

Motor Carrier Services

Division Tracker

Measures of Divisional Performance



February 2011

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Safe Transportation System

Number of interventions conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Jeff Payne, Transportation Program Manager

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:

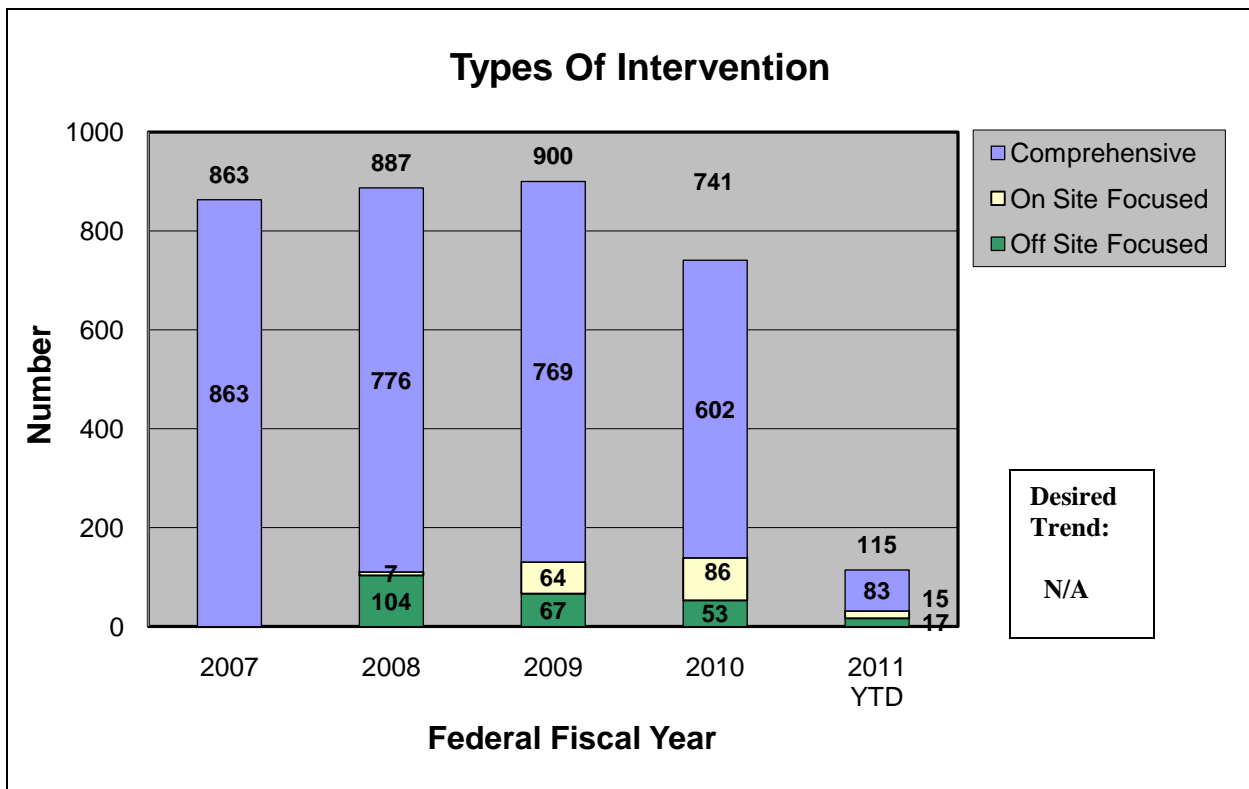
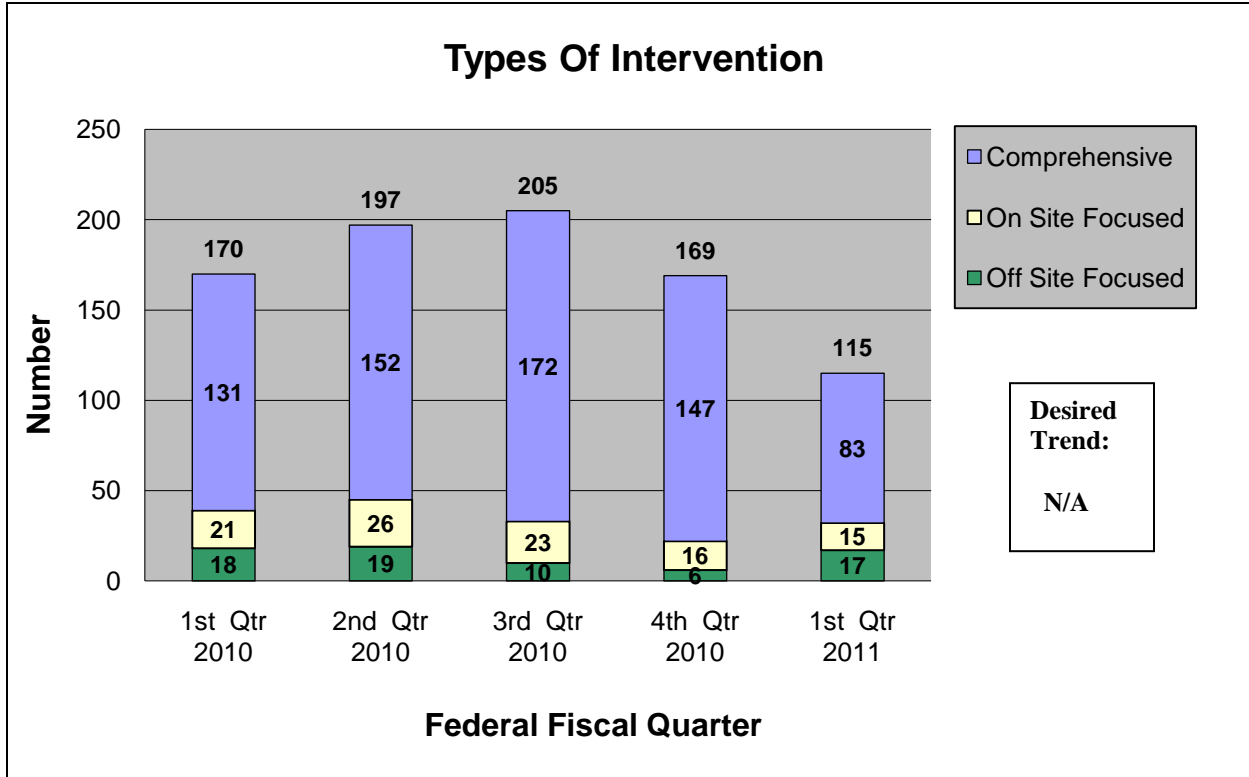
Interventions are an examination of motor carrier operations records, specifically dealing with the following BASICS: Unsafe Driving, Fatigued Driving (Hours-of –Service), Driver Fitness, Controlled Substances and Alcohol, Vehicle Maintenance, Cargo Related, Crash Indicator, and Insurance/Other. Interventions 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.

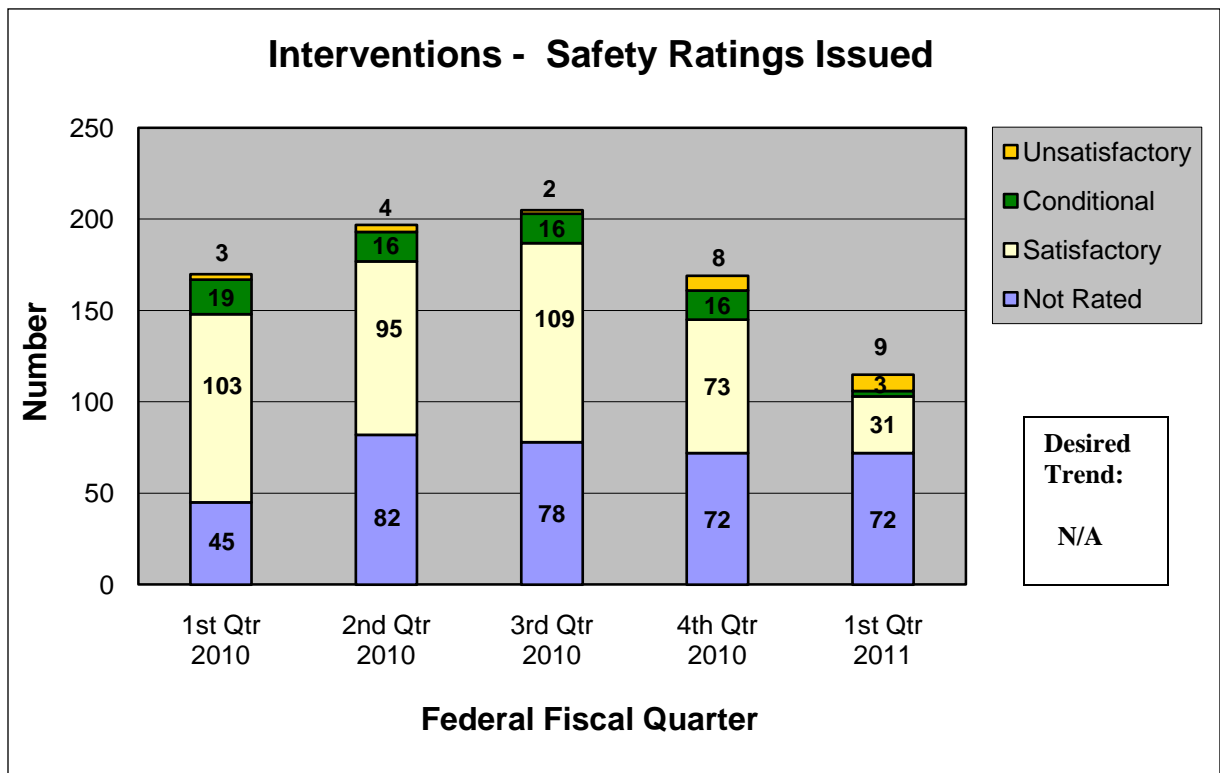
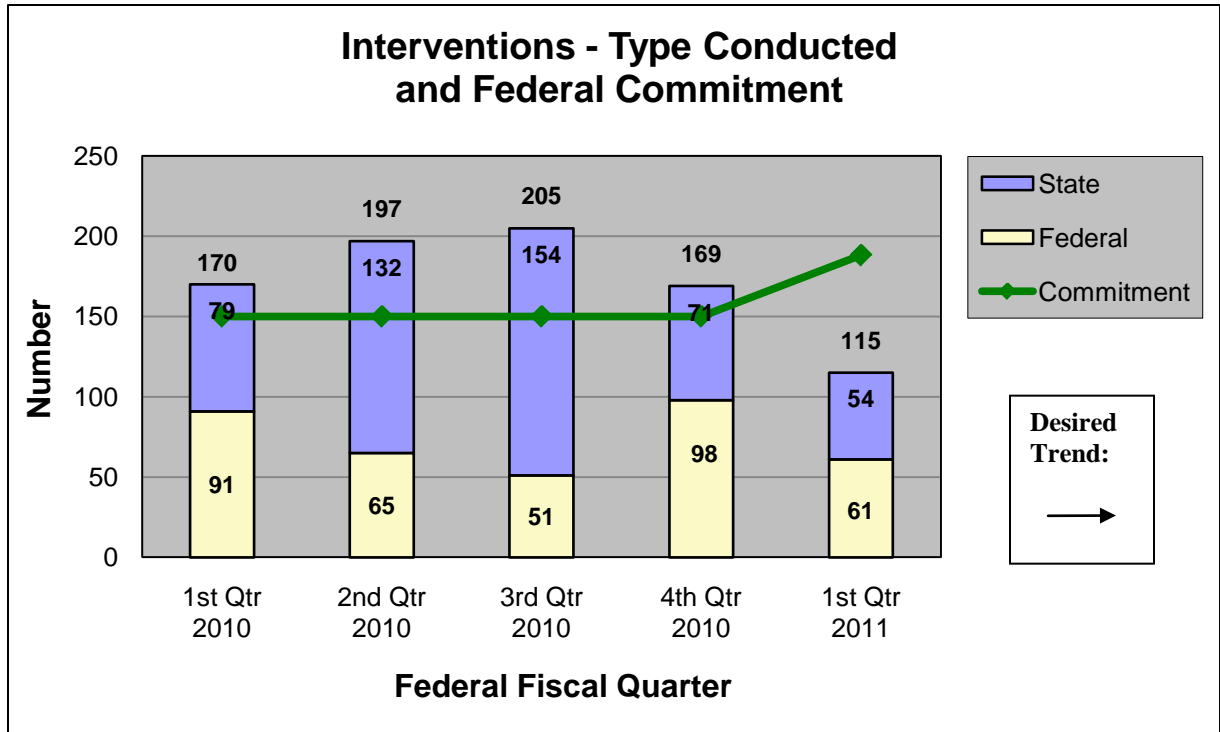
The charts show the number of interventions conducted per quarter and federal fiscal year. Only carriers who have received "on-site" interventions receive a safety rating. The process evaluates safety and assigns one of three ratings to motor carriers operating in interstate or intrastate commerce: satisfactory, 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 ratings MCS projects to complete during the federal fiscal year.

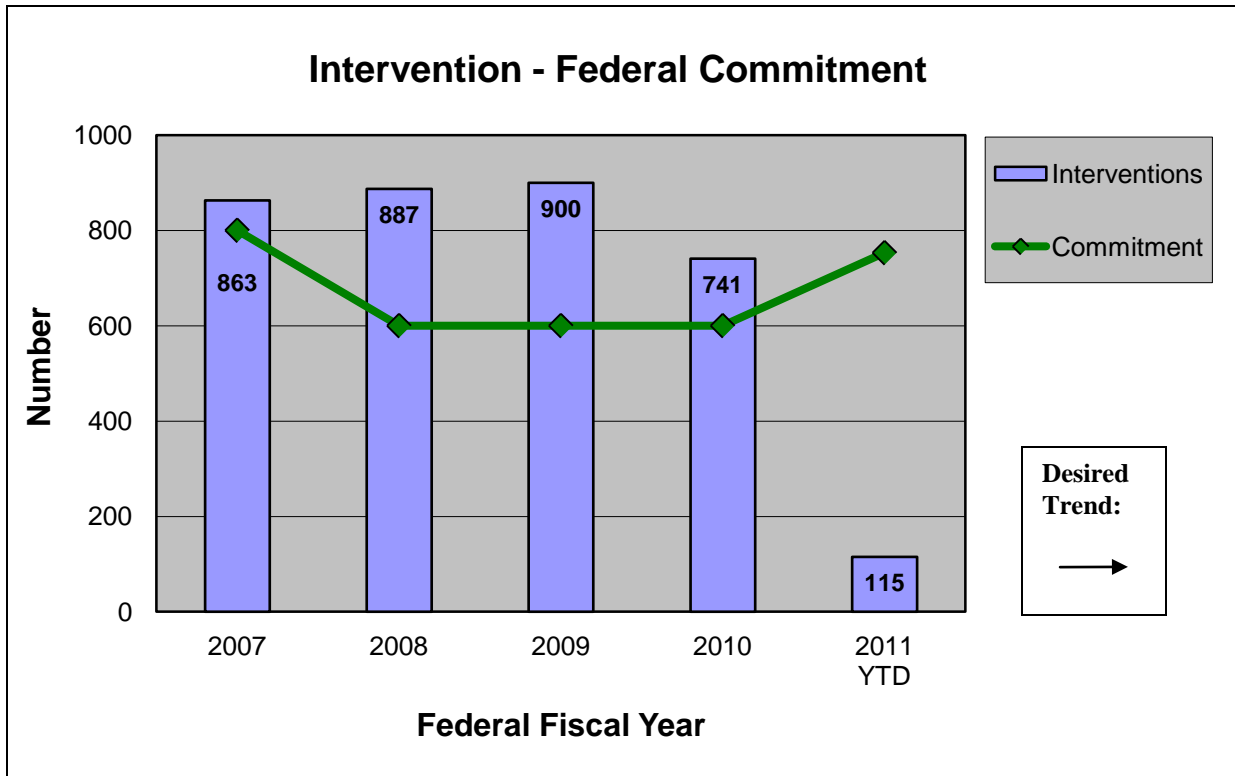
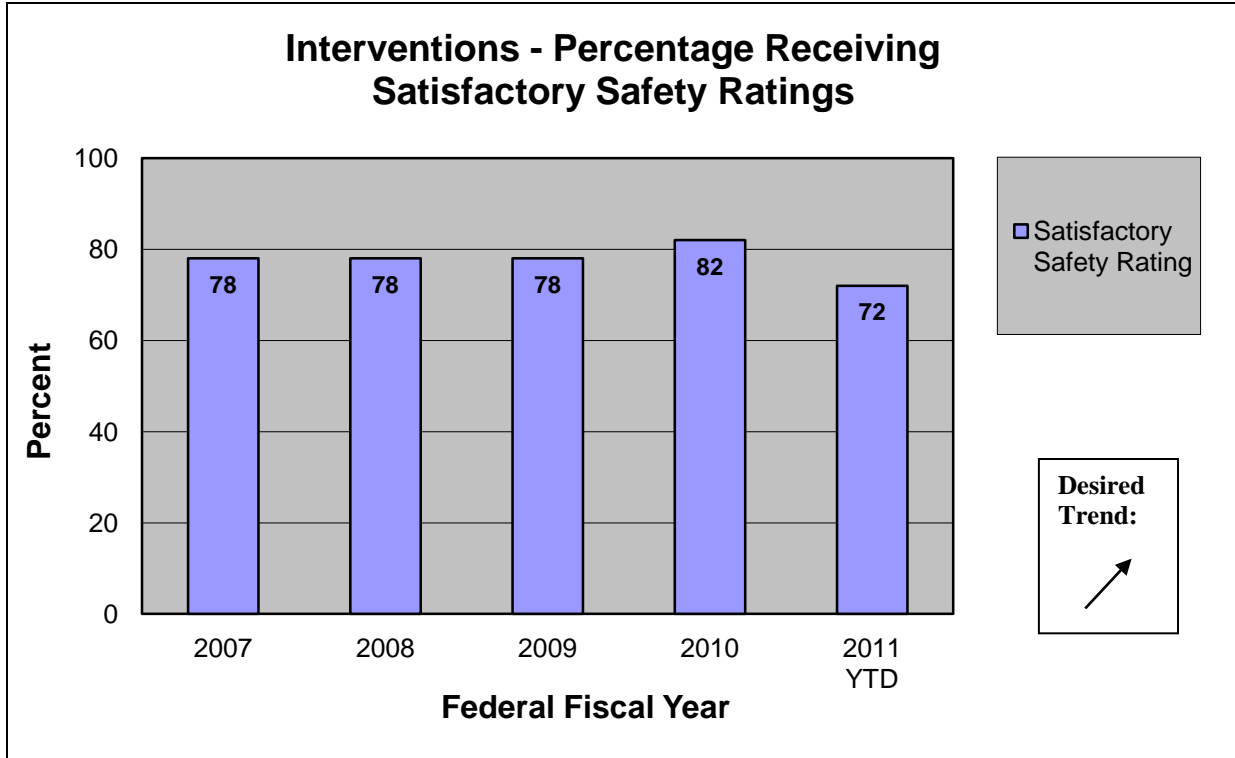
Efforts to improve motor carrier safety include coordinated safety activities of MoDOT, the Missouri State Highway Patrol, the FMCSA and the Kansas City and St. Louis police departments. MCS efforts include carrier safety and hazardous materials training, interactive Internet-based compliance tools and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

Improvement Status:

Federal interventions began statewide on September 1, 2010. During the first quarter of federal fiscal year 2011, MCS completed 115 interventions. This is a decrease of 54 from the fourth quarter of 2010. The federal intervention commitment for 2011 is 753. In the past four years, 79 percent of motor carriers received satisfactory ratings. Updates to the charts report earlier state compliance reviews as comprehensive interventions.







Safe Transportation System

Number of safety audits conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Matt Freeman, Motor Carrier Investigations Specialist

Purpose:

This measure tracks the number of 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.

Description:

A safety audit is an examination of a new motor carrier's operation providing motor carrier services an opportunity to educate new motor carriers. 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. Performance-based information, when available, is used to evaluate the carrier's compliance with vehicle regulations.

The New Entrant safety assurance process raised the standard of compliance for passing the audit. FMCSA identified 16 regulations it considers essential to operate in interstate commerce. Failure to comply with any one of the regulations results in automatic failure of the audit. Enforcement of the program began December 16, 2009.

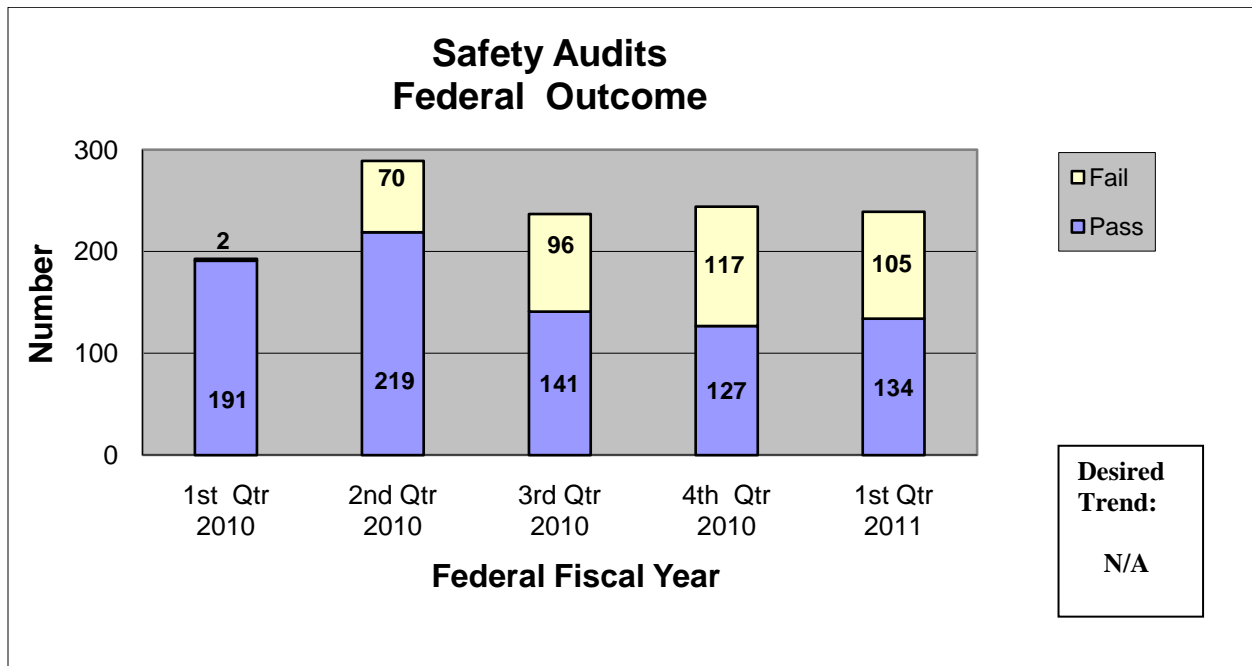
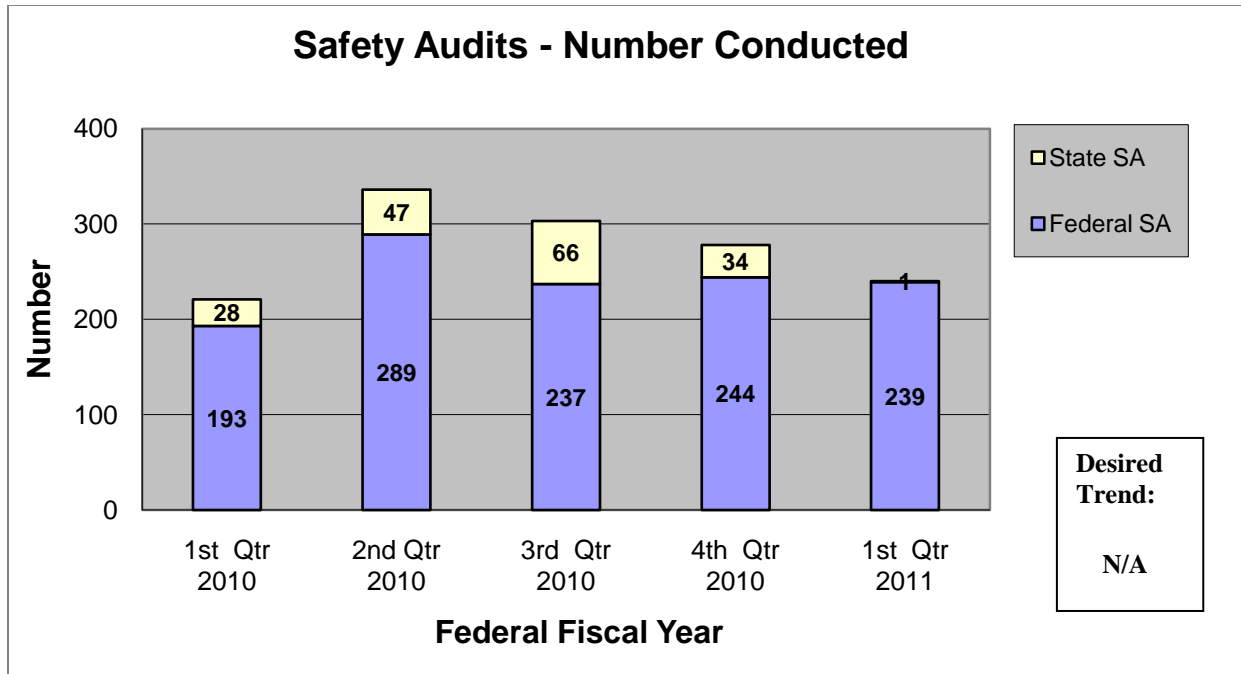
The charts below shows the number of SAs conducted per quarter together with the outcome of the safety audit. A pass or fail designation is issued to a motor carrier upon completion of the SA and indicates the new motor carrier's understanding of the FMCSRs and level of compliance at the time of the safety audit.

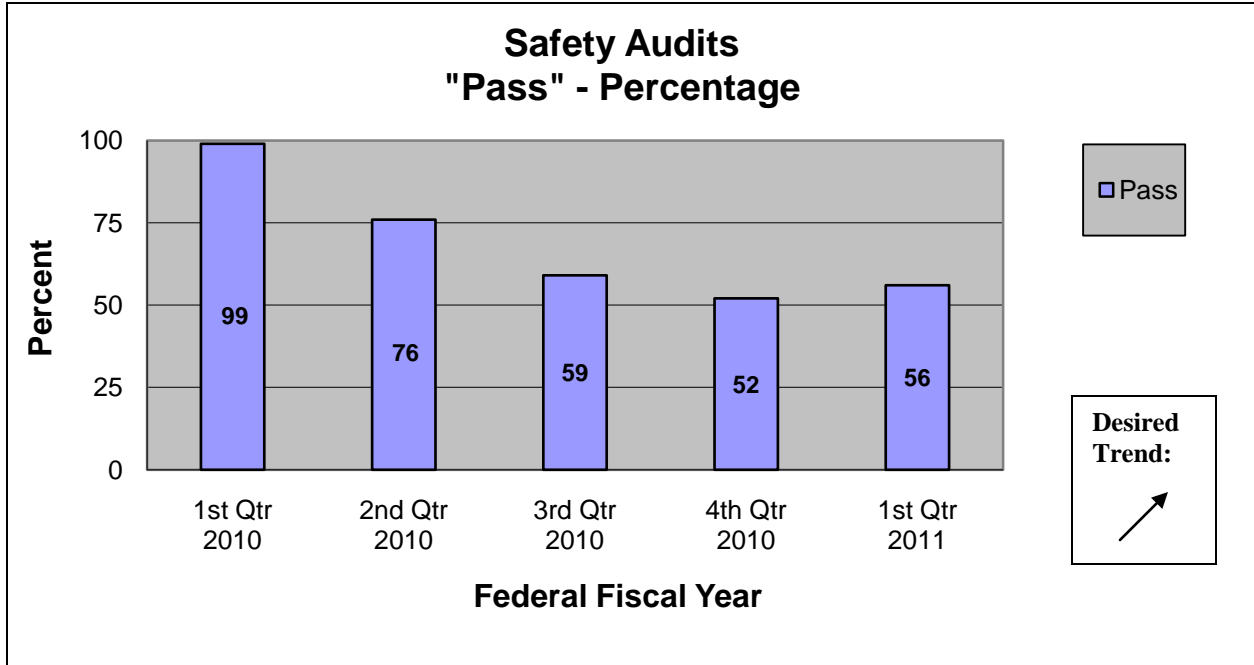
Improvement Status:

During the first quarter of federal fiscal year 2011, MCS conducted 239 federal SAs. This is a decrease of five SAs from the fourth quarter of 2010, and an increase of 46 from the same quarter in 2010.

The first four quarters of data show a substantial increase in the number of failed safety audits, an expected result of the changes to the new entrant program. Prior to implementation of the federal program, there were no recorded failed federal safety audits.

During the first quarter of federal fiscal year 2011, 56 percent passed, an increase of four percent from the fourth quarter of FFY 2010. MCS continues to focus safety efforts on educating new carriers through SafeStart 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.





Safe Transportation System

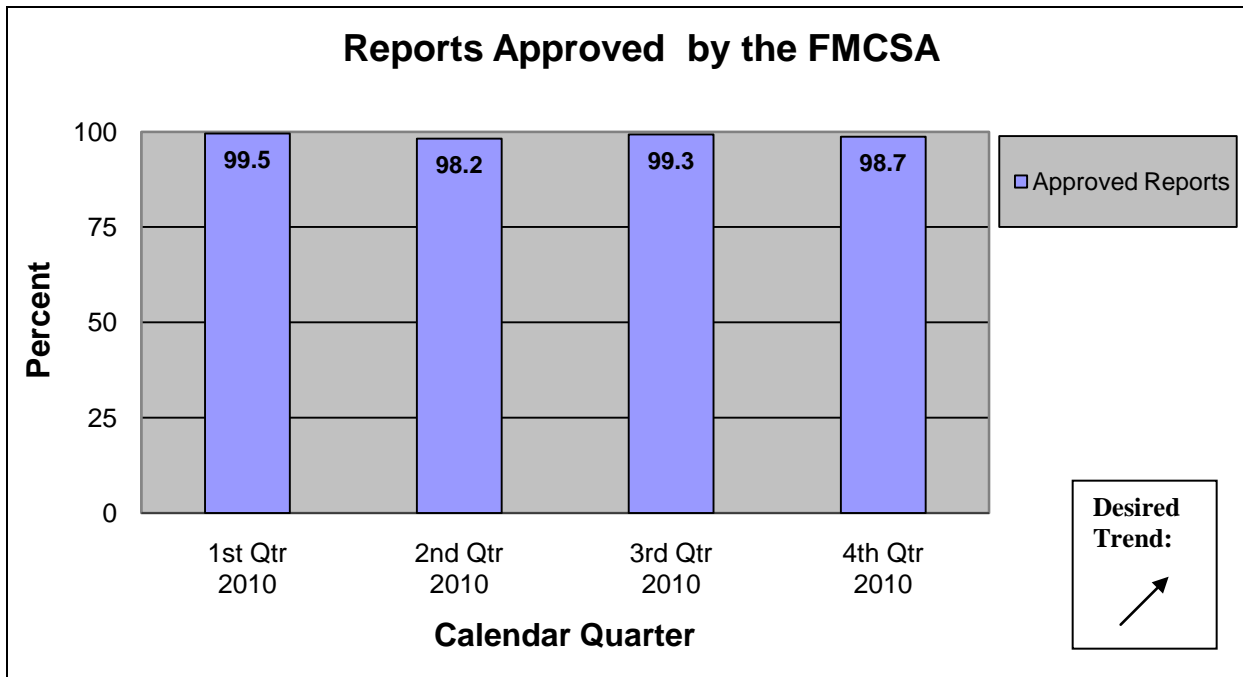
Percent of reports approved by the FMCSA

Motor Carrier Services Director: Jan Skouby
Data Driver: Jeff Payne, Transportation Program Manager

Purpose:
This measure tracks the percentage of federal compliance review and safety audit reports completed by Motor Carrier Services and submitted to the Federal Motor Carrier Safety Administration that are approved without errors. MCS uses the information to monitor the quality of reports submitted to the FMCSA.

Description:
MCS conducts federal compliance reviews and safety audits of interstate motor carriers and generates electronic reports. The results of investigations are then submitted to FMCSA for review and further action, such as issuing safety ratings for CRs and pass or fail designations for SAs. Because the actions taken by FMCSA may result in severe consequences to the motor carrier, it is imperative that the CR and SA reports are thorough and accurate.

Improvement Status:
MCS staff submitted 300 reports to FMCSA during the fourth quarter. Of the 300 reports submitted, four were returned by FMCSA with errors. Those errors required follow-up contact with the carrier to resolve the error. Approval percentage for the 2010 calendar year fourth quarter is 98.7 percent, down 0.6 percentage points from the third quarter.



Safe Transportation System

Number of vehicle safety inspections conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Kathy Hatfield, Motor Carrier Investigations Specialist

Purpose:

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

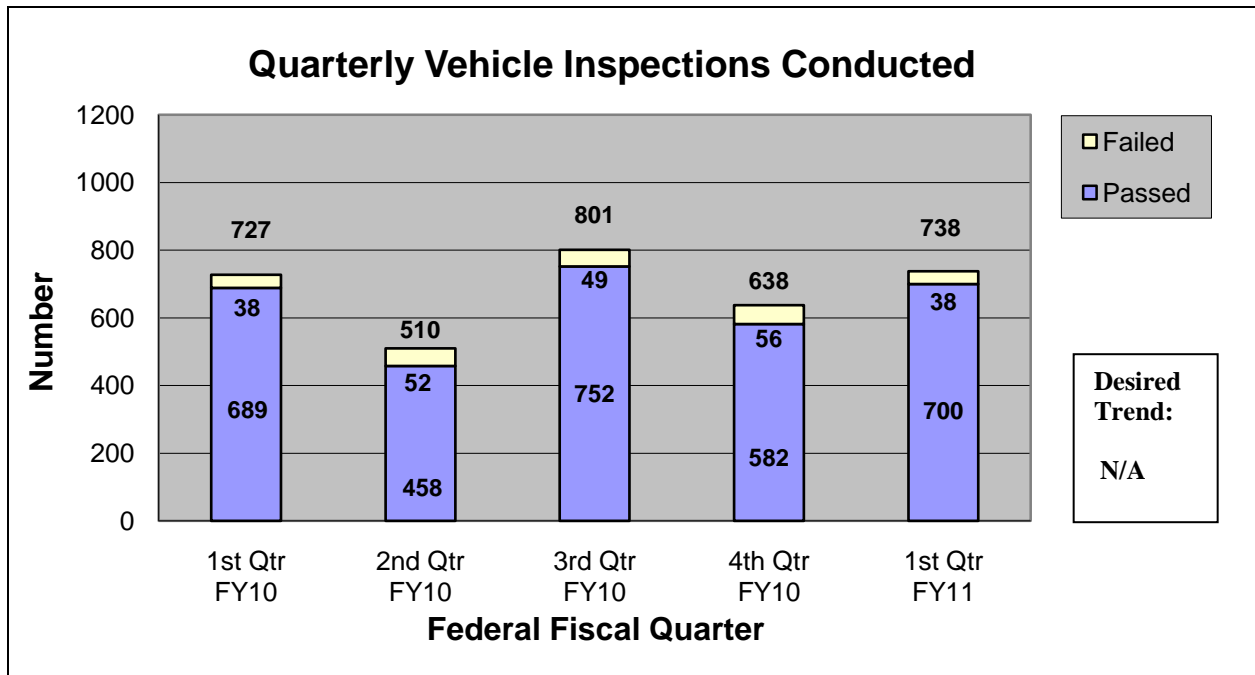
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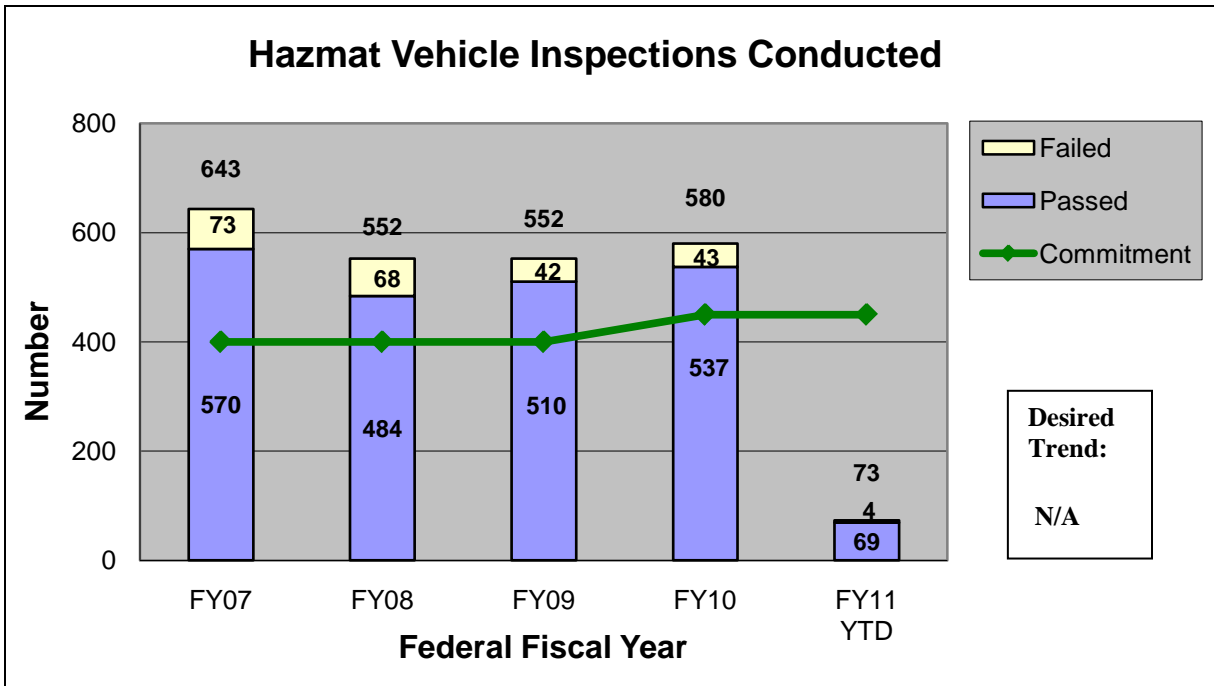
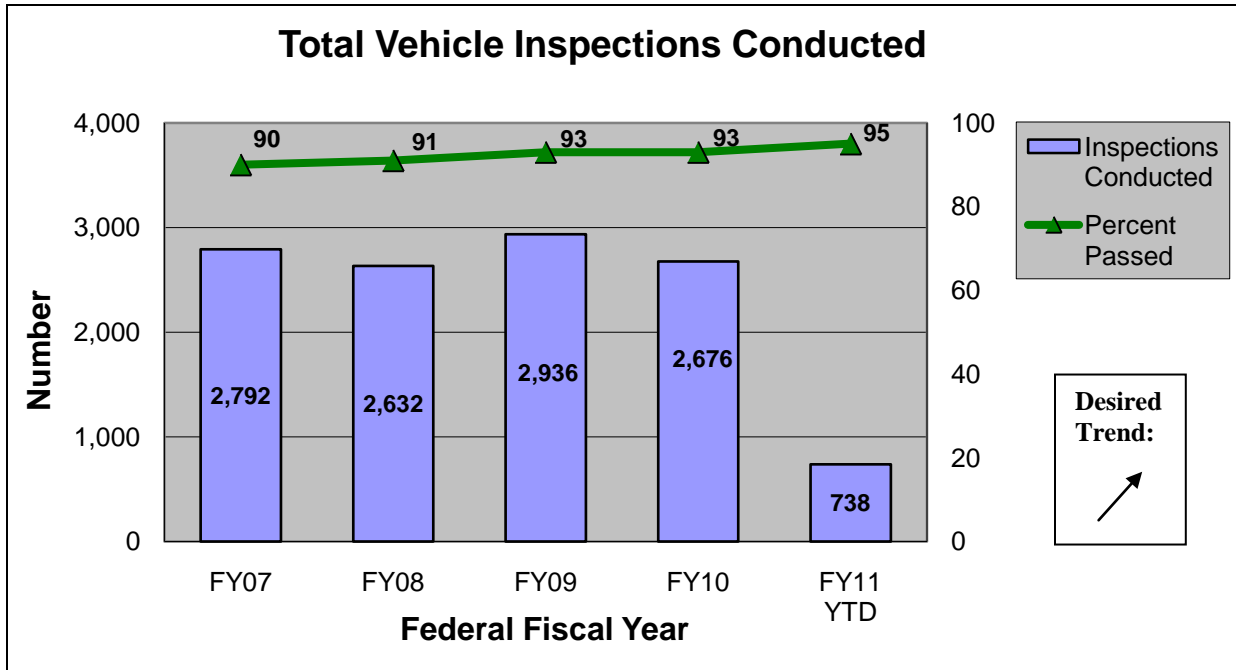
Vehicle safety inspections are examinations of motor carriers' commercial motor vehicles and records at a fixed terminal or destination facility. The inspection assesses the compliance of a company's motor vehicles and/or its drivers with Federal Motor Carrier Safety Administration safety, economic and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

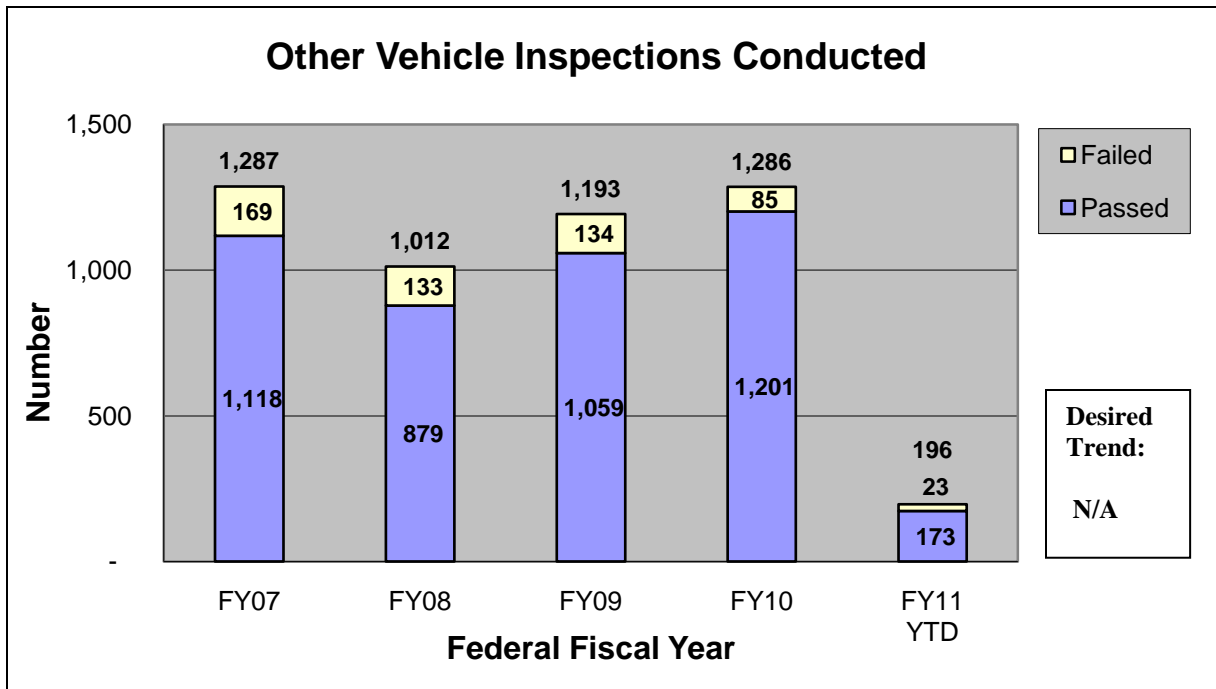
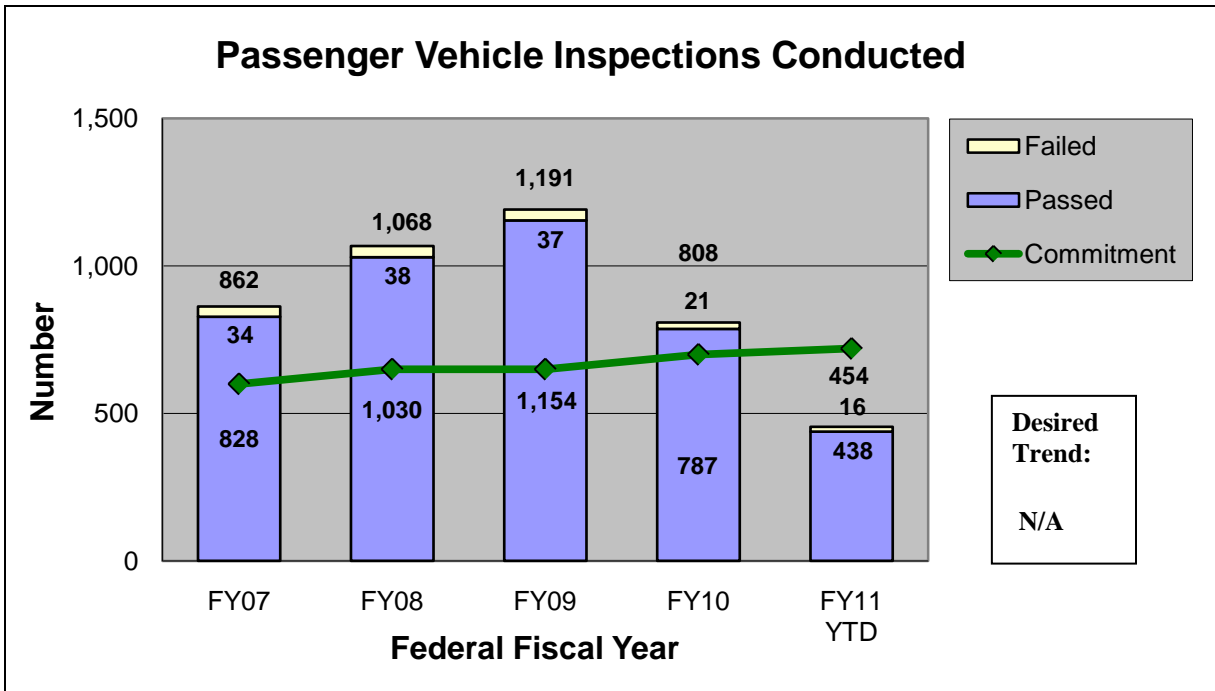
The first chart shows the number of vehicle inspections conducted per quarter and the percent that passed inspection. Additional charts report the total number of inspections conducted by category for the federal fiscal year and year to date, including those conducted in partnership with outside agencies. The charts on hazardous material and passenger vehicle inspections indicate 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, a CVSA decal is issued. A failed designation indicates that violations caused the vehicle to be placed out of service.

