

# **Motor Carrier Services**

## **Division Tracker**

**Measures of Divisional Performance**

**January 2014**



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## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Rod Harpenau,  
Transportation Enforcement  
Investigations Supervisor

## PURPOSE OF THE MEASURE:

This measure tracks the number of Missouri based Commercial Motor Vehicles involved in fatal and injury crashes each year. Motor Carrier Services uses the information to target educational, enforcement, and improvement of safety feature efforts.

## MEASUREMENT AND DATA COLLECTION:

Missouri law enforcement agencies submit a vehicle accident report from the Missouri State Highway Patrol and enter these reports into a statewide traffic crash database. The measure reports the number of CMVs involved in crashes in which one or more people die as a result of the crash. Preliminary results for the current year are reported quarterly.

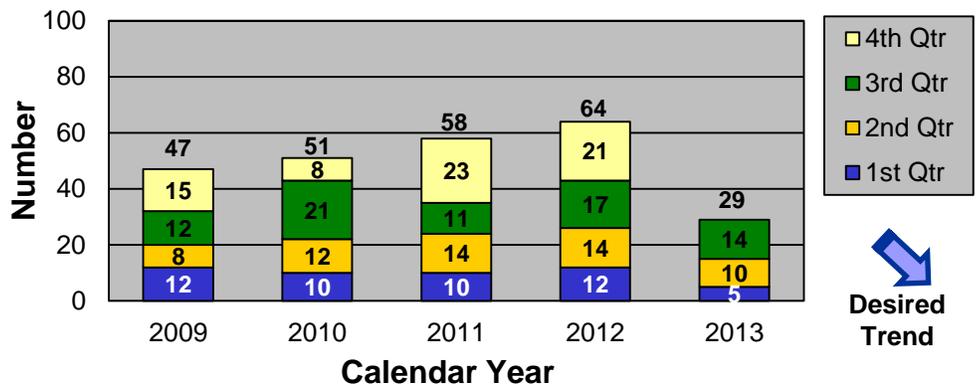
# KEEP CUSTOMERS AND OURSELVES SAFE

## Number of CMV crashes by non-New Entrant motor carriers resulting in fatalities or serious injuries – 1a

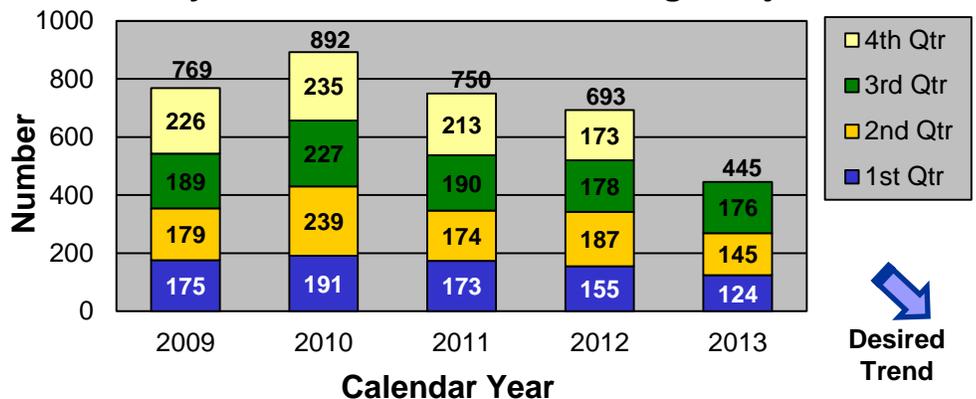
Motor Carrier Services strives to make an impact on the public safety of motorists across Missouri. This is done by ensuring the commercial motor vehicles based in Missouri are safe. As a CMV travels, it is subject to random roadside safety inspections to determine if the vehicle and driver are operating in a safe condition. Unsafe carriers are prioritized for safety interventions.

Safety interventions provide safety and compliance investigative staff opportunities to help motor carriers identify unsafe behaviors and provide remedies to correct those behaviors before they become habitual and lead to a crash. Efforts to improve motor carrier safety include coordinated safety activities of MoDOT, Missouri State Highway Patrol, FMCSA and the Kansas City and St. Louis Police Departments. MCS's efforts also include carrier safety training, interactive Internet-based compliance tools, safety pamphlets, e-updates, and News On Wheels publications.

### Number of Commercial Motor Vehicle Crashes By Non-New Entrants Resulting in Fatalities



### Number of Commercial Motor Vehicle Crashes By Non-New Entrants Resulting in Injuries



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Cody Wilson,  
Transportation Enforcement  
Investigations Supervisor

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

A New Entrant Safety Audit is an educational engagement and examination of a new interstate motor carrier's safety management and performance.

New Entrant fatality and injury crash data is acquired from the Federal Motor Carrier Management Information System (MCMIS).

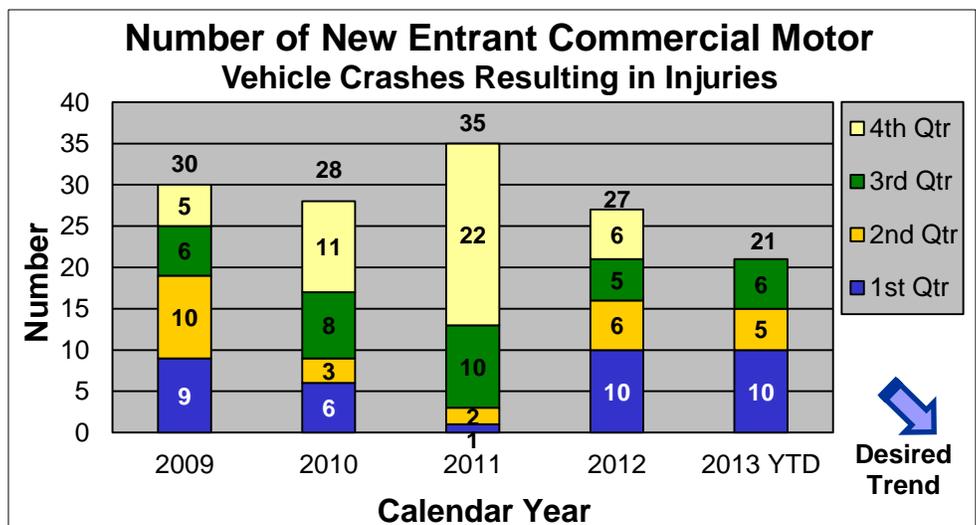
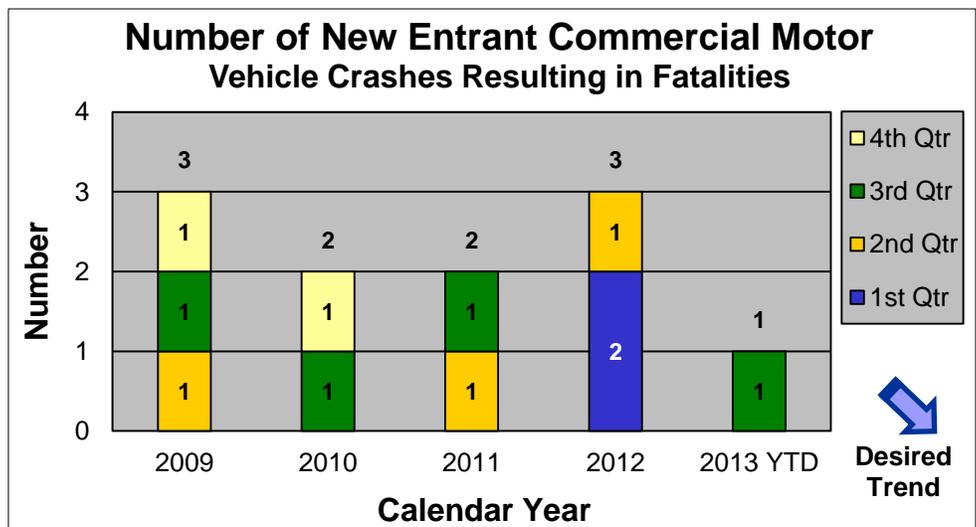
# KEEP CUSTOMERS AND OURSELVES SAFE

## *New Entrant motor carrier crashes resulting in fatalities or serious injuries – 1b*

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

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

The total number of fatal New Entrant crashes reported for 2013 is one. The total number of injury crashes reported for 2013 is 21 which is six fewer than 2012.



# KEEP CUSTOMERS AND OURSELVES SAFE

## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Matt Kiefer,  
Transportation Enforcement  
Investigations Supervisor

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

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

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

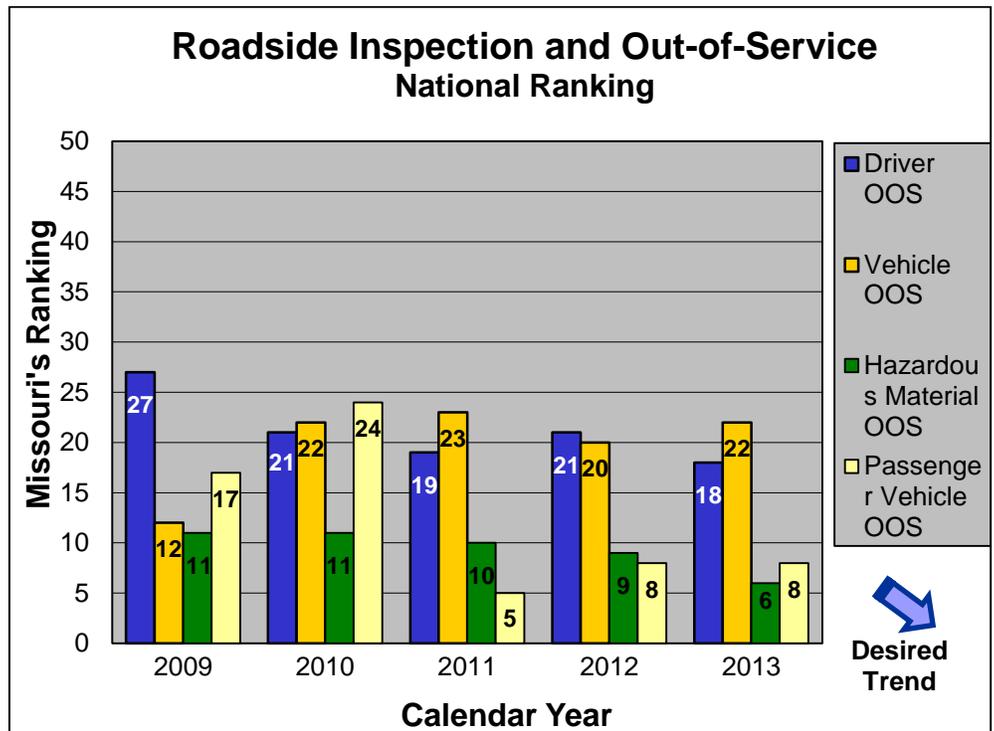
The chart displays the national out-of-service ranking of Missouri compared to other States. The vehicle out-of-service ranking includes all vehicles, regardless of vehicle type. The hazardous material and passenger vehicle rankings are pulled from the vehicle ranking.

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

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

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

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



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Mark Biesemeyer,  
Transportation Program  
Manager

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

For the most recent study, MoDOT Highway Safety Division contracted with the Missouri Safety Center to conduct a visual survey of commercial motor vehicle drivers during one week of August in 2012. Spotters observed from 250 locations in 6 counties, making 17,848 observations of commercial drivers between 8 a.m. and 3 p.m. The data study for 2006 is not as statistically valid as those of 2007 to 2012 because the total number of observations was lower. The 2010 CMV Driver Safety Belt Usage Study by the federal government reports a usage rate of 78 percent.

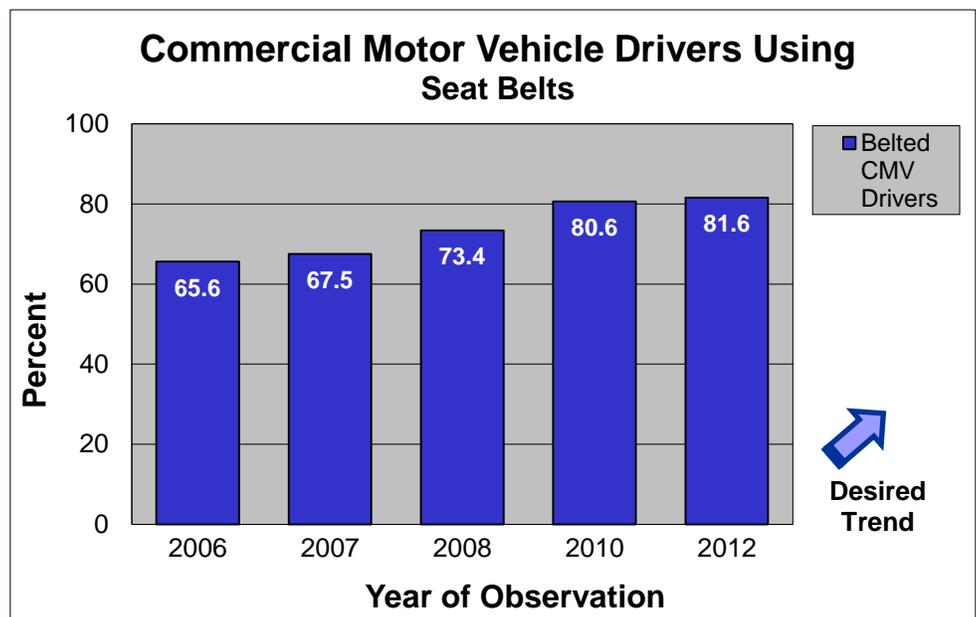
# KEEP CUSTOMERS AND OURSELVES SAFE

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

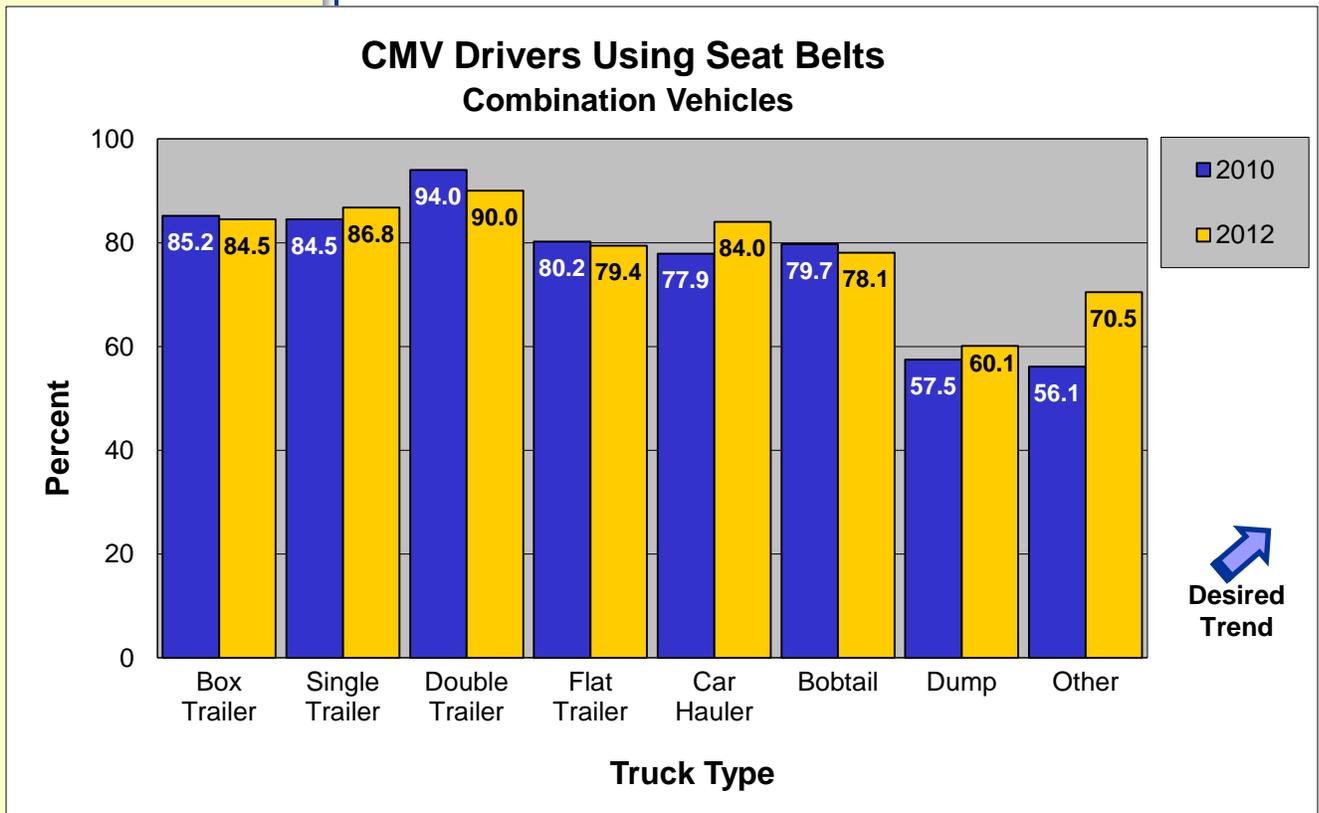
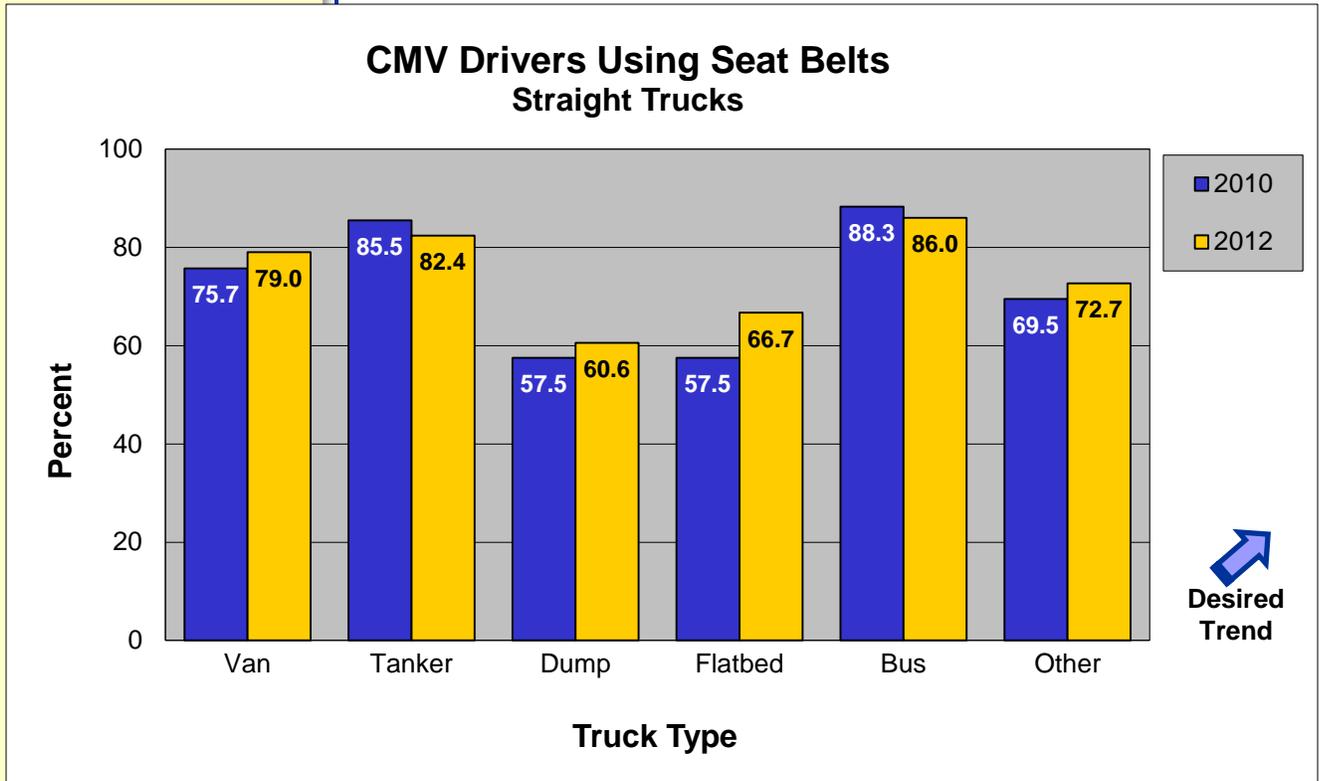
Commercial motor vehicles are an important part of our nation's economy and have a large presence on our highways. All drivers need to practice safe driving and share the road with the truckers to avoid the possibility of a devastating crash but that can't be counted on. Professional drivers need to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

