

April 2005

Tracker

Measures of Departmental Performance



Missouri Department of
Transportation



Mission

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



**Pete K. Rahn, Director
Missouri Department of
Transportation**

About the Tracker

MoDOT's Tracker is a tool to assess how well we deliver services and products to our customers. Much like a GPS tracking system, this tool can only show the direction in which the department is headed. We must determine if it is going in the right direction to best serve our customers.

MoDOT's Mission and Value Statements provide the basis for the Tracker. The 18 results are outcomes that our customers expect to see as we fulfill our mission. Each performance measure listed on the Tracker is designed to help us focus on successfully achieving these results. The Tracker will be published quarterly to ensure accountability and allow our customers to see the progress we are making toward those results that they expect.

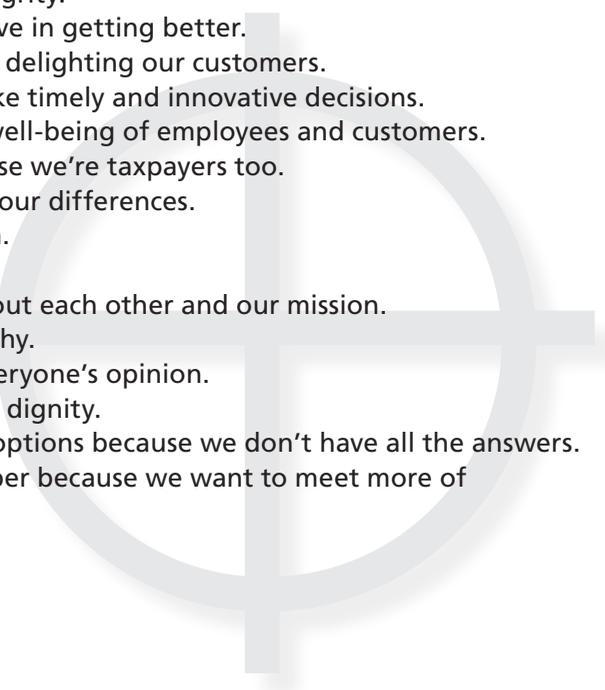


Tangible Results

- Uninterrupted Traffic Flow
- Smooth & Unrestricted Roads and Bridges
- Safe Transportation System
- Roadway Visibility
- Personal, Fast, Courteous & Understandable Response to Customer Requests (in-bound)
- Partner With Others to Deliver Transportation Services
- Leverage Transportation to Advance Economic Development
- Innovative Transportation Solutions
- Fast Projects That Are of Great Value
- Environmentally Responsible
- Efficient Movement of Goods
- Easily Accessible Modal Choices
- Customer Involvement in Transportation Decision-Making
- Convenient, Clean & Safe Roadside Accommodations
- Best Value For Every Dollar Spent
- Attractive Roadsides
- Advocate for Transportation Issues
- Accurate, Timely, Understandable & Proactive Transportation Information (out-bound)

Value Statements

MoDOT will -

- support and develop employees because we believe they are the key to our success.
 - be flexible because we believe one size does not fit all.
 - honor our commitments because we believe in integrity.
 - encourage risk and accept failure because we believe in getting better.
 - be responsive and courteous because we believe in delighting our customers.
 - empower employees because we trust them to make timely and innovative decisions.
 - not compromise safety because we believe in the well-being of employees and customers.
 - provide the best value for every dollar spent because we're taxpayers too.
 - value diversity because we believe in the power of our differences.
 - be one team because we all share the same mission.
 - use teamwork because it produces the best results.
 - foster an enjoyable workplace because we care about each other and our mission.
 - be open and honest because we must be trustworthy.
 - listen and seek to understand because we value everyone's opinion.
 - treat everyone with respect because we value their dignity.
 - seek out and welcome any idea that increases our options because we don't have all the answers.
 - always strive to do our job better, faster, and cheaper because we want to meet more of Missouri's needs.
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Uninterrupted Traffic Flow – Don Hillis (Page 1)		
Average travel time on selected sections of roadways	Eileen Rackers	1a
Average time to clear traffic incident - UNDER DEVELOPMENT	Eileen Rackers	1b
Average time to clear traffic backup from incident - UNDER DEVELOPMENT	Mike Curtit	1c
Number of retimed signals	Julie Stotlemeyer	1d
Number of signals observed	Julie Stotlemeyer	1e
Number of customers assisted by the Motorist Assist program	Mike Curtit	1f
Percent of work zones that meet customer expectations for traffic flow	Pat McDaniel	1g
Percent of time meeting snow and ice removal performance goals	Jim Carney	1h
Smooth & Unrestricted Roads And Bridges – Kevin Keith (Page 2)		
Percent of major highways that are in good condition	Jay Bledsoe	2a
Percent of minor highways that are in good condition	Jay Bledsoe	2b
Percent of deficient bridges on major highways	Jay Bledsoe	2c
Percent of deficient bridges on minor highways	Jay Bledsoe	2d
Number of deficient bridges on the state system (major & minor highways)	Jay Bledsoe	2e
Number of miles completed through the Smooth Roads Initiative - UNDER DEVELOPMENT	Kyle Kittrell	2f
Safe Transportation System – Kevin Keith (Page 3)		
Number of fatalities and injuries year to date	Scott Turner	3a
Number of impaired driver-related fatalities and injuries year to date	Scott Turner	3b
Rate of annual fatalities and injuries	Scott Turner	3c
Percent of seatbelt/passenger vehicle restraint use	Scott Turner	3d
Number of bicycle and pedestrian fatalities and injuries	Scott Turner	3e
Number of motorcycle fatalities and injuries	Scott Turner	3f
Rate of commercial vehicle fatalities and injuries	Jan Skouby	3g
Number of fatalities and injuries in work zones	Dan Bruno	3h
Number of highway-rail crossing fatalities	Rod Massman	3i
Roadway Visibility – Don Hillis (Page 4)		
Rate of nighttime crashes	Mike Curtit	4a
Rate of wet weather crashes	Mike Curtit	4b
Percent of signs that meet our customers' expectations – UNDER DEVELOPMENT	Jim Brocksmith	4c
Percent of stripes that meet our customers' expectations – UNDER DEVELOPMENT	Jim Brocksmith	4d
Percent of work zones that meet customer expectations for visibility – UNDER DEVELOPMENT	Pat McDaniel	4e
Personal, Fast, Courteous & Understandable Response To Customer Requests (Inbound) – Jay Wunderlich (Page 5)		
Percent of overall customer satisfaction	DeAnne Bonnot	5a
Percent of customers who contacted MoDOT that felt they were responded to quickly – UNDER DEVELOPMENT	DeAnne Bonnot	5b
Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner – UNDER DEVELOPMENT	DeAnne Bonnot	5c
Percent of customers who contacted MoDOT that understood the response given – UNDER DEVELOPMENT	DeAnne Bonnot	5d
Percent of Motorist Assist customers who are satisfied with the service – UNDER DEVELOPMENT	Eileen Rackers	5e
Number of customer contacts	Marisa Brown	5f
Number of customer inquiries answered within 24 hours compared to total number of customer inquiries – UNDER DEVELOPMENT	Marisa Brown	5g
Average response time to customers requiring follow up – UNDER DEVELOPMENT	Marisa Brown	5h
Partner With Others To Deliver Transportation Services – Kevin Keith (Page 6)		
Number of dollars of discretionary funds allocated to Missouri	Todd Grosvenor	6a
Percent of earmarked dollars that represent MoDOT's high priority projects	Todd Grosvenor	6b
Number of dollars generated through cost-sharing and other partnering agreements – UNDER DEVELOPMENT	Patty Purves	6c
Number of transportation related partnering agreements – UNDER DEVELOPMENT	Patty Purves	6d
Leverage Transportation To Advance Economic Development – Pat Goff (Page 7)		
Miles of new 4-lane corridors completed	Jay Bledsoe	7a
Number of dollars invested that enhance specific economic development projects – UNDER DEVELOPMENT	Patty Purves	7b
Percent utilization of SIB & STAR loan programs	Patty Purves	7c
Number of jobs supported through transportation investment – UNDER DEVELOPMENT	Patty Purves	7d
Innovative Transportation Solutions – Mara Campbell (Page 8)		
Annual dollar amount saved by implementing innovative engineering methods	Diane Heckemeyer	8a
Number of external awards received	Rebecca Geyer	8b

