

# Motor Carrier Services

## Division Tracker

*Measures of Divisional Performance*



October 2017

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# 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?

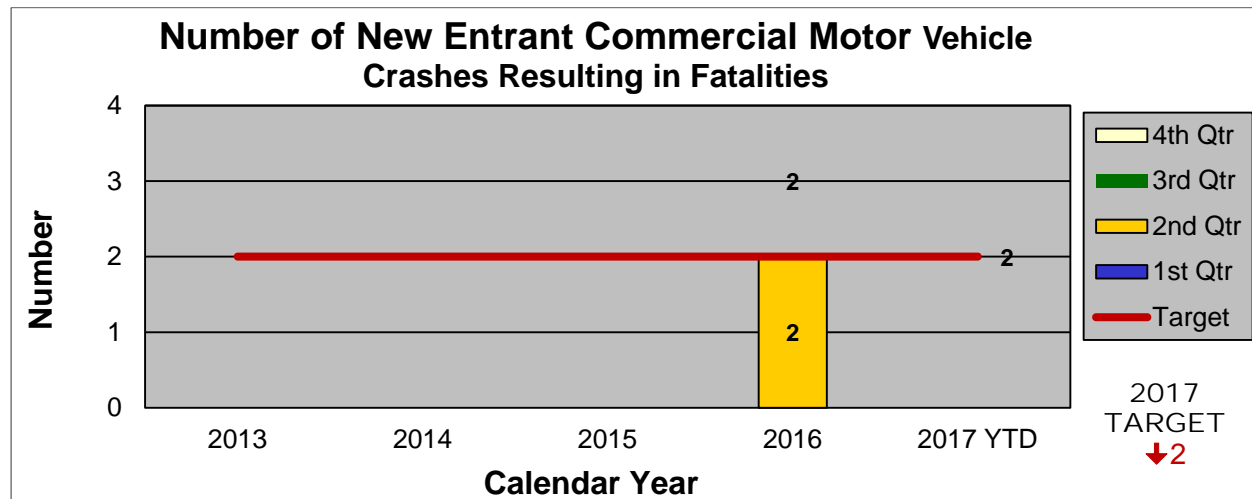
A new entrant safety audit is an educational engagement and examination of a new interstate motor carrier's safety management and performance. Tracking the number of New Entrants with injury and fatality crashes occurring after a safety audit enables Motor Carrier Services to posit the effectiveness of safety audits as crash deterrents.

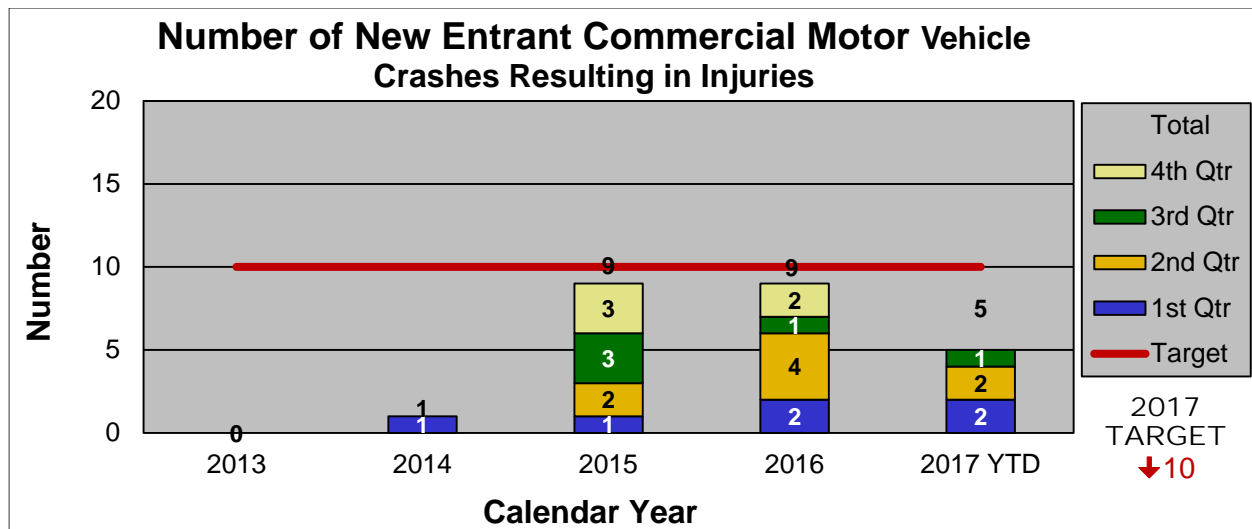
### What does the data say?

No fatality crashes involving a new entrant occurred, post safety audit, in 2017 YTD. Five injury crashes occurred, post safety audit, this year. Four crashes, of five, for 2017 YTD were preventable. According to the *New Entrant Monthly Trends for Missouri* from the Midwest Service Center, Missouri completed 551 New Entrant safety audits in 2017 YTD.

### What is MCS doing to improve results?

At the close of a safety audit, investigative staff discuss all findings with the carrier to assure comprehension of the safety regulations. MoDOT MCS and the FMCSA continuously monitor carrier roadside performance within the CSA program and address unsafe behavior patterns to help improve carrier safety management and reduce the number of crashes. In addition to the New Entrant Safety Audit, MCS educates and evaluates new operations through outreach training programs, internet-based compliance tools, and safety publications.





# 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?**

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

### **What does the data say?**

During the second quarter of 2017 there were 22 fatal non-new entrant crashes reported. The only quarter with a higher total since this measure started in 2009 was the fourth quarter in 2011 (23 fatal crashes).

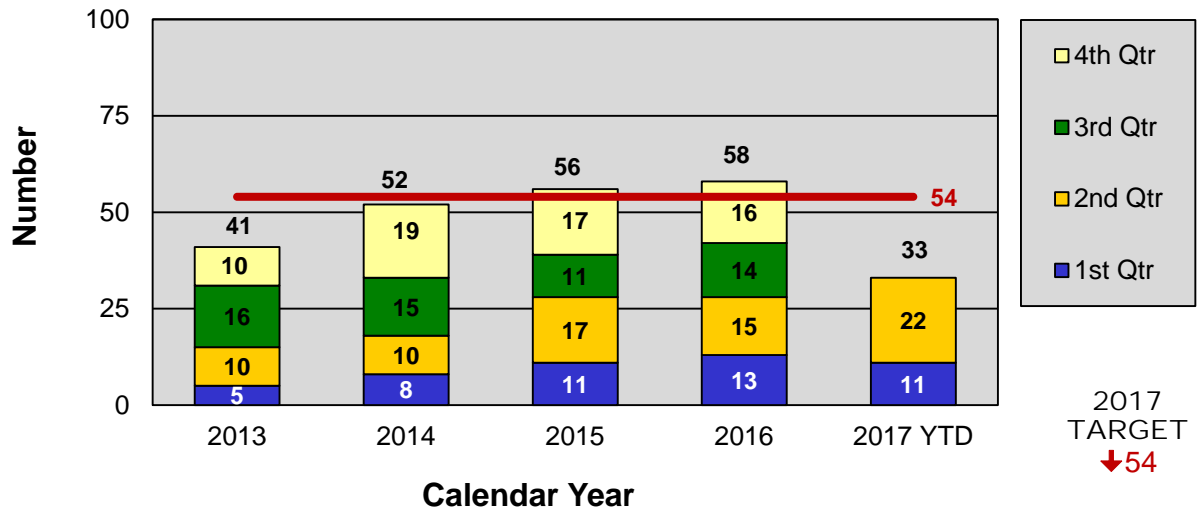
The majority (59 percent) of the fatal crashes which occurred in the second quarter were caused by the passenger vehicle driver's error. Some examples of contributing factors include inattentive driver (3), running stop sign (2), and alcohol (1).

During the last four quarters there were 63 recorded fatal crashes. Of these crashes, 37 (58.7 percent) had a probable contributing circumstance related to the passenger vehicle driver's error. In addition, all 33 fatal crashes recorded in 2017 were the result of driver error. The number of serious injury crashes reported for the second quarter of 2017 was 219.

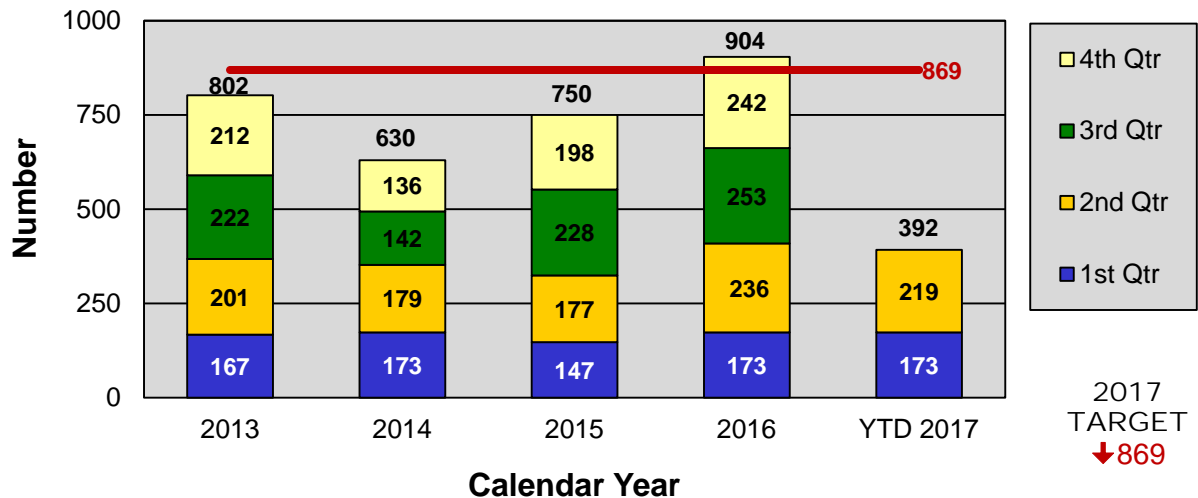
### **What is MCS doing to improve results?**

MCS continues to monitor carrier performance to identify those in need of contact to improve management practices, offer educational outreach programs, work with the FMCSA to identify interstate companies in need of contact and conduct vehicle inspections to assure carrier equipment meets standards.

### Number of CMV Crashes Involving Missouri-Based Motor Carriers Resulting in Fatalities



### 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?

All commercial trucks and buses have the potential to be inspected by certified enforcement personnel who work 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.

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?

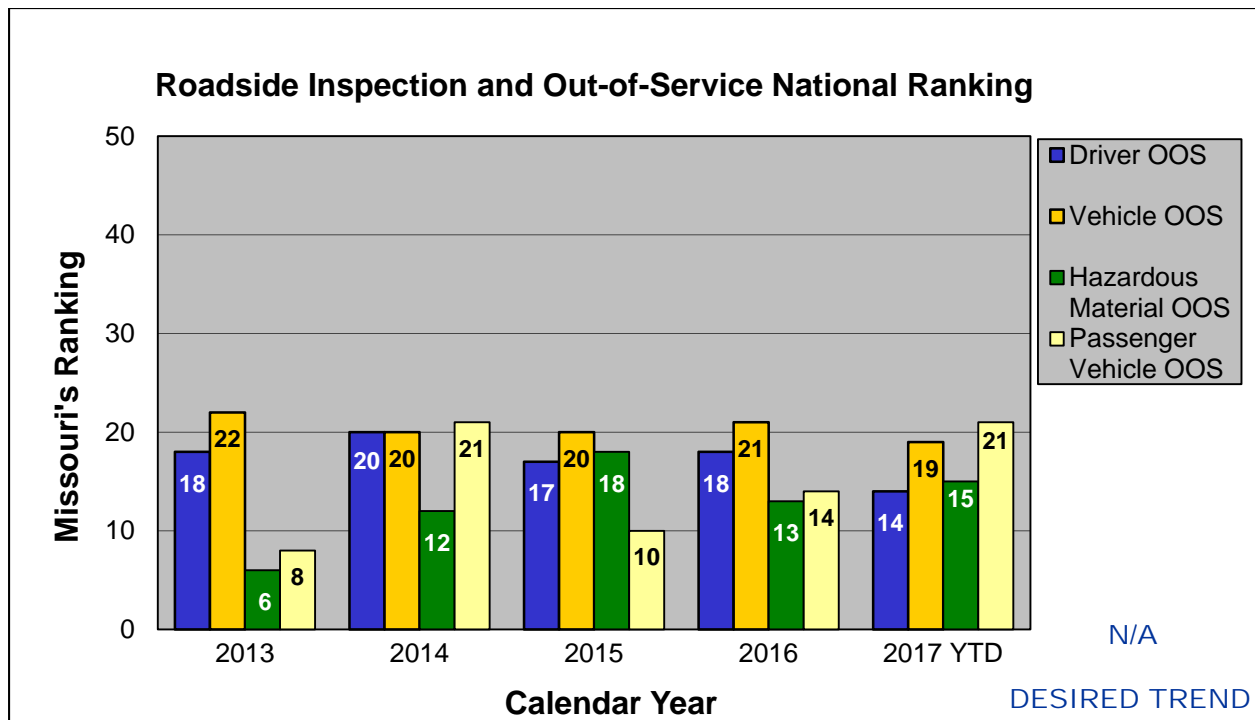
The driver out-of-service rate decreased by .04 percent and decreased by four in the rankings. The overall vehicle ranking went from 21 to 19 in the rankings with nearly a one half percent increase in the out-of-service rate. The hazardous materials out-of-service rate decreased by only .02 percent and increased in the rankings from 13 to 15. The most significant change in the out-of-service rate was in the passenger category which saw an increase of 2.65 percent. The ranking increased from 14 to 21 in the passenger category.