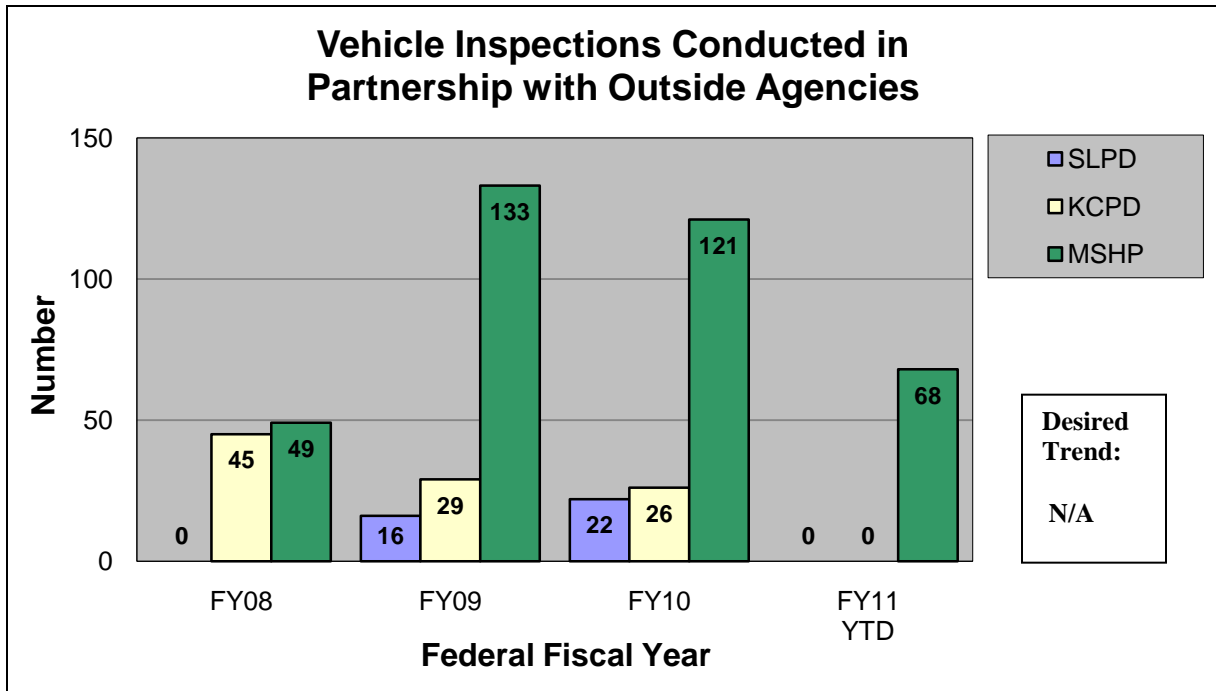
Improvement Status:

In the first quarter of federal fiscal year 2011, MCS conducted 738 vehicle safety inspections. This is an increase of 100 compared to the fourth quarter of fiscal year 2010. The increase in inspections is due to federal and state passenger strike force activities during the first quarter of FFY 2011. Total vehicle inspections conducted in FFY 2010 decreased slightly due to a reduction in passenger vehicle inspections because of the cancellation of Branson shows and adverse weather during the fall schedule. In FFY 2010, 93 percent of the 2,676 vehicles inspected passed.









Safe Transportation System

Roadside inspection and out-of-service rate

Motor Carrier Services Director: Jan Skouby

Data Driver: Jerry Baker, Transportation Program Manager

Purpose:

This measure tracks the results of roadside safety inspections conducted by Missouri agencies involved in the Motor Carrier Safety Assistance Program including MoDOT Motor Carrier Services. Measurement is based upon out-of-service rates for drivers, vehicles and hazardous materials shipments.

Description:

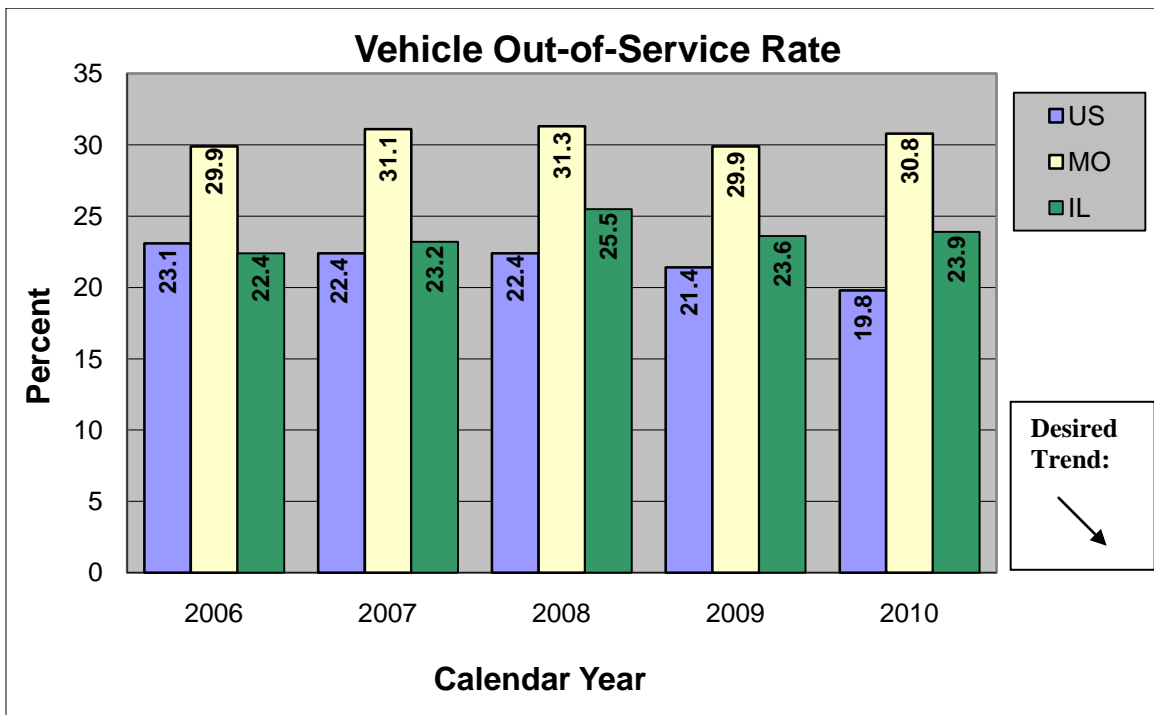
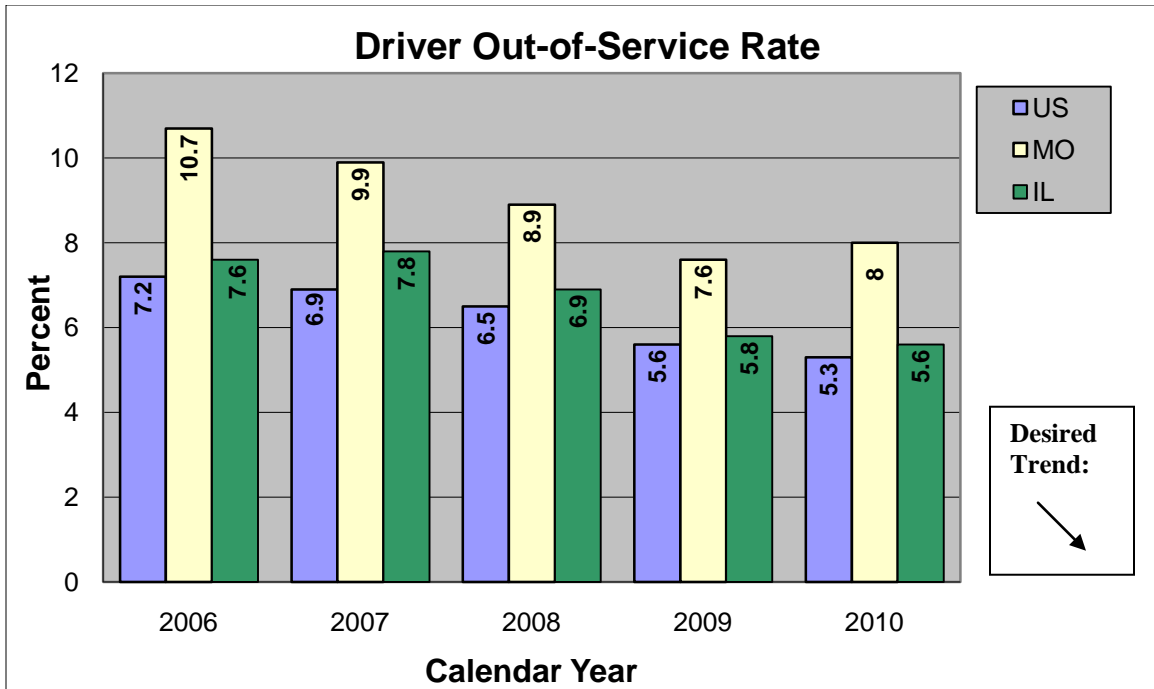
The goal of this measure is to reduce the out-of-service rates in all areas by partnering with Missouri MCSAP agencies to make sure that commercial vehicles and drivers are in the safest operating condition possible and that motor carriers are working toward voluntary compliance with the various laws, rules and regulations governing the transportation industry.

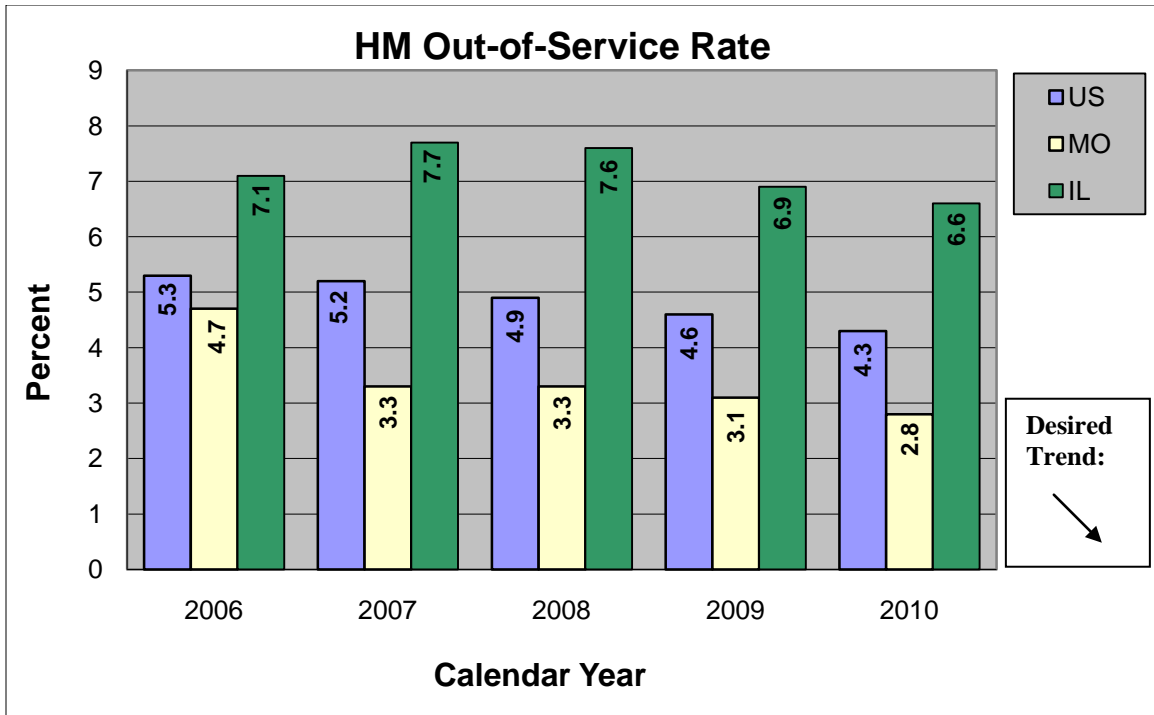
Roadside safety inspections are conducted on commercial motor vehicles and drivers en-route by the Missouri State Highway Patrol, Kansas City Police Department and the St. Louis Metropolitan Police Department. MCS conducts safety inspections at carrier terminals and special inspection details held periodically throughout the year. 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 and to be 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 is the driver and vehicle are found to be violation-free, allowing the driver and vehicle to continue in operation; violations may be detected that do not have an immediate impact on safety, allowing the driver and vehicle to continue in operation with a requirement to correct the violations before future dispatch; or the driver or vehicle are found to be in serious violation 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.

Illinois is the benchmark for this measure. An average of five years of inspection data from Missouri, Illinois and the United States as a whole are displayed. The first chart shows the driver OOS percentage. The second chart shows the vehicle OOS rate. Hazardous material OOS violations are tracked in the third chart. All charts track data for calendar years 2006 through 2010.

Improvement Status:

The driver OOS rate in Missouri declined in CY 2006 through CY 2009 but rose slightly during CY 2010. Missouri's vehicle OOS rate in Missouri did not follow the national trend of decrease. It is significantly higher than that posted by Illinois. While the hazardous material OOS rate leveled out during the last four years, slight, incremental declines occurred.





Safe Transportation System

Number of skill performance evaluations issued and conducted

Motor Carrier Services Director: Jan Skouby

Data Driver: Kathy Hatfield, Motor Carrier Investigations Specialist

Purpose:

This measure tracks Skill Performance Evaluations issued and conducted by MoDOT Motor Carrier Services Safety and Compliance team.

Description:

MoDOT may issue SPE Certificates to applicants who do not meet certain physical qualifications prescribed by law for drivers of commercial motor vehicles, but only if those individuals meet alternate standards, which satisfy MoDOT that the driver-applicant can safely operate a commercial motor vehicle. SPE Certificates are possible only for applicants who are not physically qualified because of *limb amputation, limb impairment, vision impairment, or insulin-treated diabetes mellitus*.

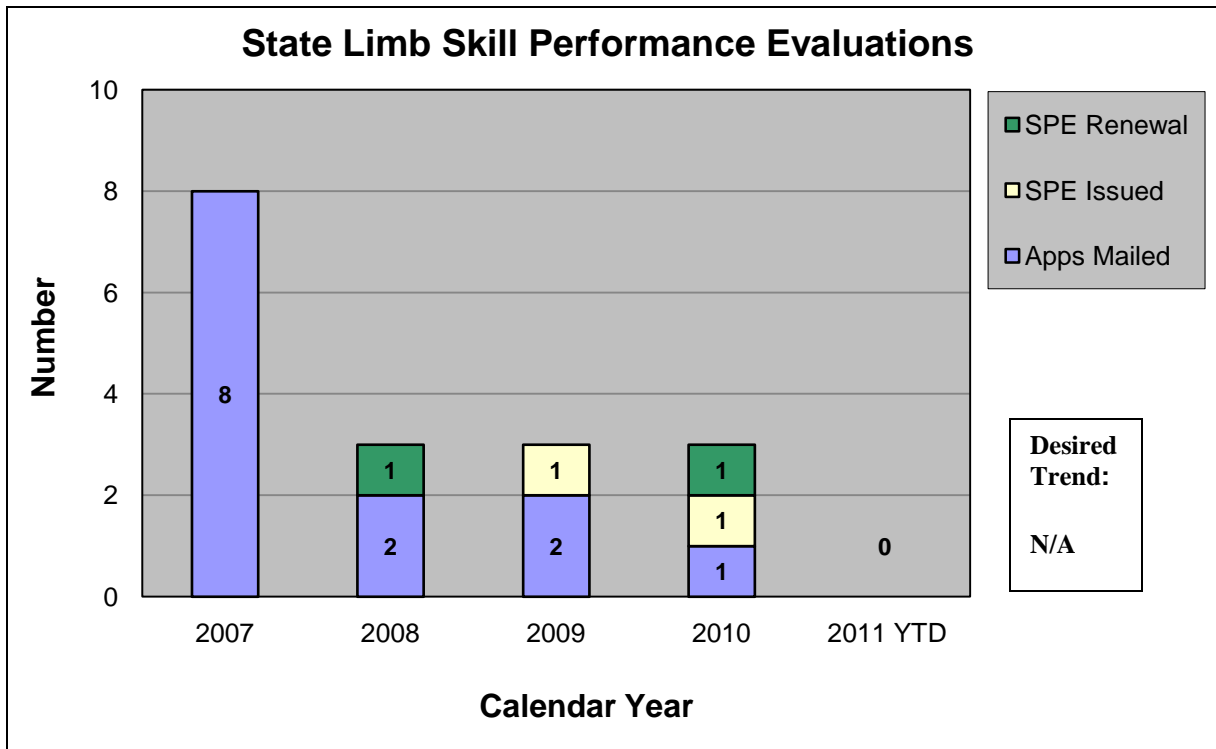
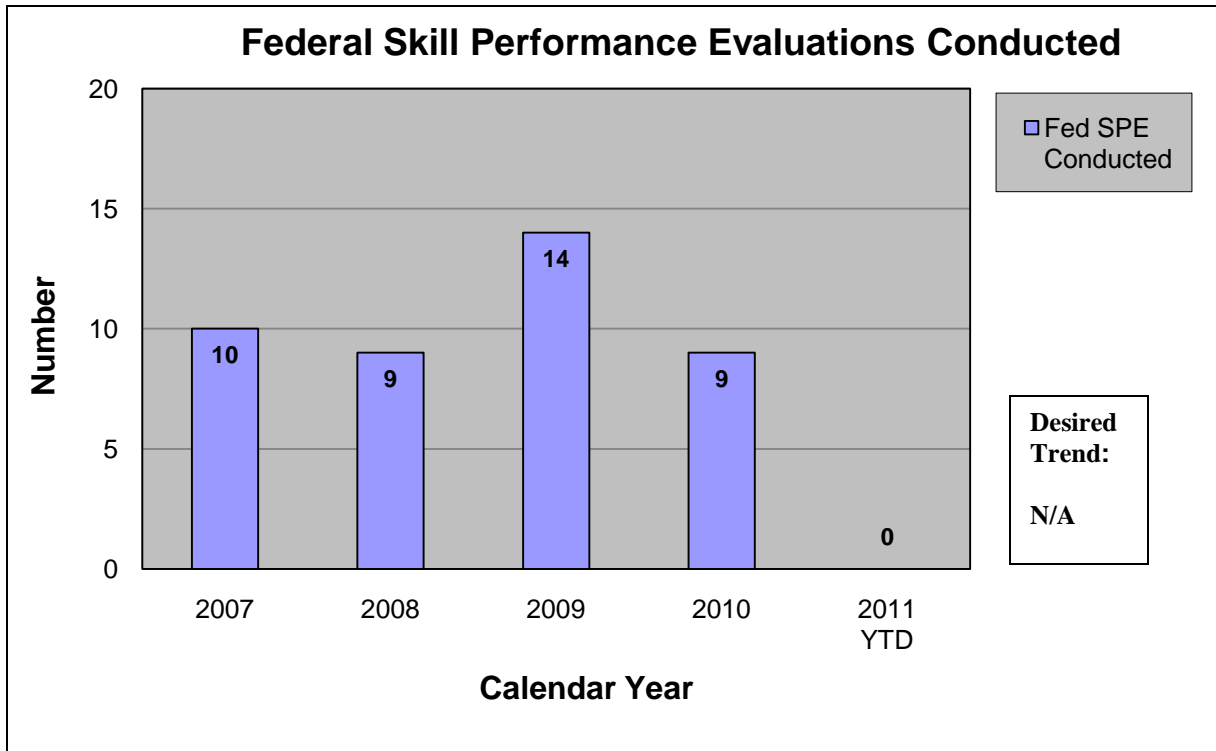
Applications for an SPE Certificate to operate intrastate commercial motor vehicles must be filed by an individual applicant-driver, either alone or jointly with a sponsoring employer. SPEs are valid for a maximum of 24 months and may limit the driver to operating a commercial motor vehicle specially equipped to accommodate the physical limitation.

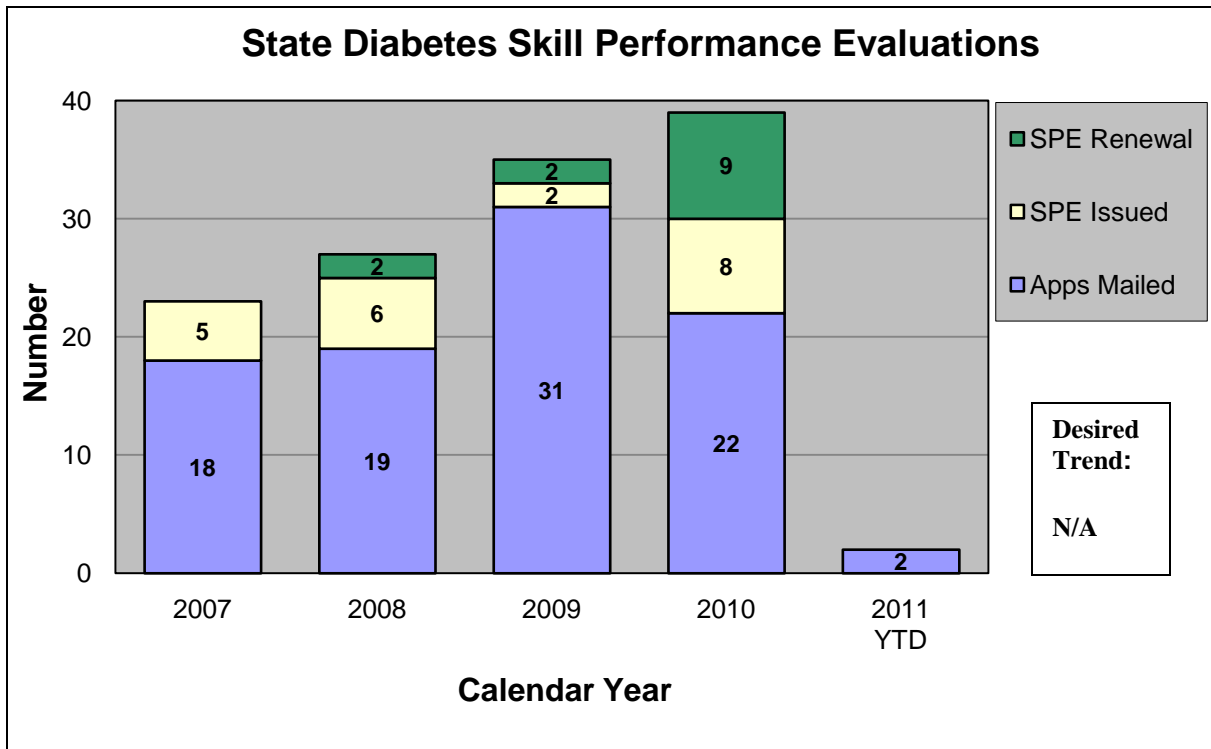
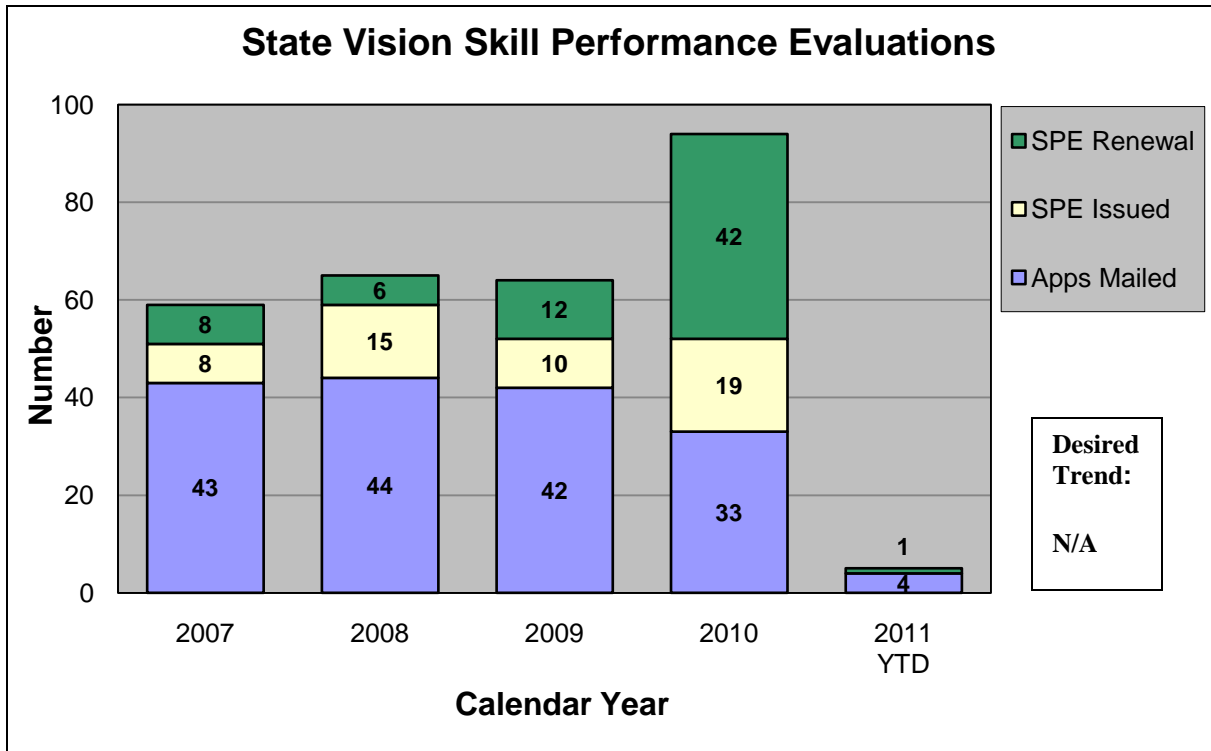
MoDOT currently offers this program only for intrastate drivers. Anyone seeking a medical exemption for interstate transportation must submit an application to the Federal Motor Carrier Safety Administration. MoDOT can waive some state application requirements if an applicant for an intrastate SPE Certificate already possesses a valid FMCSA interstate SPE Certificate or exemption.

The goal is to meet the needs of drivers by providing a process to those who would otherwise be medically disqualified from operating a commercial motor vehicle.

Improvement Status:

Between December 2003 and January 2011, MCS received 444 applications for waivers. A total of 65 SPE certificates are active; 48 for vision, 15 for diabetes and two for limb impairment.





Safe Transportation System

Number of intrastate PRISM carriers that become compliant with safety regulations

Motor Carrier Services Director: Jan Skouby

Data Driver: Darrell Colvin, Motor Carrier Investigations Specialist

Purpose:

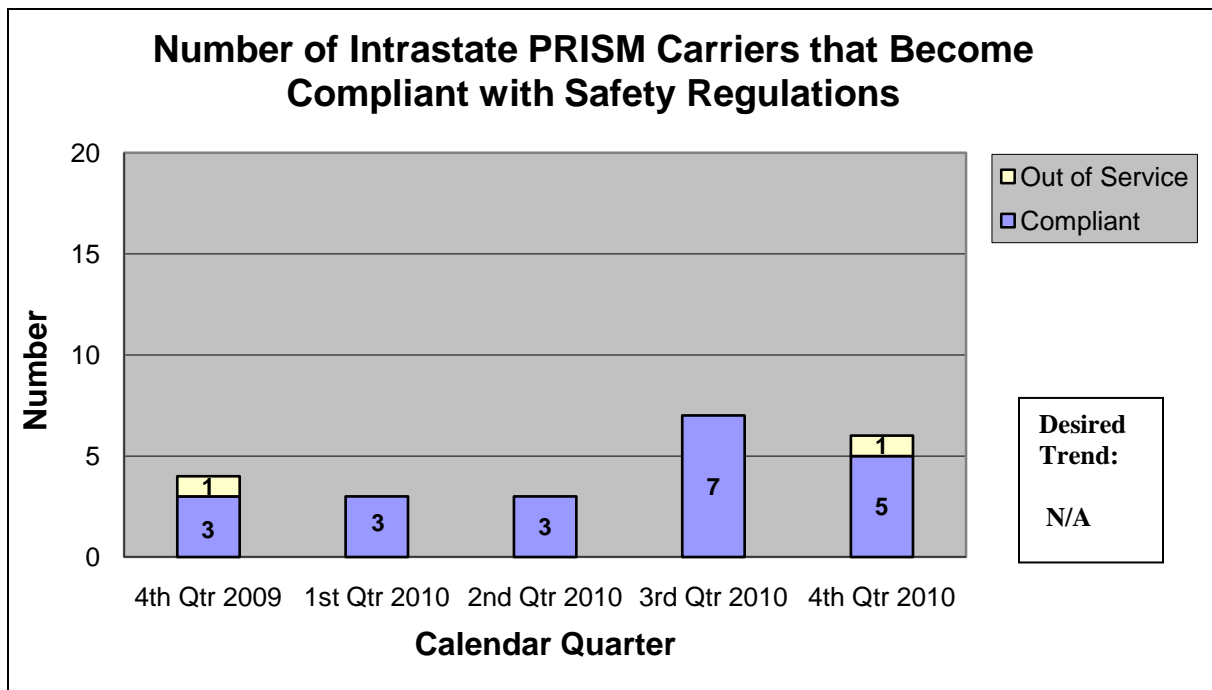
This measure tracks the number of intrastate motor carriers that receive an unsatisfactory safety rating and enter the Missouri intrastate Performance and Registration Information System Management program. This measure also tracks carriers in the PRISM program that do not attain an improved safety rating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

Description:

MoDOT implemented the PRISM program in June 2007. 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 fourth quarter of 2010, six intrastate carriers were placed in the intrastate PRISM program. Five carriers became compliant with the Federal Motor Carrier Safety Regulations, improving their safety rating. One carrier was placed intrastate out-of-service during the fourth quarter.



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 placed out-of-service by the Federal Motor Carrier Safety Administration, thereby entering Missouri’s interstate Performance and Registration Information System Management program. This measure also tracks the number of carriers issued a license suspension order.

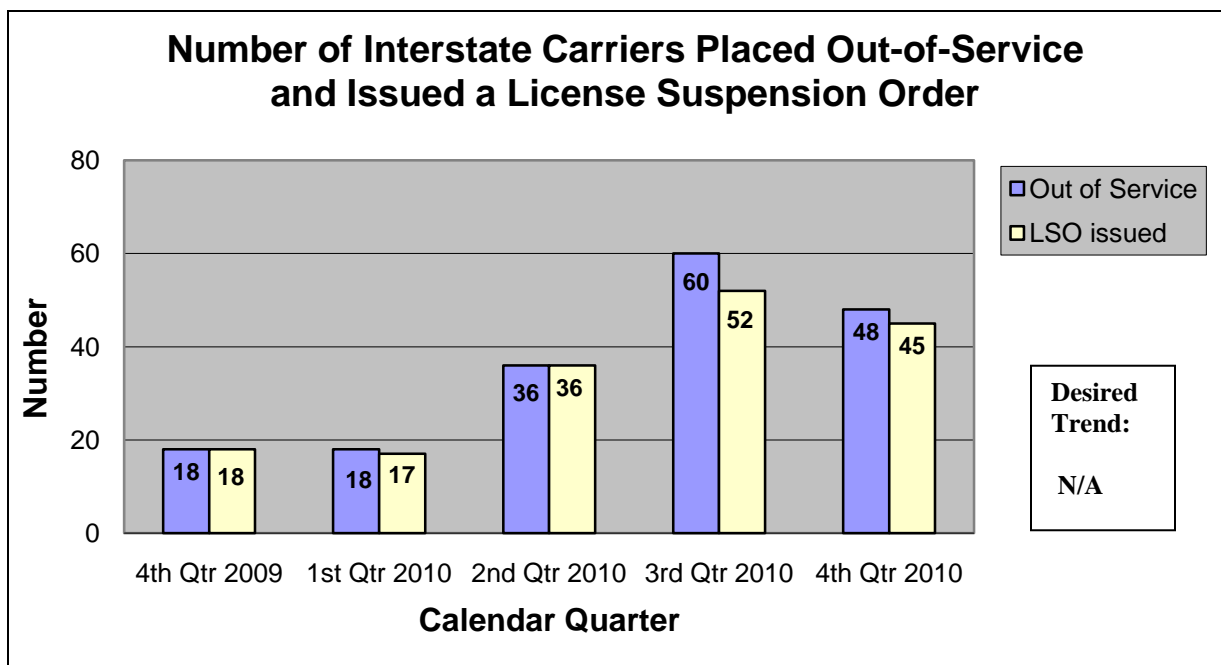
Description:

The FMCSA sends Motor Carrier Services federal out-of-service orders for Missouri-based carriers. Missouri-based carriers are placed interstate OOS 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 OOS order is issued, MCS issues the carrier a license suspension order. An OOS carrier must turn in license plates, registration certificates, permits and other credentials. They cannot operate in interstate commerce and are placed back in service only after the federal OOS order and license suspension order are rescinded. On the 15th of each month an activity list, which identifies Missouri-based interstate OOS carriers that operate without authority, is obtained from the Motor Carrier Management Information System.

MCS tracks each new entrant that fails a federal safety audit, contacting carriers approximately 30 days prior to their potential federal out-of -service date. During the contact, investigators remind carriers of the corrective action plan requirements and help, if needed, with the plan submittal.

Improvement Status:

During the fourth quarter of 2010, MCS received out-of-service orders for 48 interstate motor carriers placed out of service by the FMCSA. Forty-five of the carriers were identified and issued license suspension orders. The other three carriers were placed back into service by the FMCSA before MCS could issue a license suspension order. The 45 license suspension orders issued include: five orders to carriers that owe federal penalties, and 40 orders to new entrant carriers. Six new entrants were placed OOS because they failed to allow a federal safety audit. The other 32 new entrants failed federal safety audits and did not submit corrective action plans on time.



Safe Transportation System

Percent of commercial motor vehicle drivers using seat belts

Motor Carrier Services Director: Jan Skouby

Data Driver: DeAnne Rickabaugh, Outreach Coordinator

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:

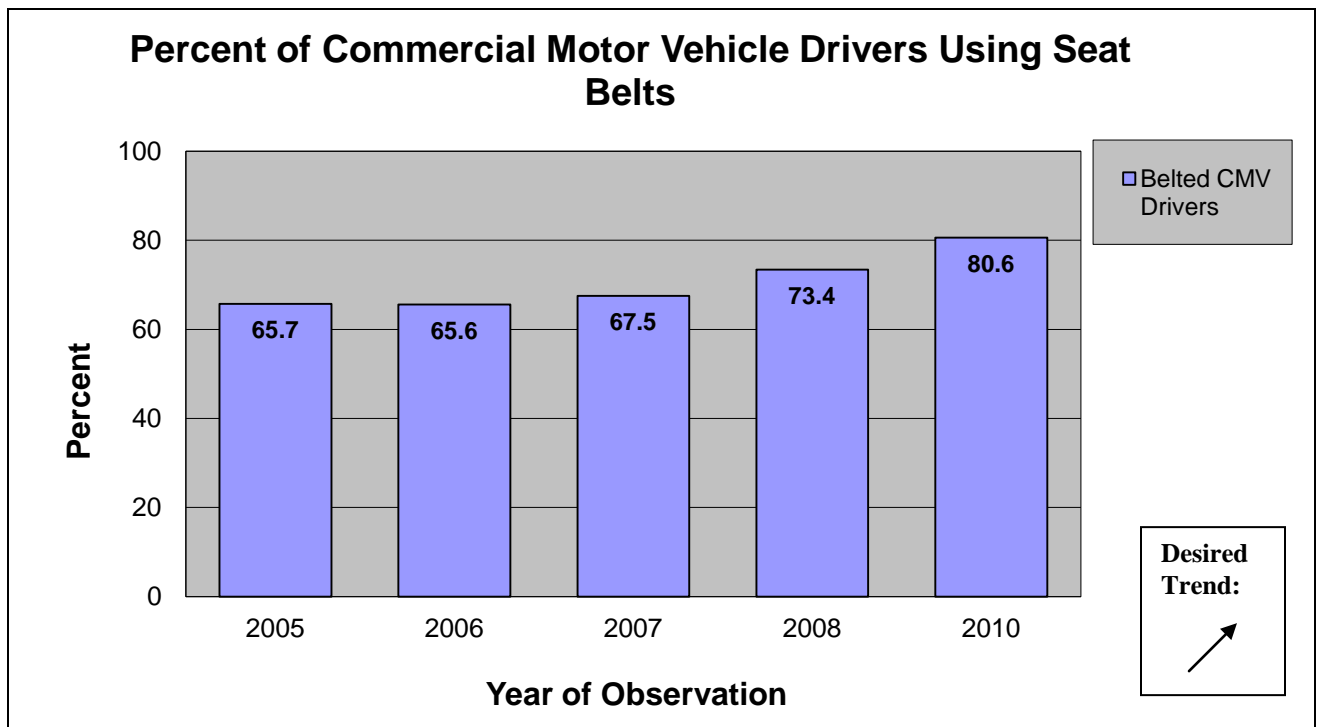
For the most recent study, MoDOT Highway Safety Division contracted with the Missouri Safety Center to conduct a visual survey of commercial motor vehicle drivers during one week of August in 2010. Spotters observed from 250 locations in 76 counties, making 18,877 observations of commercial drivers between 8 a.m. and 3 p.m.

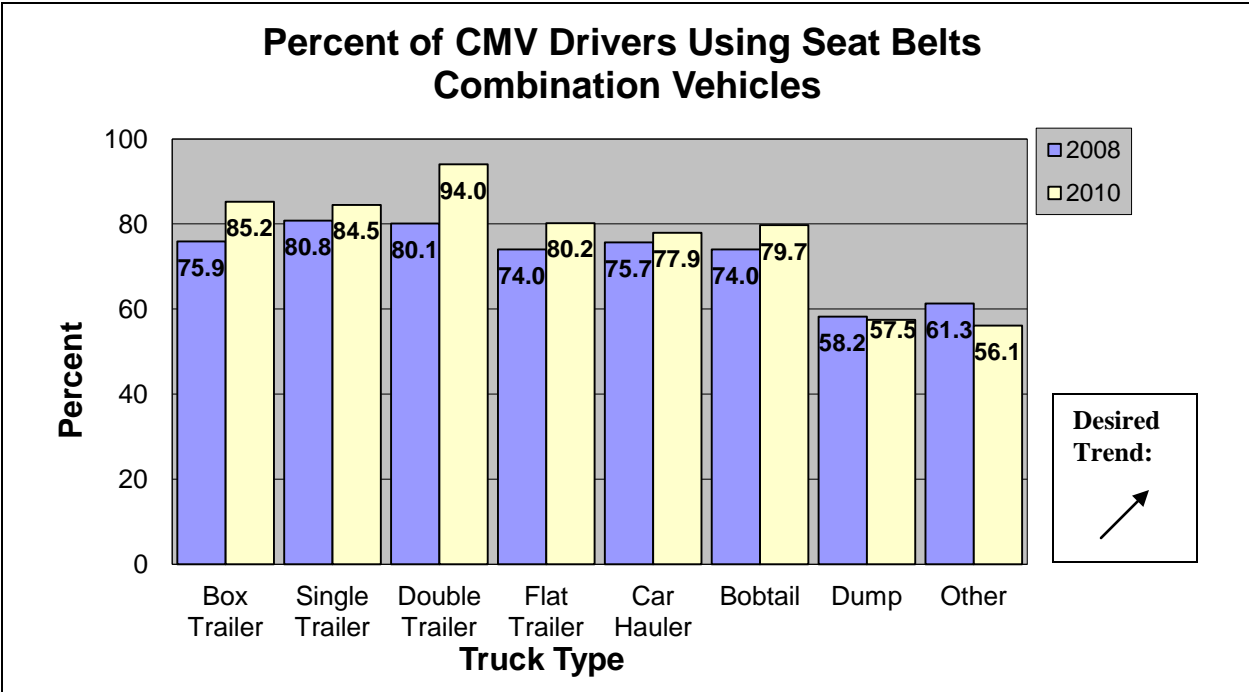
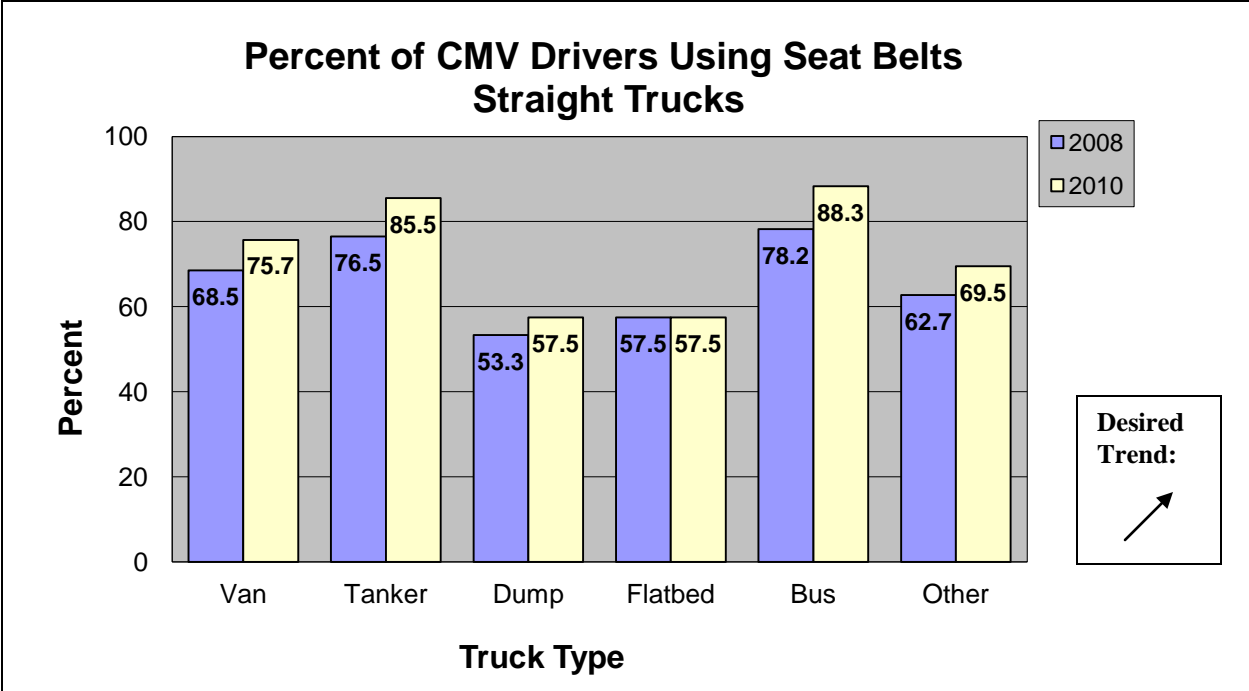
Data for studies in 2004, 2005 and 2006 are not as statistically valid as those in 2007 to 2010 because the total number of observations were lower.

The 2009 CMV Driver Safety Belt Usage Study by the federal government reports a usage rate of 74 percent.

Improvement Status:

Missouri's 2010 increased CMV seat belt usage rate





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, Senior Administrative Technician

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 the Motor Carrier Services including International Registration Plan, Oversize Overweight, Operating Authority, Unified Carrier Registration, Financial and Receptionist. The desired trend is to reduce the initial time that a customer is on hold in the phone queue.

Description:

Phone data is collected monthly from the CISCO WebView Reporting System. Employees 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:

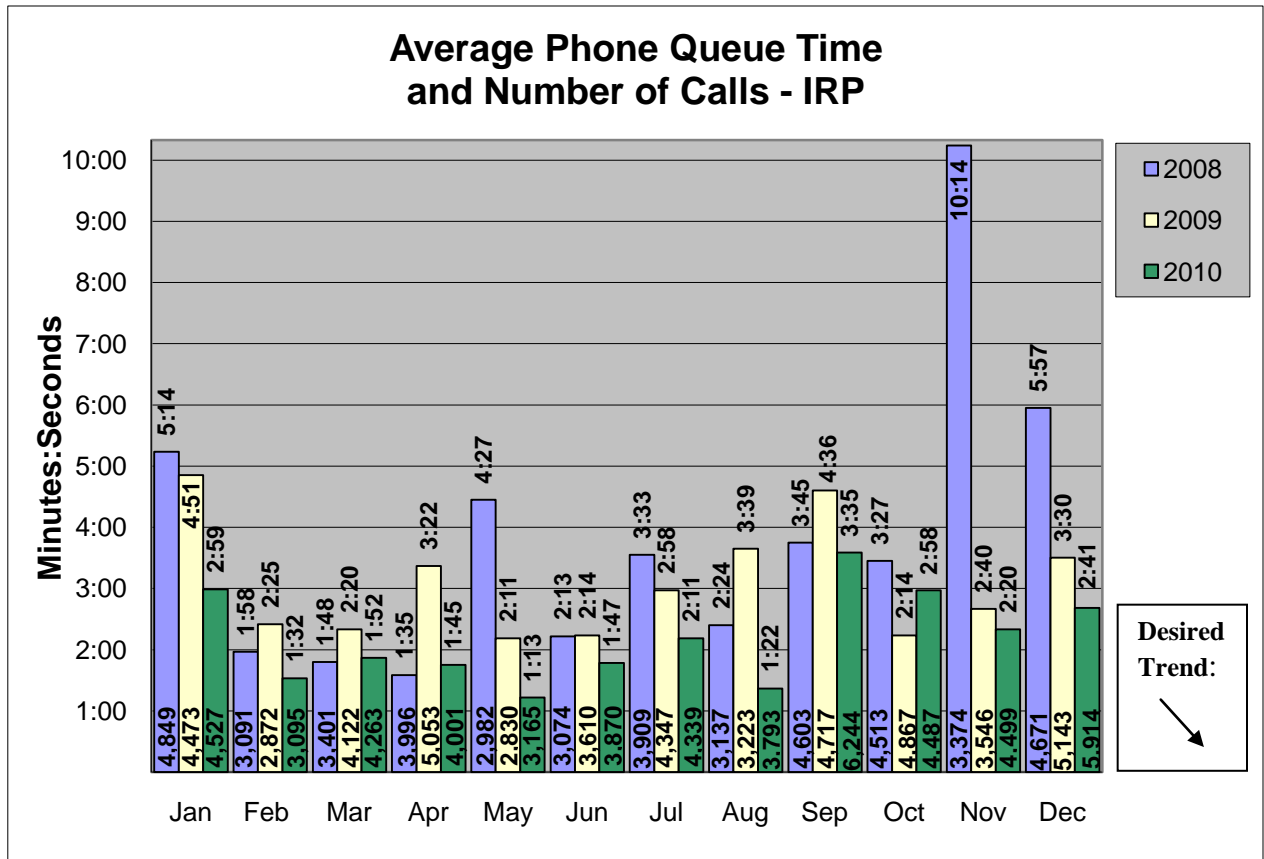
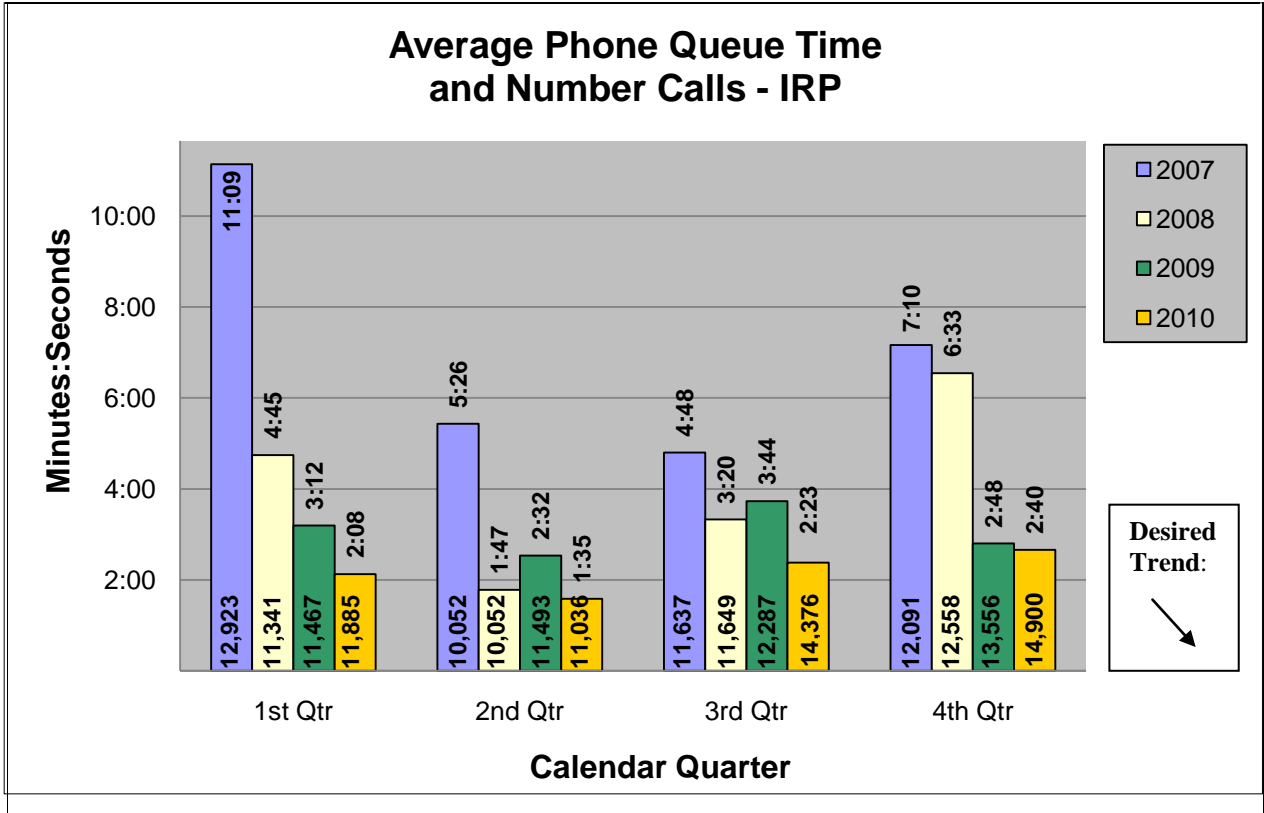
The number of IRP calls increased by 1,342 (9.9 percent) in the fourth quarter 2010 compared to the fourth quarter 2009, but the queue time decreased by eight seconds. The decrease in phone queue time is due to agents who are cross-trained in IRP, two financial technicians and one senior motor carrier technician who answered calls during times of high call volume. The increase in calls can be explained by the requirement to have the MCS-150 filed prior to filing the renewal, having the incorrect Motor Carrier Responsible for Safety at the vehicle level, errors due to incorrect taxpayer identification number or different operation classification than what is reported on the Motor Carrier Management Information System. Also, online usage increased by 156 users (8 percent) resulting in more phone calls.

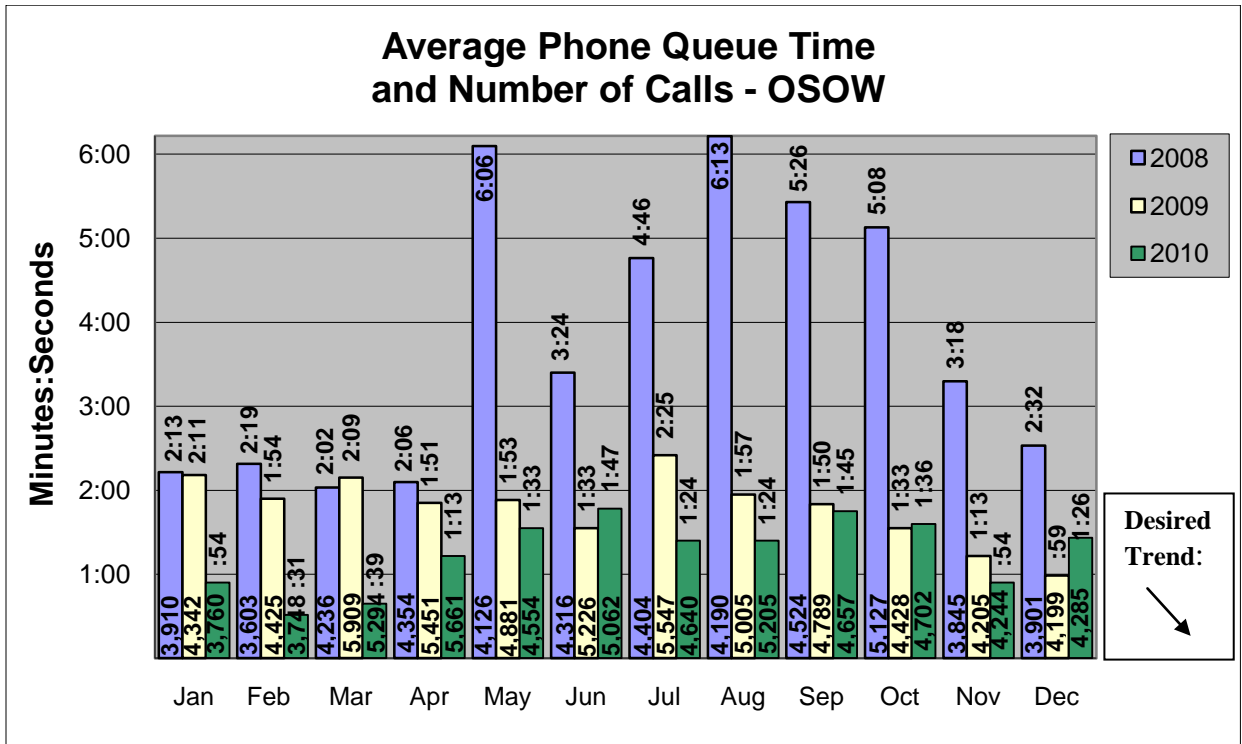
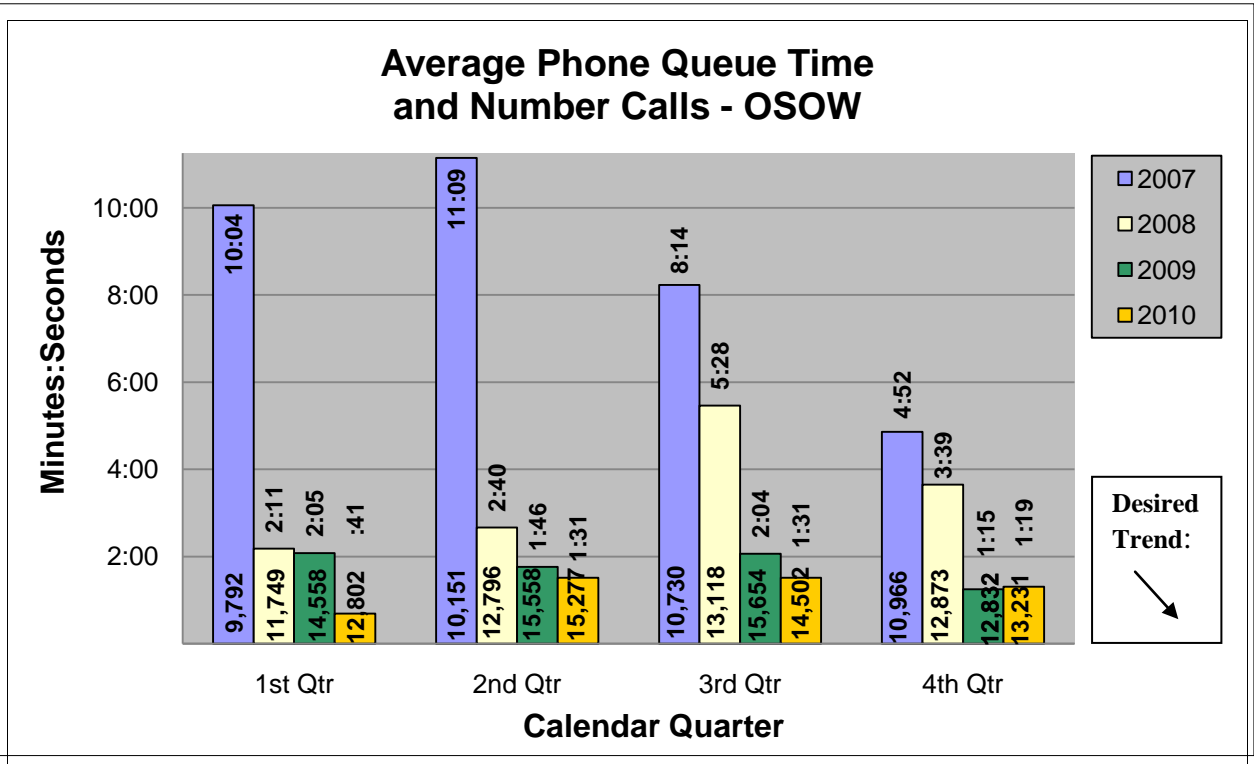
The number of calls received in OSOW saw a decrease of 1,271 (8.8 percent) with a decrease of 12 seconds in the queue time from the third quarter of 2010 to the fourth quarter of 2010. Auto-issued permits and the OSOW holiday restrictions likely contributed to the decrease in the number of calls in the fourth quarter. OSOW saw an increase of 399 (3.1 percent) in the number of calls received and an increase of 4 seconds in queue time from the fourth quarter of 2009 compared to fourth quarter 2010. Auto-issue, routing and insurance questions likely contributed to the increase in the number of calls from 2009 to 2010.

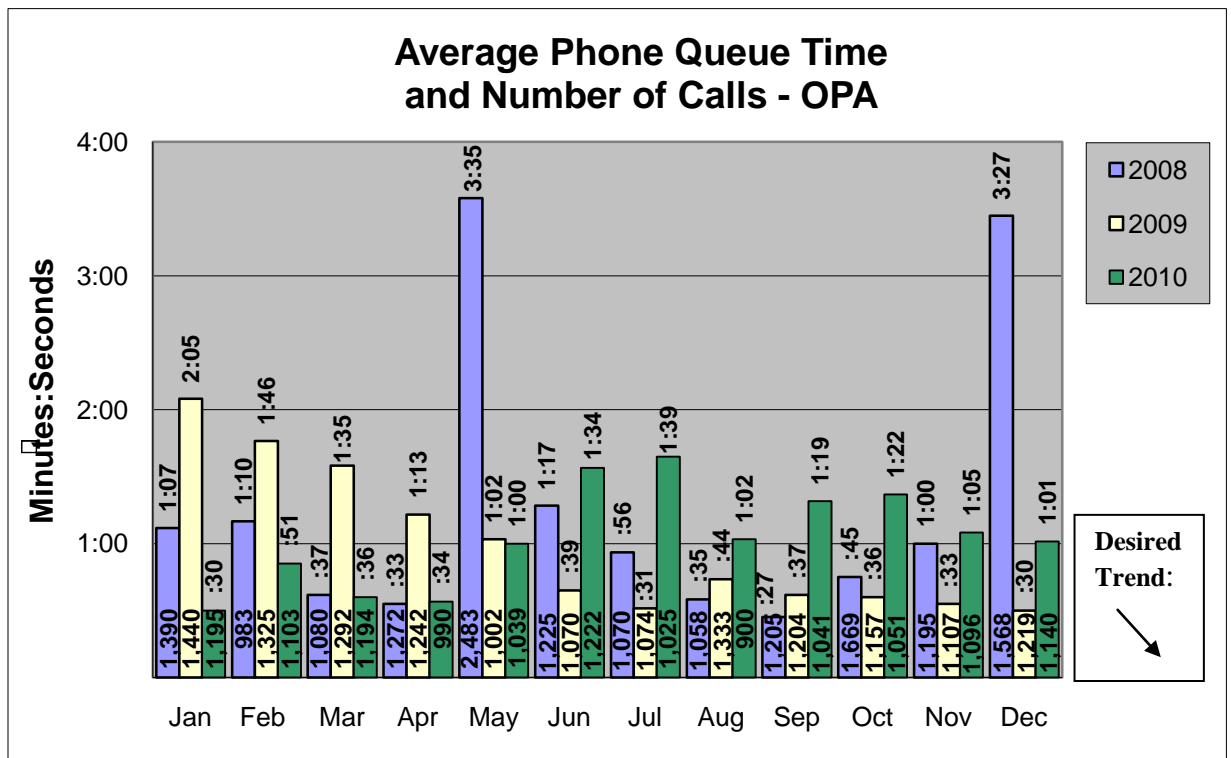
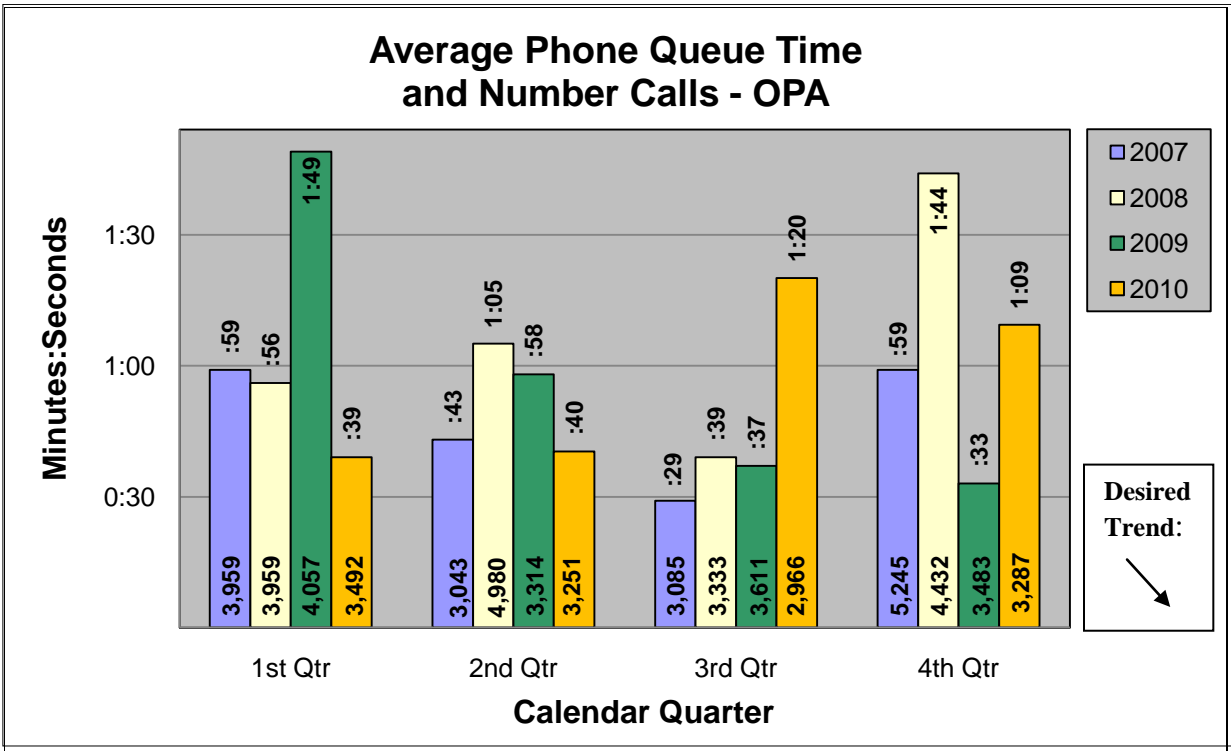
The increase in OPA phone queue time is a result of cross-trained OPA agents helping the team handle IRP customers during time of high call volume. The slight increase in calls can be explained by complex UCR questions transferred into the OPA phone queue and year-end renewal of operating authority for intrastate carriers.

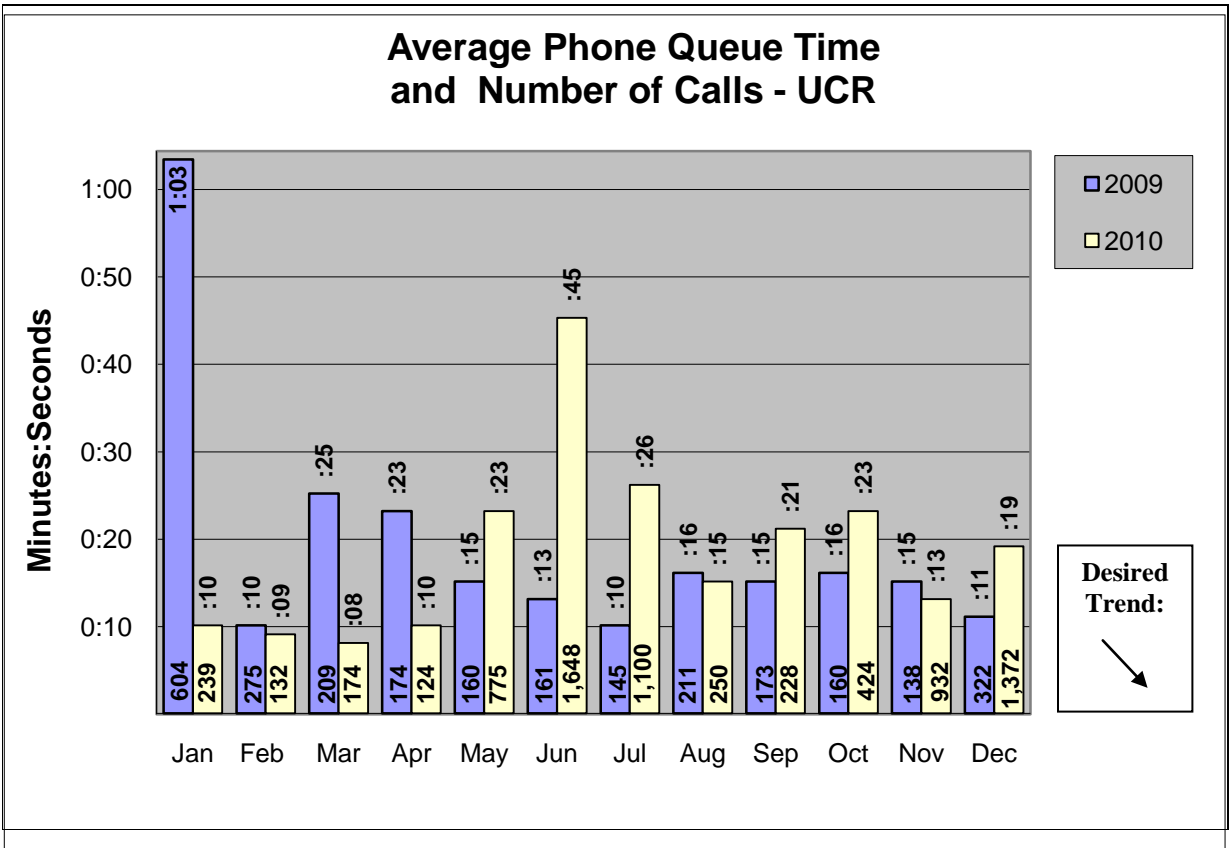
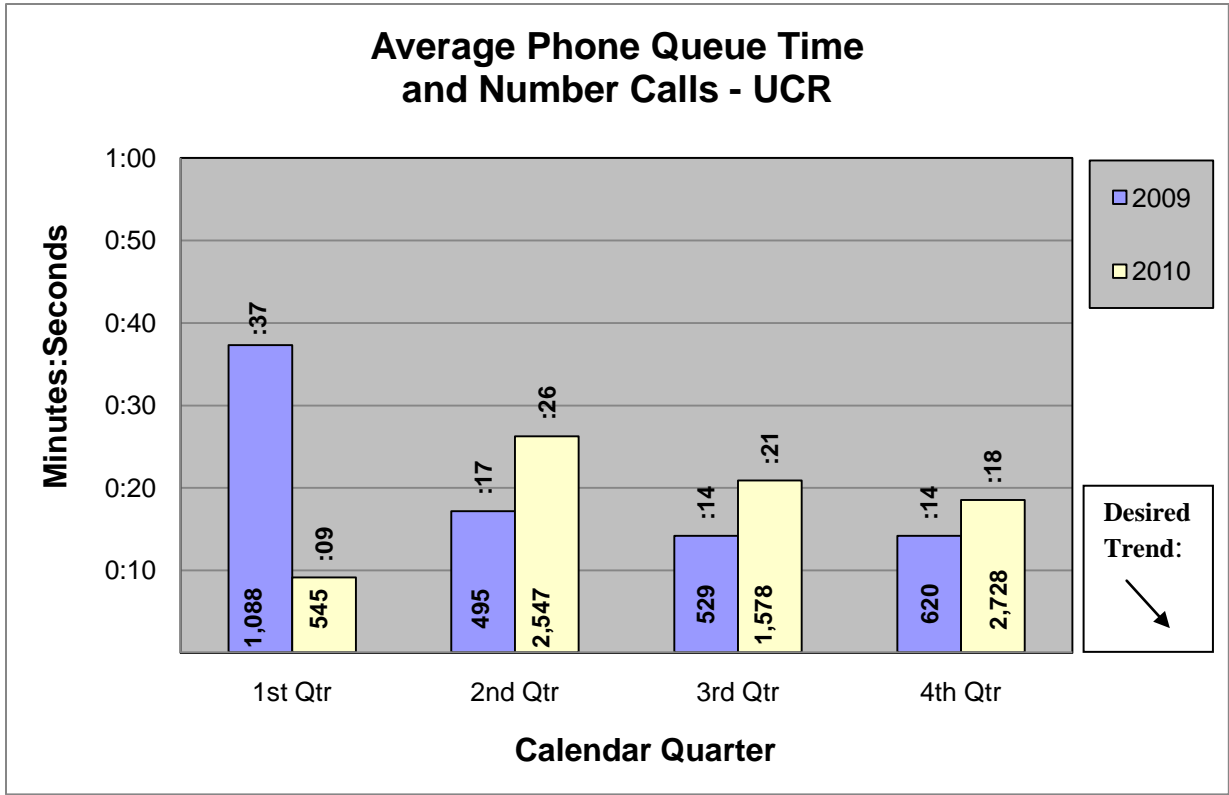
The increase in UCR calls is a result of the 2011 fee release and a subsequent postcard mailing in October 2010. The UCR phone queue remains one of the lowest Compliance Communication Center phone queues because of the structure of the phone queue. A UCR call automatically routes to the first available agent in any program. The call will take priority over calls any in queue if the UCR call is the oldest call.

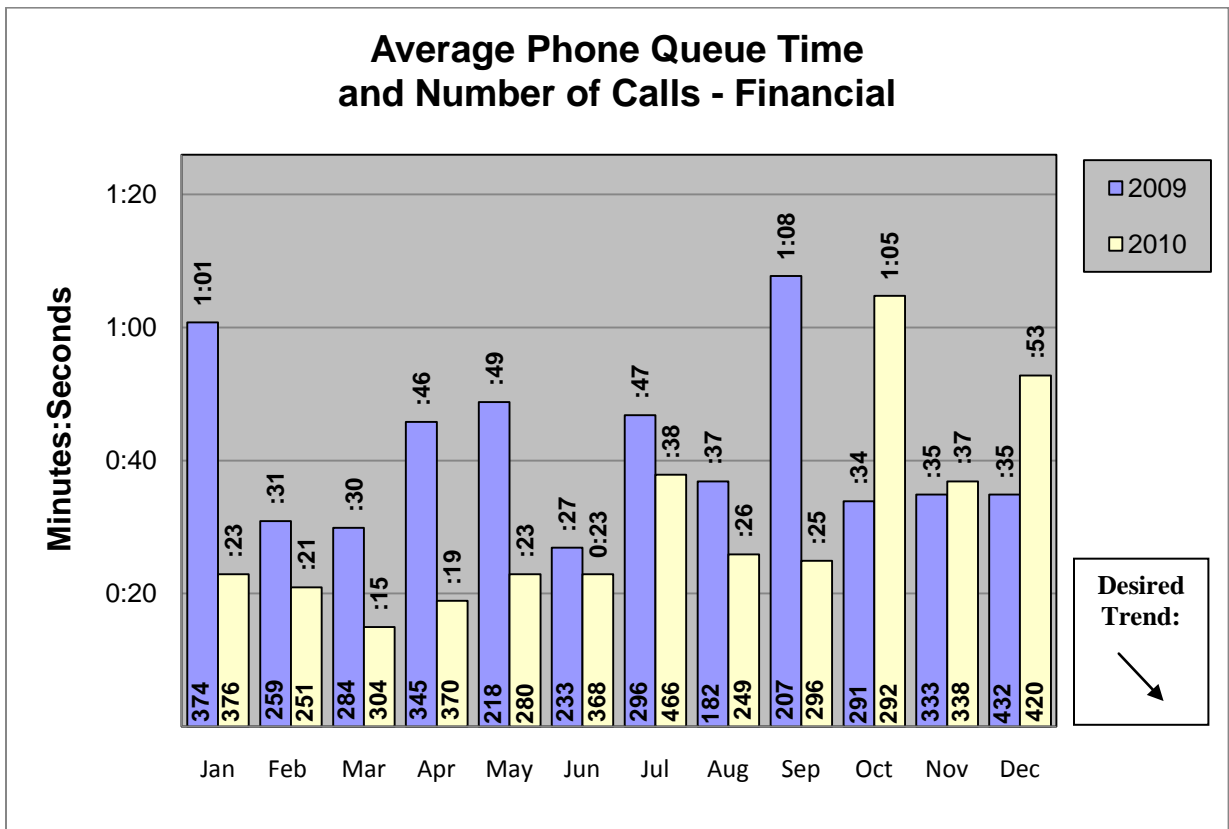
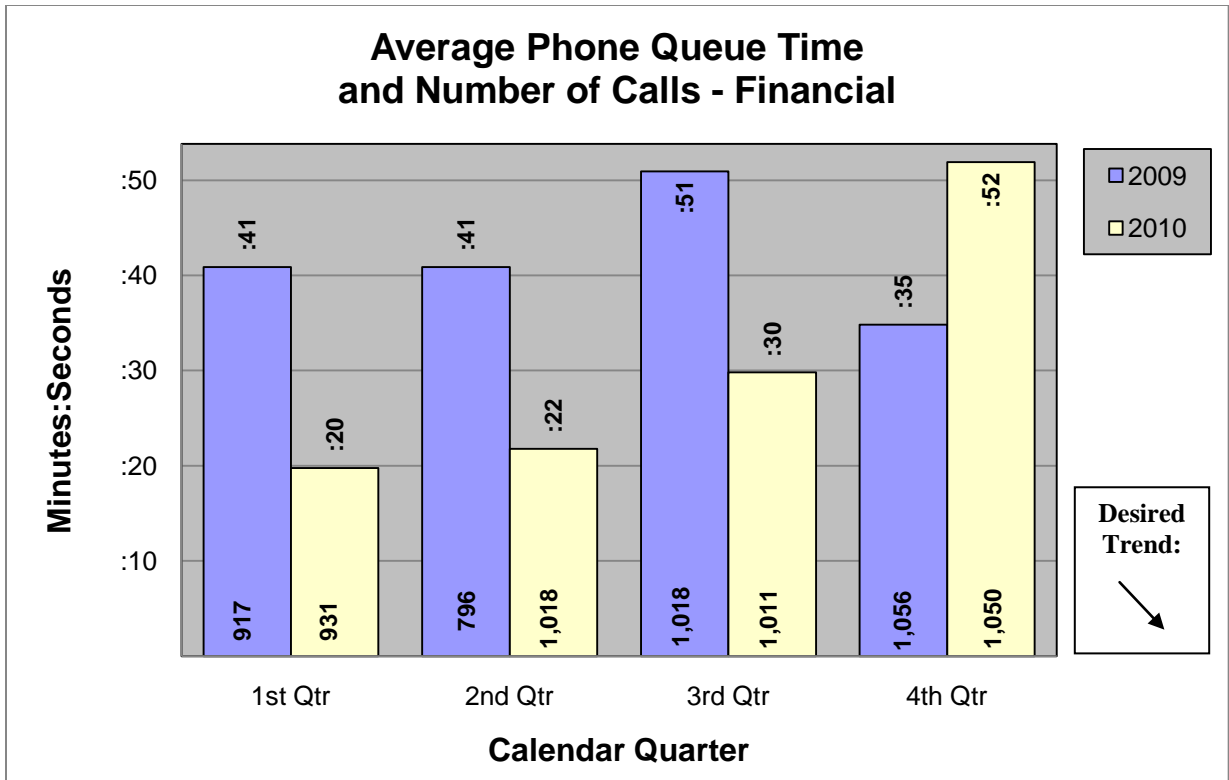
The increase in queue time for Financial is a result of three out of the four technicians taking the highest percentage of UCR calls and two technicians assisting with IRP phone calls resulting in a lower availability to answer financial calls.

