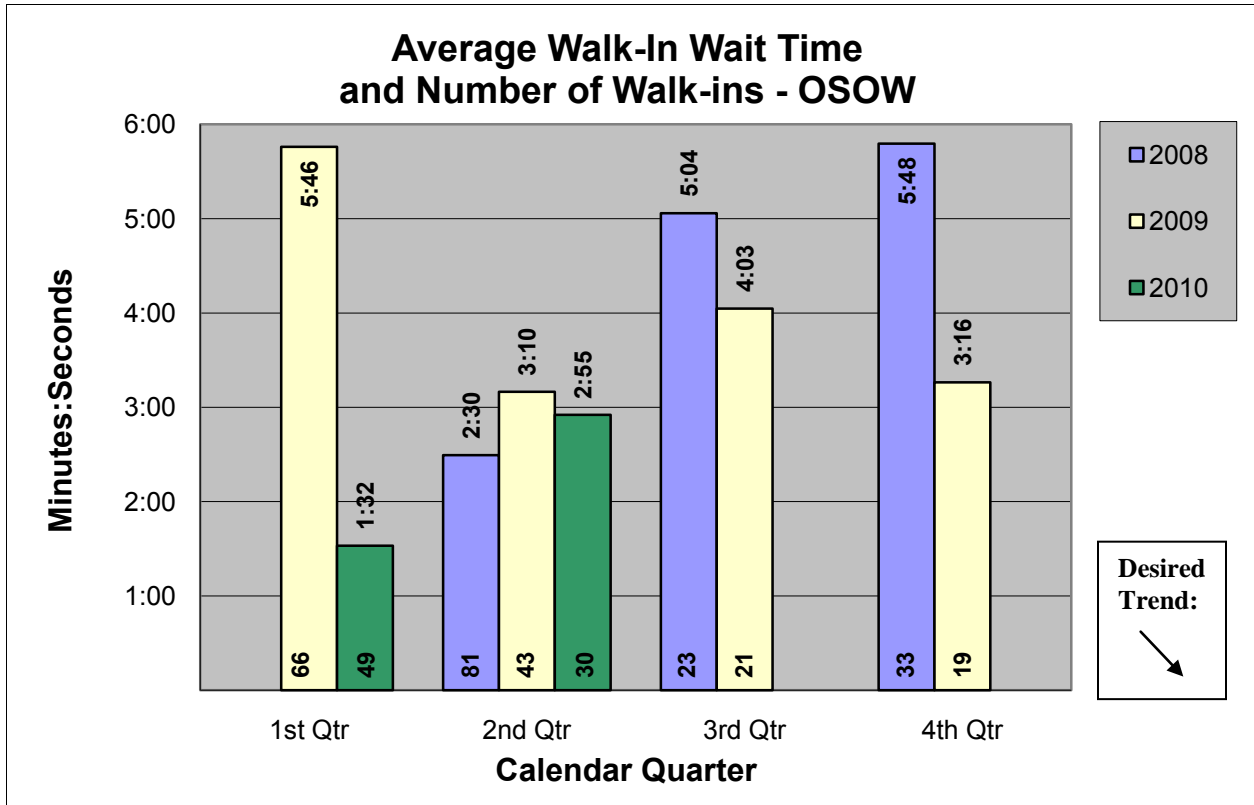
The number of OPA walk-ins dropped by 1 from the second quarter of 2009. The average wait time fell by 30 seconds (24.8 percent). The CCC restructure; affected OPA staffing levels at various times. During these changes OPA has maintained a minor wait time.

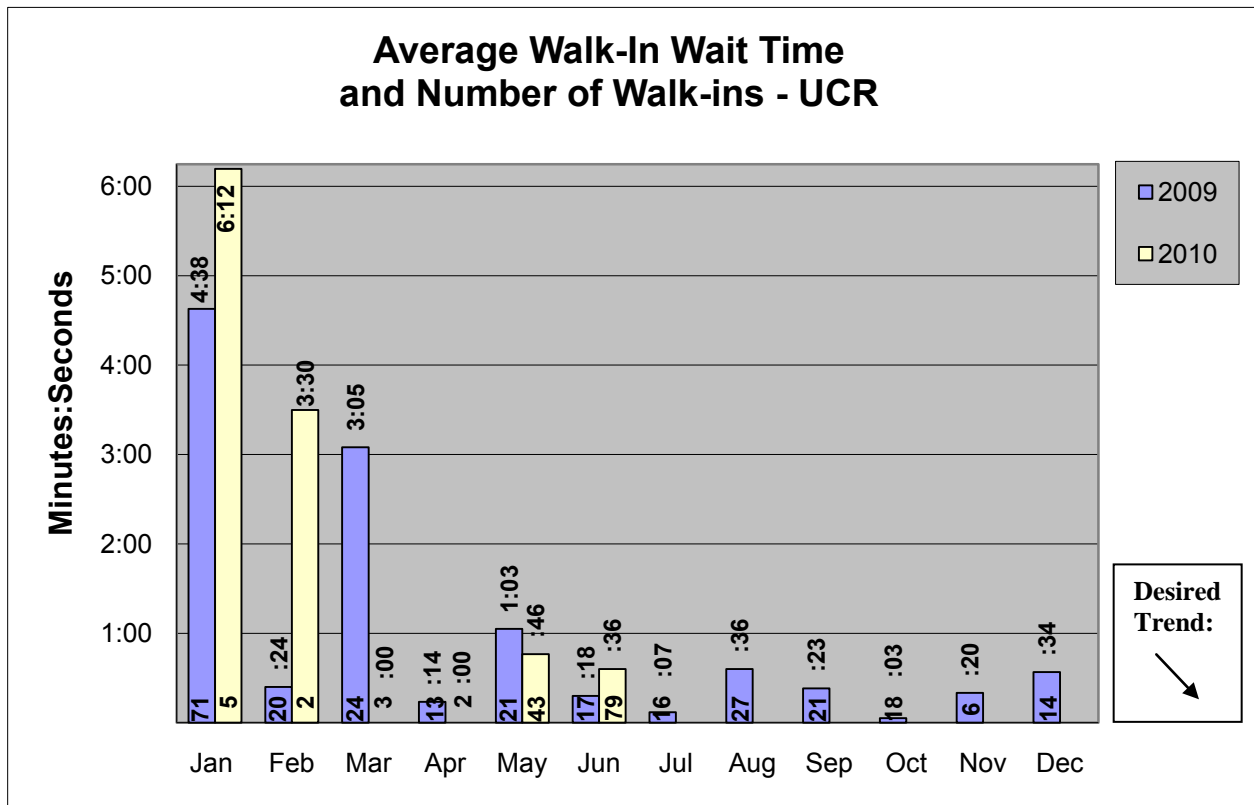
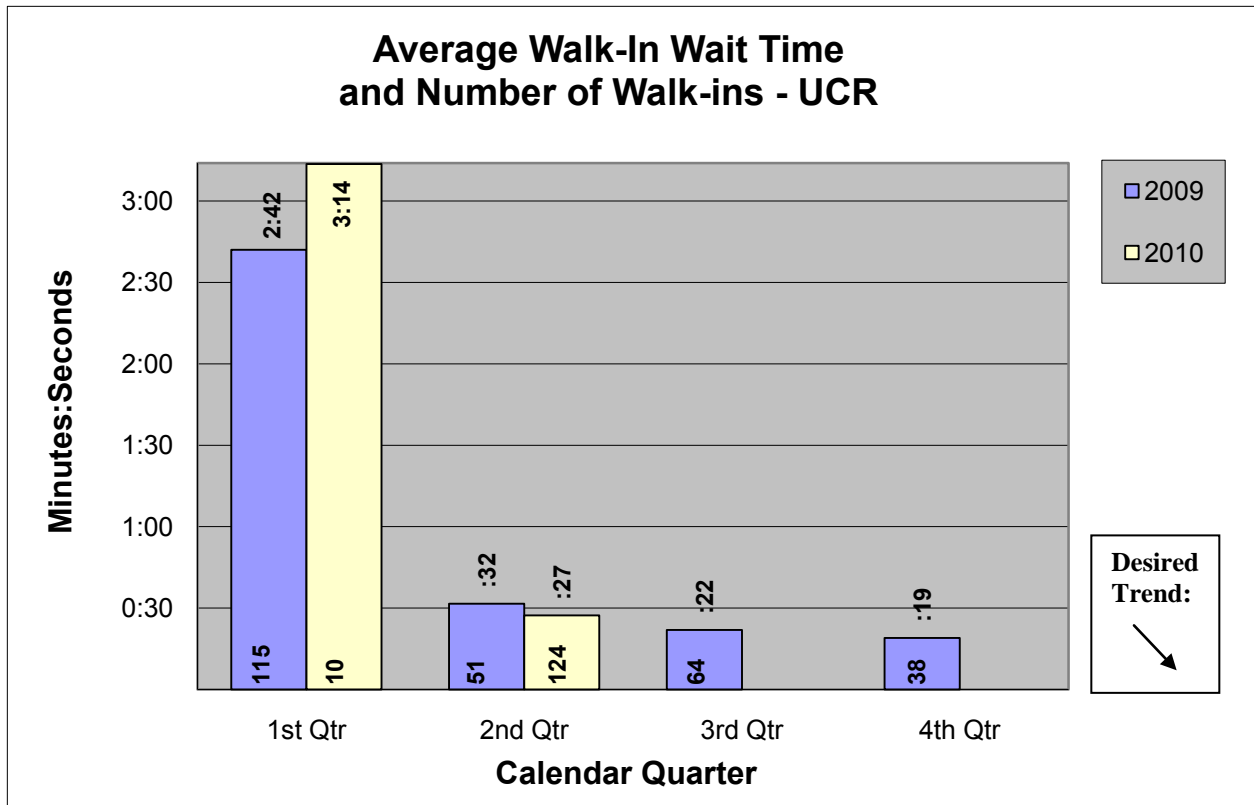
The number of UCR walk-ins rose by 73 (143 percent) versus the second quarter of 2009, while average wait time fell by 5 seconds (15.6 percent). The increase in walk-ins is associated with the release of 2010 UCR fees in mid May. The drop in wait time can be attributed to walk-ins being assisted with IRP, IFTA and/or UCR by one agent











## Partner with Others to Deliver Transportation Services

### *Hours served in partnership*

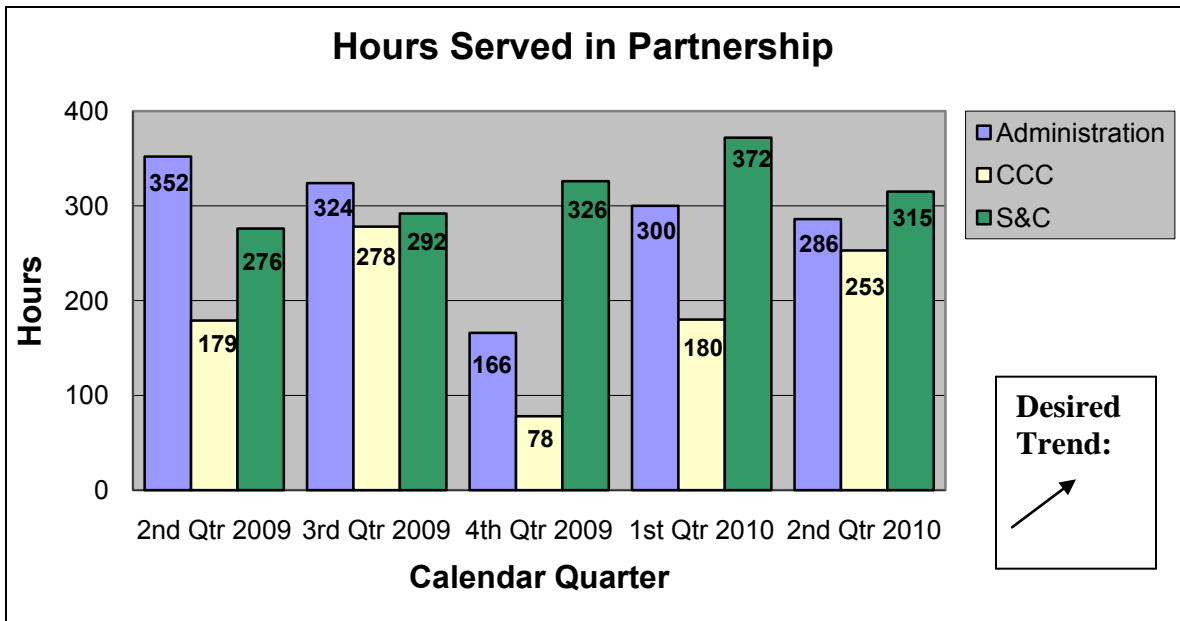
**Motor Carrier Services Director:** Jan Skouby  
**Data Driver:** Bill Hampton, Senior Motor Carrier Specialist

**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, Support Services and Financial sections are reported as CCC. The Safety and Compliance section includes all enforcement staff with the exception of the administrator.

**Improvement Status:**  
 The CCC section met the desired trend three quarters in a row. MCS Administration had several staff on vacation this quarter but still managed to stay above the 285 hours they have averaged for the past five quarters. Safety & Compliance fell 57 hours short of last quarter; however they are 39 hours better than this time last year.



## Leverage Transportation to Advance Economic Development

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

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Kim Russell, Motor Carrier Compliance Supervisor

**Purpose:**

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

**Description:**

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

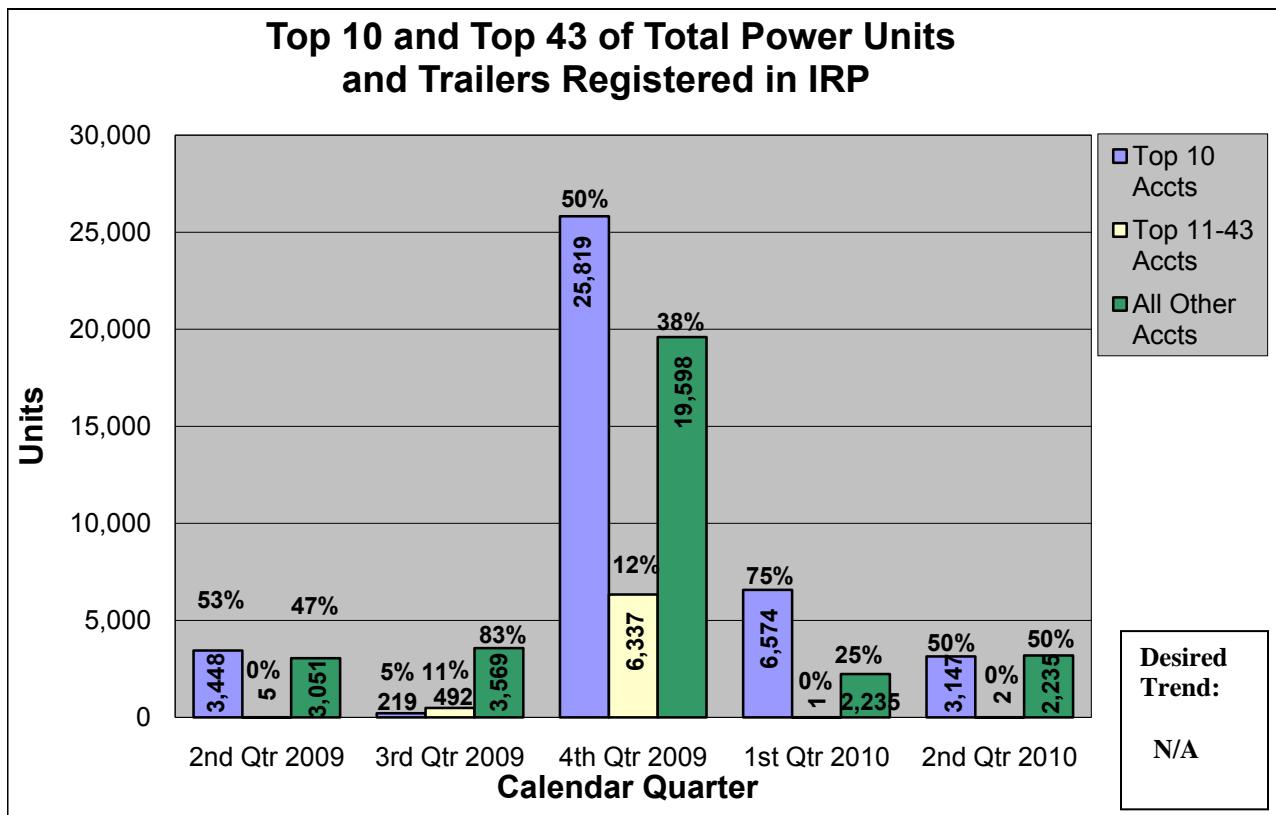
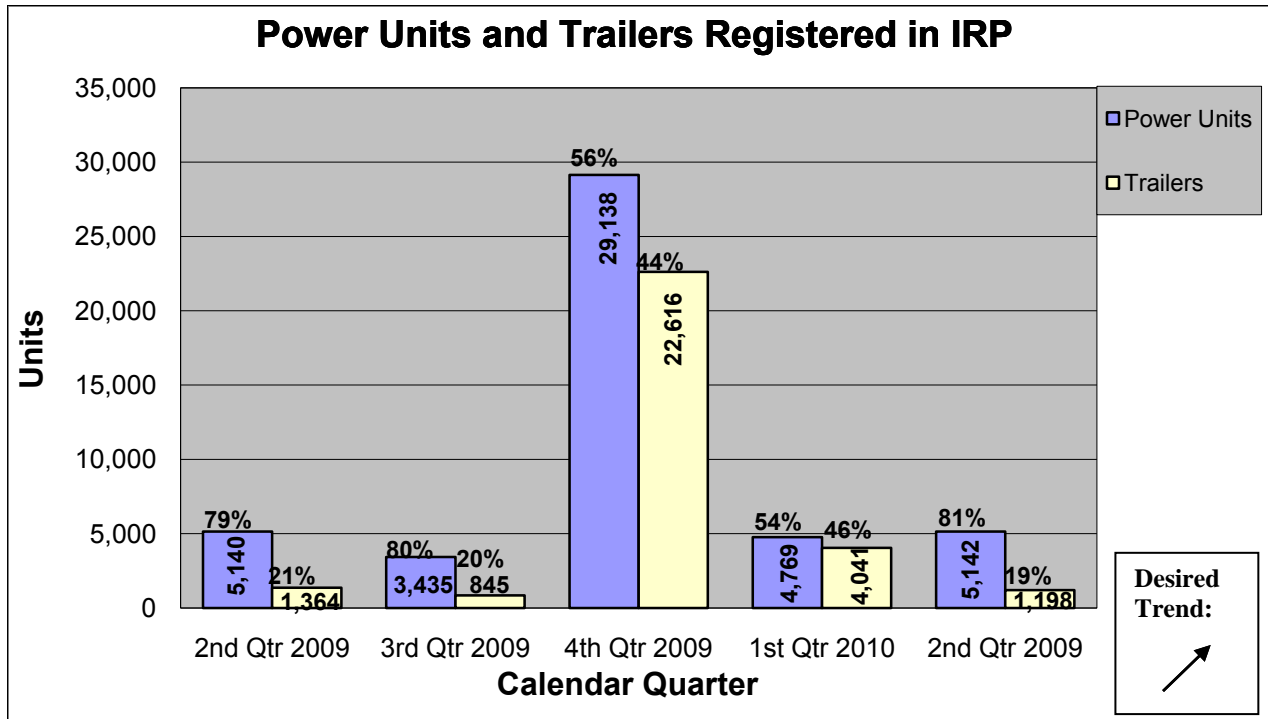
A second graph reports the percentage of total power units and trailers owned by MCS' top ten and top forty-five account holders. Note: The data reflects a single point in time and does not include additions and deletions made after the carriers' renewal periods.

