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)