

PROGRAM DESCRIPTION

Department of Transportation **Program Delivery 4.410**
Program Name: Motorist Assistance
Program is found in the following core budget(s): Program Delivery

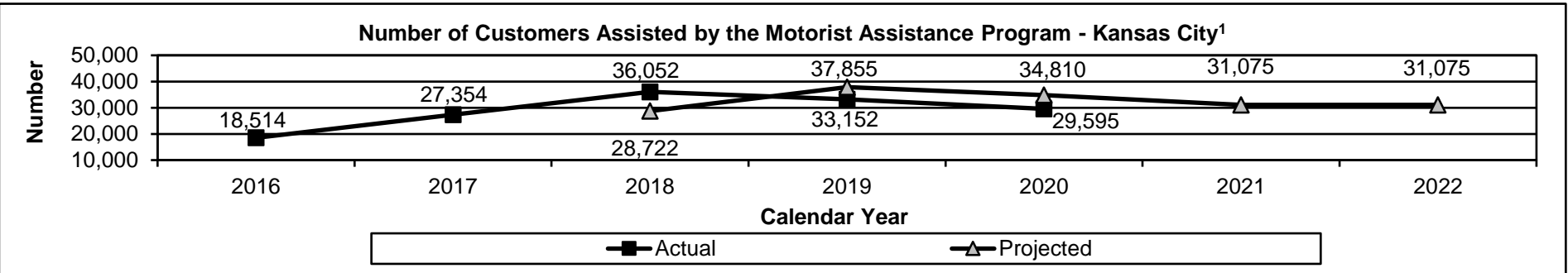
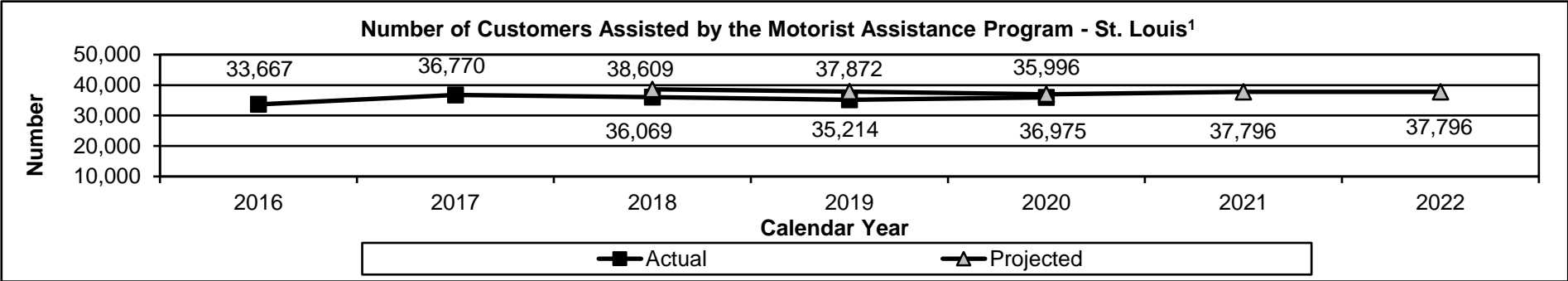
1a. What strategic priority does this program address?

Safety - moving Missourians safely

1b. What does this program do?

The Motorist Assistance Program provides services to help keep traffic safely moving and decrease congestion. Motorist Assistance personnel respond to both major and minor incidents, assisting with managing traffic and clearing the roadways of incidents. These efforts improve the safety of the responders and the driving public, as well as decrease the delays for the motorists in and around the scene. In the St. Louis and Kansas City metropolitan areas, Motorist Assistance personnel also provide assistance to motorists with minor mechanical problems, perform hazardous waste and debris removal and address the issue of abandoned vehicles. By providing these services, traveler delays are minimized and emissions are reduced.

2a. Provide an activity measure(s) for the program.



¹These measures are not a comparison between St. Louis and Kansas City, but a statistical chart indicating the number of customers assisted by the Motorist Assistance Program. The 2021 and 2022 projections were established by projecting a five percent increase from the number of customers assisted in 2020.

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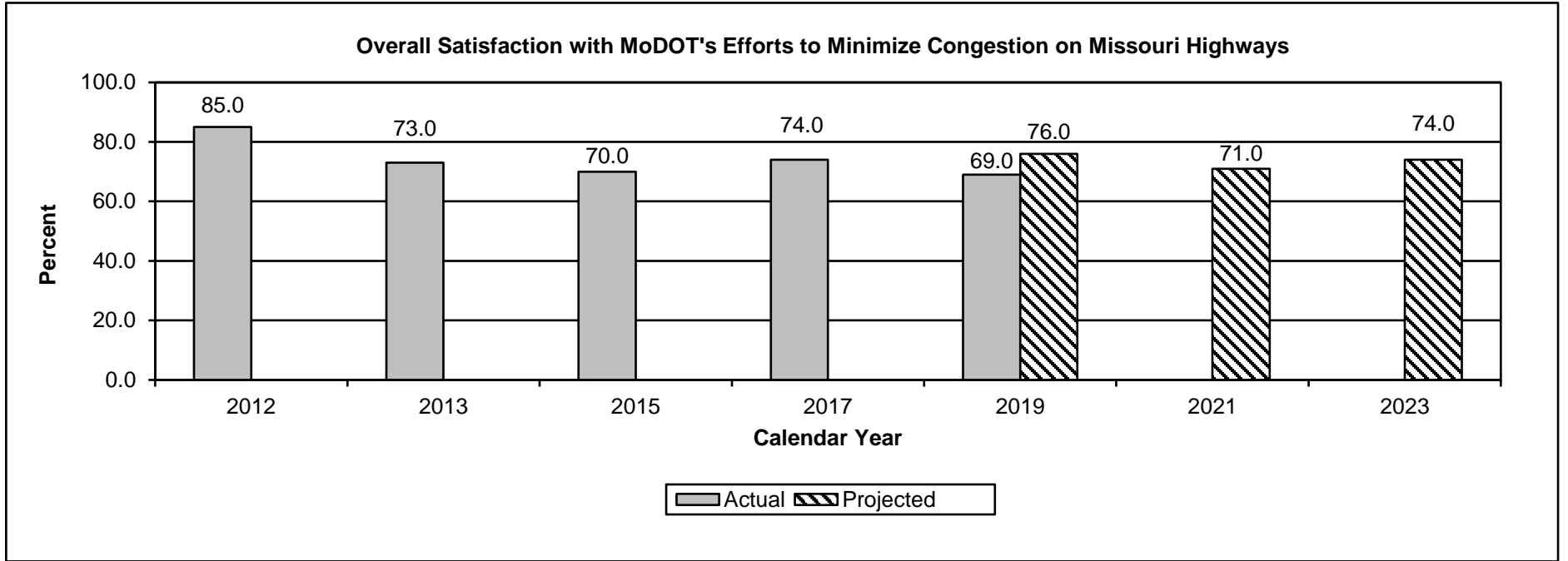
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2b. Provide a measure(s) of the program's quality.



Data is collected through a biennial telephone survey conducted by a consultant from interviews of approximately 3,500 randomly selected adult Missourians. "How satisfied are you with MoDOT's efforts to minimize congestion on highways?" was the question surveyed. Overall satisfaction for the years above was calculated by adding the very satisfied and the satisfied responses. The 2021 and 2023 projections were established by projecting a two and five percent increase from the 2019 survey, respectively. No survey was conducted in calendar years 2014, 2016, 2018 and 2020.

