



EFFICIENT MOVEMENT OF GOODS

Tangible Result Driver – Jan Skouby, Motor Carrier Services Director

Missouri's location in the nation's center makes it a major crossroads in the movement of goods. Transportation infrastructure must be up to the task so that as the flow of freight becomes more efficient, businesses and communities share the economic benefits.



Freight tonnage by mode-11a

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Ernie Perry, Administrator of Freight Development

Purpose of the Measure:

This measure tracks trends and indicates diversification of freight movement on Missouri's transportation system.

Measurement and Data Collection:

Efforts for this measure are currently focused on developing a twice a year reporting scheme that provides accurate and timely freight tonnage information by mode. Current data sources for this measure include 2007 commodity flow data, as well as other modal data that can be as much as two years old. The twice a year freight tonnage updates will begin with the July 2011 Tracker.

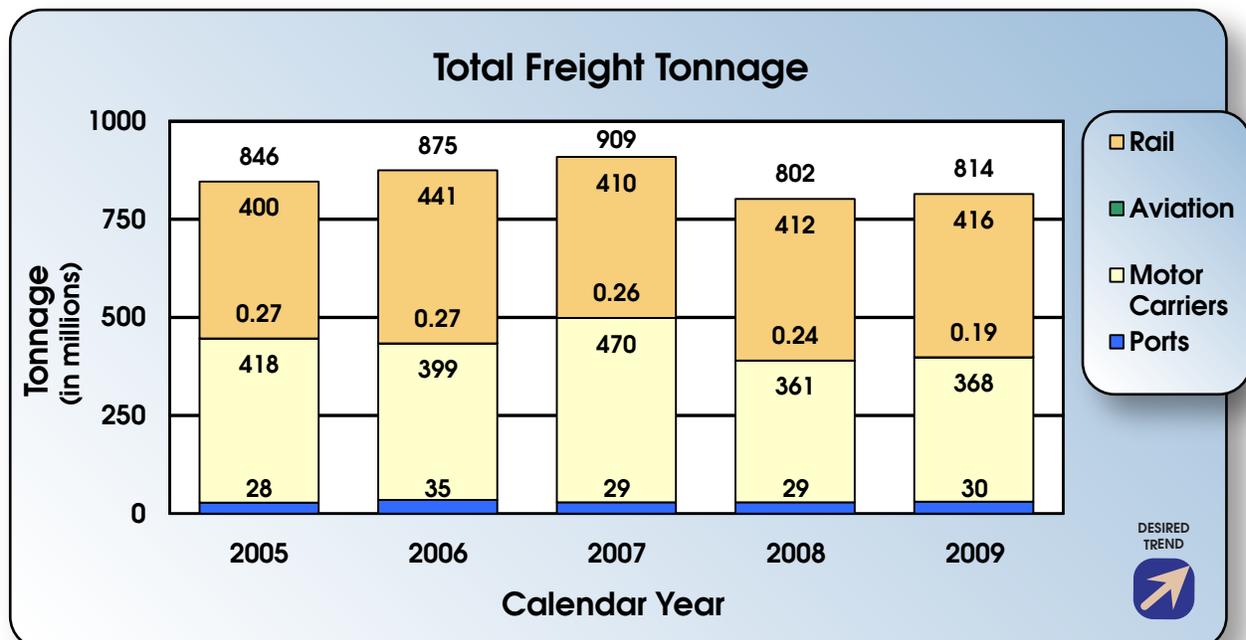
Due to data reporting variability between the various modes and the private and public sectors, this measure represents generalized trends in freight development and movement, and should not be construed as absolute tons moved per year for each of the modes. This measure is updated in July.

Improvement Status:

Total freight tonnage for all modes increased slightly in 2009 to more than 814 million tons. While the data is beginning to reflect the economic recovery, all freight modes remain near historical lows due to the

economic decline beginning in 2007. Nationally reported freight transport trends demonstrate sporadic ups and downs; however, there have been demonstrated gains in some sectors of the manufacturing and logistics areas. Total port tonnage has remained relatively steady since 2005 with slight gains this year to more than 30 million tons moved. Efforts to reverse the decreased freight movements on the Missouri River are underway with the Missouri River Freight Corridor Development Plan. On the Mississippi River, long-term growth of river transportation is hampered by an inadequate lock and dam system.

