

2024 National Performance Report Card

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



Project Management

Current Performance = Missouri road and bridge projects were delivered within -0.4 percent of the award amount and 93 percent were delivered on-time.

National Ranking = Not available.



Road Conditions

Current Performance = 89 percent major highways (5,555 miles) in good condition. 80 percent of minor highways (18,114) in good condition.

National Ranking = Missouri's highway system ranked 10th in the nation. (*FHWA Highway Statistics 2022*)



Administrative Costs

Current Performance = \$1,040 cost per mile

National Ranking = Missouri has the 5th lowest administrative cost per mile.



Customer Satisfaction

Current Performance = 68 percent satisfied customers

National Ranking = Missouri trails the highest rated company on the American Customer Satisfaction Index by 17 percent.



Infrastructure for Business

Current Performance = No internal measure

National Ranking = A CNBC business study ranks Missouri's infrastructure as the 16th best for business.



Number of Fatalities

Current Performance = 991 fatalities

National Ranking = Out of 50 states, Missouri ranked 26th for rural fatalities and 32nd in urban fatalities.



Congestion (travel time index)

Current Performance = Kansas City: 1.15 St. Louis: 1.14

National Ranking = Out of 101 urban areas, Kansas City ranked 54th and St. Louis ranked at 64th for congested areas in the U.S. (*Urban Mobility Report - 2023*)



Bridge Conditions

Current Performance = 6 percent of Missouri bridges in poor condition by deck area.

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



Employee Turnover

Current Performance = 14.24 percent

National Ranking = Not available



Revenue

Current Performance = \$61,233 revenue per mile

National Ranking = Missouri has the 48th lowest revenue per mile. (*FHWA Highway Statistics*)