

Motor Carrier Services

Division Tracker

Measures of Divisional Performance



October 2009

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Safe Transportation System

Number of compliance reviews conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Jeff Payne, Transportation Program Manager

Purpose:

This measure tracks the number of rated compliance reviews conducted by MoDOT Motor Carrier Services investigators. MCS uses the information to verify motor carriers' compliance with the Federal Motor Carrier Safety Regulations. The results of the CR may result in the initiation of an enforcement action. It is intended that through education, heightened safety regulation awareness, and enforcement effects of the CR, motor carriers will improve the safety of their commercial vehicle operations and ultimately reduce crashes.

Description:

A CR is an on site examination of motor carrier operations, such as driver's hours of service, vehicle maintenance and inspection, driver qualification, controlled substance and alcohol testing, commercial driver's license requirements, financial responsibility, accidents, hazardous materials and other safety and transportation records to determine a motor carrier's safety fitness. A security contact review focuses on hazardous materials compliance. A CR is conducted to investigate potential safety violations, complaints or to respond to a carrier's request for a change in safety rating.

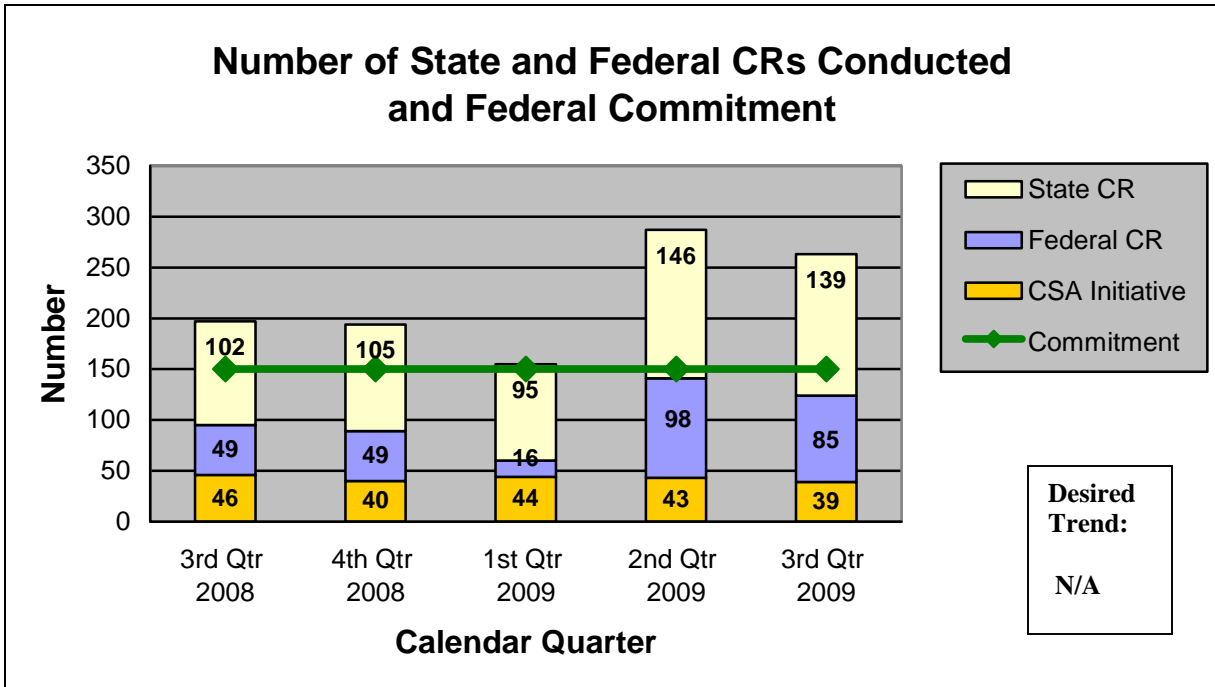
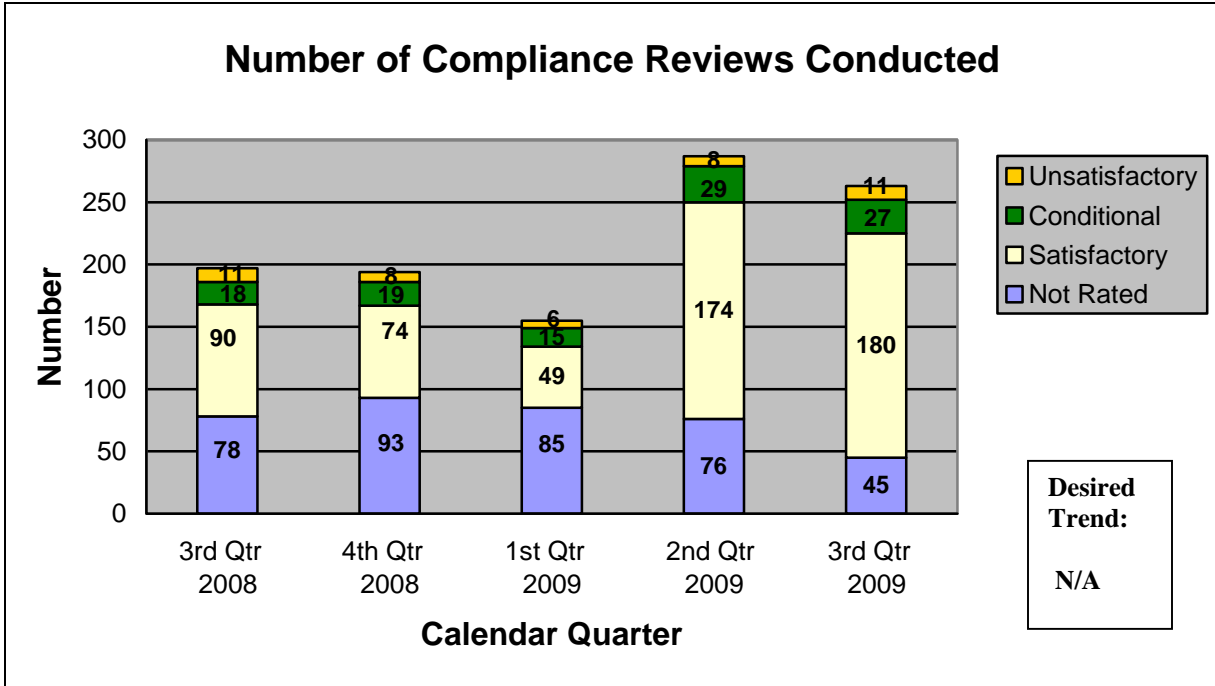
The chart shows the number of CRs conducted per quarter and safety ratings issued to motor carriers. The Federal Motor Carrier Administration established a safety fitness standard that a motor carrier must meet to obtain a satisfactory safety rating. The rating process evaluates safety fitness and assigns one of three ratings to motor carriers operating in interstate or intrastate commerce: satisfactory, conditional or unsatisfactory. An unsatisfactory or conditional rating identifies motor carriers that need to improve their compliance with the FMCSRs and applicable Hazardous Material Regulations. To obtain a satisfactory safety rating, a motor carrier must demonstrate that it has adequate safety management controls in place to ensure acceptable compliance with safety requirements.

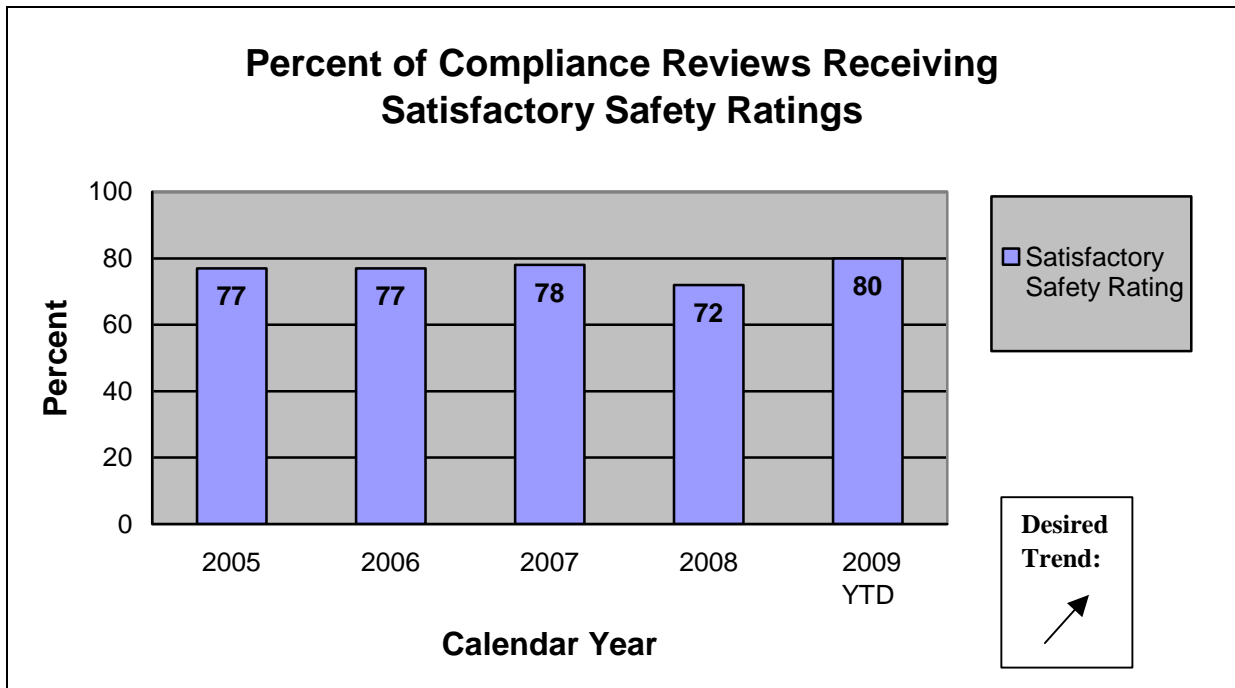
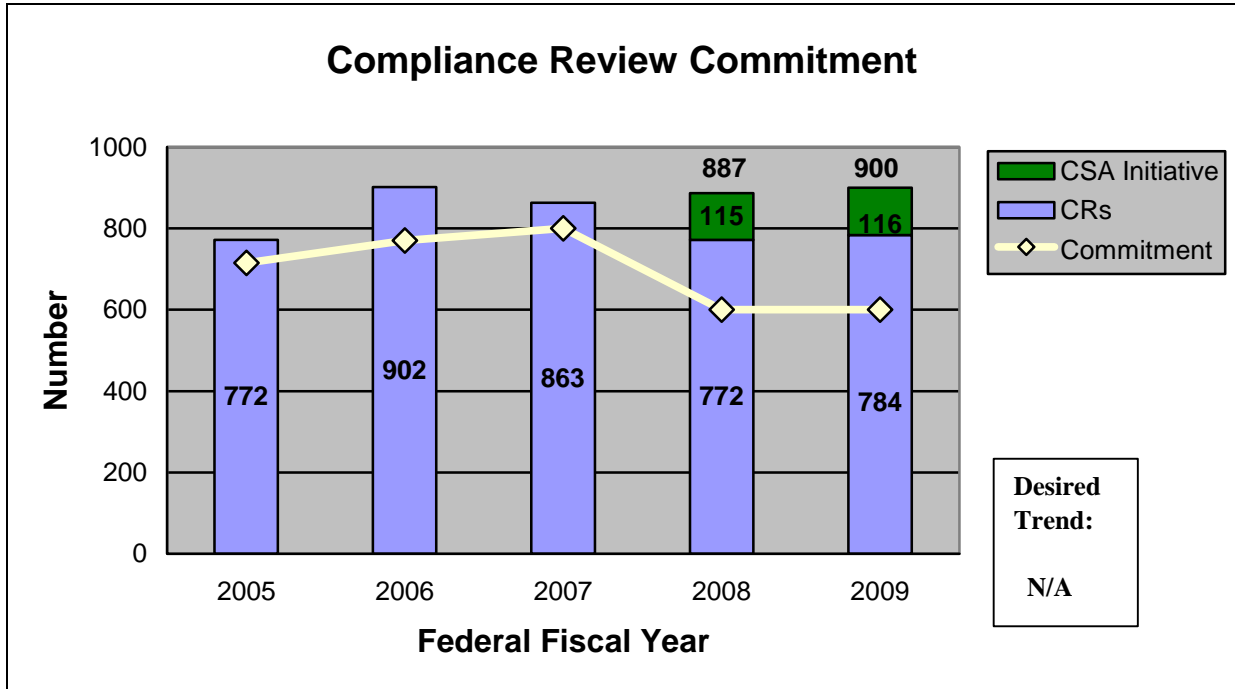
The federal commitment is what MCS contracts with FMCSA to complete during the federal fiscal year. State CRs conducted in conjunction with federal safety audits and FMCSA Comprehensive Safety Analysis 2010 investigations are not issued safety ratings. The objective of CSA 2010 initiative is to develop and implement more effective and efficient ways to reduce commercial motor vehicle crashes, fatalities, and injuries. CSA 2010 provides opportunities to contact more carriers and drivers, use improved data to better identify high-risk carriers and drivers, and apply a wider range of interventions to correct high-risk behavior.

Improvement Status:

During July, August, and September of 2009, 263 CRs were completed. This is a decrease of 24 in comparison to the second quarter of 2009. The decreased number of CRs is correlated to leveling resources concerning the implementation of a new motor carrier-training program, SafeStart, and an increased emphasis on Federal Safety Audits. Non-rated CRs are a result of state CRs conducted in conjunction with federal safety audits and participation in the federal CSA 2010 initiative. The non-rated CRs are evaluated for compliance but are not issued safety ratings.

The federal CR commitment was reduced from 800 to 600 in federal fiscal year 2008 due to MCS involvement with the CSA 2010 initiative. Between the calendar years of 2005 and 2008, the number of motor carriers receiving satisfactory ratings through the CR processes decreased from 77 percent to 72 percent. The drop occurred in 2008 as focus was placed on poor performing carriers. In year-to-date 2009, data indicates satisfactory ratings have increased to 80 percent. 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 pamphlets designed to inform and educate the motor carrier industry about motor carrier safety regulations.





Safe Transportation System

Number of safety audits conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Jeff Payne, Transportation Program Manager

Purpose:

This measure tracks the number of rated safety audits conducted by MoDOT Motor Carrier Services investigators. MCS uses the information to verify new entrant motor carriers' compliance and knowledge of the Federal Motor Carrier Safety Regulations. During an SA, an investigator provides educational and technical safety assistance.

Description:

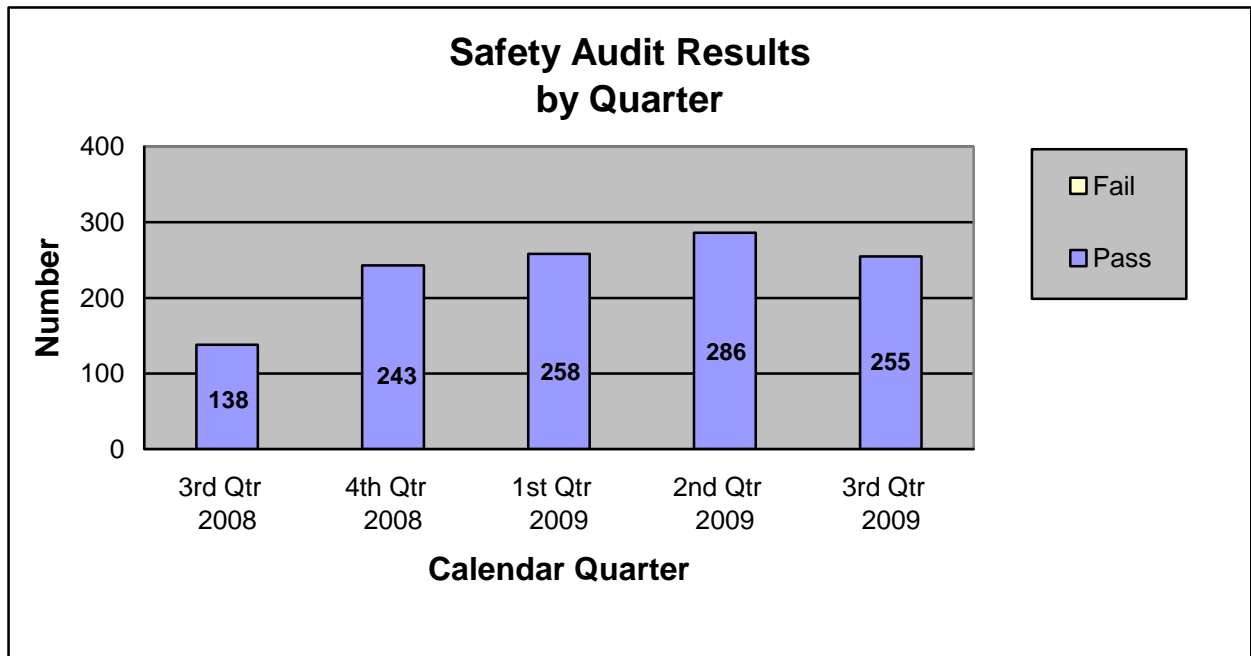
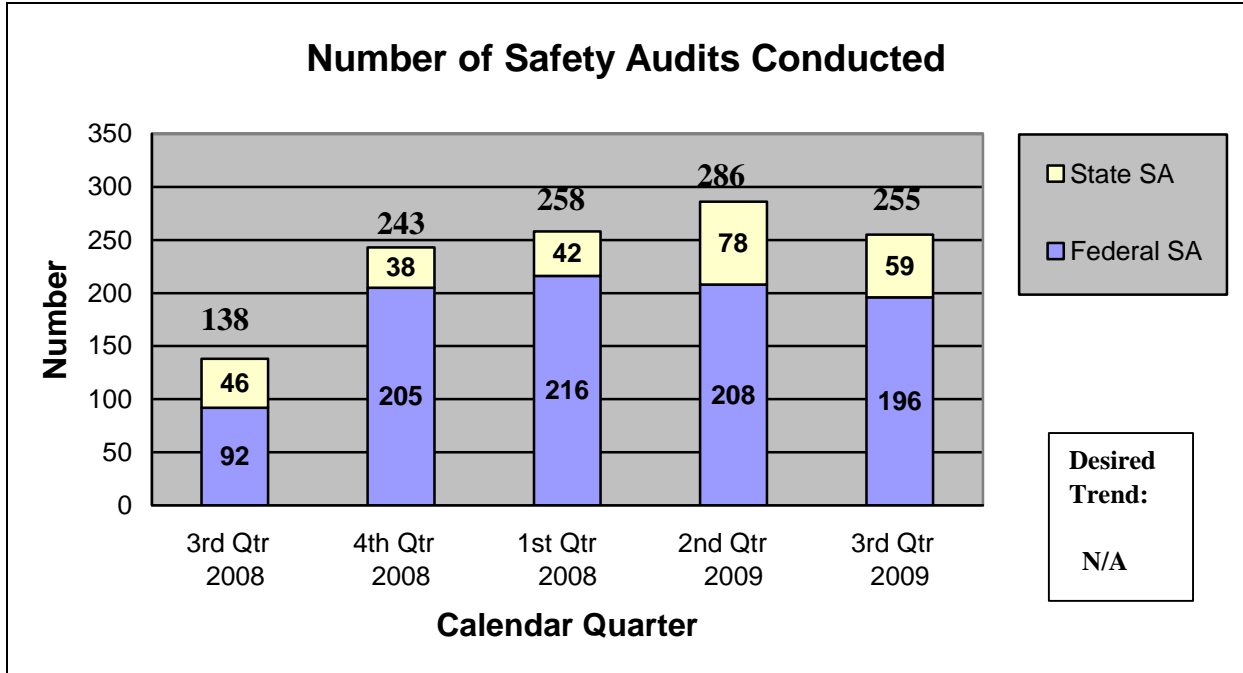
A safety audit is an examination of a new motor carrier's operations. MCS investigators review the operational requirements of the FMCSRs and applicable Hazardous Material Regulations and gather critical safety data needed to make an assessment of the carrier's safety performance and basic safety management controls. Safety audits do not result in safety ratings. An SA is primarily conducted at a location determined by the investigator and consists of specialized questions that determine if the motor carrier has established or exercises basic safety management controls. Performance-based information, when available, is used to evaluate the carrier's compliance with vehicle regulations. Recordable accident information is also collected. The SA is a non-enforcement educational opportunity for the new carrier.

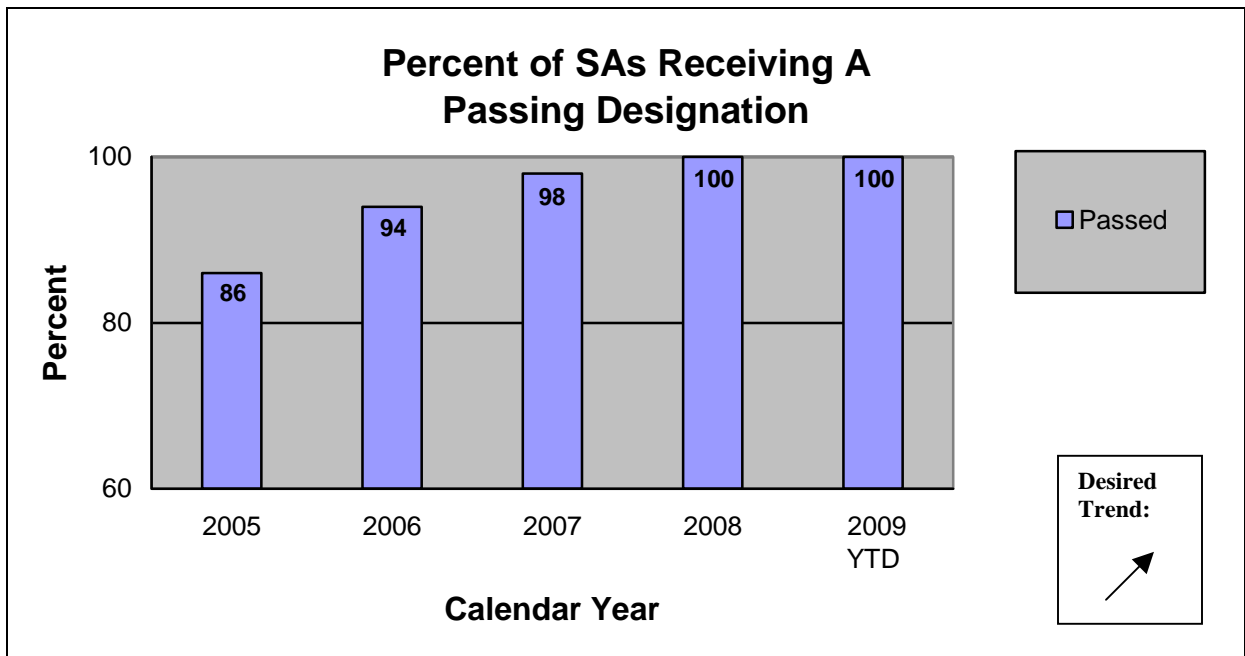
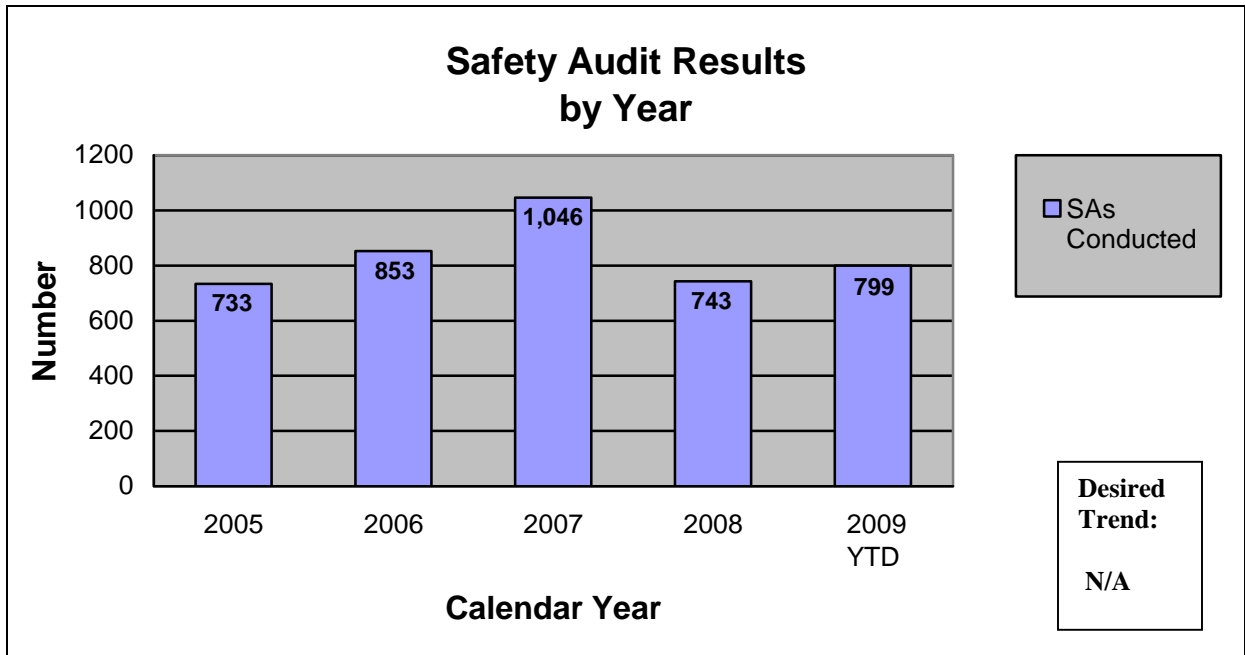
The chart below shows the number of SAs conducted per quarter together with the outcome of the safety audit of pass or fail. The pass or fail designations are issued to motor carriers upon completion of the SA and indicate the new motor carrier's understanding of the FMCSRs and level of compliance at the time of the safety audit.

Improvement Status:

During July, August, and September 2009, 255 SAs were conducted. This is a decrease of 31 SAs from the second Quarter of 2009. The slight drop may be attributed to the implementation of a new motor carrier-training program, SafeStart as well as the increased Federal Compliance Review assignments received from FMCSA during this tracking period.

Between 2005 and 2008, the percent of motor carriers that passed the SA increased from 63 percent to 100 percent, and holds for 2009 year to-date. The overall upward trend is due to the coordinated safety efforts 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 pamphlets designed to inform and educate the motor carrier industry about motor carrier safety regulations.





Safe Transportation System

Number of terminal safety inspections conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Kathy Hatfield, Motor Carrier Investigations Specialist

Purpose:

This measure tracks terminal safety inspections conducted by MODOT Motor Carrier Services Safety and Compliance team.

