



EFFICIENT MOVEMENT OF GOODS

Tangible Result Driver – Brian Weiler, Multimodal Operations 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: Brian Weiler, Multimodal Operations 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:

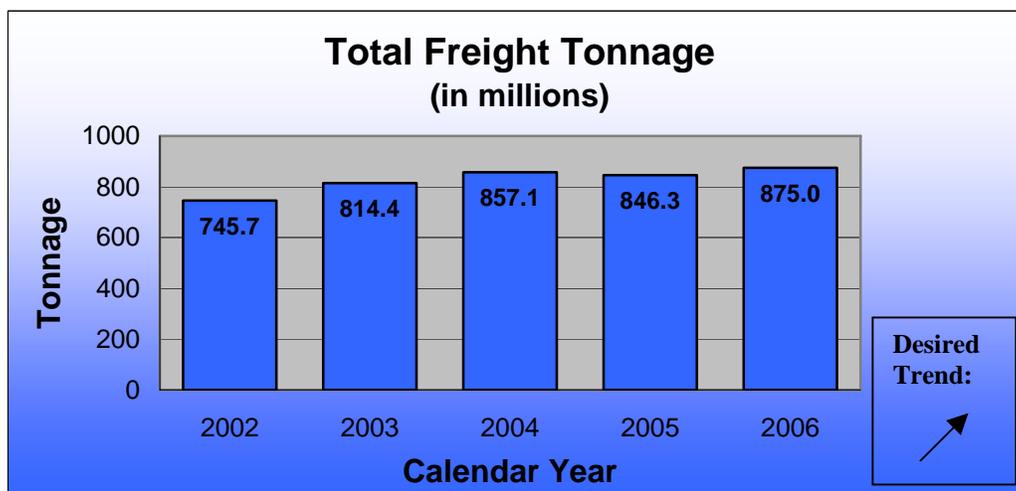
This is an annual measure. However, individual charts are updated with new annual data as it is obtained from external sources. Port tonnage is reported to MoDOT from public ports and the Army Corps of Engineers. Air cargo data is collected via mail survey to commercial airports with known cargo activity. 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.

