

### Percent of customers satisfied with rest areas' convenience, cleanliness and safety -14a

**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 from a survey card offered at all rest areas. The survey card asks 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 the external source. All comments from the cards are sent to the districts and sheltered workshop contractor to ensure concerns are addressed in a timely manner.

To ensure 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 the 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 updated quarterly.

#### Improvement Status:

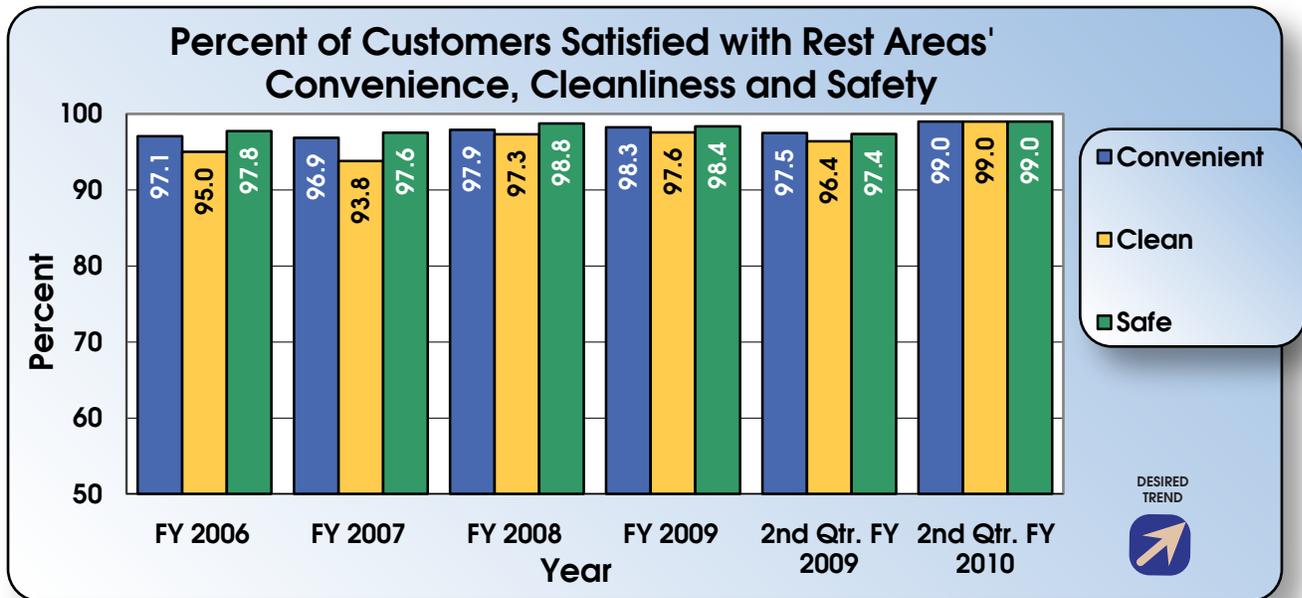
The rest area survey cards were first made available in May 2005. A total of 6,835 were returned in fiscal year 2009 compared to 9,774 cards in fiscal year 2008, 8,178 in fiscal year 2007 and 8,054 in fiscal year 2006. In the second quarter of fiscal year 2010, 3,188 cards were returned, a significantly higher

number of returned surveys than in the second quarter of fiscal year 2009. The Conway Welcome Center reopened on May 4, 2009, and is the primary reason for the increase in survey cards, accounting for over 61 percent (1,947) of the cards in this quarter.

- Second Quarter fiscal year 2009, 911 surveys received
- Third Quarter fiscal year 2009, 594 surveys received
- Fourth Quarter fiscal year 2009, 3,120 surveys received
- First Quarter fiscal year 2010, 6,838 surveys received
- Second Quarter fiscal year 2010, 3,188 surveys received

Customer satisfaction for the three attributes is the same in all of the factors when compared to the previous quarter. All three attributes hit the 99 percent level for the second consecutive quarter and are significantly higher than the same quarter last year. The Doolittle site is converted to "truck parking only" as part of the overall rest area plan. The Steele Rest Area closed this quarter for road construction work in the area. This reduced the number of rest areas to 17 statewide. MoDOT implements actions to improve the cleanliness at rest areas with lower satisfaction ratings by direct contact with the responsible contractor and district personnel. Cards were returned from 49 states, Canada, Ireland, the United Kingdom, Switzerland, Mongolia, China and Spain.

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 inspection scores decreased slightly from 96.3 percent to 95.7 percent for the second quarter of fiscal year 2010. 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. Florida's 2007 rest area customer survey results found: 80 percent said the rest areas were clean, 72 percent said there were enough rest areas and 84 percent said the rest areas were safe. New Mexico has a benchmark of 95 percent in their efforts to monitor rest area satisfaction and reached a level of 96 percent for FY08.



### Percent of customers satisfied with commuter lots' convenience, cleanliness and safety -14b

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

**Measurement Driver:** Tim Chojnacki, Maintenance Liaison 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 25 commuter lots. The survey contains a variety of questions, three of which 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 updated each January.

To further assess conditions and ensure customer satisfaction with the commuter lots, all lots are inspected based on 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 measure is updated quarterly.

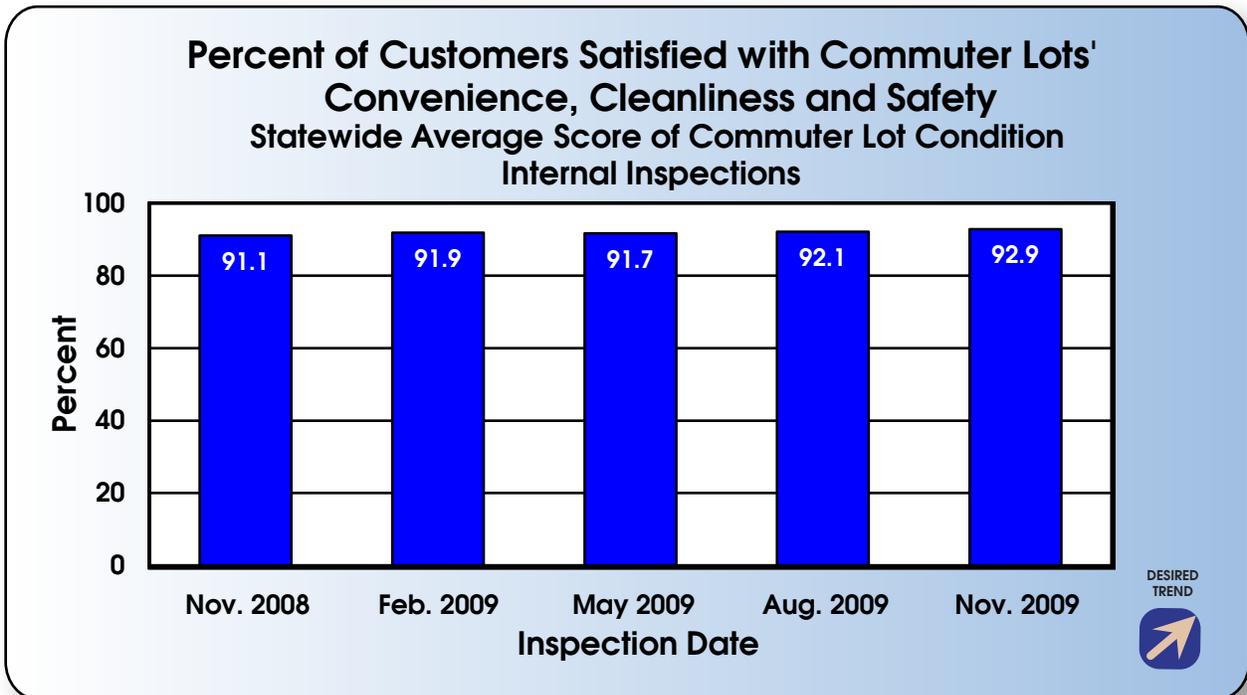
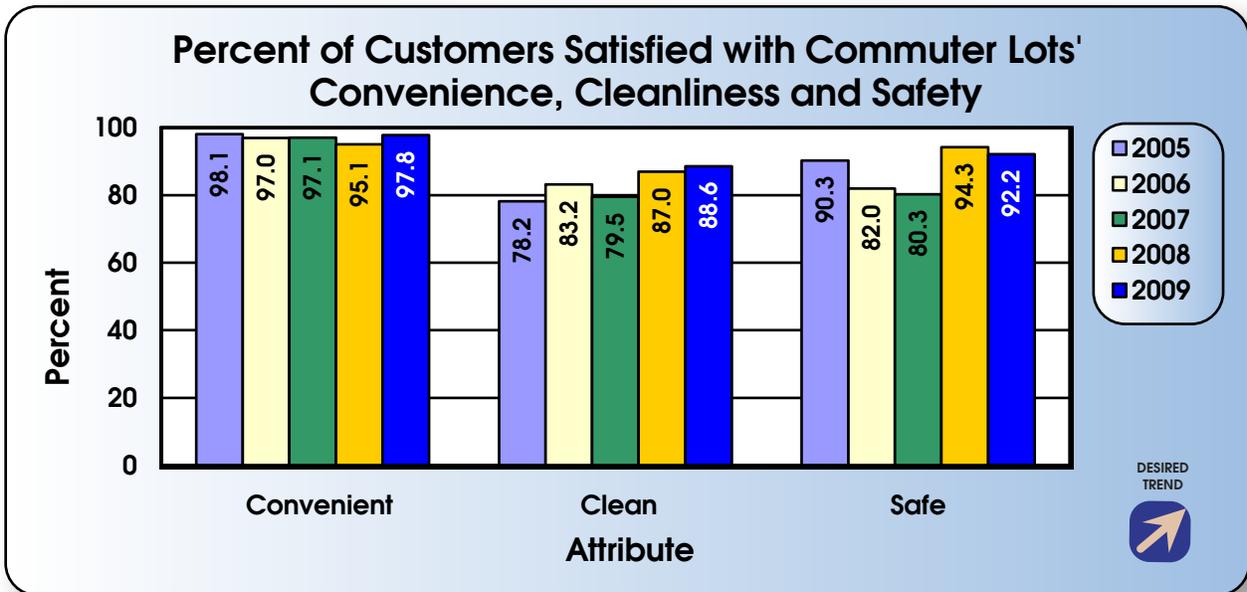
#### **Improvement Status:**

Survey cards were distributed at 25 commuter lots to 986 customers in November and December of 2009 and the department received 279 responses. 98 percent of the customers thought the lots were convenient with 73 percent using them at least five days per week. 81 percent cited saving fuel costs as the most important reason to use the lot, with being good for the environment and the cost of parking at the destination being other considerations. 89 percent of the customers were satisfied with cleanliness of the lots compared to 87 percent in 2008. 92 percent of customers were satisfied with safety at the lots compared to 95 percent in 2008. While this is a slight decrease from 2008, customer satisfaction with safety is higher than earlier surveys.

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. The November 2009 inspections showed the statewide average condition improved slightly, 92.9 percent compared to 92.1 percent the previous quarter.



# CONVENIENT, CLEAN AND SAFE ROADSIDE ACCOMMODATIONS



## Number of users of commuter parking lots-14c

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

**Measurement Driver:** Tim Chojnacki, Maintenance Liaison Engineer

### Purpose of the Measure:

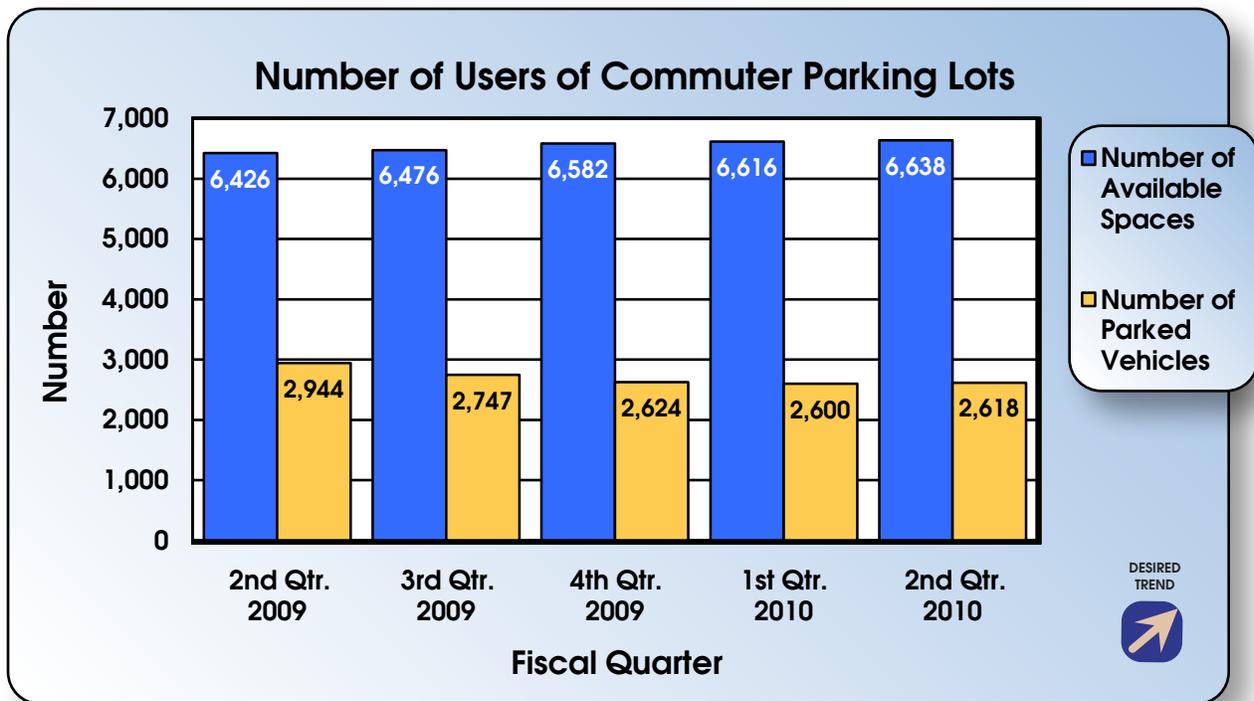
This measure tracks the number of commuter parking lot users. It will help the department determine whether its commuter parking lots are adequate at current locations and whether lots are fulfilling the needs of the traveling public.

### Measurement and Data Collection:

District maintenance personnel count the number of vehicles parked in each commuter lot in conjunction with the quarterly condition inspections. Data is collected from every district to create a statewide report. This measure is updated quarterly.

### Improvement Status:

There was a slight increase in the number of available spaces and the number of parked vehicles this quarter. The number of available spaces statewide is 6,638 at 113 lots. The number of available spaces increased due the opening of one new lot located at I-55 and Route M in Perry County. The number of parked vehicles increased slightly from 2,600 last quarter to 2,618 this quarter. As confirmed by the customer surveys, gas prices are the biggest reason people choose to use the commuter lots. District and Central Office staffs continue to work on strategies that were developed by a statewide team to improve the condition and usage at the commuter lots.



### Number of users of rest areas -14d

**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 more than 20 million visitors each year.

#### Measurement and Data Collection:

Rest areas at Bloomsdale and Steele on I-55, Concordia, Wright City and Boonville on I-70, Eagleville and Lathrop on I-35, Dearborn and Rock Port on I-29, and St. Clair, Conway, and Joplin on I-44 have permanent counters providing data daily. Pavement sensors send data from a solar-powered wireless transfer station. All data is from permanent counters. The counts are for the average seven-day period between October 1 and December 31. This data is updated quarterly.

#### Improvement Status:

Permanent counters are transferring data from 12 different rest areas located throughout the state rest area system. Currently the software program is being upgraded. The Steele Rest Area is closed due to limited access because of road construction on I-55 and the conversion of the southbound side to truck parking. Data for Dearborn and Conway were not

available for the same period last year to compare totals.

