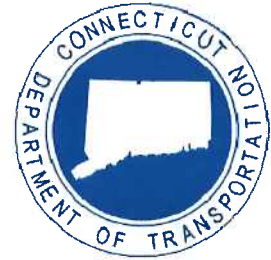


Statewide Rest Area and Service Plaza Study CONN DOT Project No. 170-2533



VOLUME III – APPENDICES
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PREPARED FOR:
Connecticut Department of
Transportation

PREPARED BY:





ADMINISTRATIVE REPORT VOLUME III – APPENDICIES

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APPENDIX A

Traffic and Parking Data and Technical Memos

Connecticut Rest Area and Service Plaza Study Traffic Characteristics

Statewide Characteristics

EarthTech collected vehicular classification counts entering and exiting the 31 Connecticut public rest areas/service plazas between August and December of 2005. Mainline (highway) traffic counts at the rest area/service plaza locations were also collected. Supplemental counts were collected at seven rest area/service plaza locations during January and February of 2006. High and low mainline daily and peak hour traffic volumes (in one direction) are summarized for each highway corridor in Table 1 below. The high and low volumes are typically found at different locations within the corridor.

Table 1 Existing Mainline Traffic Volume Summary

Location	Daily Volume (vpd ¹ in One Direction)		Peak Hour Volume (vph ² in One Direction)	
	Low	High	Low	High
Route 15	25,100 (North Haven NB & SB) ⁴	35,000 (Fairfield NB & SB)	N/A ³ N/A	N/A ³ N/A
I-84	36,800 (Danbury WB) ⁴	46,000 (Southington EB) ⁴	1,960 (Willington WB)	3,480 (Danbury, EB)
I-91	46,200 (Wallingford SB)	58,700 (Windsor NB)	3,630 (Wallingford SB)	5,410 (Middletown NB)
I-95	24,400 (North Stonington NB & SB)	79,600 (Darien SB)	860 (N. Stonington SB)	6,720 (Darien SB)
I-395	14,350 (Plainfield NB)	24,700 (Montville SB)	1,110 (Plainfield SB)	2,340 (Montville SB)

Source: 2005 EarthTech traffic counts and 2004 Connecticut Department of Transportation counts.

1. vpd = vehicles per day.
2. vph = vehicles per hour. Volumes are reported for weekend or weekday, whichever is highest/lowest.
3. N/A = Not available.
4. NB = Northbound; SB = Southbound; EB = Eastbound; WB = Westbound

As shown, daily volumes from one end of each highway to the other generally fluctuate by at least 10,000 vehicles per day (vpd). In general, traffic volumes in the southwestern portion of the state (near New York City) tend to be the highest (eg. Route 15 and I-95), and decrease as roadways travel further north/east. The highest daily (79,600 vehicles per day, or vpd) and peak hour (6,720 vehicles per hour, or vph) traffic volumes occur along I-95 near the Connecticut/New York state border (Darien southbound). The lowest daily volumes (under 15,000 vpd) are in the easterly side of the state along I-395. The lowest peak hour volumes recorded (860 vph) occurred along I-95 in the eastern part of the state (North Stonington).

The number of vehicles entering rest area/service plaza locations was also counted and categorized by small vehicles,¹ buses, or trucks. The total daily number of vehicles entering the rest areas/service plazas ranged between 840 vpd (northbound I-95 in Westbrook on a weekday) and 8,060 vpd (northbound I-95 in Darien on a weekend). The total peak hour number of entering vehicles ranged between 83 vehicles per hour (vph) (northbound I-95 in Westbrook on a weekday) and 574 vph (northbound I-95 in Darien on a weekday). Table 2 below summarizes the

¹ Small vehicles include cars, cars with trailers, motorcycles, and 2-axle trucks.

high and low daily and peak hour entering volumes for small vehicles, buses, and trucks during both weekdays and weekends. The location where each low and high volume occurs is also noted. Because buses and trucks are restricted along Route 15 (with the exception of deliveries), very low volumes of buses and trucks were recorded along Route 15. Therefore buses and trucks for Route 15 are not included in Table 2.

Table 2 Entering Vehicles Summary

	Small Vehicles ¹		Buses ²		Trucks ²	
	Weekday	Weekend	Weekday	Weekend	Weekday	Weekend
<i>DAILY</i>						
Low Volume Location	671 Westbrook I-95 NB ³	860 Westbrook I-95 NB	4 Westbrook I-95 NB	5 Westbrook I-95 NB	165 Westbrook I-95 NB	55 Westbrook I-95 NB
High Volume Location	5,661 Darien I-95 NB	7,544 Darien I-95 NB	33 Darien I-95 NB	40 Darien I-95 NB	894 Darien I-95 SB ³	476 Darien I-95 NB
<i>PEAK HOUR</i>						
Low Volume Location	68 Plainfield I-395 NB	73 Westbrook I-95 NB	0 Several Locations ⁴	0 Several Locations ⁴	13 Westbrook I-95 NB	3 Plainfield I-395 SB
High Volume Location	420 Darien I-95 NB	589 Milford I-95 SB	2 Darien I-95 NB & SB, Fairfield I-95 NB, & Milford I-95 SB	3 Darien I-95 NB, & Milford I-95 SB	73 Middletown I-91 NB	33 Darien I-95 NB

Source: EarthTech classification counts, 8/05 through 12/05, 1/06 and 2/06.

1. Includes all 31 Connecticut rest areas/service plazas.
2. Does not include the 10 service plazas along Route 15, which have limited bus and truck activity due to truck restrictions.
3. NB = Northbound; SB = Southbound; EB = Eastbound; WB = Westbound
4. No weekday or weekend peak hour buses were recorded at Wallingford I-91 SB; Westbrook I-95 NB; Montville I-395 SB; and Plainfield I-395 NB. Also no weekday buses at Southington I-84 EB.

On a daily basis, the smallest numbers of entering small vehicles (primarily autos), buses, and trucks occurred at the Westbrook I-95 northbound rest area. This reflects its remote location and relatively low daily mainline traffic volumes (approximately 35,500 vpd per direction). The highest daily and peak hour auto volumes occurred at the Darien I-95 service plazas, where daily traffic volumes are over double (up to 79,600 vpd per direction) what they are along I-95 in Westbrook. The lowest auto volumes for the peak hour occurred at Plainfield I-395 northbound service area (weekday). The highest volume of buses for both daily and peak hour occurred at the Darien service plazas. Fairfield and Milford (I-95) also experienced higher than average peak hour buses. This shows the prevalence of bus use in the southwest corner of the state between central Connecticut and New York City. Similarly, the highest volume of daily trucks and weekend peak hour trucks occurred at the Darien service plazas. The highest weekday peak hour number of trucks occurred at Middletown I-91 in the northbound direction. This is likely due to its central location in the state near the junctions of several major highways. The lowest bus and truck volumes tend to be at the more remote locations on the easterly side of Connecticut.

Vehicular volumes can be translated into person trips by applying vehicle occupancy rates (VORs). Assumed VORs for this study were based on Connecticut statewide data and EarthTech VOR counts January and February of 2006. The assumed VOR for small vehicles is 1.4 persons per vehicle. The VOR for buses is 36 persons/vehicle, and the assumed VOR for trucks is 1.0 persons per vehicle. Overall, the average VOR for all vehicles at rest areas/service plazas is approximately 1.5 persons per vehicle. Using these ratios, the total number of persons entering all Connecticut rest areas/service plazas on a typical weekday is approximately 102,140 persons per day. This number is, on average, approximately 14% higher on weekend days.

Typical weekday persons entering range between 1,250 and 3,340 persons per day for rest areas and between 1,450 and 7,100 persons per day for service plazas. As expected based on the number of entering vehicles, the lowest daily volume of entering persons is at the I-95 northbound rest area in Westbrook, and the highest daily volume of persons entering is at southbound I-95 in Darien. EarthTech service area user counts were conducted to determine the percentage of rest area visitors who only enter to use the gas pumps. Based on this data, an average of 15% of entering visitors are assumed to use only gas pumps.

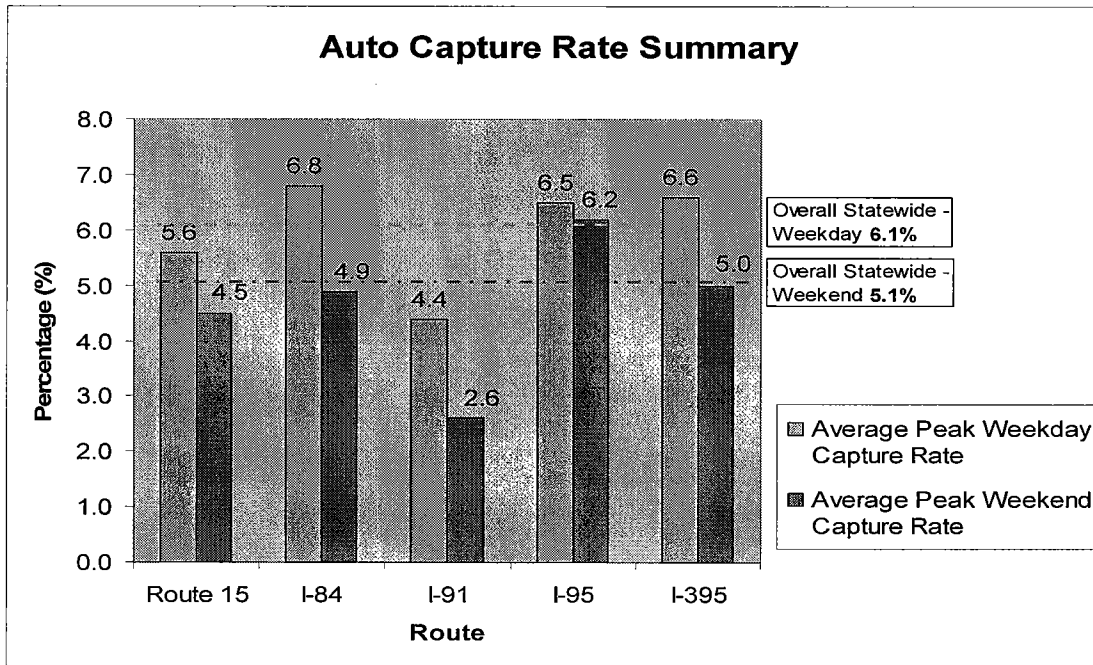
Table 3 shows the peak automobile “in” (entering) volumes for each rest area/service station location and the associated capture rates for weekdays, Fridays, Saturdays, and Sundays. The capture rates in Table 3 represent the peak percentage of mainline auto traffic that enters the rest area or service plaza. Table 3 also shows the hour of the day during which this condition occurs.

Existing automobile entering capture rates range between 1.4 and 15.4 percent. Automobile capture rates tend to be lower on weekend peak hours compared to weekdays. Overall, the average hourly statewide peak auto capture rate is 6.1 for weekdays and 5.1 for weekends. A capture rate summary for all locations is provided in Figure 1 below.

The average hourly statewide peak auto capture rate for *rest areas* is 5.6% on weekdays and 4.0% on weekends. Auto capture rates for service plazas are generally higher than those for rest areas because more services are available for motorists. The average statewide peak auto capture rate for *service plazas* is 6.3% for weekdays and 5.6% for weekends. Friday auto capture rates are similar to typical weekday auto capture rates, with some rates higher and some lower compared to weekdays.

Automobile entering volumes at rest areas/service plazas range between 68 (Northbound I-395 in Plainfield) and 589 (Northbound I-95 in Milford) vehicles per hour (vph). A comparison of entering volumes on weekdays vs. weekends shows that peak rest area auto entering volumes are highest on either Fridays, Saturdays, or Sundays. In fact, peak auto entering volumes were overall 18, 27, and 32 percent higher on Fridays, Saturdays, and Sundays, respectively, compared to weekdays.

Figure 1



As expected, peak auto rest area/service plaza volumes tend to coincide with peak hour traffic volumes along the mainline (highway). The peak hour for autos entering rest areas/service plazas on weekdays occurs either during commuter peak hours (8 AM and 5 PM), or during meal hours (12 noon). On Fridays, the peak rest area/service plaza auto entering volume generally occurs sometime during the afternoon hours between 12 and 6 pm when drivers tend to get an early start on weekend travel. On weekend days, the peak auto entering volumes generally occur on Saturday midday hours between 11 AM and 3 PM, and on Sundays between 2 and 7 PM.

Auto entering volumes are generally higher for service plazas compared to volumes entering rest areas. Peak auto entering volumes for rest areas are generally in the 100-300 vph range, while peak auto volumes for service areas are generally over 200 vph. Exceptions to this are the service areas along Route 15 and I-395, which have auto entering volumes that generally range between 70 and 160 vph.

Corridor Characteristics

Individual data sheets that summarize entering and mainline traffic counts, capture rates, and parking count data for each Connecticut rest area/service plaza along Route 15, I-84, I-91, I-95 and I-395, are attached to this document. The following sections describe individual corridor characteristics for each of these highways.

**Connecticut Rest Area and Service Plaza Study
Traffic Characteristics**

Table 3 Hourly Peak Auto Capture Rate Summary

Location:	Weekday			Friday			Saturday			Sunday		
	Peak Auto IN Volume ¹	Auto Capture Rate ²	Peak Auto IN Hour ³	Peak Auto IN Volume ¹	Auto Capture Rate ²	Peak Auto IN Hour ³	Peak Auto IN Volume ¹	Auto Capture Rate ²	Peak Auto IN Hour ³	Peak Auto IN Volume ¹	Auto Capture Rate ²	Peak Auto IN Hour ³
1 Greenwich Route 15 NB	127	N/A	7:00 AM	162	7.7%	3:00 PM	134	N/A	2:00 PM	160	5.9%	2:00 PM
2 Greenwich Route 15 SB	144	N/A	4:00 PM	144	7.2%	8:00 AM	160	6.1%	11:00 AM	149	N/A	5:00 PM
3 New Canaan Route 15 NB	128	N/A	2:00 PM	133	5.0%	1:00 PM	131	3.8%	2:00 PM	123	N/A	2:00 PM
4 New Canaan Route 15 SB	119	N/A	9:00 AM	128	5.0%	4:00 PM	135	4.1%	10:00 AM	135	N/A	5:00 PM
5 Fairfield Route 15 NB	114	N/A	1:00 PM	136	4.9%	6:00 PM	120	N/A	12:00 PM	124	3.4%	5:00 PM
6 Fairfield Route 15 SB	109	N/A	8:00 AM	116	4.4%	3:00 PM	123	N/A	2:00 PM	133	4.4%	6:00 PM
7 Orange Route 15 NB	125	N/A	5:00 PM	136	6.7%	2:00 PM	139	4.6%	1:00 PM	114	N/A	4:00 PM
8 Orange Route 15 SB	102	N/A	12:00 PM	121	5.4%	5:00 PM	113	N/A	3:00 PM	124	4.3%	3:00 PM
9 North Haven Route 15 NB	84	N/A	8:00 AM	98	5.0%	3:00 PM	84	N/A	11:00 AM	91	3.5%	4:00 PM
10 North Haven Route 15 SB	98	N/A	8:00 AM	114	6.0%	4:00 PM	125	N/A	2:00 PM	154	6.2%	4:00 PM
TOTALS:	1,150			1,308			1,264			1,327		
11 Danbury I-84 EB	142	8.4%	12:00 PM	171	4.9%	5:00 PM	163	N/A	11:00 AM	173	3.8%	1:00 PM
12 Southington I-84 EB	75	3.5%	11:00 AM	84	3.2%	12:00 PM	95	2.6%	11:00 AM	84	N/A	2:00 PM
13 W. Willington I-84 EB	184	10.0%	2:00 PM	202	10.0%	1:00 PM	219	N/A	11:00 AM	224	8.5%	4:00 PM
14 W. Willington I-84 WB	139	8.9%	10:00 AM	200	8.9%	12:00 PM	291	10.0%	12:00 PM	276	N/A	11:00 AM
TOTALS:	540			657			768			757		
15 Wallingford I-91 SB	70	2.8%	2:00 PM	94	2.8%	1:00 PM	75	N/A	12:00 PM	80	3.0%	6:00 PM
16 Middletown I-91 NB	138	2.4%	8:00 AM	154	2.4%	N/A	131	N/A	12:00 PM	131	1.4%	5:00 PM
TOTALS:	208			248			206			211		
17 Darien I-95 SB	250	5.6%	12:00 PM	286	3.8%	1:00 PM	318	3.2%	12:00 PM	288	N/A	3:00 PM
18 Darien I-95 NB	420	9.7%	1:00 PM	457	9.7%	5:00 PM	538	8.6%	6:00 PM	509	N/A	6:00 PM
19 Fairfield I-95 NB	178	3.5%	5:00 PM	274	5.7%	1:00 PM	206	3.7%	9:00 AM	234	N/A	6:00 PM
20 Fairfield I-95 SB	165	4.3%	2:00 PM	221	5.0%	3:00 PM	297	5.2%	10:00 AM	267	N/A	1:00 PM
21 Milford I-95 NB	171	4.4%	1:00 PM	235	3.3%	2:00 PM	263	N/A	11:00 AM	267	2.9%	7:00 PM
22 Milford I-95 SB	263	6.3%	2:00 PM	257	5.9%	3:00 PM	498	N/A	5:00 PM	589	10.3%	6:00 PM
23 Branford I-95 NB	202	6.8%	12:00 PM	243	6.9%	12:00 PM	251	N/A	1:00 PM	318	6.9%	12:00 PM
24 Branford I-95 SB	173	7.1%	10:00 AM	237	9.0%	1:00 PM	295	N/A	3:00 PM	416	12.1%	6:00 PM
25 Madison I-95 NB	211	9.3%	1:00 PM	222	9.3%	12:00 PM	238	8.5%	2:00 PM	230	8.1%	2:00 PM
26 Madison I-95 SB	237	10.2%	1:00 PM	310	10.2%	1:00 PM	168	5.6%	12:00 PM	144	5.0%	2:00 PM
27 Westbrook I-95 NB	70	3.8%	1:00 PM	77	3.8%	12:00 PM	87	3.2%	11:00 AM	73	N/A	12:00 PM
28 N. Stonington I-95 SB	120	15.0%	11:00 AM	139	15.0%	11:00 AM	143	N/A	11:00 AM	187	15.4%	4:00 PM
TOTALS:	2,460			2,958			3,302			3,522		
29 Montville I-395 SB	79	3.7%	4:00 PM	81	4.2%	2:00 PM	78	N/A	2:00 PM	86	3.4%	10:00 AM
30 Plainfield I-395 NB	68	9.0%	12:00 PM	78	9.0%	8:00 AM	79	7.0%	4:00 PM	77	N/A	5:00 PM
31 Plainfield I-395 SB	106	10.1%	2:00 PM	126	10.1%	11:00 AM	139	8.5%	2:00 PM	126	N/A	12:00 PM
TOTALS:	253			285			296			289		

Notes:

1. Represents the entering (IN) automobile volume for the hour with the highest volume of autos entering the rest area in units of vehicles per hour. Based on EarthTech classification counts 8/05 through 12/05, 1/06 and 2/06.
 2. Auto Capture Rate = percentage of mainline volume that is automobiles entering the rest area/service plaza during the highest volume of entering autos.
 3. The hour during which the highest volume of automobiles enters the rest area/service plaza.
- N/A = Not Available (hourly mainline traffic count volumes are not available at some locations).
 xx Percentages shown in *italics* represent values that have been estimated.

Shading indicates the highest volume among weekdays, Fridays, Saturdays, and Sundays.

Route 15 (Merritt and Wilbur Cross Parkways)

Ten service plazas (five in each direction) are located along Route 15. Typical weekday (Tuesday through Thursday) daily traffic volumes entering each service plaza along Route 15 ranges between 1,040 vpd (northbound in New Haven) and 1,870 vpd (southbound in Greenwich).

Peak hourly entering automobile volumes at the service plazas along Route 15 range from 84 to 162 vph, with the higher volumes generally occurring at the most southerly service areas in Greenwich. The lowest peak auto entering volumes occurred at the North Haven service plaza in the northbound direction (84 vph on a weekday). The peak auto entering volumes tend to occur in the northbound direction on Friday afternoon, and in the southbound direction on Saturday and Sunday, suggesting a general pattern of travel away from New York City metropolitan area on Friday afternoon, and a return to the area on Saturday or late Sunday afternoon.

The overall daily automobile capture rate (percentage of autos entering from the mainline) for Route 15 is 5.6% on weekdays and 4.5% on weekends. On an hourly basis, peak auto capture rates along Route 15 range between 3.4 and 7.7%. The highest capture rates occur at the northbound Greenwich service plaza (vehicles entering Connecticut from New York) during weekday afternoon commuter hours. Weekday afternoon peak hour capture rates are also high for the southbound service plaza in North Haven (vehicles accessing Route 15 southbound from I-91 or I-691).

Bus and truck activity along Route 15 is nominal due to truck/bus prohibitions on the Merritt and Wilbur Cross Parkways.

I-84

Four rest areas are located along I-84, three of which are in the eastbound direction. Typical weekday daily traffic volumes entering each service plaza along I-84 ranges between 1,180 vpd (eastbound in Southington) and 1,940 vpd (eastbound in Willington). At locations along I-84, between eight and 20% of daily entering vehicles are trucks. During the hourly peak of vehicles entering, between six and 12% are trucks.

Peak hourly automobile entering volumes ranged between 75 and 291 vph, with the highest volumes occurring at West Willington (close to the Massachusetts state line). Weekend travel patterns between Massachusetts and New York are demonstrated by the auto entering volumes recorded at the two West Willington rest areas. Auto entering volumes at this location were highest (291 vph) in the westbound direction (towards New York) at noon on Saturday, and highest in the eastbound direction (towards Massachusetts) at 4 PM on Sunday (224 vph). The Southington rest area (eastbound) located near central Connecticut experienced the lowest peak auto entering volumes (75 vph).

The overall daily automobile capture rate for I-84 is 6.8% on weekdays and 4.9% on weekends. On an hourly basis, peak auto capture rates along I-84 range between 2.6 and 10.0%. Auto entering capture rates of 10% are experienced at the eastbound West Willington rest area. This is

likely because the nearest eastbound rest area prior to this is in Southington, which is over 40 miles from West Willington. Southington (eastbound) experienced the lowest peak capture rates (2.6%) along I-84.

I-91

Two rest areas (one rest area in each direction) are located along I-91. Typical weekday daily traffic volumes entering are 1,290 for the southbound rest area in Wallingford, and 2,270 vpd for the northbound rest area in Middletown. Of these entering volumes, between 20 and 26% are trucks. During the hourly peak of vehicles entering, between 22 and 24% are trucks.

Peak hourly automobile entering volumes at these rest areas range between 70 and 154 vph. The northbound rest area in Middletown experienced higher automobile entering volumes than the southbound Wallingford rest area. Similar to the travel pattern along I-84, auto rest area entering volumes along I-91 are high in the southbound direction (towards New York) on Friday afternoon (94 vph), and in the northbound direction (towards Massachusetts) late Sunday afternoon (131 vph).

Auto entering capture rates along I-91 are comparatively low compared to other highway corridors. The overall daily automobile capture rate for I-91 is 4.4% on weekdays and 2.6% on weekends. On an hourly basis, peak auto entering capture rates are between 1.4 and 3.0%. The highest capture rate (3.0%) occurs at the Wallingford rest area (southbound) at 6 PM on Sunday.

I-95

Ten service plazas and two rest areas are located along I-95 (same number in each direction). Typical weekday daily traffic volumes entering each service plaza along I-95 ranges between 840 vpd (northbound in Westbrook) and 6,540 vpd (northbound in Darien). At locations along I-95, between six and 20% of entering daily vehicles are trucks. During the hourly peak of vehicles entering, between five and 18% are trucks.

Peak hourly automobile entering volumes at service/rest areas along I-95 range between 70 and 589 vph, with the highest volumes (589 vph) occurring in Milford on Sunday at 6 PM in the southbound direction. This is likely a reflection of weekend travelers returning to New York. Peak auto entering volumes are also high (between 420 and 538 vph) at the northbound Darien service plaza because of weekday commuter traffic, weekend traffic out of New York City, and the lack of service areas provided south of the Connecticut border. The Westbrook rest area (northbound) experienced the lowest peak auto entering volumes along I-95 (70 vph on a weekday).

The overall daily automobile capture rate for I-95 is 6.5% on weekdays and 6.2% on weekends. On an hourly basis, peak automobile entering capture rates along I-95 range between 2.9 and 15.4%. Peak capture rates are highest at the North Stonington rest area (vehicles traveling southbound from Rhode Island to Connecticut) at 11 AM on weekdays (15.0%) and 4 PM on Sunday (15.4%). Capture rates of 15% or more occur on this portion of I-95 due to the comparatively low traffic volumes in the eastern portion of Connecticut. Along I-95, peak

capture rates are lowest for the northbound Milford service plaza (2.9% on a Sunday at 7 PM) and northbound Westbrook rest area (3.2% at 11 AM on a Saturday).

I-395

Three service plazas are located along I-395. Two of the three are along the southbound direction of the highway. Typical weekday daily traffic volumes entering each service plaza along I-395 ranges between 1,320 vpd (northbound in Plainfield) and 1,640 vpd (southbound in Plainfield). At locations along I-395, between 12 and 18% of entering daily vehicles are trucks. During the hourly peak of vehicles entering, between 10 and 17% are trucks.

Peak hourly automobile entering volumes at the service plazas along I-395 range between 68 and 139 vph, with the highest peak volumes (139 vph) occurring at the southbound Plainfield service plaza at 2 PM on Saturday, and the lowest peak volumes (68 vph) occurring at the northbound Plainfield service plaza at noon on weekdays.

The overall daily automobile capture rate for I-395 is 6.6% on weekdays and 5.0% on weekends. On an hourly basis, peak auto entering capture rates on I-395 ranged between 3.4 and 10.1%. The lowest peak auto capture rate (3.4%) occurred at the Montville service plaza (southbound), and the highest rates occurred at the Plainfield service plazas, particularly in the southbound direction (10.1%).

ATTACHMENTS
Traffic Data Summary Sheets

Traffic Data Summary Sheet

Location 1 – Greenwich – Route 5/15 NB

Rest Area/Service Plaza Counts: 8/11/05 – 8/14/05

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,770	1,830
% Trucks	0.1%	0.1%
Peak Hour (7:00 AM wkdy; 2:00 PM wknd)	127	135
% Trucks	0.0%	0.0%

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	15	12
Peak Demand – Buses & Trucks	0	0
Auto Capacity	36	36
Truck Capacity	0	0

Traffic Data Summary Sheet

Location 2 – Greenwich – Route 5/15 SB

Rest Area/Service Plaza Counts: 8/11/05 – 8/14/05

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,870	1,960
% Trucks	0.0%	0.0%
Peak Hour (4:00 PM wkdy; 11:00 AM wknd)	144	160
% Trucks	0.0%	0.0%

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	14	13
Peak Demand – Buses & Trucks	0	0
Auto Capacity	25	25
Truck Capacity	0	0

Traffic Data Summary Sheet

Location 3 – New Canaan – Route 5/15 NB

Rest Area/Service Plaza Counts: 8/11/05 – 8/14/05

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,620	1,620
% Trucks	0.0%	0.0%
Peak Hour (2:00 PM <i>wkdy</i> ; 2:00 PM <i>wknd</i>)	128	131
% Trucks	0.0%	0.0%

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	14	16
Peak Demand – Buses & Trucks	0	0
Auto Capacity	26	26
Truck Capacity	0	0

Traffic Data Summary Sheet

Location 4 – New Canaan – Route 5/15 SB

Rest Area/Service Plaza Counts: 8/11/05 – 8/14/05

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,660	1,640
% Trucks	0.0%	0.0%
Peak Hour (9:00 AM wkdy; 10:00 AM wknd)	119	137
% Trucks	0.0%	0.0%

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	17	13
Peak Demand – Buses & Trucks	4	1
Auto Capacity	20	20
Truck Capacity	0	0

Traffic Data Summary Sheet

Location 5 – Fairfield – Route 5/15 NB

Rest Area/Service Plaza Counts: Entering: 8/10/05 – 8/13/05
 Exiting: 8/11/05-8/14/05

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,500	1,500
% Trucks	0.0%	0.0%
Peak Hour (1:00 PM wkdy; 12:00 PM wknd)	115	121
% Trucks	0.0%	0.0%

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	12	16
Peak Demand – Buses & Trucks	0	0
Auto Capacity	15	15
Truck Capacity	0	0

Traffic Data Summary Sheet

Location 6 – Fairfield – Route 5/15 SB

Rest Area/Service Plaza Counts: 8/18/05 – 8/21/05

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,500	1,670
% Trucks	0.0%	0.1%
Peak Hour (8:00 AM wkdy; 2:00 PM wknd)	109	123
% Trucks	0.0%	0.0%

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	14	8
Peak Demand – Buses & Trucks	0	1
Auto Capacity	24	24
Truck Capacity	0	0

Traffic Data Summary Sheet

Location 7 – Orange – Route 5/15 NB

Rest Area/Service Plaza Counts: 8/18/05 – 8/21/05

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,430	1,400
% Trucks	0.1%	0.0%
Peak Hour (5:00 PM wkdy; 1:00 PM wknd)	125	140
% Trucks	0.0%	0.0%

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	10	13
Peak Demand – Buses & Trucks	0	0
Auto Capacity	17	17
Truck Capacity	0	0

Traffic Data Summary Sheet

Location 8 – Orange – Route 5/15 SB

Rest Area/Service Plaza Counts: 8/11/05 – 8/14/05

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,360	1,370
% Trucks	0.0%	0.0%
Peak Hour (12:00 PM wkdy; 3:00 PM wknd)	102	113
% Trucks	0.0%	0.0%

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	9	11
Peak Demand – Buses & Trucks	0	0
Auto Capacity	16	16
Truck Capacity	0	0

Traffic Data Summary Sheet

Location 9 – North Haven – Route 5/15 NB

Rest Area/Service Plaza Counts: 8/18/05 – 8/21/05

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,040	990
% Trucks	0.1%	0.0%
Peak Hour (8:00 AM wkdy; 11:00 AM wknd)	84	85
% Trucks	0.0%	0.0%

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	13	8
Peak Demand – Buses & Trucks	0	0
Auto Capacity	17	17
Truck Capacity	0	0

Traffic Data Summary Sheet

Location 10 – North Haven – Route 5/15 SB

Rest Area/Service Plaza Counts: 8/18/05 – 8/21/05

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,320	1,420
% Trucks	0.0%	0.0%
Peak Hour (8:00 AM wkdy; 2:00 PM wknd)	98	125
% Trucks	0.0%	0.0%

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	15	11
Peak Demand – Buses & Trucks	0	0
Auto Capacity	20	20
Truck Capacity	0	0

Traffic Data Summary Sheet

Location 11 – Danbury – I-84 EB

Mainline Counts: 9/22/05 – 9/23/05

Rest Area/Service Plaza Counts: 8/19/05 – 8/22/05

<u>Mainline Traffic Volumes (2 Lanes):</u>	<u>Weekday (Fri)</u>	<u>AADT¹</u>
Daily	41,050	38,520
% Trucks	10.2%	12.3%
Peak Hour (5:00 PM)	3,480	
% Trucks	4.6%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday (Fri)</u>	<u>Weekend (Sat)</u>
Daily	1,930	1,650
% Trucks	8.3%	6.6%
Peak Hour (5:00 PM wkdy; 11:00 AM wknd)	188	175
% Trucks	5.9%	4.6%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday (Fri)</u>
Daily ¹	4.5%
Daily Trucks ¹	3.6%
Peak Hour (5:00 PM) ²	5.3%
Peak Hour for Trucks ³ (12:00 PM)	6.5%

Notes:

1. Assumes seasonal adjustments.
2. At this location, the peak hour for the rest area/service plaza coincides with the mainline peak hour.
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	21	18
Peak Demand – Buses & Trucks	42	8
Auto Capacity	92	92
Truck Capacity	40 ¹	40 ¹

Notes:

1. Fifteen of these 40 spaces are camper spaces.
No gas/diesel pumps are available at this location.

Traffic Data Summary Sheet

Location 12 – Southington – I-84 EB

Mainline Counts: 9/29/05 – 9/30/05

Rest Area/Service Plaza Counts: 8/18/05 – 8/21/05

<u>Mainline Traffic Volumes (2 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	40,470	46,000
% Trucks	11.0%	9.3%
Peak Hour (8:00 AM)	3,130	
% Trucks	6.8%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,180	1,430
% Trucks	20.2%	14.7%
Peak Hour (11:00 AM wkdy; 11:00 AM wknd)	91	101
% Trucks	12.1%	3.0%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	2.8%
Daily Trucks ¹	5.0%
Peak Hour (11:00 AM) ²	4.5%
Peak Hour for Trucks ³ (10:00 AM)	7.0%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 8:00 AM is 1.8%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	16	18
Peak Demand – Buses & Trucks	42	7
Auto Capacity	56	56
Truck Capacity ¹	21	21

Notes:

No gas/diesel pumps are available at this location.

1. In addition, a private truck stop is located nearby with 40 available spaces (20 per direction).

Traffic Data Summary Sheet

Location 13 – Willington – I-84 EB

Mainline Counts: 9/26/05 – 9/27/05

Rest Area/Service Plaza Counts: 8/25/05 – 8/28/05

<u>Mainline Traffic Volumes (3 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	29,840	41,550
% Trucks	18.8%	14.6%
Peak Hour (5:00 PM)	2,360	
% Trucks	11.3%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,940	2,550
% Trucks	11.9%	4.0%
Peak Hour 2:00 PM wkdy; 1:00 AM wknd)	203	232
% Trucks	7.4%	2.6%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	6.6%
Daily Trucks ¹	4.2%
Peak Hour (2:00 PM) ²	11.2%
Peak Hour for Trucks ³ (12:00 PM)	6.6%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 5:00 PM is 3.9%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	35	29
Peak Demand – Buses & Trucks	15	7
Auto Capacity	29	29
Truck Capacity ¹	7	7

Notes:

No gas/diesel pumps are available at this location.

1. In addition, a private truck stop is located nearby with 225 available spaces (112.5 per direction).

Traffic Data Summary Sheet

Location 14 – Willington – I-84 WB

Mainline Counts: 9/26/05 – 9/27/05

Rest Area/Service Plaza Counts: 8/18/05 – 8/21/05

<u>Mainline Traffic Volumes (3 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	28,510	39,700
% Trucks	15.2%	11.3%
Peak Hour 7:00 AM)	1,960	
% Trucks	8.6%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,830	2,970
% Trucks	13.9%	4.6%
Peak Hour (11:00 AM wkdy; 12:00 PM wknd)	165	308
% Trucks	11.5%	4.5%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	6.5%
Daily Trucks ¹	5.9%
Peak Hour (11:00 AM) ²	10.4%
Peak Hour for Trucks ³ (12:00 PM)	8.9%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 7:00 AM is 3.9%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	26	33
Peak Demand – Buses & Trucks	27	5
Auto Capacity	52	52
Truck Capacity	24	24

Notes:

No gas/diesel pumps are available at this location.

1. In addition, a private truck stop is located nearby with 225 available spaces (112.5 per direction).

Traffic Data Summary Sheet

Location 15 – Wallingford – I-91 SB

Mainline Counts: 9/25/05 – 9/27/05

Rest Area/Service Plaza Counts: 9/15/05 – 9/18/05

<u>Mainline Traffic Volumes (3 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	48,610	46,200
% Trucks	12.8%	10.5%
Peak Hour (8:00 AM)	3,630	
% Trucks	9.2%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,290	1,110
% Trucks	26.3%	11.7%
Peak Hour (1:00 PM wkdy; 11:00 AM wknd)	96	93
% Trucks	21.9%	11.8%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	2.7%
Daily Trucks ¹	5.5%
Peak Hour (1:00 PM) ²	4.0%
Peak Hour for Trucks ³ (12:00 PM)	7.5%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 8:00 AM is 1.6%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	20	17
Peak Demand – Buses & Trucks	41	11
Auto Capacity	68	68
Truck Capacity	59	59

Note: No gas/diesel pumps are available at this location.

Traffic Data Summary Sheet

Location 16 – Middletown – I-91 NB

Mainline Counts: 9/29/05 – 9/30/05

Rest Area/Service Plaza Counts: 8/20/05 – 8/23/05

<u>Mainline Traffic Volumes (3 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	57,310	48,290
% Trucks	8.9%	6.8%
Peak Hour (8:00 AM)	5,410	
% Trucks	5.8%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	2,270	1,900
% Trucks	19.9%	5.5%
Peak Hour (8:00 AM wkdy; 12:00 PM wknd)	212	138
% Trucks	24.1%	4.3%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	3.2%
Daily Trucks ¹	7.1%
Peak Hour (8:00 AM) ²	3.9%
Peak Hour for Trucks ³ (8:00 AM)	16.2%

Notes:

1. Assumes seasonal adjustments.
2. At this location, the peak hour for the rest area/service plaza coincides with the mainline peak hour.
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	23	11
Peak Demand – Buses & Trucks	44	4
Auto Capacity	59	59
Truck Capacity	37	37

Note: No gas/diesel pumps are available at this location.

Traffic Data Summary Sheet

Location 17 – Darien – I-95 SB

Mainline Counts: 10/17/05 – 10/18/05

Rest Area/Service Plaza Counts: 8/25/05 – 8/28/05

<u>Mainline Traffic Volumes (4 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	87,290	79,600
% Trucks	12.7%	9.9%
Peak Hour (8:00 AM)	6,720	
% Trucks	6.5%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	4,740	5,030
% Trucks	12.3%	4.5%
Peak Hour (12:00 PM wkdy and wknd)	315	337
% Trucks	11.1%	3.9%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	5.1%
Daily Trucks ¹	5.0%
Peak Hour (12:00 PM) ²	7.0%
Peak Hour for Trucks ³ (5:00 AM)	8.4%

Note: Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours.

1. Assumes seasonal adjustments.

2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 8:00 AM is 4.0%).

3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	36	66
Peak Demand – Buses & Trucks	51	15
Auto Capacity	114	114
Truck Capacity	19	19

Traffic Data Summary Sheet

Location 18 – Darien – I-95 NB

Mainline Counts: 11/30/05 – 12/1/05

Rest Area/Service Plaza Counts: 8/25/05 – 8/28/05

<u>Mainline Traffic Volumes (3 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	72,500	69,600
% Trucks	10.3%	8.7%
Peak Hour (2:00 PM)	4,650	
% Trucks	6.0%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	6,540	8,060
% Trucks	8.1%	3.0%
Peak Hour (1:00 PM wkdy; 6:00 PM wknd)	494	574
% Trucks	9.1%	3.0%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	8.4%
Daily Trucks ¹	6.6%
Peak Hour (1:00 PM) ²	11.6%
Peak Hour for Trucks ³ (1:00 PM)	15.8%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 2:00 PM is 10.3%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	60	94
Peak Demand – Buses & Trucks	47	22
Auto Capacity	100	100
Truck Capacity	18	18

Traffic Data Summary Sheet

Location 19 – Fairfield – I-95 NB

Mainline Counts: 10/6/05 – 10/7/05

Rest Area/Service Plaza Counts: 9/9/05 – 9/12/05

<u>Mainline Traffic Volumes (3 Lanes):</u>	<u>Weekday (Fri)</u>	<u>AADT¹</u>
Daily	79,040	63,320
% Trucks	12.9%	12.0%
Peak Hour 5:00 PM)	5,030	
% Trucks	7.4%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday (Fri)</u>	<u>Weekend (Sat)</u>
Daily	3,750	3,530
% Trucks	11.4%	4.6%
Peak Hour (1:00 PM wkdy; 10:00 AM wknd)	321	232
% Trucks	7.5%	4.7%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday (Fri)</u>
Daily ¹	4.7%
Daily Trucks ¹	4.2%
Peak Hour (1:00 PM) ²	7.3%
Peak Hour for Trucks ³ (7:00 AM)	7.3%

Notes:

1. Assumes seasonal adjustments.
2. At this location, the peak hour for the rest area/service plaza coincides with the mainline peak hour.
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	37	46
Peak Demand – Buses & Trucks	44	10
Auto Capacity	100	100
Truck Capacity	22	22

Traffic Data Summary Sheet

Location 20 – Fairfield – I-95 SB

Mainline Counts: 10/6/05 – 10/7/05

Rest Area/Service Plaza Counts: 9/8/05 – 9/11/05

<u>Mainline Traffic Volumes (3 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	72,110	65,450
% Trucks	11.9%	9.5%
Peak Hour (7:00 AM)	5,110	
% Trucks	7.2%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	3,060	3,990
% Trucks	15.9%	6.6%
Peak Hour (10:00 AM wkdy; 10:00 AM wknd)	213	349
% Trucks	15.5%	11.7%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	4.2%
Daily Trucks ¹	5.7%
Peak Hour (10:00 AM) ²	4.8%
Peak Hour for Trucks ³ (10:00 AM)	6.3%

Notes:

1. Assumes seasonal adjustments.
2. At this location, the peak hour for the rest area/service plaza coincides with the mainline peak hour.
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	48	71
Peak Demand – Buses & Trucks	43	14
Auto Capacity	95	95
Truck Capacity	21	21

Traffic Data Summary Sheet

Location 21 – Milford – I-95 NB

Mainline Counts: 10/3/05 – 10/4/05

Rest Area/Service Plaza Counts: 9/15/05 – 9/18/05

<u>Mainline Traffic Volumes (3 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	66,940	63,320
% Trucks	13.6%	10.0%
Peak Hour (3:00 PM)	4,510	
% Trucks	9.7%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	3,230	3,960
% Trucks	20.1%	5.4%
Peak Hour (1:00 PM wkdy; 11:00 AM wknd)	224	278
% Trucks	17.9%	2.2%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	4.8%
Daily Trucks ¹	7.1%
Peak Hour (1:00 PM) ²	5.8%
Peak Hour for Trucks ³ (6:00 AM)	8.1%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 3:00 PM is 4.4%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	42	56
Peak Demand – Buses & Trucks	45	16
Auto Capacity	100	100
Truck Capacity ¹	25	25

Note:

1. In addition, two private truck stops are located nearby with 115 spaces (Pilot Travel Center) plus 75 spaces (Secondi Brothers) available (total of 95 spaces per direction).

Traffic Data Summary Sheet

Location 22 – Milford – I-95 SB

Mainline Counts: 10/3/05 – 10/4/05

Rest Area/Service Plaza Counts: 8/25/05 – 8/28/05

<u>Mainline Traffic Volumes (3 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	69,420	65,450
% Trucks	11.3%	8.9%
Peak Hour (5:00 PM)	4,500	
% Trucks	5.7%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	4,150	5,780
% Trucks	11.8%	4.9%
Peak Hour (12:00 PM wkdy; 5:00 PM wknd)	317	528
% Trucks	10.7%	3.2%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	5.7%
Daily Trucks ¹	5.9%
Peak Hour (12:00 PM) ²	8.0%
Peak Hour for Trucks ³ (12:00 PM)	7.2%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 5:00 PM is 5.0%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	55	51
Peak Demand – Buses & Trucks	36	17
Auto Capacity	115	115
Truck Capacity	15	15

Note:

1. In addition, two private truck stops are located nearby with 115 spaces (Pilot Travel Center) plus 75 spaces (Secondi Brothers) available (total of 95 spaces per direction).

Traffic Data Summary Sheet

Location 23 – Branford – I-95 NB

Mainline Counts: 10/6/05 – 10/7/05

Rest Area/Service Plaza Counts: 8/25/05 – 8/28/05

<u>Mainline Traffic Volumes (3 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	40,700	42,300
% Trucks	14.6%	11.1%
Peak Hour (4:00 PM)	3,920	
% Trucks	10.7%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	2,830	3,310
% Trucks	11.0%	1.8%
Peak Hour (12:00 PM wkdy; 12:00 PM wknd)	219	263
% Trucks	5.0%	0.8%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	4.9%
Daily Trucks ¹	3.7%
Peak Hour (12:00 PM) ²	7.4%
Peak Hour for Trucks ³ (5:00 AM)	9.7%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 4:00 PM is 4.8%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	56	32
Peak Demand – Buses & Trucks	33	6
Auto Capacity	115	115
Truck Capacity ¹	14	14

Note:

1. In addition, a private truck stop is located nearby with 100 available spaces (50 per direction).

Traffic Data Summary Sheet

Location 24 – Branford – I-95 SB

Mainline Counts: 10/6/05 – 10/7/05

Rest Area/Service Plaza Counts: 8/25/05 – 8/28/05

<u>Mainline Traffic Volumes (2 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	41,650	41,560
% Trucks	12.5%	9.6%
Peak Hour (5:00 PM)	2,970	
% Trucks	9.7%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	2,530	3,590
% Trucks	7.5%	2.2%
Peak Hour (10:00 AM wkdy; 3:00 PM wknd)	190	307
% Trucks	5.8%	0.3%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	5.8%
Daily Trucks ¹	3.4%
Peak Hour (10:00 AM) ²	8.0%
Peak Hour for Trucks ³ (4:00 PM)	4.5%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 5:00 PM is 5.3%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	37	36
Peak Demand – Buses & Trucks	20	3
Auto Capacity	62	62
Truck Capacity	9	9

Note:

1. In addition, a private truck stop is located nearby with 100 available spaces (50 per direction).

Traffic Data Summary Sheet

Location 25 – Madison – I-95 NB

Mainline Counts: 10/2/05 – 10/4/05

Rest Area/Service Plaza Counts: 8/11/05 – 8/14/05

<u>Mainline Traffic Volumes (2 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	34,960	35,540
% Trucks	9.2%	7.6%
Peak Hour (5:00 PM)	2,560	
% Trucks	3.7%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	2,770	3,240
% Trucks	7.4%	3.6%
Peak Hour (1:00 PM wkdy; 1:00 PM wknd)	234	251
% Trucks	6.0%	3.6%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	7.5%
Daily Trucks ¹	6.0%
Peak Hour (1:00 PM) ²	10.3%
Peak Hour for Trucks ³ (6:00 AM)	9.1%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 5:00 PM is 6.2%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	45	32
Peak Demand – Buses & Trucks	25	4
Auto Capacity	65	65
Truck Capacity	10	10

Traffic Data Summary Sheet

Location 26 – Madison – I-95 SB

Mainline Counts: 10/2/05 – 10/4/05

Rest Area/Service Plaza Counts: 10/15/05 – 10/18/05

<u>Mainline Traffic Volumes (2 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	32,700	33,240
% Trucks	13.1%	11.0%
Peak Hour (4:00 PM)	2,900	
% Trucks	9.5%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	3,400	2,470
% Trucks	6.3%	5.0%
Peak Hour (1:00 PM wkdy; 12:00 PM wknd)	261	191
% Trucks	5.0%	6.8%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	9.0%
Daily Trucks ¹	4.3%
Peak Hour (1:00 PM) ²	11.4%
Peak Hour for Trucks ³ (7:00 AM)	10.0%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 4:00 PM is 7.3%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	53	72
Peak Demand – Buses & Trucks	33	6
Auto Capacity	140	140
Truck Capacity	26	26

Traffic Data Summary Sheet

Location 27 – Westbrook – I-95 NB

Mainline Counts: 9/19/05 – 9/20/05

Rest Area/Service Plaza Counts: 8/11/05 – 8/14/05

<u>Mainline Traffic Volumes (2 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	30,500	35,540
% Trucks	13.6%	10.7%
Peak Hour (4:00 PM)	2,050	
% Trucks	7.7%	

Notes:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	840	920
% Trucks	12.4%	3.7%
Peak Hour (1:00 PM wkdy; 11:00 AM wknd)	83	93
% Trucks	8.4%	4.3%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	2.6%
Daily Trucks ¹	2.4%
Peak Hour (1:00 PM) ²	4.7%
Peak Hour for Trucks ³ (4:00 AM)	8.5%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 4:00 PM is 2.1%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	14	7
Peak Demand – Buses & Trucks	14	1
Auto Capacity	22	22
Truck Capacity ¹	0	0

Notes:

No gas/diesel pumps are available at this location.

1. In addition, a private truck stop is located nearby with 100 available spaces (50 per direction).

Traffic Data Summary Sheet

Location 28 – N. Stonington – I-95 SB

Mainline Counts: 12/5/05 – 12/6/05

Rest Area/Service Plaza Counts: 8/11/05 – 8/14/05

<u>Mainline Traffic Volumes (2 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	13,020	24,390
% Trucks	18.7%	15.0%
Peak Hour (5:00 PM)	860	
% Trucks	16.6%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,230	1,580
% Trucks	9.3%	4.5%
Peak Hour (11:00 AM wkdy; 11:00 AM wknd)	135	151
% Trucks	5.2%	0.7%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	8.8%
Daily Trucks ¹	4.3%
Peak Hour (11:00 AM) ²	17.4%
Peak Hour for Trucks ³ (10:00 AM)	6.4%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 5:00 PM is 6.0%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	19	26
Peak Demand – Buses & Trucks	17	2
Auto Capacity	44	44
Truck Capacity ¹	34	34

Notes:

No gas/diesel pumps are available at this location.

1. In addition, a private truck stop is located nearby with 100 available spaces (50 per direction).

Traffic Data Summary Sheet

Location 29 – Montville – I-395 SB

Mainline Counts: 9/15/05 – 9/16/05

Rest Area/Service Plaza Counts: 8/11/05 – 8/14/05

<u>Mainline Traffic Volumes (2 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	32,340	24,710
% Trucks	6.2 %	4.8%
Peak Hour (7:00 AM)	2,340	
% Trucks	3.9 %	

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,390	1,360
% Trucks	12.0%	3.6%
Peak Hour (8:00 AM wkdy; 2:00 PM wknd)	97	86
% Trucks	14.4%	4.7%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	4.1%
Daily Trucks ¹	7.9%
Peak Hour (8:00 AM)	4.2%
Peak Hour for Trucks ² (1:00 PM)	12.5%

Note: Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours.

1. Assumes seasonal adjustments.

2. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	6	10
Peak Demand – Buses & Trucks	23	2
Auto Capacity	28	28
Truck Capacity	9	9

Traffic Data Summary Sheet

Location 30 – Plainfield – I-395 NB

Mainline Counts: 9/12/05 – 9/13/05

Rest Area/Service Plaza Counts: 8/11/05 – 8/14/05

<u>Mainline Traffic Volumes (2 Lanes):</u>	<u>Weekday</u>	<u>AADT¹</u>
Daily	14,500	14,350
% Trucks	11.5%	8.5%
Peak Hour (4:00 PM)	1,170	
% Trucks	8.1%	

Note:

1. Includes seasonal adjustments and adjustment to reflect weighted average volume for entire segment based on Connecticut DOT corridor volumes.

<u>Rest Area/Service Plaza Traffic Volumes:</u>	<u>Weekday</u>	<u>Weekend (Sat)</u>
Daily	1,320	1,340
% Trucks	17.9%	5.8%
Peak Hour (12:00 PM wkdy; 4:00 PM wknd)	88	83
% Trucks	17.0%	1.2%

<u>Rest Area/Service Plaza Capture Rates:</u>	<u>Weekday</u>
Daily ¹	8.6%
Daily Trucks ¹	13.4%
Peak Hour (12:00 PM) ²	12.0%
Peak Hour for Trucks ³ (8:00 AM)	17.0%

Notes:

1. Assumes seasonal adjustments.
2. Peak hours for rest areas/service plazas do not necessarily coincide with mainline peak hours (For this location, peak hour capture rate at 4:00 PM is 6.4%).
3. Represents capture rate for trucks at highest hour of entering trucks.

<u>Rest Area/Service Plaza Parking:</u>	<u>Weekday</u>	<u>Weekend</u>
Peak Demand – Autos	7	11
Peak Demand – Buses & Trucks	22	4
Auto Capacity	33	33
Truck Capacity ¹	9	9

Note:

1. In addition, a private truck stop is located nearby with 15 available spaces (7.5 per direction).

Connecticut Rest Area and Service Plaza Study Parking Characteristics

EarthTech performed parking occupancy surveys for automobiles, buses, and trucks at each of the 31 Connecticut rest areas/service plazas during the summer of 2005. Parking information for private truck stops was also summarized for this analysis. The number of vehicles parked was counted for six different hours throughout a weekday and compared to the existing number of parking spaces at each location to determine the parking surplus or deficit. The parking surveys included overnight hours because truck parking generally peaks overnight when truck drivers pull over to rest. Table 1 shows the existing number of parking spaces, the existing parking demand, and the projected future parking demand for each of the existing rest areas/service plazas. Future parking demand (2025) is also projected for areas along highways within Connecticut that are currently not served by rest areas/service plazas.

The survey results indicate that, statewide, automobile parking spaces are currently only 57% utilized during daytime peak hours. This represents an average of approximately 23 unused parking spaces per existing location. Conversely, overnight truck parking demand currently exceeds the number of truck parking spaces. Surveys show a statewide truck demand more than twice the current parking supply provided by both public and private facilities. Trucks experience a statewide deficit of approximately 1,450 parking spaces,¹ including approximately 680 spaces needed at existing facilities and an unmet demand² of approximately 765 spaces. This represents on average an unmet demand of approximately 32 truck spaces for each of the 21 existing rest areas/service plazas that currently provide truck parking.

In the future, as highway traffic volumes increase, the demand for rest area/service plaza parking spaces is also anticipated to increase. By year 2025, increased demand will reduce the number of available automobile spaces. At several locations, including New Canaan, Fairfield (Route 15), West Willington (I-84), and Darien (I-95), the 2025 auto parking demand will exceed the existing supply of auto spaces by between 2 and 19 spaces. In addition, areas that are currently not served by rest areas, such as the northern portion of I-91, I-84 in Danbury, and Routes 2, 9 and 20, will experience unmet future demands between 22 and 112 automobile spaces.

The statewide truck space deficit will increase in the future (2025) by 577 spaces. All rest areas/service plazas with truck services are anticipated to experience a future truck parking deficit with the exception of I-95 in Milford (both directions) and I-95 northbound in Westbrook, which will be at capacity. The future truck deficits along I-395 are modest, between 16 and 27 spaces at existing service plazas. The largest future deficit, 137 spaces, will occur at the eastbound I-84 Southington rest area. All eastbound I-84 rest areas will experience truck space deficits greater than 75 spaces. Along I-95, truck deficits are highest near the Connecticut/New York border, including Darien and Fairfield service plazas, which will experience deficits between 77 and 109 truck spaces. The truck space demand along I-95 tends to decrease going north (away from New York). Interstate 91 is expected to experience moderate truck space deficits of 55 to 81 spaces at existing locations. The northern portion of I-91, which currently has

¹ Truck supply/demand analysis assumes that all private truck stops are at full occupancy.

² Refers to truck spaces along roadway segments without existing facilities.

no rest areas/service plazas, will experience unmet future demands between 122 and 185 truck spaces in each direction.

The parking surplus/deficit numbers discussed above are based on the assumption that rest area/service plaza facilities do not change in the future. If new amenities and/or services are added to any existing locations, there may be a need to supply additional parking in the future.

Table 1 Auto and Truck Parking Summary: Projected to 2025

ID #	ROUTE/ DIRECTION	TOWN	Autos			Future Parking Surplus /Deficit (veh)	Trucks			Future Parking Surplus /Deficit (veh)	
			Exist- ing Spac- es ¹ (veh)	2005 De- mand ² (veh)	2025 Fore- casted Demand ³ (veh)		Existing Public Spac- es ¹ (veh)	Existing Private Spac- es ⁴ (veh)	2005 De- mand ⁵ (veh)		2025 Fore- casted Demand ⁵ (veh)
EXISTING LOCATIONS:											
1	Route 15 / NB	Greenwich	36	15	18	18	0	0	0	0	0
2	Route 15 / SB	Greenwich	25	14	17	8	0	0	0	0	0
3	Route 15 / NB	New Canaan	26	16	21	5	0	0	0	0	0
4	Route 15 / SB	New Canaan	20	17	22	-2	0	0	0	0	0
5	Route 15 / NB	Fairfield	15	16	19	-4	0	0	0	0	0
6	Route 15 / SB	Fairfield	24	14	16	8	0	0	0	0	0
7	Route 15 / NB	Orange	17	13	16	1	0	0	0	0	0
8	Route 15 / SB	Orange	16	11	14	2	0	0	0	0	0
9	Route 15 / NB	North Haven	17	13	16	1	0	0	0	0	0
10	Route 15 / SB	North Haven	20	15	19	1	0	0	0	0	0
ROUTE 15 TOTALS:			216	144	178	38	0	0	0	0	0
11	I-84 / EB	Danbury	92	21	30	62	40	0	83	118	-78
12	I-84 / EB	Southington	56	18	22	34	21	20	145	178	-137
13	I-84 / EB	Willington	29	35	41	-12	7	113	189	214	-94
14	I-84 / WB	Willington	52	33	41	11	24	112	139	164	-28
I-84 TOTALS:			229	107	134	95	92	245	556	674	-337
15	I-91 / SB	Wallingford	68	20	26	42	59	0	109	140	-81
16	I-91 / NB	Middletown	59	23	28	31	37	0	75	92	-55
I-91 TOTALS:			127	43	54	73	96	0	184	232	-136
17	I-95 / SB	Darien	115	66	73	42	19	0	116	128	-109
18	I-95 / NB	Darien	100	94	119	-19	18	0	88	118	-100
19	I-95 / NB	Fairfield	100	46	55	45	22	0	94	107	-85
20	I-95 / SB	Fairfield	95	71	82	13	21	0	89	98	-77
21	I-95 / NB	Milford	100	56	67	33	25	95	90	103	17
22	I-95 / SB	Milford	115	55	64	51	15	95	85	95	15
23	I-95 / NB	Branford	115	56	71	44	14	50	83	95	-31
24	I-95 / SB	Branford	62	37	48	14	9	50	70	81	-22
25	I-95 / NB	Madison	65	45	55	10	10	0	48	57	-47
26	I-95 / SB	Madison	100	72	94	6	26	0	84	110	-84
27	I-95 / NB	Westbrook	22	14	17	3	0	50	41	49	1
28	I-95 / SB	N. Stonington	44	26	41	3	34	50	68	108	-24
I-95 TOTALS:			1,033	638	786	245	213	390	956	1,149	-546
29	I-395 / SB	Montville	28	10	14	14	9	0	23	32	-23
30	I-395 / NB	Plainfield	33	11	14	19	9	8	34	44	-27
31	I-395 / SB	Plainfield	30	17	20	10	9	7	27	32	-16
I-395 TOTALS:			91	38	48	43	27	15	84	108	-66
POTENTIAL NEW LOCATIONS:											
32	I-91 / NB	N of Hartford	0	46	57	-57	0	0	98	122	-122
33	I-91 / SB	N of Hartford	0	62	80	-80	0	0	144	185	-185
34/35	I-84/EB & WB	Danbury/Waterbury	0	77	112	-112	0	20	169	210	-190
36	Route 9 / NB	Middlebury/Old Savbrook	0	32	41	-41	0	0	75	94	-94
37	Route 9 / SB	Middlebury/Old Savbrook	0	32	41	-41	0	0	75	94	-94
38	Rte 20 or I-91	Bradley Area	0	18	22	-22	0	0	42	52	-52
39	Route 2 / EB	Colchester/ Norwich	0	35	44	-44	0	0	81	101	-101
40	Route 2 / WB	Colchester/ Norwich	0	35	44	-44	0	0	81	101	-101
New Location SUBTOT:			0	337	441	-441	0	20	765	959	-939
GRAND TOTALS:			1,696	1,307	1,641	53	428	670	2,545	3,122	-2,024

- NOTES:
- Based on Earth Tech Parking Surveys, summer 2005.
 - Value shown is the higher of the peak weekday and weekend.
 - Based on Connecticut DOT traffic volume growth rates from 2005 to 2025. Totals may not add up due to rounding.
 - Includes truck spaces at private truck stops located in the vicinity of the public rest areas/service plazas.
 - Existing and future demand based on U.S. Department of Transportation Federal Highway Administration's Truck Parking Demand Model, 1996. Truck space demand values shown assume full occupancy of all available private truck stop spaces. Totals may not add up due to rounding.
- Red indicates absolute values greater than 50.

Connecticut Rest Area and Service Plaza Study Truck Parking Demand

Overnight truck parking demand currently exceeds the number of truck parking spaces. Because unmet demand is difficult to survey, an analysis was undertaken to determine the current and future levels of truck parking demand for Connecticut roadside facilities. The calculations were completed for existing roadside facilities as well as locations where no rest areas/service plazas currently exist.

Truck parking demand was estimated based on Federal Highway Administration's (FHWA) Truck Parking Demand Model (1996). This model predicts peak truck parking demand for highway segments based on total truck-hours of travel and the time and duration of stops.

Inputs to the model include the length of highway segment under consideration, average annual daily traffic (AADT) along the highway, percent trucks traveling along the highway, and average travel speed. Count data and percentage trucks were based on seasonally adjusted EarthTech traffic volume counts collected between 8/05 and 12/05.¹ An average travel speed of 65 miles per hour was assumed on all highways.

Model parameters include seasonal peaking factors, the proportion of short haul/long haul trucks, the peak parking factors for short haul/long haul trucks, driving time, parking time, and the proportion of demand for rest areas versus private truck stops. Maximum driving periods and minimum rest periods for delivery truck drivers used in the model were based on 2005 Federal Motor Carrier Safety Administration's Hours of Service (HOS) Regulations. FHWA default values for model parameters were used where appropriate.

The FHWA Truck Parking Demand Model estimates that Connecticut currently experiences a statewide parking demand of approximately 2,545 truck spaces. Comparing this to the existing supply of truck parking spaces in the state (assuming full occupancy of all private truck parking facilities), Connecticut currently experiences a deficit of approximately 1,450 truck parking spaces, including approximately 680 truck spaces needed at existing facilities,² and an unmet demand³ of approximately 765 spaces.

In the future, as highway traffic volumes increase, the demand for rest area/service plaza parking spaces is also anticipated to increase. Future 2025 traffic volumes used as input for the Truck Parking Demand Model were based on a weighted average of ConnDOT 2025 traffic volume projections over the length of each highway segment. Other model inputs/parameters remained unchanged from existing conditions.

The Truck Parking Demand Model indicates that the statewide truck space deficit will increase in the future (2025) by 577 spaces. All rest areas/service plazas with truck services are

¹ Where appropriate, counts were adjusted by ConnDOT seasonal factors.

² This represents, on average, a truck parking deficit of approximately 32 truck spaces per roadside facility that currently provides truck parking (21 total facilities).

anticipated to experience a future truck parking deficit with the exception of I-95 in Milford (both directions) and I-95 northbound in Westbrook, which will be at capacity.

The parking surplus/deficit numbers discussed above are based on the assumption that the facilities provided at existing locations do not significantly change in the future. If new amenities and/or services are added to existing locations, additional truck parking may be needed.

Connecticut Rest Area and Service Plaza Study

FHWA Truck Parking Demand Model – Definitions

General:

Truck Parking Demand Model – Model that predicts peak truck parking demand for a highway segment based on total truck-hours of travel and the time and duration of stops.

Hours of Service (HOS) Regulations – Refers to 2005 Federal Motor Carrier Safety Administration (FMCSA) regulations for maximum driving periods and minimum rest periods for delivery truck drivers. These regulations provide a basis for the calculation of truck parking demand using the FHWA model.

Long-haul Trip – Truck delivery trip that requires an overnight rest stop on the road.

Short-haul Trip – Truck delivery trip that does not include an overnight trip.

Segment – One portion or section of a highway or roadway. Segment locations were determined by defining mid-point locations between adjacent rest areas and/or interchange locations.

Data Requirements:

AADT – Annual average daily traffic in vehicles per day. Calculated by multiplying EarthTech volume counts collected 8/05 through 12/05 by CT DOT seasonal factors.¹

Length (L) – Length of highway segment in miles.

Percent Trucks (P_t) – Percent of daily traffic consisting of commercial trucks based on EarthTech mainline vehicular classification traffic counts, 8/05 through 12/05. Truck percents along study area highways range between 5 and 15 percent (not including buses).

Speed (S) – Speed limit of highway or average truck speed in miles per hour. Assumed 65 mph truck speed for all highways.

Model Parameters:

Seasonal Peaking Factor (F_s) – Represents the peaking characteristics for all vehicles (not specific to trucks) due to seasonal activities such as beach, resort, or agricultural areas. The model assumes the FHA default value of 1.15 (15 percent) to represent the peak season, peak month, and peak hour. [*Note: Calibration of the model using actual truck parking demand indicates that the default factor of 1.15 is appropriate.*]

Proportion of Short Haul/Long Haul Trucks (P_{SH}/P_{LH}) – These numbers represent the percentage split between Short Haul and Long Haul Trucks. The values depend on proximity of the analysis segment to a metropolitan area. The default values set by FHA are 0.36/0.64 for segments within 200 miles of a city of 200,000 people or more. FHA default values were used for this analysis.

Driving Time – Driving time is based on 2005 Federal HOS regulations, which allow for no more than 70 hours on duty in any period of eight consecutive days.

Parking Time – Parking time per week is determined by subtracting driving time, avg. hours spent loading/unloading per week, avg. hours spent at home per week, and avg. hours spent parking for rest at a shipper/receiver per week from 192 hours (8 days). Driving time is based on Federal HOS regulations, and the other parameters are based on a FHA survey of 2,000 truck drivers across the U.S. Assumed Parking Time = 49 hours/week.

Parking Time/Driving Time Factor – Parking Time divided by Driving Time which is $49/70 = 0.7$.

Peak Parking Factors for Short Haul/Long Haul Trucks (PPF_{SH}/PPF_{LH}) – Factors that represent the proportion of the daily truck-hours of parking demand that occurs during the peak hour, and are used to convert daily truck-hours of parking to hourly truck-hours of parking. Default values for PPF_{SH} and PPF_{LH} are 0.02 and 0.09, respectively. These values have been calibrated and set by FHA.

Proportion of Demand for Rest Areas/Truck Stops (P_{RA}/P_{TS}) – The proportion of demand for public rest areas and private truck stop parking spaces is 0.23/0.77 based on a FHA survey of 2,000 US truck drivers.

¹ CT DOT Bureau of Policy & Planning – Planning Inventory and Data, Traffic Monitoring & Data Analysis Section, “Factors for Expanding 24-hour Counts to Annual Average Daily Traffic Volumes” (based on 2003 & 2004 Continuous Count Station Data), 2/8/05.
L:\work\87668\PROJ\REPORT\ADMIN RPT\VOL III\Appendix A\Trk Parking Demand Model.doc



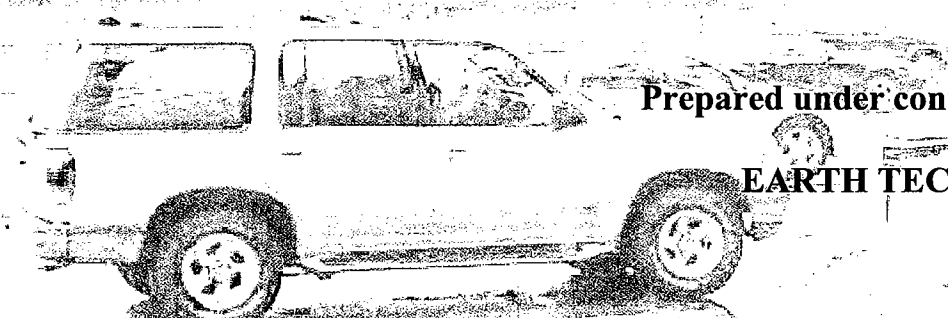
APPENDIX B

User Survey Analysis and Results Technical Memorandum

Technical Memorandum

**CONNECTICUT STATEWIDE REST AREA
AND SERVICE PLAZA STUDY**

USER SURVEY ANALYSIS AND RESULTS



Prepared under contract to:

EARTH TECH, INC.

For:

THE CONNECTICUT DEPARTMENT OF TRANSPORTATION

By:

FITZGERALD & HALLIDAY, INC.

72 Cedar Street

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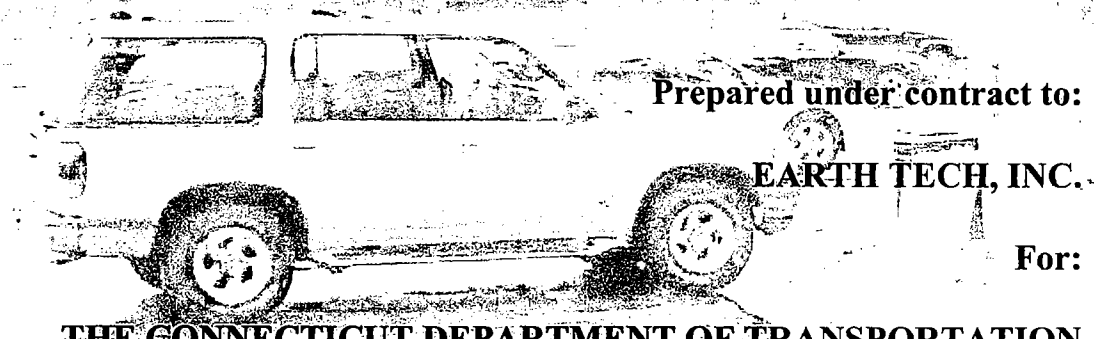


May 2006

Technical Memorandum

**CONNECTICUT STATEWIDE REST AREA
AND SERVICE PLAZA STUDY**

USER SURVEY ANALYSIS AND RESULTS



Prepared under contract to:

EARTH TECH, INC.

For:

THE CONNECTICUT DEPARTMENT OF TRANSPORTATION

By:

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1. PREFACE

The purpose of the Connecticut Department of Transportation (ConnDOT) Connecticut Statewide Rest Area and Service Plaza Study is to evaluate the state's system-wide needs, requirements, and options for the Connecticut's rest areas and service plazas, as well as the needs and deficiencies of each individual existing facility. The study will result in a long-term plan to improve and upgrade Connecticut's traveler facilities and services.

The overall vision statement for the study is for Connecticut:

"To become a leader in the provision of services to travelers at our highway service plazas and rest areas by improving quality and image, enhancing tourist offerings, increasing safety, ensuring adequate coverage on all corridors, and providing improved and additional services and amenities, which will benefit the state's economy and minimize community and environmental impacts."

The user survey, designed to provide information from the traveling public, is only one component of the overall study.

2. INTRODUCTION AND SURVEY PURPOSE

As part of the Connecticut Statewide Rest Area and Service Plaza Study, a survey of travelers at 10 rest area and service plaza was conducted in August and September of 2005. These locations are listed below:

- Branford Interstate 95 (I-95) Service Plaza (Northbound)
- Danbury Interstate 84 (I-84) Rest Area (Eastbound)
- Darien I-95 Service Plaza (Northbound)
- Fairfield Route 15 Service Plaza (Southbound)
- Greenwich Route 15 Service Plaza (Northbound)
- Milford I-95 Service Plaza (Southbound)
- North Stonington I-95 Rest Area (Southbound)
- Plainfield Interstate 395 (I-395) Service Plaza (Southbound)
- West Willington I-84 Rest Area (Westbound)
- Wallingford Interstate 91 (I-91) Rest Area (Southbound)

Locations were selected for diversity in geography, direction, and corridor. Gateway locations were targeted, while interior locations were also sampled. A list of all Connecticut's rest areas and service plazas and a map of these locations is provided in Appendix A.

A critical element in attaining the vision for Connecticut's roadside facilities is to discern the needs of the traveling public. The user survey was designed and developed to collect this information from travelers to provide input to the study. This Technical Memorandum presents the methodology, analysis, and results of this user survey. Fitzgerald & Halliday, Inc., (FHI) conducted the survey and analyzed the data.

3. SURVEY DESIGN AND METHODOLOGY

The user survey questions were designed to identify:

- Who is using Connecticut's rest areas and service plazas,
- Why they are stopping,
- How well the existing facilities meet their needs,
- Where they travel to and from (and where they live),
- What additional services or facilities they would like to see at Connecticut's rest areas and service plazas,
- How they view Connecticut's facilities and services.



Survey responses captured at a rest area in Wallingford.

Travelers were surveyed at the selected 10 rest areas or service plazas at varied times of the day, on both weekdays and weekends during late summer, a busy travel season, of 2005. The survey was conducted at facilities on major corridors in the state including service plazas on I-95 (NB and SB), I-395 (SB), and Route 15 (NB and SB), and rest areas on I-84 (EB and WB), and I-91 (SB).

3.1 Survey Questions

A copy of the survey instrument appears in Appendix B. Three basic types of data were sought: 1) travel information, 2) opinions of facilities and services, and 3) demographic information.

Travel Information

Home ZIP code was requested to determine where travelers live. Travelers were also asked where they started this particular trip and where the trip would end. (by town and state or by ZIP code). Travelers were asked their overall trip purpose in the categories: "vacation/entertainment," "work/business," "personal business," "shopping," and "other."

Travelers were also asked why they stopped. These responses were grouped into the categories "rest/sleep," "food/drink," "bathroom," "fuel," and "other." To collect information about repeat trips to the rest area or service plaza, travelers were asked a two-part question about whether or not they had been to the facility before, and, for those who replied "yes," travelers were asked how often. Responses were grouped into the categories "daily," "weekly," "monthly," "two to three times per year," and "once per year."

Respondents were asked their vehicle type. Responses were categorized into "passenger car/van," "commercial truck," "bus," and "motorcycle."

Users's Opinions of Facilities and Services

Travelers were asked to rate a series of existing services: availability of parking spaces, availability of food choices, bathroom availability, bathroom cleanliness, feeling of safety on site, interior building attractiveness/maintenance, and outside grounds. At service plazas only, respondents were also asked to rate quality of food service and convenience store. All respondents were asked to provide an overall rating for the facility. Ratings were categorized as "excellent," "satisfactory," "needs improvement," "poor," and "not applicable."

Travelers were also asked what *other* key services/facilities they might use if available. Respondents were asked to select up to five of the following choices: greater variety of food choices, ATM machines, internet connections, lodging, picnic areas, fuel, table service restaurant, travel/tourism information, playground equipment, video arcade games, pet walking area, and auto repair services.

Two open-ended questions "What single feature of this rest area/service plaza would you improve?" and "Do you have any comments or concerns about Connecticut rest areas?" were also asked.

Demographic Information

Demographic information was recorded to capture more information about the population sampled. Respondents provided their gender and age. Travelers were also asked how much money they spent at the rest stop or service plaza. Traveler responses were recorded by range of expenditure.

3.2 Survey Administration

The survey instrument was designed to be either self-administered or administered interview-style, or "face-to-face." Surveys that were not completed immediately on site could be returned by mail and many were returned in this manner. The survey questions and format were identical for both the self-administered, interview-style, and mail-back return-response versions.

Travelers were approached as they entered or exited the subject rest area or service plaza building. Most surveys were distributed on a clipboard to willing participants and retrieved immediately upon completion. Interview-style surveys were also administered on the spot. Mail-back surveys were distributed to those travelers willing to participate, but not at that time. These individuals agreed to complete and return the survey within a couple of days. In all cases, the role of the survey-taker included encouraging travelers to participate. It is important to note that some travelers would not have been captured by this survey (e.g., travelers who pulled into a rest area just to sleep or travelers who only pulled up to the fuel pump at a service plaza).

To capture a range of day and time periods, the survey was conducted on both weekdays and weekends, and at five two-hour time intervals between 9 a.m. and 9 p.m. at each of the 10 locations. The survey was conducted primarily during the late summer to capture vacation travel, as well as commuter traffic.

While the survey was designed to get maximum feedback within the parameters of the resources allocated, the results should be considered a reflection of the empiric desires of travelers, rather than a scientific assessment. The survey is unavoidably skewed to the opinions of those who were approached and those who chose to respond.

4. SURVEY RESULTS

The results of each survey question are presented below first for all respondents (total of all 10 selected locations). Then, for each question, results are broken down by 1) individual locations, 2) corridor, and 3) facility type (rest area versus service plaza). Table 1 shows the selected survey locations. The survey locations are also shown on the map in Appendix A.

A total of 1,662 surveys were completed at all 10 locations. Some respondents did not answer every question. Therefore, for some questions, the total number of respondents is less than 1,662.

Figure 1: Survey Locations and Percent Responses

Location	Total	Percent
Branford I-95 NB Service Plaza	137	8%
Danbury I-84 EB Rest Area	159	10%
Darien I-95 NB Service Plaza	109	7%
Fairfield Route 15 SB Service Plaza	74	4%
Greenwich Route 15 NB Service Plaza	145	9%
Milford I-95 SB Service Plaza	131	8%
North Stonington I-95 SB Rest Area	205	12%
Plainfield I-395 SB Service Plaza	184	11%
W. Willington I-84 WB Rest Area	294	18%
Wallingford I-91 SB Rest Area	224	13%
Grand Total	1,662	100%

Source: Fitzgerald & Halliday, Inc., 2005.

As shown in Figure 1, traveler responses were provided from a variety of locations, corridors, and facility types. The reasons for higher numbers of respondents at some locations and lower numbers at other locations include weather, time of day, volume of travelers, traveler attitudes, and other conditions outside the control of the survey crew.

4.1 Origins and Destinations

Figure 2 presents the origins and destinations of respondents. Of the 1,398 respondents who answered this question:

- 161 (approximately 12%) indicated that their trips were made entirely within Connecticut (internal-internal)
- 400 respondents (29%) began their trip in another state and ended in Connecticut (external-internal)
- 94 trips (7%) began in Connecticut and ended in another state (internal-external),
- 743 trips (53%) were “through,” or external-external trips (i.e., they did not have Connecticut as either the origin or destination of the trip).

More trips originated in Massachusetts (at 31%) than in any other state including Connecticut. Not surprisingly, there were fewer trips originating from more distant states, such as Florida, North Carolina, and Ohio.

Figure 2: Origins and Destination of Travelers, All Respondents

Origin	Destination														Total	Origin Pct.
	CT	NY	MA	NJ	PA	RI	ME	VA	NH	MD	NC	FL	VT	OH		
CT	161	38	22	11	4	6	7	3	1	0	1	1	0	0	255	18%
NY	97	23	36	1	0	15	4	0	2	0	0	0	4	0	182	13%
MA	140	151	18	50	42	1	0	11	0	6	6	6	2	5	438	31%
NJ	36	1	35	5	1	7	1	0	7	0	0	0	1	0	94	7%
PA	27	2	18	0	7	3	7	0	4	0	0	0	0	0	68	5%
RI	11	18	0	7	7	5	0	1	0	1	0	1	0	1	52	4%
ME	30	22	1	10	18	0	4	4	1	6	3	3	0	0	102	7%
VA	7	1	5	0	0	3	4	5	1	0	0	0	0	0	26	2%
NH	35	20	0	15	5	1	0	2	8	4	1	2	0	0	93	7%
MD	5	0	11	0	0	6	5	1	0	5	0	0	2	0	35	3%
FL	2	0	4	0	0	0	0	0	1	0	0	1	0	0	8	1%
NC	1	0	3	0	0	2	0	0	0	0	2	0	1	0	9	1%
VT	2	18	0	1	0	1	0	0	1	0	0	0	0	0	23	2%
OH	7	2	0	0	0	0	0	0	0	0	0	0	0	4	13	1%
Total	561	296	153	100	84	50	32	27	26	22	13	14	10	10	1398	100%
Dest. Pct.	40%	21%	11%	7%	6%	4%	2%	2%	2%	2%	1%	1%	1%	1%	100%	

Source: Fitzgerald & Halliday, Inc., 2005.

4.2 Vehicle Type

As shown in Figure 3, the vast majority (89%) of respondents to this question were traveling in passenger cars or vans. Commercial truckers comprised 9% of the survey responses. Bus and motorcycle comprised 3%.

Figure 3: Vehicle Type, All Respondents

Vehicle Type	All Respondents	
Passenger Car/Van	1433	89%
Commercial Truck	137	8%
Bus	35	2%
Motorcycle	14	1%
Grand Total	1619	100%

Source: Fitzgerald & Halliday, Inc., 2005.

Vehicle Type by Location

Figure 4 presents the vehicle type by location. While passenger cars and vans are clearly the vast majority at every location, the percentage of commercial truck driver respondents

were highest at the Plainfield I-395 (SB) service plaza (21%) and the Wallingford I-91 (SB) rest area (14%).

The actual average daily traffic (ADT) stopping at each location is presented by vehicle type in Figure 5. This information was collected as part of the Connecticut Statewide Rest Area and Service Plaza Study traffic count program.

Data from the traffic count program shows, not surprisingly, that there is a higher percentage of truckers actually stopping at rest areas than were captured by the survey, as truckers stopping to sleep or rest at night would not have been captured.

Figure 4: Vehicle Type, by Location

Vehicle Type	Branford I-95 Service Plaza (Northbound)		Danbury I-84 Rest Area (Eastbound)		Darien I-95 Service Plaza (Northbound)		Fairfield Route 15 Service Plaza (Southbound)		Greenwich Route 15 Service Plaza (Northbound)		Milford I-95 Service Plaza (Southbound)		North Stonington I-95 Rest Area (Southbound)		Plainfield I-395 Service Plaza (Southbound)		W. Willington I-84 Rest Area (Westbound)		Wallington I-91 Rest Area (Southbound)		Total
Passenger Car/Van	114	90%	151	97%	98	90%	69	96%	139	98%	111	87%	184	92%	145	79%	250	88%	172	78%	1433
Commercial Truck	8	6%	1	1%	8	7%	--	--	--	--	11	9%	17	8%	38	21%	23	8%	31	14%	137
Bus	1	1%	1	1%	1	1%	2	3%	--	--	4	3%	--	--	--	--	8	3%	18	8%	35
Motorcycle	3	2%	2	1%	2	2%	1	1%	3	2%	1	1%	--	--	--	--	2	1%	--	--	14
Grand Total	126	100%	155	100%	109	100%	72	100%	142	100%	127	100%	201	100%	183	100%	283	100%	221	100%	1619

Source: Fitzgerald & Halliday, Inc., 2005.

Figure 5: Average Daily Traffic, by Vehicle Type, by Location

Location				Passenger Car/Van (%)	Commercial Truck (%)	Bus (%)	Motorcycle (%)	Total
Branford	I-95	Service Plaza	NB	83%	388	67	28	2829
Danbury	I-84	Rest Area	EB	76%	286	63	14	1503
Darien	I-95	Service Plaza	NB	83%	847	147	109	6536
Fairfield	Rte 15	Service Plaza	SB	94%	4	0	82	1495
Greenwich	Rte 15	Service Plaza	NB	99%	6	0	11	1747
Milford	I-95	Service Plaza	SB	77%	719	154	65	4143
N. Stonington	I-95	Rest Area	SB	64%	269	169	0	1229
Plainfield	I395	Service Plaza	SB	80%	273	14	39	1632
W. Willington	I-84	Rest Area	WB	80%	318	24	17	1825
Wallingford	I-91	Rest Area	SB	59%	467	64	10	1321
Total					3,577	702	375	24,260

Source: EarthTech, 2005.

Vehicle Type by Corridor

As shown in Figure 6, the highest percentage of respondents, in all five corridors surveyed, were in passenger cars or vans. Higher percentages of commercial vehicle driver respondents were surveyed in the I-395 corridor (21%) and the I-91 corridor (14%) than in the other corridors. No commercial trucks are permitted on Route 15; there were no commercial vehicle driver respondents in this corridor.

Figure 6: Vehicle Type by Corridor

	I-95 Corridor		I-84 Corridor		Route 15 Corridor		I-395 Corridor		I-91 Corridor		Total
Passenger Car/Van	507	90%	401	92%	208	97%	145	79%	172	78%	1433
Commercial Truck	44	8%	24	5%		0%	38	21%	31	14%	137
Bus	6	1%	9	2%	2	1%		0%	18	8%	35
Motorcycle	6	1%	4	1%	4	2%		0%		0%	14
Grand Total	563	100%	438	100%	214	100%	183	100%	221	100%	1619

Source: Fitzgerald & Halliday, Inc., 2005.

Vehicle Type by Facility Type

As shown in Figure 7, respondents from passenger cars or vans comprised the vast majority at both rest areas and service plazas, with similar percentages of respondents for both service plazas and rest areas.

Figure 7: Vehicle Type by Facility Type

	Rest Area		Service Plaza		Total
Passenger Car/Van	757	88%	676	89%	1433
Commercial Truck	72	9%	65	9%	137
Bus	27	3%	8	1%	35
Motorcycle	4	0%	10	1%	14
Grand Total	860	100%	759	100%	1619

Source: Fitzgerald & Halliday, Inc., 2005.

4.3 Frequency of Visits

As shown in Figure 8, approximately 40% of all respondents reported visiting the traveler facility where they were surveyed two to three times per year, while 23% stopped once per year or less, 19% stopped monthly, and 15% stopped weekly.

Frequency of Visits by Location

At all 10 locations surveyed, respondents reported visiting that facility “two to three times per year” most frequently, indicating some “loyalty” to a particular stop location. At five of these locations, the second most frequent response was “monthly.”

Figure 8: Frequency of Visits, All Respondents and by Location

Location	Number/Percent of Respondents							Total				
	Once per Year	2-3 Times per Year	Monthly	Weekly	Daily	Total	Percent					
Branford I-95 Service Plaza (Northbound)	18	29%	24	38%	11	17%	8	13%	2	3%	63	100%
Danbury I-84 Rest Area (Eastbound)	13	18%	38	51%	14	19%	9	12%	0	0%	74	100%
Darien I-95 Service Plaza (Northbound)	12	19%	27	43%	16	25%	7	11%	1	2%	63	100%
Fairfield Route 15 Service Plaza (Southbound)	4	7%	26	46%	15	26%	8	14%	4	7%	57	100%
Greenwich Route 15 Service Plaza (Northbound)	13	12%	43	38%	25	22%	28	25%	4	4%	113	100%
Milford I-95 Service Plaza (Southbound)	14	20%	28	40%	14	20%	10	14%	4	6%	70	100%
North Stonington I-95 Rest Area (Southbound)	28	36%	27	35%	9	12%	11	14%	3	4%	78	100%
Plainfield I-395 Service Plaza (Southbound)	11	9%	42	36%	26	22%	32	27%	6	5%	117	100%
W. Willington I-84 Rest Area (Westbound)	56	43%	49	37%	18	14%	7	5%	1	1%	131	100%
Wallingford I-91 Rest Area (Southbound)	35	31%	39	35%	20	18%	13	12%	5	4%	112	100%
All Respondents	204	23%	343	39%	168	19%	133	15%	30	3%	878	100%

Source: Fitzgerald & Halliday, Inc., 2005.

Frequency of Visits by Corridor

As shown in Figure 9, respondents in all corridors most frequently reported stopping “two to three times per year.” Along the I-95, I-91, I-84 corridors, the second most frequently cited response was “once per year,” and, on the Route 15 corridor, “monthly.” On the I-395 corridor, 27% reported stopping “weekly.”

Figure 9: Frequency of Visits by Corridor

Corridor	Number/Percent of Respondents											
	Once per Year		2-3 Times per Year		Monthly		Weekly		Daily		Total	
I-395	11	9%	42	36%	26	22%	32	27%	6	5%	117	100%
I-84	69	34%	87	42%	32	16%	16	8%	1	0%	205	100%
I-91	35	31%	39	35%	20	18%	13	12%	5	4%	112	100%
I-95	72	26%	106	39%	50	18%	36	13%	10	4%	274	100%
Route 15	17	10%	69	41%	40	24%	36	21%	8	5%	170	100%
All Respondents	204	23%	343	39%	168	19%	133	15%	30	3%	878	100%

Source: Fitzgerald & Halliday, Inc., 2005.

Frequency of Visits by Facility Type

As shown in Figure 10, approximately 40% of respondents reported stopping “two to three times per year” at both rest areas and service plazas. More respondents at service plazas reported stopping “monthly” (22%) and weekly (19%) than respondents at rest areas (15% “monthly,” and 10% weekly”). Thirty-three percent of respondents reported stopping only “once per year” at rest areas.

Figure 10: Frequency of Visits by Facility Type

Facility Type	Number/Percent of Respondents											
	Once per Year		2-3 Times per Year		Monthly		Weekly		Daily		Total	
Rest Areas	132	33%	153	39%	61	15%	40	10%	9	2%	395	100%
Service Plazas	72	15%	190	39%	107	22%	93	19%	21	4%	483	100%
All Respondents	204	23%	343	39%	168	19%	133	15%	30	3%	878	100%

Source: Fitzgerald & Halliday, Inc., 2005.

4.4 Trip Purpose

Travelers were asked the purpose of their overall trip, and responses are presented in Figure 11. “Vacation/entertainment” was the most frequently cited trip purpose of travelers (53%), with “work/business” (22%) and “personal business” (16%) also showing significant response. The percentage of those citing “vacation/entertainment” was skewed by the time of year of the survey, as the late summer is presumably a heavy vacation period. Many of the respondents indicating “other” as a trip purpose were also engaged in personal business travel (e.g., camp, college, or medical trips).

Figure 11: Trip Purpose, All Respondents

Trip Purpose	Number/Percent of Respondents	
Vacation/Entertainment	867	53%
Work/Business	349	22%
Personal Business	261	16%
Shopping	42	3%
Other	103	6%
Grand Total	1622	100%

Source: Fitzgerald & Halliday, Inc., 2005.

Trip Purpose by Location

Figure 12 presents the respondent trip purpose by location. At all locations, “vacation/entertainment” was the most frequently cited purpose. At the NB Route 15 service plaza in Greenwich, “vacation/entertainment” was the most frequently cited purpose (35%) for traveler trips, but “work/business” was a close second (34%).

Trip Purpose by Corridor

Figure 13 presents respondents’ trip purpose by corridor. In all five corridors, “vacation/entertainment” was the most frequently cited trip purpose. In the Route 15 corridor “work/business” was cited as a close second (32%).

Trip Purpose by Facility Type

Figure 14 presents respondents’ trip purpose by facility type. At both rest areas and service plazas, “vacation/entertainment” was the most frequently cited purpose, with “work/business” and “personal business” ranked second and third, respectively.

Figure 12: Trip Purpose, by Location

Trip Purpose	Branford I-95 Service Plaza (Northbound)		Danbury I-84 Rest Area (Eastbound)		Darien I-95 Service Plaza (Northbound)		Fairfield Route 15 Service Plaza (Southbound)		Greenwich Route 15 Service Plaza (Northbound)		Milford I-95 Service Plaza (Southbound)		North Stonington I-95 Rest Area (Southbound)		Plainfield I-395 Service Plaza (Southbound)		W. Willington I-84 Rest Area (Westbound)		Wallingford I-91 Rest Area (Southbound)	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Vacation/Entertainment	79	62%	72	46%	64	59%	30	41%	50	35%	62	48%	145	73%	84	47%	185	64%	96	43%
Work/Business	20	16%	28	18%	17	16%	20	27%	49	34%	28	22%	33	17%	59	33%	42	15%	53	24%
Personal Business	19	15%	39	25%	17	16%	13	18%	26	18%	27	21%	14	7%	27	15%	42	15%	37	17%
Shopping	5	4%	2	1%	5	5%	2	3%	8	6%	5	4%	8	0%	1	1%	2	1%	12	5%
Other	5	4%	14	9%	5	5%	8	11%	10	7%	7	5%	8	4%	7	4%	16	6%	23	10%
Grand Total	128	100%	155	100%	108	100%	73	100%	143	100%	129	100%	200	100%	178	100%	287	100%	221	100%

Source: Fitzgerald & Halliday, Inc., 2005.

Figure 13: Trip Purpose, by Corridor

Trip Purpose	I-95 Corridor		I-84 Corridor		Route 15 Corridor		I-395 Corridor		I-91 Corridor	
Vacation/Entertainment	350	62%	257	58%	80	37%	84	47%	96	43%
Work/Business	98	17%	70	16%	69	32%	59	33%	53	24%
Personal Business	77	14%	81	18%	39	18%	27	15%	37	17%
Shopping	15	3%	4	1%	10	5%	1	1%	12	5%
Other	25	4%	30	7%	18	8%	7	4%	23	10%
Grand Total	565	100%	442	100%	216	100%	178	100%	221	100%

Source: Fitzgerald & Halliday, Inc., 2005.

Figure 14: Trip Purpose, by Facility Type

Trip Purpose	Rest Area		Service Plaza	
Vacation/Entertainment	498	58%	369	49%
Work/Business	156	18%	193	25%
Personal Business	132	15%	129	17%
Shopping	16	2%	26	3%
Other	61	7%	42	6%
Grand Total	863	100%	759	100%

Source: Fitzgerald & Halliday, Inc., 2005.

4.5 Reasons for Stopping

Travelers were asked their reasons for stopping at the rest area or service plaza, and responses are presented in Figure 15. Use of the restroom facilities was, by far, the most frequently cited reason for stopping. Of the 1,592 respondents who answered this question, 80% cited “bathroom” as a reason to stop.

Since rest areas (located on I-84 and I-91) do not provide fuel stations, restaurants, or convenience stores, travelers cannot stop for fuel at these locations, and food and beverage choices are limited to vending machine offerings. “Fuel” was only cited as a reason to stop by 8% of all respondents¹, while 43% cited “food/drink” as a reason to stop.

Reasons for Stopping by Location

Reasons for stopping are presented, by location, in Figure 15. As stated above, the most frequently cited reason for stopping, at all locations, was use of the restroom facilities named by 69–90% of respondents at various locations. “Food/drink” was cited as a reason for stopping by a high of 69% of respondents at the Branford I-95 service plaza (NB) and a low of 13% at the Danbury I-84 rest area (EB). “Rest/sleep,” ranged from 11% at the Fairfield Route 15 service plaza (SB) to 27% at the North Stonington I-95 rest area (SB). At the Milford I-95 service plaza (SB), 22% indicated that they stopped for fuel.

¹ As noted earlier, an additional explanation for the lower percentage of respondents citing “fuel” as a reason for stopping is that some who stopped only for fuel proceeded directly to the pump and would not have participated in the survey.

Figure 15: Reasons for Stopping, by Location

Location	Rest/Sleep		Food/Drink		Bathroom		Fuel		Total Respondents
Branford I-95 NB Service Area	26	19%	95	69%	97	71%	20	15%	137
Danbury I-84 EB Rest Area	35	22%	20	13%	143	90%	0	0%	159
Darien I-95 NB Service Area	18	17%	57	52%	84	77%	14	13%	109
Fairfield Route 15 SB Service Area	8	11%	39	53%	53	72%	13	18%	74
Greenwich Route 15 NB Service Area	23	16%	95	66%	110	76%	11	8%	145
Milford I-95 SB Service Area	26	20%	82	63%	100	76%	29	22%	131
North Stonington I-95 SB Rest Area	55	27%	57	28%	171	83%	0	0%	205
Plainfield I-395 SB Service Area	23	13%	113	61%	127	69%	33	18%	184
W. Willington I-84 WB Rest Area	61	21%	68	23%	252	86%	0	0%	294
Wallingford I-91 SB Rest Area	45	20%	72	32%	192	86%	0	0%	224
Totals/Averages	320	19%	698	43%	1329	80%	120	8%	1662

Source: Fitzgerald & Halliday, Inc., 2005.

Note: Respondents were permitted to provide more than one reason for stopping.

These results indicate that use of bathroom facilities were the primary reason for traveler stops at both rest areas and service plazas, regardless of location and corridor (see also Tables 16 and 17). “Food/drink” and “rest/sleep” also received significant response, as did “fuel” at several service plaza locations. As noted previously, travelers who stopped only for fuel would likely not have been captured by the survey.

Reasons for Stopping by Corridor

Figure 16 presents respondents’ reasons for stopping by corridor. “Bathroom” was the most frequently cited reason for stopping along all five corridors. “Fuel” and “rest/sleep” were the least frequently cited reasons for stopping, although “fuel” was cited by 18% of respondents as a reason for stopping along the I-395 corridor, perhaps reflecting fewer available locations or less certainty about stations at exits along this route. No respondents along the I-84 and I-91 corridors cited “fuel” as a reason for stopping, as the traveler facilities on those corridors are rest areas. Respondents citing “food/drink” as a reason for stopping ranged from 21% on I-84 to 61% on both I-395 and Route 15.

Figure 16: Reasons for Stopping, by Corridor

Corridor	Rest/Sleep		Food/Drink		Bathroom		Fuel		Total Respondents
I-395	23	13%	113	61%	127	69%	33	18%	184
I-84	76	20%	80	21%	332	87%	0	0%	383
I-91	45	20%	72	32%	192	86%	0	0%	224
I-95	125	21%	291	50%	452	78%	63	11%	582
Route 15	31	14%	134	61%	163	74%	24	11%	219
Totals/Averages	300	19%	690	43%	1266	80%	120	8%	1592

Source: Fitzgerald & Halliday, Inc., 2005.

Note: Respondents were permitted to provide more than one reason for stopping.

The greatest differences among the corridors reflect the different services provided by rest areas and service plazas. Rest areas (located on I-84 and I-91) do not provide fuel stations, restaurants, or convenience stores.

Reasons for Stopping by Facility Type

Figure 17 presents respondents' reasons for stopping by facility type (rest area versus service plaza). "Bathroom," regardless of facility type, was cited most frequently as a reason for stopping, with 86% of respondents at rest areas and 73% respondents at service plazas.

Figure 17: Reasons for Stopping, by Facility Type

Facility Type	Rest/Sleep		Food/Drink		Bathroom		Fuel		Total Respondents
Rest Areas	176	22%	209	26%	695	86%	0	0%	812
Service Plazas	124	16%	481	62%	571	73%	120	15%	780
Totals/Averages	300	19%	690	43%	1266	80%	120	8%	1592

Source: Fitzgerald & Halliday, Inc., 2005.

Note: Respondents were permitted to provide more than one reason for stopping.

Since fuel is unavailable at rest areas, no one provided this response as a reason for stopping at these facilities, while 15% cited "fuel" as a reason for stopping at service plazas. Only vending machines are available at rest areas, explaining the difference (62% at service plazas versus 26% at rest areas) in citing "food/drink" as a reason for stopping.

4.6 Money Spent by Travelers

Travelers were asked how much money they spent at the rest area or service plaza. Their responses are presented in Figure 18. Approximately 48% of all respondents spent less than \$10 (but more than \$0), and 32% did not spend any money. Approximately 5% spent more than \$40. With fuel only available at service plazas, and food and beverage choices limited to vending machines at rest areas, travelers are likely to spend more money at service plazas than at rest areas.

Money Spent by Facility Location

Figure 18 presents how much money was spent by respondents by facility location. According to the information provided by respondents, the least amount of money was spent at the Danbury I-84 (EB) rest area, with approximately 72% of respondents spending no money. The Milford I-95 (SB) service plaza had the greatest number (14%) spending more than \$40.

