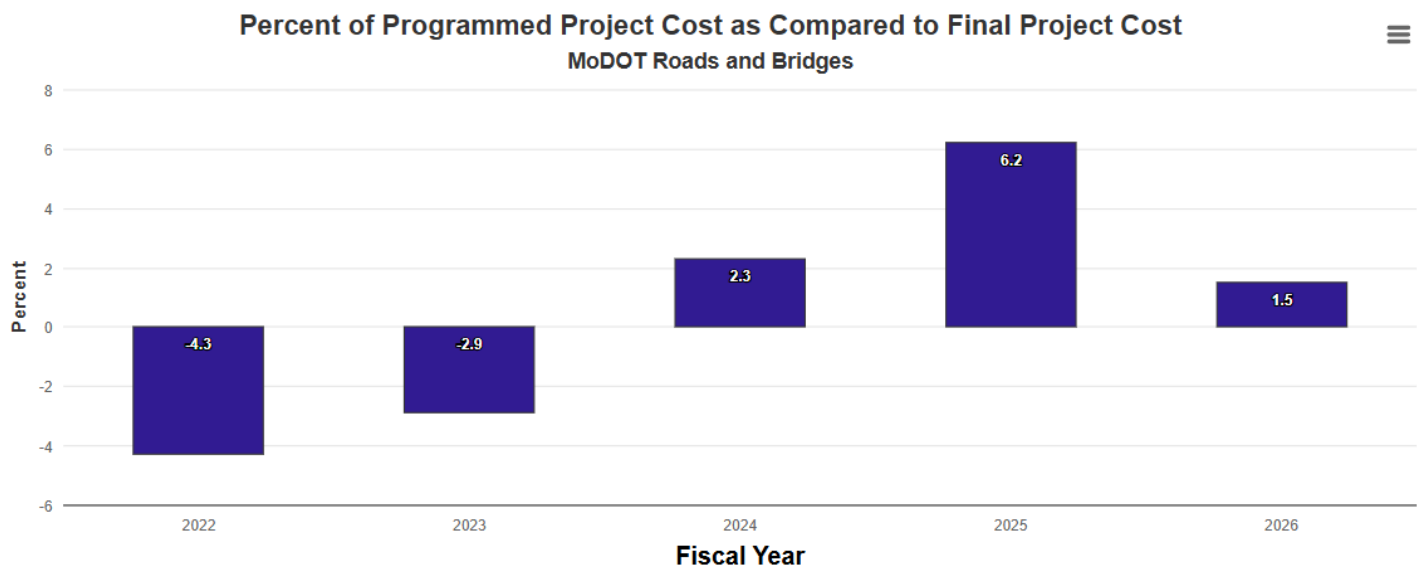


## Roads and bridges - on time and on budget– 1a

Update Frequency: July/January

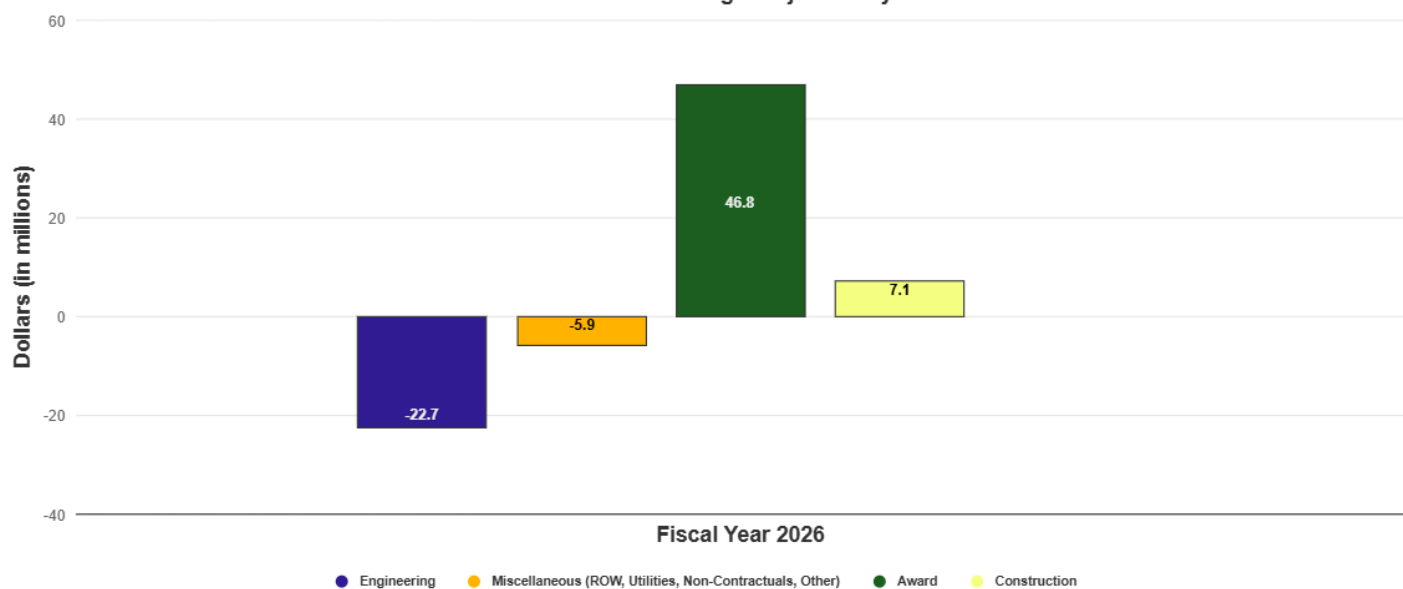
Color Grade: yellow



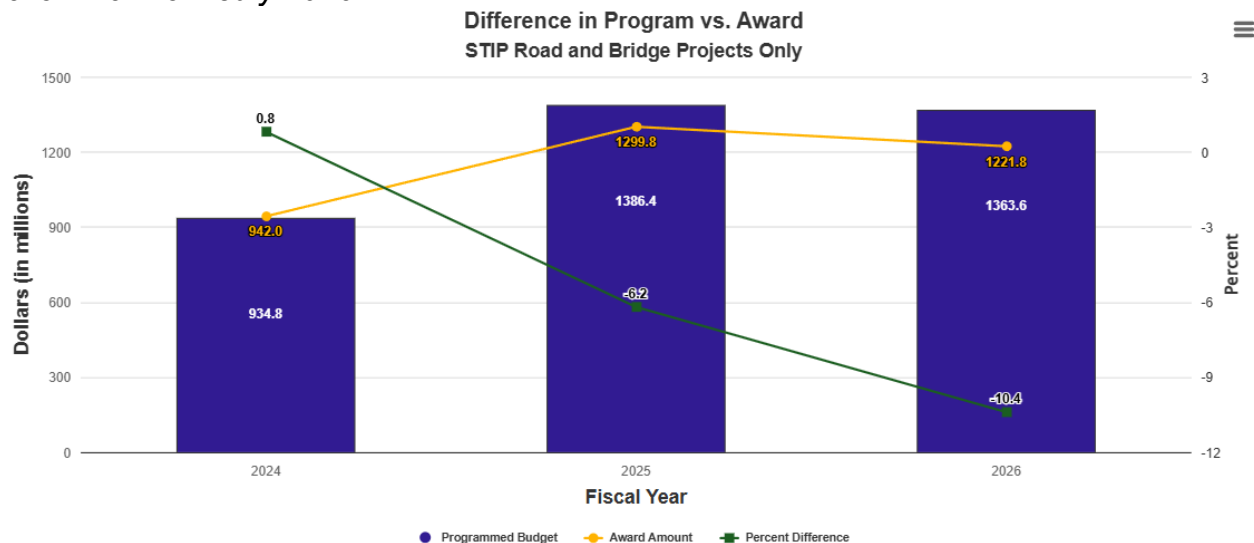
Target: 0%

\*Positive numbers indicate the final (completed) cost was higher than the programmed cost

**Final Project Cost Differences by Phase**  
STIP Road and Bridge Projects Only

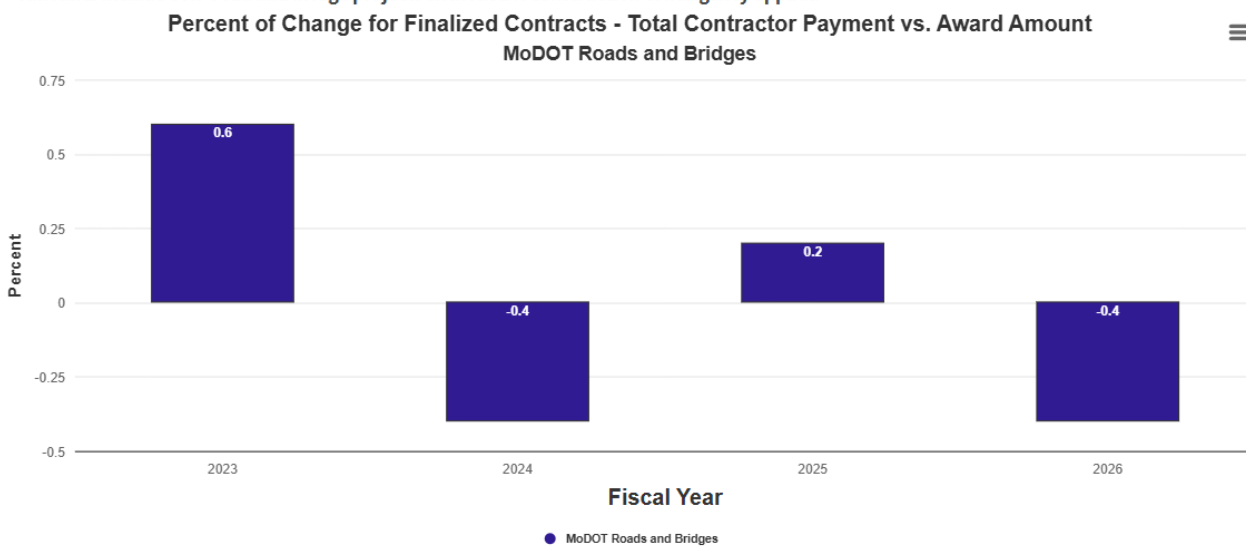


\*Negative numbers indicate savings. Miscellaneous includes right-of-way purchases, utilities and other costs

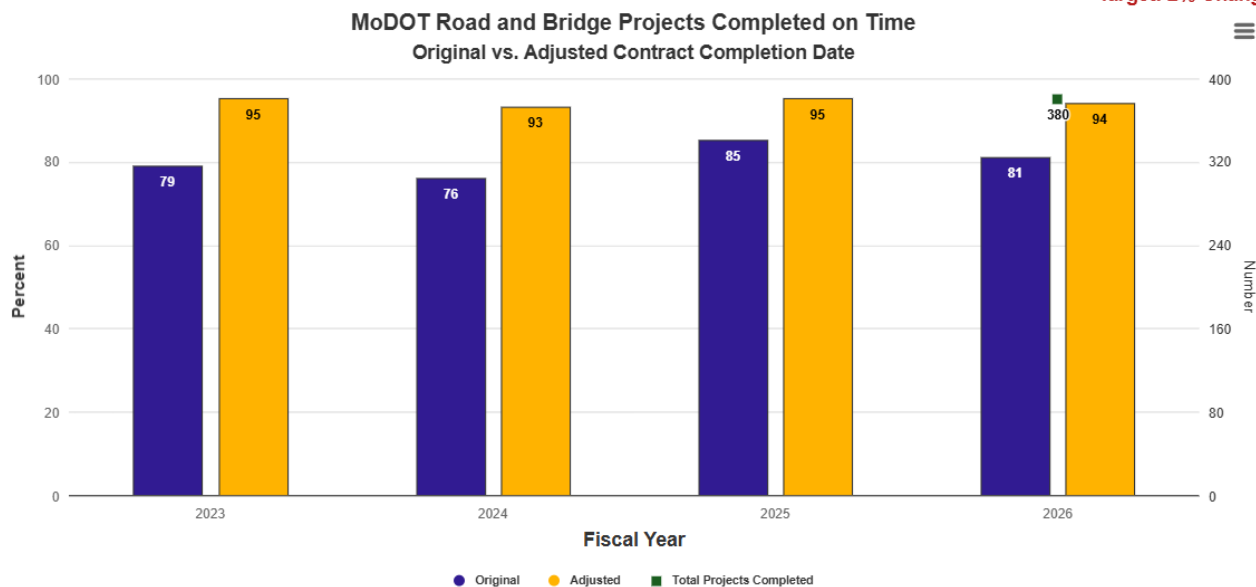


Target 0%

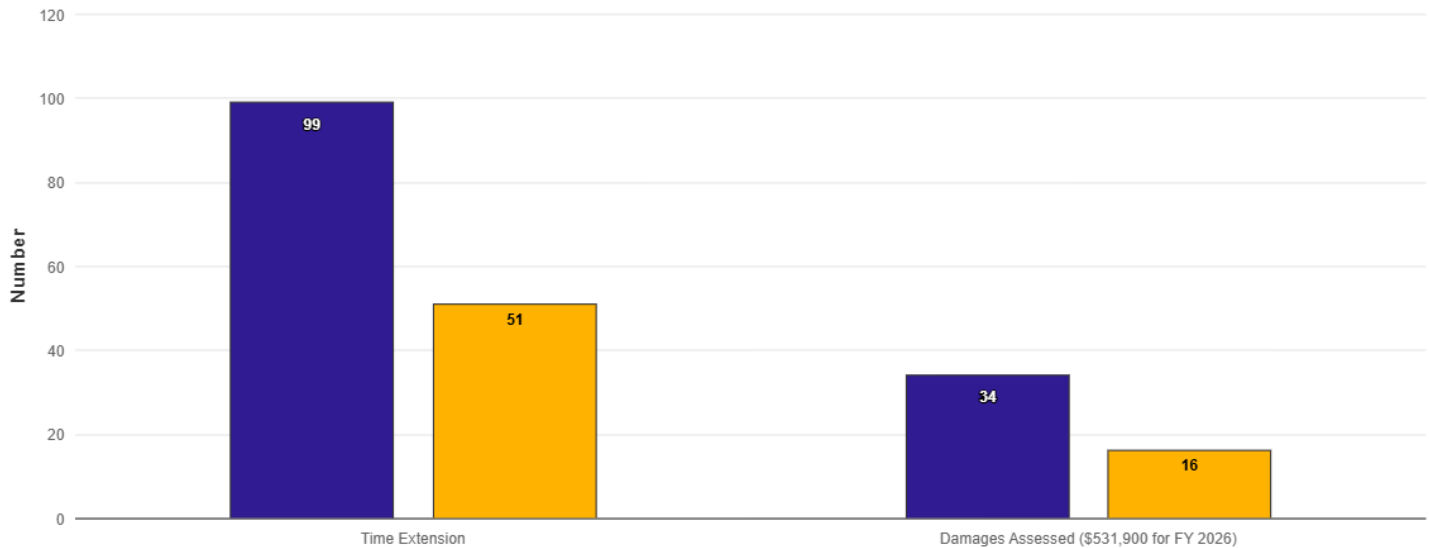
\*Amounts include STIP road and bridge projects without 2% construction contingency applied



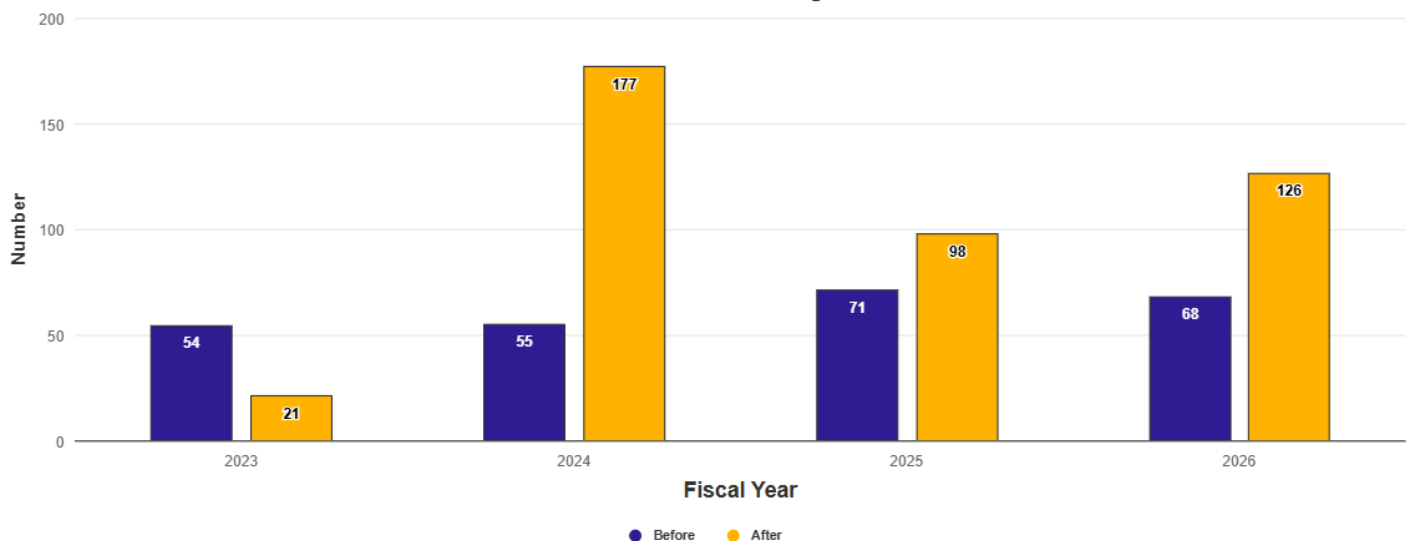
Target: 2% Change



### MoDOT Road and Bridge Projects Reason for Date Extensions



### Average Number of Days Completed Before or After Original Date MoDOT Roads and Bridges



Desired Trend: Increase

#### Write Up:

MoDOT continues to make steady progress delivering road and bridge projects on time and within budget. Through the latest quarter of FY 2026, 56% of completed road and bridge projects were delivered within or below their award amounts. This is an improvement from the previous year, when only 42% finished at or below budget. Final costs reflect asphalt index adjustments, incentive payments, and liquidated damages, but overall trends remain within MoDOT's target range.

Project scheduling performance also shows continued progress. In FY 2026, 81% of road and bridge projects were completed by their original contract dates, compared to lower on-time rates in recent years. When accounting for authorized extensions due to weather, utility delays, added work, or MoDOT directives, 94% of projects met their adjusted dates. Although 16 projects missed their completion dates and were assessed \$531,900 in damages, these occurrences have decreased over the past several years.

## Tracker Archive – July 2026

Past performance showed significant schedule challenges tied to material shortages, complex utility relocations, and expanded project scopes. Recent improvements reflect more accurate quantity development and the use of practical design and value engineering to minimize changes after award.

MoDOT reviews schedule and cost performance on an ongoing basis throughout the year to identify emerging trends. Seasonal weather patterns, construction market conditions, and the complexity of individual projects can influence results. Ongoing monitoring helps ensure adjustments continue to improve on-time and on-budget delivery.

Missourians expect projects to be delivered efficiently, safely, and responsibly. Tracking cost and schedule together provides a clear picture of MoDOT's performance and demonstrates the department's commitment to delivering road and bridge improvements on time and within budget.

### Purpose:

This measure covers road and bridge contracts and compares total project costs to the programmed project budget and final costs. It also tracks the percentage difference between total construction payouts and the original contract award amounts, as well as the percentage of projects opened by the commitment date established in the contract.

### Measurement and Data Collection:

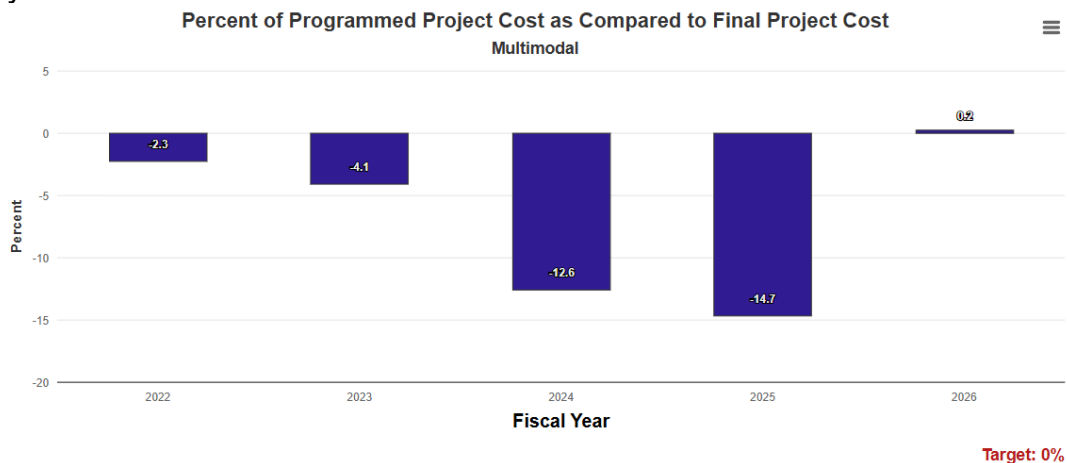
Completed project costs are reported during the fiscal year in which a project is completed. Project costs include design, right-of-way purchases, utilities, construction, inspection, and other miscellaneous expenses. The programmed cost is based on the amount in the most recently approved Statewide Transportation Improvement Program (STIP). Completed costs reflect actual expenditures.

The project manager collaborates with the project team to establish the date when the project will open to the public, helping to avoid financial penalties. The resident engineer uses the AASHTOWare system to track and document the work. Contractor payments are generated through MoDOT's AASHTOWare database and processed in the financial management system. Change orders document any underruns or overruns of the original contract cost.

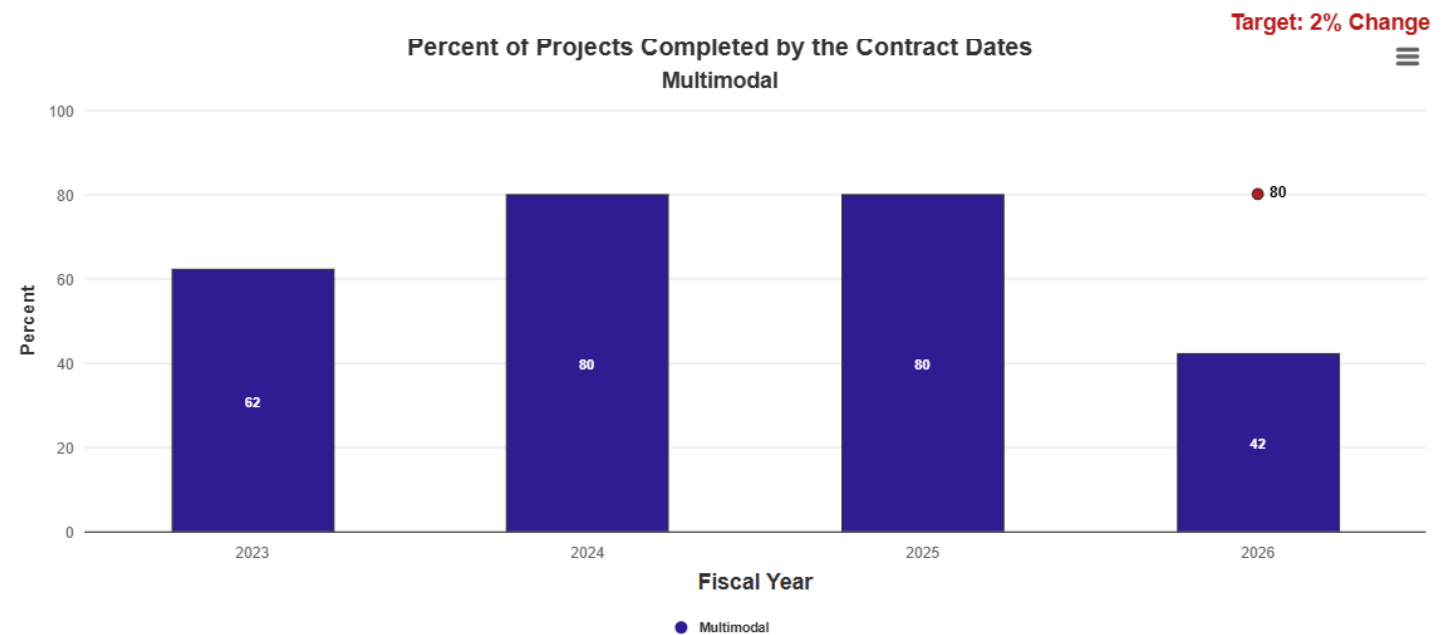
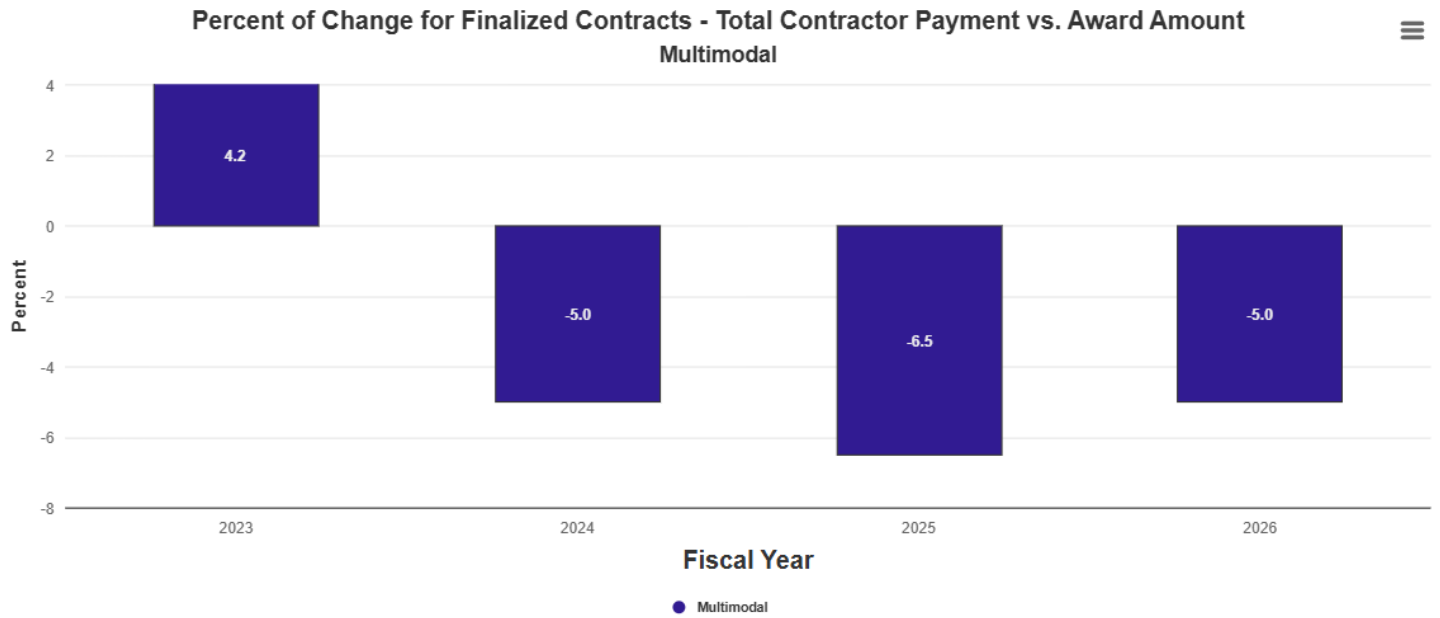
### Multimodal - on time and on budget – 1b

Update Frequency: July/January

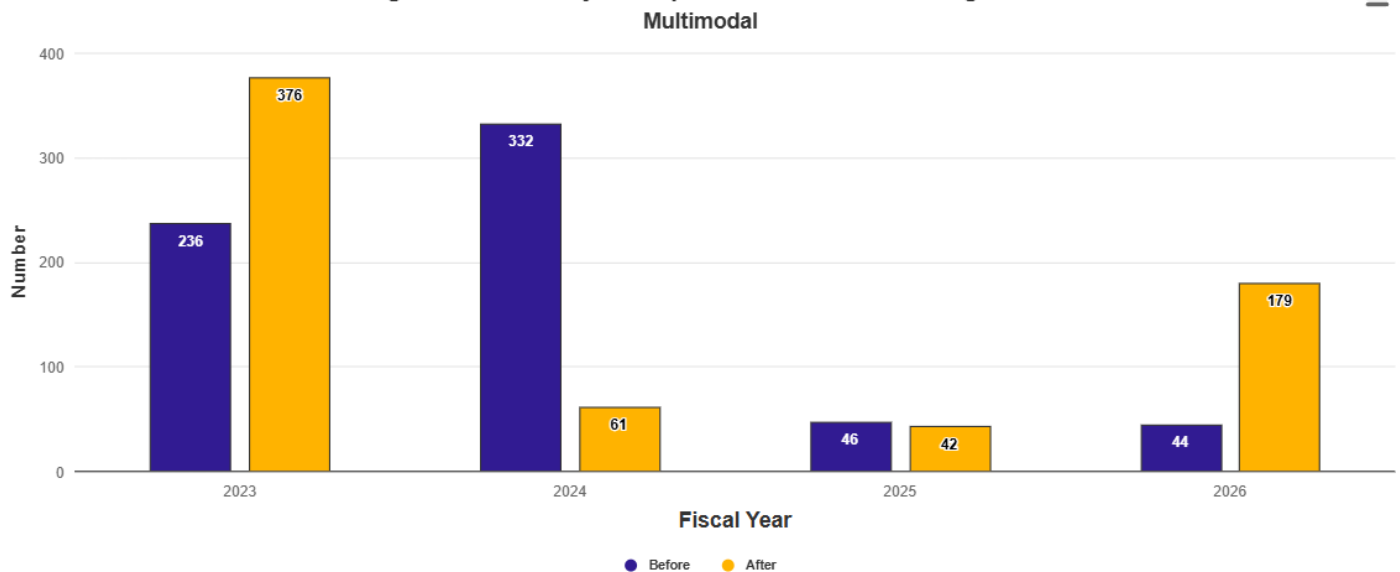
Color Grade: yellow



\*Positive numbers indicate the final (completed) cost was higher than the programmed cost



2026 Target: Above 80% Original



Desired Trend: Increase

**Write up:**

Accurate program cost estimates and award amounts help MoDOT deliver projects efficiently while being good stewards of taxpayer dollars. At the end of fiscal year 2026, 20 multimodal projects were completed for a total cost of \$46.9 million. This is 1.2% or \$0.6 million below the planned cost of \$47.6 million. Overall, multimodal projects finished 5.0% under budget in FY 2026.

Completing projects on time reflects MoDOT's commitment to serving customers and providing safe, reliable facilities. In FY 2026, 50% of multimodal projects were completed by their scheduled deadlines. Projects that finished early were completed an average of 48 days ahead of schedule, while projects completed after their deadlines finished an average of 86 days late.

Multimodal is working to improve results by analyzing the accuracy of schedules and cost estimates, ensuring plans reflect realistic construction conditions, and requesting adjustments when needed. In addition, MoDOT is enhancing coordination with partners and stakeholders to promote reasonable costs, on-time completion, and expanded opportunities for capable local entities to perform portions of the work.

**Purpose:**

This measure compares total project costs to the programmed project budget, the difference between total construction payout and the original award amount, and the percentage of multimodal projects opened by the contract date.

**Measurement and Data Collection:**

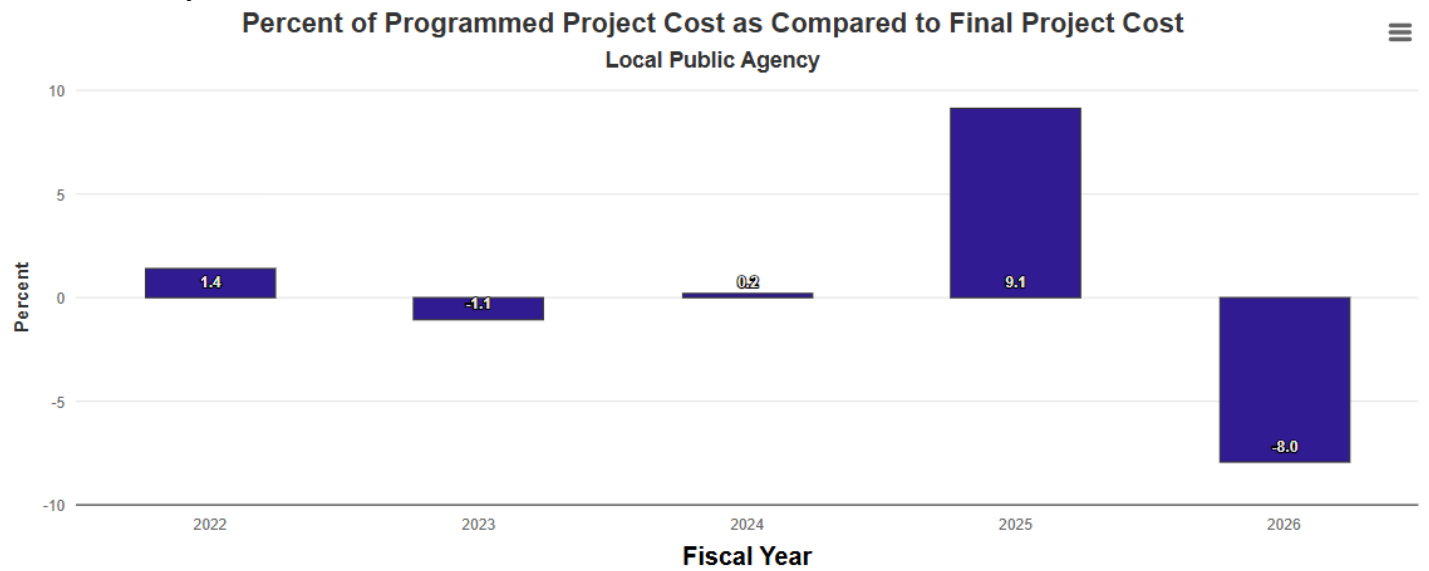
Completed project costs are reported during the fiscal year in which a project is completed. Project costs typically reflect state and/or federal funds but do not include funds contributed locally for such projects. Contract completion dates and project performance are tracked by multimodal staff or consultant resources.

Targets are set by both internal policy and management directive.

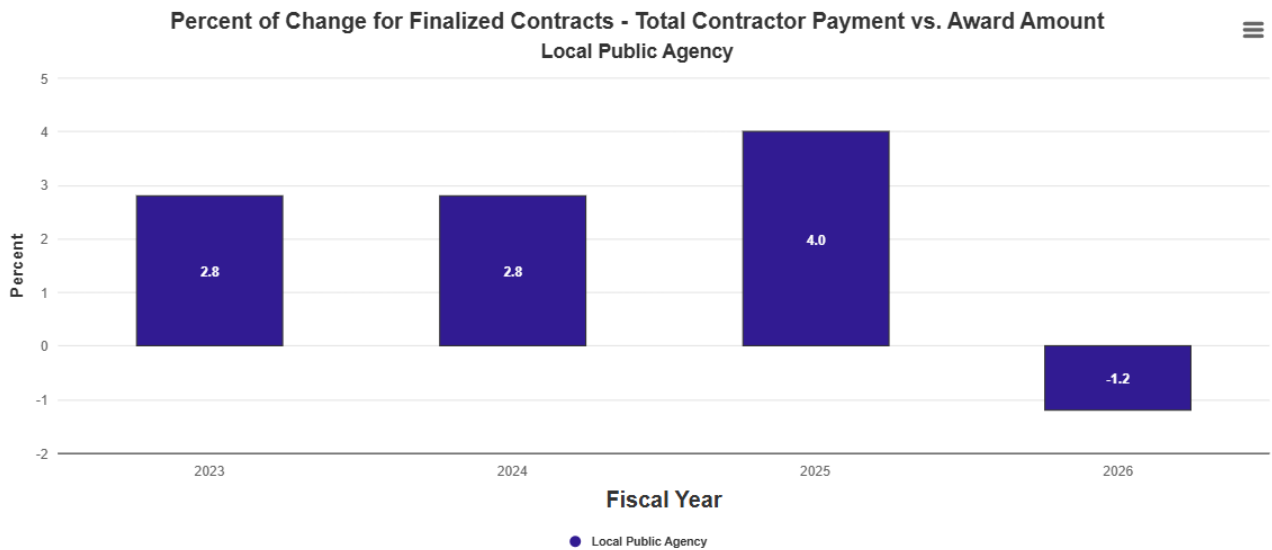
Local program agency - on time and on budget – 1c

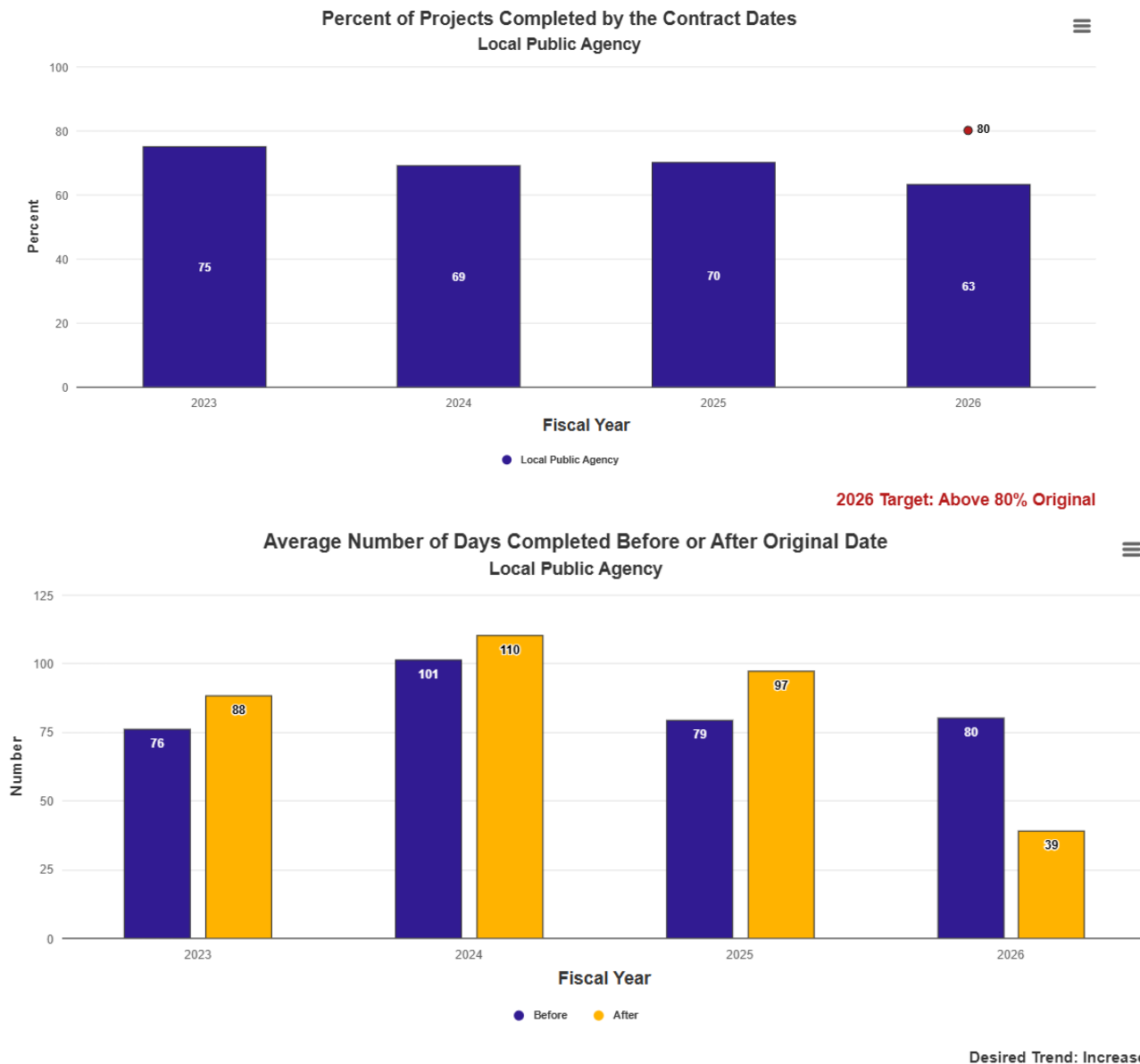
Update Frequency: July/January

Color Grade: yellow



\*Positive numbers indicate the final (completed) cost was higher than the programmed cost





### Write up:

Accurate cost estimating within the Local Public Agency (LPA) program supports MoDOT and its partners in delivering transportation improvements efficiently for Missouri taxpayers. As of the end of June, local agencies had completed 140 projects totaling \$190.5 million, which is 7.95% (or \$16.4 million) below the estimated cost of \$207 million and 1.2% (or \$2.4 million) below the awarded contract value of \$192.9 million. This performance reflects strong fiscal stewardship and effective use of available funds within the LPA program.

Of the 140 completed projects, 63% (88 projects) were finished on time. Projects completed early averaged 80 days ahead of the contractual schedule, while late projects averaged 39 days beyond their allotted time. Establishing appropriate schedules and ensuring contractors meet them can be challenging. Local Public Agencies often set longer schedules to encourage broader contractor

participation, and they are typically less likely to assess significant liquidated damages in order to maintain positive relationships within the contractor community.

## Purpose:

The measure evaluates the accuracy of Local Public Agency (LPA) project cost estimating by comparing estimated construction costs and contracted amounts to final construction costs. It also tracks on-time completion and assesses schedule reliability for the construction portion of LPA projects.

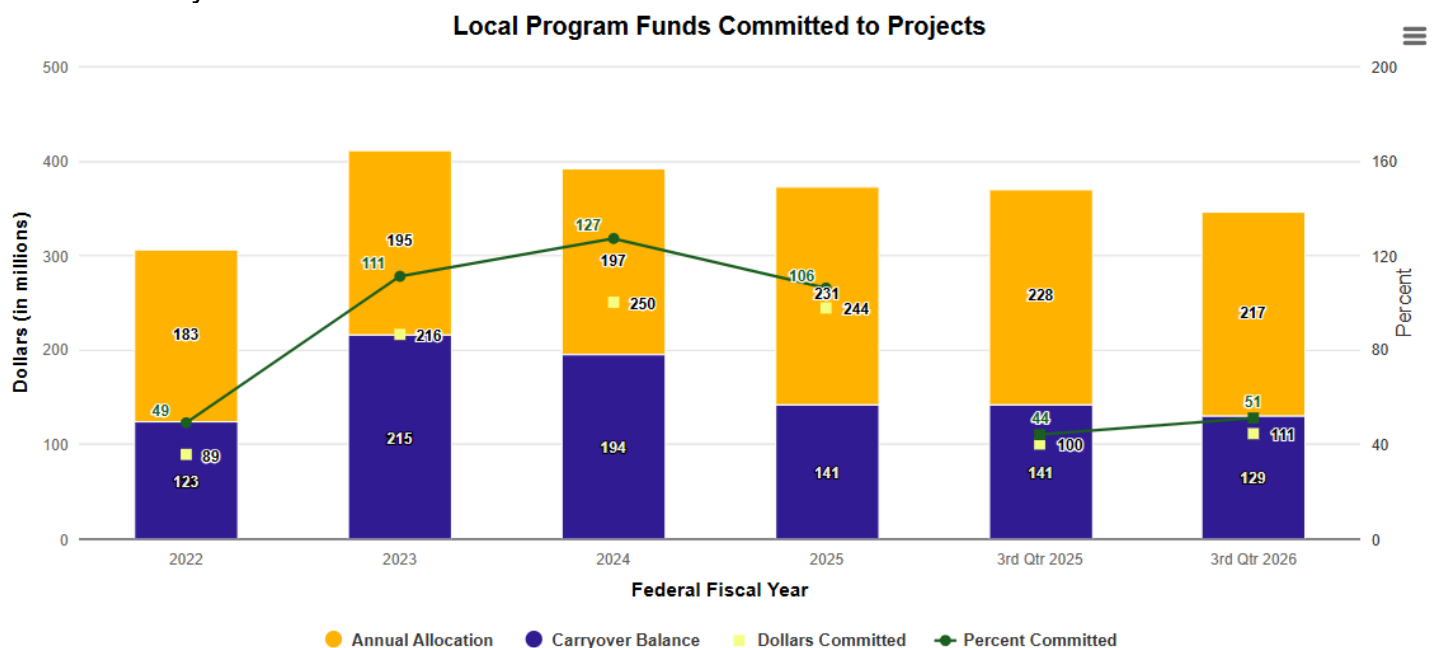
## Measurement and Data Collection:

Completed project costs are reported in the fiscal year in which the project is finished. The programmed cost is based on the amount in the engineer's estimate, and the completed costs include actual construction expenditures.

