


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**

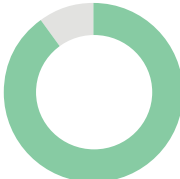
 **5.2%**
 INCREASE IN
 SOCIAL MEDIA
 FOLLOWERS

 **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