

Motor Carrier Services

Division Tracker

Measures of Divisional Performance



July 2017

TABLE OF CONTENTS

Keep Customers and Ourselves Safe		
New Entrant motor carrier crashes resulting in fatalities or serious injuries	Cody Wilson	1a
Number of commercial motor vehicle crashes involving Missouri-based motor carriers resulting in fatalities/serious injuries	Rod Harpenau	1b
Roadside inspection and out-of-service national ranking	Matt Kiefer	1c
Percent of commercial motor vehicle driver safety belt use	Mark Biesemeyer	1d
Missouri Unified Carrier Registration compliance rate	Tina Thurman	1e
Motor carriers placed out-of-service with a license suspension order	Pam Lueckenotto	1f
Federal and state SPE and state medical waivers	Pam Lueckenotto	1g
Settlement of MCS enforcement cases	Jeff Payne	1h
Provide Outstanding Customer Service		
Percent of satisfied motor carriers	DeAnne Rickabaugh	2a
System down time	Davin Greeno	2b
Hours of training	Brenda Wells	2c
Innovative solutions implemented in support of tangible results	DeAnne Rickabaugh	2d
Facebook Interaction	DeAnne Rickabaugh	2e
Operate a Reliable and Convenient Transportation System		
Number of superload and oversize overweight permits issued	Debbie Bradshaw	3a
Use Resources Wisely		
Customer entered transactions vs. agent entered transactions	Aaron Hubbard	4a
Number of auto-issued vs. agent-issued transactions	Debbie Bradshaw	4b
Budget to Actual (PS and E&E)	Joy Prenger	4c
Motor Carrier Services' contribution to highway and state road funds	Joy Prenger	4d
Advance Economic Development		
Interstate motor carrier mileage	Brenda Wells	5a
Power units and trailers registered in International Registration Plan	Carmen Claypool	5b

Keep Customers And Ourselves Safe

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

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Cody Wilson, Transportation Enforcement Investigations Supervisor

Why is this important?

Starting a new business as a motor carrier can be overwhelming. Many critical safety rules and procedures may be unintentionally overlooked. Small breakdowns in safety procedures can lead to injury and fatality crashes. 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 recently acquired USDOT numbers are enrolled in the Federal New Entrant Program with the understanding they must submit to a federal new entrant safety audit within twelve months. After the completion of the carrier's safety audit, the carrier exits the program.

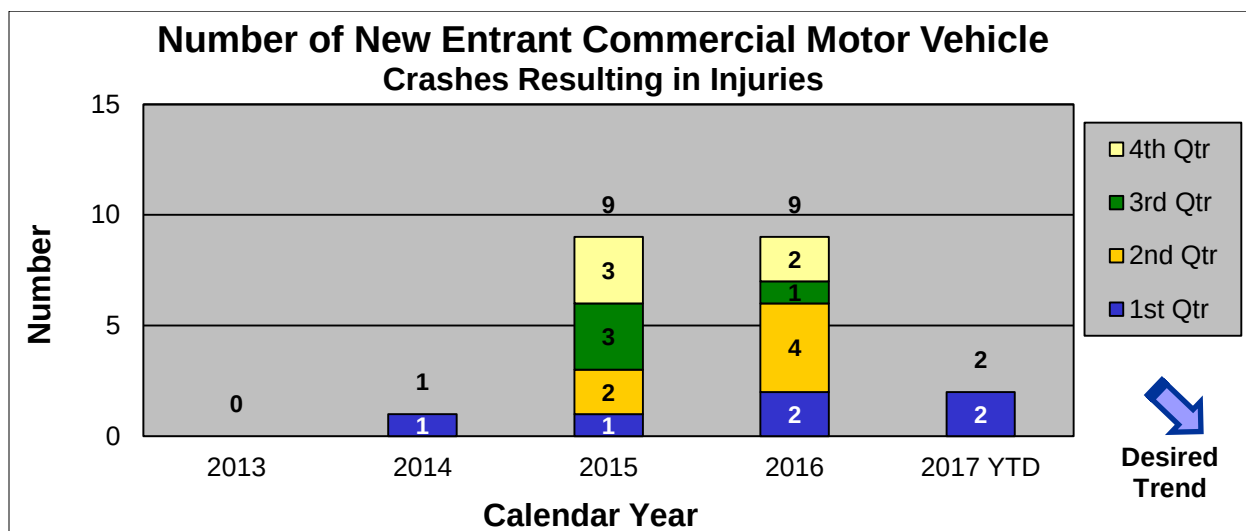
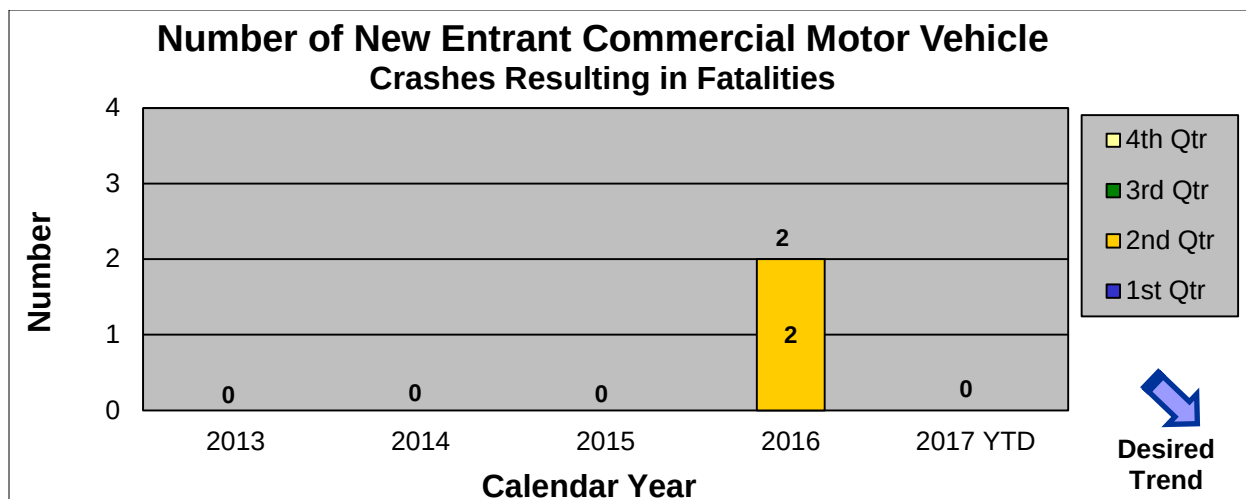
New Entrant fatality and injury crash data is acquired from the Federal Motor Carrier Management Information System. Tracking the number of New Entrants with injury and fatality crashes occurring after a safety audit enables Motor Carrier Services to posit the effectiveness of safety audits as crash deterrents.

What does the data say?

Two fatality crashes involving a new entrant occurred, post safety audit, in 2016. Two injury crashes occurred, post safety audit, 2017 year-to-date. Both crashes for 2017 YTD were preventable accidents. According to the *New Entrant Monthly Trends for Missouri* from the Midwest Service Center; Missouri has a completed 387 New Entrant safety audits for 2017 YTD.

What is MCS doing to improve results?

At the close of a safety audit, investigative staff discuss all findings with a carrier to assure comprehension of all aspects of the safety regulations. MoDOT Motor Carrier Services and the Federal Motor Carrier Safety Administration continuously monitor carrier roadside performance within the CSA program and address unsafe behavior patterns to help improve carrier safety management to reduce crashes. In addition to the New Entrant Safety Audit, MCS strives to eliminate this cause and effect by educating and evaluating new operations through outreach training programs, internet-based compliance tools, and safety pamphlets.



Keep Customers and Ourselves Safe

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

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Rod Harpenau, Transportation Enforcement Investigations Supervisor

Why is this important?

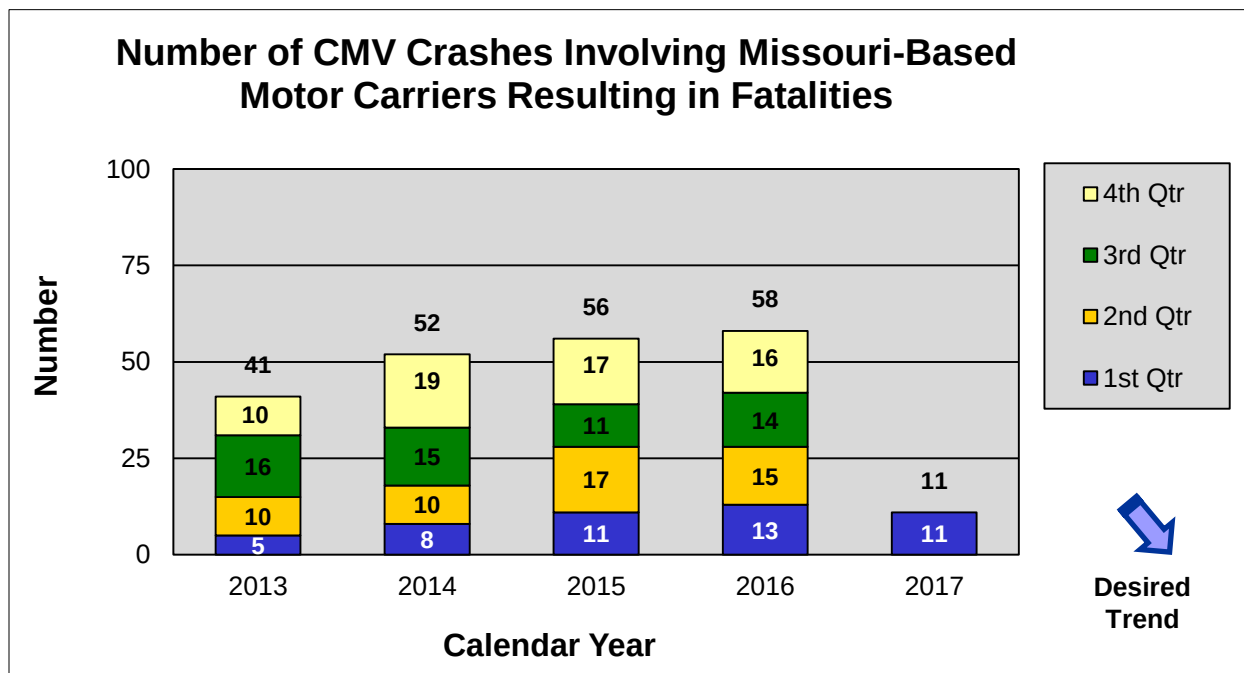
Motor Carrier Services uses information about CMVs involved in fatal and injury crashes to target educational, enforcement, and improvement of safety feature efforts. Missouri law enforcement agencies submit a uniform vehicle crash report for each event into a statewide traffic crash database. Preliminary results are collected from the statewide database for the current year and are updated quarterly.

What does the data say?

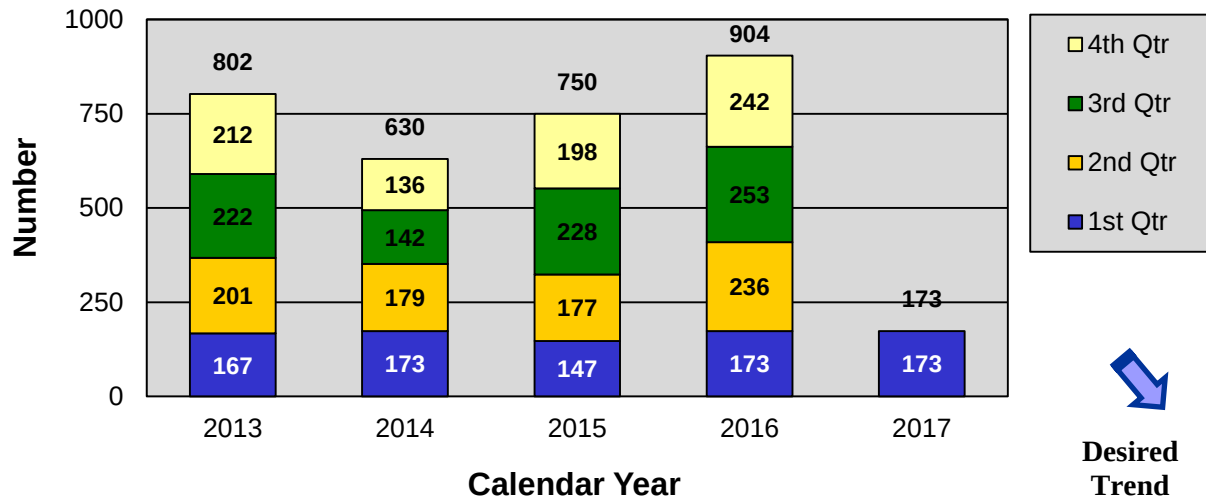
During the first quarter of 2017, 11 fatal non-new entrant crashes were reported. This is fewer than last year and the first decrease in a first quarter since 2012. The majority (64 percent) of the fatal crashes in the first quarter were caused by a passenger vehicle driver's error. Some examples are failing to yield (2), improper lane change (2), and speed (1). The number of serious injury crashes reported for the first quarter of 2017 was 173. This is the same as last year and is slightly above the average of 165 for the first quarters in the past four years.

