

Motor Carrier Services

Division Tracker

Measures of Divisional Performance



October 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 records to determine a motor carrier's safety fitness, investigate potential safety violations, complaints or to respond to a carrier's request for a safety rating change. A security contact review focuses on hazardous materials compliance.

The chart shows the number of CRs conducted per quarter and safety ratings issued to motor carriers. The Federal Motor Carrier Administration rating process evaluates safety fitness 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.

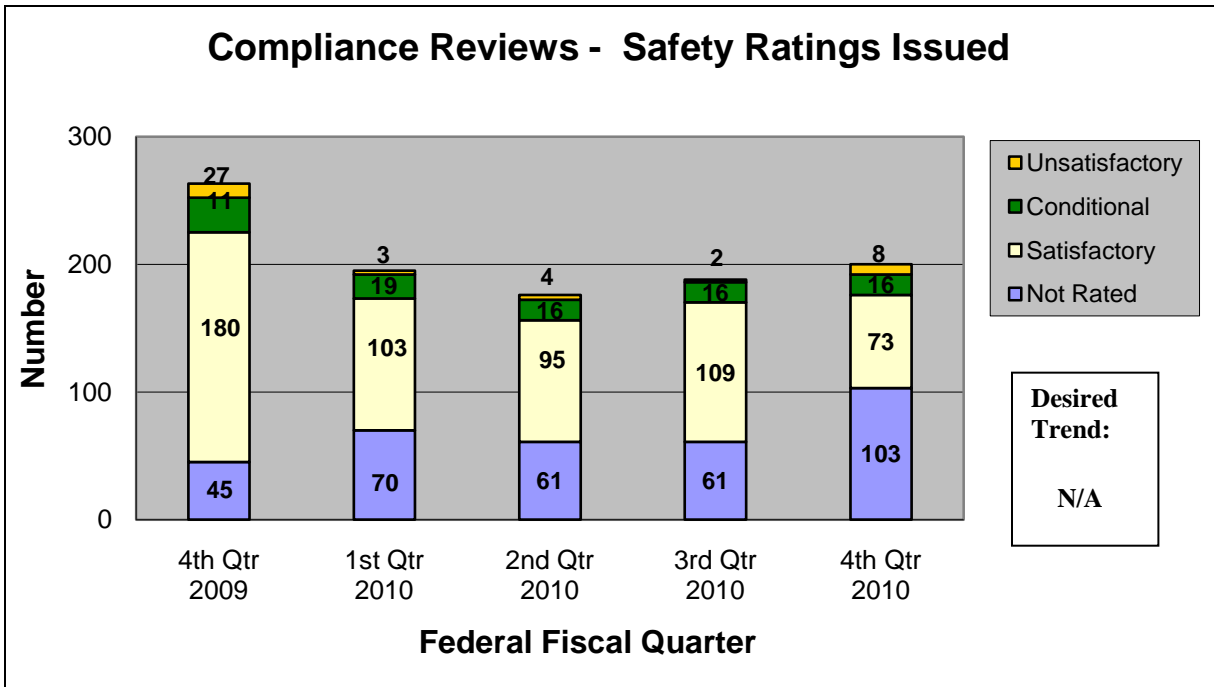
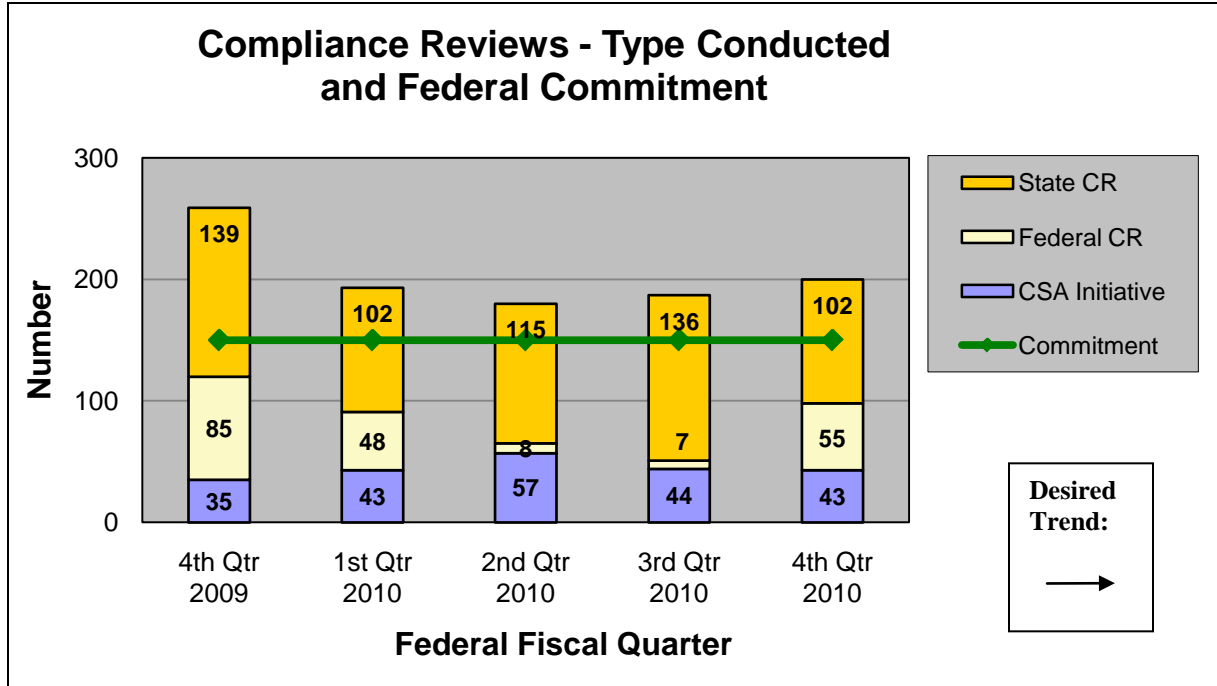
The federal commitment is what MCS contracts with FMCSA to complete during the federal fiscal year. State CRs conducted in conjunction with federal safety audits and FMCSA Comprehensive Safety Analysis 2010 investigations are not issued safety ratings.

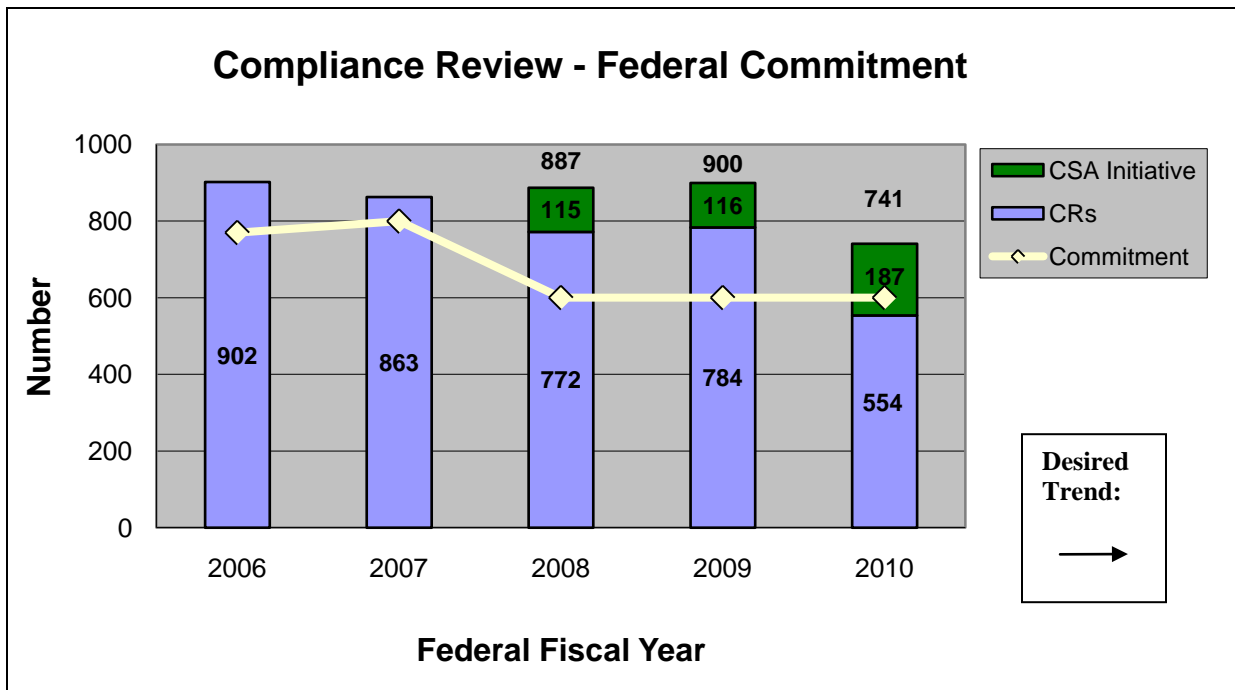
Non-rated CRs are a result of state CRs conducted in conjunction with federal safety audits and participation in the federal CSA 2010 initiative. The non-rated CRs are evaluated for compliance but are not issued safety ratings.

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 fourth quarter of federal fiscal year 2010, 200 CRs were completed. This is an increase of 14 from the third quarter of 2010, but a decrease of 59 compared to the fourth quarter of 2009. Overall, completed CRs exceeded quarterly goals and finished the year exceeding grant commitments with 741 CRs. The federal CR commitment for 2010 was 600. The average number of motor carriers receiving satisfactory ratings for the past 4 years is 78 percent. In 2010, that average increased by four points to 82 percent.





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 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.

Description:

A safety audit is an examination of a new motor carrier's operation. 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. Recordable accident information is also collected. The SA is a non-enforcement educational opportunity for the new carrier.

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 new program began December 16, 2009.

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

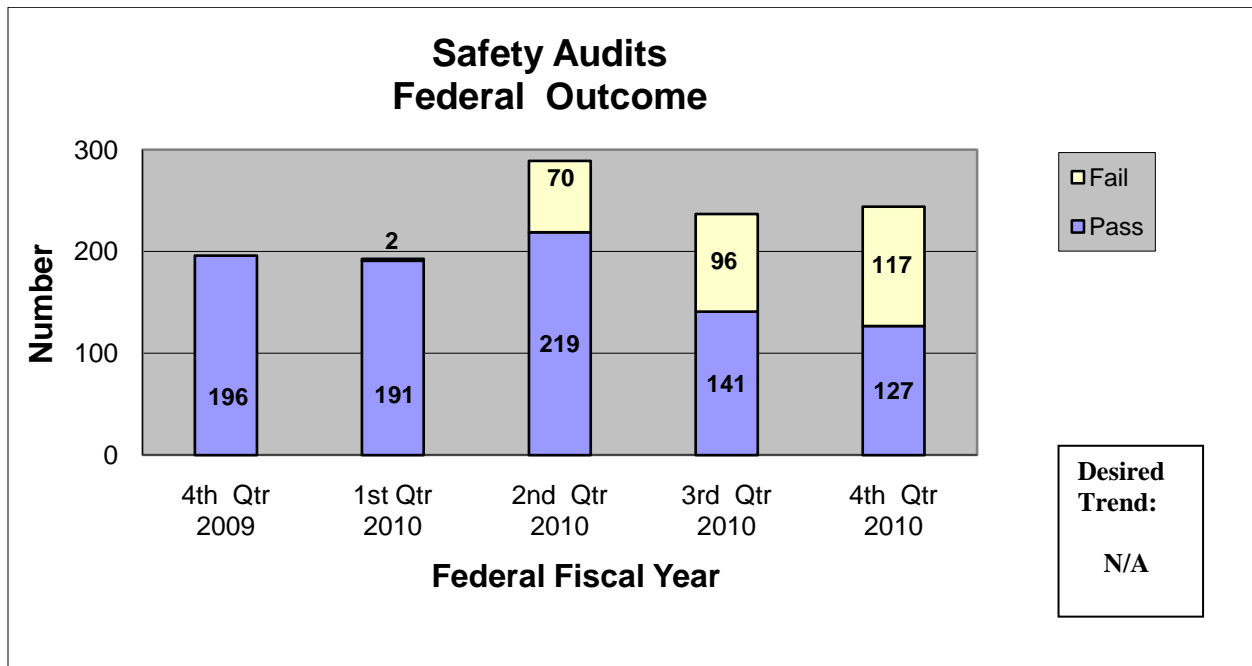
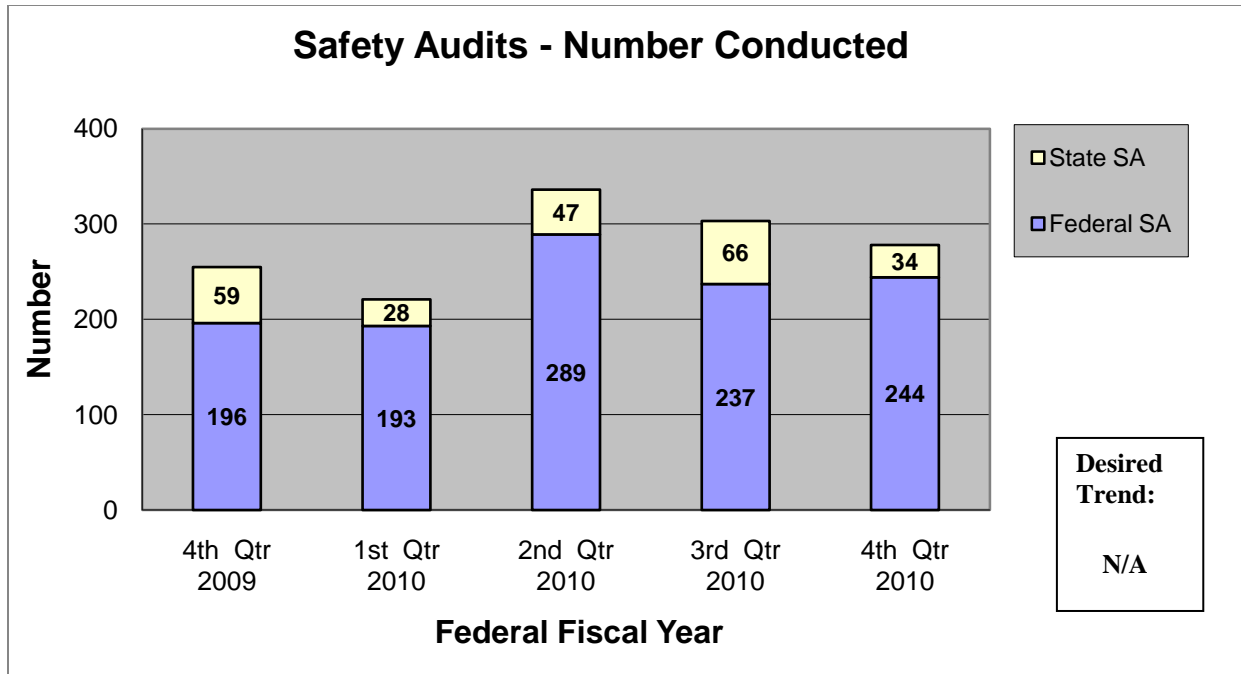
Improvement Status:

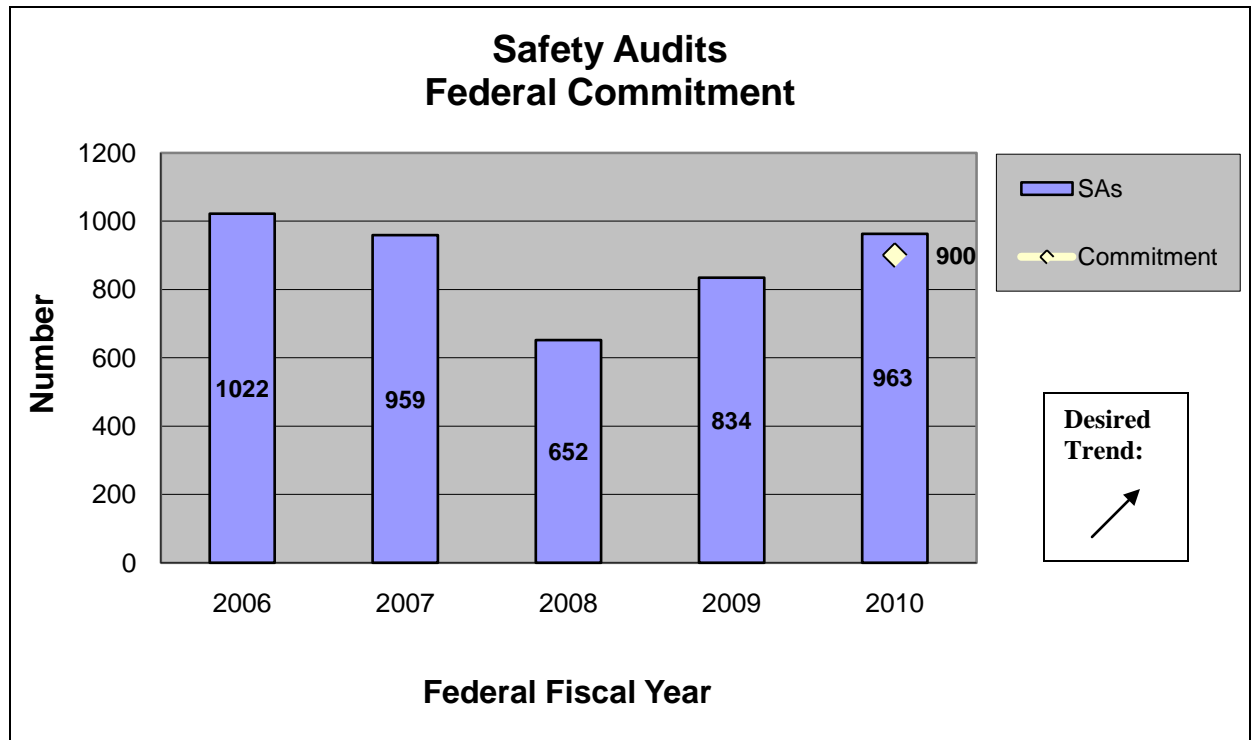
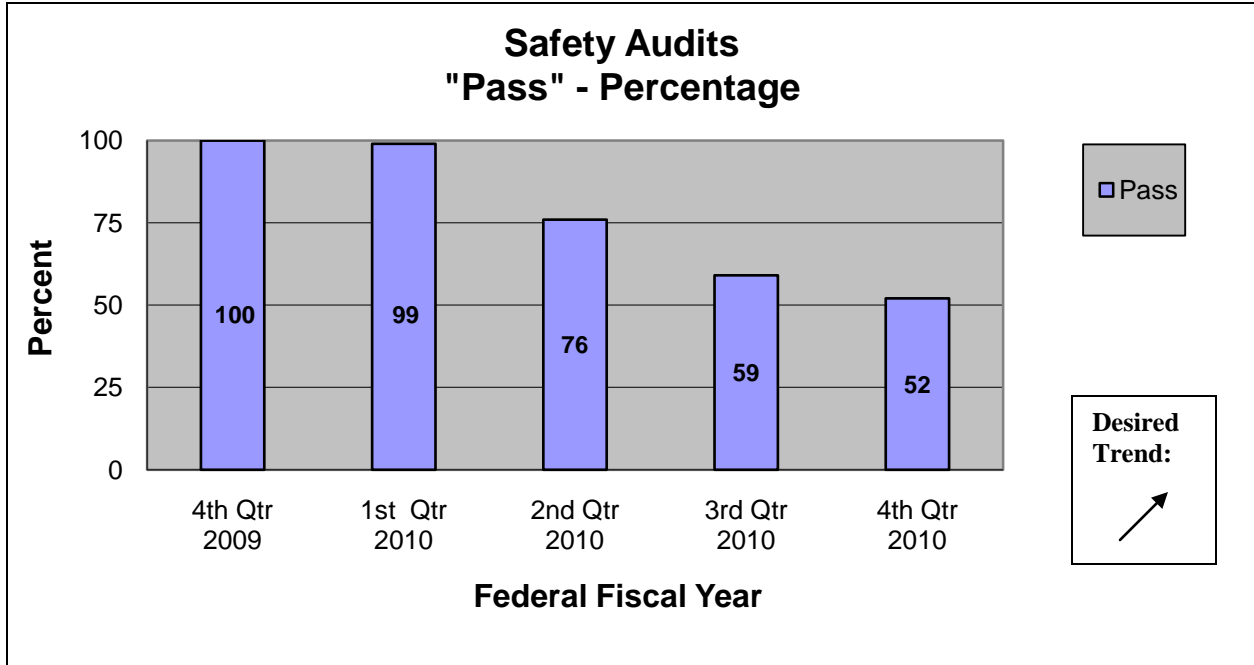
During the fourth quarter of federal fiscal year 2010, 244 federal SAs were conducted. This is an increase of seven SAs from the third quarter of 2010 and an increase of 48 over the same quarter in 2009.

The first four 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 of 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 76 percent in the second quarter, to 59 percent in the third quarter, and 52 percent in the fourth quarter. MCS continues to focus safety efforts on educating new carriers through SafeStart training 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.

** Flaws in the software Mobile Client Application 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 from December 12-31, 2009.*





Safe Transportation System

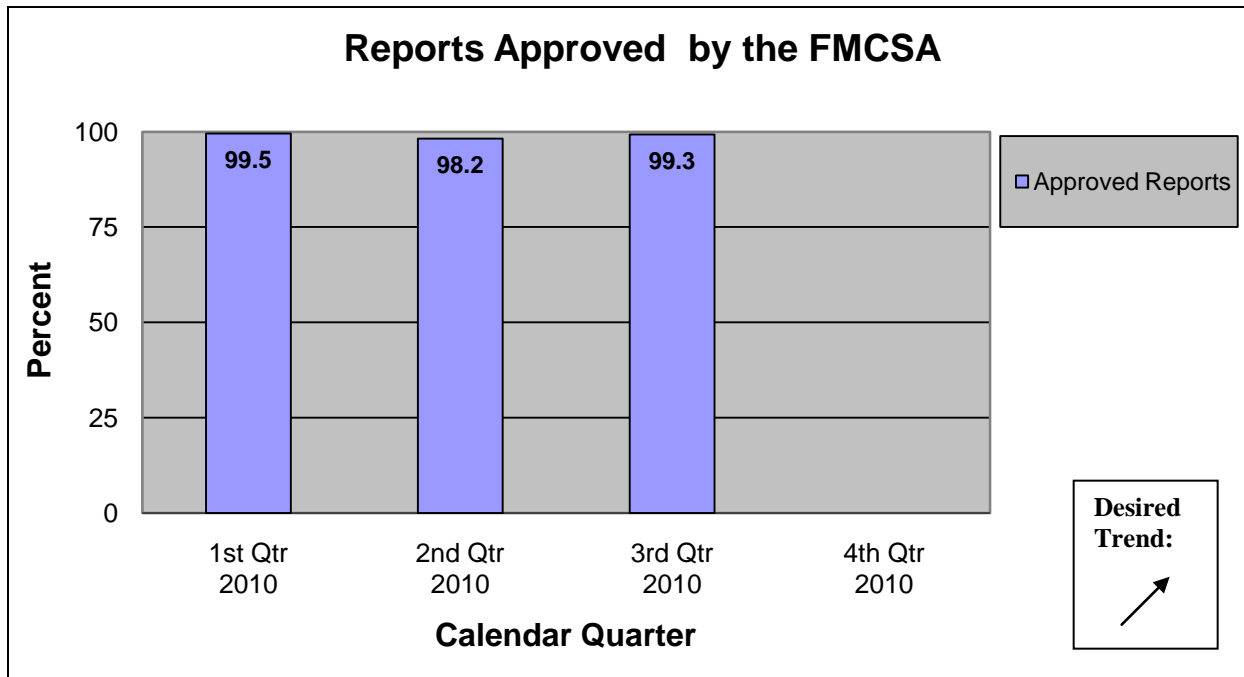
Percent of reports approved by the FMCSA

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

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

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

Improvement Status:
MCS staff submitted a total 444 federal CR and SA reports to FMCSA during the third quarter. Of the 444 reports submitted, 3 were returned by FMCSA with errors. Those errors required follow-up contact with the carrier to resolve the error. Approval percentage for the third quarter equates to 99.3 percent, which is up 1.1 percentage point from the second quarter.



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.

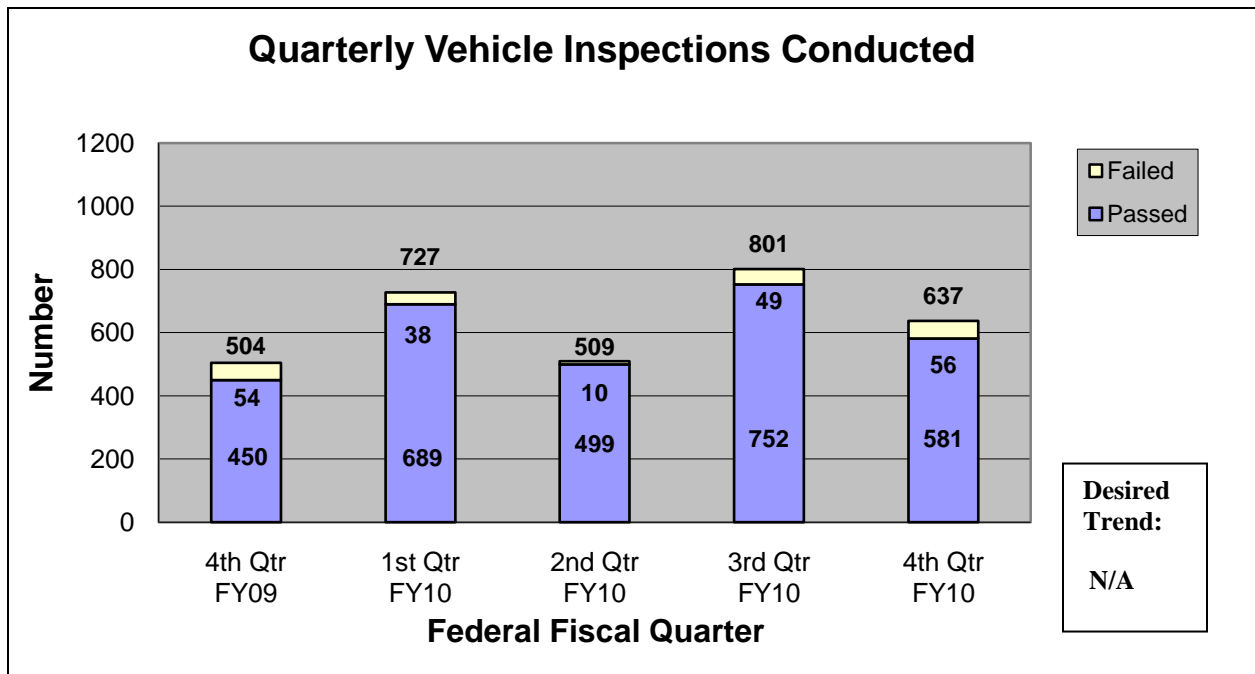
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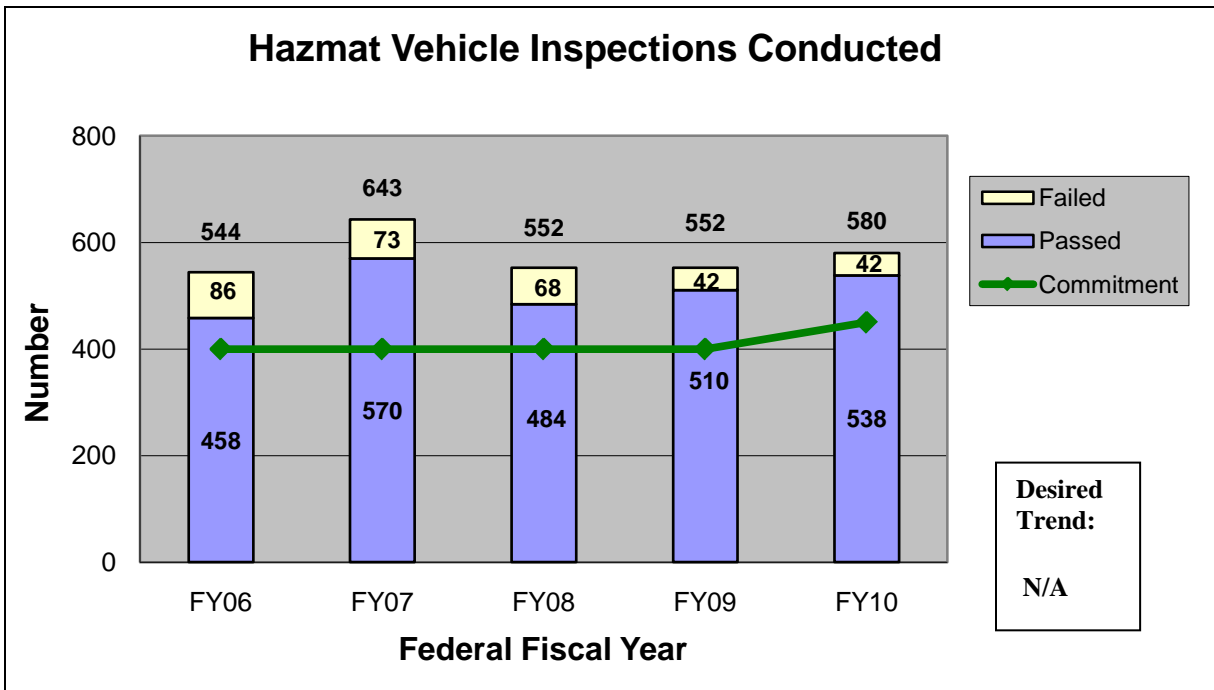
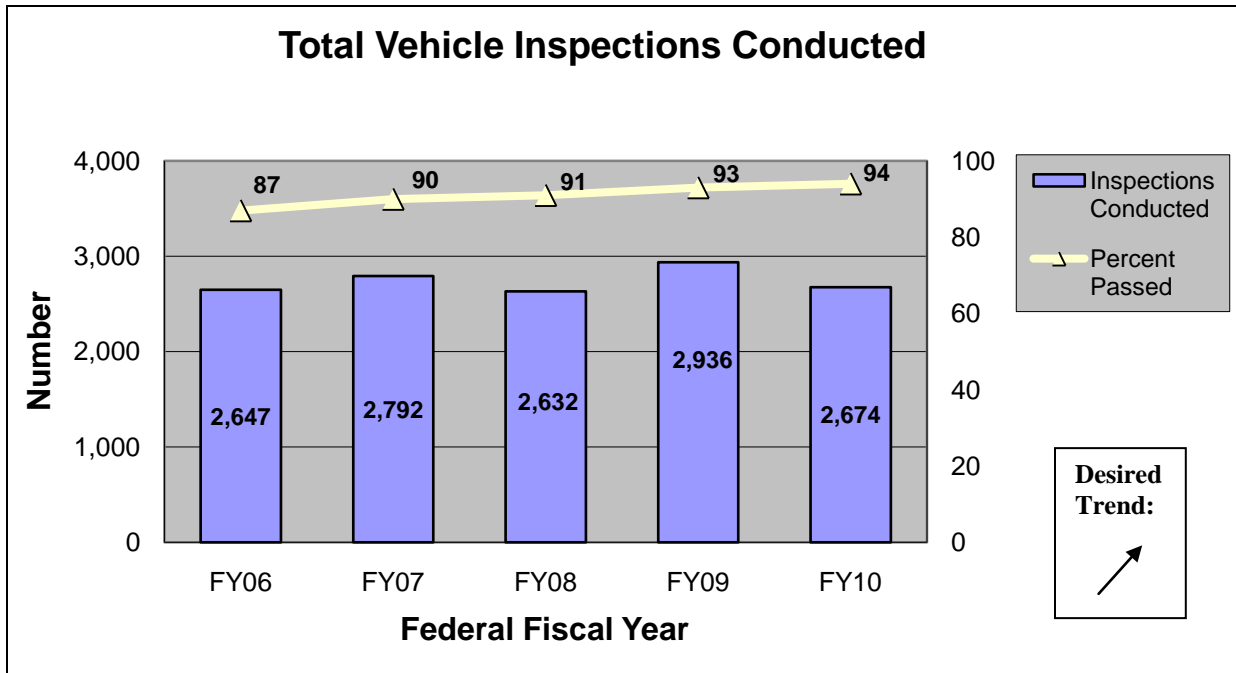
Terminal safety inspections are examinations of motor carriers' commercial motor vehicles and records at a fixed terminal or destination facility. The inspection assesses the compliance of a company's motor vehicles and/or its drivers with Federal Motor Carrier Safety Administration safety, economic and hazardous materials regulations. The weather, number of complaints received and conducted, new entrant motor carrier applications and ongoing training requirements affect the number of TSIs conducted per quarter.

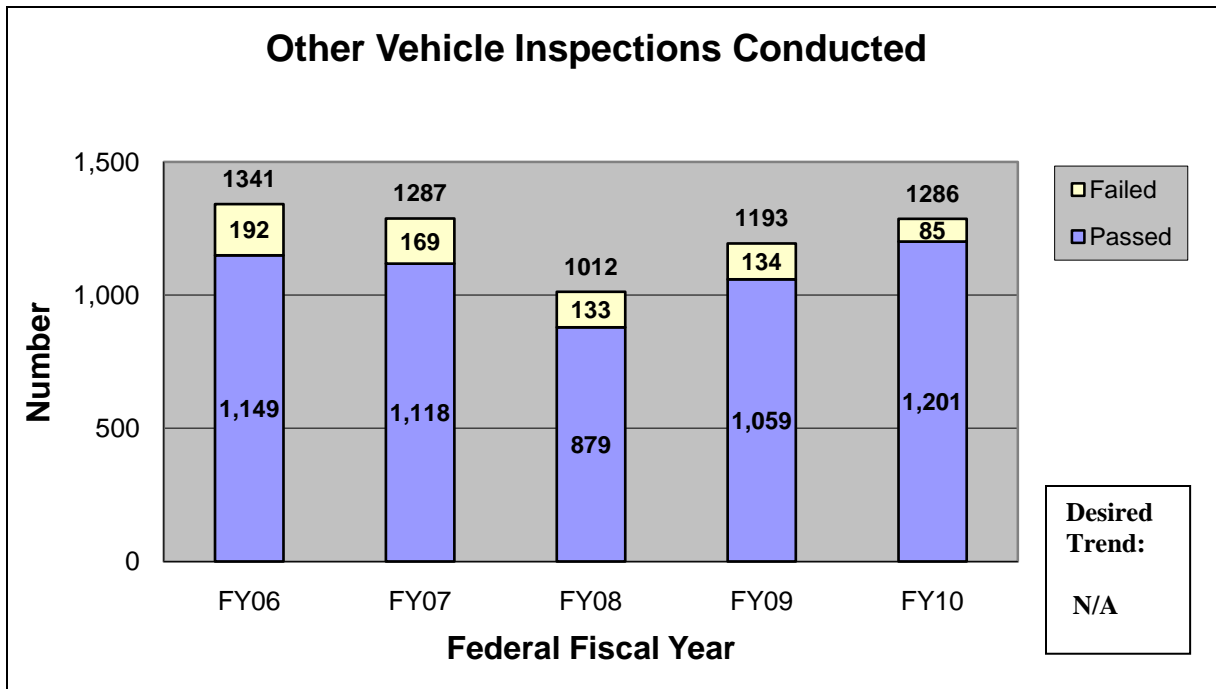
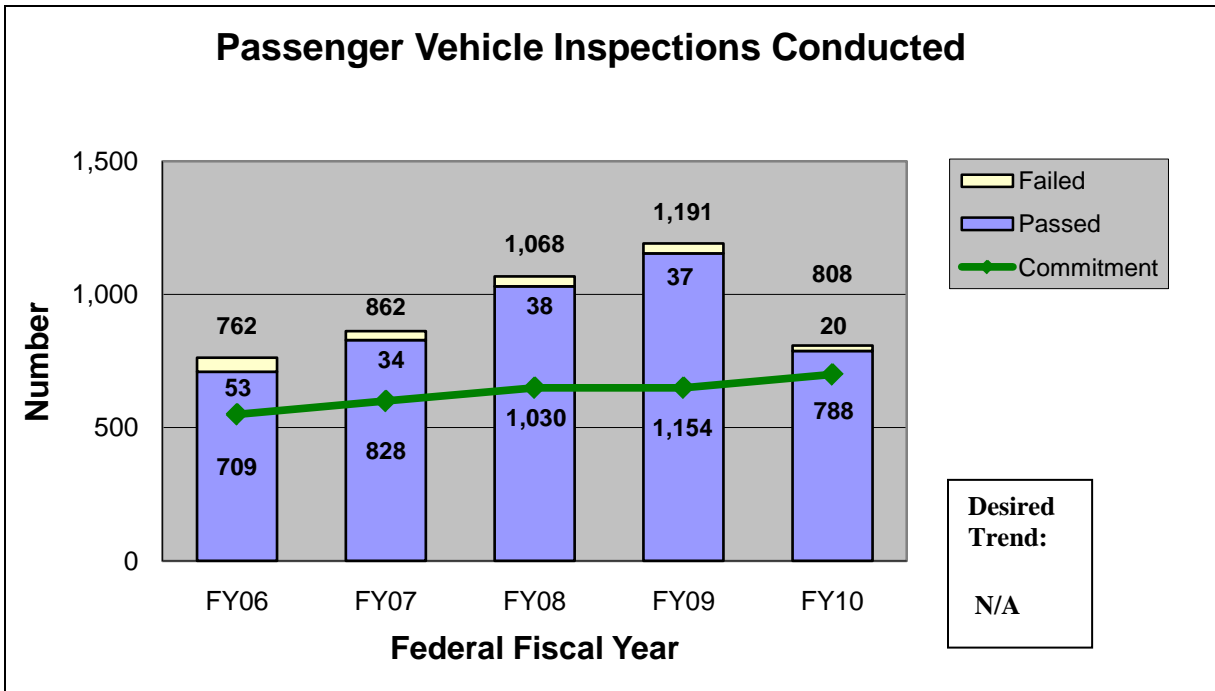
The first chart shows the number of TSIs conducted per quarter and the percent that passed inspection. Additional charts report the number of inspections conducted on hazardous material, passenger and other vehicles versus MoDOT's Commercial Vehicle Safety Plan commitment. A passed designation is issued 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.

