
Efficient Movement of Goods

*Tangible Result Driver – Brian Weiler,
Multimodal Operations Director*

Missouri's location in the nation's center makes it a major cross-roads 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.



Efficient Movement of Goods

Freight tonnage by mode

Result Driver: Brian Weiler, Multimodal Operations Director

Measurement Driver: Eric Curtit, Long-Range Transportation Planning Coordinator

Purpose of the Measure:

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

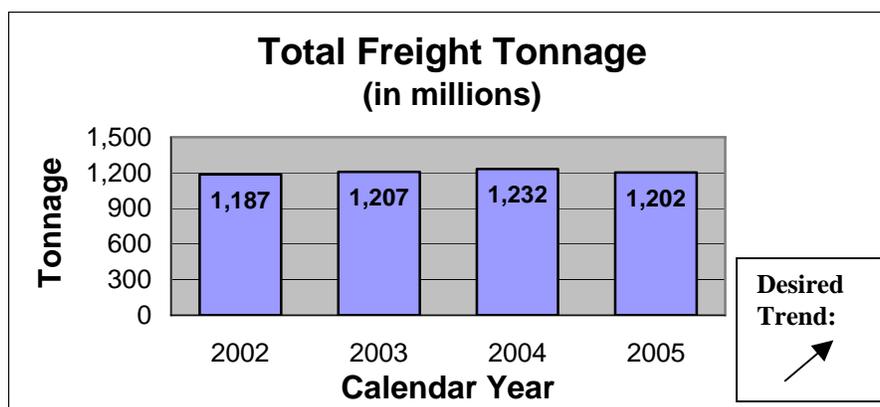
Measurement and Data Collection:

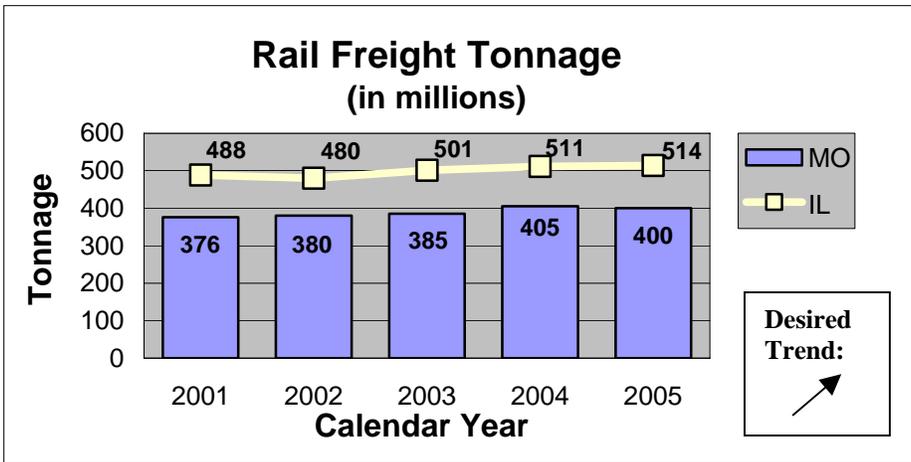
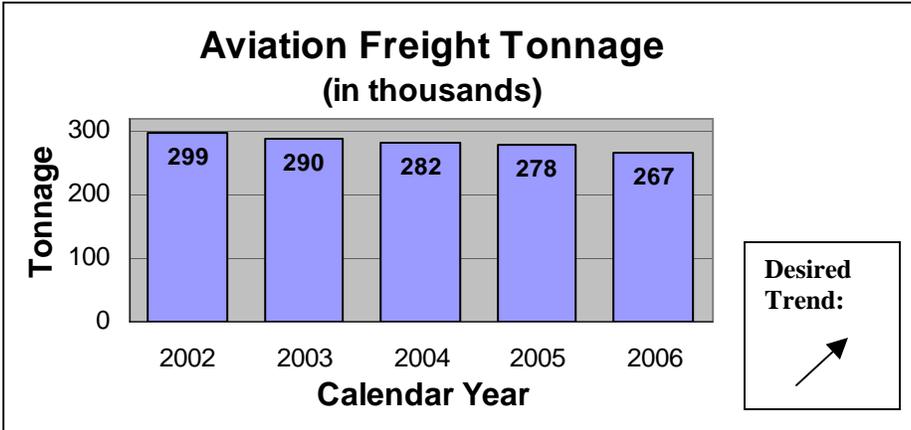
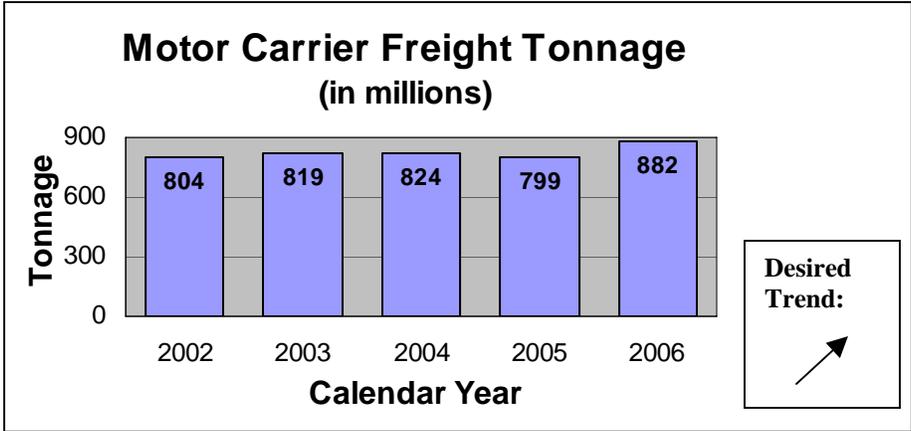
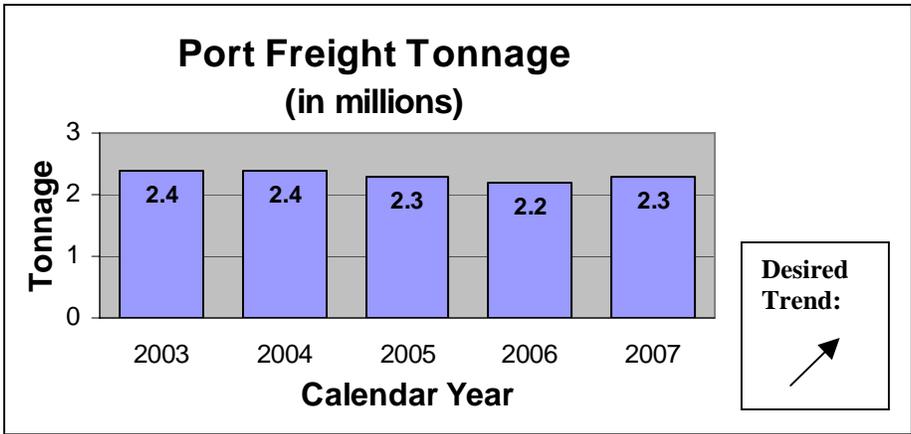
This is an annual measure. Port tonnage is reported to MoDOT from public ports. Air cargo data is collected via mail survey to commercial airports with known cargo activity. Rail tonnage is obtained from the Association of American Railroads. MoDOT calculates motor carrier freight movement using commercial vehicle miles traveled, trip length per shipment and average truck cargo weight.

Improvement Status:

Total freight tonnage for all modes exceeds 1.2 billion tons. Port tonnage has remained relatively steady since 2002 despite low flows on the Missouri River. New port data is now included. Long-term growth of river transportation is hampered by an inadequate lock and dam system on the Upper-Mississippi River above St. Louis. MoDOT supports a federal proposal to update and expand this system. Motor carrier data indicates a 10 percent increase in tonnage amounts for 2006, but this spike could be partially impacted by changing variables used in MoDOT's data calculation. It may not directly reflect exact industry tonnage amounts and should only be used to indicate general industry trends.

Aviation tonnage continues to be impacted by a downturn in the aviation industry from 9/11 and the resulting financial impacts to airlines, which carry a significant portion of air cargo. Commercial airports are under the jurisdiction of the Federal Aviation Administration. However, MoDOT's Aviation Advisory Committee helps identify ways to better support the commercial aviation industry. Rail freight tonnage declined 1 percent in 2005 despite strong demand. Railroads continue to struggle with system capacity and labor shortage issues. MoDOT funded a capacity analysis through the University of Missouri that identified specific rail infrastructure projects that could improve both freight flow and passenger rail reliability on Union Pacific's mainline between St. Louis and Kansas City.





Efficient Movement of Goods

Average travel speeds for trucks on selected roadway sections

Result Driver: Brian Weiler, Multimodal Operations Director

Measurement Driver: Michelle Teel, Assistant Motor Carrier Services Director

Purpose of the Measure:

This measure tracks average truck travel speeds on selected roadway sections. MoDOT recognizes the efficient movement of trucks is critical to the economy. Timely, reliable goods movement allows businesses to reduce manufacturing and inventory costs and improve responsiveness to rapidly changing markets. The desired trend is for the average truck speeds to approach the posted speed limit (the average speed limit on I-70 in Missouri is 67 mph).

Measurement and Data Collection:

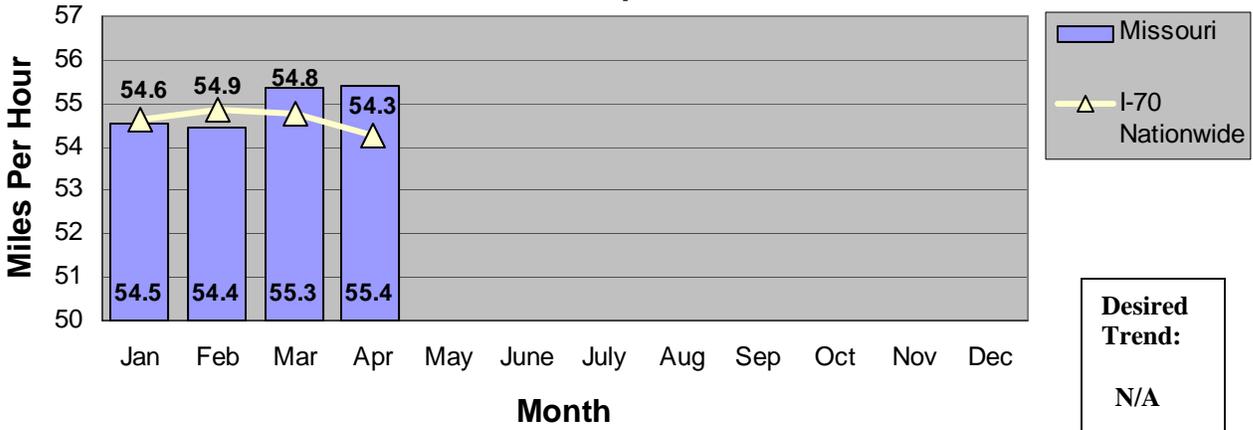
The Federal Highway Administration launched the Freight Performance Measure initiative to monitor truck travel speeds in freight-significant corridors, including Interstate 70. In 2002, the FHWA established a partnership with the American Transportation Research Institute to determine whether and how information from communication technologies used by the freight industry could provide data to support freight performance measures. ATRI worked with technology vendors and commercial carriers to demonstrate that after removing all information except time and location data, communication technologies can be used to derive travel speeds measures. Preliminary research data, including truck travel speeds on I-70 nationwide, is available from FHWA. This data allows MoDOT to measure Missouri's truck performance on I-70 compared to I-70 nationwide. Additional Missouri routes may be added in the future, including Interstates 55, 57, 35 and 44. This measure is updated each month that new data is available from FHWA. Several Motor Carrier Services customers are using a device on their trucks that limit a maximum speed of 65 miles per hour or less.

