

ACCOMMODATING ROADSIDES

Tangible Result Driver – Beth Wright, State Maintenance Engineer

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



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

Result Driver: Beth Wright, State Maintenance Engineer

Measurement Driver: Kim Tipton, Senior General Services Specialist

Purpose of the Measure:

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

MoDOT works with Extended Employment Sheltered Workshops to provide the cleaning at all 17 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.

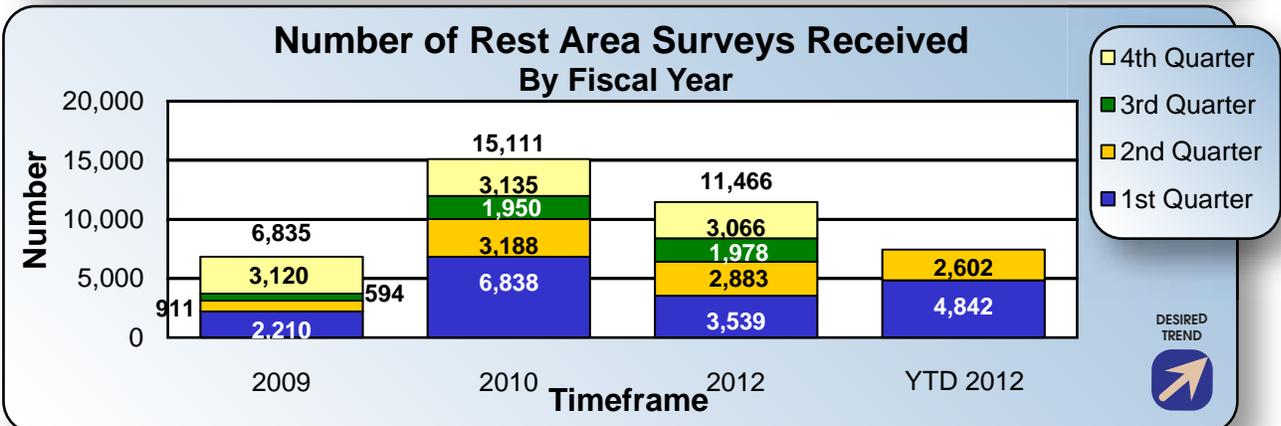
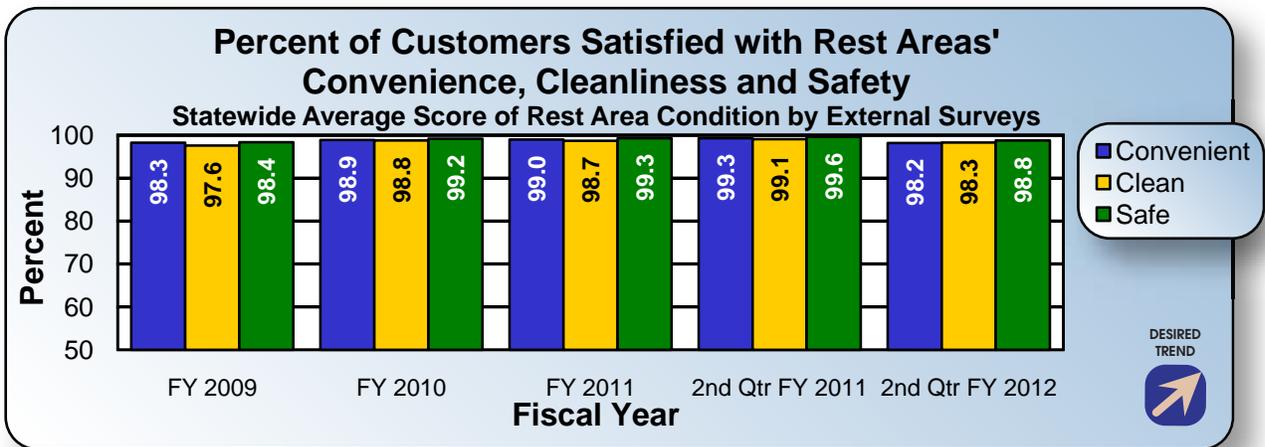
Measurement and Data Collection:

The data for this measure is collected from external sources. MoDOT receives external feedback from survey cards offered at all rest areas. The cards are retained for one quarter in arrears. The survey card has a variety of questions with three of the questions specifically targeting the convenience, cleanliness and safety of the rest areas. This provides direct input from our customers. All comments from the cards are sent to the districts and sheltered workshop contractor to ensure concerns are addressed.