What is MCS doing to improve results?

MCS continues to monitor carrier performance to identify carriers in need of contact to improve management practices. MCS also delivers educational outreach programs monthly, works with the FMCSA to identify interstate companies in need of contact and inspects vehicles to assure carrier equipment meets standards. Monitoring this measure helps identify trends and areas needing additional attention.



Number of CMV Crashes Involving Missouri Based Motor Carriers That Resulted in Serious Injuries



Keep Customers and Ourselves Safe

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

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Matt Kiefer, Transportation Enforcement Investigations Supervisor

Why is this important?

The commercial motor vehicle industry is a vital part of Missouri's economic strength and security. Commercial trucks and buses are part of everyday life and their safe operation 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. 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. Focusing on Missouri out-of-service rates and rankings helps Motor Carrier Services focus its safety efforts.

What does the data say?

The driver out-of-service rate of 4.82 percent during the first two quarters of calendar year 2017 is the same as the rate for calendar year 2016. Despite no fluctuation in the out-of-service rate, the driver ranking decreased from 18 to 15.

The vehicle ranking also saw a decrease in the rankings from 21 to 18 with an increase of .05 percent in the out-of-service rate. In the hazardous materials category, the out-of-service rate decreased .23 percent and increased in the rankings by 1.

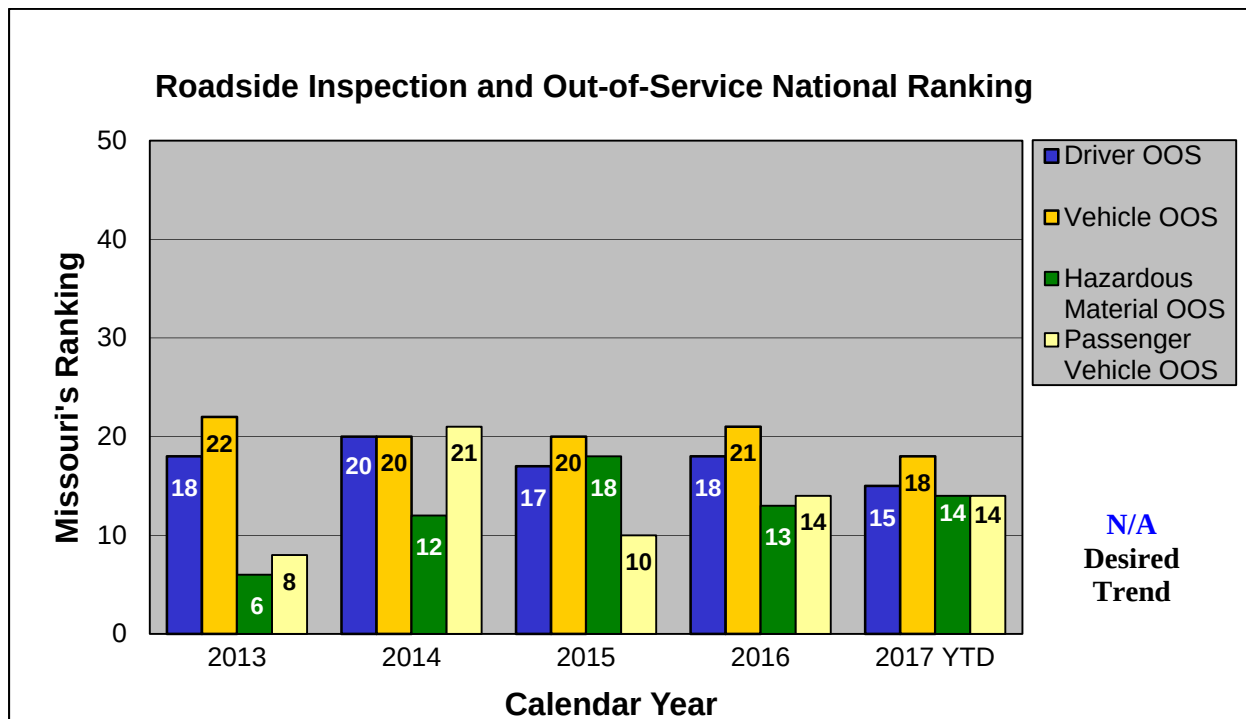
The passenger out-of-service rate increased by 1.51 percent; however, it remained steady at 14 in the rankings.

What is MCS doing to improve results?

The desired trend on this measure is "N/A". While a low out-of-service rate could be a desired trend; it is also important roadside enforcement personnel remove unsafe drivers and equipment from public roadways prior to potential crashes. Thus, an increase in the out-of-service rate is not necessarily an undesirable result.

Furthermore, there is not a direct correlation between the out-of-service rate and national ranking. A decrease in the out-of-service rate does not always result in a lower national ranking. Missouri's placement in the national ranking is contingent upon how other jurisdictions improve or worsen in their out-of-service rate categories.

A significant increase in Missouri's out-of-service rate would be cause to look closer at the data to determine if the out-of-service violations are predominantly tied to a specific company or are recurring violations across multiple companies. The information collected from this research helps Motor Carrier Services identify where to focus its safety efforts.



2017 and 2016 Out-of-Service Rates and Ranks

Inspection Type	2017 YTD OOS Rate	2016 OOS Rate	Difference
Driver	4.82	4.82	0
Vehicle	20.16	20.11	+.05
Hazardous Materials	2.64	2.87	-.23
Passenger	6.93	5.42	+1.51
Inspection Type	2017 YTD Rank	2016 Rank	Difference
Driver	15	18	-3
Vehicle	18	21	-3
Hazardous Materials	14	13	+1
Passenger	14	14	0

Keep Customers and Ourselves Safe

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

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Mark Biesemeyer, Transportation Program Manager

Why is this important?

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.

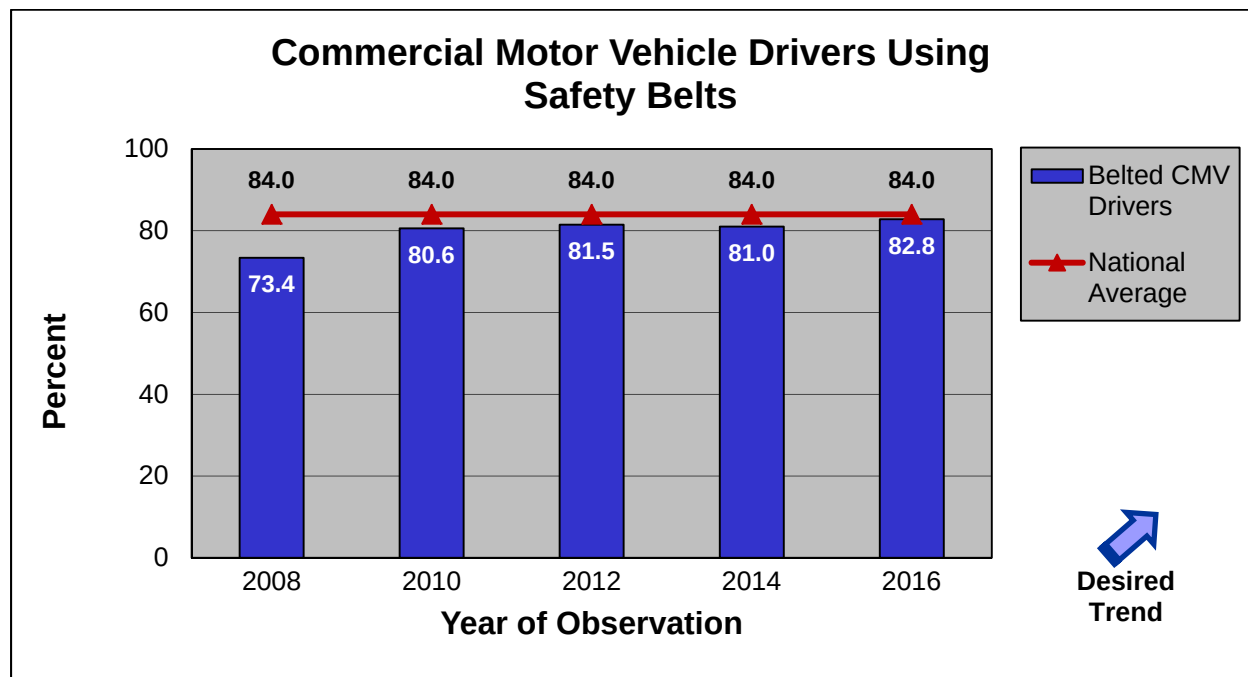
This biennial measure tracks commercial drivers' compliance with the federal seat belt use regulation. Federal law mandates primary enforcement status of failure to use a seat belt while operating a commercial motor vehicle.

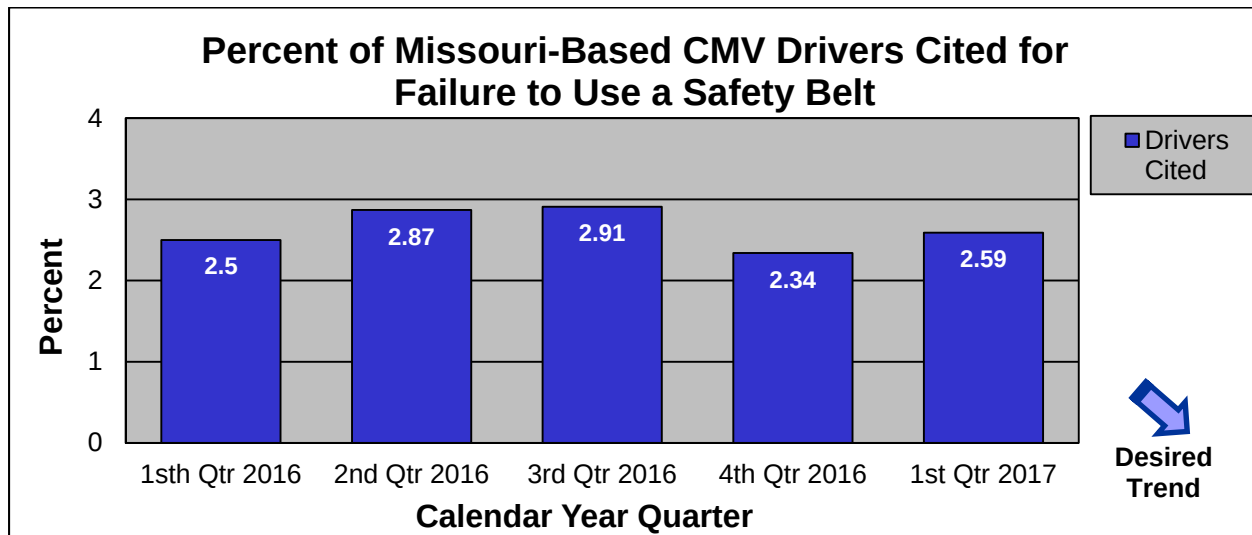
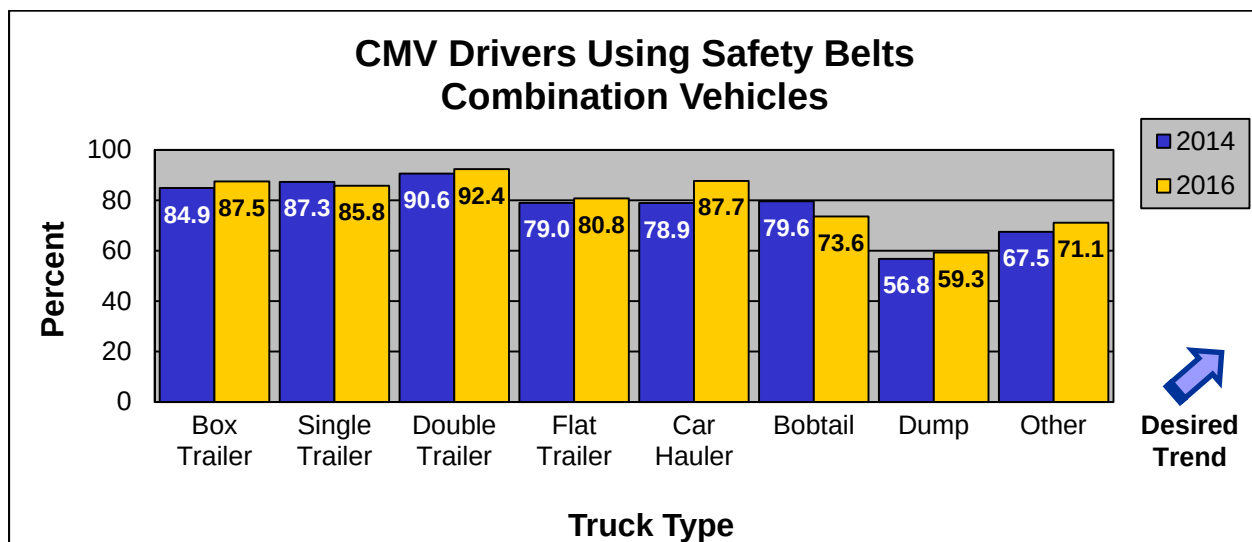
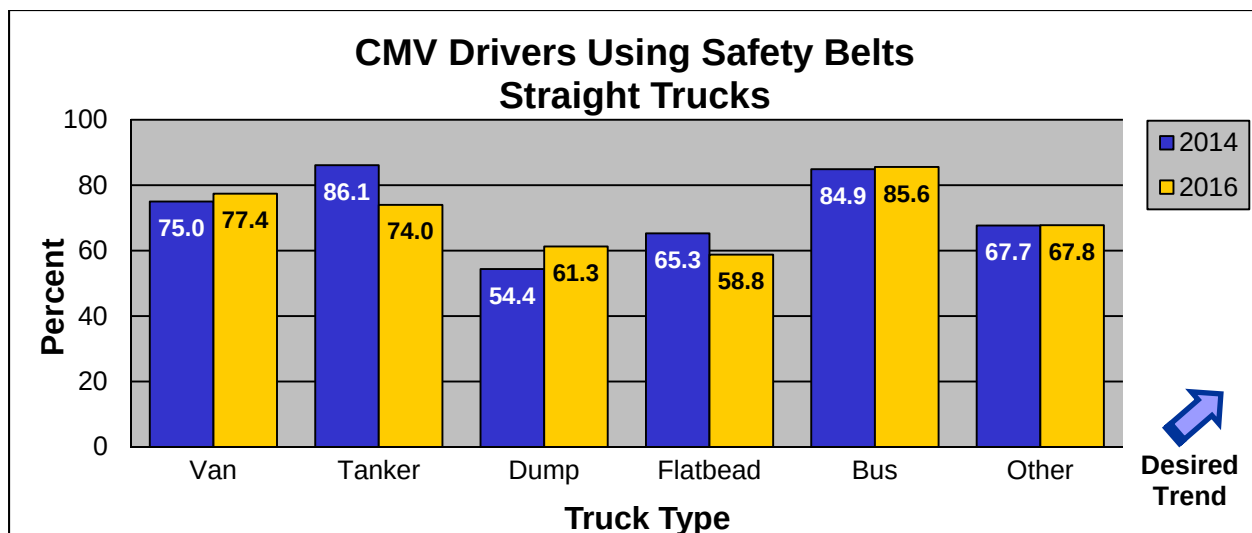
What does the data say?