## Percent of local program funds committed to projects – 1d

Update Frequency: Quarterly

Color Grade: yellow



Target: 100% Committed

## Write up:

Local agencies receive federal funds to invest in projects that improve local infrastructure. They share the cost of those projects by providing a 20% local match for most programs. To continue receiving federal funds, all funds received each year must be committed to projects by the end of the federal fiscal year. Failure to fully commit the available funds puts them at risk of being rescinded, which jeopardizes the ability to receive additional federal funds for future projects.

For FFY 2026, local agencies have an annual allocation of \$217 million (this includes Transportation Infrastructure Finance and Innovation Act (TIFIA) redistributed funds) to invest in local transportation projects. Year to date in FFY 2026, 51% (\$111 million) of annual allocation funds have been committed to local projects, compared to 44% (\$100 million of \$228 million available, which also includes TIFIA redistributed funds) in FFY 2025. While this measure compares committed funds to the annual allocation, the total available funds for local agencies to commit to projects include both the annual allocation (\$217 million) and the carryover balance (\$129 million), for a total of

approximately \$346 million in FFY 2026. Committed funds can include balances carried over from previous years.

The fiscal year-end target for this measure is 100% of funds committed, with a target of 25% per quarter. MoDOT continues to work with project sponsors, planning partners, consultants, and others to ensure obligations are submitted throughout the federal fiscal year.

### Purpose:

MoDOT is required to share federal funds with local agencies for transportation projects. This measure tracks the percent of available local program funds committed to projects.

### Measurement and Data Collection:

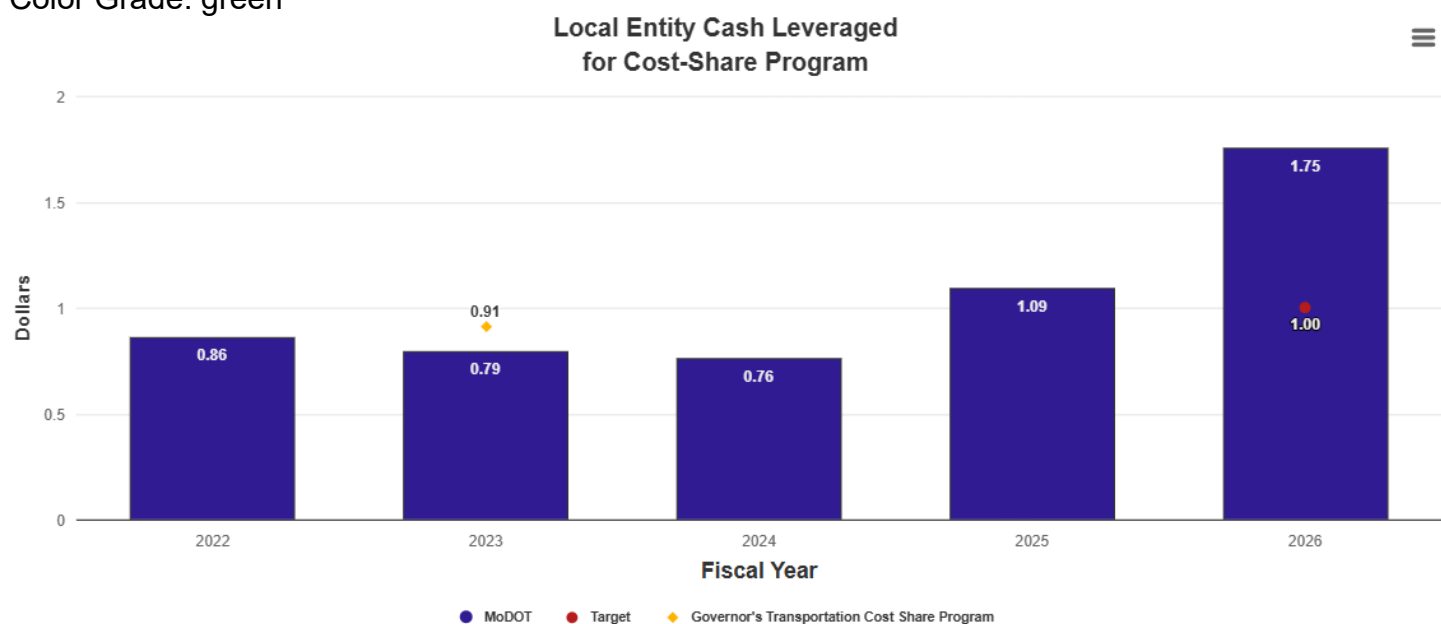
The data is obtained from the Fiscal Management Information System of the Federal Highway Administration. It covers the period from October 1 through September 30 of each Federal Fiscal Year. The committed amounts represent federal funds obligated for projects. The available amounts represent the federal program funds distributed to local sponsors plus any previous year's balance. The goal is to invest all federal funds available to local public projects each year.

The target for this measure is set by internal policy and will remain unchanged unless policy changes, regardless of performance.

### Local entity cash leveraged for cost share program – 1e

Update Frequency: Quarterly

Color Grade: green



**2026 Target: \$1.00**

### Write up:

The Cost-Share Program builds partnerships with local entities to combine resources and efforts toward delivering state highway and bridge projects. When local entities are willing to partner with MoDOT, the department matches their investment up to 50% of the project cost. MoDOT works in cooperation with the Missouri Department of Economic Development and local entities to determine

when targeted investments can generate economic development and, in some cases, may provide up to 100% of the project cost.

In fiscal year 2026, Cost-Share Program funds totaling \$71.5 million were committed to 18 projects. For every \$1 of Cost-Share Program funds awarded, \$1.75 of local cash was leveraged—\$0.75 above the target.

In FY 2023, the Missouri General Assembly appropriated an additional \$75 million for the Governor's Transportation Cost-Share Program. That year, funding was awarded to 28 projects. For every \$1 awarded through the Governor's Transportation Cost-Share Program, \$0.91 of local cash was leveraged.

### Purpose:

This measure tracks local entity cash leveraged from the Cost Share Program.

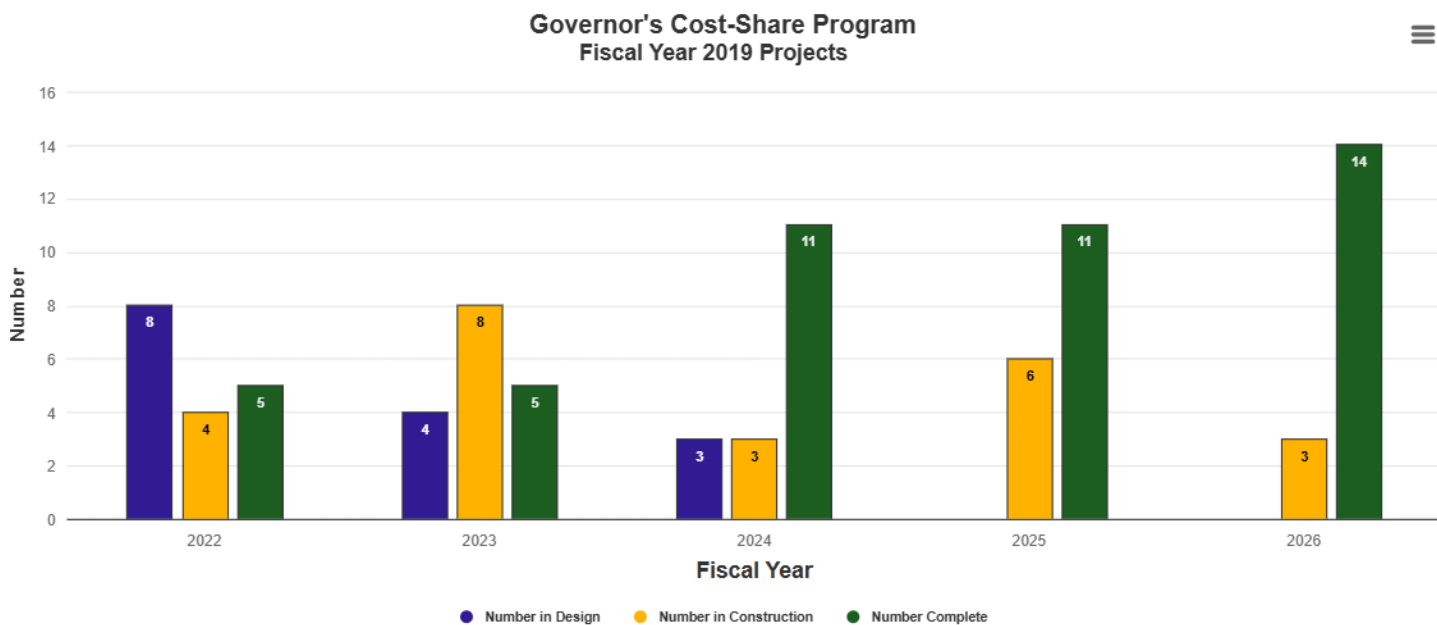
### Measurement and Data Collection:

Data for this measure is collected from a partnership database. The target for this measure was set by management directive.

### Governor's Cost Share Program – 1f

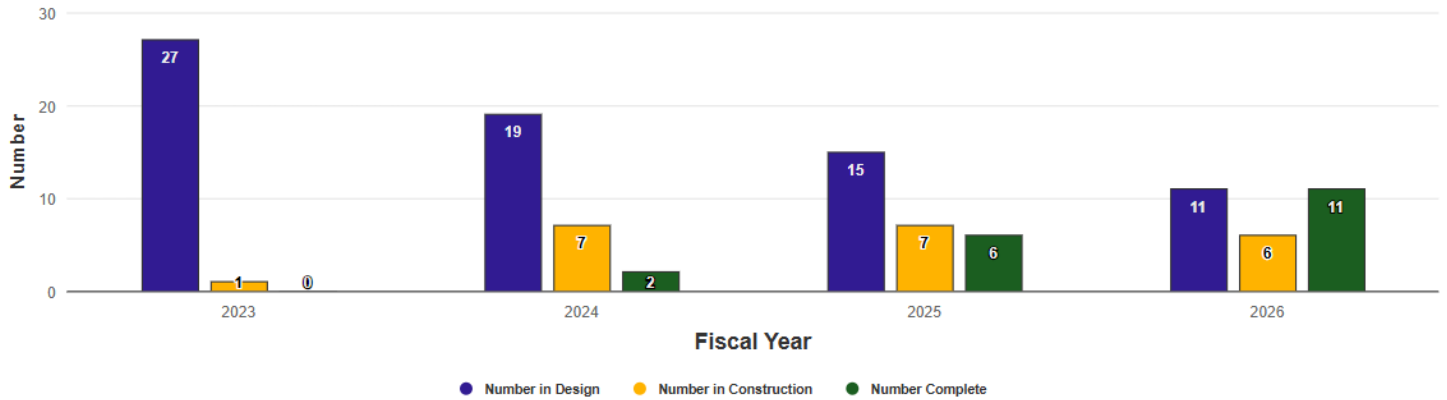
Update Frequency: Quarterly

Color Grade: yellow



**Target: 17 Completed Projects**

### Governor's Cost-Share Program Fiscal Year 2022 Projects



**Target: 28 Completed Projects**

#### Write up:

This measure tracks progress on the Governor's Transportation Cost-Share Program, which was initiated by Gov. Mike Parson to build partnerships with local communities and combine efforts and resources to deliver road and bridge projects. The fiscal year 2019 program will deliver 17 projects, and the FY 2022 program will deliver 28 projects.

The Governor's Transportation Cost-Share Program began in FY 2019 and will be complete when all projects have been constructed. The number of projects in progress will vary as new projects begin and others are completed. For the FY 2019 program, 14 projects have been completed and three are under construction. For the FY 2022 program, 11 projects have been completed, six are under construction, and 11 are in the design phase during this reporting period.

#### Purpose:

The purpose of this measure is to track the progress made on the Governor's Transportation Cost-Share Program. The measure will track the quarterly progress of projects based on their stage of project delivery: design, construction and completion.

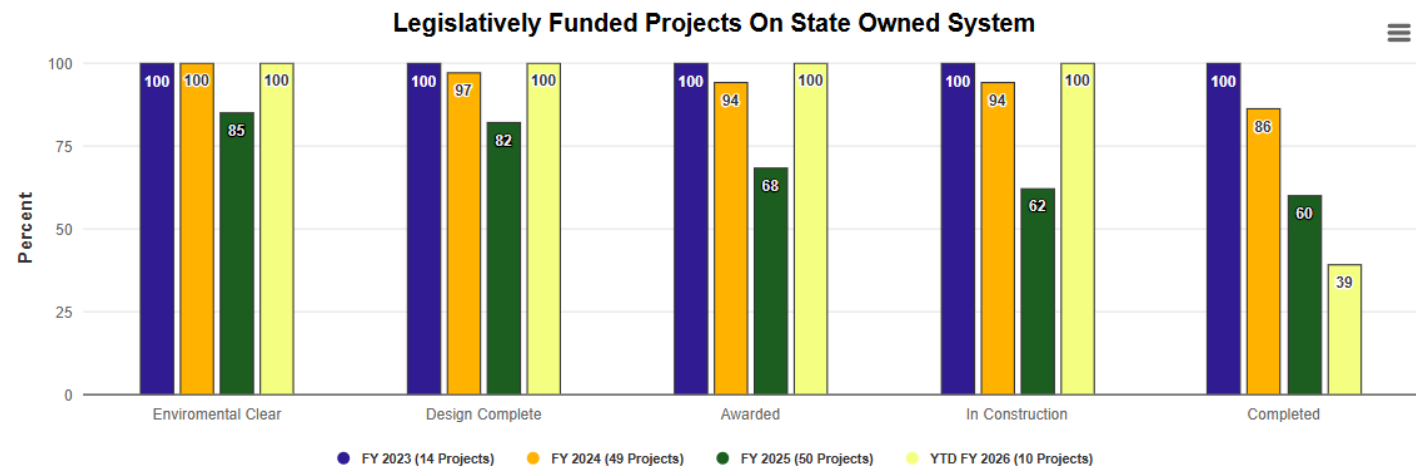
#### Measurement and Data Collection:

The data for this Tracker measure is collected from district staff responsible for oversight of the projects. Project delivery milestones are entered into a list that tracks the status of all Governor's Transportation Cost-Share projects.

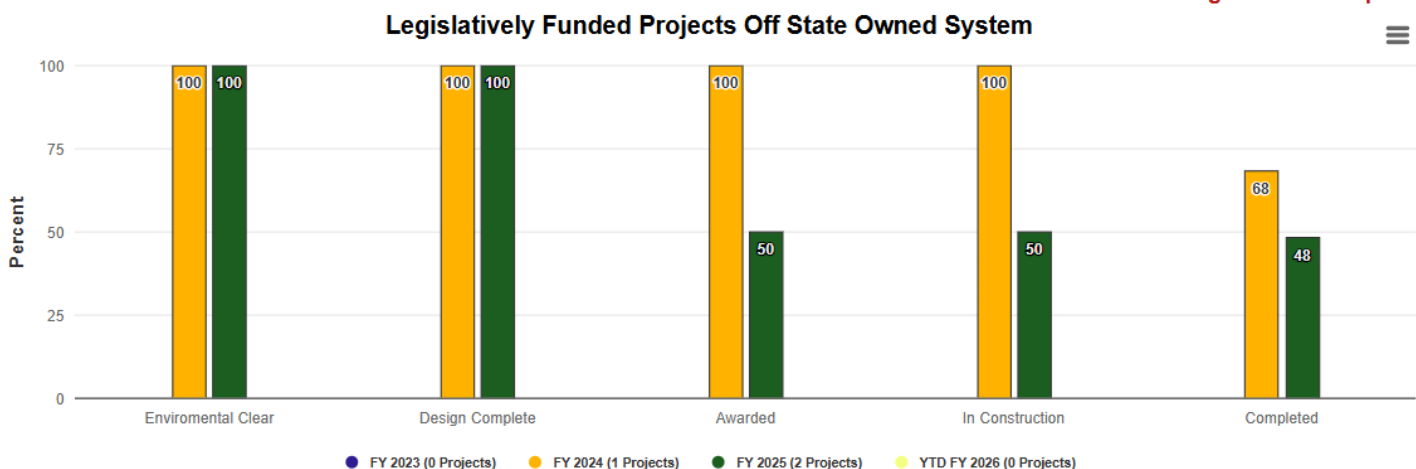
## Legislative Designated Projects - 1g

Update Frequency: Quarterly

Color Grade: yellow



Target: 100% Complete



Target: 100% Complete

### Write up:

The Missouri General Assembly has provided significant resources for unfunded transportation needs, highlighted by major investments in Interstate 70 and multiple locations along Interstate 44. These investments represent generational improvements that will serve Missourians for decades to come. Since 2023, the Missouri General Assembly has provided MoDOT with more than \$4.59 billion in General Revenue funds, supporting the development of over 379 projects statewide.

MoDOT has a proven history of meeting objectives and completing projects on time and within budget, demonstrating capabilities that rival many transportation agencies across the country. MoDOT continues to deliver legislatively designated projects, in addition to managing its \$1.5 billion annual capital improvement program, through efficient project programming and delivery strategies.

### Progress of MoDOT-Delivered On-System Projects

- Awarded 100% and completed 100% of FY 2023 legislatively designated projects.
- Awarded 94% and completed 86% of FY 2024 legislatively designated projects.

### Tracker Archive – July 2026

- Awarded 68% and completed 60% of FY 2025 legislatively designated projects.
- Awarded 100% and completed 39% of FY 2026 legislatively designated projects.

### Progress of Local Public Agency-Delivered Off-System Projects

- Awarded 100% and completed 68% of FY 2024 legislatively designated projects.
- Awarded 50% and completed 48% of FY 2025 legislatively designated projects.

### Purpose:

The purpose of this measure is to track the progress made on the Legislative Designated Projects provided by the Missouri General Assembly. The measure will track the quarterly progress of projects based on their stage of project delivery: environmental, design, awarded, construction and completion.

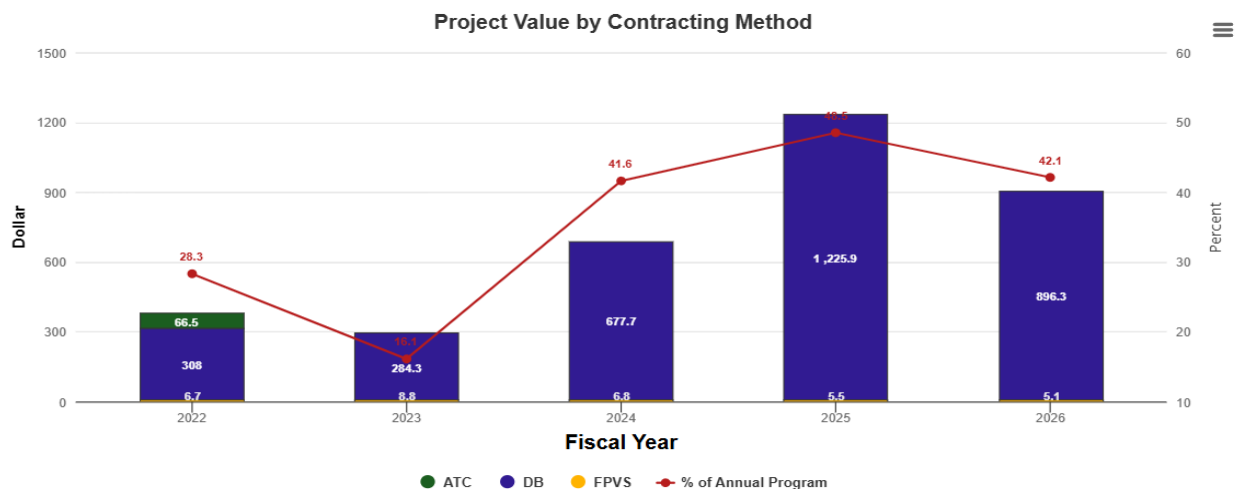
### Measurement and Data Collection:

The data for this tracker measure is collected from district staff responsible for project oversight. Project delivery milestones are entered into a list that tracks the status of all Legislative Designated Projects. Environmental information is collected from the RES system. Design Complete data is collected from eProjects. Award information is obtained from published awarded projects. Construction percent complete is gathered from eProjects estimate data. LPA updates are provided by District LPA staff.

### Innovative contracting and value engineering – 1h

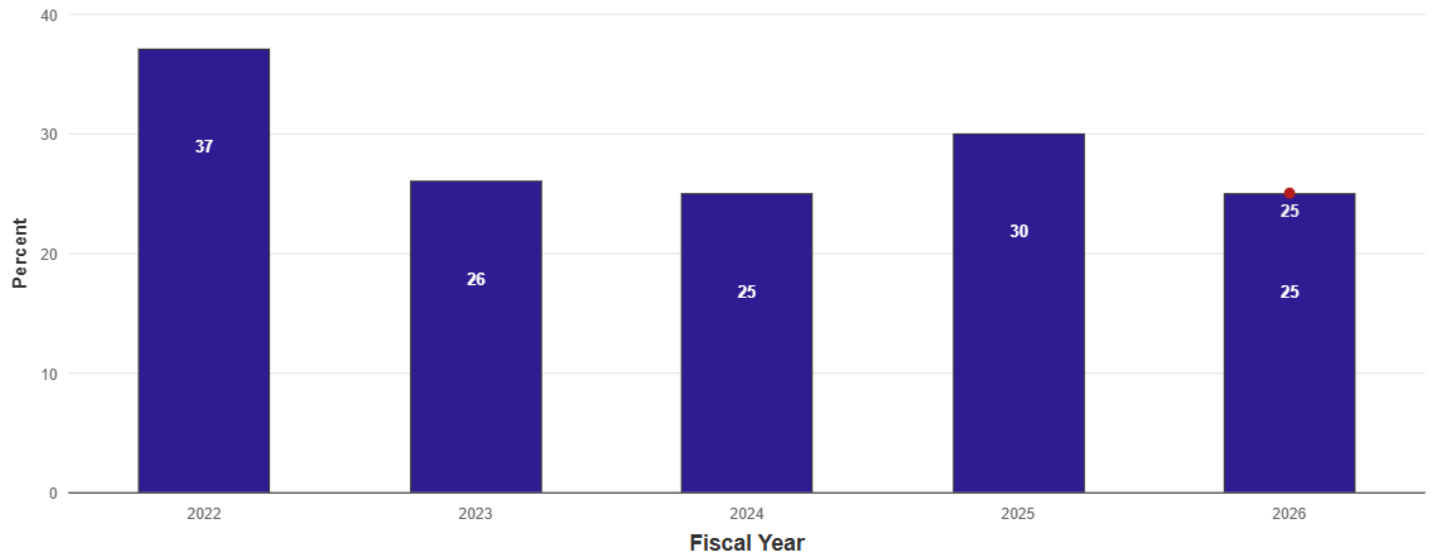
Update Frequency: July

Color Grade: green



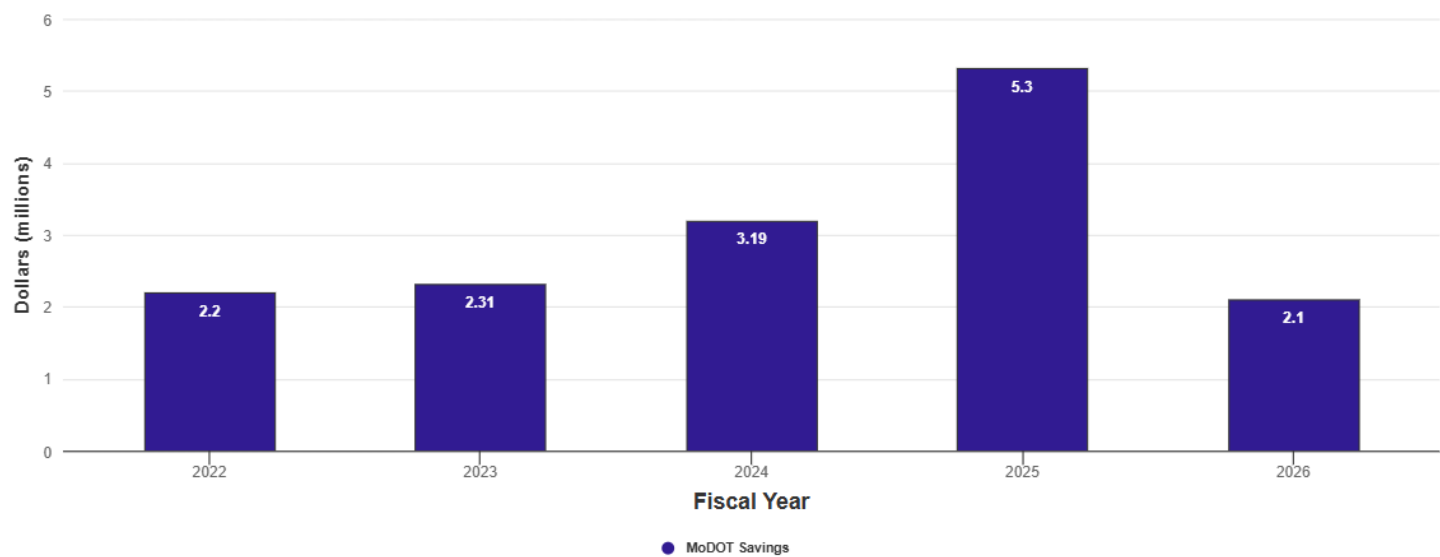
2026 Target: Above 10%

Percent Awarded Projects with Value Analysis  
Design Phase

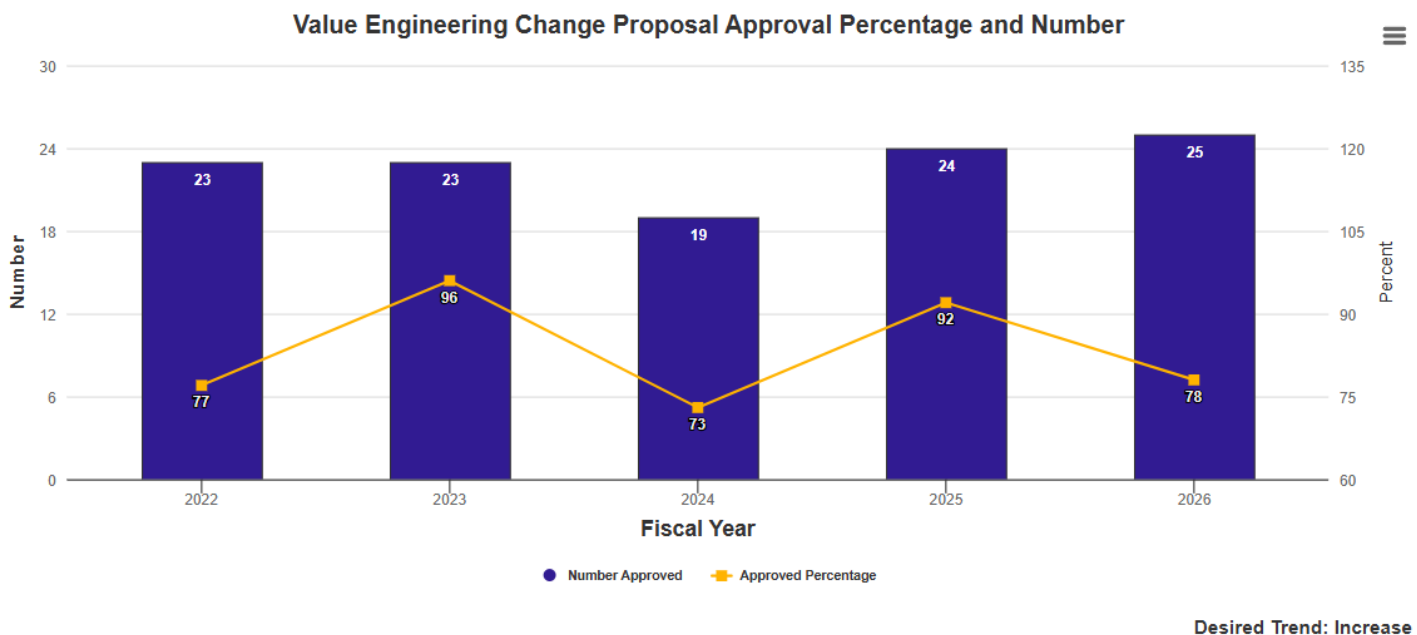


Target: 25%

Value Engineering Change Proposals by Dollar  
Construction Phase



Desired Trend: Increase

**Write up:**

MoDOT has delivered more than \$5.6 billion in Design-Build contracts, saving taxpayers over \$448 million and completing projects nearly 174 months ahead of schedule. The agency leads the nation in public-private collaboration and has incorporated more than 800 innovations through Missouri's Design-Build program. MoDOT's Innovative Contracting Program includes Design-Build, A + B Contracting, Fixed Price Variable Scope, and Design-Bid-Build using Alternate Technical Concepts.

In fiscal year 2026, three Design-Build projects were awarded in the Central and Southwest districts. The Improve I-70 Rocheport to Columbia Project will upgrade a 14-mile stretch of I-70, adding a third lane in each direction and constructing new interchanges at Route J/O, Midway (Route 40), Stadium boulevard., Business Loop 70, Providence Road., Rangeline Street, and U.S. 63. The Improve I-70 Truck Parking Project expands truck parking at rest areas in Concordia, Boonville, Mineola, and Wright City, adding 255 new stalls to the existing 506 along the corridor. The Forward 44 Southwest I-44 Improvements Project targets five segments of I-44, including major interchange upgrades, six-lane widening in the Springfield area, pavement and safety improvements across multiple counties, and bridge and pavement upgrades.

MoDOT used innovative contracting to deliver eight of 425 projects in FY 2026, representing 42.1% of the \$2.1 billion program and meeting its goals for the number of projects and program value.

MoDOT also advances project value through its Value Engineering Program, conducting design-phase analyses to reduce costs and enhance flexibility. In FY 2026, MoDOT analyzed 25% of projects in design and approved 25 Value Engineering Change Proposals at a 78% approval rate, generating \$2.10 million in taxpayer savings.

**Purpose:**

This measure tracks the use of innovative contracting methods on MoDOT projects including Design-Build contracts, A+B contracts, Fixed Price Variable Scope contracts, and Alternate Technical Concept contracts. This measure also tracks the use of value engineering during design and construction on traditional MoDOT projects including value analysis during the design phase and construction value engineering proposals.

## Measurement and Data Collection:

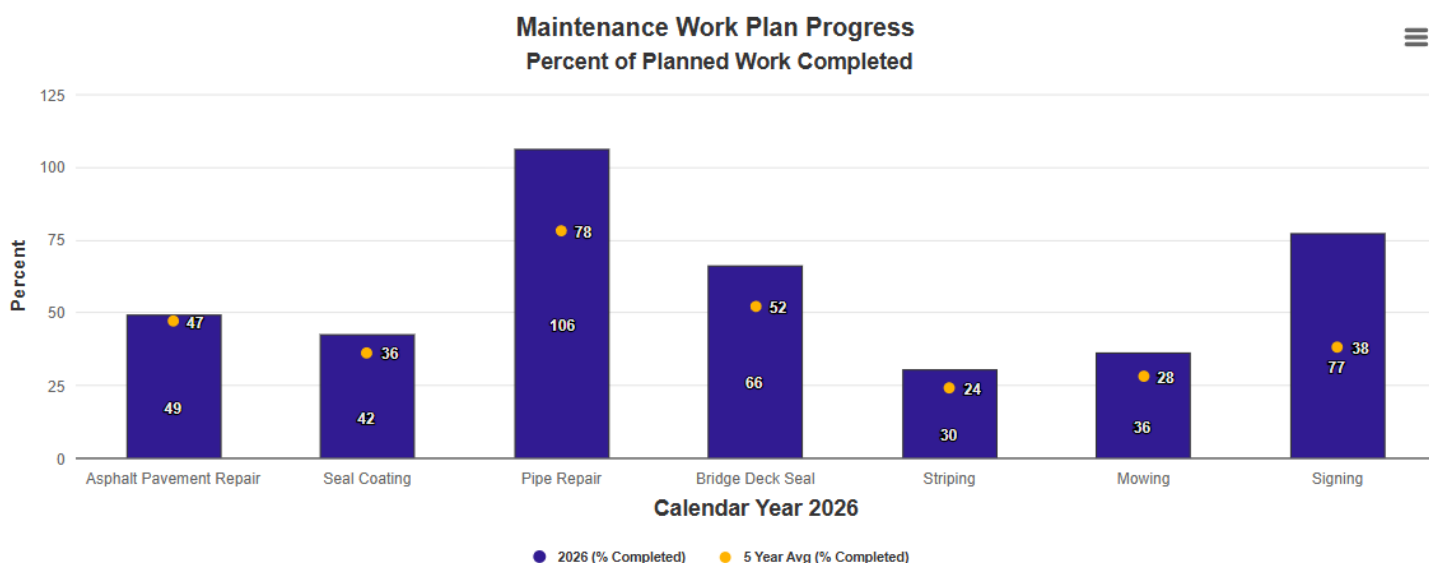
MoDOT projects utilizing innovative contracting methods are reported during the fiscal year in which they are awarded. Contract award values are collected through MoDOT's bid opening summaries and project records. A target of 10% of the programmed Statewide Transportation Improvement Program, or two projects per year, is an appropriate target for utilizing innovative contracting methods in Missouri. Information on value analysis during design is gathered from MoDOT's Statewide Transportation Improvement Program information management system. Construction value engineering change proposal information is gathered from Value Engineering data is collected through MoDOT's Value Engineering Proposal database.

<https://www.modot.org/design-build-information>

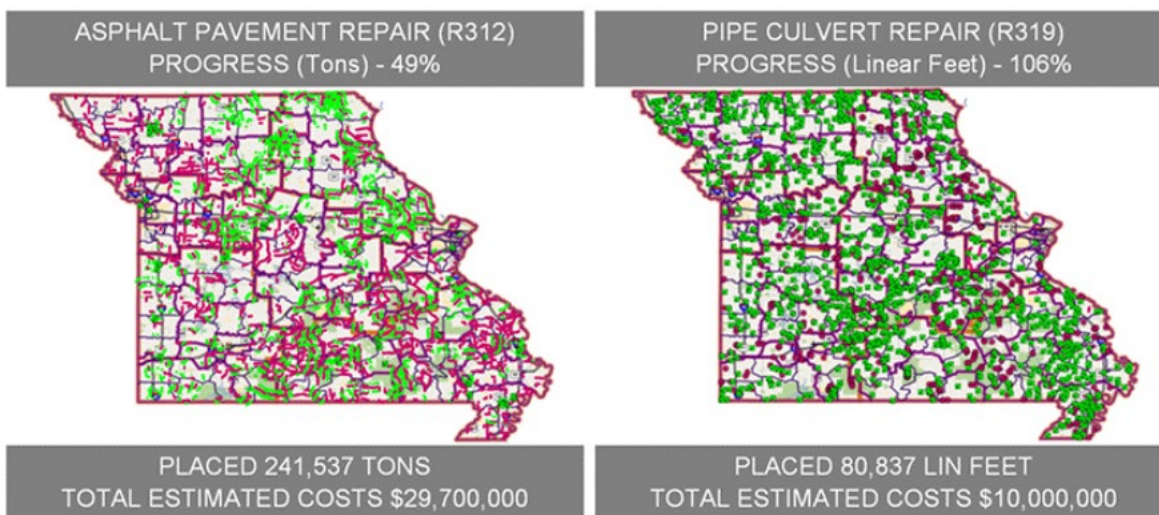
## Maintenance work plan progress – 1i

Update Frequency: July/January

Color Grade: green



Target: Above 5-year average



## Write up:

This measure tracks how much of the planned maintenance operation work in the Statewide Transportation Improvement Program, along with additional activities, is accomplished each year. The measure includes location-specific work, such as bridge deck seals, as well as comprehensive statewide work, such as striping. Location-specific work is tracked in the MoDOT Management System and reports year-to-date status compared to the 5-year completion average for the same date range.

All activities exceed the percent completed compared to the previous five years. Winter was relatively mild, enabling more workdays and requiring approximately 120,000 fewer hours devoted to winter operations. In addition to actively delivering the Operational STIP, visual activities exceeded the 5-year average by nearly 80,000 hours. Signing increased significantly over the 5-year average. These numbers highlight the benefit of maintaining positive staffing levels, with current staff showing less than 8% vacancies.

The example visual above from MMS demonstrates work plan progress for asphalt pavement repair and pipe culvert repair for year-to-date calendar year 2026.

## Purpose:

MoDOT publishes the maintenance and operations work plans every year in the Statewide Transportation Improvement Plan for the first three years. This measure is completed to determine how each district performs compared to the planned levels in the STIP.

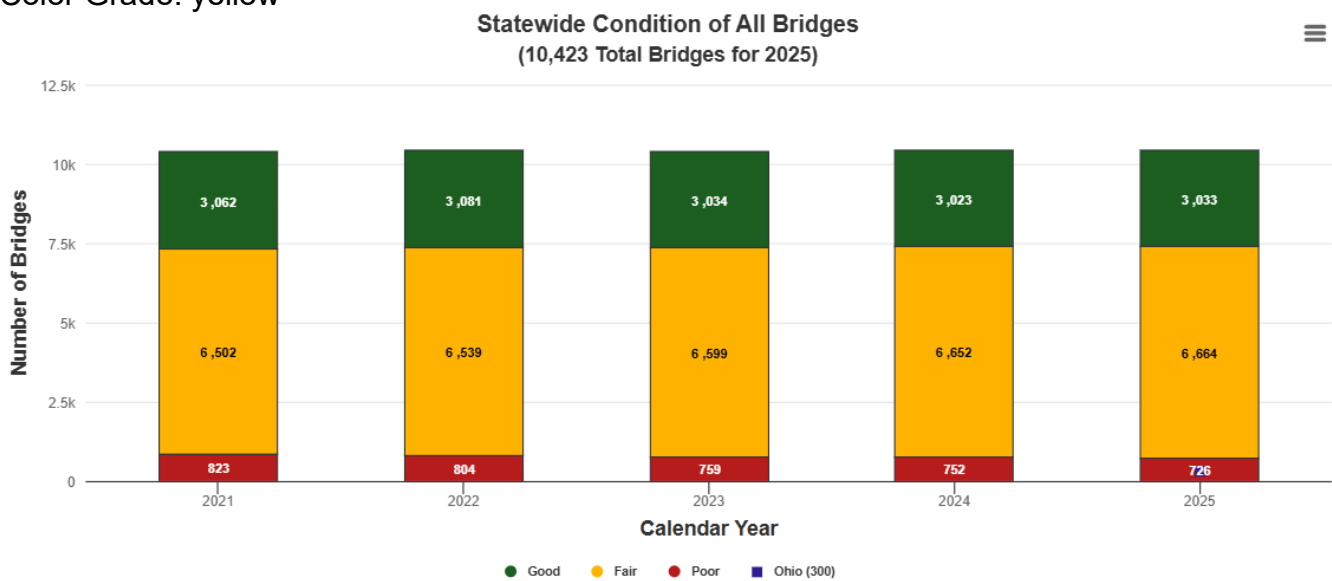
## Measurement and Data Collection:

Activities planned in the STIP and other activities such as striping and mowing are tracked in MMS. Planned amounts are also developed in MMS and are used for determining the percent of work plan progress. One exception is mowing - the total shoulder miles are estimated at 90% of the lane miles for this measure.

## Condition of state bridges (all and major) – 2a

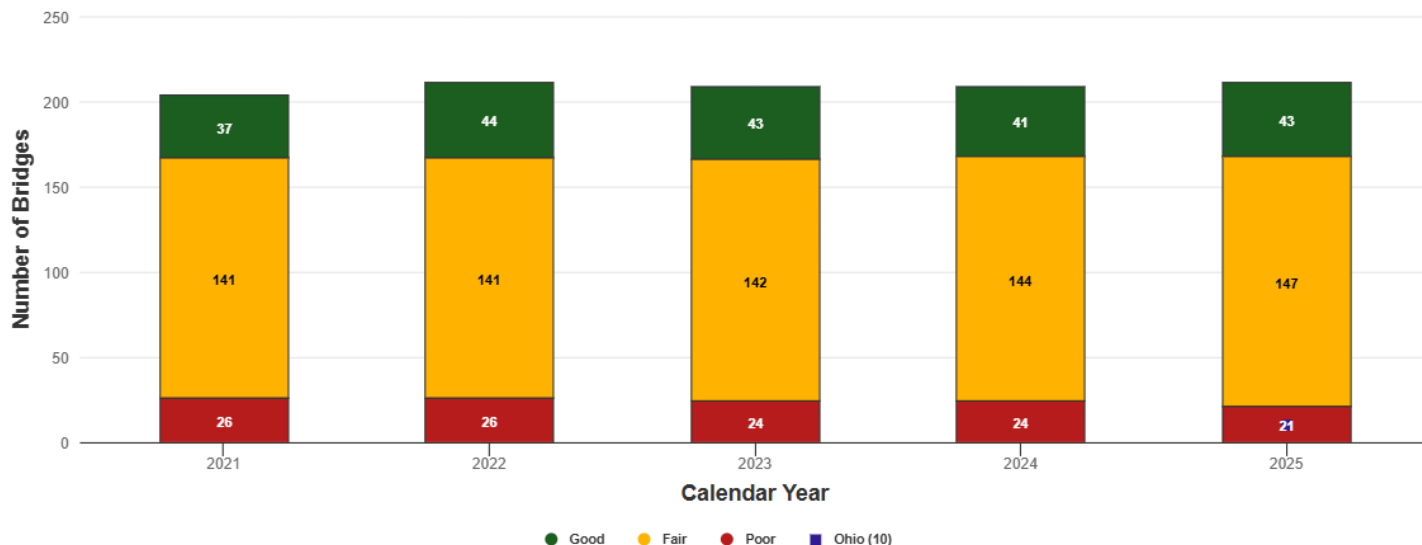
Update Frequency: July

Color Grade: yellow



Target: Below 900 Poor

### Statewide Condition of Major Bridges (211 Total Bridges for 2025)



**Target: Below 20 Poor**

#### Write up:

The public has indicated that the condition of Missouri's existing roadway system should be one of the state's highest priorities. Currently, 726 (21 major) structures are in poor condition, 6,664 (147 major) structures are in fair condition, and 3,033 (43 major) structures are in good condition.

The number of structures in poor condition peaked at 922 in 2017 and is trending downward. The number of structures in good condition shows a general declining trend, while the number of structures in fair condition has been increasing. The decrease in poor condition bridges reflects MoDOT's asset management program, which focuses on poor structures through normal STIP programming in various districts as well as Design-Build projects. The declining trend in good structures, along with the increase in fair condition structures, reflects MoDOT's aging bridge inventory, with many structures reaching the point where they need minor maintenance or rehabilitation.

For major bridges, the number of structures in poor condition peaked at 27 in 2018 and is currently 21. The number of fair structures has generally been level over the last four years but increased to 147 for this reporting year. The number of good structures increased by two and has remained level over the last four years due to continued significant STIP investments in major bridges. Work on major bridges is expensive, with rehabilitations costing \$15 million to \$30 million and replacements ranging from \$40 million to \$300 million. Ohio has been selected for comparison because its total of 10,257 (169 major) state highway bridges is similar to Missouri's, and Ohio has comparable demographics, geography, and weather conditions.

MoDOT's asset management goal for bridges is to keep the statewide total number of poor bridges at 900 or less and the number of poor major bridges at 20 or less.

#### Purpose:

This measure tracks progress toward improving the condition of Missouri's bridges.