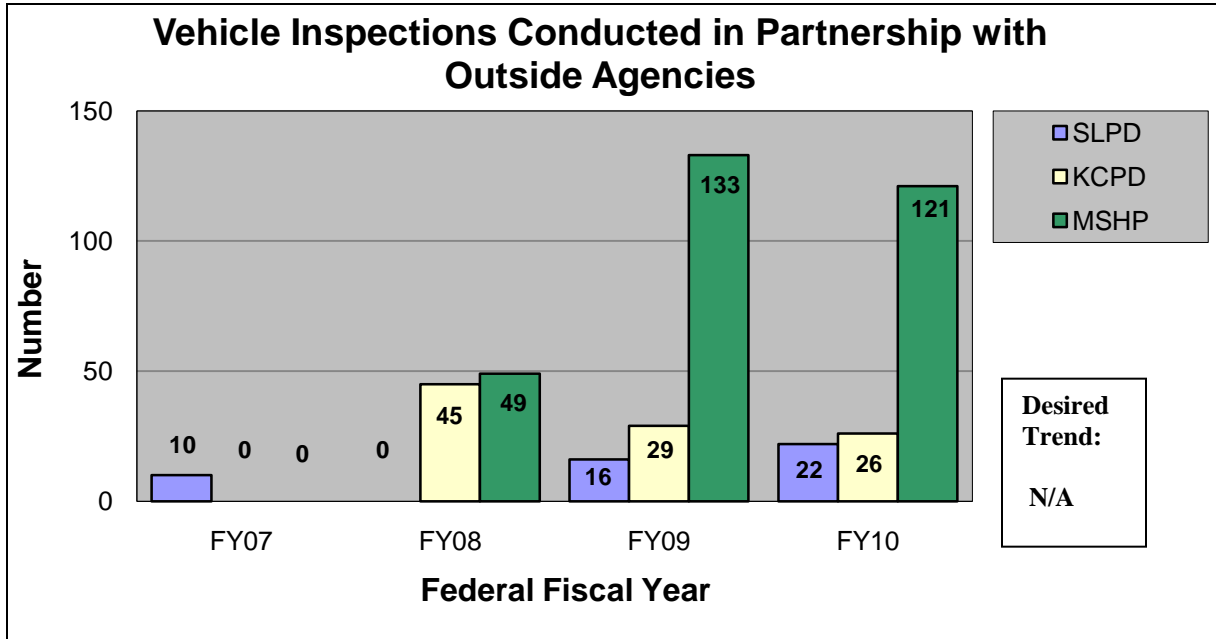
Improvement Status:

In the fourth quarter of federal fiscal year 2010, Motor Carrier Services conducted 637 terminal safety inspections. This is an increase of 133 inspections compared to the fourth quarter of fiscal year 2009. The increase in inspections is due to federal hazardous material strike force activities during the fourth quarter of 2010. Total vehicle inspections conducted in fiscal year 2010 decreased slightly due to a reduction in passenger vehicle inspections. This can be attributed to the cancellation of Branson shows, as well as adverse weather during the fall schedule. Of 2,674 vehicles inspected in 2010, 94 percent passed.









Safe Transportation System

Roadside inspection and out-of-service rate

Motor Carrier Services Director: Jan Skouby

Data Driver: Jerry Baker, Transportation Program Manager

Purpose:

This measure tracks the results of roadside safety inspections conducted by Missouri agencies involved in the Motor Carrier Safety Assistance Program including Motor Carrier Services Safety and Compliance team. Measurement is based upon out-of-service rates for drivers, vehicles and hazardous materials shipments.

Description:

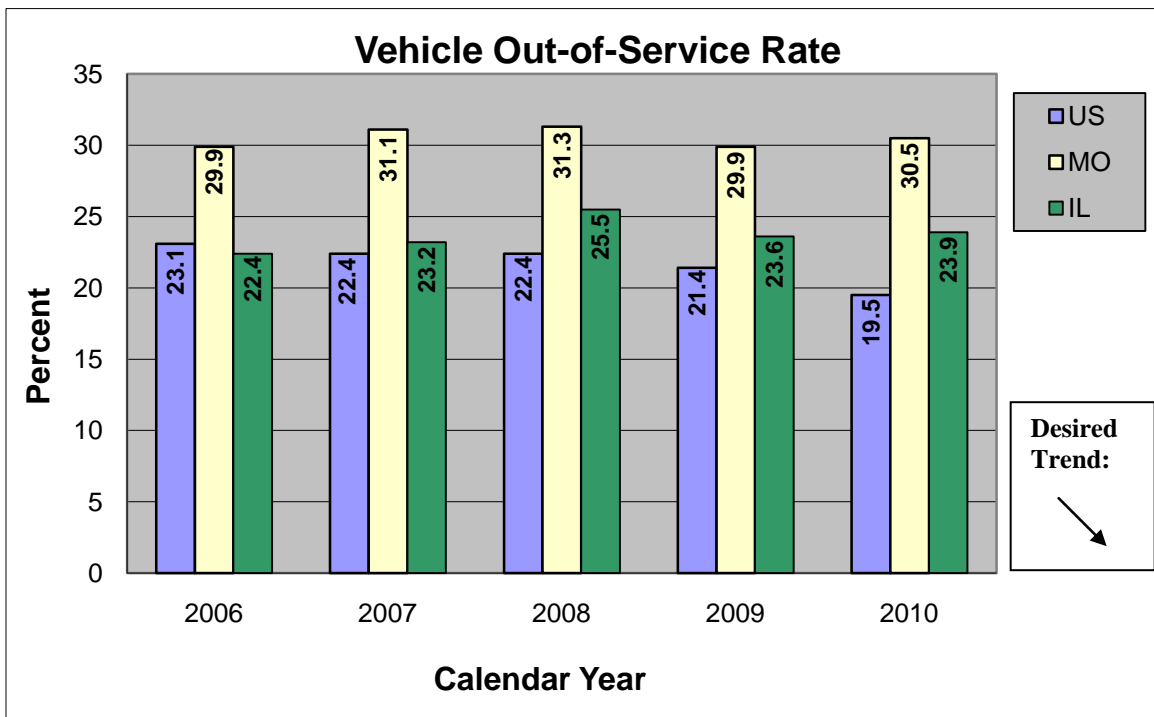
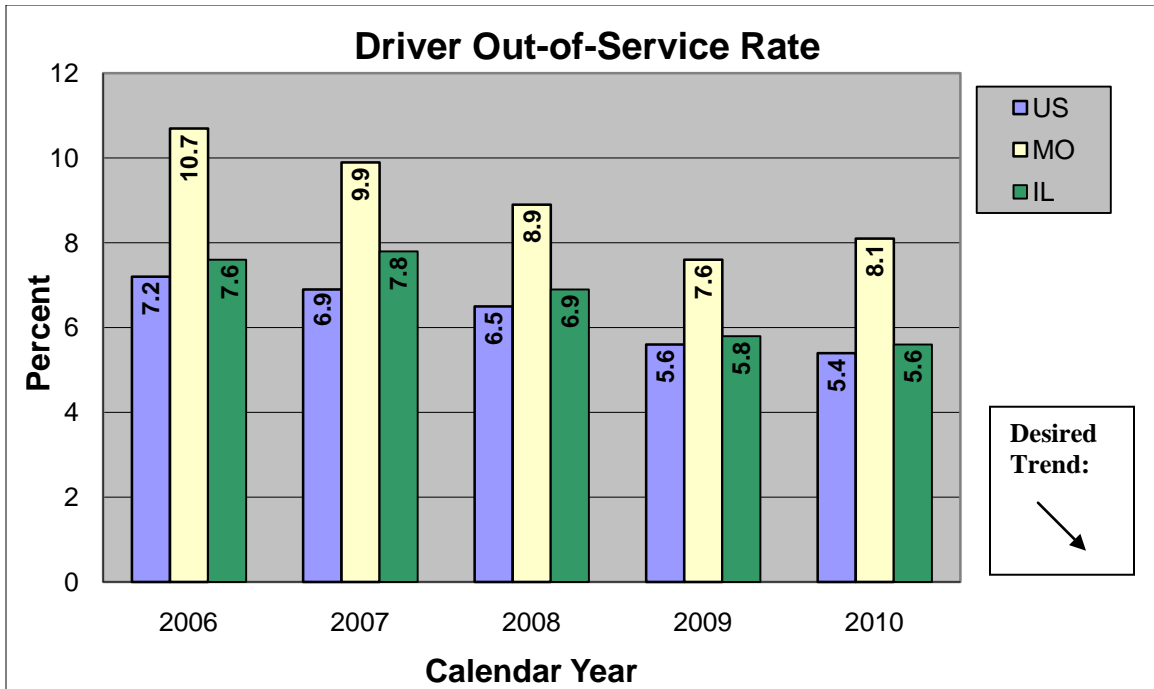
Roadside safety inspections are conducted on commercial motor vehicles and drivers en-route by the Missouri State Highway Patrol, Kansas City Police Department and the St. Louis Metropolitan Police Department. MoDOT MCS Safety and Compliance conducts safety inspections at carrier terminals and special inspection details. The goals of these inspections are to ensure that drivers of commercial vehicles are licensed, medically qualified, and are not impaired by fatigue, alcohol or controlled substances and to ensure the vehicle is in a safe operating condition. An inspection can result in a violation-free finding, violations that do not immediately impact safety (the truck can continue but cannot be dispatched again until the violation is resolved) 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.

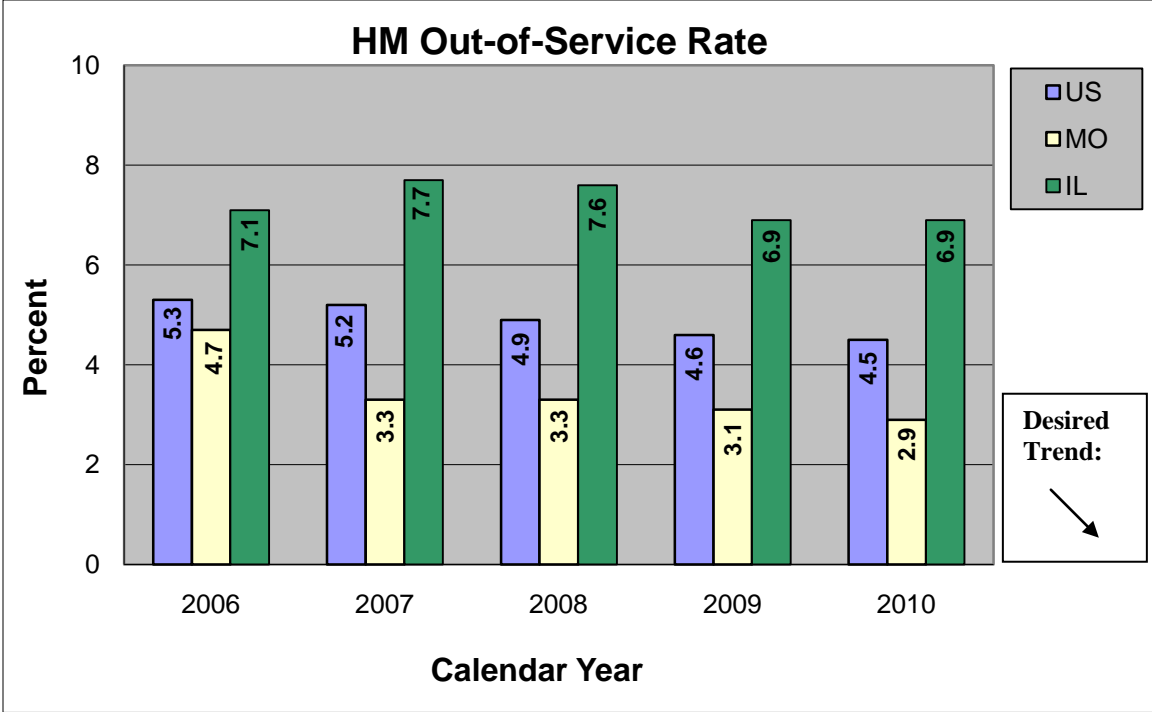
Illinois is Missouri's benchmark for out-of-service rate, using five years of inspection data. The comparison includes national out-of-service rates to determine how Missouri ranks amongst all states. The first chart shows the driver out-of-service percentage for Missouri, Illinois and the United States. The second chart shows the vehicle out-of-service percentage for Missouri, Illinois and the U.S. The third chart shows comparisons of out-of-service percentages for hazardous material transportation violations. All charts track data for Calendar Years 2006 – 2010. The totals for calendar year 2010 are current through the third quarter.

MCS' 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

Improvement Status:

The driver out-of-service rate in Missouri declined in CY 2006 through CY 2009. The vehicle out-of-service rate in Missouri has not followed the national trend of decreasing rates of out-of-service vehicles and is significantly higher than that posted by Illinois. The hazardous material out-of-service rate has essentially leveled out over the last four years.





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*.

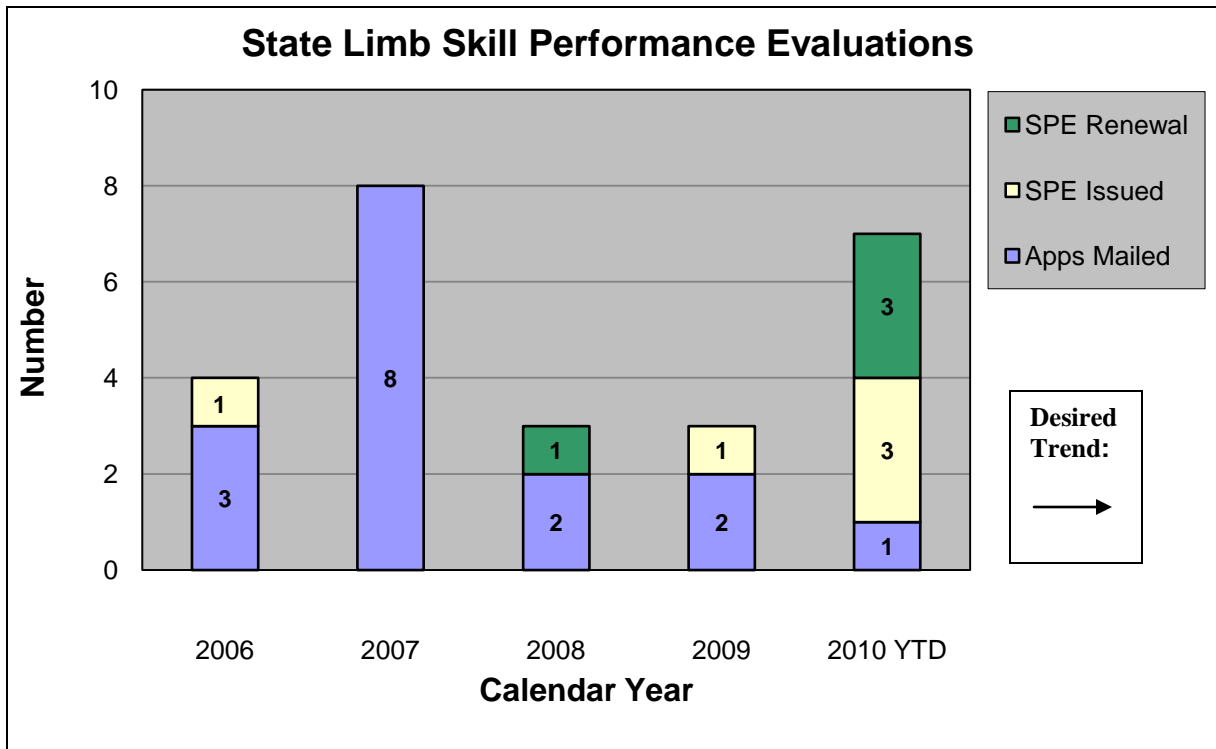
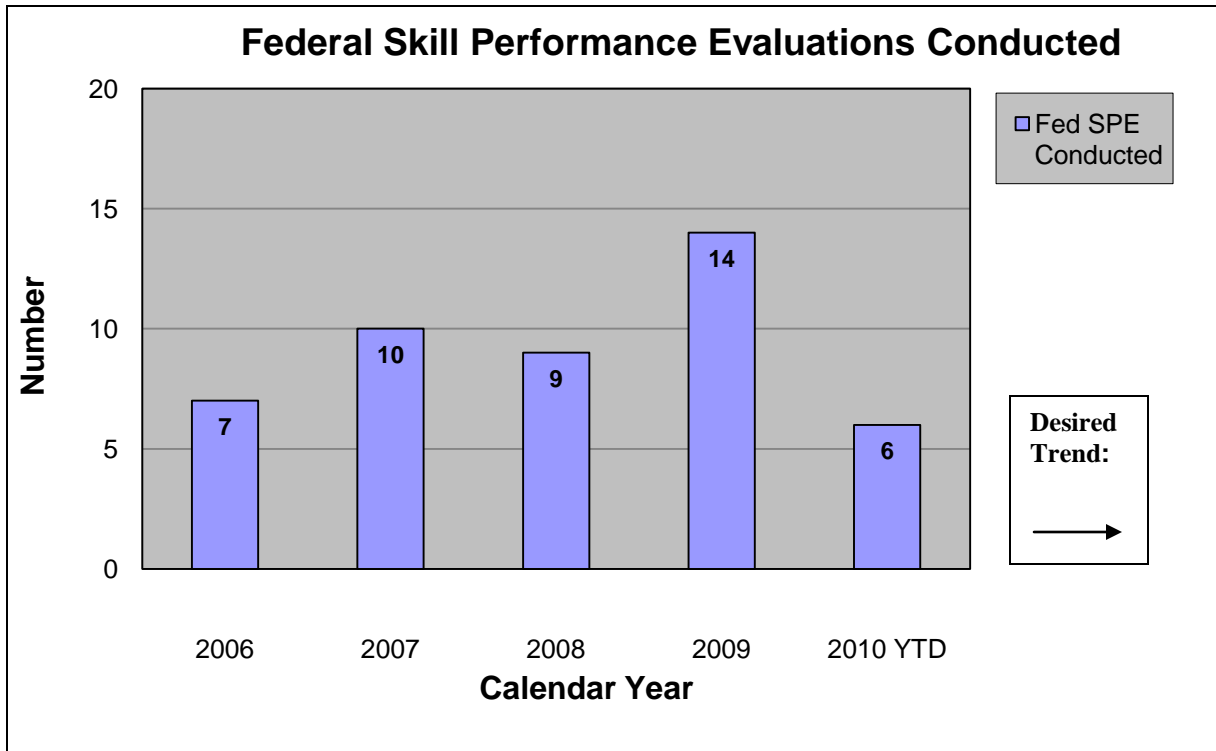
Applications for an SPE Certificate to operate intrastate commercial motor vehicles must be filed by an individual applicant-driver, either alone, or jointly with a sponsoring employer. SPEs are valid for a maximum of 24 months and may limit the driver to operating a commercial motor vehicle specially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

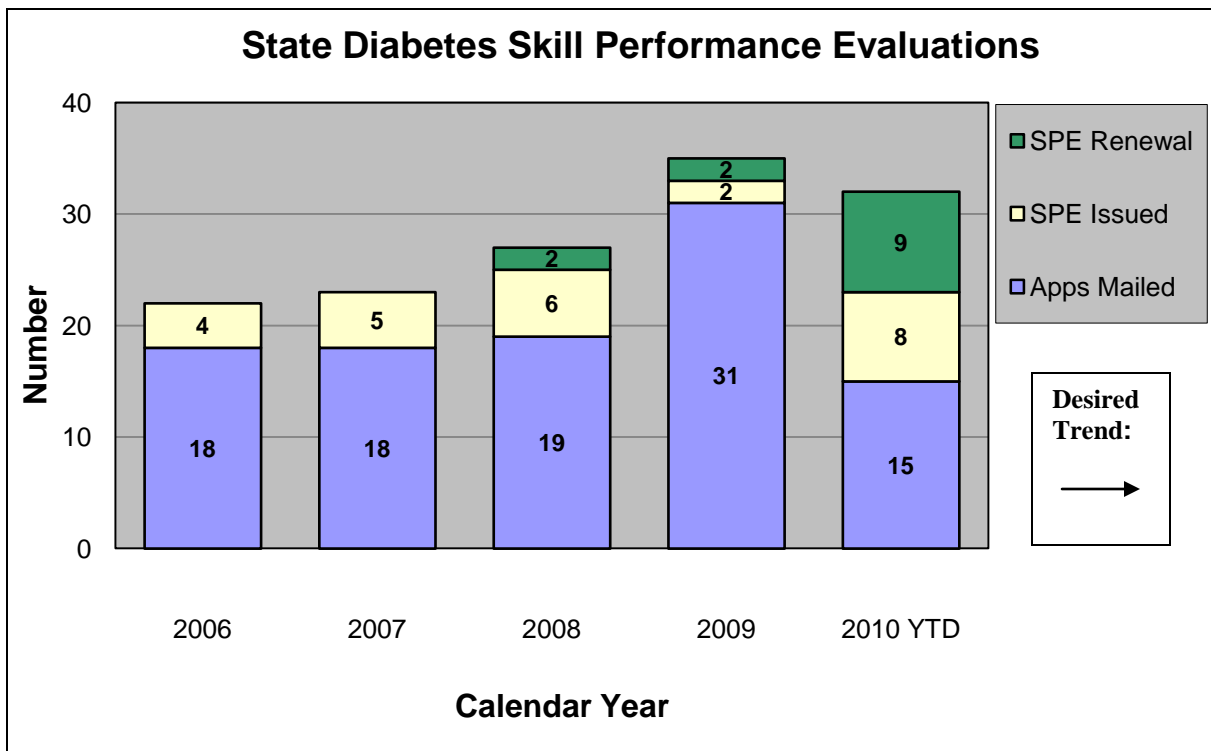
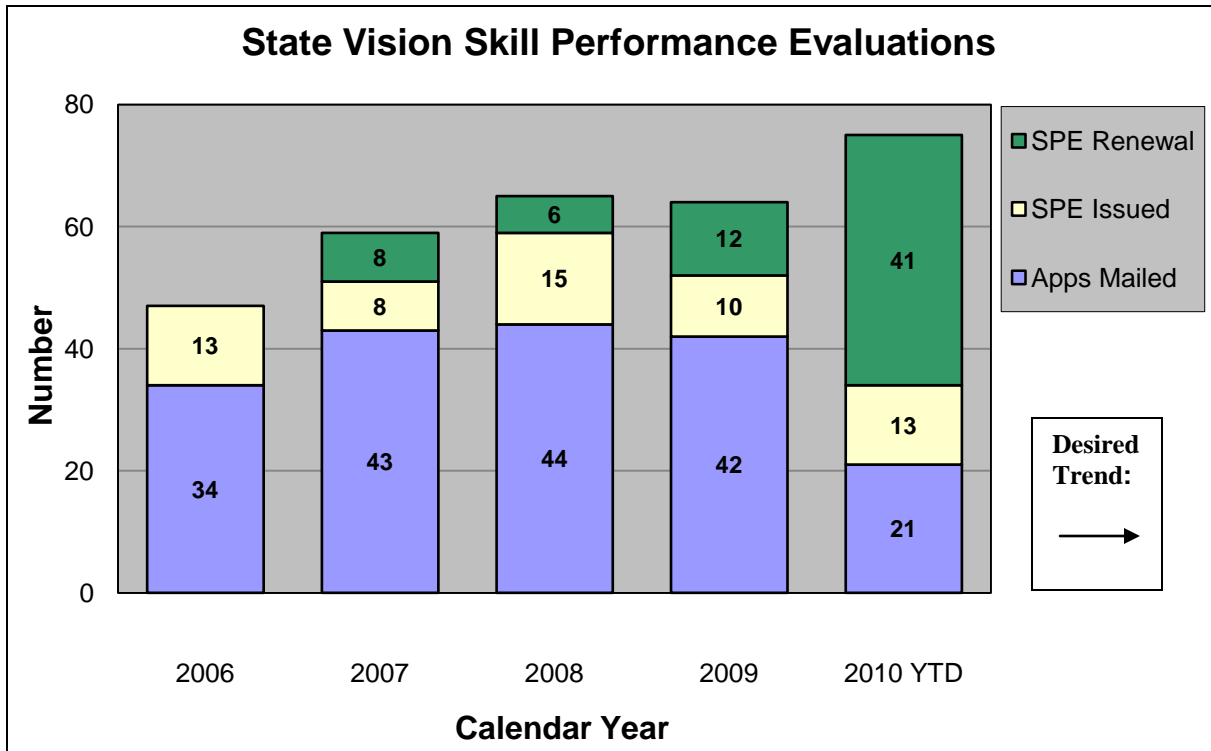
MoDOT currently offers this program only for intrastate drivers. Anyone seeking a medical exemption for interstate transportation must submit an application to the Federal Motor Carrier Safety Administration. MoDOT can waive some state application requirements if an applicant for an intrastate SPE Certificate 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 June 2009, 423 applications for waivers were received. A total of 66 SPE certificates are active, 51 for vision, 13 for diabetes and two for limb impairment.





Safe Transportation System

Number of intrastate PRISM carriers that become compliant with safety regulations

Motor Carrier Services Director: Jan Skouby

Data Driver: Darrell Colvin, Motor Carrier Investigations Specialist

Purpose:

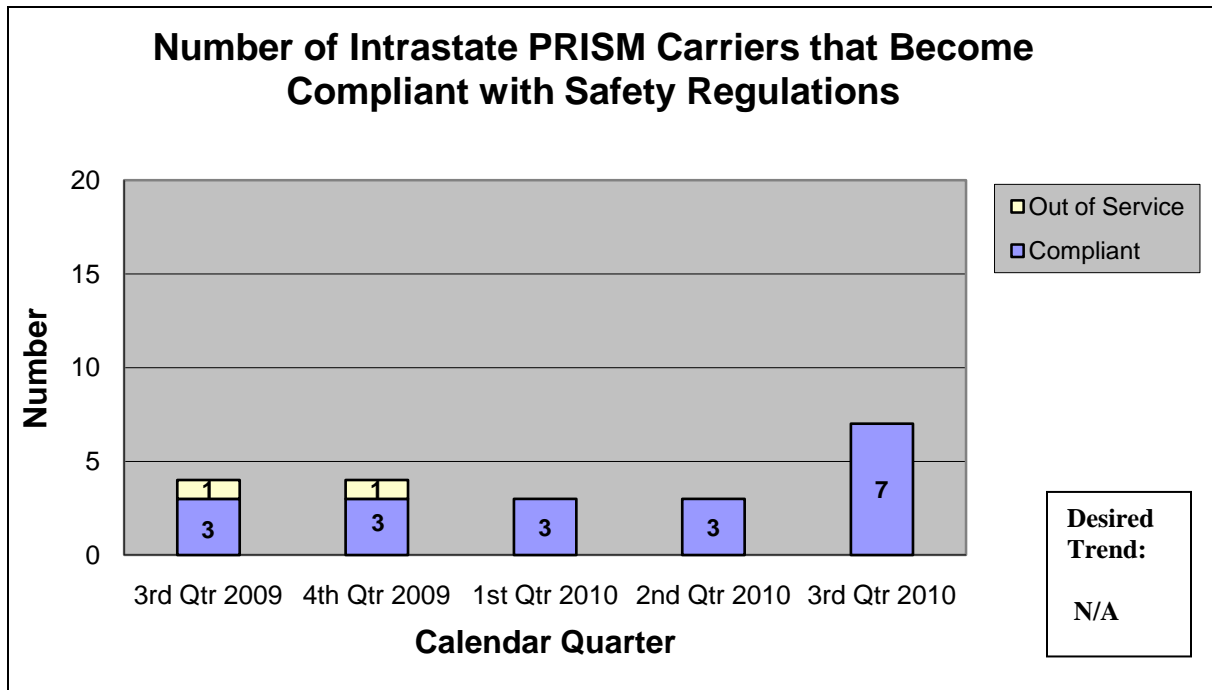
This measure tracks the number of intrastate motor carriers that receive an unsatisfactory safety rating and enter the Missouri intrastate Performance and Registration Information System Management program. This measure also tracks carriers in the PRISM program that do not attain an improved safety rating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

Description:

MoDOT implemented the PRISM program in June 2007. 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 third quarter of 2010, seven 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 third 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.

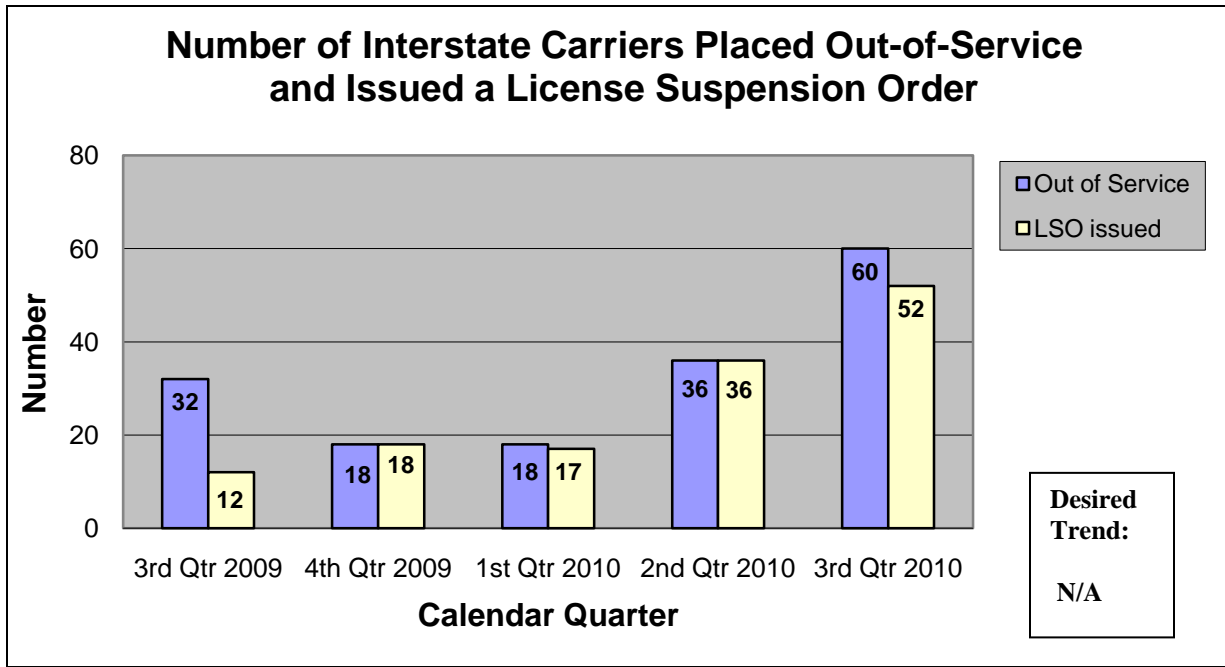
Description:

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

Improvement Status:

During the third quarter of 2010, MCS Safety and Compliance received out-of-service orders for 60 interstate motor carriers placed out of service by the FMCSA. Fifty-two out-of-service carriers were identified and issued license suspension orders. The other eight carriers had already been put back into service by the FMCSA, before MoDOT MCS could issue a license suspension order. The 52 license suspension orders issued include: seven orders to carriers that owe federal penalties, and 45 orders to new entrant carriers. Eight new entrants were placed out-of-service due to failing to allow a federal safety audit to be conducted. Thirty-seven new entrants failed their federal safety audit and did not submit a corrective action plan within the required time limitations.

MCS Safety and Compliance continues to track each new entrant that fails a federal safety audit. Carriers are contacted approximately 30 days prior to their potential federal out-of-service date. During the contact, investigators remind carriers of the corrective action plan requirement and help, if needed, with the plan submittal. During the third quarter, MCS developed a new entrant strategic plan to assist the new entrant motor carrier in becoming compliant, safe, and successful.



Safe Transportation System

Percent of commercial motor vehicle drivers using seat belts

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

Purpose of the Measure:

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

Measurement and Data Collection:

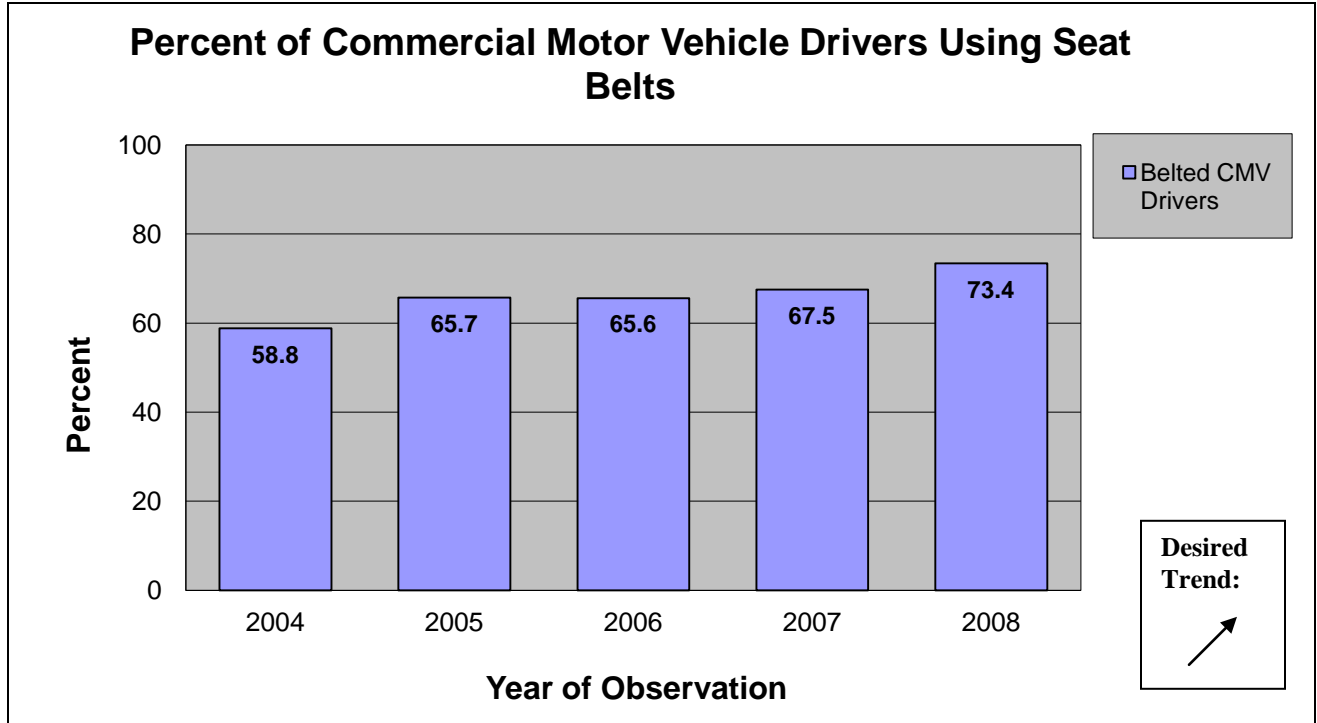
For the most recent study, MoDOT Highway Safety Division contracted with the Missouri Safety Center to conduct a visual survey of commercial motor vehicle drivers during one week of August in 2008. Spotters observed from 240 locations in 76 counties, making 22,029 observations of commercial drivers between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

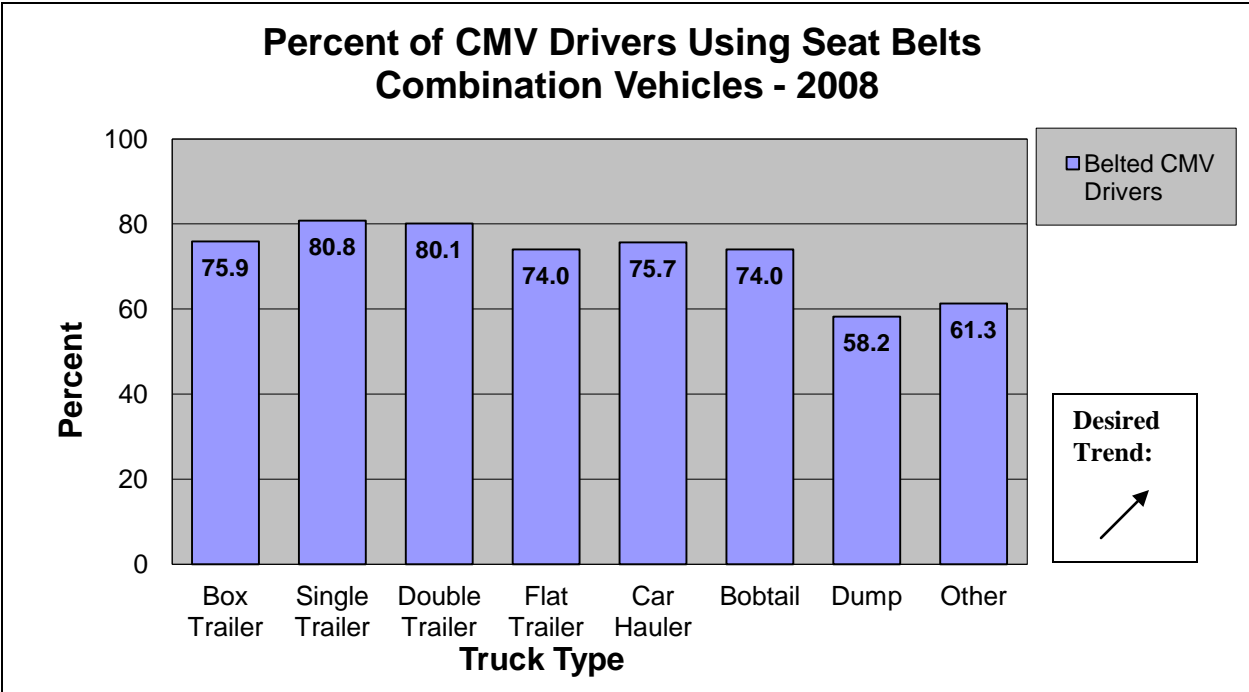
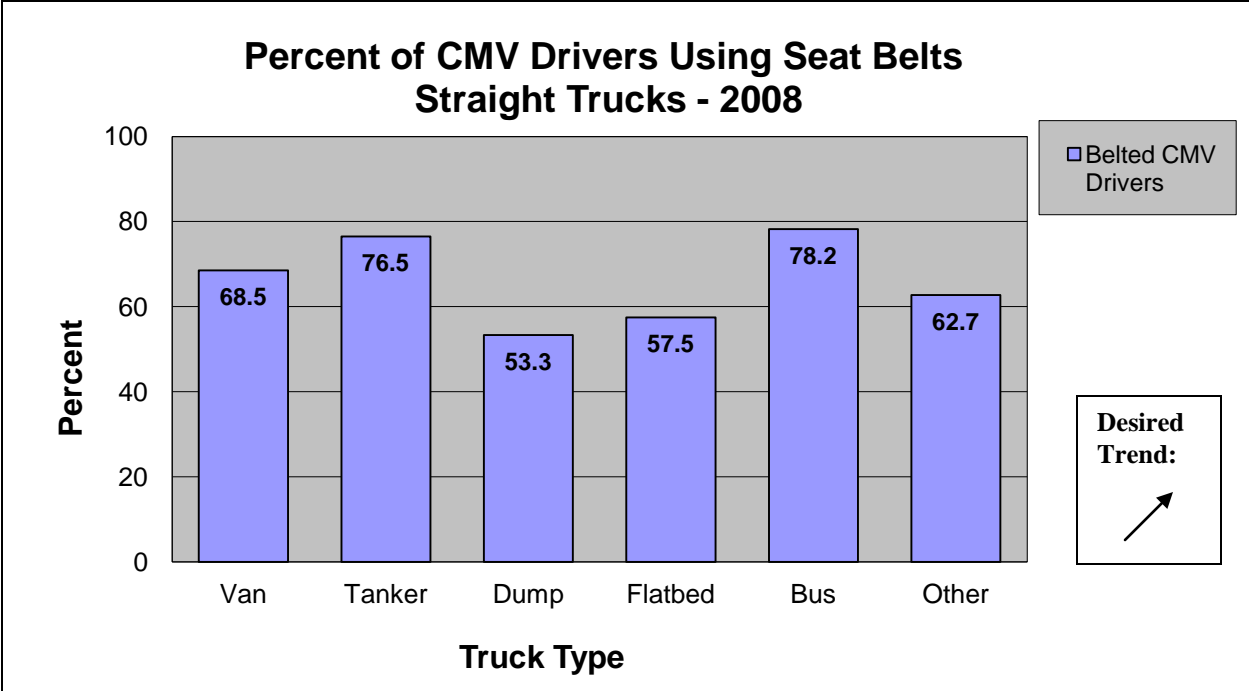
Data for studies in 2004, 2005 and 2006 are not as statistically valid as those in 2007 and 2008 because the total number of observations are lower.

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, Senior Administrative Technician

Purpose of the Measure:

This measure tracks the number of phone calls received and the length of time calls wait in the phone queue of the CISCO phone system for the Motor Carrier Services Compliance Communication Center programs: International Registration Plan, Oversize Overweight, Operating Authority and 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. 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 a two-year comparison is available.

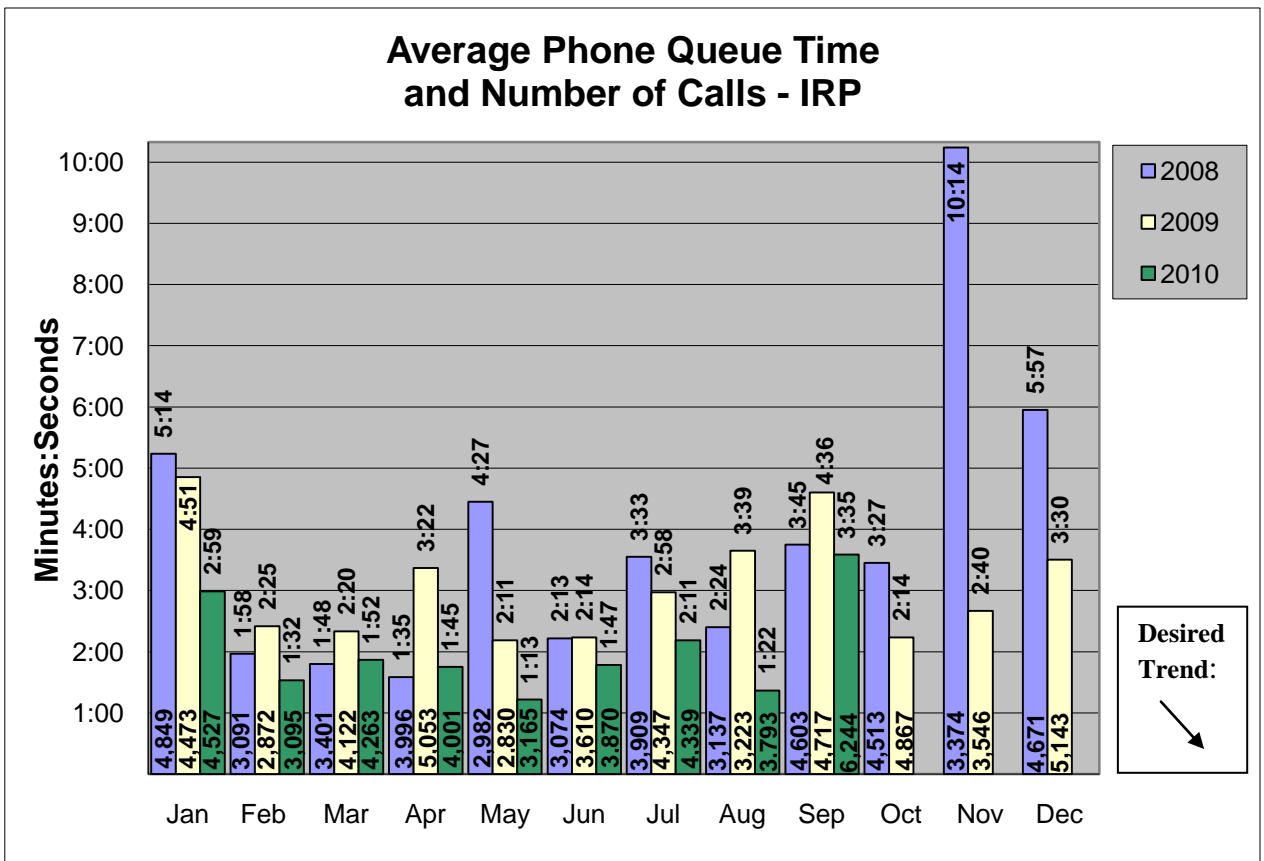
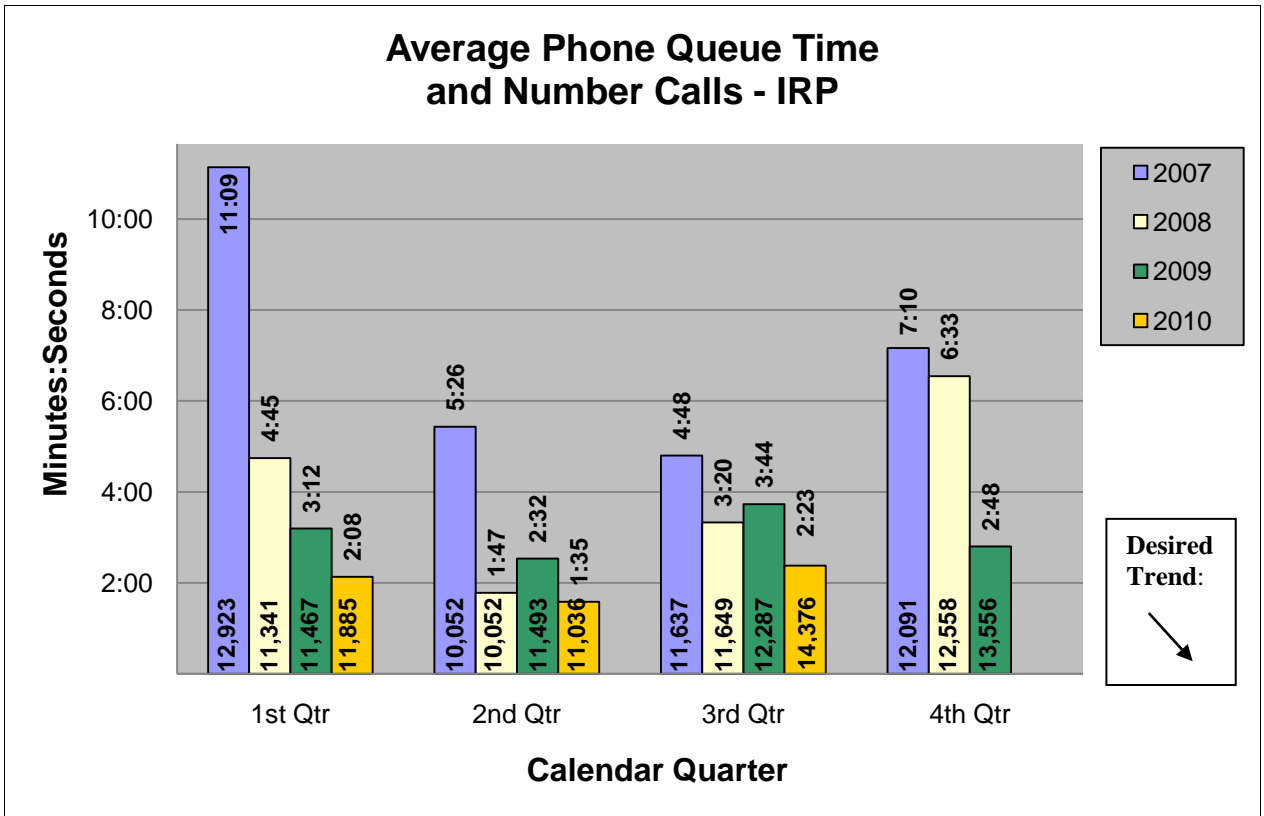
The number of IRP/IFTA phone calls increased by 2,089 (17 percent) compared to the third quarter of 2009. The average phone queue time also dropped by 1:21 (36.1 percent) in the third quarter of 2010 versus 2009. The increased calls are a result of increased use of MoDOT Carrier Express by 105 IFTA customers (5.2 percent) and 388 (16 percent) more IRP renewal customers. The number of calls for IRP fell by 8 in July but increased by 570 in August and 1,527 in September. The team managed to decrease the wait time because more cross-trained agents are available to help on phones.

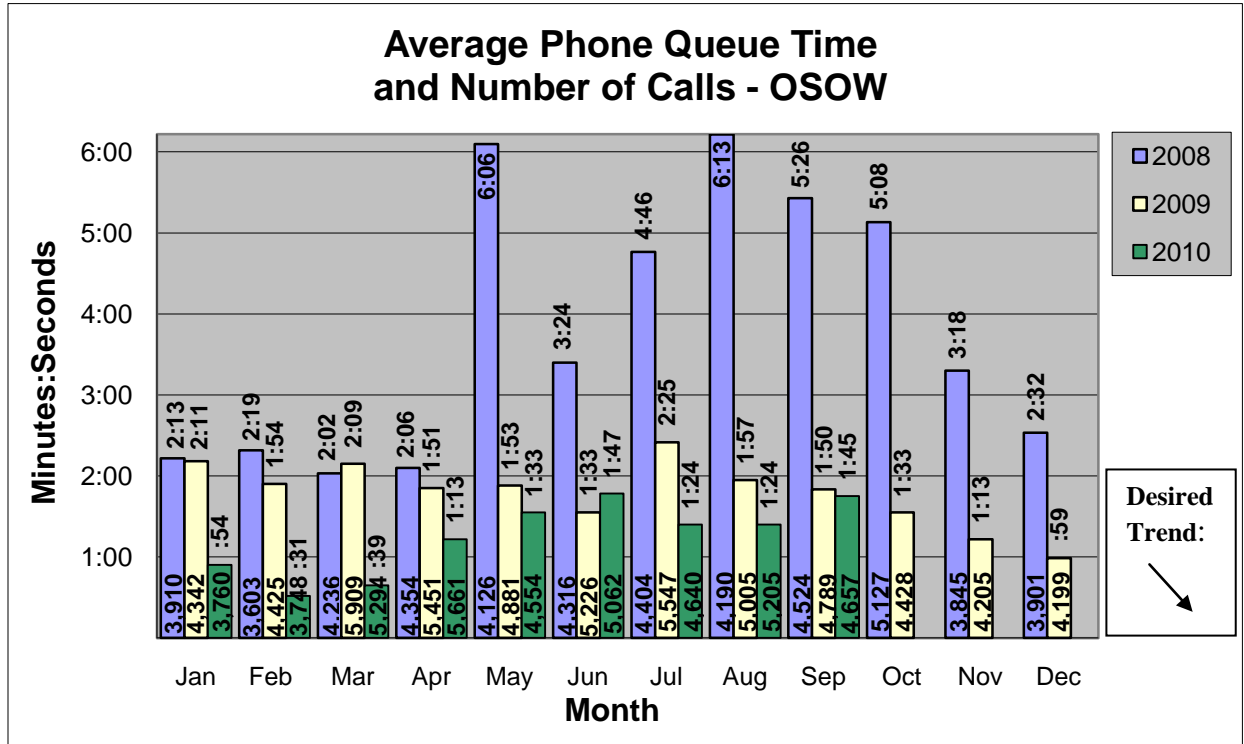
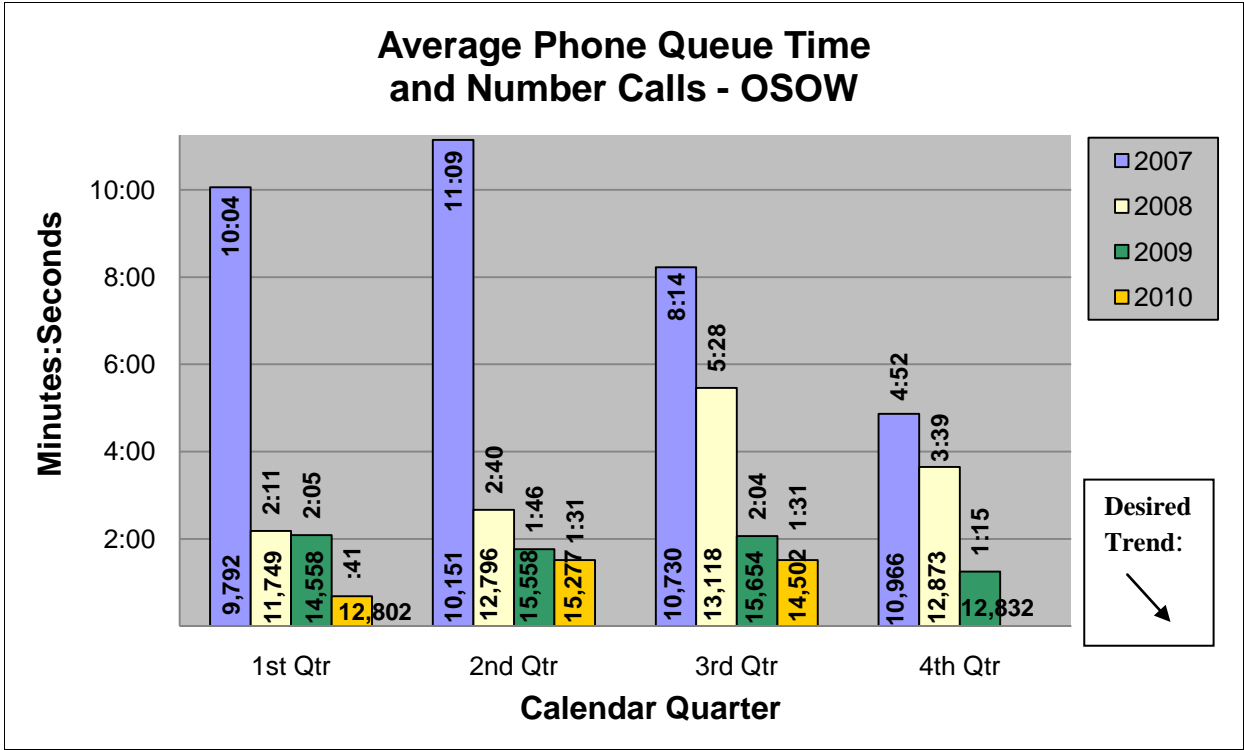
OSOW saw a decrease of 775 (50.7 percent) in the number of calls received with no change in the queue time of 1:31 from the second quarter of 2010 to the third quarter of 2010. The release of UCR fees likely played a part in the increase of calls in the second quarter 2010 resulting in the decrease of number calls in the third quarter 2010.

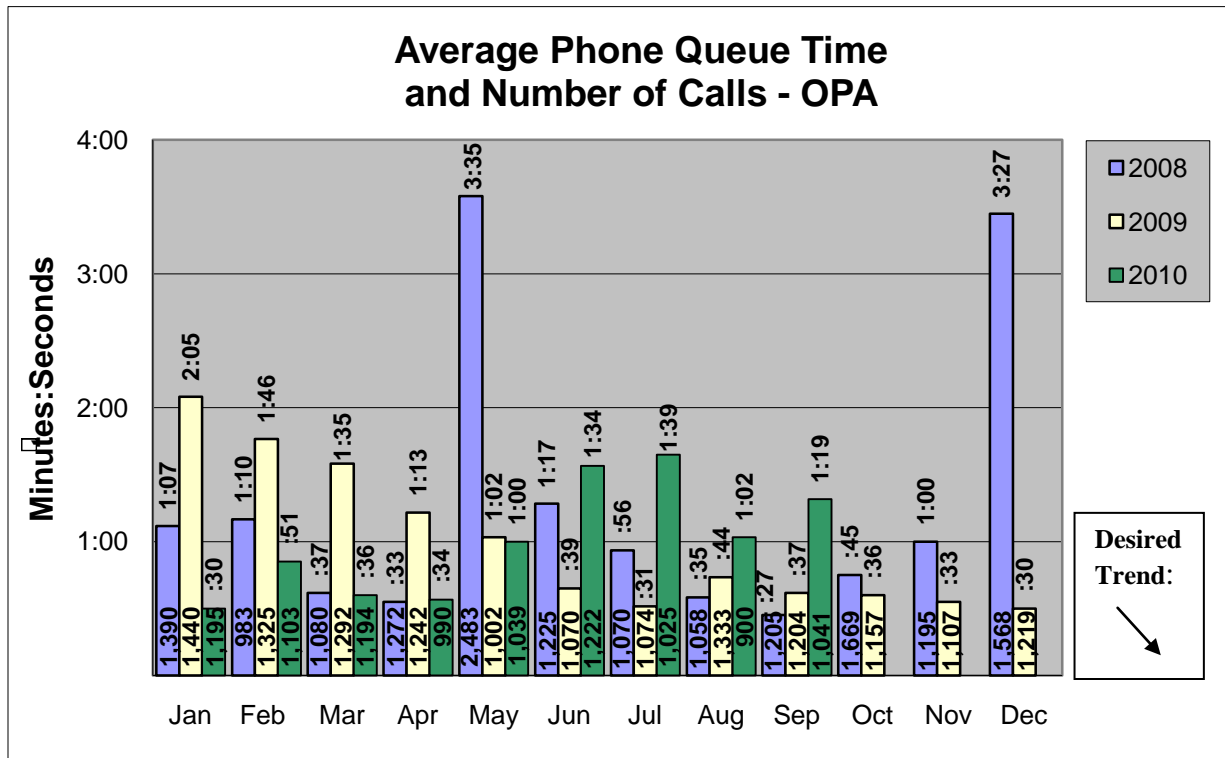
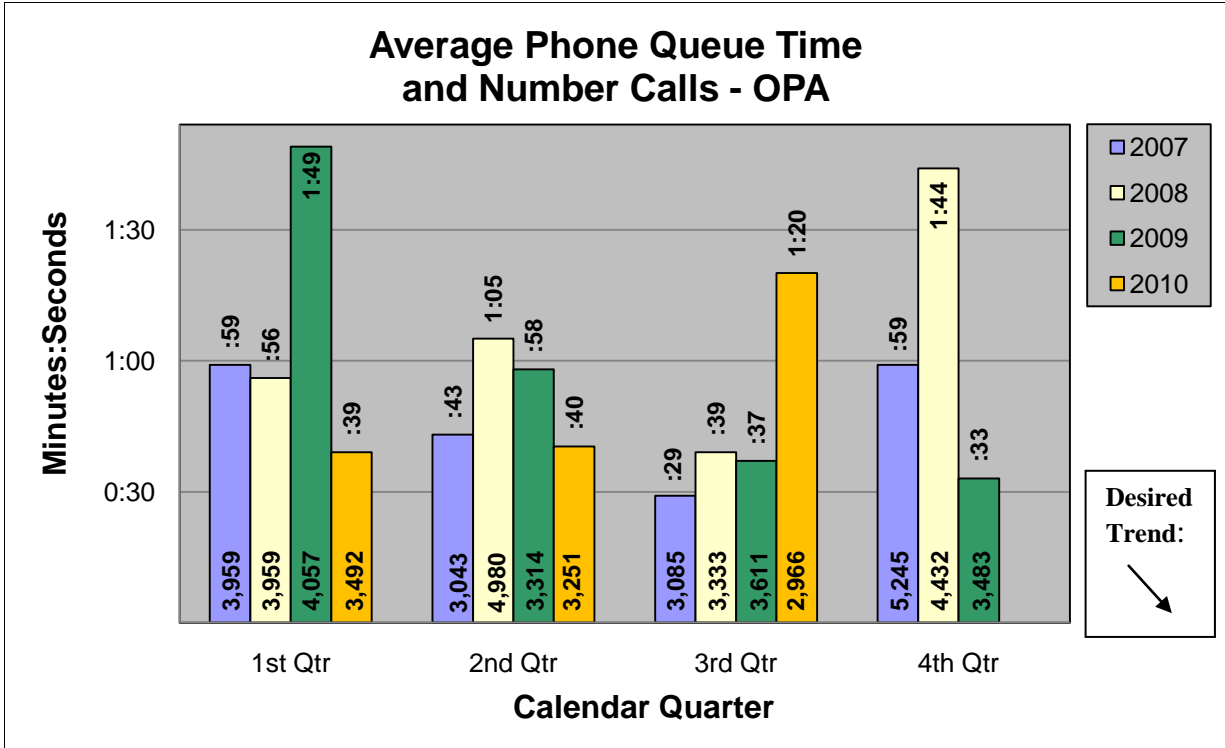
OSOW saw a decrease of 1,152 (7.4 percent) in the number of calls received and a decrease of 33 seconds (26.6 percent) in queue time from the third quarter of 2009 compared to 2010. Auto-issued permits and the higher percentage of carriers applying online likely reduced the number of calls from 2009 to 2010.

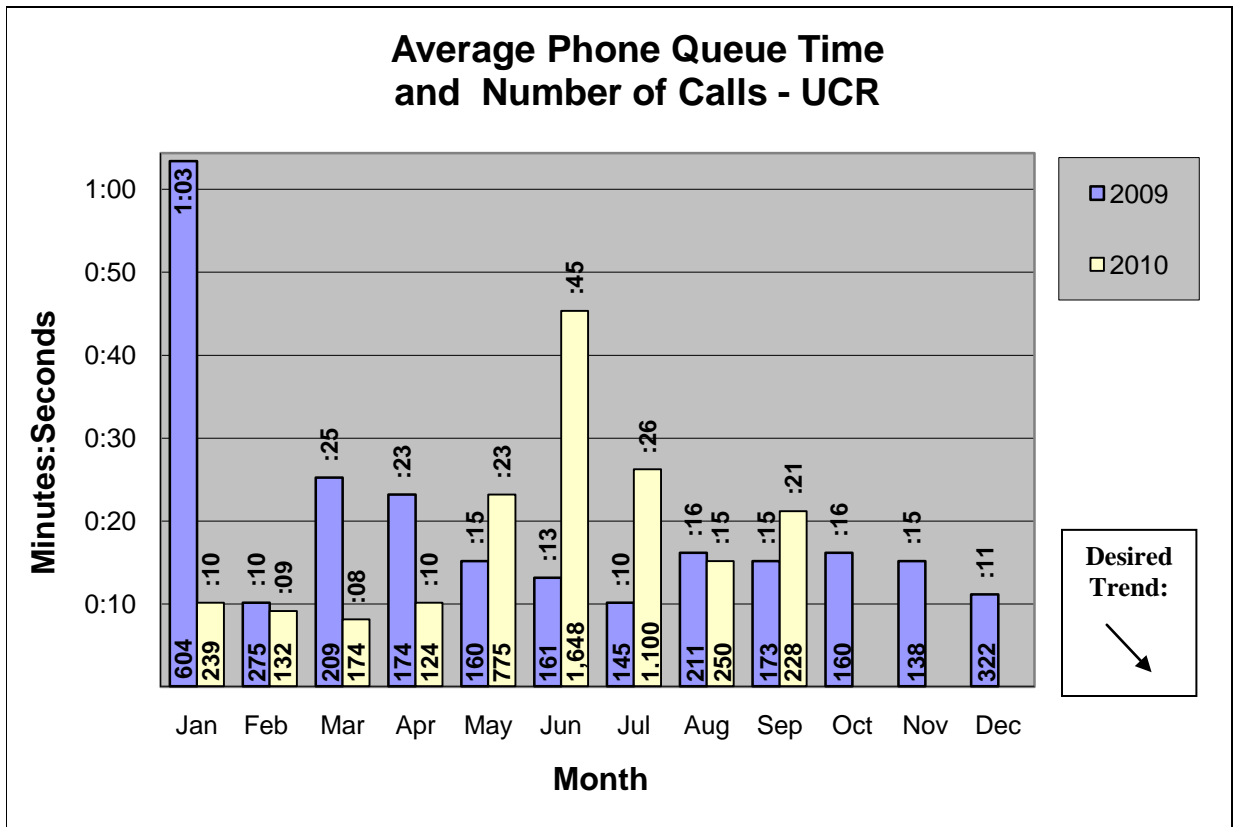
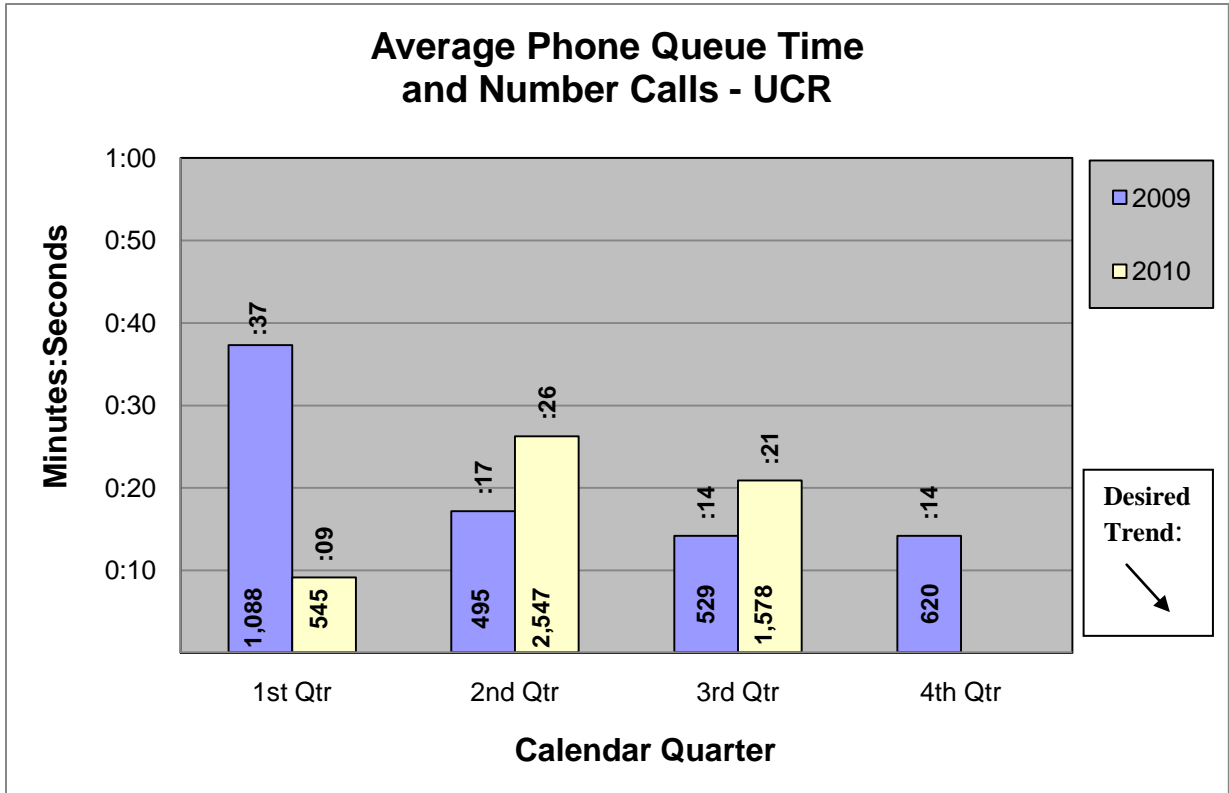
The number of OPA phone calls decreased by 285, or 8.7 percent, from the previous quarter. However, the hold time increased by 40 seconds. The minimal increase in hold time can be explained by MCS leveling resources and using agents primarily assigned to OPA to assist with other phone queues during peak times. Also during the third quarter, the OPA team experienced an increase in walk-ins, a mass mailing of annual credential renewals and suspension of authority for carriers failing to file tariff and/or annual financial statements. These projects consumed time away from phones for at least one OPA agent, which decreased phone coverage.

The number of UCR phone calls decreased by 969, or 38 percent, from the previous quarter. The average hold time decreased by 5 seconds. The decrease in calls can be attributed to the timing of the 2010 UCR renewals. MCS requested a compliance date of July 1. UCR enforcement for 2010 fees began July 15. The majority of UCR registrants completed their business in the previous quarter. The UCR phone queue is set up to route to the first available CCC agent. Because of this structure, the average hold time should always be minimal except during peak times.









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

Walk-in wait time

Motor Carrier Services Director: Jan Skouby

Measurement Driver: Diana Stickler, Senior Administrative Technician

Purpose:

This measure tracks Motor Carrier Services' 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 initiates 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 third quarter of 2010 is 717, an increase of 12 (1.7 percent) from the second quarter of 2009. 221 of the walk-ins were assisted in several programs by one agent.

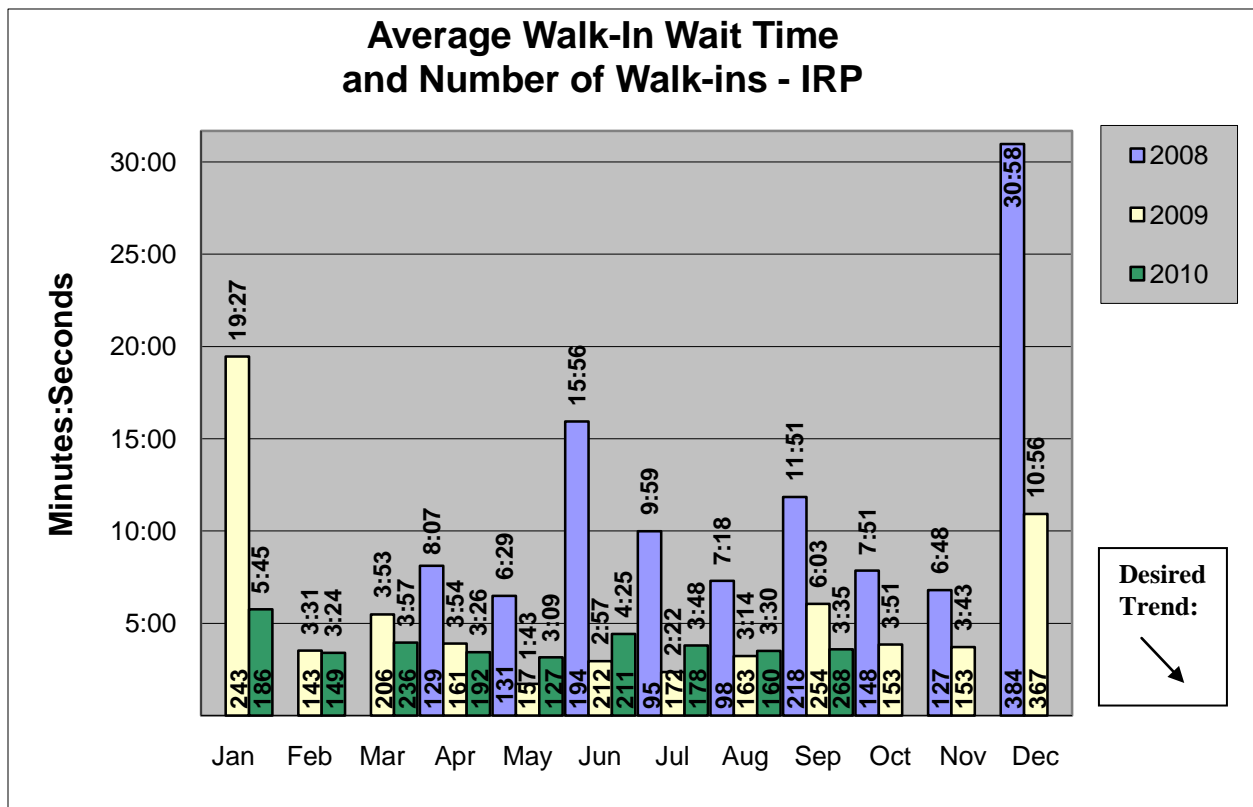
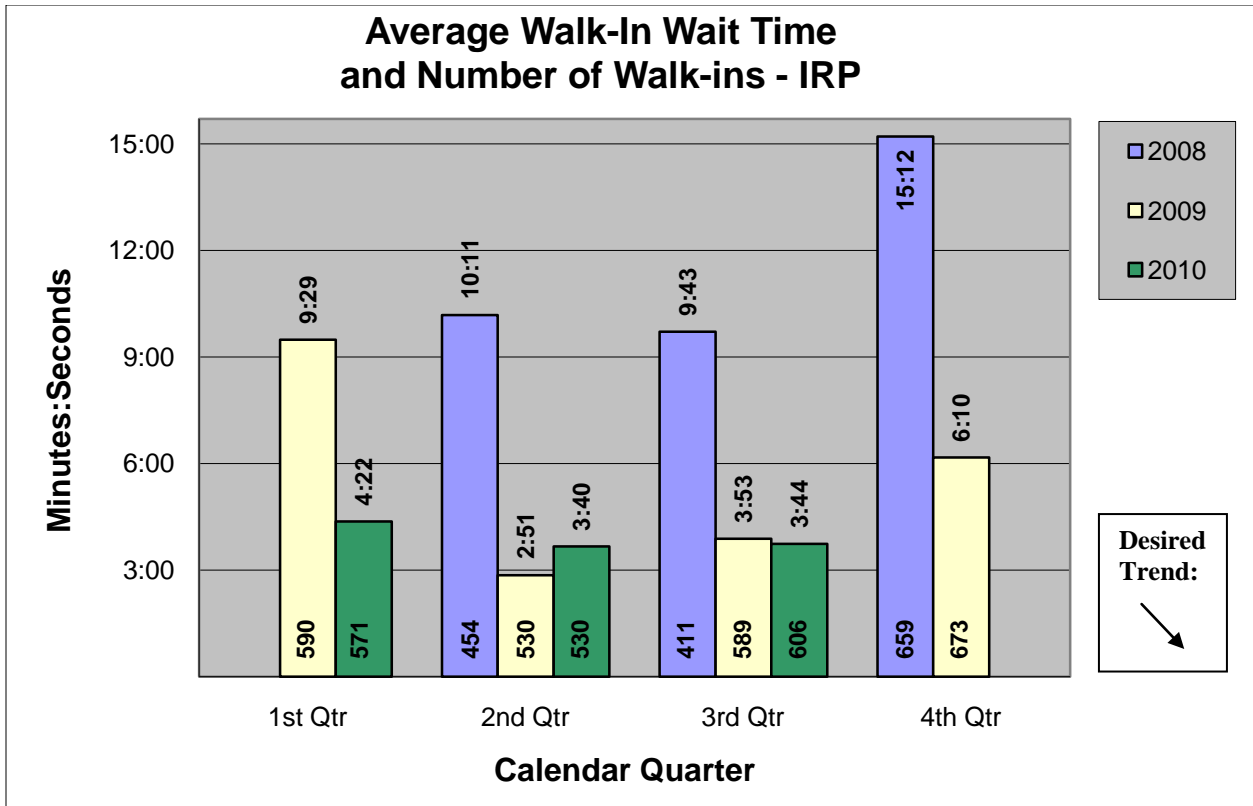
The number of IRP and IFTA walk-ins is relatively unchanged compared to the third quarter of 2009. There was a decrease of 17 (2.9 percent) in the number of IRP walk-ins and an increase of 20 IFTA walk-ins (9.3 percent) between the third quarters of 2010 and 2009.