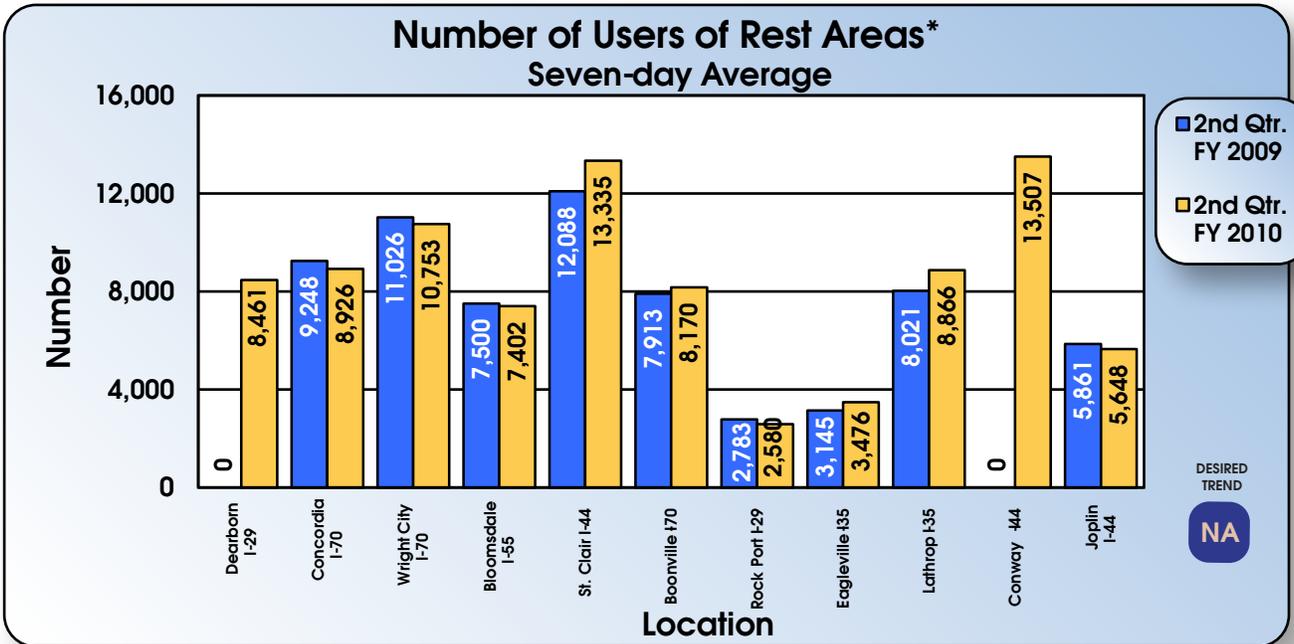
The number of users in the first graph is the weekly average for each of the 11 sites. The weekly average is determined by adding the grand totals for each individual site for the quarter, dividing by the number of days in the quarter (92 for this quarter) and multiplying by seven for the weekly total.

The second graph provides the total number of visitors for the 11 sites for each individual day of the week of the quarter. Friday continues to be the busiest day at the rest areas.

