



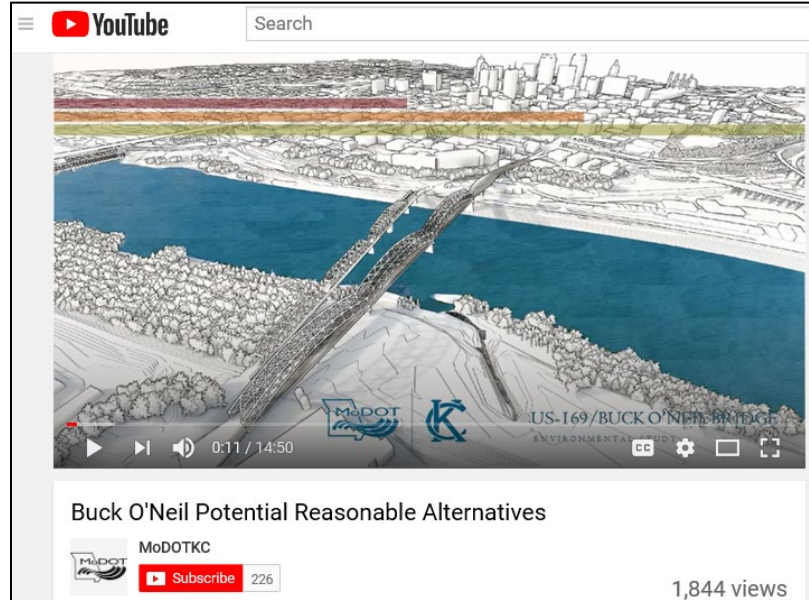
## Projects

April 2020

Prepared by Transportation Planning  
Missouri Department of Transportation

## Public Meeting Webinar

### Video



### Description

This innovation is a webinar that was developed for an online public meeting. Rather than conduct a typical on-line public meeting, based on the complexity of the project and the level of interest from the public, the concept of a webinar allows MoDOT to get the information out and be received by the public easily. MoDOT Customer Relations staff did a voice-over for a PowerPoint that was developed for the US 169/Buck O'Neil Environmental Study. The response from the public was extraordinary, nearly 1,000 positive comments were received from the survey that was provided at the end of the webinar.

### Benefit

Money was saved by eliminating display boards and handouts at a public meeting. Staff time was also saved for MoDOT, as well as KCMO city staff, consultants and the public's valuable time. The public was able to have most of their questions answered by the webinar rather than reaching out to MoDOT staff or consultant team. There are hundreds of people not driving to a facility to attend a public hearing. This encourages interested persons to view the webinar on their own time, wherever they choose to view it, which not only delivers good customer service, but also increases safety by not requiring them to travel.

### Materials and Labor

There were no material costs and it only took an hour to record the webinar.

### For More Information Contact

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Additional information, photos or videos can be seen by accessing Innovations Challenge SharePoint page at: <http://sp/sites/tp/planpol/SitePages/InnovationHome.aspx>