

Motor Carrier Services

Division Tracker

Measures of Divisional Performance



April 2016

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RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Cody Wilson,
Transportation Enforcement
Investigations Supervisor

PURPOSE OF THE MEASURE:

This measure tracks the number of New Entrant Carriers that have had injury and fatality crashes.

MEASUREMENT AND DATA COLLECTION:

A new entrant safety audit is an educational engagement and examination of a new interstate motor carrier's safety management and performance. New interstate motor carriers that have newly acquired USDOT numbers are placed within the Federal New Entrant Program with the understanding they must submit to a federal new entrant safety audit within twelve months. Shortly after the completion of the carrier's new entrant safety audit the carrier exits the Federal New Entrant Program.

New entrant fatality and injury crash data is acquired from the Federal Motor Carrier Management Information System.

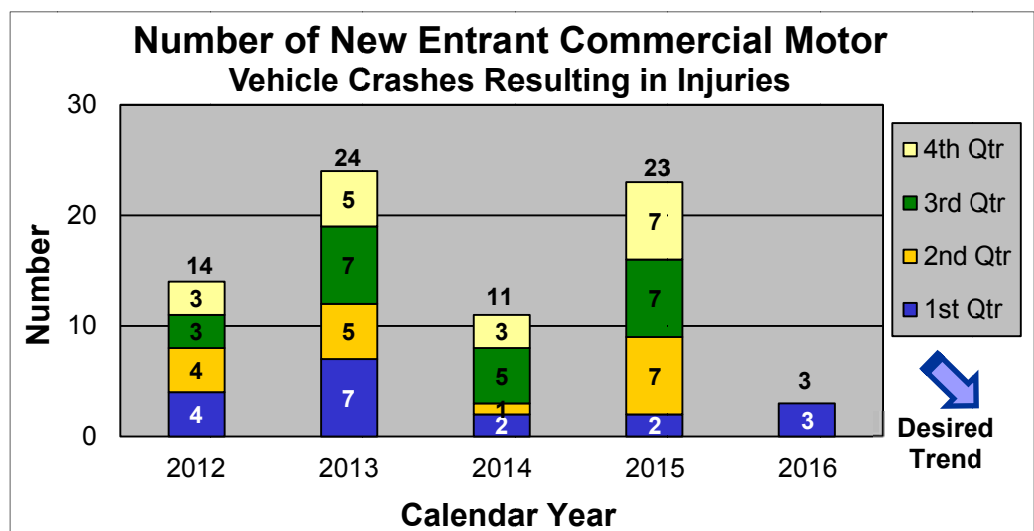
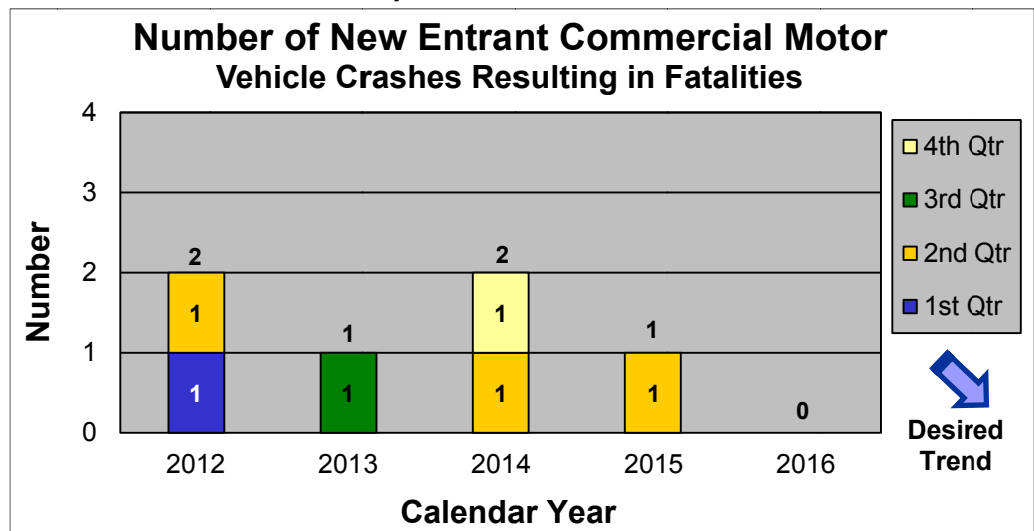
KEEP CUSTOMERS AND OURSELVES SAFE

New Entrant motor carrier crashes resulting in fatalities and serious injuries – 1a

Starting a new business as a motor carrier can be an overwhelming experience. Many critical safety rules and procedures may be unintentionally overlooked. The smallest breakdown in safety can lead to major problems, including injury and fatality crashes.

MCS strives to eliminate this cause and effect by educating and evaluating new operations through outreach training programs, interactive Internet-based compliance tools and safety pamphlets. These efforts make a difference.

One fatality crash involving a new entrant occurred in 2015 and 23 injury crashes occurred in 2015. No fatality crashes, but three injury crashes happened in 2016 YTD. Between 2012 and 2015, new entrant injury crashes increased by nine, a 64.3 percent increase. One 2016 YTD injury crash occurred after the carriers' safety audit.



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Rod Harpenau,
Transportation Enforcement
Investigations Supervisor

PURPOSE OF THE MEASURE:

This measure tracks the number of Missouri-based CMVs involved in fatal and injury crashes each year once they emerge from the new entrant program. Motor Carrier Services uses the information to target educational, enforcement, and improvement of safety feature efforts.

MEASUREMENT AND DATA COLLECTION:

Missouri law enforcement agencies complete and submit a uniform vehicle crash report which is entered into a statewide traffic crash database. This measure tracks the number of commercial motor vehicles involved in crashes which result in one or more fatalities or serious injuries. Preliminary results are collected from this statewide database for the current year and are updated quarterly.

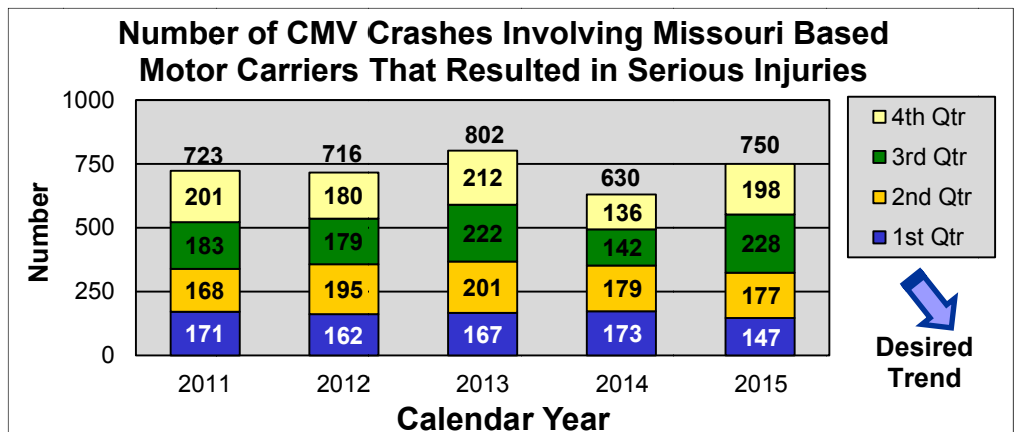
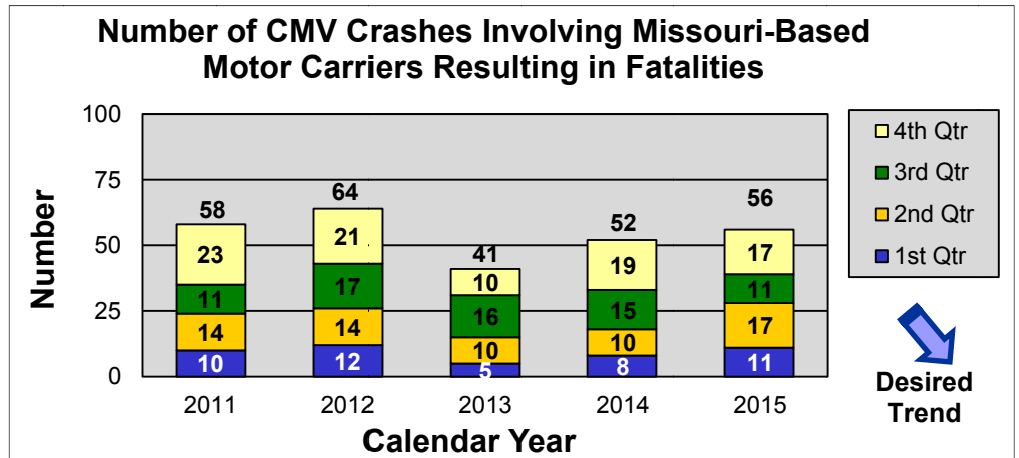
KEEP CUSTOMERS AND OURSELVES SAFE

Number of CMV crashes involving Missouri-based motor carriers resulting in fatalities/serious injuries – 1b

Motor Carrier Services strives to improve the safety of Missouri motorists. This is done by ensuring the commercial motor vehicles based in Missouri are safe. A CMV is subject to random roadside safety inspection or a safety terminal inspection to determine if the vehicle and driver are operating in a safe condition. These inspections are conducted by MoDOT, the Missouri State Highway Patrol, the Federal Motor Carrier Safety Administration and the Kansas City and St. Louis police departments.

When a carrier first applies to operate interstate, it enters a 12-month New Entrant monitoring program. Implemented by the FMCSA, the program aims to give companies a safe start with educational audits of safety documents and practices. Carriers exit the program after 12 months or upon successful completion of an investigation of safety practices by the base state on behalf of the FMCSA. Once the carrier exits the new entrant program they are considered a non-new entrant carrier.

The number of fatal non-new entrant crashes reported for calendar year 2015 was 56, compared to 52 for the calendar year 2014. This is a 7 percent increase (four lives). Ten of the seventeen fatalities in the fourth quarter of 2015 were in interstate commerce (59 percent). The number of serious injury crashes reported for 2015 was 750, compared to 630 for 2014. This is a 19 percent increase (120 crashes).



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Matt Kiefer,
Transportation Enforcement
Investigations Supervisor

PURPOSE OF THE MEASURE:

Vehicle and driver safety inspections are examinations of motor carriers' compliance with transportation regulations. By focusing on Missouri out-of-service rankings, Motor Carrier Services can gauge where to focus our safety efforts.

MEASUREMENT AND DATA COLLECTION:

Inspection data is collected on roadside inspections for each State. If a driver and/or vehicle pose an imminent risk to public safety, the driver and/or vehicle is placed out-of-service and not allowed to resume operation.

All inspections are tracked and an out-of-service rate is calculated for every State. Inspections used to determine the out-of-service rate for each State is based on the carrier address on the inspection report.

The chart displays the national out-of-service ranking of Missouri compared to other States. The vehicle out-of-service ranking includes all vehicles, regardless of vehicle type. The hazardous material and passenger vehicle rankings are pulled from the vehicle ranking. A ranking of "1" indicates Missouri has the lowest OOS rate in the country.

KEEP CUSTOMERS AND OURSELVES SAFE

Roadside inspection and out-of-service national ranking – 1c

The commercial motor vehicle industry is a vital part of Missouri's economic strength and security. Commercial trucks and buses are an integral part of everyday life and the safe operation of trucks and buses on our roadways is critical to public safety.

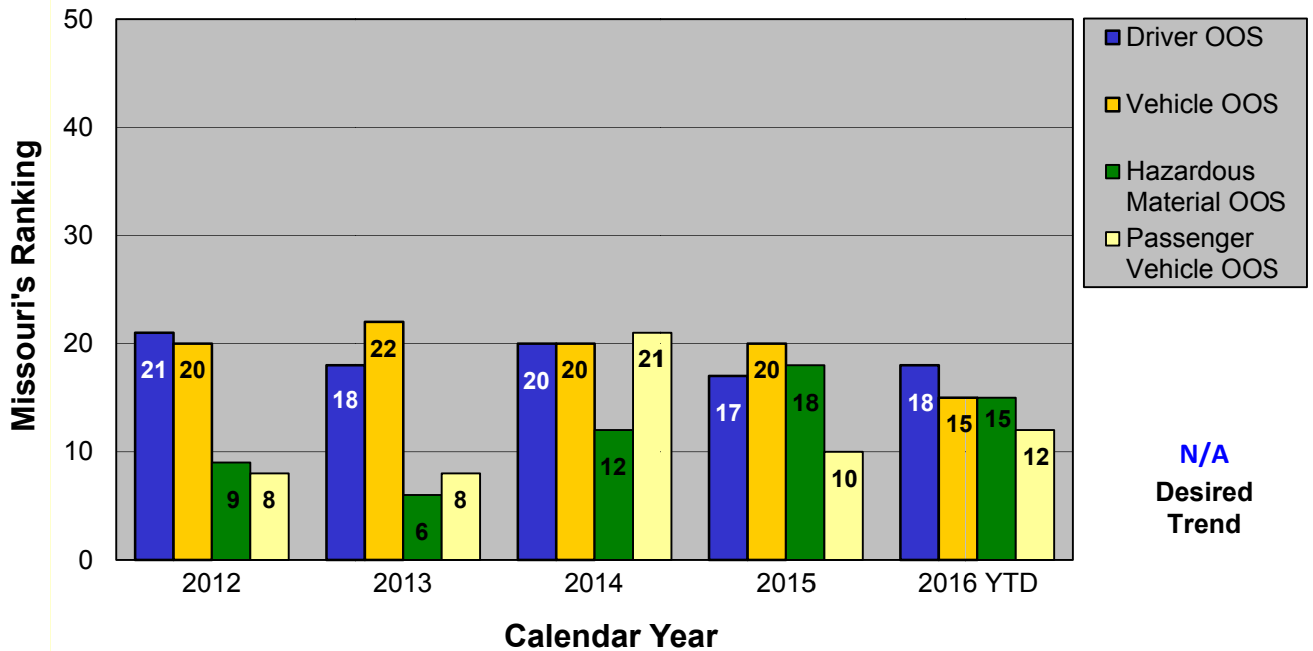
All CMVs have the potential to be inspected by certified enforcement personnel. The purpose of the inspection is to ensure the vehicle and driver are safe to operate on public roadways. If the vehicle and driver pose an imminent risk to public safety, the driver and vehicle are placed out of service and not allowed to resume the trip.

MoDOT tracks nationwide driver and commercial motor vehicle inspections of Missouri-based companies. The goal is to increase vehicle and driver compliance with all applicable transportation regulations ensuring the safest operating conditions possible. Compliance with the regulations will increase public safety and reduce the likelihood of crashes.

All inspection type categories saw a decrease in the out-of-service rates for the first quarter of 2016 compared with the 2015 calendar year. The driver out-of-service rate for the first quarter of 2016 is down .01 percent from the 2015 calendar year with an increase of 1 in the ranks. The overall vehicle category decreased in the ranking from 20 to 15 with more than a one percent decrease in the out-of-service rate. The overall vehicle out-of-service rate of 18.8 percent and ranking of 15 are the lowest in the previous four years. The out-of-service rate on vehicles transporting hazardous materials saw a decrease of nearly one half a percent with a ranking decrease of three. The passenger ranking increased by two despite a 1.46 percent decrease in the out-of-service rate.

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Roadside Inspection and Out-of-Service National Ranking



2016 and 2015 Out-of-Service Rates and Ranks

Inspection Type	2016 YTD OOS Rate	2015 OOS Rate	Difference
Driver	4.98	4.99	-.01
Vehicle	18.8	20.08	-1.28
Hazardous Materials	2.91	3.39	-.48
Passenger	4.76	6.22	-1.46

Inspection Type	2016 YTD Rank	2015 Rank	Difference
Driver	18	17	+1
Vehicle	15	20	-5
Hazardous Materials	15	18	-3
Passenger	12	10	+2

KEEP CUSTOMERS AND OURSELVES SAFE

RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Mark Biesemeyer,
Transportation Program
Manager

PURPOSE OF THE MEASURE:

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

The Percent of Missouri-Based CMV Drivers Cited for Failure to Use a Safety Belt chart is reported a full quarter behind due to the lag time in the reporting of some inspections.

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 2014. Spotters observed from 250 locations in 76 counties, making 18,776 observations of commercial drivers between 8 a.m. and 3 p.m. The 2013 CMV Driver Safety Belt Usage Study by the federal government reports a usage rate of 84 percent.

FMCSA provides a MCMIS snapshot of the number of CMV drivers cited for failure to use a safety belt each quarter.

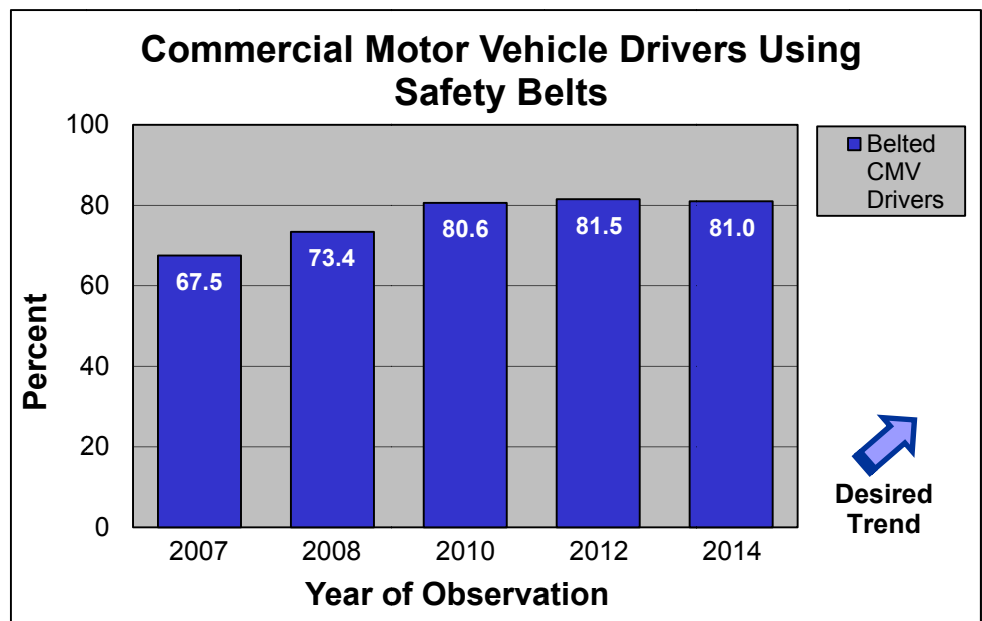
Percent of commercial motor vehicle driver seat belt use – 1d

Commercial motor vehicles are an important part of our nation's economy and have a large presence on our highways. All drivers need to practice safe driving and share the road with trucks to avoid the possibility of a devastating crash, but that can't be counted on. Professional drivers need to practice defensive driving. They must pay attention to the job at hand and watch people in other lanes so they can react to the unexpected.

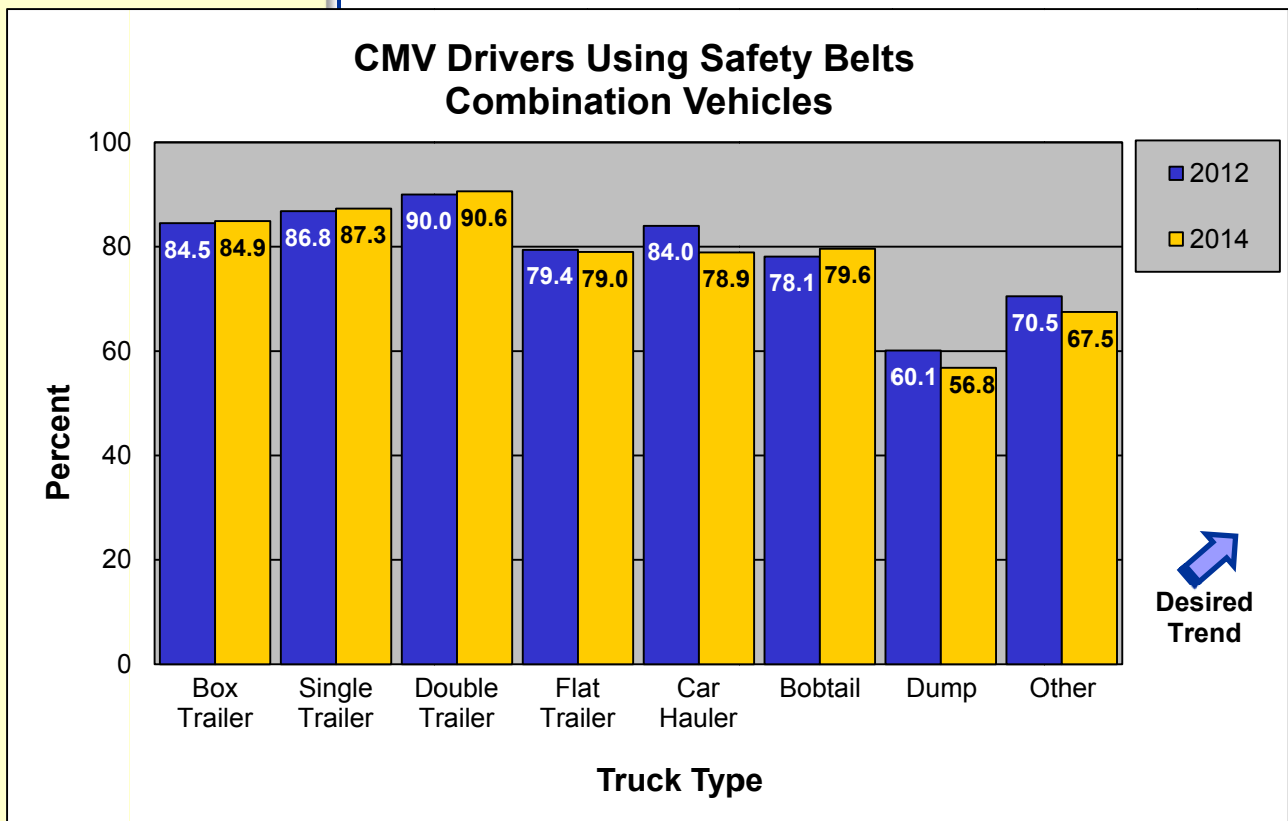
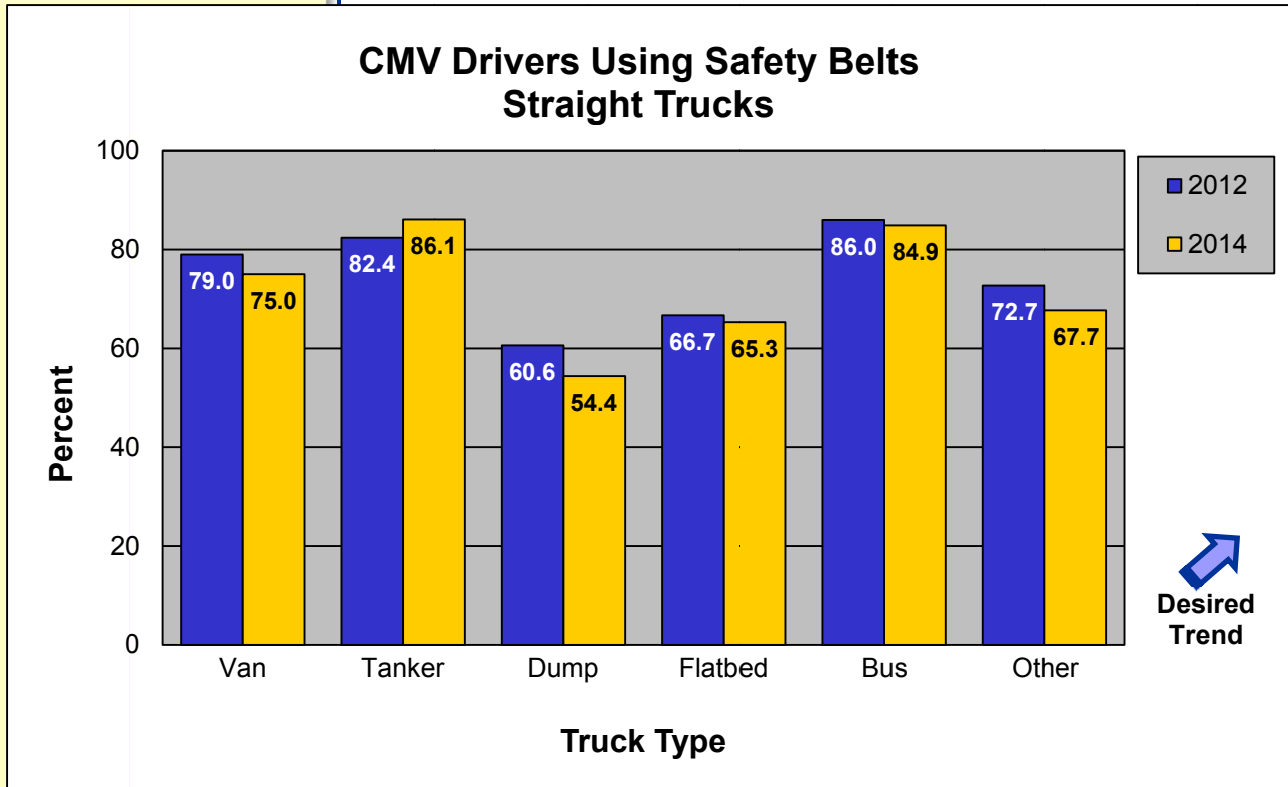
Commercial motor vehicle drivers are required by state law to use a safety belt. Failure to do so can result in a citation which affects both the driver's and company's safety score. More importantly, safety belts are statistically-proven lifesavers. Of those killed in Missouri's 2015 traffic crashes, 63 percent were unbuckled.

The 2014 Missouri Safety Center safety belt survey found Missouri's CMV safety belt usage rate decreased by 0.5 percent. Safety belt use varies greatly among vehicle types. The greatest room for improvement exists with dump-type vehicles.

MCS actively promotes safety belt use using a multifaceted approach. The message is delivered through daily interactions with motor carriers, outreach presentations and focused letters to carriers when drivers receive roadside citations for failure to buckle up.

