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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 internal and external data collection. MoDOT receives information in the form of 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 our external source.

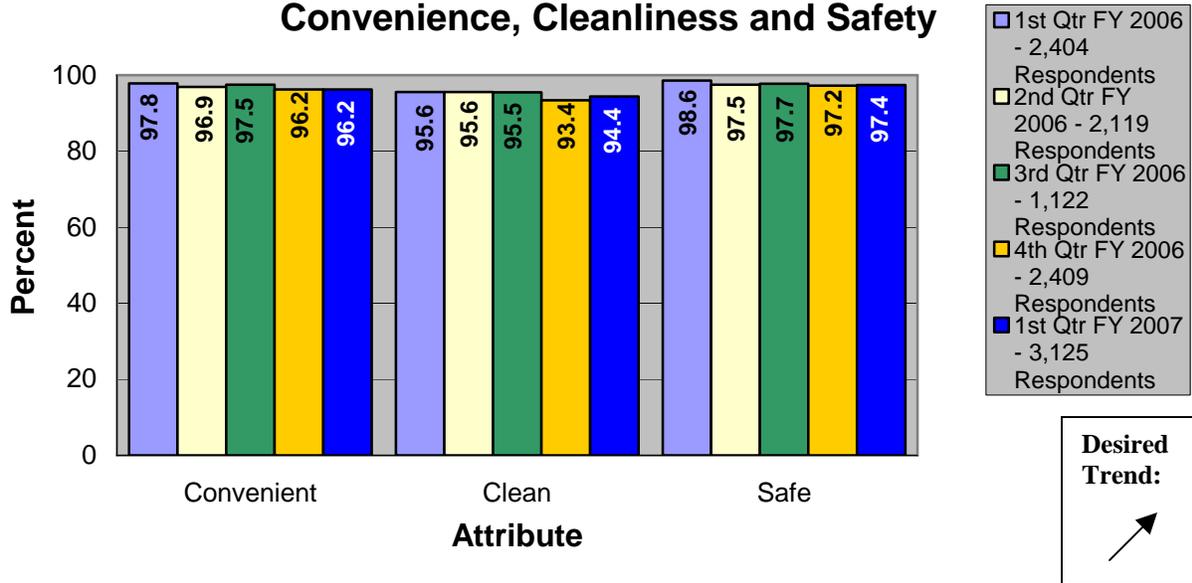
To ensure the customer satisfaction, all rest areas are inspected using an attribute list developed and based on an industry-wide literature review. The attribute list includes characteristics rest-area users identified as what they consider convenient, clean and safe. MoDOT maintenance employees inspect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

**Improvement Status:**

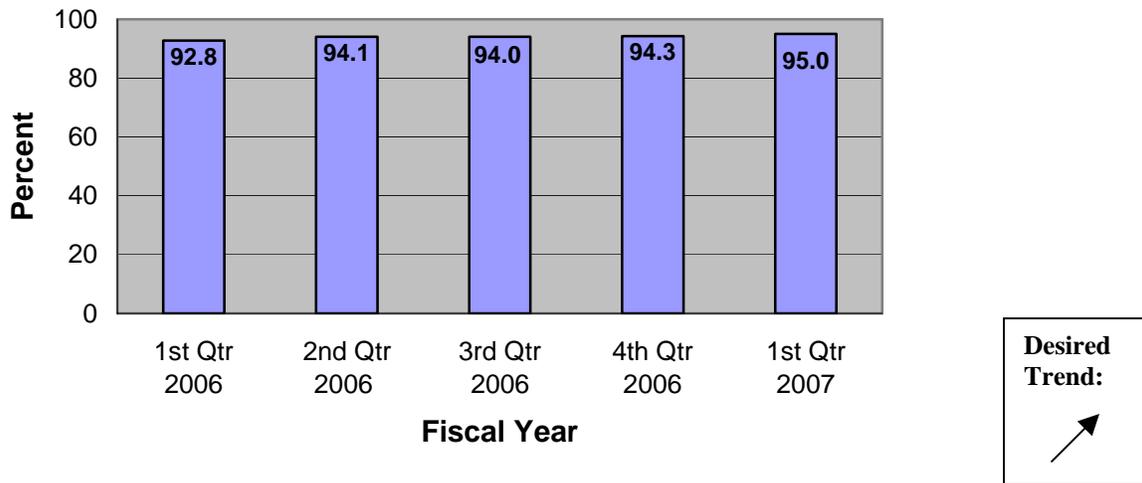
The rest area survey cards were made available in May 2005. The increase in the number of returned cards corresponds with the seasonal increase in visitors to the rest areas. A total of 2,404 cards were returned in the first quarter of fiscal year 2006, 2,119 cards in the second quarter of fiscal year 2006, 1,122 cards in the third quarter of 2006 and 2,409 in the fourth quarter of fiscal year 2006. The cards returned increased to 3,125 in the first quarter of fiscal year 2007. Customer satisfaction for all three attributes is slightly higher than the previous quarter with cleanliness having the largest increase. MoDOT has implemented actions to improve the cleanliness at rest areas with lower satisfaction ratings. Based on the cards returned from 48 different states, Canada, Ireland, the United Kingdom and Switzerland, MoDOT is meeting the needs of its customers.