Commercial motor vehicle drivers are required by state law to wear their seat belt. Failure to do so will result in a citation and affects both the drivers' and companies' safety score. But more importantly, seven out of 10 Missourians killed in a 2011 traffic crash were unbuckled. Wearing a seat belt can save your life and the lives of others involved in the crash. One of the more important parts of MoDOT's job is to increase seat belt use by Missourians.

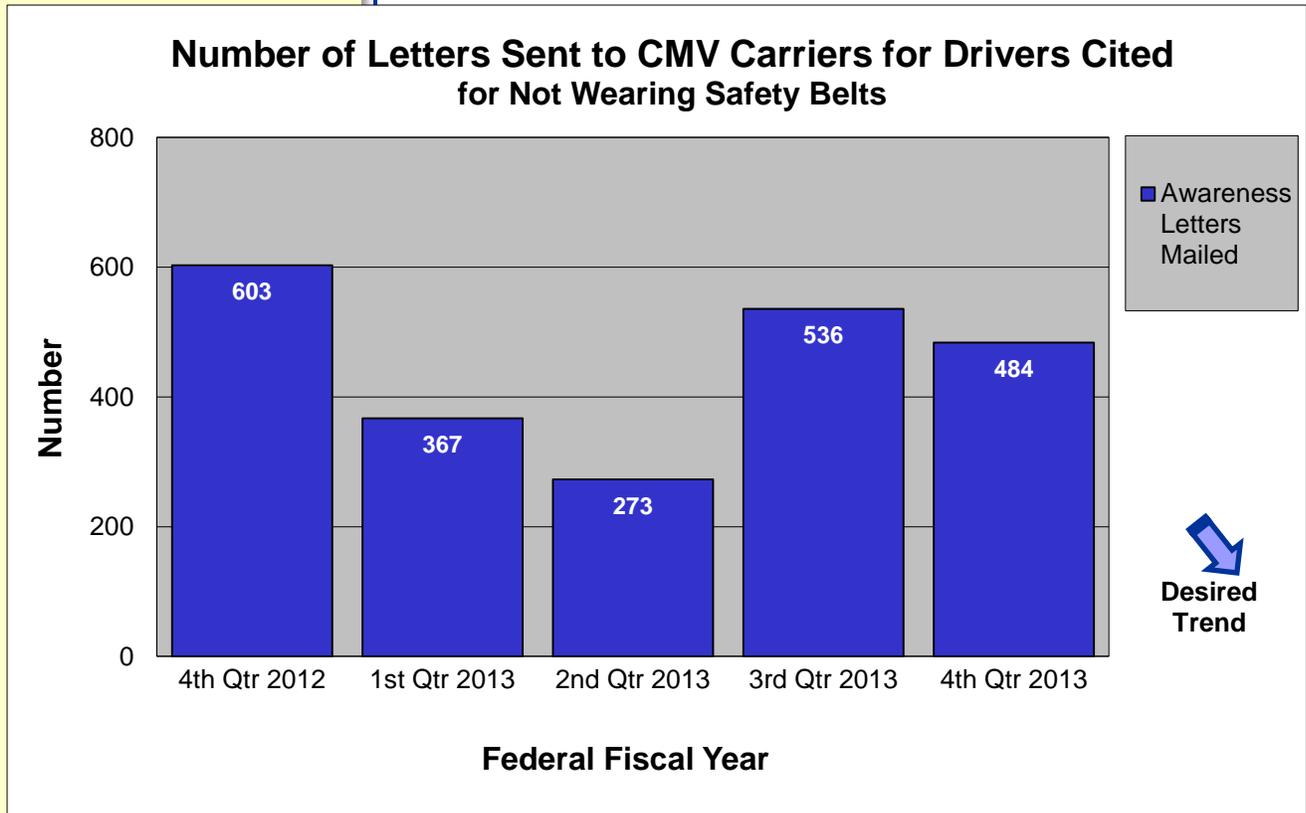
In calendar year 2012, Missouri's CMV seat belt usage rate increased by 1.0 percent. Seat belt use fluctuates greatly depending on vehicle type with the greatest room for improvement being in dump type vehicles. MCS actively promotes seat belt use using a multifaceted approach. The message is delivered through daily interactions with motor carriers, outreach presentations, and focused letters to carriers when drivers are cited roadside for not wearing their seat belt.



# KEEP CUSTOMERS AND OURSELVES SAFE



# KEEP CUSTOMERS AND OURSELVES SAFE



# KEEP CUSTOMERS AND OURSELVES SAFE

## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Tina Thurman,  
Motor Carrier Compliance Supervisor

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

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

## Missouri Unified Carrier Registration compliance rate – 1e

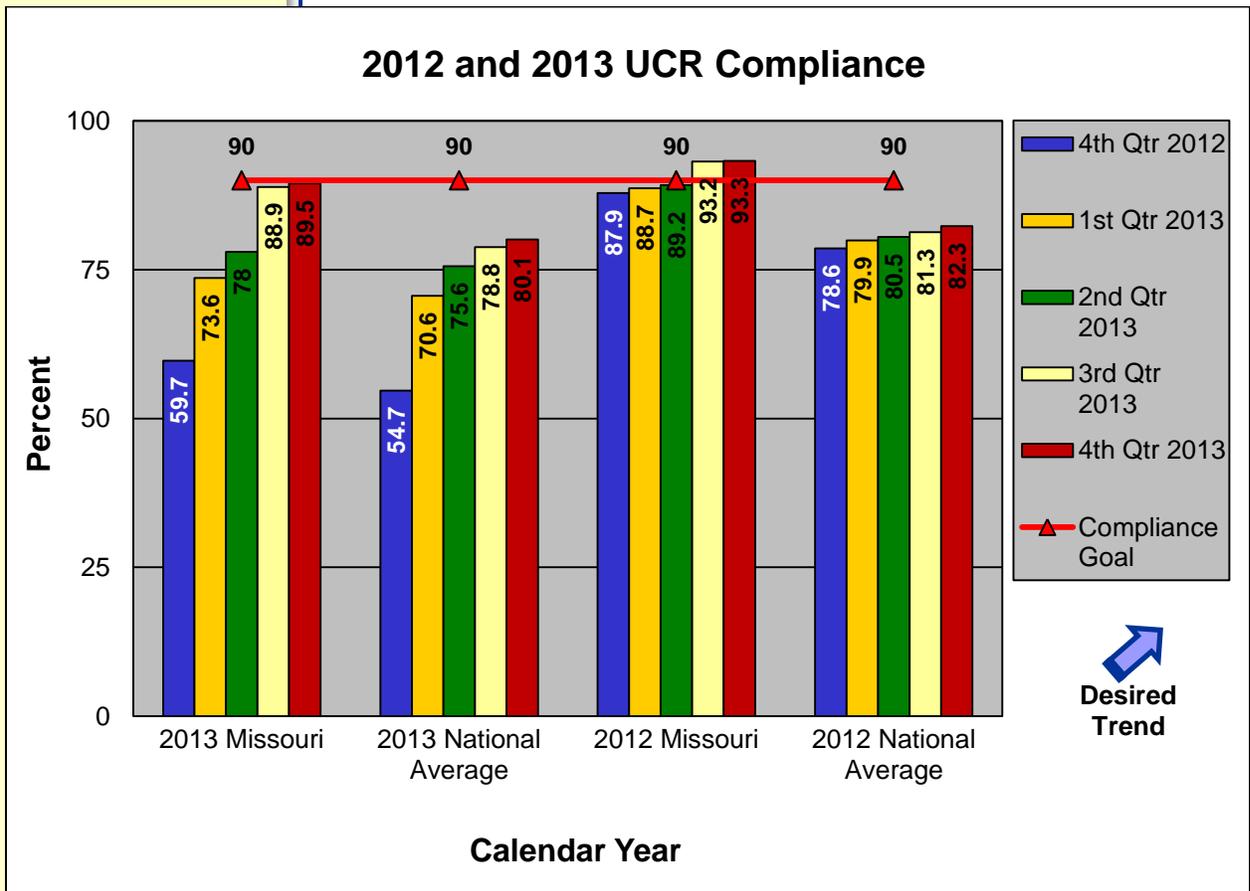
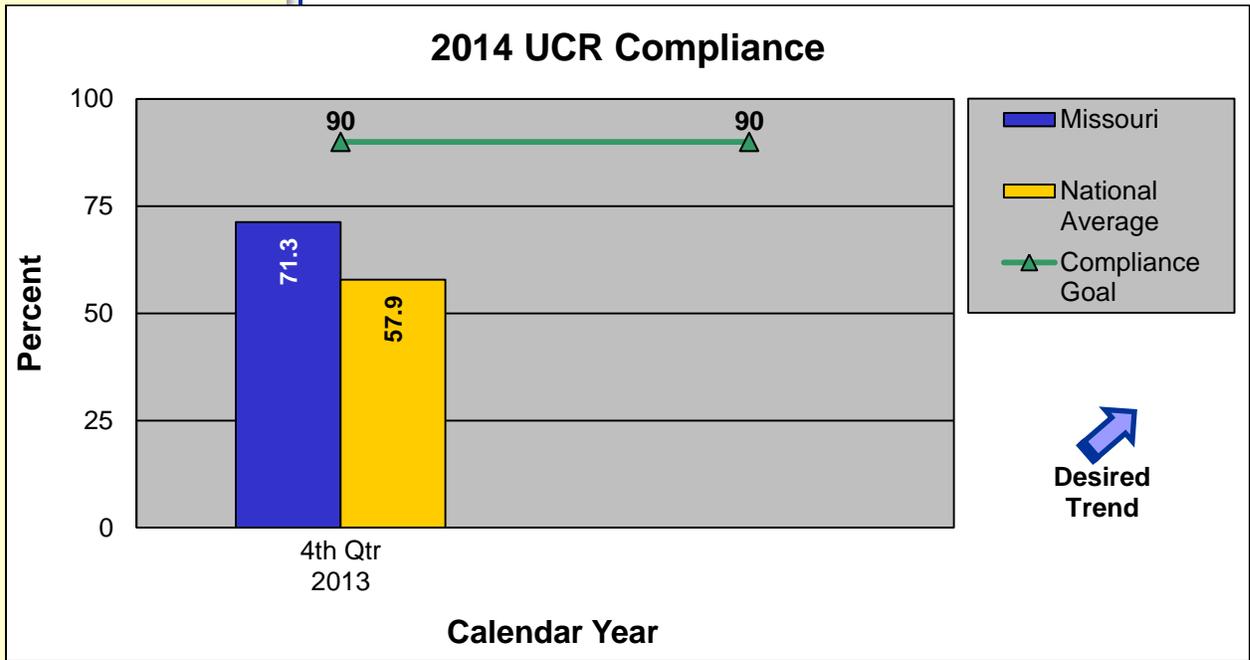
The Unified Carrier Registration program is a federally required, state administered program for collection and disbursement of registration fees. All motor carriers, motor private carriers of property, freight forwarders, brokers and leasing companies involved in interstate commerce are required to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

The Federal Motor Carrier Safety Administration released guidance discussing the states payment of fees corresponding to their registration compliance rate. Guidance included a reduced payment to any state whose compliance rate for any prior three registration years was currently below 90%.

During the fourth quarter, Motor Carrier Services automatically invoiced UCR 2014 to registrants who met specific criteria. As a result of the simplified renewal process, 71.3% of 2014 registrations are complete. At the same time in the 2013 renewal process, only 59.7% of carriers were registered. This is an increased registration of 11.6%. Missouri is currently ranked number seven nationally for 2013 and 2014 UCR compliance.



# KEEP CUSTOMERS AND OURSELVES SAFE



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Kim Russell,  
Motor Carrier Project Manager

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

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

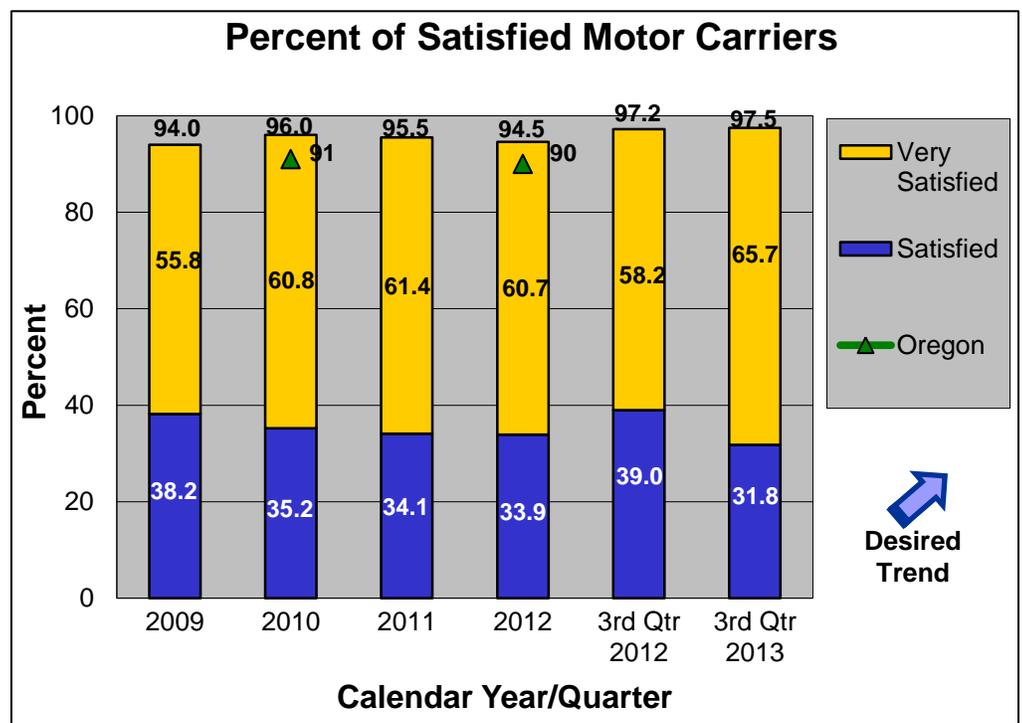
The Oregon Motor Carrier Transportation Division is the benchmark for this measure. Like MoDOT MCS, Oregon MCTD houses most functions required of motor carriers in the state. Unlike MoDOT's quarterly survey, Oregon's survey is conducted in one week, biennially.

