



Motor Carrier Services

Division Tracker

Measures of Divisional Performance



January 2013

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Safe Transportation System

Number of interventions conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Rod Harpenau, Transportation Enforcement Investigations Supervisor

Purpose:

This measure tracks the number of interventions conducted by MoDOT Motor Carrier Services investigators. MCS conducts interventions to verify motor carriers' compliance with the Federal Motor Carrier Safety Regulations and address unsafe behaviors.

Description:

Interventions are an examination of motor carrier operations records, specifically dealing with the following BASICS: Unsafe Driving, Fatigued Driving (Hours-of -Service), Driver Fitness, Controlled Substances and Alcohol, Vehicle Maintenance, HM Related, Crash Indicator, and Insurance/Other. Intervention Types consist of 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 carrier's business), and Off-Site (a focused review dealing with compliance of specific parts of the FMCSRs from a remote location other than the carriers business). Interventions are conducted to determine a motor carrier's compliance with the safety regulations, investigate complaints and potential process breakdowns, and to identify remedies to correct unsafe behavior.

Ratings are issued at the conclusion of the onsite "comprehensive" investigations. Ratings include satisfactory, conditional, and unsatisfactory. Onsite "focused" investigation can only result in the following ratings: conditional, unsatisfactory, or not rated. Since not all of the carrier's safety management controls are reviewed during a focused investigation, if the investigation does not result in sufficient violations discovered to issue a conditional or unsatisfactory rating, the investigation would be unrated. "Off-site" investigations are conducted to address early signs of easily correctable behaviors and are not rated. Ongoing monitoring of safety behaviors occurs to verify sustained compliance.

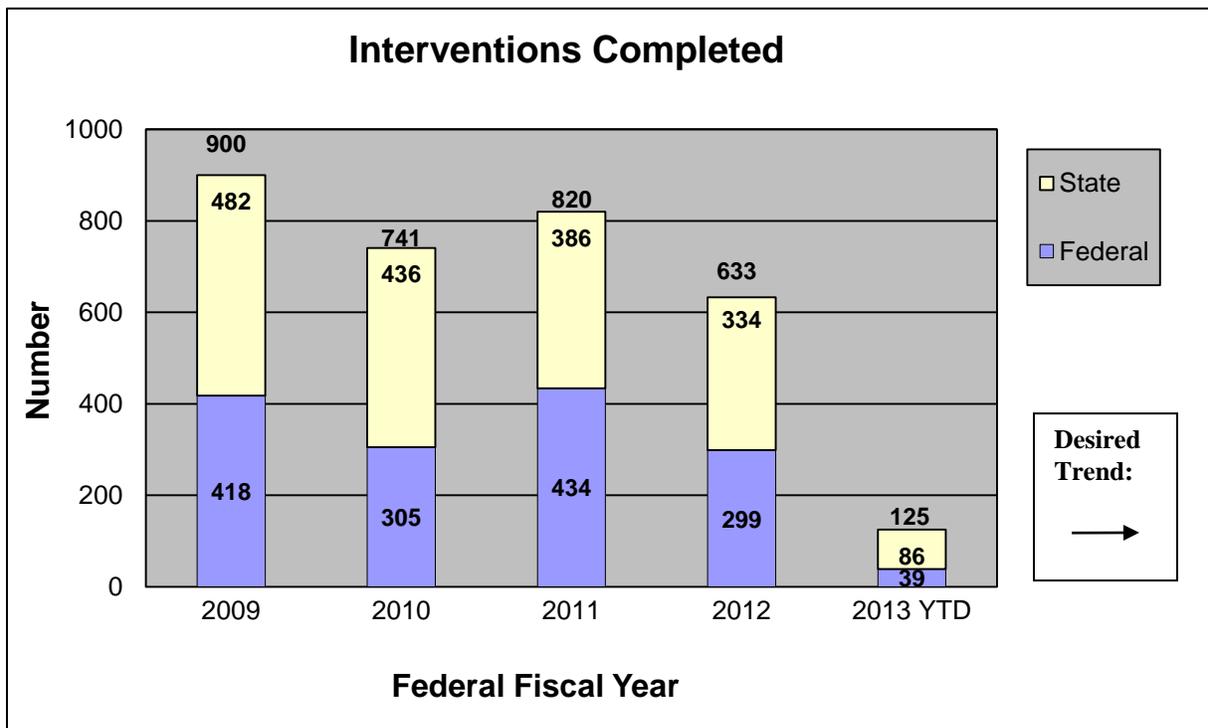
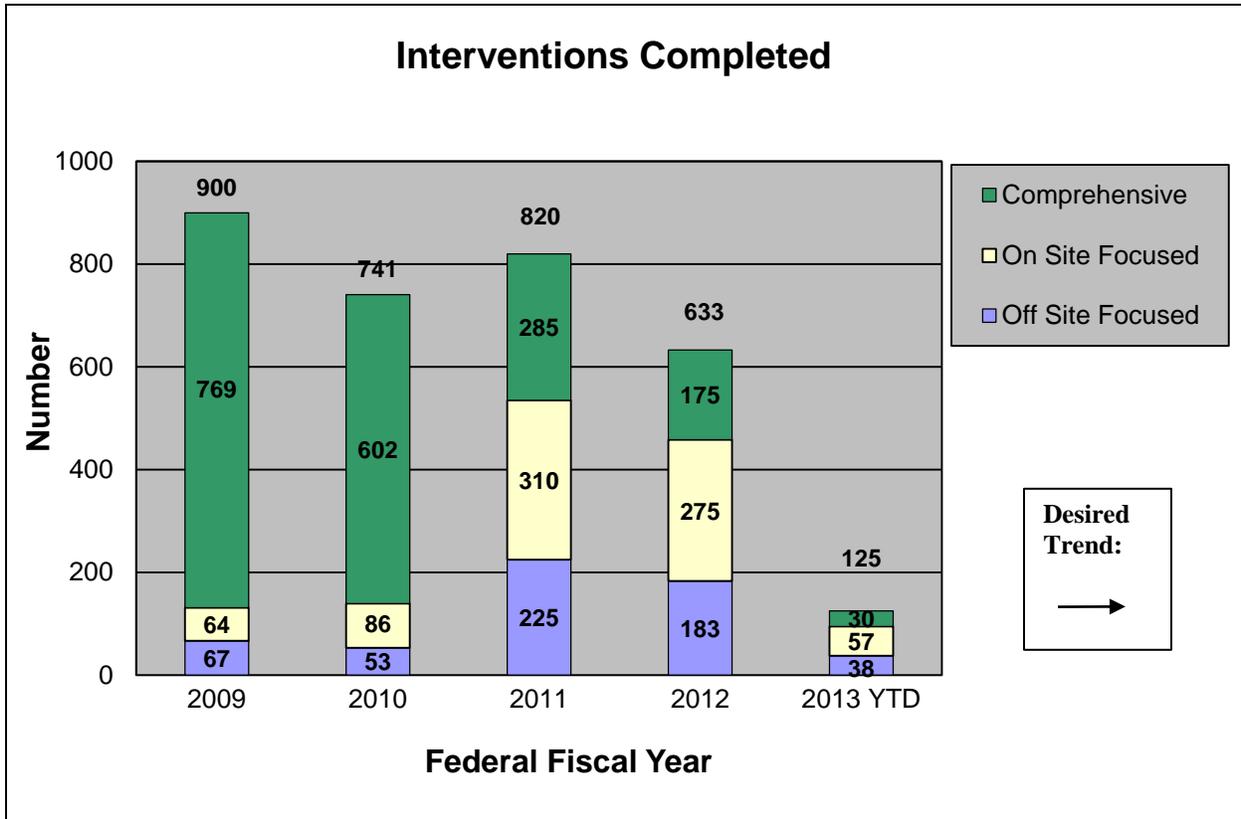
The charts show the number of interventions conducted per quarter and federal fiscal year. The federal fiscal year runs from October 1-September 30. Only carriers who have received on-site interventions receive a safety rating. The process evaluates safety and assigns one of three ratings to motor carriers operating in interstate or intrastate commerce: satisfactory, conditional or unsatisfactory. To obtain a satisfactory safety rating, a motor carrier must demonstrate that it has adequate safety management controls in place. The federal commitment is the number of interventions MCS projects to complete during the federal fiscal year.

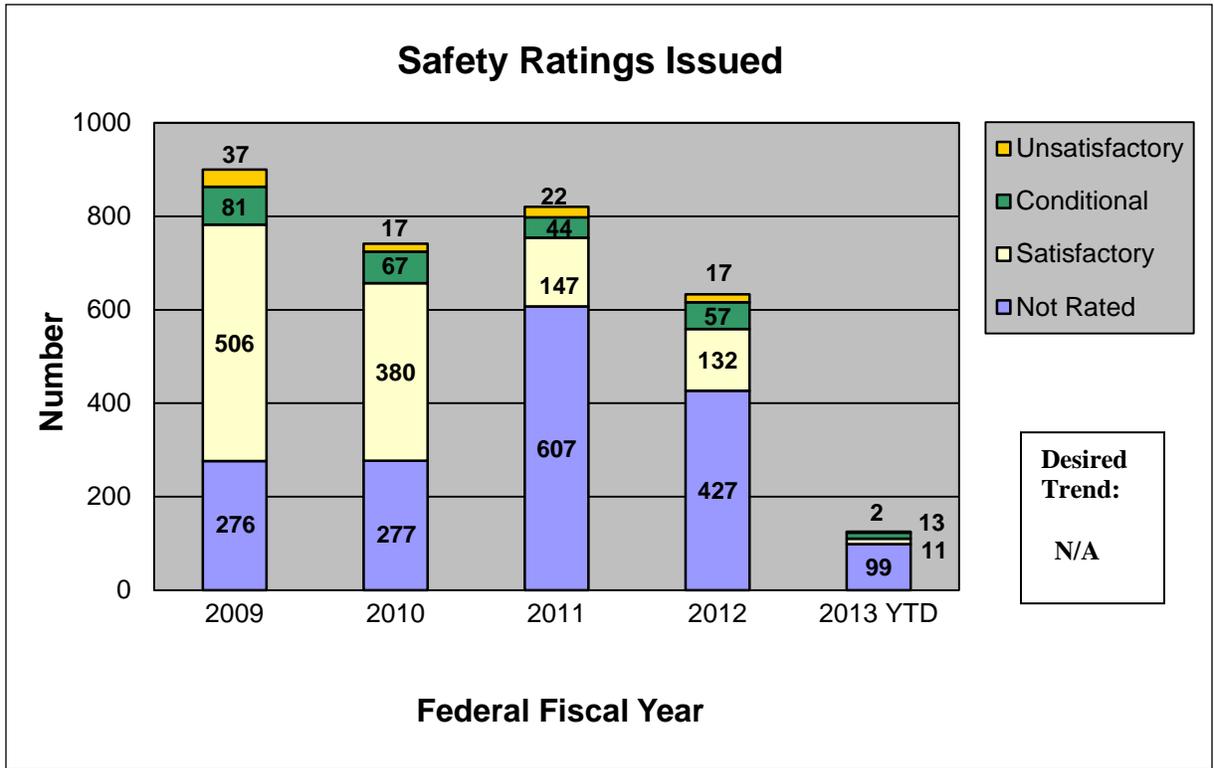
Efforts to improve motor carrier safety include coordinated safety activities of MoDOT, the Missouri State Highway Patrol, the FMCSA and the Kansas City and St. Louis police departments. MCS efforts include carrier safety and hazardous materials training, interactive Internet-based compliance tools and safety pamphlets.

Improvement Status:

A combination of 125 intrastate and interstate motor carrier safety interventions were completed during the first quarter of the federal fiscal year 2013. Of the 125 interventions, 99 were Not Rated, 11 were Satisfactory, 13 were Conditional, and 2 were Unsatisfactory. The intervention contacts provided the safety and compliance investigative staff opportunities to help motor carriers identify unsafe behaviors and provide remedies to correct unsafe behaviors before they become habitual and lead to a crash.

Safety & Compliance will be hiring several new investigators in February. This will provide more one-on-one opportunities to assist motor carriers with the safety regulations and address unsafe behaviors earlier. Interventions continue to be a valuable tool in the effort to reduce commercial motor vehicle crashes.





Safe Transportation System

Number of new entrant safety audits conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Cody Wilson, Transportation Enforcement Investigations Supervisor

Purpose:

This measure tracks the quantity and associated results of New Entrant Safety Audits (SAs) conducted by MoDOT Motor Carrier Services (MCS) investigative staff. MCS utilizes the information to measure New Entrant motor carriers' safety compliance and knowledge of the Federal Motor Carrier Safety Regulations (FMCSRs).

Description:

A New Entrant Safety Audit, primarily an educational engagement, is an examination of a new interstate motor carrier's operation. In accordance with the operational requirements determined by the FMCSA, MCS investigators utilize the FMCSRs and Hazardous Material Regulations to analyze critical safety data and assess the safety performance and safety management controls of motor carriers. New Entrant Safety Audits result with a "pass" or "fail". New Entrant motor carriers do not receive safety ratings in conjunction with a New Entrant SA.

The FMCSA has determined sixteen regulations essential to safely operate in interstate commerce. Failure to comply with any of these sixteen essential regulations will result with an automatic failure of a safety audit. The FMCSA implemented this amendment to the New Entrant Program in 2009; full integration of this amendment commenced December 16, 2009.

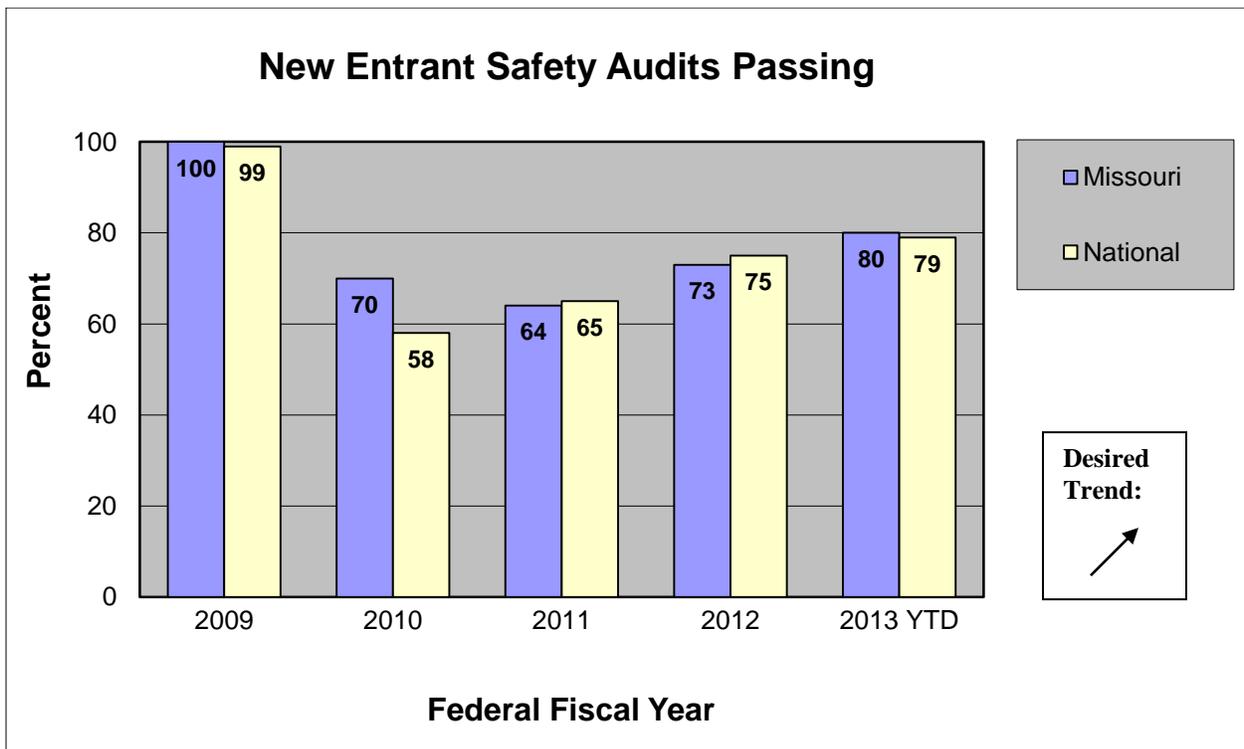
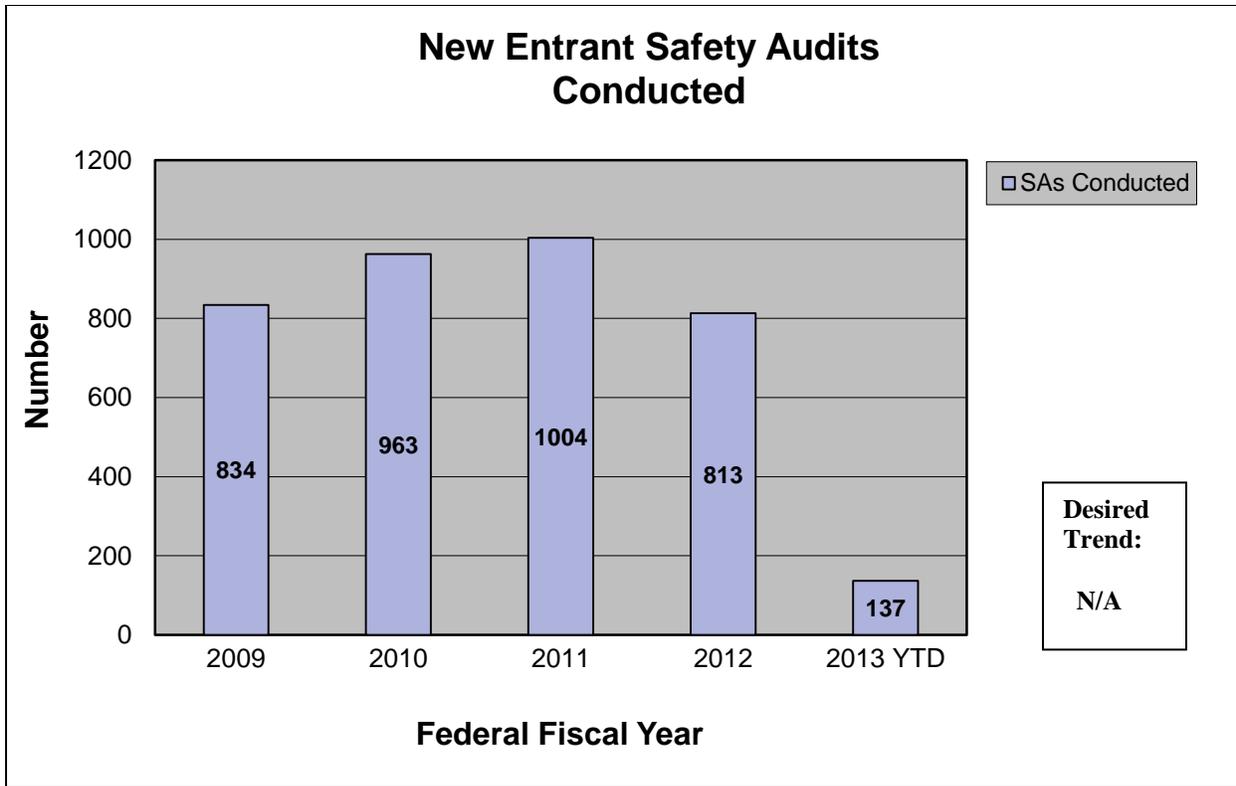
The charts below indicate the number of safety audits conducted in the federal fiscal years 2009 through 2013 year-to-date, and detail associated *Pass* percentage results.

Improvement Status:

MCS conducted 137 New Entrant Safety Audits for the first quarter of federal fiscal year 2013. Eighty percent of 137 New Entrant carriers "passed" the safety audit in the first quarter of federal fiscal year 2013, an increase of "pass" results; from seventy-one percent in first quarter 2012 to eighty percent in first quarter 2013.

May 2, 2011, the FMCSA initiated another amendment to the New Entrant Safety Audit program to positively impact the results of safety audits. Prior to May 2, 2011, egregious safety violations preceding a safety audit, regardless of correction by the motor carrier prior to the safety audit, resulted with a "fail" outcome. Motor carriers are now credited for corrections made to safety deficiencies prior to an audit and may receive a "pass" designation. This policy change has positively affected the percentage of safety audits with a "pass" result.

New Entrant motor carriers that "fail" a safety audit must submit a corrective action plan (CAP), indicating amendments and solutions to discovered non-compliance, to the FMCSA; failure to submit a CAP will result with an out-of-service order issued to the carrier. MCS continues to focus safety efforts on educating new carriers through safety outreach training programs, interactive internet-based compliance tools, and safety pamphlets. MoDOT coordinated safety efforts with the Missouri State Highway Patrol, the FMCSA, and the Kansas City and St. Louis police departments. MCS has also implemented "robo-calls", an automated voice message sent to New Entrant carriers indicating information concerning forthcoming educational outreach opportunities which may assist in preparation of a New Entrant audit. In September 2012, the FMCSA Midwest Service Center mandated a pre-safety audit contact in order to discuss critical safety audit questions which would result in a failed audit.



Safe Transportation System

Percent of vehicles passing safety inspections

Motor Carrier Services Director: Jan Skouby

Data Driver: Matt Kiefer, Transportation Enforcement Investigations Supervisor

Purpose:

This measure tracks vehicle safety inspections conducted per federal fiscal year by MoDOT Motor Carrier Services Safety and Compliance team.

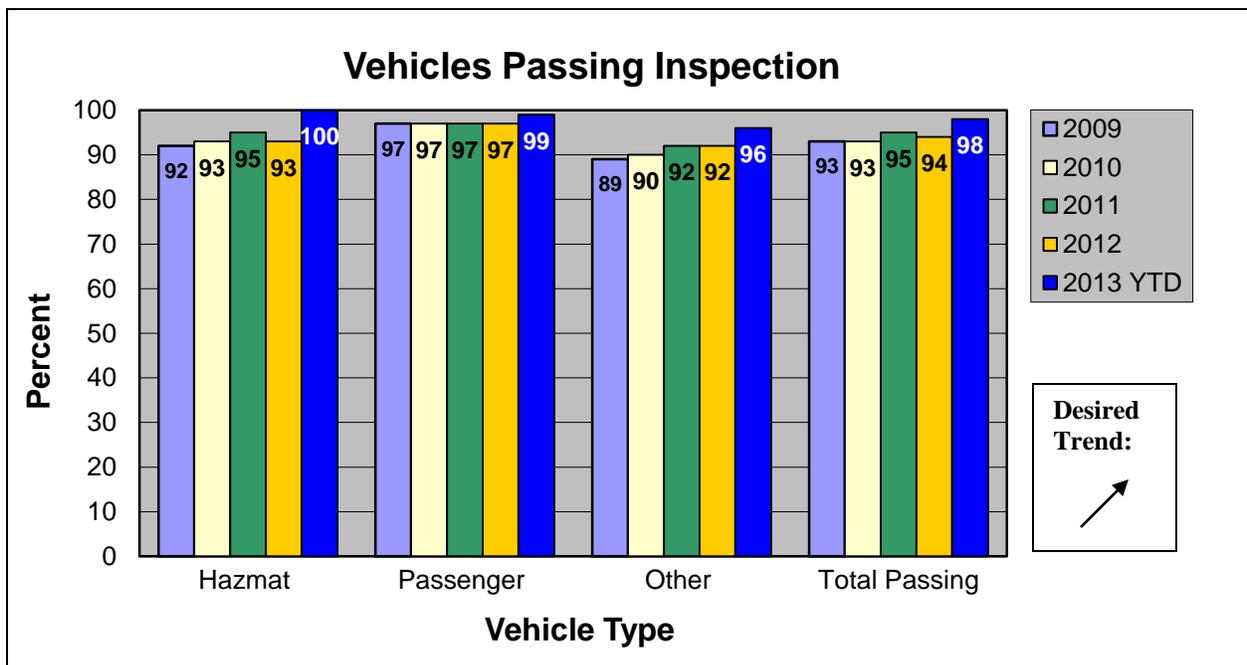
Description:

Vehicle safety inspections are examinations of motor carriers' commercial motor vehicles and records at a fixed terminal or destination facility. The inspection assesses the compliance of a company's motor vehicles and/or its drivers with Federal Motor Carrier Safety Administration safety, economic and hazardous materials regulations.

The chart below shows the total number of vehicles passing inspection by category for the federal fiscal year. The passing designation is issued when no violations listed in the CVSA out-of-service criteria are discovered. When no critical vehicle inspection item violations are discovered, a CVSA decal is issued. The decal signifies to roadside inspectors the vehicle has passed an inspection within the last 90 days.

Improvement Status:

In the first quarter of the federal fiscal year 2013, Motor Carrier Services conducted a total of 193 vehicle safety inspections. Overall vehicles passing inspection is at 98 percent with only four vehicles inspected being placed out of service. The average of vehicles passing inspection over the previous four federal fiscal years is 94 percent. Thus far, we are four percentage points above this average. All seven cargo tanks inspected in the first quarter have passed inspections; while all but two passenger vehicles have passed inspections. Passenger vehicles accounted for 130 of the 193 total inspections conducted in the first quarter. This is attributed to motorcoach inspections conducted in Branson, MO during the months of October and November. Other vehicles passing inspection (vehicles other than cargo tank and passenger) is at a 96 percent pass rate. This is a 5 percent improvement from the average over the previous four years.



Safe Transportation System

Roadside inspection out-of-service ranking

Motor Carrier Services Director: Jan Skouby

Data Driver: Mike Bohon, Transportation Enforcement Investigations Supervisor

Purpose:

This measure tracks the results of roadside safety inspections conducted on Missouri based carriers nationwide. Measurement is based upon out-of-service rates for drivers, vehicles and hazardous materials shipments. The goal is to drive down the out-of-service rates in all areas by continuing to partner with Missouri MCSAP agencies to make sure that commercial vehicles and drivers are in the safest operating condition possible and that motor carriers are working toward voluntary compliance with the various laws, rules and regulations governing the transportation industry.

Description:

Roadside safety inspections are conducted on commercial motor vehicles and drivers en route by the Missouri State Highway Patrol, Kansas City Police Department and the St. Louis Metropolitan Police Department. The Safety and Compliance Section of the Motor Carrier Services Division of MoDOT conducts safety inspections at carrier terminals and special inspection details periodically. The goal of these inspections is to ensure that drivers of commercial vehicles are properly licensed, medically qualified, and are not impaired by fatigue, alcohol or controlled substances as well as making sure the vehicle is in a safe operating condition. Safety is gauged by determining compliance with federal regulations and Missouri state statutes. The possible results of an inspection: the driver and vehicle are found to be violation free, therefore, the driver and vehicle continue in operation; violations are detected that do not have an immediate impact on safety and the driver and vehicle continue in operation but violations must be corrected prior to the next dispatch; or the driver or vehicle are found to be in violation that has an immediate adverse impact on safety and are placed out-of-service to correct the violation. The North American Standard Out-of-Service Criteria developed by the Commercial Vehicle Safety Alliance is the standard for determining whether or not a vehicle or driver is to be placed out-of-service.

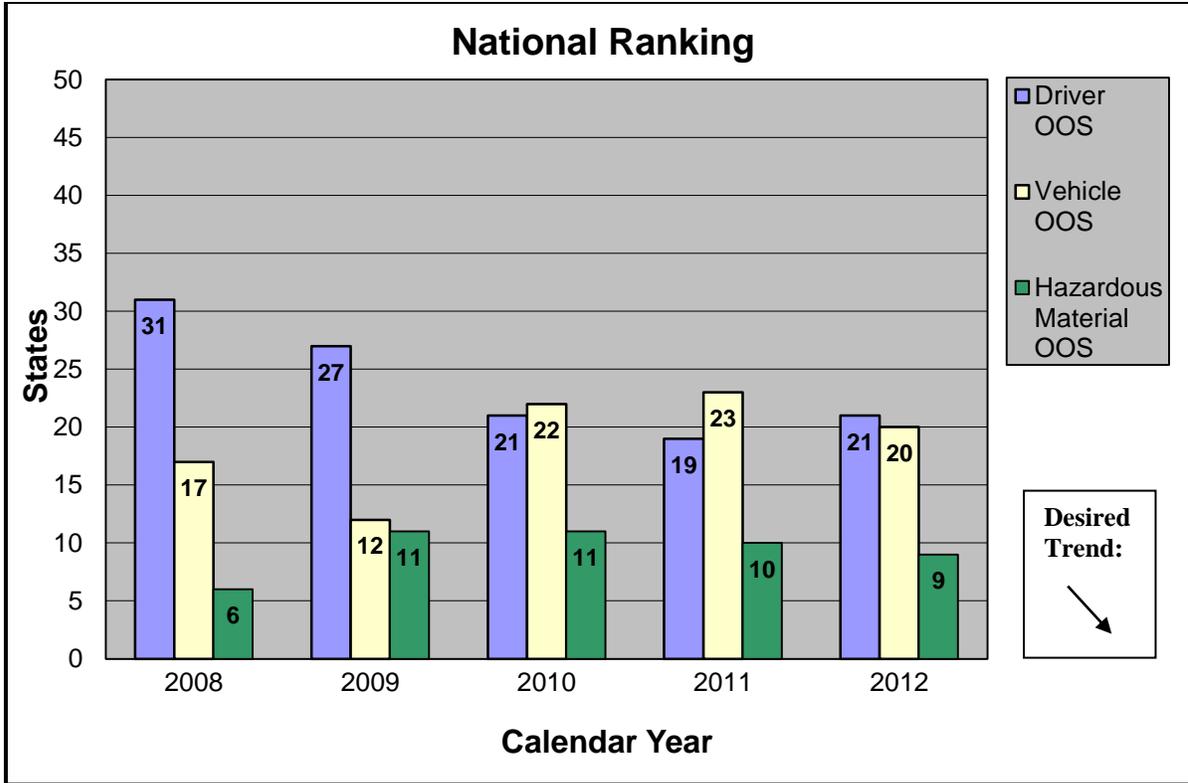
The national out-of-service rates have been used to determine the rank of Missouri based carriers in comparison to all other states nationally. The chart in this measure shows the national rank for Missouri based carriers in the areas of driver out-of-service inspections, vehicle out-of-service inspections, and hazardous material out-of-service inspections. The chart tracks data for calendar years 2008-2012.

