
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 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 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 8,054 cards were returned in fiscal year 2006 compared to 8,178 in FY 2007. In the second quarter of FY 2008, 1,945 cards were returned. This is larger than the number of returned surveys in the second quarter of FY 2007.

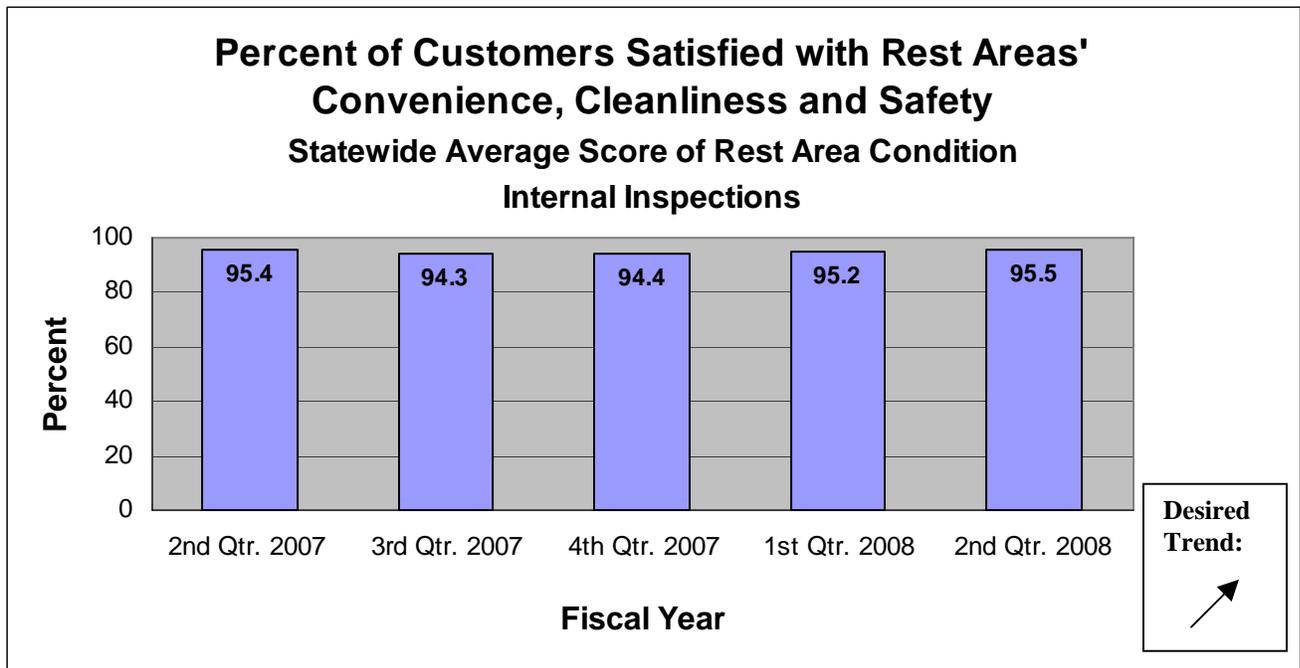
- Second Quarter FY 2007, 1,489 surveys received
- Third Quarter FY 2007, 788 surveys received
- Fourth Quarter FY 2007, 2,776 surveys received
- First Quarter FY 2008, 4,653 surveys received
- Second Quarter FY 2008, 1,945 surveys received

Customer satisfaction for all three attributes is slightly lower than the previous quarter but not by a significant amount and still the second highest since MoDOT started tracking this attribute, exceeded only by last quarter's record numbers. The majority of the "not clean" comments were from one location, which supplements the limited facilities with temporary toilets during the summer season. The temporary facilities were removed during the early part of the quarter, which may have contributed to the slightly lower numbers. MoDOT implements actions to improve the cleanliness at rest areas with lower satisfaction ratings by direct contact with the contractor. Cards were returned from 49 states, Canada, Ireland, the United Kingdom, Switzerland, Mongolia, China and Spain.