## Measurement and Data Collection:

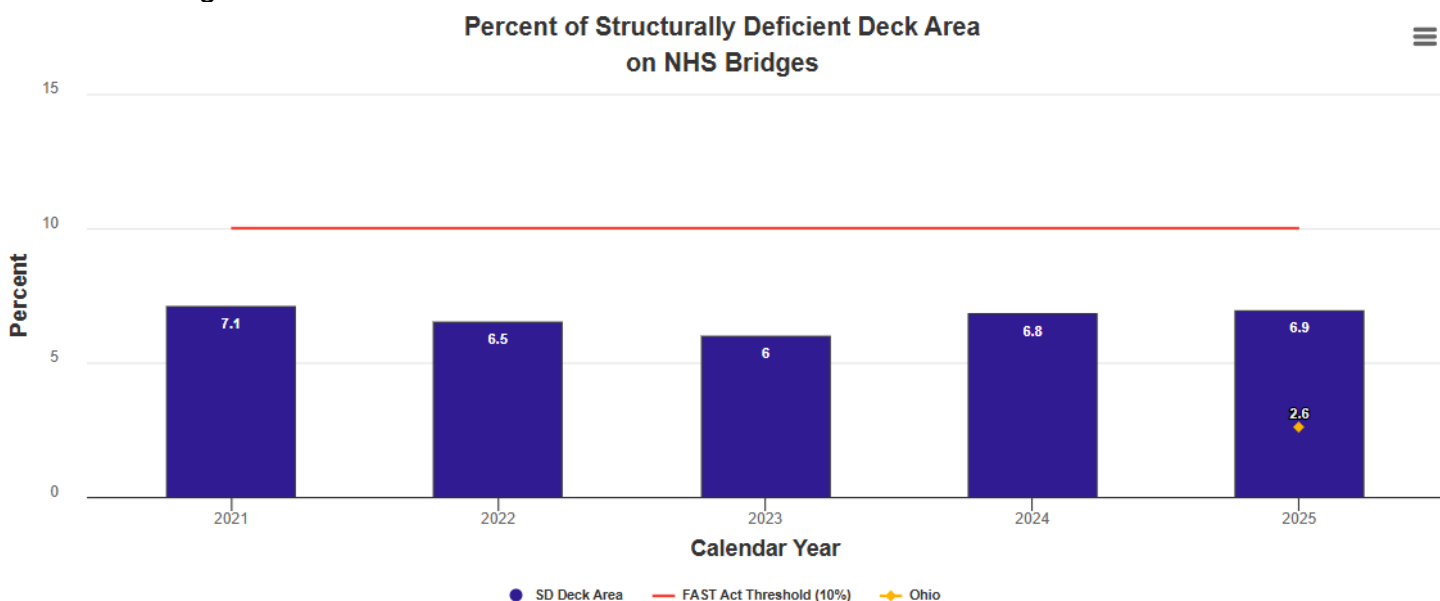
This measure is updated in July based on MoDOT inspections conducted the prior year. Data is presented for all state bridges and major bridges. Major bridges are those that are 1,000 feet long or longer. Of the 10,392 bridges on state highways, 209 are considered major bridges. Bridges are categorized as being in good, fair or poor condition in accordance with criteria established by Federal Highway Administration. Good condition indicates no significant condition-related problems exist, fair indicates moderate problems exist that may require minor rehabilitation or maintenance to return the structure to good condition, and poor indicates more significant problems exist which will require either a major rehabilitation or replacement of the structure.

The target for this measure is set internally and reflects the department's goal of "holding its own" in terms of bridge condition.

## Percent of structurally deficient deck area on National Highway System – 2b

Update Frequency: July

Color Grade: green



Target: Below 10%

## Write up:

The public has indicated that keeping Missouri's existing roads and bridges in good condition should be one of the state's highest priorities. The Fixing America's Surface Transportation Act established a 10% penalty threshold for states that, when exceeded, requires them to focus funding on bridges until the percentage falls back below 10%. The local system has 84 National Highway System (NHS) structures (five structurally deficient), and the MoDOT system has 3,605 NHS structures (193 structurally deficient). Missouri currently falls below the penalty threshold, with the statewide structurally deficient deck area at 6.9%. This is due to the continued focus on major bridges when funding is available, as well as an increasing focus on poor condition bridges in the Statewide Transportation Improvement Program.

Statewide, this measure is also heavily influenced by major bridges, with a single structure having the ability to impact the percentage by approximately  $\pm 0.5\%$ . From 2024 to 2025, there was a slight increase in the statewide percentage of structurally deficient deck area on the NHS, which was mostly influenced by major bridges being added to or removed from this category. The number of bridges on the NHS has stabilized, with only minor fluctuations from year to year. Ohio has been selected for

comparison because it has similar demographics, geography, and weather conditions. Ohio has 10,257 total state highway bridges, with 4,978 structures on the NHS.

**Purpose:**

This measure tracks the percent of structurally deficient deck area for bridges on the NHS.

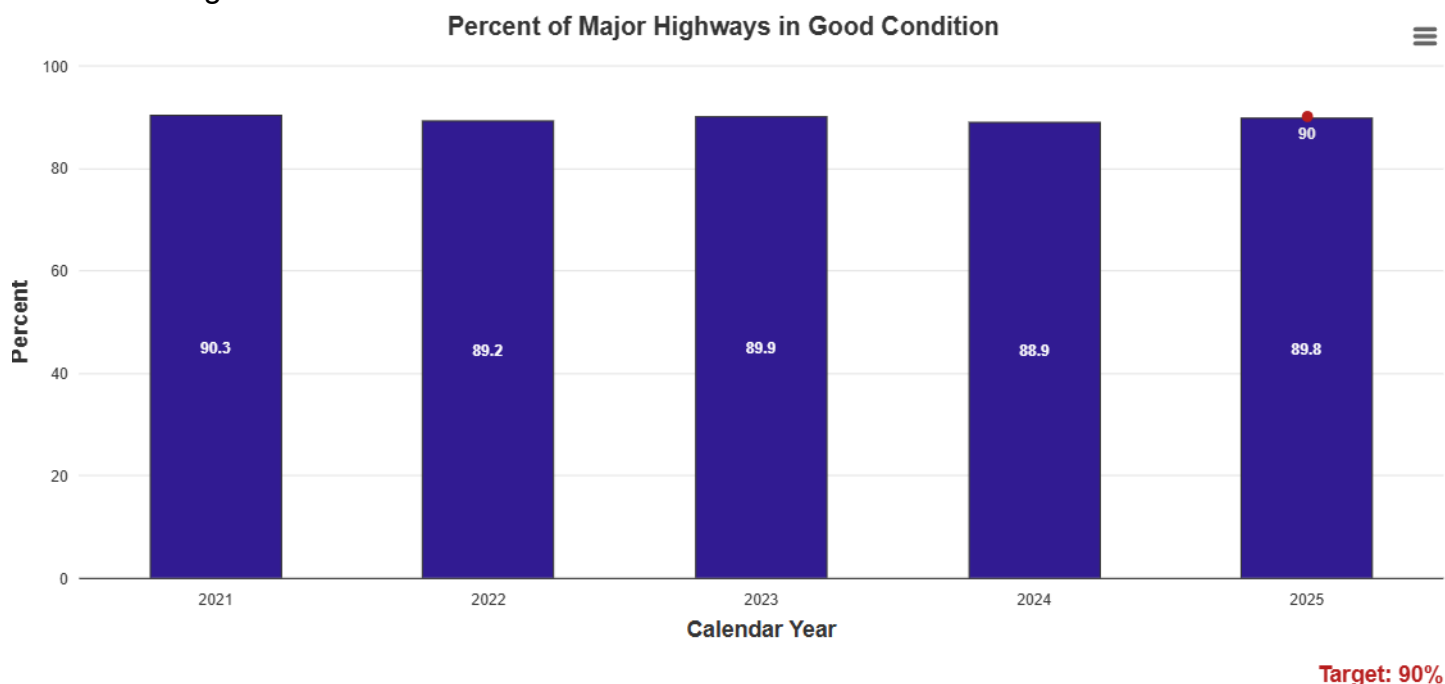
**Measurement and Data Collection:**

The NHS is defined by federal law and consists of all roadways functionally classified as principal arterials as well as some routes that serve as major connections to multimodal freight-type facilities and some locally owned roadways. The FAST Act requires states to track the structurally deficient deck area on the NHS. Historically, the term structurally deficient defined a group of bridges that were in bad condition or had insufficient load capacity when compared to modern design standards. With the implementation of the FAST Act, this definition was changed, and this measure reflects that change. The FAST Act has a penalty threshold that requires a state to take certain actions whenever the percentage of structurally deficient deck area within a state exceeds 10%. The chart reflects keeping the percentage below 10% as the target.

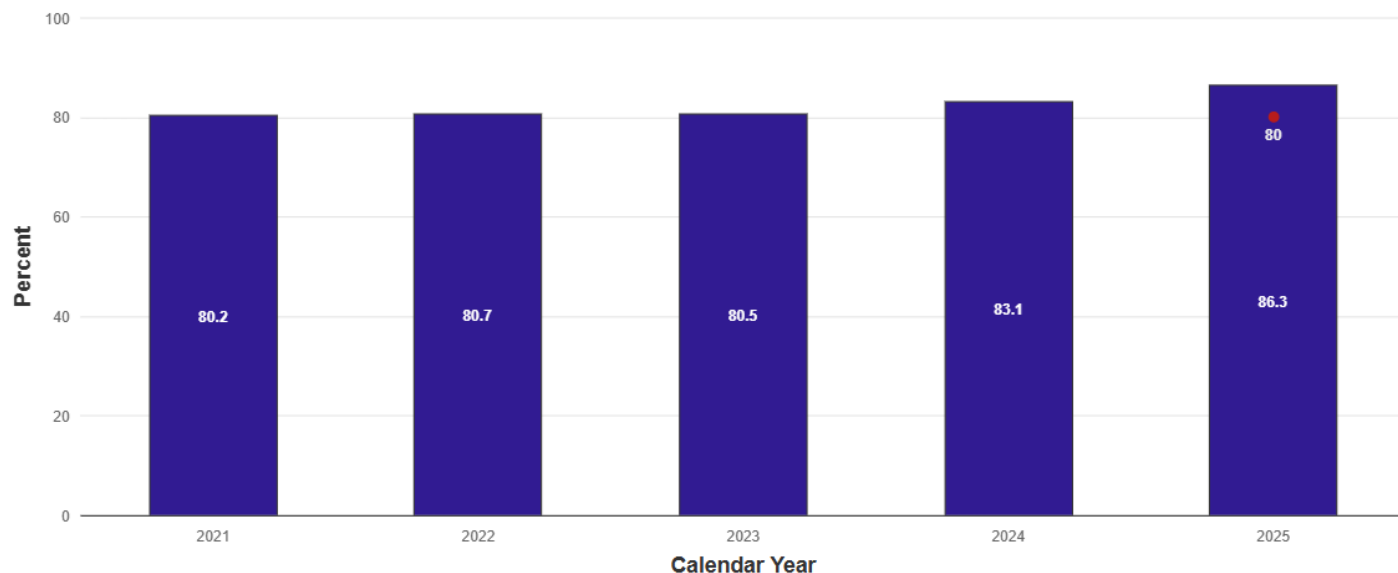
**Condition of state highways – 2c**

Update Frequency: July

Color Grade: green

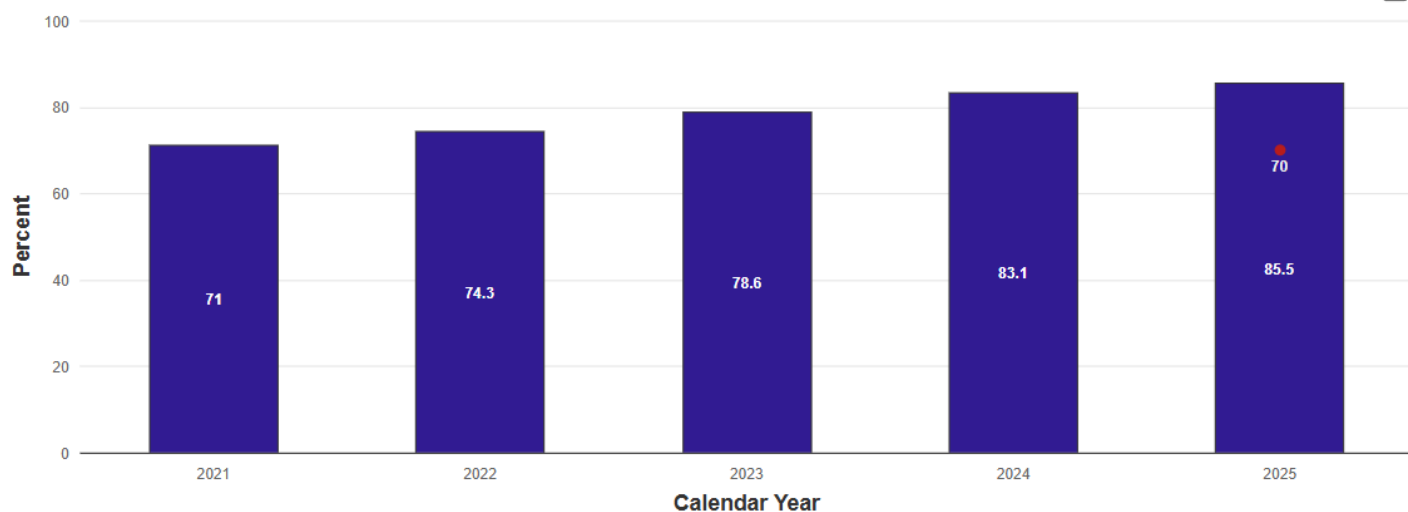


Percent of Minor Highways in Good Condition



Target: 80%

Percent of Low Volume Highways in Good Condition



Target: 70%

**Write up:**

Missourians have repeatedly told MoDOT that keeping roads smooth is a top priority. Over the years, MoDOT has been able to fund pavement improvement projects on thousands of state highway miles.

MoDOT maintains 33,814 miles of highway. For year-end 2025, the percentage of major highways in good condition is 89.8%, just below the target of 90% but nearly a full percent increase from 2024. The percentage of minor highways in good condition increased by more than 3% in 2025 compared to 2024, exceeding the target of 80%.

The percentage of low-volume highways in good condition also continued to improve in 2025, increasing to 85.5%, well above the 70% target for low-volume highways.

MoDOT has implemented asset management practices statewide to invest in transportation projects that will keep good roads in good condition. Investments made in state highways continue to show

## Tracker Archive – July 2026

results, with the percentage of highways in good condition improving across all three categories in 2025. With numerous interstate improvement projects in progress or planned across the state, major highways should continue to improve beyond the target. MoDOT continues to explore innovative ways to improve the quality of asphalt and concrete used to pave and maintain Missouri's highways.

### Purpose:

This measure tracks the condition of Missouri's highways.

### Measurement and Data Collection:

Missouri's major highway system contains the state's busiest highways, including interstates and most U.S. routes. There are 5,560 total miles on the major highway system.

Missouri's minor highway system consists of its less-traveled state highways, including most lettered routes and routes that mainly serve local transportation needs. There are 17,903 miles of minor highways in Missouri.

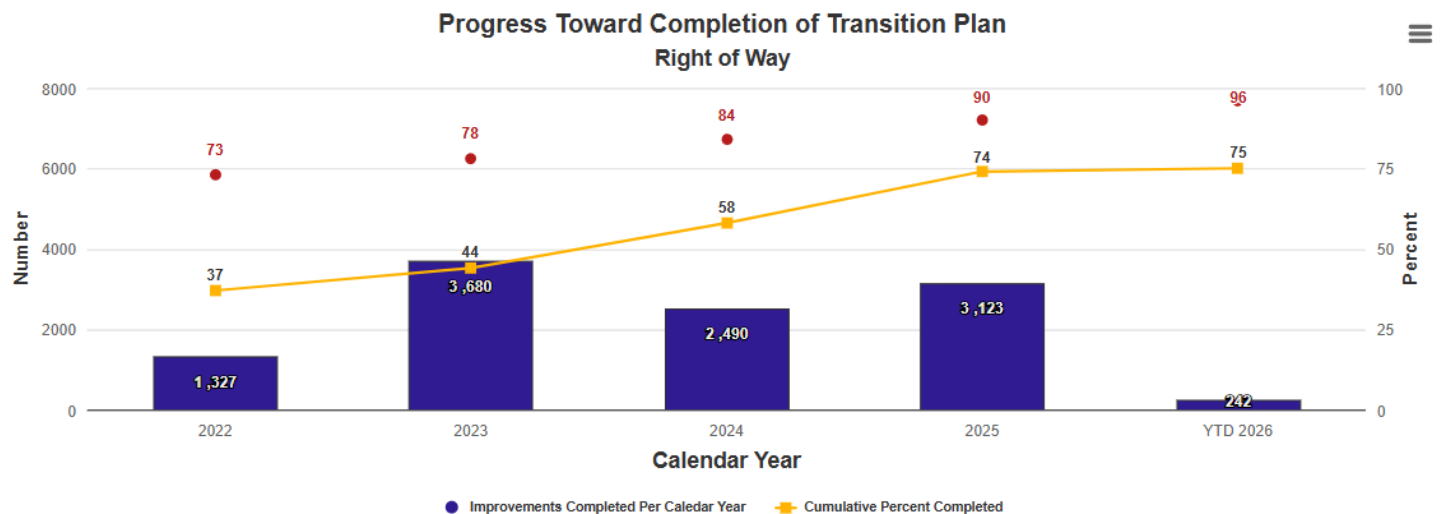
Missouri's low volume highways are those state-owned roads with less than 400 cars traveling on them per day. There are 10,351 miles of low volume roads in Missouri.

Missouri measures the condition of its roadways using smoothness as one factor but also considers physical distresses, such as cracking. The targets for this measure are set by internal policy and will not change unless policy changes, regardless of performance.

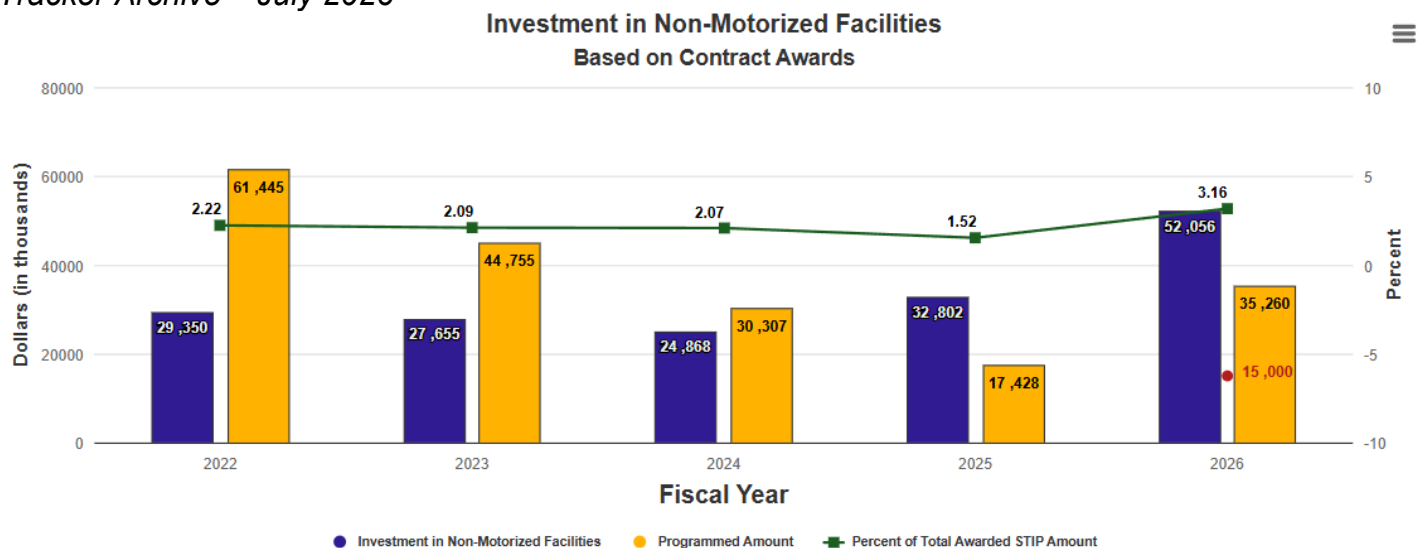
### Bike/pedestrian and ADA transition plan improvements – 2d

Update Frequency: Quarterly

Color Grade: yellow



2026 Target: Above 96%



2026 Target: \$15 Million

### Write up:

MoDOT has identified 34,902 barriers within its right of way that need to be repaired or constructed to meet the requirements of the Americans with Disabilities Act (ADA). A transition plan was established to correct these barriers by August 2027. To meet the transition plan deadline, a target of 90% completion was set for calendar year 2025, and MoDOT is working toward a 2026 end target of 96%.

To date, MoDOT has documented the completion of 26,343 barriers (75%), with additional barriers either physically completed or currently under contract. Due to the lag between contract award, contract completion, and final documentation and data entry after project closeout, the number of improvements recorded may not reflect all improvements funded and completed.

From 2008 through 2025, MoDOT invested nearly \$240.2 million toward completing the transition plan. Districts have projected an additional \$35.3 million investment for the remaining ADA Transition Plan improvements in the Statewide Transportation Improvement Program. This funding is expected to cover both transition plan improvements and other ADA needs across the state.

### Purpose:

This measure tracks MoDOT's investment in non-motorized facilities and progress toward removing barriers. Accessibility needs occur within the right of way, such as sidewalks and traffic signals. Removal of the barriers listed in MoDOT's 2010 ADA Transition Plan is required as part of the department's compliance with the ADA.

### Measurement and Data Collection:

MoDOT's investment in non-motorized facilities is determined from the awarded contract amounts for the 20 most common construction elements used on projects each year.

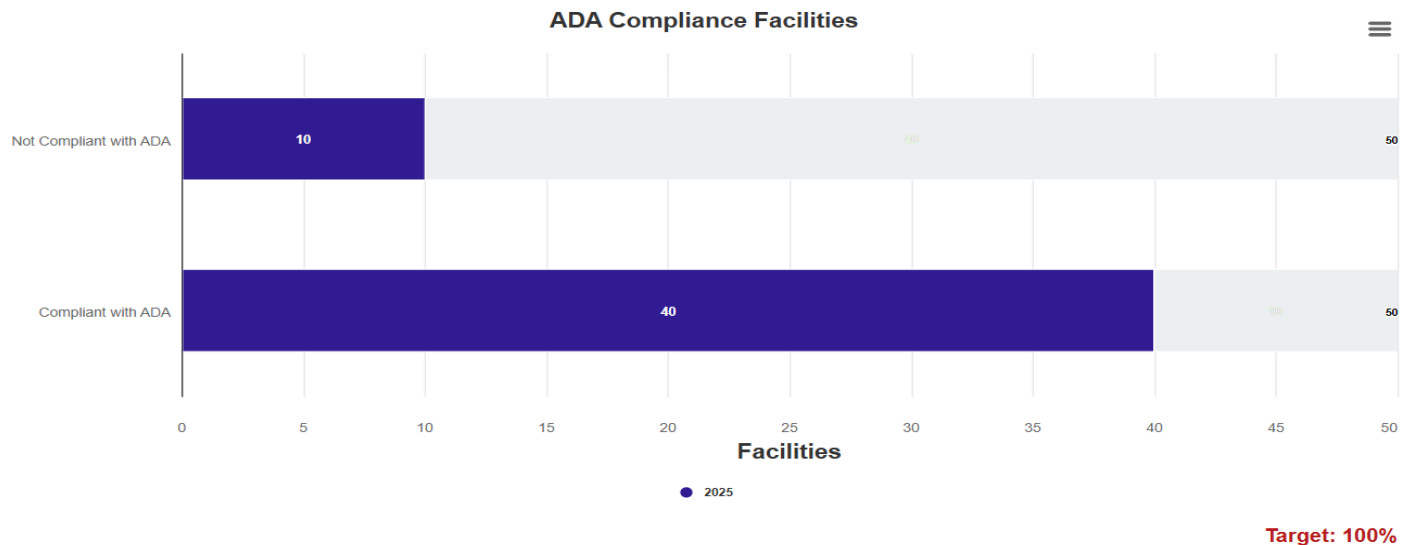
ADA Transition Plan progress is based upon completed work to correct deficient barriers identified in the ADA Transition Plan inventory.

A progress target line is included indicating MoDOT's progress towards completing the transition plan by 2027. Annual funding levels necessary to complete the transition plan by 2027 determine the target which is set in April of each year.

## ADA compliance of facilities – 2e

Update Frequency: October

Color Grade: yellow



### Write up:

MoDOT owns and maintains 50 truck parking, rest area and welcome center facilities, with 19 rest areas and welcome centers. MoDOT has identified 10 rest areas in need of improvements to comply with the Americans with Disabilities Act (ADA). Sidewalk improvements are required for these 10 rest areas to be ADA compliant.

MoDOT's maintenance and office facilities are ADA compliant. All new facilities are designed and constructed to be ADA compliant. In 2025, ADA upgrades were completed on the I-55 Bloomsdale Northbound and I-55 Fruitland Southbound Rest Areas. There are also four rest areas currently under construction that are near completion. Those are I-29 Dearborn Northbound, I-35 Lathrop Northbound, and both Eastbound and Westbound Boonville on I-70.

### Purpose:

This measure tracks and identifies how many MoDOT facilities need improvements to be in compliance with the Americans with Disabilities Act.

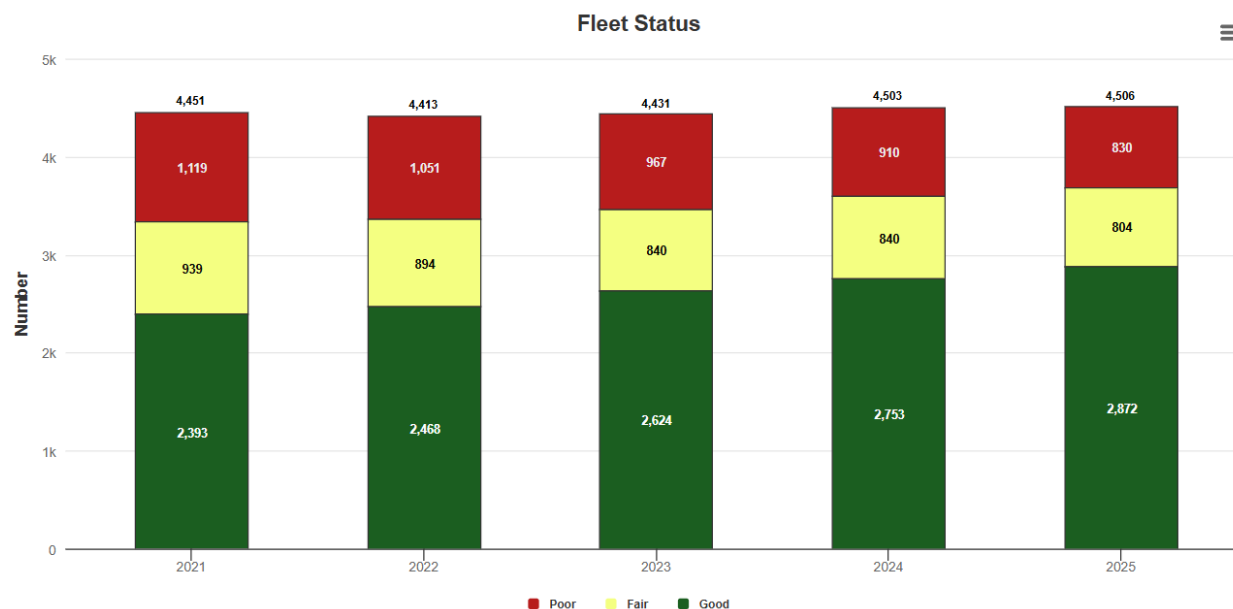
### Measurement and Data Collection:

Truck parking, rest area and welcome center inspections are performed by MoDOT staff on a quarterly basis at a minimum. Inspections of these facilities provide the compliance data. The target for this measure is for all facilities to be in compliance with ADA.

## Fleet Condition and Operation Status – 2f

Update Frequency: January

Color Grade: yellow



### Write up:

MoDOT's fleet equipment is essential for maintaining roads and bridges to meet customers' needs. The department's fleet, with a replacement value of over \$578 million, is aging due to limited funds for fleet investment. The total miles/hours covered by the fleet was 41.3 million in 2025, which represents

an increase of 2.9% from the previous year. To ensure the department makes sound replacement decisions, it is necessary to monitor progress based on the asset management model.

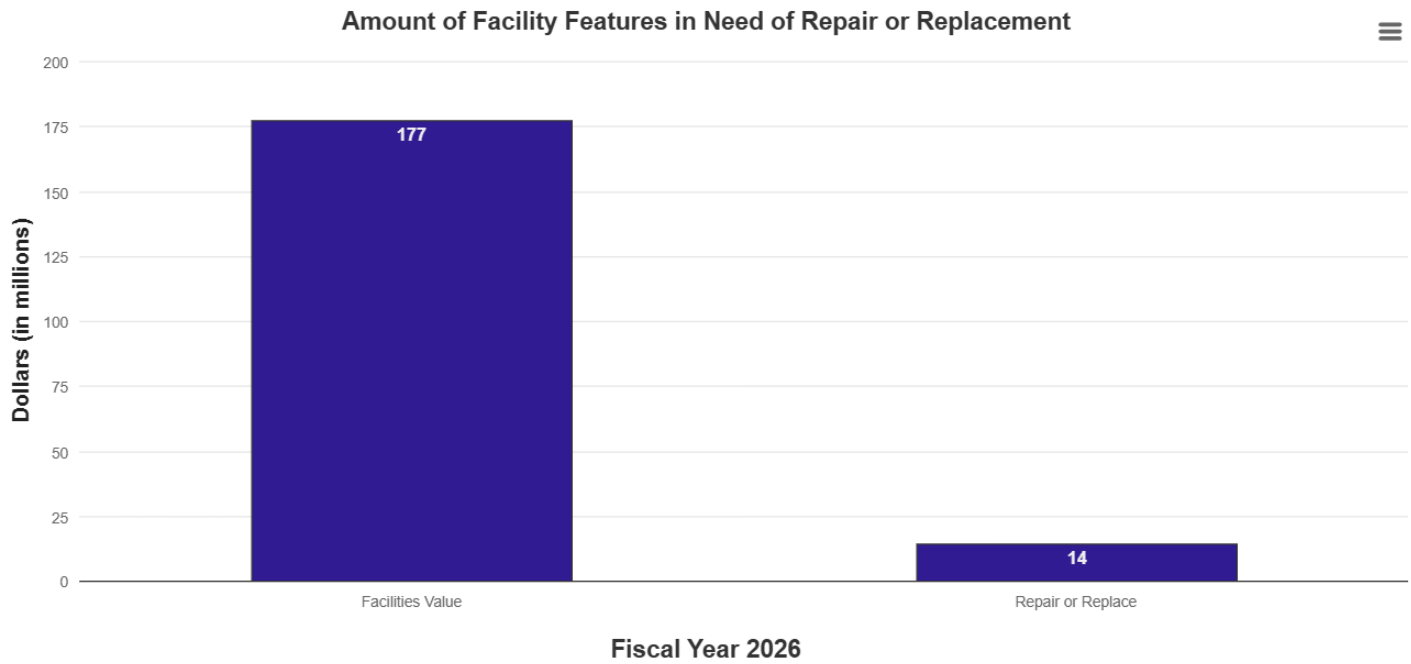
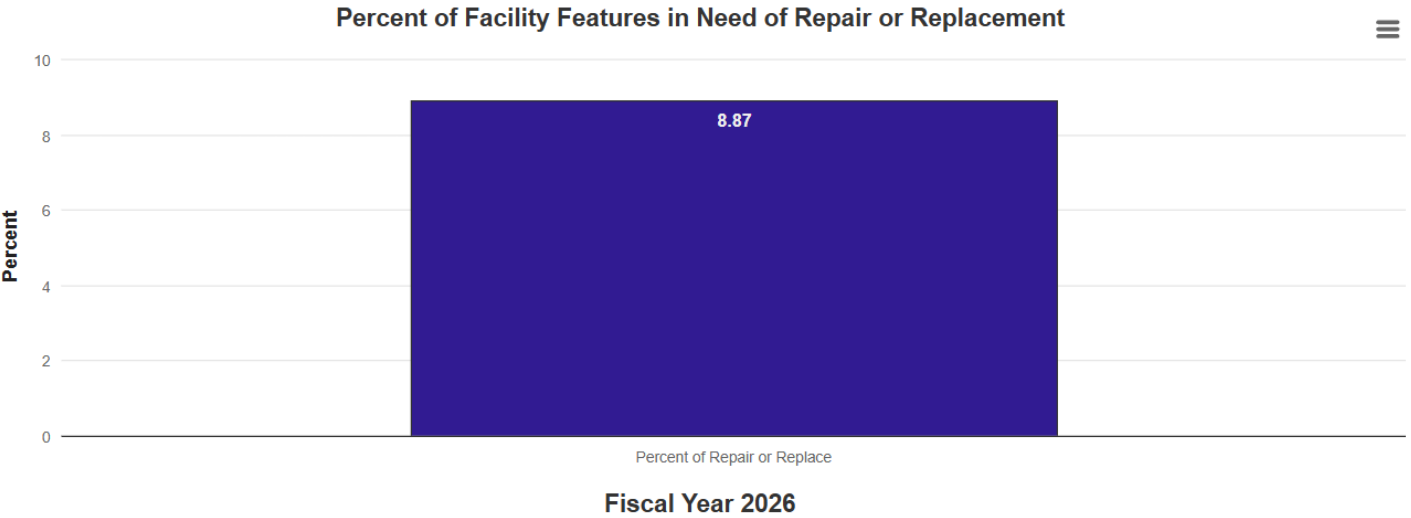
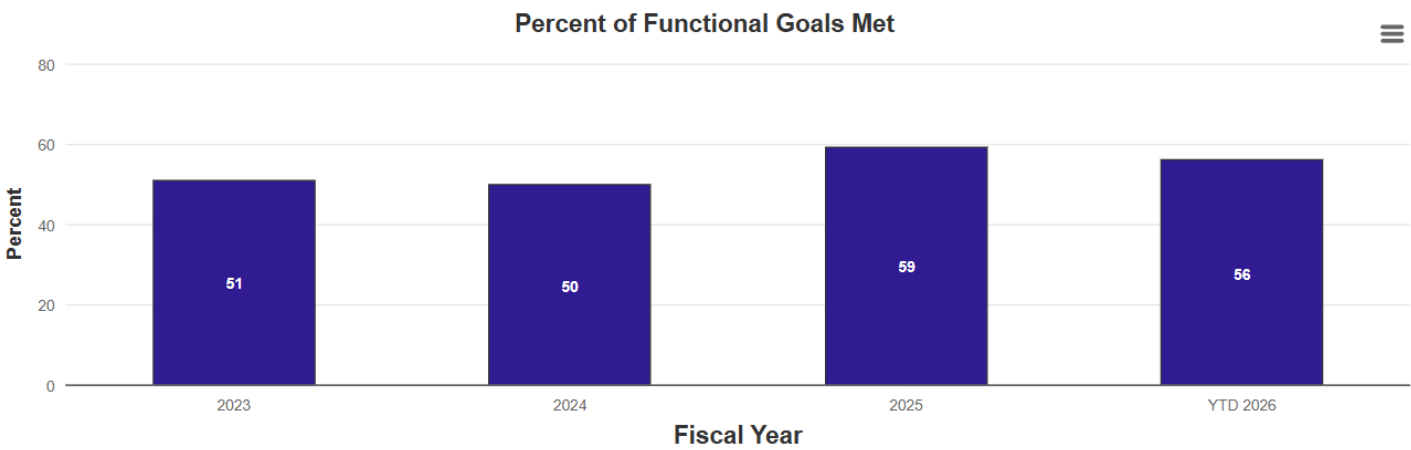
MoDOT continues to focus on fleet replacements using an asset management approach based on equipment age and miles/hours, a strategy that began in 2019.

### Purpose:

This measure tracks the replacement score of MoDOT's fleet across all equipment classes.

### Measurement and Data Collection:

The data reflects MoDOT's fleet replacement score based on an asset management model that factors in age, mileage/hours, and equipment condition. This information is collected from MoDOT's fleet management system, Fleet Focus.



## Write up:

MoDOT oversees facilities across the state with a combined replacement value of \$800 million. These facilities include office buildings, maintenance sheds, storage buildings and vehicle wash bays.

Many facilities require functional upgrades, such as improved breakrooms, restrooms and work bays. As of 2026, 56% of MoDOT facilities meet current functional needs.

Beyond functionality, each facility contains systems and components that must be repaired or replaced over time. These include mechanical systems, roofs, flooring and overhead doors. Statewide, MoDOT manages 10,086 individual systems, with 895 currently in need of repair or replacement—approximately 8.87%. The total replacement value of these systems is \$177 million, of which \$14 million represents systems needing attention.

MoDOT uses Capital Improvement and Capital Asset Preservation strategies to address functional and repair needs. These strategies help balance asset management with operational functionality by allocating resources to extend the useful life of facilities and ensure they continue to meet the needs of employees and the public.

## Purpose:

This measure tracks the maintenance and functional needs of MoDOT’s facilities.

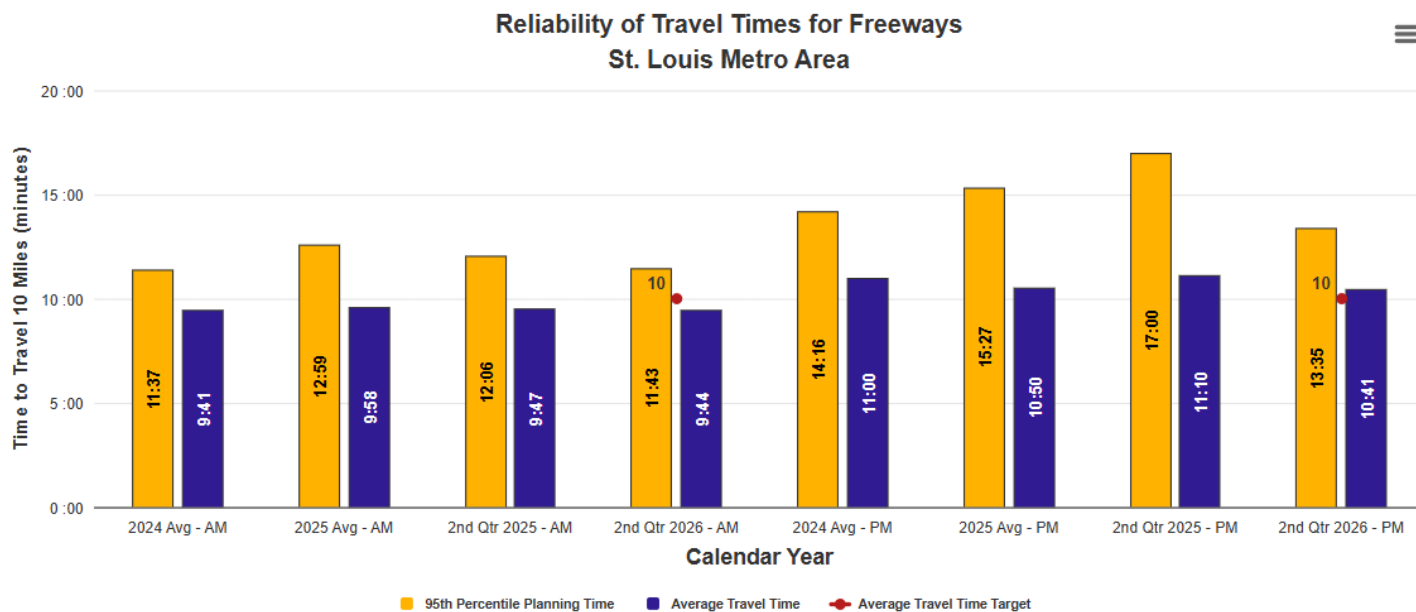
## Measurement and Data Collection:

Data is collected annually through a review of MoDOT unfunded needs list of facilities and annual facilities inspections tracked in MoDOT's facility management software.

## Travel times and reliability on major routes – 3a

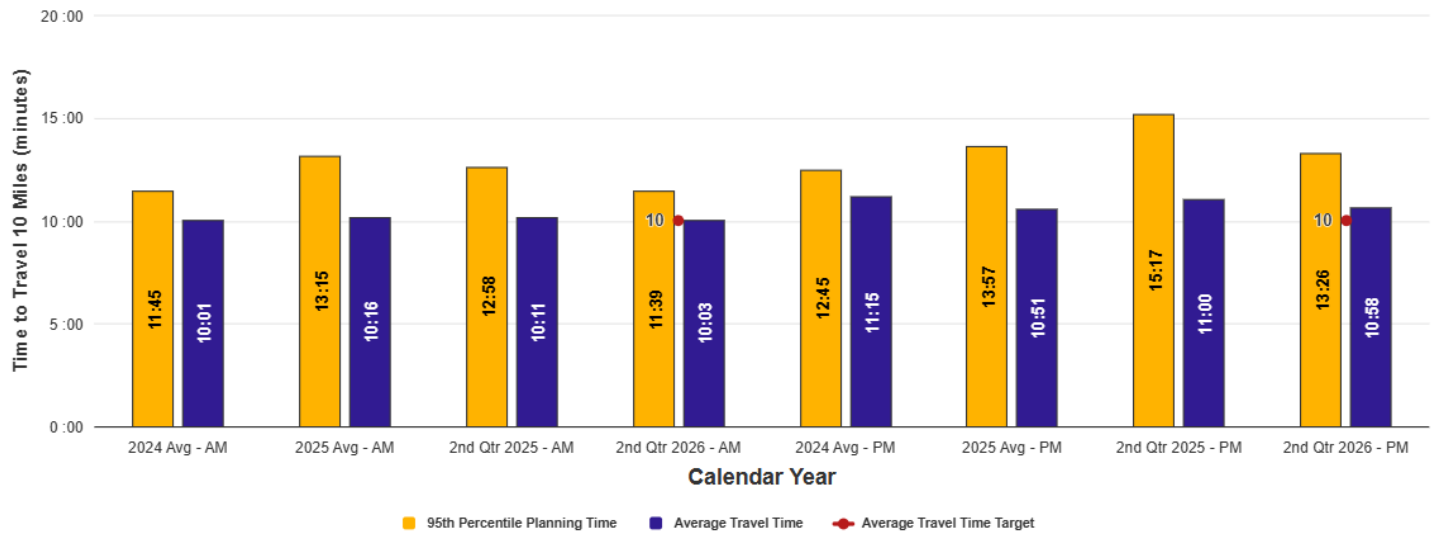
Update Frequency: Quarterly

Color Grade: yellow



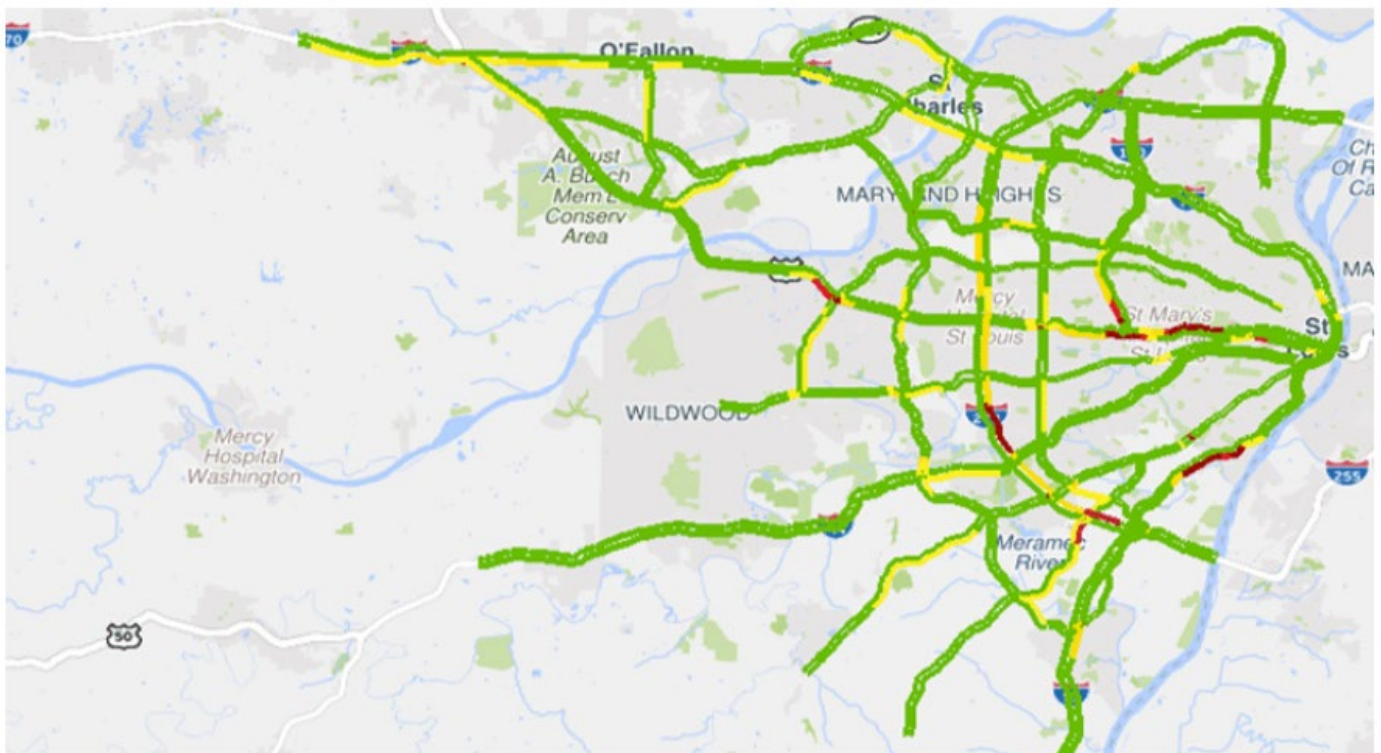
Target: 10 min. a.m. - 10 min. p.m.