The 2016 Missouri Safety Center safety belt survey found Missouri's CMV safety belt usage rate increased by 1.8 percent compared to 2014. Safety belt use varies greatly among vehicle types. The greatest room for improvement exists with flatbed straight trucks and dump-type vehicles.

What is MCS doing to improve results?

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

Missouri Unified Carrier Registration compliance rate – 1e

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-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 active registration years. The UCR program maintains two 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 prior year.

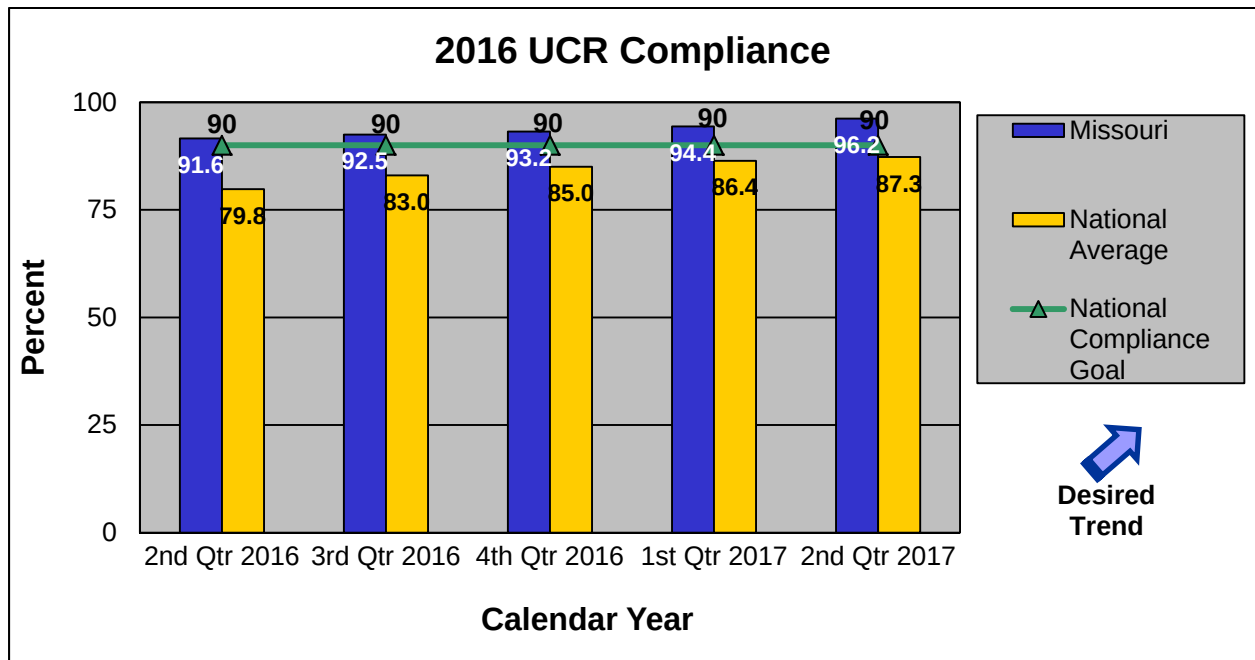
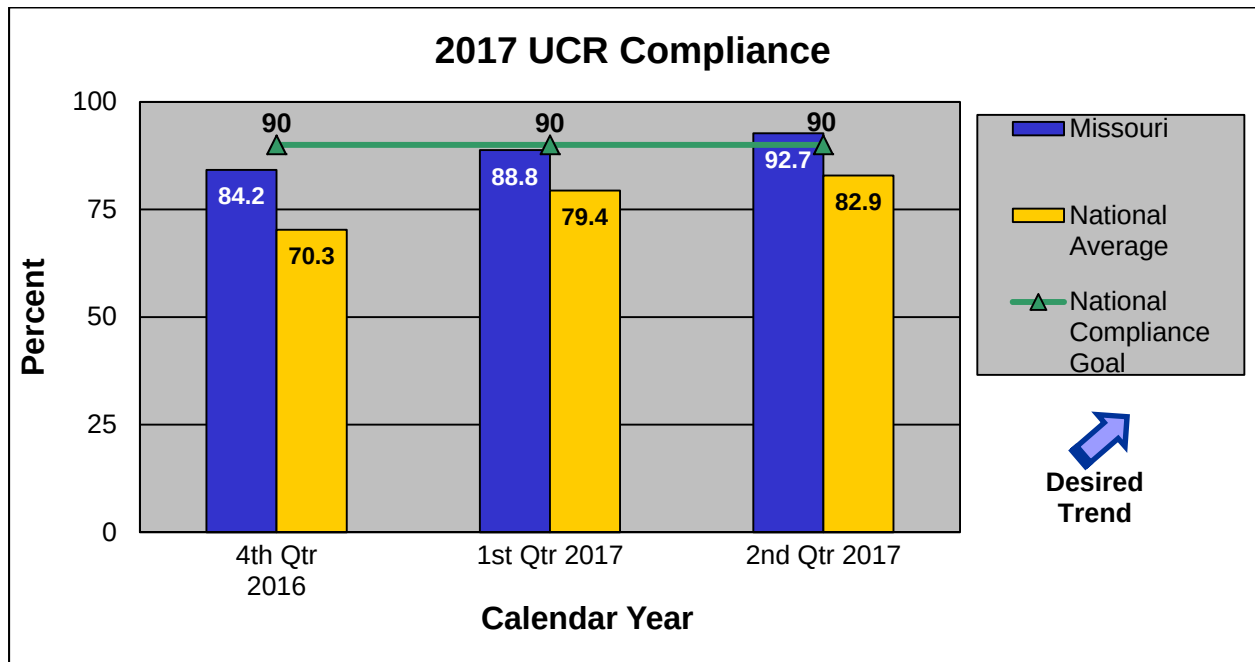
What does the data say?

The Missouri Unified Carrier Registration compliance rate for the 2017 year at the end of the second quarter is 92.7 percent. This is a 3.9 percent increase from the previous quarter. The Missouri UCR compliance rate for the 2016 year is 96.2 percent, which is a 1.8 percent increase from the previous quarter.

What is MCS doing to improve results?

During the second quarter of 2017, Motor Carrier Services mailed invoices to all unpaid 2017 and 2016 UCR registrants. The effort resulted in additional agent-entered UCR transactions, however, the UCR compliance rate increased significantly.

Both registration years are currently above the suggested 90 percent compliance rate. However, Missouri still has nearly 900 carriers on the unregistered list of the 2017 registration year and 500 on the unregistered list for the 2016 registration year.



KEEP CUSTOMERS AND OURSELVES SAFE

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

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Pam Lueckenotto, Motor Carrier Investigations Specialist

Why is this important?

The PRISM program helps ensure that high risk carriers are removed from public roadways. This is done by FMCSA placing carriers out-of-service for safety related issues. Next, license suspension orders are issued to the carriers. Carriers placed out-of-service can no longer legally operate and must turn in their license plates. The status of a motor carrier can be checked prior to issuing IRP and DOR plates. The carrier must satisfy the terms of the safety deficiencies that caused the out-of-service condition before they are eligible for reinstatement.

What does the data say?

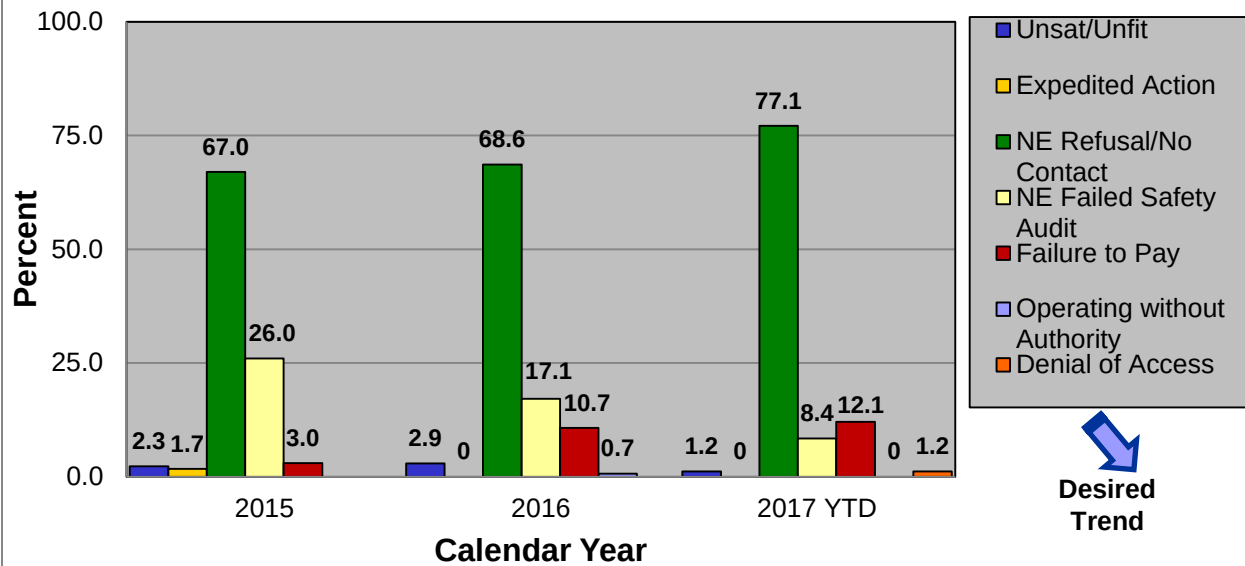
There were a total of 288 out-of-service orders/license suspension orders in 2015, an average of 72 per quarter. In 2016, there were a total of 204, which was an average of 51 per quarter. Year-to-date in 2017 there were 83 out-of-service/license suspension orders, which is an average of 41.5 per quarter. The overall number fell each year. Two of the seven categories are up; NE Refusal/No Contact and Failure to Pay, but the other five have fallen.

The New Entrant program can be cited for the greatest amount of carriers in this program. MCS is responsible for NE assignments. Of the 1,062 safety audits performed in 2015, 212 carriers failed. Of the 212, 75 audits resulted in out-of-service orders/license suspension orders. Although two of these 75 carriers were involved in crashes, neither CMV driver was determined to be at fault. In 2016, MCS performed 861 safety audits, 94 carriers failed and of the 94, 35 audits resulted in out-of-service orders/license suspension orders. None of the 35 carriers were involved in a crash during 2016. Year-to-date for 2017, S&C performed 387 safety audits, 19 carriers failed. Of those 19, 7 audits resulted in out-of-service orders/license suspension orders. None of the 7 carriers were involved in crashes during the past year.

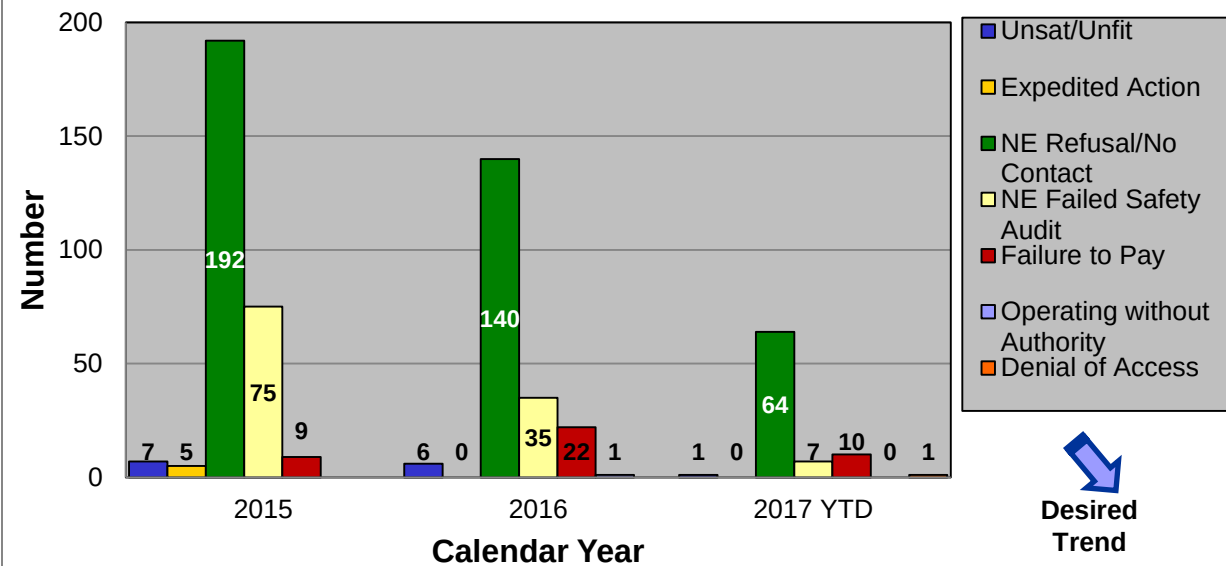
What is MCS doing to improve results?

MCS makes as many safety/educational contacts with carriers as possible by completing interventions, safety audits, and outreach presentations. These are completed in the hopes of preventing future high-risk behavior or other safety issues that could result in an out-of-service order.

Distribution of Motor Carriers Placed Out-of-Service With a License Suspension Order



Number of Motor Carriers Placed Out-of-Service With a License Suspension Order



Keep Customers and Ourselves Safe

Federal and State SPE and State Medical Waivers – 1g

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Pam Lueckenotto, Motor Carrier Investigations Specialist

Why is this important?

The federal/state SPE and state medical waiver programs help drivers, who would otherwise not been able to operate a commercial motor vehicle, to either continue or start driving and stay gainfully employed. If drivers can't pass the DOT medical examination due to limb amputation or impairment, insulin-dependent diabetes, or because of vision problems, they might be able to obtain an SPE certificate or medical waiver to continue driving.

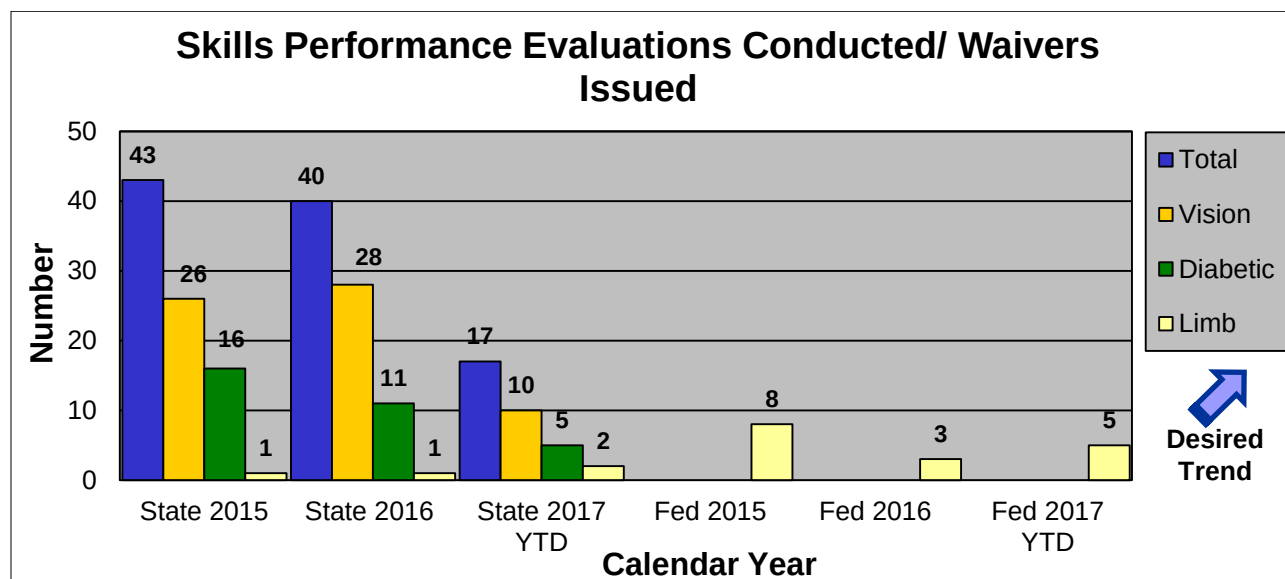
What does the data say?

The number of Missouri-assisted federal SPEs rose, but state SPEs/waivers overall are down YTD 2017. In 2015, two crashes involving SPE/waiver drivers occurred. During 2016, three crashes occurred. Medical issues were not noted as a contributing factor in any of the crashes. (The first two 2016 crashes involved personal vehicles, not regulated vehicles. The third crash involved a CMV, but the driver was not found to be at fault.) No crashes are reported to date for 2017. There were a total of 74 state issued SPE/waivers in Missouri's program at the end of the second quarter 2017, compared to 84 from the same time period last year.

What is MCS doing to improve results?

MCS was recently able to alleviate one of the steps it takes for a driver to receive a state waiver. Effective July 30, 2017 the requirement to post notice of a driver's SPE application in the *Missouri Register* is eliminated. This reduces the time a driver must wait to receive an SPE certificate by approximately six weeks, allowing them to return to driving, and employment, sooner.

MCS delivers flyers describing the SPE program to Missouri-based truck driving schools, medical examiner's offices, DOR locations, diabetes, vision and limb specialists and VA locations statewide. Presentations about MCS's medical program are offered to related groups.



Keep Customers And Ourselves Safe

Settlement of MCS enforcement cases-1h

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Jeff Payne, Motor Carrier Investigations Specialist

Why is this important?

Missouri-based companies that operate CMVs are subject to the Federal Motor Carrier Safety Regulations. Those that engage in for-hire transportation of property or people within the state boundaries 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 motor 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 altogether by showing evidence that violations were corrected. This process is called Settlement with Evidence of Compliance. This approach allows the carrier to use funds they would otherwise pay toward penalties toward gaining compliance.

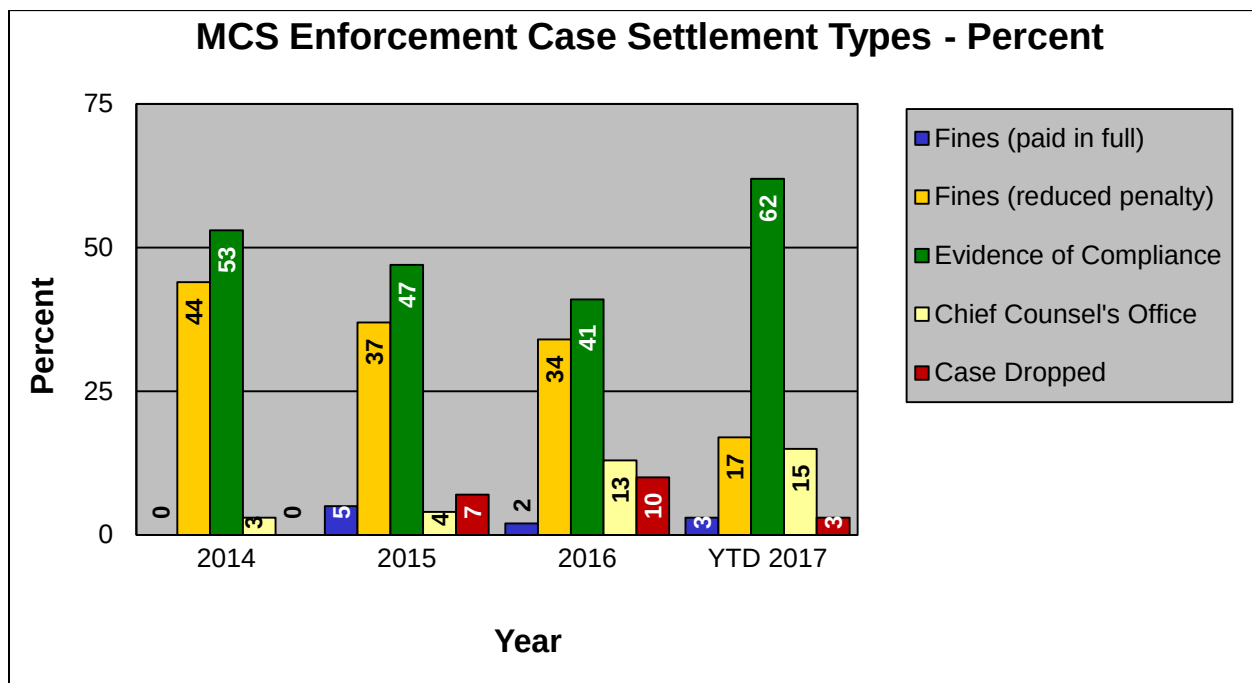
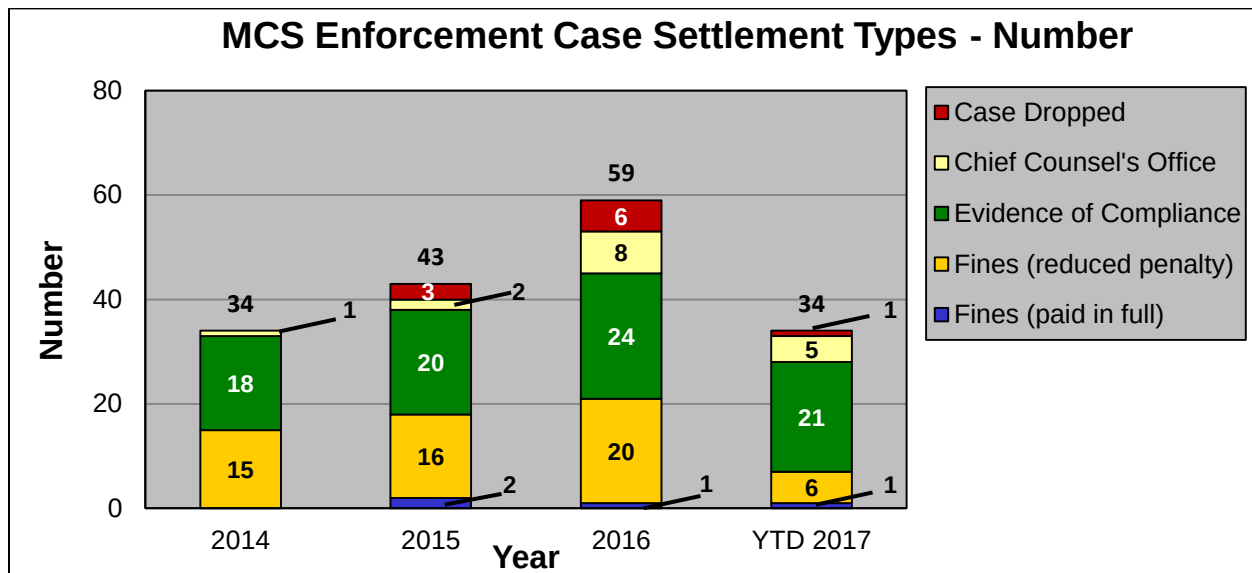
What does the data say?

MCS's goal is to bring motor carriers into compliance without financially burdening the motor carrier. To date in 2017, of the 34 total cases settled there have been 21 (62 percent) resolved with Evidence of Compliance. The Evidence of Compliance settlement option provides an opportunity for MCS to assure the motor carrier is operating safely while not jeopardizing the motor carrier's ability to stay in business.

What is MCS doing to improve results?

Carriers that settle their enforcement cases with the Evidence of Compliance option are monitored to determine if the option had any direct impact on reportable crashes. The monitoring period is 1 year from the date their enforcement case was closed.

Between July 1, 2016 and June 30, 2017 there have been no reportable crashes identified for carriers who chose an Evidence of Compliance option.



Provide Outstanding Customer Service

Percent of satisfied motor carriers-2a

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: DeAnne Rickabaugh, Motor Carrier Project Manager

Why is this important?

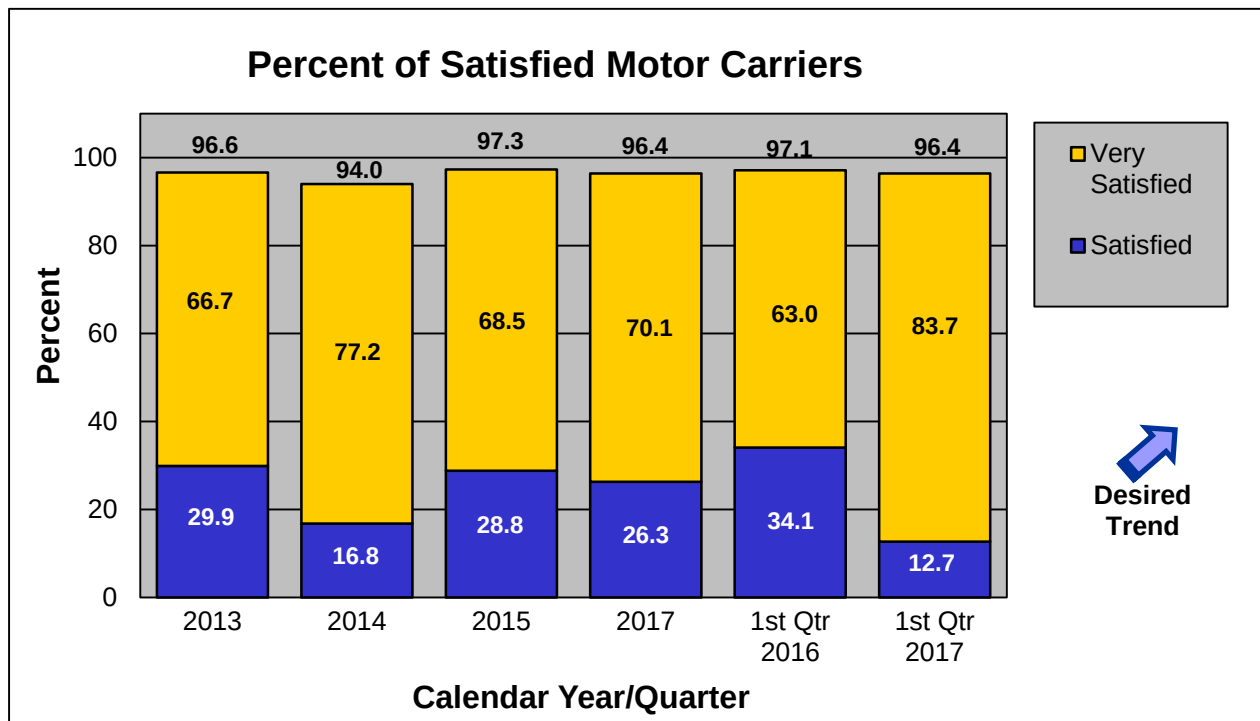
Customer input plays a vital role in how MCS conducts business. MCS finds that when customers feel understood, supported and listened to, they in turn express support for MCS. Supportive customers are thought more likely to comply with safety, financial and credentialing requirements. This measure tracks 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.

What does the data say?

The customer satisfaction rating for the first quarter of 2017 is 96.4 percent, up 0.9 points from last quarter's 95.5 percent. The score is 0.7 percent lower than the same quarter of 2016, when 97.1 percent of participants reported satisfaction with MCS. Most significant is the ratio of very satisfied customers to those who report they are satisfied.

What is MCS doing to improve results?

In addition to constant attention to customer care – including prompt response to customer requests and suggestions – recent redesign of the survey and the delivery method more than doubled the number of responses. In the first quarter of 2016, 214 survey responses were recorded. In the first quarter of 2017, 510 responses were received.



Provide Outstanding Customer Service

System down time-2b

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Davin Greeno, Motor Carrier Project Manager

Why is this important?

This measure tracks the amount of time several computer systems used by Motor Carrier Services were out of operation each quarter. When systems fail, processing of customer orders stops. It is important to track the duration of interruptions and to understand why outages occur.

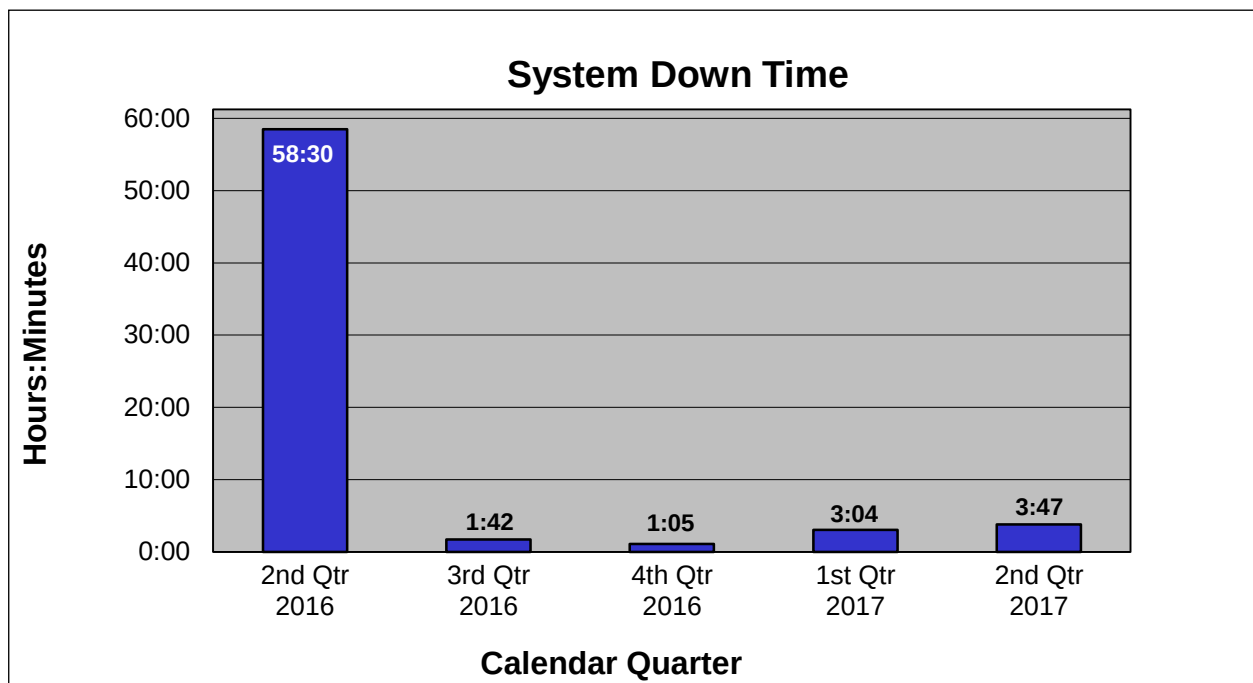
What does the data say?

During the second quarter of 2017, two down time events affected MCS. Total system down time was 3 hours and 47 minutes. On occasions – totaling 3 hours and 31 minutes – Sharepoint was down, forcing MoDOT IS to correct the issue. The remaining 16 minutes of down time was due to the Common Customer module spinning. It had to be rebooted.

MCE recorded only one incident related to system latency this quarter. Common customer was latent for a total of 38 minutes. Response times returned to normal without IS or MCS intervention.

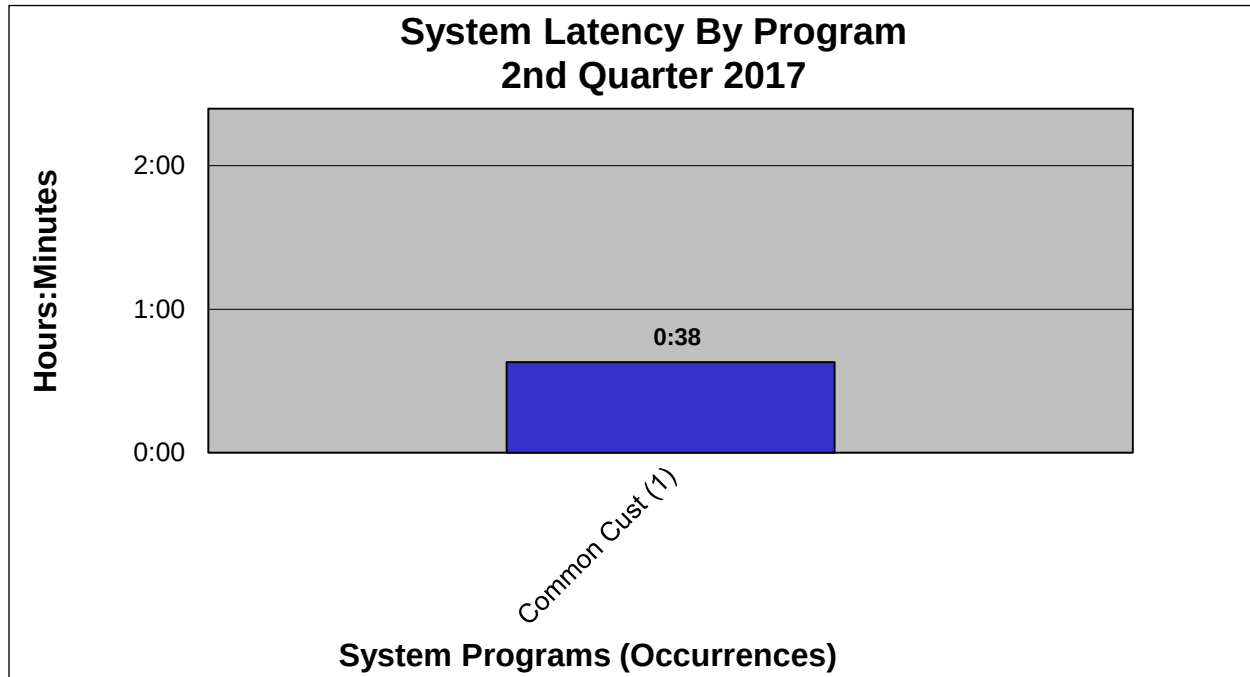
What is MCS doing to improve results?

Joint efforts with IS to minimize down time and latency are ongoing. With recent upgrades and consistent monitoring, both system down and latency times have been minimal.



Provide Outstanding Customer Service

System down time – 2b



Provide Outstanding Customer Service

Hours of employee development – 2c

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Brenda Wells, MCS System and Training Analyst

Why is this important?

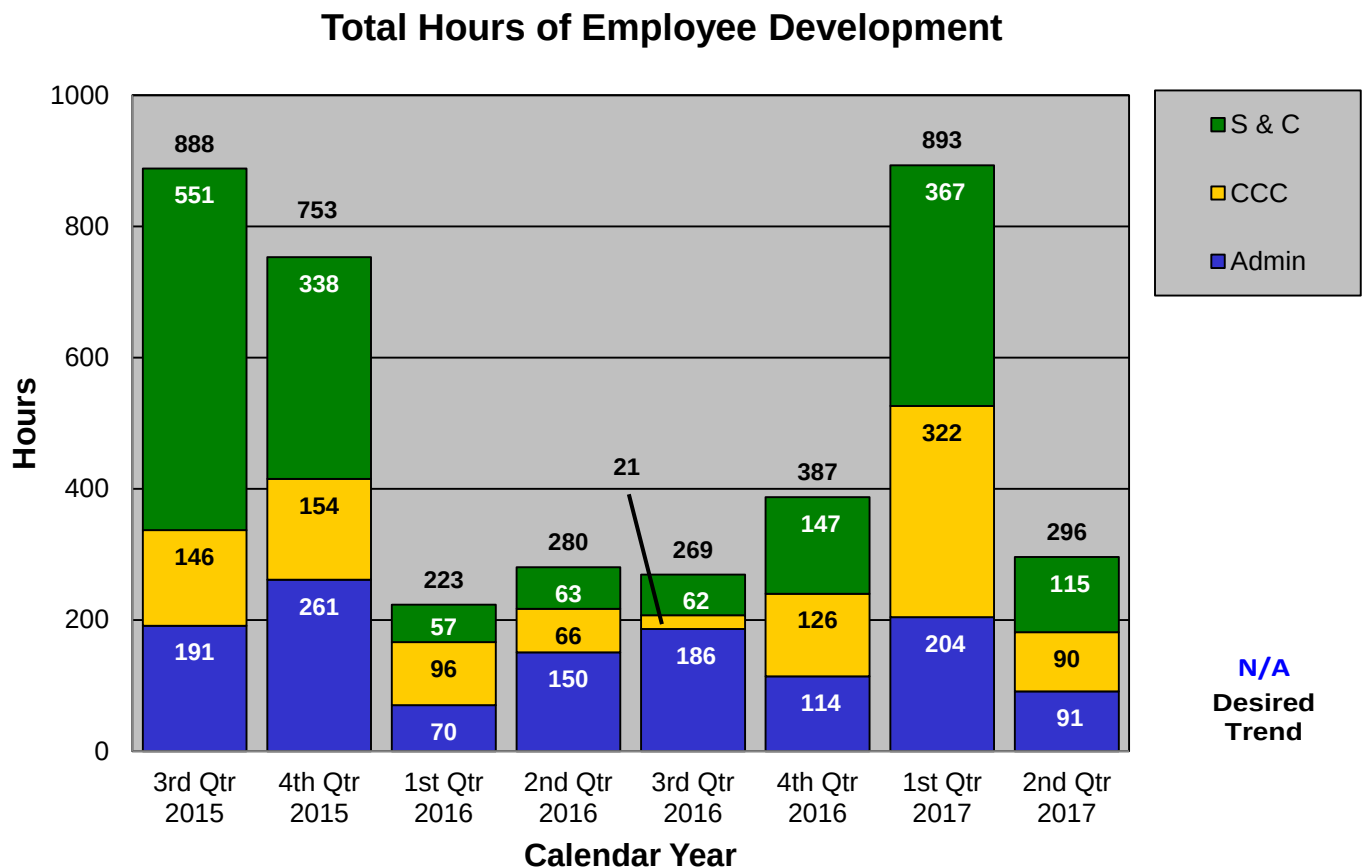
This quarterly measure tracks the time Motor Carrier Services staff spend in training, skills development and knowledge enhancement which equips Motor Carrier Services maintain excellent customer service. Data is collected from reports generated from the MoDOT U learning management system. Training hours 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.

