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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 an internal and external data collection. MoDOT receives information in the form of a survey card offered at all rest areas in the system. 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.

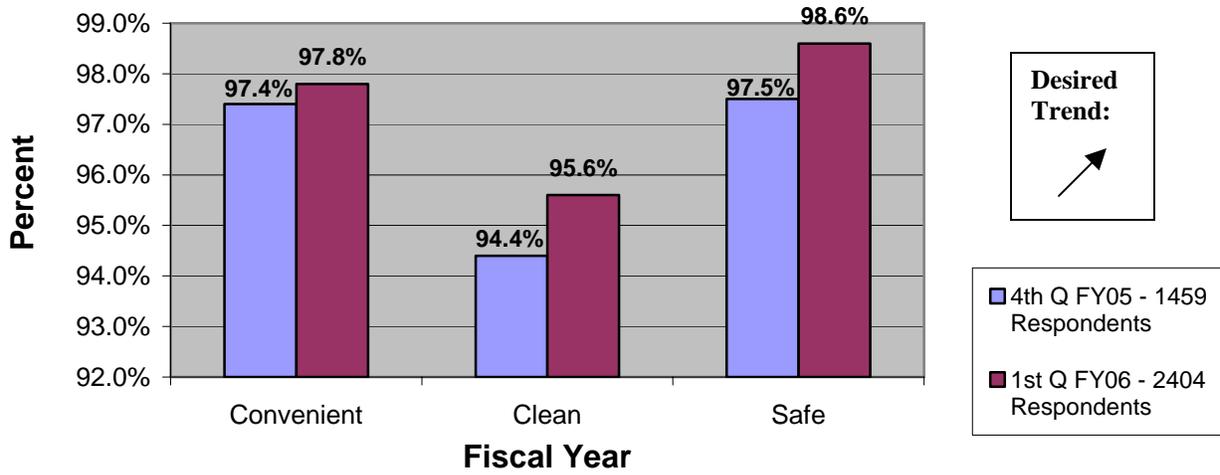
To ensure the customer satisfaction, all rest areas are inspected using a list of attributes, which were developed and based on an industry-wide literature review. The attribute list includes characteristics rest-area users identified as what they consider convenient, clean and safe. MoDOT maintenance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

**Improvement Status:**

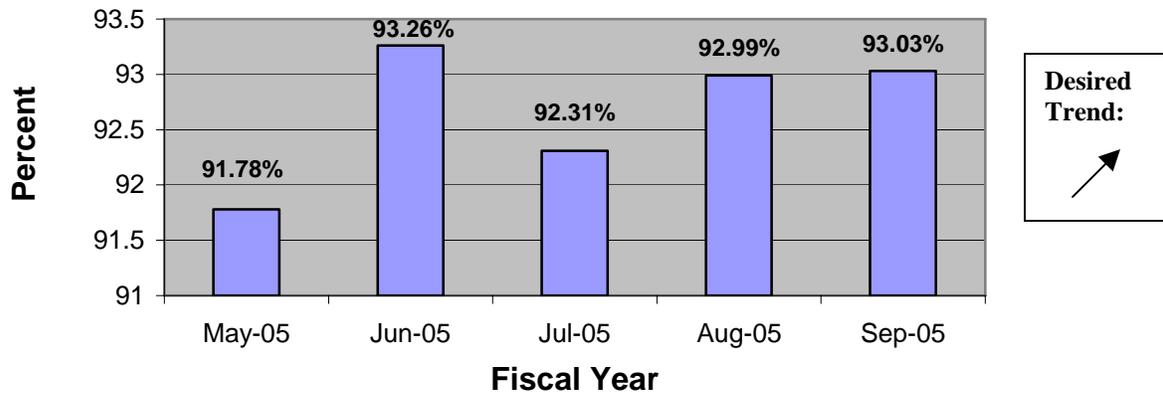
The rest area survey cards were made available in May 2005 with 300 delivered to each location during the annual inspection. Between May 1 and June 30 a total of 1,459 cards were returned providing partial data for the fourth quarter of fiscal year 2005. For the first quarter of the fiscal year 2006 (July – September) 2,404 cards were returned after an additional 600 cards were distributed to the rest areas. Based on the cards returned from 46 different states, Canada, Ireland and the United Kingdom, MoDOT is meeting the needs of its customers.

