

Meeting Our Growing Transportation Challenge In An Era of Reduced Resources

The Road Gang Annual Meeting

Pete K. Rahn

Director

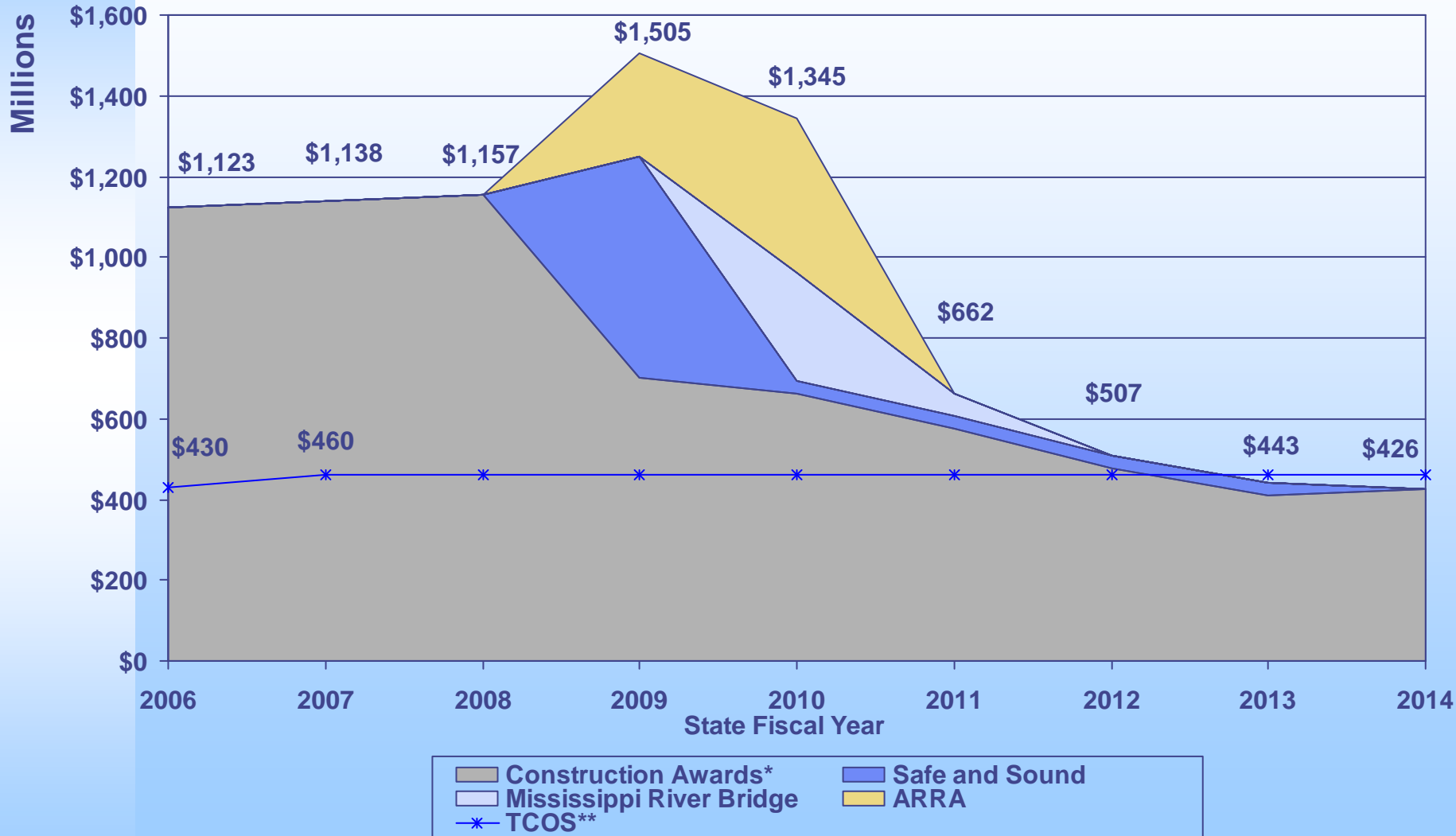
Missouri Department of Transportation

January 14, 2010

Where MoDOT Stands Now

- Customer Satisfaction: 85% (24% Very Satisfied)
- Trust: 89.2% “Trust MoDOT to do what it says it’s going to do.
- Fatalities: Four straight years of decline
2006—1264 2009—860 (Lowest since 1950)
- 57% Missourians agree MoDOT needs some additional funding
- 91% Agree MoDOT is Missouri’s transportation expert
- 85% of newspaper editorials are positive to MoDOT

MoDOT Construction Awards 2006-14



“Who brung us to the dance?”