Improvement Status:

The driver out-of-service rate for Missouri based carriers decreased from 5.05 percent at the end of CY 2011 to 4.95 percent at the end of CY 2012. Even with an improved driver out-of-service rate, Missouri's national rank increased from 19 at the end of CY 2011 to 21 at the end of CY 2012.

The vehicle out-of-service rate for Missouri based carriers decreased from 21.67 percent at the end of CY 2011 to 21.49 percent at the end of CY 2012. Missouri's national rank in this category also improved from 23 at the end of CY 2011 to 20 at the end of CY 2012.

The hazardous material out-of-service rate for Missouri based carriers decreased from 2.33 percent at the end of CY 2011 to 2.08 percent at the end of CY 2012. As with the vehicle out-of-service category, an improved hazardous material out-of-service rate improved Missouri's national rank from 10 at the end of CY 2011 to 9 at the end of CY 2012.



Safe Transportation System

Number of interstate carriers placed out-of-service and issued a license suspension order

Motor Carrier Services Director: Jan Skouby

Data Driver: Jeff Payne, Motor Carrier Investigations Specialist

Purpose:

This measure tracks the number of interstate motor carriers that are placed out-of-service by the Federal Motor Carrier Safety Administration and enter the Missouri interstate Performance and Registration Information System Management program. This measure also tracks carriers in the interstate PRISM program that are issued a license suspension order by MoDOT Motor Carrier Services. This program is designed to help ensure carriers are compliant with both federal and state programs prior to operating after being placed out-of-service.

Description:

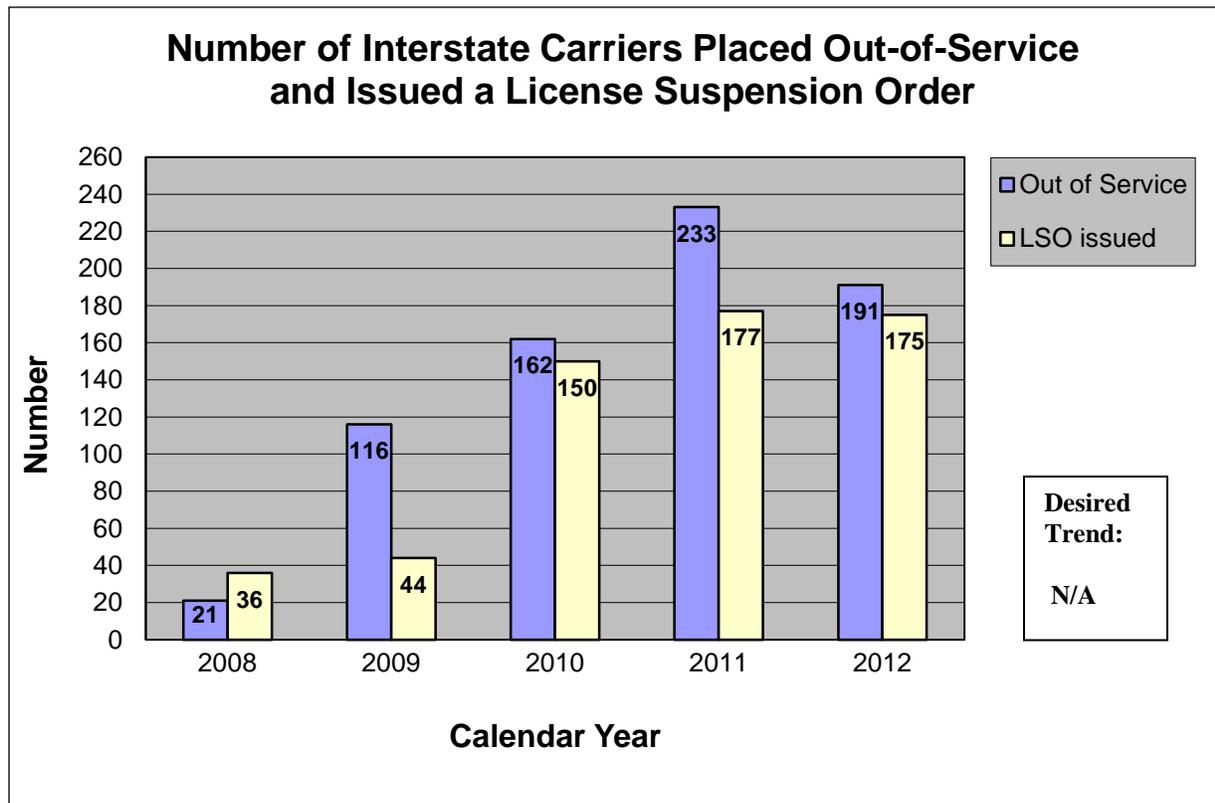
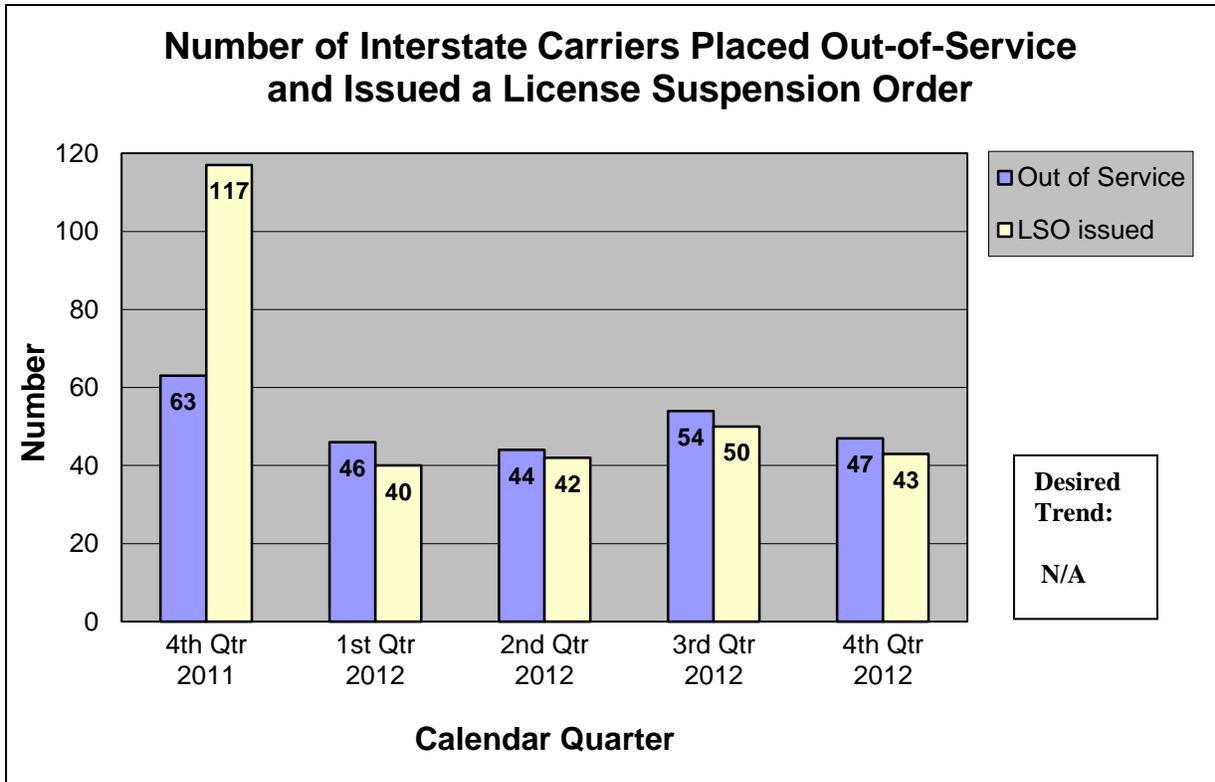
MoDOT implemented the interstate PRISM program in 2007. The FMCSA sends MCS investigative personnel federal out-of-service orders for Missouri-based carriers. Missouri-based carriers are placed interstate out-of-service for one or more of the following reasons: failing new entrant safety audit, failing to pay federal fines, not allowing federal safety audit to be conducted, final unsatisfactory safety rating and being declared an imminent hazard. When a federal out-of-service order is issued, MCS issues the carrier a license suspension order. An out-of-service carrier must turn in their license plates, registration certificates, permits and other credentials. They cannot operate in interstate commerce and are placed back in service only after the federal out-of-service order and license suspension order are rescinded. On the 15th of each month an out-of-service carrier activity list is obtained from the Motor Carrier Management Information System, which identifies Missouri-based interstate OOS carriers that operate without authority.

In 2010, the New Entrant Strategic Plan was developed to assist a new motor carrier in becoming compliant, safe, and successful. The plan includes conducting Safestart presentations with new motor carrier applicants that come to MCS' main office to register, leaving informational guidance with carriers that fail a new entrant safety audit, tracking each new entrant that fails and contacting them approximately 30 days prior to their potential federal out-of-service date; reminding carriers of the corrective action plan requirements, and help, if needed, with the plan submittal.

Improvement Status:

During the fourth quarter of 2012, MCS Safety and Compliance received notice of forty-seven interstate motor carriers placed out-of-service by the FMCSA. Forty-three out-of-service carriers were issued license suspension orders. The remaining four were out-of-service for failing a New Entrant Safety Audit, and were working with FMCSA through a corrective action plan (CAP).

FMCSA issued a total of one hundred ninety-one out-of-service orders on Missouri based carriers during the calendar year 2012. This is forty-two less than calendar year 2011. Motor Carrier Services issued a total of one hundred seventy-five license suspension orders related to the carriers who were placed out-of-service during calendar year 2012. This is two less than calendar year 2011.



Safe Transportation System

Percent of commercial motor vehicle drivers using seat belts

Motor Carrier Services Director: Jan Skouby

Data Driver: Mark Biesemeyer, Transportation Program Manager

Purpose of the Measure:

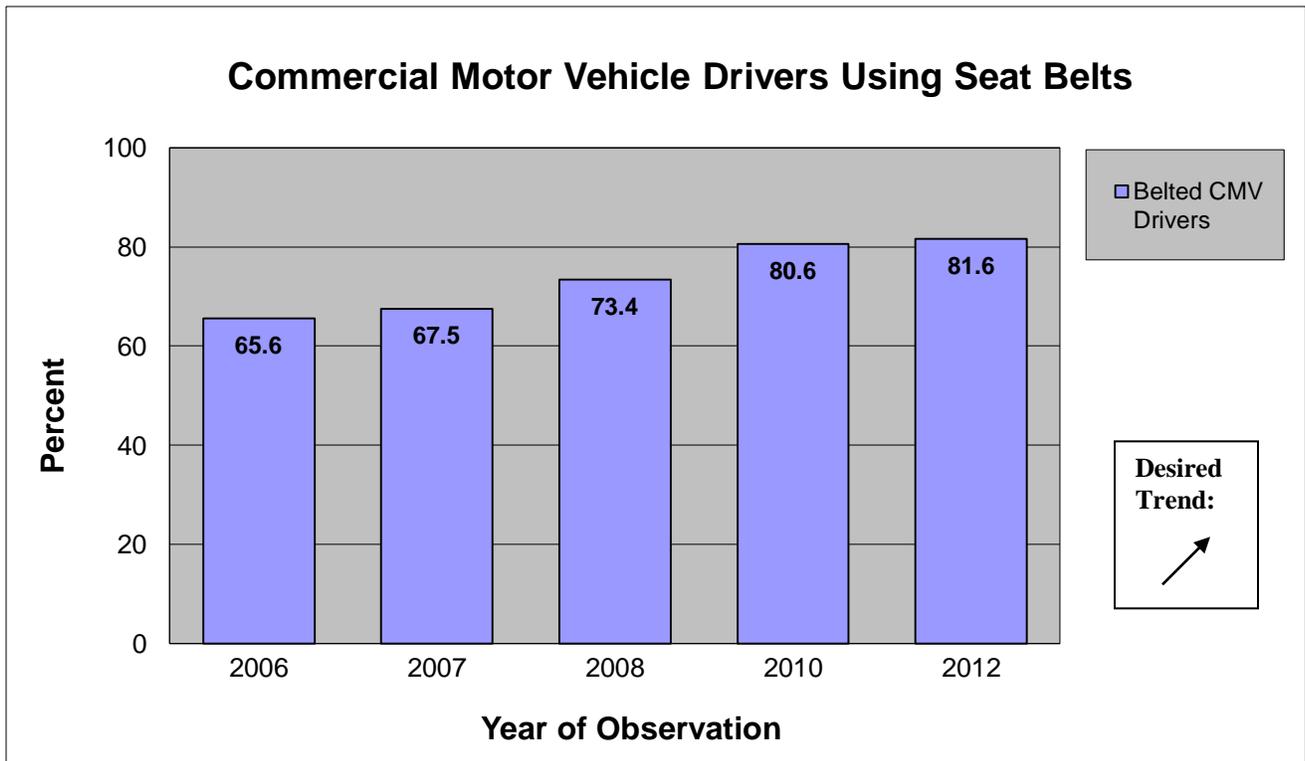
This biennial measure tracks commercial drivers' compliance with the federal seat belt use regulation. Federal law mandates primary enforcement status of failure to use a seat belt while operating a commercial motor vehicle.

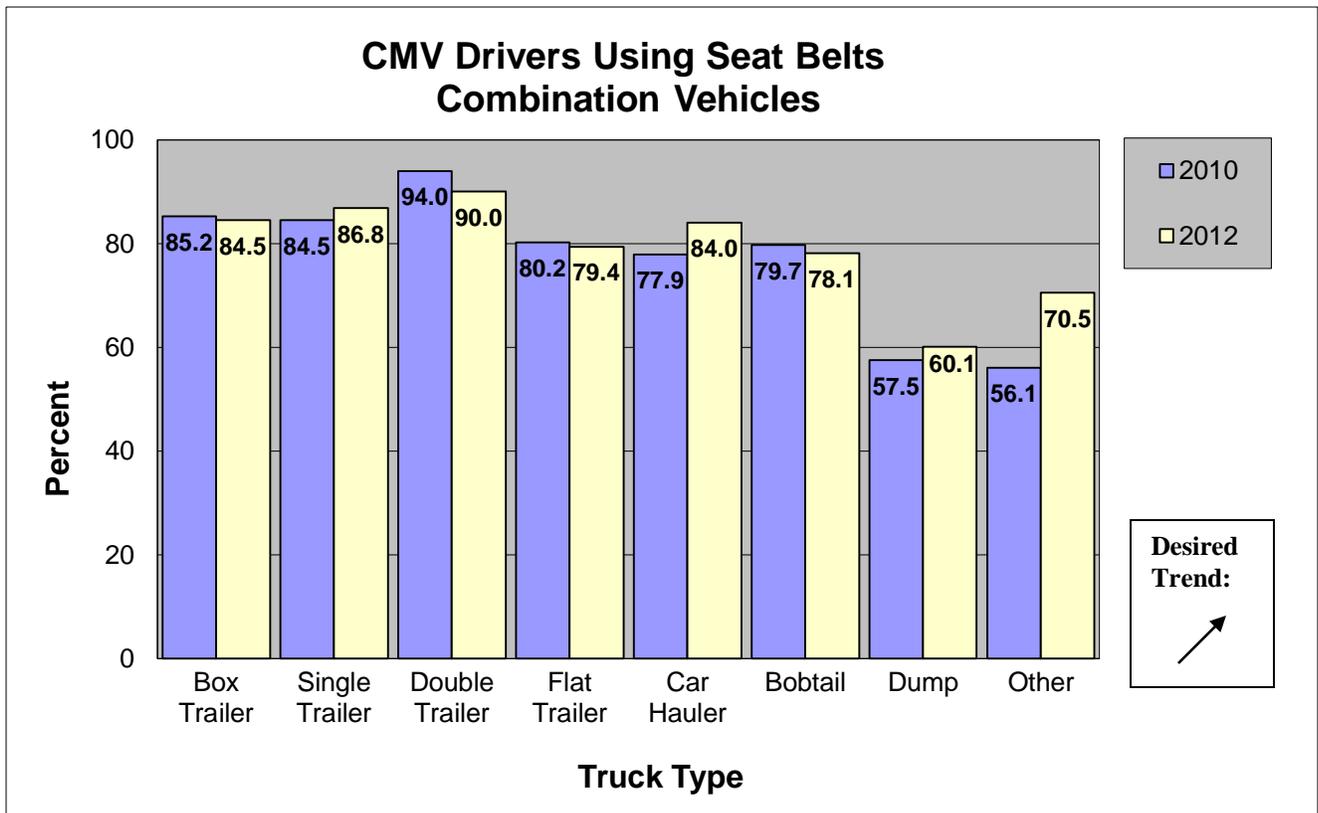
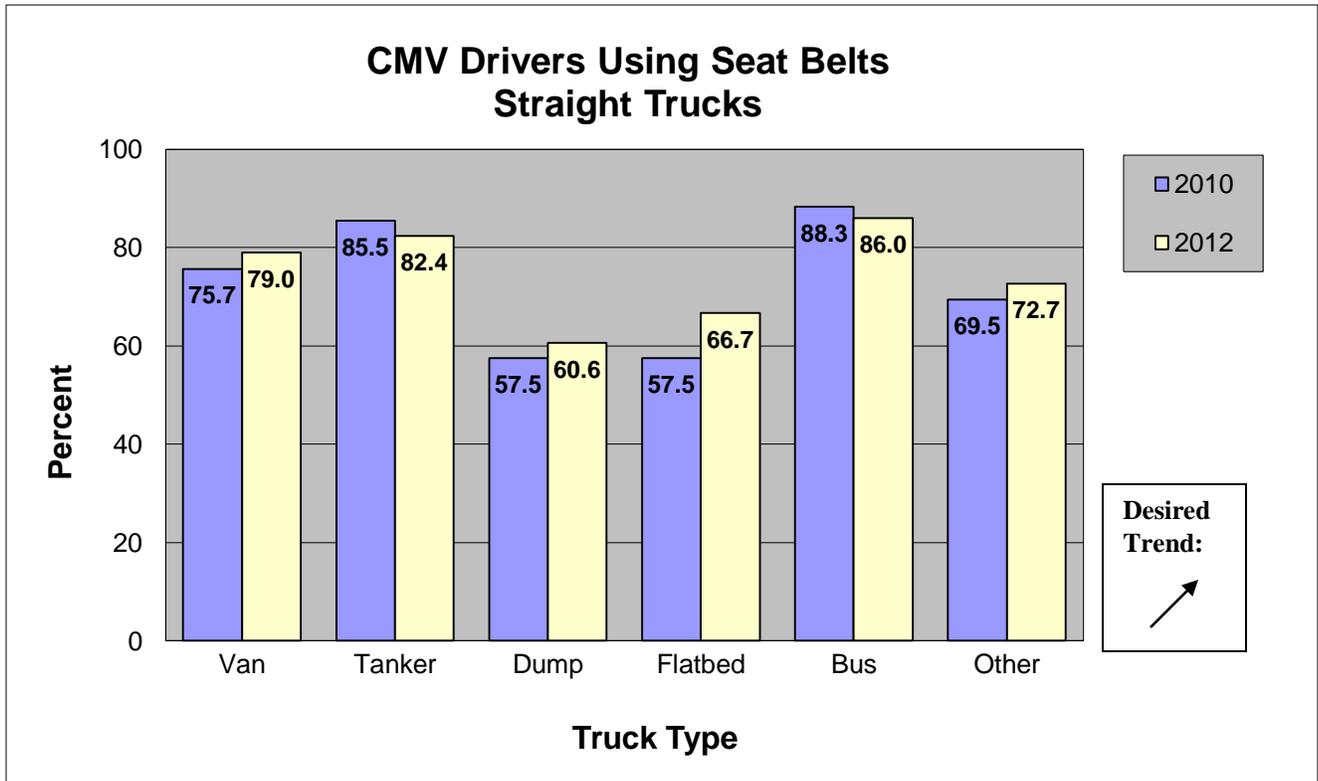
Measurement and Data Collection:

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. Data for studies in 2005 and 2006 are not as statistically valid as those of 2007 to 2012 because the total number of observations were lower. The 2010 CMV Driver Safety Belt Usage Study by the federal government reports a usage rate of 78 percent.

Improvement Status:

In calendar year 2012, Missouri's CMV seat belt usage rate increased by 1.0 percent. Seat belt usage increased in the straight truck categories designated as van, dump, flatbed, and "other vehicle" types. However, seat belt usage decreased in the tanker and bus vehicle types. Seat belt usage also increased in combination truck types designated as box trailer, double trailer, flatbed trailer, and bob tail configurations. Seat belt usage decreased in the single trailer, car hauler, dump trailer, and the other vehicle categories. 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.





Safe Transportation System

Missouri Unified Carrier Registration compliance rate

Motor Carrier Services Director: Jan Skouby

Data Driver: Tina Thurman, Motor Carrier Compliance Supervisor

Purpose:

The purpose of this measure is to track Missouri-based carriers' Unified Carrier Registration compliance rate. Collection and disbursement of UCR registration fees may be based upon the states' compliance rates in the future. UCR Registration Fees are used to fund highway safety programs.

Description:

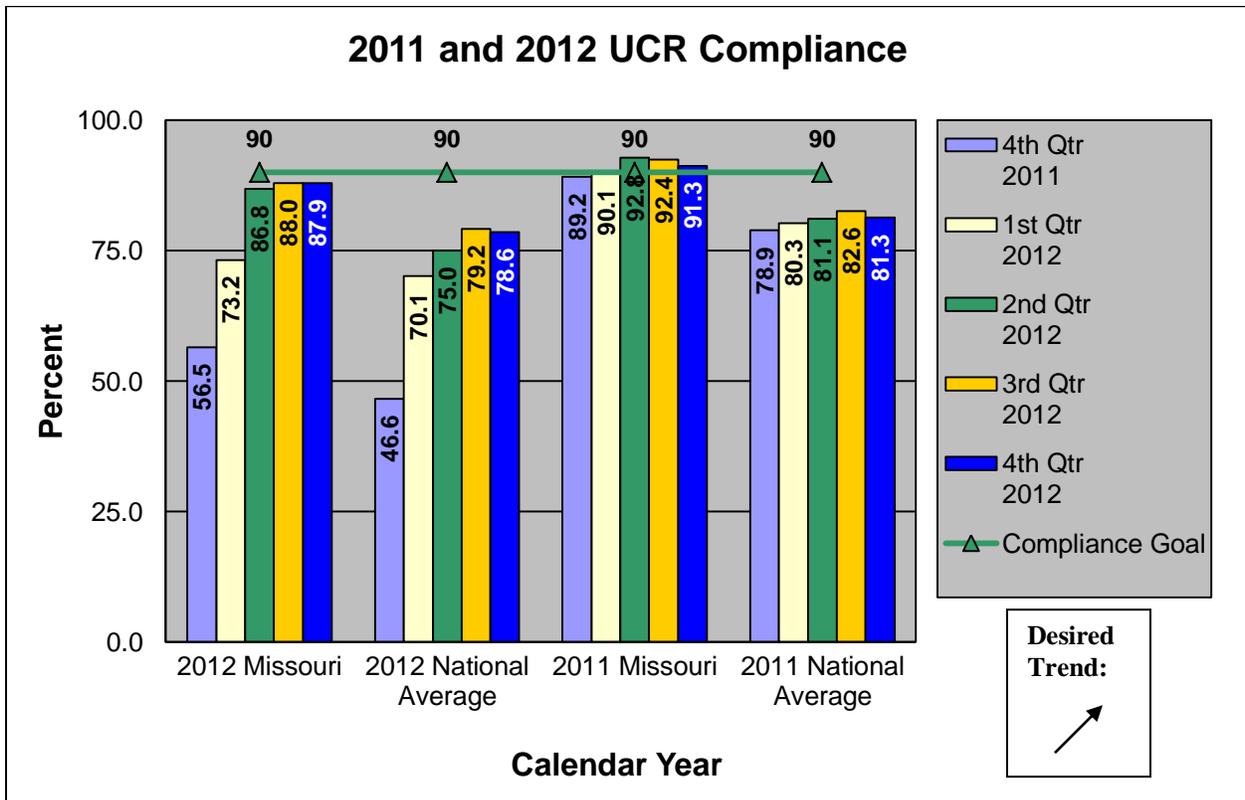
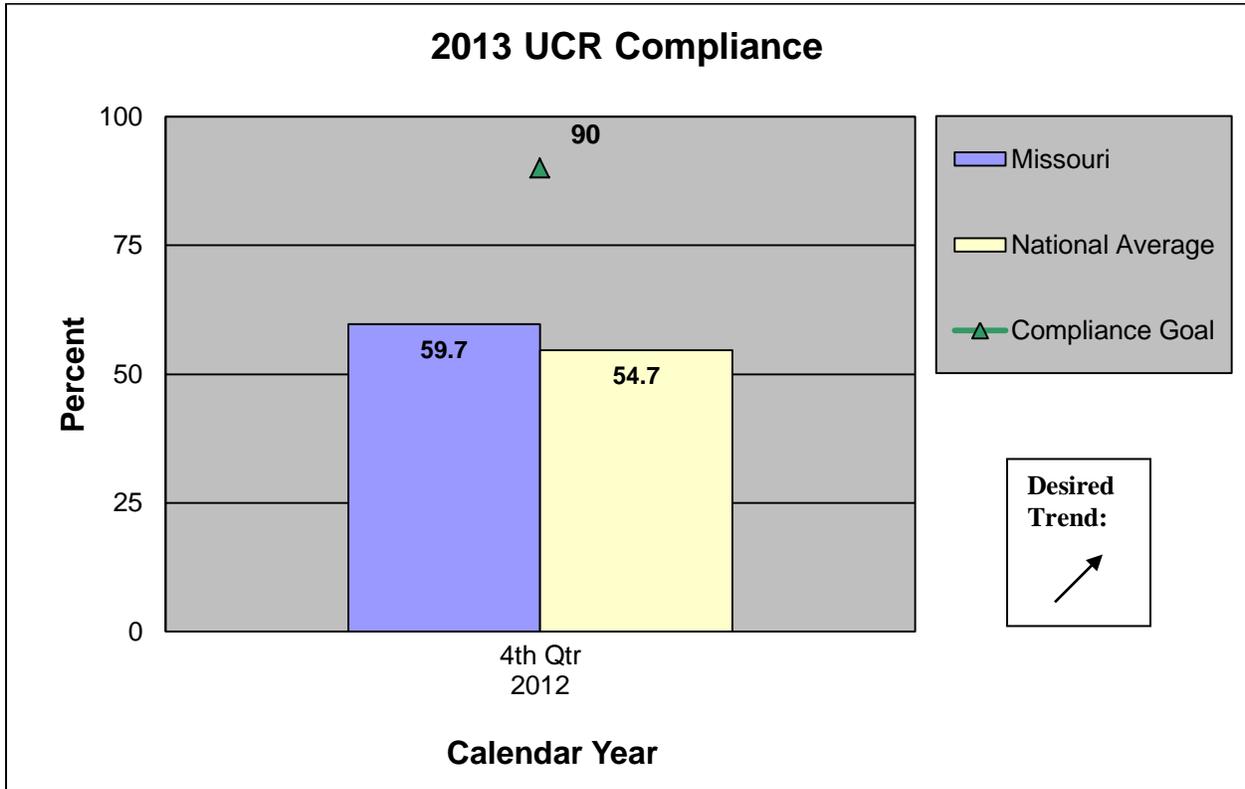
The UCR compliance rate used in this measure is obtained through Iteris; the vendor used by MoDOT and other states to upload data to SAFER. The compliance rate is based upon the number of active carriers within Missouri that have complied with UCR requirements. An active carrier for the purposes of this measure is one that has experienced some kind of activity to their USDOT registration in the last three years.

Improvement Status:

Unified Carrier Registration for 2013 began October 1, 2012. At the end of the fourth quarter of 2012, Missouri's UCR compliance rate for 2013 is 59.7 percent. This is an increase of 3.2 percent from the same quarter in the previous year for 2012 registration. Missouri is currently ranked 19th nationwide for 2013 compliance. Missouri's 2013 compliance rate is 5 percent better than the national average of 54.7 percent.

Missouri's UCR compliance rate for 2012 at the end of the fourth quarter is 87.9 percent. This is a decrease of 0.1 percent from the previous quarter and 9.3 percent better than the national average of 78.6 percent. Missouri is currently ranked 8th nationwide for 2012 compliance. The compliance rate decrease is a result of changes to Missouri's UCR population. As registrants activate or inactivate their USDOT numbers, the UCR population is affected.

During the fourth quarter of 2012, the 2013 registration period began. MCS reminded carriers of 2013 UCR through an automated phone message. MCS also reminded carriers of 2013 UCR compliance through IRP renewals.



Outstanding Customer Service

Average phone queue time and calls

Motor Carrier Services Director: Jan Skouby

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

Purpose of the Measure:

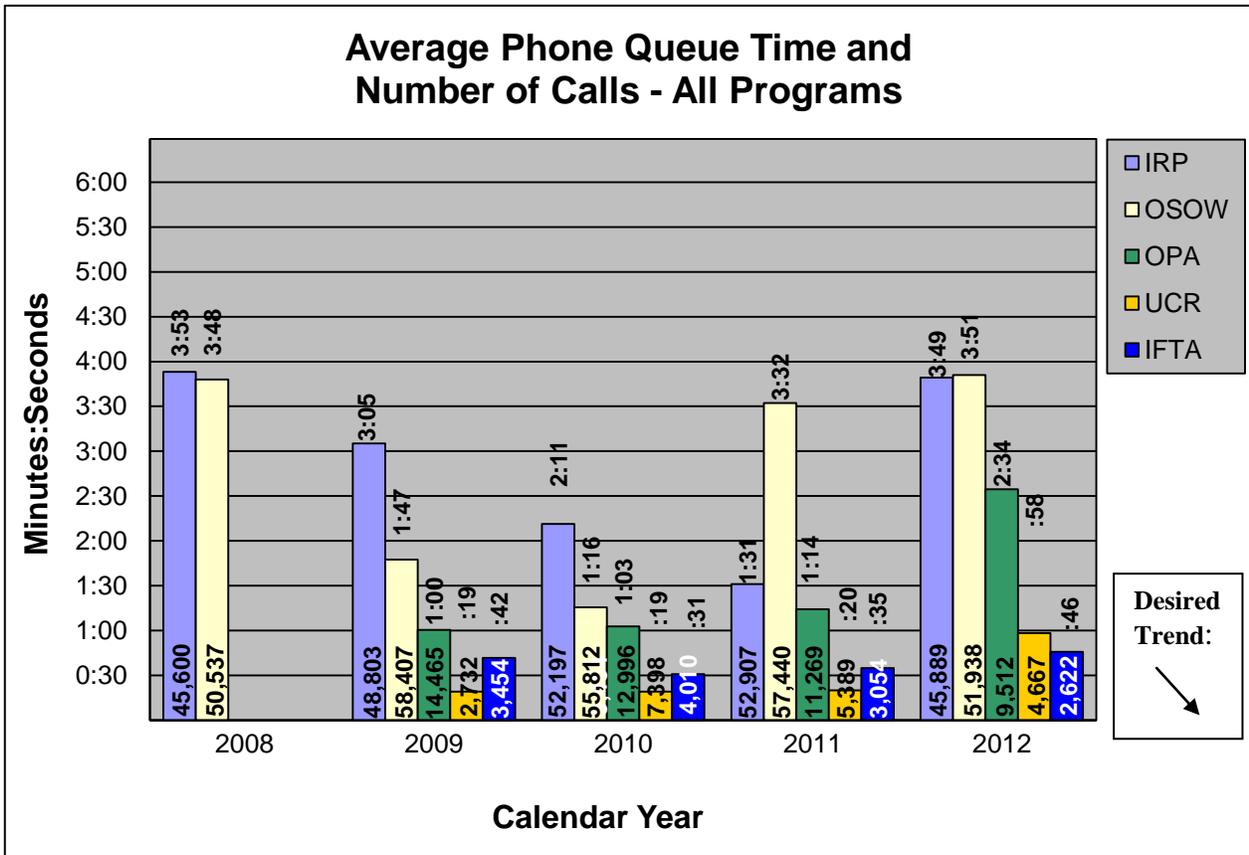
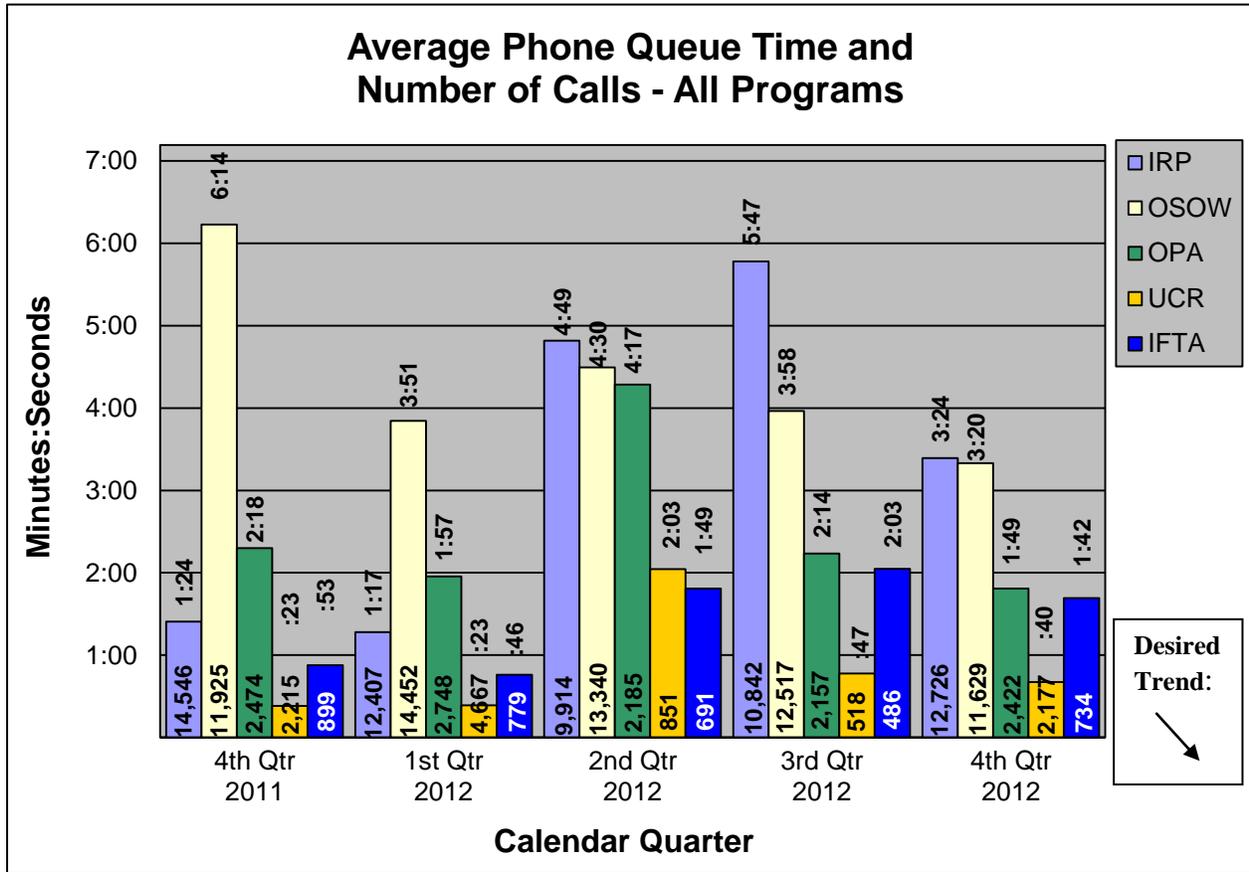
This measure tracks the number of phone calls received and the length of time calls wait in the phone queue of the CISCO phone system for Motor Carrier Services programs, including the International Registration Plan, Oversize Overweight, Operating Authority, Unified Carrier Registration, International Fuel Tax Agreement and Receptionist. The desired trend is to reduce the initial time that a customer is on hold in the phone queue while providing excellent customer service.

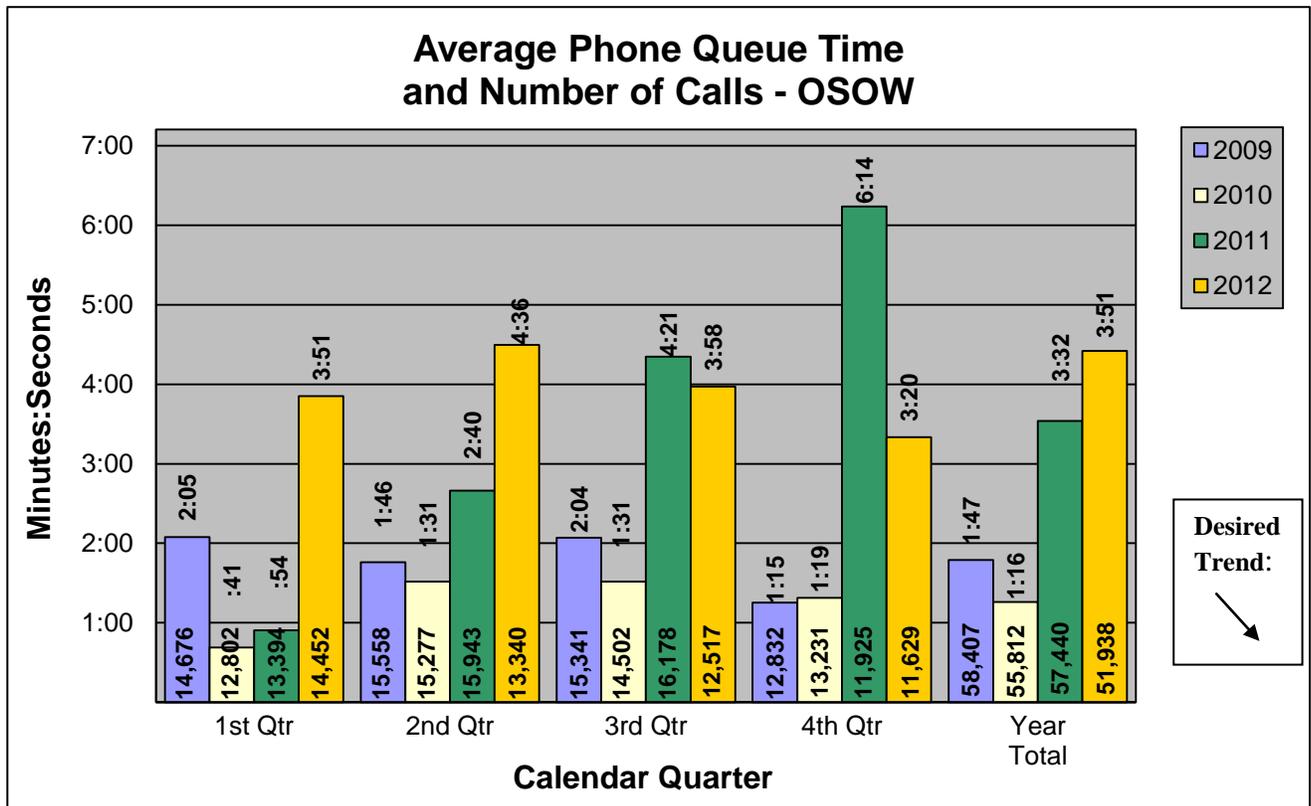
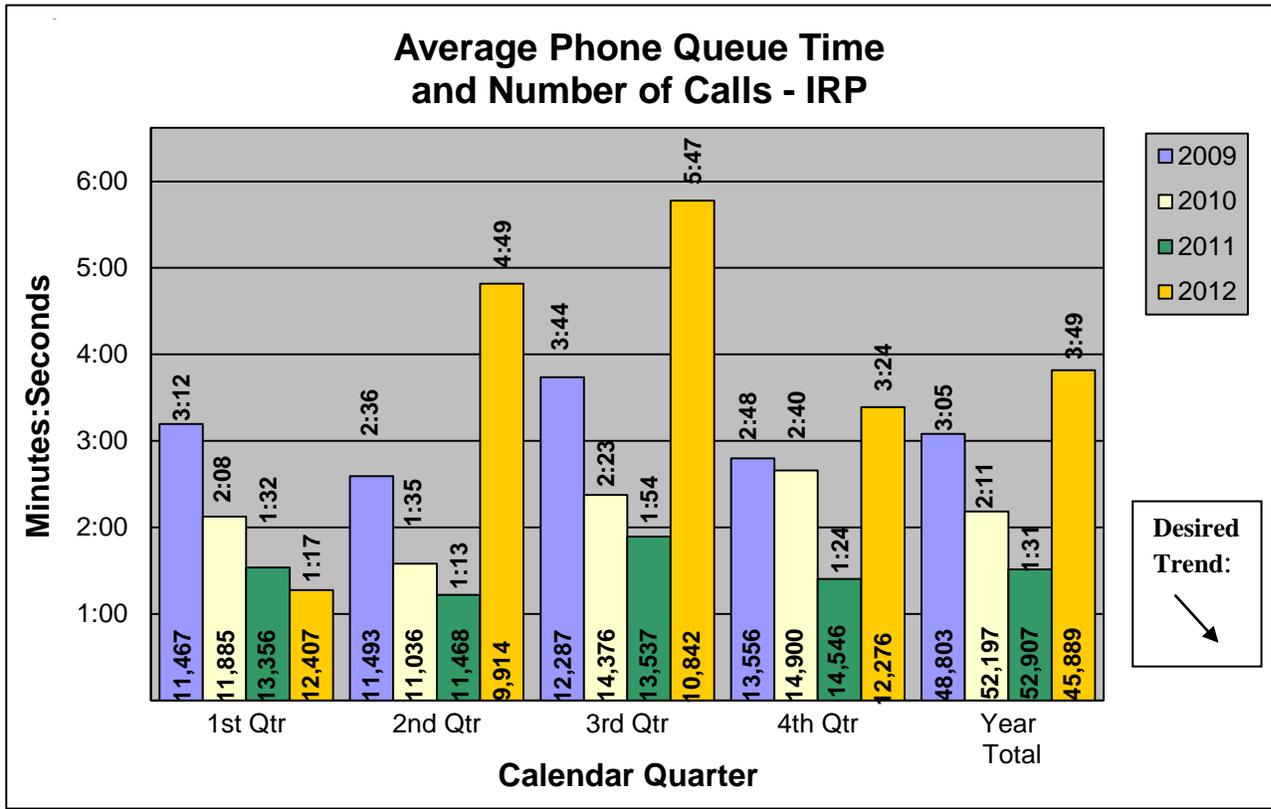
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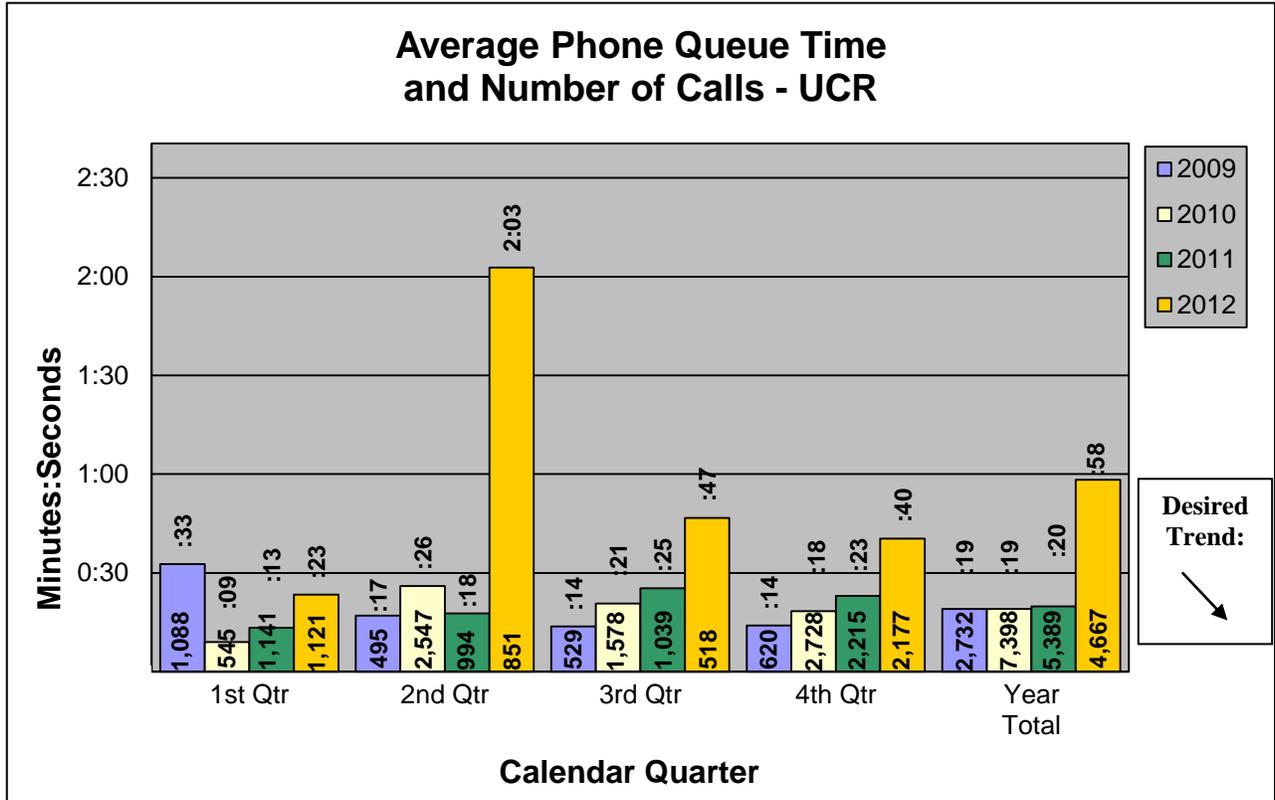
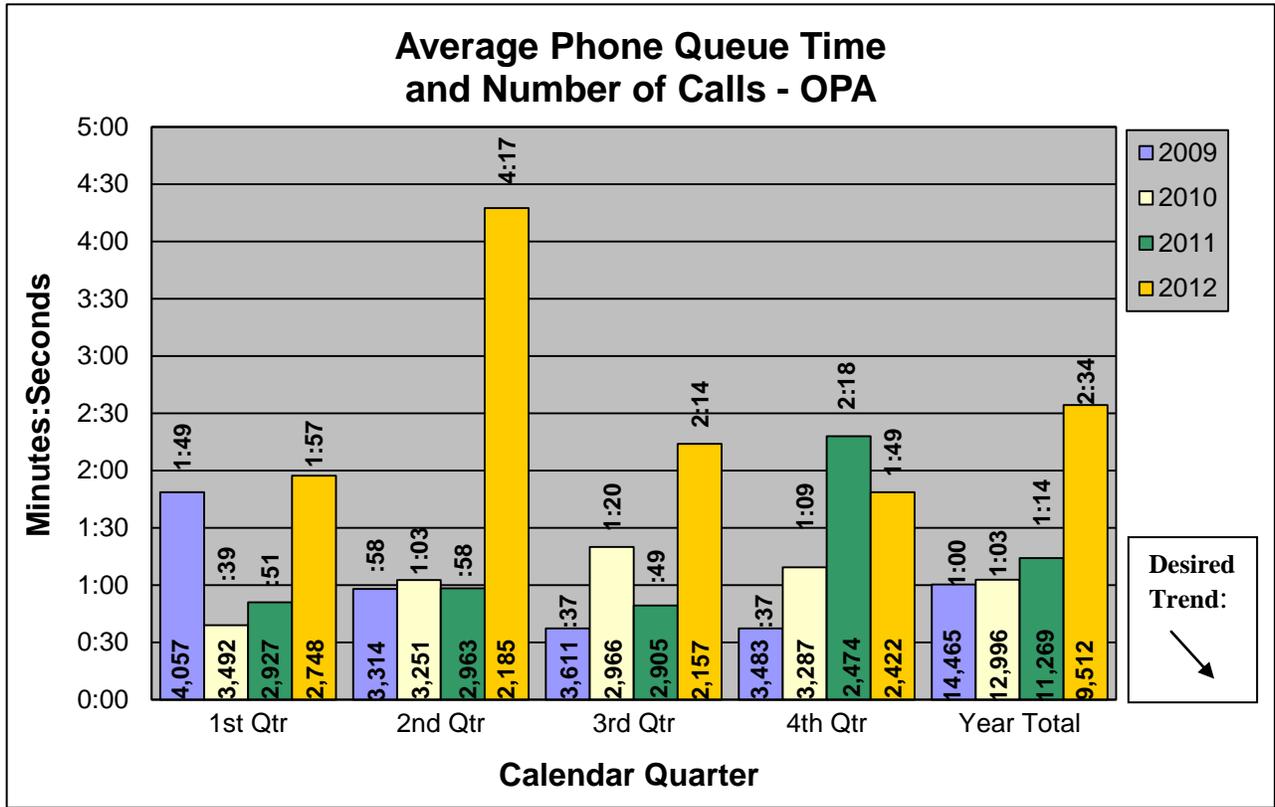
Phone reports generated from the CISCO WebView Reporting System weekly provide data from all program queues. Reports are reviewed and evaluated to help better manage personnel resources to ensure all customer service and MCS needs are met.

Improvement Status:

- The IRP phone queue hold time decreased from 5:47 in third quarter 2012 to 3:24 in fourth quarter, a difference of 2:23(41.21 percent). This decrease can be explained by dedicating additional staff to document processing in addition to a reduction in walk-in customers due to continued efforts to encourage our customers to do business online and/or file their needed documents electronically. The fewer number of walk-in customers allowed modification of the walk-in process to dedicate fewer agents to walk-in processing during the fourth quarter renewal cycle. IRP call volume decreased from 52,907 calls in 2011 to 45,889 calls in 2012, a decrease of 7,018 calls (15.29 percent).
- OSOW calls and queue time both decreased from the third to the fourth quarter of 2012, from 3:58 to 3:20 (15.97 percent) and from 12,517 calls to 11,629 calls (7.09 percent). These decreases can be explained by the increased percentage of auto-issued permits (MCS Tracker measure 3b) as well as the decrease in the number of routine oversize overweight permits and superload permits issued from third to fourth quarter 2012 (MCS Tracker measures 4a and 4b). OSOW calls decreased from 57,440 in 2011 to 51,938 calls in 2012, a difference of 5,502 calls (9.58 percent).
- OPA phone calls increased from 2,157 in third quarter 2012 to 2,422 calls in fourth quarter 2012, an increase of 265 calls (10.94 percent) while queue time decreased from 2:14 to 1:49 (18.65 percent) during the same reporting period. The call increase can be explained by UCR annual filings which began in October while the decrease in hold time is the result of continued training of an agent who joined the section in May. OPA program call volume decreased by 15.59 percent (1,757 calls) from 2011 to 2012.
- Call volume for every program decreased from 2011 as compared to 2012 with a total decrease of 15,431 calls (11.87 percent). Staffing challenges incurred during the Bolder Five Year Direction resulted in changes to processes and business practices that have improved services, relieved employee stress and maintained high customer satisfaction ratings while reducing call volume. These changes include allocating dedicated staff to document processing for IRP, the use of temporary staff as needed to augment staffing vacancies, more auto-issue flagged routes for OSOW, 10 hour shifts for the majority of OSOW agents, ongoing communications to our customers via automated phone message, postcard, or telephone call communicating important filing/payment dates, continued encouragement to our customers to process transactions online and/or submit documents electronically, adjusting our service hours from 7:30 a.m to 5:00 p.m. (allowing agents within some programs time to process workload items without phone interruption), and modification to walk-in document processing to same-day service for only those customers who are both compliant and have all documents needed.







Outstanding Customer Service

Walk-in wait time

Motor Carrier Services Director: Jan Skouby

Measurement Driver: Carmen Claypool, Motor Carrier Services System and Training Analyst

Purpose:

This measure tracks Motor Carrier Services' responsiveness to customers who walk in to our facility to receive same day service.

Description:

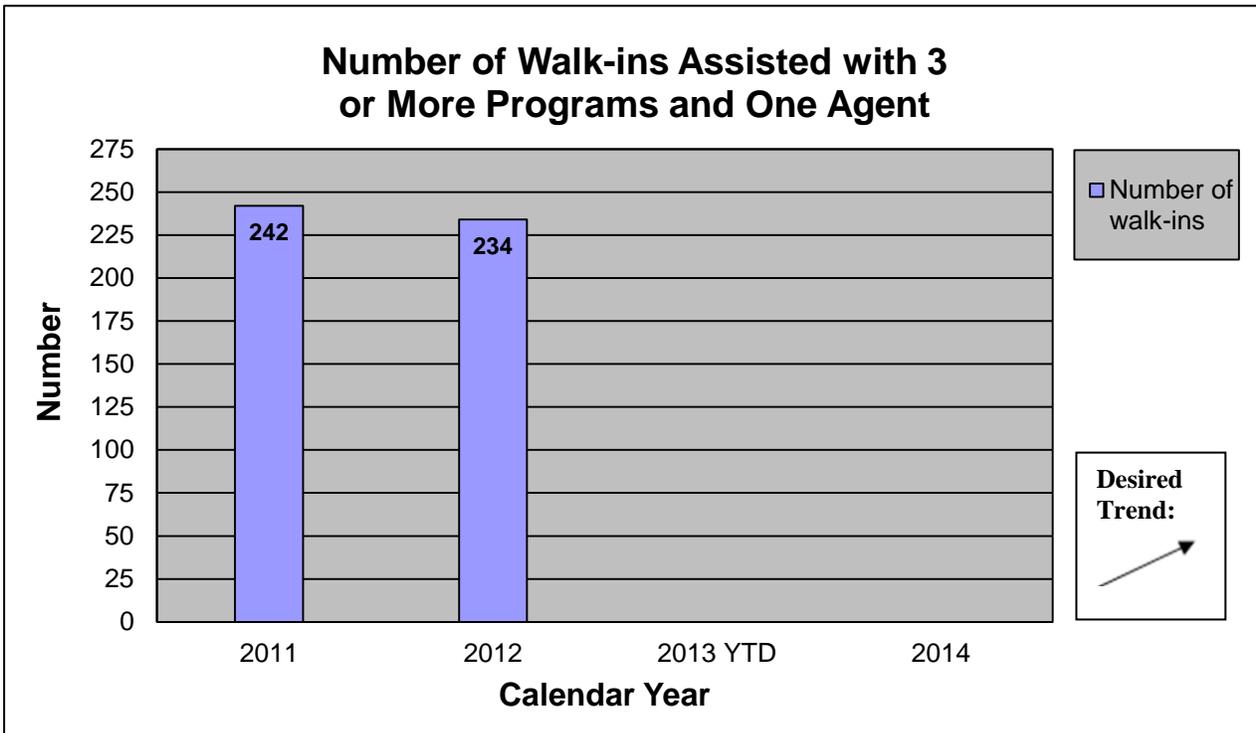
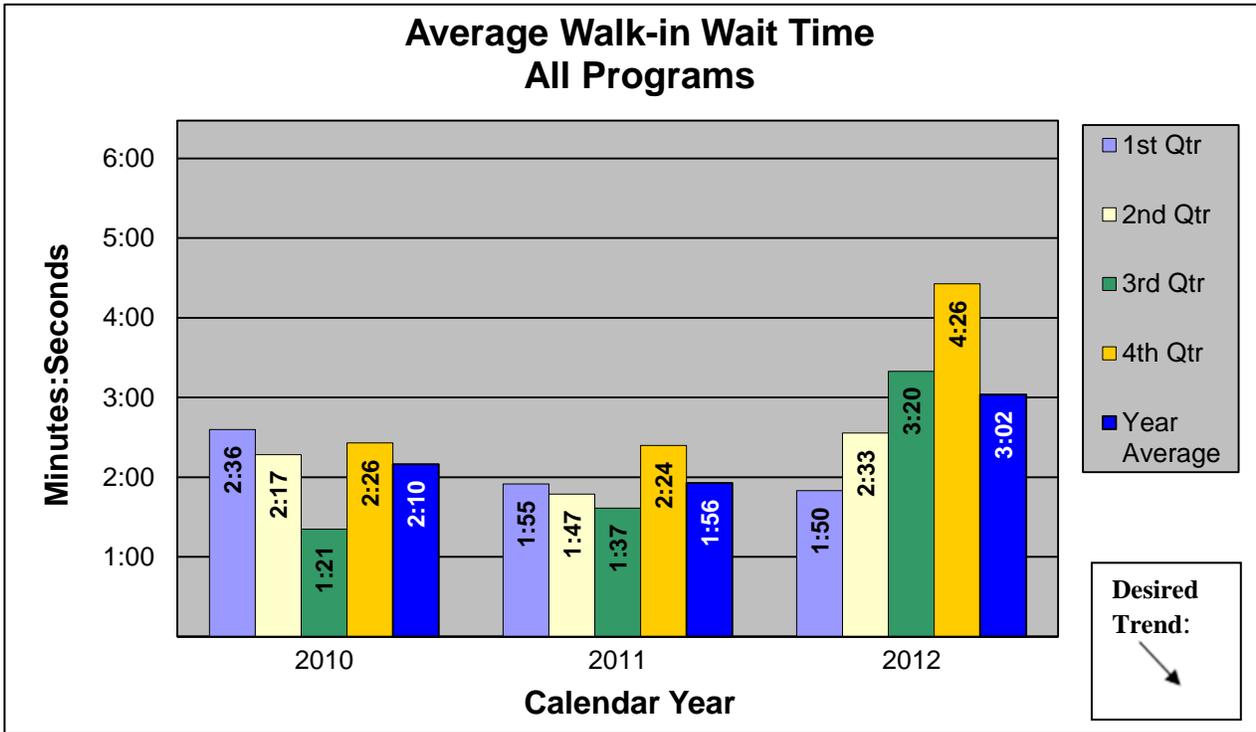
In the fourth quarter of 2012, MCS had 29,341 active common customers. Approximately 2.5 percent of MCS customers come to our facility as a walk-in for same day service. Customers are tracked from the time they enter our facility until the time an agent begins to help them with MCS program transactions. Daily walk-in sheets are completed for each customer and tracked in a database. Front desk staff initiates the walk-in sheet which is forwarded to an agent for completion. The agents may work primarily with the International Registration Plan, International Fuel Tax Agreement, Operating Authority and Unified Carrier Registration. The Oversize Overweight program is unique in most instances and customers do not require assistance with other MCS program transactions. Customer wait time is tracked by program and data collected is used to evaluate agent cross training opportunities. This measure does not include customer processing time.

