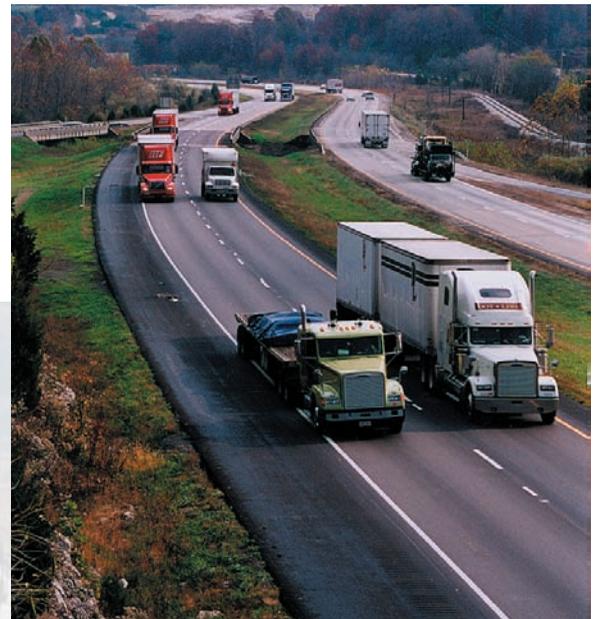

Efficient Movement of Goods

*Tangible Result Driver – Dave DeWitt,
Deputy Administrative Officer*

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: Dave DeWitt, Deputy Administrative Officer

Measurement Driver: Brian Weiler, Multimodal Operations Director

Purpose of the Measure:

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

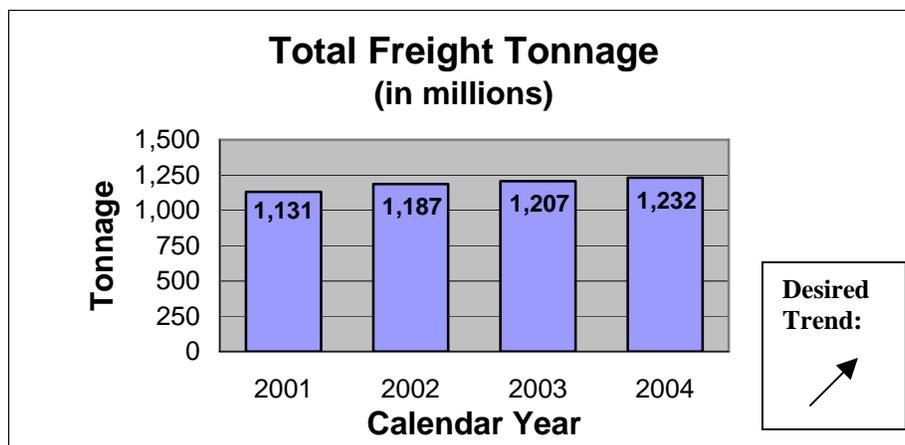
Measurement and Data Collection:

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.

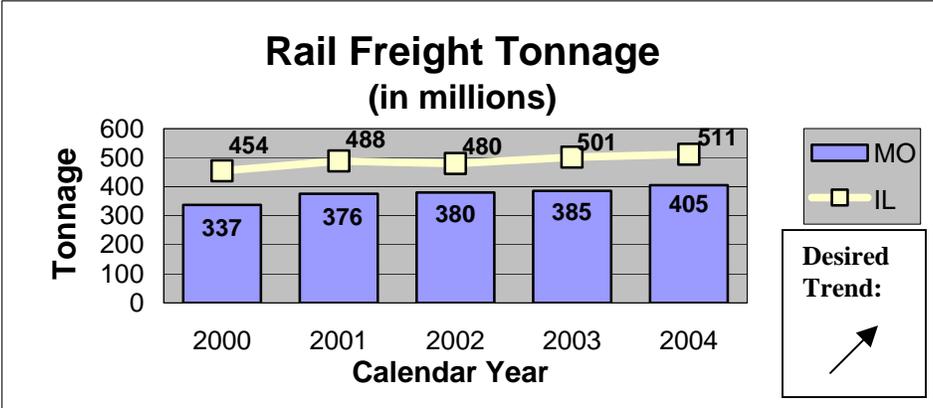
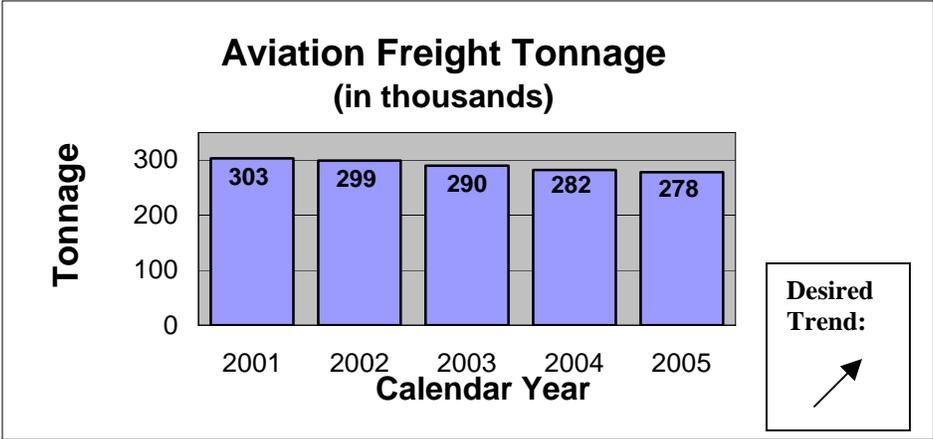
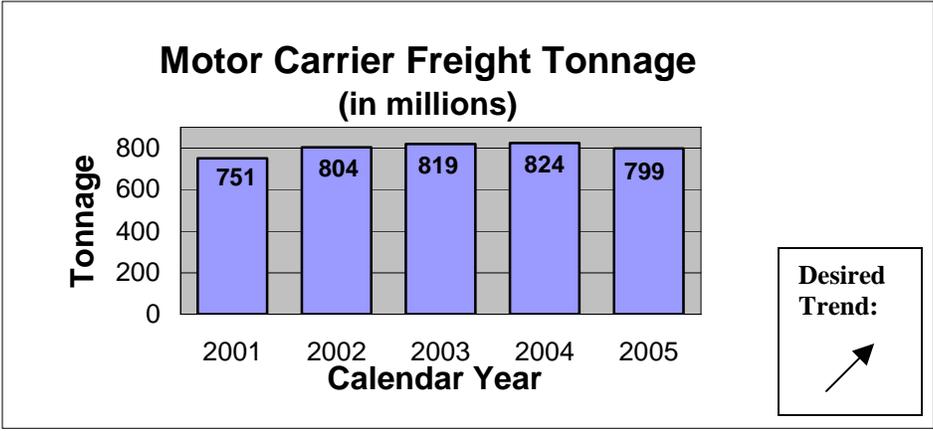
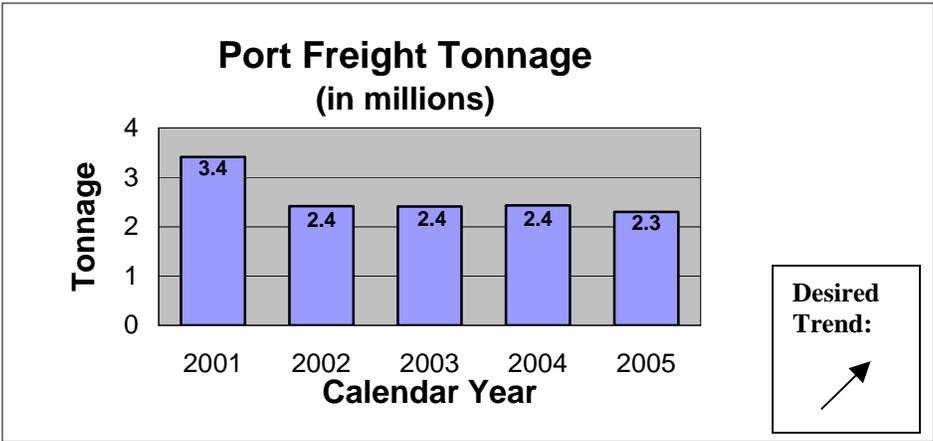
Improvement Status:

Total freight tonnage for all modes exceeds 1.23 billion tons, which reflects positive economic growth and development for Missouri. Port tonnage has remained relatively steady since 2001 despite low flows on the Missouri River. The 2005 amounts show a slight decrease due primarily to navigation impacts from Hurricane Katrina on the Mississippi River. 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 from the Corps of Engineers to update and expand this system. Motor carrier freight tonnage had experienced steady growth since 2001, but it declined by three percent in 2005 mainly due to impacts from higher diesel fuel costs. MoDOT has implemented several process improvements and outreach efforts to streamline motor carrier registration and inspection services.

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. The recently opened new W1W runway at Lambert St. Louis adds significant system capacity, but it is too early to tell if this will increase aviation tonnage. Rail freight tonnage grew five percent from 2003 to 2004, and demand remains strong despite system capacity issues. MoDOT is funding a capacity analysis through the University of Missouri to identify specific rail infrastructure projects that will improve both freight flow and passenger rail reliability on Union Pacific's mainline between St. Louis and Kansas City. The 2005 rail tonnage amount is expected to be available for the January 2007 Tracker.



2005 data for rail tonnage is not available at this time.



Efficient Movement of Goods

Average travel speeds for trucks on selected roadway sections

Result Driver: Dave DeWitt, Deputy Administrative Officer

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.)

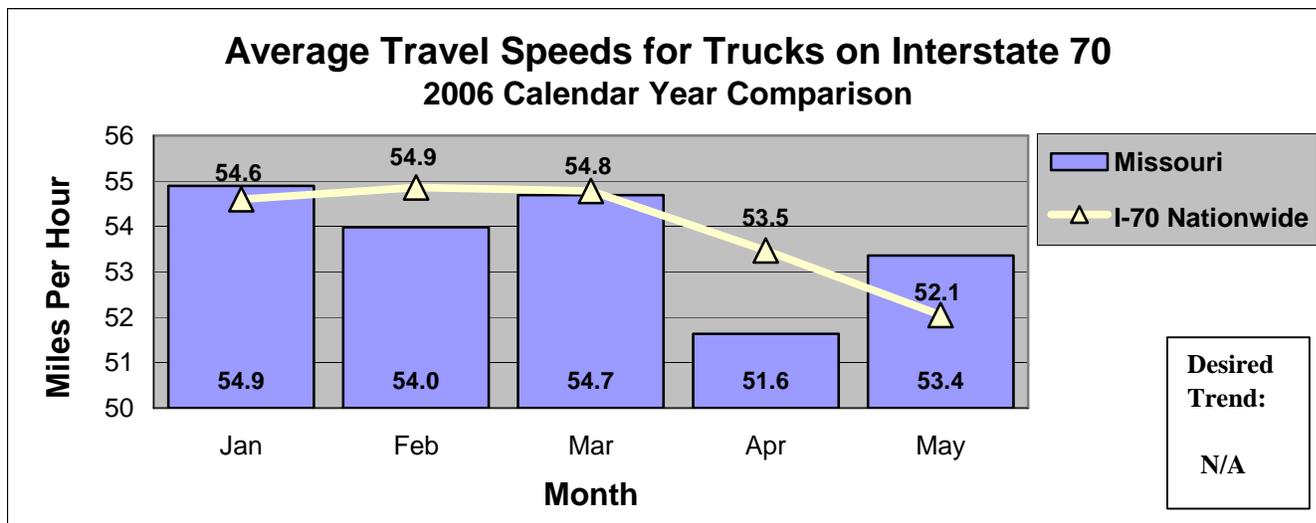
Measurement and Data Collection:

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, and 35. MoDOT was recently selected as a case study state to further improve and enhance the FHWA Freight Performance Measurement initiative.