What does the data say?

In the current quarter, MCS staff logged 296 total hours of training. Training hours are also reported by section of MCS. The CCC section had mandatory Quarterly Training during the reporting period. The S & C section had the training of two new investigators included in their training hours this quarter.

What is MCS doing to improve results?

S & C staff have many mandatory training requirements for certification and these are monitored for completion. Mandatory trainings for the CCC section are planned on a yearly basis to meet identified training needs and/or are topics for work/life balance.



Provide Outstanding Customer Service

Innovative Solutions Implemented in Support of Tangible Results – 2d

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: DeAnne Rickabaugh, Motor Carrier Project Manager

Why is this important?

Motor Carrier Services works with industry partners, customers, and staff to develop innovative solutions, increase efficiencies and improve customer service.

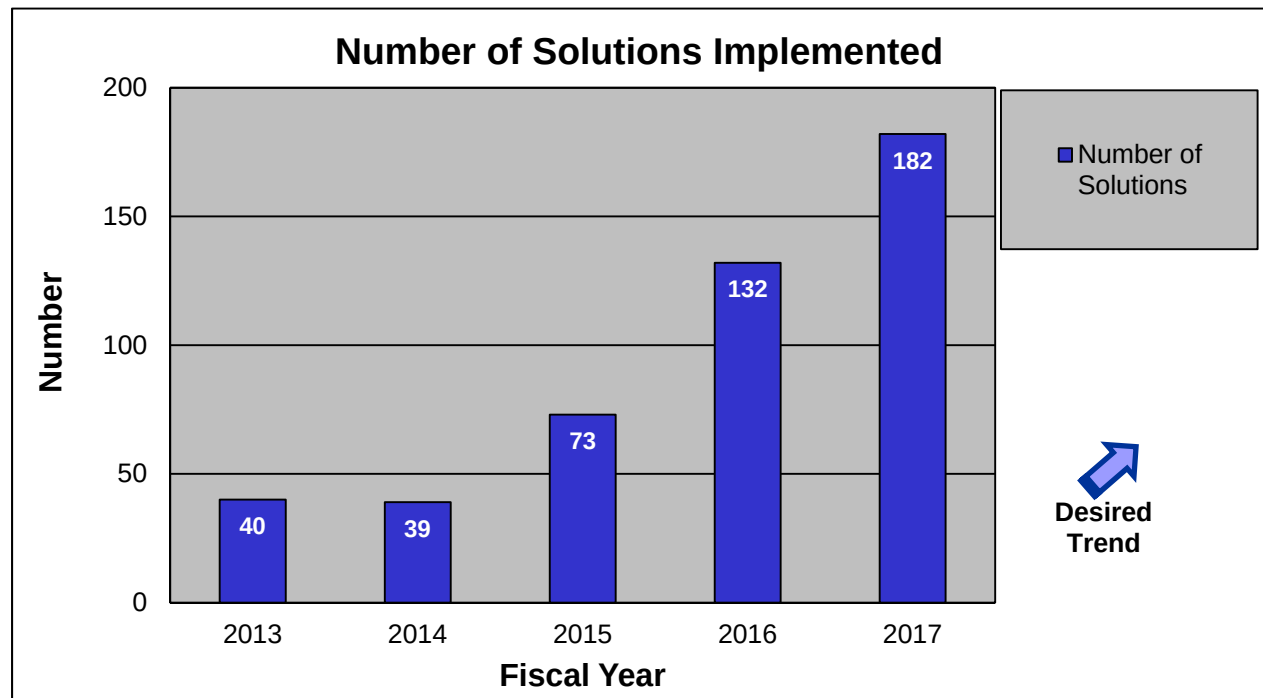
What does the data say?

During fiscal year 2017, a total of 182 innovative solutions were implemented, 50 more than the 132 reported in FY 2016.

The solutions included items such as leadership in UCR, IFTA, MCRS, CSA and MAASTO boards, the discovery that MoDOT IS can support Cognos (\$700,000 savings), several improvements to MCE, TMS and procedures, creation of an intuitive and interactive Motor Carrier Application form, weigh station improvements, new templates and processes to streamline work, a new plate inventory system and much more.

What is MCS doing to improve results?

MCS teammembers seek improvement and innovation daily and support others' efforts to become more efficient and accountable, promote safety and better serve customers in order to provide the best value for taxpayers.



Provide Outstanding Customer Service

Facebook interaction-2e

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: DeAnne Rickabaugh, Motor Carrier Project Manager

Why is this important?

Millions of people stay connected with current events, family, and friends through social media 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.

What does the data say?

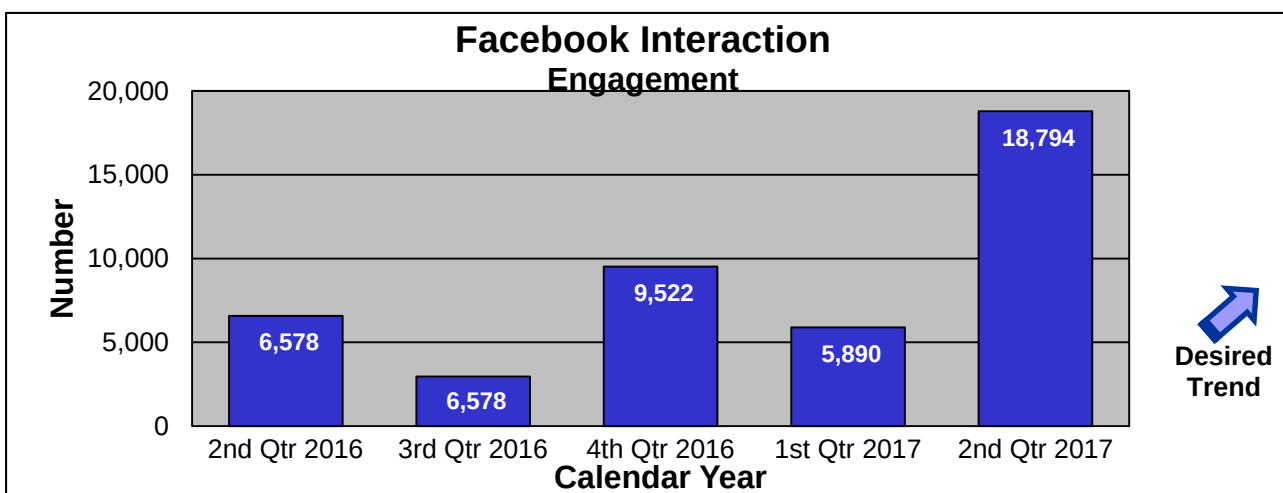
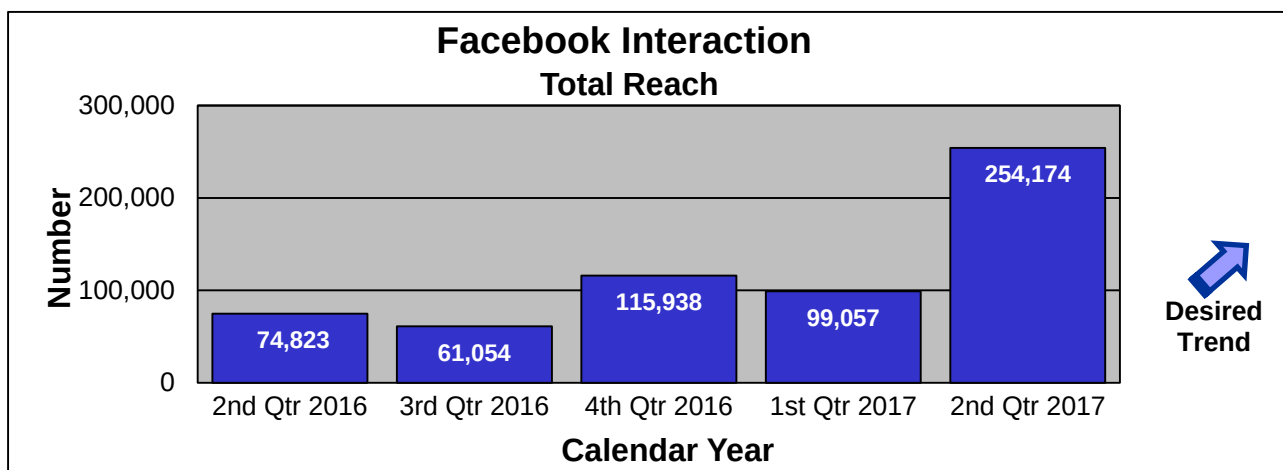
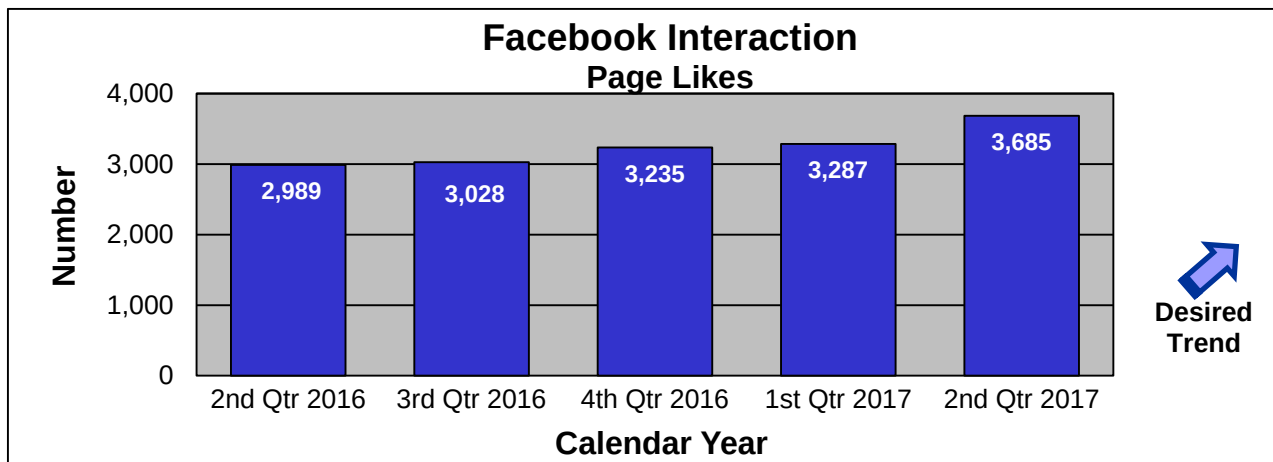
Reports available through Facebook indicate the effectiveness of the effort. In the second quarter of 2017, likes grew by 398. Posts from the MCS page were seen by 254,174 people.

Reach is defined as the number of people who have seen any content associated with the page. Of those reached, 18,794 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 driven by disruptive flooding that closed entire interstates and US routes. The most seen message was posted on May 4. That day, MCS sounded the all-clear - after several days of routing headaches, all Missouri interstates were open. The good news was seen by 58,004 people.

What is MCS doing to improve results?

MCS' Facebook page is most effective during weather events or travel emergencies. Between these times, the page features messages designed to inform, entertain or amuse, so that when the need to communicate emergency information arises, a built-in base receives the message in their news feed.



Operate a Reliable and Convenient Transportation System

Number of superload and oversize overweight permits issued – 3a

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Why is this important?