Improvement Status:

There were 791 walk-ins for the fourth quarter of 2012. This is an 8.6 percent decrease from 915 in the fourth quarter of 2011. This decrease is attributed to ongoing efforts to convince our customers that it is in their best interest to file online and/or send their documents electronically.

The average walk-in wait time for all programs increased from 2:24 minutes in the fourth quarter of 2011 to 4:26 minutes in the fourth quarter 2012. This increase can be attributed to MoDOT's Bolder Five-Year Direction and the MCS Boots on the Ground Document recommendation, where face-to-face assistance to walk-in customers was modified. Only customers who are compliant and have all necessary documents are assisted. Agents carefully instruct callers on requirements before their arrival at our office. Staff workload was leveled between walk-in customers, telephone calls and document processing. Only two agents are regularly scheduled to process walk-in customers (with more agents called up as needed during the peak of Busy Season). There were several occasions when the MCE system was down when the lobby was full of customers. However, due to the decreasing number of walk-in customers, the wait time remained manageable

In 2012, 234 walk-in customers were assisted with three or more programs by a single cross-trained agent.



Outstanding Customer Service

Percent of satisfied motor carriers

Motor Carrier Services Director: Jan Skouby

Data 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. MoDOT's Motor Carrier Services 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 program divisions, 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, 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. Customers use a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied.

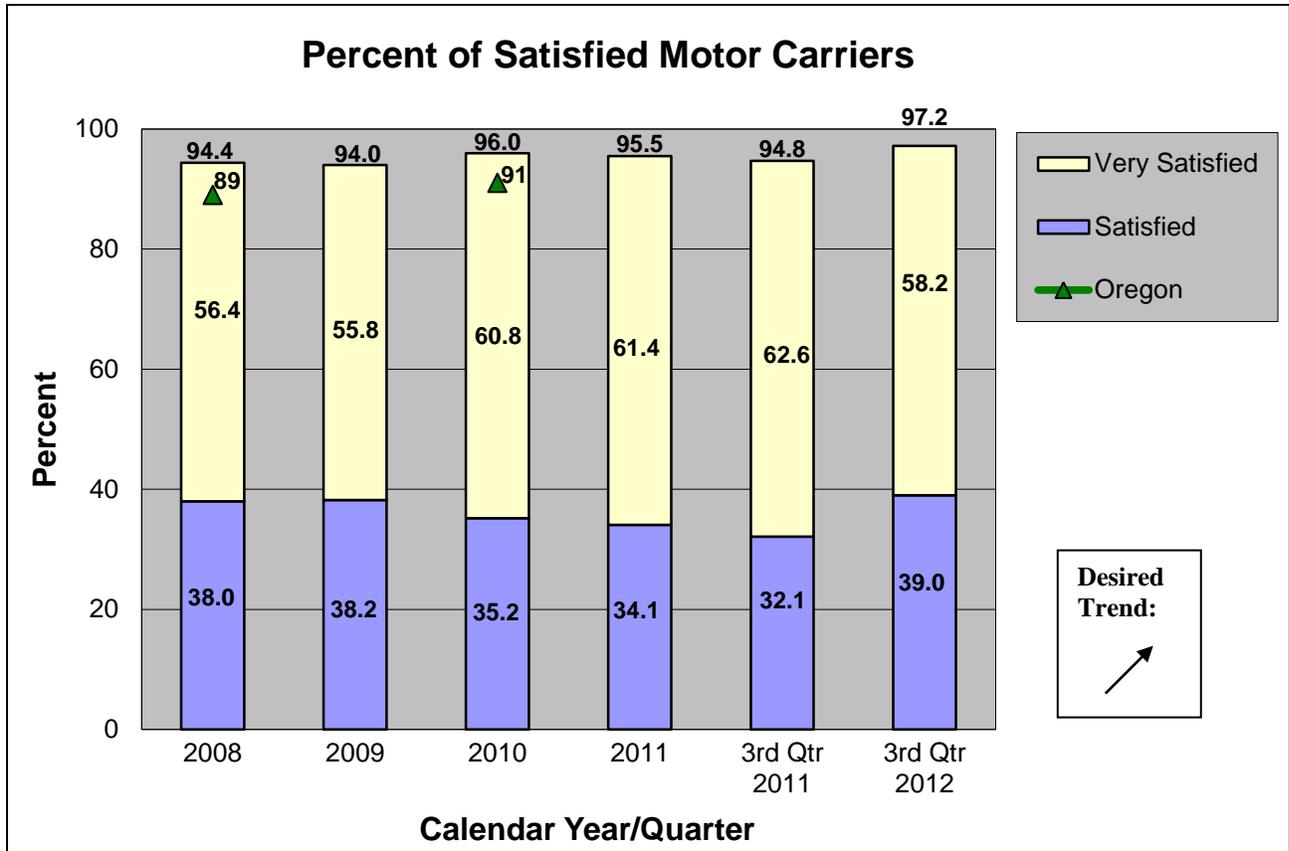
The Oregon Motor Carrier Transportation Division is the benchmark for this measure. Like MoDOT MCS, Oregon MCTD houses most functions required of motor carriers in the state. Unlike MoDOT's quarterly survey, Oregon's survey is conducted in one week, biennially.

MCS takes risks in an effort to balance resources, optimize employee time and increase customer usage of MoDOT Carrier Express while still maintaining a high level of customer service. In recent years, MCS decreased resources while increasing output, expectations and customer satisfaction.

Improvement Status:

This data stems from customers' opinions of service received in July, August and September of 2012.

For the third quarter of 2012, MCS earned a 97.2 customer satisfaction rating, which is higher (5 percent) than the 92.2 in the second quarter and 2.4 percent higher than the same quarter last year. However, the ratio of people who said they were "very satisfied" with the service they received from MCS in the third quarter 2012 is 58.2 percent, 3.2 percent lower than last quarter and down 4.4 percent from the same time last year.



Innovative Transportation Solutions

Customer entered transactions vs. agent entered transactions

Motor Carrier Services Director: Jan Skouby

Data Driver: Kelly Ray, Motor Carrier Project Manager

Purpose:

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.

Description:

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

Improvement Status:

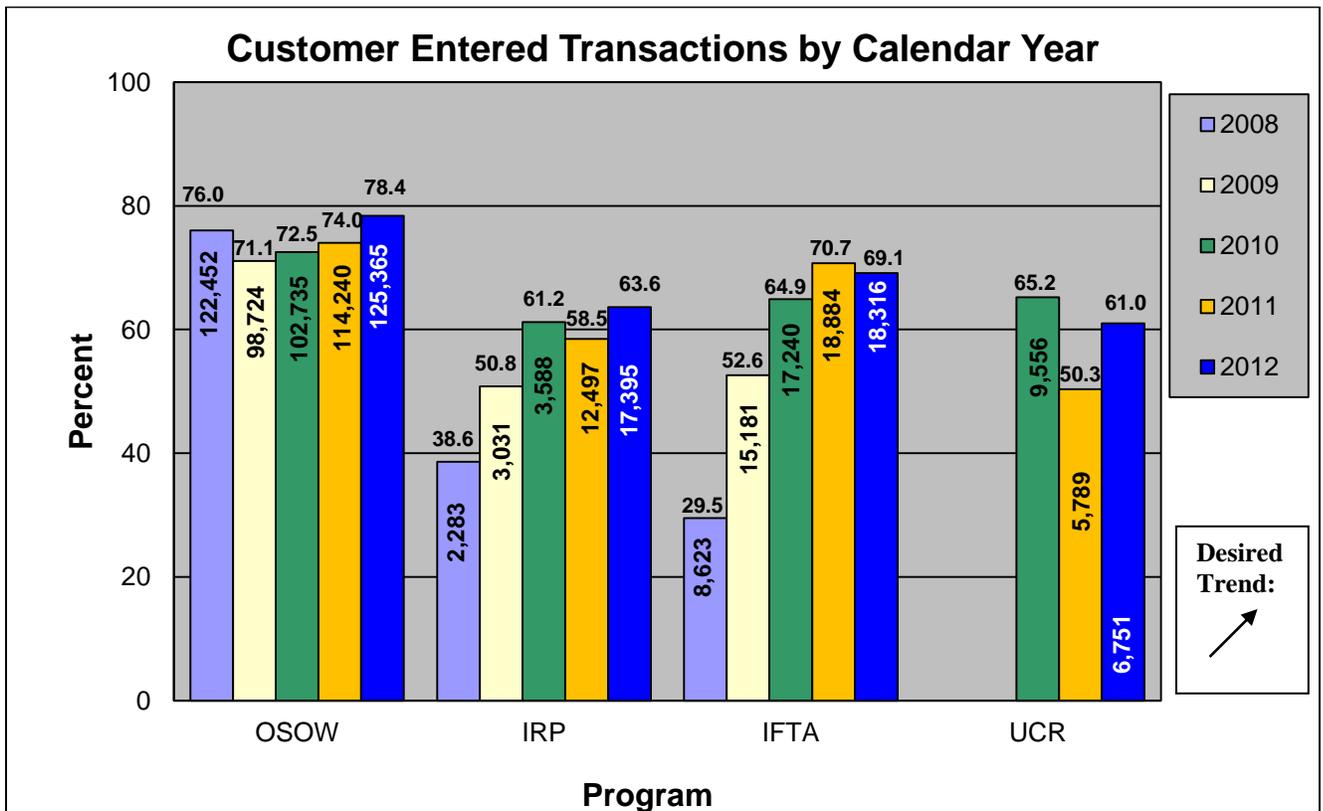
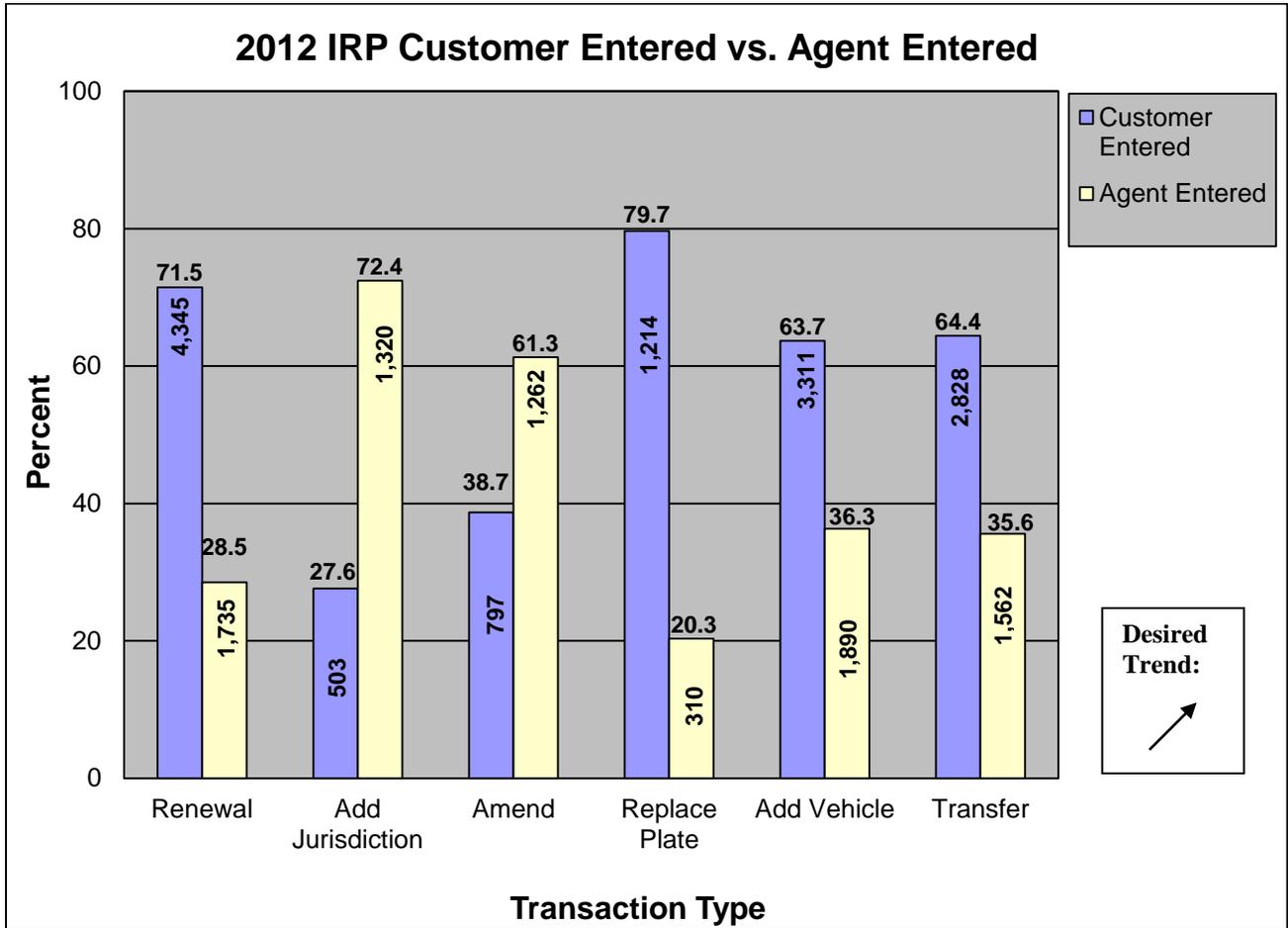
Of the 159,962 OSOW permits entered into MCE for the year 2012, 78.4 percent (125,365) of them were entered by customers. This is a new high, an increase of 2.4 percent over the previous record of 76.0 percent in 2008, when a total of 161,083 permits were entered into the system.

IRP online customers' usage increased just under 5 percent from 2011 to 2012 and is also a new record for the past five years, beating the second high of 61.2 percent set in 2010. Because IRP only has certain transactions available to online customers, the information in the 2012 IRP Customer Entered vs. Agent Entered chart is used to determine what transactions should be advertised and discussed with our customers. 72.4 percent of add jurisdiction transactions are performed by agents. This is attributed to the fact that many times customers try the transaction themselves but cannot complete because of an existing open supplement. Amend transactions are only available for customers during the renewal period. Therefore, the percentage of customers performing this transaction is expected to remain low.

IFTA ended the year at 69.1 percent of customers entering their own returns, a decrease of 1.6 percent from 2011 and down .6 percent from third quarter 2012.

During the fourth quarter UCR, there were 6,895 UCR transactions. Customer entered transactions totaled 5,090, or 74 percent. Registration of 2013 UCR began on October 1. The requested file and pay by date for 2013 UCR was January 1, 2013. The number of customer overall transactions increased due to the timing of the program. The cumulative percentage of customers entering their own transactions for the year 2012 finished at 61.0 percent, down 4.2 percent from the all-time high of 65.2 percent in 2010, but up 10.7 percent over 2011.

MCS System and Training Analysts conducted two training sessions statewide during the fourth quarter 2012. Staff continues to provide one-on-one customer training via phone. Auto-dialer messages are made to customers in all programs except OSOW.



Innovative Transportation Solutions

Number of auto-issued vs. agent-issued transactions

Motor Carrier Services Director: Jan Skouby

Data Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Purpose:

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.

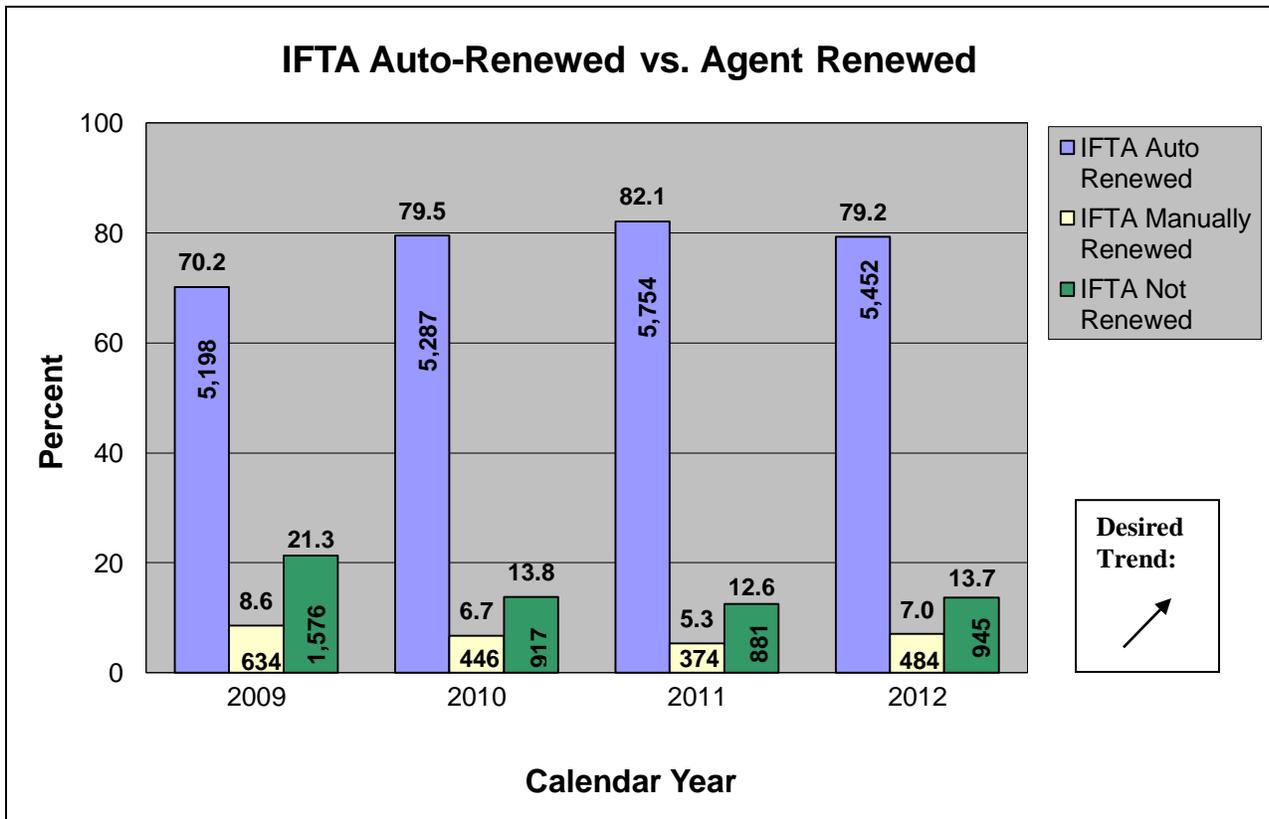
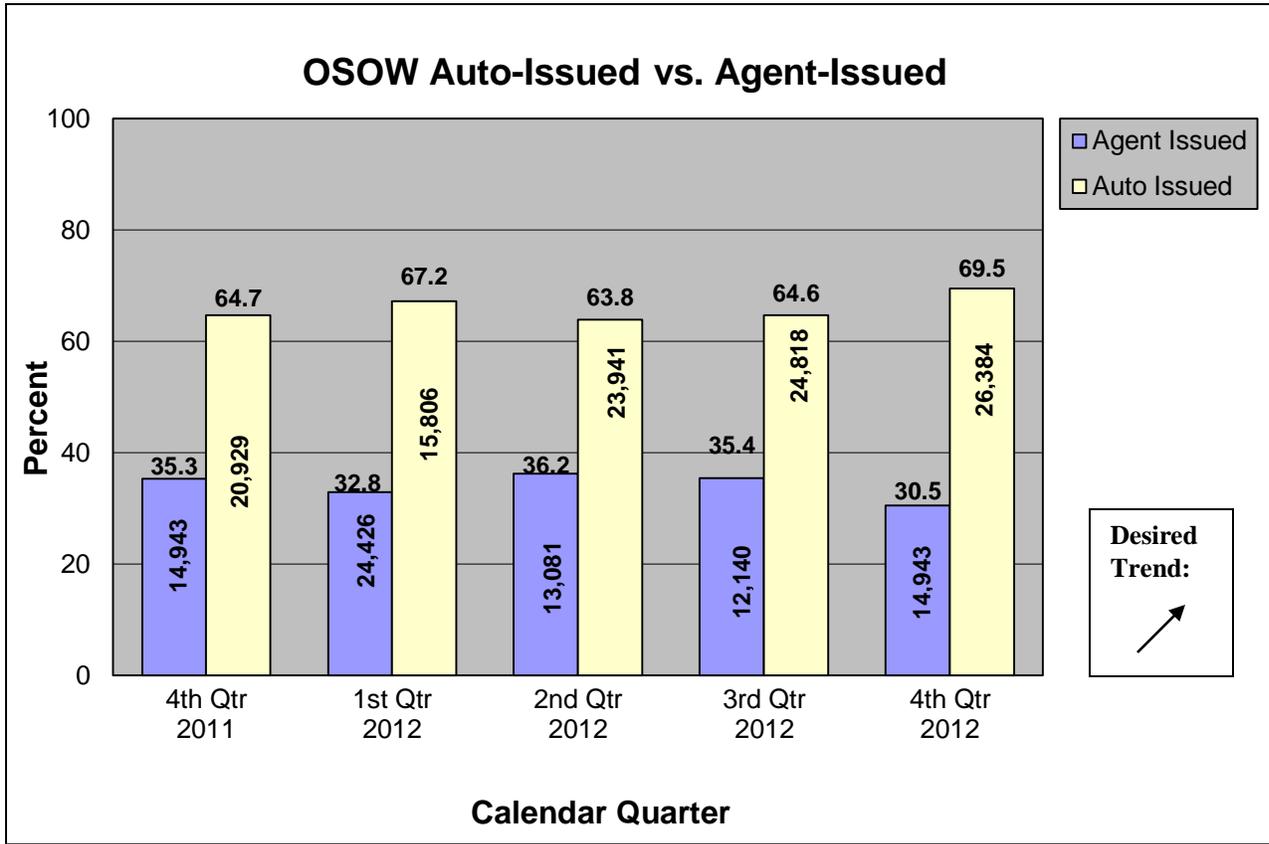
Description:

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 a yearly basis.

Improvement Status:

The percentage of permits issued without agent intervention increased by 1,566 permits (6.3 percent) from third quarter 2012 and by 5,455 (26 percent) from fourth quarter 2011. More than half (69.5 percent) of OSOW permits that are issued yearly are processed by the system. More intersections were “flagged” in TMS to allow more routes to connect and therefore, more auto-issued. The proof of insurance requirement, in effect since February 2009, impacts auto-issuance because customers cannot apply for permits online if their insurance is not on file. Permits cannot be auto-issued if the customer adds any type of note to the online application or if the route starts on the interstate. The information tab on the permit electronic application has been disabled assisting with the increase.

Each year, the IRP large account agents process their accounts’ IFTA renewals to ensure that the decal and license plate/cab card issuance occur concurrently. Walk-in or phone call requests are renewed manually. Multiple fleets must be processed manually to maintain correct business addresses. In most cases, the number of IFTA decals needed was less than the number issued last year. From 2011 to 2012, the amount of auto-issued renewals decreased by 5.2 percent. The amount of IFTA manually renewed increased by 29 percent and the IFTA that did not renew has increased by 7.3 percent.



Innovative Transportation Solutions

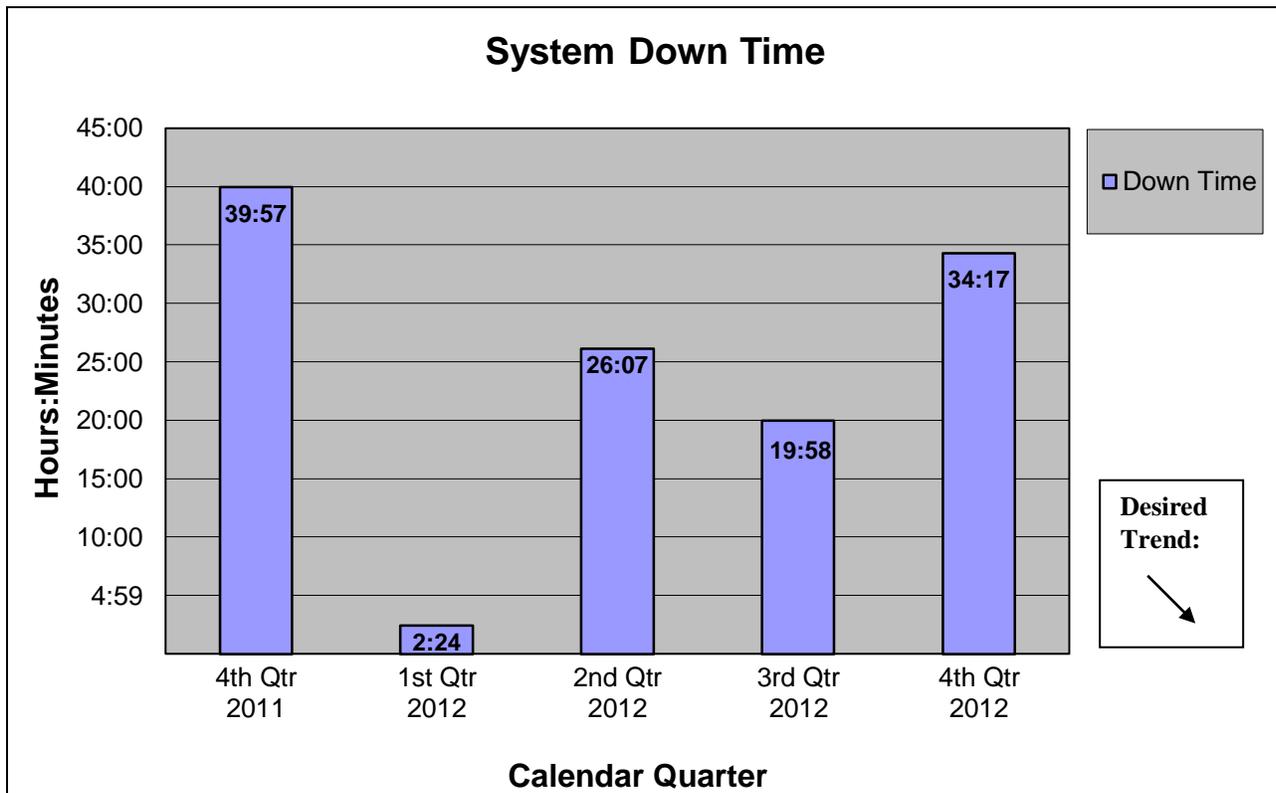
System down time

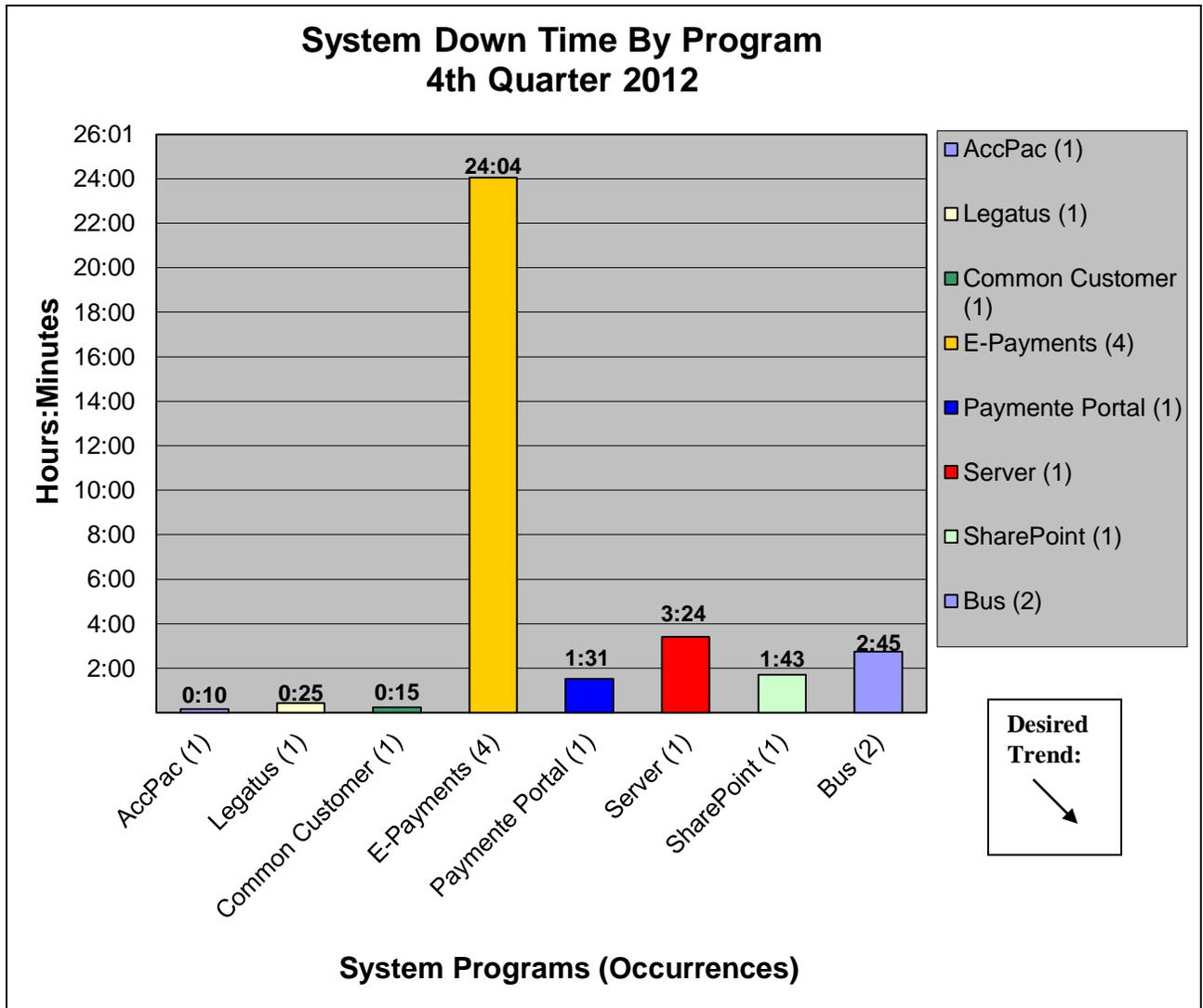
Motor Carrier Services Director: Jan Skouby
Data Driver: Kelly Ray, Motor Carrier Project Manager

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

Description:
 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.

