

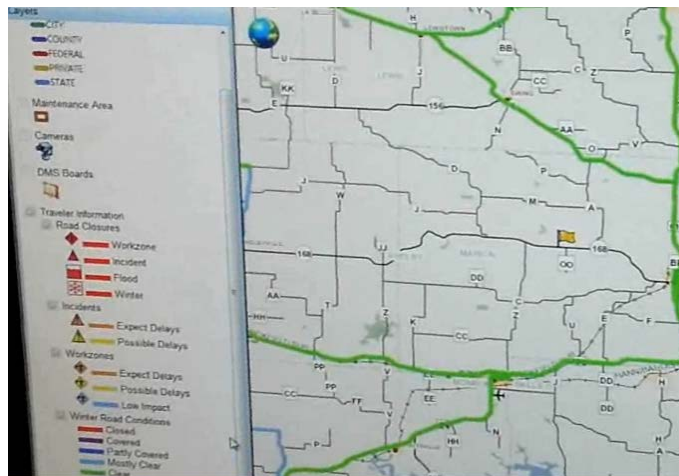
**First-Round Winner**

Innovations Challenge  
<http://wwwi/intranet/cr/SolutionsAtWork/Innovations.htm>

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Prepared by Customer Relations  
Missouri Department of Transportation

**Customer Service Contacts Map**



**Description**

The Contacts Map is an internal, online tool that allows any MoDOT employee to click anywhere in the state and get contact information for various Area issues such as maintenance, construction projects, adopt-a-highway coordinators, motor carrier services compliance employees, and even some external contacts for counties and highway patrol. In addition to this easy “click” feature, the map offers nearly everything the external Traveler Information Map offers such as weather radar, road condition, work zones, etc. The map has an extensive search tool (county, city, highway) and zooms to that location when queried. The map is used every day by all customer service representatives at MoDOT, allowing them to help customers from all over the state, regardless of where the rep is located.

**Benefit**

The Contacts Map enables customer service reps (or anyone within MoDOT) to answer calls for any part of the state and provides contact information for non-MoDOT related services such as county phone numbers. The Contacts Map saves time because everything is in one location. Safety is improved due to the quickness of getting phone numbers and information for law enforcement. The map is also a great resource when the external Traveler Information Map becomes unavailable, because it is on an internal server and is still updated and usable. This innovation helps MoDOT continue to maintain outstanding customer service after implementation of the “bucket” phone system.

**For More Information:**

Contact Marisa Ellison at [marisa.ellison@modot.mo.gov](mailto:marisa.ellison@modot.mo.gov) or (573) 248-2502.

Additional photos can be seen at the Innovations Challenge homepage: <http://wwwi/intranet/cr/SolutionsAtWork/Innovations.htm>