

Motor Carrier Services

Division Tracker

Measures of Divisional Performance



July 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:

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

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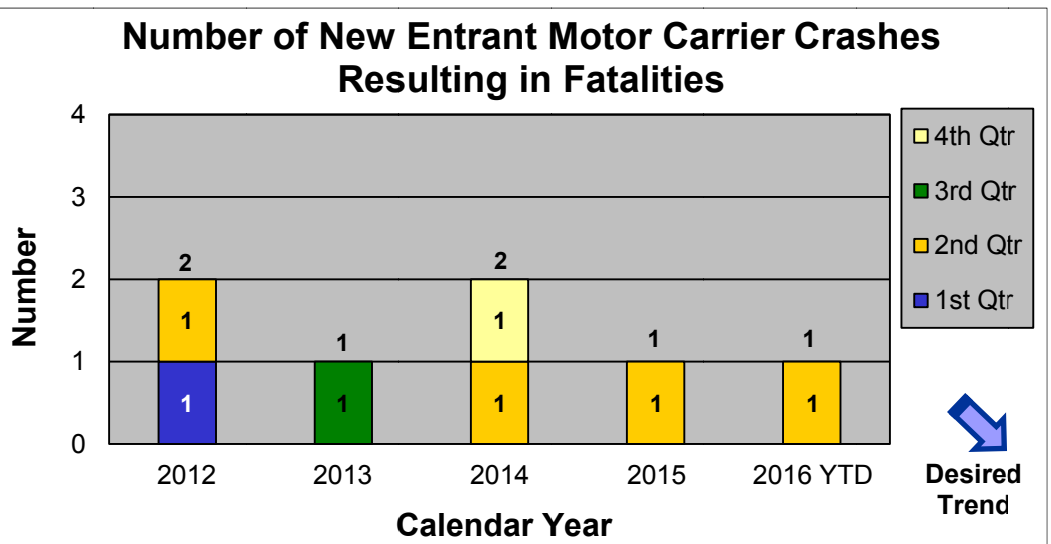
New Entrant motor carrier crashes resulting in fatalities and serious injuries – 1a

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.

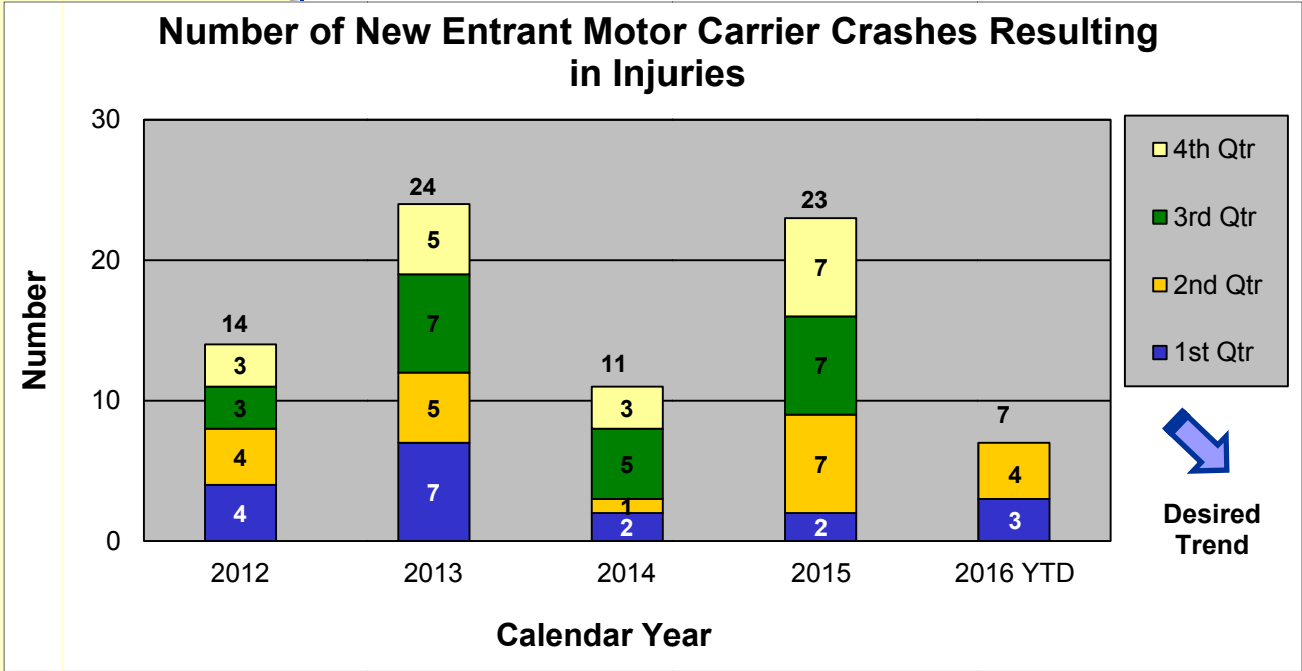
MCS strives to eliminate this cause and effect by educating and evaluating new operations through outreach training programs, interactive Internet-based compliance tools and safety pamphlets. These efforts make a difference.

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. Upon completion of the 18-month monitoring period, the carrier exits the Federal New Entrant Program.

Crashes involving a new entrant resulted in one fatality and 23 injuries in 2015. Through the second quarter of 2016, one fatality crash and seven injury crashes occurred. Between 2012 and 2015, new entrant injury crashes increased by nine, a 64.3 percent increase. One 2016 YTD injury crash occurred after the carrier's safety audit.



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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.

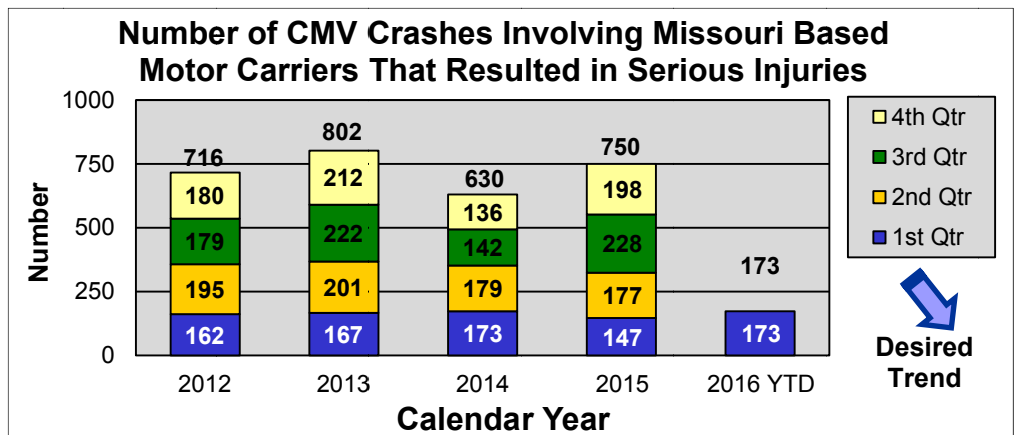
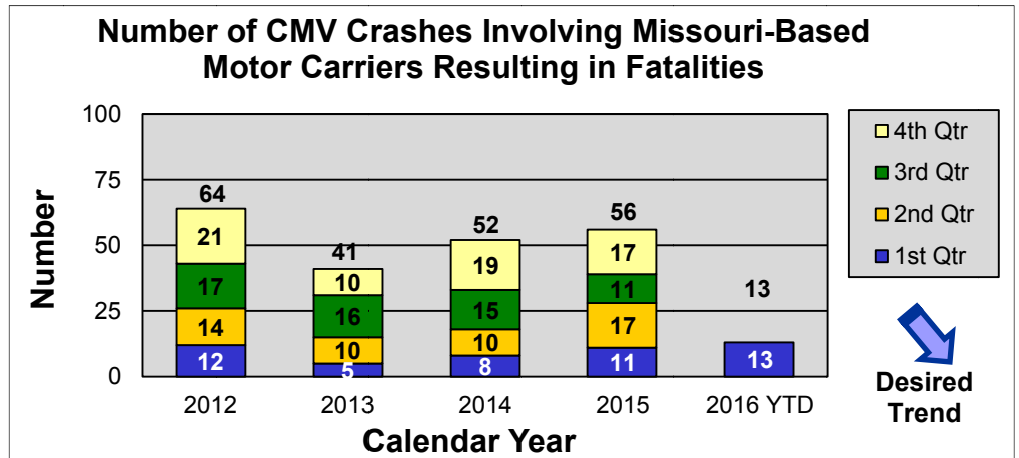
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Number of CMV crashes involving Missouri-based motor carriers resulting in fatalities/serious injuries – 1b

Motor Carrier Services strives to improve the safety of Missouri motorists 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. 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 the first quarter of 2016 was 13. This is the highest first quarter total since 2009, the first year data was collected for this measure. The number of serious injury crashes reported for the first quarter of 2016 was 173. The only first quarter with a higher total was in 2010 (187 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.

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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.

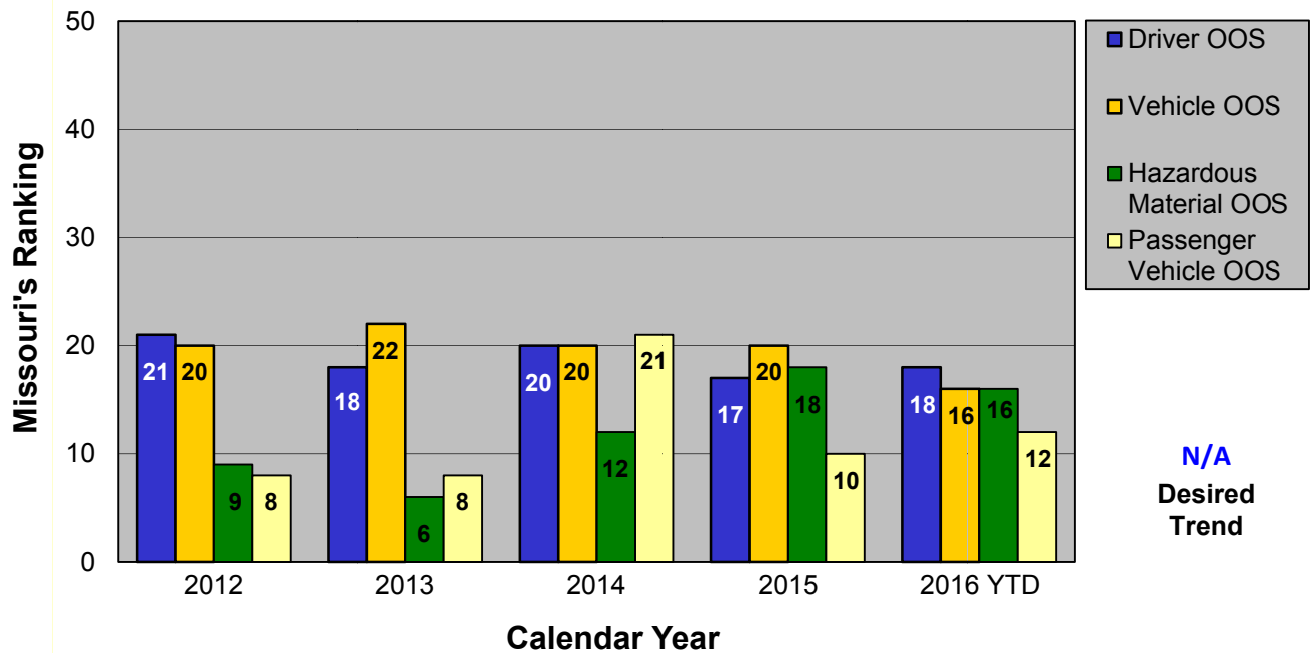
All CMVs have the potential to be inspected by certified enforcement personnel. The purpose of the inspection is to ensure the vehicle and driver are safe to operate on public roadways. If the vehicle and driver pose an imminent risk to public safety, the driver and vehicle are placed out of service 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 regulations increases public safety and reduces the likelihood of crashes.