Motor carrier freight movement trended upward in 2009 as did the rail freight movements. In 2009, motor carrier tonnage increased 2 percent to 368 million tons while railroad tonnage increased slightly by 1 percent to more than 416 million tons. Aviation tonnage continues to be impacted by a downturn in the aviation industry and the resulting financial impacts to airlines, which carry a significant portion of high-value air cargo. MoDOT's Aviation Advisory Committee helps identify ways to better support the commercial aviation industry.



Interstate motor carrier mileage-11b

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Michelle Teel, Assistant Motor Carrier Services Director

Purpose of the Measure:

This measure reports the fluctuations of motor carrier freight movement in Missouri. MoDOT uses the information to monitor freight movement trends.

Measurement and Data Collection:

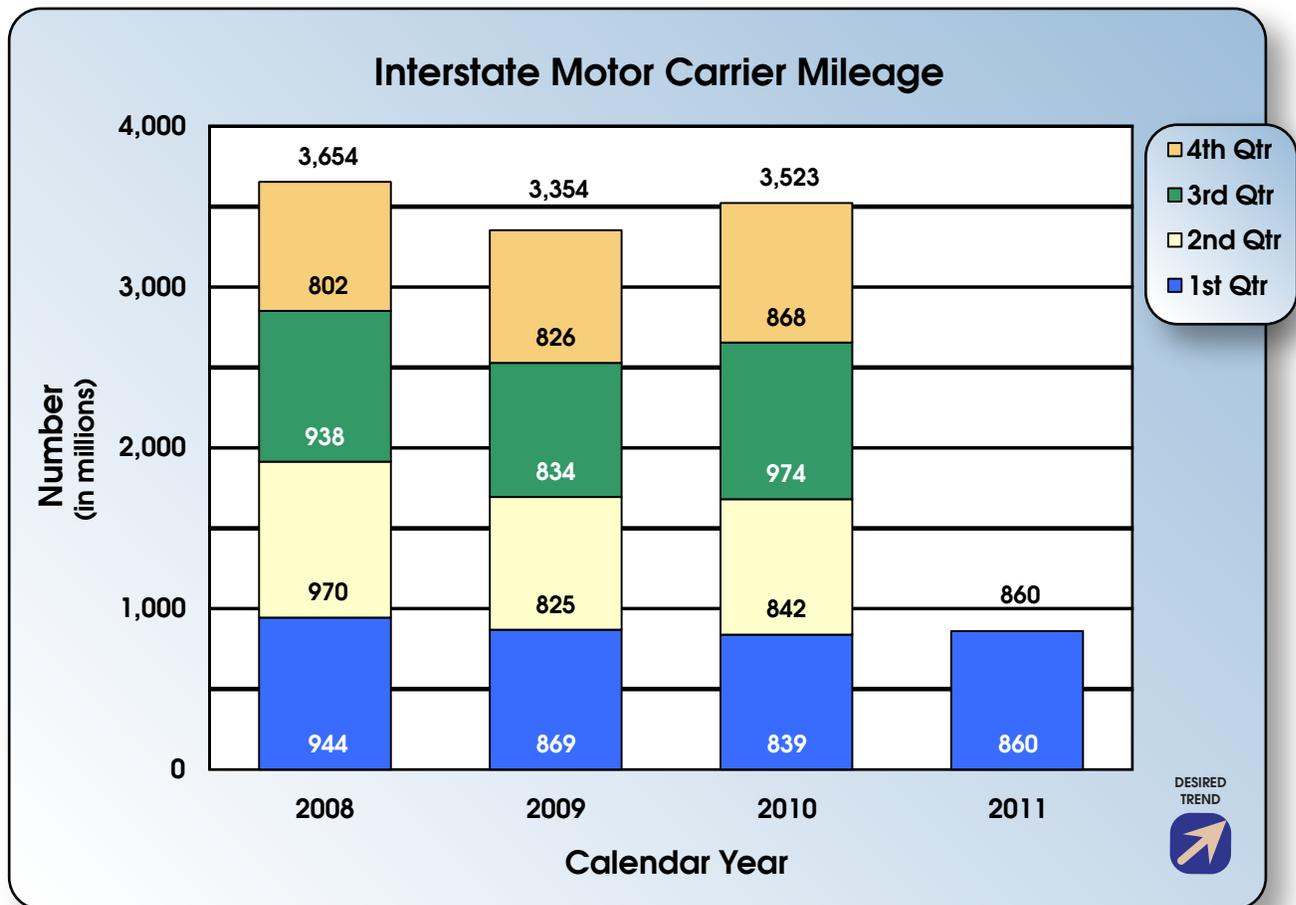
Data is reported quarterly. Quarterly International Fuel Tax Agreement tax returns filed by member states and provinces and monthly reports of mileage data by the members are used to monitor the number of taxable miles traveled in Missouri by all motor carriers.

