

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:

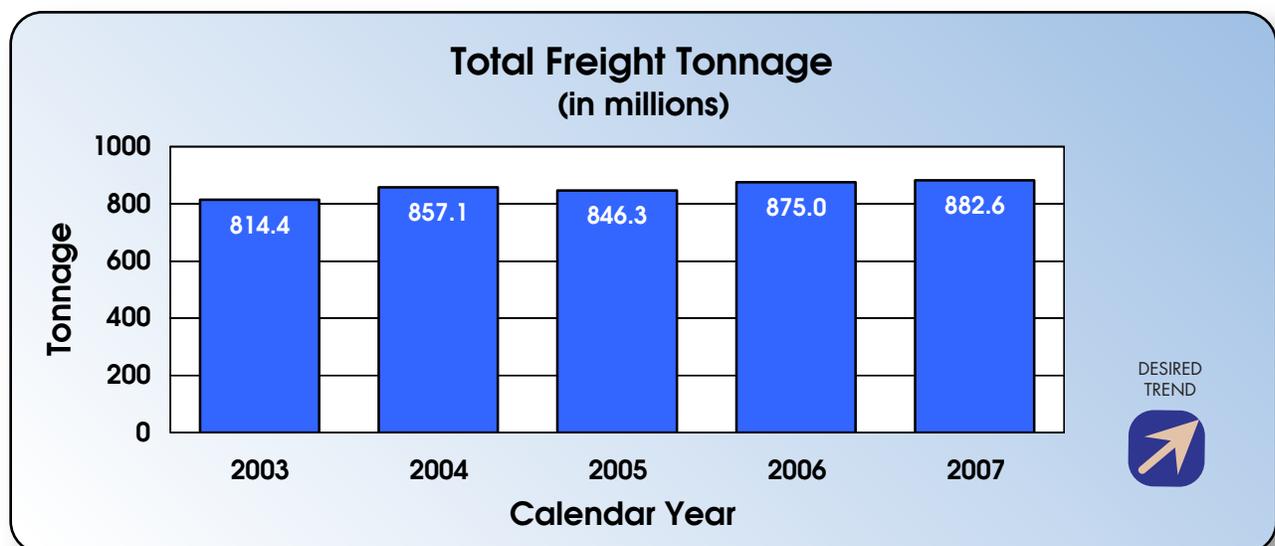
This is an annual measure. However, individual charts are updated as new data is obtained from external sources. Port tonnage is reported to MoDOT from public ports and the Army Corps of Engineers. Air cargo data is collected via mail survey to commercial airports with known cargo activity. Rail tonnage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

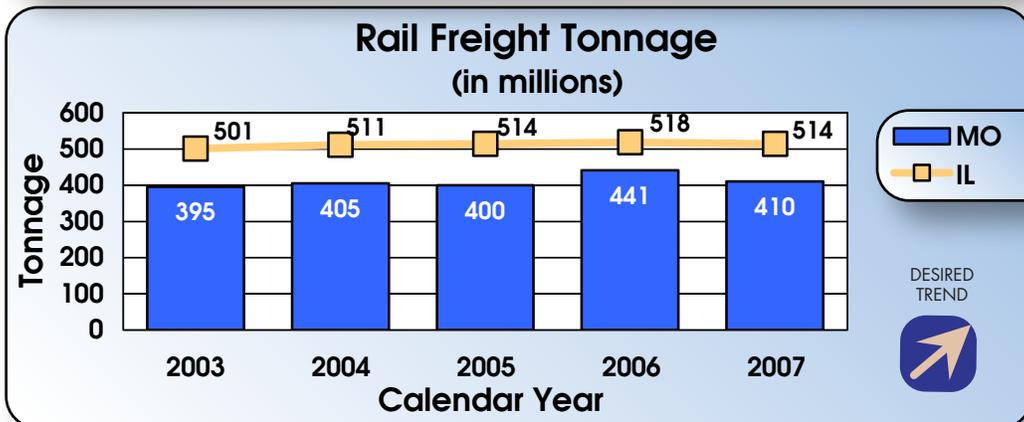
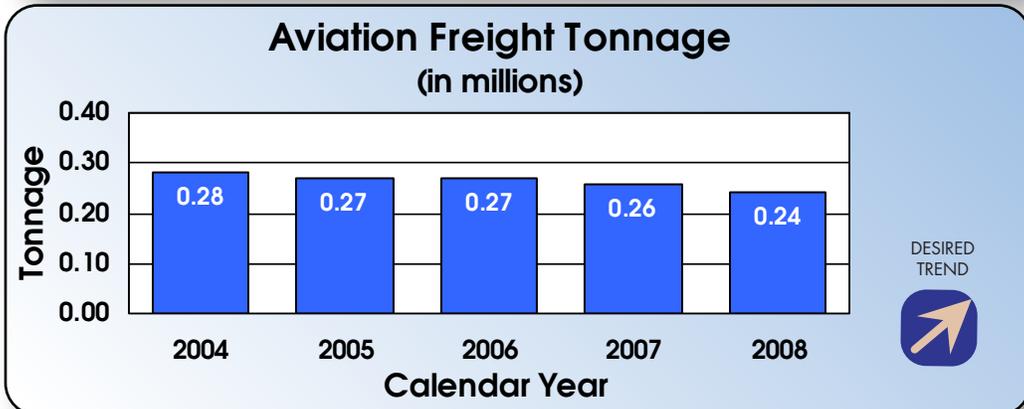
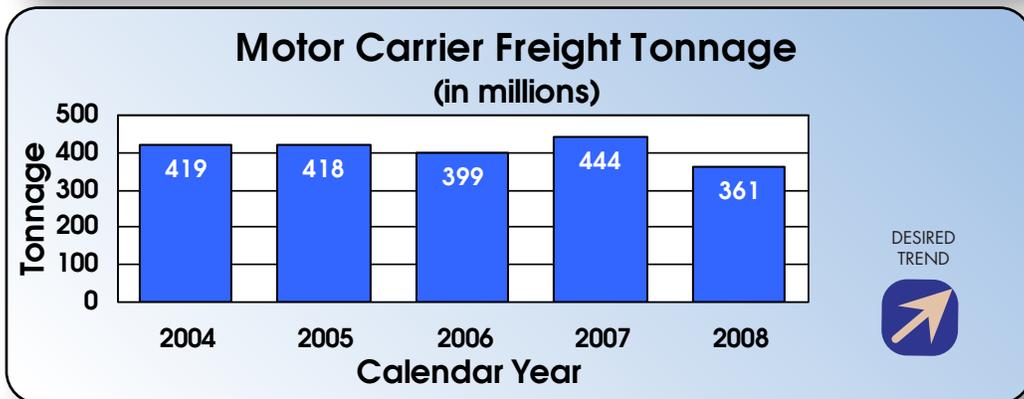
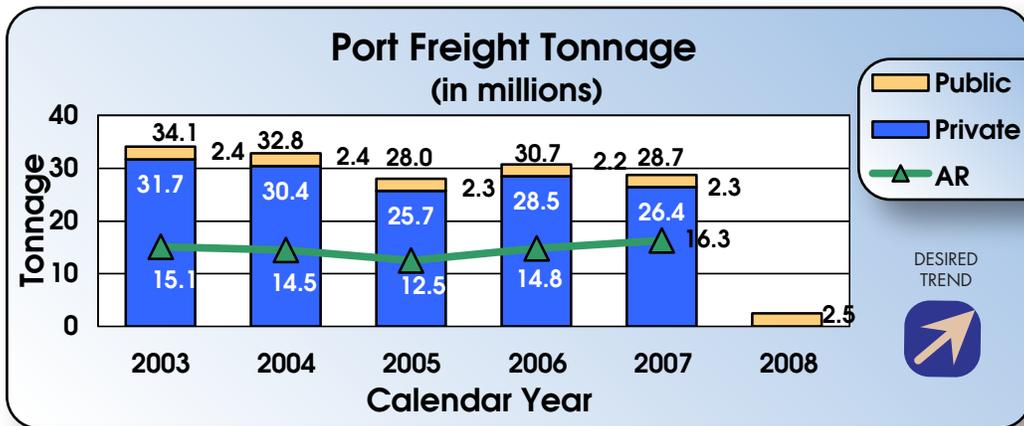
Improvement Status:

Total freight tonnage for all modes increased slightly in 2007 to more than 880 million tons. While the 2007 data does not reflect ongoing economic trends, in 2008, all freight modes show the effects of the continued economic downturn. Nationally reported freight transport rates are down from between 11 and 40 percent. However, the rate of decline is

decreasing and there is some hint of a rebound in some sectors of the manufacturing and logistics areas. Port tonnage has remained relatively steady since 2003 despite low flows on the Missouri River. Proposals to mitigate for these decreased freight movements on the Missouri river have been submitted to the federal Maritime Administration and Missouri's congressional body. On the Mississippi River, long-term growth of river transportation is hampered by an inadequate lock and dam system. Motor carrier data may not directly reflect exact industry tonnage amounts and should only be used to indicate general industry trends.

In 2008, motor carrier tonnage is off nearly 20 percent while truck numbers increased slightly. 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. Rail freight tonnage decreased slightly less than 10 percent in 2007, which is again likely related to the overall economic downturn.





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 at Mayview and Foristell. These scales measure weight as trucks pass over them at 40 mph. Using ramp scales rather

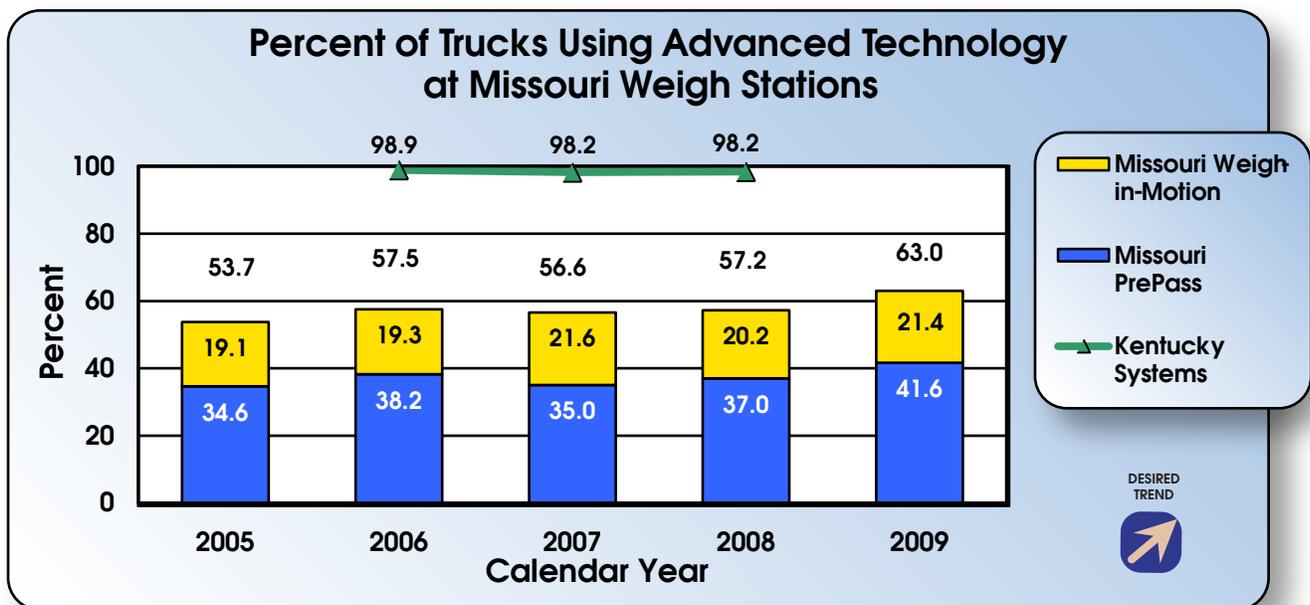
than verifying weight on fixed scales that require a full stop saves both time and money.

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:

Overall, the use of advanced technology in the marketplace remained constant for the year. Vehicles with transponders were busy in November reflecting the largest number of vehicle counts at the weigh station sites although the number of vehicles enrolled in the PrePass Program remained constant.