All inspection type categories saw a decrease in the out-of-service rates during the first two quarters of 2016 compared with 2015. The driver out-of-service rate was down nearly a quarter of a percent from the 2015 calendar year with an increase of one in the ranks. The overall vehicle category decreased in the ranking from 20 to 16 with more than one-half a percent decrease in the out-of-service rate. The overall vehicle out-of-service rate of 19.4 percent and ranking of 16 are the lowest in the previous four years. The out-of-service rate on vehicles transporting hazardous materials saw a slight decrease in the out-of-service rate but a decrease of two in the rankings. The passenger ranking increased by two despite a 1.27 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	4.77	4.99	-.22
Vehicle	19.41	20.08	-.67
Hazardous Materials	3.26	3.39	-.13
Passenger	4.95	6.22	-1.27

Inspection Type	2016 YTD Rank	2015 Rank	Difference
Driver	18	17	+1
Vehicle	16	20	-4
Hazardous Materials	16	18	-2
Passenger	12	10	+2

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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.

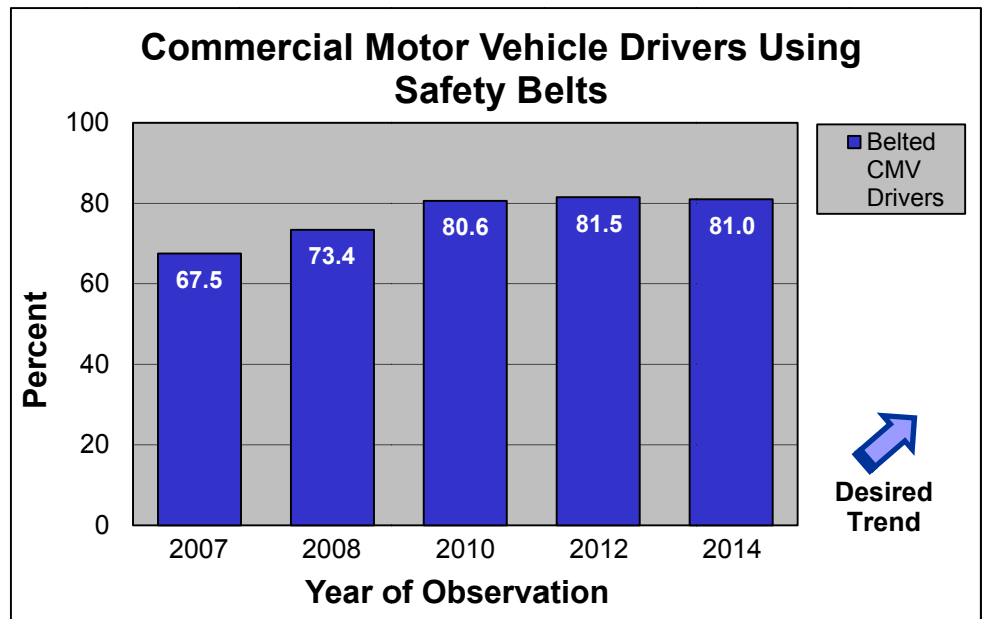
Percent of commercial motor vehicle driver safety belt use – 1d

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.

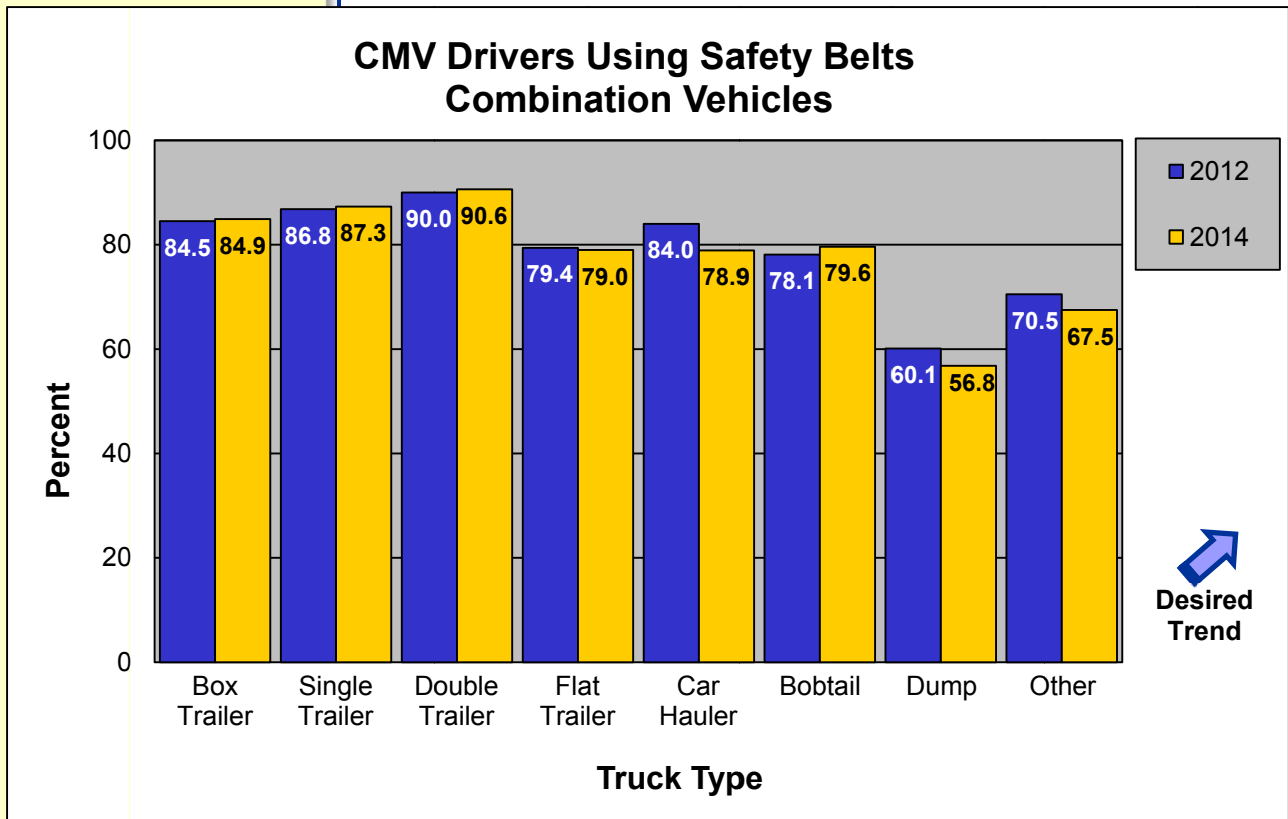
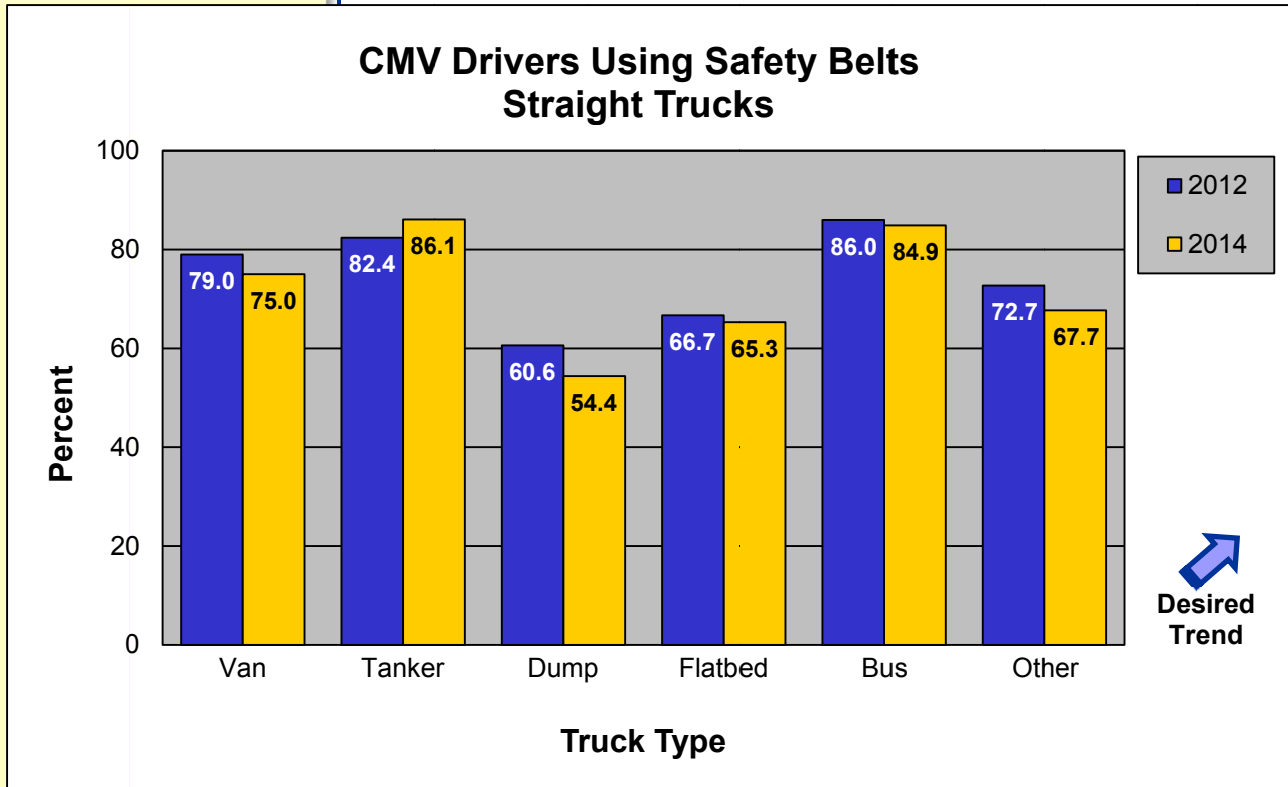
Commercial motor vehicle drivers are required by state law to use a safety belt. Failure to do so can result in a citation which affects both the driver's and company's safety score. More importantly, safety belts are statistically-proven lifesavers. Of those killed in Missouri's 2015 traffic crashes,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

