

January 2008

# Tracker

Measures of Departmental Performance



Missouri Department of  
Transportation



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# Greetings from MoDOT

The Missouri Department of Transportation is committed to being open and transparent. We want you to know what we do well, what we don't do so well and what we are doing to get better. That is why we created the Tracker.

This document is your window into MoDOT – warts and all. It invites you to hold us accountable for exceeding your expectations. You expect MoDOT to get the best value out of every dollar spent. You expect us to make highways smoother and safer, soon. You expect us to fix bad bridges, be responsive and to proactively give you the information you need. You expect us to provide a world-class transportation experience.

We share your expectations and have built 18 tangible results around them. These results guide us everyday as we go about the business of delighting our customers. In the Tracker, you will see that we have established measures to gauge our progress and we are comparing ourselves to the best organizations in the country.

You can use the Tracker to see how we are measuring up. We make it available in a printed format and on our website at [www.modot.org](http://www.modot.org). Missouri's transportation system will not improve unless we all work together. The Tracker is one of the many ways you can help. Please look it over and let us know how we are doing.

Sincerely,



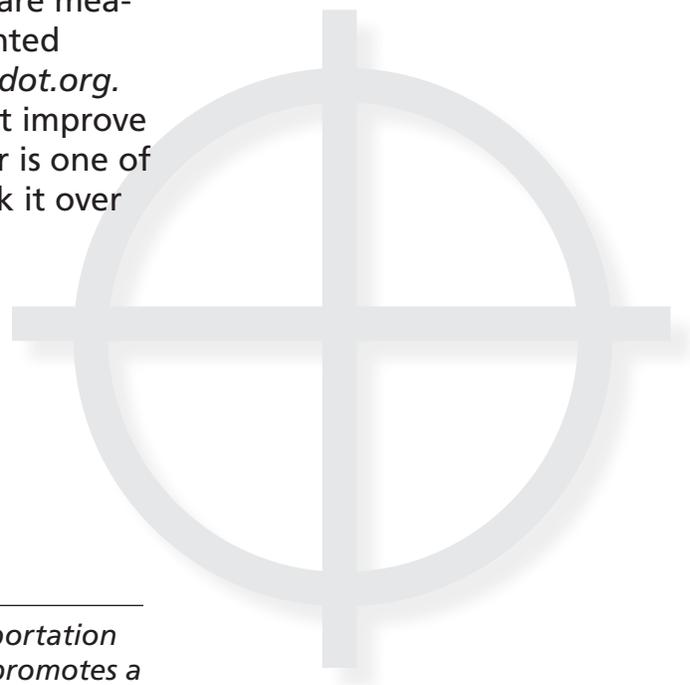
## ***Mission***

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*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**



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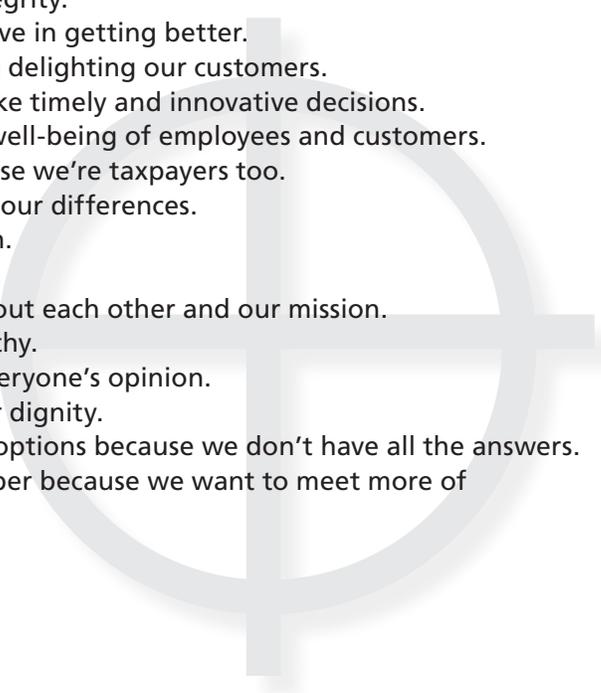
# Tangible Results

- Uninterrupted Traffic Flow
- Smooth and Unrestricted Roads and Bridges
- Safe Transportation System
- Roadway Visibility
- Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)
- 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 and Safe Roadside Accommodations
- Best Value for Every Dollar Spent
- Attractive Roadsides
- Advocate for Transportation Issues
- Accurate, Timely, Understandable and Proactive Transportation Information (Outbound)

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# 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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# TRACKER Table of Contents

