



TRACKER

MEASURES OF DEPARTMENTAL PERFORMANCE

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GREETINGS FROM MoDOT

The Missouri Department of Transportation is committed to full transparency and accountability in its business of preserving, managing and developing our transportation system. It's our belief that you have a right to see how we are performing and we want you to know what we are doing well and where we need to improve. Now in its eighth year, the Tracker has been one way that Missourians can hold us accountable for delivering the most efficient and practical transportation services possible.

Today, perhaps more than ever, Missouri depends on a safe and strong transportation system for the commerce and mobility to support economic stability and job growth. You have high expectations of us and we want to exceed those expectations. You expect us to keep the good roads maintained and safe and to fix bad roads and bridges. Most importantly, you expect us to get the absolute best value out of every tax dollar we spend. We share your expectations.

We have taken extreme measures to squeeze every dollar we can out of our operating costs to put every possible dollar back on to our system of roads and bridges. The Bolder Five-Year Direction, practical design, practical operations and a commitment to radical cost control are all examples.

But that won't be enough going forward. We can't cut our way to a successful transportation system. The fuel tax method of funding transportation in this country is broken. It doesn't work in these days of fuel efficient vehicles and will never again be a growing revenue stream. Missourians need to decide what kind of transportation system they want and how they are willing to pay for it.

We have built the Tracker around 19 Tangible Results. These results are outcomes that you expect to see and they guide us in making decisions every day. The performance measures in the Tracker are designed to help us focus on the progress we are making to achieve these results.

The Tracker is published quarterly to ensure accountability and to allow you to see how we are measuring up. It is available in a printed format and on our website at www.modot.org. We encourage you to look it over and let us know how we are doing.

Sincerely,



KEVIN KEITH, DIRECTOR
MISSOURI DEPARTMENT OF
TRANSPORTATION

Mission

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

TANGIBLE RESULTS

- Uninterrupted Traffic Flow
- Smooth and Unrestricted Roads and Bridges
- Safe Transportation System
- Roadway Visibility
- Outstanding Customer Service
- Partner With Others to Deliver Transportation Services
- Advance Economic Development
- Innovative Transportation Solutions
- Fast Projects That Are of Great Value
- Environmentally Responsible
- Great Workplace, Great Employees
- Efficient Movement of Goods
- Easily Accessible Modal Choices
- Customer Involvement in Transportation Decision-Making
- Accommodating Roadsides
- Best Value for Every Dollar Spent
- Advocate for Transportation Issues
- Proactive Transportation Information

VALUE STATEMENTS

MoDOT

- supports and develops employees because we believe they are the key to our success.
- is flexible because we believe one size does not fit all.
- honors our commitments because we believe in integrity.
- encourages risk and accepts failure because we believe in getting better.
- is responsive and courteous because we believe in delighting our customers.
- empowers employees because we trust them to make timely and innovative decisions.
- does not compromise safety because we believe in the well-being of employees and customers.
- provides the best value for every dollar spent because we're taxpayers too.
- values diversity and inclusiveness because we believe in the power of our differences.
- is one team because we all share the same mission and teamwork produces the best results.
- fosters an enjoyable and productive workplace because we care about each other and our mission.
- is open and honest because we must be trustworthy.
- listens and seeks to understand because we value everyone's opinion.
- treats everyone with respect because we value their dignity.
- seeks out and welcomes any idea that increases our options because we don't have all the answers.
- always strives 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 – Ed Hassinger (Page 1)		
	Average travel times on selected freeway sections	Jon Nelson 1a
	Average rate of travel on signalized routes	Julie Stotlemeyer 1b
	Average time to clear traffic incident	Rick Bennett 1c
	Traffic impact closures on major interstate routes	Rick Bennett 1d
New!	Objective measure for work zones	Dan Smith 1e
	Time to meet winter storm event performance objectives	Tim Chojnacki 1f
Smooth and Unrestricted Roads and Bridges – Dennis Heckman (Page 2)		
	Percent of major highways in good condition	Brian Reagan 2a
	Percent of minor highways in good condition	Brian Reagan 2b
	Percent of vehicle miles traveled on major highways in good condition	Brian Reagan 2c
New!	Percent of bridges in good condition	David Koenig 2d
	Percent of major bridges in good condition	David Koenig 2e
Safe Transportation System – Leanna Depue (Page 3)		
	Number of fatalities and disabling injuries	Bill Whitfield 3a
	Number of impaired driver-related fatalities and disabling injuries	Bill Whitfield 3b
	Percent of safety belt/passenger vehicle restraint use	Bill Whitfield 3c
	Number of bicycle and pedestrian fatalities and disabling injuries	Bill Whitfield 3d
	Number of motorcycle fatalities and disabling injuries	Bill Whitfield 3e
	Number of commercial motor vehicle crashes resulting in fatalities and injuries	Mark Biesemeyer 3f
	Number of fatalities and injuries in work zones	Julie Stotlemeyer 3g
	Number of highway-rail crossing fatalities and collisions	Eric Curtit 3h
Roadway Visibility – Eileen Rackers (Page 4)		
New!	Percent of signs in good condition	Tom Honich 4a
New!	Percent of stripes in good condition	Mike Curtit 4b
Outstanding Customer Service – Mara Campbell (Page 5)		
	Percent of overall customer satisfaction	Tammy Wallace 5a
	Percent of customers who are satisfied with feedback they receive from MoDOT after offering comments	Bob Brendel 5b
	Percent of customers who believe completed projects are the right transportation solutions	Eric Schroeter 5c
	Percent of customers satisfied with transportation options	Ben Reeser 5d
New!	Percent of signs that meet customers' expectations	Tom Honich 5e
	Percent of stripes that meet customers' expectations	Mike Curtit 5f
	Percent of customers satisfied with work zones	Dan Smith 5g
	Percent of customers satisfied with rest areas' convenience, cleanliness and safety	Steve Swofford 5h
	Customer satisfaction with non-motorized facilities	Ron Effland 5i
New!	Percent of customers satisfied with MoDOT's customer service	Tammy Wallace 5j
	Percent of customers who feel MoDOT provides timely, accurate and understandable information	Tammy Wallace 5k
	Percent of partner satisfaction	Bob Brendel 5l
Partner With Others to Deliver Transportation Services – Mabelle Watkins (Page 6)		
New!	Number of dollars of discretionary funds allocated to Missouri	Todd Grosvenor 6a
	Number of dollars generated through cost-sharing and other partnering agreements	Todd Grosvenor 6b
Advance Economic Development – Brenda Morris (Page 7)		
New!	Economic return from transportation investment	Amy Binkley 7a
	Jobs creation by government sector industries	Amy Binkley 7b
	Number of jobs and businesses in freight industry	Cheryl Ball 7c
Innovative Transportation Solutions – Dave Ahlvers (Page 8)		
	Number of external awards received	Kelly Backues 8a
New!	Number of innovative solutions implemented	Jen Harper 8b
	Number of innovative revisions and dollars saved	Joe Jones 8c
New!	Value of research	Bill Stone 8d