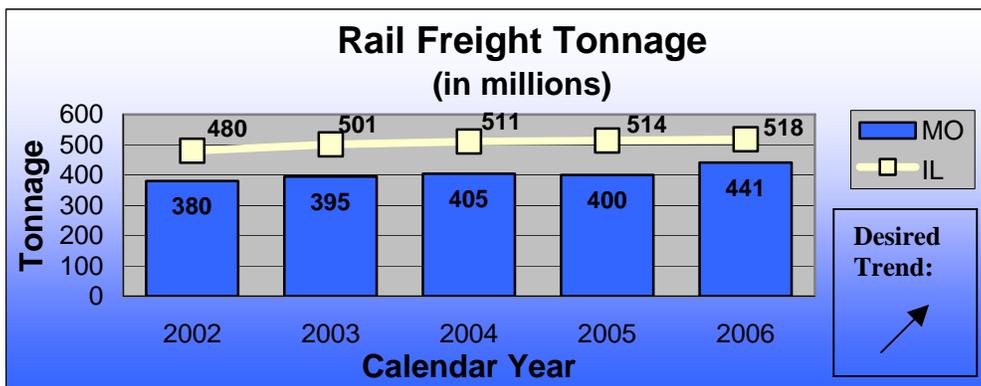
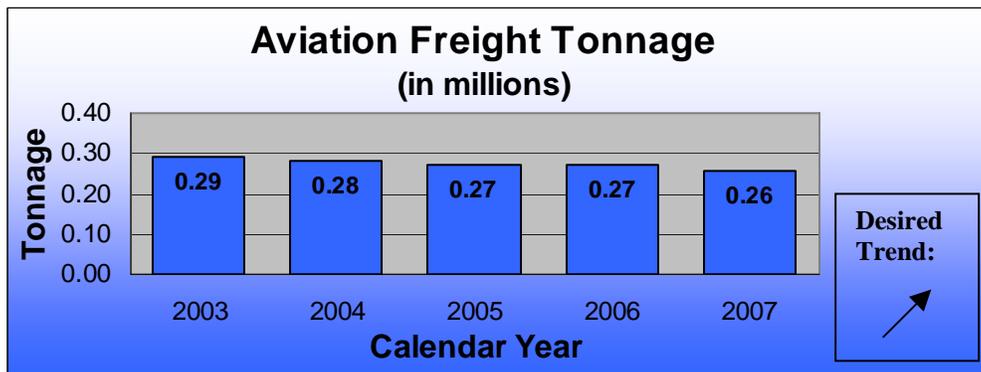
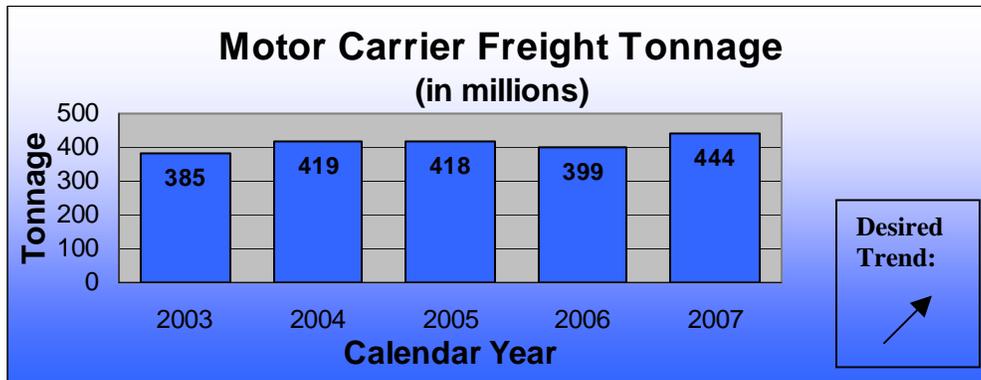
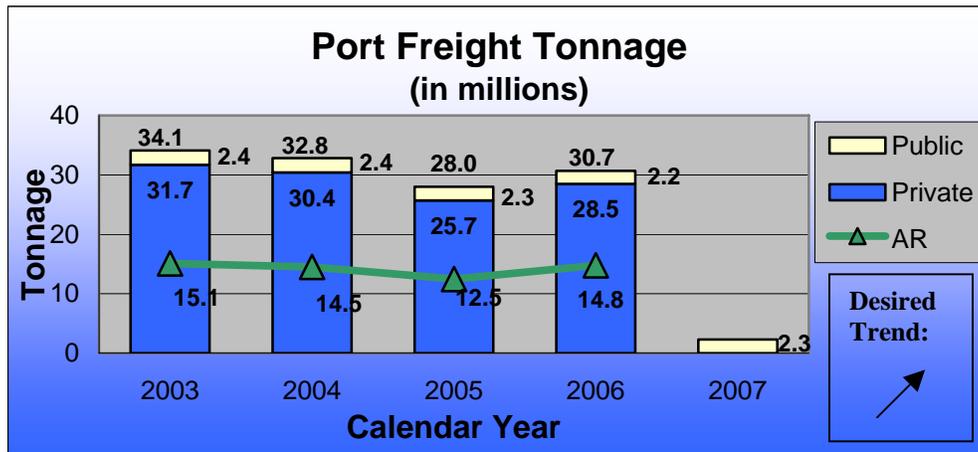
Improvement Status:

Total freight tonnage for all modes exceeds 800 million tons. Port tonnage has remained relatively steady since 2003 despite low flows on the Missouri River. Long-term growth of river transportation is hampered by an inadequate lock and dam system on the Upper-Mississippi River above St. Louis. Motor carrier data 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 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 increased 10 percent in 2006, likely due to increased coal shipments. 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. As a result of this study, the Missouri legislature and the Federal Railroad Administration have provided funding for railroad track siding construction and improvements near California and Knob Noster (see also Measure 12g). The new improvements should enhance freight movement along the corridor.