The internal rest area inspections started during 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 score average for all rest areas in the fourth quarter of the fiscal year 2005 (May – June) was 92.52 percent and for the first quarter of the fiscal year 2006 (July – September) MoDOT inspections scored 92.78 percent, a slight increase over the previous quarter. Based on the number of visitors listed in Tracker 14c, it is expected the first quarter of the fiscal year will be the busiest at Missouri rest areas. MoDOT takes care of maintenance concerns in a timely manner to keep the rest areas open for use.

### Percent of Customers Satisfied with Rest Areas' Convenience, Cleanliness and Safety



### Internal Inspection Ratings for Convenience, Cleanliness and Safety of Rest Areas



## Convenient, Clean and Safe Roadside Accommodations

*Percent of commuter lots that meet customers' convenience, cleanliness and safety expectations*

**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 the MoDOT customer expectations concerning the convenience, cleanliness and safety of its commuter lots. This information will provide insight to location of commuter lots, lighting and security at commuter lots as well as their overall cleanliness.

**Measurement and Data Collection:**

Staff is in the process of determining the best data collection method. It is anticipated that data collection will begin fall 2005

**Improvement Status:**

**Measure is Under  
Development**

## 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:**

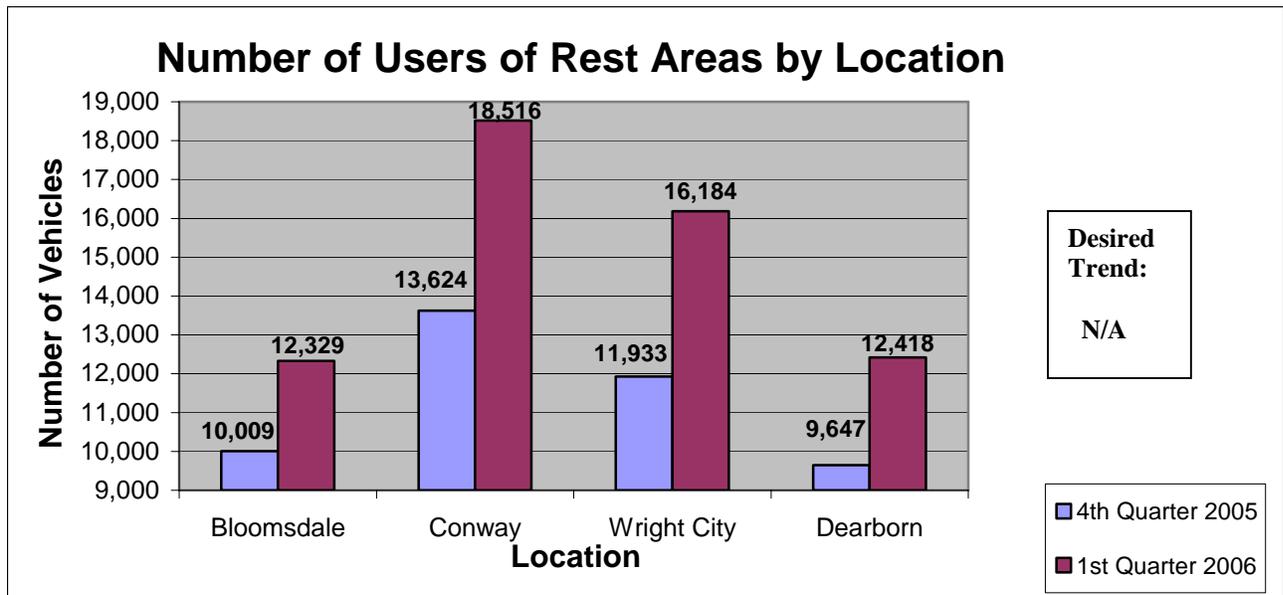
This measure tracks the number of vehicles entering rest areas. This information helps MoDOT better understand the peak days and times visitors use rest areas, impacting staffing decisions.