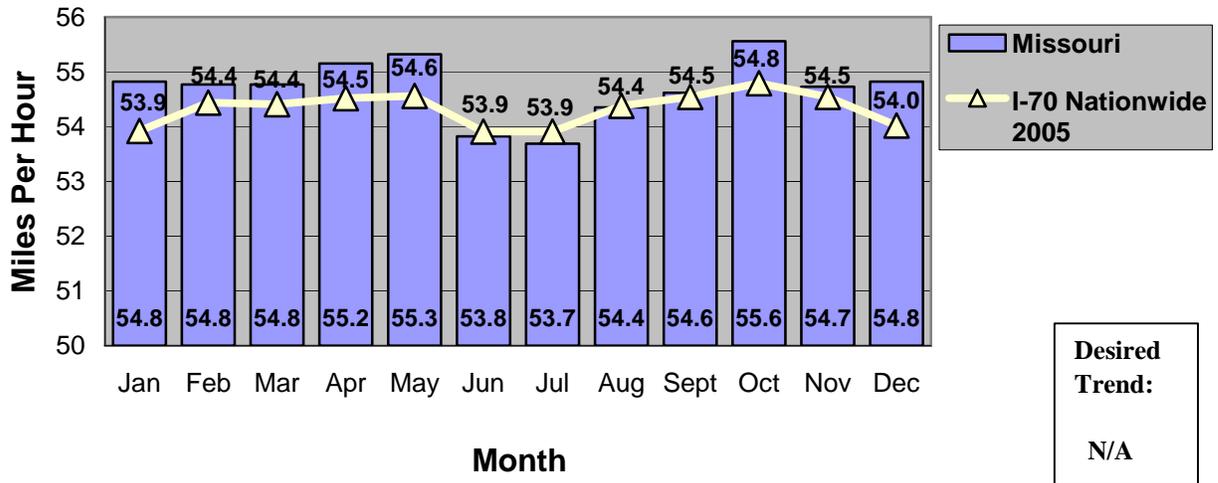
Improvement Status:

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. Dynamic message signs are used to relay information to those already on the road.

MoDOT's increased emphasis on work zone and incident management and the efforts of the I-70 and I-44 corridor teams resulted in many traffic flow improvements. Nevertheless, data indicates that average travel speed on I-70 decreased in April and May. This could be due to increased work zone activity on I-70. However, because Missouri's average travel speed and that for I-70 nationwide decreased the same month ATRI implemented a new data processing system, it may be necessary to adjust these results once final ATRI system assessments are complete. Data for June through September was unavailable at time of publication.



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



Efficient Movement of Goods

Percent of trucks using advanced technology at Missouri weigh stations

Result Driver: Dave DeWitt, Deputy Administrative Officer

Measurement Driver: Barbara Hague, Special Projects Coordinator

Purpose of the Measure:

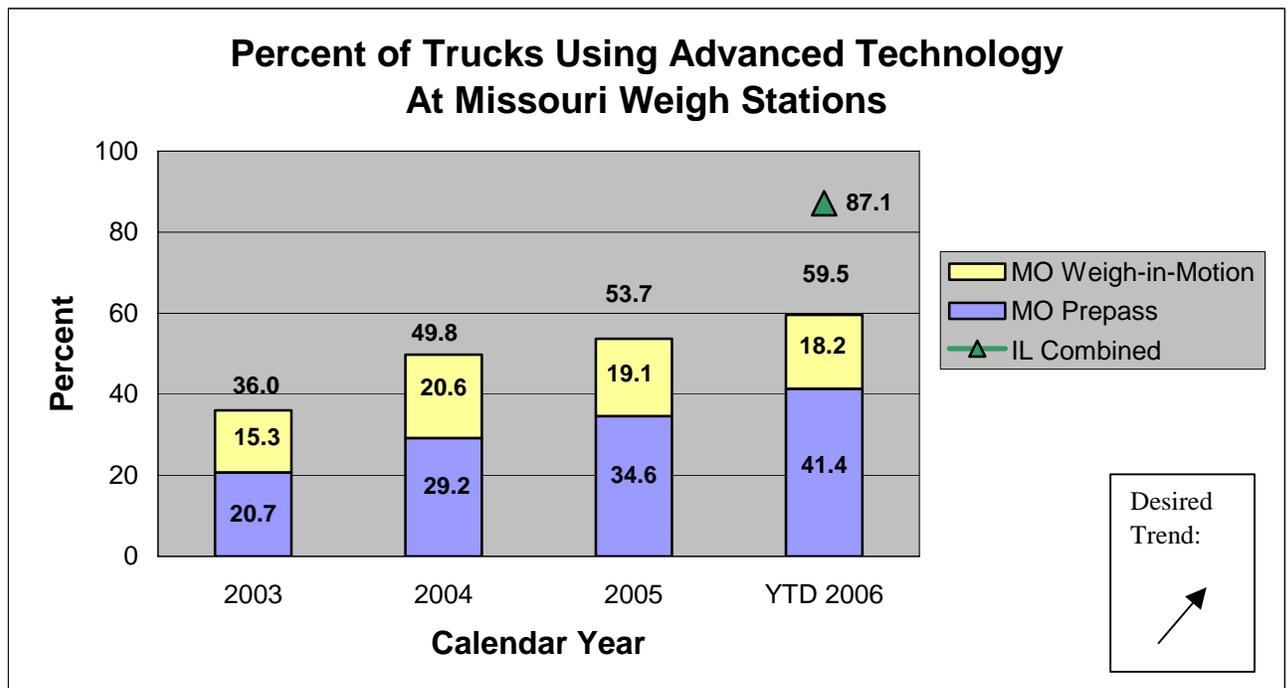
This measure indicates motor carriers' acceptance of tools designed to improve the flow of freight traffic on Missouri highways.

Measurement and Data Collection:

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.

Improvement Status:

Missouri saw a slight decrease in the number of vehicles weighed using advanced technology in the third quarter. The year-to-date totals are holding around 60 percent. Updated data from the State of Illinois for the benchmark was not available at time of publication. Benchmark data in the chart is limited to the first calendar quarter of 2006.



Efficient Movement of Goods

Interstate motor carrier mileage

Result Driver: Dave DeWitt, Deputy Administrative Officer

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 help facilitate freight movement and to monitor quarterly fuel tax rate(s) and carriers' voluntary compliance with fuel tax requirements.

Measurement and Data Collection:

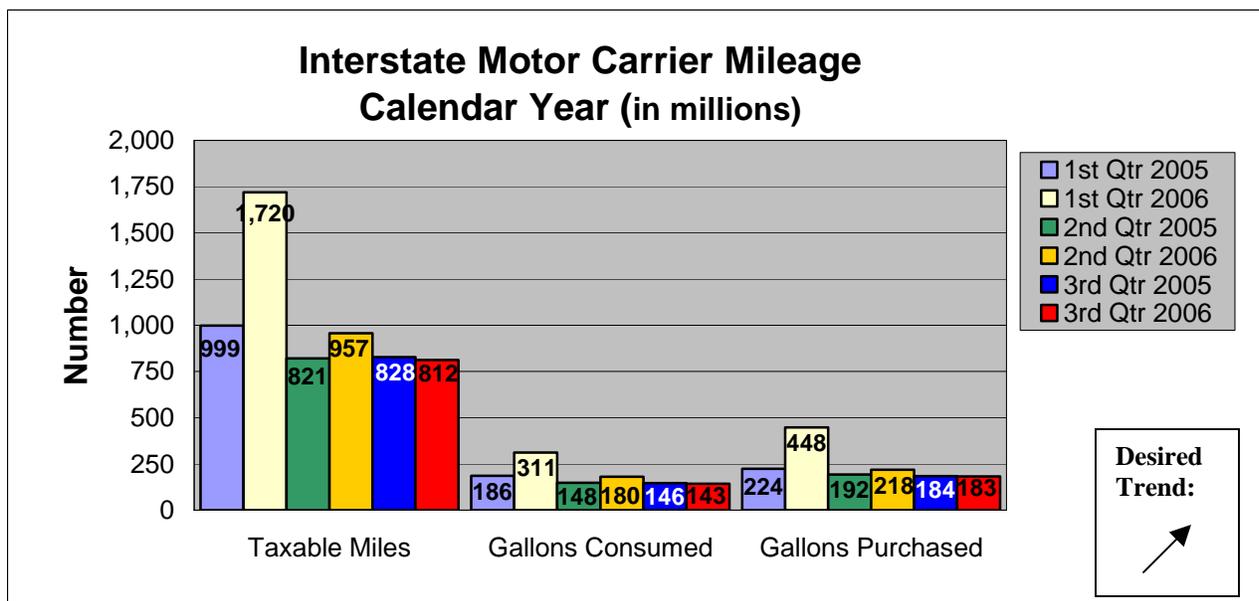
Data is collected quarterly. Total taxable miles traveled in Missouri by Missouri-based carriers and carriers based in International Fuel Tax Agreement (IFTA) member states and provinces are tracked using IFTA tax returns and member state and provinces' monthly transmittals. This information is used to reflect freight movement, support revenues and to track usage from the motor fuel tax refund appropriation.

