

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

State Report

State: MO Report Date: 9/22/14

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Permits Issued Prior Year: 150,654

Permits Issued Year To Date: 111,087

Number of Staff Issuing Permits: 9

Does your State offer
Online Requests: Yes No

If yes what percentage
Of permits does your
System issue without
Your review? 72%

New Legislation:
Looking at 85,500 lbs for ag and livestock for entire state highway system

Permitting System Updates: (Please include money or time saving changes)
Customer entered insurance added to the OSOW application.

An OSOW agent is no longer entering insurance into a database for OSOW permits. The system will still pull any Form E's on file and any insurance that hasn't expired, but if insurance isn't on file it will give a message telling the customer to enter the information. This information is then housed on the application in the source system until it is purged. This is saving one FTE that is now able to serve customers on a full-time basis.

Created a separate 72 hour trip permit application.

This streamlines what information is needed for the customer to receive only the trip permit. Eliminates the customer filling out the entire customer form and the agent issuing OSOW permit in error.

Procedural Changes:

Process - eliminating contact with insurance carriers and agents – reducing phone calls and allowing for paperless processes. Saved MoDOT the equivalent of 1 FTE
On-Line 24/7 automated permitting system allows permits to be auto issued within seconds.

OSOW Electronic Permits – can be viewed on tablets, i-pads, smartphones, etc. Paper is not required by enforcement as of July 2013, however, is recommend by MoDOT and Patrol.

Bentley OSOW and HW/WT is successfully auto invoicing in SIT. This will be moved to production with the next push. This saved a step for the agents and customers when issuing permits for OSOW that were not paid for by escrow account.

Automatic check of common customer to see if the permittee is authorized to do house moves. (checks for House movers Insurance) OSOW

Implemented new interactive Customer Information Form that displays required forms needed based upon questions answered for new IRP/OSOW customers, 72 hour permits, or to pay UCR fees.

Innovative or Special Initiatives:

Utilize technology (software and hardware) to achieve telecommuting hours in the equivalent of twelve FTEs.

We reached our goal of 12 FTEs, in FY2014 1st quarter. Snow removal, vacation, holidays, and sick leave will adversely impact telecommute hours.

New/Unique Communication Efforts: (Describe any outreach to your carrier population)
OSOW New feature when routing that shows when the construction starts and ends. Streamlines the process of issuing and/or denying permits. You do not have to look at the restriction map with this feature as far as construction goes.

Testing Phase I of multiple browser compatability for the MCE electronic permitting system.

Special Challenges Affecting Permit Operations:

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.

Uniformity Pursuits:
PHASE I and II

Areas of Concern:

Successes:

Portal Rewrite

- a. MCE open source allows a much more efficient system for internal and external customers
- b. Updates/Enhancements to MCE becomes a much more simple process which saves on staff hours spent updating the system
- c. MoDOT saves \$100,000 - \$200,000 on a portal license
- d. MoDOT saves money because MCE can now share a server

Webpage redesign

- a. It's much cleaner and less cluttered and through extensive testing has proven that less clicks and layers are now required to find the information one is looking for. This was a logical extension of our work to modernize our MCE system and continually serve our customers more efficiently.

Other:

UCR Data Upload to CVIEW to improve efficiency.

- a. Prior to this implantation, MCS staff used Safer to validate UCR payments that were not processed in MCE. This data upload allows MCS staff to use MCE CVIEW and validate UCR payments made on any national system.