
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.



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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.

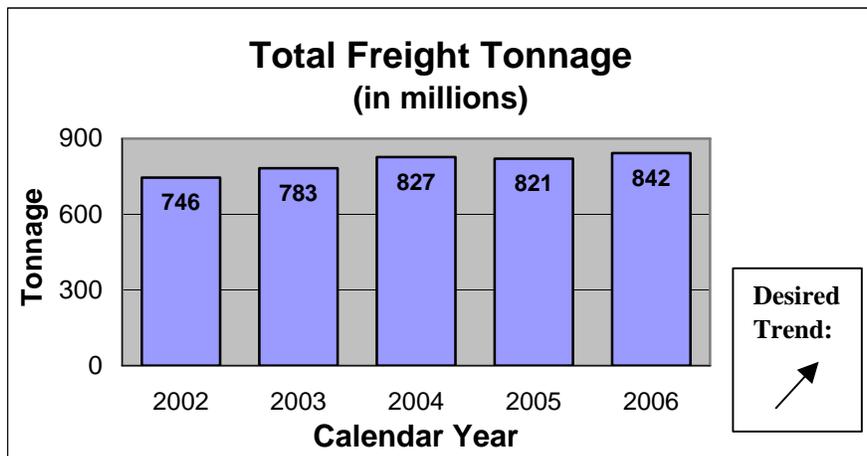
Measurement and Data Collection:

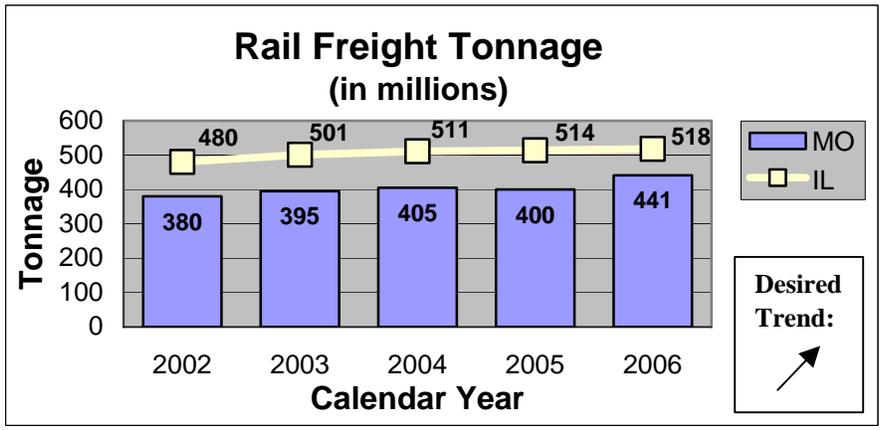
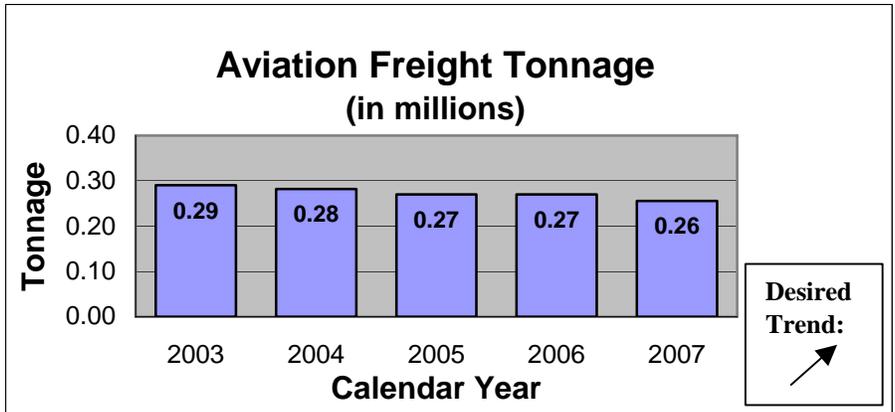
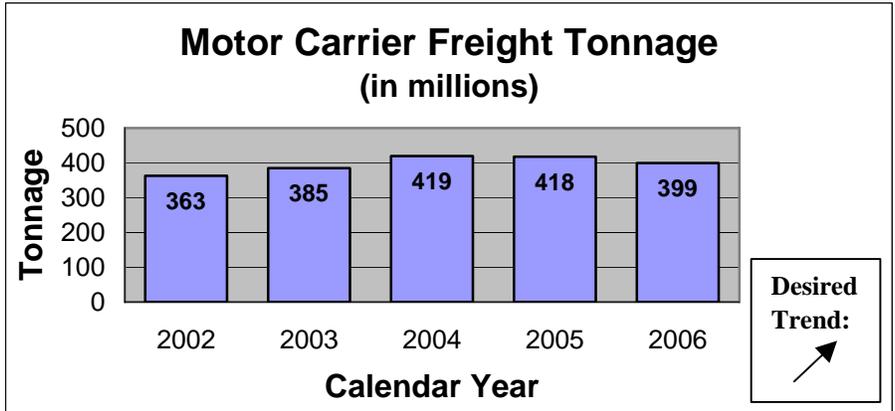
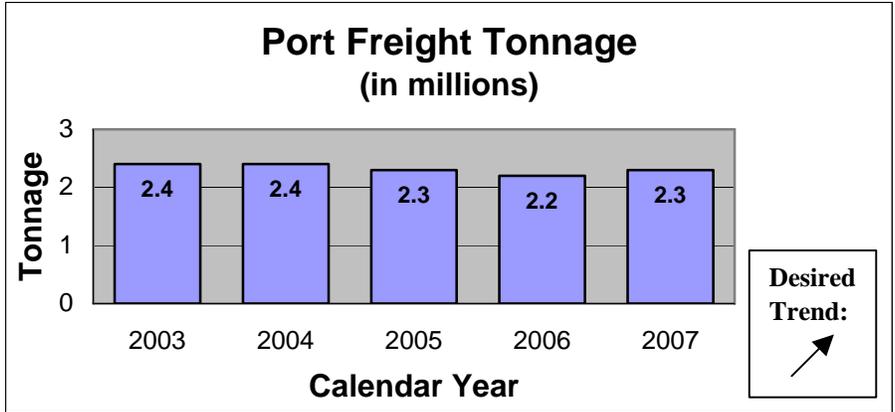
This is an annual measure. However, individual charts are updated with new annual data as it is obtained from external sources. Port tonnage is reported to MoDOT from public ports. Air cargo data is collected via mail survey to commercial airports with known cargo activity. Rail tonnage is obtained from 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. 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 increased 10 percent in 2006, likely due to increased coal shipments. 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:

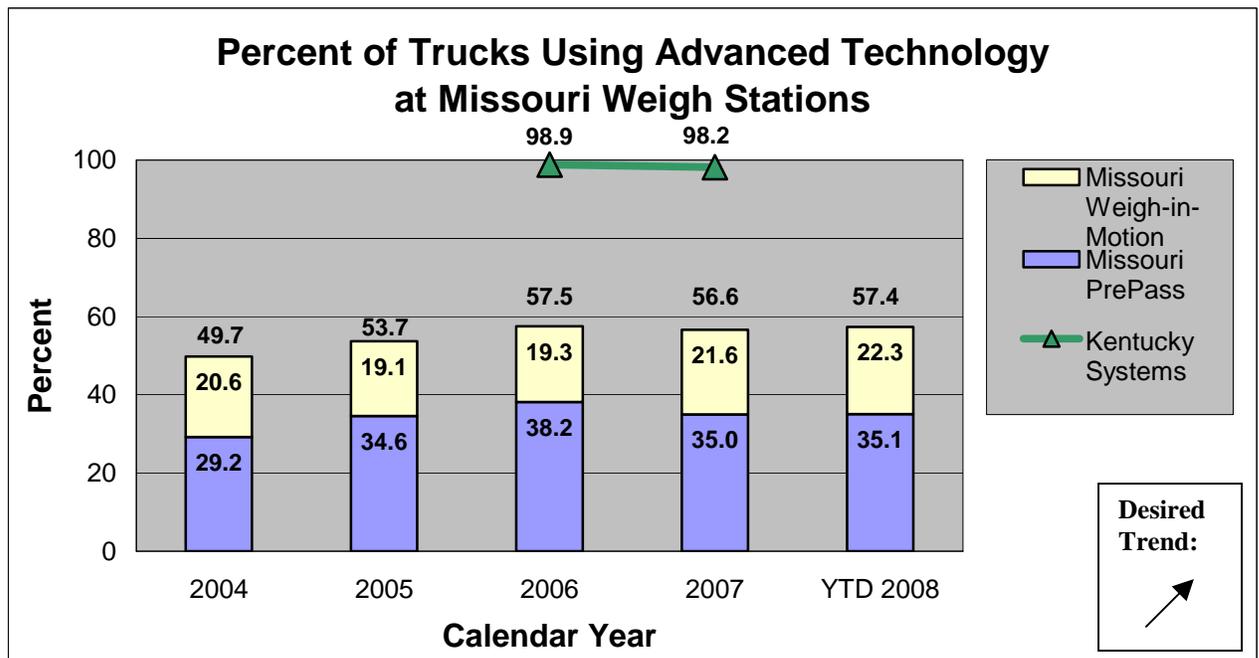
This measure indicates motor carriers' acceptance of tools designed to improve the flow of freight traffic on Missouri highways.

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 continues to be flat due to slow growth in the number of vehicles enrolled in the PrePass system since the later part of 2007. In the last two months, the number has declined to the total number of vehicles enrolled as of January of this year. Weigh-in-motion scales and sensors are scheduled for replacement on Interstate 44 at Joplin and Interstate 55 at Charleston.



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:

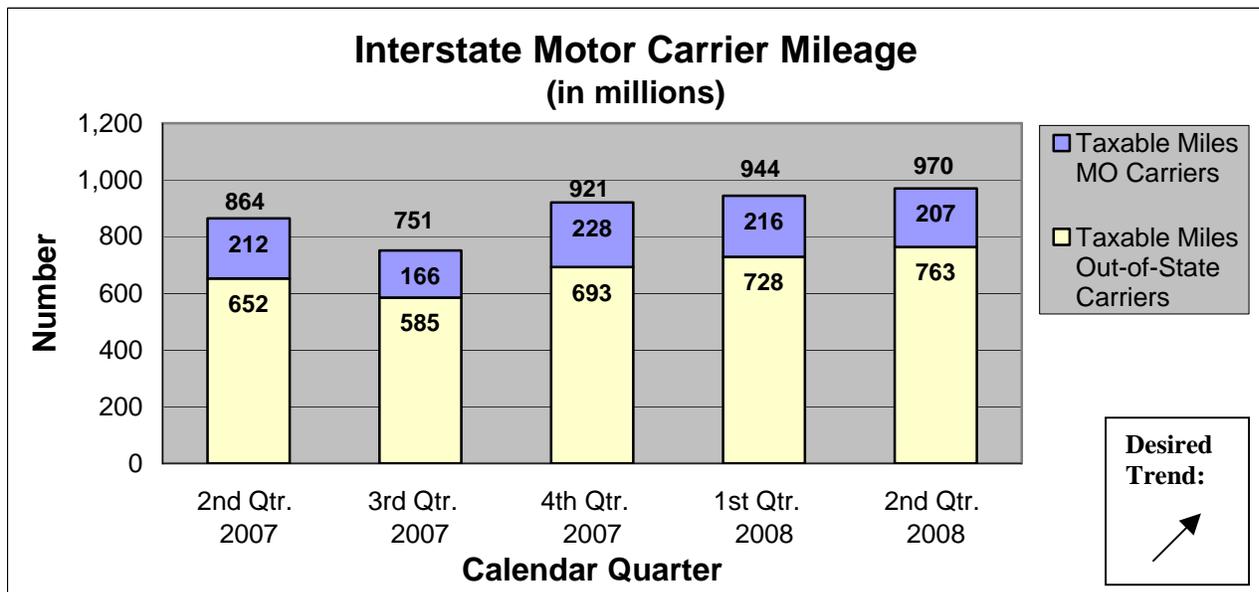
Data is collected quarterly. International Fuel Tax Agreement tax returns filed by member states and provinces and monthly reports of mileage data by the members are used to monitor the number of taxable miles traveled in Missouri by all motor carriers.

Improvement Status:

Total interstate miles traveled in Missouri increased 2.8 percent from last quarter.

During the second quarter of 2008, motor carriers traveled 12.3 percent more miles in Missouri than in the second quarter of 2007. Compared to the same time last year, out-of-state carriers traveled 17 percent more miles here, and Missouri-based companies drove 2.4 percent fewer miles in their home state.

Trucking industry news media report that the national truck tonnage index decreased 4.3 percent from March through May. For 2007, it is reported that industry revenue increased 7.3 percent. That increase includes fuel surcharges embedded in their pricing in an effort to keep up with the increasing cost of fuel.



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.