Improvement Status:

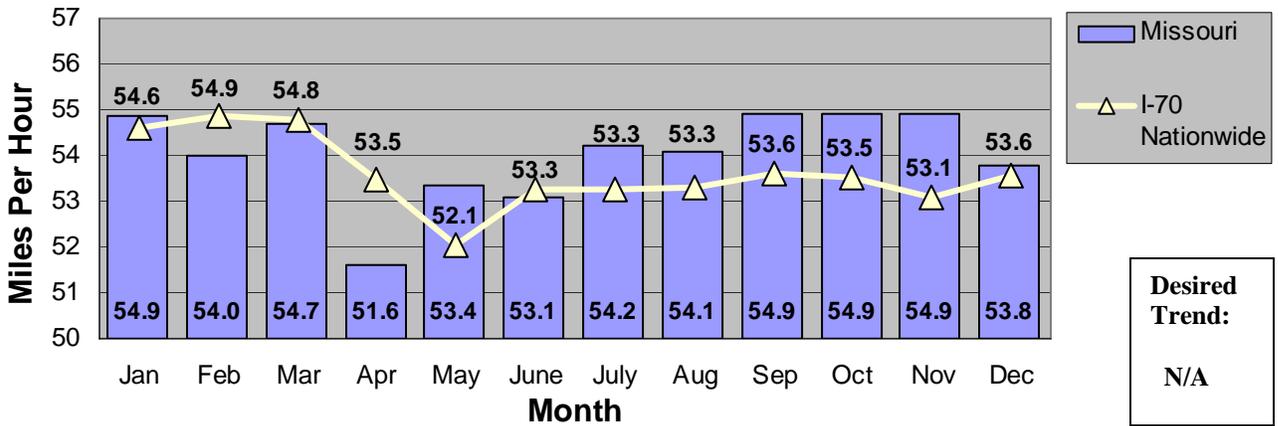
In this quarter, no new data has been provided by FHWA.

Live traffic data for three Missouri metro areas is available on MoDOT's Web site. Motorists use Kansas City Scout, St. Louis' Gateway Guide and Springfield's Ozarks Traffic Web pages to check conditions on their planned and alternate routes. Motorists also base decisions on information found on work zone and road condition maps found on MoDOT's Web site. In the Kansas City area estimated travel times now appear on dynamic message signs, while behind the scenes, a new incident management coordinator works to improve MoDOT's response to traffic interruptions. In the St. Louis area, an interactive 511 service gives callers up-to-the-minute condition reports on requested highways. A new Web tool, "Map My Trip," helps travelers navigate to St. Louis destinations.

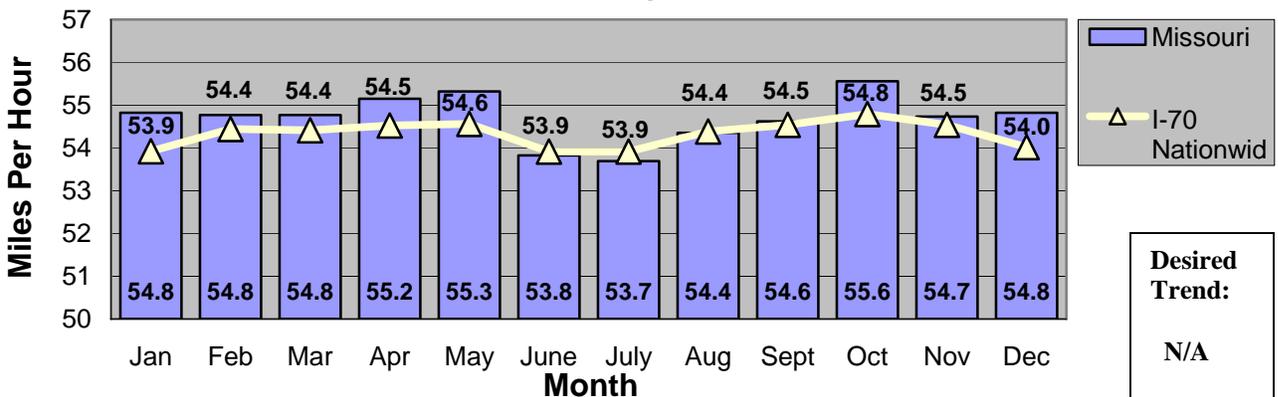
Average Travel Speeds for Trucks on Selected Roadway Sections 2007 Calendar Year Comparison for Interstate 70



