

Missouri Department of Transportation  
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December 7, 2011

Avelino Gutierrez, Chair  
Unified Carrier Registration Board of Directors  
1120 Paseo De Peralta  
Santa Fe, NM 87501

Re: Duplicate collection of UCR fees

Dear Mr. Gutierrez:

The Missouri Department of Transportation, Motor Carrier Services Division provides a one stop shop for Missouri Motor Carriers. Providing outstanding customer service is our priority. Motor Carrier Services has put forth extraordinary pride and effort to obtain a 96.4 percent customer satisfaction rating and receive the 2010 Missouri Governors Award for Quality and Productivity in Customer Service.

The letter to the UCR Board from Mr. James Lamb, President of DOTAuthority.com, Inc, describes an unsatisfactory customer service experience. A Unified Carrier Registration for 2011 was filed November 2010 for Mid-States Supply Co, Inc. through the National On-line Registry system hosted by the State of Indiana. This registration was completed by DOTAuthority.com, Inc. Mid-States Supply Co, Inc. completed a duplicate 2011 UCR registration through the Missouri system after the registration completed by DOTAuthority.com, Inc. Since the first registration was completed through the National On-line Registry system, the duplicate entry was not detected within the Missouri system. Upon notification of the duplicate registration, the duplicate transaction was corrected and fees were applied accordingly.

Motor Carrier Services recognizes an area for improvement within our UCR system. Prior to this incident, Motor Carrier Services secured funding to provide an enhancement to our system. The enhancement allows the Missouri system to download data from the federal system and prevent duplicate registration year entry.

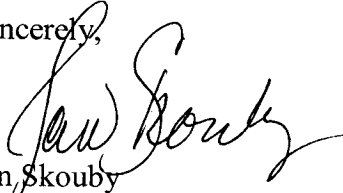
Motor Carrier Services audited all 2010 and 2011 UCR registrations completed through the Missouri system and the National On-line Registry hosted by the State of Indiana. The comparison of the registrations from these two systems yielded duplicates totaling \$16,231, for registration year 2010 and duplicates \$14,057, for registration year 2011. Motor Carrier Services is in the process of refunding duplicate payments that were not already refunded prior to this audit.



Missouri collected over \$2.5 million for registration years 2010 and 2011. In comparison to the total funds collected by Missouri, the duplicate collection of fees for both registration years is 0.6%. Missouri disagrees that we have benefited from unjust duplicate fee collection. The minor amount of the duplicate collection bears no benefit to Missouri.

If the UCR Board has any questions regarding the UCR collection process in Missouri, please contact Tina Thurman at (573) 522-5211.

Sincerely,

A handwritten signature in black ink, appearing to read "Jan Skouby". The signature is written in a cursive style with a large initial "J" and "S".

Jan Skouby  
Motor Carrier Services Director