# PROVIDE OUTSTANDING CUSTOMER SERVICE

## Percent of satisfied motor carriers – 2a

Customer feedback is critical to our success. Their input helps us stay on course. Last year, third quarter, 97.2 percent of customers surveyed said they were satisfied with the job Motor Carrier Services is doing. This year, third quarter, over 97.5 percent are satisfied and "very satisfied" customers increased 7.5 percent.

The reason for this continued high level of satisfaction is Motor Carrier Services' commitment to increasing output, expectations and customer satisfaction.



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Kim Russell,  
Motor Carrier Project Manager

## PURPOSE OF THE MEASURE:

This measure tracks MoDOT's progress toward the goal of increasing the level of partner satisfaction with MoDOT in delivering transportation services.

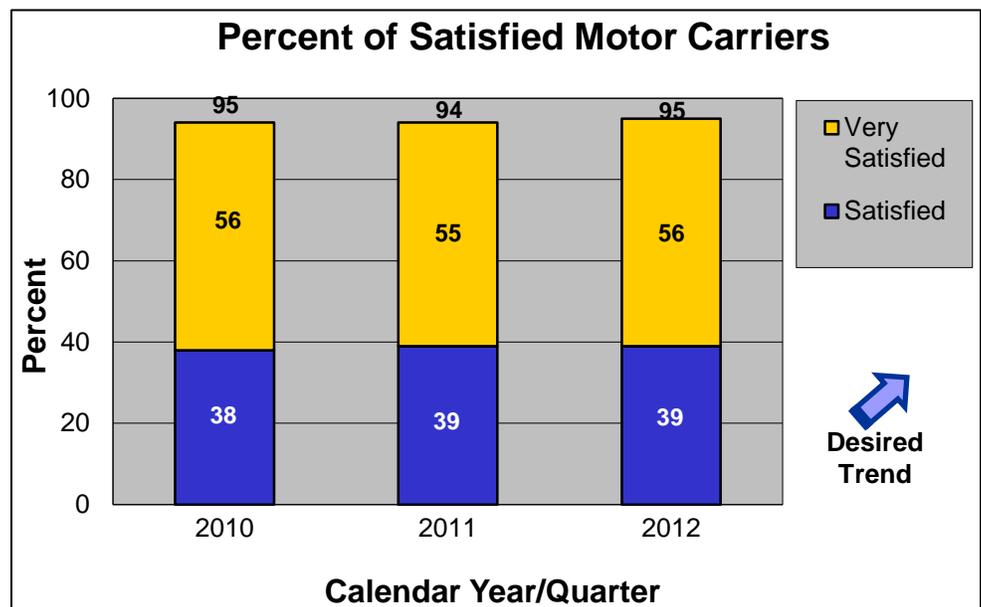
## MEASUREMENT AND DATA COLLECTION:

Customer Relations, working with an independent research and survey firm, conducts an annual survey each January to collect satisfaction data from MoDOT's 11 partner groups. Motor Carrier Services conducts a separate partner survey. State legislators are surveyed separately later in the year. The survey collects data from the previous calendar year and is updated annually in April. The survey groups include agencies and industries representing: bidding, business, construction, design consultants, environmental, highway safety, legislators, local public entities, minority and women-owned construction and consultant enterprises, disadvantaged business enterprises, motor carrier services, multimodal, transportation planning and vendors.

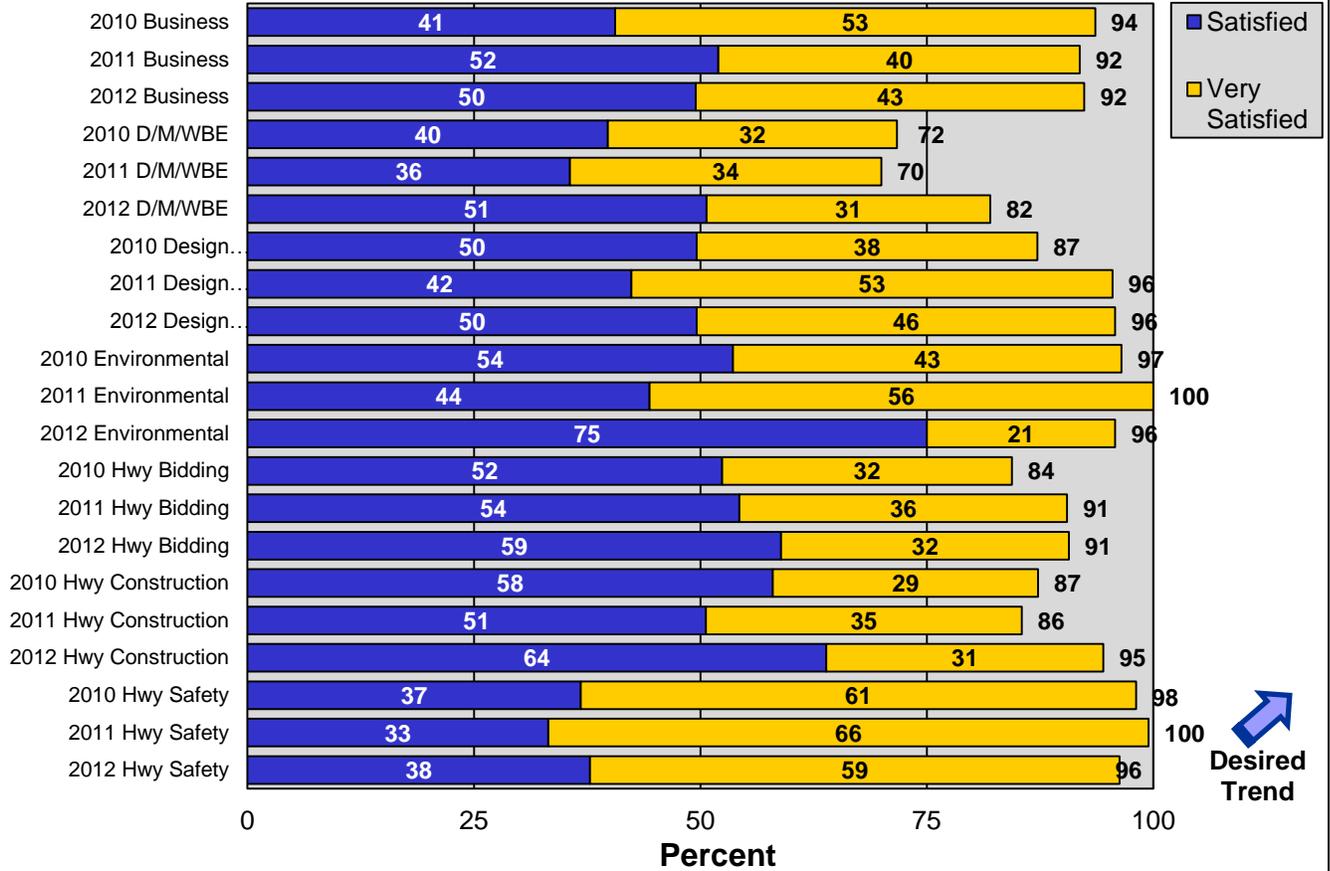
# USE RESOURCES WISELY

## Percent of partner satisfaction – 2b

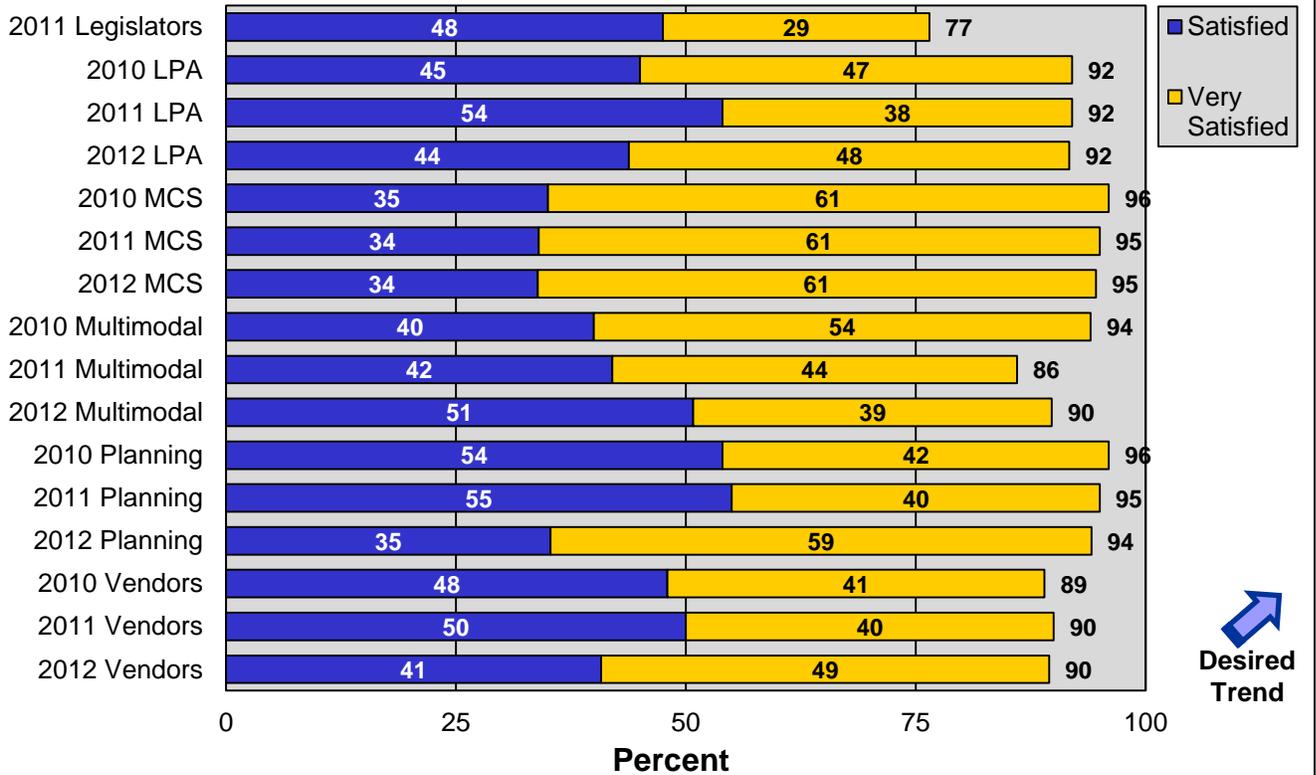
MoDOT relies on a large number of partners to deliver transportation projects and services to Missourians statewide. Each year since 2010, partners completed an online survey indicating their levels of satisfaction in working with MoDOT. During that three-year period, the percent of satisfied and very satisfied MoDOT partners is consistently 94 percent or better. In addition to rating MoDOT's services, participants offer written feedback. That information is used to target specific areas in which MoDOT can improve.



### Percent of Partner Satisfaction



### Percent of Partner Satisfaction



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Kelly Ray,  
Special Projects Coordinator

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

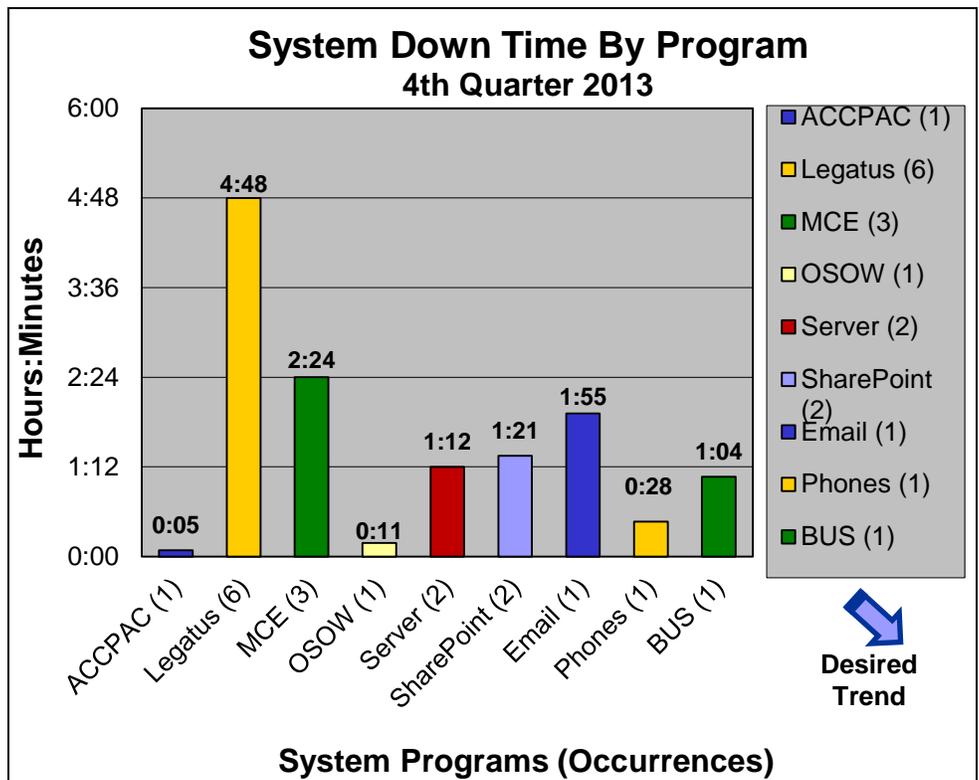
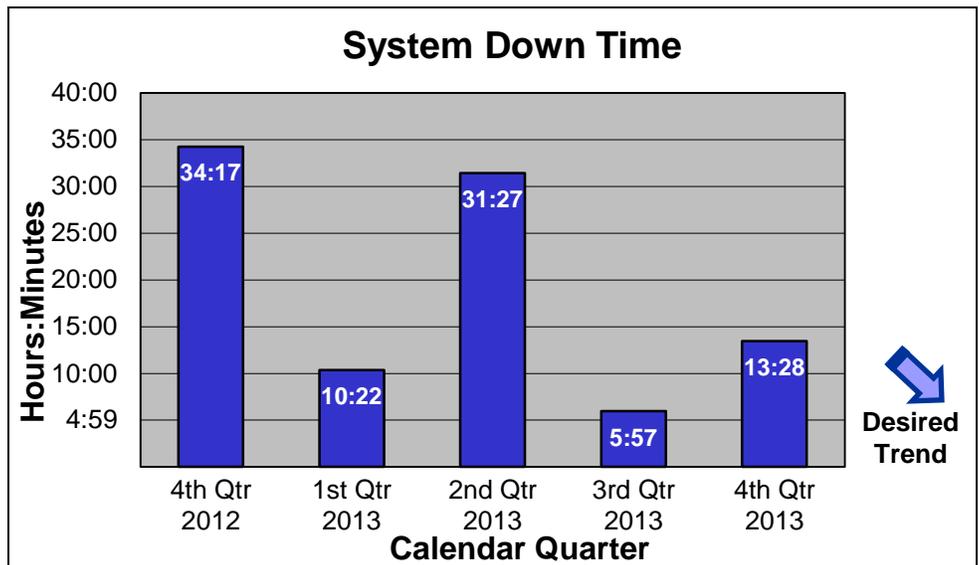
Designated staff within MCS log system down time. Down time includes periods when specified systems are inaccessible.

System latency includes system responses greater than seven seconds. Slow responses or inaccessibility of specified systems affects the ability to provide an innovative and timely response to customers.

# PROVIDE OUTSTANDING CUSTOMER SERVICE

## System down time – 2c

MCS ended the last quarter of 2013 with a down time of 13 hours and 28 minutes. While higher than third quarter, it is much improved from the same period in 2012. Fourth quarter is always the busiest time of year in MCS because in addition to normal business operations in all programs, 61.8 percent of the 48,034 vehicles registered are renewed during this quarter and OSOW carriers renew their annual blankets during this time.



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Carmen Claypool,  
MCS System and Training Analyst

## PURPOSE OF THE MEASURE:

This measure tracks the number of first time and repeat pageviews of Motor Carrier Services' website per quarter to measure how effectively MCS web pages are being accessed.

