
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 from a survey card offered at all rest areas. The survey cards 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 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 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.

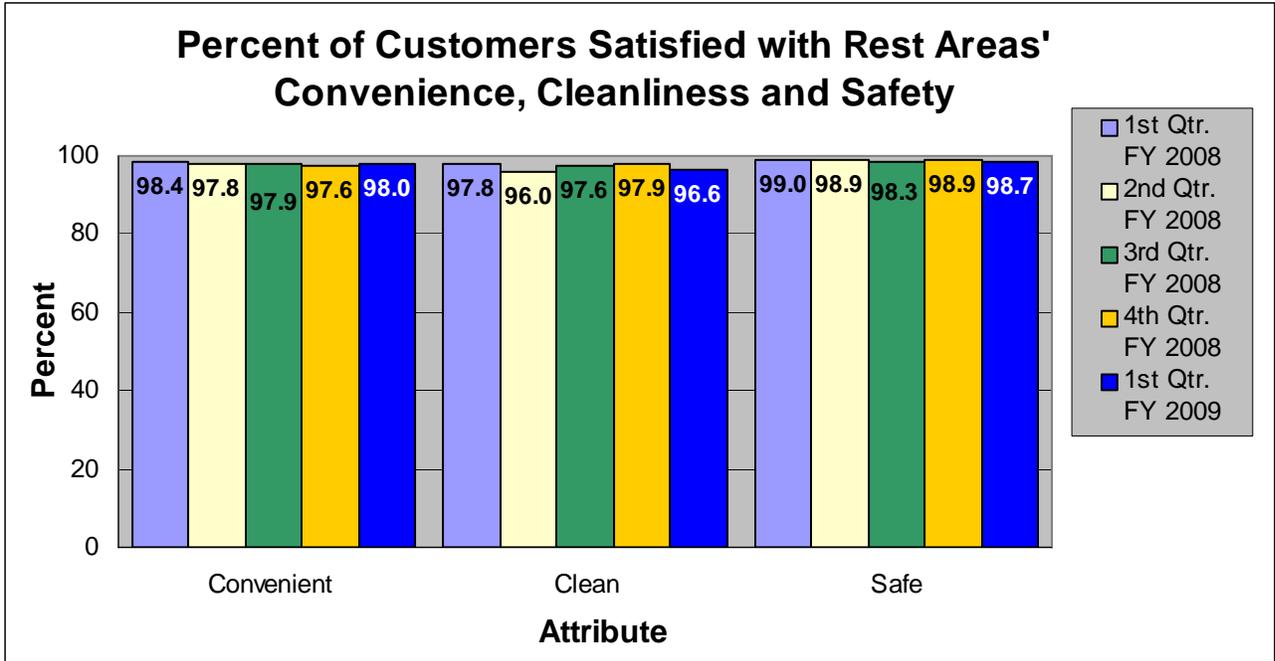
Improvement Status:

The rest area survey cards were 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 9,774 cards were returned in fiscal year 2008 compared to 8,178 in fiscal year 2007 and 8,054 in 2006. In the first quarter of fiscal year 2009, 2,210 cards were returned. This is lower than the number of returned surveys in the first quarter of fiscal year 2008 due to Conway being closed and the reduction of travel related to fuel cost.