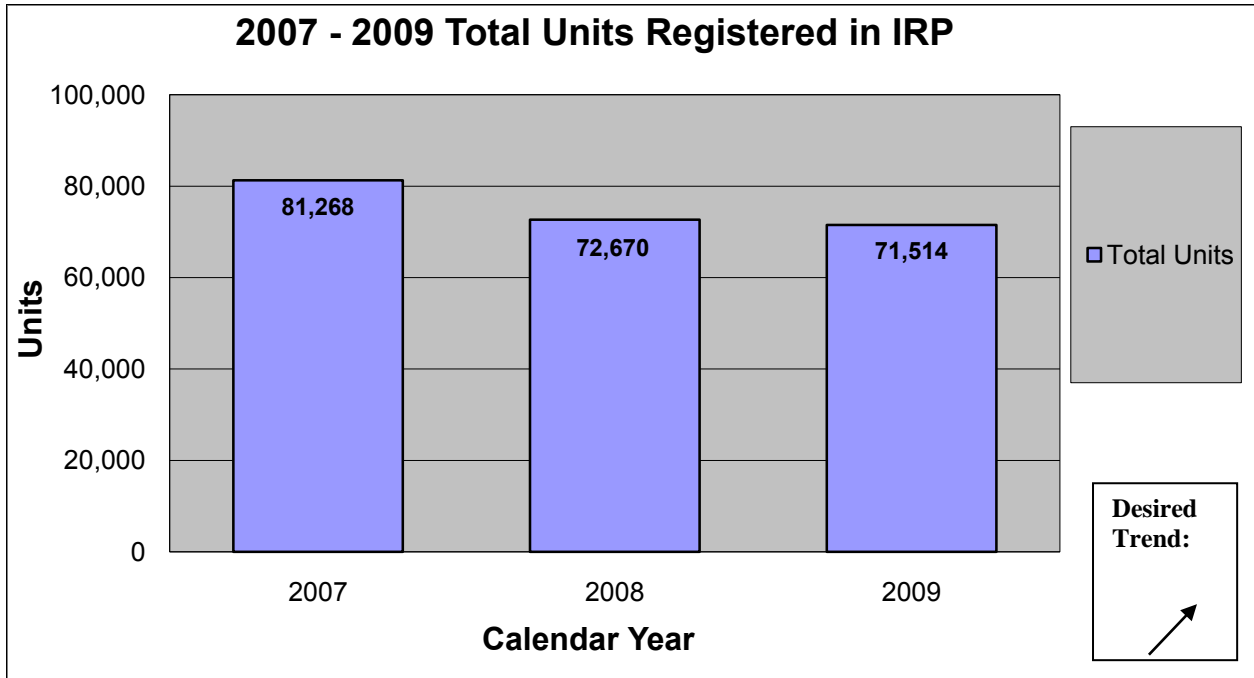
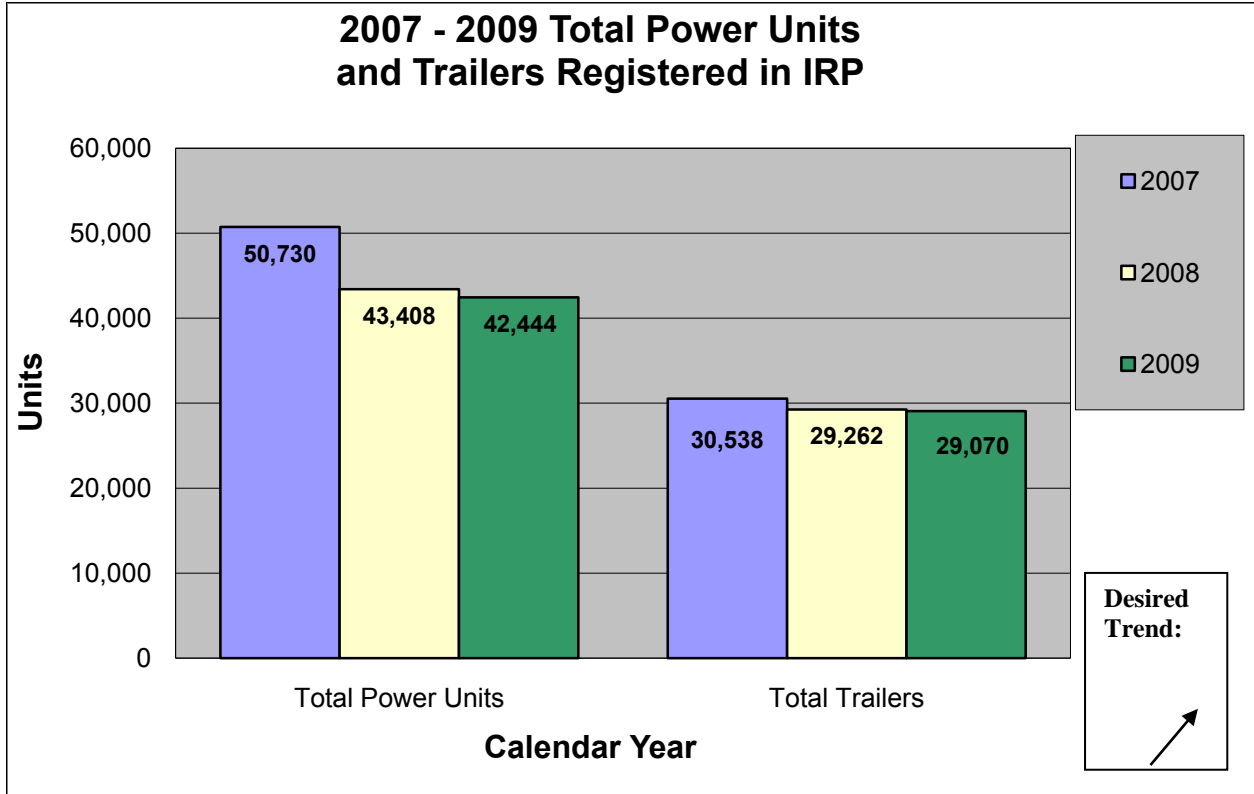
**Improvement Status:**

In 2007, approximately 81,268 units were registered in IRP. In 2008, approximately 72,670 units were registered in IRP. In 2009, approximately 71,514 units were registered in IRP. In 2008 and 2009, approximately 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.

Between the first quarter of 2009 and the first quarter of 2010, the percentage of power units increased by one percent or 38 units. Trailers decreased by one percent or 184. Comparing the same quarters, the percentage of power units increased by two percent or 2 units. Trailers decreased by two percent or 166 units. The Top 10 accounts represent 50 percent of the units in second quarter.

**Note:** The Top 47 accounts decreased to Top 43 because Danny Gilder, Riverside, Colonial Freight and Colonial Warehouse no longer register in Missouri.





# Leverage Transportation to Advance Economic Development

## Number of accounts registered in International Registration Plan

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Kim Russell, Motor Carrier Compliance Supervisor

**Purpose:**

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

**Description:**

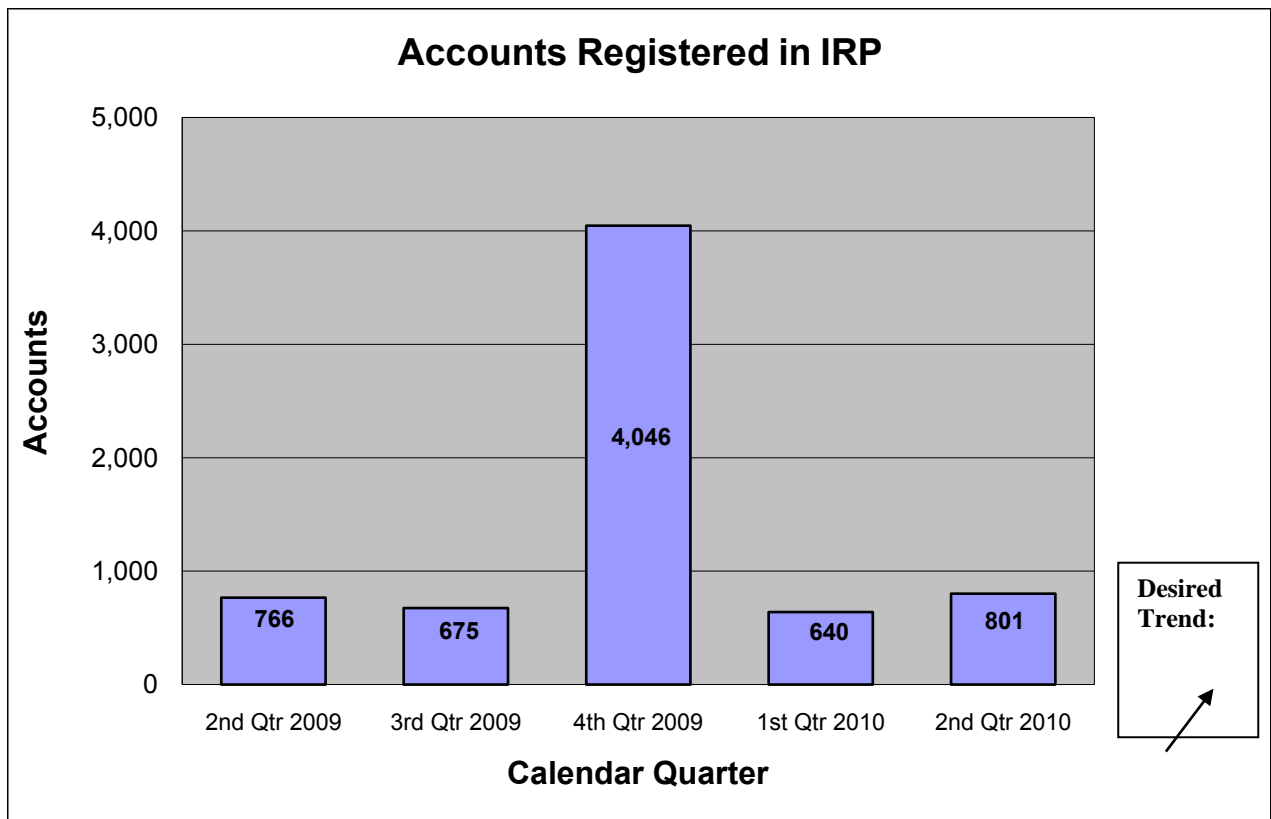
This measure is derived from a report, IRP Fleets with Active Power Units, created from the MoDOT Carrier Express system. IRP accounts are reported separately by quarter based on their expiration year and month. Note: The data is reflective at a single point in time and does not include carriers that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

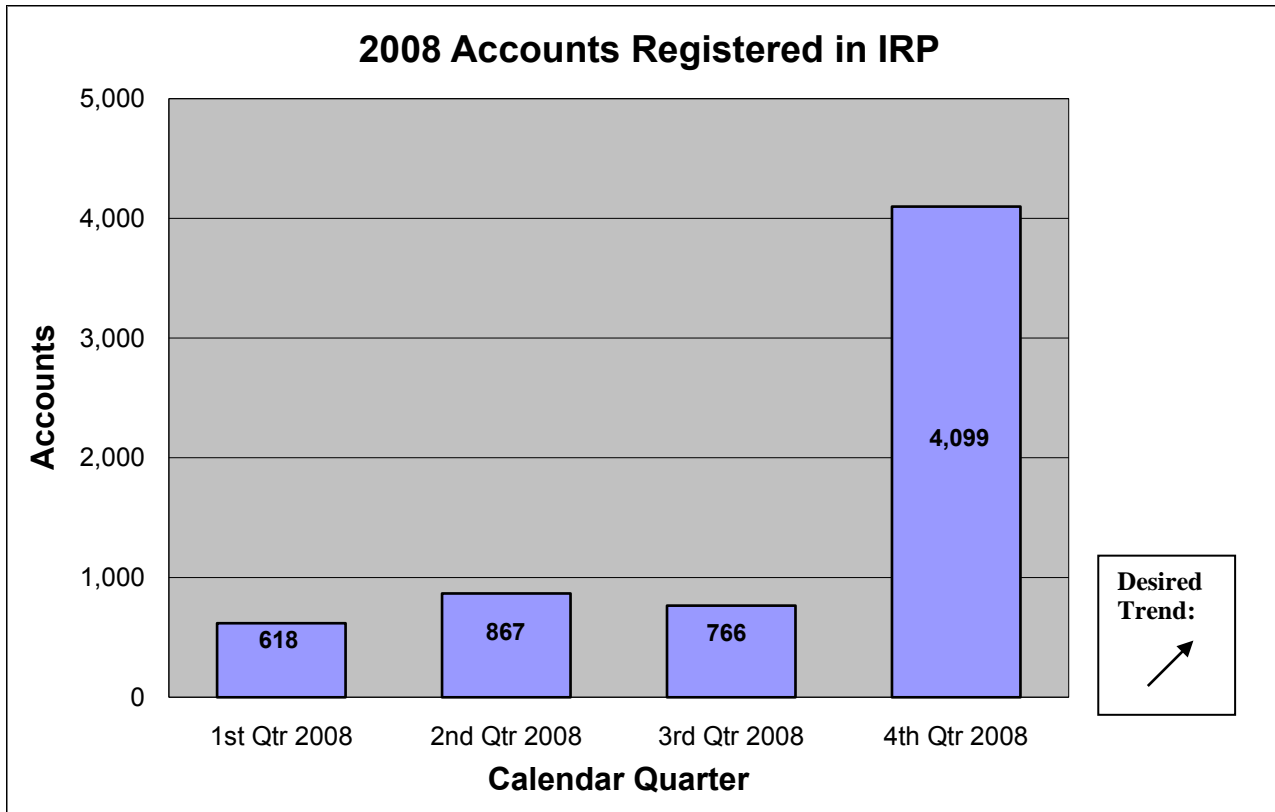
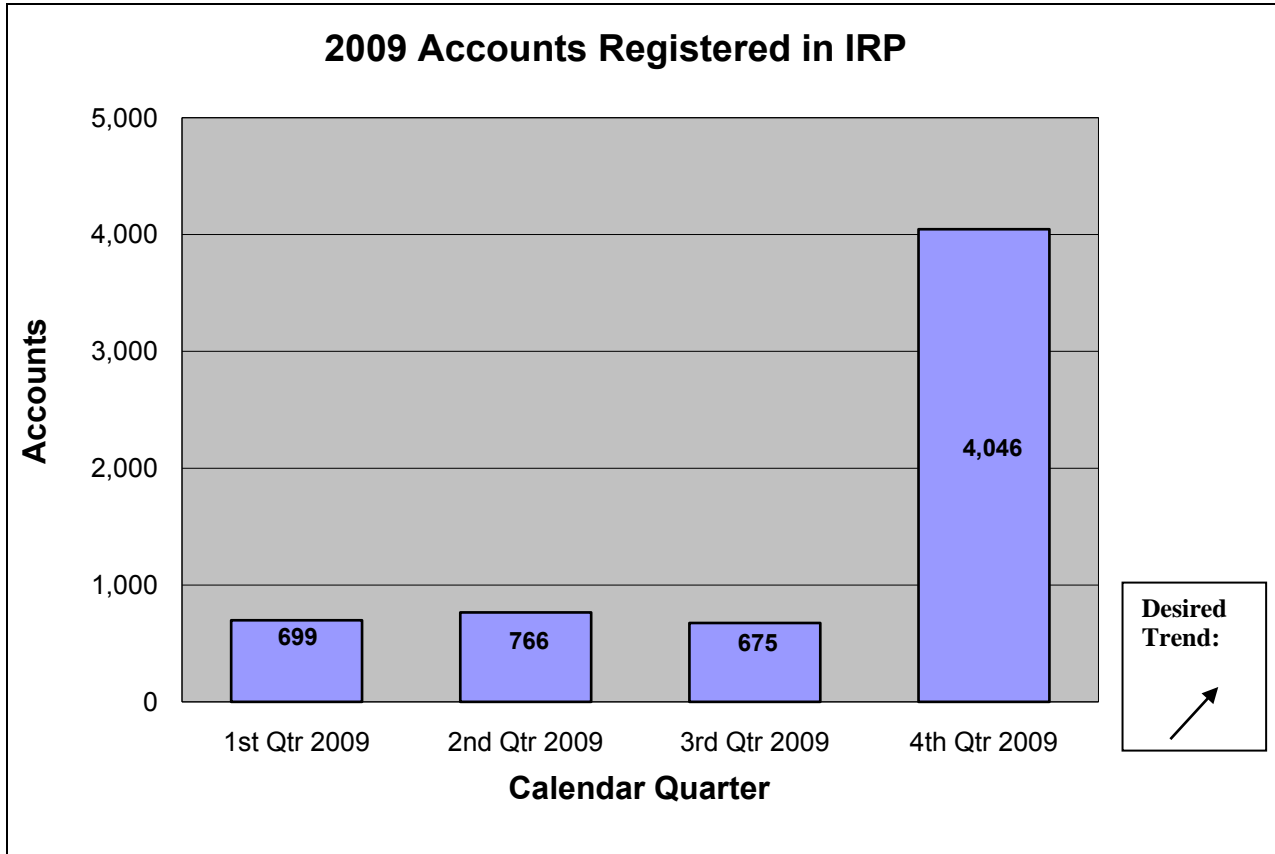
**Improvement Status:**