## MEASUREMENT AND DATA COLLECTION:

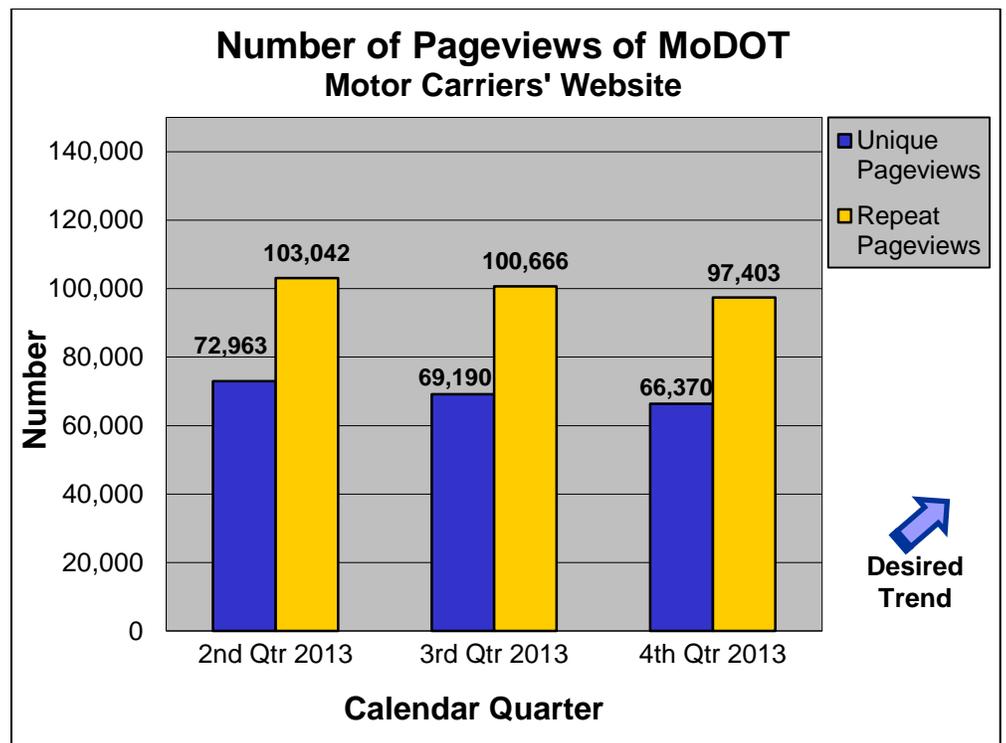
Data is gathered using Google Analytics software. Google Analytics measures site activity and produces reports in graphic and tabular forms. Data is exported to an Excel spreadsheet which totals first time and repeat visits to each page.

Google Analytics defines pageviews as the total number of pages viewed. Repeated views of a single page are counted. Unique pageviews is the number of visits during which the specified page was visited at least once. A unique pageview is counted for each URL and page title combination.

# PROVIDE OUTSTANDING CUSTOMER SERVICE

## Number of unique and repeat pageviews of MoDOT Motor Carriers' website – 2d

Good organizations share information with the people they serve. Motor Carrier Services communicates up-to-date vital state and federal information through program information, links, and user guides available 24/7 on the MCS website. MoDOT Carrier Express makes issuing permits, renewing plates and other vital online transactions available to customers any time, anywhere, saving them time and money.



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Carmen Claypool,  
MCS System and Training Analyst

## PURPOSE OF THE MEASURE:

This measure tracks Motor Carrier Services CCC progress toward the goal of increasing the number of cross trained staff, which will equip MCS to continue to provide excellent customer service.

## MEASUREMENT AND DATA COLLECTION:

Data is collected from the Cross Training log housed in SharePoint.

Agents perform a variety of functions; this measure does not count total agents; it counts the number of agents trained to process the programs or tasks listed.

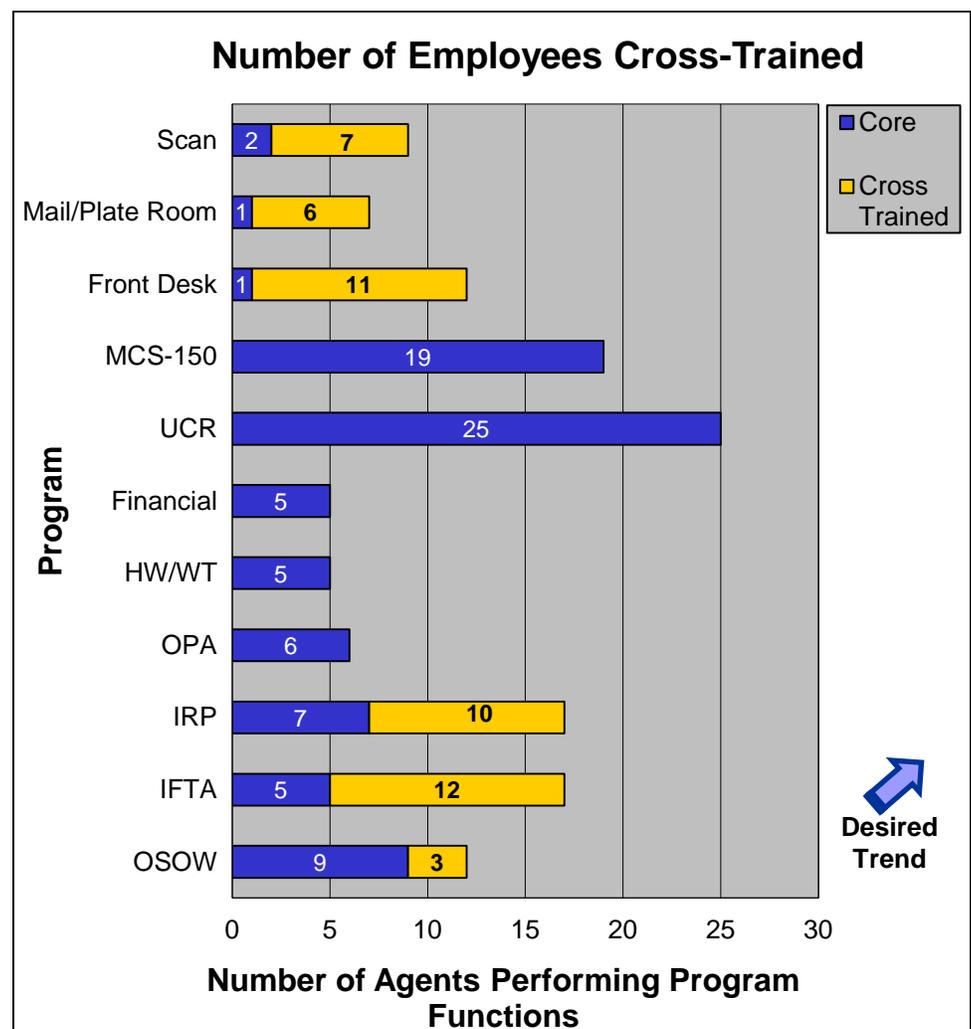
# PROVIDE OUTSTANDING CUSTOMER SERVICE

## Number of employees cross-trained – 2e

Motor Carrier Services has achieved outstanding customer service ratings by providing well-trained agents who are prepared to assist commercial motor carriers with the numerous credentials and permits needed to operate their business.

Cross-trained agents offer invaluable assistance to customers, who appreciate the fact that they don't have to be transferred from section to section to obtain the information they seek. Cross-trained agents may not know every complex piece of a program, but are equipped to respond to routine inquiries daily. Programs such as UCR, or assisting customers with the MCS-150 are considered "core" to all who perform those functions.

It is part of the FY2014 Business Plan goal to increase the number of agents who can assist customers across programs.



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Kim Russell,  
Motor Carrier Project Manager

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

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

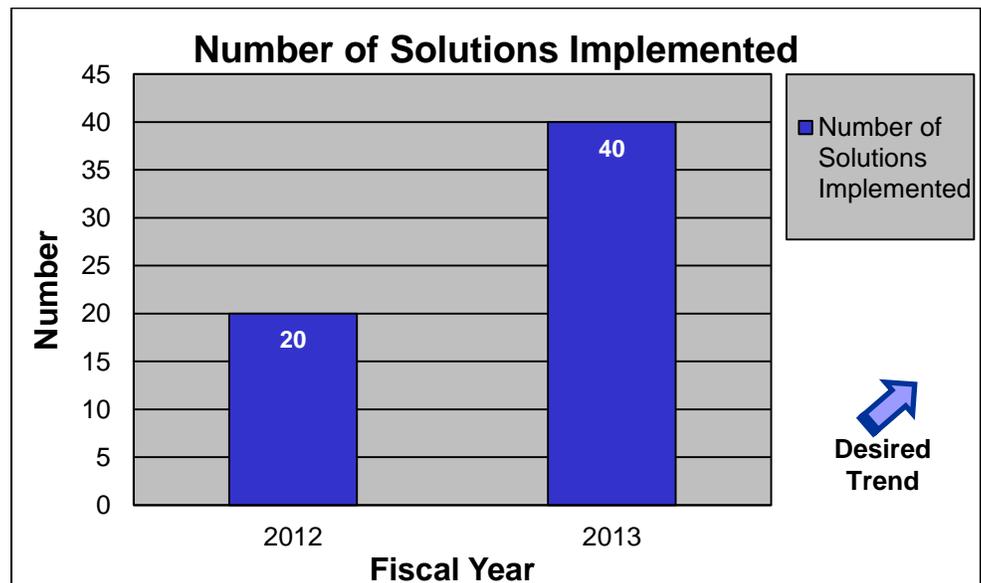
# PROVIDE OUTSTANDING CUSTOMER SERVICE

## *Innovative solutions implemented in support of the tangible results – 2f*

Motor Carrier Services works very closely with industry partners, customers, and staff to constantly develop innovative solutions to increase efficiencies and improve customer service. During fiscal year 2013, a total of 40 innovative solutions were implemented compared to 20 in 2012. This is a 50 percent increase from last year.

A few of the solutions implemented include system enhancements, paperless office goals, field staff obtained CDLs to help plow snow, implementation of auto-dialer service, weigh station scale maintenance, seat belt safety violation notifications, online insurance filing, increase in online usage, new online customer satisfaction survey, UCR auto-invoicing, IFTA annual filer, S&C rewrite, OSOW online insurance, etc. All of these solutions support the following tangible results:

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



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Angie Rickard,  
MCS Systems and Training Analyst

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

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

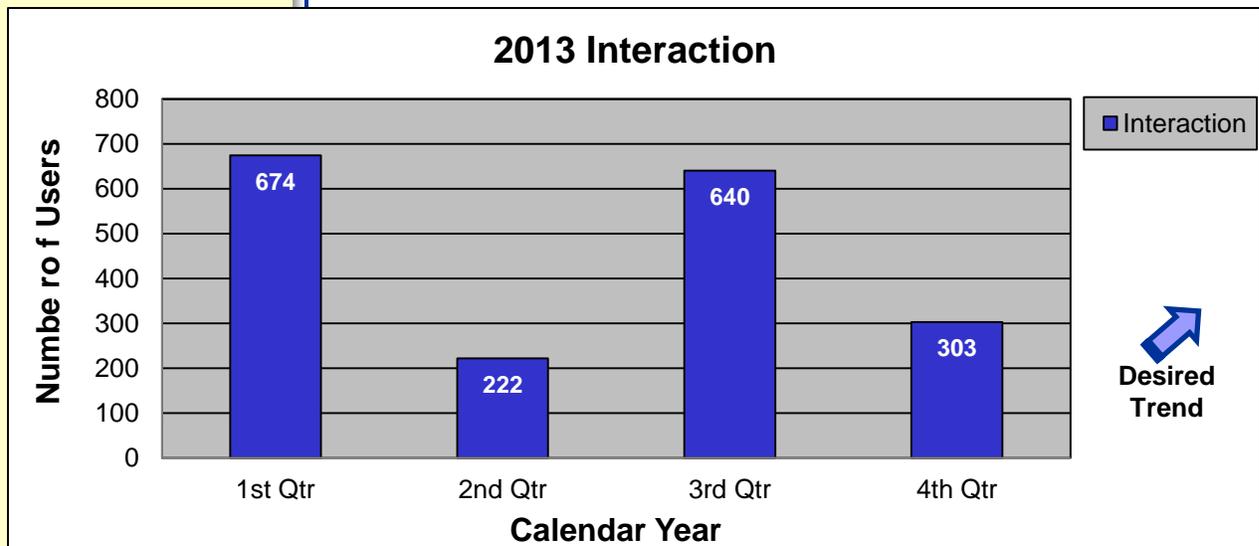
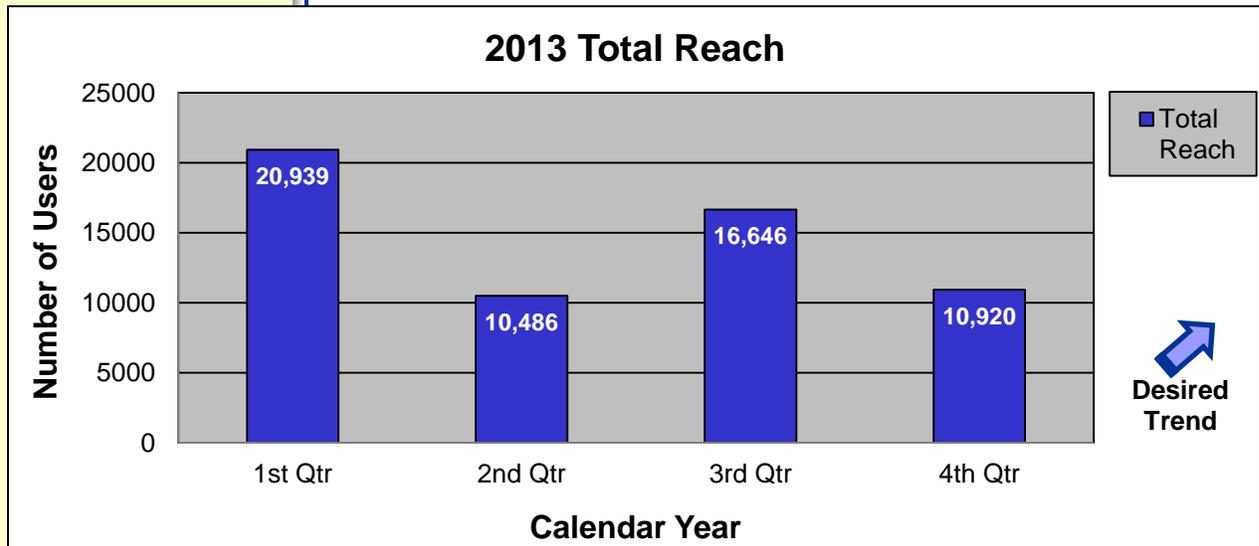
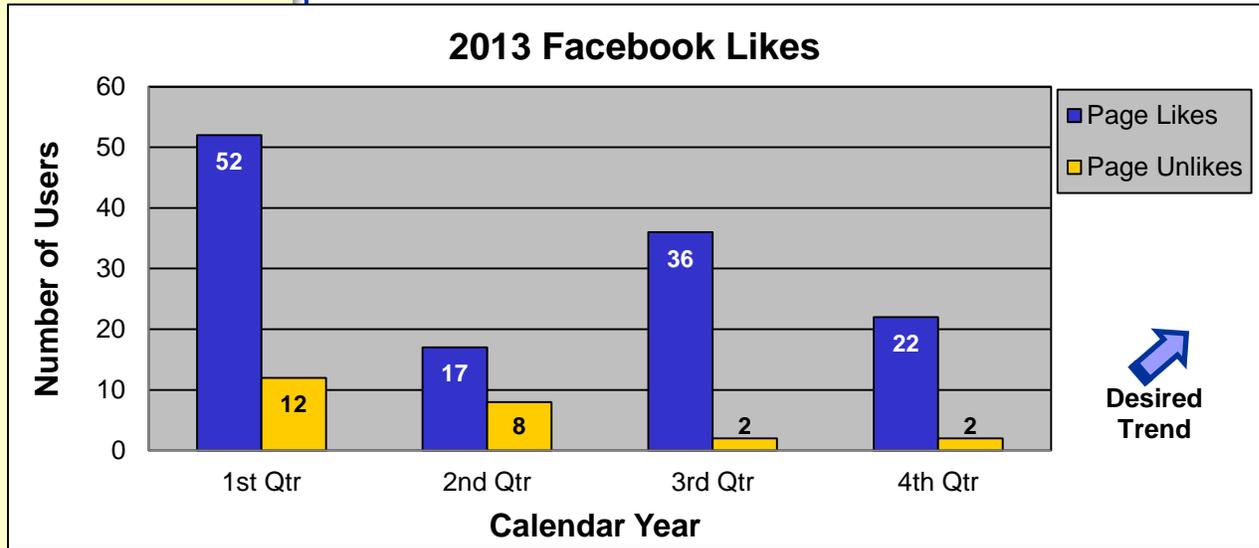
# PROVIDE OUTSTANDING CUSTOMER SERVICE

## *Social Media – 2g*

Social media is an intricate part of our society today. People stay connected with current events, work, family, and friends through their handheld mobile device now more than any other form of communication. Facebook is one of the premier tools for individuals to receive and divulge information on a professional as well as personal level, especially for motor carriers that are often on the road. MoDOT Motor Carrier Services Facebook page is a great way for us to stay in touch with our customers about what we are doing, and provide information they may find useful throughout their travels. Posts to our page include weather updates, breaking MoDOT news releases, and common interest stories centered around travel in Missouri.

Just creating a Facebook page and adding stories and information is not enough to know if what we are doing is of importance to those we serve. The overall goal of the MoDOT Motor Carrier Services page is to provide the information people want when they want it. Based upon reports available through Facebook we are able to determine how effective our communication with carriers and the general public is. In 2013, 103 people liked our page, and follow our posts on their news feed. In addition, postings from the MoDOT Motor Carriers page reached 58,991 individuals. Reach is defined as the number of people who have seen any content associated with our page. Of that 58,991, 1,839 interacted with our page. Interaction can occur through liking our page; posting on our timeline; liking, commenting or sharing one of our posts; answering a question we posted; responding to an event we created; mentioning our page; tagging our page; or checking in at our location.