Average Travel Speeds for Trucks on Selected Roadway Sections 2006 Calendar Year Comparison for Interstate 70



Average Travel Speeds for Trucks on Selected Roadway Sections 2005 Calendar Year Comparison for Interstate 70



Efficient Movement of Goods

Percent of trucks using advanced technology at Missouri weigh stations

Result Driver: Brian Weiler, Multimodal Operations Director

Measurement Driver: Barbara Hague, Special Projects Coordinator

Purpose of the Measure:

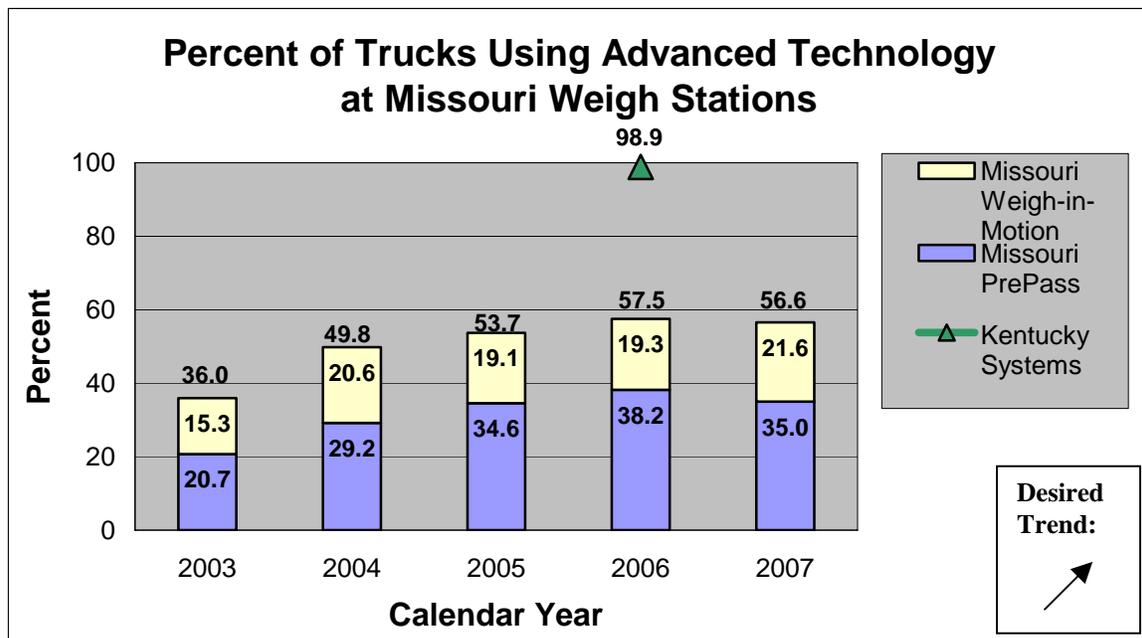
This measure indicates motor carriers' acceptance of tools designed to improve the flow of freight traffic on Missouri highways.