### What is MCS doing to improve results?

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	YTD 2017 OOS Rate	2016 OOS Rate	Difference
Driver	4.78	4.82	-.04
Vehicle	20.59	20.11	+.48
Hazardous Materials	2.85	2.87	-.02
Passenger	8.07	5.42	+2.65

Inspection Type	2017 YTD Rank	2016 Rank	Difference
Driver	14	18	-4
Vehicle	19	21	-2
Hazardous Materials	15	13	+2
Passenger	21	14	+7



# 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, Senior Administrative Professional

### Why is this important?

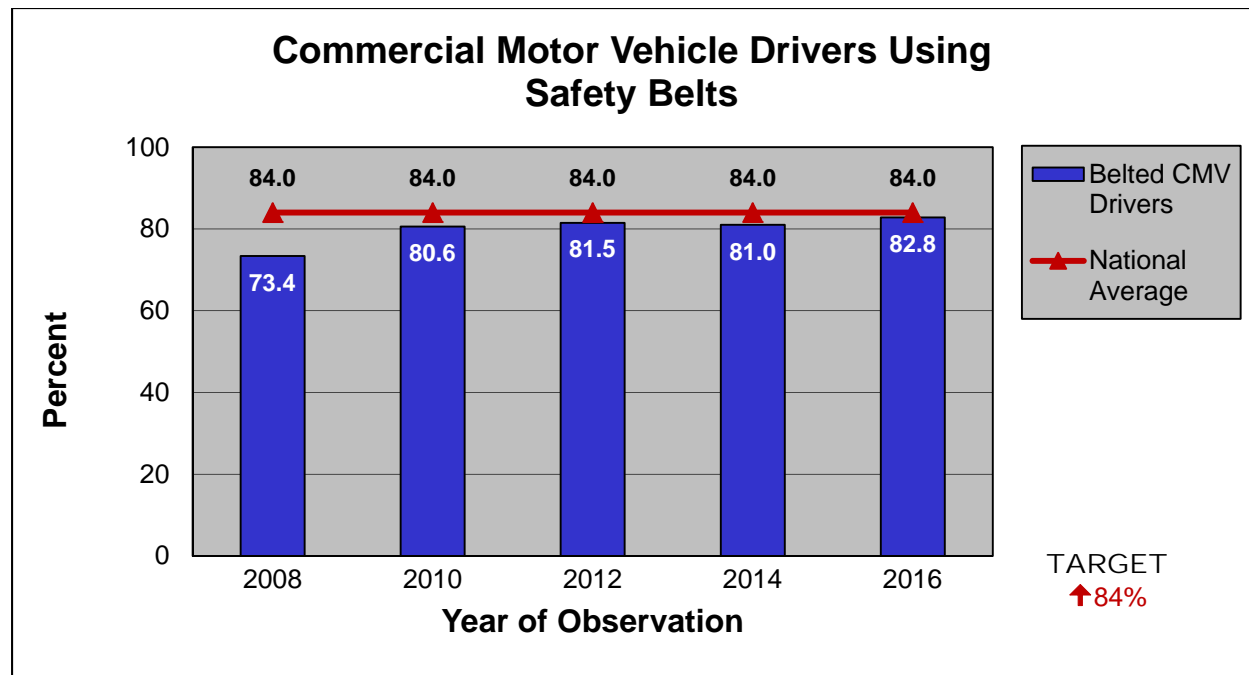
Commercial motor vehicles are an important part of our nation's economy and have a large presence on our highways. All drivers need to practice safe driving, which includes safety belt use. In the event of a crash, a safety belt can hold a driver in the best position to react and possibly prevent a secondary crash.

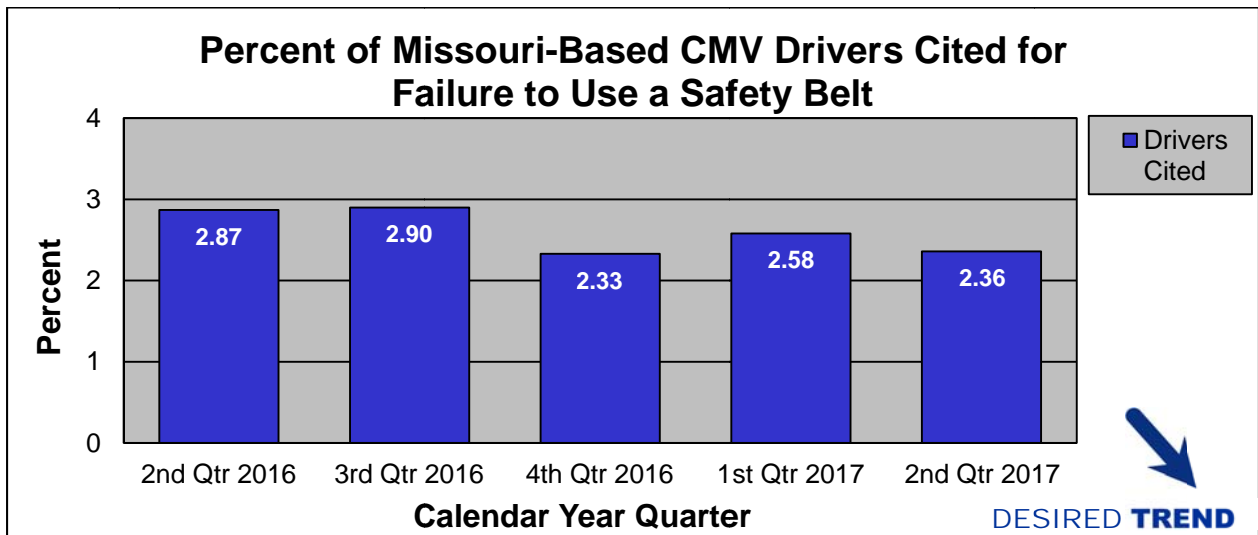
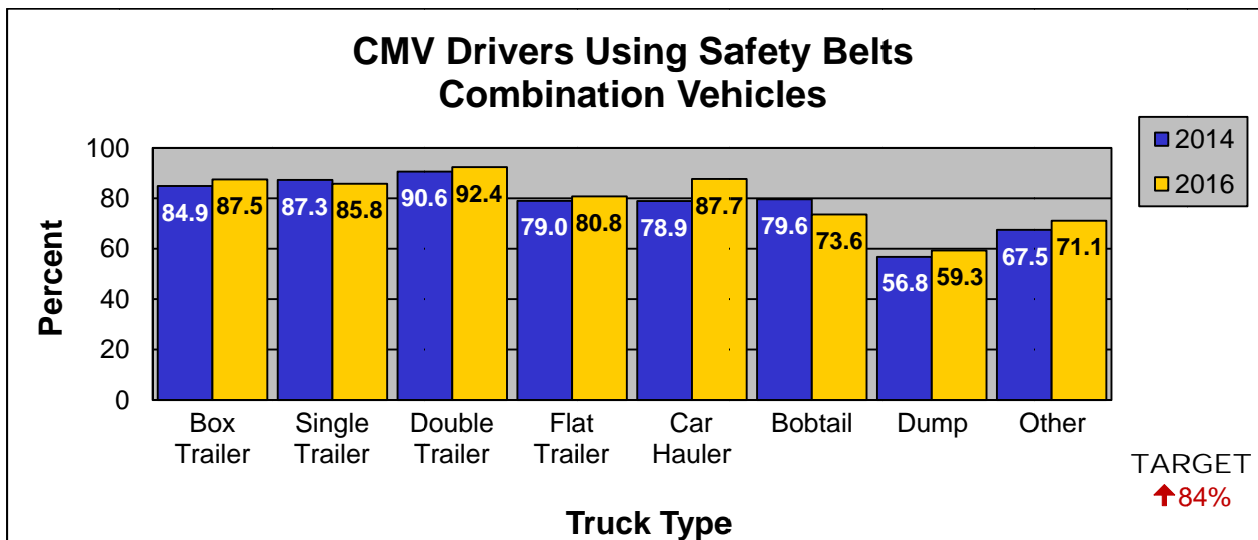
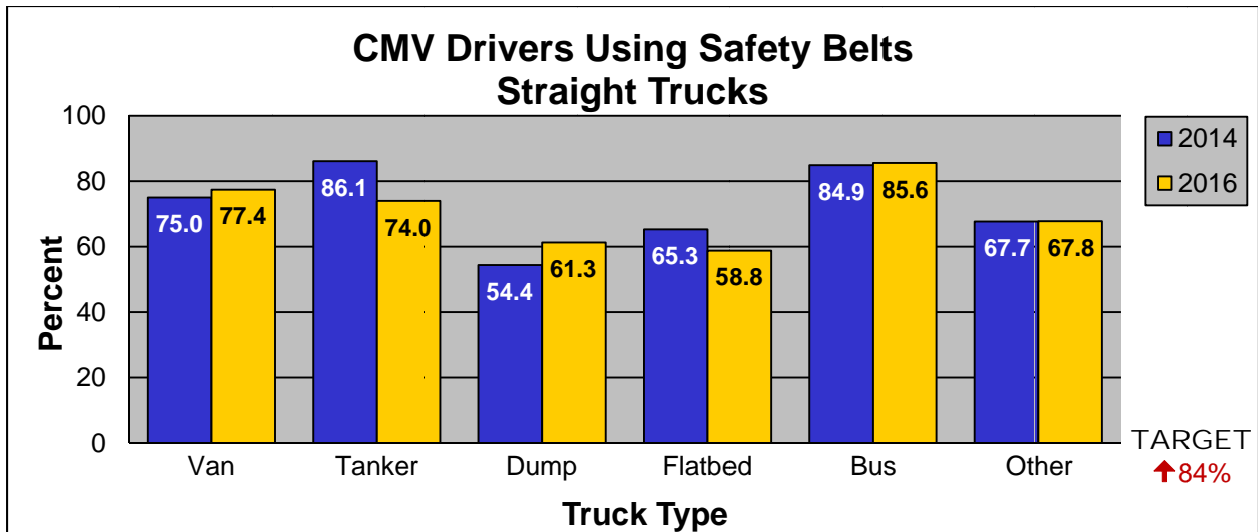
### What does the data say?

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. 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. This measure tracks MCS' progress toward collection of at least 90 percent of Missouri's share.

