



Tracker

MEASURES OF DEPARTMENTAL PERFORMANCE



Greetings from MoDOT



As the new director of MoDOT, I am excited to present the performance metrics that validate our commitment to the citizens of Missouri. MoDOT has a proud legacy of wisely managing our system and meeting challenges in order to delight our customers and promote a prosperous Missouri.

Whether managing floods, repairing roads and bridges or fighting snow, the men and women of MoDOT work tirelessly to keep our citizens and themselves safe as we maintain 34,000 miles of roads and 10,400 bridges. While this report highlights the measures used to monitor our commitment of a world-class transportation experience for Missourians, it is really a testament to the bold ingenuity of our employees to maintain our \$50 billion transportation assets.

Due to the funds made available, MoDOT has been diligent about maintaining our system in the best condition we can for as long as with can. However, citizens have asked for more transportation options, and I believe they deserve more. It is critical to build a 21st century transportation system today in order to fuel our economy and retain our workforce.

Recently, the federal government passed a five-year bill, the FAST Act, which provides long-term stability in federal funding. Since these funds require a one-to-four match with state money, it makes additional funding from our state critical.

While some will say that our roads and bridges appear to be in good condition today, inspections beneath the surface tell a different story. For instance, of our 10,400 bridges, about 60 percent are older than their intended useful life of 50 years. And since many of our bridges were built between 1960 and 1969, a large number of bridges will need to be replaced at the same time.

With 641 critical-condition bridges and upwards of 1,300 weight-restricted bridges, the need is greater than available resources. We must address this and other issues head-on because bridges connect our communities and are vital to urban and rural economies.

The pages that follow will highlight many innovations and improvements. But there is more to be done. I ask that you join me in making the transportation system in our great state all that it can and needs to be.

With warm regards,

A handwritten signature in black ink that reads "Patrick K. McKenna". The signature is fluid and cursive, written over a light blue horizontal line.

Patrick K. McKenna

Mission

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

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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Percent of customers who trust MoDOT to keep its commitments to the public	July	Melissa Black	3c
Percent of customers who feel MoDOT provides timely, accurate and understandable information	July	Jennifer Williams	3d
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