Description:

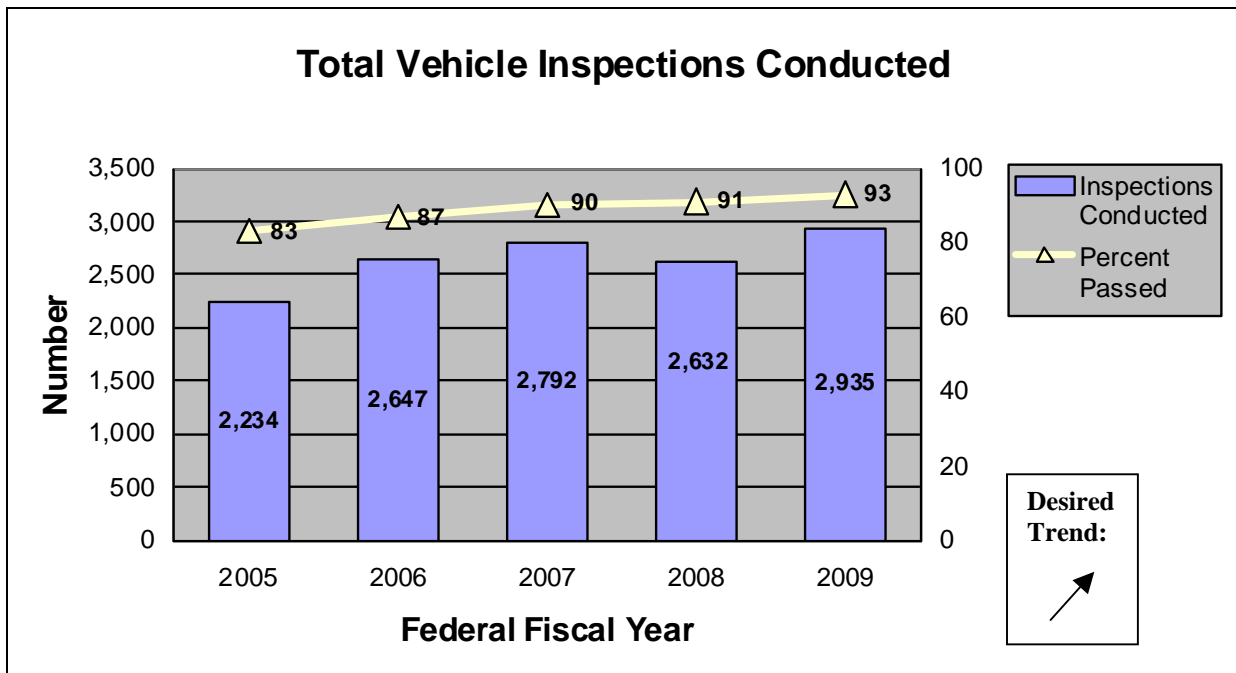
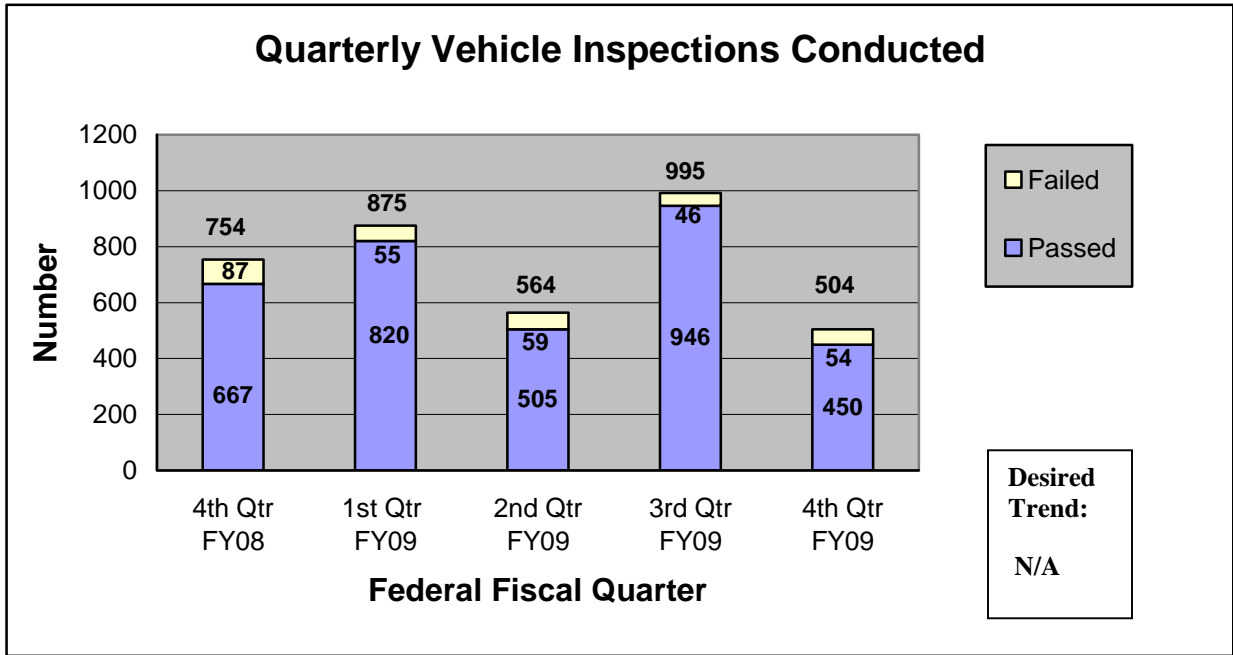
Terminal safety inspections are examinations of motor carriers' commercial motor vehicles. They are performed at a fixed terminal or destination facility and consist of an examination of a driver's hours of service, commercial driver's license requirements, medical examiner's certificate, skill performance evaluation certificate (if applicable), operating authority, financial responsibility, vehicle maintenance, hazardous materials and other transportation records. 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 weather, number of complaints received and conducted, new entrant motor carrier applications and ongoing training requirements affect the number of TSIs conducted per quarter.

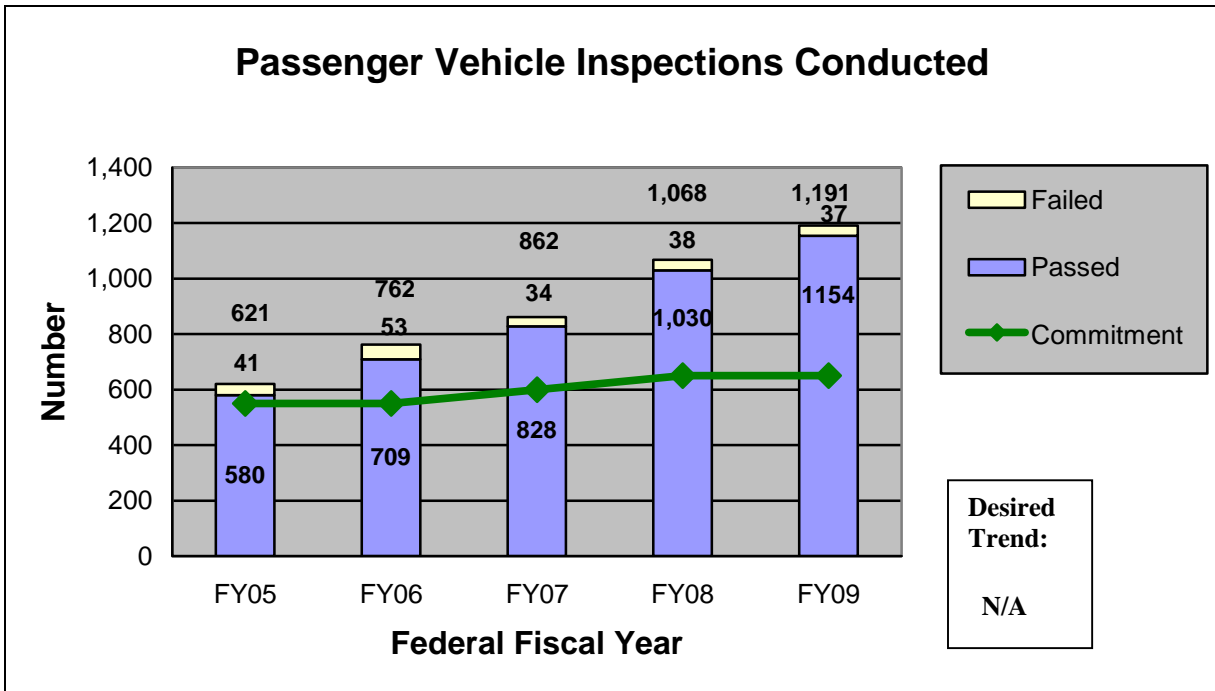
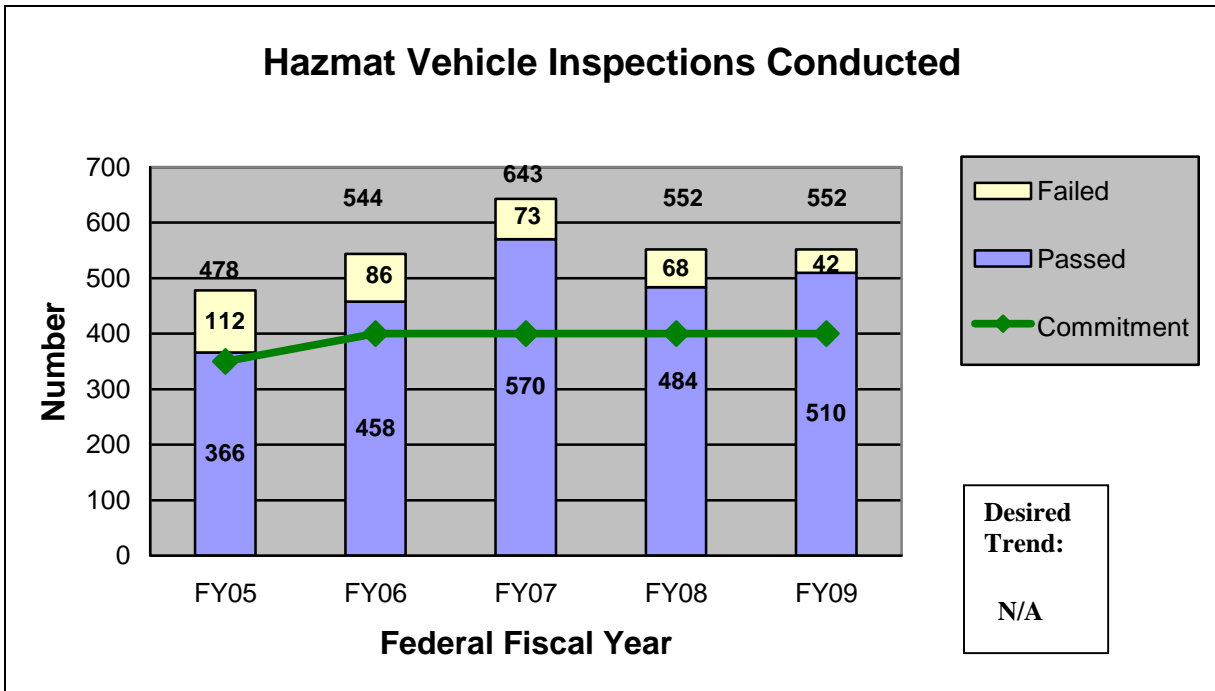
The first chart shows the number of TSIs conducted per quarter and the percent that passed inspection. Additional charts report the number of inspections conducted on hazardous material, passenger and other vehicles versus MoDOT's Commercial Vehicle Safety Plan commitment. A "passed" designation is issued following a Commercial Vehicle Safety Alliance North American Standard commercial motor vehicle inspection process when no critical vehicle inspection item violations are discovered. The "failed" designation is issued when violations cause the vehicle to be placed out of service.

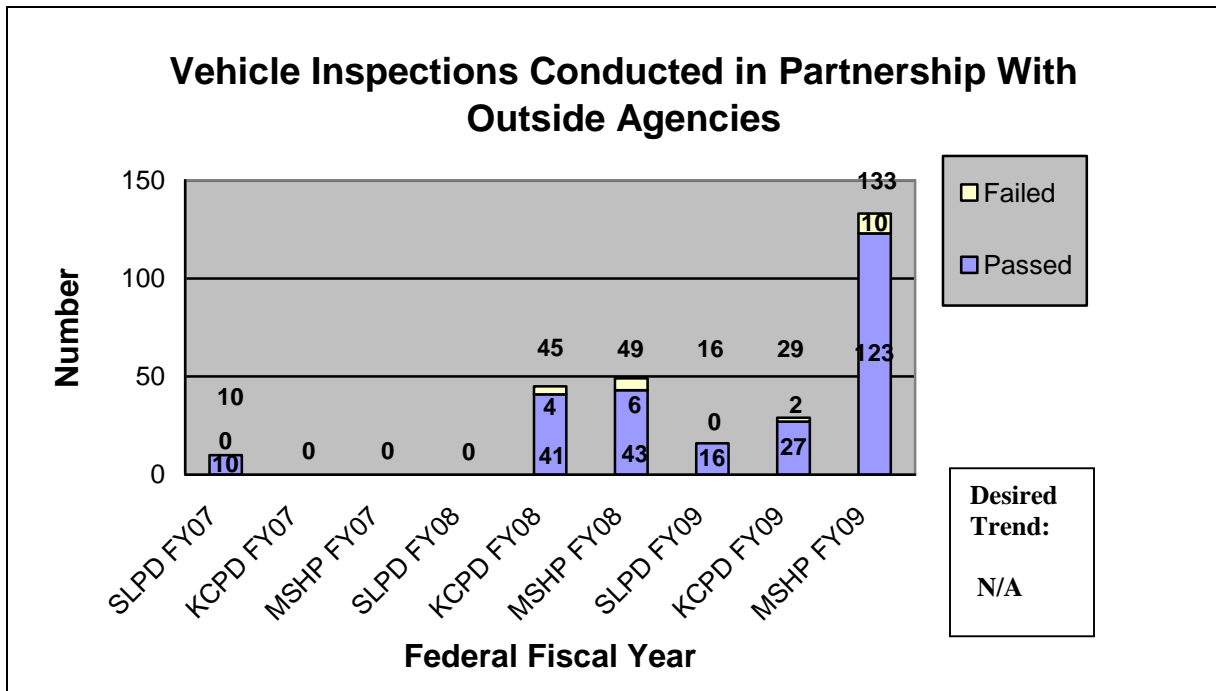
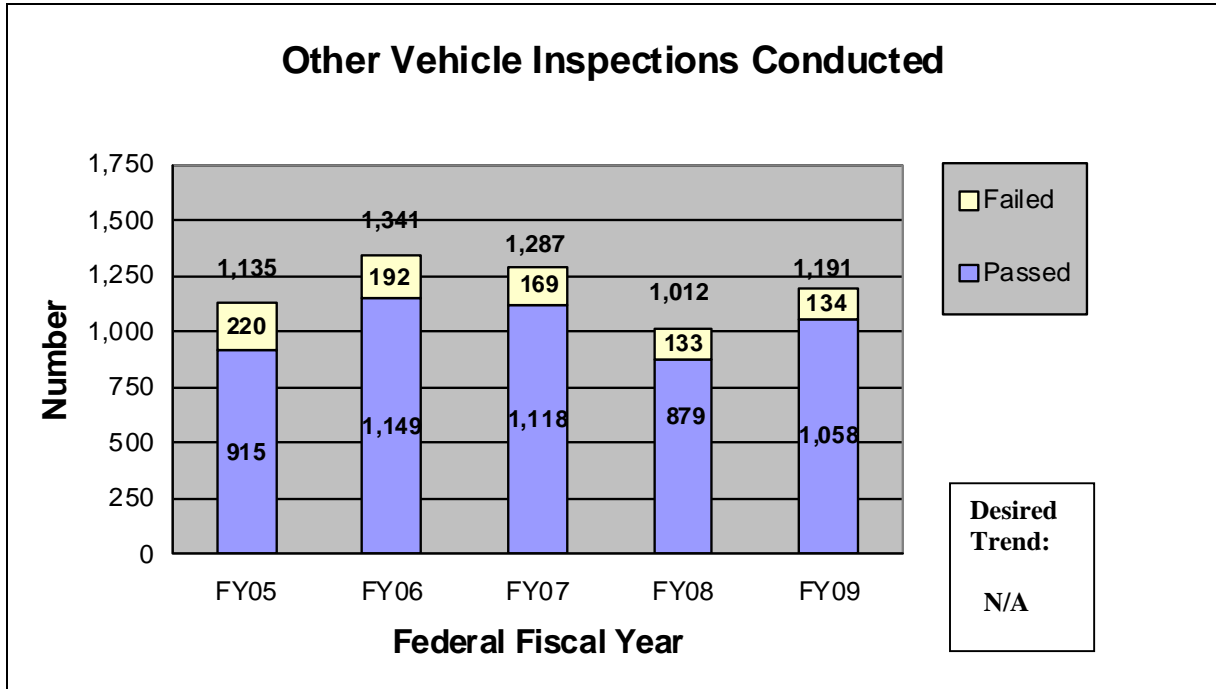
Improvement Status:

In the fourth quarter of fiscal year 2009, 504 terminal safety inspections were conducted. Increased inspections for the fourth quarter of fiscal year 2008 were due to a federal passenger carrier strike force.

MCS noted the ratio of hazmat vehicle inspections that result in failure. This is largely attributed to propane delivery trucks. These trucks travel rougher terrain than other vehicles, often resulting in mechanical and containment failure. MCS started statistical analysis in March. A measure based on this issue is under development.







Safe Transportation System

Number of intrastate carriers that become compliant with safety regulations

Motor Carrier Services Director: Jan Skouby

Data Driver: Darrell Colvin, Motor Carrier Investigations Specialist

Purpose:

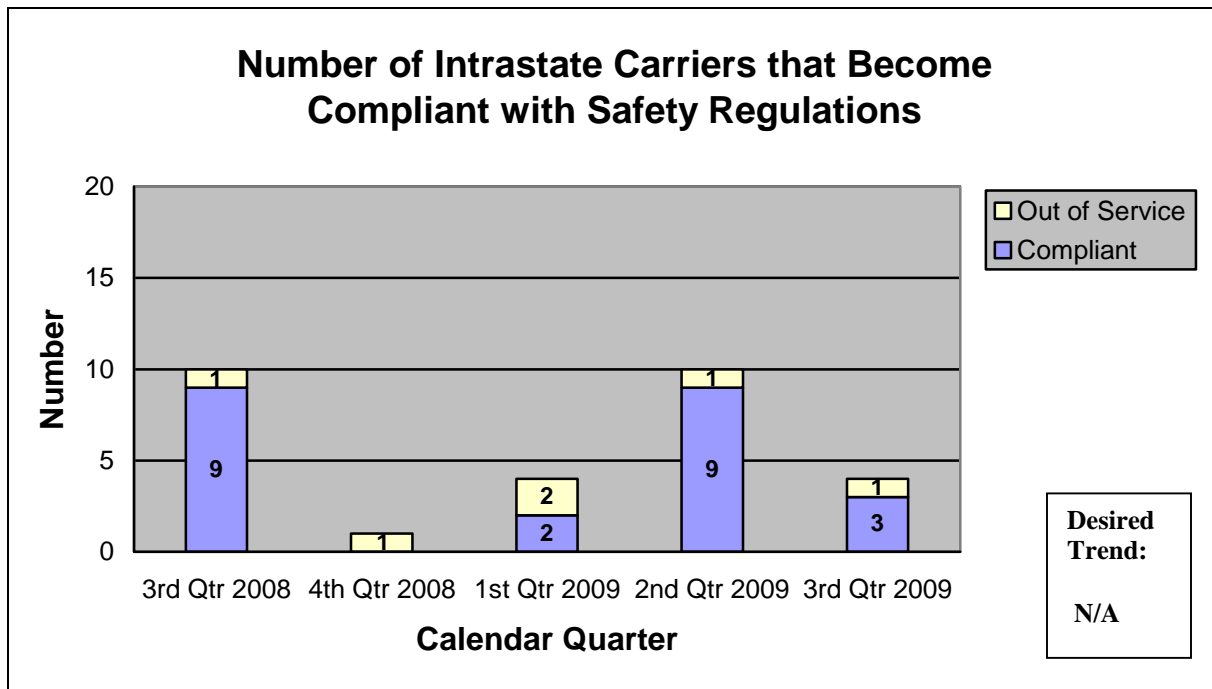
This measure tracks the number of intrastate motor carriers that receive an unsatisfactory safety rating and enter the Missouri intrastate Performance and Registration Information System Management program. This measure also tracks carriers in the PRISM program that do not attain an improved safety rating and are placed in an intrastate out-of-service status by MoDOT Motor Carrier Services.

Description:

On June 1, 2007, MoDOT implemented the PRISM program. State investigators identified intrastate motor carrier companies with unsatisfactory safety management practices and notified them that they had 60 days to improve their safety management practices and safety rating. Carriers that transport placardable amounts of hazardous materials or passengers and are rated unsatisfactory have 45 days to improve their management practices and safety rating. Within the improvement period, the carrier must request a follow-up compliance review. They must achieve a conditional or satisfactory rating to be removed from PRISM. If the carrier earns a second unsatisfactory rating, an out-of-service order is issued. An out-of-service carrier must turn in their license plates, registration certificates, permits and other credentials. They cannot operate in Missouri and are placed back in service only after they demonstrate improved safety management practices.

Improvement Status:

During the third quarter of 2009 four intrastate carriers were placed in the PRISM program. One carrier did not become complaint with the Federal Motor Carrier Safety Regulations, and was placed intrastate out-of-service during the third quarter for failing to improve their safety rating. Carriers were contacted 30 days prior to their out-of-service date to schedule a follow-up CR. Contact was attempted with one carrier 14 days, 7 days, and one day before the out-of-service date. However, this carrier declined the opportunity to set up a follow-up CR before the out-of-service date.



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: Darrell Colvin, Motor Carrier Investigations Specialist

Purpose:

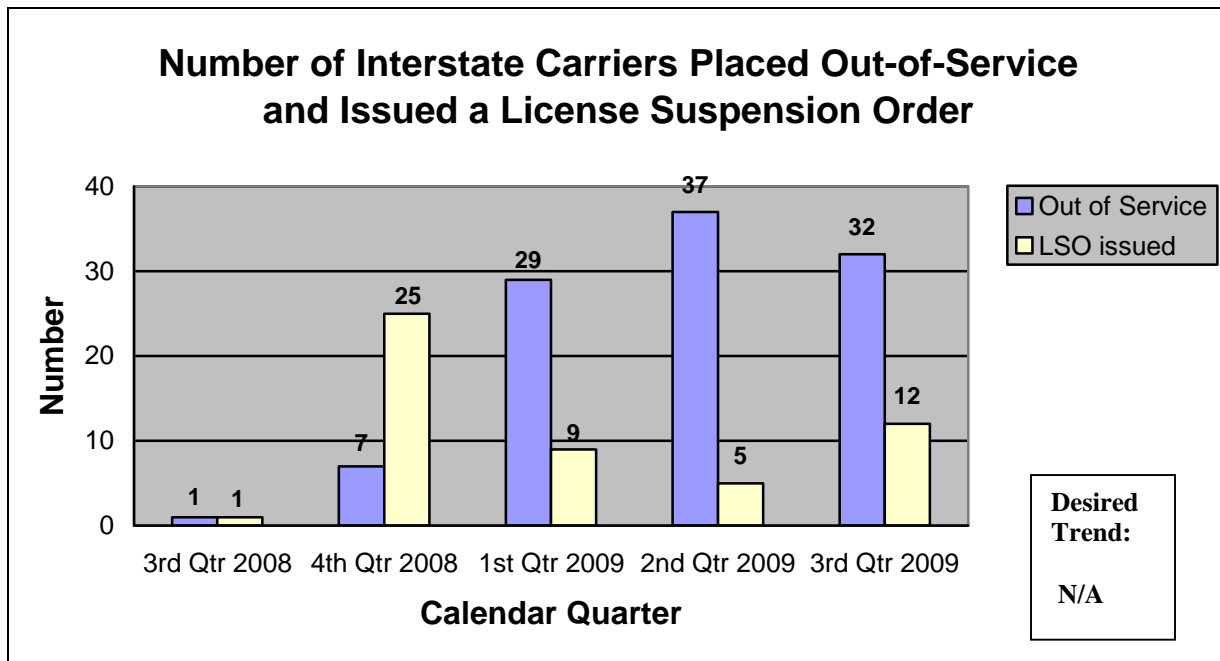
This measure tracks the number of interstate motor carriers that are placed out-of-service by the Federal Motor Carrier Safety Administration, and enter the Missouri interstate Performance and Registration Information System Management program. This measure also tracks carriers in the interstate PRISM program that are issued a license suspension order by MoDOT Motor Carrier Services.

Description:

On October 1, 2007, MoDOT implemented the interstate PRISM program, retroactive to January 1, 2007. The FMCSA sent MCS investigative personnel federal out-of-service orders for Missouri-based carriers. Missouri-based carriers were 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.

Improvement Status:

During the third quarter of 2009, MCS Safety and Compliance received out-of-service orders for 32 interstate motor carriers that were placed out of service by the FMCSA. Twelve out-of-service carriers were identified and issued license suspension orders, due to the nature of their out-of-service placement and current operating status. One carrier was reinstated by the FMCSA before the license suspension order was issued, not requiring any further action from MCS. Calls were placed to the remaining 19 carriers. Three carriers operate only in intrastate commerce, and the remaining 16 carriers could not be reached.



Personal, Fast, Courteous And Understandable Response To Customer Requests (Inbound)

Average phone queue time and calls

Motor Carrier Services Director: Jan Skouby

Measurement Driver: Diana Stickler, Motor Carrier Services Support Supervisor

Purpose of the Measure:

This measure tracks the number of phone calls received and the length of time calls are held in the phone queue via the CISCO phone system for the Motor Carrier Service Compliance Communication Center programs, International Registration Plan, Oversize/Overweight, Operating Authority and the Unified Carrier Registration. The desired trend is to reduce the initial time that a customer is on hold in the phone queue. Reduction of the customer initial hold time means more calls should be responded to.

Description:

Phone data is collected monthly from the CISCO WebView Reporting System for all CCC programs. The goal is to keep call hold time to a minimum. Wireless phone headsets allow agents greater mobility throughout the office resulting in faster retrieval of phone calls. Agents are encouraged to process phone calls accurately and with all necessary information, so as to complete transfer of knowledge to the motor carrier customer.