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Fast Projects That Are of Great Value – Dave Nichols (Page 9)		
Percent of programmed project cost as compared to final project cost	Renate Wilkinson	9a
Percent of projects completed on time	Jay Bestgen	9b
Percent of change for finalized contracts	Jay Bestgen	9c
New! Average number of days from sponsor project selection to project award	Kenny Voss	9d
New! LPA construction estimate amount vs. final construction award amount	Kenny Voss	9e
Percent of LPA projects completed on time	Kenny Voss	9f
Percent of change for LPA finalized contracts	Kenny Voss	9g
Environmentally Responsible – Kathy Harvey (Page 10)		
Percent of projects completed without environmental violation	Gayle Unruh	10a
Number of tons of recycled material	Jay Bestgen	10b
Gallons of fuel consumed and miles per gallon	Jeannie Wilson	10c
Pedestrian and ADA transition plan improvements	Ron Effland	10d
Environmental improvement plan on maintenance facilities	Jim Carney	10e
Great Workplace, Great Employees – Micki Knudsen (Page 11)		
Rate of employee turnover	Sharon Golden	11a
Level of job satisfaction	Paul Imhoff	11b
Percent of minorities and females employed	Rudy Nickens	11c
Separations of minorities and females	Rudy Nickens	11d
Promotions of minorities and females	Rudy Nickens	11e
Number of active, enrolled and graduated trainees participating in the on-the-job training program	Lester Woods	11f
Percent of Disadvantaged Business Enterprise participation	Lester Woods	11g
Minority and women business enterprises bidding and contracting activities for non-construction contracts	Rebecca Jackson	11h
Efficient Movement of Goods – Jan Skouby (Page 12)		
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New! Commercial motor carrier contributions to the state road fund	Scott Marion	12b
Missouri and Mississippi River waterborne freight tonnage	Sherrie Turley	12c
Easily Accessible Modal Choices – Michelle Teel (Page 13)		
Number of airline passengers	Amy Ludwig	13a
New! Percent of airport runway pavements in good condition	Amy Ludwig	13b
Bicycle and pedestrian activity	Ron Effland	13c
Number of transit passengers	Steve Billings	13d
Number of intercity bus stops	Steve Billings	13e
Number of rail passengers	Eric Curtit	13f
Funding for multimodal programs	Kelly Wilson	13g
Customer Involvement in Transportation Decision-Making – Paula Gough (Page 14)		
Number of customers who participate in transportation-related meetings	Bob Brendel	14a
MoDOT takes into consideration customers' needs and views in transportation decision-making	Ben Reeser	14b
Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making	Ben Reeser	14c
Accommodating Roadsides – Beth Wright (Page 15)		
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Number of miles in Adopt-A-Highway program	Stacy Armstrong	15b
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Number of lost workdays	Jeff Padgett	16b
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Number of claims and amount paid for general liability	Jeff Padgett	16d
Percent of vendor invoices paid on time	Amy Blankenship	16e
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Number of excess properties conveyed and gross revenue generated from excess properties conveyed	Kelly Lucas	16h
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New! Percent of customers who trust MoDOT to keep its commitments	Amy Niederhelm	17e
Percent of public support by transportation funding source	Doug Hood	17f
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Proactive Transportation Information – Mara Campbell (Page 18)		
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Percent of MoDOT information that meets the media’s expectations	Bob Brendel	18b
New! Percent of positive newspaper editorials and news reports	Bob Brendel	18c
Number of visits to MoDOT’s website	Matt Hiebert	18d
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MoDOT’s Bolder Five-Year Direction – Don Hillis (Page 19)		
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Note: Tangible Results are not listed in order of importance.