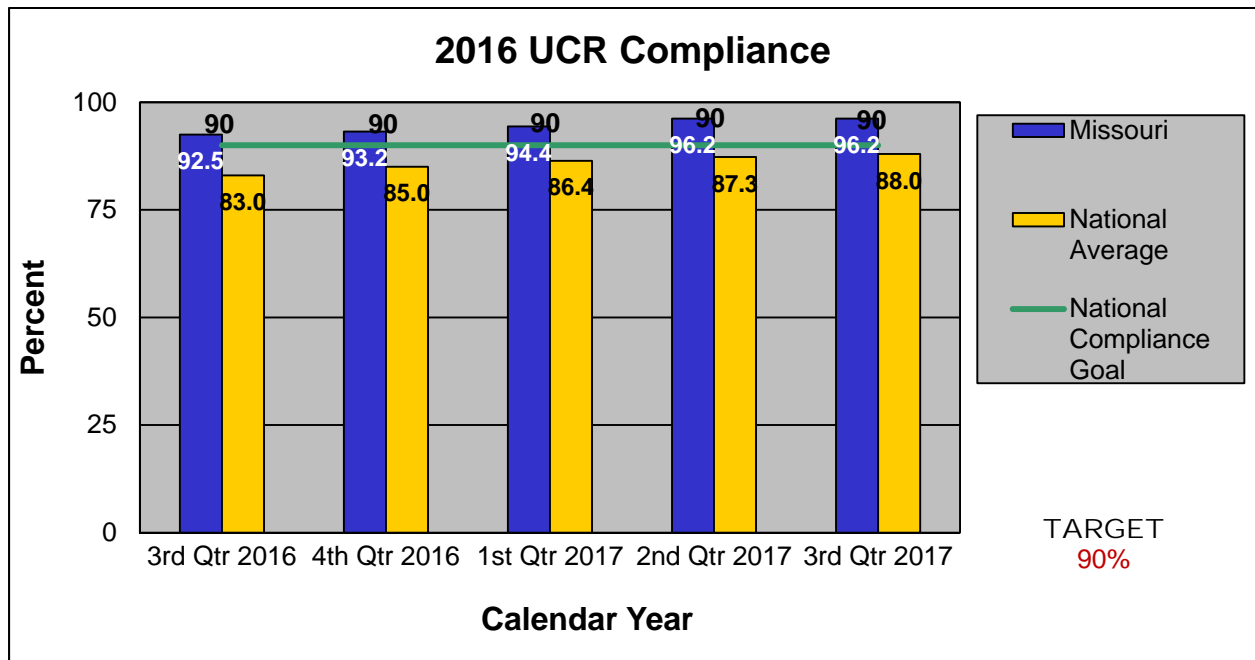
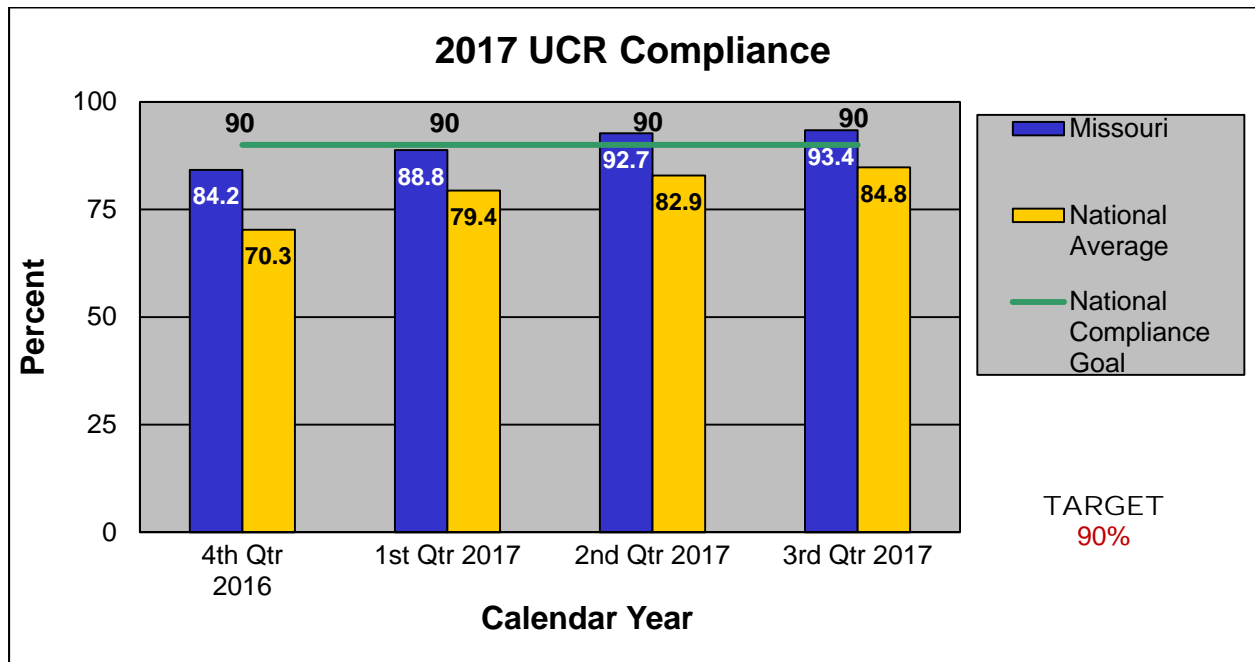
### **What does the data say?**

At the end of the third quarter, Missouri's UCR compliance rate for the 2017 year is 93.4 percent. This is a slight increase of 0.7 percent from the previous quarter. The Missouri UCR compliance rate for the 2016 year remains the same as the previous quarter at 96.2 percent.

### **What is MCS doing to improve results?**

During the third quarter of 2017, Motor Carrier Services continued to verify UCR compliance prior to granting credentials to other CCC programs.

Both registration years are currently above the suggested 90 percent compliance rate. However, Missouri still has over 800 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?

Year-to-date in 2017, 112 out-of-service/license suspension orders have been issued, which is an average of 37.3 per quarter. This extends the trend of fewer OOS/LSO orders in past years. One of the seven categories is up; Failure to Pay, but the other six have fallen.

The New Entrant program can be cited for the greatest number of carriers in this program. Year-to-date for 2017, S&C performed 551 safety audits, 29 carriers failed. Of those 29, 11 audits resulted in out-of-service orders/license suspension orders. None of the 11 carriers were involved in crashes during the past year.

### What is MCS doing to improve results?

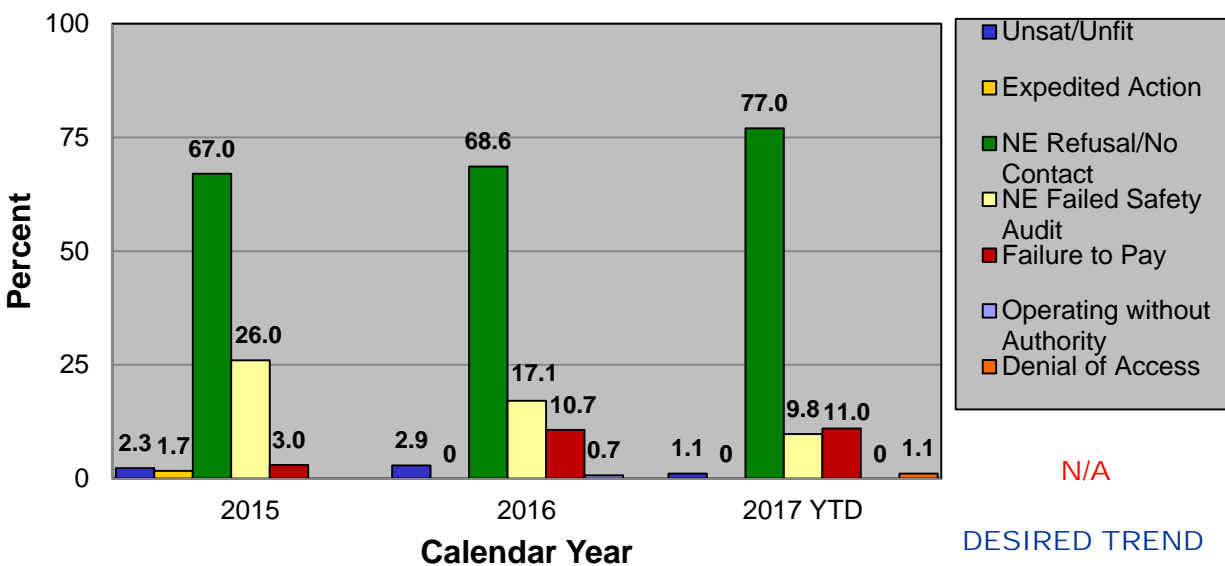
MCS makes as many safety/educational contacts with carriers as possible by completing interventions, safety audits, and outreach presentations. These are completed in the hopes of preventing future high-risk behavior or other safety issues that could result in an out-of-service order.

Calendar Year	Number of OOS/LSO Orders	Average OOS/LSO Orders per Quarter
2015	288	72
2016	204	51
YTD 2017	112	37.3

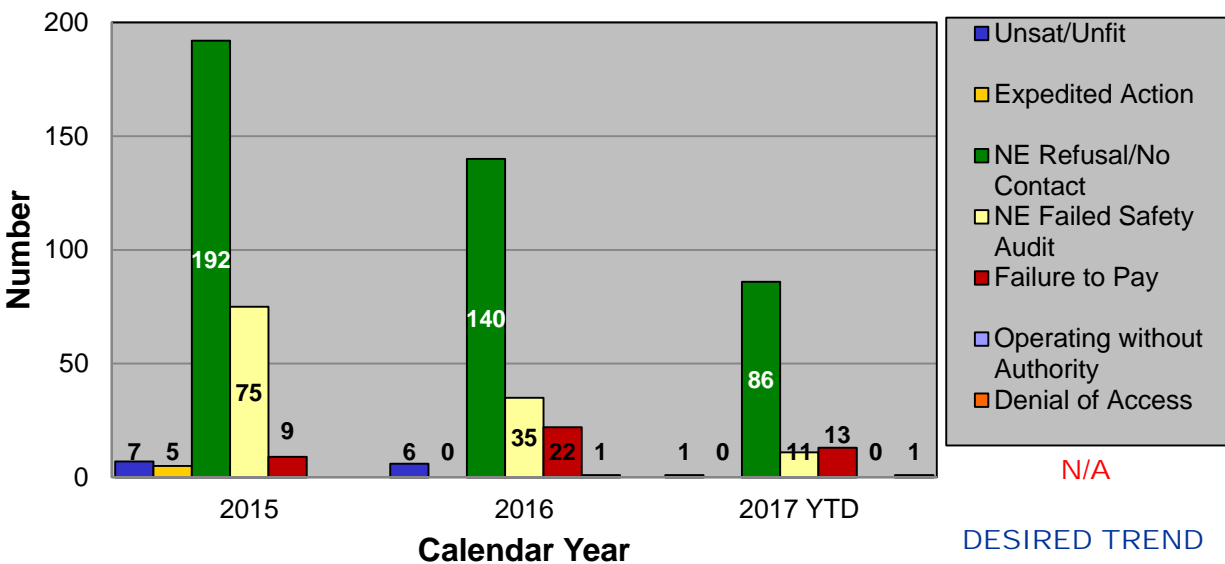
Calendar Year	Number of SAs	Number of SA Failures	SA Resulting in OOS/LSO
2015	1,062	212	75*
2016	861	94	35
YTD 2017	551	29	11

\* Two of these carriers were involved in crashes. Neither was determined to be at fault

### 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?**

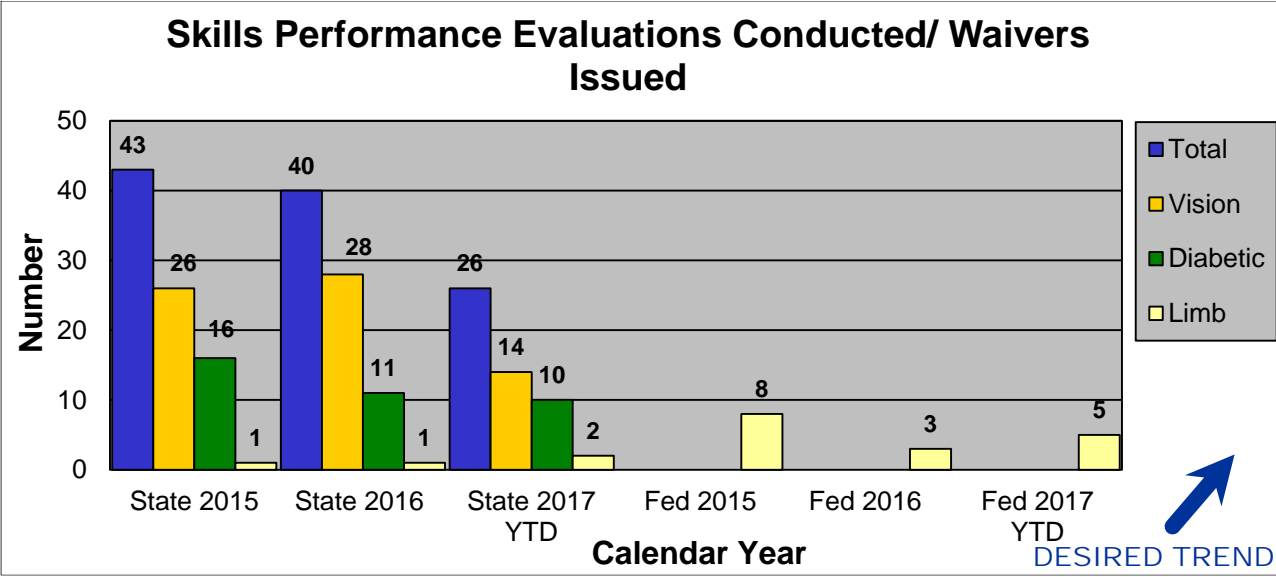
The number of Missouri-assisted federal SPEs rose, but state SPEs/waivers overall are down YTD 2017. In 2015, two crashes involving SPE/waiver drivers occurred. During 2016, three crashes occurred. Medical issues were not noted as a contributing factor in any of the crashes. One crash was reported to date for 2017 and it was in a CMV and the driver was at fault. MCS is weighing possible suspension/revocation of the driver's vision exemption. There were a total of 76 state issued SPE/waivers in Missouri's program at the end of the third quarter 2017, compared to 83 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 is researching a new Hearing/Seizure waiver/exemption program to compliment a similar, new Federal DOT program.

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?

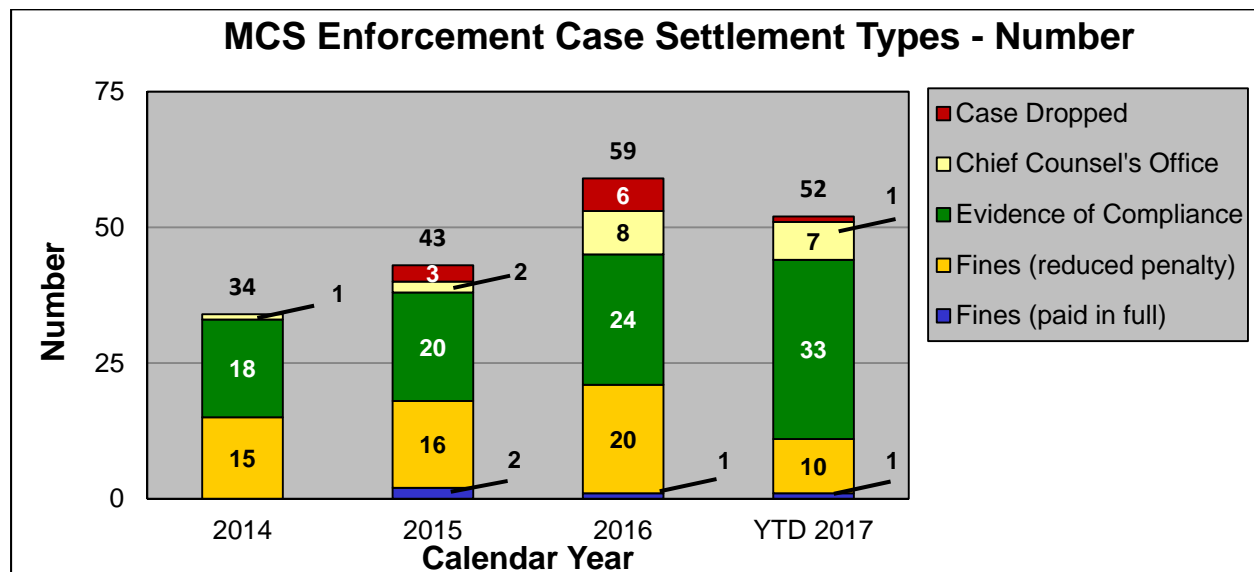
When Safety & Compliance investigators discover a violation of motor carrier regulations or law, they document it in the form of an enforcement case against a motor carrier. MCS case settlement personnel contact the intrastate-only motor carriers to determine if any are candidates for alternate resolution.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

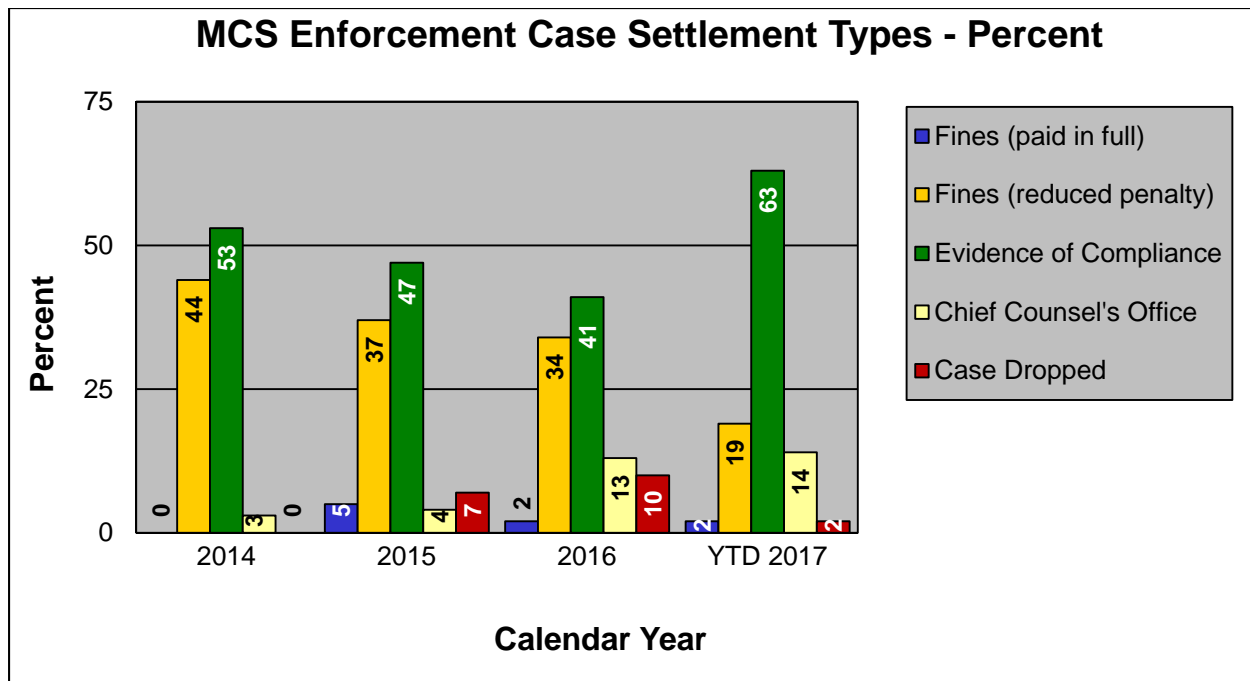
### What does the data say?

MCS's goal is to bring motor carriers into compliance without undue financial burden on cooperative companies. To date in 2017, of the 52 total cases settled there have been 33 (63 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 September 30, 2016 and September 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?

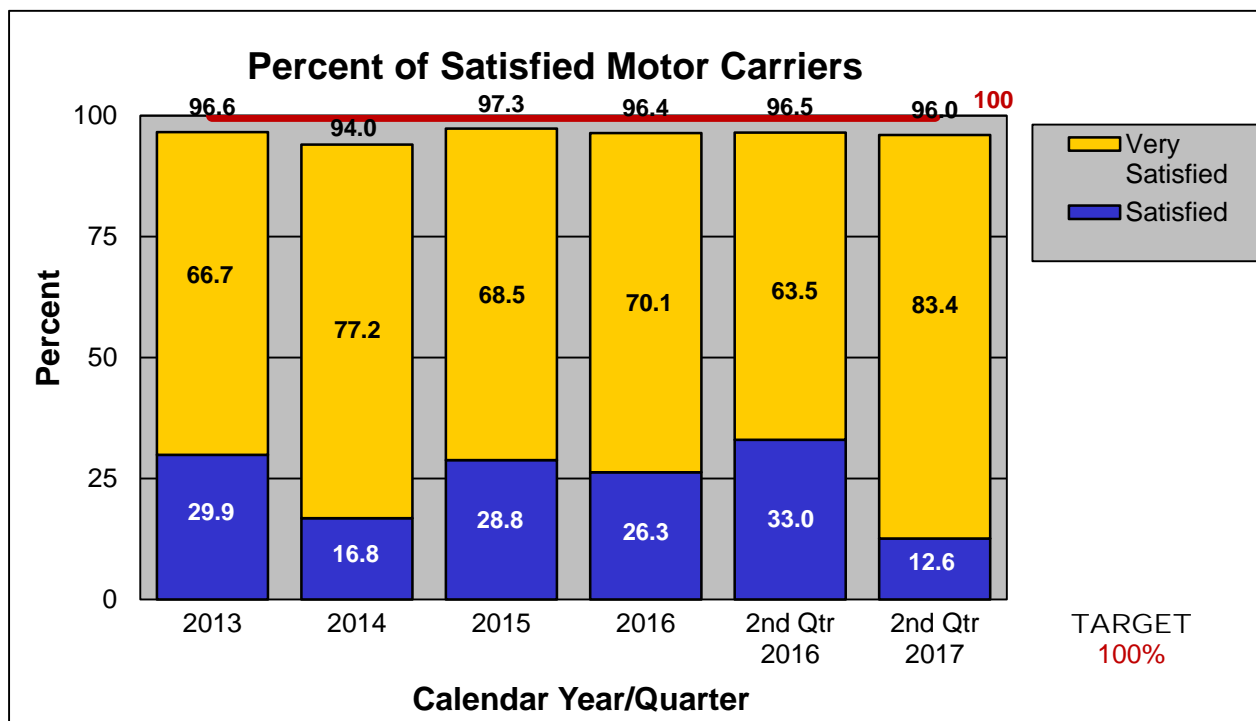
MCS finds that when customers feel understood, supported and listened to, they in turn express support for MCS. Supportive customers are thought more likely to comply with safety, financial and credentialing requirements. This measure tracks progress toward the goal of meeting the needs of the motor 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 second quarter of 2017 is 96 percent, down a statistically insignificant 0.4 points from last quarter's 96.4 percent. The score is 0.5 percent lower than the same quarter of 2016, when 96.5 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 second quarter of 2016, 203 survey responses were recorded. In the second quarter of 2017, 490 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.

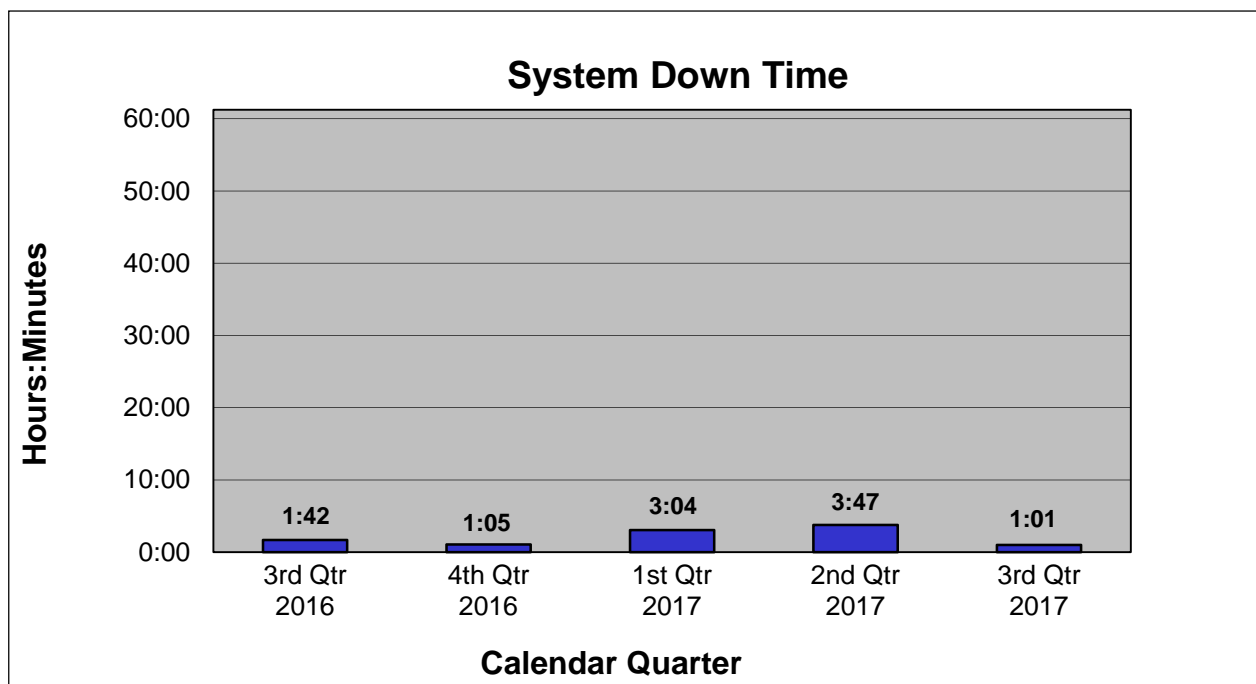
### What does the data say?

During the third quarter of 2017, a single down time event affected MCS. Total system down time was 1 hour and 1 minute. The event was caused by an IS server needing to be restarted. Once the server goes down and is restarted, MCE is completely unoperable for a period.

MCE also recorded four Legatus incidents related to system latency this quarter. Due to a webservice call to FMCSA, and FMCSA having system issues, the document collection process became latent. MCS' process does not go back to normal until FMCSA corrects the issue.

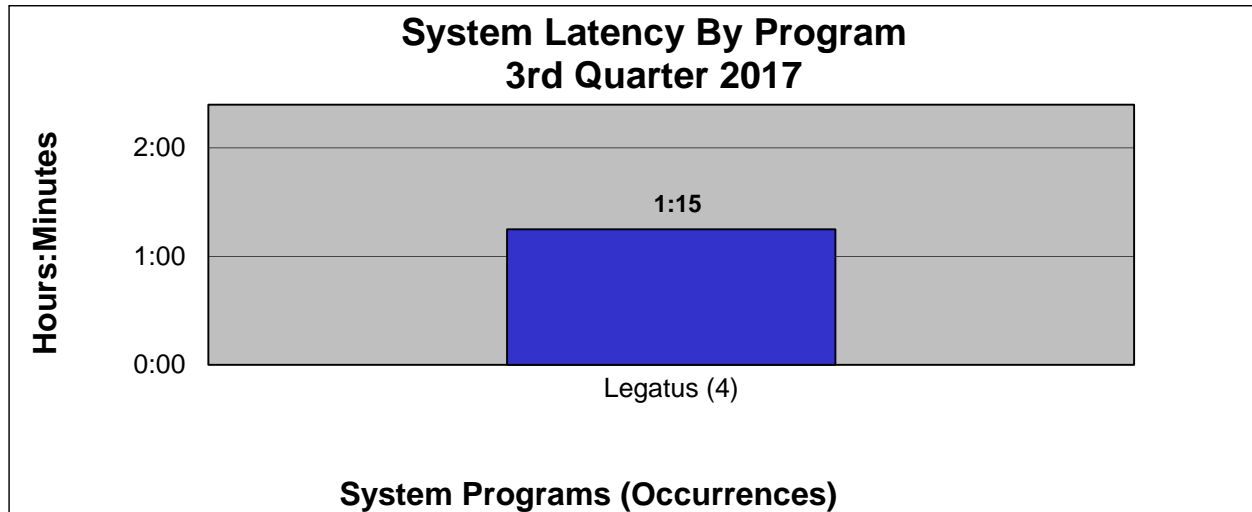
### What is MCS doing to improve results?

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?

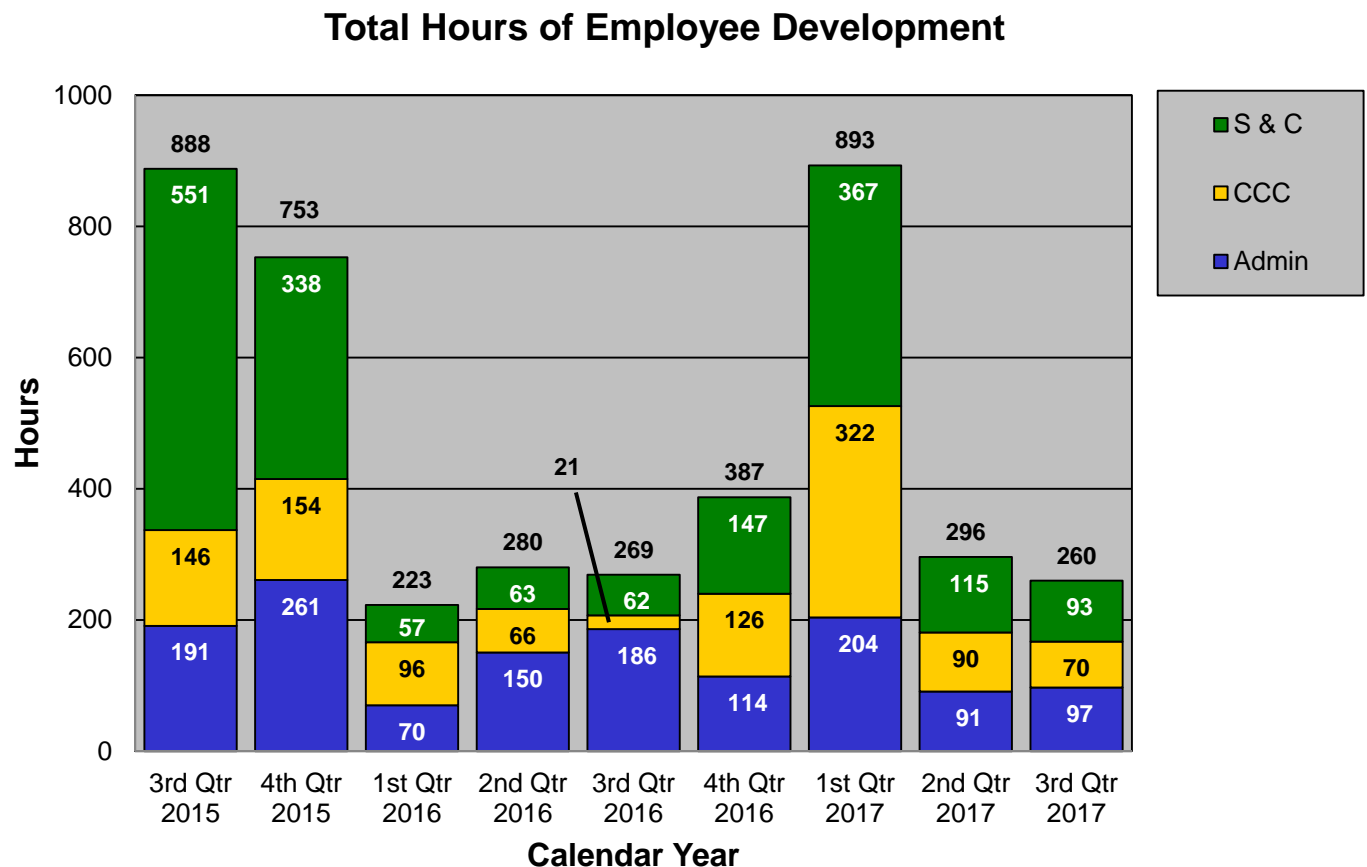
Motor Carrier Services staff enhances their job skills by spending time in training, skills development and knowledge enhancement.

### What does the data say?

Data collected from MoDOTu reports reveals that in the current quarter, MCS staff logged 260 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 one new investigator included in their training hours this quarter. The administrative team reported 97 hours of development.

### What is MCS doing to improve results?

S & C staff's certification training requirements are monitored for completion. Quarterly education sessions for the CCC section meet identified training needs and/or are topics for work/life balance. In addition, employees use MoDOTu to self-address skill and knowledge enhancement.



# 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.

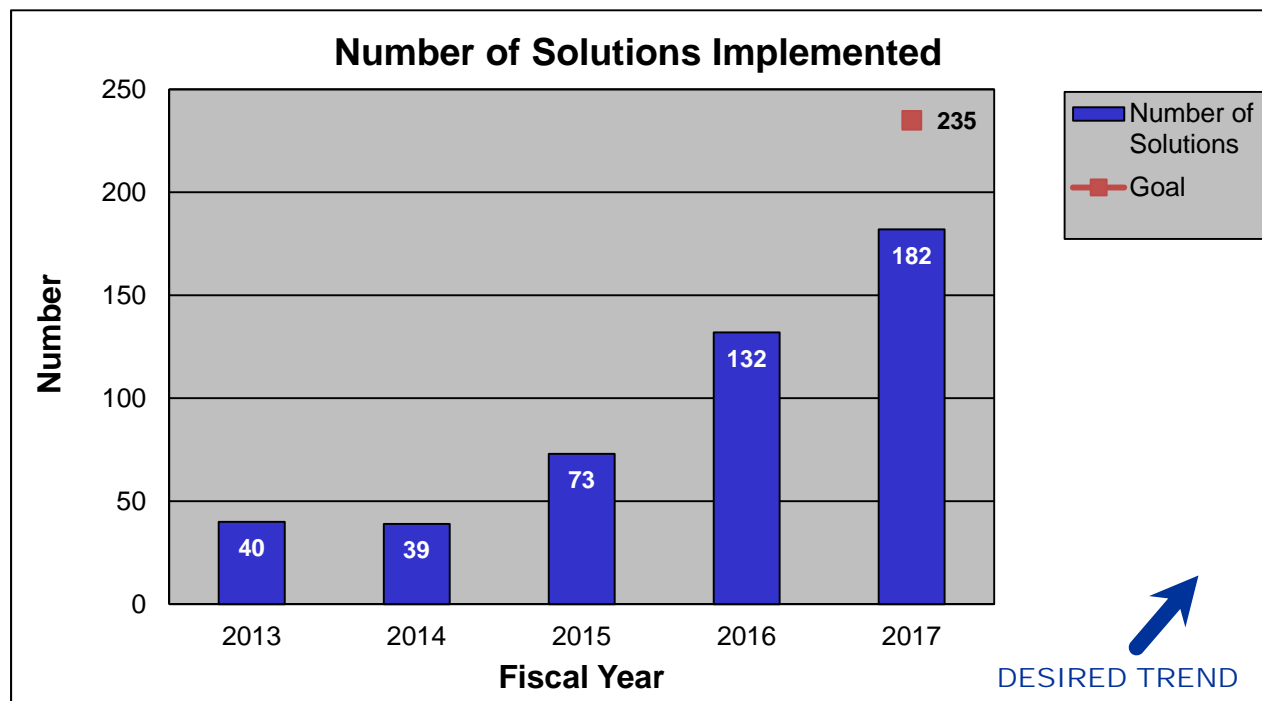
### What does the data say?

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?

The goal for this measure in FY 2018 is 235 implemented solutions, mirroring the 50-item growth of this measure during the past several years. MCS team members 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?**

MoDOT Motor Carrier Services' Facebook page is a way the division can interact with carriers and drivers at a less formal level. MCS can report on division activities, provide useful information and stay in touch with customers while building stronger relationships.

### **What does the data say?**

Reports available through Facebook indicate the effectiveness of the effort. In the third quarter of 2017, likes grew by 92. Posts from the MCS page were seen by 88,502 people.