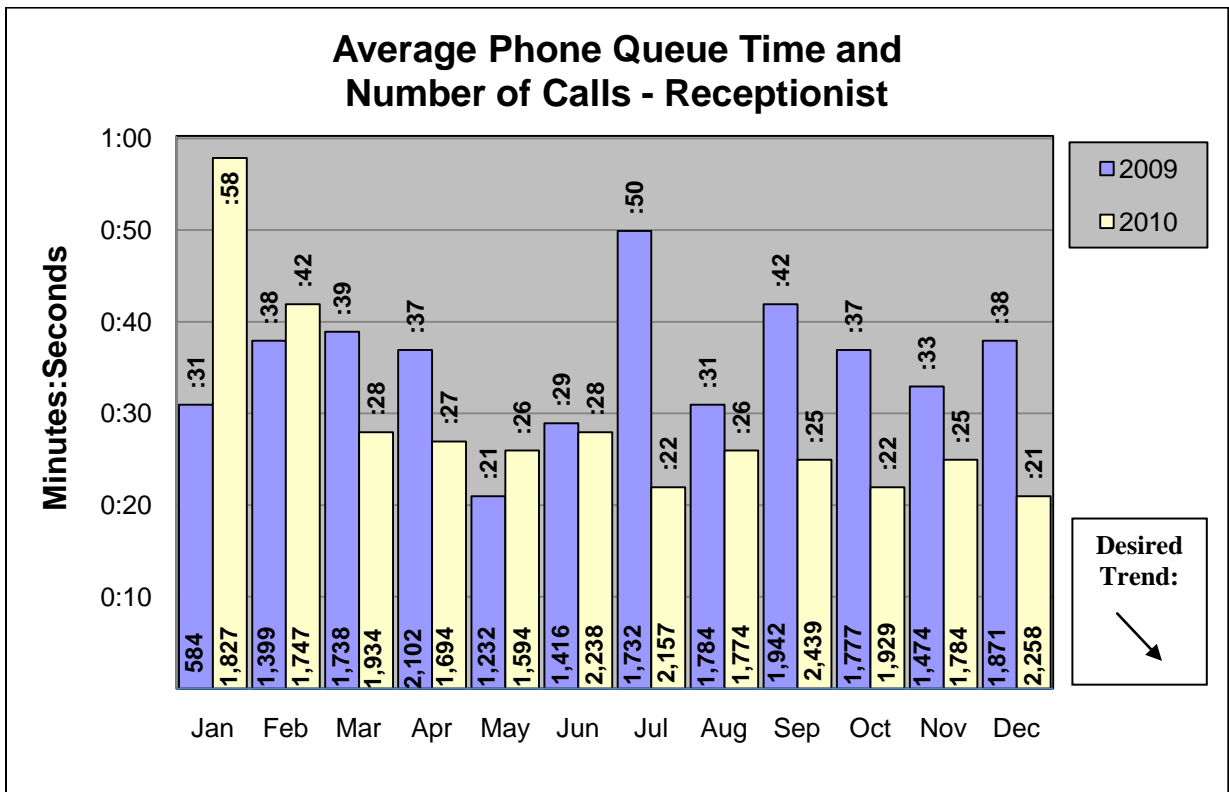
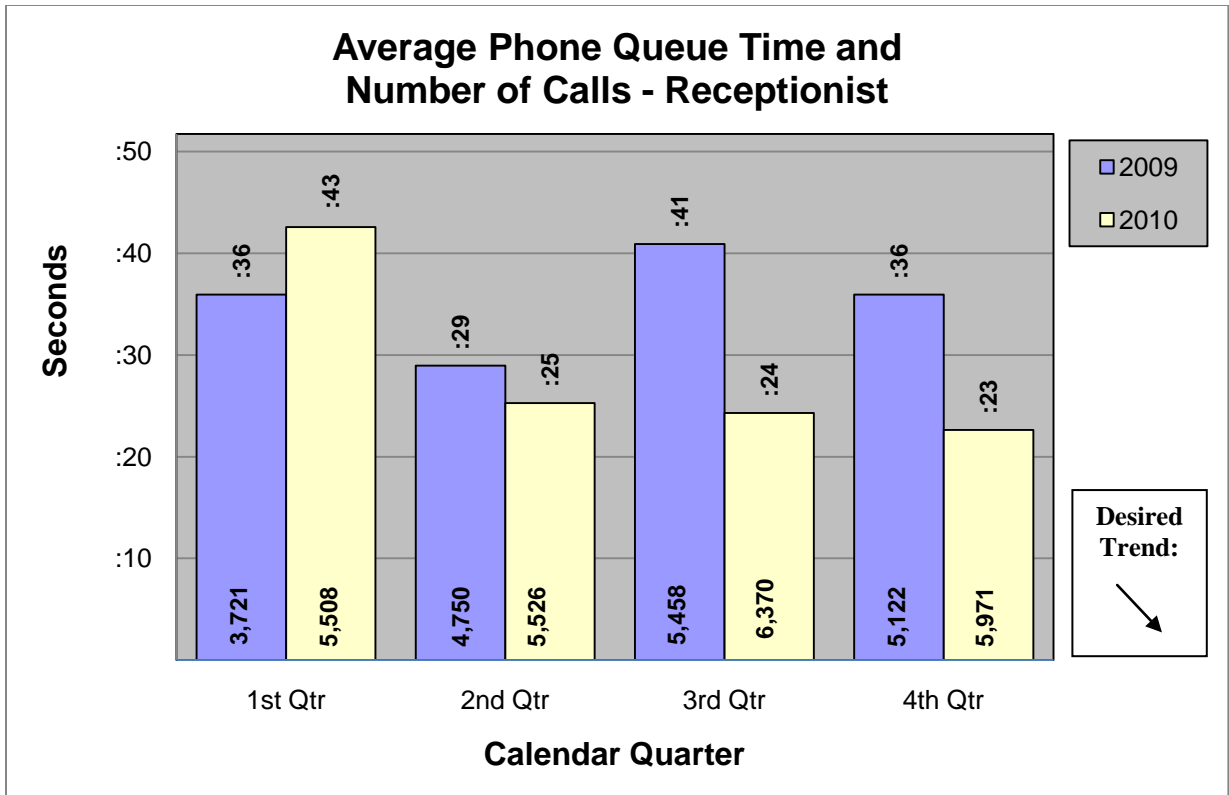












Personal, Fast, Courteous And Understandable Response To Customer Requests (Inbound)

Walk-in wait time

Motor Carrier Services Director: Jan Skouby

Measurement Driver: Diana Stickler, Senior Administrative Technician

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 which is forwarded to an agent for completion. The agent may work 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 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 or the time spent with assisting the customer.

Improvement Status:

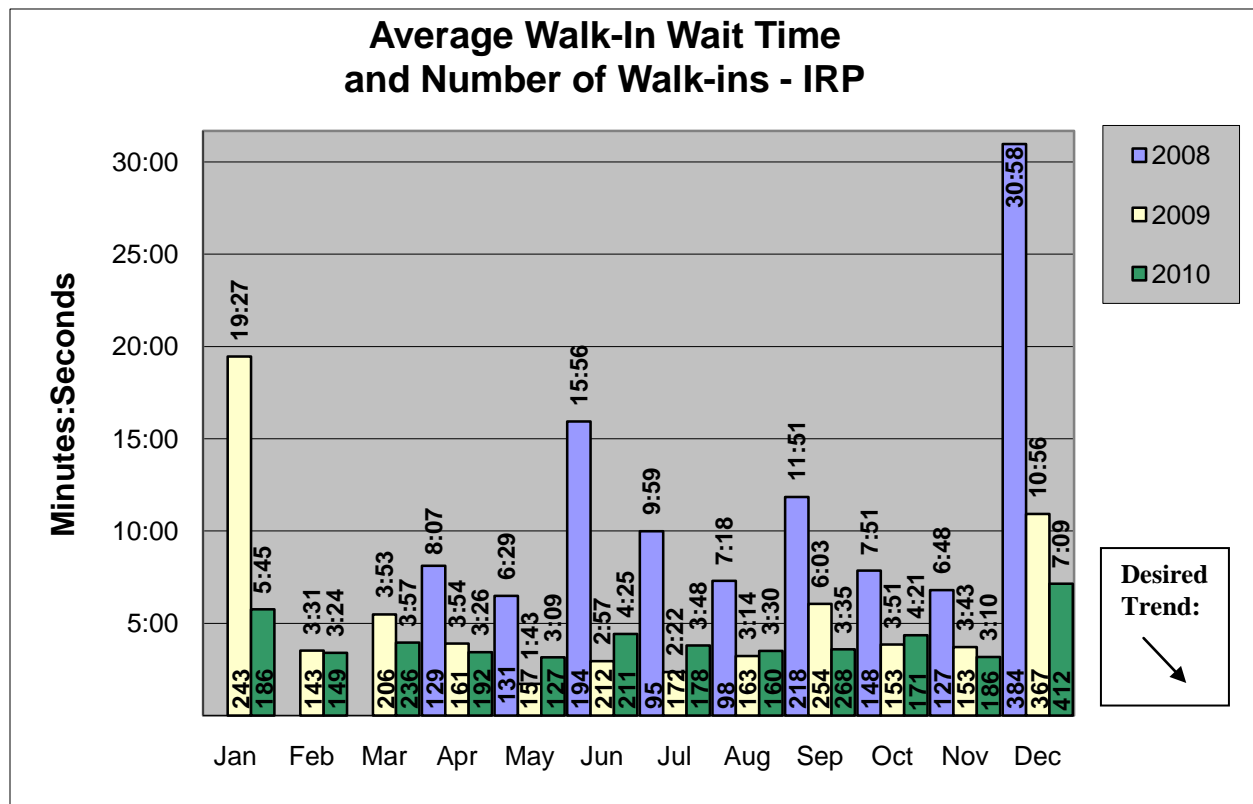
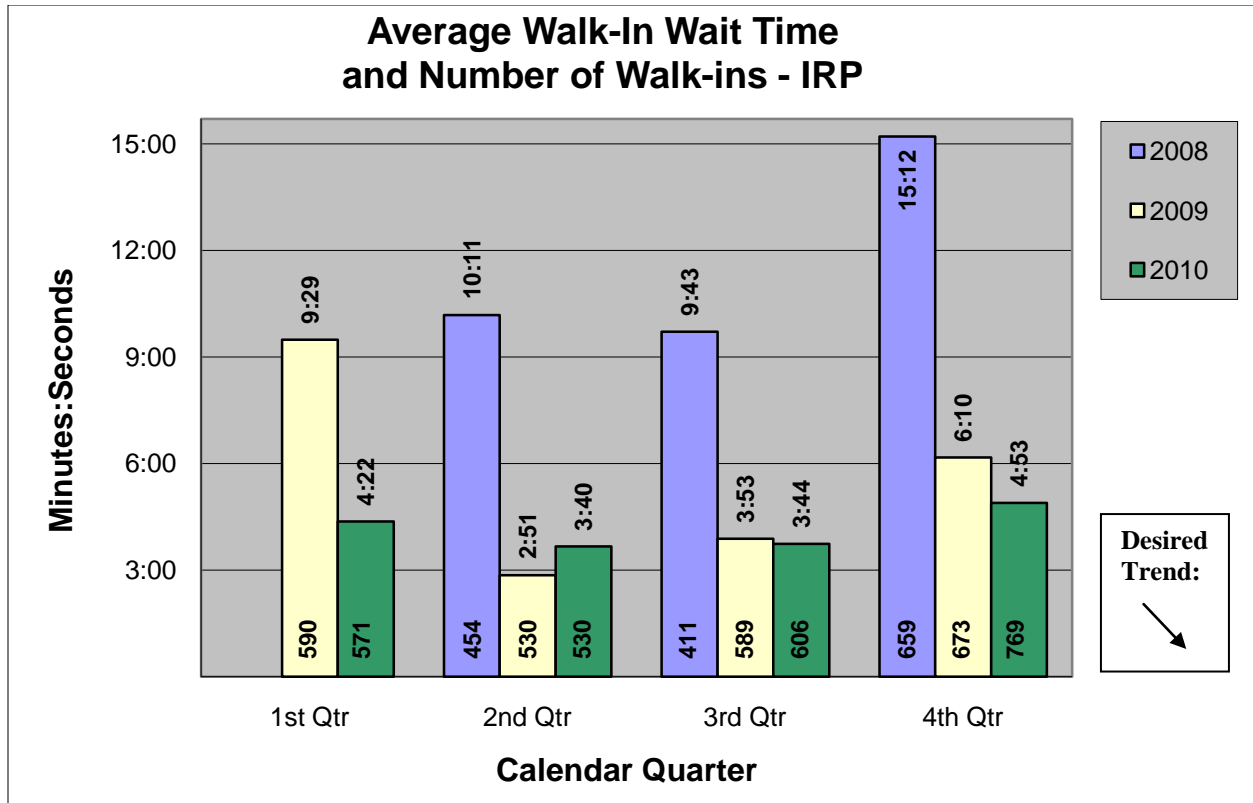
Accurate data for the first quarter of 2008 is not available; therefore, a three-year comparison of wait time and number of walk-ins is not available. The number of walk-ins for the fourth quarter of 2010 is 894, an increase of 77 (9.4 percent) from the fourth quarter of 2009. 426 of the walk-ins were assisted in several programs by one agent.

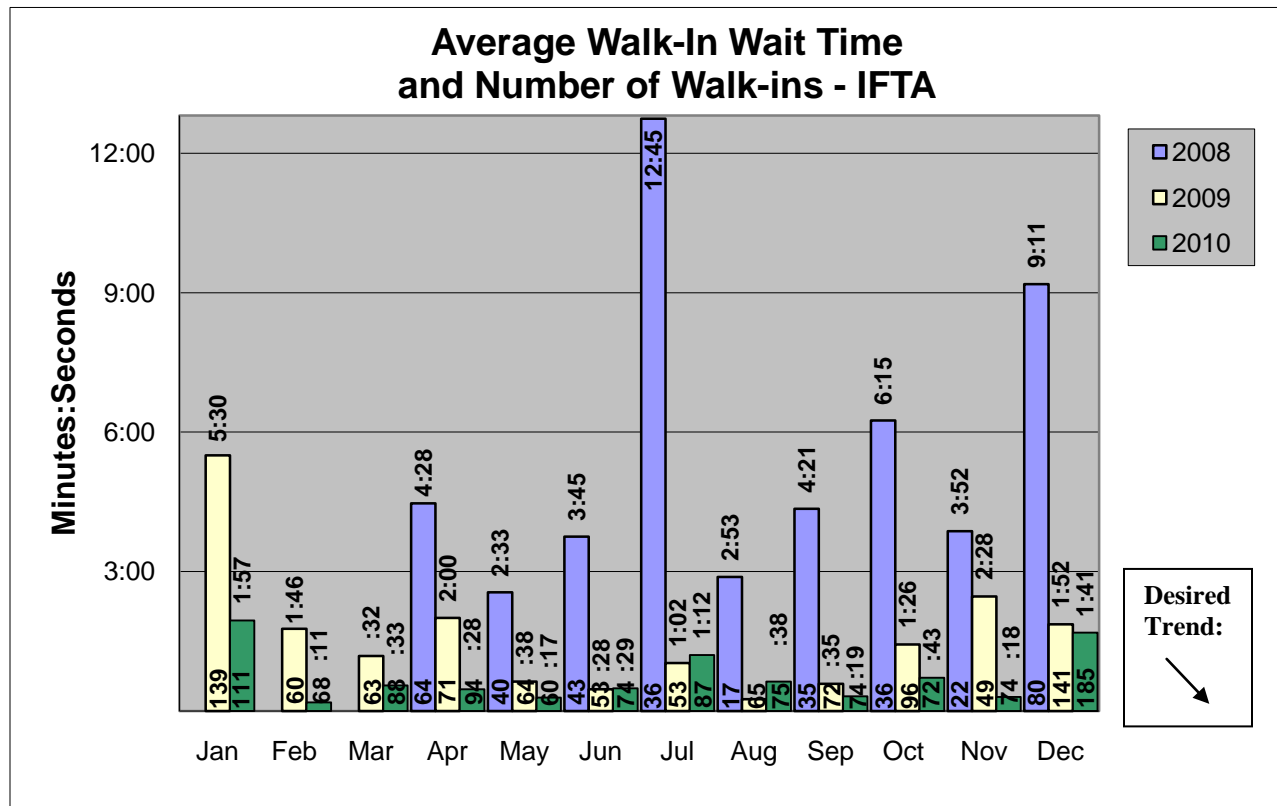
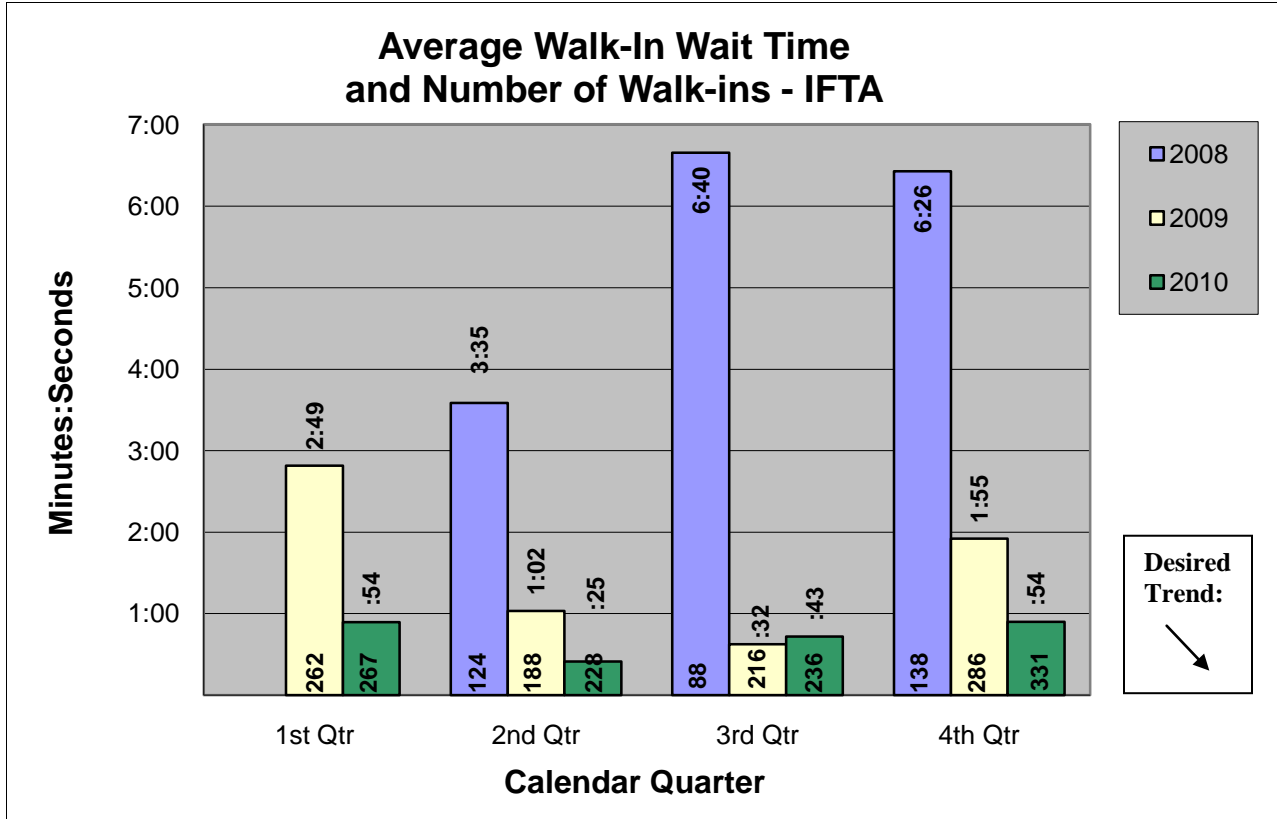
The IRP wait time decreased from the fourth quarter 2009 by 1:17 (20.8 percent). The decrease in wait time can be explained by an increase in agents who are cross-trained in IRP. The increase in walk-ins is attributed to poor economic conditions creating cash flow issues for customers that forced them to wait longer to complete their renewals. Carriers who were noncompliant were restricted from filing their renewal online. IFTA suspensions for 3rd quarter 2010 were not processed until January 2011. This allowed more carriers to be in a compliant status; therefore, less research time was needed to process their renewals. Carriers who arrived without required documents or completed mileage forms were seen by an agent and instructed to complete the tasks before they could be assisted further. Wait time was recorded each time the carrier was assisted. The sum of these periods makes up the total wait time.

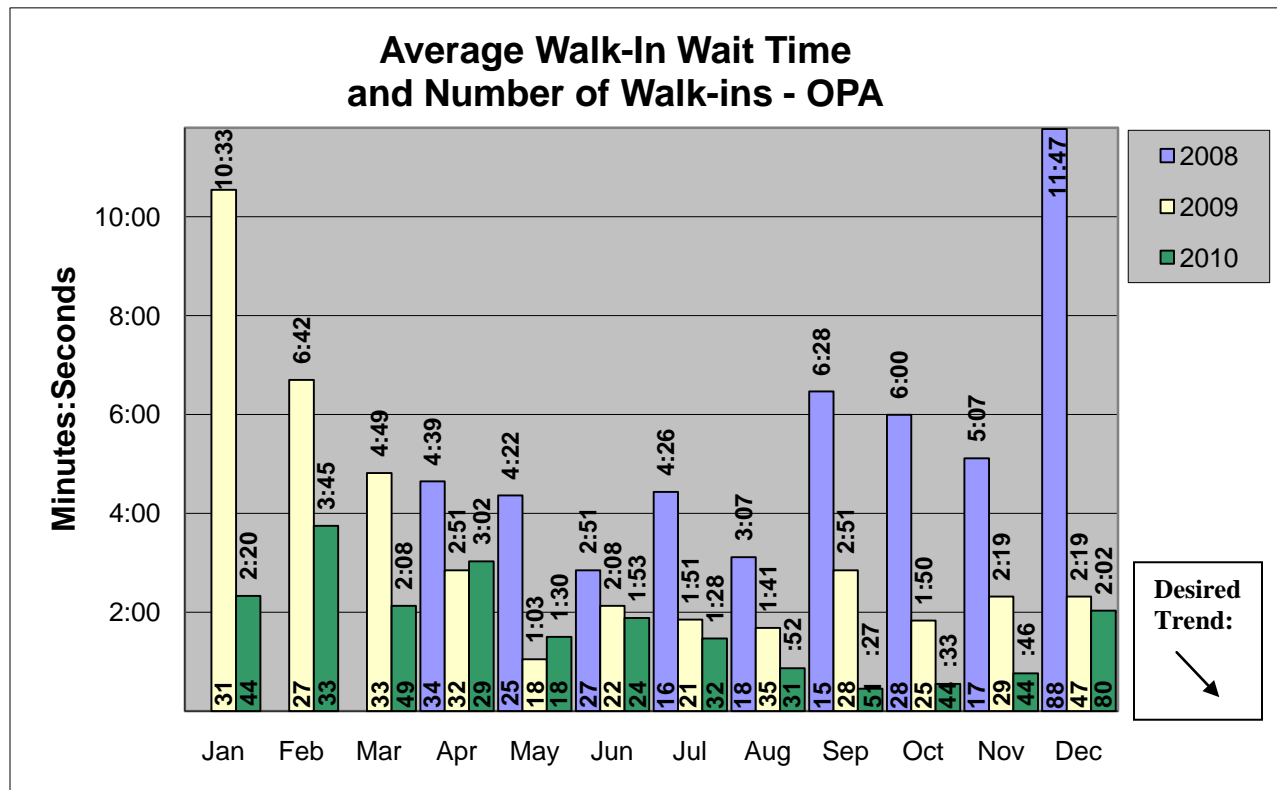
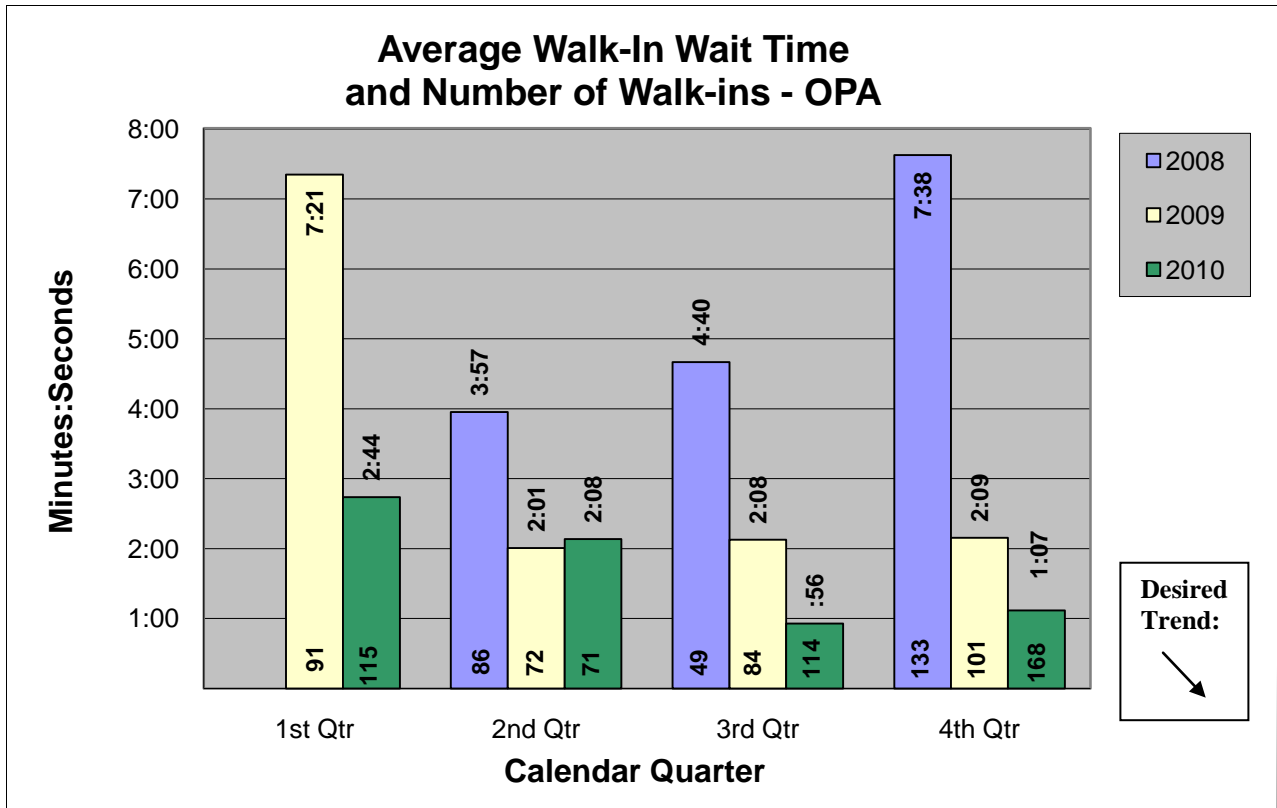
The OPA team experienced an increase of 54 walk-ins from the previous quarter. The increase is a result of renewals for intrastate authority which are due by December 31. The walk-in wait time increased by 11 seconds over the previous quarter. The increase is a result of more walk-ins and leveling resources within cross-trained agents assisting IRP.

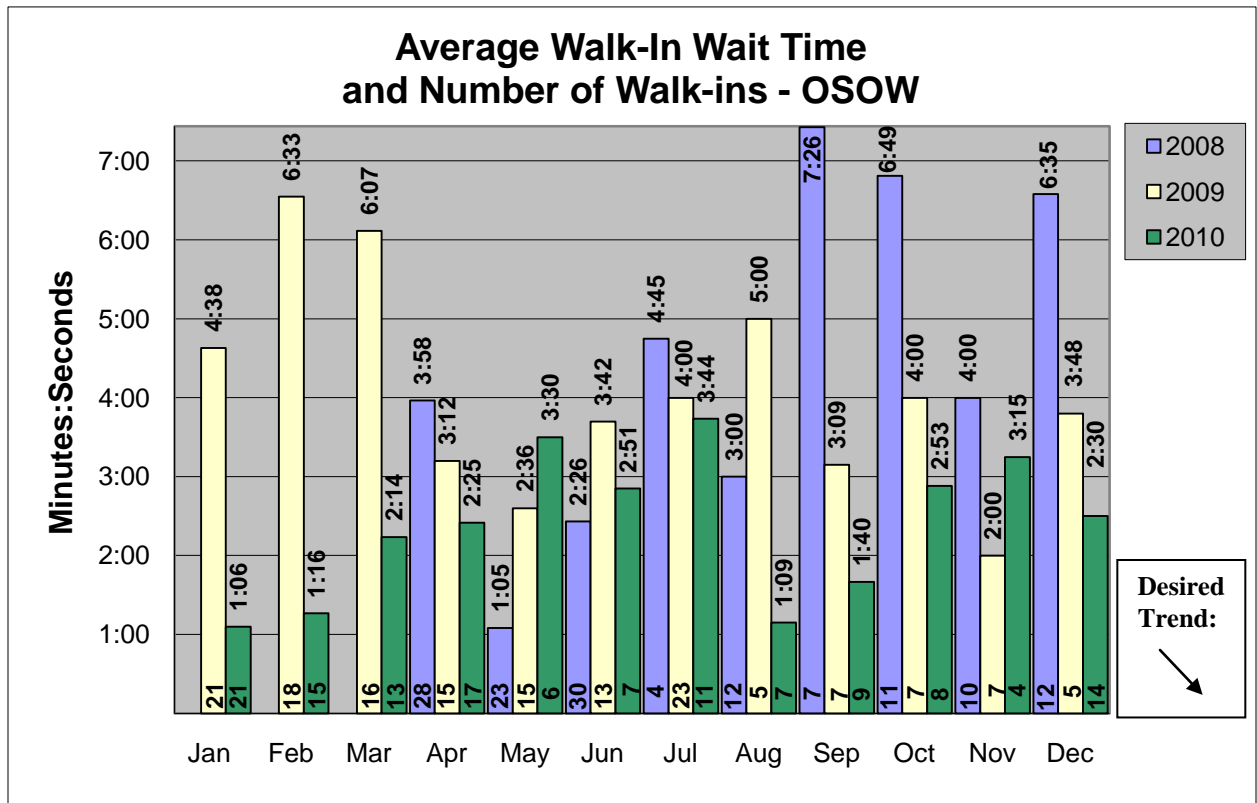
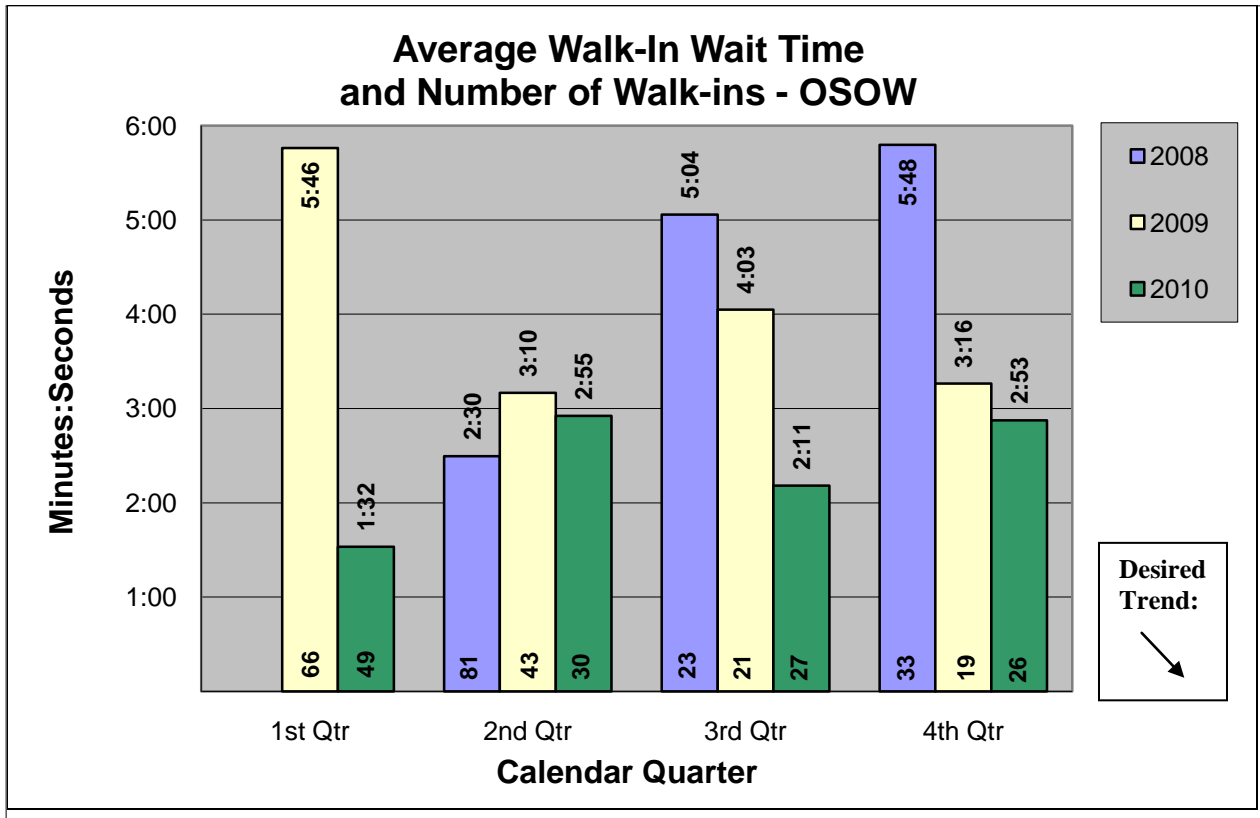
The number of OSOW walk-ins increased by 7 (36.8 percent) and the wait time decreased by 23 seconds (11.7 percent) from the previous year. Auto-issued permits and a higher percentage of online applications continue to be the result of minimal walk-ins for OSOW.

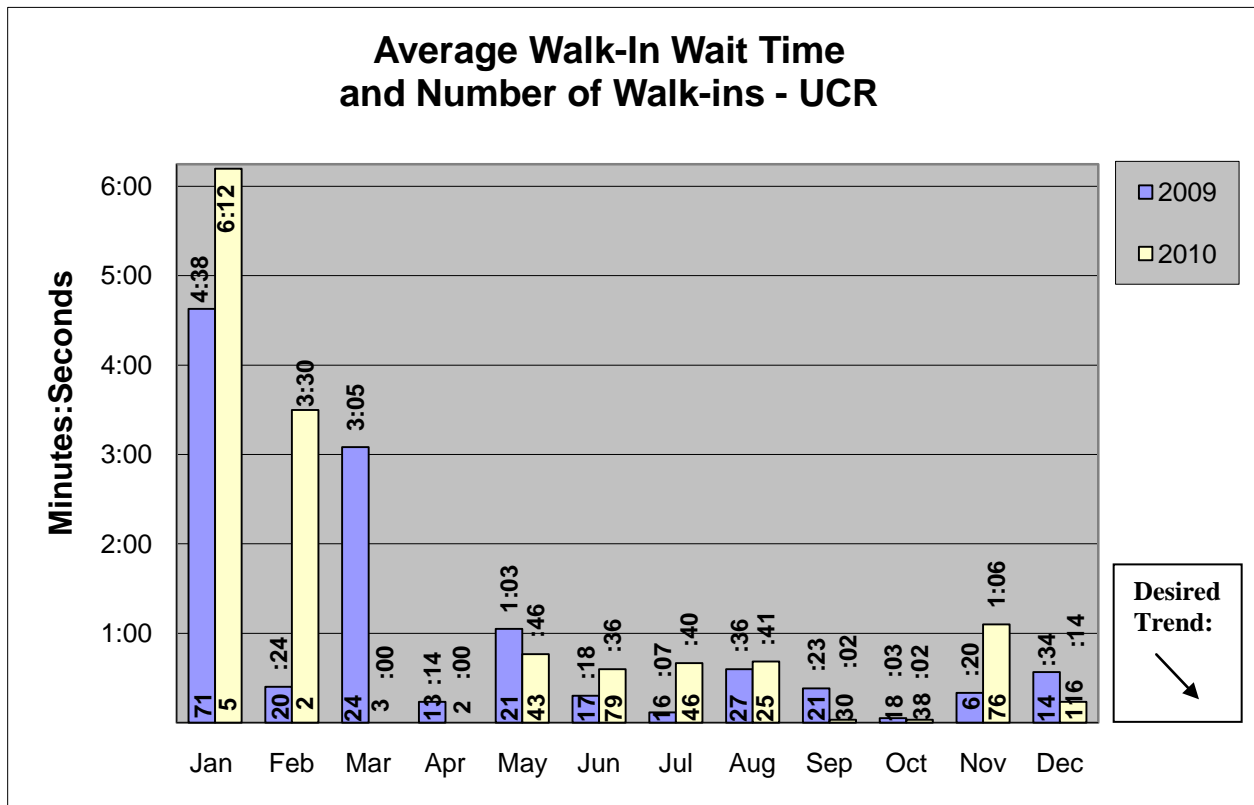
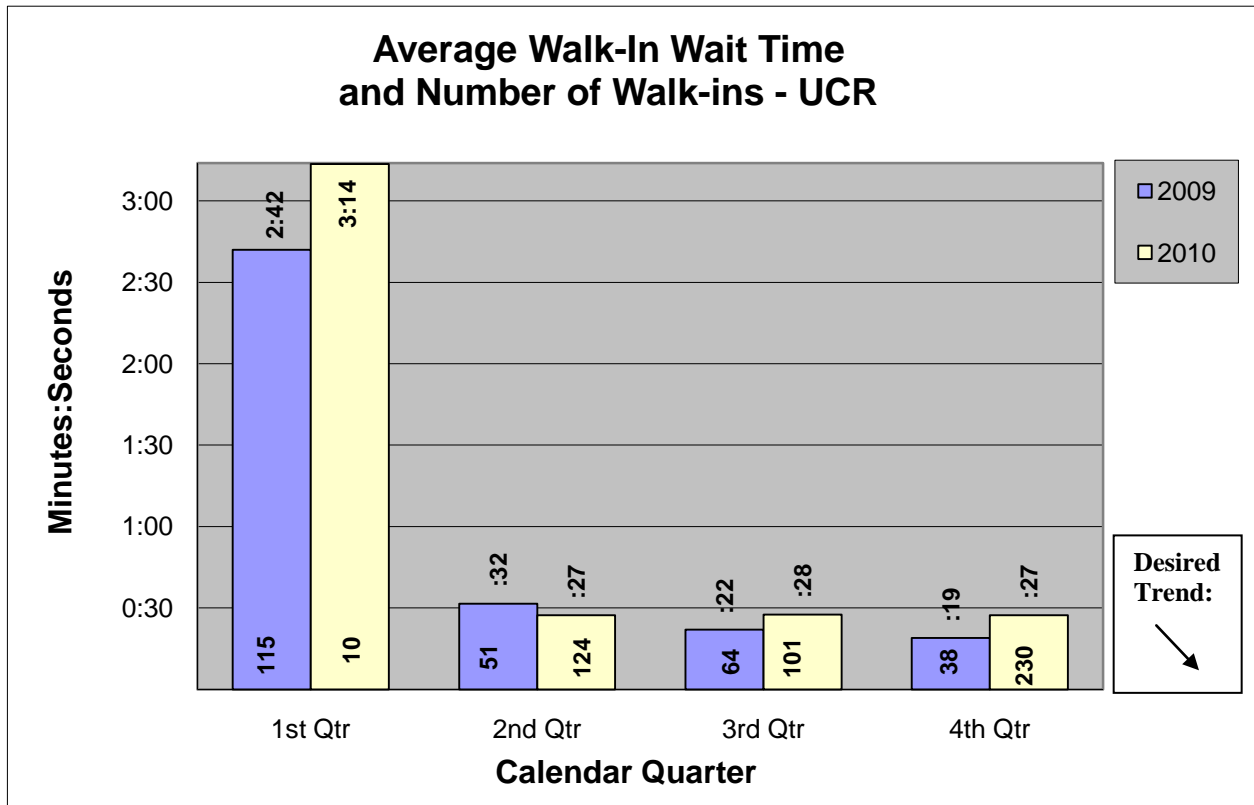
The number of UCR walk-ins increased by 129 (127.7 percent) from the previous quarter. The increase is due to the 2011 renewal cycle for UCR. The walk-in wait time remained nearly the same as the previous quarter. UCR walk-ins are assisted by agents from multiple programs. Therefore, the wait time is usually minimal for these carriers.











Partner with Others to Deliver Transportation Services

Hours served in partnership

Motor Carrier Services Director: Jan Skouby

Data Driver: Bill Hampton, Motor Carrier Investigations 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.

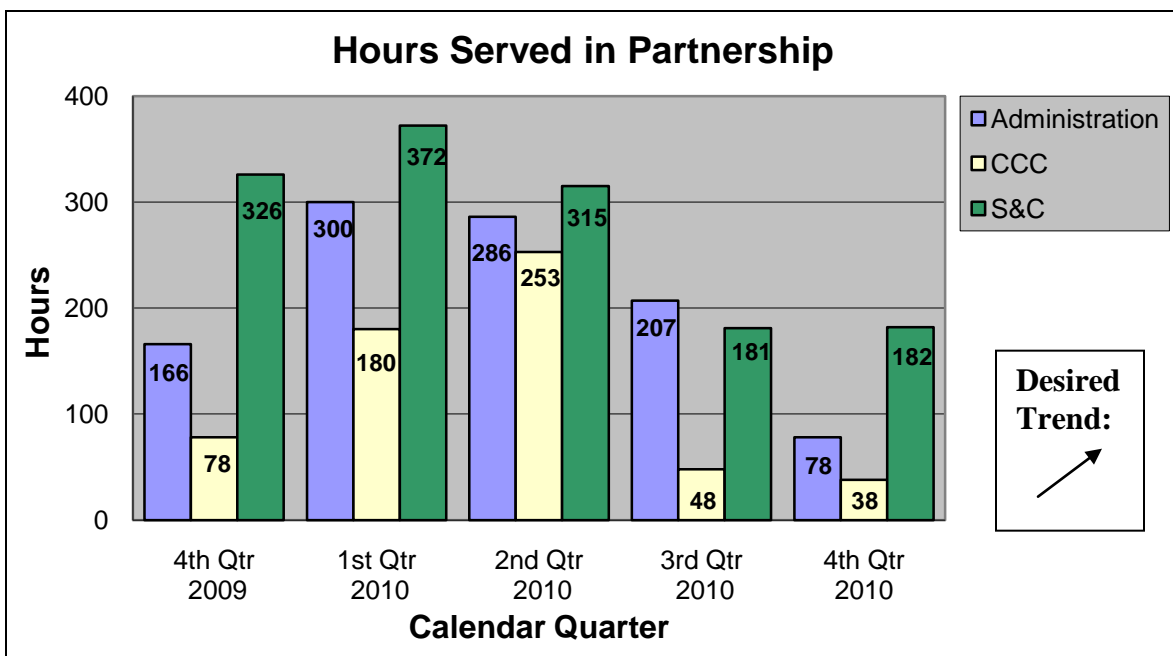
Description:

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 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 Compliance Communications Center and Financial sections are reported as CCC. The Safety and Compliance section includes all enforcement staff with the exception of the administrator.

Improvement Status:

During the fourth quarter of 2010, travel restrictions reduced MCS' out-of-state travel to conferences. Compared to the fourth quarter of 2009, overall hours spent in partnership are down 272 hours. In addition, partnership hours were slightly affected due to a change in calculating hours served. Scheduled outreach without attendance is no longer counted. The downturn in the economy is also affecting industry and other government agencies' ability to attend partnership activities.



Leverage Transportation to Advance Economic Development

Power units and trailers registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby

Data Driver: Kim Russell, 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 reflects a single point in time and does not include additions and deletions made after the carriers' renewal periods. The percentages referenced below are derived from the total number of units.

