Missouri Department of Transportation

2021 National Performance Report Card

**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

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**RANKINGS**

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Letter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-10</td>
<td>A</td>
</tr>
<tr>
<td>11-20</td>
<td>B</td>
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<tr>
<td>21-30</td>
<td>C</td>
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<tr>
<td>31-40</td>
<td>D</td>
</tr>
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<td>41-50</td>
<td>F</td>
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Last updated April 2022