

EFFICIENT MOVEMENT OF GOODS

Tangible Result Driver – Jan Skouby, Motor Carrier Services Director

Missouri's location in the nation's center makes it a major crossroads in the movement of goods. Transportation infrastructure must be up to the task so that as the flow of freight becomes more efficient, businesses and communities share the economic benefits.



Freight tonnage by mode-11a

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Cheryl Ball, Administrator of Freight Development

Purpose of the Measure:

This measure tracks freight tonnage trends by mode and indicates diversification of freight movement on Missouri's transportation system.

Measurement and Data Collection:

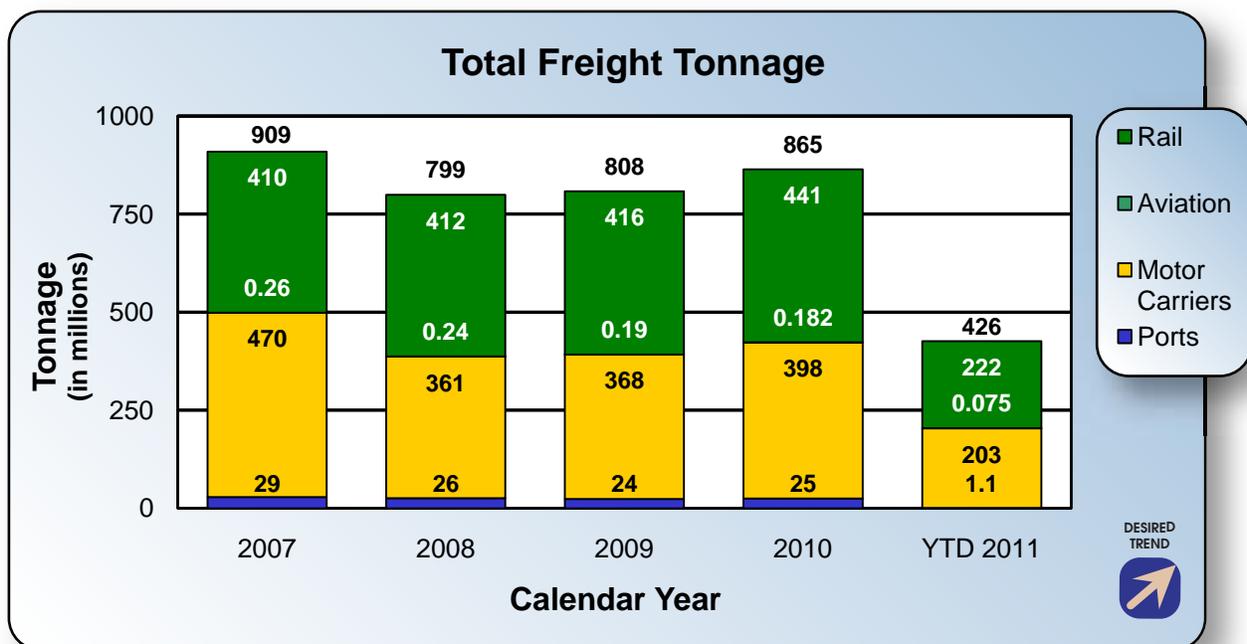
The most recent federal tonnage estimates are based on 2007 commodity flow data. A freight tonnage estimator tool has been created for rail and motor carriers data to provide twice a year tonnage estimates for these primary freight movers. Freight data for aviation and waterways continues to be collected through direct survey of airports, ports and waterborne commerce data. Combined, these freight tonnage estimates provide a snapshot of generalized trends in freight development and movement. This data is only an estimate. This measure is reported in April and October with a 3 month lag in data.

Improvement Status:

Total freight tonnage for all modes continues to increase. The tonnage data reflects the slow and

bumpy general economic recovery. Freight tonnage data for the first and second quarters of 2011 are in line with the trends found in 2010. Total mid-year tonnage is estimated at 426 million tons. The 2011 ports tonnage estimates only include public ports data. Extreme flooding in early spring on the Mississippi River and now continued flooding on the Missouri River severely disrupted waterborne shipping. The Missouri River reopened in September and those carriers intend to extend the normal season to try to recoup their season.

Estimates and reported tonnage at mid-year 2011 suggest continued progress with increases in rail and motor carrier tonnages. Aviation is expected to remain mostly flat, and waterborne tonnage can be expected to dip for 2011 as flooding has hampered or eliminated much of the shipping season. Freight development efforts continue in all modes to increase freight development in the state.



Interstate motor carrier mileage-11b

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Scott Marion, Motor Carrier Services Assistant Director

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.

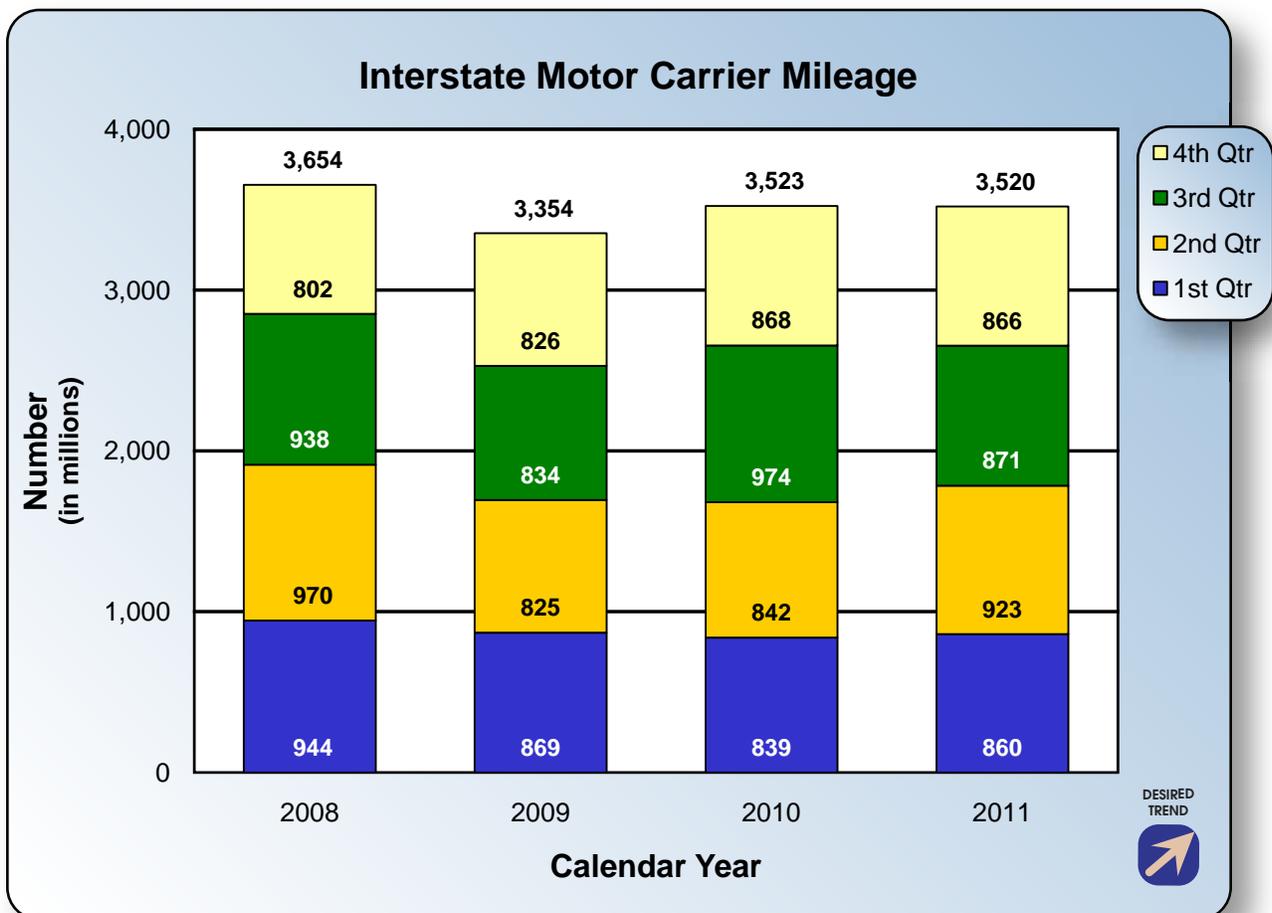
Measurement and Data Collection:

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 less than one percent from last quarter. During the fourth quarter of 2011, interstate carriers traveled 0.23 percent fewer miles here than during the fourth quarter of 2010. In 2011, total miles traveled are down less than 1 percent over 2010.

