

# MoDOT PERFORMANCE HIGHLIGHTS

## SAFETY

**14%**   
**MORE**  
ROADWAY FATALITIES  
THAN LAST YEAR

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

 **88%**  
SEAT BELT USE  
IN 2019

## SERVICE

 **83%**  
CUSTOMERS  
SATISFIED  
WITH MODOT  
CUSTOMER  
SERVICE

 **19%**  
INCREASE IN  
SOCIAL MEDIA  
FOLLOWERS

 RUSH  
HOUR  
TRAVEL TIMES  
KC:  -15.1%  
SL:  -21.4%

 **88%**  
PROJECTS  
COMPLETED  
**ON TIME**

## STABILITY

 **13%**  
EMPLOYEE  
TURNOVER  
PROJECTED FOR FY20

 **91%**  
MAJOR  
HIGHWAYS  
**IN GOOD  
CONDITION**

**893**   
BRIDGES  
IN POOR  
CONDITION