



# **Encouraging Motor Carrier Participation in State Commercial Vehicle Information Systems and Networks (CVISN) Programs**

Presented by:

Julie Lane  
Federal Motor Carrier Safety  
Administration

November 25, 2008

# Agenda

- CVISN Overview
- Importance of Motor Carrier Participation
- Best Practices
- Contact Information
- Questions
- Summary

# CVISN Overview

- CVISN is a nationwide program managed by FMCSA designed to:
  - Improve safety and productivity of motor carriers, commercial vehicles and their drivers
  - Improve efficiency and effectiveness of commercial vehicle safety programs through targeted enforcement
  - Improve commercial vehicle data sharing within states and between states and FMCSA
  - Reduce Federal/State and industry regulatory and administrative costs

# CVISN Overview (continued)

## Core CVISN Functionality

### Program Areas

#### Credentials Administration

- Automated processing of IRP and IFTA credentials
- Interstate data exchange and funds transfer via IRP and IFTA Clearinghouses

#### Safety Information Exchange

- Sharing of safety data and supporting credentials data among State agencies
- Interstate data exchange
- Use of ASPEN inspection software

#### Electronic Screening

- Automated weight and credentials screening (at fixed or mobile site)

### CVISN Architecture (Technical Infrastructure)

### Mainstreaming and Deployment Planning (Organizational Infrastructure)

# CVISN Overview

## CVISN Benefits

	<u>Benefit Applies to</u>		<u>Benefit Derived From</u>		
	Carrier	State	SIE	ES	ECA
Targeted enforcement focused on high-risk carriers and vehicles	X	X	X	X	O
More effective use of roadside enforcement resources	O	X	X	X	O
Real-time access to online data at fixed inspection facilities and by mobile units	X	X	X	X	O
Improved asset tracking and safety/driver management	X	O	X	X	O
Improved access to credential and safety information from other jurisdictions	X	X	X	X	X
More efficient and cost effective processing of credential applications	X	X	O	O	X
Improved customer service/Ability to receive select credentials 24x7	X	X	O	O	X
Improved accuracy and timeliness in credentials processing	X	X	X	O	X

# Importance of Motor Carrier Participation

- Motor carrier participation is essential to the success of:
  - Electronic credentialing
  - Electronic screening
- Without motor carrier participation in these areas, states will not recognize the full range of potential CVISN benefits
  - Reduced costs associated with credentialing
  - Ability to focus credentialing resources on more complex transactions
  - Ability to focus enforcement resources on high-risk carriers and vehicles

# Best Practice #1:

## *Make Motor Carrier Community a CVISN Partner*

- Motor carriers should be active participants when establishing the scope and priorities of a state's CVISN program
  - What functionality is most important to the motor carriers?
    - IRP
    - IFTA
    - Oversize/Overweight (OS/OW) Permitting
    - Hazardous Material (HM) Permitting
    - Intrastate Credentials
    - Electronic Payment
    - Ability to review Federal and State data on motor carrier
    - Single sign-on for all credentialing services
  - What functionality should be prioritized for deployment?  
Why?

# Best Practice #1: Make Motor Carrier Community a CVISN Partner (continued)

The screenshot shows a Microsoft Internet Explorer browser window displaying the State of Connecticut CVO Credentialing System. The browser's address bar shows the URL <http://www.cvisn.ct.gov/ct/main.do>. The website header features the CT.gov logo, the text "STATE OF CONNECTICUT CVO CREDENTIALING SYSTEM", and the FMCSA logo. A navigation menu includes links for "ABOUT CT", "CONTACT US", "SITE MAP", and "HOME".

The main content area displays a welcome message: "Welcome to the State of Connecticut Commercial Vehicle Operations Credentialing System." Below this, there are two columns of links. The left column contains: "» HELP", "» EDIT MY ACCOUNT", "» MANAGE USER ACCOUNTS", and "» LOGOUT". The right column contains: "» View Carrier and Vehicle Information", "» Transponder Registration", "» Update IRP Vehicle Registrations", "» Request IFTA Decals or Pay IFTA Taxes", "» Request Motor Carrier Road Tax Decals", and "» Apply for an Oversize/Overweight Permit".

At the bottom left of the main content area, it says "Logged in as:" followed by "Username:" and "Business:" (both fields are empty), and "Version: 2.58".

The footer of the page contains the text: "State of Connecticut [Disclaimer](#) and [Privacy Policy](#). Copyright © 2002-2005 State of Connecticut."