<b>Uninterrupted Traffic Flow – Don Hillis (Page 1)</b>		
Average travel indices and speeds on selected freeway sections	Troy Pinkerton	1a
Average rate of travel on selected signalized routes	Julie Stotlemeyer	1b
Average time to clear traffic incident	Rick Bennett	1c
Average time to clear traffic backup from incident	Rick Bennett	1d
Number of customers assisted by the Motorist Assist program	Rick Bennett	1e
Percent of Motorist Assist customers who are satisfied with the service	Rick Bennett	1f
Percent of work zones meeting expectations for traffic flow	Brian Chandler	1g
Time to meet winter storm event performance objectives on major and minor highways	Tim Jackson	1h
<b>Smooth and Unrestricted Roads and Bridges – Kevin Keith (Page 2)</b>		
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 vehicle miles traveled on major highways in good condition	Jay Bledsoe	2c
Percent of deficient bridges on major highways	Dennis Heckman	2d
Percent of deficient bridges on minor highways	Dennis Heckman	2e
Number of deficient bridges on the state system (major & minor highways)	Dennis Heckman	2f
<b>Safe Transportation System – Don Hillis (Page 3)</b>		
Number of fatalities and disabling injuries	Leanna Depue	3a
Number of impaired driver-related fatalities and disabling injuries	Leanna Depue	3b
Rate of annual fatalities and disabling injuries	Leanna Depue	3c
Percent of safety belt/passenger vehicle restraint use	Leanna Depue	3d
Number of bicycle and pedestrian fatalities and disabling injuries	Leanna Depue	3e
Number of motorcycle fatalities and disabling injuries	Leanna Depue	3f
Number of commercial motor vehicle crashes resulting in fatalities	Charles Gohring	3g
Number of commercial motor vehicle crashes resulting in injuries	Charles Gohring	3h
Number of fatalities and injuries in work zones	Brian Chandler	3i
Number of highway-rail crossing fatalities and collisions	Rod Massman	3j
<b>Roadway Visibility – Don Hillis (Page 4)</b>		
Rate of nighttime crashes	Mike Curtit	4a
Percent of signs that meet customers' expectations	Mike Curtit	4b
Percent of stripes that meet customers' expectations	Jim Brocksmith	4c
Percent of work zones meeting expectations for visibility	Brian Chandler	4d
<b>Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound) – Shane Peck (Page 5)</b>		
Percent of overall customer satisfaction	Sally Oxenhandler	5a
Percent of customers who contacted MoDOT that felt they were responded to quickly and courteously with an understandable response	Jeff Briggs	5b
Percent of documented customer requests responded to within 24 hours	Jeff Briggs	5c
Average completion time on requests requiring follow up	Jeff Briggs	5d
<b>Partner With Others to Deliver Transportation Services – Kevin Keith (Page 6)</b>		
Number of dollars of discretionary funds allocated to Missouri	Todd Grosvenor	6a
Percent of earmarked dollars that represent MoDOT's high priority highway projects	Todd Grosvenor	6b
Number of dollars generated through cost-sharing and other partnering agreements	Jay Moore	6c
<b>Leverage Transportation to Advance Economic Development – Roberta Broecker (Page 7)</b>		
Number of miles of new 4-lane corridors completed	Jay Bledsoe	7a
Percent utilization of SIB & STAR loan programs	Jay Moore	7b
Economic return from transportation investment	Ben Reeser	7c
<b>Innovative Transportation Solutions – Mara Campbell (Page 8)</b>		
Number and percent of research recommendations implemented	Bill Stone	8a
Number of external awards received	Bill Stone	8b
Percent of best practices by implementation status	Bill Stone	8c
Number of dollars saved by increasing MoDOT's productivity	Jen Harper	8d