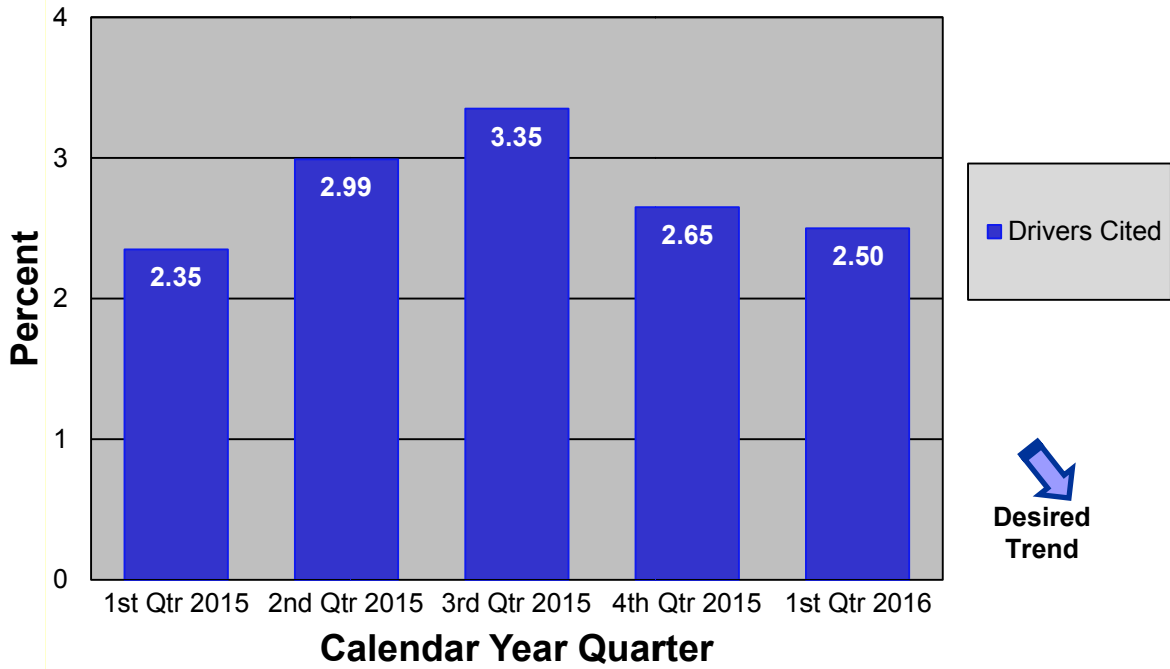


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Percent of Missouri-Based CMV Drivers Cited for Failure to Use A Safety Belt



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

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Missouri Unified Carrier Registration compliance rate – 1e

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:

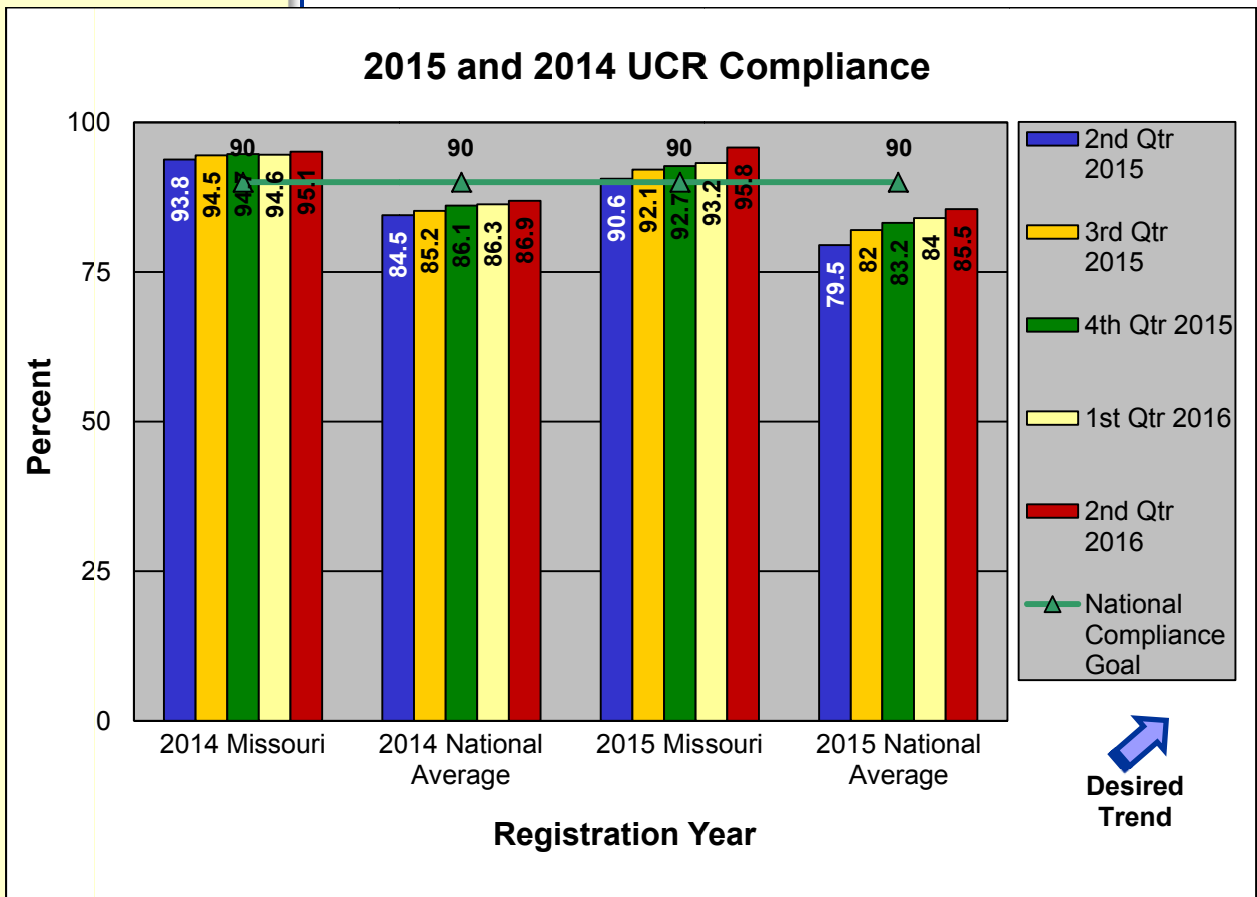
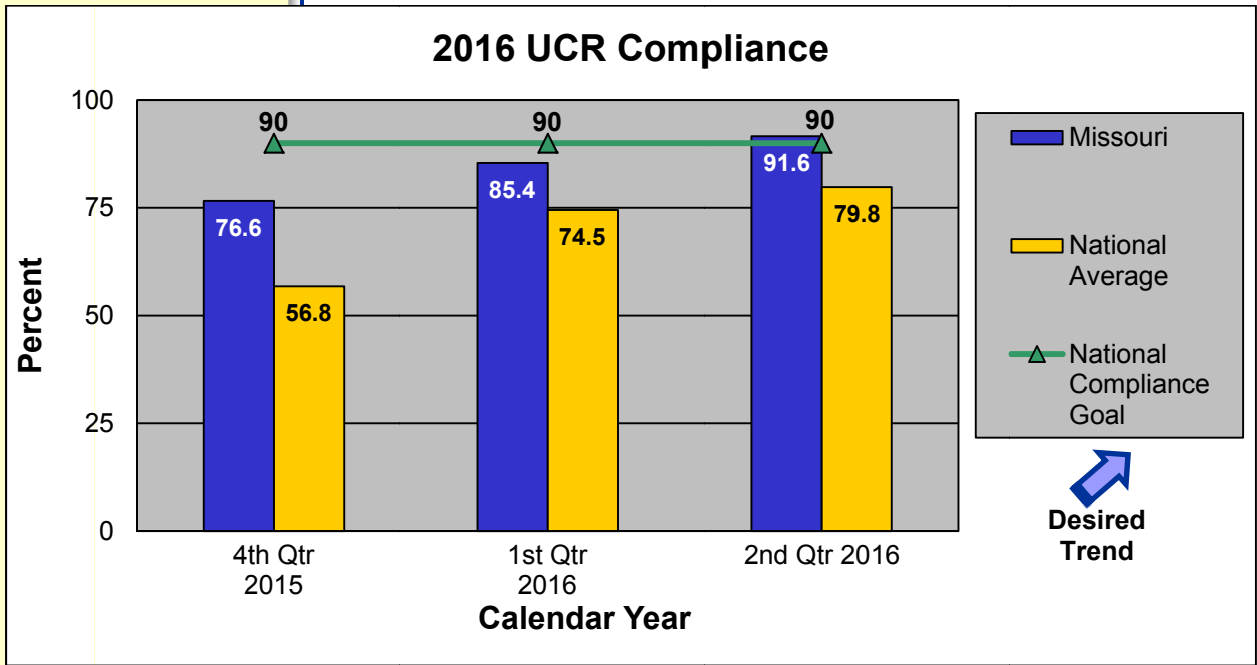
The UCR compliance rate used in this measure is obtained through Iteris; the vendor used by MoDOT and other states for UCR activity. The compliance rate is based upon the number of active carriers assigned a USDOT number within Missouri that have filed and paid their UCR fees. An active carrier, for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

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, the Single State Registration System.

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 with a compliance rate below 90 percent in any of the prior three registration years. 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 second quarter of 2016, Motor Carrier Services sent invoices to all carriers who had not paid 2015 and 2016 UCR fees. While this effort resulted in increased agent entered transactions, the compliance increase was worth the effort. The compliance rate for 2016 UCR increased to 91.6 percent, and the compliance rate for 2015 UCR increased to 95.8 percent. The current 2015 UCR compliance rate is the highest Missouri compliance for any UCR registration year.

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Motor carriers placed out-of-service with a license suspension order – 1f - DRAFT

RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Pam Lueckenotto,
Motor Carrier Investigations Specialist

PURPOSE OF THE MEASURE:

This measure tracks the number of Missouri-based motor carrier businesses that have been placed out-of-service and had their vehicle registration revoked due to safety-related (PRISM) issues.

MEASUREMENT AND DATA COLLECTION:

PRISM is a federal-state partnership to improve safety and strengthen enforcement policies. Through this program, information system connections between FMCSA and participating IRP vehicle registration agencies provide the ability to check the safety status of motor carriers prior to issuing or renewing IRP and Missouri Department of Revenue-issued license plates.

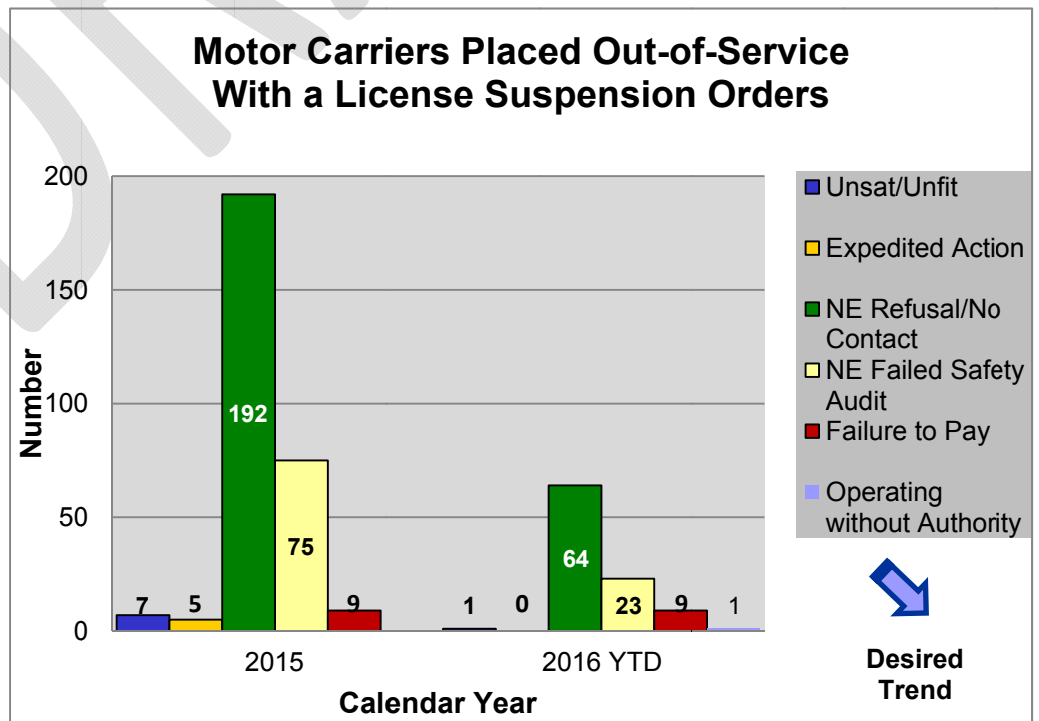
Motor carriers that are placed out-of-service by FMCSA or MoDOT are tracked and license suspension orders are issued. Motor carriers that are placed out-of-service can no longer legally operate and must turn in their license plates.