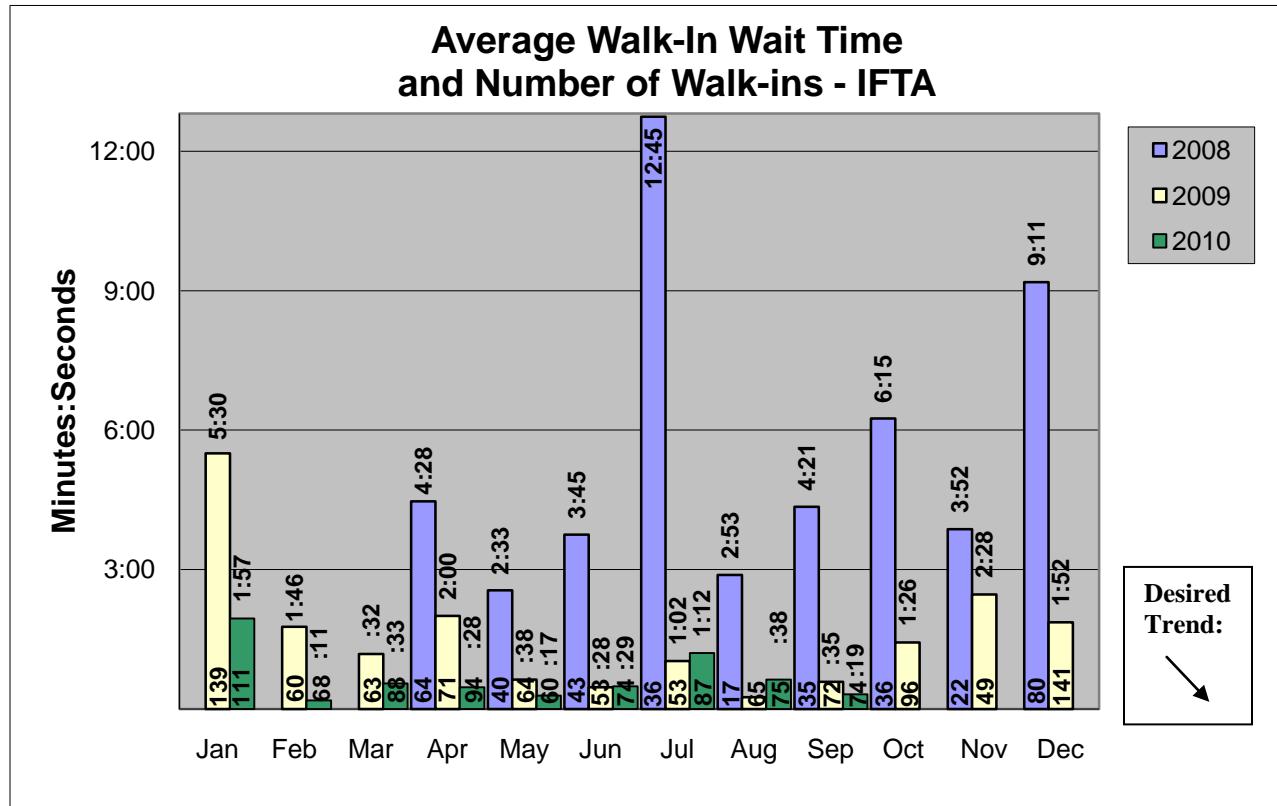
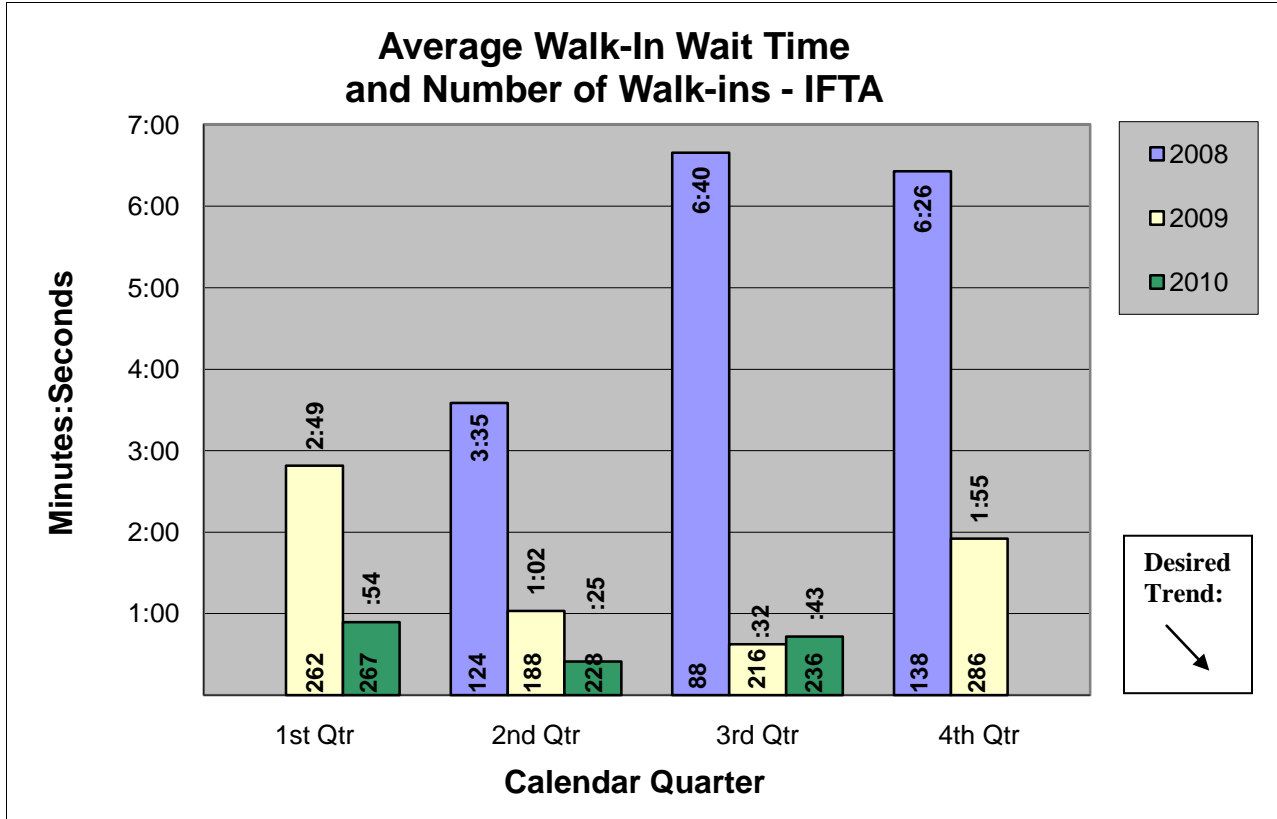
The average wait time for IRP walk-ins decreased by 9 seconds (3.9 percent) from the third quarter of 2010 versus 2009. Average wait time for IFTA walk-ins in the third quarter of 2010 increased by 11 seconds (34.4 percent). Overall there was no change to the wait time for IRP/IFTA walk-ins. Dedicated walk-in agents are assigned in an effort to decrease the walk-in wait time, however IRP lost an agent during the busiest walk-in time of the year, the last week of September.

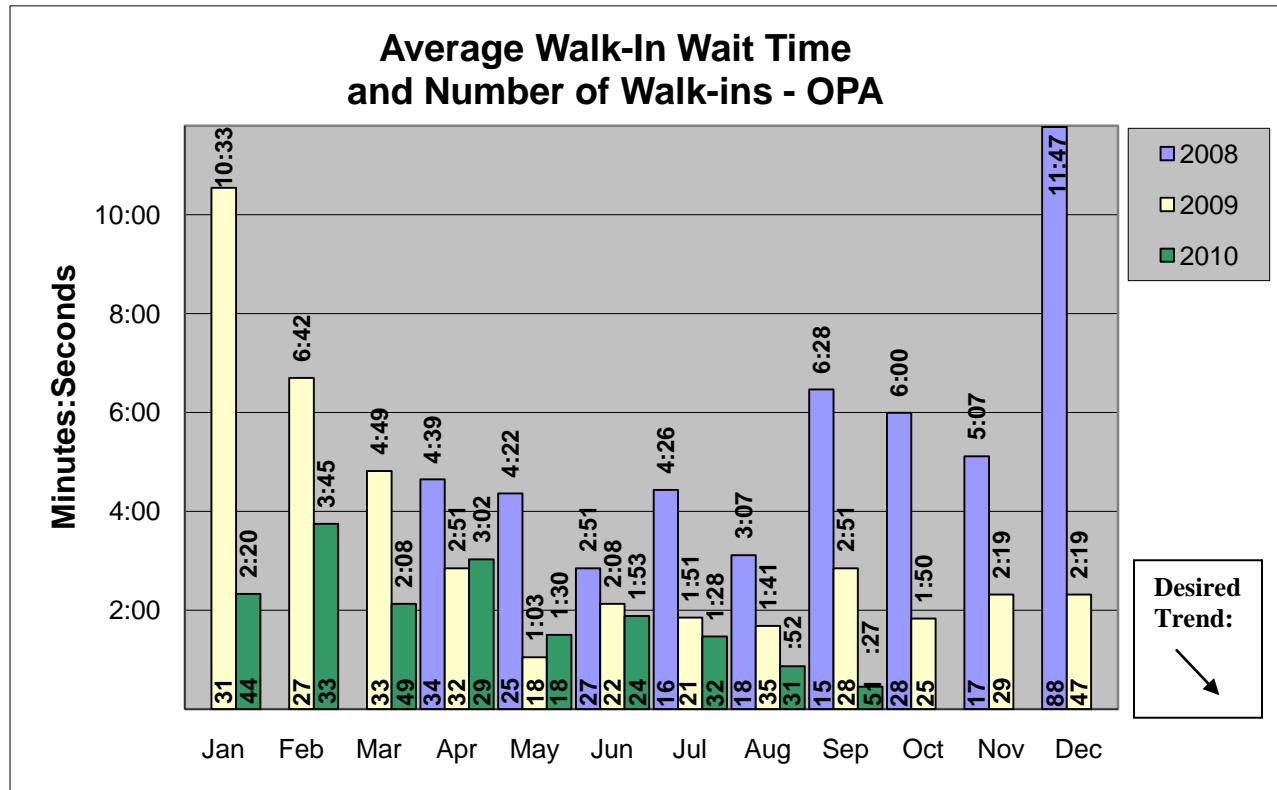
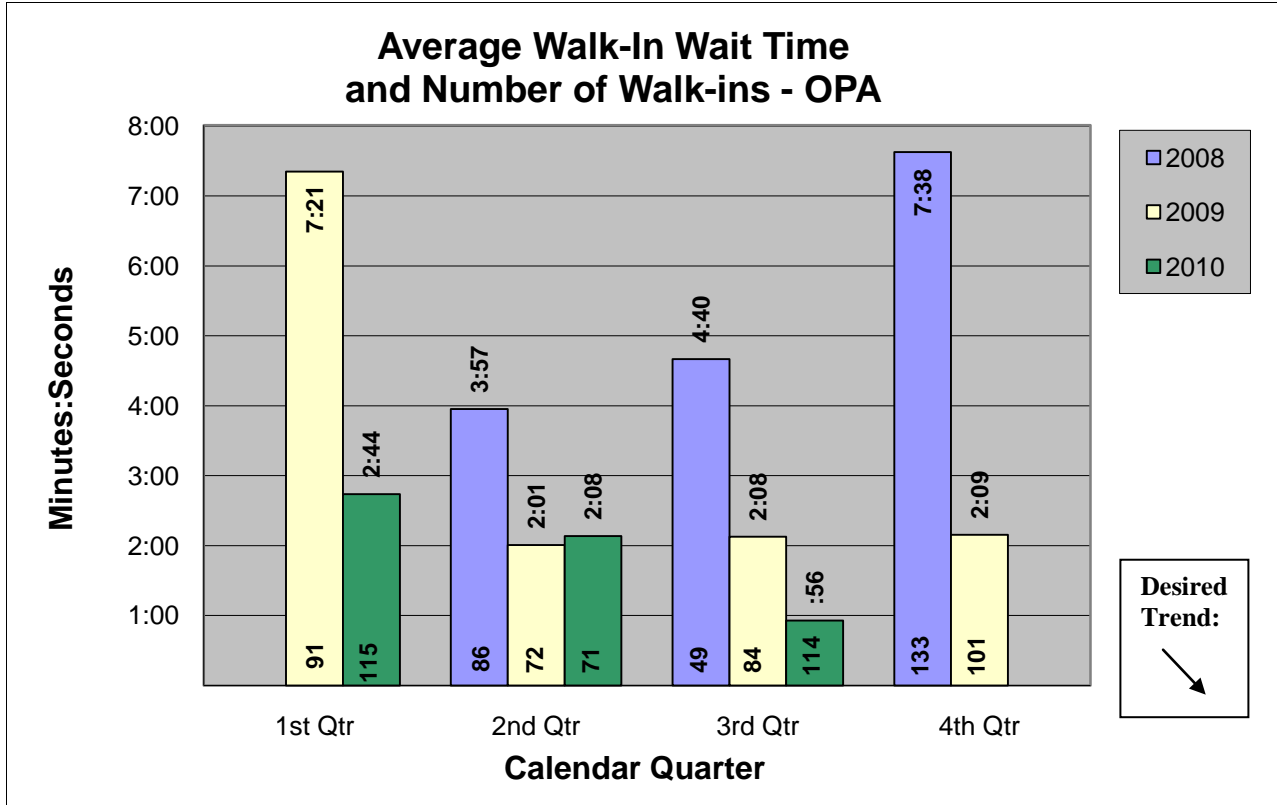
The number of OPA walk-ins increased by 43, or 61 percent, from the previous quarter. Despite the increased number of walk-ins, the average wait time decreased by 1 minute and 12 seconds. The OPA walk-ins assisted during the third quarter were a combination of new MO-1 applicants, intrastate renewals, and general questions. The majority of the walk-ins assisted by OPA were also assisted by an IRP agent.

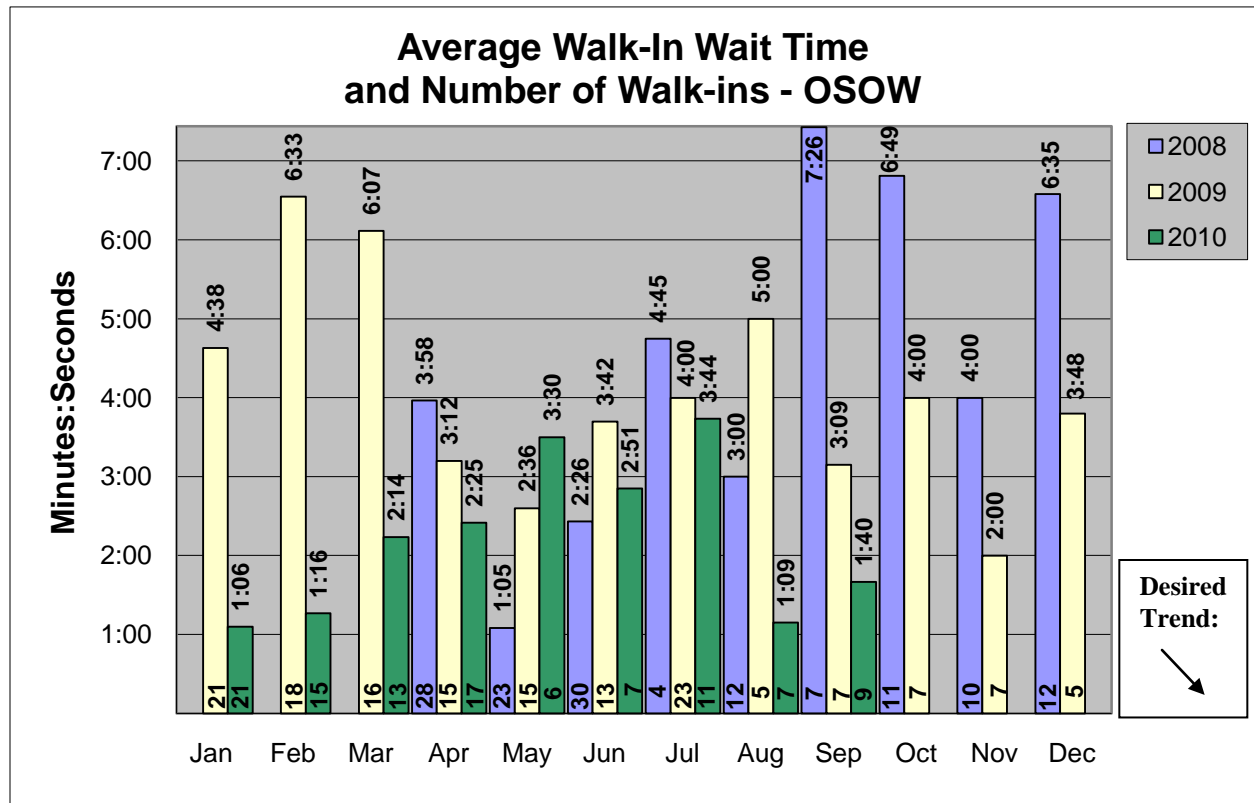
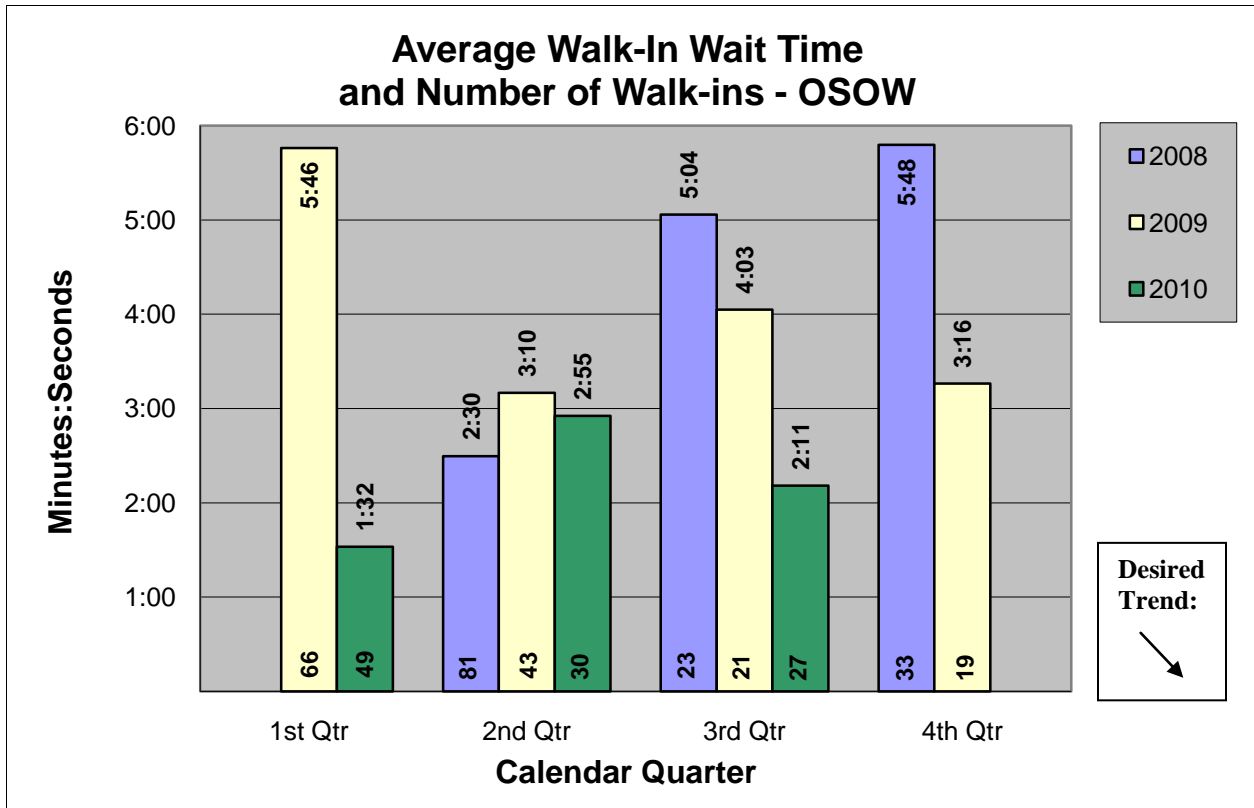
Comparing the third quarters of 2009 and 2010, OSOW walk-ins increased by 6 (28 percent) from 21 to 27 carriers. Wait time decreased by 1:52 (46.1 percent). Auto-issued permits and a higher percentage of online applications continue to be the result of minimal walk-ins for OSOW.

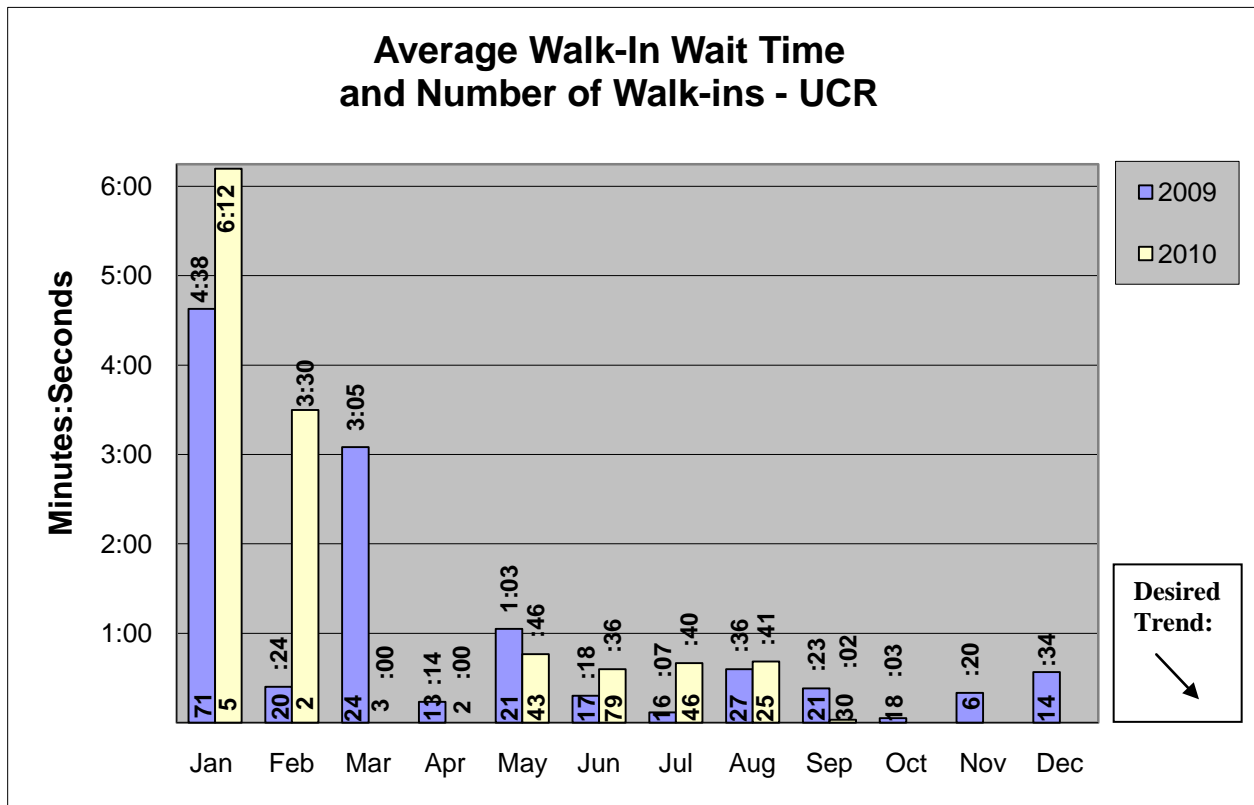
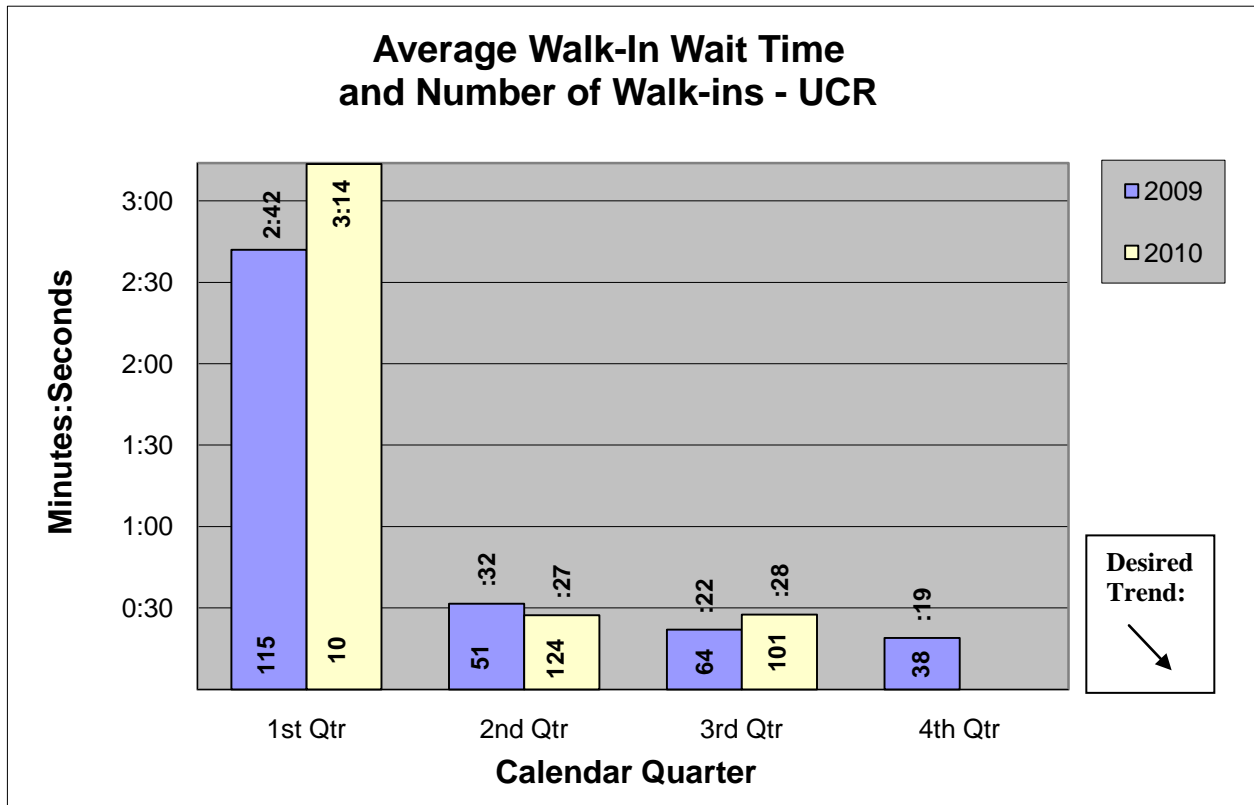
The number of UCR walk-ins decreased by 23, or 19 percent, from the previous quarter. The average wait time increased by one second. Most UCR applicants were assisted by an IRP agent in conjunction with an IRP renewal or other supplement.











Partner with Others to Deliver Transportation Services

Hours served in partnership

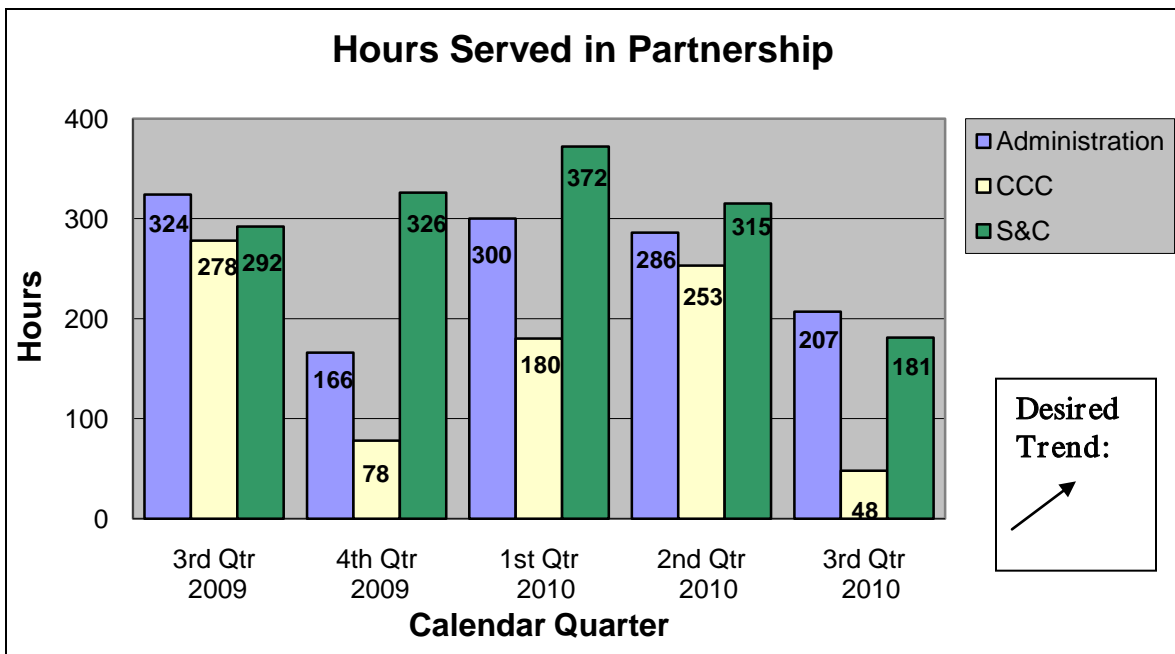
Motor Carrier Services Director: Jan Skouby
Data Driver: Bill Hampton, Senior Motor Carrier Specialist

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

Improvement Status:
 During the 3rd quarter of 2010, travel restrictions that support MoDOT’s Five-Year Plan reduced MCS’ out-of-state travel to conferences. Compared to the third quarter of 2009, overall hours spent in partnership are down 458 hours or 51 percent. Partnership hours are down for all sections, most dramatically in the CCC.



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.

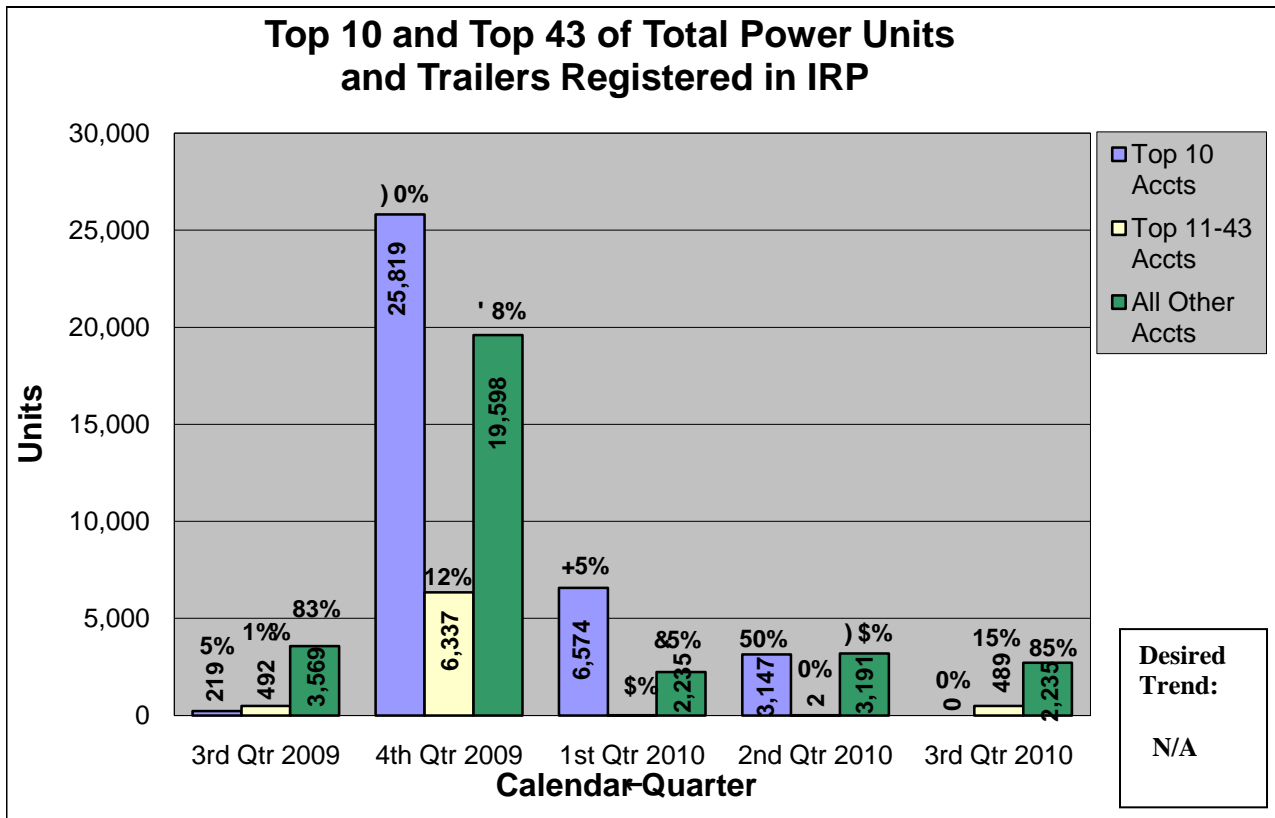
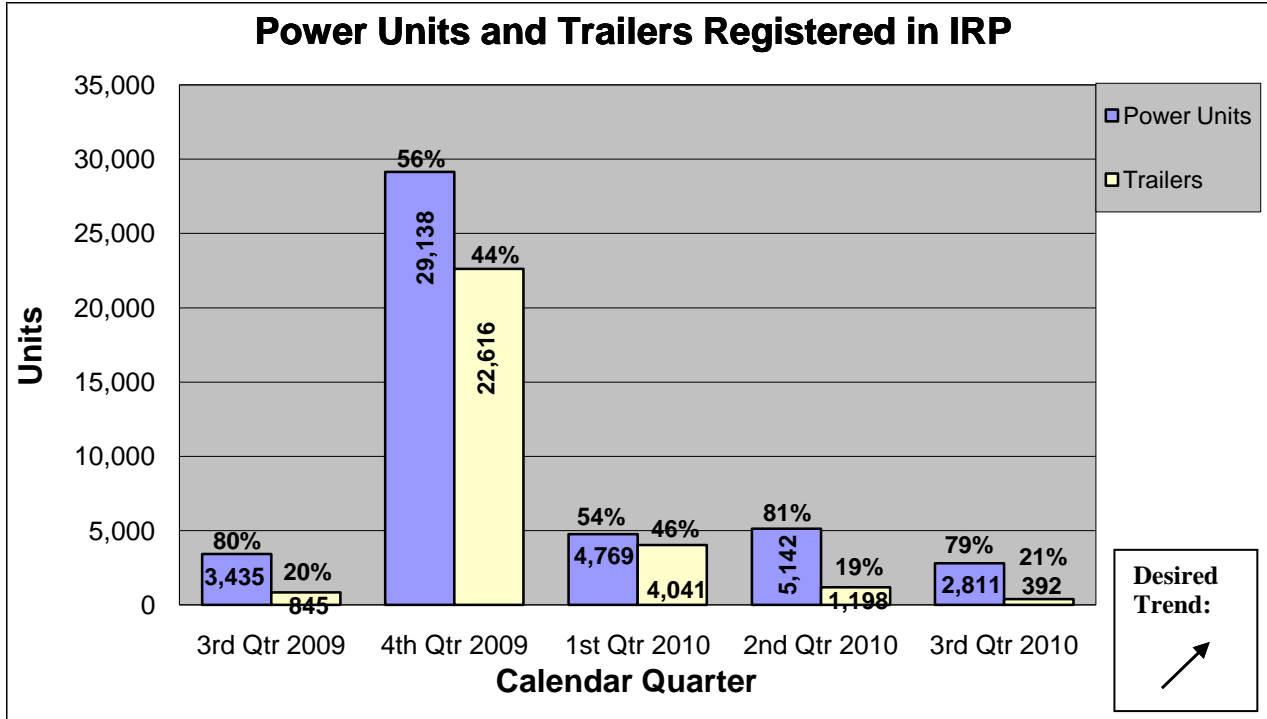
Improvement Status:

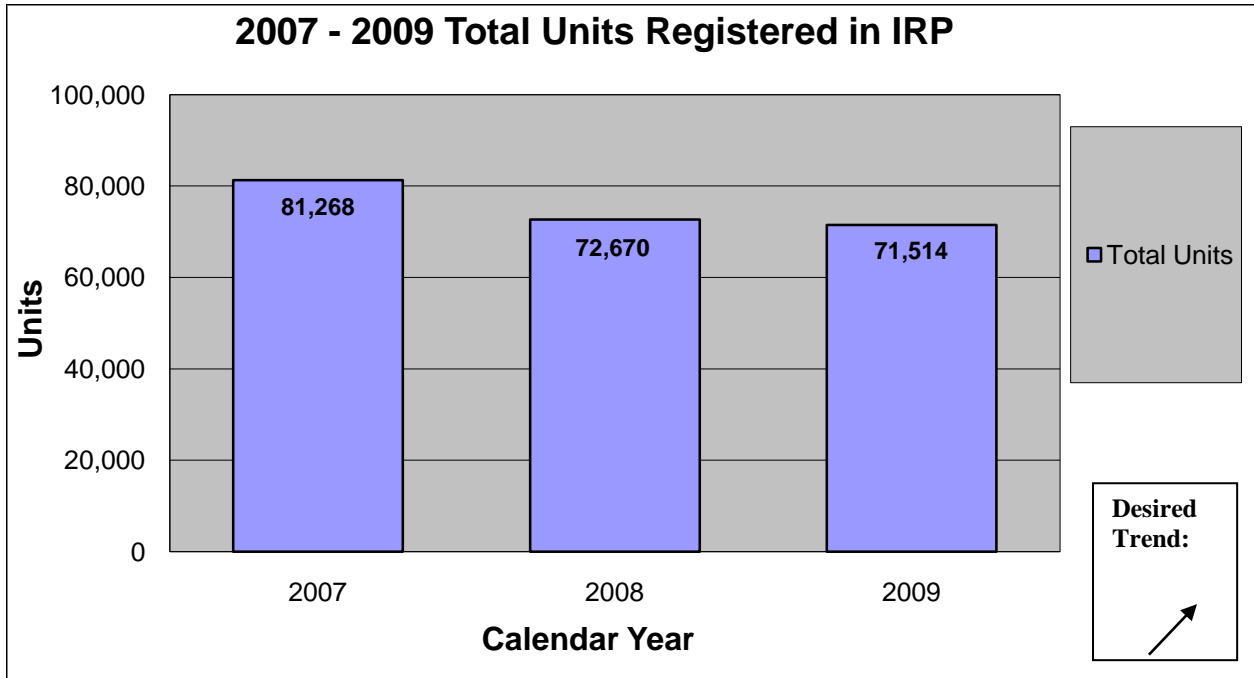
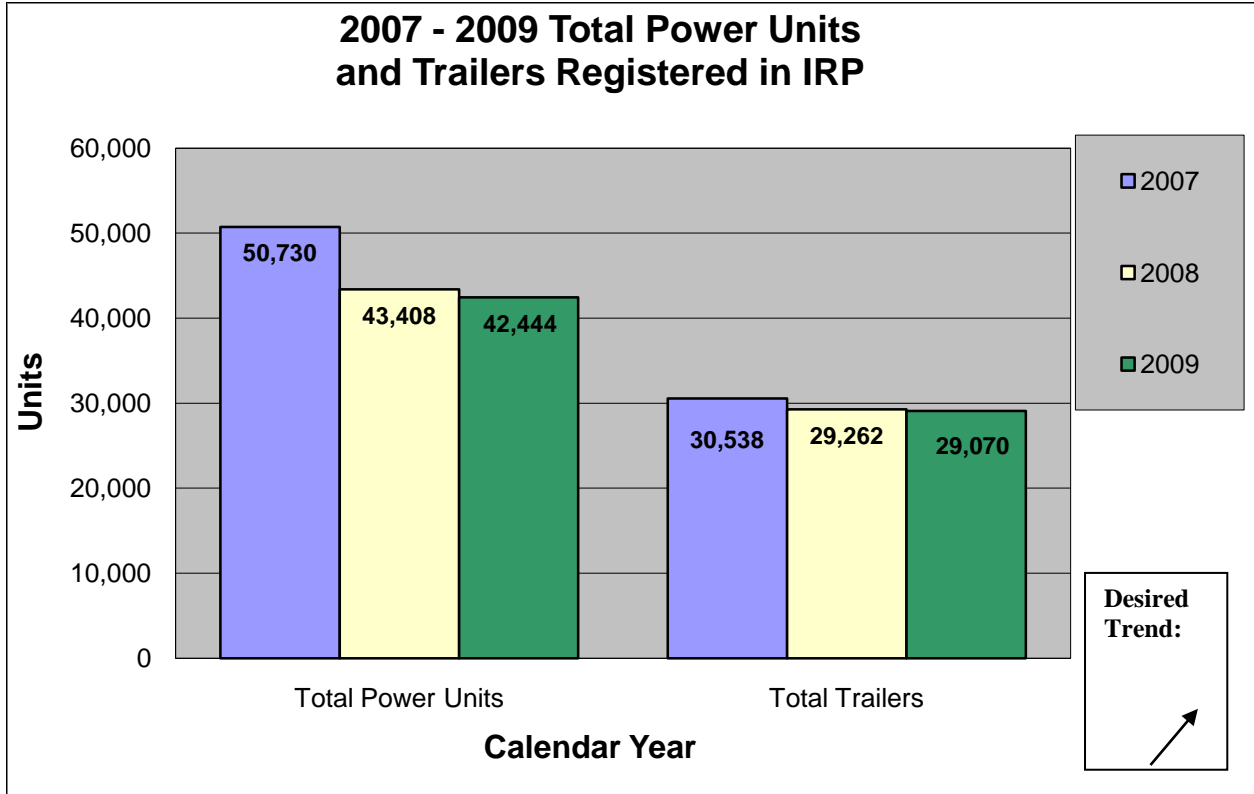
In 2007, 81,268 units were registered in IRP. In 2008, 72,670 units were registered in IRP. In 2009, 71,514 units were registered in IRP. In 2008 and 2009, 13 percent of total registered units were first quarter renewals, nine percent were second quarter renewals, six percent were third quarter renewals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

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, (second) the percentage of power units increased by two percent or 2 units. Trailers decreased by two percent or 166 units. The Top 10 accounts represent 50 percent of the units in second quarter.

