

TABLE OF CONTENTS

Keep Customers and Ourselves Safe – Mark Shelton			
Number and rate of fatalities and serious injuries	Quarterly	Tonya Lohman	1a
Number of vulnerable roadway user fatalities and serious injuries	July	Tonya Lohman	1b
Number of fatalities and serious injuries resulting from the most frequent crash causes	July	Jon Nelson	1c
Number of fatalities and serious injuries in work zones	Quarterly	Steve Campbell	1d
Percent of seat belt/passenger vehicle restraint use	October	Scott Jones	1e
Number and rate of fatality and serious injury involving commercial motor vehicles	April	Angie Hoecker	1f
Total and rate of MoDOT recordable incidents	Quarterly	Evan Adrian	1g
General liability claims and costs	Quarterly	Steve Patterson	1h
Keep Roads and Bridges in Good Condition – Dennis Heckman			
Percent of major highways in good condition	July	Steve Engelbrecht	2a
Percent of minor highways in good condition	July	Wesley Stephen	2b
Condition of state bridges	July	Jerad Noland	2c
Percent of structurally deficient deck area on National Highway System	July	Dave Wyman	2d
Provide Outstanding Customer Service – Tom Blair			
Percent of overall customer satisfaction	October	Sally Oxenhandler	3a
Percent of customers who view MoDOT as Missouri's transportation expert	October	Gregg Ochoa	3b
Percent of customers who trust MoDOT to keep its commitments to the public	October	Markl Johnson	3c
Percent of customers who feel MoDOT provides timely, accurate and understandable information	October	Jennifer Williams	3d
Percent of customers satisfied with MoDOT's customer service	Quarterly	Tammy Wallace	3e
Customer communication engagement	Quarterly	Chris Kelly	3f
Deliver Transportation Solutions of Great Value – Eric Schroeter			
Percent of programmed project cost as compared to final project cost	Quarterly	Doug Hood	4a
Percent of projects completed on time	Quarterly	Dan Oesch	4b
Percent of change for finalized contracts	Quarterly	Lori Greer	4c
Innovative contracting methods	July	David Simmons	4d
Value engineering	January/July	Sarah Kleinschmit	4e
Percent of customers who believe completed projects are the right transportation solutions	January	Missy Wilbers	4f
Operate a Reliable and Convenient Transportation System – Becky Allmeroth			
Travel times and reliability on major routes	Quarterly	Alex Wassman	5a
Cost and impact of traffic congestion	April	Jeanne Olubogun	5b
Average time to clear traffic incident	Quarterly	Randy Johnson	5c
Traffic incident impacts on major interstate routes	Quarterly	Laurel McKean	5d
Work zone impacts to the traveling public	Quarterly	Troy Hughes	5e
Time to meet winter storm event performance objectives	January/April	Arisa Prapaisilp	5f
Bike/pedestrian and ADA transition plan improvements	Quarterly	Ron Effland	5g
Use Resources Wisely – Brenda Morris			
Number of full-time equivalencies expended	Quarterly	Paul Imhoff	6a
Rate of employee turnover	Quarterly	Paul Imhoff	6b
Level of job satisfaction	October	Elizabeth Reed	6c
State and federal revenue budgets	Quarterly	Todd Grosvenor	6d
Number of dollars generated through cost-sharing and partnering agreements for transportation	October	Frank Miller	6e
Percent of state funds invested in non-highway modes of transportation	October	Dion Knipp	6f
Percent of local program funds committed to projects	Quarterly	Julie Stotlemeyer	6g
Fleet usage and fuel efficiency	January/July	Kevin James	6h
Number of tons of recycled material	April	Jonathan Varner	6i
Number of environmental warnings and violations	Quarterly	Mary Miller	6j
Number of stormwater violations	Quarterly	Brian Williams	6k
Number of advanced computer security threats	Quarterly	Amy Wilson	6l

TABLE OF CONTENTS

Advance Economic Development – Lester Woods			
Economic return from transportation investment	October	Eva Voss	7a
Goods movement competitiveness	January	Cheryl Ball	7b
Freight tonnage by mode	April/October	Bryan Ross	7c
Annual hours of truck delay	October	Brian Reagan	7d
Truck reliability index	October	Brian Reagan	7e
Jobs created by projects funded through the cost share program	April	Sunny Wilde	7f
Percent of minorities and women employed	Quarterly	Beckie Brietzke	7g
Percent of disadvantaged business enterprise participation on construction and engineering projects	Quarterly	Missy Stuedle	7h
Expenditures made to certified minority, women and disadvantaged business enterprises	Quarterly	Kevin Kiesling	7i
Number of restrictive regulations eliminated	Quarterly	Jay Wunderlich	7j