

2009 Innovations Awards Program

APPLICATION

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ID # (assigned by CSG): 09-E-03ME

Please provide the following information, adding space as necessary:

State: Maine

Assign Program Category (applicant): Government Operations

1. Program Name: Unified Carrier Registration Online Service (UCR)
2. Administering Agency: Maine Department of the Secretary of State, Bureau of Motor Vehicles
3. Contact Person (Name and Title): Garry Hinkley, Director of Vehicle Services
4. Address: Bureau of Motor Vehicles, 29 State House Station, Augusta, ME 04333-0029
5. Telephone Number: (207) 624-9000
6. FAX Number: (207) 624-9013
7. E-mail Address: Garry.Hinkley@maine.gov
8. Web site Address: <http://www.maine.gov/online/ucr>
9. Please provide a two-sentence description of the program.

The Maine Bureau of Motor Vehicles Unified Carrier Registration online application, developed in partnership with InforME, allows those who operate commercial motor vehicles to register their businesses and pay fees, as required by the federal UCR Act. The Maine BMV UCR application transmits the data it gathers to the US Department of Transportation's Federal Motor Carrier Safety Administration's SAFER system.

10. How long has this program been operational (month and year)? Note: the program must be between 9 months and 5 years old on March 2, 2009 to be considered:

The Unified Carrier Registration online service launched in early September, 2007. The UCR online service has been fully operationally for approximately 1 year and 5 months.

11. Why was the program created? What problem[s] or issue[s] was it designed to address?

The Maine BMV UCR application must transmit the data it gathers to the US Department of Transportation's Federal Motor Carrier Safety Administration's SAFER system. SAFER provides a web services-based application programming interface (API) which states may use to transmit data into SAFER, and it is this interface which InforME worked to implement.

InforME in the FMCSA Third-Party Developer's Program in order to gain access to technical documentation describing the SAFER interface. When we obtained the

documents, it became apparent that we would need to also obtain access to the FMCSA virtual private network (VPN) in order to use the SAFER API.

InforME applied for VPN access, and was offered a Windows-based client VPN. Client VPNs are unsuitable for the automated system BMV desired.

InforME asked for a LAN-to-LAN VPN, but we were informed that such requests require a site security audit prior to approval. Due to the impending deadline for UCR enforcement, it would have been impossible to conduct such an audit in the time available. InforME provided documentation of its recently awarded Cybertrust Security Management Program Certification as evidence of its security practices. FMCSA eventually did grant LAN-to-LAN VPN access, and within a day or so that VPN was operating properly.

12. Describe the specific activities and operations of the program in chronological order.

Step-by-step:

1. The Maine based individual or company that operates commercial motor vehicles access the online service and provide the registration year in which they will be registering.
2. The user then provides identifying information, such as USDOT Number and Motor Carrier Number. In addition, the user is required to provide the Company Name as well as principal and mailing addresses.
3. The user then provides information pertaining to the number of vehicles that will be registered under each category.
4. After payment is submitted, the Bureau of Motor Vehicles is notified of the completed transaction. A PDF copy of the registration form is delivered to the Bureau of Motor Vehicles.
5. Each night, all completed transactions are transmitted by a dedicated VPN connection to the US Department of Transportation's Federal Motor Carrier Safety Administration's SAFER system.

13. Why is the program a new and creative approach or method?

The Unified Carrier Registration online service, took a formerly paper driven process and moved it entirely online. The state of Maine implemented the UCR services so that industry participants could take advantage of Internet technology and its ability to improve communication and streamline the registration process.

In addition, within 24 hours of submitting a registration, all information is securely transmitted to Federal Motor Carrier Safety Administration's SAFER system.

14. What were the program's start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)

Initial cost estimates included the following project aspects:

- System Specification & Design
- User Interface Design
- Development
- Project Management

- Ongoing Hosting & Maintenance

It is estimated that the program start-up costs was between \$15,000 and \$17,000.

Because of the nature of the public/private partnership between the third party and the state of Maine, costs were kept well below market value. By assessing a service charge to system users, the third party vendor covered the entire cost of the Unified Carrier Registration service without charging the state.

15. What are the program's annual operational costs?

The Maine Bureau of Motor Vehicles does not incur any annual costs for the Unified Carrier Registration service.

16. How is the program funded?

The third party absorbed the initial start up costs for the service in exchange for assessing transaction fees. To set pricing, the number of potential registrations in Maine was reviewed to determine volume estimations. Using these estimates, a transaction fee was established and the decision was made to take on the project at no cost to the state.

17. Did this program require the passage of legislation, executive order or regulations? If YES, please indicate the citation number.