**Measurement and Data Collection:**

Temporary mechanical traffic counters are placed at four rest areas for seven consecutive days per quarter. All of the four sample locations have counters placed at the entrance of each rest area to count users traveling in both directions. All four locations have two counters for a total of eight counts. These sophisticated counters are able to identify vehicles as either cars or trucks. This measurement started in mid-April, 2005, and the first four sample areas are Dearborn I-29, Wright City I-70, Conway I-44 and Bloomsdale I-55. Sampling for the first quarter of the fiscal year 2006 included the July 4<sup>th</sup> holiday week.

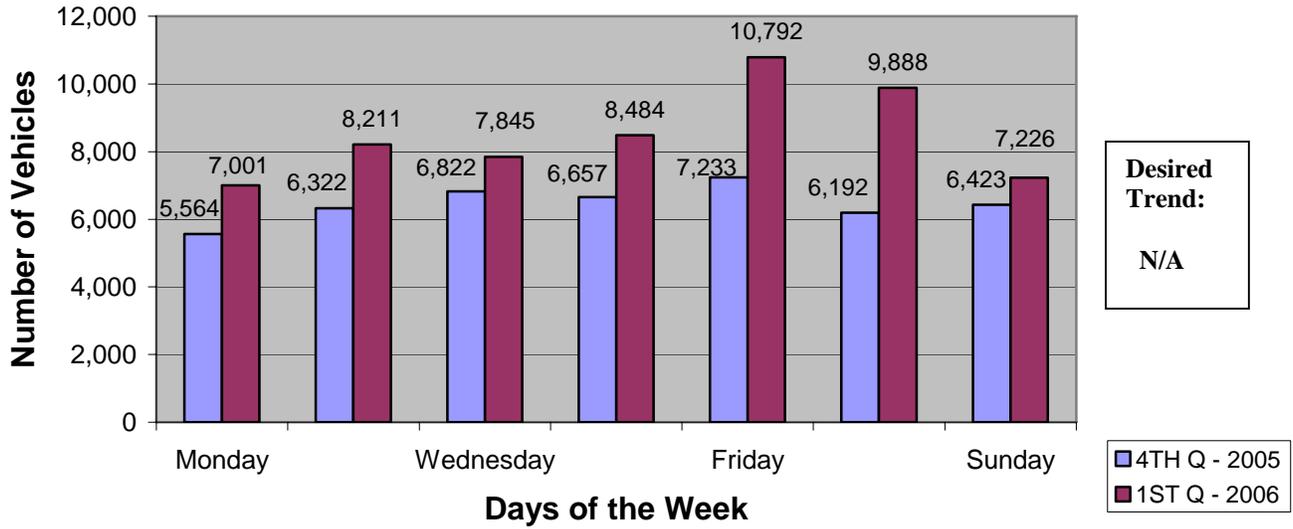
**Improvement Status:**

A total of 59,447 vehicles visited the four selected rest areas during the seven-day period of the first quarter of the fiscal year 2006 compared to 45,213 vehicles during the seven-day period of April 2005. An increase was expected for three reasons. First, in the previous quarter, a low count for the westbound Conway rest area on Monday was recorded. Secondly, the first quarter of the fiscal year 2006 occurs during the summer vacation season. And finally, the actual count for the first quarter of the fiscal year occurred during the July 4<sup>th</sup> holiday. Continued tracking of these locations will help determine if these assumptions are correct. Overall, Friday continues to be the busiest day followed by a major increase on Saturday during this period. Monday remained the day with the least activity, even though it was the actual July 4<sup>th</sup> holiday.



## Number of Users of Rest Areas by Day

Bloomdsdale, Conway, Wright City and Dearborn



## 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:**

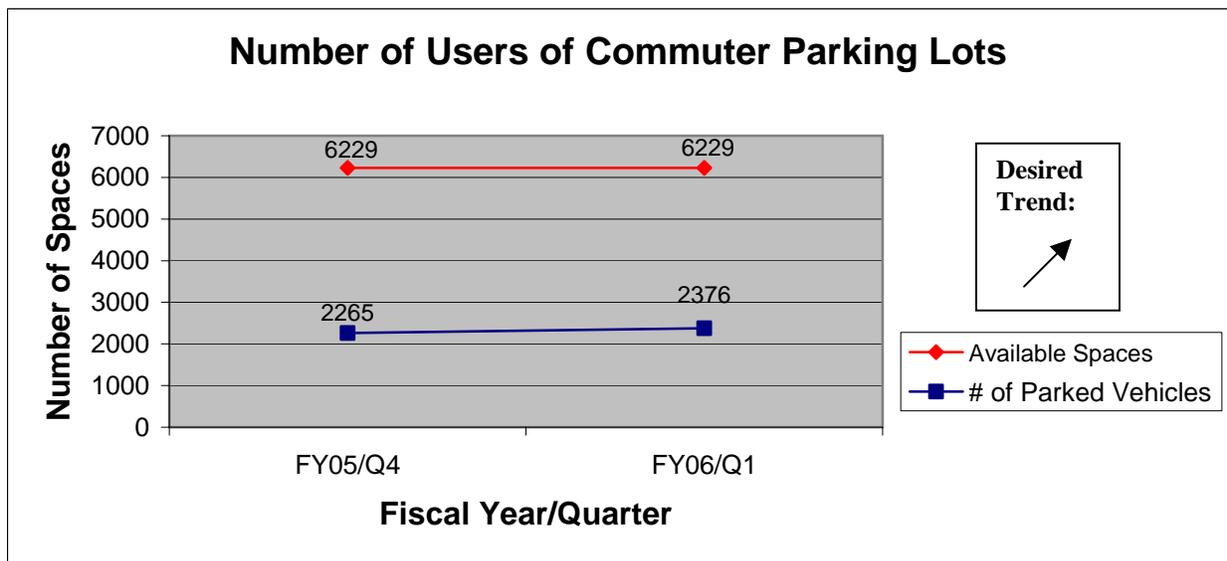
This measure tracks the number of commuter parking lot users. It will help the department determine whether the commuter parking lots provided by the department are adequate at their current locations and whether they are fulfilling the traveling public's needs.

**Measurement and Data Collection:**

District maintenance personnel count the number of vehicles parked in each commuter lot on a quarterly basis. Data is collected from every district to create a statewide report. Data collection started in May 2005.

**Improvement Status:**

There was an increase in the number of vehicles parked in the commuter lots from the previous quarter. This increase came after a news release was sent out to statewide media encouraging motorists to use these lots. A list of all lots was also included on MoDOT's web site prior to the news release. The news release let motorists know these lots are available and encouraged their use to save people money with increased fuel costs. MoDOT will continue to encourage motorists to use these lots through new releases.



## 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 will count the number of trucks parked at rest areas and on nearby ramps within 15 miles of the rest areas. The count is done between 4 and 6 a.m., which is typically the busiest time. Data is collected from every district to create a statewide report. Data collection began in May 2005.

**Improvement Status:**

The May counts were taken between 6 and 9 p.m. Starting in June, the counts were to be taken between 4 and 6 a.m. The time change of the counts was based on recommendations from district field personnel that the early morning hours had much heavier usage of the rest area truck parking and on nearby ramps. The June counts appear to be a combination of evening and morning counts. The July, August and September numbers confirm those observations. MoDOT is working with our motor carrier partners to find innovative solutions to provide more truck parking spaces.