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 average score for all rest areas in the first quarter of fiscal year 2006 was 92.8 percent, a slight increase to 94.1 percent for the second quarter of fiscal year 2006 and continued at 94 percent the third quarter of fiscal year 2006 and the fourth quarter of fiscal year 2006 scored 94.3 percent. The first quarter of 2007 scored 95 percent. 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 Rating for Convenience, Cleanliness and Safety of Rest Areas



## 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:** Jim Carney, State Maintenance Engineer

**Purpose of the Measure:**

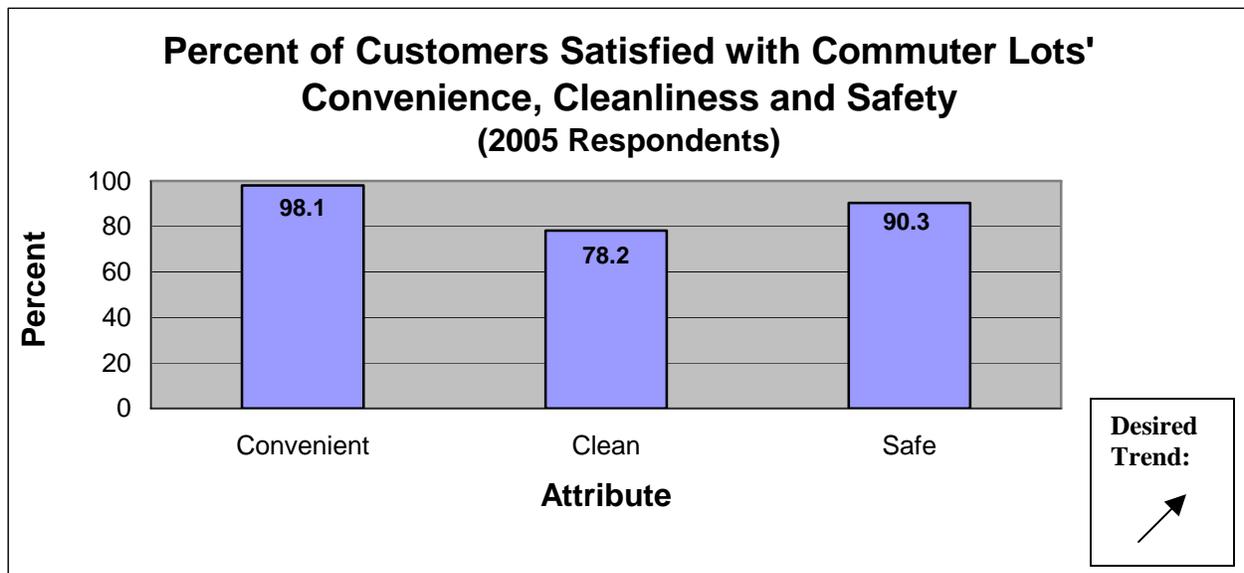
This measure will help the department understand customer expectations concerning commuter lot convenience, cleanliness and safety. This information will provide insight to location, lighting and security at commuter lots as well as their overall cleanliness.

**Measurement and Data Collection:**

MoDOT receives information in the form of survey cards distributed by MoDOT employees at 20 commuter lots. The survey card asks a variety of questions. Three questions 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.