## Best Practice #1:

### *Make Motor Carrier Community a CVISN Partner (continued)*

- Motor carriers should be actively involved in the design process for all systems they will use/affect them
  - What features are most important to motor carriers?
    - Pre-population of credential forms with motor carrier data
    - Allow credential data to be uploaded from motor carrier fleet management system
    - Download data to motor carrier fleet management system
    - Manage employee's access to credentialing system(s)
    - Data privacy
  - What criteria will be used to screen vehicles at roadside?
  - Will some motor carriers be required to use some systems?

# Best Practice#1: Make Motor Carrier Community a CVISN Partner (continued)

State of Connecticut CVO Credentialing System - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address [https://66.228.70.124/ct/save\\_accounts.do](https://66.228.70.124/ct/save_accounts.do)

» HELP  
» EDIT MY ACCOUNT  
» MANAGE USER ACCOUNTS  
» LOGOUT

**Logged in as:**  
Username: OSOWTEST  
Business:  
Version: 1.32

Complete this form in order to create a new Credentialing System account for an individual employed by your company. This account will only be granted the permissions that you set here.

\* Indicates a required field

**Personal Information**

Username \*  (min 6 chars)  
Password \*  (min 6 chars)  
Confirm Password \*  (min 6 chars)  
Full Name \*   
Email \*

**Business Address**

Street Address 1  
Street Address 2  
City  
State/Province  
Zip/Postal Code  
Phone  
Fax

Check here if your Contact Address is the same.

**Permissions**

Access IFTA Licenses   
Access IFTA Quarterly Taxes   
Access IRP   
Access OSOW   
Edit Profile   
View Carrier/Vehicles

Add User Reset Cancel

Done Internet

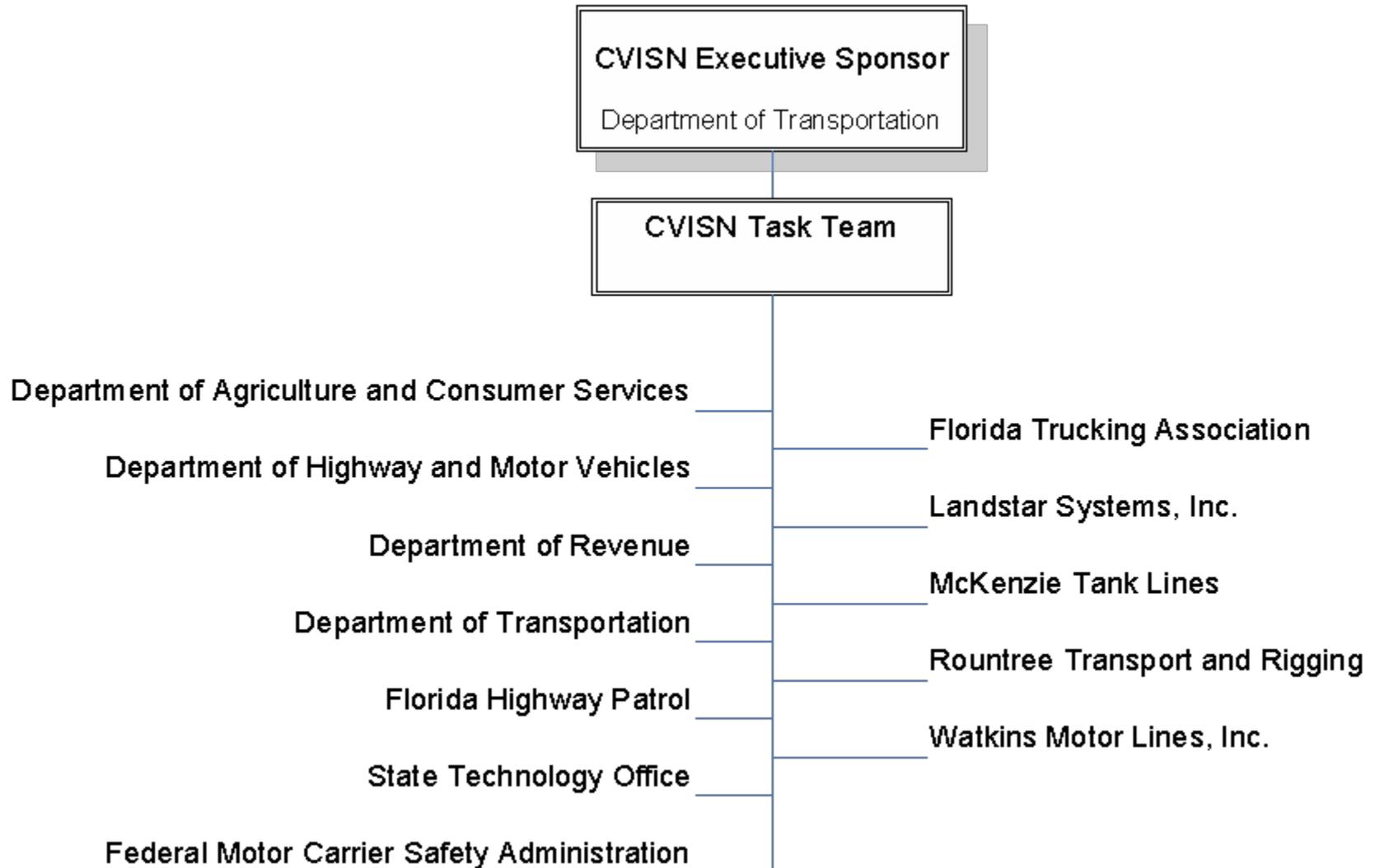
## Best Practice #1:

### *Make Motor Carrier Community a CVISN Partner (continued)*

- Invite motor carrier representatives to formally join the CVISN team and participate as equal partners in regularly scheduled CVISN team meetings
  - State Trucking Association
  - Other organized industry group
  - Diverse and representative group of individual motor carriers
    - Size
    - Industry Segment
      - Interstate/Intrastate
      - Truckload/Less-than-truckload
      - Special hauling
      - Commodity type

# Best Practice #1:

## *Make Motor Carrier Community a CVISN Partner (continued)*



## Best Practice #2: *Market CVISN*

- CVISN needs to be formally marketed to the motor carriers
- Develop a formal marketing plan for CVISN services
  - Government bureaucracies can be difficult to navigate and new services may go unnoticed
  - Work with CVISN agencies' public information/outreach departments

## Best Practice #2: *Market CVISN (continued)*

- Use marketing platforms that are focused on motor carriers or readily reach motor carriers
  - Industry-sponsored conferences/meetings
    - Presentations
    - Exhibit booths
  - State trucking association or other industry newsletters or periodicals
  - Inserts in credentialing applications or other direct mailings
  - Satellite radio
  - Internet search engines

# Best Practice #2: Market CVISN (continued)

## What e-filing can do for you:

Florida through one telephone number, 850-414-4700, or via the Internet at [www.floridatruckinginfo.com](http://www.floridatruckinginfo.com).

### • Electronic Freight Theft Management System (EFTMS)

The EFTMS is an Internet-based system for reporting commercial vehicle or cargo theft. This secure system allows companies to report theft directly to law enforcement much faster than the old fax-based system. Information reported is completely confidential. To apply online to use this secure system, visit [www.reportcargotheft.flp.state.fl.us/newuser.aspx](http://www.reportcargotheft.flp.state.fl.us/newuser.aspx). Since 2001, an excess of \$19 million in stolen vehicles and cargo have been recovered by Florida's Motor Carrier Compliance Office under this theft recovery program. The EFTMS can also be accessed from [www.floridatruckinginfo.com](http://www.floridatruckinginfo.com) at the bottom of the "CV Online Services" page. To access it, click on "Report Cargo or Commercial Vehicle Theft."

### • Real-time traffic information

Although not deployed as a part of CVISN, this program has been enhanced to allow truckers and dispatchers to get Florida real-time traffic information from anywhere in the U.S., toll-free. No need to wait until getting to Florida to check current traffic conditions or other factors that may affect your trip. The CVISN team was able to get the 511 program to give you your own toll-free number. From out of state, call 866-511-3352 to get access to Florida's statewide SunGuide Intelligent Transportation System. This system can also be accessed over the Internet at [www.FL511.com](http://www.FL511.com). From within Florida, dial 511 to gain access to this state-wide system to get travel information throughout the state. ■

g for admission  
suffitted with a  
and can legally

### Department tions

s regulated by  
re, agriculture,  
ission into this  
h a transponder  
the agriculture  
o pre-clearance  
in one program

g process, this  
s applicants to  
nal permits via  
week. Visit the  
om/permit/  
ckinginfo.com,  
click on "Sign  
o Online Permit

ty with a simple  
try agencies in

## INTERNATIONAL USED TRUCK CENTER of TAMPA

PROVIDING  
USED TRUCK  
SOLUTIONS FOR  
FLEET OWNERS  
SINCE 1973



309 Adamo Drive, Tampa FL PH: (800) 270-0527  
[www.internationalusedtrucks.com](http://www.internationalusedtrucks.com)

fltrucking.org

19

In the future, more transactions will be made available.