# PROVIDE OUTSTANDING CUSTOMER SERVICE



# OPERATE A RELIABLE AND CONVENIENT TRANSPORTATION SYSTEM

## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Debbie Bradshaw,  
Motor Carrier Compliance Supervisor

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

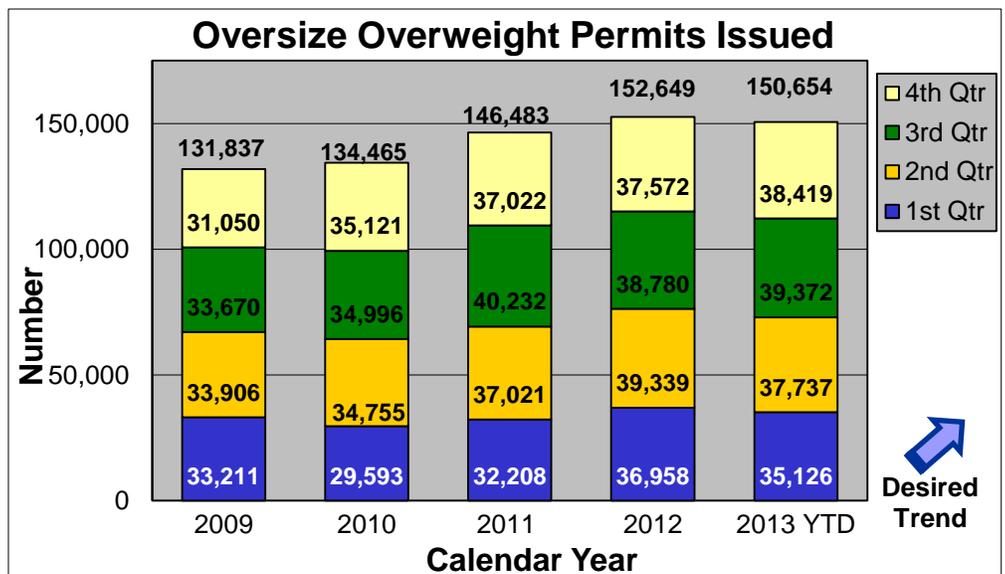
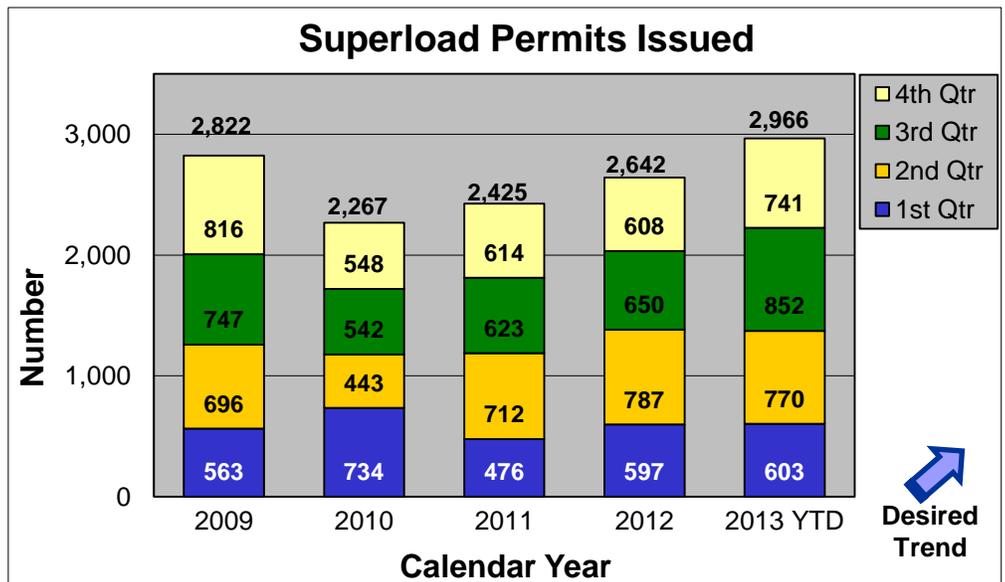
Data is collected monthly from reports in the MoDOT Carrier Express system.

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

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

## Number of superload and oversize overweight permits issued – 3a

Motor Carriers who haul loads that exceed Missouri's legal weight and size requirements must obtain Oversize Overweight permits. OSOW permits give specific routes and special requirements the carrier must follow when using the Missouri state highway system. OSOW permits ensure safety for carriers and travelers as well as protection to Missouri's infrastructures. Between the fourth quarter 2012 and 2013, the total number of superloads issued increased by 22 percent and the total number of OSOW permits issued increased by 2.3 percent. Between the third quarter 2013 and the fourth quarter 2013 the number of superloads decreased by 13 percent and the number of OSOW permits issued decreased by 2 percent.



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Kim Russell,  
Motor Carrier Project Manager

## PURPOSE OF THE MEASURE:

This measure indicates motor carriers' acceptance of tools designed to improve the flow of freight traffic on Missouri highways.

## MEASUREMENT AND DATA COLLECTION:

Data is collected by HELP, Inc.'s PrePass system computers which scan transponder-equipped vehicles as they approach 18 Missouri weigh stations. Pavement sensors check the vehicles weight while computers review MoDOT's records to determine the carrier's compliance with safety, insurance, and other state and federal regulations. Drivers are notified to stop or are allowed to continue without delay. Carriers that comply with state and federal regulations save time and money.

The Missouri State Highway Patrol provides a quarterly measure of the number of trucks that use Missouri's weigh-in-motion scales at Mayview and Foristell. These scales measure weight as trucks pass over them at 40 mph. Using ramp scales rather than fixed scales that require a full stop saves both time and money.

The benchmark state of Kentucky uses ramp sorter weigh-in-motion scales as its primary weighing tool for verification of compliance at all its weigh facilities.

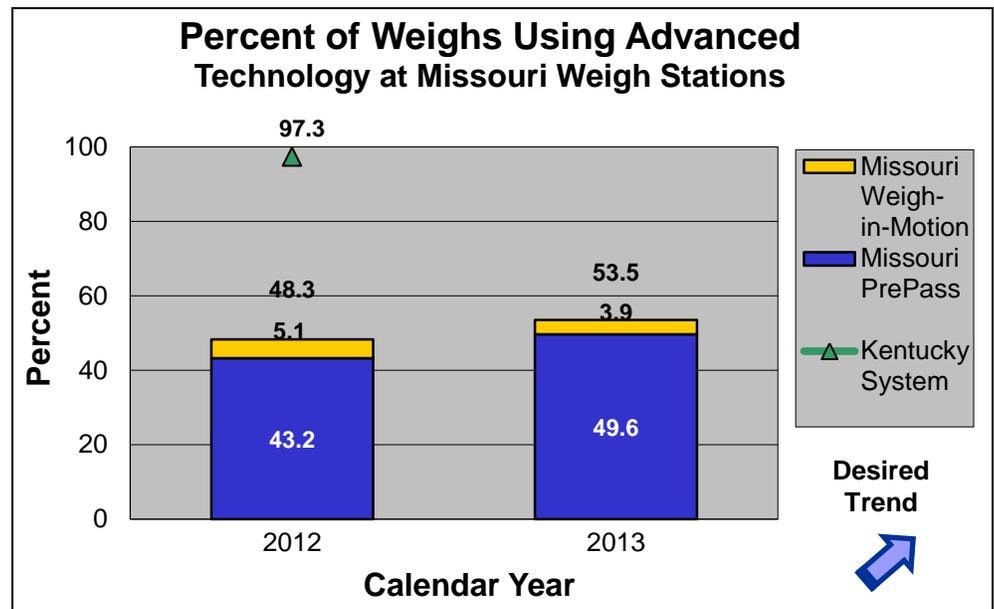
# OPERATE A RELIABLE AND CONVENIENT TRANSPORTATION SYSTEM

## Percent of weighs using advanced technology at Missouri weigh stations – 3b

The more trucks that utilize advanced technology at Missouri weigh stations tend to correlate closely with compliance. Carriers that are using the technology and are compliant get to bypass weigh stations saving them time and money.

The number of weighs verified using advanced technology and bypassing the static scales, as well as the number of weighs on the ramp weigh-in-motion was slightly (5.2 percent) higher in 2013 compared to 2012. This is due to the significant decrease (5.2 percent) in the number of non-PrePass weighs.

Note: There is not a direct correlation between number of trucks and number of weighs as a truck can be weighed multiple times.



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Kelly Ray,  
Special Projects Coordinator

## PURPOSE OF THE MEASURE:

This measure compares the number of transactions entered by customers in the MoDOT Carrier Express system versus the number entered by Motor Carrier Services employees.

## MEASUREMENT AND DATA COLLECTION:

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

Customers are encouraged to conduct business via the Web to reduce turn-around time and increase MCS production levels. Office personnel spend less time entering data when customers enter their own information online.

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

# USE RESOURCES WISELY

## *Customer entered transactions vs. agent entered transactions – 4a*

Oversize Overweight ended the year with a new all-time high for the past five years with almost 80 percent of customers entering their own transactions.

Likewise, the International Registration Plan online customers' usage experienced a new all-time high for 2013 over the previous four years. As usual, the percentage of add jurisdiction transactions performed by agents remains high due to the fact that many times customers try the transaction themselves but cannot complete because of an existing open supplement.

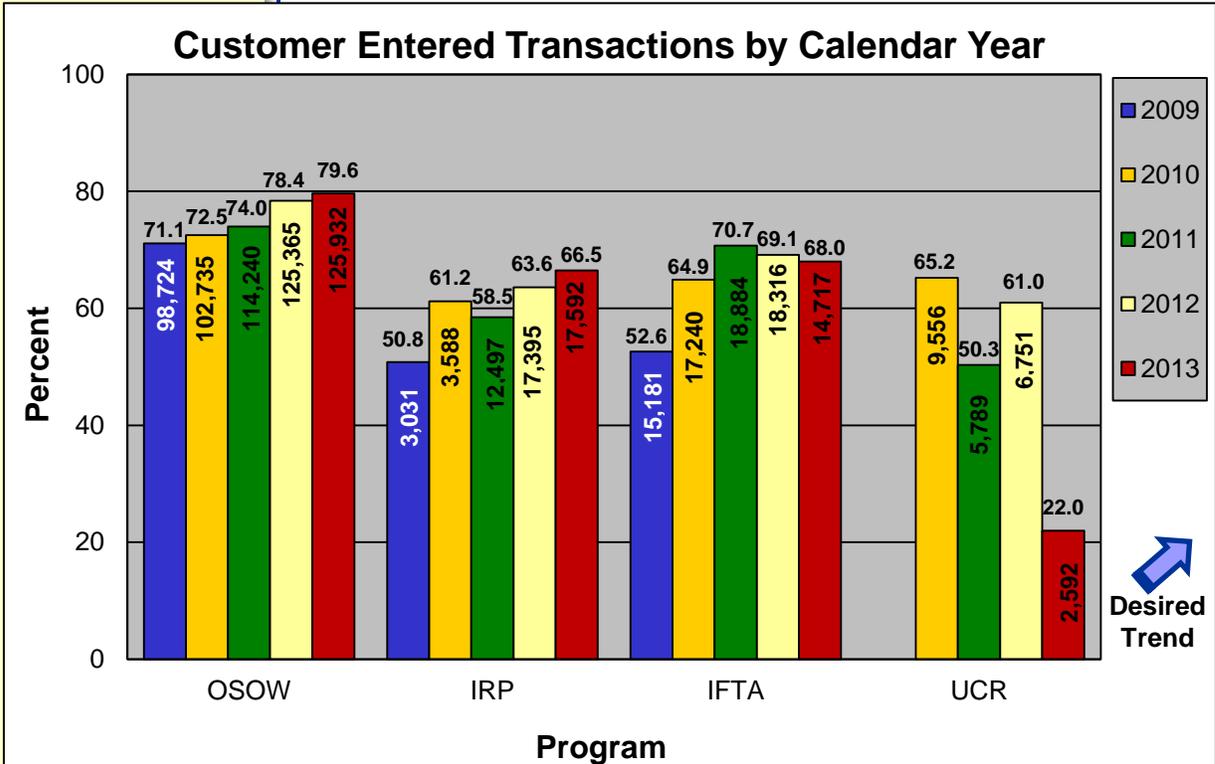
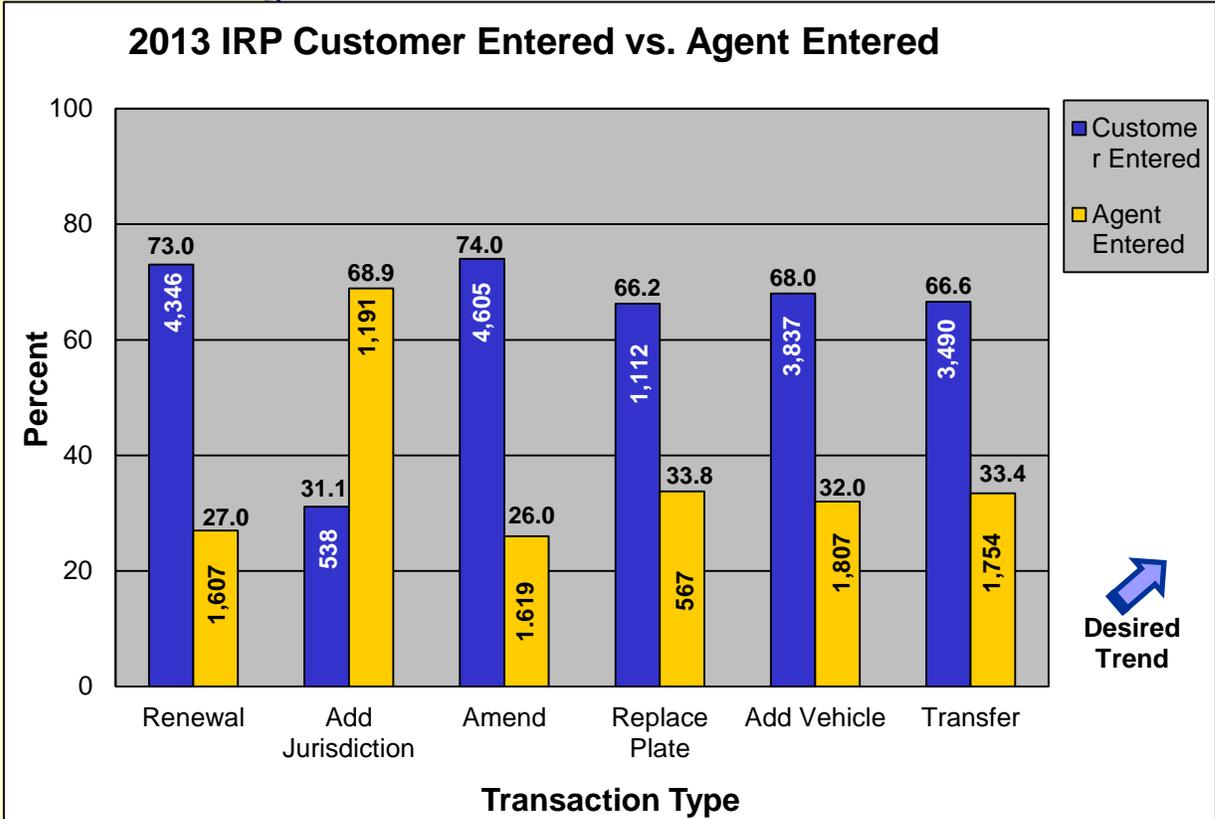
These new records are a testament that continued encouragement and training of customers works, and the ability of the system to automatically issue credentials within seconds of application/payment is a benefit that carriers recognize.

For the second year in a row, the number of International Fuel Tax Agreement customers entering their own returns for 2013 decreased about one percent. One contributing factor may be the implementation of annual filing for customers that travel less than 5,000 miles in states other than Missouri. These customers have until January 31<sup>st</sup> of the following year to file all four quarters at one time rather than submitting quarterly returns throughout the year.

The number of UCR customer-entered transactions for 2013 is significantly less than 2012. This is due to a new auto-invoicing process introduced during the third quarter. Since its inception, a total of 5,951 transactions have been completed that were initiated by the auto-invoice process, contributing to fewer customers entering their own transactions.

MCS System and Training Analysts provided one outreach during the fourth quarter, ending the year having conducted twelve statewide outreaches and one, one-on-one training session at a customer's place of business. Staff continues to provide one-on-one customer training via phone. Auto-dialer messages are made quarterly to customers in all programs except OSOW. OSOW customers receive an annual reminder to renew blanket permits.