Percent of trucks using advanced technology at Missouri weigh stations-11b

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.

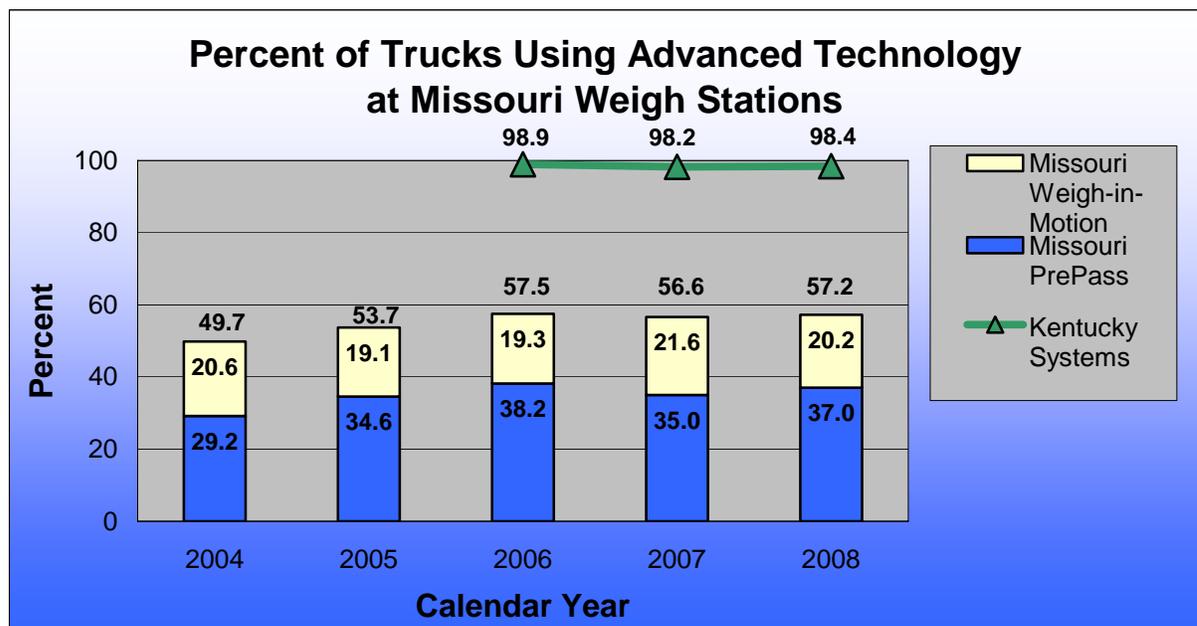
Measurement and Data Collection:

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 use of advanced technology shows only a slight increase for the year 2008. The number of vehicles enrolled in the PrePass system rebounded in November, close to the high enrollment number of July 2008 before decreasing to the level seen at the beginning of 2007. To help increase the enrollment in the PrePass system, a PrePass link was added to the Motor Carrier Service Web site along with an article in its "News On Wheels" publication. MoDOT received a federal grant to install a virtual weigh station on U.S. 67 in conjunction with the Barnhart weigh station relocation.



