

2025 National Performance Report Card

Project Management

A

Current Performance = Missouri road and bridge projects were delivered within 0.2% of the award amount and 95% were delivered on-time (2025 data)

National Ranking = Not available

RANKINGS

1-10 = **A**

11-20 = **B**

21-30 = **C**

31-40 = **D**

41-50 = **F**

Administrative Costs

A

Current Performance = \$1,143 cost per mile

National Ranking = Missouri has the 5th lowest administrative cost per mile (2023 Annual Highway Report)

Road Conditions

B

Current Performance = 88% major highways (5,560 miles) in good condition. 83% of minor highways (17,903) in good condition (2024 data)

National Ranking = Missouri's highway system ranked 12th in the nation (FHWA Highway Statistics - 2023)

Customer Satisfaction

B

Current Performance = 68% satisfied customers (2023 data)

National Ranking = Missouri trails the highest rated company on the American Customer Satisfaction Index by 17% (2023)

Infrastructure for Business

C

Current Performance = No internal measure

National Ranking = A CNBC business study ranks Missouri's infrastructure as the 23rd best for business (2025)

Number of Fatalities

D

Current Performance = 955 fatalities (2024 data)

National Ranking = Only 13 states experienced more motor vehicle deaths, ranking Missouri 37th (only 2023 data available)

Congestion (travel time index)

D

Current Performance = Kansas City: 1.19 St. Louis: 1.17

National Ranking = Out of 101 urban areas, Kansas City ranked 46th and St. Louis ranked at 37th for congested areas in the U.S. (Urban Mobility Report - 2024)

Employee Turnover

D

Current Performance = 14.72% (2025 data)

National Ranking = Not available

Bridge Conditions

D

Current Performance = 6.8% of Missouri bridges in poor condition by deck area (2024 data)

National Ranking = Missouri ranked 38th for the percent of bridges in poor condition by deck area (FHWA Highway Statistics - 2024)

Revenue

F

Current Performance = \$75,666 revenue per mile

National Ranking = Missouri has the 47th lowest revenue per mile (FHWA Highway Statistics - 2025)