

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:

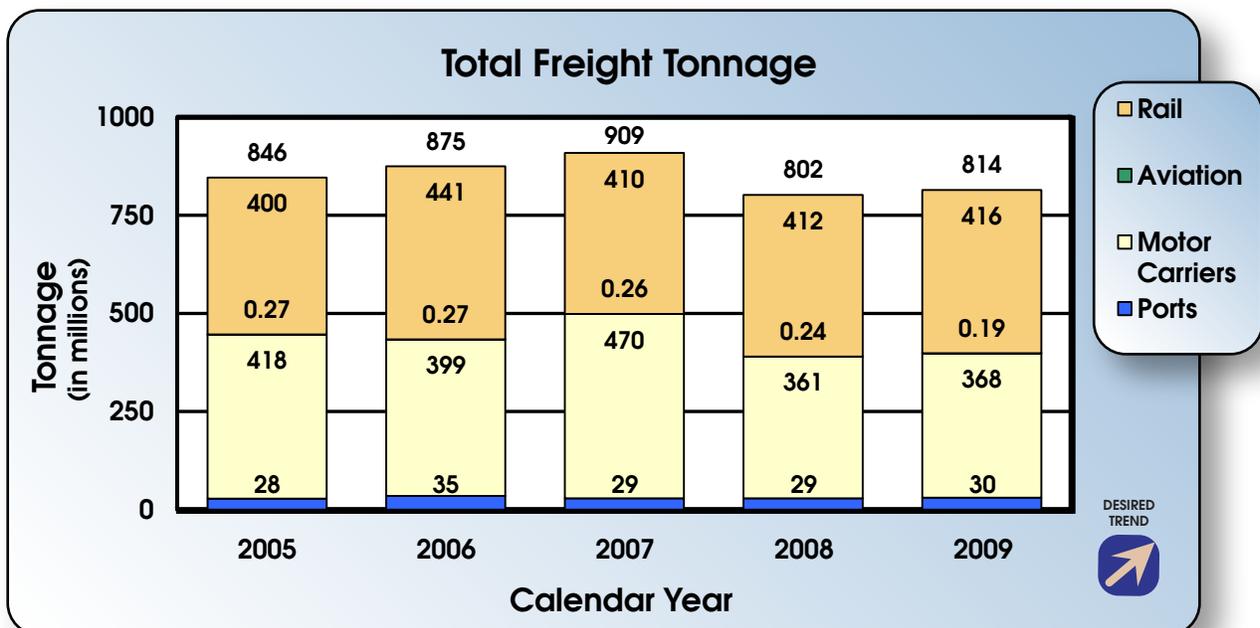
This is an annual measure. Port tonnage is reported to MoDOT from public ports and the Army Corps of Engineers. Rail tonnage is obtained from the Association of American Railroads. Both rail and port tonnages are estimated for the final year of reporting due to lack of available data. Air cargo data is collected via mail survey to commercial airports with known cargo activity. MoDOT calculates motor carrier freight movement using commercial vehicle miles traveled, trip length per shipment and average truck cargo weight. 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.

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: Brian Weiler, Multimodal Operations 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.