Between the third quarter of 2009 and the third quarter of 2010, the percentage of power units decreased by one percent or 624 units. Trailers increased by one percent but overall decreased by 453 units. The Top 11-43 accounts represent 15 percent of the units in third quarter.

Note: The Top 47 accounts decreased to Top 43 because four of the original 47 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

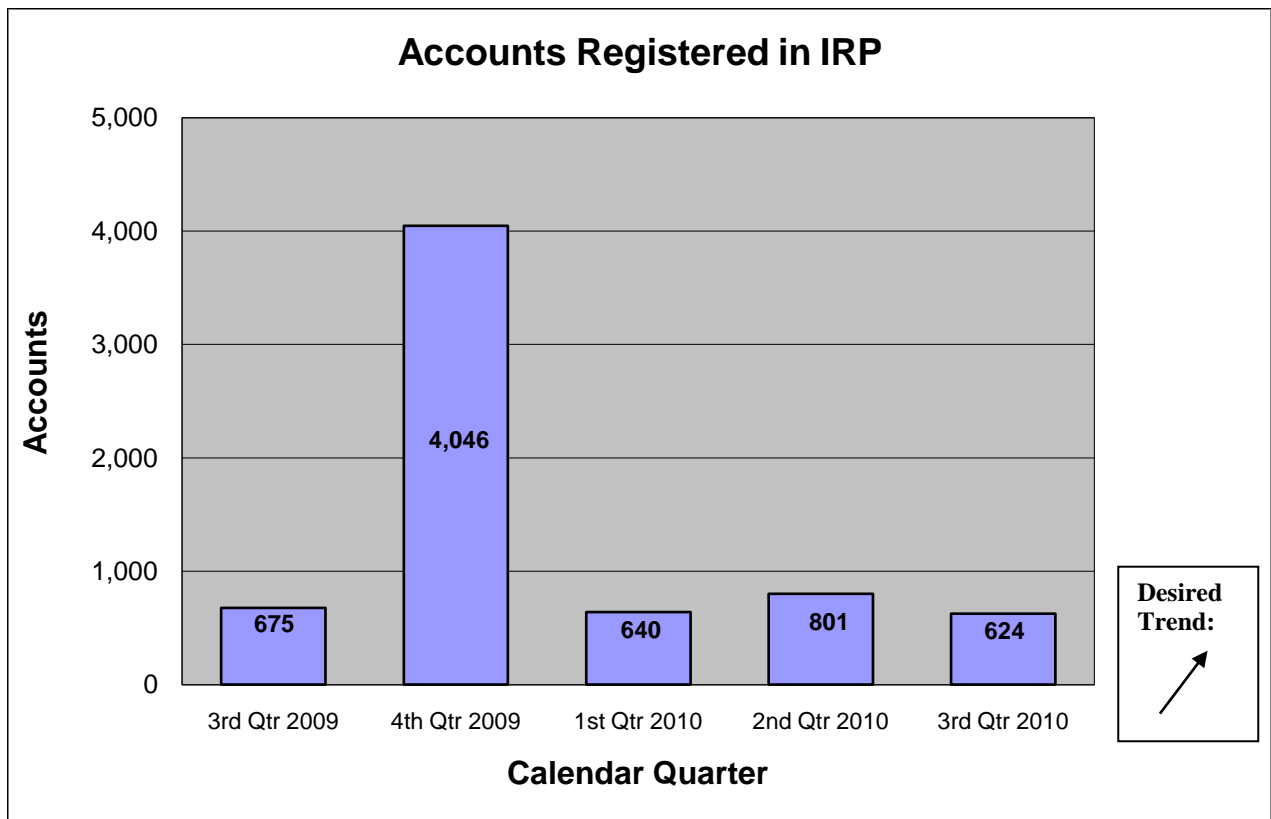
Purpose:
This measure tracks the number of International Registration Plan accounts with active units registered with Motor Carrier Services. It is used to determine growth. The desired trend is an increase in accounts registered in IRP.

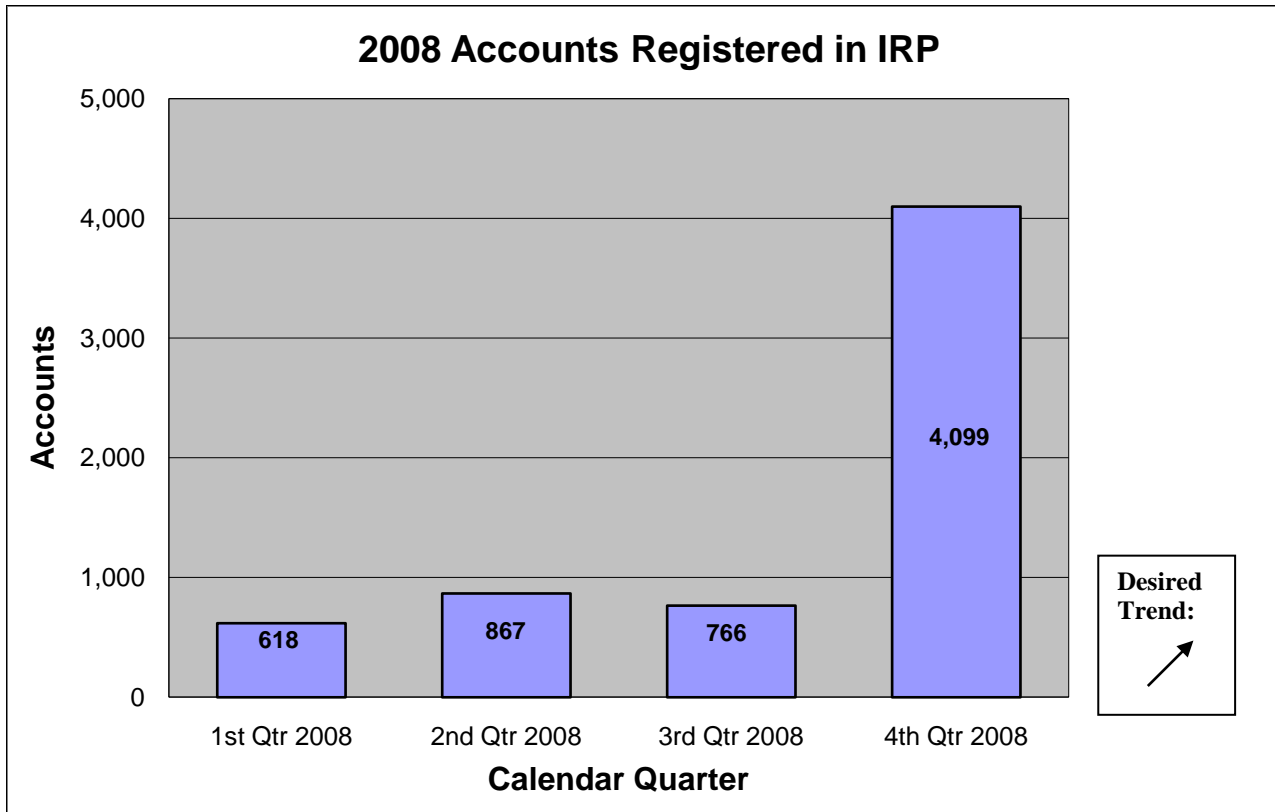
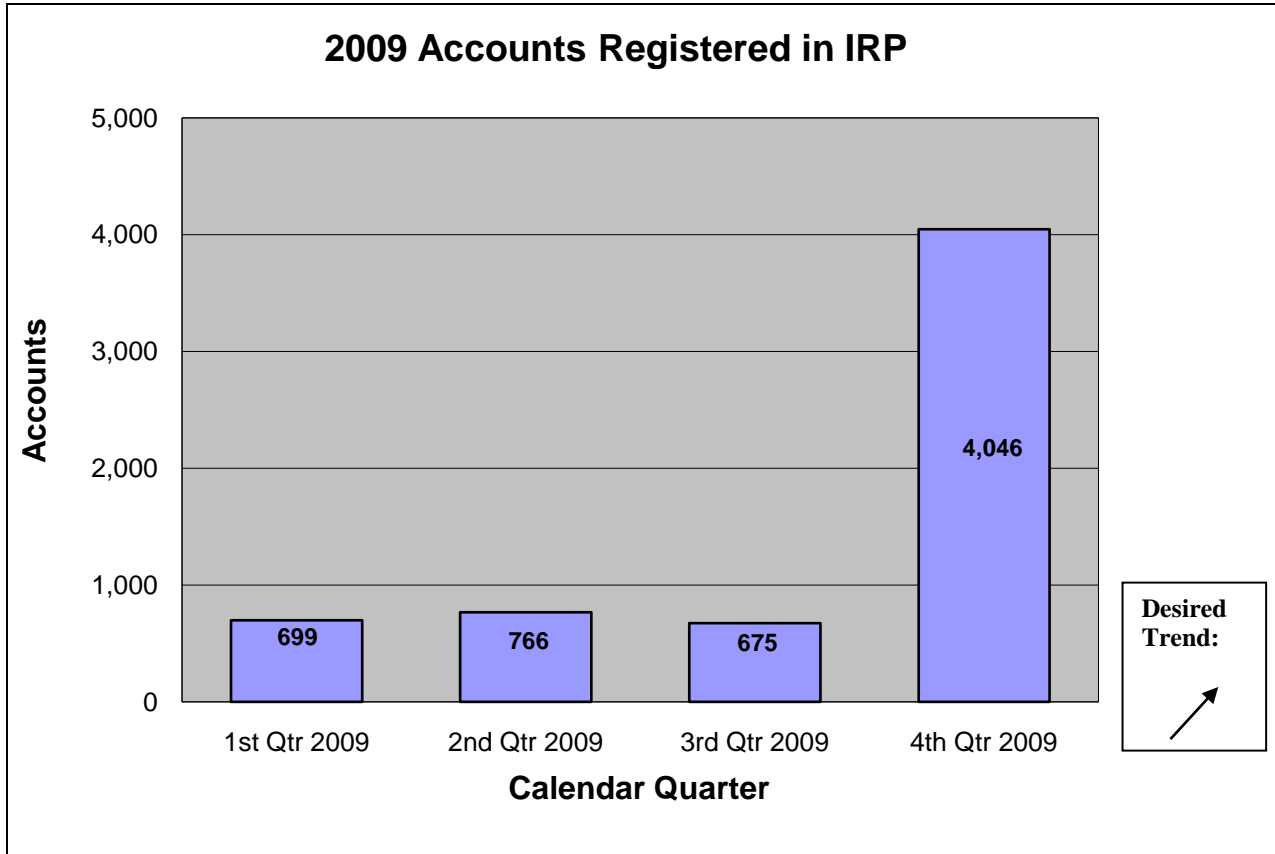
Description:
This measure is derived from a report, IRP Fleets with Active Power Units, created from the MoDOT Carrier Express system. IRP accounts are reported separately by quarter based on their expiration year and month. Note: The data is reflective at a single point in time and does not include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

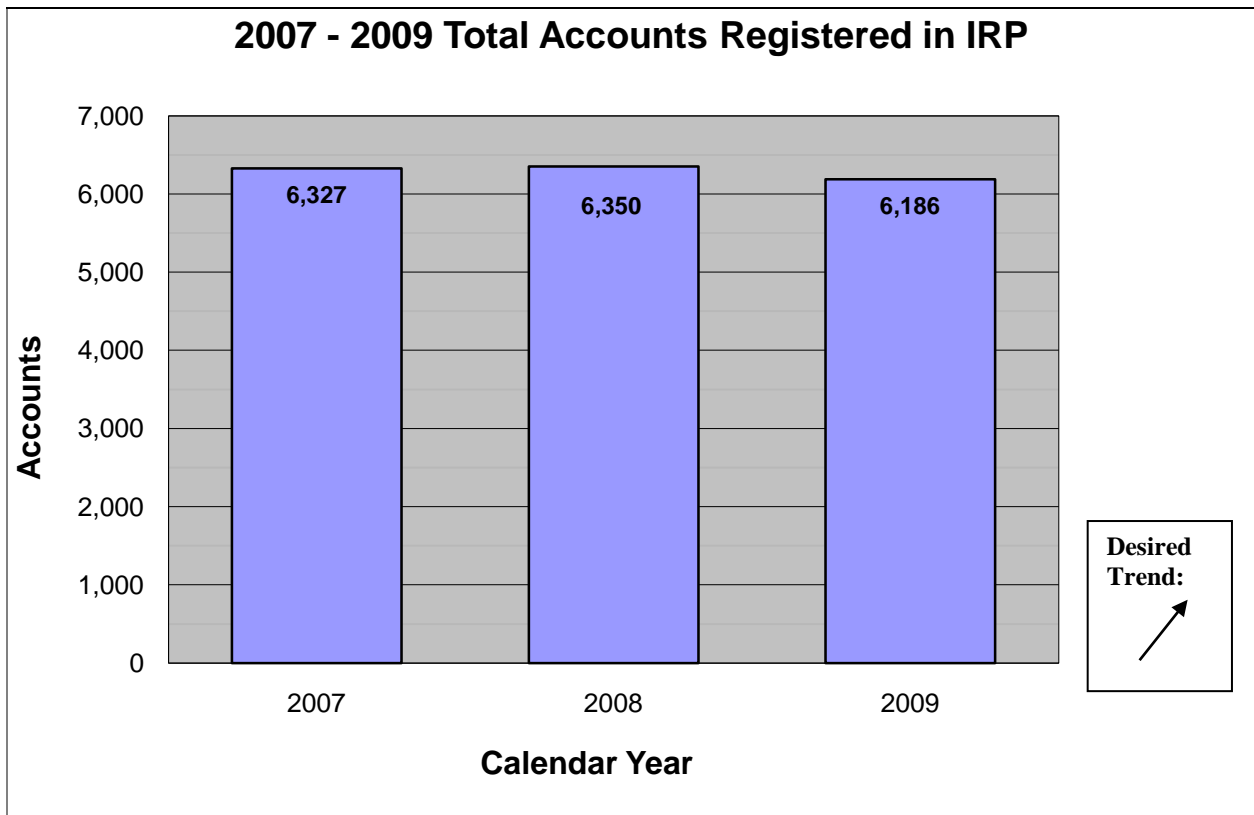
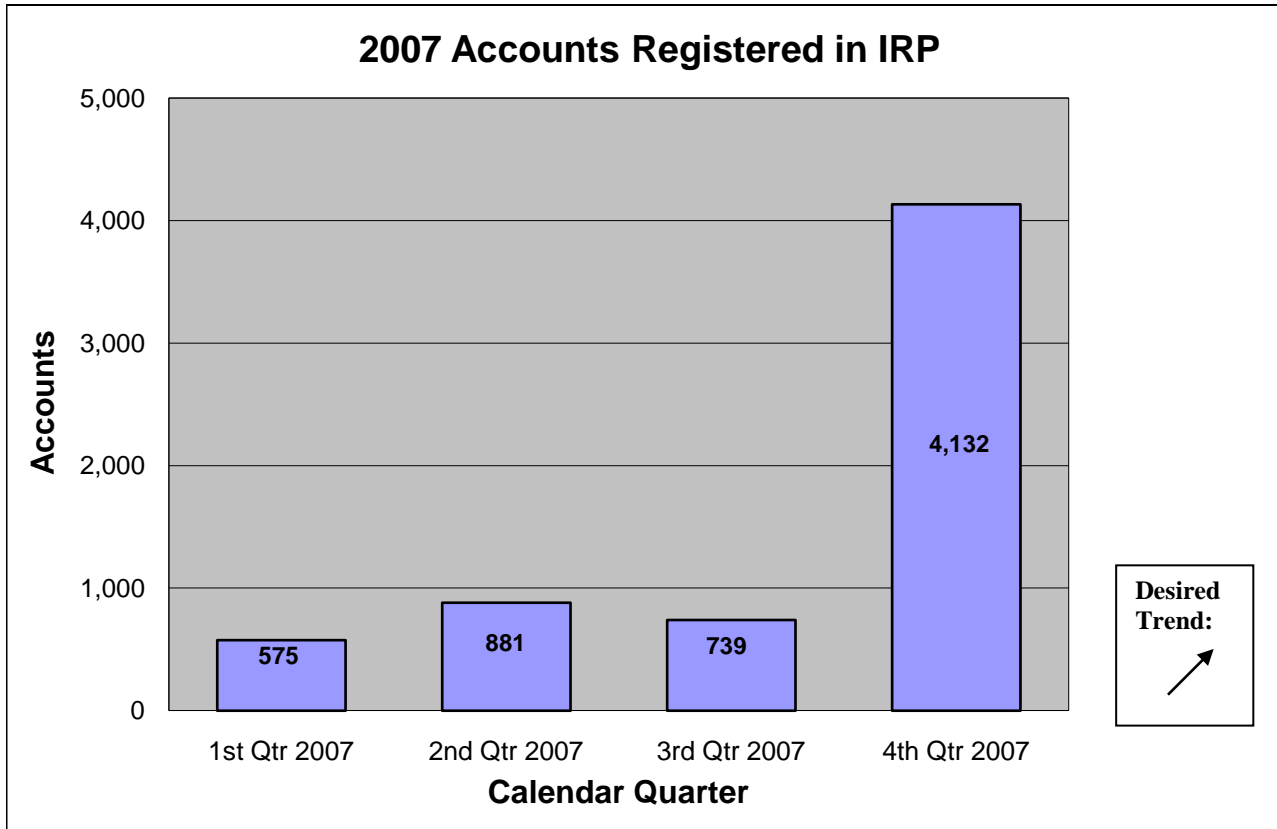
Improvement Status:
In 2007, 6,327 accounts were registered in IRP. In 2008, the number of accounts was 6,350, an increase of 23. In 2009, 6,186 accounts were registered in IRP, a decrease of 164.

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. From the third quarter 2009 to the third quarter 2010 the number of IRP accounts and/or fleets decreased by 51. As of October 7, 30 new accounts opened. The plates for these accounts expire September 30.







Leverage Transportation to Advance Economic Development

Account status registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby
Data Driver: Kim Russell, Motor Carrier Compliance Supervisor

Purpose:

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

Description:

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

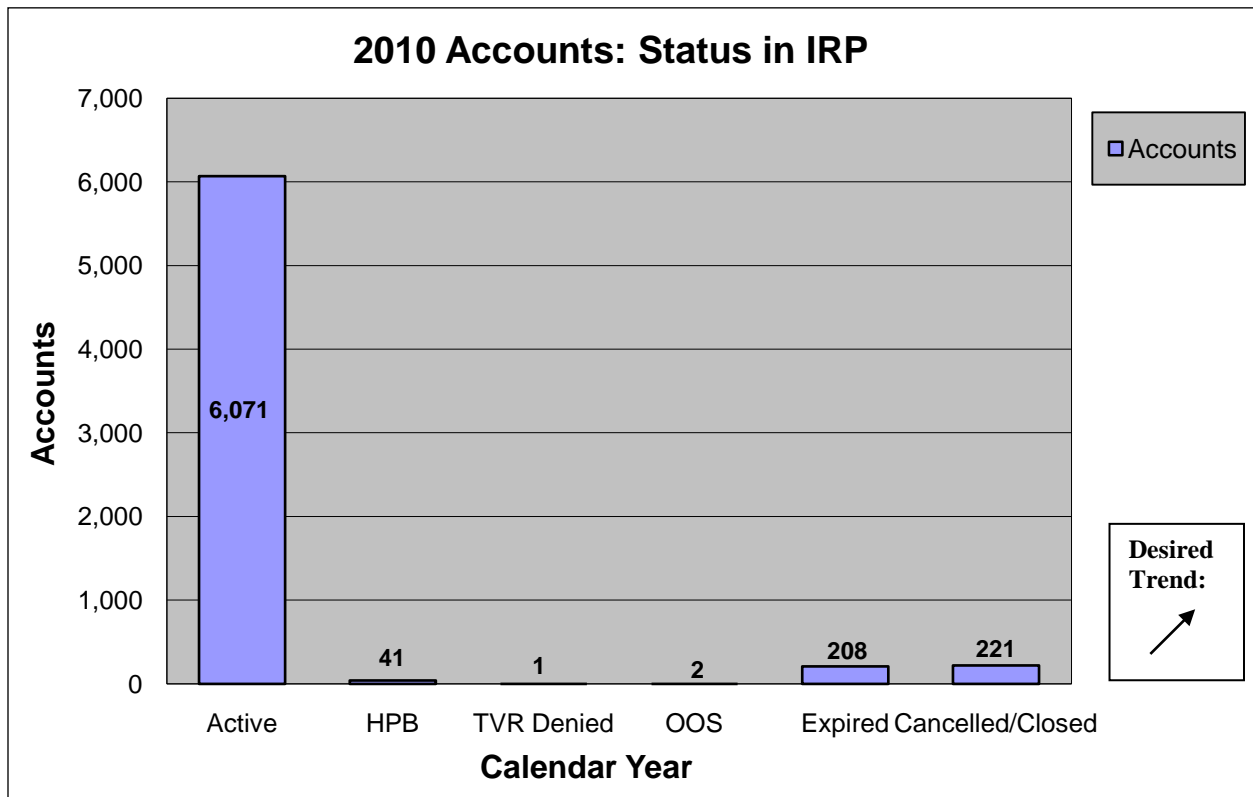
“HPB” stands for Highway Patrol Bulletin, “Expired” is a status that is applied if the carrier does not renew and “Cancelled/Closed” is a status that is applied when all of a carrier’s plates are surrendered and all the units are deleted from an account.

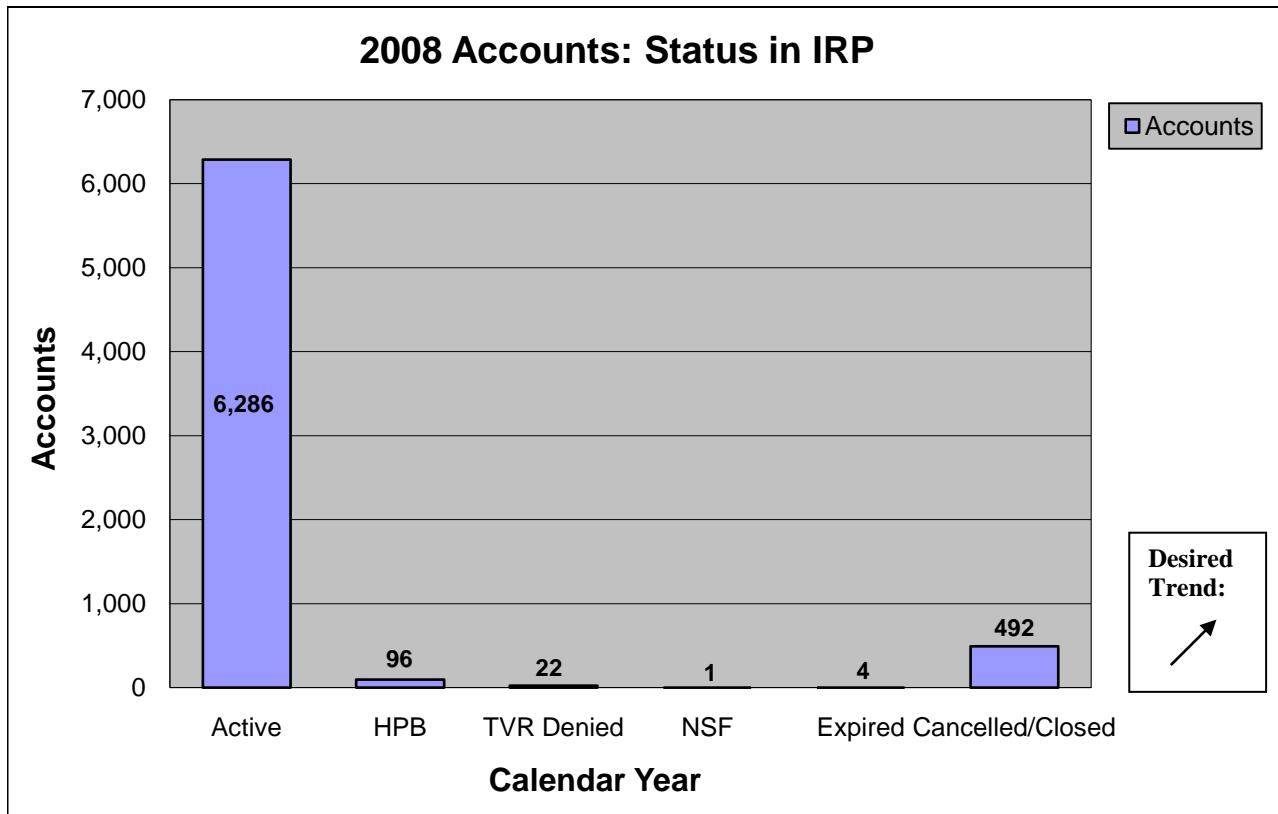
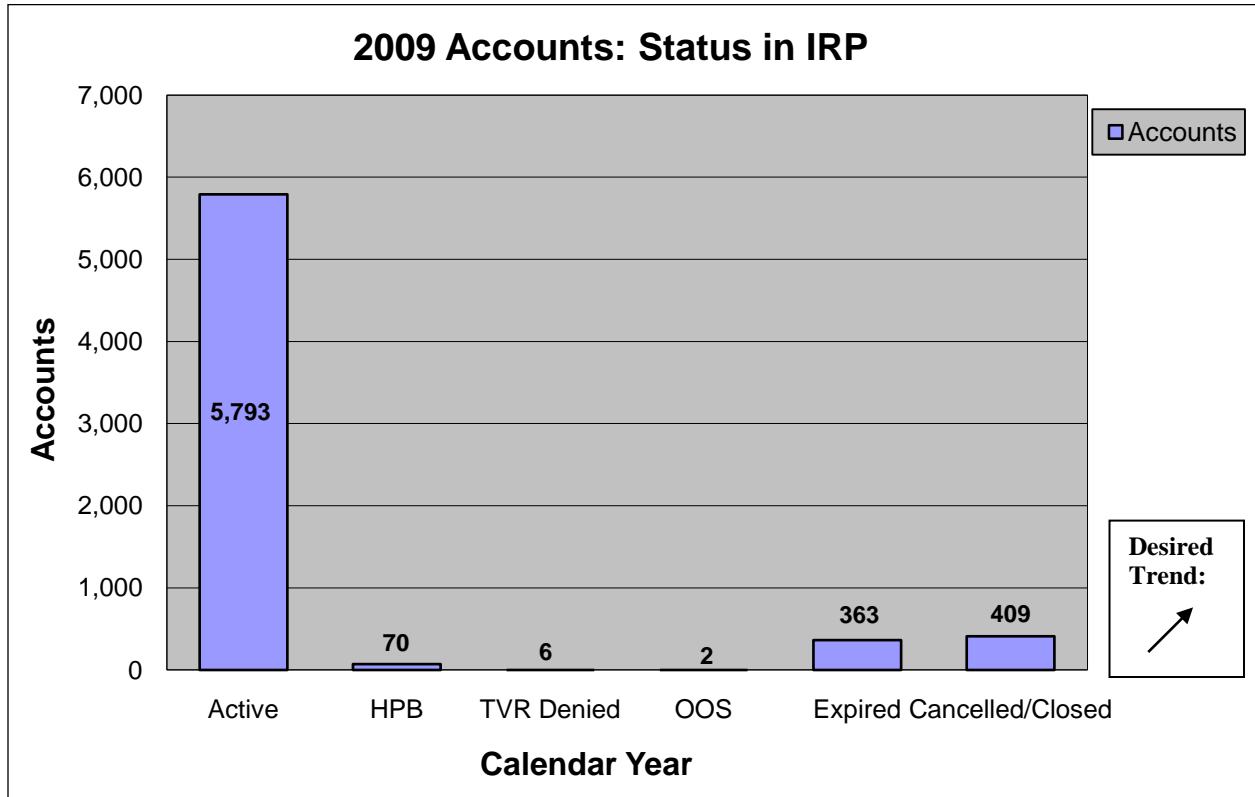
Improvement Status:

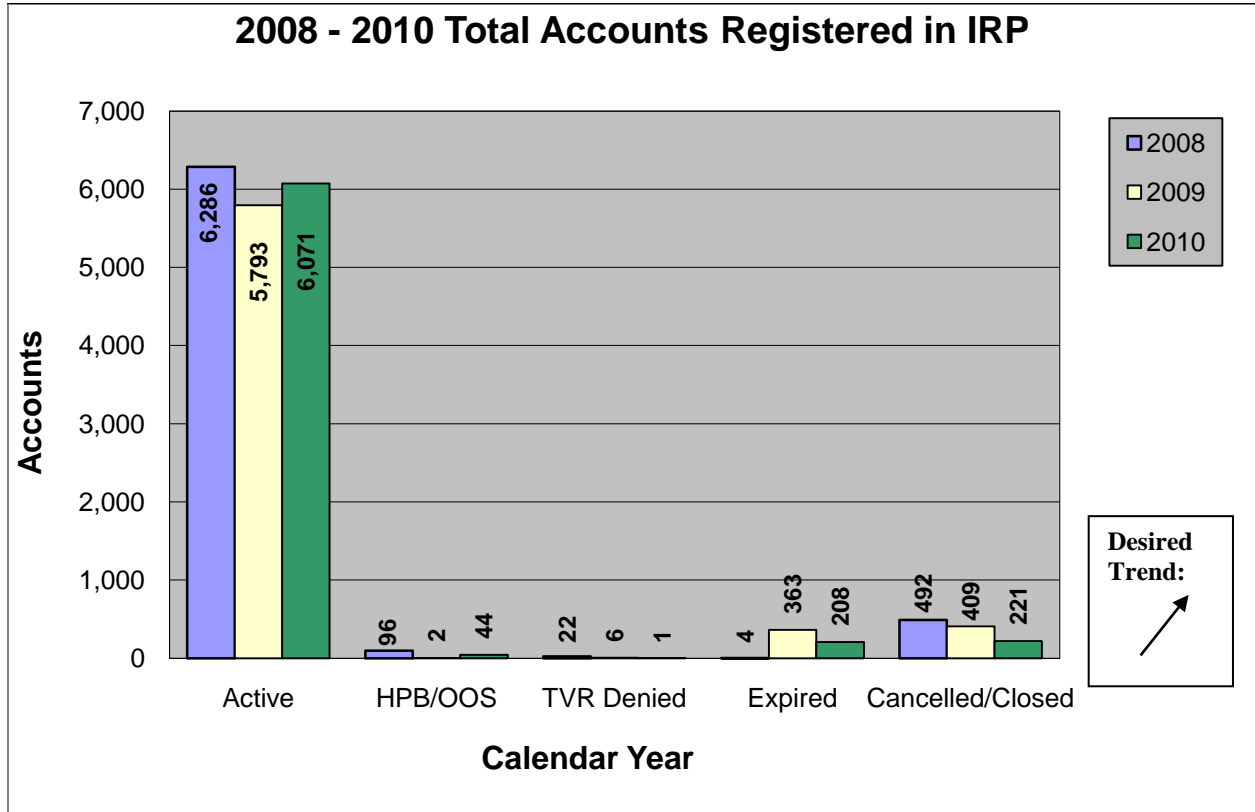
In 2008, the number of accounts was 6,409. In 2009, 6,234 accounts were registered in IRP.

In 2008, 6,286 accounts were in an 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 in Active status, 70 on the HPB, six in TVR Denied status, two Out-of-Service, 363 Expired and 409 Cancelled/Closed.

NOTE: We did not use the “Expired” status until 2009, prior to that the accounts stayed in an “Active” status.







