

Expectations of Staff for Oversize/Overweight Load and Vehicle Operations

July 13, 2021

1. Maintain acute knowledge of North Carolina General Statute transportation laws, North Carolina Administrative Code and Oversize/Overweight Permit policy.
2. Produce an average # of processed trips on a daily basis determined by office dashboard.
3. Acquire less than a five-percent (5%) error rate related to routing, calculations, restrictions, etc., for processed trips based on random samplings within a performance evaluation period.
4. Attain less than four (4) reported incidents caused by an error on processed trips within a performance evaluation period. (Incidents resulting from errors include: Bridge/Sign Strike, Citation from Enforcement, Closed Roadway, or Accounting Discrepancies.)
5. Exhibit excellent customer service.
6. Maintain up to date training for Purchase Card Industry (PCI) standards.
7. Supervisors are expected to address poor performance (i.e. appropriate training, coaching/mentoring, and/or disciplinary actions).