

OCTOBER 2012



TRACKER

MEASURES OF DEPARTMENTAL PERFORMANCE



Missouri Department
of Transportation

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GREETINGS FROM MoDOT

The Missouri Department of Transportation is committed to full transparency and accountability in its business of preserving, managing and developing our transportation system. It's our belief that you have a right to see how we are performing and we want you to know what we are doing well and where we need to improve. Now in its eighth year, the Tracker has been one way that Missourians can hold us accountable for delivering the most efficient and practical transportation services possible.

Today, perhaps more than ever, Missouri depends on a safe and strong transportation system for the commerce and mobility to support economic stability and job growth. You have high expectations of us and we want to exceed those expectations. You expect us to keep the good roads maintained and safe and to fix bad roads and bridges. Most importantly, you expect us to get the absolute best value out of every tax dollar we spend. We share your expectations.

We have taken extreme measures to squeeze every dollar we can out of our operating costs to put every possible dollar back on to our system of roads and bridges. The Bolder Five-Year Direction, practical design, practical operations and a commitment to radical cost control are all examples.

But that won't be enough going forward. We can't cut our way to a successful transportation system. The fuel tax method of funding transportation in this country is broken. It doesn't work in these days of fuel efficient vehicles and will never again be a growing revenue stream. Missourians need to decide what kind of transportation system they want and how they are willing to pay for it.

We have built the Tracker around 19 Tangible Results. These results are outcomes that you expect to see and they guide us in making decisions every day. The performance measures in the Tracker are designed to help us focus on the progress we are making to achieve these results.

The Tracker is published quarterly to ensure accountability and to allow you to see how we are measuring up. It is available in a printed format and on our website at www.modot.org. We encourage you to look it over and let us know how we are doing.

Sincerely,



KEVIN KEITH, DIRECTOR
MISSOURI DEPARTMENT OF
TRANSPORTATION

Mission

Our mission is to provide a world-class transportation experience that delights our customers and promotes a prosperous Missouri.

TANGIBLE RESULTS

- Uninterrupted Traffic Flow
- Smooth and Unrestricted Roads and Bridges
- Safe Transportation System
- Roadway Visibility
- Outstanding Customer Service
- Partner With Others to Deliver Transportation Services
- Advance Economic Development
- Innovative Transportation Solutions
- Fast Projects That Are of Great Value
- Environmentally Responsible
- Great Workplace, Great Employees
- Efficient Movement of Goods
- Easily Accessible Modal Choices
- Customer Involvement in Transportation Decision-Making
- Accommodating Roadsides
- Best Value for Every Dollar Spent
- Advocate for Transportation Issues
- Proactive Transportation Information

VALUE STATEMENTS

MoDOT

- supports and develops employees because we believe they are the key to our success.
- is flexible because we believe one size does not fit all.
- honors our commitments because we believe in integrity.
- encourages risk and accepts failure because we believe in getting better.
- is responsive and courteous because we believe in delighting our customers.
- empowers employees because we trust them to make timely and innovative decisions.
- does not compromise safety because we believe in the well-being of employees and customers.
- provides the best value for every dollar spent because we're taxpayers too.
- values diversity and inclusiveness because we believe in the power of our differences.
- is one team because we all share the same mission and teamwork produces the best results.
- fosters an enjoyable and productive workplace because we care about each other and our mission.
- is open and honest because we must be trustworthy.
- listens and seeks to understand because we value everyone's opinion.
- treats everyone with respect because we value their dignity.
- seeks out and welcomes any idea that increases our options because we don't have all the answers.
- always strives to do our job better, faster, and cheaper because we want to meet more of Missouri's needs.

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New!	Work zone impacts to traveling public	Julie Stotlemeyer	1e
	Time to meet winter storm event performance objectives	Tim Chojnacki	1f
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Safe Transportation System – Leanna Depue (Page 3)			
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	Percent of safety belt/passenger vehicle restraint use	Bill Whitfield	3c
	Number of bicycle and pedestrian fatalities and disabling injuries	Bill Whitfield	3d
	Number of motorcycle fatalities and disabling injuries	Bill Whitfield	3e
	Number of commercial motor vehicle crashes resulting in fatalities and injuries	Mark Biesemeyer	3f
	Number of fatalities and injuries in work zones	Julie Stotlemeyer	3g
	Number of highway-rail crossing fatalities and collisions	Eric Curtit	3h
Roadway Visibility – Eileen Rackers (Page 4)			
New!	Percent of signs in good condition	Tom Honich	4a
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Outstanding Customer Service – Mara Campbell (Page 5)			
	Percent of overall customer satisfaction	Tammy Wallace	5a
	Percent of customers who are satisfied with feedback they receive from MoDOT after offering comments	Bob Brendel	5b
	Percent of customers who believe completed projects are the right transportation solutions	Eric Schroeter	5c
	Percent of customers satisfied with transportation options	Ben Reeser	5d
New!	Percent of signs that meet customers' expectations	Tom Honich	5e
	Percent of stripes that meet customers' expectations	Mike Curtit	5f
	Percent of customers satisfied with work zones	Dan Smith	5g
	Percent of customers satisfied with rest areas' convenience, cleanliness and safety	Steve Swofford	5h
	Customer satisfaction with non-motorized facilities	Ron Effland	5i
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	Number of dollars generated through cost-sharing and partnering agreements on highway and bridge projects	Todd Grosvenor	6b
New!	Number of dollars generated through cost-sharing and partnering on Multimodal projects and services	Missy Wilbers	6c
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New!	Average number of days from sponsor project selection to project award	Kenny Voss 9d
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Environmentally Responsible – Kathy Harvey (Page 10)		
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Note: Tangible Results are not listed in order of importance.