A contractor was selected and meetings with vendors held for the virtual weigh station at Interstate 55 and U.S. 61. Design work continued for the relocation of the I-55 Barnhart weigh facility to the current Bloomsdale rest area site.



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:

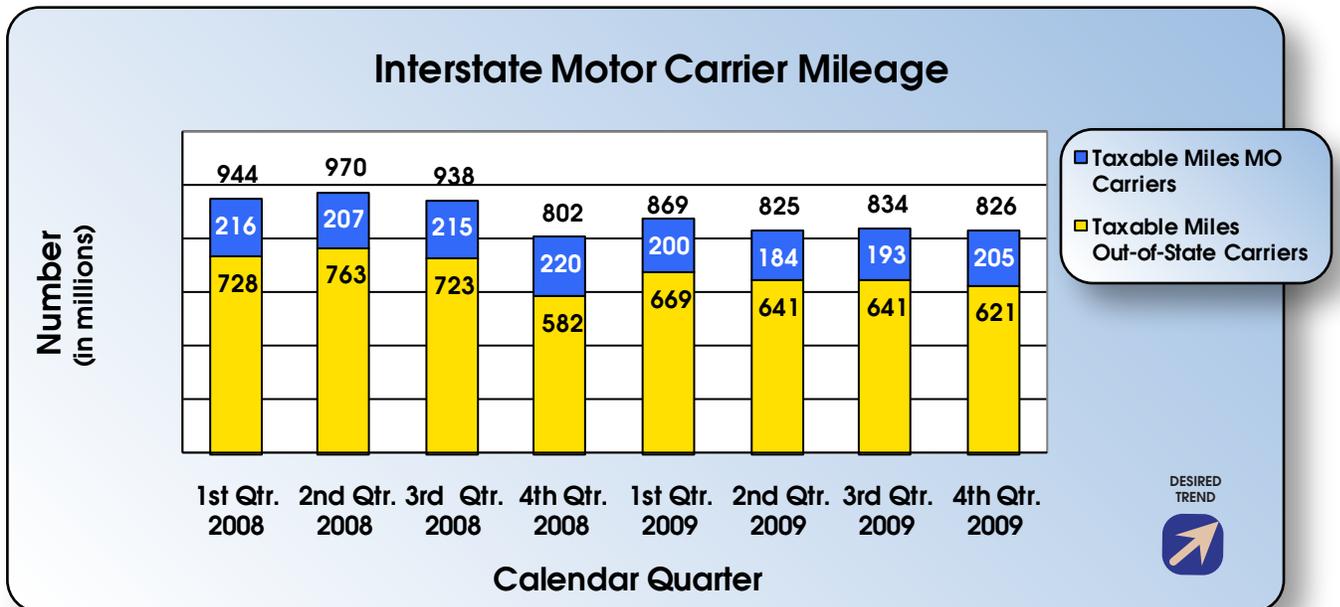
Total interstate miles traveled in Missouri decreased 1 percent from last quarter.

During the fourth quarter of 2009, motor carriers traveled 3 percent more miles in Missouri than in the fourth quarter of 2008. Compared to the same time last year, out-of-state carriers traveled 6.7 percent

more miles here and Missouri-based companies drove 6.8 percent fewer miles in their home state.

A comparison of 2008 and 2009 annual measures shows a decrease in motor carrier mileage. In 2009, interstate miles traveled fell 8.18 percent. Missouri-based companies traveled 8.86 percent fewer miles and out-of-state carriers traveling in Missouri reported 8.01 percent fewer miles. Industry reports indicate:

- The freight index rose 1 percent in October from its September level. The October increase followed a two-month decline of 4.3 percent in August and September. This was the freight index's largest two-month drop in more than eight years.
- The average price of diesel fuel is \$2.88. This is an increase of \$0.565 per gallon one year ago.



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.

