Department of Transportation

Transportation Office Bldg.
105 W. Capitol Ave., PO Box 270, Jefferson City 65102
Telephone: (573) 751-2551
Customer services telephone: (888) 275-6636
(888-ASK MoDOT)
www.modot.org

The Missouri Department of Transportation (MoDOT), under the guidance of the Missouri Highways and Transportation Commission, is committed to providing the public with a safe and modern transportation system. MoDOT is responsible for maintaining 33,702 miles of highways and 10,405 bridges throughout the state. In addition to designing, building and maintaining roads and bridges, MoDOT works to improve airports, river ports, railroads, public transit systems and pedestrian and bicycle travel. The agency also administers motor carrier and highway safety programs.

State Highways and Transportation Commission

The Missouri Highways and Transportation Commission is a six-member bipartisan board that guides the Missouri Department of Transportation and is responsible for planning, maintaining and improving the state’s transportation systems.

Commission members are appointed by the governor and confirmed by the Missouri Senate. No more than three commission members may be of the same political party. State law requires six-year terms, with two members replaced every two years.

The commission appoints the Missouri Department of Transportation’s director and secretary to the commission.

State Highways and Transportation Commission*

Carmichael, Lloyd J., (D), chair, Springfield, March 2015;
Miller, Stephen R., (R), vice chair, Kansas City, March 2011;
Martin, Kelley M., (R), Kansas City, March 2019;
Scott, Bryan T., (D), St. Louis, March 2017;
Smith, Gregg C., (D), Clinton, March 2019;
Suelthaus, Kenneth H., (R), St. Louis, March 2015.

*$25 per diem

Commission Secretary’s Office

The Highways and Transportation Commission appoints a commission secretary to provide operational support, clerical assistance and record keeping.

Director’s Office

MoDOT’s daily operations are under the direction and supervision of the director, who is appointed by the commission. The MoDOT director
is assisted by a chief engineer and an assistant chief engineer, who are in charge of MoDOT’s road and bridge design, construction and maintenance activities statewide and a chief financial officer, who is responsible for the financial and administrative operations. The directors of the Chief Counsel’s Office, Audits and Investigations, Governmental Relations and Customer Relations also report directly to the department director.

**Chief Counsel’s Office**

The chief counsel is appointed by the MoDOT director with the consent of the Highways and Transportation Commission to handle legal responsibilities for the department and the commission.

**Audits and Investigations**

The Audits and Investigations Division performs audits of department operations, external contracts, grant agreements and motor carrier fuel tax returns, and apportioned registrations. The division also investigates fraud, waste and abuse; handles employee grievances and Equal Employment Opportunity complaints; and analyzes competitive bidding practices.

**Governmental Relations**

The role of Governmental Relations is to work with federal, state and local officials, the public and department staff to advocate the department’s objectives by advancing legislative initiatives designed to develop sound public policies relating to all modes of transportation.

**Customer Relations**

The Customer Relations Division provides information about the commission and the department’s projects, programs and services to the public, its partners and MoDOT employees. The division also works to improve MoDOT’s efficiency through performance management and to implement processes, plans and programs to streamline the agency’s operations.

**District Offices**

To facilitate providing the state highways and transportation program, the department divides the state into seven geographical districts: northwest, northeast, Kansas City, central, St. Louis, southwest and southeast. A district engineer administers the department’s work within each district.
Newton, Polk, St. Clair, Stone, Taney, Vernon and Webster counties. The counties cover a land area of about 13,274 square miles and have a total population of about 926,656 and a total of 6,533 miles of state highways.

Southeast District — headquarters, Sikeston. The district consists of Bollinger, Butler, Cape Girardeau, Carter, Douglas, Dunklin, Howell, Iron, Madison, Mississippi, New Madrid, Oregon, Ozark, Pemiscot, Perry, Reynolds, Ripley, Scott, Shannon, St. Francois, Ste. Genevieve, Stoddard, Texas, Wayne and Wright counties. The counties cover a land area of about 16,730 square miles and have a total population of about 577,418 and a total of 7,404 miles of state highways.

