

2021 National Performance Report Card

RANKINGS

1-10 = A

11-20 = B

21-30 = C

31-40 = D

41-50 = F

A

Road Conditions

Current Performance = 90 percent major highways (5,556 miles) in good condition. Due to the pandemic, condition of minor roads is not available.

National Ranking = Missouri had the 7th best pavements on the National Highway System. (FHWA Highway Statistics)

A

Customer Satisfaction

Current Performance = 77 percent satisfied customers

National Ranking = Missouri trails the highest rated company on the American Customer Satisfaction Index by only 7 percent.

A

Administrative Costs

Current Performance = \$2,340 cost per mile

National Ranking = Missouri has the 4th lowest administrative cost per mile.

A

Project Management

Current Performance = Missouri road and bridge projects were delivered within 2.3 percent of the award amount and 89 percent were delivered on-time.

National Ranking = Not available.

C

Infrastructure for Business

Current Performance = No internal measure

National Ranking = A CNBC business study ranks Missouri's infrastructure as the 25th best for business.

C

Congestion (travel time index)

Current Performance = Kansas City – 1.10 St. Louis – 1.08

National Ranking = Out of 101 urban areas, Kansas City ranked 29th and St. Louis ranked at 44th for congested areas in the U.S. (Texas Transportation Institute -2020)

D

Number of Fatalities

Current Performance = 987 fatalities

National Ranking = Only 19 states experienced more motor vehicle deaths ranking Missouri 31st.

F

Bridge Conditions

Current Performance = 7 percent of Missouri bridges in poor condition by deck area.

National Ranking = Missouri ranked 44th for the percent of bridges in poor condition by deck area. (FHWA Highway Statistics)

F

Revenue

Current Performance = \$55,941 revenue per mile

National Ranking = Missouri has the 48th lowest revenue per mile. (FHWA Highway Statistics)

F

Employee Turnover

Current Performance = 13.16 percent

National Ranking = Not available