



# MoDOT PERFORMANCE HIGHLIGHTS

## SAFETY


**5%**   
**FEWER**  
 ROADWAY FATALITIES  
 THAN LAST YEAR




**1%**   
**MORE**  
 EMPLOYEE-RECORDABLE  
 INCIDENTS

 **88%**  
 SEAT BELT USE  
 IN 2019

## SERVICE

 **77%**  
 CUSTOMERS  
 SATISFIED  
 WITH MODOT  
 CUSTOMER  
 SERVICE

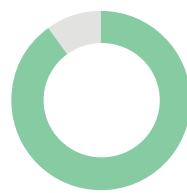
 **19%**  
 INCREASE IN  
 SOCIAL MEDIA  
 FOLLOWERS

 RUSH  
 HOUR  
 TRAVEL TIMES  
 KC:  +0.4%  
 SL:  -3%

 **89%**  
 PROJECTS  
 COMPLETED  
 ON TIME

## STABILITY

 **13%**  
 EMPLOYEE  
 TURNOVER  
 PROJECTED FOR FY20

 **92%**  
 MAJOR  
 HIGHWAYS  
**IN GOOD  
 CONDITION**

**909**   
 BRIDGES  
 IN POOR  
 CONDITION