Improvement Status:

Total miles traveled by interstate carriers in Missouri decreased less than 1 percent from last quarter. During the first quarter of 2011, interstate carriers traveled 2.5 percent more miles here than during the first quarter of 2010.

Compared to the same time last year, carriers based outside of Missouri traveled 2.1 percent more miles in Missouri. Missouri-based companies traveled 3.6 percent more miles in their home state.

Industry reports indicate the freight index fell 1.5 percent in February.



Percent of satisfied motor carriers- 11c

Results Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: DeAnne Rickabaugh, Outreach Coordinator

Purpose of the Measure:

This measure tracks MoDOT's progress toward the goal of expeditiously meeting the needs of the motor carrier industry and facilitating freight movement. MoDOT's Motor Carrier Services team uses the data to identify opportunities to improve customer satisfaction.

Measurement and Data Collection:

MCS personnel, working with Heartland Market Research, LLC, revised a survey to collect customer satisfaction data. The survey, sent to 800 MCS clients each month, addresses all five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Oversize Overweight Permitting, Safety and Compliance and Operating Authority. Survey respondents identified the services they use when doing business with MCS, then indicated their level of satisfaction with four customer service factors: "timely response," "returned my call/e-mail," "friendly service," and "service issue resolved". They also gave an "overall satisfaction" score. Customers used a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied. Survey results are reported quarterly.

The Oregon Motor Carrier Transportation Division is the benchmark for this measure. Like MoDOT MCS, Oregon MCTD houses most functions required of motor carriers in the state. Unlike MoDOT's quarterly survey, Oregon's survey is conducted in one week, biennially.

Improvement Status:

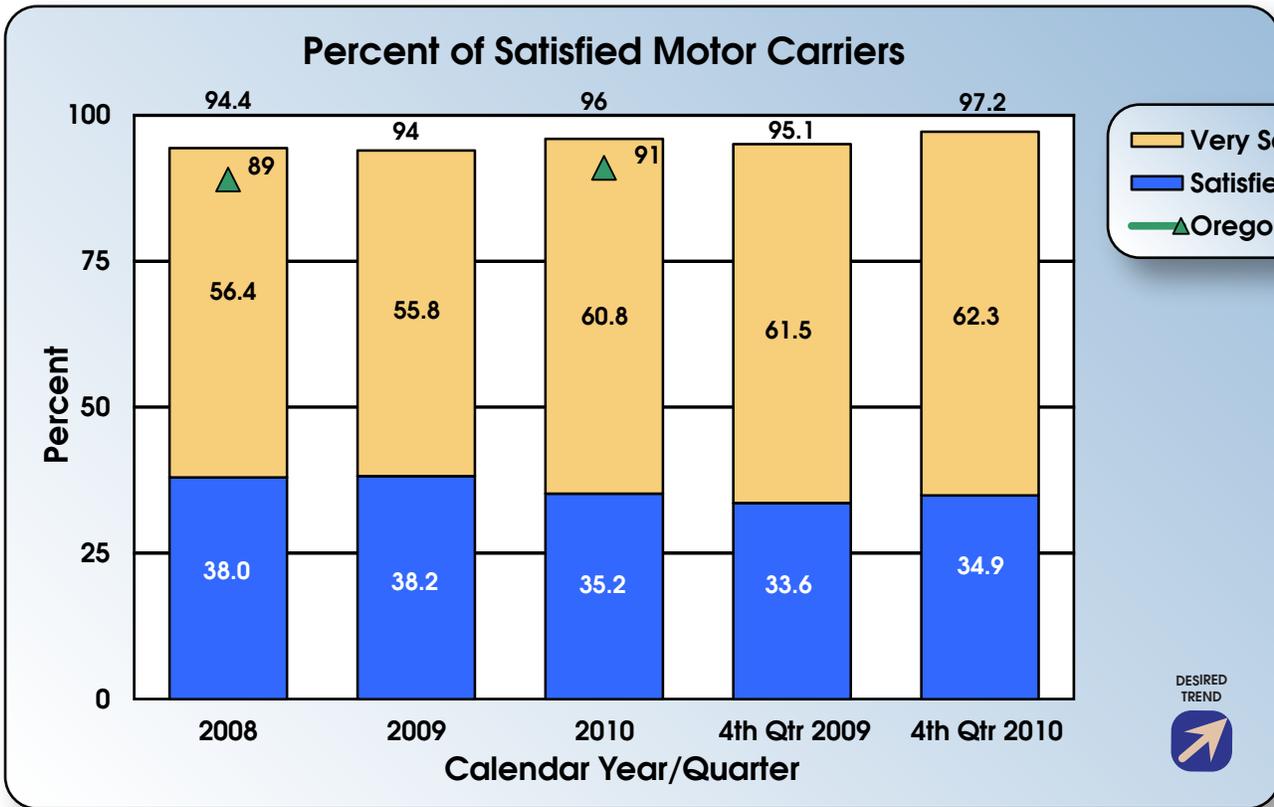
This data stems from customers' opinions of service received in October, November and December 2010.

Motor Carrier Services earned a customer satisfaction rating of 97.2, up 2.3 versus last quarter. The score is 2.1 points higher than the same time last year. The ratio of people who said they were "very satisfied" with the service they received from MCS in the fourth quarter 2010 is 62.3 percent, 4.2 points higher than last quarter and up 0.8 percent from the same time last year.

MCS takes risks in an effort to balance resources, optimize employee time and increase customer usage of Motor Carrier Express while maintaining a high level of customer service. In recent years, MCS decreased resources while increasing output, expectations and customer satisfaction.



**MoDOT Motor Carrier Services
Earns 2010 Governor's Award for Quality
and Productivity in Customer Service.**



Missouri and Mississippi River waterborne freight tonnage-11d

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Sherrie Turley, Waterways Program Manager

Purpose of the Measure:

This measure tracks the amount of waterborne freight tonnage moving annually on the Missouri and Mississippi rivers. The measure also provides performance data to track the effectiveness of the industry, the interagency efforts to return freight traffic to the Missouri River and the re-establishment of the Missouri River corridor as a freight corridor following more than eight years of declining shipments.

Measurement and Data Collection:

Data for this measure is collected from the U.S. Army Corps of Engineers, Waterborne Commerce Statistics Center (WCSC). This data includes all shipments on the Missouri and Mississippi rivers including sand and gravel. The Missouri River channel is maintained at 300 feet wide and nine feet deep to facilitate commerce; however, drought conditions and unstable water policy have driven much of the river's freight to other modes and rivers. This is an annual measure updated in April.

Improvement Status:

Total commodities moved on the Missouri River continue a downward trend since a peak of more than nine million tons in 2001. Estimated tonnage for 2010 continues this trend at 4.95 million tons moved on the river. It is important to note that on average, sand and gravel comprise nearly 95 percent of the tons moved in recent years. Sand and gravel moved/mined from the river have gradually increased while freight movements have decreased. However, while sand and gravel tonnage decreased in 2010, freight tonnage increased by 24 percent and the industry expects it to increase by another 15 percent in 2011.

Efforts to move more freight on the river, through a multi-agency and private sector partnership, began in December 2009 with the Missouri River Assessment and Development Plan that is designed to increase the traditional movement of commodities, identify new markets and cargos, and evaluate the infrastructure and management strategies that would enhance the river as a freight corridor. Follow-up meetings are scheduled in April 2011.

