State Report

State:	MO	Report Date:	9/22/14
Completed By:	DEBBIE BRADSHAW		

Permits Issued Prior Year: 153,831

Permits Issued Year To Date:

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.

FISCAL YEAR 2015 MCS SUCCESSES

1.   Printed and disseminated pocket URS reference guide to educate carriers regarding deadlines, etc.
2.   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.
3.   Created process for OPA agents to extract and save PDF documents for suspensions, reinstatements, new authority, and cancelation of authority directly into SharePoint to be indexed by agents instead of printing and having receptionist staff scan and index.
4.   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.
5.   Granted Deb Hill Contribute access to Joy's IFTA/IRP audit folder in SharePoint. This allows Deb Hill to upload the documents for financial instead of sending emails to Joy's staff for processing.
6.   Automatic invoicing of carts when the payment type is anything but escrow (eliminates pre-invoice) OSOW
7.   Automatic check of common customer to see if the permittee is authorized to do house moves. (checks for House movers Insurance) OSOW
8.   Developed checklist for agents to use as an aid to find discrepancies or make corrections when issues arise in the IRP/IFTA programs.
9.   In conjunction with CR division, developed FAQ/Chart/"Cheat sheet" to assist Customer Service Reps in answering MCS related questions.

10.   IRP – completed PAQ 15 Multiple Browsers for internal and external use
11.   IRP – designed a quick desk reference guide for Missouri Assessors offices to log on to the MCS Public File Transfer site. 1 sheet instead of an 8 page document.
12.   IRP/FRP – Created a PowerPoint-based video that communicates the benefits of full reciprocity. The video is available for email delivery to customers and it is posted to MoDOT's YouTube and MCS' Facebook page. The video was presented at the MoTA Annual Convention in September, 2014.
13.   Received authorization for $270,000 to replace the inbound weigh scales at Watson and Eagleville.
14.   Completed MCS/AI audit that reviewed overweight loads, safety records of carriers, and proper licensing and registration of trucks working on MoDOT construction and maintenance projects.
15.   Worked with the National Pilot Car Safety Institute and participated in their nationwide Best Practices update.
16.   MCS participated on a statewide team to coordinate dynamic message board calendar, messages, and themes which resulted in increased trucking related messages in the rotation.
17.   MCS was included on the Steering Committee for the first statewide freight plan. MCS lobbied for and got two CMV-related implementation tactics included in the final plan: 1) Develop a plan for weigh station maintenance and safety precautions, and 2) Continue development of the SMART ROADSIDE technology to enhance safety and enforcement.
18.   Utilized social media in addition to normal postcards, etc. to remind carriers of various deadlines and renewal dates.
19.   MCS worked with CR to place a post on the main MoDOT FaceBook page for Truck Driver Appreciation month. The post initially reached 246,400 people and was shared 4,584 times. Within one week, the post had reached over 500,000 people. CR reported that in two weeks, the post had reached 2.7 million people.
20.   Received approval for 2014 CVISN grant to develop a system and process for electronic issuance of temporary permits at weigh stations, which was identified as a priority for MSHP.
21.   Leveraged 2014 CVISN grant to pay IRP, IFTA, and HELP, Inc. dues.
22.   Presentation to the State County Assessors meeting in October, 2014 to discuss ways to make them more efficient using accessible MCS technology.
23.   Provided best practices on FTP sites to DOR for information sharing with outside organizations.
24.   Worked with GS to transition the shipping of UPS to their division.
25.   MCS agent received Notary Public credentials to provide faster customer service.
26.   Agent weekly updates have increasingly provided "red flags" of potential illegal activity which is followed up on and investigated by Safety & Compliance.
27.   The September 2014UCR Auto-Invoice report included a new automatic cancellation process.
28.   Created and provided to GS a MCS mailing spreadsheet to ensure there is always adequate funds in the AAA mailing account.
29.   Specialist Jeff Payne has challenged and passed several of the required tests to become re-certified for inspections, etc. This has saved MCS budget funds by avoiding travel expenses and time away from normal duties to attend certification classes.
30.   MCS reached out to the Traffic division and district work zone contacts by inviting them to participate in a September 2014 "Talking Freight" Webinar about Planning and Designing Work Zones with Large Trucks in mind. Several of the districts participated.
31.   Revised the procedures for outstanding checks and notification letters to provide more clarity and efficiency.

32. Two MCS staff completed Beginning American Sign Language course.
33. Remodeled the Southwest district Safety & Compliance offices to accommodate alternative work arrangements.
34. Conducted the first group federal Safety Audit in the St. Louis district on September 23, 2014.
35. MCS received training concerning the safe operation of Automated External Defibrillators.
36. MCS, MSHP, and HELP, Inc. participated in a Next Generation PrePass pilot for weigh station truck screening.
37. MCS, MSHP, Kansas DOT, SC&RA, and HELP, Inc. developed a bypass screening pilot for sealed containers.
38. Monthly Activity tracking report created for S&C investigators to record monthly activities from MCE and deleted double entry by field staff – thanks to Joy!
39. Districts are now frequently contacting MCS prior to repaving and other projects that may impact WIMs and PrePass hardware near weigh stations. This cooperation and communication was almost non-existent previously.
40. Created a UCR View- MCE Customer Activity Page "Quick Reference" Guide to help agents quickly assist customers in properly completing UCR transactions.
41. Developed a new OPA Procedures Manual that combined several different procedures documents into one easy to use manual. The manual is available for agents on SharePoint and is broken down by chapter and topic, etc. to improve efficiency, institutional knowledge, and customer service.
42. Developed process where MCE customers can now download reports related to their MCS accounts as Microsoft Excel spreadsheets for customization. Previously only PDF reports were available for customers.
43. MCS has been invited by the Construction and Materials division and attended several AGC, MAPA, and concrete association meetings to discuss safe and legal CMV operations on MoDOT projects.
44. MCS will save the department $57,018 per year by conducting our monthly customer satisfaction surveys in-house instead of using an external consultant.
45. Received funding to replace two aging and obsolete scales at the Watson and Eagleville inbound weigh station facilities.
46. To provide better customer service to a growing customer base, MCS has partnered with an employee of the St. Louis district who will serve as an interpreter via phone for anyone who speaks Bosnian, Croatian, or Serbian.
47. Produced a brochure summarizing MCS' functions as an internal tool to make the rest of Team MoDOT more aware of our business and how what we do can benefit them and our customers.
48. Developed a Weigh Station locator and contacts tool. A simple click on a web link provides weigh station location, contact information, and an aerial view of the facility with a Google map browser.
49. Produced a flyer for S&C Investigators to leave behind when doing Safety Audits, interventions, and other contacts with carriers, to promote the use of the MCE online system for conducting transactions with MCS.
50. MoDOT/MSHP Weigh Station MOU finalized.
51. MCS submitted 4 projects to the Innovations Challenge, which was 11.43% of the total submissions for the Central Office divisions. Three of the submissions were selected as first-round winners and will be considered for the state-wide contest.

52.   MCS continued to decrease the number of walk-in customers during busy season. 2014 busy season walk-ins were down 4.9% from 2013 and down 10% from 2012.

53.   The second year of UCR Automatic Invoicing and improvements made to the process, continue to produce efficiencies. Over the past two years, auto-invoicing saved MCS or our customers from entering over 12,500 UCR applications. At two minutes per application, that's a time savings of 418 hours or 17 days.

54.   Successfully executed a new MoDOT/MSHP MOU on operation of weigh stations.