Improvement Status:
 System down time increased by 14 hours and 19 minutes over third quarter 2012. The biggest contributor was four separate occurrences where e-payments was down totaling 24 hours and 4 minutes due to system issues on the vendor’s side. The first occurrence with e-payments resulted in a down time of 17 hours and 34 minutes when the vendor added certificates that MoDOT was not aware of. MoDOT has reiterated the importance of communicating scheduled maintenance prior to work beginning. The second biggest contributor was the Cognos server running out of space, resulting in 3 hours and 24 minutes of down time. Documents were removed from the server to create space.





Innovative Transportation Solutions

Telecommuting and remote work hours

Motor Carrier Services Director: Jan Skouby

Data Driver: Patti Suling, Motor Carrier Services System and Training Analyst

Purpose:

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

Description:

Telecommuting is an option for MCS employees who are able to perform without diminishing the quality of work, productivity or level of service. The goal is to have the equivalent of 10 full time employees telecommuting in order to reduce costs.

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

Improvement Status:

The total number of telecommuting hours increased 4.8 percent (153.25 hours) from third quarter to fourth quarter 2012. The total hours teleworked for fourth quarter 2012 is 3,318, the equivalent of 7.5 full-time employees. The Bolder Five-Year Direction is still impacting telecommuting this quarter, but MCS is rebounding. There were four holidays during this quarter which also accounts for a reduction in available telecommute hours compared to third quarter.

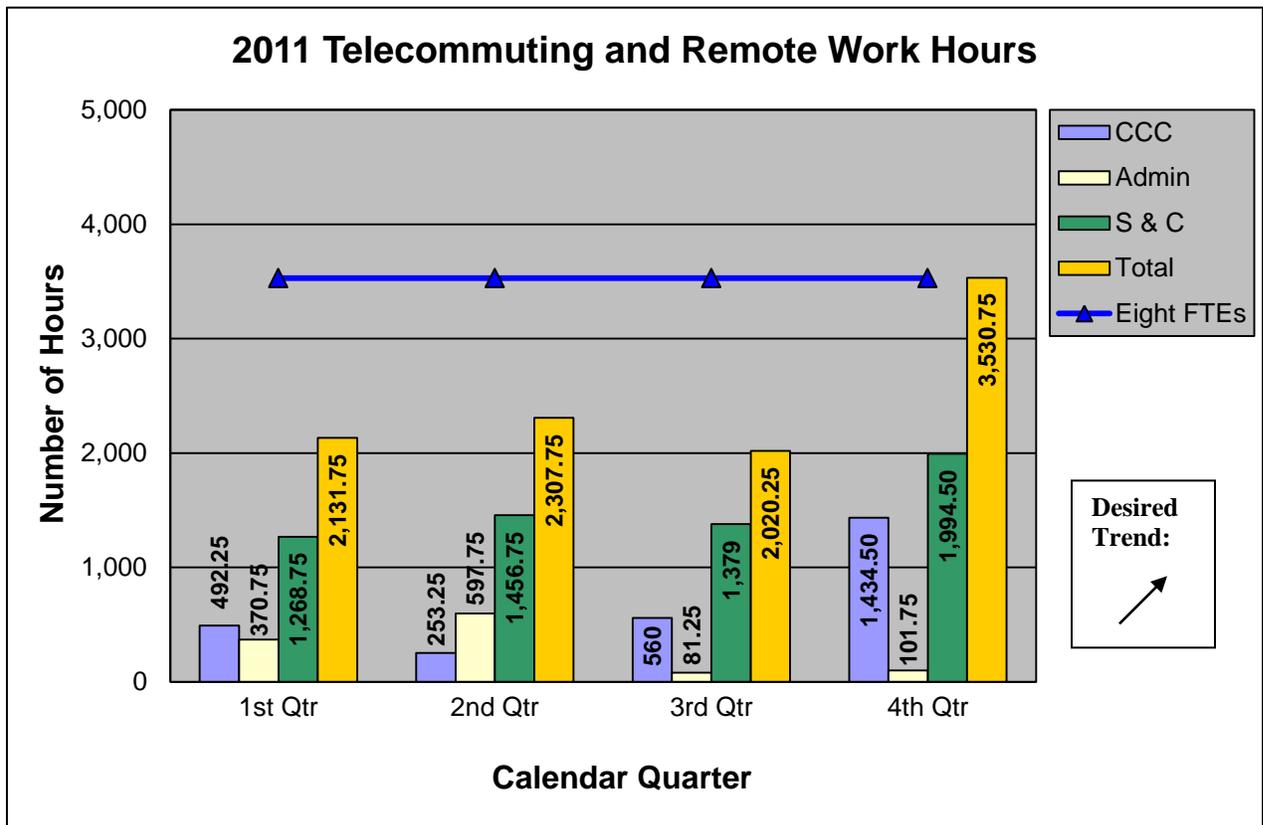
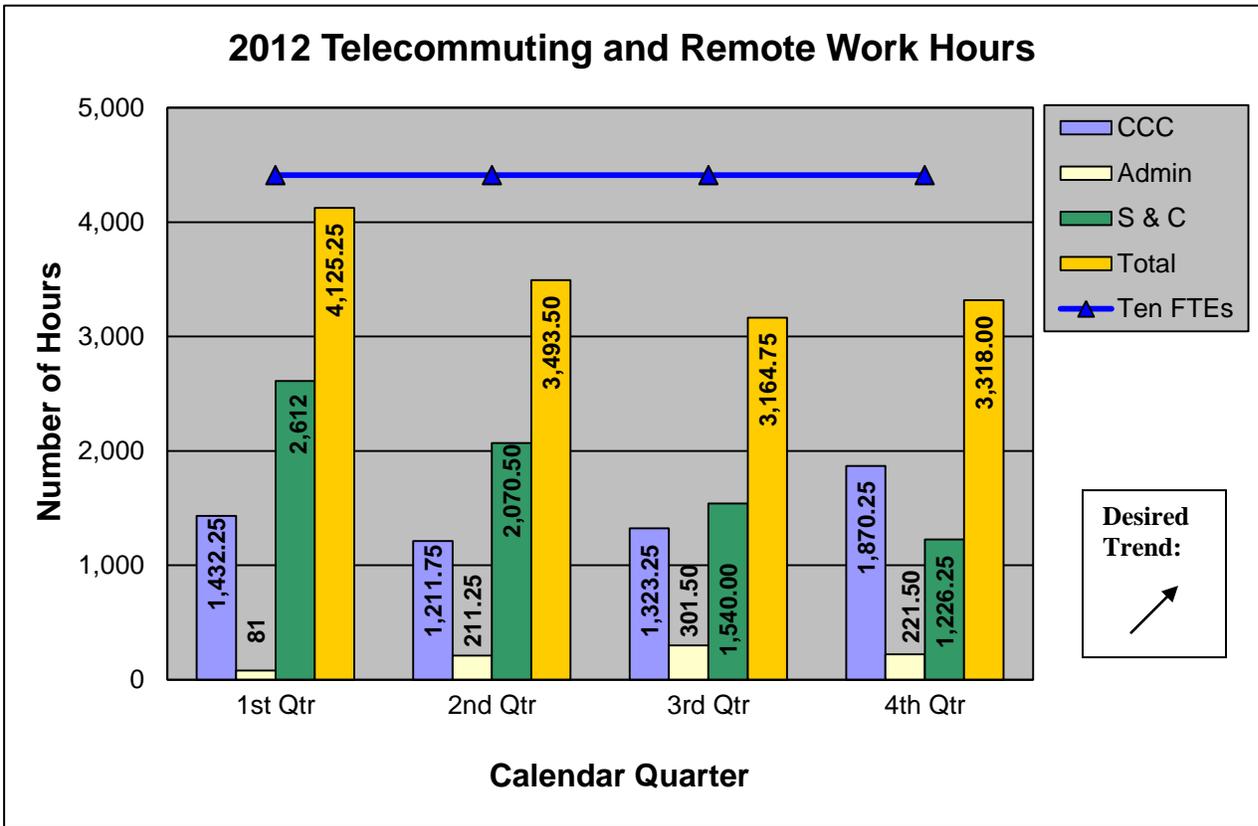
CCC increased 41.3 percent (547 hours) from third quarter to fourth quarter 2012. CCC began a hoteling pilot on September 24, 2012, where five agents telecommute all but one day a week. Depending on whether they are an 8 or 10 hour employee, this increased their number of days telecommuting by one or two days. The hoteling pilot ended at the end of October, but was replaced with full-time telecommuting for all five agents in the hoteling pilot which results in 40 hours of telecommuting a week per agent. There are currently three vacant positions in CCC. Only one hour was logged as an emergency call for CCC. Overtime for CCC was logged as 60.5 hours for the fourth quarter, up from 4.3 hours logged for CCC in the third quarter of 2012; this was due to busy season and the agents' timely processing documents in the worklist.

Administration decreased 26.5 percent (80 hours) from third to fourth quarter 2012. This decrease is a result of one employee participating in knowledge transfer that required them to work on site and also emergency sick leave. Emergency calls accounted for 16 hours reported in the fourth quarter, up from 1.5 hours from third quarter.

Safety and Compliance decreased 20.4 percent (313.75 hours) from third to fourth quarter 2012. S&C had a week long in-service requiring all to attend, and there continued to be a reduction in staff during this time. There are seven vacant positions that previously participated in telecommuting and two positions are training and ineligible to telecommute. Safety and Compliance staff attended several snow plow training sessions as well as studying, training and testing for their CDL licenses in order to meet the BFYD. Some employees were called on to use their training because of inclement weather during this quarter.

Although we are seeing a .06 percent decrease in telecommuting hours in the fourth quarter of 2012 from fourth quarter 2011, we have a 4.8 percent increase from third quarter 2012 to fourth quarter 2012. This increase is attributed to the full-time telecommuting that CCC has implemented, in part to prepare for our move to smaller facilities 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.



Innovative Transportation Solutions

Innovative solutions implemented

Motor Carrier Services Director: Jan Skouby

Data Driver:

Purpose:

The purpose of this measure is to identify successes and solutions implemented that increase efficiencies and aids MoDOT Motor Carrier Services in improvement of processes, system or program activities.

Description:

Improvement Status:



Efficient Movement of Goods

Superload permits issued

Motor Carrier Services Director: Jan Skouby

Data Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Purpose:

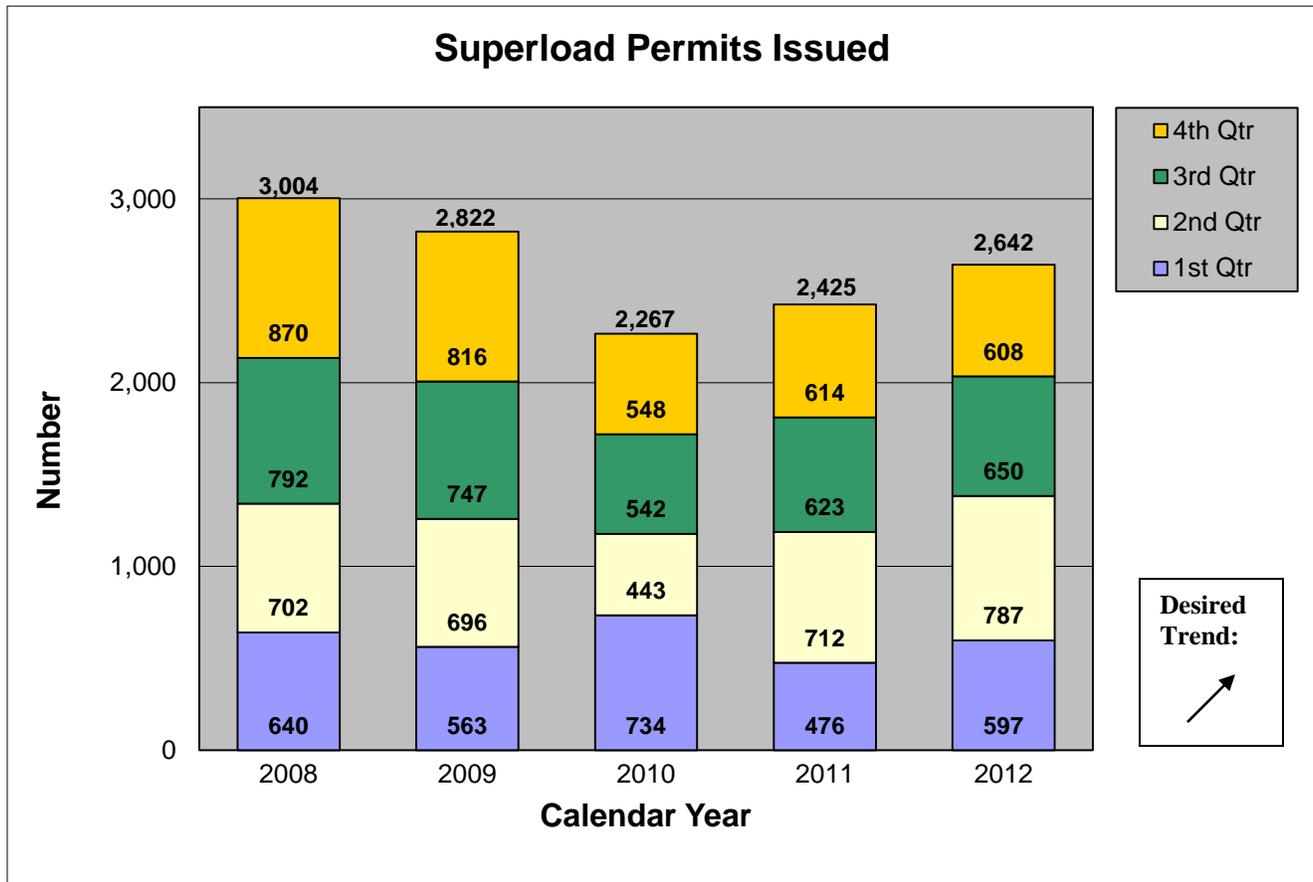
This measure tracks how many superload transactions are issued by Motor Carrier Services agents through the MoDOT Carrier Express system.

Description:

Data is collected monthly from reports in the MoDOT Carrier Express system. The chart below 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, 160,000 pounds or is a configuration other than those listed in the OSOW Regulations handbook.

Improvement Status:

The number of superload permits issued increased 8.9 percent from 2011 to 2012. Superloads for Safe and Sound bridge projects, disaster relief, and through-state wind component movement during the first three quarters contributed to the increase. Superload quantities decreased by 6.5 percent from third quarter to fourth quarter 2012, primarily because Safe and Sound projects were completed in third quarter. The number of superloads varies quarterly and yearly depending on wind component movement and large scale construction projects.



Efficient Movement of Goods

Oversize Overweight permits issued

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Purpose of the Measure:

This measure tracks the number of oversize and/or overweight permit transactions in the MoDOT Carrier Express system.

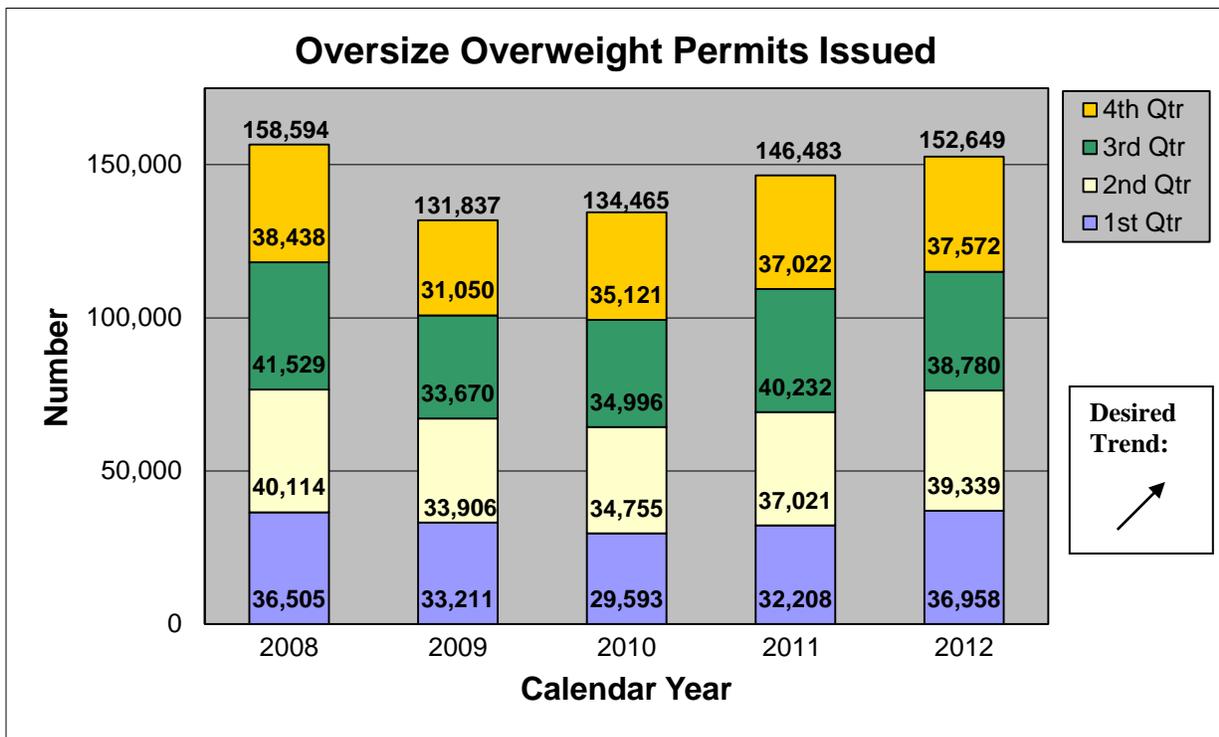
Description:

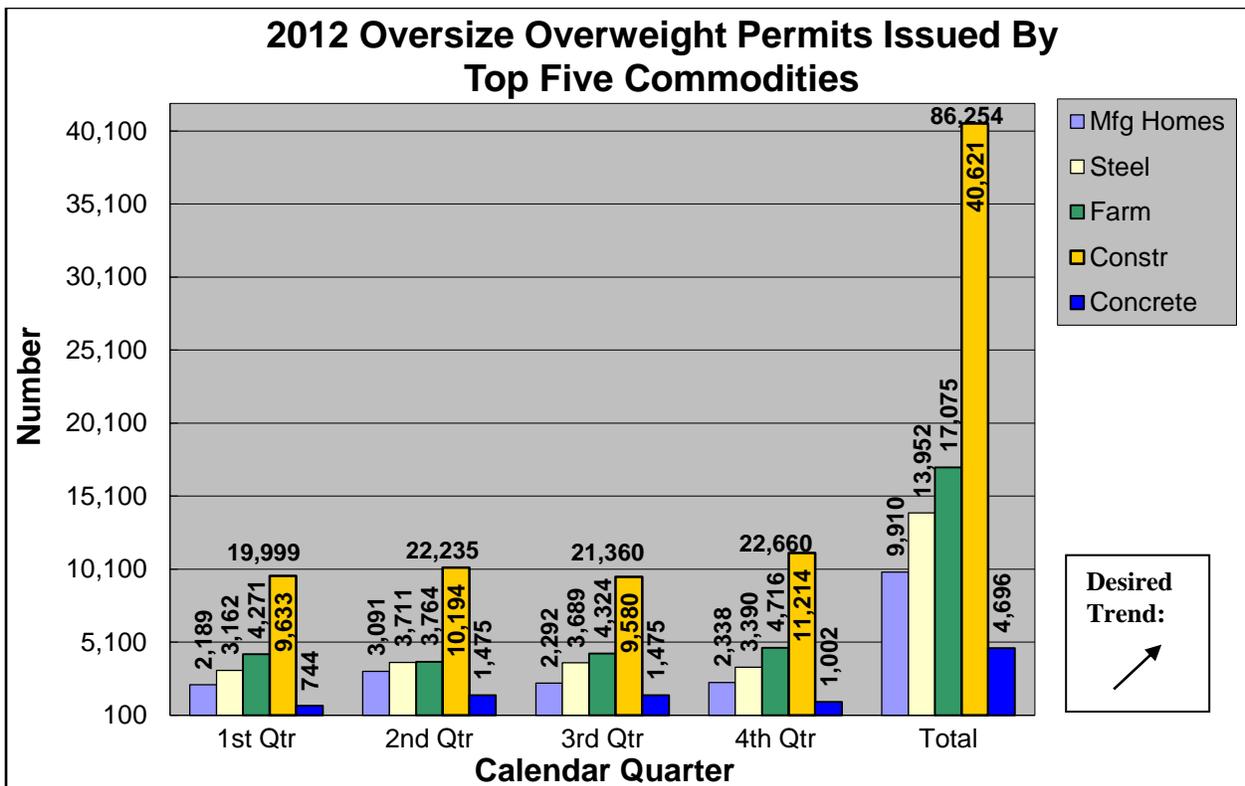
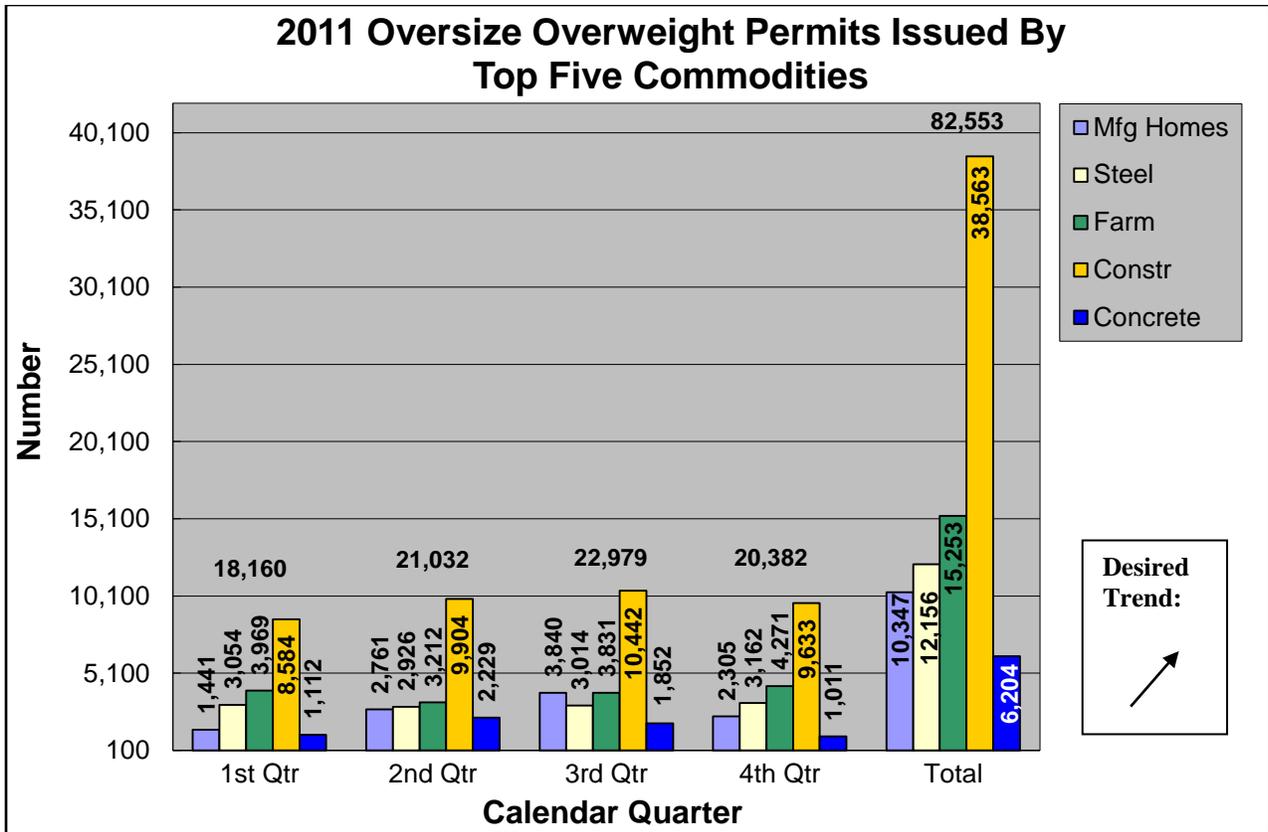
Data is collected monthly from reports in the MoDOT Carrier Express system. The first chart below shows the total number of oversize and/or overweight permits issued per quarter and per year. The second chart shows the breakdown of OSOW permits issued for the top five commodities.

Improvement Status:

From 2011 to 2012 the number of oversize overweight permits increased by 6,166 permits (4.2 percent). Comparing the fourth quarter 2011 to fourth quarter 2012, permits have increased by 550 permits (1.5 percent). The number of permits issued decreased by 3 percent from third quarter to fourth quarter 2012. The total amount of permits issued in 2012 is the highest quantity since 2008 at which time the wind component movement was in full swing with five Missouri based wind farms under construction. Safe and Sound and disaster relief, along with through-state wind component moves are a direct result of the increase in permit production for 2012.

Of the 37,572 total permits, 22,660 (60 percent) were for the top five commodities shown on the second chart. The remaining categories consisted but are not limited to concrete, pipes, beams, road building equipment, etc.





Efficient Movement of Goods

Average pending time of granted intrastate operating authority

Motor Carrier Services Director: Jan Skouby

Data Driver: Tina Thurman, Motor Carrier Compliance Supervisor

Purpose:

The purpose of this measure is to track the average number of days an application for Intrastate Authority was pending prior to issuance. This data is used to determine an acceptable duration of pending time and to help improve Operating Authority customer service response time ratings.

