

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

**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 card 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 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 first made available in May 2005. A total of 6,835 were returned in fiscal year 2009 compared to 9,774 cards in fiscal year 2008, 8,178 in fiscal year 2007 and 8,054 in fiscal year 2006. In the fourth quarter of fiscal year 2009,

3,120 cards were returned, a significantly higher number of returned surveys than in the fourth quarter of fiscal year 2008. The Conway Welcome Center reopened on May 4, 2009, and is the primary reason for the increase in survey cards, accounting for over 50% (1,666) of the cards in the few weeks the site was open in this quarter.

- Fourth Quarter fiscal year 2008, 1,981 surveys received
- First Quarter fiscal year 2009, 2,210 surveys received
- Second Quarter fiscal year 2009, 911 surveys received
- Third Quarter fiscal year 2009, 594 surveys received
- Fourth Quarter fiscal year 2009, 3,120 surveys received

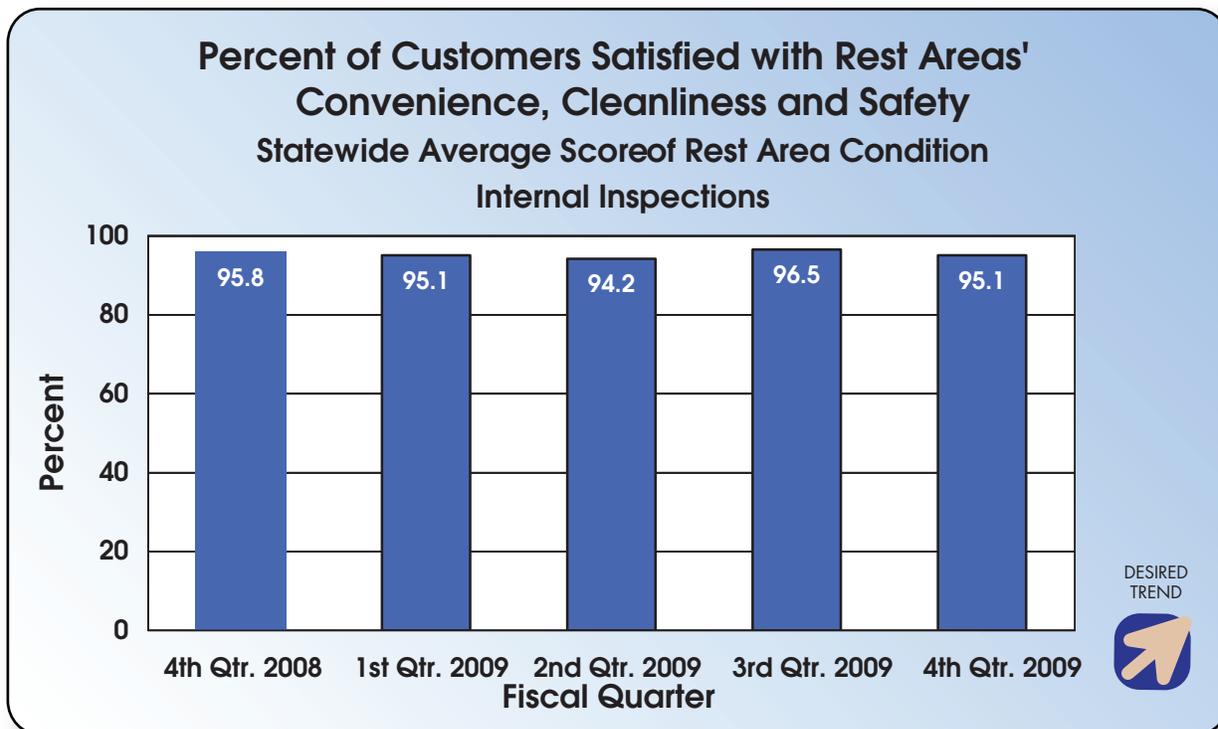
Customer satisfaction for the three attributes is slightly lower in two of the factors and higher in one factor when compared to the previous quarter. Most of the unsatisfactory comments are from older sites that are being replaced by new welcome centers. MoDOT implements actions to improve the cleanliness 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 96.5 percent to 95.1 percent for the fourth quarter of fiscal year 2009. The 96.5 percent mark was the highest quarterly score since MoDOT has conducted the internal inspections. MoDOT takes care of maintenance concerns in a timely manner to keep the rest areas open for use.

## CONVENIENT, CLEAN AND SAFE ROADSIDE ACCOMMODATIONS



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.



### Percent of customers satisfied with commuter lots' convenience, cleanliness and safety- 14b

**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.

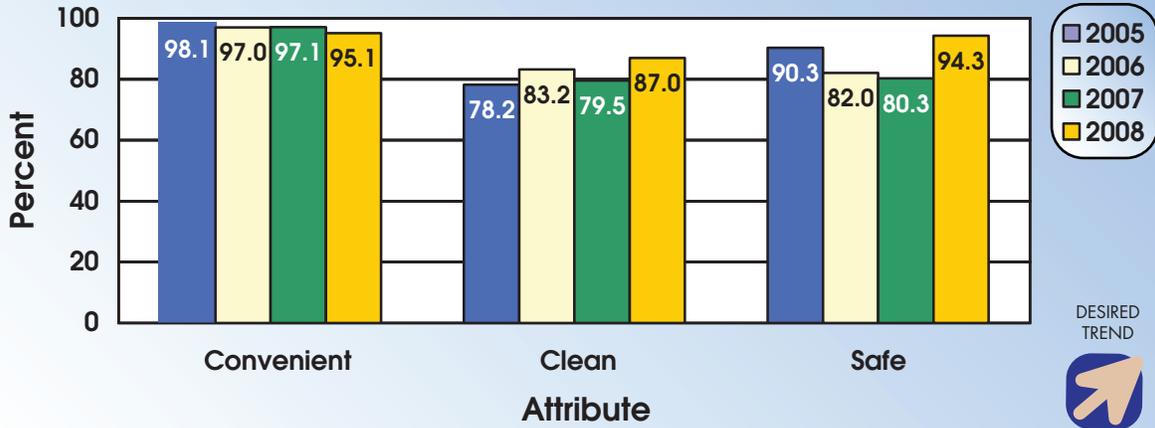
#### Improvement Status:

Commuter lot survey cards were distributed to 1,003 customers in December 2008 and the department received 257 responses. 95 percent of the customers thought the lots were convenient with 73 percent using them at least five days per week. 82 percent cited saving fuel costs as the most important reason to use the lot, with being good for the environment and the cost of parking at the destination being other considerations. 87 percent of the customers were satisfied with cleanliness of the lots compared to 79 percent in 2007. 96 percent of customers were satisfied with safety at the lots compared to 80 percent in 2007.

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 May 2009 inspections showed the statewide average condition remained nearly the same as it was the previous quarter, 91.7 percent compared to 91.9 percent.



**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**



## Number of users of commuter parking lots-14c

**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.

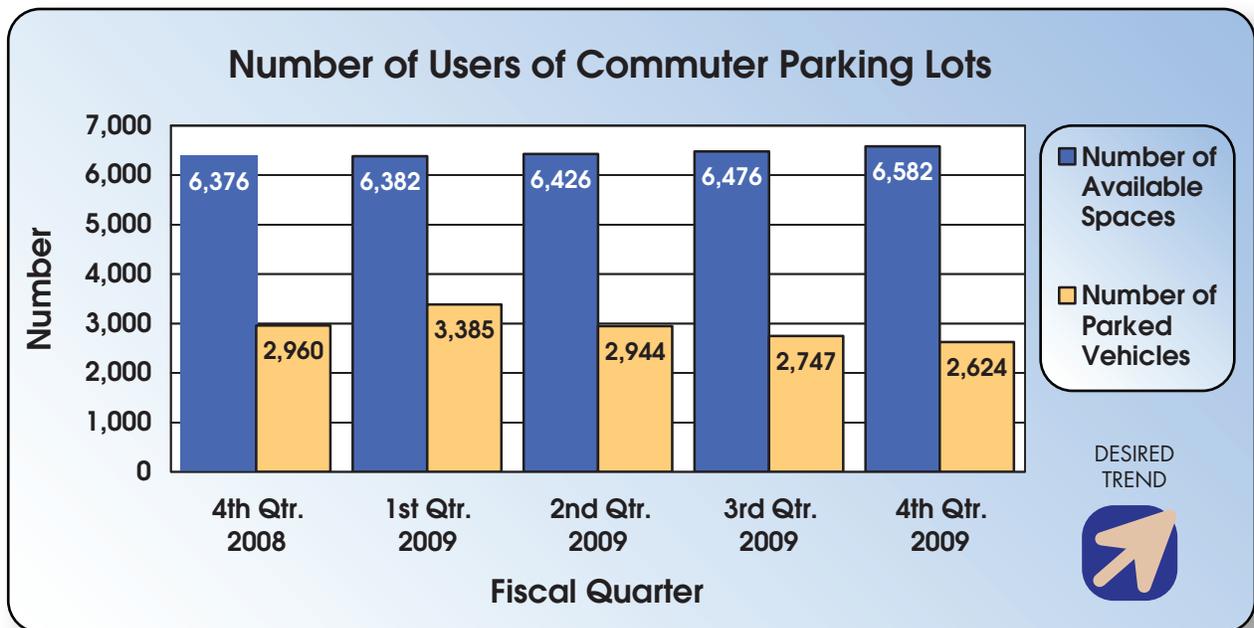
### Measurement and Data Collection:

