

State of Missouri

Digital Government: Government to Business (G to B)

Missouri Department of Transportation Unified Carrier Registration (UCR) Project

Implemented: October 2008

Executive Summary

Project: UCR Implementation

Description: The Unified Carrier Act was passed under federal law and contained in the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users or SAFETEA-LU (PL 109-59). SAFETEA-LU repealed the Single State Registration System and the interstate exempt registration program and replaced it with a Unified Carrier Registration (UCR) Agreement under this act. It benefits any motor carrier, broker, freight forwarder or leasing company to comply with the federal law in their state of domicile instead of going to other states for compliance. The monies generated from this program, \$2.4 million, are used to assist funding of Missouri's safety programs.

Business Problem: Missouri carriers were required to go to other states to be in compliance with federal law until Missouri State Legislation was passed to allow Missouri to participate as a base state within the UCR program necessitating the incorporation of UCR within MoDOT's One Stop Shop Internet based Motor Carrier System (MCS).

Goal: To participate in the UCR agreement all companies required to register under the UCR agreement can register in Missouri to be in compliance with federal law and to incorporate UCR functionality within MoDOT's One Stop Shop Internet based MCS.

MoDOT Benefits: Missouri is eligible to collect \$2.4 million annually under the UCR program, streamlined processes, increased employee productivity, increased number of registrations from companies not previously registered under the old programs, and reduced material costs.

External Beneficiaries:

The citizens of Missouri benefit because the application ensures overall carrier compliance with safety and other state and federal requirements. The carrier companies benefit because compliance is simplified and access to MoDOT's One Stop Shop Internet based MCS is available 24 X 7. The Missouri collects all of the required fees owed by carriers.

Short Term Objective: Initiate participation in the UCR agreement and incorporate UCR functionality within MoDOT's One Stop Shop Internet based Motor Carrier System.

Short Term Success Factor: Allowing Compliance for carriers. Initiate participation in the UCR agreement and incorporate UCR functionality within MoDOT's One Stop Shop Internet based Motor Carrier System.

Long Term Objective: Ability to provide a UCR base state registration for our carriers and collect an estimated \$2.4 million annually.

Long Term Success Factor: Carriers have easier access to registration facilities via MoDOT's One Stop Shop Internet based 24 X 7 MCS application. The UCR program will collect \$2.4 million annually to assist with funding safety programs.

C. Description:

Public Law 109-59, Safe, Accountable, Flexible, Efficient Transportation Equity Act, A Legacy for Users (“SAFETEA-LU”), enacted August 10, 2005, Section 1401, put into law the Unified Carrier Act. SAFETEA-LU repealed the Single State Registration System and the interstate exempt registration program and replaced it with a Unified Carrier Registration (UCR) Agreement under this act. All motor carriers authorized to engage in interstate transportation of passengers or property, brokers, freight forwarders, and leasing companies are required to register with the appropriate base state under the UCR Agreement. A Board of Directors, consisting of 15 members, administers the UCR Agreement. The membership of the UCR Board consists of representatives of Federal Motor Carrier Safety Administration (FMCSA), the member states and industry. It would benefit any motor carrier, broker, freight forwarder or leasing company to comply with the federal law in their state of domicile instead of going to other states for compliance. The monies generated from this program, \$2.4 million, are used to assist funding of Missouri's safety programs.

This law established a base-state system administered by federal and state governments and by the motor carrier industry for the collection of fees levied on motor carriers and related entities. States were given a certain period of time to implement state legislation to participate in this program. If the state opted not to participate, the state lost funding and the for-hire motor carrier, private carriers, brokers, freight forwarders and leasing companies required to comply with the law would have to do so outside of their base state. Missouri needed state legislation to implement this program. A new state law was passed effective August 28, 2008 which allowed Missouri to require registration of the various types of entities under the new Unified Carrier Registration (UCR) program.