Figure 18: Money Spent by Facility Location

Location	Money Spent									
	\$0		<\$10		\$10-20		\$30-40		>\$40	
Branford I-95 Service Plaza (Northbound)	15	12%	54	43%	38	30%	12	9%	8	6%
Danbury I-84 Rest Area (Eastbound)	63	72%	23	26%	1	1%	1	1%	0	0%
Darien I-95 Service Plaza (Northbound)	20	19%	37	35%	31	29%	9	8%	10	9%
Fairfield Route 15 Service Plaza (Southbound)	9	15%	34	57%	8	13%	6	10%	3	5%
Greenwich Route 15 Service Plaza (Northbound)	25	18%	89	63%	15	11%	5	4%	7	5%
Milford I-95 Service Plaza (Southbound)	20	16%	47	36%	32	25%	12	9%	18	14%
North Stonington I-95 Rest Area (Southbound)	101	52%	82	42%	4	2%	3	2%	4	2%
Plainfield I-395 Service Plaza (Southbound)	31	17%	113	63%	17	9%	10	6%	9	5%
W. Willington I-84 Rest Area (Westbound)	75	35%	126	59%	7	3%	1	0%	6	3%
Wallingford I-91 Rest Area (Southbound)	108	50%	98	45%	6	3%	2	1%	4	2%
Total	467	32%	703	48%	159	11%	61	4%	69	5%

Source: Fitzgerald & Halliday, Inc., 2005.

Money Spent by Corridor

As shown in Figure 19, less money was spent along I-91 and I-84 than in the other corridors with approximately half spending no money. These corridors have only rest areas (no service plazas).

Figure 19: Money Spent, by Corridor

Location	Money Spent									
	\$0		<\$10		\$10-20		\$30-40		>\$40	
I-395	31	17%	113	63%	17	9%	10	6%	9	5%
I-84	138	46%	149	49%	8	3%	2	1%	6	2%
I-91	108	50%	98	45%	6	3%	2	1%	4	2%
I-95	156	28%	220	39%	105	19%	36	6%	40	7%
Route 15	34	17%	123	61%	23	11%	11	5%	10	5%
Total	467	32%	703	48%	159	11%	61	4%	69	5%

Source: Fitzgerald & Halliday, Inc., 2005.

Money Spent by Facility Type

As expected, Figure 20 shows that travelers reported spending more at service plazas than at rest areas. Fuel is not available at rest areas, and food and beverages are limited to what is available in vending machines. Convenience stores, gift shops, and restaurants are also only available at service plazas.

Figure 20: Money Spent, by Facility Type

Location	Money Spent									
	\$0		<\$10		\$10-20		\$30-40		>\$40	
Rest Area	347	74%	329	47%	18	11%	7	11%	14	20%
Service Plaza	120	26%	374	53%	141	89%	54	89%	55	80%
Total	467	32%	703	48%	159	11%	61	4%	69	5%

Source: Fitzgerald & Halliday, Inc., 2005.

Seventy-four percent of respondents spent no money at rest areas, while only 26% of respondents at service plazas spent no money. Eighty percent of service plaza respondents spent over \$40, while only 20% spent over \$40 at rest areas.

4.7 Additional Key Services and Amenities

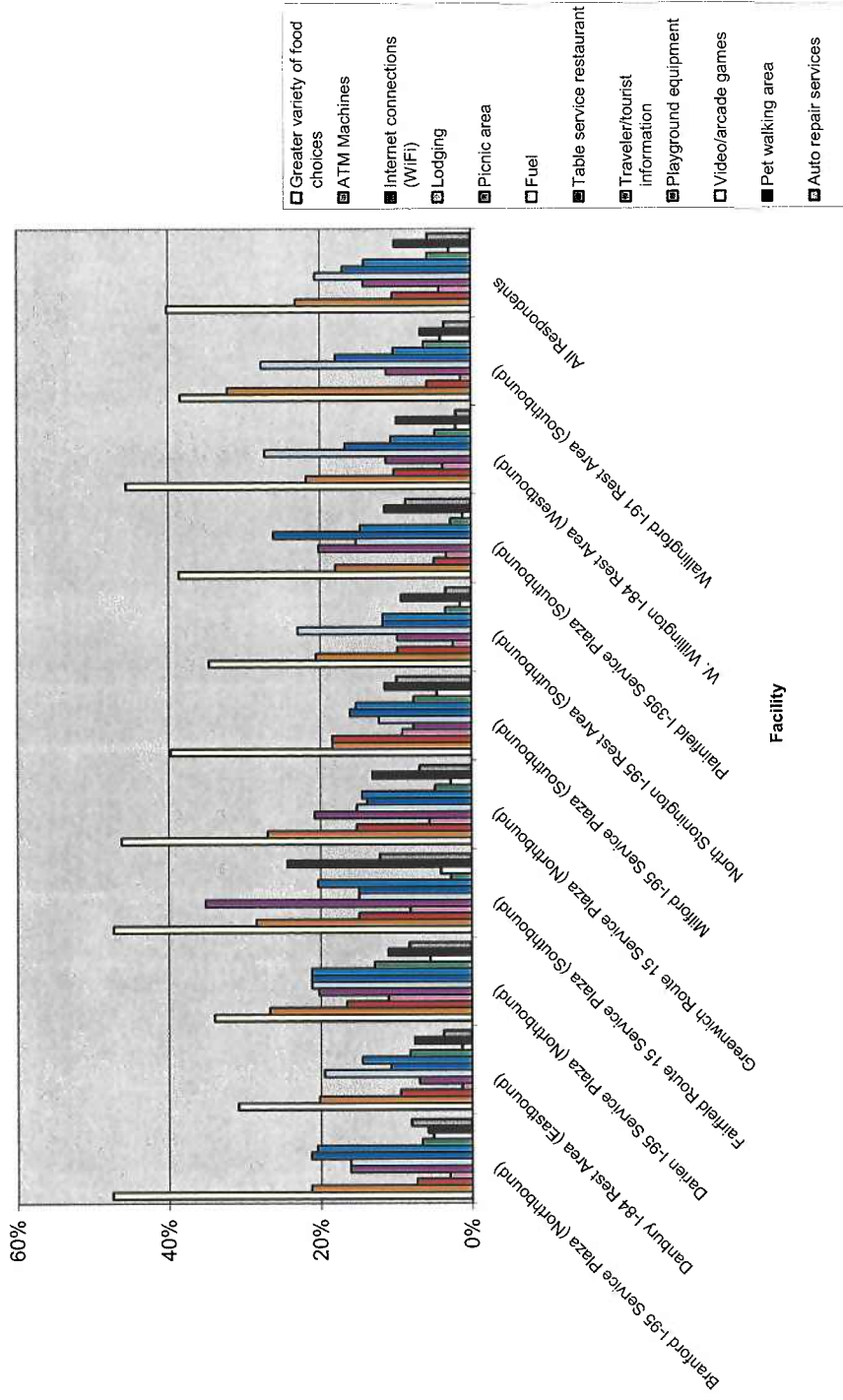
Travelers were asked what *other* key services/facilities might they use if available. Respondents were asked to select up to five of the following choices: greater variety of food choices, ATM machines, internet connections, lodging, picnic areas, fuel, table service restaurant, travel/tourism information, playground equipment, video arcade games, pet walking area, and auto repair services. Responses by location are shown in Figure 1.

Additional Key Services and Amenities by Location

As shown in Figure 21, “greater variety of food choices” was the most frequently desired key service cited at all 10 survey locations. “ATMs” were the second most frequently desired key amenity at most of the survey locations, although “picnic areas” was the second leading response at the Fairfield Route 15 service plaza and “fuel” was the second leading response at both the North Stonington I-95 rest area and the West Willington I-84 rest area. (Note that fuel is not permitted at rest areas according to federal funding guidelines.) At the Plainfield I-395 service plaza, “table service restaurant” and “picnic areas” exceeded “ATMs” as the second and third leading responses.

Other key services and amenities mentioned frequently by respondents were internet connections (WiFi), lodging, traveler and tourist information, playground equipment, and pet walking areas.

Figure 21: Additional Key Services Desired, All Respondents and by Location

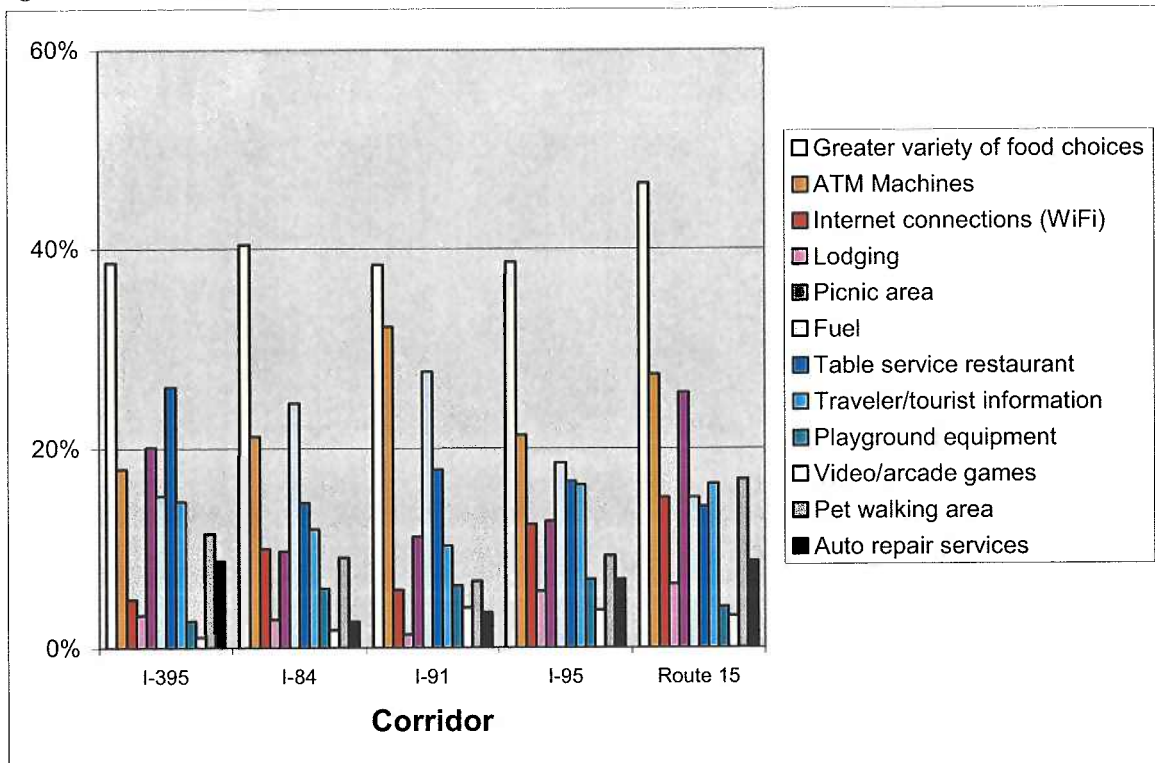


Source: Fitzgerald & Halliday, Inc., 2005.

Additional Key Services and Amenities by Corridor

As shown in Figure 22, “greater variety of food choices” was, overwhelmingly, the most frequently cited key service/amenity by respondents on all five travel corridors. On the I-95 corridor, “ATMs” were also a leading response. At rest areas along I-91 and I-84, both “ATMs” and “fuel” received greater than 20% of the responses for that corridor (although fuel cannot be provided at rest areas according to federal funding guidelines). Along the I-395 corridor, “table service restaurant” and “picnic areas” were leading responses, and “ATMs” and “picnic areas” were leading responses on Route 15.

Figure 22: Additional Key Services and Amenities by Corridor

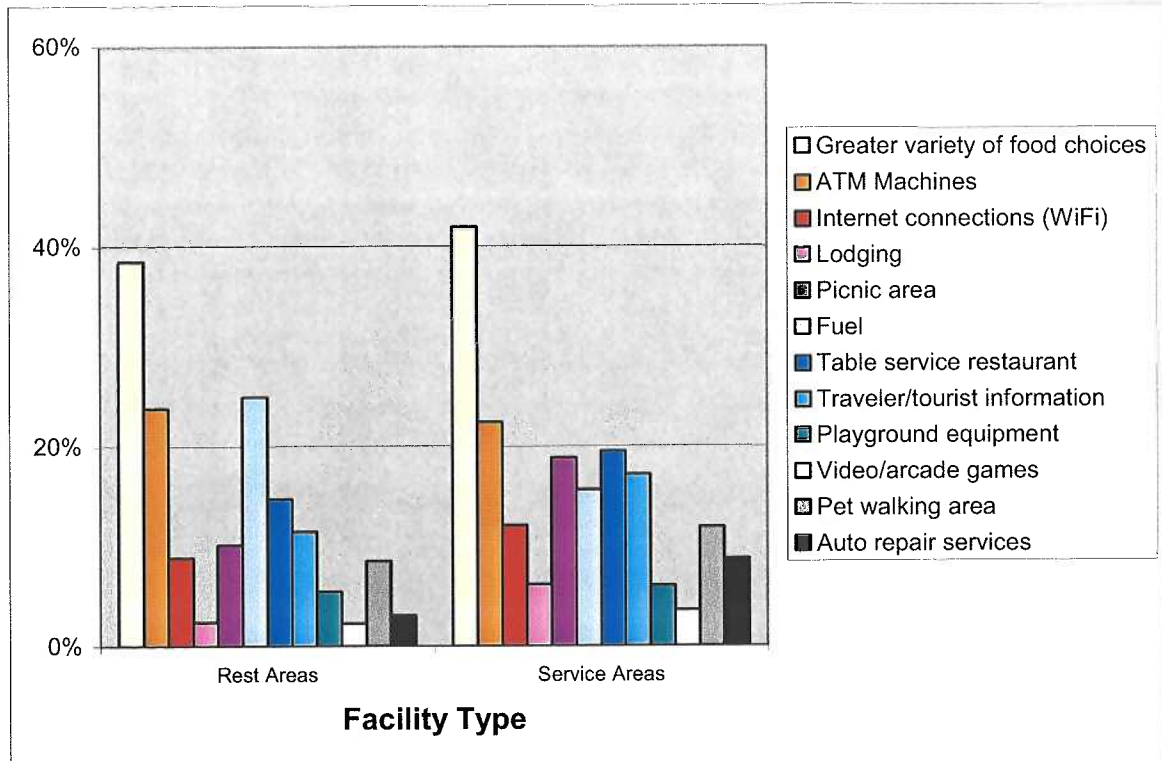


Source: Fitzgerald & Halliday, Inc., 2005.

Additional Key Services and Amenities by Facility Type

As shown in Figure 23, “greater variety of food choices” was, overwhelmingly, the most desired additional key service/amenity at both service plazas and rest areas. “ATMs” were also a leading response at both service plazas and rest areas, and “fuel” was a top response at rest areas (though it cannot be provided according to federal funding guidelines).

Figure 23: Additional Key Services and Amenities by Facility Type

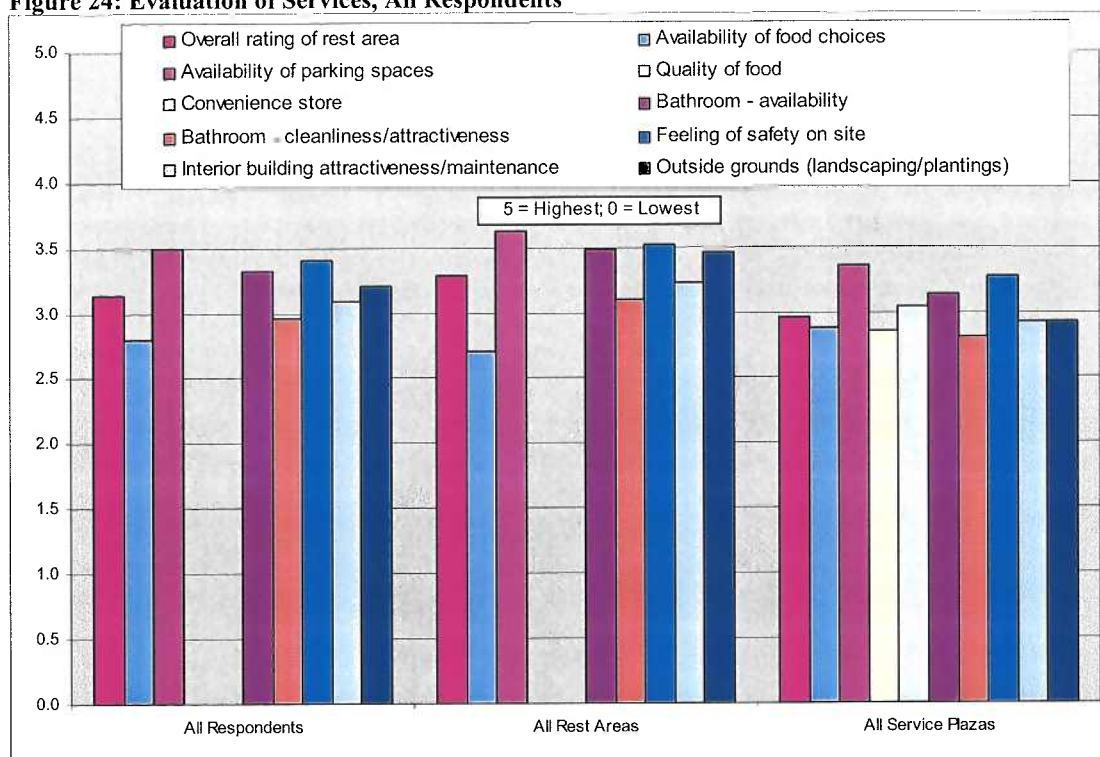


Source: Fitzgerald & Halliday, Inc., 2005.

4.8 Evaluation of Services by Visitors

Travelers were asked to rate the services and features at the facility where they were surveyed. These included availability of parking spaces, food choices, bathroom availability, bathroom cleanliness, feeling of safety on site, interior building attractiveness/maintenance, interior lighting, outside grounds, and exterior lighting. At service plazas only, respondents were also asked to rate the quality of food service and convenience store. All respondents were asked to provide an overall rating of the facility. Ratings were categorized as “excellent,” “satisfactory,” “needs improvement,” “poor,” and “not applicable.” The results, including rating averages, are summarized in Figure 24. The responses were weighted from 4 for “excellent” to 1 for “poor.” The highest ratings were attributed to “availability of parking spaces,” “outside grounds,” “feeling of safety on site,” and “bathroom availability.” The lowest ratings were attributed to “availability of food choices” and “bathroom cleanliness/attractiveness.”

Figure 24: Evaluation of Services, All Respondents



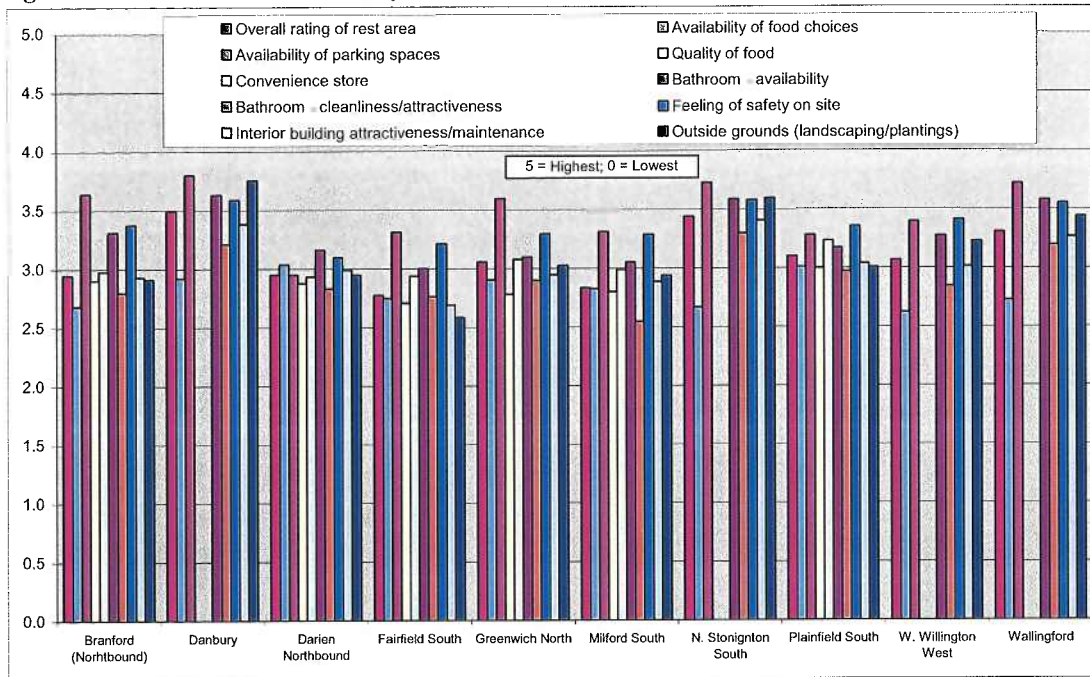
Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services by Facility Location

Figure 25 presents an evaluation of services by individual facility. The Danbury I-84 rest area (EB) received the highest overall rating, with the North Stonington I-95 rest area (SB) a close second. The Wallingford I-91 rest area (SB) also received a high overall rating.

Based on the responses, travelers are generally satisfied with the availability of parking spaces, but less satisfied with the availability of food choices and bathroom cleanliness. Respondents also felt safer at rest areas than service plazas. The Darien I-95 service plaza (NB) received the lowest rating for availability of parking spaces.

Figure 25: Evaluation of Services, by Location

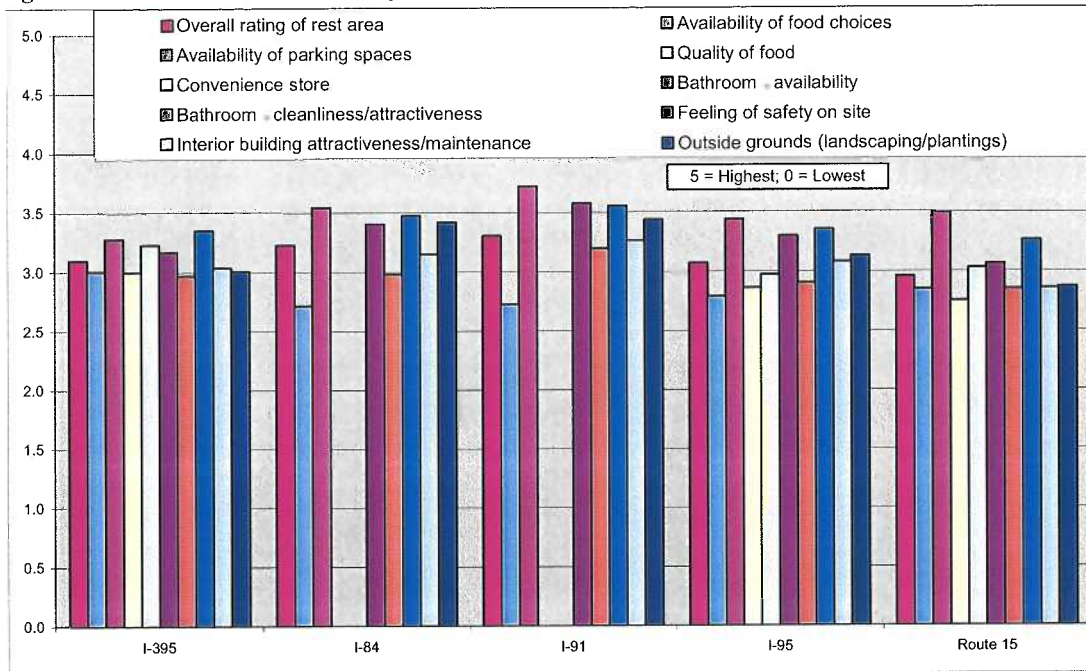


Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services by Corridor

As shown in Table 26, rest areas on I-91 and I-84 received higher overall average ratings than service plazas on the remaining corridors. “Availability of parking spaces” consistently received a high rating across all Connecticut’s corridors, and “feeling of safety on site” also received consistently high ratings. Respondents gave high ratings to “outside grounds (landscaping/plantings)” along the I-94 and I-84 corridors. “Bathroom availability” also received high ratings in the I-91 and I-84 corridors.

Figure 26: Evaluation of Services, by Corridor

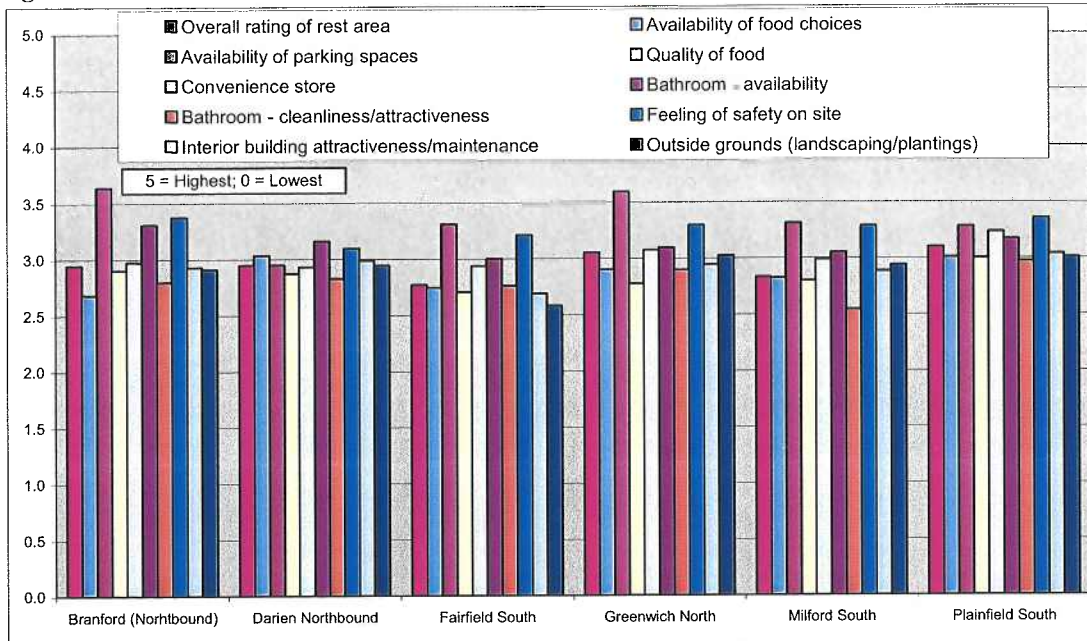


Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services by Facility Type

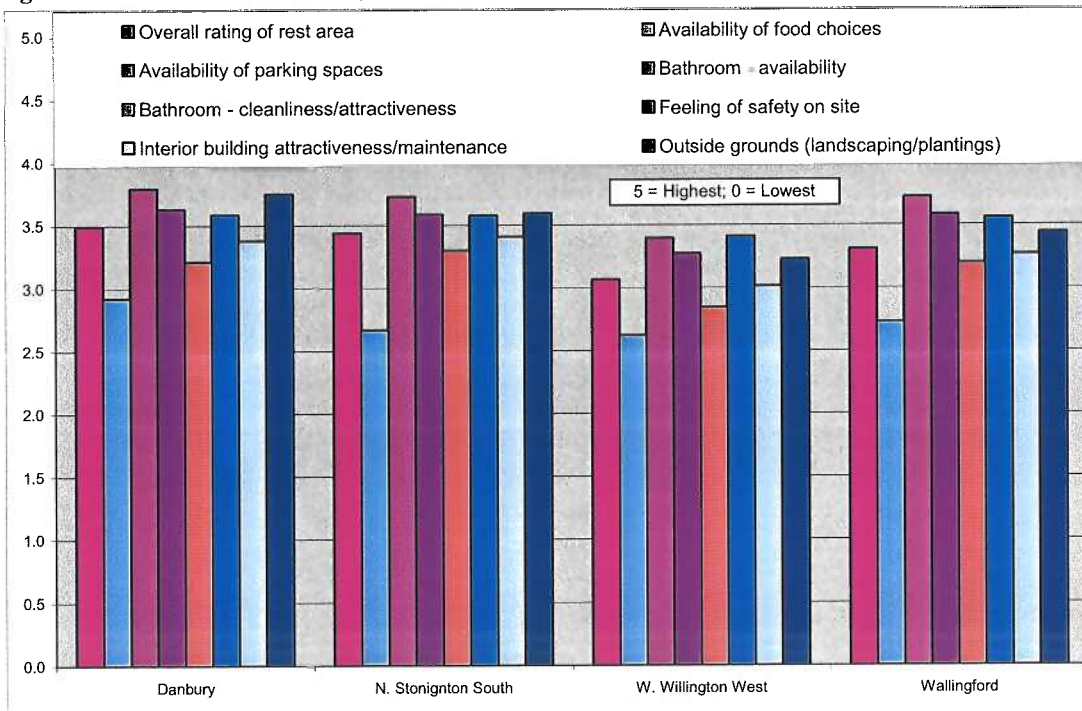
As shown in Figures 27 and 28, “availability of parking spaces” received a high rating at rest areas. “Bathroom cleanliness/attractiveness” and “feeling of safety on site” received lower ratings at service plazas than at rest areas. “Outside grounds” received a higher rating at rest areas than at service plazas.

Figure 27: Evaluation of Services, Service Plazas



Source: Fitzgerald & Halliday, Inc., 2005.

Figure 28: Evaluation of Services, Rest Areas

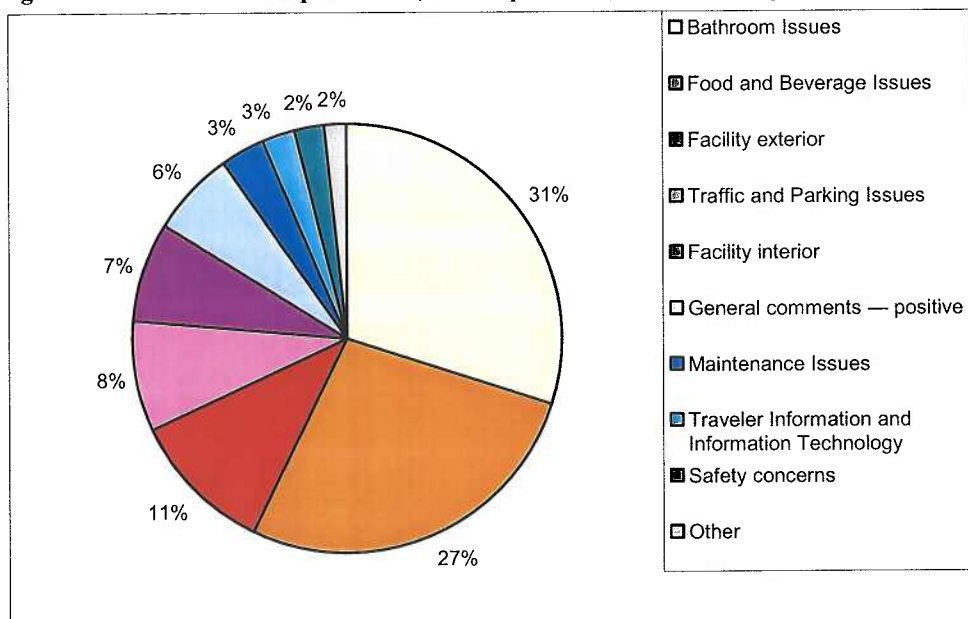


Source: Fitzgerald & Halliday, Inc., 2005.

4.9 Most Desired Improvements

All respondents were asked “What single feature of this rest area/service plaza would you improve?” Responses were placed into general categories, such as “bathroom issues” and “food and beverage issues.” For a more in-depth understanding, responses were also categorized into specific categories, such as “cleaner bathrooms,” “more bathrooms,” and “lack of bathroom toiletries and fixtures.” Figure 29 summarizes this information. Restroom improvements were the most frequently cited (31%), with food and beverage improvements a close second (27%). A complete listing of responses by location is provided in Appendix C.

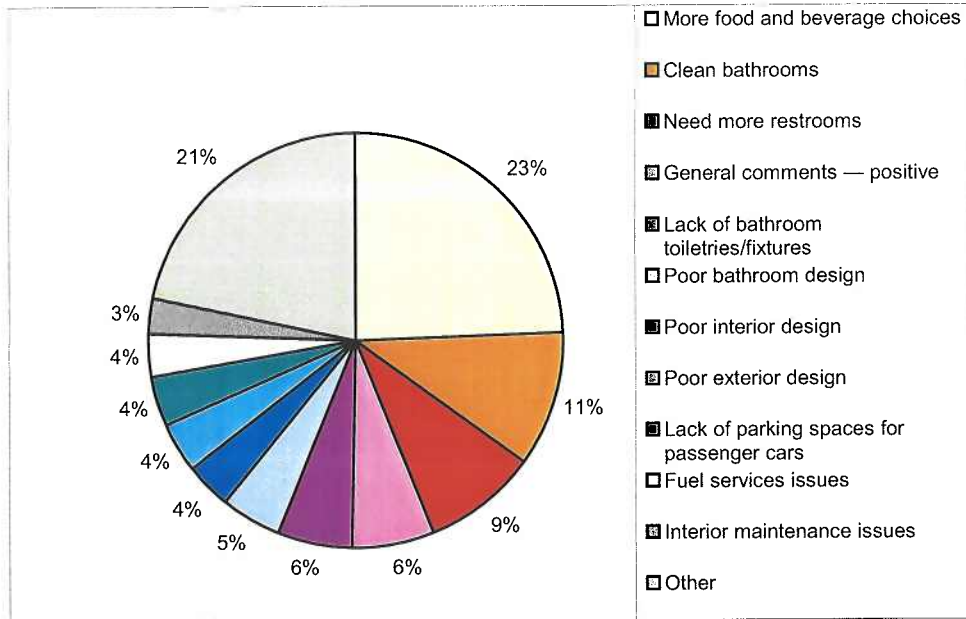
Figure 29: Most Desired Improvement, All Respondents, General Categories



Source: Fitzgerald & Halliday, Inc., 2005.

As shown in Figure 30, “more food and beverage choices” was the specific improvement most frequently cited (23%) by respondents. “Cleaner bathrooms” (at 11%) and “need more restrooms” (9 %) were also frequently cited specific improvements.

Figure 30: Most Desired Improvement, All Respondents, Specific Categories

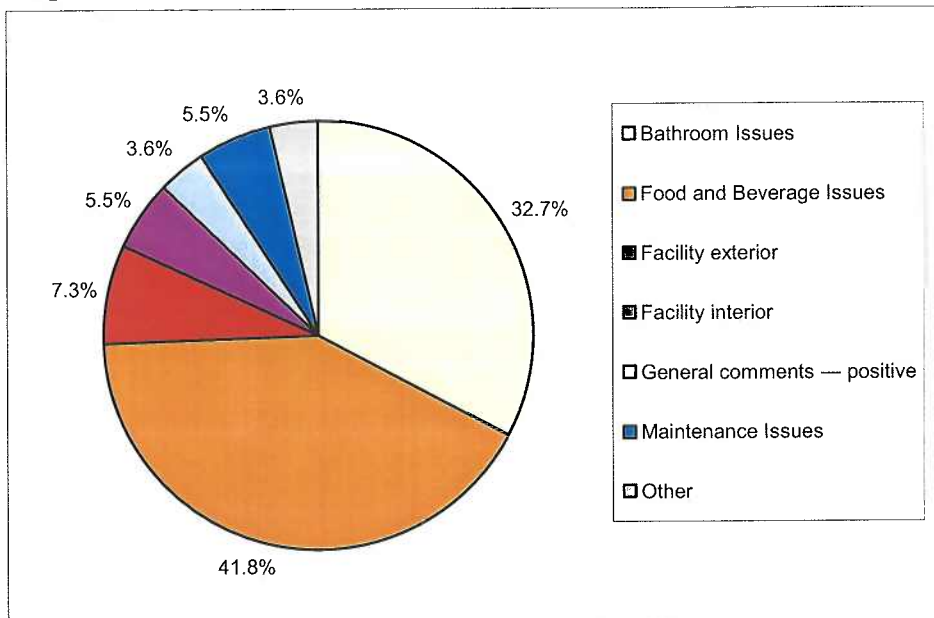


Source: Fitzgerald & Halliday, Inc., 2005.

Most Desired Improvements by Facility Location

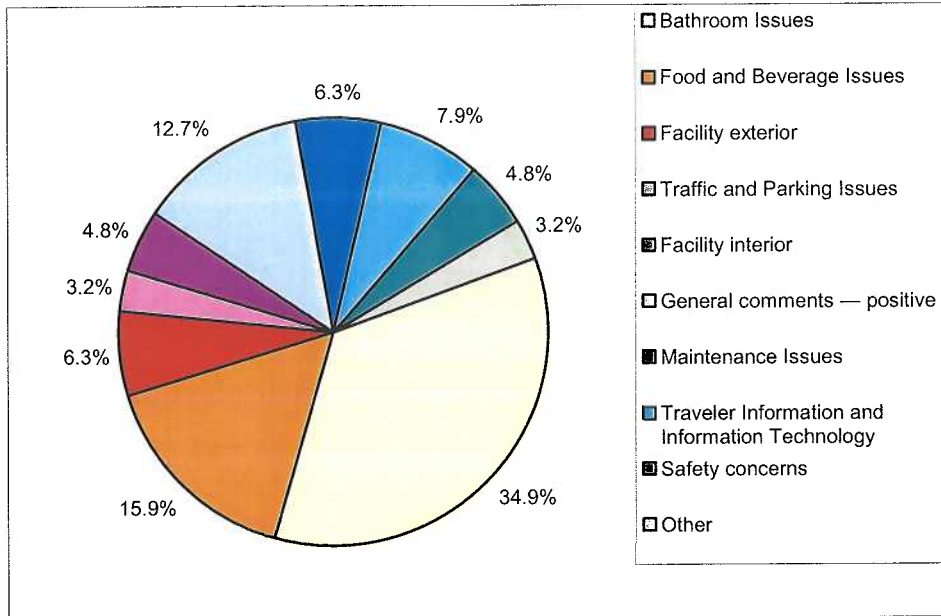
The most desired improvements by individual locations are presented in Figures 31 through 40. At all 10 locations, food and beverage and restroom features were the most frequently cited to be in need of improvement. At the Darien I-95 service plaza (NB) and the Plainfield I-395 service plaza (SB), traffic and parking were also features noted for improvement.

Figure 31: Most Desired Improvement, Branford I-95 Service Plaza (Northbound), General Categories



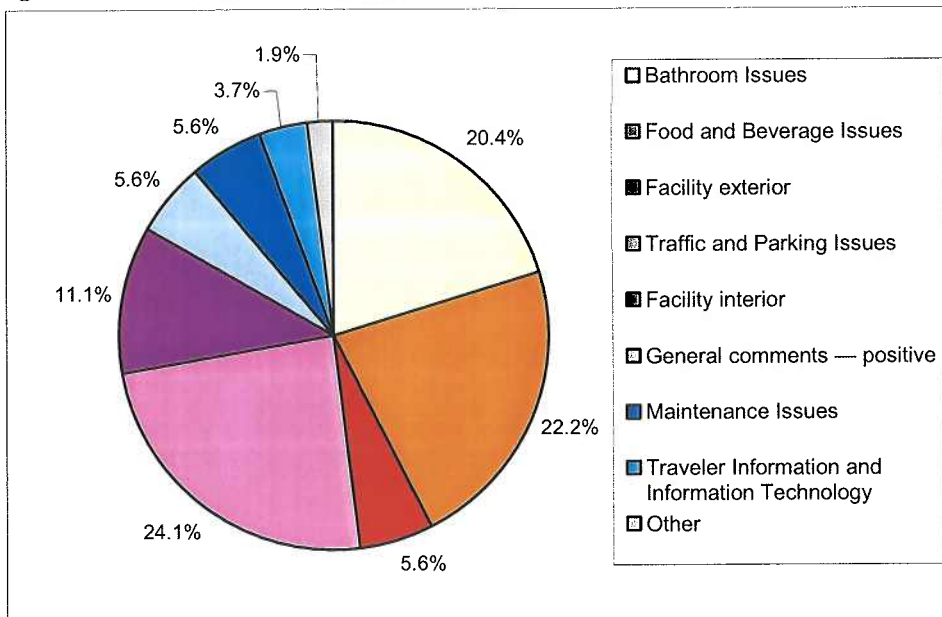
Source: Fitzgerald & Halliday, Inc., 2005.

Figure 32: Most Desired Improvement, Danbury I-84 Rest Area (Eastbound), General Categories



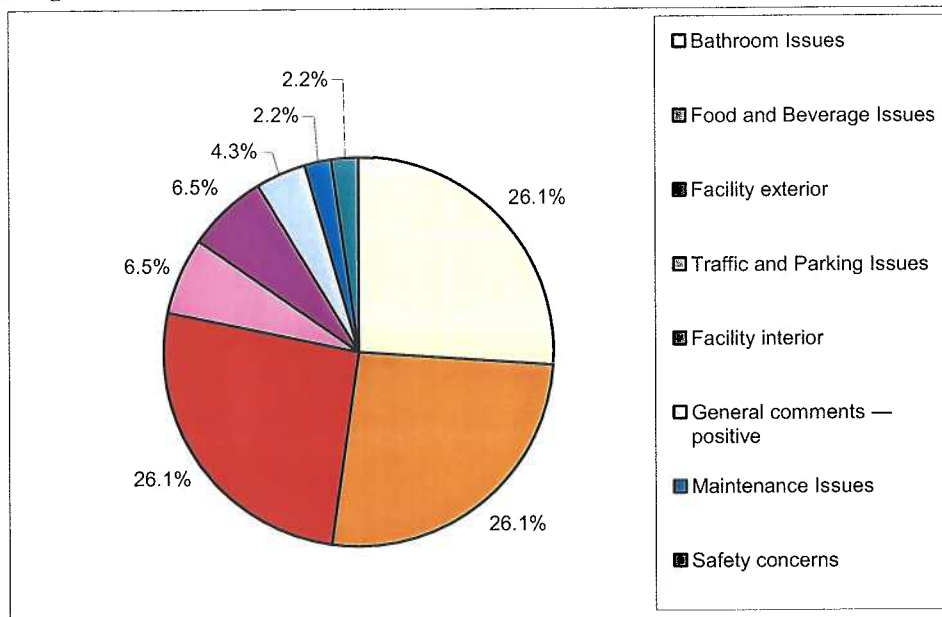
Source: Fitzgerald & Halliday, Inc., 2005.

Figure 33: Most Desired Improvement, Darien I-95 Service Plaza (Northbound), General Categories



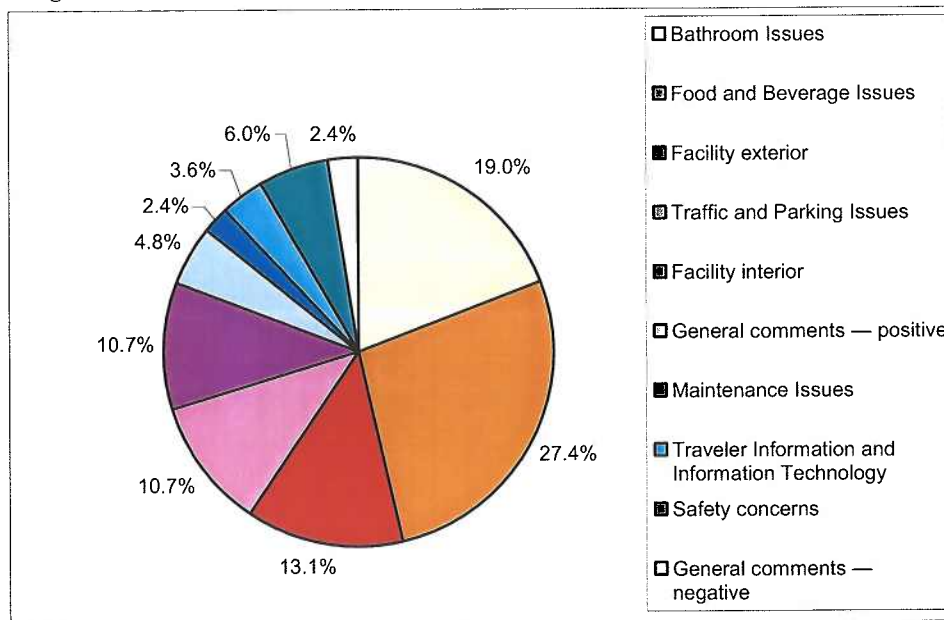
Source: Fitzgerald & Halliday, Inc., 2005.

Figure 34: Most Desired Improvement, Fairfield Route 15 Service Plaza (Southbound), General Categories



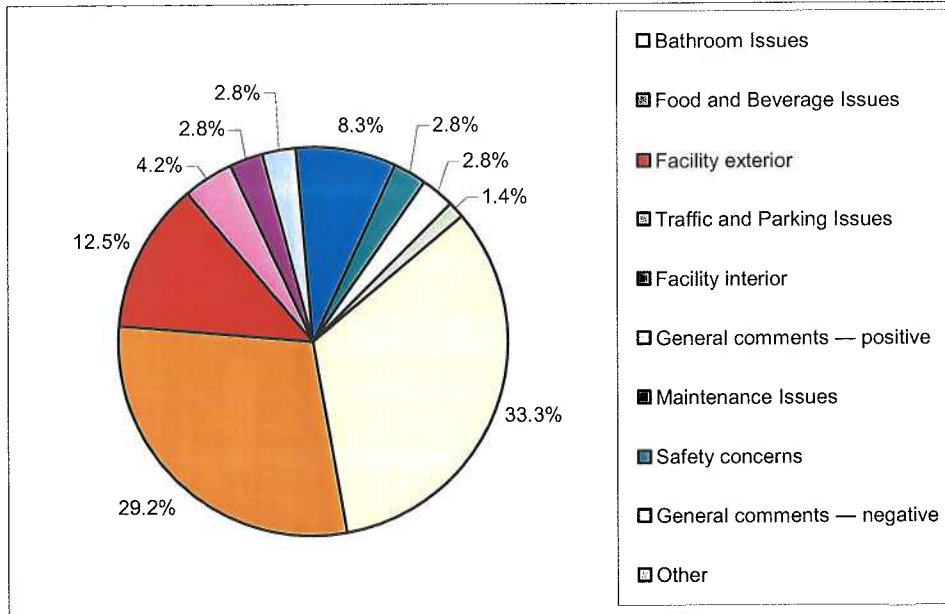
Source: Fitzgerald & Halliday, Inc., 2005.

Figure 35: Most Desired Improvement, Greenwich Route 15 Service Plaza (Northbound), General Categories



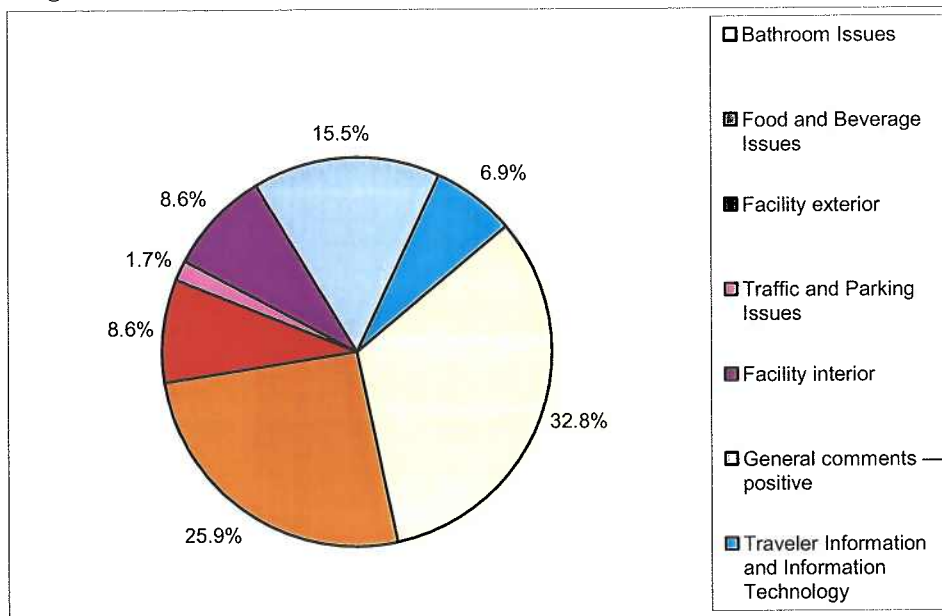
Source: Fitzgerald & Halliday, Inc., 2005.

Figure 36: Most Desired Improvement, Milford I-95 Service Plaza (Southbound), General Categories



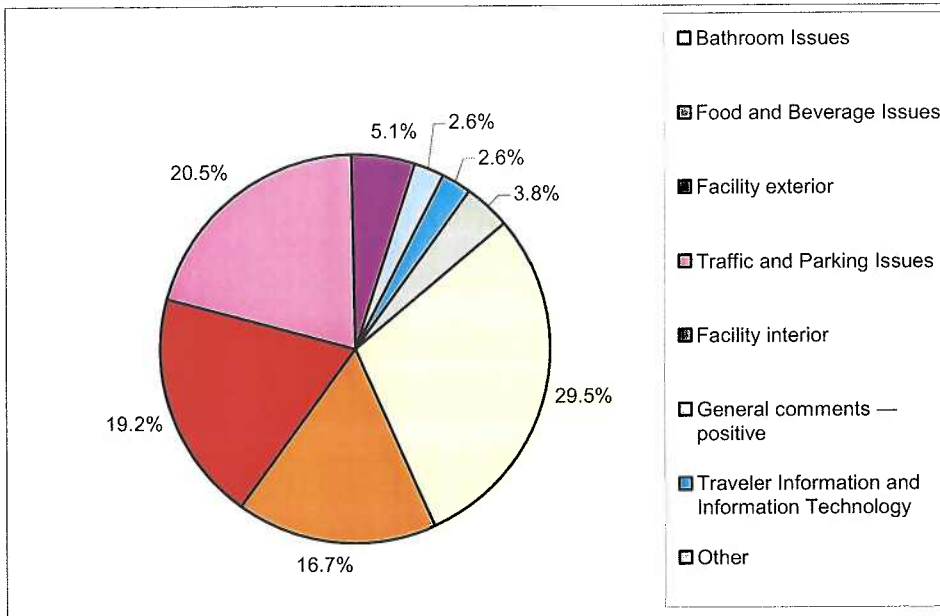
Source: Fitzgerald & Halliday, Inc., 2005.

Figure 37: Most Desired Improvement, North Stonington I-95 Service Plaza (Southbound), General Categories



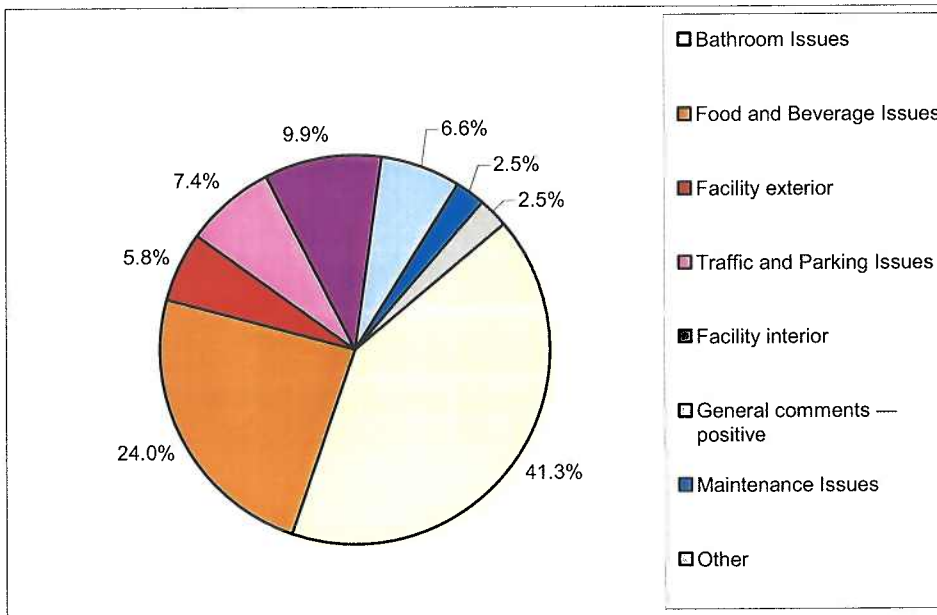
Source: Fitzgerald & Halliday, Inc., 2005.

Figure 38: Most Desired Improvement, Plainfield I-395 Service Plaza (Southbound), General Categories



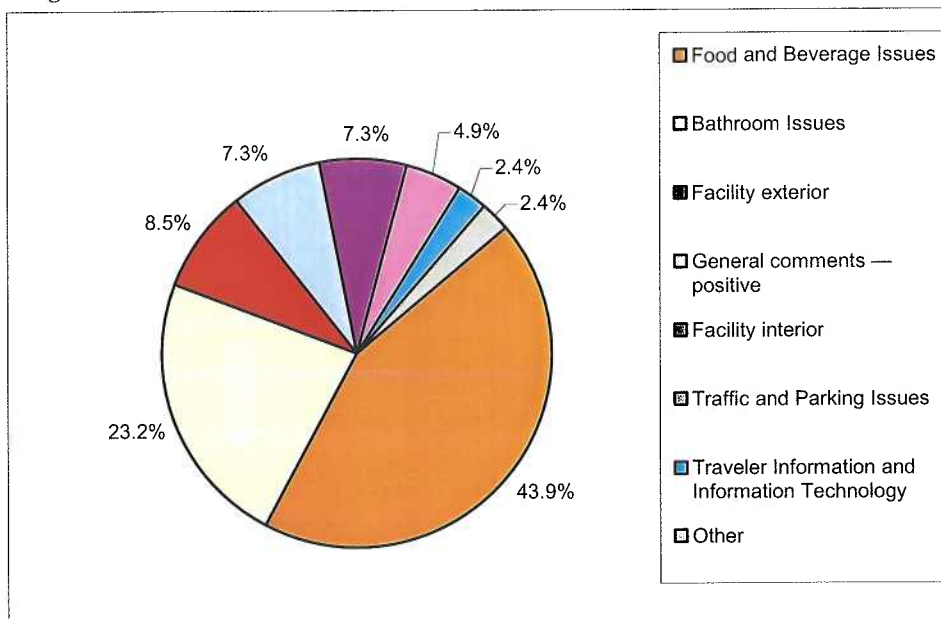
Source: Fitzgerald & Halliday, Inc., 2005.

Figure 39: Most Desired Improvement, W. Willington I-84 Rest Area (Westbound), General Categories



Source: Fitzgerald & Halliday, Inc., 2005.

Figure 40: Most Desired Improvement, Wallingford I-91 Rest Area (Southbound), General Categories



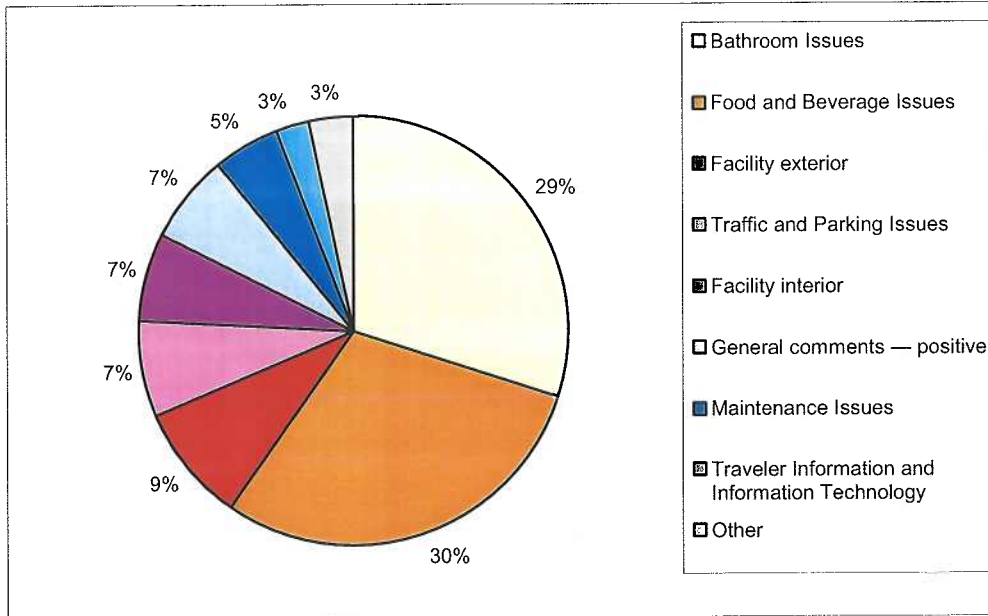
Source: Fitzgerald & Halliday, Inc., 2005.

Based on the responses, restrooms are travelers highest priority for improvements (cleaner and better maintained facilities) followed by food and beverage choice and quality. Traffic and parking concerns were also noted at the Darien I-95 service plaza (NB) and the Plainfield I-395 service plaza (SB).

Most Desired Improvements by Corridor

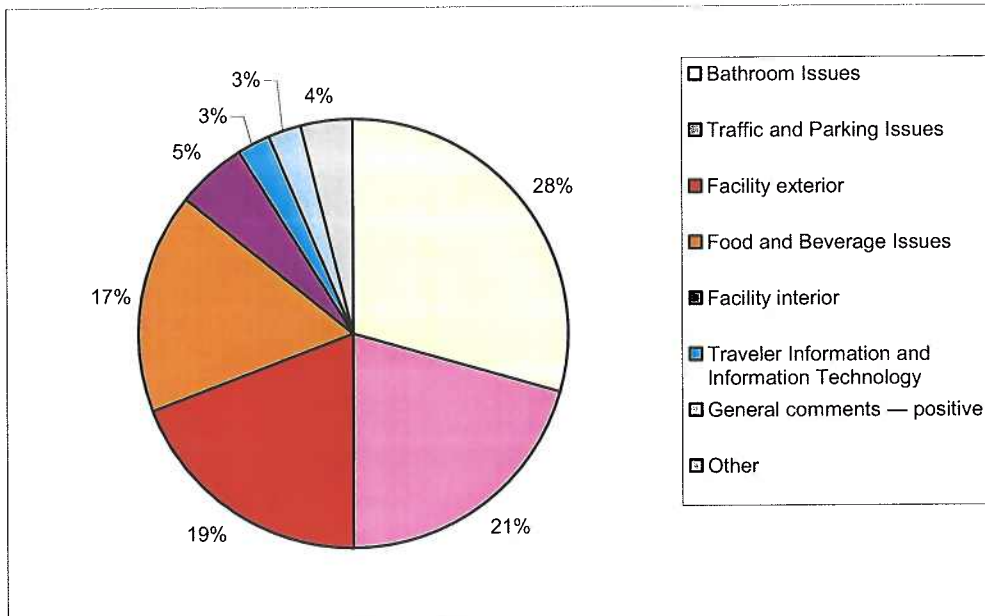
As shown in Figures 41 through 45, respondents cited food and beverage and bathroom features as their leading desired improvements on the I-95, I-91, I-84, and Route 15 corridors. Bathroom issues, as well as traffic and parking concerns, topped the list of most desired improvements on the I-395 corridor.

Figure 41: Most Desired Improvement, I-95 Corridor, General Categories



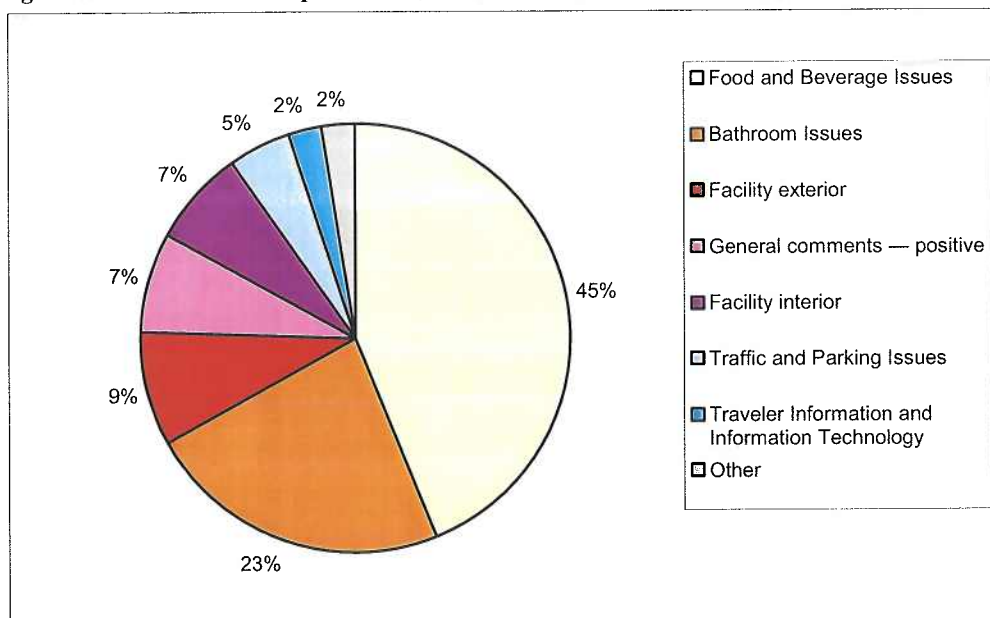
Source: Fitzgerald & Halliday, Inc., 2005.

Figure 42: Most Desired Improvement, I-395 Corridor, General Categories



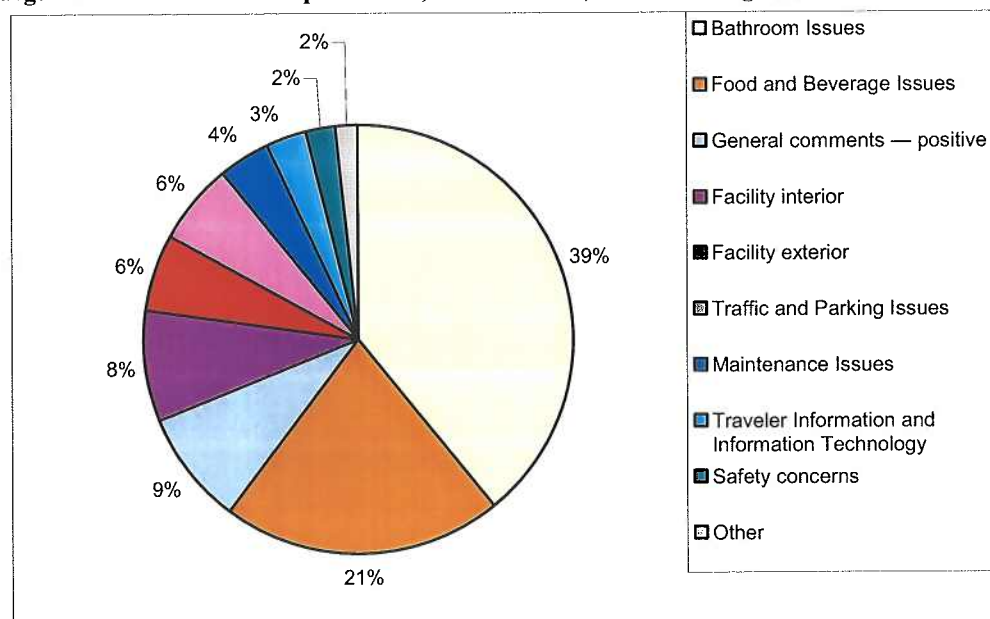
Source: Fitzgerald & Halliday, Inc., 2005.

Figure 43: Most Desired Improvement, I-91 Corridor, General Categories



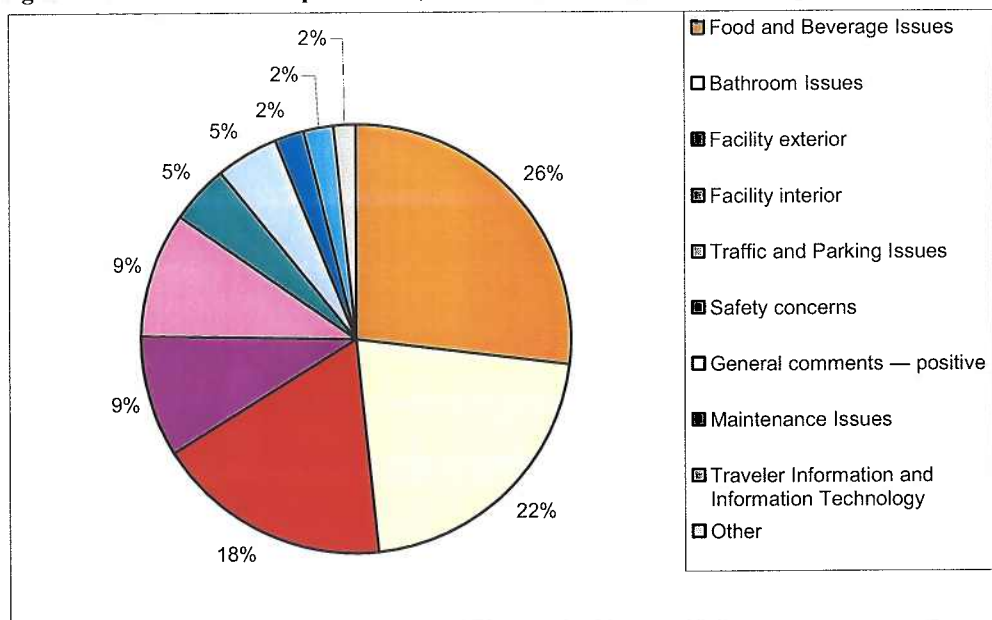
Source: Fitzgerald & Halliday, Inc., 2005.

Figure 44: Most Desired Improvement, I-84 Corridor, General Categories



Source: Fitzgerald & Halliday, Inc., 2005.

Figure 45: Most Desired Improvement, Route 15 Corridor, General Categories



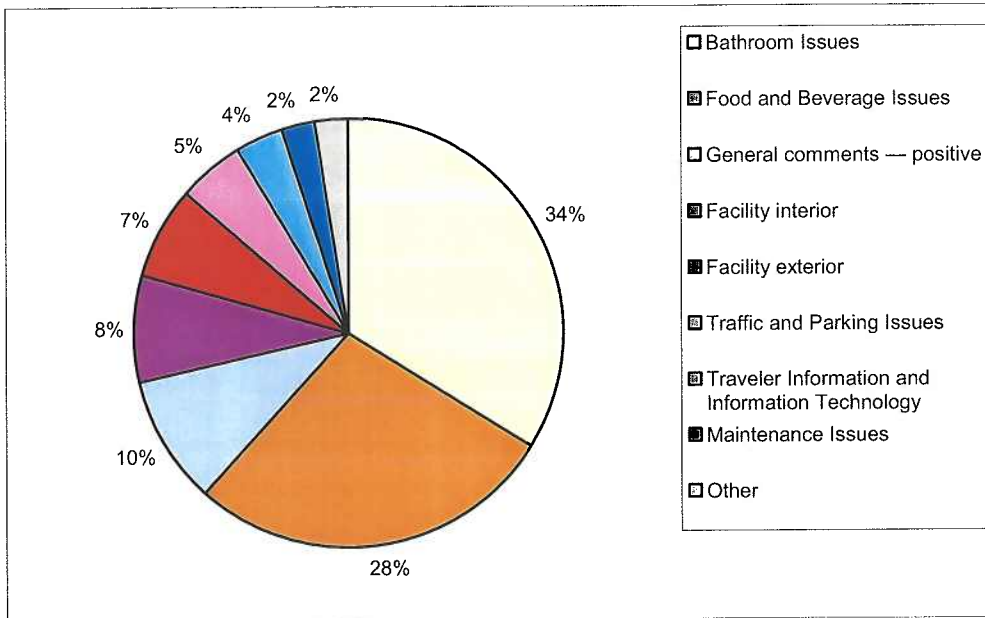
Source: Fitzgerald & Halliday, Inc., 2005.

Respondents reported consistently, in all corridors, that their most desired improvements related to restroom and food and beverage features. Traffic and parking were also frequently cited for improvement on the I-395 corridor.

Most Desired Improvements by Facility Type

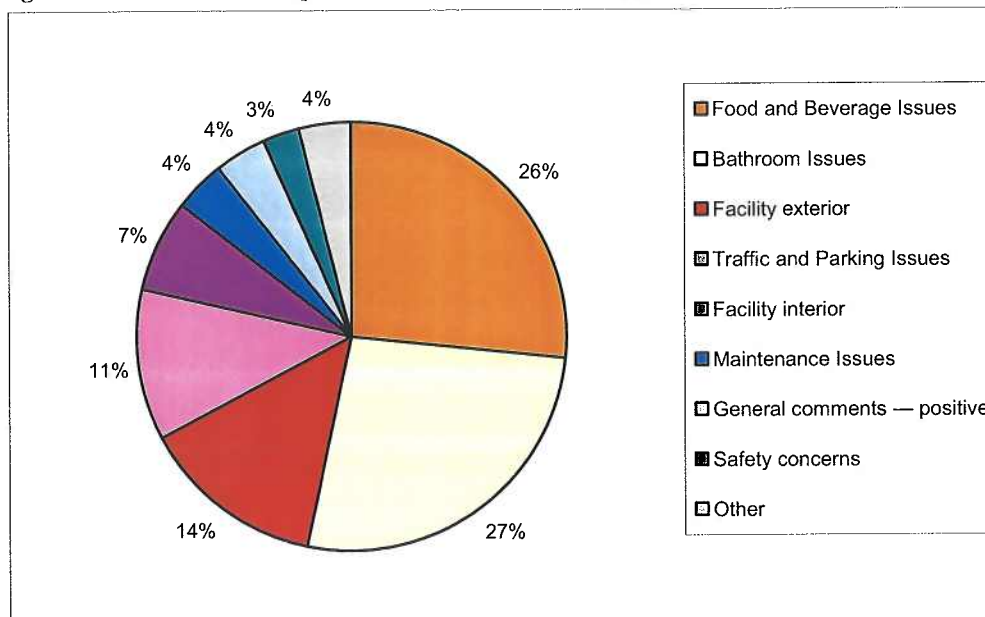
As seen in Figures 46 and 47, restroom and food and beverage features are the most desired improvements cited by respondents at both rest areas and service plazas.

Figure 46: Most Desired Improvement, Rest Areas, General Categories



Source: Fitzgerald & Halliday, Inc., 2005.

Figure 47: Most Desired Improvement, Service Plazas, General Categories



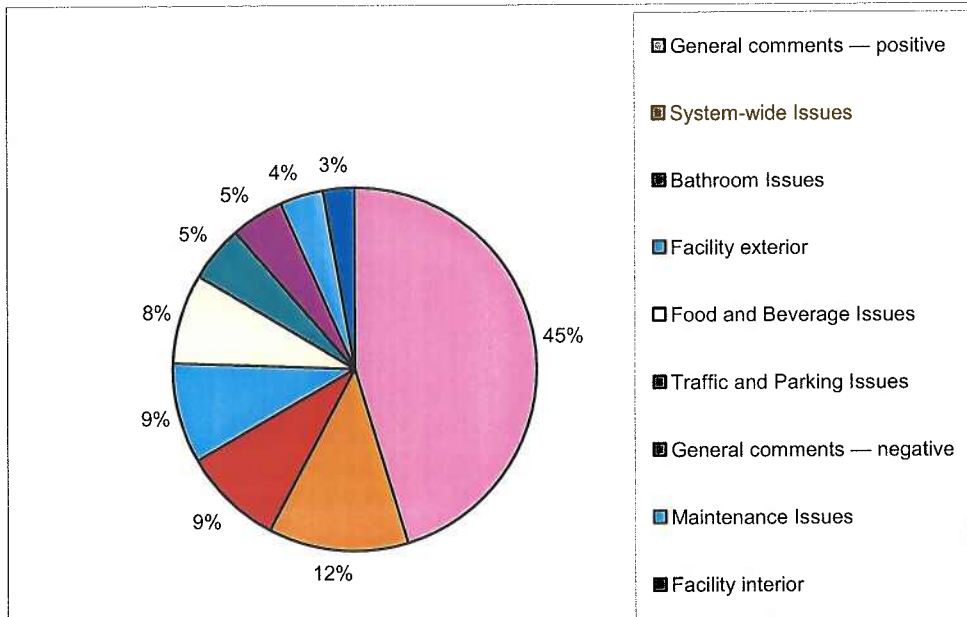
Source: Fitzgerald & Halliday, Inc., 2005.

A complete listing of the responses to “What single feature of this rest area/service plaza would you improve?” is contained in Appendix C by location.

4.10 Summary of Comments

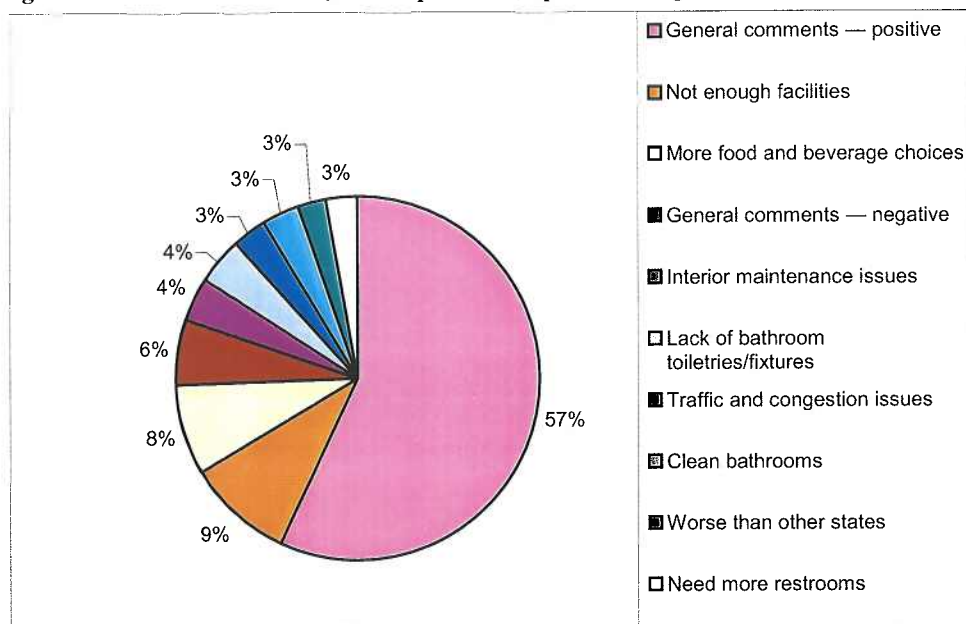
All respondents were also provided the opportunity to provide any additional comments. These comments, grouped into general categories, are presented in Figure 48. A summary of specific comments are shown in Figure 49. Forty-five percent of comments were general, positive comments. These comments ranged from “always found them safe and clean” to “for the most part they are good.”

Figure 48: Overall Comments, All Respondents, General Categories



Source: Fitzgerald & Halliday, Inc., 2005.

Figure 49: Overall Comments, All Respondents, Specific Categories



Source: Fitzgerald & Halliday, Inc., 2005.

A complete listing by location of the responses to “Do you have any comments or concerns about Connecticut rest areas?” is contained in Appendix D by location.

4.11 Demographics

Information about the age and gender of respondents provides a context in which to read the responses.

Age

As shown in Figure 50, of the 1,572 respondents who provided this information, 601 (38%) were 30–50 years old, with another 25% in the 50–60 category.

Figure 50: Age of Respondents

Age	Total	Percent
<18	35	2%
18-30	255	16%
30-50	601	38%
50-60	393	25%
>60	288	18%
Grand Total	1572	100%

Source: Fitzgerald & Halliday, Inc., 2005.

Gender

As shown in Figure 51, the majority of total respondents (64%) were male.

Figure 51: Gender of Respondents

Gender	Total	Percent
Female	513	36%
Male	922	64%
Grand Total	1435	100%

Source: Fitzgerald & Halliday, Inc., 2005.

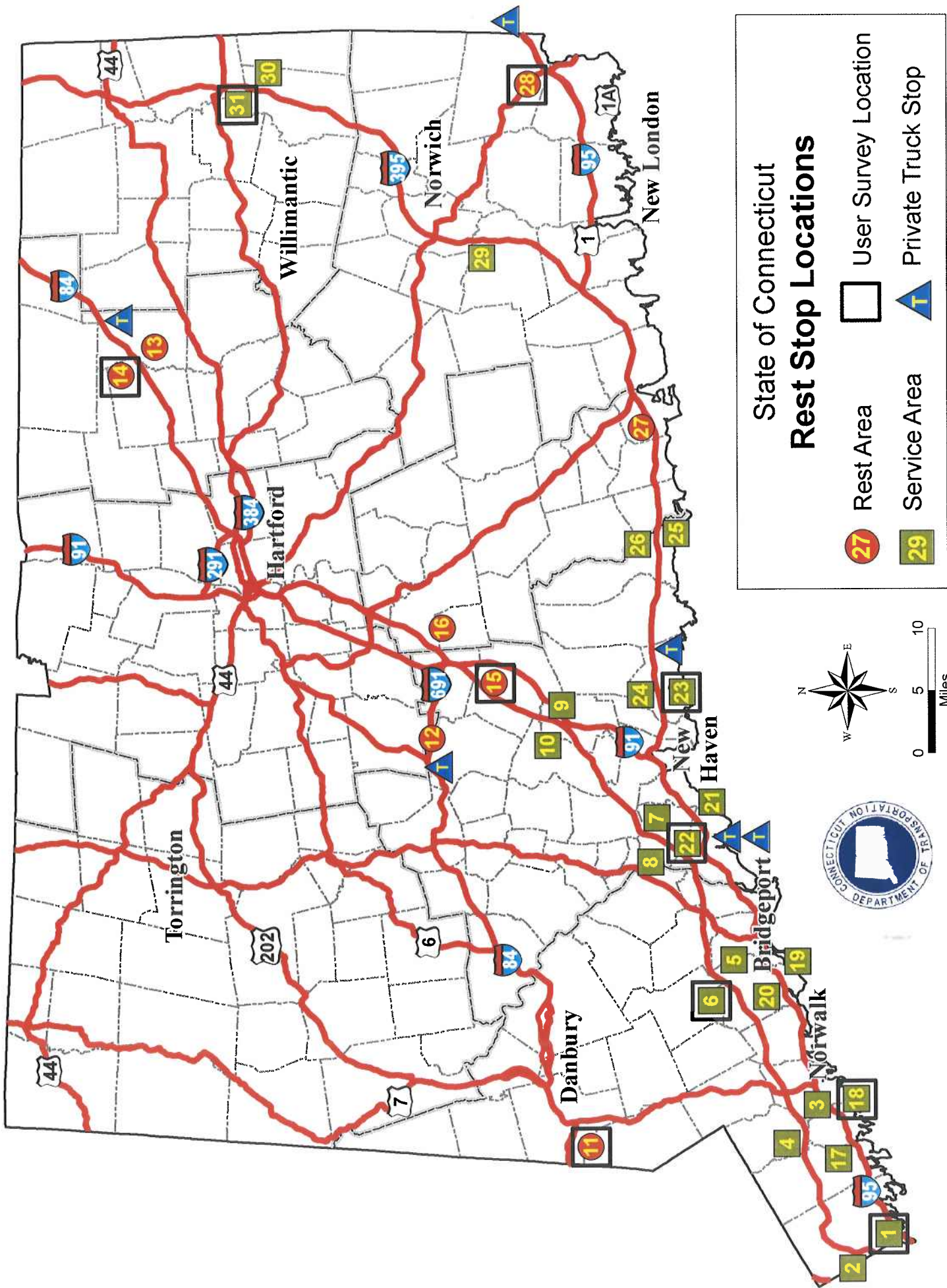
4.12 Summary

Overall, travelers indicate general satisfaction with Connecticut's rest areas and service plazas, but also overwhelmingly note a need for more food choices, improved food quality, and cleaner and better maintained restroom facilities.

APPENDICES





Appendix A — Map and List of Connecticut's Rest Areas and Service Plazas

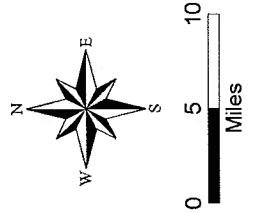
Map Number	Location	Route	Map Number	Location	Route
1	Greenwich	Route 15 Northbound	17	Darien	I-95 Southbound
2	Greenwich	Route 15 Southbound	18	Darien	I-95 Northbound
3	New Canaan	Route 15 Northbound	19	Fairfield	I-95 Northbound
4	New Canaan	Route 15 Southbound	20	Fairfield	I-95 Southbound
5	Fairfield	Route 15 Northbound	21	Milford	I-95 Northbound
6	Fairfield	Route 15 Southbound	22	Milford	I-95 Southbound
7	Orange	Route 15 Northbound	23	Branford	I-95 Northbound
8	Orange	Route 15 Southbound	24	Branford	I-95 Southbound
9	North Haven	Route 15 Northbound	25	Madison	I-95 Northbound
10	North Haven	Route 15 Southbound	26	Madison	I-95 Southbound
11	Danbury	I-84 Eastbound	27	Westbrook	I-95 Northbound
12	Southington	I-84 Eastbound	28	North Stonington	I-95 Southbound
13	West Willington	I-84 Eastbound	29	Montville	I-395 Southbound
14	West Willington	I-84 Westbound	30	Plainfield	I-395 Northbound
15	Wallingford	I-91 Southbound	31	Plainfield	I-395 Southbound
16	Middletown	I-91 Northbound			



State of Connecticut

Rest Stop Locations

-  Rest Area
-  Service Area
-  Private Truck Stop
-  User Survey Location



Appendix B — Survey Instrument

Statewide Rest Area and Service Plaza Study, continued.

8. Please rate the services you used here based on the following criteria:

Excellent (E), Satisfactory (S), Needs Improvement (N), Poor (P), Not Applicable (NA)

Availability of parking spaces	E	S	N	P	NA
Availability of food choices	E	S	N	P	NA
Quality of food	E	S	N	P	NA
Convenience store	E	S	N	P	NA
Bathroom—availability	E	S	N	P	NA
Bathroom—cleanliness/attractiveness	E	S	N	P	NA
Feeling of safety on site	E	S	N	P	NA
Interior building attractiveness/maintenance	E	S	N	P	NA
Outside grounds (landscaping/plantings)	E	S	N	P	NA
Overall rating of rest area	E	S	N	P	NA

9. Have you been at this service plaza or rest area before? Yes No

If yes, how often do you stop here?

Daily Weekly Monthly 2-3 times a year Once a year

10. What other key services/facilities might you use at a rest area or service plaza if it were available? (Check no more than five)

- | | |
|----------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Greater variety of food choices | <input type="checkbox"/> Table service restaurant |
| <input type="checkbox"/> ATM Machines | <input type="checkbox"/> Traveler/tourist information |
| <input type="checkbox"/> Internet connections (WiFi) | <input type="checkbox"/> Playground equipment |
| <input type="checkbox"/> Lodging | <input type="checkbox"/> Video/arcade games |
| <input type="checkbox"/> Picnic area | <input type="checkbox"/> Pet walking area |
| <input type="checkbox"/> Fuel | <input type="checkbox"/> Auto repair services |

What single feature of this rest area/service plaza would you improve?

Do you have any comments or concerns about Connecticut rest areas?

Thank you for completing this survey. Please drive safely.
For more information on this study, please visit:

www.ctrestareas.org

Statewide Rest Area and Service Plaza Study

The Connecticut Department of Transportation is conducting a study to evaluate its service plazas and rest areas. Thank you for taking the time to complete this survey. Your opinion is very important as ConnDOT seeks to improve the facilities along Connecticut's highways.

1. What is your home zip code?

2. Age: (Optional)

- <18 18-30 30-50
 50-60 >60

3. Sex: Male Female

4. What is your vehicle type?

- Passenger Car/Van Bus
 Commercial Truck Motorcycle

5. Where did you start this particular trip?

Town: _____
State: _____ Zip code: _____

4. Where will this particular trip end?

Town: _____
State: _____ Zip code: _____

5. What is the overall purpose of this trip? (Please check)

- Work/Business
 Vacation/Entertainment
 Shopping
 Personal Business
 Other _____

6. Why are you stopping here? (Check all that apply)

- Rest/Sleep
 Food/Drink
 Bathroom
 Fuel
 Other _____

7. How much money did you or will you spend at this rest stop?

- \$0 <\$10 \$10-20
 \$30-40 >\$40

Continued on other side...

ConnDOT Rest Area Study
72 Cedar Street
Hartford, CT 06106

Appendix C — Responses to “What Single Feature of this Rest Area or Service Plaza Would You Improve?”

Most Desired Improvements

Branford I-95 Service Plaza (Northbound)

Bathroom Issues

Dirty bathrooms

- Appearance Of Restrooms
- Bathroom Clean
- Bathroom Cleaness
- Bathroom Cleanliness, Especially Floors
- Bathrooms Are Deplorable - Unusable
- Bathrooms Messy
- Clean Bathrooms, More Food - Pazzahut, Nathans, Tac-Bells
- Cleanliness Of Br
- Ladies Room Needed Cleaning
- The Bathrooms Because They Are A Health Problem
- The Rstroom Cleanliness, Although To Be Fair, People Are Pigs When It Comes To Other's Facilities And I'm Sure I
- Womens Bathroom Was Unacceptably Dirty

Lack of bathroom toiletries/fixtures

- Add Paper Towel Inrestaurant
- Bathroom All The Locks Were Broken
- Clean Bathroom Supplies
- Towels In Rr

Need more restrooms

- Bathroom, Fix Vending Machine

Poor bathroom design

- Bathroom Comfort - This One Is Creepy

Facility exterior

Fuel services issues

- Display Gasoline Prices Half Mile Before Service Area

Lack of picnic/natural area

- Outdoors-Walkingpath

Poor exterior appearance

- Building Attractiveness

Poor exterior design

- The Outside

Facility interior

Need for other amenities

- A Mall
- Need Coin Changes

Poor interior design

- Bigger Tables & Seats

Food and Beverage Issues

Cost of food too high

Price Of Food Should Be Less

More courteous staff

Friendly Customer Service

More food and beverage choices

Add More Food Options

Add More Restaurants - White Castle

Choice Of Restaurant

Dunkin Donuts/Baskin Robbins & Playground/Pet Walking Area

Food

Food Choice

Food Choices

Food Selection

Food Variety

Gift Shop, Coffee, Ice Cream, Starbuck's

Greater Choice In Food - Cinnabon, Starbucks, Nathan's Hotdogs, Ice Cream More Than Mcd Sunday

Have Healthier Food - Yoghurt, Powerbars, Something Other's Than Mcd

Healthy Food Choices

Hot Food

Larger Variety Of Food Selection - Not Just Mcdonald's

More Food Choice

More Restaurants

Variety Of Food

Wider Choice Of Food Service

General comments — negative

General comments — negative

Everything

General comments — positive

General comments — positive

None - O.K.

OK

Maintenance Issues

Exterior maintenance issues

Surface Of Pavement/Roadway

Interior maintenance issues

Needs To Be Cleaner

Tidyness

Safety concerns

More security personnel

Keep The Beggars Out Of This Area - They Beg For Money \$15 And Up

Danbury I-84 Rest Area (Eastbound)

Chance For (Illegible)

Bathroom Issues

Dirty bathrooms

- Bathroom Cleanliness
- Bathrooms Have An Unpleasant Odor
- Cleaner Bathroom
- Cleanliness Of Bathroom
- Cleanliness Of Bathrooms
- Cleanliness Of Ladies Room
- Cleanliness Of Restroom
- More Cleanliness, Repair Bathroom Doors, More Toilet Paper
- Smell In Bathroom
- Smell In Bathrooms
- Smell Of Bathroom/Smells Like Urine

Lack of bathroom toiletries/fixtures

- New Faucets In Men's Room.
- Soap In Bathrooms And Seat Shields
- When Porta Potties Are Necessary, There Needs To Be A Place To Wash Hands

Need more restrooms

- Bathrooms
- Restrooms

Poor bathroom design

- Bathrooms Need Improvement
- Spruce Up Rest Rooms
- Update Bathroom
- Upgrade Bathrooms

Facility exterior

Playground area issues

- Add Playground

Poor exterior appearance

- Grounds

Poor exterior design

- Benches/Seating In Or Around Main Center Building (Sheltered)
- More Benches

Facility interior

Need for other amenities

- Could You Add A Library/ Book Store?

Poor interior appearance

Interior Decor

Poor interior design

Convenience

Food and Beverage Issues

More courteous staff

Attitude Of The Attendants

More food and beverage choices

Availability Of Food

Drink + Snack Availability

Food

Food Choices

Food Choices / Gas

Food Selection

Vending machine issues

Operating Vending Machines

Working Vending Machines

General comments — negative

General comments — negative

Less Surveys

General comments — positive

General comments — positive

I Love It

Love The Flowers, Appletree, Nothing! Natural Setting. It Is A Very Peaceful & Clean Stop!

None - One Of The Nicest Areas On This Multi-State Trip So Far!

Nothing

Nothing We Love This One

People Are So Nice

Very Nice Area

You Already Fixed The Exit Stop Sign That Was Missing Last Week-Thanks

Maintenance Issues

Exterior maintenance issues

Paint The Trim Inside And Out

Interior maintenance issues

Cleanliness

The Smell

No comment

No comment

N/A

None

None Comes To Mind

Safety concerns

More security personnel

More Police Patrols. I Stop Once A Week And Hardly Ever See One.
Security

Poor lighting

More Lights At Night

System-wide Issues

Poor spacing of facilities

Location

Traffic and Parking Issues

Lack of parking spaces for passenger cars

More Parking

Traffic and congestion issues

Fewer People On Road

Traveler Information and Information Technology

Lack of maps and travel information

Have State Maps Available 24/7
Have State Maps Available After Hours
Need Maps

More staff-hours at facilities

Have The Info Place Open!
Tourism Office Not Open For Maps (It Is A Saturday Afternoon)

Darien I-95 Service Plaza (Northbound)

Bathroom Issues

Dirty bathrooms

Bathroom Cleanliness Without A Doubt - Not Acceptable
Cleaner Bathrooms
Cleaner Especially Bathrooms
Cleaner, Less Wet Bathrooms
Cleanliness In Bathrooms

Need more restrooms

Bathrooms - Traffic Flow
Restrooms

Poor bathroom design

Bathroom
Bathroom Needs Improvement
Better Restrooms

Facility exterior

Fuel services issues

Cheaper Gas

Pet area issues

Pet Area

Poor exterior appearance

Outside Appearance

Facility interior

Lack of entertainment

Entertainment

Need for other amenities

Have Better Store Inside

Poor interior appearance

More Colorful

Physical Appearance

Poor interior design

A Little Congested Inside

Needs Air Conditioning

Food and Beverage Issues

More convenient hours of operation

Have Gift Area Opened Longer - It Was 8:30Pm And The Shop/Snackbar Were Closing

More courteous staff

Service With A Smile

More food and beverage choices

Food Choices

Food Selection

Food, Mcdonald's

Healthier Food Choices

More Food Choices

More Vegan Food

Variety Of Food

General comments — positive

General comments — positive

Everything Looks Allright

It's Quite Adequate

None, All Is Fine

Maintenance Issues

Exterior maintenance issues

Cleaner Parking Lot

Interior maintenance issues

Cleanliness
Dry Floors

No comment

No comment

None Known

Safety concerns

Traffic safety issues

Traffic Safety

Traffic and Parking Issues

Lack of parking spaces for commercial vehicles

Larger, More Truck Parking
Truck Parking

Lack of parking spaces for passenger cars

Bigger Parking Lot
More Parking Spaces
Parking
Size And Parking
Size/Parking

Poor design of parking area

Parking Area Could Be Larger Or Laid Out Better.

Traveler Information and Information Technology

Lack of maps and travel information

Travel Information

More staff-hours at facilities

More Hours In Welcome Center

Fairfield Route 15 Service Plaza (Southbound)

Bathroom Issues

Dirty bathrooms

Cleanliness Of Bathroom
Make Stickers To Remind People To Keep The Bathroom Clean

Lack of bathroom toiletries/fixtures

Paper Towels In Rest Rooms

Need more restrooms

Bathroom
Bathrooms
Rest Rooms Not Enough Of Them
Restrooms

Poor bathroom design

Larger, Cleaner Bathrooms
Nicer Bathrooms

Facility exterior

Fuel services issues

Gas Prices
Gas Pump Doesn'T Always Give Receipt
Long Gas Lines
More Gas Pumps

Pet area issues

Dog Walk Area-There Is No Seperate One
More Grass For Pets

Poor exterior design

Improve Outside Grounds (Wider With Respect To Resting Seating Safety)
Layout Of The Land
Size
The Size/Sidewalks
Too Close To The Highway
Wider Access

Facility interior

Lack of entertainment

Brothel

Poor interior design

More Room Inside
Size & Food

Food and Beverage Issues

More courteous staff

Counter Help (Lazy And Unattentive)

More food and beverage choices

Availability Of Food
Better Food And Appearance
Food Choices
Food Selection And Cleanliness
Free Coffee
Get Fresh Fruits, Apples, Bananas, Oranges
Healthier Food
More Food Choices (Meals Vs Snacks)
Put In Starbucks Coffee
'Real' Food Choices As Opposed To Snack Food
Ruby Road- 'With Stream' Is My Favorite

General comments — positive

General comments — positive

Everything Was Fine At This Stop
Nothing

Maintenance Issues

Exterior maintenance issues

Fix Pavement

No comment

No comment

None

Safety concerns

Traffic safety issues

A Little Further From The Road For Safety

Traffic and Parking Issues

Lack of handicapped parking

More Handicap Parking

Traffic and congestion issues

Exit & On Ramps Too Tight
On/Off Ramp

Greenwich Route 15 Service Plaza (Northbound)

(Illegible)

Bathroom Issues

Dirty bathrooms

Availability Of Clean Restrooms
Cleanliness
Cleanliness Of Restrooms, Exit: More Space Needed
Restroom Cleanliness

Lack of bathroom toiletries/fixtures

Hand Dryers Are Old And Some Non Functional

Need more restrooms

Bathroom
More Bathrooms
More Stall In Bathroom
More Stalls In Bathroom, Paper Towels & Toilet Paper
Number Of Stalls In Bathroom
You Need More Toilets In The Ladies Room.

Poor bathroom design

Of Stalls In Ladies Room.

Bathrooms
Bathrooms.More Stalls, Sinks And Dryers.Soap Dispensers Filled.Please Keep Clean
Better Bathroom Facility/ No Bring Your Own Toilet Seat Service
Bigger Rest Rooms

Facility exterior

Fuel services issues

Auto Repair Service
Nothing Except The Price Of Gasoline
Put Windshield Cleaner At A Different Location

Poor exterior design

Amount Of Room Between Entrance And Pumps
Grounds
Size
Size.
Widen The Entrance
Wider Lanes By Pumps

Facility interior

Good interior design

More Room In Aisles In Store

Lack of entertainment

Entertainment

Need for other amenities

More Selection Of Newspapers

Poor interior design

Inside Facilities
Narrow Passageways
Needs To Be Widened-Expanded Hallways-Too Narrow
Space Inside Too Narrow-I Spilled Coffee On My Hands And They Were Burned: This Isa Lawsuit Waiting To Happen
The Hallway To The Restroom Is Too Narrow And Congested With Concessions.
Update And Roominess

Food and Beverage Issues

More courteous staff

Ability Of Attendants To Clearly Understand And Communicate In English

More food and beverage choices

Cheaper Ice Cream
Decafe Icedtea
Food
Food Choices
Food Choices - More Than Just Junk Food
Food Options
Food Service
Food Store
Food/Cafe
Fresh Fruits And Salads

Heathier Snacks/Foods-Not Just Junk Food And More Cashiers For Faster Service
Hot Food Available
More Food Choices
More Fresh Food Would Be Nice.
More Variety Of Food
Organic Foods
Variety Of Food

More staff

Eliminate Sales Of Lottery Tickets. Ticket Sales Create Lines.

General comments — negative

General comments — negative

Every Single One
Everything

General comments — positive

General comments — positive

None. I Think The Help Really Makes The Lines Move.
Nothing

Maintenance Issues

Interior maintenance issues

Cleanliness
Make It A Little Cleaner

No comment

No comment

No Answer
None

Safety concerns

More emergency services

First Aid Supplies, My Wife Needed Ear Drops, More Paper Towels, Men's Bathroom Not Clean

Traffic safety issues

Access To Rest Area Is Small, Potentially Dangerous.
Entry And Exit - Need Longer Lead To Enter And Leave Safely
On/Off Parkway Is Dangerous
Too Close To The Highway

Traffic and Parking Issues

Lack of parking spaces for passenger cars

Parking

Poor design of parking area

Access To Parking
Access To Parking-Some Motorists Park In Driving Areas

Traffic and congestion issues

Access From And To Highway
Create An Exit From The Parking Area Directly To The Parkway
On-Off Ramp Too Fast.
Size Of The Entrance Lane
Traffic

Traveler Information and Information Technology**Lack of internet access**

Availability Of Wifi
Cellular/ Wifi Internet

More staff-hours at facilities

Extended Hours Of Welcome Center

Milford I-95 Service Plaza (Southbound)***Bathroom Issues*****Dirty bathrooms**

Bathroom Cleanliness
Bathrooms Could Be Cleaner & Better
Bathrooms Dirty
Bathrooms Wr Awful - However I Do Know People Do Make Messes
Clean Restrooms
Cleaner Bathrooms
Cleanliness Of Bathroom
Cleanliness Of Bathrooms - Disgusting
Smell Of Ladies Restroom
The Smell Of It

Lack of bathroom toiletries/fixtures

Fix Ladies Bathroom Stall Locks
Locks On Ladies Bathroom Don'T Work; Toiler Paper Full Doesn'T Work Properly Resulting In Wasted Paper On Floor
No Hot Water In Restrooms
Paper Towels In Bathrooms And Self-Flushing Toilets

Lack of showers for truckers

Shower For The Truck Drivers

Need more restrooms

Bathroom
Bathrooms
Restroom
Restrooms

Poor bathroom design

Size Of Bathrooms And Parking Lot

Facility exterior**Fuel services issues**

Change To Different Fuel Supplier. Hate Exxon.