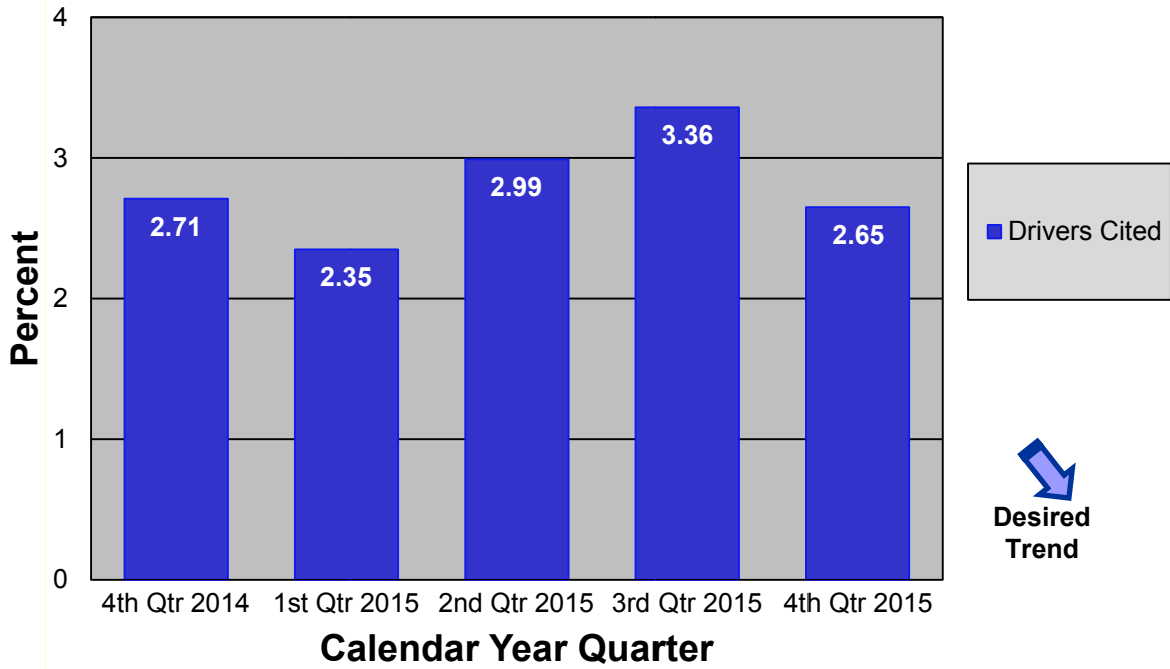


KEEP CUSTOMERS AND OURSELVES SAFE



KEEP CUSTOMERS AND OURSELVES SAFE

Percent of Missouri-Based CMV Drivers Cited for Failure to Use A Safety Belt



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Tina Thurman,
Motor Carrier Compliance Supervisor

PURPOSE OF THE MEASURE:

The Unified Carrier Registration program is a federally mandated program. The funds collected under the UCR program are used to fund motor carrier safety programs and administration and enforcement of the UCR agreement. The purpose of this measure is to track Missouri's UCR compliance rate.

MEASUREMENT AND DATA COLLECTION:

The UCR compliance rate used in this measure is obtained through Iteris; the vendor used by MoDOT and other states for UCR activity. The compliance rate is based upon the number of active carriers assigned a USDOT number within Missouri that have filed and paid their UCR fees. An active carrier, for the purpose of this measure, is one that has experienced some kind of activity to their USDOT registration in the last three years.

KEEP CUSTOMERS AND OURSELVES SAFE

Missouri Unified Carrier Registration compliance rate – 1e

The Unified Carrier Registration program is a federally-required, state-administered program for collection and disbursement of registration fees. All motor carriers, motor private carriers of property, freight forwarders, brokers and leasing companies involved in interstate commerce are required to register under UCR. Motor Carrier Services registers and collects fees for all Missouri-based registrants annually. The UCR Agreement requires that collected funds must be used for motor carrier safety programs and enforcement or administration of the UCR Plan and Agreement. Missouri is entitled to \$2.3 million of the fees collected nationwide in accordance with the UCR Agreement. The entitlement for each state was determined by the average amount of fees collected from the predecessor registration program, Single State Registration.

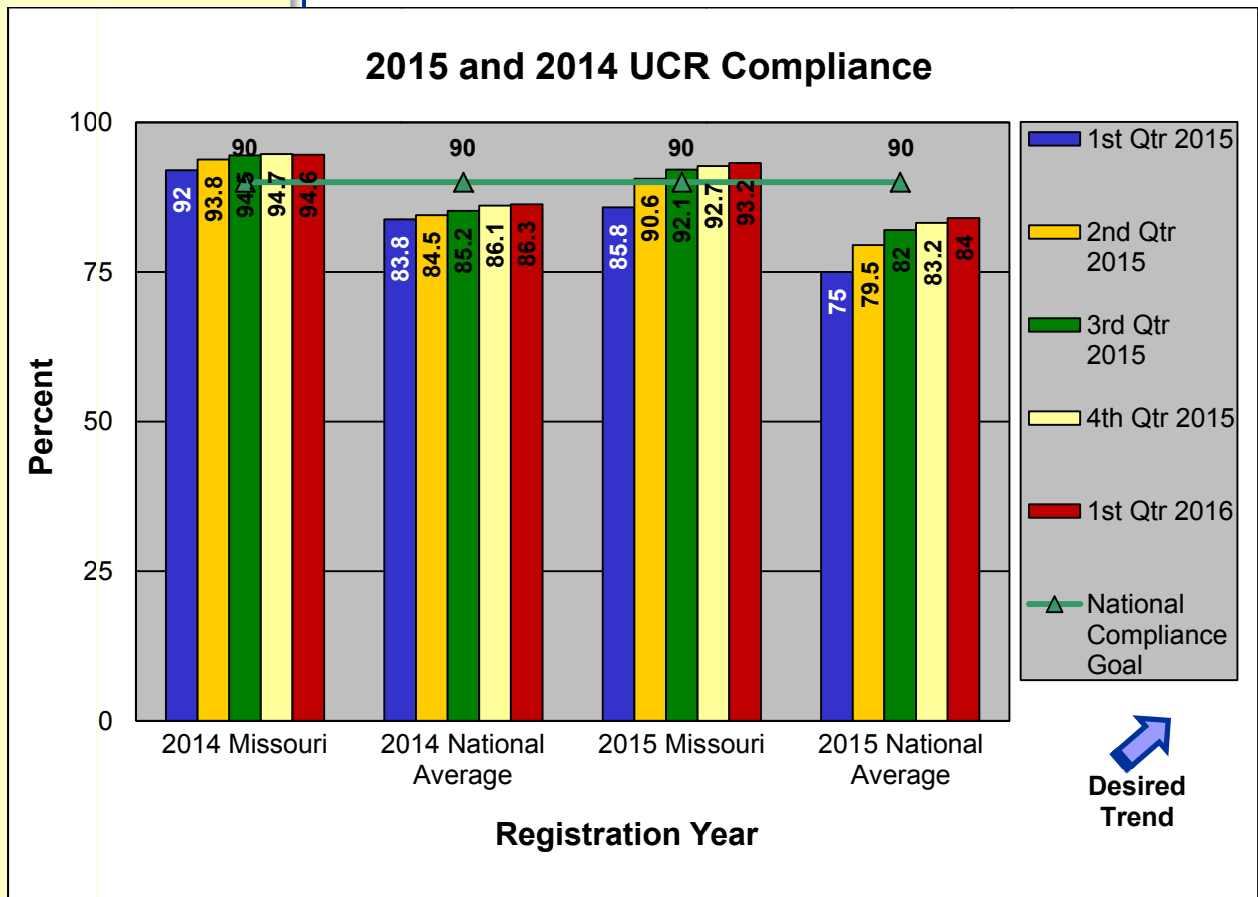
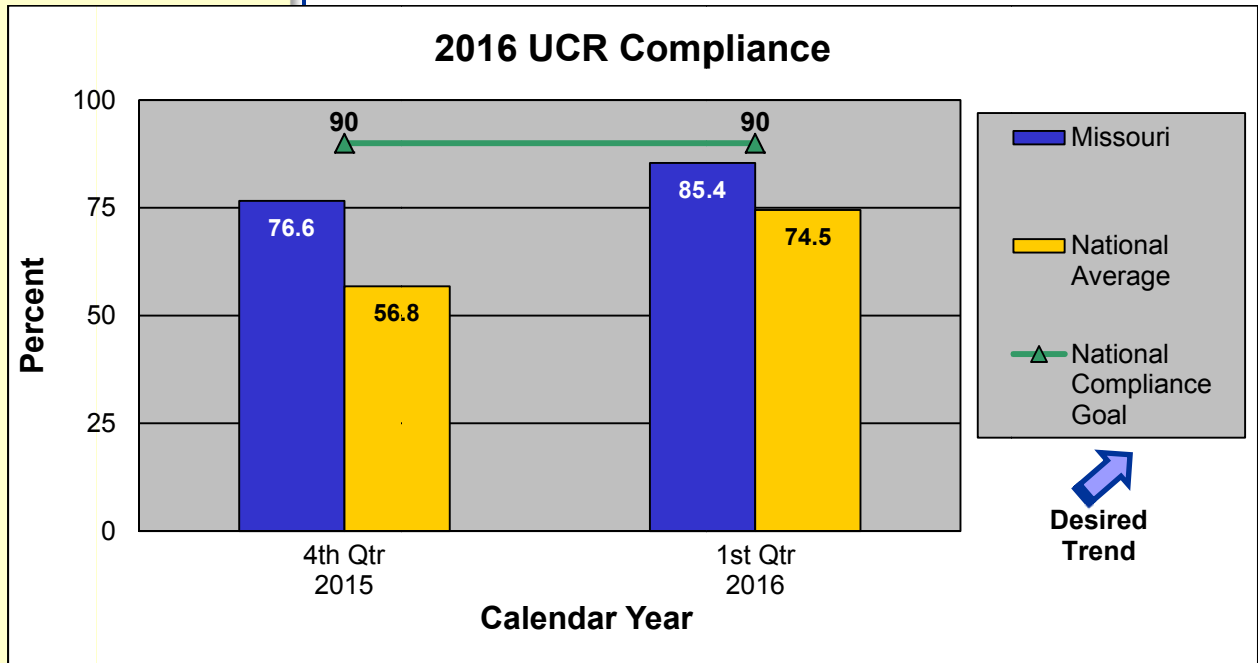
The Federal Motor Carrier Safety Administration released guidance discussing the states' payment of fees corresponding to their registration compliance rate. The guidance calls for a reduced payment to any state whose compliance rate for any prior three registration years is currently below 90 percent. The UCR program maintains three active registration years. MCS begins collection of fees for each registration year three months prior to the start of the calendar year and monitors compliance, continuing collection of fees due for the current and two prior years.

During the first quarter of 2016, enforcement of 2016 UCR began. Motor Carrier Services also continues to verify compliance of UCR prior to granting credentials for other compliance programs.

Missouri's 2016 UCR compliance rate is 85.4 percent. This is 10.9 percent better than the national average. Missouri is ranked sixth nationwide for 2016 UCR. There are only two states with a larger carrier population that have a higher 2016 compliance rate - Ohio, with a carrier population of 15,514 has a compliance rate of 85.6 percent and Indiana. With a carrier population of 12,295 and a compliance rate of 86.4 percent. Missouri's UCR carrier population is 12,024.

The UCR compliance rate for 2015 and 2014 is virtually the same as the previous quarter. MCS continues to verify compliance with prior years' UCR when registering carriers in MCS programs. Missouri is ranked fourth nationwide for 2014 and 2015 UCR.

KEEP CUSTOMERS AND OURSELVES SAFE



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

DeAnne Rickabaugh
Project Manager

PURPOSE OF THE MEASURE:

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

This measure is reported a full quarter behind to due to the lag time receiving the report from the vendor.

MEASUREMENT AND DATA COLLECTION:

MCS personnel, working with MoDOT Human Resources – Employee Development, revised a survey to collect customer satisfaction data. A single survey addresses all six MCS programs, International Registration Plan, International Fuel Tax Agreement, Oversize Overweight Permitting, Unified Carrier Registration, Safety & Compliance and Operating Authority. Respondents identify the services they use when doing business with MCS and then indicate their level of satisfaction with customer service factors such as timely response, friendly, respectful, and outcome. They also provide an overall satisfaction score.

PROVIDE OUTSTANDING CUSTOMER SERVICE

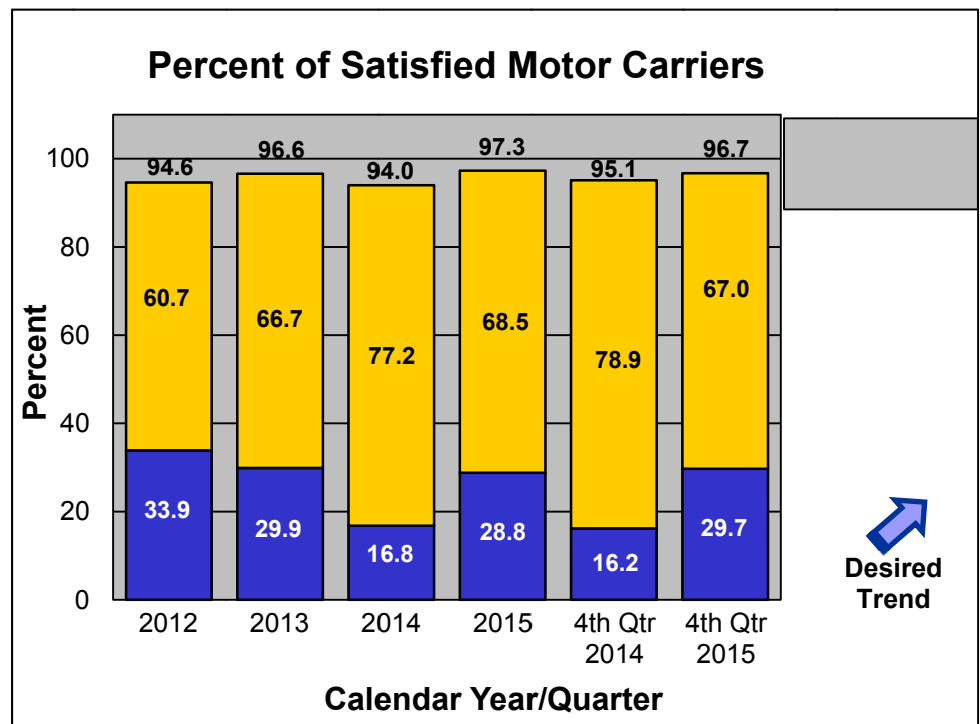
Percent of satisfied motor carriers – 2a

Customer input plays a vital role in how MCS conducts business. MCS finds that when customers feel understood, supported and free to discuss issues with the agency, they in turn express support for MCS. Supportive customers are also thought more likely to comply with safety, financial and credentialing requirements.

