

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

State Report

State: MN Report Date: 1/8/2021

Completed By: Rob Holschbach

Permits Issued Prior Year: 78525

Permits Issued Year To Date: 1420

Number of Staff Issuing Permits: 6 Full-Time & 1 Part-Time student worker

Does your State offer
Online Requests: Yes No

If yes what percentage
Of permits does your
System issue without
Your review? 62%

New Legislation:

2020 Legislation-Escort Vehicles for Overdimensional Loads; Definitions; Requirements providing specific dimensional requirements, conditions and circumstance. Sec. 169.812 MN Statutes

Permitting System Updates: (Please include money or time saving changes)

Minnesota is replacing one of the first online permitting systems in the country with the latest Bentley product, Superload Connect Edition, with an anticipated go live: late-fall 2021.

Procedural Changes:

We have been working with MnDOT's Materials office and pavement engineers to review the Spring Load Restrictions (SLR) and associated policies to determine whether there was opportunity to modify the process/policies. MN appears to be the only state that has mid-range (meaning after SLR is removed, we still have a 2-3 week timeframe before full summer weights can be restored).

Innovative or Special Initiatives:

We're implementing a consistent heavy-haul project and application intake process, which will detail what happens when and who we need to contact when and who the carrier must contact when. We believe this will create consistencies and efficiencies in our process; and provide a good guide to our customers that will hopefully answer questions prior to contacting our office. We're looking to apply this to other areas within our unit.

New/Unique Communication Efforts: (Describe any outreach to your carrier population) Minnesota Oversize/Overweight permits is taking a Customer Experience approach to create a consistent and cohesive strategy of meeting the needs and expectations of our customers and to develop employee engagement strategies that further customer focus principles.

The customer experience approach will improve the way we do business and our service delivery. It allows us to identify and address service gaps to meet the customer needs and expectations by:

- * Identifying drivers of customer dissatisfaction
- * Discovering improvement opportunities
- * Developing a culture of collaboration within the office by improving communications between units

To serve our customers better, we are considering a customer-centered framework which encompasses four main elements

- * Governance and Strategy
- * Customer Understanding
- * Culture and Organization
- * Measurement

Special Challenges Affecting Permit Operations:

Techs continue to spend an inordinate amount of time as technical support for customers. We're confident a new system will eliminate this role for my team.

Uniformity Pursuits:

Holiday Travel - Minnesota has made changes to its 2021 holiday travel restrictions, to allow overweight movement, and oversize movement when less than 9' wide and 110' long. These changes were applied to all holidays and summer weekend travel restrictions for consistency.

Areas of Concern:

Maintaining long-term sustainable superload corridors on key freight corridors. Minnesota OSOW Permits is in the early stages of updating its Superload Corridor Map. The map's purpose is to identify high volume OSOW corridors, critical road segments, areas of concern, and locations for improvements for OSOW vehicles/loads. The map is a resource for District Planners; Construction planning and design needs, a route planning resource for carriers and permit technicians.

Successes:

Minnesota was introduced to 74M wind blades in 2020. More than 250 individual blade loads were successfully moved from Minnesota's Port of Duluth, traveling across the state into the Dakotas. Overall lengths for these vehicles reached in excess of 275' long

overall. OSOW Permits established a advisory group with the Minnesota State Patrol and it's DOT District Partners to improve communication; coordination; awareness in State Government. This proved successful in mitigating multiple issues that would otherwise had created significant cost, time and resources to all involved.

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Other:

In addition to permits issued, certain oversize/overweight annual permit types require route approvals for each move (trip logs). Approvals must be entered in the permit system. There were 99,310 trips logged in Minnesota in 2020. 12% of these were called into the Permits Unit for entry. The remaining were logged online by the customer.