## Reliability of Travel Times for Freeways Kansas City Metro Area

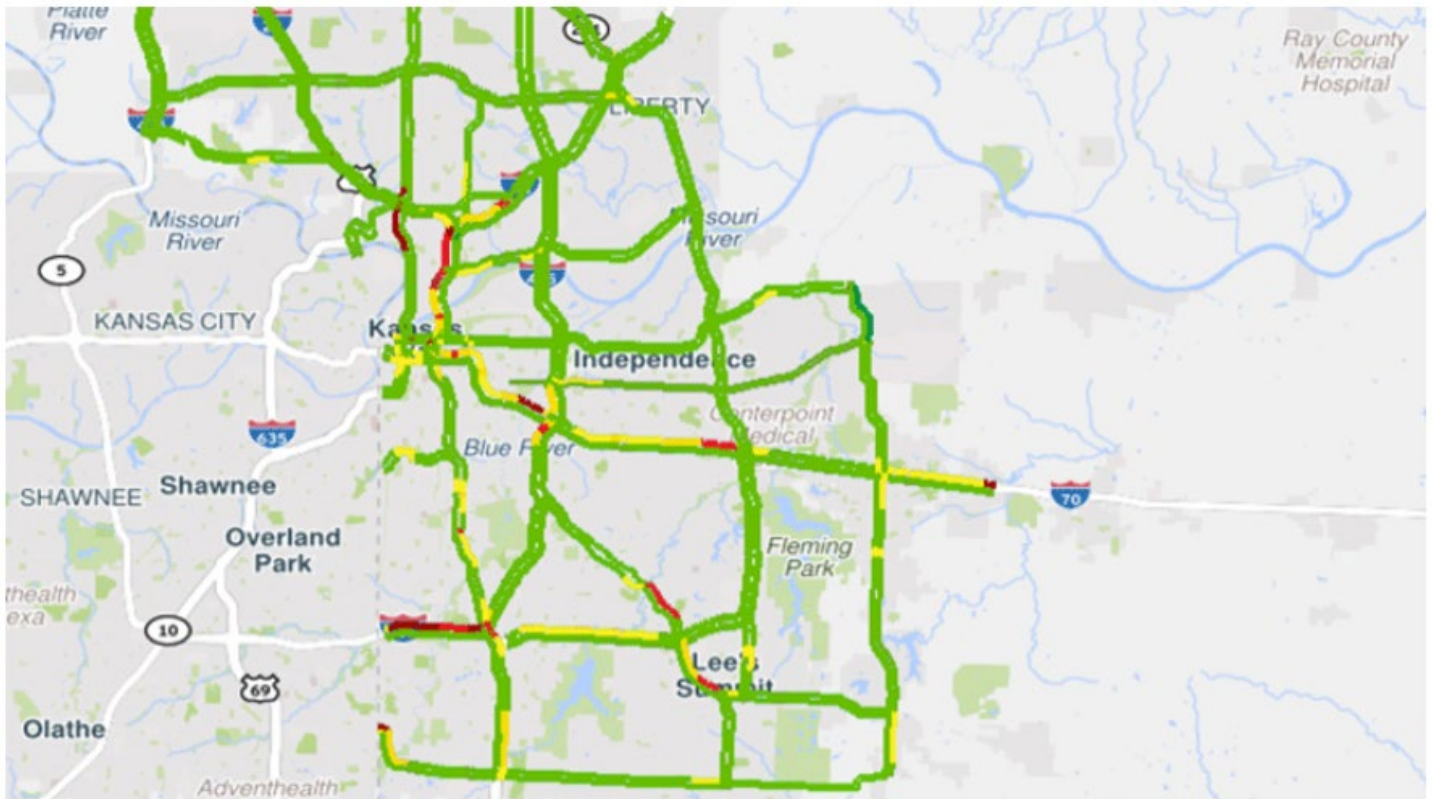


Target: 10 min. a.m. - 10 min. p.m.

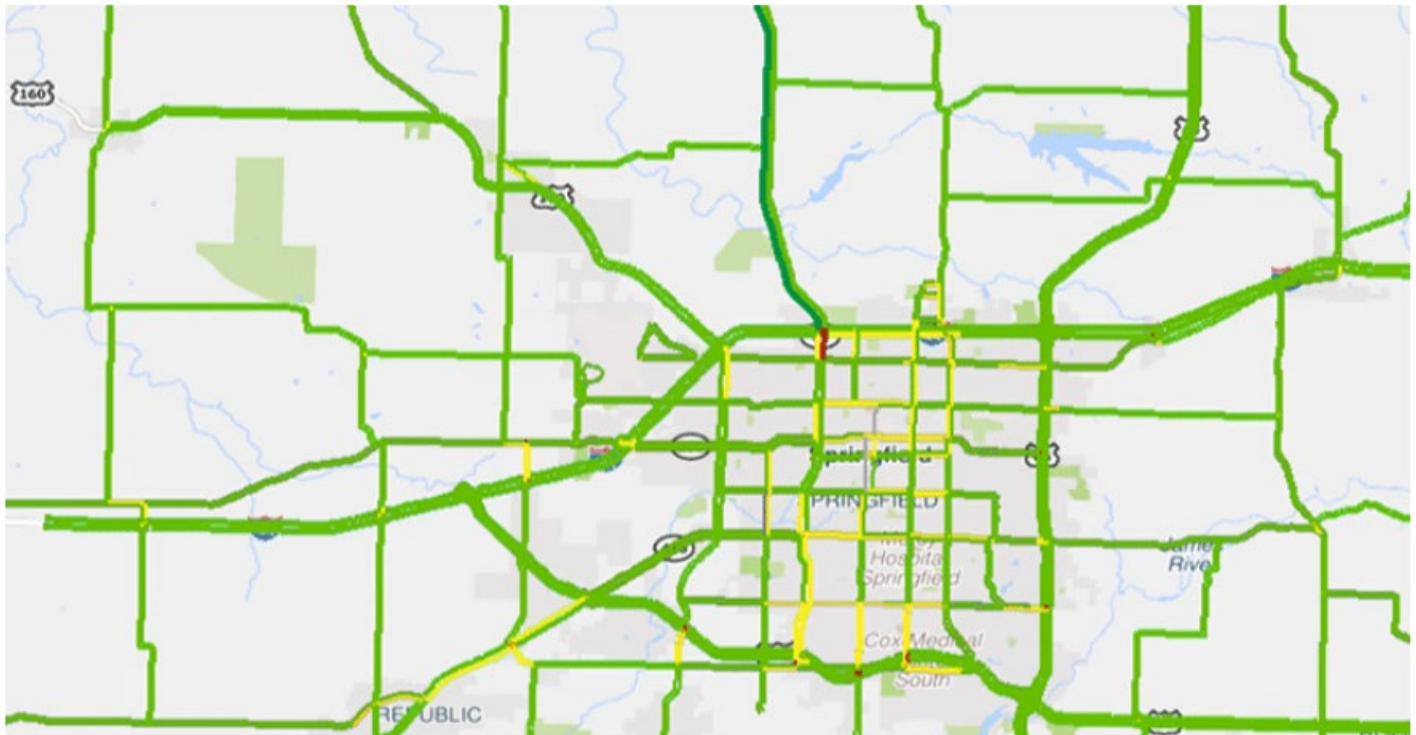
### AM St. Louis



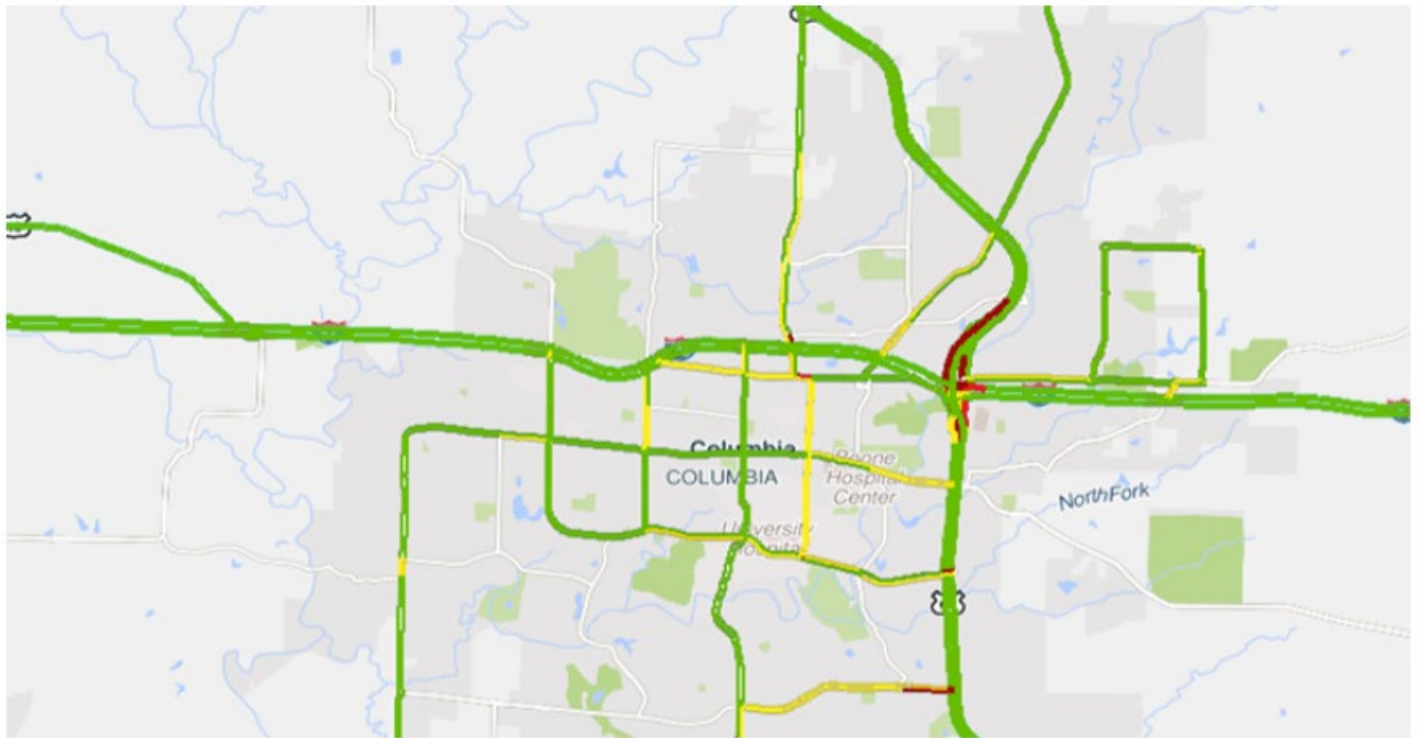
AM Kansas City



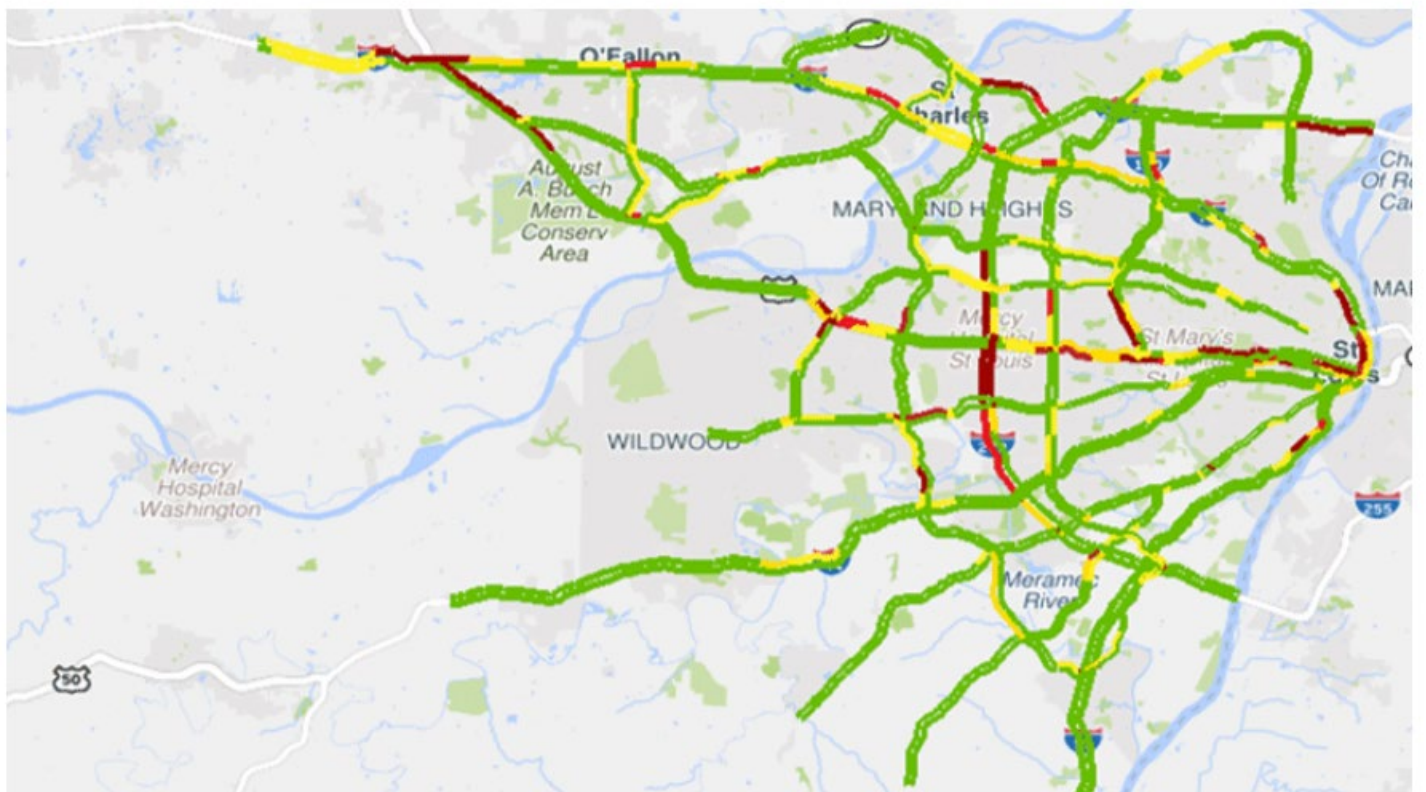
AM Springfield



AM Columbia

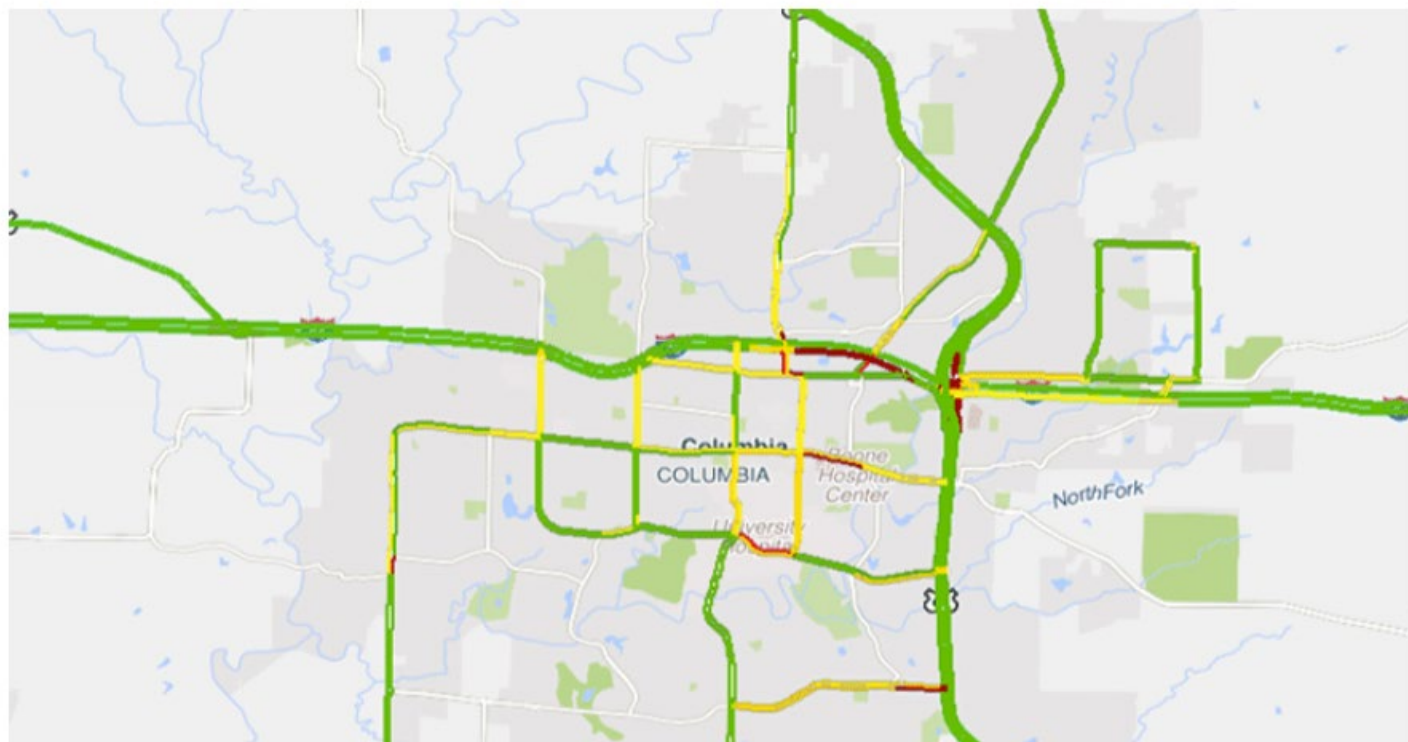


PM St. Louis





### PM Columbia



#### **Write up:**

Compared to the second quarter of 2025, average travel times in the second quarter of 2026 decreased during all four studied peak periods. In the St. Louis region, average travel times decreased by three seconds during the morning peak and by 29 seconds during the evening peak. In the Kansas City region, average travel times decreased by eight seconds during the morning peak and by two seconds during the evening peak. Average speeds across both regions and all peak periods ranged from 55 to 62 miles per hour. Three of the four peaks fell below the average travel time target.

Planning time accounts for unexpected delays and indicates how much time customers should plan for their trip to arrive on time 95% of the time. In St. Louis, motorists traveling during the morning rush needed to plan an additional one minute and 43 seconds for a 10-mile trip compared to free-flow conditions. During the evening rush, customers needed to plan an additional three minutes and 35 seconds. In Kansas City, motorists traveling during the morning rush needed to plan an additional one minute and 39 seconds for a 10-mile trip compared to free-flow conditions. During the evening rush, customers needed to plan an additional three minutes and 26 seconds. Planning times for the second quarter of 2026, compared to the second quarter of 2025, decreased across all four studied peaks. Planning times for both regions represent average rush hour speeds between 44 and 52 mph.

#### **Purpose:**

This measure tracks the mobility of significant state routes in St. Louis, Kansas City, Springfield, and Columbia.

## Measurement and Data Collection:

Travel time data is collected continuously via wireless technology. To assess mobility, MoDOT compares travel times during rush hour to free-flow conditions where vehicles can travel at the posted speed limit. This measure also assesses reliability, an indicator of how variable those travel times are daily.

The charts in this measure show the average travel time and the 95th percentile travel time, which is the time motorists should plan to reach their destinations timely 95% of the time.

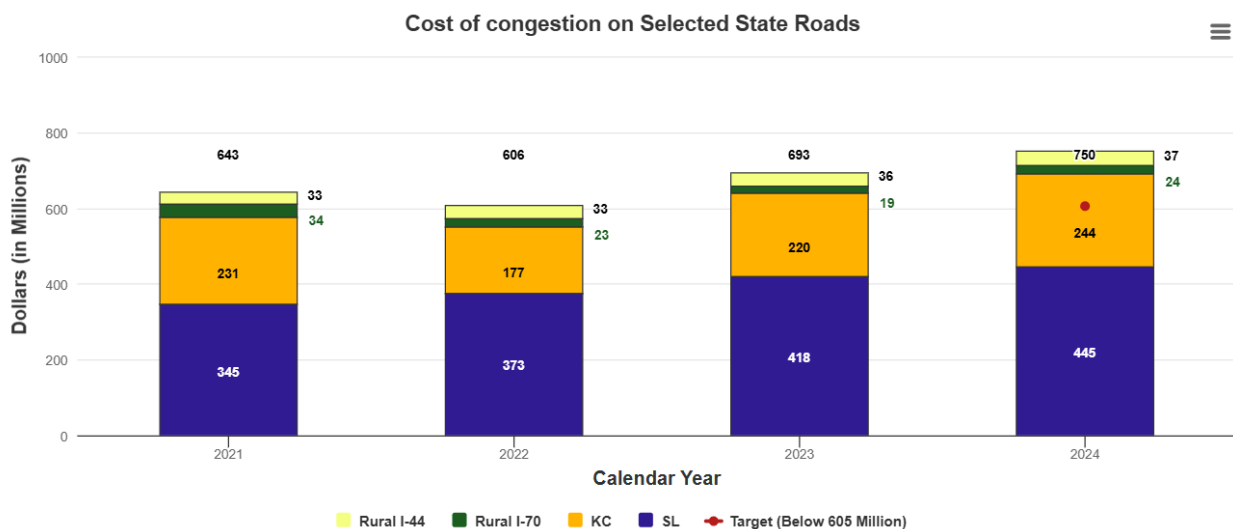
The maps display the reliability of specific sections of roadways during rush hour.

The targets for average travel time are updated quarterly. The targets are established by projecting a 10% improvement over the average travel time of the same quarter over the previous two years. The minimum value for the target time is 10 minutes. This corresponds to the time it takes to travel 10 miles at the posted speed limit of 60 miles per hour.

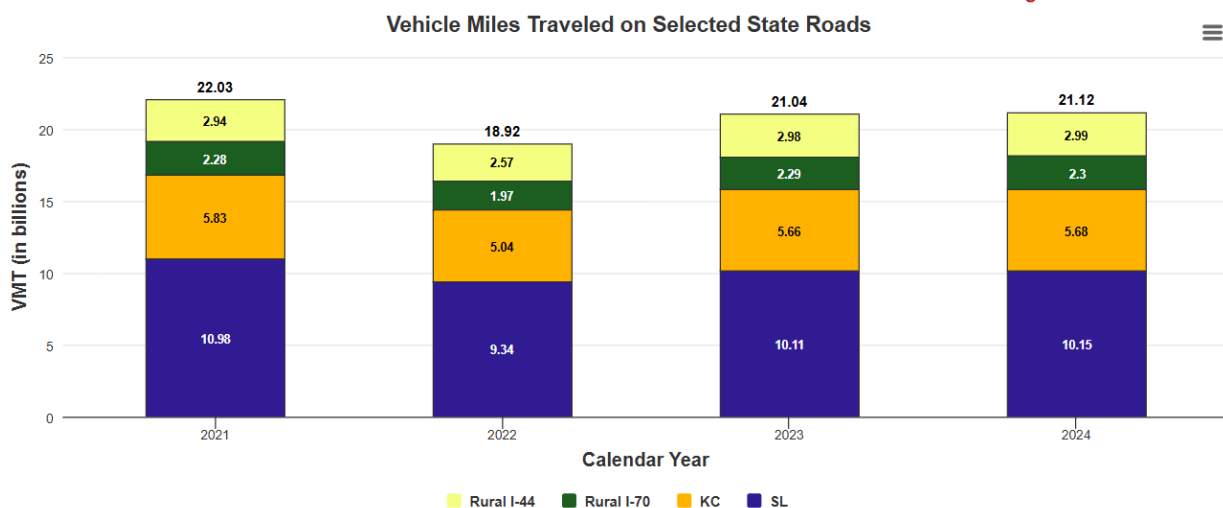
## Cost & impact of traffic congestion – 3b

Update Frequency: July

Color Grade: red



Target: Below 605 Million



**Write up:**

Although traffic jams are not necessarily consistent day to day, recurring congestion comes at regular times. Nonrecurring congestion from an unexpected traffic crash or natural disaster negatively affects traffic flow. When either form of congestion occurs, the time required for a given trip becomes unpredictable. This unreliability is costly for commuters and truck drivers moving goods which results in higher prices for consumers.

While the desired trend for both costs is downward, challenges exist in Missouri's metropolitan regions and major truck freight corridors that continue to threaten this positive outcome. A comprehensive look at congestion that goes beyond typical solutions of adding capacity is needed. Using smarter technology to help guide motorists is a must. Still, the desired outcome is to lower congestion costs and demonstrate that traffic is moving more efficiently.

This report looks at the 2021 to 2024 cost of congestion in the urban areas of Kansas City and St. Louis, as well as rural I-44 and I-70 across the state. The 2024 target for statewide congestion cost was \$605 million. The actual calculation from the Regional Integrated Transportation Information System data for 2024 was \$750 million. Congestion costs continue to increase in both the urban areas of Kansas City and St. Louis, and along rural segments of I-70 and I-44. Total congestion costs in 2024 increased \$57 million when all measured areas are considered when compared to 2023. Vehicle miles travelled are shown to have a slight increase from 2023 to 2024 according to Regional Integrated Transportation Information System data.

**Purpose:**

This measure tracks the annual cost and impact of traffic congestion to motorists for user delays and vehicle miles traveled on select routes in the St. Louis and Kansas City regions as well as rural sections of Interstates 44 & 70.

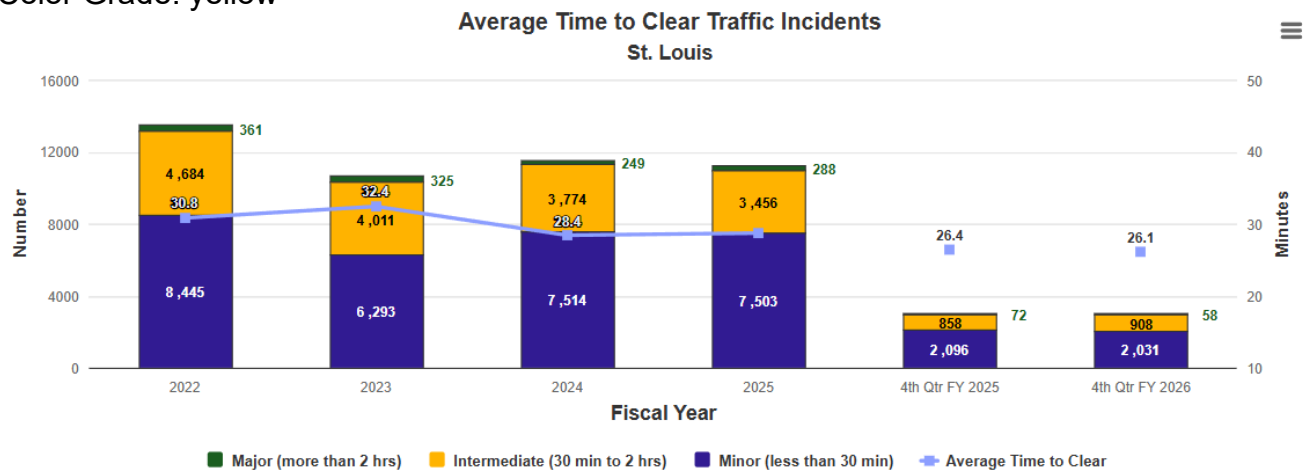
**Measurement and Data Collection:**

A reporting tool available in the Regional Integrated Transportation Information System looks at user delay costs. This data, in combination with industry standard costs for passenger cars and trucks, reflects the overall costs of congestion. RITIS also includes historic data so trend lines can be tracked and evaluated. The unit cost per passenger car is \$19.64 per hour and is obtained from the US Bureau of Labor Statistics. The unit cost per truck is \$66.87 obtained from the American Transportation Research Institute, which specializes in tracking freight mobility and provides the best source of data related to freight costs. For previous reporting, the department used data provided by the Texas A&M Transportation Institute, which annually produces the Urban Mobility Report. The target for this measure is updated annually in April and is established by projecting a 10% improvement over a 4-year average.

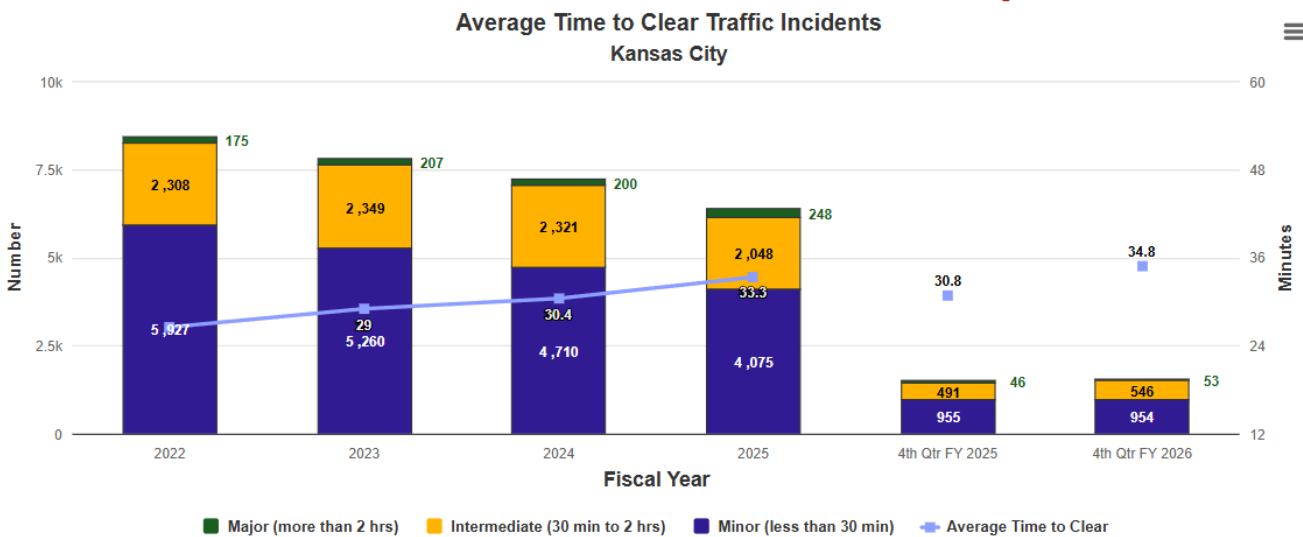
## Average time to clear traffic incident – 3c

Update Frequency: Quarterly

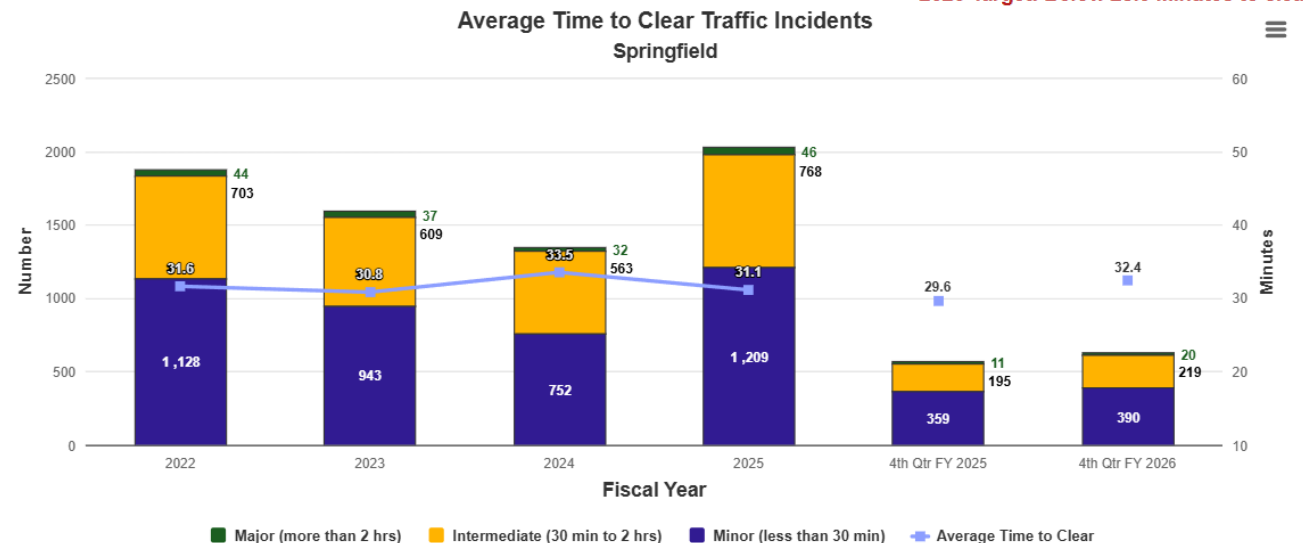
Color Grade: yellow



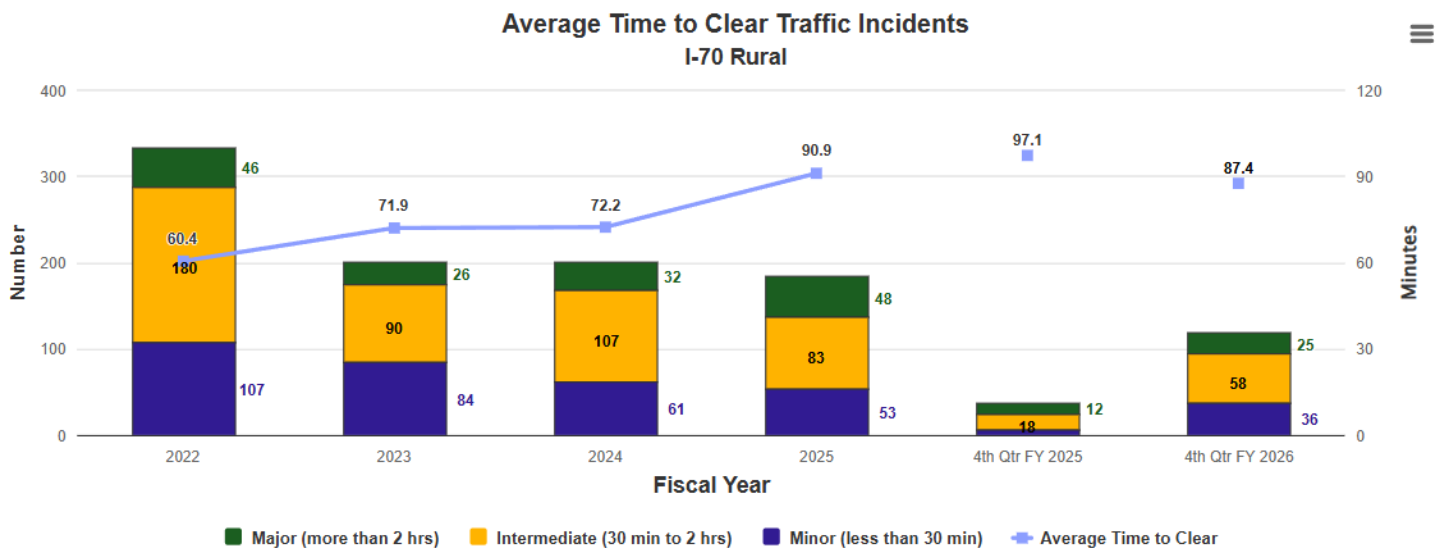
2026 Target: Below 26.4 Minutes to clear



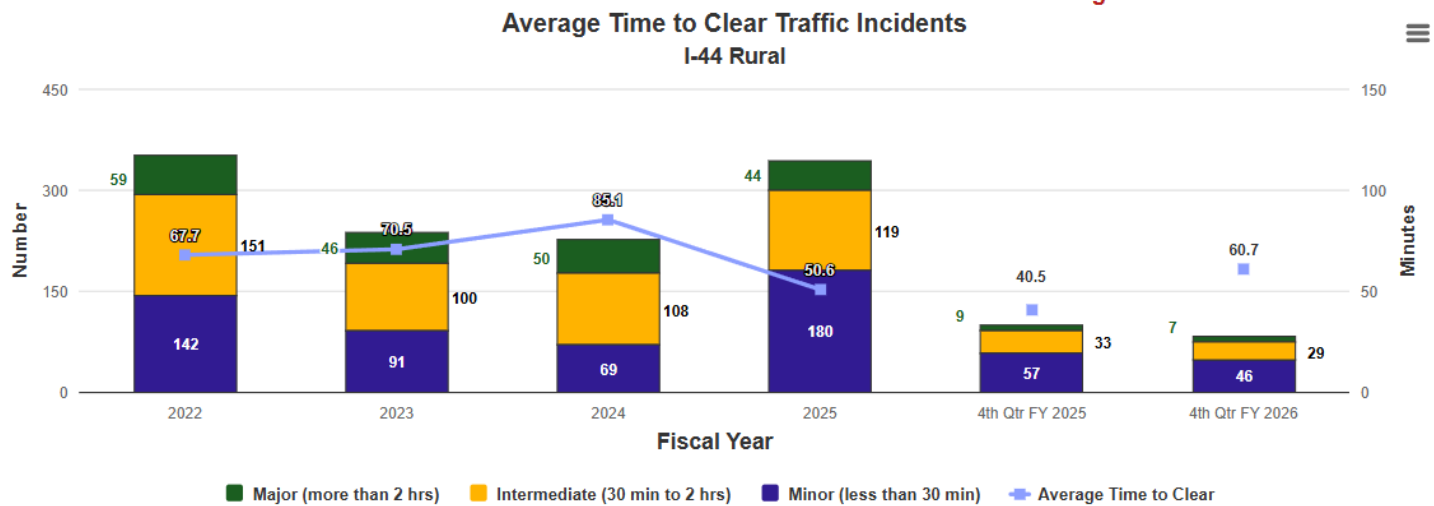
2026 Target: Below 25.0 Minutes to clear



2026 Target: Below 29.6 Minutes to clear



**2026 Target: Below 60.0 Minutes to clear**



**2026 Target: Below 60.6 Minutes to clear**

### Write up:

Traffic incidents are unplanned events that block travel lanes and temporarily reduce roadway capacity. Responding promptly to crashes, debris, and stalled vehicles improves system performance, so quick clearance is essential for restoring normal traffic flow.

In the fourth quarter of fiscal year 2026, St. Louis reported 2,997 traffic incidents with an average clearance time of 26.1 minutes, representing a 1% decrease in incidents and a 1.1% decrease (improvement) in clearance time compared to the fourth quarter of FY 2025.

Kansas City had 1,553 incidents averaging 34.8 minutes, reflecting a 4.1% decrease in incidents and a 13% increase in clearance time.

Springfield reported 629 incidents with an average clearance time of 32.4 minutes, an 11.3% increase in incidents and a 9.5% increase in clearance time.

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Rural counties along Interstate 70 between MM 28 (Oak Grove) and MM 203 (Foristell) recorded 119 incidents, averaging 87.4 minutes, a 230.6% increase in incidents but a 10% decrease in clearance time. The additional incidents were attributed to a higher number of minor events lasting less than 30 minutes.

Rural counties along Interstate 44 between MM 0 (Oklahoma) and MM 69 (Springfield), as well as between MM 91 (Strafford) and MM 224 (Sullivan), had 82 incidents averaging 60.7 minutes, a 17.2% decrease in incidents and a 49.9% increase in clearance time.

Overall, the combined measured areas saw a modest 3.1% increase in traffic incidents and a 7.6% increase in clearance times, according to MoDOT's Advanced Traffic Management Systems.

For the fourth quarter of FY 2026, St. Louis met its targeted clearance times. Kansas City and Springfield did not meet their time-to-clear targets; however, both regions experienced a greater number of incidents this quarter compared to the same quarter one year ago, contributing to increased clearance times.

### Purpose:

This measure is used to determine the trends in incident clearance on the state highway system.

### Measurement and Data Collection:

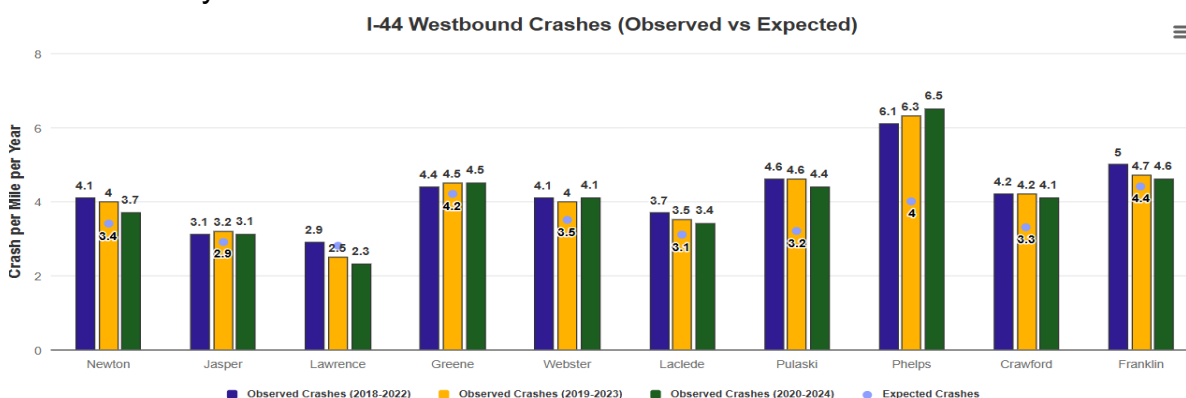
Advanced transportation management systems are used by traffic management centers in St. Louis, Kansas City and Springfield to record the incident start time and the time when all lanes are declared cleared. Traffic incidents can be categorized into three general classes of duration set forth by the Manual on Uniform Traffic Control Devices, which include minor, intermediate and major incidents. Each class has unique traffic- control characteristics and requirements.

This target is established by projecting a 10% improvement over a 5-year average.