Improvement Status:

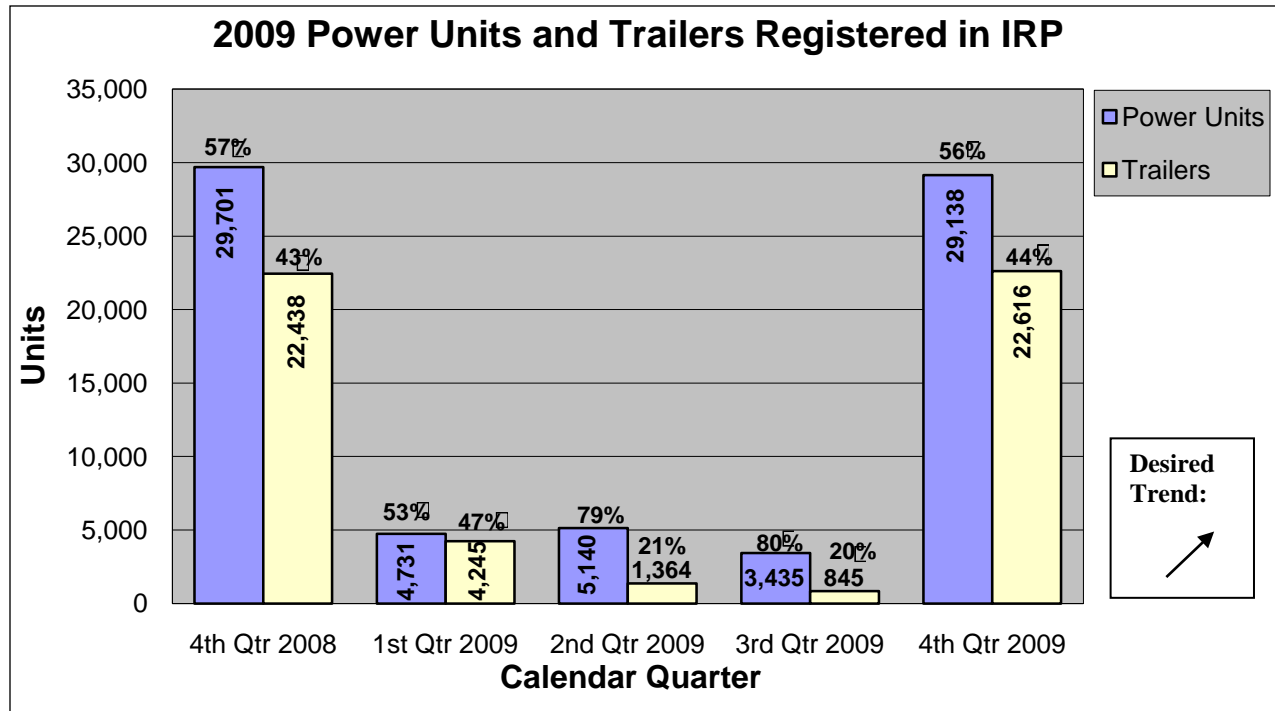
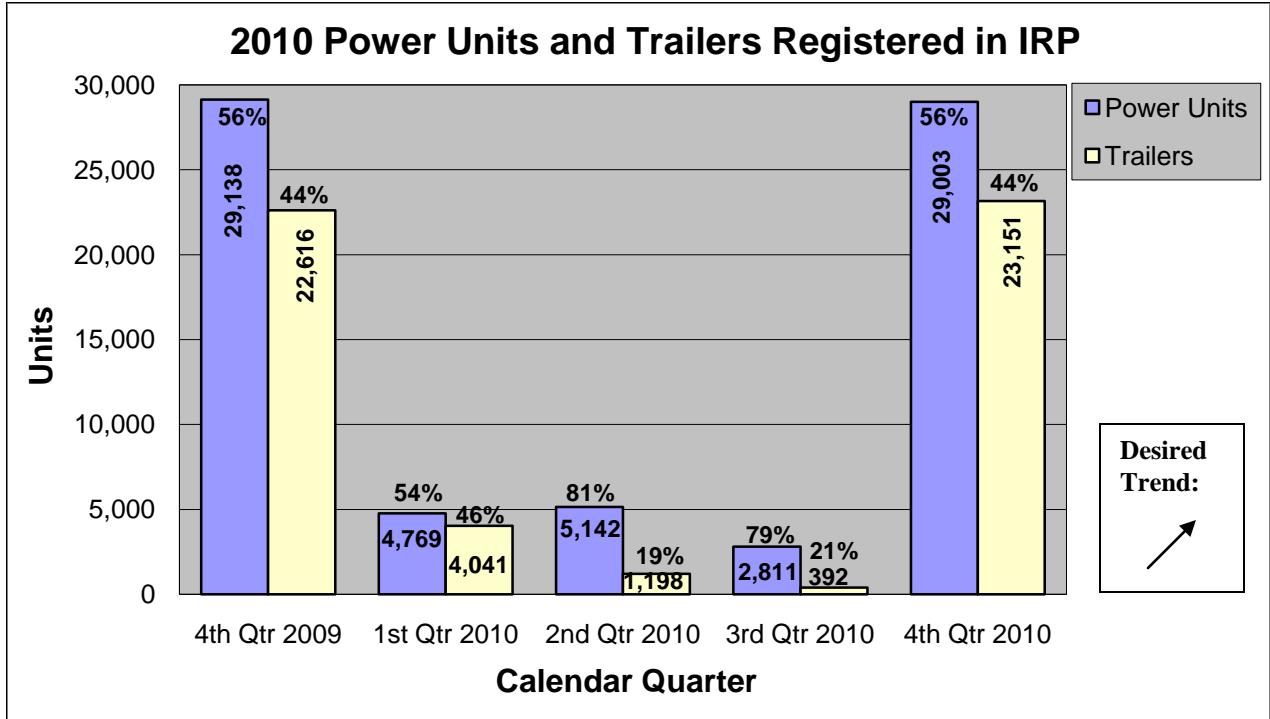
In 2007, 81,268 units were registered in IRP. In 2008, 72,670 units were registered in IRP. In 2009, 71,514 units were registered in IRP. In 2010, 70,507 units were registered in IRP. In 2009, 13 percent of total registered units were first quarter renewals, nine percent were second quarter renewals, six percent were third quarter renewals and 72 percent were fourth quarter renewals. By 2010, 12 percent of total registered units were first quarter renewals, nine percent were second quarter renewals, five percent were third quarter renewals and 74 percent were fourth quarter renewals.

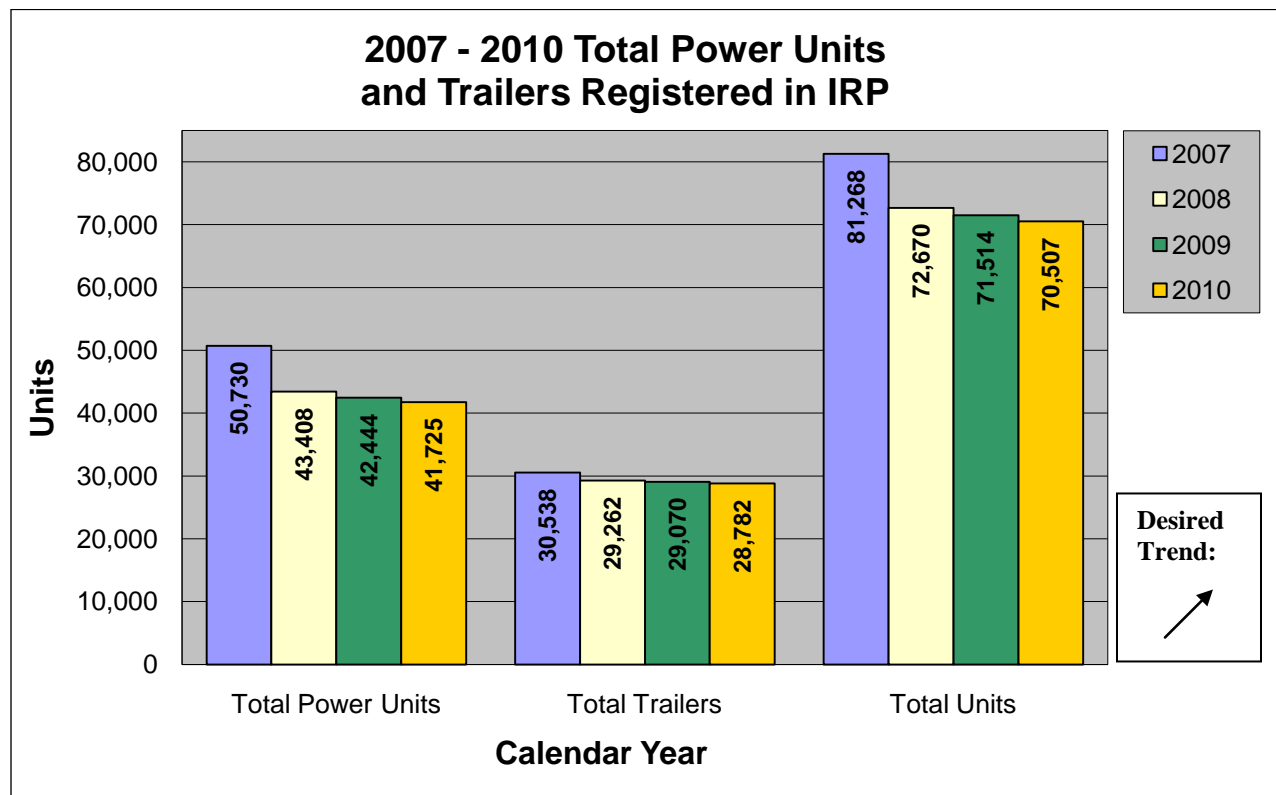
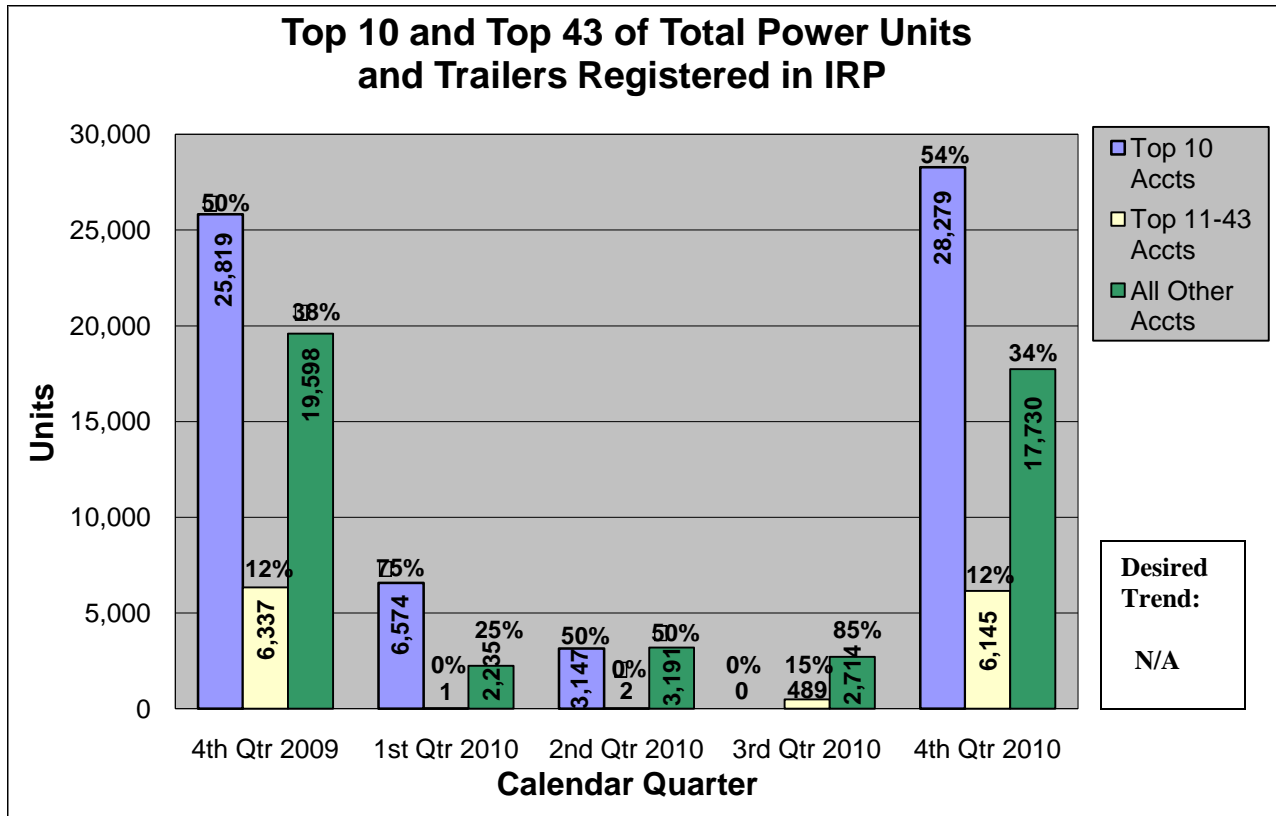
Between the first quarter of 2009 and the first quarter of 2010, the percentage of power units increased by one percent or 38 units. Trailers decreased by one percent or 184. When comparing the second quarters of 2009 and 2010, the percentage of power units increased by two percent or 2 units. Trailers decreased by two percent or 166 units. The Top 10 accounts represent 50 percent of the units in second quarter. Between the third quarter of 2009 and the third quarter of 2010, the percentage of power units decreased by one percent or 624 units. Trailers increased by one percent, but overall decreased by 453 units. The Top 11-43 accounts represent 15 percent of the units in third quarter.

Between the fourth quarter of 2009 and the fourth quarter of 2010, the percentage of power units and trailers remained unchanged even though overall power units decreased by 135 units and trailers increased by 535 units. The Top 10 accounts represent 54 percent of the units compared to 50 percent in 2009 with an increase of 2,460 units, meaning our Top 10 accounts are getting larger. Top 11-43 accounts represent 12 percent of the units in fourth quarter with an overall decrease of 143 units; however one of these accounts did not renew this year as the company was purchased by another. .

An overall decrease in 1,007 units, both power units and trailers, occurred between 2009 and 2010.

Note: The Top 47 accounts decreased to Top 43 because four of the original 47 no longer register in Missouri. This may further be reduced to Top 42 since one company was sold and did not renew.





Leverage Transportation to Advance Economic Development

Number of accounts registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby

Data Driver: Kim Russell, 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.

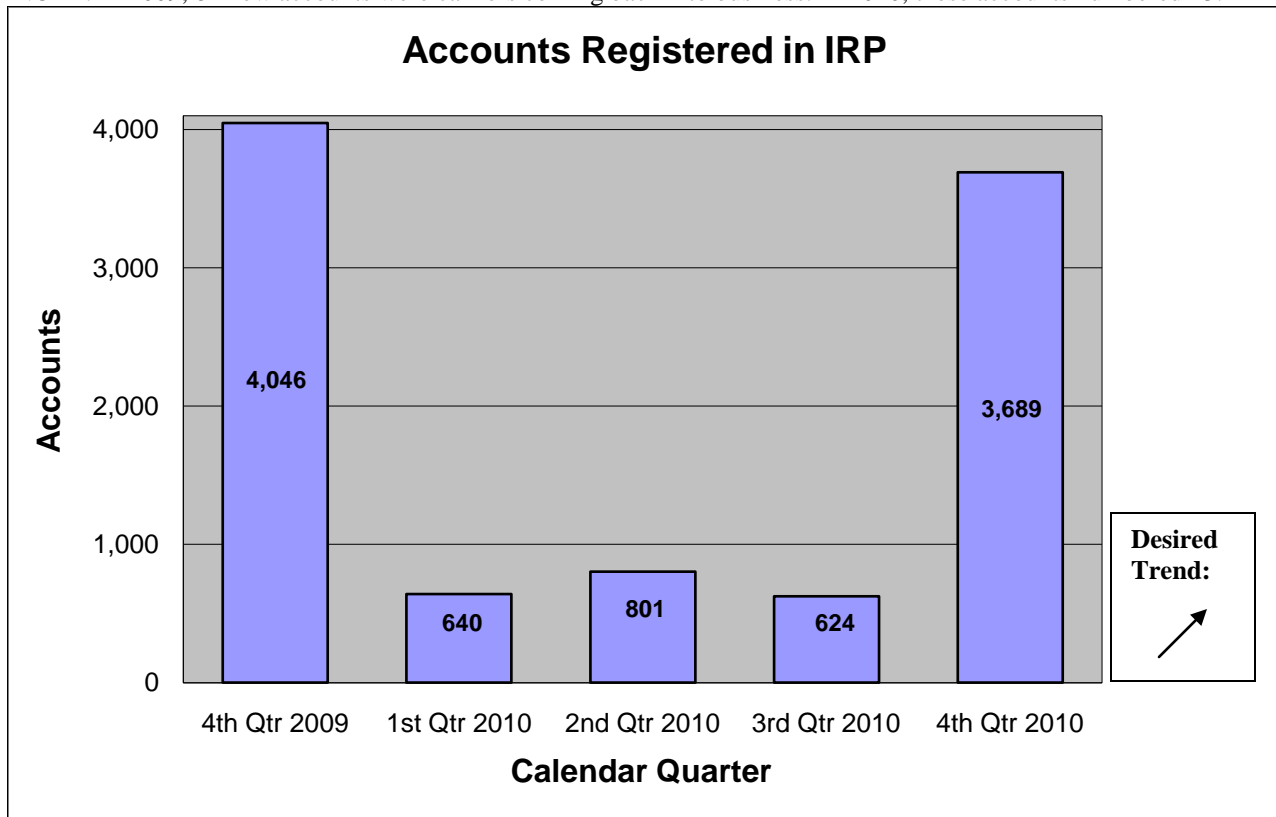
Improvement Status:

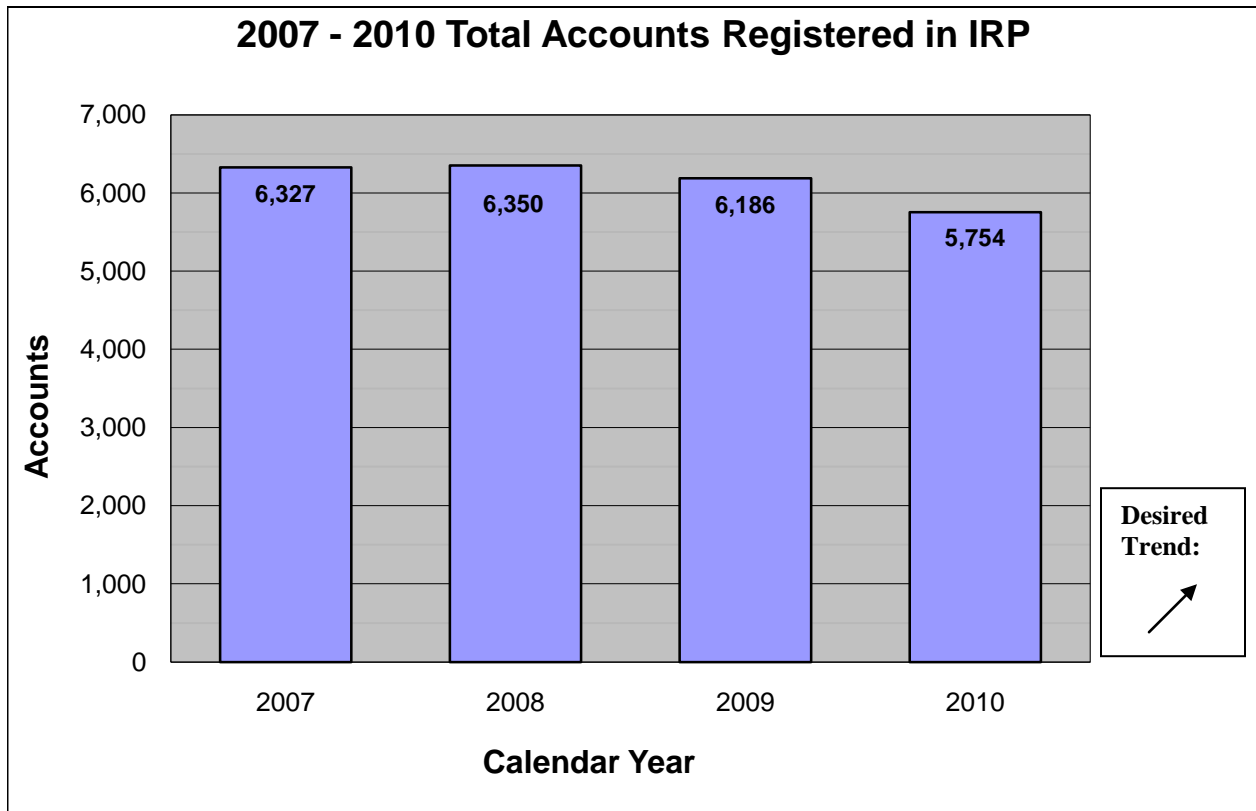
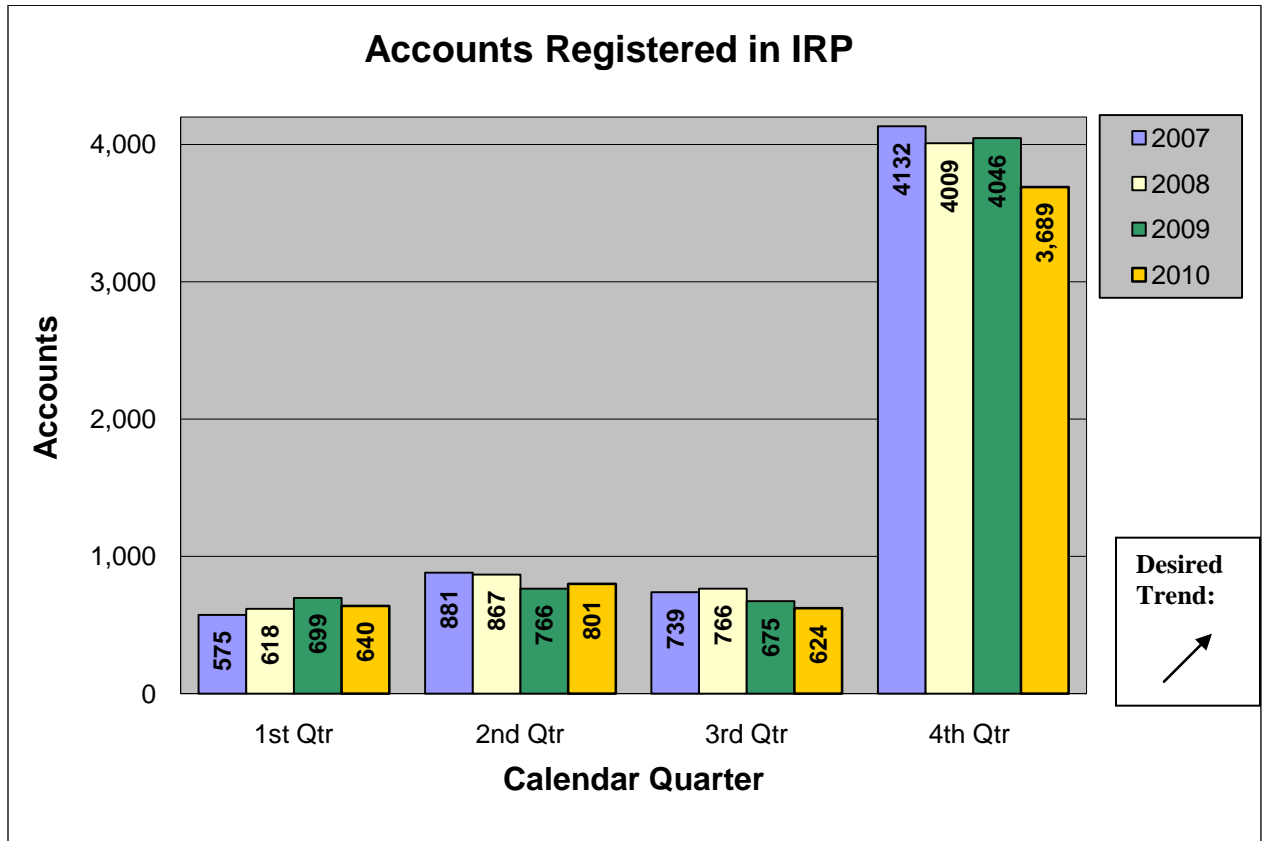
In 2007, 6,327 accounts were registered in IRP. In 2008, the number increased by 23 to 6,350. In 2009, 6,186 accounts were registered, a decrease of 164. In 2010, accounts decreased by 432 to 5,754.

When comparing quarterly results from 2009 and 2010, we see that in the first quarter, the number of IRP accounts or fleets decreased by 59. In the second quarter, the number increased by 35. In the third quarter, the number decreased by 51 and in the fourth quarter the number of IRP accounts and/or fleets decreased by 357.

A total of 713 new accounts started operations in 2010, compared to 823 in 2009. New March expiration accounts totaled 211 in 2010 and 196 in 2009. June expirations totaled 198 in 2010 and 174 in 2009 and September expirations numbered 166 compared to 137 in 2009. The December expirations in 2010 totaled 138 compared to 316 in 2009. MCS mailed 297 surrender plate letters to carriers that did not renew for 2011 by December 31.

NOTE: In 2009, 84 new accounts were carriers coming back into business. In 2010, these accounts numbered 43.





Leverage Transportation to Advance Economic Development

Account status registered in International Registration Plan

Motor Carrier Services Director: Jan Skouby
Data Driver: Kim Russell, Motor Carrier Compliance Supervisor

Purpose:

This measure tracks the status of International Registration Plan accounts with active units registered with Motor Carrier Services. It is used to determine growth.

Description:

This measure is derived from a report, "All 2010 IRP Fleets No Filter on Status", created from the MoDOT Carrier Express system. Note: The data is reflective of a single point in time. It does not reflect any status change made after the report is generated.

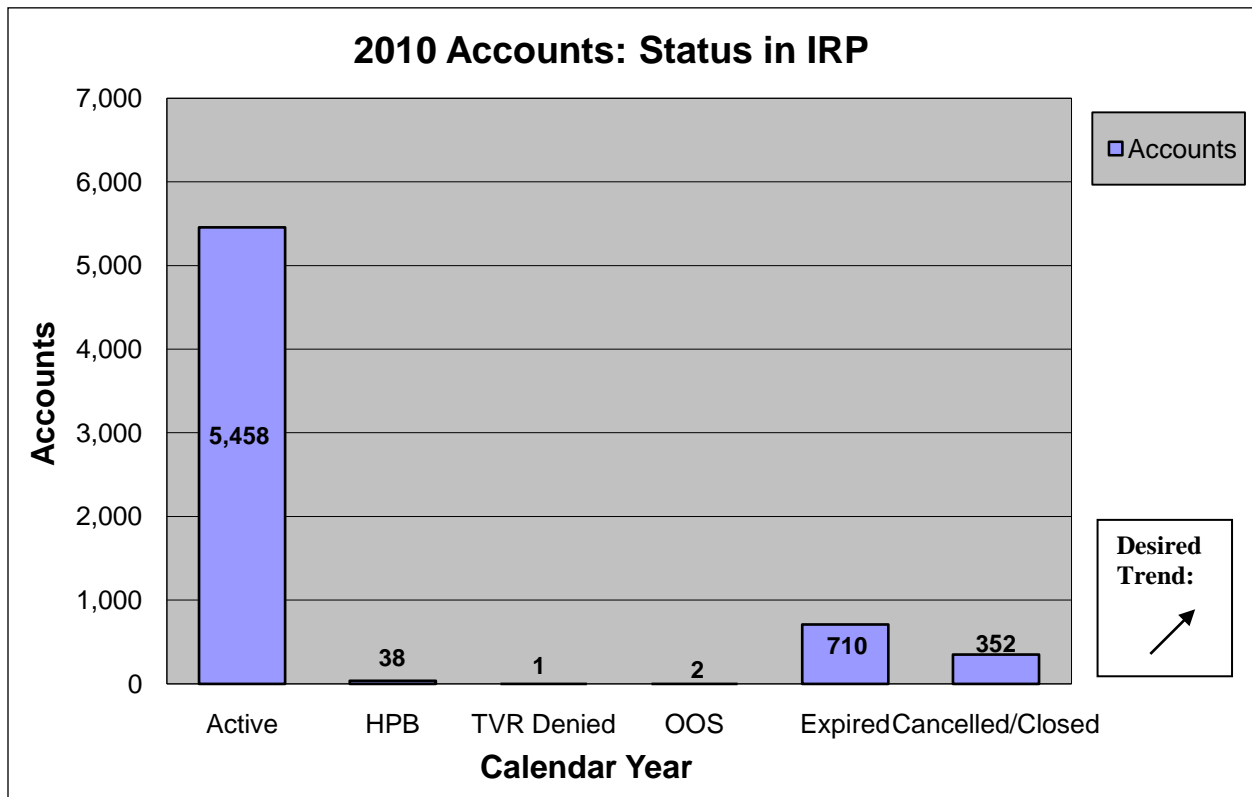
In the chart, HPB stands for Highway Patrol Bulletin, Expired is a status that is applied if the carrier does not renew and Cancelled/Closed applies when all a carrier surrenders license plates and all units are deleted from an account.

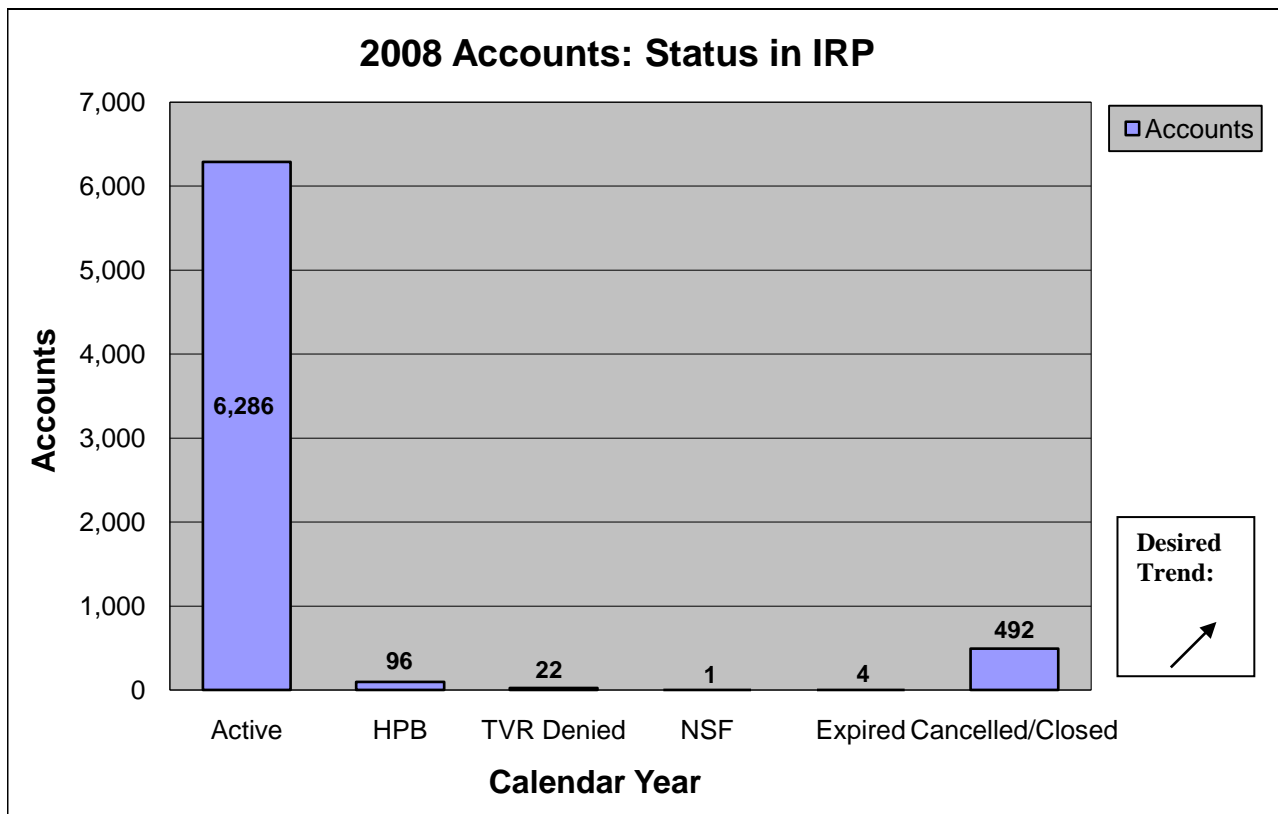
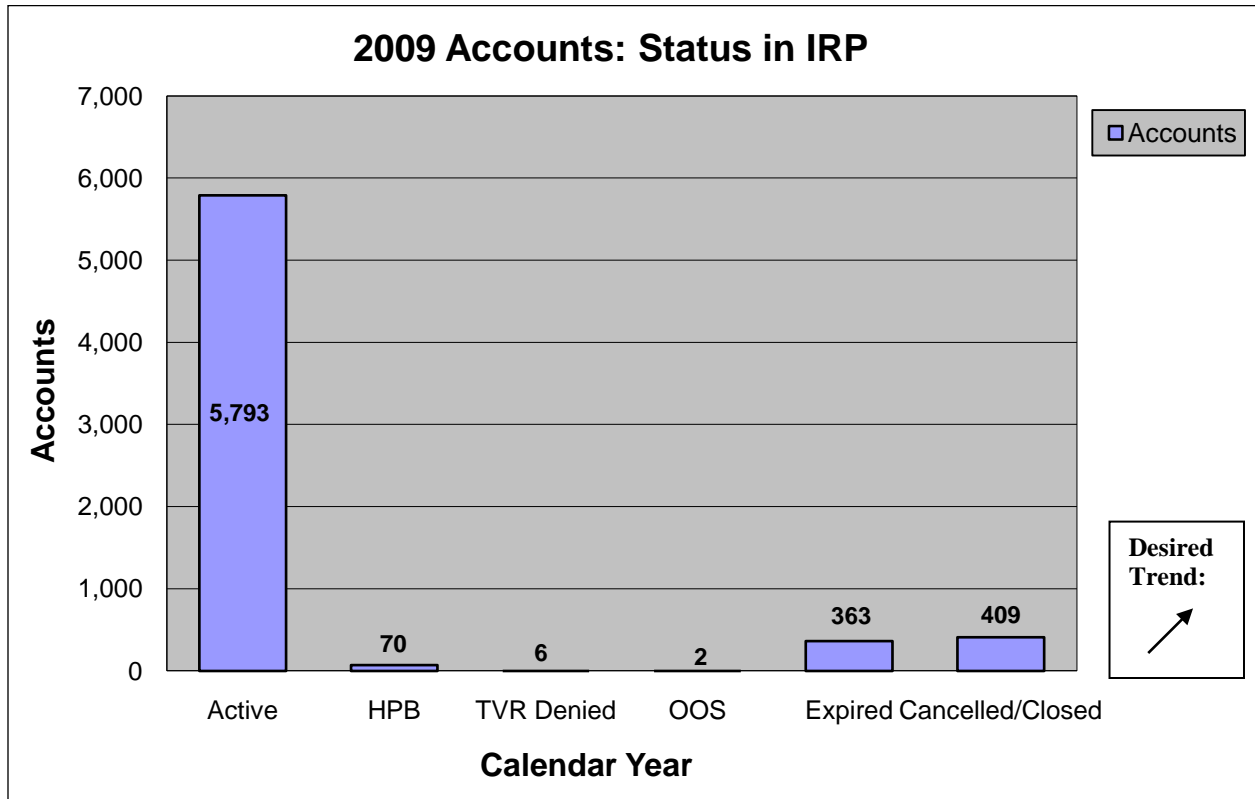
Improvement Status:

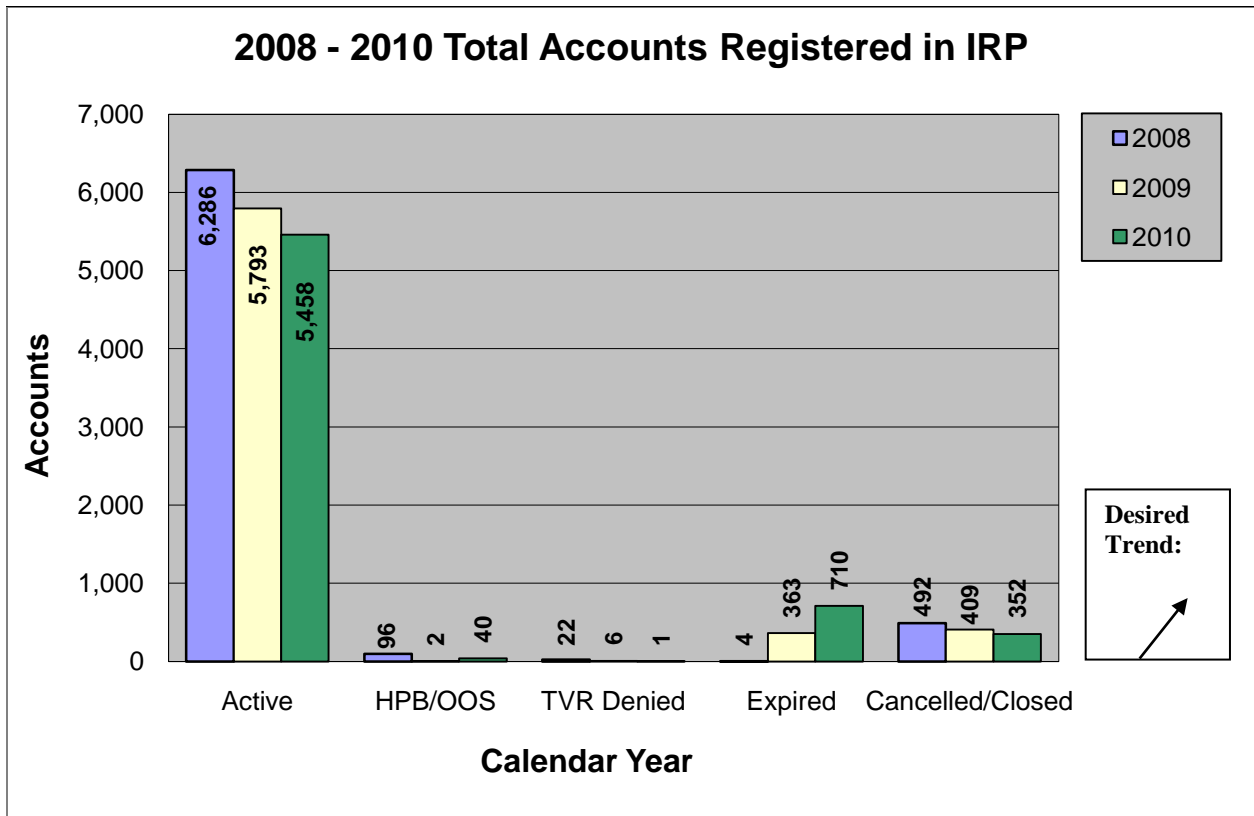
In 2008, the number of registered IRP accounts was 6,409; in 2009, 6,234 accounts and in 2010, 6,209.

In 2008, 6,286 accounts were in Active status, 96 accounts on the Highway Patrol Bulletin, 22 in Temporary Vehicle Registration Denied status, one Non-Sufficient Funds, four Expired and 492 Cancelled/Closed. In 2009, 5,793 accounts were Active, 70 on the HPB, six in TVR Denied status, two Out-of-Service, 363 Expired and 409 Cancelled/Closed. In 2010, 5,458 accounts were Active, 38 on the HPB, one in TVR Denied status, two Out-of-Service, 710 Expired and 352 Cancelled/Closed.

NOTE: The Expired status was not used until 2009, prior to that the accounts stayed in an Active status.







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.

Description:

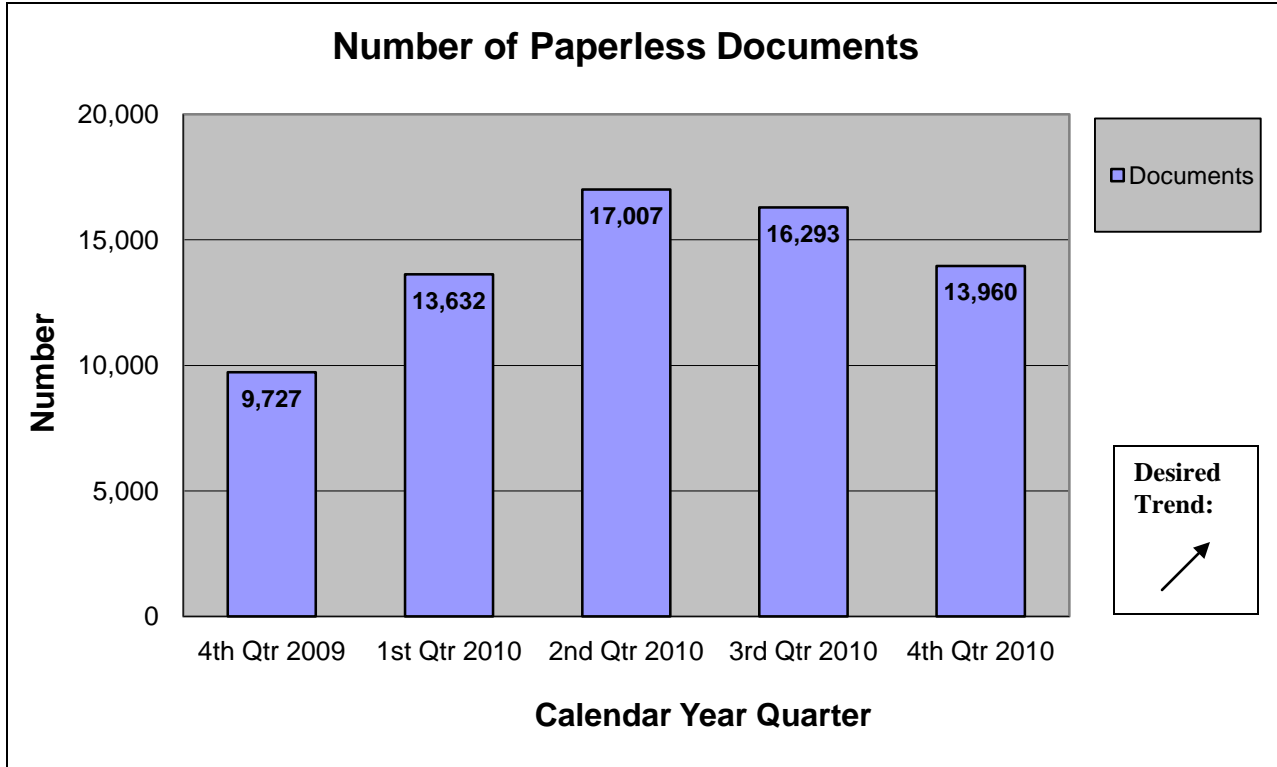
Document management data is collected monthly from multiple electronic databases. The goal of document management is to reduce the amount of paper documents currently stored by Motor Carrier Services. The migration to electronic documents also creates a more efficient environment for MCS file discovery,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

Paperless documents include previous year's 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 MCS to set up accounts for new customers, documents received and created by Safety and Compliance and all documentation received and produced by Operating Authority; including applications, insurance, carrier correspondence and Certificates of Authority.