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Fast Projects That Are Of Great Value – Dave Nichols (Page 9)		
Percent of estimated project cost as compared to final project cost	Kyle Kittrell	9a
Number of calendar days it takes to go from the programmed commitment on the Statewide Transportation Improvement Program to construction completion	Kyle Kittrell	9b
Percent of projects completed within budget	Dave Ahlvers	9c
Percent of projects completed on time	Dave Ahlvers	9d
Percent of change for finalized contracts	Dave Ahlvers	9e
Average construction cost per day by contract type	Dave Ahlvers	9f
Percent of completed projects that our customers felt were the right transportation solution – UNDER DEVELOPMENT	Mike Shea	9g
Percent of projects timeliness as compared to other state DOTs– UNDER DEVELOPMENT	Diane Heckemeyer	9h
Percent of projects that represent great value – UNDER DEVELOPMENT	Diane Heckemeyer	9i
Environmentally Responsible – Dave Nichols (Page 10)		
Percent of projects completed without environmental violation	Kathy Harvey	10a
Number of projects on which MoDOT protects or restores sensitive species or habitat	Kathy Harvey	10b
Percent of air quality days that meet Environmental Protection Agency standards by metropolitan area	Kyle Kittrell	10c
Percent of alternative fuel consumed	Dave DeWitt	10d
Number of historic resources avoided or protected as compared to those mitigated	Bob Reeder	10e
Ratio of acres of wetlands created compared to the number of acres of wetlands impacted	Gayle Unruh	10f
Number of trees planted compared to number of acres cleared	Jerry Hirtz	10g
Number of tons of recycled/waste materials used in construction projects – UNDER DEVELOPMENT	Mark Shelton	10h
Efficient Movement Of Goods – Dave DeWitt (Page 11)		
Freight tonnage by mode	Kyle Kittrell	11a
Percent of trucks using advanced technology at Missouri weigh stations	Jan Skouby	11b
Percent of satisfied motor carriers – UNDER DEVELOPMENT	Jan Skouby	11c
Average wait time spent by customers obtaining over dimension/over weight permits – UNDER DEVELOPMENT	Jan Skouby	11d
Average travel time for trucks on selected sections of roadways	Eileen Rackers	11e
Easily Accessible Modal Choices – Brian Weiler (Page 12)		
Number of airline passengers	Joe Pestka	12a
Number of rail passengers	Rod Massman	12b
Number of transit passengers	Steve Billings	12c
Number of passengers and vehicles transported by ferryboat	Sherrie Martin	12d
Number of days the river is navigable	Sherrie Martin	12e
Number of business capable airports	Joe Pestka	12f
Number of daily scheduled airline flights	Joe Pestka	12g
Average days per week rural transit service is available	Steve Billings	12h
Number of active transit vehicles	Steve Billings	12i
Number of inter-city bus stops	Steve Billings	12j
Percent of customers satisfied with transportation options - UNDER DEVELOPMENT	Mike Shea	12k
Customer Involvement In Transportation Decision-Making – Dave Nichols (Page 13)		
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Percent of customers who receive feedback from MoDOT after offering comments – UNDER DEVELOPMENT	Bob Brendel	13b
Percent of customers who feel MoDOT includes them in transportation decision-making – UNDER DEVELOPMENT	Kyle Kittrell	13c
Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making – UNDER DEVELOPMENT	Bill Stone	13d
Convenient, Clean & Safe Roadside Accommodations – Don Hillis (Page 14)		
Percent of rest areas that meet our customers' convenience, cleanliness and safety needs – UNDER DEVELOPMENT	Jim Carney	14a
Percent of commuter lots that meet our customers' convenience, cleanliness and safety needs – UNDER DEVELOPMENT	Jim Carney	14b
Number of users of rest areas – UNDER DEVELOPMENT	Stacy Armstrong	14c
Number of users of commuter parking lots – UNDER DEVELOPMENT	Tim Jackson	14d
Number of truck customers that utilize rest areas - UNDER DEVELOPMENT	Tim Jackson	14e