# USE RESOURCES WISELY



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Debbie Bradshaw,  
Motor Carrier Compliance Supervisor

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

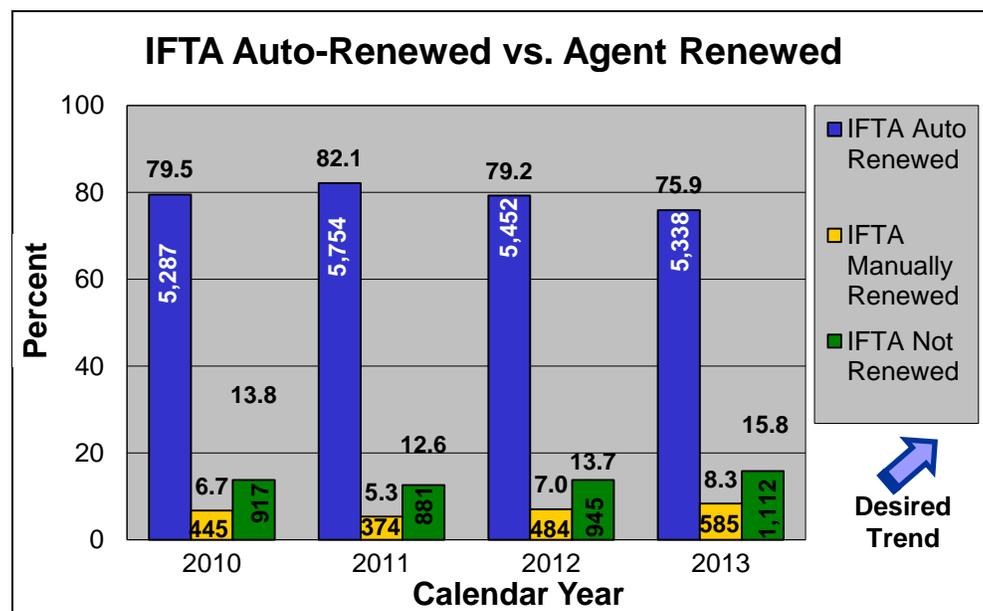
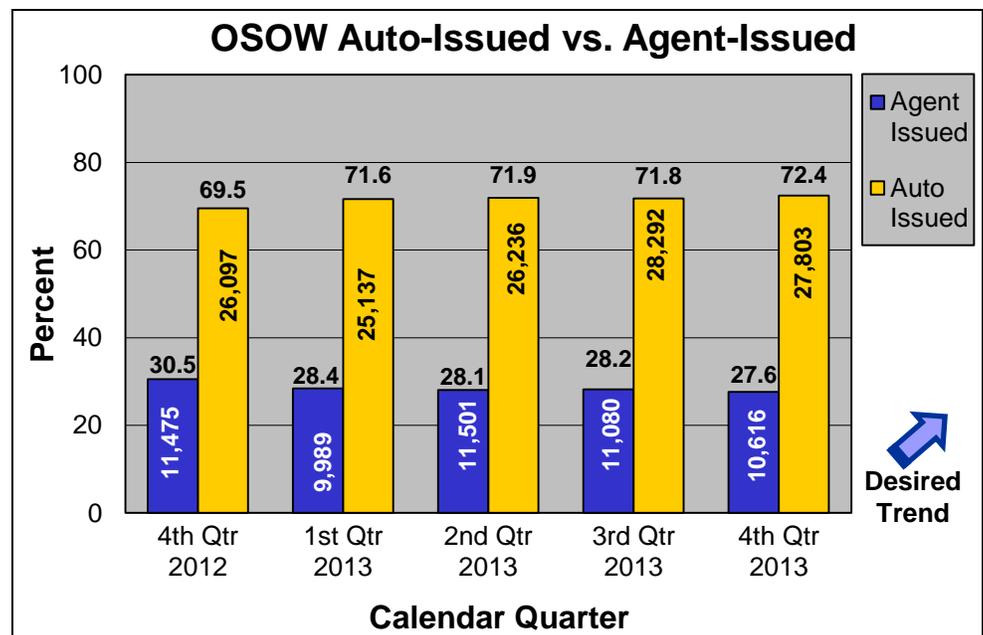
Data is collected monthly and yearly from reports in the MoDOT Carrier Express. Not all transactions produce a credential. Therefore, auto- and agent-issued transactions do not reflect the total number of transactions worked. Oversize Overweight data is compared quarterly. Because IFTA is an annual credential,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

# USE RESOURCES WISELY

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

Oversize/Overweight permits are auto issued by the MoDOT Carrier Express system without assistance from a Motor Carrier Services agent. The system is available to customers twenty-four hours a day, seven days a week. The percentage of permits issued without agent intervention is 72.4. This is an increase of 0.8 percent from third quarter of 2013 and an increase of 2.9 percent from fourth quarter 2012.

From 2012 to 2013, the amount of auto-issued renewals decreased by 3.3 percent. The amount of IFTA manually renewed increased by 1.3 percent and the IFTA that did not renew has increased by 2.1 percent.



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Patti Suling,  
MCS System and Training Analyst

## PURPOSE OF THE MEASURE:

This measure tracks the number of hours MCS employees telecommute or work from a remote location.

## MEASUREMENT AND DATA COLLECTION:

Telecommuting is an option for MCS employees who are able to perform without diminishing the quality of work, productivity or level of service.

Each employee enters the number of hours worked into a database each day for the number of hours they work away from the office.

# USE RESOURCES WISELY

## *Telecommuting and remote work hours – 4c*

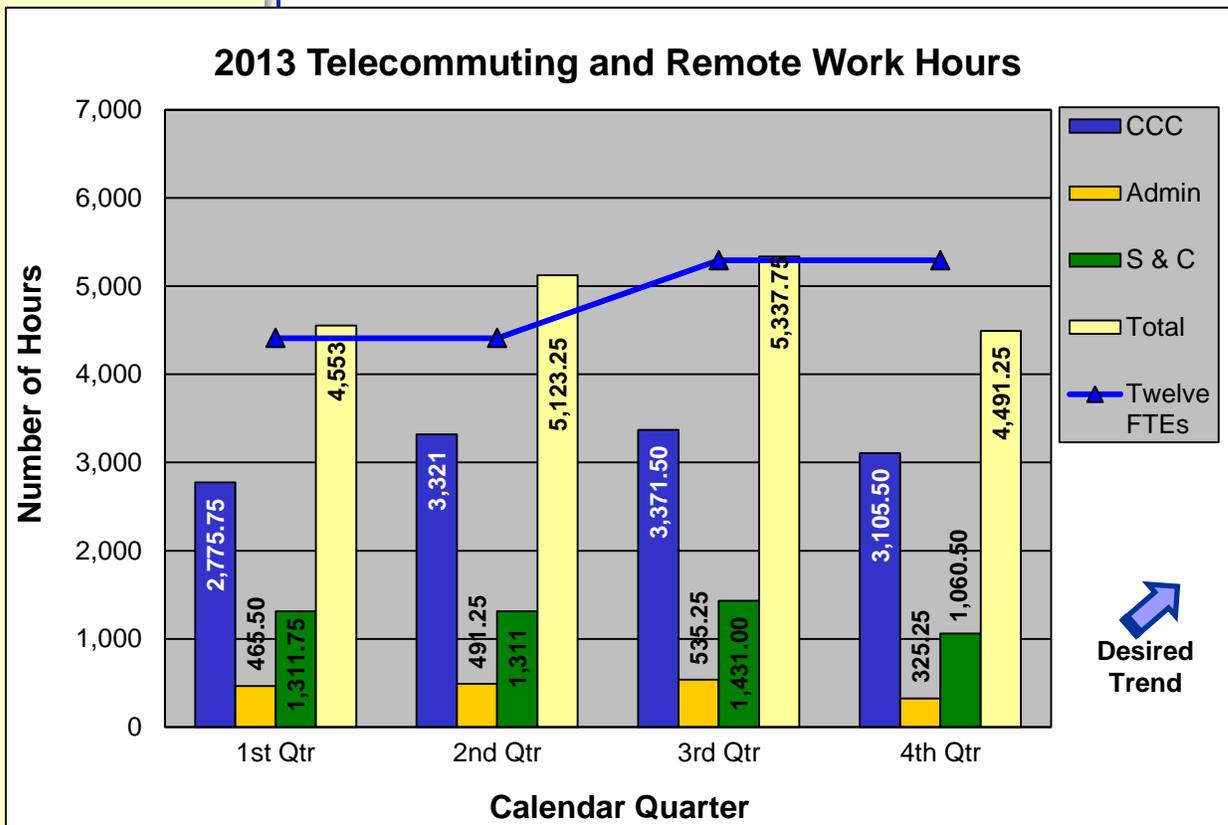
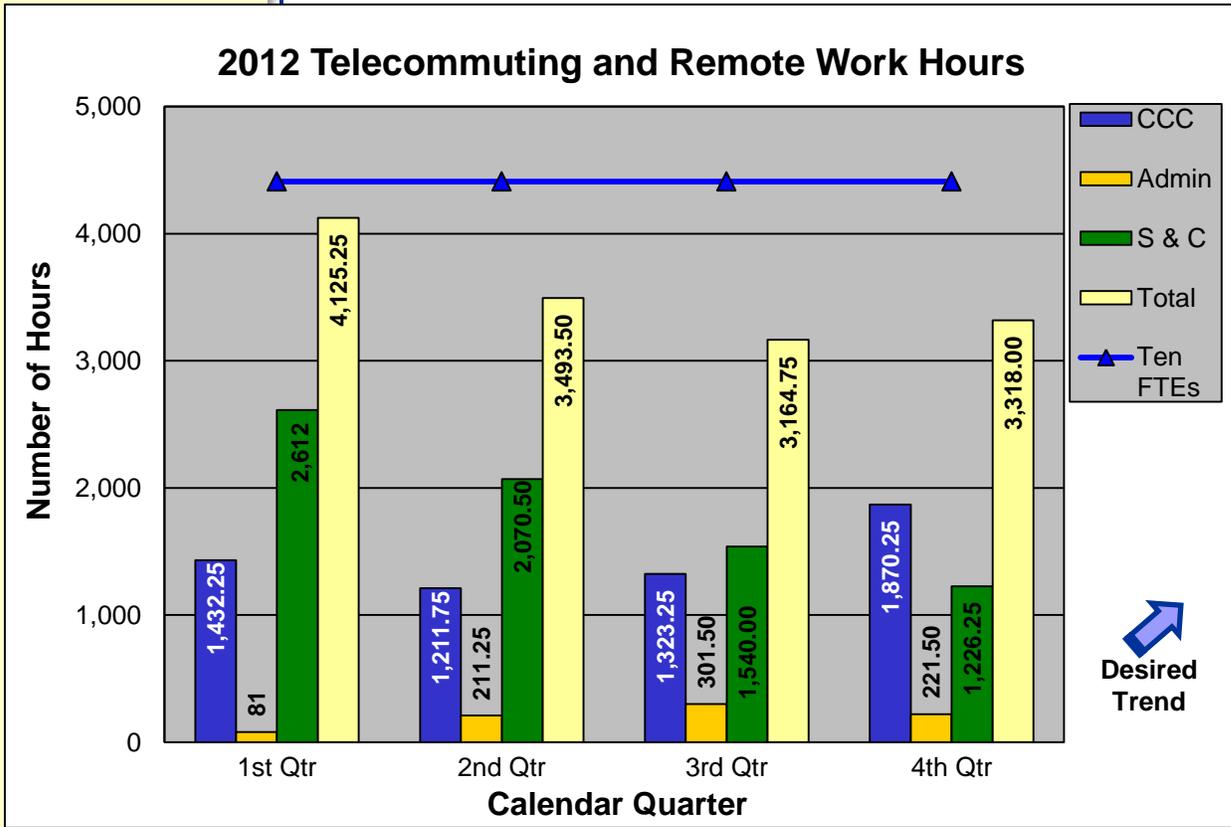
Motor Carrier Services began telecommuting not only to assist the agents with soaring fuel prices, but also to decrease the overhead cost to the MCS division. Another advantage came when a massive snowstorm prevented employees from getting to the office; however telecommuters can do all of the duties that an agent in the office can do such as answering phones and issue credentials and permits from their homes. MCS telecommuters have also assisted in answering phones for 1-888-ASK-MoDOT about road conditions when travel was not allowed for permitted loads, decreasing the wait time for customers. Fourth quarter 2013 telecommuting totals are 4,491.25, which is a 15.86 percent increase from fourth quarter 2012 and greater than 10 full time employees but less than the desired 12.

Corrected third quarter of 2013, MCS is down 1,286.35 telecommuting hours from what had been reported. Several reporting errors were discovered when compiling fourth quarters Division Tracker. The corrected percentage is a 68.66 percent increase from third quarter 2012. This is still greater than 12 FTEs that MoDOT isn't providing a space for in a MoDOT facility, which is allowing MCS to downsize to a smaller office in the future.

Note: One FTE is considered 147 hours per month after consideration of average use of annual leave, sick leave and holiday hours.



# USE RESOURCES WISELY



**RESULT DRIVER:**

Scott Marion,  
Motor Carrier Services Director

**USE RESOURCES WISELY**

*Budget to Actual (PS and E&E) – 4d*

**MEASUREMENT DRIVER:**

Brenda Wells,  
MCS System & Training Analyst

**PURPOSE OF THE MEASURE:**

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

**MEASUREMENT AND DATA COLLECTION:**

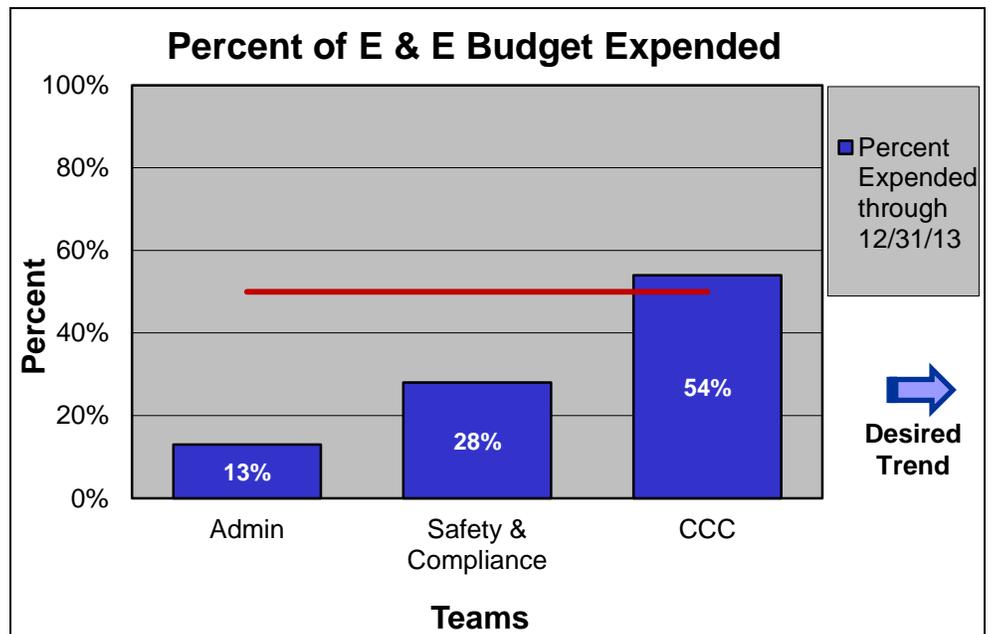
This measure compares the MCS budget to expenditures and reflects the budget amount remaining at the end of each fiscal year. The source of the data is the BRASS (MoDOT’s budget system) Budget-to-Actual Report in ReportNet.