Interstate motor carrier mileage-11c

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:

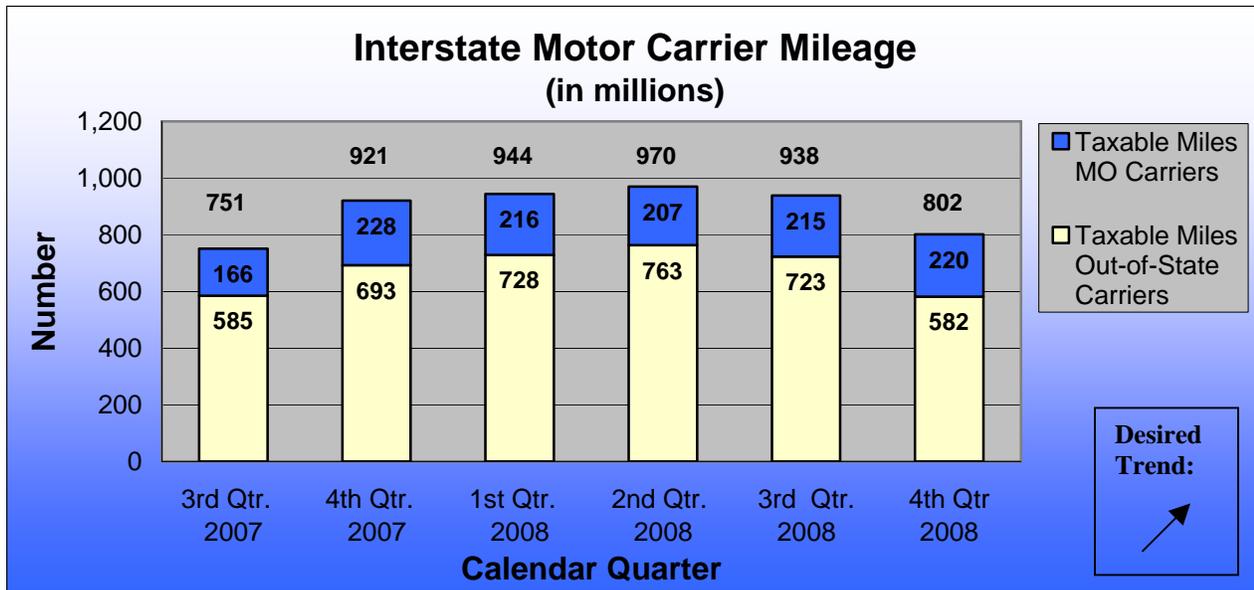
Total interstate miles traveled in Missouri decreased 5.3 percent from last quarter.

During the fourth quarter of 2008, motor carriers traveled 12.9 percent fewer miles in Missouri than in the fourth quarter of 2007. Compared to the same time last year, out-of-state carriers traveled 16

percent fewer miles here and Missouri-based companies drove 3.6 percent fewer miles in their home state.

While prior quarters have shown increased year-to-year mileage, this quarter shows a decrease in the movement of goods and related industry news reports:

- Three bills are pending in Congress that would require motor carriers, brokers, and freight forwarders to pass through fuel-related charges to any third-party. Associated with the pass-through charges is the requirement to disclose owner-operators and others who paid for the fuel.
- The average price of diesel fuel declined 3.6 cents to an average of \$2.291. This is reported as the lowest price in 2 ½ years.



Percent of satisfied motor carriers-11d

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. 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 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. Survey results are reported quarterly.

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 – 89 percent – which is a decrease compared to last year's score of 90 percent.