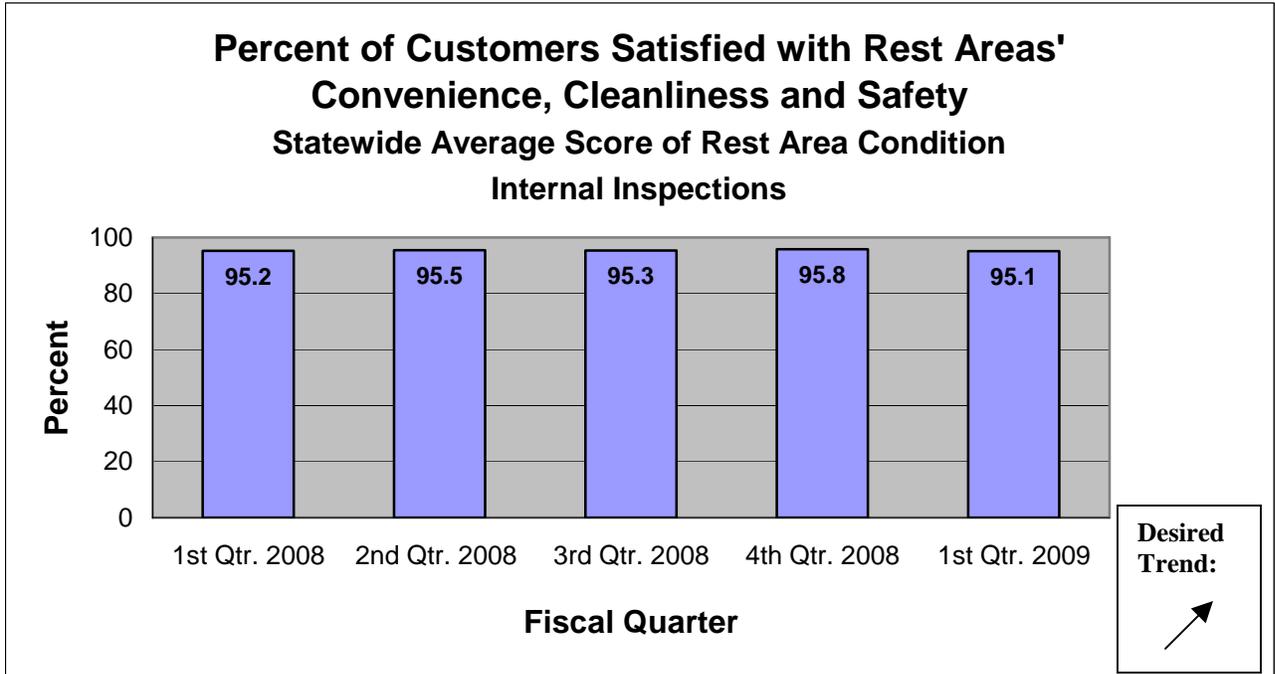
- First Quarter fiscal year 2008, 4,653 surveys received
- Second Quarter fiscal year 2008, 1,945 surveys received
- Third Quarter fiscal year 2008, 1,195 surveys received
- Fourth Quarter fiscal year 2008, 1,981 surveys received
- First Quarter fiscal year 2009, 2,210 surveys received

Customer satisfaction for the three attributes is slightly lower in cleanliness and safety and higher in convenience when compared to the previous quarter but not by a significant amount. A large percentage of the "not clean" comments (75 percent) were from three sites. 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 from 95.8 to 95.1 percent for the first quarter of fiscal year 2009, nearly the same as the same time period of fiscal year 2008. 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 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: 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 20 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.

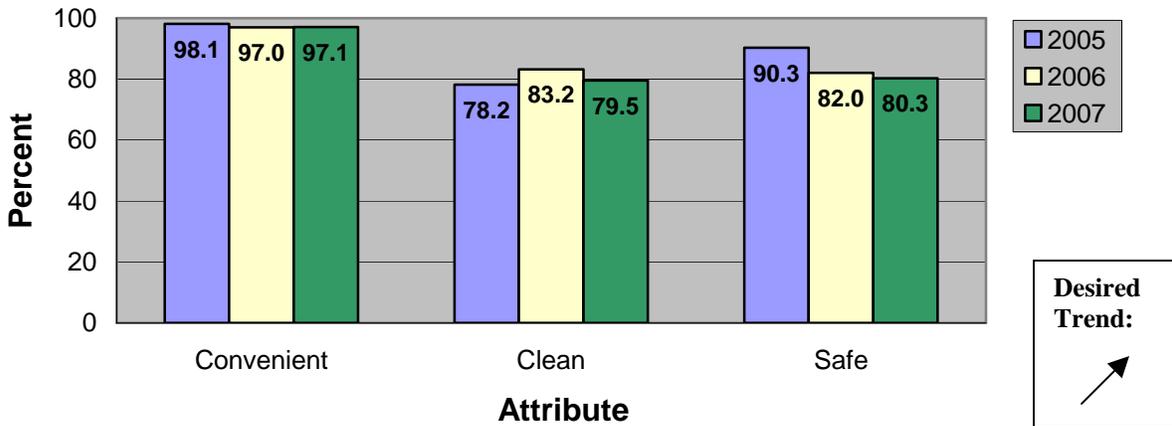
To further assess conditions and ensure customer satisfaction with the commuter lots, all lots are inspected based on attributes identified in an industry-wide literature review as to what commuter lot customers consider convenient, clean and safe. MoDOT maintenance employees inspect all commuter lots each quarter. This measure is updated quarterly.

Improvement Status:

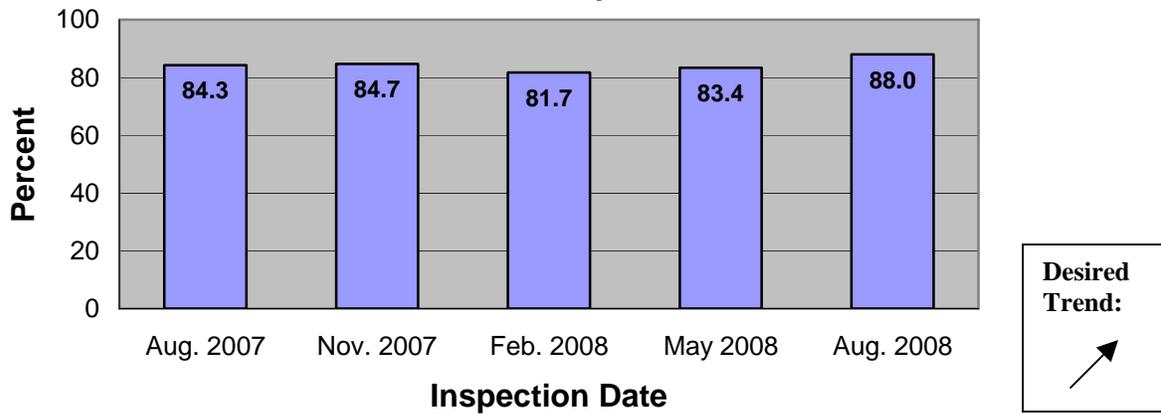
Commuter lot survey cards were distributed to 910 customers in December 2007 and the department received 346 responses. Ninety-seven percent of the customers thought the lots were convenient with 71 percent using them at least five days per week. Eighty-seven percent cited saving fuel costs as the most important reason to use the lot. Seventy-nine percent of the customers were satisfied with cleanliness. MoDOT received many comments about litter and the need for trash cans. Eighty percent of customers were satisfied with safety at the lots with several customers expressing the need for additional lighting and almost nine percent reporting theft and property damage concerns. To address safety concerns, MoDOT has installed a managed surveillance system at two commuter lots in the St. Louis area and met with local law enforcement to familiarize them with the system. Additional law enforcement signing has been posted at some lots.

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 August 2008 inspections indicated an improvement in the statewide average condition from 83.4 percent in May of 2008 to 88.0 percent. The condition is also higher than the score of 84.3 percent one year ago.

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



**Percent of Customers Satisfied with Commuter Lots'
Convenience, Cleanliness and Safety
Statewide Average Score of Commuter Lot Condition
Internal Inspections**



Convenient, Clean and Safe Roadside Accommodations

Number of users of commuter parking lots

Result Driver: Don Hillis, Director of System Management

Measurement Driver: Tim Chojnacki, Maintenance Liaison Engineer

Purpose of the Measure:

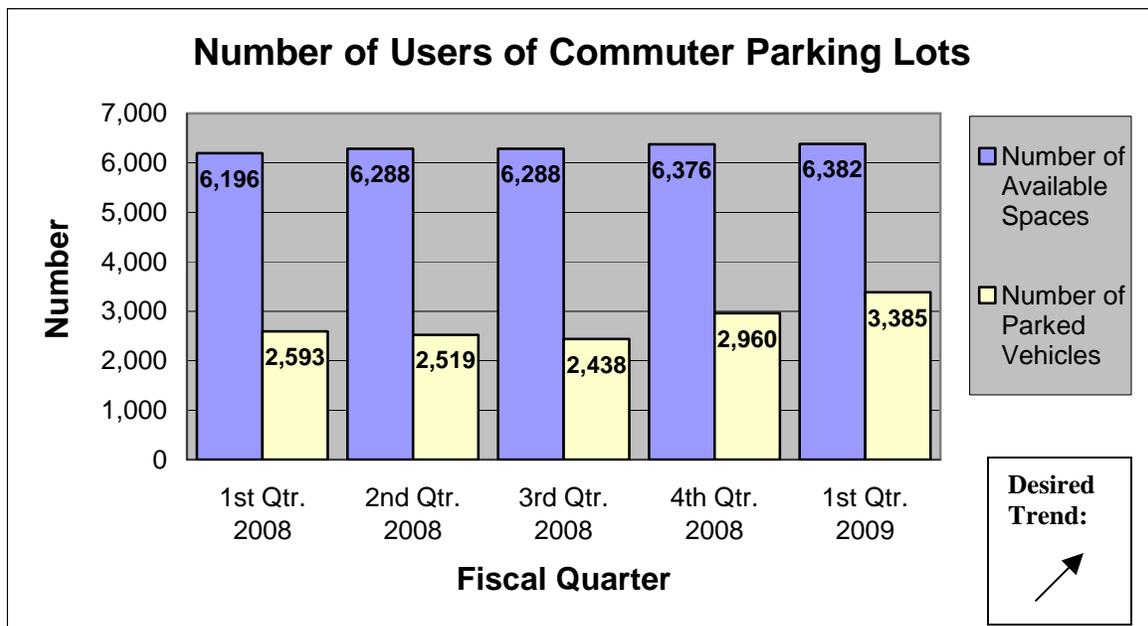
This measure tracks the number of commuter parking lot users. It will help the department determine whether its commuter parking lots are adequate at current locations and whether lots are fulfilling the needs of the traveling public.