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 inspection scores increased from 95.2 to 95.5 percent for the second quarter of fiscal year 2008, slightly higher than the same time period 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. 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.

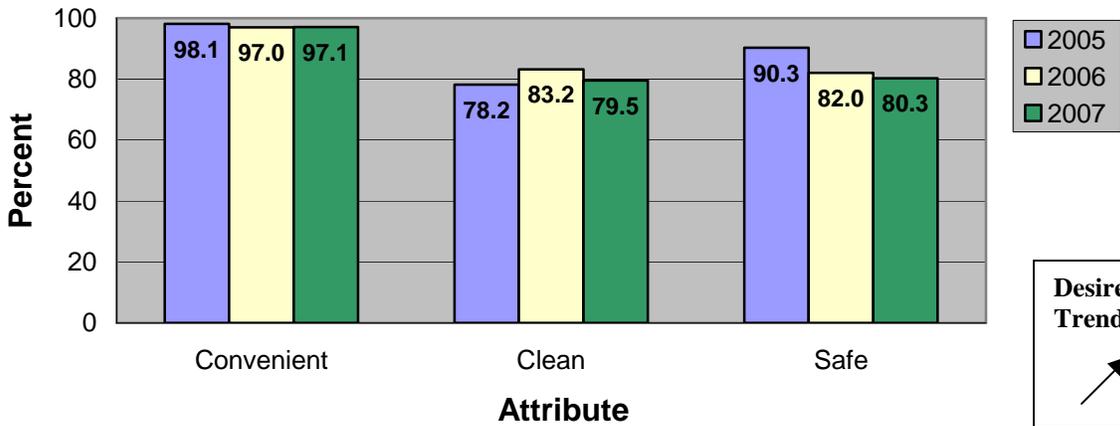
To further assess condition and ensure customer satisfaction with the commuter lots, all lots are inspected based on attributes identified in an industry-wide literature review as to what commuter lot customers consider convenient, clean and safe. MoDOT maintenance employees inspect all commuter lots 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 9 percent reporting theft and property damage concerns. 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 a quarterly internal inspection process in May 2006 to be performed at all commuter lots to identify maintenance needs. 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 2006 and February 2007 inspections indicated a statewide average condition score of 80 percent. The May 2007 condition score was 82 percent. The August 2007 condition score was 84 percent and the November 2007 condition score was 85 percent, continuing the positive trend.

**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:

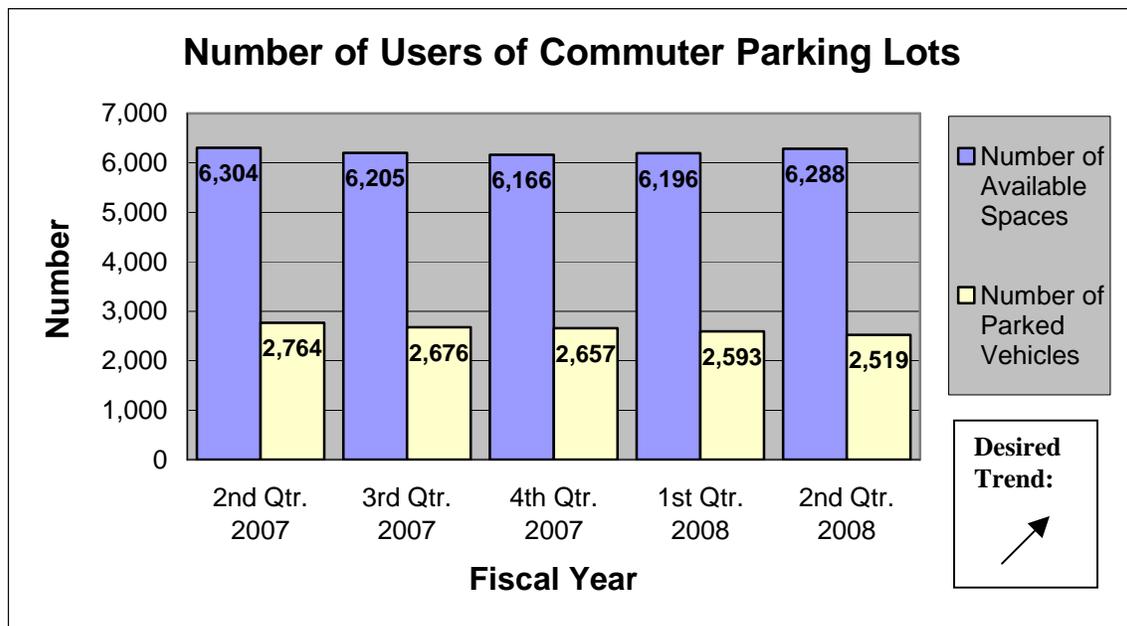
This measure tracks the number of commuter parking lot users. It will help the department determine whether its commuter parking lots are adequate at current locations and whether lots are fulfilling the needs of the traveling public.

