

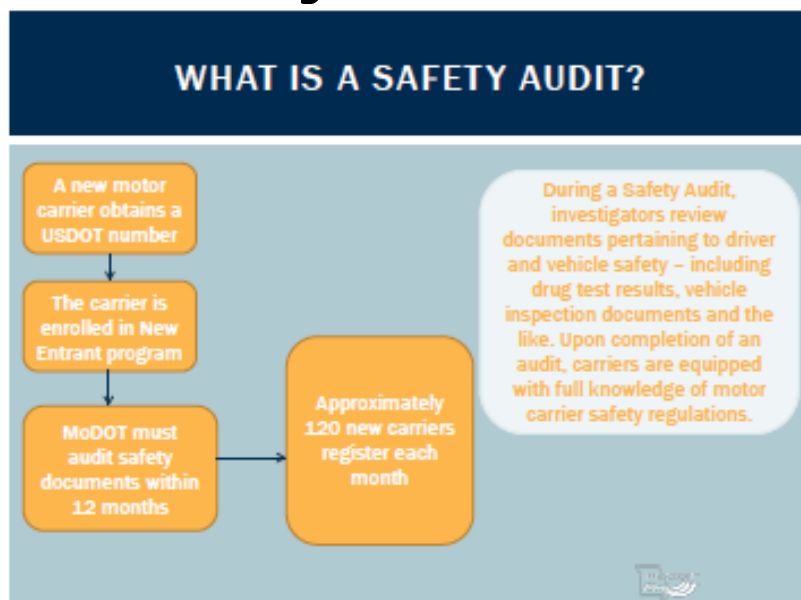
**Projects First-Round Winner**

Innovations Challenge  
<http://wwwi/intranet/cr/SolutionsAtWork/Innovations.htm>

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Prepared by Transportation Planning  
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## MCS Safety Audit Process



**Description**

MoDOT Motor Carrier Services encourages carriers’ safe operating practices. Within the first 12 months of operation, MCS investigators audit each new company’s safety and regulatory documents and its managerial practices. MCS educates carriers and answers questions about stringent safety regulations. In late 2013, MoDOT MCS’ staffing level dropped dramatically. The division faced loss of federal New Entrant funding because it could not meet its audit commitment. MCS’ Safety & Compliance team took a calculated risk, turning around the normal business model of individual investigator visits to company sites. Instead, they asked motor carriers to come to them in a group setting.

Four to five investigators visited with up to 30 carriers in one day, providing the same level of service as when one MoDOT employee met with one customer per day. The commitment was met. Funding was preserved. The practice continues to this day. Customers applaud the efficient use of taxpayer funds.

**Benefits**

MCS kept its auditing commitment and continues to qualify for federal funds it depends on to fund its motor carrier safety work. The centralized meeting location results in lower mileage, fuel and other vehicle costs compared to those incurred when MCS agents drove independently to individual businesses.

MoDOT MCS completes 25-30 audits by four to five investigators per day in a group setting. Previously, when investigators drove to customer sites, they averaged a one-per-day rate. Motor carriers now submit paperwork before meeting with MoDOT. Investigators study several carriers’ submissions without distraction in an office with reference material nearby, rather than at a customer site. Co-workers serve as mutual resources in a manner that was not previously possible.

*Benefits (cont'd.)*

Group SAs make it possible for carriers to receive vital safety education earlier in the critical first year of operation. Investigators exposure to traffic crash risks and unknown risks within motor carriers' workplaces are greatly reduced. During group presentations, carriers develop rapport with regulators and drive discussion on safety topics. The process builds trust. Carriers also recognize that the Group SA practice is efficient and cost-effective for their businesses and for taxpayers.

**For More Information Contact:**

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Additional photos can be seen by accessing the Innovations Challenge homepage at: <http://wwwi/intranet/cr/SolutionsAtWork/Innovations.htm>.