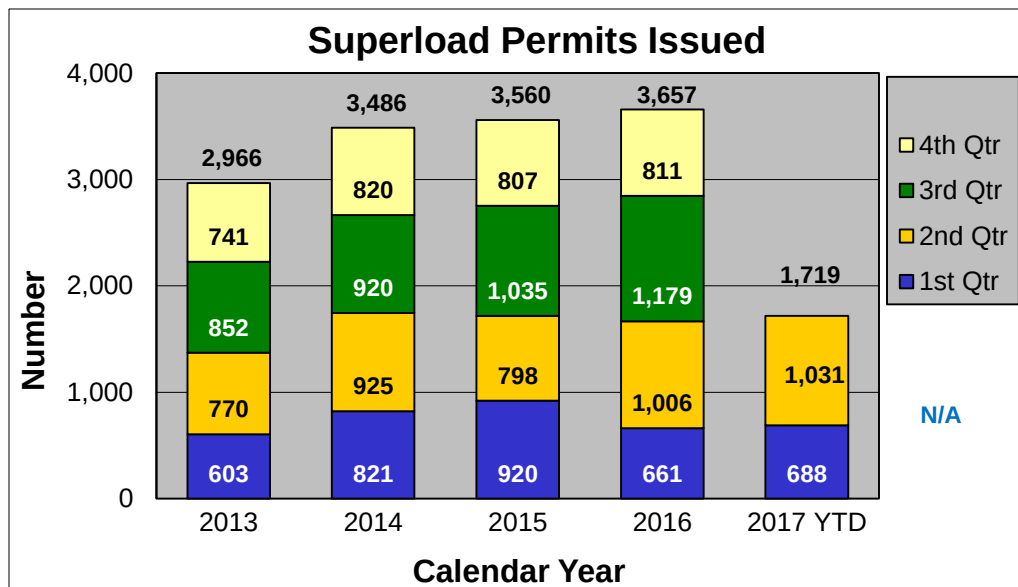
Motor carriers that haul loads which exceed Missouri's legal weight and size requirements must obtain Oversize Overweight permits. OSOW permits outline specific routes and special requirements the carrier must follow when using the Missouri state highway system. OSOW permits ensure safety for carriers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

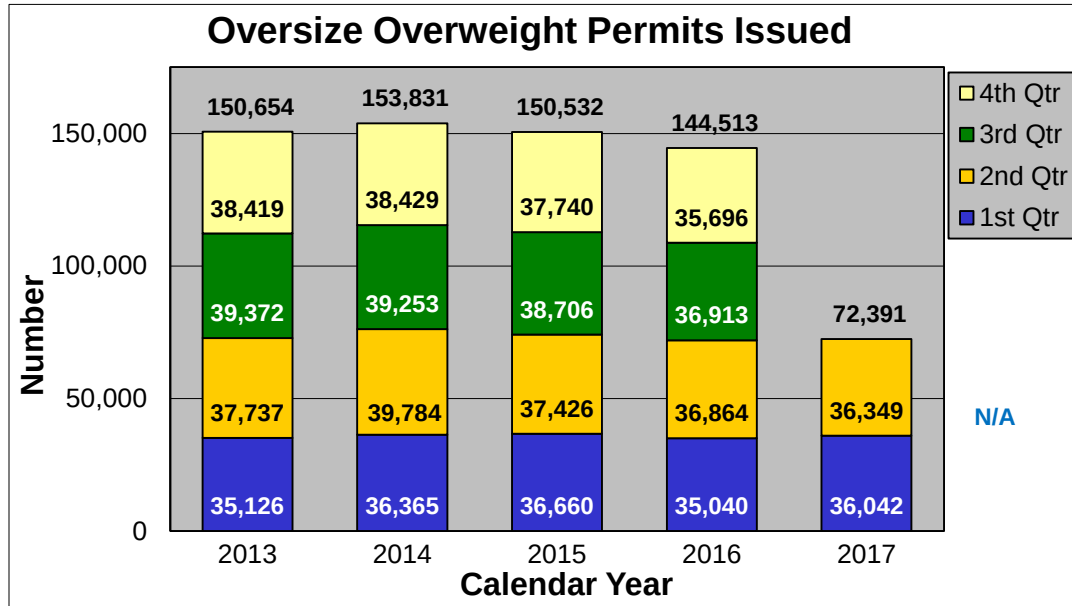
What does the data say?

Comparing the second quarters of 2016 and 2017, the number of superload permits issued increased by 2.5 percent. Overall the total number of OSOW permits issued decreased by 1.4 percent compared to second quarter 2016.

What is MCS doing to improve results?

The desired trend is to maintain and/or increase the number of OSOW permits issued. The MCE system is available to the customer to provide online issuance 24/7. MCS is working with Bentley to develop improvements to the permitting system. These improvements are likely to improve customer use of MCE and improved autoissuance ratios.





Use Resources Wisely

Customer-entered transactions vs. agent entered transactions – 4a

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Aaron Hubbard, Special Projects Coordinator

Why is this important?

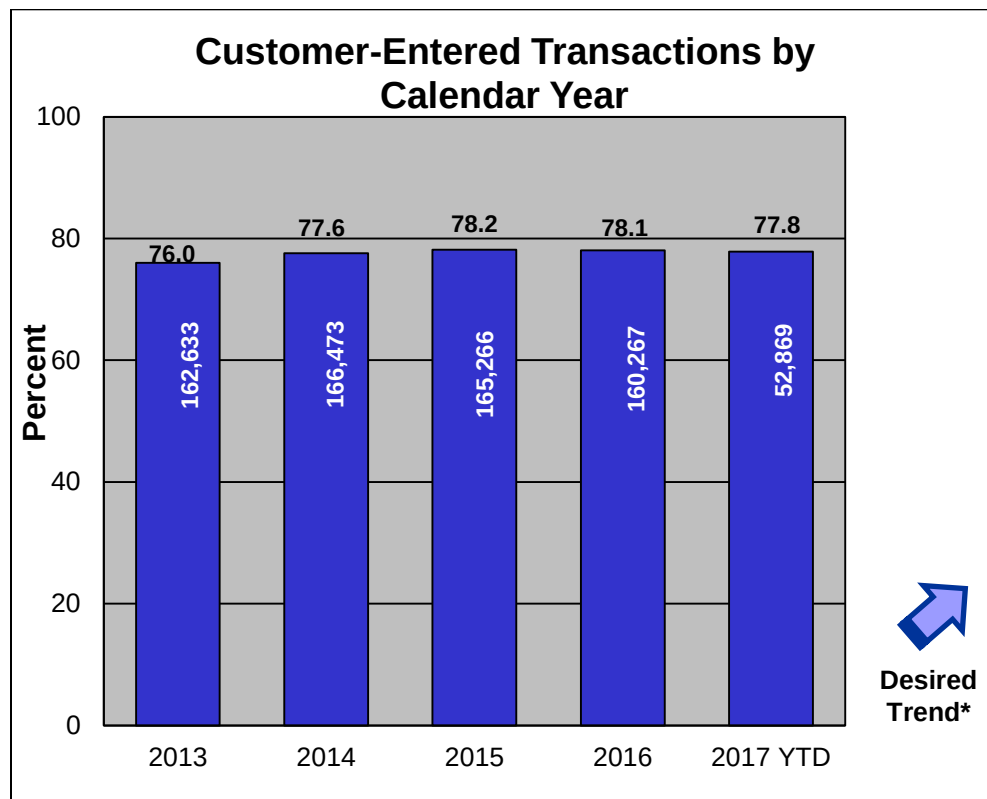
When customers enter their own data, Motor Carrier Services staff can concentrate on more complex transactions and respond to customers faster. Customers are encouraged to conduct business via the internet which reduces turn-around time and increases MCS production levels.

What does the data say?

The percentage of all customers entering their own transactions in all programs for the second quarter of 2017 is 78.5 percent, an appreciable improvement from the 75.7 percent reported for the same quarter last year. The aggregate performance by each program for the second quarter of 2017 is as follows: OSOW – 79.0 percent, IRP – 74.2 percent, IFTA – 76.9 percent and UCR – 58.4 percent.

What is MCS doing to improve results?

MCS continues to engage customers to encourage online business transactions. Customer focused training, easy-to-follow procedures, and, when necessary, support calls to staff for assistance are available and at the disposal of the customer.



**The desired trend does not apply to customer-entered transactions for UCR. While auto-invoicing UCR results in fewer customer-entered transactions, it also results in less work for MCS employees. The desired trend for UCR is increased auto-invoicing and fewer customer-entered transactions.*

Use Resources Wisely

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

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Debbie Bradshaw, Motor Carrier compliance Supervisor

Why is this important?

This measure tracks the number of transactions in the MoDOT Carrier Express system which are automatically issued without agent intervention versus the number issued by MCS agents. Data is collected monthly and annually from reports in 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

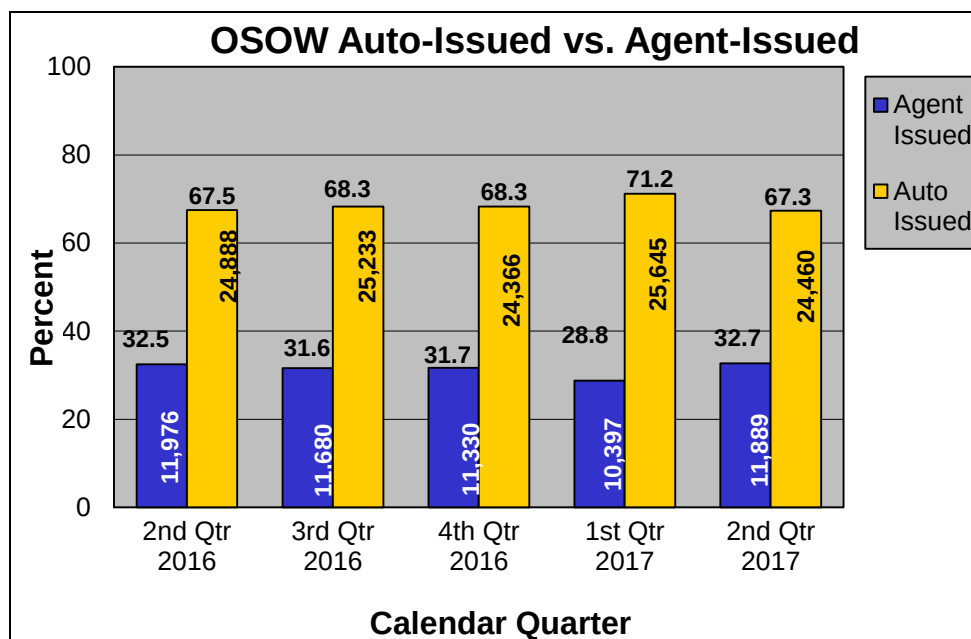
What does the data say?

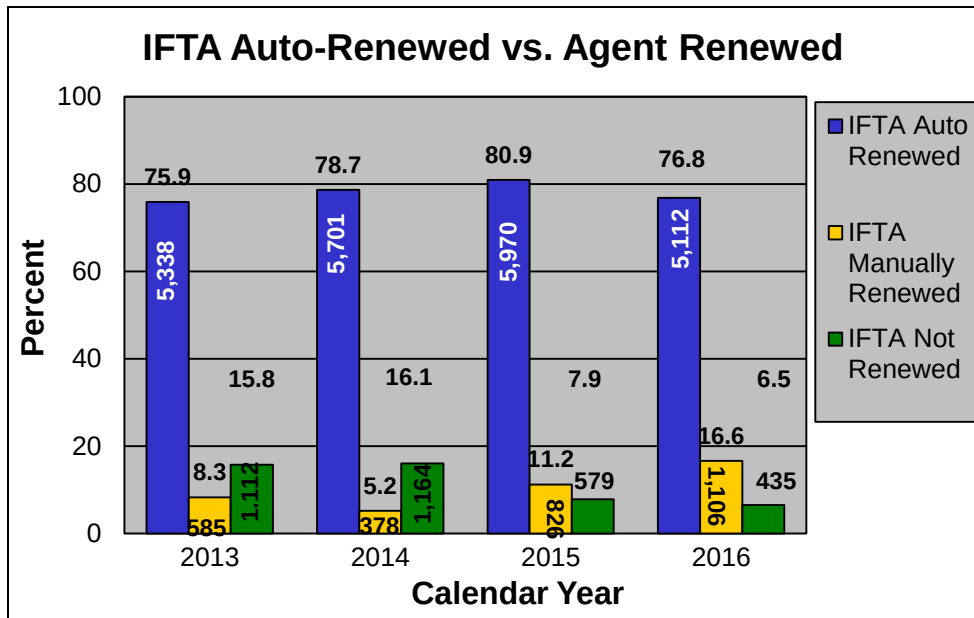
Auto-issued rates for OSOW remain stable. During the second quarter of 2016, 67.5 percent of OSOW permits were issued without agent intervention, for the second quarter of 2017, the rate was 67.3 percent.

Annual Measure - From 2015 to 2016, auto-issued renewals decreased by 14 percent. IFTA manual renewals increased by 34 percent and the number of IFTA accounts that did not renew decreased by 25 percent. There were 6,653 IFTA accounts in 2015 and 6,218 in 2016.

What is MCS doing to improve results?

The desired trend is an increase in the number of auto-issued transactions. The MCE system is available 24/7 to assist in increasing online transactions. There are detailed instructions provided in order to make online processes seamless for the customer.





Use Resources Wisely

Budget to actual (PS and E&E) – 4c

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Joy Prenger, Motor Carrier Compliance Supervisor

Why is this important?

