2019 National Performance Report Card

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)

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

Last updated December 2019