

2023 National Performance Report Card

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



Project Management

Current Performance = Missouri road and bridge projects were delivered within 0.6 percent of the award amount and 95 percent were delivered on-time.

National Ranking = Not available.



Road Conditions

Current Performance = 89 percent major highways (5,553 miles) in good condition. 81 percent of minor highways (17,538) in good condition.

National Ranking = Missouri's highway system ranked 11th in the nation. (*Reason Foundation Annual Highway Report*)



Administrative Costs

Current Performance = \$2,349 cost per mile

National Ranking = Missouri has the 14th lowest administrative cost per mile.



Customer Satisfaction

Current Performance = 68 percent satisfied customers

National Ranking = Missouri trails the highest rated company on the American Customer Satisfaction Index by 17 percent.



Infrastructure for Business

Current Performance = No internal measure

National Ranking = A CNBC business study ranks Missouri's infrastructure as the 21st 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. (*Urban Mobility Report - 2021*)



Number of Fatalities

Current Performance = 1,057 fatalities

National Ranking = Out of 50 states, Missouri ranked 17th for rural fatalities and 42nd in urban fatalities.



Bridge Conditions

Current Performance = 7 percent of Missouri bridges in poor condition by deck area.

National Ranking = Missouri ranked 39th for the percent of bridges in poor condition by deck area. (*FHWA Highway Statistics*)



Employee Turnover

Current Performance = 13.97 percent

National Ranking = Not available



Revenue

Current Performance = \$73,477 revenue per mile

National Ranking = Missouri has the 47th lowest revenue per mile. (*FHWA Highway Statistics*)