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# Convenient, Clean and Safe Roadside Accommodations

*Tangible Result Driver – Don Hillis,  
Director of System Management*

Many Missouri motorists depend on roadside parks and rest areas during their travels for the opportunity to rest and refresh themselves in a safe environment. Providing safe, clean and convenient accommodations allows motorists to travel more safely and comfortably.



## Convenient, Clean and Safe Roadside Accommodations

### *Percent of customers satisfied with rest areas' convenience, cleanliness and safety*

**Result Driver:** Don Hillis, Director of System Management

**Measurement Driver:** Jim Carney, State Maintenance Engineer

**Purpose of the Measure:**

This measure helps MoDOT understand customer expectations concerning the convenience, cleanliness and safety of its rest areas. This information will provide insight to rest area location, lighting, and security as well as the overall cleanliness expectations.

**Measurement and Data Collection:**

MoDOT measures this attribute with both internal and external data collection. MoDOT receives information in the form of a survey card offered at all rest areas. The survey cards ask a variety of questions with three of the questions specifically asking if the rest area is convenient, clean and safe. This provides direct input from our customers and is considered our external source. All comments from the cards are sent to the districts and sheltered workshop contractor on a quarterly basis to ensure concerns are addressed in a timely manner.

To ensure the customer satisfaction, all rest areas are inspected using an attribute list developed and based on an industry-wide literature review. The attribute list includes characteristics rest-area users identified as what they consider convenient, clean and safe. MoDOT maintenance employees inspect all rest areas and the work of the sheltered workshop contractor at least two times per month using this list and are considered our internal source.

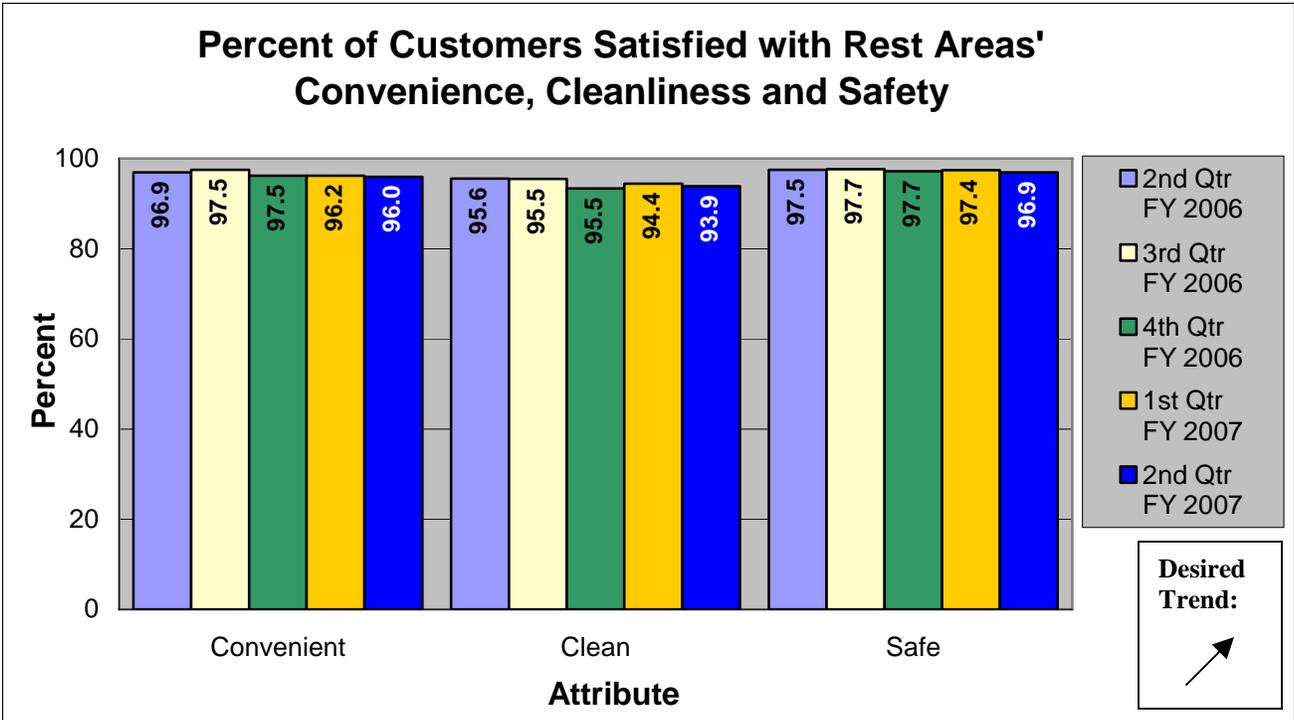
MoDOT works with Extended Employment Sheltered Workshops to provide the cleaning at all 19 rest areas in the system. The sheltered workshop employees provide this service 365 days a year, many from early morning (6 a.m.) to late in the evening (10 p.m.).

This measure is an annual measure updated quarterly.

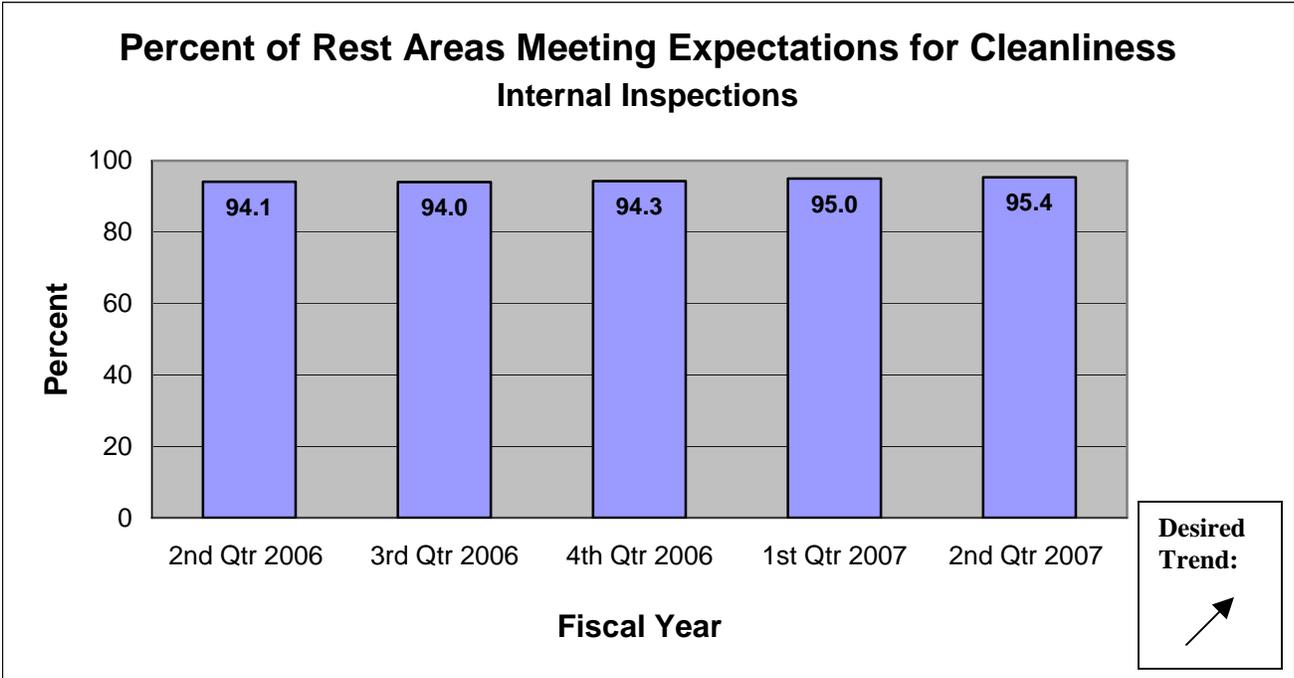
**Improvement Status:**

The rest area survey cards were made available in May 2005. The increase in the number of returned cards corresponds with the seasonal increase in visitors to the rest areas. A total of 8,054 cards were returned in fiscal year 2006. The 3,125 cards returned in the first quarter of fiscal year 2007 then dropped to 1,489 cards for the current quarter. Customer satisfaction for all three attributes is slightly lower than the previous quarter. One site had over 16 percent (15 of 91) of the "not clean" responses. MoDOT implements actions to improve the cleanliness at rest areas with lower satisfaction ratings by direct contact with the contractor. Based on the cards returned from 48 different states, Canada, Ireland, the United Kingdom and Switzerland, MoDOT is meeting the needs of its customers.

The internal rest area inspections started in May 2005. MoDOT is doing extremely well at meeting the customers' expectations for convenient, clean and safe facilities, largely in part to these inspections conducted a minimum of two times per month. The average score for all rest areas in fiscal year 2006 was 93.8 percent. The first quarter of 2007 scored 95 percent and rose to 95.4 for the second quarter of 2007. MoDOT takes care of maintenance concerns in a timely manner to keep the rest areas open for use.



Note: Rest area customer satisfaction benchmarks are limited. New Mexico DOT has a target of 88 percent customer satisfaction as a performance measure. Florida's 2004 rest area customer survey results found: 90 percent said the rest areas were clean, 83 percent said there were enough rest areas and 88 percent said the rest areas were safe.



## Convenient, Clean and Safe Roadside Accommodations

### *Percent of customers satisfied with commuter lots' convenience, cleanliness and safety*

**Result Driver:** Don Hillis, Director of System Management

**Measurement Driver:** Jim Carney, State Maintenance Engineer

**Purpose of the Measure:**

This measure will help the department understand customer expectations concerning commuter lot convenience, cleanliness and safety. This information will provide insight to location, lighting and security at commuter lots as well as their overall cleanliness.

**Measurement and Data Collection:**

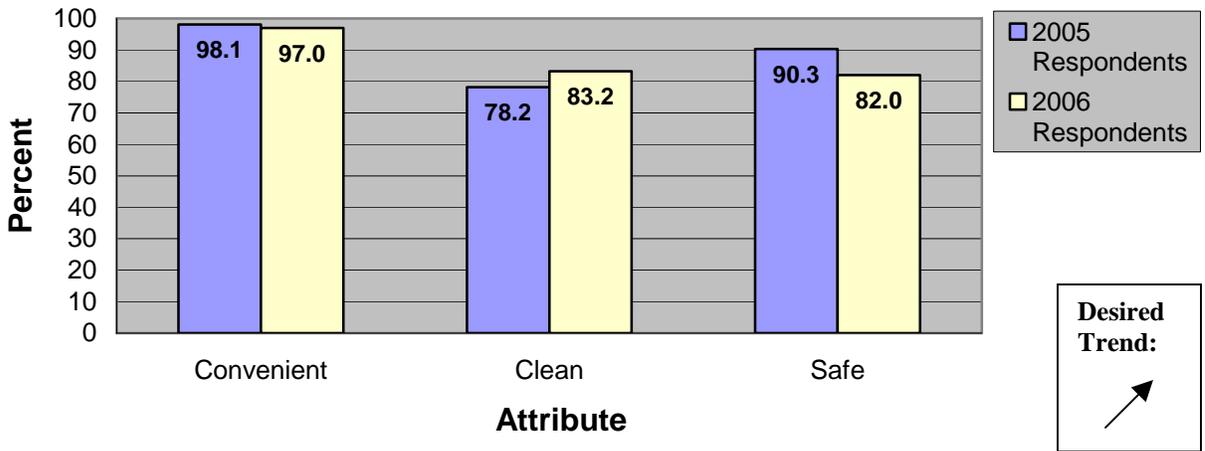
MoDOT receives information in the form of survey cards distributed by MoDOT employees at 20 commuter lots. The survey card asks a variety of questions. Three questions specifically ask if the commuter lot is convenient, clean and safe. This is a baseline measure that provides direct input from the department's customers and is considered an external source. This is an annual measure and the data is updated each January.

To ensure customer satisfaction, all commuter lots are inspected based upon attributes identified in an industry-wide literature review as to what commuter lot customers' consider convenient, clean and safe. MoDOT maintenance employees inspect all commuter lots each quarter. This internal inspection is an annual measure updated quarterly.

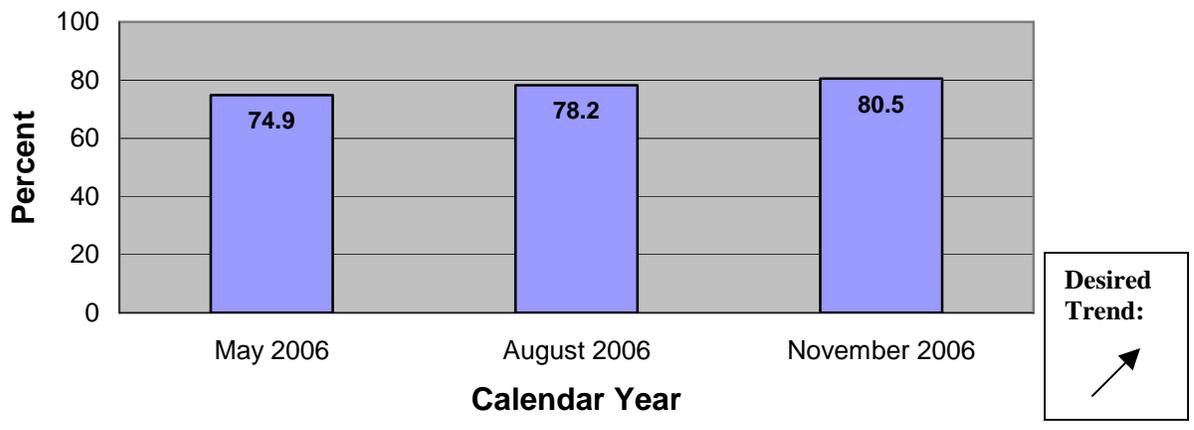
**Improvement Status:**

Commuter lot survey cards were distributed to 1,134 customers in December 2006 and the department received 446 replies. Most of the customers thought the lots were convenient with 66 percent using them five days per week. Sixty-eight percent cited saving fuel costs as the most important reason to use the lot. Eighty-two percent of customers were satisfied with safety at the lots with several customers expressing the need for additional lighting and almost 9 percent reporting theft and property damage concerns. Eighty-three percent of the customers were satisfied with cleanliness. MoDOT received many comments about litter and the need for trash cans. Other frequent comments included the need for better surface maintenance on the gravel and asphalt lots and in a few lots expansion to provide more parking spaces. MoDOT established quarterly inspection checklists in May to be performed at all commuter lots to identify maintenance needs. The May 2006 inspection results indicated 75 percent for statewide average and identified areas that need to be improved. The August 2006 inspection results indicated 78 percent and comments noted where improvements were made. The November 2006 inspection results improved to 80 percent and were reflected in the improvement to clean category on the 2006 customer survey. The quarterly inspections provide input to district maintenance supervisors on work needed at the commuter lot for condition of signs, parking lot surface, litter, and vegetation management. MoDOT staff continues to improve their efforts working with law enforcement agencies to more closely monitor the lots that have reported concerns with theft and property damage complaints to improve safety.

### Percent of Customers Satisfied with Commuter Lots' Convenience, Cleanliness and Safety



### Percent of Commuter Lots Meeting Expectations for Cleanliness Internal Inspections



## Convenient, Clean and Safe Roadside Accommodations

### *Number of users of rest areas*

**Result Driver:** Don Hillis, Director of System Management

**Measurement Driver:** Stacy Armstrong, Roadside Management Supervisor

**Purpose of the Measure:**

This measure tracks the number of vehicles visiting rest areas. This information helps MoDOT better understand the peak days and times visitors use rest areas, impacting staffing decisions. MoDOT estimates the rest areas have over 24 million visitors each year.

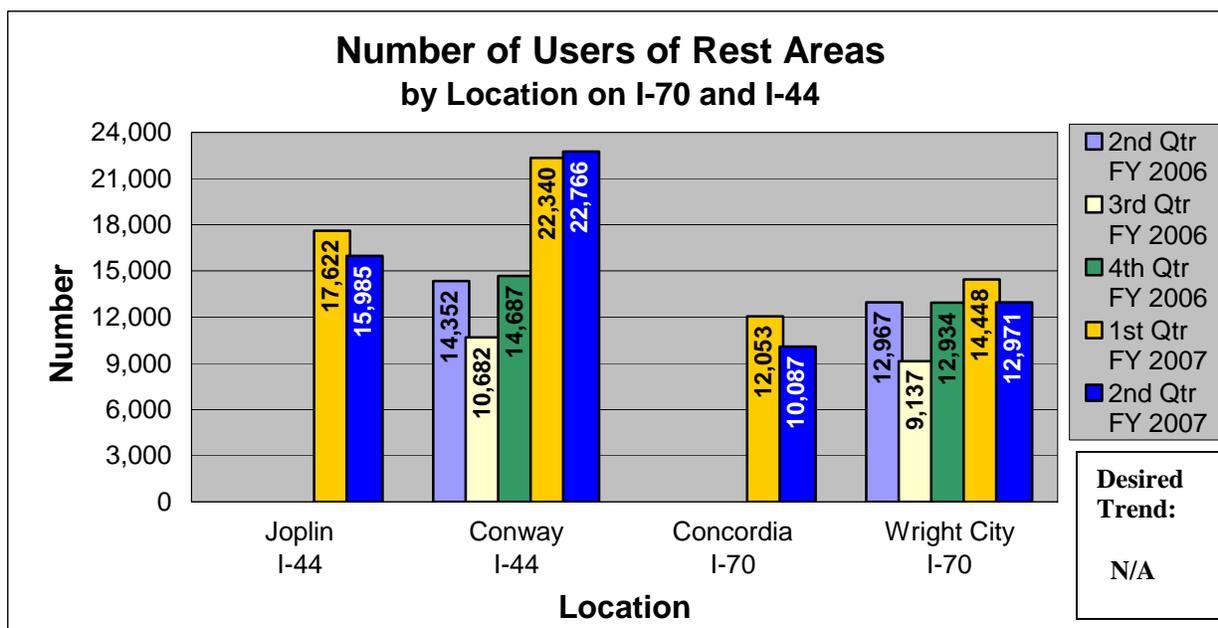
**Measurement and Data Collection:**

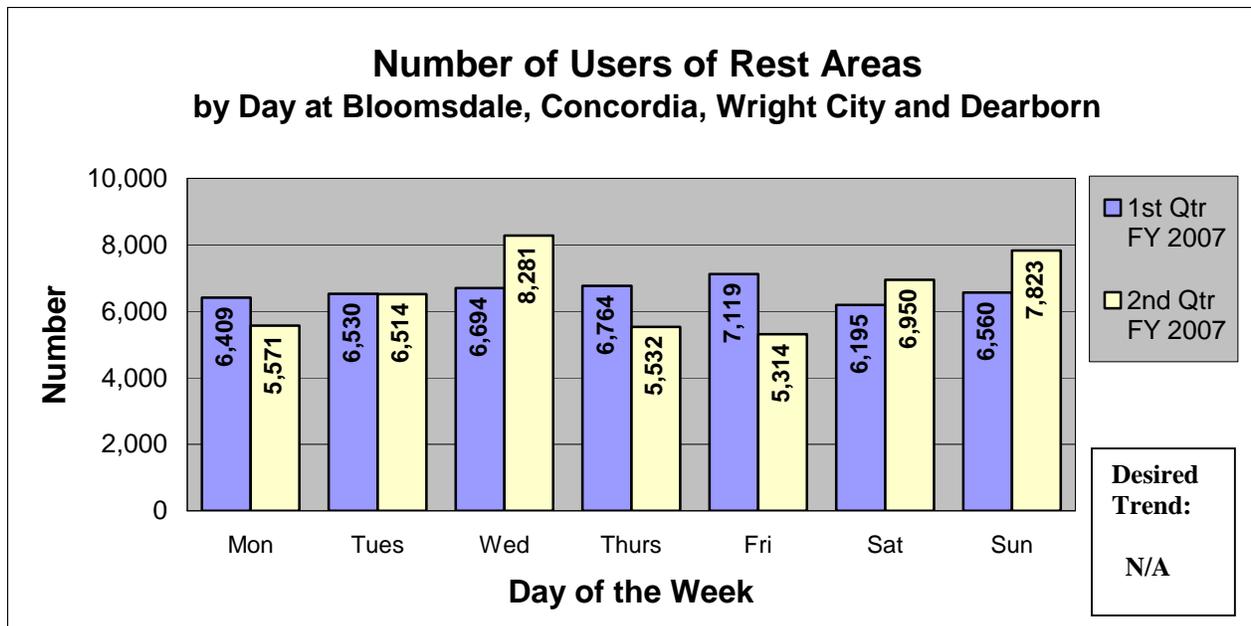
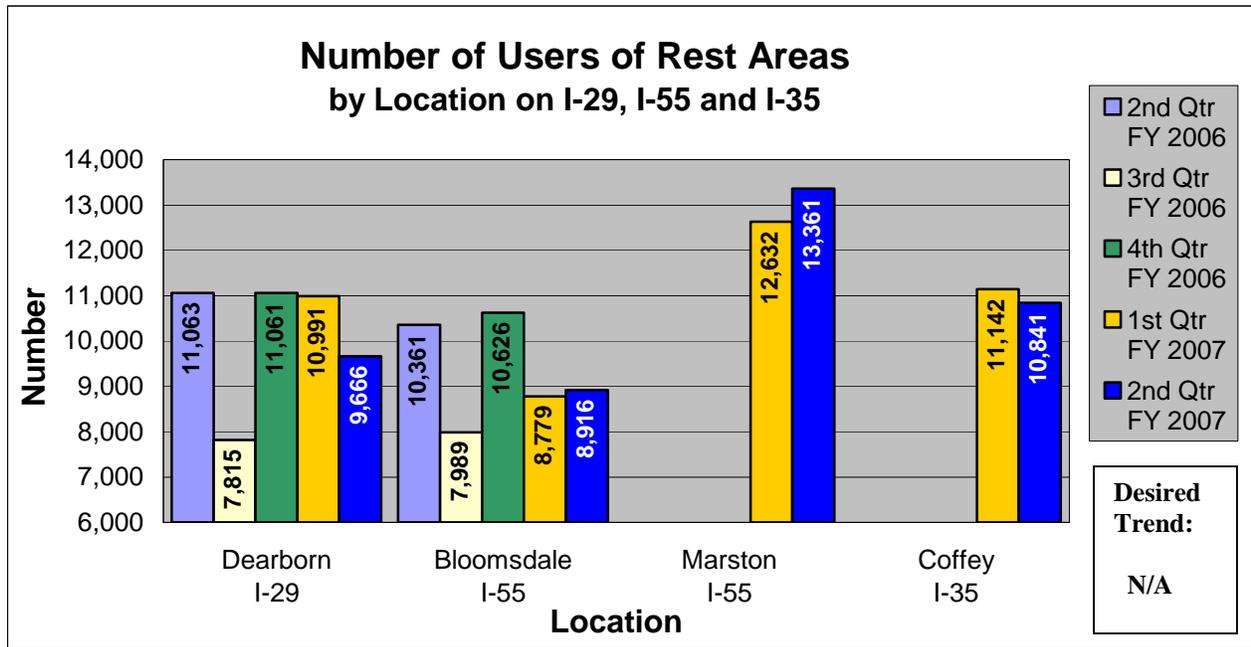
Rest areas at Bloomsdale Interstate - 55, Concordia Interstate - 70, Wright City Interstate - 70 and Dearborn Interstate - 29 have permanent counters providing data daily. Pavement-mounted sensors send data from a solar-powered wireless transfer station. All four locations have two counters for a total of eight counts. Consistent data transfer was not achieved until early November due to set up and data transfer complications. Permanent counts are for the same time period. Two additional permanent counters are ordered. Rest areas at Marston Interstate - 55, Conway Interstate - 44, Joplin Interstate - 44 and Coffey Interstate - 35 have temporary mechanical traffic counters. All four locations have two counters for a total of eight counts. Temporary counts are for different seven-day periods between Oct. 22 and Oct. 31, 2006, due to limited personnel, distance between locations and on-site equipment damage. This data is updated quarterly.

**Improvement Status:**

Joplin and Coffey will undergo welcome center construction in the next 12 to 18 months. Counts at these sites will provide before and after visitation patterns. Marston will provide information for possible welcome center development in the region. Conway continues to be one of the busiest rest areas with a large increase in visitors the last two quarters. This may be due to the St. Clair rest area, 130 miles east, being closed until mid-November and road construction in the immediate area.

Efforts are made to provide counts for the same seven-day period when possible. Saturday is the day with the least visitors progressing to Friday, the busiest day during a typical week. This quarter compares the trend during a busy Thanksgiving holiday period to a typical week. The counts show the expected trend of Wednesday prior to Thanksgiving as very busy with the holiday and Friday traffic light and heavy again on the weekend.





## Convenient, Clean and Safe Roadside Accommodations

### *Number of users of commuter parking lots*

**Result Driver:** Don Hillis, Director of System Management

**Measurement Driver:** Tim Jackson, Technical Support Engineer

**Purpose of the Measure:**

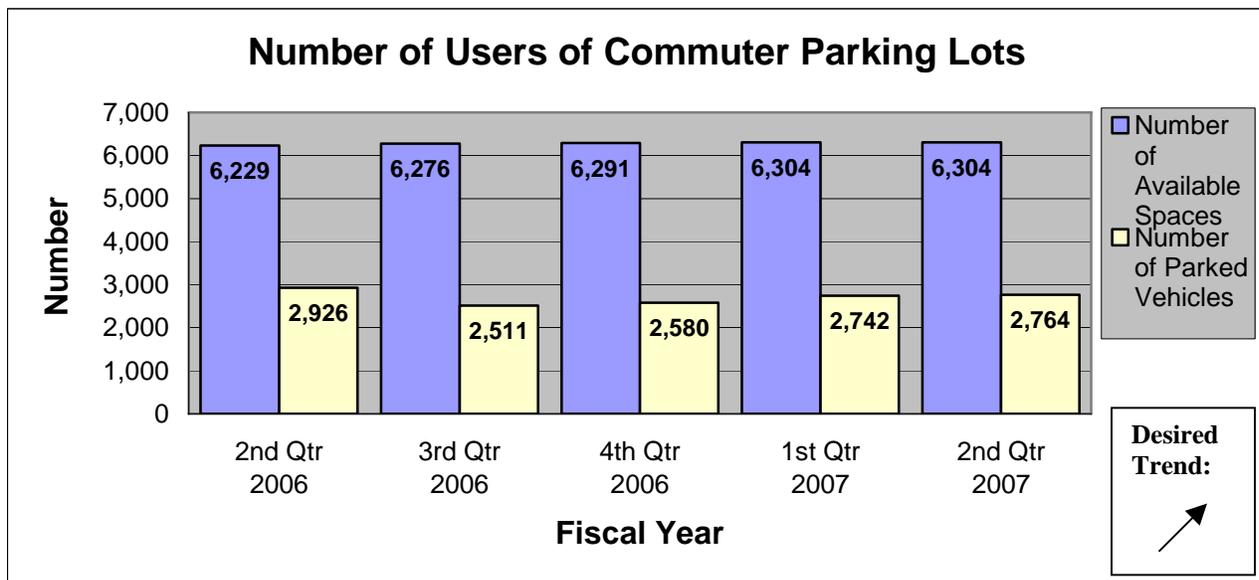
This measure tracks the number of commuter parking lot users. It will help the department determine whether its commuter parking lots are adequate at current locations and whether lots are fulfilling the traveling public's needs.

**Measurement and Data Collection:**

District maintenance personnel count the number of vehicles parked in each commuter lot. Data is collected from every district to create a statewide report. This is an annual measure, and the data is updated quarterly.

**Improvement Status:**

There was a minor increase in the number of vehicles parked in the commuter lots from the previous quarter, continuing the trend from the previous three quarters. A continuing emphasis on maintaining the appearance of these lots is a contributing factor in the increase in commuter parking lot users. MoDOT will continue to encourage motorists to use these lots through news releases and the recently developed commuter parking lot brochure.



## Convenient, Clean and Safe Roadside Accommodations

### *Number of truck customers that utilize rest areas*

**Result Driver:** Don Hillis, Director of System Management

**Measurement Driver:** Tim Jackson, Technical Support Engineer

**Purpose of the Measure:**

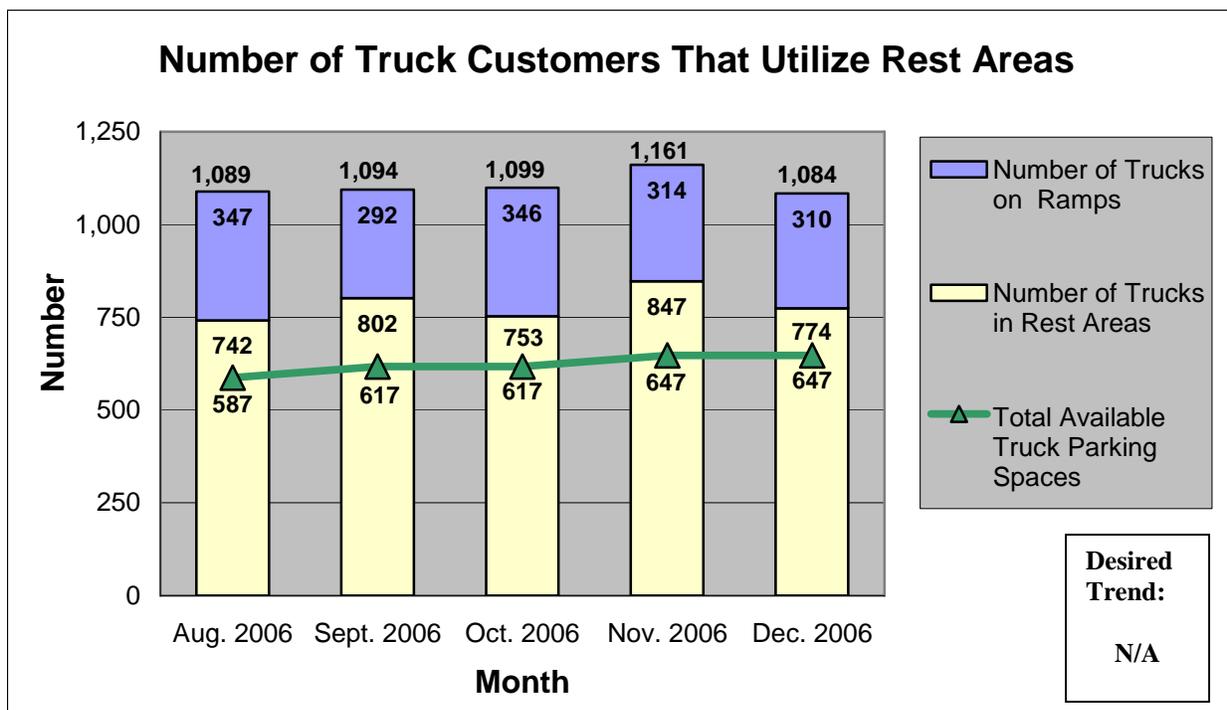
This measure tracks the number of trucks at rest areas. The numbers of trucks using the rest areas and the nearby ramps could be used to help determine how many spaces are needed to provide convenient parking facilities at each rest area.

**Measurement and Data Collection:**

On a monthly basis, district maintenance personnel count the number of trucks parked at rest areas, on nearby ramps within 15 miles of the rest areas and at abandoned weigh stations that have been converted to truck parking facilities. The count is done between 4 and 6 a.m., which is typically the busiest time. Data is collected from every rest area and truck parking facility to create a statewide report and updated monthly.

**Improvement Status:**

The number of trucks using the rest area and other truck parking facilities has gone up and down over the last five months. The St. Clair rest area re-opened this quarter after being closed to make connections to city services. Two additional weigh stations that are no longer being used by the Missouri State Highway Patrol were converted to truck parking facilities and are now being included in the counts. There have now been four old weigh stations converted to truck parking facilities, with an additional 60 truck parking spaces. A grant application was submitted to the Federal Highway Administration for funds to convert an additional weigh station into a truck parking facility. Converting additional abandoned weigh stations into truck parking facilities is a way to add truck parking spaces across the state.



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