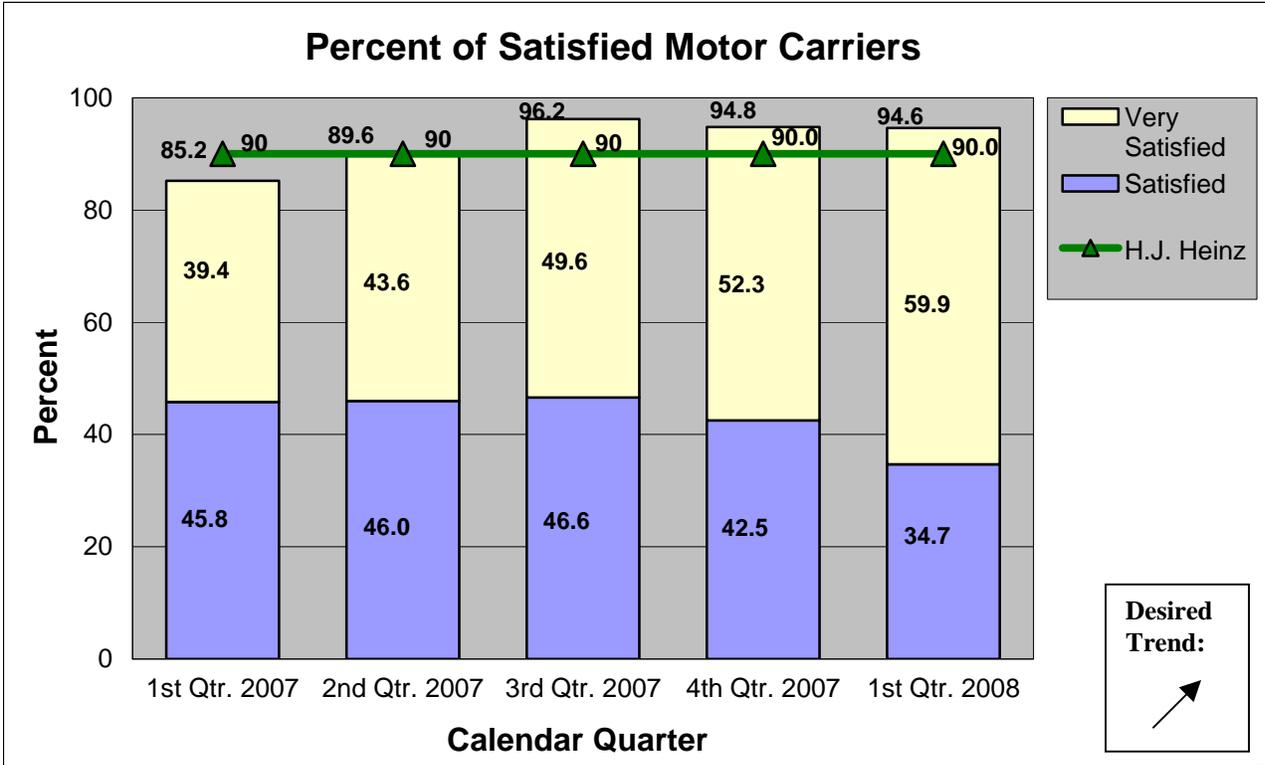
Improvement Status:

The latest survey reports MCS' high customer satisfaction ratings continue with 94.6 percent satisfaction in the first quarter of 2008. This is only a slight change since the last quarter, but the ratio of people who said they were "very satisfied" with the service they received from MCS rose to 59.9 percent – a record level. The overall score is almost 10 percent higher than the same time last year

This quarter's data stems from customers' opinions of service received during January, February and March.2008.

To retain and improve customer satisfaction, MCS:

- Began accepting payments by eCheck – a service that draws funds directly from a carrier's checking account. The service fee, paid to a processing company, of 60 cents – is much less than a typical credit/debit card fee which is based on the amount of the transaction.
- Changed its telephone hold music to a service that provides a 20-minute loop of contemporary songs. MCS can change the type of music played overnight. Customer response is overwhelmingly positive.
- Instigated revival of the Mississippi Valley Conference Subcommittee on Highway Transport. The group improves communication among OD/OW professionals in Midwestern states and works to standardize OD/OW rules and law in the region, resulting in smoother transitions for multi-state OD/OW haulers.



Efficient Movement of Goods

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 contractor, Heartland Market Research, LLC, surveys 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 January, February and March 2008.

Customers' satisfaction with MCS' timely response increased to 94.2 percent. At that rate, it is less than one percent higher than the fourth quarter 2007 measure and 12 percentage points better than the same time last year. The rate of "very satisfied" customers is lower. This could indicate that after a year of improvement customer expectations are rising.

One example of how MCS worked to improve response time included the efforts of Information Systems and vendors. Together, they improved the Over-dimension/Overweight permit function of MoDOT Carrier Express. Motor carriers who use the online system to request an OD/OW through permit for interstates and/or certain U.S. routes now receive permits much more quickly. In fact, the time that passes between a carrier sending a request and receiving a permit is often less than the time it took to read this paragraph.