**Expense and Equipment (E & E) Budget**

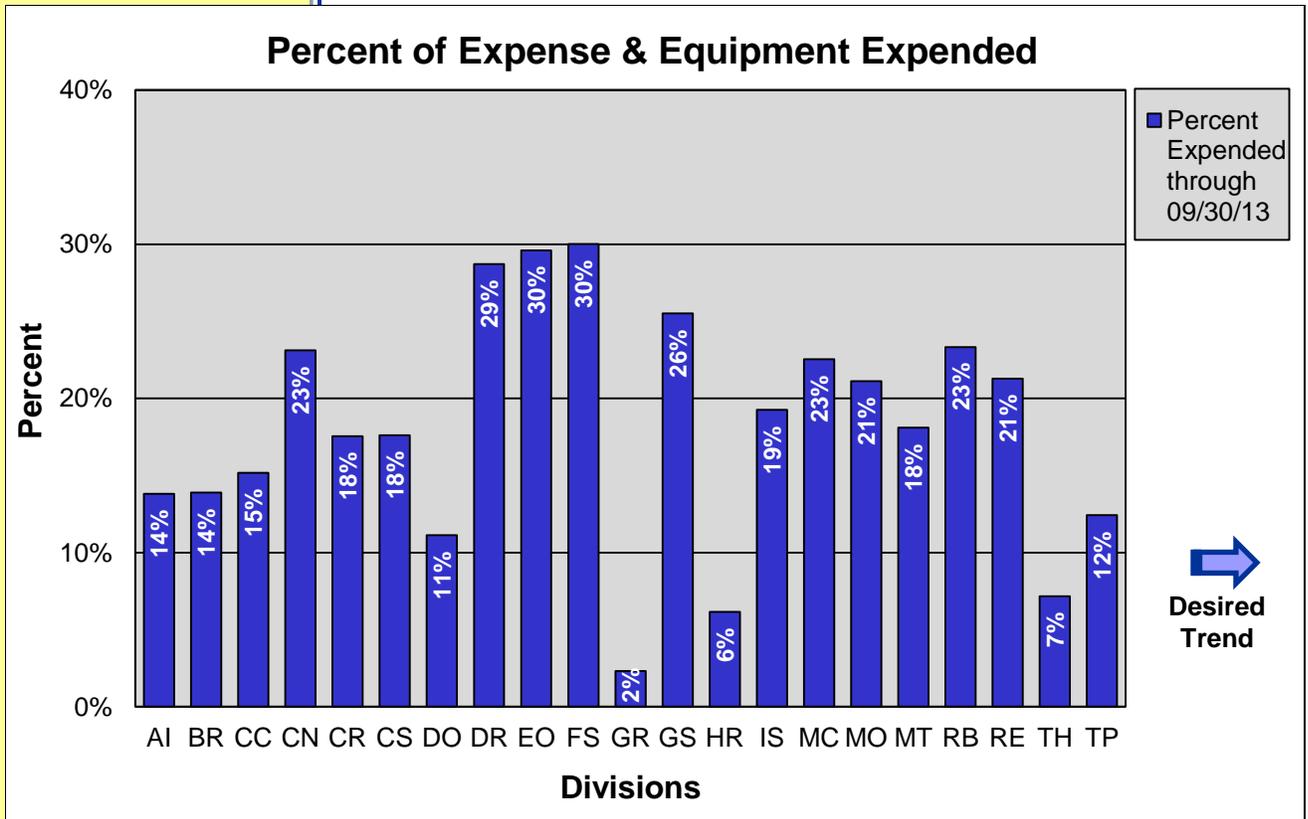
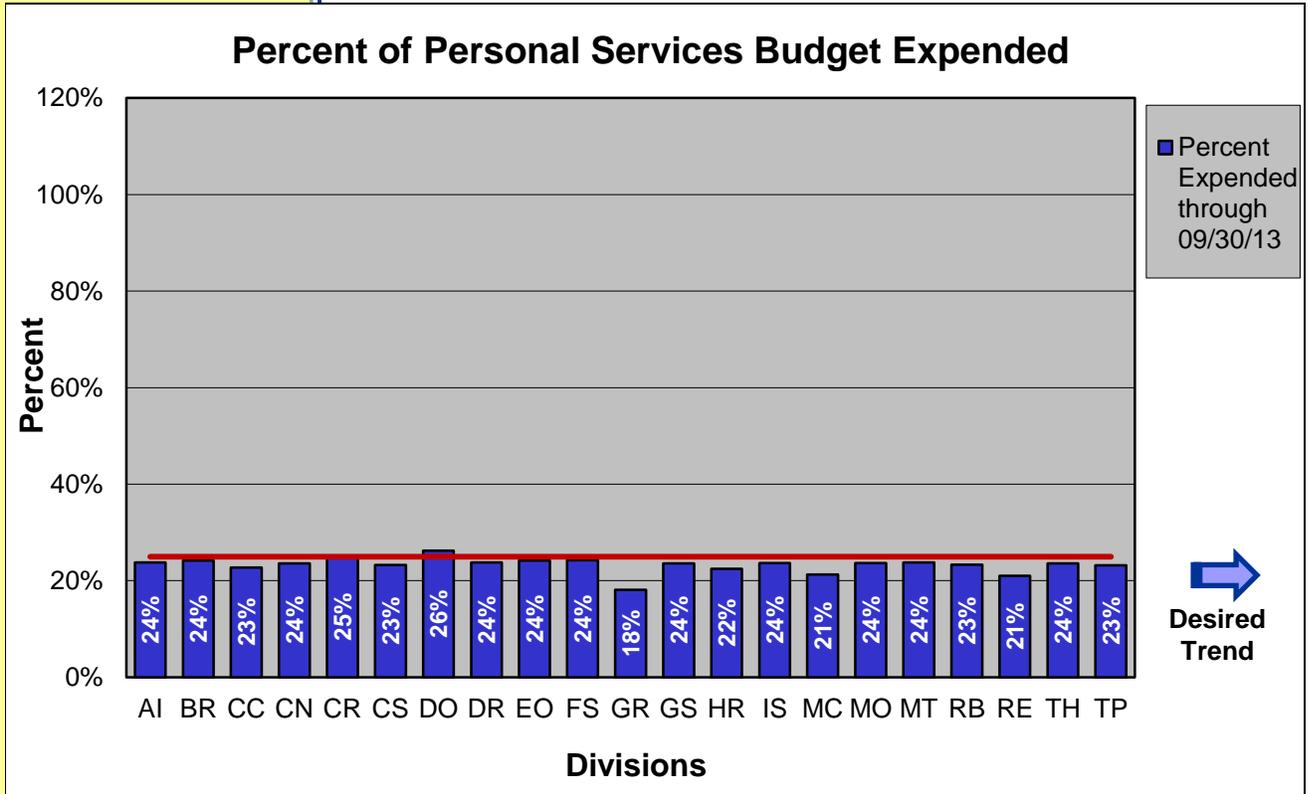
Fiscal year to date, MCS expended 39 percent of its E & E budget.

**Personal Services (PS) Budget**

Fiscal year to date, MCS expended 43% of its PS budget.



# USE RESOURCES WISELY



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Joy Prenger,  
Motor Carrier Compliance  
Supervisor

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

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

# USE RESOURCES WISELY

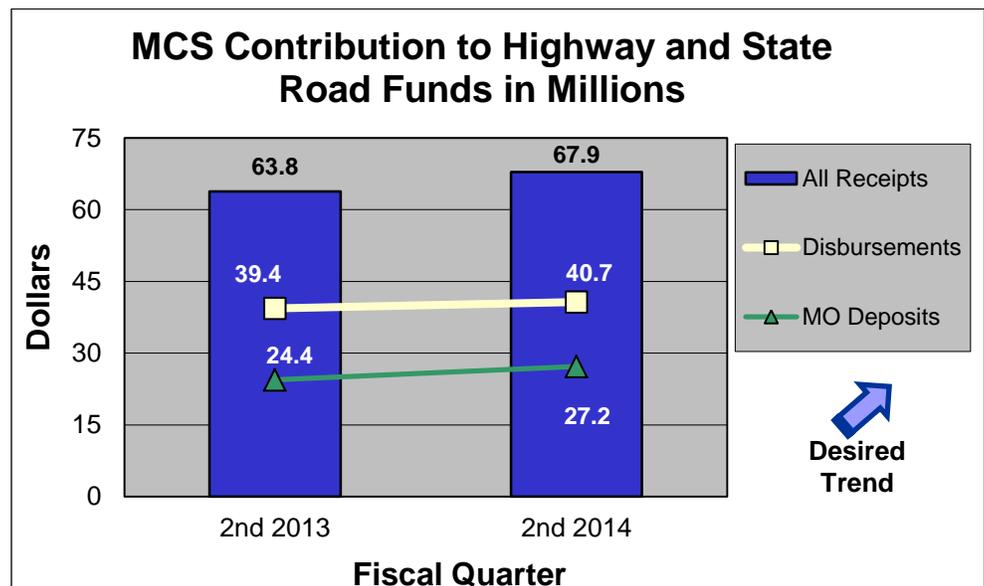
## Motor Carrier Services' contribution to highway and state road funds – 4e

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

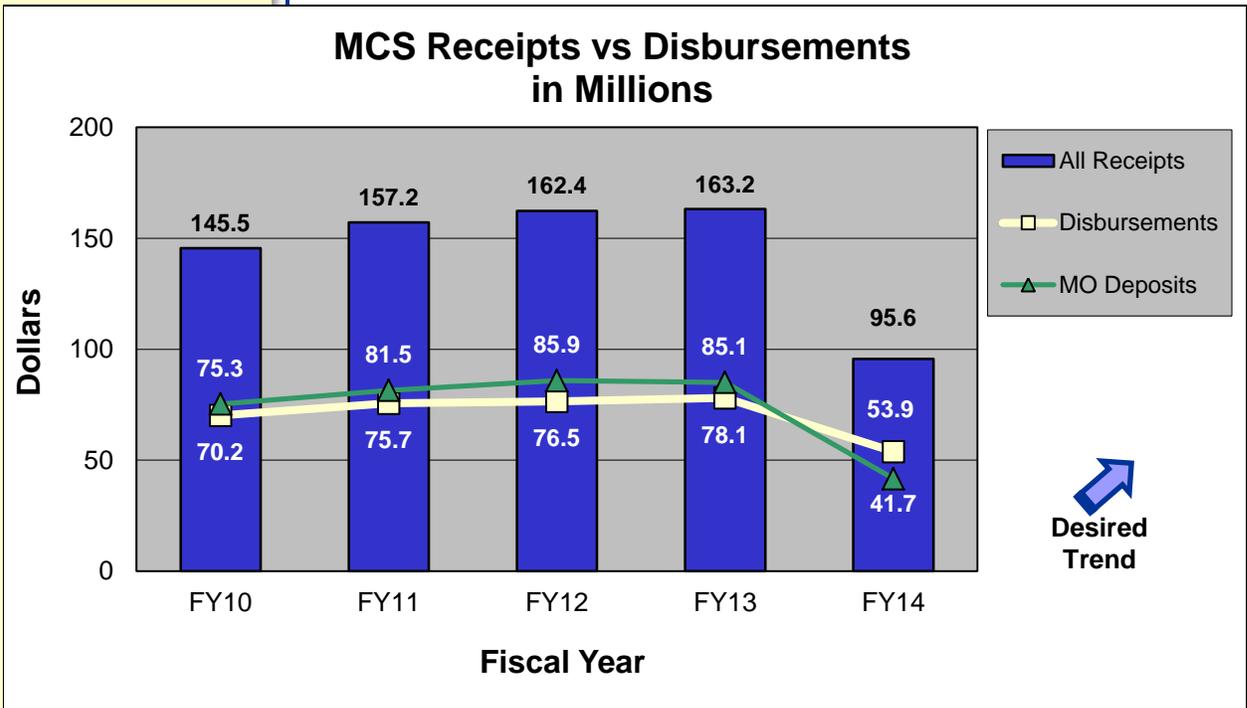
Compared to the second quarter of 2013, fiscal year 2014 collections show an increase of 6 percent.

Oversize Overweight permit collections continue to contribute \$2.4 million dollars per quarter to maintain the condition of our existing roadways and bridges and keep our travelers safe.

MCS contributed \$27.2 million dollars to the state road fund this quarter. During the same time frame, MCS distributed approximately \$40.7 million dollars to our partnering states and Canadian provinces to assist them in keeping their roads and bridges in good condition and keeping their travelers safe.



# USE RESOURCES WISELY



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Brenda Wells,  
MCS System & Training  
Analyst

## PURPOSE OF THE MEASURE:

This measure tracks the department's timeliness in processing vendor payments.

## MEASUREMENT AND DATA COLLECTION:

The check date determines if the invoice payment is timely. Vendors age their receivables based on the date of the invoice; therefore, timely is defined as a check issued less than 31 days from the date of invoice. The department's measure is benchmarked to the U.S. General Services Administration (GSA), which is updated annually with the federal fiscal year calendar ending Sept. 30. This measure was first reported in fiscal year 2006 with 82.9 percent of the invoices being paid timely. This is an annual measure updated in July.

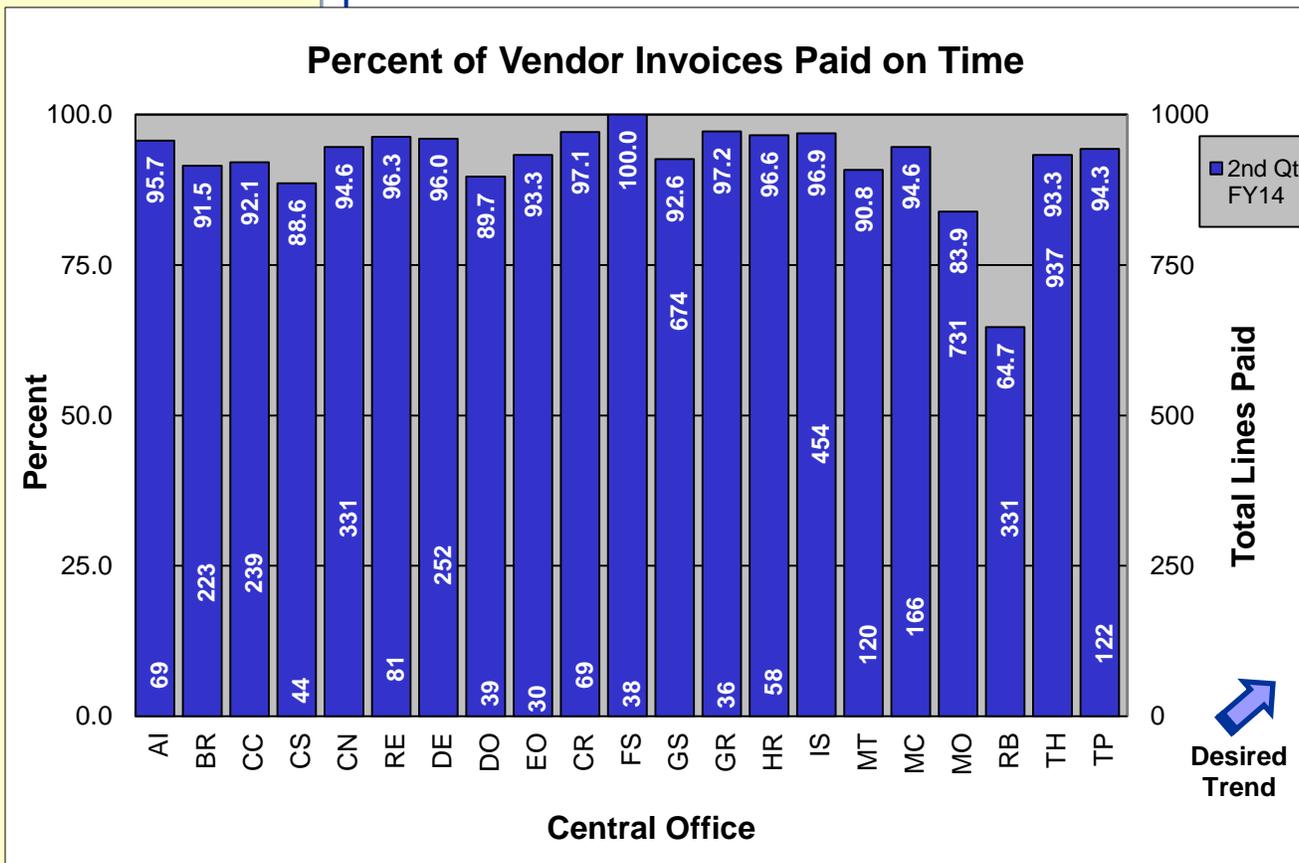
# USE RESOURCES WISELY

## *Percent of vendor invoices paid on time – 4f*

Motor Carrier Services (MCS) paid 166 invoices during the first quarter of fiscal year 2014. MCS paid 94.6 percent of the invoices within 30 days. Nine invoices were paid late; employee expense reports at 35,37,38, 42, 45, and 69 days and IMKO Diversified Staffing at 97 days.



# USE RESOURCES WISELY



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Joy Prenger,  
Motor Carrier Compliance Supervisor

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

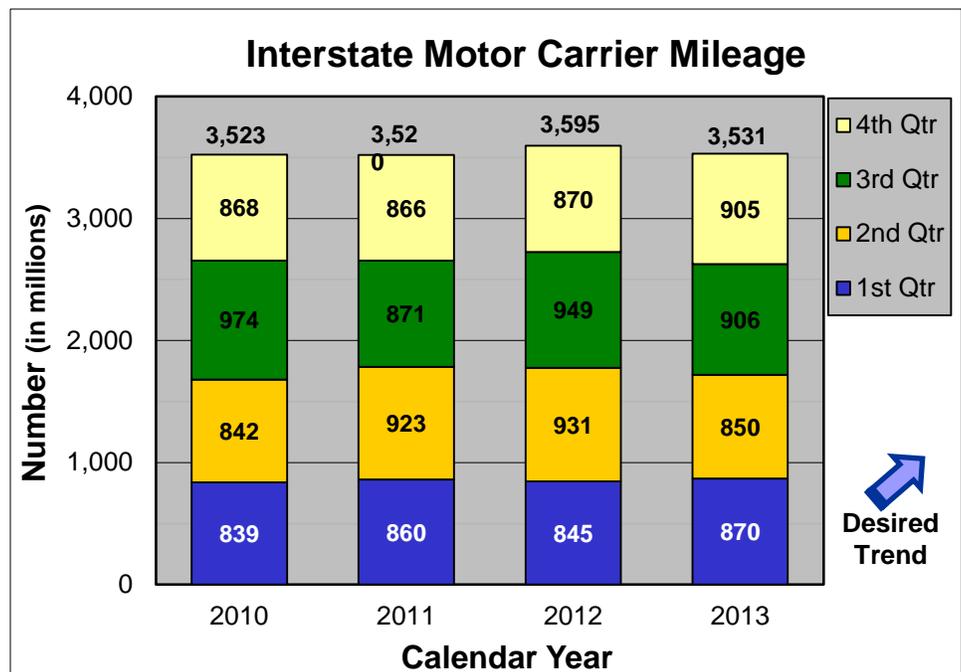
The International Fuel Tax Agreement (IFTA) allows motor carriers to obtain a single fuel license and set of decals if they operate in two or more states or provinces. Carriers file quarterly tax returns based on the amount of fuel purchased and total miles traveled in all states and provinces. There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

# ADVANCE ECONOMIC DEVELOPMENT

## Interstate motor carrier mileage – 5a

Total miles traveled by interstate carriers in Missouri decreased by less than a half percent from last quarter. Overall for 2013, total miles traveled decreased by 64 miles.