Improvement Status:

During the third quarter of 2006, the reported diesel fuel price average for the Midwest region was \$2.459 per gallon compared to the second quarter average of \$2.887. The American Trucking Association and the Energy Information Administration forecast the average price of diesel at \$2.60 per gallon for the remainder of the year. It is estimated the trucking industry will spend \$98.3 billion on fuel in 2006.

MoDOT Motor Carrier Services successfully implemented an IFTA filing program in its Web-based system in April. Fifteen percent of eligible customers took advantage of online IFTA filing and payment. This quarter, MCS is able to provide comparative data for 6,386 Missouri-based carriers.

Third quarter data indicates that Missouri-based carrier mileage decreased by nine percent. The mileage of carriers traveling on Missouri highways but licensed in other member jurisdictions was nearly even, down less than one percent. Overall, Missouri taxable miles decreased by two percent, gallons consumed decreased by two percent and purchases decreased by less than one quarter of one percent.



Efficient Movement of Goods

Percent of satisfied motor carriers

Results Driver: Dave DeWitt, Deputy Administrative Officer

Measurement Driver: Mary Jo Pointer, Motor Carrier Manager

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 the Missouri Transportation Institute, developed a survey to collect customer satisfaction data. A single survey addressed all four MCS program divisions, International Registration Plan/International Fuel Tax Agreement, Over-dimension/Overweight Permitting, Safety and Compliance and Operating Authority. Survey respondents identified the service(s) 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 ranging from 4=Very Satisfied to 1=Very Dissatisfied.