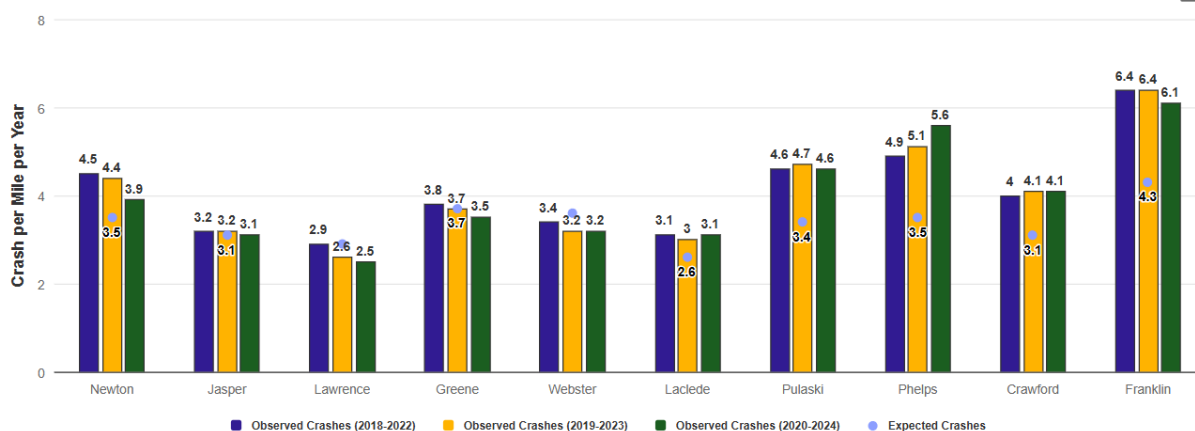
## Unplanned incident impacts on major interstate routes - 3d

Update Frequency: October

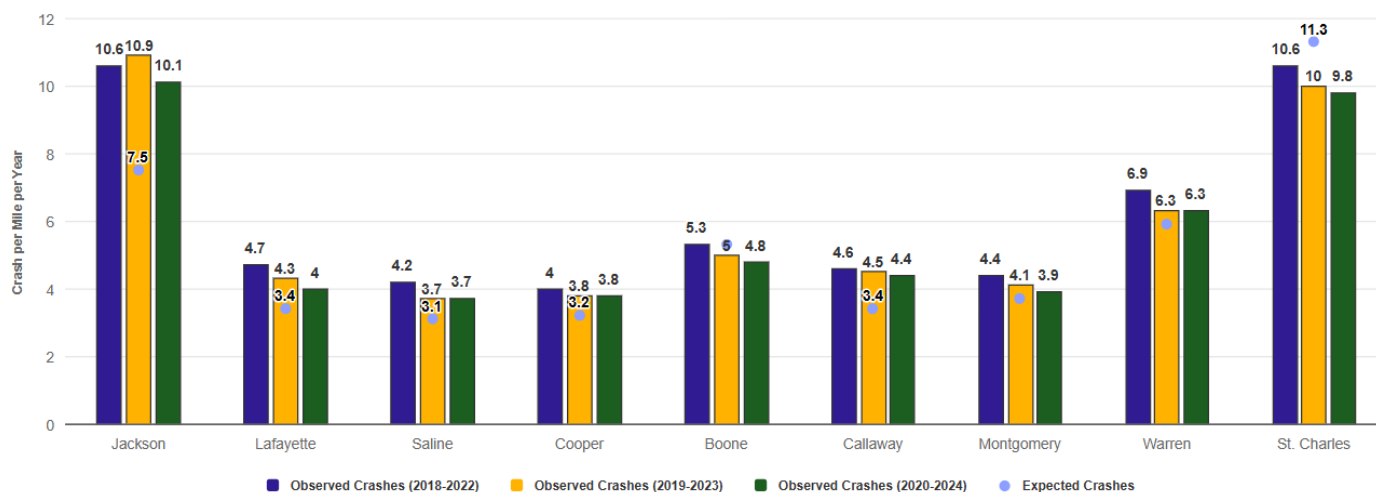
Color Grade: yellow



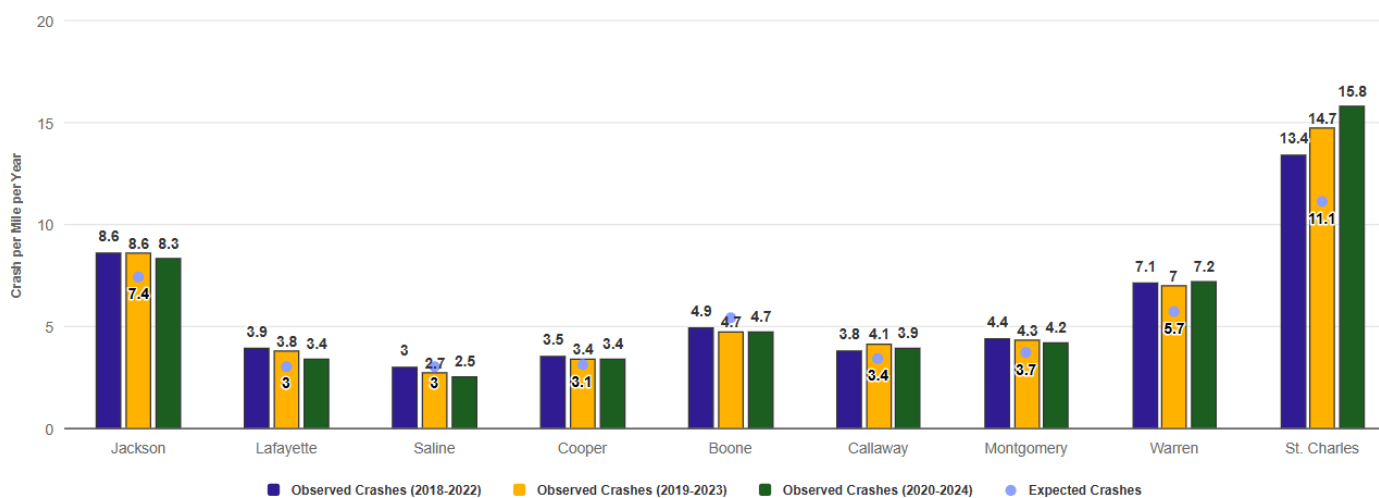
I-44 Eastbound Crashes (Observed vs Expected)



I-70 Westbound Crashes (Observed vs Expected)



I-70 Eastbound Crashes (Observed vs Expected)

**Write up:**

Unplanned incidents affect MoDOT's ability to keep people and freight moving on the interstate system. An unplanned incident can be related to weather, emergency road repairs, traffic crashes or other incidents.

Of the types of unplanned incidents that can occur, traffic crashes create most of the impacts. Using the nationally adopted Highway Safety Manual, an expected crash number is established for each direction of I-70 and I-44 per county. The expected crash number is determined by the traffic volume, roadway characteristics (e.g., number of lanes, lane width, shoulder width, roadway alignment, etc.), calibration factors to local conditions and reported crash data over a five-year period. The expected crash number provides a glimpse into the number of crashes one could expect to occur and help identify opportunities for improvement. When the number of observed, real-world crashes is higher than the expected crash number, this could indicate an opportunity for enhancements to reduce the frequency of crashes. Identifying these locations can help the department prioritize locations for improvements.

In most counties, the interstates have a safety performance similar to what is expected. Additionally, most were holding steady regarding their crash history or having slight decreases over time. However, there are some counties where crash frequencies have elevated recently. This includes I-44 in Phelps County and I-70 eastbound in St. Charles County. Both locations had long duration work zones which may have influenced the crash frequency.

It should be noted that crashes overall in Missouri were lower in 2020 compared to previous years due to reduced travel associated with the pandemic. However, for this measure, the observed crash data is reported in five-year averages, minimizing the influence of this unique event.

The construction associated with the Improve I-70 Project is anticipated to have an impact on the expected crash frequency along these corridors.

**Purpose:**

Measure the crash performance of I-44 and I-70 utilizing national analytical standards in order to identify locations which have an opportunity for positive change.

**Measurement and Data Collection:**

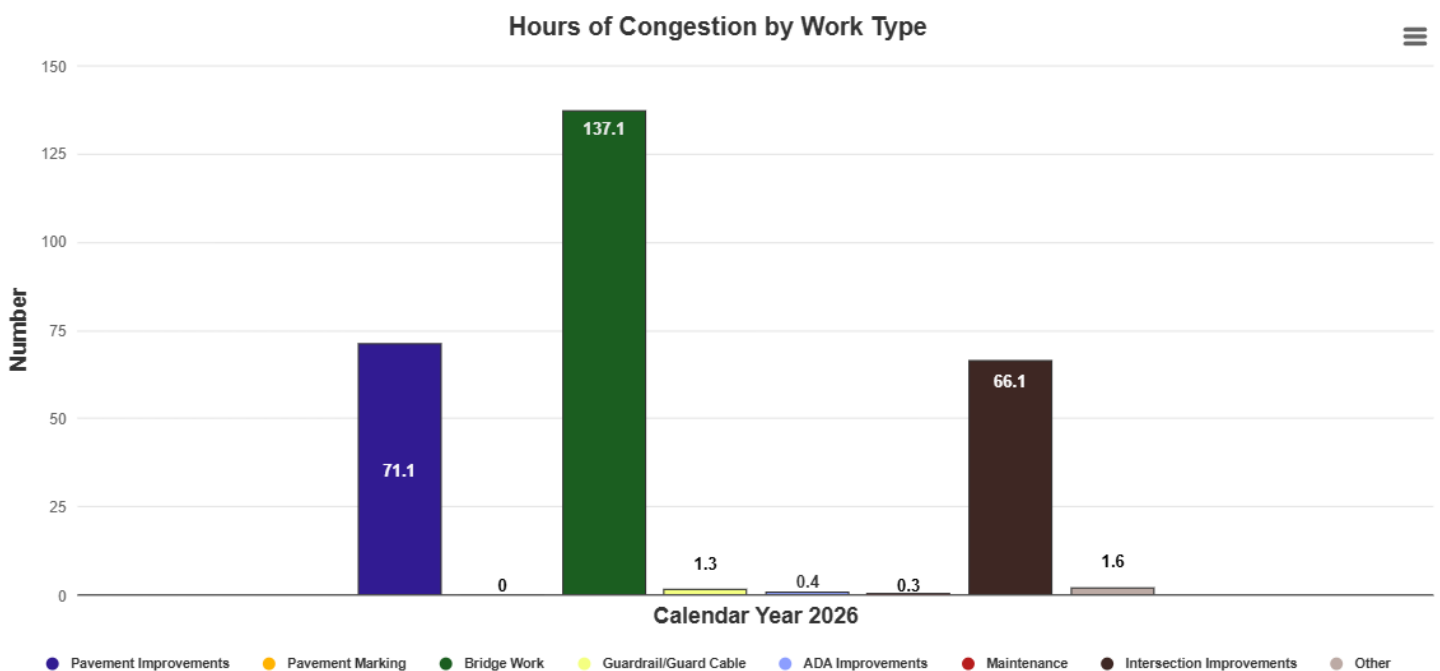
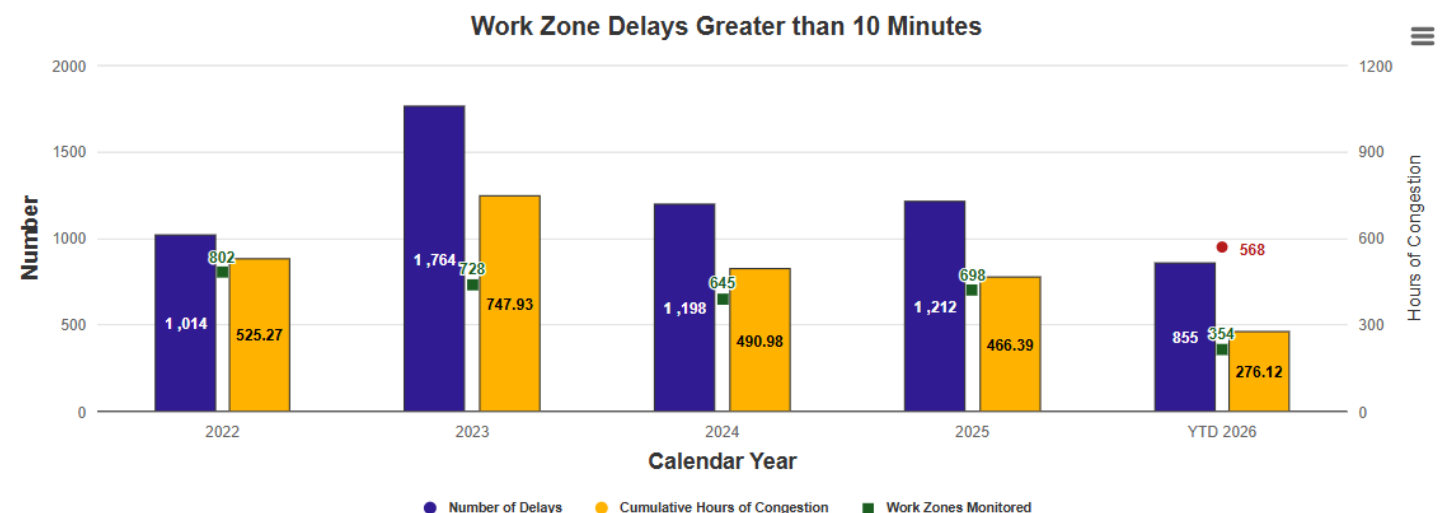
The limits of the interstates analyzed are as follows: I-44: Oklahoma State Line to Route 100 in Gray Summit and I-70: Route 7 in Blue Springs to Route Z in Wentzville.

Observed crashes are pulled from MoDOT's Transportation Management System and represent all reported crashes which occurred between the limits on each interstate. The miles used to determine the crash per mile are also pulled from MoDOT's Transportation Management System. Expected crash per year per mile numbers were calculated using the Enhanced Interchange Safety Analysis Tool, ISATe, spreadsheets developed with the American Association State Highway Transportation Officials Highway Safety Manual.

## Work zone delays to the traveling public – 3e

Update Frequency: July/October

Color Grade: green



### Write up:

Motorists want to travel through work zones with as little inconvenience as possible. MoDOT works to minimize travel impacts by adjusting work times, using technology that provides valuable information to customers, and implementing innovative traffic-control devices to promote efficient traffic flow. To measure the effectiveness of these strategies, MoDOT monitors the performance of work zones with the greatest potential to impact traffic each quarter. The goal is to minimize the number of times a work zone creates a traffic delay of 10 minutes or more.

In 2023, the highest number of delays and overall congestion occurred compared to the previous five years. Calendar year 2026 is trending higher for both the number of delays and overall congestion

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than 2025. When comparing year-to-date 2026 with YTD 2025, there is a 90% increase in the number of delays yet only a 35% increase in overall congestion. MoDOT has monitored 354 work zones, resulting in 855 work-zone delays of at least 10 minutes and total congestion of 277 hours.

This quarter, geometric improvements on I-70 in St. Charles County and the US 71 Bridge project in Kansas City were the largest contributing projects, causing 42 hours and 24 hours of congestion, respectively. These projects have contributed a total of 66 hours of the 277 hours (24%) of congestion this quarter. Pavement reconstruction and widening along I-70 has contributed 118 hours of congestion. For the year, bridge improvement projects continue to be the largest contributor of delays at 137 hours (49%) of total congestion.

The target for cumulative statewide work-zone congestion was set at 568 hours, the average of the previous three years of completed data. This target will remain a rolling three-year average based on data from calendar years 2023–2025.

### Purpose:

Work zones are designed to allow the public to travel through them safely and with minimal disruptions. This measure tracks the performance of significant work zones.

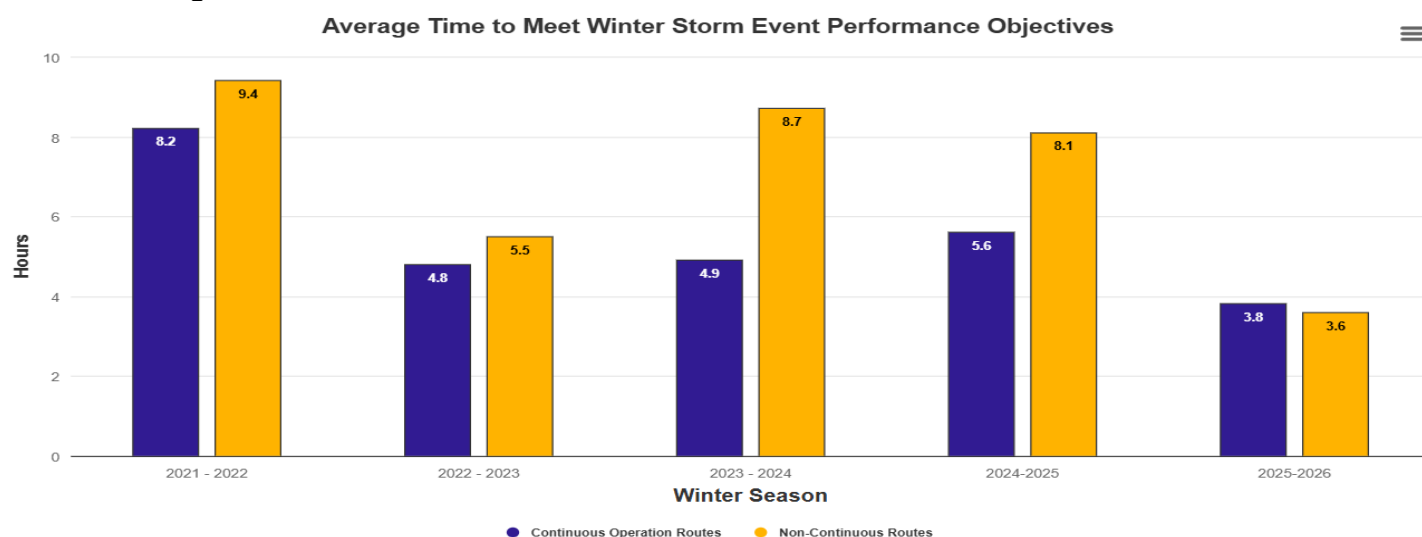
### Measurement and Data Collection:

Work zone impacts are identified using automated data collection and visual observations. An impact is defined as the additional time a work zone adds to normal travel. Impacts resulting in a delay of at least 10 minutes are included in this report. The targeted hours of work zone congestion are based on previous years' data and an acceptable tolerance of 30 total minutes for work zone congestion statewide. The target for this measure is updated quarterly.

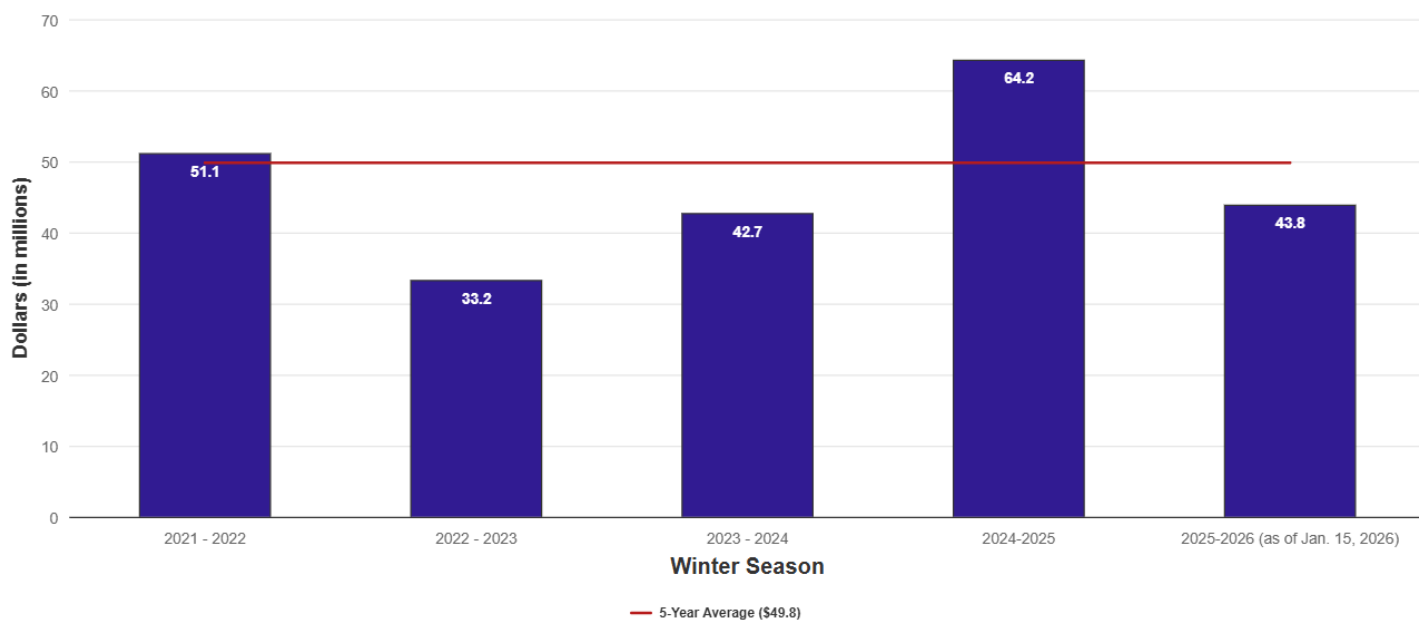
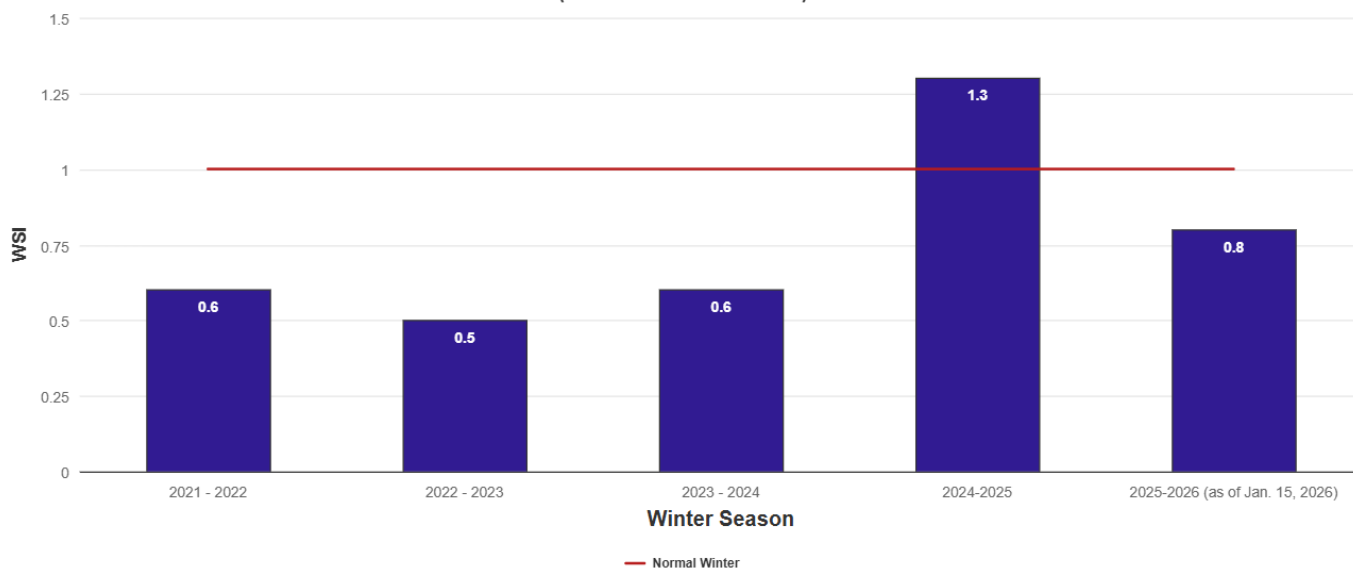
## Time to Meet Winter Storm Event Performance Objectives and Winter Severity Index – 3f

Update Frequency: January/April

Color Grade: green



## Cost of Winter Operations

Winter Severity Index  
(WSI of 1.0 = Normal Winter)**Write up:**

Understanding how long it takes to clear roads after a winter storm helps MoDOT analyze costs and improve efficiency. The department's response to winter events ensures good customer service for travelers while keeping expenses as low as possible. These efforts reduce delays and, most importantly, promote safer travel. In recent years, MoDOT has increased public messaging urging drivers to travel only when necessary, during winter storms. This cooperation helps crews manage roadways more effectively and improves clearance times.

Staffing challenges have impacted operations. In recent seasons, MoDOT's Maintenance Division has been short by several hundred employees. While staffing has improved over the past two years, it remains below the level needed to keep all plow trucks running for consecutive 12-hour shifts. This

shortage, combined with previously mild winters, has resulted in less experienced operators and many drivers still completing on-the-job training before operating plow trucks independently.

Weather severity also affects performance. MoDOT uses a Winter Severity Index (WSI) to compare each season to a typical Missouri winter. A WSI of 1 indicates normal conditions; values above or below 1 reflect more or less severe winters. For the 2025–2026 season, there were seven statewide events, and even though a couple of those events were significant—with an individual WSI above 1—the overall season was mild, with a WSI of 0.8. Compared to previous seasons, this season was about 40% less severe than last year and slightly more severe than the 2023 and 2024 seasons. Clearance times on continuous routes decreased (improved) by about 30% compared to last season and by about 20% compared to the 2023 and 2024 seasons. Clearance times on non-continuous routes improved by 50% compared to the previous three seasons.

Over the past five years, winter operations have averaged \$49.8 million annually. The cost for the 2025–2026 season was \$ 43.8 million, which was lower than the cost for the 2023–2024 season, despite having a similar weather severity index.

**Purpose:**

This measure tracks the impacts winter weather has on the traveling public and MoDOT operations. Knowing these impacts aids MoDOT in the review and analysis of each storm or a winter season and allows the department to better compare response practices and performance across the diverse regions of Missouri.

**Measurement and Data Collection:**

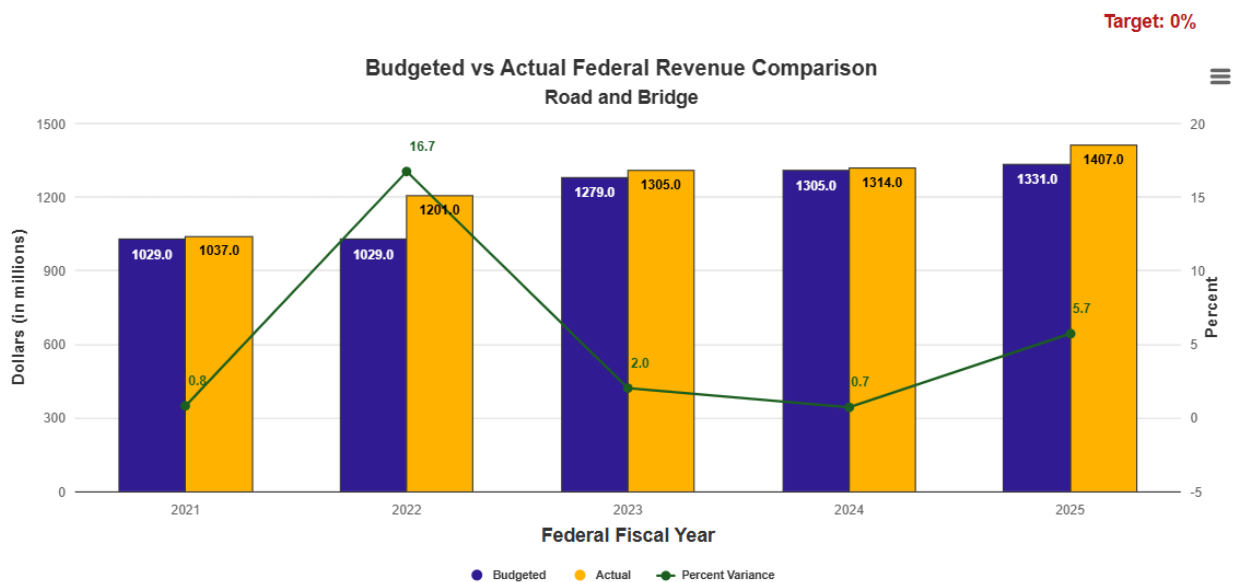
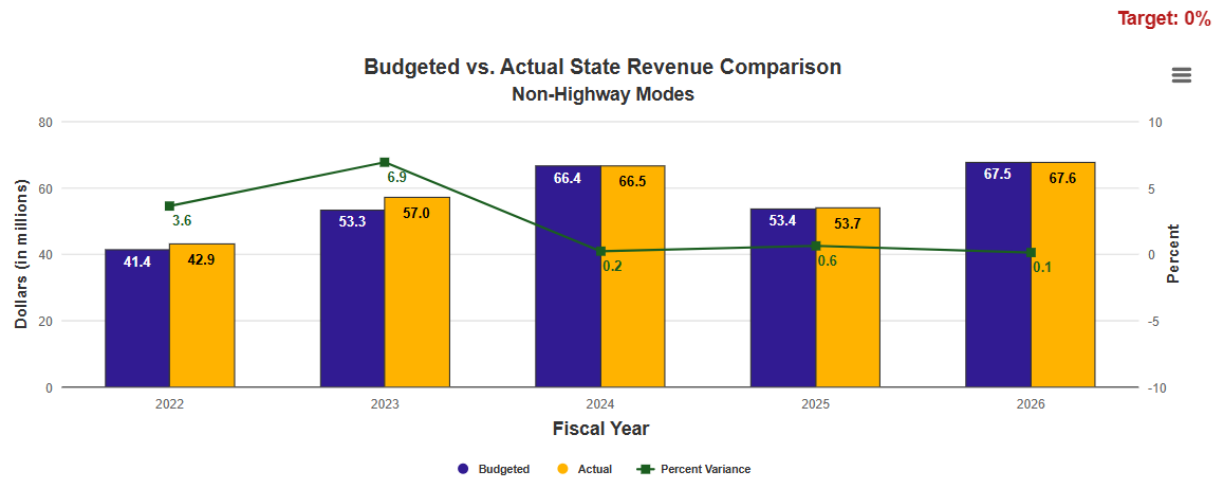
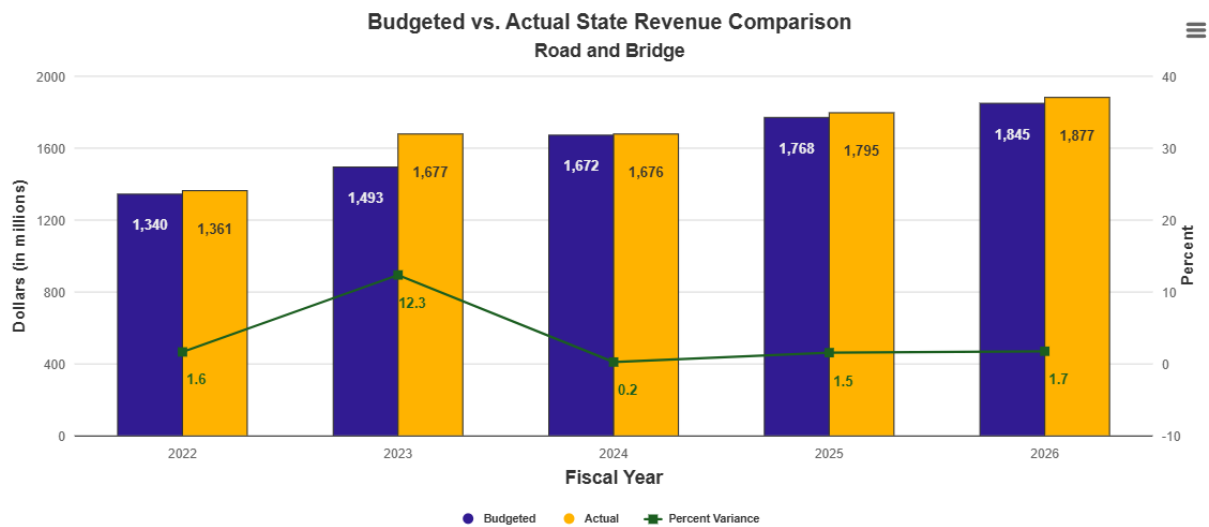
For determining the magnitude of the impacts a winter event has on the traveling public and MODOT, a Winter Severity Index is calculated based on data collected from multiple sources. This data is centralized in a web-based integration and analytics platform that processes the data and provides interactive visualizations that enable users to identify trends.

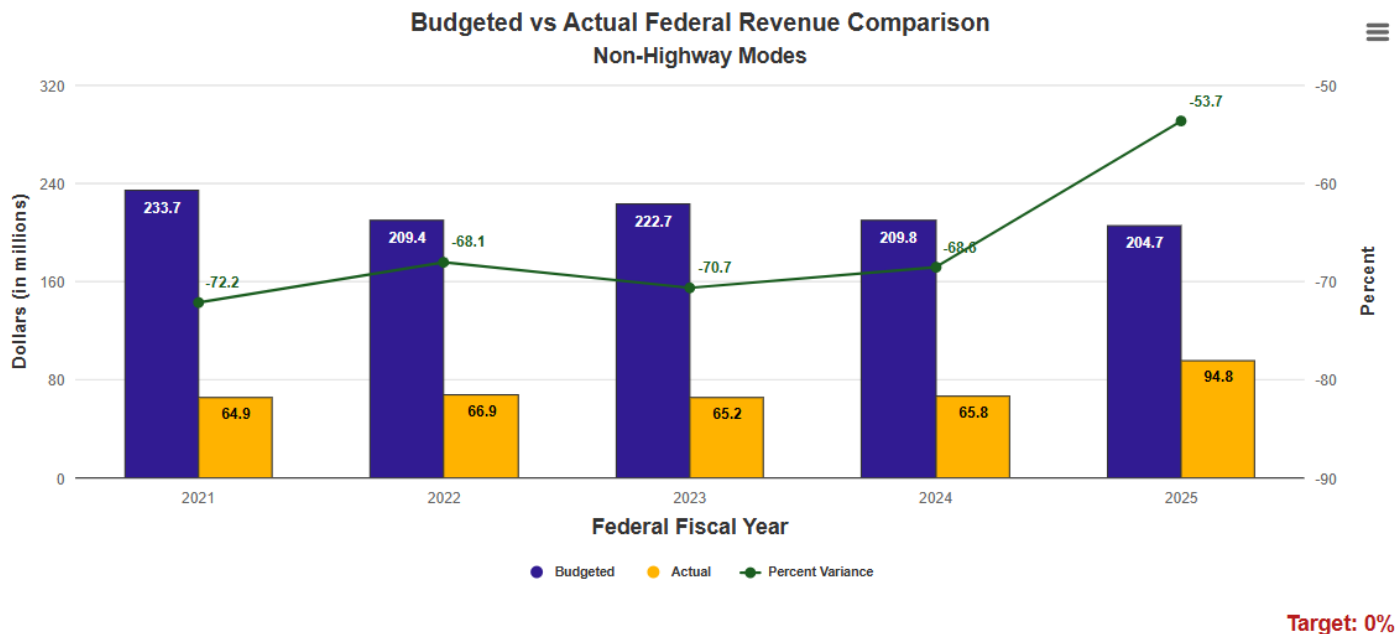
Data sources used for this tool include MoDOT TMS and MMS data, Regional Integrated Transportation Information System (RITIS), Road Weather Information System (RWIS), Missouri Automated Surface Observation System (ASOS), HERE Traffic Analytics, Missouri State Highway Patrol, and the National Weather Service.

## State and federal revenue budgets – 4a

Update Frequency: Quarterly

Color Grade: green





### Write up:

For fiscal year 2026, actual state revenue for roads and bridges—derived from motor fuel taxes, motor vehicle sales taxes, driver’s licensing fees, and miscellaneous fees—was 1.7% higher than the budgeted amount. This variance is due to an increase in motor fuel taxes and interest revenue. The 0.1% positive variance for non-highway modes is attributed to the aviation trust fund.

Actual federal revenue for roads and bridges was 5.7% higher than the budgeted amount for federal fiscal year 2025. The negative variance of 53.7% for non-highway modes is attributable to the budget containing spending authority for projects that take multiple years to complete.

The largest source of transportation revenue is the federal government, with funding received through various federal transportation agencies, including the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and Federal Railroad Administration. In November 2021, the federal transportation bill—the Infrastructure Investment and Jobs Act—was reauthorized. The new bill is estimated to increase federal funding to Missouri by approximately 25% from 2022 to 2026. Federal revenue for other modes depends on the timing of project expenditures.

The primary source of both federal and state revenues is the motor fuel tax. Before the passage of Senate Bill 262, which increased the motor fuel tax to 29.5 cents on July 1, 2025, the tax rate had not changed in more than 20 years. During that same period, the cost of materials and labor doubled or even tripled in some areas.

### Purpose:

This measure shows the precision of state and federal revenue budgets.

### Measurement and Data Collection:

State revenue for roads and bridges includes motor fuel taxes, motor vehicle and driver licensing fees, motor vehicle sales taxes paid by highway users, interest earnings and miscellaneous

## Tracker Archive – July 2026

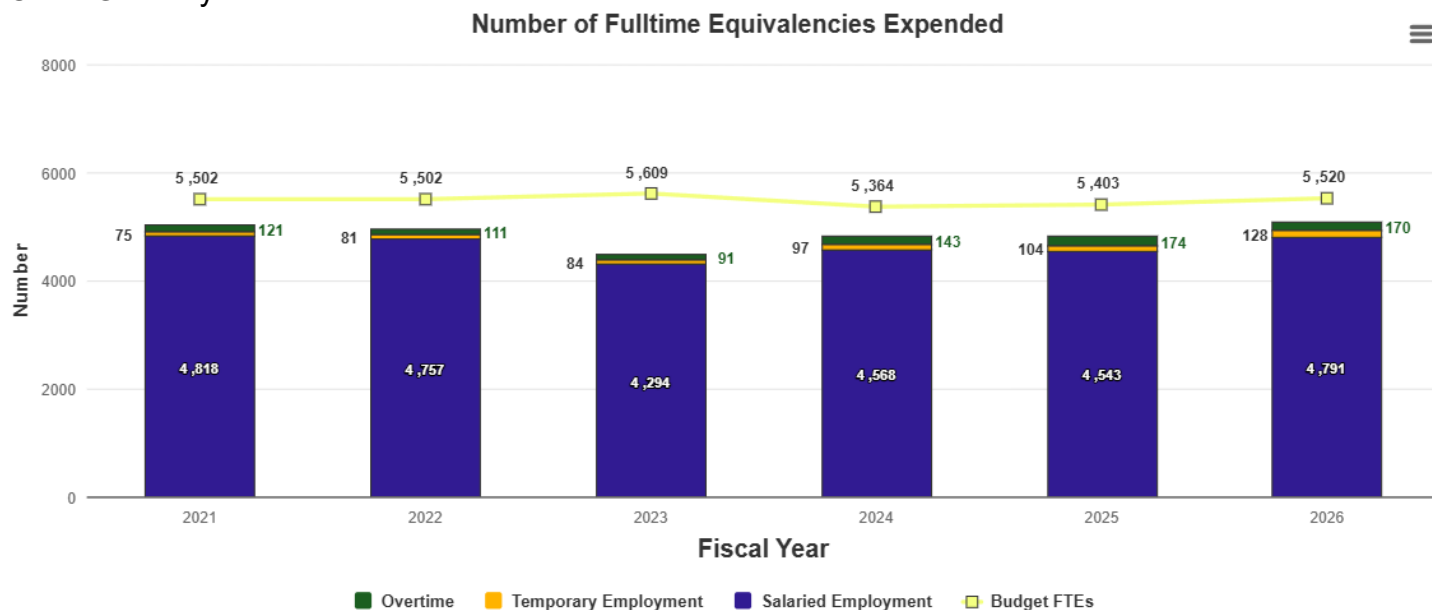
revenues. State revenue for other modes includes motor vehicle sales taxes, aviation fuel taxes, jet fuel sales taxes, motor vehicle licensing fees, railroad assessments and appropriations from General Revenue and interest earnings. The measure provides the cumulative, year-to-date percent variance of actual state revenue versus budgeted state revenue by state fiscal year. Federal revenue for roads and bridges is the amount of federal funds available to commit in a federal fiscal year. Federal funds are distributed to states in accordance with federal law. Federal revenue for other modes is the amount reimbursed to MoDOT for expenses incurred in a state fiscal year.

The targets for this measure are set by internal policy and will remain fixed unless the policy changes, regardless of performance.

### Number of full-time equivalencies expended – 4b

Update Frequency: Quarterly

Color Grade: yellow



2026 Target: 5,520

### Write up:

Having the right number of employees to provide outstanding customer service and respond to the state's transportation needs, especially during emergency situations, is an important part of MoDOT's effort to use resources wisely.

For the fourth quarter of fiscal year 2026, the total number of full-time equivalencies (FTEs) expended increased by 268 compared to the fourth quarter of FY 2025. Salaried employment increased by 248, overtime decreased by four, and temporary employment increased by 24 compared to the same period last fiscal year.

A target of 5,520 FTEs was set for FY 2026 to reflect the average number of hours required to provide outstanding customer service, perform work safely, and fully respond to the state's transportation needs.

## Purpose:

This measure tracks the change in the number of fulltime equivalencies (a calculation of hours) expended within the department and compares it to the number of FTEs in the legislative budget.

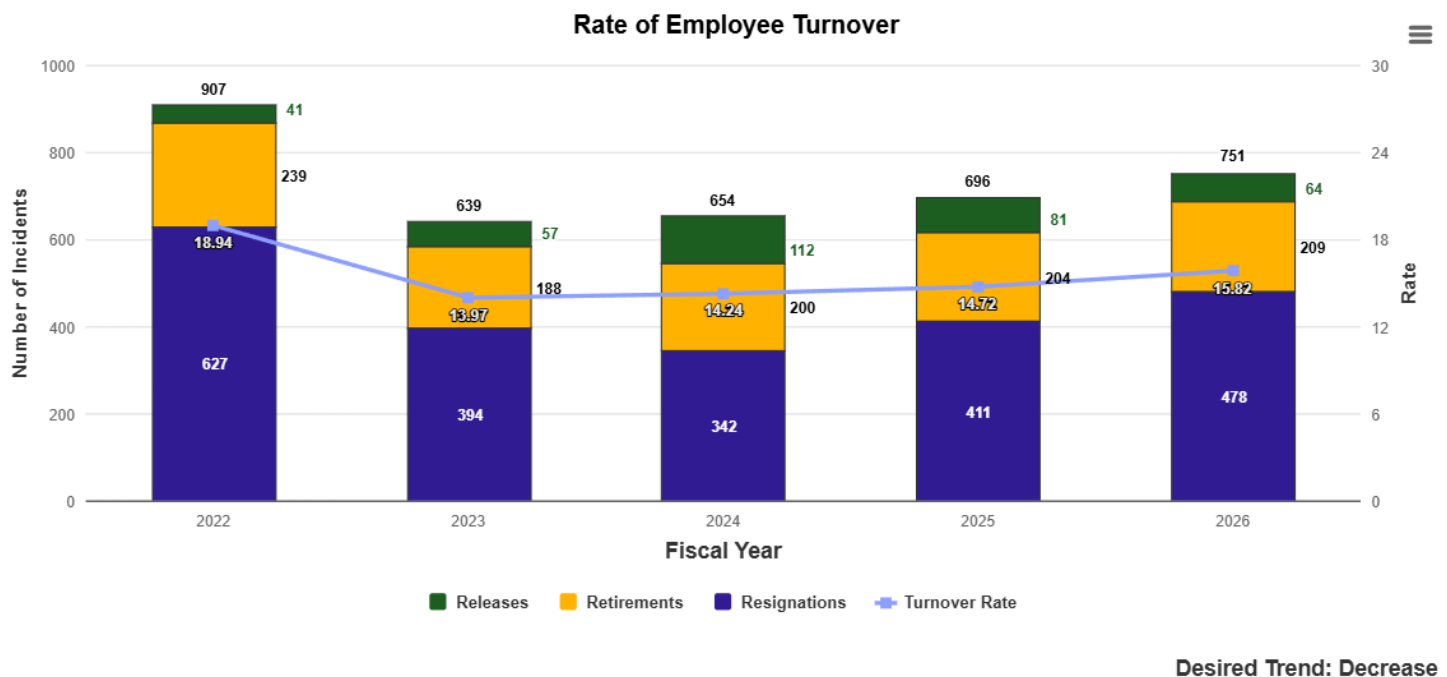
## Measurement and Data Collection:

This measure is used to convert the regular hours worked or the on-paid-leave hours of temporary and salaried employees, as well as overtime worked (minus any hours that are flexed during the workweek), to fulltime equivalencies. To calculate FTEs, the total number of hours worked or on paid leave is divided by 2,080. For comparison purposes, data for salaried employment is annualized, whereas temporary employment and overtime data represent actual year-to-date calculations. It's important to note that this measure doesn't represent salaried headcount. The target for this measure was set by management directive.

## Rate of employee turnover – 4c

Update Frequency: Quarterly

Color Grade: yellow



## Write up:

When employees leave MoDOT, the department loses significant investment in recruiting, hiring, and training its workforce. Turnover is costly and can impact the performance of work groups and the organization as a whole. While some turnover is inevitable, MoDOT's goal is to retain an engaged workforce with the knowledge and specialized skills needed to deliver the department's commitments and provide outstanding customer service.

