
Efficient Movement of Goods

*Tangible Result Driver – Brian Weiler,
Multimodal Operations Director*

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



Efficient Movement of Goods

Freight tonnage by mode

Result Driver: Brian Weiler, Multimodal Operations Director

Measurement Driver: Eric Curtit, Long-Range Transportation Planning Coordinator

Purpose of the Measure:

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

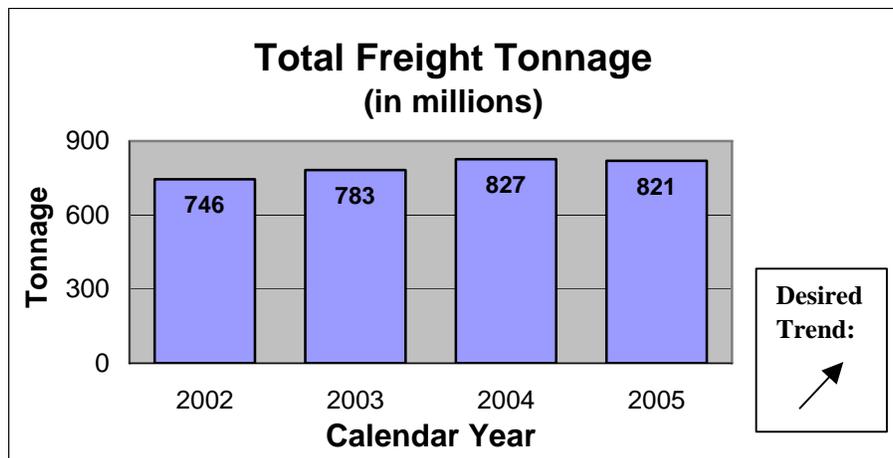
Measurement and Data Collection:

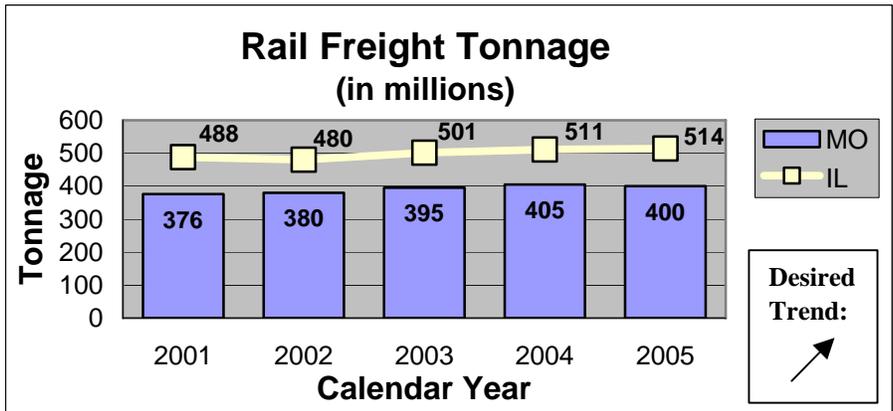
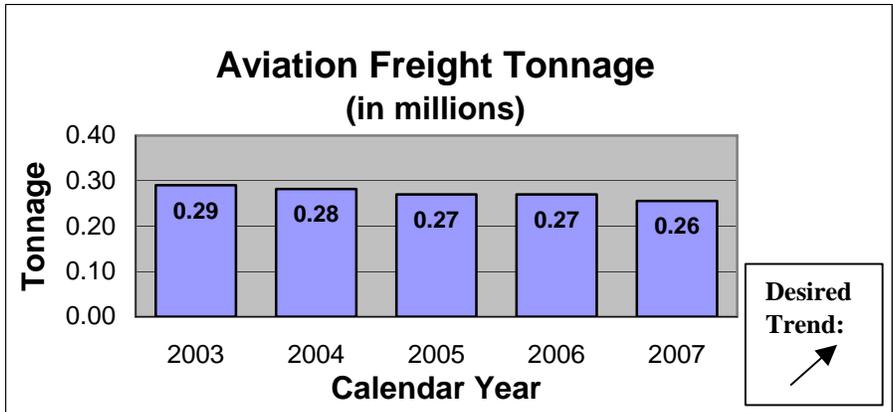
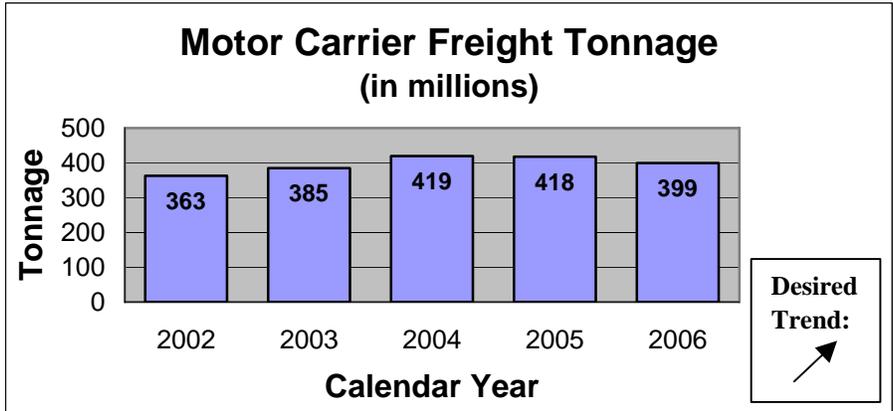
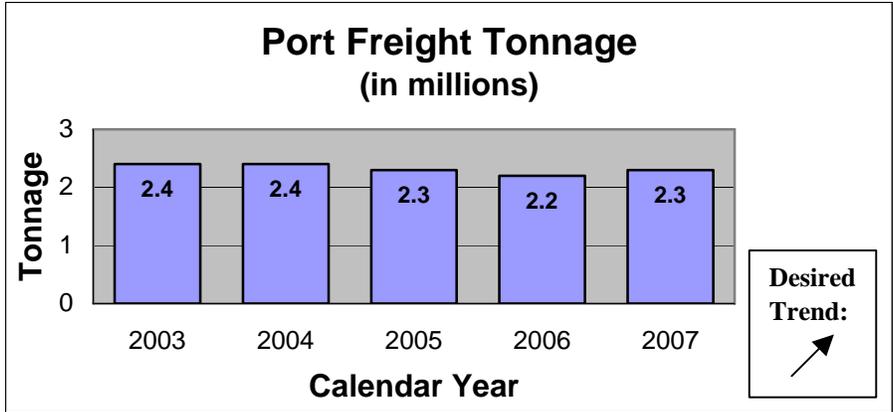
This is an annual measure; however, individual charts are updated with new annual data as it is obtained from external sources. Port tonnage is reported to MoDOT from public ports. Air cargo data is collected via mail survey to commercial airports with known cargo activity. Rail tonnage is obtained from the Association of American Railroads. MoDOT calculates motor carrier freight movement using commercial vehicle miles traveled, trip length per shipment and average truck cargo weight.

Improvement Status:

Total freight tonnage for all modes exceeds 800 million tons. Port tonnage has remained relatively steady since 2003 despite low flows on the Missouri River. Long-term growth of river transportation is hampered by an inadequate lock and dam system on the Upper-Mississippi River above St. Louis. MoDOT supports a federal proposal to update and expand this system. Motor carrier data may not directly reflect exact industry tonnage amounts and should only be used to indicate general industry trends.

Aviation tonnage continues to be impacted by a downturn in the aviation industry from 9/11 and the resulting financial impacts to airlines, which carry a significant portion of air cargo. Commercial airports are under the jurisdiction of the Federal Aviation Administration. However, MoDOT's Aviation Advisory Committee helps identify ways to better support the commercial aviation industry. Rail freight tonnage declined 1 percent in 2005 despite strong demand. Railroads continue to struggle with system capacity and labor shortage issues. MoDOT funded a capacity analysis through the University of Missouri that identified specific rail infrastructure projects that could improve both freight flow and passenger rail reliability on Union Pacific's mainline between St. Louis and Kansas City.





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Percent of trucks using advanced technology at Missouri weigh stations

Result Driver: Brian Weiler, Multimodal Operations Director

Measurement Driver: Barbara Hague, Special Projects Coordinator

Purpose of the Measure:

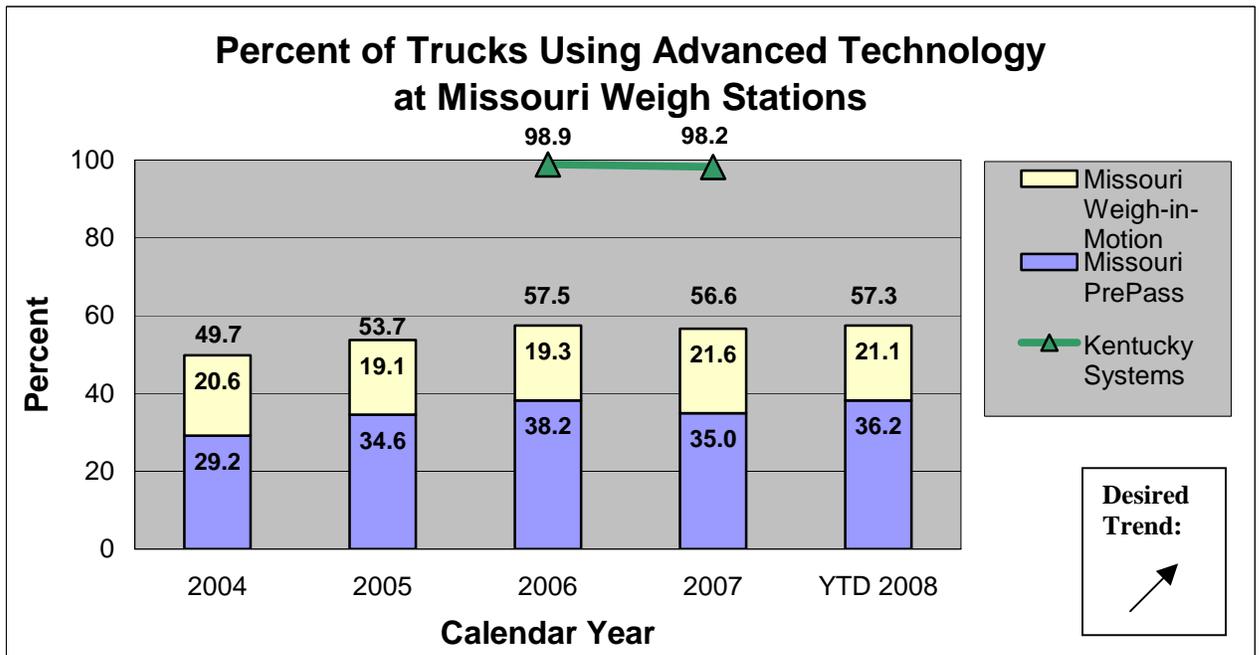
This measure indicates motor carriers' acceptance of tools designed to improve the flow of freight traffic on Missouri highways.

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 19 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 located at Mayview and Foristell. These scales measure weight as trucks pass over them at 40 mph. Using ramp scales rather than verifying weight on 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 use of advanced technology has flattened out due to slowing growth of new companies participating in the PrePass system. This quarter saw only minor site problems. The benchmark for Kentucky was updated to reflect 2007 annual data.