## TRACKER Table of Contents (cont.)

<b>Fast Projects That Are of Great Value – Dave Nichols (Page 9)</b>		
Percent of estimated project cost as compared to final project cost	Renate Wilkinson	9a
Average number of years it takes to go from the programmed commitment in the Statewide Transportation Improvement Program to construction completion	Machelle Watkins	9b
Percent of projects completed within programmed amount	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
Unit cost of construction expenditures	Travis Koestner	9g
Annual dollar amount saved by implementing value engineering	Kathy Harvey	9h
Percent of customers who feel completed projects are the right transportation solutions	Kathy Harvey	9i
<b>Environmentally Responsible – Dave Nichols (Page 10)</b>		
Percent of projects completed without environmental violation	Kathy Harvey	10a
Number of projects MoDOT protects sensitive species or restores habitat	Gayle Unruh	10b
Ratio of acres of wetlands created compared to the number of acres of wetlands impacted	Gayle Unruh	10c
Percent of Missouri's clean air quality days	Eric Curtit	10d
Percent of alternative fuel consumed	Jeannie Wilson	10e
Number of historic resources avoided or protected as compared to those mitigated	Bob Reeder	10f
Number of tons of recycled/waste materials used in construction projects	Dave Ahlvers	10g
<b>Efficient Movement of Goods – Brian Weiler (Page 11)</b>		
Freight tonnage by mode	Eric Curtit	11a
Average travel speeds for trucks on selected roadway sections	Michelle Teel	11b
Percent of trucks using advanced technology at Missouri weigh stations	Barbara Hague	11c
Interstate motor carrier mileage	Joy Prenger	11d
Percent of satisfied motor carriers	DeAnne Rickabaugh	11e
Customer satisfaction with timeliness of Motor Carrier Services' response	DeAnne Rickabaugh	11f
<b>Easily Accessible Modal Choices – Brian Weiler (Page 12)</b>		
Number of airline passengers	Joe Pestka	12a
Number of daily scheduled airline flights	Joe Pestka	12b
Number of business-capable airports	Joe Pestka	12c
Number of transit passengers	Steve Billings	12d
Average number of days per week rural transit service is available	Steve Billings	12e
Number of intercity bus stops	Steve Billings	12f
Number of rail passengers	Rod Massman	12g
Number of passengers and vehicles transported by ferryboat	Sherrie Martin	12h
State funding for multimodal programs	Lisa Hueste	12i
Percent of customers satisfied with transportation options	Matt Cowell	12j
<b>Customer Involvement in Transportation Decision-Making – Dave Nichols (Page 13)</b>		
Number of customers who attend transportation-related meetings	Bob Brendel	13a
Percent of customers who are satisfied with feedback they receive from MoDOT after offering comments	Bob Brendel	13b
Percent of customers who feel MoDOT includes them in transportation decision-making process	Sue Cox	13c
Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making	Sue Cox	13d
<b>Convenient, Clean &amp; Safe Roadside Accommodations – Don Hillis (Page 14)</b>		
Percent of customers satisfied with rest areas' convenience, cleanliness and safety	Jim Carney	14a
Percent of customers satisfied with commuter lots' convenience, cleanliness and safety	Tim Chojnacki	14b
Number of users of commuter parking lots	Tim Chojnacki	14c
Number of users of rest areas	Stacy Armstrong	14d
Number of truck customers that utilize rest areas	Tim Jackson	14e

## TRACKER Table of Contents (cont.)

<b>Best Value for Every Dollar Spent – Roberta Broeker (Page 15)</b>		
Number of MoDOT employees (converted to full-time equivalency)	Micki Knudsen	15a
Percent of work capacity based on average hours worked	Micki Knudsen	15b
Rate of employee turnover	Micki Knudsen	15c
Level of job satisfaction	Micki Knudsen	15d
Number of lost workdays per year	Jeff Padgett	15e
Rate and total of OSHA recordable incidents	Jeff Padgett	15f
Number of claims and total claims expense for general liability	Jeff Padgett	15g
Unit cost per square foot of buildings	Chris DeVore	15h
Fleet expenses	Jeannie Wilson	15i
Percent of vendor invoices paid on time	Debbie Rickard	15j
Distribution of expenditures	Debbie Rickard	15k
Percent variance of state revenue projections	Ben Reeser	15l
MoDOT national ranking in revenue per mile	Ben Reeser	15m
<b>Attractive Roadsides – Don Hillis (Page 16)</b>		
Percent of roadsides that meet customers' expectations	Jim Carney	16a
Number of miles in Adopt-A-Highway program	Stacy Armstrong	16b
<b>Advocate for Transportation Issues – Pete Rahn (Page 17)</b>		
Percent of minorities and females employed	Brenda Treadwell-Martin	17a
Percent of transportation-related pieces of legislation directly impacted by MoDOT	Lisa Lemaster	17b
Percent of federal earmarked highway projects on the state highway system	Kent Van Landuyt	17c
Percent of customers who view MoDOT as Missouri's transportation expert	Jay Wunderlich	17d
<b>Accurate, Timely, Understandable and Proactive Transportation Information (Outbound) – Shane Peck (Page 18)</b>		
Number of public appearances	Sally Oxenhandler	18a
Percent of customers who feel MoDOT provides timely, accurate and understandable information	Sally Oxenhandler	18b
Number of contacts initiated by MoDOT to media	Jeff Briggs	18c
Percent of MoDOT information that meets the media's expectations	Jeff Briggs	18d
Percent of positive newspaper editorials	Jeff Briggs	18e
Number of repeat visitors to MoDOT's web site	Matt Hiebert	18f

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

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