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 a slight decrease in the number of vehicles parked in the commuter lots from the previous quarter. A total of 2,519 vehicles were parked at the lots this quarter compared to 2,593 vehicles parked last quarter. This represents a decline of 2.9 percent. Since the last quarter, one lot has opened containing 92 spaces, bringing the total number of available spots to 6,288. The lot that opened was in St. Louis County near I-44 and Antire Road and should be well utilized. MoDOT will continue to encourage motorists to use these lots through news releases and the commuter parking lot brochure.



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:

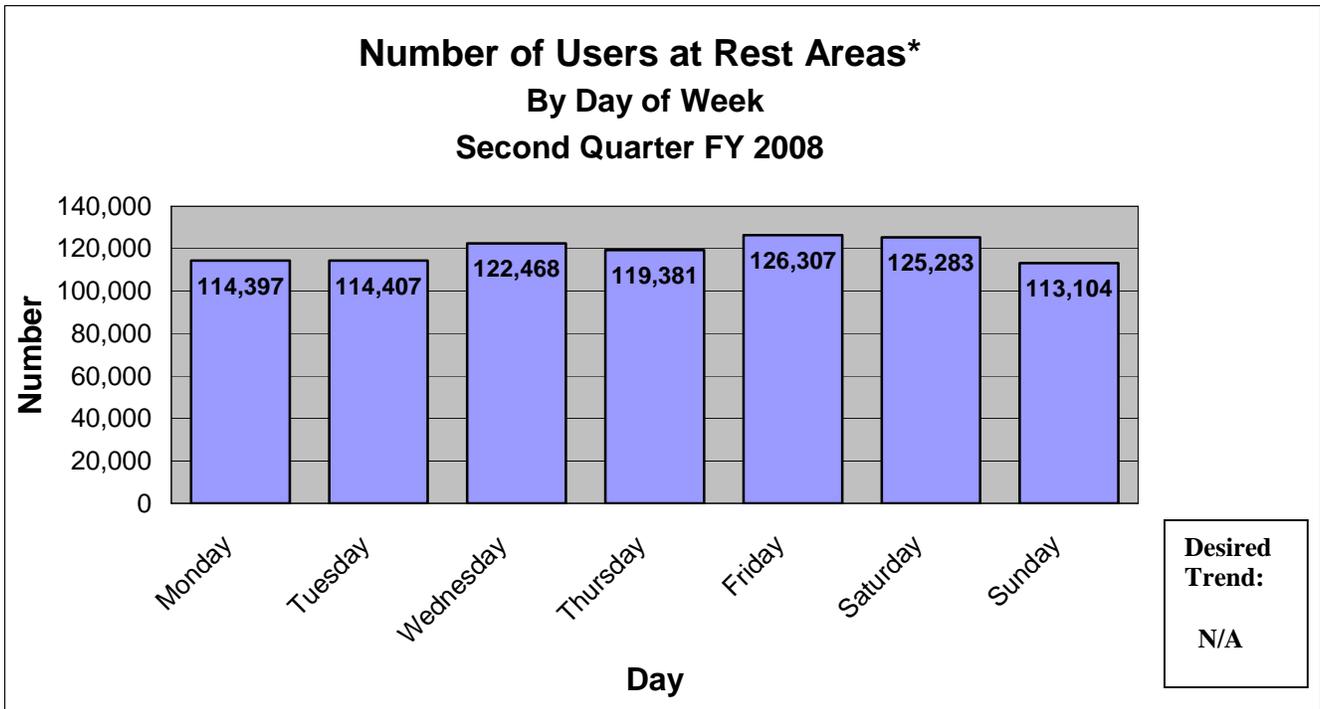
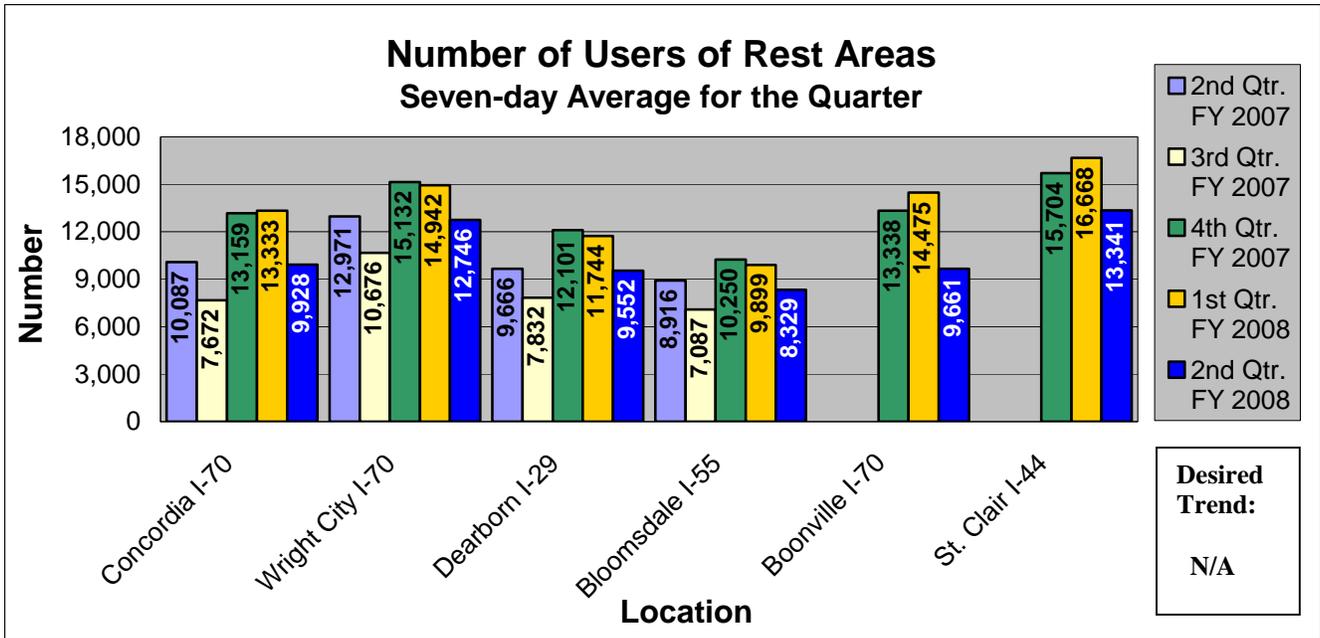
Rest areas at Bloomsdale Interstate - 55, Concordia Interstate - 70, Wright City Interstate - 70, Dearborn Interstate - 29, Boonville Interstate - 70 and St. Clair - Interstate 44 have permanent counters providing data daily. Pavement sensors send data from a solar-powered wireless transfer station. All permanent counter locations have two counters for a total of twelve counts. Five additional sites will have permanent counters installed in 2008. 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:

The Joplin Welcome Center is open with a few enhancements to be completed. The Joplin counters will provide visitor numbers for the new welcome center and the westbound Interstate - 44 truck parking only area. The Eagleville Welcome Center is scheduled to open in 2008. Permanent counters were installed at Rockport - Interstate 29, Lathrop - Interstate 35, Eagleville - Interstate 35 and Joplin - Interstate 44 in this quarter. Permanent counters will be installed at Steele - Interstate 55 in 2008. Data transfer from the new installation sites is not completed at this time.