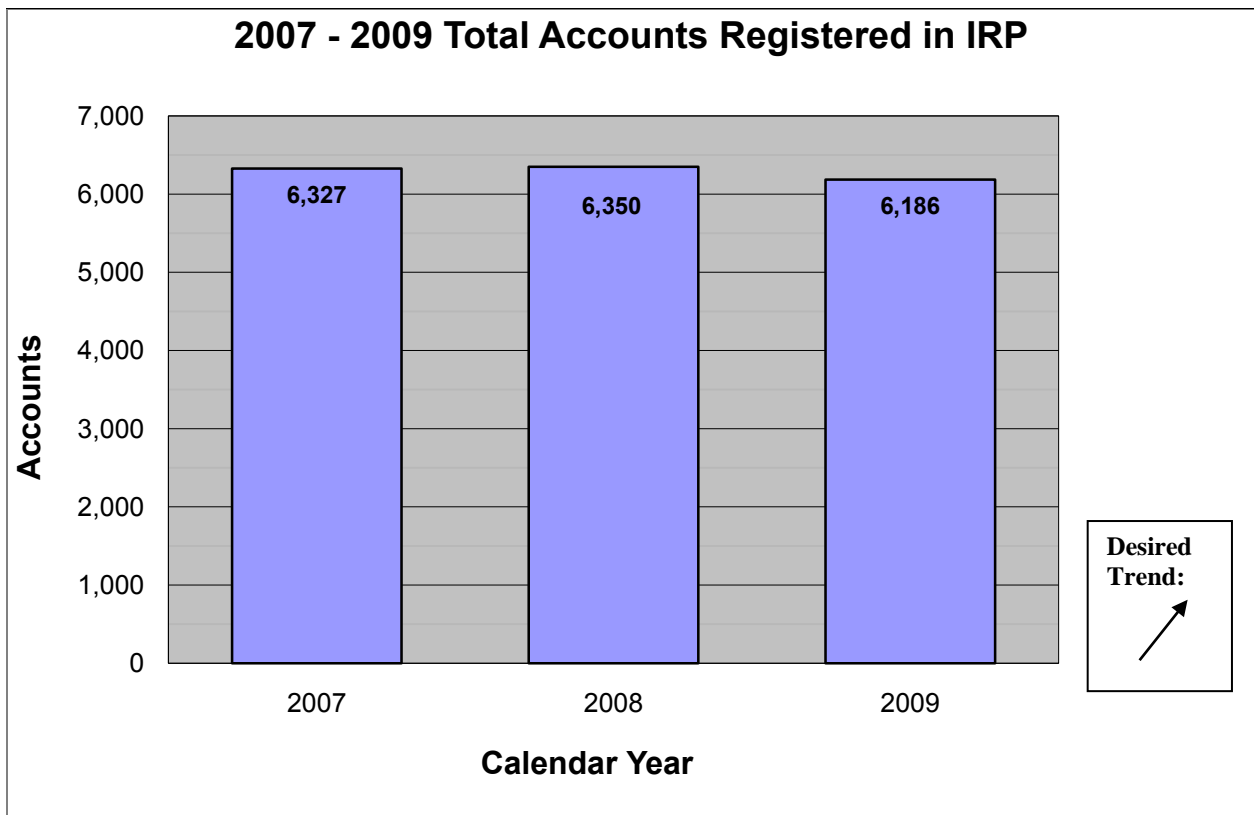
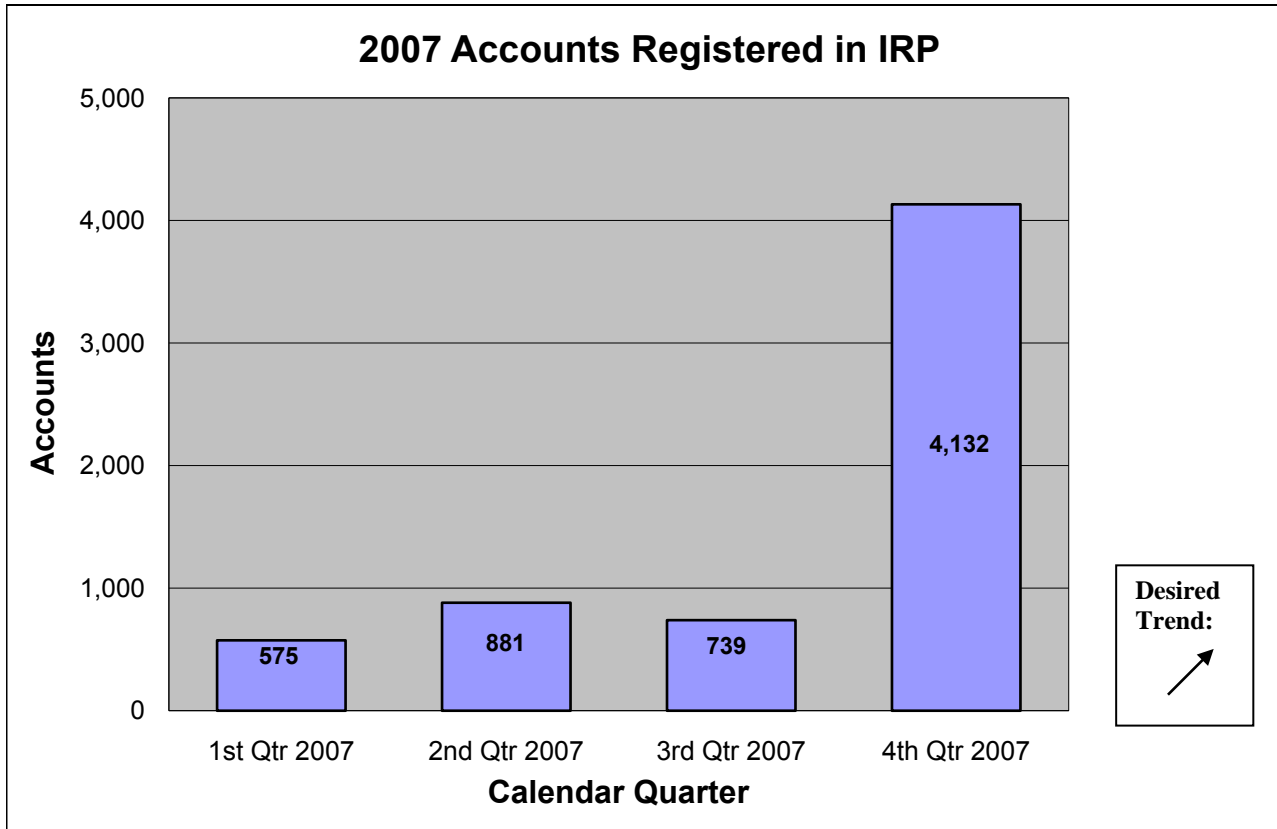
In 2007, approximately 6,327 accounts were registered in IRP. In 2008, the number of accounts was 6,350, an increase of 23. In 2009, approximately 6,186 accounts were registered in IRP, a decrease of 164.

From the first quarter 2008 to the first quarter 2009, the number of IRP accounts increased by 81. From the second quarter 2008 to the second quarter 2009, there was a decrease of 101 accounts. From the third quarter 2008 to the third quarter 2009, there was a decrease of 91 accounts. From the fourth quarter 2008 to the fourth quarter 2009, there was a decrease of 53 accounts.

From the first quarter 2009 to the first quarter 2010 the number of IRP accounts decreased by 59. From the second quarter 2009 to the second quarter 2010 the number of IRP accounts and/or fleets increased by 35. There were 169 new accounts that began operations between July and August of 2009, giving them a June of 2010 expiration. 113 surrender plate letters were mailed to the carriers that did not renew.







## Innovative Transportation Solutions

### *Number of paperless documents*

**Motor Carrier Services Director:** Jan Skouby  
**Data Driver:** Tina Thurman, Motor Carrier Compliance Supervisor

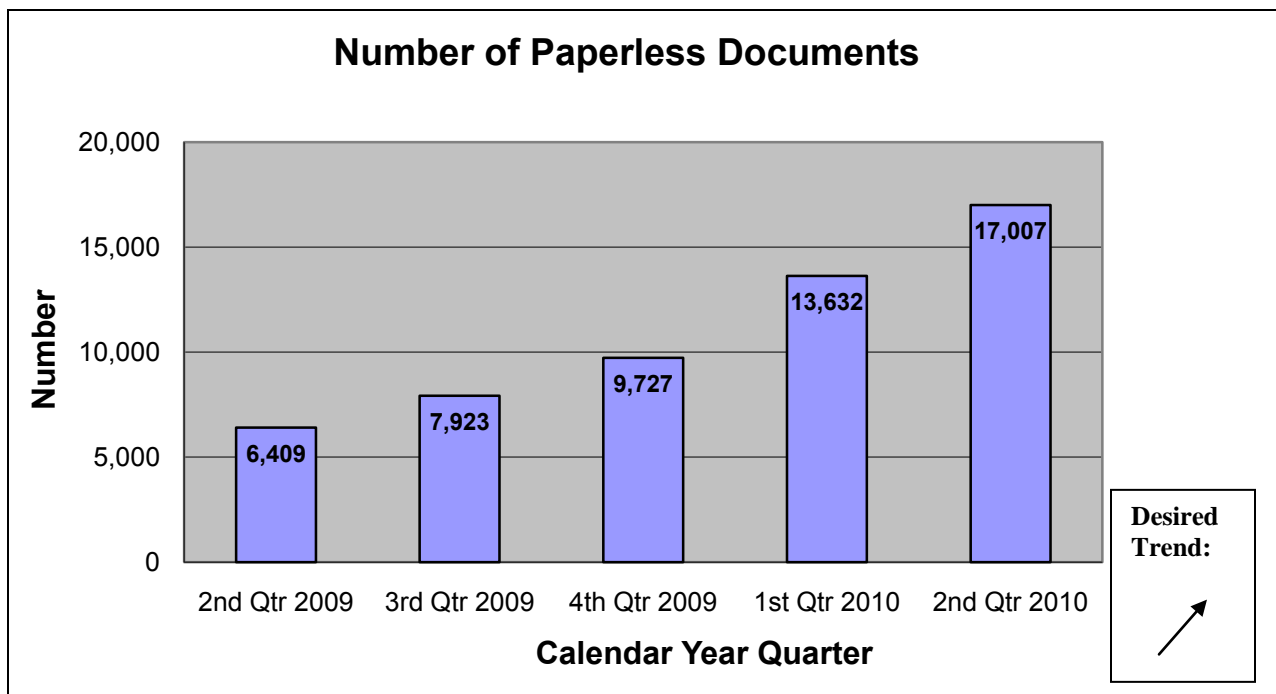
**Purpose:**  
This measure tracks MoDOT Motor Carrier Services' progress with going paperless.

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

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

**Improvement Status:**  
Between the first and second quarters of 2010, paperless documents increased by a quantity of 3,375, or 25 percent. The increase is a result of a temporary employee who focused on scanning. The same person contributed to the increase in the first quarter of 2010. She gained experience and proficiency, allowing her to work more effectively.

The second quarter of 2010 produced an increase of 10,598 paperless documents (165 percent), compared to the second quarter of 2009. During the second quarter of 2009, IRP was not working documents electronically and other documents that were already reviewed, such as new customer forms, were not scanned.



## Innovative Transportation Solutions

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

**Motor Carrier Services Director:** Jan Skouby

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

**Purpose:**

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

**Description:**

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

**Improvement Status:**

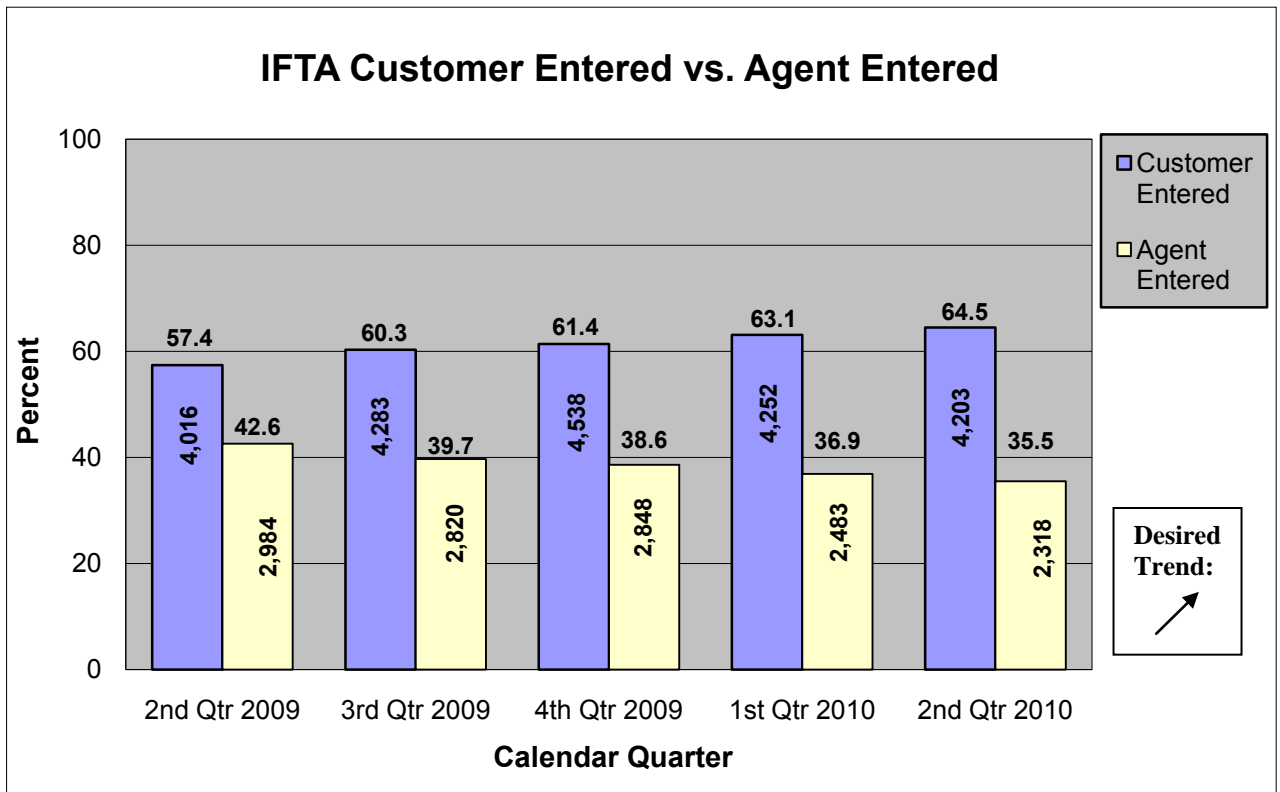
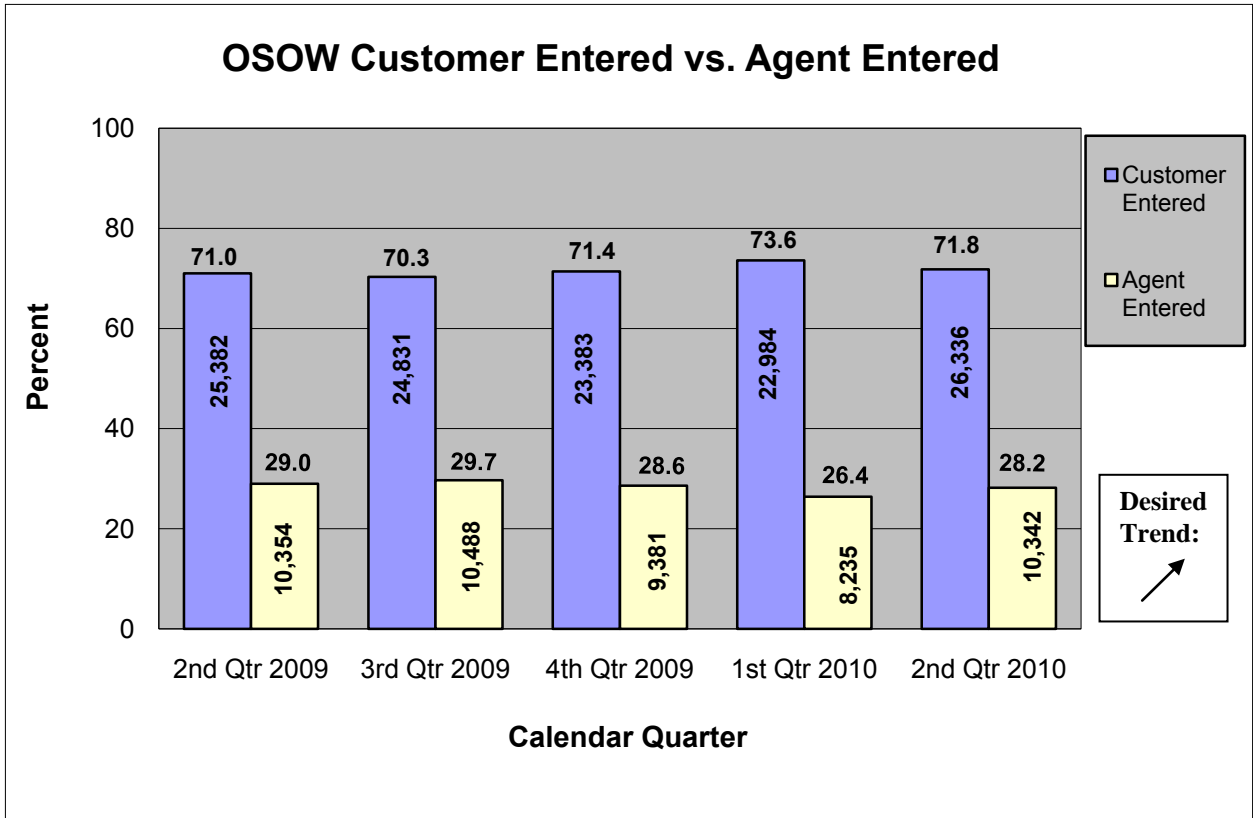
The number of Oversize Overweight customers ordering their own permits decreased 2.4 percent between the first quarter of 2010 and the second quarter of 2010. The decrease is likely due to the fact that customers cannot order their own permits if their insurance is not on file. The number of customers opening their own accounts to avoid the extra expense of obtaining permits through a permit service also affects the number of online customers. When new accounts are created, the customer usually calls the first few times to order permits. 226 new customers were entered in April, 210 in May and 312 in June. This is an increase of 208 new accounts from the first quarter of 2010.

