

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: Cheryl Ball, Administrator of Freight Development

Purpose of the Measure:

This measure tracks freight tonnage trends by mode and indicates diversification of freight movement on Missouri’s transportation system.

Measurement and Data Collection:

The most recent federal tonnage estimates are based on 2007 commodity flow data. A freight tonnage estimator tool has been created for rail and motor carriers data to provide twice a year tonnage estimates for these primary freight movers. Freight data for aviation and waterways continues to be collected through direct survey of airports, ports and waterborne commerce data. Combined, these freight tonnage estimates provide a snapshot of generalized trends in freight development and movement. This data is only an estimate. This measure is reported in April and October with a three- month lag in data.

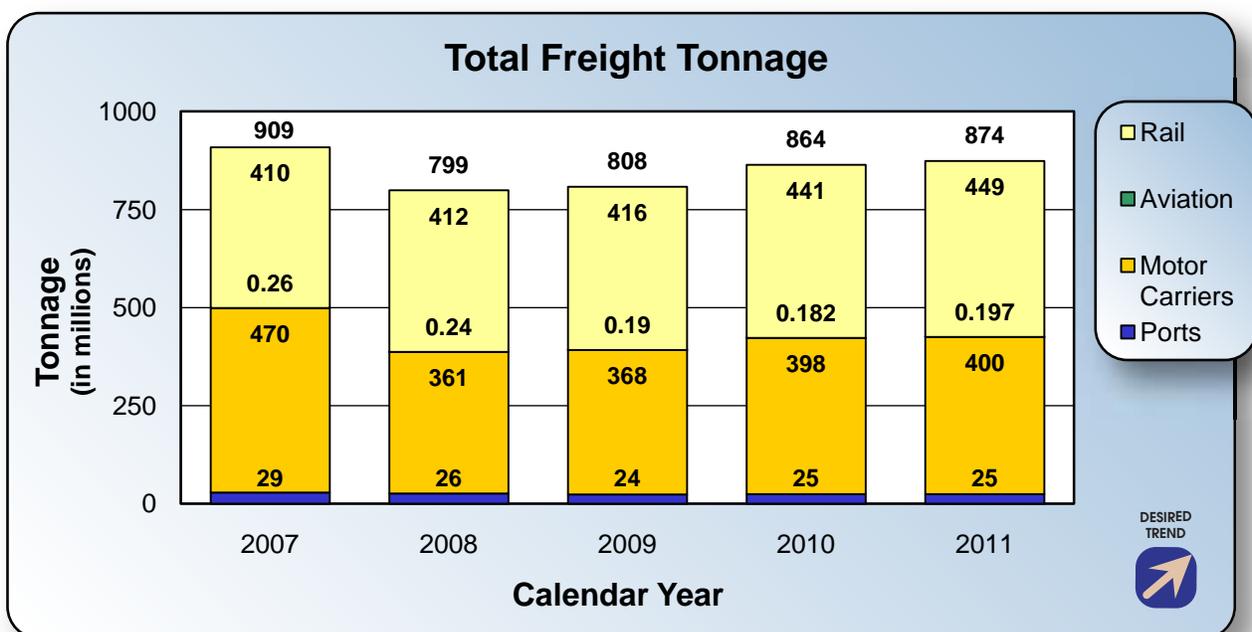
Improvement Status:

Total freight tonnage for all modes continues to increase. The tonnage data reflects the slow and bumpy general economic recovery. The record floods on both the Missouri and Mississippi Rivers prevented the increases predicted in river cargo.

However, the river navigation industry did an outstanding job of moving freight when the river reopened resulting in totals near 2010 levels. St. Louis airport had a 13,000 ton increase generally resulting from efforts to increase Chinese imports and exports. Although they are not large cargo operators, the Joplin and Cape Girardeau airports increased cargo last year by 441 percent and 911 percent respectively.

The rising cost of fuel combined with good rail access in Missouri resulted in only a two-ton increase in truck freight while the majority of increased cargo went to more fuel efficient rail cars.

On-going freight development activities are focused on improving the efficiency of intermodal connectors, identifying transportation bottlenecks in supply chains in Southwest Missouri foreign trade zone, and educating MoDOT employees on highway challenges to the freight industry that can be resolved through maintenance and construction efforts. With static transportation funding and increasing costs, MoDOT’s ability to adequately address transportation needs long term is unlikely.



Interstate motor carrier mileage-11b

Result Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Scott Marion, Motor Carrier Services Assistant 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.