Gas Prices

Lack of auto repair

Auto Repair

Lack of picnic/natural area

Area Outside

Lack of RV services

Needs Rv Dump Station And Electrical Hook-Up

Poor exterior appearance

Attractiveness

Poor exterior design

Bigger

Make It Bigger

Facility interior

Lack of entertainment

Gambling Area

Poor interior design

Bench In Wait Area

Food and Beverage Issues

More food and beverage choices

Better Food Options

Change Food Service

Coffee

Different Meal Choices

Different Restaurants

Food Choice

Food Choices

Food Court Type Restaurants

Get Rid Of Mcdonalds

Get Rid Of Mcdonalds - Poor Nutrition

Greater Food Selection

Healthier Food

More Food Choices

More Healthy Food Choices Such As Organic Food

Not Enough Food

Variety Of Food

General comments — negative

General comments — negative

All Of Them

Wages

General comments — positive

General comments — positive

Fine As Is

Nothing

Maintenance Issues

Interior maintenance issues

Cleanliness
Cleanliness - Garbage
Milk Shake Machine Often Not Working

No comment

No comment

None

Safety concerns

More security personnel

Security Outside

Poor lighting

Lighting

Signage Issues

Poor directional signage

No Signage That You Can'T Return To Rest Area After Fueling

Traffic and Parking Issues

Lack of parking spaces for passenger cars

More Parking Spaces
Parking

Poor design of parking area

Easier Parking

North Stonington I-95 Rest Area (Southbound)

Bathroom Issues

Dirty bathrooms

Bathroom Cleanliness Repair
Cleanliness In Bathrooms
Cleanliness Of Restroom
Messy Restroom
Women's Bathroom Stinks

Lack of bathroom toiletries/fixtures

Mens Room - Paper Towels -Never Have Them
Need Paper Towels, Can'T Wash/Dry Face With Hot Air
Paper Towels
Paper Towels And Toilet Paper Seat Covers
Paper Towels In Restroom
The Soap Dispenser In The Bathroom Was Twisted And Squirted Up. I Would Make It Squirt Down And Into My Hand.

Towels In Restroom
Towels To Wipe Hands

Need more restrooms

More Female Stalls

Poor bathroom design

Greater Privacy At Urinals, Paper Towels Instead Of Hand Dryer
Not Able To Tell Whether Someone Is In The Bathrm Stall Without Bending To Look For Feet
Restroom -Size And Appearance
Updated Bathroom Doors
Upgrade Bathrooms

Facility exterior

Fuel services issues

Fuel
Gas Station

Pet area issues

Bigger Pet Walking Area

Poor exterior design

Maybe A Little Larger

Facility interior

Need for other amenities

Colder Water In Fountains
Cups For Water At Fountain

Poor interior appearance

I Would Make The Lobby-Ish Brighter And More Attractive

Poor interior design

Food Area
Make Larger

Food and Beverage Issues

More food and beverage choices

Food Choice
Food Choices
Healthier Food
More Food Choices
More Food Mcdonalds
Not Really - Unless Food Can Be Added
Restaurant Convenience Store
Restaurant Needed
Sugar Free/Sodium Free Food Choices - Diabetic Suitable

Vending machine issues

Get Rid Of Junk Food And Soda Machines
Keep Soda Machine Full
Vending Machines Don'T Work/Take Your Money

General comments — positive

General comments — positive

- As Above
- I Like It
- I Like It All.
- I Think Its Good
- It's Good
- It's Okay
- Needs No Improvement
- No Improvement Necessary
- Very Satisfield

No comment

No comment

- None

Traffic and Parking Issues

Lack of parking spaces for commercial vehicles

- Truck Parking

Traveler Information and Information Technology

Lack of internet access

- Internet Access

Lack of tourist information

- Perhaps Weather Reports And Hours Of Operation Of Major Tourist Sites Could Be Posted Very Ostentatiously.

More staff-hours at facilities

- Increase Welcome Center Hours
- Info Desk

Plainfield I-395 Service Plaza (Southbound)

Bathroom Issues

Dirty bathrooms

- Bathroom - Clean Them
- Bathroom Cleanliness
- Restroom Cleanliness

Lack of bathroom toiletries/fixtures

- Availability Of Bathrooms With Towels And Not Air Machines
- Bathroom All The Locks Were Broken
- Bathroom Out Of Order Often
- Need Soap In The Dispenser
- Paper Towels In Restroom

Need more restrooms

- Bathroom

Bathrooms
Men's Room
More Bathrooms
More Restroom Stalls
Restroom
Restrooms
Women's Restrooms! There Are Not Sufficient Numbrs. Always A Long Line Waiting

Poor bathroom design

I'D Make The Bathrooms Better
More Stalls/Bigger Bath

Facility exterior

Fuel services issues

Diesel Gas
Lower Gas Price
More Pumps
Price

Lack of picnic/natural area

Area To Sit Outside
Landscaping Picnic Area
More Shady Areas To Sit/Park
More Trees
Need Picnic Area - Tables
Picnic Tables

Poor exterior appearance

Landscape

Poor exterior design

A Way To Drive Around Fuel Pumps When Cars Are Fueling
Bigger
Driving Area Around Gas Pumps Very Close To Pumps
Exterior

Facility interior

Lack of entertainment

Lottery Machine

Need for other amenities

Add More To It
Needs Ice/Soda Pop Machines

Poor interior design

Food Area

Food and Beverage Issues

More food and beverage choices

Add A Fast Food Restaurant
Change To Hot Fast Food Or Upgrade To Restaurant Grade
Dunkin Donuts
Fast Food Choices - Sbarro

Fast Food Type Of Restaurant
Food
Food Service
Greater Variety Of Food
More Food Choices Like On Mass Pike
Restaurant

General comments — negative

General comments — negative

All

General comments — positive

General comments — positive

Nothing - These Rest Areas On 395 Are Better Than The Ones On 95
Nothing- Great Stop

No comment

No comment

None

Safety concerns

Poor lighting

OK As Is But More Lighting At Night

System-wide Issues

Not enough facilities

Facility

Traffic and Parking Issues

Lack of handicapped parking

Handicap Parking

Lack of parking spaces for commercial vehicles

More Commercial Vehicle Parking
More Parking - Truck
More Truck Parking For Overnight
Parking Spaces For 18-Wheelers

Lack of parking spaces for passenger cars

More Parking
Parking

Poor design of parking area

Parking Location

Traffic and congestion issues

Highway Traffic Shield
On And Off Ramp

Traveler Information and Information Technology

Lack of maps and travel information

Availability Of Free State Of Ct Maps As In Other Rest Areas On 395

Lack of tourist information

More Tourist Info

W. Willington I-84 Rest Area (Westbound)

Bathroom Issues

Dirty bathrooms

Bathroom Cleanliness
Bathroom Cleanliness - It's Not The Clean/Housekeeping Fault, Needs To Be Remodeled
Bathroom Smelled
Clean Bathrooms
Clean Bathrooms With Soap
Clean Restrooms
Clean/Fix Bathrooms
Cleaner Bathrooms
Cleaner Bathrooms - Not Awful Though
Cleanliness Of Bathroom
Cleanliness Of Restrooms
Cleanliness Of Restrooms & Paper Towels
Ladies Room A Disgrace-Very Dirty Everywhere
Ladies Room Not Clean - Needs A Person To Keep Everything Tidy
Needs Cleaner Bathrooms
Super Clean The Tiles In Restroom

Lack of bathroom toiletries/fixtures

Bathroom Maintenance - Missing Doors
Bathrooms Door Missing
Leaky Toilets
Need Soap In Dispenser
Paper Towels
Paper Towels In Bathrooms. Paper Covers For Toilets
Put The Door Back On The Toilet In The Ladies' Room.
Put Towels In Bathrooms
Soap In Soap Dispensers
Towels In The Bathrooms

Need more restrooms

Bathroom
Bathrooms
Have Another Ladies Room
Larger Womens Bathrooms So Men Don'T Have To Wait So Long
More Restrooms, Restaurant
Restroom
Restrooms
Women's Restrooms - More Of The Facilities

Poor bathroom design

Bigger Ladies Room

Ladies Room Needs Improvement

Facility exterior

Fuel services issues

Add Gasoline And Better Coffee Choices
Fuel

Lack of picnic/natural area

Benches

Poor exterior appearance

Cleanliness/Attractiveness Of Building
Landscaping Flowers

Poor exterior design

A/C Inside
Size

Facility interior

Lack of entertainment

Get A Pinball Machine

Poor interior appearance

Attractiveness
Interior Building Attractiveness

Poor interior design

A/C
Air Conditioning
Inside Building
Interior
Needs Remodeling
Remodel

Food and Beverage Issues

More convenient hours of operation

Open More Hours

More food and beverage choices

Better Food
Food
Food Avail
Food Choice
Food Choices
Food Is Unhealthy Stuff. Make More Options Of Healthy Food
Food Selection/ Souvenirs
Food-Deli Sandwiches
Have More Food & Soda (Beverage) Choices
More Available Food
More Food Choices
More Healthy Snacks
Needs A Coffe Bar
Options For Food

Restaurant

Vending machine issues

Vending - Prices & Choices
Working Vending

General comments — positive

General comments — positive

All Wonderful
Ct Rest Area Good
Good
It's Fine
None, This Stop Is Quite Nice
Ok
Rest Area For Me Is A Convenient Quick Stop-Bathroom Facilities
Seems Okay To Me

Maintenance Issues

Interior maintenance issues

Cleaner/Maintenance, Rusty Metal, Moldy Caulk, Paint Touchup Needed
Cleanliness
If One Toilet Has Been Cleaned, Please Let People Use It While The Others Are Being Cleaned

No comment

No comment

Don'T Know
None
Nothing

Safety concerns

Poor lighting

More Light Outdoors, Bathroom

Signage Issues

Poor directional signage

I Was Confued About Where To Park And Overshot Building-Parked In Camper Spots

Traffic and Parking Issues

Lack of parking spaces for commercial vehicles

More Parking For Trucks
More Truck Parking
Parking Space For Commercial Trucks

Lack of parking spaces for passenger cars

Additional Parking And Maintain (Illegible)
Parking

Poor design of parking area

Updating Building Realign Truck Parking So Trucks Don'T Block Each Other In

Traffic and congestion issues

Car/Truck Separation Needed

Traveler Information and Information Technology

Lack of maps and travel information

Needs Maps

Wallingford I-91 Rest Area (Southbound)

Bathroom Issues

Dirty bathrooms

Bathroom Floors Cleaner

Bathrooms-Need To Clean Stalls And Replace Flooring

Smell Of Bathrooms

Lack of bathroom toiletries/fixtures

Add Paper Towels To Bathrooms

Maintenace Of Rest Room

Paper Hand Towels

Need more restrooms

Bathroom

Bathroom Facility

Bathrooms

Family/Unisex Bathroom

More Bathrooms And Paper Towels

Poor bathroom design

Bathroom Status

Bathroom Ventilation

Child Changing Station In Men's Room

Lighting In Toilet Area

Make Restrooms Automatic/No Manual Flush Or Sink

Modernize Bathrooms

Update The Restrooms

Facility exterior

Fuel services issues

Add A Gas Station

Fuel

Gas And Food

Lack of picnic/natural area

Shade For Picnic Area

Lack of RV services

Another Sewer Outside For Camper Dumping

Poor exterior design

Interior Needs Improvement

Facility interior

Need for other amenities

- Add Atm And Better Coffee
- Need Atm
- Needed Atm
- Peace To Boy Magazine

Poor interior design

- Food Counter And Tables
- More Space

Food and Beverage Issues

More courteous staff

- Employees Should Speak English When Conversing With Each Other

More food and beverage choices

- A Restaurant/Snack Bar. Would Like Some Hot Food.
- Better Food Choices, Fast Food, Quick Mart, Etc.
- Coffee
- Fast Food
- Fast Food Restaurants Like Kfc
- Food
- Food And Drink
- Food Choices
- Food Choices - Better Coffee
- Food Choices/Fuel
- Food Selections
- Food Service
- Healthier Food Choices
- Healthy Food Choices/Snacks
- Ice Maker, Food Choice
- Larger Food Selection
- More Food Choice (Not Just Vending Machine)
- More Food Outlet
- More Restaurants
- Restaurant
- Selection Of Food
- Size & Types Of Food And Drink Area
- Some More Substantial Food Options Would Be Good.

Vending machine issues

- Need More Vending Machines

General comments — positive

General comments — positive

- It's Fine
- Nothing

Maintenance Issues

Interior maintenance issues

Cleaner Place

No comment

No comment

N/A

No Comment

None

Not Sure

Safety concerns

More emergency services

Ambulance

Traffic and Parking Issues

Lack of parking spaces for commercial vehicles

Parking Spaces For Cmv

Poor design of parking area

Longer Truck Parking Spaces

Need To Do Something About Truck Parking Area. At Times It Is Hard To Get In And Out Of The Rest Area.

Traffic and congestion issues

Easy Access Of Highway

Traveler Information and Information Technology

Lack of maps and travel information

More Travel Info

More telephones

More Phones

Appendix D — Responses to “Do You Have Any Comments or Concerns about Connecticut Rest Areas?”

Open-Ended Comments

Branford I-95 Service Plaza (Northbound)

Bathroom Issues

Dirty bathrooms

Clean Up Bathrooms

Poor bathroom design

Exit 64 Mcdonald's Rest Area Bathroom Needs Improvement

Facility exterior

Fuel services issues

All Gas Prices Should Be Equal. It Might Be A Good Idea To Have Aaa Approved Service Stations At Each Rest Area

Pet area issues

They Need Doggie Areas - They Should Have Maps And Tourist Info Like Every Other State, Even Rhode Island

Poor exterior appearance

Landscaping

Food and Beverage Issues

Cost of food too high

Prices At Mcdonalds Seemed High

More food and beverage choices

Add Dunkin Donuts/Baskin Robbins

Better Food Options Than Mcdonald's Need To Be Explored To Improve Image Of The Rest Stops

Mcdonalds Is Unhealthy And Disgusting

Need More Variety In Food And Beverage Choices (Like Starbucks)

Wish They Had More Restaurants With More Options

General comments — positive

General comments — positive

Always Found Them Safe And Clean

Are Ok For Quick Stop

Clean/Safe

For The Most Part They Are Good

Good

The Managers Were Nice

Maintenance Issues

Exterior maintenance issues

Clean Outside Garbage Cans

Interior maintenance issues

Cleaner Than Most

Cleanliness/Inside & Outside
Other Ones Are Horrible, Dirty

No comment

No comment

No
No And Thanks For Being There!
None

Safety concerns

Pedestrian safety issues

Safety Is Very Important, Especially At Night

System-wide Issues

Not enough facilities

Wish There Were More

Danbury I-84 Rest Area (Eastbound)

Bathroom Issues

Dirty bathrooms

Overall A Nice Rest Area. Always Plenty Of Parking. Bathrooms Should Be Cleaned A Little More Frequently.

Lack of bathroom toiletries/fixtures

No Toilet Paper

Need more restrooms

All Rest Areas Should Have: 1. Toilets 2. Garbage Cans
Do Not Like Porta Potties

Facility exterior

Attractive exterior

Flowers Always In Bloom
The Plantings Are Beautiful.
We Love The Flowers And Gardens

Food and Beverage Issues

More food and beverage choices

Healthier Snack Options Would Be Good Advantage Or Metrix Bars-That Sort Of Thing

General comments — negative

General comments — negative

Inadequate
Restrooms On I-95 Need Improvement.
They're Bad

General comments — positive

General comments — positive

1St Time Experience Seems Adequate + Nice
Clean
Everything Is Great!!
Generally Good. A Little Old Fashioned.
Generally Satisfactory
Good Service
Good Spot
Great
I Haven'T Been To Too Many, Butthis One Was One Of The Nicest That I Have Seen
I Likethe Oneswith Free Donuts
It Is Very Attractive And Reasonably Clean
Keep Them Clean, Free And Safe 24/7
Nice And Clean
Nice Area, Need More Like It.
Nice Little Rest Area Thanks For Asking
On I84 East I Find It Conveniently Placed. A Hot Coffee Machine To Pep Us Up Would Help. Location And Looks
Overall, I Think They're Very Good.
Thanks
Thanks For Being Here
They Are Okay
This Is The Best One
This One (Exit 1) Is Great!
This One Is Very Good. Very Good Gardners...Five * Rest Stop
This One Represents Ct Nicely With Clean Facilities And Friendly Information Staff
Very Good
We Like This Rest Area.
Yes Think That This Is A Lovely Rest Area. Thanks!

Maintenance Issues

Interior maintenance issues

Continue Upkeep And Service

No comment

No comment

N/A
No
None
Not Yet Thank You

System-wide Issues

Better than other states

Better Than Anything In Nj

Not enough facilities

Ct Has Good Facilities. Need Another West/Southbound 84.
Need More Rest Stops, There Is Only One From I-84 East To Ri
Not Enough

Not Enough Of Them
Not Enough. From Ma Line There Is Only 1 Rest Area North Of Hartford. That Is Awful!
There Are Not Enough Rest Areas In Ct. We Travel The State Often And There Are Only Two Others That We Know Of
We Need Rest Areas, We Need More

Traffic and Parking Issues

Concerns about noise and air pollution

Stop Trucks From Idling In Rest Areas !

Darien I-95 Service Plaza (Northbound)

Bathroom Issues

Dirty bathrooms

Keep It Clean

Facility exterior

Poor exterior design

Make It Bigger

This Stop Is The Most Critical, First From Ny. Get It Bigger.

Food and Beverage Issues

More food and beverage choices

Prices Are Too High For Bad Food

General comments — positive

General comments — positive

Excellent

Friendly, Courteous Census Taker, Cleanliness On Premesis

Good, In General

Have Been Here Twice - I Make It A Point To Stop Here If That Says Anything

Keep Up The Good Work

None, All Is Fine

Overall Good

Perfect

Thanks For Being There

The Plants Are Pretty

They Are Pretty Good. This Rest Stop Is The Best.

This Is The Best Rest Stop.

Very Convenient

Maintenance Issues

Interior maintenance issues

Keep Them Clean, Well Lighted At Night

No comment

No comment

No

Traffic and Parking Issues

Traffic and congestion issues

Traffic Flow

Why Do You Have A Work Zone Speed Of 40 Miles Per Hour When There Is No Work Being Done Exit 29 Through 35

Fairfield Route 15 Service Plaza (Southbound)

Bathroom Issues

Dirty bathrooms

Mcdonalds And Rest Area Bathrooms are Filthy

Facility exterior

Poor exterior appearance

Garden Flowers/Green Grasses

Poor exterior design

Need Larger Ones

Food and Beverage Issues

More food and beverage choices

The Rest Area Doesn'T Give You The Variety Of Food As Many Other Rest Areas Do...

General comments — positive

General comments — positive

Cute Blond !

Generally They Are Okay And Frequent Enough Thanks

Generally Very Pleasant Free Air

Nice Places

They Are Fine, Overall They Serve Their Purpose

They're Great ! Go Ct !

Usually Good

We Sometimes Take The Merrit Especially Because There Is Decent Coffee At Those Stops.

Maintenance Issues

Interior maintenance issues

Cleanliness

Dirty, Dirty, Dirty

No comment

No comment

No

Safety concerns

Pedestrian safety issues

Making Specific Places To Walk So We Don'T Get Hit By Traffic

Traffic and Parking Issues

Enforcement of illegal parking

Most On The Merritt Are Good I 95 Ones Should Ticket People That Park Illegally

Traffic and congestion issues

Traffic Slows Down Due To The Fact That They Expect More Outside Area And Don'T Stop In Time And Back Up

Greenwich Route 15 Service Plaza (Northbound)

Bathroom Issues

Dirty bathrooms

Bathroom Cleanliness Is Often Negligible

Lack of bathroom toiletries/fixtures

Soap Dispensers Filled

Facility exterior

Pet area issues

Have Clean Up After Dog Signage

Poor exterior appearance

Spruce Up Widen

Facility interior

Need for other amenities

Let Volunteer Groups Sell Goods

Yes. It Would Be Great To Have An Ice Machine For Water Or Soda-Smaller Than Bags.

Food and Beverage Issues

More courteous staff

Do Individuals Working Here Understand English ? Got To Keep Them Better Ventilated And Cleaner.

More food and beverage choices

Better Food Choices-Nothing But Junk Food

Food Choices

Medonalds And Junk Food Are The Only Options

The General Condition Of Ct Service Areas On The Merit And Rte 95 Is Poor. Why Is Mcdonalds The Only Choice ?

More staff

More Cashiers For Faster Service

General comments — negative

General comments — negative

Some Fo Them Are Good, Some Of Them Need Improvement Like This One

General comments — positive

General comments — positive

Convenien And Nice
Generally Pretty Good
Good
Niceto Have Them
Overall Pretty Good
Pretty Good
Serves Needed Purpose
They Are Terrific
They Serve Our Needs

Maintenance Issues

Interior maintenance issues

Some Are Just Plain Dirty

No comment

No comment

No
None

System-wide Issues

Better than other states

Great Job! Much Better Than Most States.

Worse than other states

Compared To Other States, You Should Be Ashamed Of Yourselves.

Traffic and Parking Issues

Traffic and congestion issues

15 E- Norwalk- More Lanes
Employees Crossing Parkway

Milford I-95 Service Plaza (Southbound)

Bathroom Issues

Dirty bathrooms

Cleanliness Of Restrooms

Need more restrooms

More Family Restrooms

Facility exterior

Lack of RV services

Dump Stations For Rv's Designated Areas For Overnight Rv's

Poor exterior appearance

Not Very Attractive, But Frequent

Food and Beverage Issues

More food and beverage choices

Bring In Healthy Foods Like Subway And Get Rid Of Mcdonalds.
Excessive Calories In Food
Mcdonald's
Mcdonalds At Every Single Rest Area Is Terrible.

General comments — negative

General comments — negative

Needs Improvement
Wages

General comments — positive

General comments — positive

All Good
Great Service
Pretty Good
They're O.K.
Very Good

No comment

No comment

No

Safety concerns

More security personnel

Need To Have More State Police Patrols

System-wide Issues

Not enough facilities

Need More On 91

Worse than other states

Make Them Like Garden State In Nj

Traffic and Parking Issues

Concerns about noise and air pollution

Too Much Traffic And Smog

North Stonington I-95 Rest Area (Southbound)

Bathroom Issues

Lack of bathroom toiletries/fixtures

Bathroom Repair
Paper Towels Instead Of Hand Dryer

Need more restrooms

Restrooms

Facility exterior

Playground area issues

Consider Playground Equipment

Food and Beverage Issues

Vending machine issues

Lots Of Problems With Vending Machines

General comments — negative

General comments — negative

A Shame (Here) More Detailed Directions More Welcoming
More Money From State For Health Care, Less For Overpriced And Stupid Studies

General comments — positive

General comments — positive

Beautiful State
Better Than Many
Glad Open 24 Hours
It Is Fine
Like The Facility, Stop By Often, Fewer Services Keeps Crowds Down
Nice Not Overdone
Nice/Neat
Not Really. They Seem Pretty Organized And Safe, But I've Only Been To The One On I-95 Between Exit 92 And 91.
S.A.A.
Satisfactory
Very Clean - Have Been Stopping Here Since 1972.
Very Clean Area. Nice Stop
Very Nice
Very Nice For Travelers
We Think It's A Fine Rest Stop.

No comment

No comment

No

Not Right Now.

System-wide Issues

Not enough facilities

I Feel Safer Here Than Those With Mcdonalds Or Fuel Areas. But You Need More Along The Route
Need More Of Them

Traveler Information and Information Technology

Lack of tourist information

Information For Tourists Not Adequate

Plainfield I-395 Service Plaza (Southbound)

Bathroom Issues

Lack of bathroom toiletries/fixtures

Dryer In Men's Room Stops Too Quickly
No Paper In Bathroom - But Promptly Replaced Upon Request

Need more restrooms

More Stalls Needed

Facility exterior

Fuel services issues

Gas Prices
Lower The Gas Prices
Would Like Diesel Fuel

Poor exterior design

Need More Space At Front Door- Too Crowded
They Are All The Same

Facility interior

Attractive interior

Very Clean
We've Always Found Them To Be Clean!

Good interior design

Being Able To Idle Trucks In All Kinds Of Weather

Food and Beverage Issues

More courteous staff

Workers Inside Building Used Foul Language And Were Loud Without Regard To Who Was Present

General comments — negative

General comments — negative

Some Further Down I-95 (Milford On To Ny) Are Downright Frightening

The Rest Areas Are Better On 395 Than They Are On The 95.

General comments — positive

General comments — positive

Fairly Good On Most
Good & Free Air
Good Service/Selection
Great State
Keep Up The Good Work.
Meets My Needs
Satisfactory
Thank You
The Ones On I-395 Are Very Good. Clean - Well-Placed.
Very Good

No comment

No comment

No
None

Safety concerns

Pedestrian safety issues

Safe & Secure

Signage Issues

Poor directional signage

At Mass/Ct State Line Going South On I-395, Have A Sign Saying How Far It Is To This Rest Area

System-wide Issues

Better than other states

Better Than Most States

Not enough facilities

Ct Needs To Open More Up
Need More
Need More Rest Areas
Not Enough Of Them
There Are Not Enough Rest Areas, Places To Park When Tired.
Too Few

Poor spacing of facilities

Few And Far Between - Not Enough Rest Areas

Worse than other states

Compare It To Rest Areas Nationally. Needs Lots Of Improvement.
Outdated - Ny Has Plazas With Multiple Restaurants
They Should Be As Good As The Mass. Pike

Traffic and Parking Issues

Lack of parking spaces for commercial vehicles

Need More Truck Parking

W. Willington I-84 Rest Area (Westbound)

Bathroom Issues

Clean bathrooms

Keeping Them Clean Thank You

Lack of bathroom toiletries/fixtures

Bathroom Seat Covers - Too Crowded

Paper Towels

Need more restrooms

Bathroom Facilities

Facility exterior

Attractive exterior

Prefer This Type - Rest Stop To Commercial 'Nutmegs'

Lack of picnic/natural area

I Love Picnic Areas With Facilities

Lack of RV services

More Rv Dump Stations

Facility interior

Poor interior design

Need Air Conditioning

Needs Air Conditioning

General comments — negative

General comments — negative

The Visitor Center From The South Is Much Nicer

Very Bad

General comments — positive

General comments — positive

Courtesy Was Very Good

Enjoyed It

Great Job

Great To Have Someone Available To Help With Directions

I Am In Love With A Guy Giving Directions There (Wolf Whistle)

No, Very Nice And Clean Place.

Normally Adequate

Ones On I-95 Are Nice.
Overall Very Good
Quite Adequate!
Satisfied
Seems Very Nice
Thanks
They Are Good.
Very Helpfull
Very Pleasant

Maintenance Issues

Exterior maintenance issues

Upkeep Of Grounds And Litter

Interior maintenance issues

Usually Clean

No comment

No comment

N/A

No

Signage Issues

Poor directional signage

Clearer Signage Would Be Helpful. I Had To Park In Campers Because I Didn'T Know That The Car Section Ended

System-wide Issues

Better than other states

No Among The Best On Eastern Seaboard
Pretty Good Compared To Some Other States

Not enough facilities

More Rest Areas Are Needed
Not Enough Of Them
There Are Not Enough Rest Areas

Poor spacing of facilities

Connecticut Needs More Rest Areas Closer Together
Too Far Apart

Worse than other states

(91) Guilford Vt. Rest Stop. Bathroom, Area To Stretch Legs, Info About State, Etc.

Traffic and Parking Issues

Lack of parking spaces for commercial vehicles

More Parking For Trucks

Lack of parking spaces for passenger cars

Additional Parking

Traffic and congestion issues

Make Conn. Shorter

Wallingford I-91 Rest Area (Southbound)

Bathroom Issues

Clean bathrooms

Clean Facility, Like The Cold Water

Dirty bathrooms

Bathrooms Smell

Lack of bathroom toiletries/fixtures

Prefer Paper Towels

Facility exterior

Lack of auto repair

Auto Repair Availability

Lack of picnic/natural area

Shaded Areas Wonderful, Newspaper Availability Is Good

Facility interior

Need for other amenities

A Place To Put Handbag

Food and Beverage Issues

More food and beverage choices

Less Meat Food

More Variety Offoods, Not Just Mcdonalds

General comments — negative

General comments — negative

Needs Improvement

General comments — positive

General comments — positive

Ac Was Great

Clean + Satisfactory

Everyone Was Very Friendly And Helpful

Excellent

Fine Overall

Generally Okay

Glad To Have Them

Good

Good And Convenient

Great !
Nice, Clean
Ok
Very Clean
Very Good
Very Happy
Very Nice
Wonderful Resource

No comment

No comment

N/A
No
None
Nope
Nothing

Traffic and Parking Issues

Traffic and congestion issues

Not Accessable To I-84 West Of Hartford

Appendix E — Evaluation of Services Tables

Evaluation of Services, All Respondents

Category	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
Availability of food choices	24	27%	44	49%	11	12%	10	11%	2.92
Availability of parking spaces	115	80%	27	19%	1	1%	0	0%	3.80
Bathroom - availability	97	68%	39	27%	7	5%	0	0%	3.63
Bathroom - cleanliness/attractiveness	57	40%	64	45%	15	11%	6	4%	3.21
Feeling of safety on site	86	61%	51	36%	2	1%	1	1%	3.59
Interior building attractiveness/maintenance	69	49%	62	44%	7	5%	4	3%	3.38
Outside grounds (landscaping/plantings)	109	77%	29	21%	3	2%	0	0%	3.75
Overall rating of rest area	78	53%	64	44%	2	1%	2	1%	3.49

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, Branford I-95 Service Plaza (Northbound)

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
Availability of food choices	22	20%	46	42%	27	25%	15	14%	2.68
Availability of parking spaces	78	67%	35	30%	2	2%	1	1%	3.64
Quality of food	27	26%	51	50%	13	13%	12	12%	2.90
Convenience store	24	30%	36	44%	16	20%	5	6%	2.98
Bathroom - availability	52	46%	49	43%	7	6%	5	4%	3.31
Bathroom - cleanliness/attractiveness	25	23%	51	47%	17	16%	15	14%	2.80
Feeling of safety on site	49	43%	58	51%	5	4%	1	1%	3.37
Interior building attractiveness/maintenance	28	25%	53	48%	22	20%	7	6%	2.93
Outside grounds (landscaping/plantings)	25	22%	59	53%	21	19%	7	6%	2.91
Overall rating of rest area	24	21%	64	57%	18	16%	6	5%	2.95
Grand Total	354	32%	502	47%	148	14%	74	7%	3.05

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, Danbury I-84 Rest Area (Eastbound)

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
Availability of food choices	24	27%	44	49%	11	12%	10	11%	2.92
Availability of parking spaces	115	80%	27	19%	1	1%	0	0%	3.80
Bathroom - availability	97	68%	39	27%	7	5%	0	0%	3.63
Bathroom - cleanliness/attractiveness	57	40%	64	45%	15	11%	6	4%	3.21
Feeling of safety on site	86	61%	51	36%	2	1%	1	1%	3.59
Interior building attractiveness/maintenance	69	49%	62	44%	7	5%	4	3%	3.38
Outside grounds (landscaping/plantings)	109	77%	29	21%	3	2%	0	0%	3.75
Overall rating of rest area	78	53%	64	44%	2	1%	2	1%	3.49
Grand Total	635	57%	380	36%	48	5%	23	3%	3.50

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, Darien I-95 Service Plaza (Northbound)

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	19	22%	54	61%	14	16%	1	1%	3.03
Availability of parking spaces	32	32%	41	41%	15	15%	11	11%	2.95
Quality of food	11	14%	49	62%	17	22%	2	3%	2.87
Convenience store	13	18%	43	60%	14	19%	2	3%	2.93
Bathroom - availability	34	36%	46	49%	9	10%	5	5%	3.16
Bathroom - cleanliness/attractiveness	24	26%	40	43%	18	19%	11	12%	2.83
Feeling of safety on site	30	32%	48	51%	11	12%	5	5%	3.10
Interior building attractiveness/maintenance	19	21%	57	62%	12	13%	4	4%	2.99
Outside grounds (landscaping/plantings)	21	23%	51	55%	16	17%	5	5%	2.95
Overall rating of rest area	18	19%	60	62%	15	15%	4	4%	2.95
Grand Total	221	24%	489	55%	141	16%	50	5%	2.98

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, Fairfield Route 15 Service Plaza (Southbound)

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	13	21%	28	44%	15	24%	7	11%	2.75
Availability of parking spaces	30	44%	31	46%	5	7%	2	3%	3.31
Quality of food	9	15%	29	48%	19	31%	4	7%	2.70
Convenience store	13	21%	33	53%	15	24%	1	2%	2.94
Bathroom - availability	20	29%	33	49%	10	15%	5	7%	3.00
Bathroom - cleanliness/attractiveness	16	24%	30	45%	10	15%	11	16%	2.76
Feeling of safety on site	28	39%	36	50%	3	4%	5	7%	3.21
Interior building attractiveness/maintenance	8	11%	38	54%	20	28%	5	7%	2.69
Outside grounds (landscaping/plantings)	4	6%	41	57%	20	28%	7	10%	2.58
Overall rating of rest area	7	10%	44	63%	15	21%	4	6%	2.77
Grand Total	148	22%	343	51%	132	20%	51	8%	2.87

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, Greenwich Route 15 Service Plaza (Northbound)

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	22	18%	75	61%	18	15%	8	7%	2.90
Availability of parking spaces	79	62%	47	37%	1	1%	1	1%	3.59
Quality of food	13	12%	63	58%	27	25%	5	5%	2.78
Convenience store	26	22%	76	64%	15	13%	1	1%	3.08
Bathroom - availability	38	30%	70	55%	12	9%	7	6%	3.09
Bathroom - cleanliness/attractiveness	24	19%	69	55%	27	22%	5	4%	2.90
Feeling of safety on site	49	38%	72	55%	7	5%	2	2%	3.29
Interior building attractiveness/maintenance	22	17%	83	64%	21	16%	4	3%	2.95
Outside grounds (landscaping/plantings)	28	21%	82	63%	17	13%	4	3%	3.02
Overall rating of rest area	25	19%	91	69%	12	9%	3	2%	3.05
Grand Total	326	26%	728	58%	157	13%	40	3%	3.07

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, Milford I-95 Service Plaza (Southbound)

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	25	23%	52	48%	20	18%	12	11%	2.83
Availability of parking spaces	56	47%	48	40%	11	9%	4	3%	3.31
Quality of food	19	18%	57	54%	18	17%	11	10%	2.80
Convenience store	22	23%	56	58%	13	14%	5	5%	2.99
Bathroom - availability	33	28%	62	53%	15	13%	6	5%	3.05
Bathroom - cleanliness/attractiveness	17	15%	50	44%	25	22%	22	19%	2.54
Feeling of safety on site	42	38%	62	55%	6	5%	2	2%	3.29
Interior building attractiveness/maintenance	22	19%	64	57%	19	17%	8	7%	2.88
Outside grounds (landscaping/plantings)	25	22%	63	56%	18	16%	7	6%	2.94
Overall rating of rest area	15	13%	72	63%	20	18%	7	6%	2.83
Grand Total	276	25%	586	53%	165	15%	84	8%	2.95

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, North Stonington I-95 Rest Area (Southbound)

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	19	17%	52	47%	24	22%	16	14%	2.67
Availability of parking spaces	104	73%	39	27%	0	0%	0	0%	3.73
Bathroom - availability	92	63%	47	32%	5	3%	1	1%	3.59
Bathroom - cleanliness/attractiveness	62	42%	72	49%	10	7%	4	3%	3.30
Feeling of safety on site	84	61%	49	36%	3	2%	1	1%	3.58
Interior building attractiveness/maintenance	69	48%	68	47%	6	4%	2	1%	3.41
Outside grounds (landscaping/plantings)	87	62%	50	36%	2	1%	1	1%	3.59
Overall rating of rest area	70	49%	68	47%	5	3%	1	1%	3.44
Grand Total	587	52%	445	40%	55	5%	26	3%	3.43

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, Plainfield I-395 Service Plaza (Southbound)

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	36	28%	66	51%	19	15%	8	6%	3.01
Availability of parking spaces	69	51%	44	33%	13	10%	9	7%	3.28
Quality of food	28	26%	58	54%	14	13%	7	7%	3.00
Convenience store	38	33%	69	59%	7	6%	2	2%	3.23
Bathroom - availability	46	37%	58	47%	13	11%	6	5%	3.17
Bathroom - cleanliness/attractiveness	41	32%	54	42%	23	18%	11	9%	2.97
Feeling of safety on site	52	42%	67	54%	2	2%	3	2%	3.35
Interior building attractiveness/maintenance	31	23%	80	61%	16	12%	5	4%	3.04
Outside grounds (landscaping/plantings)	31	24%	78	60%	14	11%	8	6%	3.01
Overall rating of rest area	34	24%	90	64%	14	10%	3	2%	3.10
Grand Total	406	32%	664	52%	135	11%	62	5%	3.12

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, W. Willington I-84 Rest Area (Westbound)

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	21	10%	115	57%	36	18%	31	15%	2.62
Availability of parking spaces	119	49%	103	42%	19	8%	2	1%	3.40
Bathroom - availability	101	42%	118	49%	13	5%	11	5%	3.27
Bathroom - cleanliness/attractiveness	57	23%	119	49%	41	17%	27	11%	2.84
Feeling of safety on site	116	48%	115	47%	10	4%	3	1%	3.41
Interior building attractiveness/maintenance	56	23%	140	58%	35	15%	9	4%	3.01
Outside grounds (landscaping/plantings)	82	34%	138	57%	19	8%	4	2%	3.23
Overall rating of rest area	53	22%	158	65%	27	11%	5	2%	3.07
Grand Total	605	31%	1006	53%	200	11%	92	5%	3.12

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, Wallingford I-91 Rest Area (Southbound)

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	33	21%	70	45%	32	20%	22	14%	2.73
Availability of parking spaces	145	75%	42	22%	6	3%	0	0%	3.72
Bathroom - availability	121	61%	70	36%	5	3%	1	1%	3.58
Bathroom - cleanliness/attractiveness	78	40%	85	44%	24	12%	8	4%	3.19
Feeling of safety on site	111	58%	78	40%	4	2%	0	0%	3.55
Interior building attractiveness/maintenance	77	39%	102	52%	11	6%	7	4%	3.26
Outside grounds (landscaping/plantings)	96	49%	91	46%	8	4%	1	1%	3.44
Overall rating of rest area	72	37%	112	57%	12	6%	0	0%	3.31
Grand Total	733	47%	650	43%	102	7%	39	3%	3.36

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, I-95 Corridor

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	85	20%	204	49%	85	20%	44	10%	2.79
Availability of parking spaces	270	55%	163	35%	28	7%	16	4%	3.44
Quality of food	58	27%	158	54%	48	13%	25	6%	2.86
Convenience store	60	30%	136	53%	43	13%	12	4%	2.97
Bathroom - availability	211	44%	204	45%	36	8%	17	4%	3.30
Bathroom - cleanliness/attractiveness	128	26%	213	46%	70	16%	52	12%	2.90
Feeling of safety on site	205	44%	217	48%	25	6%	9	2%	3.36
Interior building attractiveness/maintenance	138	28%	242	53%	59	13%	21	5%	3.08
Outside grounds (landscaping/plantings)	158	32%	223	50%	57	13%	20	5%	3.13
Overall rating of rest area	127	25%	264	57%	58	13%	18	4%	3.07
Grand Total	1440	33%	2024	49%	509	12%	234	6%	3.11

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, I-395 Corridor

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	36	28%	66	51%	19	15%	8	6%	3.01
Availability of parking spaces	69	51%	44	33%	13	10%	9	7%	3.28
Quality of food	28	26%	58	54%	14	13%	7	7%	3.00
Convenience store	38	33%	69	59%	7	6%	2	2%	3.23
Bathroom - availability	46	37%	58	47%	13	11%	6	5%	3.17
Bathroom - cleanliness/attractiveness	41	32%	54	42%	23	18%	11	9%	2.97
Feeling of safety on site	52	42%	67	54%	2	2%	3	2%	3.35
Interior building attractiveness/maintenance	31	23%	80	61%	16	12%	5	4%	3.04
Outside grounds (landscaping/plantings)	31	24%	78	60%	14	11%	8	6%	3.01
Overall rating of rest area	34	24%	90	64%	14	10%	3	2%	3.10
Grand Total	406	32%	664	52%	135	11%	62	5%	3.12

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, I-91 Corridor

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	33	21%	70	45%	32	20%	22	14%	2.73
Availability of parking spaces	145	75%	42	22%	6	3%	0	0%	3.72
Bathroom - availability	121	61%	70	36%	5	3%	1	1%	3.58
Bathroom - cleanliness/attractiveness	78	40%	85	44%	24	12%	8	4%	3.19
Feeling of safety on site	111	58%	78	40%	4	2%	0	0%	3.55
Interior building attractiveness/maintenance	77	39%	102	52%	11	6%	7	4%	3.26
Outside grounds (landscaping/plantings)	96	49%	91	46%	8	4%	1	1%	3.44
Overall rating of rest area	72	37%	112	57%	12	6%	0	0%	3.31
Grand Total	733	47%	650	43%	102	7%	39	3%	3.36

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, I-84 Corridor

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	45	19%	159	53%	47	15%	41	13%	2.71
Availability of parking spaces	234	65%	130	31%	20	4%	2	0%	3.54
Bathroom - availability	198	55%	157	38%	20	5%	11	2%	3.40
Bathroom - cleanliness/attractiveness	114	32%	183	47%	56	14%	33	8%	2.98
Feeling of safety on site	202	54%	166	42%	12	3%	4	1%	3.47
Interior building attractiveness/maintenance	125	36%	202	51%	42	10%	13	3%	3.15
Outside grounds (landscaping/plantings)	191	56%	167	39%	22	5%	4	1%	3.42
Overall rating of rest area	131	38%	222	54%	29	6%	7	2%	3.23
Grand Total	1240	44%	1386	44%	248	8%	115	4%	3.25

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, Route 15 Corridor

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	35	19%	103	53%	33	19%	15	9%	2.85
Availability of parking spaces	109	53%	78	41%	6	4%	3	2%	3.49
Quality of food	22	13%	92	53%	46	28%	9	6%	2.75
Convenience store	39	22%	109	59%	30	18%	2	1%	3.03
Bathroom - availability	58	30%	103	52%	22	12%	12	6%	3.06
Bathroom - cleanliness/attractiveness	40	22%	99	50%	37	18%	16	10%	2.85
Feeling of safety on site	77	38%	108	53%	10	5%	7	4%	3.26
Interior building attractiveness/maintenance	30	14%	121	59%	41	22%	9	5%	2.86
Outside grounds (landscaping/plantings)	32	13%	123	60%	37	20%	11	6%	2.87
Overall rating of rest area	32	15%	135	66%	27	15%	7	4%	2.96
Grand Total	474	24%	1071	54%	289	16%	91	5%	3.00

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, Service Plazas

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	137	22%	321	51%	113	19%	51	8%	2.87
Availability of parking spaces	344	51%	246	38%	47	7%	28	4%	3.36
Quality of food	107	19%	307	54%	108	20%	41	7%	2.85
Convenience store	136	24%	313	57%	80	16%	16	3%	3.04
Bathroom - availability	223	35%	318	49%	66	11%	34	5%	3.14
Bathroom - cleanliness/attractiveness	147	23%	294	46%	120	19%	75	12%	2.81
Feeling of safety on site	250	39%	343	53%	34	5%	18	3%	3.28
Interior building attractiveness/maintenance	130	20%	375	57%	110	18%	33	5%	2.93
Outside grounds (landscaping/plantings)	134	20%	374	57%	106	17%	38	6%	2.93
Overall rating of service plaza	123	18%	421	63%	94	15%	27	4%	2.96
Grand Total	1731	27%	3312	53%	878	15%	361	6%	3.02

Source: Fitzgerald & Halliday, Inc., 2005.

Evaluation of Services, Rest Areas

Service	Excellent (Rating 4)		Satisfactory (Rating 3)		Needs Improvement (Rating 2)		Poor (Rating 1)		Avg.
Availability of food choices	97	19%	281	49%	103	18%	79	14%	2.71
Availability of parking spaces	483	69%	211	28%	26	3%	2	0%	3.63
Bathroom - availability	411	59%	274	36%	30	4%	13	1%	3.49
Bathroom - cleanliness/attractiveness	254	36%	340	47%	90	12%	45	6%	3.10
Feeling of safety on site	397	57%	293	40%	19	2%	5	1%	3.52
Interior building attractiveness/maintenance	271	40%	372	50%	59	7%	22	3%	3.23
Outside grounds (landscaping/plantings)	374	56%	308	40%	32	4%	6	1%	3.46
Overall rating of rest area	273	40%	402	53%	46	6%	8	1%	3.29
Grand Total	2560	47%	2481	43%	405	7%	180	3%	3.32

Source: Fitzgerald & Halliday, Inc., 2005.



APPENDIX C

Benchmarking Study

**Benchmarking
Connecticut's
Rest Areas, Service Plazas and
Welcome Centers**

July 2008

**Earth Tech, Inc.
Williams Associates
FHI, Inc.
ICON Architecture**

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EXECUTIVE SUMMARY

The Benchmarking Report provides the results of inquiries into the design, layout, programming, operation, maintenance, and financing of roadside “rest areas¹” in seven northeast states (the *neighbor states*) and in three other states identified as leaders in providing services to highway travelers and commercial truckers (the *leadership states*). The results provide “benchmarks” across elements of design, operation, and financial aspects of roadside facilities. The results are then applied as “lessons learned” for the upgrading of Connecticut’s existing roadside facilities and adding new facilities along underserved corridors. The goal of the project is to position the state as a leader in meeting the needs of the trucking industry, highway travelers and tourists.

The appendices contain information obtained during this report research phase, including agency response to data inquiries, representative welcome center profiles, a real estate programming analysis, and examples of technology based solutions.

The Statewide Rest Area, Service Plaza and Welcome Center Study was initiated with the intent to develop and provide benchmarks for Connecticut’s rest area, service plaza and welcome center facilities and operations. The neighboring and leadership states were evaluated for increasing commercial revenue and the potential for increasing tourism revenue. This report intends to help form a basis for the Department to consider policy decisions to frame the development of future facilities. The other states were studied to determine options available for privatization of services and concessions. Where possible other states’ costs and funding levels to achieve project recommendations are documented. Opportunities to integrate services within the facilities to foster tourism and traveler information were also explored.

The report first sets forth the purpose, goals and objectives of the study. The methodology and approach are explained. Then benchmarking results are documented for rest areas, service plazas and welcome centers. The last section provides conclusions and recommendations.

The neighboring New England states of Maine, Massachusetts, New Hampshire, Rhode Island and Vermont, along with New York and New Jersey were contacted and sent a questionnaire about their rest areas, service plazas and welcome centers. In addition, a national selection process was used to select three leadership states. The states selected were Pennsylvania, Illinois and Minnesota. The results of the research form the basis for this report.

Neighboring states in New England have taken great strides in the last decade to revitalize their rest areas, service plazas and welcome centers. Like Connecticut, Rhode

¹ “Rest area” is used here in its generic sense, and includes all manner of highway facility including service plazas and welcome centers as defined later in this Introduction.

Island is space constrained for expansion of existing facilities. In building a new rest area/welcome center on I-295, Rhode Island created a multi-use, multi-purpose facility partnering with other state agencies, the private sector and the Federal government to create a gateway welcome center. Illinois is a leader state in the nation in the development of air rights structures over the interstate to construct service plazas. Illinois "oasis" program with the Wilton Partners created spacious, almost luxurious structures with numerous amenities and food offerings available to meet the preferences of its customers, mostly older, mobile, wealthier, more educated people, similar to Connecticut's demographics. Pennsylvania and Minnesota have highly tailored, regional welcome centers highlighting local points of interest and culture and unique environmental attributes.

Some of the desired facilities and amenities found in the other states were Americans with Disabilities Act accessible restrooms, a third swing bathroom for use when one of the main bathrooms is cleaned, more vending options, children play and pet walking areas, wireless connectivity, improved lighting and video surveillance monitoring.

States with a concession vendor at service plazas providing multiple, healthy food choices for a mobile, more affluent, better educated, older traveling public was found in Illinois and New Jersey. These states demonstrated over 20 percent growth in the average capture of passerby Average Annual Daily Traffic.

There is no simple, one design answer to meet Connecticut's revitalization of its rest areas, service plazas and welcome centers. Leadership states partner with other state and local agencies and private business interests. A few states have an entire agency dedicated to managing and operating its rest areas, service plazas and welcome centers. The lessons learned from other states that are documented in this report will serve as a guide to Connecticut.

INTRODUCTION

This Benchmarking Report summarizes the results of inquiries into the design, layout, programming, operation, maintenance, and financing of roadside “rest areas²” (“rest areas”) in seven northeast states (the *neighbor states*) and in three other states identified as leaders in providing services to highway travelers and commercial truckers (the *leadership states*). The data obtained from these inquiries are intended to provide “benchmarks” across a broad spectrum of elements that comprise the design, operation, and financial aspects of roadside facilities, and to apply these “lessons learned” to the task of upgrading Connecticut’s existing roadside facilities, adding new facilities along underserved corridors, and “repositioning” the state as a leader in meeting the needs of the trucking industry, other highway travelers and tourists.

In conducting the benchmarking exercise, it was necessary to define and distinguish among the various types of facilities commonly referred to as “rest areas.” This report identifies three distinct facilities:

- The basic **Rest Area**, a simple facility that provides restrooms, parking, pay phones and, in many cases, vending machines.
- The **Service Plaza**, which in addition to the rest area elements listed above also provides fuel and food services. (All service plazas can also function as rest areas, but not vice versa.)
- The **Welcome Center**, which in addition to the rest area elements listed above also provides tourist and traveler information services (Welcome centers can also function as rest areas).

This report is intended to serve as a stand-alone reference document of standards, guidelines, best practices, and operational examples that can be applied to the existing 31 Connecticut “rest areas” as well as for use in siting, designing, programming, funding, and operating new facilities. Where limitations in the data regarding specific elements exist, this report relies upon relevant planning and engineering standards, inferences drawn from the available data, and the professional judgment of the project team to provide the standards and guidelines appropriate for the analysis portion of the rest area study.

The appendices contain information obtained during this report research phase, including agency response to data inquiries, representative welcome center profiles, a real estate programming analysis, and examples of technology based solutions.

² “Rest area” is used here in its generic sense, and includes all manner of highway facility including service plazas and welcome centers as defined later in this Introduction.

1. BENCHMARKING STUDY PURPOSE, GOALS & OBJECTIVES

1.1 Overall Project Purpose and Need Statement

The purpose and need for this report were stated by the Connecticut Department of Transportation (ConnDOT) Steering and Advisory Committees, as follows:

- The Statewide Rest Area and Service Plaza Study is proposed to address multiple objectives.
- The study is needed to confirm and evaluate the deficiency of truck parking at rest areas, service plazas and welcome centers as documented in the *2001 Truck Stop and Rest Area Parking Study* prepared by the Department.
- The study is needed to evaluate the options and governance issues which the Department will need to address during the re-bidding of concessions contracts for the facilities planned in two years.
- The study is needed to determine best practices for operation and maintenance of rest areas, service plazas and welcome centers based on national experiences.
- The study is needed to confirm the statewide location of services and facilities needed for the traveling public, given Connecticut's regional setting in the Northeast.
- The study is needed to develop rehabilitation plans for rest areas, service plazas and welcome centers, all of which have exceeded their useful life.

With such broad ranging needs the Statewide Rest Area, Service Plaza and Welcome Center Study was initiated with the following purpose:

- Develop and provide benchmarks for Connecticut's facilities and operations.
- Assess existing facilities and resources in Connecticut. Evaluate the condition of current facilities and infrastructure for: safety and location, environmental concerns, existing and future traffic volumes, accommodation of truck parking, potential for increasing commercial revenue and potential for increasing tourism revenue.
- Form a basis for the Department to consider policy decisions to frame the development of future facilities.
- Coordinate services with demands ensuring that Connecticut's rest areas, service plazas and welcome centers are located where needed and developed in responsive ways to meet user needs.

- Plan for the accommodation of truck parking and services.
- Determine options available for privatization of services and concessions.
- Examine current facilities and recommend improvements to specific locations as well as new potential locations required to answer documented deficiencies.
- Estimate costs and funding needed to achieve project recommendations.
- Explore opportunities to integrate services within the facilities to foster tourism and traveler information.
- Recommend a means to enhance revenue opportunities and privatization of facilities.

This Purpose and Need is achieved with the development of an overall report recommending specific improvements and providing a long-term plan to transform the service plazas, rest areas and welcome centers in Connecticut to best-practice examples.

1.2 Benchmarking-Specific Goals and Objectives

While the Benchmarking Study will in some way influence all of the elements included in the project Purpose and Need Statement, this report will directly accomplish the following:

- "... determine best practices for operation and maintenance of Rest Areas, Service Plazas and Welcome based on national experiences."
- "... develop benchmarks for the design and operation of Connecticut's traveler facilities."
- "... form a basis for the Department to consider policy decisions to frame the development of future facilities."
- "... examine current facilities and recommend improvements to specific locations as well as new potential locations required to answer documented deficiencies."
- "... explore opportunities to integrate services within the facilities to foster tourism and traveler information."
- "... recommend alternatives to enhance revenue opportunities and privatization of facilities."

Once completed, the findings and recommendations included in this report will be used as benchmarks in a comparative analysis to determine the adequacy of existing facilities, identify deficiencies at existing facilities, and recommend improvements to provide a

greatly improved level of traveler services to future users of Connecticut's limited access highway system.

2. METHODOLOGY & APPROACH

2.1 Introduction

Based on coordination with the Project Steering Committee consisting of ConnDOT and FHWA representatives, the Study Team decided to develop a survey to assess best practices in the Northeast - focusing on states bordering Connecticut - and developed a facilities survey incorporating key questions focused on planning metrics and standards, physical facilities characteristics, operations and maintenance, and development / funding methodologies.

Two distinct surveys – one for rest areas / service plazas and another for Welcome Centers - were distributed to public agencies for their response. The survey documents are available in Appendices D, E, and F. Due to the complexity of this survey, the amount of data provided and time available to respond varied by state. Where necessary, other resources were leveraged to facilitate the data collection effort including, but not limited to, the internet, reference guidebooks, and recently completed studies. Reference information is included in the project bibliography (Appendix A).

Survey states were selected in October for the benchmarking exercise after an internal Study Team review of the survey with the Project Steering Committee. In addition to regional and neighboring references, the Study Team identified a group of “leadership” states reflecting innovative and / or best practices.

Survey material were distributed over a period between October and November 2005 to individuals identified by either the State Transportation Commissioners’ offices or through further coordination with the state DOT and / or State Tourism Bureau agencies.

Further coordination with select representatives from December 2005 through January 2006 – including additional telephone discussions and email correspondence - was required to complete the initial data collection exercise. In conclusion, not all surveys were completed, as available data, time, and staffing to reply to surveys varied by state. Where possible, additional coordination with the various state agencies provided a range of effective planning data and lessons learned summarized in this report.

2.2 Neighboring / Northeast States

The following Northeast states were identified: Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, and Vermont. Formal requests for assistance were prepared in writing and sent to the State Transportation Commissioners of the neighboring states.

2.3 Leadership States

The following “leadership” states were identified for Welcome Center benchmarking purposes: Pennsylvania, Illinois, and Minnesota. These were selected based on a three tier research scoping assessment. The leadership states were selected because of their unique and innovative approach to solving the traveling public’s need for services and amenities at rest areas, service plazas and welcome centers. Pennsylvania and Minnesota provide excellent examples of welcome center innovation, highlighting regional identity, and local arts and culture while stimulating the economy with increased tourism revenue. Illinois’ service plazas feature air-rights development over the highways, architecturally unique buildings, appealing food offerings, and a public-private partnership with a moderate state financial obligation.

2.4 National / Professional Standards

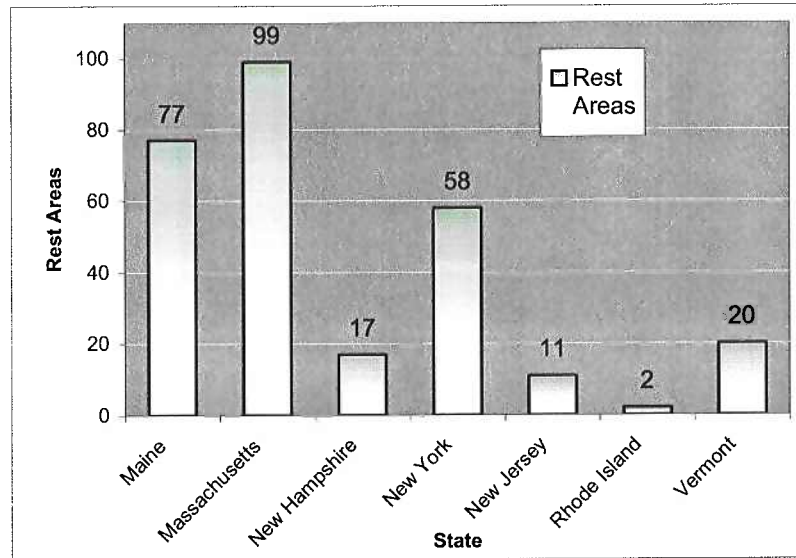
Where applicable, AASHTO’s “*A Guide for the Development of Rest Areas on Major Arterials and Freeways*” is considered. Existing site constraints will govern any re-design for a select facility.

3. REST AREA BENCHMARKING RESULTS

3.1 Introduction

As defined at the outset of this report, the rest area is the most basic of the facilities examined. Based on information received from the various State DOT agencies, the team was able to develop a body of benchmarking information to review and analyze in this process. In total, the team reviewed data from over 280 rest areas serving seven states. Figure 1 below summarizes the total number and location of rest areas identified in the benchmarking exercise:

Figure 1: State Rest Area Inventory



The Commonwealth of Massachusetts has the most rest areas, while Rhode Island, the smallest state, had the least number of rest areas. Rhode Island's small number of rest areas should not be overlooked, however, as the new facilities represent some of most recent developments in rest area planning. As a general trend, it appears that smaller states, such as Rhode Island, New Hampshire, and Vermont, tend to provide information center elements, such as tourist attraction brochures, rooming accommodations and dining options, in all their rest areas.

The following section provides an overview of the rest areas in the surveyed states.

3.2 Neighboring / Northeast States

3.2.1 Maine

Overview	There are 83 rest areas throughout the State of Maine. Twenty-four rest areas are located along the edges of the state, nine are located along I-95 (the Maine Turnpike, one of the state's primary thoroughfares). The others are located along the state's scenic byways and interior highways. The year-round facilities are considerably larger in size.
Operations and Maintenance	Rest areas are maintained entirely by the Maine DOT (MDOT) Department of Highway Maintenance.
Facilities Characteristics and Planning Methodology	<p>Basic accommodations include parking, payphones, rest rooms, and picnic tables. While there is available parking for trucks, there are no special accommodations for truckers (i.e., shower facilities).</p> <p>According to MDOT's report, <i>Evaluation of Maine's Non-Interstate Roadside Facilities</i>, Maine's criteria for <u>eliminating</u> existing rest areas are as follows:</p> <ul style="list-style-type: none"> • Rest areas in urban locations with no scenic views • Facilities within proximity to other resources (i.e. restrooms) • Within 10-mi radius of other public facilities <p>Maine's criteria for evaluating their rest area facilities include the following:</p> <ul style="list-style-type: none"> • Surrounding land use • Distance to village, or other public facilities • Scenic vista • Lake / stream access • Historic site / landmark • Controlled access <p>Rest areas are defined by MDOT as facilities intended to accommodate stops of more than 15 minutes with the following amenities:</p> <ul style="list-style-type: none"> • Permanent rest room facilities • Picnic tables • Vehicle parking • Facilities should also provide access to natural/cultural resources, scenic views, access to natural features (parks, water, etc.), or landmarks <p>The year-round rest area facilities are open 24 hours a day.</p>
Unique Attributes	MDOT and the Maine Department of Tourism completed two studies in 2003 on new information centers and rest area improvements. Based on the criteria, recommendations of the 2003 rest area study suggest that 14 rest areas should be closed and 15 be upgraded. Upgrades include a range of modifications to meet MDOT standards for rest areas, including providing adequate permanent rest rooms, picnic tables, and / or vehicle parking.

	MDOT has an additional sub-classification for “scenic turnouts and overlooks” to provide important views for travelers along the highway. These facilities offer no more than benches and signage. They are not intended for long-duration stopovers.
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3.2.2 *New Hampshire*

Overview	There are 17 integrated rest areas and information centers throughout the state of New Hampshire. As the state of New Hampshire is bordered by Canada, Vermont, Maine, and Massachusetts, its rest areas are strategically interspersed along the major thoroughfares – I-89, I-93, I-95, and Route 16, and borders with neighboring states and Canada. Nine facilities are located along the state periphery and I-95 and the rest along or adjacent to the main interstate thoroughfares – two along I-89 and five along I-93.
Operations and Maintenance	Rest areas are maintained entirely by the New Hampshire DOT Department of Highway Maintenance. The maintenance of facilities is subdivided by several maintenance districts.
Facilities Characteristics and Planning Methodology	<p>There are 11 year-round and five seasonal rest areas. All rest areas have welcome centers. While there is available parking for trucks, there are no special accommodations for truckers (i.e., shower facilities). New Hampshire’s rest area facilities are typically equipped with telephone, restrooms, and vending machines for snacks and beverage. Several rest areas provide dedicated vending buildings, including:</p> <ul style="list-style-type: none"> • Hooksett NB – 625 SF, 16 vending machines (refurbished in 2001) • Hooksett SB – 625 SF, 16 vending machines (refurbished in 2001) • Nashua – 280 SF • Sutton – 280 SF • Salem – 400 SF • Seabrook – 550 SF, 12 vending machines (refurbished in 2001) <p>NHDOT provides Americans with Disabilities Act (ADA) accessible rest room facilities in all their rest areas. In addition, where practicable and affordable, NHDOT plans for 3rd “swing” restroom facilities for temporary use while the rest rooms are cleaned.</p> <p>New Hampshire’s year-round facilities are available on a 24 hour basis. Information and welcome center components are generally staffed for at least 12 hours a day.</p>
Unique	New Hampshire’s 16 facilities provide integrated information center and rest

Attributes	<p>area functions.</p> <p>Larger rest areas offer unique services and programs, including:</p> <ul style="list-style-type: none"> • N.H. Liquor Commission stores at the Hooksett Rest Areas (these facilities are owned and operated by the N.H. Bureau of Turnpikes). • Welcome Center, an EZ Pass Customer Service Center, Arts Council Exhibit space, and a public meeting space (the Welcome Center is funded by the Bureau of Turnpikes) at the Nashua Rest Area. • Welcome Center, an EZ Pass Customer Service Center, and Arts Council Exhibit space at the Seabrook Rest Area. • Lottery vending machines are provided at the Littleton Rest Area.
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3.2.3 Vermont

Overview	<p>Vermont has 20 rest areas that all provide information centers. The rest area facilities are interspersed primarily along the main interstate thoroughfares – I-89 and I-91. Half of the facilities are located along the edge of the state, providing important rest stops for visitors and truckers crossing the state and international borders.</p>
Operations and Maintenance	<p>Rest areas are maintained entirely by the VTrans.</p>
Facilities Characteristics	<p>Several facilities are open 24 hours a day, while other are open for at least eight hours a day. The welcome centers are open seven days a week. Rest area parking is available 24 hours a day.</p> <p>Although the facilities are open year-round, it is noted that at some facilities – such as the Alburg Welcome Center, located at the Northwestern border of Vermont and Canada – significant visitor decreases occur after the fall foliage season (around October 15) and springtime (around May 15).</p> <p>The seasonal characteristics of some rest areas are offset by the observation that Vermont serves a considerable amount of north-south traffic between Canada and other U.S. destinations, such as Massachusetts and New Hampshire, as well as west-east traffic, between Vermont and New York. As such, the <i>Information Center Profile FY2005</i>, prepared by the Vermont Information Center Division also notes that the following rest areas receive a significant amount of Canadian trans-border truck traffic:</p> <ul style="list-style-type: none"> • Derby (I-91 S) • Guilford (I-91 N)

	<ul style="list-style-type: none"> Georgia (I-89 N and S)
Unique Attributes	<p>Vermont is one of the first states in the country to test a natural wastewater re-use system (known as the “Living Machine”) in an interstate highway environment. The Living Machine system uses plantings and other natural organisms functioning as eco-friendly bio-filters. The test system is no longer in use, as a new facility was built, connecting it to a municipal waste water system, but set a new precedent for remote sites with limited waste water accommodations and access to a municipal sewerage system.</p> <p>One Vermont interstate rest area has a war memorial. The Vietnam Veterans memorial in the Sharon rest area on Interstate Highway 89 facilitates annual assemblies and vigils.</p>

3.2.4 Massachusetts

Overview	<p>There are 95 rest areas throughout the Commonwealth of Massachusetts. Rest areas are interspersed along the primary Massachusetts thoroughfares, including, I-93, I-95, Route 128, and Route 6. Although identified as “rest areas,” there are four other facilities functioning as service plazas located along Route 6 and 24 owned by MassHighway.</p>
Operations and Maintenance	<p>Rest areas are maintained primarily by MassHighway maintenance, although MassHighway has developed an “Adopt-a-Rest-Area” program to solicit the support of private organizations to provide financial assistance for the maintenance of rest areas.</p>
Facilities Characteristics and Planning Methodology	<p>Rest areas are primarily characterized by MassHighway as paved or unpaved surfaces for parking and open spaces adjacent to parking. In some cases, amenities such as telephones and rest facilities are provided. While there is available parking for trucks, there are no special accommodations for truckers (i.e., shower facilities).</p> <p>There are eight “full service” rest areas in Massachusetts. Full-service rest areas are defined by MassHighway* as facilities that provide:</p> <ul style="list-style-type: none"> • Parking • Information services • Telephones • Vending <p>Facilities are open year-round and operate on a 24 hour basis. Massachusetts operates eight rest areas that include Welcome Center elements that are open for 8-10 hours a day, seven days a week (during peak travel seasons).</p> <p>* definition provided by the MassHighway website http://www.mhd.state.ma.us/default.asp?pgid=content/restareas01&sid=about</p>
Unique	<p>Some rest areas are “adopted” by other organizations contributing funds and / or</p>

Attributes	<p>resources to maintain and service the rest areas. The adopted facilities in Massachusetts include:</p> <ul style="list-style-type: none"> • Route 7 <ul style="list-style-type: none"> ○ Sheffield (2 areas) ○ Lanesborough ○ New Ashford • Route 116 <ul style="list-style-type: none"> ○ Sunderland • Route 6 <ul style="list-style-type: none"> ○ Yarmouth ○ Dennis • Route 3 <ul style="list-style-type: none"> ○ Norwell • I-95 <ul style="list-style-type: none"> ○ Westwood / Dedham ○ Dedham ○ Swansea <p>Currently, three rest areas are maintained by the U.S. Army Corps of Engineers and are located in Barnstable along Route 6.</p> <p>Additionally, some rest areas are slated for privatization. According to Mass Highway, they are Whately and Bernardston rest areas – all located along I-91. The Lancaster rest area on Route 2 is already privatized.</p> <p>Although identified by Mass Highway as “rest areas,” four facilities are actually service plazas,</p> <ul style="list-style-type: none"> • Route 128/I-95 NB in Lexington • Route 128/I-95 SB in Newton • Route 24 SB and NB in Bridgewater. <p>In addition, one rest area in Plymouth is a “full service” facility with a concession operating agreements with a McDonald’s franchise, however, no fueling is provided.</p>
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3.2.5 Rhode Island

Overview	<p>Rhode Island’s two rest areas both include welcome centers. Due to the size of Rhode Island and close proximity to several bordering states, their rest areas are located towards the center of the state, capturing a significant amount of north-south and Providence-bound traffic.</p> <p>One rest area is in Lincoln on I-295 and the other in Richmond on I-95. Plans are underway for a third rest area across from the Lincoln facilities.</p>
Operations	<p>The I-295 facilities are operated and maintained by private enterprises. The</p>

<p>and Maintenance</p>	<p>Dunkin Donuts/Baskin Robbins franchise is responsible for the complete day-to-day maintenance of the rest area portion of the facility including the parking lots, restrooms, and interior public spaces; the franchise will also provide a revenue source to help offset facility repair and improvement costs.</p>
<p>Facilities Characteristics</p>	<p>The I-295 “multi-use center” houses various tourist, park, and bikeway amenities, a food concession offering Dunkin Donuts and Baskin Robbins, a Rhode Island State Police satellite office, and a satellite office for the Department of Environmental Management’s (DEM) Division of Parks and Recreation. The facility also provides long-haul truck parking, allowing truck drivers to pull off the highway to sleep. It will serve, as well, as a bus stop for the Rhode Island Public Transit Authority, which will provide commuter connections to Providence in January 2006. Parking is segregated between the park and ride section and rest area.</p> <p>At the I-295 facility, restrooms, visitor information, and other amenities, including the food concession and the State Police satellite office, are available on a 24-hour a day basis.</p> <p>Both facilities are open 7 days a week and operate on a 24 hour basis.</p>
<p>Unique Attributes</p>	<p>The I-295 multi-use center is a unique facility with:</p> <ul style="list-style-type: none"> • multiple programmatic elements – including Welcome Center, rest area, police station, and public transportation functions • a bike path connection to the Blackstone River Valley National Park • split funding sources: 80% FHWA and 20% State bonds • multi-agency client group: Department of Environmental Management, RIDOT, and FHWA. DEM is also working with the Blackstone Valley Tourism Council and the John H. Chafee Blackstone River Valley National Heritage Corridor Commission to coordinate and provide visitor information.

3.4 Summary and Recommended Practices

3.4.1 Summary of Findings

Based on a review of five states in the Northeast region, there are several common elements that should be considered in the programming of rest areas:

Parking. The facilities should be driven by number of parking spaces required for the site. Parking requirements are typically generated based on both annual average daily traffic as well as peak period vehicle demand. Rest area facilities surveyed by the Federal Highway Administration (FHWA) do not provide significant accommodations for truck parking. The following exhibits reflect the average, maximum, and minimum parking provisions by surveyed state. Figure 2 summarizes the average rest area vehicle accommodations by state.

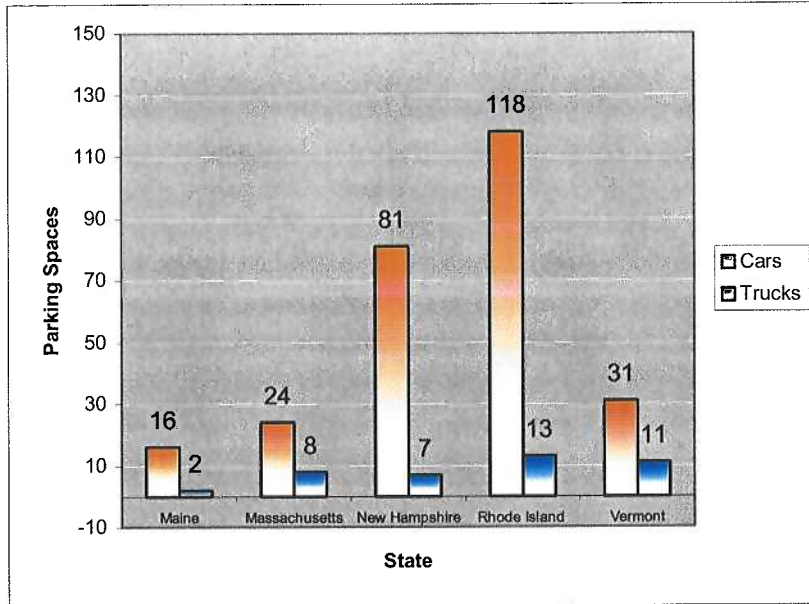


Figure 2: Average Rest Area Parking

Rest areas located along borders or adjacent to major tourism destinations attract a significant amount of vehicle traffic, particularly during peak travel seasons, and should be assessed to ensure appropriate parking provision relative to the projected AADT or annual visitors. Figure 3 and Figure 4 indicate the range of parking provided.

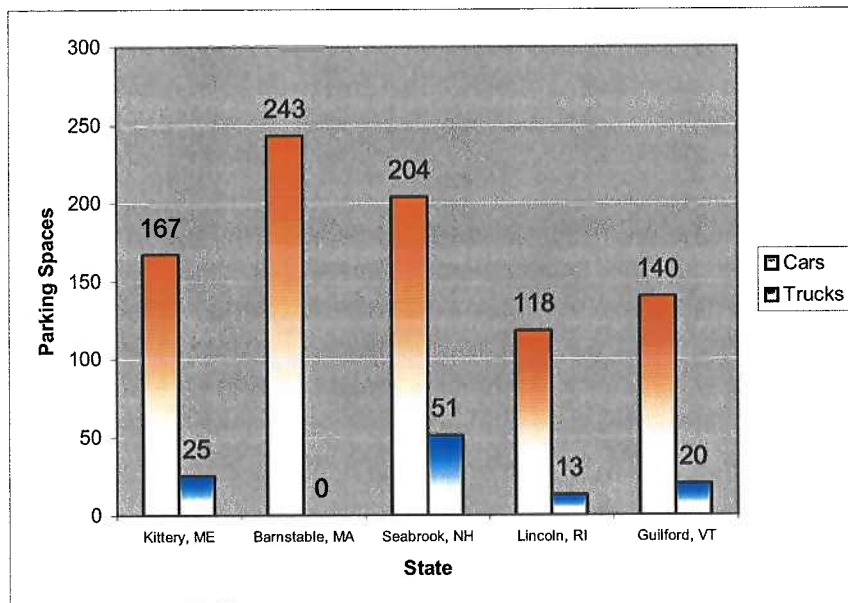


Figure 3 Maximum Rest Area Parking, by Representative State Locations

Note: Barnstable counts are inclusive of park and ride spaces

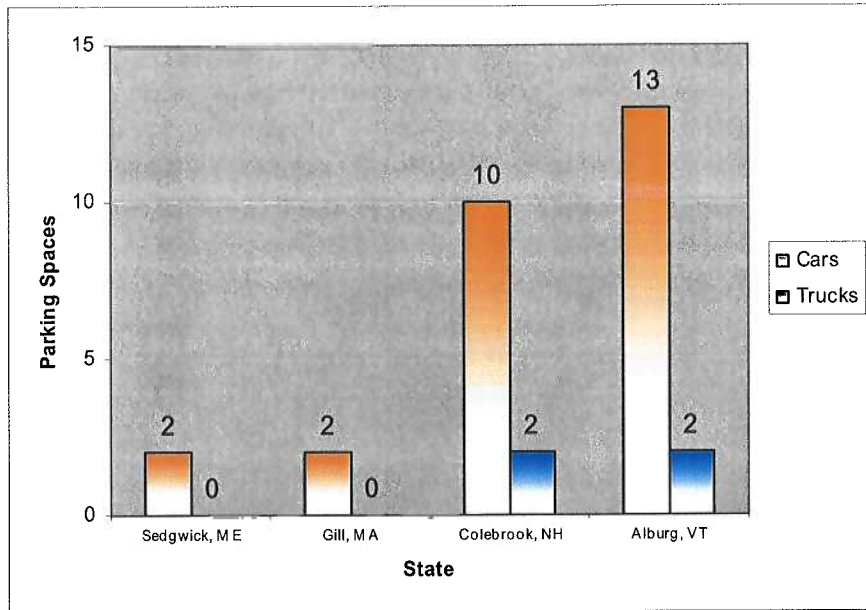


Figure 4: Minimum Rest Area Parking, by Representative State Locations

Figure 5 is a scatter diagram representing the relationship between vehicle parking and average annual daily traffic (AADT) for select rest areas (with documented visitor and / or AADT data) in Vermont, New Hampshire, and Rhode Island:

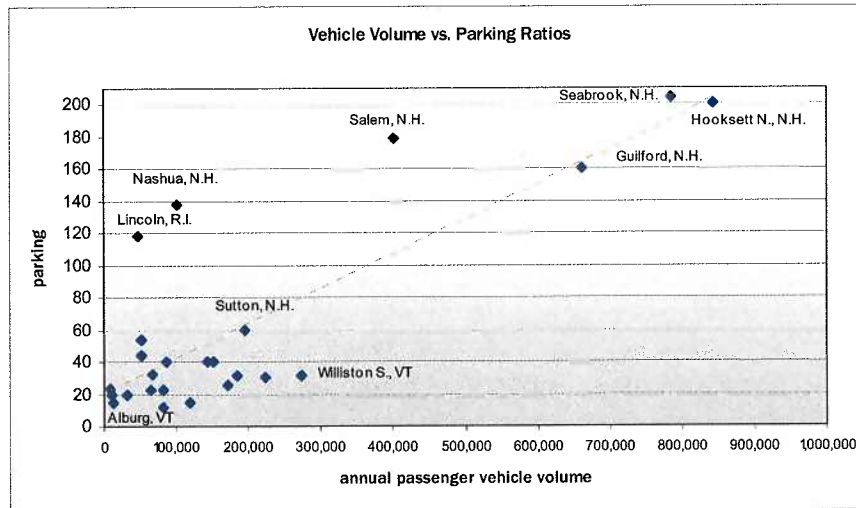


Figure 5: Annual Vehicle Volume versus Parking

This assessment of available rest area parking to annual visitors, AADT, or estimated “ins,” suggest that most of the rest areas analyzed appear to be sized between 30-40 parking spaces per facility with each space serving approximately 3,000 – 4,000

annual parked vehicles. Larger “destination” rest areas – especially those with more features (i.e. Welcome Centers and food and beverage offerings) appear to provide a more generous provision of parking – with typical facilities comprised of 200 parking spaces each serving approximately 2,700 annual parked vehicles.

Facilities. Basic traveler accommodations should be considered in the planning of rest areas – telephones, rest rooms, and public seating. Figure 6 provides a comparison of the facilities accommodations for a typical* rest area surveyed:

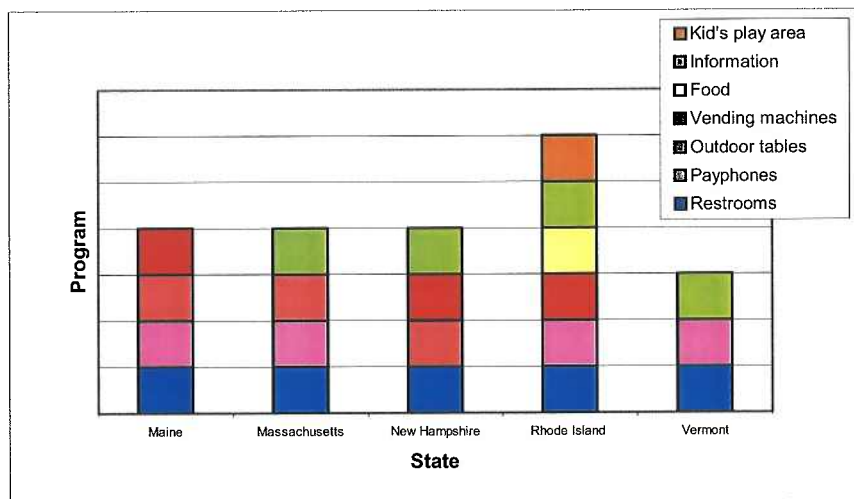


Figure 6: Rest Area Programmatic Elements

* note: typical suggests more than 50% of surveyed facilities in the state

Restrooms. These are the most common element of all state facilities and should be an integral component in the planning of future facilities. New Hampshire has provided good insight in the planning of restrooms to incorporate at least 1 ADA-compliant, handicap accessible stall for each rest room. Additionally, New Hampshire DOT representatives have recommended the design of “swing” rest rooms – temporary rest rooms to provide continuous operations while cleaning the primary rest rooms. For smaller rest areas, a few states - including Massachusetts and New Hampshire – use temporary outdoor rest rooms facilities (or portable units). Temporary facilities provide basic public rest rooms accommodations without incurring significant capital commitments.

Information facilities and buildings. Information dissemination is the second most common facilities characteristics of the surveyed states. In larger states such as Massachusetts, over half of the rest areas provide some source of information, while smaller states such as Rhode Island, New Hampshire and Vermont, provide

integrated rest areas and welcome centers, with a stand-alone building providing a range of services, including vending, food concession, information, rest rooms, payphone, and public seating. Other unique information facilities surveyed include some of New Hampshire's Information Centers that offer public art exhibition space as well as community assembly space. Stand-alone buildings, although not common in most rest areas surveyed, are about 2,500 sf in average size and range from 700 sf to 7,000 sf. Based on survey data of states that provide buildings at their rest areas, the building area to parking ratios range from 30 – 60 sf of building area per parking space.

Payphones and picnic tables. These elements are some of the most common elements in the current design of rest area facilities. The minimal servicing required to support these components make it a benefit to travelers and a 'maintenance-free' element for DOT divisions responsible for rest areas. Some rest areas are designed as "scenic overlooks" and encourage brief passenger stopovers. Maine's scenic overlooks strive to provide not only seating, but interpretative signage to enhance the stopover experience.

Vending and concession facilities. Vending facilities provide a significant improvement in rest area experiences by providing food, beverage, or both. Vending machines benefit travelers but could generate potential increases in trash accumulation. Other unique facilities identified in the survey include New Hampshire's lottery vending machines.

Operations and maintenance. Rest areas are typically maintained by the DOT's maintenance divisions. ConnDOT should explore unique maintenance agreements where practicable to encourage positive visitor experiences while enhancing revenue. Staffed rest area facilities – such as the ones in Rhode Island, Massachusetts, Vermont, and New Hampshire – are serviced by two groups, concessionaires open 24 hours as well as information disseminators (provided usually by the Visitors Information Bureau, Chamber of Commerce, and other organizations seeking to encourage visitors to explore) who typically operate at least 8 to 12 hour shifts, depending on the location. Rest areas surveyed are usually open 24 hours, providing primarily parking, rest rooms, pay phones, and vending.

Safety and Security. Truck studies reviewed from other states indicate safety and security in rest areas is a high priority planning item and is reflected in the design of some new rest areas and welcome centers (i.e. Lincoln, R.I. includes a State Police depot). In particular, truck drivers have avoided rest areas in some cases to avoid the potential risk of robberies, vandalizing, and potential other undesirables. Studies suggest providing trucks their own parking areas or spaces adjacent to the highway.

Table 1 summarizes rest facilities that are representative of the five states surveyed. Although the team was able to access information for seven states – detailed facilities data for rest areas in the states of New York and New Jersey were not made accessible.

Table 1: Neighboring States Rest Areas Compared

FUNCTIONAL CHARACTERISTICS		Maine	Massachusetts	New Hampshire	Rhode Island	Vermont
Representative Typical Location		Kittery	Plymouth (Route 3)	Salem (I-93)	Lincoln (I-295)	Williston North (I-89)
Annual visitors (or AADT where available)				562,00 annual visitors	49,700 AADT	381,700 annual visitors
Private Vehicle Parking		167	71	179	118	31
Truck Parking		25 (separate)	14	32 (separate)	9	12 (separate)
General Area (ac)		52			13	
Rest Rooms	ADA Compliant?	Y	Y	Y	Y	Y
Food and beverage?		N	McDonald	N	Dunkin Donuts	
Vending?		Y	Y	Y	N	Free coffee
Phones?		Y	Y	Y	Y	Y
Outdoor picnic tables?		53	13	26	Indoor	Y
ATMs?			Y	N	N	N
Information?		Info Center	Info booth	Welcome Center	Welcome Center	Info Center
Vistas, icons, and / or attractions		Kittery shops	Native American Sculpture	First I-93 rest stop after Mass. State line	Blackstone River State Park and Bicycle Path	
Operating characteristics		7 hours a day for info center, rest area is 24 hours	24 hours	24 hours State Police on site	10 hrs a day for info center, rest area is 24 hours	7 AM – 11 PM daily for info center, rest area is 24 hours

4.4.2 Recommended Practices and Standards

For planning purposes, we recommend two types of rest areas to be explored in the prototype planning process: a basic rest area and an enhanced rest area that incorporates a stand-alone building. The characteristics are as follows:

“Basic” Rest Area – Small to Medium Facilities

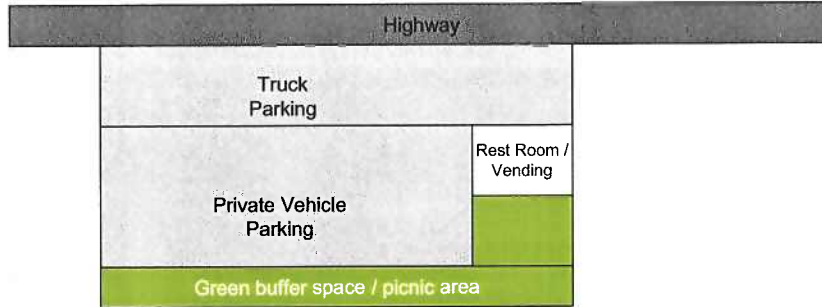
- Parking
 - Basic car parking of approximately 30-40 spaces. Each space serves approximately 3,000 – 4,000 parked vehicles annually
- Rest rooms
 - At least one ADA-compliant stall and basin per rest room
 - Accommodations for men and women’s rest rooms (approximately 50 square feet each restroom, one stall per restroom)
- Traveler Accommodations
 - Basic vending facilities –one for drinks and one for snacks
 - Pay phones and public seating accommodations
 - Picnic tables
 - Security – regular patrols

Enhanced Rest Area – Large Facilities

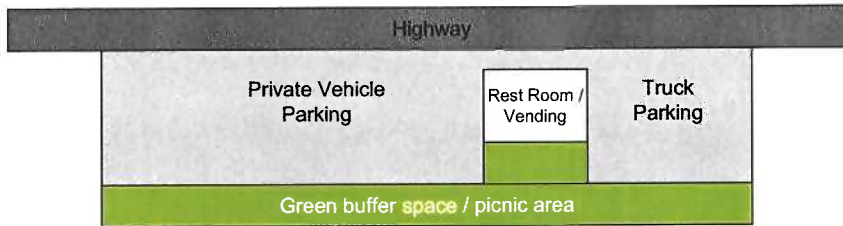
- Parking
 - Basic car parking of approximately 150 - 200 spaces. Each space serves 2,000 to 3,000 parked vehicles annually.
- Rest rooms
 - At least one ADA-compliant stall and basin per rest room
 - Accommodations for men and women’s rest rooms (approximately 170 – 230 square feet each restroom, five to seven stalls per restroom)
 - At least one “swing” restroom facility to allow continuous availability of rest rooms (approximately 170 – 230 square feet restroom, five to seven stalls)
- Traveler Accommodations
 - Basic vending – three to four vending machines
 - Pay phones and public seating accommodations
 - Enclosed building facility to provide at least: vending services (i.e. snacks, ATM, staffed information centers, concession, and indoor and outdoor seating.
 - Truck parking
 - Traveler information
 - Tourism information
 - Wireless accommodation (Wi-Fi)
 - Picnic tables
 - Security – either patrols or State Police depot

Preliminary organizational concepts to be considered in the prototype development process are as follows:

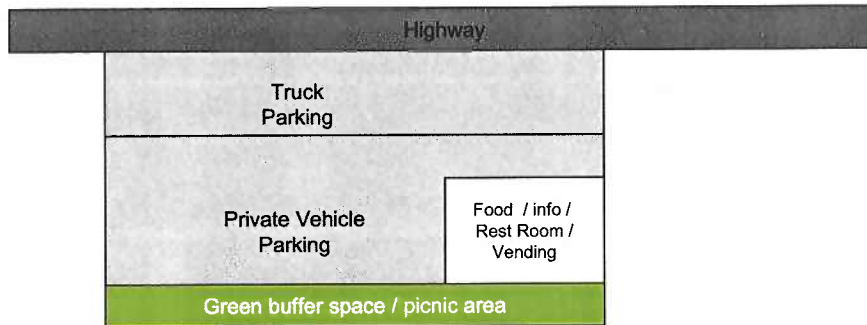
“Basic” Rest Area Option 1 – consolidated car and truck parking



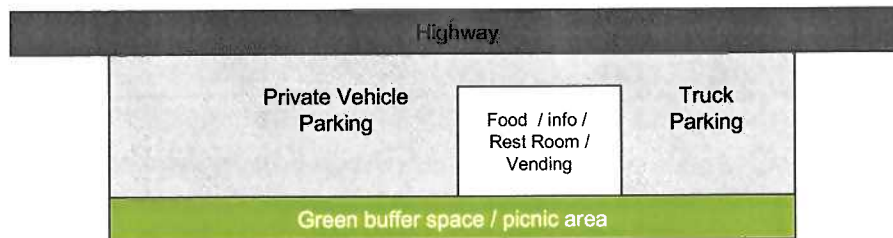
“Basic” Rest Area Option 2 – Segregated car and truck parking



“Enhanced” Rest Area Option 1 – consolidated car and truck parking



“Enhanced Rest Area Option 1 - Segregated car and truck parking



4. SERVICE PLAZA BENCHMARKING RESULTS

4.1 Introduction

Service plazas are enhanced rest areas – providing primarily fuel, food, and convenience items. Service plazas generally also provide more parking accommodations for truck parking than rest areas. Data collection focused on service plazas located along the highway, rather than plazas that were located off the highway exits.

Facilities along tollways were also benchmarked, including the New Jersey Turnpike, the New York Throughway, Maine Turnpike, and the Mass Pike. The combination of proprietary- and lease-related confidentiality issues created some challenging data collection issues for the Team. Available resources, including the trucker’s guides, rest area guides, and the Internet, were utilized in the research process.

The states of New Hampshire, Vermont, Rhode Island and Minnesota do not have service plazas along their highway systems and are not included in this summary. Fifty-nine service plazas from Maine, Massachusetts, New Jersey, New York, Pennsylvania and Illinois were analyzed.

It should be noted that Federal regulation prohibits “commercialization” of the interstate system. This means that no new service plazas may be constructed along the interstate system in Connecticut, without obtaining a state specific exemption from the requirement, which may be necessary. The existing service plazas along the interstate system in Connecticut were grandfathered because the roadway system and service plazas pre-dated the Federal interstate roadway system.

4.2 Neighboring / Northeastern States

4.2.1 Maine

Overview	There are six service plazas in the Maine Highway system – all along I-95 on the Maine Turnpike.
Operations and Maintenance	The service plazas are open 24-hours a day and are maintained by funds generated by the Maine Turnpike Authority
Facilities Characteristics	Service plazas in Maine provide the following accommodations: <ul style="list-style-type: none">- Food- Fuel- RV parking- Truck parking: typically five-24 spaces designated for trucks

	<p>- Rest rooms</p> <p>On the average, service plazas are situated at 30 mile intervals, with three southbound and three northbound service plazas along the Turnpike. Staffing is provided by the private vendor.</p>
Unique Attributes	<p>One of the first service plazas designated by the Maine Turnpike Authority was the Howard Johnson restaurant in Kennebunk that opened in 1947. Eventually six service plazas were developed along the Turnpike – all featuring Howard Johnson restaurants. Maine’s service plazas along the Turnpike were originally designed under a uniform design standard – with distinctive cupolas and weather vanes.</p>

4.2.2 Massachusetts

Overview	<p>There are 16 service plazas in the Commonwealth of Massachusetts. There are 11 service plazas along the Massachusetts Turnpike, two facilities along Route 24, two other facilities along I-95, and one Rt. 128 in Beverly.</p>
Operations and Maintenance	<p>At the 11 Mass Pike service plazas, all fueling stations are open 24-hours while only seven provide 24-hour a day restaurants. Facilities on the Massachusetts Turnpike are maintained by the Turnpike Authority.</p> <p>Most service plazas in Massachusetts provide 24-hour parking for truck drivers.</p>
Facilities Characteristics	<p>Service plazas at the Mass Pike generally provide the following accommodations:</p> <ul style="list-style-type: none"> - Fast food and convenience store: Exxon Mobil provides a store at all Mass Pike service plazas. - Fuel - Truck parking: approximately half of all service plazas provide five-24 spaces for trucks. - Family restrooms: five service plazas provide family baby changing areas. In addition, all restrooms are handicap-accessible facilities. - Dog walks: nine service plazas provide dog walks.
Unique Attributes	<ul style="list-style-type: none"> • The Massachusetts Turnpike Authority sponsors a seasonal Farmers Market program at 11 service plaza locations. • One of the Mass Pike service plazas (Natick – eastbound) also provides a FAST LANE customer service center for travelers using the Pike’s Fast Lane toll collection system. • Newton service plaza on I-95 has a CNG (compressed natural gas) station

4.2.3 New York

Overview	There are nine service plazas along I-87, and there are 20 service plazas along I-90.
Operations and Maintenance	The service plazas are open 24-hours a day. All service plazas are maintained by the New York Thruway System. Restaurants in the service plaza are also open 24-hours a day.
Facilities Characteristics	<p>Service plazas along the Thruway provide the following accommodations:</p> <ul style="list-style-type: none"> - Fast food and convenience stores - Additional cart concessions - Fuel - Restrooms (including handicap-accessible and family baby changing facilities), phones, and ATMs - Truck and bus parking: 4 service plazas provide a range of 25-74 spaces for trucks at each location. - Information centers – at 12 locations <p>On the average, the service plazas are situated at 32 mile intervals along I-87 and at 35 mile intervals along I-90. On I-87, there are five service plazas serving northbound traffic, and four serving southbound traffic. On I-90, the service plazas are split evenly – 10 eastbound and 10 westbound.</p>
Unique Attributes	<p>Most service plazas along the Throughway provide a seasonal farmer's market.</p> <p>Two service plazas provide truck electrification services for cab operations to reduce engine idling.</p>

4.2.4 New Jersey

Overview	There are 13 service plazas in the New Jersey Turnpike system.
Operations and Maintenance	The service plazas are open 24-hours a day. The service plaza system is operated on a master concessionaire agreement between the Turnpike Authority and Host Marriott Services (HMS).
Facilities Characteristics	<p>Service plazas along the Turnpike provide the following accommodations:</p> <ul style="list-style-type: none"> - Fast food and convenience stores (all operated by HMS)

	<ul style="list-style-type: none"> - Fuel (all serviced by Sunoco) - Restrooms, phones, and ATMs - Truck and bus parking <p>On average, the service plazas are situated at 20-25 mile intervals, divided evenly between southbound and northbound traffic.</p>
Unique Attributes	<p>The service plaza system is themed in such a way that each location is named after a major New Jersey figure (from Alexander Hamilton to Vince Lombardi).</p> <p>HMS has developed an incentive program for bus drivers providing free meals to drivers, encouraging some significant bus accumulations at peak periods.</p> <p>Laundromat accommodations are provided at one of the service plazas (Mile marker 94, Northbound), benefiting many truckers.</p>

4.3 Leadership States

4.3.1 Pennsylvania

Overview	The Pennsylvania Turnpike Authority (PTA) operates 26 service plazas along the turnpike.
Operations and Maintenance	The PTA owns the land and leases buildings to fuel vendors and food concessionaires.
Facilities Characteristics	<p>The facilities date back several decades, are in poor repair, and viewed unfavorably. The plazas have the following offerings:</p> <ul style="list-style-type: none"> - Fast food (HMS and McDonald's) - Fuel (Sunoco) - Restrooms, phones, and picnic tables - Truck, bus and RV parking
Unique Attributes	The PTA is in the process of selecting a new vendor to take over capital and operational costs of all service plazas, including complete demolition of existing facilities, construction of facilities, offering new amenities, all at 100% private sector funding.

4.3.2 Illinois

<p>Overview</p>	<p>The Illinois State Toll Highway Authority, or Illinois Tollway, is the leader in traveler services in Illinois. There are seven Tollway Oases located on the Illinois Tollway system. Each of these facilities offers a safe place to rest and relax with food and fuel services. Six of the seven sites are similarly designed with an over-the-road pavilion with access from both directions of travel; separate fuel stations serve each direction. The DeKalb Oasis is unique in that its restaurant building and fuel station facilities are located on one side of the road; a highway overpass provides access for travelers approaching from the opposite direction. At each location, travelers must return to the Tollway traveling in the same direction from which they arrived; there is no opportunity to enter the Tollway to travel in the opposite direction.</p>
<p>Operations and Maintenance</p>	<p>Although the Oasis property is owned by the Tollway, the operation of the food and fuel services are provided by private partners, Wilton Partners and Exxon Mobil, under a 25-year lease agreement. The cost of fuel is determined by a formula prescribed by the lease and these prices are monitored by the Tollway to insure they are competitive.</p> <p>In an innovative public-private partnership with Wilton Partners and Exxon Mobil, the Illinois Tollway is redeveloping all seven Oases at no cost to the agency or Tollway customers. During the 25-year lease agreement, the Tollway's partners will invest \$100 million to reinvigorate these sites with improved customer conveniences and traveling services.</p> <p>A portion of revenue is also being set aside for future repair needs to ensure that the new Oases remain fresh and do not fall into disrepair.</p>
<p>Facilities Characteristics</p>	<p>The modernized, over-the-road pavilions offer a variety of food and retail options to daily commuters and long distance travelers. Architecturally, the new Oases buildings mark a dramatic departure from the former imposing concrete structures. The new facilities are more than twice the height of their predecessors and span the Tollway with a streamlined steel structure and breathtaking window curtain walls. The new Mobil fuel stations, featuring <i>On the Run</i>TM convenience stores, are Now Open at all seven Oases locations. Several stations also offer car wash facilities.</p> <p>Each tenant was selected based on customer input to provide the features and amenities important to drivers. Tenants now open at Oasis locations include McDonald's; Tropicana Smoothies, Juices and More!; Auntie Anne's; Starbucks; Krispy Kreme; Subway; Famous Famiglia Pizza; Panda Express; Stonebridge Gyros & Café; Massage-in-a-Minute; Foto Fantasy; Fifth Third Bank ATM; Lotto; Travel Mart; Connexus; The Dog House; Nickels and Dimes; Mrs. Fields Cookies; Music Recyclery; Oasis Cellular; and the Tobacco Room.</p>
<p>Unique Attributes</p>	<p>The new Oases were built to meet the needs of commuters, long-distance travelers and the communities in which they reside. Planning for the Oases redevelopment began with in-depth research to determine what features and</p>

amenities were important to drivers, resulting in improvements including larger restrooms, including men's and women's restrooms on both sides of the building and two family restrooms in each Oasis; increased exterior lighting in the parking areas to enhance safety for customers; a full-time janitorial staff on-site at all times to keep public areas clean for visiting customers; and improved landscaping including native shrubbery and a dog walk on both sides of each Oasis to provide exercise and bathroom areas for families traveling with their pets.

The Oases at O'Hare and Belvidere were completed in June 2004, the Hinsdale and Lake Forest Oases celebrated grand openings in February 2005, and the DeKalb and Des Plaines Oases opened in the summer of 2005. With the opening of the Chicago Southland Lincoln Oasis, all of the Tollway's Oases have been redeveloped at no cost to Tollway drivers. The new Mobil fuel stations were complete at all seven oases locations in October 2004.

The seven redeveloped Illinois Tollway Oases include:

- Belvidere Oasis in Belvidere, Northwest Tollway
- O'Hare Oasis in Schiller Park, Tri-State Tollway
- Des Plaines Oasis in Des Plaines, Northwest Tollway
- Lake Forest Oasis in Lake Forest, Tri-State Tollway
- Chicago Southland Lincoln Oasis in South Holland, Tri-State Tollway
- Hinsdale Oasis in Hinsdale, Tri-State Tollway
- DeKalb Oasis in DeKalb, Reagan Memorial Tollway

Connexus, now open at the O'Hare Oasis, features a state-of-the-art business center with high-speed, wireless Internet (Wi-Fi), which can be accessed for a charge from within the Oasis or even in the parking lot, for those with a wireless network card or a Wi-Fi embedded laptop. Patrons can also rent computer time on workstations equipped with Internet access and a variety of business applications. Digital photo processing, virtual office support, copying and printing, document binding, CD burning, conference room rental, and conference telephone are additional services designed to provide on-the-go professionals with all the conveniences of a home office while traveling.