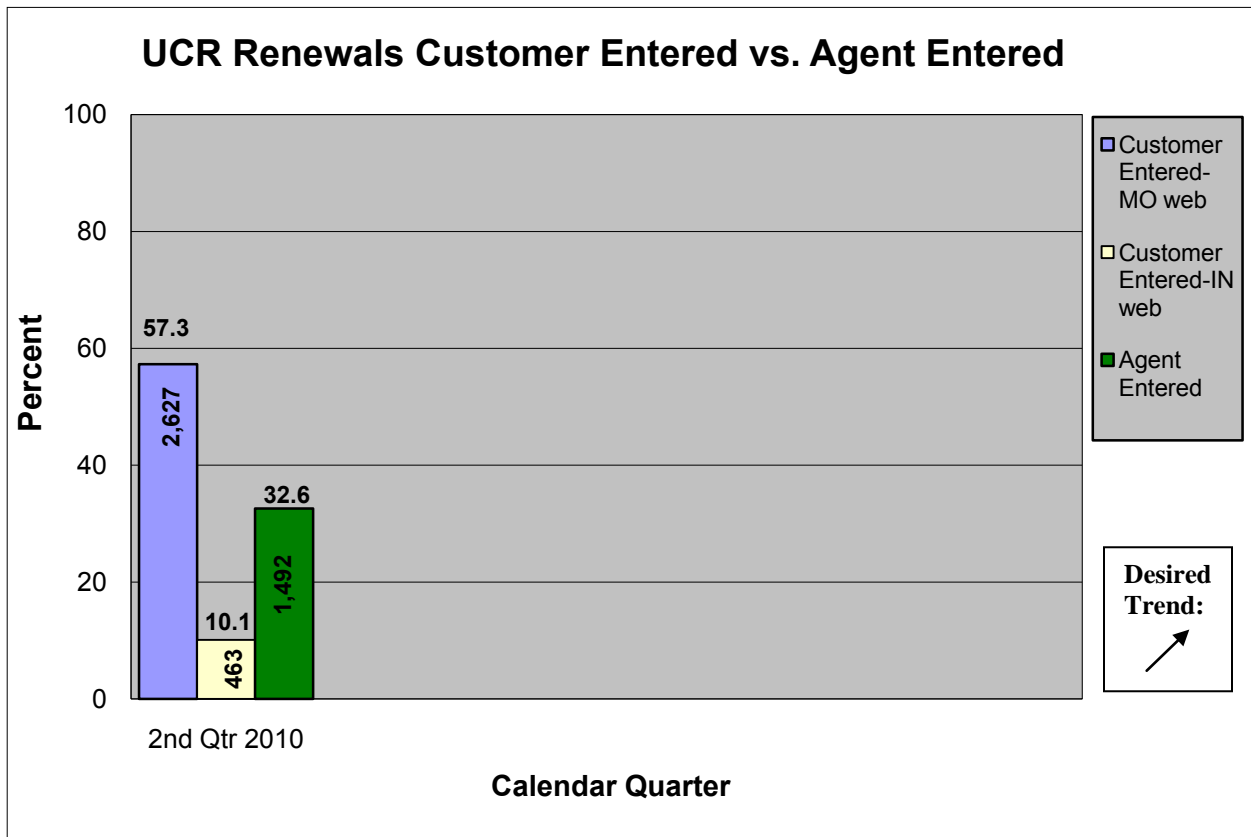
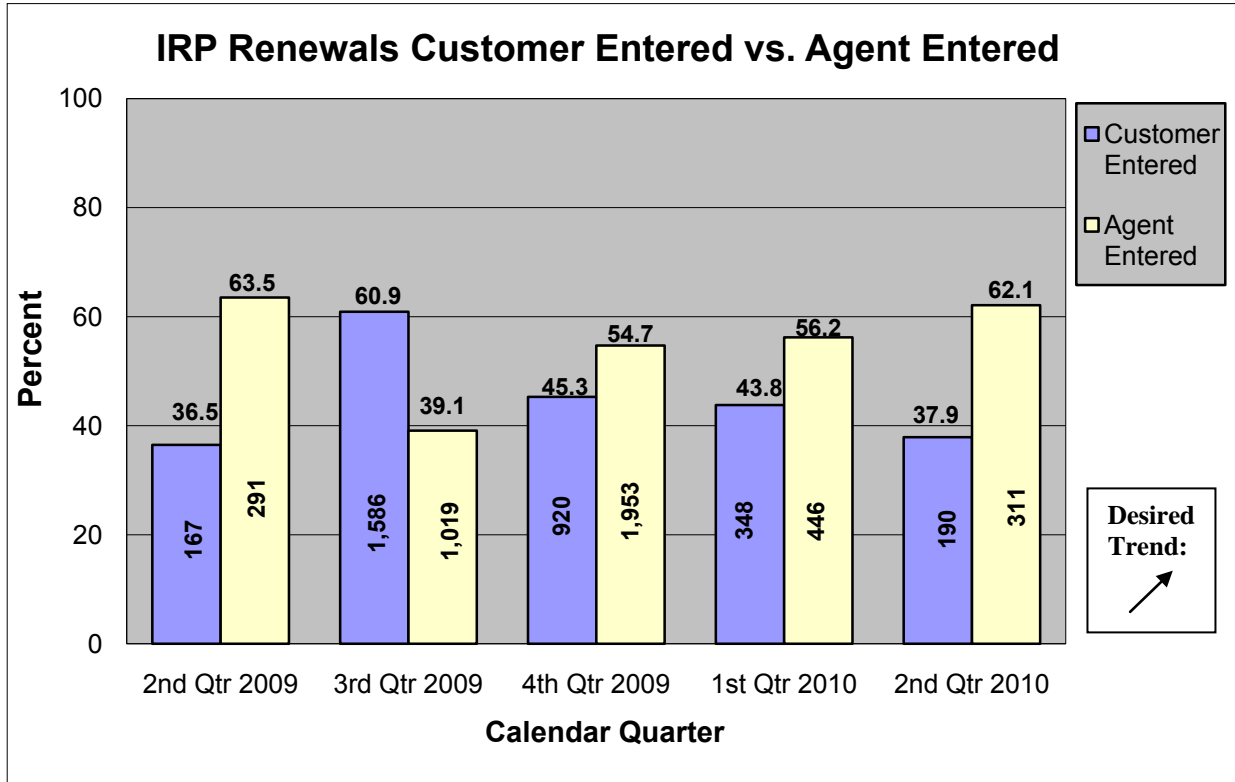
The number of International Fuel Tax Agreement customers filing online increased a little more than 1 percent versus last quarter. Postcards were mailed to 5,500 licensees, encouraging customers to file their tax return online in lieu of mailing paper returns. Additional decal requests continue to be a hindrance to the online filer percentage. Of the 566 requests for additional decals, 76% (428) of them were entered by MCS staff, instead of the customer ordering them online. Online help has been added to MoDOT Carrier Express and instructions have been placed on the postcards and website. Agents continue to educate phone customers that this service is available online and talk them through the process. Another very successful improvement strategy retains an emphasis on communicating more quickly with customers who try but fail to complete a return online. This is accomplished by running a daily report and contacting customers via phone and walking them through the process. The goal is for the customer to enter a return and pay the invoice online on the same day.

The percentage of International Registration Plan customers filing online increased by 43 compared to the second quarter of 2009. In turn, this increased the online percentage by 1.4 percent. The percentage increase is due to postcards being mailed out in lieu of a paper renewal if the carrier had previously performed any type of online transaction.

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

Motor Carrier Services mailed postcard notices for UCR renewals the last week of May 2010. The postcard notices encouraged online renewal of UCR through MCE. MCS sent a second mailing with a reminder of the July 15, 2010 enforcement date to all unregistered UCR applicants the last week of June 2010. MCS agents also encouraged online filing when fielding phone calls and working with carriers completing transactions in other MCS programs.







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

**Motor Carrier Services Director:** Jan Skouby

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

### Purpose:

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

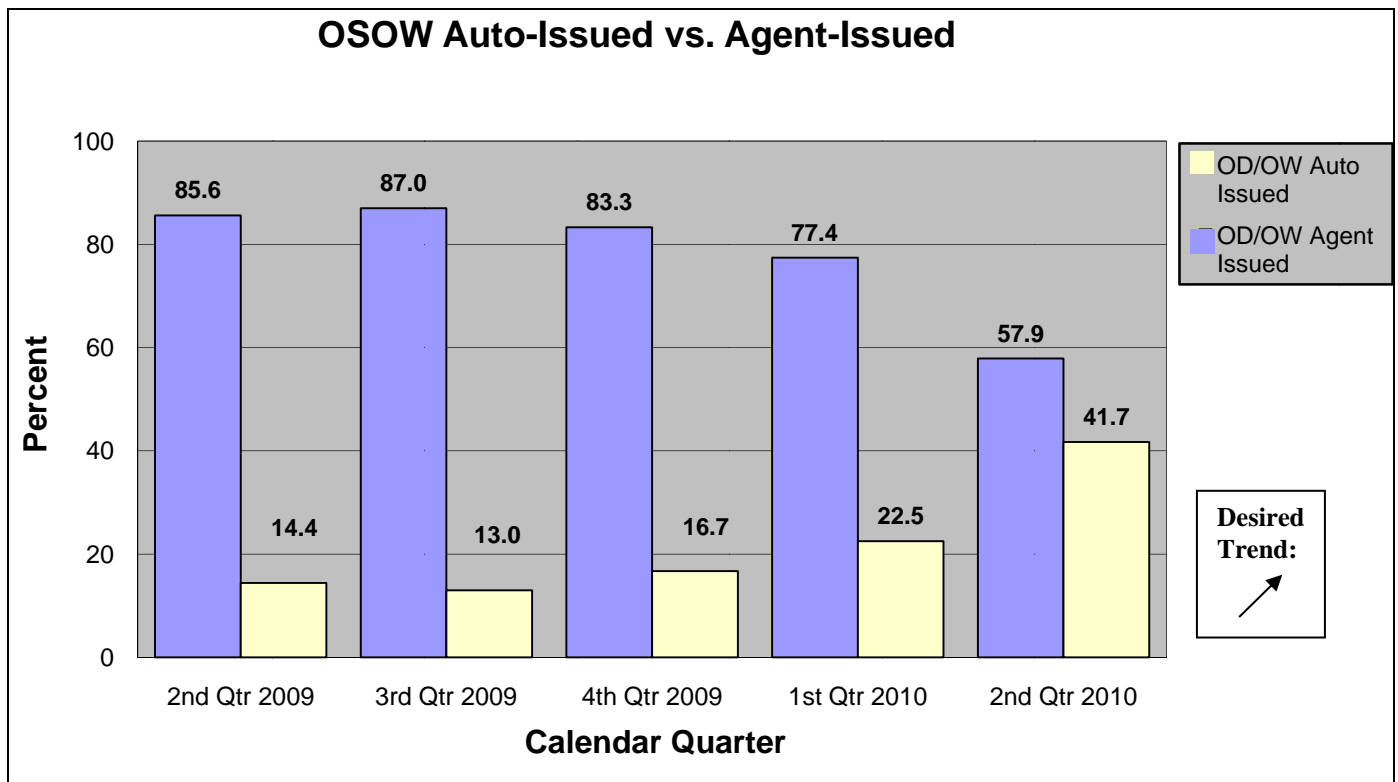
### Description:

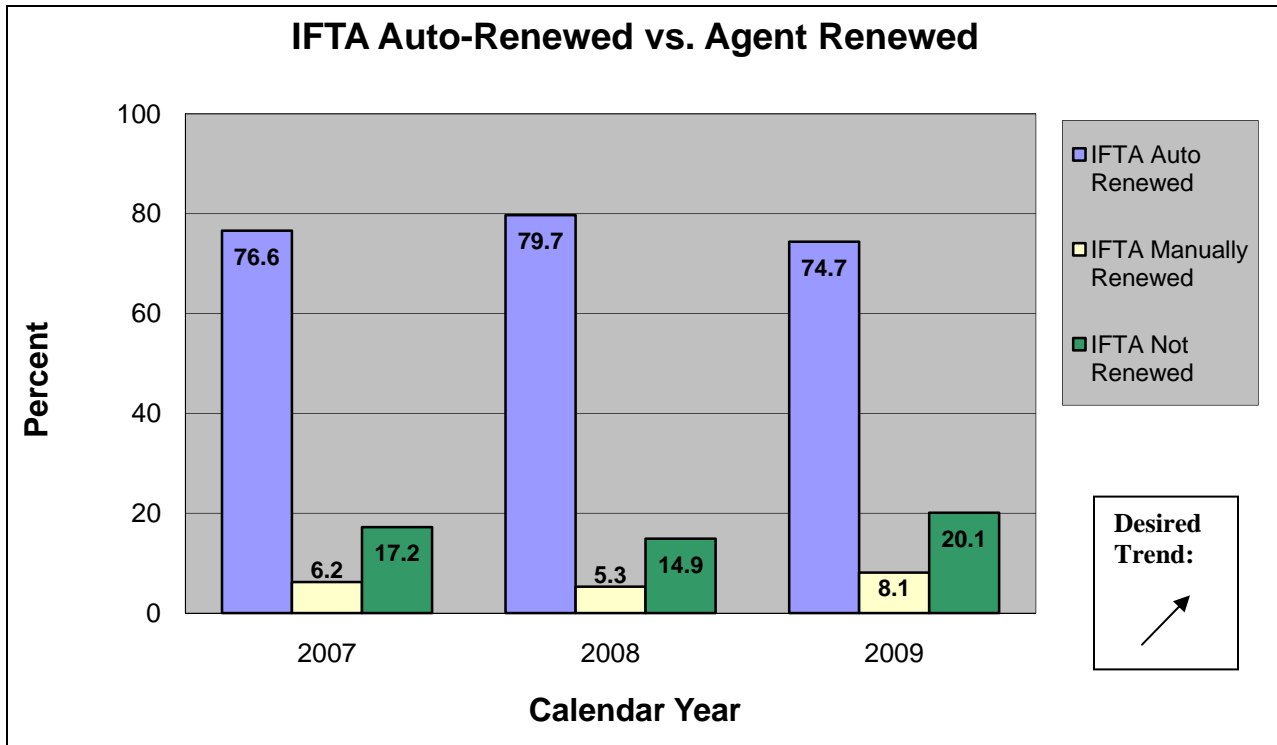
Data is collected monthly and yearly from canned reports in the Motor Carrier Express system. Not all transactions produce a credential. Therefore, auto- and agent-issued transactions do not reflect the total number of transactions worked. Oversize Overweight data is compared quarterly. Because IFTA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

### Improvement Status:

The number of permits issued without agent intervention increased 117 percent from first quarter 2010 to second quarter 2010. Most routes are flagged for auto-issuance. 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 alters the routes or adds any type of notes to the online application.

IFTA had zero auto-issued renewals.





# Innovative Transportation Solutions

## System Down Time

**Motor Carrier Services Director:** Jan Skouby

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

**Purpose:**

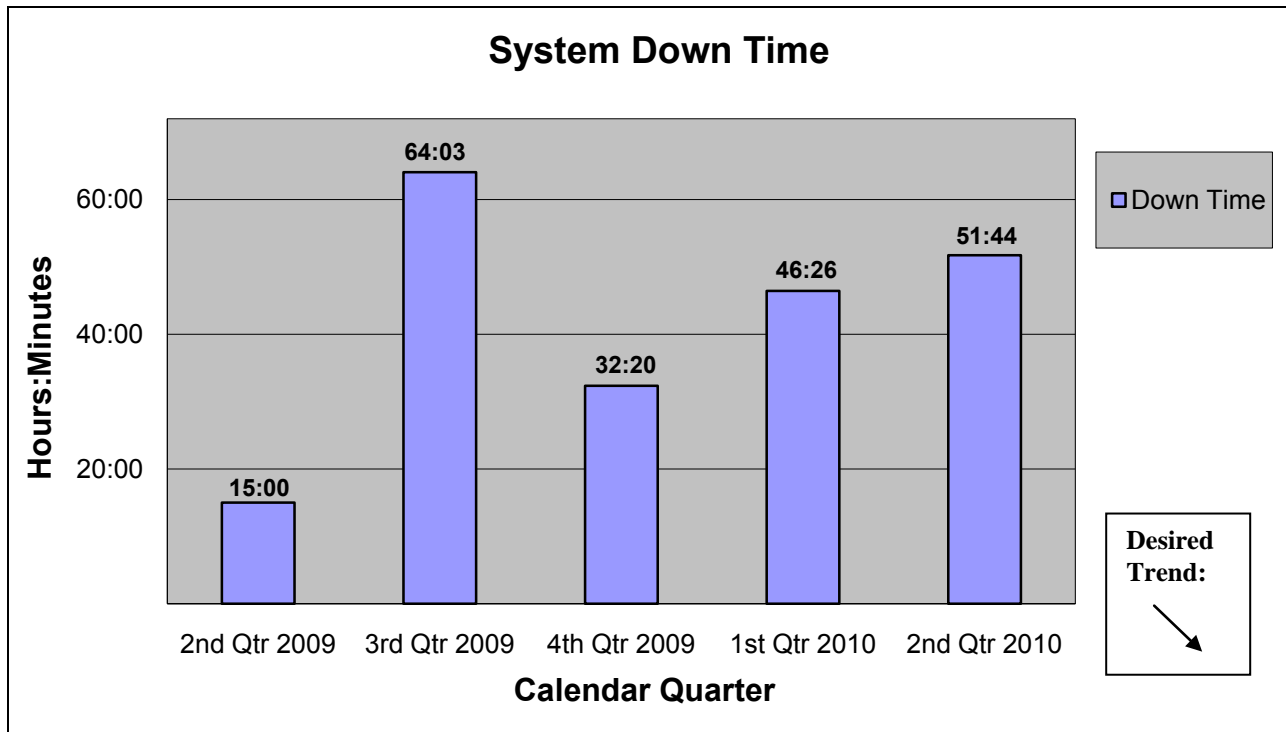
The system down time measure tracks the amount of time various systems used by Motor Carrier Services were out of operation each quarter.

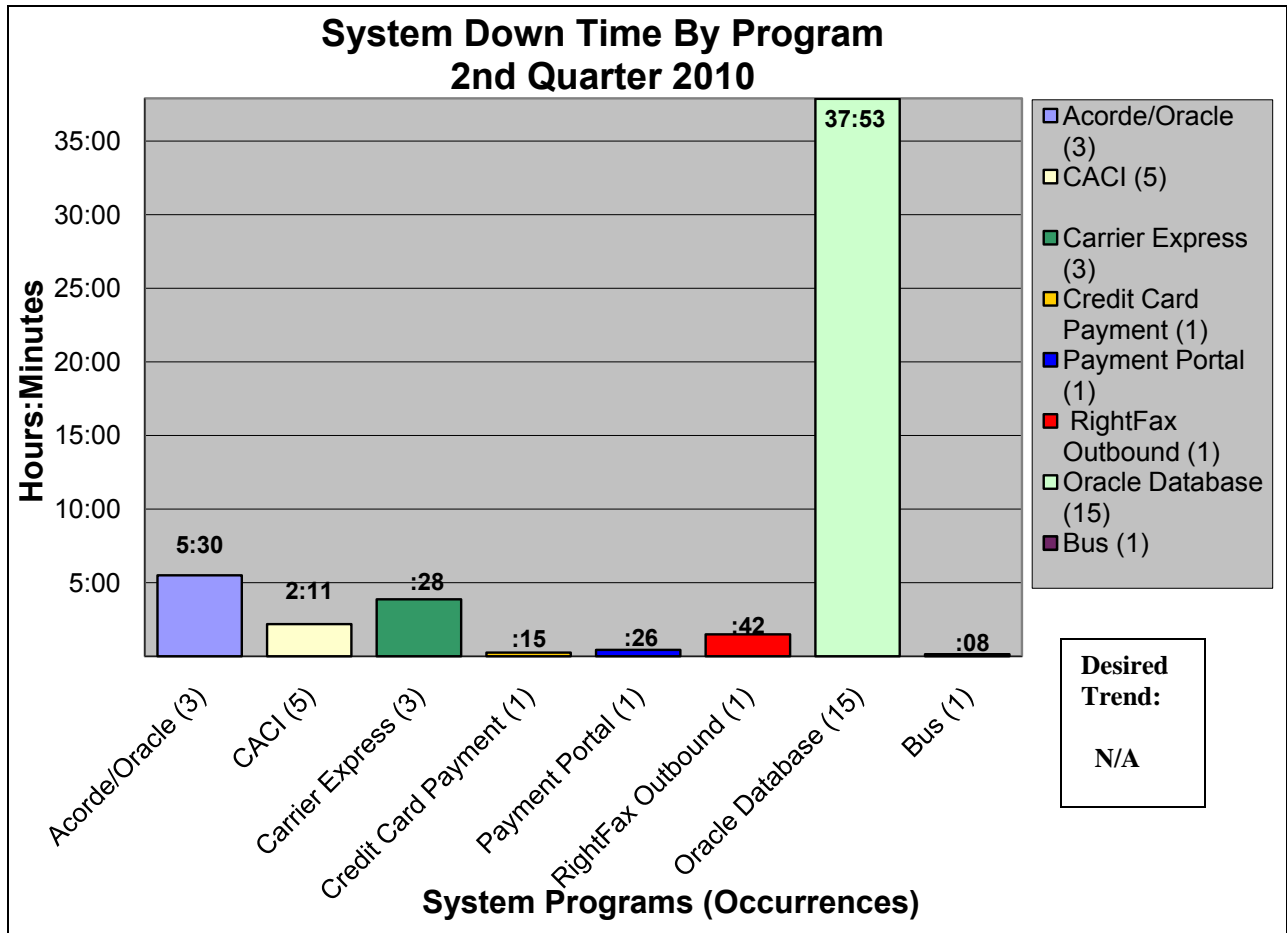
**Description:**

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

**Improvement Status:**

System down time increased by a little more than four hours compared to the last quarter. Two separate Oracle database errors accounted for 37 hours and 53 minutes. A “database instance eviction” error caused eight of the 15 instances in April. A patch from Oracle corrected the issue. The remaining seven Oracle issues all happened in a three-day period and was due to an “RMAN” error. This is some type of recovery back-up system. This service has been disabled to keep the system functional. IS is working with Oracle for a resolution to enable the back-up and keep production running.





