



Tracker

MEASURES OF DEPARTMENTAL PERFORMANCE

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Greetings from MoDOT



When I came to MoDOT as director late last year, I was pleased to find in place a system of performance metrics that validate our commitment to the citizens of Missouri. MoDOT has a proud legacy of wisely managing our system and meeting challenges in order to delight our customers and promote a prosperous Missouri.

Whether managing floods, repairing roads and bridges or fighting snow, the men and women of MoDOT work tirelessly to keep our citizens and themselves safe as we maintain 34,000 miles of roads and 10,400 bridges. While this report highlights the measures used to monitor our commitment of a world-class transportation experience for Missourians, it is really a testament to the bold ingenuity of our employees who design, build, maintain and operate our \$50 billion transportation assets.

Despite limited resources, MoDOT has been diligent about maintaining our system in the best condition we can for as long as we can.

However, citizens have asked for more transportation options, and I believe they deserve more. It is critical to build a 21st century transportation system today in order to fuel our economy and retain our workforce.

With last year's passage of the FAST Act, we have some degree of federal funding certainty for the next five years. But because those funds only come in a one-to-four match with state money, we must keep the effort alive to boost our level of state investment in transportation. Without additional revenues, we will be unable to tackle many of the projects that Missourians have told us they desire.

Instead, we'll need to put every dollar into asset management, and even then, some of our districts will lose ground.

A healthy transportation infrastructure ensures businesses can operate and grow. It ensures the state can prosper and jobs can be created. Essentially, transportation is what keeps Missouri moving.

The pages that follow will highlight many innovations and improvements. But there is more to be done. I ask that you join me in making the transportation system in our great state all that it can and needs to be.

With warm regards,

A handwritten signature in black ink, reading "Patrick K. McKenna". The signature is written in a cursive, flowing style.

Patrick K. McKenna

Mission

Our mission is to provide a world-class transportation experience that delights our customers and promotes a prosperous Missouri.

MoDOT VALUES

TANGIBLE RESULTS

SAFETY
Be Safe

Keep Customers and Ourselves Safe

SERVICE
Be Accountable
Be Respectful
Be Inclusive

Provide Outstanding Customer Service
Deliver Transportation Solutions of Great Value
Use Resources Wisely

STABILITY
Be Bold
Be Better
Be One Team

Keep Roads and Bridges in Good Condition
Operate a Reliable and Convenient Transportation System
Advance Economic Development

So we can be a great organization.

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Keep Customers and Ourselves Safe – Mark Shelton			
Number and rate of fatalities and serious injuries	Quarterly	Bill Whitfield	1a
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Number of fatalities and serious injuries in work zones	Quarterly	Julie Stotlemeyer	1d
Percent of seat belt/passenger vehicle restraint use	October	Scott Jones	1e
Number and rate of fatalities and serious injuries for commercial motor vehicle crashes	April	Mark Biesemeyer	1f
Total and rate of MoDOT recordable incidents	Quarterly	Evan Adrian	1g
General liability claims and costs	Quarterly	Steve Patterson	1h
Keep Roads and Bridges in Good Condition – Scott Marion			
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Condition of state bridges	July	David Koenig	2c
Percent of structurally deficient deck area on National Highway System	July	David Koenig	2d
Provide Outstanding Customer Service – Fay Fleming			
Percent of overall customer satisfaction	July	Tammy Wallace	3a
Percent of customers who view MoDOT as Missouri's transportation expert	July	Jennifer Williams	3b
Percent of customers who trust MoDOT to keep its commitments to the public	July	Melissa Black	3c
Percent of customers who feel MoDOT provides timely, accurate and understandable information	July	Jennifer Williams	3d
Percent of customers satisfied with MoDOT's customer service	Quarterly	Melissa Black	3e
Customer communication engagement	Quarterly	Patrick Wood	3f
Percent of customers who believe completed projects are the right transportation solutions	January	Nicole Hood	3g
Deliver Transportation Solutions of Great Value – Eric Schroeter			
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Innovative contracting methods	July	David Simmons	4d
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Operate a Reliable and Convenient Transportation System – Becky Allmeroth			
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Traffic incident impacts on major interstate routes	Quarterly	Rick Bennett	5d
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Effectiveness of improving air quality	October	Mike Henderson	5f
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Use Resources Wisely – Brenda Morris			
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Rate of employee turnover	Quarterly	Aaron Kincaid	6c
State and federal revenue projections	Quarterly	Todd Grosvenor	6d
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Percent of state funds invested in non-highway modes of transportation	October	Dion Knipp	6f
Percent of local program funds committed to projects	Quarterly	Kenny Voss	6g
Percent of inactive projects	Quarterly	Sunny Wilde	6h
Amount of advance construction	January	Doug Hood	6i
Fleet usage and fuel efficiency	Quarterly	Kevin James	6j
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