

Culture of Innovation

MoDOT Motor Carrier Services

Adaptable Team Environment

Flexibility and openness to change

- Embracing telework led to creation of better tools and the ability to occupy a smaller physical office at 830 MoDOT.

Develop wide skills set

- Agents' become experts in multiple disciplines.
 - Agents in other states specialize. Need more staff.
- Investigators seek certifications and assist where needed.
 - Broad interests and abilities increase their value.
- Widespread use of MoDOT U

Flexibility and skill development are key to career and succession planning

- MCS employees sought out by other divisions/organizations.

Solid Fundamentals

- Stress training, skill development & staying current
- Balance safety/customer focus/adherence to rules
- Reward creative thinking
- Celebrate learning that comes from failure
- Emphasize value of partnership
- Create a legacy of results



Weeklies

All employees contribute a summary of accomplishments which might also include:

- Ideas
- Praise/recognition of others
- Data charts
- Customers' concerns

AGENT ACTIVITY:

Auto/Issue	0	0	5	1833	0	0	0	0	1838
ANGIE	75	40	0	120	1	11	2	0	174
TONYA D	135	32	1	180	0	20	0	2	235
MARIA	82	13	0	105	0	17	0	0	184
LISA	7	153	0	22	0	1	8	0	192
LeANN	17	86	0	111	0	4	3	0	192
PAM	82	47	0	133	1	11	0	1	83
TANYA P	7	67	0	14	0	1	6	1	147
KIM	39	36	0	103	1	1	25	1	350
DONNA	162	55	1	268	0	0	0	0	76
BRIDGE	0	76	0	0	0	0	0	0	0
TOTAL	606	605	7	2889	3	96	15	3	3618

Received complement from Bruce Graham, an insurance agent, regarding Marisa and the outstanding service she provided. **Compliments about great service never get old.**

Harpenau

- Assign/review work
- STP investigation on [redacted] Plumbing LLC – case to follow for no drug/alcohol testing!
- Close out of STP investigation on [redacted] Service – case to follow for failure to conduct federal annual DOT inspections. Contacted David Spurgeon with the DOR in regards this carrier using red dyed fuel for their vehicles. He was very appreciative for the tip and stated he would be working on it right away. !!

Joy

Plateroom – duplicate plate report, couple of process improvement ideas for printing the cab cards for the duplicate plates and we have some shipping docs that print for cab cards only and we are emailing them – Shannon, Nicole and I think this is a duplicate process so we have started some testing, process changes and will document for a possible mini-project and log an SDE ticket. Very outdated processes with type of delivery and other options from the document collection are in IRP. **Good catch to improve the process and efficiency.**

Confidential Shredding – over 2,400 pounds of paper **Wow**

Craig will assume responsibility for a schedule and coordination. He has already submitted a schedule for my review. **Good!**

Effectiveness and Customer Feedback

Surveys, conversations and interaction with industry groups help MoDOT MCS understand how well our work is perceived.

You always resolve my issues and answer my questions knowledgably and quickly.

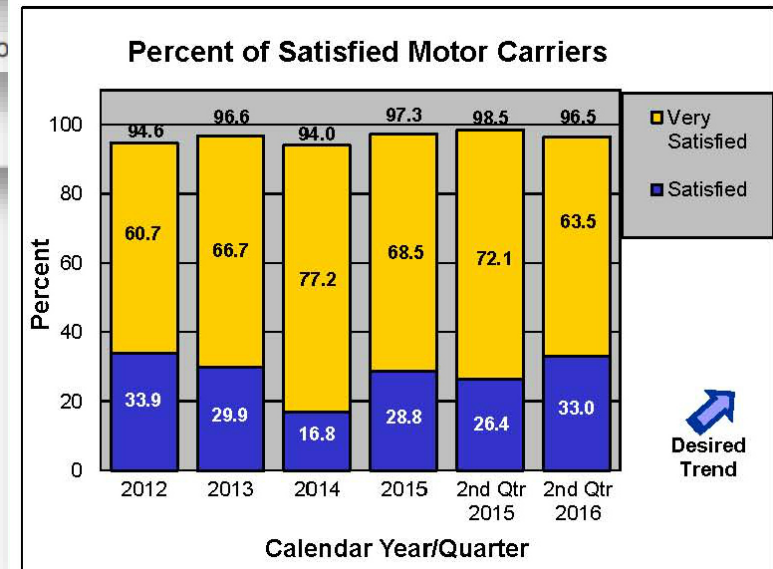
From begining i felt welcomed to call , get profesional advice and my problem was resolved in very short time . Great help when i needed the most . Thank you .

We were pleasantly surprised with the attitude of the young man that stopped by. He was there to help us be informed and not just try to find things that we may have been doing wrong.

She even asked me questions, so that she would be able to give me the correct info

Unlike other states, MODOT MCS makes taking care of business easy. Class act!

You are very good at what you do.



Partnership

Building consensus with:

- Law enforcement
- Industry representatives
- Federal counterparts
- Other agencies & organizations

Encouraging carrier compliance through:

- **Respect** – attempting to understand customers' situations
- **Education** – making it easy to learn how to get and stay legal
- **Service** – emphasizing the second word of Public Service



Monday Morning Admin

**SMT, Commission and other department news to share .
Review weeklies and discuss plans for upcoming week**

- All hear the same information.
- Discussions are open.
- Diversity of experience and thought leads to productive dialogue.



Atmosphere of *Thank You*

Started at the top and became contagious

Sincere appreciation and recognition reinforces desired behavior

- Results in goodwill, cooperation and increased productivity
- Pleasant working environment
- Failure met with gratitude for the learning experience and encouragement to continue taking risks



MCS Culture

We are servant leaders.

Be open to new ideas. Ideas are everywhere.

Be open and honest.

Say “Thank You.”

No surprises.

Be bold.

*MCS' unofficial Motto – first expressed by MCS System and Training Analyst, **Brenda Wells***



Every piece of paper,
phone call and email
we process has a
human being
and a
livelihood
attached