The counting period includes the entire quarter for the six sites. The number of users in the first graph is the weekly average for each of the six sites. The weekly totals remain high with two major travel holidays, Thanksgiving and Christmas. A normal holiday period has a higher traffic count with visitation low on the actual holiday. The Wednesday before and the Sunday after Thanksgiving, and the Friday before Christmas had high traffic counts. The weekly average is determined by adding the grand totals for each of the six 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 six sites for each individual day of the week of the quarter. Again, the Wednesday before and the Sunday after Thanksgiving, and the Friday before Christmas had high traffic counts. Fridays still remain the busiest day at the rest areas.



*Concordia, Wright City, Dearborn, Bloomsdale, Boonville and St. Clair

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:

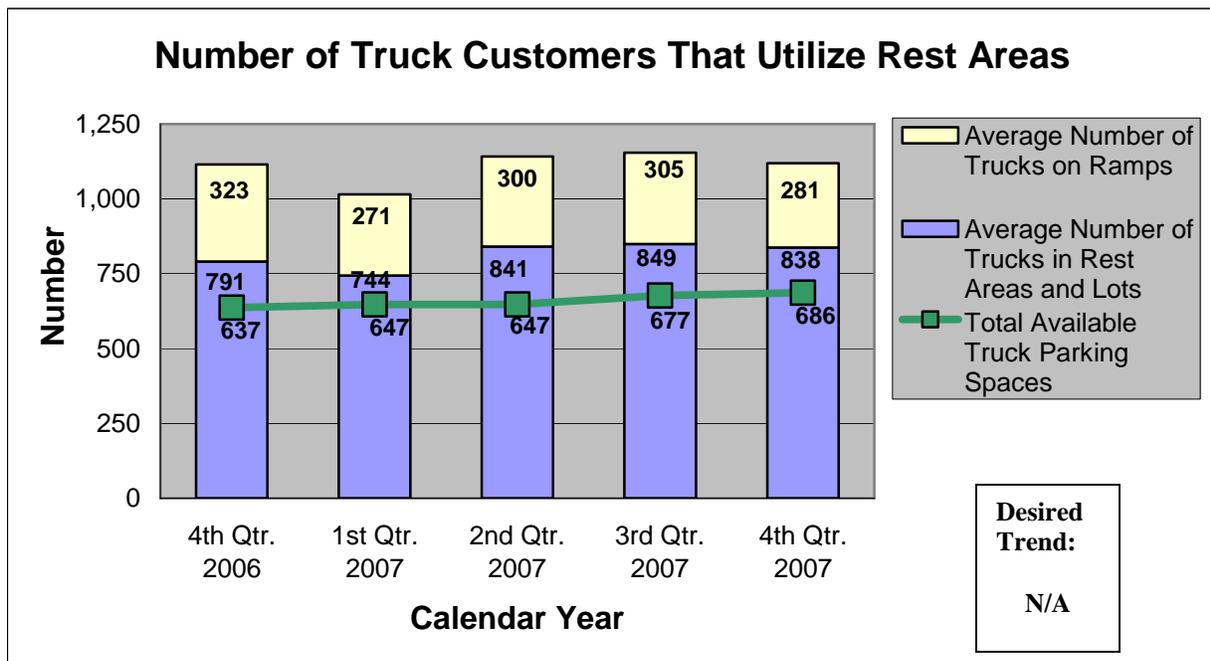
This measure tracks the number of trucks at rest areas, welcome centers and truck parking facilities. The number of trucks using the rest areas and the nearby ramps could be used to help determine how many spaces are needed to provide convenient parking facilities at each rest area.

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 fourth quarter of calendar year 2007 showed a decrease of 11 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 increased 47 from the fourth quarter of 2006, while the average number of truck parking spaces increased by 49 during the same time period. The Joplin Welcome Center opened in November. This welcome center replaced the old rest area and the number of truck parking spaces increased by 14 at this location. 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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