Improvement Status:

The department received 2,602 surveys this quarter with Joplin and Conway providing the majority of the feedback.

Customer satisfaction for the three attributes is nearly the same in all of the factors when compared to the same quarter one year earlier. All three attributes are at or above 98 percent. MoDOT implements actions to improve the cleanliness at rest areas with lower satisfaction ratings through direct contact with the contractor and district personnel.



Number of users of rest areas-14b

Result Driver: Beth Wright, State Maintenance Engineer

Measurement Driver: Kim Tipton, Senior General Services Specialist

Purpose of the Measure:

This measure tracks the number of vehicles visiting rest areas which is used to estimate the number of visitors. MoDOT's investment in rest areas promotes safety for the traveling public. This information helps MoDOT better understand the visitor use patterns at the rest areas. MoDOT estimates the rest areas have more than 20 million visitors each year when all sites are operational.

Measurement and Data Collection:

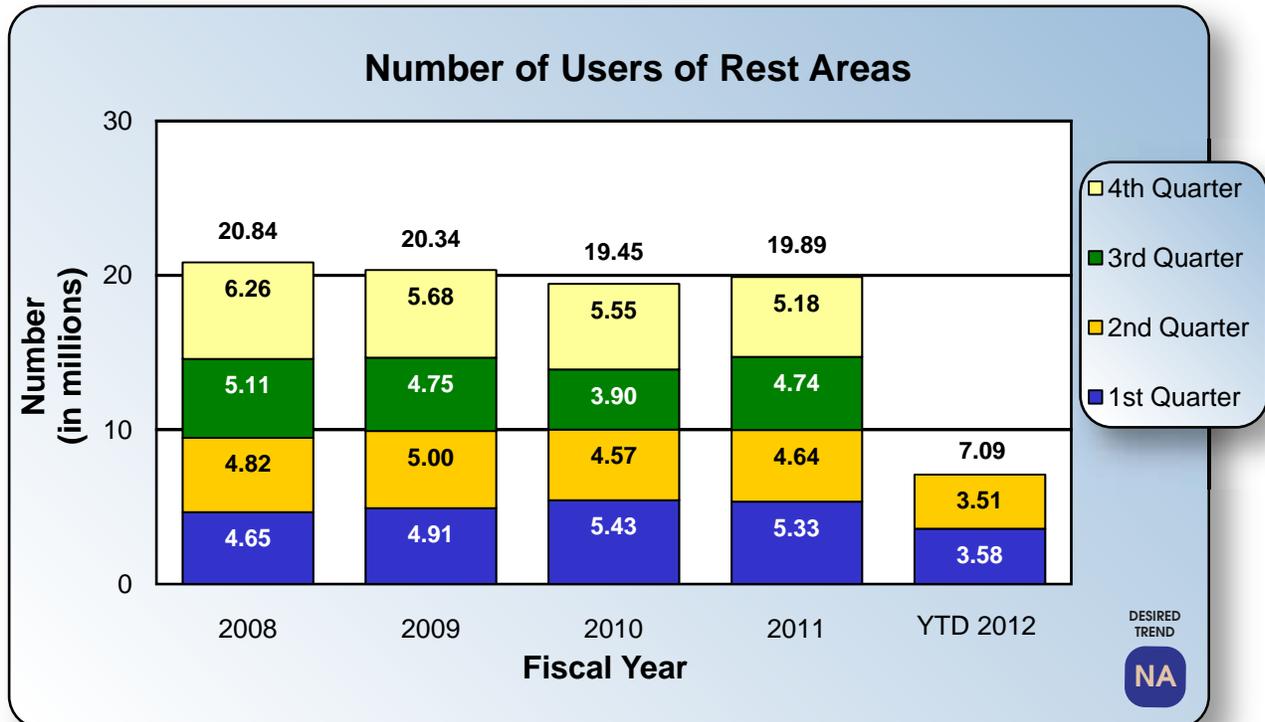
Data is collected from ten different rest areas located throughout the state using counters to track the number of vehicles entering the rest areas.