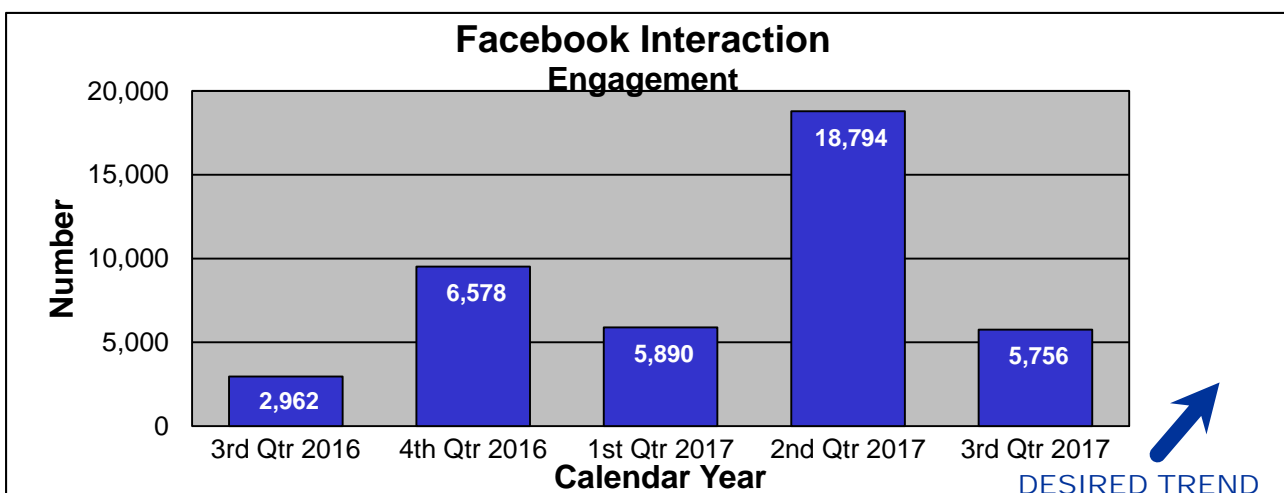
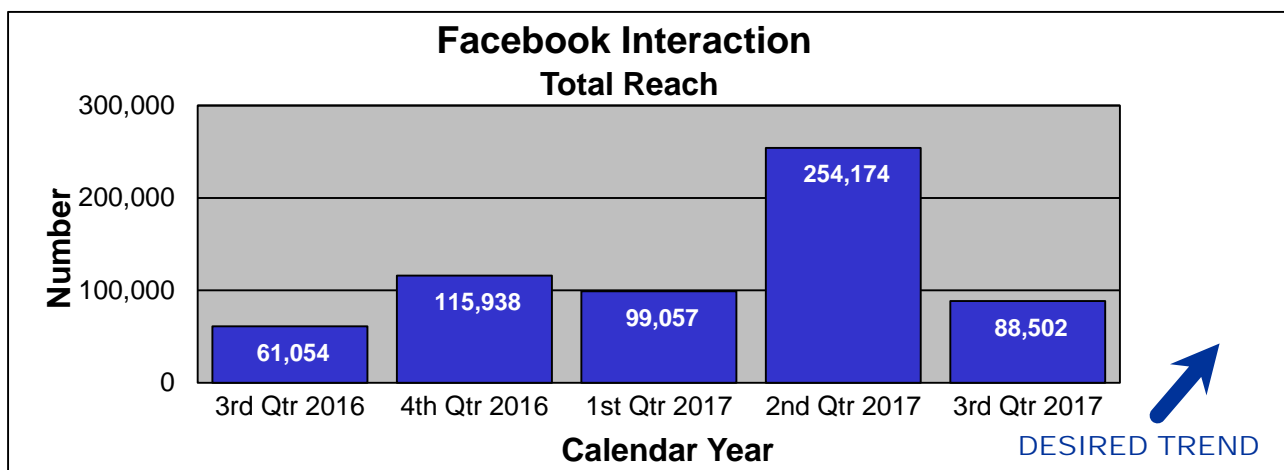
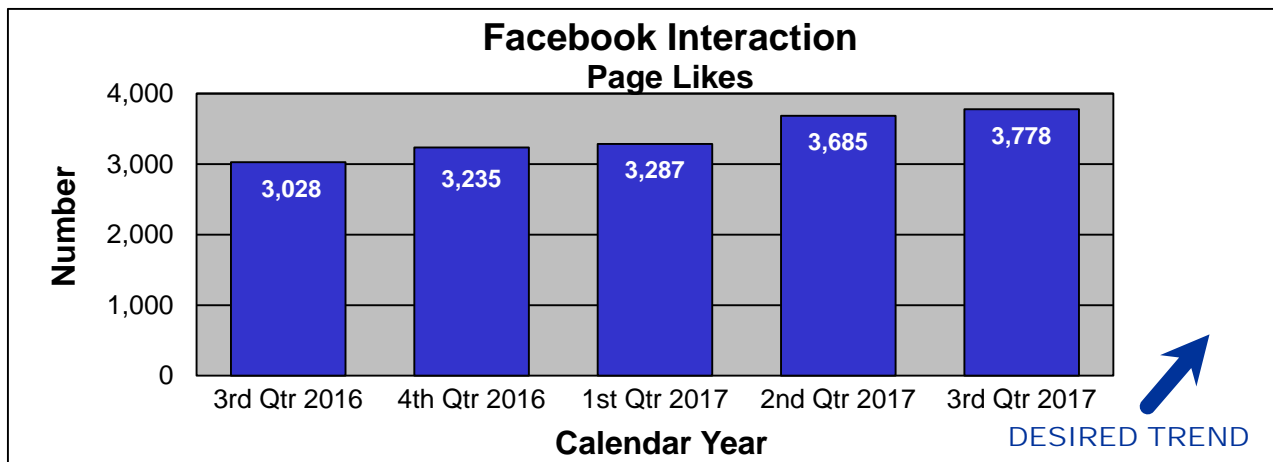
Reach is defined as the number of people who have seen any content associated with the page. Of those reached, 5,756 were engaged with the page. Engagement can occur through liking the page; posting on the timeline; liking, commenting or sharing one of the posts; answering a question MCS posted; responding to an event; mentioning or tagging the page or checking in at MCS' location.

This quarter, traffic on the MCS Facebook page was quiet. The most seen message posted on August 18, the Friday before the solar eclipse. A message that encouraged travelers to use the MoDOT Traveler Information Map – especially the traffic camera and traffic condition options – to monitor expected heavy traffic, was seen by 8,653 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?

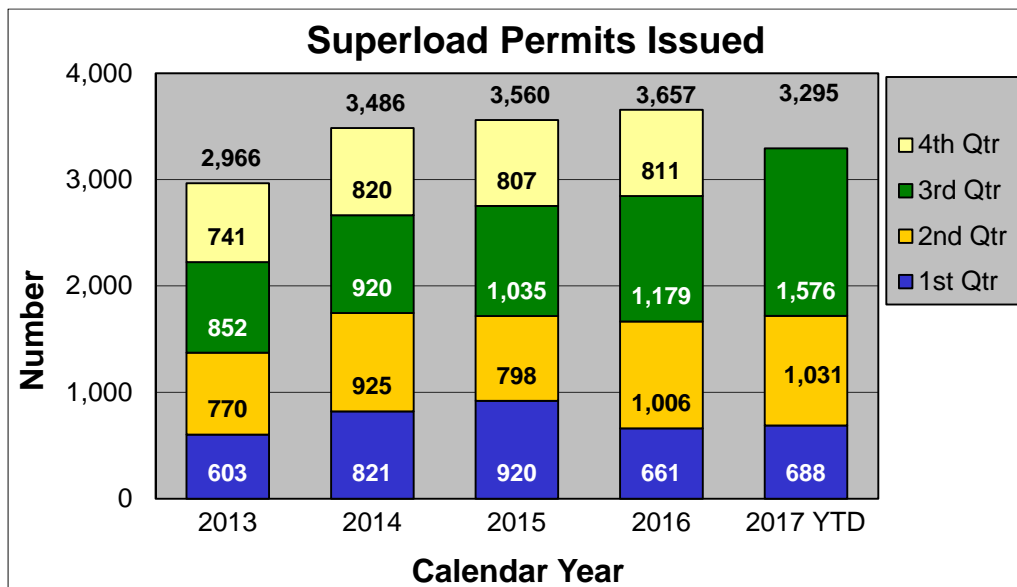
Motor carriers that haul loads which exceed Missouri's legal weight and size requirements must obtain Oversize Overweight permits. OSOW permits outline specific routes and special requirements the carrier must follow when using the Missouri state highway system. OSOW permits ensure safety for carriers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

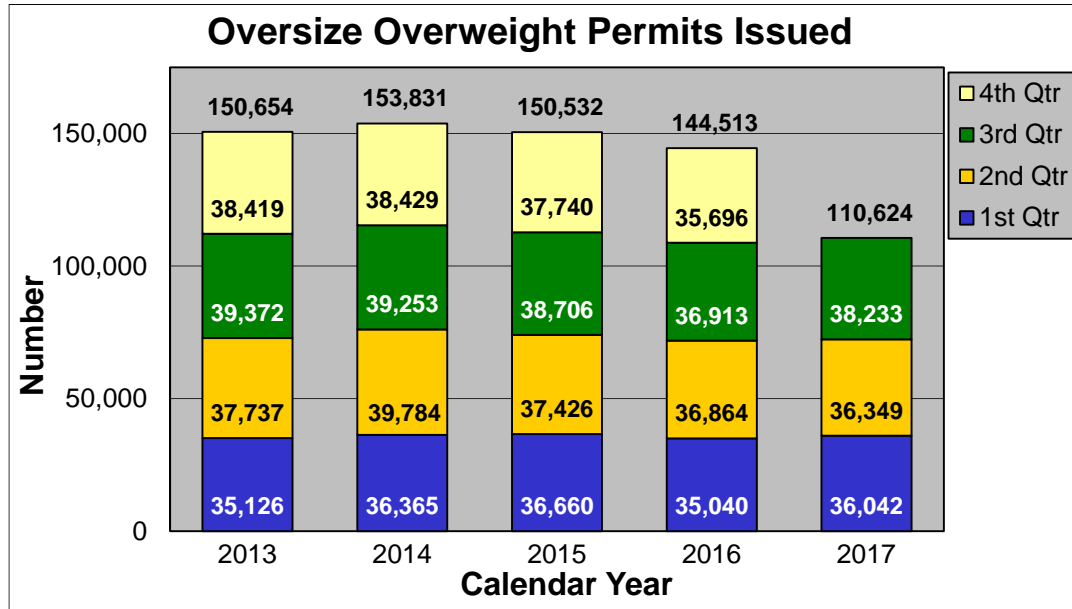
### What does the data say?

Comparing the third quarters of 2016 and 2017, the number of superload permits issued increased by 34 percent. Overall the total number of OSOW permits issued increased by 3.6 percent compared to third 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?