All motor carriers are responsible for maintaining compliance with the Federal Motor Carrier Safety Regulations. The PRISM program helps ensure that high risk carriers are removed from public roadways.

There are five factors that can cause a motor carrier to be issued an out-of-service/license suspension order: unsatisfactory/unfit safety rating; expedited actions; refusal/no contact related to New Entrant safety audit; a failed New Entrant safety audit or failure to pay a fine imposed by FMCSA.

Once a motor carrier is placed in an out-of-service status, required credentials such as license plates and operating authority are suspended. The motor carrier must satisfy the terms of the safety deficiencies that caused the out-of-service condition before they can be reinstated.

Of the 1,062 safety audits performed in 2015, 75 carriers failed. Corrective action plans were not submitted by 29 of the 75, resulting in out-of-service orders. Although two of these 29 carriers were involved in crashes, neither were determined to be at fault. In the first half of 2016, MCS performed 422 safety audits, of which 23 carriers failed. One submitted a CAP to date. None of the remaining 22 were involved in a crash during the first two quarters of 2016.



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Pam Lueckenotto
Investigations Specialist

PURPOSE OF THE MEASURE:

This measure tracks the number of federal and state SPEs conducted as well as the number of state waivers issued.

MEASUREMENT AND DATA COLLECTION:

An SPE is a Skills Performance Evaluation. The evaluation is conducted for driver applicants who due to limb impairment would not otherwise be medically qualified to operate a commercial motor vehicle. Motor Carrier Services staff certified to perform these evaluations conduct evaluations for drivers wishing to receive a State or Federal SPE.

The state medical waiver program provides an avenue for drivers operating intrastate that would not be medically qualified to receive a waiver for vision impairment and/or diabetes.

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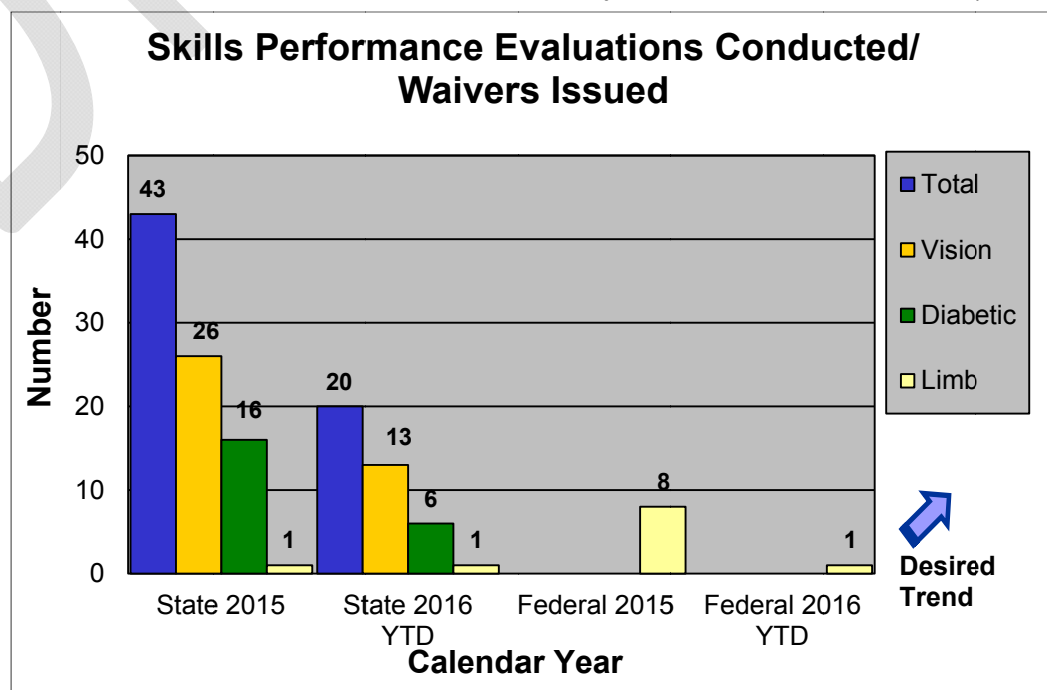
Federal and State SPE and State Medical Waivers – 1g DRAFT

The Federal Motor Carrier Safety Regulations set medical standards that drivers must meet to be qualified to operate a commercial motor vehicle. Two programs offer drivers who would not otherwise be qualified - due to a loss of limb, diabetes and/or partial vision loss - an opportunity to obtain a waiver to operate a CMV.

The federal and state Skills Performance Evaluation programs provide drivers who have experienced a loss or impairment of limb(s) an avenue to demonstrate that they can safely perform all tasks required of a commercial motor vehicle driver. Upon successful completion, the driver is issued a certificate that is valid for no more than two years. A driver may apply for a renewal 30 days prior to the certificate expiration. If there has been no change in the driver's condition, the driver does not typically have to complete another SPE for renewal.

The state medical waiver program provides an opportunity for drivers to operate who would not otherwise be qualified due to vision and/or diabetes. MCS is not involved in the federal waiver process.

The measure evaluates crashes involving drivers awarded an SPE or a waiver. In 2015, two crashes involving SPE/waiver drivers occurred. During the first two quarters of 2016, two more crashes occurred. Medical issues were not noted as a contributing factor in any of the crashes. (No regulated vehicle was involved in the 2016 crashes. They involved personal vehicles.)



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

MEASUREMENT DRIVER:

Jeff Payne,
Motor Carrier
Investigations Specialist

PURPOSE OF THE MEASURE:

This annual measure tracks the methods used to resolve or settle pending enforcement cases submitted to Motor Carrier Services by its Safety & Compliance Investigators.

Many carriers who are penalized for violations simply pay their penalty, but do not fix compliance issues. By requiring full compliance as a condition of reduced or waived financial penalty, MCS helps to ensure the carrier addresses safety .

MEASUREMENT AND DATA COLLECTION:

This measure tracks the number and means by which state enforcement cases have been settled.

Results are collected from the MoDOT Carrier Express database on an annual basis.

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Settlement of MCS enforcement cases – 1h DRAFT

Missouri-based companies that operate vehicles meeting the definition of commercial vehicles are subject to the Federal Motor Carrier Safety Regulations. Those that engage in for-hire transportation of property or people within the state boundaries of Missouri are also subject to intrastate operating authority as defined in state statutes.

When Safety & Compliance investigators discover a violation of motor carrier regulations or law, they document it in the form of an enforcement case. MCS case settlement personnel contact the intrastate-only carriers to determine if any are candidates for alternate resolution. In certain situations, if the carrier is willing to cooperate, the penalties can be waived all together by showing evidence that violations were corrected. This approach allows the carrier to use funds they would otherwise pay toward penalties toward gaining compliance.

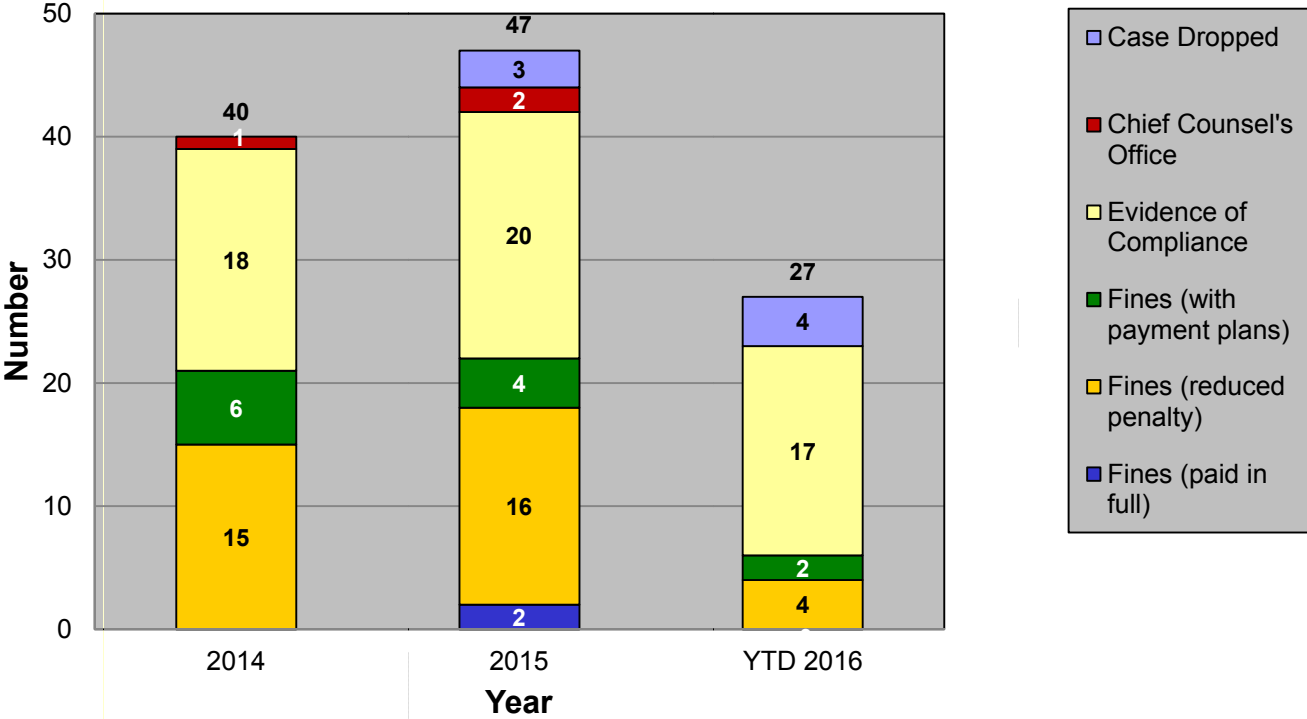
The chart shows the number and method of Missouri enforcement cases settled recently.

In 2015, 16 cases settled with a reduced fine amount. Of those 16, five were offered an Evidence of Compliance settlement but chose to pay the reduced fine instead. This is significant because MCS' goal is to bring carriers into compliance without financially burdening the carrier.

To date, cases in 2016 have resulted in remittance of \$1,382.50 in penalties to the Missouri Public School Fund.

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Settlement of MCS Enforcement Cases



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 because the survey report is delivered after the current D-Tracker deadline.