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 a decrease in the number of parked vehicles this quarter. The number of available spaces

statewide is 6,582 at 110 lots. The number of available spaces increased due to new paving and additional capacity at the Route 50 and Chipman Road lot in Jackson County. The number of parked vehicles dropped from 2,747 last quarter to 2,624 this quarter. As confirmed by the customer surveys, gas prices are the biggest reason people choose to use the commuter lots. District and Central Office staff continues to work on strategies that were developed by a statewide team to improve the condition and usage at the commuter lots. This quarter our internet based ridesharing database was revised to look more like a MoDOT page. Community Relations staff promoted the ridesharing database through a number of media products and as of July 07, 2009, over 350 users subscribed to the service.



## Number of users of rest areas-14d

**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 20 million visitors each year.

### Measurement and Data Collection:

Rest areas at Bloomsdale and Steele on Interstate 55, Concordia, Wright City and 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 April 1 and June 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 Dearborn and Lathrop counters malfunctioned this quarter. The Rock Port and Eagleville sites experienced wind damage to the solar panels and did not provide data.

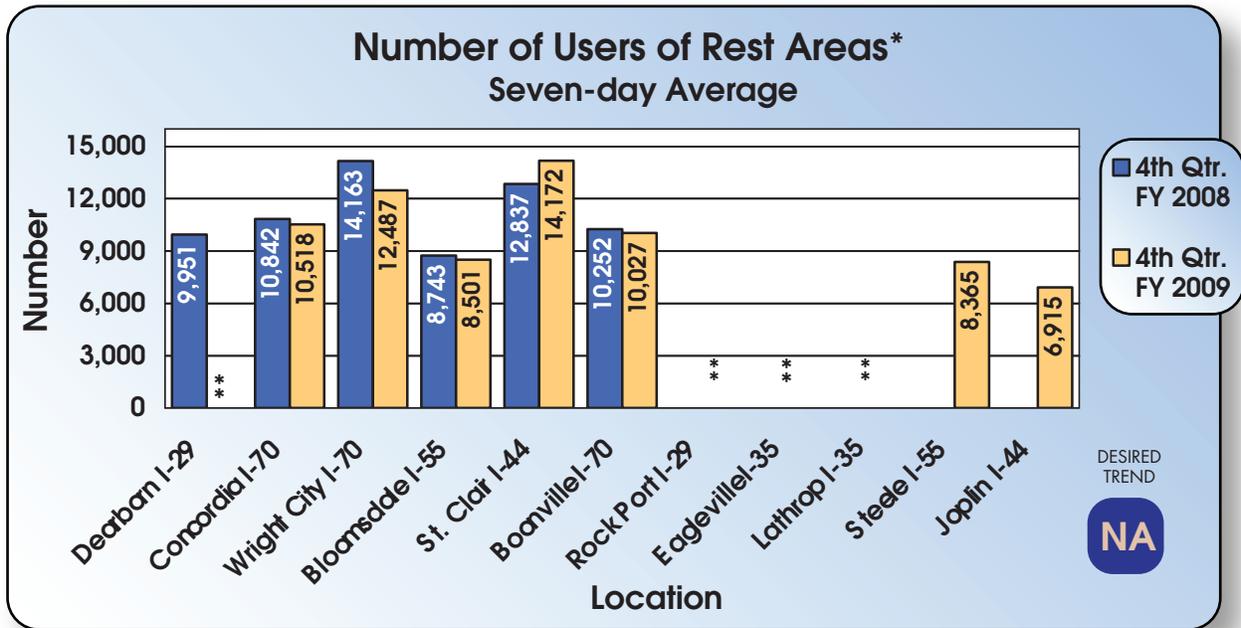
The counting period includes the entire quarter for all remaining seven sites. The number of users in the first graph is the weekly average for each of the seven sites. Some of the counters were installed less than a year ago; therefore no comparable data is available for the same period last year. The weekly average is determined by adding the grand totals for each of the seven sites for the quarter, dividing by the number of days in the quarter (91 for this quarter) and multiplying by seven for the weekly total.

The second graph provides the total number of visitors for the seven sites for each individual day of the week of the quarter. Friday is typically the busiest day at the rest areas.

The permanent counters provide data for seven of the 19 rest areas currently operational. A total of 922,811 vehicles were counted at seven of 19 rest area sites. Using the average vehicles per rest area data from the seven sites with active counters, it is estimated that 2,504,772 vehicles used Missouri rest areas this quarter. Using a conservative estimate of 2.5 passengers per vehicle, the rest areas had approximately 6,261,930 visitors for the quarter. Based on quarterly averages, Missouri rest areas will provide service to well over 25 million annual visitors. The fourth quarter is traditionally the second highest visitor count.

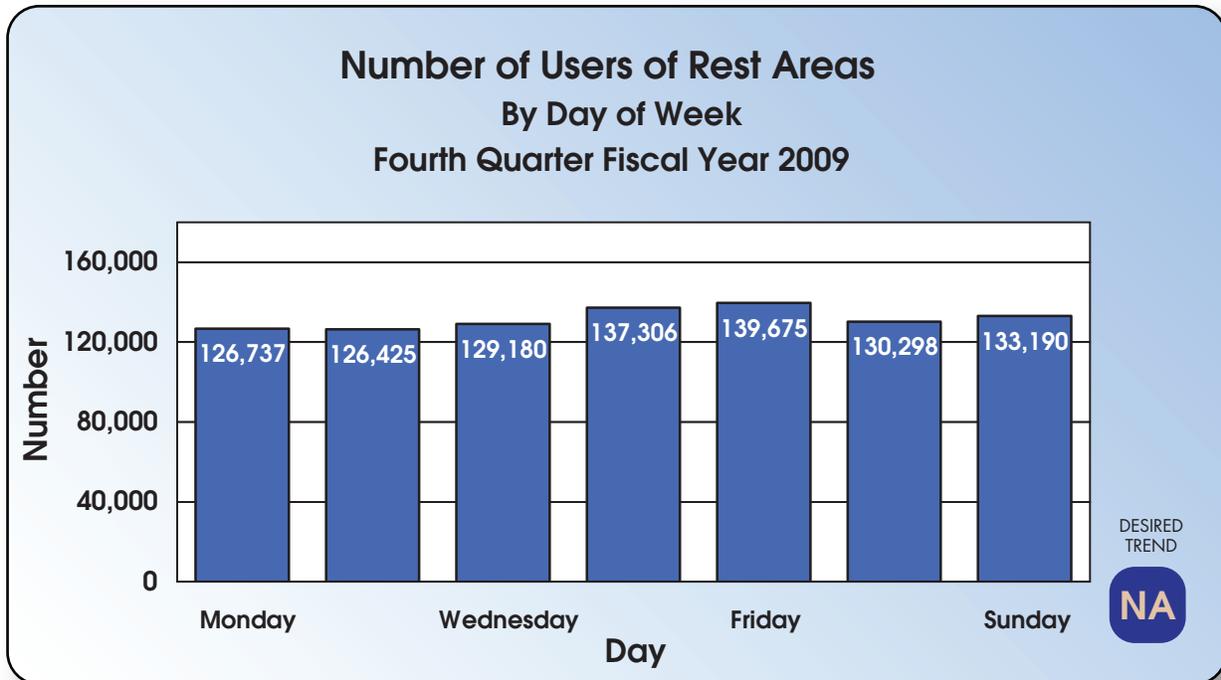


# CONVENIENT, CLEAN AND SAFE ROADSIDE ACCOMMODATIONS



\*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.

\*\*Counters at Dearborn, Lathrop, Rock Port and Eagleville experienced technical difficulties during the fourth quarter of 2009.



## Number of truck customers that utilize rest areas-14e

**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 second quarter of calendar year 2009 showed an increase of 55 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 54 from the second quarter of 2008. The Conway welcome center opened in May, which added 156 truck parking 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.