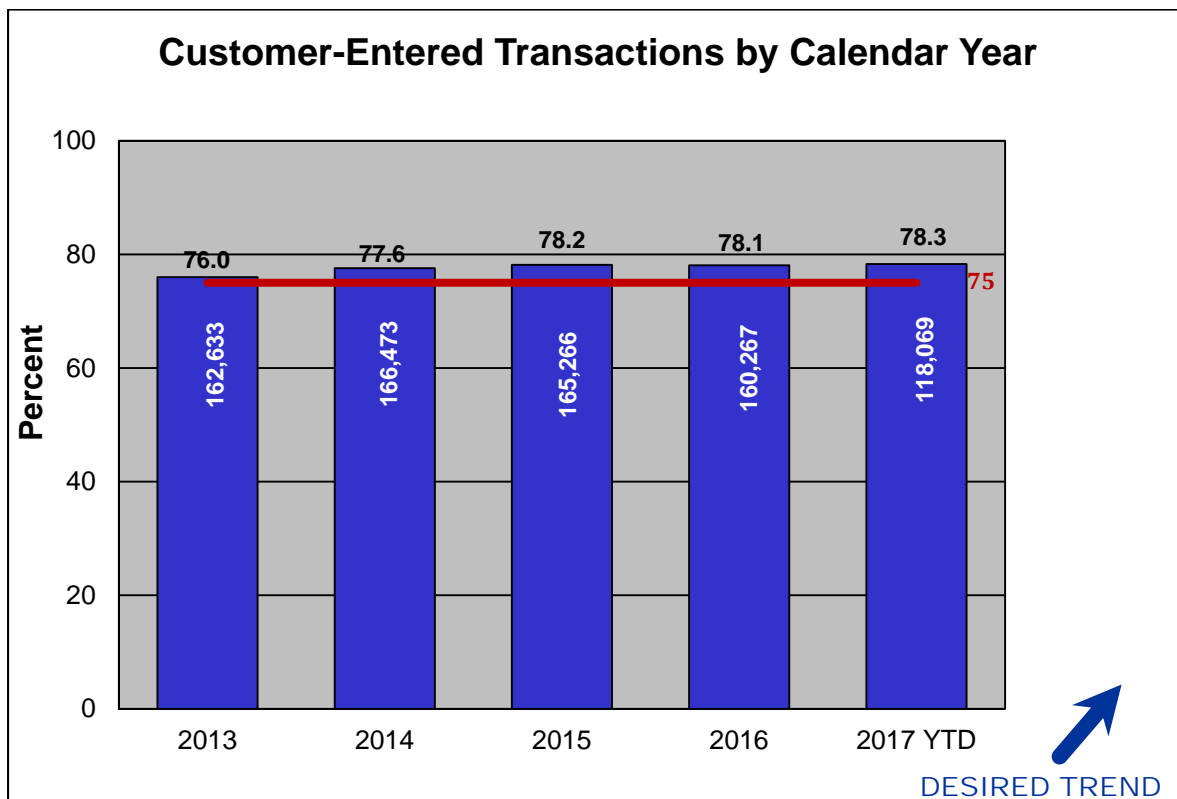
When customers enter their own data, Motor Carrier Services staff can concentrate on more complex transactions and respond to customers faster. Customers are encouraged to conduct business via the internet which reduces turn-around time and increases MCS production levels.

### What does the data say?

The percentage of all customers entering their own transactions in all programs during the third quarter of 2017 is 78.6 percent. The aggregate performance by each program for the third quarter of 2017 is as follows: OSOW – 79.4 percent, IRP – 73.8 percent, IFTA – 80.1 percent and UCR – 62.5 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?

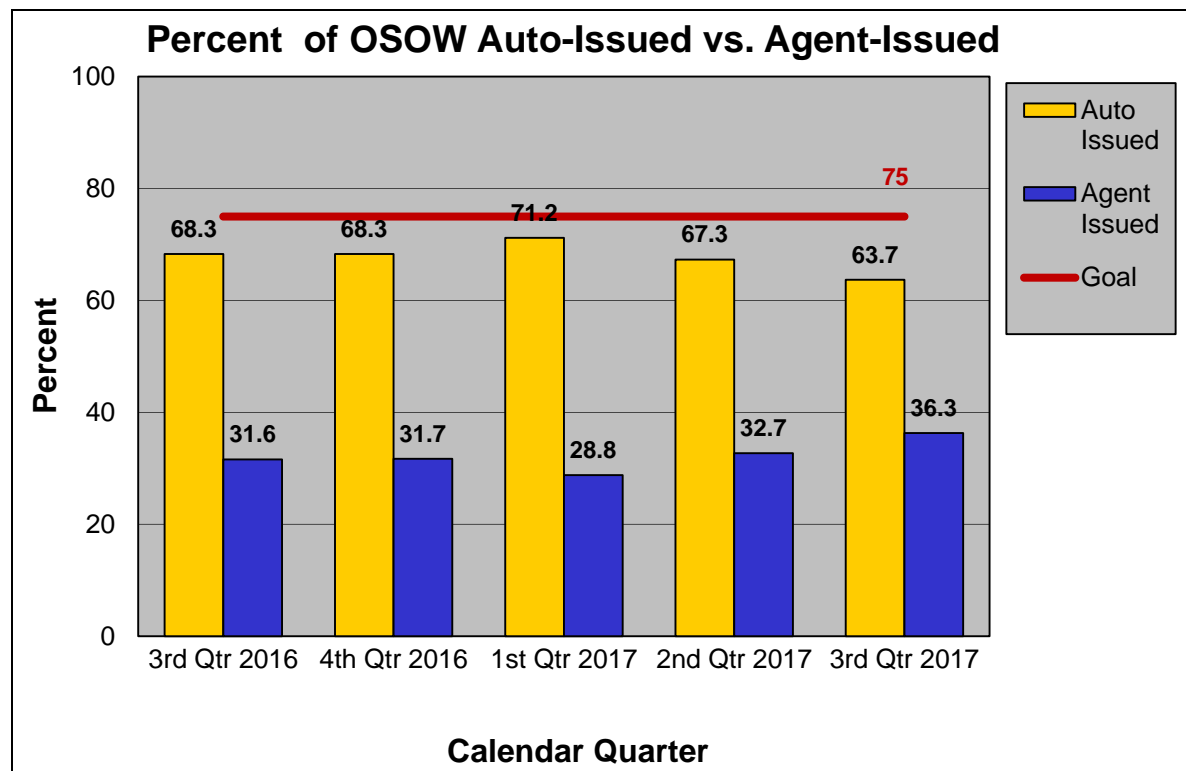
This measure tracks the number of transactions in the MoDOT Carrier Express system which are automatically issued without agent intervention versus the number issued by MCS agents. Data is collected monthly and annually from reports in MoDOT Carrier Express. Not all transactions produce a credential. 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

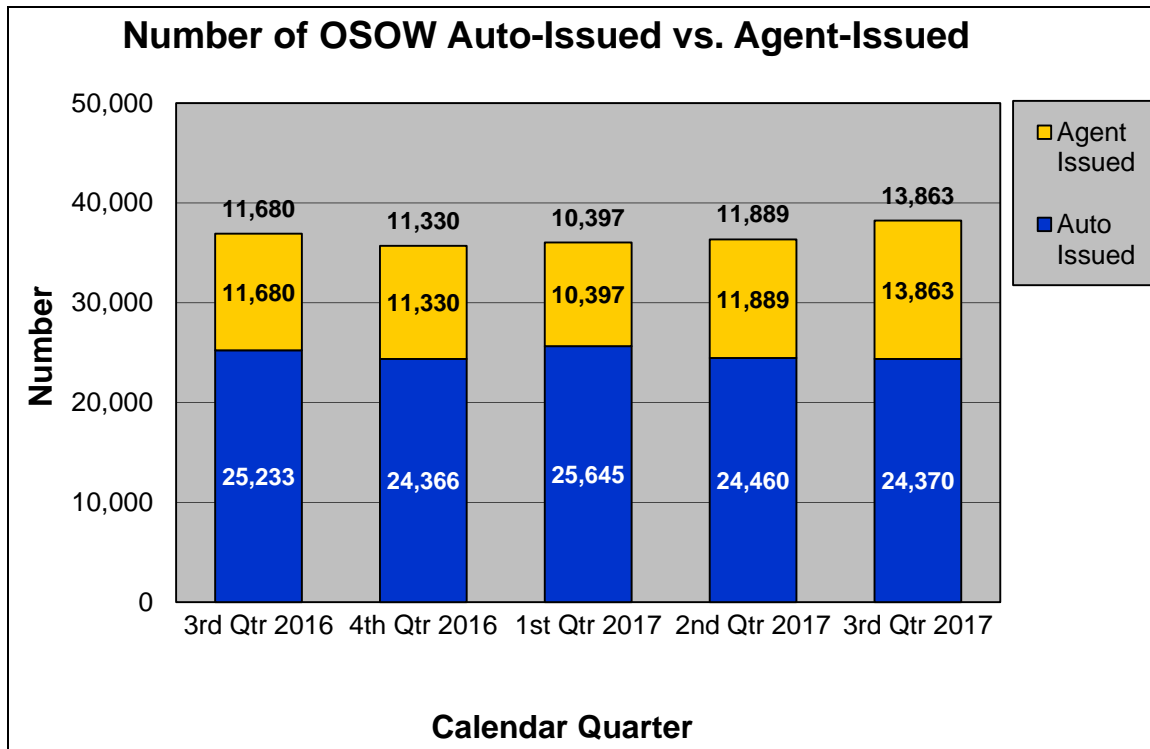
#### What does the data say?

Auto-issued rates for OSOW are down. During the third quarter of 2017, 63.7 percent of OSOW permits were issued without agent intervention, for the third quarter of 2016, the rate was 68.3 percent.

#### 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?

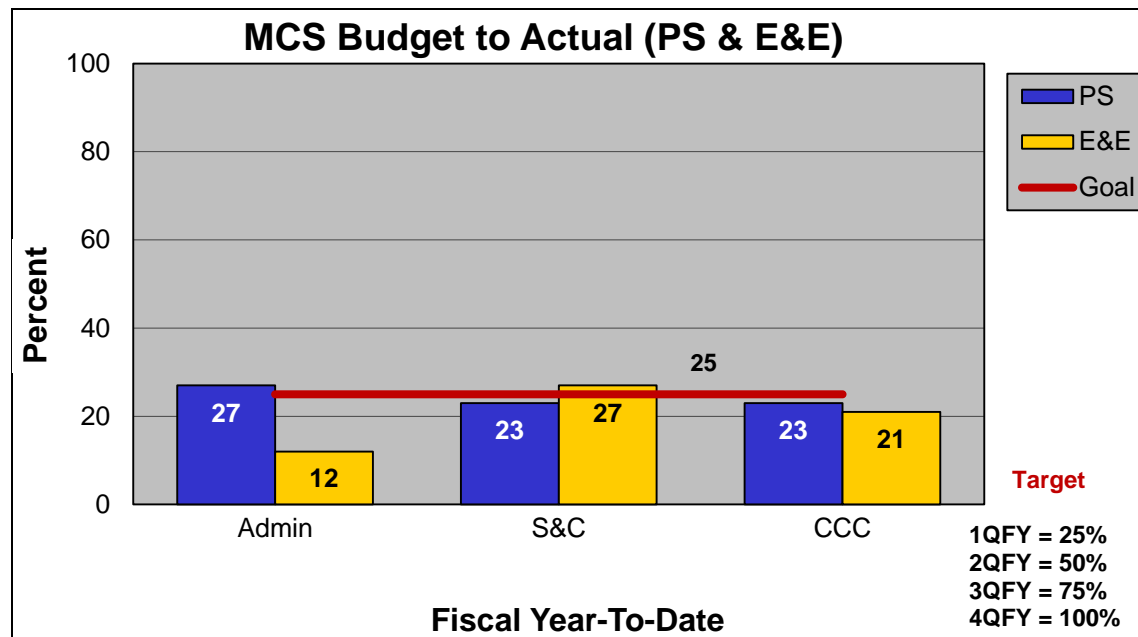
Motor Carrier Services uses this data to analyze spending from year-to-year to develop accurate budgeting practices. This measure tracks the total budget amount and expenditures by fiscal year for MCS. The MCS team uses comparison data to project and improve fiscal year expenditures.

### What does the data say?

Expense and Equipment (E & E) expenditures for MCS were 18 percent at the end of the first quarter of the fiscal year. During this same time, MCS underspent its personal services budget by 2 percent and its E & E budget by 7 percent.

### What is MCS doing to improve results?

In the past two fiscal years, 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 34,000 customers; issues more than 359,000 credentials and/or permits including 155,600 oversize overweight permits; conducts approximately 525 interstate and intrastate safety interventions; over 2,060 new entrant safety audits; and about 1,710 commercial motor vehicle inspections annually. Fees collected through credentialing, permitting and fuel tax help fund the construction and maintenance of Missouri's state transportation system.