The customer satisfaction rating for the fourth quarter of 2015 was 96.7 percent, the same as the previous quarter. The score is 1.6 percent higher than the same quarter of 2014.

The cumulative satisfaction score for 2015 is 96.7 percent satisfaction, the highest rate in the past five years.

This continued high level of satisfaction is due to Motor Carrier Services' commitment to partnering with industry and associations, increasing output, and a constant focus on customer satisfaction.



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Davin Greeno,
Motor Carrier Project Manager

PURPOSE OF THE MEASURE:

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

MEASUREMENT AND DATA COLLECTION:

Designated staff, within MCS, logs system down time. Down time includes periods when specified systems are inaccessible.

System latency includes system responses greater than seven seconds. Slow responses or inaccessibility of specified systems affects the ability to provide an innovative and timely response to customers. Latency issues normally correct themselves. IS cannot pinpoint the issues but the alerts seem to point toward internet connectivity.

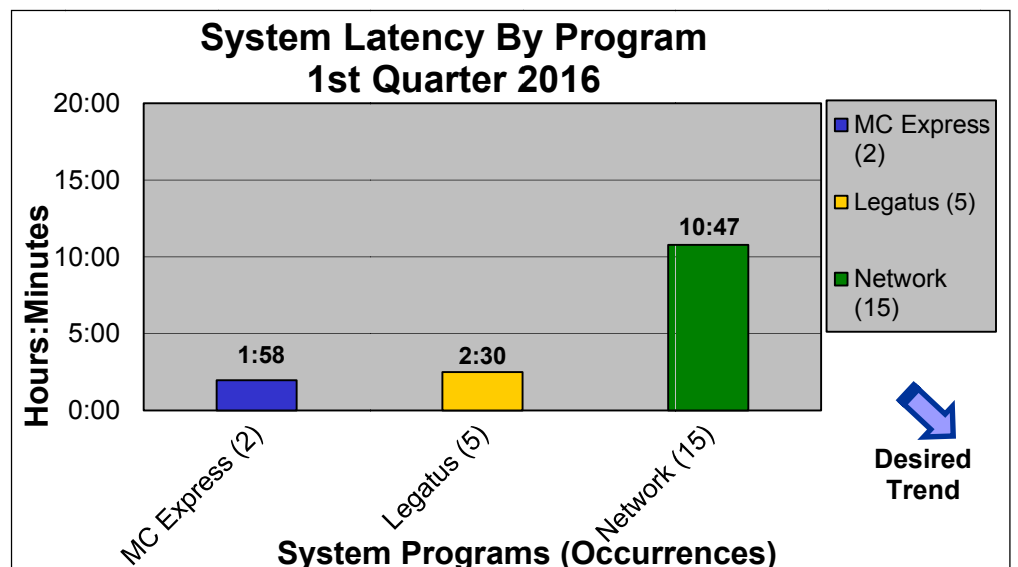
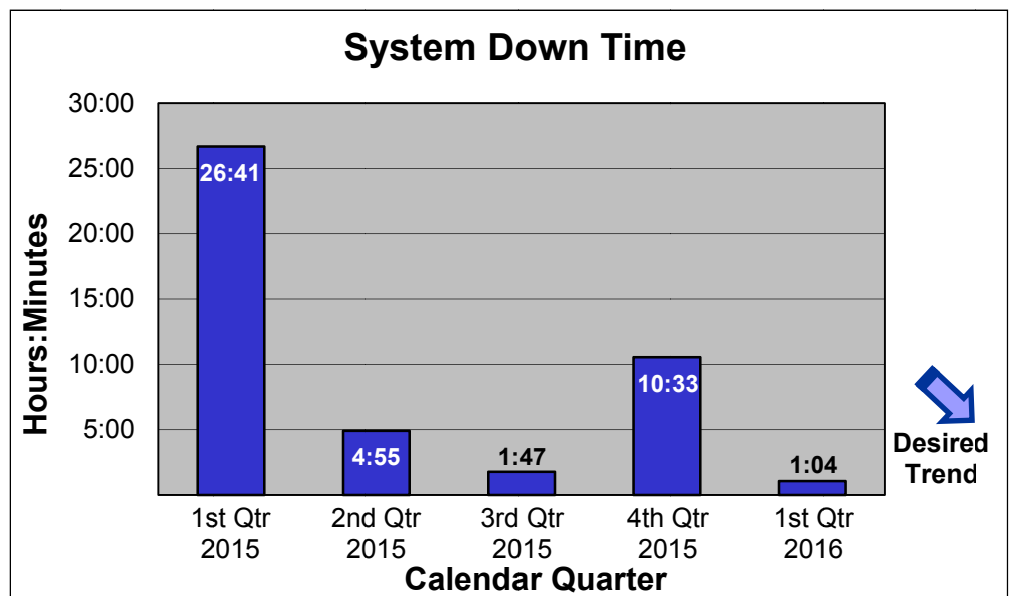
BUS: Base services that handle communication among the various modules of MCE. When a transaction is initiated, a message is sent to the BUS. The BUS initiates actions to the other services to complete.

PROVIDE OUTSTANDING CUSTOMER SERVICE

System down time – 2b

During the first quarter of 2016, MCS' system down time was just over one hour. Two of the occurrences totaled 45 minutes when Legatus was down and the server was restarted. The other contributor resulted in 19 minutes of system down time when the BUS hung and IS had to restart.

MCE had a total of 14 hours and 15 minutes of latency for the first quarter. Due to MoDOT networking issues, MCE was considered latent 15 different times for a total of 10 hours and 47 minutes. Other contributors were Legatus modules spinning five times for a total latency time of 2 hours and 15 minutes and MCE was latent for 1 hour and 58 minutes. When MCE is latent, staff or customers cannot log in or they cannot navigate away from the common customer profile screen.



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Brenda Wells,
MCS System and Training Analyst

PURPOSE OF THE MEASURE:

This quarterly measure tracks Motor Carrier Services' progress towards the goal of developing staff with new skills and enhancing existing knowledge which will equip Motor Carrier Services to continue to provide excellent customer service.

MEASUREMENT AND DATA COLLECTION:

Data is collected from reports generated from MoDOT U, our learning management system. Training hours for MoDOT provided training are added to an employee transcript once training is completed. External training hours are manually added per employee request when required documentation is provided. Only hours completed and logged into MoDOT U are counted for this measure.

The desired trend for training hours is upward as employees perform multiple functions with knowledge gained from training.

PROVIDE OUTSTANDING CUSTOMER SERVICE

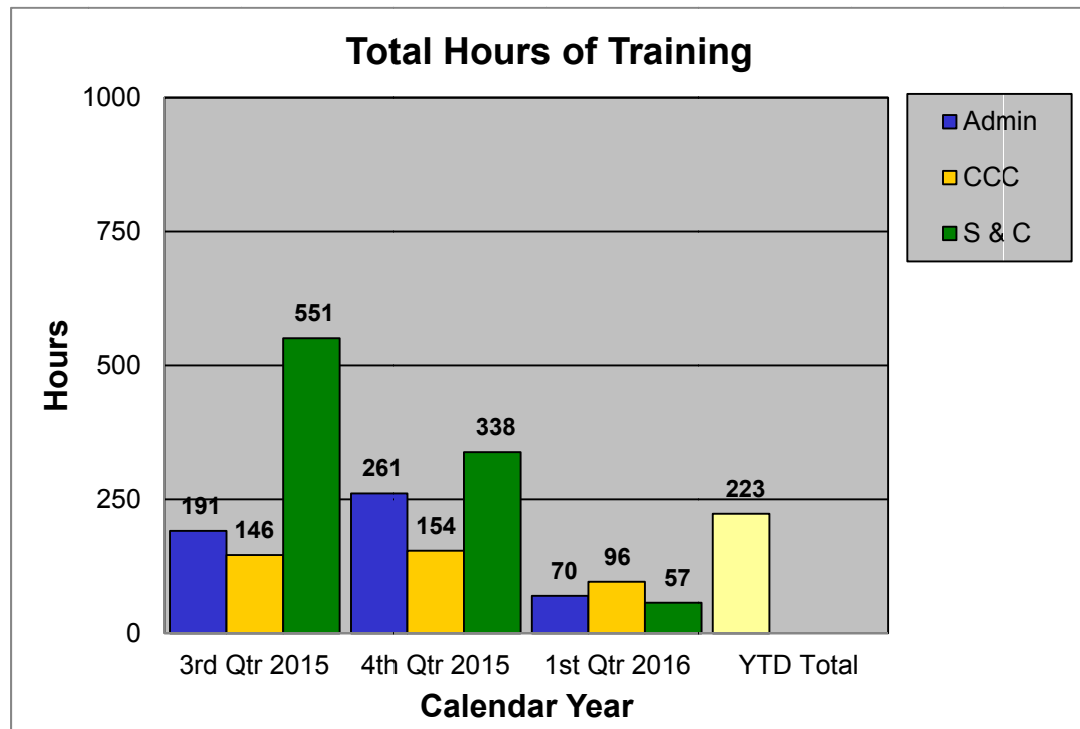
Hours of Employee Development – 2c

Motor Carrier Services achieved outstanding customer service ratings by developing well-trained staff who are prepared to assist commercial motor carriers with the numerous credentials and permits needed to operate a motor carrier business.

Within MCS are three sections providing different services to our customers. The Customer Compliance Center and the Safety and Compliance sections provide the majority of direct customer service through phone, electronic communications, and in-person interactions with MCS customers.

MCS employee hours of training were elevated by mandated MoDOT and MCS required training that occurred in the third and fourth quarters of 2015. These required courses include Reacting to an Active Shooter, MoDOT Workplace Security and MCS quarterly training.

In the first quarter of 2016, 223 hours of training for MCS staff were recorded.



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

DeAnne Rickabaugh,
Project Manager

PURPOSE OF THE MEASURE:

The purpose of this annual measure is to identify solutions implemented that support the tangible results, increases efficiencies and customer service, and aids MoDOT Motor Carrier Services in improvement of processes, system or program activities.

MEASUREMENT AND DATA COLLECTION:

Innovative solutions are identified by MCS staff and customers, implemented and tracked in the current fiscal year's MCS Successes document found in SharePoint. Innovative solutions and successes can include system enhancements, process changes, efficiencies, cost savings, best practices, etc.

This measure is reported by fiscal year and updated annually in July.

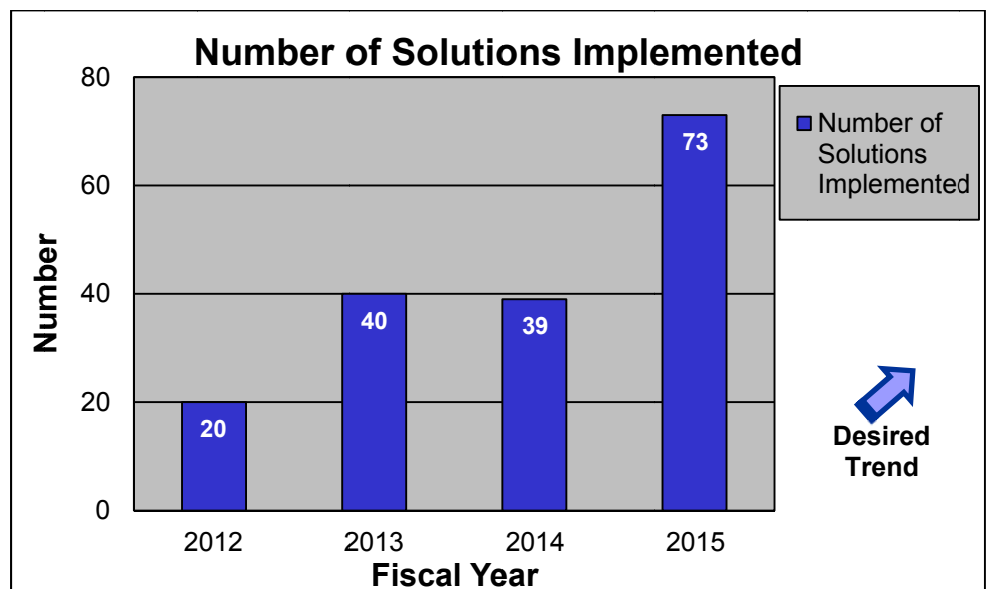
PROVIDE OUTSTANDING CUSTOMER SERVICE

Innovative solutions implemented in support of the tangible results – 2d

Motor Carrier Services works closely with industry partners, customers, and staff to constantly develop innovative solutions to increase efficiencies and improve customer service. During fiscal year 2015, a total of 73 innovative solutions were implemented, 34 more than the 39 reported in FY 2014.

The implemented solutions included items such as system enhancements; partnerships and presentations with other agencies and industry groups; improved relationships with MoDOT divisions and districts; weigh station scale funding, MSHP MOU and a long-term project plan; new handbooks, procedures and other publications and sharing of successful solutions through the Innovations Challenge and Governor's Quality Award programs. All of these solutions support the following tangible results:

- Keep Customers and Ourselves Safe
- Keep Roads and Bridge in Good Condition
- Provide Outstanding Customer Service
- Advance Economic Development
- Use Resources Wisely



PROVIDING OUTSTANDING CUSTOMER SERVICE

RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

DeAnne Rickabaugh
Project Manager

PURPOSE OF THE MEASURE:

This quarterly measure tracks the number of individuals who have contact with the Motor Carrier Services Facebook page.