Innovative Transportation Solutions

Number of paperless documents

Motor Carrier Services Director: Jan Skouby

Data Driver: Tina Thurman, Motor Carrier Compliance Supervisor

Purpose:

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

Description:

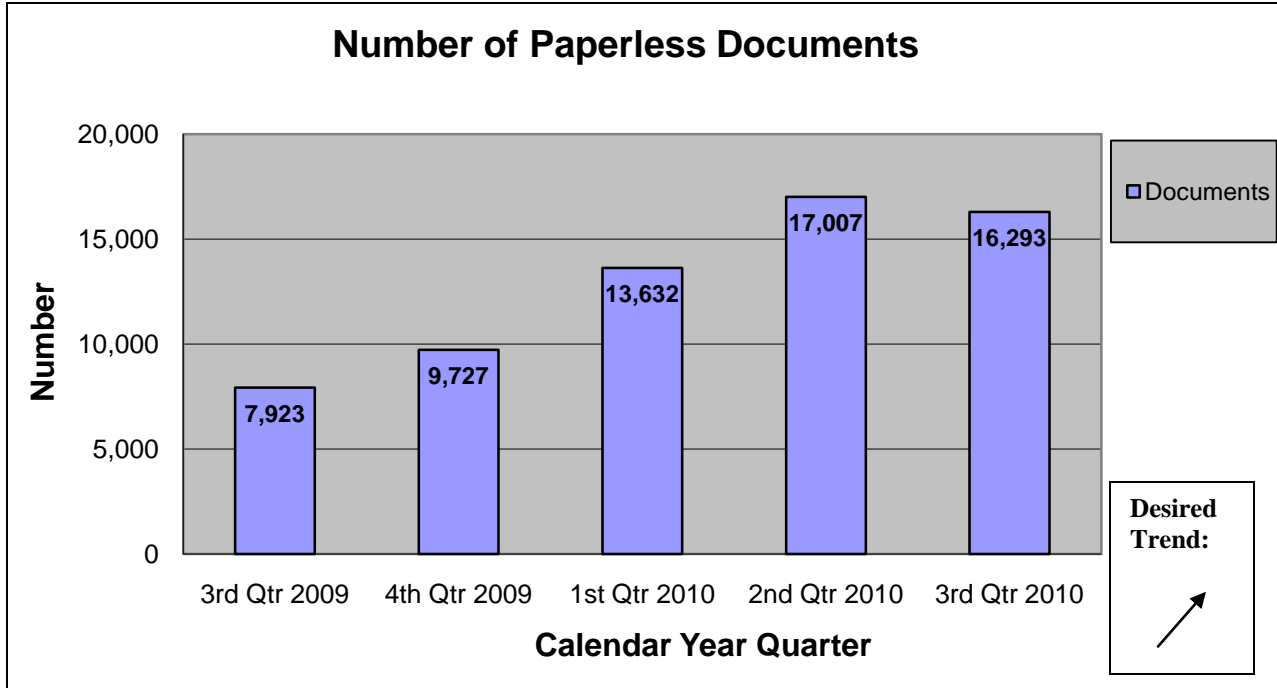
Document management data is collected monthly from multiple electronic databases. The goal of document management is to reduce the amount of paper documents currently stored by Motor Carrier Services. The migration to electronic documents also creates a more efficient environment for MCS file discovery,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

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

Improvement Status:

The number of paperless document decreased by 714, or 4 percent, in the third quarter of 2010 as compared to the second quarter of 2010. The number of Certificates of Insurance scanned in the third quarter decreased by 2,332 documents, or 42 percent. A clean up project in the second quarter accounted for the large number of Certificates of Insurance being scanned. The number of IRP paperless documents increased by 1,161, or 40 percent. IRP received over 2,000 faxes in the month of September alone.

The third quarter of 2010 produced an increase of 8,370 paperless documents, or 194 percent, compared to the third quarter of 2009. During the third 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:

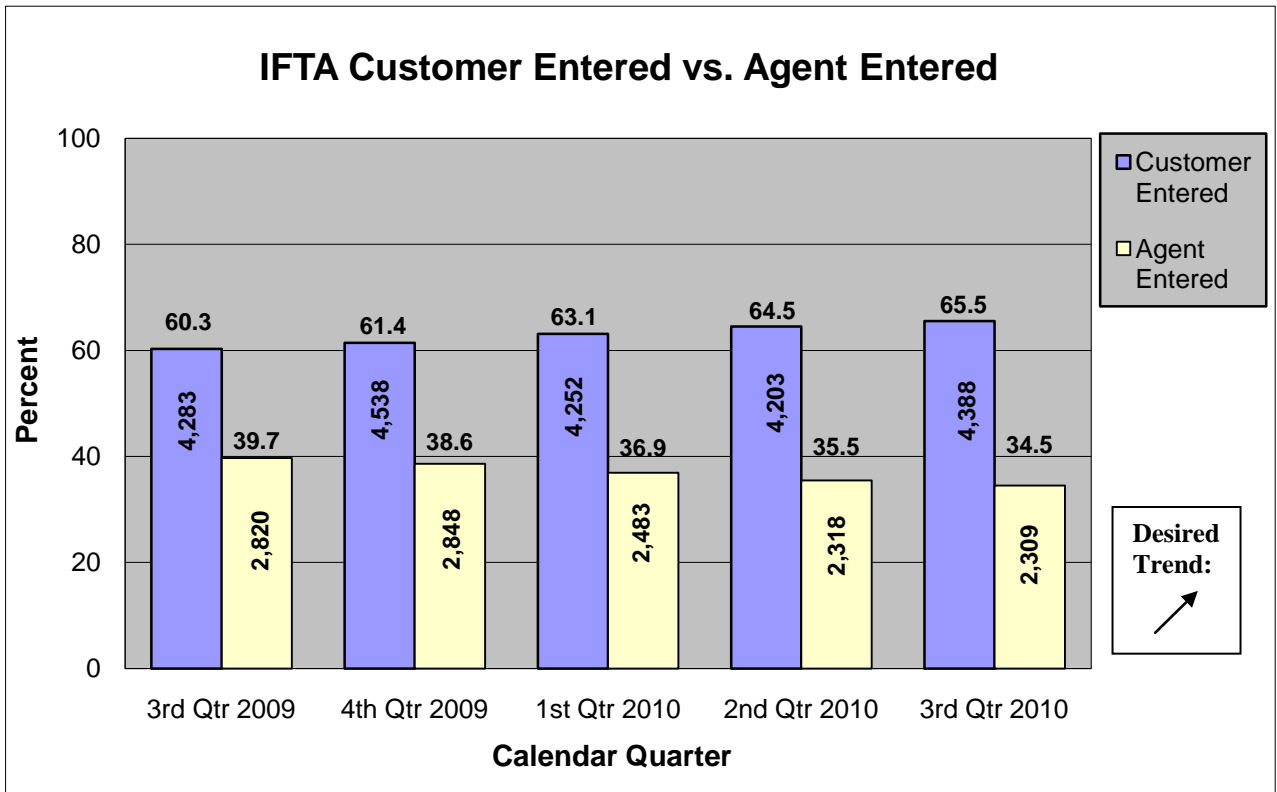
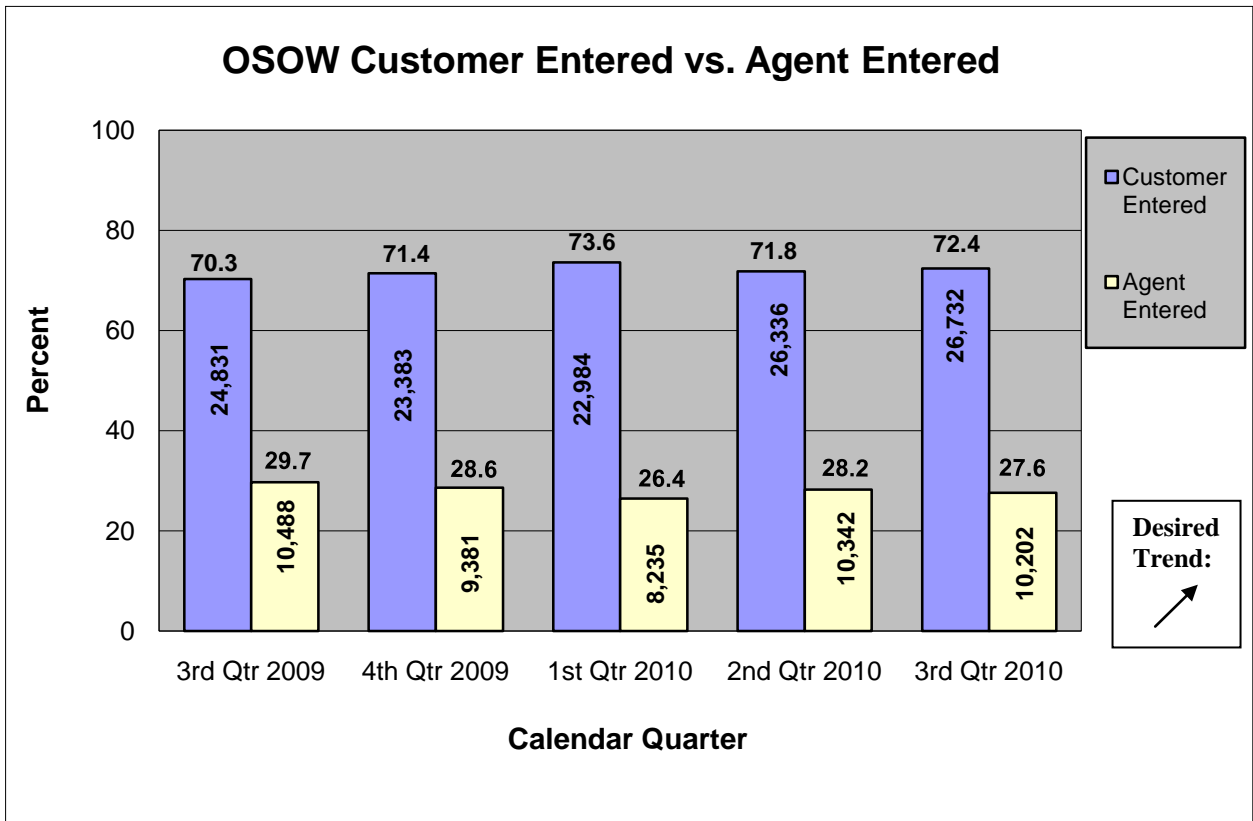
The number of Oversize Overweight customers ordering their own permits increased .6 percent from the second quarter of 2010. The increase is likely due to new accounts established in the previous quarters. The number of customers opening their own accounts to avoid the extra expense of obtaining permits through a permit service also affects the number of online customers. 266 new customers were entered in July, 328 in August and 251 in September. This is an increase of 97 new accounts from the second quarter of 2010.

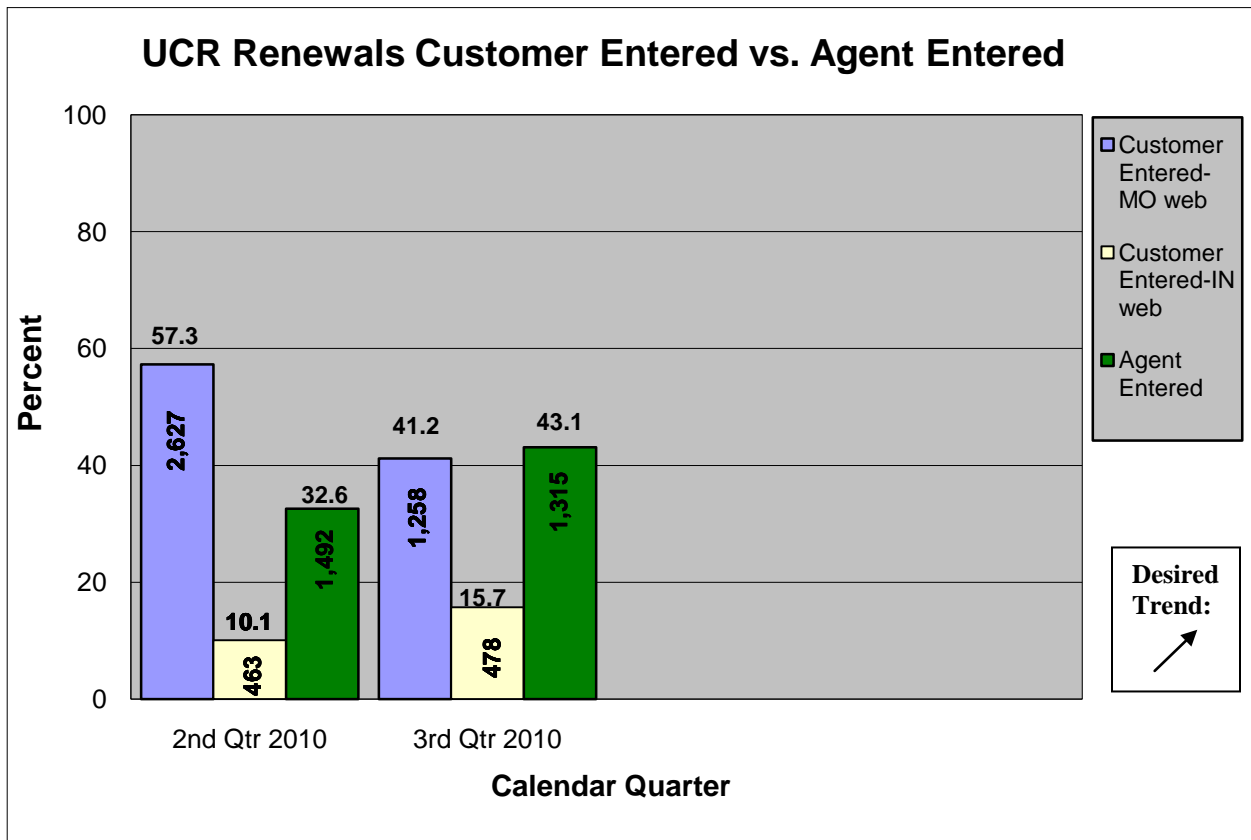
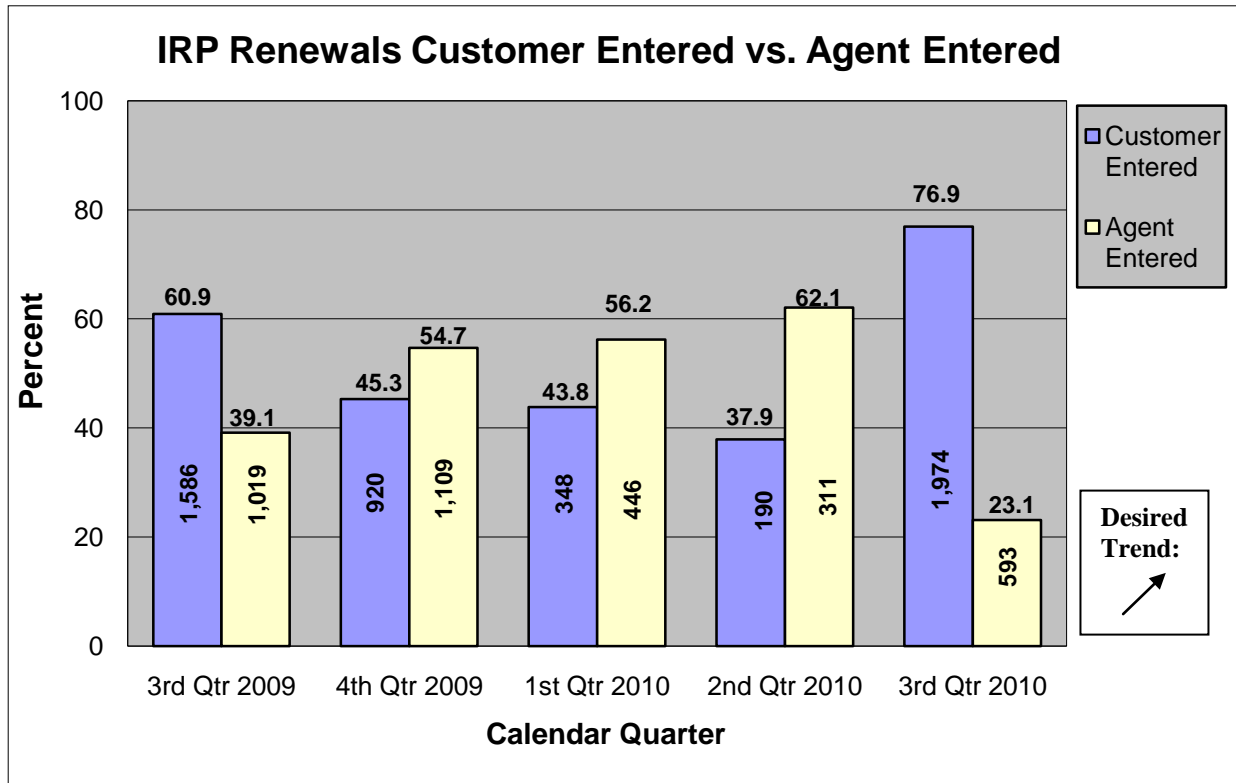
The number of International Fuel Tax Agreement customers filing online increased a little more than 1 percent versus the second quarter. This is attributed to the continual conversations that both financial and the IRP agents have with customers as no additional processes were employed to enhance participation. Customers who requested additional decals online increased by 11 percent. Of the 160 requests for additional decals, 65 percent (104) of them were entered by MCS staff. Agents continue to educate phone customers that the service is available online and talk them through the process. Another very successful improvement strategy involves communicating more quickly with customers who try but fail to complete a return online. Employees run a daily report and contact customers via phone to walk them through the process. The goal is for the customer to enter a return and pay the invoice online the same day.

The percentage of International Registration Plan customers filing online increased by 388 compared to the third quarter of 2009 and the agent entered transactions fell by 426. In turn, this increased the online percentage by sixteen 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. Note: An incorrect number was reported for 4th quarter 2009 agent-entered and was corrected. However, the correct number was reported in the February, 2010 D-Tracker.

MCS System and Training Analysts performed six outreaches statewide during the second quarter. IRP staff continue 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.

Online usage for Unified Carrier Registration decreased in the 3rd quarter of 2010. This decrease is attributed to some filers being unable to locate the UCR tab within MCE. A fix was deployed the first week of July to make the UCR tab more visible. MCS requested a 2010 UCR file by date of July 1, 2010. Carriers close to this deadline that had difficulties locating the UCR tab may have filed a paper renewal. 2010 UCR enforcement began July 15, 2010. UCR activity dropped by 1,531, or 33 percent, in the third quarter. This drop in activity is likely due to the timing of the 2010 UCR deadlines. The chart includes UCR registrations filed through Indiana's website.





Innovative Transportation Solutions

Number of auto-issued vs. agent-issued transactions

Motor Carrier Services Director: Jan Skouby

Data Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Purpose:

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

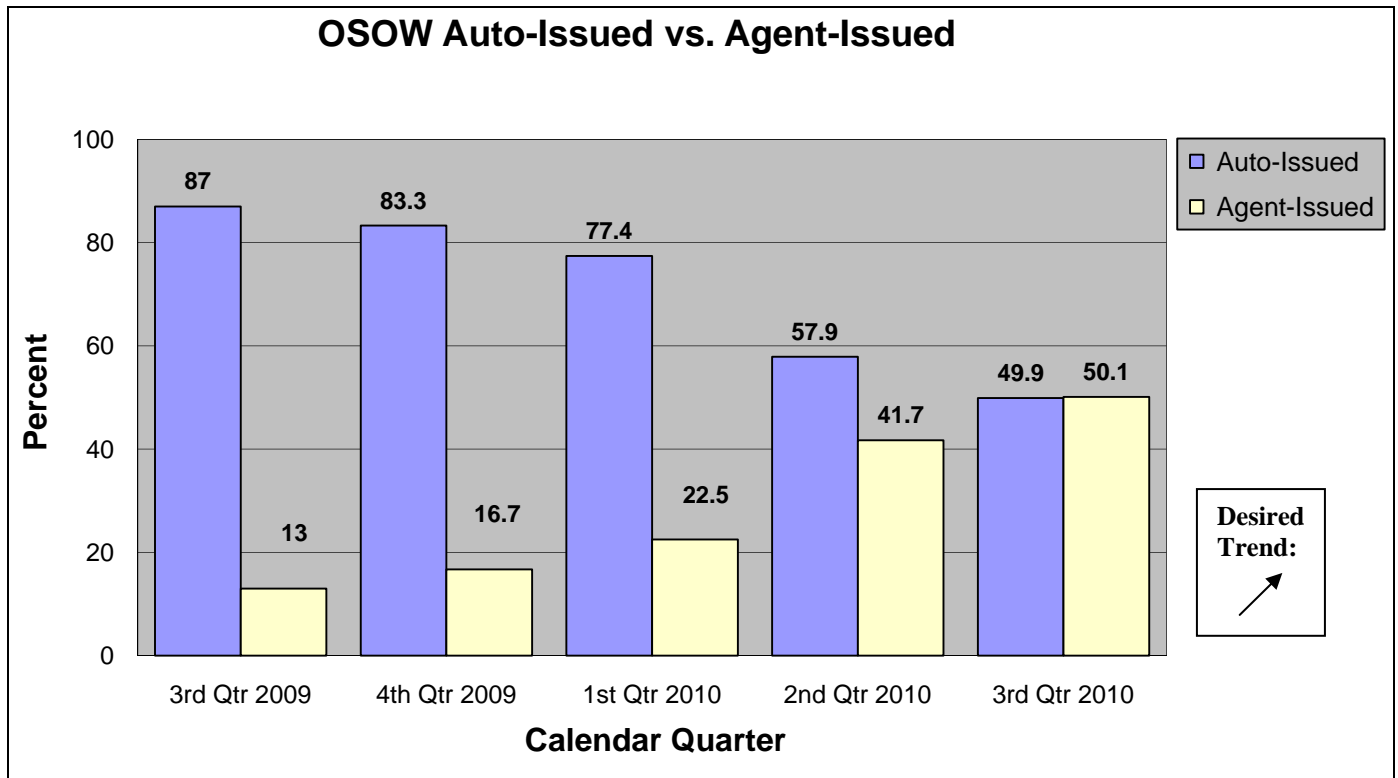
Description:

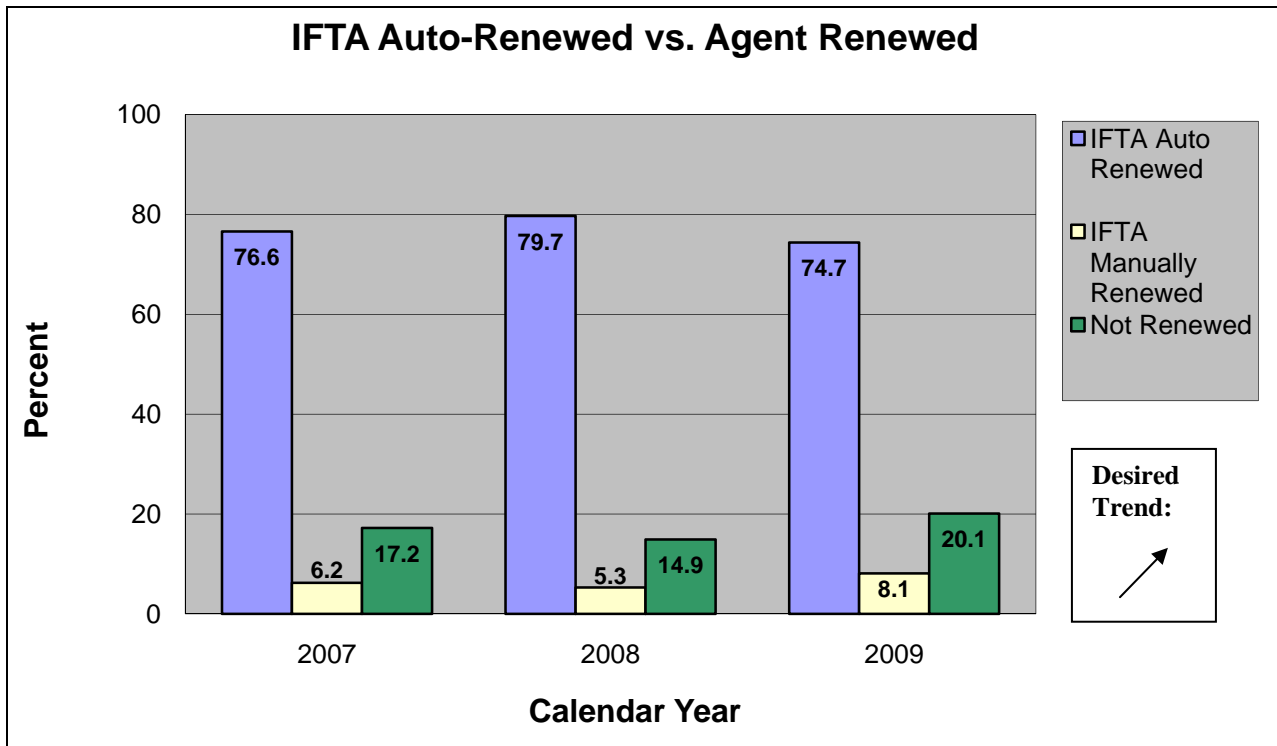
Data is collected monthly and yearly from canned reports in the Motor Carrier Express system. Not all transactions produce a credential. Therefore, auto- and agent-issued transactions do not reflect the total number of transactions worked. Oversize Overweight data is compared quarterly. Because IFTA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

Improvement Status:

The number of permits issued without agent intervention from second quarter 2010 to third quarter 2010 increased by 8.3 percent. Half of the OSOW permits that are eligible for auto-issue processed without agent intervention. More routes are flagged and more types of permits are considered for auto-issuance, resulting in the increase. The proof of insurance requirement in effect since February 2009 impacts auto-issuance because customers cannot apply for permits online if their insurance is not on file. Permits cannot be auto-issued if the customer adds any type of note to the online application.

IFTA had zero auto-issued renewals in the third quarter.





Innovative Transportation Solutions

System down time

Motor Carrier Services Director: Jan Skouby

Data Driver: Kelly Ray, Motor Carrier Project Manager

Purpose:

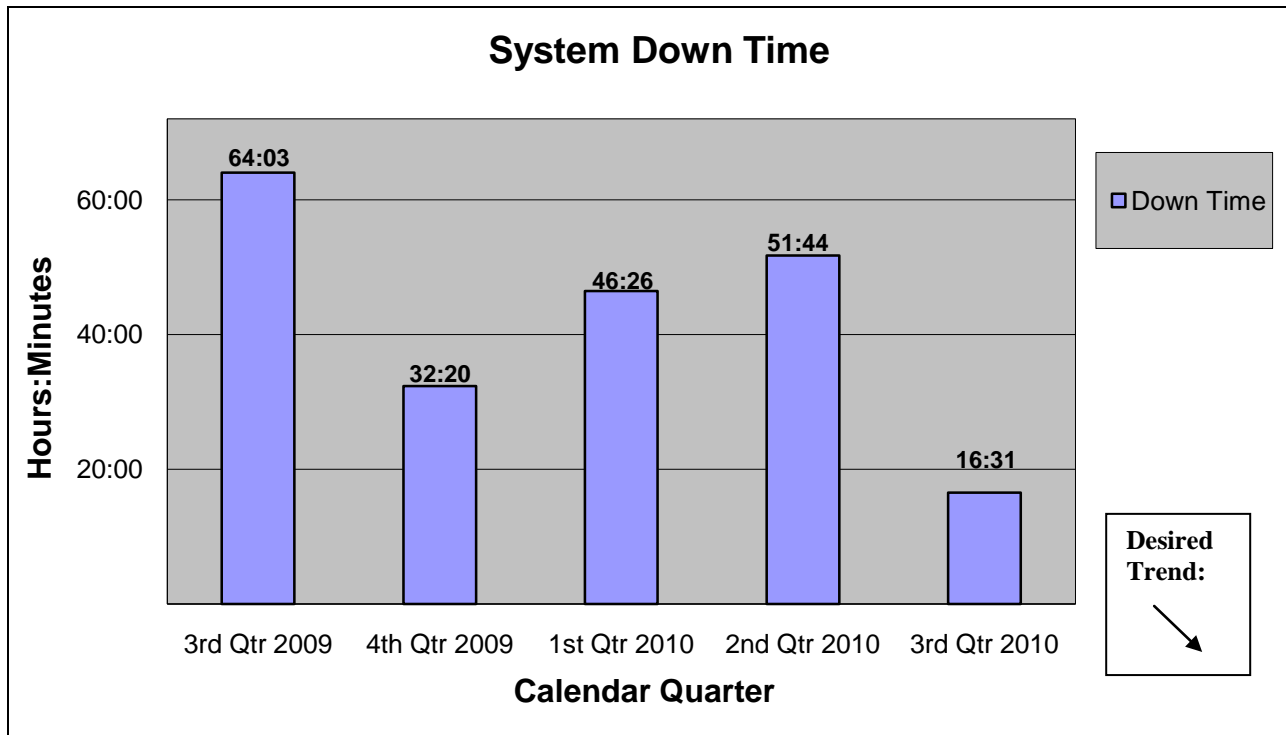
The system down time measure tracks the amount of time various systems used by Motor Carrier Services were out of operation each quarter.

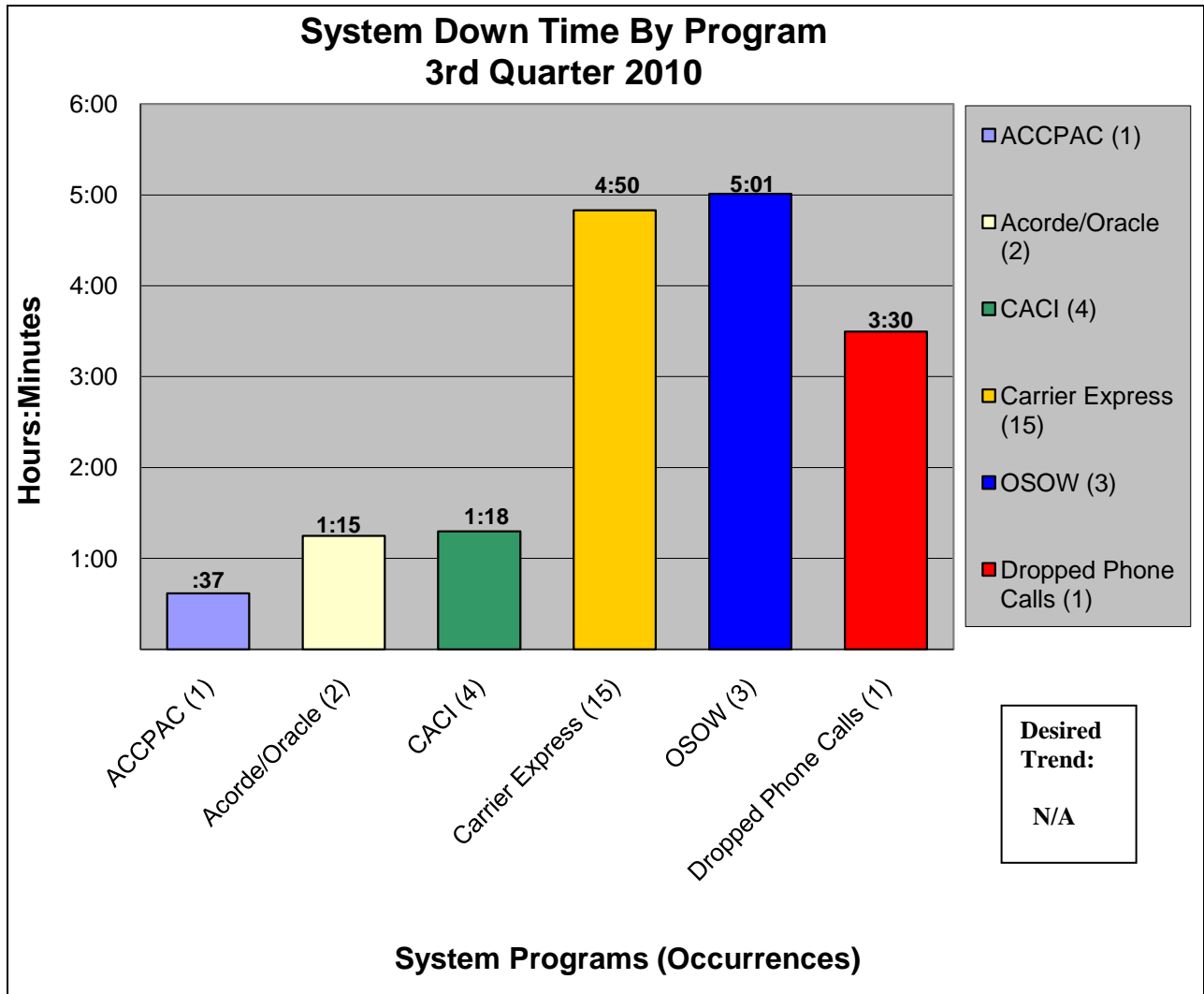
Description:

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 by 31 hours and 13 minutes compared to last quarter. The biggest contributor this quarter was OSOW, reporting five hours and one minute of down time over one afternoon extending into the next morning. An Information Systems employee inadvertently deleted a file that caused the down time for the section. The second biggest contributor was a multiple sign-on error that only creates a problem in the CACI software. However, when that error happens with a CACI transaction, all other transactions stack up causing a domino effect throughout all sections, resulting in a total down time of four hours and 50 minutes. Staff was given refresher training on how to open multiple sessions. In addition to the reported downtime, approximately nine hours were recorded where the system experienced latency with slower than usual response time.





Innovative Transportation Solutions

Telecommuting and remote work hours

Motor Carrier Services Director: Jan Skouby

Data Driver: Diana Stickler, Senior Administrative Technician

Purpose:

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

Description:

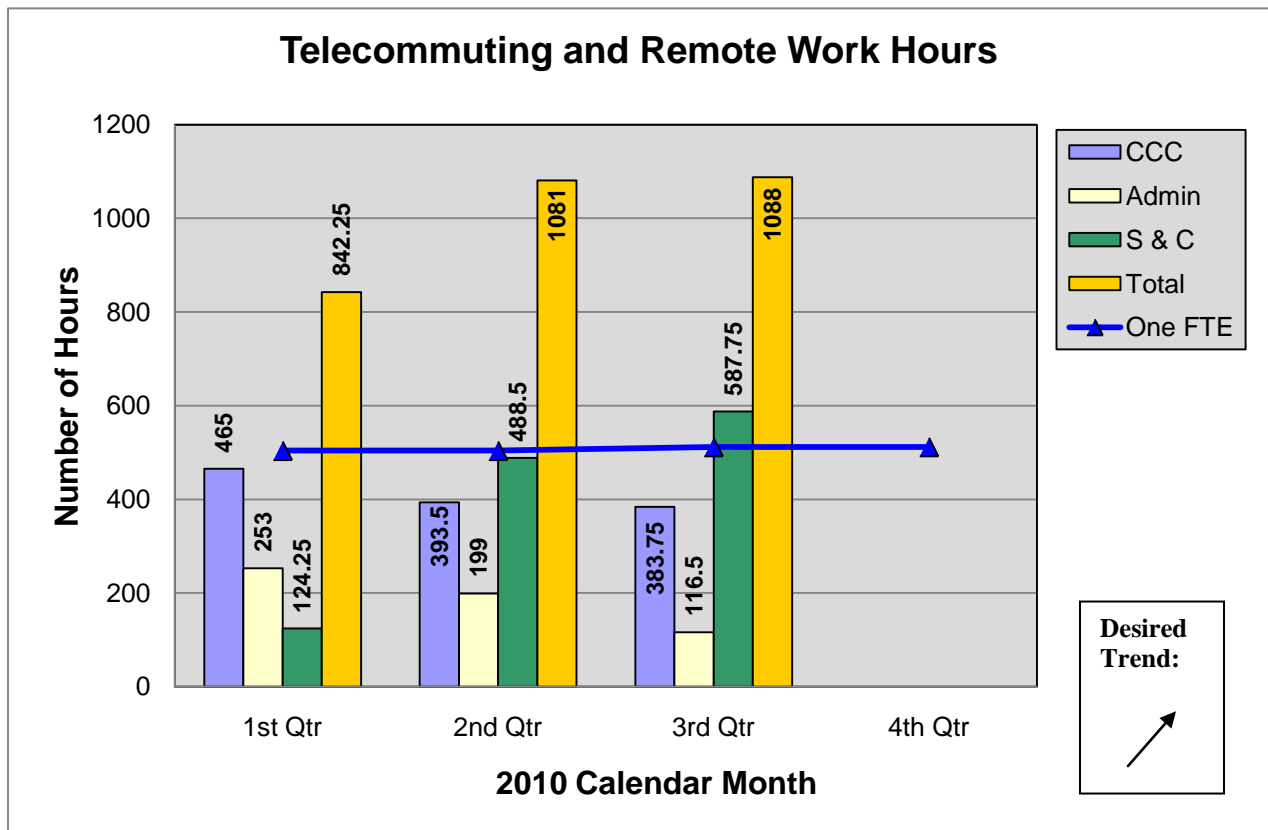
Telecommuting is an option for MCS employees who are able to perform without diminishing the quality of work, productivity or level of service. The goal is to have the equivalent of 10 full time employees telecommuting in order to reduce costs.

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

Improvement Status:

Safety and Compliance reported an increase of 99.25 hours (20.3 percent) from the second quarter to the third quarter 2010. This is as a result of the restructuring of the section, which resulted in a greater number of employees eligible for telecommuting. The administrative team’s telecommute time decreased by 82.5 hours (41.5 percent) in same time frame. This is in part due to a heavy travel schedule for the director and assistant director, therefore other administrative team members needed to be available in the office. The outreach coordinator’s schedule was also travel-heavy and required her presence at several more meetings. CCC showed a slight decrease due to technical difficulties with telephone equipment.

There was an overall increase of 7 (.1 percent) telecommuting hours from the second quarter to the third quarter.



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 transactions in the MoDOT Express system are superloads issued by Motor Carrier Services agents.