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 an increase in the number of available spaces and number of parked vehicles this quarter. The slight increase in number of spaces is due to the marking of a commuter area on the parking lot of the North Central District Office. The number of available spaces statewide is up six to 6,382. The number of parked vehicles rose significantly to 3,385, up from 2,960 last quarter. District and Central Office staff continue to work on strategies that were developed by a statewide team to improve the condition and usage at the commuter lots. This quarter commuter lots were featured on the “MoDOT Minute” and a banner ad was included in “Express Lane”.



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 more than 24 million visitors each year.

Measurement and Data Collection:

Rest areas at Bloomsdale and Steele on Interstate 55, Concordia and Wright City, Boonville on Interstate 70, Eagleville and Lathrop on Interstate 35, Dearborn and Rock Port on Interstate 29, and St. Clair and Joplin on Interstate 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 July 1 and September 30. This data is updated quarterly.

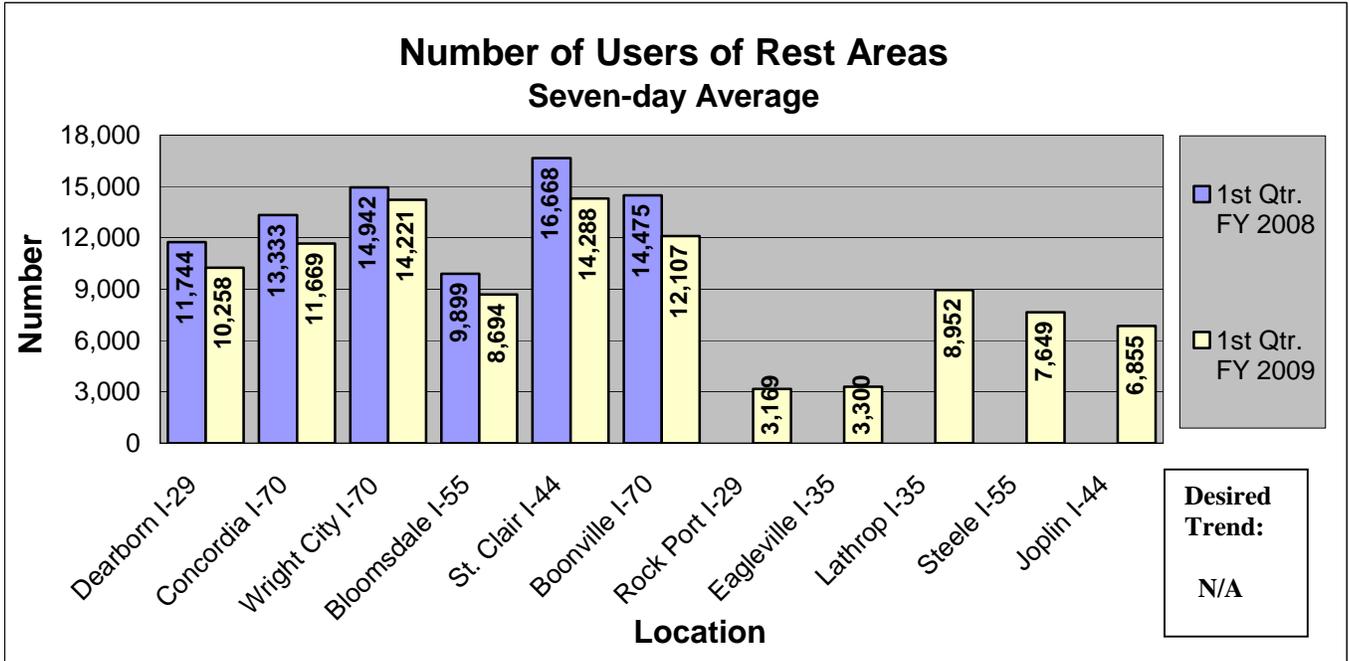
Improvement Status:

Permanent counters are transferring data from 11 different rest areas located throughout the state rest area system.

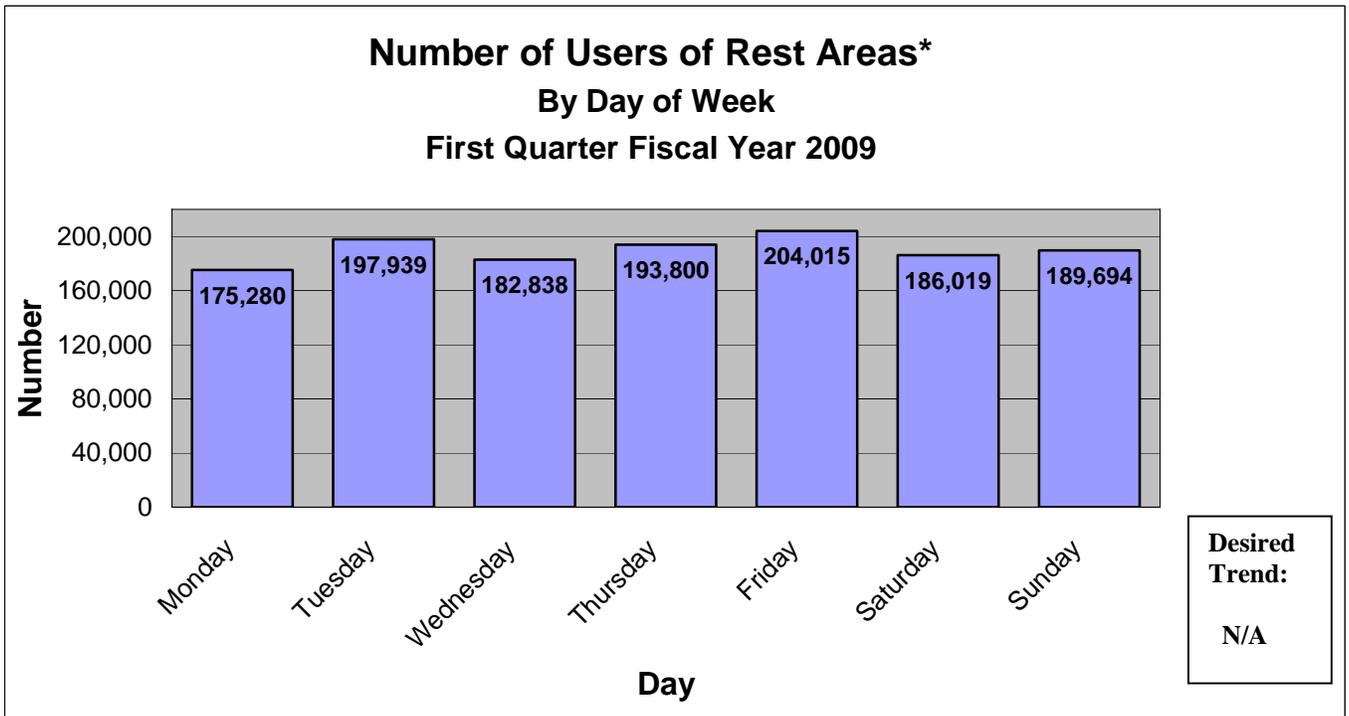
The counting period includes the entire quarter for all 11 sites. The number of users in the first graph is the weekly average for each of the 11 sites. The weekly average for this quarter is the first to account for all 11 counters; therefore no comparable data is available for the same period last year. The weekly average is determined by adding the grand totals for each of the eleven sites 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 remains the busiest day at the rest areas.

The permanent counters provide data for 11 of the 18 rest areas currently operational. Conway, one of the busiest rest areas, is under construction and is scheduled to re-open the summer of 2009. A total of 1,329,585 vehicles were counted at 11 of 18 rest area sites. Using the average vehicles per rest area data from the 11 sites with counters, it is estimated that 2,175,284 vehicles used Missouri rest areas this quarter, even with Conway being closed. Using a conservative estimate of 2.5 passengers per vehicle, the rest areas had approximately 5,439,211 visitors for the quarter. Based on this trend, Missouri rest areas will attract well over 21 million annual visitors.



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



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, Maintenance Liaison Engineer

Purpose of the Measure:

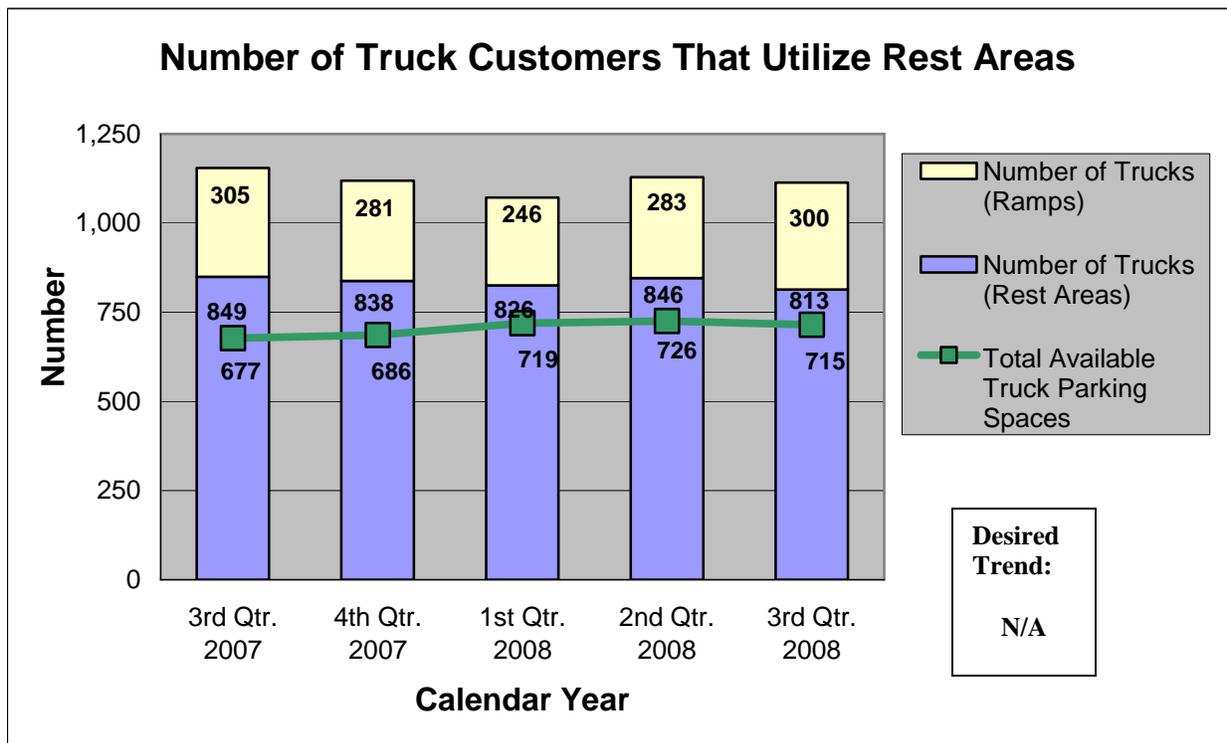
This measure tracks the number of trucks at rest areas, welcome centers and truck parking facilities. The number of trucks using the rest areas and the nearby ramps could be used to help determine how many spaces are needed to provide convenient parking facilities at each rest area.

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 third quarter of calendar year 2008 showed a decrease of 33 in the average number of trucks using the rest areas and other designated truck parking facilities from the previous quarter. The average number of trucks parked in these locations decreased 36 from the third quarter of 2007. The number of available truck parking spaces decreased by 11 from the previous quarter. The Conway rest area closed in June for construction of a new welcome center, while a new truck parking facility at Strafford opened up this quarter. This closed rest area accounts for the decreases in truck parking and number of available 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.



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