1. Fast and cheap projects
2. Smooth roads
3. Saving lives
4. Operating frugally
5. Marketing ourselves and providing useful information
6. Listening and responding
7. Visibility (rural) and congestion (urban and suburban)
8. Outstanding customer service

Regardless of the resources (+/-), we must be focused on our mission.

MoDOT: Our mission is to provide a world class transportation experience that delights our customers and supports a prosperous Missouri.

Priority must be given to meeting customer needs, not limiting our efforts to what keeps us comfortable.

Everyday Solution:

Emphasize The System

+

Innovate, Innovate, Innovate

Why Do We Start with This...

Br. N0413 New Madrid Co Rt. EE
10-4-06 East side



And Build This?



And...



When This Is All That Is Needed...



That Is What Happens
When
An Organization Is
Focused On *Projects* and
Not The *System!*

Practical Design

tion. 4. Capable of being used or put into effect : *practical* knowledge of auto repair> 5. Designed to serve a useful purpose <*practical* shoes> 6. Concerned with the production or operation of something useful <Metalworking is a *practical* art.> 7. Having or displaying good judgment : SENSIBLE. 8. Being actually so in almost every respect : VIRTUAL <a *practical* catastrophe> —**prac'ti-cal'i-ty** (-käl'ī-tē), **prac'ti-cal-ness** *n.*

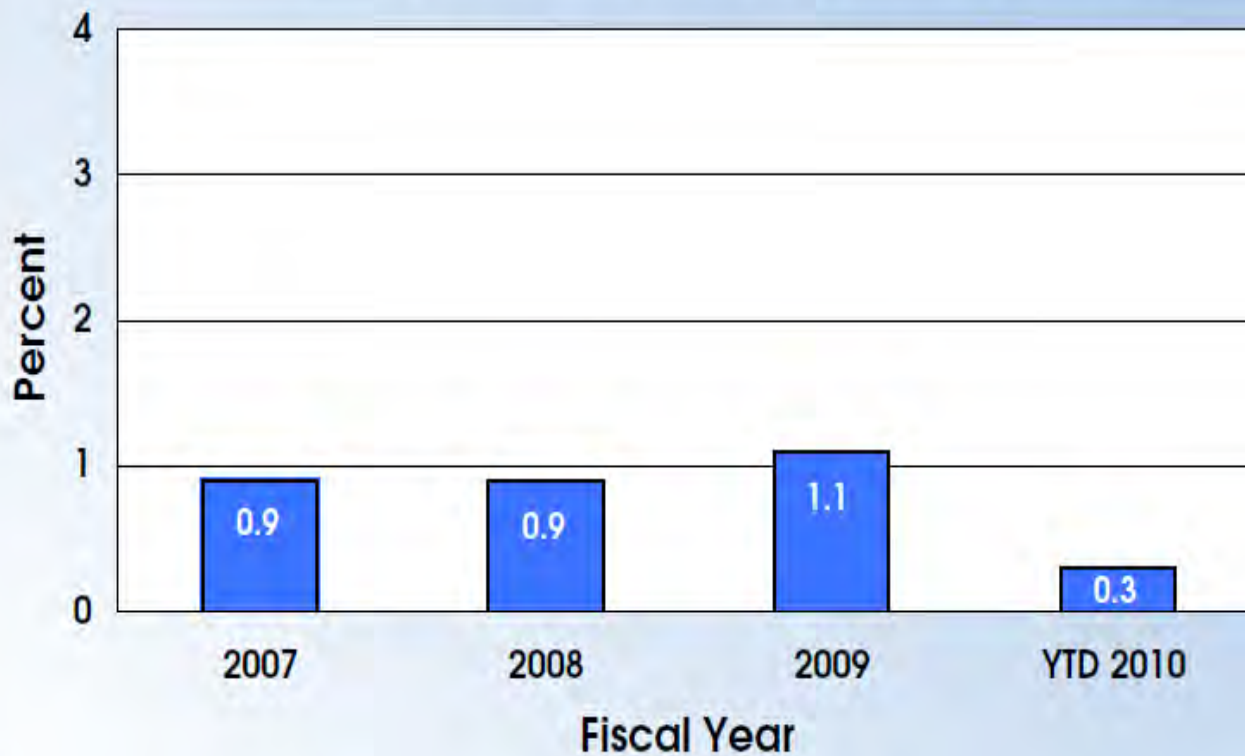
❖ **synonyms:** PRACTICAL, FUNCTIONAL, HANDY, SERVICEABLE, USEFUL, UTILITARIAN *adj. core meaning:* serving or capable of serving a useful purpose <a *practical* kitchen device—not a worthless gadget> **antonym:** IMPRACTICAL

prac-ti-cal de-sign (präk tī-kəl dī-zīn) *n.* 1. A process by which the value of a project is maximized. 2. Ensuring that a project is the correct solution for its surroundings: RIGHT SIZING. 3. An approach to transportation in which an improvement is considered on the basis of its contribution to the entire system instead of its individual perfection.