The over-the-road pavilions span the Tollway with a streamlined steel structure and breathtaking window curtain walls, allowing natural light into the building from a full 360-degrees. The new structures are more than twice as tall as their predecessors, featuring almost 30-foot ceilings and an expanded footprint, with the new facilities measuring more than 300-feet in length and 170-feet in width. The over-the-road span is approximately 135-feet long and 72-feet wide.

Where previously blocked by the tenant restaurants, the views to the roadway on both sides of the building have been fully restored to create openness and provide visitors with lateral views. The exposed steel truss framing inside

	<p>increases the sense of height and openness even further.</p> <p>The colors of the interior elements and seating areas are warm tones of white, wheat and soft black, chosen to provide a neutral backdrop for the Oases' retail activity. Energy and brighter colors have been added through individual tenant signage and rotating banners hanging from the ceiling. Chicago museums and local communities plan to have banners on display.</p> <p>The glass for the windows is one-inch thick insulating, transparent glass with a special coating to increase energy efficiency. The Oases feature indirect lighting in the steel trusswork to prevent any distracting glare for visitors or motorists driving on the Tollway. The Oases will also feature increased exterior lighting in the parking lots and more than 10 security cameras monitored in an on-site security room and by an off-site security company to enhance safety for patrons.</p> <p>The new Oases feature more than four times as many restroom stalls, including men's and women's restrooms on both sides of the building with automatic flushing toilets and automatic sinks. The restroom partitions are stainless steel, and each restroom features a skylight over the sink area to provide natural light. There are also two family restrooms in each Oasis with private toilet and changing tables. A full-time janitorial staff will be on-site at all times to keep all public areas of the Oases clean for visiting customers.</p> <p>Outside of the buildings, landscaping includes native shrubbery and drought-resistant plants, such as prairie grasses and flowering perennials. A dog walk kennel has also been added on both sides of each Oasis to provide an exercise and bathroom area for families traveling with their pets.</p> <p>This project will create an estimated 700 construction jobs and 500 permanent jobs in retail service and maintenance throughout the seven sites.</p> <p>Family bathrooms, picnic tables and increased security are just a few more of the family-friendly amenities at the new Oases.</p>
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4.4 Summary and Recommended Practices

4.4.1 Summary of Findings

Most service plaza designs are predicated on available area and lease agreements. The following basic planning assumptions were derived from the benchmarking efforts. As a standard, all service will provide the following minimum accommodations:

- Parking – for cars, RVs, buses, and trucks
- Facilities – one restaurant (open 24-hours a day), seating (outdoor and indoor) ADA-compliant rest rooms, family baby changing areas, ATMs, vending machines, phones, and basic information offerings (i.e. electronic kiosks)

- Fuel – 24-hour a day fueling stations
- Intervals – locate service plazas at intervals of 30 miles in rural areas and 15 miles in urban, high AADT areas
- Where financially feasible, consider the following amenities and programs – dog walks, picnic areas and farmer’s markets.

Statewide planning efforts in Pennsylvania are still in process and provide parallels to New Jersey and Massachusetts. The Pennsylvania Department of Transportation (PennDOT) does not operate any service plazas on its Interstate highway system. It does operate highly successful Welcome Centers and rest areas with some vending machines and rest rooms. The Pennsylvania Turnpike Authority (PTA) has 26 service plazas along the entire length of the turnpike system running from Philadelphia west through Pittsburgh. The PTA has only recently begun engaging in upgrades to its service plazas.

HMS and Sunoco are the incumbent concessions and fuel vendors on the PTA. McDonald’s operates at three service plazas but their lease expires in 2009 and then operation by HMS and Sunoco will commence. The PTA will close two of its existing service plazas. The existing baseline capture rate is 10 to 12 percent of passerby AADT. According to HMS, 30 million people visit the PTA service plazas on an annual basis. Baseline revenues were not available, but under the new plan, discussed next, the PTA expects to see a minimum 20 percent increase in revenue to the Commonwealth of Pennsylvania.

The Pennsylvania Turnpike made the policy decision that it did not want to be in the business of operating service plazas. As a result, the PTA let a Request for Proposals in 2005 to essentially turn over capital and operating costs of its service plazas to the private sector, while retaining ownership of the land. The proposal writing process was complex and took the PTA two years to write. The PTA decided on a triple net lease with two vendors, Sunoco for motor fuel, and Host Marriot Services for concessions and amenities.

The Pennsylvania Turnpike’s plan is to have the vendors redevelop the 26 service plazas over the next five to six years. The PTA anticipates \$170 million in private vendor capital investment, with Sunoco and Host Marriot responsible for the capital and operating costs. The lease expires in 20 years and the facilities revert to PTA. The plan is to demolish and reconstruct four or five service plazas per year until the project is complete sometime in 2011.

A major reason the Pennsylvania Turnpike exited the service plaza business is that the plazas only supply two percent of gross revenue to the PTA. The PTA receives approximately \$600 million in annual operating revenue from Turnpike general operations. The 26 service plazas only contribute \$12 million in gross annual

operating revenue. According the PTA, the two percent contribution is not enough for the PTA to invest heavily in becoming expert at service plaza operations. While a possible gross operating revenue increase to four or five percent of total operations would be welcomed, it is not significant enough to maintain anything more than an oversight role of the service plazas. This also alleviates the PTA from appearing to compete with the private sector for provision of the motoring public fuel and convenience needs when traveling the Pennsylvania Turnpike. This corresponds with the few other states found among the study group that have service plazas on the Interstate system that pre-dated Federal regulation prohibiting commercial services directly on the Interstate system.

The Massachusetts Turnpike Authority re-built their service plazas in 2000. The new contract for food and retail went to McDonald's. The new fuel contract went to Exxon, now owned by Gulf Partners Limited. Previously HMS and Gulf Oil held the contracts. HMS did not invest any new money into its facilities on the MassPike. Turnpike officials were disappointed with HMS and customer perception of appearance, food quality and maintenance was poor. The new facilities generate approximately 21 percent more in new revenue to the state. System wide visitors average 12 million according to the MTA. The new public perception of the service plazas is "fantastic". The appearance of the service plazas, the rest rooms and the food quality have all greatly improved with the new vendors.

The MassHighway receives rent from eight service plazas. Pre-renovation data is not available since half of the plazas are brand new and the other four were closed for several years before they were torn down and rebuilt. The older facilities dated back several decades and were operated by Howard Johnson's and Citgo. The perception of the service plazas was below standard and they were shuttered. McDonald's operates four service plaza food concessions and retail and Burger King operates the other four. MassHighway receives \$1.9 million annually in lease revenues from the vendors. The vendors are responsible for capital and operating expenses. MassHighway has an oversight role, retaining ownership of the land.

The New York Turnpike has 27 service plazas locations with food and fuel. Currently there are 11 sites with Mc Donald's and subcontractors and 16 sites with HMS. In the near future 11 McDonald's sites are exercising an option to renew. Recently the New York Thruway issued an RFP for 16 sites expiring in 2006 with multiple bidding criteria required: the proposed rent, the capital improvement contribution, food variety, maintenance experience, and good customer satisfaction. The New York Thruway created an Evaluation Committee and Weighting Committee putting together a weighted average of all categories of criteria by vendor for evaluation. Food and Fuel submittals can be combined or separate responses.

4.4.2 Recommended Practices and Standards (Benchmarks)

New Jersey Versus Connecticut Service Plaza Operations

The ConnDOT lease yields current revenues from master concession agreement of approximately \$6.3 million. The current sales are \$41 million. The average sales per location is about \$3.4 million, comparable to pre-Host Marriott Services operation in New Jersey. The average sales per unit now in New Jersey is now \$8.5 million. The approximate revenue to New Jersey is \$14 million not including four new locations to be built. The average annual daily traffic in Connecticut is estimated at over 51 million, yielding very poor average sales at less than \$1 per person. This indicated poor customer satisfaction and significant lost sales. The HMS experience in New Jersey has seen substantial improvement in customer satisfaction over the previous operator experience.

An operations benchmark comparison of other states to New Jersey was conducted. Six benchmarking states utilize Host Marriott Services (HMS) as the concessions operator. The HMS implementation has seen substantial improvement in customer satisfaction over previous operator experience. The HMS model is flexible and allows food and retail program to change with evolving times and demographics. A revenue benchmark comparison with other states to New Jersey was also performed. HMS has doubled sales and New Jersey state revenues. HMS has invested \$40 million in capital improvements. HMS will negotiate 10% to 22% of sales net to the state, depending on details of capital input. Mc Donald's averages 18% sales, but invests no capital. While the McDonald's net percentage of revenue to the state may be higher than HMS, the overall increase in the capture rate of AADT create a far more lucrative revenue stream to the highway authorities.

The survey analysis of Connecticut service plaza visitors indicates the demographics of visitors are a wealthier, older, better educated traveler. These visitors prefer more food variety and want a more health conscious menu than currently offered. In addition, wealthier visitors are also more likely to sight-see as part of their itinerary if the appropriate information resource was available. An analysis shows the top visitors typically spend 100% more than the average American on finer food, eating out, lodging and entertainment. This is not currently taken advantage of by ConnDOT at its current service plazas. The current food offerings are primarily single source, high calorie, high fat, low variety fast food options with little other impulse retail or visitor/tourism resources provided.

An estimated service plaza real estate footprint supportable for the total ConnDOT system is estimated to be more than double in size of current program. The average size per facility of new program service plaza program in Connecticut is 15,000 to 20,000 sf, comparable to new program in New Jersey. It is recommended that ConnDOT develop an RFP to attract an operator with a large variety of franchises

under its contact. This could develop a program better catering to the visiting customer. This could potentially double the annual income to Connecticut.

Survey Analysis

A home zip code survey results was acquired to analyze the spending preferences of the rest area users in Connecticut. The goal of the task is to utilize demographics and spending data linked to the user groups to assist with the development of a retail/food amenity program that not only better appeals to the user groups but will in turn produce more revenue to ConnDOT.

The survey covered over 1,000 home zip codes. Home zip codes are not the origin of the traveler but the home residence zip code of the traveler surveyed. Home was primarily in the United States but some travelers were international, mostly Canadian. Of the US travelers, most in the top 40 zip codes were from Connecticut, followed by Massachusetts and New York.

As the zip codes were too numerous to analyze and many only had one respondent, the top 40 zip codes were analyzed. The top 40 were separated into two groups, the top 15 and then the top 16-40 ranking. Then a demographic and economic analysis was performed on all of the zip codes combined from each group. Most survey respondents were from the top 15 zip codes. The home zip code analysis indicated they resided primarily in Fairfield and New Haven Counties in Connecticut. The second group comes from Fairfield County, New Haven County as well as Hartford County, Massachusetts and New York. Table 2 below shows the data.

Table 2: Zip Code Analysis of Connecticut Service Plaza Visitor Surveys

Top 15 Zip Codes			
Zip Code	Geography Name	Zip Code	Geography Name
01824	Chelmsford	06457	Middletown
06492	Wallingford	06511	New Haven
06512	East Haven	06516	West Haven
06606	Bridgeport	06611	Trumbull
06877	Ridgefield	06880	Westport
06897	Wilton	06903	Stamford
06905	Stamford	10021	New York
10025	New York		
Second 25 Zip Codes			
01109	Springfield	01604	Worcester
01609	Worcester	01854	Lowell
01960	Peabody	02126	Mattapan
06001	Avon	06002	Bloomfield
06010	Bristol	06405	Branford
06437	Guilford	06460	Milford
06473	North Haven	06488	Southbury
06513	New Haven	06514	Hamden
06518	Hamden	06614	Stratford
06615	Stratford	07960	Morristown
10024	New York	10605	White Plains
11102	Astoria	other	Canada

Demographic Analysis of Visitors

Demographic data of the survey respondents indicate a high income population. It has food and retail preferences different than the general United States population. Other distinguishing facts about the top survey respondents indicate they would prefer more diverse retail and food choices than the average American. In both top survey samples, 15% of the demographic group is of Italian origin while the United States as a whole is only 5%. This is the single largest ethnic group among survey respondents. In both survey groups Hispanic and African American population data were similar to United States data. The survey groups were not only wealthier but older than the United States average.

Initial findings suggest that a retail program can have an **ethnic flair** and take a more sophisticated format than typical American tastes. Higher income travelers will spend more on food and expect more variety and better quality food. Higher income travelers also have income to spend on **impulse buying** triggered by a retail program. Educated and professional travelers are more health conscious and expect food offerings to meet their image of tasty and healthy food. An older population of

travelers is more health conscious in their food choices. Older and wealthier travelers have more income to spend on **tourism and sight seeing**.

The Bureau of Labor Statistics publishes spending facts about higher income Americans suggesting a program different than the current service plaza program. The Consumer Expenditure Survey of 2004 divides spending characteristics by income groups and all consumer units. The average income groups for the Connecticut survey is \$80,000 to \$99,000 and over \$100,000 average household income (see Table 3 below). The top 15 survey group spends more on eating out, finer food, lodging and entertainment than the average United States consumer, as great as 100% more. In a few areas, such as sundries including cigarettes and newspapers, the survey group spends less.

Table 3: Income and Education from Survey Respondents

	Average HH Income	Average Housing Value	Professionals and Mangement	Masters Degree/ Ph.D.
Top 15 zips	\$ 104,000	\$ 350,000	52%	24%
Second 25	\$ 85,000	\$ 262,000	41%	15%
USA Population	\$ 63,000	\$ 141,000	34%	9%

Program Analysis

A program including higher quality fast food, including fresh food, baked goods, and discretionary retail should be implemented. This would cater to the most users of the service plazas.

Table 4 below shows targeted spending categories of wealthier older people.

Table 4: Spending by Income Group

Spending per year in \$		Expenditure Survey 2004, Bureau of Labor Statistics		
		All Consumers	\$80 to \$99,000	Over \$100,000
Bakery goods	\$	307	\$ 385	\$ 497
Steak and fine meats	\$	103	\$ 150	\$ 178
Hot dogs	\$	22	\$ 27	\$ 28
Fresh seafood	\$	74	\$ 77	\$ 135
Fresh inc. organic vegetables	\$	182	\$ 214	\$ 312
Prepared salads	\$	26	\$ 35	\$ 51
Meals at restaurants	\$	2,028	\$ 2,700	\$ 4,165
Food Away from home	\$	2,434	\$ 3,424	\$ 5,300
Lunch at fast food or take out	\$	409	\$ 524	\$ 752
Breakfast or brunch at fast food or take out	\$	103	\$ 130	\$ 156
Dinner at fast food	\$	263	\$ 317	\$ 482
Wine	\$	22	\$ 37	\$ 47
Lodging	\$	472	\$ 833	\$ 1,829
Gas on out-of-town trips	\$	100	\$ 169	\$ 193
Jewelry	\$	113	\$ 241	\$ 363
Entertainment	\$	2,218	\$ 3,676	\$ 4,932
Video games and software	\$	18	\$ 34	\$ 39
Film and photo supplies	\$	40	\$ 80	\$ 102
Newspapers at newsstands	\$	10	\$ 12	\$ 10
Cigarettes	\$	284	\$ 269	\$ 225
Categories where top group is 100% more than average				

Potential tenants in concessions categories are grouped below in Table 5. Classes of service plazas including minimal tenancing and full cadre of tenants may be considered.

Table 5: Potential Tenants at New Service Plazas

Item Type	Potential Tenants from User Demographics
Better Coffee and Breakfast	Azza Coffee, Starbucks, Tim Horton, Krispy Kreme
Fast Food	Au Bon Pain, Wall Street Deli, Blue Burrito Grill
Quick Casual	Sbarro, California Pizza Kitchen, Wolfgang Puck Express
Market and Fresh Goods	Baskin Robbins, Farmers Market, Trader Joes with Café, Mrs. Fields
Convenience	Newsstand "Next Generation", Candy Express
Spontaneous Shopping	Sunglass Hut, Bookstone Express, In Motion Entertainment
Traveler Service Retail	Regional Gifts, Simply Books, World Passage, Travel Mart

Findings indicate the demographics of the home zip code user demonstrate the current food and retail offerings do not match the customer preference. The correlation of top home zips to sales indicate most users are not traveling far from home when using the rest and service plazas. The retail offerings should consider the preferences of the home zip tied to the closely related service plaza. Greenwich, Fairfield and Milford should have a retail food program closely mirroring the preference of the local area demographics. The master lease RFP needs to include retail/food offering with a local flavor and not just national brand recognition in order to cater to the traveling public and increase sales. If the average sales per the survey were matched with the home zip code of the survey participant there is a strong correlation between the top 40 home zip codes and the locations of the highest per capita sale. Colors were used in Table 6 to match the rest area location with the zip codes in close proximity with the rest area. Most of the top 40 zip codes are close to their rest areas. Greenwich is close to three top zips, Stamford, two, and White Plains. Milford has the highest potential sales overall. It matches 10 top 40 zips within close proximity to the service plaza. Fairfield with highest volume matches five zip codes.

Table 6: Zip Codes Near Rest Areas

Summary Spending by Location-- Averages	Top 40 Home Zip Codes for Spending
Greenwich Route 15 NB Service Area \$ 22.0	Middleton, Ct
Milford I-95 SB Service Area \$ 16.43	West haven
Branford I-95 NB Service Area \$ 14.45	New Haven
Plainfield I-395 SB Service Area \$ 11.21	Bridgeport, ct
Fairfield Route 15 SB Service Area \$ 10.65	East haven
Darien I-95 NB Service Area \$ 6.45	Wallingford, ct
W. Willington I-84 WB Rest Area \$ 5.82	Stamford, Ct
North Stonington I-95 SB Rest Area \$ 5.39	Wilton, CT
Wallingford I-91 SB Rest Area \$ 2.05	Westport, ct
Danbury I-84 EB Rest Area \$ 1.02	Trumbull, ct
	Chelmsford, ma
	Ny, ny
	NY,ny
	Stamford, Ct
	Ridgefield, ct
	Stratford, ct
	Stratford, ct
	Hamden, ct
	Hamden, ct
	North Haven
	Milford, ct
	Guilford, ct
	Bridgeport, ct
	Worcester, ma
	Astoria, Queens, NY
	Morristown, nj
	New Haven, ct
	Southbury, ct
	Branford, ct
	Bristol, ct
	Bloomfield, ct
	Mattapan, ma
	Peabody, ma
	Lowell, ma
	Worcester, ma
	Springfield, ma
	White Plains, NY
	NY, NY
	Canada

Current Lease arrangement

The largest lease holder is Mc Donald's. Under current terms Mc Donald's has some maintenance provisions, but the most significant aspect lease is the revenue to the State of Connecticut. Based on sales reported in 2003 for 10 restaurants and two coffee shops, McDonald's sales were over \$34 million. Rent paid is over \$6.2 million to the State. Total gross sales in for food and other items not including fuel was over \$41 million. Sales attributable to fast food were 84% of total sales. However given the current volumes and using survey spending figures, total sales could be in the area of \$170,000,000. Traffic is over 37 million persons based on Earth Tech findings. Current gross sales, this yields an average sale of approximately \$1 per person. This is a low average and sales are lost. Since travelers stopping at these locations are looking for a quick convenient purchase, they are unlikely to be getting off at in-state exits. They may be spending out of state since Connecticut is a small and can be crossed in a few hours.

Lease Evaluation

Based on Mc Donald's most recent annual report, average annual sales at restaurants are \$1.8 million. Sales at the service plazas in New Jersey are almost double the annual average in Connecticut. This is a significant figure indicating the tenant will desire to maintain operations in Connecticut. The New Jersey experience indicates sales could be four times that of a non-highway location. Competitors are interested in bidding on these locations based on the volume of person traffic and spending.

Although Mc Donald's sales of rent percentage returned to Connecticut is high at 18%, the sales volume is low. Sales could be significantly higher under superior planning. If a contract of 10% sales rent were applied to the current spending projections, revenue to ConnDot would be approximately \$17 million (see Table 7).

Table 7: Connecticut Gross Receipts

Terms of the Agreement	
Gross Receipts	Percentage Rents
\$32,000,000 or more	18.10%
Per 2003 Sales Report	
10 restaurants	\$33,663,218
2 coffee shops	\$888,118
Total	\$34,551,336
Rent Paid by McDonald's should be	\$6,253,799
Per Total Gross Revenues NIC Fuel	\$41,108,559
Percent Attributable to Fast Food	84%
Estimated Potential Sales	\$170,000,000
Estimated rent (low)	10%
Potential Revenue	\$17,000,000

Traffic Auto /Persons Capture Analysis

Utilizing the persons captured in autos visiting for non-gas purchases an estimated person capture by location was developed. Person capture traffic was then multiplied by average spending by location. The total spending was divided by estimated sales per square foot to yield total square footage of revenue generating space supportable by location. Total traffic estimated in persons from the traffic counts developed by Earth Tech is over 37 million annually (see Table 8). It is estimated the system of 31 rest and service plazas can support over 300,000 sf of revenue supporting space, the equivalent of a regional shopping center. Sales generated would be in the range of \$170 million (ninety percent of \$189 million, see Table 9).

Table 8: AADT by Rest Area Exit

Location Description	Persons entering increase by 10%³
Greenwich Rte 15 NB	853,106
Greenwich Rte 15 SB	905,340
New Canaan Rte 15 NB	773,739
New Canaan Rte 15 SB	810,641
Fairfield Rte 15 NB	716,248
Fairfield Rte 15 SB	739,313
Orange Rte 15 NB	678,622
Orange Rte 15 SB	650,642
North Haven Rte 15 NB	489,387
North Haven Rte 15 SB	643,685
Danbury – I-84 EB	1,137,082
Southington – I-84 EB	750,655
Wilmington – I-84 EB	1,292,740
Wilmington – I-84 WB	1,316,805
Wallingford – I-91 SB	722,891
Middletown – I-91 NB	1,294,642
Darien – I-95 SB	2,487,292
Darien – I-95 NB	3,642,240
Fairfield – I-95 NB	1,907,269
Fairfield – I-95 SB	1,703,057
Milford – I-95 NB	1,749,443
Milford – I-95 SB	2,388,935
Branford – I-95 NB	1,550,600
Branford – I-95 SB	1,486,826
Madison – I-95 NB	1,520,717
Madison – I-95 SB	1,644,258
Westbrook I-95 NB	523,441
N. Stonington – I-95 SB	809,088
Montville – I-385 SB	714,925
Plainfield – I-395 NB	675,843
Plainfield – I-395 SB	873,298
TOTALS:	37,452,770

³ Current annual 2005/2006 persons entering service and rest areas were calculated based on annual entering vehicles (based on surveys at each location) factored by vehicle occupancy and day of week. Traffic projections made in this report indicate that existing 2005/2006 traffic volumes would increase by 1-2% per year. The person entering figure was increased by 10% accordingly to represent year 2013 conditions.

Table 9: Supportable Sales and Square Footage of New Service Plazas

Location Description	Persons entering increase by 10% ⁴	Projected Sales using survey figures ⁵	Total Sales using survey buying @ 50% (note that total sales inc. a loss factor indicated herein) ⁶	SF supportable @ \$600/sf using survey ⁷	Existing sf
Greenwich Rte 15 NB	853,106	\$13.53	\$5,771,264	9,619	2,877
Greenwich Rte 15 SB	905,340	\$13.53	\$6,124,622	10,208	2,734
New Canaan Rte 15 NB	773,739	\$13.53	\$5,234,342	8,724	2,713
New Canaan Rte 15 SB	810,641	\$13.53	\$5,483,983	9,140	2,303
Fairfield Rte 15 NB	716,248	\$10.65	\$3,814,021	6,357	2,545
Fairfield Rte 15 SB	739,313	\$10.65	\$3,937,648	6,563	2,318
Orange Rte 15 NB	678,622	\$13.53	\$4,590,874	7,651	1,903
Orange Rte 15 SB	650,642	\$13.53	\$4,401,592	7,336	1,960
North Haven Rte 15 NB	489,387	\$13.53	\$3,310,705	5,518	2,879
North Haven Rte 15 SB	643,685	\$13.53	\$4,354,529	7,258	1,696
Danbury – I-84 EB	1,137,082	\$1.02	\$581,462	969	3,406
Southington – I-84 EB	750,655	\$3.57	\$1,339,920	2,233	2,506
Willington – I-84 EB	1,292,740	\$5.82	\$3,761,874	6,270	2,972
Willington – I-84 WB	1,316,805	\$5.82	\$3,831,380	6,386	2,852
Wallingford – I-91 SB	722,891	\$2.05	\$739,667	1,233	2,510
Middletown – I-91 NB	1,294,642	\$3.57	\$2,310,936	3,852	1,846
Darien – I-95 SB	2,487,292	\$6.45	\$8,021,516	13,369	11,698
Darien – I-95 NB	3,642,240	\$6.45	\$11,749,162	19,582	16,565
Fairfield – I-95 NB	1,907,269	\$13.53	\$12,902,672	21,504	12,656
Fairfield – I-95 SB	1,703,057	\$13.53	\$11,521,179	19,202	15,771
Milford – I-95 NB	1,749,443	\$13.53	\$11,834,985	19,725	16,970
Milford – I-95 SB	2,388,935	\$13.53	\$16,161,143	26,935	15,169
Branford – I-95 NB	1,550,600	\$13.53	\$10,489,811	17,483	11,457
Branford – I-95 SB	1,486,826	\$13.53	\$10,058,376	16,764	5,554
Madison – I-95 NB	1,520,717	\$13.53	\$10,287,649	17,146	5,973
Madison – I-95 SB	1,644,258	\$13.53	\$11,123,409	18,539	11,741
Westbrook I-95 NB	523,441	\$3.57	\$0	0	2,340
N. Stonington – I-95 SB	809,088	\$5.39	\$2,179,116	3,632	3,257
Montville – I-385 SB	714,925	\$13.53	\$4,836,466	8,061	3,513
Plainfield – I-395 NB	675,843	\$11.21	\$3,788,103	6,314	3,059
Plainfield – I-395 SB	873,298	\$11.21	\$4,892,708	8,155	3,570
TOTALS:	37,452,770		\$189,435,116	315,725	179,322

⁴ Current annual 2005/2006 persons entering service and rest areas were calculated based on annual entering vehicles (based on surveys at each location) factored by vehicle occupancy and day of week. Traffic projections made in this report indicate that existing 2005/2006 traffic volumes would increase by 1-2% per year. The person entering figure was increased by 10% accordingly to represent year 2013 conditions.

⁵ The average sales utilized in the chart used a rest area average from the survey and a service plaza average. The highest sales areas, including Greenwich, were normalized.

⁶ The sales per traveler was decreased by 50% to take into account persons in vehicles who do not spend anything at a rest area/service area.

⁷ Sales figures are based on current sales (2005/6) in benchmarking states. Sales per square foot are taken at \$600/sf which is conservative and takes into account no increase of volume density. Westbrook was eliminated from the calculations.

Top and bottom sales locations

Based on large volume, over 2 million, and higher than average sales, Milford I-95 NB could support the largest amount of revenue generating space at sales of \$600/sf with a total supportable over 26,900 sf (see Table 10). Darien I-95 NB with the highest volume of traffic at over 3.6 million could support 19,000 sf with an average spending of \$6.45 per person. Westbrook I-95 NB experiences the lowest traffic volumes at approximately 0.5 million. Orange Route 15 SB has the next lowest volume, with 0.6 million. This location can support 7,000 sf with an average spending of \$13.53 per person.

Table 10: Top and Bottom Sales Locations

Location Description	Persons entering increase by 10%	Projected Sales using survey figures	Total Sale using survey buying @ 50%	SF supportable @ \$600/sf using survey	Existing sf
Milford – I-95 SB	2,388,935	\$13.53	\$16,161,143	26,935	15,169
Fairfield – I-95 NB	1,907,269	\$13.53	\$12,902,672	21,504	12,656
Milford – I-95 NB	1,749,443	\$13.53	\$11,834,985	19,725	16,970
Darien – I-95 NB	3,642,240	\$6.45	\$11,749,162	19,582	16,565
Fairfield – I-95 SB	1,703,057	\$13.53	\$11,521,179	19,202	15,771
Madison – I-95 SB	1,644,258	\$13.53	\$11,123,409	18,539	11,741
Branford – I-95 NB	1,550,600	\$13.53	\$10,489,811	17,483	11,457
Madison – I-95 NB	1,520,717	\$13.53	\$10,287,649	17,146	5,973
Branford – I-95 SB	1,486,826	\$13.53	\$10,058,376	16,764	5,554
Darien – I-95 SB	2,487,292	\$6.45	\$8,021,516	13,369	11,698

Findings

A new program is supportable. The future traffic projected at current spending rates yields a retail program supportable at an estimated sales of \$600/sf. The program could support over 300,000 sf compared with the current total sf of 150,000 to 200,000. Supportable square footage varies from a high of 26,900 or to a low of 1,000 sf. Projected revenue to ConnDOT is increased two to three times, holding current spending rates steady. A lease arrangement increasing food diversity, food quality and other sundries is preferred by the traveling public. Based on the current revenue from sales per SF, this would increase the revenue to ConnDot by approximately \$11 million annually.

The New Jersey Turnpike now owns the Garden State Parkway. The NJT uses Host Marriott Service Corporation exclusively. It negotiates extensions and expansions to its vendor contract. Food variety not only pleases customers but has doubled revenue to the NJT Authority. Previously Mc Donalds was on Parkway with average sales of

\$3 to \$4 million, comparable to ConnDot service plazas operations. HMS now averages \$6 to \$9 million in sales. The average sales per store is \$8.5 million. The Molly Pitcher flagship plaza at Exit 8A does \$14 million in sales. Recent negotiations reduced rent to 11% of sales with \$40 million in capital provided by HMS. The NJT contributed \$20 million.

Host Marriott Services is used by airports and highway authorities internationally. HMS operate hundreds of franchises. HMS is used by the following highway authorities: Atlantic City Expressway, Delaware Turnpike, Florida Turnpike, Garden State Parkway and NJ Turnpike, Illinois Turnpike, Maine Turnpike, NY Thruway, Ohio Turnpike Pennsylvania Turnpike, West Virginia Turnpike and the Ontario Travel Centre.

Recommendations

Master Lease

Use RFP with criteria to include variety of food and offerings but not recommended to go to highest bidder. Use local preference criteria. Promote DBE/LBE inclusion. Make revenue to ConnDOT a percentage of sales. Allow flexibility to change franchises to increase sales and reach target market. Include vendor maintenance provisions and capital improvement budget. Use vendor capital and staff to support tourism "Gateways". Include contract extension provisions. Develop analysis of value of capital inclusion and rent over 15 year projection to value the RFP. Use qualitative valuation for responses.

Operations

Five states utilize an operator to manage a variety of tenants. Many states limit truck involvement to parking spaces for rest without services, leaving the private sector to provide the amenities for truckers. Most state DOT's retain development and ownership of rest and service plazas with some exceptions related business expertise, e.g. VT staffing, IL long term DBO.

Tourism

Leadership states embrace tourism, demonstrated by large visitation to welcome centers. Rhode Island has made a large \$33 million capital investment in their welcome center, with an anticipated 33:1 return on investment. Tourism employs over 150,000 in Connecticut and represents over 6% (\$10Billion) of the Gross State Product, despite limited offerings. Connecticut captures 600,000 visitors annually, while sparsely populated Virginia captures over four million

Development

The Oasis "flyover" design concept of Illinois may provide some key design criteria for space limited sites. Some states have forgone federal funding in rest areas in

order to include commercial activities with the assumption that these activities have a stronger financial impact

5. WELCOME CENTER BENCHMARKING RESULTS

5.1 Introduction

The resources states invest in the operation, maintenance, and expansion of systems of welcome and information centers is impressive. Clearly, these states believe that welcome centers are very effective components of a state's tourism promotion network. Several states conducted studies showing concrete benefits in dollars to the local economy that a welcome center brings to a region. Providing travelers access to organized information about attractions, events and accommodations throughout the state increases economic activity. These networks of welcome centers provide travelers the opportunity for assistance from trained and knowledgeable staff. Providing the staff necessary along with appropriate training and materials is an effective way to promote tourism in a state.

5.2 Neighboring / Northeast States

5.2.1 *Maine*

Overview	There are seven Visitor Information Centers throughout the State of Maine. Four are located on the periphery to greet visitors to the state, while the other three are located along I-95 in the eastern half of the state, well into Maine's interior. Maine's welcome centers range in size and date of completion, one is over 25 years old.
Operations Model	<p>Maine DOT was responsible for construction of these centers and owns all of the buildings and six of the seven parcels of land. Federal Highway Administration funds paid for the construction of the buildings, but Maine DOT pays for upkeep and maintenance of buildings and grounds at six of the seven centers.</p> <p>The centers are managed by the Office of Tourism, but the Maine Tourism Association (MTA) is under contract with the Office of Tourism to run day-to-day operations. The MTA is a non-profit organization funded by the State of Maine. The organization generates additional funding by renting rack space and selling advertising displays in the visitor centers.</p> <p>The facilities are operated from 8:00 am to 6:00 pm during the summer and fall season, and from 9:00 am to 5:30 pm in the off-season. Across the system of facilities, there is a total of 54 full and part-time staff.</p>
Unique Facilities	The visitor center in Calais moved into the Downeast Heritage Museum in 2005. The museum's self proclaimed mission is to "interpret and preserve the natural and cultural heritage of Downeast Maine."

5.2.2 *Massachusetts*

Overview	There are 14 Tourist Information Centers throughout Massachusetts, two of which are located on the turnpike. Ten are located on the periphery of the state to greet visitors, while the other four are spread throughout the greater
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	Cape Cod region.
Operations Model	<p>Mass Highway or the Mass Turnpike Authority owns all of the welcome center land and structures. The operations arrangements for each center are different, as these facilities are operated under a cooperative agreement between the transportation agency (Mass Highway or Turnpike Authority) and local entities such as Convention and Visitors Bureaus (CVB) or Chambers of Commerce that lease the buildings from Mass Highway or the MTA.</p> <p>These visitor centers receive some funding from the Massachusetts Office of Travel and Tourism, some from the local CVB, and generate income through vending machine sales and brochure space rental.</p> <p>Typically, Mass Highway or the Turnpike Authority is responsible for outdoor maintenance, including snow removal, outside lighting, and dumpsters, while the visitor center is responsible for the majority of inside maintenance and expenses.</p> <p>Each Visitor Center is operated by a different CVB entity. They negotiate their own lease agreement. Consequently, there are no standard leases or terms.</p>
Unique Facilities	The Boston CVB operates two Visitor Centers in downtown Boston, one on Boston Common and the other in the Prudential Center.

5.2.3 *New Hampshire*

Overview	<p>There are five welcome centers on the periphery of New Hampshire that are part of a larger network of eighteen rest areas distributed throughout the state.</p> <p>In designing the welcome centers the state pursued architecture intended to add a sense of place. The facilities allow adequate room to house displays and artifacts communicating and promoting the different regions of New Hampshire.</p>
Operations Model	<p>NHDOT Bureau of Highway Maintenance is responsible for construction and operation of the four centers located on Interstate highways. The NHDOT Bureau of Turnpikes is responsible for the sole center located on the turnpike.</p> <p>Original capital costs of welcome center construction were financed with Capital Improvements funds. The centers are staffed and maintained using state highway funds or, in the case of the Nashua Center (located on the turnpike), with turnpike revenues.</p> <p>In all five centers, vending machines are operated by private sector entities.</p>
Unique Facilities	At the Seabrook Welcome Center the New Hampshire State Council on the Arts partnered with the Department of Transportation to curate the display area at the upgraded facility. The Arts Council recruited artists and exhibit

	designers to work with DOT staff to transform the welcome center into a showcase for New Hampshire's culture and heritage. They designated the state into seven distinct regions and designed displays that reflect those regional differences.
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5.2.4 Rhode Island

Overview	Rhode Island runs one statewide welcome center, which is located off I-95 northbound, between Exits 2 and 3, about five miles from the state's southwestern border with Connecticut. This center serves as masthead to the local visitor centers in each of seven regions that are supported with municipal, not state, funding. The regions are Newport County, East Bay, South County, Providence/Warwick, Blackstone Valley, and Block Island.
Operations Model	The Rhode Island DOT was responsible for construction of this center in 1988. It was financed through a combination of Federal and State DOT funds. The Rhode Island Economic Development Corporation manages the facility.
Unique Facilities	<p>The Blackstone Valley Visitor Center is located just off I-95 in downtown Pawtucket, and exists as a one-stop information center for visitors to northern Rhode Island. In addition to a brochure area and information desk, the center contains a giant relief map of the area, a 1,000 square foot art gallery, a museum shop, transportation center, and state-of-the-art theater. It has a Dunkin Donuts and access to a trailhead leading to the Blackstone Valley.</p> <p>The center is operated by The Blackstone Valley Tourism Council, an organization supported by revenues from a statewide hotel room tax. The Council's offices are located in the visitor center as well.</p>
Notable Benefits	<p>A study released in 2002 conducted by the Rhode Island Economic Development Corporation's Tourism Division and the University of Rhode Island concluded that the Rhode Island Welcome Center generated \$33 in visitor spending for every \$1 in operating expenses last year. The study indicates that the welcome center positively impacts the state's economy by approximately \$20 million a year.</p> <p>Another study released in 2005 cited tourism as the second largest and fastest growing industry in the state. Visiting tourist spending was up 3.2% in 2004 from the previous year. Tourism accounts for 9.6% of the state's jobs and 5% of the state's economy.</p>

5.2.5 Vermont

Overview	The Vermont system is comprised of 20 facilities that include seven larger welcome centers and thirteen smaller information centers. The state views
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	<p>each of these facilities as an opportunity to communicate with the public about tourist options in each particular region.</p> <p>The welcome centers are located on the outer edge of the state—along the borders with New York, Massachusetts, New Hampshire, and Canada. These facilities are larger than the visitor information centers located in the state’s interior. The size of a facility is influenced by potential visitor traffic, rather than whether it is called a welcome or information center. The Derby Welcome Center targets visitors from Canada passing through the Northeast Kingdom via I-91. It is smaller than many of the information centers.</p>
Operations Model	<p>Vermont’s Department of Buildings and General Services (BGS) is responsible for the construction of the state’s Information and Welcome Centers and The Vermont Information Center Division (a division of BGS) manages and staffs the facilities.</p> <p>Capital costs for these centers were paid for with Federal and State matching highway transportation funds. Staffers are considered State employees and are paid using state highway transportation funds. The Williston Information Center is managed by Lake Champlain Chamber of Commerce, a local, non-governmental agency.</p>
Unique Facilities	<p>The White River Visitor Center is considered part of Vermont’s information system, but was sited off-highway specifically to bring travelers into downtown White River Junction. The museum receives state funds, but is managed by the Hartford Area Chamber of Commerce, which has partnered with the Eastern Gateway Regional Marketing Organization to manage operations.</p>
Notable Benefits	<p>At the Sharon Information Center authorities were faced with an overburdened waste management system. It could not upgrade the system by tying it into a municipal sewage system because one did not exist. The Information Center also hosted the country’s first Vietnam Veterans Memorial, built in 1982. Shutting the center was not an option.</p> <p>Using Federal highway funds, authorities built a “living machine” —a self-contained, “green” system using plants and organisms to process human waste. A wing of the new filtration building housed a year-round greenhouse that contains exotic flora from Southeast Asia. This option preserved the Veterans memorial, a simple granite obelisk, attracting veterans from around the country.</p>

5.2.6 Pennsylvania

Overview	<p>There are currently fourteen welcome centers in Pennsylvania, all located toward the state’s perimeter with all but two located on state-maintained highways. Two more centers are under construction at gateways to the state. The most recently proposed center would be the first center in the middle of</p>
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	<p>the state, on I-80 in Clearfield County.</p> <p>Pennsylvania has a highly defined strategy and set of standards they use in the creation of their welcome center system. In their designs, many of the facilities aim to reflect and take advantage of a regional sense of place, whether natural, scenic, or historic. The centers are staffed by trained employees who courteously guide visitors to public and private attractions in the area and help tourists arrange hotel accommodations.</p>
Operations Model	<p>PennDOT is responsible for the construction of all welcome centers with the Department of General Services managing all design and construction contracts. PennDOT is responsible for operating welcome centers that are on Interstate or State highways. The two centers on the Pennsylvania Turnpike are operated in partnership with PennDOT, the Department of Commerce and Economic Development (DCED), the Turnpike Commission and regional tourism agencies. State Transportation funding pays for all capital costs, as well as staffing, operations, and maintenance of the centers.</p>
Unique Facilities	<p>The center in Tioga County off State Highway 15 is a great example of a welcome center designed to embody characteristics of its region. The center is located in an area known for its wilderness and natural beauty. It was designed in the style of a mountain lodge to reflect the environment. The exterior is clad in cedar siding and five heavy timber trusses support the 30-foot exposed beam ceiling in the lobby that contains a stone fireplace and native stone piers.</p>

5.2.7 Minnesota

Overview	<p>Like Vermont, Minnesota distinguishes between its regional welcome centers and travel information centers, but the organization is slightly different. The ten travel information centers are located at the perimeter of the state on interstates. These facilities have info desks and vending, but are operated exclusively by the state.</p> <p>Welcome centers in Minnesota are public/private partnered efforts built in areas attractive to tourists and serves as a tourism “headquarters.” The state assists in planning, design and construction, operating and maintaining the centers. Local groups with the greatest stake in the area have significant input in the design process and all aspects of operations and management.</p> <p>In addition, Minnesota maintains 80 rest areas with varying levels of amenities and over 180 “waysides.” Rest areas provide bathrooms and a range of minimal amenities, from picnic areas to maps and vending machine, while waysides denote scenic overlooks, interpretive markers, and points of interest to travelers.</p>
Operations Model	<p>MNDOT partners with other entities to construct welcome centers. The partner may bring funds as a prepaid lease or may lease space once the center is built. Leases are not required for some partners authorized in</p>

	<p>statute.</p> <p>Welcome centers in Minnesota are funded from several sources including the Federal Interstate, Scenic Byways, Enhancement and Safety Funds; State Transportation and general funds; and private funds.</p> <p>Explore Minnesota Tourism (EMT) is a state funded organization whose staff helps communities coordinate and develop successful tourism programs. EMT provides staff to all five welcome centers. Local chambers of commerce and State Department of Natural Resources (DNR) each provide staff at two centers.</p>
Unique Facilities	<p>In one location there is a zero lot line between the Chamber of Commerce and the rest area portions of the building. The chamber side has an office and provides brochures. At non-interstate locations the DNR operates additional services for trailhead warming shelters, interpretive facilities, and a commercial sales area.</p> <p>At a leased Chamber of Commerce location on the TH 371 non-interstate route, brochure slots for members, a public wi-fi service, and a small commercial sales area are provided. The Chamber of Commerce sells tickets to local attractions and recreation licenses. It also includes enhanced advertising spaces sold to members.</p>

5.2.8 *Illinois*

Overview	There are thirteen welcome centers in Illinois, nine of which are toward the state's perimeter.
Operations Model	Illinois DOT is responsible for the construction of all welcome centers. The Illinois Bureau of Tourism is responsible for operating welcome centers, although food vending is handled by a qualified vendor through a privatized contract. Federal and State money pays for the capital cost of welcome center construction, while the Illinois Bureau of Tourism funds staffing and operation of the centers.
Unique Facilities	The Illinois Bureau of Tourism funds an off-highway center in downtown Chicago. This tourist center is located in the Chicago Cultural Center, which is owned by the City of Chicago.

<i>Of Note</i>	The Illinois State Toll Highway Authority is in the final phases of redeveloping the seven existing “Oases” that were built over the Tollway in the 1950s and 1960s. An Illinois Tollway agreement with Wilton Partners and Exxon Mobil provides for the developers to invest \$94 million in capital improvements in the system, at no cost to the Tollway or its customers, as well as pay for maintenance and real estate taxes for the next 25 years. The Illinois Tollway will share in the food and fuel sales revenues, and funds will be set aside for future repair needs.
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5.4 Summary and Recommended Practices

5.4.1 Summary of Findings

Typical Programmatic Requirements for Sites and Buildings

In welcome center design, information was collected about facility sizes from those states able to provide the information within the time constraints of the study. Special effort was made to collect site-specific information for the facilities considered to be the best examples for the seven states that provided survey responses and were able to provide supplementary information.

Typical minimum site and programmatic requirements are relatively consistent across centers and states. Adequate parking, restrooms, payphones, vending machines, a picnic area, information desk and brochure cases are standard for each of the seven states highlighted. At centers located in less densely populated areas where space constraints are not as severe, walking trails and pet exercise areas are also standard. States that create centers as mini-destinations in themselves have much higher site requirements. Minnesota sets the site size for a welcome center at 15 to 30 acres. Brainerd Lakes opened recently including walking trails, several small ponds, multiple picnic areas, and even a putting green sponsored by area golf courses. In contrast, the highly effective Rhode Island Welcome Center sits on a relatively small 3-acre plot just off I-95. It also offers a picnic area, but no other outdoor amenities. *Site size may determine what a center can do, but not necessarily how effective it can be in convincing visitors to spend time at other places in the state.*

The building size of welcome centers varies from 1,500-2,000 square feet, in the case of relatively low traffic volume sites in Vermont, to an average of 4-5,000 square feet in typical locations, to a high approaching 10,000 square feet for the newest Pennsylvania welcome centers. The scale of welcome centers provided by each state is influenced by several factors: the level of traffic served by the facility; the requirements for comfort facilities; the scale of tourism space and facilities, and; the inclusion of other space for related highway uses, such as state police. None of the benchmarked welcome centers included significant retail space.

Inside the centers, staffed information desks and several brochure cases are standard, although the scale and complexity of these facilities varies considerably. Additional features in centers are a reflection of how vigorously a state supports its tourism programs. Pennsylvania had the most comprehensive mix of tourism media including wall-mounted information stations, video viewing stations, interactive displays, a computer area at the staffed information desk and data /communication

lines that allowed updated weather reports. The Kittery Information Center in Maine includes 19 freestanding exhibits, 27 lighted wall exhibits, an information kiosk, and a computerized database that covers accommodations, campgrounds, amusement and recreation sites, restaurants, snow and weather reports and can print out customized information sheets. Only Massachusetts and Minnesota incorporated gift shops in their welcome centers. This is a function of the partnerships under which these centers are operated and maintained.

Several respondents, including those in New Hampshire and Minnesota, described that the best floor layouts for a welcome center located information, exhibits, and rest rooms so that travelers only intending to use the rest rooms would pass through or adjacent to tourist promotion / information areas. A relatively typical layout includes a central orientation lobby, potentially containing some common exhibits and information, with staffed tourism services to one side and comfort facilities and vending to the other. Typically welcome centers are designed with central spaces and visitor areas with ample natural light, high ceilings, attractive central spaces, and, where possible, views of adjacent landscape areas.

In addition to providing information and amenities to travelers, the trend in welcome center design is to achieve a character for the site and building that reinforces a sense of place.

At the Seabrook Welcome Center in New Hampshire, NHDOT built a small L-shaped barn-like structure using recognizable vernacular forms—gabled roof with cupola and weathervane and clapboard siding. The finishing touches include a granite sculpture in front and a wood burning stove within.

When building the new Tioga Welcome Center in Tioga County, Pennsylvania, a region known for its forests, rivers, and as home of Pennsylvania's "Grand Canyon," PennDOT sought to capture the region's character by designing the center in the style of a Mountain Lodge, using local materials in construction. Heavy timber trusses support the 30-foot exposed beam ceiling in the lobby and the facility has a front porch the length of the façade that invites visitors to sit and relax. At Tioga, a stone fireplace is flanked by piers built of native stone, serving as a feature for the interior lobby space. This space opens onto an exterior terrace from which visitors can view the Hammond and Tioga reservoirs below.

Pennsylvania has the most aggressive program of welcome centers, staffed by PennDOT personnel and supported by a strong linkage to the state's tourism promotion efforts. PennDOT's Welcome Center division has developed a typical program of uses of a Welcome Center.

Operational Characteristics

Welcome centers are open seven days a week open 24 hours a day. A restroom accessible from the exterior and a vending structure or space is often available at all times. Pennsylvania has the most extensive operating schedule, with facilities open 24 hours a day, 365 days a year. Brainerd Lakes in Minnesota closes its information center overnight but keeps a "comfort area" open 24 hours a day. Other centers close in the evening or at midnight.

All centers have at least one to three staff members on duty at a time, and anywhere from three to 10 on staff. The number of staff working at any time tends to change in response to seasonal, weekly, and daily considerations. At certain times of year Pennsylvania actually has staff members “on call” to respond to unexpectedly large visitor demand.

Table 11 below compares the seven different states.

Comparison of Welcome Centers in 7 States									
Location	Make: Kittery	Massachusetts Salsbury	New Hampshire SeaBrook	Rhode Island Richmond	Vermont Guilford	Pennsylvania Tioga	Minnesota Brainerd Lakes		
Completion Date	1972	1989	2000	1989	1988	2004	2005		
Building Program Budget Area (BT)	6530	5000	5000	4000	7130	10000	4502		
Site Area				3 acres					
Parking			294	40	140		72		
Auto			50	20	20		33		
Truck/RV/Trailer									
Outdoor Exhibits			Picnic Area	Picnic Area	Picnic Area	Picnic Area	Picnic Areas		
			BBC Pit	BBC Pits					
			Woodburning Stove						
Access for Disabled			ADA accessible	ADA accessible	ADA Accessible	ADA Accessible	ADA accessible		
Amenities			Pay Phones	Pay Phones	Pay Phones	Pay Phones	Pay Phones		
			Vending Machines	Vending Machines	Vending Machines / Bubble	Vending Machines / Coffee	Vending machines		
			Free Internet Access						
			ATM						
Tourism Features	Information Desk	Information Desk	Information Desk	Information Desk, Inquiry Mailing Service	Information Desk	Information Desk with computer area	Information Desk		
	Brochure Cases	Brochure Cases	Brochure Cases	Brochure Cases	Brochure Cases	Brochure Cases	Brochure Cases		
	3944 signs			470 slots, 8 cases					
	19 freestanding exhibits		4 Display cases organized by tourism						
	27 lighted wall exhibits		7 Photo displays, tailored to highlight each region						
	Information Kiosk								
	Computerized database that covers many categories of interest, produces customized printouts regarding attractions and weather		Regionally inspired weatherware and granite sculpture						
Building Capacity	500,000	363,656	875,000	500,000			1,185,896		
Average Annual Visitors									
Operating Times	8am-5pm	8am-10pm	24 Hours Daily	6:30am-12am, 7days	24 Hours Daily	24 hours / 365 days, information booth 12 hrs/day			
Summer									
Winter	8am-5:30 (except major holidays)	8am-9pm	24 Hours Daily	8:30am-12am, 7days	24 Hours Daily	24 hours / 365 days, information booth 12 hrs/day			
Staffing									
Number of Staff	3								
Full Time				10 (5-7 seasonal)	6				
Part Time	4 (\$ in high season)			3	6				
Peak				4 to 6	1				
Off-Peak				4 to 6	1				
Daily Traffic	43,118	90,863	85,737	45,800			25,600	7,410	11,200
A.A.T. 2 way									

5.4.2 Recommended Practices and Standards (Benchmarks)

Existing “Welcome Centers” in Connecticut

The state of Connecticut has designated six rest areas that include tourist information services as welcome centers. These facilities are located on five interstate highways and one state highway at the following locations:

- Danbury (I-84 East)
- Darien (I-95 North)
- Greenwich (Rt.15 North)
- North Stonington (I-95 South)
- Westbrook (I-95 North)
- West Willington (I-84 West).

These centers include various kinds of tourist information, such as brochure racks, video displays, and varying exhibits. Typically these centers are staffed by at least one trained state employee.

The centers in Danbury and North Stonington share an almost identical layout consisting of an information area and restrooms joined by a lobby. Both have landscaped areas for picnic tables and barbecues in wooded and shady areas.

The Greenwich Center is located on the historic Merritt Parkway on the site of a gas station and convenience store typical for the parkway. It sits in a separate, small saltbox structure.

The welcome center at Darien operates within a service plaza including a McDonald’s restaurant, an automobile service station and gift shop. To determine the square footage used by the welcome center and for comparing this facility to the benchmarked facilities, the entryway, lobby area where the tourist information booth is set up, telephone area, storage closet, and rest rooms are included. The gift shop is not included in this tabulation. The majority of the facility (which totals 11,000 square feet) is allocated to the McDonald’s kitchen, counter, and seating area as well as the service garage.

The West Willington Center has a similar floor plan and aesthetic to the Danbury and North Stonington Centers. The Westbrook Center is located on I-95 near the shore. It has a floor plan and aesthetic different from any of the other centers.

Comparison of Connecticut’s Welcome Centers to Centers in Other States

Research focused on obtaining data about the physical size of individual facilities, in both neighboring and leader states. Appropriate and reliable data was difficult to find. After acquiring this information for fifteen welcome centers, it was sought to determine the size of the population these facilities accommodate. Site-specific

visitor data were not available for many of these facilities. Annual Average Daily Traffic (AADT) measuring potential visitors to the facilities is used to compare facilities in different states. The Annual Average Daily Traffic count measures the average volume of traffic at a particular place and was available for the 15 welcome centers for which square foot data was available. This allowed comparing potential traffic for the 15 Welcome Centers reviewed as part of the benchmark study.

Figure 7 below illustrates the correlation between the size of these welcome center facilities (square feet) with the AADT (traffic). The results are shown for the 15 benchmarking facilities (yellow dots) as well as the six Connecticut welcome centers (blue dots). Two green dots represent the traffic volume at the Massachusetts state line for two significant traffic corridors (I-91 and I-395) where welcome centers do not currently exist.

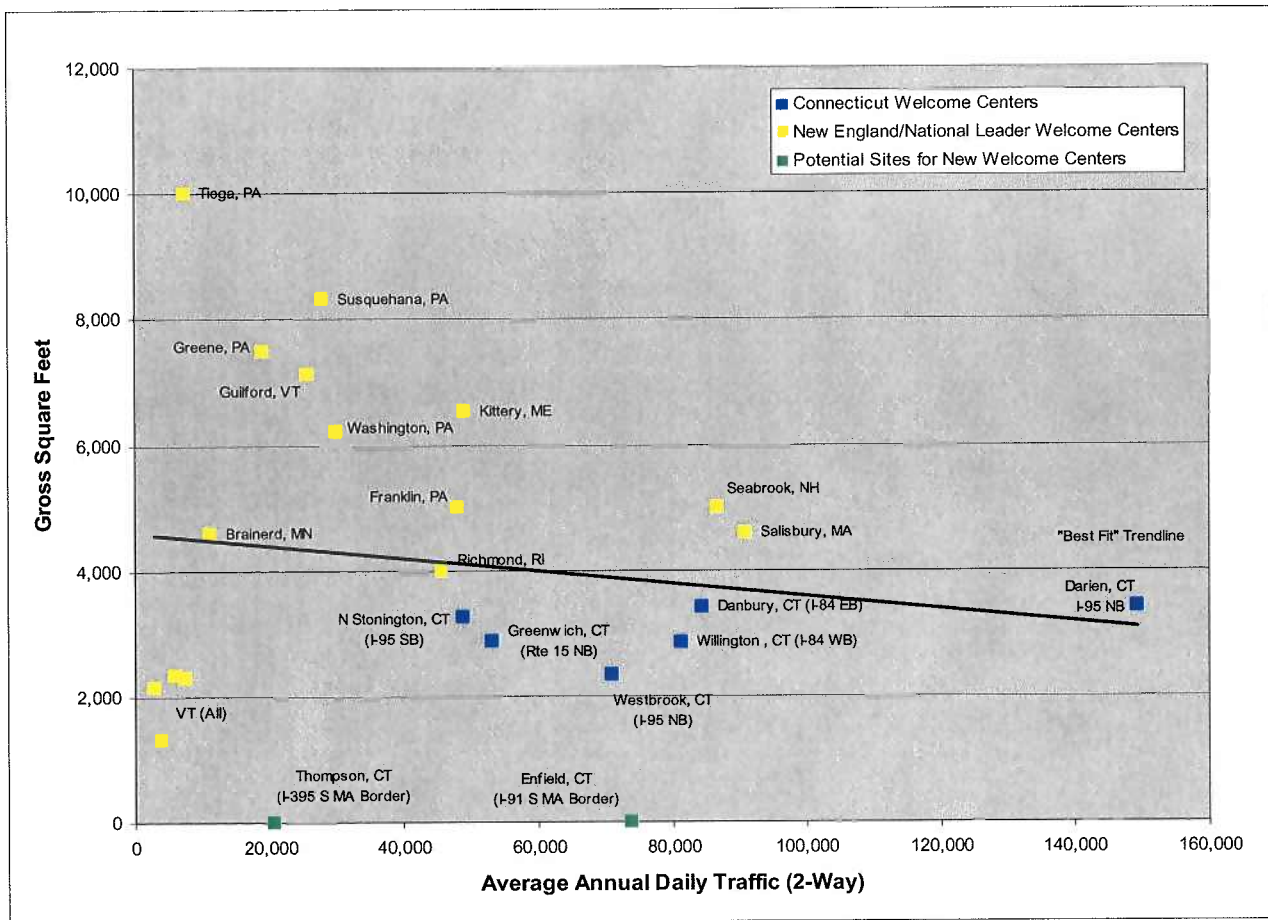


Figure 7: Welcome Centers AADT versus Square Footage

Connecticut's six welcome centers serve large to *very* large volumes of traffic that range from 25,000 vehicles per day (vpd, which represents a two-way AADT) to over 70,000 vpd. The traffic volume at two of these sites is *two or three times* higher than the volume at many of the benchmarked welcome centers from other states.

Almost all of the welcome centers reviewed in this benchmark study were at least 4,000 SF, and served traffic volumes from 7,400 vpd to 90,900 vpd. On the chart, a “best-fit” linear trendline was generated using all welcome center data. This line represents the typical ratio of size of a facility to traffic volume for these locations. Policy differences between states play a significant role in facility size differences at sites of comparable traffic volume. Due to lack of funding from the Department of Tourism, it is difficult to provide dependable staffing at Connecticut welcome centers.

Compared to the facilities in the New England region and national leader states, the size of Connecticut’s is small. The Connecticut facilities range from 2,300 to 3,400 sf (square feet), which is 2,000 to 4,000 sf smaller than other states’ facilities that accommodate equal, or in most cases, *less* traffic. The comparison indicates that for the volume of traffic that Connecticut’s welcome centers serve, the centers are a third or a half of the size they ought to be when compared to others in the New England region and national leader states.

Recommendations

Given that Connecticut’s welcome centers are undersized, and that the potential these highly trafficked sites have to attract visitors to the state of Connecticut is high, it is clear that the centers ought to be reprogrammed and rebuilt from the ground up. The scale of the proposed centers may change in response to programming decisions concerning the inclusion of retail or restaurant amenities where permissible. Those uses are in addition to a base facility expansion. Connecticut’s tourism opportunities will be enhanced by making the state’s welcome centers larger.

The size of welcome centers is a function of traffic volume as well as the potential utility to serve visitors to the state and attract them to local areas. Connecticut’s existing welcome centers serve three levels of traffic. The first level of traffic volume ranges from 24,000 to 35,000 vpd (one direction). Centers that serve traffic of this level are North Stonington (I-95 SB), Greenwich (Rt. 15 NB), and Westbrook (I-95 N). The second level of volume ranges from 35,000 to 40,000 vpd (one direction); West Willington (I-84 WB) and Danbury (I-95 EB) serve this second level of traffic. The volume of traffic at Darien NB ranges from 70,000 to 80,000 vpd (one direction), and has special needs because of its strategic location at the southern gateway to the state and because it is on a former toll road where retail is permissible. Because of these three very distinct ranges of traffic volume, we recommend the development of three differently sized welcome center prototypes.

Figure 8 below includes suggested program elements and sizes for these elements for three prototypes. Figure 9 depicts the two layout options.

2	Welcome Center Prototypes		
	Type 1 Minor Gateway; Moderate Visitor Potential 37 - 54K AADT	Type 2 Gateway; High Visitor Potential 70 - 80K	Type 3 Major Gateway; Very High Visitor Potential 135 - 145K
Traveler Comforts	1,280 sq. ft.	1,570 sq. ft.	2,070 sq. ft.
Restrooms	1,000 sq. ft.	1,200 sq. ft.	1,500 sq. ft.
Vending	100 sq. ft.	120 sq. ft.	200 sq. ft.
Drinking Fountains/Pay Phones	80 sq. ft.	100 sq. ft.	120 sq. ft.
Janitor Closet/Storage	100 sq. ft.	150 sq. ft.	250 sq. ft.
Lobby	600 sq. ft.	800 sq. ft.	1,200
Entry/Lobby	600 sq. ft.	800 sq. ft.	1,000 sq. ft.
Sitting Area	NA	NA	200
Information Area	1,380 sq. ft.	1,720 sq. ft.	2,160 sq. ft.
Tourist Info Display Area	1,300 sq. ft.	1,600 sq. ft.	2,000 sq. ft.
Tourist Info Desk	80 sq. ft.	120 sq. ft.	160 sq. ft.
Support	1,290 sq. ft.	1,600 sq. ft.	2,050 sq. ft.
Staff Office	120 sq. ft.	150 sq. ft.	200 sq. ft.
Staff WC	50 sq. ft.	50 sq. ft.	50 sq. ft.
Storage Room (Tourist)	500 sq. ft.	600 sq. ft.	700 sq. ft.
Storage Room (General)	120 sq. ft.	200 sq. ft.	300 sq. ft.
Mechanical/Electrical	500 sq. ft.	600 sq. ft.	800 sq. ft.
Subtotal, net	4,550 sq. ft.	5,690 sq. ft.	7,480 sq. ft.
Structure & Circulation Multiplier	1.2	1.2	1.2
Total, gross square feet	5,460 sq. ft.	6,828 sq. ft.	8,976 sq. ft.

Note: Restaurant or other retail areas have not been included. The addition of retail would require adjustment of the above numbers to reflect specific site requirements.

Figure 8: Welcome Center Prototypes

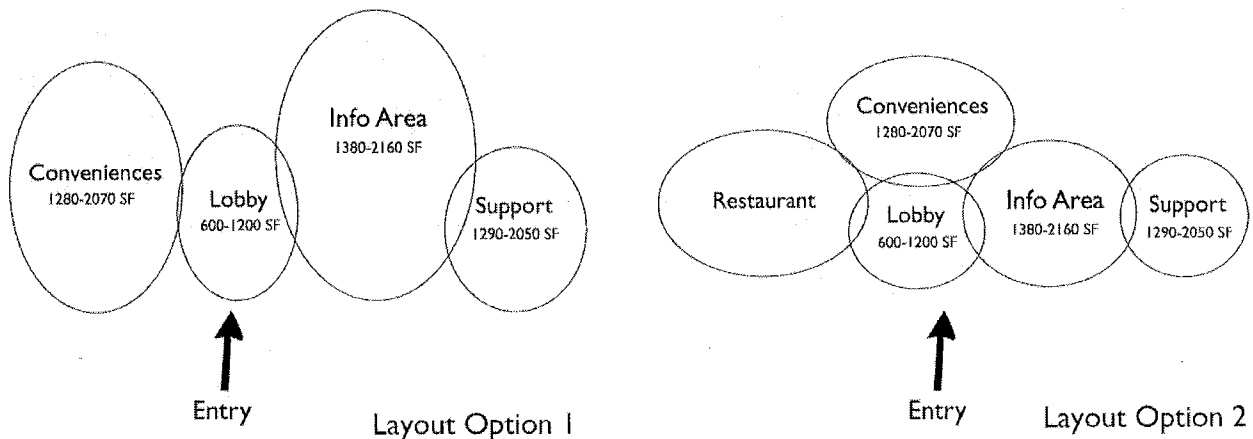


Figure 9: Layout Options

Regionalized Design

The trend in welcome center design by national leaders such as Pennsylvania is toward centers that reflect regional heritage and culture through incorporation of regional vernacular architectural elements into the design. The Department of Tourism has identified five tourism regions in Connecticut (see Figure 10): Southwestern (Greenwich, Darien); Northwestern (Danbury); Southcentral (None); Central (Westbrook); and Eastern (N. Stonington, W. Willington). Each region provides a different kind of natural, cultural, or historical resource. The prototypes described above can help determine program sizes and requirements. Careful consideration of each particular site, its tourism region, and discussions with tourism officials should lead to individualized programs and tourism amenities that enable each Welcome Center to represent its region.



Figure 10: Connecticut Tourist Regions

Potential Sites for Additional Centers

Two major traffic corridors in Connecticut are not currently served by welcome centers and deserve consideration: the stretch of I-91 southbound on the Connecticut / Massachusetts state line near Enfield and the stretch of I-395 southbound near Thompson—both are gateways to Tourism Regions identified by the state.

Interstate-91 connects the greater Springfield, Massachusetts region with Hartford and New Haven, Connecticut and is the major northern gateway to Connecticut's

Central Tourism region. The two-way traffic volume just over the Massachusetts / Connecticut border is 73,900, which is a volume that is 25 – 50% greater than the volumes served by four of Connecticut's six existing welcome centers, three of which are at state and regional gateways. This north-central region of Connecticut is known for its natural beauty, heritage resources, and recreational opportunities. A site on this stretch of I-91 is ideal for the development of a new, regionally inspired welcome center.

Interstate-395 runs north-south through eastern Connecticut, connecting Worcester, Massachusetts with Waterford, where it merges into I-95. The corridor runs the length of Connecticut's Eastern tourism region and is the northern gateway to the region. It is also significant because of the populations it serves. However, the volume of traffic is relatively low. In Thompson, Connecticut, just over the state line the ADT is 20,700—not insignificant, but well below the volumes served by any of the other Connecticut centers. Inclusion of a welcome center along the corridor should be considered in the context of larger state tourism goals and opportunities.

75-1200-1

6. CONCLUSIONS & RECOMMENDATIONS

6.1 Comparison of Benchmarks to Existing Connecticut Facilities

The benchmarking study points out that Connecticut is on the right path to vastly improve its rest areas, service plazas and welcome centers. Efforts to improve traveler rest, service and welcome facilities will produce great benefits to offset costs of the new construction effort. The state economy will receive a big boost from the improved facilities as tourism continues its fast growth.

Connecticut is not far behind other states in taking action to improve its rest areas, service plazas and welcome centers, but delays may hamper perception of Connecticut as an attractive traveling and tourist destination. Neighboring states in New England have taken great strides in the last decade to revitalize their rest areas, service plazas and welcome centers. Rhode Island in particular offers valuable lessons. Like Connecticut, Rhode Island is space constrained for expansion of existing facilities. In building a new facility on I-295, Rhode Island created a multi-use, multi-purpose facility partnering with both the private sector and the Federal government. The combined rest area and welcome center provides tourist information, food, truck parking, access to a local nature trail, and a state police office to improve safety. Connecticut will want to consider multi-purpose, multi-use rest areas, service plazas and welcome centers, especially in the highly constrained I-95 corridor in southwestern Connecticut.

Illinois is a leader state in the nation in the development of air rights over the interstate to construct service plazas. Illinois "oasis" program with the Wilton Partners created spacious, almost luxurious structures with numerous amenities and food offerings available to the traveling public. Connecticut will need to emulate innovative air rights development of service plazas and welcome centers over the interstate system to meet the growing demand for tourist information, refueling needs, food variety and truck parking. The cost of land in Connecticut makes its prohibitive to greatly expand existing rest areas, service plazas and welcome centers to the extent needed to meet service and parking growth demands. The private sector can not afford to buy land in Connecticut to construct the number of truck parking spaces needed in the next 20 years. Strong leadership from the state is required and a new way operating rest areas, service plazas and welcome centers is necessary. While rest areas, service plazas and welcome centers are not the key focal point of a transportation agency, the numerous benefits to the state economy from a successfully partnered and operated program can not be ignored. ConnDOT needs to partner with the State Tourism Bureau, the State Police, and regional Chambers of Commerce and civic groups to create viable, sustainable, attractive, safe, clean and healthy rest areas, service plazas and welcome centers. A successful partnership will

create joint responsibility and accountability, a sense of state protection with local stewardship and a thriving regional economy.

Minnesota and Pennsylvania are leadership states in the nation in creating, operating and maintaining welcome centers. In Pennsylvania, the state transportation agency funds the capital and operating costs of welcome centers. In Minnesota, the transportation agency partners with the tourism agency and local groups to build and operate welcome centers. Both Pennsylvania and Minnesota have highly tailored, regional welcome centers highlighting local points of interest and culture and unique environmental attributes. These two states are also much bigger geographically than Connecticut. Connecticut may want to consider a more unified “nutmeg” state approach to welcome center exterior design and construction and then tailor the interior exhibit space to regional attributes and local culture. This will create a unique visual identifier to the welcome centers while allowing regional accents.

Connecticut’s welcome centers are greatly undersized compared to other equally sized or smaller states and Connecticut’s average annual daily traffic is much higher than the benchmark states. Creating new, large gateway welcome centers, especially northbound along I-95 in Fairfield County, will promote Connecticut as destination and tourist resort. The northwest region of the state needs a welcome center to support the tourist industry in the region. A Route 44 north bound location would capture New York and mid-Atlantic travelers destination for stays in the northwest region. The southeast region is also a burgeoning tourist destination the growing casino industry at Mohegan Sun and Foxwoods and other proposed developments. The Mystic Seaport/New London area is located at the southern edge of the region and can serve as a gateway for both the seacoast region and the interior resort destinations.

Increasing the size of all facilities is necessary, but given the land constraints for expansion of existing facilities, unique approaches such as air-rights development and double deck parking need consideration. New facilities are also needed, especially along I-91 and I-84 between Hartford and the Massachusetts border. The benchmarking effort noted spacing criteria used by neighboring and leadership states. The map of Connecticut’s rest areas demonstrates a lack of unified spacing criteria. The distance between less dense, rural rest areas, service plazas is suggested to be 30 miles, while in denser, urbanized, high AADT areas the distance suggested is 15 miles.

6.2 Implementation Recommendations

6.2.1 Basic Requirements

The benchmarking study has highlighted certain findings and recommendations based on review of the literature and programs in neighboring and national leader

states. These basic requirements cited earlier are broad examples of some of the solutions the state of Connecticut might want to consider. The general recommendation is to develop a mix of two or three prototype rest areas, service plazas and welcome centers so that site specific constraints will allow the tailoring of the prototypes to the local footprint.

The state will take the lead first with revitalizing rest areas. Then the more ambitious task of developing the new welcome centers will commence. The design of service plazas can be shaped by the state, but is best left in the plans of specific vendor responses to the new RFP for concessions and fuel to be offered in 2008.

6.2.2 Reasonable Upgrades

Rest areas need new facilities for vending, rest rooms and traveler information kiosks. Expanded auto and truck parking is necessary throughout the state. ConnDOT should strongly consider the segregation of auto and truck parking, especially in the denser portions of the state. Auto drivers and passengers do not like to operate around large trucks. Conversely, truck drivers prefer not to mix with the general public when fueling, eating or resting. The segregation of auto and truck parking at different exits will greatly expand the state's ability to satisfy the large demand for auto and truck parking over the next 20 years. User surveys reinforce the desire from both auto and truck drivers for separate facilities, concessions, fueling operations and amenities.

While there may be some resistance to this plan from other government agencies, ConnDOT can demonstrate the superior benefit segregated auto and truck parking rest areas and service plazas provide in terms of safety, security, mobility, and operations. It is not possible to exclude trucks or autos from a specific rest area or service plaza but visible signage and a positive public campaign will ensure that the benefits of voluntary separation of auto and truck rest areas and service plazas are conveyed to the motoring public.

In addition to new restrooms, ADA restrooms, swing-cleaning bathrooms, more vending options, new pay phone areas, picnic tables, children play and pet walking areas, wireless connectivity and green space, rest areas need improved lighting and perhaps video surveillance monitoring in some locations to improve safety and security. The operating cost of video surveillance has greatly declined in recent years and should be strongly considered in the design of new rest area facilities.

The new concessions and fuel RFP slated for release in 2008 can incorporate several elements gathered from the benchmarking study. A vendor providing multiple, healthy food choices for a mobile, more affluent, better educated, older traveling public needs strong encouragement in development of the RFP and review of vendor submittals. New York, New Jersey and Illinois demonstrated over 20 percent growth

in the average capture of passerby AADT. This has important implications in the development of the RFP and the desired facilities. An increased capture rate of 20 percent at service plazas will greatly increase the demand for parking in 2025. Vendors offering unique, flexible and adaptive auto and bus parking solutions at their proposed service plazas should receive strong consideration for award. The state will see an increase in revenue from the concessions operations at service plazas if the RFP is crafted well and the contract managed successfully to reward desired franchisees and provide flexibility to change franchisee vendors with the changing tastes and demands of the motoring public traveling within Connecticut.

6.2.3 Policy Considerations

There is no simple, one design answer to meet Connecticut's compelling and overdue revitalization of its rest areas, service plazas and welcome centers. ConnDOT can not solve the problem of increased parking supply for autos and trucks, improved facilities, services and amenities alone. ConnDOT needs to partner with other state agencies such as the State Police, the Tourism Bureau, the Department of Environmental Protection, the Department of Parks and Recreation, regional planning agencies, regional and local Chambers of Commerce and local cultural, civic and business groups to successfully build, operate and maintain its new rest areas, service plazas and welcome centers. But ConnDOT must be the lead agency accountable to the motoring public, while better coordinating its own divisions and providing a leadership and oversight role to other private, state, and local partners. ConnDOT has embarked on a task to review, consider and evaluate governance options for the construction, operation and maintenance of rest areas, service plazas and welcome centers. This task should be complete by the time the new vendor solicitation is released in 2008.



Benchmarking Connecticut's Rest Areas, Service Plazas and Welcome Centers

APPENDICIES

- APPENDIX A Agency Responses to Data Inquiries

- APPENDIX B Representative Welcome Center Profiles

- APPENDIX C Representative Summary Real Estate Programming Analysis

- APPENDIX D Representative Examples of Technology–Based Solutions



APPENDIX A

Agency Responses to Data Inquiries

AGENCY RESPONSES TO DATA INQUIRIES

Responses from the various state transportation departments to our outreach varied considerably and were in large part dependent upon data and time availability. The following pages contain responses that range from completion of benchmarking and facilities evaluation checklists for each existing facility in that state (Maine, Rhode Island) to detailed reports containing profiles of each existing facility in the state (Maine, New Hampshire) to a summary table of characteristics (Massachusetts).

Vermont

Vermont Information Center Division

Information Center Profile

FY 2005

November

Vermont Information Center Division

Site List

Site 1	Alburg
Site 2	Bradford
Site 3	Capital Region
Site 4	Derby
Site 5	Fair Haven
Site 6	Guilford
Site 7	Georgia North
Site 8	Georgia South
Site 9	Hartford North
Site 10	Hartford South
Site 11	Highgate
Site 12	Lyndon
Site 13	Randolph North
Site 14	Randolph South
Site 15	Sharon North
Site 16	Sharon South
Site 17	Waterford
Site 18	Williston North
Site 19	Williston South

Definition of Data and Criteria

Charts & Graphs

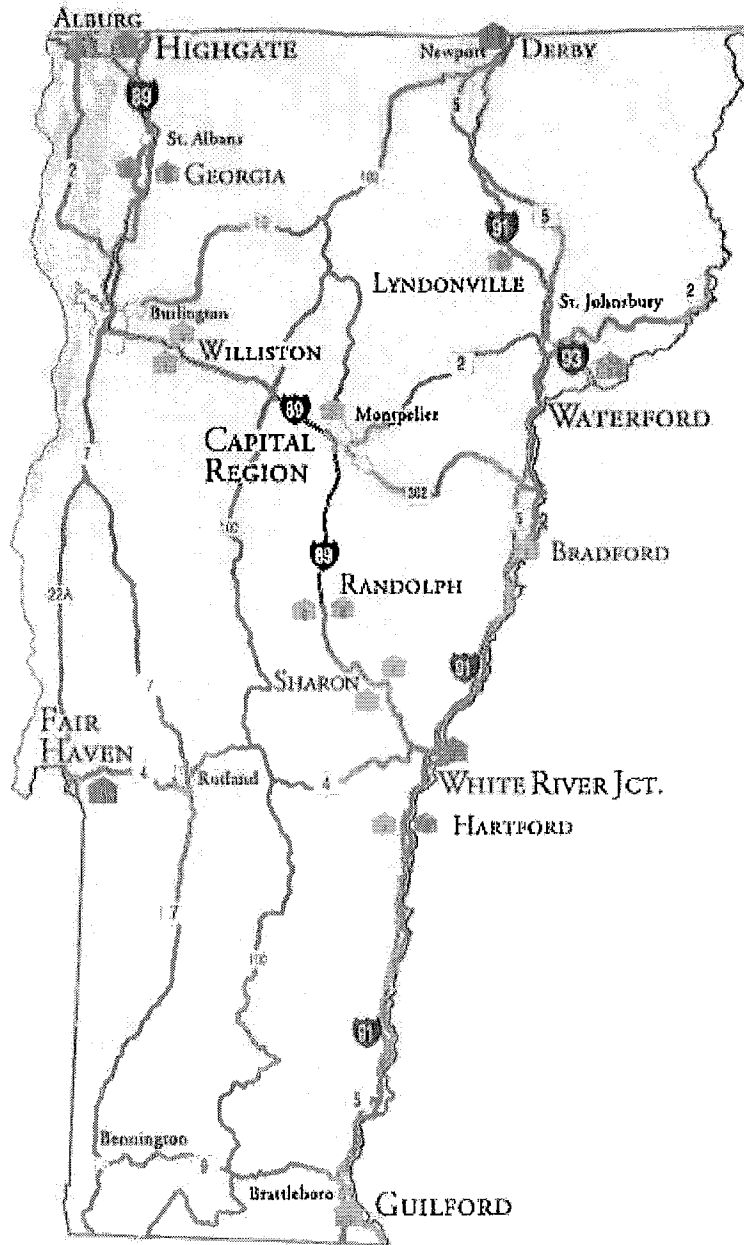
- **Map of Vermont** - Illustrates the site being described on the page, and provides a geographical relationship with other facilities.
- **Average Visitors Comparison** - Graphically compares the daily visitors of one site to another.

Site Specific Data

- **Construction Date**
- **Hours of Operation**
- **Highlights**
- **Primary Travel Market**
- **Current Staff** - The total number of permanent/full time and temporary employees assigned to a site.
- **Visitors Per Year** - These numbers are based on 2003 traffic data.
- **Annual Budget** - The total of both personal services and operation costs for a facility.
- **Cost Per Visitor** - Annual budget divided by the total annual visitors per site.
- **Cost Per Operating Hour** - Annual budget divided by the total number of hours the buildings are open to the public.

Facility Specific Data

- **Heating and Ventilation System-**
- **Communication Systems**
- **Water Supply**
- **Sewage Disposal System**
- **Grounds Condition-** Appearance and condition.
- **Site Plan-** Depicts the property boundaries and site improvements.
- **Facility Condition-** Appearance and physical condition.
- **Current Contract information-** Rubbish removal, Security, Maintenance, Lawn, Utilities



Vermont Information Center



Vermont Welcome Center

Fiscal Year 2005

Alburg 17,250	Guilford 926,835	Highgate 54,148	Sharon SB 241,402
Bradford 165,988	Georgia NB 93,561	Lyndon 114,108	Waterford 135,611
Capital Region 26,833	Georgia SB 92,088	Randolph NB 283,138	Williston NB 381,689
Derby 167,465	Hartford NB 199,423	Randolph SB 313,925	Williston SB 258,434
Fair Haven 115,637	Hartford SB 211,632	Sharon NB -	White River Junction 20,728

Overall Traffic Year to Date 3,819,895

 : Welcome Center

Monthly Summary

July 504,680	November 238,019	March 230,813
August 532,195	December 229,050	April 243,661
September 381,395	January 191,714	May 303,661
October 391,167	February 207,089	June 366,452

TOTAL 3,819,895

Alburg Welcome Center
70 North Main Street, Alburg, Vermont
Northwest Region

Site Specific Data

Constructed: Construction Completed 1996

Hours: Winter 9:00a.m. – 5:00p.m, 7 days a week
Summer 10:00a.m. – 6:00p.m. 7 days a week

Highlights:

- Visitors are primarily Canadian, many of which arrive by bicycle.
- Center sees a significant decrease in traffic after foliage to May 15th.
- This center serves as a gateway for visitors to the Lake Champlain Islands.

Primary Travel Market:

- Burlington / Chittenden County
- Travel to and from Northern New York
- Significant summer bike traffic.
- Travel to and from Canada (Montreal, Ottawa)

Brochure and Display Space:

- 200 Brochures
- 1 Display case

Facility Specific Data

Facility Characteristics:

- 1,150 Square feet
- 1 public entrance
- Gas underground tank
- Hot air furnace 80%
- Reliant gas stove (Vermont Castings) 20%
- Town water
- Leach field
- Single parking lot
- 13 auto parking spaces
- 2 bus/RV/truck parking spaces



Current Staff:

- 1 Full time, 1 temporary employee

FY 2005 Visitor Traffic:

- 17,250

2005 Cost Associations:

- FY 2005 Expenditures: \$76,331.78
- Cost per operating hour: \$26.14
- Cost per visitor: \$4.42

Amenities:

- ADA accessible
- Authentic log cabin
- Complimentary coffee
- Promotional display cases
- Picnic area
- View of Vermont country farm

Communication Systems:

- Telephone 802-796-3980
- Fax 802-796-3980
- Computer with dial access
- EMAIL - aw.center@state.vt.us
- Inside Pay Phone – 802-796-4913

Current Contracts:

- **Lawn maintenance:** NE Landscape 802-777-4287
- **Waste removal:** Casella 800-832-2667
- **Security:** NA
- **Electric:** Citizens Energy Services 800-696-9111
- **Fuel:** Liberty Propane 802-527-1287
- **Phone:** Northland Telephone 802-584-9911

Employees

- Jennifer Theoret (full time)
- Mary Vincelette (temporary)

Mailing Address

- 134 State Street
- Montpelier VT 05633

911 Address

- 70 Route 2
North Main Street
Alburg, VT 05440

Facility Condition:

- Facility is in good condition.

Maintenance District Supervisors

- Allen Garceau
- PHONE 802-878-8711
- PAGER 850-3169

AOT District Manager

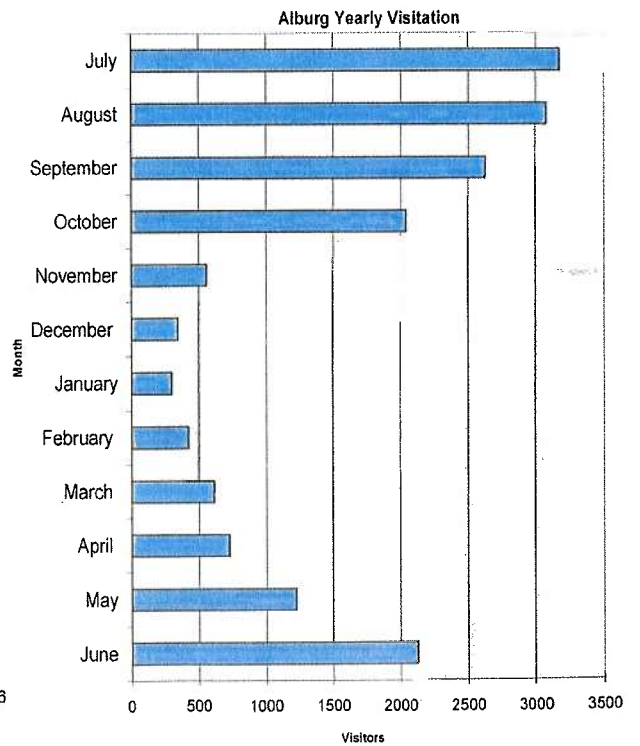
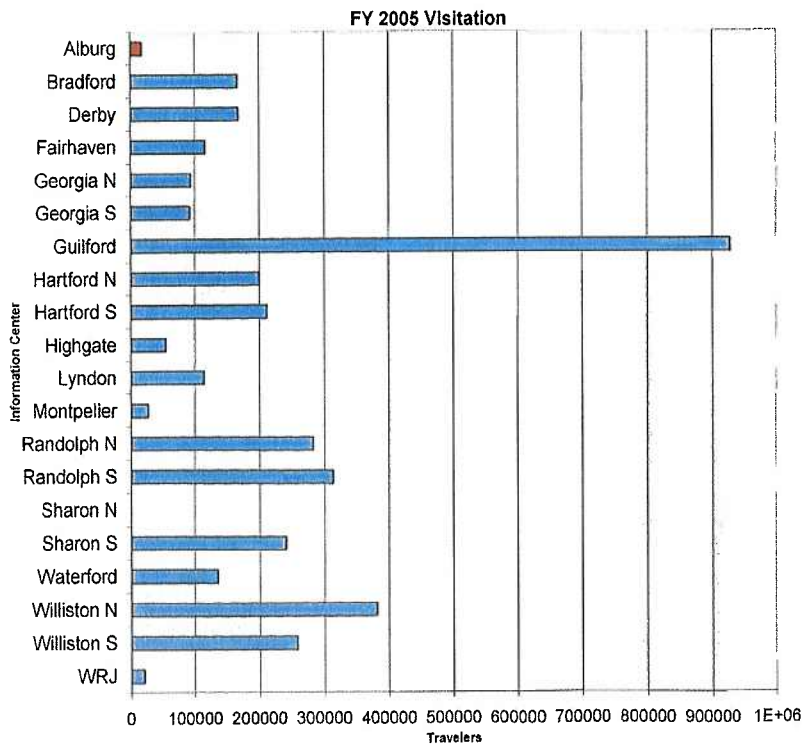
- District 8
- 802-524-7940

North Hero District Garage

- 802-372-6966

Capital Improvements

- New Roof in March of 2004
- Wind Turbine added in 2005



**Bradford Information Center
Interstate 91 North, Bradford, Vermont
Northeast Kingdom Region**

Site Specific Data

Constructed: The section of highway near the center was completed in 1972. The previous facility on this spot was demolished, and the existing facility was completed from in 1995.

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- This facility is the southern gateway to the Northeast Kingdom.
- Bradford consistently receives high marks from visitors and the travel industry.
- Bradford offers some of the best scenic views of any visitor center.

Primary Travel Market:

- Travelers heading to the Northeast Kingdom
- Travelers heading to New Hampshire
- Travelers heading to Canada

Current Staff:

- 2 Full time and 2 Temporary employees

Brochure and display Space

- 120 small 19 large brochures
- 2 Display cases

Facility Specific Data

Facility Characteristics:

- 2,290 Square feet
- 1 Public entrance
- Leach field
- Oil heating system
- Central air conditioning
- Single parking lot
- 17 auto parking spaces
- 3 bus/RV/truck spaces
- Town water



FY2005 Visitor Traffic:

- 165,988

2005 Cost Associations:

- FY 2005 Expenditures: \$117,329.34
- Cost per operating hour: \$20.09
- Cost per visitor: \$1.41

Amenities:

- ADA accessible
- Promotional display cases
- Picnic area
- Picturesque view
- Complimentary coffee
- Vending machines
- Pay phones

Communication Systems:

- Telephone 802-222-5029
- Fax 802-222-5029
- Inside Pay Phone 802-222-9902
- Outside Pay Phone 802-222-9901
- Computer with Internet access
- EMAIL - BNBI91I.Center@state.vt.us

Current Contracts:

- **Lawn Maintenance:** VT Offender Program 802-241-2267
- **Phone:** Verizon 802-555-1515
- **Waste Removal:** Casella 800-832-2667
- **Security:** Signal Engineering 802-223-5700
- **Electric:** C G Electric: 802-748-7123
- **Fuel:** Perry Oil 802-222-9211

Security:

- Motion sensor system. Security camera system with recording capabilities.

Employees

- **Manager** – Penny Libercent
- Cell- 802-793-2863
- Office- 802-828-0197
- Barbara Heaver (full time)
- Donna Camber (full time)
- Carl Wagoner (temporary)

- Shirley White (temporary)

Maintenance District Supervisors

- Al Simard
- PHONE 802-334-4377
- PAGER 250-3008

- Security Phone 802-222-4006

Facility Issues:

- New central air conditioning system
- Recent trim paint job summer 03
- New panic buttons and security system
- Walkways settling and heaving

Mailing Address

- PO Box 722
Bradford, VT 05033

911 Address

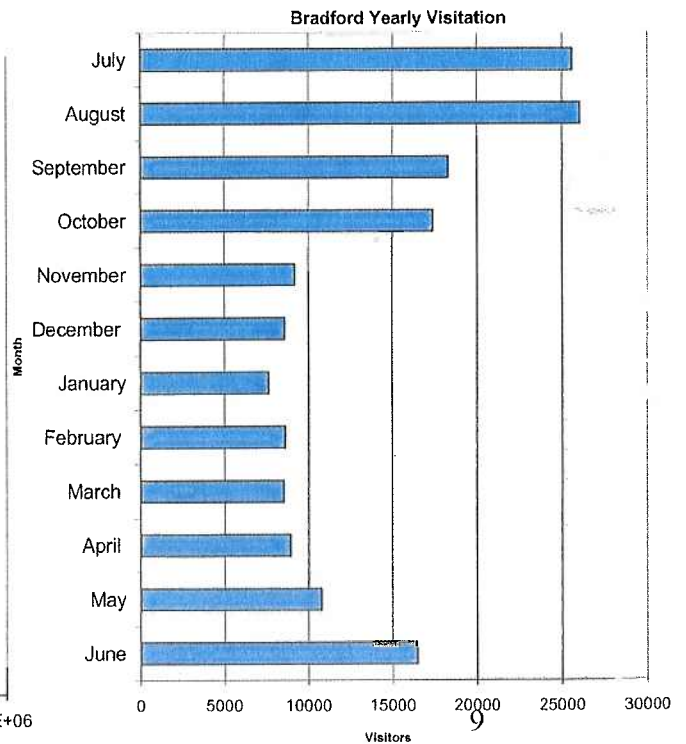
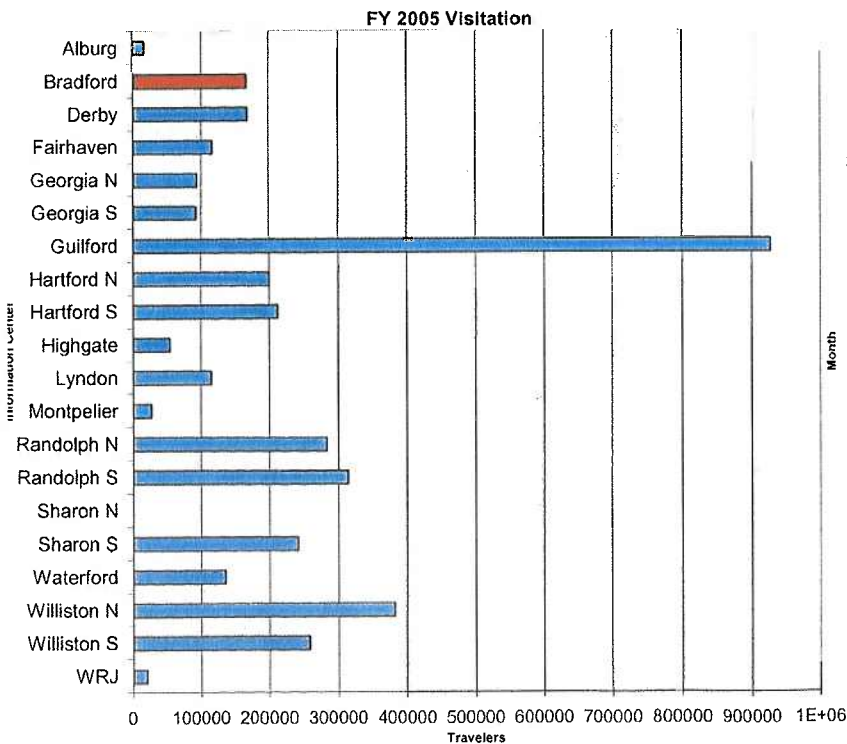
- I-91 Northbound, Mile Marker 100
Bradford, VT 05033

AOT District Manager

- District 7
- 802-748-6669
- **Bradford District Garage**
- 802-222-5703

Capital Improvements

- Trim painted and interior facelift. Summer of 2004



**Capital Region Information Center
Route 2, Montpelier, Vermont
Central Region**

Site Specific Data

Constructed: Space retrofitted in 1998

Hours: 8:00a.m. – 5:00p.m. 7 days a week

Highlights:

- This center serves as information provider not only for visitors to Montpelier but to Vermonters who need information within the state complex.
- The Capital Region Visitor Center was developed to boost the economic development of Montpelier to bring visitors off the highway to the downtown.
- Montpelier Information Staff currently manage the Montpelier district fleet vehicle pick up.

Primary Travel Market:

- Visitors to Vermont's Capital Region
- Visitors traveling east or west on Rt. 2
- Visitors traveling north or south on I-89

Current Staff:

- 2 full time employees

Brochure and display Space:

- 105 small 15 large brochures
- 1 display case with 4 shelves
- 3 portable racks

Facility Specific Data

Facility Characteristics:

- Located in the state complex
- VICD administration headquarters
- 1 public entrance

Current Contracts:

- Buildings and General Services maintains facility

Security:

- Security monitored by BGS



FY2005 Visitor Traffic:

- 26,833

2005 Cost Associations:

- FY 2005 Expenditures: \$185,966.63
- Cost per operating hour: \$56.61
- Cost per visitor: \$6.93

Amenities:

- ADA accessible
- Original Montpelier building
- Promotional display cases
- Walking distance to downtown Montpelier
- Complimentary coffee

Communication Systems:

- Telephone 802-828-5981
- Fax 802-828-5884
- Computer with Internet access
- EMAIL - cri.center@state.vt.us
- Intelligent Transportation System Kiosk

Employees

- **Manager** – Diane Murtagh
- Kathy Satterfield (full time)
- Mike Tierney (full time)

Capital improvements

- Floors refinished in March of 2004

Mailing Address

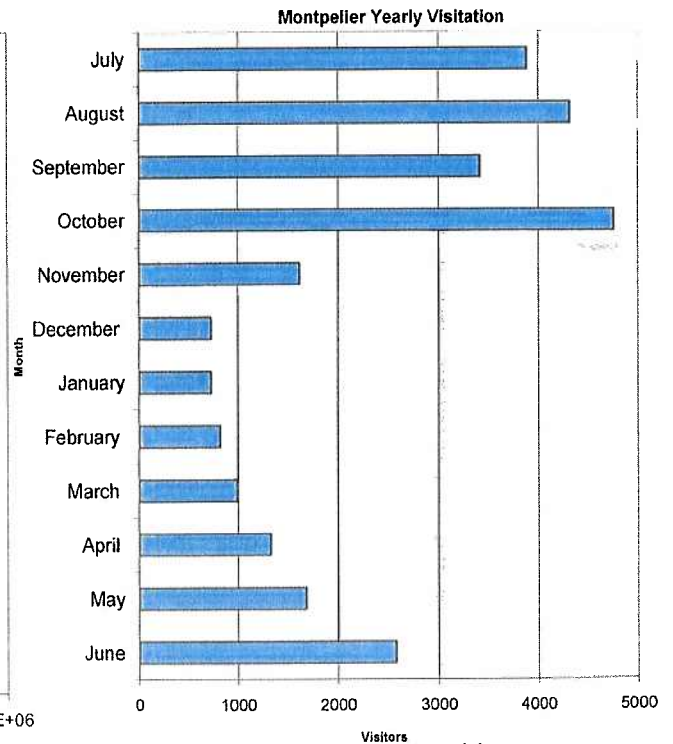
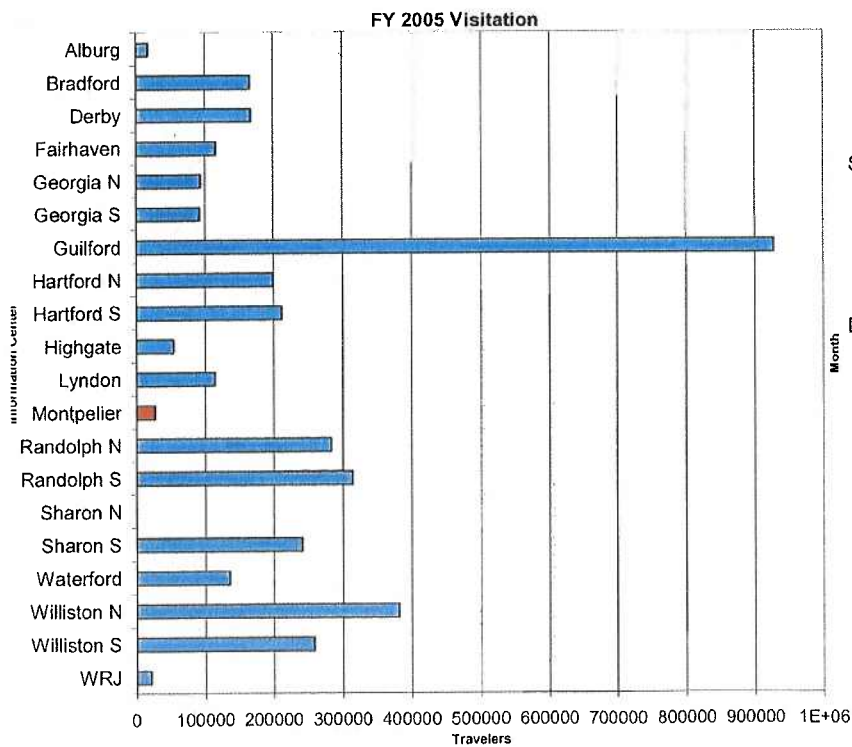
- 134 State Street
Montpelier, VT 05602

911 Address

- 134 State Street
Montpelier, VT 05602

AOT District Manager

- District 6
- 802-828-2691
- **Middlesex District Garage**
- 802-828-2697



Derby Welcome Center
Interstate 91 South, Derby, Vermont
Northeast Kingdom Region

Site Specific Data:

Constructed: This section of roadway opened in 1962. The facility was constructed in 1968.

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- Large numbers of truck drivers use this facility to prepare paperwork before entering the U.S. road system.
- Derby serves as a gateway to the North East Kingdom.

Primary Travel Market:

- Freight traffic entering the US
- Canadian traffic entering the US

Brochure and display space:

- 112 regular and 15 oversized
- 2 display cases

Current Staff:

- 3 Full time employees

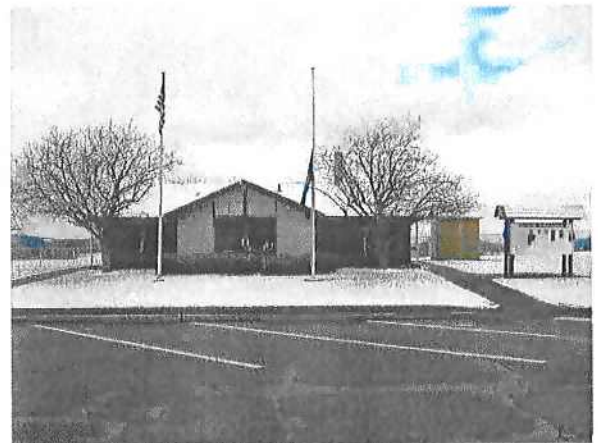
Facility Specific Data

Facility Characteristics:

- 1,300 Square feet
- 2 public entrances left and right
- Hot air furnace provides 80% heat
- Wood furnace provides 20% heat
- Town water
- Leach Field
- Single parking lot

Current Contracts:

- **Lawn maintenance:** Vermont Offenders Program 802-241-2267
- **Waste removal:** Casella 800-639-3083
- **Phone:** Verizon 800-244-3737
- **Electric** C G Electric 802-748-7123
- **Security:** NA
- **Fuel:** Fred's Plumbing & Heating 802-766-4949



FY2005 Visitor Traffic:

- 167,465

2005 Cost Associations:

- FY 2005 Expenditures: \$176,445.27
- Cost per operating hour: \$30.21
- Cost per visitor: \$1.05

Amenities:

- ADA accessible
- Promotional display cases
- Picnic area
- Picturesque view
- Complimentary coffee
- Pay phone

Communication Systems:

- Telephone 802-873-3311
- Fax 802-873-3311
- Inside Pay Phone 802-873-9183
- Outside Pay Phone 802-873-9188
- Computer with dial up Internet access
- EMAIL - DI91W.Center@state.vt.us

Security:

- Currently no security system in place.

Employees

- **Manager** – Penny Libercent
- Pam Skirletz (full time)
- Vickie Simino (full time)
- Anita T. Brunelle (full time)

Facility Issues:

- Walks in need of repaving
- Derby is an older facility in need of exterior and interior updating.
- Facility is wood heated, so it is cold in the winter. Employees close off side door in winter to save heat.

Mailing Address

- PO Box 907
Derby Line, VT 05930

911 Address

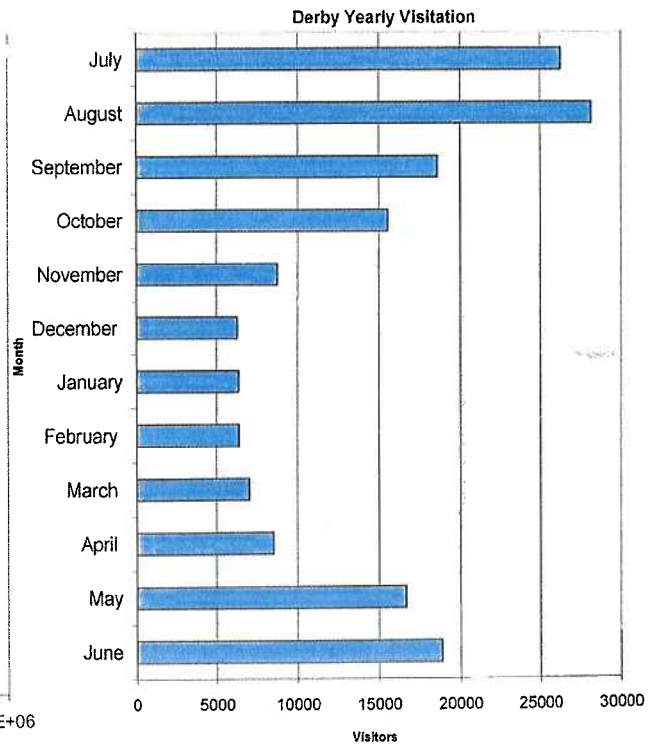
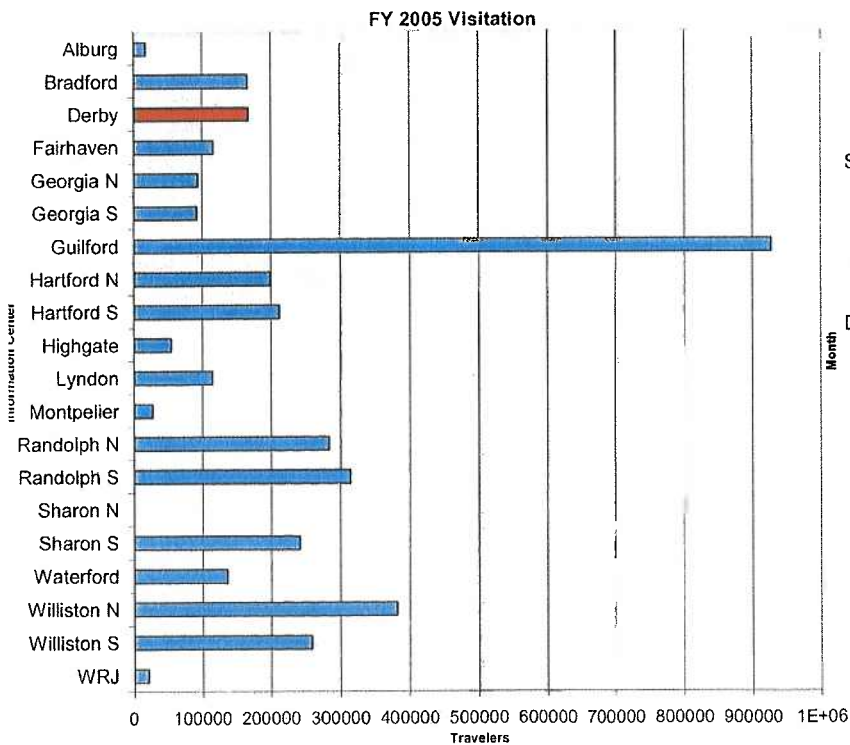
- 1076 Route 91 South
Derby Line, VT 05830

Maintenance District Supervisors

- Al Simard
- PHONE 802-334-4377
- PAGER 250-3008

AOT District Manager

- District 9
- 802-334-7934
- Derby District Garage
- 802-334-3306



Site 5

Fair Haven Welcome Center Route 4, Fair Haven, Vermont Southwest Region

Site Specific Data

Constructed: This section of roadway was completed in 1980. The structure dates shortly after this time. Renovations were completed between 1996-1997.

Hours: 7:00 a.m. – 9:00p.m. 7 days a week

Highlights:

- This facility is accessible from both routes 4W and 4E.
- Fair Haven serves a large area of Vermont from Bennington up to Montpelier and Burlington, and across Vermont on route 4.
- The state marketing partners praise the travel representatives from Fair Haven.
- The Fair Haven Welcome center staff manages the Vermont Information Center Divisions brochure distribution system.

Primary Travel Market:

- Travelers entering Vermont from New York
- Travelers heading to New York from Vermont

Current Staff:

- 4 Full time and 1 temporary employees

Brochure and display Space:

- 428 brochure Slots
- 6 freestanding brochure racks
- 2 display cases
- Art gallery in lobby

Facility Specific Data

Facility Characteristics:

- 2,345 Square feet
- 1 Public entrance
- Intelligent Transportation System Kiosk
- Well water
- Town Sewer
- Furnace with back up wood stove
- Single parking lot
- 12 car auto parking spaces



FY2005 Visitor Traffic:

- 115,637

2005 Cost Associations:

- FY 2005 Expenditures: \$146,940.83
- Cost per operating hour: \$28.75
- Cost per visitor: \$1.27

Amenities:

- ADA accessible
- Promotional display cases
- Picnic area
- Vending
- Complimentary coffee
- Pay Phones

Communication Systems:

- Telephone 802-265-4763
- Fax 802-265-2136
- Inside Pay Phone 802-265-9928
- Outside Pay Phone 802-265-9931
- Computer Phone - 802-265-8393
- EMAIL - fw.center@state.vt.us

Current Contracts:

- **Lawn Maintenance:** VT offender program 802-241-2267
- **Waste Removal:** B & B Rubbish 802-775-6182
- **Phone:** Verizon 800-244-3737
- **Security:** Signal Engineering 802-223-5700
- **Fuel:** Ultramar Energy Products 802-442-4018

Security:

- Motion sensor system. Security camera system with recording capabilities.

Employees

- **Manager** – Teresa Leamy
- **Pager** – 802-742-6736
- Irene Hagadorn (full time)
- Cindy Roberts (full time)
- Carol Ross (full time)
- Ann Bowen (temporary)

AOT District Manager

- District 3
- 802-786-5826
- **Rutland District Garage**
- 802-786-5826

Utility Telephone Numbers:

- 802-265-8393 Computer
- 802-265-9757 Fire/Security

Mailing Address

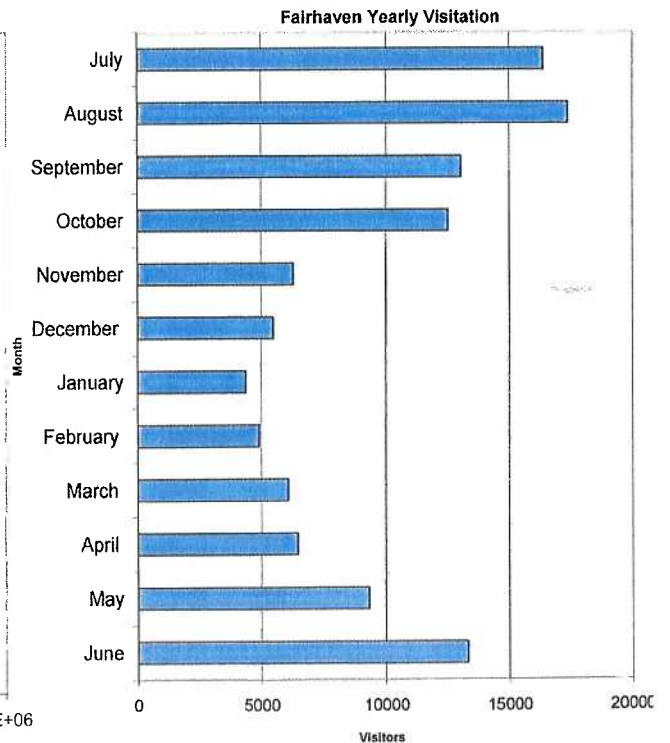
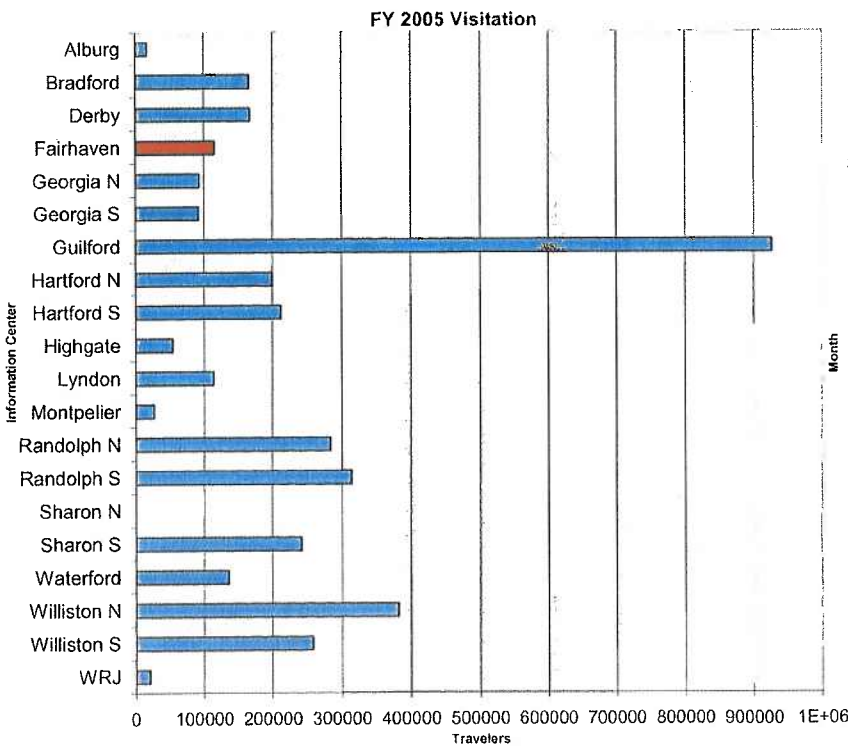
- PO Box 186
Fair Haven, VT 05743

911 Address

- 1356 Prospect St.
Fair Haven, VT 05743

Brochure Registration Program:

In 2003/2004, we have almost 500 paid registrations. Total revenue generated through the program this year is almost \$111,000.00, which is a 32% revenue increase to the brochure program over last year. This year there are 135 additional registrations over last year. Registrations still come in daily, with requests that they begin distribution ASAP. We predict brochure registration period 2004/2005 will see an increase in registrations and income.



Site 6

Guilford Welcome Center Interstate 91 North, Guilford, Vermont Southeastern Region

Site Specific Data

Constructed: The new Guilford Center was relocated to the existing site and reopened in 1998. The previous building was completed in 1958 and was the first welcome center on a federal highway.

Hours: 24 Hours 7 days a week

Highlights:

- Guilford is our busiest facility in visitation.
- Guilford won an award from the Travel Industry of America for community development and marketing exhibits.
- The travel representatives at Guilford repeatedly receive outstanding compliments from the travel industry for their customer service.

Primary Travel Market:

- Travelers entering Vermont via I-91
- Considerable truck traffic
- Main entry point in the State

Brochure and display Space:

- 432 regular, 20 oversize brochure
- 18 resort map spaces
- 8 display cases

Facility Specific Data

Facility Characteristics:

- 7,130 Square feet
- 1 Public entrance
- Town water & sewer
- Propane/FHA
- Split parking lot (trucks/cars)
- 140 auto parking spaces
- 20 bus/truck/RV parking spaces

Current Contracts:

- **Lawn Maintenance:** Turner & Renaud Inc 802-257-0567
- **Waste Removal:** Triple T Trucking 802-254-5388
- **Phone:** Verizon 800-244-3737
- **Security:** Deter Security 802-773-7305



Current Staff:

- 6 Full Time and 8 temporary Employees

FY2005 Visitor Traffic:

- 926,835

2005 Cost Associations:

- FY 2005 Expenditures: \$570,317.22
- Cost per operating hour: \$65.10
- Cost per visitor: \$.62

Amenities:

- 24 hour access
- ADA accessible
- Promotional display cases
- Pay phones
- Picnic area
- Fenced children's' playground
- Vended coffee
- Walking area
- Vending
- Ample and accessible parking
- Formal garden with benches
- Vermont businesses display cases

- **Electric:** CV Public Service Corp 800-649-2877
- **Fuel:** Agway Energy Products 802-254-8755

Security:

- Motion sensor system. Security camera system with recording capabilities. Security guard on duty from 11:00pm – 7:00am

Employees

- **Manager** – Kathy Dowd
- Pager 802-742-6829
- Car 802-380-2482
- Jeffrey Vigneau (full time)
- Ann Marie Koski (full time)
- Wayne Randall (full time)
- Wendy Randall (full time)
- William Varga (full time)
- Barry Bozetarnik (full time)
- John W. Ellis, Jr. (temporary)
- Miles Keefe (temporary)
- Ira Green (temporary)
- Forrest Brown (temporary)
- Leona Carbino (temporary)
- Darrel Daley (temporary)
- Dede LaPanne (temporary)
- Nancy Gagne (temporary)
- Jean Garrecht (temporary)

Communication Systems:

- Telephone 802-254-4593
- Telephone 2 - 802-258-4503
- Office Phone 802-251-2083
- Fax 802-258-4925
- Outside Pay Phone 802-254-6293
- Intelligent Transportation System Kiosk
- Computer with Internet access
- EMAIL - gi91w.center@state.vt.us

Utility Telephone Numbers:

- 802-258-4462 Temporary Internet Connection
- 802-254-2925 Electrical Room
- 802-257-1018 Electrical Room
- 802-258-4723 Electrical Room
- 802-258-4717 Electrical Room
- 802-258-4708 Electrical Room
- 802-258-4701 Electrical Room

Mailing Address

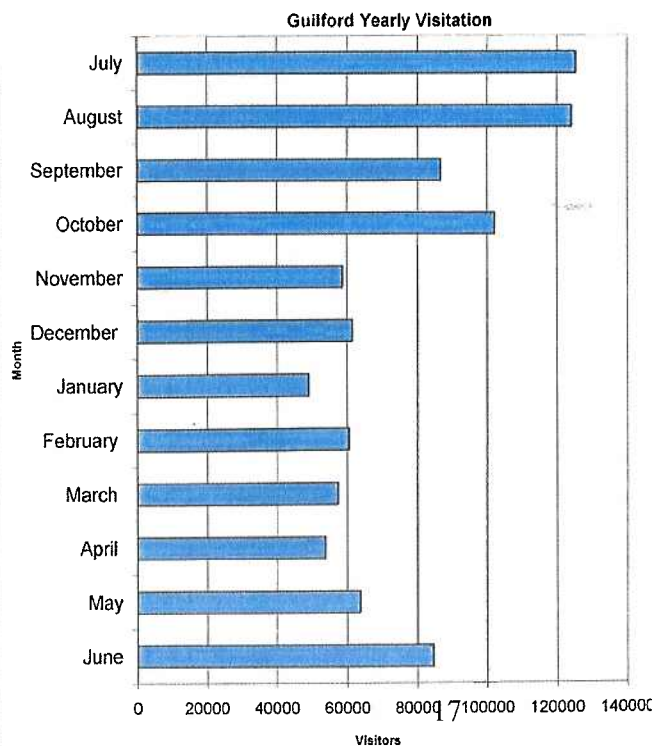
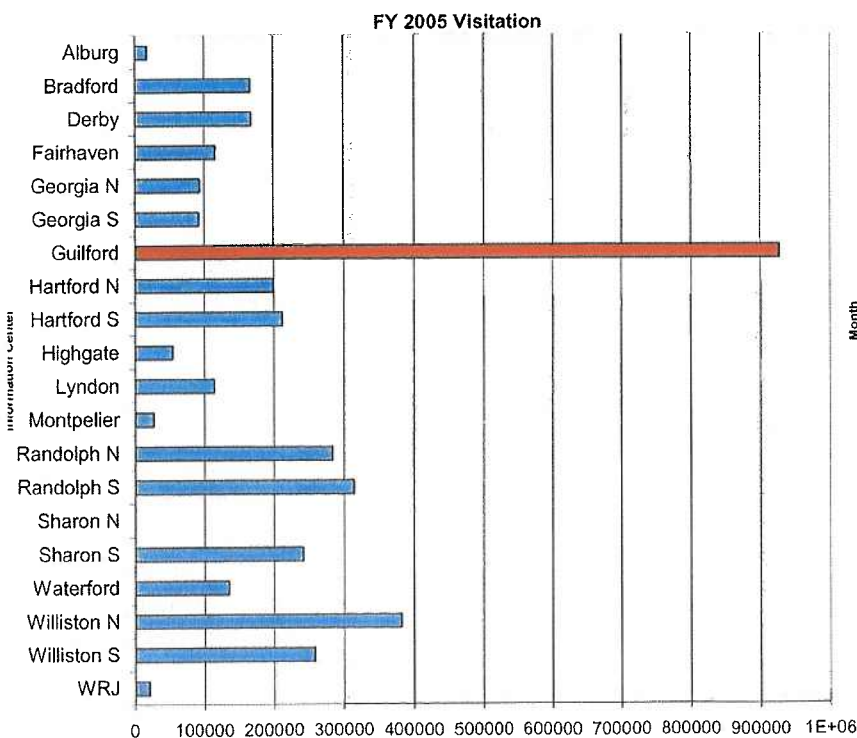
- PO Box 1000
Brattleboro, VT 05302-1000

911 Address

- 1235 Broad Brook Rd.
Guilford, VT 05301

AOT District Manager

- District 2
- 802-251-2004



**Georgia North Information Center
Interstate 89 North, Georgia, Vermont
Northwest Region**

Site Specific Data

Constructed: Construction on both rest areas was completed in 1968. The facility was renovated in 1999.

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- The northbound center was dedicated to the highway workers who lost their lives during construction of the roadway.
- Many truck drivers use the northbound facility to prepare paperwork before crossing the Canadian boarder.
- The Franklin County Rest Area taskforce fought to keep these facilities from being demolished in the mid-1990s, often by members sleeping on the roof.



Primary Travel Market:

- Travelers heading to Canada
- Trucks stopping to prepare paperwork for border.

Current Staff:

- 2 Full time and 1 Temporary employees

Brochure and display space:

- 109 brochures
- 12 large racks
- Display cabinet

Facility Specific Data:

Facility Characteristics:

- 1,230 Square feet
- 1 public entrance
- Well water
- Sewer, St. Albans
- Propane heat
- Single parking lot
- 20 auto parking spaces
- 12 bus/RV/truck parking spots

FT2005 Visitor Traffic:

- 93,561

2005 Cost Associations:

- FY 2005 Expenditures: \$176,646.27
- Cost per operating hour: \$30.25
- Cost per visitor: \$1.88

Amenities:

- ADA accessible
- Promotional Display Cases
- Picnic area
- Complimentary coffee
- Pay Phones

Communication Systems:

- Telephone 802-527-4053
- Fax 802-527-4053
- Computer 802-527-4053
- Pager – 802-742-7764
- Inside Pay Phone 802-527-5163
- Outside Pay Phone 802-527-5325
- Computer with dial up Internet access
- EMAIL - GNBI89I.Center@state.vt.us

Current Contracts

- **Lawn Maintenance:** Lund landscape 802-879-7353
- **Waste Removal:** Casella 800-832-2667
- **Electric:** Swanton Electric Coop 802-868-3397
- **Phone:** Verizon 802-555-1515
- **Security:** Signal Engineering 802-223-5700
- **Fuel:** Agway Energy 802-864-9821

Security

- Motion sensor system. Security camera system with recording capabilities.

Mailing Address

- C/O Highgate Welcome Center
PO Box 255
Highgate Springs, VT 05460

911 Address

- 5200 Route 89 North
St. Albans, VT 05478

Utility Telephone Numbers:

- 802-527-4054 Security

Facility Issues

- Shutters for outside heating vent are not working.

Employees

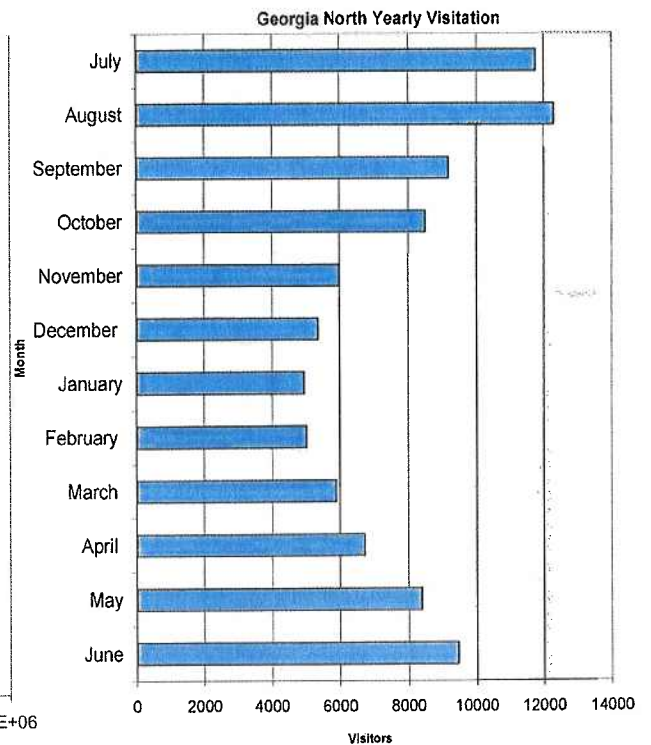
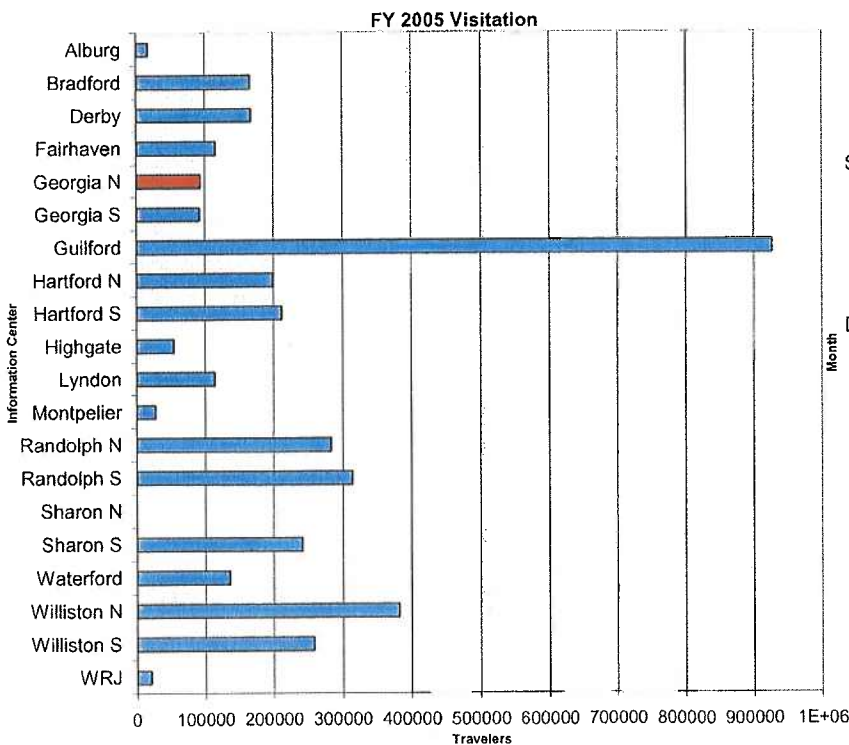
- **Manager – Penny Libercent**
- Cell – 793-2863
- Office – 828-0197
- Donna Cook (full time)
- Helene Cross (full time)
- Lynda Unwin (Full time)
- VACANCY

Maintenance District Supervisors

- Allen Garceau
- PHONE 802-878-8711
- PAGER 850-3169

AOT District Manager

- District 8
- 802-524-7940
- Georgia District Garage
- 802-524-6033



**Georgia South Information Center
Interstate 89 South, Georgia, Vermont
Northwest Region**

Site Specific Data:

Constructed: Construction on both rest areas was completed in 1968. The facility was renovated in 1999.

Hours: 7:00 a.m. – 11:00p.m.7 days a week

Highlights:

- Georgia Southbound is often referred to as being in Fairfax. Originally it was thought the facility was in the town of Fairfax. However, when the land was surveyed during reconstruction, it was discovered that both buildings are in the town of Georgia.
- The Southbound Georgia facility is frequently busier than the Highgate facility due to visitors and truckers already stopping at customs.

Primary Travel Market:

- Travelers entering Vermont via I-89
- Travelers heading to Burlington

Current Staff:

- 2 Full time and 1 Temporary employees

Brochure and display space:

- 106 regular, 16 oversize
- Display case

Facility Specific Data

Facility Characteristics:

- 1,230 Square feet
- 1 Public entrance
- Well Water
- Sewer, St. Albans
- Propane heat
- Split parking lot (trucks/cars)
- 13 auto parking spaces
- 9 bus/RV/Truck spaces

Current Contracts:

- **Lawn Maintenance:** Lund landscape 802-879-7353
- **Electric:** Swanton Electric Coop 802-868-3397
- **Phone:** Verizon 802-555-1515



FY2005 Visitor Traffic:

- 92,088

2005 Cost associations:

- FY 2005 Expenditures: \$176,646.27
- Cost per operating hour: \$30.25
- Cost per visitor: \$1.92

Amenities:

- ADA accessible
- Promotional display cases
- Picnic area
- Complimentary coffee
- Pay Phones

Communication Systems:

- Telephone 802-524-0018
- Fax 802-524-0018
- Computer 802-524-0018
- Pager – 802-742-7765
- Inside Pay Phone 802-524-7631
- Outside Pay Phone 802-527-7976
- Computer with dial up Internet access
- EMAIL - GMSBI89I.Center@state.vt.us

- **Waste Removal:** Casella 800-832-2667
- **Security:** Signal Engineering 802-223-5700
- **Fuel:** Agway Energy 802-864-9821

Security:

- Motion sensor system. Security camera system with recording capabilities.

Employees

- **Manager** – Penny Libercent
- Cell – 793-2863
- Office – 828-0197
- Sally Blondo (full time)
- Phillip Thompson (full time)
- Robert Chaperon (PPT)

Maintenance District Supervisors

- Allen Garceau
- PHONE 802-878-8711
- PAGER 850-3169

Telephone Numbers:

- 802-527-4054 Security

Facility Issues:

- Handicap sidewalk in need of drainage.

Mailing Address

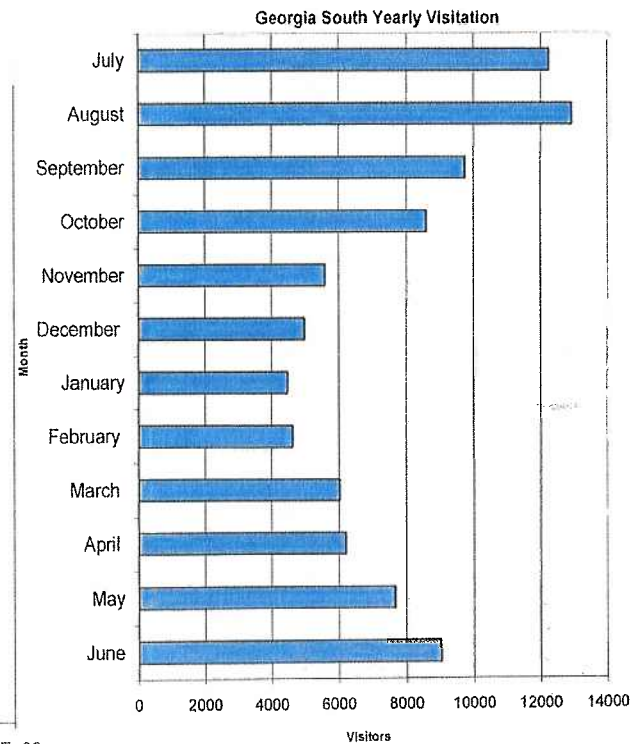
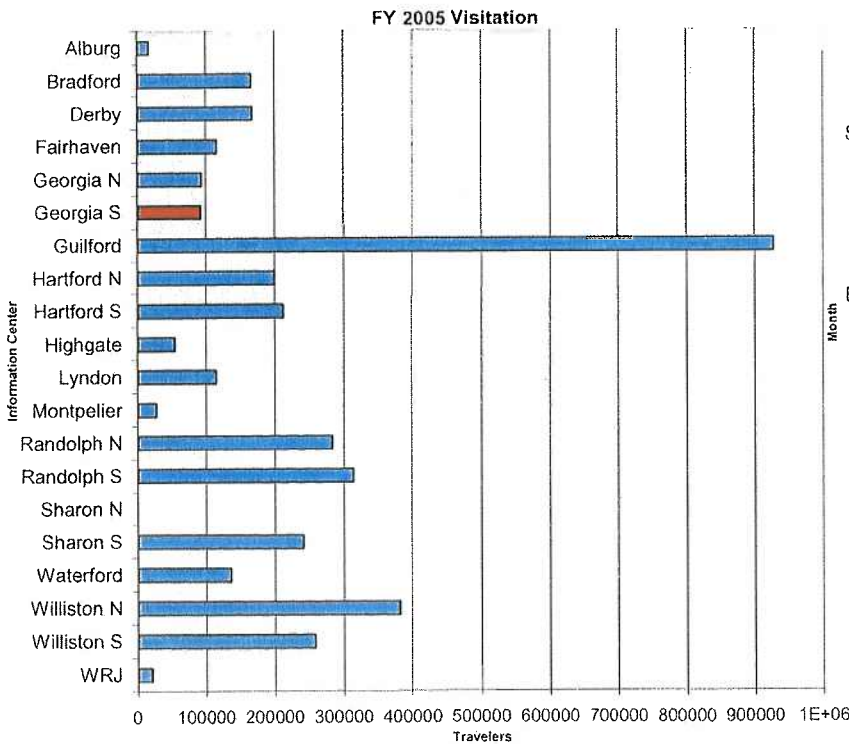
- C/O Highgate Welcome Center
PO Box 255
Highgate Springs, VT 05460

911 Address

- 5800 Route 89 South
St. Albans, VT 05478

AOT District Manager

- District 8
- 802-524-7940
- Georgia District Garage
- 802-524-6033



Site 9

**Hartford North Information Center
Interstate 91 North, Hartford, Vermont
Northeast Kingdom / Central Region**

Site Specific Data:

Constructed: This facility was originally constructed in 1962.

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- These facilities have outlived their expected lifespan. They were designed for the numbers of visitors in the 1960s plus a projected 20-year growth. The systems have not been updated, and there is a significance of differed maintenance issues. In 2002, there was an update of painting and new flooring to make the centers a bit more appealing to visitors.

Primary Travel Market:

- Traffic heading to I-89
- Traffic entering Central Vermont

Current Staff:

- 1 Full time and 2 Temporary employees

Brochure and display Space:

- 144 regular 21, oversized brochures

Facility Specific Data:

Facility Characteristics:

- 750 Square feet
- 2 public entrances
- Well water
- Septic with leach field
- Split parking lot (trucks/cars)
- 40 auto parking spaces
- 18 truck spaces

Current Contracts:

- **Lawn Maintenance:** Vermont Offenders Program 802-241-2267
- **Electric:** Green Mountain Power 888-835-4672
- **Phone:** Verizon 800-244-3737
- **Waste Removal:** North East Waste 802-295-2660
- **Security:** Signal Engineering 802-223-5700
- **Fuel:** Agway 802-649-1140



FY2005 Visitor Traffic:

- 199,423

2005 Cost Associations

- FY 2005 Expenditures: \$196,042.15
- Cost per operating hour: \$33.57
- Cost per visitor: \$.98

Amenities:

- ADA accessible
- Promotional Display Cases
- Picnic area
- Vending
- Complimentary coffee
- Pay Phones

Communication Systems:

- Telephone 802-281-5202
- Fax 802-296-2397
- Computer 802-296-2397
- Inside Pay Phone – 802-295-6121
- Outside pay phone 802-297-9792
- Computer with dial up Internet access
- EMAIL - HNBI91I.Center@state.vt.us

Security:

- Motion sensor system. Security camera system with recording capabilities.
- 134 State Street
Montpelier, VT 05602

Employees

- **Manager** – Bill Pritchard
- Pager - 802-742-0374
- Car – 802-793-0521
- Philip Balou (full time)
- Jim Morse (full time)
- Wendy Larkham (permenant part time)

Maintenance District Supervisors

- Brian Craig
- PHONE 802-674-2331
- PAGER 250-2977
- Dana Cantara
- 250-2977

Mailing Address

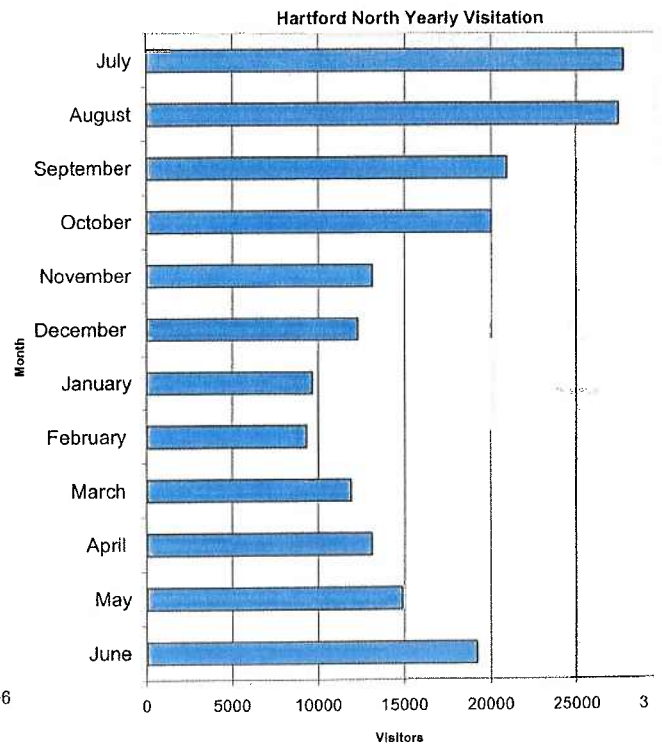
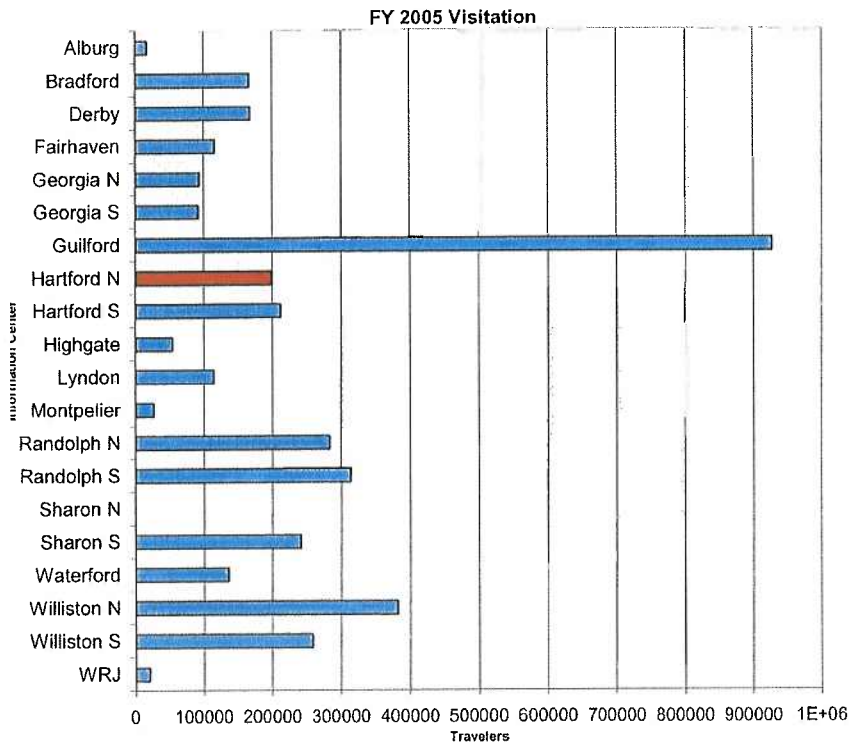
- 134 State Street
Montpelier VT 05602

911 Address

- I-91 Southbound, Mile Mark 68 ½
Hartford, VT 05001

AOT District Manager

- District 4
- 802-295-8888
- **White River District Garage**
- 802-295-8880



Site 10

**Hartford South Information Center
Interstate 89 South, Hartford, Vermont
Northeast Kingdom / Central Region**

Site Specific Data

Constructed: The facilities date to 1964.

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- These facilities have outlived their expected lifespan. They were designed for the numbers of visitors in the 1960s plus a projected 20-year growth. The systems have not been updated, and there is a significance of deferred maintenance issues. In 2002, there was an update of painting and new flooring to make the centers a bit more appealing to visitors.
- Hartford South is planned for reconstruction in the next few years, subject to budget

Primary Travel Market:

- Traffic entering I-91
- Traffic heading to Southeast Vermont

Current Staff:

- 2 Full Time and 1 Temporary Employees

Brochure and display Space:

- 130 regular, 17 oversize brochures

Facility Specific Data:

Facility Characteristics:

- 750 Square feet
- 2 public entrances
- 600 ft well
- Septic with leach field
- Split parking lot (trucks/cars)
- 40 auto parking spaces
- 18 truck spaces

Current Contracts:

- **Lawn Maintenance:** Vermont Offenders Program
802-241-2267
- **Electric:** Green Mountain Power 888-835-4672
- **Phone:** Verizon 800-244-3737
- **Waste Removal:** North East Waste 802-295-2660



FY2005 Visitor Traffic:

- 211,632

2005 Cost Associations:

- FY 2005 Expenditures: \$196,042.15
- Cost per operating hour: \$.92
- Cost per visitor: \$.93

Amenities:

- ADA accessible
- Promotional Display Cases
- Picnic area
- Vending
- Complimentary coffee
- Pay Phones

Communication Systems:

- Telephone 802-296-2397
- Fax 802-296-2397
- Computer 802-296-2397

- Inside pay phone 802-295-6122
- Outside pay phone 802-295-9791
- Computer with Internet access
- EMAIL - HSBI91I.Center@state.vt.us

- **Security:** Signal Engineering 802-223-5700
- **Fuel:** Agway 802-649-1140

Security:

- No security at this time

Employees

- **Manager** – Bill Pritchard
- Pager - 802-742-0374
- Car – 802-793-0521
- Michael Charron (full time)
- Donnie MacAdams (full time)
- Jennifer Hutchins (Permanent Part Time)
- Richard F. Riviezzo (Permanent Part Time)

Maintenance District Supervisors

- Brian Craig
- PHONE 802-674-2331
- PAGER 250-2977
- Dana Cantara
- 250-2977

Mailing Address

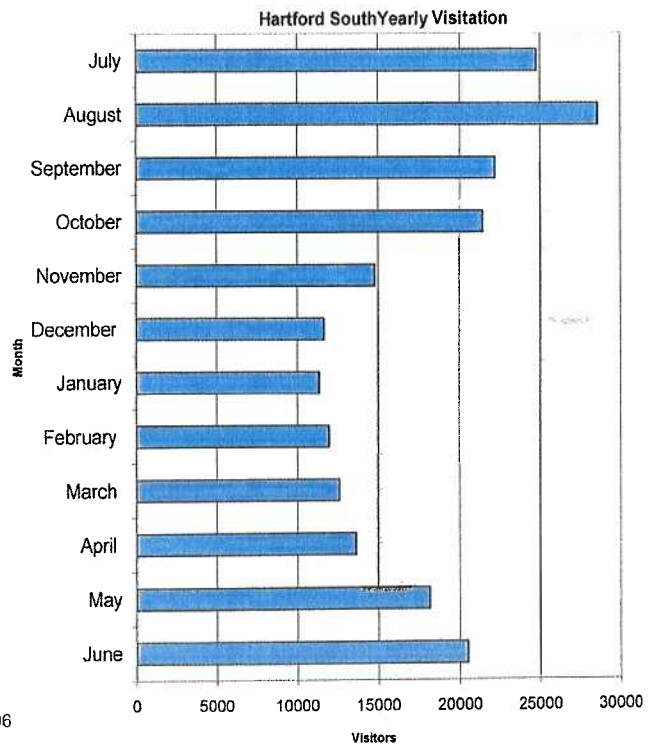
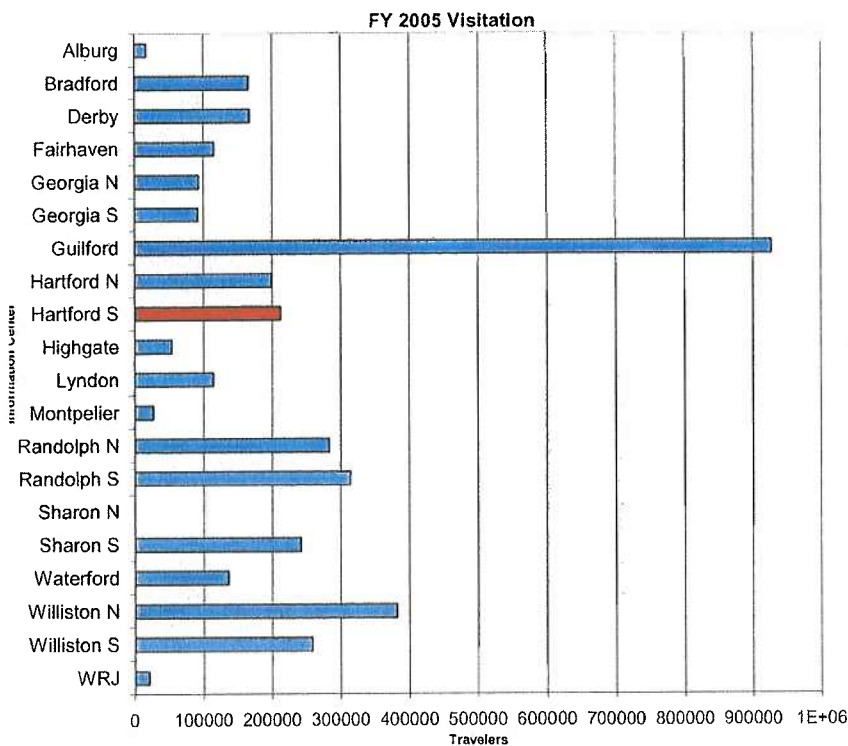
- 134 State Street
Montpelier, VT 05602

911 Address

- I-91 Southbound
Hartford, VT 05001

AOT District Manager

- District 4
- 802-295-8888
- **White River District Garage**
- 802-295-8880



**Highgate Springs Welcome Center
Interstate 89 South, Highgate, Vermont
Northwest Region**

Site Specific Data

Constructed: Original facility was constructed shortly after 1969, when that stretch of highway was opened. The facility was renovated in 1989 with an update to systems and additional space added.

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- Welcome Center located directly after the US customs check point.

Primary Travel Market:

- We currently have an equal amount of visitors from surrounding New England States, as we do Canadians, that have been visiting Canada, and decide to include Vermont in their plans

Current Staff:

- 3 Full time staff

Brochure and display space:

- 218 regular 20 large brochures
- 1 display case

Facility Specific Data

Facility Characteristics:

- 2,150 Square feet
- 1 public entrance
- Well Water
- Leach field/septic tank
- Propane heat
- Single parking lot
- Poor parking lot design

Current Contracts:

- **Lawn Maintenance:** Lund Landscaping 802-879-7353
- **Waste Removal:** Casella 800-832-2667
- **Electric:** Swanton Electric Coop 802-868-3397
- **Security:** Border Patrol 802-868-4897
- **Fuel:** Agway Energy 802-0524-0970



FY2005 Visitor Traffic:

- 54,148

2005 Cost Associations:

- FY 2005 Expenditures: \$178,614.15
- Cost per operating hour: \$30.58
- Cost per visitor: \$3.29

Amenities:

- ADA accessible
- Promotional display cases
- Picnic area
- Complimentary coffee
- Pay Phones

Communication Systems:

- Telephone 802-868-3244
- Fax 802-868-5311
- Intelligent Transportation System Kiosk
- Computer with Internet access
- EMAIL - hi89w.center@state.vt.us

Utility Telephone Numbers:

- 802-748-3725 Security

Security:

- None

Mailing Address

- C/O Highgate Welcome Center
PO Box 255
Highgate Springs, VT 05460

911 Address

- 6052 Route 7
Highgate Springs, VT 05460

Employees

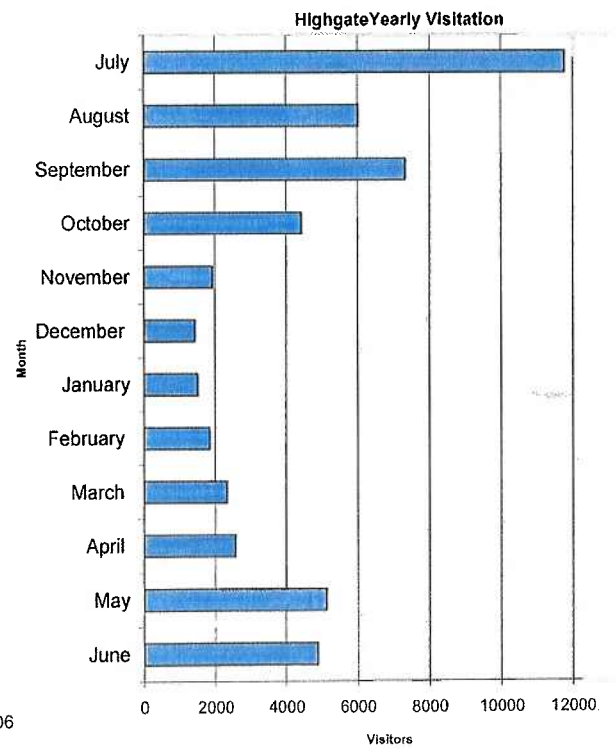
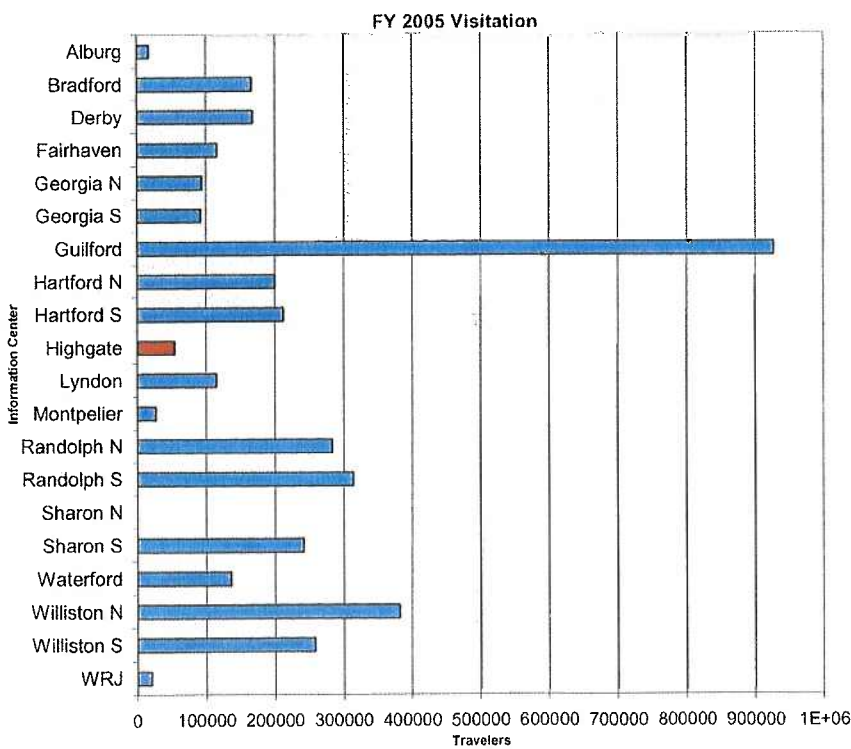
- **Manager** – Johanne Labounty
- Pager - 802-742-6885
- Car – 802-793-3134
- Morris Belisle (full time)
-

Maintenance District Supervisors

- Allen Garceau
- PHONE 802-878-8711
- PAGER 850-3169

AOT District Manager

- District 8
- 802-524-7940
- Swanton District Garage
- 802-868-4214



**Lyndon Information Center
Interstate 91 South, Lyndon, Vermont
Northeast Kingdom / Central Region**

Site Specific Data

Constructed: This section of road was completed in 1973 so the facility dates to that time. Renovations were completed in 1996.

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- Lyndon is a return route from the North East Kingdom.
- Lyndon serves as a representative of St. Johnsbury.

Primary Travel Market:

- High frequency of Canadian traffic
- Northeast, southern northwest region
- Central and southern regions
- Travel to New Hampshire and Maine

Current Staff:

- 3 full time and 1 temporary

Brochure and display Space:

- 105 small 15 large brochures
- 1 display case with 4 shelves
- 3 portable racks

Facility Specific Data

Facility Characteristics:

- 1,300 Square feet
- 1 public entrance
- Septic to leach field
- Gas Hot air furnace
- 400' well with 3000gal holding tank
- Split parking lot (trucks/cars)
- 22 auto parking spaces
- 8 truck parking spaces

Current Contracts:

- **Lawn Maintenance:** Vermont Offenders Program 802-241-2267
- **Waste Removal:** Casella 800-832-2667
- **Electric:** Lyndon Village Elec. 802-751-8910



FY2005 Visitor Traffic:

- 114,108

2005 Cost Associations:

- FY 2005 Expenditures: \$171,572..16
- Cost per operating hour: \$29.37
- Cost per visitor: \$1.50

Amenities:

- ADA accessible
- Promotional Display Cases
- Picnic area
- Complimentary coffee
- Vending
- Pay Phones

Communication Systems:

- Telephone 802-626-9669
- Fax 802-626-9669
- Computer 802-626-1219
- Inside pay phone 802-626-9808
- Outside pay phone 802-626-9249
- Computer with Internet access
- EMAIL - LSBI91I.Center@state.vt.us

Utility Telephone Numbers:

- 802-626-1219 Security

- **Phone:** Verizon 800-244-3737
- **Security:** Signal Engineering 802-223-5700
- **Fuel:** Fred's Propane 802-626-4588

Security:

- Motion sensor system. Security camera system with recording capabilities.

Employees

- **Manager** – Penny Libercent
- Cell – 793-2863
- Office – 828-0197
- Barbara Hever (full time)
- James Mcharg (full time)
- Carolyn Keyser (full time)
- John Mayo (temporary)

Maintenance District Supervisors

- Al Simard
- PHONE 802-334-4377
- PAGER 250-3008

Facility Issues:

- Old plumbing fixtures.

Mailing Address

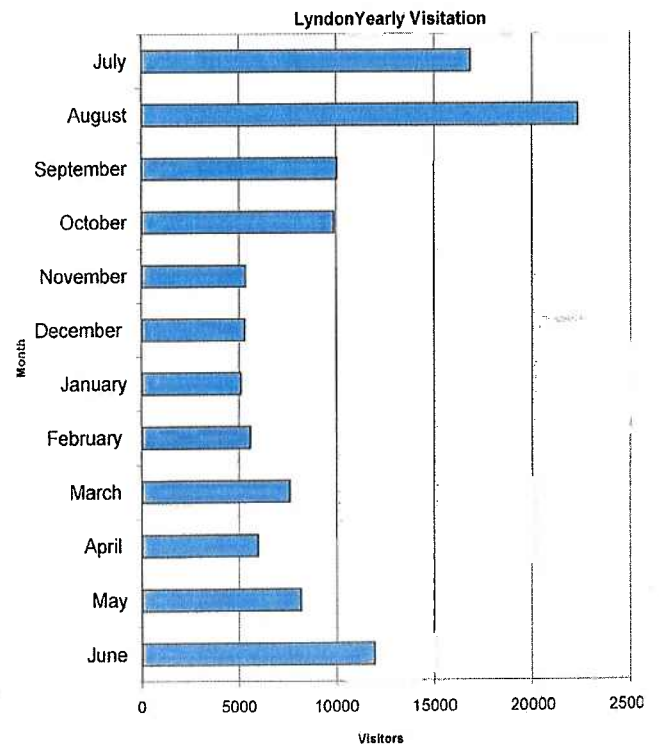
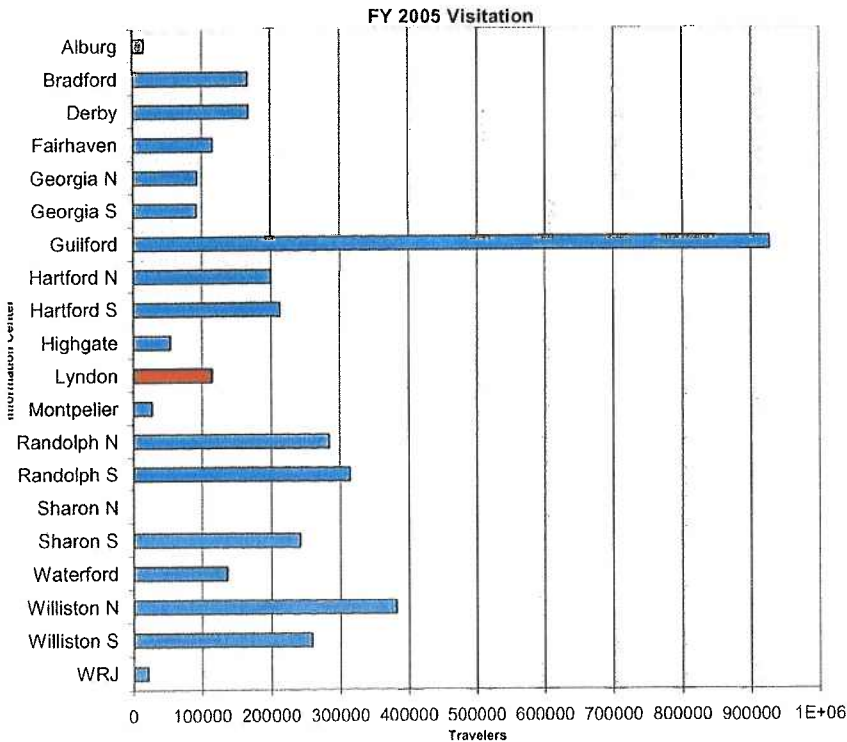
- PO Box 273
Lyndonville, VT 05851

911 Address

- I-91 Southbound, Mile Marker 141
Lyndonville, VT 05851

AOT District Manager

- District 7
- 802-748-6669
- **Lyndon District Garage**
- 802-626-5130



**Randolph North Information Center
Interstate 89 North, Randolph, Vermont
Northeast Kingdom / Central Region**

Site Specific Data

Constructed This section of interstate was completed in 1970. The facility dates to 1970.

Hours: 7:00 a.m. – 9:00p.m. 7 days a week

Highlights:

- These facilities have outlived their expected lifespan. They were designed for the numbers of visitors in the 1960s plus a projected 20-year growth. The systems have not been updated.

Primary Travel Market

- Travelers heading to Central Vermont
- Travelers heading to Burlington

Current Staff

- 2 full time 1 permanent part time

Brochure and display Space

- 137 small 22 large brochures

Facility Specific Data

Facility Characteristics

- 1,100 Square feet
- 2 public entrances
- Well water
- Leach field (very delicate)
- Electric heat
- Split parking lot (trucks/cars)
- 18 auto parking spaces
- 12 bus/RV/truck parking spaces

Current Contracts

- **Lawn Maintenance:** Steve Daniels 802-476-4500
- **Waste Removal:** Casella 802-223-7045
- **Security:** NA
- **Phone:** Verizon 800-244-3737
- **Electric:** CV Public Service Corp. 800-649-2877
- **Fuel:** CV Public Service Corp. 800-649-2877



FY2005 Visitor Traffic

- 283,138

2005 Cost associations

- FY 2005 Expenditures: \$174,988.88
- Cost per operating hour: \$29.96
- Cost per visitor: \$.62

Amenities:

- ADA accessible
- Promotional Display Cases
- Picnic area
- Dog walking area
- Vending
- Complimentary coffee
- Pay Phones

Communication Systems

- Telephone 802-276-3360
- Fax 802-276-3360
- Computer 802-276-3360
- Inside pay phone 802-276-3494
- Outside pay phone 802-276-3492
- Computer with Internet access
- EMAIL - RNBI89I.Center@state.vt.us

Security

- Panic Buttons

Employees

- **Manager** – Bill Pritchard
Pager - 802-742-0374
Car – 802-793-0521
- Roy Arbuckle (full time)
- Harry Gallagher (perm-partime)
- Mylo Thresher (temporary)
- Cliff Arbuckle (temporary)

Maintenance District Supervisors

- Brian Craig
- PHONE 802-674-2331
- PAGER 250-2977
- Dana Cantara
- PAGER 250-2977

Mailing Address

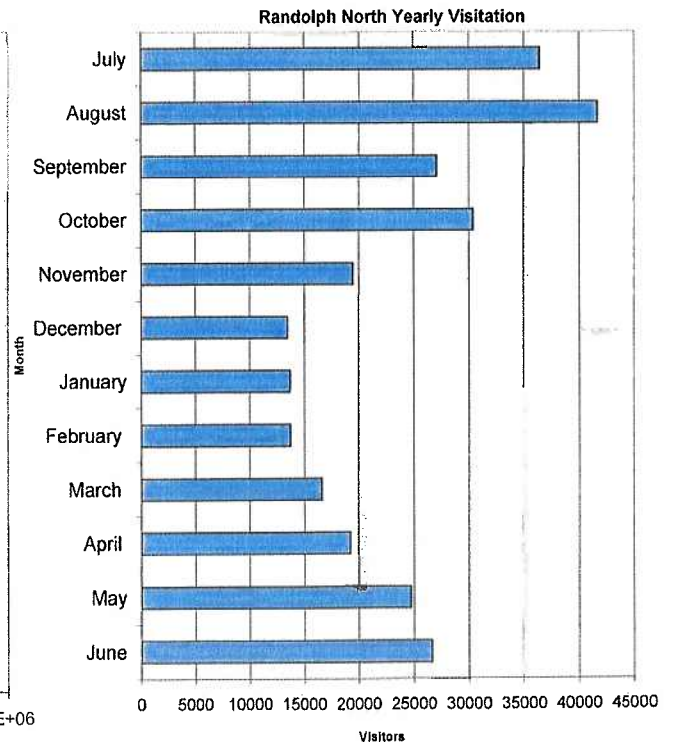
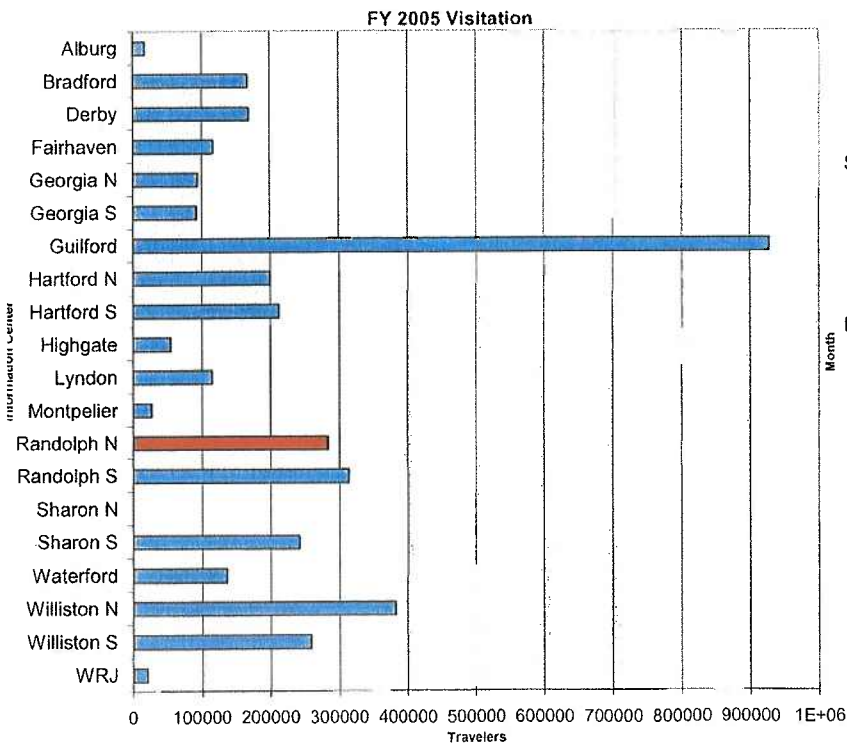
- 134 State Street
Montpelier, VT 05602

AOT District Manager

- District 4
- 802-295-8888
- **Randolph District Garage**
- 802-728-4534

Capital Improvements 2003/2004

- Transition to oil furnace
- Gas Stove



**Randolph South Information Center
Interstate 89 South, Randolph Vermont
Northeast Kingdom / Central Region**

Site Specific Data

Constructed: This section of interstate was completed in 1970. The facility dates to 1970.

Hours: 7:00 a.m. – 9:00p.m.

Highlights:

- These facilities have outlived their expected lifespan. They were designed for the numbers of visitors in the 1960s plus a projected 20-year growth. The systems have not been updated.

Primary Travel Market:

- Interstate 89 southbound traffic
- Central Vermont traffic

Current Staff:

- 2 full time, 2 temporary employees

Brochure and display Space:

- 137 small 22 large brochures

Facility Specific Data

Facility Characteristics:

- 1,470 Square feet
- 2 public entrances
- Well water
- Leach field (very delicate)
- Electric heat
- Split parking lot (trucks/cars)
- 18 auto parking spaces
- 12 bus/RV/truck parking spaces

Current Contracts:

- **Lawn Maintenance:** Steve Daniels 802-476-4500
- **Waste Removal:** Casella 802-223-7045
- **Security:** NA
- **Phone:** Verizon 800-244-3737
- **Electric:** CV Public Service Corp. 800-649-2877
- **Fuel:** CV Public Service Corp. 800-649-2877

Security:

- Panic Buttons



FY2005 Visitor Traffic

- 313,925

2005 Cost Associations:

- FY 2003 Expenditures: \$174,988.88
- Cost per operating hour: \$29.96
- Cost per visitor: \$.56

Amenities:

- ADA accessible
- Promotional Display Cases
- Picnic area
- Dog walking area
- Complimentary coffee
- Pay Phones

Communication Systems:

- Telephone 802-728-7074
- Fax 802-728-7074
- Computer 802-728-7074
- Outside pay phone 802-728-6252
- Outside pay phone 802-728-6254
- Computer with Internet access
- EMAIL - RSBI89I.Center@state.vt.us

Employees

- **Manager** – Bill Pritchard
- Pager - 802-742-0374
- Car – 802-793-0521
- Tedd Hoppee (full time)
- Louise Calderara (permanent-part time)
- Milo Thresher (temp)

Maintenance District Supervisors

- Brian Craig
- PHONE 802-674-2331
- PAGER 250-2977
- Dana Cantara
- PAGER 250-2977

Mailing Address

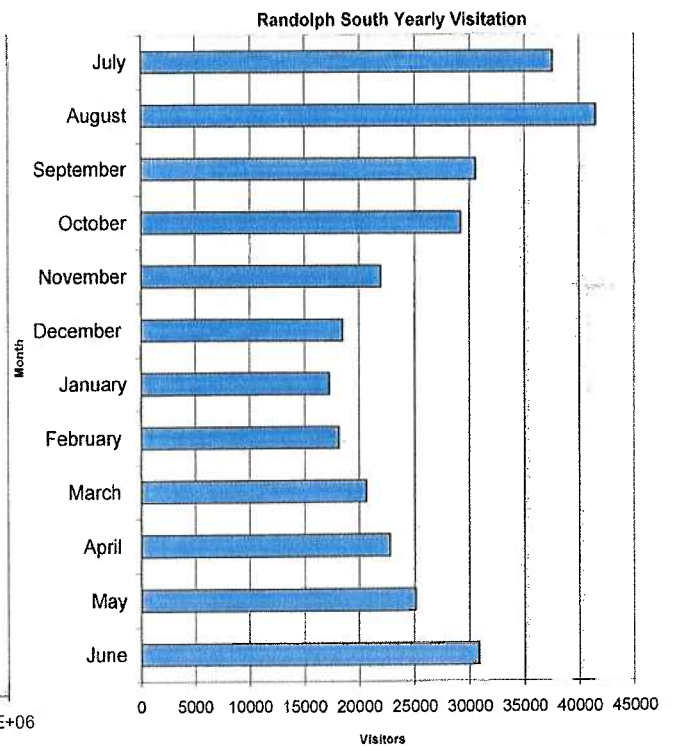
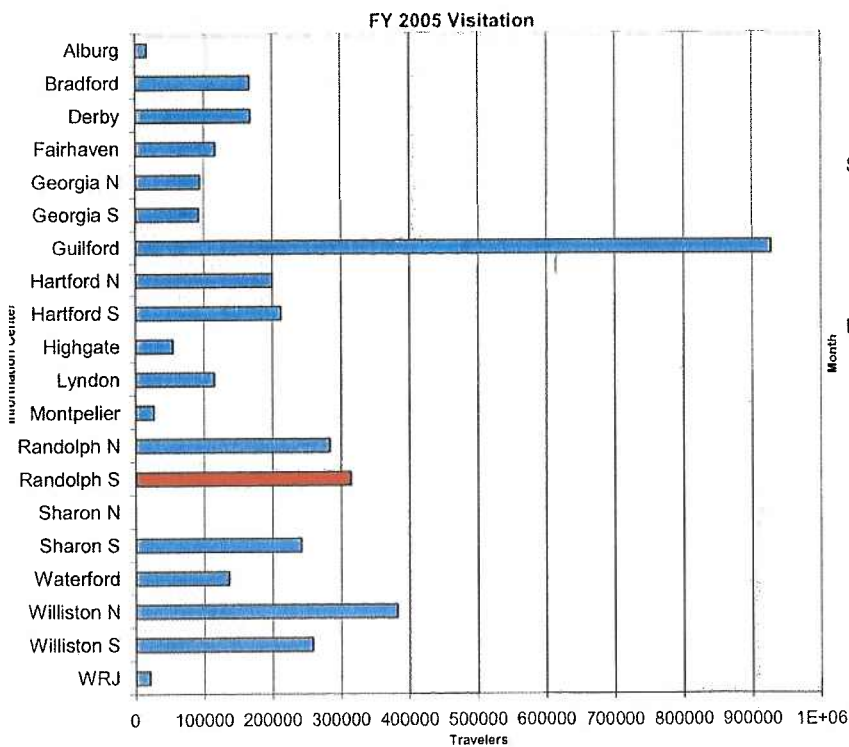
- 134 State Street
Montpelier, VT 05602

911 Address

- I-89 Southbound Mile Marker 30
Randolph, VT 05060

AOT District Manager

- District 4
- 802-295-8888
- **Randolph District Garage**
- 802-728-4534
- Transition to oil furnace



**Sharon North Information Center
Interstate 89 North, Sharon, Vermont
Northeast Kingdom / Central Region**

Site Specific Data

Sharon North Bound opened on September 5, 2005

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- The Northbound Sharon rest area is the Vermont Vietnam Veterans' Memorial. It was the first Vietnam Veterans' Memorial in the country.
- Sharon NB serves as a gateway into Vermont from I89.



Primary Travel Market:

- Visitors entering Vermont via I-89
- Central Vermont Traffic

Maintenance District Supervisors

- Brian Craig
- PHONE 802-674-2331
- PAGER 250-2977
- Dana Cantara
- 250-2977

Facility Characteristics:

- 6,000 Square feet
- 2 public entrances
- Well water
- Living Machine waste water system
- Geothermal Heat
- Split parking lot (trucks/cars)

FY2005 Visitor Traffic:

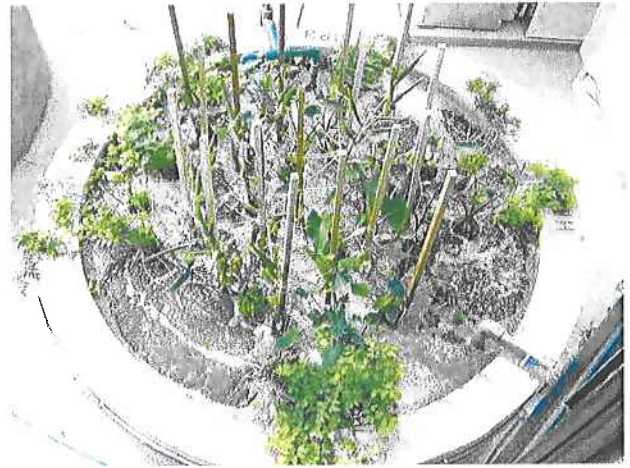
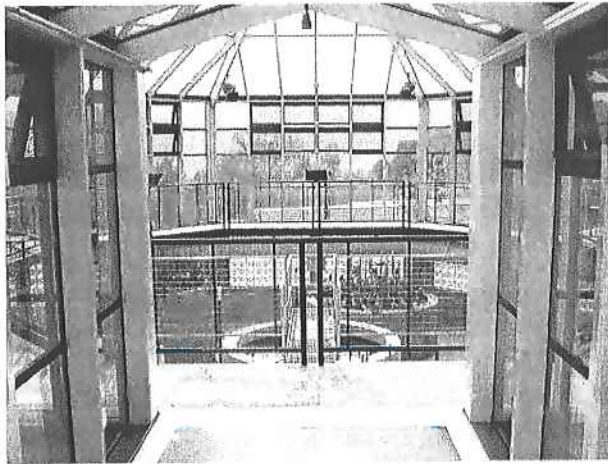
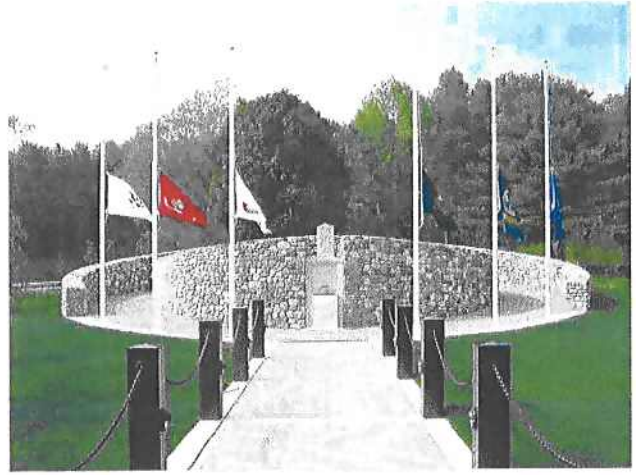
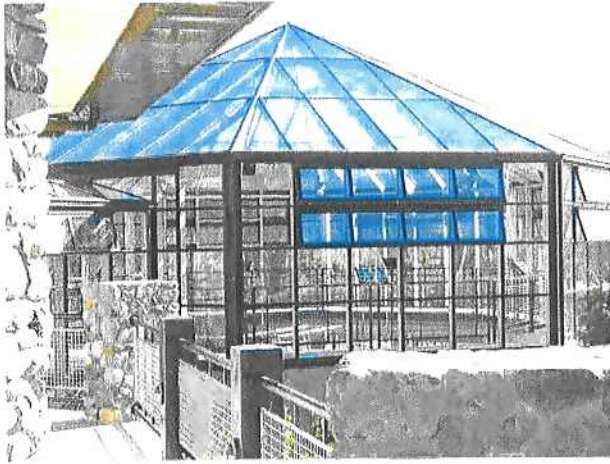
- 56,984 (from Sept. – Nov 26, 05)

2005 Cost Associations:

- FY 2005 Expenditures: \$209,185
- Cost per operating hour: \$35.81
- Cost per visitor: \$3.67

Mailing Address

- 134 State Street
Montpelier, VT 05602



**Sharon South Information Center
Interstate 89 South, Sharon, Vermont
Northeast Kingdom / Central Region**

Site Specific Data

Constructed: This section of highway was completed in 1968 and the facilities were completed shortly thereafter.

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- The facility has outlived its expected lifespan. They were designed for the numbers of visitors in the 1960s plus a projected 20-year growth. The systems have not been updated, and there is a significance of delayed maintenance on facilities.

Primary Travel Market:

- Traffic heading to I91
- Traffic heading to White River Junction

Current Staff:

- 2 full time 1 permanent part time

Brochure and display Space

- 126 small brochures
- 18 large brochures

Facility Specific Data

Facility Characteristics:

- 1,050 Square feet
- 2 public entrances
- Single parking lot
- Oil Heat
- 25 parking spaces
- 7 truck parking spaces
- TBA

Current Contracts:

- **Lawn Maintenance:** Steve Daniels 802-476-4500
- **Waste Removal:** Casella 802-223-7045
- **Security:** NA
- **Phone:** Verizon 800-244-3737
- **Electric:** CV Public Service Corp. 800-649-2877
- **Fuel:** CV Public Service Corp. 800-649-2877

Security:

- Punch code to set security and panic button.



FY2005 Visitor Traffic:

- 241,402

Cost Associations:

- FY 2005 Expenditures: \$209,185
- Cost per operating hour: \$35.82
- Cost per visitor: \$.86

Amenities:

- Vending
- ADA accessible
- Picnic area
- Complimentary coffee
- Pay Phone
- Dog walking area

Communication Systems:

- Telephone 802-281-5203
- Fax 802-281-5203
- Computer 802-281-5203
- Inside pay phone 802-295-6140
- Outside pay phone 802-295-9788
- Computer with Internet access
- EMAIL - SSBI89I.Center@state.vt.us

Utility Telephone Numbers

- Security 802-223-5700

Employees

- **Manager** – Bill Pritchard
- **Pager** - 802-742-0374
- **Car** – 802-793-0521
- **Mike Charron** (full time)
- **Lori Brady** (full time)
- (temp)

Maintenance District Supervisors

- **Brian Craig**
- **PHONE** 802-674-2331
- **PAGER** 250-2977
- **Dana Cantara**
- 250-2977

Mailing Address

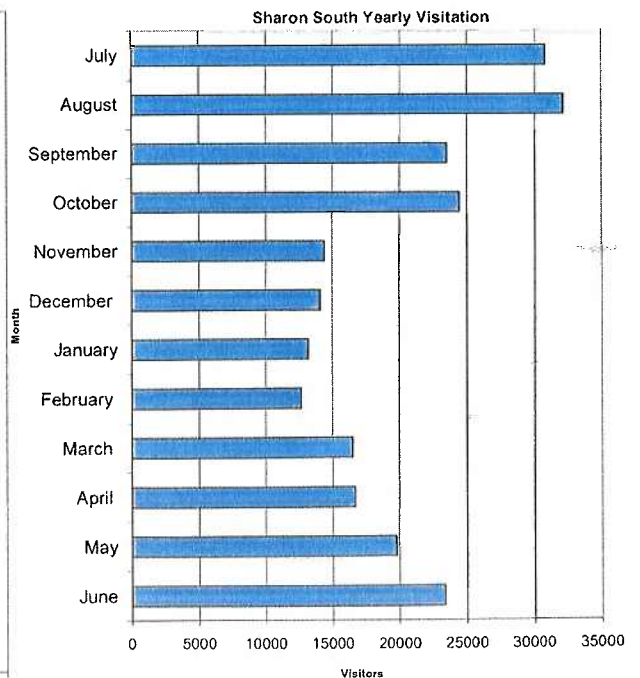
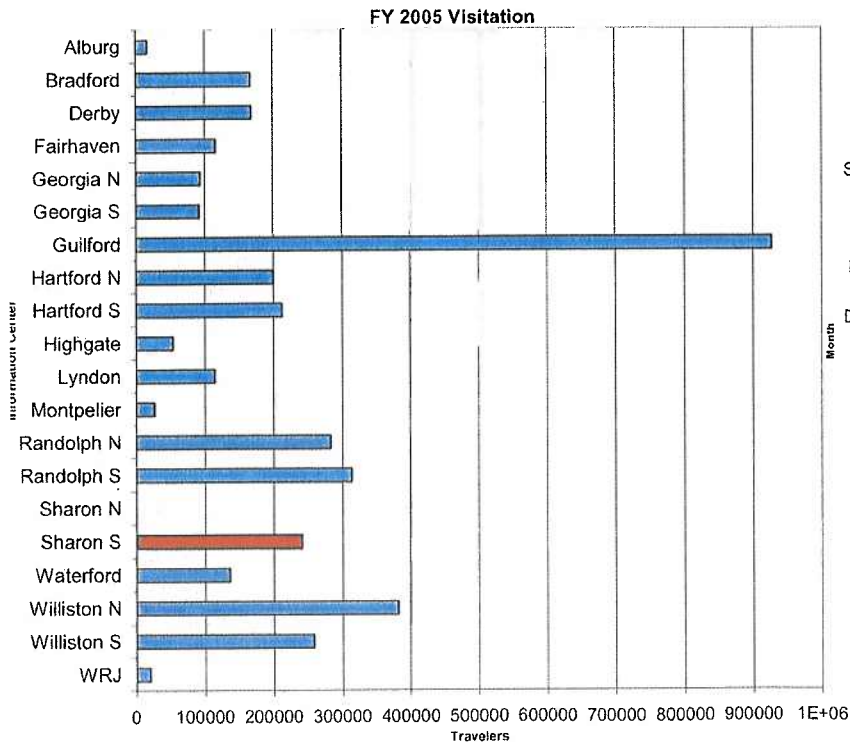
- 134 State Street
Montpelier, VT 05602

911 address

- 189- Northbound Mile Marker 9
Sharon, VT 05605

AOT District Manager

- District 4
- 802-295-8888
- **Randolph District Garage**
- 802-728-4534



Waterford Welcome Center
Interstate 93 North, Waterford, Vermont
Northeast Kingdom / Central Region

Site Specific Data

Constructed: This facility was originally constructed in 1982. It was remodeled in 1997.

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- Waterford is the only Vermont Information Center on I93
- This facility is the gateway to the Northeast Kingdom from the West
- Waterford has large space capacity for promotional displays.

Primary Travel Market:

- Travelers entering Vermont via I-93
- Travelers heading to the Burlington Area

Current Staff:

- 2 Full time and 3 Temporary employees

Brochure and display Space:

- 200 regular size 30 oversize
- 4 display cases, ample room for extra displays

Facility Specific Data

Facility Characteristics:

- 2,340 Square feet
- 1 public entrance
- Well water
- Septic pumped to leach field
- Propane heat
- Outdated plumbing system
- Split parking lot (trucks/cars)

Current Contracts:

- **Lawn Maintenance:** VT offender program 802-241-2267
- **Waste Removal:** Casella 800-832-2667
- **Electric:** Green Mountain Power 888-835-4672



- Travelers heading to Canada
- Travelers heading to the Northeast Kingdom.

FY2005 Visitor Traffic:

- 135,611

2005 Cost Associations:

- FY 2005 Expenditures: \$185,673.11
- Cost per operating hour: \$27.17
- Cost per visitor: \$1.37

Amenities:

- ADA accessible
- Promotional Display Cases
- Picnic area
- Complimentary coffee
- Vending
- Pay Phones

Communication Systems:

- Telephone 802-751-0472
- Fax 802-751-0472
- Computer 802-751-0472
- Inside pay phone 802-748-9822
- Outside pay phone 802-748-9800
- Computer with Internet access

- **Phone:** Verizon 800-244-3737
- **Security:** Signal Engineering 802-223-5700
- **Fuel:** Fred's Propane 802-626-4588

Security:

- Motion sensor system. Security camera system with recording capabilities.

Employees

- **Manager** – Penny Libercent
- Cell – 793-2863
- Office – 828-0197
- Marilyn Stevenson (full time)
- Rod Knudson (full time)
- Gary Norcross (full time)
- Cindy Davis (temporary)
- Bruce Norcross (temporary)

Mailing Address

- PO Box 18
Lyndon Center, VT 05850-0018

911 Address

- 1270-I-93,
Lyndon Center, VT 05850

Maintenance District Supervisors

- Paul Rimick
- PHONE 802-748-6640
- HOME 864-2290

- EMAIL - WI93w.center@state.vt.us
- Utility Telephone Numbers:**

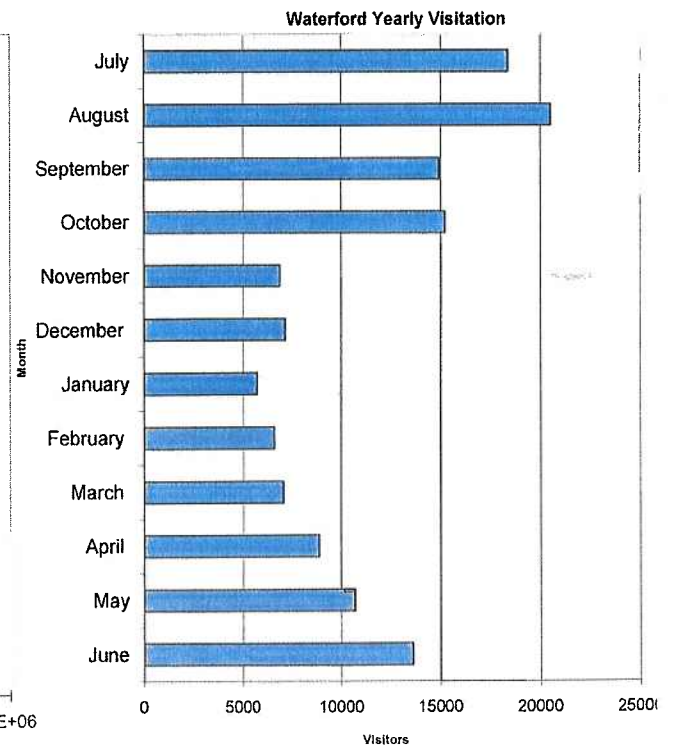
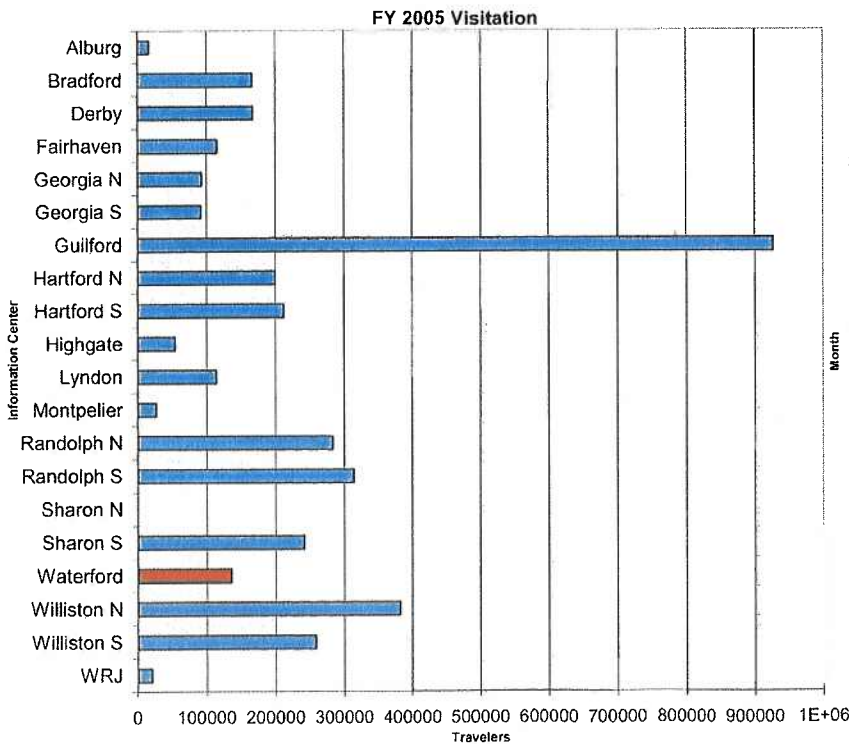
- 802-748-3725 Security

Facility Issues:

- Leach field in dire need of maintenance
- Plumbing system outdated
- Outdated windows
- Partitions in rest rooms need replacing.
- Walk needs repaving. Walking hazard.

AOT District Manager

- District 7
- 802-748-6670
- Lyndon District Garage
- 802-626-5130



White River Junction Visitor Center
100 Railroad Way, White River Junction, Vermont
White River Junction Region

Site Specific Data

Operations:

Hours: 7 days a week 9:00 – 5:00

Highlights:

- The White River Junction Visitor Center was developed to boost the economic development of White River by bringing visitors off the highway to the downtown
- After the visitor center opened, several other projects developed in downtown White River Junction. The NE England Railroad Museum opened its doors in 2000 with the main entrance being through the visitor center.
- **Operations:** This Division has a partnership agreement with the Hartford Area Chamber of Commerce for operations. Hartford Area Chamber of Commerce hires staff members.



Primary Travel Market:

- Downtown White River traffic
- Travelers heading North or South on I-89 or I-93

Current Staff:

- 3 Part time employees

Brochure and display Space:

- Two display cases

Facility Specific Data

Facility Characteristics:

- 2 public entrances
- Town water
- Town sewer
- Oil Heat
- Building shared with Amtrak station

Current Contracts:

- **Lawn Maintenance:** NA
- **Waste Removal:** Casella 802-775-0325
- **Security:** NA
- **Fuel:** Johnson and Dix 802-296-2000

FY2005 Visitor Traffic:

- 20,728

2005 Cost Associations:

- FY 2005 Expenditures: \$39,931
- Cost per operating hour: \$13.67
- Cost per visitor: \$1.92

Amenities:

- Amtrak information center
- Promotional display
- Coffee
- Pay Phones

Communication Systems:

- Telephone 802-281-5050
- Telephone 2 - 802-281-5052
- Fax 802-281-5051
- Intelligent Transportation System Kiosk
- Computer with Internet access
- EMAIL - WRJ.Center@state.vt.us

Security:

- No security at this time.

Employees

- Tom Kibbe
- Marilyn Milham
- David Wilson
- Joi L Purrel
- Susanne Schaefer

Mailing Address

- 100 Railroad Row
White River Jct, VT 05001

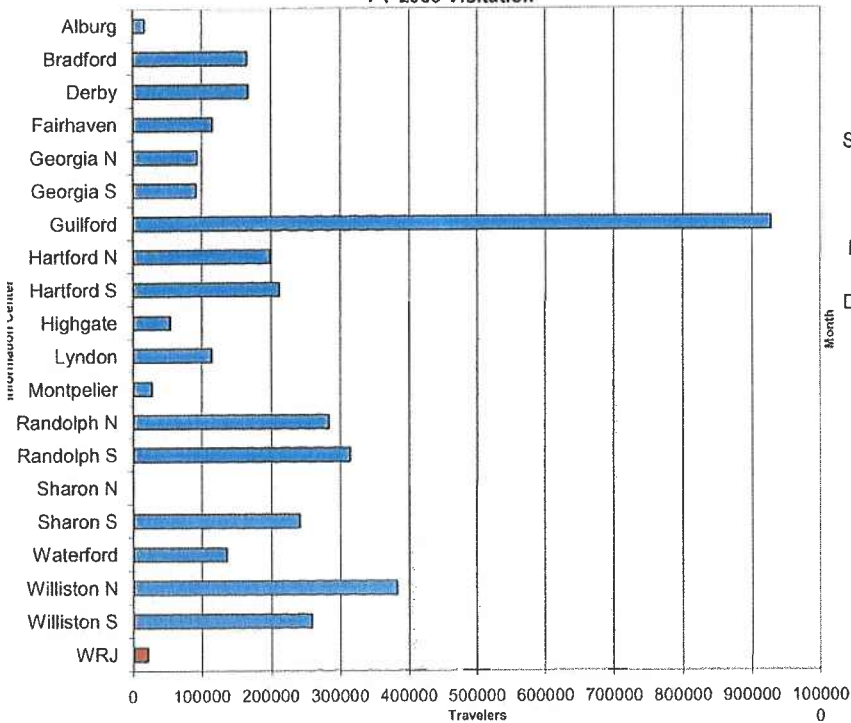
Maintenance District Supervisors

- Dana Cantara
- Pager 250-2977

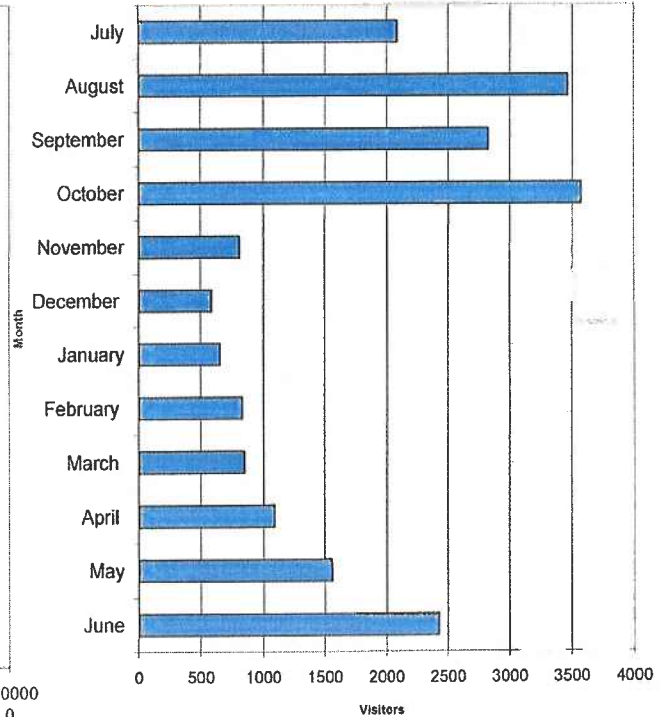
AOT District Manager

- District 4
- 802-295-8888
- White River District Garage
- 802-295-8880

FY 2005 Visitation



White River Junction South Yearly Visitation



**Williston North Information Center
Interstate 89 North, Williston, Vermont
Lake Champlain Region**

Site Specific Data

Constructed: The previous Williston facilities were constructed in the 1960s. The reconstructed Information Centers opened in August 2002

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- **Operations:** This Division has regional partnership agreement with the Lake Champlain Chamber of Commerce for operations.
- The two facilities are our second and third busiest centers.

Primary Travel Market:

- Traffic heading to Chittenden County
- Traffic heading to Burlington and northern destinations

Current Staff:

- 7 full time employees

Brochure and display Space:

- 288 brochure slots
- 1 display case

Facility Specific Data

Facility Characteristics:

- 4,600 Square feet
- 1 Public entrance
- Town water (Williston)
- Sewer system (Williston)
- Oil heat
- Split parking lot (trucks/cars)
- 31 auto parking spaces
- 12 truck parking spaces

Current Contracts:

- **Lawn Maintenance:** Lund Landscape 802-879-7353
- **Electric:** Green Mountain Power 888-835-4672
- **Phone:** Verizon 800-244-3737
- **Waste Removal:** All Cycle Waste 800-639-3083
- **Security:** Signal Engineering 802-223-5700
- **Fuel:** Agway Energy 802-864-9821



FY2005 Visitor Traffic:

- 381,689

2005 Cost Associations:

- FY 2005 Expenditures: \$256,509
- Cost per operating hour: \$43.92
- Cost per visitor: \$.67

Amenities:

- ADA accessible
- Promotional Display Cases
- Picnic area
- Coffee
- Pay Phones

Communication Systems:

- Telephone 802-879-2351
- Fax 802-879-2350
- Intelligent Transportation System Kiosk
- Computer with Internet access
- EMAIL - wmbi89i.center@state.vt.us
- Chamber Phone 802-863-3489 x223

Mailing Address

- 60 Main Street, Suite 100
Burlington, VT 05401-8418

Security:

- Motion sensor system. Security camera system with recording capabilities.

Employees

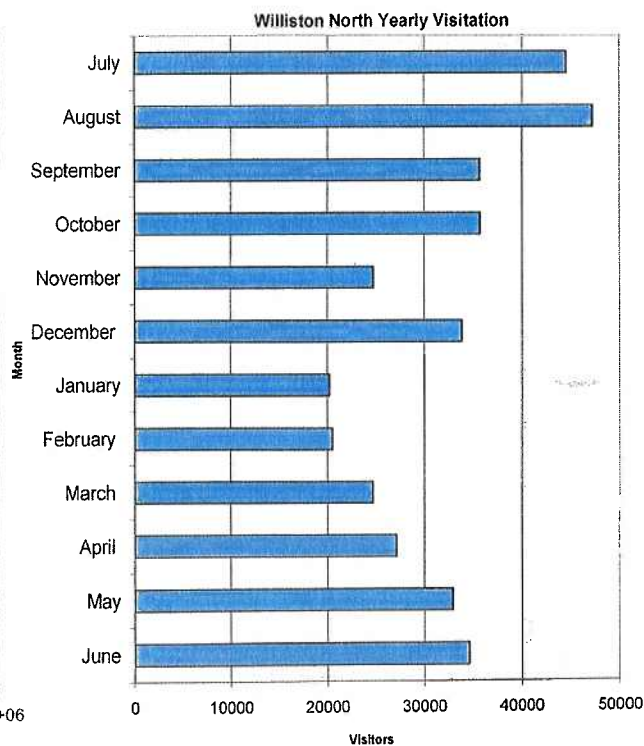
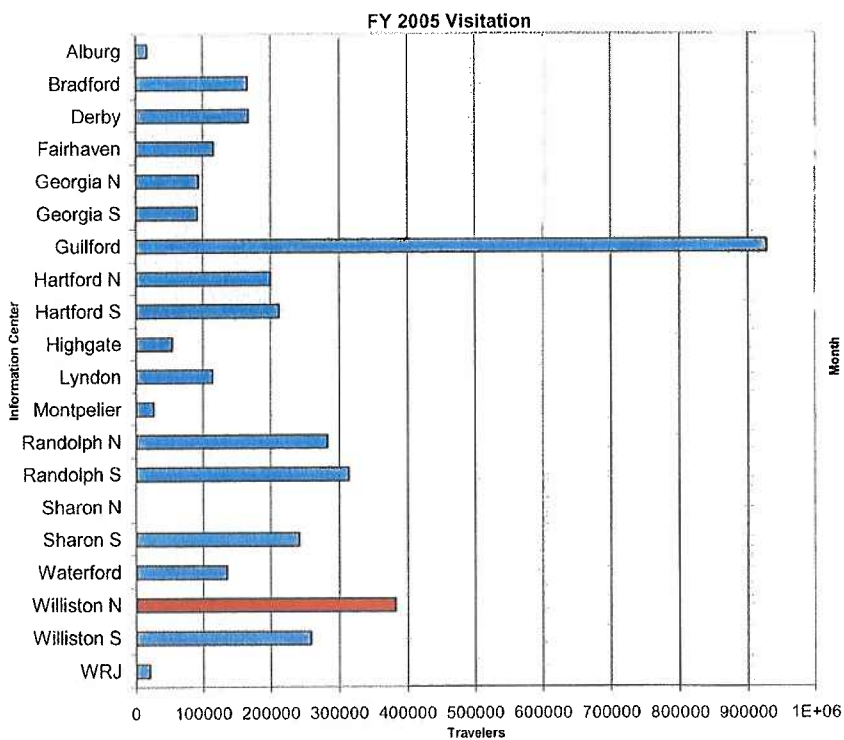
- **Manager** – Bill Ward
- Cell phone – 802-363-4684

Maintenance District Supervisors

- Dave Albright
- PHONE 802-879-2370

AOT District Manager

- District 5
- 802-655-1580
- Chimney Corner District Garage
- 802-893-5205



**Williston South Information Center
Interstate 89 South, Williston, Vermont
Lake Champlain Region**

Site Specific Data

Constructed: The previous Williston facilities were constructed in the 1960s. The reconstructed Information Centers opened in August 2002

Hours: 7:00 a.m. – 11:00p.m. 7 days a week

Highlights:

- **Operations:** This Division has a partnership agreement with the Lake Champlain Chamber of Commerce for operations in the amount of \$226,000. The Lake Champlain Chamber of Commerce hires staff members.
- The two facilities are our second and third busiest centers.