## Innovative Transportation Solutions

### *Telecommuting and remote work hours*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** Diana Stickler, Motor Carrier Services Support Supervisor

**Purpose:**

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

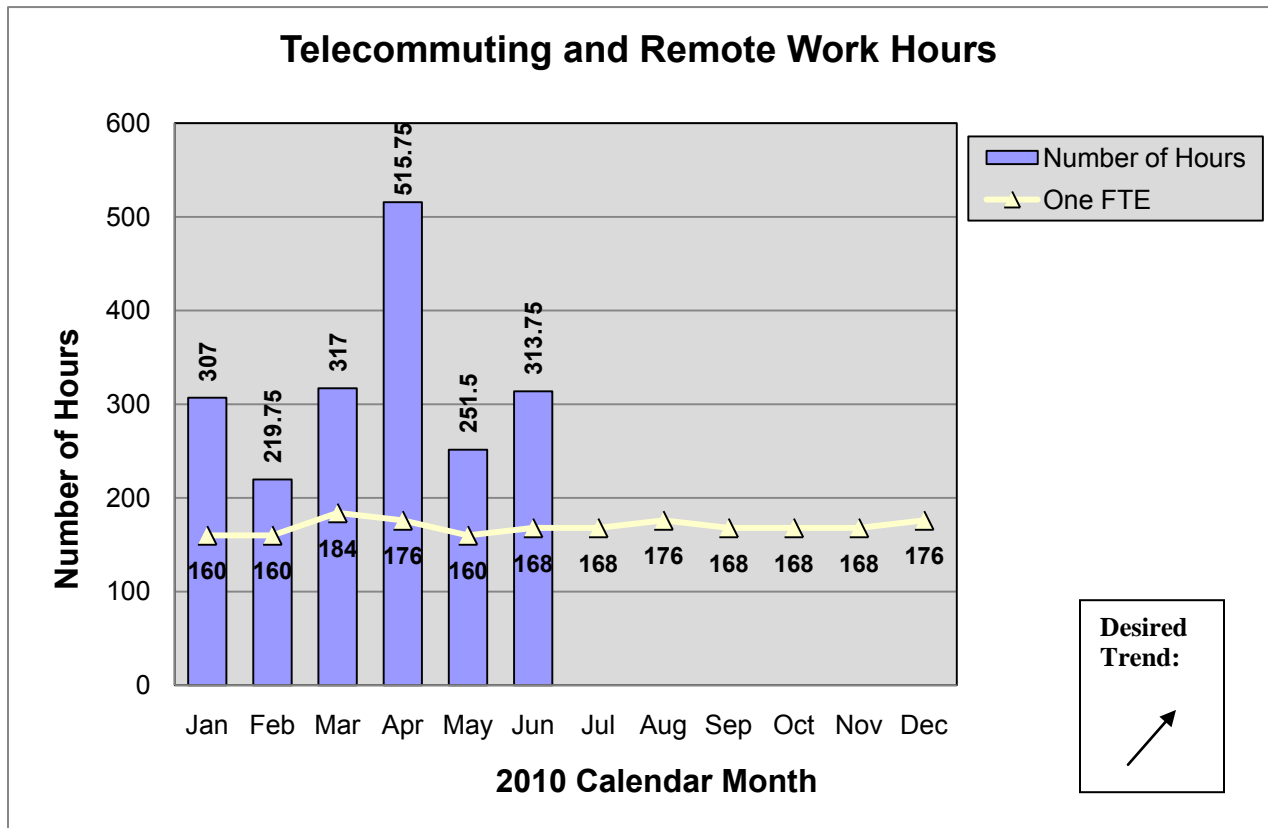
**Description:**

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

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

**Improvement Status:**

The Administrative staff telecommuting hours decreased 54 hours (21.3 percent) from the first to second quarter of 2010 due to traveling for MCS and vacation time. The Safety and Compliance telecommuting hours increased 364.25 (293 percent) from the first to the second quarter of 2010. This is in part due to more staff taking advantage of the opportunity to telecommute and logging hours worked from a remote location, such as a MoDOT shed. The Compliance Communication Center staff telecommuting hours decreased 26.25 hours (5.6 percent) from the first to the second quarter of 2010. This is in part due to one employee changing sections. The total telecommute hours for the second quarter is 1,127.75 hours which is just more than two full time equivalent positions.



## Efficient Movement of Goods

### *Percent of satisfied motor carriers*

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** DeAnne Rickabaugh, Outreach Coordinator

**Purpose of the Measure:**

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

**Measurement and Data Collection:**

MCS personnel, working with Heartland Market Research, LLC, revised a survey to collect customer satisfaction data. A single survey addresses all five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Oversize Overweight Permitting, Safety and Compliance and Operating Authority. Survey respondents identified the services they use when doing business with MCS, then indicated their level of satisfaction with 12 customer service factors such as "timely response," "friendly," "respectful," and "outcome." They also gave an "overall satisfaction" score. Customers used a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied.

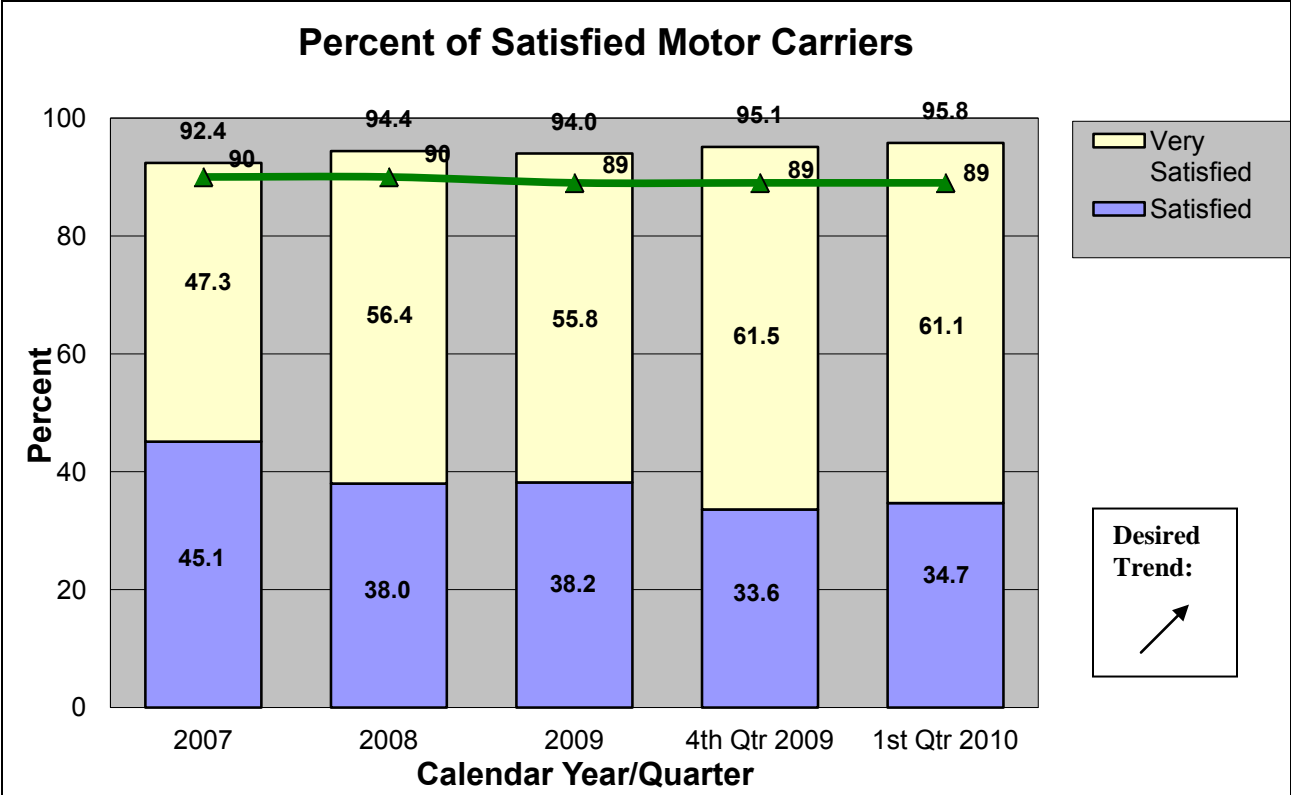
H. J. Heinz Company is the benchmark for this measure that also mirrors Tracker measure 5a, Percent of Overall Customer Satisfaction. The American Customer Satisfaction Index reports that Heinz has the highest customer satisfaction rate of 200 companies and government agencies it scores – 89 percent – which is an increase compared to last year's score of 90 percent.

**Improvement Status:**

This quarter's data stems from customers' opinions of service received between January and March 2010.

The survey reports Motor Carrier Services' customer satisfaction rating rose to a record 95.8 percent in the first quarter of 2010, seven-tenths of a point above the rating in the fourth quarter of 2009. When compared to the first quarter of 2009, the score is 3.5 points higher. The ratio of people who said they were "very satisfied" with the service they received from MCS in the first quarter 2010 is 61.1 percent, down four-tenths of a percent.

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



## Efficient Movement of Goods

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

**Motor Carrier Services Director:** Jan Skouby

**Data Driver:** DeAnne Rickabaugh, Outreach Coordinator

**Purpose of the Measure:**

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

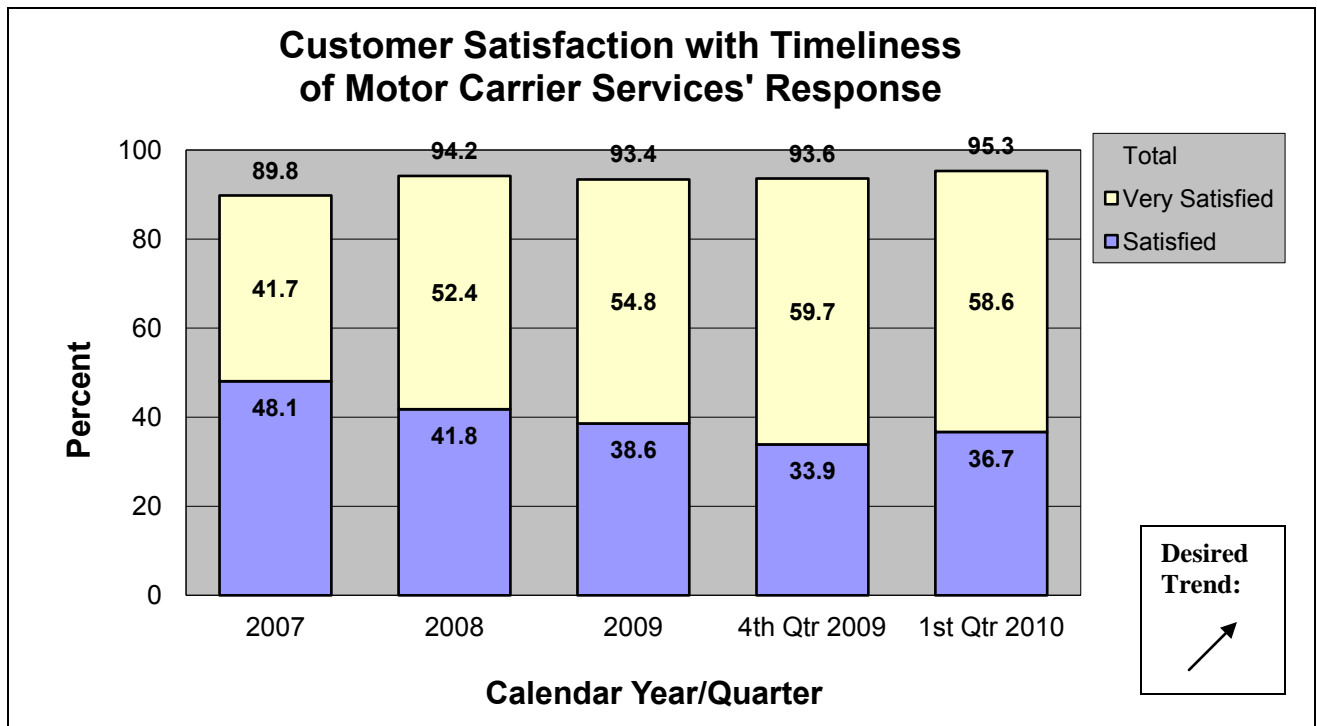
**Measurement and Data Collection:**

Each month, MoDOT's contractor, Heartland Market Research, LLC, surveys a pool of 800 motor carriers who contacted MCS in the previous month. These customers are asked to evaluate their satisfaction with 12 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.

**Improvement Status:**

This quarter's data stems from customers' opinions of service received January to March 2010.

At 95.3 percent, satisfaction with Motor Carrier Services' timely response is 1.7 points higher than last quarter and 3 percentage points higher than the same time last year. The rate of "very satisfied" customers is down slightly since last quarter and is 6 points higher than the same time in 2009.



# Innovative Transportation Solutions

## Superload permits issued

**Motor Carrier Services Director:** Jan Skouby

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

**Purpose:**

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

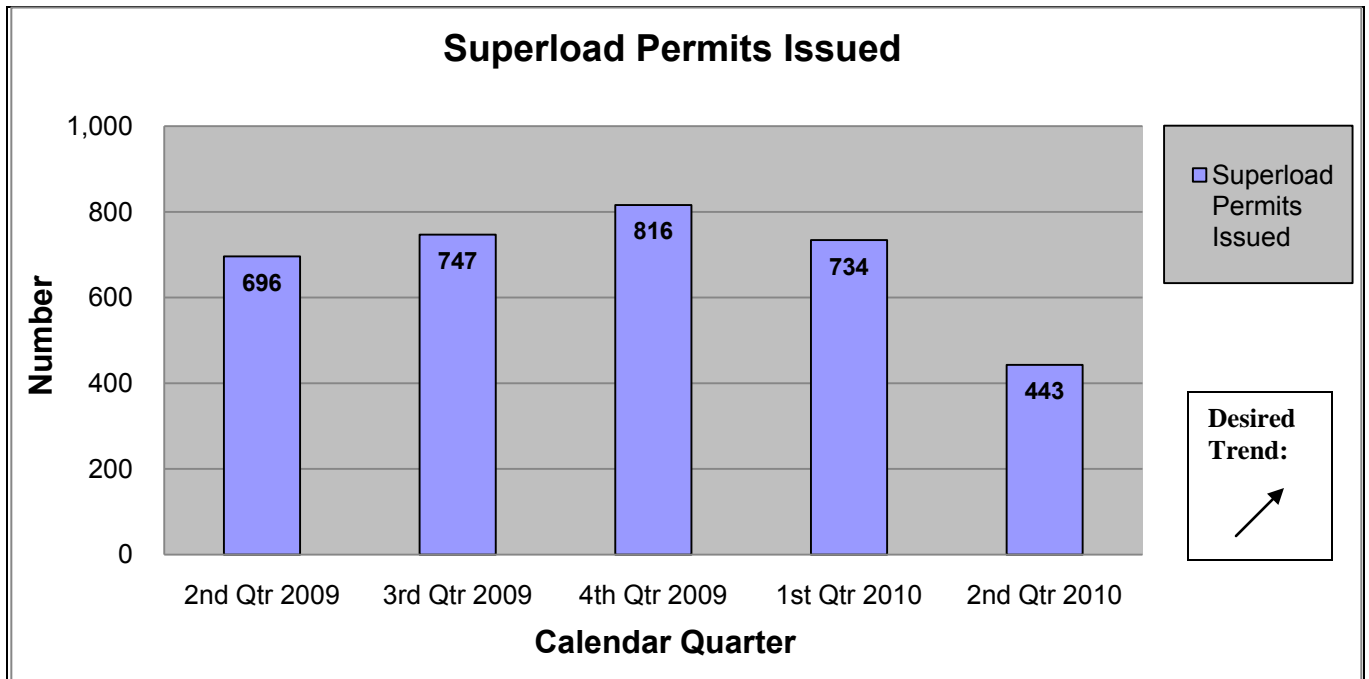
**Description:**

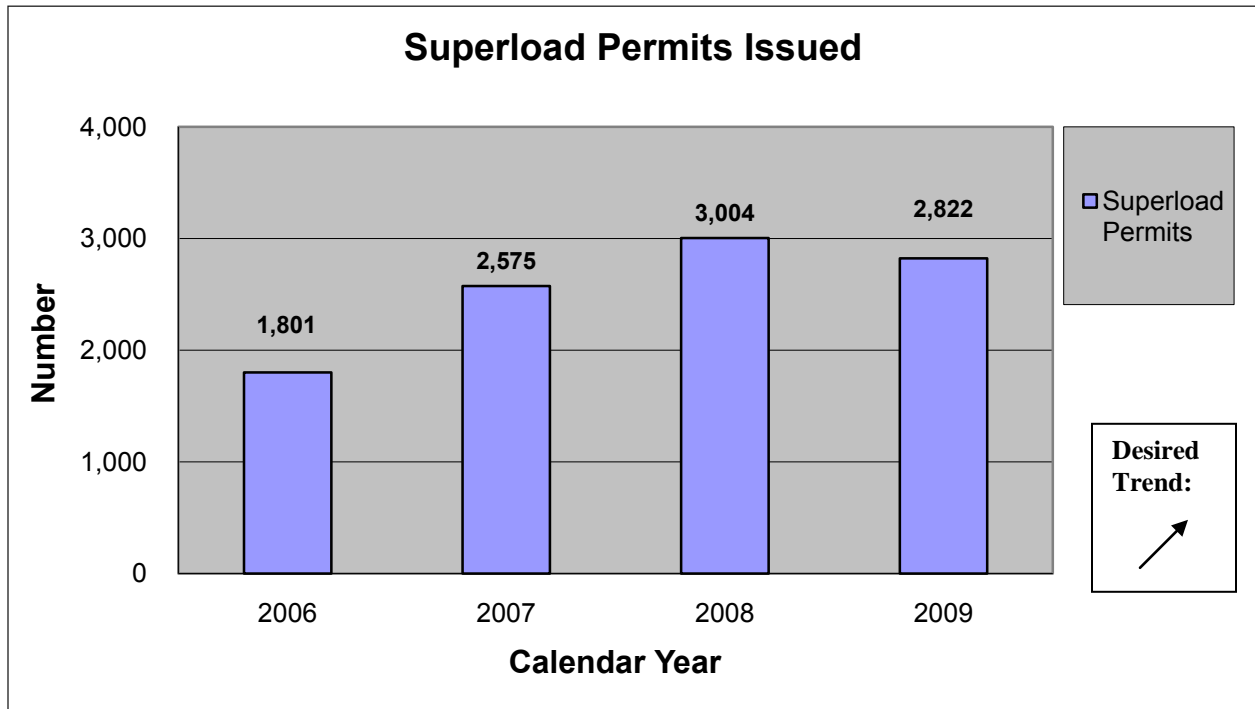
Data is collected monthly from canned reports in the MoDOT Carrier Express system. The chart below shows the number of superload permits issued in a quarter. A load is considered to be a superload when dimensions exceed 16' wide, 16' high, 150' overall length or 160,000 pounds.

**Improvement Status:**

Oversize Overweight saw a decrease of 36 percent from the second quarter of 2009 to the second quarter of 2010. From 2006 to 2009 OSOW saw an increase of 56 percent. Total superloads to date for 2010 is 1,200 which is 78 less permits issued than 2009 during same time frame of January to July 6.

There are no wind farms under construction in Missouri as compared to five wind farms under construction in 2009.