ī pit ī bite īr pier ō pot ō toe ô paw ôr core
ûr urge zh vision ə about, item

Radical Cost Control

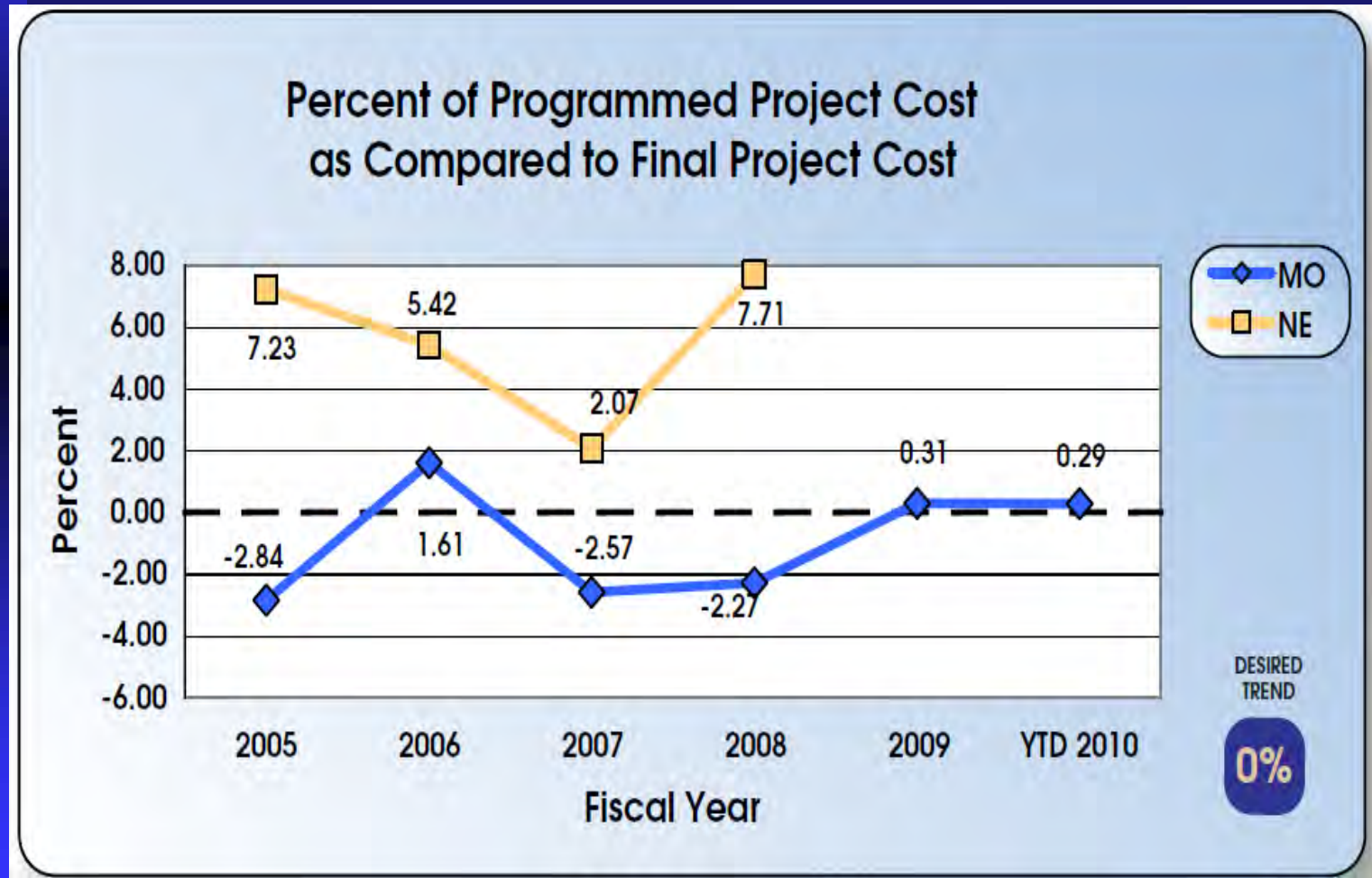
Percent of Change for Finalized Contracts
Total Contractor Payment vs. Award Amount



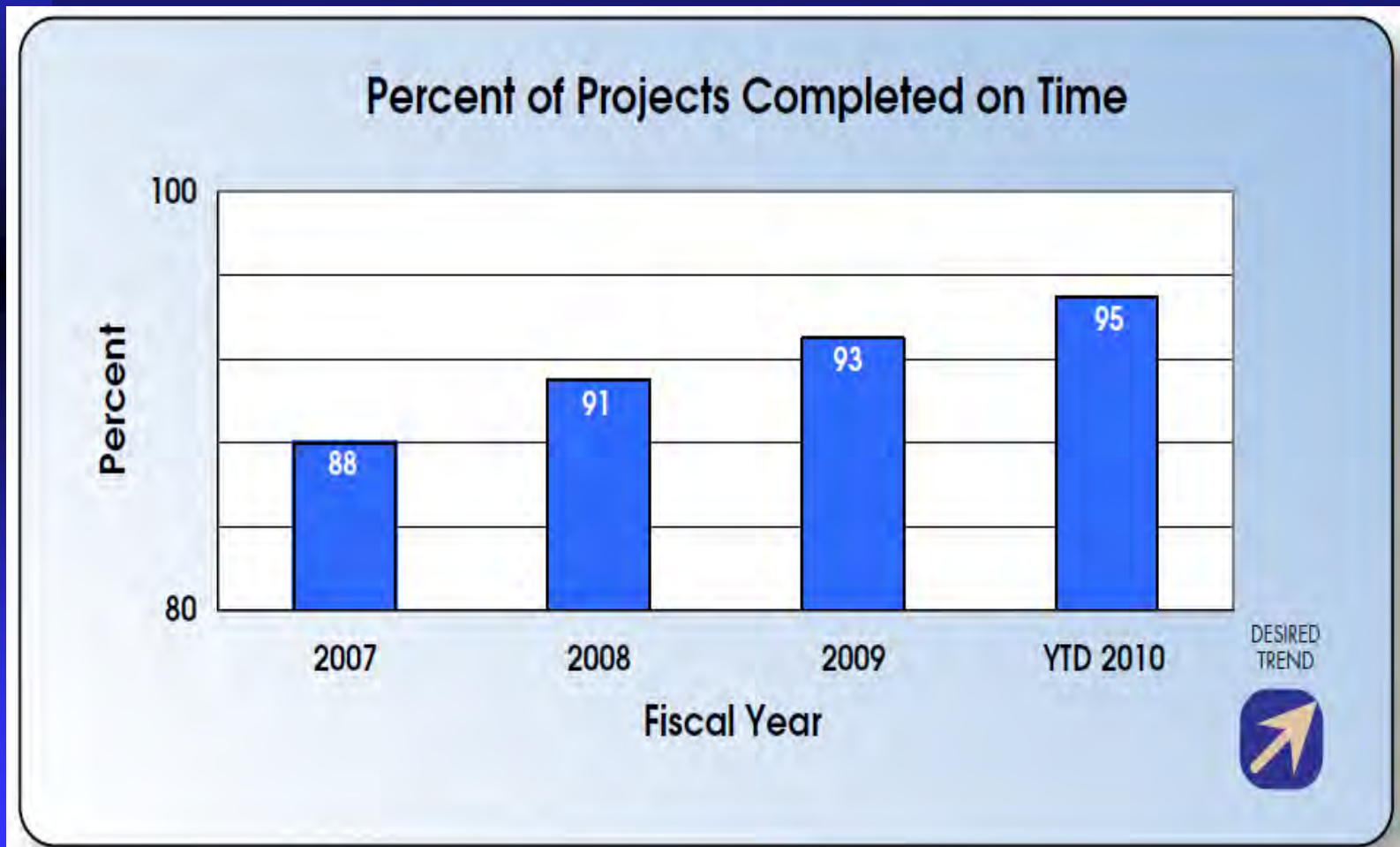
DESIRED
TREND

NA

Radical Cost Control (continued)



Keep Your Commitments



What Do You Get with Practical Design



And this...



Glasgow Bridge

Ground Rule #1: Every Project Must Get Safer



Rumble Stripes and Median Guard Cable

Big Problem—and Not Enough Money

I-64 St. Louis, MO



Innovation



Does Not Mean It Is Easy...



More Innovation



And More Innovation...



Shouldering Machine



Automatic Cone Setter

Communicate, Communicate, Communicate! **(or Market!, Market!, Market!)**

- **Public Meetings**
- **Connections**
- **Publications**
- **Express Lane**
- **Public Speaking**
- **Social Networking**
- **Displays**
- **Twitter**
- **YouTube**
- **Virtual Meetings**
- **Web Site**
- **Press Releases**
- **Videos, Photos and Podcasts**
- **MoDOT Minute**
- **E-updates**
- **Sponsorships at Sporting Events**

And Market Some More...



“MoDOT is not only doing better with road construction and maintenance but it is also doing a good job of touting it. Both should help its cause with voting lawmakers and taxpayers.”

Editorial

By Dave Berry

Bolivar Herald-Free Press

Jan. 6, 2010

“Government is the art of allocating limited resources toward insatiable wants.”

Unknown author

I don't believe meeting customer expectations to the greatest extent possible will limit future increases to our funding, but rather will be the key to securing those increases!