

# 2019 National Performance Report Card

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



## Road Conditions

**Current Performance** = 92 percent major highways (5,546 miles) in good condition. 80 percent of minor highways (28,313) in good condition.  
**National Ranking** = Missouri had the 10th best pavements on the National Highway System. (FHWA Highway Statistics)



## Customer Satisfaction

**Current Performance** = 77 percent satisfied customers  
**National Ranking** = Missouri trails the highest rated company on the American Customer Satisfaction Index by only 9 percent.



## Project Management

**Current Performance** = Missouri road and bridge projects were delivered within 1.3 percent of the award amount and 92 percent were delivered on-time.  
**National Ranking** = Not available.



## Infrastructure for Business

**Current Performance** = No internal measure  
**National Ranking** = A CNBC business study ranks Missouri's infrastructure as the 7th best for business.



## Administrative Costs

**Current Performance** = \$2,187 cost per mile  
**National Ranking** = Missouri has the 3rd lowest administrative cost per mile.  
*\*2018-2019 data is not available*



## Congestion (travel time index)

**Current Performance** = Kansas City - 1.15 St. Louis - 1.15  
**National Ranking** = Out of 101 urban areas, Kansas City and St. Louis both ranked at 23rd as some of the least congested areas in the U.S. (Texas Transportation Institute)



## Number of Fatalities

**Current Performance** = 921 fatalities  
**National Ranking** = Only 14 states experienced more motor vehicle deaths ranking Missouri 36th. (National Safety Council)



## Bridge Conditions

**Current Performance** = 9 percent of Missouri bridges in poor condition by deck area.  
**National Ranking** = Missouri ranked 40th for the percent of bridges in poor condition by deck area. (FHWA Highway Statistics)



## Revenue

**Current Performance** = \$50,184 revenue per mile  
**National Ranking** = Missouri has the 48th lowest revenue per mile. (FHWA Highway Statistics)



## Employee Turnover

**Current Performance** = 13.27 percent  
**National Ranking** = Not available; However, **Stretch Target** = 6 percent. (Price Waterhouse Cooper's Saratoga Institute benchmark data)