Compared to the same quarter last year, carriers based outside of Missouri traveled 6.3 percent more miles in Missouri. Missouri-based companies traveled 2.9 percent fewer miles in their home state.



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Davin Greeno,  
Motor Carrier Project Manager

## PURPOSE OF THE MEASURE:

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

## MEASUREMENT AND DATA COLLECTION:

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

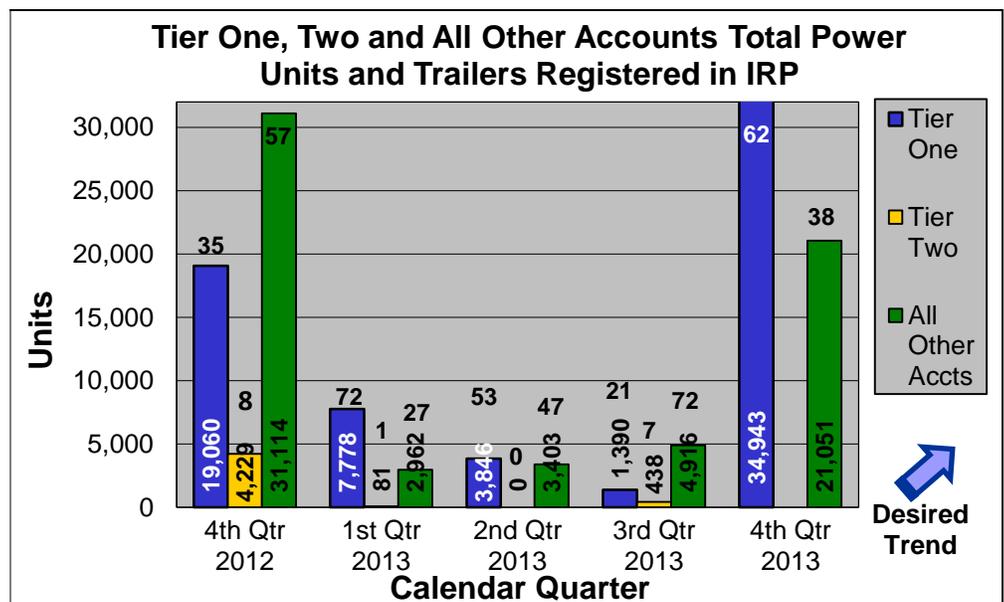
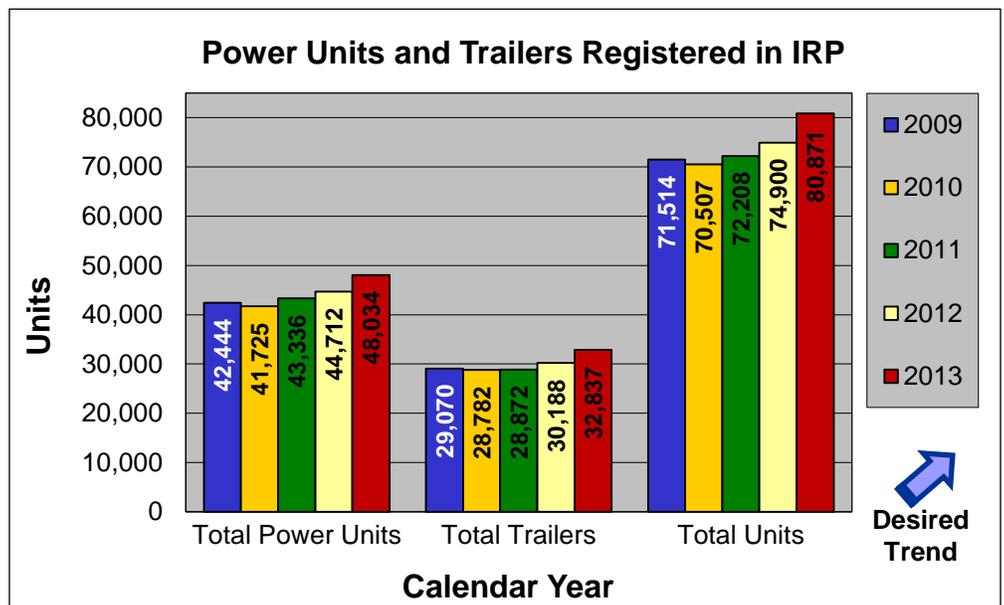
There are 19 tier one accounts that have a designated agent to work with them one-on-one for their business needs.

Tier two consists of 26 accounts that have an agent assigned to assist when needed. Tier two accounts use the CCC SharePoint worklist and call into the main number to speak with any agent available. The assigned agent makes contact with the customer a minimum of twice monthly.

# ADVANCE ECONOMIC DEVELOPMENT

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

Knowing the total number of power units and trailers registered in Missouri helps Motor Carrier Services track industry trends, growth and helps manage MCS workload. For calendar year 2013, IRP had 80,871 registered units, an increase of 5,917 units from 2012. Between fourth quarter 2012 and 2013 there was an increase 1,591 registered units in IRP. Tier one represents 62 percent of the total units, which is an increase of 27 percent or 15,883 units from fourth quarter 2012. All other accounts represent 38 percent of the total units, which is a decrease of 27 percent or 14,292 units from fourth quarter 2012.



## RESULT DRIVER:

Scott Marion,  
Motor Carrier Services Director

## MEASUREMENT DRIVER:

Kim Russell,  
Motor Carrier Compliance  
Supervisor

## PURPOSE OF THE MEASURE:

This measure tracks minority and female employment in MoDOT's workforce and compares it with availability data from the Missouri 2000 Census report.

## MEASUREMENT AND DATA COLLECTION:

MoDOT's Affirmative Action database is used to collect data. The Missouri 2000 Census data is used as the benchmark for this measurement. This measure is updated quarterly.

# Advance Economic Development

## *Percent of minorities and females employed by division – 5c*

By placing the right people in the right place, MoDOT can better serve its customers and help fulfill its responsibilities to taxpayers.

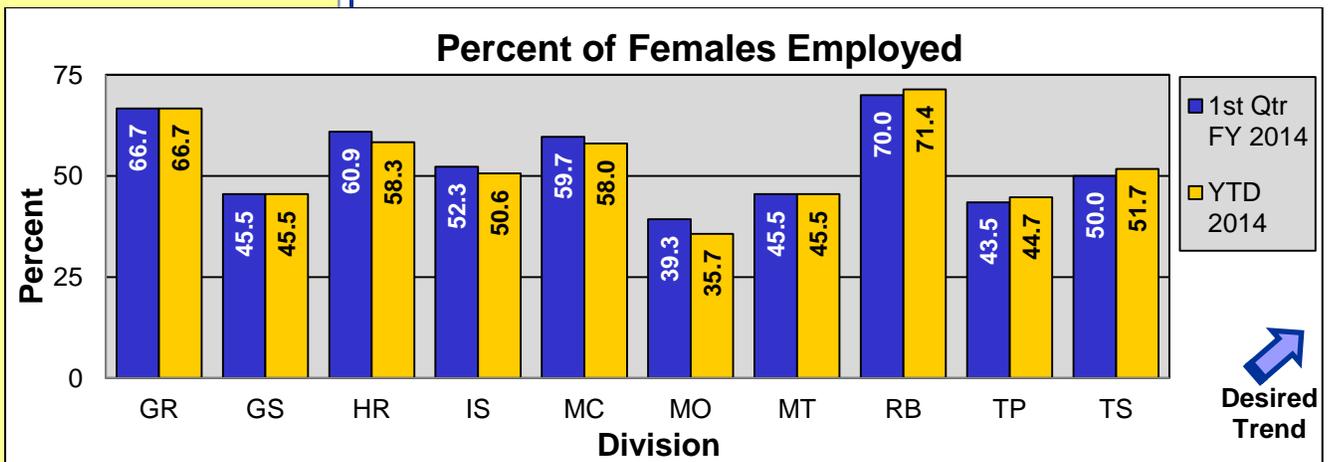
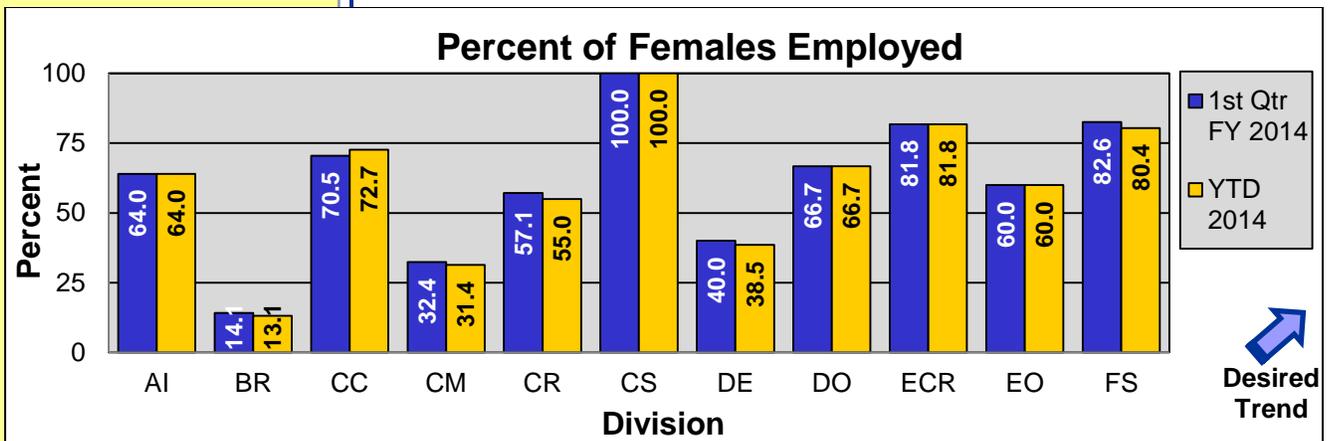
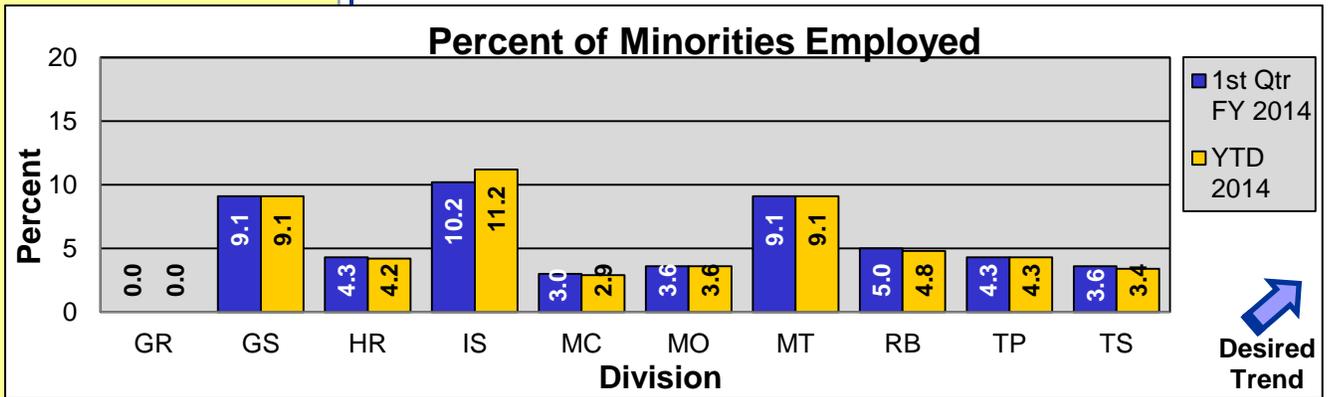
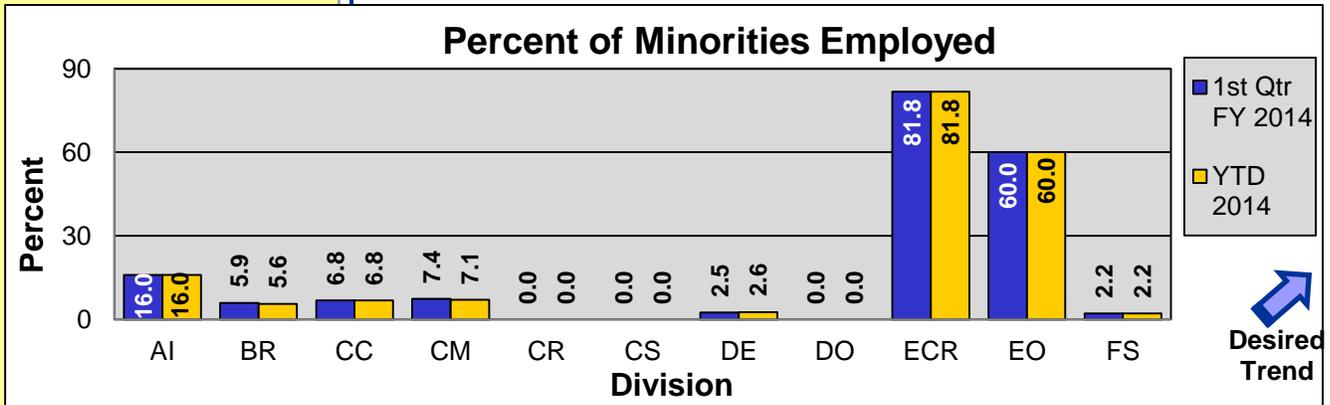
The number of minority employees decreased by 206 percent (493 to 480) from the first quarter of fiscal year 2014 to the second quarter of FY 2014. The number of female employees increased by 0.4 percent from first quarter of FY 2014 to second quarter of FY 2014 (945 to 949). When compared to overall employment, the percent of females decreased (18.86 to 18.79 percent), but is still above Missouri Availability of 16.27 percent. The percent of minorities also decreased (9.84 to 9.49 percent), and is below Missouri Availability of 11.84 percent. Total employment during this time decreased from 5,010 to 5,050.

MoDOT continues to advertise job announcements with organizations that are geared toward females and minorities, attend career fairs at historically black colleges and universities, make job announcements available at NAACP meetings and forward announcements to diverse contacts. MoDOT managers are encouraged to recruit diverse candidates and develop partnerships with organizations statewide.

Note: Beginning in fiscal year 2014, 2010 census data, which includes new census counts and census job titles, is used as a benchmark. Several census titles changed, as did the number of minorities and females in the census groups from which MoDOT hires.



# Advance Economic Development



# 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, a bus used in the transportation of chartered parties or a government-owned vehicle, is not an apportionable vehicle.

**EXEMPT VEHICLES:**

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

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

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

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

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

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

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

**Compliance Safety Accountability (CSA):** a Federal Motor Carrier Safety Administration safety initiative that improve the effectiveness 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 they result in tragedy.

**Corrective Action Plan (CAP):** The Federal Motor Carrier Safety Administration (FMCSA) 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 agents that provide customer service and issue credentials to carriers moving in Missouri.

**Federal Fiscal Year:** October 1 through September 30

**Federal Motor Carrier Safety Administration (FMCSA):** primary mission is to prevent commercial motor vehicle-related fatalities and injuries. Activities of the Administration contribute to ensuring safety in motor carrier operations through strong enforcement of safety regulations; targeting high-risk carriers and commercial motor vehicle drivers; improving safety information systems and commercial motor vehicle technologies; strengthening commercial motor vehicle equipment and operating standards; and increasing safety awareness. To accomplish these activities, the Administration works with Federal, State, and local enforcement agencies, the motor carrier industry, labor safety interest groups, and others.

**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 Employee (FTE):** employee who works 40 hours per week.

**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 (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/permit issued is valid for one year and helps ensure environmental protection through proper disposal of waste.

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

**Hours of Service (HOS):** regulations issued by the Federal Motor Carrier Safety Administration (FMCSA) governing the working hours of anyone operating a commercial motor vehicle (CMV) 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.

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

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

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

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

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

**Intrastate:** traveling wholly within the base state.

**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.

**MoDOT Carrier Express (MCE):** online system.

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

**Motor Carrier Safety Assistance Program (MCSAP):** The MCSAP is 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 (CMV). The goal of the MCSAP is to reduce CMV-involved crashes, fatalities, and injuries through consistent, uniform, and effective CMV safety programs. Investing 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 Missouri. MCS also enforces safety and economic regulations to help make our 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) 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):** Out-of-Service for drivers' vehicles and companies is deemed to have serious safety concerns. An Out-of-service Order is 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 out of service pursuant to 49 CFR 386.72, 392.5, 392.9a, 395.13, or 396.9, or compatible laws, or the North American Standard Out-of-Service 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 outline the route the carrier must travel when using the Missouri state highway system.

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

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

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

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

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

**Safe and Sound:** MoDOT's Safe and Sound Bridge Improvement Program that repaired or replaced 802 of Missouri's worst bridges.

**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.

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

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

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

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

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



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