

NEW MEXICO DEPARTMENT OF TRANSPORTATION

Ports of Entry Project

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NMDOT Modal Program

December 1, 2016
New Mexico Finance Authority

Ports of Entry (POE)

Revenue Generating Permits/Programs

- Commercial Traffic in and through New Mexico
- Weight Distance permit
- Weight Distance program
- Trip/Fuel Tax Permits
- Oversize/Overweight permits

Ports of Entry (POE)

Most common issues reported prior to project

- Long wait times at POEs
- Difficult to get technical assistance through the telephone
- E-permitting system was difficult to use and did not include all permit types
- Long turnaround times to get Oversize/Overweight permits approved
- Technology at POEs needs to be upgraded

Ports of Entry (POE)

Issues-continued

- DPS Transportation Inspectors selling permits instead of conducting inspections-Safety concerns
- Difficult to coordinate police escorts
- Current regulations out of date
- Timely to work with different counties/municipalities
- Non-compliance with regulations/avoiding or bypassing POEs
- Potential for lost revenue

Ports of Entry (POE)

Solutions

- March 2014-DPS and DOT begin discussions on possible solutions
- July 2014-DOT secured \$1.5M FHWA Planning and Research funding to conduct a pilot program
- December 2014- DOT contracted with DPS to hire temp employees and a consultant to revise regulations that govern permit sales

Ports of Entry (POE)

Solutions-continued

- February 2015-DPS/DOT launched a new E-permit system call ProMiles
- February 2015-DPS launched a new automated phone system
- February 2015-DPS/DOT hired 25 temps to start in the 12 active POE.

Ports of Entry (POE)

Solutions-continued

- January 2016-DOT is approved in HB2/HB4 for the transfer of \$4.5M for POE upgrades and \$2M for general operations from the W/D permit fund
- February 2016-DPS/DOT officially posted the new regulation governing permit sales
- July 1, 2016 DOT is responsible for all permitting functions at the POE. This includes a temp staff of 44 individuals.
- On-going working with Association of Counties on MOU for permit routes

Ports of Entry (POE)

Outcomes

- Single trip permit processing wait times reduced from 24-36 to an average of 1 hour
- Multiple trip permit processing wait times reduced from 5-7 days to an average of 2 hours
- Phone calls reduced from 2500/month to 1400/month
- Complaints to management reduced from 13 in 2014 to 0 since the pilot project
- Permit sales reached 240K in the first full year of the pilot program
- Safety inspections have increased which impacts both industry and the State in a positive way

Ports of Entry (POE)

Outcome

“As we near the finish line through rule making, etc. of our nearly 2 years of discussions, both your staffs’ efforts and our satisfaction level couldn’t be higher! A respected industry official remarked to me following last weeks’ conference call with your staff, “If these changes as were proposed by NM DOT officials are adopted in early 2016, New Mexico’s OS/OW permit office/engineering dept. will have achieved the most dramatic turnaround I’ve witnessed in my 40+ years in the business.”

Steven Todd, Vice President Specialized Carriers and Rigging Association.