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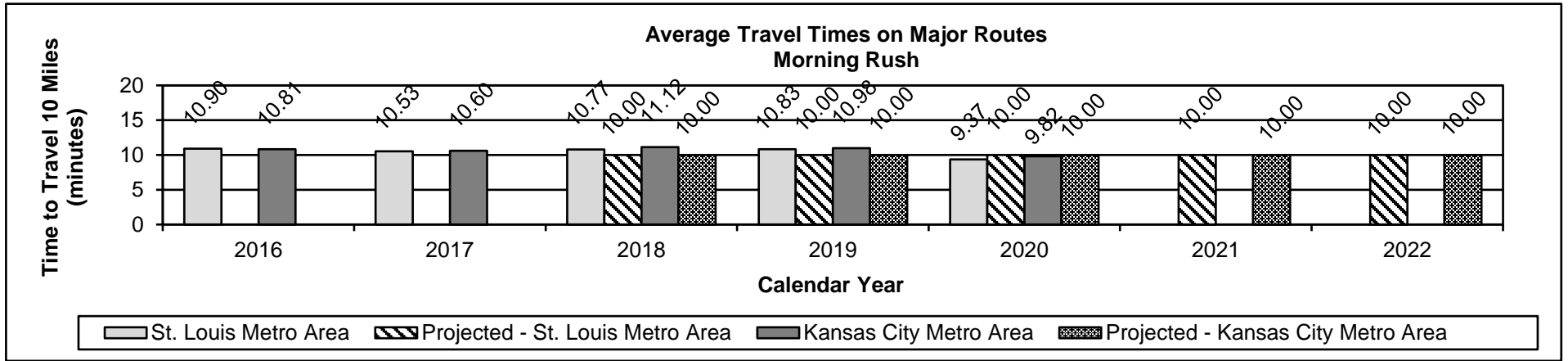
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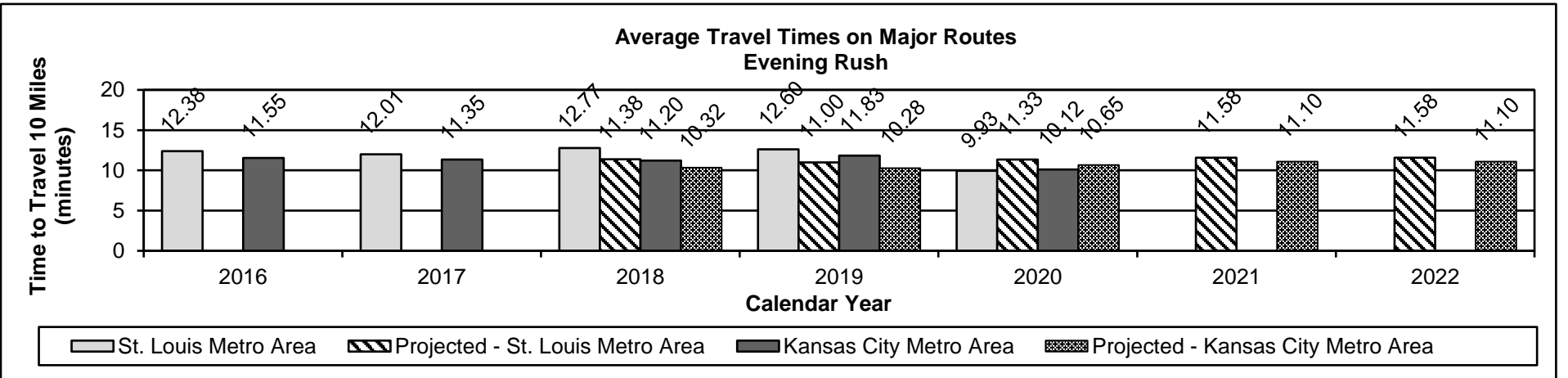
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2c. Provide a measure(s) of the program's impact.



Travel time data is collected continuously via wireless technology. The morning rush is considered to be between 7:00 AM and 8:00 AM. The 2021 and 2022 projections for this measure are based on the department's quarterly targets as of January 2021. These have been established based on a 3-year average from 2018-2020. 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.



Travel time data is collected continuously via wireless technology. The evening rush is considered to be between 5:00 PM and 6:00 PM. The 2021 and 2022 projections for this measure are based on the department's quarterly targets as of January 2021. These have been established based on a 3-year average from 2018-2020. This corresponds to the time it takes to travel 10 miles at the posted speed limit of 60 miles per hour.