MEASUREMENT AND DATA COLLECTION:

Data is collected quarterly from reports provided by Facebook that measure the number of likes, page interaction, and total reach. Page likes refers to the number of people who click the "Like" button, indicating they like our page and want to receive posts from the page on their Facebook news feed. Total reach is the number of people who have seen any content associated with the page. Interaction pertains to action taken by a user in relation to the page.

Facebook Interaction – 2e

Social media is an integral part of modern society. A vast number of people stay connected with current events, work, family, and friends through applications, the most popular of which is Facebook. MoDOT Motor Carrier Services' Facebook page is a great way to communicate with carriers and drivers. MCS can report on division activities, provide useful information and stay in touch with customers on an informal level.

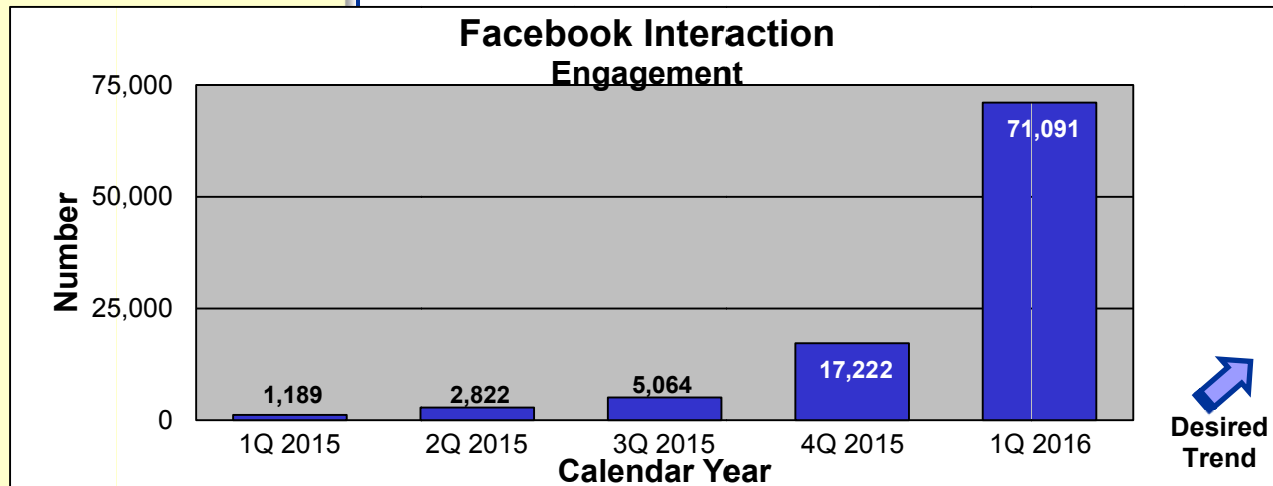
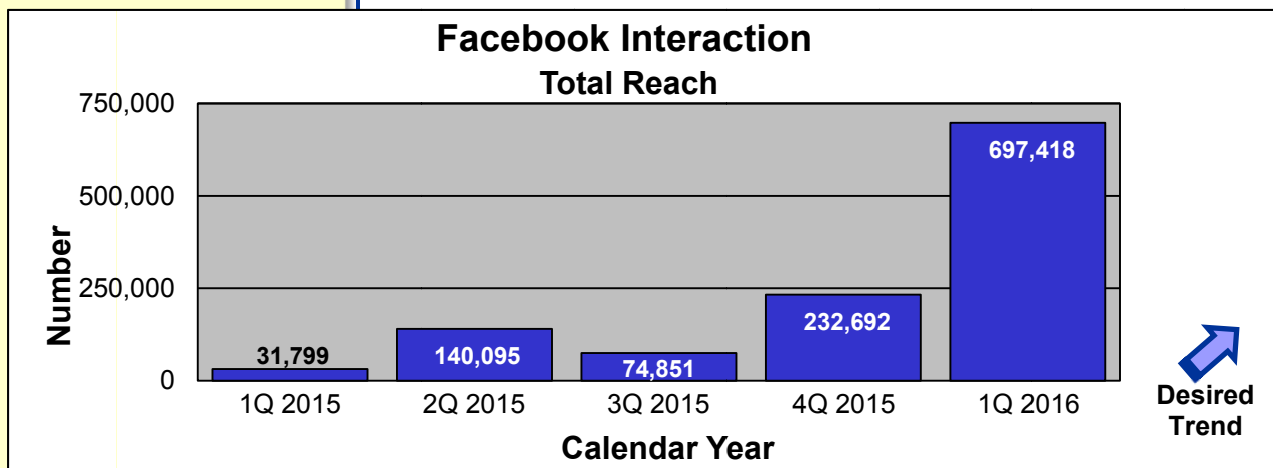
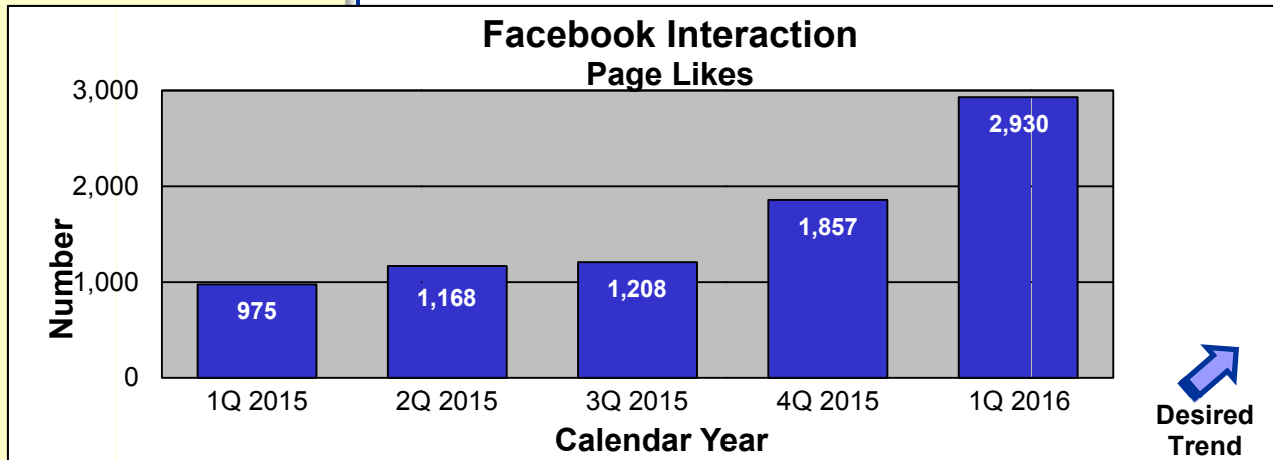
Reports available through Facebook indicate the effectiveness of the effort. In the first quarter of 2016, 1,025 new likes were added and posts from the MCS page were seen by 697,418 people.

Reach is defined as the number of people who have seen any content associated with the page. Of those reached, 71,091 were engaged with the page. Engagement can occur through liking the page; posting on the timeline; liking, commenting or sharing one of the posts; answering a question MCS posted; responding to an event; mentioning or tagging the page or checking in at MCS' location.

The vast majority of traffic on the MCS Facebook page occurred during the first week of 2016 as holiday flooding of Interstates 44, 55 and 70; several US routes and other highways ended. A March 8 post discouraging drivers from picking up hitchhikers due to the hunt for a suspect near New Florence, Mo., eventually reached 580,966 people and resulted in 11,734 reactions, comments and shares. The post received than 100 comments alone.



PROVIDE OUTSTANDING CUSTOMER SERVICE



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Debbie Bradshaw,
Motor Carrier Compliance
Supervisor

PURPOSE OF THE MEASURE:

This measure tracks how many superload and oversize overweight permits are issued by Motor Carrier Services agents through the MoDOT Carrier Express system.

MEASUREMENT AND DATA COLLECTION:

Data is collected monthly from reports in the MoDOT Carrier Express system.

The first chart 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, or does not meet acceptable configurations as outlined in 7 CSR 10-25.020.

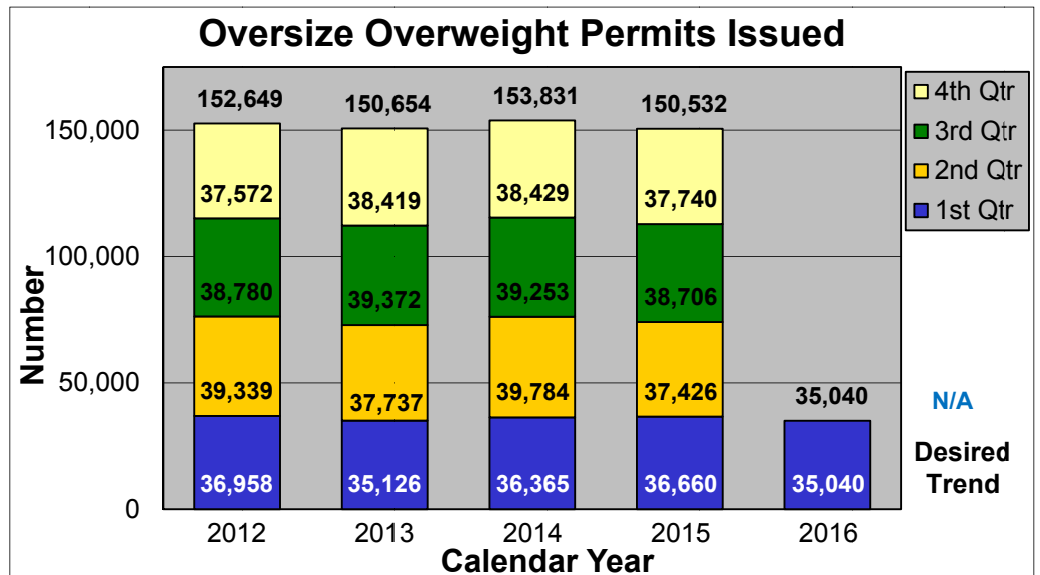
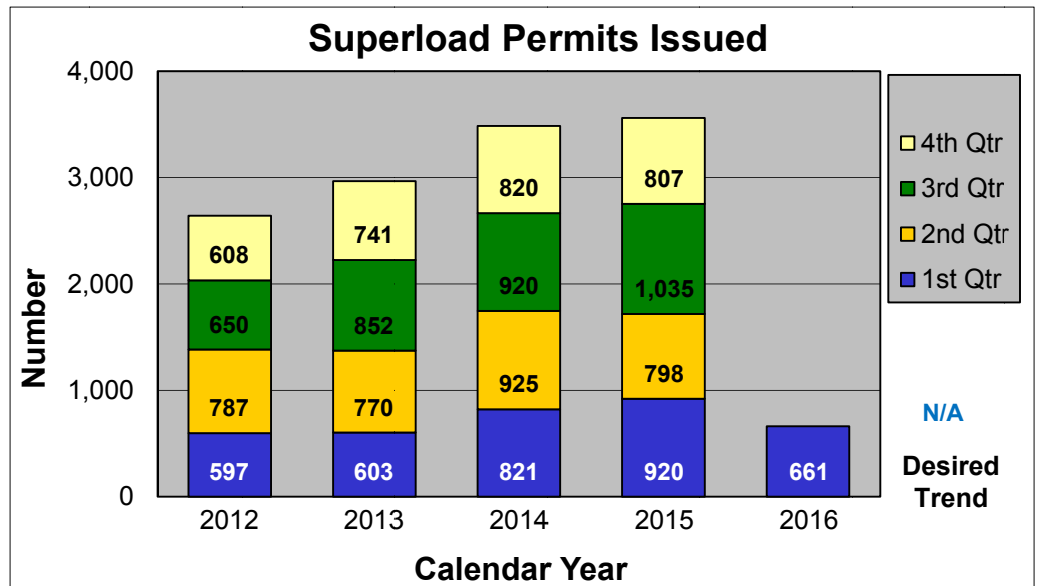
The second chart shows the total number of oversize and/or overweight permits issued per quarter and per year.

OPERATE A RELIABLE AND CONVENIENT TRANSPORTATION SYSTEM

Number of superload and oversize overweight permits issued – 3a

Motor Carriers that haul loads that exceed Missouri's legal weight and size requirements must obtain Oversize Overweight permits. OSOW permits give specific routes and special requirements the carrier must follow when using the Missouri state highway system. OSOW permits ensure safety for carriers and travelers as well as protection to Missouri's infrastructure.

Comparing the first quarters of 2015 and 2016, the number of superload permits issued decreased 28 percent. Overall OSOW permits issued decreased 4.4 percent from first quarter 2015 to 2016.



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Kelly Ray,
Special Projects Coordinator

PURPOSE OF THE MEASURE:

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.

MEASUREMENT AND DATA COLLECTION:

Data is collected quarterly from canned reports in the MoDOT Carrier Express system. Only transactions that are completed or closed are counted for purposes of this measure.

The desired trend for customer entered transactions is up for all programs, with the exception of UCR. While auto-invoicing results in less customer-entered transactions, it also results in less work for MCS employees. Therefore, the desired trend for UCR is increased auto-invoicing, and less customer-entered transactions.