During the second quarter, 16 rest area sites were operational. Some of the sites have only one building serving one direction while others have two, serving

both directions. The 16 sites offer 26 rest room buildings or stopping opportunities. The number of users in the graph is the quarterly estimate for all 16 rest areas based on the data from the sites with operational counters. The quarterly estimate is determined by using the data from the counters and applying the data to the total stopping opportunities (26) in the entire system. This provides the estimated number of vehicles entering the rest areas for the quarter. The sensors were repaired during the second quarter of FY2012.

Improvement Status:

An estimated 1,402,178 vehicles entered Missouri rest areas this quarter. Using a conservative estimate of 2.5 passengers per vehicle, approximately 3,505,446 individuals visited rest areas this quarter.



Number of truck customers that utilize rest areas-14c

Result Driver: Beth Wright, State Maintenance Engineer

Measurement Driver: Tim Jackson, Maintenance Liaison Engineer

Purpose of the Measure:

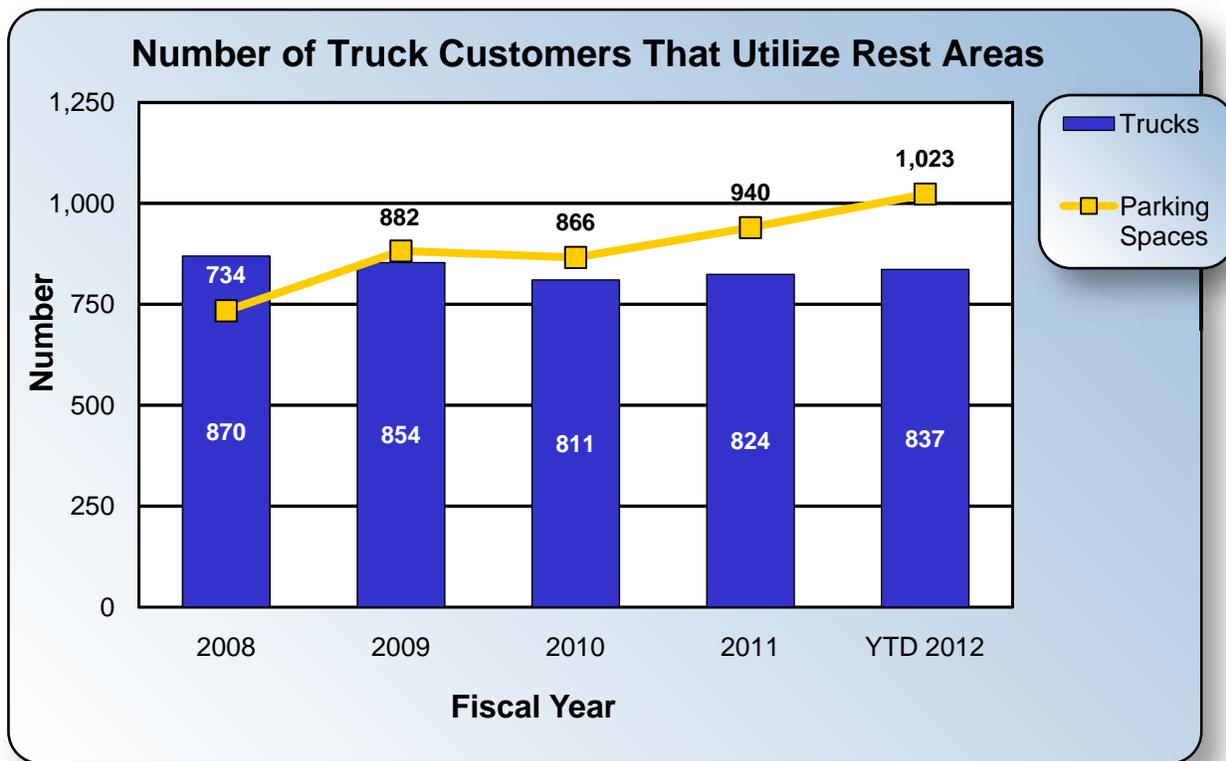
This measure tracks the number of trucks at rest areas, welcome centers and truck parking facilities. The number of trucks using the rest areas could be used to help determine how many spaces are needed to provide convenient parking facilities at each rest area.