Measurement and Data Collection:

For this quarterly measure, data is collected by HELP, Inc.'s PrePass system computers which scan transponder-equipped vehicles as they approach 19 Missouri weigh stations. Pavement sensors check the vehicle's weight while computers review MoDOT's records to determine the carrier's compliance with safety, insurance and other state and federal regulations. Drivers are notified to stop or are allowed to continue without delay. Carriers that comply with state and federal regulations save time and money. The Missouri State Highway Patrol provides a quarterly measure of the number of trucks that use Missouri's weigh-in-motion scales located at Mayview and Foristell. These scales measure weight as trucks pass over them at 40 mph. Using ramp scales rather than verifying weight on fixed scales that require a full stop saves both time and money. The benchmark state of Kentucky uses Ramp Sorter weigh-in-motion scales as its primary weighing tool and participates in Norpass, a mainline verification system. Kentucky's mainline verification numbers are much lower than Missouri's because their use of fixed scales is limited.

Improvement Status:

The year 2007 ended with a slight decline in the number of trucks weighed using advanced technology. This data shows the impact of equipment failure due to weather and normal wear and tear; a slowing growth in the number of trucks with Prepass transponders; the effect of building two welcome centers near two Prepass sites causing the traffic lane to be closed; and a continued decrease in trucks weighed at fixed and portable scales. Kentucky data for the year was unavailable at publication time.



Efficient Movement of Goods

Interstate motor carrier mileage

Result Driver: Brian Weiler, Multimodal Operations Director

Measurement Driver: Joy Prenger, Accounting Services Supervisor

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:

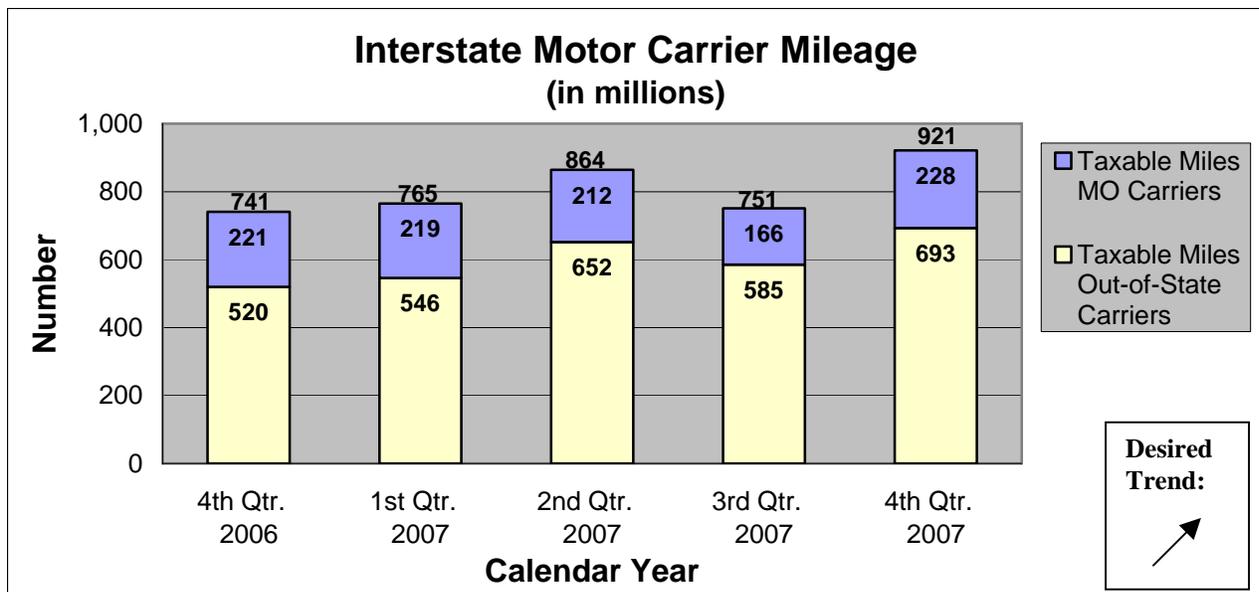
Data is collected quarterly. International Fuel Tax Agreement tax returns filed by member states and provinces and monthly reports of mileage data by the members are used to monitor the number of taxable miles traveled in Missouri by all motor carriers.