To download the form to enroll in the e-filing system, visit [www.floridatruckinginfo.com](http://www.floridatruckinginfo.com)

Once the online account has been activated, it's easy to access the e-file system. Simply visit [www.floridatruckinginfo.com](http://www.floridatruckinginfo.com)

and click on the "Log In" tab. From the CVISN home page, the user can click the "Log In" link in the top right-hand corner. To access the CVISN Web site, visit [www.floridatruckinginfo.com/welcome.html](http://www.floridatruckinginfo.com/welcome.html) and

for IFTA and IRP  
test product for the  
developed under  
N Program. Other

projects deployed as a part of the Core CVISN Program include electronic pre-clearance at weigh stations and agriculture interdiction stations; Internet-based over-weight/over-dimensional permitting system; CVO telephone help desk and Web site; Electronic Freight Theft Management System (EFTMS); and several safety programs designed to keep the safe and legal motor carriers moving and to help focus law enforcement efforts on the small number of carriers that could potentially pose safety problems.

Florida's CVISN team is made up of representatives from several state agencies, including the Department of Agriculture; the Department of Transportation; the FDOT Permits office; the FDOT Motor Carrier Compliance Office; the Department of Highway Safety and Motor Vehicles; the Department of Revenue; and the Federal Motor Carrier Safety Administration (FMCSA). The team is also made up of industry representatives from the Florida Trucking Association (FTA).

As Florida closes out its Core CVISN Program, the CVISN team is gearing up for the next phase of CVISN, known as the "Expanded" CVISN. This next level will bring even more benefits to Florida's trucking community. Stay tuned for what else is in store. The next edition of Florida Trucking Association's newsletter will provide information on Florida's Expanded CVISN Program and the future deployments designed to enhance safety, security and the mobility of motor carriers in Florida. ■

*"Commercial Vehicle Information Systems and Networks (CVISN) is a Federal (Federal Motor Carrier Safety Administration, FMCSA) initiative to improve motor carrier safety and enhance efficiency of administrative processes for industry and government."*



Florida Truck News • Summer 2008 • [www.fltrucking.org](http://www.fltrucking.org)

## FEATURE

### Skip the Trip

e-Filing for IFTA & IRP credentials has arrived in Florida

By Mike Akridge, CPM, Deputy State Traffic Engineer, Incident Management & CVO Programs, Florida Department of Transportation

The Florida's CVISN team is pleased to announce the launch of the Electronic Credentialing System.

This new Internet-based system allows commercial vehicle operators to skip the trip to the Department of Highway Safety and Motor Vehicles (DHSMV) and to apply for certain operating credentials over the Internet, 24 hours a day, seven days a week.

Anyone who has an active IFTA or IRP account with Motor Carrier Services at DHSMV is eligible to use the system. To subscribe to this new service, users must first apply for secure access to the system.

Simply complete the "Motor Carrier Services e-File Request Form," which can be downloaded from the Internet, and mail it to DHSMV. The form can also be used to appoint an agent to use the system on your behalf. (Online registration is not available, as the applicant's original signature must be on file at DHSMV.) The e-file login identification (ID),

personal identification number (PIN #) and instructions for using the system will be mailed to the applicant.

Upon registering to use the system and receiving the ID and PIN #, users will be able to order IFTA decals and file IRP renewals, IRP supplements, IFTA tax returns and IFTA renewals. Applicants can pay online with a credit card (Visa, MasterCard or American Express), bank account debit (electronic check) or they may also print out their bill and mail it with a paper check to DHSMV. As an added benefit, users have electronic access to their records, allowing them to go online to verify account information at any time.

**Online e-filing for IFTA and IRP credentials is the latest product for the trucking community developed under Florida's Core CVISN Program.**



Florida Truck News • Summer 2008 • [www.fltrucking.org](http://www.fltrucking.org)

17

## Best Practice #2: *Market CVISN (continued)*

Driving through Connecticut . . .



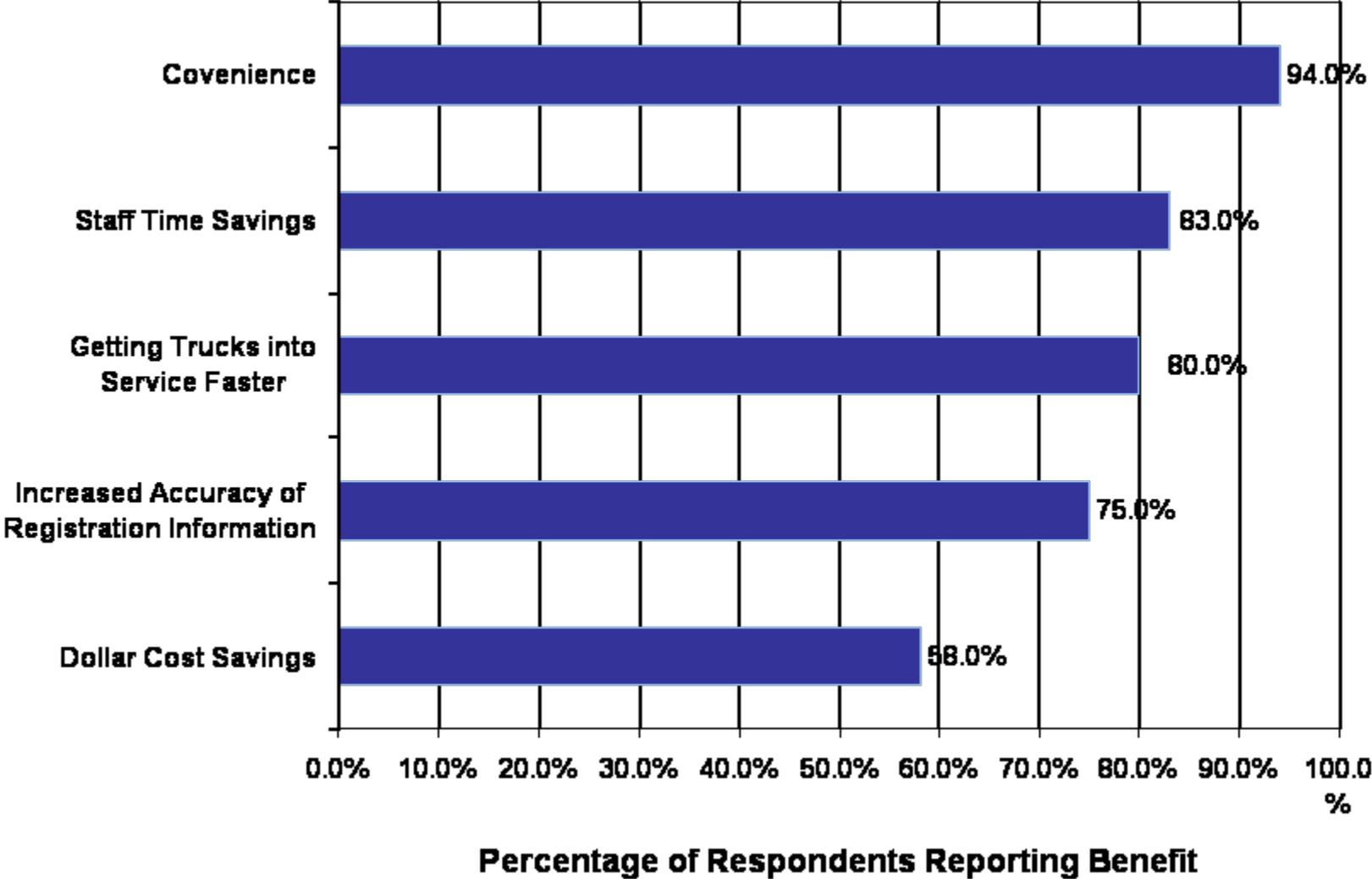
*. . . just got easier!*

## Best Practice #3: *Focus Marketing on Operational Improvements*

- Outreach materials should emphasize the operational improvements offered by CVISN
  - Carriers are for-profit operations that will decide to use CVISN services based on costs, benefits, and return on investment (ROI)
  - Leveling the playing field
    - Ensuring that “bad operators” will be targeted and “good operators” will be allowed to operate with fewer roadside enforcement interactions

# Benefits of CVISN

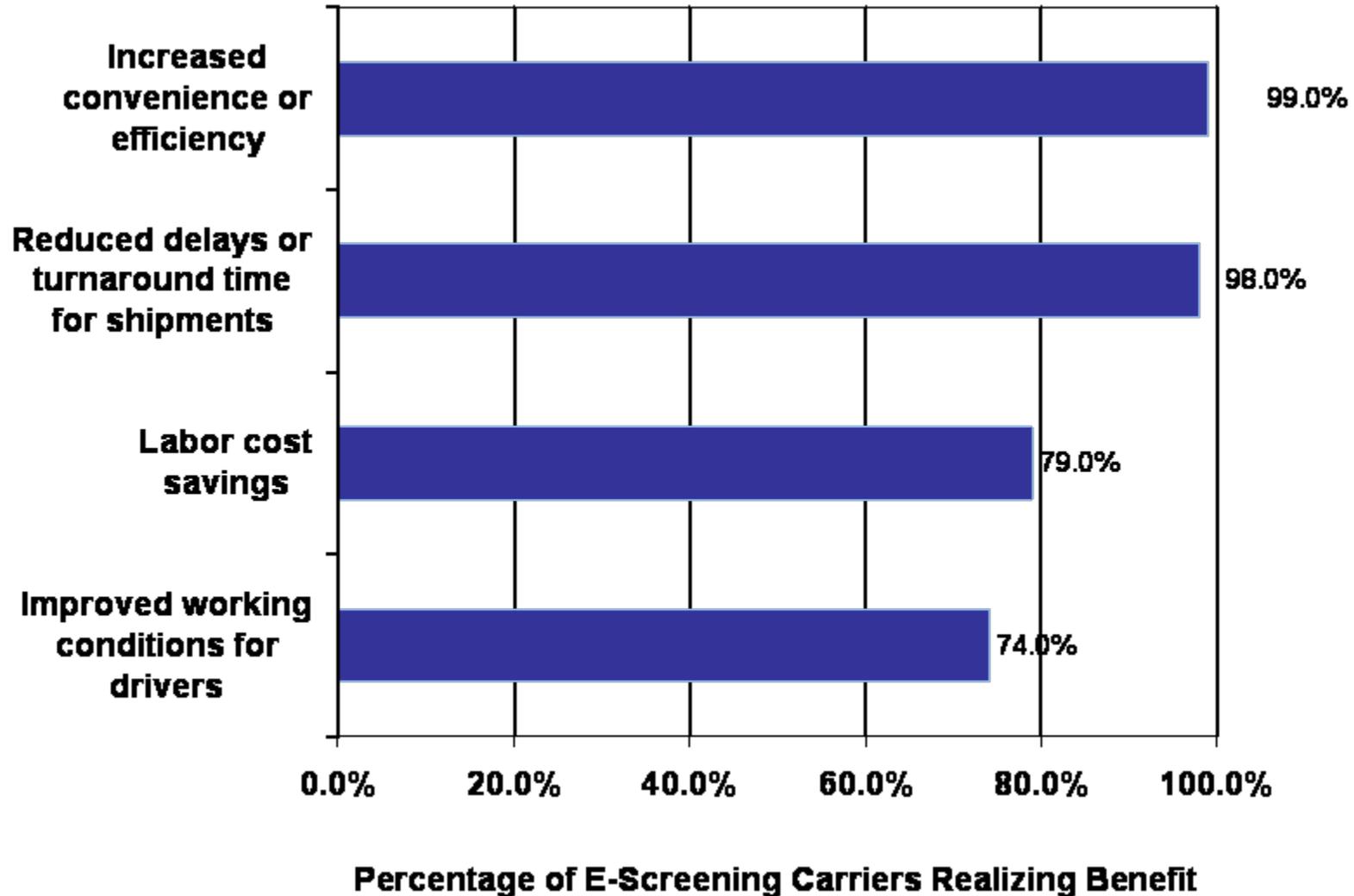
## *Electronic Credentialing Program Area*



Source: DRAFT Evaluation of the National CVISN Deployment Program, Volume 1

# Benefits of CVISN

## *Electronic Screening Program Area*



## Best Practice #4

### *Offer Incentives*

- Consider offering incentives to increase carriers' ROI calculation
  - Volume/group discounts for participation in e-screening programs
  - “Member benefits” for state trucking association
  - State payment of credit card and/or other electronic payment fees

# Summary

- Make the motor carrier community a partner in the CVISN program
  - Active participants in setting scope and priorities of program
  - Provide input regarding the design of CVISN systems
  - Actively participate in CVISN Team meetings
- Actively market CVISN services to motor carriers
  - Develop a formal marketing plan
  - Select platforms that reach targeted audience
- Focus marketing materials on operational enhancements offered to motor carriers through CVISN participation
- Consider offering incentives to participating motor carriers



# Contact Information

Julie Lane

Phone: 202-385-2391

Email: [Julie.Lane@dot.gov](mailto:Julie.Lane@dot.gov)