Measurement and Data Collection:

On a monthly basis, district maintenance personnel count the number of trucks parked at welcome centers, rest areas and at designated 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 which is updated quarterly.

Improvement Status:

The first half of fiscal year 2012 showed an increase of 13 in the average number of trucks using the rest areas and truck parking facilities compared to the previous year's average. The number of available truck parking spaces increased by nine percent. The Rock Port rest area on Interstate 29 in the Northwest District remains closed for construction of a new welcome center, decreasing the total number of available spaces by nine. Constructing welcome centers with additional truck parking spaces and converting abandoned weigh stations into truck parking facilities continues to accommodate growing truck parking needs.



Number of miles in Adopt-A-Highway program-14d

Result Driver: Beth Wright, State Maintenance Engineer

Measurement Driver: Stacy Armstrong, Roadside Management Specialist

Purpose of the Measure:

This measure tracks public involvement in taking care of Missouri’s roadsides through the Adopt-A-Highway program. Missouri has one of the largest and oldest Adopt-A-Highway programs in the nation. The volunteers learn about litter awareness and some of the challenges MoDOT faces, while allowing maintenance crews to do more critical activities.

Measurement and Data Collection:

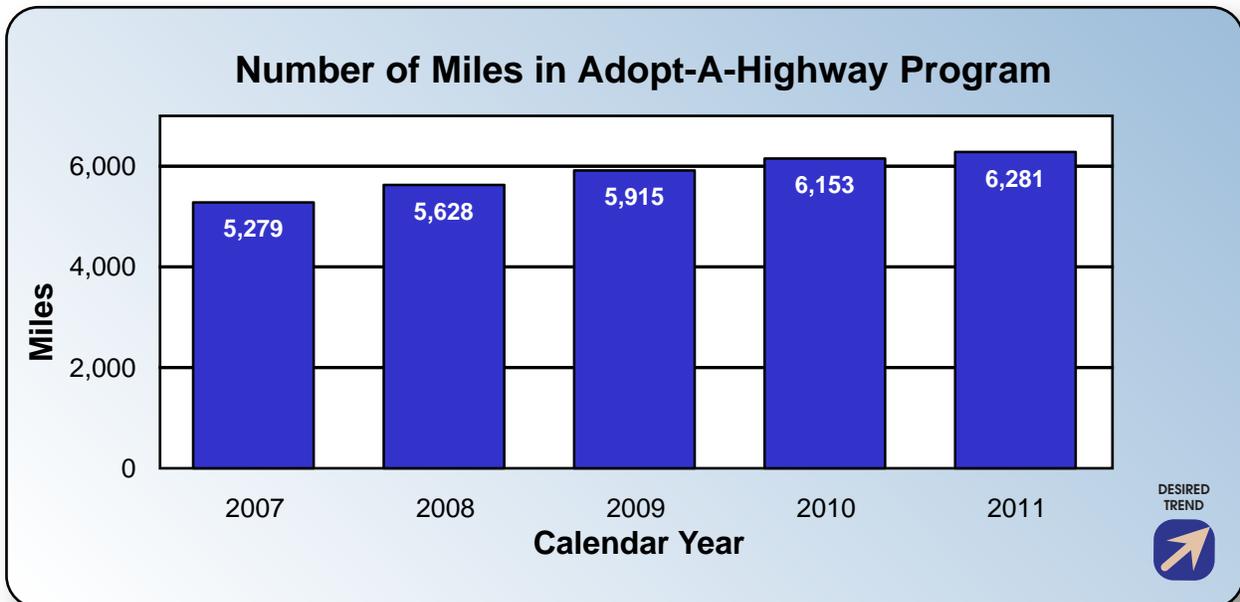
Adopters agree to pick up litter on a designated roadway section for a minimum of four times a year and report their results. Adopters commit to a three-year agreement when they join the program. Urban adoptions are for a minimum of one-half mile and rural adoptions are for at least two miles. Miles are measured by the centerline, however, volunteers are responsible for both sides of the roadway. Adopter-related information is maintained in an Adopt-A-Highway database using the Transportation

Management System. This measure is updated quarterly.

Improvement Status:

The number of miles adopted increased in recent years. This may be due to increased public awareness through No MORE Trash!, a litter-prevention campaign coordinated by MoDOT and the Department of Conservation. Adopt-A-Highway is promoted at Earth Day, state and county fairs, and other events. There were 348 new adoptions in 2011.