Description:

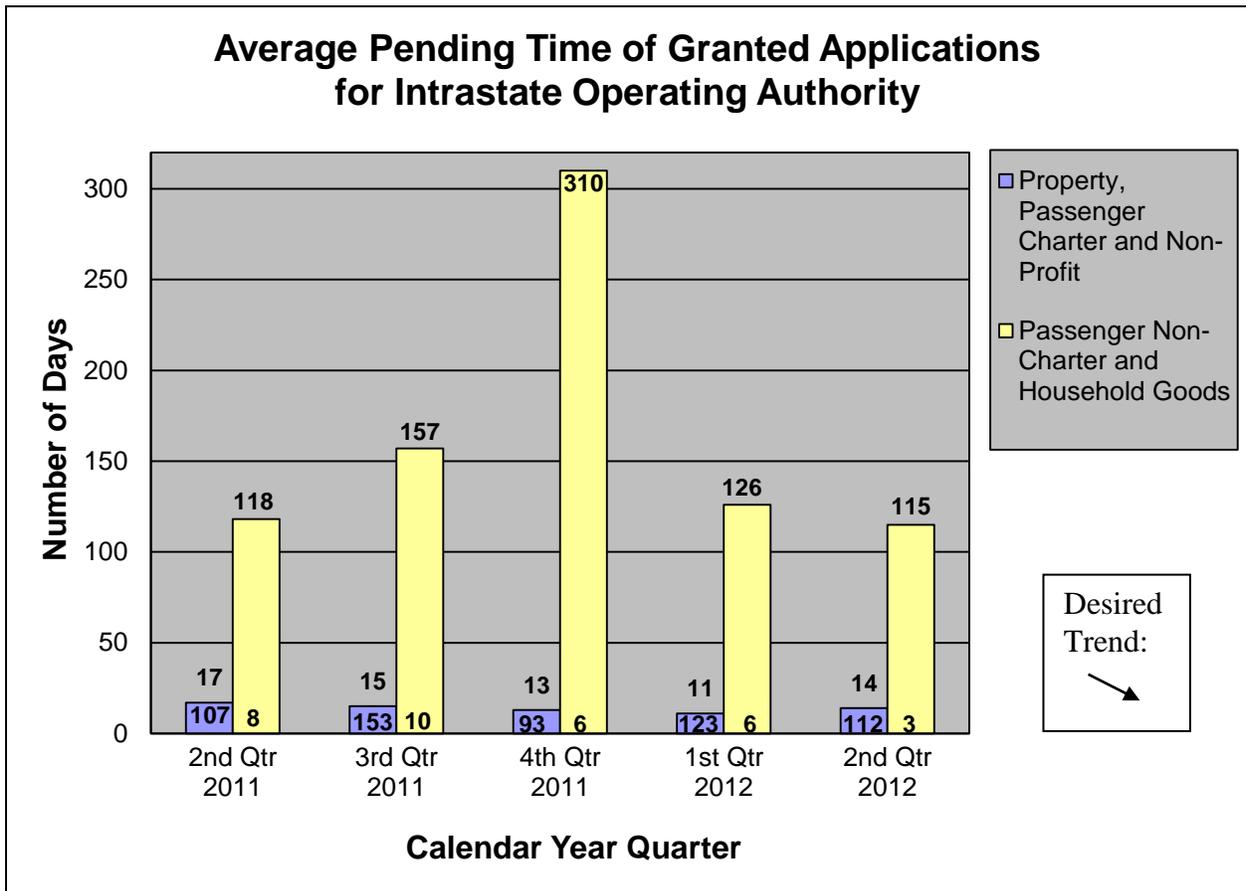
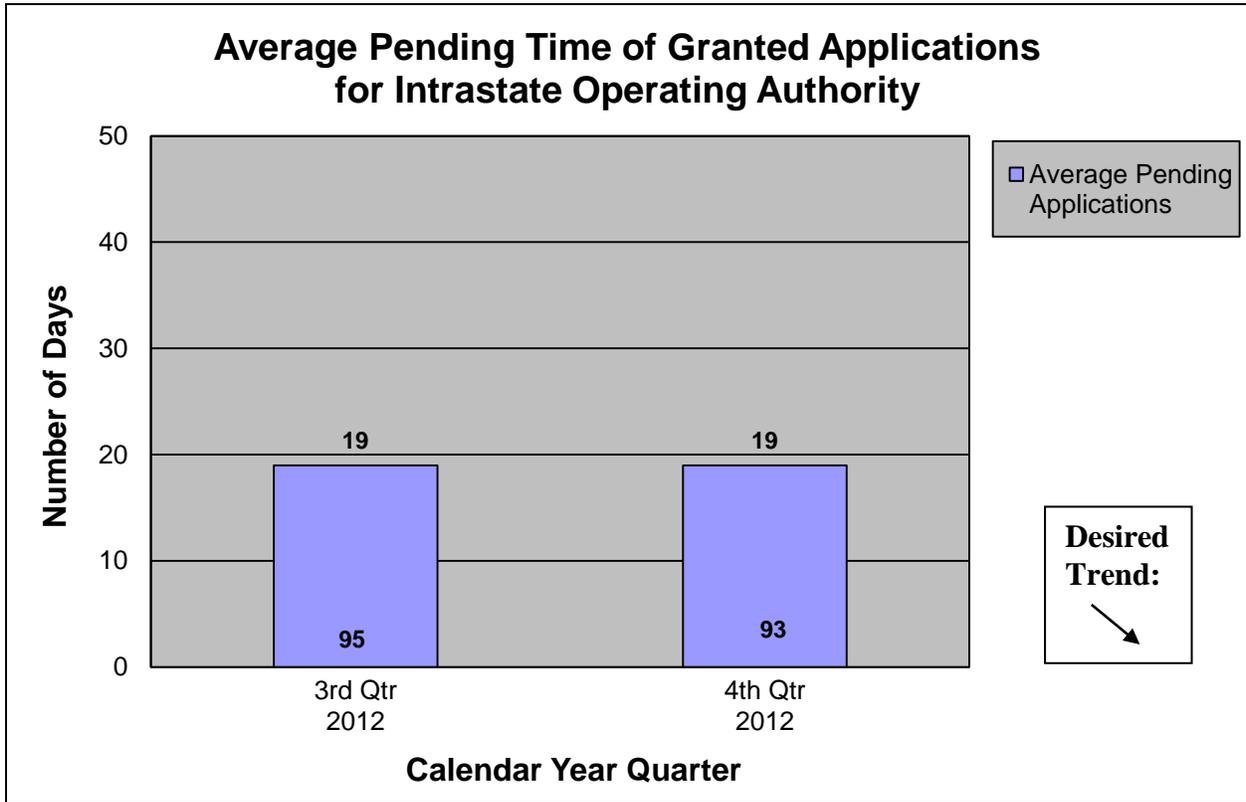
The application to obtain Missouri Intrastate Operating Authority is the MO-1. It is the starting point for what can be a confusing and lengthy process for intrastate authority applicants. The process can be delayed as customers collect required documentation and approvals that originate from multiple sources.

Legislation simplifying the application process for household goods and passenger other than charter applicants became effective August 28, 2012. In previous quarters the MO-1 pending time was separated between streamlined and non-streamlined applications. The separation of pending time is removed as new legislation has become effective.

The average number of pending days is based upon calendar days. Weekends and non-working holidays are included in the count. MCS returns applications after a period of ninety calendar days if the applicant has not complied with all application requirements.

Improvement Status:

Authority to operate for-hire in intrastate commerce was granted to 93 applications during the fourth quarter. The average MO-1 pending time experienced by these applicants was 19 days. This is the same pending time experienced in the previous quarter. Applicants who experienced a pending time of greater than 19 days were for filings of insurance (24), application corrections (6), and payment (2). The two agents assigned to the Operating Authority team continue to increase their knowledge of OPA and application review.



Efficient Movement of Goods

Interstate motor carrier mileage

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Joy Prenger, Motor Carrier Compliance Supervisor

Purpose of the Measure:

This measure reports the fluctuations of motor carrier freight movement in Missouri. MoDOT uses the information to monitor freight movement trends.

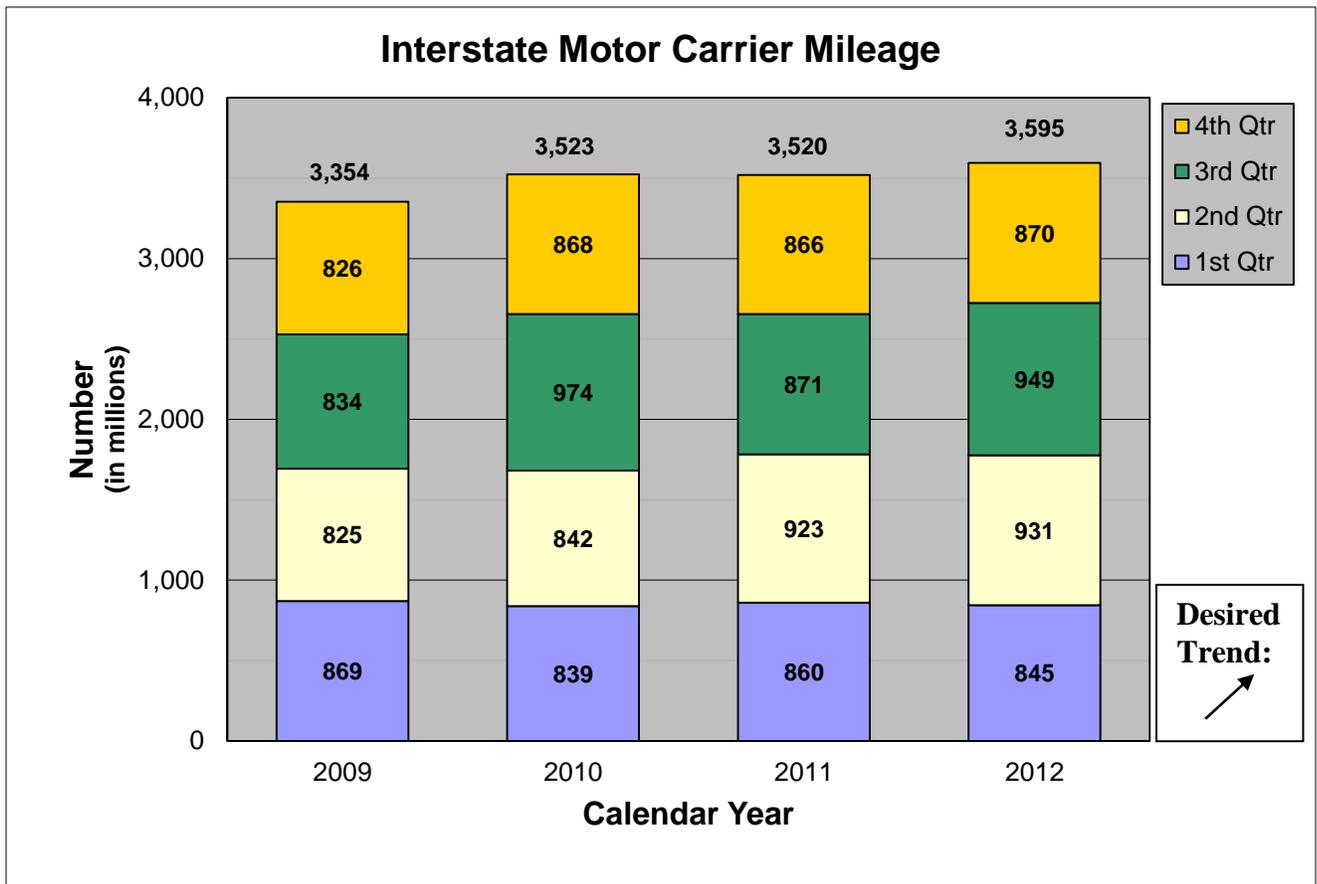
Measurement and Data Collection:

Data is reported quarterly. Quarterly International Fuel Tax Agreement tax returns filed by member states and provinces and monthly reports of mileage data by the members are used to monitor the number of taxable miles traveled in Missouri by all motor carriers.

Improvement Status:

Total miles traveled by interstate carriers in Missouri decreased by 8.32 percent from last quarter. Overall for 2012, total miles traveled are up 2.13 percent compared to 2011.

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



Efficient Movement of Goods

Percent of trucks using advanced technology at Missouri weigh stations

Result Driver: Jan Skouby

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:

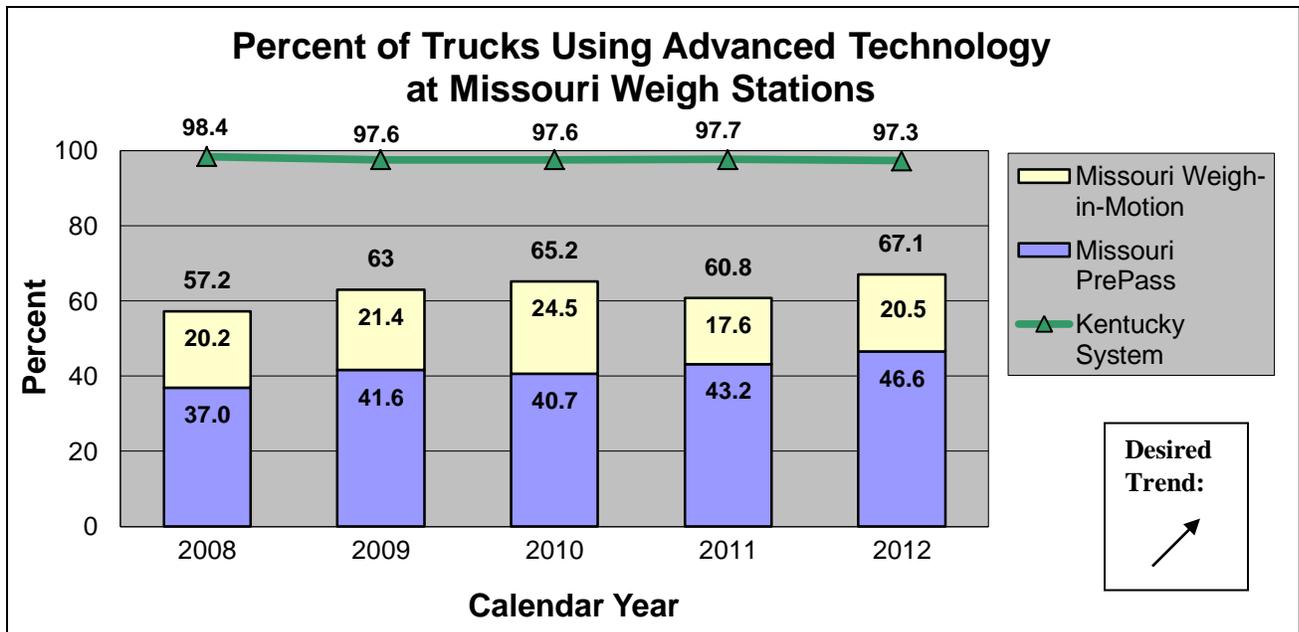
For this quarterly measure, data is collected by HELP, Inc.'s PrePass system computers which scan transponder-equipped vehicles as they approach 18 Missouri weigh stations. Pavement sensors check the vehicle's weight while computers review MoDOT's records to determine the carrier's compliance with safety, 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. Kentucky participates in Norpass preclearance program, is a new member of the PrePass pre-screening program and is one of eight states that border Missouri.

Improvement Status:

The number of vehicles verified using advanced technology and bypassing the static scales as well as the number of vehicles weighed on the static scales and ramp weigh-in-motion was slightly higher than in 2011. Activity that affected the bypass counts included: maintenance work on the static scales impacted the open time at Joplin; broken loop at Bloomsdale; reduced manpower availability at Foristell EB; and some decreased numbers at Eagleville due to scale issues. Other issues at scale facilities had only a minor impact on the activity counts.



Best Value for Every Dollar Spent

Motor Carrier Services' contribution to highway and state road funds

Motor Carrier Services Director: Jan Skouby

Data Driver: Joy Prenger, Motor Carrier Compliance Supervisor

Purpose:

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

Description:

MCS collects state and non-state funds. Collections and disbursements are recorded in the statewide financial accounting system for nine state funds and two non-state funds. Collections for the International Registration Plan and the International Fuel Tax Agreement include state and non-state funds. Collections for the Intrastate Exempt/Intrastate Regulatory Authority, Hazardous Waste/Waste Tire Transporters, Unified Carrier Registration, Grade Crossing Safety Program, Public School Program, City and County Distributions, Titles and Oversize Overweight permits include only state funds. Cities, counties and St. Louis City receive 25 percent of Missouri Schedule II fees.

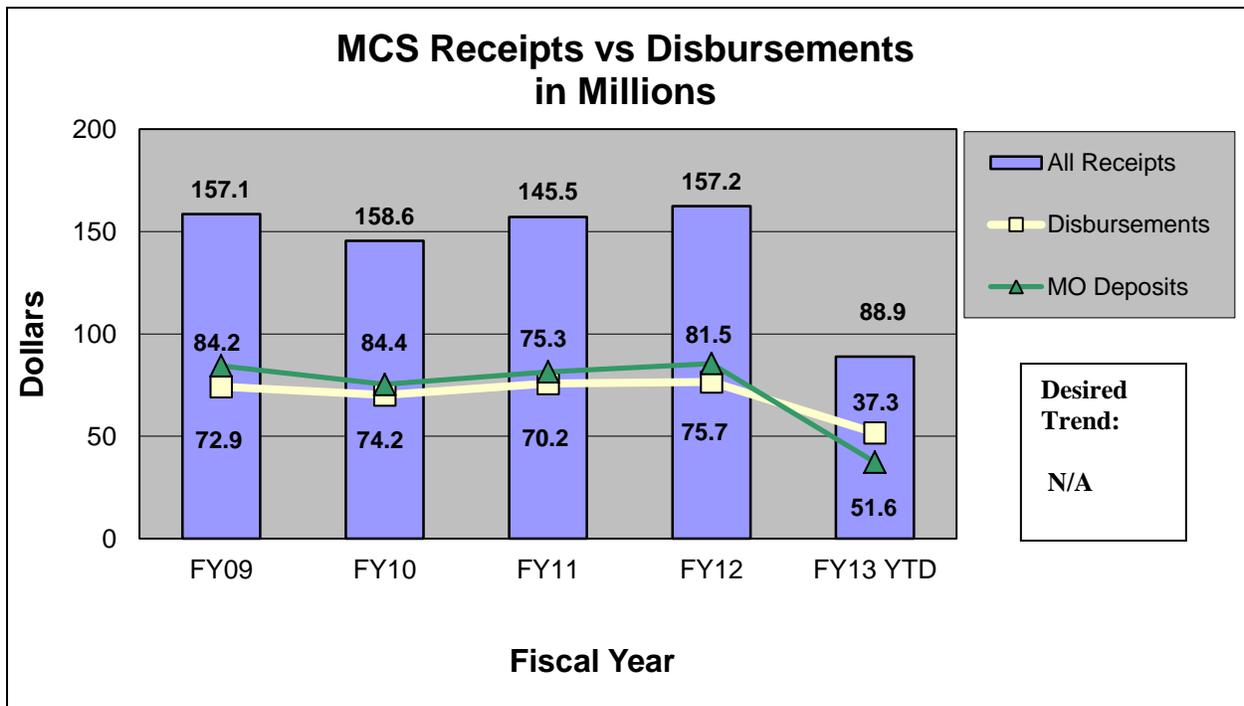
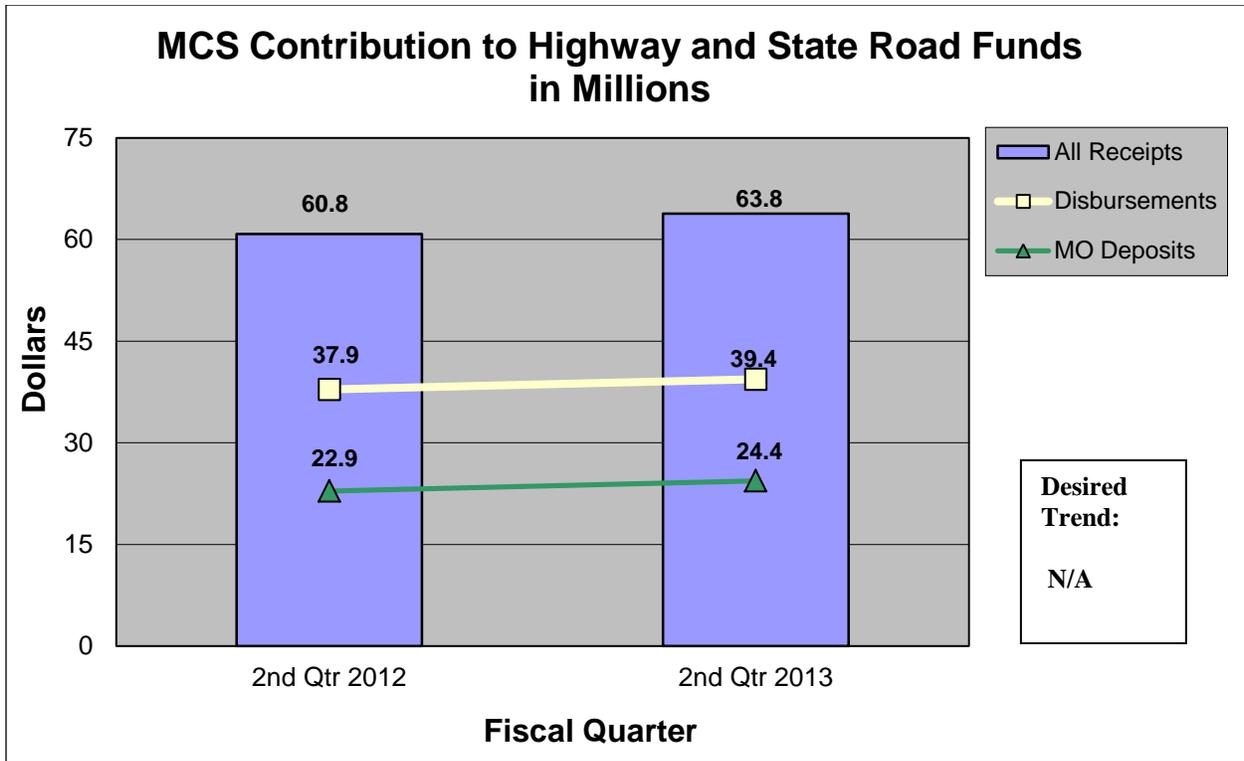
This data is collected based on revenue recorded in the statewide financial accounting system and the MCS accounting system by fund.

Improvement Status:

The fourth quarter of 2012 is the second fiscal quarter of fiscal year 2013. MCS total receipts increased by 5 percent compared to the same quarter in the prior fiscal year. MCS contributions to the highway and state road funds increased 6 percent for the same period last year.

For the second quarter of the fiscal year 2013:

- MO registration and fuel tax dollars deposited to the state road fund increased approximately 7.9 percent;
- OSOW permit sales increased less than one percent, resulting in \$14,656.00 more revenue contributed to the state road fund ;
- UCR registration fees for 2013 decreased by 4.75 percent resulting in \$99,409.00 less revenue contributed to the state road fund;
- IFTA disbursements to member jurisdictions decreased less than one percent;
- IRP disbursements to member jurisdictions increased 4.35 percent
- UCR disbursements to the depository increased 96 percent resulting in \$36,265.00 contributed to member jurisdictions.



Best Value for Every Dollar Spent

Motor Carrier Services' expenditures and federal reimbursements

Motor Carrier Services Director: Jan Skouby

Data Driver: Joy Prenger, Motor Carrier Compliance Supervisor

Purpose:

The purpose of this measure is to demonstrate a responsible use of taxpayers' money and funds received from the Federal Motor Carrier Safety Administration. The expenditures and reimbursements determine costs to MoDOT.

Description:

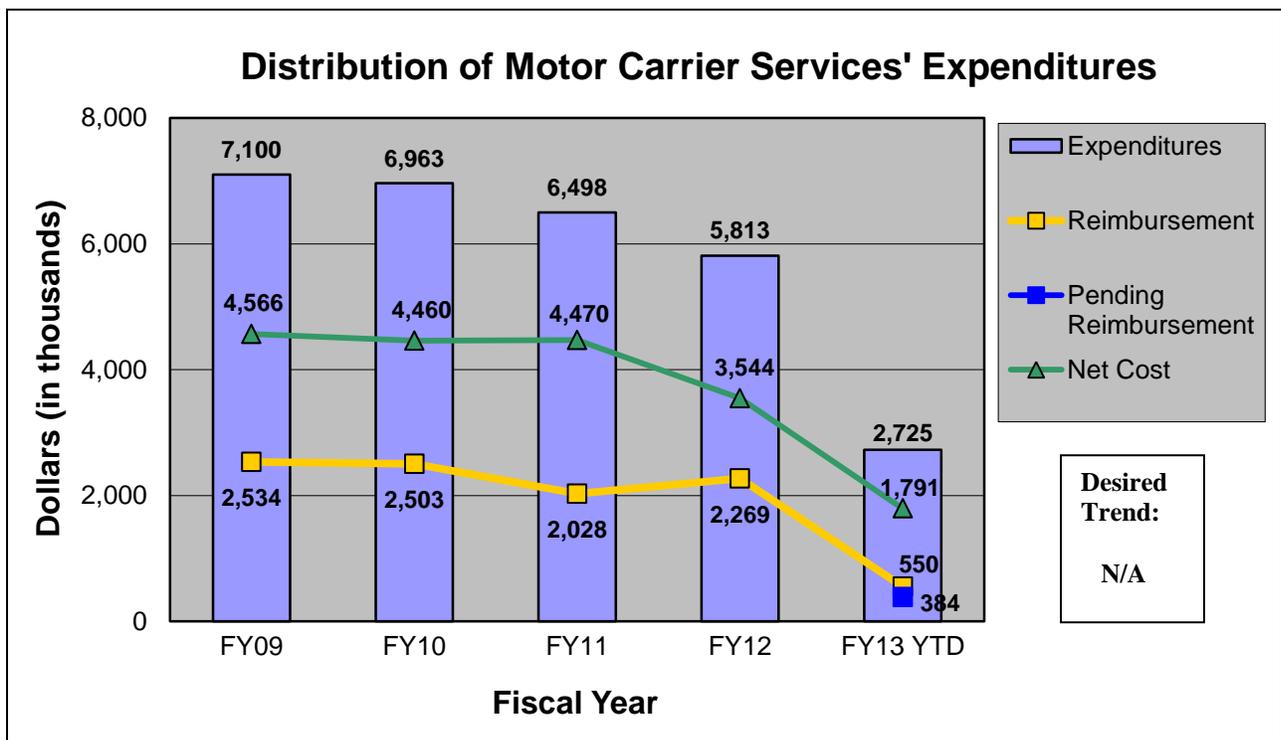
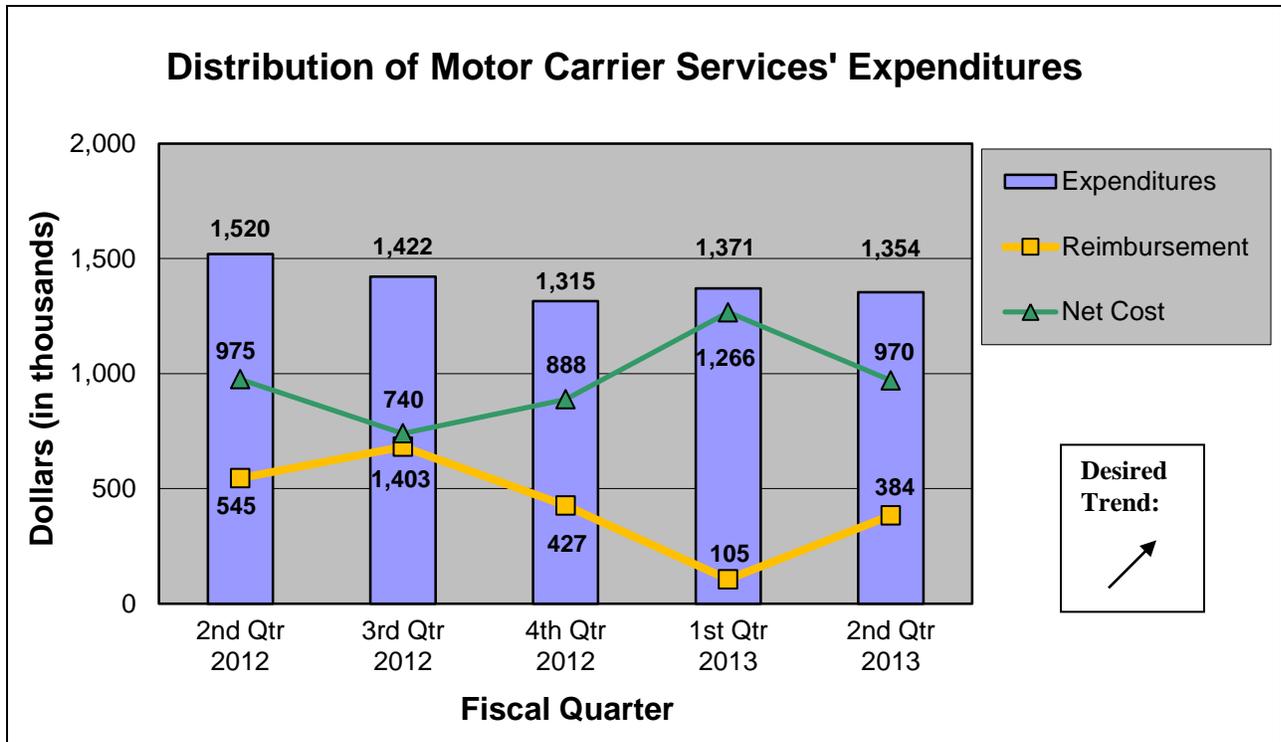
Motor Carrier Services' Safety and Compliance receives eligible funds with standards and procedures to administer the Motor Carrier Safety Assistance Program (MCSAP) and the Motor Carrier New Entrant Program (NE). MoDOT is reimbursed 80 percent of the approved costs for MCSAP and 100 percent of approved costs for the NE Program. In addition, Motor Carrier Services receives eligible funds from the Commercial Vehicle Inspection and Networks (CVISN) deployment grant program, and from the Performance and Registration Information Systems Management (PRISM). MoDOT is reimbursed 50 percent of the approved costs for the CVISN program, and 100 percent of the approved costs of the PRISM program.

MCS expenditures from its budgeted appropriation are collected based on cash expenditures. The data is collected and reported quarterly based on expenditures and reimbursements recorded in the statewide financial accounting system. Expenditures consist of actual dollars for Personal Services (wages) and Expense and Equipment. Some fringe benefits are actual dollars (health care and retirement for employees under MoDOT's systems), and some are estimated due to being lumped in large appropriations with all other state employees (OASI; deferred compensation; unemployment insurance; and health and retirement costs for employees enrolled in MOSERS and MCHCP).

Reimbursements are actual dollars received, and are stated on a cash basis (reported in the quarter received instead of the quarter the expenses occurred).

Improvement Status:

As of December 31, 2012, FY13 cost of Motor Carrier Services operations are \$2,724,670. FY13 grant eligible expenses claimed for reimbursement total \$933,724. After these reimbursements are received, the net cost of year-to-date FY13 Motor Carrier Services operations are \$1,790,946.



Best Value For Every Dollar Spent

True costs of MCS personal services

Motor Carrier Services Director: Jan Skouby

Data Driver: Joy Prenger, Motor Carrier Compliance Supervisor

Purpose:

The purpose of this measure is to provide the true, full costs of Motor Carrier Service employee wages, including all fringe benefits paid by the State.

Description:

The data shown on the first two graphs consists of four distinct cost areas. The largest is employee wages. The second largest is the cost of contributions for retirement. The third largest is the cost of contributions for employee health care. The fourth and final cost area is “other fringe benefits,” which consists of social security, deferred compensation, unemployment insurance, long-term disability, and post-retirement health care contributions. The final graph shows the number of actual full time equivalent employees at Motor Carrier Services at the end of each state fiscal year.

Motor Carrier Services has employees covered by either MOSERS retirement system or the MPERS retirement system. In addition, MCS has employees covered for health care under the Missouri Consolidated Health Care Plan or MoDOT’s health care plan.

