

This model ensures accountability both internally and with the public. Each staff member must report on his/her performance measure to the MoDOT director, senior leadership and various statewide staff at quarterly *Tracker* meetings. The quarterly *Tracker* allows MoDOT to continually monitor progress and provides transparent information to the public.

Measurement and Data Collection

There are multiple performance metrics associated with each Tangible Result, in order to address it comprehensively. For example, the "Keep Customers and Ourselves Safe" Tangible Result, metrics include fatality and injury reports as well as lost work days and general liability claims and costs. All metrics are collected either quarterly, semi-annually, or annually through various data systems and other reporting means (law enforcement, surveys, etc.) The *Tracker* details how measurements are calculated and analyzed. The *Tracker* report is highly graphical, using charts to present each metric in a simple format. The charts frequently include benchmarks to show how MoDOT compares to other states or private corporations measuring similar elements.

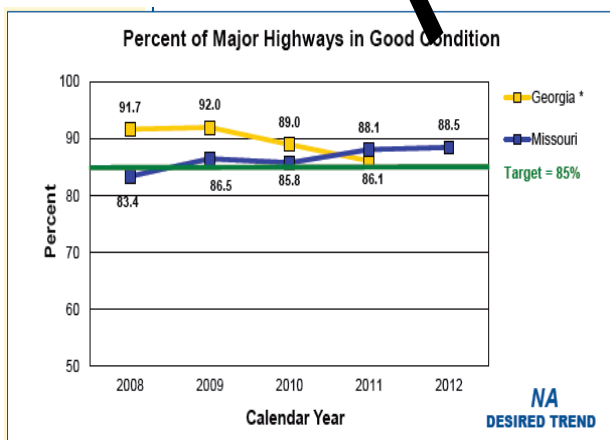


Figure 1 MoDOT's Tracker Performance Metric 2a

Results

Using the *Tracker* model has been very positive for MoDOT. Since implementing the *Tracker*, the number of fatalities dropped 34 percent, from 1,257 in 2005 to 826 in 2012. The percentage of major highways in good condition increased 122 percent, from 40 percent in 2001 to 89 percent in 2012. With data driving decisions and public input shaping performance metrics, MoDOT increased customer satisfaction from 68 percent in 2003 to 85 percent in 2012. The *Tracker* tool's flexible nature has allowed it to establish a performance-based culture and evolve with changes in leadership and policy. Over the years the list of tangible results has evolved; the initial list of 17 has been refined to now focus on seven key results. Through flexibility and accountability, the *Tracker* ensures efficient and effective decision-making.

Contacts

Mara Campbell

Customer Relations Director
Customer Relations
Missouri Department of Transportation
Mara.Campbell@modot.mo.gov
(573) 526-6687

Karen Miller

Organizational Performance Specialist
Customer Relations
Missouri Department of Transportation
Karen.Miller@modot.mo.gov
(573) 522-5529

David Morris

Program Management Team Leader
FHWA Missouri Division
David.Morris@dot.gov
(573) 638-2625

Tashia J. Clemons

Transportation Specialist
FHWA-Office of Infrastructure
Tashia.Clemons@dot.gov
(202) 366-1569