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

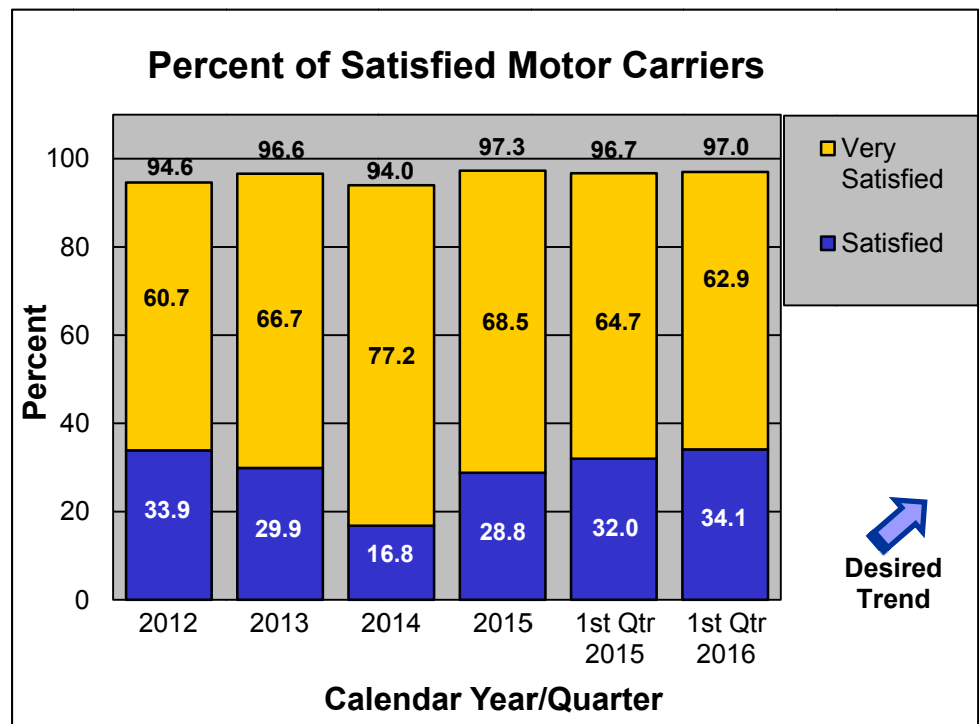
Percent of satisfied motor carriers – 2a

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 first quarter of 2016 was 97 percent, 0.3 percent higher than the previous quarter. The score is also 0.3 percent higher than the same quarter of 2015.

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.

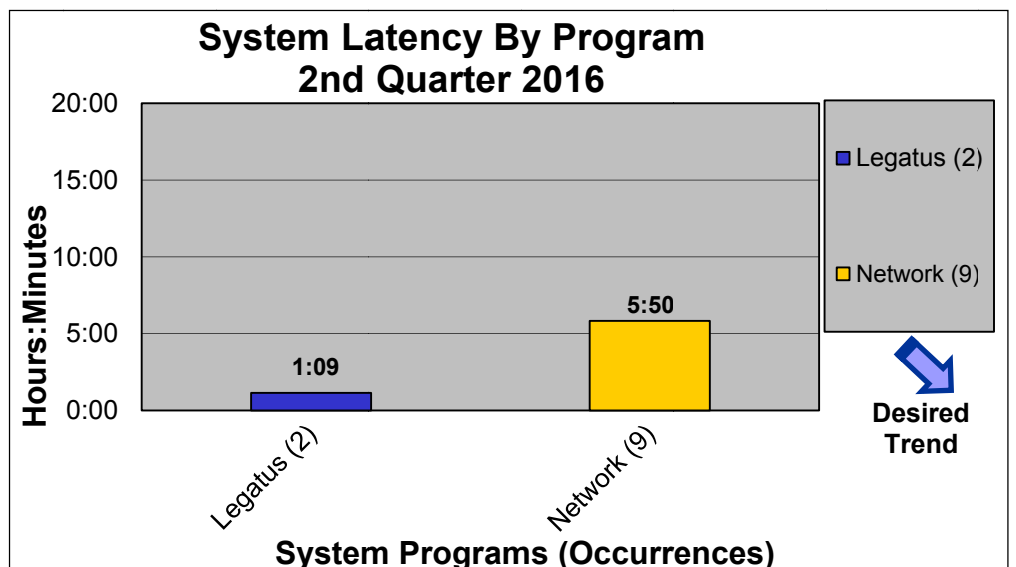
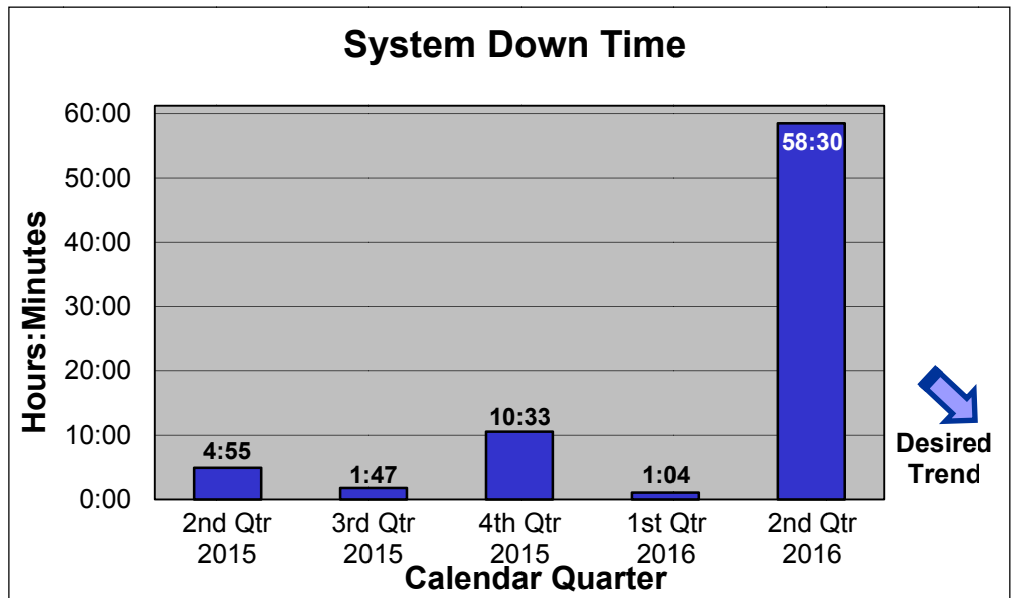
System latency includes system responses greater than seven seconds. Slow responses or inaccessibility of specified systems affects the ability to provide an innovative and timely response to customers. Latency issues normally correct themselves. IS cannot pinpoint the issues but the alerts seem to point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

PROVIDE OUTSTANDING CUSTOMER SERVICE

System down time – 2b

During the second quarter of 2016, MCS had three very significant down time events. Total system down time was 58 hours and 30 minutes due to AccPac server maintenance. Server maintenance issues began on a Saturday (04/16) and were not corrected until midnight on Monday (4/18).

MCE had a total of 6 hours and 59 minutes of latency for the second quarter. Due to MoDOT networking issues, MCE was considered latent nine different times for a total of 5 hours and 50 minutes. Other contributors were Legatus modules being unresponsive two different times for a total latency time just more than an hour. When MCE or a module is latent, neither staff nor customers can log in or 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

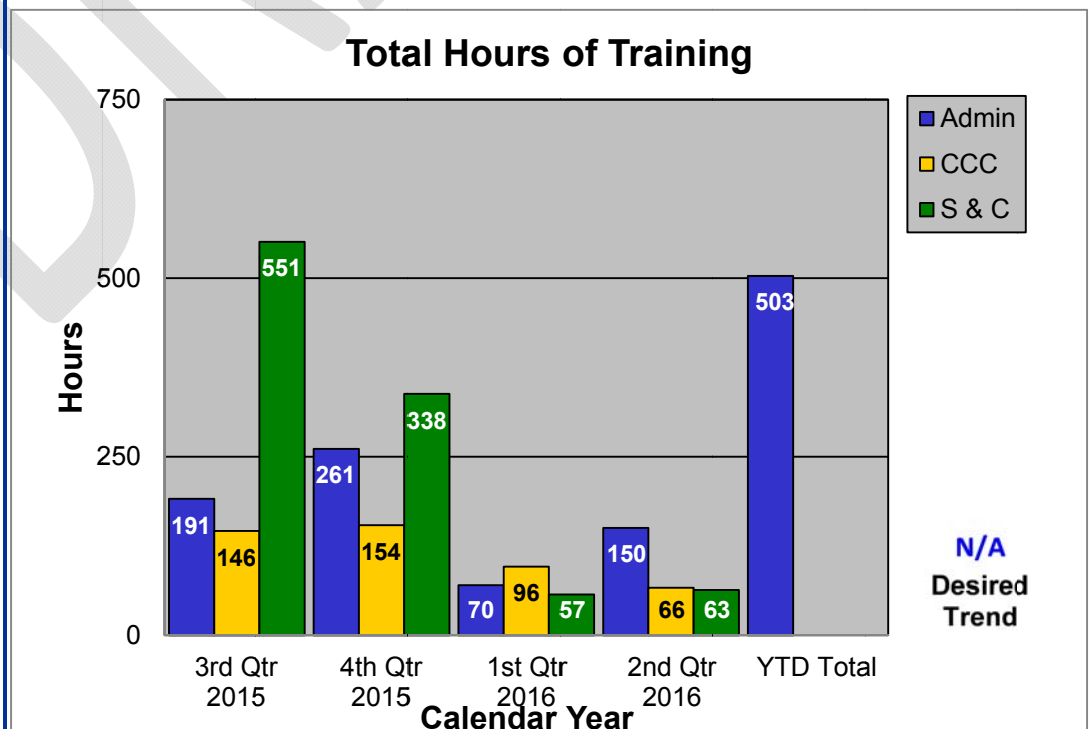
Hours of employee development – 2c

Motor Carrier Services achieves outstanding customer service ratings by developing well-trained staff who are prepared to assist motor carriers with the numerous requirements and credentials required to legally operate.

Three sections of MCS provide services to customers. The Customer Compliance Center and the Safety & Compliance sections provide the majority of direct customer service through phone, electronic communications and in-person interactions with MCS customers.

In the second quarter of 2016, 279 hours of training for MCS staff were recorded.

MCS CCC employee hours of training include 43.5 hours of mandated quarterly training in the second quarter of 2016. MCS S & C hours of training were impacted by one new hire during the reporting period. New employee orientation and other required training accounted for 22.5 hours of the total 63 hours of training during the the second quarter of 2016.



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.

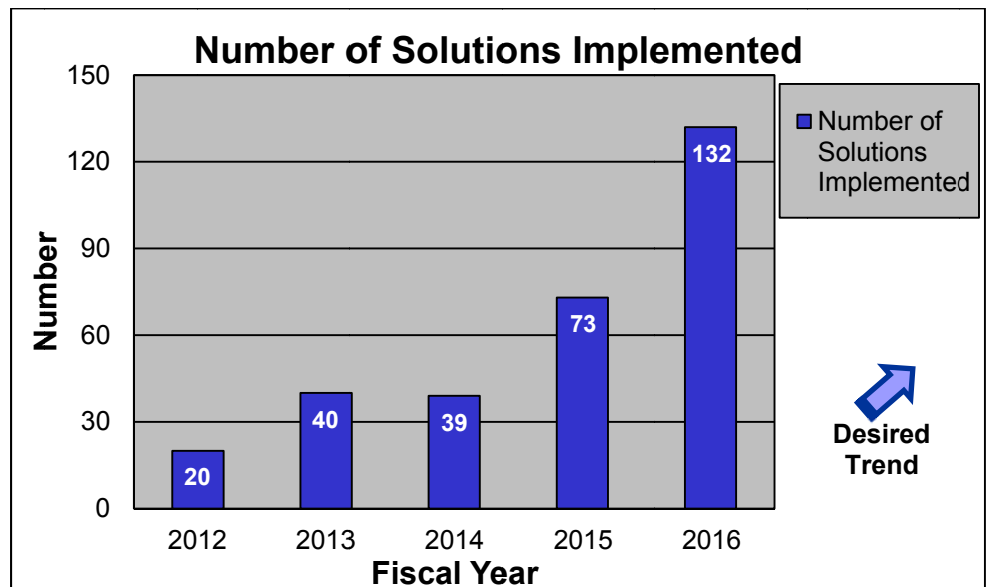
PROVIDE OUTSTANDING CUSTOMER SERVICE

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

Motor Carrier Services works with industry partners, customers, and staff to develop innovative solutions, increase efficiencies and improve customer service. During fiscal year 2016, a total of 132 innovative solutions were implemented, 59 more than the 73 reported in FY 2015.