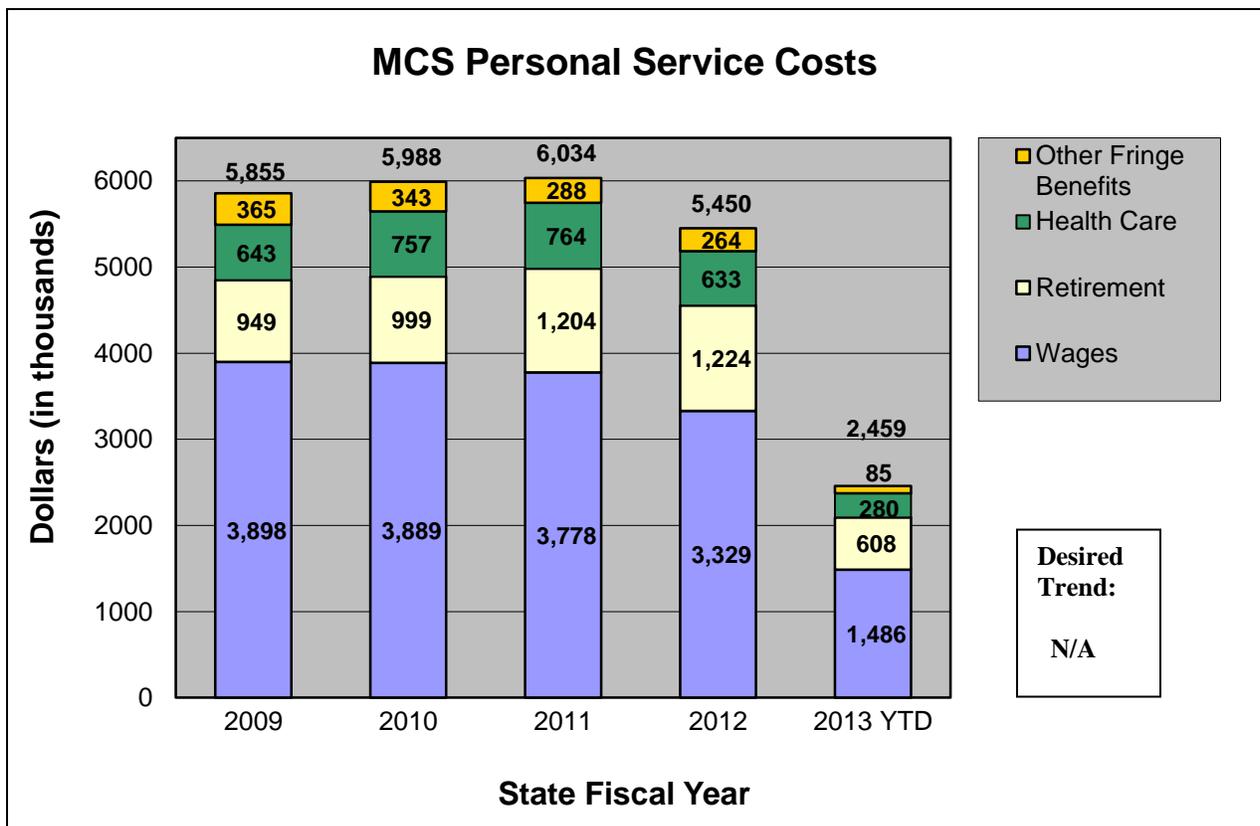
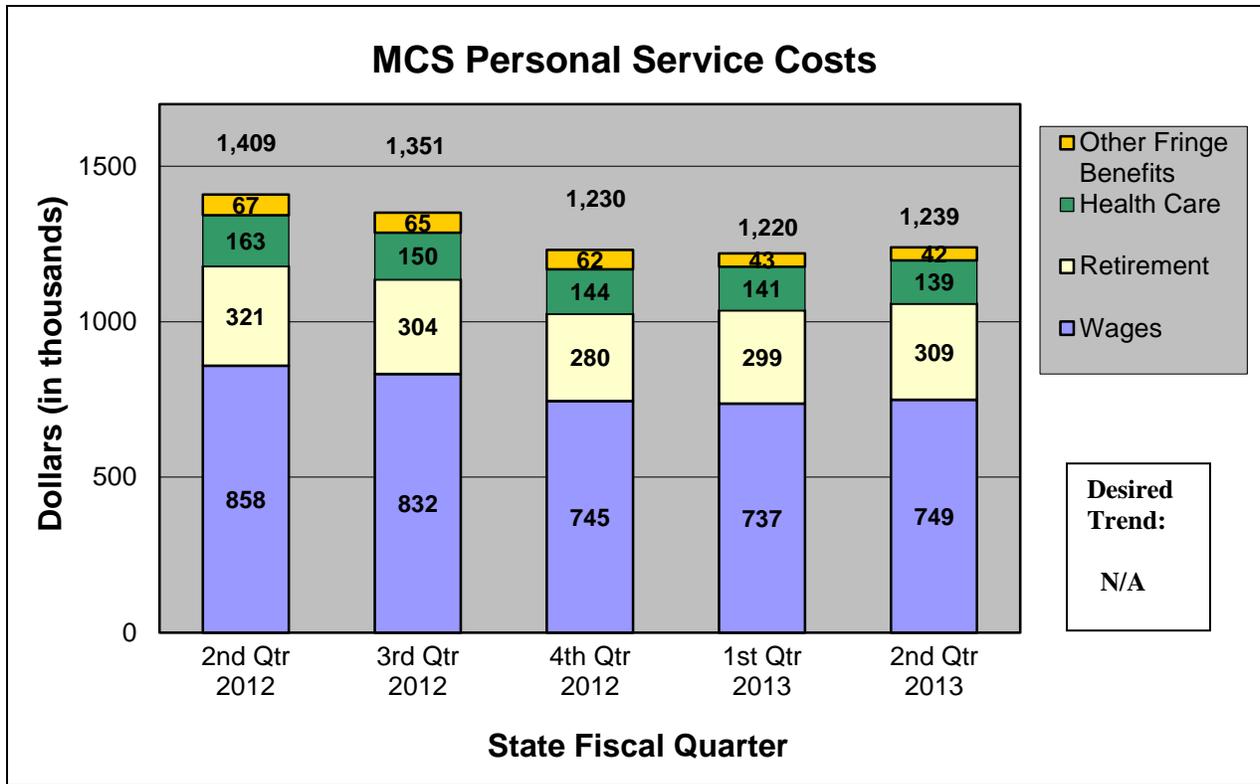
Improvement Status:

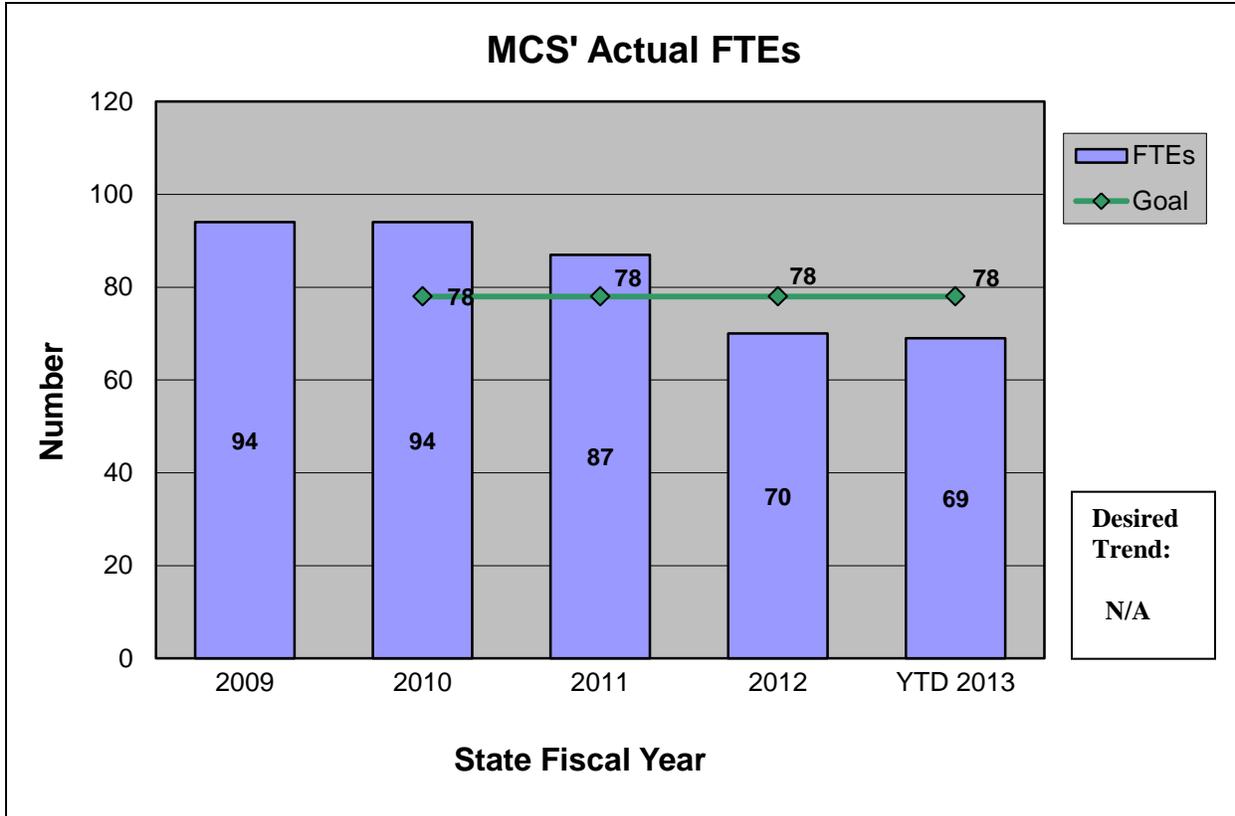
Retirement costs for MCS combined averaged 40.93 percent of wages for year-to-date FY 2013, compared to 36.50 percent of wages in FY 2012. The primary cause of this increased cost is the increase in the contribution rate required for employees in MPERS, which has risen from 45.45 percent in FY 2012, to 50.92 percent in FY 2013. For comparison, the FY13 contribution rate for employees covered by the MOSERS retirement plan is 14.45 percent, up from 13.97 percent for FY12. The large difference between the two plans is that MPERS’ contribution rate consists of a rather large “catch up” provision required to increase the Plan’s funded status.

Healthcare costs for MCS combined averaged 18.83 percent of wages for year-to-date FY 2013, compared to 19.40 percent of wages in FY 2012. MoDOT has taken steps to control costs in this area – primarily by shifting more of the overall health care burden to employees, in order to keep employer premium contributions relatively steady.

Other fringe benefits costs for MCS combined averaged 5.67 percent of wages for FY 2013, compared to 7.82 percent of wages in FY 2012. Other fringe benefits are comprised primarily of employer social security contributions, which are a fairly predictable percentage of wages. Two other benefits comprise a small part of this category - long term disability insurance and unemployment insurance. Due to their relatively insignificant cost (less than 10 percent of the total) they have little impact on this measure. One change implemented during the middle of FY 2010, the elimination of the State’s deferred compensation match, reduced costs in this area. Deferred compensation match for MCS was approximately \$7,000 per quarter.

As part of MoDOT’s Bolder Five-Year Direction, MCS has a goal of reducing FTEs to 78 by March 31, 2013. As of December 31, 2012 MCS has 69 FTEs and several vacant positions.





Best Value for Every Dollar Spent

Number of customers

Motor Carrier Services Director: Jan Skouby

Data Driver: Kelly Ray, Motor Carrier Project Manager

Purpose:

This measure tracks the number of customer accounts served by MoDOT Motor Carrier Services. MCS uses this information to employ its resources effectively.

Description:

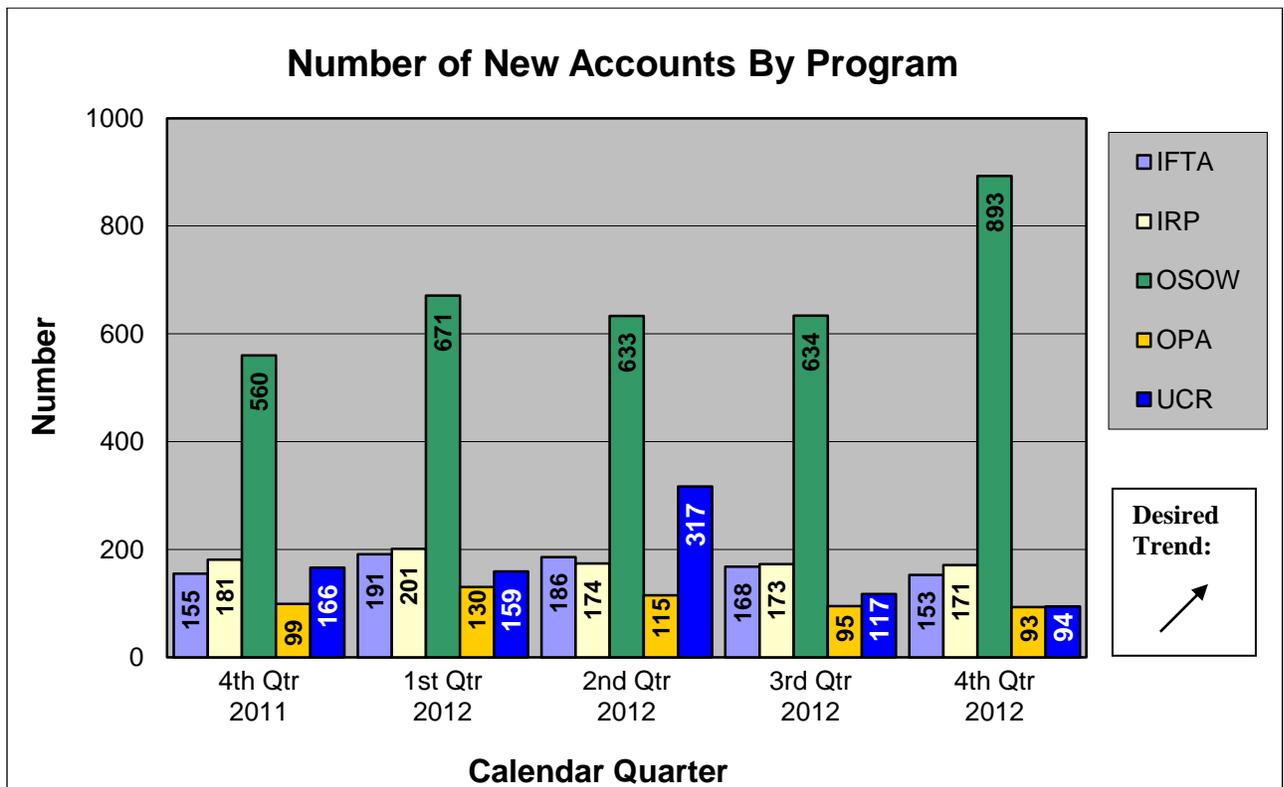
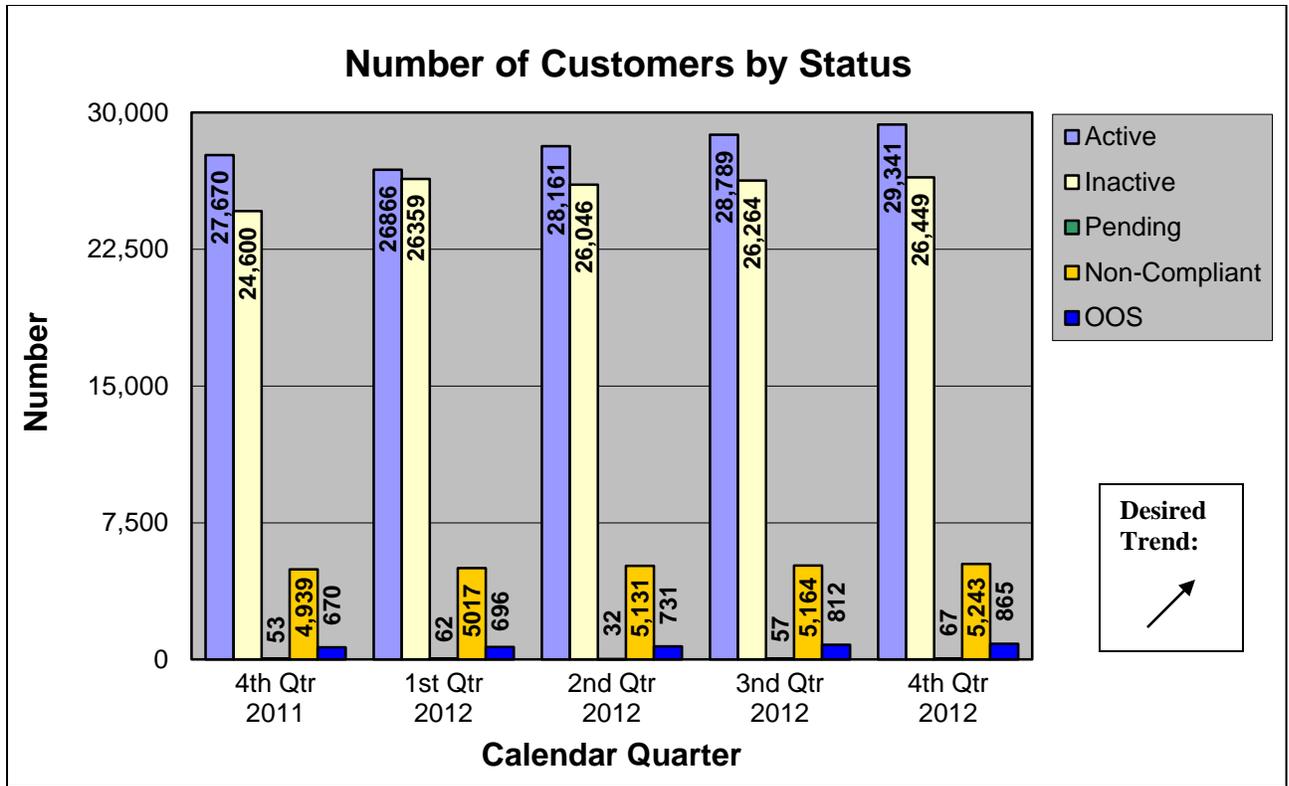
The data is collected monthly and quarterly from various reports from the Motor Carrier Express system or reports from a vendor contracted by MoDOT. The number of new customer or account holders is determined by the date the account or customer record was opened with MCS. Customers who were a previous customer and left the motor carrier business, then returned, are not included in this measure. The programs for which new customers are tracked are the International Fuel Tax Agreement, International Registration Program, Oversize Overweight, Intrastate Operating Authority and Unified Carrier Registration.

Improvement Status:

The number of fourth quarter new customers added (872) continues the downward pattern over the second and third quarters with the second quarter being the highest quarter for new customer to be added to MCE. The total number of customers in a noncompliant status increased by 79 over the prior quarter and the number of accounts in inactive status increased by 185.

Fourth quarter numbers for new accounts by program continued to experience a slight downturn, with the exception of oversize overweight permitting, who saw an increase of 259, or 40.85 percent. IRP fell a little more than 1 percent from third quarter to fourth quarter 2012, while IFTA dropped 8.9 percent for the same time period. UCR declined 19.7 percent, while OPA fell 2.1 percent from third to fourth quarter 2012.

Note: The number of new accounts as shown by program is different than the number of new customers because a single customer may have opened accounts in multiple programs.



Best Value for Every Dollar

Number of paper records retained in MCS file room

Motor Carrier Services Director: Jan Skouby

Data Driver: Tina Thurman, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks MoDOT Motor Carrier Services' progress toward the elimination of a file room.

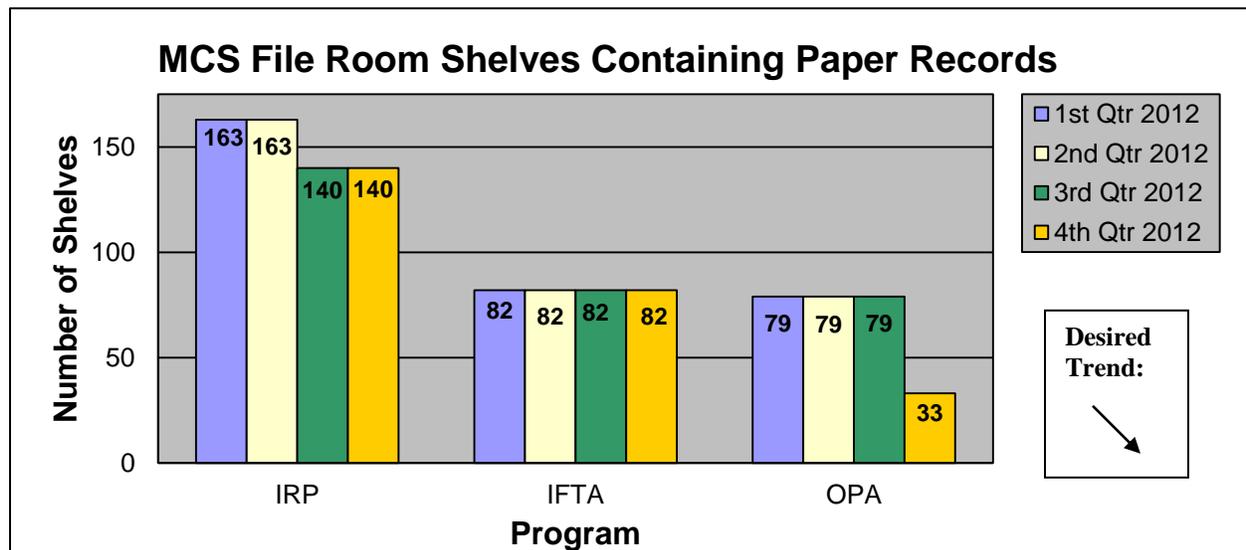
The Bolder Five Year Direction, as approved by the Missouri Highway and Transportation Commission, defines MoDOT's response to significantly decreased transportation funding over the next five years. One of the cost saving measures identified within the Bolder Five Year Direction plan is to close four Central Office leased facilities. Motor Carrier Services (MCS) is currently located in one of the leased facilities identified on the closure list. The lease on the Creek Trail facility expires in November 2014. This lease will not be renewed. MCS will move to a MoDOT owned facility prior to the lease termination. MCS houses thousands of paper records within the file room located at the Creek Trail Facility. MCS will not move the paper files from the current file room to the new location to reduce required space and improve efficiency. The following graphs show MCS progress toward file room elimination.

Description:

The number of file room shelves is collected by a physical count of shelves containing paper records for specific programs. The amount of shelf storage is reduced by destruction of paper records that have reached their required retention. Records that have not reached required retention, and are often accessed, are scanned and placed into SharePoint for easy retrieval. The records for IRP, IFTA and Operating Authority are unique for each program and have individual retention requirements. The data represented in the charts below represents the current number of shelves within the MCS file room containing records for each program.

Improvement Status:

During the fourth quarter of 2012, the number of shelves containing OPA records was reduced by 46 shelves. During this quarter, temporary staff was utilized to remove and destroy records beyond required retention. Temporary staff has also been scanning OPA documents that require permanent retention. Most remaining documents in the IRP and IFTA programs have not met their required retention. These documents must be scanned or stored in a place where they can be easily retrieved and destroyed when retention is met.



Advocate for Transportation Issues

Fiscal notes

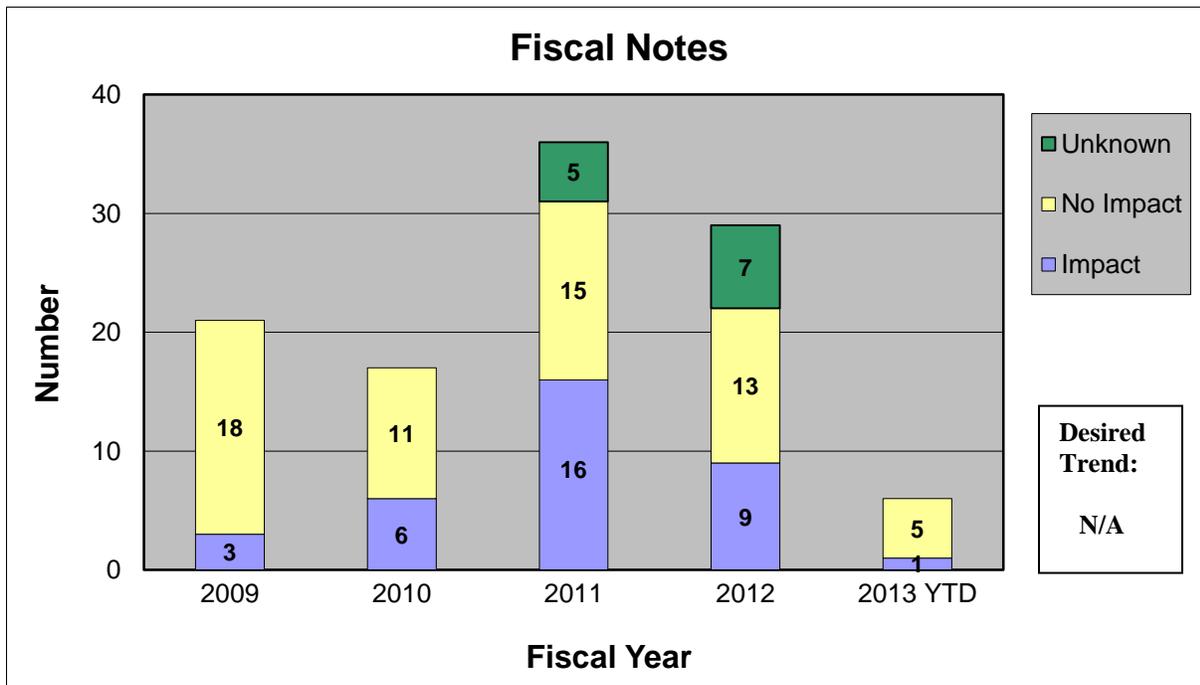
Motor Carrier Services Director: Jan Skouby
Data Driver: Kim Russell, Motor Carrier Project Manager

Purpose:
 This measure reports the number of fiscal note comments MoDOT Motor Carrier Services provides each legislative season. The number of fiscal note requests received reflects the amount of legislation that could have an impact on the division. This measure also reflects the continued growth in the importance of feedback from the MCS division.

Description:
 The data for this measure is obtained from MoDOT Governmental Relations.

Improvement Status:
 MCS received 6 fiscal notes in fiscal year 2013 thus far (February 5, 2013) and one will have an impact. The fiscal note request that would impact MCS includes:

- Allows owners of property-carrying commercial motor vehicles to request and be issued two license plates.



Proactive Transportation Information

Number of outreach opportunities and attendance totals

Motor Carrier Services Director: Jan Skouby

Data Driver: Mark Biesemeyer, Transportation Program Manager

Purpose:

This measure tracks the number of people attending outreach sessions conducted by Motor Carrier Services. It helps determine where outreach sessions are most beneficial. The number is also reported to the Federal Motor Carrier Safety Administration to meet grant obligations.