Bridge

The Bridge Division produces structural designs and detailed plans for state highway bridges, including cost estimates and site-specific job provisions. The division also oversees the inspection of all state, city and county bridges as well as provides weight limits for all bridges.

Design

Design prepares roadway plans and advertises projects for bids. Included in plan preparation
are determination of state and/or federal funding for projects; ground surveys and aerial photography; public involvement meetings; consideration of social, environmental and economic factors; detailed plan design and the development of specifications; and cost estimates for highway projects prior to advertising for bids.

The division also acquires realty rights for constructing and improving state highways and related facilities. It also disposes of real estate no longer needed for Missouri’s transportation system and regulates outdoor advertising and salvage yards.

Construction and Materials

Construction and Materials administers contracts and performs material testing to ensure projects are of high quality, completed on time and within budget. Pavement selection and geotechnical information are provided for the design of roads and bridges. The division also performs research on products and processes to implement innovations for Missouri’s transportation system.

Transportation Planning

Transportation Planning is responsible for long-range planning, data administration, road and bridge systems analysis, and planning and programming. The division also develops and tracks the five-year Statewide Transportation Improvement Program, the department’s highway and bridge construction program.

External Civil Rights

The External Civil Rights Division is responsible for directing the department’s external affirmative action, equal opportunity and nondiscrimination programs, which includes the Disadvantaged Business Enterprise Program (DBE), On-the-Job Training Program (OJT), Equal Employment Opportunity, Title VI, Americans with Disability Act (ADA) compliance and all other nondiscrimi-
operation and restoration of roadways, bridges, signs, traffic control equipment and all appropriate facilities so they remain safe and usable.

**Multimodal Operations**

The Multimodal Operations Division is responsible for administering a number of state and federal programs that fund and support aviation, railroads, transit, waterways and freight development.

**Aviation**

The aviation section administers federal and state grant programs that help local governments in planning, maintaining and developing existing airports and establishing new facilities.

**Railroads**

The railroad section is responsible for freight rail regulation, passenger rail support, light rail safety regulation, highway-rail crossing safety, rail/highway construction issues, inspection of railroad employee facilities and railroad safety inspection and outreach.

**Transit**

The transit section assists in the financial and technical support of the state's public transit and specialized paratransit systems. This function is carried out through the administration of state and federal programs relating to general public transportation and specific programs for nonprofit agencies serving the mobility needs of senior citizens and people with disabilities.

**Waterways**

The waterways section helps port authorities develop commerce and foster local economic development. The section also promotes the use of Missouri's navigable rivers, assists in capital and administrative funding, acts as an information clearinghouse, provides technical assistance and represents port interests within industry and government.

**Motor Carrier Services**

Motor Carrier Services administers registration, fuel tax, permit and safety programs for Missouri's motor carrier companies. It collects millions of dollars in revenue to fund transportation statewide, while helping carriers remain economically successful.

**Financial Services Division**

The Financial Services Division is responsible for the department's budgeting, accounting, financial reporting and financial policy development. The division produces the department's annual comprehensive financial report, which includes the audited financial statements required by statutes. The Financial Services Division is also responsible for managing the department's state and federal funding and facilitating the efficient and accountable use of fiscal resources.

**Human Resources**

The Human Resources Division develops and administers the department's statewide personnel program. The division conducts recruiting for civil engineering positions and manages statewide efforts related to employment; work-life support; classification, pay and employee training; development; and assessment. Human Resources also develops personnel policy, maintains personnel records for employees and provides support for all personnel activities within the central office location.

**Information Systems**

The Information Systems Division provides information technology products, services and support to the department and coordinates its information technology activities. The division develops a comprehensive information technology
improvement plan based on department needs and technology research and evaluations.

**Equal Opportunity and Diversity**

The Equal Opportunity and Diversity Division administers the department’s workforce diversity program. This includes outreach, cultural education, cooperative education, mentoring and exit interviews. Additionally, the division coordinates the affirmative action program to comply with federal regulations and state statutes.

**General Services**

The General Services Division provides support in the management of fleet and facilities and the procurement of goods and services.

**Risk and Benefits Management**

The Risk and Benefits Management Division oversees MoDOT’s medical and life insurance plan and administers the department’s insurance operations in the areas of workers’ compensation, general liability and fleet vehicle liability. The division also provides collection services for property damage, works to provide a safe and healthful work environment for all MoDOT employees and administers the department’s pre-employment/post-offer physical program, and the drug and alcohol-testing program.
Missouri Government Resources on the Web

**Executive Branch**
Governor
www.gov.mo.gov
Lt. Governor
www.ltgov.mo.gov
Secretary of State
www.sos.mo.gov
State Auditor
www.auditor.mo.gov
State Treasurer
www.treasurer.mo.gov
Attorney General
www.ago.mo.gov

**Judicial Branch**
Missouri Judiciary
www.courts.mo.gov
Missouri Supreme Court
www.courts.mo.gov/page.jsp?id=27
Missouri Appellate Courts
www.courts.mo.gov/page.jsp?id=261
Missouri Circuit Courts
www.courts.mo.gov/page.jsp?id=321
Office of State Courts Administrator
www.courts.mo.gov/page.jsp?id=233
Missouri State Courts Automated Case Management System
www.courts.mo.gov/casenet

**Legislative Branch**
Missouri General Assembly
www.moga.mo.gov
Missouri House
www.house.mo.gov
Missouri Senate
www.senate.mo.gov

**Executive Departments**
Missouri Government Web
www.mo.gov
Office of Administration
www.oa.mo.gov
Agriculture
www.mda.mo.gov
Conservation
www.mdc.mo.gov
Corrections
www.doc.mo.gov

**Economic Development**
www.ded.mo.gov

**Elementary and Secondary Education**
www.dese.mo.gov

**Health and Senior Services**
www.health.mo.gov

**Higher Education**
www.dhe.mo.gov

**Insurance, Financial Institutions and Professional Registration**
www.difp.mo.gov / www.insurance.mo.gov

**Labor and Industrial Relations**
www.labor.mo.gov

**Mental Health**
www.dmh.mo.gov

**Natural Resources**
www.dnr.mo.gov

**Public Safety**
www.dps.mo.gov

**Revenue**
www.dor.mo.gov

**Social Services**
www.dss.mo.gov

**Transportation**
www.modot.mo.gov

**Census Information**
Missouri Census Data Center
mcdt.missouri.edu

**Family & Community History**
www.sos.mo.gov/archives/pubs/archweb/history.asp

**Missouri Veterans’ Commission**
www.mvc.dps.mo.gov

**Health/Social Services**
Missouri Monthly Vital Statistics
www.health.mo.gov/data/vitalstatistics

**Missouri Birth/Death Records**

**Missouri Adoption Services**
www.dss.mo.gov/cd/adopt.htm

**Child Support Enforcement**
www.dss.mo.gov/cse

**Laws/Regulations**
Missouri Constitution
www.moga.mo.gov/const/moconstn.htm
Missouri Revised Statutes
www.moga.mo.gov/statutes/statutes.htm

Code of State Regulations
www.sos.mo.gov/adrules/csr/csr.asp

Missouri Taxes
www.dor.mo.gov

Professional Registration
www.pr.mo.gov

Missouri Drivers’ Guide
www.dor.mo.gov/mvdl/drivers

Geography/Environment
Missouri Highway Map Request
www.modot.mo.gov/asp/request_information.shtml?map
Missouri Discover Nature
www.mdc.mo.gov/discover-nature

Legislative Branch
House of Representatives
www.house.gov
Senate
www.senate.gov

Local Information/Contacts
Online Missouri Newspapers
www.mopress.com/
Missouri Chambers of Commerce
mochamber.com
County Clerks
www.sos.mo.gov/elections/countyclerks.asp