The solutions included items such as system enhancements (e.g.- 72-hour trip and fuel, password creation and storage); a re-invention of CCC cross-training; extensive S&C training; implementation of 4/10 scheduling; mobile-friendly *News on Wheels* design; scale head and remote display unit replacement which extends the life of four static scales; compilation of an IFTA Procedures Manual; creation of an interactive, smart Motor Carrier Customer form and the introduction of a weekly Missouri Trucking Corridor Report. 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.

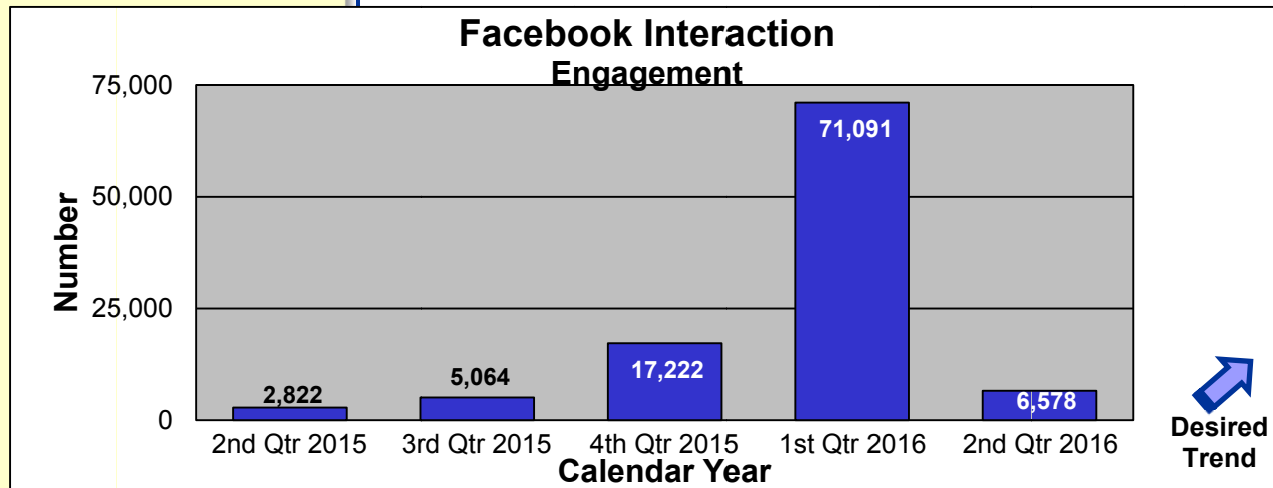
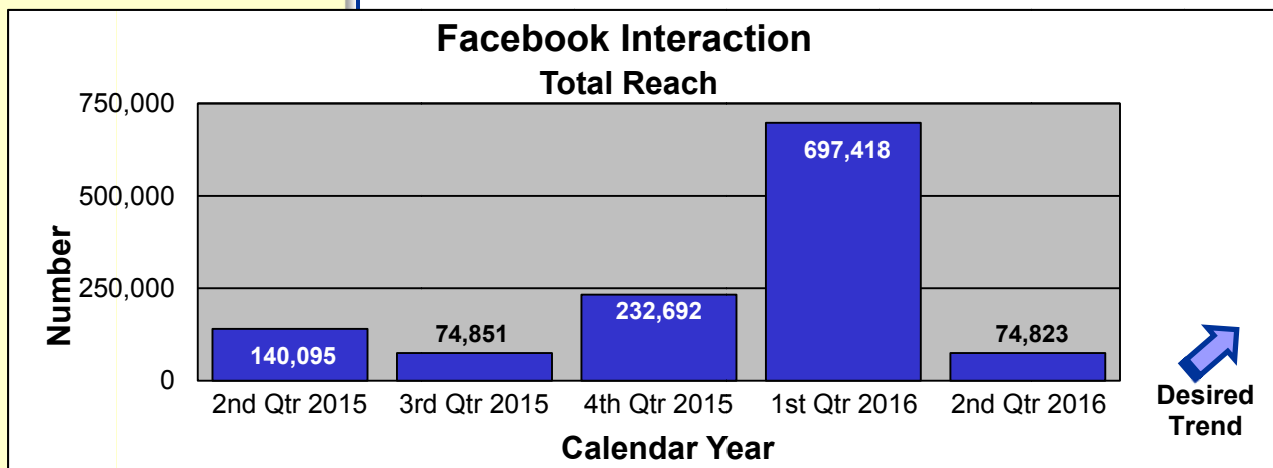
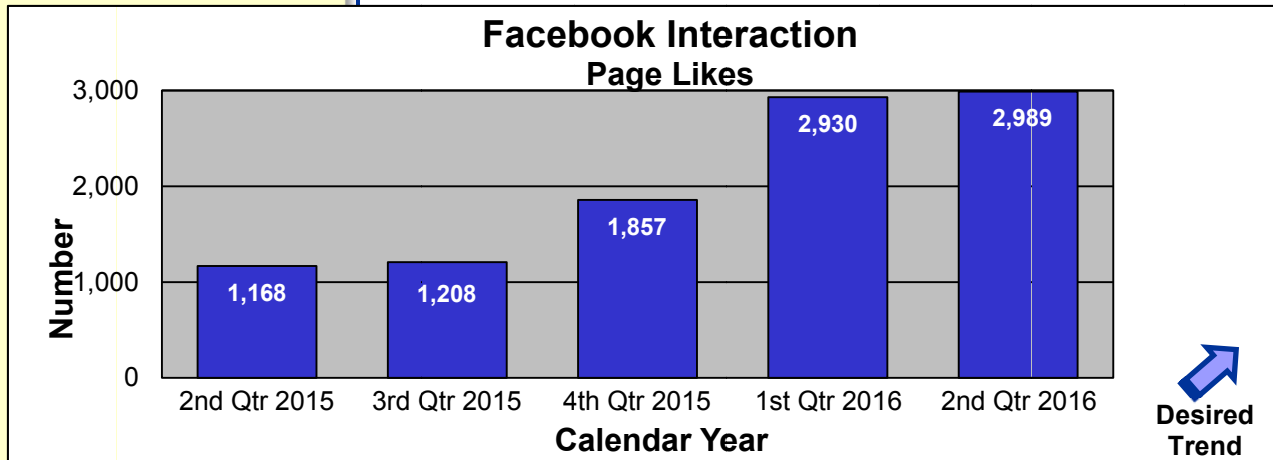
Reports available through Facebook indicate the effectiveness of the effort. In the second quarter of 2016, 59 new likes were added and posts from the MCS page were seen by 74,823 people.

Reach is defined as the number of people who have seen any content associated with the page. Of those reached, 6,578 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.

This quarter, traffic on the MCS Facebook page was fairly even. One notable post, praising the work of Truckers Against Trafficking and the drivers who keep watch, reached 9,298 people in May. The post was shared 119 times.



PROVIDE OUTSTANDING CUSTOMER SERVICE



RESULT DRIVER:

Scott Marion,
Motor Carrier Services Director

OPERATE A RELIABLE AND CONVENIENT TRANSPORTATION SYSTEM

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.

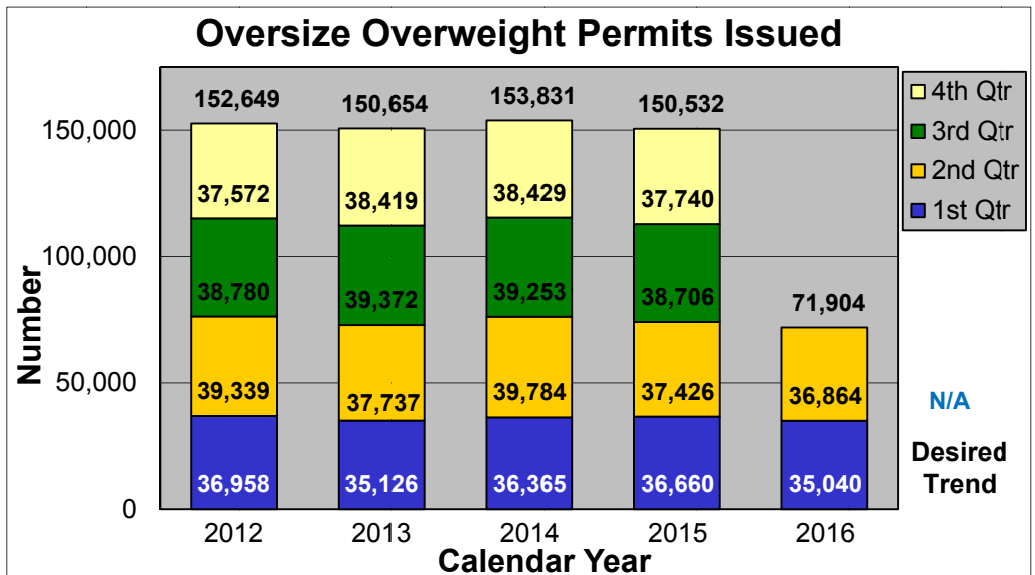
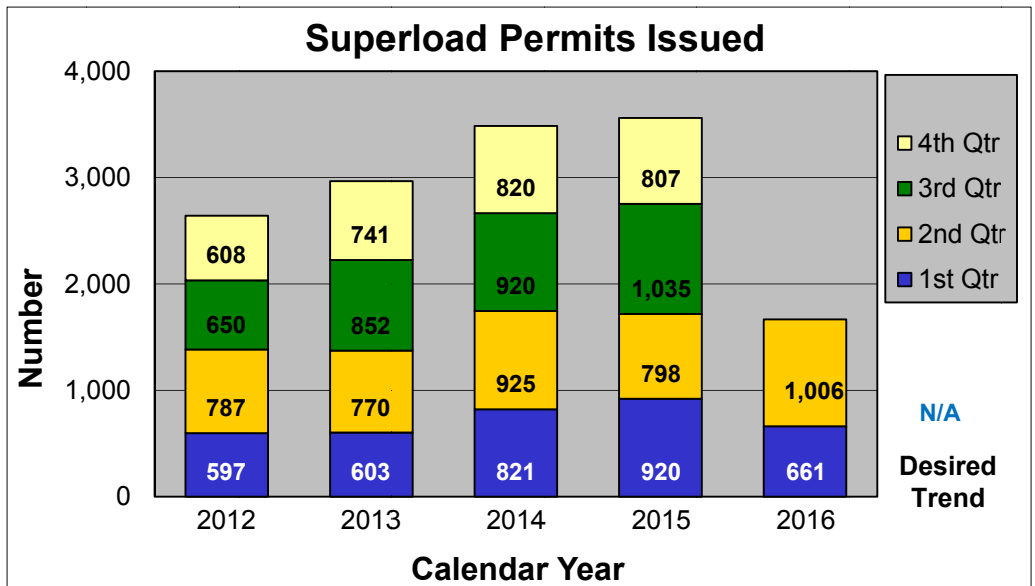
The first chart shows the number of superload permits issued in a quarter. A load is considered to be a superload when dimensions exceed 16' wide, 16' high, 150' overall length or 160,000 pounds, or does not meet acceptable configurations as outlined in 7 CSR 10-25.020.

