

# Mid America Association of State Transportation Officials, Subcommittee on Highway Transport

## State Report

State: MN Report Date: 2/23/2016

Completed By: Ted Coulianos

---

Permits Issued Prior Year: 85,160

Permits Issued Year To Date: 20,466

Number of Staff Issuing Permits: 10

Does your State offer  
Online Requests:  Yes  No

If yes what percentage  
Of permits does your  
System issue without  
Your review? 32%

---

### New Legislation:

None (State), FAST Act allows up to 99,000 GVW on interstate 35 in Duluth for logging trucks.

Permitting System Updates: (Please include money or time saving changes)  
Increasing the annual permit size limits. MN is continually working on improving its Online Permit System. We will be cleaning up some of the old rules that were inbedded in an effort to provide a cleaner more accurate credential

### Procedural Changes:

1. Increased the dimensional limits for Metro rush hours and auto-issued permits from 12'6"W to 14'6"W and from 95'L to 110'L
2. Escort not required until length exceed 110'L (previously 95'L)

### Innovative or Special Initiatives:

Permit section / Bridge Office technical exchange

### New/Unique Communication Efforts: (Describe any outreach to your carrier population)

1. Constant Contact (email alerts), Twitter, Web.

2. Newly revised General Provisions (replaced General Conditions).
3. Customer service survey done to see how their customers feel about our permitting system, our level of customer service and the effectiveness of our information outreach. The online survey, which was open for just over two weeks, and about 180 people responded. Findings showed that though the OSOW permitting system and some policies received an 'average' rating of satisfaction, customers are 'highly satisfied' with permit staff's knowledge and helpfulness.
4. Developing an instructional video to show how to use our system to route loads, step-by-step.
5. Permit Techs have been contacting customers for their feedback as we work on updating office forms, specifically the "Trip Log Form."
6. Contacting carriers to discuss the different permit systems they use and find out what challenges and successes they face obtaining permits in other states.

#### Special Challenges Affecting Permit Operations:

##### Uniformity Pursuits:

1. MN no longer requires a certified escort until load length exceeds 110', previously 95'.  
Rush Hour: Restrictions apply Monday – Fridays on loads exceeding 12'6" wide and/or 110' Long ( no height limit ) , previously 12'6" Wide 95'L 14'6" Tall.
2. In an effort in regards to uniformity we have been contacting the MAASTO states to help with our decision making process in regards to how we handle faxed / emailed applications, revisions, phone calls etc.

##### Areas of Concern:

1. Permitting system needs major update or replacement.
2. Funding for new permitting system.
3. Staffing
4. Communication between our office, the district offices & 511. We are always concerned about the timeliness, accuracy and how information is passed in regards to construction areas, closures, detours etc.

##### Successes:

##### Other: