

Mid America Association of State Transportation Officials, Subcommittee on Highway Transport

State Report

State: Missouri Report Date: 2/28/2012

Completed By: Debbie Bradshaw

Permits Issued Prior Year: 134,465 (2010)

Permits Issued Year To Date: 146,483 (2011)

Number of Staff Issuing Permits: 10

Does your State offer
Online Requests: Yes No

If yes what percentage
Of permits does your
System issue without
Your review? 65 %

New Legislation:
No new legislation, however:

Emergency Declarations for disaster relief.

While declarations were in effect, carriers who haul oversize/overweight permits:

- *MUST obtain permits
- *Receive priority service
- *May operate during low visibility and during normal night, holiday and curfew hours with clearance lights
- *Are not required to abide by Hours-of-Service laws
- *Who are involved in interstate commerce are not required to obtain fuel or trip permits for travel in the State of Missouri
- *May benefit from the waiver while under load and when returning either empty or with loads directly related to the emergency.
- *Must carry a copy of this declaration in each vehicle that operates in response to relief efforts. NONE of the emergency provisions apply to carriers who are not directly involved in emergency relief efforts.

MoDOT Emergency Allowances.

Tornado relief - Private and for-hire motor carriers may carry up to 10 percent more than their licensed weight on Missouri highways. However, the heavier loads are not allowed to use interstate routes. For removal of debris from the Joplin area and then again for Sand and Gravel loads to Levee Repair in Southeast Missouri.

No charge for Hay permits in or through Missouri

Permitting System Updates: (Please include money or time saving changes)
Addition of more types of permits and open up more routes to be auto issued by the MCE system. Currently at 60% auto issue.

Traveler Information Map - Motor Carrier Services vertical clearance and oversize/overweight restrictions interactive map on MoDOT's website so carriers can view all vertical clearances and all restricted areas on Missouri's roadways. This is a great tool for carriers to plan their routes before obtaining permits.

MoDOT Carrier Express Guides - online tutorial for anything MCS.

Telecommuting: Currently several MCS Agents work three days per week from remote locations (home).

Blizzard of Feb 2011 – prepared the day before by handing out spare phone boxes to agents that normally do not telecommute. Our offices closed around 11:00 am on the morning of 02/01/11, many agents were snowbound for 2-3 days and some couldn't get out for the entire week. Telecommuting saved us – on 02/01/11 with no OSOW agents in the office we were able to issue 146 permits and answer 152 calls – on 02/02/11 we issued 160 and answer 213 calls - ALL FROM REMOTE LOCATIONS – by 02/03 we had agents in the office and at home.

Our agents remained safe at home while still providing excellent customer service and it was seamless to the customer.

Procedural Changes:

Cross Trained MCS agents to have super users that can provide customer services across programs.

MoDOT Motor Carrier Service Restructure Plan - Objective: Level team resources to best deliver tangible results. Expand cross training, level supervisor workload, and continue positioning ourselves to best respond to challenges ahead.

Queue Time Management to increase online usage. Callers calling in permit order mandatory wait time of 10 minutes, if they go on-line no waiting. We have created a separate phone queue for on-line users to call with no waiting as well.

Advertise transactions available to external users and make more reports available to external users to eliminate questions regarding their accounts.

CSA -Comprehensive Safety Analysis:

We use CSA to evaluate carriers that violate their permits.

Innovative or Special Initiatives:

MCS agents telecommute multiple days per week. Share point and paperless process makes this seamless.

New/Unique Communication Efforts: (Describe any outreach to your carrier population)
MoDOT Motor Carrier Services is the single location where commercial motor carriers can get the information, credentials and permits they need to conduct business in Missouri. MCS also enforces safety and economic regulations to help make our highways safe and fair workplaces.

Safety and Motor Carrier Programs Training:

Motor Carrier Services offers free seminars throughout the state to help motor carriers learn more about operating a commercial motor vehicle safely.

CSA -Learn how the Comprehensive Safety Analysis (CSA) behavior-based approach changes the way motor carriers safety records are evaluated. Find what your company can do to earn better rankings.

SafeStart - A basic introduction to motor carrier regulations and required credentials.

General Safety Training - An in-depth look at safety regulations and recordkeeping requirements for motor carriers. Improve safety management.

Passenger Vehicle Training - For motor coach, tour bus or shuttle operators. If you haul passengers for hire or in support of a business or non-profit organization.

Agricultural Truck Safety - Farmers and farm truck drivers must follow commercial motor vehicle laws - with some notable exceptions.

Hazardous Materials and Security Training - Whether transporting gasoline, some chemicals, live bees or other hazardous materials, haulers must follow special regulations.

Motor Carrier Credentials Training - Motor carriers need certificates, licenses, permits - all kinds of credentials. Learn what you need to do to get everything you need to operate legally in Missouri and other states, how to renew and how to handle fuel tax filing.

Special Challenges Affecting Permit Operations:

Insurance

Applicants for an oversize overweight permit must have approved proof of coverage - a certificate of liability insurance form on file with MoDOT Motor Carrier Services. The proof of coverage must list as the certificate holder.

While it is essential that carriers have insurance, the burden of proof is astronomical. We are not tied into Department of Revenue where these records are kept. Currently pursuing a rule change to withdraw the verbiage of requiring carriers to have a certificate of liability on file, instead accept Form E's for all carriers, which does not expire monthly/quarterly/yearly, etc.

Uniformity Pursuits:

Permit Fees

Insurance Requirements

Escort Requirements

Superloads Guidelines

Areas of Concern:

Economy - keeping the sub committee strong and active.

Successes:

MoDOT Motor Carrier Services Earned 2010 Governor's Award for Quality and Productivity in Customer Service.

Implementing innovative ways of meeting the challenge as “one team” brought us to the completion of the most successful Busy Season in MCS history. For several months, a Busy Season team met and formulated a Busy Season Business Plan. We shared solutions that had been successful in the past and brainstormed for new ideas that would streamline our workload and provide customers with increasing personal, fast, courteous and understandable responses.

We targeted the different programs, which would tax our personnel resources. On a daily basis, assessments were made concerning such issues as leveling the workload, overtime requirements, scheduling and day to day demands during the busiest time of the year at MCS. Integrating our MoDOT values into every decision, while aiming to achieve outstanding results, was a huge payoff for MCS.

Other: