



Tracker

MEASURES OF DEPARTMENTAL PERFORMANCE



Greetings from MoDOT



Roberta Broeker, CPA
MoDOT Interim Director

Mission

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

Last quarter, the Missouri Department of Transportation celebrated its commitment to quality by recognizing the 10th anniversary of this very document. For 10 years, Tracker has served as our record of the tangible results that guide our work and our efforts to achieve them.

A decade ago, MoDOT tracked more than 100 performance measures for 18 tangible results. Over the years, we've narrowed our focus to just seven tangible results and 59 performance measures that cover MoDOT's core functions.

A number of measures have been tracked for the entire 10 years. Two of them are particularly meaningful: customer satisfaction and percentage of roads in good condition. In 2005, 67 percent of MoDOT's customers were satisfied with the department. That number has climbed to 85 percent, a record high. Road conditions have improved too. Major roads have gone from 60 percent in good condition in 2005 to 89 percent in good condition now.

Those are just two examples that demonstrate the value of Tracker. It is the way we hold ourselves accountable to Missourians and each other. It demonstrates our commitment to being fully transparent and accountable in the department's business of preserving and managing the state's transportation system.

While we will hold to that commitment in the future, we also face insufficient transportation funding that will affect MoDOT's ability to deliver what Missourians expect from their transportation system. Without additional funding, by 2017 MoDOT will be able to maintain only 8,000 miles of Missouri highways in their current condition. The remaining 26,000 miles will see only limited routine maintenance and will deteriorate.

If that happens, it won't be long before Missourians begin to see their transportation options wither as we do less and less to promote commerce, economic stability, job growth and safety. Tracker will remain important, but meeting our customers' expectations will become ever more challenging as Missouri's transportation funding drops.

Tracker is published quarterly to ensure MoDOT's accountability and to allow you to see how we measure up. It is available in print and on our website, at www.modot.org. Please take some time to look it over and let us know how we are doing.

Sincerely,

Roberta Broeker **Missouri Department of Transportation**

TANGIBLE RESULTS

- *Keep Customers and Ourselves Safe*
- *Keep Roads and Bridges in Good Condition*
- *Provide Outstanding Customer Service*
- *Deliver Transportation Solutions of Great Value*
- *Operate a Reliable and Convenient
Transportation System*
- *Use Resources Wisely*
- *Advance Economic Development*

VALUE STATEMENTS

Live MoDOT Values -

- *Be Safe,*
- *Be Accountable,*
- *Be Respectful,*
- *Be Inclusive,*
- *Be Bold,*
- *Be Better, and*
- *Be One Team*

***So we can be a
great organization.***

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