**Improvement Status:**

Commuter lot survey cards were distributed to 1,176 customers in December 2005 and the department received 422 replies. Most of the customers thought the lots were convenient with 65 percent using them five days per week. Seventy-one percent cited saving fuel costs as the most important reason to use the lot. Ninety percent of customers were satisfied with safety at the lots with several customers expressing the need for additional lighting and almost five percent reporting theft and property damage concerns. Nearly 78 percent of the customers were satisfied with cleanliness. MoDOT received many comments about litter and the need for trash cans. Other frequent comments included better surface maintenance on the gravel and asphalt lots and expansion to provide more parking spaces in a few lots. MoDOT developed checklists for quarterly inspections at all commuter lots in the future to identify maintenance needs and improve cleanliness. The districts are working with local law enforcement agencies to improve safety by monitoring the lots with theft and property damage complaints.



## 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.

**Measurement and Data Collection:**

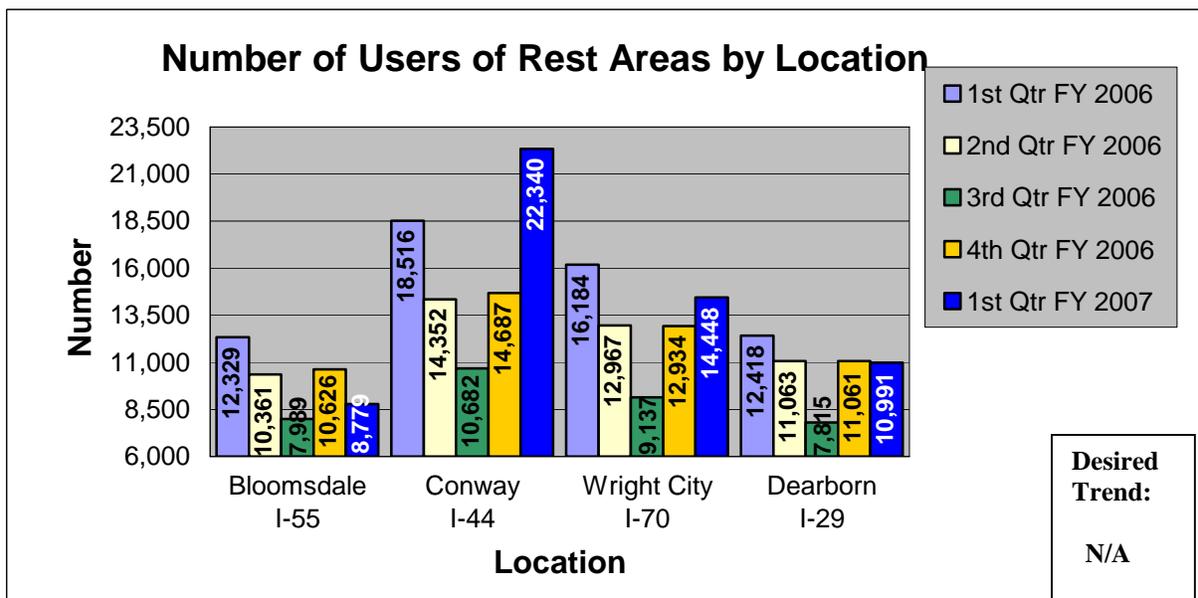
Rest areas at Bloomsdale Interstate-55, Concordia Interstate -70, Wright City Interstate -70 and Dearborn Interstate -29 have permanent counters providing data daily. Pavement-mounted sensors send data from a solar-powered wireless transfer station. All four locations have two counters for a total of eight counts. Consistent data transfer was not achieved until mid September due to set up and data transfer complications. Permanent counts are for the same time period.

Rest areas at Marston Interstate -55, Conway Interstate -44, Joplin Interstate -44 and Coffey Interstate -35 have temporary mechanical traffic counters. All four locations have two counters for a total of eight counts. Temporary counts were for different seven-day periods between Aug. 22 and Sept. 24, 2006, due to limited personnel, distance between locations and on-site equipment damage.

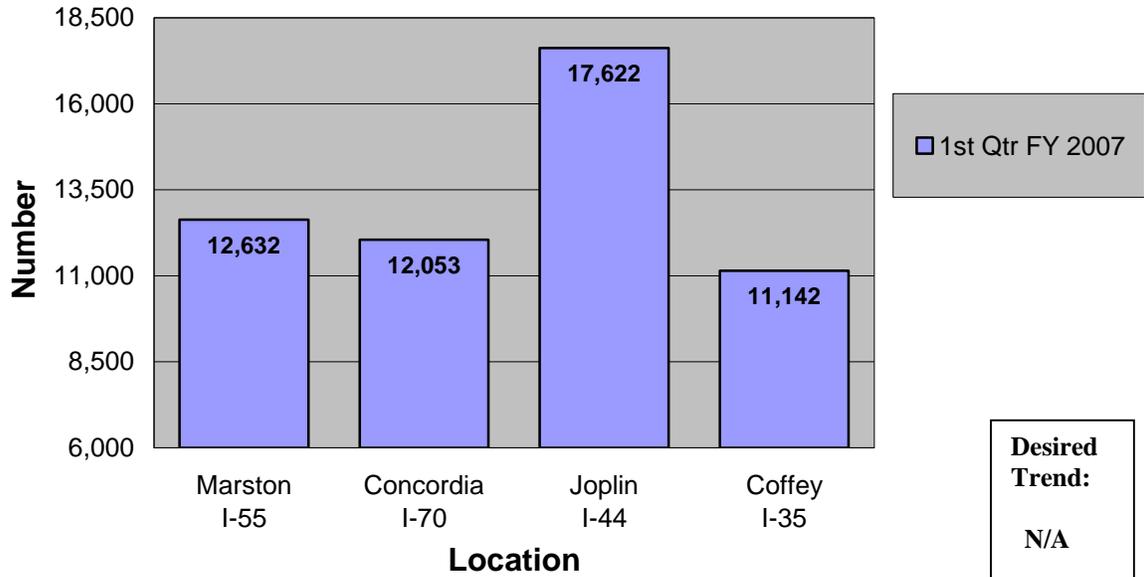
**Improvement Status:**

Three of the four permanent count sites were temporary sites in previous quarters. The fourth, Concordia, is added. Two of the four temporary sites, Joplin and Coffey, will be affected by welcome center construction in the next 12 to 18 months. Counts at these sites will provide before and after visitation patterns. Marston was selected to provide information for possible welcome center development in the region. Conway continues to be one of the busiest rest areas in the system and has been counted from the start.

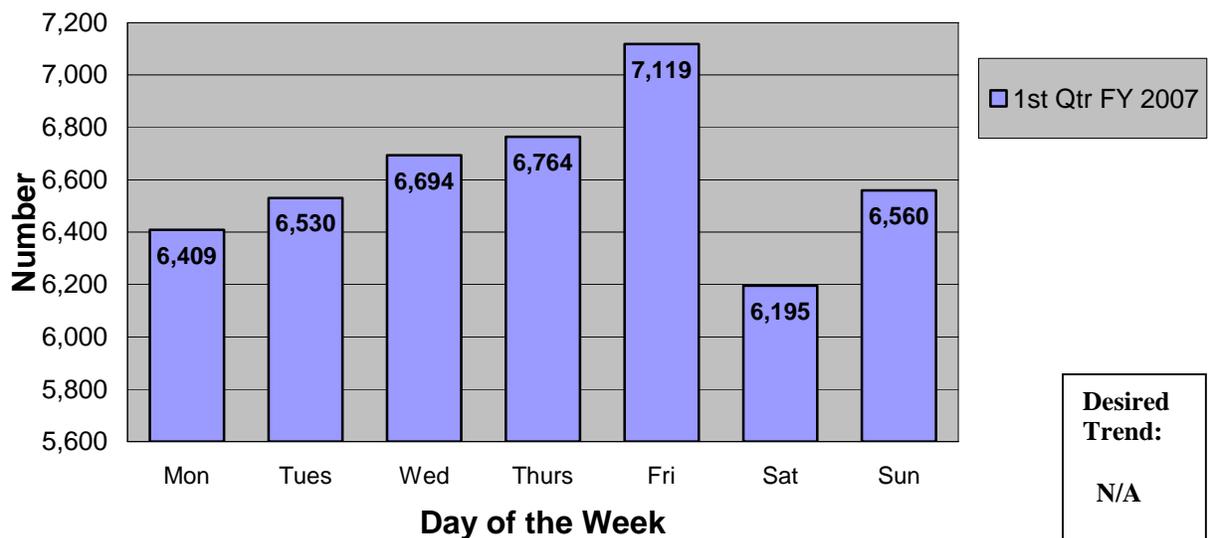
The intention is to provide counts at the eight rest areas for the same seven-day period. This was not achieved during the first quarter of fiscal year 2007. Efforts will be made to provide counts for the same seven-day period when possible. Saturday was the day with the least visitors progressing to Friday, the busiest day. Continued tracking of these eight locations will help determine patterns and peaks.