Primary Travel Market:

- Travel heading to Williston
- Travels heading to Central Vermont

Current Staff:

- 7 full time staff

Brochure and display Space:

- 288 brochure slots
- 1 display case

Facility Specific Data

Facility Characteristics:

- 4,600 Square feet
- 1 Public entrance
- Well water
- Sewer system
- Oil heat
- Split parking lot (trucks/cars)
- 31 auto parking spaces
- 12 truck parking spaces

Current Contracts:

- **Lawn Maintenance:** Lund Landscape 802-879-7353
- **Waste Removal:** All Cycle Waste 800-832-2667
- **Electric:** VT Electric Coop Corp. 800-832-2667



FY2005 Visitor Traffic:

- 258,434

2005 Cost Associations:

- FY 2005 Expenditures: \$256,509
- Cost per operating hour: \$43.92
- Cost per visitor: \$.100

Amenities:

- ADA accessible
- Promotional Display Cases
- Picnic area
- Coffee
- Pay Phones

Communication Systems:

- Telephone 802-879-2361
- Fax 802-879-2360
- Inelegant Transportation System
- Computer with Internet access
- EMAIL – wnbi89i.center@state.vt.us
- Chamber Phone 802-863-3489 x225

- **Phone:** Verizon 800-244-3737
- **Security:** Signal Engineering 802-223-5700
- **Fuel:** Agway Energy 802-864-9821

Security:

- Motion sensor system. Security camera system with recording capabilities.

Employees

- **Manager** – Bill Ward
- Cell phone – 802-363-4684

Mailing Address

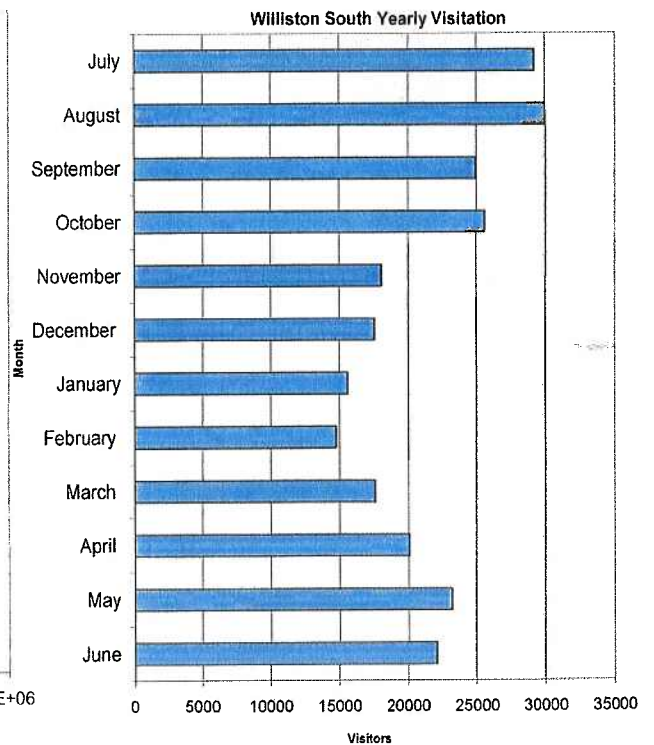
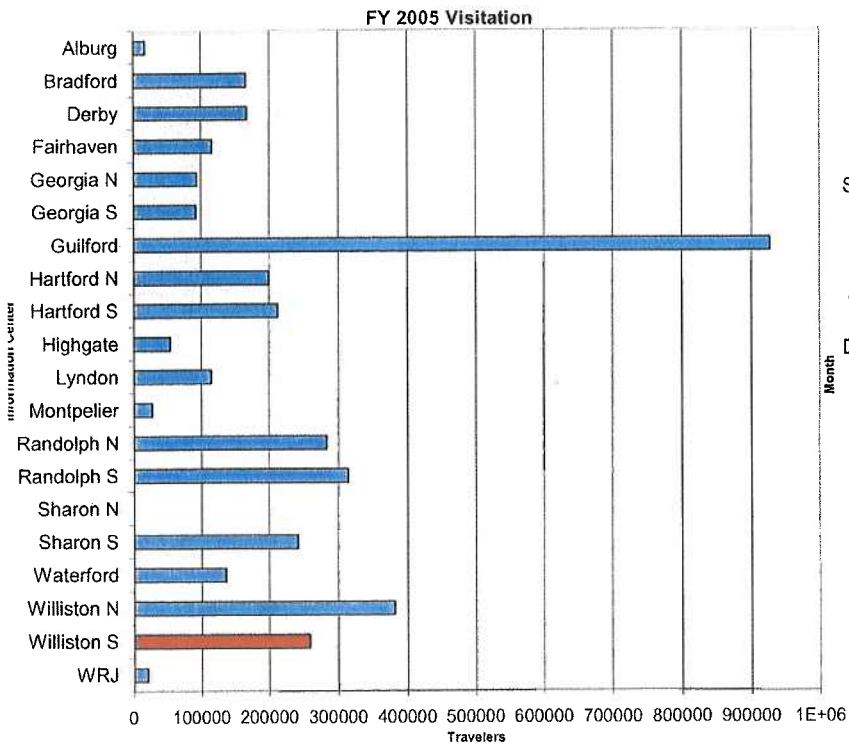
- 60 Main Street, Suite 100
Burlington, VT 05401-8418

Maintenance District Supervisors

- Dave Albright
- PHONE 802-879-2370

AOT District Manager

- District 5
- 802-655-1580
- Chimney Corner District Garage
- 802-893-5205



New Hampshire

**COLEBROOK REST AREA
US 3
COLEBROOK, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Colebrook Rest Area is located on the east side of US 3 approximately 2 miles north of the village. The Rest Area was initially opened in 1970. The building is a wood framed 22'x24' main building with a 10'x18' lounge area, a total of 708 ft² with a full concrete basement. The building currently has bathroom facilities for both men and women, with an ADA compliant bathroom added in 1995.

The 1995 project that added the ADA compliant bathroom also improved the ramps, walks, and parking area.

A 1356 ft² Attendance Area and Interpretive Center was added in 2002. Currently there is a Chamber of Commerce office and meeting room.

FISCAL

- Original Construction Costs: \$33,195 (1971)
- Additions and Alterations: \$58,000 (1996) and \$250,000 (2001)
- Current Valuation:
- Programmed Replacement Costs: Not Programmed

CURRENT OPERATIONS

Hours of Operation:

Mid October to Mid December	Closed
Mid December-Mid April:	Friday-Saturday 8:00 AM – 6:00 PM Sunday 8:00 AM – 4:00 PM
Staffing:	1 employee per shift
Mid April to Mid May:	Closed
Mid May to Mid October:	Mon-Thur 8:00 AM – 6:00 PM Fri-Sun 8:00 AM – 8:00 PM
Staffing:	1 employee per shift

Staffing:

- Currently staffed by 3 temporary employees on a rotating schedule
- Building and grounds maintained by the 102 Patrol Section
- Temporary staffing currently supervised by the 102 Patrol Foreman

Visitors: Annual estimate is unknown

FACILITY ATTRIBUTES

Parking:

- Public - 10 passenger vehicle
2 handicapped designated
3 camper/trailer
- Commercial/Recreational – Utilizes camper/trailer parking as available

Exterior Lighting and Auxiliary Power::

- Number of Poles: 4 post mounted units with adequate coverage and in good condition
- Luminaire Type: HP sodium
- Energy Efficient: No
- Auxiliary Power (size and type): None

Walkway:

Concrete and asphalt in good condition

Restroom Facilities:

- Men – 2 stalls, 2 urinals and 2 sinks
- Women – 3 stalls and 2 sinks
- Handicapped – 1 bathroom
- Exterior – None

Vending:

- Availability: None
- Number and Type: N/A

Picnic Areas:

- 8 tables (1 under a canopy)
- Number of Handicapped: 1

Handicapped Accessibility Issues:

- None. Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Septic System.
- Water Supply: Drilled and hand dug wells. A drilled well provides water for drinking and washing
- HVAC: Oil fired hot water. No air conditioning.

FUTURE NEEDS

Functional

- A new drilled well capable of providing all water supply requirements.

Other

- There has been interest to provide year round operations, since this facility is shared with the Chamber of Commerce.

**LITTLETON REST AREA
I-93 AT EXIT 44
LITTLETON, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Littleton Rest Area is located on NH 18 at the EXIT 44 interchange. The rest area was initially open in 1988 as part of the completion of I-93 to the Vermont border. The building is a wood framed single floor facility with a full basement. It has 1822 sq. feet of space.

There have not been any additions, renovations or configuration changes to the building since the original construction.

The facility also has a room used by the Littleton Chamber of Commerce

FISCAL

- Original Construction Costs: \$280,000 (1988)
- Additions and Alterations: None
- Current Valuation:
- Programmed Replacement Costs: Not Programmed

CURRENT OPERATIONS

Hours of Operation:

Year round 8:00 AM to 8:00 PM

Staffing: 1 employee per shift

Staffing:

- Currently staffed by 2 temporary and 2 permanent employees on a rotating schedule
- Building and grounds maintained by the 125 Patrol Section
- Staffing currently supervised by the 125 Patrol Foreman

Visitors: Annual estimate is unknown

FACILITY ATTRIBUTES

Parking:

- Public - 44 passenger vehicle
4 handicapped designated
- Commercial/Recreational – 10 parking as available for joint usage

Exterior Lighting and Auxiliary Power:

- Number of Poles: 14 post mounted units with adequate coverage and in good condition
- Luminaire Type: HP sodium
- Energy Efficient: No

- Auxiliary Power (size and type): None

Walkway:

Asphalt in generally good condition, with some cracking

Restroom Facilities:

- Men – 3 stalls, 4 urinals and 4 sinks
- Women – 7 stalls and 4 sinks
- Handicapped – 1 bathroom
- Exterior – None

Vending:

- Availability: None.
- Number and Type: NH Lottery Ticket Machine in the lobby

Picnic Areas:

- 6 tables (2 under a canopy)
- Number of handicapped:

Handicapped Accessibility Issues:

None. Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Septic system
- Water Supply: Drilled well. District 1 has recently upgraded the water treatment system to resolve staining and odor concerns.
- HVAC: Oil fired hot water, no air conditioning

FUTURE NEEDS

Functional

- Roof repairs and/or replacement
- Repair of cracks in the sidewalks
- Replace the smoke detectors
- Replace the hand dryers in the ladies room
- Add outdoor drinking fountains
- New formica wall tile in the utility room
- Redo the grout and seal on the tile floors
- New exterior paint

Other

- This facility receives many favorable comments from the general public on the cleanliness and appearance.

**SHELBURNE REST AREA
US 2
SHELBURNE, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Shelburne Rest Area is located on US 2 east of Shelburne Village near the Maine border. The rest area was initially open in 1968. The building is a wood framed single floor facility with a full basement under the main building. The main building is 22' x 24' with a 10' x 18' lounge. It has a total of 708 square feet of space.

A 1995 project improved ramps, walks, parking and added the 10' x 18' lounge addition on a slab to accommodate a handicap compliant washroom in the original lounge area.

FISCAL

- Original Construction Costs: \$40,985 (1968)
- Additions and Alterations: \$58,000 (1995)
- Current Valuation:
- Programmed Replacement Costs: Currently in Public Works design stage.

CURRENT OPERATIONS

Hours of Operation:

Year round

9:00 AM to 8:00 PM Monday thru Thursday

9:00 AM to 9:00 PM Friday thru Sunday

Staffing: 1 employee per shift

Staffing:

- Currently staffed by 4 temporary employees on a rotating schedule
- Building and grounds maintained by the 109 Patrol Section
- Staffing currently supervised by the 109 Patrol Foreman

Visitors: June=6,200; July=7,800; August=10,900

FACILITY ATTRIBUTES

Parking:

- Public - 16 passenger vehicle
2 camper/trailer
2 handicapped designated
- Commercial – Utilizes camper/trailer parking as available

Exterior Lighting and Auxiliary Power:

- Number of Poles: 4 decorative post mounted units that require replacement
- Luminaire Type: HP sodium
- Energy Efficient: No
- Auxiliary Power (size and type): N/A

Walkway:

Concrete and asphalt in generally good condition

Restroom Facilities:

- Men – 2 stalls, 2 urinals and 2 sinks
- Women – 3 stalls and 2 sinks
- Handicapped – 1 bathroom
- Exterior – None

Vending:

- Availability: None
- Number and Type: N/A

Picnic Areas:

- 8 tables (2 under a canopy)

Handicapped Accessibility Issues:

- None. Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Existing septic system can no longer meet the usage requirements. It is pumped every 3 weeks
- Water Supply: Drilled well. Well water is high in natural florides.
- HCAV: Oil fired hot water, no air conditioning

FUTURE NEEDS

Functional

- Replace the septic system
- Increase the capacity of the rest rooms
- Add an interior stairway to the basement
- Have at least 1 full time employee

Other

**LEBANON REST AREA and WELCOME CENTER
I-89 SOUTHBOUND
LEBANON, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Lebanon Rest Area and Welcome Center is located on I-89 Southbound between EXIT 18 and 19. The rest area was initially opened in 1966. The building is a wood single floor facility 30' x 38' with a full foundation. It has approximately 1440 sq. feet of space.

The facility received renovations in 1996 for ADA compliance.

FISCAL

- Original Construction Costs: \$51,227 (1966)
- Additions and Alterations: \$27,713 (1996)
- Current Valuation:
- Programmed Replacement Costs:

CURRENT OPERATIONS

Hours of Operation:

Open year round

Monday thru Friday: 7:00 AM to 7:30 PM

Saturday and Sunday: 7:00 AM to 10:30 PM

Staffing: 1 employee per shift, occasionally 2 during peak periods

Staffing:

- Currently staffed by 2 permanent and 1 temporary employee on a rotating schedule
- Building and grounds maintained by the 207 Patrol Section
- Staffing currently supervised by the 207 Patrol Foreman

Visitors: Annual estimate is unknown

FACILITY ATTRIBUTES

Parking:

- Public - 48 passenger vehicle
 _ handicapped designated in two lots
- Commercial/Recreational: 8 with additional parking at the weigh station

Exterior Lighting and Auxiliary Power:

- Number of Poles: Currently being upgraded
- Luminaire Type;
- Energy Efficient:

- Auxiliary Power (size and type):

Walkway:

Asphalt in generally average condition and handicapped accessible

Restroom Facilities:

- Men –2 stalls, 2 urinals and 2 sinks
- Women – 4 stalls and 3 sinks
- Handicapped; HC toilet and sink in each restroom
- Exterior: None

Vending:

- Availability: Yes, separate building
- Number and Type:

Picnic Areas:

- 14 tables
- Number of Handicapped:

Handicapped Accessibility Issues:

- None. Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Septic system
- Water supply: Drilled well. Pipes should be changed from galvanized steel to either copper or plastic.
- HVAC:

FUTURE NEEDS

Functional

- Enlarge the building and increase the bathroom size
- Upgrade staff work area
- Upgrade emergency power supply
- Add a third permanent position

Other

**RUMNEY REST AREA
NH 25
RUMNEY, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Rumney Rest Area is located on NH 25 west of the village area. The rest area was initially opened in 1966 and replaced in 1987. The current building is a wood single floor facility 36' x 26' with a full foundation. It has approximately 940 sq. feet of space.

The facility has not received any major renovations since 1987.

FISCAL

- Original Construction Costs: \$90,000
- Additions and Alterations: None
- Current Valuation:
- Programmed Replacement Costs: Not Programmed

CURRENT OPERATIONS

Hours of Operation:

Open Memorial Day to Thanksgiving
Monday thru Sunday: 8:00 AM to 8:00 PM

Staffing: 1 employee per shift

Staffing:

- Currently staffed by 3 temporary employee on a rotating schedule
- Building and grounds maintained by the 203 Patrol Section
- Staffing currently supervised by the 203 Patrol Foreman

Visitors: Annual estimate of visitors is unknown

FACILITY ATTRIBUTES

Parking:

- Public - 20 passenger vehicle (2 handicapped designated)
- Commercial/Recreational: No commercial truck spaces designated

Exterior Lighting and Auxiliary Power:

- Number of Poles:
- Luminaire Type:
- Energy Efficient;
- Auxiliary Power (size and type)

Walkway:

Concrete in generally good condition and handicapped accessible

Restroom Facilities:

- Men –2 stalls, 2 urinals and 3 sinks, 1 HC toilet and sink
- Women – 3 stalls and 3 sinks, 1 HC toilet and sink
- Handicapped: HC toilet and sink in each restroom
- Exterior: 4

Vending:

- Availability: None
- Number and Type: N/A

Picnic Areas:

- 20 tables, 1 handicapped
- Handicapped: 1

Handicapped Accessibility Issues:

None. Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Septic system
- Water Supply: Drilled well
- HVAC: No air conditioning

FUTURE NEEDS

Functional

- Replace the payphone
- Add air conditioning
- Add vending machines
- Enlarge parking lot, especially for winter snow machine trailer parking
- Expand to year round operation by adding 2 permanent positions

Other

**SPRINGFIELD REST AREA
I-89 NORTHBOUND
SPRINGFIELD, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Springfield Rest Area is located on I-89 Northbound between EXIT 12 and 13. The rest area was initially opened in 1969 and demolished in 2001 for the construction of a new facility. The building is a wood single floor facility 63' x 104' with a full foundation. It has approximately 6550 sq. feet of space.

FISCAL

- Original Construction Costs: \$2,005,000 (2002)
- Additions and Alterations: Replaced in 2002
- Current Valuation:
- Programmed Replacement Costs: Not programmed

CURRENT OPERATIONS

Hours of Operation:

Open year round

Monday thru Friday: 7:00 AM to 7:30 PM

Saturday and Sunday: 7:00 AM to 10:30 PM

Staffing: 1 employee per shift

Staffing:

- Currently staffed by 2 permanent and 1 temporary employee on a rotating schedule
- Building and grounds maintained by the 213 Patrol Section
- Staffing currently supervised by the 213 Patrol Foreman

Visitors: Annual estimate of visitors is unknown

FACILITY ATTRIBUTES

Parking:

- Public - 55 passenger vehicle
 _ handicapped designated in two lots
- Commercial/Recreational: 10 commercial trucks

Exterior Lighting and Auxiliary Power:

- Number of Poles;
- Luminaire Type;
- Energy Efficient;
- Auxiliary Power (size and type):

Walkway:

Asphalt in good condition and handicapped accessible

Restroom Facilities:

- Men – 5 stalls, 3 urinals and 3 sinks
- Women – 6 stalls and 5 sinks
- Handicapped – 1 toilet and sink in each restroom
- Spare bathroom with 2 stalls and 2 sinks, 1 a HC toilet

Vending:

- Availability: Yes
- Number and Type:

Picnic Areas:

- 6 tables, 5 with grates
- Number of handicapped: 1

Handicapped Accessibility Issues:

- None. Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal; Septic system
- Water Supply; Drilled well
- HVAC:

FUTURE NEEDS

Functional

- Add heated sidewalks at the main entrance to melt snow falling off the roof
- Add a third permanent position to maintain 16 hour coverage

Other

- Cover rock slope with loam and plantings to improve appearance

**NORTH CONWAY REST AREA
NH 16
NORTH CONWAY, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The North Conway Rest Area, also referred to as the Intervale Scenic Overlook, is located on the west side of NH 16 just south of the Bartlett town line. The Rest Area was initially opened in 1967. The building is a wood framed 29'x37' 2 story main building with 328 sq. ft. on the parking area level and 1472 sq. ft. on the lower level, a total of 1800 sq. ft.. The building currently has bathroom facilities for both men and women, with an ADA compliant bathroom added in 1995.

There have been no major upgrades to the facility. A dog walk was added in 1996.

The facility will be closed for 2006 to remove and reconstruct the facility under project number 13193-C. The new facility will be 53'x100' with 840 sq. ft. on the parking area level and 5152 sq. ft. on the lower level.

FISCAL

- Original Construction Costs: \$58,409
- Additions and Alterations: \$68,000 (1995 ADA Compliance)
- Current Valuation: \$315,000 (Town of Conway)
- Programmed Replacement Costs: Estimated replacement cost in 2006 is \$ 2,600,000

CURRENT OPERATIONS

Hours of Operation:

Summer: Friday-Sunday 7:00 AM – 10:30 PM
 Monday-Thursday 8:00 AM – 8:00 PM
Staffing: 1 employee per shift

Winter: Monday-Sunday 10:00 AM – 6:00 PM

Staffing:

- Currently staffed by 2 permanent and 1 temporary employees on a rotating schedule
- Building and grounds maintained by the 301 Patrol Section
- Temporary staffing currently supervised by the 301 Patrol Foreman

Visitors: Annual estimate of 120,000

FACILITY ATTRIBUTES

Parking:

- Public - 36 passenger vehicle
2 handicapped designated
- Commercial/Recreational: 4

Exterior Lighting and Auxiliary power:

- Number of Poles 7;
- Luminaire Type: Mercury (7 to 11 kw)
- Energy Efficient: No
- Auxiliary Power (size and type): None

Walkway:

Concrete and handicapped accessible

Restroom Facilities:

- Men – 2 stalls, 2 urinals and 2 sinks
- Women – 3 stalls and 2 sinks
- Handicapped – 1 bathroom each for men and women on the parking lot level
- Exterior – None

Vending:

- Availability: None
- Number and Type; N/A

Picnic Areas:

- 3 tables,
- 1 handicapped accessible

Handicapped Accessibility Issues:

- None. Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Septic system
- Water Supply: Municipal
- HVAC: No air conditioning. Forced hot water baseboard. New facility to have radiant floor heat.

FUTURE NEEDS

Functional

- The facility will be reconstructed in 2006.
- New facility will contain the following upgrades

Restroom Facilities:

Men – 4 stalls, 4 urinals and 4 sinks, 1 HC toilet
Women – 10 stalls and 4 sinks, 1 HC toilet

Handicapped – 1 bathroom each for men and women on the parking lot level

Other

SANBORNTON REST AREA
NH 16
SANBORNTON, NEW HAMPSHIRE

DRAFT

HISTORICAL

The Sanbornton Rest Area is located on I-93 southbound 1 mile south of EXIT 22. The Rest Area was initially opened in 1965. The building was a wood framed 26'x32' 1 story main building on a slab with 832 sq. ft. The building was enlarged in 1984 to a 26'x60' structure still on a slab.

A dog walk was added in 1993.

FISCAL

- Original Construction Costs: Unknown
- Additions and Alterations: \$234,444 (1984)
- Current Valuation: \$125,000 (Town of Sanbornton)
- Programmed Replacement Costs: Not Programmed

CURRENT OPERATIONS

Hours of Operation:

Year round: 7:00 AM – 10:30 PM

Staffing:

- Currently staffed by 2 permanent employees on a rotating schedule with 1 employee per shift
- Building and grounds maintained by the 324 Patrol Section
- Temporary staffing currently supervised by the 324 Patrol Foreman

Visitors: Annual estimate of 74,000

FACILITY ATTRIBUTES

Parking:

- Public - 44 passenger vehicle
3 handicapped designated
- Commercial/Recreational: 10

Exterior Lighting and Auxiliary Power:

- Number of Poles: 12
- Luminaire Type: Mercury
- Energy Efficient: No
- Auxiliary Power (size and type): None. Needs a 25kw

Walkway:

Handicapped accessible

Restroom Facilities:

- Men – 1 stalls, 4 urinals, 1 HC toilet and 3 sinks
- Women – 5 stalls and 3 sinks and 1 HC toilet
- Handicapped – 1 bathroom each for men and women on the parking lot level
- Exterior – 2 portable

Vending:

- Availability: Yes
- Number and Type: 1 drink and 1 snack located inside

Picnic Areas:

- 4 tables
- Handicapped: 0

Handicapped Accessibility Issues:

- None. Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Septic system
- Water Supply: Drilled well
- HVAC: Air to air heat exchanger

FUTURE NEEDS

Functional

- A full basement would have provided better storage and maintenance for the septic system.
- Auxiliary generator is deficient and inside
- The facility should have a third rest room to use during cleaning periods
- Needs a new septic system

Other

**ANTRIM REST AREA
NH 9
ANTRIM, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Antrim Rest Area is located on NH 9 west of the village area. The rest area was initially opened in 1966 and replaced in 1987. The current building is a wood single floor facility 36' x 26' with a full foundation. It has approximately 940 sq. feet of space.

The facility has not received any major renovations since 1987.

The facility replacement is currently under design in the capital budget. It is included as part of the Chesterfield Rest Area and Welcome Center project. The design is anticipated to be ready within 2 years. No construction date has been set.

FISCAL

- Original Construction Costs: \$48,000 (1966)
- Additions and Alterations: Unknown
- Current Valuation:
- Programmed Replacement Costs: Unknown

CURRENT OPERATIONS

Hours of Operation:

Open Memorial Day to Columbus Day Weekend
Monday and Tuesday: 8:00 AM to 9:00 PM
Wednesday and Thursday: 8:00 AM to 8:00 PM
Friday: 7:00 AM to 9:00 PM
Saturday and Sunday: 8:00 AM to 8:00 PM

Staffing: 1 employee per shift

Staffing:

- Currently staffed by 3 temporary employee on a rotating schedule
- Building and grounds maintained by the 404 Patrol Section
- Staffing currently supervised by the 404 Patrol Foreman

Visitors: Annual estimate of visitors is 12,000

FACILITY ATTRIBUTES

Parking:

- Public - 20 passenger vehicle
2 handicapped designated
- Commercial/Recreational: 3

Exterior Lighting and Auxiliary Power:

Number of Posts; 3 in good condition

Walkway:

Asphalt in generally good condition and handicapped accessible

Restroom Facilities:

- Men –2 stalls, 2 urinals and sinks
- Women – 3 stalls and 3 sinks
- Handicapped: 1 bathroom with toilet and sink
- Exterior: None

Vending:

- Availability: None
- Number and Type: N/A

Picnic Areas:

- 4 tables
- Number of Handicapped: 1

Handicapped Accessibility Issues:

None. Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Septic system
- Water Supply: Drilled well
- HVAC:

FUTURE NEEDS

Functional

- Replace the septic system
- Replace the well
- Facility scheduled for replacement

Other

**CANTERBURY REST AREA
I-93 NORTHBOUND
CANTERBURY, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Canterbury Rest Area is located on I-93 Northbound between EXIT 18 and 19. The Rest Area was initially opened in 1966. The building is a wood framed 1 story structure of approximately 1500 ft² with a full concrete basement. The building currently has bathroom facilities for both men and women, that meet minimum ADA standards.

There have been building renovations in 1982 and 1983 that included a building to house the heating oil tank. A 14' x 20' vending building was added in 1996.

FISCAL

- Original Construction Costs: \$50,323 (1966)
- Additions and Alterations: Unknown
- Current Valuation:
- Programmed Replacement Costs: Not Programmed

CURRENT OPERATIONS

Hours of Operation:

Open year round

Tuesday thru Thursday: 7:00 AM – 11:00 PM

Friday: 7:00 AM – 12:00 PM (midnight)

Saturday and Sunday: Open 24 hours

Monday: 12:00 AM to 11:00 PM

Staffing: 1 employee per shift

Staffing:

- Currently staffed by 3 full time and 8 temporary employees on a rotating schedule
- Building and grounds maintained by the 525 Patrol Section
- Staffing currently supervised by the 525 Patrol Foreman

Visitors: Annual estimate of visitors is unknown

FACILITY ATTRIBUTES

Parking:

- Public - 36 passenger vehicle
 __ handicapped designated
- Commercial/Recreational: 15

Exterior Lighting and Auxiliary Power:

- Number of Posts: 14 post mounted units with adequate coverage and in good condition
- Luminaire Type:
- Energy Efficient:
- Auxiliary Power (size and type):

Walkway:

Concrete and asphalt in good condition

Restroom Facilities:

- Men – 3 stalls, 6 urinals and 5 sinks, 1 HC stall and sink
- Women – 10 stalls and 5 sinks, 1 HC stall and sink
- Handicapped – 1 bathroom plus 1 toilet and sink in each restroom
- Exterior – None

Vending:

- Availability: Yes, exterior
- Number and Type:

Picnic Areas:

- 16 tables
- Number of Handicapped:

Handicapped Accessibility Issues:

- Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Septic system
- Water Supply; Drilled well. New water filter system installed in 2005
- HVAC:

FUTURE NEEDS

Functional

- Building needs to be enlarged or replaced
- Upgrade the septic system
- Third bathroom needed to facilitate cleaning
- Enlarge staff work area
- Install automatic doors
- Change hours of operation
 1. Consider reducing the hours on the second and third shifts
 2. Staff 1st and 2nd shifts on weekends with 2 people and eliminate the 3rd shift
 3. As a minimum eliminate the 3rd shift at 11:00 PM Sunday to 7:00 AM Monday

Other

- Increase brochure storage area
- Upgrade landscaping

**EPSOM REST AREA
US 4
EPSOM, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Epsom Rest Area is located on US 4-202 and NH 9 approximately 2 miles east of Epsom village. The Rest Area was initially opened in 1966. The building is a 1 story wood framed structure of approximately 880 ft² with a partial concrete basement. The building currently has bathroom facilities for both men and women, that meet minimum ADA standards. There are exterior portable facilities avail year round when the facility not open.

There have been no major building renovations, with the exception of septic system upgrades in 1990 and ADA compliance additions in 1995.

FISCAL

- Original Construction Costs: \$47,600 (1966)
- Additions and Alterations: \$52,000 (1995)
- Current Valuation:
- Programmed Replacement Costs: Not Programmed

CURRENT OPERATIONS

Hours of Operation:

Six months per year (Memorial Day to Columbus Day)

Monday thru Thursday: 10:00 AM – 6:00 PM

Friday thru Sunday: 7:00 AM – 11:00 PM

Staffing: 1 employee per shift

Staffing:

- Currently staffed by 2 temporary employees on a rotating schedule
- Building and grounds maintained by the 503 Patrol Section
- Staffing currently supervised by the 503 Patrol Foreman

Visitors: Annual estimate of 45,000

FACILITY ATTRIBUTES

Parking:

- Public - 20 passenger vehicle
 __ handicapped designated
- Commercial/Recreational: No defined spaces for commercial and recreational vehicle

Exterior Lighting and Auxiliary Power:

- Number of Posts: 3 post mounted units with adequate coverage and in good condition

Walkway:

Concrete and asphalt in good condition

Restroom Facilities:

- Men – 2 stalls, 2 urinals and 3 sinks, 1 HC stall and sink
- Women – 4 stalls and 3 sinks, 1 HC stall and sink
- Handicapped – 1 spare bathroom with toilet and sink
- Exterior – 2 Portable

Vending:

- Availability: None
- Number and Type: N/A

Picnic Areas:

- 4 tables
- Number of Handicapped:

Handicapped Accessibility Issues:

- Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Septic system
- Water Supply: Drilled well
- HVAC:

FUTURE NEEDS

Functional

- No telephone service, only a pay phone
- Energy efficient heating system could be installed
- Upgrade exterior lighting
- Change hours of operation
 1. Consider being open from 7:00 AM to 11:00 PM on Motorcycle Weekend
 2. Consider being open from 7:00 AM to 11:00 PM on Holiday weekends when the facility is open

Other

**SALEM REST AREA and WELCOME CENTER
I-93 NORTHBOUND
SALEM, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Salem Rest Area and Welcome Center is located on I-93 Northbound just north of the Massachusetts State Line. The rest area was initially opened in 1994. The building is a wood framed single floor facility with a partial foundation. It has approximately 5500 sq. feet of space.

The rest area serves as a Welcome Center.

FISCAL

- Original Construction Costs: \$702,768
- Additions and Alterations: None
- Current Valuation:
- Programmed Replacement Costs: Not Programmed

CURRENT OPERATIONS

Hours of Operation:

Open year round 24 hours per day

Staffing: 1 employee per shift, occasionally 2 during peak periods

Staffing:

- Currently staffed by 5 permanent, 8 temporary employees and 4 volunteers on a rotating schedule
- Building and grounds maintained by the 514 Patrol Section
- Staffing currently supervised by the 514 Patrol Foreman

Visitors: Annual estimate of 562,000 (from Granite State Ambassadors)

FACILITY ATTRIBUTES

Parking:

- Public - 179 passenger vehicle
handicapped designated) in two lots
- Commercial/Recreational: 32 commercial truck (separate truck parking area)

Exterior Lighting and Auxiliary Power:

- Number of Posts: 21 post mounted with adequate coverage and in good condition
- Luminaire Type:
- Energy Efficient:
- Auxiliary Power (size and type)

Walkway:

Asphalt in generally good condition and handicapped accessible

Restroom Facilities:

- Men –6 stalls, 6 urinals and 8 sinks
- Women – 12 stalls and 8 sinks
- Spare bathroom with 6 stalls, 4 sinks, 1 HC toilet and sink
- Handicapped – 1 toilet and sink in each restroom

Vending:

- Availability: Yes, in a 20' x 20' building
- Number and Type:

Picnic Areas:

- 26 tables
- Number of Handicapped:

Handicapped Accessibility Issues:

Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Septic system
- Water Supply: Drilled well
- HVAC:

FUTURE NEEDS

Functional

- Upgrade staff and State Police work areas
- Add automatic doors to the entrance
- Upgrade HVAC system
- Upgrade water supply pipes
- Roof repairs

Other

- Exterior painting

**SUTTON REST AREA
I-89 SOUTHBOUND
SUTTON, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Sutton Rest Area is located on I-89 Southbound about 4 miles south of EXIT 10. The rest area was initially opened in 1973. The building is a wood single floor facility with a full foundation. It has approximately 1440 sq. feet of space.

A vending machine building was constructed in 2002.

FISCAL

- Original Construction Costs: \$178,879 (1973)
- Additions and Alterations: Unknown
- Current Valuation:
- Programmed Replacement Costs: Not Programmed

CURRENT OPERATIONS

Hours of Operation:

Open year round

Tuesday thru Thursday: 7:00 AM to 11:00 PM

Friday: 7:00 AM to 12:00 AM (Midnight)

Saturday and Sunday: 24 hours

Monday: 12:01 AM to 11:00 PM

Staffing: 1 employee per shift, occasionally 2 during peak periods

Staffing:

- Currently staffed by 3 permanent and 4 temporary employees on a rotating schedule
- Building and grounds maintained by the 501 Patrol Section
- Staffing currently supervised by the 501 Patrol Foreman

Visitors: Annual estimate of 272,000 (from Granite State Ambassadors)

FACILITY ATTRIBUTES

Parking:

- Public - 60 passenger vehicle
 __handicapped designated in two lots
- Commercial/Recreational: 16 separate truck parking area

Exterior Lighting and Auxiliary Power:

- Number of Posts: 8 post mounted with adequate coverage and in good condition

- Luminaire Type:
- Energy Efficient:
- Auxiliary Power (size and type):

Walkway:

Asphalt in generally good condition and handicapped accessible

Restroom Facilities:

- Men –3 stalls, 3 urinals and 3 sinks
- Women – 6 stalls and 3 sinks
- Handicapped: 1 toilet and sink in each rest room
- Exterior: None

Vending:

- Availability: Yes, in a 14' x 20' building
- Number and Type:

Picnic Areas:

- 10 tables
- Number of Handicapped:

Handicapped Accessibility Issues:

- Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Septic system
- Water Supply: Drilled Well
- HVAC:

FUTURE NEEDS

Functional

- Add a 3rd bathroom for use during cleaning of the others
- Add automatic doors to entrance and rest rooms
- Upgrade staff work area
- Upgrade HVAC system
- Will be closed during the Summer of 2006 for the I-89 ledge removal project
- Consider changes to hours of operations
 1. Reduce the hours of operation on the 2nd and 3rd shifts
 2. Staff the weekend shifts with 2 personnel and eliminate the 3rd shift

Other

HOOKSETT REST AREA I-93 NORTHBOUND HOOKSETT, NEW HAMPSHIRE

DRAFT

HISTORICAL

The Hooksett Rest Area is located on I-93 Northbound just north of the Hooksett Toll Plaza. The rest area was initially opened in December 1979. This facility is owned, operated and funded by the Bureau of Turnpikes. It is collocated with the N.H. Liquor Commission store. The building is a wood framed single floor facility on a slab. It has 1600 sq. feet of space.

There have been no renovations or upgrades to the facility since it was opened.

FISCAL

- Original Construction Costs: \$277,394 (1979)
- Additions and Alterations: None
- Current Valuation: Unknown
- Programmed Replacement Costs: In the 10 Year Plan for 2014 to reconstruct the building and improve commercial parking (Federal Aid)

CURRENT OPERATIONS

Hours of Operation:

Year round Open 24 hours per day

Staffing: 1 employee per shift, occasionally 2 during peak periods

Staffing:

- Currently staffed by 6 permanent and 2 temporary employees on a rotating schedule
- Building and grounds maintained by the 825 Patrol Section
- Staffing currently supervised by the 825 Patrol Foreman

Visitors: Annual estimate of 1,180,000 (from Granite State Ambassadors)

FACILITY ATTRIBUTES

Parking:

- Public – 200 + passenger vehicle (shared with the Liquor store)
6 handicapped designated)
- Commercial/Recreational: 3 by original layout

Exterior Lighting and Auxiliary Power:

- Number of Poles: 13
- Luminaire Type: High Pressure Sodium
- Energy Efficient: Yes

- Auxiliary Power (size and type): None

Walkway:

Meets minimum handicapped accessible requirements

Restroom Facilities:

- Men –3 stalls, 5 urinals and 3 sinks
- Women – 10 stalls and 4 sinks
- Handicapped – 1 stall and sink in each restroom
- Exterior: None

Vending:

- Availability: Yes, refurbished in 2001 with 625 square feet
- Number and Type: 6 food, 10 beverage

Picnic Areas:

- None
- Number of Handicapped: N/A

Handicapped Accessibility Issues:

Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal; Municipal
- Water Supply: Municipal
- HVAC: oil heat, portable air conditioning

FUTURE NEEDS

Functional

- Not enough rest room facilities
- Increased parking spaces for cars, trucks and buses
- Emergency access direct to NH 3A
- Major New Hampshire events overwhelm the rest area

Other

HOOKSETT REST AREA I-93 SOUTHBOUND HOOKSETT, NEW HAMPSHIRE

DRAFT

HISTORICAL

The Hooksett Rest Area is located on I-93 Southbound just north of the Hooksett Toll Plaza. The rest area was initially opened in December 1979. This facility is owned, operated and funded by the Bureau of Turnpikes. It is collocated with the N.H. Liquor Commission store. The building is a wood framed single floor facility on a slab. It has 1600 sq. feet of space.

There have been no renovations or upgrades to the facility since it was opened.

FISCAL

- Original Construction Costs: \$277,394 (1979)
- Additions and Alterations: None
- Current Valuation: Unknown
- Programmed Replacement Costs: In the 10 Year Plan for 2014 to reconstruct the building and improve commercial parking (Federal Aid)

CURRENT OPERATIONS

Hours of Operation:

Year round Open 24 hours per day
Staffing: 1 employee per shift, occasionally 2 during peak periods

Staffing:

- Currently staffed by 3 permanent and 5 temporary employees on a rotating schedule
- Building and grounds maintained by the 825 Patrol Section
- Staffing currently supervised by the 825 Patrol Foreman

Visitors: Annual estimate of 1,550,000 (from Granite State Ambassadors)

FACILITY ATTRIBUTES

Parking:

- Public – 200 + passenger vehicle (shared with the Liquor Commission)
6 handicapped designated
- Commercial/Recreational: 3 by original layout

Exterior Lighting and Auxiliary Power:

- Number of Poles: 13
- Luminaire Type: High Pressure Sodium
- Energy Efficient: Yes

01/17/06

- Auxiliary Power (size and type): None

Walkway:

Meets minimum handicapped accessible requirements

Restroom Facilities:

- Men – 3 stalls, 5 urinals and 3 sinks
- Women – 10 stalls and 4 sinks
- Handicapped – 1 stall and sink in each restroom
- Exterior: None

Vending:

- Availability: Yes, new in 2001 with 625 square feet
- Number and Type: 6 food, 10 beverage

Picnic Areas:

- None
- Number of Handicapped: N/A

Handicapped Accessibility Issues:

Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Municipal
- Water System: Municipal
- HVAC: oil heat, portable Air conditioning

FUTURE NEEDS

Functional

- Not enough rest room facilities
- Increased parking spaces for cars, trucks and buses
- Major New Hampshire events overwhelm the rest area

Other

**NASHUA REST AREA and WELCOME CENTER
F. E. EVERETT TURNPIKE and US 3 AT EXIT 6
NASHUA, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Nashua Rest Area and Welcome Center is located on the F. E. Everett Turnpike (US 3) at the EXIT 6 interchange. The rest area was initially open in December 2001. The building is a wood framed single floor facility on a slab. It has 4000 sq. feet of space. The initial cost was \$2.8 million for the land and \$2.2 million for the building and site work.

There have not been any additions, renovations or configuration changes to the building since the original construction.

There is no direct access from the Turnpike. Visitors must access the site from Broad Street

The rest area serves as a Welcome Center, E-Z Pass Customer Service Center and has an Arts Council Exhibit and public meeting space. The Welcome Center is funded by the Bureau of Turnpikes.

FISCAL

- Original Construction Costs: \$5,000,000
- Additions and Alterations: None
- Current Valuation: Unknown
- Programmed Replacement Costs: Not Programmed

CURRENT OPERATIONS

Hours of Operation:

Year round Open 24 hours per day

Staffing: 1 employee per shift, occasionally 2 during peak periods

Staffing:

- Currently staffed by 16 +/- temporary employees on a rotating schedule
- Building and grounds maintained by the 815 Patrol Section
- Staffing currently supervised by the 815 Patrol Foreman

Visitors: Annual estimate of 142,000 (from Granite State Ambassadors)

FACILITY ATTRIBUTES

Parking:

- Public - 130 passenger vehicle
6 handicapped designated)

01/17/06

- Commercial/Recreational: 8

Exterior Lighting and Auxiliary Power:

- Number of Poles: 6
- Luminaire Type: High Pressure Sodium
- Energy efficient: Yes
- Auxiliary Power: None

Walkway:

Concrete meeting ADA requirements

Restroom Facilities:

- Men – 5 stalls, 6 urinals and 5 sinks
- Women – 9 stalls and 6 sinks
- Handicapped – 1 stall and sink in each restroom
- Spare Restroom: 1 HC stall and sink
- Exterior: None

Vending:

- Availability: Yes, refurbished in 2001 with 280 sq. ft. building
- Number and Type: None available at this time

Picnic Areas:

- 4 tables
- Number of Handicapped:

Handicapped Accessibility Issues:

None. Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Municipal
- Water System: Municipal
- HVAC: Natural gas heat, forced hot air. No airconditioning

FUTURE NEEDS

Functional

- None

Cosmetic

- None

**SEABROOK REST AREA and WELCOME CENTER
I-95 NORTHBOUND
SEABROOK, NEW HAMPSHIRE**

DRAFT

HISTORICAL

The Seabrook Rest Area and Welcome Center is located on I-95 Northbound just north of the Massachusetts State Line. The rest area was initially opened in 1965. A new Welcome Center and Rest Area was constructed in 1999 and the original building was removed. The current building is a wood framed and brick faced single floor facility with a full foundation and auxiliary generator. It has 5000 sq. feet of space.

The rest area serves as a Welcome Center, E-Z Pass Customer Service Center and has an Arts Council Exhibit.

FISCAL

- Existing Facility Construction Costs: \$4,200,000
- Additions and Alterations: None
- Current Valuation: Unavailable
- Programmed Replacement Costs: Not Programmed

CURRENT OPERATIONS

Hours of Operation:

Year round Open 24 hours per day

Staffing: 1 employee per shift, occasionally 2 during peak periods

Staffing:

- Currently staffed by 5 permanent and 6 temporary employees on a rotating schedule
- Building and grounds maintained by the 830 Patrol Section
- Staffing currently supervised by the 830 Patrol Foreman

Visitors: Annual estimate of 1,100,000 (from Granite State Ambassadors)

FACILITY ATTRIBUTES

Parking:

- Public - 204 passenger vehicle
7 handicapped designated)
- Commercial/Recreational 51 separate truck parking area

Exterior Lighting and Auxiliary Power:

- Number of Poles: 14
- Luminaire Type: high Pressure Sodium

- Energy Efficient: Yes
- Auxiliary Power (size and type): Olympian, 100 Kw

Walkway:

Asphalt and concrete meeting ADA requirements

Restroom Facilities:

- Men - 5 stalls, 6 urinals and 7 sinks, 1 HC stall and sink
- Women - 11 stalls and 7 sinks, 1 HC sink and stall
- Handicapped - 1 HC stall and sink in each restroom including spare
- Spare Restroom; 5 stalls and 3 sinks
- Exterior: None

Vending:

- Availability: Yes, refurbished in 1999 with 550 square feet
- Number and Type: 5 food and 7 beverage

Picnic Areas:

- 40 tables
- Number of Handicapped:

Handicapped Accessibility Issues:

None. Meets current minimum ADA standards

Environmental Issues:

- Sewerage Disposal: Municipal
- Water Supply: Municipal
- HVAC: oil heat, Air conditioning in the office area only

FUTURE NEEDS

Functional

- None

Other

- None

Maine

CT rest area benchmarking_Maine_Yarmouth.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles
Interstate Highway 302 Miles
Limited Access (FAP) _____ Miles
Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)
On Interstate Highway 8 SPS _____ RAS
On Limited Access (FAP) _____ SPS _____ RAS
On Parkway _____ SPS _____ RAS

SITE

Location (Municipality) Yarmouth
Route Location (Mile Marker) 17.05 on I-295 (Int. of Rte. 1 & I-295)
Year Built _____
Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____
Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 57 Miles
Distance to nearest state line 61.05 Miles
Overall size of Site _____ Acres
Acceleration Lanes 0 LF / Deceleration Lane 0 LF
Parking Spaces:

Cars 60
RVs/buses _____
Trucks 8

Abutting land uses _____

Signage _____

Lighting _____

Trash Facilities _____

Hazardous Materials Storage Area _____ N/A _____

Security Cameras (interior / exterior) 0

Wastewater Disposal (Check one) Public Sewers _____ On-site Septic

Drinking Water Supply (Check one) Public Water _____ On-site Well

Storm Drainage Outfall, if known (Check one) _____ Natural Watercourse _____
Drywell

Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)
Footprint Area of pavement and related facilities (gsf)
Tenants by type and area occupied (sf)

_____ sf
_____ sf
_____ sf

Fuel:

Brand _____

Gas Pumps N/A

Diesel Pumps N/A

Repair Facilities N/A

Food Offerings

Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

CT Rest Areas Benchmarking Page 1

August 24, 2005

□

Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

Vending:

Snacks x

Drinks x

Other _____

Convenience Items

Batteries _____

Kids Items _____

Packaged Foods _____

Other _____

Toilet Facilities

No. Men's Urinals _____

No. Men's Stalls _____ (Free or Charge Y?)

No. Women's Stalls _____ (Free or Charge Y?)

Diaper Changing Facilities Y

Picnic Areas Y Number Tables 12

ATM NO

Children's Play Area N/A Inside _____ Outside _____

Telephone y

WiFi NO Data ports NO Power Outlets NO

EZ Pass NO

Propane NO

Sewage pump-out (for RVs) NO

Other _____

Welcome Center

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)

Tourism Staff (number) 2 Days / Hours of Staffed 7/?

Information Offered: Lodging x Restaurants: x Attractions: x

Map _____

Pet Facilities NO

TRUCK FACILITIES

Weigh Station Yes _____ No x

Separate Truck Parking 8 (No. Spaces)

Fees N/A

Minor Repair Facilities NO Parts _____

Power Hookups NO

Cable / Satellite TV Connections NO
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes

Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas

floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

IMAGE

Visitors information / tourism yes
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters _____
Out of state/regional visitors _____
what is peak season and visitation? Summer
Truckers _____

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee structure for trucks _____
Other arrangement state gas tax

what is the % of operating costs supported by subsidies? 0

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
was the developer required to build or provide operating subsidies for
non-income producing
services? _____

were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3

August 24, 2005

□

Are there any operating subsidies provided by developer or public sector? _____

From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information
_____ Yes ___x___ No

Welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Yarmouth.txt
what would you change or improve if you had the
opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: _Dick Stedman_____ Firm: _Maine DOT_____ Date:
_10/20/05_____

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Calais.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles

Limited Access (FAP) _____ Miles

Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)

On Interstate Highway 8 SPS _____ RAS

On Limited Access (FAP) _____ SPS _____ RAS

On Parkway _____ SPS _____ RAS

SITE

Location (Municipality) Calais

Route Location (Mile Marker) intown Calais (near Jct. Rte. 1 & Main Street

Year Built _____

Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____

Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____

Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 29 Miles

Distance to nearest state line _____ Miles

Overall size of Site _____ Acres

Acceleration Lanes 0 LF / Deceleration Lane 0 LF

Parking Spaces:

Cars 10

RVs/buses _____

Trucks 0

Abutting land uses _____

Signage _____

Lighting _____

Trash Facilities _____

Hazardous Materials Storage Area _____ N/A _____

Security Cameras (interior / exterior) 0

Wastewater Disposal (Check one) Public Sewers _____ On-site Septic

Drinking Water Supply (Check one) Public water _____ On-site Well

Storm Drainage outfall, if known (Check one) _____ Natural watercourse _____

Drywell _____

Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)

Footprint Area of pavement and related facilities (gsf)

Tenants by type and area occupied (sf)

_____ sf

_____ sf

_____ sf

Fuel:

CT rest area benchmarking_Maine_Calais.txt

Brand _____

Gas Pumps ___N/A___

Diesel Pumps ___N/A___

Repair Facilities ___N/A___
Food Offerings _____

Brand ___N/A___ Lanes ___ Counter Seats ___ Table Seats ___ Drive-thru ___

CT Rest Areas Benchmarking Page 1
August 24, 2005

□ Brand ___N/A___ Lanes ___ Counter Seats ___ Table Seats ___ Drive-thru ___

Vending:
Snacks ___x___
Drinks ___x___
Other _____

Convenience Items
Batteries _____
Kids Items _____
Packaged Foods _____
Other _____

Toilet Facilities
No. Men's Urinals _____
No. Men's Stalls _____ (Free or Charge ___Y___?)
No. Women's Stalls _____ (Free or Charge ___Y___?)
Diaper Changing Facilities _____

Picnic Areas _____ Number Tables ___0___
ATM ___NO___
Children's Play Area ___N/A___ Inside ___ Outside ___
Telephone ___Y___
WiFi ___No___ Data ports ___NO___ Power Outlets ___NO___
EZ Pass ___NO___
Propane ___NO___
Sewage pump-out (for RVs) ___NO___
Other _____
Welcome Center _____

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)
Tourism Staff (number) ___not sure___ Days / Hours of Staffed ___not
sure___
Information Offered: Lodging ___x___ Restaurants: ___x___ Attractions: ___x___

Map _____
Pet Facilities ___NO___

TRUCK FACILITIES

Weigh Station Yes _____ No ___x___
Separate Truck Parking _____ (No. Spaces)
Fees ___N/A___

Minor Repair Facilities NO Parts _____
Power Hookups NO
Cable / Satellite TV Connections NO
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes
Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas
floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

□

IMAGE

Visitors information / tourism _____
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters _____
Out of state/regional visitors _____
What is peak season and visitation? Summer _____
Truckers _____

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee Structure for trucks _____
Other arrangement state gas tax _____

What is the % of operating costs supported by subsidies? 0 _____

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
Was the developer required to build or provide operating subsidies for

non-income producing services?_____

were there any public incentives used to attract developers? _____
How do incentives impact the development financially?_____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease_____

Lease by space_____

Triple net_____

Other rent structures_____

Is there percentage rent?_____

CAM (common area maintenance) charges in the lease_____

Typical rental rate_____

Does rate vary by visitation or sales?_____

What is the sales in \$/sf in the retail areas (average)?_____

What is the highest sales \$/sf and for which concession?_____

Operating and CAM Costs (common area maintenance) in \$/sf_____

What does CAM cost include?

Operations and maintenance/cleaning_____

Security_____

Welcome Center_____

Other_____state employees_____

CT Rest Areas Benchmarking Page 3
August 24, 2005

Are there any operating subsidies provided by developer or public sector?_____

From where?_____

Operations / maintenance by:

Tenants_____

Contractor / vendor_____

State_____

User preferences:

What kind of services are most frequently used?_____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.?_____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information
_____ Yes ___x___ No

Welcome centers located in the system

Gateway location_____

Regional tourism concentration_____

CT rest area benchmarking_Maine_Calais.txt

Lessons Learned:

What would you change or improve if you had the opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: Dick Stedman Firm: Maine DOT Date:
 10/20/05

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Hampden north bound.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles

Limited Access (FAP) _____ Miles

Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)

On Interstate Highway 8 SPS _____ RAS

On Limited Access (FAP) _____ SPS _____ RAS

On Parkway _____ SPS _____ RAS

SITE

Location (Municipality) Hampden

Route Location (Mile Marker) 175.7 on I-95 N.B.

Year Built _____

Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____

Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____

Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 29 Miles

Distance to nearest state line 175.7 Miles

Overall size of site 5.8 Acres

Acceleration Lanes 0 LF / Deceleration Lane 0 LF

Parking Spaces:

Cars 26

RVs/buses _____

Trucks 8

Abutting land uses _____

Signage _____

Lighting _____

Trash Facilities _____

Hazardous Materials Storage Area N/A

Security Cameras (interior / exterior) 0

Wastewater Disposal (Check one) _____ Public Sewers x On-site Septic

Drinking Water Supply (Check one) _____ Public Water x On-site Well

Storm Drainage Outfall, if known (Check one) _____ Natural Watercourse _____

Drywell

Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)

Footprint Area of pavement and related facilities (gsf)

Tenants by type and area occupied (sf)

_____ sf

_____ sf

_____ sf

Fuel:

CT rest area benchmarking_Maine_Hampden north bound.txt

Brand _____

Gas Pumps N/A

Diesel Pumps N/A

Repair Facilities N/A

Food Offerings

Brand N/A Lanes Counter Seats Table Seats Drive-thru

CT Rest Areas Benchmarking Page 1
August 24, 2005

□ Brand N/A Lanes Counter Seats Table Seats Drive-thru

Vending:

Snacks x

Drinks x

Other

Convenience Items

Batteries

Kids Items

Packaged Foods

Other

Toilet Facilities

No. Men's Urinals 2

No. Men's Stalls (Free or Charge Y ?)

No. Women's Stalls (Free or Charge Y ?)

Diaper Changing Facilities Y

Picnic Areas Y Number Tables 5

ATM NO

Children's Play Area N/A Inside Outside

Telephone Y

WiFi NO Data ports NO Power Outlets NO

EZ Pass NO

Propane NO

Sewage pump-out (for RVs) NO

Other

Welcome Center

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)

Tourism Staff (number) 2 Days / Hours of Staffed 7/?

Information Offered: Lodging x Restaurants: x Attractions: x

Map

Pet Facilities NO

TRUCK FACILITIES

Weigh Station Yes No x

Separate Truck Parking 8 (No. Spaces)

Fees N/A

Minor Repair Facilities NO Parts

Power Hookups NO

CT rest area benchmarking_Maine_Hampden north bound.txt
Cable / Satellite TV Connections NO
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes
Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas
floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

IMAGE

Visitors information / tourism _____
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters _____
Out of state/regional visitors _____
What is peak season and visitation? Summer
Truckers _____

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee structure for trucks _____
Other arrangement state gas tax

What is the % of operating costs supported by subsidies? 0

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
Was the developer required to build or provide operating subsidies for
non-income producing
services? _____

CT rest area benchmarking_Maine_Hampden north bound.txt
Were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3
August 24, 2005

Are there any operating subsidies provided by developer or public sector? _____
From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information
_____ Yes ___x___ No

Welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Hampden north bound.txt
What would you change or improve if you had the
opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: _____ Dick Stedman _____ Firm: _Maine DOT_ Date:
_____10/20/05_____

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Hampden south bound.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles
Limited Access (FAP) _____ Miles
Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)
On Interstate Highway 8 SPS _____ RAS
On Limited Access (FAP) _____ SPS _____ RAS
On Parkway _____ SPS _____ RAS

SITE

Location (Municipality) Hampden
Route Location (Mile Marker) 178.4 on I-95 S.B.
Year Built _____
Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____
Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 29 Miles
Distance to nearest state line 178.4 Miles
Overall size of Site 5.78 Acres
Acceleration Lanes 0 LF / Deceleration Lane 0 LF
Parking Spaces:

Cars 25
RVs/buses _____
Trucks 8

Abutting land uses _____

Signage _____

Lighting _____

Trash Facilities _____

Hazardous Materials Storage Area _____ N/A _____

Security Cameras (interior / exterior) 0

Wastewater Disposal (Check one) _____ Public Sewers x On-site Septic

Drinking water Supply (Check one) _____ Public water x On-site well

Storm Drainage Outfall, if known (Check one) _____ Natural Watercourse _____

Drywell

Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)
Footprint Area of pavement and related facilities (gsf)
Tenants by type and area occupied (sf)

____ sf
____ sf
____ sf

Fuel:

CT rest area benchmarking_Maine_Hampden south bound.txt

Brand _____

Gas Pumps N/A

Diesel Pumps N/A

Repair Facilities N/A

Food Offerings

Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

CT Rest Areas Benchmarking Page 1

August 24, 2005

□

Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

Vending:

Snacks x

Drinks x

Other _____

Convenience Items

Batteries _____

Kids Items _____

Packaged Foods _____

Other _____

Toilet Facilities

No. Men's Urinals 2

No. Men's Stalls _____ (Free or Charge Y?)

No. Women's Stalls _____ (Free or Charge Y?)

Diaper Changing Facilities Y

Picnic Areas Y Number Tables 17

ATM NO

Children's Play Area N/A Inside _____ Outside _____

Telephone Y

WiFi NO Data ports NO Power Outlets NO

EZ Pass NO

Propane NO

Sewage pump-out (for RVs) NO

Other _____

Welcome Center

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)

Tourism Staff (number) 2 Days / Hours of Staffed 7/?

Information Offered: Lodging x Restaurants: x Attractions: x

Map _____

Pet Facilities NO

TRUCK FACILITIES

Weigh Station Yes _____ No x

Separate Truck Parking 8 (No. Spaces)

Fees N/A

Minor Repair Facilities NO Parts _____

Power Hookups NO

CT rest area benchmarking_Maine_Hampden south bound.txt
Cable / Satellite TV Connections NO
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes
Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas
floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

IMAGE

Visitors information / tourism _____
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters _____
Out of state/regional visitors _____
what is peak season and visitation? Summer _____
Truckers _____

Funding:

How are the rest areas financially supported?
self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee structure for trucks _____
Other arrangement state gas tax _____

what is the % of operating costs supported by subsidies? 0 _____

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
Was the developer required to build or provide operating subsidies for
non-income producing
services? _____

CT rest area benchmarking_Maine_Hampden south bound.txt
Were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other: _____ state employees _____

CT Rest Areas Benchmarking Page 3

August 24, 2005

Are there any operating subsidies provided by developer or public sector? _____

From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information
_____ Yes ___X___ NO

Welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Hampden south bound.txt
What would you change or improve if you had the
opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: Dick Stedman Firm: Maine DOT Date:
 10/20/05

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Houlton.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles
Interstate Highway 302 Miles
Limited Access (FAP) _____ Miles
Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)
On Interstate Highway 8 SPS _____ RAS
On Limited Access (FAP) _____ SPS _____ RAS
On Parkway _____ SPS _____ RAS

SITE

Location (Municipality) Houlton
Route Location (Mile Marker) 301.81 (I-95 & Rte. 1 Interchange)
Year Built _____
Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____
Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 60 Miles
Distance to nearest state line 301.81 Miles
Overall size of site 8.67 Acres
Acceleration Lanes 0 LF / Deceleration Lane 0 LF
Parking Spaces:

Cars 36
RVs/buses _____
Trucks 8

Abutting land uses _____
Signage _____
Lighting _____
Trash Facilities _____
Hazardous Materials Storage Area N/A
Security Cameras (interior / exterior) 0
wastewater Disposal (Check one) Public Sewers On-site Septic
Drinking water Supply (Check one) Public Water On-site well
Storm Drainage Outfall, if known (Check one) _____ Natural Watercourse _____
Drywell _____
Are Stormwater Pollution Prevention Plans in place? Yes No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)
Footprint Area of pavement and related facilities (gsf)
Tenants by type and area occupied (sf)

____ sf
____ sf
____ sf
Fuel:

CT rest area benchmarking_Maine_Houlton.txt

Brand _____
Gas Pumps N/A
Diesel Pumps N/A
Repair Facilities N/A
Food Offerings
Brand N/A Lanes ___ Counter Seats ___ Table Seats ___ Drive-thru ___

CT Rest Areas Benchmarking Page 1
August 24, 2005

□ Brand N/A Lanes ___ Counter Seats ___ Table Seats ___ Drive-thru ___

Vending:
Snacks x
Drinks x
Other _____

Convenience Items
Batteries _____
Kids Items _____
Packaged Foods _____
Other _____

Toilet Facilities
No. Men's Urinals 2
No. Men's Stalls _____ (Free or Charge Y?)
No. Women's Stalls _____ (Free or Charge Y?)
Diaper Changing Facilities Y

Picnic Areas Y Number Tables 15
ATM NO
Children's Play Area N/A Inside ___ Outside ___
Telephone Y
WiFi NO Data ports NO Power Outlets NO
EZ Pass NO
Propane NO
Sewage pump-out (for RVs) NO
Other _____
Welcome Center

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)
Tourism Staff (number) 2 Days / Hours of Staffed 7/?
Information Offered: Lodging x Restaurants: x Attractions: x

Map _____
Pet Facilities NO

TRUCK FACILITIES

Weigh Station Yes _____ No x
Separate Truck Parking 8 (No. Spaces)
Fees N/A
Minor Repair Facilities NO Parts _____
Power Hookups NO

CT rest area benchmarking_Maine_Houlton.txt

Cable / Satellite TV Connections NO

Showers NO

Information re: Private Truck Stops _____

Information re: Truck Stops - other states _____

Other _____

BUILDING(S)

Exterior finishes

Wall _____

Roof _____

Fenestration _____

Interior finishes / public areas

Floors / base _____

walls _____

ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2

August 24, 2005

□

IMAGE

Visitors information / tourism _____

Regional / unifying themes _____

Landscape elements _____

REAL ESTATE

Interviewee _____

Interviewer _____

Date _____ Location _____

General Information

Typical annual visitation to typical rest area

Commuters _____

Out of state/regional visitors _____

What is peak season and visitation? Summer

Truckers _____

Funding:

How are the rest areas financially supported?

Self funded by revenues from leases, owner/operators _____

Subsidized by tolls _____

Fee structure for trucks _____

Other arrangement state gas tax

What is the % of operating costs supported by subsidies? 0

Facility Development:

Development arrangement for the facility

RFP's issued for build/finance/operate. Please describe? _____

Was the developer required to build or provide operating subsidies for non-income producing services? _____

were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3

August 24, 2005

Are there any operating subsidies provided by developer or public sector? _____

From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information
_____ Yes ___X___ NO

Welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Houlton.txt
what would you change or improve if you had the
opportunity? _____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: Dick Stedman Firm: Maine DOT Date:
 10/20/05

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Kittery.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles
Limited Access (FAP) _____ Miles
Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)
On Interstate Highway 8 SPS _____ RAS
On Limited Access (FAP) _____ SPS _____ RAS
On Parkway _____ SPS _____ RAS

SITE

Location (Municipality) Kittery
Route Location (Mile Marker) 3.1 I-95 N.B.
Year Built _____
Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____
Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 60 Miles
Distance to nearest state line 3.1 Miles
Overall size of site 52.04 Acres
Acceleration Lanes 0 LF / Deceleration Lane 0 LF
Parking Spaces:

Cars 167
RVs/buses _____
Trucks 25

Abutting land uses _____
Signage _____
Lighting _____
Trash Facilities _____
Hazardous Materials Storage Area N/A
Security Cameras (interior / exterior) 0
Wastewater Disposal (Check one) Public Sewers On-site Septic
Drinking Water Supply (Check one) Public Water On-site Well
Storm Drainage Outfall, if known (Check one) _____ Natural Watercourse _____
Drywell _____
Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)
Footprint Area of pavement and related facilities (gsf)
Tenants by type and area occupied (sf)

____ sf
____ sf
____ sf
Fuel:

CT rest area benchmarking_Maine_Kittery.txt

Brand _____

Gas Pumps N/A

Diesel Pumps N/A

Repair Facilities N/A

Food Offerings

Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

CT Rest Areas Benchmarking Page 1
August 24, 2005

□ Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

Vending:

Snacks x

Drinks x

Other _____

Convenience Items

Batteries _____

Kids Items _____

Packaged Foods _____

Other _____

Toilet Facilities

No. Men's Urinals _____

No. Men's Stalls _____ (Free or Charge Y?)

No. Women's Stalls _____ (Free or Charge Y?)

Diaper Changing Facilities Y

Picnic Areas Y Number Tables 53

ATM _____

Children's Play Area N/A Inside _____ Outside _____

Telephone Y

WiFi No Data ports NO Power Outlets NO

EZ Pass NO

Propane NO

Sewage pump-out (for RVs) NO

Other _____

Welcome Center

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)

Tourism Staff (number) 2 Days / Hours of Staffed 7/?

Information Offered: Lodging x Restaurants: x Attractions: x

Map _____

Pet Facilities NO

TRUCK FACILITIES

Weigh Station Yes _____ No x

Separate Truck Parking 25 (No. Spaces)

Fees N/A

Minor Repair Facilities NO Parts _____

Power Hookups NO

CT rest area benchmarking_Maine_Kittery.txt
Cable / Satellite TV Connections NO
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes
Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas
floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

IMAGE

Visitors information / tourism yes
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters _____
Out of state/regional visitors _____
What is peak season and visitation? Summer
Truckers _____

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee Structure for trucks _____
Other arrangement state gas tax

What is the % of operating costs supported by subsidies? 0

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
Was the developer required to build or provide operating subsidies for
non-income producing
services? _____

were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3

August 24, 2005

□

Are there any operating subsidies provided by developer or public sector? _____

From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information
_____ Yes ___x___ NO

Welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Kittery.txt
what would you change or improve if you had the
opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: ___Dick Stedman_____ Firm: _Maine DOT____ Date:
__10/20/05_____

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Medway north bound.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles
Limited Access (FAP) _____ Miles
Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)
On Interstate Highway 8 SPS _____ RAS
On Limited Access (FAP) _____ SPS _____ RAS
On Parkway _____ SPS _____ RAS

SITE

Location (Municipality) Medway
Route Location (Mile Marker) 243.2 on I-95 N.B.
Year Built _____
Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____
Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 29 Miles
Distance to nearest state line 243.2 Miles
Overall size of site 15.88 Acres
Acceleration Lanes 0 LF / Deceleration Lane 0 LF
Parking Spaces:

Cars 20
RVs/buses _____
Trucks 10

Abutting land uses _____
Signage _____
Lighting _____
Trash Facilities _____
Hazardous Materials Storage Area N/A
Security Cameras (interior / exterior) 0
Wastewater Disposal (Check one) Public Sewers On-site Septic
Drinking Water Supply (Check one) Public Water On-site Well
Storm Drainage Outfall, if known (Check one) _____ Natural Watercourse _____
Drywell _____
Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)
Footprint Area of pavement and related facilities (gsf)
Tenants by type and area occupied (sf)

_____ sf
_____ sf
_____ sf
Fuel:

CT rest area benchmarking_Maine_Medway north bound.txt.

Brand _____

Gas Pumps N/A

Diesel Pumps N/A

Repair Facilities N/A

Food Offerings

Brand N/A Lanes Counter Seats Table Seats Drive-thru

CT Rest Areas Benchmarking Page 1

August 24, 2005

□

Brand N/A Lanes Counter Seats Table Seats Drive-thru

Vending:

Snacks X

Drinks X

Other

Convenience Items

Batteries

Kids Items

Packaged Foods

Other

Toilet Facilities

No. Men's Urinals 2

No. Men's Stalls (Free or Charge Y?)

No. Women's Stalls (Free or Charge Y?)

Diaper Changing Facilities Y

Picnic Areas Y Number Tables 9

ATM NO

Children's Play Area N/A Inside Outside

Telephone Y

WiFi NO Data ports NO Power Outlets NO

EZ Pass NO

Propane NO

Sewage pump-out (for RVs) NO

Other

Welcome Center

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)

Tourism Staff (number) N/A Days / Hours of Staffed

Information Offered: Lodging Restaurants: Attractions:

Map

Pet Facilities NO

TRUCK FACILITIES

Weigh Station Yes No X

Separate Truck Parking 10 (No. Spaces)

Fees N/A

Minor Repair Facilities NO Parts

Power Hookups NO

CT rest area benchmarking_Maine_Medway north bound.txt
Cable / Satellite TV Connections _NO_
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes

Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas

floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

IMAGE

Visitors information / tourism _____
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters _____
Out of state/regional visitors _____
What is peak season and visitation? ___ Summer ___
Truckers _____

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee structure for trucks _____
Other arrangement ___ state gas tax _____

What is the % of operating costs supported by subsidies? ___ 0 ___

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
Was the developer required to build or provide operating subsidies for
non-income producing
services? _____

CT rest area benchmarking_Maine_Medway north bound.txt
Were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3
August 24, 2005

Are there any operating subsidies provided by developer or public sector? _____

From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information
_____ Yes ___x___ No

Welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Medway north bound.txt
what would you change or improve if you had the
opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: Dick Stedman Firm: Maine DOT Date:
10/20/05

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Medway south bound.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles
Limited Access (FAP) _____ Miles
Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)
On Interstate Highway 8 SPs _____ RAS
On Limited Access (FAP) _____ SPs _____ RAS
On Parkway _____ SPs _____ RAS

SITE

Location (Municipality) Medway
Route Location (Mile Marker) 243.47 on I-95 S.B.
Year Built _____
Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____
Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 29 Miles
Distance to nearest state line 243.47 Miles
Overall size of Site 12.18 Acres
Acceleration Lanes 0 LF / Deceleration Lane 0 LF
Parking Spaces:

Cars 20
RVs/buses _____
Trucks 10

Abutting land uses _____
Signage _____
Lighting _____
Trash Facilities _____
Hazardous Materials Storage Area _____ N/A _____
Security Cameras (interior / exterior) 0
Wastewater Disposal (Check one) _____ Public sewers x On-site Septic
Drinking Water Supply (Check one) _____ Public Water x On-site well
Storm Drainage Outfall, if known (Check one) _____ Natural Watercourse _____
Drywell _____
Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)
Footprint Area of pavement and related facilities (gsf)
Tenants by type and area occupied (sf)

____ sf
____ sf
____ sf
Fuel:

CT rest area benchmarking_Maine_Medway south bound.txt

Brand _____

Gas Pumps N/A

Diesel Pumps N/A

Repair Facilities N/A

Food Offerings _____

Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

CT Rest Areas Benchmarking Page 1

August 24, 2005

□ Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

Vending:

Snacks X

Drinks X

Other _____

Convenience Items

Batteries _____

Kids Items _____

Packaged Foods _____

Other _____

Toilet Facilities

No. Men's Urinals 2

No. Men's Stalls _____ (Free or Charge Y?)

No. Women's Stalls _____ (Free or Charge Y?)

Diaper Changing Facilities Y

Picnic Areas Y Number Tables 10

ATM NO

Children's Play Area N/A Inside _____ Outside _____

Telephone Y

WiFi No Data ports NO Power Outlets NO

EZ Pass NO

Propane NO

Sewage pump-out (for RVs) NO

Other _____

Welcome Center

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)

Tourism Staff (number) N/A Days / Hours of Staffed _____

Information Offered: Lodging _____ Restaurants: _____ Attractions: _____

Map _____

Pet Facilities NO

TRUCK FACILITIES

Weigh Station Yes _____ No X

Separate Truck Parking 10 (No. Spaces)

Fees N/A

Minor Repair Facilities NO Parts _____

Power Hookups NO

CT rest area benchmarking_Maine_Medway south bound.txt
Cable / Satellite TV Connections NO
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes

Wall _____

Roof _____

Fenestration _____

Interior finishes / public areas

Floors / base _____

walls _____

ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

□

IMAGE

Visitors information / tourism _____

Regional / unifying themes _____

Landscape elements _____

REAL ESTATE

Interviewee _____

Interviewer _____

Date _____ Location _____

General Information

Typical annual visitation to typical rest area

Commuters _____

Out of state/regional visitors _____

What is peak season and visitation? Summer

Truckers _____

Funding:

How are the rest areas financially supported?

Self funded by revenues from leases, owner/operators _____

Subsidized by tolls _____

Fee structure for trucks _____

Other arrangement state gas tax

What is the % of operating costs supported by subsidies? 0

Facility Development:

Development arrangement for the facility

RFP's issued for build/finance/operate. Please describe? _____

Was the developer required to build or provide operating subsidies for non-income producing

services? _____

CT rest area benchmarking_Maine_Medway south bound.txt
Were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3
August 24, 2005

Are there any operating subsidies provided by developer or public sector? _____

From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information _____ Yes ___x___ No

Welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Medway south bound.txt
What would you change or improve if you had the
opportunity? _____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: Dick Stedman Firm: Maine DOT Date:
10/20/05

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Pittsfield north bound.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles

Limited Access (FAP) _____ Miles

Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)

On Interstate Highway 8 SPs _____ RAS

On Limited Access (FAP) _____ SPs _____ RAS

On Parkway _____ SPs _____ RAS

SITE

Location (Municipality) Pittsfield

Route Location (Mile Marker) 146.9 on I-95 N.B.

Year Built _____

Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____

Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____

Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 57 Miles

Distance to nearest state line 146.9 Miles

Overall size of site 13.66 Acres

Acceleration Lanes 0 LF / Deceleration Lane 0 LF

Parking Spaces:

Cars 26

RVs/buses _____

Trucks 12

Abutting land uses _____

Signage _____

Lighting _____

Trash Facilities _____

Hazardous Materials Storage Area N/A

Security Cameras (interior / exterior) 0

Wastewater Disposal (Check one) Public sewers On-site Septic

Drinking water Supply (Check one) Public water On-site Well

Storm Drainage Outfall, if known (Check one) _____ Natural watercourse _____

Drywell

Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)

Footprint Area of pavement and related facilities (gsf)

Tenants by type and area occupied (sf)

_____ sf

_____ sf

_____ sf

Fuel:

CT rest area benchmarking_Maine_Pittsfield north bound.txt
Brand _____

Gas Pumps ___N/A___

Diesel Pumps ___N/A___

Repair Facilities ___N/A___
Food Offerings _____

Brand ___N/A___ Lanes ___ Counter Seats ___ Table Seats ___ Drive-thru ___

CT Rest Areas Benchmarking Page 1
August 24, 2005

□
Brand ___N/A___ Lanes ___ Counter Seats ___ Table Seats ___ Drive-thru ___

Vending:
Snacks ___X___
Drinks ___X___
Other _____

Convenience Items
Batteries _____
Kids Items _____
Packaged Foods _____
Other _____

Toilet Facilities
No. Men's Urinals ___2___
No. Men's Stalls _____ (Free or Charge ___Y___?)
No. Women's Stalls _____ (Free or Charge ___Y___?)
Diaper Changing Facilities _____Y_____

Picnic Areas _____Y_____ Number Tables ___12___
ATM ___NO___
Children's Play Area ___N/A___ Inside ___ Outside ___
Telephone ___Y___
WiFi ___NO___ Data ports _____NO___ Power Outlets ___NO___
EZ Pass ___NO___
Propane ___NO___
Sewage pump-out (for RVs) _____NO___
Other _____
Welcome Center _____

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)
Tourism Staff (number) ___N/A___ Days / Hours of Staffed _____
Information Offered: Lodging _____ Restaurants: _____ Attractions: _____

Map _____
Pet Facilities _____NO_____

TRUCK FACILITIES

Weigh Station Yes _____ No ___X___
Separate Truck Parking ___12___ (No. Spaces)
Fees ___N/A___
Minor Repair Facilities _____NO_____ Parts _____
Power Hookups ___NO___

CT rest area benchmarking_Maine_Pittsfield north bound.txt
Cable / Satellite TV Connections NO
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes

Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas

Floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

IMAGE

Visitors information / tourism _____
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters _____
Out of state/regional visitors _____
What is peak season and visitation? Summer _____
Truckers _____

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee Structure for trucks _____
Other arrangement state gas tax _____

what is the % of operating costs supported by subsidies? 0 _____

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
was the developer required to build or provide operating subsidies for
non-income producing
services? _____

CT rest area benchmarking_Maine_Pittsfield north bound.txt
Were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3
August 24, 2005

Are there any operating subsidies provided by developer or public sector? _____

From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information
_____ Yes ___X___ No

Welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Pittsfield north bound.txt
What would you change or improve if you had the
opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: Dick Stedman Firm: Maine DOT Date:
 10/20/05

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Pittsfield south bound.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles

Limited Access (FAP) _____ Miles

Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)

On Interstate Highway 8 SPS _____ RAS _____

On Limited Access (FAP) _____ SPS _____ RAS _____

On Parkway _____ SPS _____ RAS _____

SITE

Location (Municipality) Pittsfield

Route Location (Mile Marker) 146.9 on I-95 S.B.

Year Built _____

Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____

Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____

Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 57 Miles

Distance to nearest state line 147.1 Miles

Overall size of Site 14.64 Acres

Acceleration Lanes 0 LF / Deceleration Lane 0 LF

Parking Spaces:

Cars 28

RVs/buses _____

Trucks 14

Abutting land uses _____

Signage _____

Lighting _____

Trash Facilities _____

Hazardous Materials Storage Area _____ N/A _____

Security Cameras (interior / exterior) 0

Wastewater Disposal (Check one) _____ Public sewers x On-site septic

Drinking water Supply (Check one) _____ Public water x On-site well

Storm Drainage Outfall, if known (Check one) _____ Natural watercourse _____

Drywell _____

Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)

Footprint Area of pavement and related facilities (gsf)

Tenants by type and area occupied (sf)

_____ sf

_____ sf

_____ sf

Fuel:

CT rest area benchmarking_Maine_Pittsfield south bound.txt

Brand _____

Gas Pumps N/A

Diesel Pumps N/A

Repair Facilities N/A

Food Offerings _____

Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

CT Rest Areas Benchmarking Page 1

August 24, 2005

□ Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

Vending:

Snacks X

Drinks X

Other _____

Convenience Items

Batteries _____

Kids Items _____

Packaged Foods _____

Other _____

Toilet Facilities

No. Men's Urinals 2

No. Men's Stalls _____ (Free or Charge Y?)

No. Women's Stalls _____ (Free or Charge Y?)

Diaper Changing Facilities Y

Picnic Areas Y Number Tables 12

ATM NO

Children's Play Area N/A Inside _____ Outside _____

Telephone Y

WiFi NO Data ports NO Power Outlets NO

EZ Pass NO

Propane NO

Sewage pump-out (for RVs) NO

Other _____

Welcome Center _____

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)

Tourism Staff (number) N/A Days / Hours of Staffed _____

Information Offered: Lodging _____ Restaurants: _____ Attractions: _____

Map _____

Pet Facilities NO

TRUCK FACILITIES

Weigh Station Yes _____ No X

Separate Truck Parking 14 (No. Spaces)

Fees N/A

Minor Repair Facilities NO Parts _____

Power Hookups NO

CT rest area benchmarking_Maine_Pittsfield south bound.txt
Cable / Satellite TV Connections NO
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes
Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas
floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

IMAGE

Visitors information / tourism _____
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters _____
Out of state/regional visitors _____
What is peak season and visitation? Summer
Truckers _____

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee Structure for trucks _____
Other arrangement state gas tax

What is the % of operating costs supported by subsidies? 0

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
Was the developer required to build or provide operating subsidies for
non-income producing
services? _____

CT rest area benchmarking_Maine_Pittsfield south bound.txt
Were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3
August 24, 2005

Are there any operating subsidies provided by developer or public sector? _____
From where? _____

Operations / maintenance by:
Tenants _____
Contractor / vendor _____
State _____

User preferences:
What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information _____ Yes ___X___ NO

Welcome centers located in the system
Gateway location _____
Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Pittsfield south bound.txt
what would you change or improve if you had the
opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: ___Dick Stedman_____ Firm: _Maine DOT___ Date:
___10/20/05_____

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Sidney.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles
Limited Access (FAP) _____ Miles
Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)
On Interstate Highway 8 SPS _____ RAS
On Limited Access (FAP) _____ SPS _____ RAS
On Parkway _____ SPS _____ RAS

SITE

Location (Municipality) Sidney
Route Location (Mile Marker) 116.7 on I-95 S.B. _____
Year Built _____
Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____
Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 57 Miles
Distance to nearest state line 116.7 Miles
Overall size of site 11.23 Acres
Acceleration Lanes 0 LF / Deceleration Lane 0 LF
Parking Spaces:

Cars 24
RVs/buses _____
Trucks 6

Abutting land uses _____
Signage _____
Lighting _____
Trash Facilities _____
Hazardous Materials Storage Area N/A
Security Cameras (interior / exterior) 0
Wastewater Disposal (Check one) _____ Public Sewers x On-site Septic
Drinking Water Supply (Check one) _____ Public Water x On-site Well
Storm Drainage Outfall, if known (Check one) _____ Natural Watercourse _____
Drywell _____
Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)
Footprint Area of pavement and related facilities (gsf)
Tenants by type and area occupied (sf)

____ sf
____ sf
____ sf
Fuel:

CT rest area benchmarking_Maine_Sidney.txt

Brand _____

Gas Pumps N/A

Diesel Pumps N/A

Repair Facilities N/A

Food Offerings _____

Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

CT Rest Areas Benchmarking Page 1

August 24, 2005

□

Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

Vending:

Snacks x

Drinks x

Other _____

Convenience Items

Batteries _____

Kids Items _____

Packaged Foods _____

Other _____

Toilet Facilities

No. Men's Urinals 2

No. Men's Stalls _____ (Free or Charge Y?)

No. Women's Stalls _____ (Free or Charge Y?)

Diaper Changing Facilities Y

Picnic Areas Y Number Tables 8

ATM NO

Children's Play Area N/A Inside _____ Outside _____

Telephone Y

WiFi No Data ports _____ Power Outlets _____

EZ Pass NO

Propane NO

Sewage pump-out (for RVs) NO

Other _____

Welcome Center _____

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)

Tourism Staff (number) N/A Days / Hours of Staffed _____

Information Offered: Lodging _____ Restaurants: _____ Attractions: _____

Map _____

Pet Facilities NO

TRUCK FACILITIES

Weigh Station Yes _____ No x

Separate Truck Parking 6 (No. Spaces)

Fees N/A

Minor Repair Facilities NO Parts _____

Power Hookups NO

CT rest area benchmarking_Maine_Sidney.txt
Cable / Satellite TV Connections NO
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes
Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas
floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

IMAGE

Visitors information / tourism _____
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters _____
Out of state/regional visitors _____
What is peak season and visitation? Summer _____
Truckers _____

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee Structure for trucks _____
Other arrangement state gas tax _____

What is the % of operating costs supported by subsidies? 0 _____

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
Was the developer required to build or provide operating subsidies for
non-income producing
services? _____

CT rest area benchmarking_Maine_Sidney.txt
Were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3
August 24, 2005

□

Are there any operating subsidies provided by developer or public sector? _____

From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information
_____ Yes ___x___ No

Welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Sidney.txt
what would you change or improve if you had the
opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: Dick Stedman Firm: Maine DOT Date:
 10/20/05

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Medway south bound.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles
Limited Access (FAP) _____ Miles
Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)
On Interstate Highway 8 SPS _____ RAS
On Limited Access (FAP) _____ SPS _____ RAS
On Parkway _____ SPS _____ RAS

SITE

Location (Municipality) Medway
Route Location (Mile Marker) 243.47 on I-95 S.B. _____
Year Built _____
Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____
Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 29 Miles
Distance to nearest state line 243.47 Miles
Overall size of site 12.18 Acres
Acceleration Lanes 0 LF / Deceleration Lane 0 LF
Parking Spaces:

Cars 20
RVs/buses _____
Trucks 10

Abutting land uses _____
Signage _____
Lighting _____
Trash Facilities _____
Hazardous Materials Storage Area _____ N/A _____
Security Cameras (interior / exterior) 0
Wastewater Disposal (Check one) _____ Public Sewers x On-site Septic
Drinking Water Supply (Check one) _____ Public Water x On-site well
Storm Drainage Outfall, if known (Check one) _____ Natural Watercourse _____
Drywell _____
Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)
Footprint Area of pavement and related facilities (gsf)
Tenants by type and area occupied (sf)

____ sf
____ sf
____ sf
Fuel:

CT rest area benchmarking_Maine_Medway south bound.txt

Brand _____

Gas Pumps N/A

Diesel Pumps N/A

Repair Facilities N/A
Food Offerings _____

Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

CT Rest Areas Benchmarking Page 1
August 24, 2005

□ Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

Vending:
Snacks X
Drinks X
Other _____

Convenience Items
Batteries _____
Kids Items _____
Packaged Foods _____
Other _____

Toilet Facilities
No. Men's Urinals 2
No. Men's Stalls _____ (Free or Charge Y?)
No. Women's Stalls _____ (Free or Charge Y?)
Diaper Changing Facilities Y

Picnic Areas Y Number Tables 10
ATM NO
Children's Play Area N/A Inside _____ Outside _____
Telephone Y
WiFi NO Data ports NO Power Outlets NO
EZ Pass NO
Propane NO
Sewage pump-out (for RVs) NO
Other _____
Welcome Center _____

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)
Tourism Staff (number) N/A Days / Hours of Staffed _____
Information Offered: Lodging _____ Restaurants: _____ Attractions: _____

Map _____
Pet Facilities NO

TRUCK FACILITIES

Weigh Station Yes _____ No X
Separate Truck Parking 10 (No. Spaces)
Fees N/A
Minor Repair Facilities NO Parts _____
Power Hookups NO

CT rest area benchmarking_Maine_Medway south bound.txt
Cable / Satellite TV Connections NO
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes

Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas

Floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

IMAGE

Visitors information / tourism _____
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area

Commuters _____
Out of state/regional visitors _____
What is peak season and visitation? Summer _____
Truckers _____

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee structure for trucks _____
Other arrangement state gas tax _____

What is the % of operating costs supported by subsidies? 0

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
Was the developer required to build or provide operating subsidies for
non-income producing
services? _____

CT rest area benchmarking_Maine_Medway south bound.txt
Were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3
August 24, 2005

□

Are there any operating subsidies provided by developer or public sector? _____

From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information _____ Yes ___x___ No

Welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Medway south bound.txt
what would you change or improve if you had the
opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: Dick Stedman Firm: Maine DOT Date:
 10/20/05

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Pittsfield north bound.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles

Limited Access (FAP) _____ Miles

Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)

On Interstate Highway 8 SPS _____ RAS

On Limited Access (FAP) _____ SPS _____ RAS

On Parkway _____ SPS _____ RAS

SITE

Location (Municipality) Pittsfield

Route Location (Mile Marker) 146.9 on I-95 N.B.

Year Built _____

Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____

Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____

Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 57 Miles

Distance to nearest state line 146.9 Miles

Overall size of Site 13.66 Acres

Acceleration Lanes 0 LF / Deceleration Lane 0 LF

Parking Spaces:

Cars 26

RVs/buses _____

Trucks 12

Abutting land uses _____

Signage _____

Lighting _____

Trash Facilities _____

Hazardous Materials Storage Area N/A

Security Cameras (interior / exterior) 0

Wastewater Disposal (Check one) _____ Public Sewers On-site Septic

Drinking water supply (Check one) _____ Public Water On-site well

Storm Drainage Outfall, if known (Check one) _____ Natural Watercourse _____

Drywell

Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)

Footprint Area of pavement and related facilities (gsf)

Tenants by type and area occupied (sf)

_____ sf

_____ sf

_____ sf

Fuel:

CT rest area benchmarking_Maine_Pittsfield north bound.txt
Brand _____

Gas Pumps N/A

Diesel Pumps N/A

Repair Facilities N/A

Food Offerings _____

Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

CT Rest Areas Benchmarking Page 1

August 24, 2005

□ Brand N/A Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

Vending:

Snacks X

Drinks X

Other _____

Convenience Items

Batteries _____

Kids Items _____

Packaged Foods _____

Other _____

Toilet Facilities

No. Men's Urinals 2

No. Men's Stalls _____ (Free or Charge Y?)

No. Women's Stalls _____ (Free or Charge Y?)

Diaper Changing Facilities Y

Picnic Areas Y Number Tables 12

ATM NO

Children's Play Area N/A Inside _____ Outside _____

Telephone Y

WiFi No Data ports NO Power outlets NO

EZ Pass NO

Propane NO

Sewage pump-out (for RVs) NO

Other _____

welcome Center

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)

Tourism Staff (number) N/A Days / Hours of Staffed _____

Information offered: Lodging _____ Restaurants: _____ Attractions: _____

Map _____

Pet Facilities NO

TRUCK FACILITIES

weigh Station Yes _____ No X

Separate Truck Parking 12 (No. Spaces)

Fees N/A

Minor Repair Facilities NO Parts _____

Power Hookups NO

CT rest area benchmarking_Maine_Pittsfield north bound.txt
Cable / Satellite TV Connections _NO____
Showers ___NO____
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes

Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas

floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

□
IMAGE

Visitors information / tourism _____
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters _____
Out of state/regional visitors _____
what is peak season and visitation? ___ Summer _____
Truckers _____

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee structure for trucks _____
Other arrangement ___ state gas tax _____

what is the % of operating costs supported by subsidies? ___ 0 ___

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
was the developer required to build or provide operating subsidies for
non-income producing
services? _____

CT rest area benchmarking_Maine_Pittsfield north bound.txt
Were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3
August 24, 2005

□

Are there any operating subsidies provided by developer or public sector? _____

From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information _____ Yes _____x_____ No

Welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Pittsfield north bound.txt
what would you change or improve if you had the
opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: Dick Stedman Firm: Maine DOT Date:
10/20/05

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

CT rest area benchmarking_Maine_Pittsfield south bound.txt
CONNECTICUT -REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST

SYSTEM

State Maine

Total Miles

Interstate Highway 302 Miles
Limited Access (FAP) _____ Miles
Parkway N/A Miles

Number of Rest Areas 10 / Service Plazas 0 (Statewide)
On Interstate Highway 8 SPS _____ RAS
On Limited Access (FAP) _____ SPS _____ RAS
On Parkway _____ SPS _____ RAS

SITE

Location (Municipality) Pittsfield
Route Location (Mile Marker) 146.9 on I-95 S.B.
Year Built _____
Mainline ADT _____ Summer _____ Winter _____

Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Mainline Peak Hour _____ Summer _____ Winter _____
Cars _____ Summer _____ Winter _____
Trucks _____ Summer _____ Winter _____

Distance to nearest comparable rest area or service plaza 57 Miles
Distance to nearest state line 147.1 Miles
Overall size of site 14.64 Acres
Acceleration Lanes 0 LF / Deceleration Lane 0 LF
Parking Spaces:

Cars 28
RVs/buses _____
Trucks 14

Abutting land uses _____

Signage _____

Lighting _____

Trash Facilities _____

Hazardous Materials Storage Area N/A

Security Cameras (interior / exterior) 0

Wastewater Disposal (Check one) _____ Public Sewers x On-site Septic

Drinking water supply (Check one) _____ Public Water x On-site Well

Storm Drainage Outfall, if known (Check one) _____ Natural Watercourse _____

Drywell _____

Are Stormwater Pollution Prevention Plans in place? _____ Yes _____ No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)
Footprint Area of pavement and related facilities (gsf)
Tenants by type and area occupied (sf)

____ sf
____ sf
____ sf
Fuel:

CT rest area benchmarking_Maine_Pittsfield south bound.txt
Brand _____

Gas Pumps ___N/A___

Diesel Pumps ___N/A___

Repair Facilities ___N/A___
Food Offerings _____

Brand ___N/A___ Lanes ___ Counter Seats ___ Table Seats ___ Drive-thru ___

CT Rest Areas Benchmarking Page 1
August 24, 2005

□ Brand ___N/A___ Lanes ___ Counter Seats ___ Table Seats ___ Drive-thru ___

Vending:
Snacks ___x___
Drinks ___x___
Other _____

Convenience Items
Batteries _____
Kids Items _____
Packaged Foods _____
Other _____

Toilet Facilities
No. Men's Urinals ___2___
No. Men's Stalls _____ (Free or Charge ___Y___?)
No. Women's Stalls _____ (Free or Charge ___Y___?)
Diaper Changing Facilities ___Y___

Picnic Areas _____Y_____ Number Tables ___12___
ATM ___NO___
Children's Play Area ___N/A___ Inside ___ Outside ___
Telephone ___Y___
WiFi ___NO___ Data ports ___NO___ Power Outlets ___NO___
EZ Pass ___NO___
Propane ___NO___
Sewage pump-out (for RVs) ___NO___
Other _____
Welcome Center

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)
Tourism Staff (number) ___N/A___ Days / Hours of Staffed _____
Information Offered: Lodging ___ Restaurants: ___ Attractions: ___

Map _____
Pet Facilities ___NO___

TRUCK FACILITIES

Weigh Station Yes _____ No ___x___
Separate Truck Parking ___14___ (No. Spaces)
Fees ___N/A___
Minor Repair Facilities ___NO___ Parts _____
Power Hookups ___NO___

CT rest area benchmarking_Maine_Pittsfield south bound.txt
Cable / Satellite TV Connections NO
Showers NO
Information re: Private Truck Stops _____
Information re: Truck Stops - other states _____
Other _____

BUILDING(S)

Exterior finishes

Wall _____
Roof _____
Fenestration _____

Interior finishes / public areas

Floors / base _____
walls _____
ceiling _____

Sustainable Design Features _____

CT Rest Areas Benchmarking Page 2
August 24, 2005

IMAGE

Visitors information / tourism _____
Regional / unifying themes _____
Landscape elements _____

REAL ESTATE

Interviewee _____
Interviewer _____
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters _____
Out of state/regional visitors _____
What is peak season and visitation? Summer _____
Truckers _____

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators _____
Subsidized by tolls _____
Fee structure for trucks _____
Other arrangement state gas tax _____

What is the % of operating costs supported by subsidies? 0 _____

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? _____
Was the developer required to build or provide operating subsidies for
non-income producing
services? _____

CT rest area benchmarking_Maine_Pittsfield south bound.txt
Were there any public incentives used to attract developers? _____
How do incentives impact the development financially? _____

Lease and Operations:

What sort of lease arrangement is in effect at this time?

Master lease _____

Lease by space _____

Triple net _____

Other rent structures _____

Is there percentage rent? _____

CAM (common area maintenance) charges in the lease _____

Typical rental rate _____

Does rate vary by visitation or sales? _____

What is the sales in \$/sf in the retail areas (average)? _____

What is the highest sales \$/sf and for which concession? _____

Operating and CAM Costs (common area maintenance) in \$/sf _____

What does CAM cost include?

Operations and maintenance/cleaning _____

Security _____

Welcome Center _____

Other _____ state employees _____

CT Rest Areas Benchmarking Page 3

August 24, 2005

Are there any operating subsidies provided by developer or public sector? _____

From where? _____

Operations / maintenance by:

Tenants _____

Contractor / vendor _____

State _____

User preferences:

What kind of services are most frequently used? _____

Do you have any knowledge from either formal or informal surveys of other services that visitors request?

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? _____

Welcome Centers:

Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information
_____ Yes ___x___ NO

welcome centers located in the system

Gateway location _____

Regional tourism concentration _____

Lessons Learned:

CT rest area benchmarking_Maine_Pittsfield south bound.txt
what would you change or improve if you had the
opportunity?_____

COMMENTS / ADDITIONAL INFORMATION

Form Completed By: Dick Stedman Firm: Maine DOT Date:
10/20/05

CT Rest Areas Benchmarking Page 4
August 24, 2005

□

Massachusetts



Mitt Romney
Governor

Kerry Healey
Lt. Governor

John Cogliano
Secretary

Luisa Pafewonsky
Commissioner



November 8, 2005

Derrick K. Y. Choi
Project Director
Earth Tech Architecture
38 Chauncy Street, Suite 1200
Boston, MA 02111

EARTH TECH
NOV 10 2005
Boston Architecture

Dear Mr. Choi:

I am writing to you regarding the Connecticut Department of Transportation's Rest Area Survey emailed to John Gendall on October 11, 2005. The Massachusetts Highway Department has a total of ninety-nine rest stops along our Routes and Interstates. Of the ninety-nine rest areas, only nine of them are denoted to have a "Visitor Center".

Due to the vast number of areas, the most convenient way for us to present the information is in a spreadsheet form. I have compiled the information for all our rest stops and divided it into the five districts that make up MassHighway. Please accept this information as our answer to the survey.

If you have any further questions or concerns, please feel free to contact John Gendall, Maintenance Engineer, at (617) 973-7770.