Miscellaneous
EASe Job Application System
www.ease.mo.gov
Missouri Digital Heritage
www.sos.mo.gov/mdh/
Missouri Historical Documents
libraryguides.missouri.edu/govdocs
Missouri Investor Protection Center
www.sos.mo.gov/securities/mipc
Missouri Lottery
www.molottery.com
Missouri’s Online Services
www.mo.gov/my-government/online-services/
Missouri State Archives Death Records Database
www.sos.mo.gov/archives/resources/deathcertificates/
Safe At Home Address Confidentiality Program
www.sos.mo.gov/safeathome
Unclaimed Property
www.treasurer.mo.gov/mainucp.aspx

Other Important Federal Resources
General Government Information
www.usa.gov/directory/federal/index.shtml
Library of Congress
www.loc.gov
Federal Blue Pages
www.usa.gov/Contact Directories.shtml

Education
Missouri School Directory
dese.mo.gov/directory
Missouri Colleges & Universities
collegesearch.mo.gov
Missouri Libraries
www.sos.mo.gov/library/libdir.asp

Elections Information
www.govotemissouri.com

Employment/Business
Business Services (SOS)
www.sos.mo.gov/business
Missouri Career Source
www.jobs.mo.gov/
Missouri Women’s Council
www.womenscouncil.org
Missouri Insurance Guides: Securities Information
www.sos.mo.gov/securities
Consumer Services
www.insurance.mo.gov/consumers/
Economic Development Research and Planning (MERIC)
www.missourieconomy.org
Missouri Business Portal
www.business.mo.gov

Federal Government Resources
on the Web
Executive Branch
The White House
www.whitehouse.gov
U.S. Department of State
www.state.gov
Judicial Branch
Federal Judicial Center
www.fjc.gov
Government Toll-Free Numbers

Office of Secretary of State
Elections Division ................................................................. 800-669-8683
Securities ............................................................................. 800-721-7996
State Library ......................................................................... 800-325-0131
State Library–Wolffner Library (Voice) .............................. 800-392-2614

Office of State Auditor
Hotline (Voice/TDD) ........................................................... 800-347-8597
Fraud, Waste and Abuse in State Government ................. 800-347-8597

Office of State Treasurer
MOST College Savings Plan .................................................. 888-414-6678

Office of Attorney General
Consumer Protection/Welfare Fraud ............................... 800-392-8222
No Call Registration and Complaints ............................. 866-662-2551
Medicaid Fraud Hotline ....................................................... 800-286-3932

Office of Administration
Central Accident Reporting Office (CARO)/Workers Compensation/
State Employees ............................................................. 888-622-7694
Governor’s Council on Disabilities .................................... 800-877-8249
State Leasing/Facilities Management ............................. 800-225-9138

Department of Agriculture
AgriMissouri Program ......................................................... 866-466-8283
Grape and Wine Program ................................................... 800-392-WINE (800-392-9463)
Guide to Buying Local in Missouri .................................. 866-466-8283
State Fair ............................................................................. 800-422-3247
USDA Agricultural Statistics ........................................... 800-551-1014

Department of Conservation
Operation Game Thief/Operation Forest Arson ................. 800-392-1111

Department of Economic Development
Business and Community Services Division ................... 800-523-1434
Division of Tourism ......................................................... 800-519-2100
Division of Workforce Development .............................. 800-877-8698
Public Service Commission Consumer Hotline ............ 800-392-4211

Department of Health and Senior Services
Emergency and Disease Reporting (24/7) ......................... 800-392-0272
Elderly Abuse and Neglect Hotline ................................. 800-392-0210
Family Care Safety Registry ............................................. 866-422-6872
Long-Term Care Ombudsman ......................................... 800-309-3282
Missouri Seniors’ Legal Helpline .................................... 800-235-5503
Missouri Tobacco Quitline .............................................. 800-QUIT-NOW (800-784-8669)
Organ Donor Registry ..................................................... 888-497-4564
TEL-LINK ........................................................................... 800-835-5465

Department of Higher Education
Information Center ............................................................. 800-473-6757

Department of Insurance, Financial Institutions and Professional Registration
Consumer Hotline ............................................................. 800-726-7390

Department of Labor and Industrial Relations
Division of Workers’ Compensation/Dispute Management .... 800-775-2667
Employment Security Claim Filing/Information ................ 800-320-2519
Fraud and Noncompliance Unit ...................................... 800-592-6003

Department of Mental Health
Main Switchboard/Constituent Services ............................ 800-364-9687
Alcohol and Drug Abuse .................................................... 800-575-7480
Developmental Disabilities .............................................. 800-207-9329
Department of Natural Resources
Department toll free ................................................................. 800-361-4827
State Parks ................................................................................... 800-334-6946
TDD / Relay Missouri ................................................................. 800-735-2966
Voice .......................................................................................... 800-735-2466

Department of Public Safety
Crime Victims Compensation ...................................................... 800-347-6881
Arson Hotline ............................................................................... 800-392-7766
Highway Patrol Recorded Road Report ........................................ 888-275-6636

Department of Revenue
Form Ordering Program ................................................................. 800-877-6881

Department of Social Services (DSS)
Adoption/Foster Care ................................................................. 800-554-2222
Child Abuse/Neglect Hotline ...................................................... 800-392-3738
Child Support Information .......................................................... 800-859-7999
or Enforcement only .................................................................. 866-313-9960
Child Support Payment Center ................................................... 800-225-0530
Civil Rights .................................................................................. 800-776-8014
DSS/Division of Legal Services ..................................................... 800-568-4931
Elderly Abuse Hotline ................................................................. 800-392-0210
Employer Help Line / General Information About Child Support ... 800-585-9234
Food Stamp / Temporary Assistance Case Information ............... 800-392-1261
Missouri Rx Plan ........................................................................... 800-375-1406
MO HealthNet Service Center ..................................................... 800-275-5908
Office of The Child Advocate ....................................................... 866-457-2302
Rehabilitation Services for the Blind ............................................. 800-592-6004
School Violence Hotline .............................................................. 866-748-7047

DSS/Division of Medical Services
Exception Process ......................................................................... 800-392-8030
MC+ For Kids Eligibility (Family Support Division) .................... 888-275-5908
MC+ Managed Care Enrollment Broker Helpline ....................... 800-348-6627
MO HealthNet Participant Services .............................................. 800-392-2161
Non-Emergency Medical Transportation .................................... 866-269-5927
Premium Collections .................................................................. 877-888-2811

Department of Transportation
Customer Service Center .............................................................. 888-275-6636
Highway Safety ........................................................................... 800-800-BELT (800-800-2358)
Motor Carrier Services ............................................................... 800-877-8499
Road Conditions ......................................................................... 800-222-6400

Other
Abuse and Rape Crisis Service .................................................... 800-303-0013
Cafeteria Plan, State Employees .................................................. 800-659-3035
Crime Victims’ Assistance ........................................................... 800-347-6881
Deferred Compensation/CitiStreet .............................................. 800-392-0925
Environmental Emergency Spills, Hazardous Materials, etc.
National Response Center .......................................................... 800-424-8802
Federal Information/Product Safety Unit–Consumer Product Safety Commission... 800-638-2772
Highway Emergency ................................................................. 800-525-5555
Literacy ....................................................................................... 800-521-7323
MoDOT and Highway Patrol Employees’ Retirement System ........ 800-270-1271
Missing Children ........................................................................ 800-843-5678
Missouri Consolidated Health Care .............................................. 800-487-0771
Missouri State Employees’ Retirement System (MOSERS) ............ 800-827-1063
Provider Relations–Medicaid Questions (not toll free) ................. 573-751-2896
Public School Retirement System (PSRS) ..................................... 800-392-6848
Vehicle Safety Hotline ............................................................... 800-424-9393
Water Protection Program .......................................................... 800-361-4827
Welfare Programs TANF (AFDC) .................................................. 800-392-1261