## Innovative Transportation Solutions

### *Oversize Overweight permits issued*

**Motor Carrier Services Director:** Jan Skouby

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

**Purpose:**

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

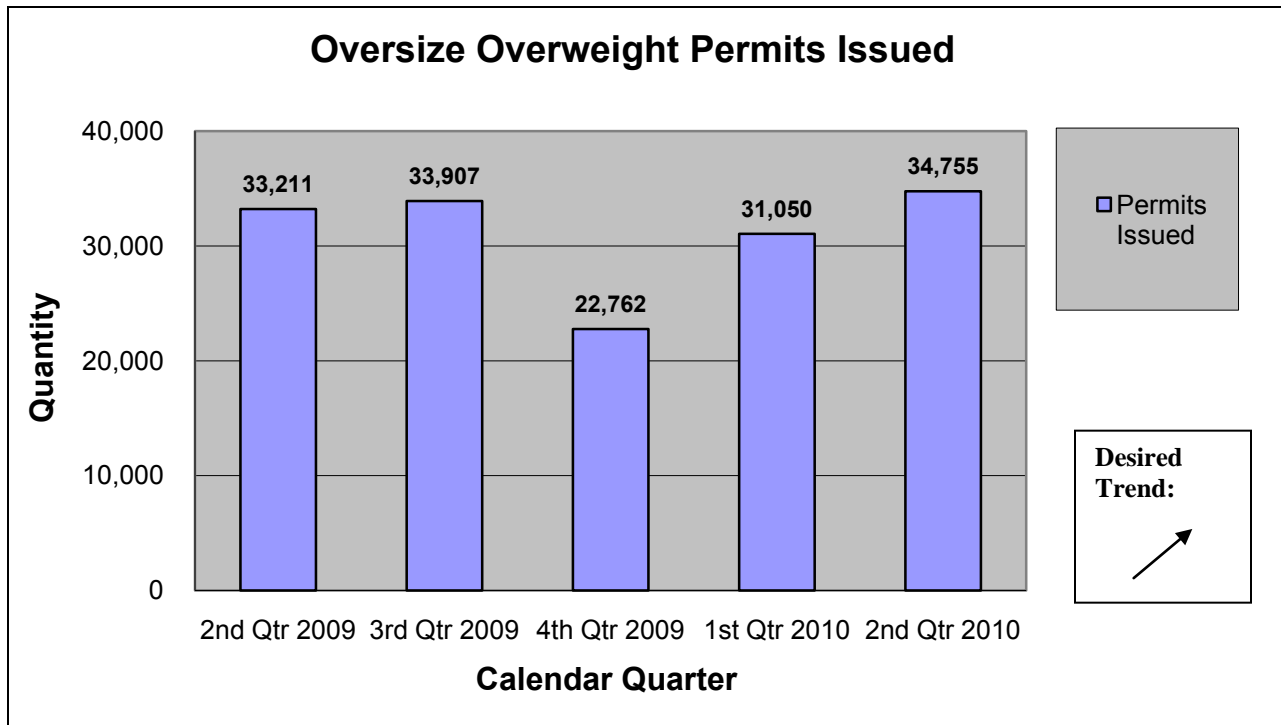
**Description:**

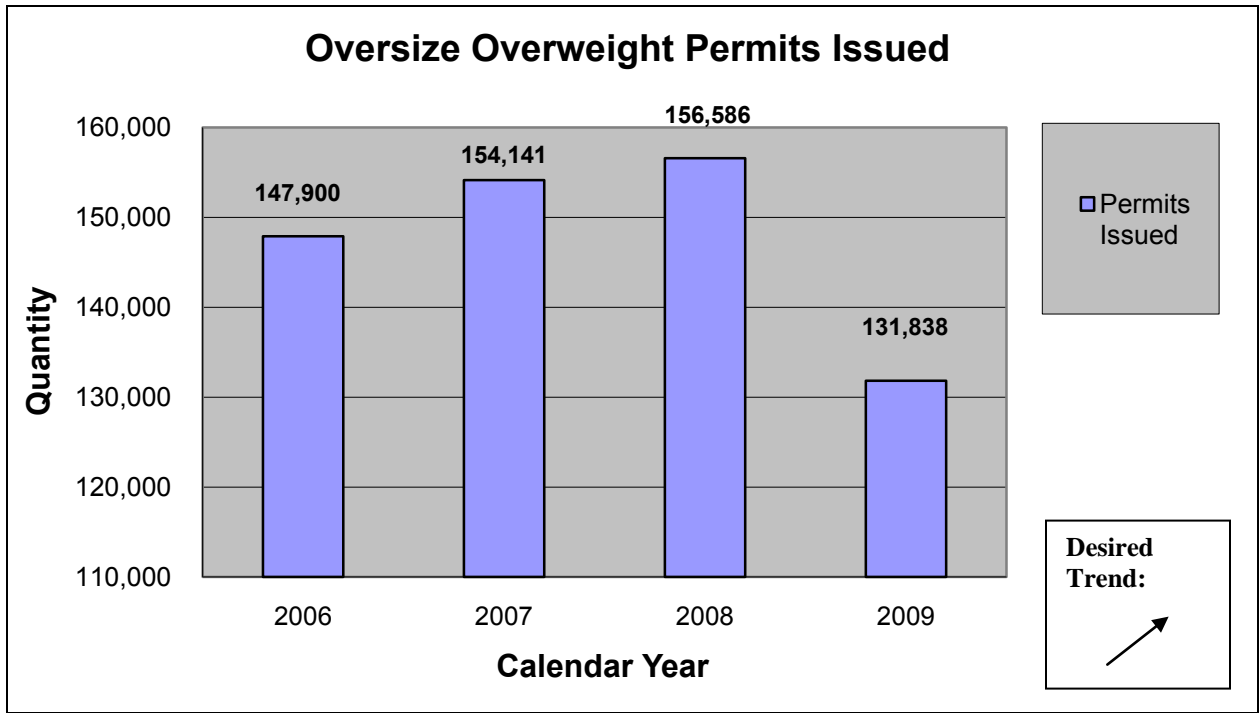
Data is collected monthly from canned reports in the MoDOT Carrier Express system. The chart below shows the total number of oversize and/or overweight permits issued per quarter and per year.

**Improvement Status:**

Oversize Overweight saw an increase of 4.64 percent permits issued from the second quarter of 2009 to the second quarter of 2010. Safe and Sound projects as well as summertime construction contributes to the increase.

Year to date for 2010; 65,409 permits have been issued as compared 68,575 for the same time period in 2009.





## 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.

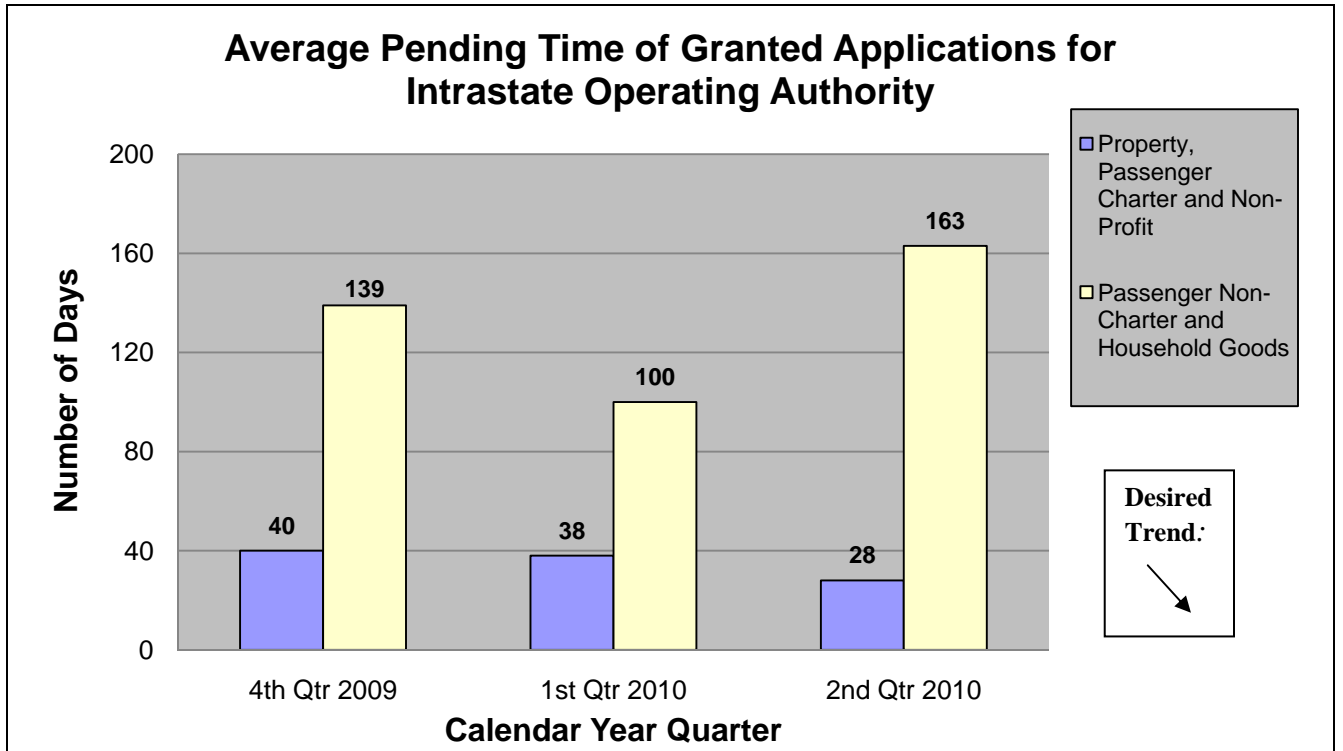
Applications for transportation of property, passengers (in charter service) and non-profit non-charter service have been streamlined by deregulation. However, the application process for transportation of passengers in non-charter service and for household goods is heavily regulated, resulting in longer 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:**

The second quarter of 2010 produced an average pending time of 28 days for streamlined MO-1 applications. This is a decrease of ten days pending time as compared to the first quarter of 2010. The decrease is a result of more frequent communication between Operating Authority agents and the applicant, including additional phone calls to the applicant and requests for insurance filings by contacting the insurance company directly. Applications that exceeded the average pending time totaled 55. The reasons the applications exceeded average included MCS waiting for insurance filings (23), MCS waiting for payment (16), Safety & Compliance approval (14) and application corrections (2).

The second quarter of 2010 produced an increase of 63 days to the average pending time of non-streamlined applicants. Four non-streamlined applications were granted authority during the second quarter. One application was a transfer of household goods authority and resulted in a pending time of 31 days. Two other applicants for Passenger other than Charter and Household Goods Authority encountered problems defining their routes and obtaining the subsequent statements of support. These two applications had pending times of 66 and 163 days, respectively. The final applicant requested Passenger Other Than Charter Authority, was intervened upon and forwarded to the Missouri Administrative Hearing Commission. After reducing the requested service area, the interventions were dropped and the case was dismissed by AHC. The pending time for the applicant was 392 days.



## Efficient Movement of Goods

### *Interstate motor carrier mileage*

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

**Measurement Driver:** Joy Prenger, Accounting Services Supervisor

**Purpose of the Measure:**

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

**Measurement and Data Collection:**

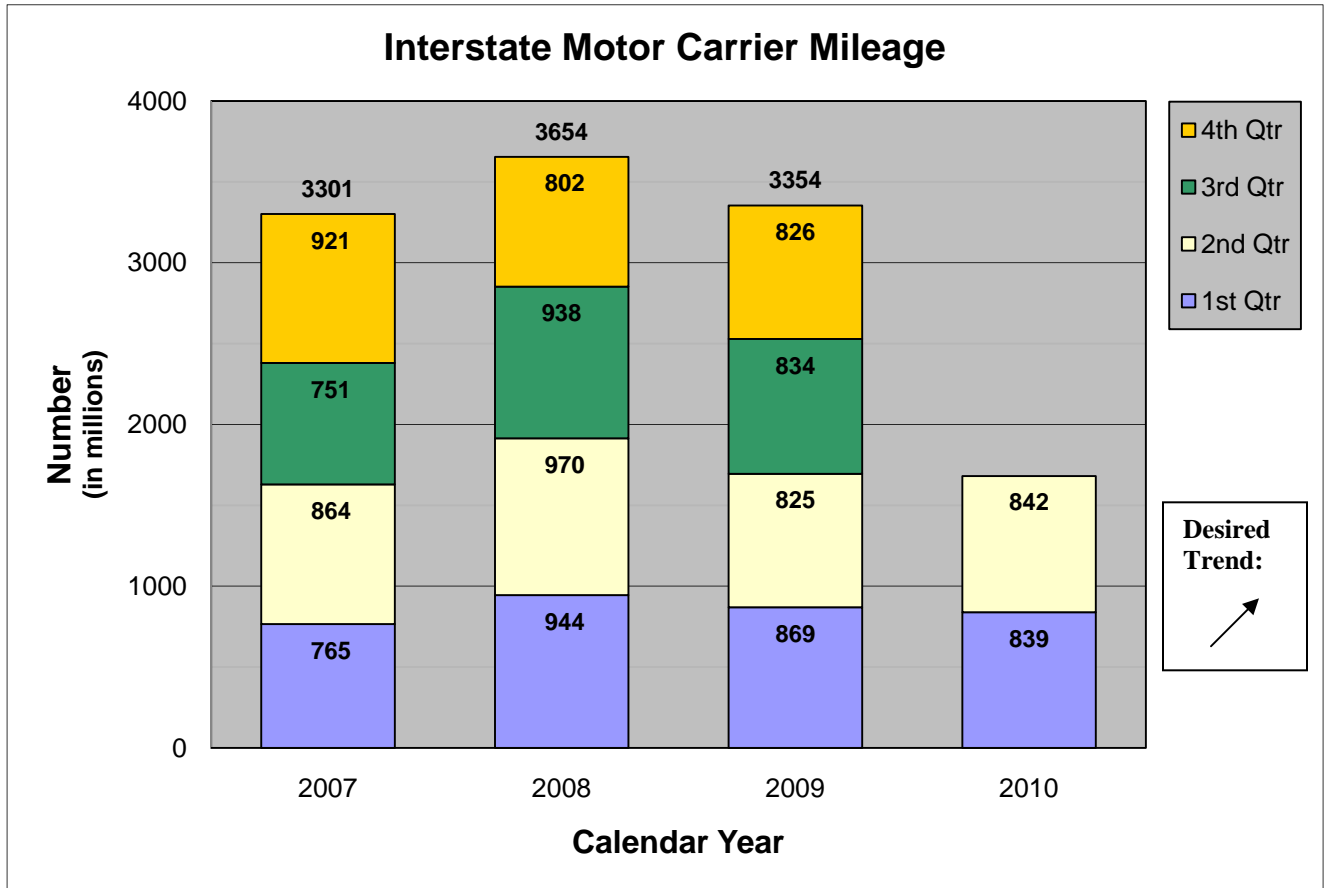
Data is collected quarterly. International Fuel Tax Agreement tax returns filed by member states and provinces and monthly reports of mileage data by the members are used to monitor the number of taxable miles traveled in Missouri by all motor carriers.

**Improvement Status:**

Total interstate miles traveled in Missouri increased less than one half of one percent from last quarter. During the second quarter of 2010, motor carriers traveled 2.06 more miles in Missouri than in the second quarter of 2009.

Compared to the same time last year, out-of-state carriers traveled 2.49 percent more miles here and Missouri-based companies drove slightly more ( less than one percent) miles in their home state.

Industry reports indicate the freight index fell 0.4 percent in May from its April level. This is a decline after two consecutive month increases.



## 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:**

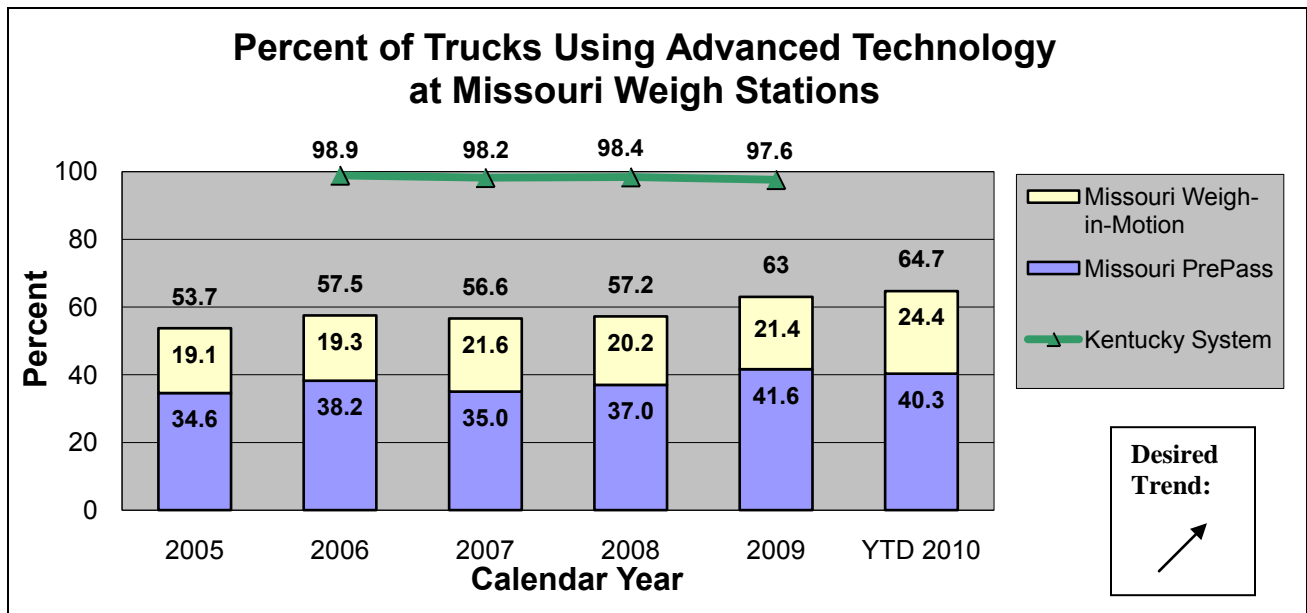
For this quarterly measure, data is collected by HELP, Inc.'s PrePass system computers which scan transponder-equipped vehicles as they approach 18 Missouri weigh stations. Pavement sensors check the vehicle's weight while computers review MoDOT's records to determine the carrier's compliance with safety,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

Second quarter 2010 results show a 1.7 percent increase in the use of advanced technology for verification of compliance even though overall activity levels at the weigh stations continued to decline. The reduction was due to the permanent weigh station closure at Barnhart; a closure at St. Clair due to a traffic collision; road work at Steele; and a continued drop in for-hire truck tonnage for May (11 percent) and June (13.6 percent) of this year versus the prior year. The contract for the Bloomsdale weigh station was awarded and work has begun.



# Customer Involvement in Transportation Decision-Making

## Customer suggestions implemented

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

**Purpose:**

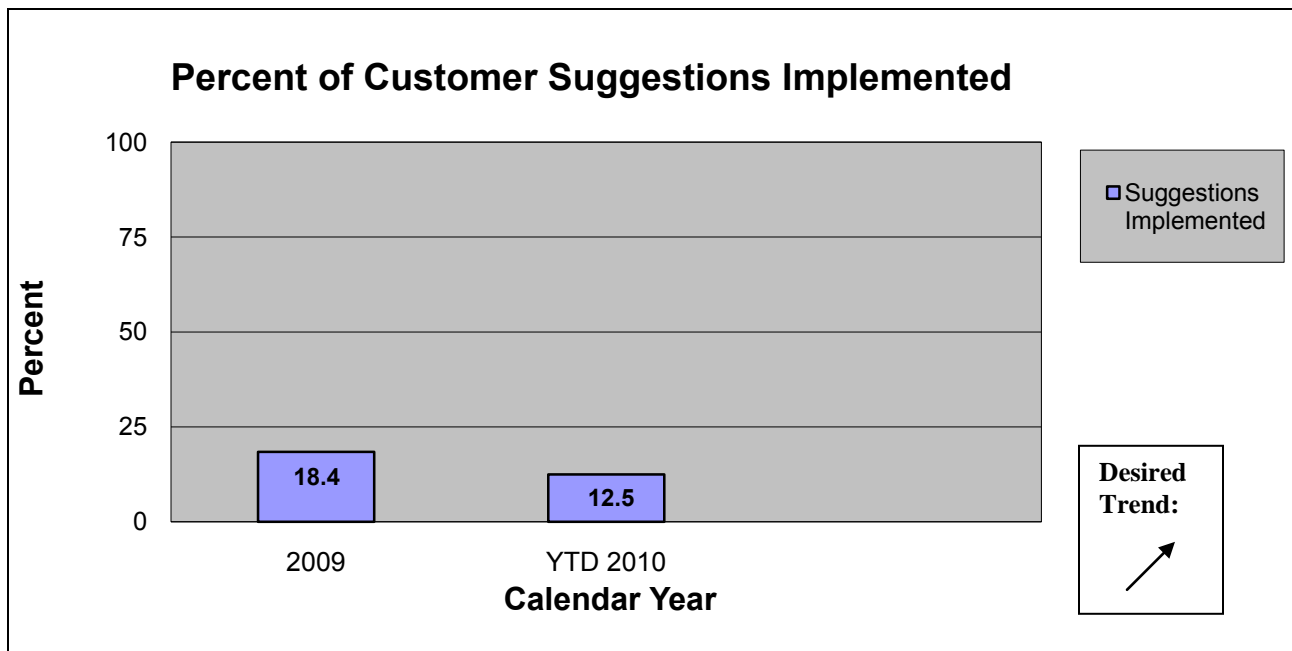
The purpose of this measure is to identify the involvement of MCS' customers in the agency's decision-making process. The objective of this measure is to track the percent of feasible suggestions provided by our customers that would aid MoDOT Motor Carriers to improve processes, system or program activity.

