October 2006

Tracker

Measures of Departmental Performance

Missouri Department of Transportation

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Greetings from MoDOT

Pete K. Rahn, Director
Missouri Department of Transportation

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.* 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

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
- 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)

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 speeds on selected roadway sections	Eileen Rackers	1a
Average time to clear traffic incident	Rick Bennett	1b
Average time to clear traffic backup from incident	Rick Bennett	1c
Number of customers assisted by the Motorist Assist program	Rick Bennett	1d
Percent of Motorist Assist customers who are satisfied with the service	Rick Bennett	1e
Percent of signals observed	Julie Stotlemeyer	1f
Percent of retimed signals	Julie Stotlemeyer	1g
Percent of work zones meeting expectations for traffic flow	Scott Stotlemeyer	1h
Time to meet winter storm event performance objectives on major and minor highways	Tim Jackson	1i
Smooth and 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	Machelle Watkins	2f
Safe Transportation System – *Don Hillis (Page 3)*		
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	Scott Stotlemeyer	3i
Number of highway-rail crossing fatalities and collisions	Rod Massman	3j
Roadway Visibility – *Don Hillis (Page 4)*		
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	Scott Stotlemeyer	4d
Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound) – *Shane Peck (Page 5)*		
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
Number of customer contacts	Jeff Briggs	5c
Percent of documented customer requests responded to within 24 hours	Jeff Briggs	5d
Average completion time on requests requiring follow up	Jeff Briggs	5e
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 highway projects	Todd Grosvenor	6b
Number of dollars generated through cost-sharing and other partnering agreements	Mark Mehmert	6c
Leverage Transportation to Advance Economic Development – *Roberta Broeker (Page 7)*		
Number of miles of new 4-lane corridors completed	Jay Bledsoe	7a
Percent utilization of SIB & STAR loan programs	Mark Mehmert	7b
Rate of economic return from transportation investment	Mark Mehmert	7c
Innovative Transportation Solutions – *Mara Campbell (Page 8)*		
Percent of innovative transportation solutions implemented	Ernie Perry	8a
Number of external awards received	Ernie Perry	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	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
Dollar amount saved by implementing practical design	Kathy Harvey	9i
Percent of customers who feel completed projects are the right transportation solutions – UNDER DEVELOPMENT	Kathy Harvey	9j
Environmentally Responsible – *Dave Nichols (Page 10)*		
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 air quality days that meet Environmental Protection Agency standards by metropolitan area	Eric Curtit	10d
Percent of alternative fuel consumed	Dave DeWitt	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	Joe Schroer	10g
Efficient Movement of Goods – *Dave DeWitt (Page 11)*		
Freight tonnage by mode	Brian Weiler	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	Mary Jo Pointer	11e
Customer satisfaction with timeliness of Motor Carrier Services response	Mary Jo Pointer	11f
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 Missouri River is navigable	Sherrie Martin	12e
Number of business-capable airports	Joe Pestka	12f
Number of daily scheduled airline flights	Joe Pestka	12g
Average number of days per week rural transit service is available	Steve Billings	12h
Number of intercity bus stops	Steve Billings	12i
Percent of customers satisfied with transportation options	Matt Cowell	12j
Customer Involvement in Transportation Decision-Making – *Dave Nichols (Page 13)*		
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
Convenient, Clean & Safe Roadside Accommodations – *Don Hillis (Page 14)*		
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	Jim Carney	14b
Number of users of rest areas	Stacy Armstrong	14c
Number of users of commuter parking lots	Tim Jackson	14d
Number of truck customers that utilize rest areas	Tim Jackson	14e

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Best Value for Every Dollar Spent – *Roberta Broeker (Page 15)*		
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
Percent of satisfied employees	Micki Knudsen	15d
Number of lost workdays per year	Beth Ring	15e
OSHA recordable incidents by rate and total	Beth Ring	15f
Building expenditures per square foot	Chris DeVore	15g
Fleet expenses compared to fleet value	Jeannie Wilson	15h
Dollars expended on consultants other than program consultants	Debbie Rickard	15i
Percent of vendor invoices paid on time	Debbie Rickard	15j
Average cost of outsourced design and bridge engineer vs. full costed full-time employee	Debbie Rickard	15k
Distribution of expenditures	Debbie Rickard	15l
Percent variance of actual state highway user revenue vs. projections	Ben Reeser	15m
MoDOT national ranking in revenue per mile	Ben Reeser	15n
Attractive Roadsides – *Don Hillis (Page 16)*		
Percent of roadsides that meet customers' expectations	Jim Carney	16a
Number of miles in Adopt-A-Highway program	Stacy Armstrong	16b
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 roadway earmarked projects on the state highway system	Kent Van Landuyt	17c
Percent of customers who view MoDOT as Missouri's transportation expert	Jay Wunderlich	17d
Accurate, Timely, Understandable and Proactive Transportation Information (Outbound) – *Shane Peck (Page 18)*		
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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