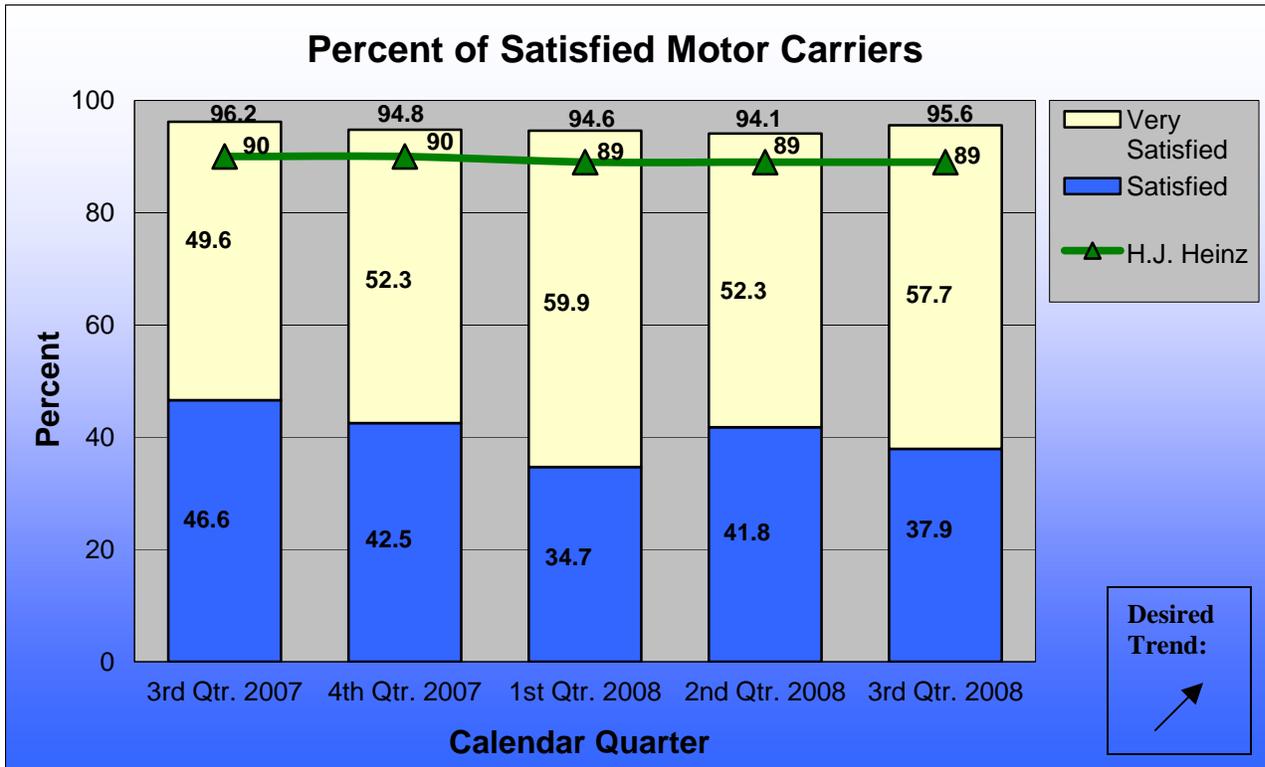
Improvement Status:

The latest survey reports Motor Carrier Services' high customer satisfaction ratings continue with 95.6 percent satisfaction in the third quarter of 2008. This is a 1.6 percent increase since the last quarter. The ratio of people who said they were "very satisfied" with the service they received from MCS is 57.7 percent, an 8.1 percent increase from the same time in 2007.

This quarter's data stems from customers' opinions of service received during July, August and September 2008.

To retain and improve customer satisfaction, MCS:

- Agents began a new training outreach. A team traveled to educate carriers on the intricacies of the credential programs MCS administers; and,
- Called carriers who opened, but did not complete, fuel tax returns online. Agents offered assistance and helped customers complete the online filing step-by-step.



Customer satisfaction with timeliness of Motor Carrier Services' response-11e

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 month, MoDOT's contractor, Heartland Market Research, LLC, surveys a pool of 800 motor carriers who contacted MCS in the previous month. 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, Oversize/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. Survey results are reported quarterly.

Improvement Status:

This quarter's data stems from customers' opinions of service received during July, August and September 2008.

Customers' satisfaction with Motor Carrier Services' timely response grew to 94.7 percent, one-half percentage point higher than the same time last year. The rate of "very satisfied" customers increased by 10.7 points compared to the same time last year and seven points higher than last quarter.

MCS worked to improve response time with the help of Transportation Planning. More routes were made available for auto-issuance of OS/OW permits, so more permits are delivered to customers within seconds of their request.