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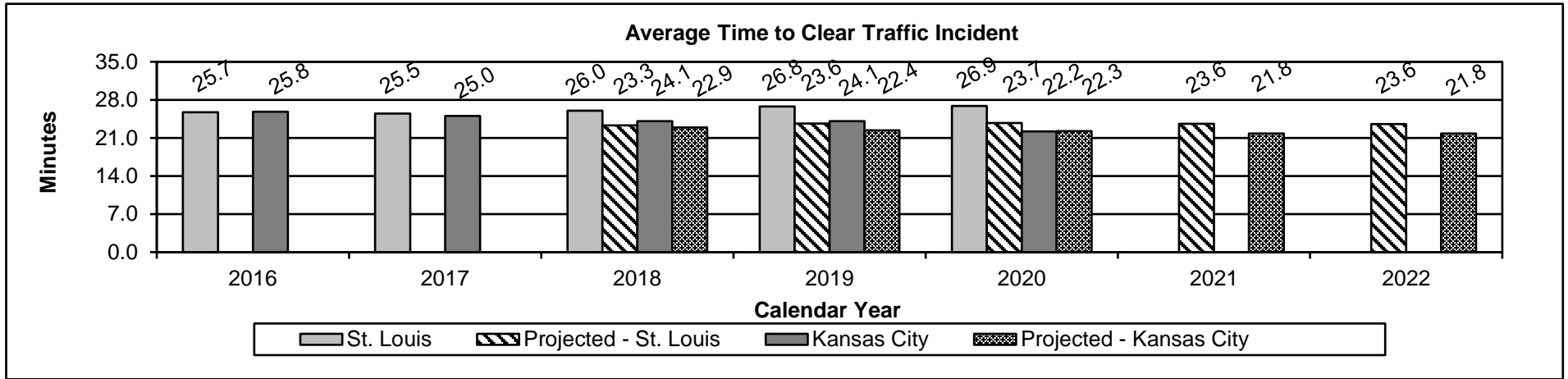
Department of Transportation

Program Delivery 4.410

Program Name: **Motorist Assistance**

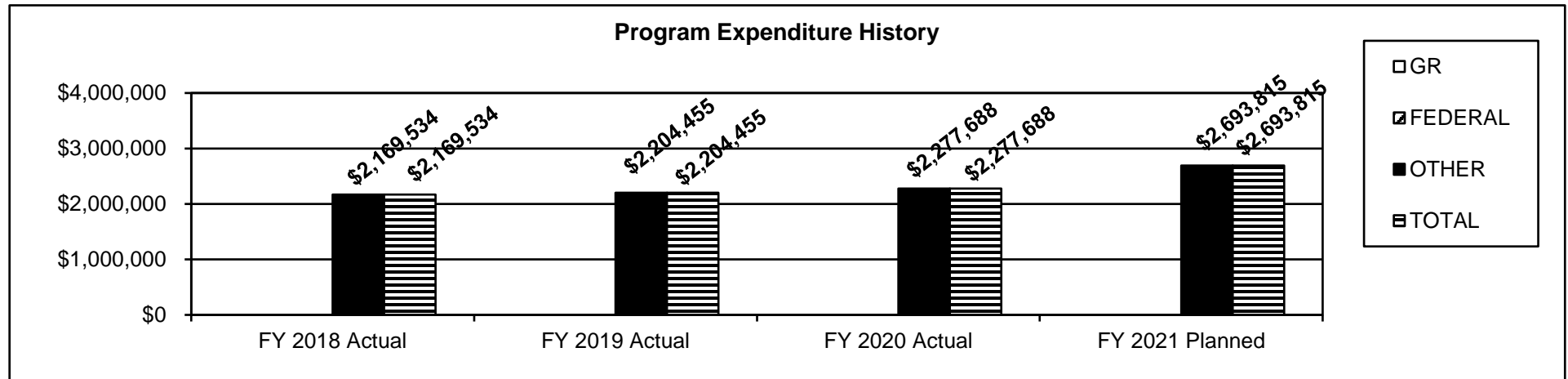
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2d. Provide a measure(s) of the program's efficiency.



This measure is not a comparison between St. Louis and Kansas City. The projections for this measure were established by projecting a 10 percent improvement over a five year average.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



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4. What are the sources of the "Other" funds?

State Road Fund (0320)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Article IV, Section 30(b), MO Constitution and 226.220, RSMo.

6. Are there federal matching requirements? If yes, please explain.

No

7. Is this a federally mandated program? If yes, please explain.

No