MoDOT's existing One Stop Shop Internet based Motor Carrier System includes all of the motor carriers' regulatory requirements (fuel tax, pro-rate license plates, operating authority, oversize-overweight permits, safety activities) into a single system along with a tie to national information from the USDOT when they place a company out-of-service for safety and failure to meet other national requirements. The tying of all of these requirements together meant the status of a non-compliant company is communicated to other programs within this system when a non-compliant company attempts to comply in a single program. The opportunity to include this new UCR program as an on-line registration program within MoDOT's existing One Stop Shop Internet based Motor Carrier System continues to further the concept of making sure companies comply with all federal and state requirements.

MoDOT's Motor Carrier Division is very customer centric. The Division regularly meets with an industry advisory team and an industry technical user group to discuss issues, information and improvements in processes or system's functionality. The solution to build and how the program was designed within the existing Internet system was made to make it easy for the customer to comply and to decrease the work effort on behalf of the state to implement and maintain program participation.

The challenges of incorporating this new module within the existing system were many. Development was done by MoDOT Information Systems staff rather than the consulting company that built the existing system in totality using outside vendors. Integrating the program with the existing structure and design of the on-line system was complex. Unlike any other one-stop shop program in the nation, this single system also includes an accounting software package. The new UCR program needed to flow from the common customer module to the new UCR program to the payment portal to the accounting system keeping everything in balance and to pull and incorporate national data imported from and exported to USDOT. Due to the complexity of the program it was determined this work effort was to be managed by the MoDOT IS Project Management Office using formal project management methodologies. A project manager was assigned, a team was formed, and a detailed design document was prepared.

MoDOT's One Stop Shop Internet based Motor Carrier System was developed and built using many third party software packages. These various packages presented a challenge, as the new UCR module would need to integrate seamlessly with all the purchased applications. In addition, the UCR program had a short turn around time for implementation from effective date of the law and the next renewal season (only a couple of months). This short development duration was managed by a dedicated team along with regular team meetings and working in a close environment for better communication within the team.

The official project start date was 07/01/08 with the project going live in a production environment on 10/21/08. The development team consisted of 9 MoDOT development staff that expended 718 hours and 1 outside consultant with 505 hours. The entire project was implemented for approximately \$92,000, including software purchases and consultant cost for \$62,685 in Equipment and Expense and \$29,000 in Personal Service funds.

D. Significance:

Implementation of the UCR program within MoDOT's One Stop Shop Internet based Motor Carrier System ensures overall compliance with safety and other state and federal requirements. This approach ensures that the public is protected; the state collects all of the required fees, and only companies who are safe, are issued any type of credential or authorization to operate within the state's borders.

It is difficult to measure the impact implementing the UCR program had on Missouri's stakeholders. The system was designed to make sure the customer could easily complete the registration process and sustain the agency's level of customer service with the increased work activity brought on by the new UCR program. Our agency measures the overall percent of satisfied customers. This measurement is benchmarked against what has been determined to be a national best benchmark. Missouri saw a slight decrease in the satisfaction rate during the implementation time frame but overall

mitigated that impact and sustained our satisfaction rate of 93.4% as of the end of 2008. This is well above the national benchmark of 89%.

E. Benefit of the Project:

Even though the implementation of the UCR program was a mandated enhancement to our system due to a change in federal law, MoDOT was able to implement this program in a cost effective manner and keep the agency's vision to eliminate duplicity of work effort and needless paper processing by the customer and government. When programs are developed within an Internet environment, customers can comply with regulatory requirements 24/7 and at a location they determine best for them.

Communications and compliance between the customer and the state agency is seamless, without requiring paper filings or manual fee processing. Documentation of customer compliance is electronic. Information concerning customer compliance is sent to the United States Department of Transportation (USDOT) and accessible for roadside verification at any location in any state.

F. Outcome:

Since implementing the UCR system, MoDOT's Motor Carrier Division has seen a large drop in the duplicity of work effort and needless paper processing by all parties.

Communications and compliance between the customer and the state agency is seamless, without requiring paper filings or manual fee processing. Documentation and payment of fees for customer compliance is electronic.

Information concerning customer compliance is sent to the United States Department of Transportation (USDOT) hourly and accessible for roadside verification at any location in any state.

Since October 2008, the UCR program within MoDOT's One Stop Shop Internet based Motor Carrier System has collected a total of \$1,967,062 dollars.