The Unified Carrier Registration online service required the passage of Maine Motor Vehicle Statutes 29-A, §551 subsection 4.

Additionally, the UCR Act requires motor carriers (including for-hire, private and exempt motor carriers), leasing companies, freight forwarders, and brokers that operate in interstate commerce to register with the program and pay a fee based on the type of business operated. These fees will fund motor carrier safety and enforcement programs.

The UCR Agreement is established by federal law in the UCR Act, which is part of the federal highway reauthorization bill known as the Safe, Accountable, Flexible, Efficient Transportation Equity Act, A Legacy for Users ("SAFETEA-LU"), Public Law 109-59, enacted August 10, 2005.

The UCR Act is sections 4301 through 4308 of SAFETEA-LU. In particular, the structure of the UCR Agreement is set forth in section 4305 of the UCR Act, which enacts §14504a as a new section in 49 United States Code ("USC").

18. What equipment, technology and software are used to operate and administer this program?

The Unified Carrier Registration service was written using the PERL programming language and stores the information in a MySQL database. In addition, a LAN-to-LAN VPN was established between InforME and the FMCSA for transmission of registration data via the SAFER API.

19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address.

The UCR program did not originate within the state of Maine. However, when the UCR program began, the state of Maine was one of a handful of states that decided to implement its own system.

This program replaces a federally mandated program, Single State Registration Program (SSRS). This program follows the requirement of the federal unified Carrier Registration Act of 2005 authorized by PL 109-59.

20. Are you aware of similar programs in other states? If YES, which ones and how does this program differ?

Yes. As stated above, when the UCR program began, the state of Maine was one of a handful of states that decided to implement its own system.

The only states that do not participate in the program are: Oregon, Nevada, Arizona, Wyoming, Florida, District of Columbia, Maryland, New Jersey and Vermont. The Provinces of Canada and Mexico also do not participate. Although these states and provinces do not participate, carriers based in these jurisdictions must pay the UCR fees to a participating state in their region.

21. Has the program been fully implemented? If NO, what actions remain to be taken?

Yes, the Unified Carrier Registration service has been fully implemented.

22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.

The Unified Carrier Registration online service allowed the State of Maine to comply with the enforcement of the UCR program. When the UCR program began, Maine was one of a few states that decided to create its own system to register carriers from Maine and its FMCSA region. This was an extremely important decision, as no other states are currently allowed to develop their own system.

The only con related to the Unified Carrier Registration service is that there is very little enforcement of carriers at the present time. There is currently no way to enforce the payment of a non-participating state except through roadside enforcement. Maine is implementing a process to enhance roadside enforcement.

23. How has the program grown and/or changed since its inception?

Motor carriers do not *have to* use the State of Maine's formerly paper driven process. In the event that they do, the Unified Carrier Registration service provided an administrative function that allows the Bureau of Motor Vehicles to submit the registration. Each month, the businesses that use UCR grows.

During the first six months after UCR's initial launch (September 2007 thru February 2008), motor carrier's submitted roughly 667 registrations. During the last six months (August 2008 thru January 2009, motor carriers have been submitted 1627 registrations through the online service.

Since it's initial launch, the adoption rate of the service has grown from 11% to over 46%.

24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?

No other states may join the UCRA after August 10, 2008.

When the UCR program began, the state of Maine was one of the states that decided to implement its own system to register carriers. At this time, other than the states that

are currently transmitting their data to SAFER, no other states will be able to develop their own system to transmit data to SAFER.

2009 Innovations Awards Program Program Categories and Subcategories

Use these as guidelines to determine the appropriate *Program Category* for your state's submission and list that program category on page one of this application. Choose only one.

Infrastructure and Economic Development

- Business/Commerce
- Economic Development
- Transportation

Government Operations

- Administration
- Elections
- Public Information
- Revenue

Health & Human Services

- Aging
- Children & Families
- Health Services
- Housing
- Human Services

Human Resources/Education

- Education
- Labor
- Management
- Personnel
- Training and Development
- Workforce Development

Natural Resources

- Agriculture
- Energy
- Environment
- Environmental Protection
- Natural Resources
- Parks & Recreation
- Water Resources

Public Safety/Corrections

- Corrections
- Courts
- Criminal Justice
- Drugs
- Emergency Management
- Public Safety

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CSG Innovations Awards 2009
The Council of State Governments
2760 Research Park Drive, P.O. Box 11910
Lexington, KY 40578-1910

Contact:

Nancy J. Vickers, National Program Administrator
Phone: 859.244.8105
Fax: 859.244.8001 – Attn: Innovations Awards Program
The Council of State Governments
E-mail: nvickers@csg.org

This application is also available at www.csg.org, in the Programs section.

Deadline: March 2, 2009