### What does the data say?

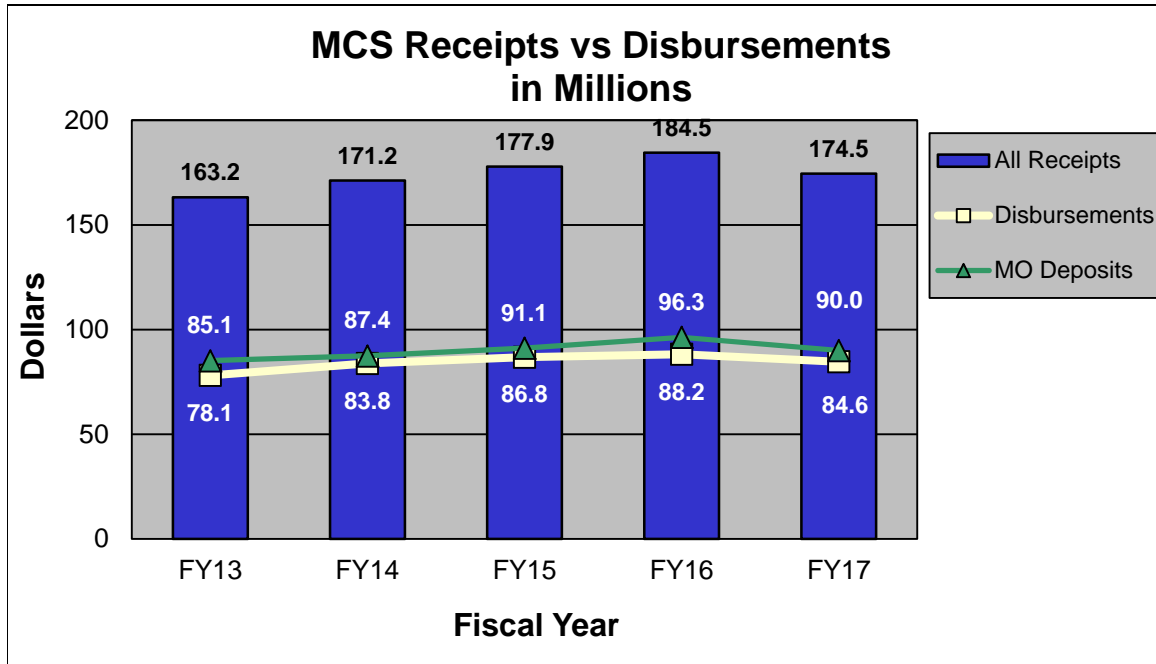
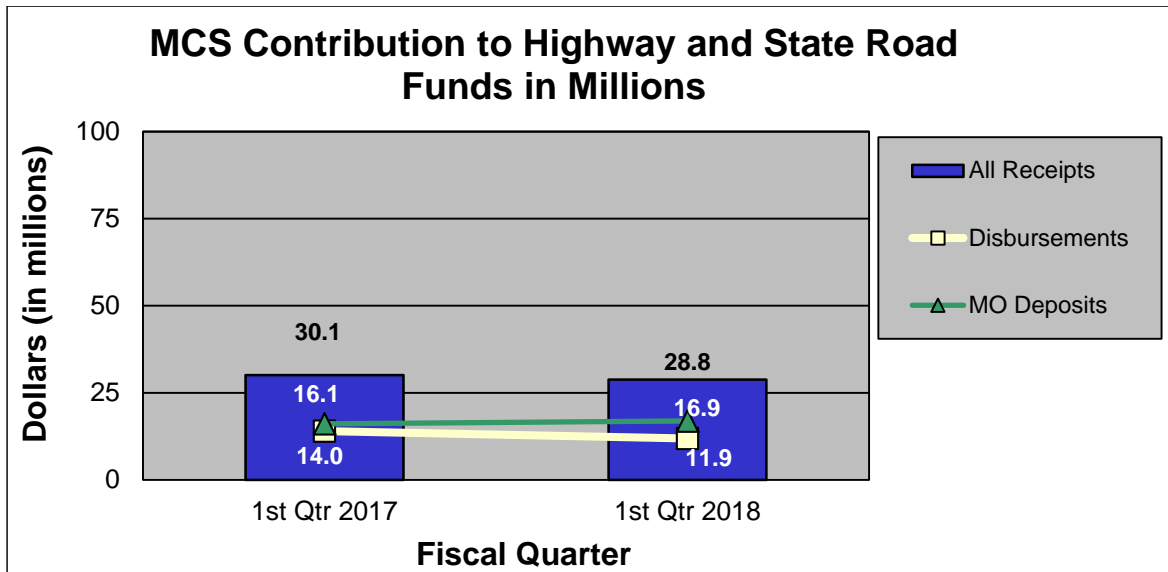
Compared to the first quarter of 2017, fiscal year 2018 collections show a decrease of 4 percent. MCS contributed \$7 million to the state road fund and \$9.7 million to the state highway fund this quarter. During the same time frame, MCS distributed approximately \$11.9 million to partnering states and Canadian provinces in accordance with the International Registration Plan and the International Fuel Tax Agreement.

- Oversize Overweight permit collections contributed \$2.6 million, an increase of 15 percent from the prior fiscal year;
- IRP staggered registration and reciprocity permit collections contributed \$14.1 million;
- IFTA disbursements decreased by 2 percent and IRP disbursements decreased by less than a half percent.

### What is MCS doing to improve results?

By continuing to verify all motor carrier compliance in each program, MCS ensures a proper contribution to the Highway and State Road funds; and disbursements to member jurisdictions.





# 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?

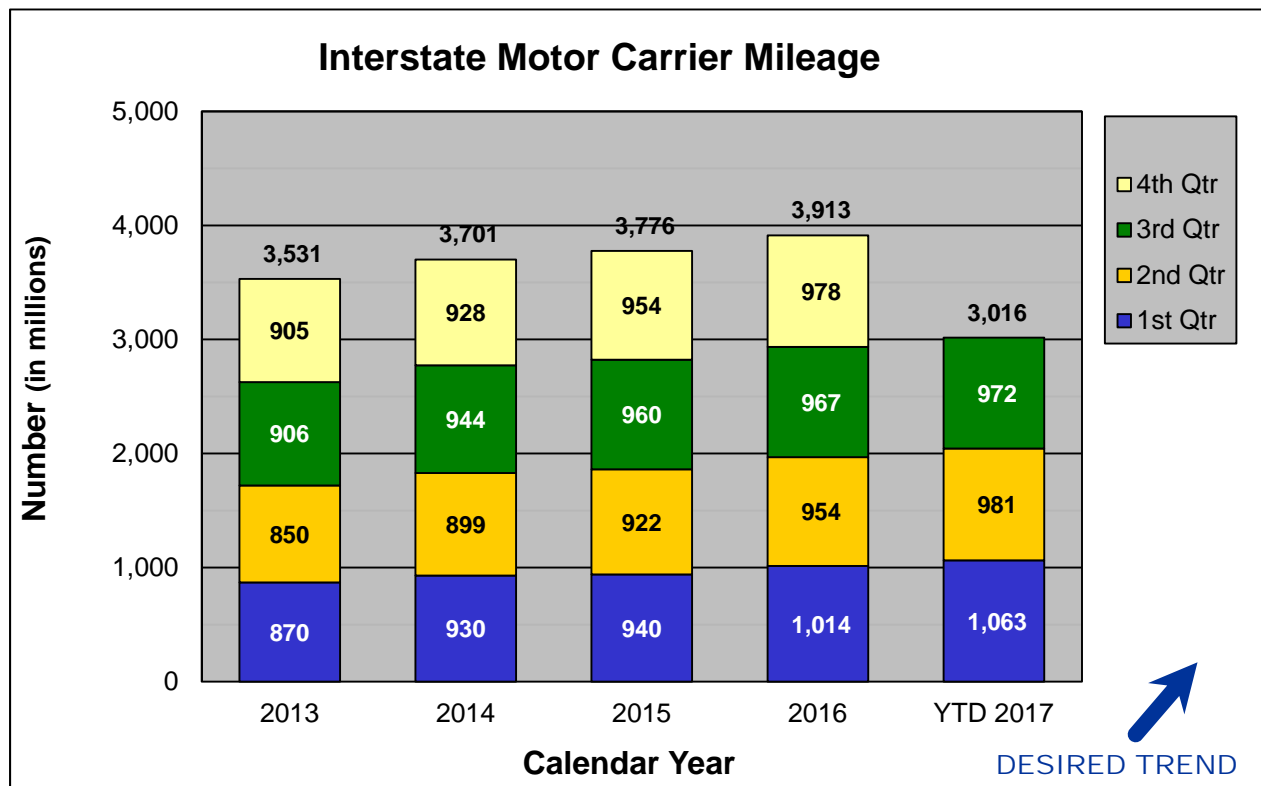
Commercial motor carrier freight movement in Missouri is critical for the efficient movement of goods in and through the state. The International Fuel Tax Agreement allows motor carriers to obtain an IFTA license if they operate in two or more states or provinces. There are about 7,000 IFTA customers 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 778,259,439 miles in Missouri during the third quarter, an increase of 19,169,217 miles compared to the same period of 2016.

Motor carriers based in Missouri traveled 193,372,240 miles in their home state in the current quarter which is a decrease of 14,556,965 miles compared to the same period of 2016.

Total interstate mileage traveled in Missouri during second quarter 2017 is 971,631,679. This is the most recorded interstate mileage in the third quarter since 2010.



# 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?

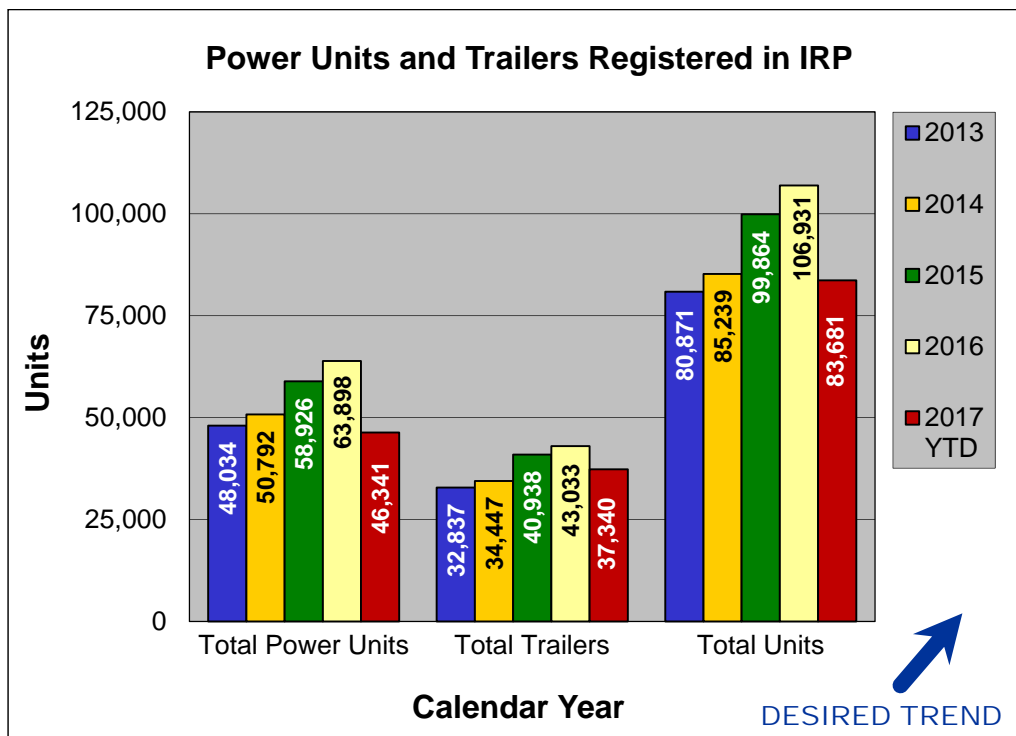
Knowing the total number of power units and trailers registered in Missouri under the International Registration Plan helps Motor Carrier Services track industry trends, growth and helps manage MCS workload.

### What does the data say?

During the second quarter of 2017, 16,906 units were registered in IRP. Of these, 12,140 were power units, the remaining 4,766 were trailers. By comparison, in the second quarter of 2016, there were 11,001 power units and 4,614 trailers registered in IRP, a total of 15,615. There was a 10 percent increase in power unit registrations from second quarter 2016 to second quarter 2017.

### 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.



# 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.

**Customer Information Control System (CICS®):** a family of mixed-language application servers that provide online transaction management designed to support rapid, high-volume online transaction processing and connectivity for applications on IBM Mainframe systems.

**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):** The online computer system used by MoDOT MCS to serve its customers.

**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.

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

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

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

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

**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.