Improvement Status:

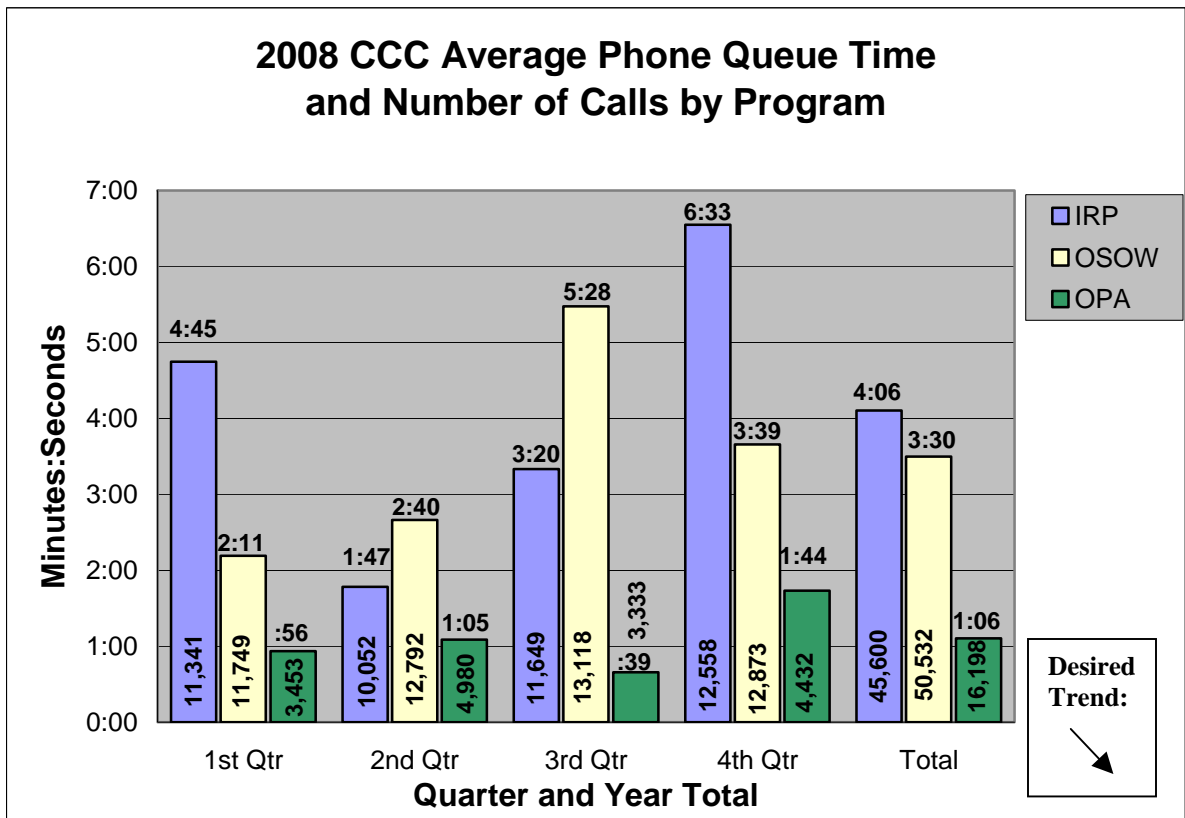
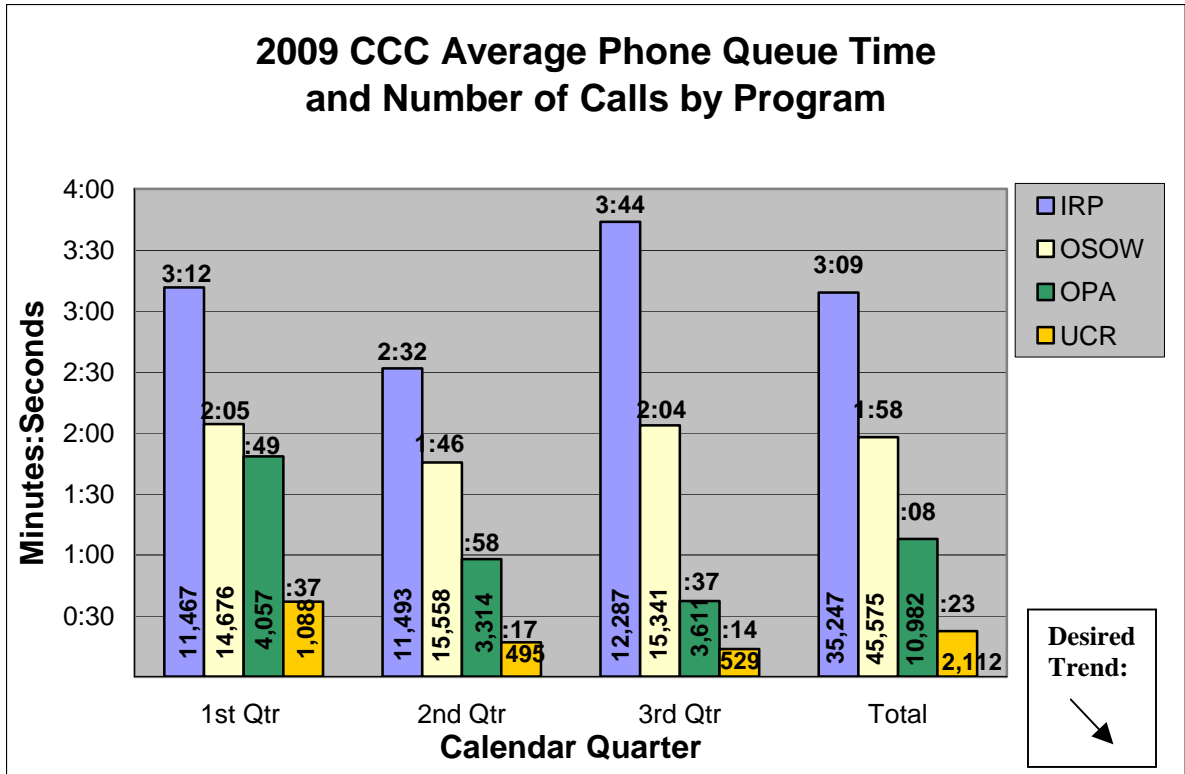
The UCR program queue began in December 2008, therefore no previous year data is available.

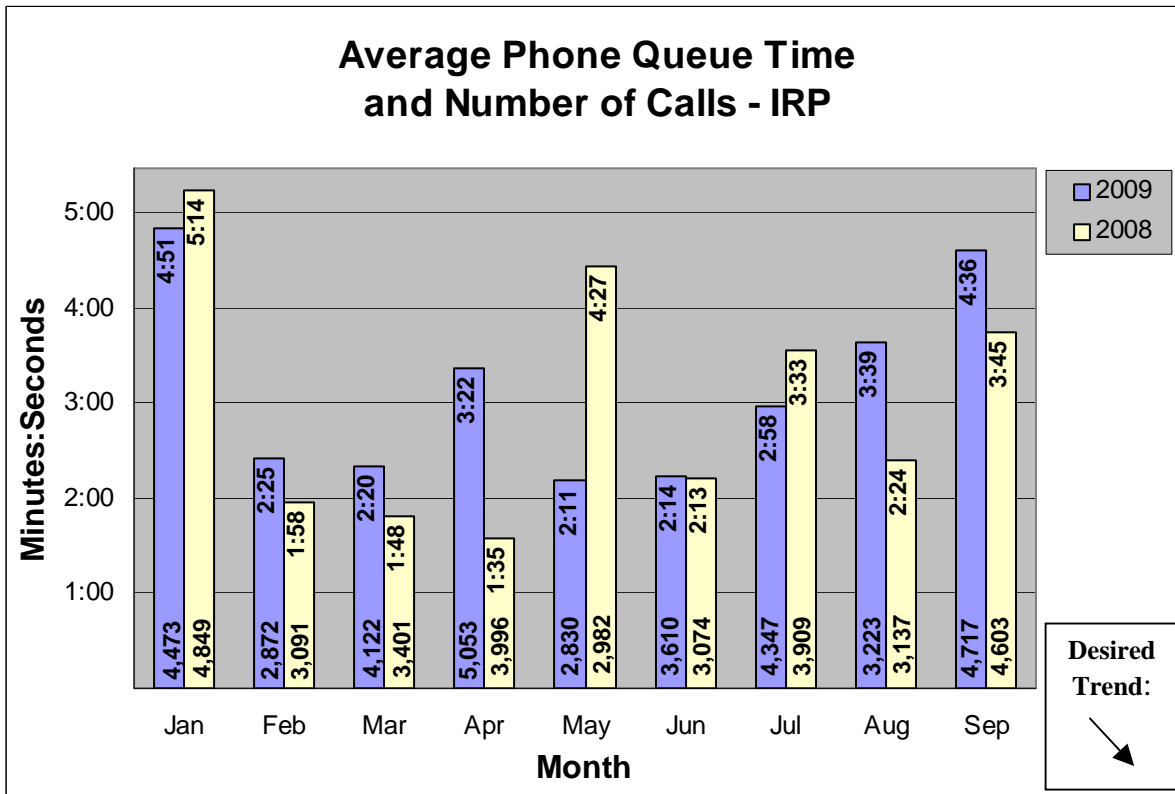
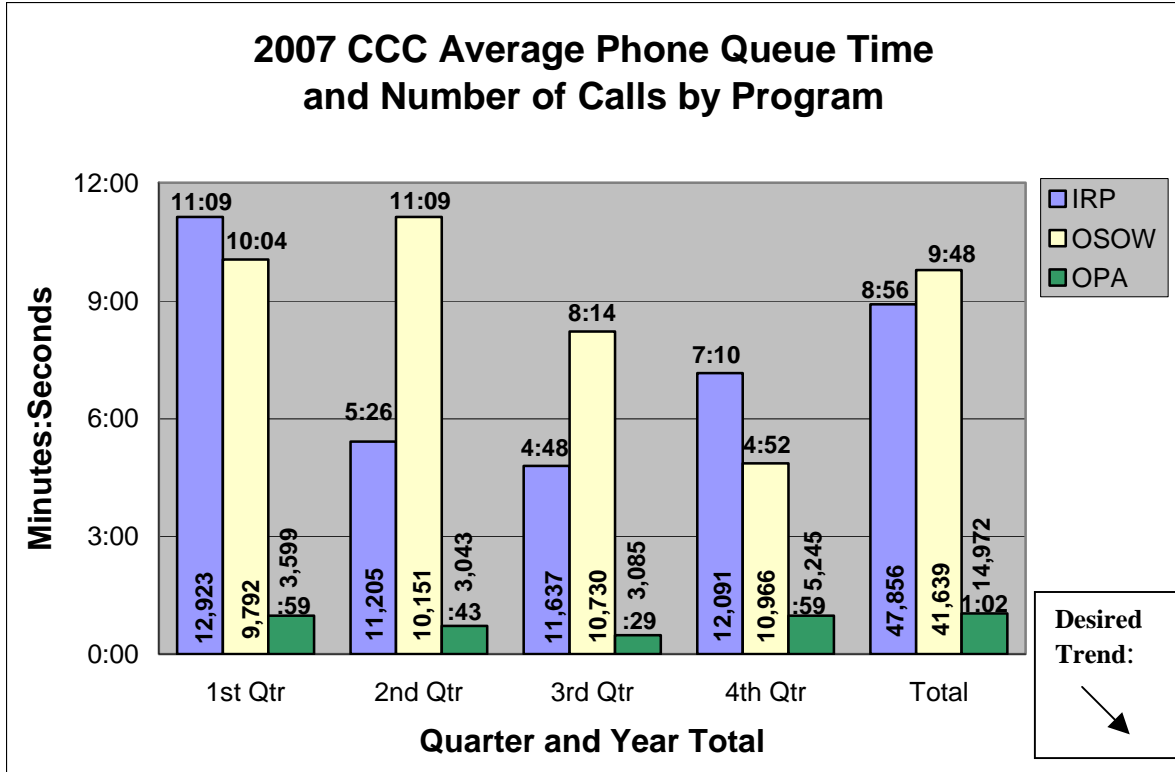
IRP saw an increase in the number of calls from 11,649 to 12,287 (638 or 5.4 percent) from the third quarter of 2008 to the third quarter of 2009. The average queue time increased only 24 seconds though there were three fewer agents available to answer the phone this quarter compared to the same quarter in 2008. During the quarter two OSOW agents who are cross-trained in IRP assisted with phone calls on 21 days when IRP was short staffed.

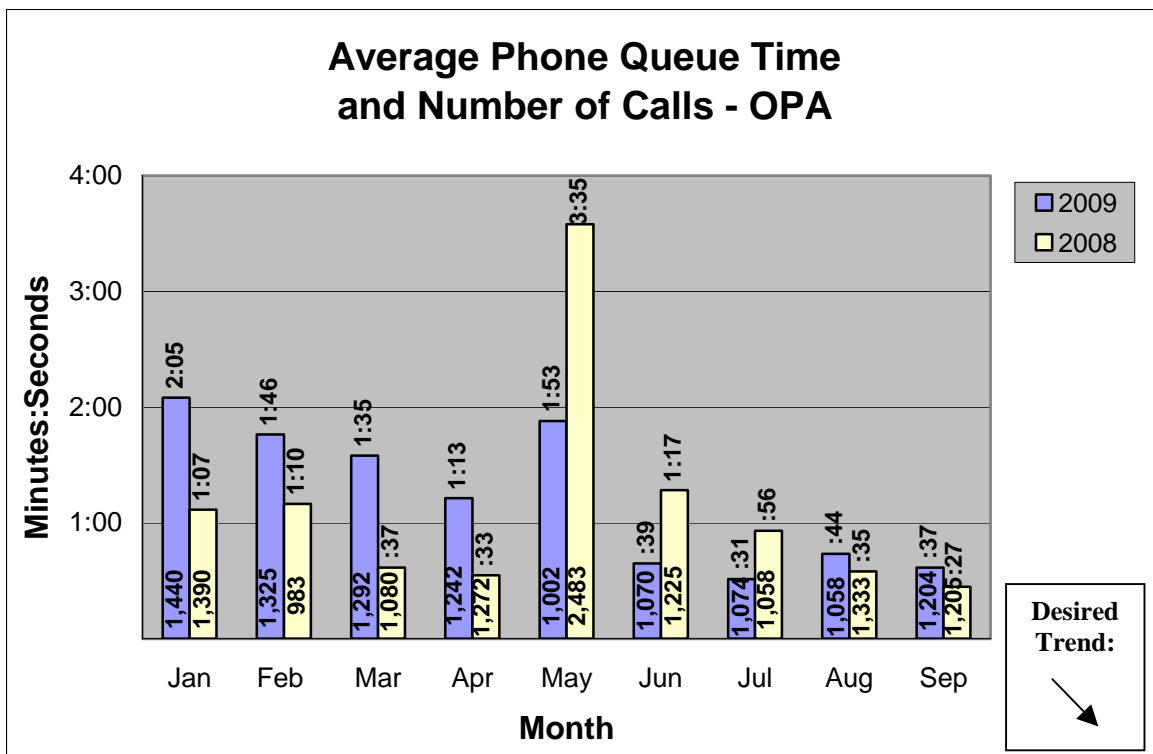
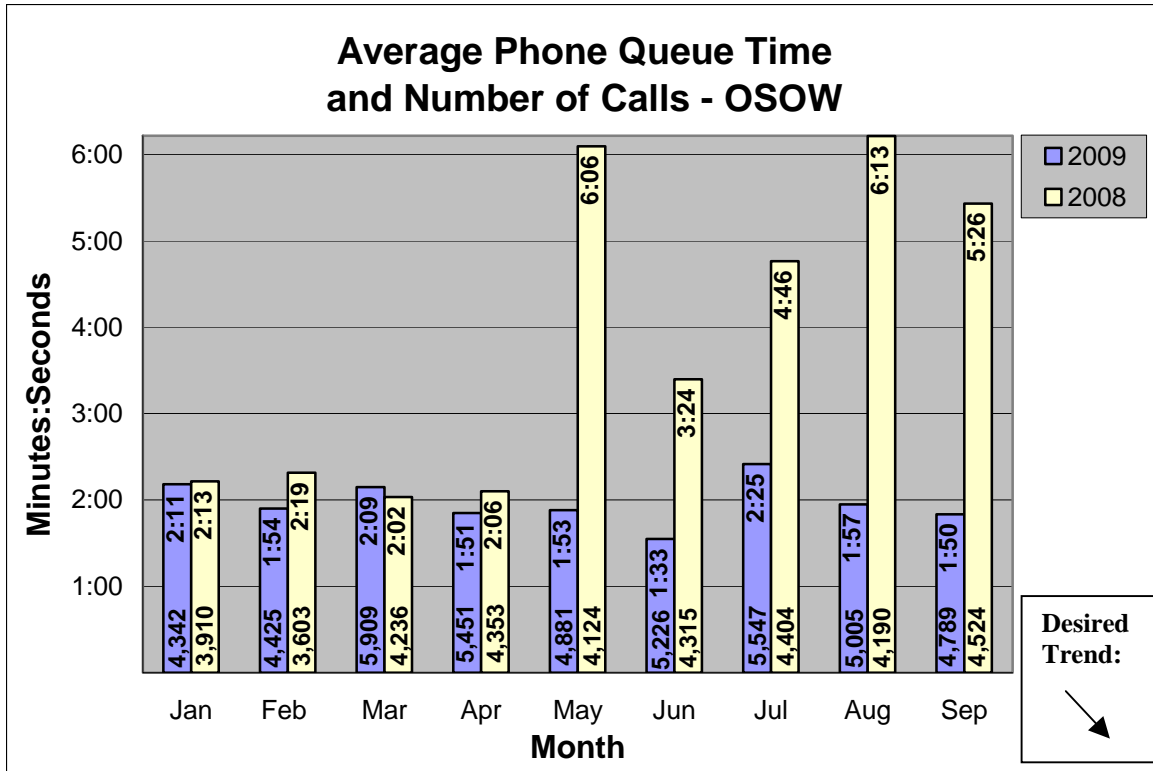
OSOW saw an increase in the number of calls from 13,228 to 15,341 (2,223 or 14.5 percent) from the third quarter of 2008 to the third quarter of 2009. There were 9,496 fewer permits processed from the third quarter of 2008 to the third quarter of 2009 resulting in a decrease in queue time of 3:24 minutes.

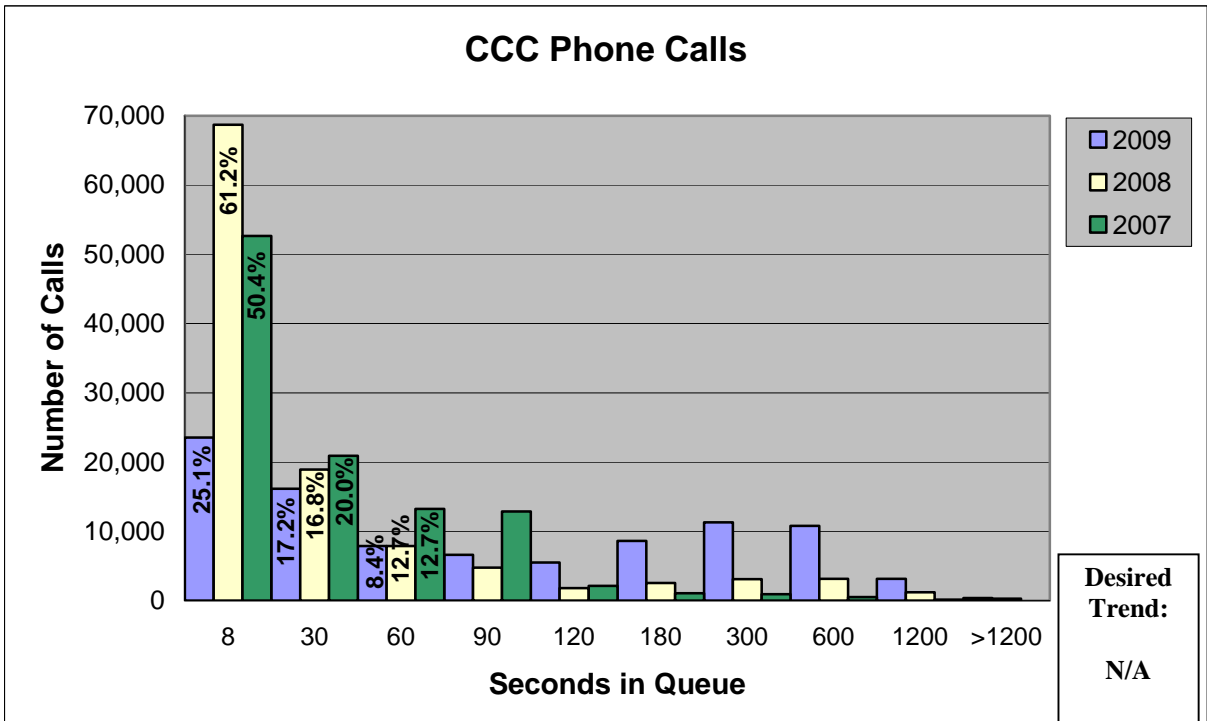
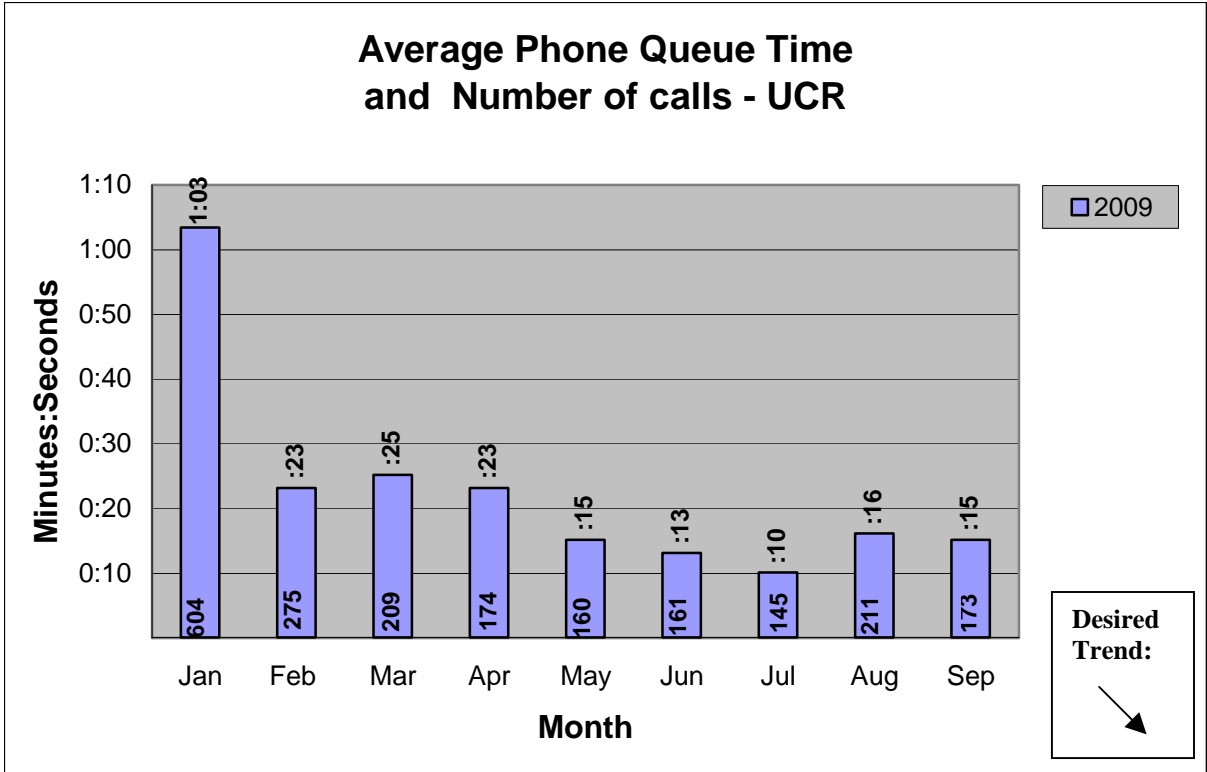
OPA saw an increase in the number of calls from 3,333 to 3,611 (278 or 8.3 percent) from the third quarter 2008 to the third quarter of 2009 but a decrease in queue time of 2 seconds. This is a result of more experienced staff.