Sincerely,

David Rock
Highway Operations Engineer

KTB/ms
Cc: John Gendall, P.E., State Maintenance Engineer

MASSACHUSETTS HIGHWAY OPERATIONS
 REST AREA INVENTORY
 SUMMARY
 2005

DISTRICT	TOTAL REST AREAS	WITH PICNIC TABLES	WITH SANITARY FACILITIES	PORTABLE FACILITIES	WITH BARRELS	WITH PHONES	WITH LIGHTS	PAVED	INFO BOARD	WITH SERVICE SIGNS	TRUCK SPACE	VISITOR CENTER
1	21	17	0	0	0	0	3	20	11	0	50	0
2	19	5	0	0	0	0	0	16	4	7	28	0
** 2 - Rest Areas closed for construction												
3	10	4	1	0	5	3	2	10	3	2	48	1
** 1 Rest area closed - 2 under construction - 1 scheduled to close												
4	14	10	9	0	13	13	9	14	11	11	83	3
** 3 Rest areas closed under construction- 1 Owned by MHD-maintained by city of Haverhill												
5	35	15	10	0	9	12	10	34	9	32	149	5
** 3 Rest areas closed - 3 maintained by Corp. of Engineers.												
TOTAL	99	51	20	0	27	28	24	94	38	52	358	9

REST AREA INVENTORY

DISTRICT 3

ADOFF	ROUTE	CITY/TOWN	IDENTIFICATION NUMBER	REST AREA STATUS	MARKER	MARKERS	BARRELS	LICENS	P HOMES	SAFETY	ADULT	PPAC	RAVED	RAVES	V FCL	LDCK	INFO	BOAR	SLV	ISL	VIS
*	2	LANCASTER	3-2W-103	OPEN	103	6		Y	Y	Y			Y	36	6U			Y			Y
	2	HARVARD	3-2W-108.3	CLOSED	108.3	13	5	Y	Y				Y	27	4	Y					
	9	SPENCER	3-9W-83.6	OPEN	83.6	0	2						Y	6	0						
	9	BROOKFIELD	3-9E-78.0	OPEN	78.0	0	0						Y	10	0						
	84	STURBRIDGE	3-84S-4.1	OPEN UNDER-CONSTRUCTION	4.1	9	0						Y	25	8			Y			
	84	STURBRIDGE	3-84N-1	OPEN UNDER-CONSTRUCTION	1	4	0		Y				Y	50	15	Y					
	122	RUTLAND	3-122N-39.2	OPEN	39.2	0	0						Y	8	0						
	122	RUTLAND	3-122S-39.1	CLOSED	39.1	0	0						Y	8	0						
	122	OAKHAM	3-122N-42.2	OPEN	42.2	0	0						Y	8	0						
	146	LXBRIDGE	3-146S-5.0	OPEN	5.0	0	0						Y	36	15						

* REST AREAS PRIVATIZED

REST AREA INVENTORY

DISTRICT 5

PAGE 1

ADOPT	ROUTE	CITY/TOWN	IDENTIFICATION NUMBER	REST AREA STATUS	M M P I A K K N I B E R C	P R O A R E S	L I G H T S	S A N I T A R I Y	P O R T A B L E	P F A C I L I T Y	F A V O R D	F A S T C L A S	V E H I C L E S	T R U C K S	I N F O R M A T I O N	B O A R D E E N	S P R A Y E E N	V I S I T O R C E N T E R
	95	ATTLEBORO	5-95N-2.9	OPEN	2.9	0	0	0	0	0	0	0	0	0	N	Y	Y	N
	95	NORTH ATTLEBORO	5-95S-9.8	CLOSED	9.8	0	0	N	N	N	Y	30-U	8-U	N	N	Y	Y	N
	95	MANSFIELD	5-95N-10	OPEN	10	19	4	Y	Y	N	Y	92	27	Y	Y	Y	Y	Y
	24	BRIDGEWATER	5-24N-23.9	OPEN	23.3	0	3	Y	Y	N	Y	84	9	Y	Y	Y	Y	N
	24	BRIDGEWATER	5-24S-23.3	OPEN	23.3	0	3	Y	Y	N	Y	84	8	Y	Y	Y	Y	N
A	195	SWANSEA	5-195E-5.8	OPEN	5.8	5	6	Y	Y	N	Y	40	6-U	Y	Y	Y	Y	Y
	195	SWANSEA	5-195W-6	OPEN	6	4	0	Y	N	N	Y	30	6	Y	Y	Y	Y	N
	195	WAREHAM	5-195E-37.5	OPEN	37.5	23	4	Y	Y	Y	Y	72	22	Y	Y	Y	Y	Y
	140	TAUNTON	5-140S-16.9	OPEN	16.9	0	0	N	N	N	Y	10	3-U	N	Y	Y	Y	N
	140	TAUNTON	5-140N-17	OPEN	17	0	0	N	N	N	Y	10	3-U	N	Y	Y	Y	N
	495	MIDDLEBORO	5-495N-10.3	OPEN	10.3	1	0	N	N	N	Y	0	0	N	N	Y	Y	N
	495	MIDDLEBORO	5-495S-10.5	OPEN	10.5	0	0	N	N	N	Y	0	0	N	N	Y	Y	N
	495	MIDDLEBORO	5-495S-11.3	OPEN	11.3	0	0	N	N	N	Y	12-U	0	N	N	Y	Y	N
	88	WESTPORT	5-88S-7.2	OPEN	7.2	0	0	N	N	N	Y	10-U	0	N	N	N	N	N
*	6	BOURNE	5-6E-52.1	OPEN	52.1	2	0	N	N	N	N	20	0-U	N	N	Y	Y	N
*	6	BOURNE	5-6E-52.4	OPEN	52.4	2	0	N	N	N	Y	30	0-U	N	N	Y	Y	N
*	6	BOURNE	5-6E-53.2	OPEN	53.2	19	12	Y	Y	N	Y	72	0	Y	Y	Y	Y	Y
	6	SANDWICH	5-6W-58.9	OPEN	58.9	0	0	N	N	N	Y	30	4-U	N	Y	Y	Y	N
	6	BARNSTABLE	5-6E-70.3	OPEN	70.3	3	5	Y	Y	N	Y	41	9	Y	Y	Y	Y	Y

* MAINTAINED BY CORP. OF ENGINEERS
 () REST AREAS SLATED FOR PRIVATIZATION
 (A) ADOPT-A-REST AREA GROUPS
 U UNMARKED

REST AREA INVENTORY

DISTRICT 5

PAGE 2

ADOPT	ROUTE	CITY/TOWN	IDENTIFICATION NUMBER	REST AREA STATUS	M M I A C P I T B	M I A C P I T B	L I C H B S	P H O M S S	S A A I L B L Y	P A C I L I T Y	P A V E D	P A S S I C S	V E L C K S	I N F O R M A T I O N	B O A R D I N G	S E R V I C E S	V I S I T O R C E N T E R
	6	YARMOUTH	5-6W-73	OPEN		73	0	0	0	N	N	N	10	0	N	Y	N
A	6	YARMOUTH	5-6W-76.5	OPEN		75.5	0	0	0	N	N	N	20	3	N	Y	N
	6	YARMOUTH	5-6W-75.4	OPEN		75.4	0	0	0	N	N	N	6	0	N	Y	N
	132	BARNSTABLE	5-6W-67.5	OPEN		67.5	0	2	Y	Y	Y	N	243	0	N	Y	N
A	6	DENNIS	5-6E-78.4	OPEN		78.4	0	0	0	N	N	N	12-U	0	N	Y	N
	6	DENNIS	5-6W-78.7	CLOSED		78.7	0	0	0	N	N	N	10-U	0	N	Y	N
	6	HARWICH	5-6E-82.3	OPEN		82.3	0	0	0	N	N	N	10-U	0	N	Y	N
	6	HARWICH	5-6W-82.3	CLOSED		82.3	0	0	0	N	N	N	10-U	0	N	Y	N
	6	HARWICH	5-6W-83.7	OPEN		83.7	0	0	0	N	N	N	8-U	0	N	Y	N
	6	BREWSTER	5-6W-85.8	OPEN		85.8	0	0	0	N	N	N	12-U	0	N	Y	N
	6	BREWSTER	5-6W-87	OPEN		87	0	0	0	N	N	N	10-U	0	N	Y	N
	25	PLYMOUTH	5-25E-6.8	OPEN		6.8	12	5	Y	Y	N	N	66	30	Y	Y	Y
	3	PLYMOUTH	5-3S-13.0	OPEN		13.0	13	5	Y	Y	N	N	71	14	Y	Y	Y
	3	KINGSTON	5-3S-19.0	OPEN		19.0	0	0	0	N	N	N	7-U	0	N	Y	N
A	3	NORWELL	5-3N-27.7	OPEN		27.7	0	0	0	N	N	N	27	3	N	Y	N
	3	NORWELL	5-3S-27.9	OPEN		27.9	0	0	0	N	N	N	28	3	N	Y	N

** Rte.3-Plymouth-MM 13 SB - New Park & Ride 200 parking spaces & 5 benches

Rhode Island

State of Rhode Island And Providence Plantations
Rhode Island Department of Transportation
Highway Engineering; Road Design
Two Capital Hill, Room No 231D
Providence, RI 02903-1124
Tel:222-2023 ext. 4036
Fax: 277-3006

Date: 12/8/05

Time: 10:30 AM

Fax Transmittal, Road Design, Highway Engineering

TO: Derrick Choi

(617) 482-4835 ext. 308

FAX (617) 482-0642

FROM: RIDOT, Road Design Division

David A. Craveiro

(401)222-2023 ext 4036 fax 277-3006

SUBJECT: I-295 REST AREA SURVEY

PAGES:(including cover sheet) 5

COMMENTS: Derrick here is the survey. I preferred to fill it out on paper. It took a lot of research and time, more than I anticipated. If you have any questions or can't understand my writing, please call.

If you did not receive a complete transmission, call immediately.

Dave

**CONNECTICUT - REST AREAS & SERVICE PLAZAS STUDY
BENCHMARKING & FACILITIES EVALUATION CHECKLIST**

DERRICK C101
(67) 482-4835 308

SYSTEM

State RHODE ISLAND
 Total Miles
 Interstate Highway 71 Miles
 Limited Access (FAP) 129 Miles
 Parkway 0 Miles
 Number of Rest Areas 2 / Service Plazas 0 (Statewide)
 On Interstate Highway 2 SPs 0 RAs
 On Limited Access (FAP) 0 SPs 0 RAs
 On Parkway 0 SPs 0 RAs

SITE

Location (Municipality) LINCOLN
 Route Location (Mile Marker) I-295 MILEPOST
 Year Built 2005
 Mainline ADT 49,700 Summer 104.5% Winter 90.8%
 Cars 95.2% Summer 104.5% Winter 90.8%
 Trucks 4.8% Summer 104.5% Winter 90.8%
 Mainline Peak Hour 15% Summer 104.5% Winter 90.8%
 Cars 15% Summer 104.5% Winter 90.8%
 Trucks 15% Summer 104.5% Winter 90.8%
 Distance to nearest comparable rest area or service plaza 35 Miles
 Distance to nearest state line 6.0 Miles
 Overall size of Site 12.705 Acres
 Acceleration Lanes 1300 LF / Deceleration Lane 1500 LF
 Parking Spaces:
 Cars 118
 RVs/buses 4
 Trucks 9
 Abutting land uses PARK / STATE OWNED
 Signage Yes
 Lighting Yes
 Trash Facilities Yes
 Hazardous Materials Storage Area N/A
 Security Cameras (interior / exterior) YES
 Wastewater Disposal (Check one) Public Sewers On-site Septic
 Drinking Water Supply (Check one) Public Water On-site Well
 Storm Drainage Outfall, if known (Check one) Natural Watercourse Drywell
 Are Stormwater Pollution Prevention Plans in place? Yes No

FACILITIES & AMENITIES

Footprint Area of principal building(s) (gsf)
 Footprint Area of pavement and related facilities (gsf)
 Tenants by type and area occupied (sf)
9,700 sf
45,000 sf
3,107 sf
 Fuel:
 Brand N/A
 Gas Pumps 0
 Diesel Pumps 0
 Repair Facilities 0
 Food Offerings
 Brand DUNKIN DONUTS Lanes 4 Counter Seats NO Table Seats YES Drive-thru NO

Brand _____ Lanes _____ Counter Seats _____ Table Seats _____ Drive-thru _____

Vending:

Snacks N/A
Drinks N/A
Other _____

Convenience Items

Batteries N/A
Kids Items _____
Packaged Foods _____
Other _____

Toilet Facilities

No. Men's Urinals 3
No. Men's Stalls 4 (Free or Charge YES?)
No. Women's Stalls 8 (Free or Charge YES?)
Diaper Changing Facilities 2 (CAMC)

Picnic Areas N/A Number Tables _____

ATM NO

Children's Play Area YES Inside Outside

Telephone YES

WiFi _____ Data ports N/A Power Outlets YES

EZ Pass N/A

Propane N/A

Sewage pump-out (for RVs) N/A

Other BICYCLE RACKS

Welcome Center

Tourist / Visitor Information (Maps, Attractions, Lodging, Restaurants, etc.)

Tourism Staff (number) 7 Days / Hours of Staffed 10 hrs / DAY

Information Offered: Lodging Restaurants: Attractions:

Map _____

Pet Facilities N/A

TRUCK FACILITIES

Weigh Station Yes _____ No

Separate Truck Parking 9 (No. Spaces)

Fees NO

Minor Repair Facilities NO Parts _____

Power Hookups NO

Cable / Satellite TV Connections N/A

Showers N/A

Information re: Private Truck Stops N/A

Information re: Truck Stops - other states N/A

Other _____

BUILDING(S)

Exterior finishes

Wall STONE/WOOD

Roof ASPH/FLT SHINGLE

Fenestration CUSTOM WOOD THERMOPANE (PELUA)

Interior finishes / public areas

floors / base TILE

walls WALL BOARD

ceiling OPEN BEAM

Sustainable Design Features LARGE BARN LIKE OPEN W/WOOD

BEAMS. PARK ENTRANCE BLDG

BLACKSTONE RIVER STATE PARK Page 2

IMAGE

Visitors information / tourism YES
Regional / unifying themes YES BLACKSTONE VALLEY; INDUSTRIALIZATION
Landscape elements YES

REAL ESTATE

Interviewee N/A
Interviewer N/A
Date _____ Location _____

General Information

Typical annual visitation to typical rest area
Commuters N/A
Out of state/regional visitors N/A
What is peak season and visitation? N/A
Truckers YES N/A

THIS IS A NEW REST AREA THAT WILL OPEN IN JANUARY

Funding:

How are the rest areas financially supported?
Self funded by revenues from leases, owner/operators ✓
Subsidized by tolls N/A
Fee Structure for trucks N/A
Other arrangement _____

What is the % of operating costs supported by subsidies? 30%

Facility Development:

Development arrangement for the facility
RFP's issued for build/finance/operate. Please describe? RIDOT DESIGNED BLDG
Was the developer required to build or provide operating subsidies for non-income producing services? YES
Were there any public incentives used to attract developers? OPEN BIDDING, ~~STATE BONDS~~
How do incentives impact the development financially? N/A

RIDOT DESIGNED REST AREA INFRASTRUCTURE
RIDOT FUNDED ALL EXCEPT % FOR COMMERCIAL DEVELOPMENT

Lease and Operations:

What sort of lease arrangement is in effect at this time?
Master lease ✓
Lease by space ✗
Triple net _____
Other rent structures _____
Is there percentage rent? NO
CAM (common area maintenance) charges in the lease _____

Typical rental rate N/A
Does rate vary by visitation or sales? NO
What is the sales in \$/sf in the retail areas (average)? N/A
What is the highest sales \$/sf and for which concession? N/A
Operating and CAM Costs (common area maintenance) in \$/sf N/A
What does CAM cost include?
Operations and maintenance/cleaning ✓ DUNKIN
Security STATE
Welcome Center STATE
Other PARK / BIKE PATH MAINTENANCE

Are there any operating subsidies provided by developer or public sector? YES
From where? PROFITS FROM SALES YEARLY AMOUNT GOES TO STATE.

Operations / maintenance by:
Tenants ~~_____~~
Contractor / vendor ✓ DUNKIN BLDG & PARKING LOTS / TRAFFIC / SNOW /
State ✓ PARKING FOR TRUCKS AND RAMPS

User preferences:
What kind of services are most frequently used? N/A

Do you have any knowledge from either formal or informal surveys of other services that visitors request?
N/A

Do you have any additional information on the types of customers that visit the areas, such as demographics of customers, origin destination, etc.? N/A

Welcome Centers:
Are any of your rest/service areas destinations in themselves, such as the welcome centers, museums, farm market or specialty shops or specialized visitors information ✓ Yes _____ No

Welcome centers located in the system
Gateway location RICHMOND, R.I. I-95
Regional tourism concentration I-295 LINCOLN R.I. BLACKSTONE RIVER STATE PARK AND BICYCLE PATH.

Lessons Learned:
What would you change or improve if you had the opportunity? NOTHING THIS BLDG IS IMPRESSIVE. OUR MAJOR CONCERN IS SAFETY & SECURITY.

COMMENTS / ADDITIONAL INFORMATION

This Rest Area serves as a Rest Area, a gateway to Blackstone River State Park, and an office and staging area for Park's Maintenance. It also houses a visitor's center, a State Police Satellite office, and a Dunkin Donuts commercial enterprise.

Form Completed By: David A. Coveis Firm: RIDOT Date: 12/8/05

New York

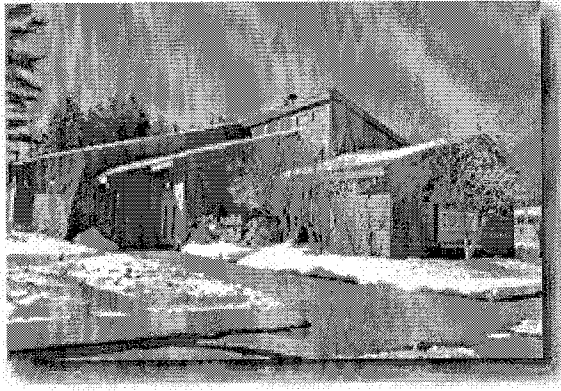
Statewide Rest Areas

The New York State Department of Transportation maintains 36 rest areas throughout the Empire State. The facilities have been designed to reflect each region’s colorful history and distinctive charms and to provide the best service for all travelers.

For specific information regarding each respective rest area, please follow the links provided in the following table.

<p>Interstate 86/Route 17 (west to east)</p> <ul style="list-style-type: none"> ➤ Chautauqua Lake ➤ Allegany River ➤ Friendship ➤ Kanona ➤ Campbell ➤ Nichols ➤ Owego ➤ East Branch ➤ Roscoe <p>Interstate 390</p> <ul style="list-style-type: none"> ➤ Geneseo ➤ Mount Morris <p>Interstate 81 (south to north)</p> <ul style="list-style-type: none"> ➤ Broome Gateway ➤ Whitney Point ➤ Preble ➤ Hastings ➤ Watertown ➤ Orleans (Town of) 	<p>Interstate 87/Northway (south to north)</p> <ul style="list-style-type: none"> ➤ Clifton Park ➤ Glens Falls (South) ➤ Glens Falls (North) ➤ Schroon Lake (South) ➤ Schroon Lake (North) ➤ High Peaks (North and South) ➤ Lincoln Pond (North) ➤ Lewis (South) ➤ Valcour ➤ Beekmantown ➤ Point Au Roche <p>Interstate 88 (west to east)</p> <ul style="list-style-type: none"> ➤ Unadilla ➤ Wells Bridge ➤ Worcester (West) ➤ Worcester (East) <p>Interstate 90</p> <ul style="list-style-type: none"> ➤ Schodack <p>Interstate 684</p> <ul style="list-style-type: none"> ➤ Bedford ➤ Brewster
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Statewide Rest Areas
Beekmantown



beekmantown
rest area

serving southbound traffic
on interstate 87,
also known as the northway,
between exits 41 and 40,
in the town of beekmantown,
clinton county.

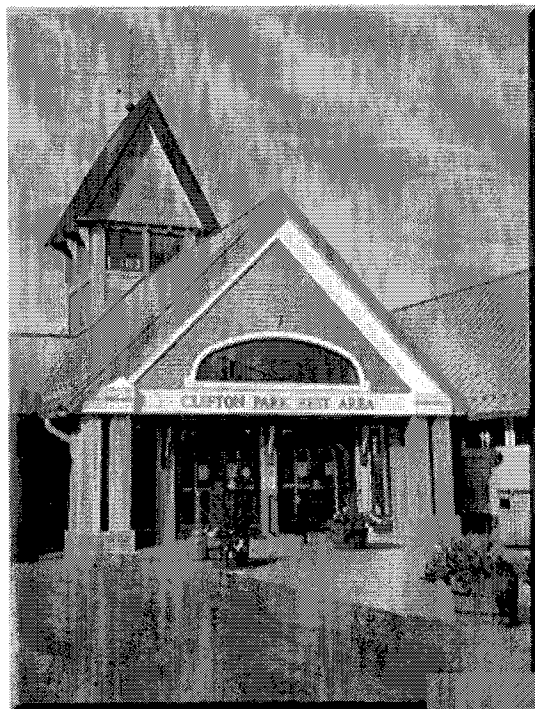
within the rustic facility's
enclosed lobby are interpretive
displays of the region's history.

among the amenities

- restrooms
- tourist information,
- year-round
- pay telephones
- vending machines
- picnic areas
- pet walk
- handicapped parking spaces (2)
- car parking spaces (35)
- truck parking spaces (15)



Statewide Rest Areas
Clifton Park



clifton park rest area

serving northbound traffic on
interstate 87, also known
as the northway,
between exits 9 and 10,
in the town of clifton park,
saratoga county.

the architecture alludes to the
hudson river valley's history,
and near the enclosed lobby
is a new york state department
of transportation workers memorial
honoring those injured or killed
while on nysdot duty.

among the amenities

- restrooms
- tourist information,
- year-round
- pay telephones
- vending machines
- picnic areas
- pet walk
- handicapped parking spaces (3)
- bus parking spaces (4)
- car parking spaces (92)
- truck parking spaces (28)
- state police satellite station.



Statewide Rest Areas

Point Au Roche

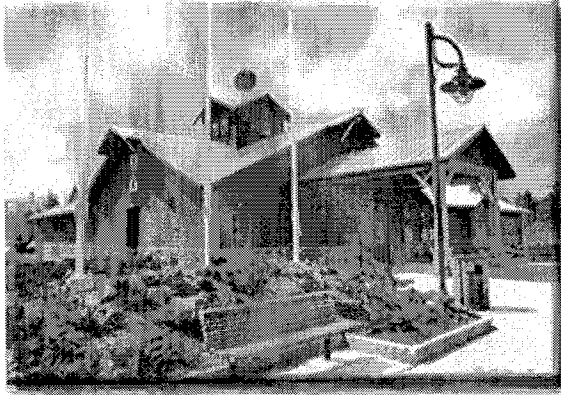
Serving northbound traffic on Interstate 87, also known as the Northway, between Exits 40 and 41, in the Town of Beekmantown, Clinton County.

Among the amenities:

- **Restrooms**
- **Tourist information, year-round**
- **Pay telephones**
- **Vending machines**
- **Picnic areas**
- **Pet walk**
- **Handicapped parking spaces (2)**
- **Car parking spaces (35)**
- **Truck parking spaces (15)**

Statewide Rest Areas

Valcour



valcour rest area

serving northbound traffic on Interstate 87, also known as the Northway, between Exits 35 and 36, near Plattsburgh, Clinton County.

the architecture, which includes an enclosed lobby, highlights an orchard motif to honor the Champlain Valley's agricultural character.

among the amenities

- restrooms
- tourist information, year-round
- pay telephones
- vending machines
- picnic areas
- pet walk
- handicapped parking spaces (2)
- bus parking spaces (2)
- car parking spaces (36)
- truck parking spaces (26)
- state police satellite station.



Statewide Rest Areas

Lewis — South

Serving southbound traffic on Interstate 87, also known as the Northway, between Exits 32 and 31, in the Town of Lewis, Essex County.

Among the amenities:

- **Restrooms**
- **Tourist information, seasonally**
- **Pay telephones**
- **Vending machines**
- **Picnic areas**
- **Pet walk**
- **Handicapped parking spaces (2)**
- **Car parking spaces (30)**
- **Truck parking spaces (5)**

Statewide Rest Areas
Lincoln Pond – North

Serving northbound traffic on Interstate 87, also known as the Northway, between Exits 30 and 31, in the Town of Elizabethtown, Essex County.

Among the amenities:

- Restrooms
- Pay telephones
- Vending machines
- Picnic areas
- Pet walk
- Handicapped parking spaces (2)
- Car parking spaces (32)
- Truck parking spaces (5)

Statewide Rest Areas
High Peaks — North and South



high peaks rest areas

serving northbound and southbound traffic, respectively, on interstate 87, also known as the northway, between exits 29 and 30, in the town of north hudson, essex county.

the rustic architecture draws influences from the adirondack great camps in the region, and within the enclosed lobbies are interpretive displays of works by carl heilman II, a prominent local photographer.

among the amenities

- restrooms
- tourist information,
- year-round
- pay telephones
- vending machines
- picnic areas and a pet walk
- handicapped parking spaces (4) at each
- car parking spaces (70) at each
- truck parking spaces (24) at each
- state police satellite station at each facility.



Statewide Rest Areas

Schroon Lake — North

Serving northbound traffic on Interstate 87, also known as the Northway, between Exits 27 and 28, in the Town of Schroon, Essex County.

Among the amenities:

- ✦ **Restrooms**
- ✦ **Pay telephones**
- ✦ **Vending machines**
- ✦ **Picnic areas**
- ✦ **Pet walk**
- ✦ **Handicapped parking spaces (2)**
- ✦ **Car parking spaces (19)**
- ✦ **Truck parking spaces (5)**

Statewide Rest Areas

Schroon Lake — South

Serving southbound traffic on Interstate 87, also known as the Northway, between Exits 28 and 27, in the Town of Schroon, Essex County.

Among the amenities:

- ✦ **Restrooms**
- ✦ **Pay telephones**
- ✦ **Vending machines**
- ✦ **Picnic areas**
- ✦ **Pet walk**
- ✦ **Handicapped parking spaces (2)**
- ✦ **Car parking spaces (30)**
- ✦ **Truck parking spaces (5)**

Statewide Rest Areas
Glens Falls – North



**glens falls - north
rest area**

servicing northbound traffic on interstate 87, also known as the northway, between exits 17 and 18, in the town of queensbury, warren county.

the architecture is a tribute to the north country's rustic heritage and features an enclosed lobby.

among the amenities

- restrooms
- tourist information, year-round
- pay telephones
- vending machines
- picnic areas
- pet walk
- handicapped parking spaces (4)
- bus parking spaces (2)
- car parking spaces (55)
- truck parking spaces (12)



Statewide Rest Areas Glens Falls – South

Serving southbound traffic on Interstate 87, also known as the Northway, between Exits 18 and 17, in the Town of Queensbury, Warren County.

Among the amenities:

- Restrooms
- Pay telephones
- Vending machines
- Text Telephone/Teletype Writers for the hearing impaired
- Picnic areas
- Pet walk
- Handicapped parking spaces (4)
- Bus parking spaces (2)
- Car parking spaces (56)
- Truck parking spaces (12)

Statewide Rest Areas
Chautauqua Lake



chautauqua lake rest area

serving eastbound traffic on 86,
between exits 10 and 11, in the
town of ellery, chautauqua county.

the architecture showcases victorian
style, and within the enclosed
lobby are interpretive displays of
the region.

among the amenities

- restrooms
- tourist information,
including new york state maps,
year-round
newspaper boxes
- pay telephones
- vending machines
- text telephone/teletype writers
for the hearing impaired
- picnic areas
- pet walk
- handicapped parking spaces (3)
- bus parking spaces (2)
- car parking spaces (47)
- truck parking spaces (26)
- state police satellite station



Statewide Rest Areas Allegany River

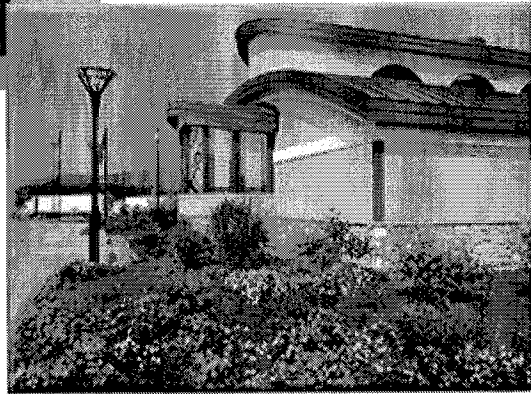


allegany river rest area

serving westbound traffic on interstate 86, between exits 24 and 23 in the town of allegany, cattaraugus county.

the architecture reflects native american heritage, and within the enclosed lobby are interpretive historical displays.

- restrooms
- tourist information, including new york state maps, year-round newspaper boxes
- pay telephones
- vending machines
- text telephone/teletype writers for the hearing impaired
- picnic areas
- pet walk
- handicapped parking spaces (2)
- bus parking spaces (2)
- car parking spaces (51)
- truck parking spaces (24)
- state police satellite station



Statewide Rest Areas

Friendship

Serving eastbound traffic on Interstate 86, between Exits 29 and 30, in the Town of Friendship, Allegany County.

Among the amenities:

- Restrooms
- Tourist information, seasonally, with interpretive displays
- Pay telephones
- Vending machines
- Picnic areas
- Pet walk
- Handicapped parking spaces (2)
- Car parking spaces (36)
- Truck parking spaces (12)

Statewide Rest Areas

Kanona

Serving westbound traffic on Interstate 86, between Exits 38 and 37, in the Village of Bath, Steuben County.

Among the amenities:

- **Restrooms**
- **Interpretive displays**
- **Pay telephones**
- **Vending machines**
- **Picnic areas**
- **Pet walk**
- **Handicapped parking spaces (4)**
- **Car parking spaces (31)**
- **Truck parking spaces (10)**

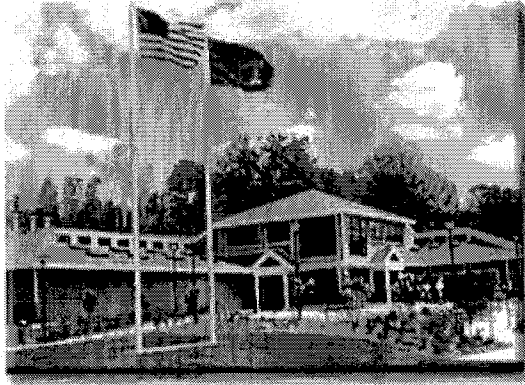
Statewide Rest Areas Campbell

Serving eastbound traffic on Interstate 86, between Exits 40 and 41, in the Town of Campbell, Steuben County.

Among the amenities:

- **Restrooms**
- **Interpretive displays**
- **Pay telephones**
- **Vending machines**
- **Picnic areas**
- **Pet walk**
- **Handicapped parking spaces (3)**
- **Car parking spaces (40)**
- **Truck parking spaces (12)**

Statewide Rest Areas
Broome Gateway



broome gateway
rest area

servicing northbound traffic on Interstate 81, between the Pennsylvania state line and exit 1, in the town of Kirkwood, Broome County.

the architecture, combines contemporary and colonial features, and within the enclosed lobby are displays highlighting the Susquehanna River Valley.

among the amenities

- restrooms, including unisex
- family-assist facilities
- tourist information, year-round
- pay telephones
- vending machines
- text telephone/teletype writers
- for the hearing impaired
- picnic areas and a pet walk
- handicapped parking spaces (5)
- bus parking spaces (2)
- car parking spaces (76)
- truck parking spaces (29)
- state police satellite station.

Statewide Rest Areas Whitney Point



whitney point rest area

servicing southbound traffic on
interstate 81, between
exits 9 and 8,
in the town of lisle,
broome county.

the architecture is
tudor style, and within the
enclosed lobbies are interpretive
displays of the region.

among the amenities

- restrooms
- tourist information,
including New York State maps,
- year-round
newspaper boxes
- pay telephones
- vending machines
- text telephone/teletype writers
for the hearing impaired
- picnic areas
- pet walk
- handicapped parking spaces (4)
- bus parking spaces (4)
- car parking spaces (37)
- truck parking spaces (29)
- state police satellite station.



Statewide Rest Areas

Preble



preble rest area

serving northbound traffic on
interstate 81, between
exits 12 and 13,
in the town of preble,
cortland county.

the greek revival architecture style
of the facility features an enclosed
lobby with interpretive
displays on the region.

among the amenities

- restrooms
- tourist information,
including New York State maps,
- year-round
newspaper boxes
- pay telephones
- vending machines
- text telephone/teletype writers
for the hearing impaired
- picnic areas
- pet walk
- handicapped parking spaces (5)
- bus parking spaces (4)
- car parking spaces (47)
- truck parking spaces (60)
- state police satellite station.



Statewide Rest Areas

Hastings

Serving southbound traffic on Interstate 81, between Exits 32 and 31, in the Town of Hastings, Oswego County.

Among the amenities:

- ✦ **Restrooms**
- ✦ **Pay telephones**
- ✦ **Vending machines**
- ✦ **Picnic areas**
- ✦ **Pet walk**
- ✦ **Handicapped parking spaces (2)**
- ✦ **Car parking spaces (47)**
- ✦ **Truck parking spaces (14)**

Statewide Rest Areas

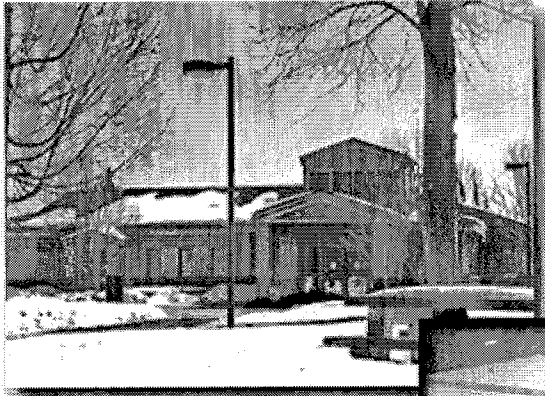
Watertown

Serving southbound traffic on Interstate 81, between Exits 44 and 43, near the City of Watertown, Jefferson County.

Among the amenities:

- Restrooms, including Unisex Family-Assist facilities
- Tourist information year-round
- Pay telephones
- Vending machines
- Picnic areas
- Pet walk
- Handicapped parking spaces (2)
- Car parking spaces (39)
- Truck parking spaces (8)

Statewide Rest Areas
Town of Orleans



town of orleans
rest area

serving northbound traffic on
interstate 81, between exits 49
and 50, in the town of orleans,
jefferson county.

among the amenities

- restrooms
- including unisex
- family-assist facilities
- tourist information,
including new york state maps,
- year-round
- pay telephones
- vending machines
- picnic areas
- pet walk
- handicapped parking spaces (3)
- car parking spaces (32)
- truck parking spaces (10)



Statewide Rest Areas Geneseo

Serving northbound traffic on Interstate 390, between Exits 6 and 7, in the Town of Groveland, Livingston County.

Among the amenities:

- ✦ **Restrooms**
- ✦ **New York State maps**
- ✦ **Newspaper boxes**
- ✦ **Pay telephones**
- ✦ **Vending machines**
- ✦ **Picnic areas**
- ✦ **Pet walk**
- ✦ **Handicapped parking spaces (2)**
- ✦ **Car parking spaces (28)**
- ✦ **Truck parking spaces (16)**

Statewide Rest Areas

Mount Morris

Serving southbound traffic on Interstate 390, between Exits 6 and 7, in the Town of Groveland, Livingston County.

Among the amenities:

- Restrooms
- New York State maps
- Newspaper boxes
- Pay telephones
- Vending machines
- Picnic areas
- Pet walk
- Handicapped parking spaces (2)
- Car parking spaces (26)
- Truck parking spaces (16)

Statewide Rest Areas

Brewster

Serving northbound traffic on Interstate 684, between Exits 8 and 9, in the Village of Brewster, Putnam County.

Among the amenities:

- ✧ **New York State maps**
- ✧ **Pay telephones**
- ✧ **Vending machines**
- ✧ **Picnic areas**
- ✧ **Car parking spaces (40)**
- ✧ **Truck parking spaces (14)**

Statewide Rest Areas

Bedford

Serving southbound traffic on Interstate 684, between Exits 5 and 4, in the Town of Bedford, Westchester County.

Among the amenities:

- **New York State maps**
- **Pay telephones**
- **Vending machines**
- **Picnic areas**
- **Car parking spaces (40)**
- **Truck parking spaces (14)**

Statewide Rest Areas

Roscoe

Serving eastbound traffic on Route 17, between Exits 94 and 95, in the Town of Roscoe, Sullivan County.

Among the amenities:

- Restrooms
- Tourist information year-round
- Pay telephones
- Vending machines
- Picnic areas
- Pet walk
- Handicapped parking spaces (2)
- Car parking spaces (25)
- Truck parking spaces (7)

Statewide Rest Areas

East Branch

Serving westbound traffic on Route 17, between Exits 90 and 89, in the Town of East Branch, Delaware County.

Among the amenities:

- Restrooms
- Pay telephones
- Vending machines
- Picnic areas
- Pet walk
- Handicapped parking spaces (2)
- Car parking spaces (29)
- Truck parking spaces (7)

Statewide Rest Areas

Nichols

Serving eastbound traffic on Route 17, between Exits 62 and 63, in the Town of Nichols, Tioga County.

Among the amenities:

- Restrooms
- Interpretive displays
- Pay telephones
- Vending machines
- Picnic areas
- Pet walk
- Handicapped parking spaces (2)
- Car parking spaces (38)
- Truck parking spaces (14)

Statewide Rest Areas

Owego

Serving westbound traffic on Route 17, between Exits 64 and 63, in the Town of Owego, Tioga County.

Among the amenities:

- Restrooms
- Interpretive displays
- Pay telephones
- Vending machines
- Picnic areas
- Pet walk
- Handicapped parking spaces (2)
- Car parking spaces (29)
- Truck parking spaces (13)

Statewide Rest Areas

Unadilla

Serving eastbound traffic on Interstate 88, between Exits 10 and 11, in the Town of Sidney, Delaware County.

Among the amenities:

- **Restrooms**
- **Pay telephones**
- **Vending machines**
- **Picnic areas**
- **Pet walk**
- **Handicapped parking spaces (2)**
- **Car parking spaces (30)**
- **Truck parking spaces (20)**

Statewide Rest Areas

Wells Bridge

Serving westbound traffic on Interstate 88, between Exits 12 and 11, in the Town of Sidney, Delaware County.

Among the amenities:

- **Restrooms**
- **Pay telephones**
- **Vending machines**
- **Picnic areas**
- **Pet walk**
- **Handicapped parking spaces (2)**
- **Car parking spaces (20)**
- **Truck parking spaces (15)**

Statewide Rest Areas

Worcester

Serving eastbound traffic on Interstate 88, between Exits 18 and 19, in the Town of Worcester, Otsego County.

Among the amenities:

- ✦ **Restrooms**
- ✦ **Pay telephones**
- ✦ **Vending machines**
- ✦ **Picnic areas**
- ✦ **Pet walk**
- ✦ **Handicapped parking spaces (2)**
- ✦ **Car parking spaces (20)**
- ✦ **Truck parking spaces (15)**

Statewide Rest Areas

East Worcester

Serving westbound traffic on Interstate 88, between Exits 20 and 19, in the Town of Worcester, Otsego County.

Among the amenities:

- ✧ Restrooms
- ✧ Pay telephones
- ✧ Vending machines
- ✧ Picnic areas
- ✧ Pet walk
- ✧ Handicapped parking spaces (2)
- ✧ Car parking spaces (30)
- ✧ Truck parking spaces (20)



APPENDIX B

Representative Welcome Center Profiles

REPRESENTATIVE WELCOME CENTER PROFILES

Selected welcome centers are profiled, with photos, building statistics and program, tourism features, and floor plans (where available), in order to illustrate the various components that constitute a successful facility.

Kittery, Maine

1972

I-95 Northbound, exit 17



Building Statistics & Program:

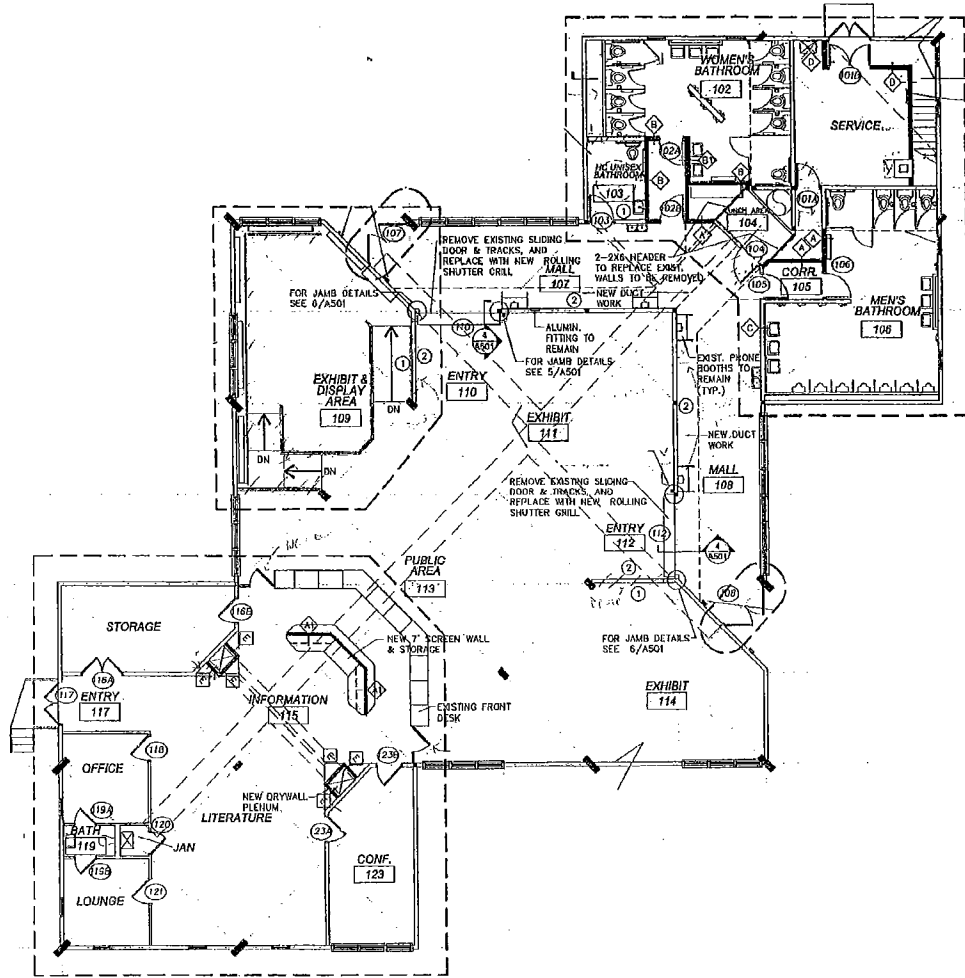
6,530 SF

Restrooms
Picnic Area
BBQ Pit
Walking Trails
Outdoor water fountains & faucets
Pay Phones
Vending Machines

Tourism Features:

- Information Desk
- Brochure Cases
3,944 Slots
- 19 Freestanding exhibits
- 27 Lighted wall exhibits
- Information Kiosk
- Computerized database that covers many categories of interest and produces customized printouts regarding attractions and weather

Kittery, Maine



1 PROPOSED FLOOR PLAN
SCALE: 1/8" = 1'-0"

Floor Plan

Seabrook, New Hampshire

2000

I-95 Northbound, exit 1



Building Statistics & Program:

5,000 SF

Restrooms
Woodburning Stove
Picnic Area
Pay Phones
Vending Machines

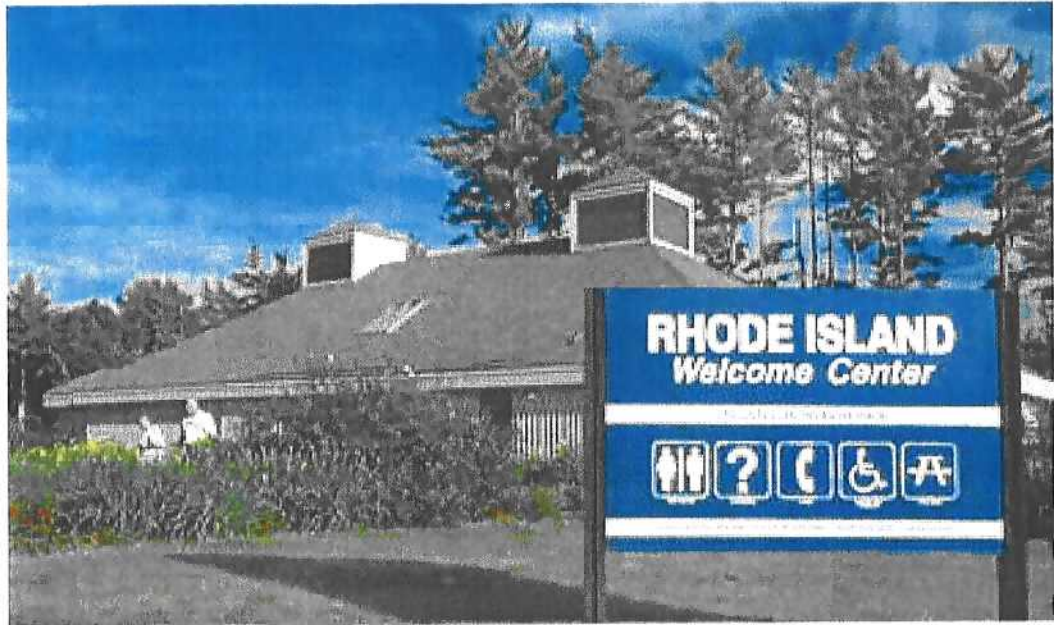
Tourism Features:

- Information Desk
- Brochure Cases
- Display cases and photo displays organized to highlight each of the seven identified tourism regions
- Regionally inspired weathervane and granite sculpture

Richmond, Rhode Island

1989

I-95 Northbound, between exits 2 & 3



Building Statistics & Program:

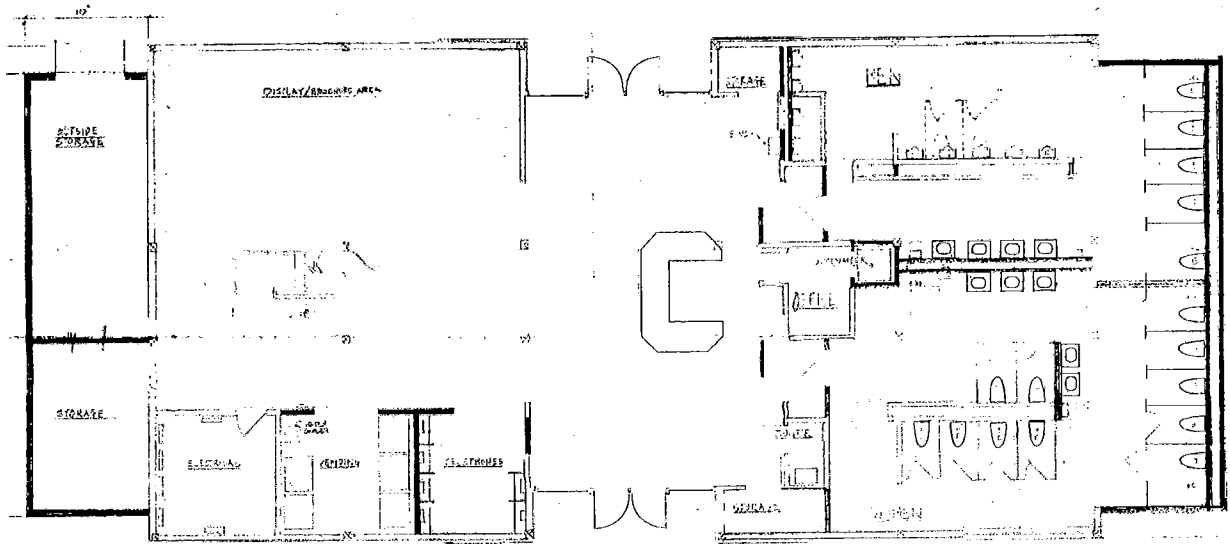
4,000 SF
3 acres

Restrooms
Picnic Area
BBQ Pits
Vending Machines

Tourism Features:

- Information Desk
- Inquiry Mailing Service
- Brochure Cases
- Tightly connected to network of 7 local tourism centers

Richmond, Rhode Island

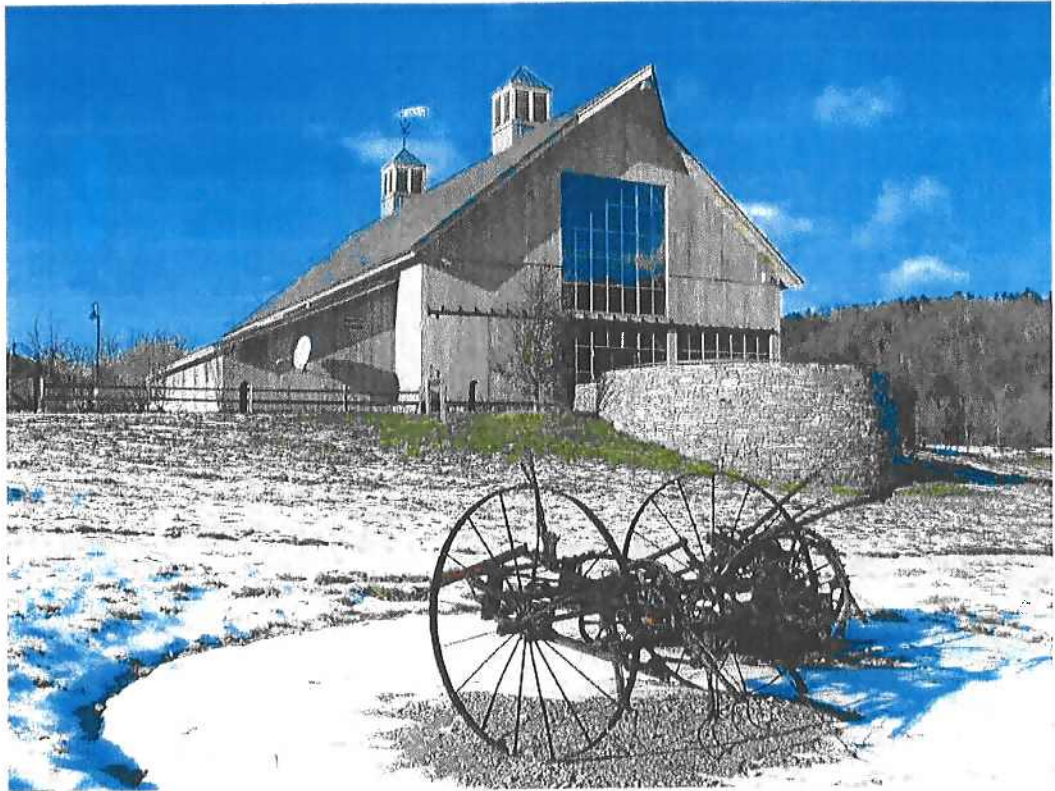


Floor Plan

Guilford, Vermont

1998

I-91 Northbound, exit ?



Building Statistics & Program:

7,130 SF

Restrooms
Picnic Area
Walking Trails
Formal garden with benches
Fenced Children's Playground
Pay Phones
Vending Machines
Coffee

Tourism Features:

- Information Desk
- Brochure Cases
- Multiple Local Information Panels
- Multiple Mounted State Maps

Salisbury, Massachusetts

1999
I-95 Southbound



Building Statistics & Program:

4,600 SF

Restrooms
Benches
Pay Phones
Vending Machines
ATM

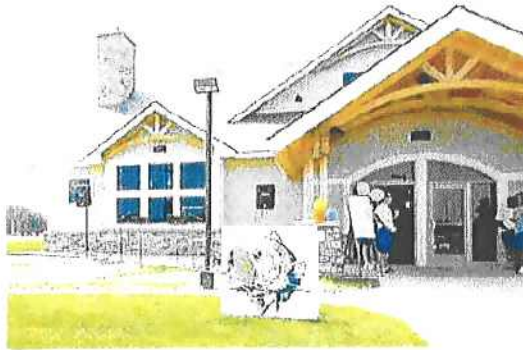
Tourism Features:

- Information Desk
- Brochure Cases
- Free Internet Access
- Gift Shop

Brainerd Lakes, Minnesota

2005, May

Hwy 371 Southbound



Building Statistics & Program:

4,600 SF

Restrooms

24 hour comfort area

Picnic Area

Walking Trails

Benches

Putting Green

Pay Phones

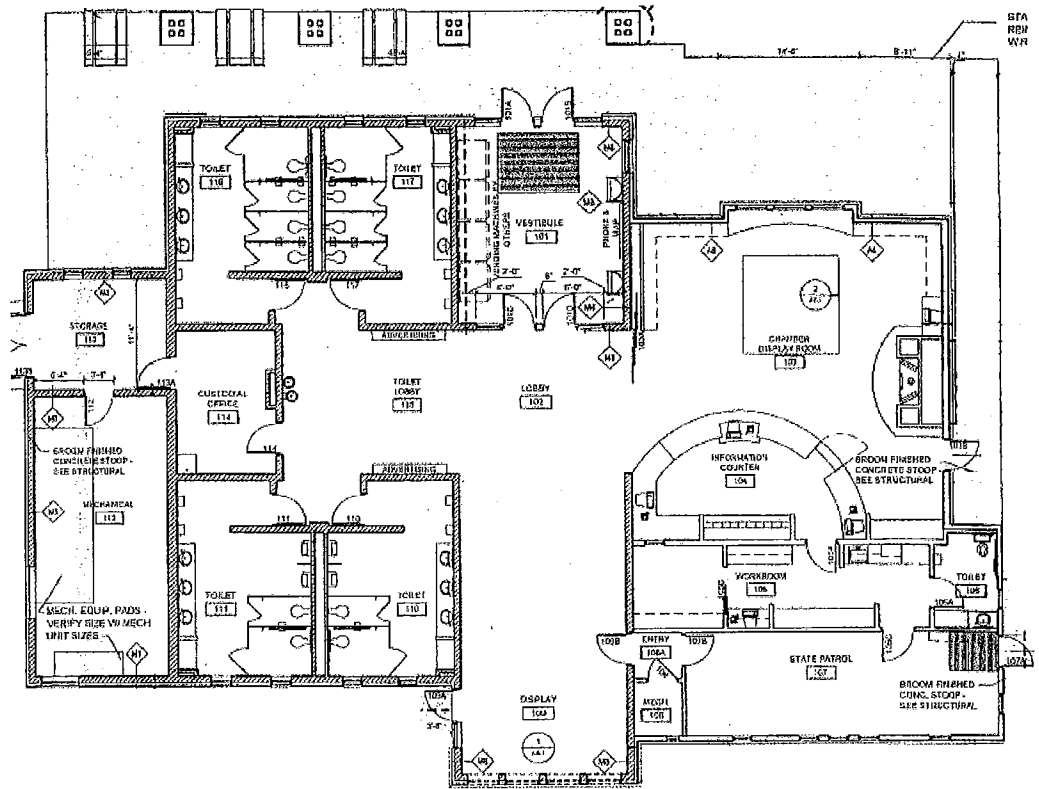
Internet (Wired & Wireless)

Coffee

Tourism Features:

- Information Desk
- Brochure Cases
- Interactive Kiosks
- Gift Shop
- Interpretive Monuments
- Regionally inspired statues

Brainerd Lakes, Minnesota



Floor Plan

Tioga, Pennsylvania

2004

Route 15 Southbound



Building Statistics & Program:

10,000 SF

Restrooms
Open stone fireplace
Picnic Area
Exterior Terrace with dramatic views
Dog Walk Area
Benches
Pay Phones
Vending Machines

Tourism Features:

- Information Desk
- Brochure Cases
- Interactive Displays
- Computer Area
- Backlit Maps



APPENDIX C

Representative Summary Real Estate Programming Analysis

REPRESENTATIVE SUMMARY REAL ESTATE PROGRAMMING ANALYSIS

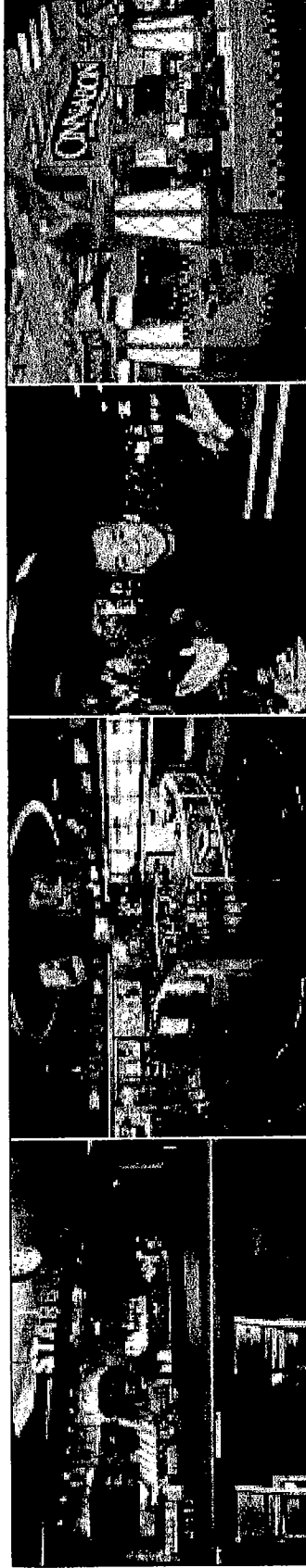
As part of the Benchmarking Study, there has been ongoing research and analysis of real estate programming and financial conditions associated with service plazas. This appendix contains a copy of a powerpoint presentation that reported on initial findings and potential recommendations, and illustrates the interdisciplinary components required to plan for future facilities.



Connecticut Statewide Rest Area and Service Plaza Study

*Rest Area Survey/ Traffic/ Program and
Operations Analysis*

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Rest Area Survey/ Traffic/ Program and Operations Analysis

Executive Summary

- **Operations benchmark comparison to New Jersey**
 - Six (6) benchmarking states utilize the Host Marriott Services (“HMS”) formula and operator
 - HMS implementation has seen substantial improvement in customer satisfaction over previous operator experience
 - HMS model is flexible and allows food and retail program to change with evolving times and demographics
- **Revenue benchmark comparison to New Jersey**
 - HMS has doubled sales and State revenues while also infusing \$40M in just recent capital (NJ)
 - HMS will negotiate between 10% to 22% sales (depending on details of capital input) ---Mc Donald's (18% sales , no capital) but overall traffic increases create a far more lucrative revenue stream to the highway authorities



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Rest Area Survey/ Traffic/ Program and Operations Analysis

Executive Summary

- **ConnDOT Lease**
 - Current revenues from master concession are approx. \$6.3M ---current sales are \$41Million
 - Average sales per location is about \$3.4Million—comparable to pre-HMS in New Jersey
 - Average sales per unit now in New Jersey is now \$8.5Million –approx. revenue to NJ is \$14Million not including 4 new locations to be built
- **ConnDOT Traffic**
 - Traffic in CT is estimated at over 51million persons yielding very poor average sales at less than \$1/person –indicating poor customer satisfaction and significant lost sales
 - HMS experience has seen substantial improvement in customer satisfaction over previous operator experience



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Rest Area Survey/ Traffic/ Program and Operations Analysis



Executive Summary

▪ **Survey Analysis**

- Demographics of visitors to service/rest areas in CT indicate a wealthier, older, better educated traveler who prefer more food variety and want more health conscious menu than currently offered
- In addition, wealthier visitors are also more likely to sight-see as part of their itinerary if given the appropriate information resource was available

▪ **Program Analysis**

- Per Labor Stats the top visitors typically spend more than 100% more than the average American on finer food, eating out, lodging and entertainment and this fact is not being exploited at service plazas
- Current food program is primarily single source, high calorie, high fat, low variety fast food with little other impulse retail or visitor/tourism resources
- Estimated program supportable for the total ConnDOT system is estimated to be more than double in size of current program (600,000 sf total)
- Average size per unit of new program is 15,000 to 20,000 sf comparable to new program in NJ



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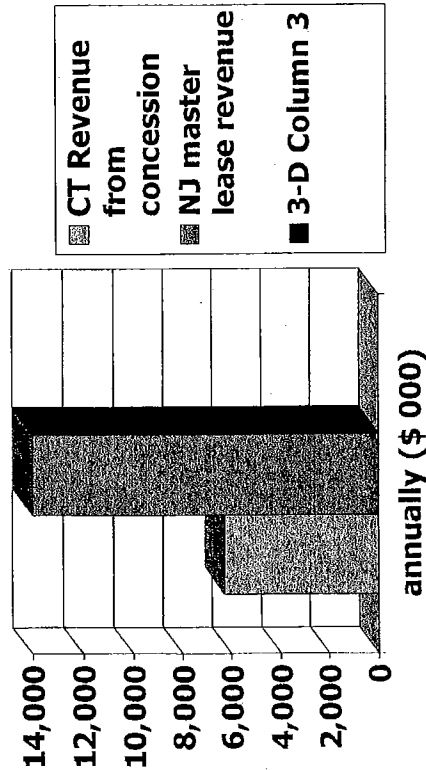


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Rest Area Survey/ Traffic/ Program and Operations Analysis

Executive Summary

- Findings of Connecticut to New Jersey benchmark



Category	CT	NJ
Ave sales/unit	\$3.4 Million	\$8.5 Million
Revenue to state	\$6.3 Million	\$14 Million and growing
Ave size of unit (est. service plaza size fro Ct)	10,000 sf	14,000 NIC flagship at 22,000 sf
Sales/SF	\$340 (est)	\$600
% rent	18%	11%
Capital input by operator since 2004	0	\$40 Million
State capital input	0	\$20 Million

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Rest Area Survey/ Traffic/ Program and Operations Analysis

Summary Report Findings

▪ Table of Contents

- Survey Analysis
- Demographic Analysis
- Program Analysis
- Operations Analysis
- Traffic Analysis
- Findings
- Benchmarking Comparables
- Conclusion



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Rest Area Survey/ Traffic/ Program and Operations Analysis

Summary Report Findings

▪ **Survey Analysis**

- TWG has used the home zip code survey results acquired by FHI to analyze the spending preferences of the rest area users
- The goal of the task is to utilize demographics and spending data that is linked to the user groups to assist with the development of a retail/food amenity program that not only better appeals to the user groups but will in turn produce more revenue to ConnDOT



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Rest Area Survey/ Traffic/ Program and Operations Analysis



■ Survey Analysis

- FHI had generated from their survey over 1000 home zip codes. Home zip codes are not the origin of the traveler but the home residence zip code of the traveler surveyed
- Home was primarily in the United States but some travelers were international, mostly Canadian
- Of the US travelers, most in the top 40 zip codes were from Connecticut, followed by Massachusetts and New York



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Rest Area Survey/Traffic/Program and Operations Analysis

- **Survey Analysis**
 - As 1055 zip codes were too numerous to analyze and many only had one respondent, the top 40 zip codes were analyzed
 - The top 40 were separated into two groups, the top 15 and the 16-40 grouping
 - Then a demographic and economic analysis was performed on all of the zip codes combined in each groups



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Rest Area Survey/ Traffic/ Program and Operations Analysis

Survey Analysis

- The breakdown was as follows:
 - Most respondents were from the top 15 zips and their home zip codes indicated they resided in primarily Fairfield and New Haven Counties in CT
 - The second group was a little more diverse coming from Fairfield Co., New Haven Co. as well as Hartford Co., Massachusetts and New York

Top 15 Zip Codes		Geography	
Zip Code	Name	Zip Code	Name
01824	Chelmsford	06457	Middletown
06492	Wallingford	06511	New Haven
06512	East Haven	06516	West Haven
06606	Bridgeport	06611	Trumbull
06877	Ridgefield	06880	Westport
06897	Wilton	06903	Stamford
06905	Stamford	10021	New York
10025	New York		

Second 25 Zip Codes/home origin		Geography	
Zip Code	Name	Zip Code	Name
01109	Springfield	01604	Worcester
01609	Worcester	01854	Lowell
01960	Peabody	02126	Mattapan
06001	Avon	06002	Bloomfield
06010	Bristol	06405	Branford
06437	Guilford	06460	Milford
06473	North Haven	06488	Southbury
06513	New Haven	06514	Hamden
06518	Hamden	06614	Stratford
06615	Stratford	07960	Morristown
10024	New York	10605	White Plains
11102	Astoria	other	
Canada			

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Rest Area Survey/ Traffic/ Program and Operations Analysis

Demographic Analysis of Users

- Some demographic facts about the respondents indicate a high income population that will have food and retail preferences different than the general US population

	Average HH Income	Average HH Housing Value	Average Housing Value	% Adults professionals and managers	% with degree or better
Top 15 zips	\$ 104,000	\$ 350,000	\$ 350,000	52%	24%
Second 25	\$ 85,000	\$ 262,000	\$ 262,000	41%	15%
USA					
Population	\$ 63,000	\$ 141,000	\$ 141,000	34%	9%



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Rest Area Survey/Traffic/Program and Operations Analysis

Demographics

There were some other distinguishing facts about the top survey respondents that indicate they would prefer retail and food that goes beyond what would typically be average American

- In both top survey samples, 15% of the demographic group is of Italian origin while the US as a whole is only 5%--this is the single largest ethnic group
- In the US as well as both survey groups the Hispanic population and the African American population were similar
- The survey group was not only wealthier but older than average at approximately 40 vs. 36

	Hispanic		African American		Highest Ethnic Group		Second Highest Ethnic Group	
	Average Population %	Population %	Average Population %	Population %	Population %	Population %	Population %	Population %
Top 15 zips	40	11%	11.6%	15%	Italian	15%	Irish	10%
Second 24 USA	39	11%	12.8%	15%	Italian	15%	Irish	10%
Population	36	14%	12.3%	11%	German	11%	Irish	7%



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Rest Area Survey/Traffic/Program and Operations Analysis

Demographics

- **Initial findings suggest that a retail program can have an ethnic flair and take a more sophisticated format than typical American tastes**
- **Highest income travelers will spend more on food and expect more variety and better quality food**
- **Highest income travelers also have income to spend on impulse buying that can be triggered by a retail program**
- **Educated and professional travelers are more health conscious and will expect food offerings to meet their image of tasty and healthy food**
- **Older population of travelers are also typically more health conscious in their food choices**
- **Older and wealthier travelers also have more income to spend on tourism and sight seeing**



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Demographics

The Bureaus of Labor Statistics also publishes some interesting spending facts about higher income Americans that may suggest a program that is different than the current service plaza program

- The Consumer Expenditure Survey of 2004 is referenced
- The CES 2004 divides spending characteristics by income groups and all consumer units. The average income groups that pertain to our survey groups are \$80 to \$99,000 HHI and \$100 or more
- Overall, the top 15 survey group spends more on eating out, finer food, lodging and entertainment than the US consumer, in some case significantly more, 100% more
- In a few areas, such as sundries including cigarettes and newspapers, the survey group spends less



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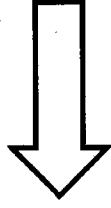


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Rest Area Survey/ Traffic/ Program and Operations Analysis

Program

Clearly, a program that includes higher quality fast food including fresh food and baked goods, and other discretionary retail is the focus of the program that caters to the most users of the service plazas



Target sales at highlighted food groups

Spending Category	Expenditure Survey 2004, Bureau of labor Statistics	
	Spending per year in \$	Over
Spending Category	All Consumers \$80 to \$99,000	\$100,000
Bakery goods	\$ 307	\$ 385
Steak and fine meats	\$ 103	\$ 150
Hot dogs	\$ 22	\$ 27
Fresh seafood	\$ 74	\$ 77
Fresh inc. organic vegetables	\$ 182	\$ 214
Prepared salads	\$ 26	\$ 35
Meals at restaurants	\$ 2,028	\$ 2,700
Food Away from home	\$ 2,434	\$ 3,424
Lunch at fast food or take out	\$ 409	\$ 524
Breakfast or brunch at fast food or take out	\$ 103	\$ 130
Dinner at fast food	\$ 263	\$ 317
Wine	\$ 22	\$ 37
Lodging	\$ 472	\$ 833
Gas on out-of-town trips	\$ 100	\$ 169
Jewelry	\$ 113	\$ 241
Entertainment	\$ 2,218	\$ 3,676
Video games and software	\$ 18	\$ 34
Film and photo supplies	\$ 40	\$ 80
Newspapers at news stands	\$ 10	\$ 12
Cigarettes	\$ 284	\$ 269
Categories where top group is 100% more than average		

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Rest Area Survey/Traffic/ Program and Operations Analysis

Program
Overview of potential tenants in categories are grouped below
Classes of service
plazas including minimal tenanting and full cadre of tenants may be considered

Category	Potential Tenants linked to User Demographics
Better Coffee and Breakfast	Azza Coffee, Starbucks, Tim Horton, Krispy Kreme
Fast food	Au Bon Pain, Wall Street Deli, Blue Burrito Grille
Quick Casual	Sbarro, California Pizza Kitchen, Wolfgang Puck Express
Market and Fresh goods	Baskin Robbins, Farmers Market, Traders Joes with Café, Mrs. Fields
Convenience	Newsstand "Next Generation", Candy Express
Spontaneous Shopping	Sunglass Hut, Bookstone Express, In Motion Entertainment
Traveler Service Retail	Regional Gifts, Simply Books, World Passage, Travel Mart

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Rest Area Survey/ Traffic/ Program and Operations Analysis

Program

▪ Matching visitors and sales conclusion

- Our earlier findings indicate that the demographics of the home zip code user demonstrate that the current food and retail offerings do not match the customer preference
- The correlation of top home zips to sales indicate that most users are not traveling far from home when using the rest and service plazas. Therefore, the retail offerings should highly consider the preferences of the home zip tied to the closely related service plaza. For example, Greenwich should have a retail food program that closely mirrors preference of the area demographics and as well as Fairfield and Milford, despite high volumes, need to consider the preference of the local traveling public
- Clearly, any master lease RFP needs to include retail/food offering that have a local flavor and not just national brand recognition in order to cater to the traveling public and increase sales



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Rest Area Survey/Traffic/Program and Operations Analysis

Program

- Matching visitors and sales
 - If the average sales per the survey were matched with the home zip code of the FHI survey participant there is a strong correlation between the top 40 home zip codes and the locations of the highest per capita sale
 - Colors were used to match the rest area location with the zip codes in close proximity with the rest area and most of the top 40 zip areas are close to their rest areas

Summary Spending by Location—Averages	Top 40 Home Zip Codes for Spending
Greenwich Route 15 NB Service Area \$ 22.0	Middletown, Ct
Milford I-95 SB Service Area \$ 16.43	West haven
Brantford I-95 NB Service Area \$ 14.45	New Haven
Plainfield I-395 SB Service Area \$ 11.21	Bridgeport, ct
Fairfield Route 15 SB Service Area \$ 10.65	East haven
Darien I-95 NB Service Area \$ 6.45	Wallingford, ct
W. Willington I-84 WB Rest Area \$ 5.82	Stamford, Ct
North Stonington I-95 SB Rest Area \$ 5.39	Wilton, CT
Wallingford I-91 SB Rest Area \$ 2.05	Westport, ct
Danbury I-84 EB Rest Area \$ 1.02	Trumbull, ct
	Chelmsford, ma
	Ny, ny
	NY, ny
	Stamford, Ct
	Ridgefield, ct
	Stratford, ct
	Stratford, ct
	Hamden, ct
	Hamden, ct
	North Haven
	Milford, ct
	Guilford, ct
	Bridgeport, ct
	Worcester, ma
	Astoria, Queens, NY
	Morristown, nj
	New Haven, ct
	Southbury, ct
	Brantford, ct
	Bristol, ct
	Bloomfield, ct
	Mattapan, ma
	Peabody, ma
	Lowell, ma
	Worcester, ma
	Springfield, ma
	White Plains, NY
	NY, NY
	Canada

For example,
Greenwich is close to 3
tops zips, Stamford (2)
and White Plains
Milford (highest
potential sales overall)
matches 10 top 40 zips
within close proximity
to the service plaza
Fairfield with highest
volume matches 5 (
include 2 overlap with
Milford)

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Rest Area Survey/ Traffic/ Program and Operations Analysis

Operations

■ Current Lease arrangement

- The largest lease holder is Mc Donald's, under current terms Mc Donald's has some maintenance provisions, however, the most significant part of the lease is the revenue to the State of Connecticut
- Based on sales reported in 2003 for 10 restaurants and 2 coffee shops, McDonald's sales were over \$34 Million
- At a handsome percentage rent contract, rent paid is over \$6.2 Million to the State
- Total gross sales in the same year for food and other not including fuel was over \$41 Million
- Sales attributable to fast food were 84% of total sales
- However given the current volumes and using survey spending figures, total sales could be in the area of \$260,000,000
- Traffic is over 51 Million persons based on Earth Tech findings, if compared to current gross sales, that could yield an average sale of less than \$1/person. Based on the survey, this is far to low an average
- Therefore, sales are being lost. Since travelers stopping at these locations are looking for a quick convenient purchase, they are unlikely to be getting off at exits, more likely is that they are spending out of state since Connecticut is a small state and can take less than 2.5 hours to cross



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Rest Area Survey/Traffic/Program and Operations Analysis



Operations

Lease Evaluation

- Based on Mc Donald's most recent annual report, average annual sales at restaurants are \$1.8 Million
- Sales at the service plazas are almost double the annual average—this is a significant figure which indicates the tenant will be eager to maintain it's current status
- However, NJ experience indicates that sales should be 4X non-highway location
- Competitors would be interested in bidding on these locations based on the volume of person traffic and spending
- Although McDonald's sales rent of 18% is high the spaces have significant lost revenue generating area and overall sales could be significantly higher under superior planning
- If for example, a contract of 8% sales rent were applied to the current spending projections, revenue to ConnDot would be well over \$17 Million

Terms of the agreement	Percentage rent
Gross receipts	18.10%
\$32,000,000 or more	
Per 2003 sales report	
10 restaurants	\$ 33,663,218
2 coffee shops	\$ 888,118
Total	\$ 34,551,336
Rent paid by Mc Donalds should be	\$ 6,253,792
per total gross revenues	\$ 41,108,559
nic fuel for 2003	
Percent. Attributable to fast food	84%
Estimated potential sales at	\$ 264,881,764
Fast Food sales	\$ 222,630,494
Estimated blended rent applied	8.00%
Potential revenue to ConnDot	\$ 17,810,440

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Rest Area Survey/Traffic/ Program and Operations Analysis

Traffic Analysis

- By utilizing the traffic figures generated by Earth Tech for weekdays and weekends and annualizing them, TWG has calculated the estimated traffic by location
- Traffic was then multiplied by average spending by location
- Finally, total spending was then divided by an estimated sales per square foot to yield total square footage of revenue generating space supportable by location

Location	Stated spending by using spending by location and average for locations not surveyed	Total Spending including 50% loss of capture factor	SF Supportable at \$400/sf sales	Existing SF
Greenwich Rte 15 NB	\$ 21.99	\$ 9,484,471	23,711	
Greenwich Rte 15 SB	\$ 21.99	\$ 10,083,527	25,209	
New Canaan Rte 15 NB	\$ 10.00	\$ 3,918,260	9,796	
New Canaan Rte 15 SB	\$ 10.00	\$ 4,152,169	10,380	
Fairfield Rte 15 NB	\$ 10.65	\$ 3,856,492	9,641	
Fairfield Rte 15 SB	\$ 10.65	\$ 3,993,516	9,984	
Orange Rte 15 NB	\$ 10.00	\$ 3,435,622	8,589	
Orange Rte 15 SB	\$ 10.00	\$ 3,302,933	8,257	
North Haven Rte 15 NB	\$ 10.00	\$ 2,484,128	6,210	
North Haven Rte 15 SB	\$ 10.00	\$ 3,258,177	8,145	
Danbury - I-84 EB	\$ 11.02	\$ 669,431	1,674	
Southington - I-84 EB	\$ 10.00	\$ 5,663,315	14,158	
Willington - I-84 EB	\$ 5.82	\$ 3,828,572	9,571	
Willington - I-84 WB	\$ 5.82	\$ 3,516,234	8,791	
Wallingford - I-91 SB	\$ 2.05	\$ 1,148,222	2,871	
Middletown - I-91 SB	\$ 10.00	\$ 8,952,169	22,380	
Darien - I-95 SB	\$ 6.45	\$ 12,187,789	30,469	
Darien - I-95 NB	\$ 6.45	\$ 15,323,179	38,308	
Fairfield - I-95 NB	\$ 10.00	\$ 24,637,707	61,594	
Fairfield - I-95 SB	\$ 10.00	\$ 25,929,714	64,824	
Milford - I-95 NB	\$ 15.43	\$ 21,244,242	53,111	
Milford - I-95 SB	\$ 16.43	\$ 28,724,374	71,811	
Branford - I-95 NB	\$ 14.45	\$ 14,022,946	35,057	
Branford - I-95 SB	\$ 14.45	\$ 11,848,650	29,622	
Madison - I-95 NB	\$ 10.00	\$ 8,343,660	20,859	
Madison - I-95 SB	\$ 10.00	\$ 11,121,867	27,805	
Westbrook I-95 NB	\$ 10.00	\$ 3,135,813	7,840	
N. Stonington - I-95 SB	\$ 5.39	\$ 2,727,564	6,819	
Montville - I-395 SB	\$ 10.00	\$ 4,404,899	11,012	
Plainfield I-395 NB	\$ 11.21	\$ 4,380,352	10,951	
Plainfield I-395 SB	\$ 11.21	\$ 5,101,751	12,754	
Fitzgerald & UIC	\$ 264,881,764	\$ 662,204		



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February 2006 Real Estate Programming Update

Rest Area Survey/ Traffic/ Program and Operations Analysis

Traffic Analysis

- Total traffic estimated in persons from the traffic counts developed by Earth Tech are just over 51 Million annually
- Overall, it is estimated that the system of 31 rest and service plazas can support over 600,000 sf of revenue supporting space, which is the equivalent of a regional shopping center
- Sales generated would be in the range of \$260 Million



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February 2006 Real Estate Programming Update

Rest Area Survey/ Traffic/ Program and Operations Analysis

Traffic Analysis

Top and bottom sales locations

- Based on large volume, over 3 million, and higher than average sales, Milford NB could support the largest amount of revenue generating space at sales of \$400/sf---total supportable was over 64,000 sf
- Noteworthy--- Fairfield NB with the highest volume of traffic at over 5.4 Million. This location, with only average sales, could support 61,000 sf (average spending is \$10)

Greenwich SB is significant for the highest average unit sales, supporting 25,000 sf

The current pad may not be able to support this, but a creative arrangement of two stories, or high grossing carts could significantly increase revenue in this location

Description	Annual Traffic in persons	Location	Stated spending or average	Total Spending	SF Supportable at \$400/sf sales	Existing SF
	3,495,702	Milford - I-95 SB	\$ 16.43	\$ 57,448,747	143,622	
	4,927,541	Fairfield - I-95 SB	\$ 10.00	\$ 51,859,428	129,649	
	5,185,943	Fairfield - I-95 NB	\$ 10.00	\$ 49,275,413	123,189	
	2,586,031	Milford - I-95 NB	\$ 16.43	\$ 42,488,485	106,221	
	4,750,185	Darien - I-95 NB	\$ 6.45	\$ 30,646,358	76,616	
	1,940,728	Branford - I-95 NB	\$ 14.45	\$ 28,045,892	70,115	
	3,779,159	Darien - I-95 SB	\$ 6.45	\$ 24,375,577	60,939	
	1,639,852	Branford - I-95 SB	\$ 14.45	\$ 23,697,300	59,243	
	2,224,373	Madison - I-95 SB	\$ 10.00	\$ 22,243,733	55,609	
	917,101	Greenwich Rte 15 SB	\$ 21.99	\$ 20,167,054	50,418	
	862,781	Greenwich Rte 15 NB	\$ 21.99	\$ 18,968,941	47,422	
	1,309,110	Danbury - I-84 EB	\$ 1.02	\$ 1,338,862	3,347	



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February 2006 Real Estate Programming Update

Rest Area Survey/Traffic/Program and Operations Analysis

Findings

- **Program Supportable**
 - By multiplying the traffic by current spending stated, we estimate the average retail program supportable at an estimated sales of \$400/sf (need current sales\$/sf from ConnDOT)
 - Current total program supportable is over 600,000 sf compared with total sf 200,000 to 300,000
 - Program supportable by location varies from a high of 64,000 or to a low of 1600 sf
 - Without even projecting a per capita increase in sales, the revenue to ConnDOT could be increased 2 to 3 times.
 - In addition, a lease arrangement that increased food diversity, food quality and other sundries would be preferable to the traveling public
 - Based on the current revenue from sales per SF alone, this would increase the revenue to ConnDot by \$6M to \$12M annually



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Rest Area Survey/ Traffic/ Program and Operations Analysis

Benchmarking Comparables

- **Benchmarking Experience—NJ Turnpike Summary Findings**
 - Turnpike now owns Garden State Parkway
 - Uses Host Marriott Service Corporation exclusively
 - Issued RFP many years ago and currently negotiates extensions and expansions
 - Food variety not only pleases customers but has doubled revenue to TPKE Authority
 - Previously used McDonalds on Parkway with average sales of \$3m to \$4Million (comparable to ConnDot service plazas operations)
 - HMS now replacing McDonalds, average \$6M to \$9Million in sales, average sales in system \$8.5Million
 - Flagship plazas does \$14M in sales (Molly Pitcher exit 8A)
 - Recent negotiations reduced rent to 11% of sales and asked for \$40Million capital by HMS, TPKE put in \$20Million



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Benchmarking Comparables

- The HMS Experience
 - Used by Airports and Highway Authorities internationally
 - Operate hundreds of franchises
 - Use surveys, demographic information and focus groups to tailor retail and food offerings that are appropriate to the service area
 - Used by the following highways authorities
 - Atlantic City Expressway *
 - Delaware Turnpike
 - Florida Turnpike
 - Garden State Parkway and NJ Turnpike*
 - Illinois Turnpike
 - Maine Turnpike *
 - NY Thruway *
 - Ohio Turnpike *
 - Pennsylvania Turnpike *
 - West Virginia Turnpike
 - Ontario Travel Centre

• Note: * denotes State part of benchmarking group



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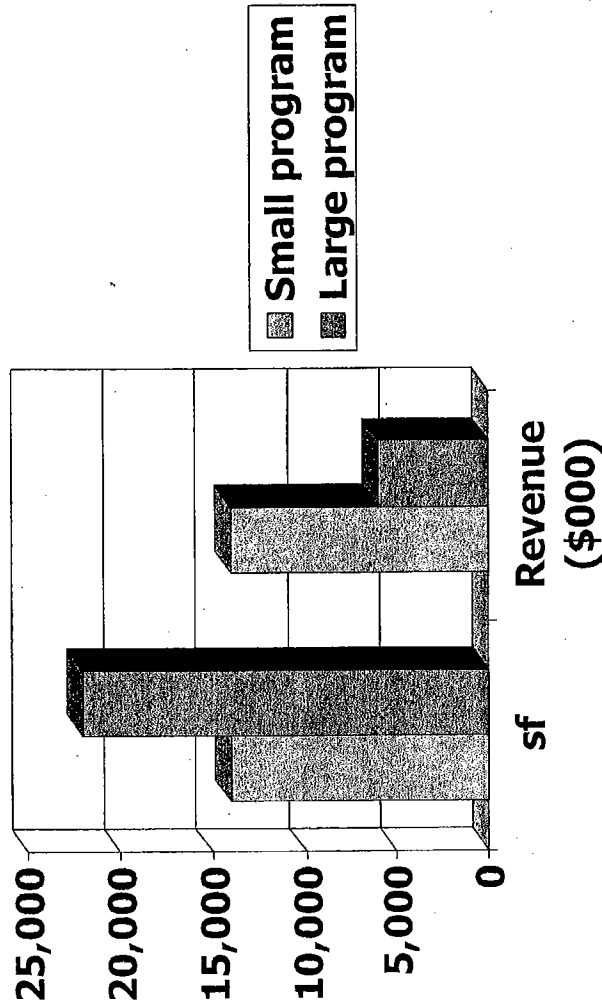


February 2006 Real Estate Programming Update

Rest Area Survey/Traffic/Program and Operations Analysis

Benchmarking Comparables

- The HMS Experience
 - Revenue and Program SF



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February 2006 Real Estate Programming Update

Rest Area Survey/Traffic/ Program and Operations Analysis



Conclusions and Recommendations

- **Master Lease**
 - Use RFP with criteria to include variety of food and offerings but not recommended to go to lowest bidder
 - Local flavor criteria
 - DBE/LBE inclusion
 - Percentage sales
 - Flexibility to changes franchise to increase sales and target market
 - Maintenance provisions
 - Capital improvement budget
 - Capital and staff to support tourism "Gateways"
 - Include contract extensions
- Develop analysis of value of capital inclusion and rent over 15 year projection to value the RFP
- Use qualitative valuation for responses

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APPENDIX D

Representative Examples of Technology–Based Solutions

REPRESENTATIVE EXAMPLES OF TECHNOLOGY-BASED SOLUTIONS

As part of the Benchmarking Study, there has been ongoing research into modern technological advances that have the potential to enhance rest area, service plaza and welcome center functions. This appendix contains examples of how other states are using technological advances to plan for future facilities.



STAGE 2 PROJECT: 3-TIERED TOURIST KIOSK SYSTEM

PROJECT GOAL

The project involves the deployment of a system of information kiosks along the corridor to assist travelers in advance with trip planning and provide real-time information regarding specific destinations to help them make decisions during their trips to and stays in the Adirondack region. The program would help promote the recreation and tourism industries that are vital to the region's economy.

EXISTING PROGRAMS

Several organizations promote tourism and economic development activities in the region, including the Adirondack North Country Association, the Lake Placid/Essex County Convention and Visitors Bureau, the Adirondack Regional Tourism Council, the Warren County Tourism Department, and Lakes to Locks Passage, Inc. In addition, Route 73 has been designated a State Scenic Byway and a National Scenic Byway.

PROPOSED PROJECT COMPONENTS

- A 3-tiered system of information kiosks. Tier 1 Kiosks would be located at rest areas along I-87 to allow travelers to receive real-time information regarding destinations in all tourism promotion areas accessible from the I-87 corridor. Tier 2 Kiosks would be located at gateways to tourism promotion areas and provide information on destinations within the tourism promotion area that the kiosk services. Tier 3 Kiosks would be located at tourism and recreational destinations and would be used both as the primary source of user-level information received at Tier 1 and Tier 2 Kiosks and to provide travelers with real-time information regarding other destinations within that tourism promotion area.

The system would be implemented in two phases, with one site developed for each tier location during Phase 1, and additional sites developed during Phase 2. Proposed Phase 1 sites include the Glens Falls Rest Area (Tier 1), Northway Exit 30 to Route 73 (Tier 2), and the Adirondack Loj Trailhead or the Garden Trailhead in Keen Valley (Tier 3).

RELATION TO SHORT-/LONG-TERM PLAN

This type of traveler assistance is consistent with both the Smart/Safe Traveler and Smart Freight goals of the corridor's overall Strategic Plan.

REGULATORY REQUIREMENTS, AGENCY COORDINATION

The program would require coordination with the property owners and managing parties of locations where kiosks are placed, including various State agencies, counties, towns, tourism promotion agencies and chambers of commerce, and private vendors. New York State Department of Environmental Conservation permits may be required, and kiosks placed within the Adirondack Park would be subject to Adirondack Park Agency review.

ESTIMATED COST

Phase 1 of the system would cost approximately \$750,000 to \$1 million to implement.





STAGE 2 PROJECT SUMMARY: TRUCK PARKING SUPPLY MONITORING

PROJECT GOAL

Project goals are to (1) inform truck drivers about parking availability in existing I-87 Corridor rest areas, (2) reduce truck overcrowding and spillback onto the highway, and (3) identify trucks entering the parking area to check for possible outstanding violations. If successful, this system could be extended to other sites. NYSDOT and NY State Police recommended two prototype installation sites: (1) High Peaks Rest Area on southbound I-87 between Exits 29 and 30, and (2) the New Baltimore Rest Area on the southbound NYS Thruway near Exit 21A, adjacent to the CSX tracks.

EXISTING PROGRAMS

Existing truck parking supply at these two facilities consists of 21 spaces at the High Peaks Rest Area and 44 spaces at the New Baltimore facility. Both are heavily utilized, and truck volumes along these sections of I-87 continue to increase. The Corridor presently has no method to inform drivers about utilization levels in lots at rest stops, which are often overcrowded. Regulatory agencies have no real-time method of directing truck movements, monitoring volumes or checking for possible violators.

PROPOSED PROJECT COMPONENTS

- A non-invasive microwave detector at each rest area to count the number of trucks entering the truck parking area.
- A License Plate Recognition (LPR) system at each rest area to capture and record the vehicle license plates.
- A wireless transmission medium at each rest area to transmit license plate and detector information to a local hub and to transmit the status of the truck parking area one mile upstream of the rest area.
- A Variable Message Sign (VMS) on I-87 upstream of each rest area to alert truck drivers of parking availability at that rest area. Additional VMSs further upstream could be added to further aid drivers' decision-making.
- Tie in to Information Exchange Network (IEN), to allow drivers to check parking status at kiosks or on-line.

RELATION TO SHORT-/LONG-TERM PLAN

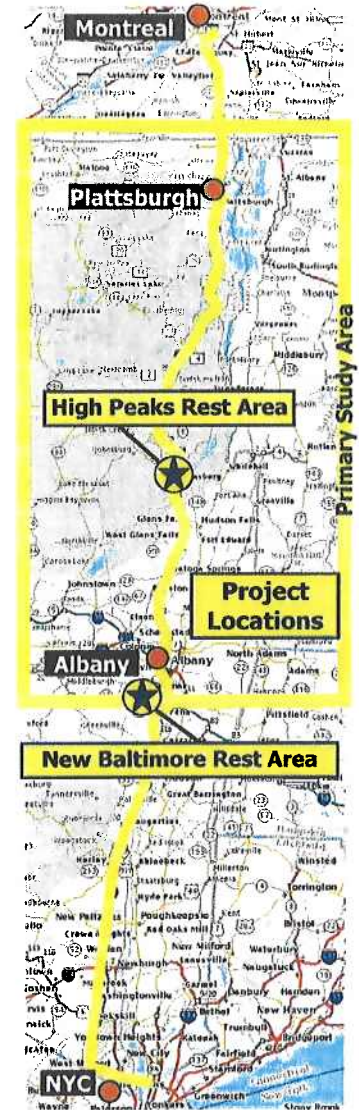
This type of traveler assistance is consistent with the Smart/Safe Traveler and Smart Freight goals of the corridor's overall Short-/Long-Term Strategic Plan. A discussion of the network implications related to this issue is included in the Plan.

REGULATORY REQUIREMENTS, AGENCY COORDINATION

With construction entirely within I-87 right-of-way, minimal environmental or other regulatory review would be required. VMS signs must comply with Federal guidelines, and High Peaks site signs would require review by the Adirondack Park Agency. Coordination among stakeholders (i.e., NYSDOT, NYS Police, trucking groups) would help ensure the functionality of the system and that appropriate response protocols are in place and defined.

ESTIMATED COST

Capital costs would be approximately \$580,000 for permanent installation (\$260,000 for temporary installation). Various FHWA Commercial Vehicle Operations (CVO) ITS programs, similar to those used on other State CVO initiatives, would be likely funding sources.





2.6. 3-TIERED TOURIST KIOSK SYSTEM

2.6.1. INTRODUCTION

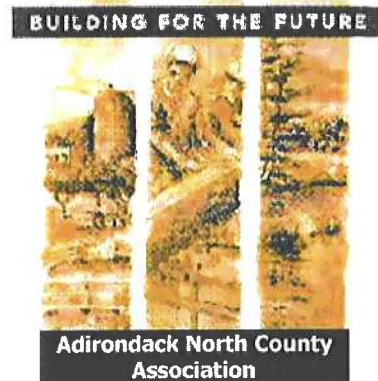
The concept discussed in this section – a 3-Tiered Tourist Kiosk System – is a relatively simple type of program to help drivers in their search for specific destinations, broader destination information (e.g., places to eat, stay overnight, get gas, etc.), and real-time information about conditions at those locations (are specific hiking trails already overcrowded). In addition to the destination type of information, travelers would have access to weather and road conditions. This type of traveler assistance is fully consistent with the Smart/Safe Traveler goals of the corridor’s overall Strategic Plan and with the I-87 Corridor Study’s underlying objective of supporting the long-term economic goals of communities along the corridor.

2.6.2. PROJECT DESCRIPTION

The 3-Tiered Tourism Kiosk System is a web-based information concept capable of providing real-time travel information at information kiosks, or from any computer with web access. The status of tourism and recreational travel destinations as well as general information about lodging, restaurants, campgrounds and many other sites can be obtained using this system. The purpose of the system is to assist travelers in advance with trip planning, and to provide real-time information regarding specific destinations to help them make up-to-the-minute decisions during their trips to and from, and stays in the Adirondack region. The objective of the system is to promote tourism and economic development, and manage natural resources through more effective trip planning.



Tourism and travel information efforts under the proposed demonstration system would be focused on the State’s tourism promotion areas that the Northway portion of the I-87 Corridor services. It would also include the various geographical areas, heritage areas and corridors that are managed in each tourism promotion area. North of Albany, these areas include the Capital District, Lake George, Southern Adirondacks, Lakes-to-Locks Heritage Area, Northern Adirondacks, and the God Bless America Scenic Byway (Route 73). The focus of this initial demonstration program would be the Route 73 corridor, with subsequent phases (if warranted) expanding to other Adirondack areas as well as other key recreational markets in the corridor (e.g., the Catskills) and across the state.



2.6.2.1. Existing Conditions and Deficiencies

The need for packaging and delivering tourism and recreational travel information in Upstate New York first became apparent in the early 1970’s with the advent of the Seaway Trail, a system of roadways that thematically linked together the communities and natural, historic and cultural resources along the St. Lawrence Seaway and Great Lakes. The concept of thematic travel corridors and areas was further expanded to the Adirondack North Country Association’s (ANCA) “rubber tire trails” or theme trails, and the New York State and National Scenic Highway programs. In addition to these types of thematic travel corridor marketing efforts, the New York State and National Heritage programs have made similar efforts to promote areas and



I-87 Multimodal Corridor Study 3-Tiered Tourist Kiosk System

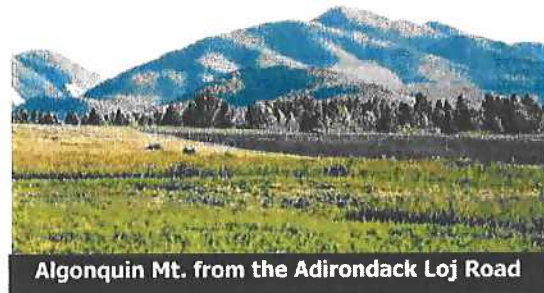
corridors under a unifying theme.

These early promotional efforts for corridors and areas resulted in typical brochures and travel information often dispensed at visitor information centers and outlets, ranging from information counters at I-87 Northway Rest Areas to free standing unmanned kiosks at strategic locations along highways. Because printed information is developed before the tourism season, this information helped to promote travel to areas, but did not greatly assist with more detailed and current trip planning and travel within the area. The problem lies in assisting visitors with travel within the Adirondacks once they have arrived, and then making the trip enjoyable and convenient enough that visitors will want to return, come more frequently, or recommend similar trips to friends.



The ability to provide timely information to visitors has been made easier with the numerous web pages available through the Internet. Events and announcements can be posted that will assist visitors with trip planning. However, the ability to alter or adjust trip planning because of unforeseen travel events or simply a change in mind (e.g., going hiking rather than shopping) is difficult unless the visitor has access to an information outlet or the Internet.

A pertinent example of the need for current or real time travel information is the dilemma of limited access to hiking trails within the Adirondacks. The Adirondacks has lured hikers from afar, and while the Adirondacks have numerous trails and trailheads located in different areas, most visitors are attracted to the High Peaks area in the vicinity of Lake Placid. This has resulted in overuse of the more popular trails and crowding at the associated trailheads. Parking at trailheads is intended to be limited to control the number of hikers, which can then be balanced against the carrying capacity of the resources it serves. Often, travelers will arrive at a trailhead and find that the parking lot is full. The visitor will then either park illegally, causing a potential hazard along a roadway such as Route 73 and overcrowding the trail, or aimlessly travel in search of another trailhead.



Algonquin Mt. from the Adirondack Loj Road

The NYSDEC and the Adirondack Mountain Club (ADK) have attempted to promote some of the lesser known hiking areas and trailheads as alternates to the High Peaks Area by disseminating relevant literature and information. One of the more popular publications that promote hiking in the Adirondacks is the "Adirondacks Great Walks and Day Hikes." However, there is no means of providing real-time information regarding the capacity of trailheads or status of hiking trails, and suitable alternates if desired trailheads are full.

2.6.2.2. Existing Actions and Programs

Route 73 has been designated as both a State and National Scenic Byway and is also known as the "God Bless America Scenic Byway." In 1999, the *Route 73 Scenic Corridor Management Plan* was prepared for the scenic byway, which is administered by the Adirondack Park Agency. The proposed recreational kiosk initiative is consistent with the following actions identified in the management plan:



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3-Tiered Tourist Kiosk System

- Action 1 - Comprehensive Trailhead Reorganization Plan
- Action 10 - Comprehensive Tourism Interpretation and Promotion Plan
- Action 11 - Visitor Services Plan

A project is currently being progressed to improve access to trailheads and funding has been acquired for a tourism information kiosk station along Route 73. The following additional programs are underway that would need to be coordinated with the proposed project.

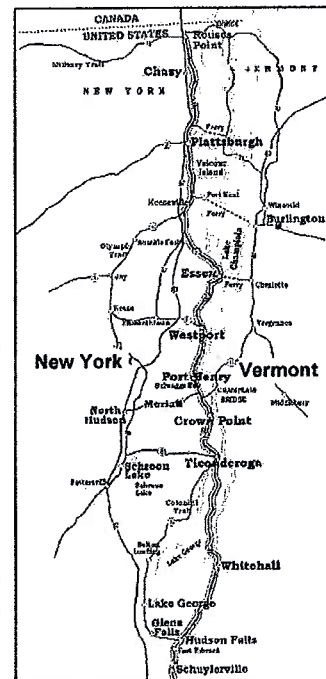
- **ANCA Scenic Byways.** The ANCA has been an advocate and supporter of Byway travel routes that traverse the Adirondack North Country region. These routes are presented in "*Adirondack North Country Scenic Byways*," a guide published in partnership with The Adirondack Regional Tourism Council, which highlights a scenic highway system of 14 byways, which connect the region along themes of local and historical significance. *Adirondack North Country Scenic Byways* is available in print, at interactive multimedia computer kiosks located throughout the Adirondack North Country and on the Internet. ANCA maintains tourism information kiosks at Saratoga Springs, Crown Point, Saranac Lake, Remsen, Ogdensburg and Alexandria Bay.

Route 73 God Bless America Scenic Byway



- **Lakes to Locks Passage, Inc.** The Lakes to Locks Passage is the result of the Lake Champlain Byways, a joint New York and Vermont planning project to link the communities around Lake Champlain. The project undertook an economic study to identify a way to promote economic development in the region while enhancing the quality of life for its residents. The study resulted in *Celebration Champlain*, a strategy to unify and rejuvenate the communities along the interconnected waterways of the Upper Hudson River/Champlain Canal, Lake George and Lake Champlain. The *Celebration Champlain Strategic Plan* identified seven areas for regional coordination: education, recreation, transportation, agriculture, tourism, environment, and historical/cultural resource management.

Celebration Champlain utilizes a multi-faceted approach for tourism development, and a network of Waypoint Communities to meet and greet visitors to the region. Each community has identified a unique theme based upon their resources and heritage. The goal of the planning work for *Celebration Champlain* is to help these communities assess their resources and limitations, and craft a plan for infrastructure



Lakes to Locks Passage



improvements, programs and events, and marketing and promotion to unify and rejuvenate the region. The strategy utilizes the region's cultural heritage resources, recreation opportunities and public interest in environmental stewardship as the basis for an economic engine for the region. The goal is to utilize public sector improvements to generate private sector investments and viable businesses to establish an outstanding quality-of-life within our communities, focused around the following:

1. Community revitalization and infrastructure improvements,
2. Programs and events,
3. Marketing and promotion, and
4. Organization and management.

The management of Lakes to Locks Passage is through a partnership of the sub-regions -- Lake Champlain, Champlain Canal, Lake George & the Richelieu Valley. The partnership respects the individuality of the sub-regions and their ability to deliver Lakes to Locks Passage at the local level. Each county has a Local Action Committee that defined the vision, goals and objectives, and implements the activities. Government agencies serve an advisory role in coordination with state and regional programs.