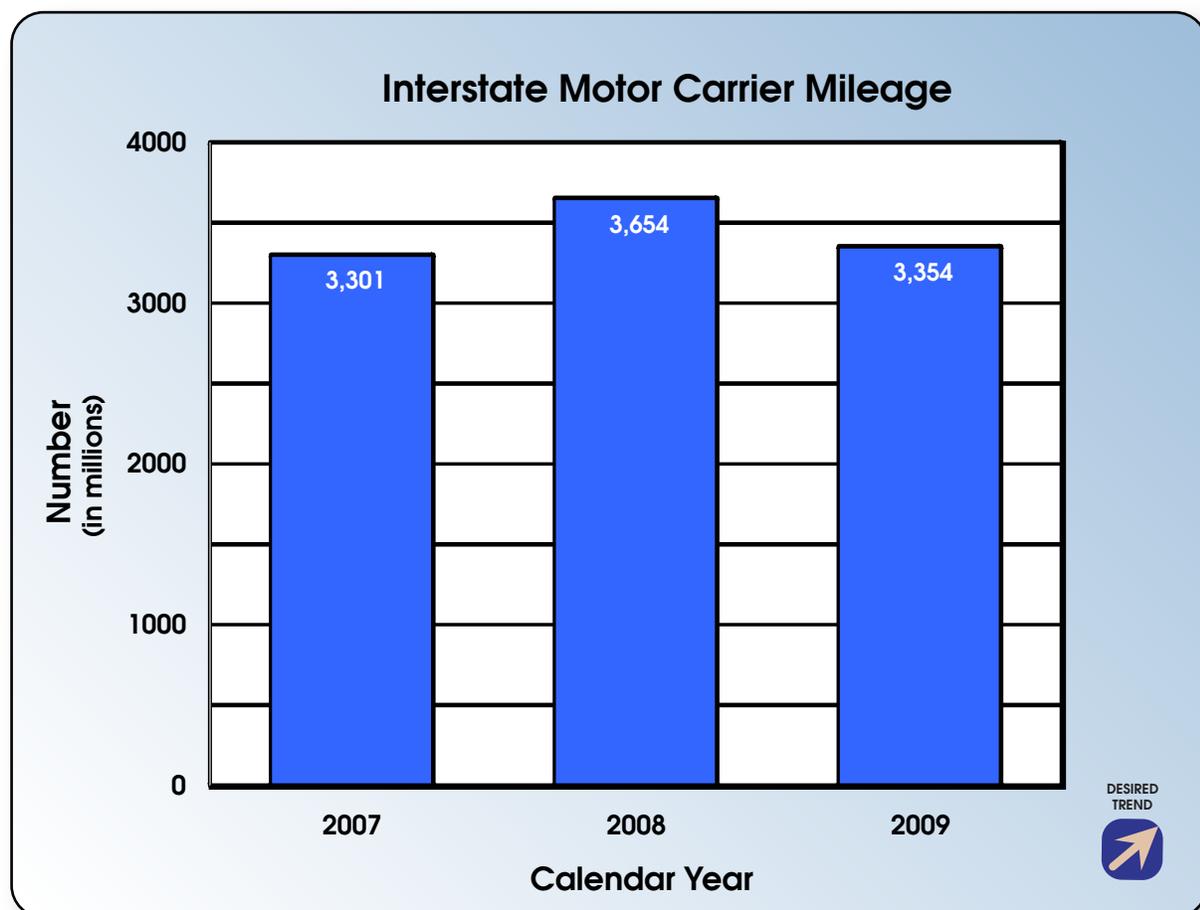
Measurement and Data Collection:

Data is reported annually. 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:

In 2009, interstate motor carriers traveled 8 percent fewer miles in Missouri than in 2008. The decrease was most pronounced in the first two quarters of the year, when mileage fell 12.1 percent versus the same time in 2008.

In 2008, the national truck tonnage index increased in all but three spring months. In 2009, freight tonnage decreased overall. In fact, last year saw the largest two-month drop in more than eight years.



Percent of satisfied motor carriers- 11c

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 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.