During FY 2026, MoDOT's turnover rate was 15.82%, which is slightly higher than the 14.72% rate during the same period in FY 2025, an increase of 1.1%. In total, MoDOT experienced 751 employee separations during FY 2026, compared to 696 separations during the same period in FY 2025, resulting in an increase of 55 separations.

As part of MoDOT's strategic initiatives and pay strategy, the department will continue to seek opportunities to reduce employee turnover.

## Purpose:

This measure tracks the percent of employees who leave MoDOT. Turnover rates as shown in this measure include voluntary and involuntary separations.

## Measurement and Data Collection:

The data is collected statewide from the SAM II Advantage HR system and includes only salaried employees. Turnover for this measure includes voluntary and involuntary separations. Voluntary turnover includes resignations and retirements. Involuntary turnover reflects dismissals. Data is reported quarterly, with current year-to-date data included.

## Level of job satisfaction (UNDER CONSTRUCTION) – 4d

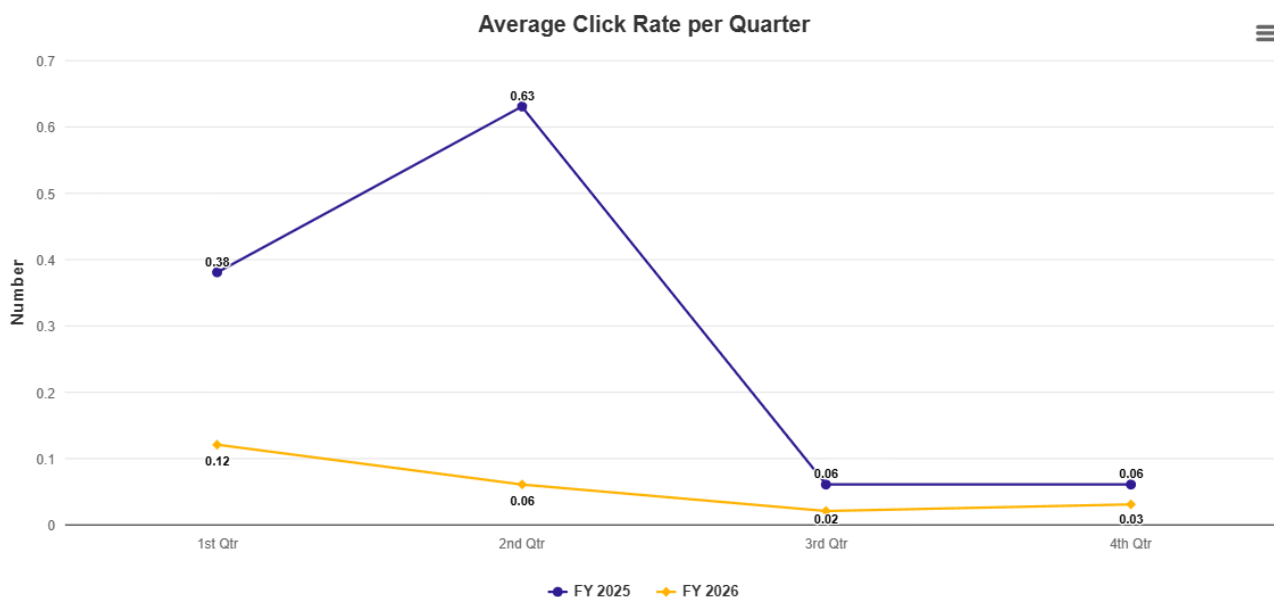
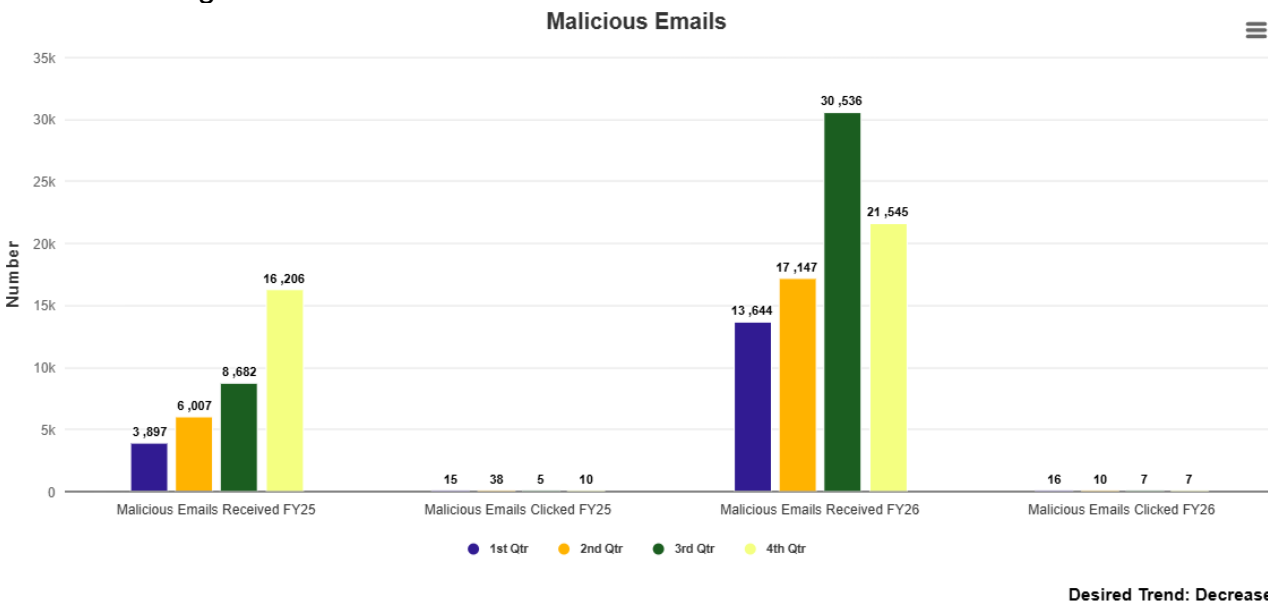
Update Frequency:

Color Grade:

## Malicious Email Click Rate – 4e

Update Frequency: Quarterly

Color Grade: green



## Write up:

Statewide, MoDOT maintains thousands of computer devices. Keeping those computers safe from outside threats is a 24-hour responsibility that relies on the latest security measures.

For the fourth quarter of fiscal year 2026, MoDOT received a total of 21,545 emails containing malicious content (links and/or attachments) that were delivered to user inboxes. Of those 21,545 delivered emails, seven recipients clicked on the links or attachments. Among those seven clicks, four were blocked at the time of click, while the remaining three were permitted.

This quarter saw a decrease in the number of malicious emails delivered to user inboxes. The current high is 30,536 malicious emails delivered in the third quarter of FY 2026. Out of the 90 days in this quarter, there were only five days when MoDOT did not receive a malicious email directly in a user's inbox. These emails originated from 16 campaigns, involving seven threat actors.

MoDOT continues to emphasize cybersecurity and provide training for all department computer users. The cybersecurity oversight team works to identify areas of vulnerability and deploy solutions to reduce risk. In addition, MoDOT utilizes the Office of Administration's network firewall services, endpoint cybersecurity detection, and remediation services to provide increased cyber protection.

## Purpose:

This measure reports MoDOT's average click rate on malicious email links and attachments. Using this measure, MoDOT can compare performance to previous quarters and make adjustments in the security training program to reflect the observed trend.

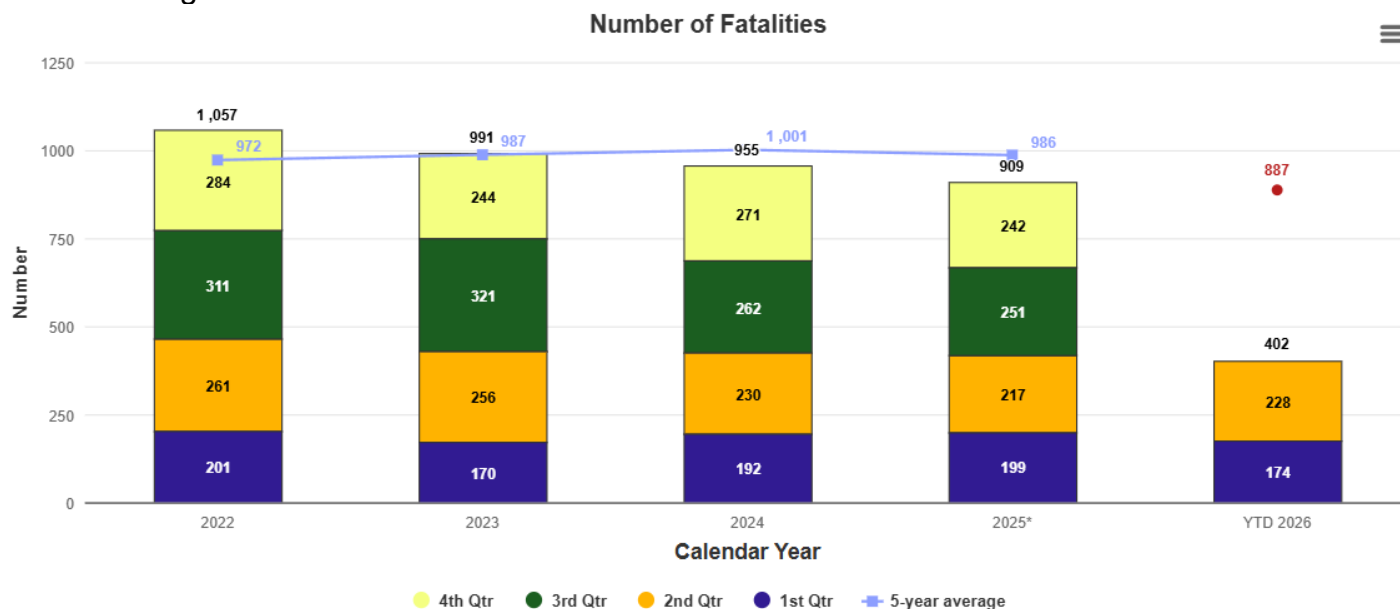
## Measurement and Data Collection:

The incident data for this measure is captured from MoDOT's e-mail security platform. The target for this measure is zero clicks.

## Number and rate of fatalities – 5a

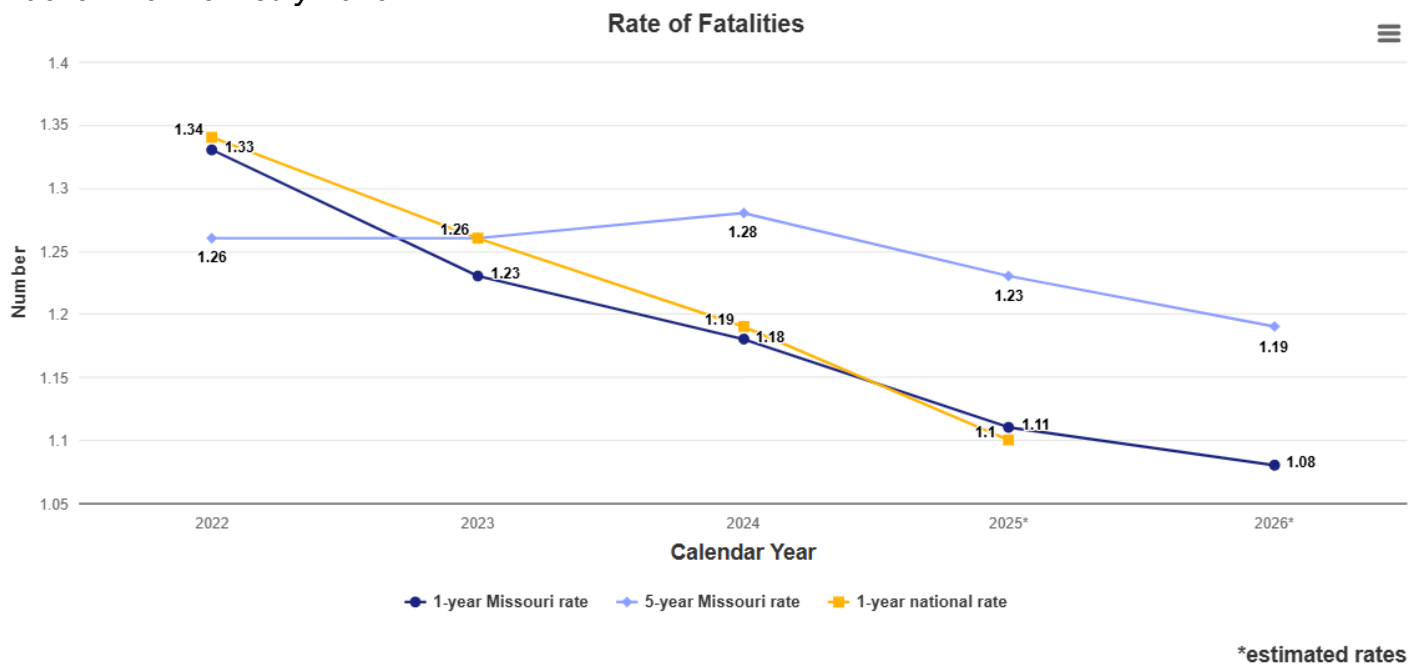
Update Frequency: Quarterly

Color Grade: green



Target: 887

\*Preliminary numbers are subject to change

**Write up:**

Safety is MoDOT's number one priority. Whether a resident, a visitor to the state, or a highway worker, the goal is to ensure everyone returns home safely.

MoDOT supports efforts to achieve the goal of reducing fatalities to half of the 2024 total over the next 20 years, reaching 2045, as part of the state's strategic highway safety plan, Show-Me Zero. This plan is built around the Safe System Approach and aims to eliminate fatalities and serious injuries by employing strategies across five key elements: Safer People, Safer Vehicles, Safer Speeds, Safer Infrastructure, and Safer Response.

There were 402 fatalities in the first and second quarters of 2026, a decrease of 24 compared to the same reporting period in 2025. The preliminary total for 2025 is 909 fatalities, which is a decrease of 46 from 2024. Preliminary data indicates Missouri experienced a 4.81% decrease in traffic fatalities from 2024. The target for 2025 was 955 fatalities or fewer.

Focusing on Show-Me Zero, there are currently 19 counties where zero fatalities have occurred in the first six months of 2026. Additionally, there were 21 days without a fatal crash, including three instances where two consecutive days occurred without a fatal crash.

**Purpose:**

This measure tracks the number of fatalities quarterly, annually and 5-year average trends resulting from traffic crashes on all Missouri roadways.

**Measurement and Data Collection:**

Missouri law enforcement agencies submit a vehicle accident report form to the Missouri State Highway Patrol to be entered into a statewide traffic crash database. The database automatically updates MoDOT's crash database system, which is part of the Transportation Management System (TMS). The rate of fatal crashes charts display annual and 5-year average fatality and injury rates per 100 million vehicle miles traveled for these same crashes. In addition, the fatality rate chart includes the national average.

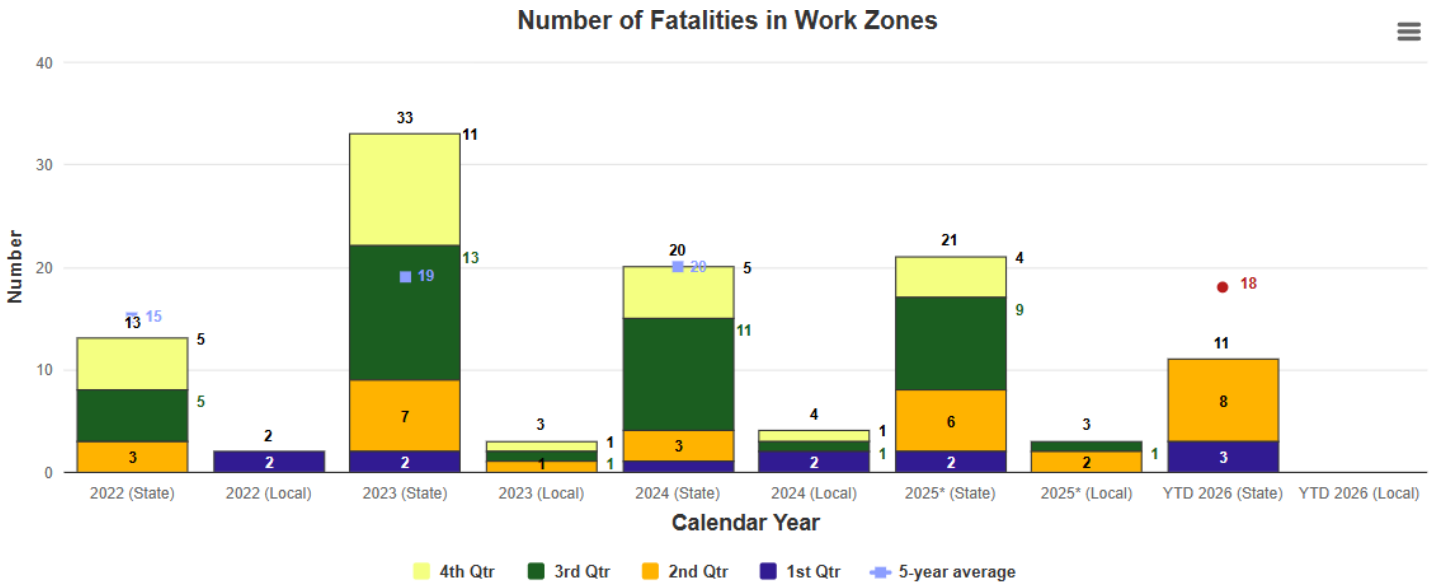
Tracker Archive – July 2026

Going forward, Missouri has established the goal of getting to half of the fatalities seen in 2024 over the next 20 years, 2045, for the THSP. These goals set the tone for what the state is seeking to do: get everyone to their destination safely.

Number of fatalities in work zones – 5b

Update Frequency: Quarterly

Color Grade: red

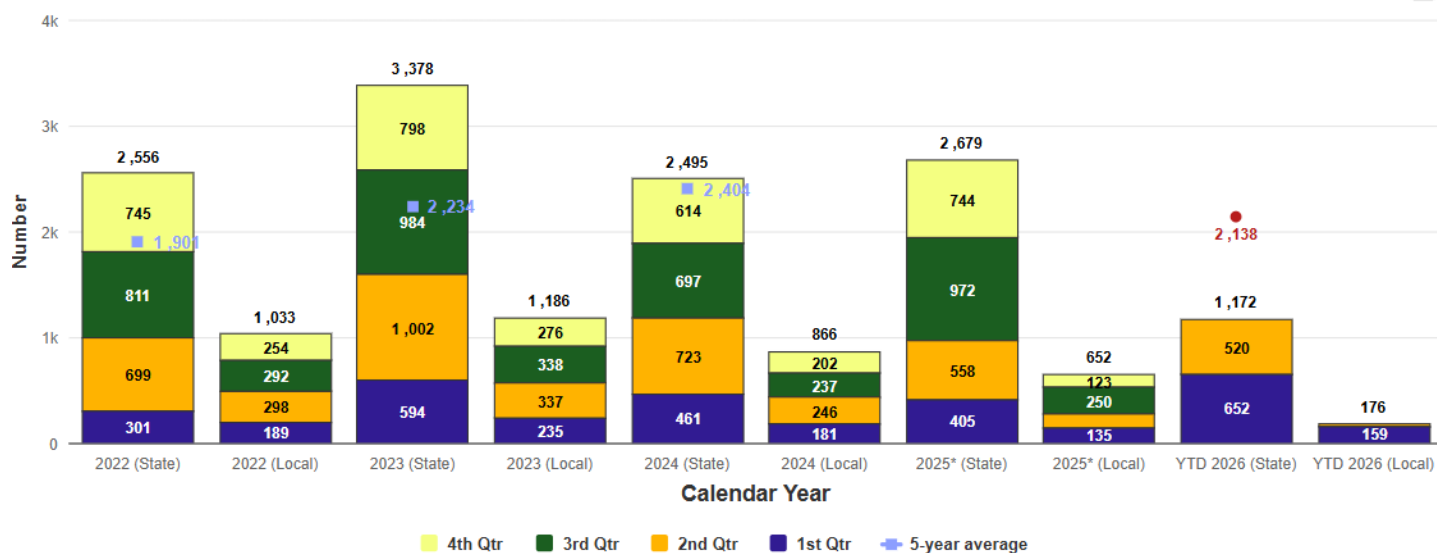


Target: Below 18

| Internal Review - 2026 | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter |
|------------------------|-------------|-------------|-------------|-------------|
| State                  | 0           | 0           |             |             |
| Local                  | 0           | 0           |             |             |

*\*Internal Review is MoDOT's examination of each crash to determine if that crash qualifies as a true work zone fatality. These numbers represent fatalities where a work zone was determined to not be a potential factor.*

## Number of Crashes in Work Zones

**Write up:**

Providing safe and efficient travel in work zones is essential to protecting the public, and MoDOT crews remain committed to managing work zone operations as safely as possible.

In the second quarter of 2026, there were eight on-system work zone fatal crashes, resulting in eight fatalities. Five of these incidents involved vulnerable road users (VRUs). During this same period, there were zero work zone fatal crashes on the local system. Below is a summary of the second quarter crashes:

**Vulnerable Roadway Users:**

- Two pedestrian crashes occurred when individuals attempted to cross interstate mainlines. There did not appear to be any construction activity that would have prompted them to cross at those locations, and the reason they chose those routes is unknown.
- Two pedestrian crashes involved roadway workers. In one incident, a worker appears to have darted into the roadway to retrieve a dropped item and was struck. In the other, a flagger who had stopped traffic was hit by an inattentive driver.
- One crash involved a pedal cyclist operating without reflectors or lights on a dark roadway. The cyclist was struck when a vehicle changed lanes due to an upcoming lane drop.

**Vehicular:**

- Two crashes were rear-end collisions where work zone congestion was noted as a contributing factor. One involved a semi striking a vehicle, resulting in multiple secondary impacts. The other involved a vehicle rear-ending a semi.
- One additional rear-end crash occurred where the work zone does not appear to have been a significant contributing factor.

**Purpose:**

This measure tracks the number of traffic-related and non-traffic-related fatalities, injuries and overall crashes occurring in work zones on state-owned and off-system roadways.

## Measurement and Data Collection:

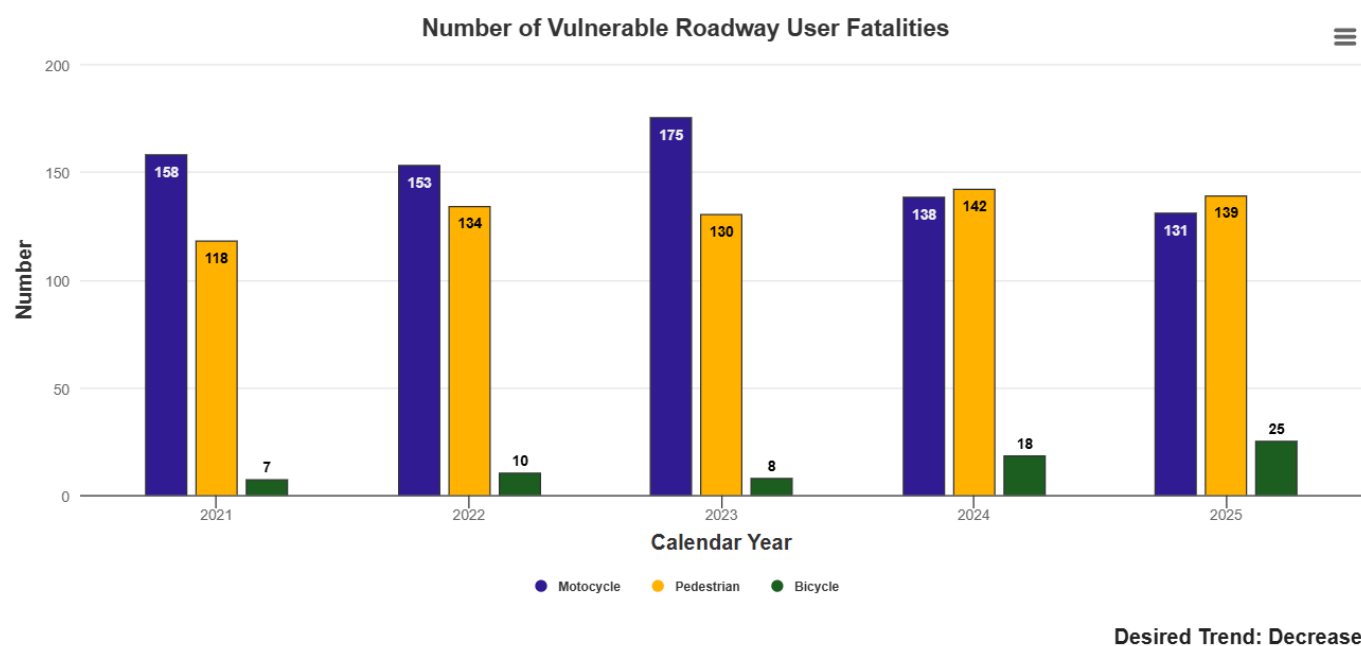
Missouri law enforcement agencies submit a vehicle accident report form to the Missouri State Highway Patrol to be entered into a statewide traffic crash database. The database automatically updates MoDOT's crash database system, which is part of the Transportation Management System (TMS). MoDOT staff query and analyze this data to identify work zone-related crash statistics. Missouri State Highway Patrol prioritizes entry of the crash reports by fatality, serious injury and property damage only.

The target for this measure is updated quarterly. This target is established by projecting a 10% improvement over a 5-year average.

## Number of vulnerable roadway user fatalities – 5c

Update Frequency: April

Color Grade: yellow



## Write up:

In 2025, the overall number of fatalities among vulnerable roadway users slightly decreased. Pedestrian and motorcycle fatalities decreased by 2% and 5%, respectively, while pedalcyclist fatalities increased by 38%.

All age groups were proportionally represented, with individuals ranging from 17 to 79 years old. All districts reported fatalities, with the Kansas City, St. Louis, Southeast and Southwest regions accounting for approximately 83% of the total. Of the 131 motorcycle fatalities recorded, 64 involved individuals who were either not wearing a helmet or were wearing a non-DOT-compliant helmet.

Pedestrian fatalities occurred every month and on every type of roadway. Among the 21 fatalities on interstate highways, four occurred in August and November, with the rest spread throughout the year. In 2025, all districts experienced pedestrian fatalities. Pedestrians ages 30 through 50 represented the largest share of fatalities. Of the 139 pedestrian fatalities statewide, 70 occurred in St. Louis.

## Tracker Archive – July 2026

Of the 25 bicyclists who lost their lives on Missouri roadways, eight fatalities occurred within the Kansas City District and the remaining 17 occurred across other districts statewide. Twelve of the 25 bicyclists were not wearing helmets, and 92% of the fatalities on Missouri roadways were male. January was the only month in 2025 with zero bicycle fatalities. Four fatalities occurred in both May and June, and several additional months saw two fatalities each.

The primary focus appears to be on improving pedestrian safety in St. Louis and Kansas City by encouraging safe walking behaviors. There is also emphasis on reminding drivers to remain in their vehicles after crashes or breakdowns on interstates. Additional focus areas include encouraging motorcyclists to wear DOT-compliant helmets and urging cyclists to wear helmets and follow roadway user rules when biking.

### Purpose:

The vulnerable roadway user measure tracks annual trends in fatalities of motorcyclists, pedestrians and bicyclists. These roadway users are at risk for death when involved in a motor-vehicle-related crash.

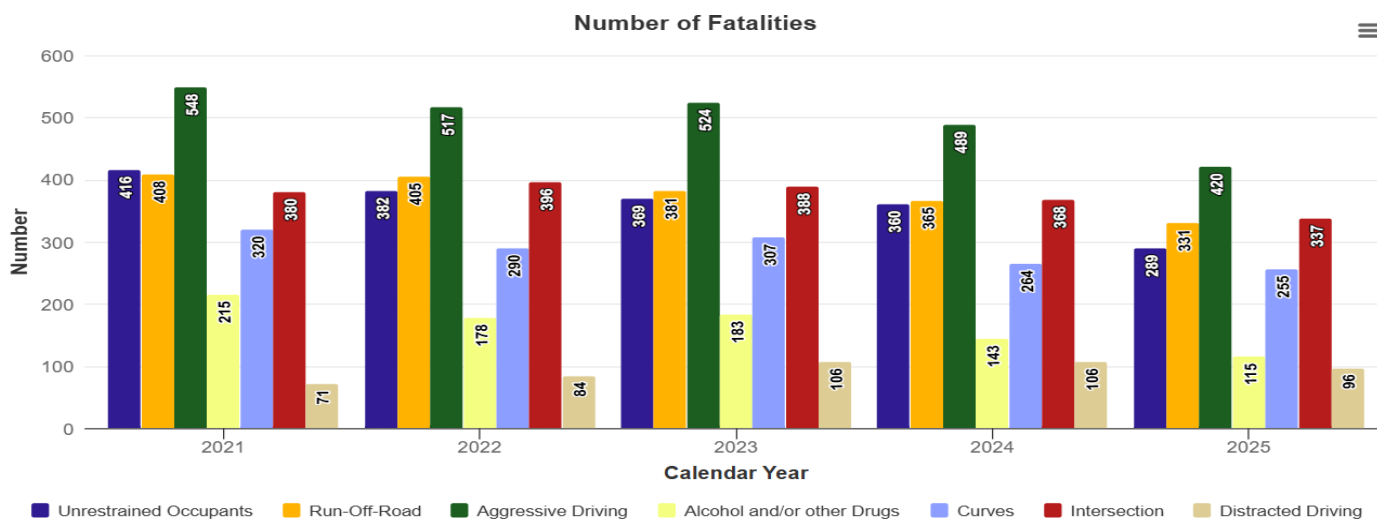
### Measurement and Data Collection:

Missouri law enforcement agencies submit a vehicle accident report form to the Missouri State Highway Patrol. The report is then entered into a statewide traffic crash database. The database automatically updates MoDOT's crash database system, which is part of the Transportation Management System.

### Most common characteristics of fatal crashes – 5d

Update Frequency: April

Color Grade: yellow



### Write up:

By identifying the behaviors and characteristics most associated with severe crashes, MoDOT can make more informed decisions to improve safety. In 2025, there were 909 traffic fatalities in Missouri, a 4.8% decrease from 2024 and the third consecutive year of declining fatalities. When comparing 2025 data to 2024, the most notable decreases occurred in substance-impaired fatalities and unrestrained fatalities. Additionally, over the past five years, run-off-road fatalities have continued to decrease each consecutive year.

## Tracker Archive – July 2026

Distracted driving fatalities also decreased from 2024 to 2025, dropping to 96. However, the actual number is likely significantly higher, as distracted driving is difficult to capture in a crash report. The Missouri Legislature passed a new handsfree law for all drivers, which went into effect in August 2023. However, full implementation of the law did not take effect until Jan. 1, 2025. Drivers can now receive a citation for violating the law. Independent research from Cambridge Mobile Telematics indicates that distracted driving in Missouri has decreased by 7.8% since the law went into effect. Aggressive driving continues to be the leading cause of fatal crashes; however, there was a 14% decrease in these crashes from 2024 to 2025, dropping this number below pre-pandemic levels.

Missouri's strategic highway safety plan, Show-Me Zero, was updated in 2025 and now includes five emphasis areas: Safer People, Safer Vehicles, Safer Speeds, Safer Infrastructure, and Safer Response. MoDOT aims to improve safety with every project by utilizing the Safety Assessment For Every Roadway (SAFER) approach. For the draft 2027–2031 STIP, the department has programmed 855 projects (75%) with safety improvements totaling approximately \$565 million in the first three years. In addition, MoDOT administers approximately \$25 million in federal funds designated for educational, enforcement, and outreach programs to improve highway safety.

### Purpose:

The measure tracks annual trends in motor-vehicle-related fatalities resulting from the most common contributing factors or highway features. This data represents the four focus areas presented in Missouri's strategic highway safety plan, Show-Me Zero.

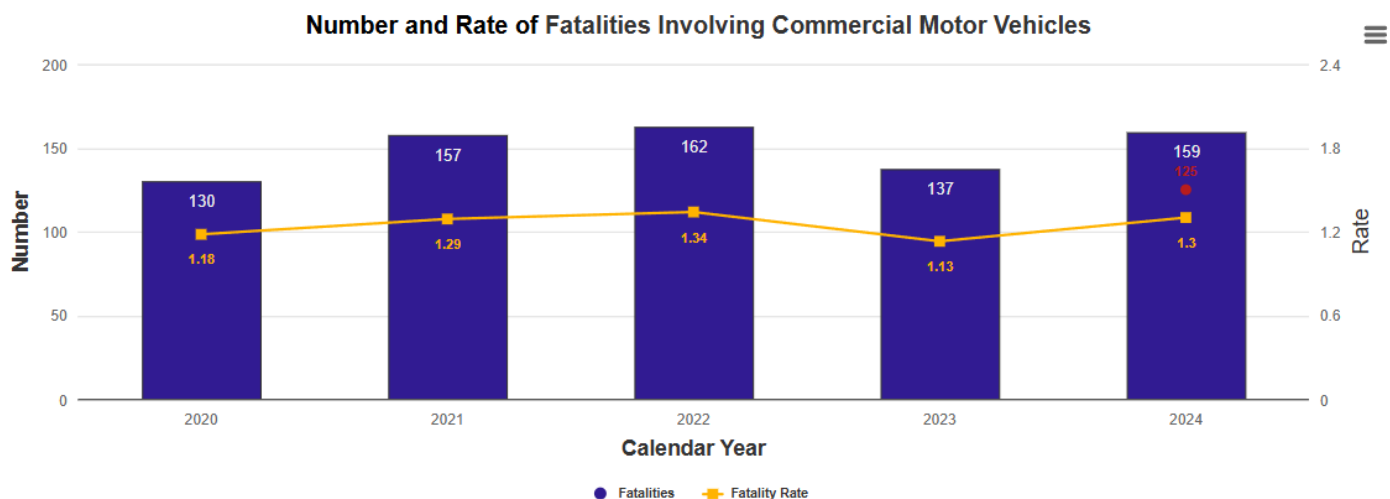
### Measurement and Data Collection:

Missouri law enforcement agencies submit a vehicle crash report form to the Missouri State Highway Patrol to be entered into a statewide traffic crash database, which feeds into MoDOT's Transportation Management System. MoDOT staff query and analyze this data to determine the number of unrestrained occupants in crashes, how often aggressive driving, distracted driving, alcohol and other drugs contribute to crashes, and whether the vehicles ran off the road, the crash occurred in a curve or the crash occurred at an intersection.

## Number and rate of fatalities involving commercial motor vehicles – 5e

Update Frequency: July

Color Grade: red



Target: Below 1.25

## Write up:

Commercial Motor Vehicles play a vital role in the nation's economy by transporting the products that are needed. By tracking the number of CMV-involved fatalities, MoDOT can target educational and enforcement efforts, as well as improve safety features along Missouri roadways. MoDOT partners with the Missouri State Highway Patrol, St. Louis Metropolitan Police Department, St. Louis County Police Department and the Kansas City Police Department to keep people safe while traveling in and around CMVs.

While efforts from MoDOT and the partner agencies are effective in improving safety on roadways, Missouri experienced an increase in the number and rate of fatalities involving CMVs in 2024. Between 2020 and 2024, fatalities involving a CMV have increased from 1.18 to 1.30 per 100 million CMV vehicle miles traveled. In 2024, Missouri experienced an increase of 22 fatalities involving a CMV as compared to 2023. This resulted in a 2024 fatality rate of 1.30 compared to 1.13 for 2023. The target for 2024 was 125 or fewer fatalities and unfortunately this goal was not met.

## Purpose:

This measure tracks annual trends in fatalities involving Commercial Motor Vehicles. This data guides the development and focus of the Commercial Vehicle Safety Plan, which is the plan required to receive Motor Carrier Safety Assistance Program funds.

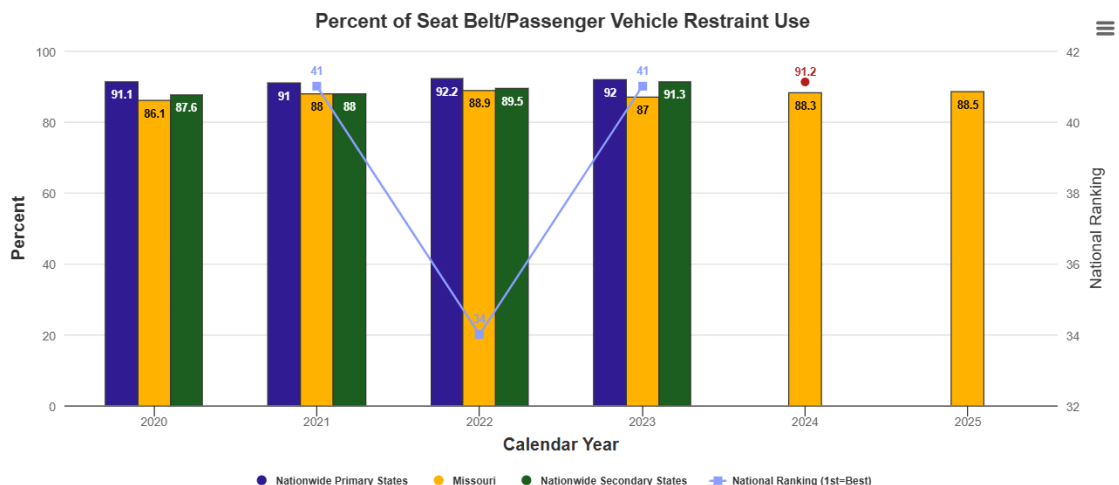
## Measurement and Data Collection:

Missouri law enforcement agencies submit a vehicle crash report form to the Missouri State Highway Patrol to be entered into a statewide traffic crash database. The database automatically updates MoDOT's crash database system, which is a part of the Transportation Management System. The fatal rates on the charts display the annual fatality and injury rates per 100 million vehicle miles traveled for commercial motor vehicles for these same crashes. The 2024 target was based on a 8.8% improvement rate from the Missouri Commercial Vehicle Safety Plan for 2024 as part of a long-term goal to achieve zero fatalities by the end of 2030.

## Percent of seat belt/passenger vehicle restraint use – 5f

Update Frequency: October

Color Grade: yellow



Target: 91.2%

\*Nationwide data is not available for 2024 at the time of this publication.

**Write up:**

Wearing a seat belt is one of the easiest ways vehicle occupants can protect themselves in the event of a crash, but it is a challenge to ensure everyone is buckled up every trip, every time, day or night. Public education and legislation are two ways to keep the issue in front of motorists. MoDOT supports each approach, attacking the problem with focused marketing campaigns and reinforcing it with hard facts to back legislative efforts and media campaigns. Several municipalities across the state have enacted primary ordinances within city or county limits. Missouri currently has one county and 70 municipalities that have adopted primary seat belt ordinances, representing over 28.3% of the state's population.

Based on 111,490 driver and front seat passenger observations, seat belt use in Missouri for 2025 was 88.5%, a 0.2% increase from 2024. Douglas County was the lowest at 57.0%, and Taney County was the highest at 97.1% based on weighted data. Nationwide numbers always lag one year behind state numbers - the national average for seat belt use in 2024 was 91.2% (down 0.7% from 2023; 2024 data is not yet available). \*The NHTSA Publication "Seat Belt Use in 2024 - Use Rates in the States and Territories" which is usually published in August, has not yet been published in 2025; therefore, MoDOT does not have any comparisons regarding Missouri's ranking nor Secondary vs. Primary law states.

MoDOT continues to work with external partners to improve Missouri's safety culture through statewide strategic initiatives such as Buckle Up Phone Down, by coordinating NHTSA-funded occupant protection enforcement campaigns and by providing educational programs among law enforcement, schools, universities, driving schools and others.

**Purpose:**

This measure tracks annual trends in seat belt use in passenger vehicles. This data drives the development and focus of the Missouri Triennial Highway Safety Plan and supports Missouri's Show Me Zero Plan and provides data for highway safety grant project selection.

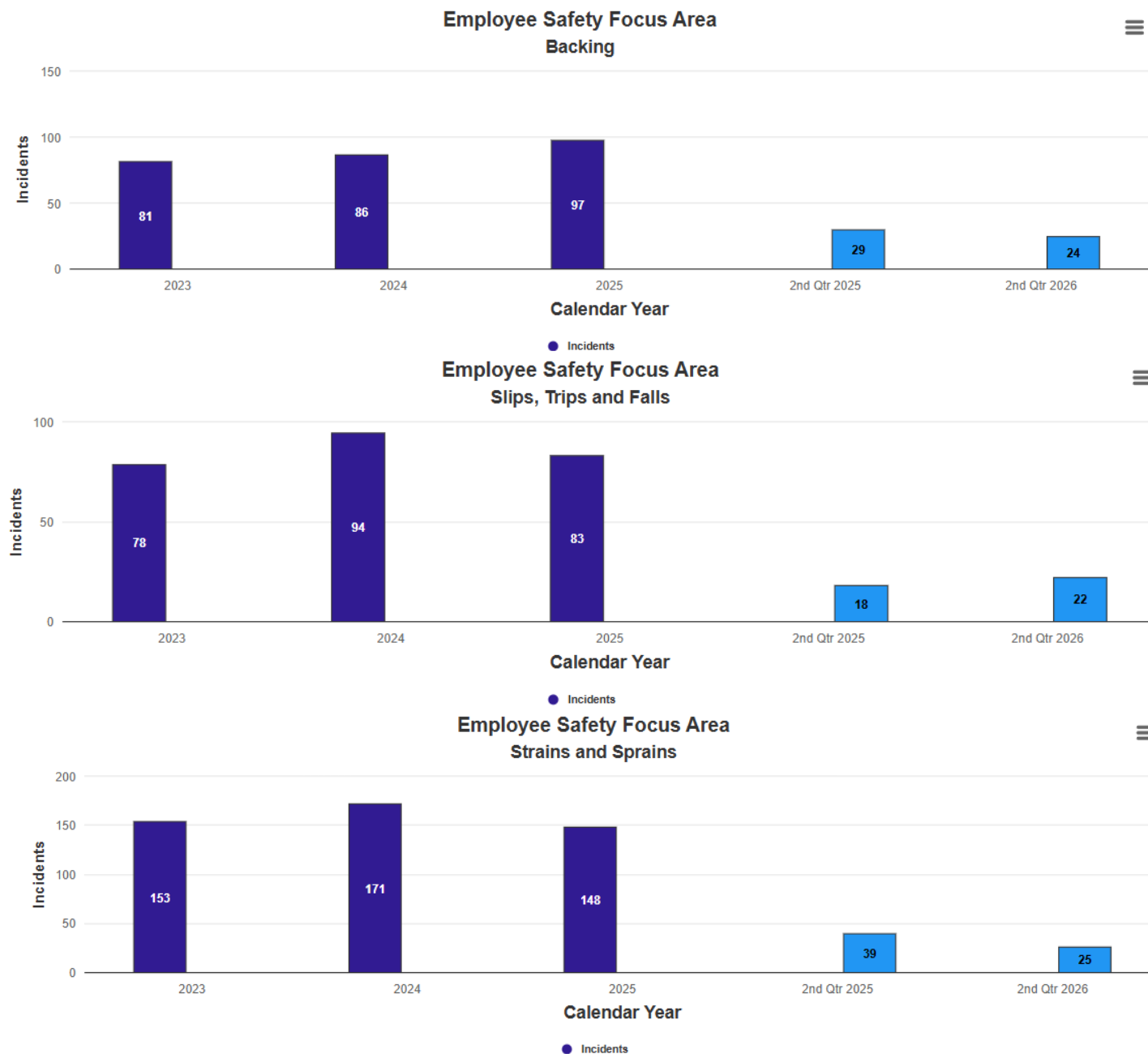
**Measurement and Data Collection:**

Each June, a statewide survey is conducted at 560 preselected locations in 28 counties. The data collected is calculated into a seat belt usage rate using a formula approved by the National Highway Traffic Safety Administration. Data collection locations are selected from counties that represent 85% of the state's vehicle occupant fatalities. While the data collection plan is the same each year for consistency, NHTSA guidelines require survey sites to be re-selected every five years based on updated fatality data. The 2023 survey was the first survey using updated survey sites and, while 1.9% lower than 2022, does not necessarily mean that fewer people are buckling up; rather, all new sites have been surveyed and data pertaining to those sites for 2023 - 2027 can be compared similar to how 2018 - 2022 data was comparable. The target for this measure is updated annually in October for the next calendar year and is established as the current national average.