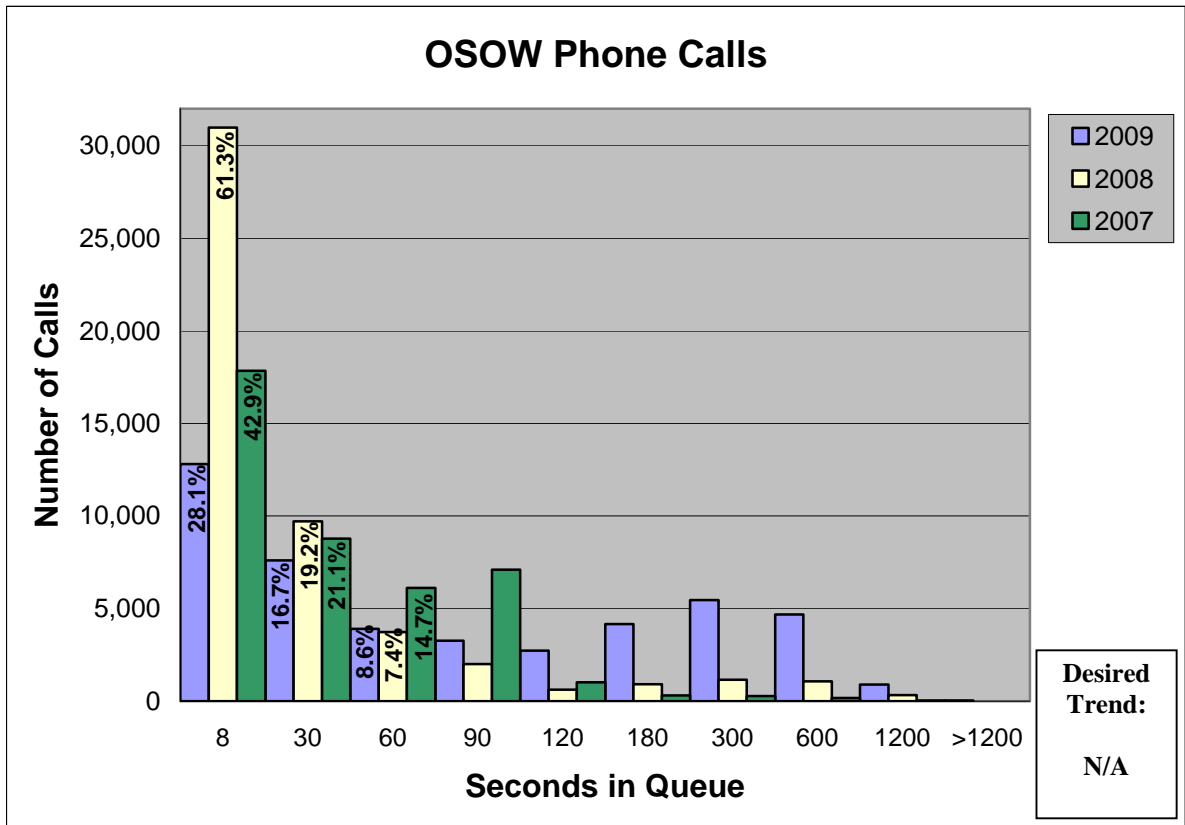
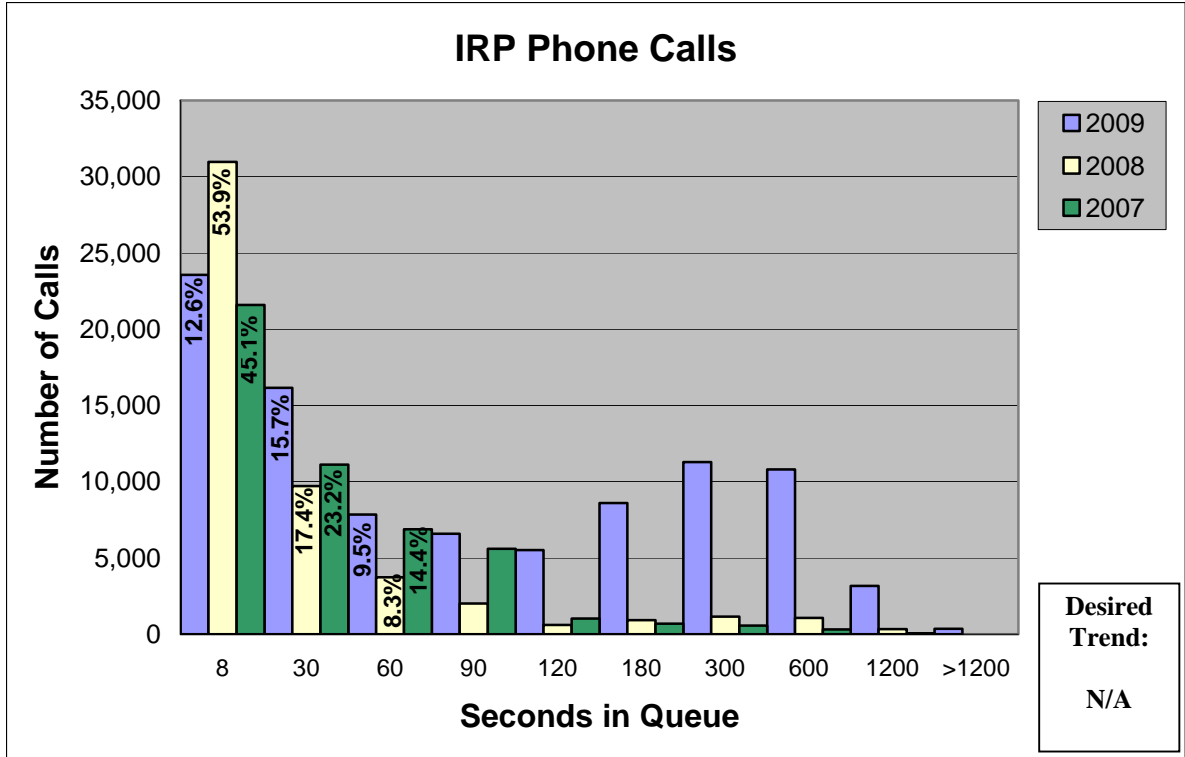
The desired trend for the percent of calls answered in one minute is to have fewer calls and to have those calls answered in as short a time as possible. IRP answered 37.8 percent of their calls within one minute, down from 79.6 percent in 2008. OSOW answered 53.4 percent of their calls within one minute, down from 87.9 percent in 2008. OPA answered 74 percent of their calls within one minute, which is down from 98.9 percent for 2008.

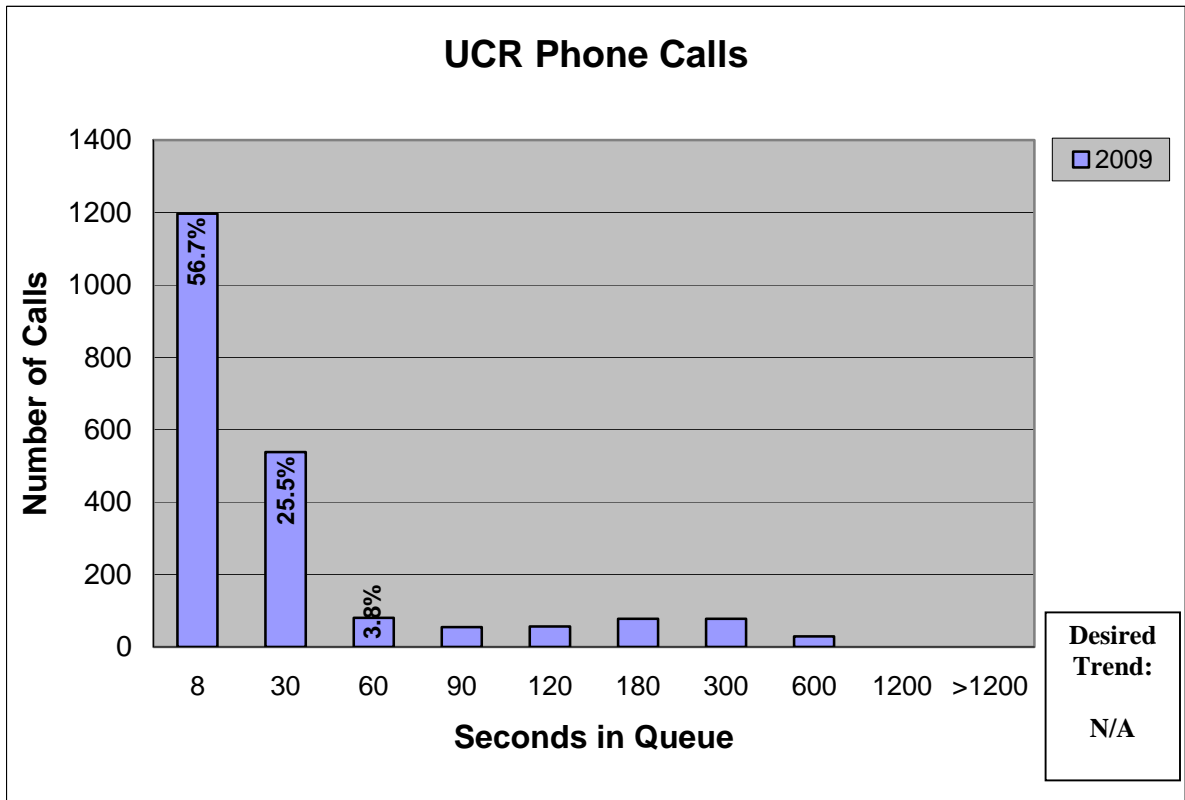
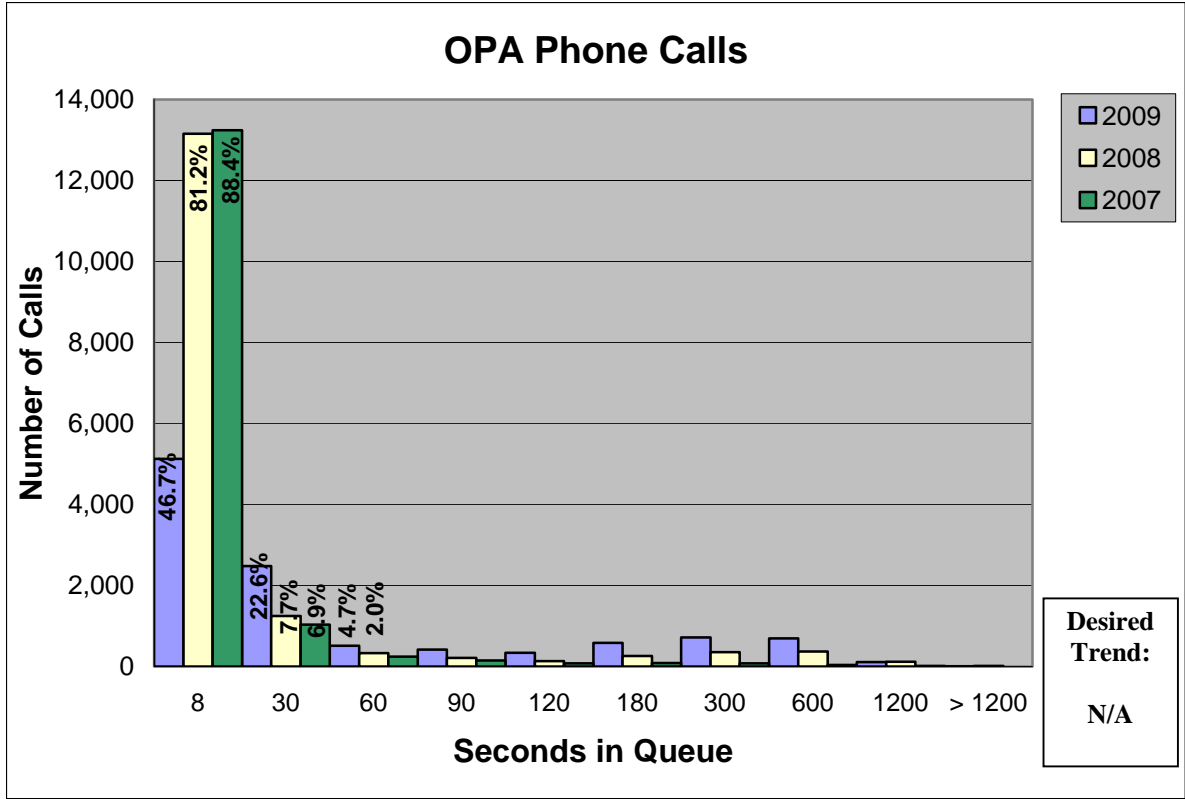












Personal, Fast, Courteous And Understandable Response To Customer Requests (Inbound)

Walk-in wait time

Motor Carrier Services Director: Jan Skouby

Data Driver: Diana Stickler, Motor Carrier Services Support Supervisor

Purpose:

This measure tracks Motor Carrier Services' progress in minimizing the wait time experienced by walk-in customers. Data is measured from the time a customer enters the facility until the time an agent begins helping them. By monitoring the wait time MCS may determine which areas need improvement.

Description:

Daily walk-in sheets for each walk-in customer supply the information for this report. Front desk staff initiates the walk-in sheet. The sheet is forwarded to an agent for completion. This may be an agent that works primarily with the International Registration Plan, International Fuel Tax Agreement, Operating Authority or Oversize/Overweight Programs. All agents work with Unified Carrier Registration. Data collected from this sheet includes customer wait time by program and the number of programs an agent assisted the customer with. This measure does not include carriers' time spent waiting to obtain additional documents not generated by MCS.

Improvement Status:

There were a total of 85 new accounts this quarter. That may be the reason for the increase of total number of walk-ins from 486 in third quarter of 2008 to 704 in third quarter of 2009 (44.9 percent). Of the 704 walk-ins, 198 were assisted with more than one program. Of the 198 walk-ins that were assisted with more than one program, 162 were seen by a single cross trained agent.

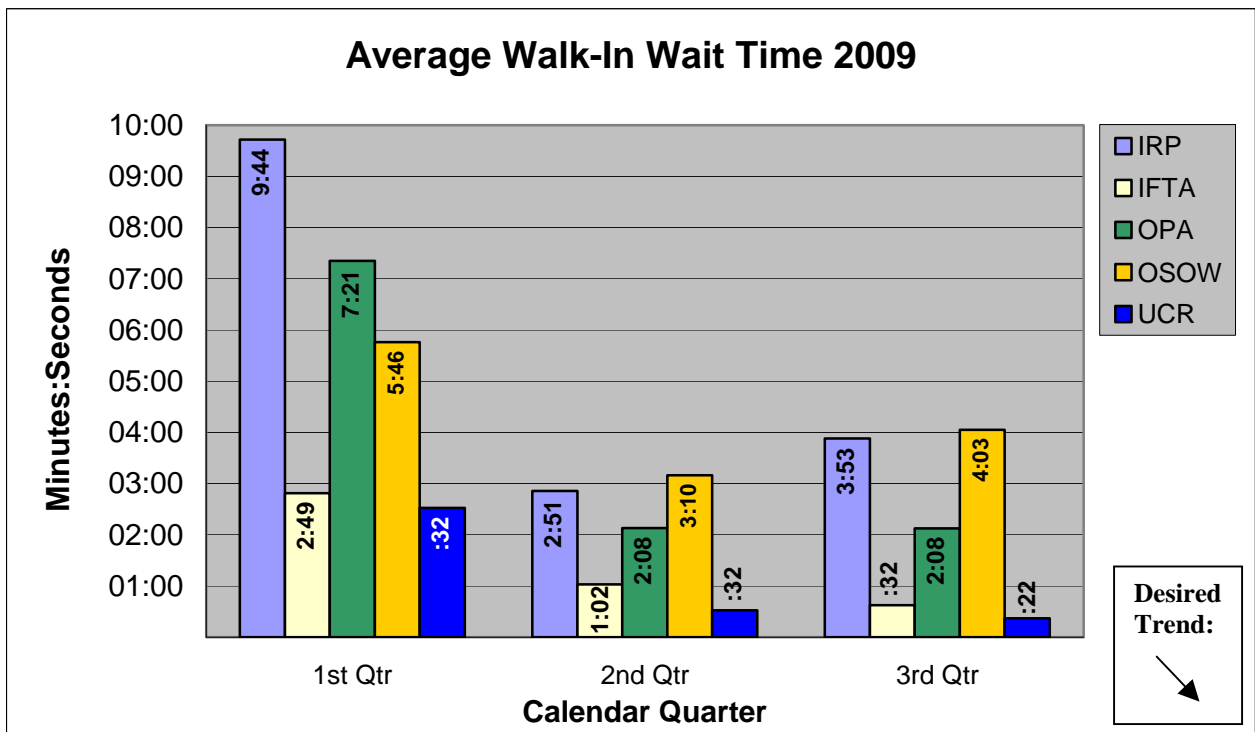
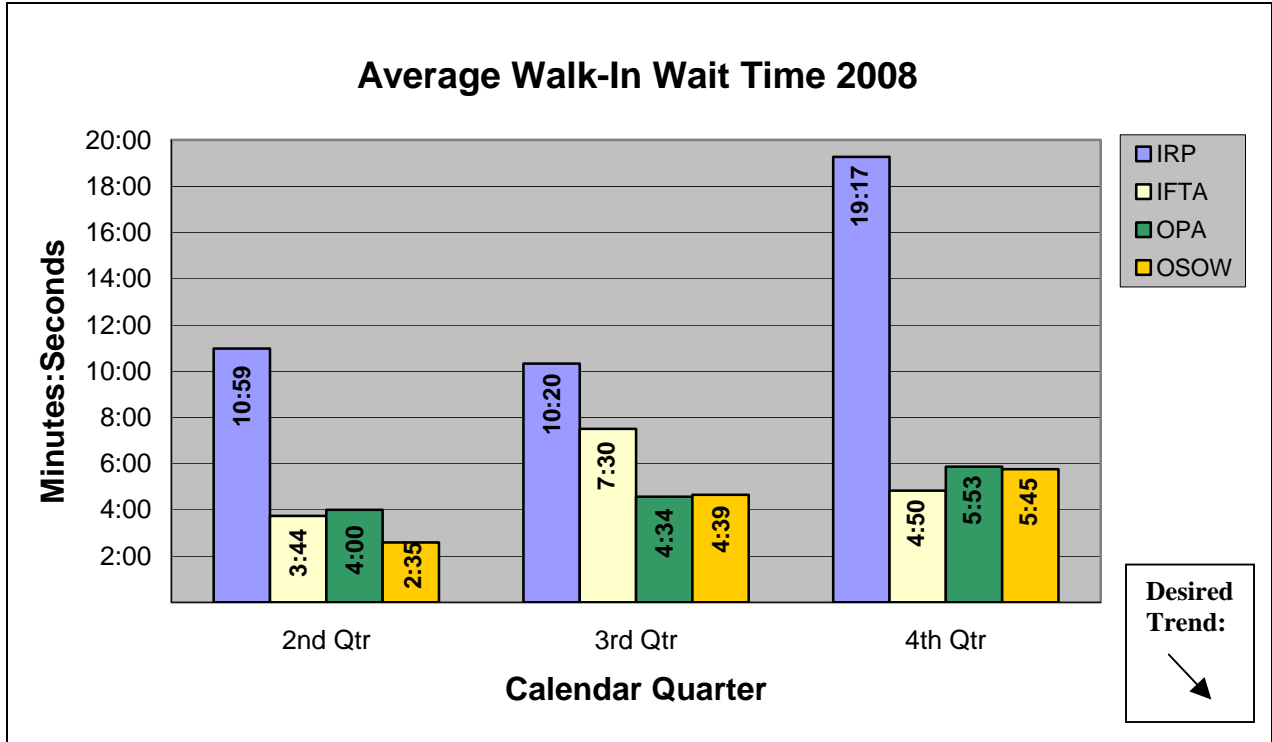
IRP saw an increase of 178 (43.3 percent) walk-ins from the third quarter of 2008 to the third quarter of 2009 and a decrease in wait time of 6:27 minutes (62.4 percent) from 10:20 minutes to 3:53 minutes. This is due to the chat group established to notify a group of agents when there is a walk-in waiting. Also, the receptionist notifies the IRP supervisor when a customer waits more than five minutes. The supervisor then finds another available agent that is not in the chat group. Historically there are more walk-ins in the last month of the quarter. For the third quarter of 2008 and 2009 there were 51 percent more walk-ins in September than August and July with an increase of 36. The wait time for the September 29-30, 2008, was 18:24 minutes with 65 walk-ins and 6:50 minutes in 2009, with 79 walk-ins, a decrease of 11:16 minutes (60.7 percent).

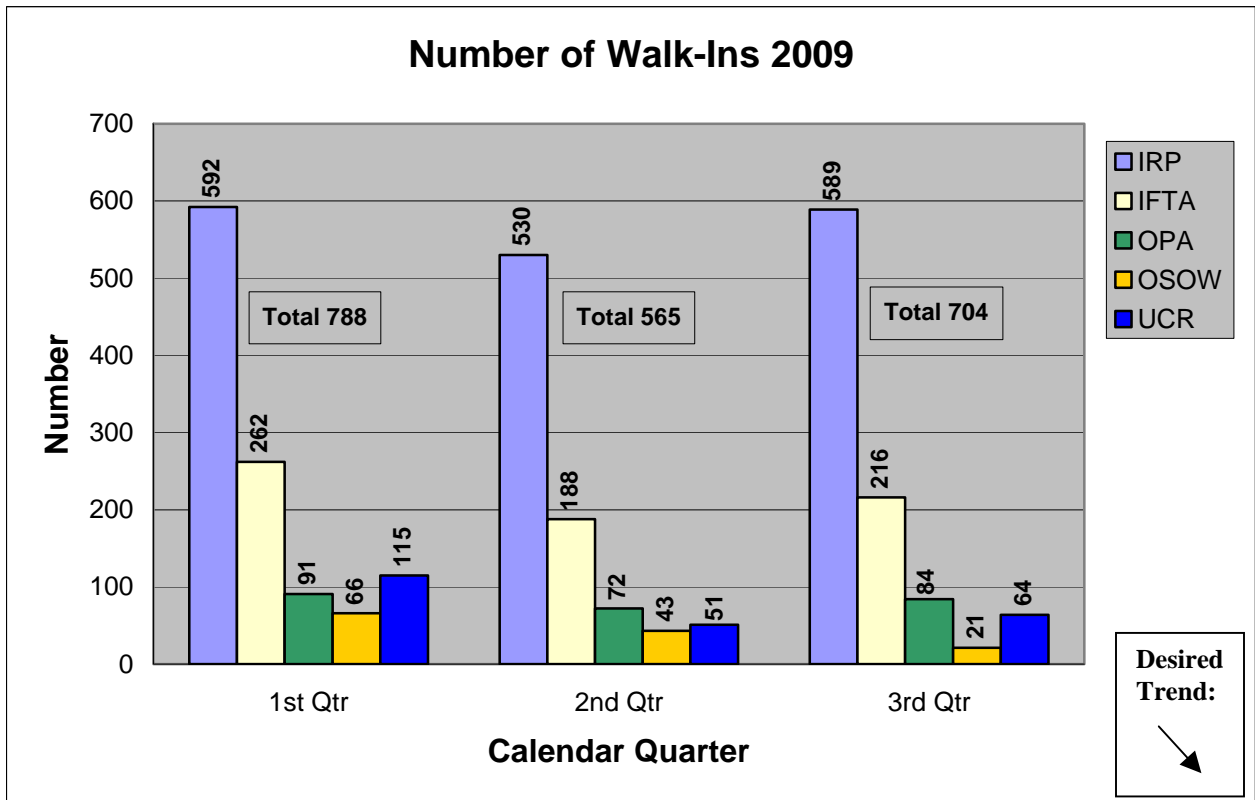
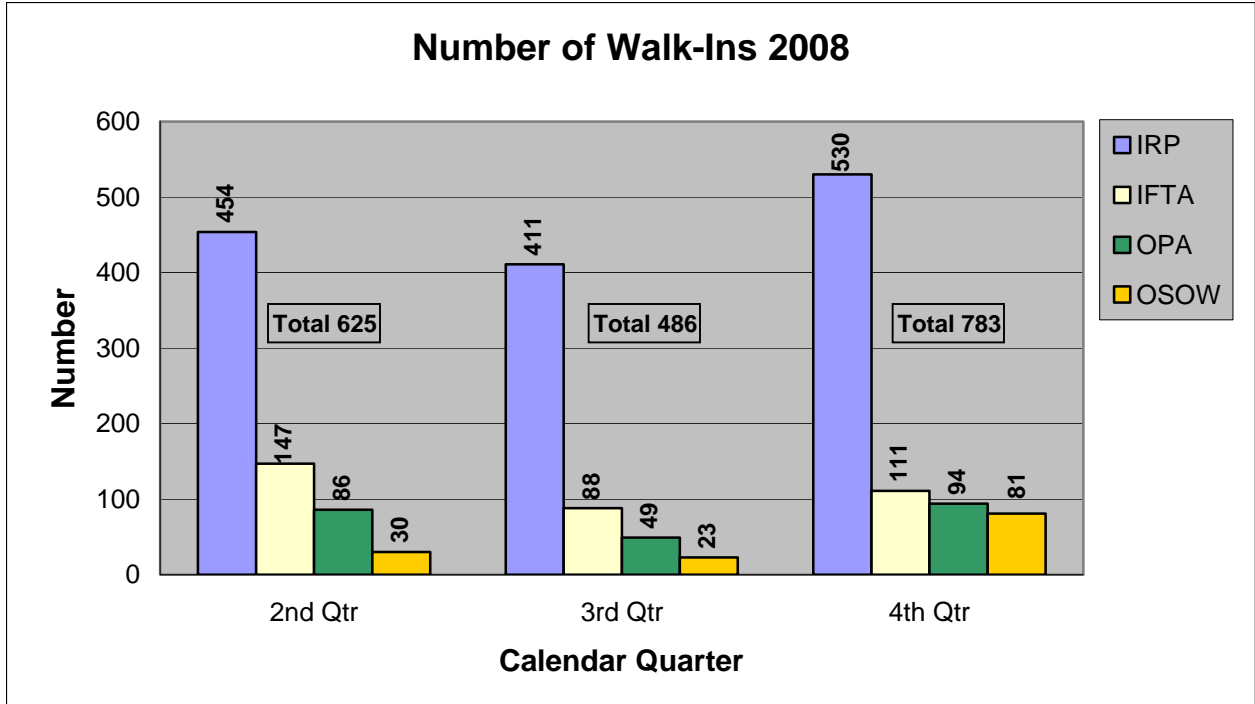
IFTA saw an increase of 128 (145 percent) walk-ins from the third quarter of 2008 to the third quarter of 2009.