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

Number of superload and oversize overweight permits issued – 3a

Motor Carriers that haul loads which 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 second quarters of 2015 and 2016, the number of superload permits issued increased 26 percent. Overall, OSOW permits issued decreased 1.5 percent from second 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.

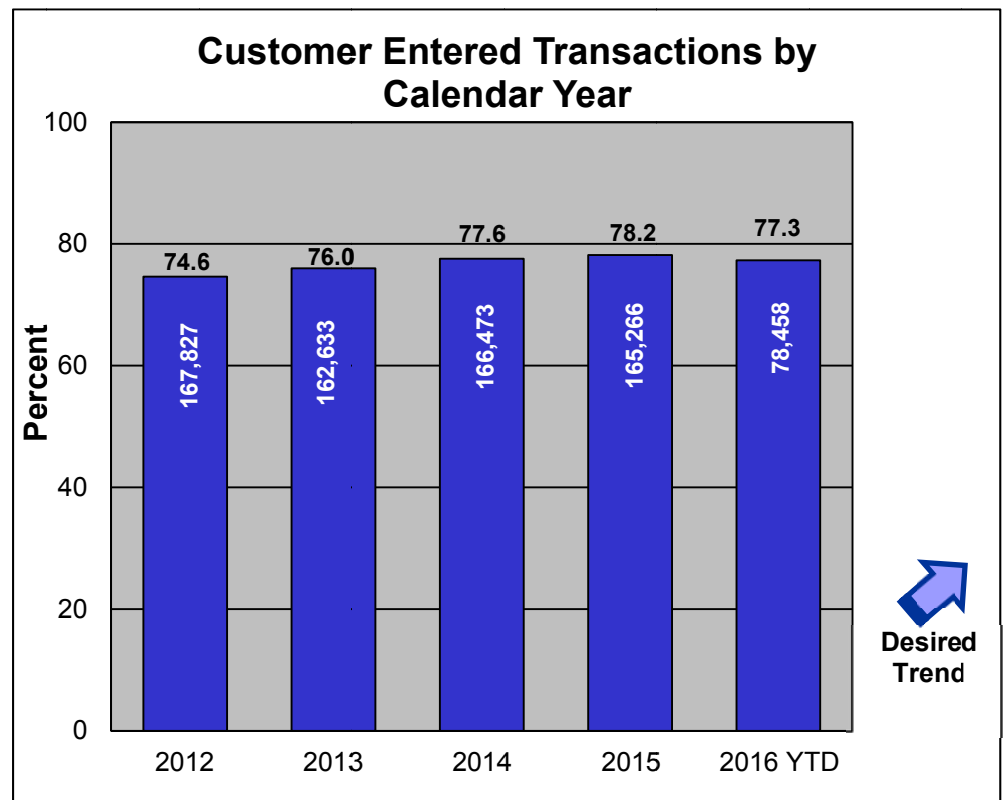
USE RESOURCES WISELY

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 through the first half of 2016 is 77.3 percent. The percentage for each program is as follows:

Program	Percent
OSOW	78.5
IRP	71.1
IFTA	79.9
UCR	50.9



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:

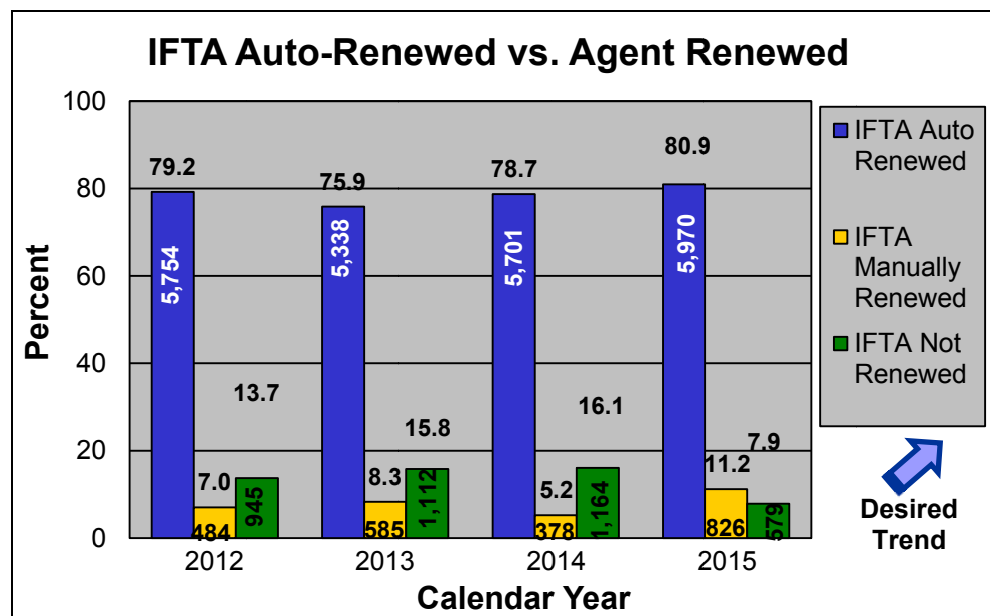
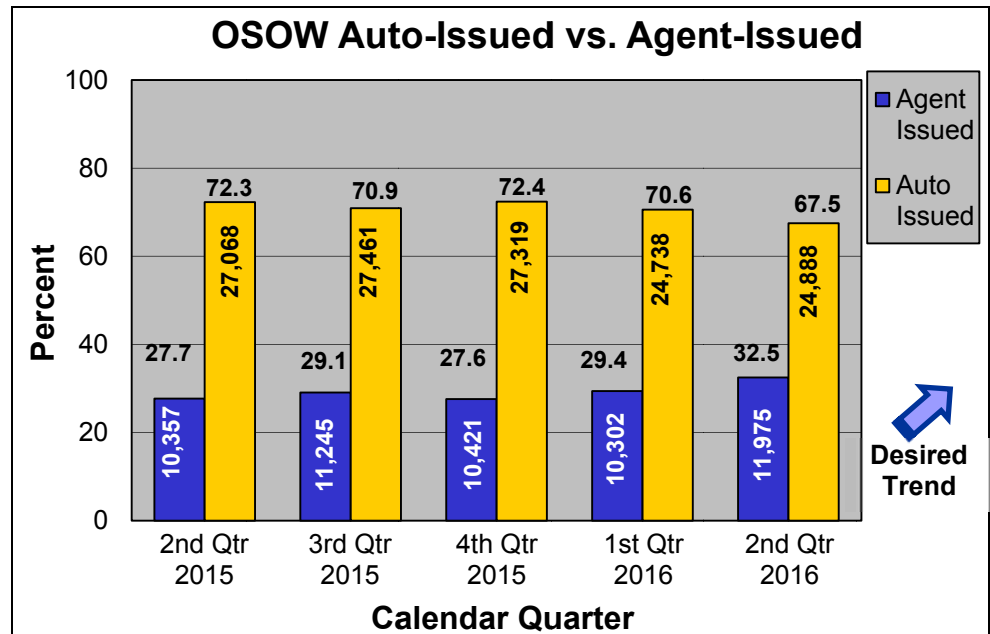
Data is collected monthly and yearly from reports in the MoDOT Carrier Express. Not all transactions produce a credential. Therefore, auto- and agent-issued transactions do not reflect the total number of transactions worked. Oversize Overweight data is compared quarterly. Because IFTA is an annual credential, 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 second quarter 2016, 67.5 percent of OSOW permits were issued without agent intervention, down 4 percent compared to the first quarter 2016.

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:

Joy Prenger,
Motor Carrier Compliance Supervisor

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

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.

Expense and Equipment (E & E) Budget

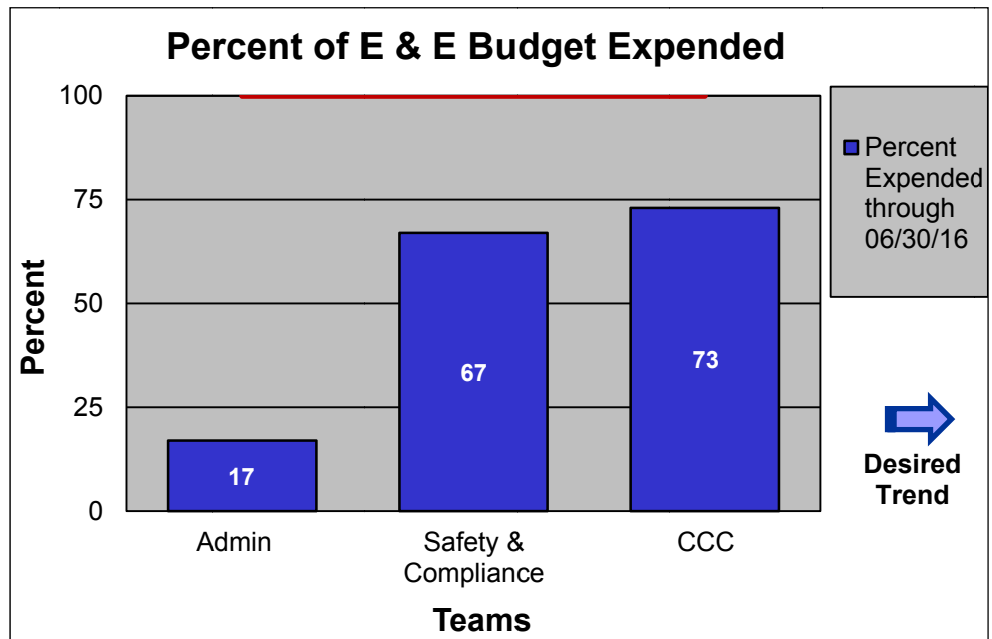
MCS expenditures decreased from last fiscal year by 15 percent. This fiscal year, MCS expenditures for new Safety & Compliance investigator uniforms and training to educate and enforce Missouri state laws and federal safety regulations was 4 percent less than FY15. Compliance Communication Center expenditures for the toll-free 800 number service decreased by 8 percent.

MEASUREMENT AND DATA COLLECTION:

This measure compares the MCS budget to expenditures 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.

Personal Services (PS) Budget

Personal services expenditures did not exceed 100 percent at the end of the fiscal year. MCS expended 93 percent of its fiscal year 2016 budget and 96 percent of its fiscal year 2015 budget.