Efficient Movement of Goods

Interstate motor carrier mileage

Result Driver: Brian Weiler, Multimodal Operations Director

Measurement Driver: Joy Prenger, Accounting Services Supervisor

Purpose of the Measure:

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

Measurement and Data Collection:

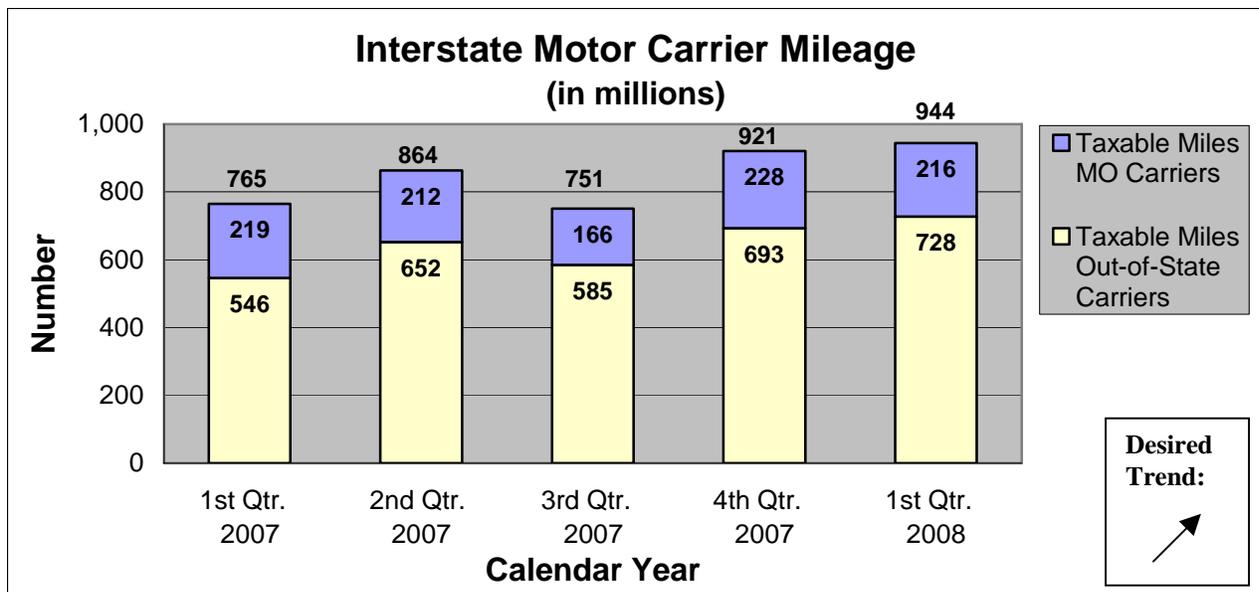
Data is collected quarterly. International Fuel Tax Agreement tax returns filed by member states and provinces and monthly reports of mileage data by the members are used to monitor the number of taxable miles traveled in Missouri by all motor carriers.

Improvement Status:

Interstate miles traveled in Missouri increased 2.4 percent from last quarter.

During the first quarter of 2008, motor carriers traveled 23.3 percent more miles in Missouri than in the first quarter of 2007. Compared to the same time last year, out-of-state carriers traveled 33.1 percent more miles here, and Missouri-based companies drove one percent fewer miles in their home state.

Trucking industry news media report that the national truck tonnage index increased 5.3 percent in January. February tonnages also increased 3.5 percent. This increase is the biggest gain since the beginning of 2005.



Efficient Movement of Goods

Percent of satisfied motor carriers

Results Driver: Brian Weiler, Multimodal Operations Director

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

H. J. Heinz Company is the benchmark for this measure that also mirrors measure 5a, Percent of Overall Customer Satisfaction. The American Customer Satisfaction Index reports that Heinz has the highest customer satisfaction rate of 200 companies and government agencies it scores – 90 percent – which is an increase compared to last year's score of 87 percent.