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Best Value For Every Dollar Spent – Pat Goff (Page 15)		
Average salary of outsourced contract design and bridge engineer vs. full-time employee	Jim Deresinski	15a
Percent of construction and maintenance expenditures to all other costs	Jim Deresinski	15b
MoDOT national ranking in revenue per mile as compared to pavement condition – UNDER DEVELOPMENT	Todd Grosvenor	15c
Percent of actual state highway user revenue vs. projections	Todd Grosvenor	15d
Number of MoDOT employees	Micki Knudsen	15e
Percent of work capacity based on average hours worked (regular and overtime)	Micki Knudsen	15f
Rate of employee turnover	Micki Knudsen	15g
Percent of satisfied employees	Micki Knudsen	15h
Number of lost work days per year	Beth Ring	15i
IS expenditures per salaried position	Debbie Rickard	15j
Fleet expenditures per salaried position	Debbie Rickard	15k
Building expenditures per salaried position	Debbie Rickard	15l
Building expenditures per square foot of occupied space	Debbie Rickard	15m
Utility expenditures per square foot of occupied space	Debbie Rickard	15n
Dollars expended on non-design related consultants	Debbie Rickard	15o
Percent of vendor invoices paid on time	Debbie Rickard	15p
Attractive Roadsides – Don Hillis (Page 16)		
Number of hours of litter pickup by MoDOT staff and incarcerated crew	Stacy Armstrong	16a
Number of miles in Adopt-A-Highway program	Stacy Armstrong	16b
Number of acres mowed	Stacy Armstrong	16c
Percent of roadsides that our customers feel are attractive – UNDER DEVELOPMENT	Jim Carney	16d
Percent of mowing along roadsides that meet our customers' expectation – UNDER DEVELOPMENT	Jim Carney	16e
Advocate For Transportation Issues – Pete Rahn (Page 17)		
Percent of minorities and females employed	Brenda Treadwell-Martin	17a
Percent of transportation-related pieces of legislation directly impacted by MoDOT	Pam Harlan	17b
Percent of federal transportation legislation issues enacted each year that are either a benefit or detriment to Missouri	Kent Van Landuyt	17c
Percent of customers who view MoDOT as Missouri's transportation expert – UNDER DEVELOPMENT	Jay Wunderlich	17d
Accurate, Timely, Understandable & Proactive Transportation Information (Outbound) – Jay Wunderlich (Page 18)		
Number of public appearances – UNDER DEVELOPMENT	DeAnne Bonnot	18a
Percent of customers who feel MoDOT provides timely information – UNDER DEVELOPMENT	DeAnne Bonnot	18b
Percent of customers who feel MoDOT provides accurate information – UNDER DEVELOPMENT	DeAnne Bonnot	18c
Percent of customers who feel MoDOT provides understandable information - UNDER DEVELOPMENT	DeAnne Bonnot	18d
Number of contacts initiated by MoDOT to media – UNDER DEVELOPMENT	Jeff Briggs	18e
Percent of MoDOT information that meets the media's expectations – UNDER DEVELOPMENT	Jeff Briggs	18f
Percent of positive versus negative editorials – UNDER DEVELOPMENT	Jeff Briggs	18g
Number of repeat visitors to MoDOT's web site	Matt Hiebert	18h

- **Please Note:** Tangible Results are listed in reverse alphabetical order, not by importance.