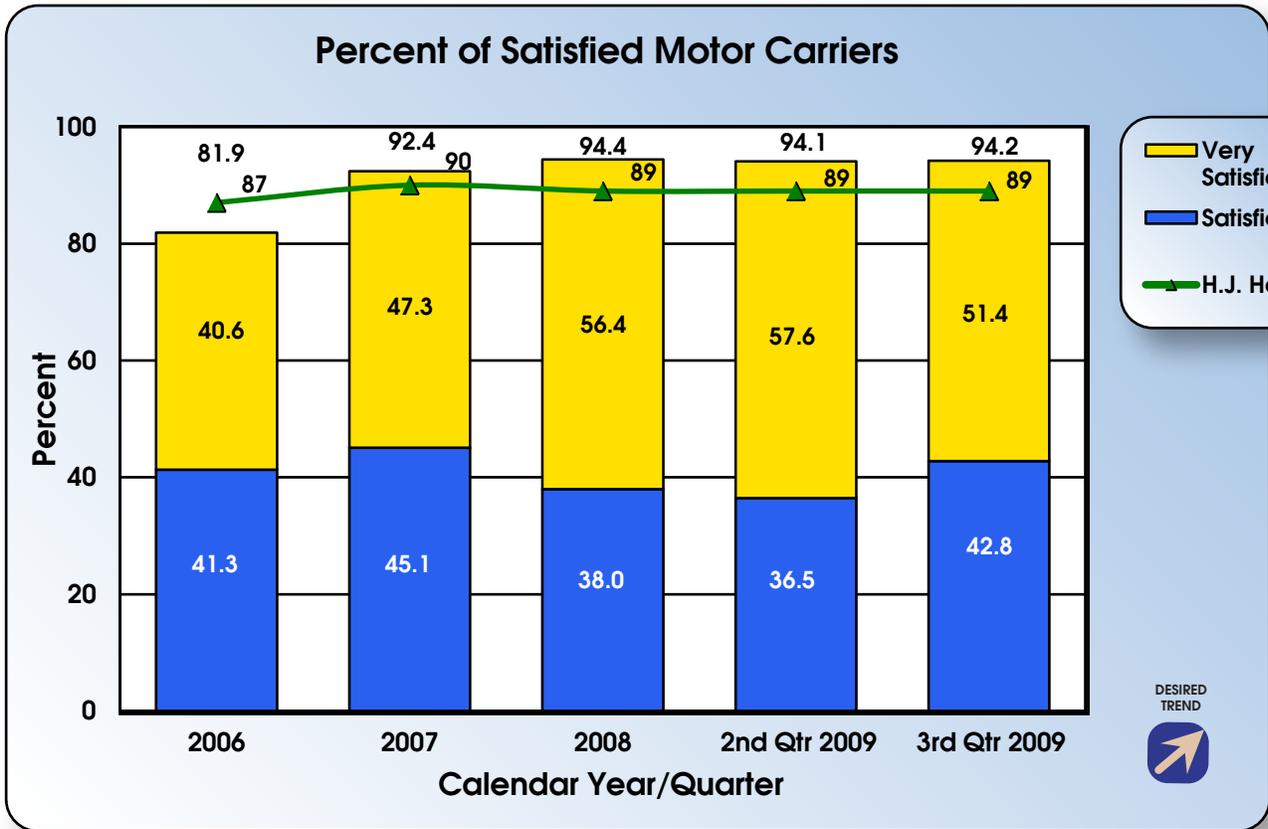
Improvement Status:

This quarter's data stems from customers' opinions of service received between July and September 2009.

The survey reports Motor Carrier Services' customer satisfaction rating remained steady at 94.2 percent in the third quarter of 2009, one tenth of a point above the rating in the second quarter of 2009. When compared to the third quarter of 2008, the score is 1.4 points lower. The ratio of people who said they were "very satisfied" with the service they received from MCS in the first quarter 2009 is 51.4 percent, a 6.2 percent decrease from the previous quarter.

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

Annual ratings for 2006-2008 describe steady progress toward a majority of "very satisfied" customers.



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 2009.

At 92.8 percent, satisfaction with Motor Carrier Services' timely response is 1.9 points lower than last quarter and 1.9 percentage points lower than the same time last year. The rate of "very satisfied" customers fell 5.5 points since last quarter and is 1.6 points lower than the same time in 2008.

With the help of Information Systems and the Controller's Office, a hardware overhaul and software upgrade was accomplished over the New Year's holiday weekend. The changes improved the MoDOT Carrier Express' speed and reliability.