## Employee safety focus areas – 5g

Update Frequency: Quarterly

Color Grade: yellow



### Write up:

Safety is MoDOT's top priority, and this measure ensures employees arrive at work safely, perform their jobs safely, and return home safely. Preparations that support these goals include preplanning jobs, reviewing Risk-Based Assessments, conducting morning safety briefings, and stretching before the workday begins. The measure focuses on three high-risk areas: backing a motorized vehicle, slips, trips, and falls, and employee sprains and strains.

### Tracker Archive – July 2026

MoDOT recorded 24 backing incidents in the second quarter of 2026, a 17% decrease compared to the same quarter in 2025. Backing incidents can lead to property damage, injury, or death. Improvement strategies include parking to avoid backing, using spotters, completing circle checks, and integrating Geotab devices into snow vehicles to support data collection.

There were 22 slips, trips, and falls reported throughout the second quarter of 2026, a 22% increase compared to 2025. Strategies to reduce these incidents include increased situational awareness, organized work areas, identification of job hazards, and proper use of personal protective equipment.

MoDOT reported 25 sprains and strains throughout the second quarter of 2026, a 36% decrease from 2025. A new reporting system provides more accurate data and incorporates improvement strategies from the statewide Stretch and Flex program, including seeking assistance when lifting and applying proper lifting techniques taught during Gear Up training.

Safety is everyone's responsibility. Employees are encouraged to look out for themselves and each other by submitting Observations, Good Catches, and Near Misses to help identify risks and direct targeted improvement efforts.

#### Purpose:

This measure tracks the department's most frequent incident types and highlights areas to focus on for improvement.

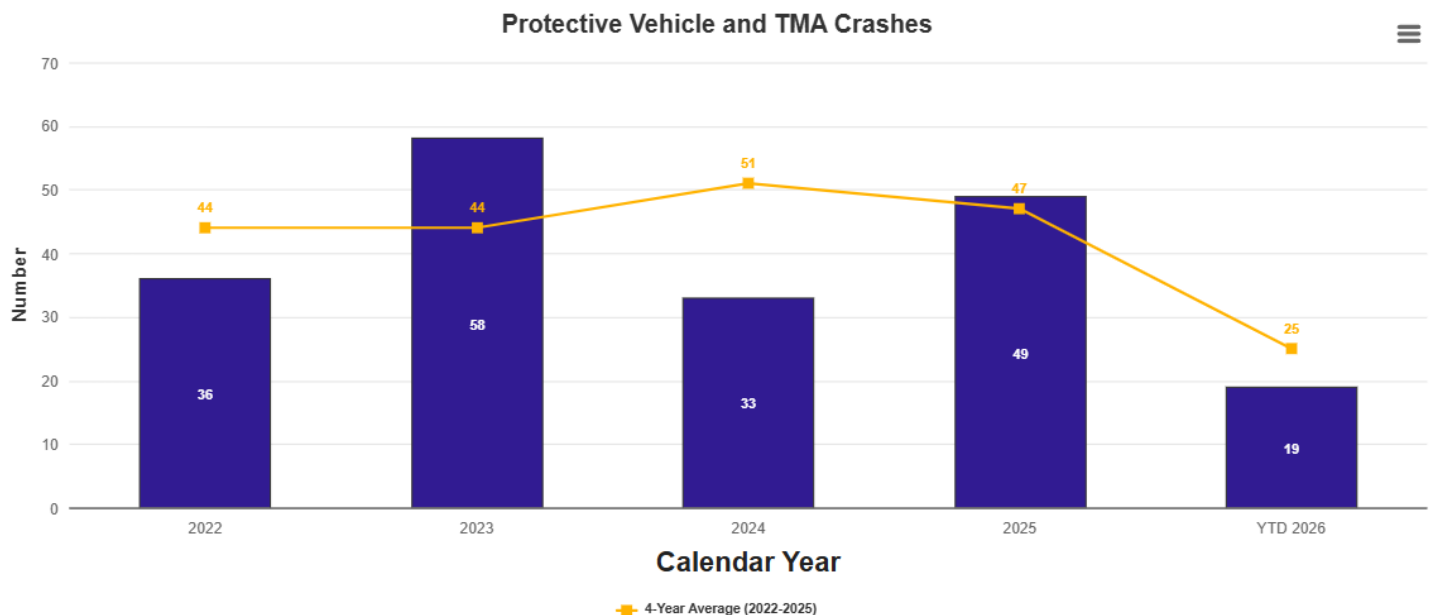
#### Measurement and Data Collection:

Data is collected through MoDOT Management System BI- Report for each district and Central Office for the prior four years on the number of backing incidents; slips, trips and falls; and strains and pulls. These are the three most common types of injuries at MoDOT.

### TMA crashes and associated employee injuries – 5h

Update Frequency: Quarterly

Color Grade: green



Desired Trend: Decrease

**Write up:**

MoDOT's main goal is to eliminate work zone crashes. This measure focuses on reducing the number of crashes involving protective vehicles (PV), truck-mounted attenuators (TMA), or trailer-mounted attenuators (TrMA) below the previous 4-year average.

In the second quarter of 2026, MoDOT reported seven protective vehicle crashes in work zones. This is a 24% decrease in incidents for the 2026 year-to-date average compared to the previous 4-year average. These crashes can range from very minor—resulting in minimal or no repairs to protective units—to more severe incidents that lead to total equipment loss or injuries to involved parties. New protective units can cost between \$50,000 and \$80,000, excluding additional expenses such as staff time, truck damage, lost wages, or medical costs. The most significant impact from these incidents is the potential for lifelong injuries that affect an employee's quality of life—or loss of life—which cannot be quantified.

During the second quarter, two MoDOT employees and three third-party individuals involved in a TMA/TrMA/PV crash sought medical attention for injuries. The seven protective vehicle crashes in work zones occurred predominantly in urban areas. Five incidents occurred on major routes, and two occurred on minor undivided routes. All reported incidents happened during daytime operations.

These operations include:

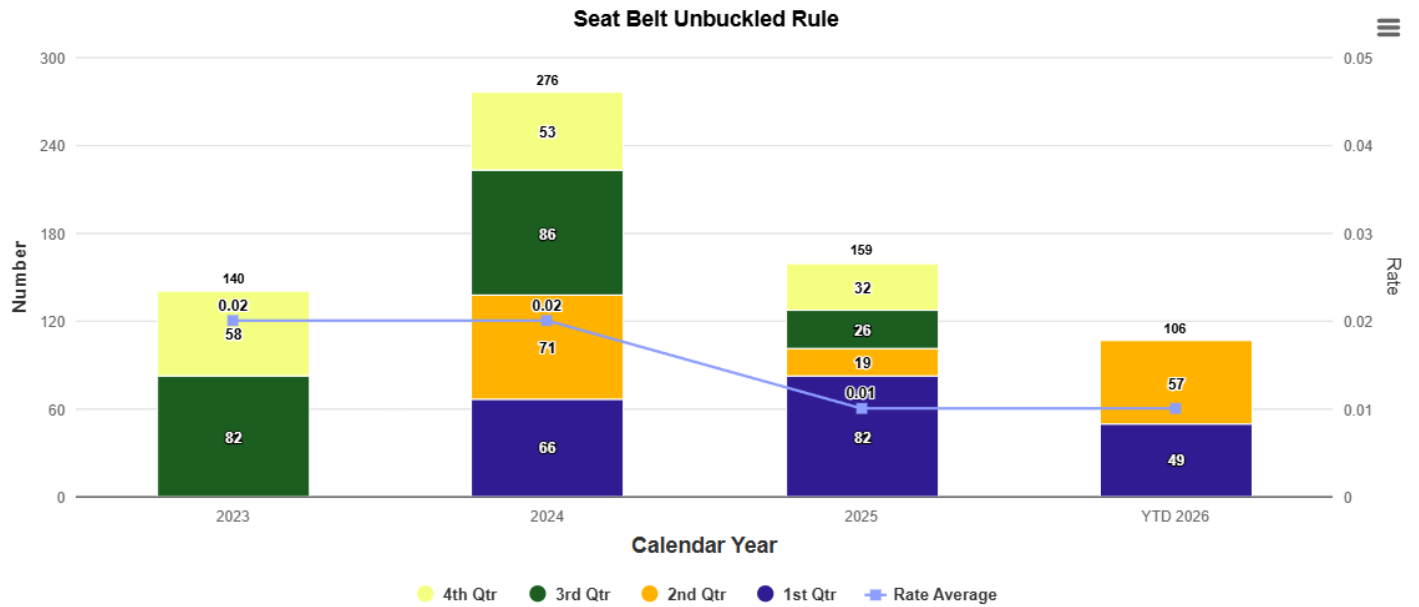
- Two spraying operations
- One each of the following: pothole patching, striping, mowing, bridge flushing, and signing operations.

**Purpose:**

MoDOT owns more than 600 truck- or trailer-mounted attenuators used to help save lives by absorbing the impact of a crash in a work zone. By measuring the number of TMA/protective vehicle hits, MoDOT can identify and share information about higher-risk activities that could result in a crash and develop strategies to eliminate work zone crashes.

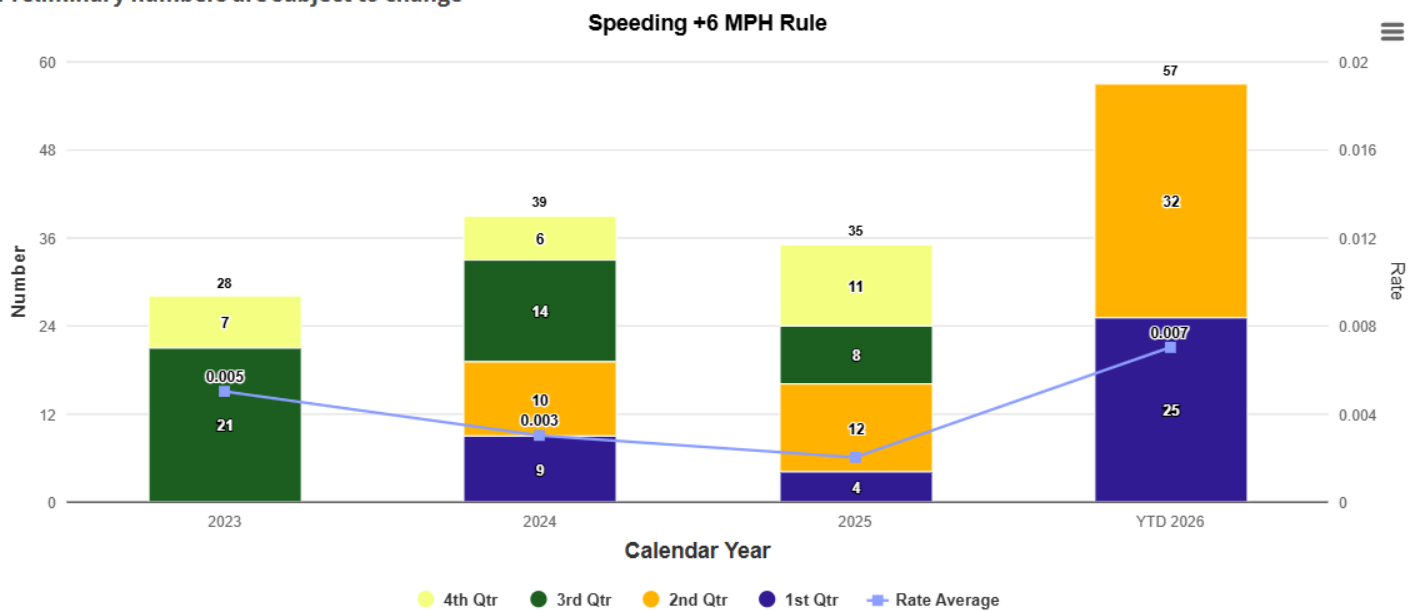
**Measurement and Data Collection:**

When a TMA incident occurs, a claim report is completed. The claim report and any associated police reports are reviewed by Risk Management Technicians for interpretation. A statewide work zone incident team reviews TMA incidents and seeks strategies for operations improvement to reduce or eliminate the incidents. Only incidents where the TMA was in an active work zone protecting workers are included in this data. This measure is reported based on quarters of a calendar year.



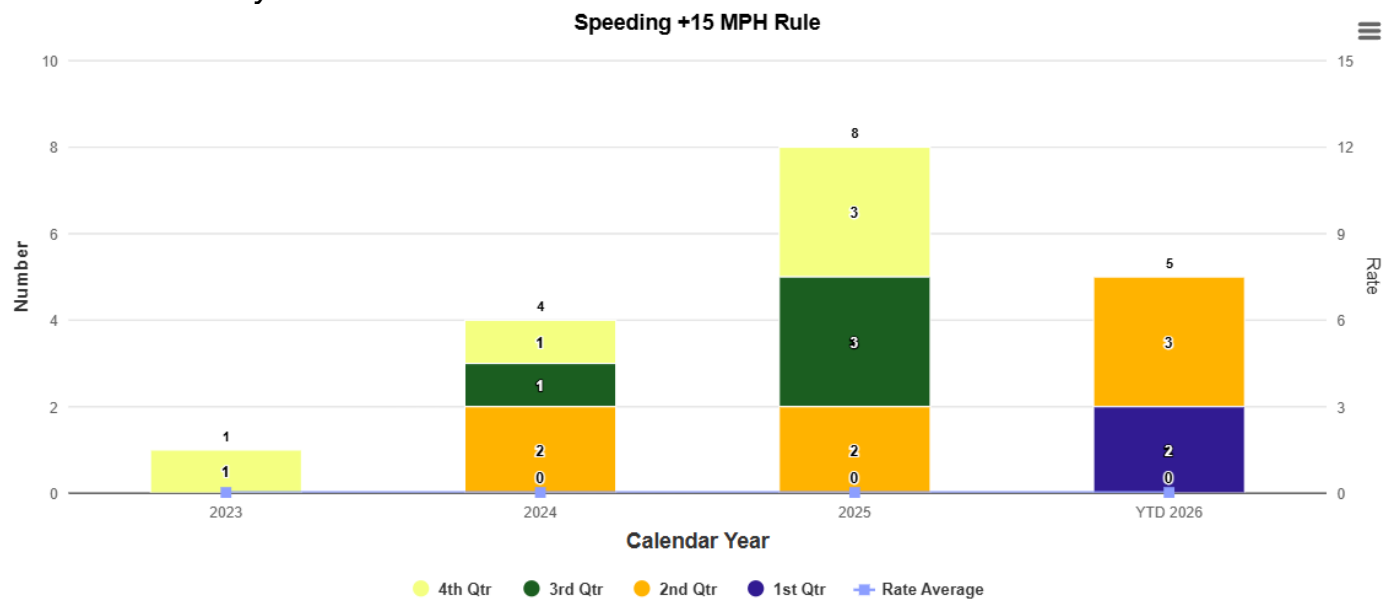
Desired Trend: Decrease

\*Preliminary numbers are subject to change

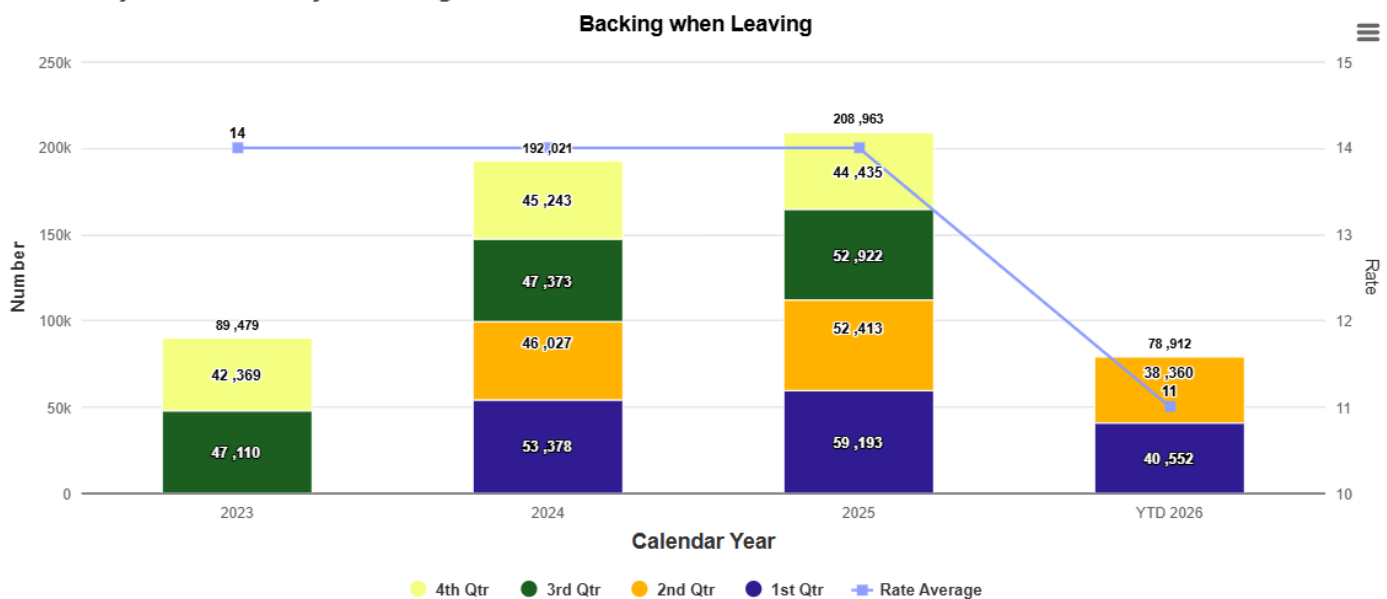


Desired Trend: Decrease

\*Preliminary numbers are subject to change



\*Preliminary numbers are subject to change



\*Preliminary numbers are subject to change



**Write up:**

The average number of unbuckled seatbelt events increased in the second quarter of 2026 compared to the same period in 2025, rising from 19 to 57. Despite this increase, the event rate remained steady at 0.01 events per 1,000 miles driven.

Speeding incidents of +6 mph also increased year over year, going from 12 to 32, with the rate rising from 0.002 to 0.007 events per 1,000 miles driven.

Speeding incidents of +15 mph increased slightly, from two to three events. Because the overall volume is low, the rate stayed at zero.

Backing-while-leaving events decreased significantly, dropping from 52,413 in second quarter 2025 to 38,360 in second quarter 2026. The rate also improved, decreasing from 14 to 11 events per 1,000 miles.

The statewide safety score declined only slightly, moving from 97.8 to 97.7, and remains within the low-risk range.

**Purpose:**

Wearing seat belts, adhering to posted speed limits, and limiting backing, are the very basics of a safe workplace. Seat belt use and following the posted speed limits are also Missouri state law. This measure will track how MoDOT is performing on the very basics of a safe workplace. This is just one small piece of a much larger effort to ensure every team member goes home safe each and every day.

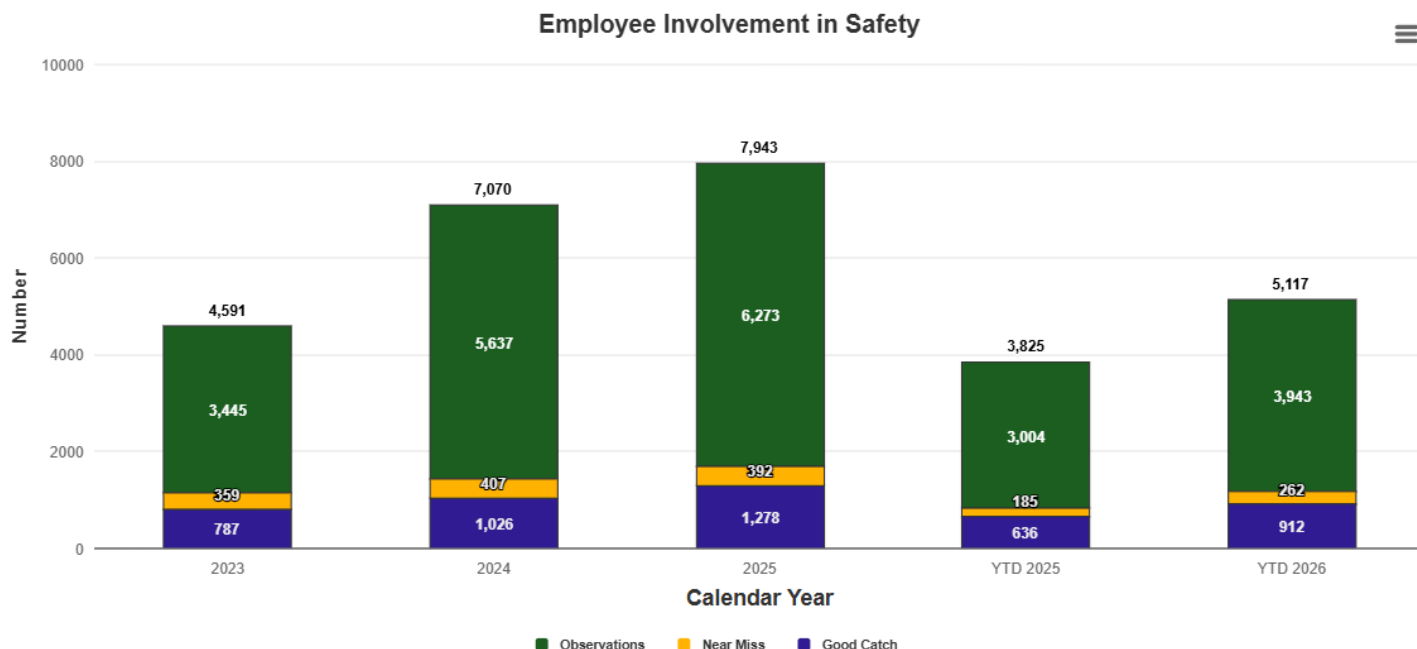
**Measurement and Data Collection:**

Using telematics and GPS technology, MoDOT monitors and collects data about seat belt usage and speeding, among other metrics, in MoDOT's fleet ensuring vehicles are being operated in a safe manner. This data is used extensively to answer customer questions regarding snow removal and investigate allegations of damage caused by MoDOT fleet. This measure compares aggregate number of events along with rate events. Rate events may show a more accurate representation of events, while number of events may be skewed based on actual miles driven. The rate is broken down by exceptions that happen every 1,000 miles driven, which gives a fair comparison from month to month.

## Employee involvement in safety - 5j

Update Frequency: Quarterly

Color Grade: green



### Write up:

An effective safety and health program depends on meaningful employee participation. Employees are often the most familiar with the hazards associated with their work, which makes their insights critical for identifying and addressing risks. When employees are actively involved, they are more likely to support and sustain the safety culture because people are more committed to what they help create.

Proactive practices such as peer-to-peer safety Observations and Good Catch reporting empower employees to take ownership of safety. These tools help identify and eliminate hazards before they lead to incidents. This practice reinforces the concept that safety is a choice made before something happens, rather than a reaction after an incident.

Learning from close calls is essential to the safety of MoDOT employees. Near Miss reporting allows MoDOT to analyze potential incidents and take corrective actions, helping employees move closer to the shared vision of zero injuries.

Employee participation in safety Observations, Near Misses, and Good Catch reporting increased by 33% in the first two quarters of 2026 compared to the same time frame in 2025. As shown in the graph, each individual category has increased. This progress reflects a stronger, more proactive safety culture driven by the people who live it every day.

### Purpose:

This measure shows MoDOT employees' involvement in the department's safety program by tracking observations, near misses and Good Catches. This leading indicator shows trends in employees' good-hazard recognition.

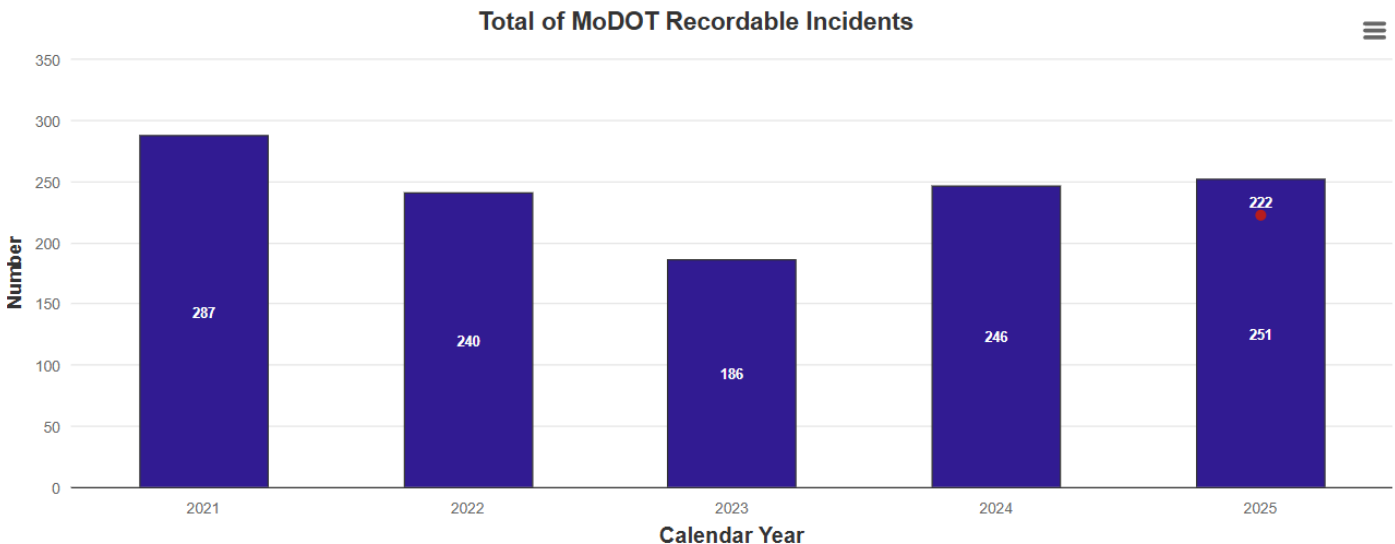
## Measurement and Data Collection:

This employee-involvement measure tracks observations, near misses and Good-Catch data that is submitted by MoDOT employees.

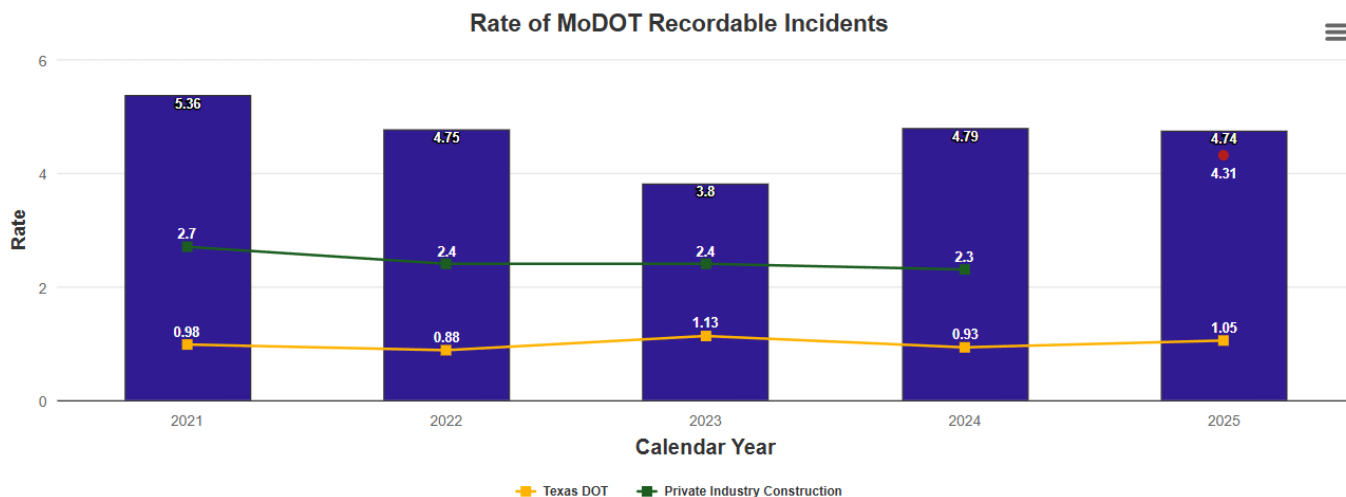
### Total and rate of MoDOT recordable incidents – 5k

Update Frequency: January

Color Grade: red



Target: 222



Target: 4.31

\*OSHA private industry data is not yet available for 2024

\*\*Texas DOT data is for fiscal year rather than calendar year

### Write up:

The total number and rate of recordable incidents are tracked to measure the department's goal of reducing injuries. MoDOT's objective is to ensure that every employee returns home to their families unharmed every day.

Reporting injuries allows the department to arrange for prompt treatment and to learn from mistakes or remediate hazards. The total number of recordable injuries in 2025 slightly increased to 251 as

### Tracker Archive – July 2026

compared to 246 in 2024. MoDOT continues to experience decreases from historical rates, which consistently ranged between 5 and 6, due to the organization’s increased emphasis on safety. The top three causes of employee injury in 2025 were:

- Slips, trips, and falls at 21.79%.
- Employees being struck or injured by an object at 17.11%.
- Employees being caught in, under, or between an object at 12.63%.

### Purpose:

This measure tracks the number of recordable injuries in total and as a rate of injuries per 100 workers.

### Measurement and Data Collection:

The calculation for incidence rate is the number of recordables times 200,000 divided by the number of hours worked. The 200,000 used in the calculation is the base for 100 full-time workers (working 40 hours per week, 50 weeks per year). MoDOT defines a recordable incident as a work-related injury or illness that results in death, days away from work or medical treatment resulting in cost to the department. It should be noted this is a more rigorous method than is used by OSHA and the Texas DOT, both of which only count medical treatment if it is beyond first aid or loss of consciousness. The injury data is collected from Riskmaster, the department’s risk management claims administration software. The number of hours worked is taken from MoDOT’s payroll data.

The targets for total recordable incidents and rate of recordable incidents are updated annually. The target is calculated by subtracting 10% from the year-to-date comparison period.

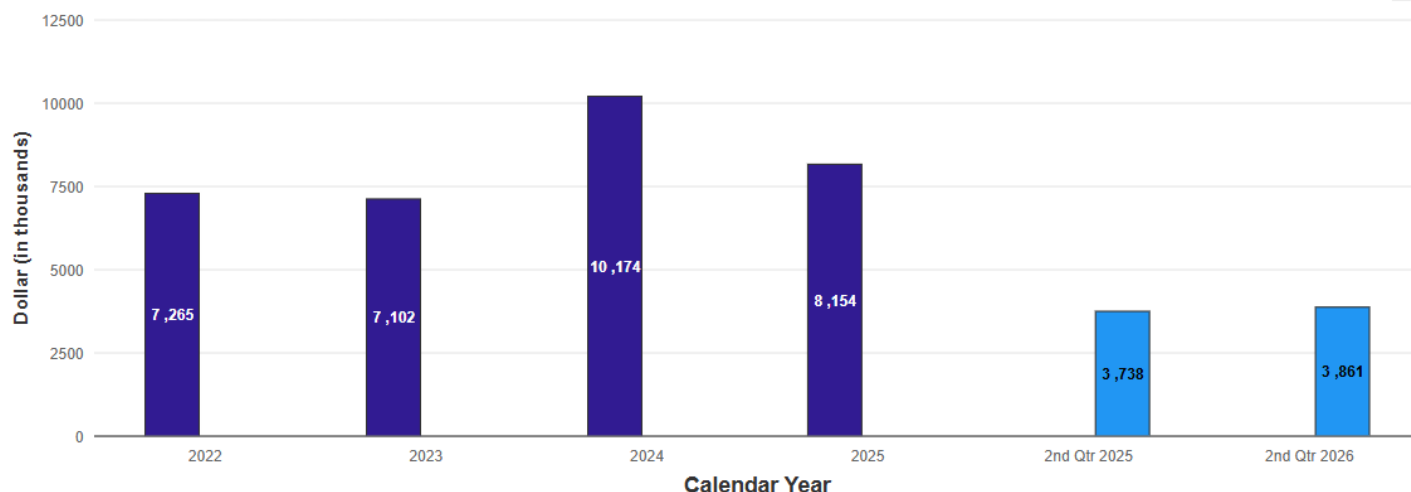
### General liability claims and costs -5I

Update Frequency: Quarterly

Color Grade: green



## Amount Paid on General Liability Claims

**Write up:**

Keeping employees and the public safe is the department's highest priority. Controlling damage to vehicles and reducing personal injury in work zones, on the right of way, and in other areas under the department's control helps MoDOT accomplish this goal.

Compared to the first two quarters of 2025, there was a 58% decrease in general liability claims in the first two quarters of 2026 and a 3% increase in the amount paid. Most of the claims filed against the department are attributed to pavement defects, which account for 59% of all claims filed.

In the second quarter of 2026, payments were made on 295 claims against the department, totaling \$1,249,705.91. The two claims below accounted for 40% of the 295 payments.

- The first claim occurred in an area well known for flash flooding. Floodwater washed the vehicle down a creek, causing two fatalities and one injury. This claim settled for \$375,000.
- The second claim involved a fatal crash in which a vehicle went off the pavement edge. Due to the alleged pavement drop-off, the driver overcorrected and lost control of the vehicle. This claim settled for \$112,500.

To improve results, the department's focus continues to be on the most common general liability claims. Historically, the five most frequent claim types are pavement defects, debris on the roadway, chip seal, mowing, and striping operations.

**Purpose:**

This measure tracks the number of general liability claims and amount paid.

**Measurement and Data Collection:**

General liability claims arise from allegations of injuries or damages caused by dangerous conditions on MoDOT property and claims that directly resulted from the condition. In addition, an employee must be negligent and create the dangerous condition or MoDOT must have actual or constructive notice of the dangerous condition in sufficient time before the injury or damage to have taken measures to protect the public. Claims data is collected from Riskmaster, the department's risk management claims administration software.

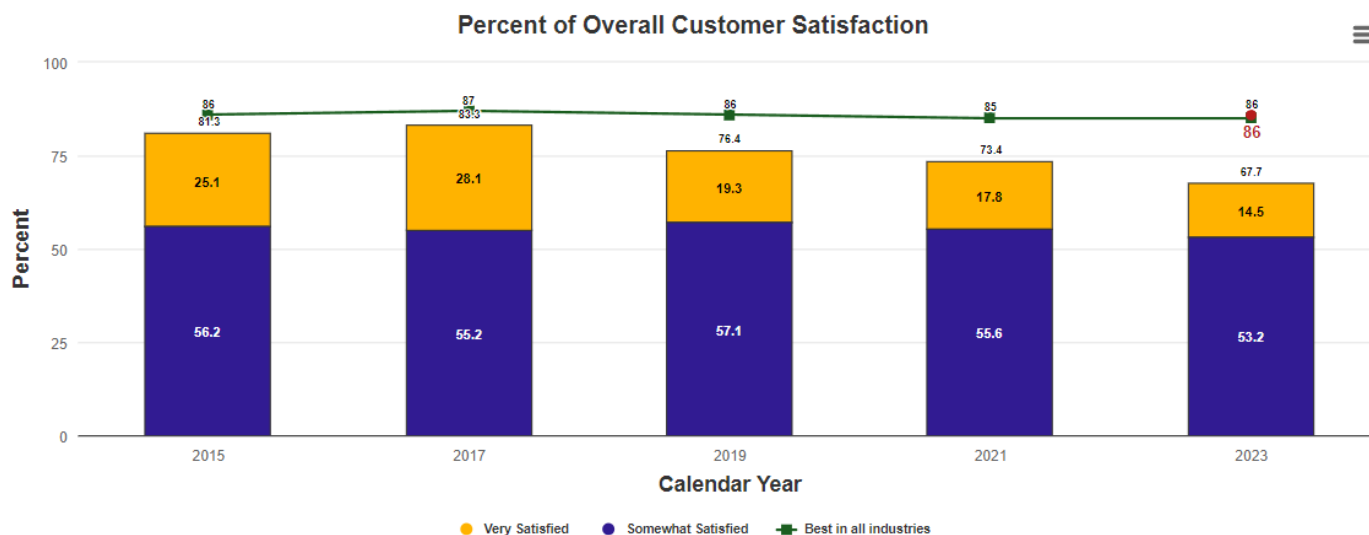
## Tracker Archive – July 2026

The target for this measure is updated annually and is calculated by determining a 5-year average and subtracting 10%. Exceptionally high or low years are excluded from the 5-year average calculation to determine a practical target.

### Combined Customer Satisfaction Survey – 6a

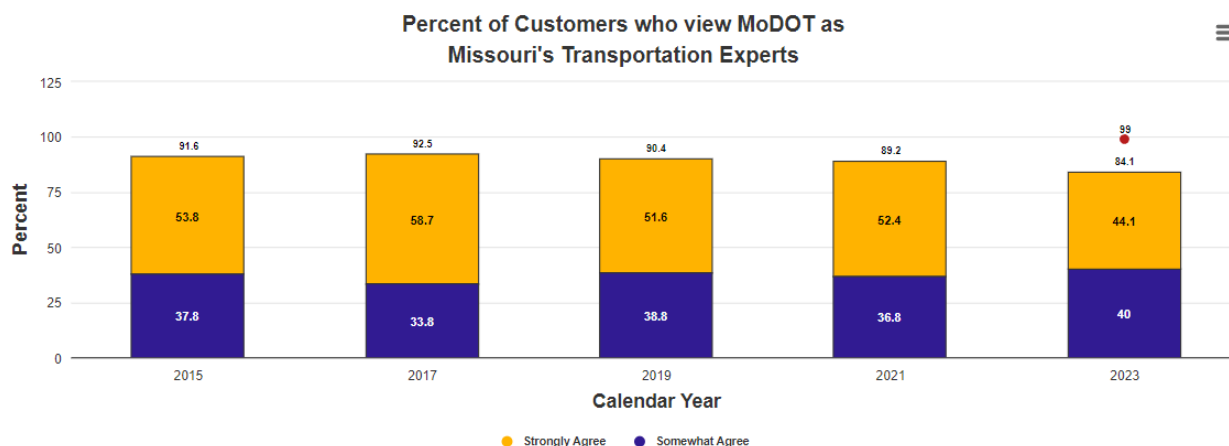
Update Frequency: October (biannual)

Color Grade: red



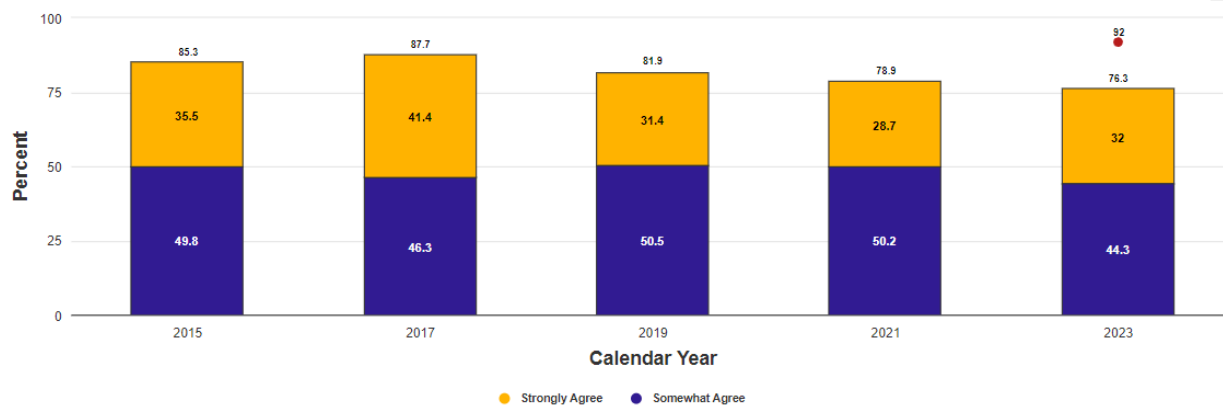
**Target: 86%**

2013 – Mercedes Benz, 2015 – Chick-fil-A, 2017 – Chick-fil-A, 2019 - Chick-fil-A, 2021 - Trader Joe's, 2023 - Chewy

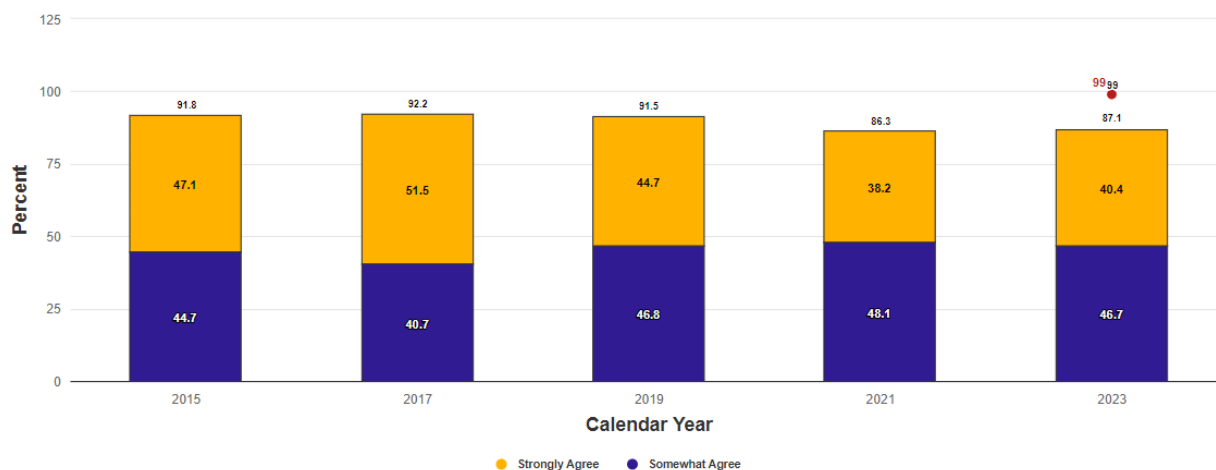


**Target: 99%**

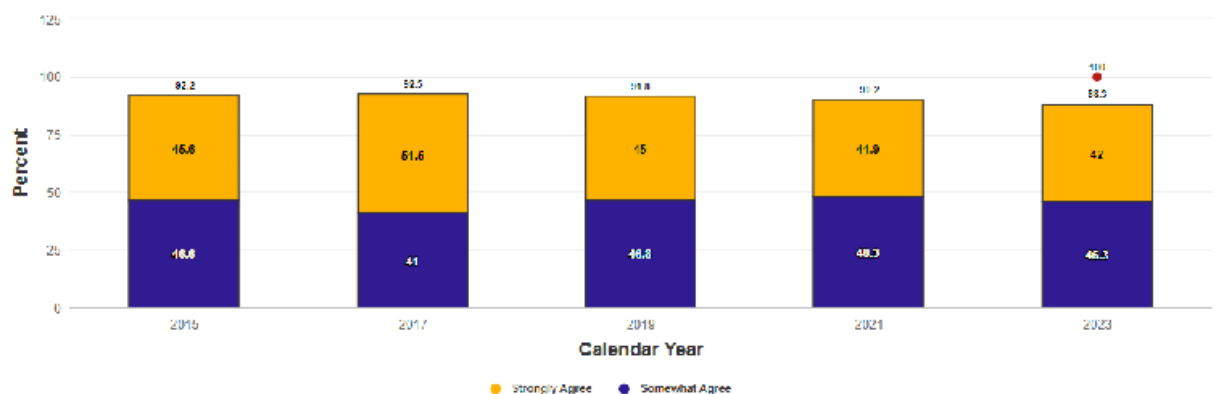
Percent of Customers Who Trust MoDOT to Keep its Commitments



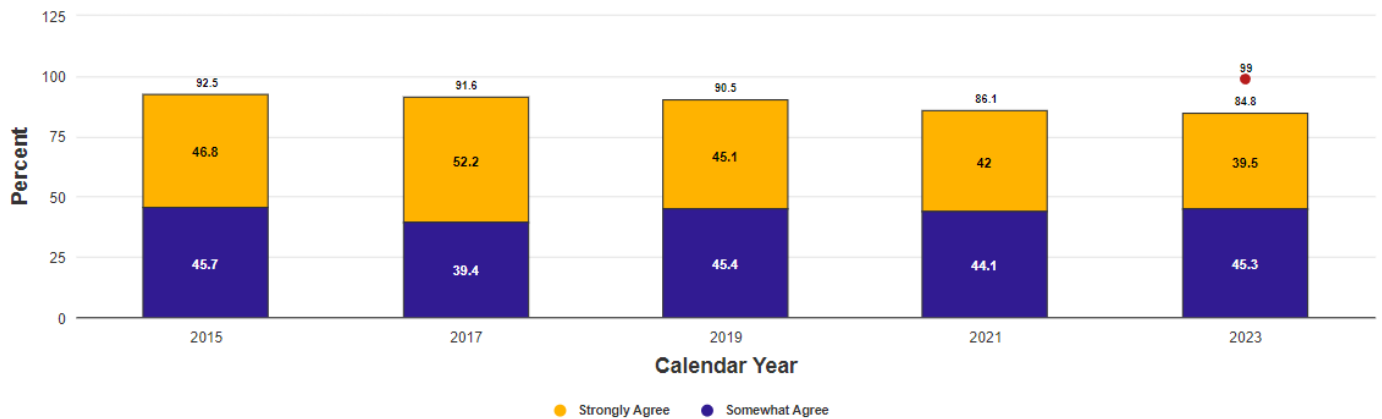
Percent of Customers who feel MoDOT Provides Timely Information



Percent of Customers who feel MoDOT Provides Accurate Information



### Percent of Customers who feel MoDOT Provides Understandable Information



Target: 99%

#### Write up:

Just like well-maintained roads and bridges, the citizens of Missouri expect timely, accurate and understandable information from their department of transportation. Whether it's a news release, social media post, text alert or a notice of a public meeting, MoDOT makes every effort to get information to the public as quickly and as clearly as possible. The results of this effort are trust and respect. This measure shows just how well the department continues to meet customers' high expectations.

