

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

State Report

State: MO Report Date: 2/19/13

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Permits Issued Prior Year: 146,483

Permits Issued Year To Date: Approximately 30,000

152,649 From 2011 to 2012 the number of Oversize Overweight permits increased by 6,166 permits which is 4.2 percent.

Number of Staff Issuing Permits: 7

Does your State offer
Online Requests:

Yes

No

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

72%

New Legislation:
MAP 21

APU 550

Vehicles hauling milk from a farm to a processing facility can be 85,500 lbs on highways other than the Interstate.

I-49 - Effective December 12, 2012 US 71 upgraded to Interstate 49 between I-435 in Kansas City tPineville. U.S. 71 along the western edge of Missouri south of Kansas City -- a distance of 180 miles -- has been upgraded to interstate highway standards, with new interchanges, overpasses and outer roads.

The transformation of U.S. 71 to I-49 in Missouri has taken decades to accomplish. Planning for the final series of projects was begun in the late 1980s, with construction beginning in the the early 1990s and continuing through 2012.

Linking I-49 and I-29

Permitting System Updates: (Please include money or time saving changes)
System enhancements in order to increase online usage; improve internal processing procedures; clarify error messages to make them more meaningful for users; made reports available to external users; automated email response to customers verifying receipt of email/fax; added after-hour emergency phone number to permits and created a map view for oversize overweight vertical clearances and restrictions to the Traveler Information Map.

- a. Increased OSOW permits entered through MCE by 2.4 percent from the all-time high in 2008, resulting in approximately 78.4% of permits entered in MCE for the year 2012 (see D-tracker measure 3b).
- b. IRP online customers' usage increased almost 5 percent to 63.6 percent from 2011 to 2012 and is also a new record for the past 5 years.
- c. Promotion of online filing of UCR increased customer entered transactions by 10.7 percent from 2011

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 made more available to agents by implementing paperless process for credentials.

Procedural Changes:

4/10'S

TELECOMMUTING 100% 5 AGENTS

No longer work Holidays

Phones available 7:30 to 5:00

Agents available 6:30 to 5:00

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

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.

Made route survey form fillable, resulting in more automated process for superload customers.

Innovative or Special Initiatives:

TELECOMMUTING - CCC increased 41.3 percent (547 hours) from third quarter to fourth quarter 2012. CCC began a hoteling pilot on September 24, 2012, where five agents telecommute all but one day a week. Depending on whether they are an 8 or 10 hour employee, this increased their number of days telecommuting by one or two days. The hoteling pilot ended at the end of October, but was replaced with full-time telecommuting for all five agents in the hoteling pilot which results in 40 hours of telecommuting a week per agent. There are currently three vacant positions in CCC. Only one hour was logged as an emergency call for CCC. Overtime for CCC was logged as 60.5 hours for the fourth quarter, up from 4.3 hours logged for CCC in the third quarter of 2012; this was due to busy season and the agents' timely processing documents in the worklist.

AUTO ISSUE PERMITS - The percentage of permits issued without agent intervention increased by 1,566 permits (0.8 percent) from third quarter 2012 and by 5,455 (5.9 percent) from fourth quarter 2011. More than half (69.5 percent) of OSOW permits that are issued yearly are processed by the system.

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 requirement

Uniformity Pursuits:
Flags and Signs
Lights
Hours of Operation
Escorts

MAASTO Matrix

Areas of Concern:

Successes:

Implementing paperless office goals through the use and development of SharePoint collaboration and records center, created the file room elimination plan and document management plan, sharing data electronically with FMCSA and industry, development and implementation of SharePoint work lists, import electronic fax documents into work lists, etc.

- a. Improved customer service by decreasing overall average phone queue time by 11.87 percent and 15,431 phone calls
- b. Improved staff efficiencies by electronic verification of compliance and eliminating the requirement to file and store paper documents.

Increased partnering with federal, state and industry to improve program compliance; assigning customer accounts to credentialing and safety staff for providing one-on-one customer relationships; networking; contiguous states' reciprocal agreements; SafeStart and outreach training.

- a. Promotes safe and compliant carriers roadside, thereby increasing efficient movement of goods.
- b. Carriers became more familiar with regulations and develop safe management practices resulting in fewer accidents.
- c. Improved partner relationships that contribute to MCS's high customer satisfaction rating.

Other: