

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

State Report

State: MO Report Date: 10/3/12

Completed By: DEBBIE BRADSHAW

Permits Issued Prior Year: 146,483

Permits Issued Year To Date: 116,600

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? 65%

New Legislation:
85,500 lbs for milk haulers on all highways excluding the Interstate
550 lbs for APU exemption

Permitting System Updates: (Please include money or time saving changes)
More Annual Permits made available to auto issue
Flagged more routes to auto issue
On-line mapping system shows all work zones and/or restrictions in addition to already showing vertical clearances, weight allowances, auto issued routes, commercial zones, birds eye view and street views, etc. for routing purposes.

Procedural Changes:

- Telecommuting 3 to 4 days a week for staff
- Hoteling pilot - coordinate staff members to come in one day a week to a "hoteling station" thereby eliminating office space and resources.
- Modify the process of accepting proof of insurance for oversize/overweight motor carriers by requiring insurance companies to file online. The elimination of

accepting faxed certificates will eliminate the need for staff to key in approximately 12,000 filings per year. This change will allow the ability to shift resources as needed for verification of other state and federal requirements.

- Revise work processes, change in office hours, days open and customer expectations for assistance by phone and walk-ins to deliver practical operations as outlined in the BFYD.
- Revise customer satisfaction survey to glean a better understanding of customers' needs and expectations.
- Implement electronic customer satisfaction survey to provide an additional avenue for customers to respond easier and quicker and possibly increase response rates.
- Develop a monitoring team for tracking new MAP-21 federal safety requirements to proactively determine action steps needed for state implementation and customer awareness.

Innovative or Special Initiatives:

Drought Relief:

Allow heavier than normal loads of corn and other crop silage and baleage to be hauled on selected Missouri highways. Private and for-hire motor carriers may carry up to 10 percent more than their licensed weight, however, the heavier loads are not allowed to use interstate routes or national defense highway routes.

Farmers who determine their corn, milo, hay and other crops will not bear a harvest often cut, chop and transform the plants into food for livestock.

Overweight permits are not required for these slightly overweight loads. All other traffic and motor carrier regulations that normally apply remain in place. This extended waiver is in effect from noon, Aug. 31, 2012 to Nov. 30, 2012.

While the waiver is in effect, participating motor carriers are limited to:

- A loaded, gross weight no greater than 10percent (10%) above the gross licensed weight of the commercial motor vehicle
- Transportation only within the State of Missouri
- Drivers must obey all posted bridge weight limits
- When crossing a bridge, the driver must restrict the vehicle speed to no more than thirty miles per hour (30 mph) and must center the truck between two lanes of the bridge. The truck driver must yield to oncoming traffic, and
- Travel on highways other than Missouri interstate and national defense highways

- NO TRAVEL IS ALLOWED ON MISSOURI INTERSTATE HIGHWAYS OR NATIONAL DEFENSE HIGHWAY ROUTES.

New/Unique Communication Efforts: (Describe any outreach to your carrier population)

Have on web site:

"Allowances In Other States" for Executive Orders

Major Project concerning road work

Training and Outreach:

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:

RoundABOUTs

J Turns

Uniformity Pursuits:

Work with SCOHTS (Standing Committee on Highway Traffic Safety) on implementing national safety policies for our nations highways.

Work with MAASTO (Mid American Association of State Transportation Officials) to provide uniformity between states for requirements associated with the movement of oversize/overweight shipments in areas like flagging, signage, lights, escorts, etc.

Participate in AASHTO SCOHT (Subcommittee on Highway Transport) to implement national safety policies at the national level.

Serve on AASHTO MAP-21 Implementation Team focusing on freight.

MCS Director is a member of Help, Inc. Board of Directors. This organization is a public-private partnership that uses roadside technology programs to verify safety and credential requirements and provides other lines of service that promotes quicker delivery of freight and passenger service in interstate and intrastate commerce.

Act as a resource to state associations (MDTA, MoTA, MMA, Retail Marketers, etc.) and communicate MoDOT's message.

AASHTO Resolution:

Warning Flags

Warning Lights

Warning Signs

Days and Hours of Operation

Areas of Concern:

Electronic permitting - would like to see this move forward - all states to allow

Successes:

MoDOT Motor Carrier Services (MCS) operates an e-business that is customer centered. Timeliness and safety are important to the commercial motor vehicle industry

and consumers. MCS strives to minimize this time by providing the ability to manage their business at one physical location or from their place of business via web applications. MCS strives to reduce CMV fatalities and disabling injuries by safety programs that allow for education, early intervention, and addressing unsafe carriers who refuse to comply with safety regulations. MCS partners with state, federal, national and international entities to meet public and carrier needs.

For fiscal year 2012, MoDOT MCS:

- Served more than 27,000 customers;
- Issued more than 336,361 credentials or permits;
- Collected and distributed more than \$162 Million;
- Ensured the safe operation of hundreds of commercial motor vehicles and carriers; while
- Maintaining a customer satisfaction rate of 92 percent or greater and a customer very satisfied rate of 62 percent or better.
- Implemented an intrastate performance based safety measurement system that identifies unsafe motor carriers' behavior sooner, allowing for earlier interventions.

Other:

Research possibility of allowing increased weight limits on state highways with minimal impact to Missouri's infrastructure.