

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 7th best pavements on the National Highway System. (FHWA Highway Statistics 2019)



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.



Customer Satisfaction

Current Performance = 73 percent satisfied customers
National Ranking = Missouri trails the highest rated company on the American Customer Satisfaction Index by 12 percent.



Administrative Costs

Current Performance = \$2,349 cost per mile
National Ranking = Missouri has the 13th lowest administrative cost per mile.



Infrastructure for Business

Current Performance = No internal measure
National Ranking = A CNBC business study ranks Missouri's infrastructure as the 25th 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 29th and St. Louis ranked at 44th 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 31st.



Bridge Conditions

Current Performance = 7 percent of Missouri bridges in poor condition by deck area.
National Ranking = Missouri ranked 44th 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 48th lowest revenue per mile. (FHWA Highway Statistics)



Employee Turnover

Current Performance = 13.16 percent
National Ranking = Not available