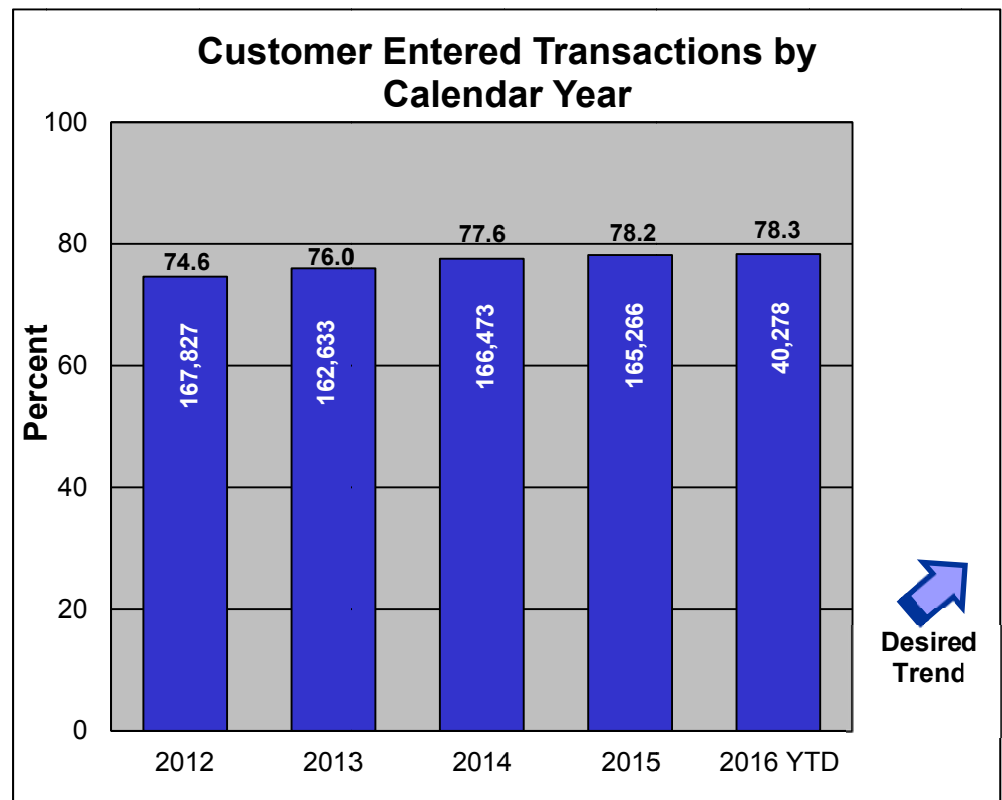
USE RESOURCES WISELY

Customer entered transactions vs. agent entered transactions – 4a

When customers enter their own data, Motor Carrier Services' staff can concentrate on more complex transactions and respond to customers more quickly. Customers are encouraged to conduct business via the Internet which reduces turn-around time and increases MCS production levels.

The percentage of all customers entering their own transactions in all programs during the first quarter of 2016 is 78.3 percent. The percentage for each program is as follows:

Program	Percent
OSOW	78.4
IRP	69.3
IFTA	87.4
UCR	69.7



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Debbie Bradshaw,
Motor Carrier Compliance Supervisor

PURPOSE OF THE MEASURE:

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

MEASUREMENT AND DATA COLLECTION:

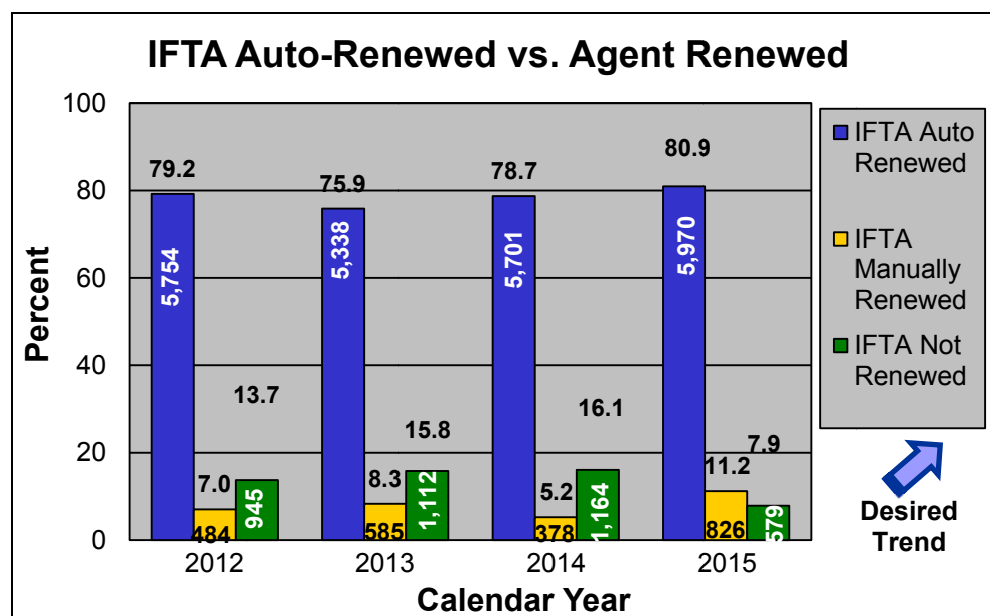
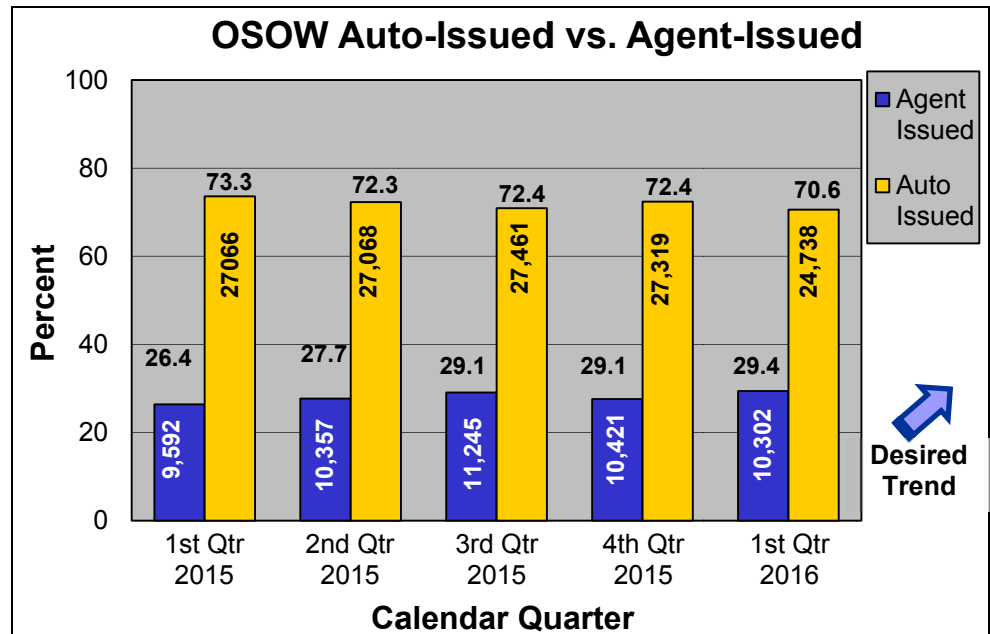
Data is collected monthly and yearly from reports in the MoDOT Carrier Express. Not all transactions produce a credential. Therefore, auto- and agent-issued transactions do not reflect the total number of transactions worked. Oversize Overweight data is compared quarterly. Because IFTA is an annual credential,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

USE RESOURCES WISELY

Number of auto-issued vs. agent-issued transactions – 4b

Some Oversize Overweight permits are automatically issued by the MoDOT Carrier Express system. MCE is available to customers 24 hours a day, seven days a week. During the fourth quarter of 2015, 72.4 percent of OSOW permits were issued without agent intervention, up 2 percent compared to the third quarter 2014.

Yearly Measure - From 2014 to 2015, auto-issued renewals increased by 2.8 percent. IFTA manual renewals increased by 6 percent and the number of IFTA accounts that did not renew increased by 50 percent. There were 7,249 IFTA accounts in 2014 and 7,375 in 2015.



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

USE RESOURCES WISELY

Budget to Actual (PS and E&E) – 4c

MEASUREMENT DRIVER:

Brenda Wells,
MCS System & Training Analyst

PURPOSE OF THE MEASURE:

This measure tracks the total budget amount and expenditures by fiscal year for Motor Carrier Services. The data is used to analyze spending from year-to-year to develop accurate budgeting practices.

MEASUREMENT AND DATA COLLECTION:

This measure compares the MCS budget to expenditures each quarter and reflects the budget amount remaining at the end of each fiscal year. The source of the data is the BRASS (MoDOT’s budget system) Budget-to-Actual Report in ReportNet.

Motor Carrier Services uses this data to analyze spending from year-to-year to develop accurate budgeting practices.

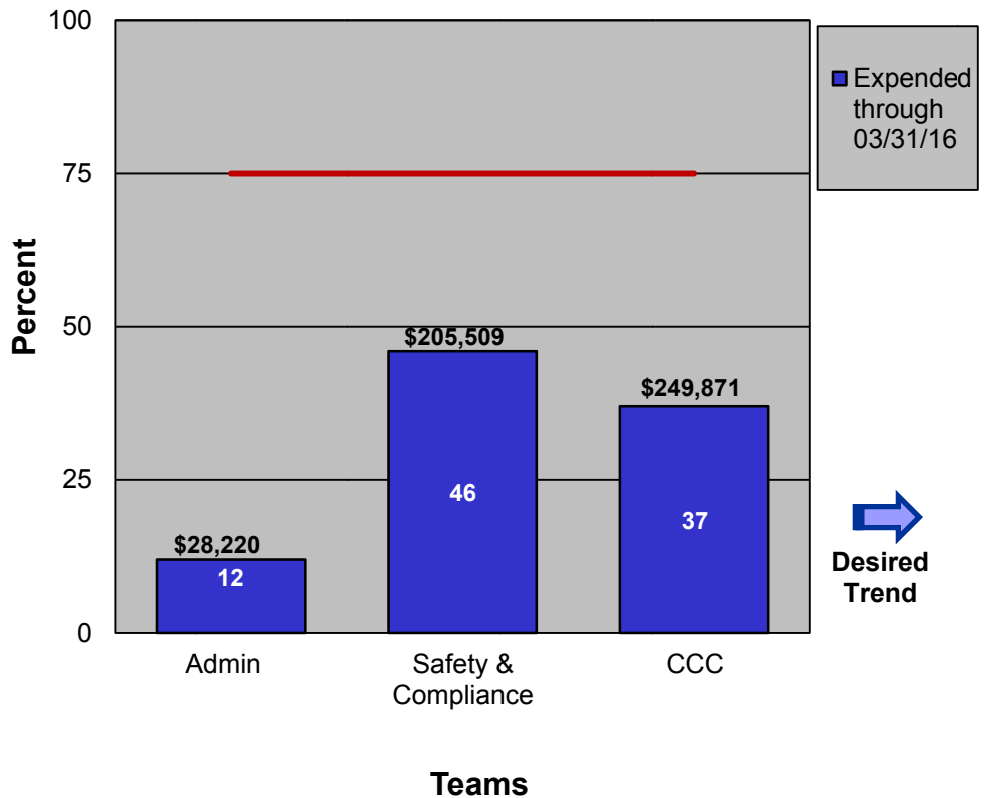
Expense and Equipment Budget

MCS should expend no more than 75 percent of its Expense and Equipment budget through the third quarter of the fiscal year. MCS expenditures decreased by 24 percent from the same quarter last fiscal year. This decrease is due to the travel restrictions to out-of-state workshops and conferences . MCS expended 39 percent of its E & E budget by the third quarter of fiscal year 2016.

Personal Services Budget

MCS should expend no more than 75 percent of its Personal Services budget through the third quarter of the fiscal year. PS expenditures are under target by 5 percent.

Percent of E & E Budget Expended



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Joy Prenger,
Motor Carrier Compliance Supervisor

PURPOSE OF THE MEASURE:

This measurement shows the Motor Carrier Services contributions to the highway and state road funds.

MEASUREMENT AND DATA COLLECTION:

State revenue for roads and bridges include motor fuel taxes, motor vehicle and drivers licensing fees and motor vehicle sales and use taxes paid by highway users. Motor Carrier Services contributes to state revenue in two of the three major components; motor fuel taxes and commercial motor vehicle licensing fees.

USE RESOURCES WISELY

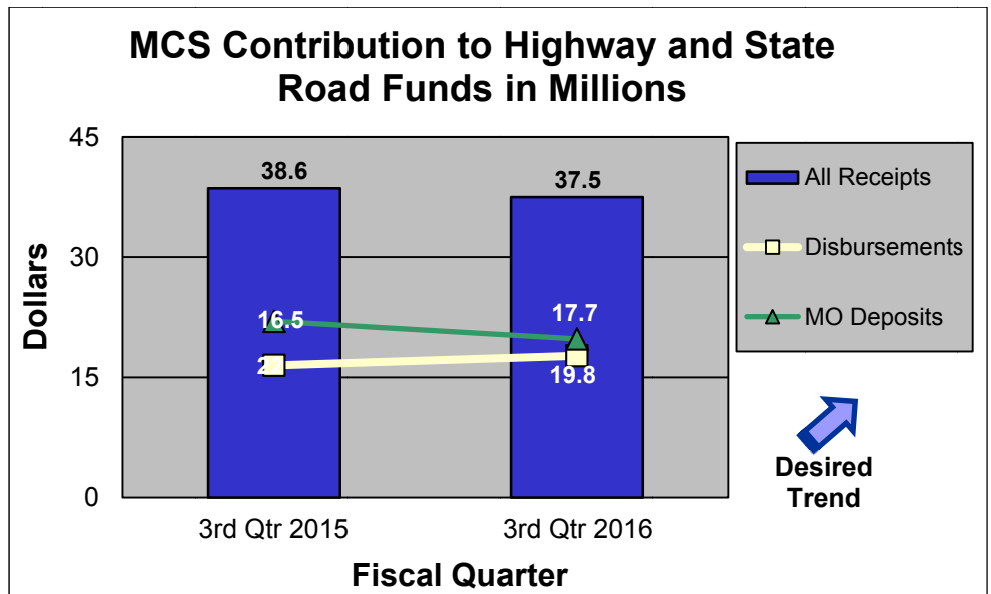
Motor Carrier Services' contribution to highway and state road funds – 4d

Commercial motor vehicles transport the goods and materials that keep the nation moving. Motor Carrier Services serves more than 27,000 customers with approximately 61,000 registered trucks.

