

**2012-13 District Winner**

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

**April 2013**

Prepared by Customer Relations  
 Missouri Department of Transportation

## Web-Based Microfilm

The screenshot shows the MoDOT Northeast District website. At the top, there is a navigation bar with links for HOME, SITEMAP, PHONE DIRECTORY, YELLOW PAGES, MODOT INTERNET, FEEDBACK, and CONTACT US. Below this is a secondary menu with DISTRICTS, DIVISIONS/BUSINESS OFFICES, JOB ANNOUNCEMENTS, COMMISSION, and NEWS & EVENTS. A breadcrumb trail reads: NE HOME | Admin | AreaEng | FinServ | Const/Mtl | CR | Design | GenServ | HR | InfSys | Mt/Traff | RskMgt | RWJ WLC.

The main content area is titled "Highway Plans". On the left is a "QUICK LINKS" sidebar with items like Home - NE, Divisions, Email - Statewide, Feedback, Forms, Government - State, Internet Links, and SharePoint. Below the sidebar is contact information for the Missouri Department of Transportation in Hannibal, MO, including a search box labeled "Search D3".

The central part of the page features a map of the Northeast District counties. A list of counties is displayed on the right, with "Audrain County" highlighted in blue. The list includes: Adair County, Audrain County, Clark County, Knox County, Lewis County, Lincoln County, Macon County, Marion County, Montgomery County, Monroe County, Pike County, Ralls County, Randolph County, Schuyler County, Scotland County, Shelby County, and Warren County.

### Description

This innovation provides a centralized, interactive location for the compilation of archived Final or "As Built" roadway plans for various projects within MoDOT's Northeast District. The innovation is web-based; therefore, it can be utilized on the MoDOT internal or external website and accessed from any location. Employees and customers will select the appropriate county and then open a map of the desired route. Once the desired location is found on the map, the individual will select the appropriate link and the subsequent roadway plans will open for the route segment.

### Benefits

**Efficiency:** Currently, external and some internal requests for roadway plans are processed by an Administrative Technician, which consumes large amounts of their time. By developing a consistent, easy to use format for accessing roadway plans, MoDOT employees can access plans from any location. This will allow individuals to research their own projects/locations, plus it could allow others to assist with researching external requests.

Efficiency could be further enhanced by promoting an external website for accessing roadway plans. External requests are typically from Land Surveyors and Engineering Consulting Firms, who are familiar with researching MoDOT roadway plans. Usage of an external website would

allow familiar customers to access their own roadway plans; therefore, allowing various MoDOT employees to work on other assigned tasks.

**Cost:** Implementation of this innovation utilizes current software/programs; however, costs will be accrued related to the dedication of staff to develop project history maps and link appropriate files on a website. Once the maps and website are created, savings will be recognized in the ability to divert resources to other tasks, while providing a consistent, centralized location for accessing roadway plans.

**Quality:** In general, implementation of this process improvement would allow statewide access to the Northeast District roadway plans, provide a consistent easy access format and reduce future workloads associated with this task. Having a centralized, easily accessible file storage mechanism will improve the quality of locating information and providing data to both internal and external customers.

**Organizational Impact:** If an external MoDOT website is developed, this innovation has the potential to allow external customers to access their own desired product/service instead of waiting for an individual to process their request. This approach improves the way MoDOT does business and provides greater customer service. In theory, each district could develop similar websites, to provide statewide consistency and ease-ability of accessing roadway plans.

**Safety:** Improvements to safety are not a key component of this innovation.

**Environmental:** A large number of roadway plans requests are currently provided via e-mail; therefore, minimizing the usage of paper. Efforts to allow customers to view roadway plans from any location (i.e. internet enabled tablets in the field) will continue our good stewardship towards the conservation of paper products.

## Team Members

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## For More Information

Contact: Kim Trainor at (573) 248-2576

Additional photos can be seen by accessing the Innovations Challenge homepage at

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