

# 2021 National Performance Report Card

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



## Road Conditions

**Current Performance** = 90 percent major highways (5,556 miles) in good condition. Due to the pandemic, condition of minor roads is not available.  
**National Ranking** = Missouri had the 7<sup>th</sup> 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 4<sup>th</sup> lowest administrative cost per mile.



## Project Management

**Current Performance** = Missouri road and bridge projects were delivered within 2.3 percent of the award amount and 89 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 25<sup>th</sup> best for business.



## Congestion (travel time index)

**Current Performance** = Kansas City – 1.10 St. Louis – 1.08  
**National Ranking** = Out of 101 urban areas, Kansas City ranked 29<sup>th</sup> and St. Louis ranked at 44<sup>th</sup> for congested areas in the U.S. (Texas Transportation Institute -2020)



## Number of Fatalities

**Current Performance** = 987 fatalities  
**National Ranking** = Only 19 states experienced more motor vehicle deaths ranking Missouri 31<sup>st</sup>.



## Bridge Conditions

**Current Performance** = 7 percent of Missouri bridges in poor condition by deck area.  
**National Ranking** = Missouri ranked 44<sup>th</sup> for the percent of bridges in poor condition by deck area. (FHWA Highway Statistics)



## Revenue

**Current Performance** = \$55,941 revenue per mile  
**National Ranking** = Missouri has the 48<sup>th</sup> lowest revenue per mile. (FHWA Highway Statistics)



## Employee Turnover

**Current Performance** = 13.16 percent  
**National Ranking** = Not available