**Description:**

The chart shows the impact of the number of suggestions received as compared to the number implemented. Success for this measurement is the increased participation in the decision-making process, processes designed around the customer and customers' business needs that are being 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 pursuant to program or plan reviews are also included in this measure. Projects slated for implementation but not completed during the calendar year will be noted in the year of implementation.

**Improvement Status:**

MCS received 27 new suggestions during this quarter from the customer surveys, carrier service companies and the IRP Peer Review. Seven of the items are being evaluated for a cost estimate; five items were approved for work to begin and design documents were forwarded to a vendor for four items.



## 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:**

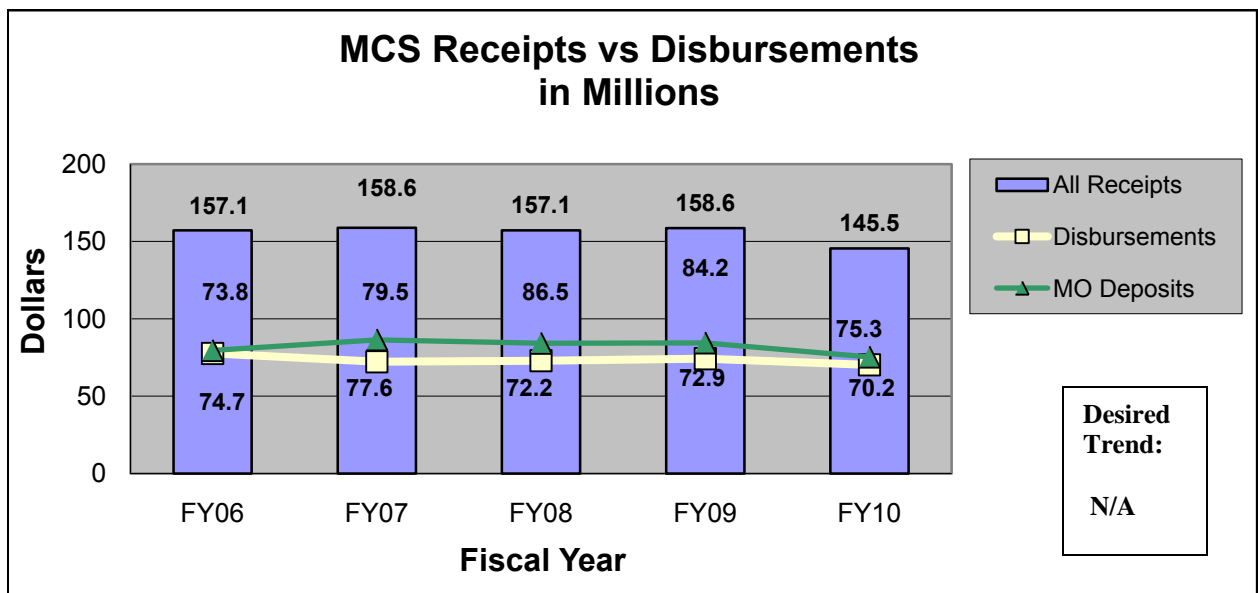
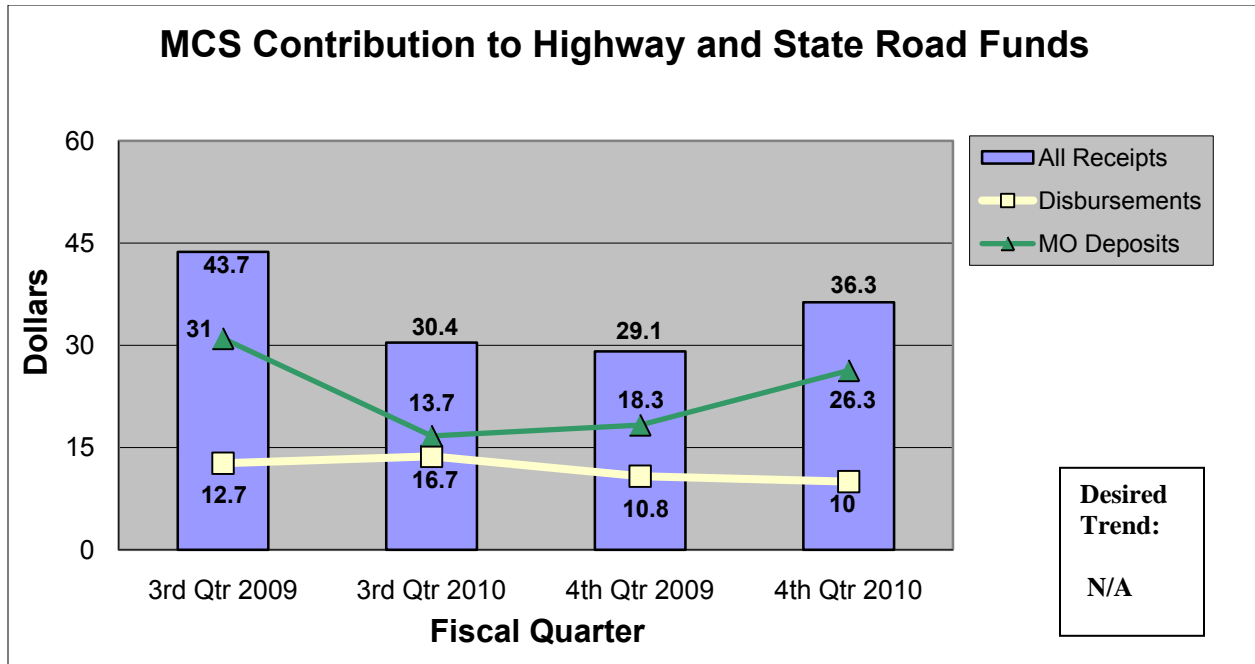
MCS collects state and non-state funds. Collections and disbursements are recorded in the statewide financial accounting system for nine state funds and two non-state funds. Collections for the International Registration Plan and the International Fuel Tax Agreement include state and non-state funds. 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 second quarter 2010, which is the final quarter of fiscal year 2010, MCS total receipts increased by 25 percent compared to the same quarter in the prior fiscal year. MCS contributions to the highway and state road funds increased by 44 percent, for the same period.

Total UCR collections year-to-date (June 30) decreased 39 percent compared to the second quarter of 2009, the period when 2009 UCR fees were collected. UCR fees collected in October-December 2009 were \$1.6 million compared to \$1.34 million collected in the second quarter 2010. Duplicate plates increased by 74 percent in this quarter, due to the new plate configuration which began during first quarter of the 2010 fiscal year. OSOW permit sales increased by 3 percent. Hazardous Waste increased by 29 percent versus last quarter and Scrap Tire fees which MCS collects for DNR increased by 32 percent. Title Fees, which MCS collects for the Department of Revenue, increased by 162 percent.



## Best Value for Every Dollar Spent

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

**Motor Carrier Services Director:** Jan Skouby

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

**Purpose:**

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

**Description:**

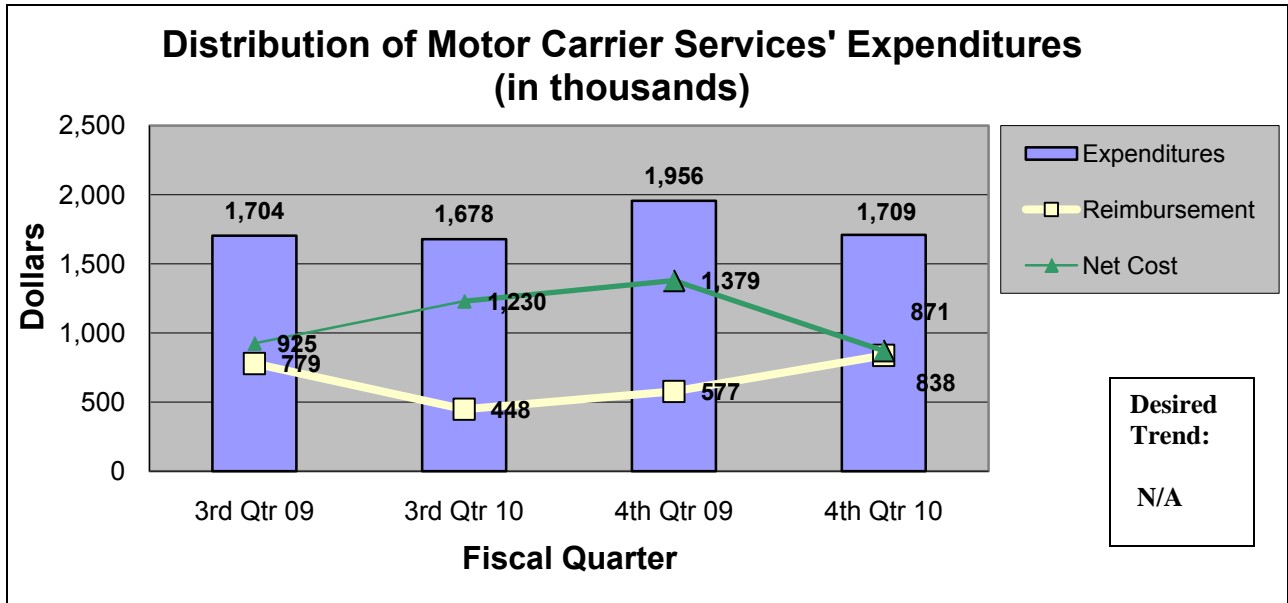
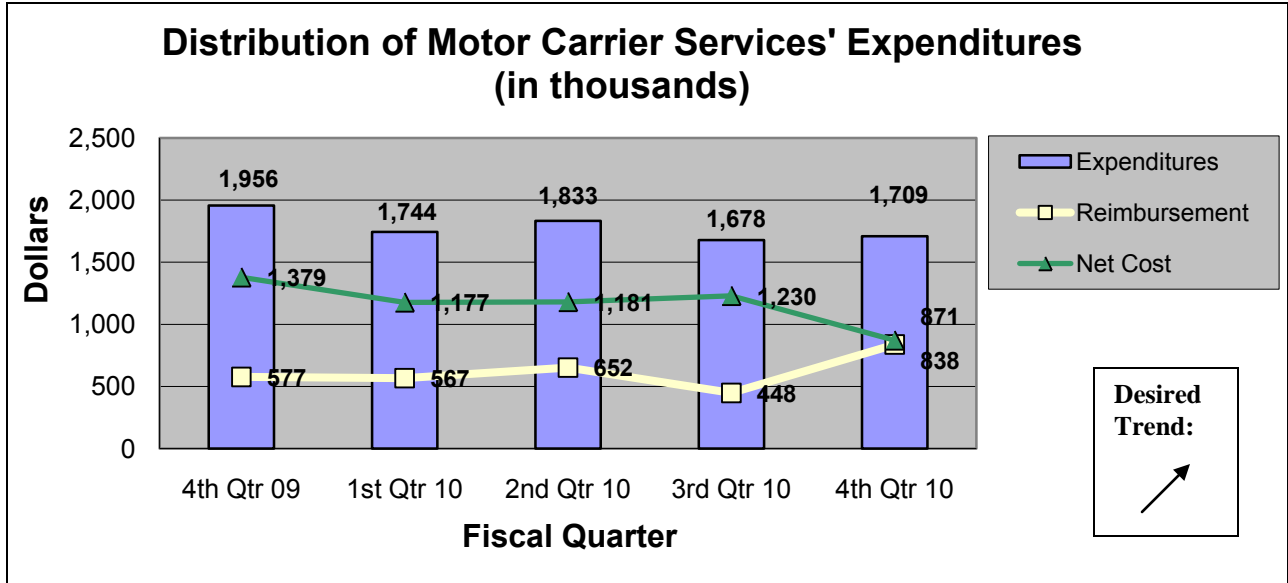
Motor Carrier Services' Safety and Compliance receives eligible funds with standards and procedures to administer the Motor Carrier Safety Assistance Program and the Motor Carrier New Entrant Program. MoDOT is reimbursed 80 percent of the approved costs for MCSAP and 100 percent of approved costs for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

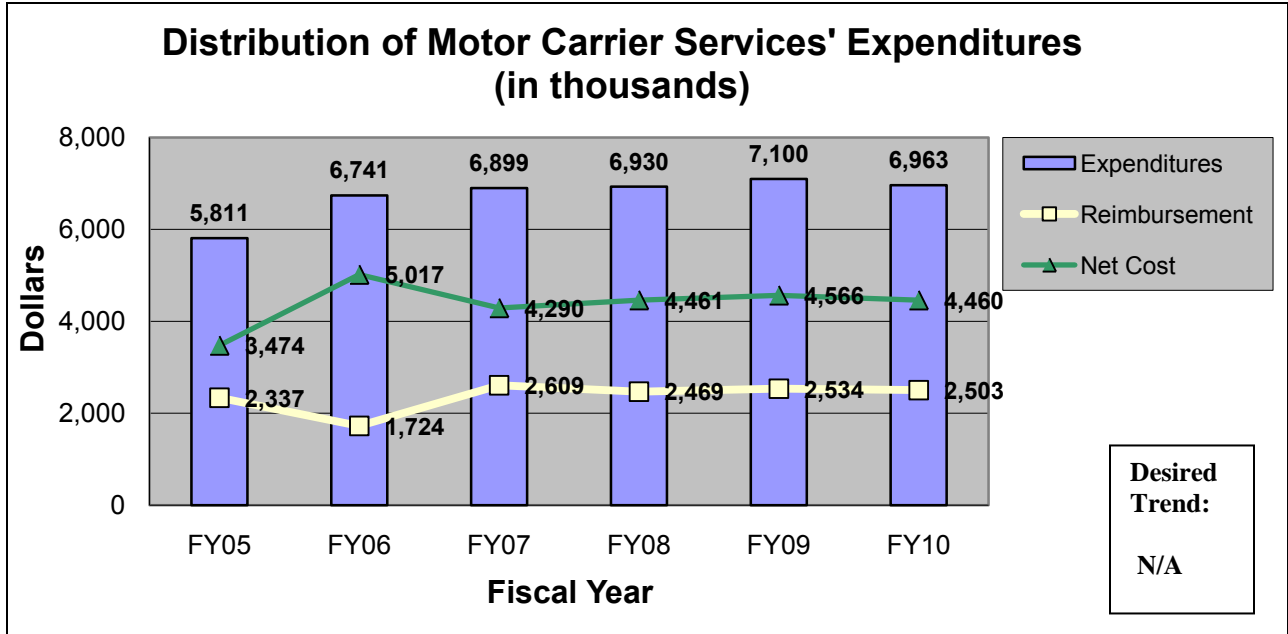
MCS expenditures from its budgeted appropriation are collected based on cash expenditures. The data is collected and reported quarterly based on expenditures and reimbursements recorded in the statewide financial accounting system. Expenditures consist of actual dollars for Personal Services (wages) 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 for employees under MOSERS and MCHCP). Total expenditures mirror the information in MoDOT Tracker Measure 15m.

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

**Improvement Status:**

The third quarter of 2009 shows an unusually high amount for reimbursements, and thus an unusually low level of net cost, due primarily to reimbursement for the purchase of ten vehicles. This major purchase totaled nearly \$130,000. The fourth quarter of 2009 shows an unusually high amount for expenditures, and thus an unusually high level of net cost, due primarily to payments incurred for the MoDOT work zone advertising campaign. These payments totaled nearly \$200,000. The reimbursements received in the third quarter of 2010 are unusually low, and thus net cost is unusually high, due to a timing issue with receiving the January and February 2010 MCSAP and the February 2010 New Entrant voucher claims, which normally would be reflected in that quarter's data, but were not received until the fourth quarter of 2010. The reimbursements received in the fourth quarter of 2010 are unusually high, and thus net cost is unusually low, for the same reason. Total impact for those grant claims was about \$268,000.