Description:

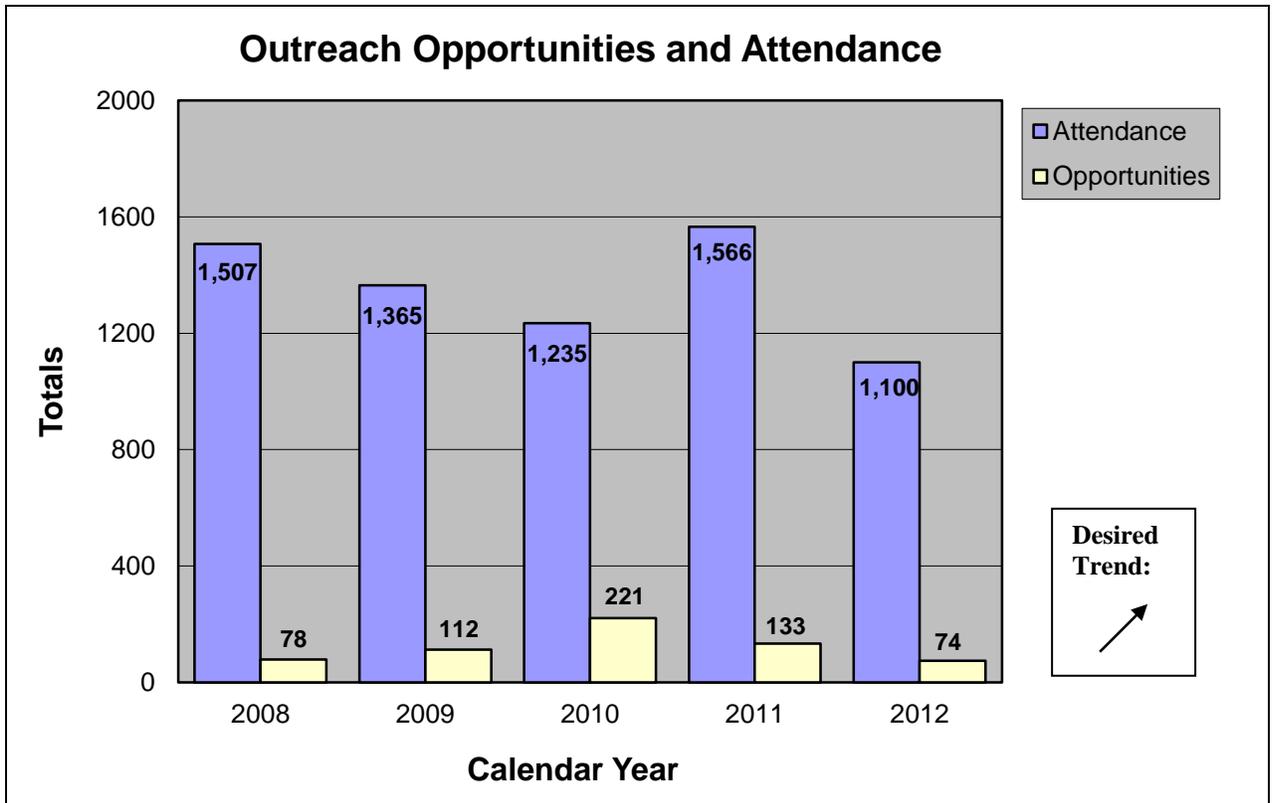
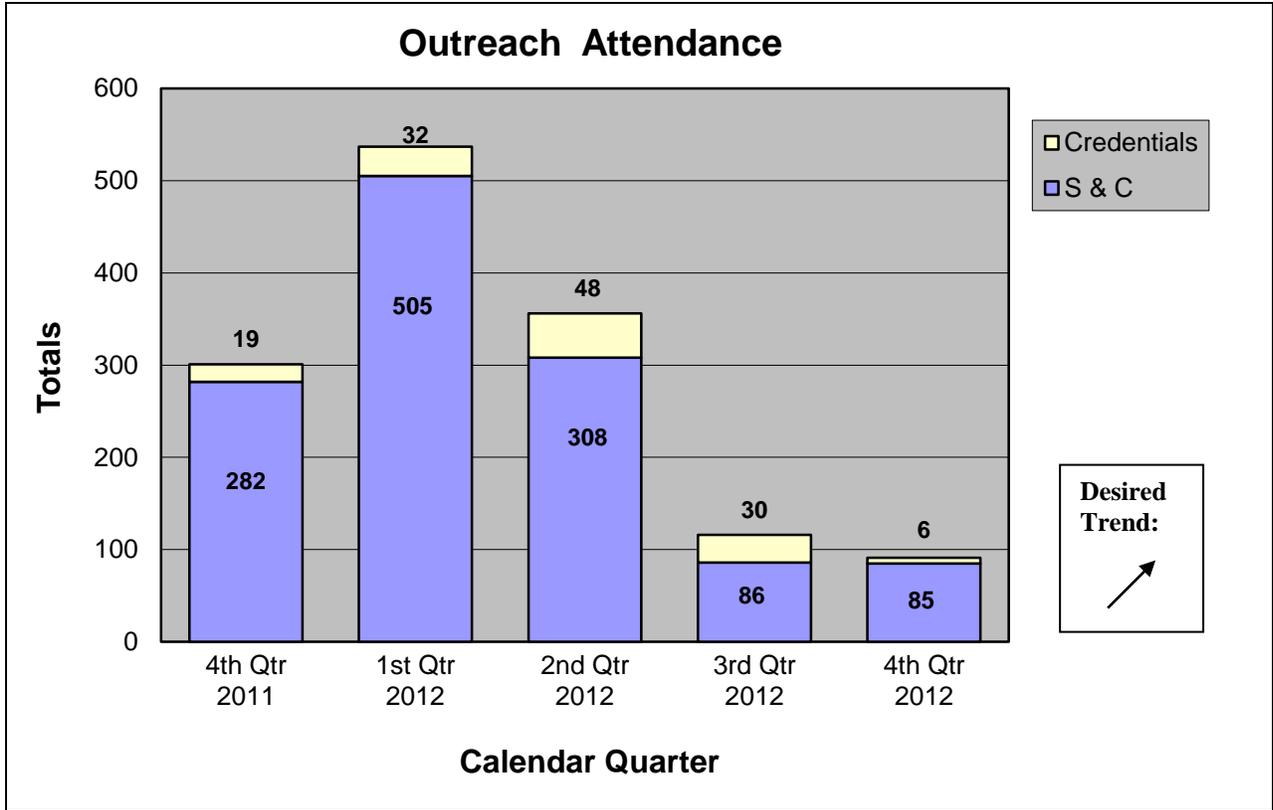
Motor Carrier Services aims to meet motor carrier industry needs with educational outreach sessions. MCS regularly schedules training in commercial vehicle credentialing, general safety, hazardous materials, agriculture, driver and passenger carrier requirements. MCS also receives and handles training requests from carriers and industry associations. These outreach sessions educate motor carriers and drivers on state and federal statutes, rules and regulations and are provided at no cost. Through education, carriers become more familiar with the regulations and develop safe management practices. Attendees sign in at each location and the District Supervisor or MCS Training and Systems Analyst reports the number of attendees to the Safety and Compliance office in Jefferson City.

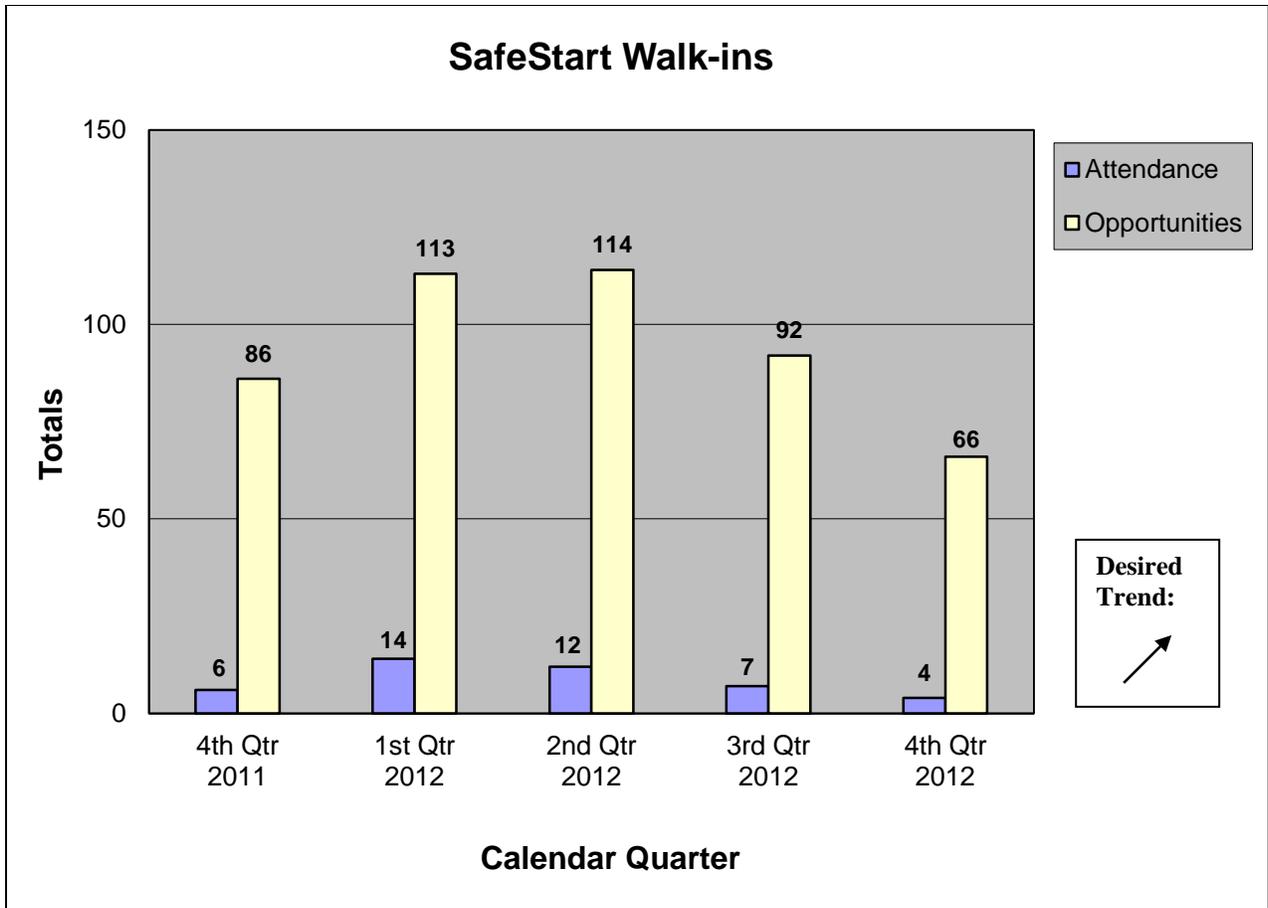
Improvement Status:

The first graph, tracking Outreach Attendance, combines the total attendees for both MCS Credentials and Safety and Compliance General Safety outreach session attendance from the fourth quarter of Calendar Year 2011 through the fourth quarter of Calendar Year 2012. There were 91 attendees in 14 total outreach opportunities in the fourth quarter of 2012, resulting in an average of 6.5 attendees per session. This is a significant decrease in both total and average numbers of attendees seen in the previous four quarters. The decrease can be attributed to fewer training requests, registered participants not attending the event, not cancelling events to cover last minute walk-in attendees, and strategically reducing the number of opportunities to deploy resources toward other safety sensitive operations.

The second chart, annually tracking Outreach Opportunities and Attendance for all outreach efforts (except the State Fair), show 1,110 attendees at 74 training opportunities for 2012, resulting in an average attendance rate of 15 attendees per session. This average is higher than attendance rates for calendar years 2011 (12.6), 2010 (5.6), and 2009 (12.2) but below the high mark achieved in 2008 (19.3).

The third chart, SafeStart Walk-ins, tracks the acceptance rate of invitations to new entrant carrier walk-in customers to attend a SafeStart presentation. The opportunities represent the number of new entrant motor carriers who were potential candidates to receive a SafeStart presentation. The attendees represent the number of those that accepted the invitation. The percentage of new entrant carriers choosing to attend a SafeStart presentation declined to 6.1 percent for the fourth quarter of calendar year 2012 from 7.6 percent for the third quarter, 10.5 percent for the second quarter and 12.4 percent for the first quarter of 2012. MCS averaged 96.25 new entrant carrier walk-in customers over the last four quarters and averaged 9.25 presentations for an average invitation acceptance rate of 10.4 percent which is a decline from 16 percent acceptance rate from the previous reporting period.





Proactive Transportation Information

Power units and trailers registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby

Data Driver: Davin Greeno, Motor Carrier Compliance Supervisor

Purpose:

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

Description:

This measure is derived from a report created from the MoDOT Carrier Express system. Power units and trailers are reported separately by quarter. The data is used to track trends in the number of units licensed in Missouri.

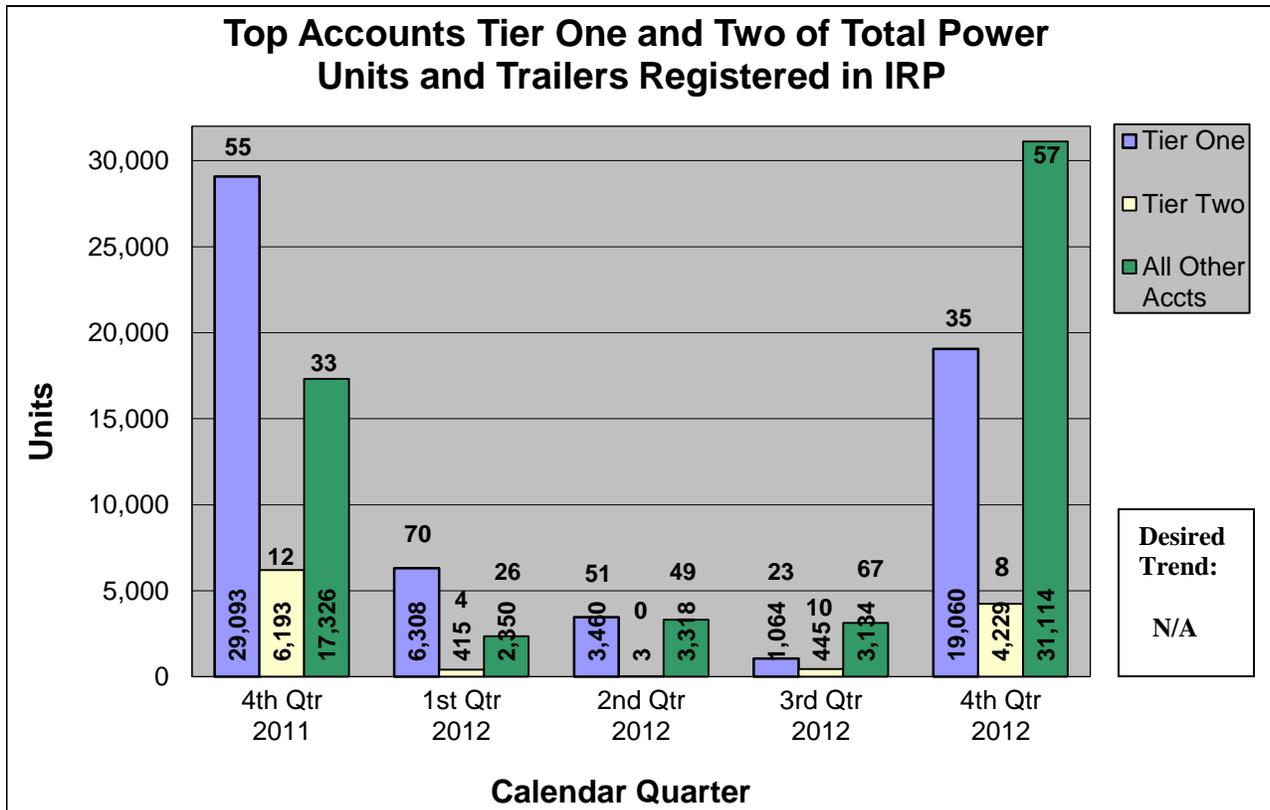
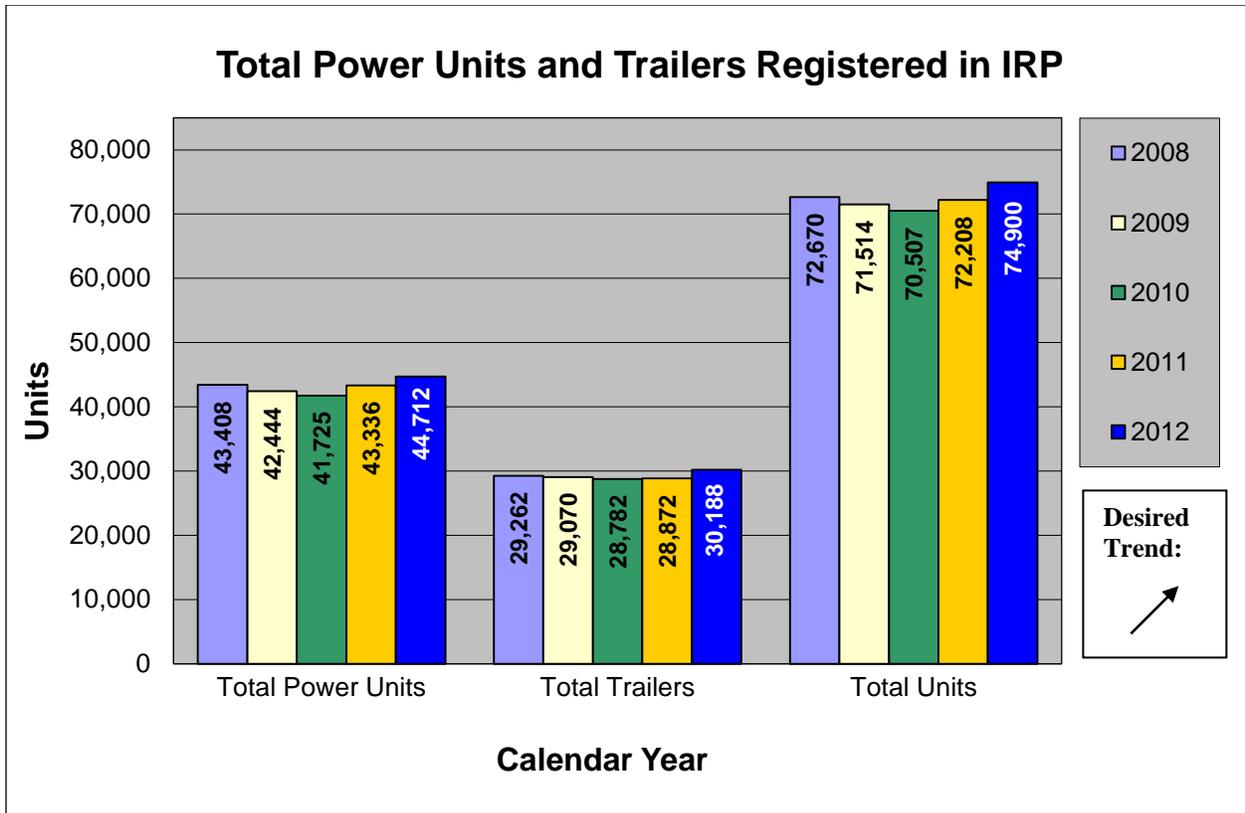
Third quarter was the beginning of a new era with our large/top account list. Previously we always had a chart that listed accounts that were under the categories of “Top 10”, “Top 11-43”, “All other accounts” and “Newly assigned 26.” Now, because of all the preparation and training that the agents provided to get the original 73 accounts to a self-sufficient status, we were able to allow them to maintain their own accounts with very little contact from MCS.

Allowing many of the original top accounts to become more reliant on themselves and with any CCC agent, we were able to break up our top 73 accounts down to 46 top accounts in a two tier break down, tier one and tier two. Tier one (20) accounts still hold a designated agent that will conduct business as normal with their assigned account. Tier two (26) accounts have an assigned agent that is there for the accounts when they need assistance on a specific matter and will be in contact twice a month to check in with the tier two account to see if everything is going right. Tier two accounts use CCC SharePoint worklist and call into the sections and speak with any agent available.

Improvement Status:

Between the fourth quarter of 2011 and the fourth quarter of 2012, the total number of power units and trailers increased from 52,612 to 54,403. Power unit percentages changed from 56 percent in fourth quarter 2011 to 55 percent in the fourth quarter 2012. Trailer percentages also changed in the fourth quarter from 44 percent in 2011 to 45 percent in 2012. Overall, there was an increase of 537 power units and 1,254 trailers for the fourth quarter of 2012.

Top accounts tier one represent 35 percent of total units, which is a 20 percent decrease or 10,033 units from fourth quarter 2011. Top accounts tier two represent 8 percent of the units in the fourth quarter with an overall decrease of 1,964 units. Even though our numbers seem low in the top two tiers, I give credit to the agents who led the all other accounts category to be self-sufficient and represent an increase of 13,788 units; or a 24 percent increase for the fourth quarter 2012.



Proactive Transportation Information

Number of accounts registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby

Data Driver: Davin Greeno, Motor Carrier Compliance Supervisor

Purpose:

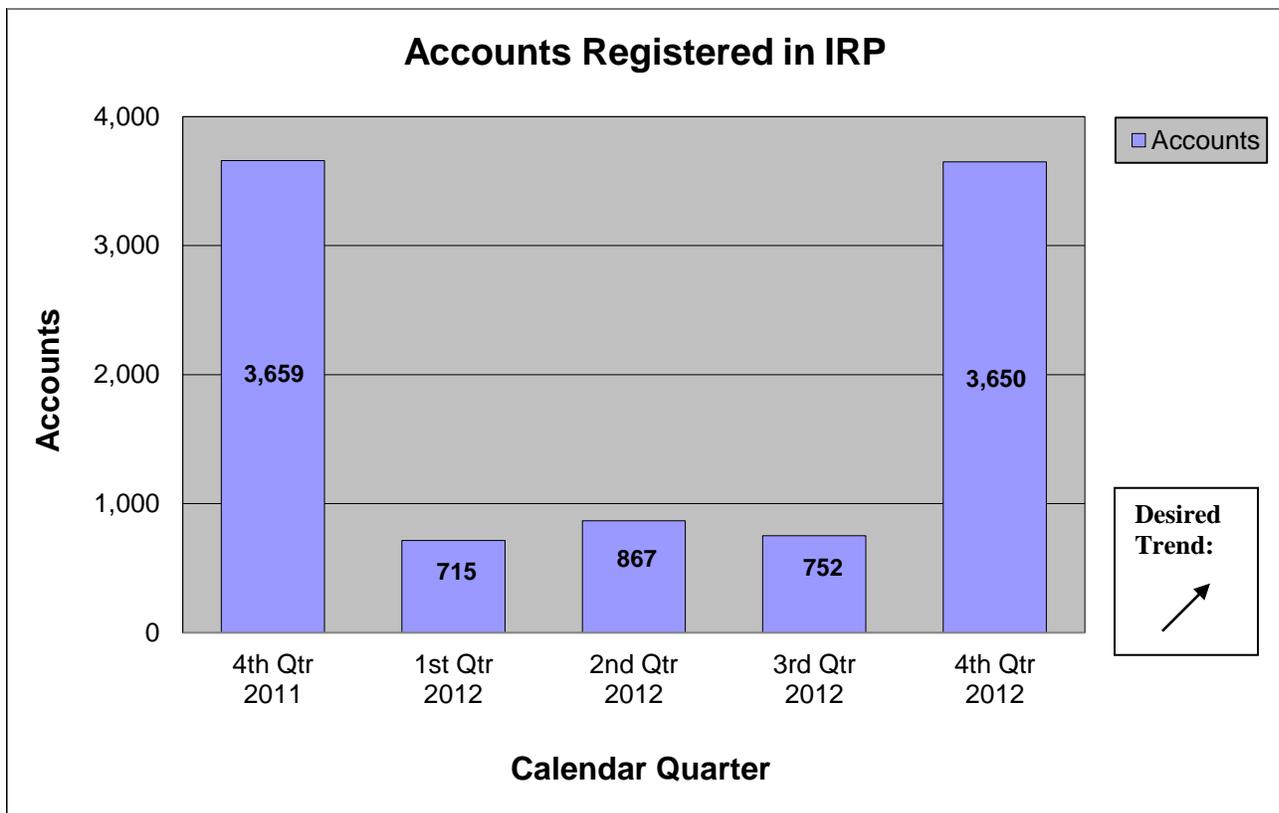
This measure tracks the number of International Registration Plan accounts with active units registered with Motor Carrier Services. It is used to determine growth. The desired trend is an increase in accounts registered in IRP.

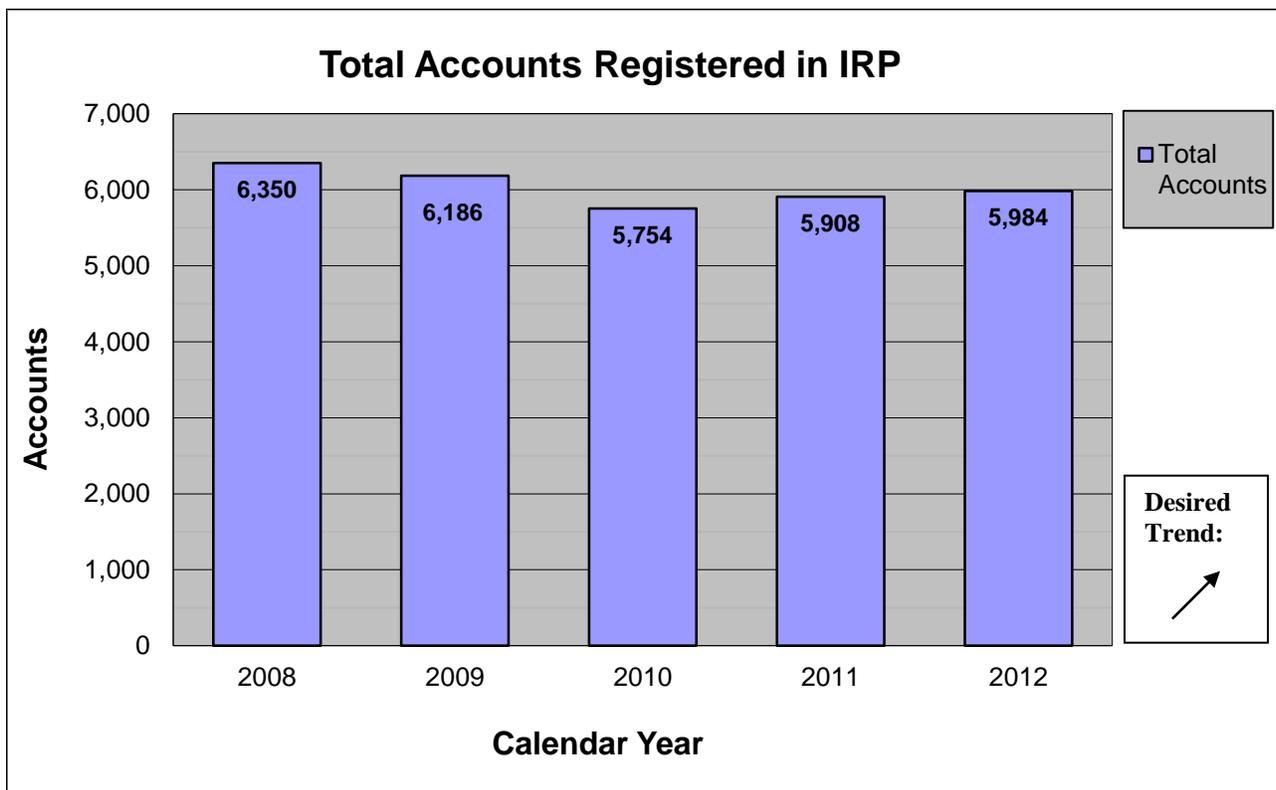
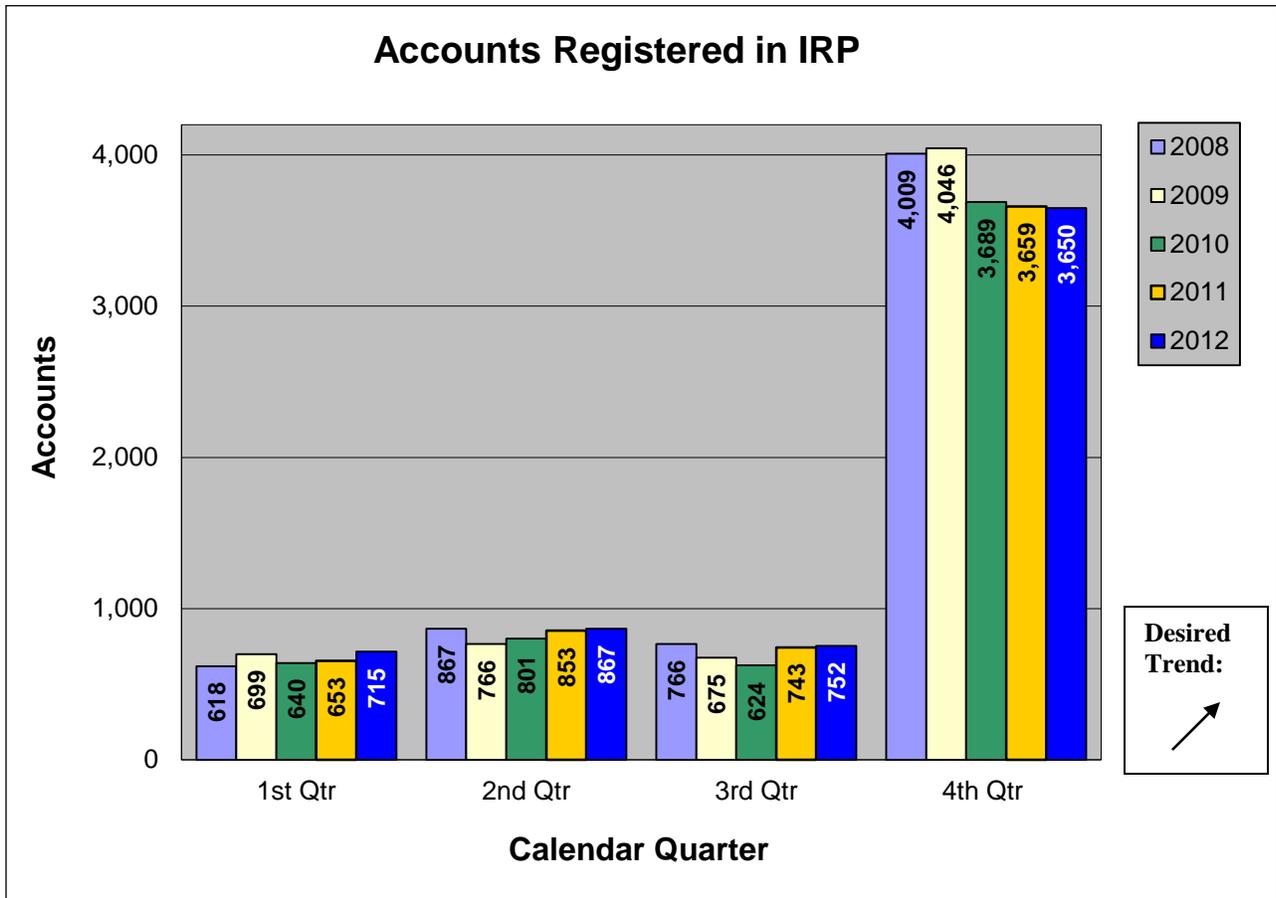
Description:

This measure is derived from a report, IRP Fleets with Active Power Units, created from the MoDOT Carrier Express system. IRP accounts are reported separately by quarter based on their expiration year and month. Note: The data is reflective at a single point in time and does not include carriers that file after the report generation date.

Improvement Status:

Comparing fourth quarter results between 2011 and 2012, the number of IRP accounts decreased by nine. MCS, through the use of automated phone messages, contacted 219 non-filed carriers that did not apply for plate renewals by October 31 for 2013. The total number of accounts increased by 76, from 5,908 in 2011 to 5,984 in 2012.





MoDOT Motor Carrier Services

1320 Creek Trail Drive

PO Box 893

Jefferson City, MO 65102

www.modot.org/mcs

1-866-831-6277