Compared to the same quarter last year, carriers based outside of Missouri traveled 0.75 percent fewer miles in Missouri. Missouri-based companies traveled 1.98 percent more miles in their home state.



Percent of satisfied motor carriers-11c

Results Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Scott Marion, Motor Carrier Services Assistant Director

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, developed a survey to collect customer satisfaction data. The survey, sent to 800 MCS clients each month, addresses all five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Oversize Overweight Permitting, Safety and Compliance and Operating Authority. Survey respondents identified the services they use when doing business with MCS, then indicated their level of satisfaction with four customer service factors: "timely response," "returned my call/e-mail," "friendly service," and "service issue resolved." They also gave an "overall satisfaction" score. Customers used a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied. Survey results are reported quarterly.

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.

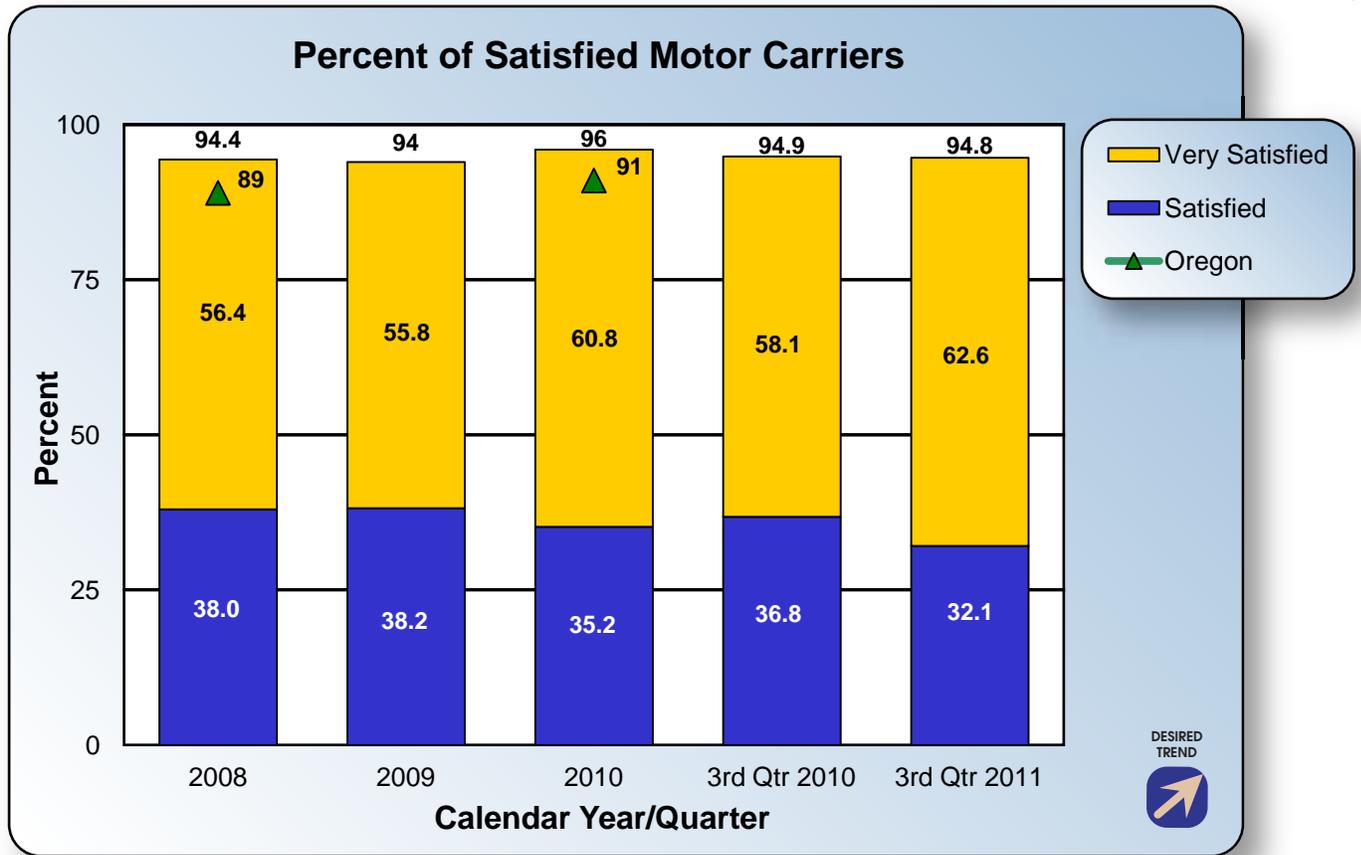
Improvement Status:

This data stems from customers' opinions of service received in July, August and September of 2011.

Motor Carrier Services earned a customer satisfaction rating of 94.8, down 1.6 percent compared to last quarter. The score is 0.1 percent lower 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 2011 is 62.6 percent, 3.9 percent higher than last quarter and up 4.5 percent from the same time last year.

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





Missouri and Mississippi River waterborne freight tonnage-11d

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Sherrie Turley, Waterways Program Manager

Purpose of the Measure:

This measure tracks the amount of waterborne freight tonnage moving annually on the Missouri and Mississippi rivers. The measure also provides performance data to track the effectiveness of the industry, the interagency efforts to return freight traffic to the Missouri River and the re-establishment of the Missouri River corridor as a freight corridor following more than eight years of declining shipments.

Measurement and Data Collection:

Data for this measure is collected from the U.S. Army Corps of Engineers, Waterborne Commerce Statistics Center (WCSC). This data includes all shipments on the Missouri and Mississippi rivers including sand and gravel. The Missouri River channel is maintained at 300 feet wide and nine feet deep to facilitate commerce; however, drought conditions and unstable water policy have driven much of the river's freight to other modes and rivers. This is a quarterly measure.

Improvement Status:

Total commodities moved on the Missouri River continue a downward trend since a peak of more than nine million tons in 2001. Tonnage for 2010 continued this trend at 4.95 million tons moved on the river. It is important to note that on average, sand and gravel comprise nearly 95 percent of the tons moved in recent years. Sand and gravel moved/mined from the river have gradually increased while freight movements have decreased. However, while sand and gravel tonnage decreased in 2010, freight tonnage increased by 24 percent, and the industry expected it to increase by another 15 percent in 2011.

The Missouri River was closed to navigation for much of the 2011 season by a flood of historic proportion. Prior to 2011, releases from Gavins Point Dam, the last dam on the system that controls the Missouri River level, had peaked at 70,000 cubic feet per second (cfs). Above average snow pack and spring precipitation in the upper basin states exceeded flood storage capacity. Releases from Gavins Point Dam reached 160,000 cfs by mid-June and stayed high until mid-August, at which time the

Corps started a gradual decrease that reached 40,000 cfs by October 2.

Segments of the river were closed to navigation starting on June 24. Navigation was opened in segments on the river as river levels dropped. The entire river was back open by September 27. The navigation season was extended by 10 days. Although releases have remained high to make more storage for spring runoff, long haul operators were off the river by December 15.

On October 3, the U.S. Army Corps of Engineers issued their tonnage estimates for this year. The long haul tonnage is estimated to be down by 84.6 percent from 2010.

Total commodities moved on the Mississippi River rebounded in 2010 and saw an increase of about 6 percent from the previous year. While 2011 started off strong with a 5 percent increase through the first quarter, the second quarter on the Mississippi River saw severe flooding conditions, which slowed commodity movement and halted navigation for short periods of time. By the end of the second quarter tonnage was down by 3.6 percent from the previous year. The industry bounced back in the third quarter and had the best third quarter they have experienced in the past five years. Through the third quarter of the year, they only were down by 0.4 percent from the previous year. Fourth quarter tonnage mirrored last year and the year finished with a 0.4 percent decrease from 2010.