Improvement Status:

The total number of paperless documents decreased by 2,333, or 14 percent, from the third quarter of 2010. The decrease is a result of a cleanup effort conducted in the second and third quarter of 2010. During the cleanup, 6830 new customer forms were scanned. During the fourth quarter, 955 of these forms were scanned, a decrease of 5,875, or 86 percent. The only area with an increase in paperless documents during the fourth quarter was IRP.

The total number of paperless documents increased by 4,233, or 30 percent, from the fourth quarter of 2009. The increase occurred because MCS began scanning new customer forms on a daily basis in 2010. The increase is also a result of IRP receiving 1,426, or 30 percent, more faxes in the fourth quarter of 2010 than the same time in 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:

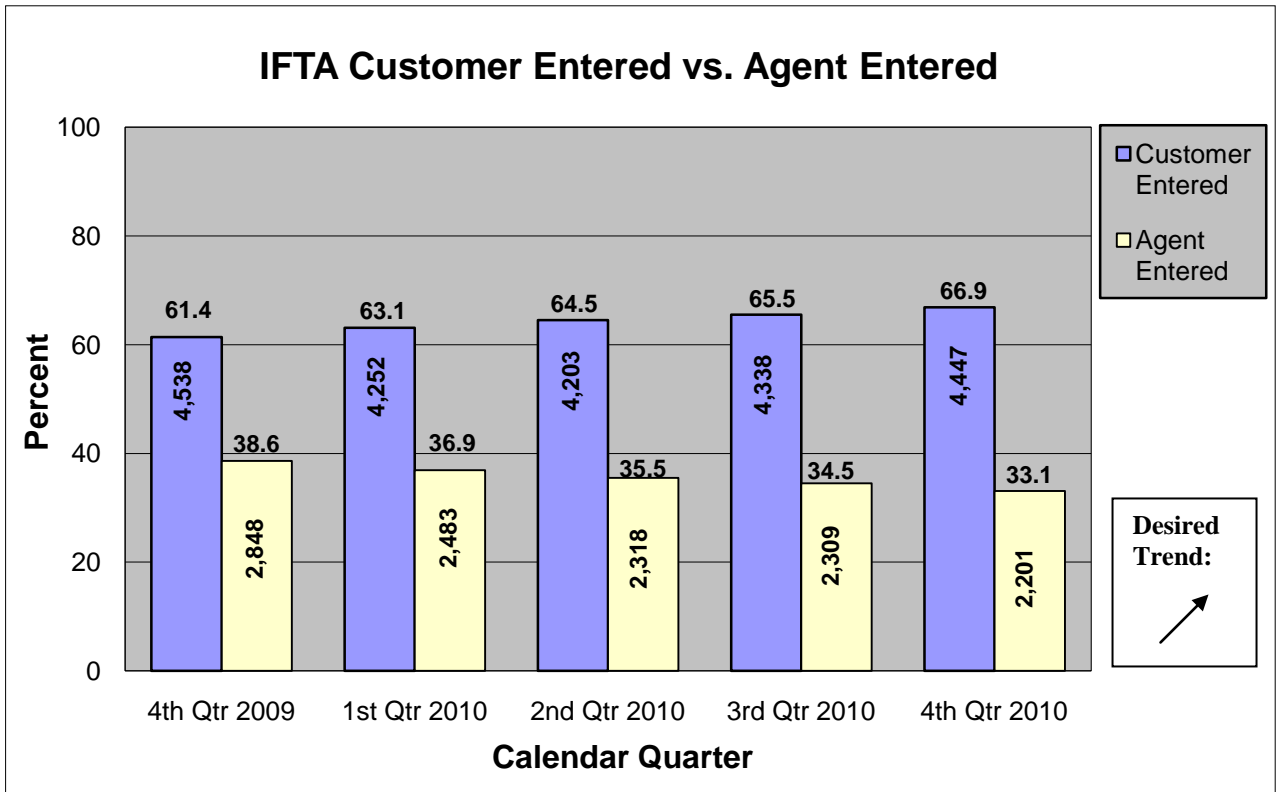
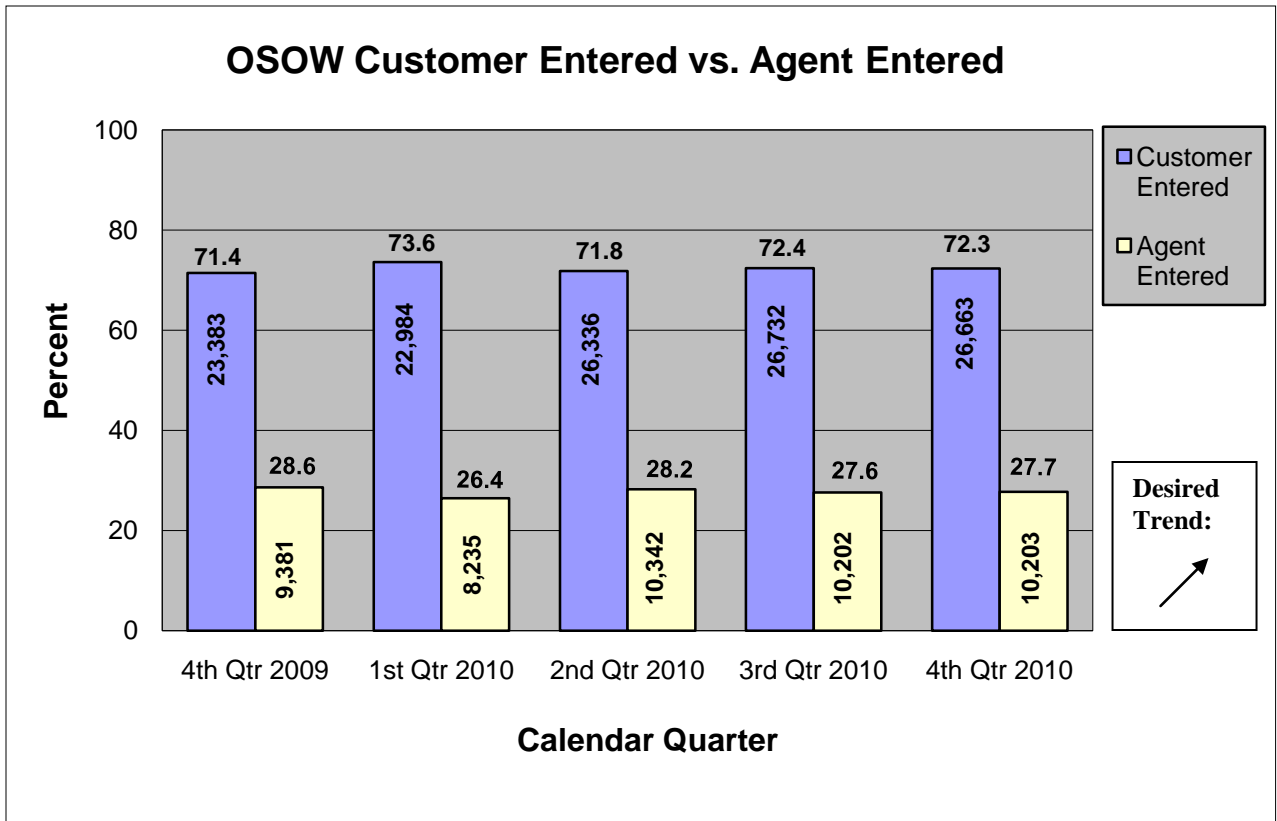
The number of Oversize Overweight customers ordering their own permits remained steady for the fourth quarter of 2010. 235 new customers were entered in October, 222 in November and 221 in December. This is a decrease of 167 new accounts from the third quarter of 2010.

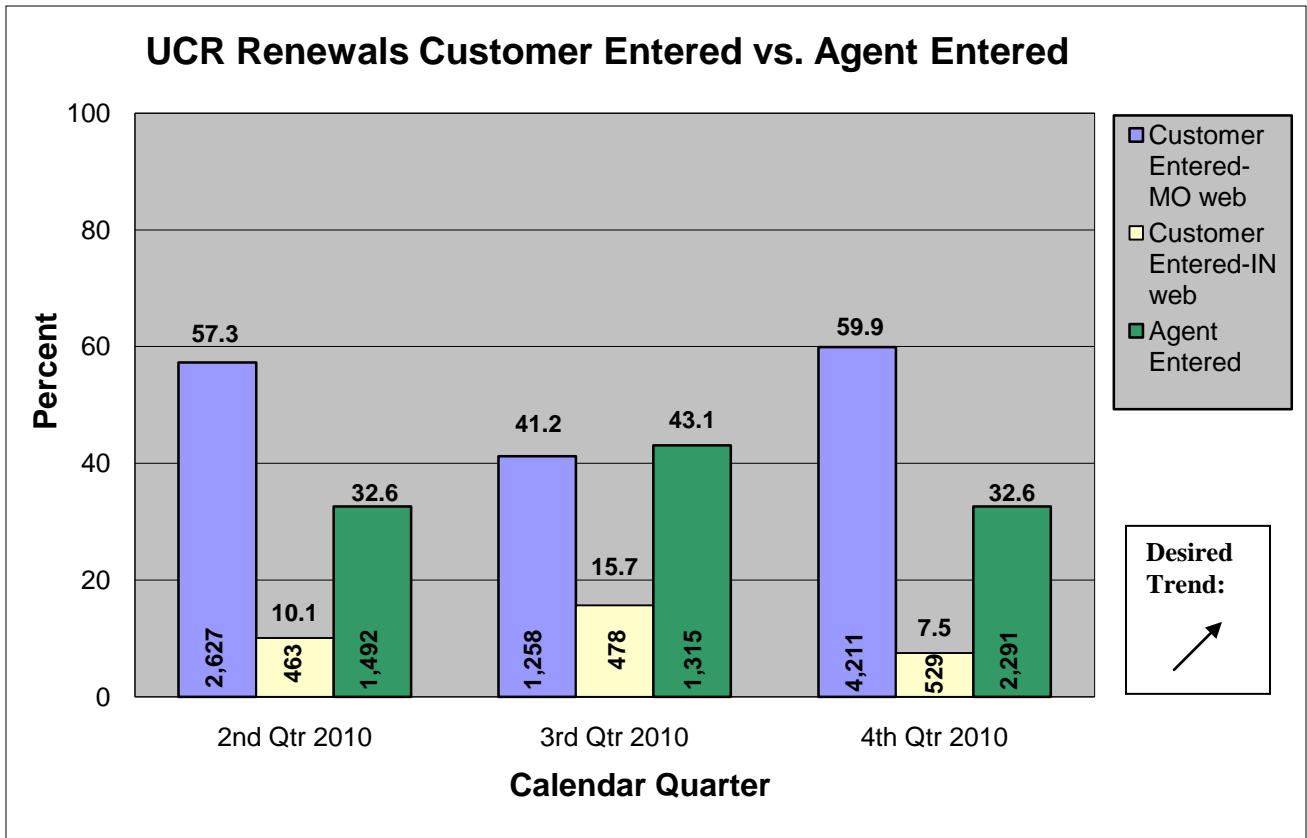
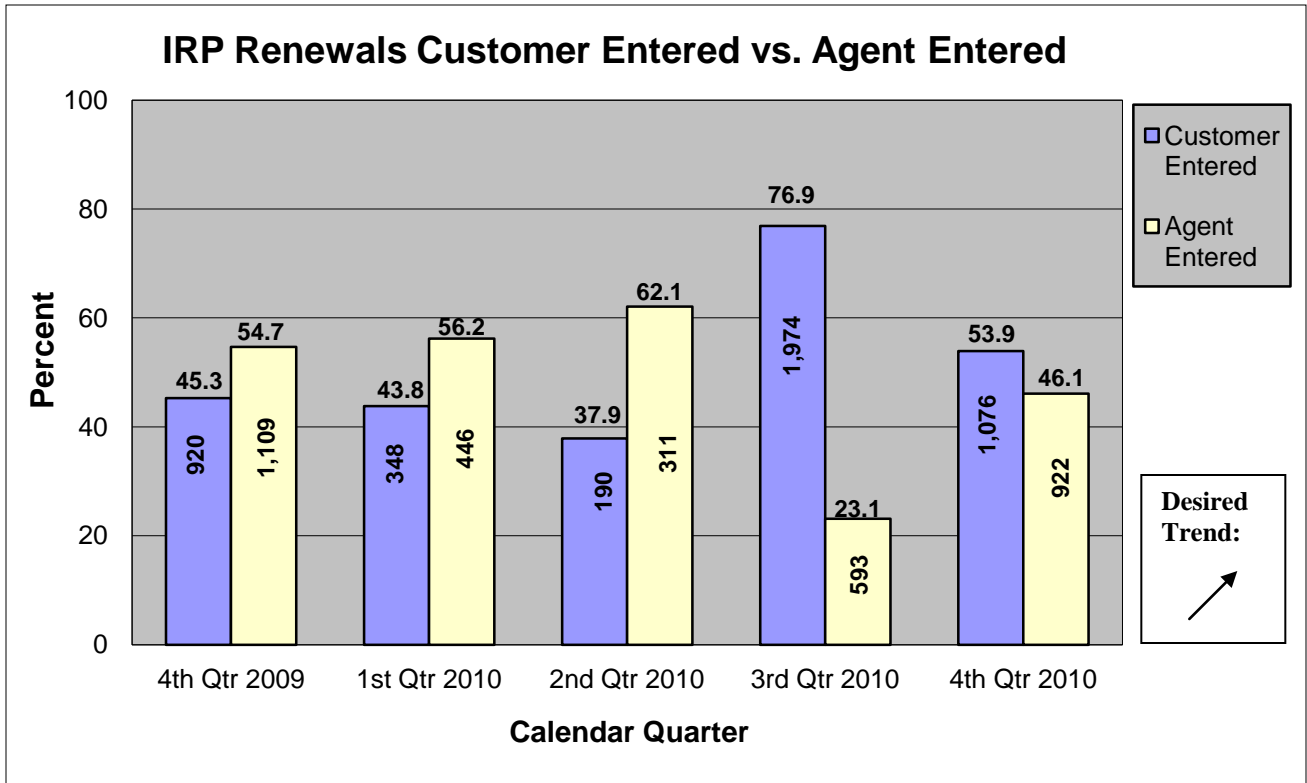
The number of International Fuel Tax Agreement customers filing online increased a little more than 1 percent versus the third quarter. This is attributed to the continual conversations that both financial and the IRP agents have with customers as no additional processes were employed to enhance participation. Four permit services entered a combined 166 returns online, while a fifth permit service uploaded 20 returns. Customers who request additional decals online affect this measure. Of the 700 requests for additional decals, 73.1 percent (533) of them were entered by MCS staff. Agents continue to educate phone customers that the service is available online and talk them through the process. Another very successful improvement strategy involves communicating more quickly with customers who try but fail to complete a return online. Employees run a daily report and contact customers via phone to walk them through the process. The goal is for the customer to enter a return and pay the invoice online the same day.

The number of International Registration Plan customers filing online increased by 156 compared to the fourth quarter of 2009 and the agent entered transactions fell by 187, resulting in an increase in online percentage of more than eight percent. The percentage increase is due to postcards being mailed in lieu of a paper renewal for all carriers scheduled to expire December 2010, instead of just those that had previously performed an online transaction.

MCS System and Training Analysts offered four training sessions statewide during the fourth quarter. IRP staff continues to provide 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.

Online usage for Unified Carrier Registration posted a record high. Just fewer than 60 percent of filings were created by external customers. This is an increase of almost 18 percent since last quarter. UCR fees were announced in October 2010. UCR post cards mailed in mid-October encouraged customers to file by December 1. A reminder postcard was mailed in December.





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 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.

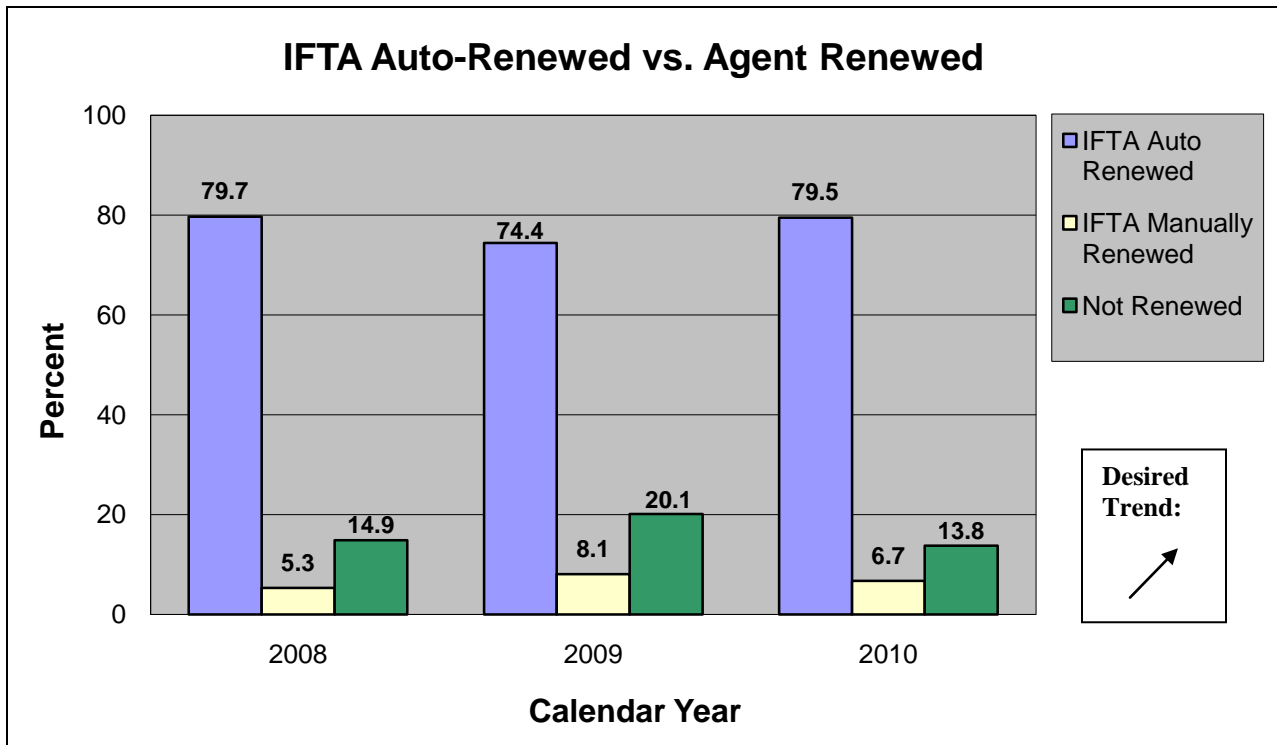
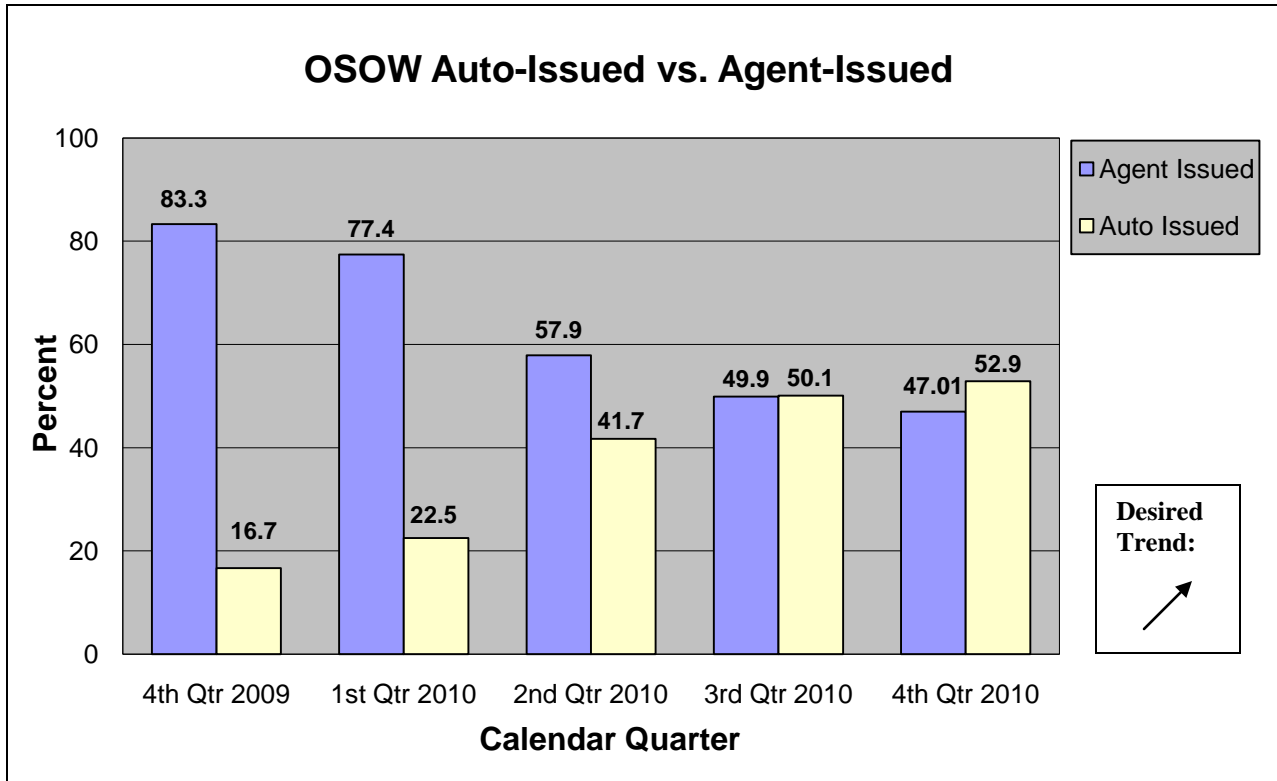
Description:

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 from fourth quarter 2009 to fourth quarter 2010 increased by 16.7 percent to 52.9 percent. From third quarter 2010 to fourth quarter 2010, auto-issued permits increased by 2.61 percent. More than half of OSOW permits that are eligible for auto-issue processed without agent intervention. More routes are flagged and more types of permits are considered for auto-issuance, resulting in the increase. 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.

Each year, the IRP large account agents process their accounts' IFTA renewal 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. Of the 917 fleets that are not renewed, the IFTA licenses of 405 were suspended; the remaining 512 did not renew apportioned plates for 2011.



Innovative Transportation Solutions

System down time

Motor Carrier Services Director: Jan Skouby

Data Driver: Kelly Ray, Motor Carrier Project Manager

Purpose:

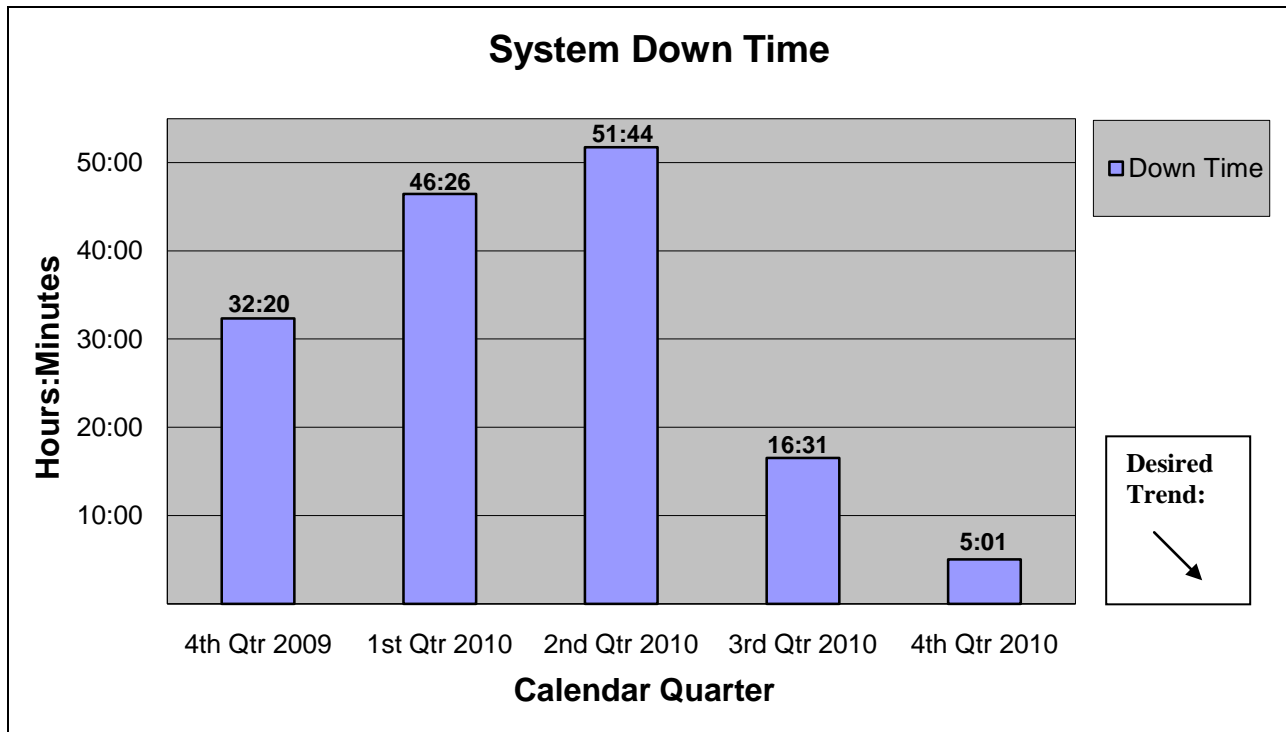
The system down time measure tracks the amount of time various systems used by Motor Carrier Services were out of operation each quarter.

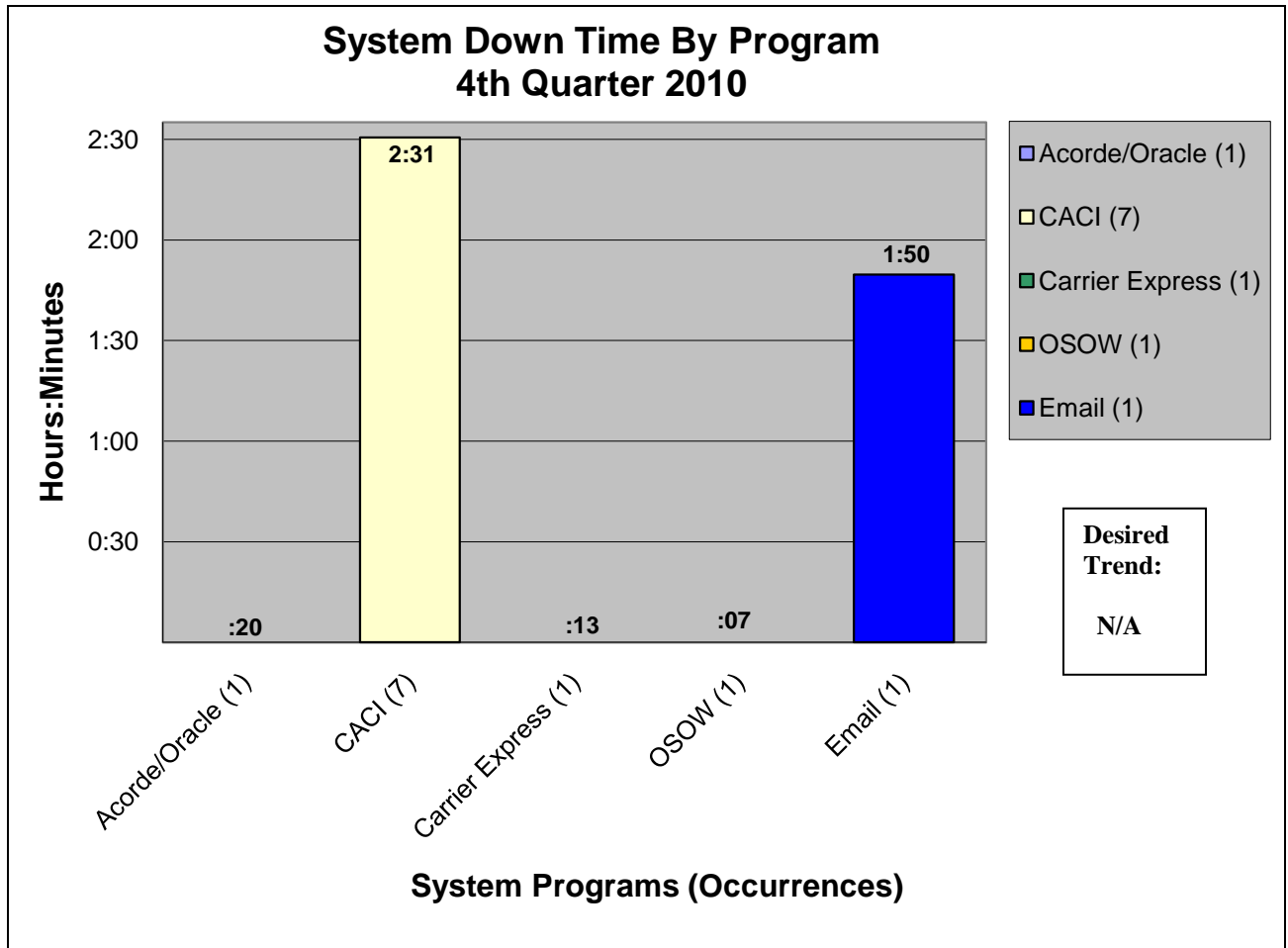
Description:

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 decreased 11.5 hours compared to last quarter. The biggest contributor this quarter was CACI, reporting two hours and 31 minutes of down time in seven separate incidents. A deployment on November 24 seems have to have corrected multiple issues and only one 20-minute incident occurred in this program in December. The second largest contributor was inbound and outbound e-mail, down for one hour and 50 minutes. This was not related to the MCE system, but was a department-wide failure. However, the effect on customers was minimal because the majority of customers can receive credentials by fax.





Innovative Transportation Solutions

Telecommuting and remote work hours

Motor Carrier Services Director: Jan Skouby

Data Driver: Diana Stickler, Senior Administrative Technician

Purpose:

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

Description:

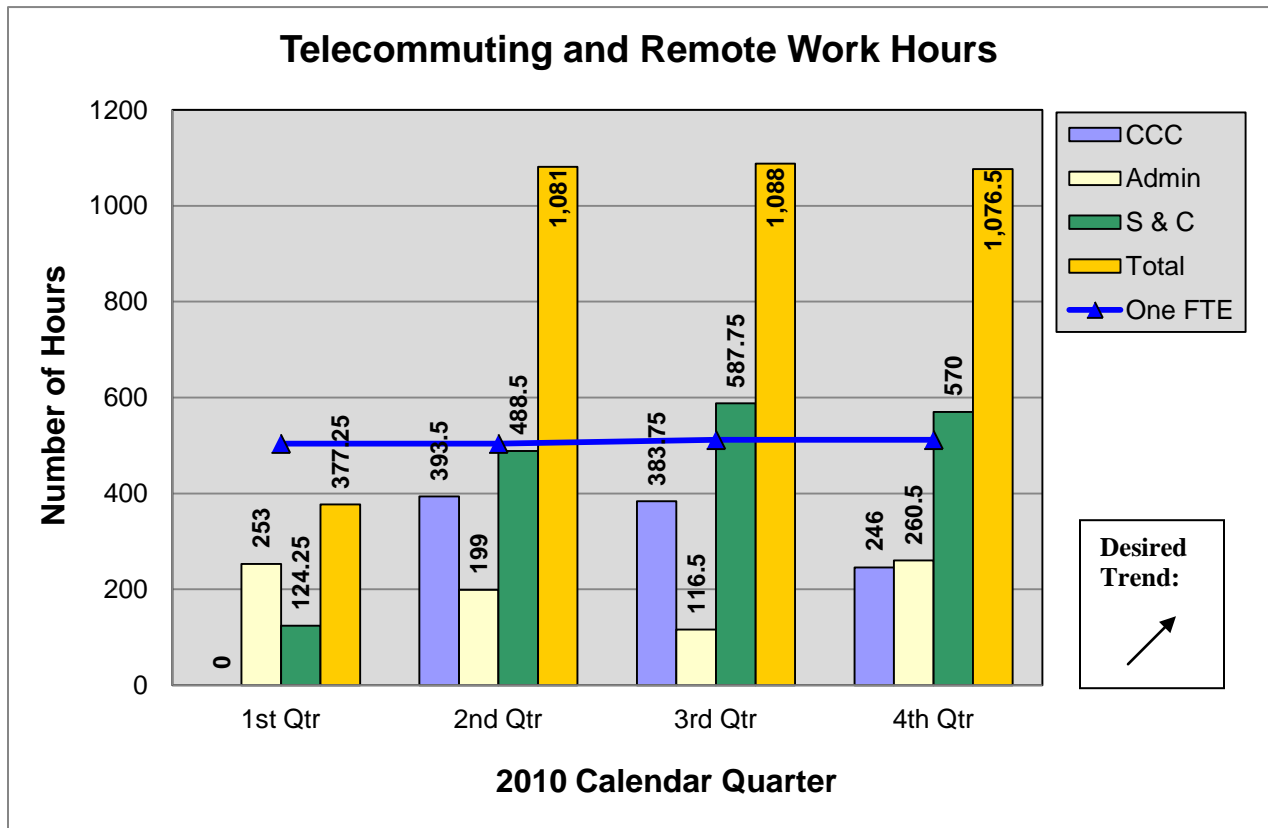
Telecommuting is an option for MCS employees who are able to perform without diminishing the quality of work, productivity or level of service. The goal is to have the equivalent of 10 full time employees telecommuting in order to reduce costs.

Data is collected through an Excel spreadsheet. Each employee enters the number of hours worked from home or a remote location into the spreadsheet each day they work away from the office.

Improvement Status:

There was an overall decrease of 1.1 percent from the third quarter to the fourth quarter. Admin saw an increase of 123.6 percent while CCC and S & C each reported decreases. The increase for Admin can be attributed to flexibility in telecommuting days and a decrease of annual leave taken. CCC saw the biggest decrease of 35.9 percent. This was due to the fact that two agents no longer telecommute. The decrease for S & C is due to time spent in Branson for bus inspections which limits the availability to telecommute.

The total hours are equal to just more than two full time employees.



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.

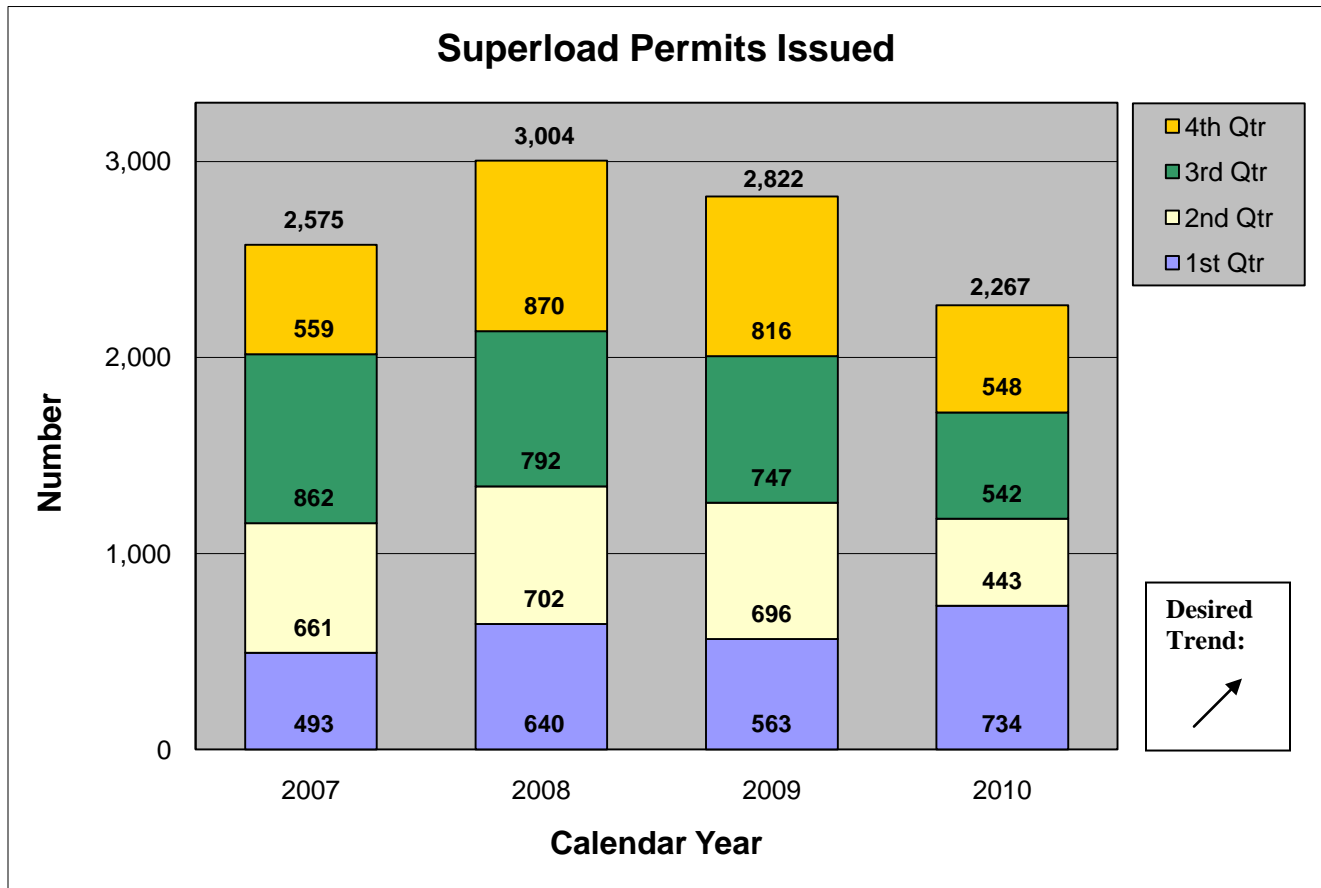
Description:

Data is collected monthly from 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 1.1 percent from the third quarter of 2010 to the fourth quarter of 2010. From the fourth quarter of 2009 to the fourth quarter 2010, superload quantities fell 32.8 percent.

The difference is explained by the fact that there are no wind farms under construction in Missouri. In 2009, five were built.



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:

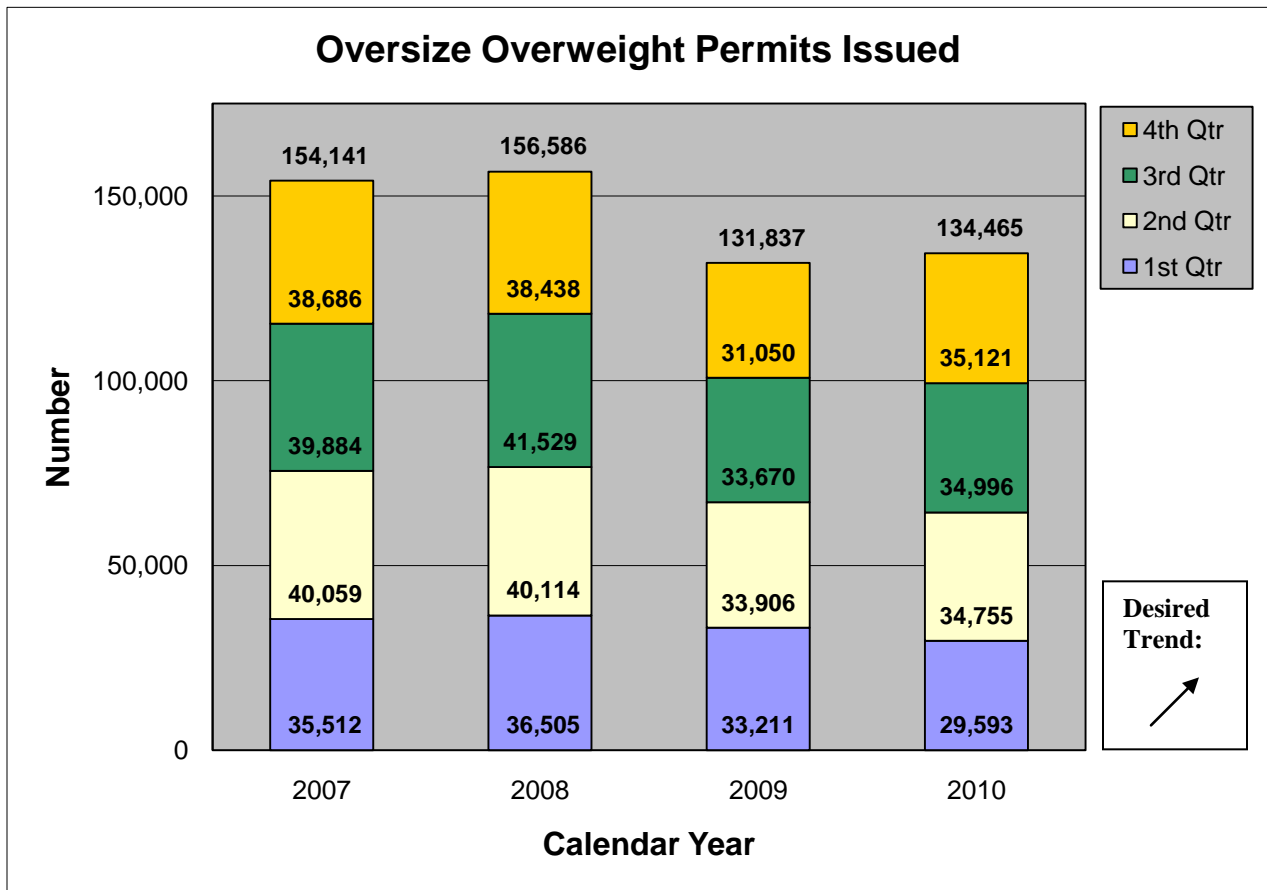
This measure tracks the number of oversize and/or overweight permit transactions in the MoDOT Carrier Express system.