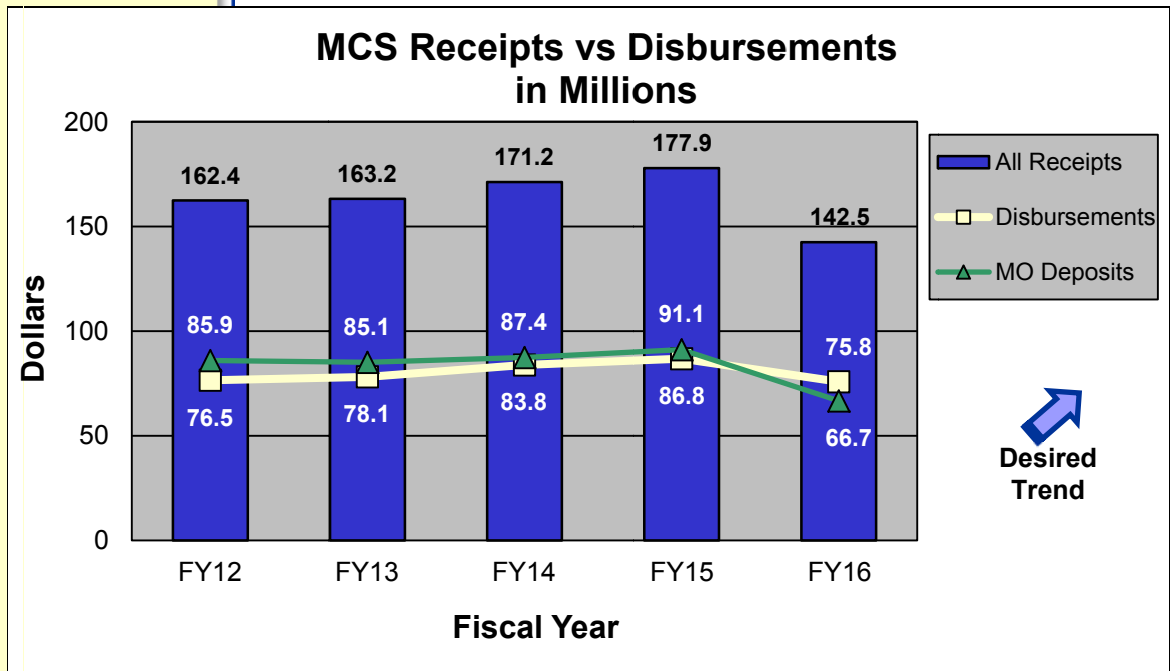
Compared to the third quarter of 2015, fiscal year 2016 third quarter collections show a decrease of 2.7 percent.

MCS contributed \$19.7 million to the state road fund this quarter. During the same time frame, MCS distributed approximately \$17.7 million to partnering states and Canadian provinces in accordance with the International Fuel Tax Agreement and International Registration Plan agreements.

- Oversize Overweight permit collections contributed \$2.3 million, a decrease of 3.5 percent from the prior fiscal quarter;
- IRP staggered registration and reciprocity permits collections contributed \$16.9 million;
- IFTA and IRP disbursements increased by 7 percent.



USE RESOURCES WISELY



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Brenda Wells,
Motor Carrier System and
Training Analyst

PURPOSE OF THE MEASURE:

Commercial motor carrier freight movement in Missouri is critical to keeping our roads and bridges in good condition.

MEASUREMENT AND DATA COLLECTION:

The International Fuel Tax Agreement allows motor carriers to obtain a single fuel license and set of decals if they operate in two or more states or provinces. Carriers file quarterly tax returns based on the amount of fuel purchased and total miles traveled in all states and provinces. There are about 7,000 IFTA customers registered in Missouri and thousands more that travel in and through Missouri. All IFTA customers file and pay quarterly taxes in their base state. The base state processes the tax returns and payments and uploads the data to the IFTA Clearinghouse on a monthly basis creating the data in this measure to monitor freight movement in Missouri.

ADVANCE ECONOMIC DEVELOPMENT

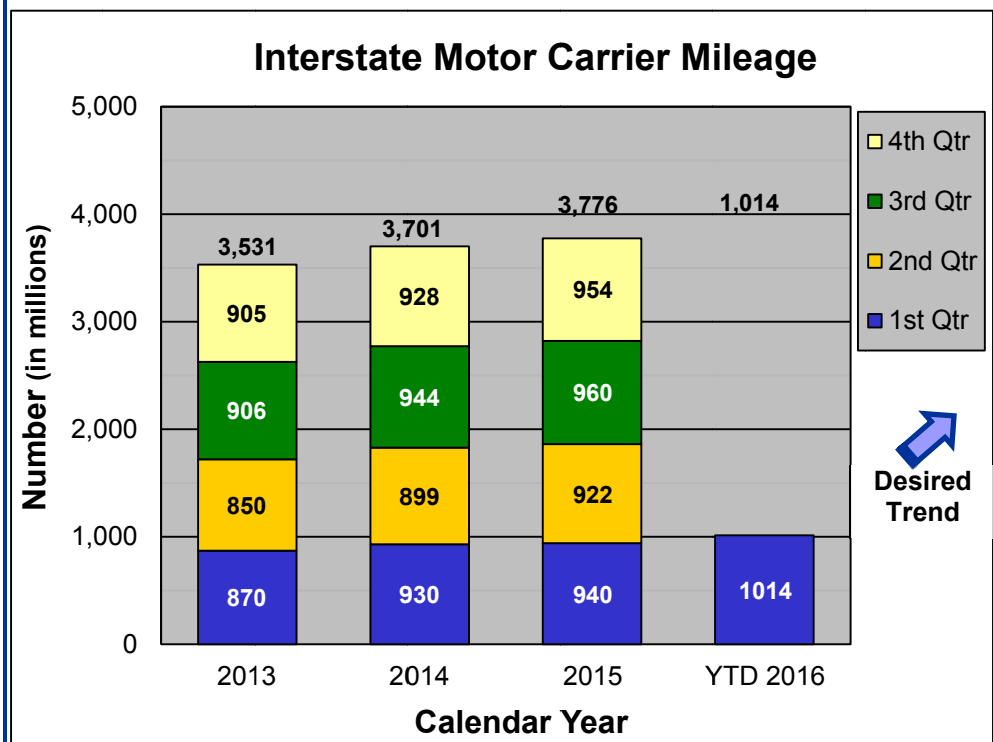
Interstate motor carrier mileage – 5a

Total miles traveled by interstate carriers in Missouri increased by 7.9 percent as compared to the same period of 2015 and 6.3 percent when compared to the fourth quarter of 2015. When compared to the first quarter of 2013, total miles traveled increased by 16.6 percent.*

Missouri based carriers traveled a total of 241,921,055 miles in their home state in the first quarter of 2016, a decrease of 1.6 percent as compared to the same period of 2015.

Carriers based outside Missouri traveled 772,982,905 miles in Missouri during this reporting period, an increase of 11.2 percent as compared to first quarter 2015 and an increase of 7.9 percent when compared to the fourth quarter of 2015.

** A transmittal for Newfoundland was not received for this reporting period. A transmittal from the same period in 2015 was substituted to calculate total miles traveled by carriers based outside Missouri.*



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Carmen Claypool,
Motor Carrier Compliance Supervisor

PURPOSE OF THE MEASURE:

This quarterly measure tracks the number of all power units and trailers registered with Motor Carrier Services. It is used to determine growth and track trends in the number of units licensed in Missouri.

MEASUREMENT AND DATA COLLECTION:

This measure is derived from a report created from the MoDOT Carrier Express system. Power units and trailers are reported separately by quarter.

There are 18 Tier One accounts that have a designated agent to work with them one-on-one for their business needs.

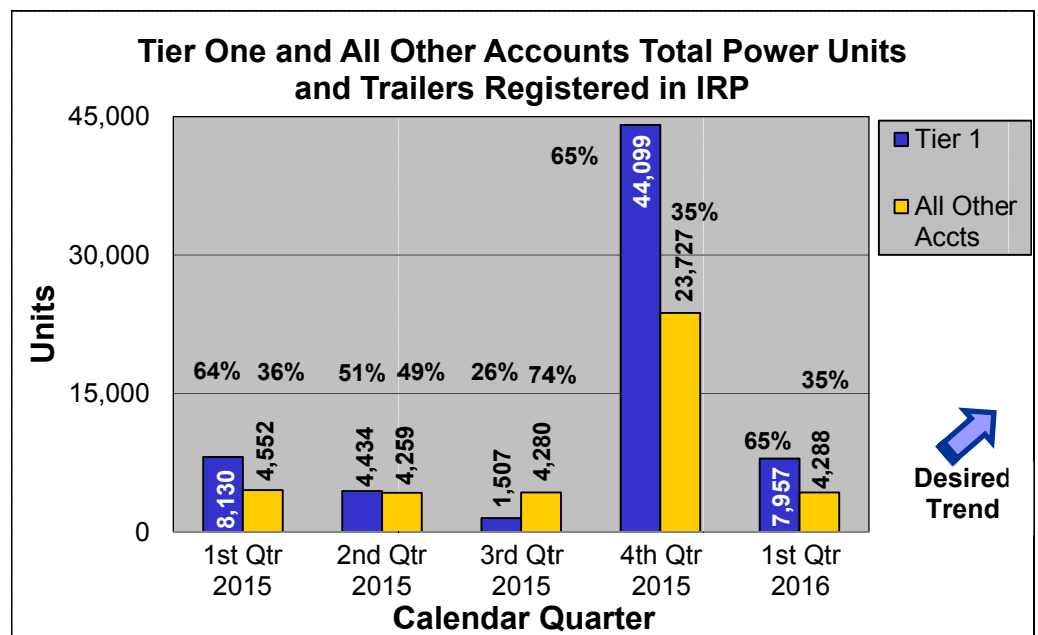
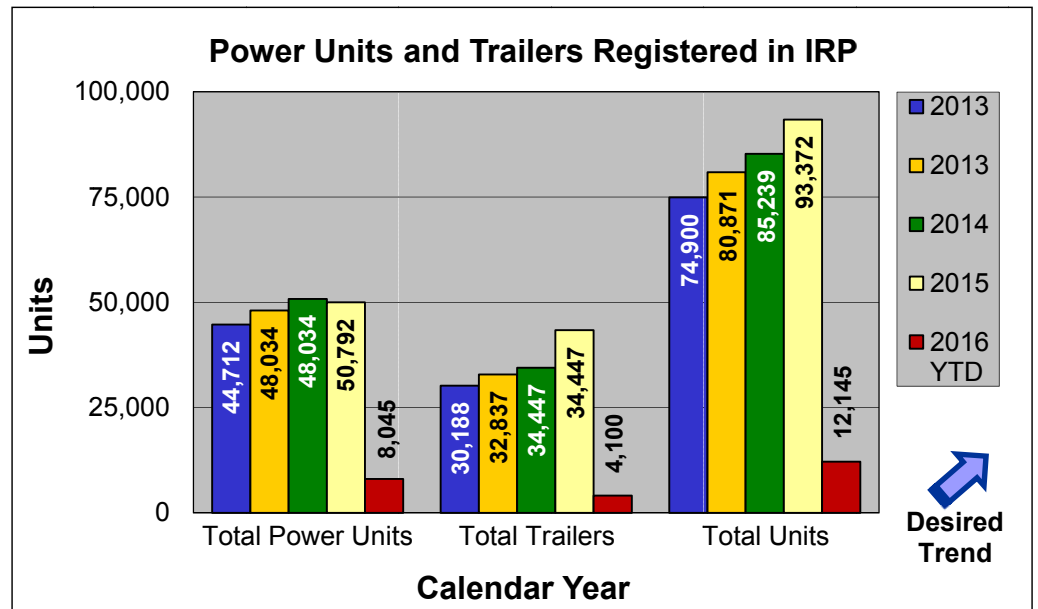
A Tier One account is a motor carrier that registers a notably large number of power units and trailers. Though only 18 customers qualify as Tier One accounts, they represent just more than half of the power units and trailers registered in Missouri.

ADVANCE ECONOMIC DEVELOPMENT

Power units and trailers registered in International Registration Plan – 5b

Knowing the total number of power units and trailers registered in Missouri helps Motor Carrier Services track industry trends, growth and helps manage MCS workload. In 2016, Tier One (top accounts) represented 65 percent of the total number of units registered year-to-date. This percentage is roughly the same as first quarter 2015.

The majority of IRP renewals are processed in December, although account maintenance takes place throughout all four quarters.



MoDOT MOTOR CARRIER SERVICES GLOSSARY

Apportionable vehicle – any power unit that is used or intended for use in two or more member jurisdictions and that is used for the transportation of persons for hire or designed, used or maintained primarily for the transportation of property, and:

- (i) has two axles and a gross vehicle weight or registered gross vehicle weight in excess of 26,000 lbs., or
- (ii) has three or more axles, regardless of weight, or
- (iii) is used in combination, when the gross vehicle weight of such combination exceeds 26,000 pounds

A recreational vehicle, a vehicle displaying restricted plates or a government-owned vehicle, is not an apportionable vehicle.