## Best Value For Every Dollar Spent

### *True costs of MCS personal services*

**Motor Carrier Services Director:** Jan Skouby

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

**Purpose:**

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

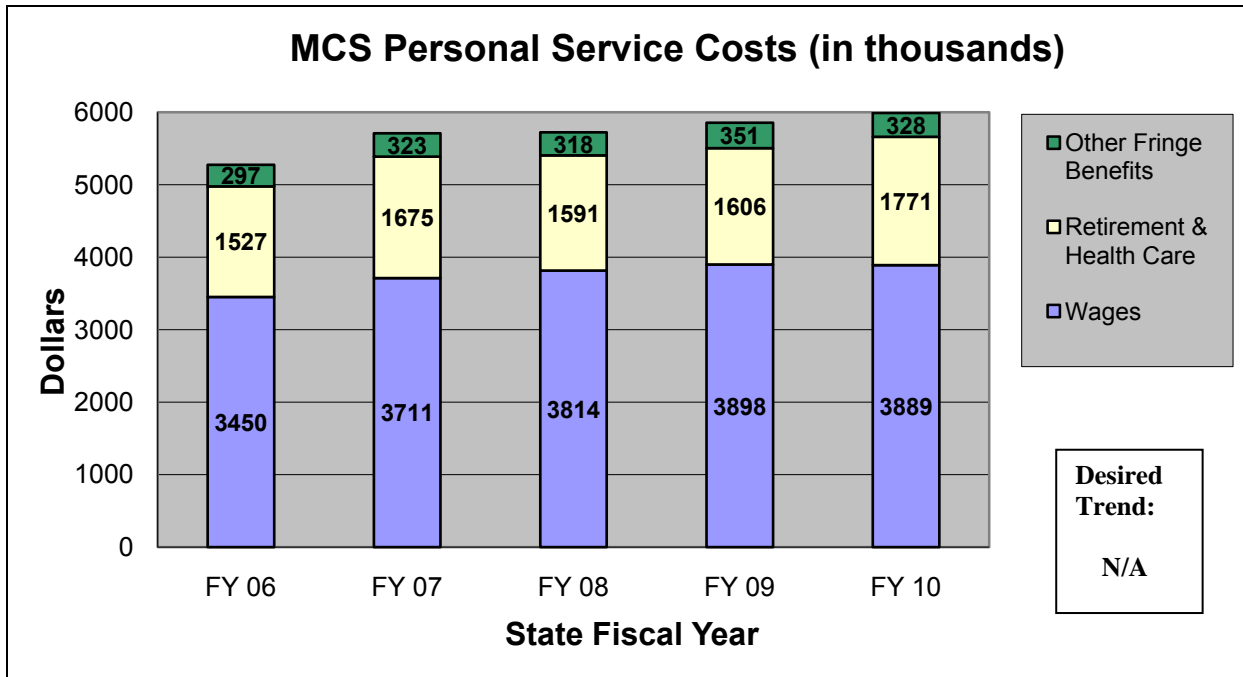
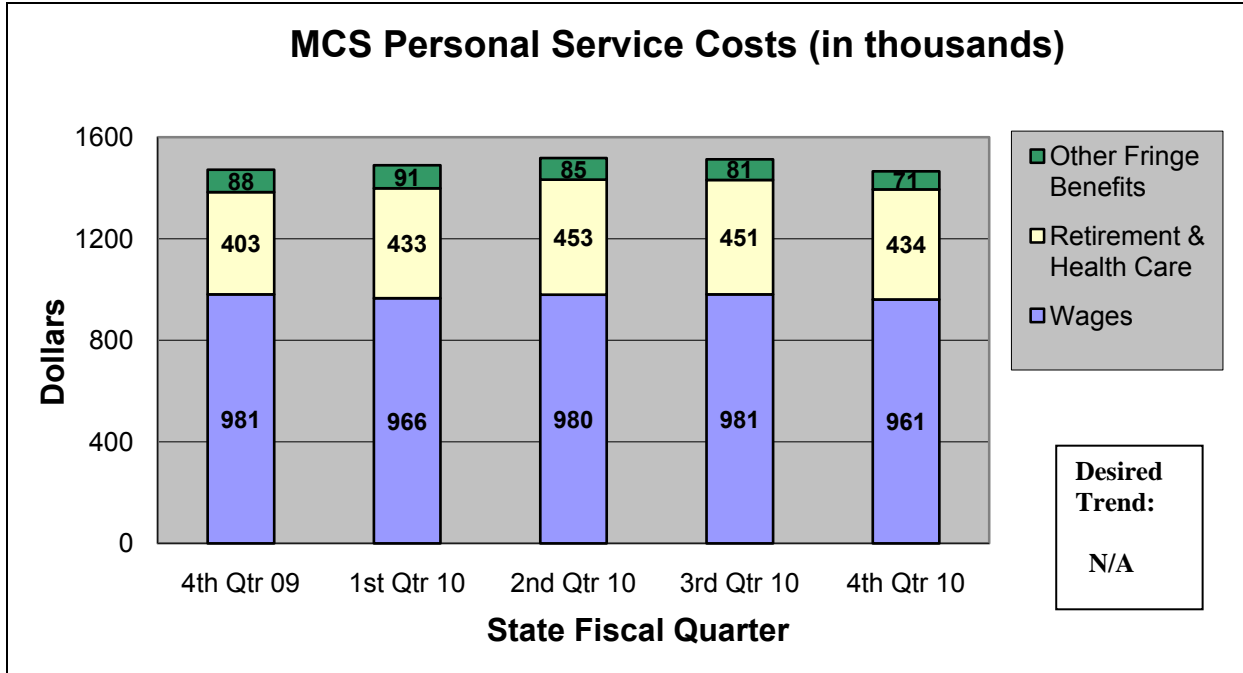
**Description:**

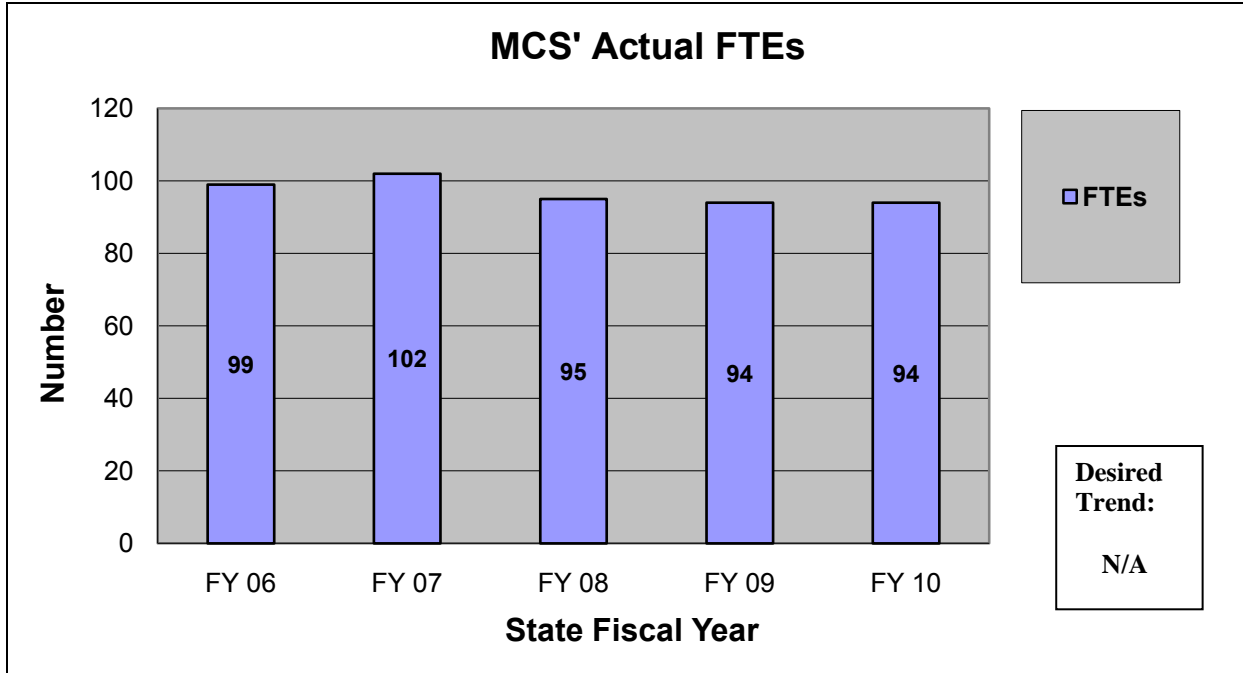
The data shown on the first two graphs consists of three distinct cost areas. The largest is employee wages. The second largest is the combined cost of contributions for retirement and health care. The third and final cost area is “other fringe benefits”, which consists of social security, deferred compensation,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

**Improvement Status:**

Retirement and Health Care costs were 45.5 percent of wages during FY 10, as compared to FY 09, when these same costs were 41.2 percent of wages. There are two factors at work to increase these costs. The first factor is the overall inflation rate in the health care field, which dwarfs the inflation rate for employee salaries and drives up the cost of providing health benefits to employees. The second factor is the large difference in the contribution rate for retirement for employees covered under MOSERS versus employees covered under MoDOT’s retirement system. As MOSERS employees gradually leave Motor Carrier Services, new hires replacing these employees are covered by MoDOT’s retirement system, thus increasing the fringe benefit costs to MoDOT. There is potential for improvement in this area, pending legislative changes to the State’s pension systems. These potential improvements would accrue slowly over time.

Other fringe benefit costs continue to run at a fairly consistent percentage of wages as compared to prior years. The primary reason for this is that other fringe benefits consist primarily of employer social security contributions, which are based on a fixed percent of wages that has remained unchanged for many years. Some actions taken by the governor, such as eliminating the State’s Deferred Compensation match, have begun to reduce costs in this area. For example, in the fourth quarter of FY 10, this decision reduced the cost of other fringe benefits to Motor Carrier Services by about \$7,000.





## Advocate for Transportation Issues

### *Fiscal notes*

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

**Purpose:**

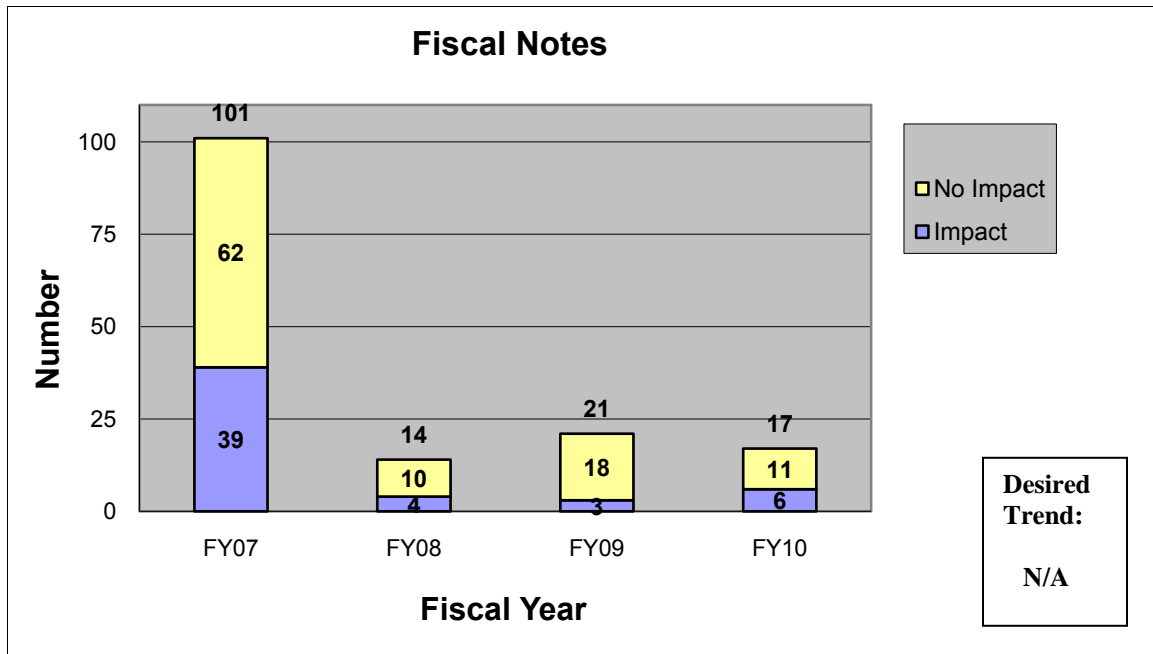
This measure reports the number of fiscal note comments MoDOT Motor Carrier Services provides each legislative season. The number of fiscal note requests received reflects the amount of legislation that could have an impact on the division. This measure also reflects the continued growth in the importance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

**Description:**

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

**Improvement Status:**

Six fiscal notes could have had an impact on MCS. One bill regarded the repeal of the extension of St. Louis city’s commercial zone through St. Charles County. Another bill aimed to authorize the expungement of certain criminal records. One bill would lower the maximum speed limit and prohibit driving more than nine consecutive hours. One addressed transportation of railroad workers. One proposed allowing owners of commercial motor vehicles to request and be issued two commercial vehicle plates. Another one aimed to require all state departments and agencies to review the fees imposed for services and licensing to determine the sufficiency of such fees to cover the cost of providing the service or license. All of the bills would have imposed various regulations changes.



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

**Number of outreach opportunities and attendance totals**

**Motor Carrier Services Director:** Jan Skouby

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

**Purpose:**

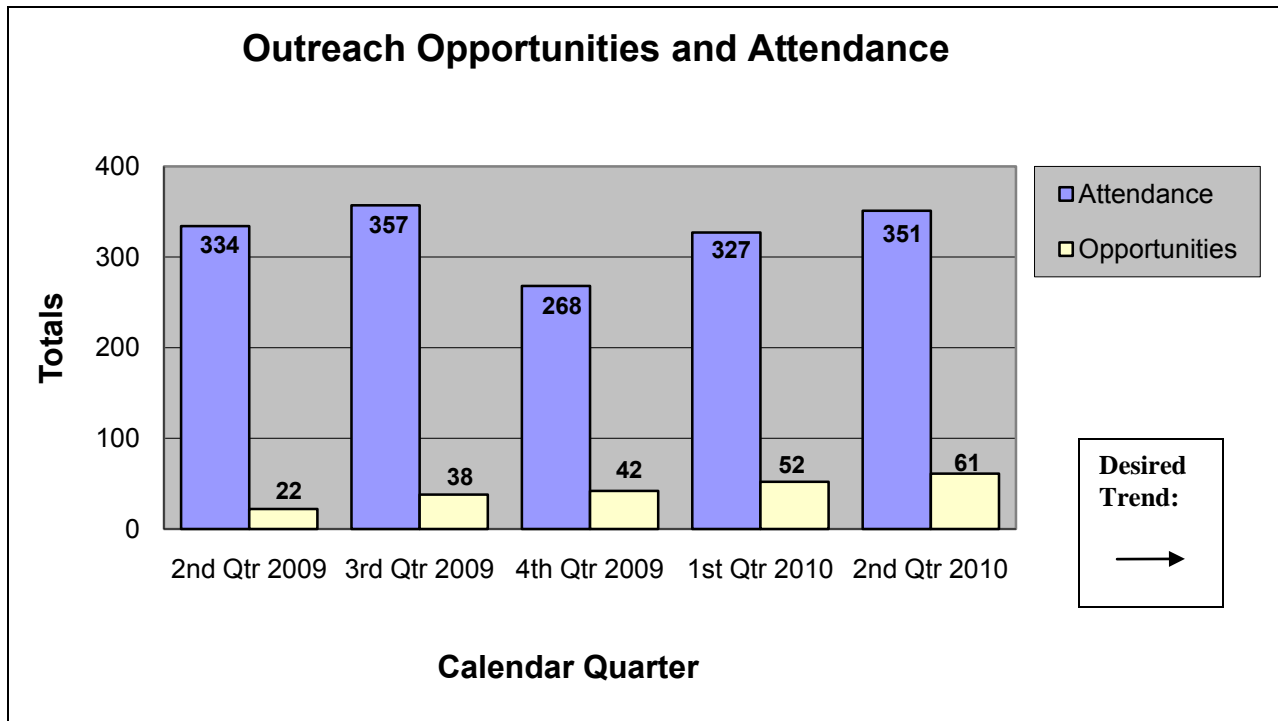
This measure tracks the number of people attending outreach sessions conducted by Motor Carrier Services. It helps determine where outreach sessions are most beneficial. The number is also reported to the Federal Motor Carrier Safety Administration for grant obligations.

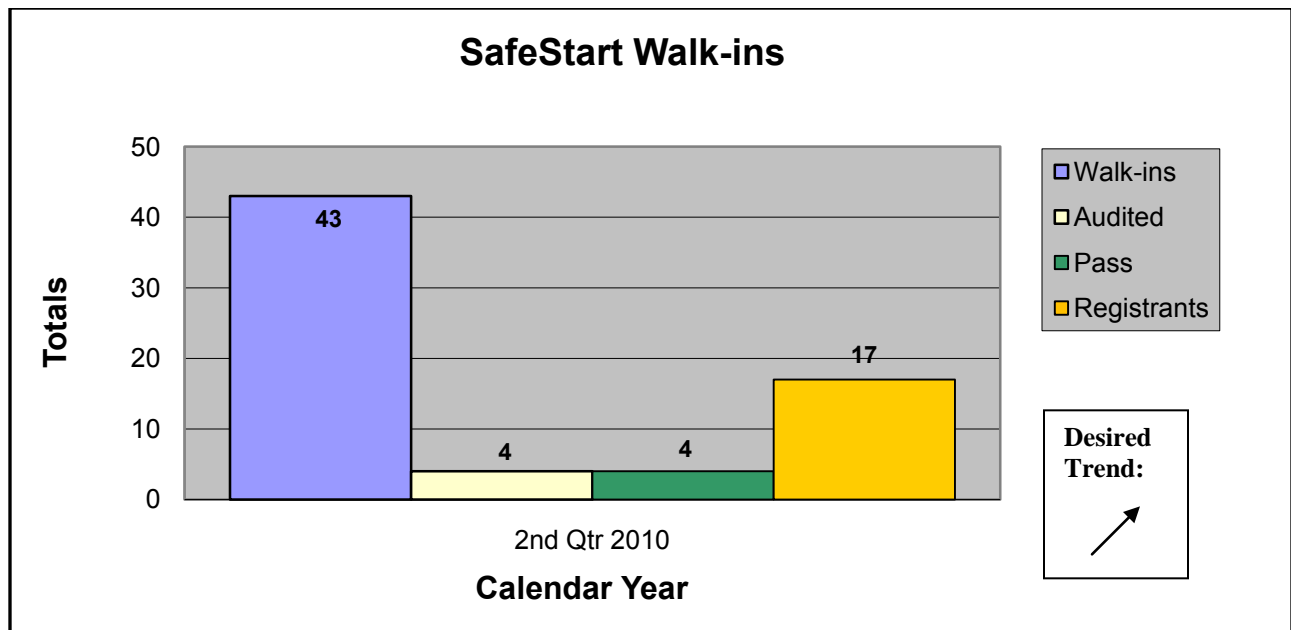
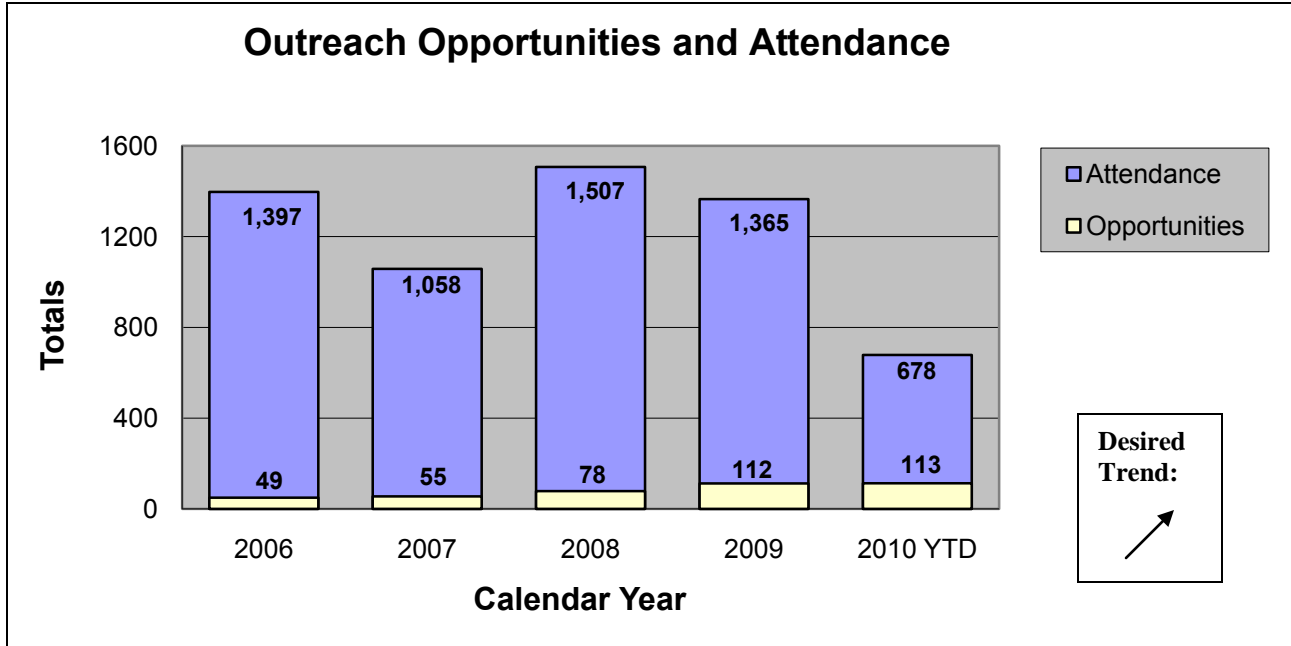
**Description:**

Motor Carrier Services aims to meet the motor carrier industry needs with educational outreach sessions. MCS offers: credentialing, general safety, hazardous materials, agriculture, driver, medical, SafeStart 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 assistants in Jefferson City.

**Improvement Status:**

MCS outreach met the desired trend by leveling out the outreach attendance. The increase in opportunities is a result of MCS attempts to help carriers pass the New Entrant safety audit. A new graph was added to this measure to show the number of walk-in customers who receive SafeStart training.







**MoDOT Motor Carrier Services**

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