

MoDOT PERFORMANCE HIGHLIGHTS

SAFETY

1.12% 
FEWER
 ROADWAY FATALITIES
 THAN LAST YEAR

33% 
FEWER
 EMPLOYEE-RECORDABLE
INCIDENTS

 **86%**
 SEAT BELT USE
IN 2020

SERVICE

 **80%**
 CUSTOMERS
 SATISFIED
 WITH MODOT
**CUSTOMER
 SERVICE**

 **6.8%**
 INCREASE IN
 SOCIAL MEDIA
 FOLLOWERS

 RUSH
 HOUR
 TRAVEL TIMES
KC:  **-2.5%**
SL:  **-9.9%**

 **94%**
 PROJECTS
 COMPLETED
ON TIME

STABILITY

 **11%**
**EMPLOYEE
 TURNOVER**
 PROJECTED FOR FY21

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

893 
 BRIDGES
**IN POOR
 CONDITION**