### Number of Users of Rest Areas by Location



### Number of Users of Rest Areas by Day Bloomsdale, Concordia, Wright City & 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:**

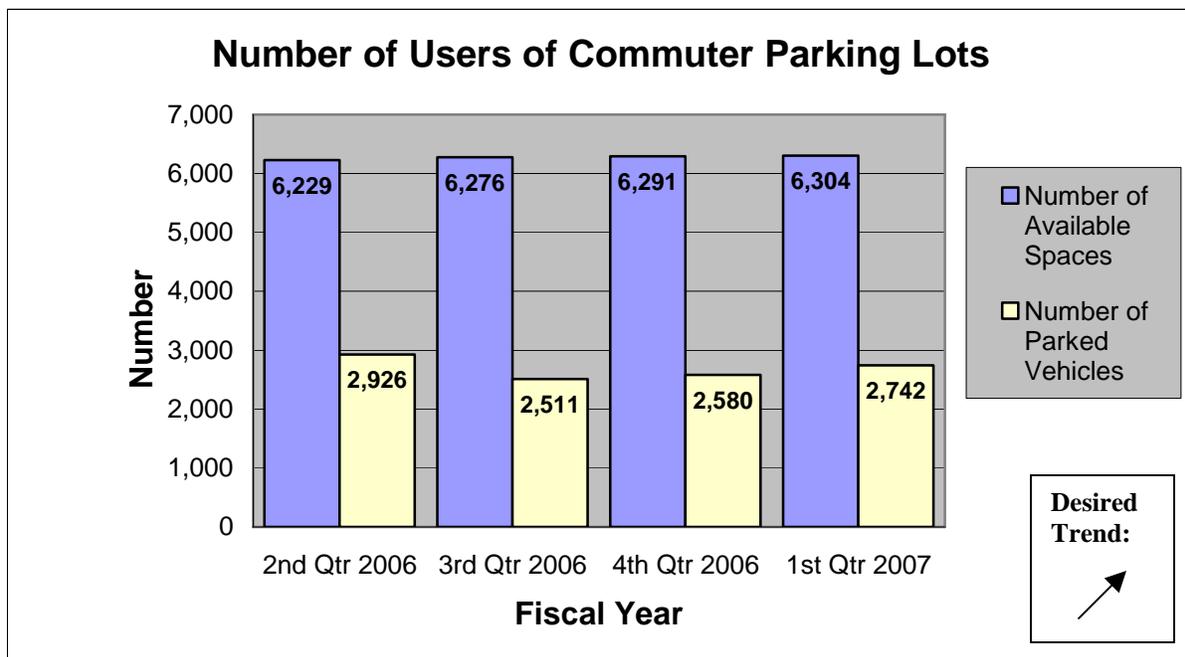
This measure tracks the number of commuter parking lot users. It will help the department determine whether the commuter parking lots provided by the department are adequate at their current locations and whether they are fulfilling the traveling public's needs.

**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.

**Improvement Status:**

There was a minor increase in the number of vehicles parked in the commuter lots from the previous quarter, continuing the trend from the last two quarters. A press conference was held in August with the Missouri Department of Natural Resources Mid-Missouri Rideshare Program. This press conference announced the new telephone number for the Mid-Missouri Rideshare Program and encouraged motorists to use commuter parking lots to save money and fuel. MoDOT will continue to encourage motorists to use these lots through news releases. An additional commuter parking lot was opened this quarter in the north central region, and two lots that were inadvertently left off the inventory were also added. One lot in the Kansas City region was turned over to the city of Liberty and was removed from MoDOT's commuter parking lot inventory.



## 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, on nearby ramps within 15 miles of the 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 to create a statewide report.

**Improvement Status:**

The number of trucks using the rest area and other truck parking facilities has seen an upward trend over the last five months. The St. Clair rest area continues to be closed to make connections to city services. The total number of trucks parked in the rest areas and other truck parking facilities outnumbers the available designated parking spaces. To address this problem, the first phase of the Missouri Interstate Rest Area Plan is being implemented. Projects for the construction of new rest area facilities at two locations are currently on the letting schedule, one in October and one in December. Also, two weigh stations that are no longer being used by the Missouri State Highway Patrol have been converted to truck parking facilities and are now being included in the counts. The total available truck parking spaces increased from 587 to 617 to include those two locations.