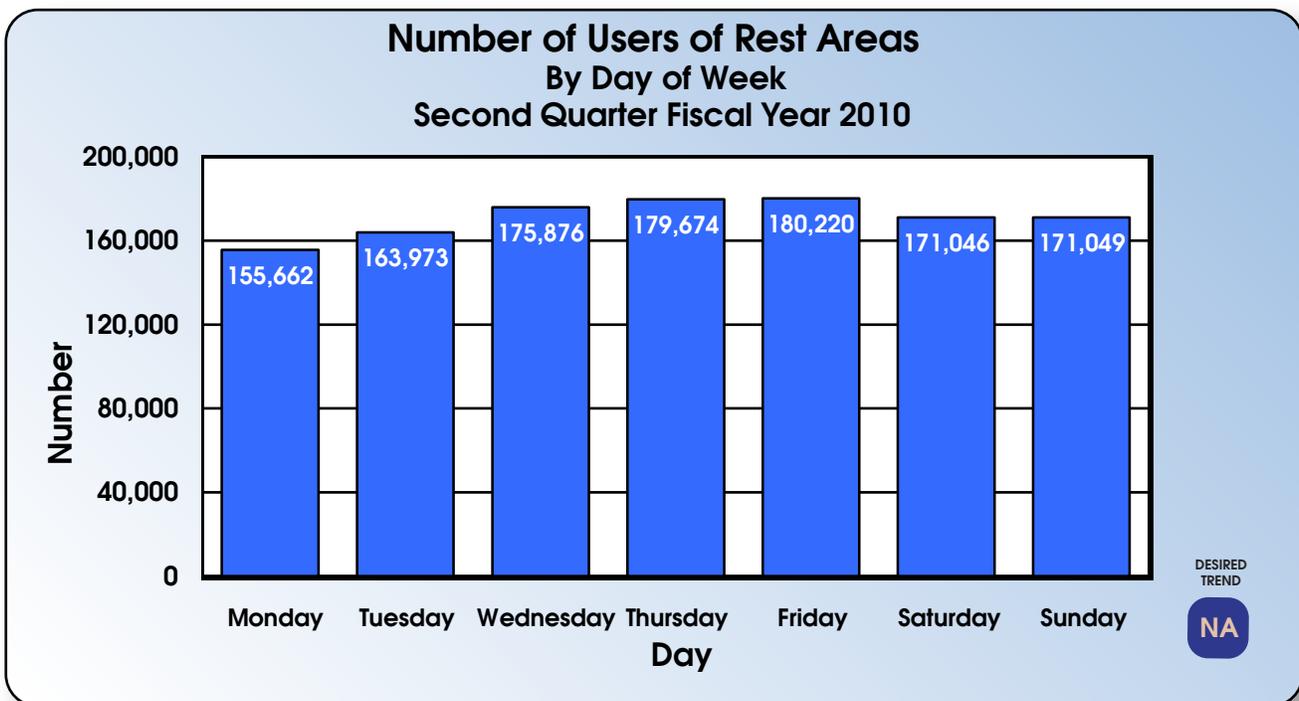
The permanent counters were operational at 11 of the 17 rest areas this quarter. A total of 1,197,642 vehicles were counted at those rest area sites. Using the average vehicles per rest area data from the 11 sites, it is estimated that 1,850,901 vehicles used Missouri rest areas this quarter. Using a conservative estimate of 2.5 passengers per vehicle, the rest areas had approximately 4,627,252 visitors for the quarter. Based on quarterly averages, Missouri rest areas will provide service to well over 18 million annual visitors. The first and fourth quarters of the fiscal year traditionally have the highest visitor count.



# CONVENIENT, CLEAN AND SAFE ROADSIDE ACCOMMODATIONS



\*Concordia, Wright City, Dearborn, Bloomsdale, Boonville, St. Clair, Lathrop and Conway are two directions and provide counts from both sides. Rock Port, Eagleville and Joplin are one direction only.



## Number of truck customers that utilize rest areas -14e

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

**Measurement Driver:** Tim Jackson, Maintenance Liaison Engineer

### Purpose of the Measure:

This measure tracks the number of trucks at rest areas, welcome centers and truck parking facilities. The number 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 welcome centers, rest areas, on nearby ramps within 15 miles of the welcome centers/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 quarterly.

### Improvement Status:

The fourth quarter of calendar year 2009 showed a small 4 percent increase in the average number of trucks using the rest areas and other truck parking facilities from the previous quarter. Both sides of the Steele I-55 rest area will remain closed until they are converted to truck parking facilities next fall. The Marston southbound I-55 rest area remains closed for construction of a new welcome center. The Doolittle rest areas on I-44 reopened as truck parking facilities in December. These closures have resulted in a temporary decrease of 35 truck parking spaces. Constructing welcome centers with additional truck parking spaces and converting abandoned weigh stations into truck parking facilities continues to be a way to add parking spaces across the state to accommodate the need for additional truck parking.