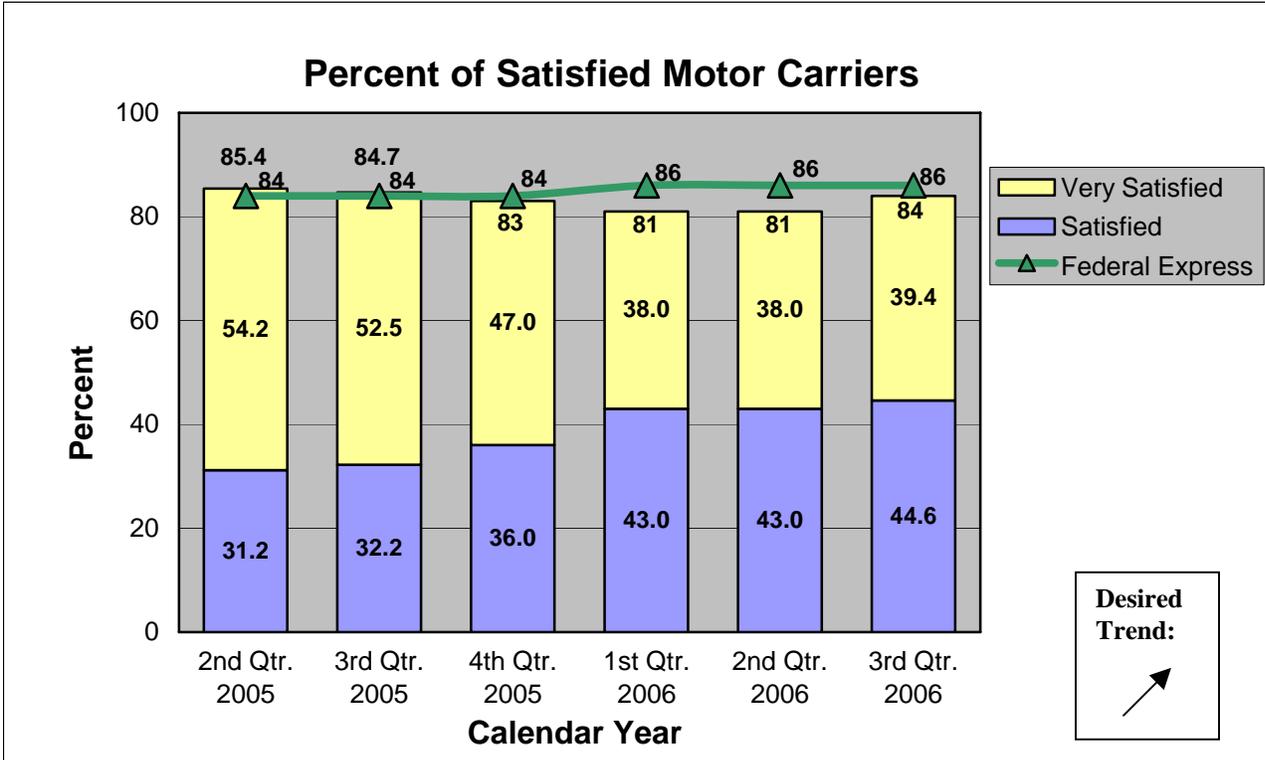
Federal Express is the benchmark for this measure that also mirrors measure 5a, Percent of Overall Customer Satisfaction. The American Customer Satisfaction Index reports that Federal Express has the highest customer satisfaction rate – 86 percent – out of 200 companies and government agencies they score.

Improvement Status:

Overall MCS customer satisfaction levels increased by three percent to 84 percent in the third quarter of 2006 with 39.4 percent of customers indicating they are "very satisfied." All MCS programs earned higher satisfaction rates in the third quarter.

To improve its service, MCS:

- Continued hands-on training for all online programs,
- Provided customers with up-to-date information regarding the programs by Web site and mail,
- Continued assigning agents to cross-program teams, reducing the number of people a customer must contact to complete their transactions,
- Established the "Go To Team" a group of employees who propose and evaluate workplace efficiencies and process improvements,
- Worked with MTI to improve the MCS customer satisfaction survey, and
- Used customer satisfaction survey results to identify opportunities to improve performance.



Efficient Movement of Goods

Customer satisfaction with timeliness of Motor Carrier Services response

Result Driver: Dave DeWitt, Deputy Administrative Officer

Measurement Driver: Mary Jo Pointer, Motor Carrier Manager

Purpose of the Measure:

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

Measurement and Data Collection:

Each quarter, the Missouri Transportation Institute surveys 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 four 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 ranging from 4=Very Satisfied to 1=Very Dissatisfied.

Improvement Status:

Customers' satisfaction with MCS' timely response rebounded following two quarters of decrease. Overall scores decreased at the end of 2005 because carriers were dissatisfied with MCS' OD/OW permit response. In early 2006, scores slightly improved though scores for the IFTA/IRP and Operating Authority sections fell. In the third quarter 2006, all MCS programs earned higher satisfaction ratings.

To improve response time, MCS:

- Adjusted the hours employees work in the division's Jefferson City office before the doors are open to the public and after they close,
- Delivered large carriers' renewal documents on updatable, searchable compact discs, reducing customer processing time,
- Continued to provide training on the MoDOT Carrier Express system at customers' request,
- Delivered MCS-specific e-Updates messages to customers.