EXEMPT VEHICLES:

- Recreational vehicle
- Vehicles displaying restricted plates
- City pick-up and delivery vehicles
- Government-owned vehicles
- Vehicles having a GVW of 26,000 lbs. (11,793.401 kilograms or less)

Behavioral Analysis Safety Improvement Categories (BASICS): categories used to monitor and quantify the safety performance of commercial motor carriers. BASICS include unsafe driving, fatigued driving, driver fitness, controlled substances & alcohol, vehicle maintenance, hazardous materials and crash history.

Busy Season: the time period between mid-September thru January 31.

BUS: The base service that handles communications among the various modules of MCE. Once a transaction is initiated, a message is sent to the BUS. The BUS initiates actions to the other services to complete.

CollectorSolutions, Inc. (CSI): CSI is a platform to process electronic payments.

Commercial Motor Vehicle (CMV): means any self-propelled or towed motor vehicle used on a highway in interstate commerce to transport passengers or property when the vehicle—

- (1) Has a gross vehicle weight rating or gross combination weight rating, or gross vehicle weight or gross combination weight, of 4,536 kg (10,001 pounds) or more, whichever is greater; or
- (2) Is designed or used to transport more than 8 passengers (including the driver) for compensation; or
- (3) Is designed or used to transport more than 15 passengers, including the driver, and is not used to transport passengers for compensation; or
- (4) Is used in transporting material found by the Secretary of Transportation to be hazardous under 49 U.S.C. 5103 and transported in a quantity requiring placarding under regulations prescribed by the Secretary under 49 CFR, subtitle B, chapter I, and subchapter C.

Commercial Vehicle Safety Alliance (CVSA) and CVSA decal: an international not-for-profit organization comprised of local, state, provincial, territorial and federal motor carrier safety officials and industry representatives from the United States, Canada, and Mexico whose mission is to promote commercial motor vehicle safety and security by providing leadership to enforcement, industry and policy makers. Goals include uniformity, compatibility and reciprocity of commercial vehicle inspections, and enforcement activities throughout North America by individuals dedicated to highway safety and security.

Common Customer: MCS customer doing business in one or more programs

Compliance Safety Accountability (CSA): a Federal Motor Carrier Safety Administration initiative to improve the effectiveness of compliance and enforcement programs. Helps FMCSA assess the safety performance of a greater segment of the motor carrier industry and allows earlier intervention to change unsafe behavior and practices before it results in a crash or incident.

Corrective Action Plan (CAP): The Federal Motor Carrier Safety Administration allows motor carriers to submit a corrective action plan to remedy inadequate safety management practices in accordance with 49 CFR Section 385.325. FMCSA will revoke its new entrant registration and issue an out-of-service order if the carrier fails to submit a written response demonstrating corrective action. The motor carrier's submission must include a written description of corrective actions taken and documentation of these corrective actions.

CCC (Customer Compliance Center): team of MCS agents that provide customer service and issue credentials to carriers moving in Missouri.

Federal Fiscal Year: October 1 through September 30

Federal Motor Carrier Safety Administration (FMCSA): a division of the U.S. Department of Transportation. Its primary mission is to prevent CMV-related fatalities and injuries. Activities of the FMCSA promote safety in motor carrier operations through strong enforcement of safety regulations; targeting high-risk carriers and CMV drivers; improving safety information systems and commercial motor vehicle technologies; strengthening commercial motor vehicle equipment and operating standards; and increasing safety awareness.

Federal Motor Carrier Safety Regulations (FMCSR's): federal rules and regulations that apply to all employers, employees and commercial motor vehicles transporting property or passengers in interstate commerce.

Full Time Equivalent (FTE): The ratio of the total number of paid hours during a period (part time, full time, contracted) by the number of working hours in that period. One FTE is the equivalent of one employee working full time during the period.

Hazardous Material (HM): Hazardous materials are any substances defined by the Secretary of Transportation as posing an unreasonable risk to health and safety or property. Haz Mat includes waste oil, combustible liquids, corrosives, poisons/toxins, flammable liquids, flammable solids, PCB's and infectious waste.

Hazardous Waste/Waste Tire: Transporters of Hazardous Waste (includes waste oil, combustible liquids, corrosives, poisons/ toxins, flammable liquids, flammable solids, PCB's and infectious waste) must obtain a Hazardous Waste Transporter License Certificate. Transporters of Waste Tires (tires that are no longer suitable for their intended purpose because of wear, damage, or defect) must obtain a Waste Tire Hauler Permit. The license or permit issued is valid for one year and helps ensure environmental protection through proper disposal of waste.

Heavy Vehicle Electronic License Plate (HELP)/PrePass: an intelligent transportation system that electronically verifies safety, credentials, and weight of commercial vehicles at participating state highway weigh stations, commercial vehicle inspection facilities and ports of entry.

Hours of Service (HOS): regulations issued by the Federal Motor Carrier Safety Administration governing the working hours of anyone operating a commercial motor vehicle in the United States for the purpose of interstate commerce — moving commercial goods from one U.S. state to another. This includes truck drivers and bus drivers who operate CMVs for motor carriers (their employers). These rules limit the number of daily and weekly hours spent driving and working, and regulate the minimum amount of time drivers must spend resting between driving shifts. For intrastate commerce, the respective state's regulations apply.

Household Goods: Household goods carriers must obtain operating authority from MoDOT Motor Carrier Services before operating in or between Missouri municipalities and/or in commercial zones. Household goods carriers must also file applications to reflect increases and decreases in operational costs.

Interaction: the number of people that share information about the MoDOT Motor Carrier Services Facebook page. This includes liking the page; posting to the timeline; liking, commenting or sharing a post; mentioning the page, tagging the page in a photo, or checking in at MCS' location.

International Fuel Tax Agreement (IFTA): allows motor carriers to obtain a single fuel license and set of decals. Carriers file quarterly fuel use tax returns with their base state or province. The base state transfers payments to states or provinces the carrier traveled (or obtains refunds) based on the amount of fuel purchased and miles traveled within each jurisdiction.

International Registration Plan (IRP): In the International Registration Plan, a motor carrier purchases a single, apportioned license plate in their base state. The plate is honored by all states and most Canadian provinces. Apportioned license plate fees are distributed based on the number of miles the equipment travels in each state or province.

Interstate Commerce: moving commercial goods from one state to another.

Interventions: examinations of motor carrier operations records, specifically dealing with the seven BASICS.

- On-site Comprehensive: an in-depth review of carrier's overall compliance with FMCSRs conducted at the carriers' business
- On-site Focused: a focused review dealing with compliance of specific parts of the FMCSRs conducted at the carriers' business
- Off-site: a focused review dealing with compliance of specific parts of the FMCSRs from a remote location other than the carriers' business

Intrastate: traveling wholly within a single state.

Legatus: Vendor that supports the Operating Authority, IRP, IFTA and CVIEW modules in the MCE system.

Likes: the number of new people who choose to follow a Facebook page. Liking a page is akin to subscribing to a page. Facebook uses an algorithm to determine which Liked pages' posts appear on individuals' news feeds.

MCSA-1: An online registration that motor carriers and motor private carriers use to update their USDOT number and associated information. Carriers currently update the form biennially. It provides readily available contact information, facilitates accurate revenue collection, reporting for Unified Carrier Registration and compliance, provides CSA grouping and intervention threshold, assists enforcement efforts to assure the safety of motor carriers, and provides PRISM information.

MO-1: Application to apply for Missouri intrastate operating authority.

MO Consolidated Health Care Plan (MCHCP): provides health care coverage to state of Missouri employees and retirees of most state agencies.

MO State Employees' Retirement System (MOSERS): retirement system for the state of Missouri employees.

MQ: Software that sends xml messages between different software packages (modules in MoDOT Carrier Express) for communication and data exchange between those softwares.

MoDOT Carrier Express (MCE): online system.

Motor Carrier Management Information System (MCMIS): is an information system that captures data from field offices through SAFETYNET, CAPRI, and other sources. MCMIS utilizes an Oracle database with a web front-end access. It is a source for FMCSA inspection, crash, compliance review, safety audit, and registration data.

Motor Carrier Safety Assistance Program (MCSAP): A federal grant program that provides financial assistance to states to reduce the number and severity of crashes and hazardous materials incidents involving commercial motor vehicles. Its goal is to reduce CMV-involved crashes, fatalities, and injuries through consistent, uniform and effective CMV safety programs. Using grant monies in appropriate safety programs increases the likelihood that safety defects, driver deficiencies, and unsafe motor carrier practices are detected and corrected before they become contributing factors to crashes.

Motor Carrier Services (MCS): helps commercial motor carriers get the information, credentials, and permits they need to conduct business in Mo. MCS enforces safety and economic regulations to help keep highways safe.

New entrant safety audit (SAs): audit conducted by MCS investigative staff to measure New Entrant motor carriers' safety compliance and knowledge of the FMCSRs.

Operating Authority (OPA): For-hire motor carriers transporting property or passengers in intrastate commerce (wholly within the state) are required to apply for authority to operate in Missouri. The registration process promotes motor carriers safety and because it requires continuous filing of insurance, their economic health.

Out-of-Service (OOS): A declaration by an authorized enforcement officer of a Federal, State, Canadian, Mexican, or local jurisdiction that a driver, a commercial motor vehicle, or a motor carrier operation is deemed to have serious safety concerns pursuant to 49 CFR 386.72, 392.5, 392.9a, 395.13, or 396.9, or compatible laws, or the North American Standard OOS Criteria.

Oversize Overweight (OSOW): Motor carriers who haul loads that exceed Missouri's legal weight and size requirements must obtain Oversize Overweight permits. Loads that exceed 8'6" width, 14' high on interstate or designated routes, 13'6" on routes more than 10 miles from an interstate or designated route, 53' trailer and load length, between 80,000 and 160,000 lbs. for truck tractor trailer combinations, but less than 16' wide, 16' high, 150' overall length. OSOW permits prescribe the route a carrier must travel when using the Mo. state highway system.

Performance and Registration Information System Management (PRISM): program was developed to meet the challenge of reducing the number of commercial vehicle crashes of a rapidly expanding interstate carrier population. It has increased the efficiency and effectiveness of Federal and State safety efforts through a more accurate process for targeting the highest-risk carriers, which allows for a more efficient allocation of scarce resources for compliance reviews and roadside inspections

Power unit: means a motor vehicle (but not including an automobile or motorcycle), as distinguished from a trailer, semi-trailer, or an auxiliary axle.

Registrant: a person in whose name a properly registered vehicle is registered.

Remote Work: when someone works at a site provided by their employer but it is not their normal work site. For example, a CCC agent works out of a MoDOT shed instead of their home or MCS Central Office because of space or home internet issues.

Roadside safety inspection: An inspection of vehicles and/or drivers used for commercial purposes. This inspection evaluates a vehicle and/or driver for compliance with the safety regulations using the North American Standard Inspection procedure and North American Standard Inspection criteria. The inspection determines whether the vehicle and/or driver are safe enough to continue or need to be delayed until noted violations are corrected.

SafeStart: a basic introduction to motor carrier regulations and required credentials.

Safety & Compliance (S&C): MoDOT Motor Carrier Services Safety & Compliance section encourages carriers' compliance with Missouri State Statutes and Federal Motor Carrier Safety Regulations through education and enforcement.

Safety and Fitness Electronic Records System (SAFER): offers company safety data and related services to industry and the public over the Internet. Users can search FMCSA databases, register for a USDOT number, pay fines online, order company safety profiles, challenge FMCSA data using the DataQs system, access the Hazardous Material Route registry, obtain National Crash and Out of Service rates for Hazmat Permit Registration, get printable registration forms and find information about other FMCSA Information Systems.

Superload: loads in excess of routine permit limits, which are loads that exceed 16' wide, 16' high, 150' overall length, and are greater than 160,000 lbs. We also issue a superload permit for a configuration not found in our regulations book not to exceed 22,400 lbs. per axle.

Telework: a work arrangement that allows employees who normally report for work at a department office building to complete part or all of their work assignments from a different location on a regular basis. For example, an employee may work four days a week in his/her assigned location and one day from home. Benefits to the department include retaining top-performers, emergency preparedness, environmental responsibility, cost savings on reduced office space and supplies, reduced utility costs for employer.

Total Reach: the number of people who have seen any content associated with the page. This can be from the MoDOT Motor Carrier Services page, or from another user's page who has liked the page or one of the posts.

Transportation Management System (TMS): used to store travel way related data including bridge, safety, traffic, traveler information applications, STIP, Right of Way, Striping, Railroad, etc.

Unified Carrier Registration (UCR): is a base-state system for registering interstate motor carriers with vehicles over 10,000 lbs. Those who must register include private, for-hire and exempt carriers; farmers who operate in interstate commerce; brokers; freight forwarders and leasing companies. Annual registration fees fund state motor carrier safety programs and enforcement.

Unrated interventions: An intervention is an evaluation of a carrier's safety management program to determine whether the carrier has systems in place to assure their drivers and equipment are safe for use on public roads. Carriers are assigned ratings which presently are Satisfactory, Conditional, or Unsatisfactory. These ratings are assigned after an evaluation of all parts of their operation when compared to the safety regulations. Depending on the need for evaluation for a specific carrier, all or part of these different safety areas are evaluated. Should the carrier's performance be isolated to a few specific areas, only those areas will be evaluated. If not enough areas of a carrier's operation are evaluated to be able of assess their overall safety compliance, no rating will be assigned to the review.

Vehicle safety inspection: examination of motor carriers' commercial motor vehicles and records at a fixed terminal or destination facility to assess the compliance of a company's motor vehicles and/or its drivers with FMCSRs.

Weigh: a commercial motor vehicle weighed using a static (fixed), portable, mainline or ramp weigh-in-motion scale.