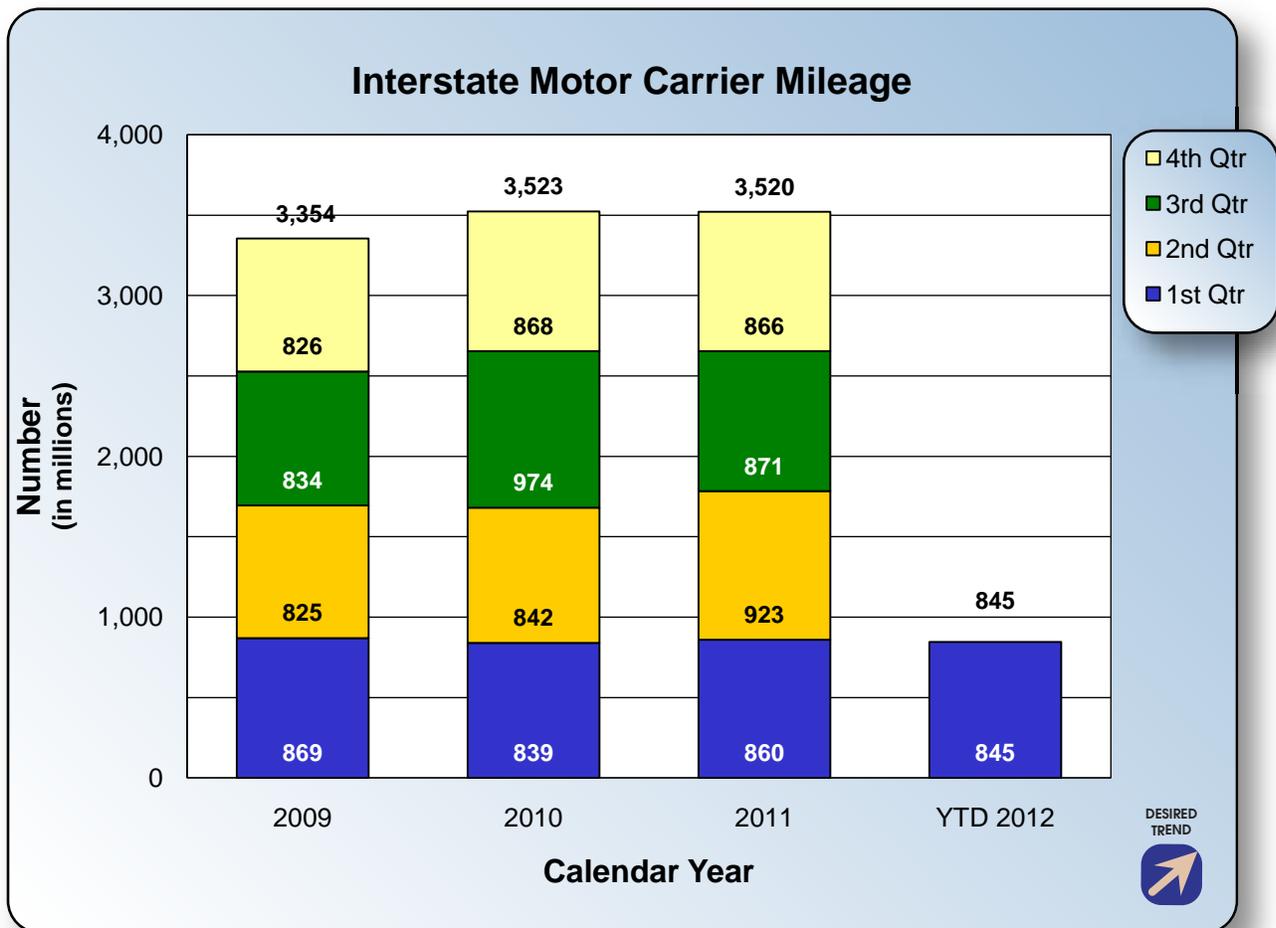
Measurement and Data Collection:

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 by 2.40 percent from last quarter. During the first quarter of 2012, interstate carriers traveled 1.74 percent fewer miles here than during the first quarter of 2011.

Compared to the same quarter last year, carriers based outside of Missouri traveled 1.97 percent fewer miles in Missouri. Missouri-based companies traveled 1.00 percent fewer miles in their home state.



Percent of satisfied motor carriers-11c

Results Driver: Jan Skouby, Motor Carrier Services Director

Measurement Driver: Scott Marion, Motor Carrier Services Assistant Director

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 an independent research and survey firm, developed a survey to collect customer satisfaction data. The survey, sent to 800 MCS clients each month, addresses all six MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Oversize Overweight Permitting, Safety and Compliance, Unified Carrier Registration 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:

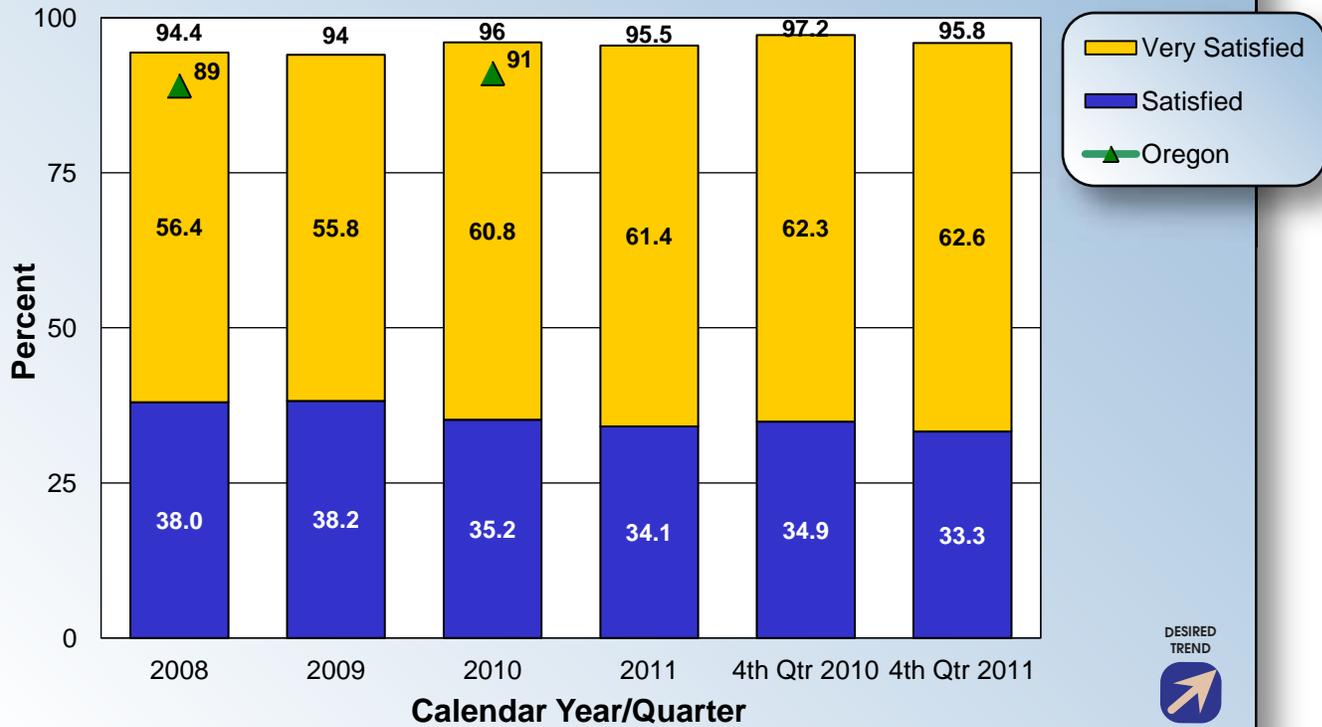
This data stems from customers' opinions of service received in October, November and December of 2011.

Motor Carrier Services earned a customer satisfaction rating of 95.8, up one percent compared to last quarter. The score is 1.4 percent lower than the same quarter last year. However, the ratio of people who said they were "very satisfied" with the service they received from MCS in the fourth quarter 2011 is 62.6 percent, matching last quarter and up 0.3 percent from the same time last year.

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



Percent of Satisfied Motor Carriers



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. This data includes all shipments on the Missouri and Mississippi rivers including sand and gravel. This is a quarterly measure.

Improvement Status:

In 2011, a downward trend in total commodities shipped on the Missouri River continued. This is largely due to historic flooding that closed segments of the river for three of the eight month navigation season. We were invited to participate with the Corps and stakeholders on the Missouri River Flood Task Force to ensure that navigation was represented.

Because water levels remained high during the winter of 2011-2012, shippers were able to haul on the Missouri starting on February 28, one full month before the official navigation season began.

The U.S. Army Corps of Engineers' 2012 Missouri River operating plan predicts water levels will support a full navigation season – April 1 to December 1.

While there was some flooding on the Mississippi River in 2011, total tonnage was virtually unchanged from the prior year. January 2012 tonnage was the best since 2008 and the number of tons shipped in February and March 2012 was the highest in five years.

This quarter, MoDOT participated in a two-day meeting with the corps and representatives of three southeast Missouri ports. The group discussed the need for guaranteed future funding for dredging of small harbors. With static transportation funding and increasing costs, MoDOT's ability to adequately address transportation needs long term is unlikely.