Improvement Status:

Interstate miles traveled in Missouri increased 22.5 percent from last quarter.

During the fourth quarter of 2007, motor carriers traveled 24.3 percent more miles in Missouri than in the fourth quarter of 2006. Compared to the same time last year, out-of-state carriers traveled 33.3 percent more miles here, and Missouri-based companies drove 3.3 percent more miles in their home state.

Trucking industry news media report that the national truck tonnage index increased .08 percent in November, after a .02 percent decrease in October. Compared with this time last year, tonnage is up 3.3 percent.



Efficient Movement of Goods

Percent of satisfied motor carriers

Results Driver: Brian Weiler, Multimodal Operations 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. A single survey addresses all five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Overdimension/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 12 customer service factors such as "timely response," "friendly," "respectful," and "outcome." They also gave an "overall satisfaction" score. Customers used a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied.

H. J. Heinz Company is the benchmark for this measure that also mirrors measure 5a, Percent of Overall Customer Satisfaction. The American Customer Satisfaction Index reports that Heinz has the highest customer satisfaction rate of 200 companies and government agencies it scores – 90 percent – which is an increase compared to last year's score of 87 percent.

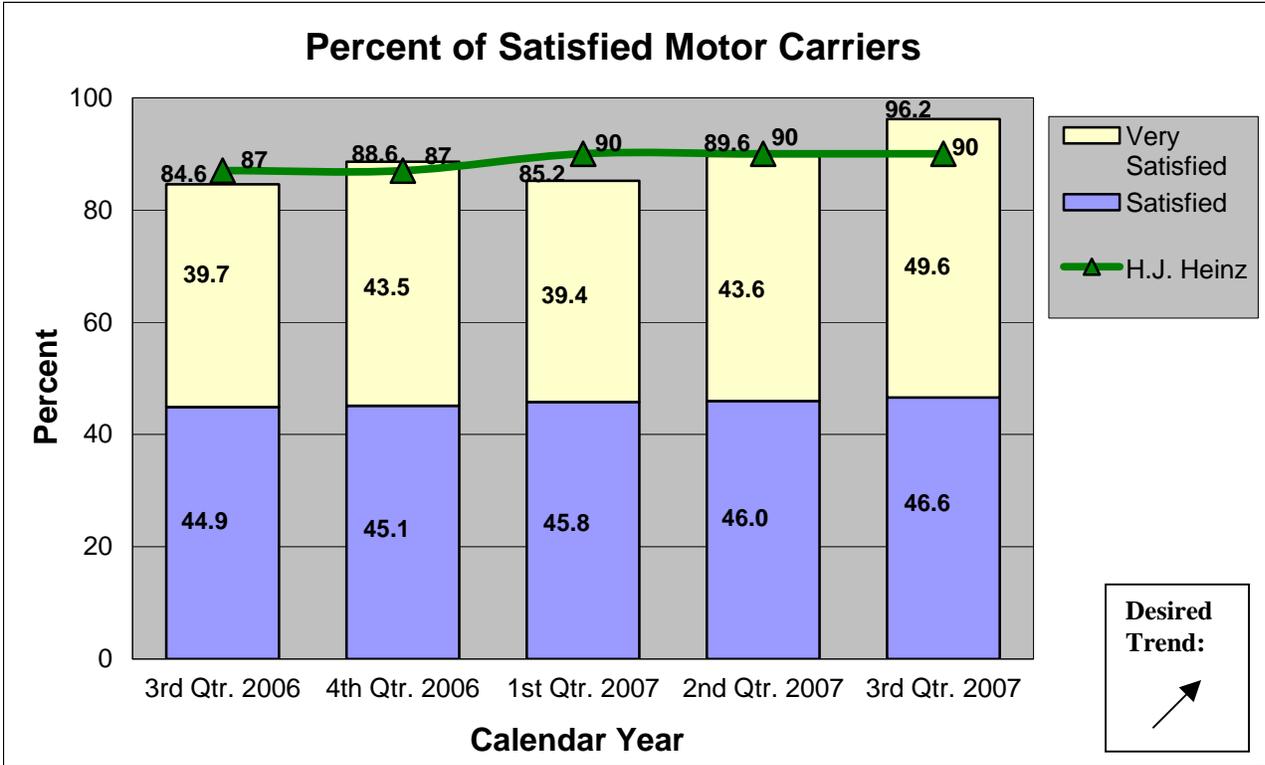
Improvement Status:

Motor Carrier Services and Heartland Market Research adjusted the timing of the survey and recalculated past results so that all data represents the opinion of customers served within standard calendar quarters.

The latest survey reports motor carriers' highest ever customer satisfaction rating. Just under half – 49.6 percent of those surveyed said they were "very satisfied", while 46.6 percent were "satisfied" with the service they received from MCS.

To retain and improve customer satisfaction, MCS:

- Worked with Information Systems to enable customers to enable online requests for replacement license plates (for those that are lost or stolen). MCS' Technical Users Group, a committee of employees and motor carrier company representatives, suggested this time saving idea.
- Terminated a \$2 fee, formerly charged to motor carriers for original and replacement copies of International Registration Program cab cards. The division's costs for the item fell drastically when MCS was able to create, store and deliver the credentials electronically.
- Mailed information and application forms regarding the 2007 Unified Carrier Registration program to Missouri-based interstate carriers. Though MoDOT was not authorized to administer the 2007 UCR, the program is federally required. MCS provided information and fielded questions as a service to carriers.



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Customer satisfaction with timeliness of Motor Carrier Services' response

Result Driver: Brian Weiler, Multimodal Operations Director
Measurement Driver: DeAnne Rickabaugh, Outreach Coordinator

Purpose of the Measure:
 This measure tracks motor carriers' satisfaction with MoDOT Motor Carrier Services' speed of response.

Measurement and Data Collection:
 Each quarter, MoDOT's university partners survey a pool of motor carriers who contacted MCS in the previous three months. These customers are asked to evaluate their satisfaction with 12 customer service factors across the five MCS program divisions, International Registration Plan, International Fuel Tax Agreement, Safety and Compliance, Over-dimension/Overweight Permitting and Operating Authority. "Timely Response" is one factor carriers evaluate with a four-point scale: 4 = Very Satisfied, 3 = Satisfied, 2 = Dissatisfied and 1 = Very Dissatisfied.

Improvement Status:
 Motor Carrier Services adjusted the timing of the survey from that which was used in previous reports. Until now, survey periods did not match calendar quarters. This quarter's data stems from customers' opinions of service received in July, August and September 2007.

With rate of 94.2 percent, customer satisfaction with MCS' timely response is the highest ever. Up 9.4 percentage points from the previous quarter, it reflects a 17.4 percentage point gain from the same time last year.

- To improve response time, MCS:
- Automatically renewed the International Fuel Tax Agreement fuel licenses of interstate carriers who have a history of filing tax returns and renewals on time and who pay invoices promptly. Information on carriers' annual IFTA applications rarely changes, so automatic renewal eliminated a repetitive practice for both customers and MCS agents.
 - Worked with Information Services to improve phone queue information. Supervisors and senior agents monitor the queue, reassigning duties and informing all agents when a number of callers wait on hold.
 - Eliminated the \$2 fee for original and replacement International Registration Program cab card. Agents no longer have to process the payment and carriers can access and print the credentials any time through the MoDOT Carrier Express online system.

