


# MoDOT PERFORMANCE HIGHLIGHTS

## SAFETY ....


**4%**   
**MORE**  
 ROADWAY FATALITIES  
 THAN LAST YEAR




**33%**   
**FEWER**  
 EMPLOYEE-RECORDABLE  
 INCIDENTS

 **86%**  
 SEAT BELT USE  
 IN 2020

## SERVICE ....

 **79%**  
 CUSTOMERS  
 SATISFIED  
 WITH MODOT  
 CUSTOMER  
 SERVICE

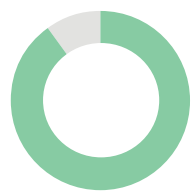
 **5.2%**  
 INCREASE IN  
 SOCIAL MEDIA  
 FOLLOWERS

 **RUSH  
HOUR**  
 TRAVEL TIMES  
**KC:**  **4.9%**  
**SL:**  **3.7%**

 **89%**  
 PROJECTS  
 COMPLETED  
 ON TIME

## STABILITY ....

 **13.16%**  
 EMPLOYEE  
 TURNOVER  
 PROJECTED FOR FY21

 **90.6%**  
 MAJOR  
 HIGHWAYS  
**IN GOOD  
CONDITION**

**837**   
 BRIDGES  
 IN POOR  
 CONDITION