Description:

Data is collected monthly from canned reports in the MoDOT Carrier Express system. The chart below shows the total number of oversize and/or overweight permits issued per quarter and per year.

Improvement Status:

Compared to the same time last year, the number of Oversize Overweight permits issued in the fourth quarter of 2010 increased 13.1 percent. The number of permits issued in the fourth quarter was nearly even, only .35 percent higher than those issued in the third quarter 2010. Safe & Sound projects and summertime construction contributes to the increase.



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.

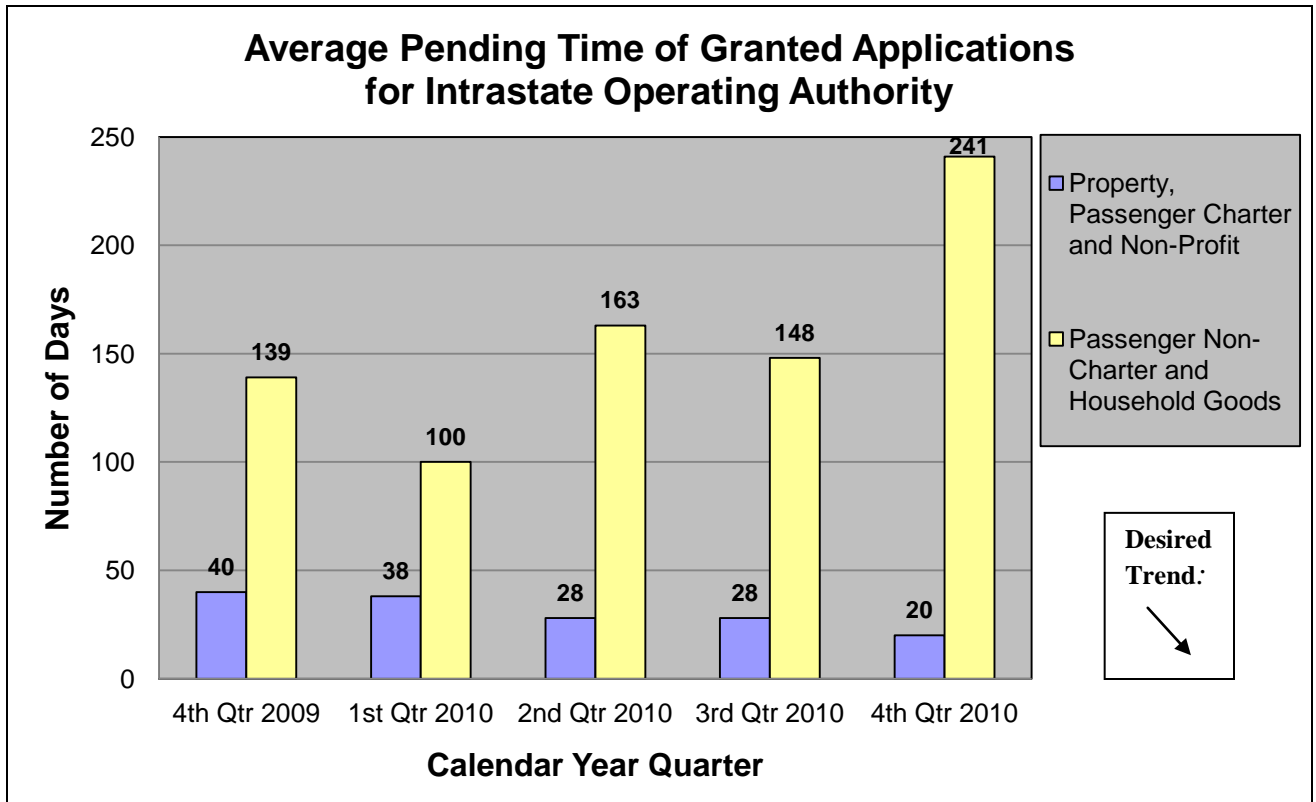
Applications for transportation of property, passengers (in charter service) and non-profit non-charter service have been streamlined by deregulation. However, the application process for transportation of passengers in non-charter service and for household goods is heavily regulated, resulting in longer application pending times. These customers must provide financial information and go through a 15-day notice registry process whereupon other authorized carriers can intervene and request denial of authority. If an application is intervened upon, the application is forwarded to the Missouri Administrative Hearing Commission for a hearing. Dependent upon a decision by AHC, these carriers must also obtain statements from potential customers as proof that there is a need for their services.

The average pending application time in the chart below displays a separation of applications that are streamlined and applications that have additional regulation requirements. 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 in intrastate commerce was granted to 110 applicants during the fourth quarter of 2010 for streamlined applications. The average pending time for these applicants was 20 days. This is a decrease of eight days from the previous quarter, an all time low. During the fourth quarter of 2010, one OPA agent, who was in training, was primarily assigned MO-1 applications. This agent's daily review and vigilance to contact pending MO-1 applicants played a large role in this decrease. Applications exceeding the average pending time of 20 days were held for the following reasons; insurance filing (21), application corrections (17), payment of UCR fees (2), and approval from Safety & Compliance (2).

Authority to operate in intrastate commerce was granted to 10 applicants during the fourth quarter of 2010 for non-streamlined applications. The average pending time for these applicants was 241 days. Four of these applications were contested which resulted in the applications being forwarded to the Administrative Hearing Commission. The pending time for these four applicants was 226 days, 322 days, 614 days and 714 days. Without the four applications that were intervened upon, the average pending time for non-streamlined applications would have been 88 days.



Efficient Movement of Goods

Percent of trucks using advanced technology at Missouri weigh stations

Result Driver: Jan Skouby

Measurement Driver: Barbara Hague, Special Projects Coordinator

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:

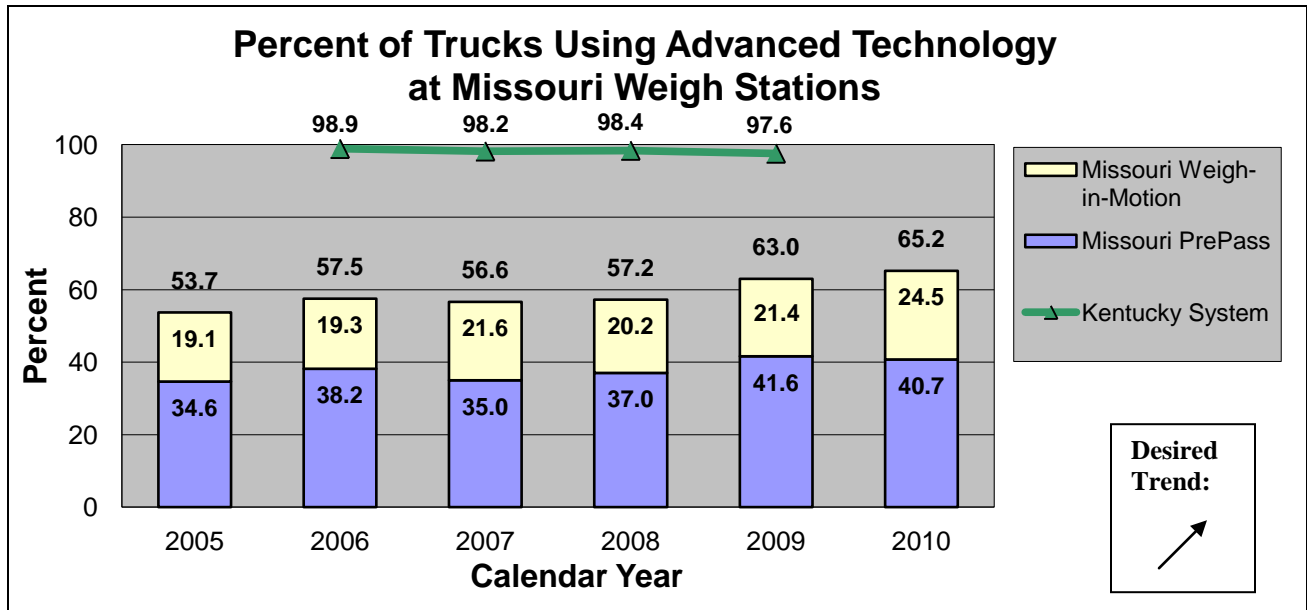
For this quarterly measure, data is collected by HELP, Inc.'s PrePass system computers which scan transponder-equipped vehicles as they approach 18 Missouri weigh stations. Pavement sensors check the vehicle's weight while computers review MoDOT's records to determine the carrier's compliance with safety, 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 and participates in Norpass, a mainline verification system. Kentucky's mainline verification numbers are much lower than Missouri's because their use of fixed scales is limited.

Improvement Status:

The fourth quarter 2010 results showed that the number of vehicles verified using advance technology without entering the weigh station exceeded each quarter since March 1, 2009. The number of vehicles required to pull into the weigh station continued to decline to its lowest level since 1994. The 2010 annual results show that electronic verification continues to increase and is an important part of Missouri's roadside enforcement program. The 2010 results were impacted by the loss of the St. Clair and Barnhart stations and the closure of site(s) for construction activity. The Bloomsdale weigh station building was completed on December 31, 2010.



Efficient Movement of Goods

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 might be based upon the states' compliance rates in the future.

Description:

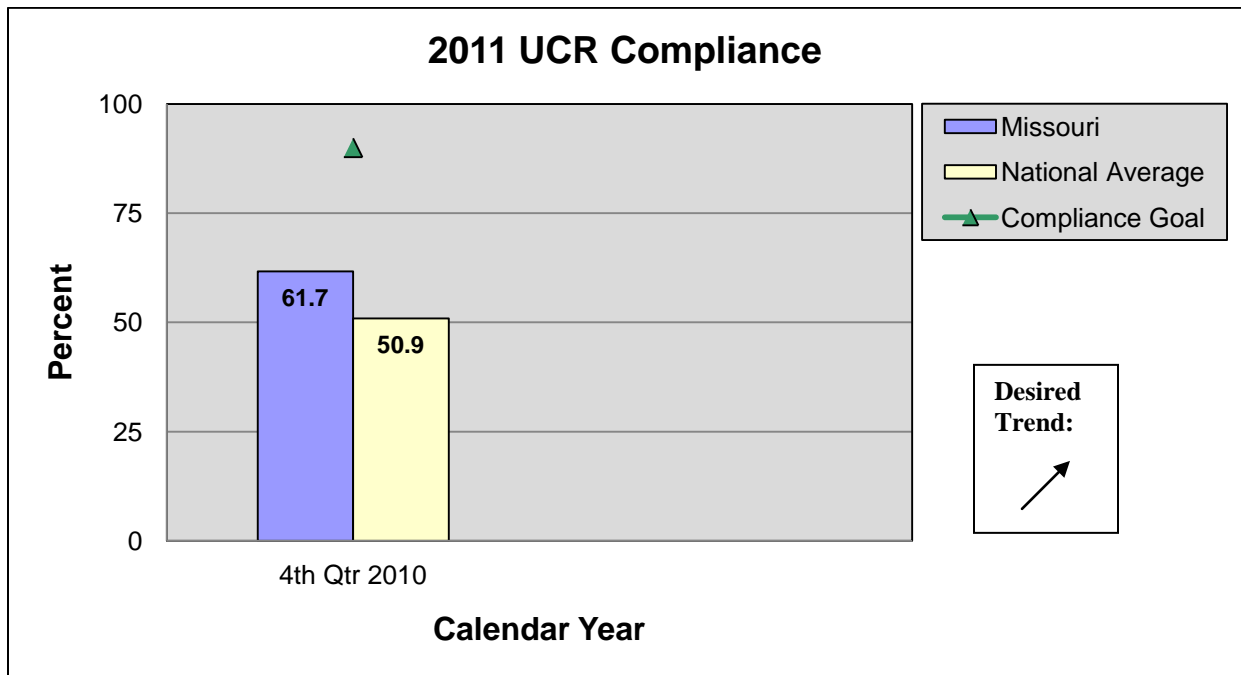
The UCR compliance rate used in this measure is obtained through Iteris; the vendor used by MoDOT and other states to upload data to SAFER. The compliance rate is based upon the number of active carriers within Missouri that have complied with UCR requirements. An active carrier for the purposes of this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

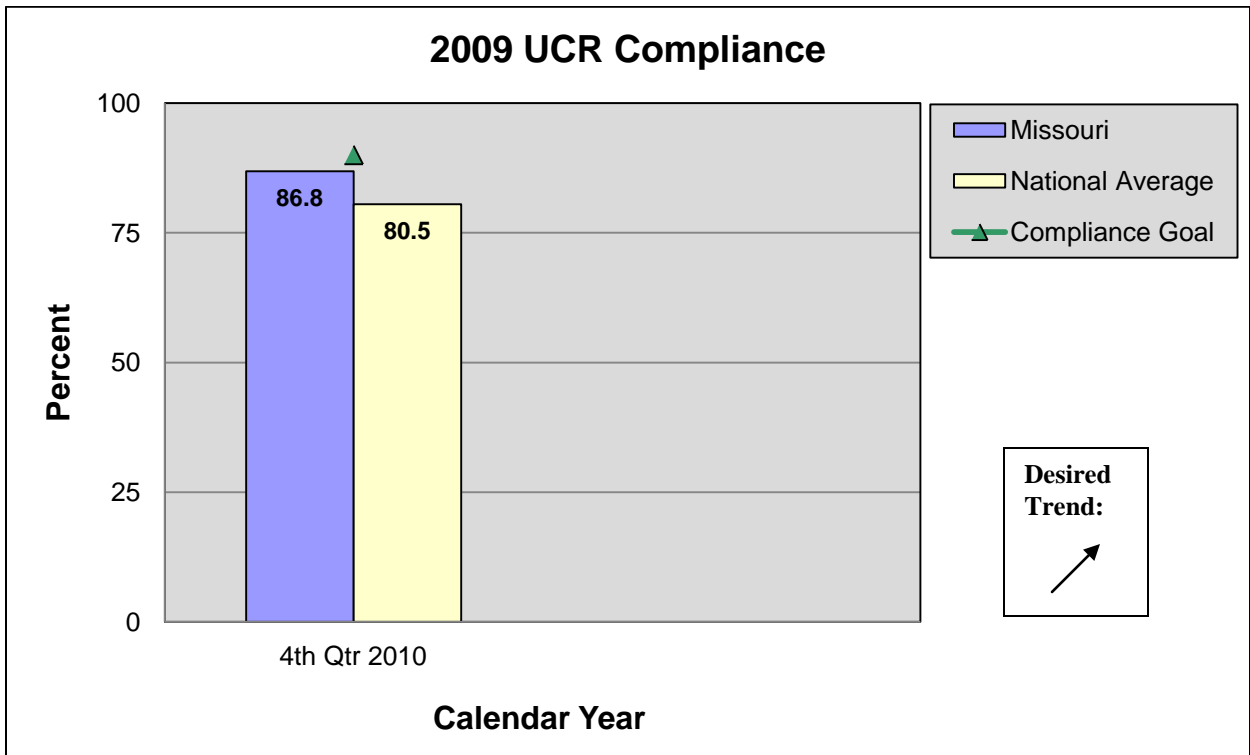
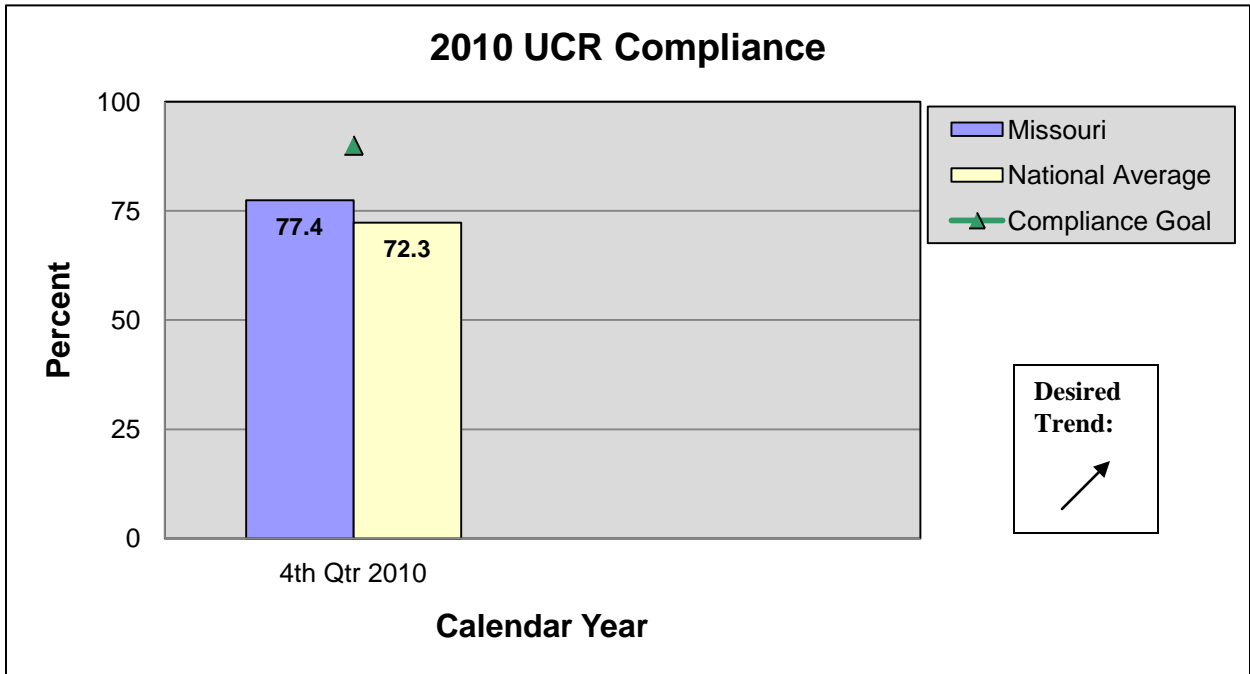
Improvement Status:

Registration fees for registration year 2011 were released in mid-October 2010. Shortly after the release of fees, MCS mailed postcards encouraging online filing of UCR. A second mailing was sent in mid-December to remind unregistered applicants to renew. Enforcement of 2011 UCR began February 1, 2011.

Motor Carrier Services strives to ensure compliance with all motor carrier programs. Through the International Registration Plan December renewal process, many carriers were notified of non-compliance for 2011 UCR. Carriers who were non-compliant for 2010 and/or 2009 UCR had to pay fees prior to renewal of their license plates.

A sample group of registrants were sent an invoice for 2010 fees based upon their USDOT registration. MCS received a 51percent response rate from the sample group. Responses included payment of fees and inactivation of USDOT numbers.





Customer Involvement in Transportation Decision-Making

Customer suggestions implemented

Motor Carrier Services Director: Jan Skouby
Data Driver: Barbara Hague, Special Projects Coordinator

Purpose:

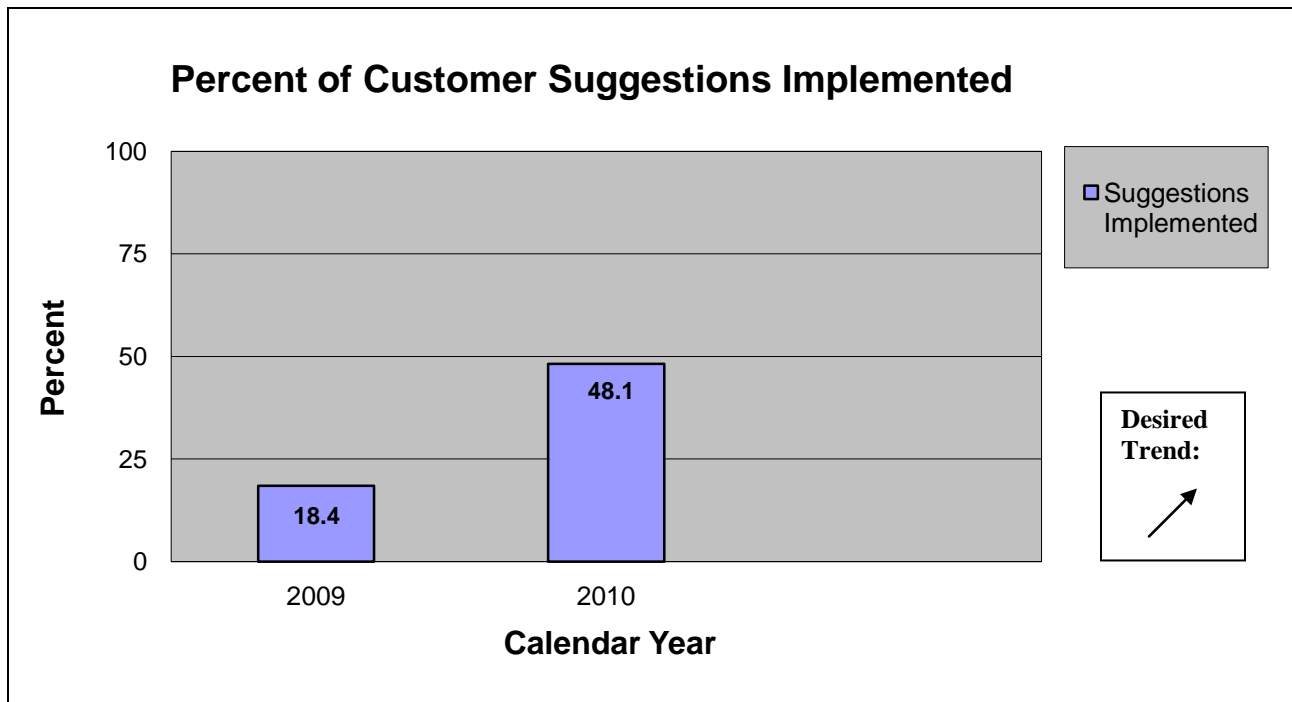
The purpose of this measure is to identify the involvement of MCS' customers in the agency's decision-making process. The objective of this measure is to track the percent of feasible suggestions provided by customers that aid MoDOT Motor Carrier Services in improvement of processes, system or program activity.

Description:

The chart shows the impact of the number of suggestions received as compared to the number implemented. Success for this measurement is increased participation in the decision-making process, processes designed around the customer and customers' business needs that are met. Suggestions made by customers could be in the area of process/form changes, system changes, new program functionality or activity, suggested rule changes or legislation supported by MCS. Changes suggested regarding program or plan reviews are also included. Projects slated for implementation but not completed during the calendar year are noted in the year of implementation.

Improvement Status:

This quarter results include the completion of system changes as outlined in the peer review, customer suggestions and staff changes to MoDOT Carrier Express. Customer-suggested changes resulted in the elimination of the process of a zero dollar invoice for IFTA; a message on the weight group screen of the renewal filing to help customers complete the task; and the removal of an edit for MCS-150s that had not been updated. For the year, 54 suggestions were logged and 26 were implemented.



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.

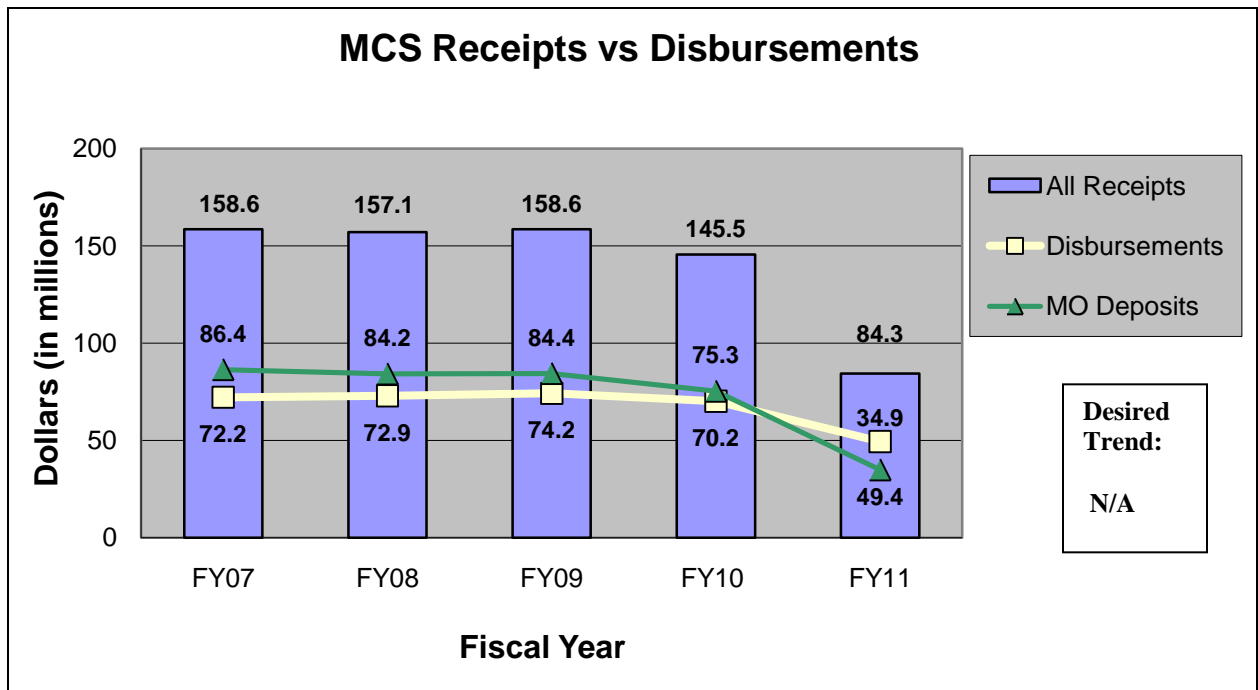
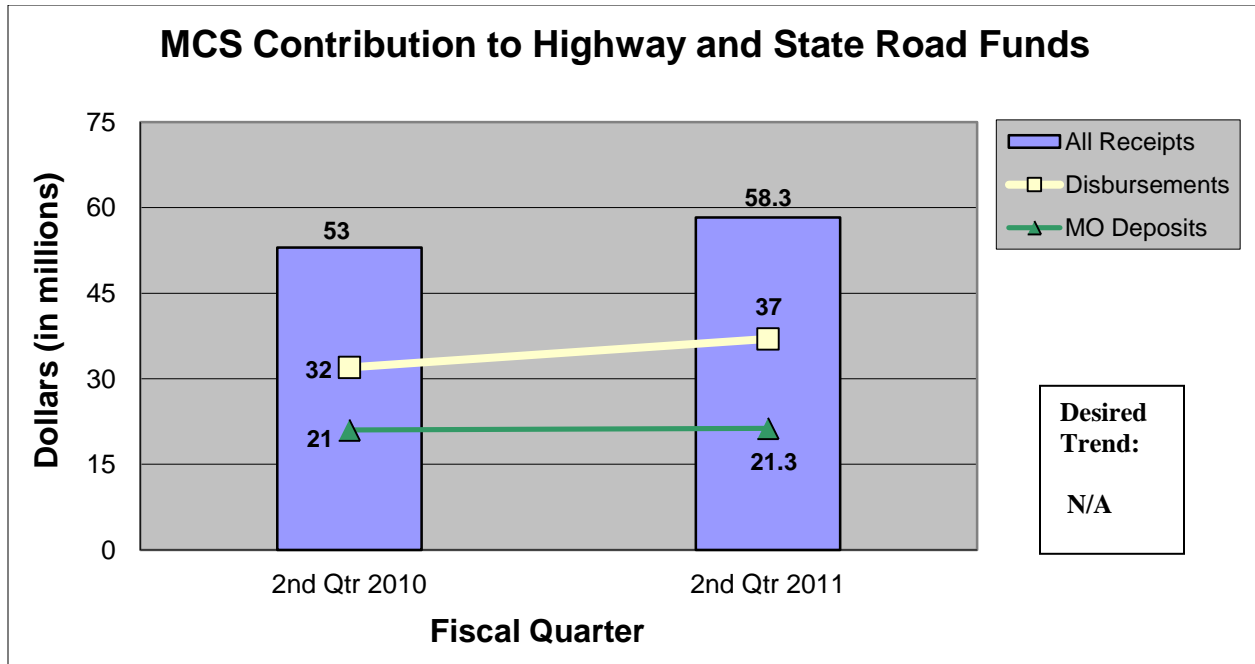
This data is collected based on revenue recorded in the statewide financial accounting system and the MCS accounting system by fund.

Improvement Status:

During the fourth quarter 2010, which is the second quarter of fiscal year 2011, MCS total receipts increased by ten percent, compared to the same quarter in the prior fiscal year. MCS contributions to the highway and state road funds increased by 1 percent in the same period.

UCR collections show an increase of 905 percent. Missouri collected \$1,907,734 in this quarter for UCR 2011, \$635,000 short of Missouri's revenue cap. Enforcement of UCR began February 1, 2011. The 2010 UCR fee structure approval in late May 2010, skewed collection comparisons on quarter-to-quarter basis for annual renewals. OSOW permit sales increased by 4.03 percent. Hazardous Waste decreased by 11.67 percent versus last quarter and Scrap Tire fees which MCS collects for DNR have had no increase or decrease in fees. Title Fees that MCS collects for the Department of Revenue, decreased by 22 percent.

- Cab Card fee of \$2.00 due since 2005 was collected in FY10 on October 7, 2009 from a company that renewed after a four-year hiatus. They paid the supplement for 2005 and 2009 renewal fees.
- Late Pay Penalty (LPP) is up by 24 percent compared to the same quarter of 2009. December contributed to 5.75 percent of the increase as 115 more customers paid in December 2010.
- Duplicate Plate increased \$1819 (40 percent) compared to the same quarter in 2009. This is because two of the top ten accounts ordered a total of 214 new plate configurations.
- IFTA monies in FY 2011 decreased by 42 percent compared to the same quarter of 2009. Revenue in the third quarter 2009 was overstated due to customers who were unable to pay quarterly tax returns in full. Partial payments are subject to different accounting rules then payments made in full. IFTA Audit collections for Missouri in 2010 decreased by approximately \$6300.



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. In addition, Motor Carrier Services receives eligible funds from the Commercial Vehicle Inspection and Networks deployment grant program, and from the Performance and Registration Information Systems Management. MoDOT is reimbursed 50 percent of the approved costs for the CVISN program, and 100 percent of the approved costs of the PRISM program.

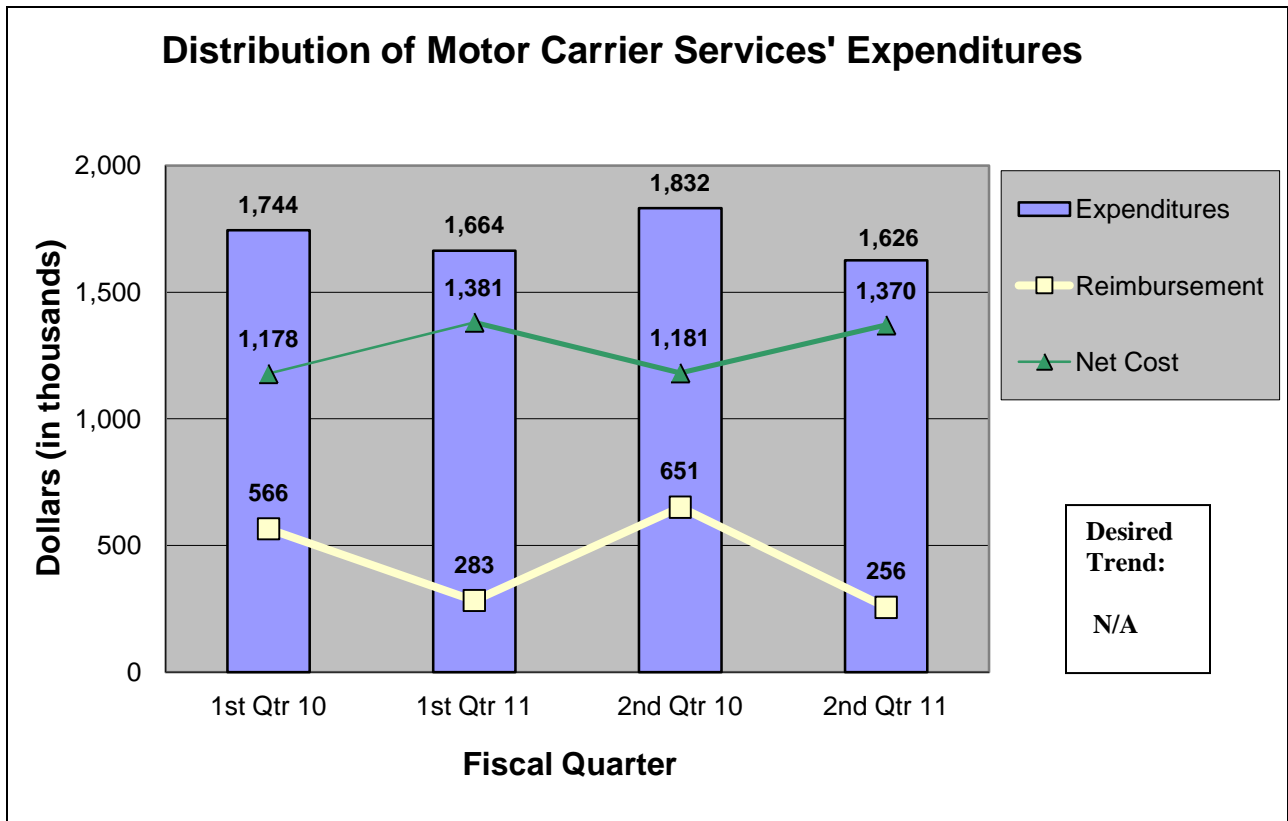
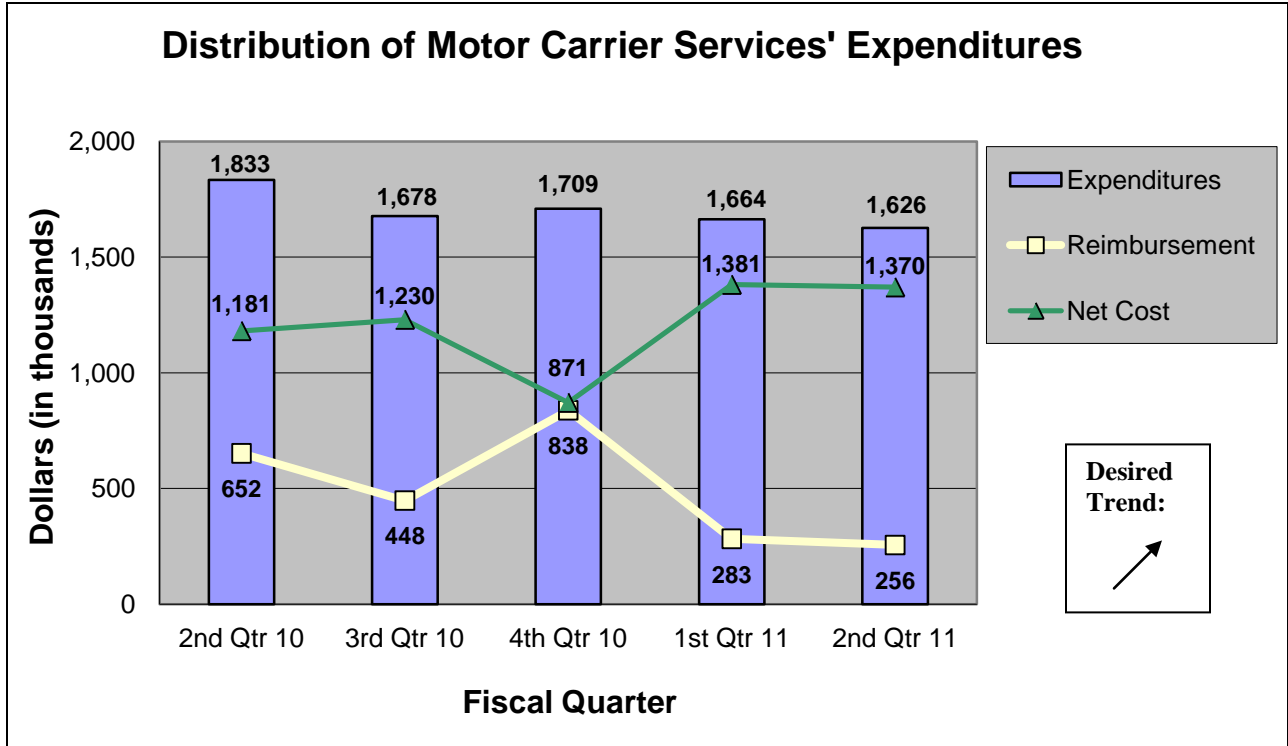
MCS expenditures from its budgeted appropriation are collected based on cash expenditures. The data is collected and reported quarterly based on expenditures and reimbursements recorded in the statewide financial accounting system. Expenditures consist of actual dollars for Personal Services (wages)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

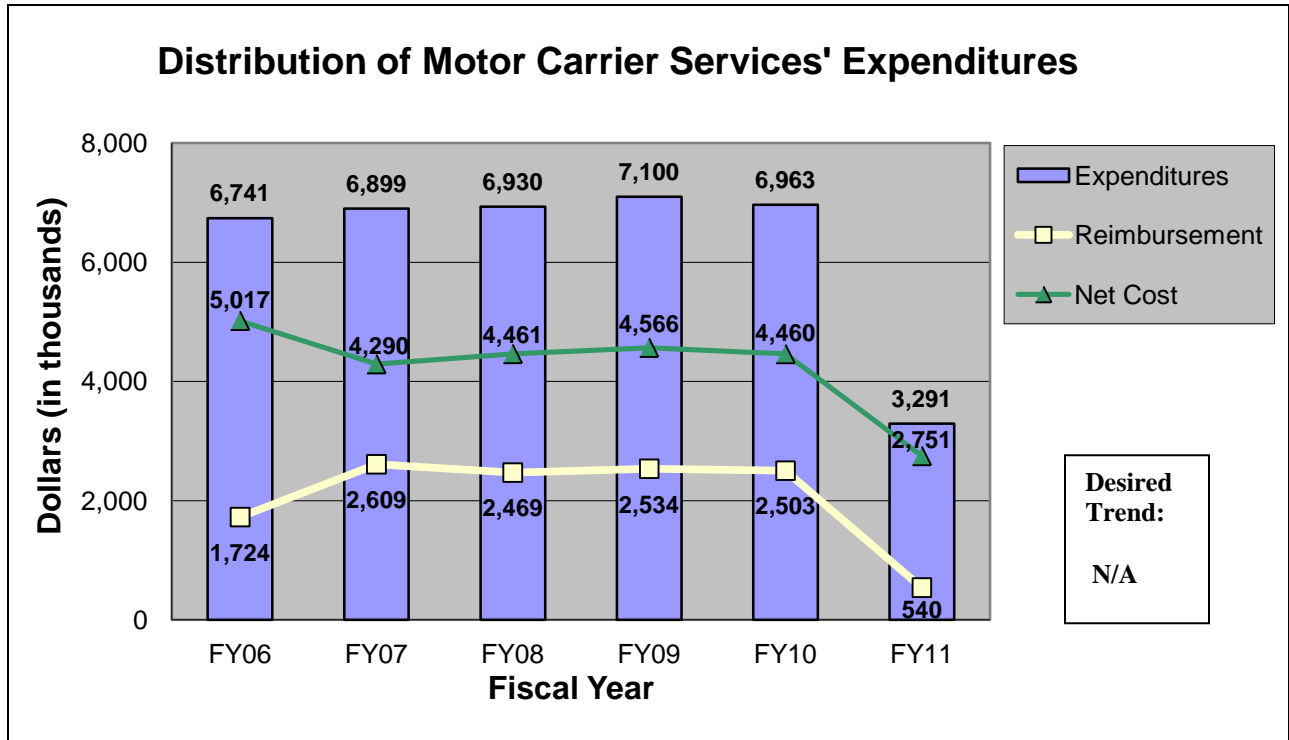
Reimbursements are actual dollars received, and are stated on a cash basis.

Improvement Status:

The reimbursements received in the fourth quarter of fiscal year 2010 are unusually high, and thus net cost is unusually low, due to a timing issue with receiving the January and February 2010 MCSAP and the February 2010 New Entrant voucher claims. Normally, these are reflected in the third quarter's data, but they arrived in the fourth quarter of fiscal year 2010. Total impact for these grant claims was about \$268,000.

Reimbursements received in the first and second quarters of fiscal year 2011 are unusually low, and thus net cost is unusually high, due to lags in processing time by the Federal Motor Carrier Safety Administration. Currently, reimbursement requests for MCSAP expenditures are pending for the months of July to November 2010, reimbursement requests for New Entrant expenditures are pending for the months of October and November 2010, and reimbursement requests for CVISN expenditures are pending for the April – June 2010 quarter and the July – September 2010 quarter. Given normal processing time by FMCSA, the net impact on the division tracker measure would be to increase reimbursements, and thus decrease net cost, by about \$538,000 in first quarter of fiscal year 2011 and by about \$530,000 in second quarter of fiscal year 2011.





Best Value For Every Dollar Spent

True costs of MCS personal services

Motor Carrier Services Director: Jan Skouby

Data Driver: Mike Williams, Intermediate Financial Services Specialist

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.