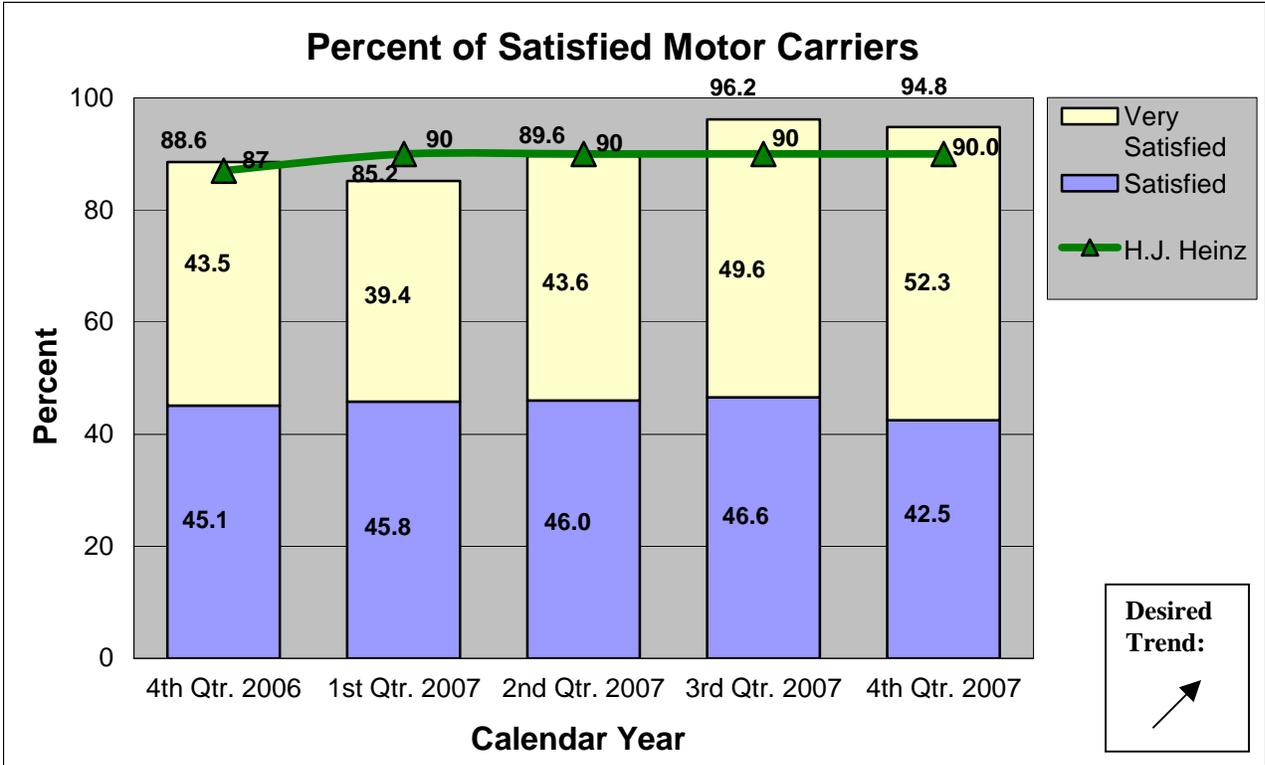
Improvement Status:

The latest survey reports MCS' high customer satisfaction ratings continue with 94.8 percent satisfaction in the fourth quarter 2007. More than half – 52.3 percent of those surveyed – said they were "very satisfied", while 42.5 percent were "satisfied" with the service they received from MCS.

This quarter's data stems from customers' opinions of service received during MCS' busiest months, October, November and December 2007.

To retain and improve customer satisfaction, MCS:

- Instituted automatic renewal of fuel tax licensing for carriers with a history of on-time payment and return filings. Because the information carriers fill out on renewal forms rarely changes, this move saved time and reduced frustration. MCS reduced its paperwork load and dedicated more staff to other busy-season tasks.
- Began accepting Visa credit and debit cards. Until a new state card-processing contract began, MCS was unable to accept the popular cards because of fee issues. MoDOT requested that the new contract flatten fees charged to customers regardless of brand and the Office of Administration was able to do so. Customers appreciate the flexibility.
- Worked behind the scenes to manage registration documents and reduce processing time, employing overtime work when needed.



