

An E-Update

Prepared by Organizational Results
Missouri Department of Transportation

October 2008

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Research Project Gives MoDOT Communication Good Grades

A recently completed research project by an external consultant rated overall internal and external communication by MoDOT as good. Using an interview process, the project assessed the effectiveness of MoDOT communication practices and how it segments its internal and external audiences. Project recommendations included better use of MoDOT's E-Update system, increased opportunities for Community Relations' staff to share best practices, and creation of central messages to share with various customer segments through the department's multiple newsletters.

[MoDOT Communication Research Report](#)

Survey Shows Positive Trends for Customer Satisfaction

According to MoDOT's annual customer satisfaction survey, the department continues to earn high levels of satisfaction for its overall performance, communication, involvement of customers in decision-making and its role as a transportation expert. The independent telephone survey of more than 3,500 Missourians also ranked transportation second only to education as the best investment of tax dollars. Read the full report or catch all the highlights in the survey summary. [Customer Satisfaction Survey Summary](#)

[Customer Satisfaction Survey Report](#)

Workshop Highlights Use of Recycled Shingles in Asphalt

As part of a national pooled fund study, MoDOT recently hosted a workshop to share its experiences with using recycled asphalt shingles in hot-mix asphalt. The two-day meeting in Joplin included presentations about quality control, mix designs, specifications and paving project tips. Nearly 150 people attended the workshop representing contractors, design consultants, federal agencies and state DOTs. Check out the workshop presentations. [RAS Workshop Presentations](#)

Study Examines Economic Impact of Ferry Operations

Ferries have a long-standing role in moving people and commerce on the nation's waterways and rivers and continue to play a vital economic role in many areas across the United States. The Dorena-Hickman Ferry crossing the Mississippi River serves a three-state region that includes Missouri, Tennessee and Kentucky. A recently completed study suggests that the ferry adds to the economic climate of this region by supporting limited direct employment and investment in the region, acting as a tourism draw in the area, supporting regional employment through job access and saving travel time and costs.

Find all the currents in the full report. [Ferry Operations Report](#)

Field Studies Used to Validate FRP Composite Technology

MoDOT recently completed a six-year research study of Fiber-Reinforced Polymer technology on five Missouri bridges. The study examined FRP's ability to strengthen bridge girders using a variety of testing methods, including in-situ load testing, near-field microwave testing and fiber optics. The study also produced a life expectancy model for FRP strengthened bridges. Care to bridge your information gap? [FRP Bridge Report](#)



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Economic Impact of Highway Freight Industry Measured

Did you know that the highway freight industry employs nearly 51,000 workers? Or can you tell me the total economic output for the highway freight industry in Missouri? The answer is \$10.5 billion. You can find all the answers in MoDOT's recent economic impact study conducted in cooperation with the Missouri Economic Research and Information Center. [Economic Impact of Highway Freight Summary](#)

Low-Flow Technology Considered for Missouri

Low river depths and reduced navigational seasons have significantly reduced barge traffic on the Missouri River. However, that could be changing thanks to a recent feasibility study of low-flow technology. Low-draft barges may soon be revitalizing the barge industry on the Missouri River. Measure the full depth of information for yourself. [Low-Flow Technology Report](#)

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