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

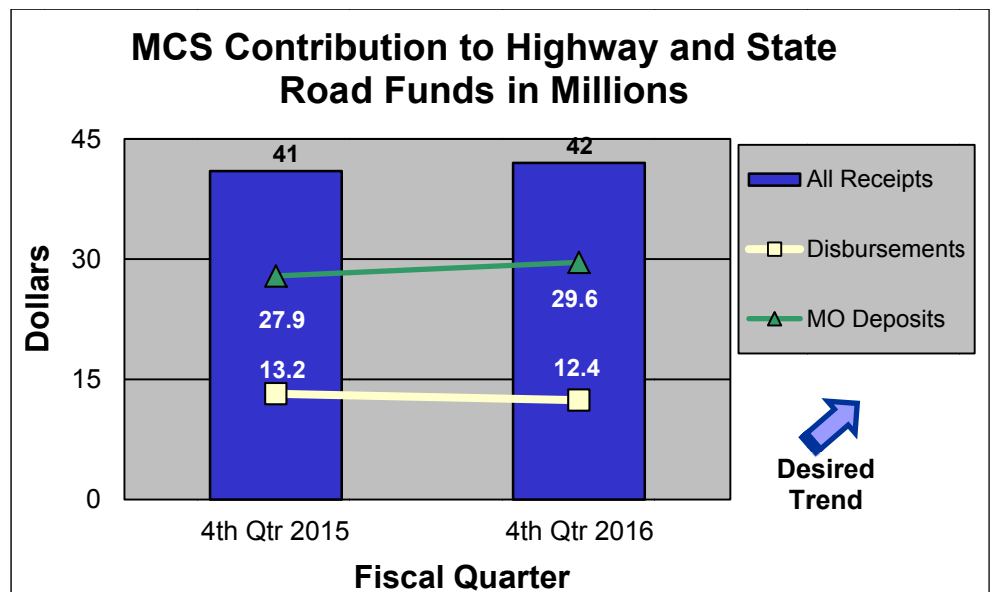
Commercial motor vehicles transport the goods and materials that keep the nation moving. Motor Carrier Services serves more than 27,000 customers with approximately 61,000 registered trucks.

Compared to the fourth quarter of 2015, fiscal year 2016 fourth quarter collections show an increase of 2 percent.

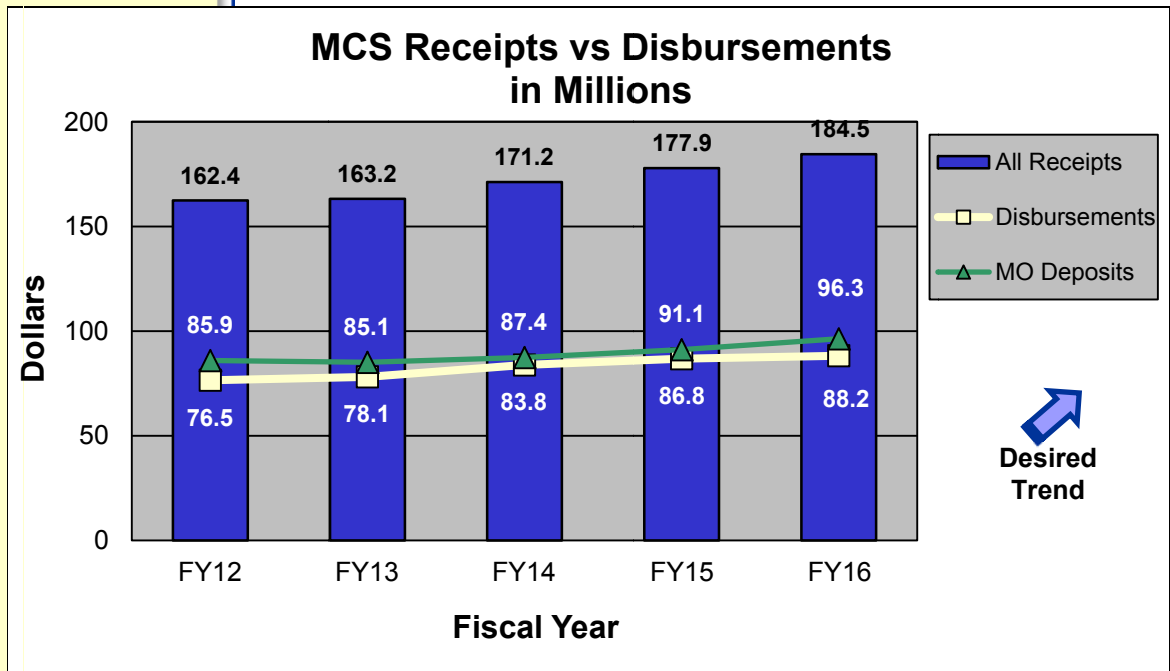
MCS contributed \$10.8 million to the state road fund this quarter. During the same time frame, MCS distributed approximately \$12.4 million to partnering states and Canadian provinces in accordance with the International Fuel Tax Agreement and International Registration Plan agreements.

Fiscal year 2016 ended on June 30, 2016. Compared to the prior fiscal year, MCS total receipts increased 3.7 percent.

- Oversize Overweight permit collections contributed \$9.5 million, an increase of 3.5 percent from the prior fiscal year;
- IRP staggered registration and reciprocity permits collections contributed \$77.7 million;
- IFTA and IRP disbursements increased by 1.6 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.

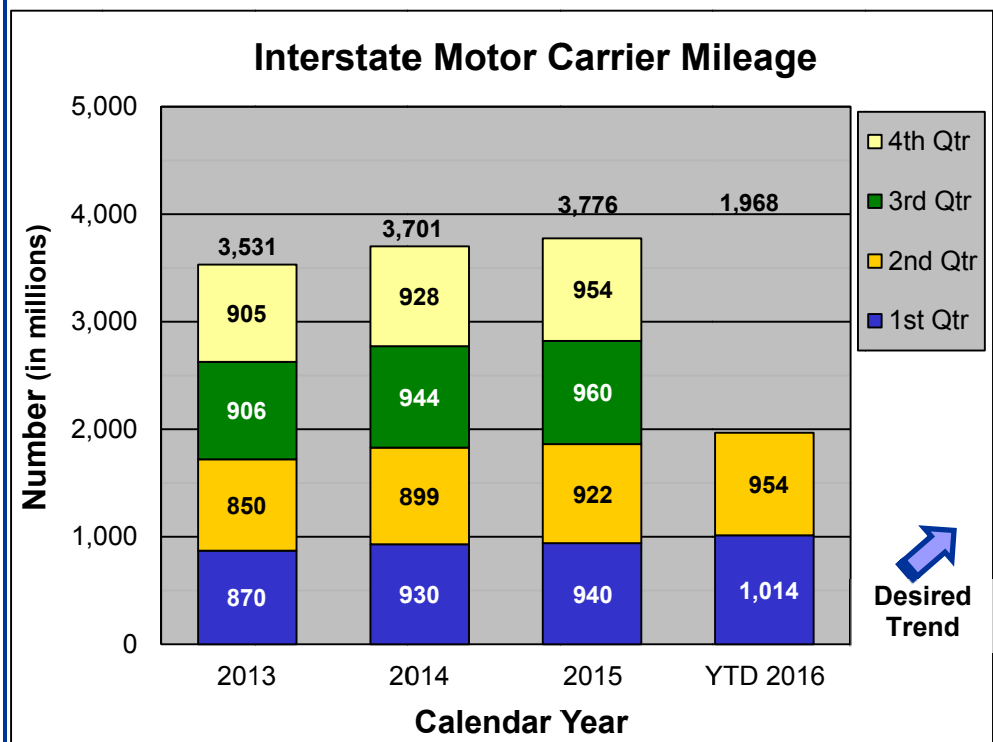
ADVANCE ECONOMIC DEVELOPMENT

Interstate motor carrier mileage – 5a

Total miles traveled by interstate and Missouri based carriers increased by 3.47 percent as compared to the same period of 2015. When comparing the current total mileage to the lowest for the reporting period in the previous four years (2013), mileage increased by 12.37 percent.

Carriers based outside Missouri traveled 753,349,662 miles in Missouri this quarter, an increase of 2.58 percent as compared to the same period of 2015. Mileage traveled in Missouri by carriers based in another jurisdiction in the second quarter of 2016 is the highest reported in the second quarter since 2011.

Missouri based carriers traveled a total of 201,158,983 miles in their home state in the second quarter of 2016, an increase of 7.48 percent as compared to the same period of 2015 and an increase of 14.85 percent when compared to the same period of 2013.



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 active power units and trailers registered with Motor Carrier Services at the time of reporting. 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. Active power units and trailers are reported separately by quarter.

To maintain highest accuracy, this measure is reported a full quarter behind to include carriers who file following the deadlines.

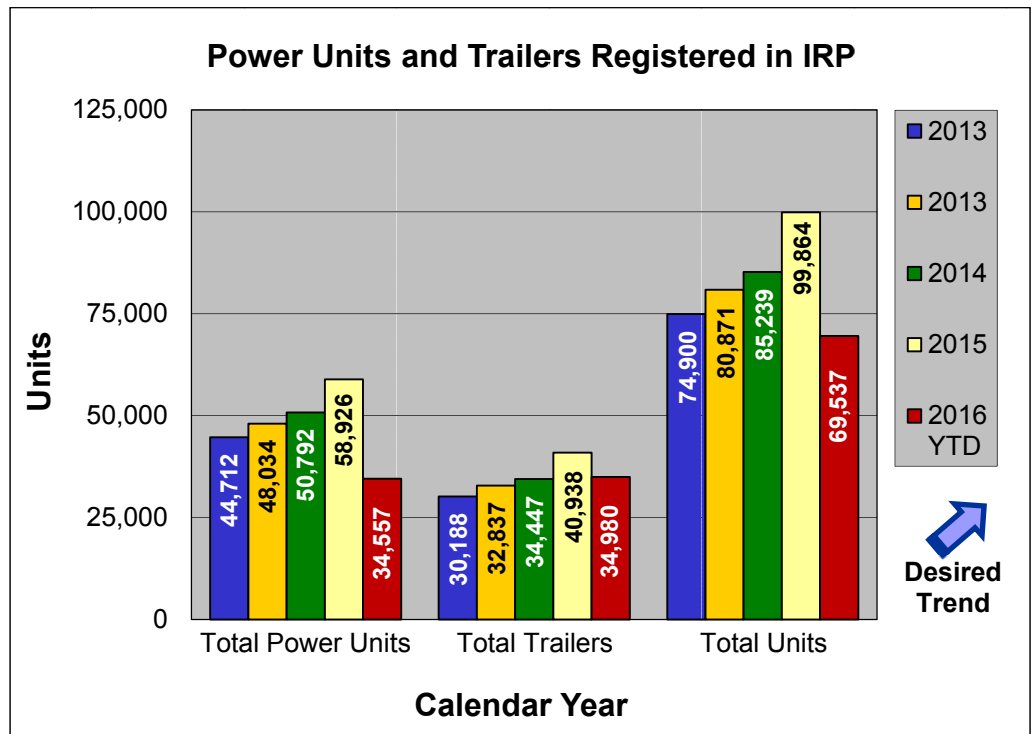
ADVANCE ECONOMIC DEVELOPMENT

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.

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

This data in this measure has changed. Year-to-date numbers in the chart reflect totals as of the end of the first quarter of 2016. Year-end totals for 2015 now include customers who filed after the deadline - a more accurate representation.



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, hours-of-service compliance, 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: Module in MCE that provides a snapshot of a customer's business profile, account status and contacts.

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.

Expedited Action: Occurs when a New Entrant carrier behaves in a manner that calls for a Safety Audit or Intervention as soon as possible. (e.g. – using a driver that does not possess a valid CDL; a positive drug and/or alcohol test; operating without sufficient insurance or having a driver or vehicle out-of-service rate of 50 percent or higher. See 385.308 in the FMCSRs.)

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.

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.

Investigations: 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, 72-hour fuel and trip permits 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.

Roadside safety inspection: An inspection of commercial vehicles and/or drivers. 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.

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.

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.

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 to 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.