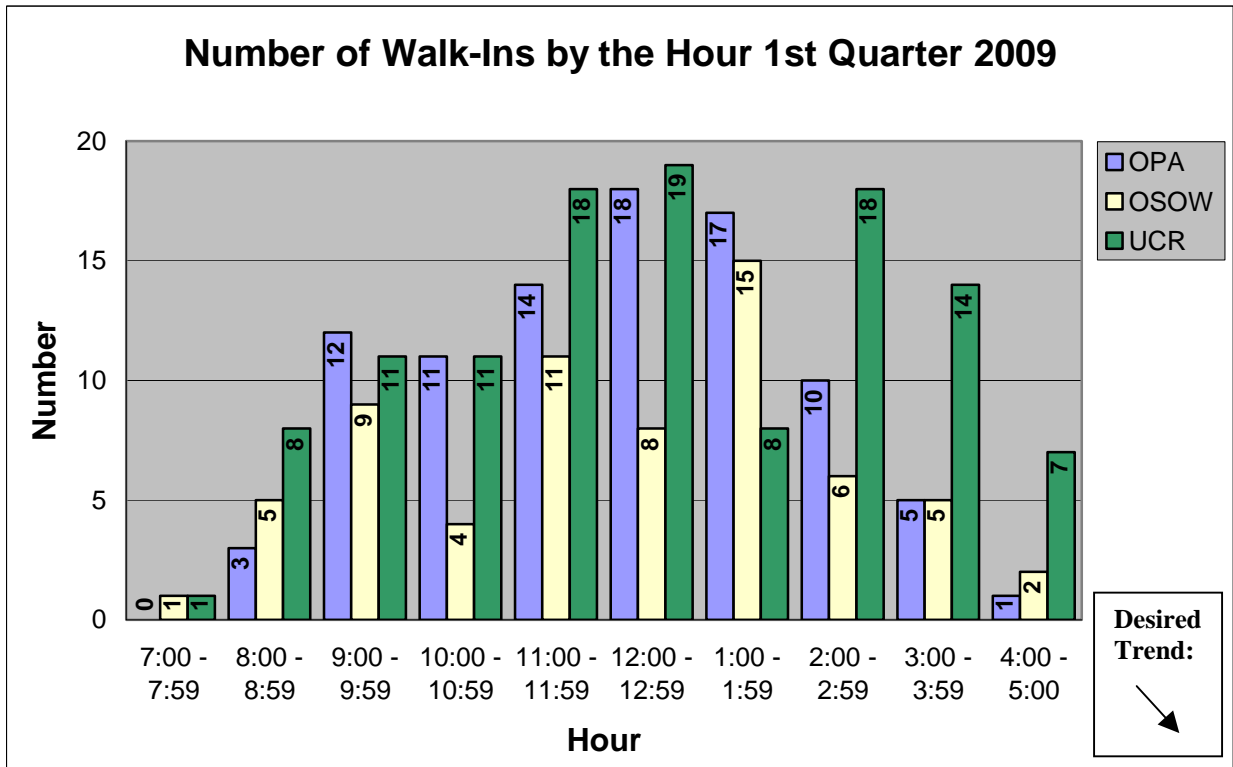
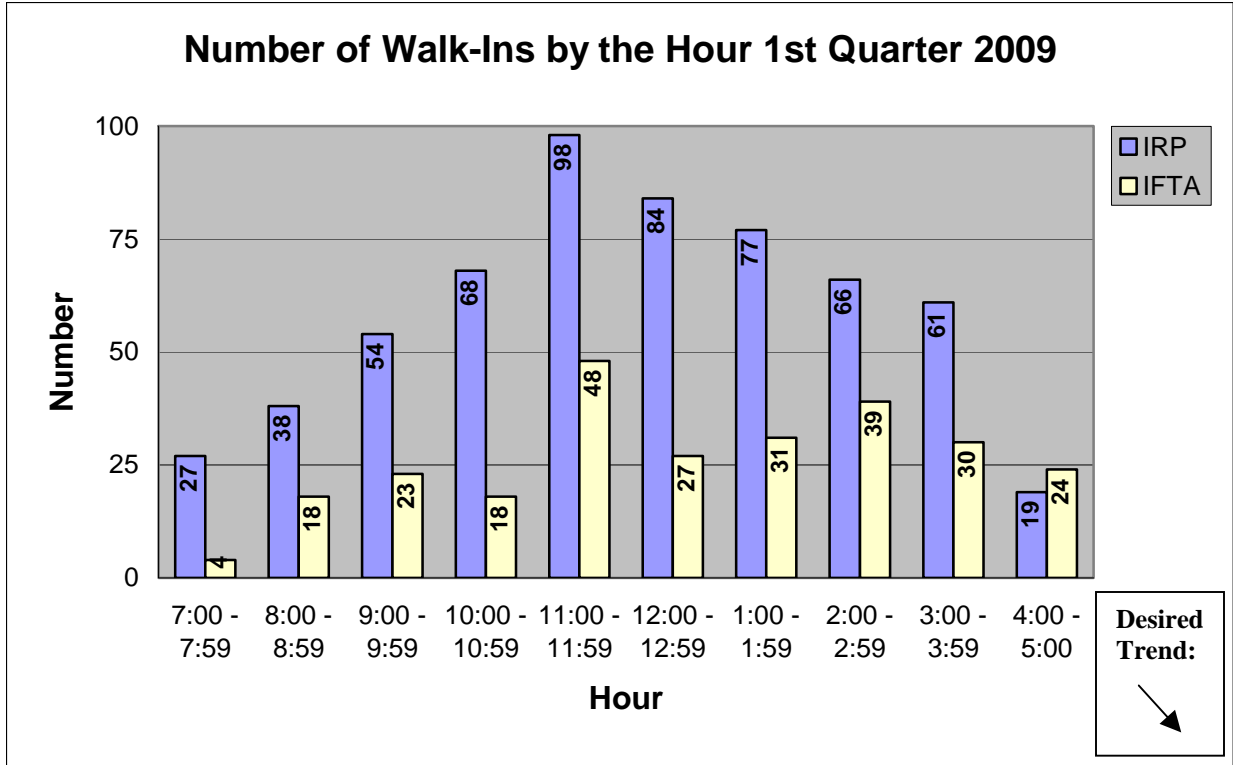
OPA saw an increase of 35 (71.4 percent) walk-ins and a decrease in walk-in wait time of 2:26 minutes (53.3 percent) from the third quarter of 2008 to the third quarter of 2009.

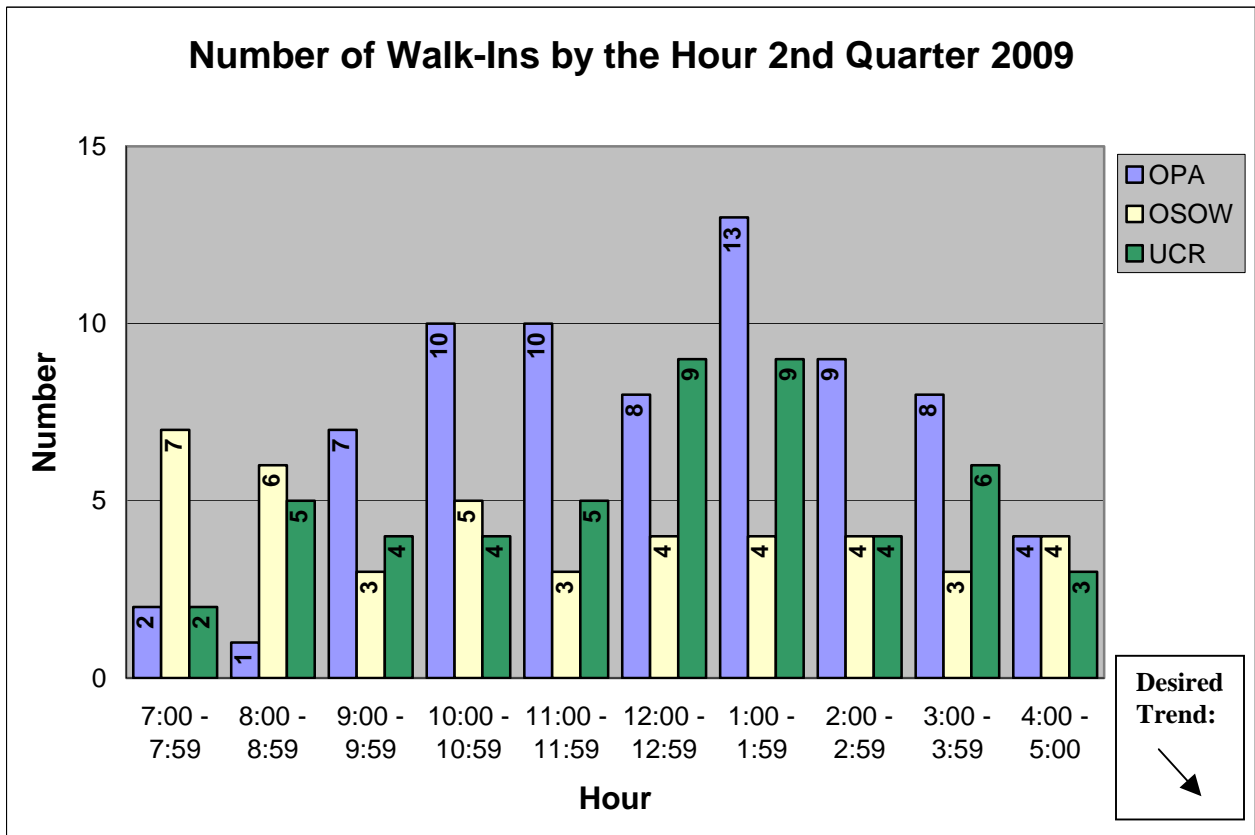
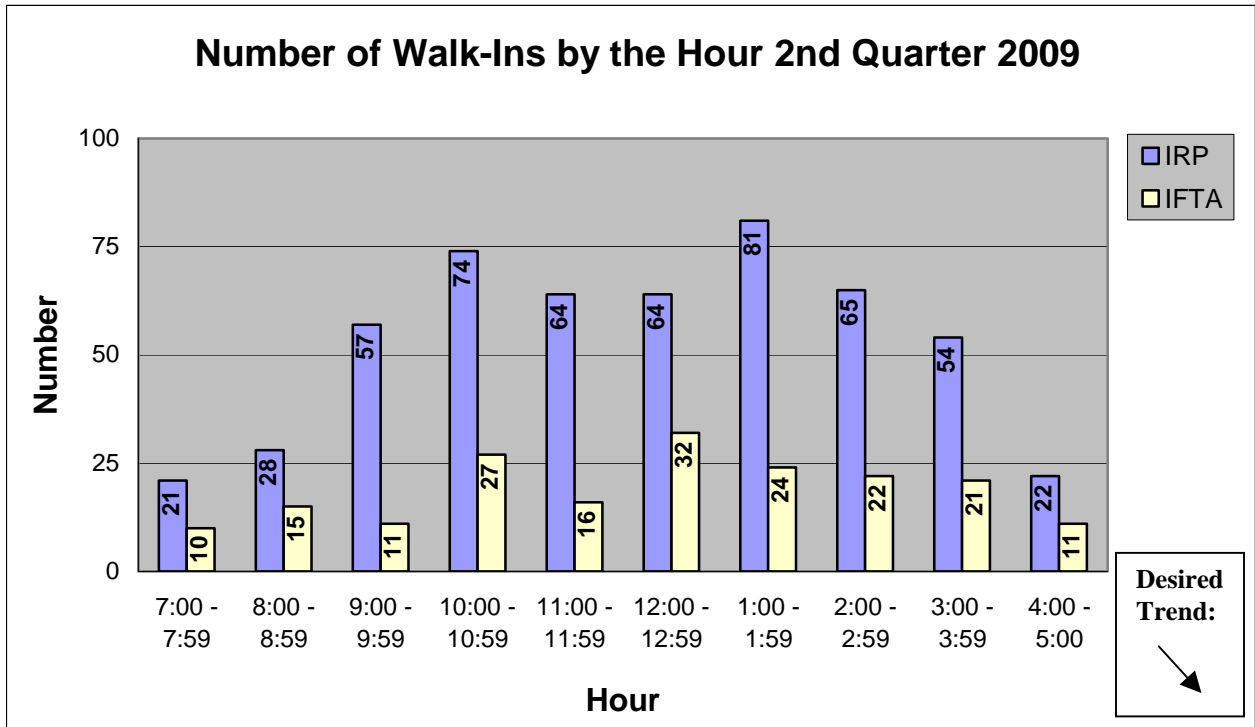
OSOW saw no major changes in the number of walk-ins and had a slight decrease in walk-in wait time of 36 seconds (12.9 percent).

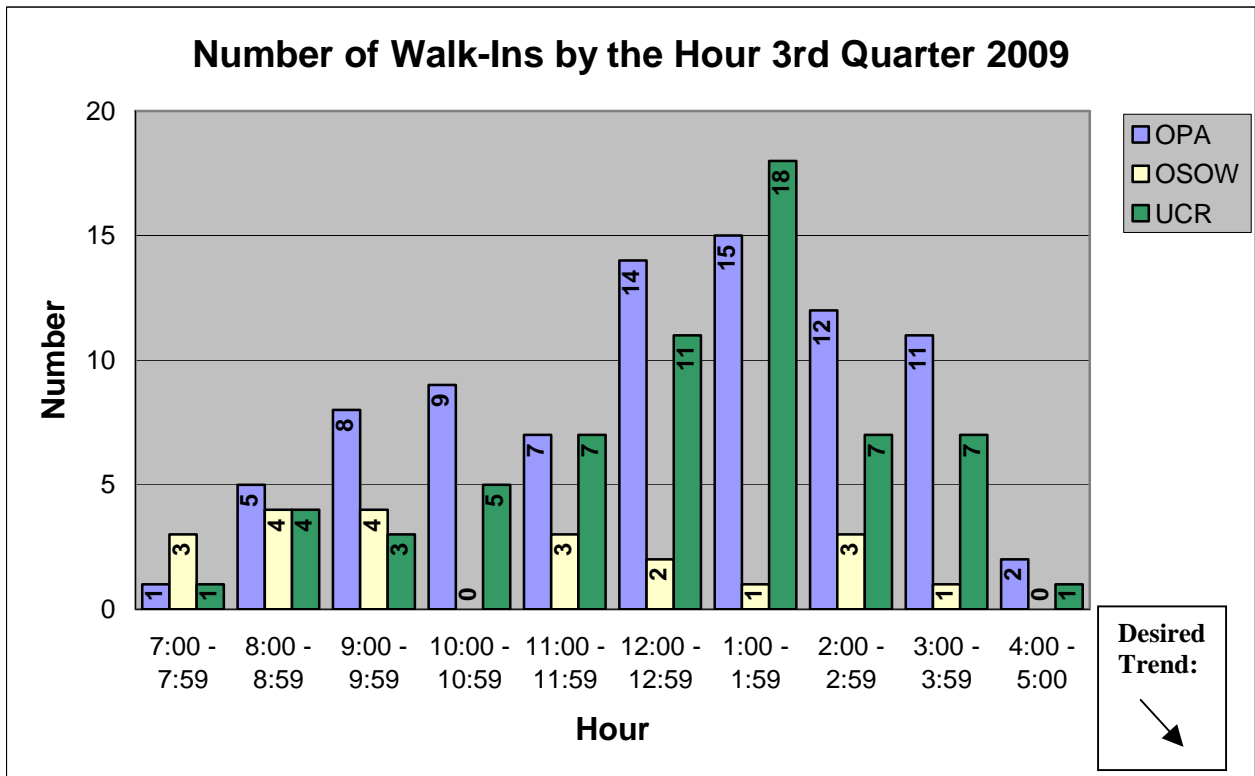
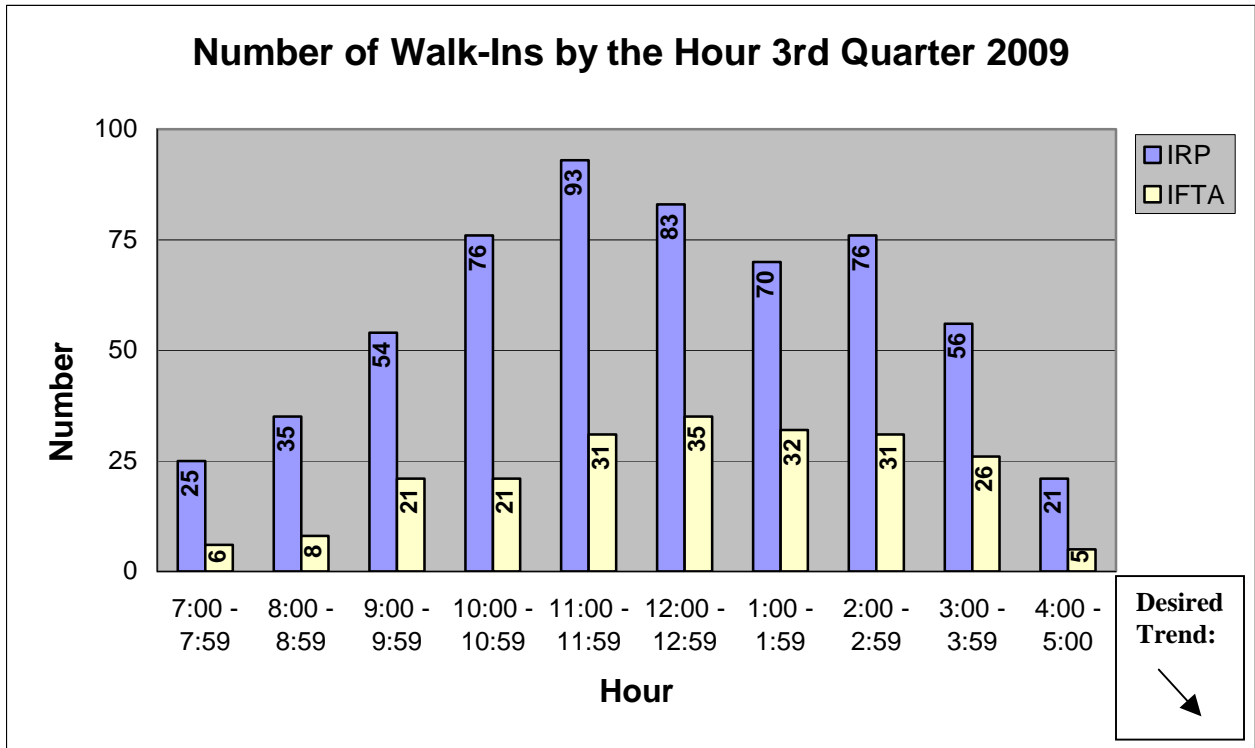
This is the first time the number of walk-ins by the hour is provided. The majority of the walk-ins come in between 11:00 a.m. to 12:00 p.m. There have been as many as eight during this time period, but the average for all programs is just more than two.

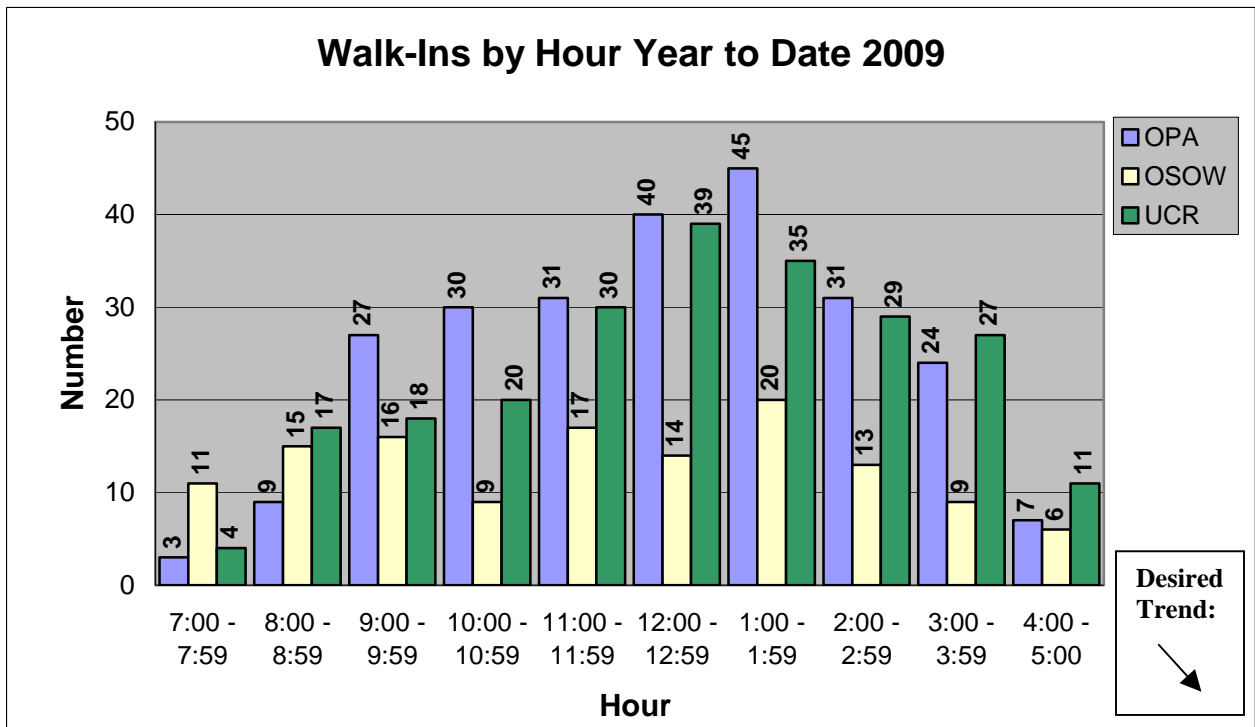
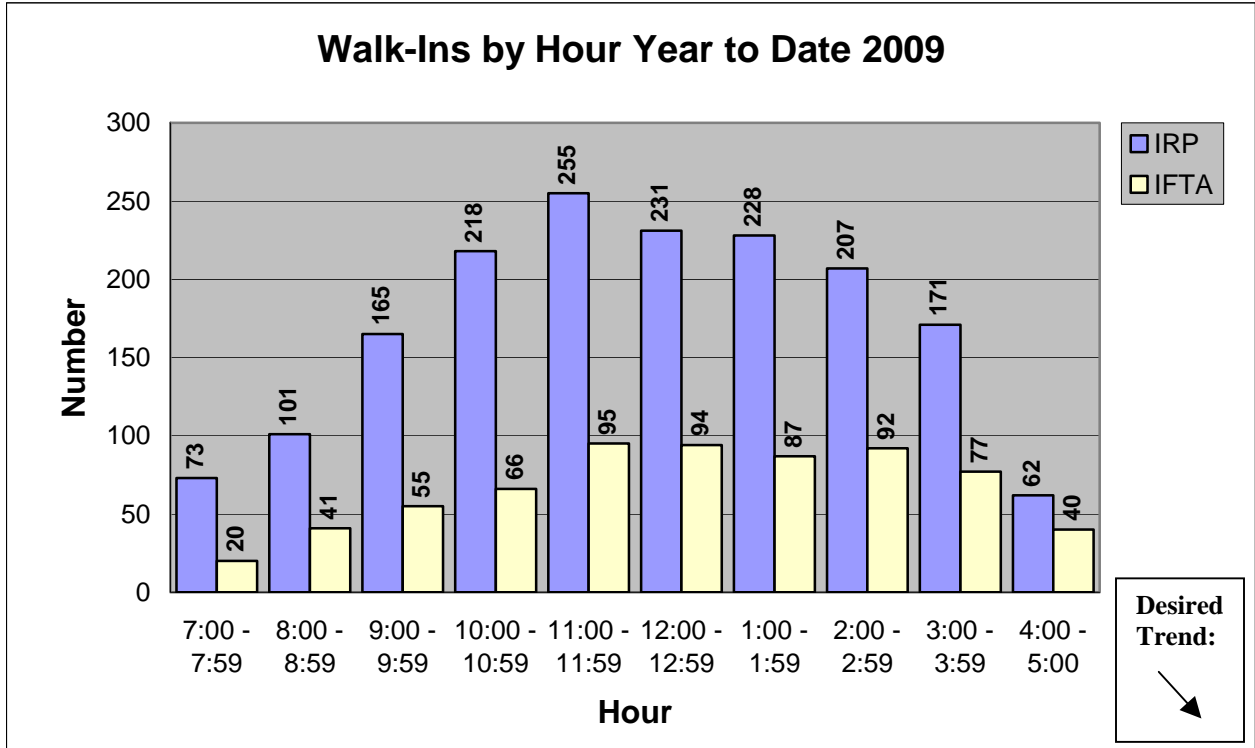












Partner with Others to Deliver Transportation Services

Hours served in partnership

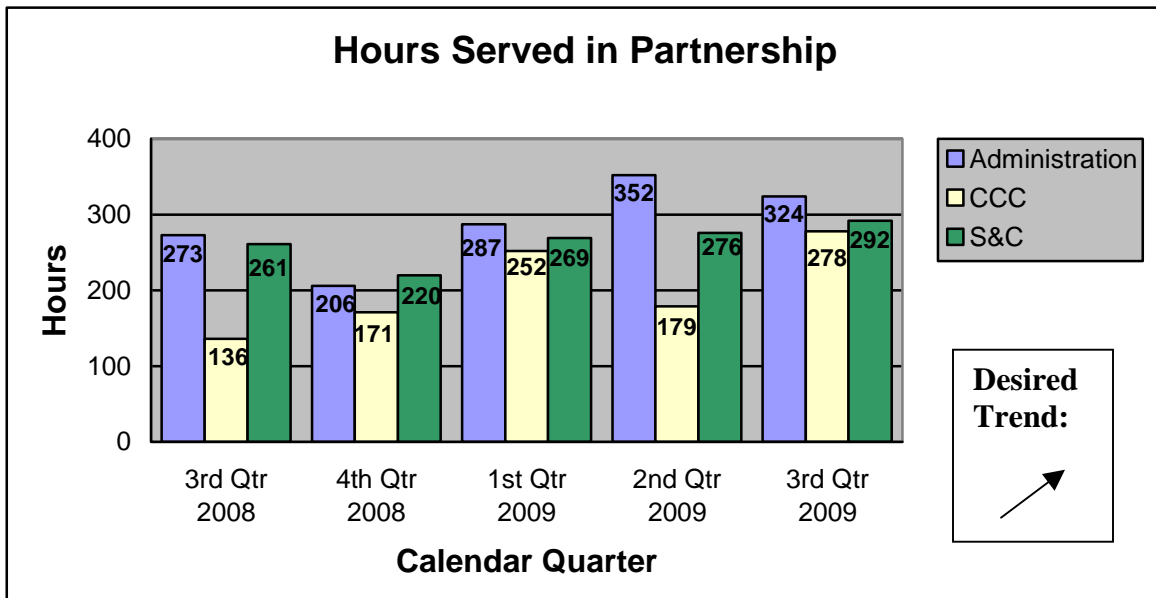
Motor Carrier Services Director: Jan Skouby
Data Driver: Bill Hampton, Senior Motor Carrier Specialist

Purpose:
 This measure reports the number of hours MoDOT Motor Carrier Services committed in partnership with other branches of international, federal, state, county and local government and private industry.

Description:
 Several MCS employees are involved in committees and action teams to improve various transportation services. The amount of time invested in collaboration is a direct reflection of the trust that MCS is building with our internal and external stakeholders. Partnership time is reported to the data driver by e-mail. The data is compiled each quarter.

Information is separated by section. The administrative section includes the director, assistant director, special projects coordinator, motor carrier enforcement administrator and outreach coordinator. Efforts of employees in the Customer Care Center, Support Services and Financial sections are reported as CCC. The Safety and Compliance section includes all enforcement staff with the exception of the administrator.

Improvement Status:
 The data indicates MCS is maintaining the desired trend. Partnering hours increased in the CCC and S&C sections primarily due to increased efforts to reach new motor carriers in the SafeStart program. The administrative section experienced a small dip from last quarter, which is primarily due to the assistant director’s temporary assignment to another work team and a reduction in the number of speaking opportunities for other staff.



Leverage Transportation to Advance Economic Development

Power units and trailers registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby

Data Driver: Kim Wekenborg, 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:

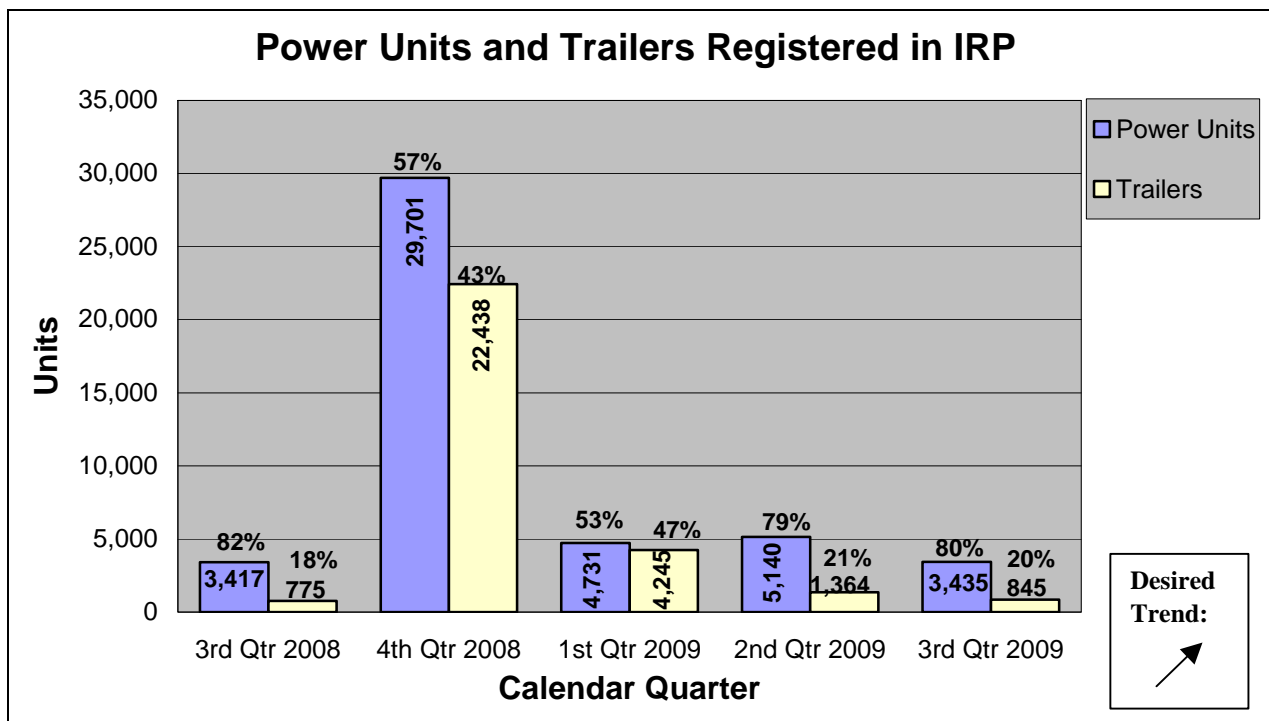
This measure is derived from a report created from the MoDOT Carrier Express system. Power units and trailers are reported separately by quarter. The data is used to track trends in the number of units licensed in Missouri.

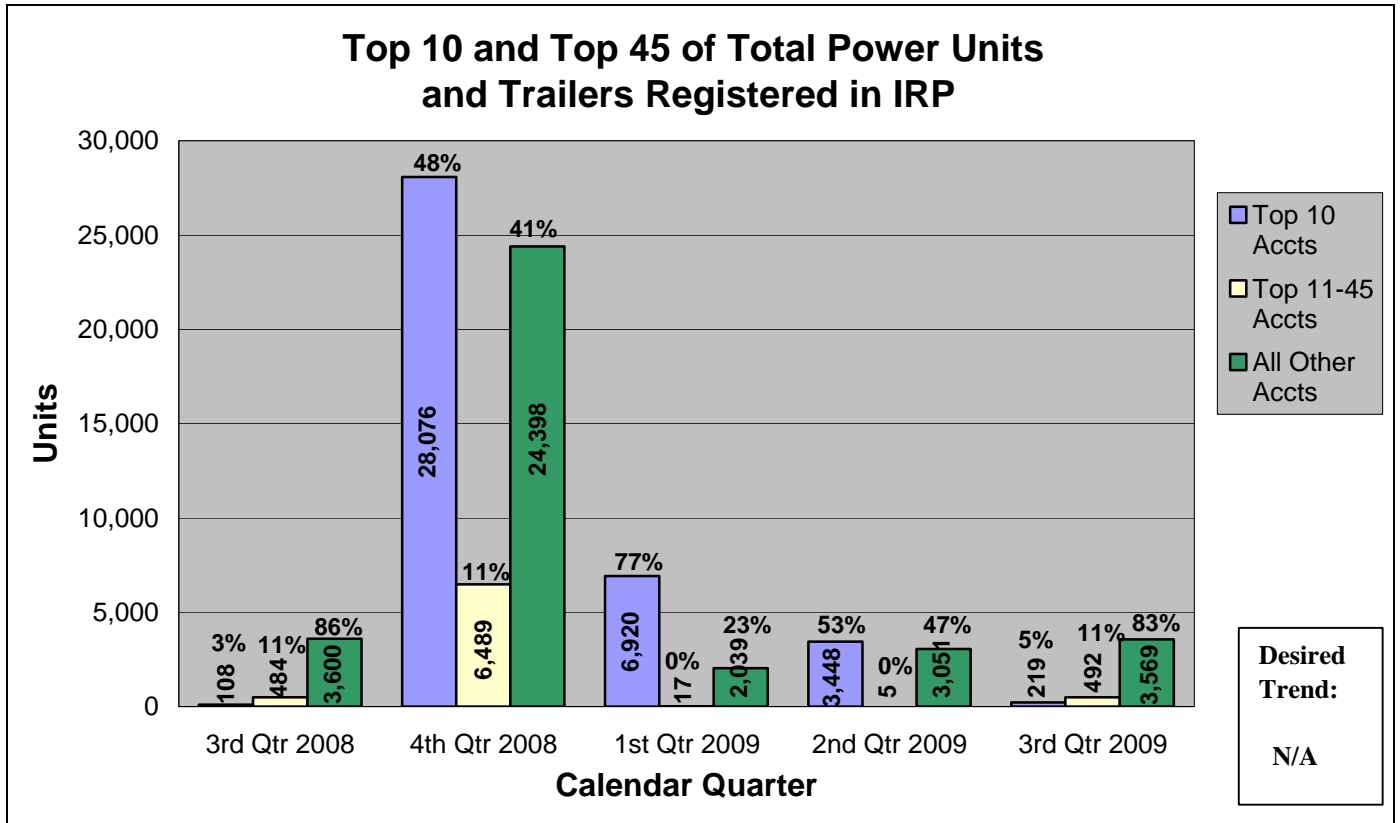
A second graph reports the percentage of total power units and trailers owned by MCS' top ten and top forty-five account holders. Note: The data is reflective at a single point in time and does not reflect additions and deletions made after the carriers' renewal periods.

Improvement Status:

In 2008, approximately 72,670 units were registered in IRP. In 2008, approximately 13 percent of total registered units were first quarter renewals, nine percent were second quarter renewals, six percent were third quarter renewals and 72 percent were fourth quarter renewals.

Between the third quarter of 2008 and the third quarter of 2009, the percentage of power units decreased by two percent and trailers increased by two percent. However, the total number of power units increased by 18 and trailers increased by 70. Note: Top 47 accounts decreased to Top 45 because Danny Gilder and Riverside no longer register in Missouri.





Leverage Transportation to Advance Economic Development

Number of accounts registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby

Data Driver: Kim Wekenborg, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks the number of IRP 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:

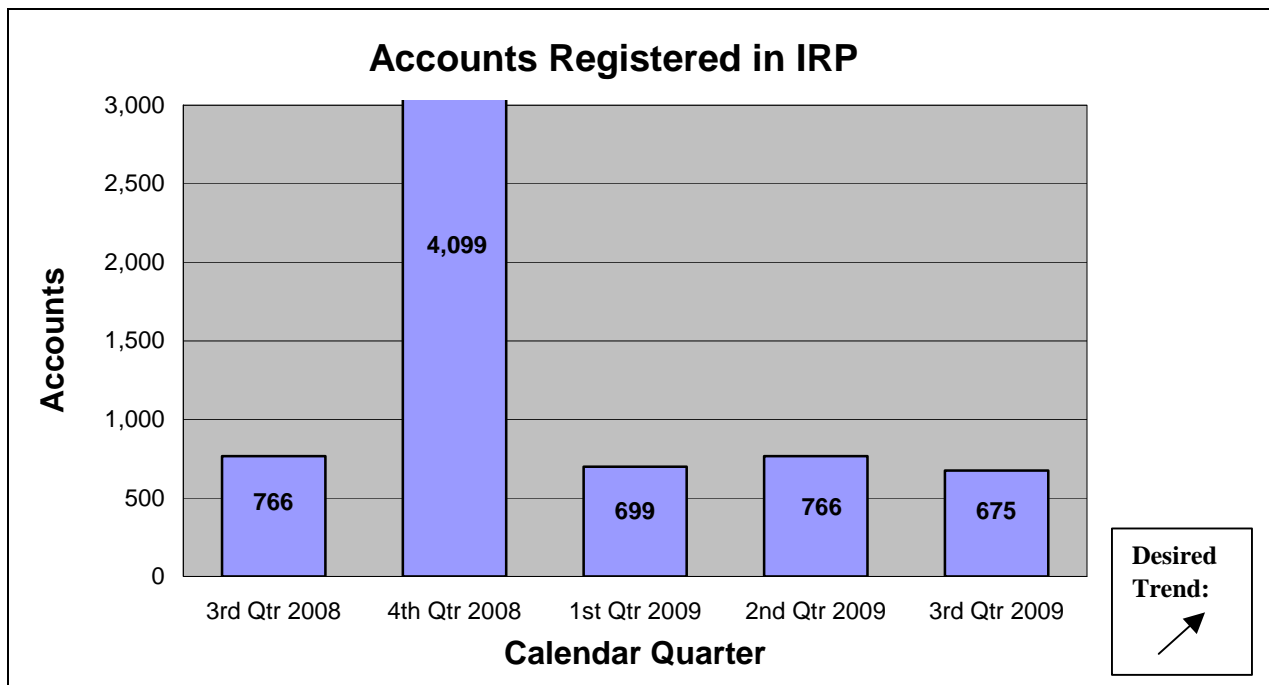
This measure is derived from a report, IRP Fleets with Active Power Units, created from the MoDOT Carrier Express system. IRP accounts are reported separately by quarter based on their expiration year and month. As more data is captured, we will be able to see historical trends in the number of IRP accounts registered in Missouri. Note: The data is reflective at a single point in time and does not reflect the carriers' that file after the report generation date.

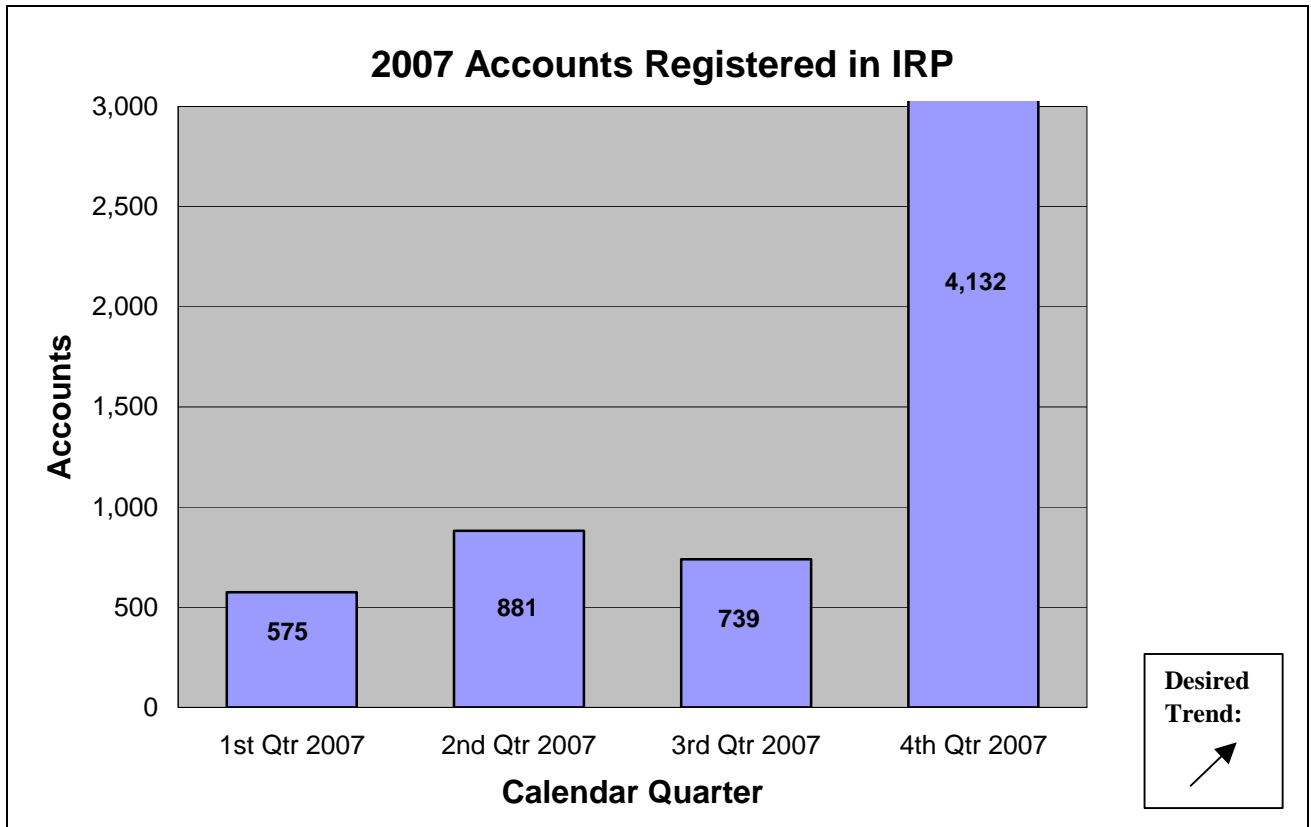
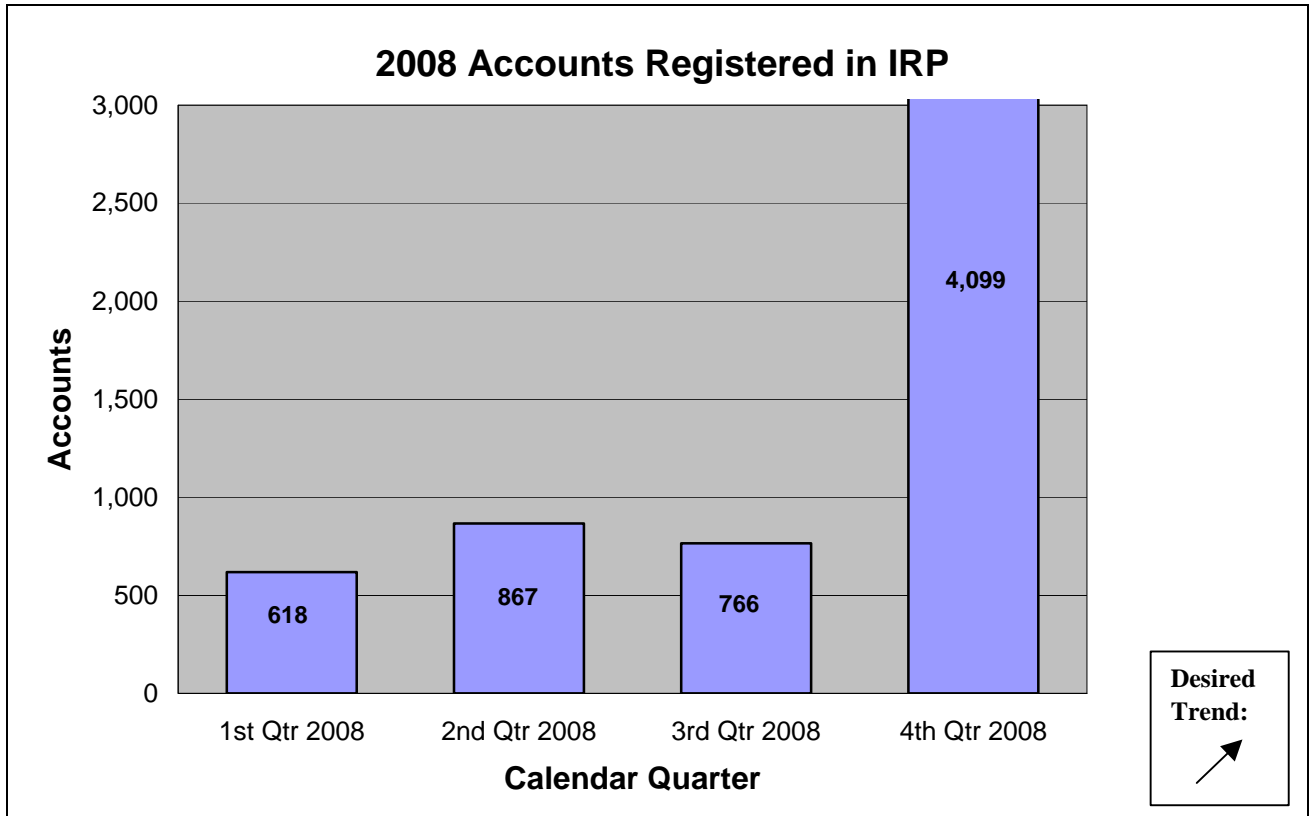
Improvement Status:

In 2007, approximately 6,327 accounts were registered in IRP. In 2008, the number of accounts was 6,350, an increase of 23. In 2008, 618 of total registered accounts were first quarter renewals, 867 were second quarter renewals, 766 were third quarter renewals and 4,099 were fourth quarter renewals.

From the first quarter 2007 to the first quarter 2008, there was an increase of 43 IRP accounts. From the second quarter 2007 to the second quarter 2008, 14 fewer accounts were registered in IRP. Between the third quarter 2007 and the third quarter 2008, IRP accounts increased by 27. From the fourth quarter 2007 to the fourth quarter 2008, there was a decrease of 33 accounts registered in IRP.

From the first quarter 2008 to the first quarter 2009 the number of IRP accounts increased by 81. From the second quarter 2008 to the second quarter 2009, there was a decrease of 101 accounts. From the third quarter 2008 to the third quarter 2009, there was a decrease of 91 accounts.





Innovative Transportation Solutions

Number of paperless documents

Motor Carrier Services Director: Jan Skouby

Data Driver: Tina Thurman, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks MoDOT Motor Carrier Services' progress with going paperless and eliminating a file room.

Description:

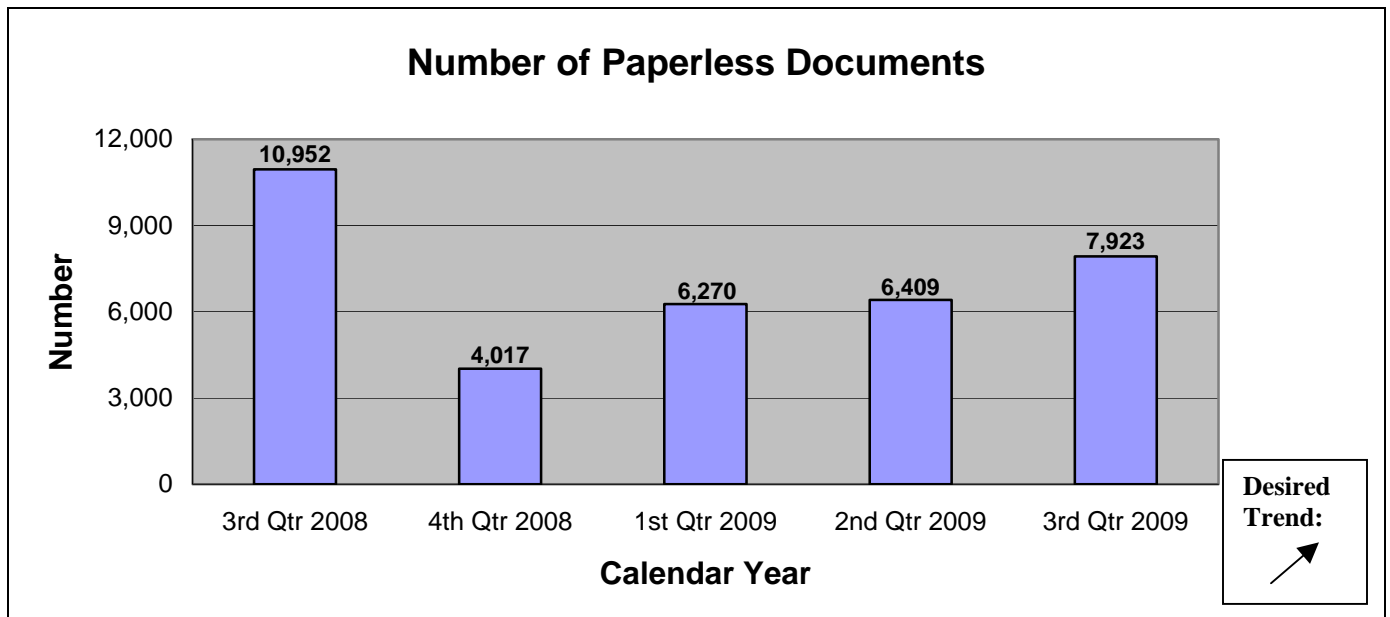
Document management data is collected monthly from multiple electronic databases. The goal of document management is to reduce the amount of paper documents currently stored by Motor Carrier Services. The migration to electronic documents also creates a more efficient environment for MCS file discovery. An efficient file discovery process allows Motor Carrier Services to provide accurate and timely responses to motor carriers and other industry representatives.

Paperless documents include previous years International Fuel Tax Agreement quarterly filings and renewals, documents required for International Registration Plan transactions sent to MCS via fax, new customer forms used by Oversize/Overweight to set up accounts for new customers, and all documentation received and produced by Operating Authority; including applications, insurance, carrier correspondence and orders issued by MCS.

Improvement Status:

The number of paperless documents in the third quarter of 2009 decreased by 3,029 documents, or 38 percent, from the third quarter of 2008. The decrease can be explained by a large number of OSOW new customer forms being scanned by a temporary employee during the third quarter of 2008. Since the third quarter of 2008, less than 200 of these type documents have been scanned.

The number of paperless documents in the third quarter of 2009 increased by 1,514, or 24 percent, compared to the second quarter of 2009. The increase in paperless documents can explained by the increase in scanned documents by Safety & Compliance. Also, IRP resumed working faxes electronically August 1, 2009.



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:

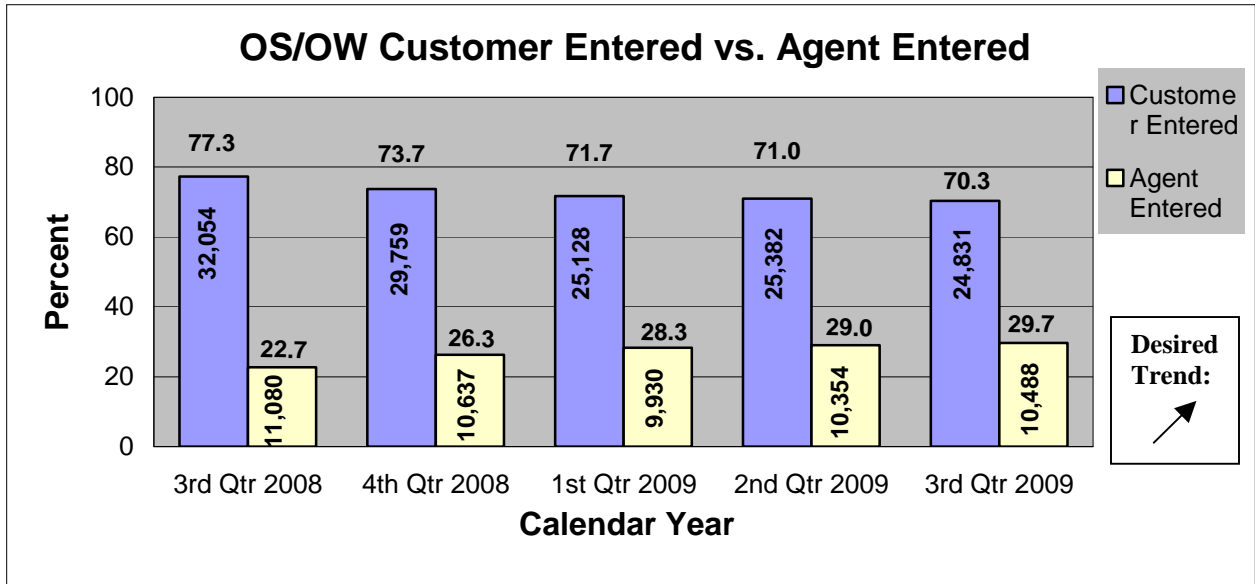
Data is collected monthly from canned reports in the MoDOT Carrier Express system. Customers are encouraged to apply via the Web to reduce turn-around time and increase MCS production levels. Office personnel spend less time entering data when customers apply online.