Results have decreased in nearly every metric. Possible reasons for the decreases seen in these specific measures could be related to increased response times from staffing and equipment shortages, specific project desires, system conditions or an increased fuel tax.

Overall customer satisfaction with MoDOT has decreased, with the percent of Missourians surveyed saying they are satisfied with the job MoDOT is doing dropping from 73.4% in 2021 to 67.7% in 2023. In addition, those customers who reported they are very satisfied with MoDOT decreased from 17.8% to 14.5%.

As the agency responsible for transportation in Missouri, MoDOT must hold its lead as an expert in the field. The department continues to work on improving partnerships with all Missourians, including local government, elected officials and transportation-related groups and organizations in order to deliver the very best possible transportation system with the resources available. Gaining and keeping the public's trust is critical to MoDOT's overall success. The best way MoDOT can accomplish this is to deliver on the commitments it makes.

#### Purpose:

This measure tracks the percent of customers who are satisfied with MoDOT as a leader and expert in transportation issues, how effectively MoDOT conveys its expertise to the traveling public and keeps its commitments, and also tracks whether customers feel MoDOT provides timely, accurate and understandable information about road projects, highway conditions and work zones.

#### Measurement and Data Collection:

Data is collected through a biennial survey, in odd-numbered years. This has historically been done via a telephone survey of approximately 3,500 randomly selected Missourians. However, new for

## Tracker Archive – July 2026

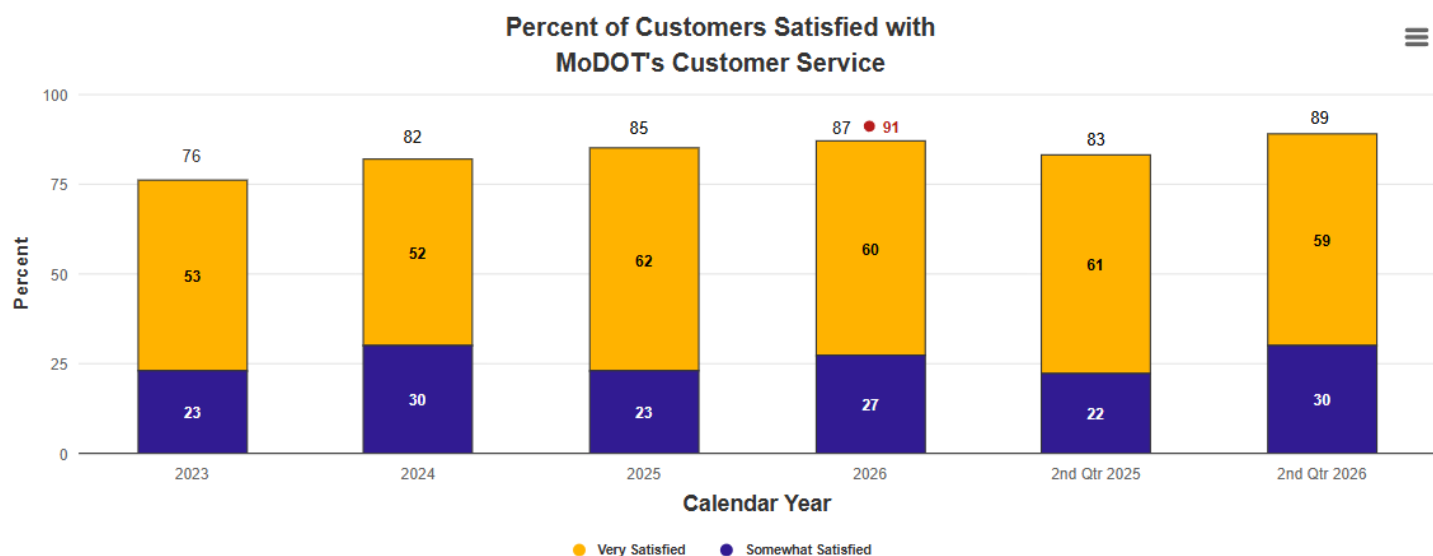
2023, the survey was conducted using various methods: text, social media (Facebook and Instagram), and postcard. A total of 5,047 responses were received, with a minimum of 504 responses per District. The 2023 survey was also offered in Spanish for the first time, and 64 respondents completed the survey in Spanish.

The target for this measure is normally updated bi-annually in October. MoDOT strives to reach and maintain 100% satisfaction across all aspects of customer satisfaction, based on standards in major global industries.

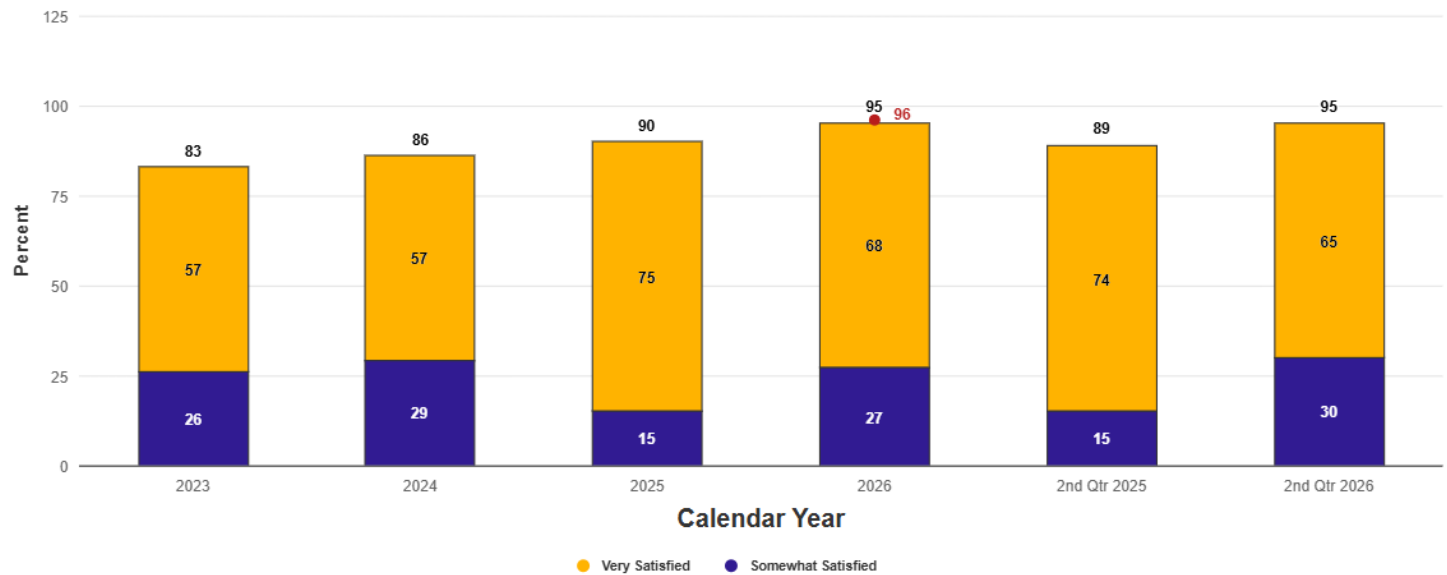
### Percent of customers satisfied with MoDOT's customer service – 6b

Update Frequency: Quarterly

Color Grade: yellow



## Customer Satisfaction with Clarity of Response



## Customer Satisfaction with Responsiveness

**Write up:**

Providing outstanding customer service is one of MoDOT's core values and is the responsibility of all employees in the organization. To actively seek feedback from customers, MoDOT uses a statewide call system and an enhanced online call report system that enables customer service representatives to work across all seven district boundaries using a one-team approach. The data shown in the graphs reflect how surveyed customers rated their interactions with MoDOT.

During the second quarter of 2026, overall customer satisfaction rose to 89%, compared to 83% in the second quarter of 2026. Politeness of staff increased to 98%, up from 95% in 2025. Customer

### Tracker Archive – July 2026

satisfaction with the clarity of responses rose to 95%, compared to 89% in 2025. Responsiveness also improved to 95%, up from 87% in 2025.

The average time to complete customer requests was 2.9 days.

#### Purpose:

This measure shows how satisfied customers who contacted MoDOT were with the politeness, clarity and responsiveness they received, as well as their overall level of satisfaction.

#### Measurement and Data Collection:

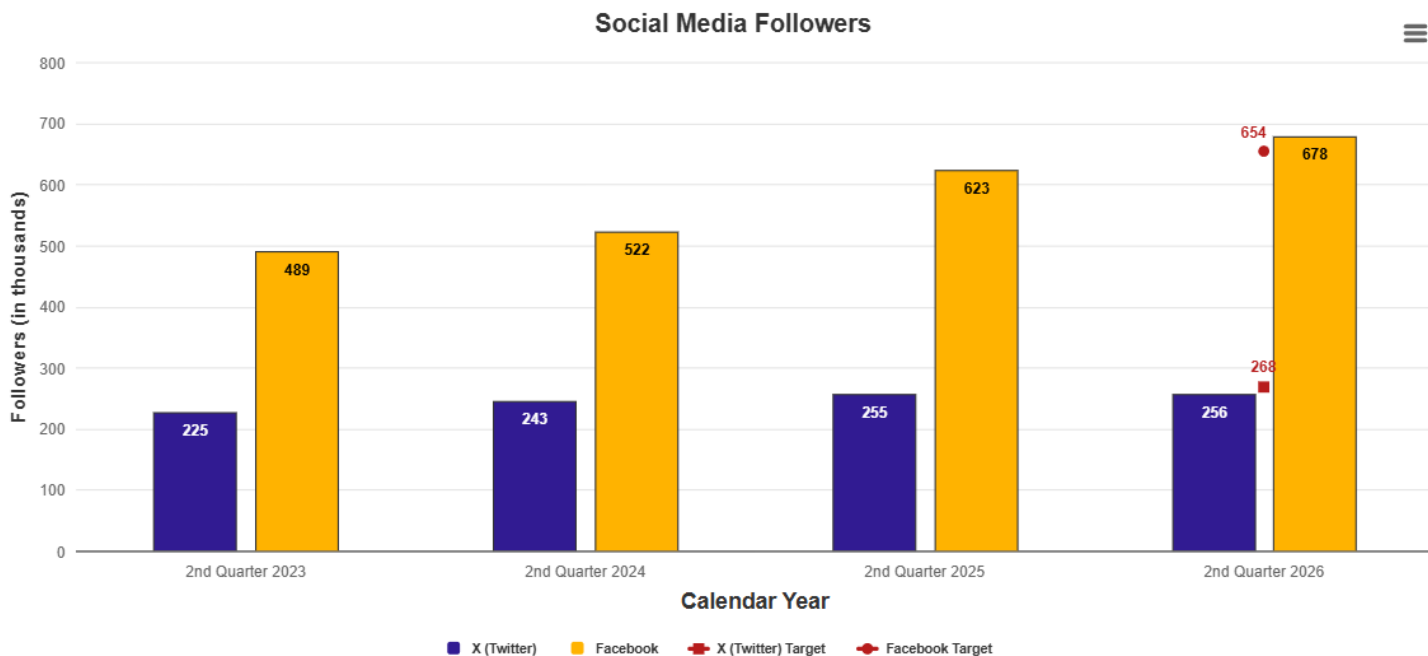
Data for this measure comes from a monthly telephone, email and texting survey of 200 customers who contacted a MoDOT customer service center in the previous month. The customer contacts come from call reports logged into the customer service database. Survey participants are asked to respond on an agreement scale regarding three qualities of their experiences. A fourth question is asked regarding their overall satisfaction. This measure also includes the time to complete requests logged into the customer service database. Requests requiring more than 30 days to complete are removed to prevent skewing the overall results.

The target for this measure is to be updated quarterly and is established by projecting a 10% improvement over a 5-year average.

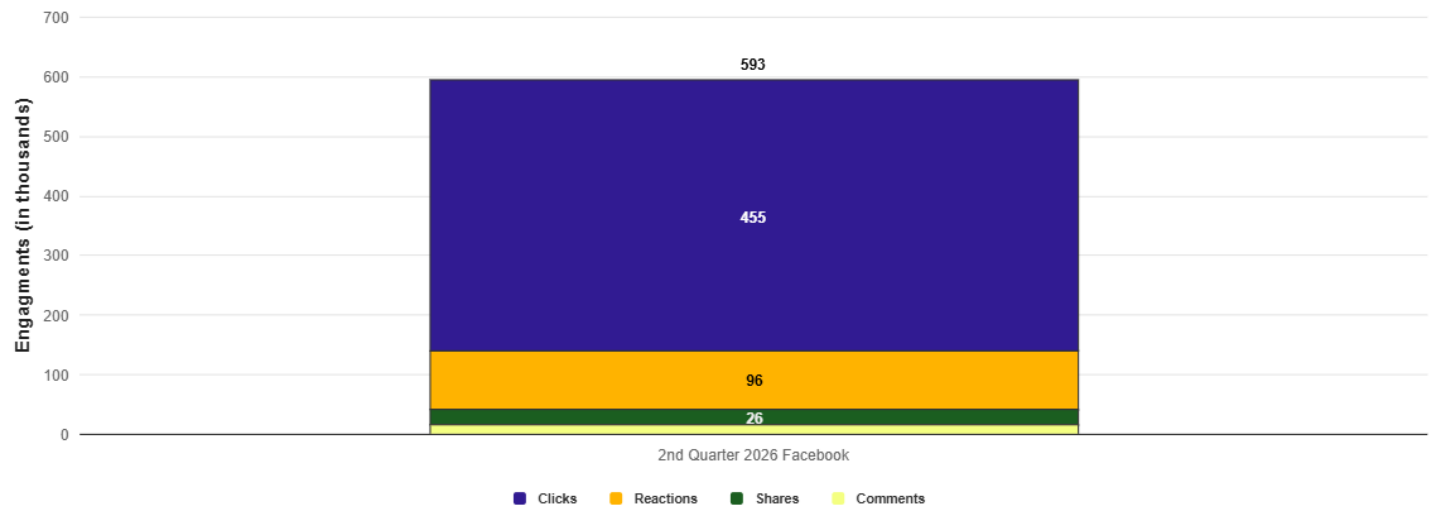
### Customer communication engagement – 6c

Update Frequency: Quarterly

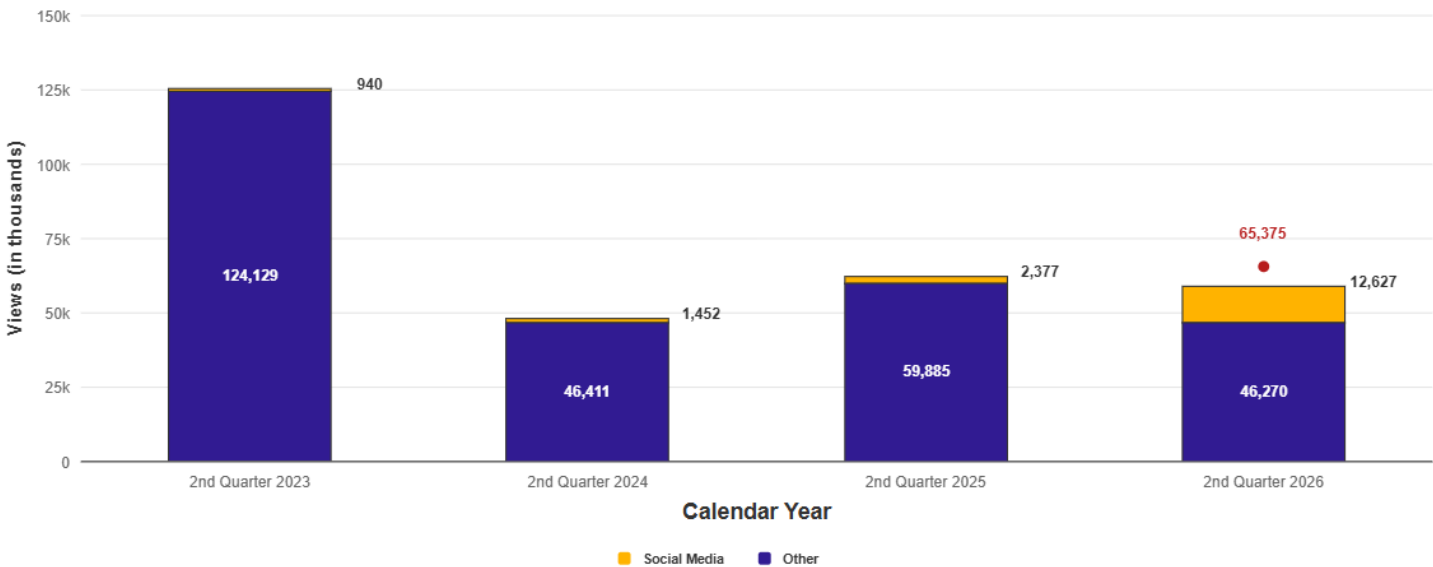
Color Grade: yellow

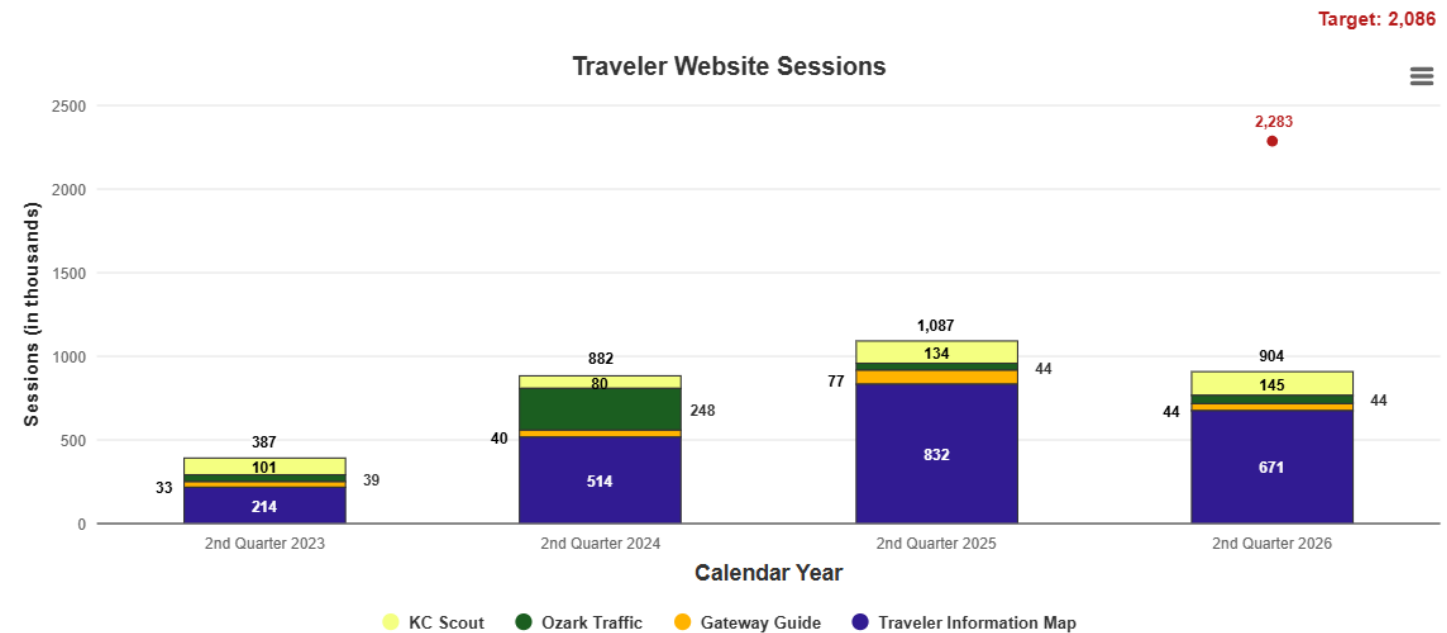
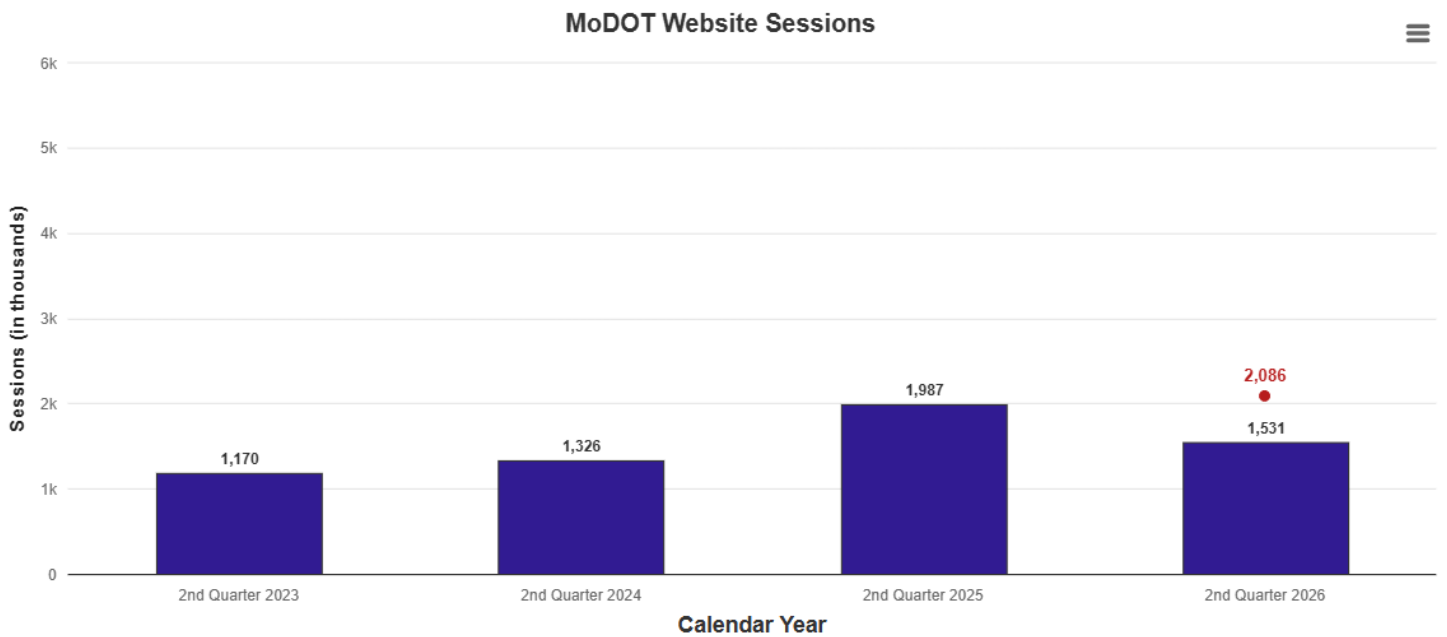


Social Media Engagements



Video Views





## Write up:

### SOCIAL MEDIA

Effective organizations share information with the people they serve. The best and most trusted organizations engage their customers, which is why MoDOT interacts with its customers through social media platforms, websites, and applications. Compared to the second quarter of 2025, MoDOT gained more than 55,487 new Facebook followers statewide and gained 1,125 followers on X.

During the second quarter of 2026, the most popular Facebook post was a TMA Hit video from April 23. The post reached 2,696,224 users and had the highest engagement, with 249,869 post clicks, shares, comments, and reactions.

### Tracker Archive – July 2026

MoDOT is now measuring customer interactions on its social media sites to better track engagement. Engagements are customer interactions with MoDOT’s posted content and include likes, shares, and comments. This quarter, MoDOT’s Facebook pages across the state had more than 593,000 total engagements.

MoDOT websites had 1,530,972 sessions during the second quarter of 2026, a decrease of 455,775 sessions compared to the same period last year. The second quarter 2026 numbers align with typical seasonal trends, with 2025 serving as an anomaly. This year’s second quarter numbers surpassed those from both 2023 and 2024. Traveler website sessions also decreased by 181,942 this quarter compared to second quarter 2025 numbers. Aside from last year’s anomaly, these figures are typical for this time of year—and remain above the numbers for second quarter 2023 and 2024.

MoDOT videos on YouTube and social media had more than 12 million organic views in the second quarter of 2026. This represents a significant increase due to statewide channels focusing more on video-related content, which is also being shared on district channels. Additional advertisement video placements were viewed more than 46 million times this past quarter.

| WEBPAGE VIEWS                    |           |
|----------------------------------|-----------|
| MoDOT Homepage                   | 124,761   |
| Projects                         | 59,354    |
| Live Cameras                     | 53,702    |
| Work Zones                       | 33,346    |
| Search Results                   | 33,366    |
| YOUTUBE VIDEO VIEWS              |           |
| MoDOT CMV - Motorists 2025 :15   | 2,198,975 |
| MoDOT Farm Safety 2025 :30       | 448,607   |
| MoDOT Farm Safety 2025 :15A      | 430,761   |
| MoDOT 2025 Alcohol Impaired :15B | 290,913   |
| MoDOT 2025 Drug Impaired :15A    | 282,490   |

### Purpose:

This measure tracks the number of MoDOT customers hitting the department’s social media and website information.

### Measurement and Data Collection:

MoDOT gathers information for this measure from a variety of sources, including Google Analytics. Cumulative totals of website traffic and YouTube views are based on the number of visits. Facebook and Twitter data are based on the number of account followers. The target for this measure is

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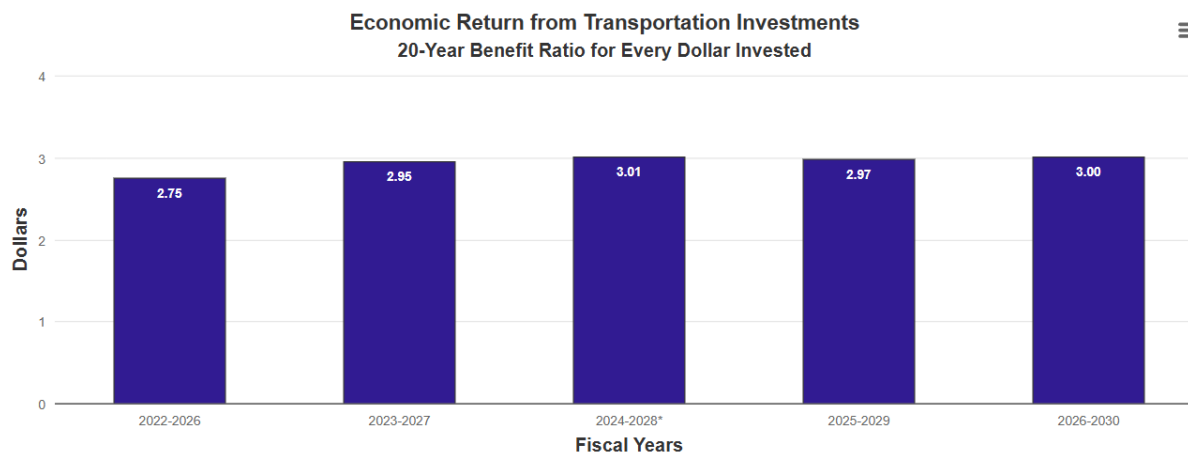
updated quarterly and is established by projecting a 5% improvement over the same quarter in the previous year.

This measure is linked to the Improve Communications strategy included in the Sharpening Our Strategic Vision initiative. To improve performance, MoDOT has identified several strategies, including the Citizen's Guide to Transportation Funding, the new department website and an enhanced Traveler Information Map.

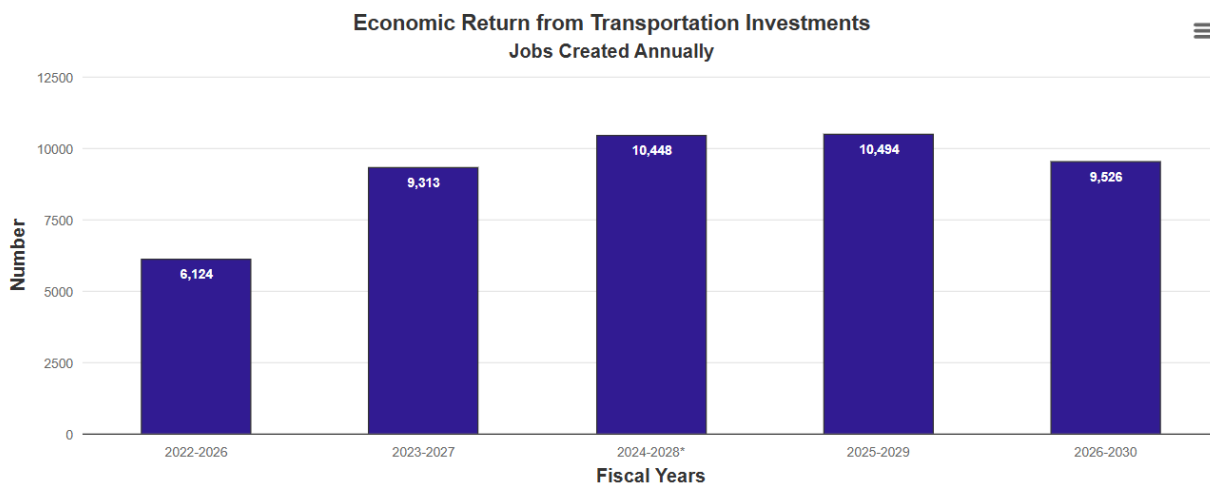
### Economic return from transportation investment – 7a

Update Frequency: October

Color Grade: yellow



\*The methodology for calculating the cumulative 20-year output per \$1 spent changed with the Economic Impact Analysis of the 2024-2028 STIP. This change focuses on committed funds over the 5-year period of the MoDOT STIP.



\*The methodology for calculating the Jobs Created Annually (20-year average) changed with the Economic Impact Analysis of the 2024-2028 STIP. This change focuses on committed funds over the 5-year period of the MoDOT STIP.

### Write up:

Investment in transportation improvements has long been held as a major economic engine that drives growth in job creation, personal income and new value added to Missouri's economy.

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Compared to the 2025-2029 Statewide Transportation Improvement Program investment of \$10.744 billion, the 2026-2030 STIP investment decreased by 9.76% to \$9.695 billion. The current STIP is estimated to create 9,526 jobs annually which is a decrease of 968 jobs or 9.22% from the previous STIP. The average number of jobs created decreased largely due to the higher-than-average estimated job creation expected from the I-70 improvements.

Transportation investments are expected to contribute approximately \$28.9 billion of economic output during the next 20 years, resulting in a \$3.00 return on every \$1 invested in transportation. This increase of 1.08% is attributed to the total outlays supporting impacts decreased by a greater portion than the decline in the cumulative 20-year output, resulting in a higher per dollar value. Missourians have consistently said they want MoDOT to take care of the existing system first, a \$63 billion value that carries a \$171 billion replacement cost.

### Purpose:

This measure tracks the economic impact resulting from the state's transportation investments.

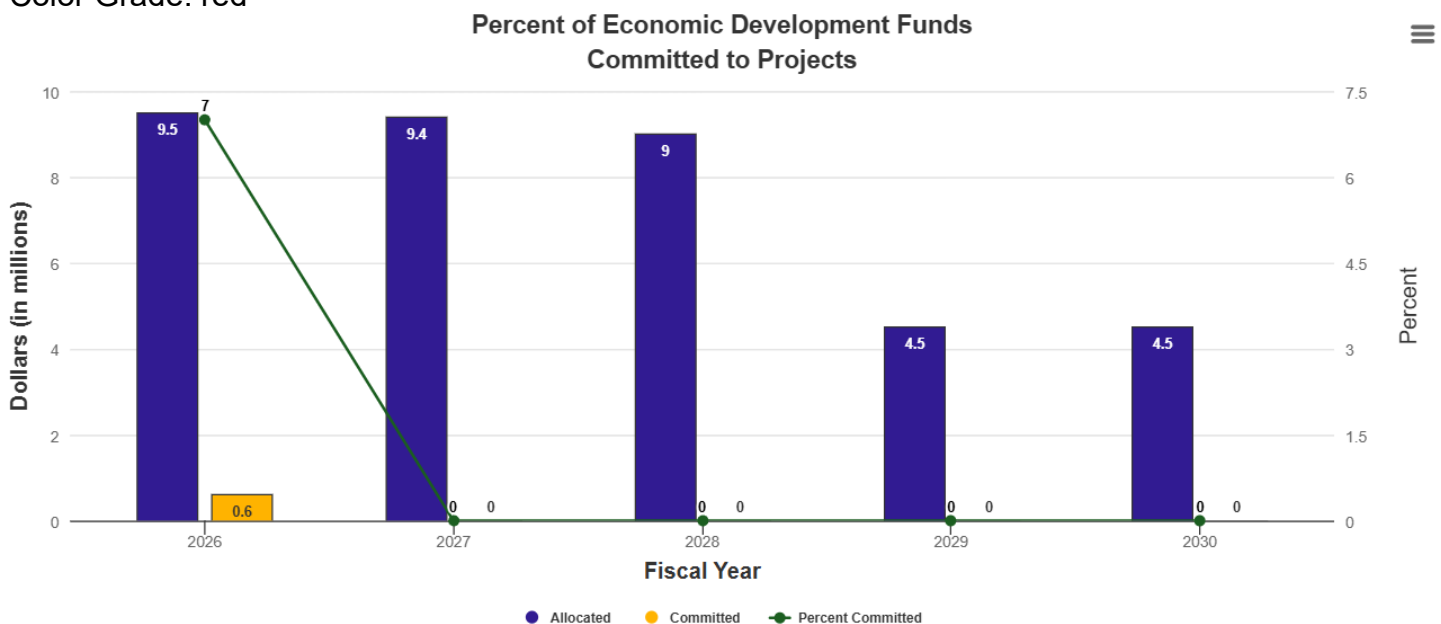
### Measurement and Data Collection:

MoDOT works with HDR, Inc. to perform economic impact analysis for the state's transportation investments. The analyses are performed using mode-specific templates in Excel and economic multipliers from a model called the Impact Analysis for Planning (IMPLAN). These results demonstrate a strong link between transportation investment and economic development.

## Percent of economic development funds committed to projects – 7b

Update Frequency: Quarterly

Color Grade: red



Target: 100% Committed

### Write up:

The Cost-Share Program is a collaborative effort between MoDOT, the Department of Economic Development (DED), and local entities to pool efforts and resources to deliver state highway and bridge projects. Funds are set aside for projects that demonstrate economic development. MoDOT works closely with these partners to identify when targeted investments can produce the greatest economic impact for Missouri. Projects selected for the set-aside funds may be funded up to 100% of

### *Tracker Archive – July 2026*

the project cost. The total amount of funds set aside is \$9 million. Tracking this data ensures that economic development funds are being utilized effectively.

At the end of the third quarter of fiscal year 2026, \$36.3 million in economic development funds were available for eligible projects. For FY 2029 and FY 2030, only 50% of the funding allocations are available. During the third quarter of FY 2026, economic development funds totaling \$618,000 were committed to DeLong's Incorporated to construct an acceleration lane and widen intersections at Route 63 and Route P in Randolph County. The overall goal is to commit all available funds to projects. MoDOT continues to work with districts, local partners, and DED to promote the program and identify projects that demonstrate economic impact for Missouri.

#### **Purpose:**

This measure tracks the percent of economic development funds committed to projects.

#### **Measurement and Data Collection:**

Data for this measure is collected from a partnership database.

### **Percent of disadvantaged business enterprise participation on construction and engineering projects – 7c UNDER CONSTRUCTION**

Update Frequency:

Color Grade:

#### **Write up:**

#### **Purpose:**

#### **Measurement and Data Collection:**

### **Expenditures made to certified minority, women and disadvantaged business enterprises – 7d UNDER CONSTRUCTION**

Update Frequency:

Color Grade:

#### **Write up:**

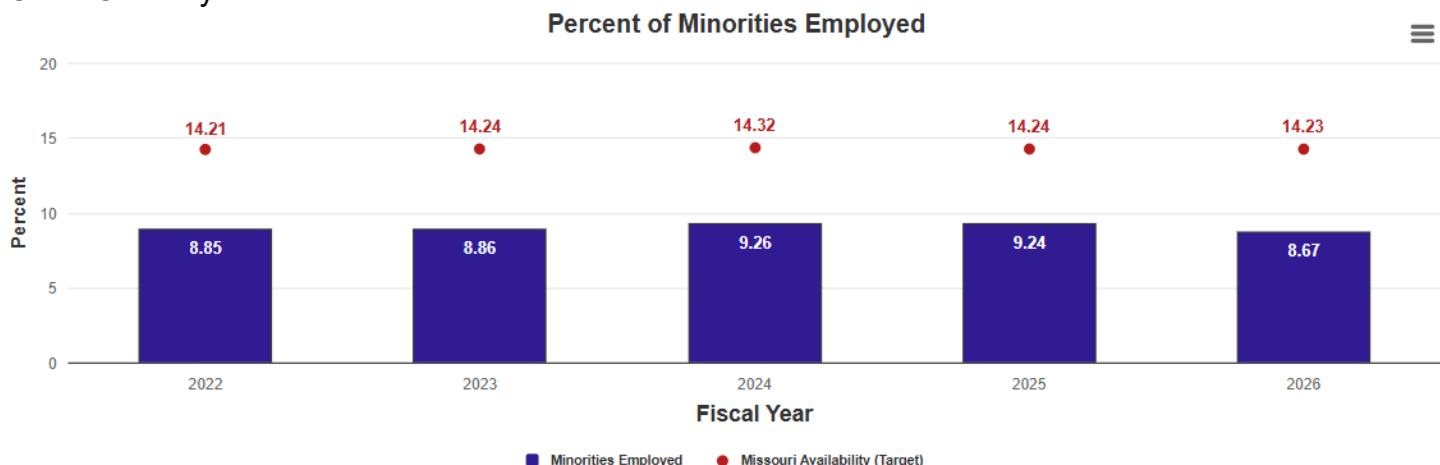
#### **Purpose:**

#### **Measurement and Data Collection:**

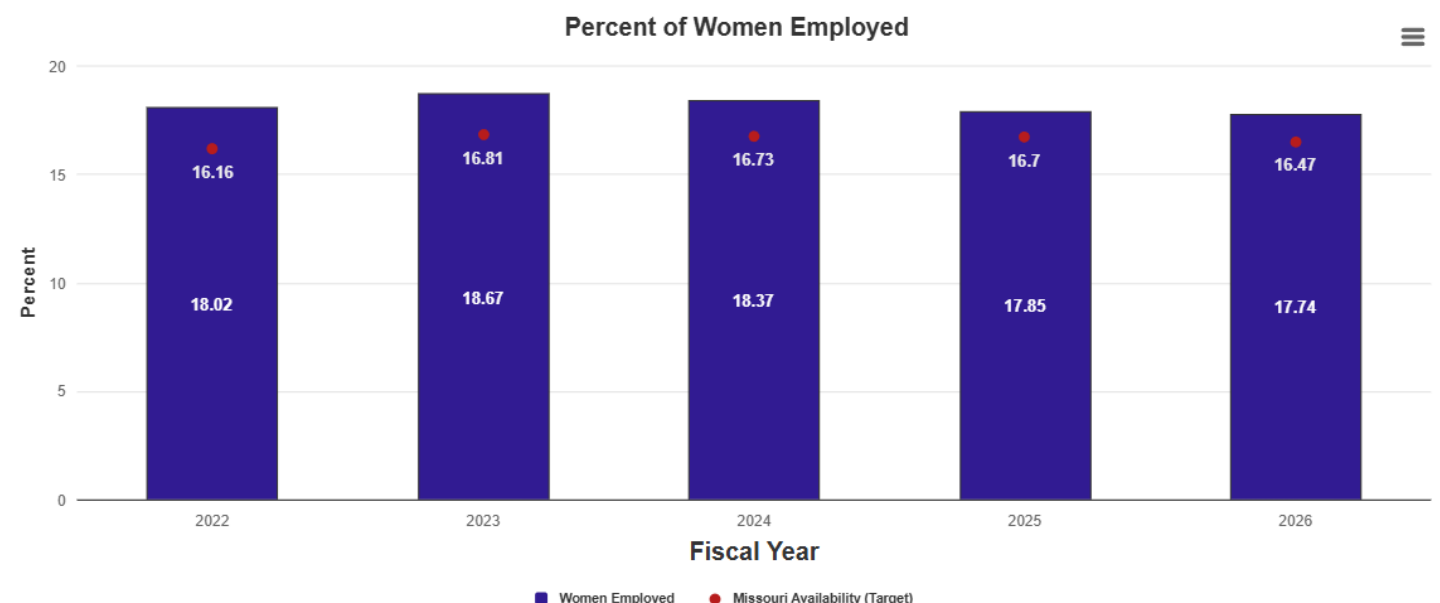
## Percent of minorities and women employed – 7e

Update Frequency: Quarterly

Color Grade: yellow



2026 Target: Increase



2026 Target: No Change

### Write up:

MoDOT can better serve its customers and fulfill its responsibilities to taxpayers by placing the right people in the right positions.

The number of minority employees increased by 0.23%, from 444 employees in the third quarter of fiscal year 2025 to 445 in the third quarter of FY 2026. The number of female employees decreased by 1.39%, from 866 employees in the third quarter of FY 2025 to 854 in the third quarter of FY 2026. Total full-time employment increased by 1.19% between the third quarter of FY 2025 and the third quarter of FY 2026, rising from 4,778 to 4,835 employees.

New efforts have been implemented to improve employee retention. These efforts include new Employee Resource Groups, educational training, the College Employment Training Program, and

new mentoring initiatives. These good-faith efforts aim to increase the applicant pool of qualified minorities and women from within the department, which may ultimately help narrow the gap between actual employment and the target employment of minorities and women.

The Missouri availability target for both demographics, as determined by the 2020 Census, was exceeded for women in FY 2025, and MoDOT's performance for minorities continue to trend slightly upward.

**Purpose:**

This measure tracks minority and women employment in MoDOT's workforce and compares it with availability data from the Missouri 2020 Census report.

**Measurement and Data Collection:**

The SAM II database is used to collect data. The Missouri 2020 Census data is used as the benchmark for this measurement. The availability number is derived from two different sets of data; the 2020 census and the current pool of MoDOT employees who are trainable, transferable or promotable. The two statistics are factored together and weighted based on the hiring practices from the previous three years. The weighted number gives a more accurate picture of the hiring process. Ultimately, this number conveys the number of minorities and women who currently possess the skills necessary to work for the department.

The target for this measure is based on Missouri's availability and is set each October.