Sponsor-A-Highway, a complementary program to Adopt-A-Highway, was launched on Sept. 17, 2008. Currently, 38 miles are sponsored for litter cleanup in the Kansas City and St. Louis areas. A landscape sponsorship option is available on Interstate 64 in the St. Louis area as of September 2010. Currently, 13 sections have landscape sponsors.



Number of users of commuter parking lots-14e

Result Driver: Beth Wright, State Maintenance Engineer

Measurement Driver: Tim Chojnacki, Maintenance Liaison Engineer

Purpose of the Measure:

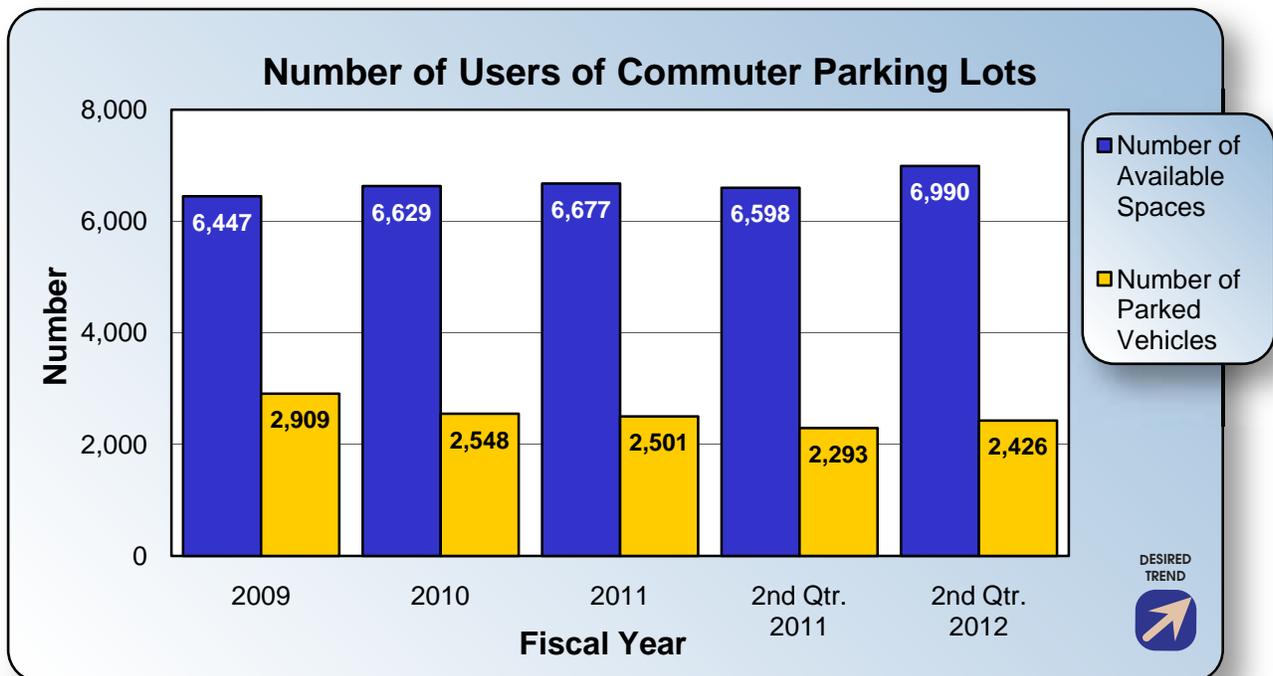
This measure tracks the number of commuter parking lot users. It will help the department determine whether its commuter parking lots are adequate at current locations and whether lots are fulfilling the needs of the traveling public.

Measurement and Data Collection:

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

Improvement Status:

There was an increase in the number of parked vehicles this quarter as compared to the same quarter last year. MoDOT currently operates 119 commuter lots with 6,990 spaces available. The number of parked vehicles was 2,426, up from 2,293 one year ago. This quarter's count is slightly lower than the average per quarter in 2010 and 2011. Data from the most recent customer survey indicates that 87 percent of those surveyed think the lots are clean and safe, while 99 percent of those surveyed believe the lots are convenient.



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