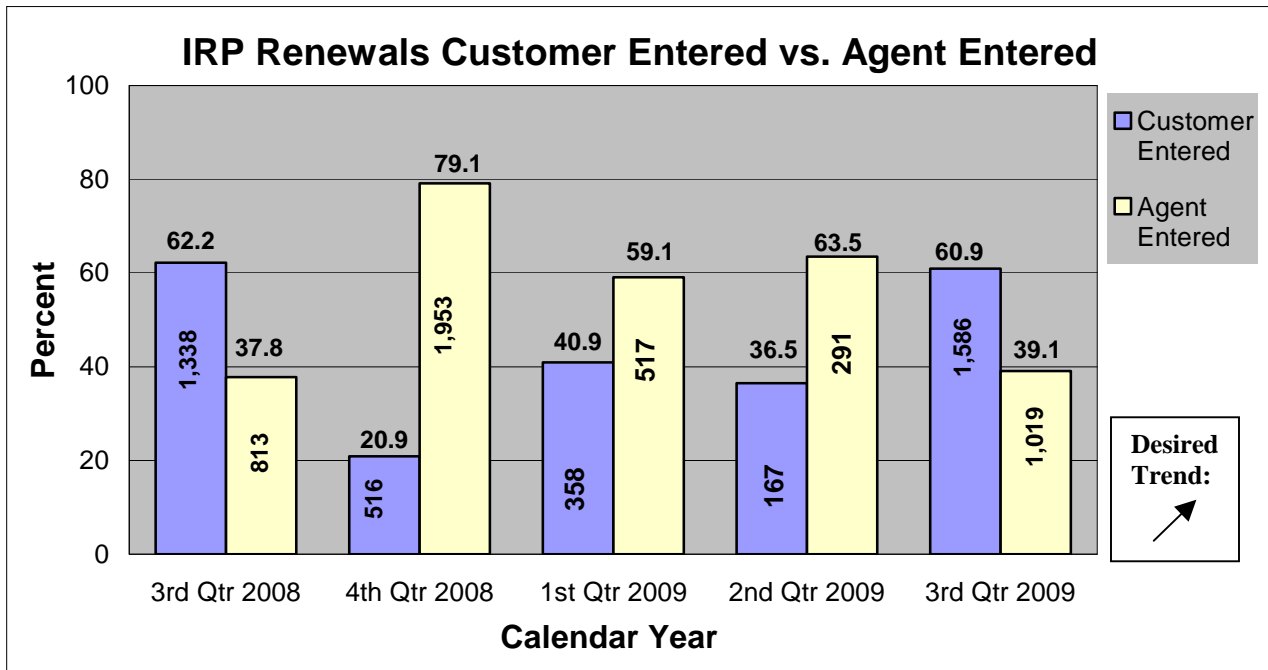
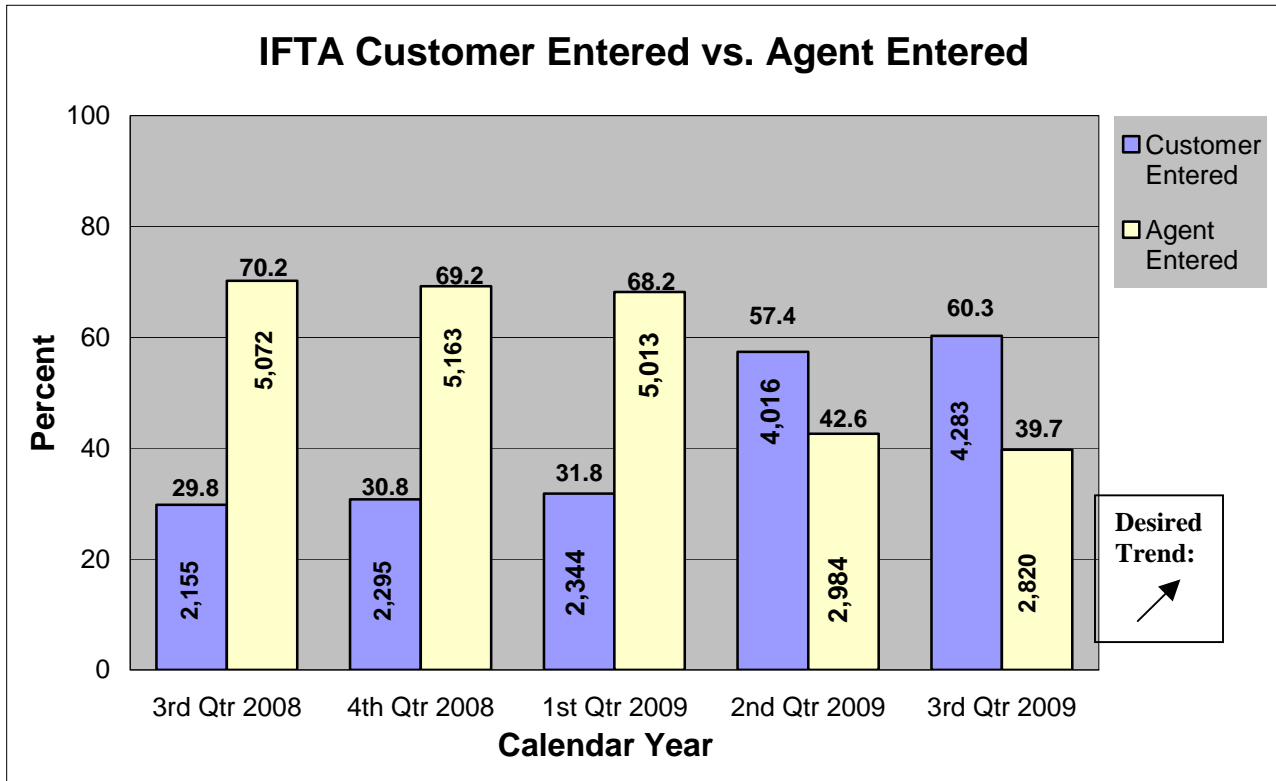
Improvement Status:

The number of Oversize Overweight customers ordering their own permits is relatively unchanged from last quarter and down seven percent from the third quarter of 2008. The decrease from last year is due to the insurance requirement that went into effect February 2009. The system will not allow customers to enter an application without proof of insurance on file and the system directs the customer to call in for assistance. Another factor is that we continue to see an increase in the number of customers opening their own account to keep from paying the extra expense of obtaining permits through a permit service. 238 new customers were entered in July, 191 in August and 189 in September. When new accounts are set up, the customer usually calls the first time or two they order permits until they're comfortable ordering online.

International Fuel Tax Agreement customers filing online increased almost three percent from the last quarter and more than 30 percent over third quarter 2008. Postcards were mailed again encouraging customers to file their tax return online. One detriment to our online filer percentage is still the request of additional decals. Of 472 decals issued last quarter, only 70 of them were requested online. Agents educate phone customers that this service is available online and talk them through the process. Notices in our newsletter and Web site help carriers learn of this service. Another very successful improvement strategy retains an emphasis on communicating more quickly with customers who try but fail to complete a return online. This is accomplished by running a daily report and contacting customers via phone and walking them through the process. The goal is for the customer to enter a return and pay the invoice on the same day.

While the percentage of International Registration Plan customers filing online decreased less than two percent from third quarter 2008, 248 more carriers filed online compared last year. The percentage decrease is due to the fact that 206 more renewals were filed by agents than last year, for a total of 454 more renewals keyed in the third quarter this year than last. The MCS System and Training Analysts presented at 20 outreaches (12 SafeStart and 8 Credential) during the quarter, in addition to IRP staff providing one-on-one customer training via phone. Comparison between consecutive quarters for IRP filers is not feasible as carriers file once annually, always during the same calendar quarter.





Innovative Transportation Solutions

Number of auto-issued vs. agent-issued transactions

Motor Carrier Services Director: Jan Skouby

Data Driver: Kelly Ray, Motor Carrier Project Manager

Purpose:

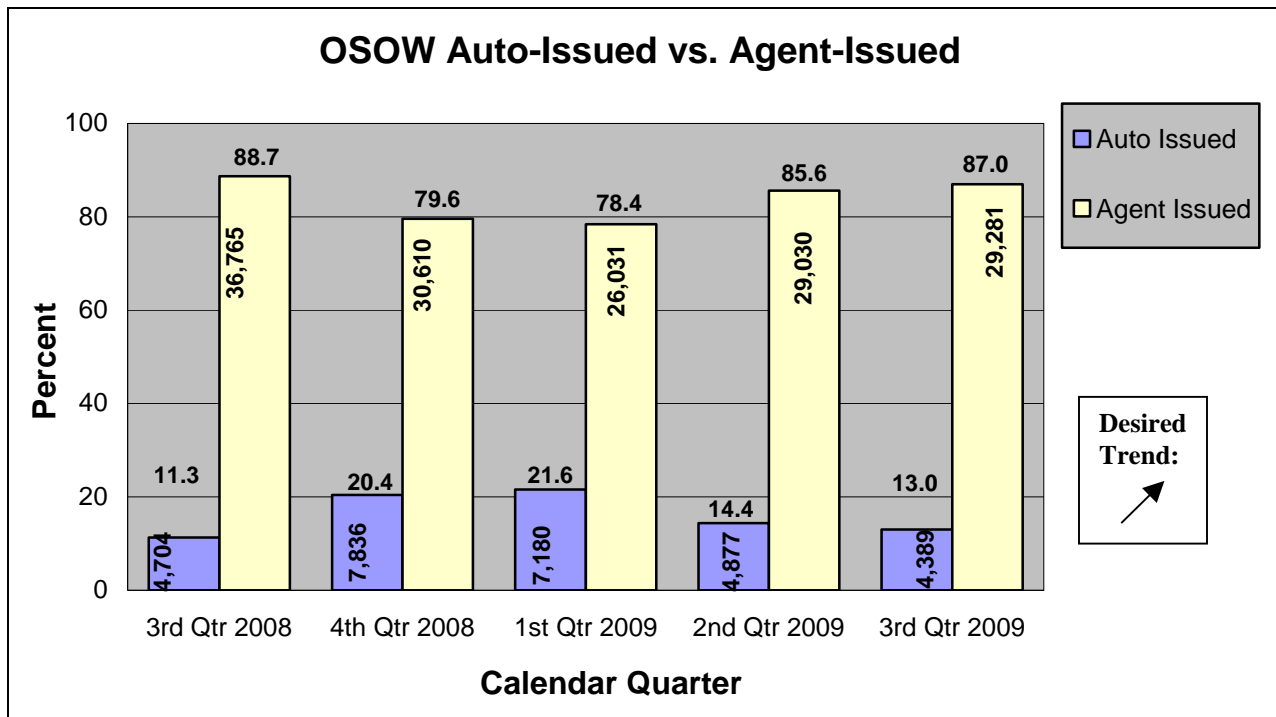
This measure tracks how many transactions in the Motor Carrier Express system are automatically issued without agent intervention versus the number issued by MCS agents. The desired trend is an increase in the number of auto-issued transactions.

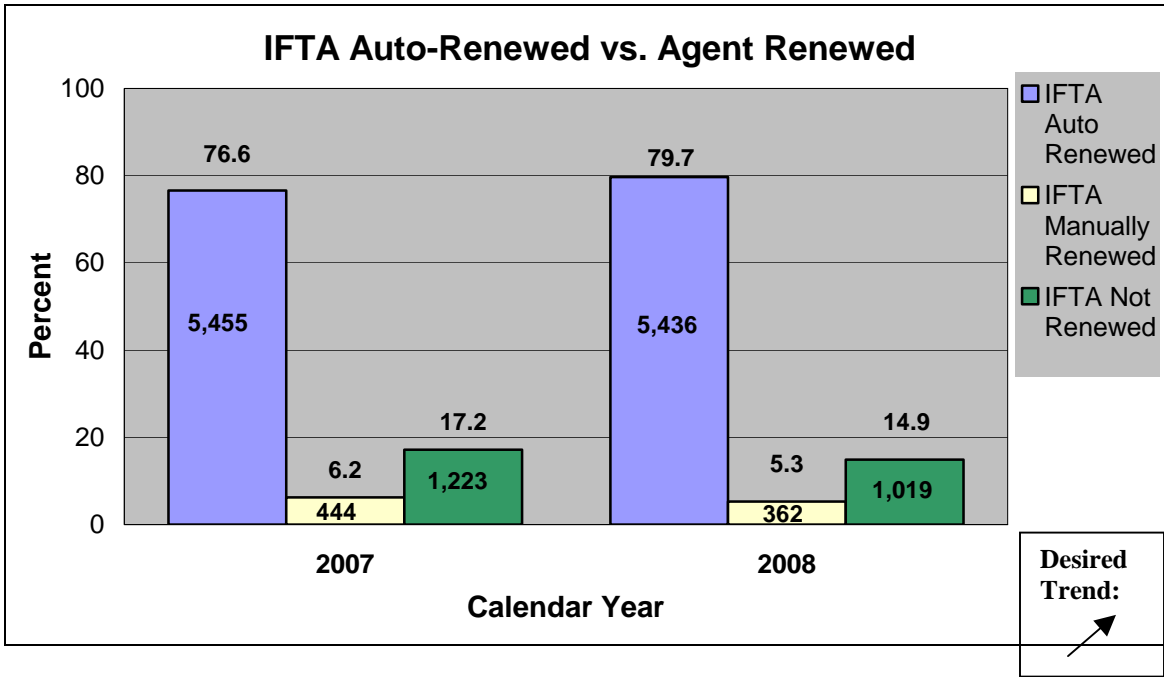
Description:

Data is collected monthly and yearly from canned reports in the Motor Carrier Express system. 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 number of permits issued without agent intervention decreased just more than one percent from last quarter. The extensive number of construction zones in Missouri continues to be the major contributing factor. As reported in measure 5b, the proof of insurance requirement that went into effect in February 2009 also had an impact because customers cannot apply for permits online if their insurance is not on file. Routing modifications to improve auto-issue functionality were implemented on October 7, and resulted in a 16 percent increase. An error in third quarter 2008 data was corrected. Auto-renewal for the International Fuel Tax Agreement is an annual process so no update is provided.





Innovative Transportation Solutions

System Down Time

Motor Carrier Services Director: Jan Skouby

Data Driver: Kelly Ray, Motor Carrier Project Manager

Purpose:

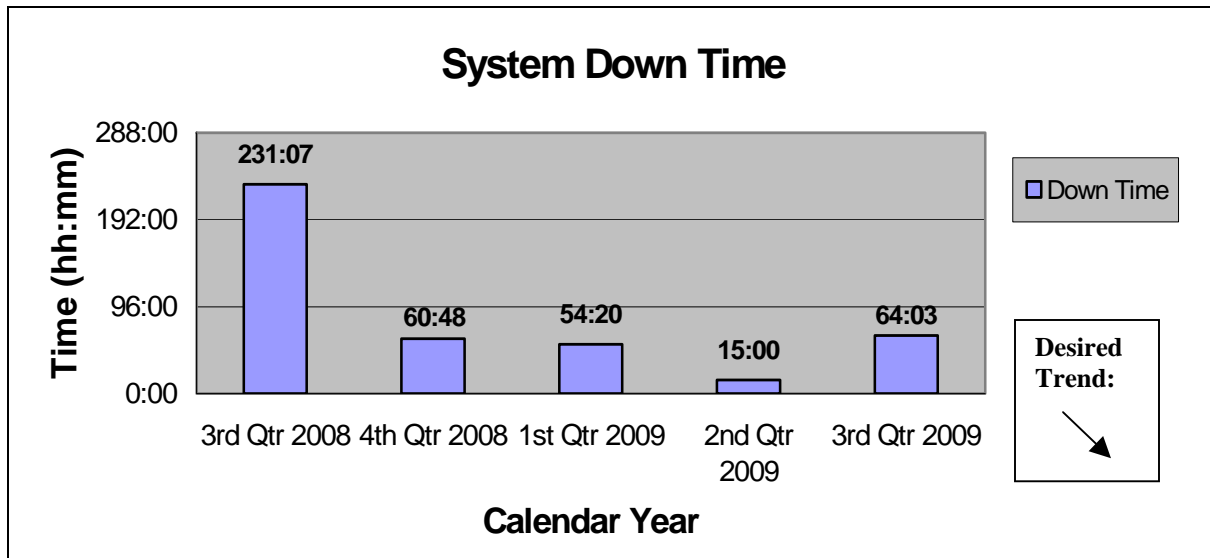
The system down time measure tracks the amount of time various systems used by Motor Carrier Services were out of operation each quarter.

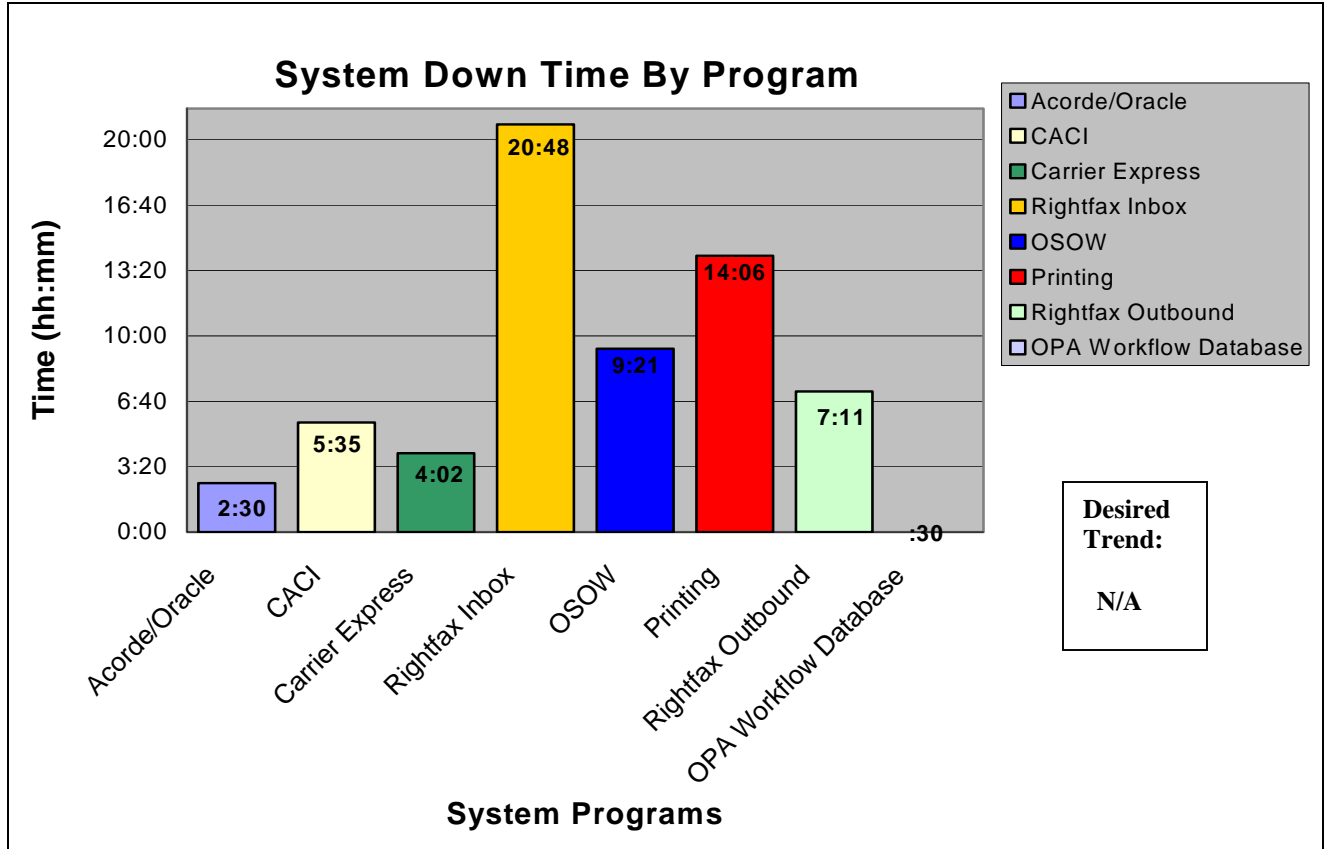
Description:

Designated staff within MCS log system down time. Down time includes periods when specified systems are inaccessible or experiencing slow response times. 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 almost 50 hours from last quarter. RightFax was again the big contributor with a combined down time of 27 hours and 59 minutes. As reported in the last quarter, the reason for this downtime was a major issue with Lotus Notes that was corrected mid-August. Printing was the second biggest issue again this quarter with a little over 14 hours of downtime reported during July. It was discovered that a pop-up blocker utility inadvertently pointed to old code that contributed to 12 hours and 3 minutes of the total downtime.





Efficient Movement of Goods

Percent of satisfied motor carriers

Motor Carrier Services Director: Jan Skouby

Data Driver: DeAnne Rickabaugh, Outreach Coordinator

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. Survey respondents identified the services they use when doing business with MCS, then indicated their level of satisfaction with 12 customer service factors such as "timely response," "friendly," "respectful," and "outcome." They also gave an "overall satisfaction" score. Customers used a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied.

H. J. Heinz Company is the benchmark for this measure that also mirrors measure 5a, Percent of Overall Customer Satisfaction. The American Customer Satisfaction Index reports that Heinz has the highest customer satisfaction rate of 200 companies and government agencies it scores – 89 percent – which is an decrease compared to last year's score of 90 percent.

Improvement Status:

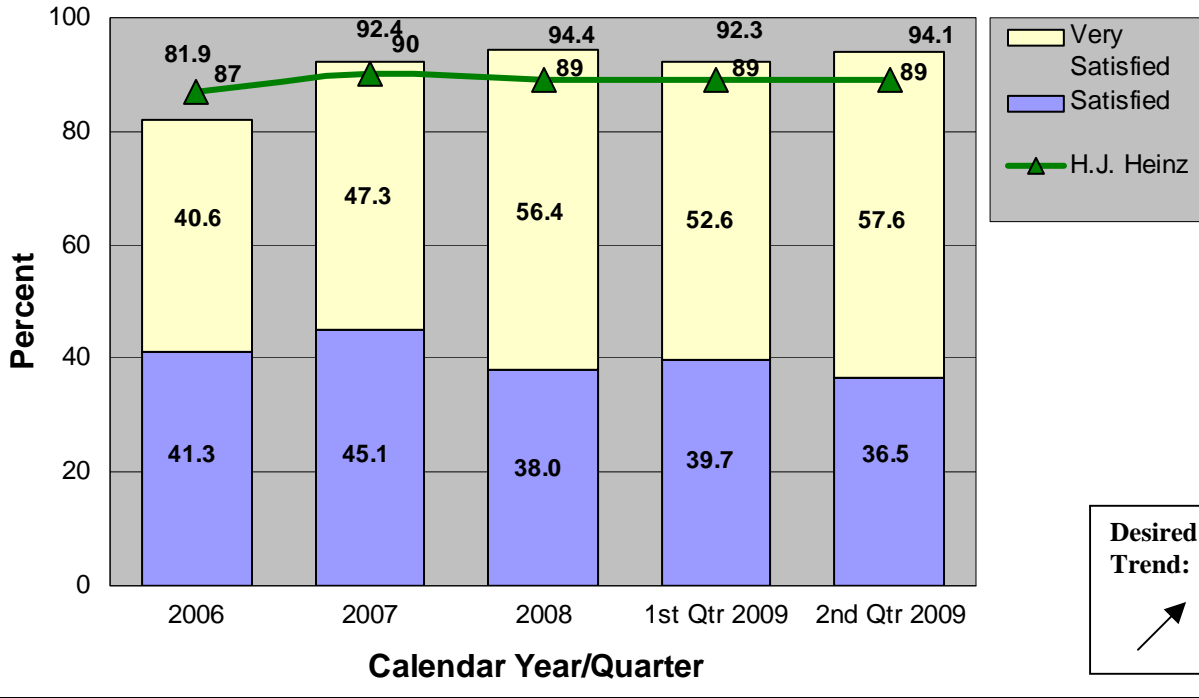
This quarter's data stems from customers' opinions of service received between March and May 2009.

The survey reports Motor Carrier Services' customer satisfaction rating of 94.1 percent in the second quarter of 2009. This is up 1.8 points compared to the first quarter of 2009. When compared to the second quarter of 2008, the rating is one-tenth of a point higher. The ratio of people who said they were "very satisfied" with the service they received from MCS in the first quarter 2009 is 57.6 percent, a 5 percent increase from the previous quarter.

Satisfaction increased this quarter in spite of the fact that MCS discontinued the practice of mailing fuel tax return forms to all IFTA account holders. By postcard, carriers were notified to file online. Only those who made a special request received forms by mail. This reduced mailing costs and reduced processing time. Each tax return filed electronically reduces MCS' data entry workload.

Annual ratings for 2006-2008 describe steady progress toward a majority of "very satisfied" customers.

Percent of Satisfied Motor Carriers



Efficient Movement of Goods

Customer satisfaction with timeliness of Motor Carrier Services' response

Motor Carrier Services Director: Jan Skouby
Data Driver: DeAnne Rickabaugh, Outreach Coordinator

Purpose of the Measure:

This measure tracks motor carriers' satisfaction with MoDOT Motor Carrier Services' speed of response.

Measurement and Data Collection:

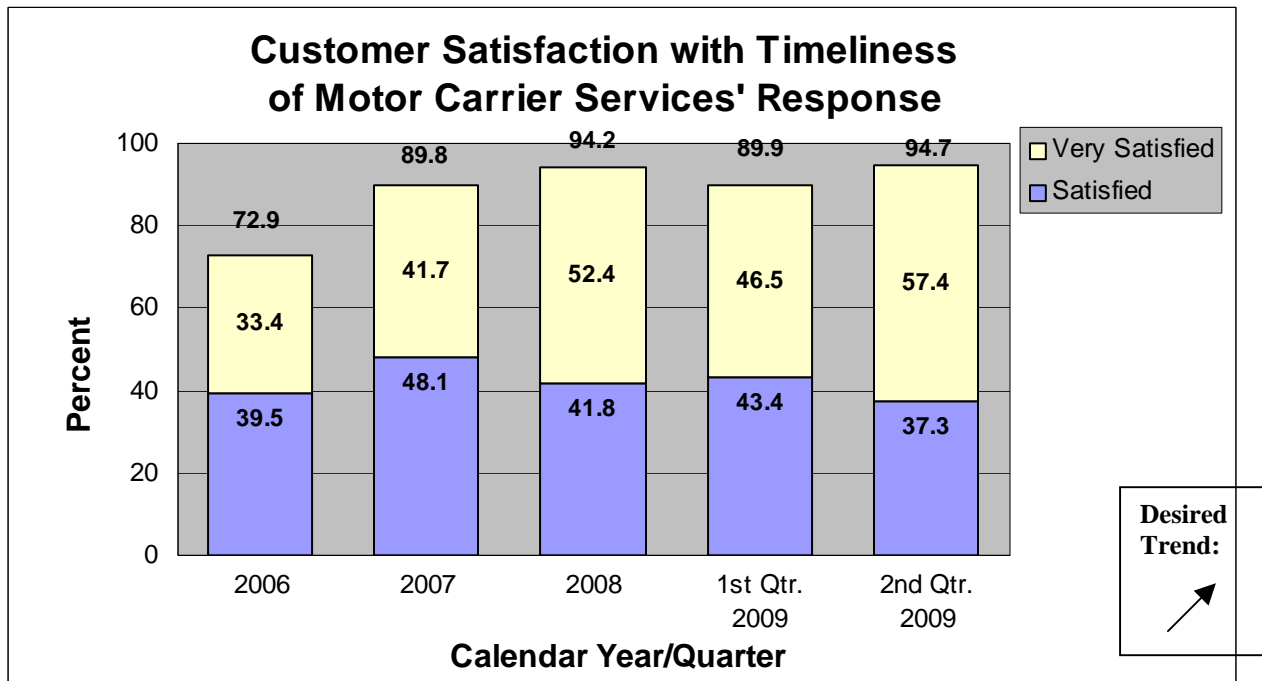
Each month, MoDOT's contractor, Heartland Market Research, LLC, surveys a pool of 800 motor carriers who contacted MCS in the previous month. These customers are asked to evaluate their satisfaction with 12 customer service factors across the five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Safety and Compliance, Oversize/Overweight Permitting and Operating Authority. "Timely Response" is one factor carriers evaluate with a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied. Survey results are reported quarterly.