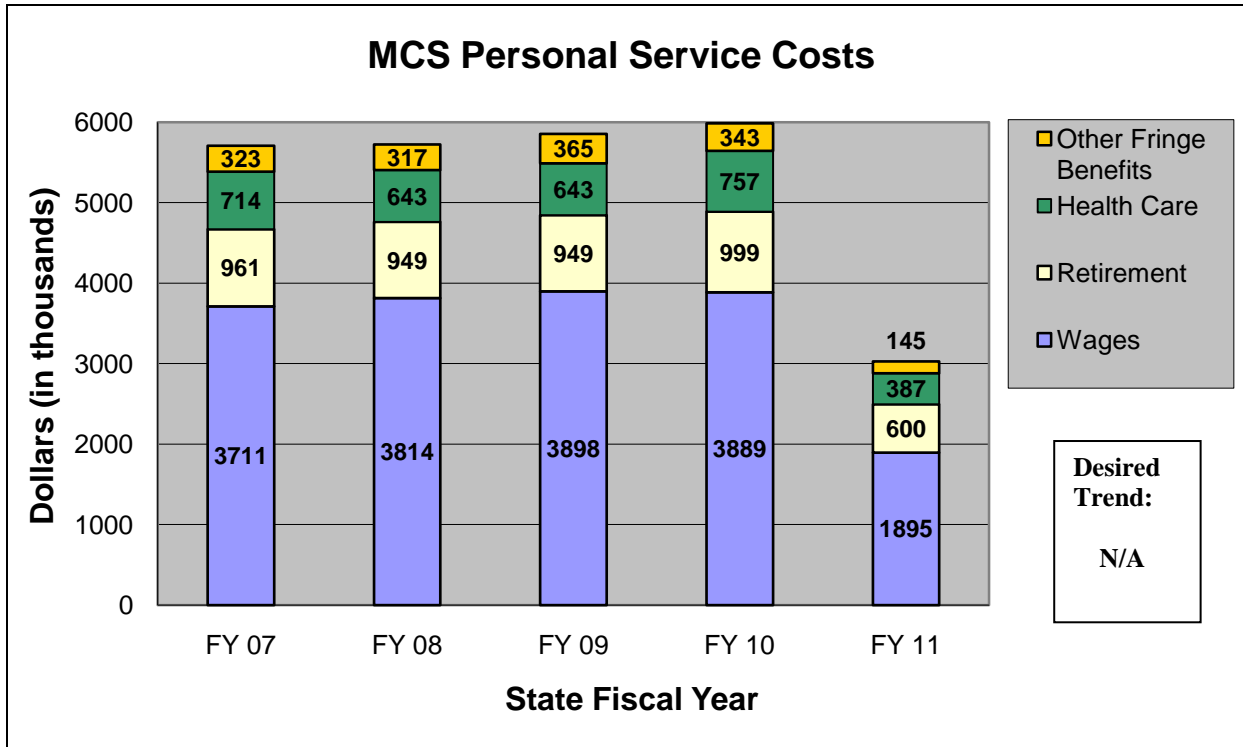
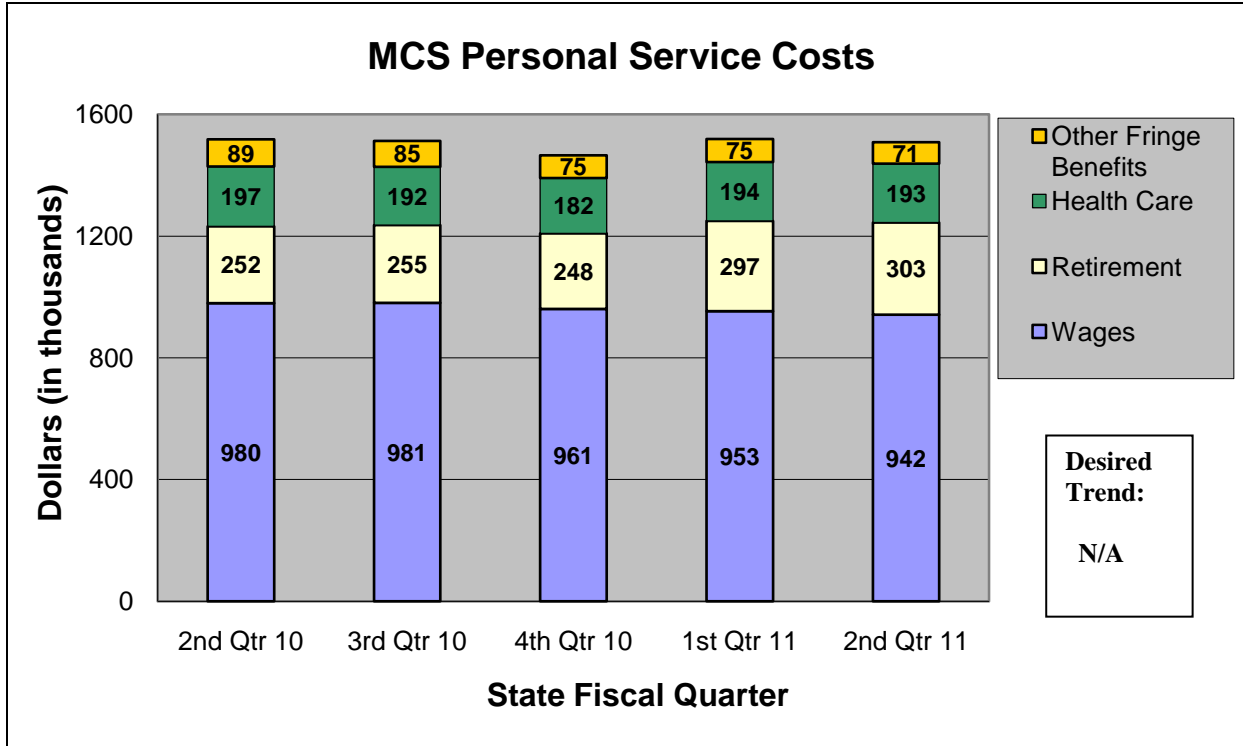
Improvement Status:

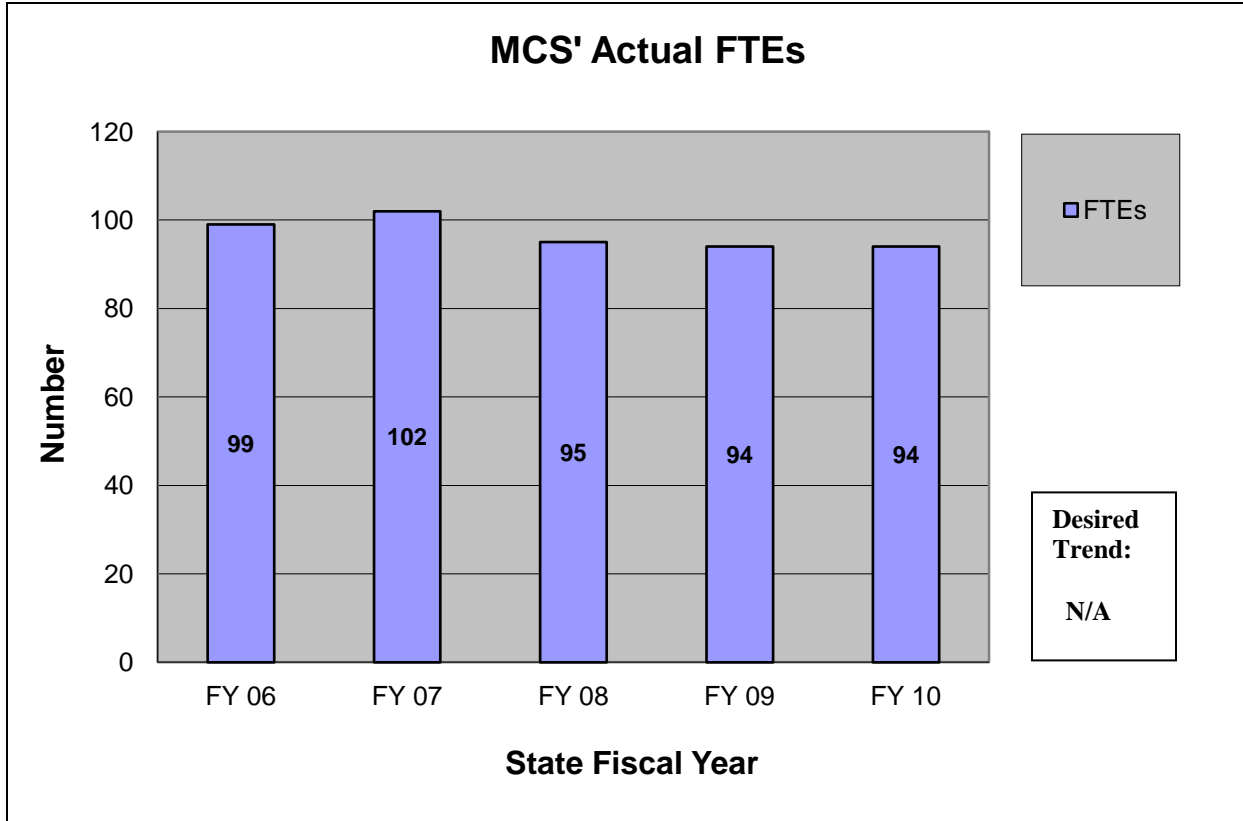
Motor Carrier Services has employees covered by either MOSERS retirement system or the MPERS retirement system. In addition, MCS employees health care coverage is covered under the Missouri Consolidated Health Care Plan or MoDOT's health plan.

Retirement costs for MCS combined, average 31.7 percent of wages so far in FY 2011, as compared to 25.7 percent of wages in FY 2010. The primary cause of this increased cost is the increase in the contribution rate required for employees in MPERS, which rose from 31.2 percent in FY 2010 to 39.46 percent in FY 2011. The contribution rate for employees covered by the MOSERS retirement plan remained relatively steady, at approximately 13 percent of wages. As employees covered by the MOSERS plan gradually leave MCS, they are replaced by employees who are required to join the MPERS retirement plan, thus gradually increasing the cost for this fringe benefit to MoDOT.

Health care costs for MCS combined, average 20.4 percent of wages so far in FY 2011, as compared to 16.5 percent of wages in FY 10. Costs for the two health plans are comparable. Several factors combined to cause this increase. First, the overall inflation rate in the health care field dwarfs the rate of increase in employee salaries and drives up the cost of providing health benefits to employees. Other factors are difficult to quantify. For example, if a larger percentage of employees elect family coverage instead of employee-only coverage, contributions as a percentage of wages would be relatively larger. The opposite is true if more employees choose employee-only coverage.

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 ten 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. The elimination of the deferred compensation match saves MCS approximately \$7,000 per quarter, representing a reduction of about 0.75 percent of wages in other fringe benefits when comparing fiscal year 2011 data to 2010.





Best Value for Every Dollar Spent

Number of Customers

Motor Carrier Services Director: Jan Skouby

Data Driver: Barbara Hague, Special Projects Coordinator

Purpose:

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

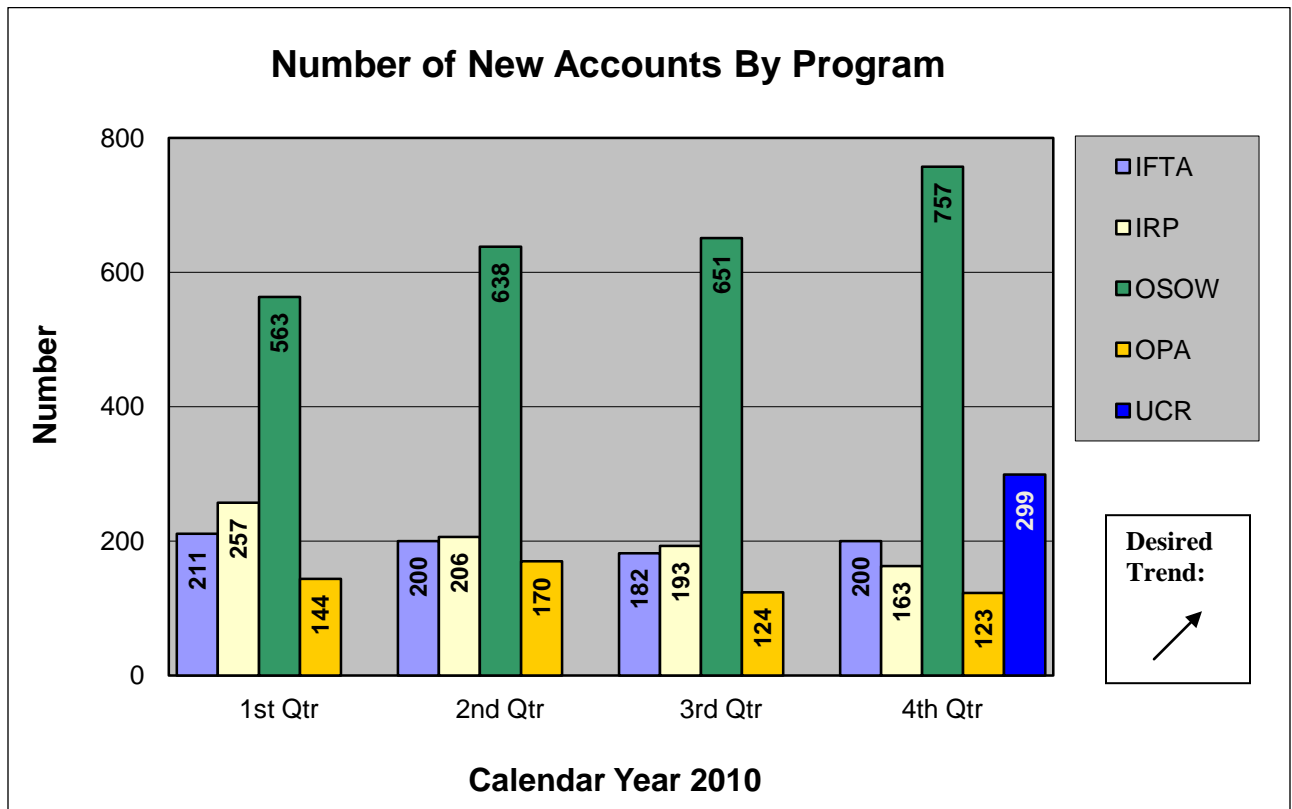
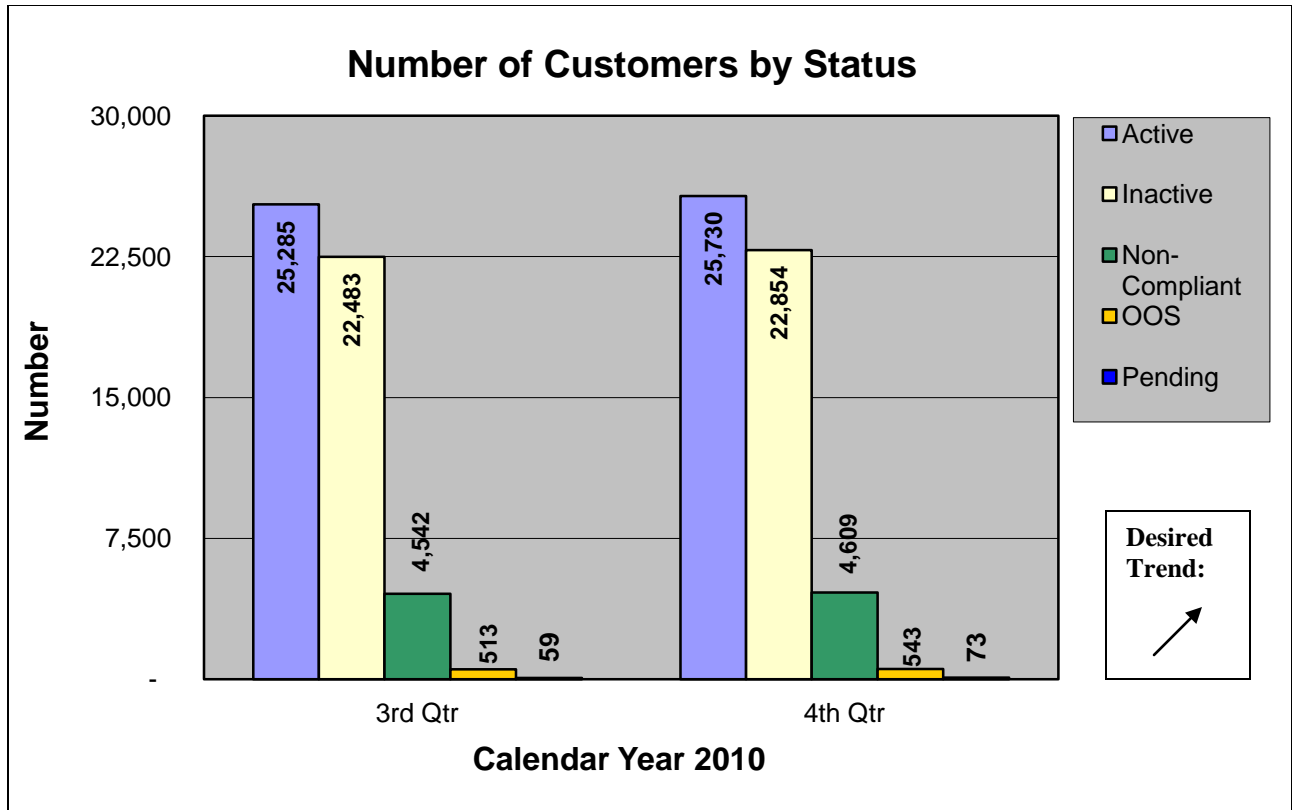
Description:

The data is collected monthly and quarterly from various reports from the Motor Carrier Express system or reports from a vendor contracted by MoDOT. Only current and future data for the Unified Carrier Registration program is available for this measure. The number of new customer or account holders is determined by date the account or customer record was opened with MCS. Customers who were a previous customer and left the motor carrier business and 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 UCR.

Improvement Status:

The fourth quarter showed a 1.7 percent increase in the number of carriers who do business with MCS and complied with all requirements. Those who went out of business and are inactive represent 1.6 percent of customers. At the end of the fourth quarter, 15 percent of customers failed to comply with registration requirements. This is an increase of 1.4 percent compared with the third quarter. Account holders placed out-of-service make up two percent of the customer base.

In looking at the new accounts by program, OSOW shows a consistent increase per quarter in the number of customers obtaining permits for the first time. Other programs show some unknown patterns. Without historical data for the other programs, no improvement status can yet be determined.



Advocate for Transportation Issues

Fiscal notes

Motor Carrier Services Director: Jan Skouby
Data Driver: Ken Sowers, Motor Carrier Project Manager

Purpose:

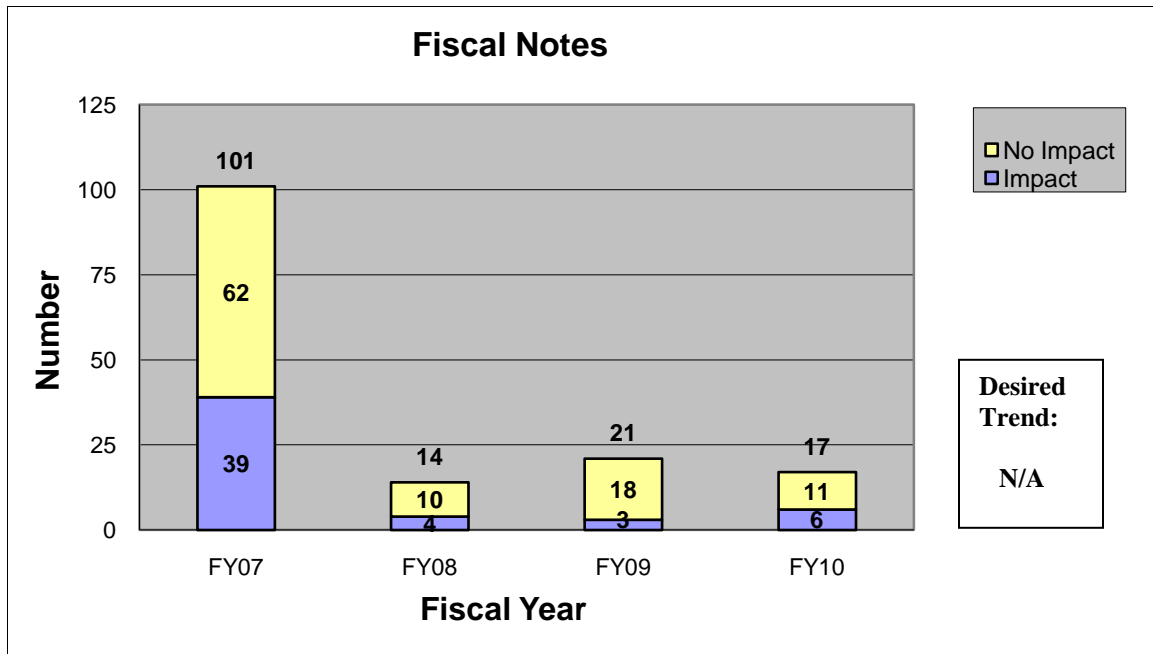
This measure reports the number of fiscal note comments MoDOT Motor Carrier Services provides each legislative season. The number of fiscal note requests received reflects the amount of legislation that could have an impact on the division. This measure also reflects the continued growth in the importance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

Description:

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

Improvement Status:

MCS could be impacted by six fiscal notes received in fiscal year 2010. One bill proposes the repeal of an extension of the St. Louis City commercial zone through St. Charles County. Another bill aims to authorize the expungement of certain criminal records. Another bill would lower the maximum speed limit and prohibit driving more than nine consecutive hours. One addressed transportation of railroad workers. Another proposed allowing owners of commercial motor vehicles to request and be issued two commercial vehicle plates. Another would require all state departments and agencies to review the fees imposed for services and licensing to determine whether the fees cover the cost of providing the service or license. All of the bills would impose various regulations changes.



**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:

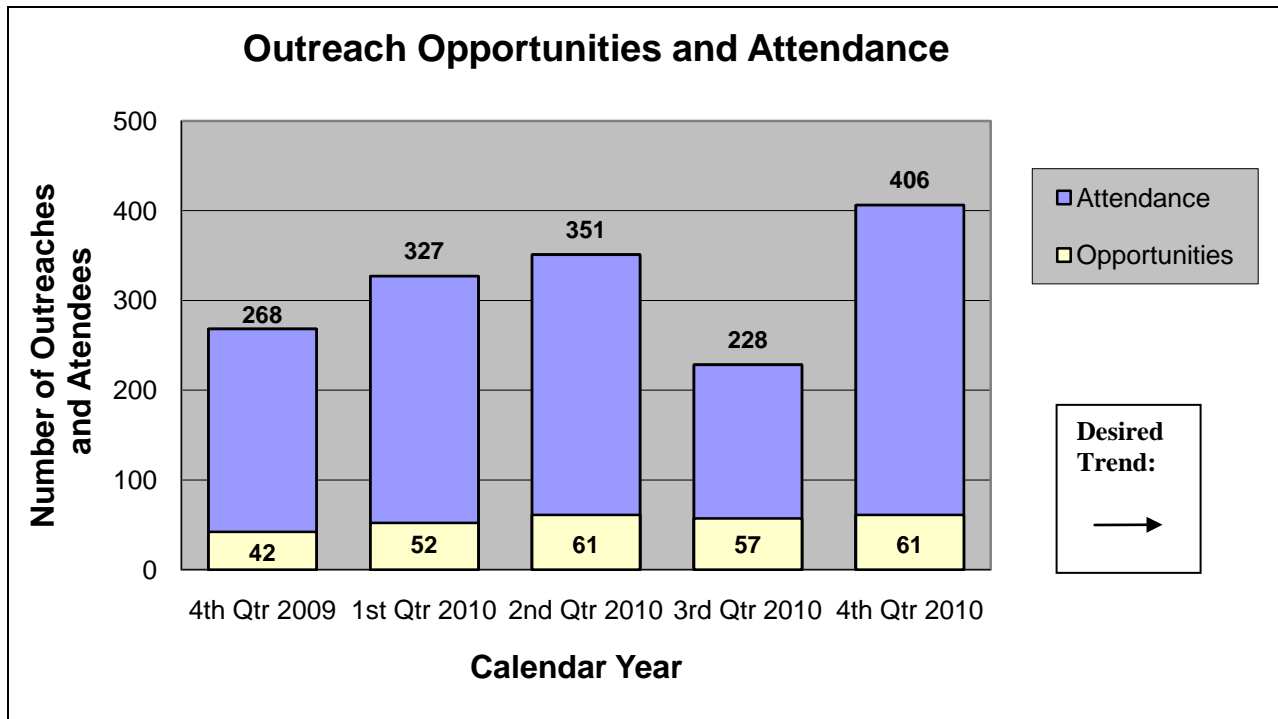
This measure tracks the number of people attending outreach sessions conducted by Motor Carrier Services. It helps determine where outreach sessions are most beneficial. The number is also reported to the Federal Motor Carrier Safety Administration for grant obligations.

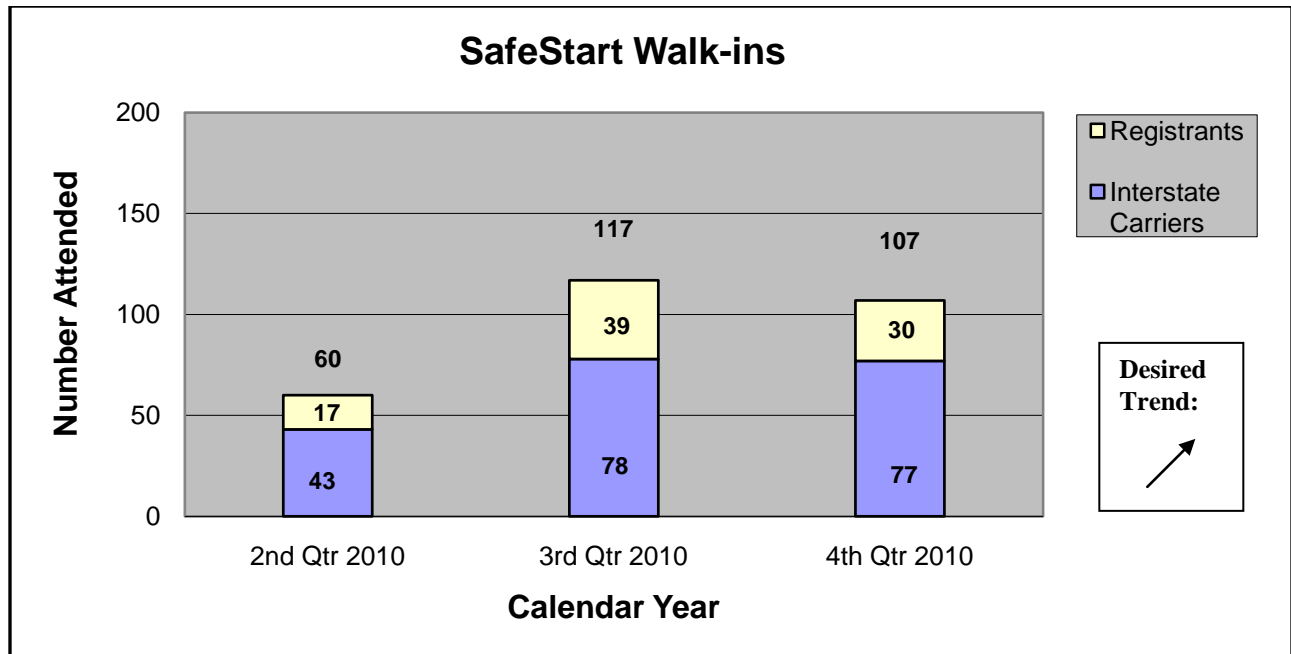
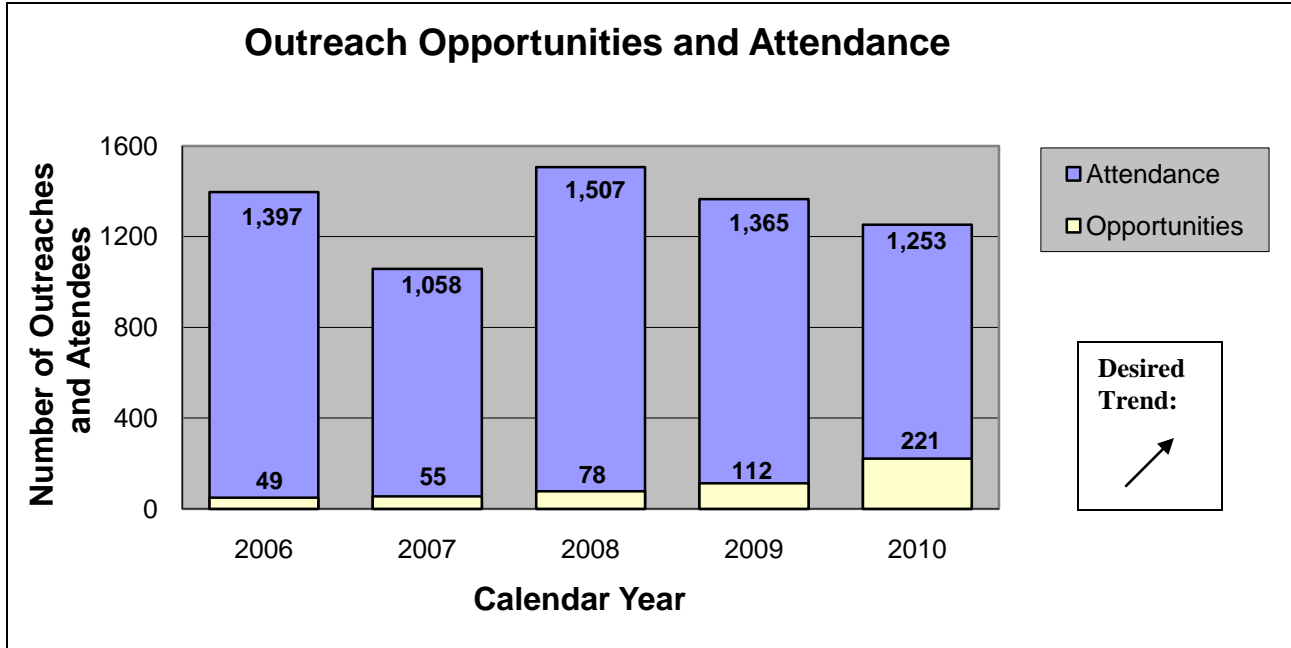
Description:

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 region supervisor or CCC analyst reports the number of attendees to the Safety and Compliance office assistants in Jefferson City.

Improvement Status:

MCS had an increase in attendance during the fourth quarter, the result of CSA outreaches drawing some extra attendees. Overall yearly attendance totals are down despite having doubled opportunities. SafeStart walk-ins continued to remain constant reaching virtually the same number of interstate carriers as in the third quarter.





Outstanding Customer Service

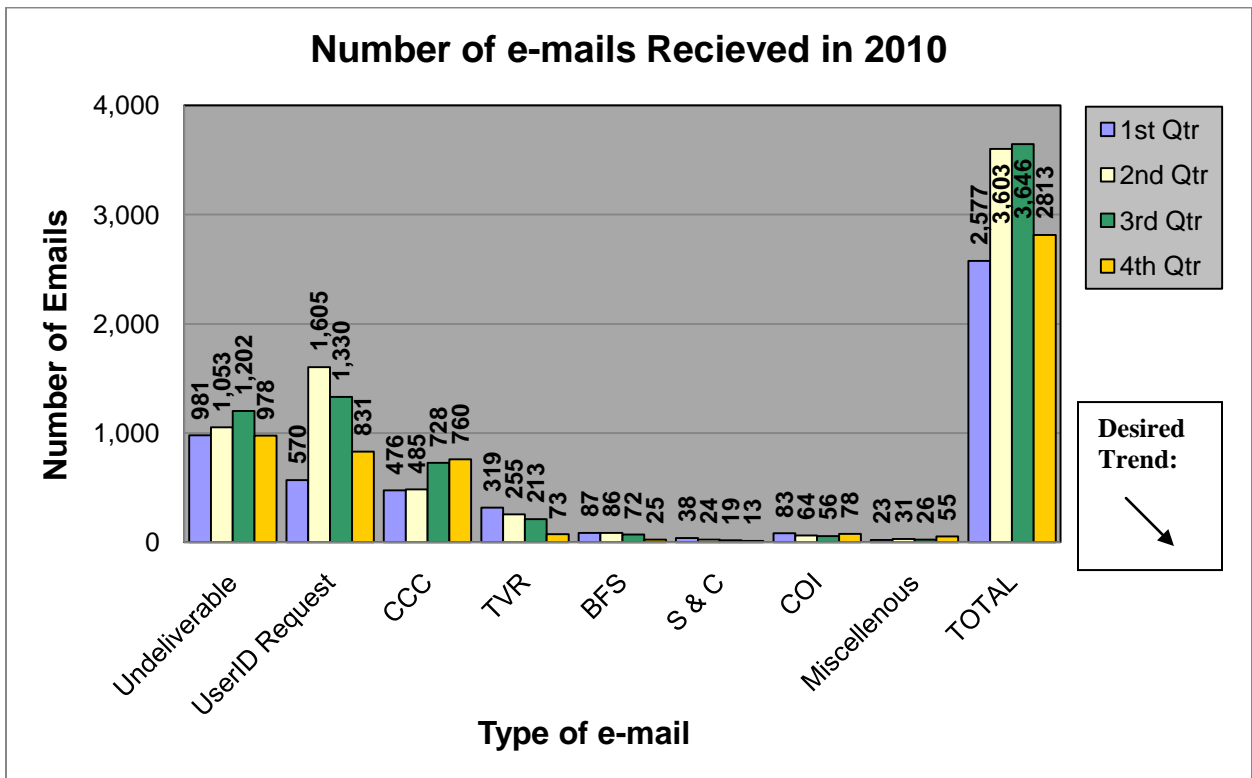
Number of e-mails received

Motor Carrier Services Director: Jan Skouby
Data Driver: Diana Stickler, Senior Administrative Technician

Purpose:
 The purpose of this measure is to track the number of e-mail received by Motor Carrier Services.

Description:
 Motor Carrier Services' inbound e-mail are classified into eight categories: undeliverable e-mail are credentials issued through MoDOT Carrier Express that cannot be delivered; userID requests seek userID and passwords to access MCE; CCC includes all issues related to the International Registration Plan, International Fuel Tax Agreement, Operating Authority and Oversize Overweight programs; TVR includes issues related to Temporary Vehicle Registration documents generated by MCE; BFS is a Bring Forward Supplement report that is generated by the MCE; S&C includes issues that Safety and Compliance must address; COI is a Certificate of Insurance required to obtain Oversize Overweight permits; miscellaneous includes requests for *News on Wheels*, solicitations and other concerns not related to MCS.

Improvement Status:
 UserID requests decreased by 499 (37.5 percent) from the third quarter to the fourth quarter due to an upgrade in MCE that allows a user to reset passwords without agent intervention. CCC was up by 32 (4.4 percent) e-mail from the third to the fourth quarter because supporting documents and inquiries regarding IRP increased. This is the last time TVR and BFS e-mail will be included in this measure – they are now in a separate database. The increase of 22 (39.3 percent) COI's is due to blanket oversize overweight permit requests. Updated insurance certificates were required of several carriers.



Outstanding Customer Service

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. 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.

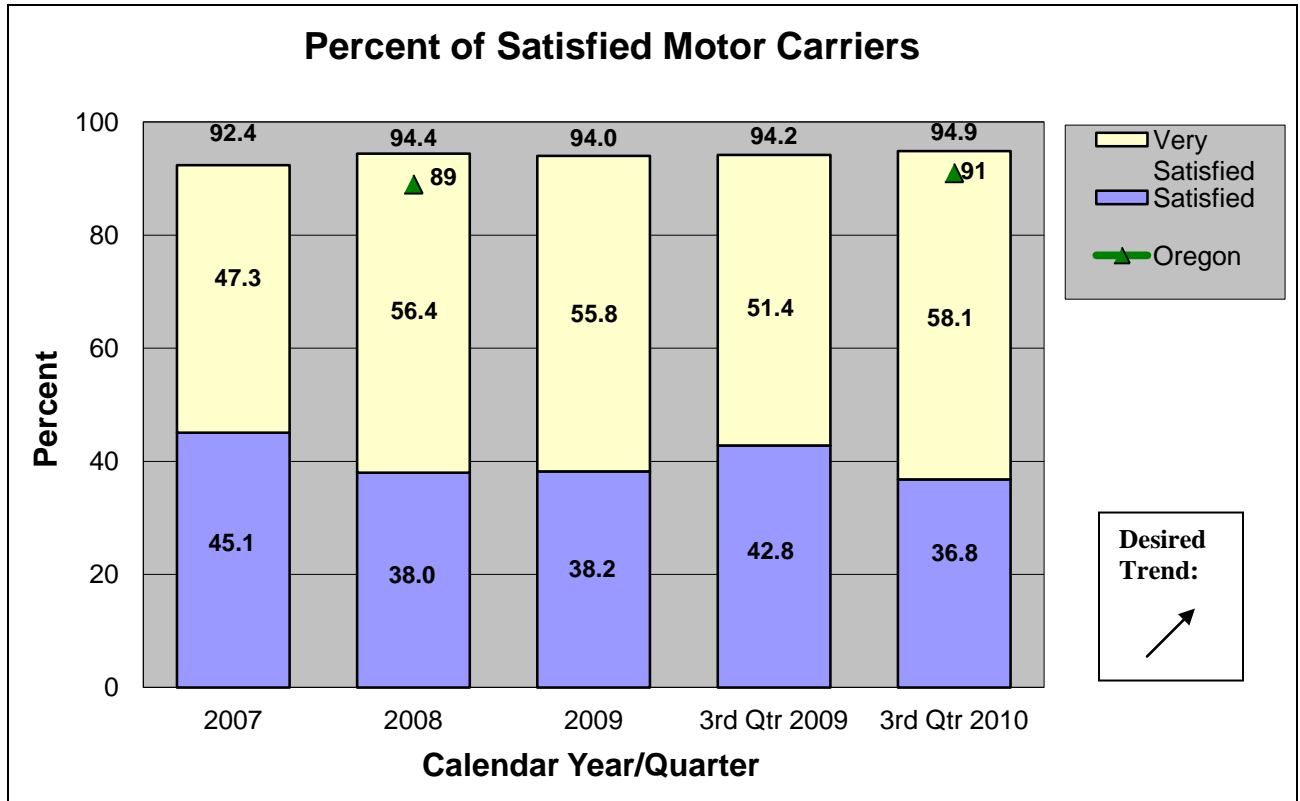
The Oregon Motor Carrier Transportation Division is the benchmark for this measure. Like MoDOT MCS, Oregon MCTD houses most functions required of motor carriers in the state. Unlike MoDOT's quarterly survey, Oregon's survey is conducted in one week, biennially.

Improvement Status:

This data stems from customers' opinions of service received in July, August and September 2010.

MCS earned a customer satisfaction rating of 94.9, down 0.8 versus last quarter. The score is 0.8 points higher than the same time last year. The ratio of people who said they were "very satisfied" with the service they received from MCS in the third quarter 2010 is 58.1 percent, 3.1 points lower than last quarter and up 6.7 percent from 2009.

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



Outstanding Customer Service

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:

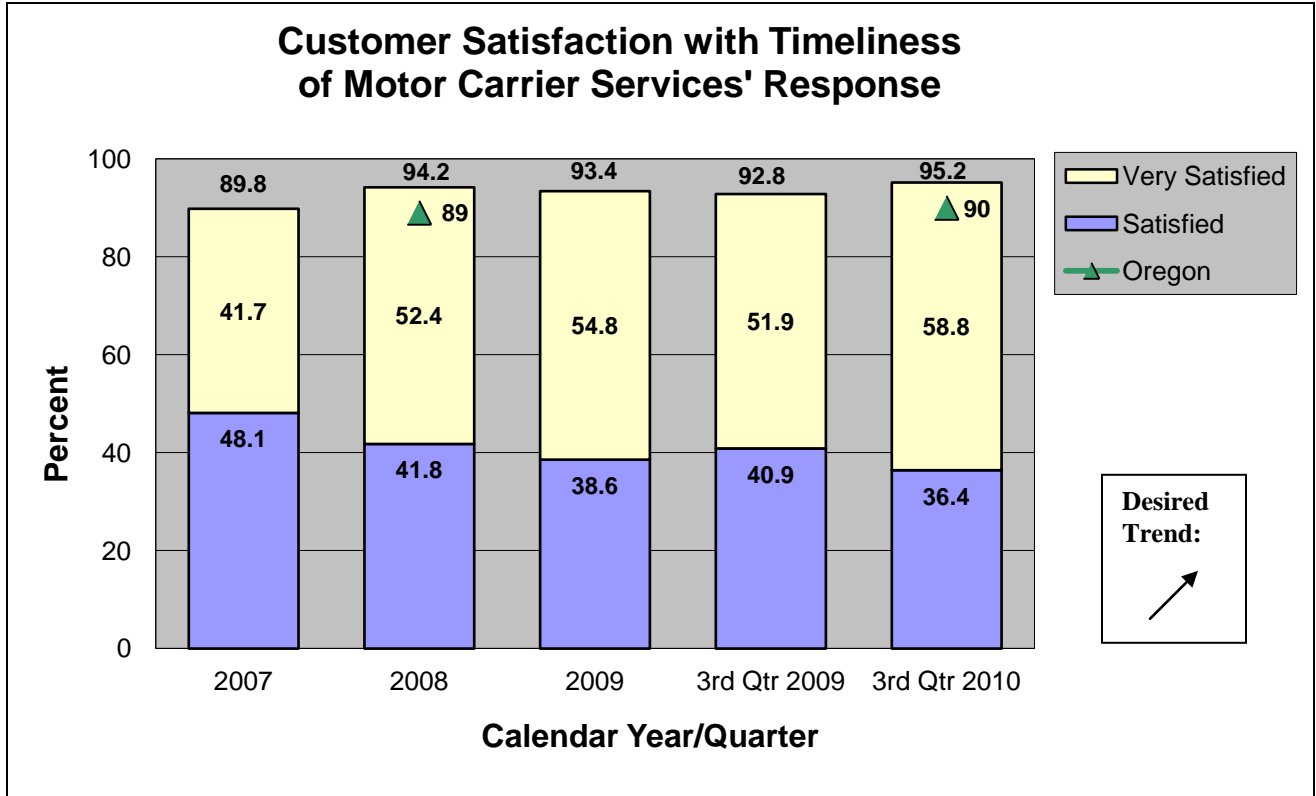
Each month, MoDOT's contractor, Heartland Market Research, LLC, surveys a pool of 800 motor carriers who contacted MCS in the previous month. These customers evaluate their satisfaction with customer service factors across the five MCS program divisions, International Registration Plan, International 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.

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 quarter's data stems from customers' opinions of service received in July, August and September 2010

At 95.2 percent, satisfaction with Motor Carrier Services' timely response is 0.1 points lower than last quarter and 2.4 percentage points higher than the same time last year. The rate of "very satisfied" customers is up 2.2 points since last quarter and is 6.9 points higher than the same time in 2009.



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