The objective of the shipper prioritization project was to review, document and recommend improvements to FMCSA’s HM Shipper Prioritization Program. This project consisted of six major tasks.

**Key Facts**

**Development of Peer Review Committee**

After the kick-off meeting and the successful completion of a detailed work plan, a peer review committee was formed. Members of the peer review committee were to participate in two peer review meetings during the course of the project. The purpose of the first peer review meeting was to have the study methodology and data collection techniques reviewed by the committee. The purpose of the second peer review meeting was to review the study findings and conclusions.
Review and Examine the HM Shipper Prioritization Program

Another major step in this project was to review and examine the current HM Shipper Prioritization Program, which included two distinct prioritization algorithms, and to develop software titled the HM Shipper Prioritization Application (HMSPA).

Beta Testing HMSPA

HMSPA was then beta tested in states with existing shipper programs. The focus of these onsite tests was usability testing with potential end users. All results were positive, indicating that the beta version, with minor modifications based on user recommendations, should move forward into a fully functioning application for FMCSA.

Final HMSPA Design

After final modifications were made, the final HMSPA delivered to FMCSA consisted of four web pages. The “Home Page” contained a login box, a place to enter feedback for the system administrator and a description and purpose of HMSPA. A “Prioritization Selection” page allowed users to select geographic regions in the U.S. and its territories and then generate a prioritization list of shippers for that region. The “Prioritization Results” page displayed a table that listed the results of the prioritization. This table was interactive and contained a ranked list of shippers and such contact information as company name, address, phone number, etc. Also added was an “About the Algorithm” page so users of HMSPA could investigate how prioritization scores were calculated.

Future Research

While HMSPA is a vast improvement over current prioritization methods used by FMCSA, a key area of research is the continued improvement of HMSPA. As seen in the results of this study, FMCSA field personnel found great value and initial acceptance in HMSPA. Future research may include additional refinement of the HMSPA algorithm, differentiating between pure shipper and shipper/carriers, and to adjust the algorithm for use with motor carriers.