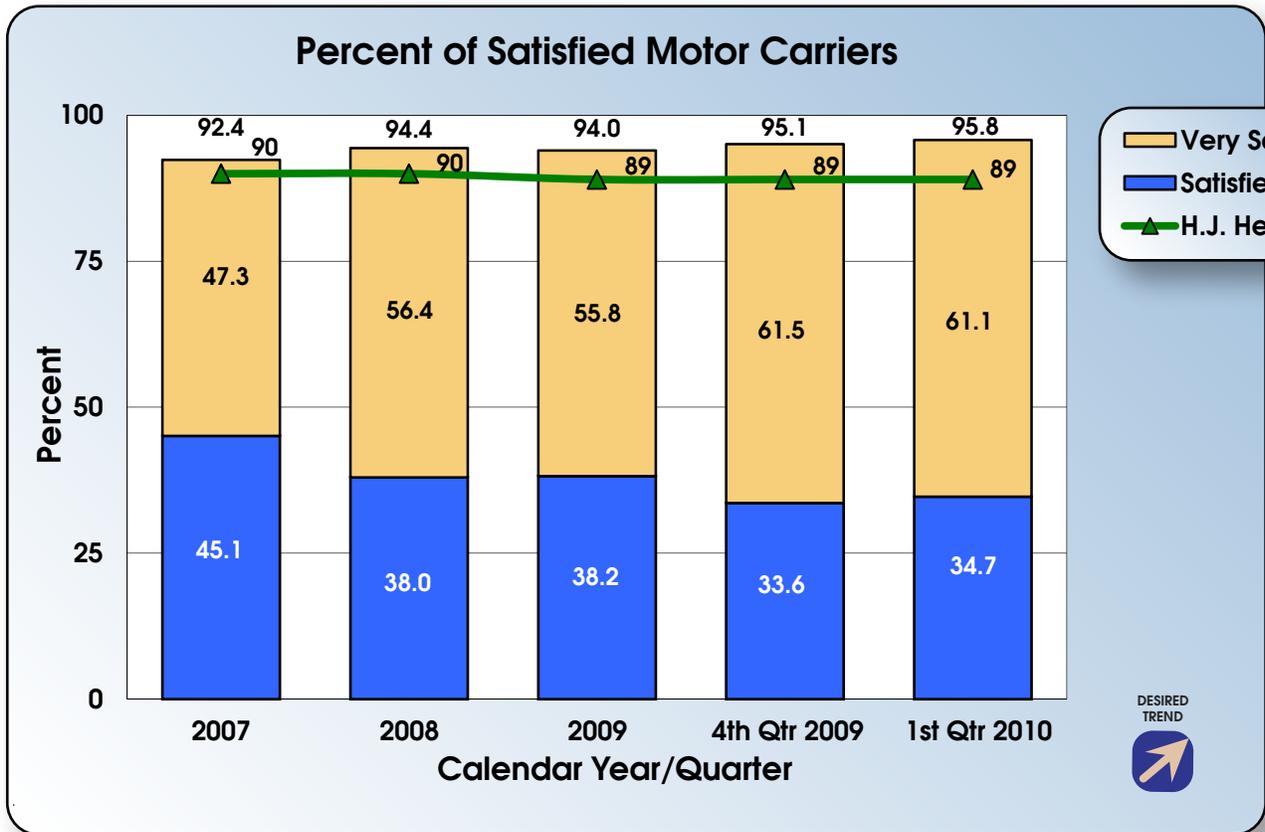
H. J. Heinz Company is the benchmark for this measure that also mirrors measure 5a, Percent of Overall Customer Satisfaction. The American Customer Satisfaction Index reports that Heinz has the highest customer satisfaction rate of 200 companies and government agencies it scores – 89 percent.

Improvement Status:

This quarter's data stems from customers' opinions of service received between January and March 2010

The survey reports Motor Carrier Services' customer satisfaction rating rose to a record 95.8, seven-tenths of a point above the rating in the fourth quarter of 2009. When compared to the first quarter of 2009, the score is 3.5 points higher. The ratio of people who said they were "very satisfied" with the service they received from MCS in the first quarter 2010 is 61.1 percent, down four-tenths of a percent.

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.



Missouri and Mississippi River waterborne freight tonnage-11d

Result Driver: Brian Weiler, Multimodal Operations Director

Measurement Driver: Sherrie Turley, Waterways Program Manager

Purpose of the Measure:

This measure tracks the amount of waterborne freight tonnage and its value 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 2008 U.S. Army Corps of Engineers, Missouri Rivers Division, Waterborne Commerce Statistics. 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, and the data is updated annually by the U.S Army Corps of Engineers.

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 2009 continues this trend with an estimated 5.31 million tons moved on the river. It is important to note that on average, sand and gravel have comprised 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.

Efforts to move more freight on the river are underway through a multi-agency and private sector partnership seeking to re-develop the river as a freight corridor. This effort began in December 2009 with the kickoff of 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.