Improvement Status:

This quarter's data stems from customers' opinions of service received during April, May and June 2009.

At 94.7 percent, satisfaction with Motor Carrier Services' timely response is 4.8 points higher than last quarter and 1.3 percentage points higher than the same time last year. The rate of "very satisfied" customers grew 10.9 points since last quarter and 10.9 points since the same time in 2008.

Satisfaction with timeliness improved though the number of telephone calls increased in the second quarter as many carriers called for assistance with filing IFTA fuel tax returns online for the first time.



Innovative Transportation Solutions

Superload permits issued

Motor Carrier Services Director: Jan Skouby

Data Driver: Debbie Bradshaw, Motor Carrier Compliance Supervisor

Purpose:

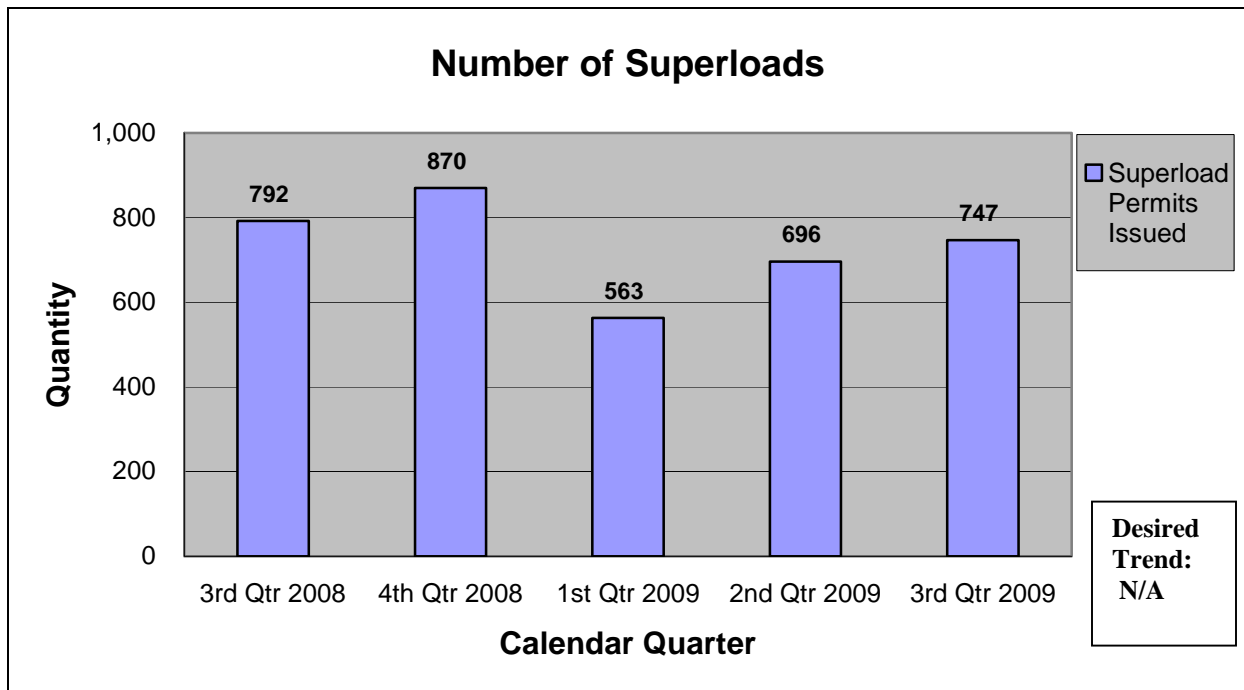
This measure tracks how many transactions in the MoDOT Express system are superloads issued by Motor Carrier Services agents.

Description:

Data is collected monthly from canned 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 or 160,000 pounds.

Improvement Status:

Oversize Overweight saw a decrease of 6 percent from the third quarter of 2008 to the third quarter of 2009. There were no windmill farms under construction during the third quarter of 2009 as compared to five under construction in the third quarter 2008.



Customer Involvement in Transportation Decision-Making

Technical User Group suggestions implemented

Motor Carrier Services Director: Jan Skouby

Data Driver: Kim Wekenborg, Motor Carrier Compliance Supervisor

Purpose:

The MoDOT Carrier Express Technical User Group formed to receive industry and MoDOT input on the International Fuel Tax Agreement and International Registration Plan programs within the MoDOT Carrier Express system. Motor Carrier Services uses recommendations from the TUG a planning tool for future enhancements and improvements to the system. The objective of the group is to provide an improved system for carriers and MCS staff resulting in higher customer usage and improved customer service.

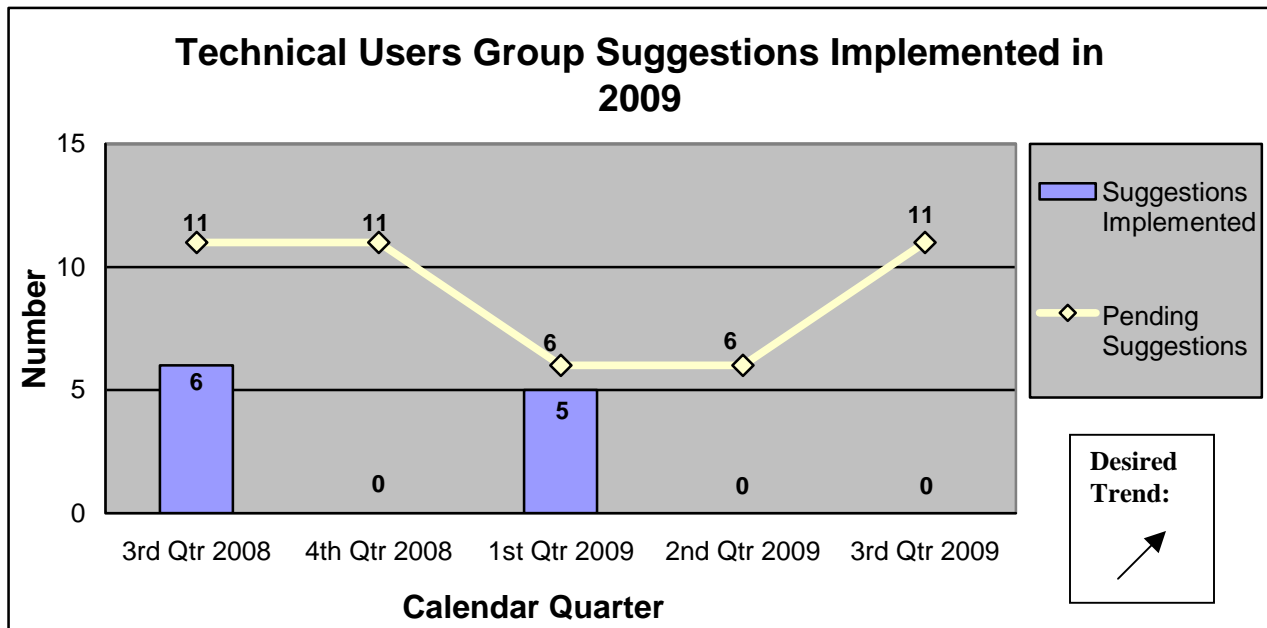
Description:

The chart below shows the number of TUG suggestions implemented per quarter in 2007, 2008, and 2009 compared to the total number of suggestions received. As a suggestion is implemented, it is removed from the pending TUG suggestions received. New suggestions are added to the cumulative total each quarter.

Improvement Status:

Progress on this measure is slower than MCS would like. Suggestions were prioritized with the members of the TUG. Many of these priorities were submitted to the system consultant for pricing and possible future implementation.

Six suggestions were identified as needing implementation after a TUG meeting held during the fourth quarter of 2008. An additional five suggestions were added since the TUG meeting held July 31, 2009, including the ability to delete trailers online, automate bring forward supplements, open up cabcard correction for lessor changes, obtain the ability to acquire a temporary vehicle registration extension online and the ability to reprint temporary vehicle registrations.



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, Accounting Services 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.

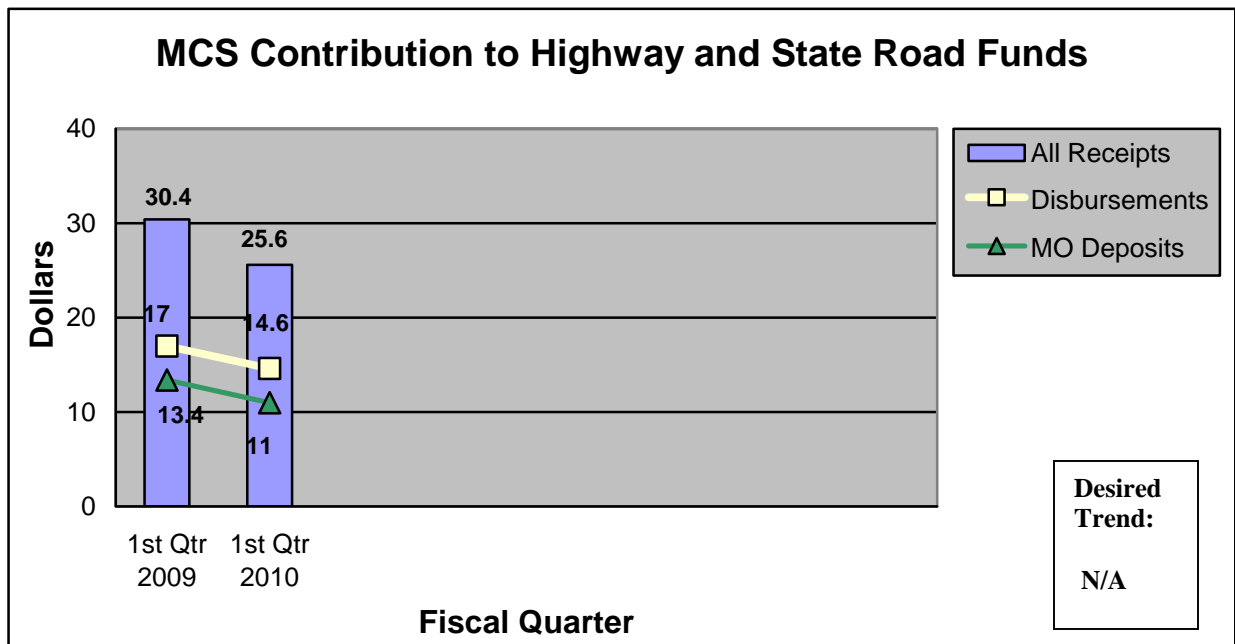
Description:

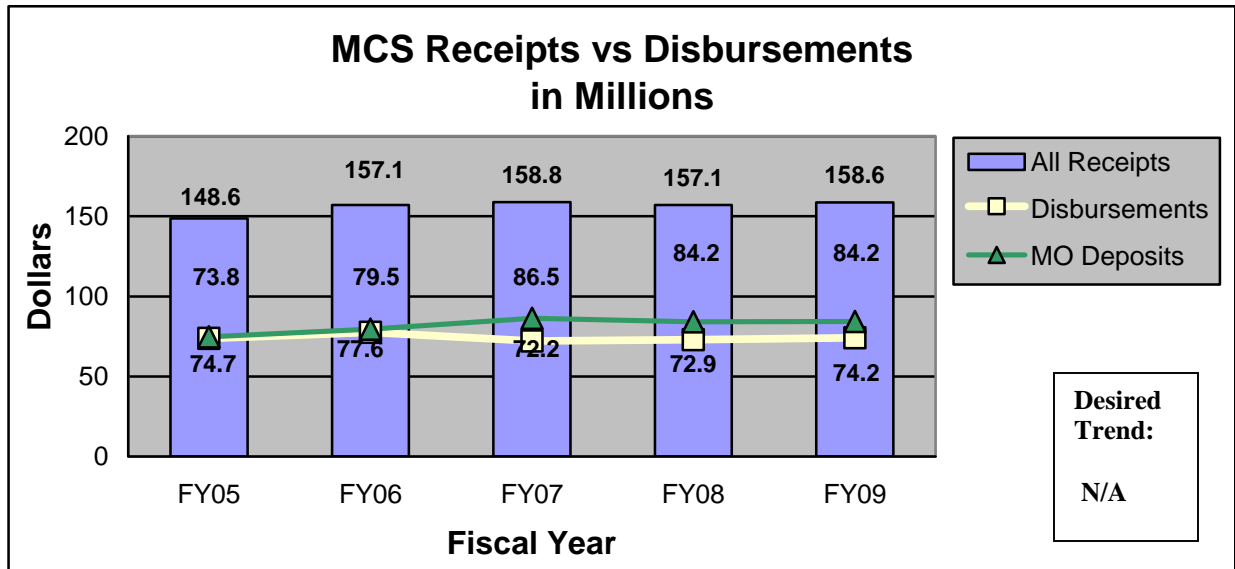
MCS collects state and non-state funds. Collections and disbursements are recorded in the statewide financial accounting system for nine state funds and two non-state funds. Collections for the International Registration Plan and the International Fuel Tax Agreement include state and non-state funds. 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:

During the third quarter of 2009, which is the first quarter of fiscal year 2010, MCS total receipts decreased by 16 percent compared to the same quarter in the prior fiscal year. MCS contributions to the highway and state road funds decreased by 18 percent. Total UCR collections are \$2.8 million. From that total, \$109,031 was disbursed to the UCR Depository for 2007 collections. OSOW permit sales decreased by 8 percent. Hazardous Waste and Scrap Tire fees, which MCS collects for DNR, decreased by 14 percent versus last quarter. Title Fees, which MCS collects for the Department of Revenue, decreased by 94 percent.





Best Value for Every Dollar Spent

Distribution of Motor Carrier Services' expenditures

Motor Carrier Services Director: Jan Skouby

Data Driver: Mike Williams, Intermediate Financial Services Specialist

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:

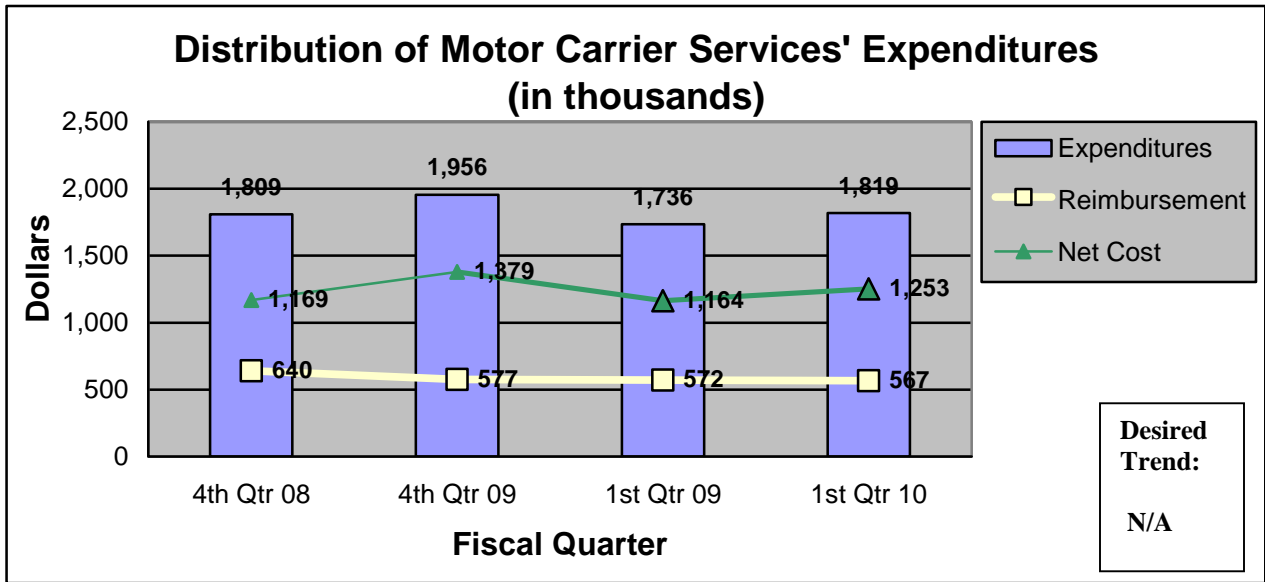
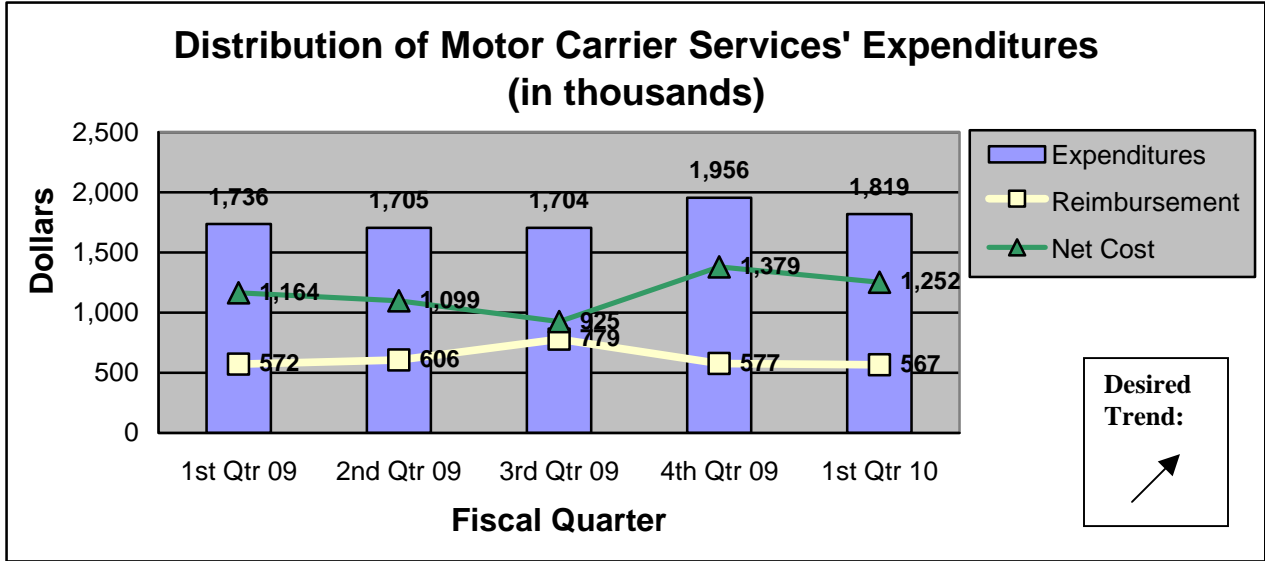
Motor Carrier Services' Safety and Compliance receives eligible funds with standards and procedures to administer the Motor Carrier Safety Assistance Program and the Motor Carrier New Entrant Program. MoDOT is reimbursed 80 percent of the approved costs for MCSAP and 100 percent of approved costs for the New Entrant Program.

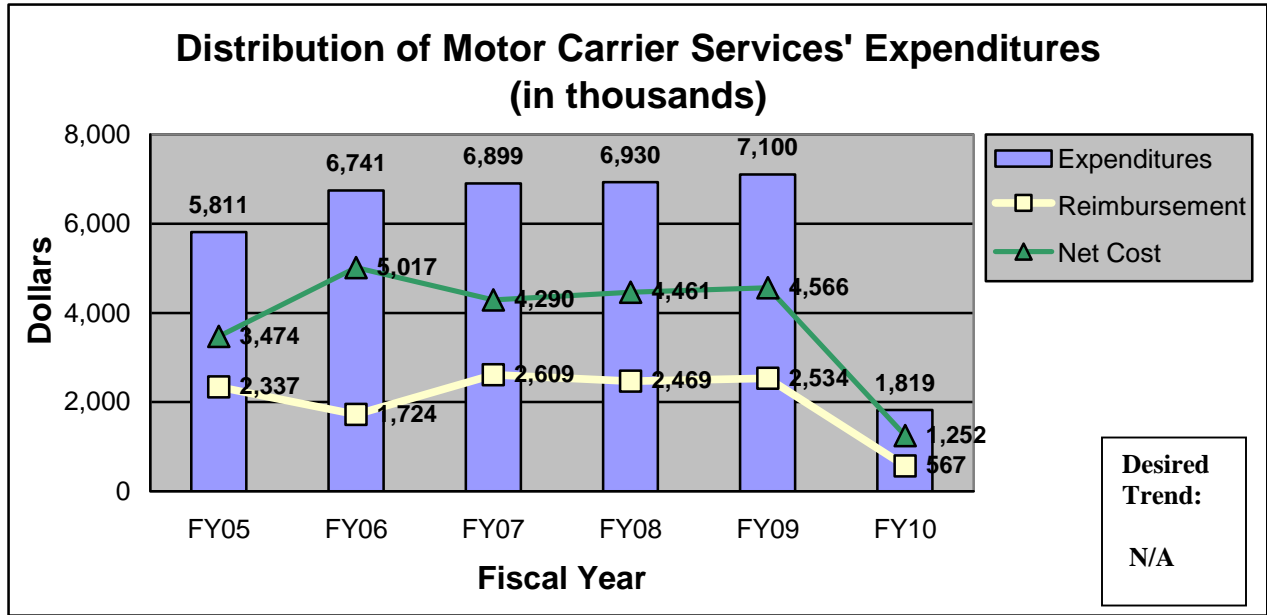
MCS expenditures from its budgeted appropriation are collected based on cash expenditures. The data is collected and reported quarterly based on expenditures and reimbursements recorded in the statewide financial accounting system. Expenditures consist of actual dollars for Personal Services (wages) 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 for employees under MOSERS and MCHCP). Total expenditures mirror the information in MoDOT Tracker Measure 15m.

Reimbursements are actual dollars received, and are stated on a cash basis.

Improvement Status:

The third quarter of 2009 shows an unusually high amount for reimbursements, and thus an unusually low level of net cost, due primarily to reimbursement for the purchase of ten vehicles. This major purchase totaled nearly \$130,000. The fourth quarter of 2009 shows an unusually high amount for expenditures, and thus an unusually high level of net cost, due primarily to payments incurred for the MODOT work zone advertising campaign. These payments totaled nearly \$200,000.





Advocate for Transportation Issues

Fiscal notes

Motor Carrier Services Director: Jan Skouby

Data Driver: Diana Stickler, Motor Carrier Services Support Supervisor

Purpose:

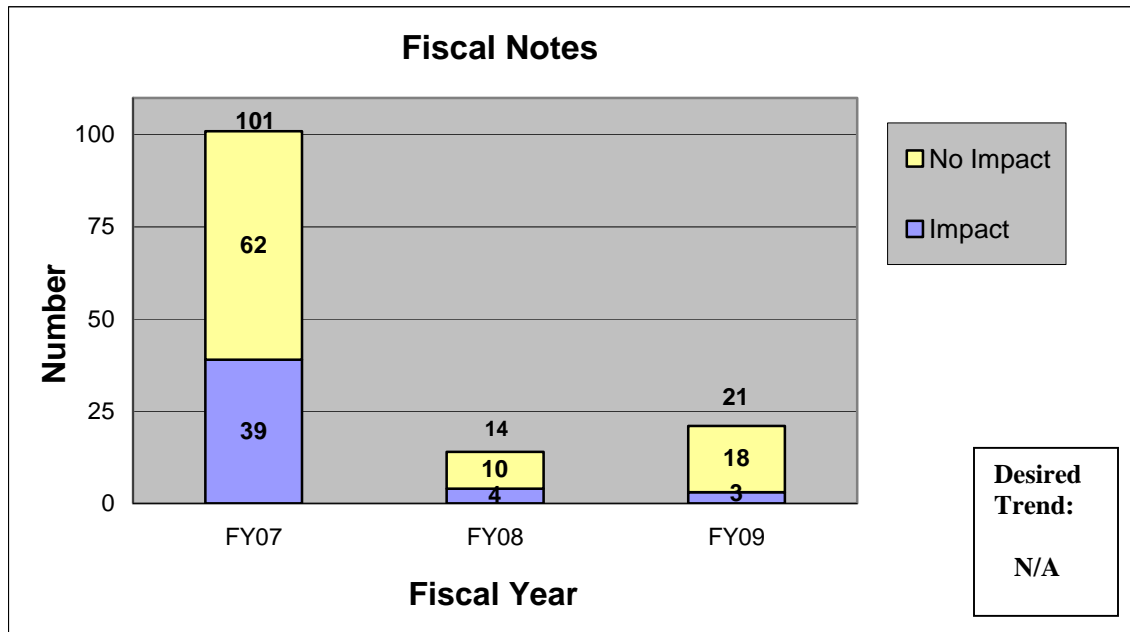
This measure reports the number of fiscal note comments MCS provides each legislative season. The number of fiscal note requests received reflects the amount of legislation that could have an impact on the division. This measure also reflects the continued growth in the importance of feedback from the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

Description:

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

Improvement Status:

Three fiscal notes could have had an impact on MCS. One bill regarded the removal of certain criminal records. Two addressed transportation of railroad workers. Both would have imposed various regulations (hours of operation, acquisition, review and maintenance of driver records, liability insurance standards, etc.) on contract carriers that transport railroad employees.



**Accurate, Timely, Understandable and Proactive
Transportation Information (Outbound)**

Number of outreach opportunities and attendance totals

Motor Carrier Services Director: Jan Skouby

Data Driver: Bill Hampton, Motor Carrier Investigations Specialist

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 for grant obligations.

Description:

Motor Carrier Services aims to meet the motor carrier industry needs with educational outreach sessions. MCS offers: credentialing, general safety, hazardous materials, agriculture, driver, medical, SafeStart and passenger carrier training statewide. These outreach sessions educate motor carriers and drivers on state and federal regulation. Through education, carriers become more familiar with the regulations and develop safe management practices thereby resulting in fewer accidents. Attendees sign in at each location. At the end of each session the district supervisor or Customer Care Center analyst reports the number of attendees to the Safety and Compliance office assistants in Jefferson City.

Improvement Status:

Results from the third quarter 2009 show a 19 percent change compared to the same time in 2008. The change over the past two quarters represents efforts to flatten the trend and evenly distribute resources. The number of opportunities has risen 50 percent compared to the previous four-quarter average of 18.75. The higher number of outreach opportunities is attributed to the SafeStart program. Efforts to increase the number of attendees per session include a revised letter, dedicated staff to call carriers and e-mail to inform SafeStart carriers of the situation and opportunity. Year-to-date attendance equals 71 percent of last year's total, indicating the measure is still on track for the desired trend. Both S&C and CCC outreach totals are included in this measure.