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Customer satisfaction with timeliness of Motor Carrier Services' response

Result Driver: Brian Weiler, Multimodal Operations Director

Measurement 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 quarter, MoDOT's university partners survey a pool of motor carriers who contacted MCS in the previous three months. These customers are asked to evaluate their satisfaction with 12 customer service factors across the five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Safety and Compliance, Over-dimension/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.

Improvement Status:

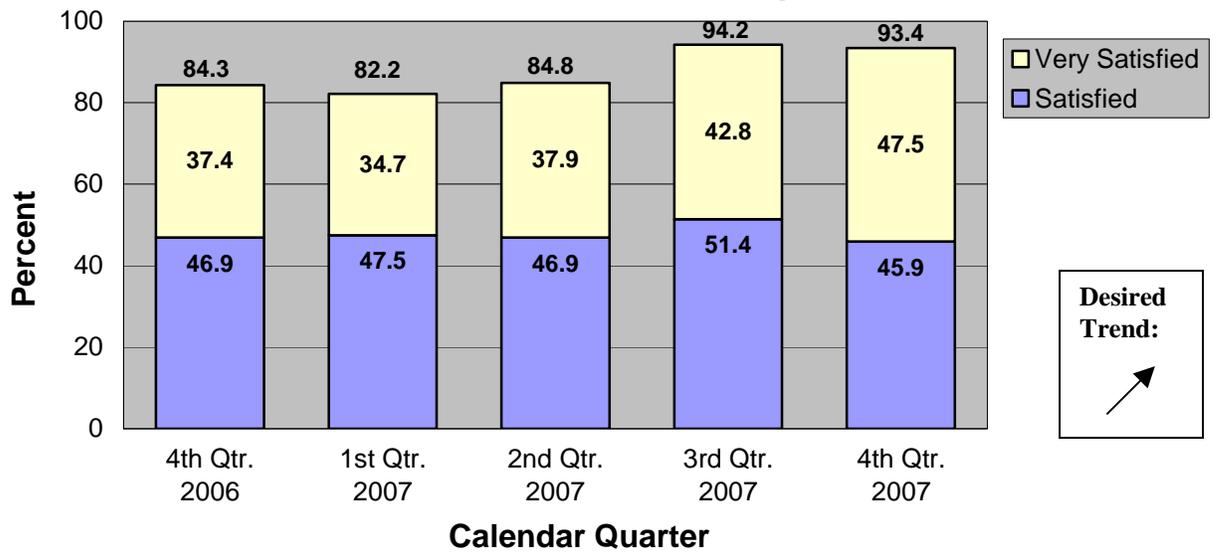
This quarter's data stems from customers' opinions of service received during MCS' busiest months, October, November and December 2007.

Customers' satisfaction with MCS' timely response remains high. At 93.4 percent, it is less than one percent lower than the third quarter measure but the rate of "very satisfied" customers jumped almost five percent. The 2007 fourth quarter score is nine points higher than that of 2006.

To improve response time, MCS:

- Automatically renewed the International Fuel Tax Agreement fuel licenses of interstate carriers who have a history of filing tax returns and renewals on time and who pay invoices promptly. Information on carriers' annual IFTA applications rarely changes, so automatic renewal eliminated a repetitive practice for both customers and MCS agents.
- Completed early delivery of MCS' two largest customers' renewal documents, involving credentials for thousands of trucks and trailers. As renewal requests streamed in for thousands of smaller customers, more agents were available to process them.
- Began accepting Visa credit and debit cards. Until a new state card-processing contract began, MCS was unable to accept the popular cards because of fee issues. MoDOT requested that the new contract flatten fees charged to customers regardless of brand and the Office of Administration was able to do so. Customers who prefer to use Visa no longer fumble and search for a different card to pay invoices.
- Trained all agents in cash and credit card handling procedures, allowing a customer to work with one person through their entire transaction experience.

Customer Satisfaction with Timeliness of Motor Carrier Services' Response



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