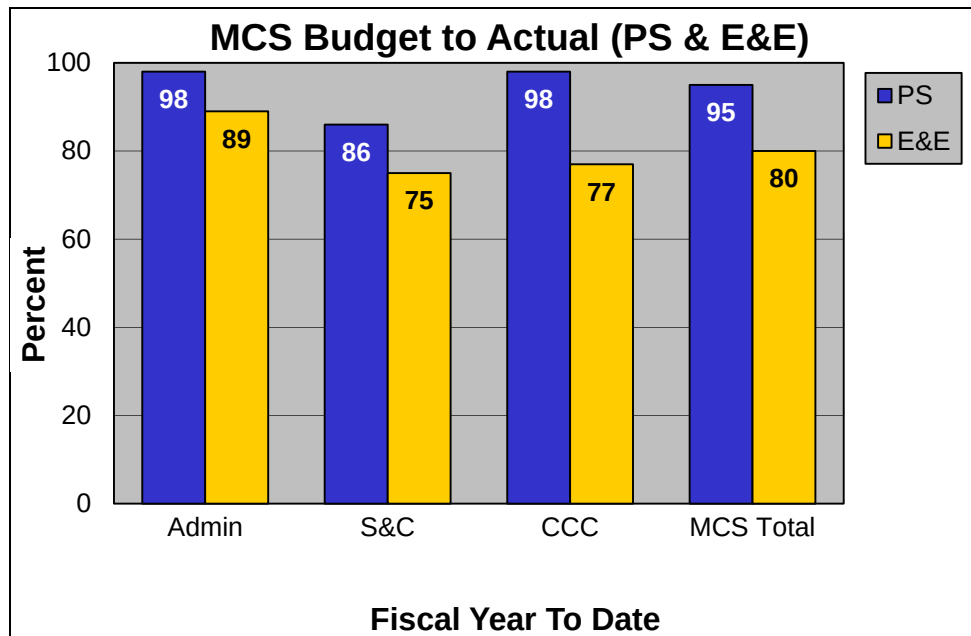
Motor Carrier Services uses this data to analyze spending from year-to-year to develop accurate budgeting practices. This measure tracks the total budget amount and expenditures by fiscal year for MCS. The MCS team uses comparison data to project and improve fiscal year expenditures.

What does the data say?

In fiscal year 2017, MCS underspent its expense and expenditure budget by 20 percent. During this same time, MCS underspent its personal services budget by 5 percent.

What is MCS doing to improve results?

From fiscal year 2016 to fiscal year 2017, MCS looked at efficiencies and reduced its budget by 13 percent. Some efficiencies are fewer business trips requiring out-of-state travel and combined safety and compliance investigator training opportunities with other agencies.



Use Resources Wisely

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

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Joy Prenger, Motor Carrier Compliance Supervisor

Why is this important?

Commercial motor vehicles transport the goods and materials that keep the nation moving. Motor Carrier Services serves more than 29,000 customers with approximately 61,000 registered trucks.

What does the data say?

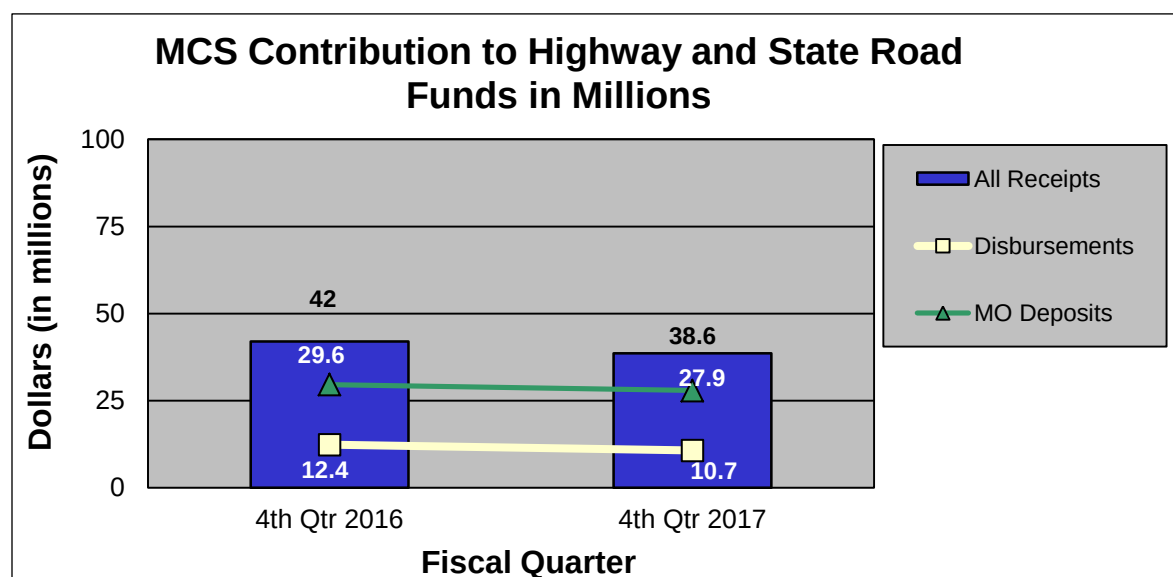
Compared to the fourth quarter of 2016, fiscal year 2017 collections show a decrease of 8 percent. MCS contributed \$10.3 million to the state road fund this quarter. During the same time frame, MCS distributed approximately \$10.7 million to partnering states and Canadian provinces in accordance with the International Registration Plan and the International Fuel Tax Agreement.

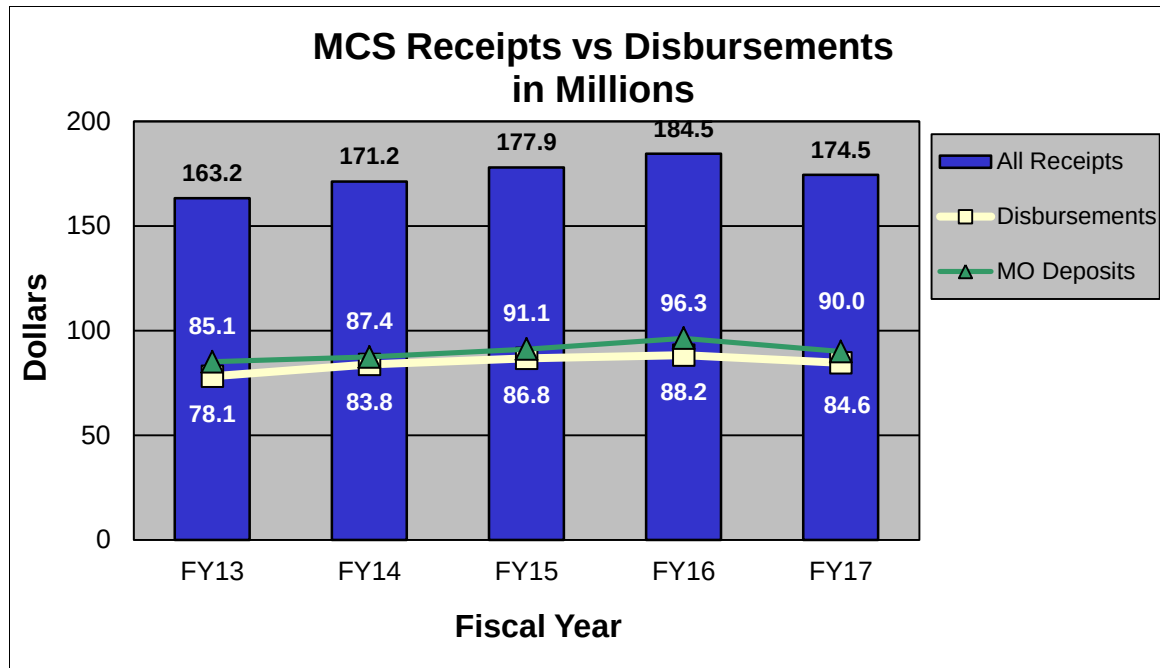
Fiscal year 2017 ended on June 30, 2017. Compared to the prior fiscal year, MCS total receipts decreased by 5.4 percent.

- Oversize Overweight permit collections contributed \$9.3 million, a decrease of 1.95 percent from the prior fiscal year;
- IRP staggered registration and reciprocity permit collections contributed \$77.2 million;
- IFTA disbursements decreased by 18.1 percent and IRP disbursements decreased by less than a half percent.

What is MCS doing to improve results?

By continuing to verify all motor carriers comply in each program, MCS ensures a proper contribution to the Highway and State Road funds.





Advance Economic Development

Interstate Motor Carrier Mileage – 5a

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Brenda Wells, Motor Carrier System and Training Analyst

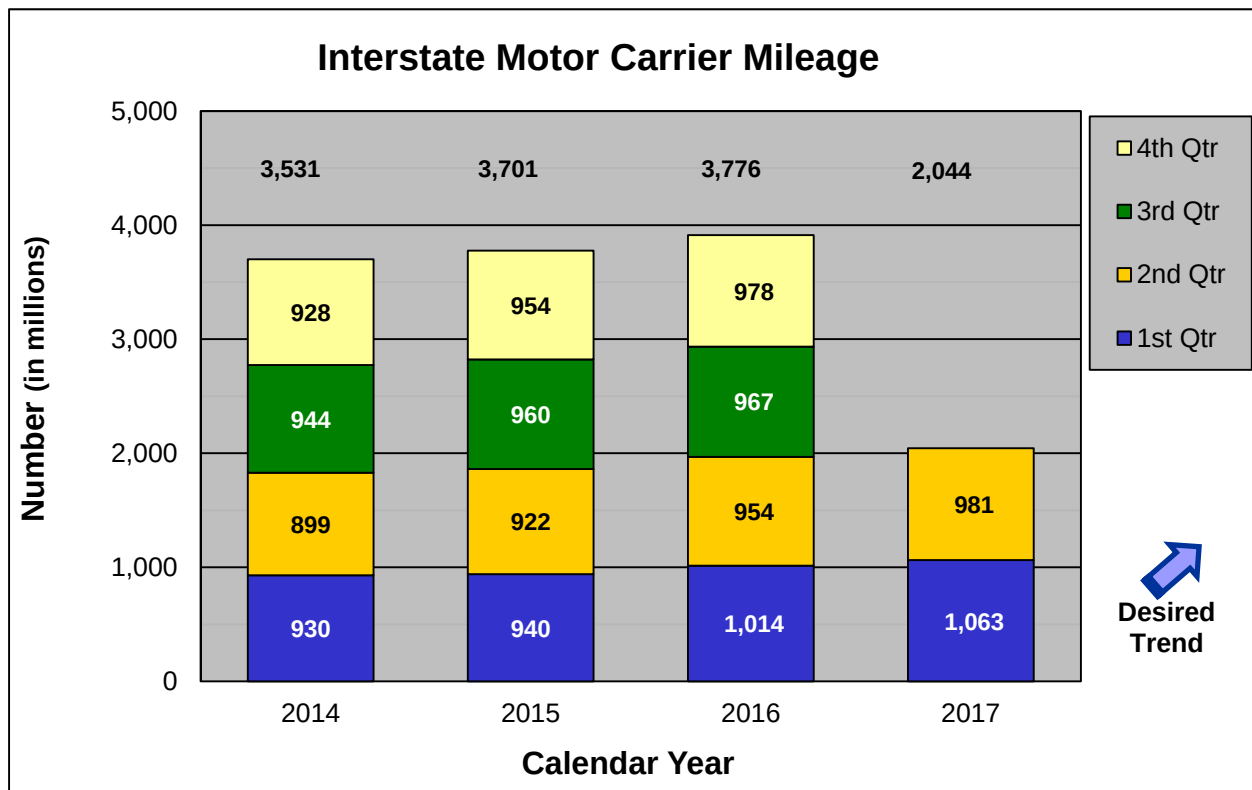
Why is this important?

Commercial motor carrier freight movement in Missouri is critical to keeping our roads and bridges in good condition. The International Fuel Tax Agreement allows motor carriers to obtain an IFTA if they operate in two or more states or provinces. There are about 7,000 IFTA customers registered in Missouri and thousands more that travel here. All IFTA customers file quarterly tax returns which are processed to ensure each jurisdiction receives its fair share of fuel tax revenue.

What does the data say?

Interstate carriers based outside Missouri traveled 779,098,576 miles in Missouri during the second quarter, an increase of 25,754,914 miles compared to the same period of 2016. Motor carriers based in Missouri traveled 201,943,067 miles in their home state in the current quarter which is slight increase of 26,532.998 miles compared to the same period of 2016. Total interstate mileage traveled in Missouri during second quarter 2017 is 981,041,643. This is the highest recorded interstate mileage in the second quarter since 2007.

What is MCS doing to improve results?



Advance Economic Development

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

Result Driver: Scott Marion, Motor Carrier Services Director

Measurement Driver: Carmen Claypool, Motor Carrier Compliance Supervisor

Why is this important?

Knowing the total number of power units and trailers registered in Missouri under the International Registration Plan helps Motor Carrier Services track industry trends, growth and helps manage MCS workload.

What does the data say?

During the first quarter of 2017, 66,775 units were registered in IRP. Of these, 34,201 were power units, the remaining 32,574 were trailers. By comparison, in the first quarter of 2016, there were 34,557 power units and 34,980 trailers registered in IRP, a total of 69,537. The decrease in power units can be explained in part by the fact that an IRP ballot passed last year, allowing consolidation of rental fleets. Ryder Truck Rental, Inc., consolidated their fleet in another state. Though Ryder moved 489 vehicles out of Missouri, total power unit registration decreased by only 356, just more than one percent.

What is MCS doing to improve results?

The IRP section continuously seeks to streamline processes, utilize technology and provide excellent customer service to handle an increasing number of vehicle registrations, to advance economic development in the State of Missouri.

