

2020 National Performance Report Card

RANKINGS	
1-10	= A
11-20	= B
21-30	= C
31-40	= D
41-50	= F



Road Conditions

Current Performance = 91 percent major highways (5,546 miles) in good condition. 81 percent of minor highways (17,334) in good condition.
National Ranking = Missouri had the 7th best pavements on the National Highway System. (FHWA Highway Statistics)



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.



Administrative Costs

Current Performance = \$2,340 cost per mile
National Ranking = Missouri has the 4th lowest administrative cost per mile.



Project Management

Current Performance = Missouri road and bridge projects were delivered within 0.7 percent of the award amount and 88 percent were delivered on-time.
National Ranking = Not available.



Infrastructure for Business

Current Performance = No internal measure
National Ranking = A CNBC business study ranks Missouri's infrastructure as the 24th best for business.



Congestion (travel time index)

Current Performance = Kansas City - 1.15 St. Louis - 1.15
National Ranking = Out of 101 urban areas, Kansas City and St. Louis both ranked at 23rd as some of the least congested areas in the U.S. (Texas Transportation Institute)



Number of Fatalities

Current Performance = 880 fatalities
National Ranking = Only 18 states experienced more motor vehicle deaths ranking Missouri 32nd.



Bridge Conditions

Current Performance = 9 percent of Missouri bridges in poor condition by deck area.
National Ranking = Missouri ranked 41st for the percent of bridges in poor condition by deck area. (FHWA Highway Statistics)



Revenue

Current Performance = \$57,151 revenue per mile
National Ranking = Missouri has the 45th lowest revenue per mile. (FHWA Highway Statistics)



Employee Turnover

Current Performance = 12.57 percent
National Ranking = Not available; However, **Stretch Target** = 6 percent. (Price Waterhouse Cooper's Saratoga Institute benchmark data)