Description:

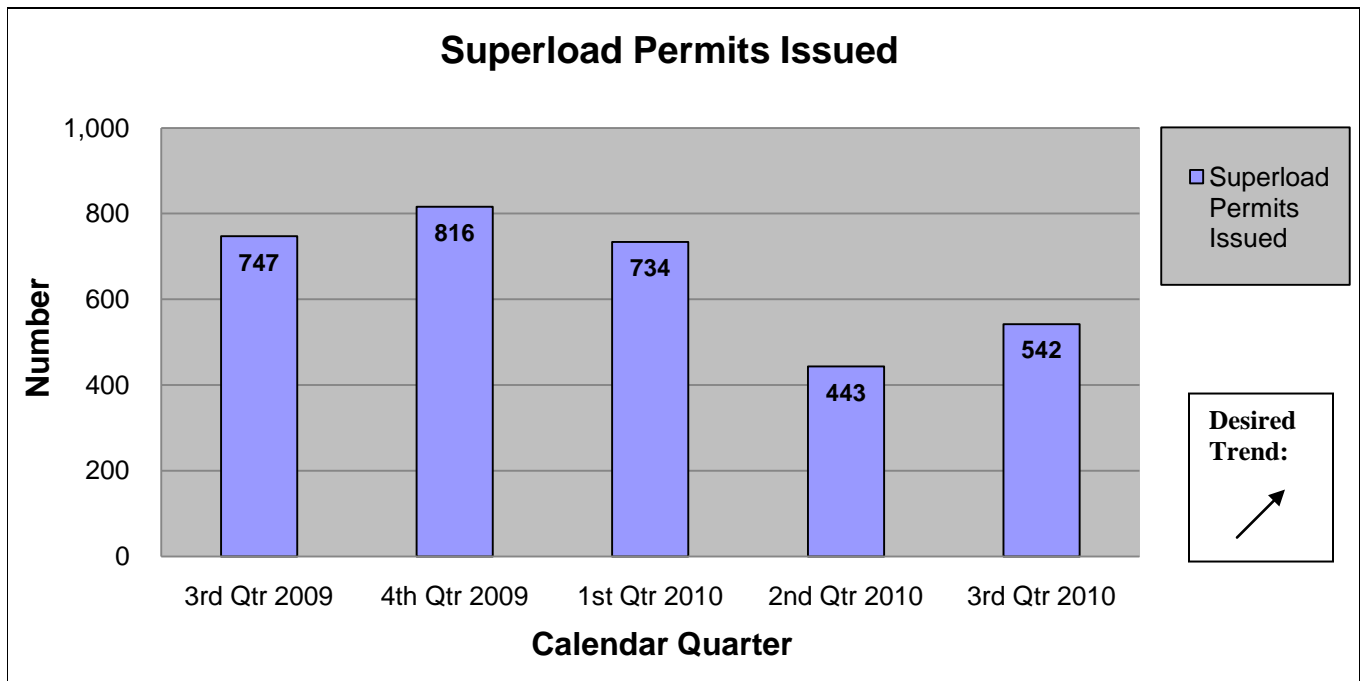
Data is collected monthly from canned reports in the MoDOT Carrier Express system. The chart below shows the number of superload permits issued in a quarter. A load is considered to be a superload when dimensions exceed 16' wide, 16' high, 150' overall length or 160,000 pounds.

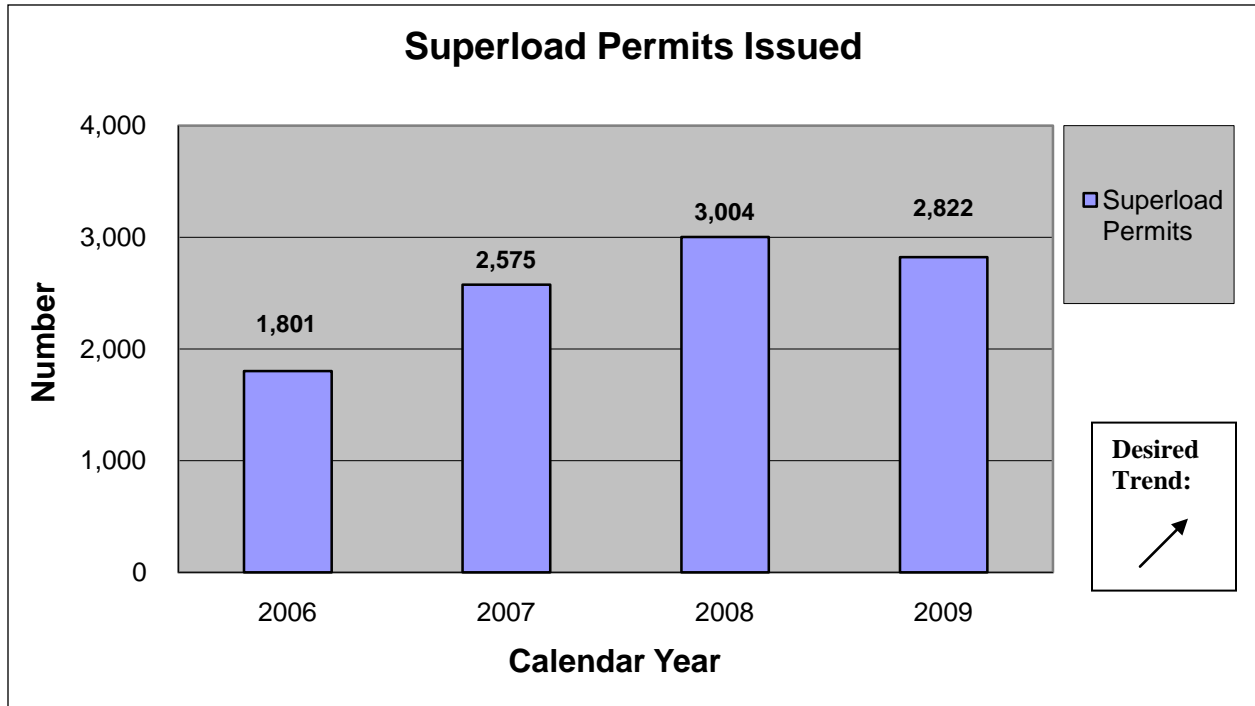
Improvement Status:

Oversize Overweight saw an increase of 22 percent from the second quarter of 2010 to the third quarter of 2010. From third quarter of 2009 to third quarter 2010 OSOW saw a decrease of 27 percent.

Year-to-date, 1,719 superload permits have been issued. This is 1,103 less than the total for 2009.

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





Efficient Movement of Goods

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.

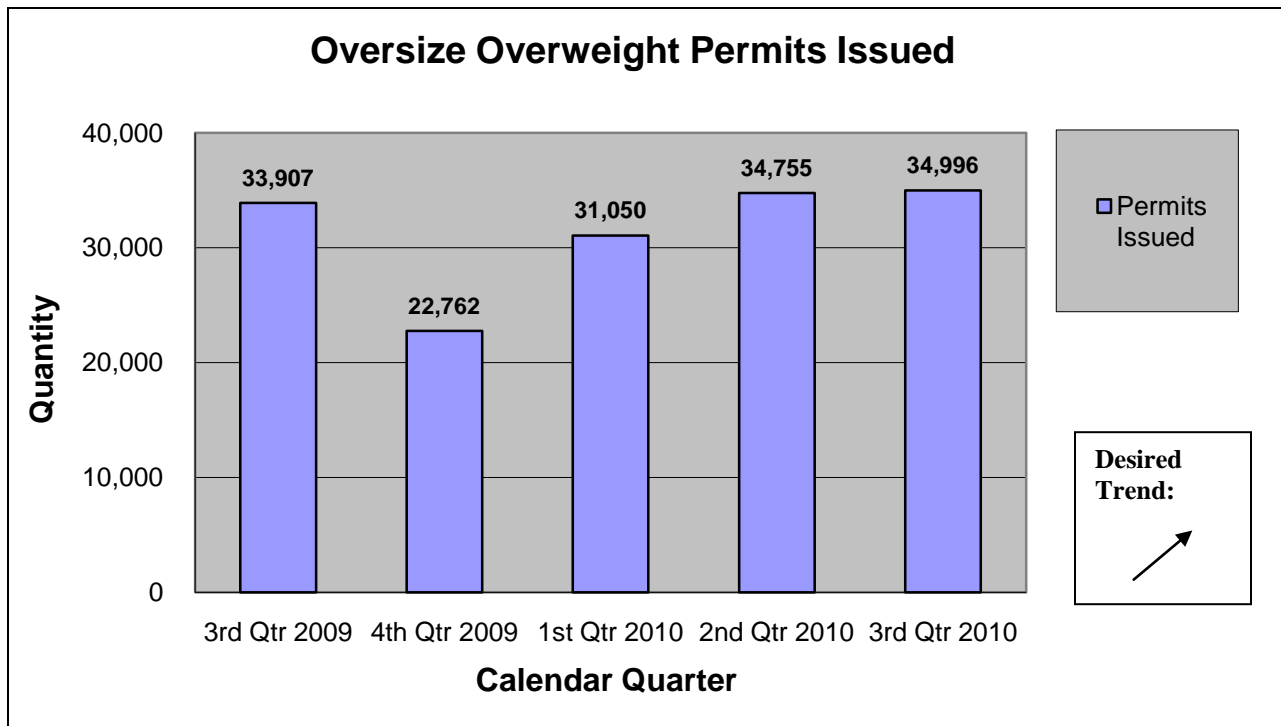
Description:

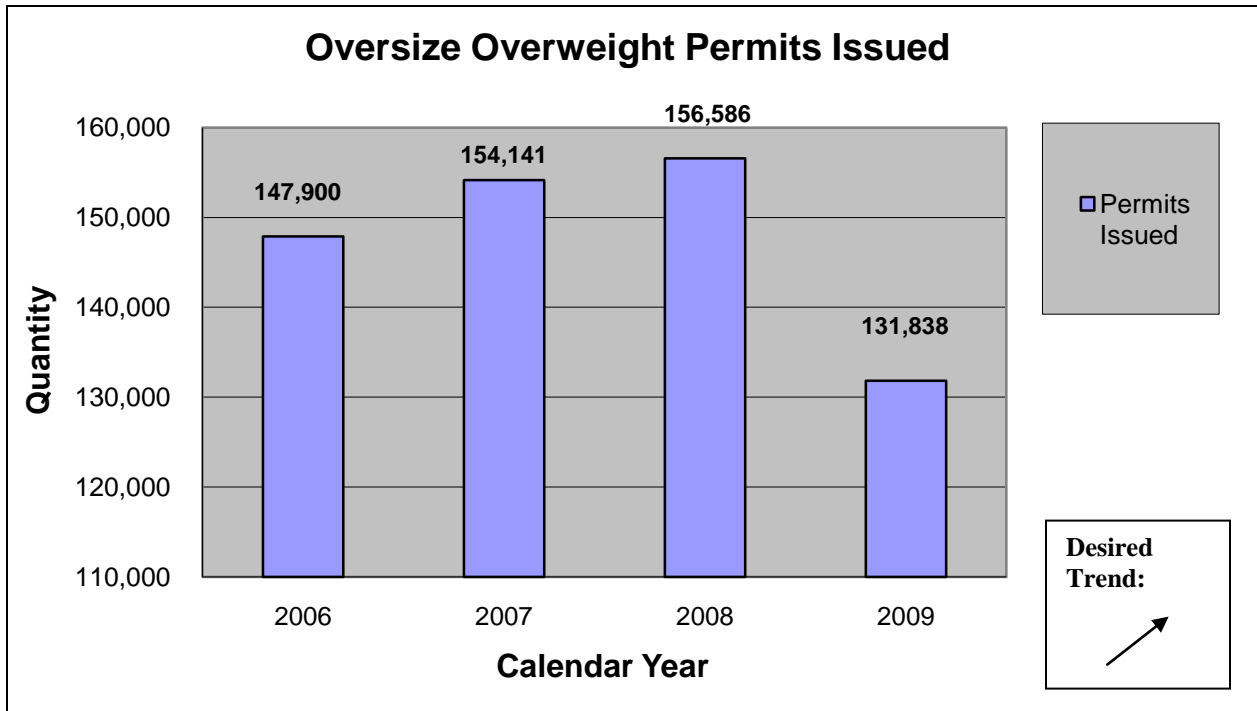
Data is collected monthly from canned reports in the MoDOT Carrier Express system. The chart below shows the total number of oversize and/or overweight permits issued per quarter and per year.

Improvement Status:

Oversize Overweight saw an increase of 3.21 percent permits issued from the third quarter of 2009 to the third quarter of 2010. OSOW saw an increase of 69 percent issued from second quarter 2010 to third quarter 2010. Safe and Sound projects as well as summertime construction contributes to the increase.

Year-to-date, 99,344 permits have been issued.





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.

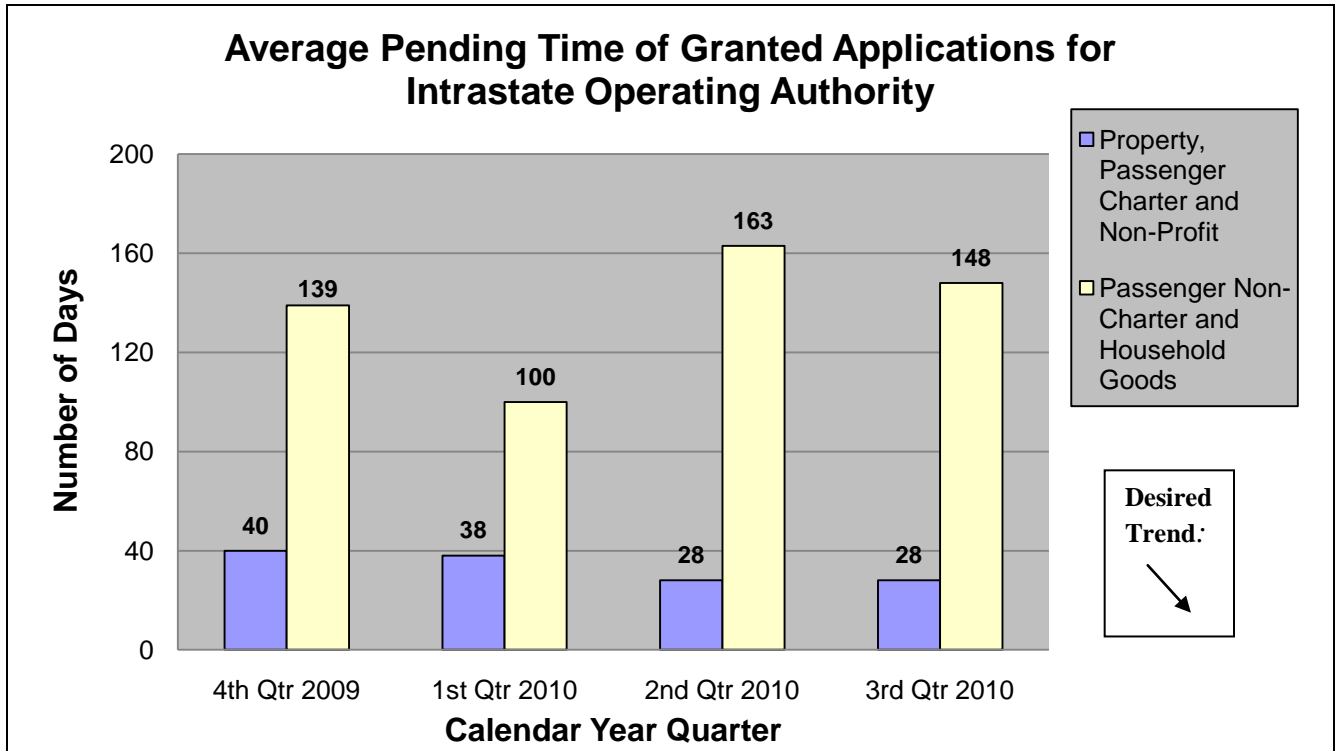
Applications for transportation of property, passengers (in charter service) and non-profit non-charter service have been streamlined by deregulation. However, the application process for transportation of passengers in non-charter service and for household goods is heavily regulated, resulting in longer 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 average pending time for streamlined MO-1 applications for the third quarter of 2010 was 28 days. The average pending time did not decrease, however the Operating Authority team maintained the average pending time from the previous quarter. During the third quarter, the OPA team balanced commitments to MO-1 applications, training new staff as a result of restructure and a large volume of UCR applications and phone calls. Applications exceeding the average pending time of 28 days totaled 45. The reasons the applications exceeded average included waiting for insurance filings (21), application corrections (12), Safety & Compliance approval (8), and MCS waiting for payment (4).

The third quarter of 2010 resulted in an average pending time of 148 days for non-streamlined MO-1 applications. This is a decrease of 15 days pending time from the previous quarter. MCS granted authority to 3 applicants during the third quarter. One application was a request for new household goods authority with an extensive service area. This application was intervened upon. This application went through the Administrative Hearing Commission process. All intervening parties and the applicant agreed upon a reduced service area. This new household goods applicant experienced a 216 day pending time. Another new household goods applicant, with a commercial zone service area only, was not intervened upon. This applicant experienced a pending time of 43 days. The final non-streamlined application was a household goods transfer of authority. This applicant experienced problems obtaining a syndicate number on their proof of cargo insurance, Form H. This applicant experienced a pending time of 185 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:

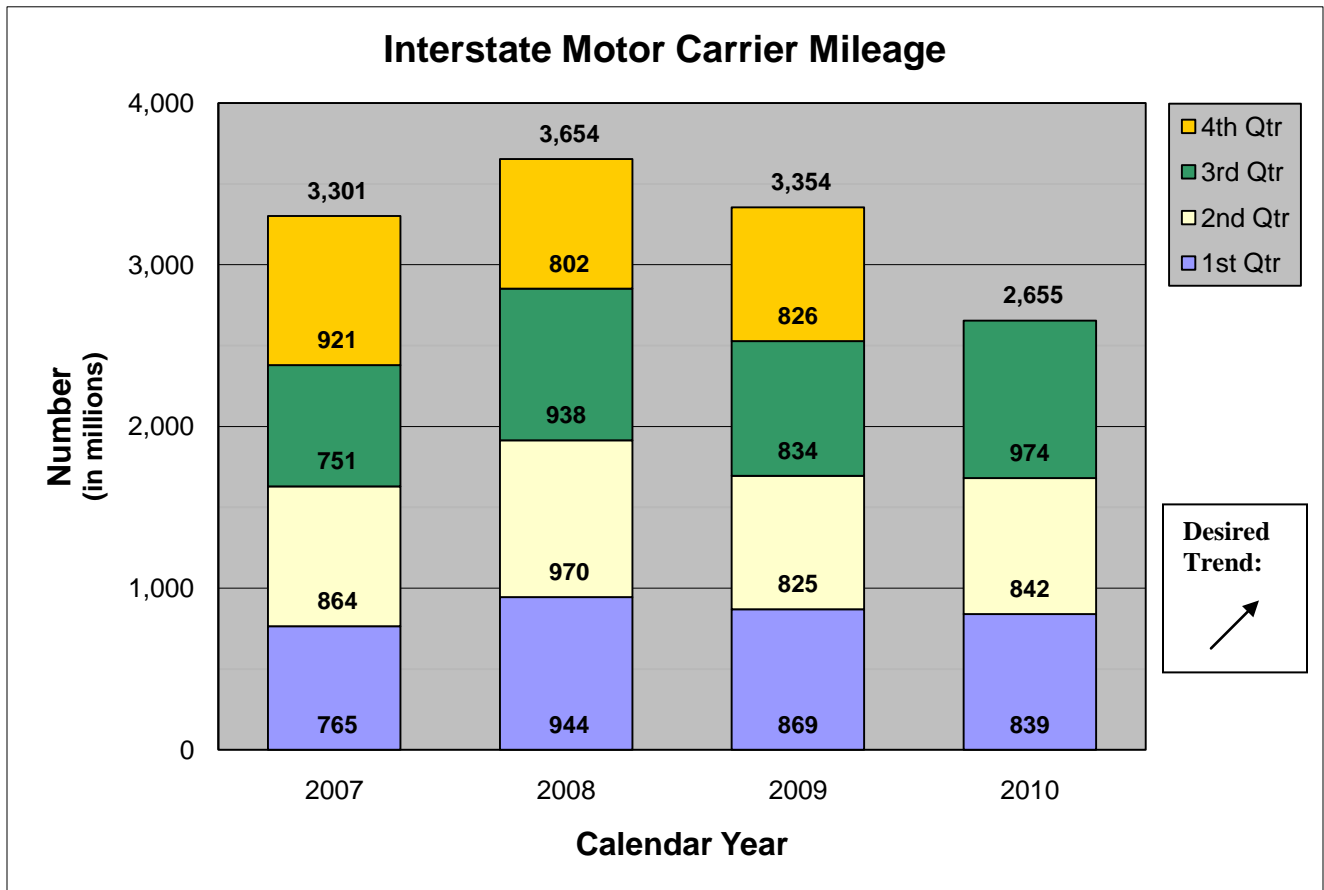
Data is collected quarterly. International Fuel Tax Agreement tax returns filed by member states and provinces and monthly reports of mileage data by the members are used to monitor the number of taxable miles traveled in Missouri by all motor carriers.

Improvement Status:

Total interstate miles traveled in Missouri increased 15.68 percent from last quarter. During the third quarter of 2010, motor carriers traveled 16.65 percent more miles in Missouri than in the third quarter of 2009.

Compared to the same time last year, out-of-state carriers traveled 18.7 percent more miles in Missouri and Missouri-based companies traveled 9.84 percent more miles in their home state.

Industry reports indicate the freight index rose 1.5 percent in July. Our customers are reporting in phone conversations that they are traveling more miles.



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.

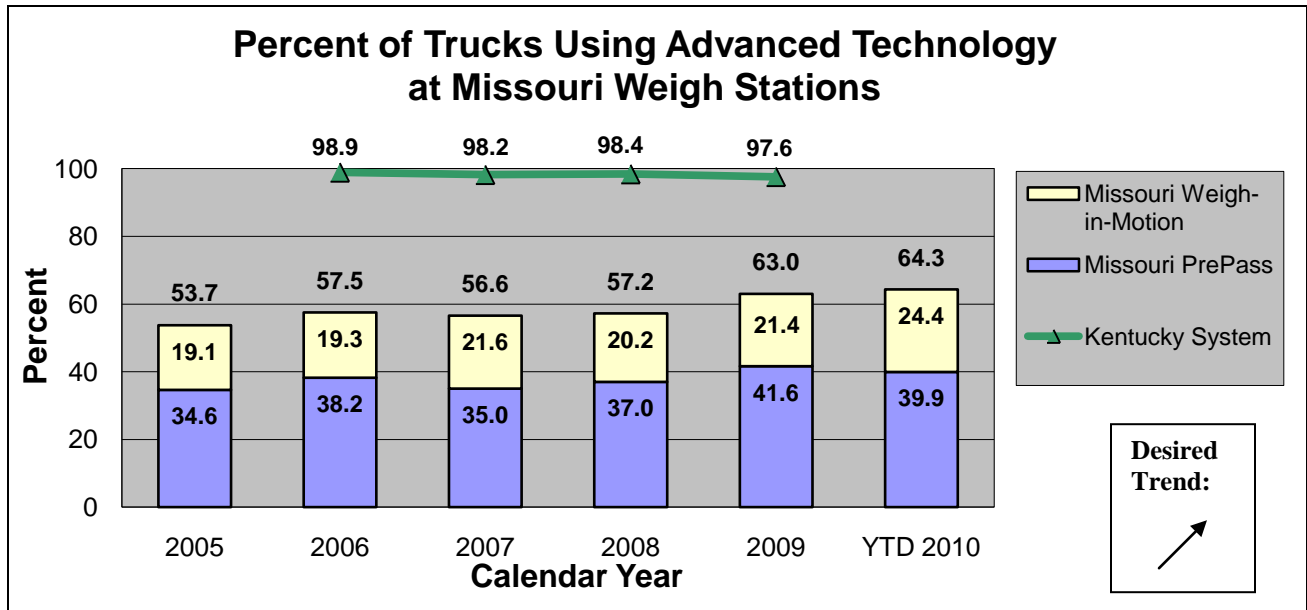
The Missouri State Highway Patrol provides a quarterly measure of the number of trucks that use Missouri's weigh-in-motion scales at Mayview and Foristell. These scales measure weight as trucks pass over them at 40 mph. Using ramp scales rather than fixed scales that require a full stop saves both time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

Third quarter 2010 results continue to show an increase in the amount of advanced technology over 2009.

Electronic verification and vehicles weighed on the static scale both increased this past quarter even though the Kearney site was closed for construction for a period of time in July and some computer problems were reported at several locations. The Steele weigh station was back in operation in July. The Bloomsdale weigh station building is up, pavement has been poured and a lot of work is in progress at the site.



Customer Involvement in Transportation Decision-Making

Customer suggestions implemented

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

Purpose:

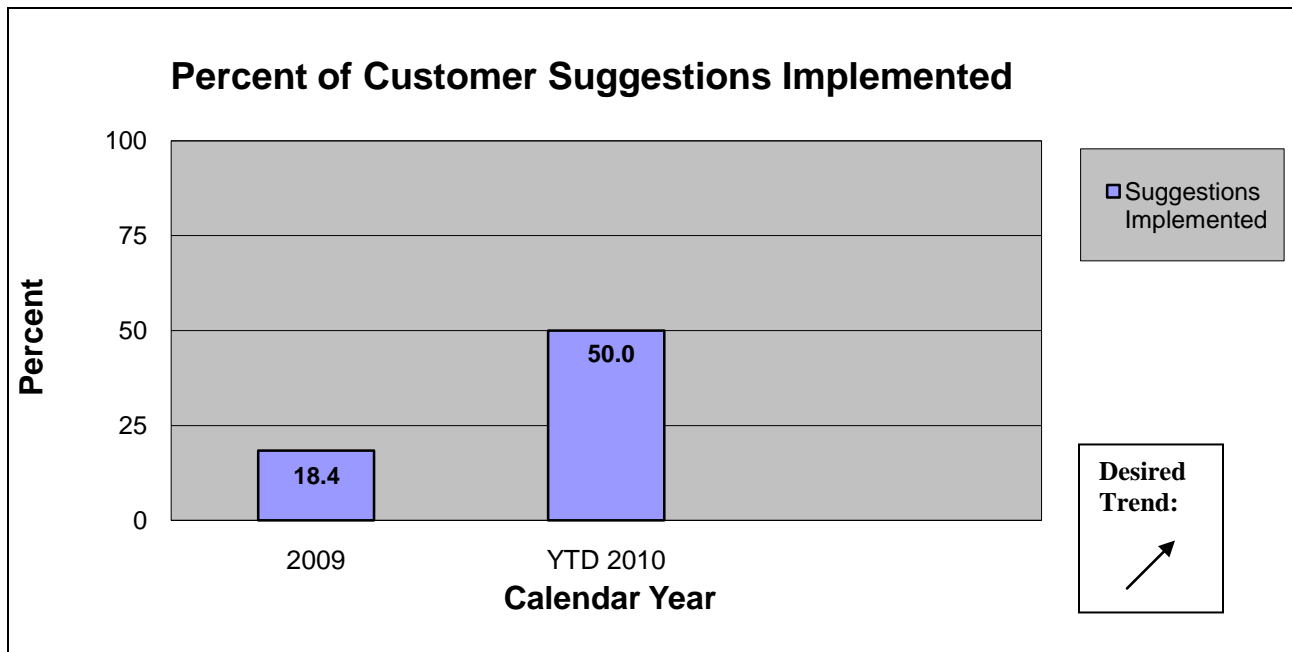
The purpose of this measure is to identify the involvement of MCS' customers in the agency's decision-making process. The objective of this measure is to track the percent of feasible suggestions provided by customers that aid MoDOT Motor Carrier Services in improvement of processes, system or program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

Highlights of the suggestions implemented this quarter included improving the MoDOT Carrier Express home page to provide customers a short cut to various activities; implementing a customer-driven password reset function; adding restrictions to the OSOW travelers map; and giving customers the ability to print renewal forms. Forty-six suggestions are logged. Twelve suggestions were implemented this quarter and six suggestions are in progress.



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.

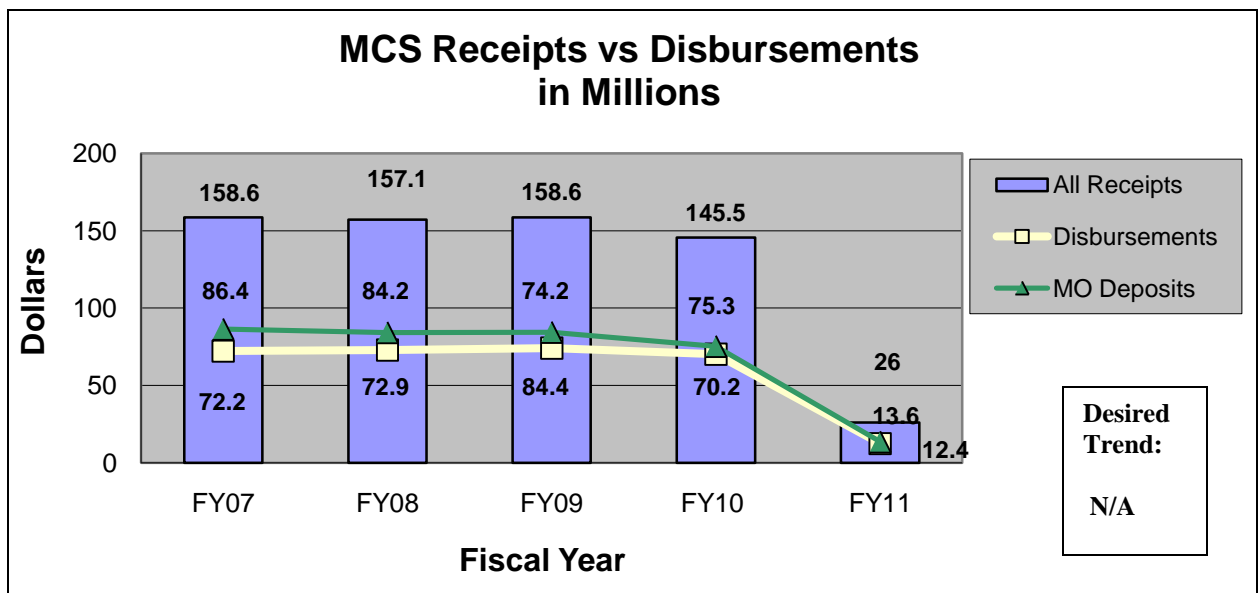
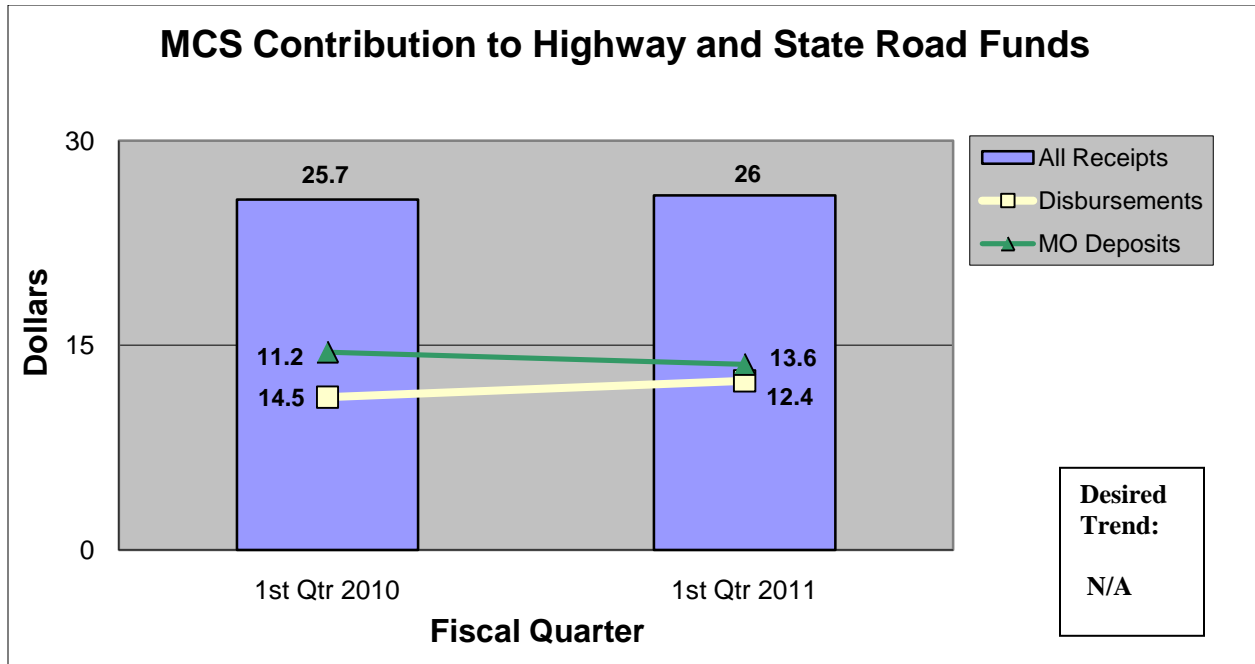
This data is collected based on revenue recorded in the statewide financial accounting system and the MCS accounting system by fund.

Improvement Status:

During the third quarter 2010, which is the first quarter of fiscal year 2011, MCS total receipts increased by one percent, compared to the same quarter in the prior fiscal year. MCS contributions to the highway and state road funds increased by 22 percent in the same period.

UCR collections show an increase of 2,711 percent. This is due to the 2010 UCR fee structure approval in late May 2010, skewing collection comparisons on a quarter-to-quarter basis for annual renewals. Missouri collected \$2,385,559 in three months, including \$1,194,513.80 in this quarter. Missouri's UCR cap for 2010 fees was achieved. MCS is disbursing funds on a monthly basis due to our aggressive collection efforts. OSOW permit sales increased by 2.8 percent. Hazardous Waste decreased by 30 percent versus last quarter and Scrap Tire fees which MCS collects for DNR decreased by 4 percent. Title Fees, which MCS collects for the Department of Revenue, decreased by 82 percent.

- Cab Card fee of \$2.00 due since 2008 was collected in FY10 on July 13, 2010 from a company that is a June renewal. They paid 2008, 2009 and 2010 renewal fees on July 15, 2009.
- Duplicate Plate increase of \$1,020 is because two large carriers received the new plate configuration this quarter, a total of 120 plates.
- Truck/Bus license increase of \$3,398 attributed to B1-R (Operating Authority) renewals mailed by postcard vs. forms. In FY10 and FY11 approximately 3,400 intrastate customers were mailed annual renewals. In FY10, MCS mailed postcards and in FY11, MCS mailed renewal forms. Online filing success rate for FY10 was only at 30 percent. Collections increased by 52 percent compared to the same quarter in FY10. Most Missouri intrastate filers are dump truck operators and farmers who don't have Internet access, use dial-up or do not connect to the Internet while on the road.
- Motor Fuel Trip Permits – FY09 to FY10 decreased by 36.9 percent, compared to the same quarter for FY10 to FY11, which increased by 16 percent.
- Reciprocity Trip Permits – FY09 to FY10 decreased by 3.9 percent compared to the same quarter for FY10 to FY11, which increased by 17.4 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 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 for employees under MOSERS and MCHCP). Total expenditures mirror the information in MoDOT Tracker Measure 15m.

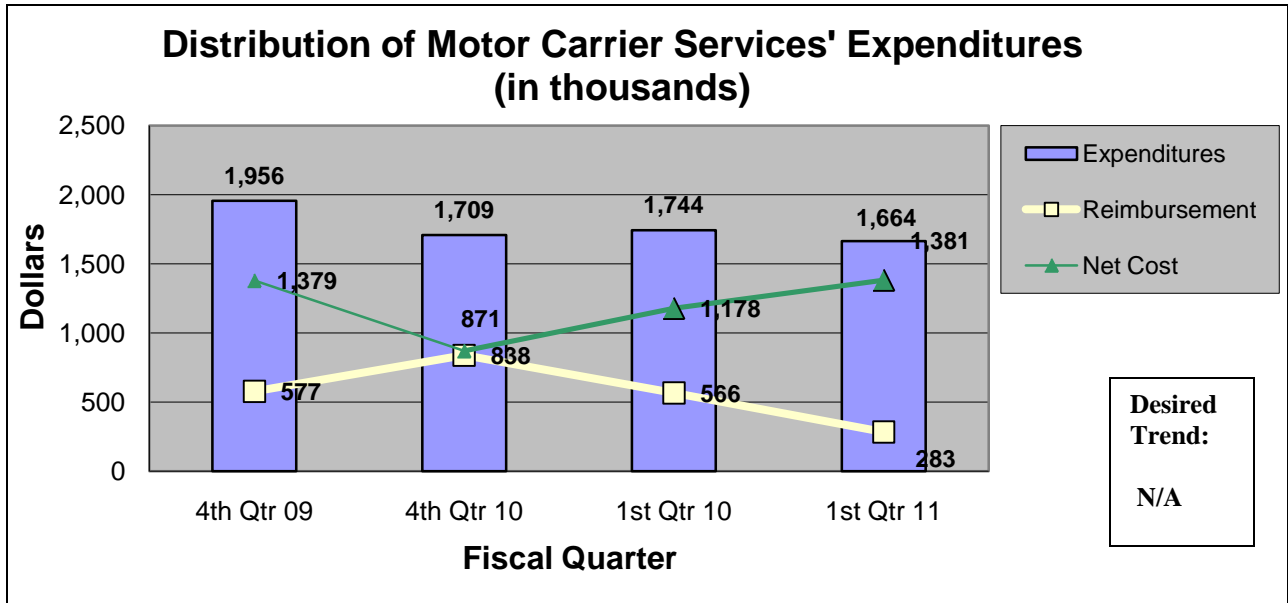
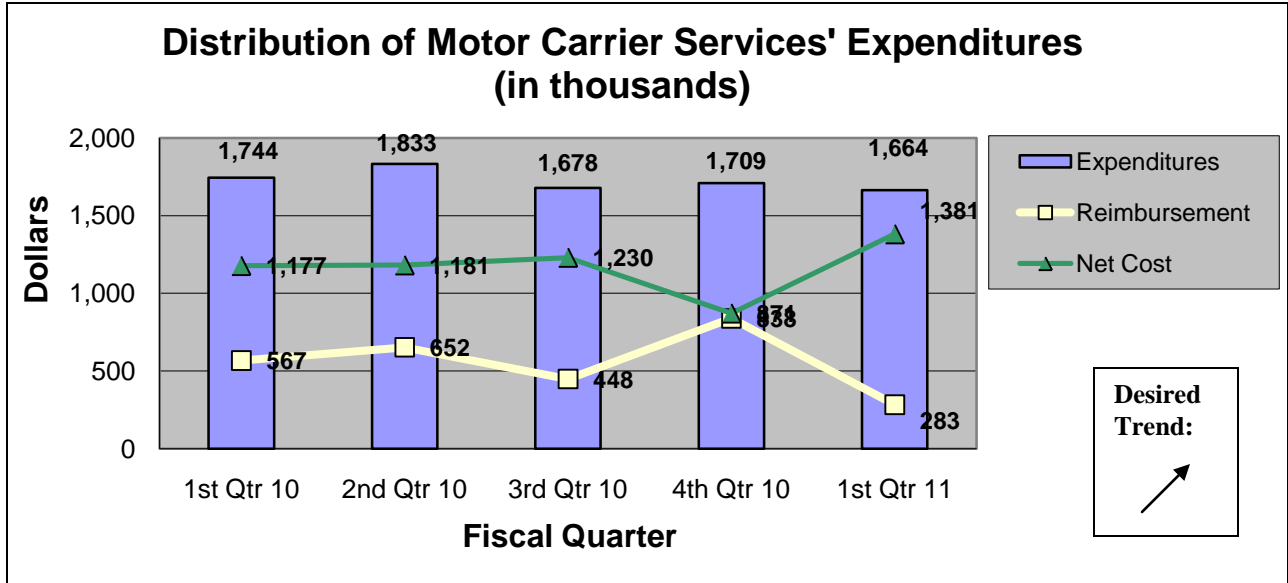
Reimbursements are actual dollars received, and are stated on a cash basis.

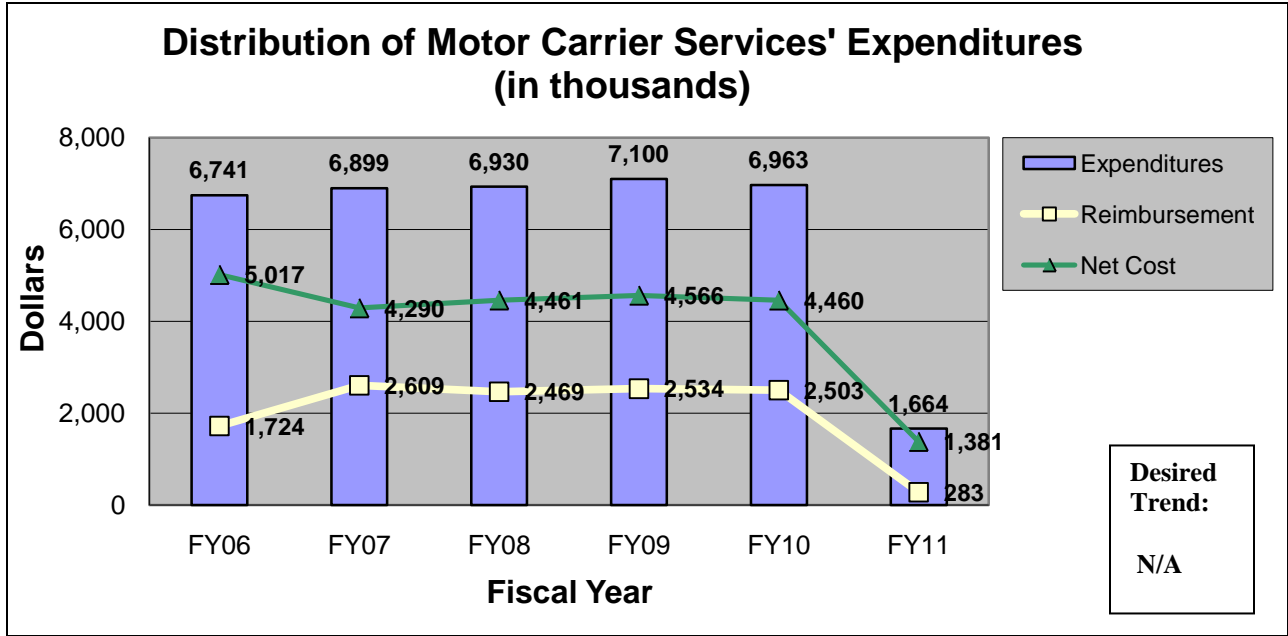
Improvement Status:

The 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 fourth quarter of 2010 are unusually high, and thus net cost is unusually low, due to a timing issue with receiving the January and February 2010 MCSAP and the February 2010 New Entrant voucher claims, which normally would be reflected in the prior quarter's data, but were not received until the fourth quarter of 2010. Total impact for these grant claims was about \$268,000.

The reimbursements received in the first quarter of 2011 are unusually low, and thus net cost is unusually high, due to a timing issue with receiving the July and August 2010 MCSAP and New Entrant voucher claims, along with the April-June 2010 PRISM voucher claim. Total impact for these grant claims was about \$538,000.





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 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 (FTEs) at Motor Carrier Services at the end of each state fiscal quarter.

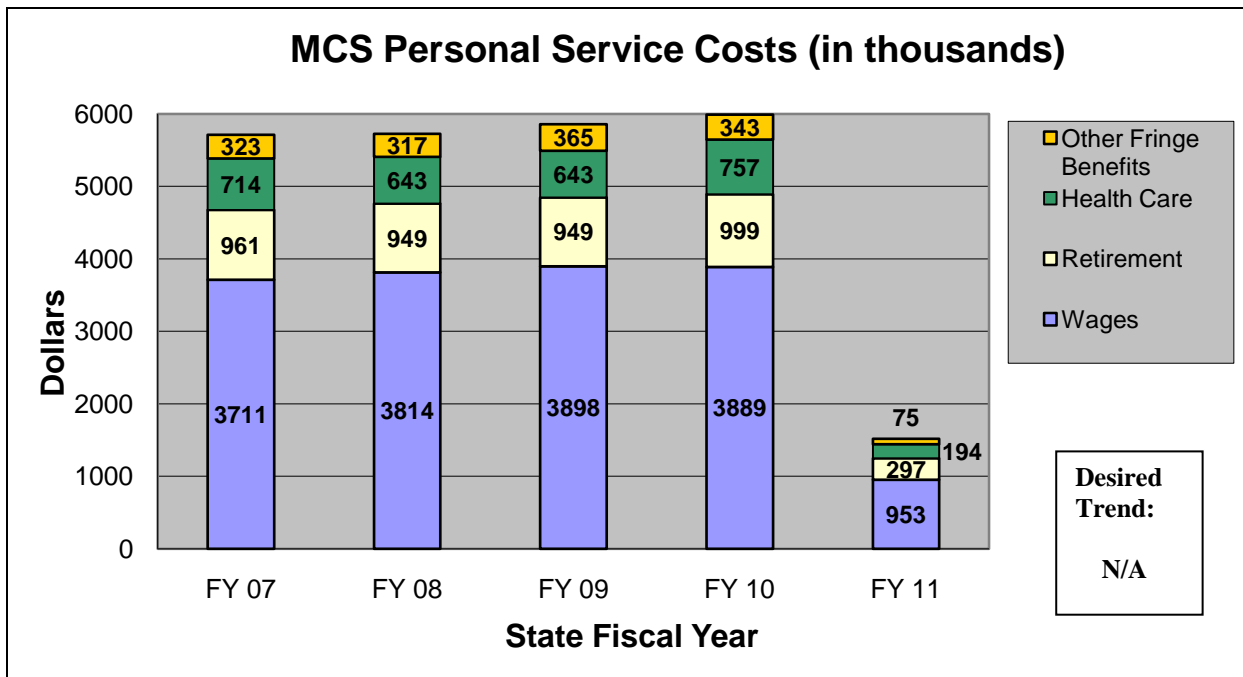
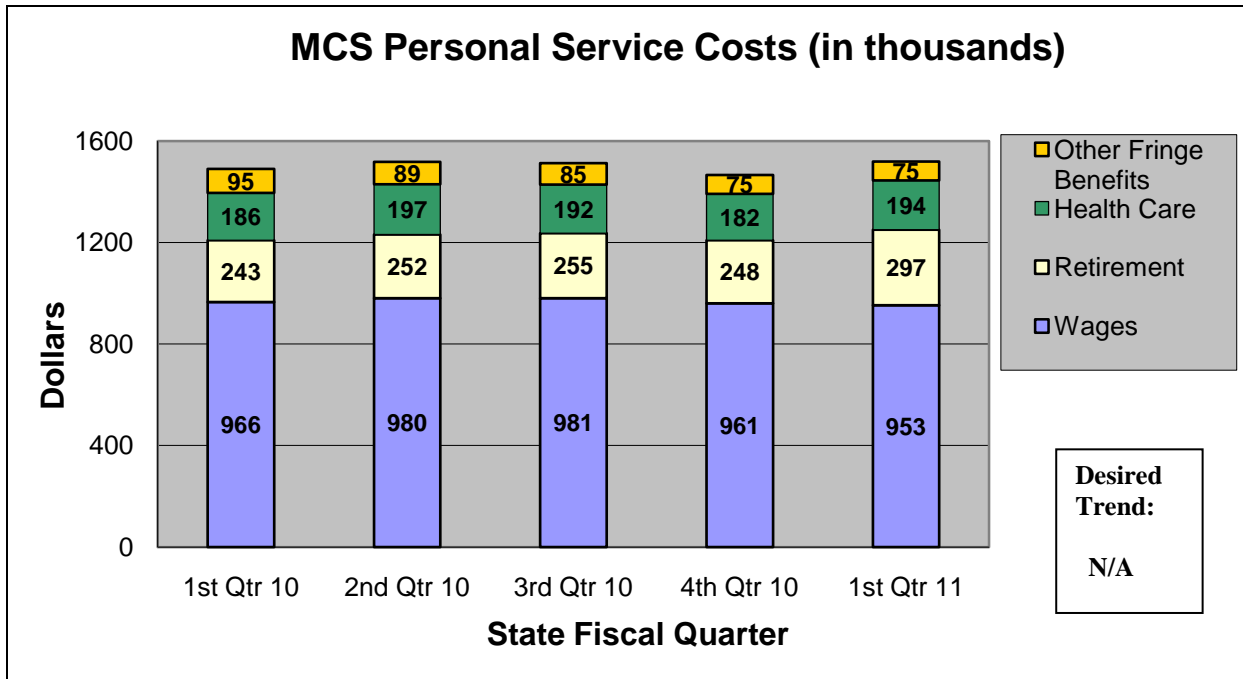
Improvement Status:

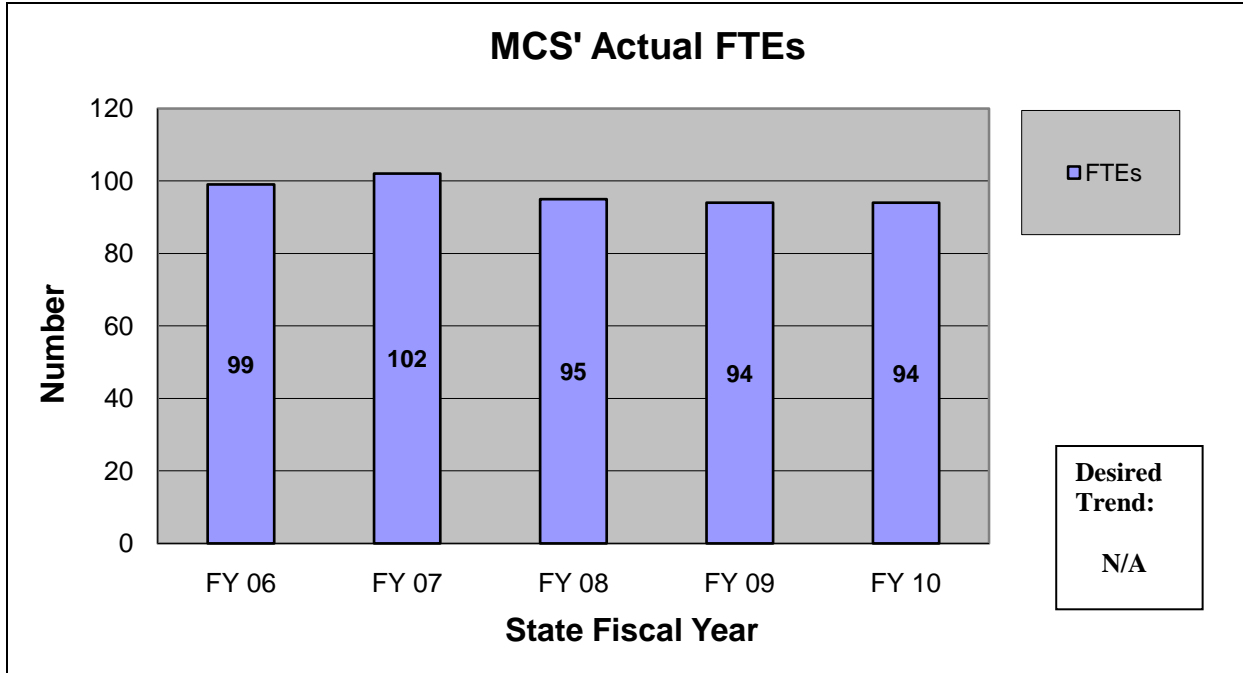
Motor Carrier Services has employees covered by both MOSERS retirement system and by MoDOT's retirement system. In addition, Motor Carrier Services has employees covered for health care by both MCHCP and by MoDOT's health plan.

Retirement costs for Motor Carrier Services combined average 31.2 percent of wages so far in FY 11, as compared to 25.7 percent of wages in FY 10. The primary cause of this increased cost is the increase in the contribution rate required for employees in the MoDOT retirement system, which went from 31.2 percent in FY 10 to 39.46 percent in FY 11. The contribution rate for employees covered by the MOSERS retirement plan remained relatively steady, at approximately 13 percent of wages. As employees covered by the MOSERS plan gradually leave Motor Carrier Services, they are replaced by employees who are required to join the MoDOT retirement plan, thus gradually increasing the cost for this fringe benefit to MoDOT. There is potential for improvement in this area, due to recent legislative changes to the State's pension systems. These improvements will accrue slowly over time.

Health care costs for Motor Carrier Services combined average 20.4 percent of wages so far in FY 11, as compared to 16.5 percent of wages in FY 10. Costs for MoDOT health plan versus Missouri Consolidated Health Care Plan (MCHCP) are comparable to each other. Several factors combined are the cause of this increase. First and foremost, the overall inflation rate in the health care field dwarfs the inflation rate for employee salaries and drives up the cost of providing health benefits to employees. Other factors are difficult to quantify. For example, if a larger percentage of MoDOT employees elect family coverage instead of employee-only coverage, contributions as a percentage of wages would be relatively larger. The opposite would be true if a larger percentage of employees elect to go with employee-only coverage.

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. The elimination of the Deferred Compensation match saves MCS approximately \$7,000 per quarter .





Advocate for Transportation Issues

Fiscal notes

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

Purpose:

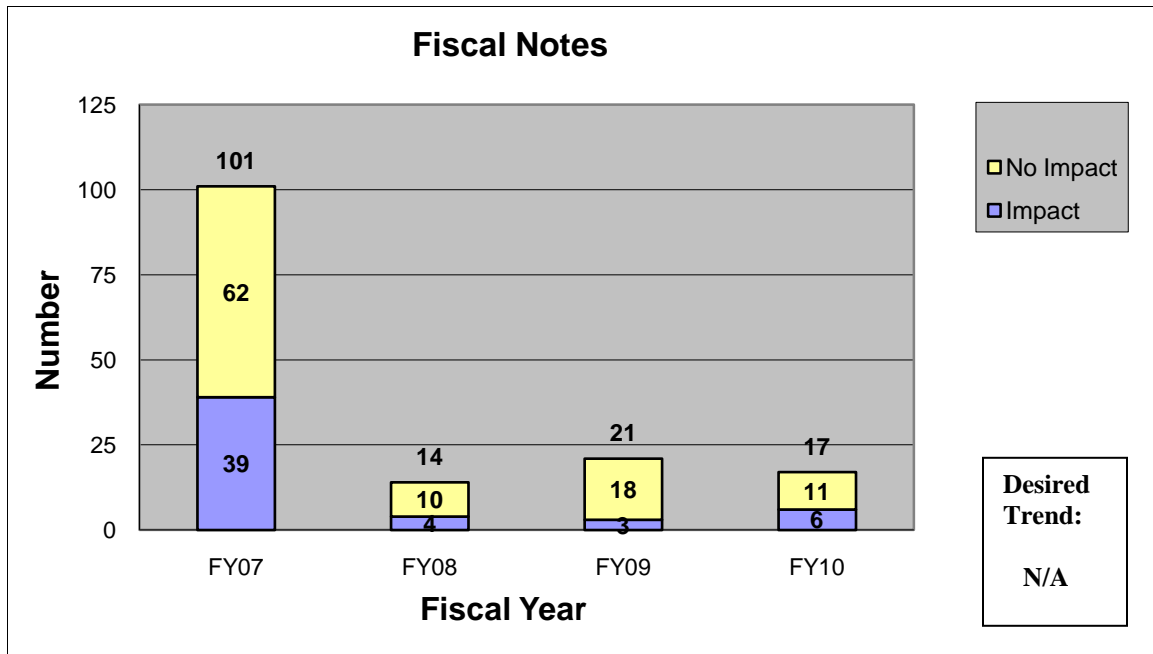
This measure reports the number of fiscal note comments MoDOT Motor Carrier Services provides each legislative season. The number of fiscal note requests received reflects the amount of legislation that could have an impact on the division. This measure also reflects the continued growth in the importance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

Description:

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

Improvement Status:

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. A proposed bill would lower the maximum speed limit and prohibit driving more than nine consecutive hours. One addressed transportation of railroad workers. Another proposed allowing owners of commercial motor vehicles to request and be issued two commercial vehicle plates. Another would 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:

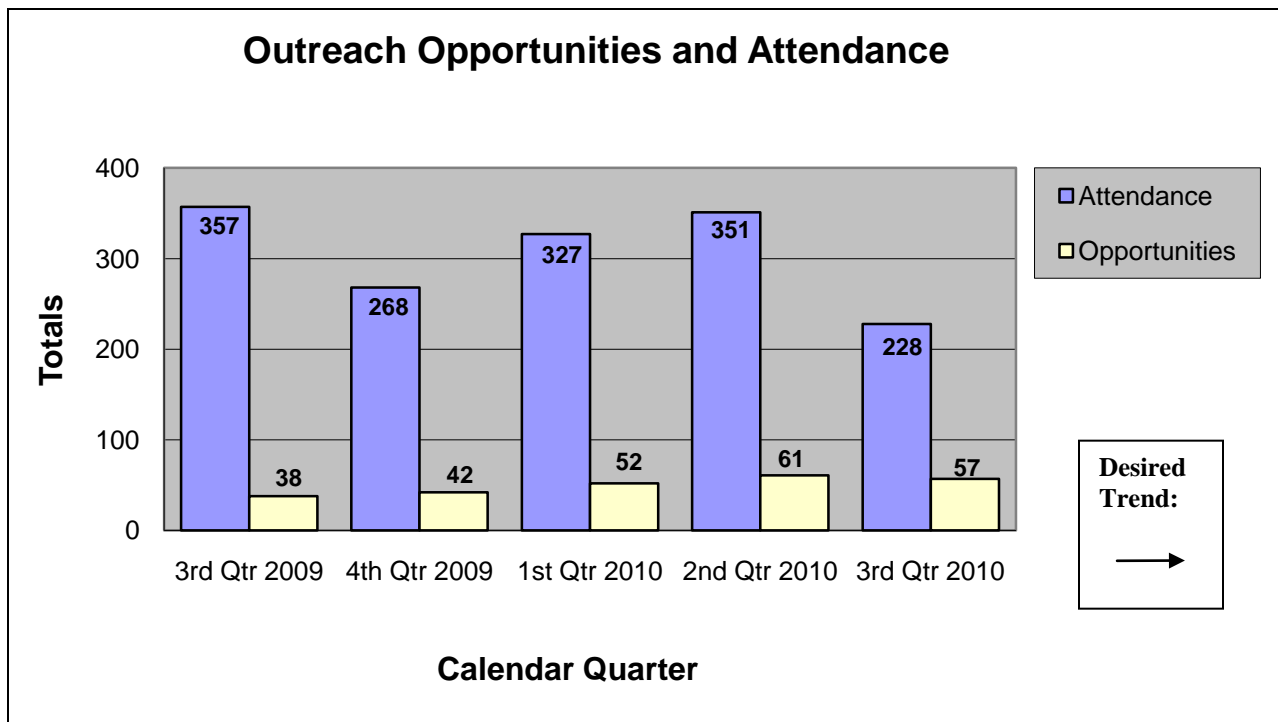
This measure tracks the number of people attending outreach sessions conducted by Motor Carrier Services. It helps determine where outreach sessions are most beneficial. The number is also reported to the Federal Motor Carrier Safety Administration for grant obligations.

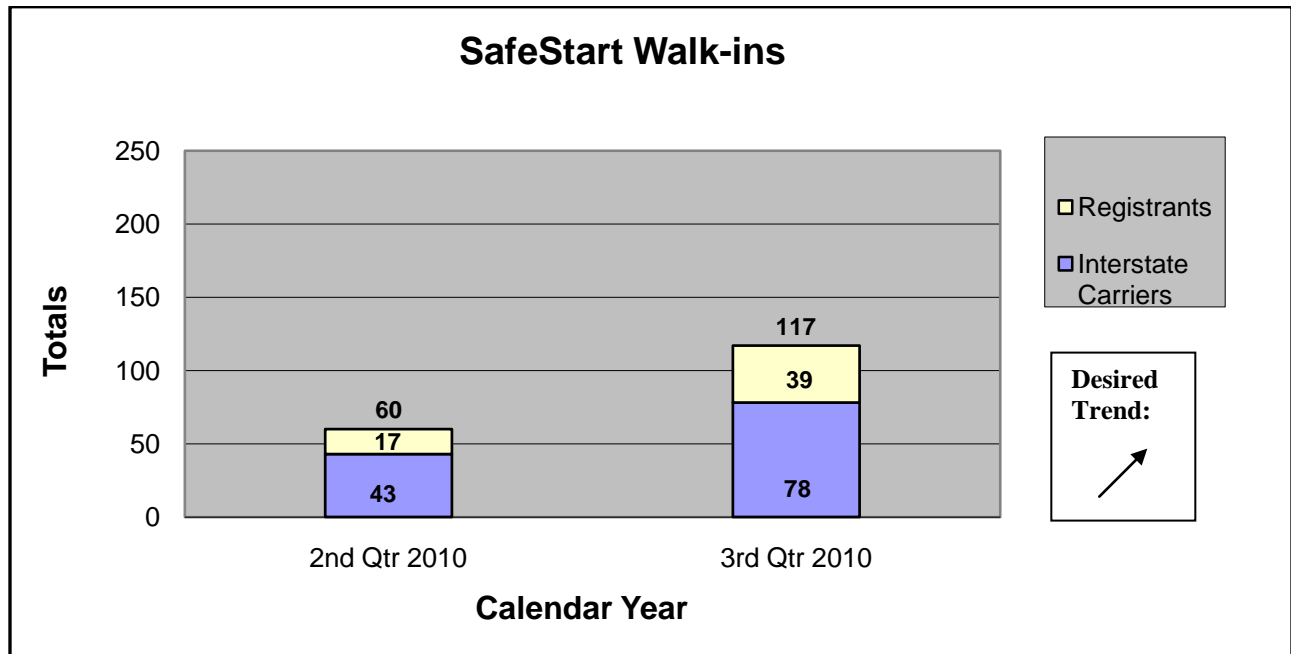
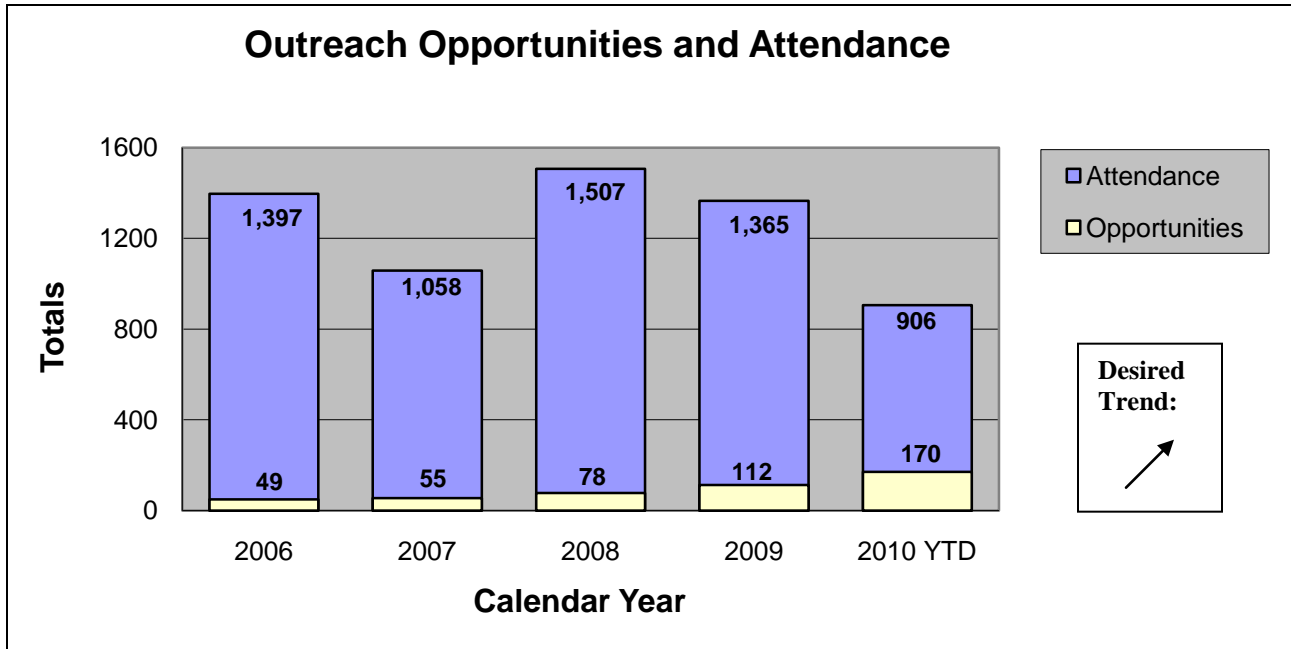
Description:

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 experienced a decrease of 129 attendees this third quarter compared to the same quarter in 2009. A new graph was added to this measure to track the number of walk- in customers exposed to SafeStart training. The graph shows an increase in SafeStart presentations between the second and third quarter. Of the New Entrant carriers who participated in SafeStart training last quarter, five have participated in a safety audit and all five passed.





Outstanding Customer Service

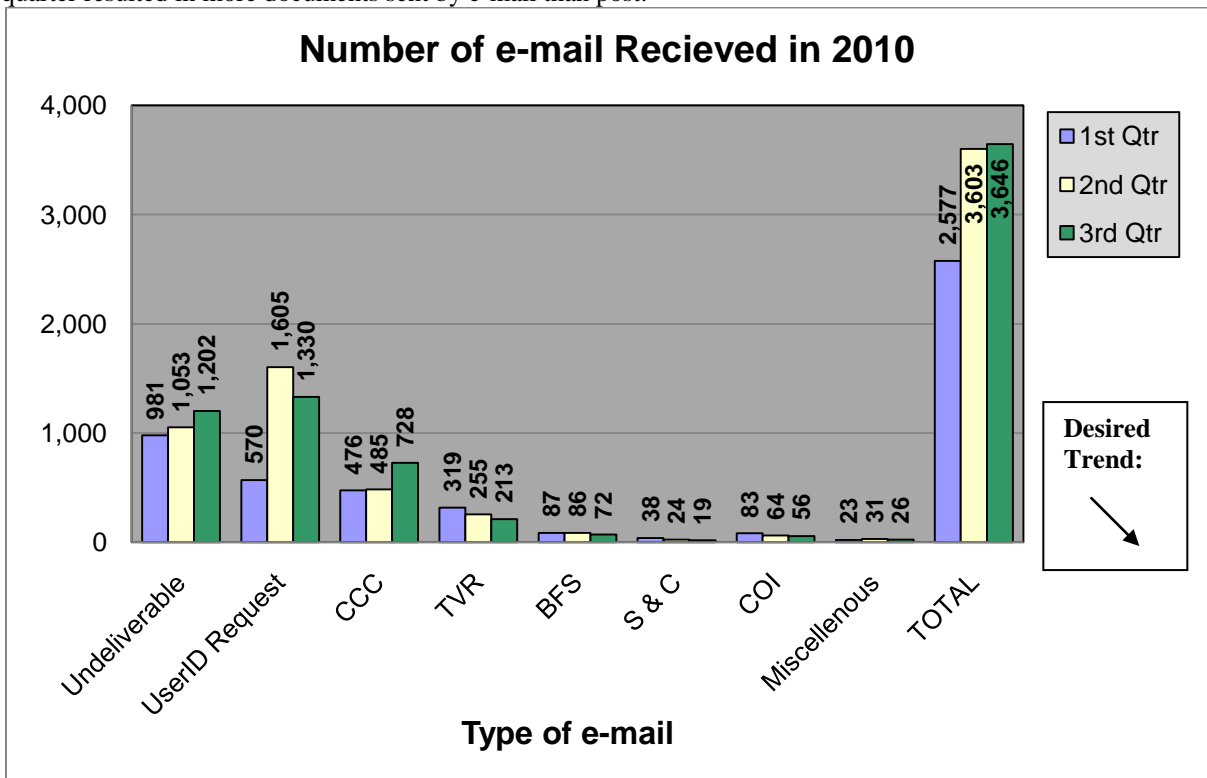
Number of e-mails received

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 e-mails received and processed by Motor Carrier Services.

Description:
 MCS e-mail received are classified into eight categories. Undeliverable e-mail are credentials issued by the MoDOT Carrier Express System that were not delivered either by fax or e-mail. UserID requests are userID and password requests to access the MoDOT Carrier Express system. CCC includes all issues related to the International Registration Plan, International Fuel Tax Agreement, Operating Authority, and Oversize Overweight programs. TVR contains any issues related to Temporary Vehicle Registration documents automatically generated by MCE. BFS is a Bring Forward Supplement report that is automatically generated by the MCE. S & C includes any issues that Safety and Compliance must address. COI is a Certificate of Insurance required to obtain Oversize Overweight permits. Miscellaneous includes requests for the News on Wheels quarterly newsletter, solicitations, and other concerns not related to MCS.

Improvement Status:
 UserID requests increased 1,037 (183 percent) from the first quarter of 2010 to the second quarter of 2010 due to the release of UCR fees in May. Postcards that encouraged use of the MCS system to file UCR were mailed to customers. MCE requires a userID and password for online filing. The majority of e-mail for CCC were supporting documents and inquiries regarding IRP. An increase of online users in the third quarter resulted in more documents sent by e-mail than post.



Outstanding Customer Service

Percent of satisfied motor carriers

Motor Carrier Services Director: Jan Skouby

Data Driver: DeAnne Rickabaugh, Outreach Coordinator

Purpose of the Measure:

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

Measurement and Data Collection:

MCS personnel, working with Heartland Market Research, LLC, revised a survey to collect customer satisfaction data. A single survey addresses all five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Oversize Overweight Permitting, Safety and Compliance and Operating Authority. 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.

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.

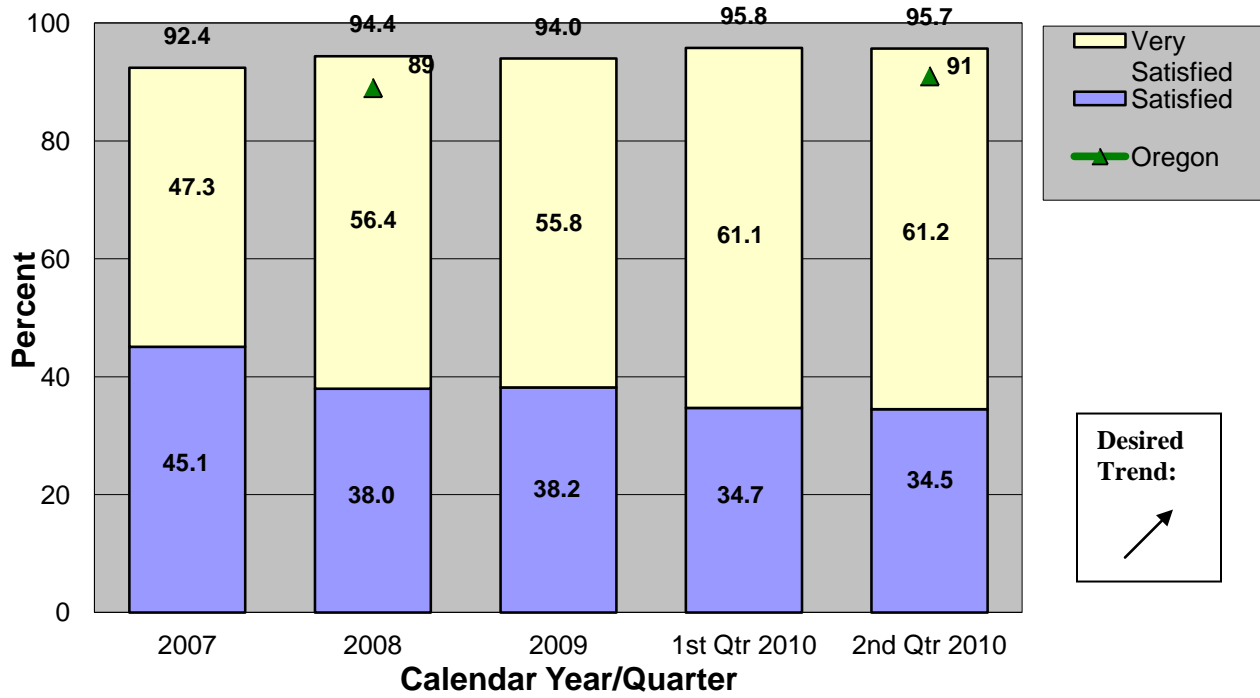
Improvement Status:

This quarter's data stems from customers' opinions of service received between April to June 2010.

Motor Carrier Services earned a customer satisfaction rating of 95.7, down one-tenth of a point versus last quarter. The score is 1.6 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 2010 is 61.2 percent, one-tenth higher than last quarter and up 3.6 percent from the same time last year.

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.

Percent of Satisfied Motor Carriers



Outstanding Customer Service

Customer satisfaction with timeliness of Motor Carrier Services' response

Motor Carrier Services Director: Jan Skouby

Data Driver: DeAnne Rickabaugh, Outreach Coordinator

Purpose of the Measure:

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

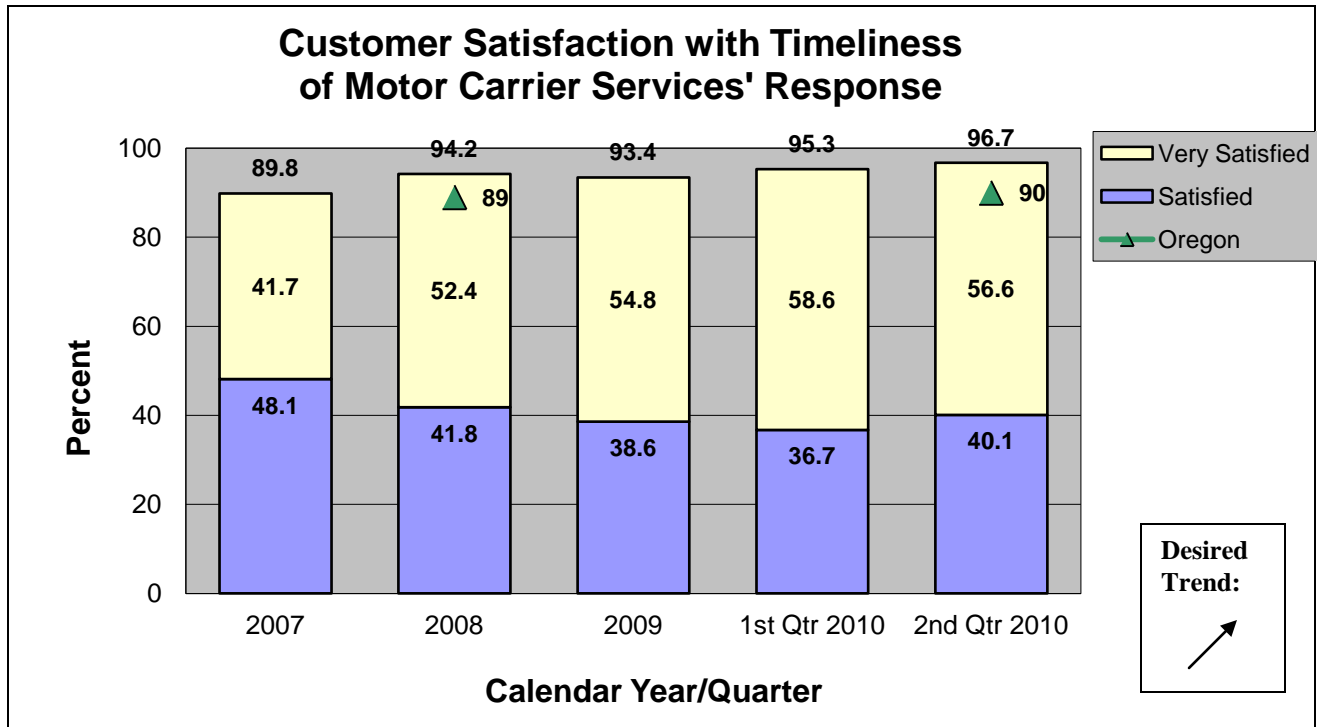
Measurement and Data Collection:

Each month, MoDOT's contractor, Heartland Market Research, LLC, surveys a pool of 800 motor carriers who contacted MCS in the previous month. These customers 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 April to June 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.



MoDOT Motor Carrier Services

1320 Creek Trail Drive
PO Box 893
Jefferson City, MO 65102

www.modot.org/mcs

1-866-831-6277