• **Similar Kiosk Systems in New York State and the Nation**

The proposed kiosk system in the Adirondacks would not be the first system to be implemented for these purposes. The Adirondack North Country Association previously activated seven kiosks in New York in the mid 90's. Unfortunately, due to a lack of funding and significant technological advances, the majority of the kiosks are now out-of-date. They are still functioning today and past surveys have indicated that travelers responded positively to the helpful system.

One long-standing example of an effective kiosk system can be found in Atlanta, Georgia. Due to the extreme amount of tourists that would be drawn to the large city for the 1996 Summer Olympics, the Atlanta Traveler Information Kiosk project was designed and implemented, which was one of the most extensive and expensive projects of its kind at the time. Today there are 130 kiosks statewide in Georgia providing useful real-time traveler information.

In December 2000 the Wisconsin Department of Transportation created a design manual for Intelligent Transportation Systems that included the planning and design of a traveler kiosk system. This manual has become the reference for tourism agencies looking to implement this type of tourism system.

In Montana, kiosks have started to appear along a portion of the Lewis and Clark National Historic Trail. Given the popularity of the trail, as additional funding becomes available, more kiosks will be added until sufficient information is readily available at a variety of places for tourists.

The I-40 Interstate Corridor in Arizona, the rural community of Branson in Missouri, and areas of Minnesota are all intending to, or already have implemented a very similar system.

2.6.3. PROPOSED SOLUTION

2.6.3.1. System Overview



The proposed demonstration program would consist of three tiers of information kiosks designed specifically to elicit the level of tourism information that would be useful at each location. The management of tourism and travel information is illustrated in Figure 2.6-1. A two-phased approach is proposed:

- Phase 1: develop one site for each "tier" location, and
- Phase 2: develop additional sites, based on the success of Phase 1.

Under the Phase 1 plan, the **Tier 1 Kiosk** would be located at a rest area along I-87 (a likely candidate would be the Glens Falls Rest Area). The interface would allow travelers to receive real time information and make travel decisions relevant to destinations in all tourism promotion areas accessible from the I-87 corridor (and elsewhere in the State). Initially, the focus of the proposed program would be to provide up-to-date information on conditions in the Adirondack areas targeted under this demonstration program, but eventually the program would seek to provide similar types of information for all major tourist and recreational areas in the Adirondacks and elsewhere.

For example, a traveler wanting to camp on a lake may check the availability of campsites at a campground on Lake George. After finding that the campground is at capacity, the traveler may choose another campground on that lake or on an entirely different area such as Lake Champlain. The Tier One Kiosks could allow travelers to make same-day reservations, similar to hotels, at campgrounds. Figure 2.6-2 presents a "screen capture" view of how the initial page of the web site would likely appear to users.

The **Tier 2 Kiosks** would be located at gateways to tourism promotion areas (under Phase 1, a location at Exit 30 from the Northway to Route 73 is projected). The interface would focus on helping users make travel decisions based on available sources of real-time information on destinations within the tourism promotion area that it services. As an example, a traveler to Route 73 may wish to join a guided tour of the 90-meter ski Olympic Ski jump. The traveler would register for one of the tours to be conducted that day, decide to attend an art gallery in Lake Placid while waiting for the tour, and make reservations for dinner at a restaurant in Keene Valley that evening before returning home. The traveler's schedule for the day could be planned at the kiosk without any additional unnecessary travel. At the same time, a traveler would also have access to corridor-wide information, including roadway conditions, weather, etc.

Given the large number of persons traveling from Canada, and locations in northern New York State, Vermont, and elsewhere, providing an additional Tier 2 Kiosk at Exit 34 (Route 9N) as part of this demonstration should be considered.

The **Tier 3 Kiosks** would be located at tourism and recreational destinations (e.g., the Adirondack Loj Trailhead). The interface could be a user-interactive kiosk or a simple Personal Computer operated by the attendant at the destination. This level kiosk would be the primary source of user-level information that would provide the basis for real-time information that is received at the first and second tiers of kiosk. These kiosks would also allow travelers to receive real-time information and make travel decisions relevant to other destinations within the tourism promotion area that it services. As an example, a traveler who wishes to visit a specific trailhead for a hike could check the status and current use of the trailhead at the Tier 1 or Tier 2 Kiosks. If the trailhead is closed or near capacity, the hiker could choose a different trailhead to visit in a different area or within the same corridor. If parking were available at the trailhead, the traveler would proceed to the trailhead and sign in at the kiosk before hiking. The



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information received from the hiker at the trailhead kiosk would provide real-time information to the other kiosks concerning the capacity of the trailhead and the trail, would register the hiker for trail access, and would provide valuable information about hikers for tourism and recreation planning purposes.

If the trailhead is full, travelers could receive information about alternative trailheads, which would discourage illegal parking and unnecessary travel. The Tier 3 kiosk would once again provide access to all other system information (travel conditions, weather, restaurants, etc.).

2.6.3.2. System Structure and Management

The implementation and operation of the kiosk system would be a joint effort between NYSDOT and the Empire State Development Corporation (ESDC). The system would be designed, installed and set up by NYSDOT. The overall I-87 Tourism Information System would be managed by the ESDC in cooperation with NYSDOT. The web site would be accessible at the Tier 1 Kiosks located at rest areas along I-87. (Access to the full web site from the Tier 2 and 3 kiosks could also be designed into the system, if desired).

There are currently numerous web sites providing tourism information that are managed by various organizations and agencies. Typical sites include:

- **Lakes to Locks Passage (www.lakestolocks.com)** - Champlain Canal and Lake Champlain Corridor managed by the Lakes to Locks Passage, Inc., a partnership of four geographic areas
- **Lake Placid in the Adirondacks (www.lakeplacid.com)** – Lake Placid Region managed by the Lake Placid/Essex County Convention and Visitors Bureau
- **The Adirondacks (<http://adk.com>)** – The Adirondack Region managed by the Adirondack Regional Tourism Council
- **New York State Canals (www.canals.state.ny.us)** – Champlain and Erie Canals managed by the New York State Canal Corporation (part of the NYS Thruway Authority).
- **Lake George Area (www.visitlakegeorge.com)** – Lake George area managed by the Warren County Tourism Department.

These web sites provide extensive tourism information, and under the proposed Phase 1 plan would be accessible at the Tier 1 rest area site and at the Tier 2 kiosk located at a gateway to the Route 73 tourism promotion area. Links back to the I-87 Tourism Information would be provided on each of these web sites to provide real-time information about tourism destinations.

Some of the existing web sites noted above allow searches according to multiple attributes. However, no websites provide real-time information relative to the status of tourism and recreational destinations. As an example, The Adirondacks web site allows a search of various hiking trails in the Adirondacks, but provides no information regarding the location and capacity of trailheads.

The objective of the structure and management of the Tourism Information System would be to complement the existing tourism web sites by developing a real-time database with links to existing tourism web pages. Using the same example of hiking trails, the Adirondack Regional Tourism Council, in cooperation with NYSDEC, could manage the information relevant to the



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3-Tiered Tourist Kiosk System

condition, length and characteristics of hiking trails in the Adirondacks. The operator of the I-87 Tourism Kiosk System, in cooperation with NYSDEC, could manage information relevant to the size, condition and capacity of each of the trailheads. More information about the system can be found at the end of this report in Appendix B.

Finally, Tier 3 kiosks would be managed by the agency or organization having jurisdiction over the site. For instance, an interactive kiosk located at a rustic shelter at a trailhead would be managed by NYSDEC. Another example would be a link between the I-87 Tourist Kiosk System and a personal computer used at the entrance to a private campground that would track the real time visitation at the campground.

All tiers of kiosks would provide links to the State Information Exchange Network (IEN) for current information on weather and travel conditions. Weather information would be especially useful for participants in outdoor recreational activities such as hikers. An explanation of the new software used for this purpose can also be found in Appendix B.

The types of information and services that the 3-Tiered Tourist Kiosk System would provide are summarized in Table 2.6-1.

Information	Kiosk			Services	Source
	1	2	3		
<i>TRAFFIC INFORMATION</i>					
Major Incidents	•	•			NY State Police, NYSDOT
Special Events	•	•			NY State Police, NYSDOT
<i>TRAVEL INFORMATION</i>					
Directions	•	•		Download maps and GPS information to handhelds	Vendor (Mapquest, Garmin, etc.)
Construction Advisories	•	•			NYSDOT
Road Conditions	•	•	•		NYSDOT and others
Weather	•	•	•	National Weather Service updates	State IEN or Private Vendor
<i>RESOURCES</i>					
Trailhead Availability	•	•			Tier 3 Data NYSDEC ADK
Trailhead Use			•	Registration	User NYSDEC Ranger
Campground Availability	•	•		Reservations ¹	Tier 3 Data Campground Operators



I-87 Multimodal Corridor Study
3-Tiered Tourist Kiosk System

Table 2.6-1 – Information and Services Available at Kiosks

Information	Kiosk			Services	Source
	1	2	3		
Campground Use			•	Registration Payment by E-ZPass	User Campground Operator
Boat Launch Availability	•	•			Tier 3 Data Boat Launch Operators
Boat Launch Use			•	Registration Payment by E-ZPass	User Boat Launch Operator
<i>ATTRACTIONS</i>					
Scheduled Events and Tours Announcements	•	•		Reservations	Tier 3 Data Event Operators
Scheduled Events and Tours Attendance			•	Registration	Users Event Operators
Tourism Travel Services	•	•	•		Links to Tourism Web Sites for listings of hotels, restaurants and additional attractions

1. NYSDEC already has a contract with a private vendor to manage reservations at public campgrounds under their jurisdiction. The vendor's system could be incorporated into the proposed system, which could also handle reservations for private campgrounds.

2.6.3.3. System Components

Equipment and communication links have to be installed or established to support the system operations. In summary, the following equipment will be needed:

- Database server(s),
- Web/Application server(s),
- Network and Administration server,
- External interface computer(s),
- System operator/administrator workstation(s),
- Resource operator workstation(s),
- Kiosks,
- Storage equipment, and
- Networking devices.

The following network connections have to be established:



- Tier 3 kiosks to database server,
- All kiosks to web/application server,
- Network and Administration server to all kiosks, database server, and web/application server,
- External interface computers to external data sources,
- Web/application server to database server,
- Resource operator's workstation to web server,
- System operator's workstation to web server,
- System administrator's workstation to all servers and kiosks, and
- Web server to the Internet.

The bandwidth determination would be made after further usage and load analysis.

Figure 2.6-3 below illustrates a possible system configuration.

There can be multiple variations to this configuration, depending on a number of factors, such as:

- Whether the web/application server will sit on the same LAN. If the system is to serve users using their own computing devices via the Internet, a dedicated public web/application server placed on a different network segment may become necessary to provide added security.
- Whether web interfaces for system operators, administrators, and resource operators will be operated over secured network. It is also possible that they are used over the Internet using https protocol.
- In some situations, a cluster of kiosks may need to be installed. It may become necessary to establish a local network to serve these kiosks and these kiosks can share a single network connection to the center.
- Depending on the reliability requirements and expected load, a server may actually be a cluster that provides load balancing and safe failover.
- The diagram does not show the necessary equipment for handling video surveillance.
- It is possible that some point-to-point network connections from kiosk site to the center will be established.

Due primarily to its varying operating environments, special considerations should be given in the selection and configuration of kiosk. Additionally, the design of some features requires further analysis of operation needs and cost. Appendix B contains a summary of kiosk configuration considerations.

NOTE: Additional Languages. Given the area's proximity to Quebec and the heavy use of the Adirondacks by visitors from Quebec, providing the kiosk-based information in French as well as English needs to be considered. Further, as there are large numbers of Spanish-speaking people in New York State (and surrounding States), the need to provide Spanish translations of the kiosk information also requires review. This issue should be addressed in the



context of overall Statewide policies regarding the need for multi-lingual information on any State-subsidized web sites and related information systems.

2.6.4. PROJECT IMPLEMENTATION

The initial pilot project would be implemented between managing parties for each kiosk to be installed as part of the pilot project. The managing parties would include NYSDOT, ESDC, NYSDEC, APA and the NYS Office for Technology, among others. The task force representing these parties would be formed to closely coordinate the project's design, architecture, and technical needs, as well as development of a marketing survey and strategy. A Memorandum of Understanding (MOU) between all parties would be forged at the completion of the deliberations of the task force. Contracts would be let to construct and install the kiosks, to develop the web page and software package, and to maintain the system for a finite number of years.

As noted, Phase 1 of the project would be a pilot project designed to assess the effectiveness of the information system as measured by its ability to, among other things, better distribute visitors to locations other than the most popular trailheads, which are routinely overused. The locations of possible kiosk sites under Phase 1 of the proposed program are shown in Figure 2.6-4.

A Tier 1 kiosk would be placed at the Glens Falls Rest Area, near Exit 18 on the Northway portion of I-87 and just south of the boundary of the Adirondack Park. This location would allow travelers to make choices between travel to five of the major destination areas in and around the Adirondacks; Champlain Canal and Whitehall via Route 149 (Exit 20); Lake George Area via Route 9 (Exits 21 thru 24); the Southern Adirondacks via Route 28 (Exit 23); Lake Champlain Area via Route 74 (Exit 28); and Lake Placid and the High Peaks Area via Route 73 (Exit 30).

A Tier 2 Kiosk would be located within the Route 73 Corridor, at the intersection of Route 73 and Route 9N. This location would allow visitors to make travel decisions between Lake Placid, Elizabethtown and the Whiteface Mountain area. This location has already been identified by the Adirondack Park Agency as a site to be developed as a tourism information center with Route 73 Scenic Byway funding.

Tier 3 kiosks could be placed at a strategic location in Keene or Keene Valley, or at the Garden Trailhead in Keene Valley. This trailhead accommodates 125 cars on weekends and holidays and 50 cars on weekdays. The lot is routinely filled on weekends. The Town of Keene operates a shuttle bus for overflow visitors. The Tier 3 kiosk will assist with diverting traffic to other trailheads or to the overflow parking area when the lot is full.

Another potential location for a Tier 3 kiosk would be at the Adirondack Loj. This lot accommodates 300 cars and is managed by the Adirondack Mountain Club. At this location, the status of the parking lot and trail system could be uploaded manually by the manager of the parking lot from a PC located at the Adirondack Loj.

The exact location of trailhead kiosks shall be planned in consultation with NYSDEC. Overcrowding of trailheads is normally a problem on weekends and Holidays. Rangers who are in radio contact with a central location supervise the more active trailheads. Therefore, the exact location of the kiosk could be flexible. For instance, rangers patrolling the trailheads could radio the status of trailheads to a central location where the information would be placed into the system.



As part of this pilot project, visitation to the trailheads would be monitored over a series of three-day periods including a full weekend. The timing of the surveys would be based on weather conditions. At least six surveys should be conducted during a season in order to acquire a sufficient sample of information. A brief survey of hikers would be conducted to determine the origin of their trip and any additional destinations anticipated. These data would assist with the location of Tier 1 and Tier 3 Kiosks and any additional information that should be provided at the trailheads. The number of cars turned away because of parking lot capacity would also be recorded. After the kiosks have been installed for at least one hiking season, a similar survey would be conducted to determine if the percentage of visitors that have been turned away has decreased. The interaction at the Tier 1 and 2 kiosks would also be monitored to ascertain if trip planning had been adjusted as a result of information acquired at the kiosk.

The second phase of the project would be extended to another corridor such as the Southern Adirondacks or the Lake Champlain Area. Boat launches may be a likely candidate for a series of Tier 3 kiosks in the Lake Champlain area because of their limited facilities.

2.6.4.1. Regulatory, Environmental, and Agency Coordination Issues

A project of this nature, especially under the Phase 1 pilot, would raise a minimum number of regulatory and environmental considerations. The placement of the kiosk within the Adirondack Park would involve APA review. The key project coordination and regulatory procedures would likely be the following:

Project Development:

- NYSDOT or Empire State Development Corporation (ESDC) - Lead Agency for SEQRA and NEPA (if federal funding is involved)
- NYSDOT - Project Development Process and Design of System
- ESDC or NYS Office for Technology – System Management

Property Owners:

- NYSDOT – Kiosk locations on state highways and I-87 rest areas
- NYSDEC – Kiosks located on State lands at trailheads
- Counties – Kiosk locations on County Highways
- Towns – Kiosk locations on Town Highways

Managing Parties:

- Tourism Promotion Agencies and Chambers of Commerce – Operators of existing web sites
- NYSDEC – Managers of trailheads and campgrounds
- NYOPRHP – Managers of State Parks
- ORDA – Managers of Olympic Facilities
- Private Vendors – Managers and operators of tourism destinations such as restaurants and tourism attractions.

Regulatory Agencies:

- NYSDEC – Various environmental permits



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3-Tiered Tourist Kiosk System

- APA – APA 814 Review Process

2.6.4.2. Project Costs

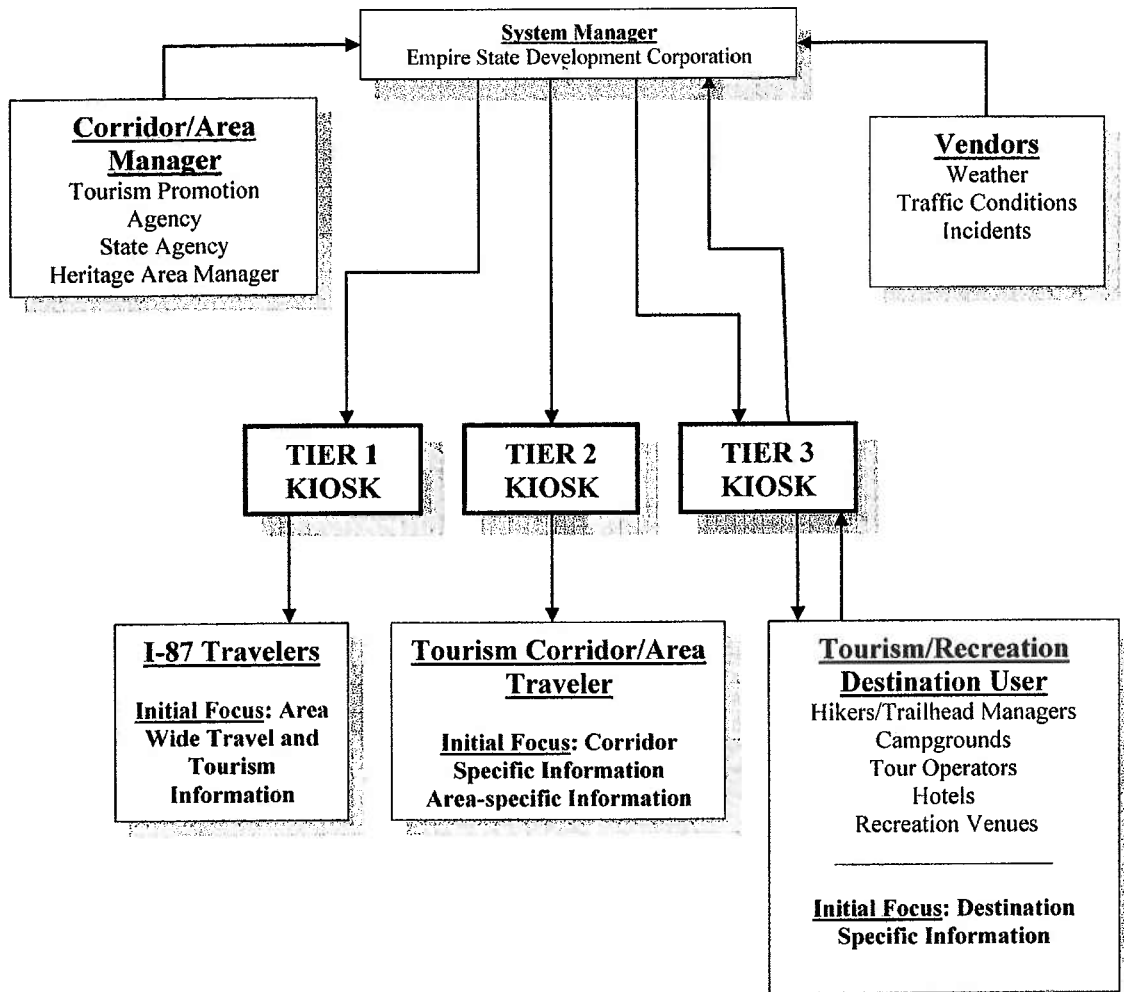
The following are the preliminary estimates of the projected costs for the proposed program:

3 Tiered Tourist-Recreation Kiosk System: Project Implementation Cost	
Element	Cost
Engineering/Design	\$650,000
(Incl. Data Collection)	
Equipment/Materials	\$300,000
(Hardware, Kiosks, etc.)	
Construction/Installation	\$500,000
TOTAL	\$1,450,000

The projected cost for Phase 1 of the program would be approximately \$1.55 million, including an estimated annual maintenance and operation cost of each facility during the demonstration period of approximately \$100,000. This O&M figure is only a rough estimate, with the actual costs to be affected substantially by the overall organization of the system, the ability to use existing staff to support the program, and other factors. If funding were available, the Phase 1 system could be operational for the summer season of 2006. Possible funding sources would include Scenic Byway Funding, I Love NY Economic Development funds, and FHWA ITS funding.

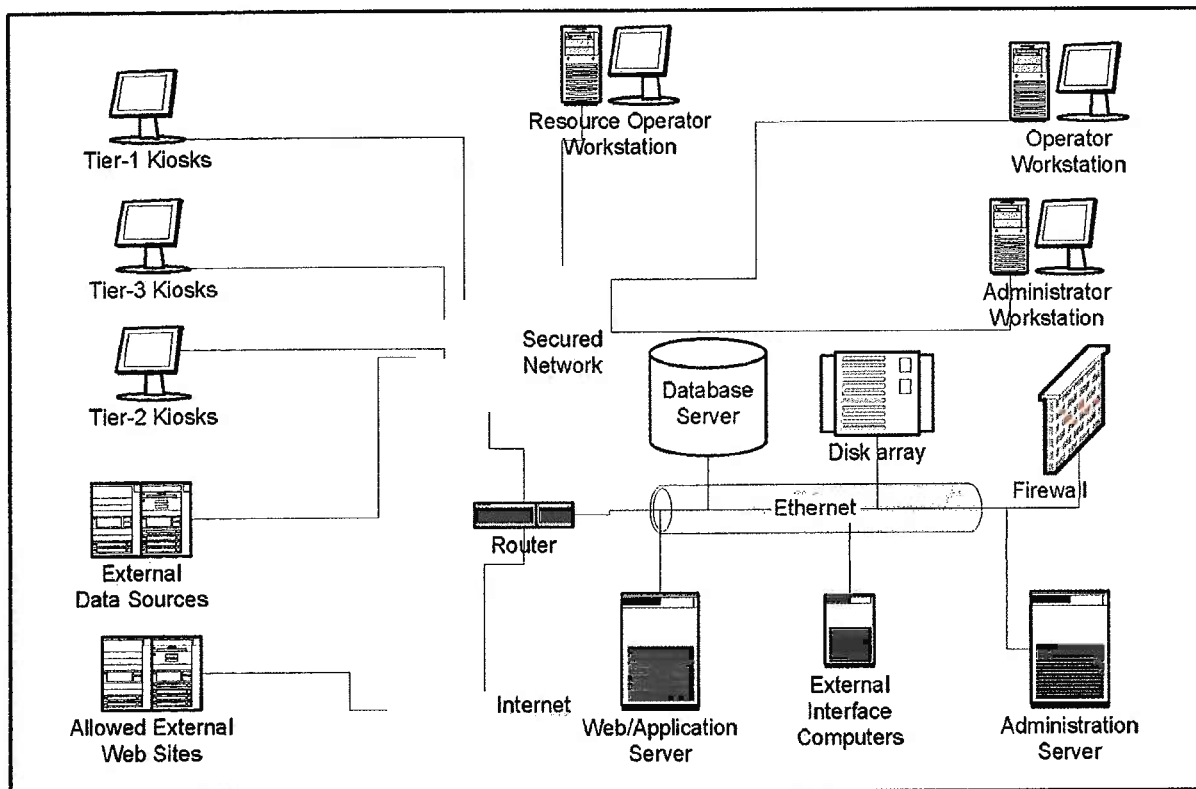


Figure 2.6-1 - Information Management
Tourist Kiosk System





**Figure 2.6-3 – Possible Hardware/Communication Configuration
Tourist Kiosk System**

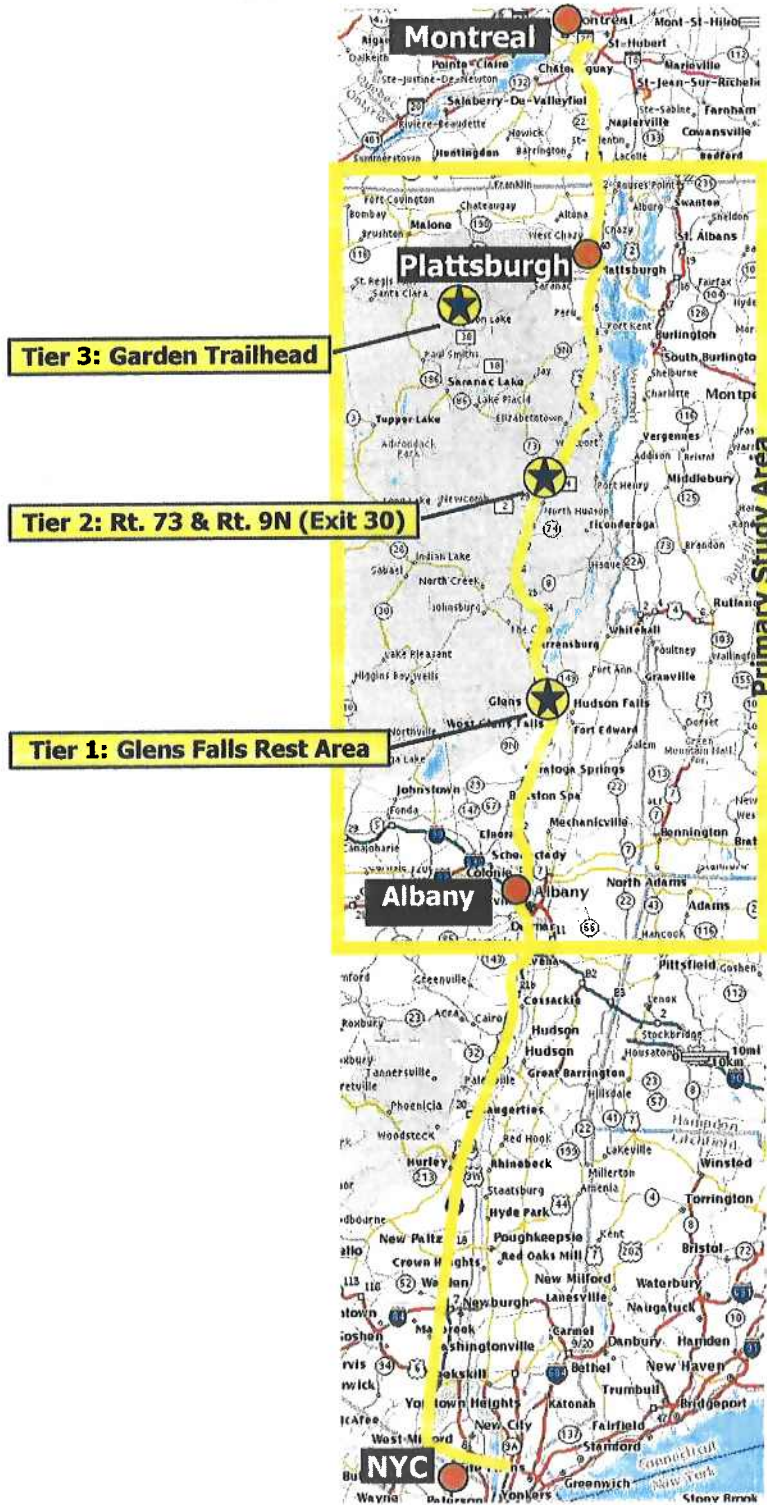




I-87 Multimodal Corridor Study

3-Tiered Tourist Kiosk System

Figure 2.6-4: Location of Phase 1 Kiosk Sites in Study Area





Technical Memo #4

APPENDIX B

**TECHNICAL INFORMATION ON
TOURIST KIOSK SOFTWARE**

Tourist Kiosk Software

Logically, the proposed system will consist of five functional modules that collaborate to provide the desired system functions: Data Acquisition, Data Storage, Data Distribution Service, Resource Reservation Service, and System Administration Service.

Data Acquisition – this function would be responsible for collecting information valuable to tourists, which includes:

- **General Resource Information.** Information about tourism-recreational resources (e.g., campgrounds) will be maintained and made available by tourism resource operators through various channels, including web sites. The system will maintain a synopsis of information provided concerning these various resources. It will be operationally difficult to maintain up-to-date information without a systematic and structured approach. Detailed analysis of the required information needs, the availability of data, and its expected utilization is necessary, resulting in a set of data structures or templates for capturing information of various resource types. It should also determine the methods for the initial data collection and scheduled data updates. It is expected that web interfaces would be provided for tourism resource operators to upload and manage resource information from various locations. The resource information shall be stored in the system's centralized database.
- **Resource Availability.** Certain tourism/recreational resources, organized events, or services have limited service capacity – e.g., camp sites in a campground, parking spaces along a trail, positions in a guided tour, guest rooms in a hotel, and tables in a restaurant. It is essential that resource availability be captured and made available to the tourists. The system will employ primarily two methods to collect resource availability information.
 - At the point of entry to a capacity-limited resource, such as at the trailhead, tourists will be required to sign in at a Tier-3 kiosk. The tourists' resource utilization data captured at the kiosk will be automatically transferred to the central database.
 - In many situations, resource utilization level cannot be captured automatically. Therefore, a web interface will be provided to allow manual entry and management of resource utilization information by system operators or authorized resource operators from various locations. This interface will also allow resource closure information to be entered.
 - When dealing with utilization levels, available capacity, etc. for private businesses, issues of confidentiality, proprietary marketing information, etc. comes into play. The pros and cons of full participation by certain businesses in this type of program, and limitations on the dissemination of information about those businesses, would have to be addressed.
- **Traffic Information** includes overall volumes and congestion levels (where relevant), traffic incidents and construction activities, and major special events that can affect local traffic conditions. The system would identify the sources of this information, and attempt to establish automated interfaces to these sources where possible. Additionally, the system would provide a web-based interface for operators to enter and manage traffic information, which would be geo-coded in the database.
- **Weather Information.** Weather in the Adirondacks can significantly impact tourists' activities. The system will establish an automated interface (through the IEN or vender)

to the National Weather Service for area-wide weather information. Additionally, a web-based interface would be provided for system operators to enter and manage weather information.

Data Storage. A relational database management system such as Oracle, Sybase, SQLServer, or MySQL would be used to ensure data persistence, transaction integrity, data integrity, rollback capability and continual operations. The database will store both static and dynamic data about the tourism and recreational resources and events, configuration data for kiosks, and user accounts for resource operators and system operators. The database would also support needed GIS operations, and support web server operations. Data archiving service would be developed to ensure smooth system recovery in case of major system failures.

Data Distribution Service would involve the distribution of tourism/recreational information to tourists in a user-friendly and efficient manner. It will be primarily web-based so that information and services can be easily accessed. Additionally, it will also reduce the cost of maintaining software on the kiosks installed remotely in a large geographic area.

The user interface design should allow users easy and efficient navigation to find their needed information. Two primary site navigation methods are expected to be provided:

- **Menu based**, which should allow user to plan their schedule using various criteria, such as type of recreational activity, general location, type of events, and type of service.
- **Map based**, which could provide the user an integrated and real time view of the tourism/recreational related information for the area selected by users. The map would be designed with multiple layers such as basic layer, hiking trail layer, skiing resort layer, and traffic layer. A user interested in finding a hiking trail can have only the basic and hiking trail layers turned on; this map will show not only spatial information of the trails in the selected region, but also show the real time trailhead availability. Clicking on the trailhead will bring up a detailed map of the trailhead and a hyperlink to trailhead reservation.

While initially the points of data distribution will be the kiosks, the system can be readily expanded to allow access to users from their own computers over the Internet. With additional effort, it is also possible to support hand-held devices. In connection with establishing a kiosk-based information system, the issue of ADA compliance also needs to be considered.

Resource Reservation Service allows user to make a reservation for certain resources. Links to reservation will be made available in various Data Distribution Service screens where applicable. Clicking on these links will bring up reservation pages.

Further analysis of payment operation is needed in order to further discussion. Factors that need to be determined include:

- Payment methods allowed,
- How to handle cancellation,
- How to handle refund, and
- Accounting requirements.

System Administration Service will be basically a collection of commercial-off-the-shelf (COTS) and already-developed tools for supporting system-wide monitoring, configuration, and trouble shooting, allowing, for example:

- kiosks to automatically report usage,

- administrators to remotely access the kiosks to perform log checking, software upgrade, and system configuration,
- overall network management, and
- system user account management.

Figure 1 is a high-level illustration of the system.

If access to the system were provided through a non-secured web interface, a secured protocol and firewall would be needed.

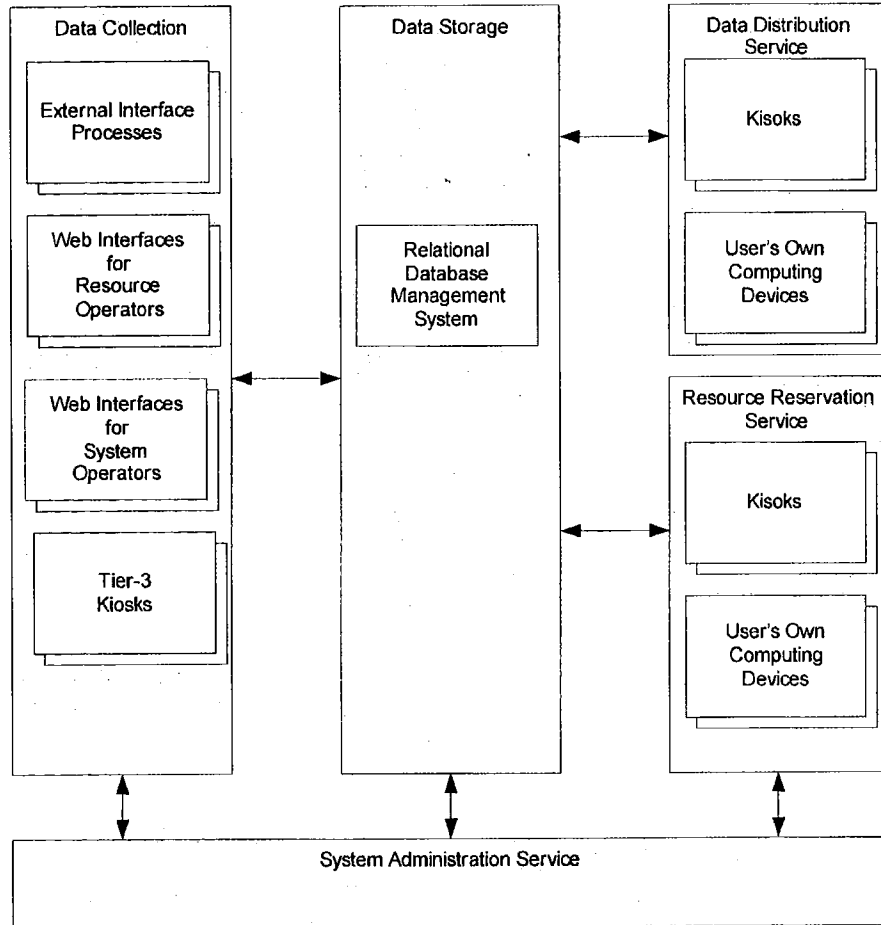
Kiosk Configuration Considerations

Factor	Consideration
Overall	<ol style="list-style-type: none"> 1. Where installation is outdoors or in an uncontrolled climate, all kiosk components need to be weatherproof. Materials used for the kiosk construction shall be durable for intended rugged and harsh environments. All connections, openings, doors, panels shall be built with watertight gaskets, latches, and fittings. All electronic components need to be shock-mounted. 2. All kiosk surface and components accessible to users shall be durable and suitable for heavy use. 3. Mean-time-between-failure (MTBF) shall be considered in selecting any kiosk component in order to minimize maintenance cost.
Enclosure	<ol style="list-style-type: none"> 1. Where the installation will be outdoors or in an uncontrolled climate, the enclosure needs to be weatherproof. 2. The enclosure shall allow the kiosk to be securely mounted in a freestanding manner. 3. Aesthetically, the enclosure shall be compatible with its surroundings.
Display Monitor	<ol style="list-style-type: none"> 1. Touch screen should be required. 2. Both CRT and LCD touch screens are available. Because of its small footprint and low energy consumption and heat generation; LCD screen is preferred. 3. Three technologies for touch screens are available: capacitive, resistive, and surface acoustic wave (SAW). Both capacitive and resistive screens rely on overlays, tiny sensors on the screen for touch detection, and require periodic recalibration. There are reports that the SAW based screens provide better image quality, and are drift-free. 4. The monitor shall be compatible with ambient light conditions, such as direct sunlight. It is desirable to have an auto-dimming feature.
Keyboard Pointing device	<ol style="list-style-type: none"> 1. Keyboard and pointing device may not be essential in the intended operations, but do provide additional convenience. Whether to include keyboard and pointing device should be primarily a cost consideration. 2. If no keyboard and pointing device will be included in the kiosk configuration, a software popup keyboard should be provided, and the user interface software should be designed to minimize user typing.
Printer	<ol style="list-style-type: none"> 1. There are a few situations where printing can enhance the quality of service to the users. The first is the printing of

Kiosk Configuration Considerations

Factor	Consideration
	<p>reservation confirmation or tickets. The second is the printing of some informational material, such as driving directions or a detailed map. Whether to include printing capability should be primarily a cost consideration.</p> <ol style="list-style-type: none"><li data-bbox="521 527 1325 590">2. If a printer is to be included, a thermal printer is recommended due primarily to its low maintenance.<li data-bbox="521 604 1325 667">3. Other printer parameters such as printout size and speed should all be determined based on further cost and need analysis.
Payment Module	<ol style="list-style-type: none"><li data-bbox="521 684 1295 747">1. If payment is involved in the kiosk utilization, proper payment module should be included.<li data-bbox="521 762 1284 825">2. Payment module should be selected based on allowed pay methods, such as E-ZPass, credit card, coins, and paper bills.
Camera	<ol style="list-style-type: none"><li data-bbox="521 842 1300 905">1. A camera included in the kiosk can allow remote monitoring of the kiosk site.<li data-bbox="521 919 1317 1054">2. Whether to include a camera should be primarily a cost consideration, the decision can be site specific. Additionally, the bandwidth availability for transmitting video streams or periodic snapshots should also be considered.

**Figure 1 – Conceptual System Block Diagram
Tourist Kiosk System**





2.2. TRUCK PARKING SUPPLY MONITORING SYSTEM

2.2.1. INTRODUCTION

The prototype concept discussed in this section – the Truck Parking Supply Monitoring System – is focused on the Goods Movement market, and the travel safety and convenience of a particular travel group – truck drivers along the I-87 Corridor, along with the State agencies that monitor their safety. The traveler information provided by this relatively simple type of program would help drivers in their search for appropriate truck parking areas, reducing the use of ramps and shoulder areas that pose safety problems for truckers and other drivers. It can also provide information about truck volumes and movement. This type of traveler assistance is fully consistent with both the Smart/Safe Traveler and Smart Freight goals of the corridor's overall Strategic Plan.

2.2.2. PROJECT DESCRIPTION

The primary intent of this project is to inform the trucks using I-87 about the availability of parking in the rest areas. A secondary objective of this project is to identify and monitor each truck that enters the truck parking area. As discussed in the study's assessment of existing rest area conditions in the corridor as part of the *Existing Corridor Conditions and Opportunities Report* (May 2004), there is a general shortage of truck parking in the corridor – a common occurrence along major highway corridors across the State and nationwide. Based on discussions with NYSDOT and New York State Police staff involved in overseeing commercial vehicle operations in the corridor, the two sites recommended as most appropriate for the proposed prototype installation were (1) High Peaks Rest Area on southbound I-87 between Exits 29 and 30; and (2) the New Baltimore Rest Area on the NYS Thruway portion of I-87 just south of Interchange 21A and accessible by both northbound and southbound traffic. The locations of these two facilities are shown in Figure 2.2-1. The primary factors that governed the selection of these two sites were availability of power and communications infrastructure (i.e., cell phone coverage), the potential for a useful demonstration test, and a likely positive benefit to truckers and regulatory agencies relative to the required investment.

2.2.2.1. Existing Conditions and Deficiencies

Parking is available for 21 trucks at the High Peaks facility and 44 trucks at the New Baltimore facility, and NYSDOT, NYS Thruway Authority, and State Police indicate that both are heavily utilized. Truck volumes along these sections of I-87 have increased in recent years and a continued expansion is



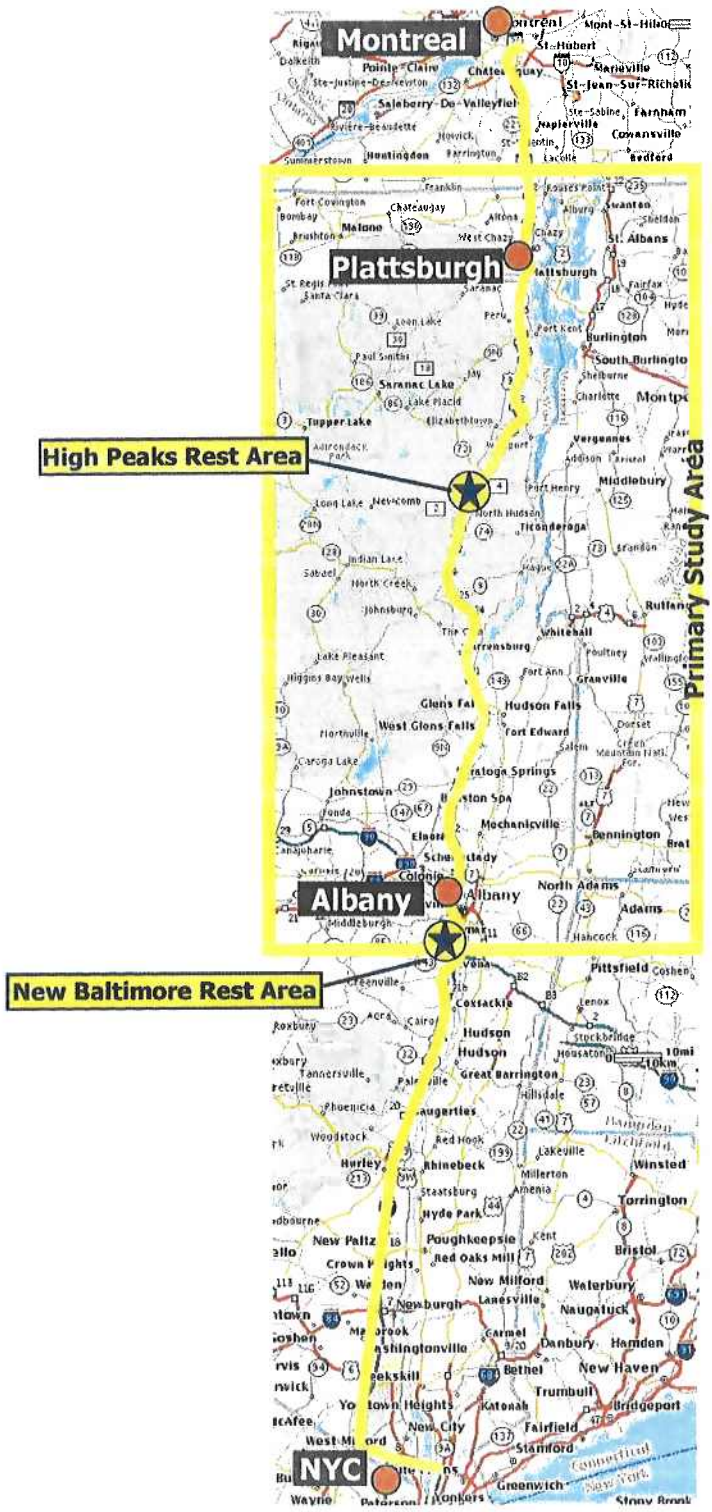
projected due to the rapid economic growth along the corridor and increased trade with Canada. Currently there is no mechanism to inform trucks of the availability of parking at the rest areas until they arrive at the facility. Regulatory agencies have no real-time method of monitoring truck movements or volumes – something that can become increasingly important in times of heightened security.

According to the *Study of Adequacy of Parking Facilities*, FHWA (June 2002), the need for truck parking along interstate highways is projected to roughly double between 2000 and 2020. It is also clear that interstate highways' rest areas were not intended to meet this demand, that commercial truck stops are better suited to meet much of this demand (although truck drivers



I-87 Multimodal Corridor Study Truck Parking Supply Monitoring

Figure 2.2-1: Location of Project in Study Area





understandably prefer on-highway public rest areas for shorter stops), and that efforts should be made to reduce idling at truck stops to lower pollutant levels and save energy. Subsequent studies by the National Cooperative Highway Research Program (NCHRP), *Dealing With Truck Parking Demand: A Synthesis of Highway Practice* (Transportation Research Board, 2003), confirmed that no single group or agency is addressing this problem, that the shortage of truck parking primarily results in often severe overcrowded at public rest areas, and that there is a lack of information about the availability of spaces. The proposed project would test a system that could provide real-time information about truck parking – something that could be used for spaces within a car/truck rest area or a dedicated truck facility (public or private). Overall, NYSDOT and other agencies, as part of their long-term truck parking and rest area plans, are also looking for ways to separate truck parking and inspection activities from other rest area facilities and activities.

2.2.3. PROPOSED SOLUTION

2.2.3.1. System Overview

The proposed solution involves the construction of a dynamic parking supply assessment system, employing reliable state-of-the art technology integrated with a technologically advanced system of permanent Variable Message Signs (VMS) on I-87. Depending on what other ITS network systems are in place and available in the corridor, this same parking supply information could be provided to drivers via a Highway Advisory Radio (HAR) broadcast, and via the State's Information Exchange Network (IEN) through corridor information web sites and rest area kiosks. As noted, the primary function of the proposed system would be to inform truckers of the availability of parking at rest areas far enough in advance of the saturated rest area to allow drivers to adjust their travel plans, although the data gathered would also have other uses. The Short- and Long-Term Strategic Plan will discuss the overall network implications of the system, as well as long-term parking needs along the corridor as a whole.

A two-step implementation is proposed: (1) an initial **temporary system**, with all the ITS elements mounted on portable devices, and (2) a **permanent system**, where the necessary equipment is more permanently set in place. The temporary set-up would be used in the prototype demonstration stage, which if successful would lead to a permanent installation. Figures 2.2-2 and 2.2-3 present the block diagram for the proposed solutions for temporary and permanent set-up respectively. All the devices in both set-ups are essentially the same, except that the devices would be mounted on a portable trailer in the case of a temporary set-up.

2.2.3.2. System Components

The proposed parking supply system would allow NYSDOT and NYS Thruway to monitor parking conditions at the rest areas by counting trucks that enter and leave each facility. Actual occupancy of individual spaces would not be monitored, although if the net number of trucks that have entered the rest area at any given point is greater than the number of spaces provided, the agencies would become aware that trucks were parking in inappropriate areas. The system would be visually calibrated once per day to ensure that messages displayed on VMS signs accurately reflect parking conditions at the rest areas.

The proposed system would utilize the following components:

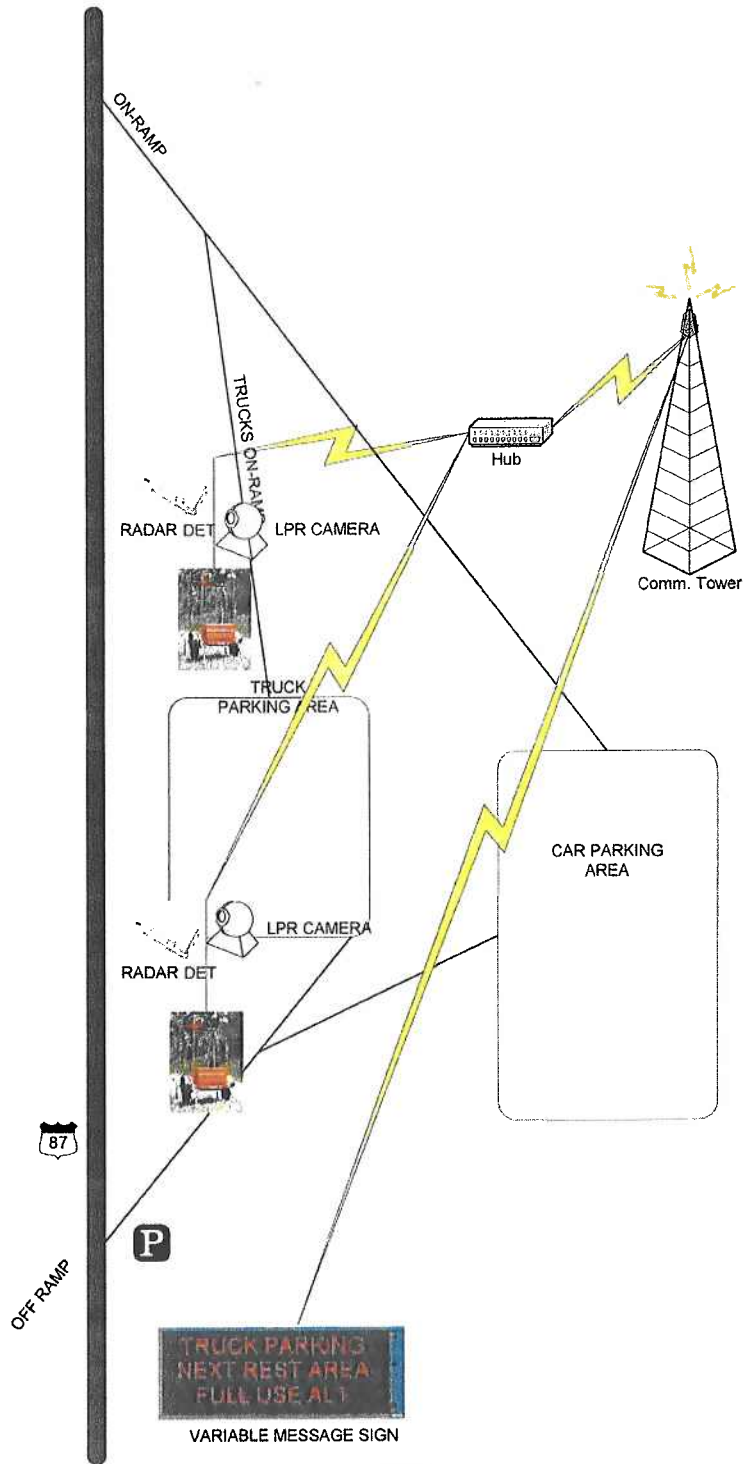
- **Non-invasive microwave detector** to count the number of trucks entering the truck parking area. Microwave radar devices transmit a low energy microwave signal (electromagnetic radiation with a frequency range of 109 to 1011 Hertz) at a target area on



I-87 Multimodal Corridor Study

Truck Parking Supply Monitoring

FIGURE 2.2-2: GENERIC LAYOUT FOR REST AREA PARKING SUPPLY MONITORING- TEMPORARY

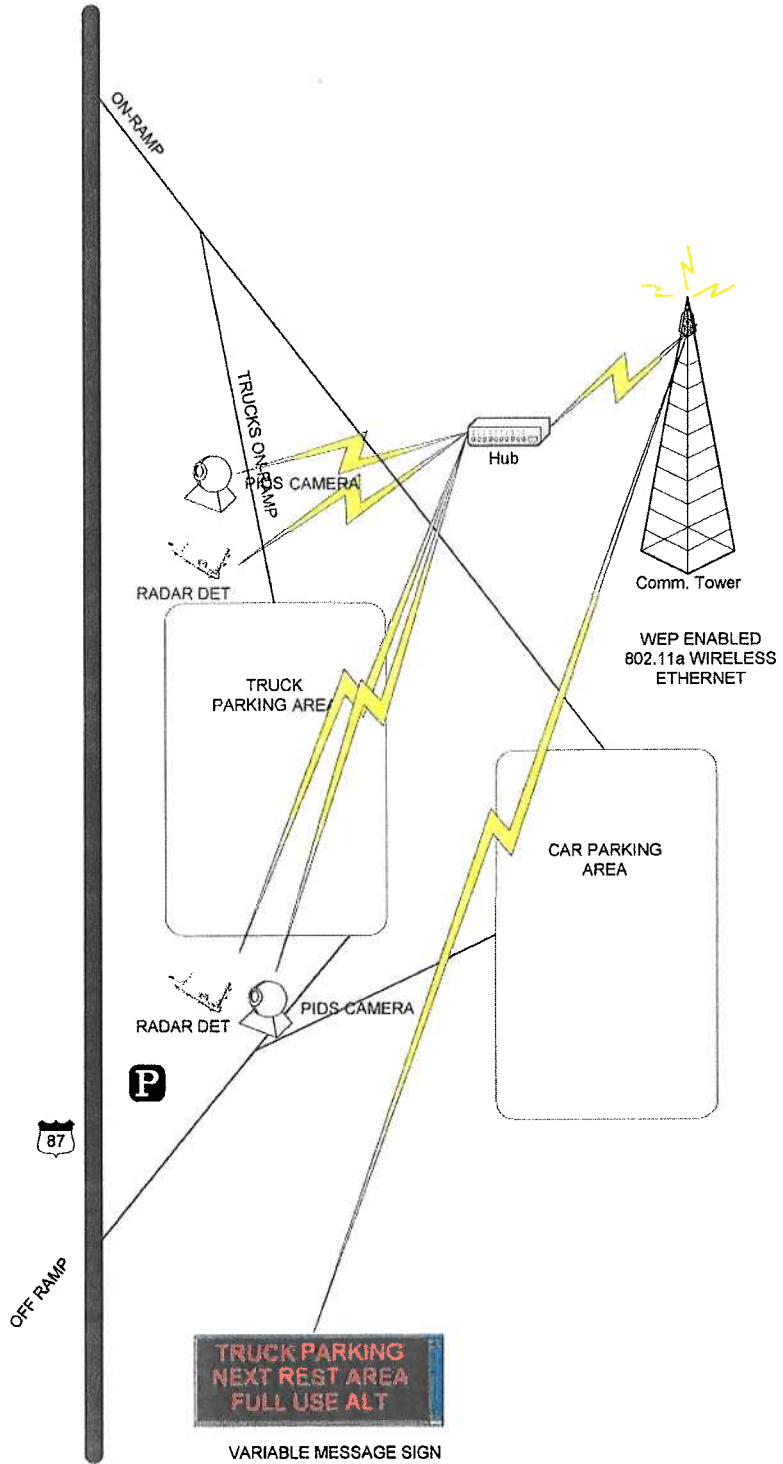




I-87 Multimodal Corridor Study

Truck Parking Supply Monitoring

FIGURE 2.2-3: GENERIC LAYOUT FOR REST AREA PARKING SUPPLY MONITORING- PERMANENT





I-87 Multimodal Corridor Study

Truck Parking Supply Monitoring

the pavement, which is then reflected back to the detector. Pulse microwave devices, or radar devices, measure the time it takes for a portion of the microwave radiation to be reflected from the target area to a receiver. Pulse microwave devices can detect volume, presence and occupancy. Laser-based sensors could also be used, but they are more expensive to install and maintain, and are more affected by adverse weather conditions. In contrast, the performance of microwave sensors is generally not affected by weather conditions and would provide satisfactory, lower-cost results in this application. Examples of this type of equipment are included in Appendix A.

- **License Plate Recognition (LPR) system** to capture and record the vehicle license plates. The LPR system includes a video camera that uses self-illuminating infrared bands of light that reflect the text of the license plate. Built-in LPR recognition software then decodes the license plate information. The ability of LPR systems to accurately detect plate numbers depends on a number of factors, including distance from the observed object and the speed of that object, lighting conditions and weather. Roadside systems attempting to read plates on vehicle traveling past a location have been know to have rates in the 40%-50% range. However, recent analyses indicate much higher success rates with the latest LPR systems, which integrate infra-red capabilities in the LPR camera and post-processing of data to increase reliability to over 90%.¹ With this type of system, and the highly controlled, low-speed environment that will exist at the rest area sites, higher accuracy levels are expected. Examples of this type of equipment are included in Appendix A.

Inclusion of LPR capabilities is necessary to meet the project's secondary objective – to identify each truck and check against appropriate databases to insure that all licenses, inspections, tax payments, etc. are in compliance. Similar to a police officer checking cars' windshields to up-to-date inspection and registration stickers or checking plate numbers in the field against a violations database for outstanding parking tickets, it is intended as an enforcement tool. In addition, given increased homeland security concerns, the system could also help track or identify vehicles of concern. The primary objective of the system – to monitor truck parking supplies and inform truckers about availability – would not require the LPR equipment, although it would provide an added check on system accuracy.

- **Wireless transmission medium** to transmit license plate and detector information to a local hub.
- **Wireless transmission medium** to transmit the status of the truck parking area one mile upstream of the rest area to a VMS.
- **VMS Signs** on I-87 to display the message to the truck drivers. Examples of this type of equipment, which are similar to many of the signs already used in the corridor, are included in Appendix A.

2.2.3.3. Functional Details

As noted, each of the truck parking areas will be equipped with a set of non-invasive microwave detectors and an LPR system. As a truck enters the parking area, it first passes through the LPR camera followed by the non-invasive detector station. A similar set up is used at the exit of the truck parking area. All the devices are connected to a local hub through a wireless

¹ Automatic License Plate Recognition, Intelligent Transportation Systems, IEEE Transactions on Issues of 2004 (Volume 5, Issue 1 (March 2004).



I-87 Multimodal Corridor Study
Truck Parking Supply Monitoring

connection. The local hub has a database server that keeps track of the vehicles entering/exiting the truck parking area and also aids in comparing the available parking spaces. If there are no available parking spaces, a message is sent to the upstream VMS indicating the non-availability of parking at that rest area. The number of available spaces can be accurately monitored even if some of the truck's plates cannot be identified.

As noted earlier, via connection through the State's IEN, the same real-time information could be placed on a corridor website, which truck drivers could check at rest area kiosks or via their own computers at locations where wireless connection service is provided. Local area HAR broadcasts would also be possible if the limited broadcast areas were sufficiently close to the facilities. Further, using the specific truck information obtained by the LPR, regulatory agencies could check whether there were any outstanding safety or credentialing issues associated with that truck, and take appropriate action if warranted.

While the availability of the IEN would clearly facilitate its operations, the proposed system would not depend on the IEN. A standard CDMA (Code Division Multiple Access) cellular connection, available through Verizon or similar carriers, could provide sufficient communications connections to connect with VMS along the highway, with rest area kiosks or corridor web sites.

2.2.3.4. Functional Specifications

Item	Specifications
License Plate Recognition System	<ol style="list-style-type: none"> 1. Low power requirements and field hardened for harsh conditions 2. Charge Coupled Device (CCD) chip capable of plate recognition in any light conditions 3. Communicate with local hub up to a distance of 500 ft
Non-invasive Detector	<ol style="list-style-type: none"> 1. Capture truck traffic data including occupancy and count 2. Low power requirements and field hardened for harsh environment 3. Communicate with local hub up to a distance of 500 ft
VMS	<ol style="list-style-type: none"> 1. Full matrix walk-in sign, located approximately 1 mile from the parking area
Communications Infrastructure	<ol style="list-style-type: none"> 1. The communications between local devices and the Hub shall be either a fixed link or wireless connection depending upon the available communications infrastructure 2. The communications between the parking hub and the VMS shall be a wireless Ethernet connection with a range of approximately 1000 feet
Parking Server Hub	<ol style="list-style-type: none"> 1. The parking hub shall be co-located within the rest area with other existing systems.

2.2.4. PROJECT IMPLEMENTATION

2.2.4.1. Regulatory, Environmental, and Agency Coordination Issues

Because this project would be constructed entirely within the I-87 right-of-way, within existing rest area properties, minimal environmental disturbance or impacts are projected. Therefore, minimal associated regulatory requirements and environmental processing would be needed. The nature of the VMS signs on the highway at both locations would have to comply with



I-87 Multimodal Corridor Study
Truck Parking Supply Monitoring

applicable Federal guidelines for interstate highways, and the signs at the High Peaks site would require review by the Adirondack Park Agency (APA). Inter-agency coordination between the stakeholders (i.e., NYSDOT, NYS Thruway, NYS Police, FHWA) would be necessary to ensure that the functionality of the system, the use of data, response protocols and related factors are in place and defined.

2.2.4.2. Project Costs

The following are the preliminary estimates of the projected costs for the proposed program:

Parking Supply Monitoring - Mobile Option			
Description	Quantity	Unit Cost	Total Cost
Non-invasive Detector	2	\$10,000	\$20,000
LPR Camera	2	\$10,000	\$20,000
Portable Vehicle & Accessories	2	\$8,000	\$16,000
Wireless Modems	2	\$6,000	\$12,000
Database Server	1	\$20,000	\$20,000
VMS (Portable)	1	\$70,000	\$70,000
Central Communications Equipment	1	\$15,000	\$15,000
Software	1	\$35,000	\$35,000
		Sub-Total	\$208,000
Design & Misc. (Incl. Contingency)	25%		\$ 52,000
		TOTAL	\$260,000

Parking Supply Monitoring - Permanent Option			
Description	Quantity	Unit Cost	Total Cost
Non-invasive Detector	2	\$10,000	\$20,000
LPR Camera	2	\$10,000	\$20,000
Poles and Misc. Accessories	2	\$20,000	\$40,000
Wireless Modems	2	\$6,000	\$12,000
Database Server	1	\$20,000	\$20,000
VMS (Permanent)	1	\$300,000	\$300,000
Central Communications Equipment	1	\$15,000	\$15,000
Software	1	\$35,000	\$35,000



I-87 Multimodal Corridor Study

Truck Parking Supply Monitoring

Parking Supply Monitoring - Permanent Option			
		Sub-Total	\$462,000
Design & Misc. (Incl. Contingency)	25%		\$ 115,500
		TOTAL	\$577,500

Parking Supply Monitoring – Conversion of Temporary Option to Permanent Option			
Description	Quantity	Unit Cost	Total Cost
Non-invasive Detector	2	\$0	\$0
LPR Camera	2	\$0	\$0
Poles and Misc. Accessories	2	\$20,000	\$40,000
Wireless Modems	2	\$0	\$0
Database Server	1	\$0	\$0
VMS (Permanent)	1	\$300,000	\$300,000
Central Communications Equipment	1	\$0	\$0
Software	1	\$0	\$0
		Sub-Total	\$340,000
Design & Misc. (Incl. Contingency)	25%		\$ 33,000
		TOTAL	\$373,000

As indicated, the projected cost for the initial temporary installation at the two facilities would be approximately \$260,000. Initial construction of the permanent option would cost approximately \$577,500. Conversion of the two temporary sites to permanent facilities would cost approximately \$373,000. Annual maintenance costs for this type of facility would normally range between 2% to 5% of capital costs, or approximately \$15,000. Operating costs would be approximately \$8,000 to \$9,000, including approximately \$2,500 for power, \$1,500 for communications and \$4,500 - \$5,000 for staff.

DELTA
Portfolio

Demonstration and Evaluation of Lighting Technologies and Applications ▲ Lighting Case Studies

CLIFTON PARK REST AREA
Clifton Park, New York

Volume 3 Issue 4

HIGHWAY REST AREAS



Site Sponsor:
New York State
Energy Research and
Development Authority

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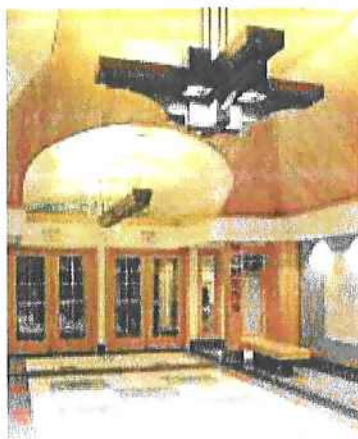
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Exterior Lighting



7 Interior Lighting

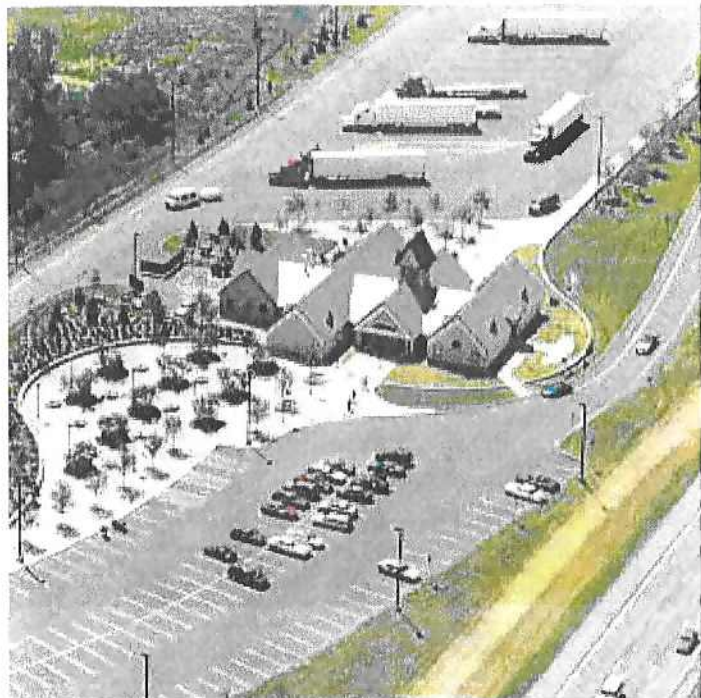


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Project Profile



Clifton Park Rest Area, looking south

An interstate highway rest area is a welcome sight to weary drivers, promising relaxation and respite. In 1997, the New York State Department of Transportation expanded its rest area north of exit 9 on the I-87 Adirondack Northway. The exterior of the new Clifton Park Rest Area contains separate parking lots for cars and trucks, picnic areas, and a dog walking park; the pavilion houses a tourist information counter, restrooms, vending machines, and a State Police station. The Clifton Park Rest Area is only accessible from the northbound lanes of I-87. The site has wooded embankments on both sides, and some commercial development behind. The facility is open 24 hours a day, year-round. DELTA evaluated the exterior and interior lighting areas open to the public at the Clifton Park Rest Area.

Lighting Objectives

- Provide good visibility for drivers and pedestrians after dark
- Make the rest area look safe and welcoming after dark
- Enhance the aesthetics of the picnic area and the interior of the pavilion
- Limit light trespass

Lighting and Control Features

- **Nighttime Visibility.** The parking lot is lighted by full cutoff luminaires that minimize glare to drivers and pedestrians. They are arranged to provide more light in the driving lanes and less in the parking area. Because vehicles and pedestrians are most likely to be in conflict in the driving lanes, more light in the driving lanes creates a safer environment.
- **Perception of Safety.** Illuminances at the rest area are high enough to promote a perception of safety. The lighting of the pavilion is designed to make the windows and doorways look bright at night, which gives approaching drivers a welcoming impression.
- **Aesthetics.** The lighting of the pavilion is well matched to the architecture, reinforcing the building's role as a "gateway to the Adirondacks." The lighting emphasizes the dramatic and interesting ceiling structure, which makes the interior look attractive.
- **Light Trespass.** Full cutoff luminaires in the parking lot and roadways limit light trespass onto neighboring properties and adjacent roadways, including the interstate highway.

Exterior Lighting

*"It's much nicer than the lighting that used to be here ...
we've been coming here for 30 years..."*

A visitor

*"I don't particularly care for the
pinkish yellow color of the lights."*

A visitor

On entering the rest area, a driver must select the appropriate parking area. Trucks and other large vehicles go to a parking area on the south side of the pavilion, while cars go to a parking area on the north side. DELTA evaluated the exterior lighting for the car parking area because more of the exterior facilities are located on the north side. The 34,500 ft² (3200 m²) parking area has two aisles of parking spaces. After parking their vehicle, visitors usually proceed

across one or two of the driving lanes to the pavilion walkway, although some people go directly to the adjacent picnic area or the dog walking park.

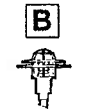
The picnic area (see plan on page 4) contains numerous islands of vegetation and picnic tables. Measured reflectances of the concrete surfaces on the walkway and the picnic area were between 10% and 20%; the reflectance of the parking area asphalt was 10%.

Exterior Lighting (continued)

Specifications:



Pole-mounted high pressure sodium (HPS) cutoff luminaire, 24" square x 9" deep (610 mm x 230 mm), with type III optics. Mounted on 7" (180 mm) square pole with varying heights of 25', 30', and 40' (7.6 m, 9.1 m, 12.2 m).
Lamp: 400 W clear HPS, ED18, mogul base
Ballast: Core and coil, high power factor (HPF), -40°F minimum starting temperature
Wattage: 457 W per ballast



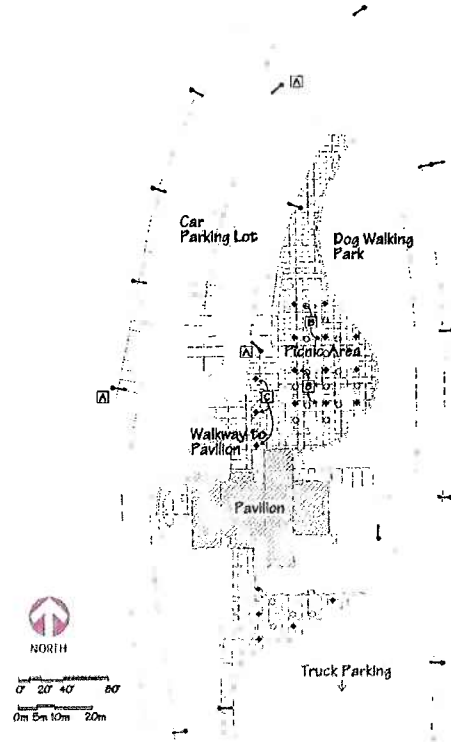
Pole-mounted HPS luminaire head, 2'-6" H x 2'-4" diam. (0.8 m x 0.8 m), with 12' (3.7 m) steel pole painted black.
Lamp: 100 W, ED23 1/2, clear HPS
Ballast: Core and coil, HPF, -40°F minimum starting temperature
Wattage: 130 W per ballast



Same as B, but radius arm mounting with inverted head.

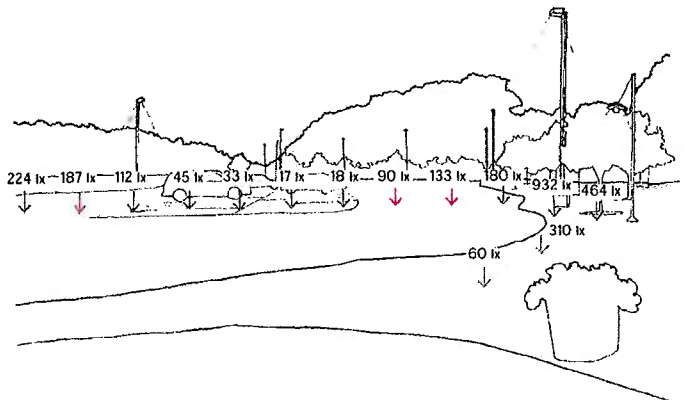


Recessed HPS downlight, 10" square x 5" deep (250 mm x 130 mm), with prismatic lens and regressed black baffle.
Lamp: 70 W clear HPS, B17, medium base
Ballast: Magnetic HPF
Wattage: 90 W per ballast
(See page 7 for location on architectural plan.)



Car parking lot

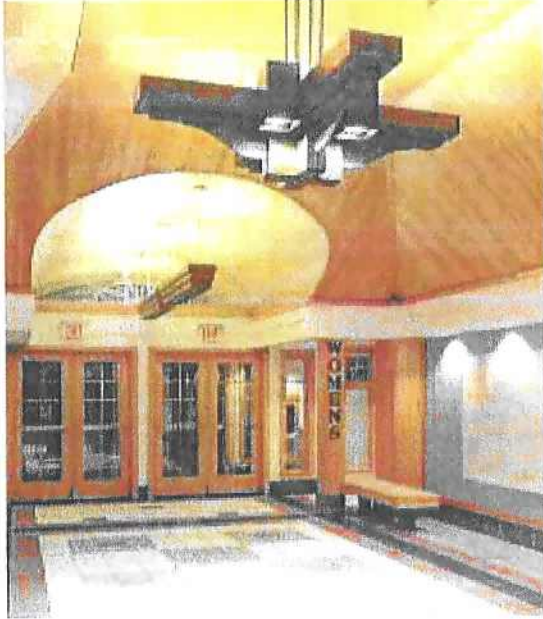
- The parking lot is lighted with pole-mounted high pressure sodium full cutoff luminaires (type A) that limit light trespass onto neighboring properties and roadways.



Perspective of car parking lot, looking north

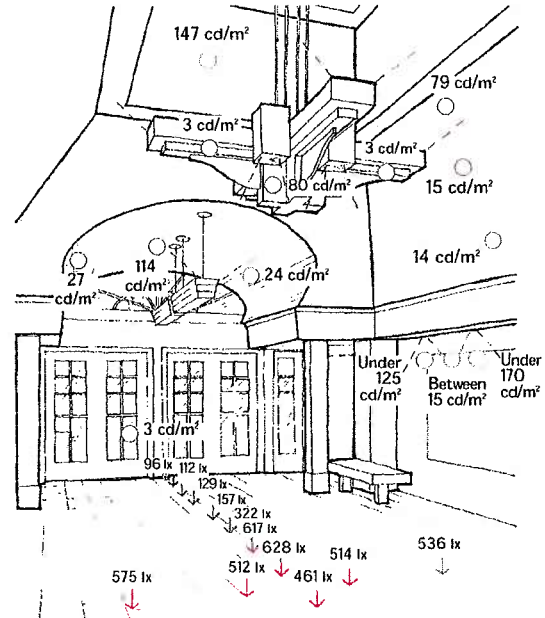
The Illuminating Engineering Society of North America (IESNA) recommends an average illuminance of 11 lux (lx) [1.0 footcandle (fc)] in parking areas and 5 lx (0.5 fc) in minor activity areas of roadside rest areas. Illuminance uniformity recommendations range from 3:1 to 6:1 (average to minimum).

Interior Lighting (continued)



Tourist information area

- Uplighting (types E and H) emphasizes architectural features that are visible from the exterior, such as barrel vaults and the central tower.
- Compact fluorescent recessed downlights (type F) direct light onto tourist information display areas and the map of New York State.
- Metal halide downlight luminaires in cruciform chandelier (type G) provide a "punch" of light onto the floor beneath the central tower.

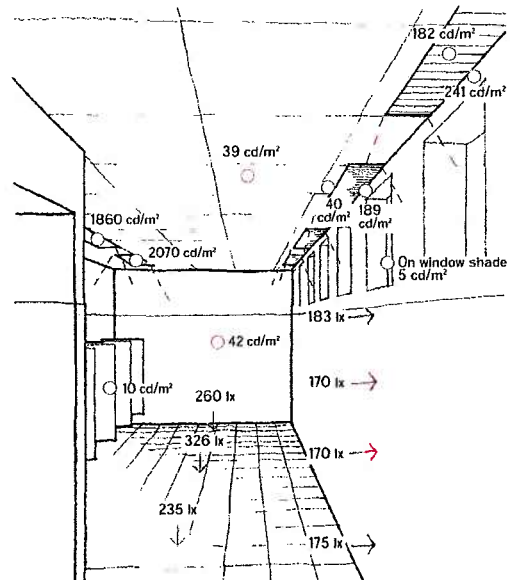


Perspective of tourist information area



Restrooms

- Recessed parabolic luminaires (type J) light the circulation area and make windows visible to drivers at night.
- Recessed lensed luminaires (type K) illuminate most stall areas.
- Daylight is admitted through windows along periphery.



Perspective of restroom

Visitors' Response

Questionnaires were completed by 98 visitors to the interior pavilion of the Clifton Park Rest Area. The questionnaire was designed to ascertain the visitors' opinions of the lighting of the tourist information area and the rest rooms. The visitors' overall responses to the lighting (see table below right) were similar to those about the exterior lighting (see page 6). The results indicated that a majority of the visitors considered the lighting of the pavilion to be better than that of other rest areas.

For detailed assessments of these spaces, visitors were asked whether they agreed or disagreed with a series of statements. The tables below give the percentage of visitors who agreed with each statement, in decreasing order. In the visitor information area, most visitors agreed there is plenty of light to see other people, that the lighting is attractive and comfortable, and that the lighting produces a feeling of safety. The only negative comment indicated concern about bright reflections in the front faces of the vending machines, although observations of these machines showed that the reflections were produced by internally-illuminated

vending machines located directly opposite each other, rather than the lighting in the ceiling.

Most visitors thought that the lighting made the restrooms appear clean and safe and that the lighting was attractive and comfortable.

Finally, visitors were asked to pick any words from a list of matched positive and negative words that they thought best described the lighting of the spaces. Words used by more than 50% of visitors were 'Attractive,' 'Well-maintained,' 'Comfortable,' 'Clean,' and 'Modern.'

Compared to other interstate rest areas, the lighting in this rest area is:

	Better	About the same	Worse
Tourist Information Area	65%	31%	4%
Restrooms	58%	39%	3%

Statements about the tourist information area (n = 98 visitors)

Statements about the tourist information area (n = 98 visitors)	Percentage agreeing
There is enough light to see other people well.	98%
Overall, the lighting in this space is attractive.	96%
The lighting in this space makes me feel safe.	95%
Overall, the lighting in this space is comfortable.	91%
There are no dark areas in this space.	71%
The lighting causes reflections on the vending machines that keep me from seeing well.	18%

Statements about the restroom stall area (n = 95 visitors)

Statements about the restroom stall area (n = 95 visitors)	Percentage agreeing
The lighting in the rest room makes it seem clean.	94%
Overall, the lighting in the rest room is attractive.	94%
The lighting in the rest room makes me feel safe.	93%
Overall, the lighting in the rest room is comfortable.	91%

Room Type	Area (ft ²)	LPD* (W/ft ²)	ASHRAE/IESNA* Allowed LPD (W/ft ²)
Tourist Information Area	2,210	1.51	1.80
Restroom Stalls	1,350	1.44**	1.25**

* See *Abbreviations* on page 11

** It should be noted that much of the lighting in these restrooms is essentially façade lighting, with an allowance of an additional 0.25 W/ft² beyond the baseline of 1.0 W/ft². See *Project Evaluation* for discussion of savings strategies for power density and energy use.

¹ 1 ft² = 0.093 m²; 1 W/ft² = 10.76 W/m²

Project Evaluation

Maintenance

Maintenance staff had no major complaints about ballast, lamp, or controls technology. When the interior pavilion first opened, many of the initial set of fluorescent lamps failed sooner than expected, but subsequent relamping has performed normally.

Occupant Response

In general, the majority of visitors to the Clifton Park Rest Area found the lighting to be better than other rest areas they had visited.

Energy Impact

The lighting system in the tourist information area and restroom stall areas together saves almost \$350 annually when compared with spaces lighted to standards delineated in the energy standard ASHRAE/IESNA 90.1-1999. Even greater energy efficiency could have been achieved in several places in the tourist information area. Such possibilities include using T8 or long compact fluorescent lamps in the type E uplights, using linear fluorescent luminaires instead of type F recessed downlights on the map

wall, and eliminating or using lower wattage downlights in place of type G downlights. In the restrooms, other energy efficiency measures could have been adopted.

Photosensor controls could have been used to turn off lights during the day in areas immediately adjacent to windows (type J). Additionally the use of lower-wattage ballasts dedicated for operation with one lamp (type J) would have helped to reduce both power density and energy use.

DELTA did not perform calculations of exterior lighting energy savings since no comparable lighting power density requirements for parking lots or exterior rest areas exist in the current standard, ASHRAE/IESNA 90.1-1999; however, exterior lighting power densities were lower than or equal to maximum power densities delineated in the previous 1989 standard.

Environmental Impact

Reduced energy use from the tourist information and restroom stall areas will result in lower annual power plant emissions (see table below).

Reduced Pollution Compared to System Operating at ASHRAE/IESNA Maximum Lighting Power Density

	SO ₂		NO _x		CO ₂	
	lbs	kg	lbs	kg	lbs	kg
Annual savings	33	15	13	6	4,824	2,190

Sulfur dioxide (SO₂) is associated with visible pollution (haze) and acid rain.

Nitrogen oxides (NO_x) are one of the main causes of ground level ozone (smog) and acid rain.

Carbon dioxide (CO₂) is a possible contributor to future climate changes such as global warming.

Methodology

This section gives details about methods and assumptions used in this publication.

Photometric Measurements

Both the exterior and interior illuminance and luminance measurements were made starting one hour after sunset, when the lighting of both locations had been on for at least 45 minutes.

Surveys and Interviews

Questionnaires were used to obtain the opinions of the visitors in the exterior area and in the pavilion. Exterior lighting questionnaires were completed by 80 visitors while standing outside the pavilion after dark. Interior lighting questionnaires were completed by 98 visitors while standing inside the tourist information area of the pavilion from one hour before sunset to ninety minutes after sunset. Examination of the responses collected before and after sunset showed little difference, so the difference in exterior conditions is ignored in the evaluation of the interior lighting. The exterior and interior lighting questionnaires were administered on different evenings.

To learn more about lighting design goals and use patterns, DELTA interviewed two representatives from the New York State Department of Transportation, as well as two representatives from the consulting design firm. Maintenance questions were answered by the general mechanic on-site.

Energy Analysis

To analyze annual electrical cost savings, DELTA consulted the on-site general mechanic for estimates on hours

of use. He confirmed that the interior lights are used 24 hours a day, with the exception of eight type F downlights above the tourist information counter that are off for 12 hours per night. The hours of use were multiplied by luminaire wattage to determine actual energy use.

DELTA compared these energy use estimates with the ASHRAE-IESNA 90.1-1999 standard power densities for lighting in lobbies and restroom stalls. These values were multiplied by floor area and the hours described above. Subsequent electrical cost savings were calculated using actual electrical rates charged for the facility of 7.1¢ per kWh and a monthly demand charge of \$8 per kW.

Environmental Analysis

DELTA based the environmental impact figures in the table on page 10 on the U.S. Environmental Protection Agency's September 1996 publication, "Conservation News Online." This document is available online at <http://www.epa.gov/oaintrnt/>

Abbreviations

Abbreviations mentioned in this report include:

LPD = Lighting Power Density

ASHRAE = American Society of Heating, Refrigerating and Air-Conditioning Engineers, Inc.

IESNA = Illuminating Engineering Society of North America

Lessons Learned

With good design, exterior lighting based on high pressure sodium lamps can be very satisfactory.

The lighting of the exterior spaces of the Clifton Park Rest Area uses high pressure sodium lamps exclusively, yet at least 90% of visitors considered the lighting of the exterior area to be comfortable, safe, and attractive.

Lighting that is integrated with the architecture and fulfills its function will be considered attractive.

The lighting of the pavilion is designed to enhance the architecture, not to compete with it. At the same time, the lighting provides enough light where needed without glare. A very high percentage of the visitors to the pavilion considered the lighting comfortable and attractive.

When designing lighting for wall-washing, the nature of displays on the wall should be considered.

The wall displaying the large rectangular map of the New York State Thruway system is lit by individual downlights. This produces a series of light scallops across the display. A continuous linear wall-washing system would have been more appropriate.

Illuminance uniformity is important for perception of safety in parking lots.

The Illuminating Engineering Society of North America (IESNA) recommends illuminance uniformity ranging from 3:1 to 6:1 in roadway rest areas. In some areas of the Clifton Park Rest Area car parking lot, illuminance uniformity was 10:1, contributing to reasons why a few visitors felt uncomfortable leaving valuables in their vehicles.

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TOURISM AND WELCOME CENTERS
CONNECTICUT REST AREAS AND SERVICE
PLAZAS STUDY

September 6, 2006

Earth Tech, Inc.
FHI, Inc.
ICON Architecture
The Williams Group, LLC

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EXECUTIVE SUMMARY

Tourism is the fastest growing industry in the state of Connecticut with a recent growth rate of 17%. This is almost double the prominent FIRE industry (Finance, Insurance and Real Estate), and it is far outpacing the state's declining manufacturing industry. However, Connecticut is still considered a prominent manufacturing state, due to the high volume of military contracts. It would seem only advantageous to the state to take the current \$10 billion tourism industry and provide it with as much support to keep it growing at its current rate.

Rhode Island and Vermont, along with other benchmarking states, have made the welcome center program a priority. They have recognized the importance of the tourism industry and Vermont for example has invested over \$4million per welcome center into capital improvements. The benchmarking states provide valuable "lessons-learned", including the regionally themed centers, services to travelers and revenue subsidizing opportunities.

Unfortunately, the current state of the Connecticut welcome centers show a program that is understaffed and under funded with an annual budget of less than 25% of that of the smaller program of Vermont. Connecticut welcome centers in both rest areas and service plazas are old, too small and in need of substantial improvement. Also, by using the current traveling populations from the on going Connecticut Rest Areas and Service Plazas Study (from Earth Tech traffic counts) and the average spending (from the FHI survey), it is determined that the service plazas currently do not supply adequate retail space and do not offer the amenities that are expected by today's traveling public (see programming portion of report of Rest Areas Study).

The new concept is to revamp how the program is operated. By utilizing a retail operator with a cadre of tenants in its concessions program, the amount of spending by travelers can be increased dramatically. This additional revenue from the redeveloped service plazas can be used to fund the welcome centers. It is also recommended that the operator be required to build and maintain the welcome centers and provide an annual operating stipend. At the same time, it is suggested that the CCT (Connecticut Commission on Culture & Tourism) oversee welcome center operations and staffing.

By using the tourism expenditures by district, Connecticut can estimate the size of the welcome center space that each tourism district should be allocated. Based on current expenditures, the figures compare reasonably with the benchmarking states. For Connecticut, this would entail a low of 800 sf per facility in the Housatonic Valley district to a high of 16,000 sf in the Southeastern district.

The study shows that this will cause a rippling of revenue comparable to the operator programs of New Jersey or New York. With this, Connecticut could

increase revenues from \$6 million to over \$19Million. This increase provides the opportunity to support many other programs in addition to creating a well-funded welcome center program.

1. CURRENT STATE---EXISTING CONDITIONS

1.1 General State

The Connecticut Commission on Culture and Tourism (CCCT) is the State government body that manages the access of tourism information for the state along with other arts and historic resources.

The CCCT responded to information requests from over 2 million households in 2004 (according to the 2004 Conversion Study). Approximately 1 in 6 inquiries (250,000 households) requested printed material on tourism. Fifty percent of these requests turned into visits to the state. In other words, 125,000 households visited the state after the information requests. Of those households that received printed material each household spent over \$3700 during their visits in 2004, according to CCCT data. \$3700 spending is a huge return on investment for the effort of sending a printed brochure. These visitors spent \$464 Million during their trips, an increase of 27% over 2003, which follows the previous year's trend.

Tourism is the fastest growing industry in the state according to the same study. The CCCT is fulfilling the essential job of providing this necessary tourism information to the public. However, the CCCT is understaffed, it has few physical resources and it continually struggles with the funding necessary to meet future needs. The annual budget of CCCT, according to the TIA (Travel Industry Association) survey 2004 is approximately \$700,000, and recent interviews suggest that this number is declining.

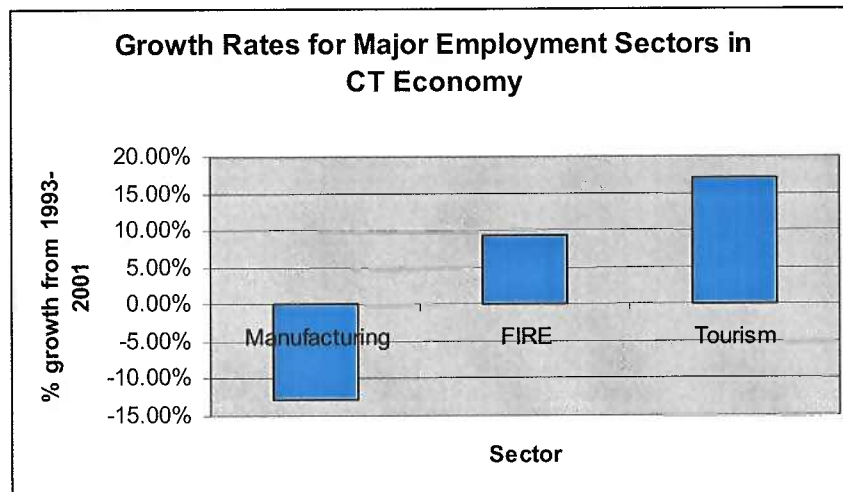


Figure 1. Growth Rates of Connecticut Major Employment Sectors

¹ Source: CCEA 2001 Economic Impact of Connecticut's Tourism and Travel Industry, May 2003

Welcome Centers are the physical assets that impact the Rest Area Study sponsored by ConnDOT. These centers provide staff and/or information about the states tourism industry and support many businesses, both large and small. This includes, but is not limited to: inns, hotels, museums, the arts, restaurants, local historic sites, and retail. In order to continue to optimally contribute towards this state's economy, it is essential to include a Welcome Center program that can meet the needs of tourism, which is the fastest growing industry in the state with a GSP of \$9.5 Billion and growing rapidly.

The Welcome Center program has three basic criteria:

1. The facility: Including display, sales area, visitors' meetings areas, advertising, etc.
2. Customer service: via staff, full and part-time, seasonal and year round
3. Information: Including electronic, printed and public relations information offered by the staff

Of these criteria, staffing is considered the most important aspect of the Welcome Center. Staff making customer contact has the ability of turning a lunch or bathroom stop into a lucrative sale for the State. Staff can increase public awareness to the arts, history and culture of the State. Staff can communicate a mission in a way that electronic boards and brochures cannot. Recent data provided by the CCCT indicates that in the 6 Welcome Centers now operating, over 600,000 visitors were serviced. According to the CCCT, 1 in 6 motorists who stop at a Welcome Center location obtain tourism information. Quality service is performed only with properly trained sales staff.

Currently the centers are open 7 days per week, and provide 8 to 10 hours of services per day. Connecticut employs or has volunteer staff at a rate of 1.5 full time persons per center. Other Northeast States have an average of 3 staff per center at any time.

1.2 Current Welcome Center Conditions

Depending on how counted there are currently 6 or 7 welcome centers in the state of Connecticut along major interstates situated in the following locations:

1. Danbury
2. Greenwich on The Merritt Parkway (seasonal)
3. Darien northbound I95
4. I 84 West
5. Westbrook on I 95

6. Wilmington Westbound I 84 East of Hartford
7. Windsor Locks (near Bradley Int. Airport)

A summary of Welcome Center locations and available services (from Connecticut State website) is as follows:

1.3 Interstate - 84 Locations

- (1) Danbury:** Located on I-84 eastbound at exit 2.
 - Restroom facilities, canteen, picnic tables, and barbecues available in shaded and wooded setting.
 - Ample parking: cars, campers, trucks and buses welcome.
 - Open 24 hours year-round.
 - Fenced canine rest area.
 - Dump station, State of Connecticut weigh-station facility.
 - Video presentations and changing exhibits on display.
 - Seasonal flower and rock gardens throughout the grounds.
 - State tourism staff daily 8-6, from Memorial Day to Labor Day; and 9-5 from Labor Day to Memorial Day.

- (2) West Willington:** Located on I-84 westbound, between exits 70 and 69
 - Rest room facilities, canteen, picnic tables (12) and barbecues available in a shaded setting
 - Ample parking: cars, campers, trucks and buses welcome
 - Open 24 hours year-round
 - State tourism staff daily 8-6 from Memorial Day to Labor Day; 9-5 from Labor Day to Memorial Day

1.4 Route 15 Merrit Parkway Location

- (1) Greenwich:** Located north bound between Exits 27 and 28.
 - Mobil service station with restroom facilities
 - State tourism staff is on duty 8-6 from Memorial thru Labor Day and 8-5 Labor thru Columbus Day.

1.5 Interstate - 95 Locations:

- (1) Darien:** Located in the Darien McDonald's Restaurant Plaza on I-95 northbound between exits 12 and 13.
 - Gift Shop, food court, seating capacity 200
 - Open 24 hours year-round
 - Diesel fuel (Mobil) available

- State tourism staff is on duty daily 8-6 from Memorial Day to Labor Day; and 8-5 from Labor Day to Memorial Day with.

(2) Westbrook: Located on I-95 northbound between exits 65 and 66.

- Rest facilities and shaded picnic area.
- Parking: cars, campers and buses are welcome
- State tourism staff daily 8-6 from Memorial Day to Labor Day; 9-5 from Labor Day to Columbus Day
- Continued tourism services are available for an extended period based on industry financial partnerships

(3) North Stonington: Located on I-95 southbound between exits 92 and 91.

- Restroom facilities, canteen, picnic tables (25), and barbecues available in shaded areas.
- Ample parking: cars, campers, trucks and buses welcome.
- Open 24 hours year-round.
- State tourism staff daily 8-6 from Memorial Day to Labor Day; 8-5 from Labor Day to Memorial Day
- Video presentations available for display

The core of the Welcome Center program is the ability of the Welcome Center to market the State. The impression that the physical building makes on the potential customer is as important as properly trained staff.

1.6. Current State Operations/Funding

(1) Funding

Clearly this is a major issue. Because of a lack of funds only half of the Welcome Centers are opened year round, and all the centers are under staffed. The CCCT operates on a budget of less than \$1 Million annually and has no funding to upgrade any of the facilities which are old and do not meet any of the standards of other state benchmarking welcome centers. Most of Connecticut's tourists come from New York City and the surrounding area, and the nearest center in Greenwich is only seasonally operated on Route 15 north. This is clearly a weak link.

The Welcome Centers in the rest areas need to find a "work-around" in order to be able to have revenue-generating capabilities to help create self-funding. The Gift shop option appears to have promise. The original Clause 23 of U.S.C 111 regulating operations in federally funded rest

areas appears, in amendments, to allow gift sales related to welcome center activities.

(2) Locations

The locations of the current Welcome Centers are for the most part adequate. However, I-395 south from Boston and other Massachusetts areas are not served at all. The Darien location, which is the most prominent Gateway, is 12 exits into the state and is too small and lacks a compelling image. This first Gateway connects Connecticut to the megalopolis of New York and its over 20 Million residents. A full 75% of all visitors to Connecticut come from this huge group.

The northwest corner, like the facility in Darien, has no presence either. Another important, but neglected, Gateway is the eastern I-95 access, which picks up the casino traffic from the north. This location needs support, growth or enhancement to attract this very high revenue tourism district.

(3) Physical Space

Typically these Welcome Centers lack the image, display, staffing, sales, and adequate space. The interactive displays are not up to date. There are no ways to offer a major showcase for the local areas or the state in the form of arts, or heritage etc. Even in the service plazas gift sales that would generate revenue are almost non-existent, and there is inadequate office and storage space.

(4) Security

Security is a constant issue, especially with understaffing. Many facilities actually shut down if there is one staff person on duty and the staff persons feel uncomfortable for any reason.

(5) Staffing

As benchmarking indicated earlier, at least 2 full time staff people are needed 7 days per week for 12 hours at a minimum at each location.

(6) Information Display

According to the CCCT, display space and material is currently limited, and more space and more promotional material are required to optimally advertise the States resources. Displays are out of date and limited. See attached photos.

(7) Summary

The major issue comes down to funding. All of the issues can be easily remedied with additional funds. Given that the tourism industry is expected to support 150,000 jobs and contributes \$4 Billion to the economy (per 2006 CCCT website), this situation needs to be addressed.

(8) Opportunities with the Current Conditions

A major opportunity for rebuilding the Welcome Center program involves the services plazas and the concessionaires. Re-programming the service plazas with a program that other states have shown to triple sales, can supply the revenue that will support ConnDOT's needs and the Welcome Centers needs as well.

Secondly, there are opportunities within the existing developed locations. Because these locations do exist, little, if any, new land is required to be purchased. The service plazas are a great advantage. By integrating the welcome centers into the plazas, it reduces costs, allows the operator to bear the largest proportion of the costs. This proximity of centers to service enables the welcome center to attract the most visitors possible by creating a one-stop-shopping type experience.

1.7 Current State of Tourism in the State of Connecticut

Per the 2001 Economic Impact on Connecticut's Travel and Tourism Industry study (revised may 2003—by The Connecticut Center for Economic Analysis), as of 2001 there was \$9.89 Billion in travel and tourist spending in Connecticut that through multiplier effect generated the following impacts:

- \$9.5 in new GSP (Gross State Product) which is 6% of the State total GSP
- \$10.3 Billion in new personal income (7% of state total)
- Almost 150,000 new jobs or 8.6% of state total jobs
- \$1.4 Billion in State revenue or 11% of State total
- Has employed more than manufacturing and FIRE industries
- Has grown faster than manufacturing and fire employment over the past 10 years

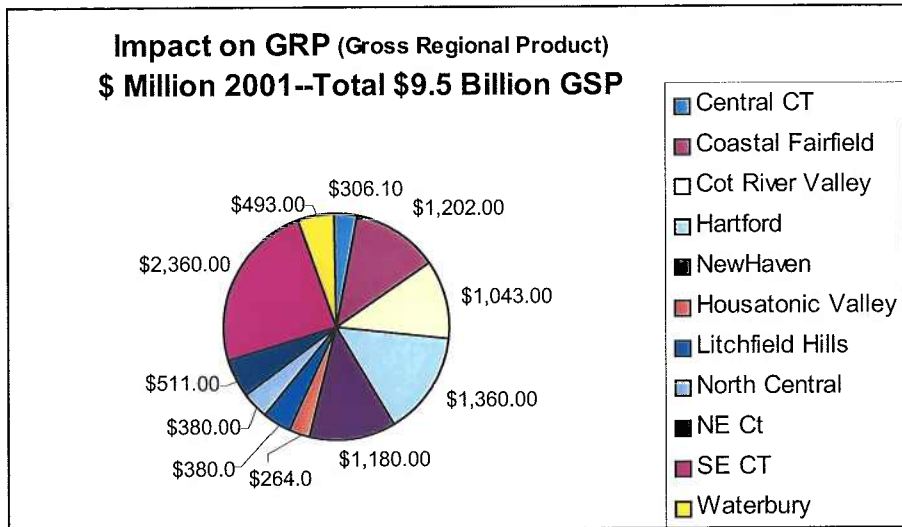


Figure 2: Impact on Gross Regional Product

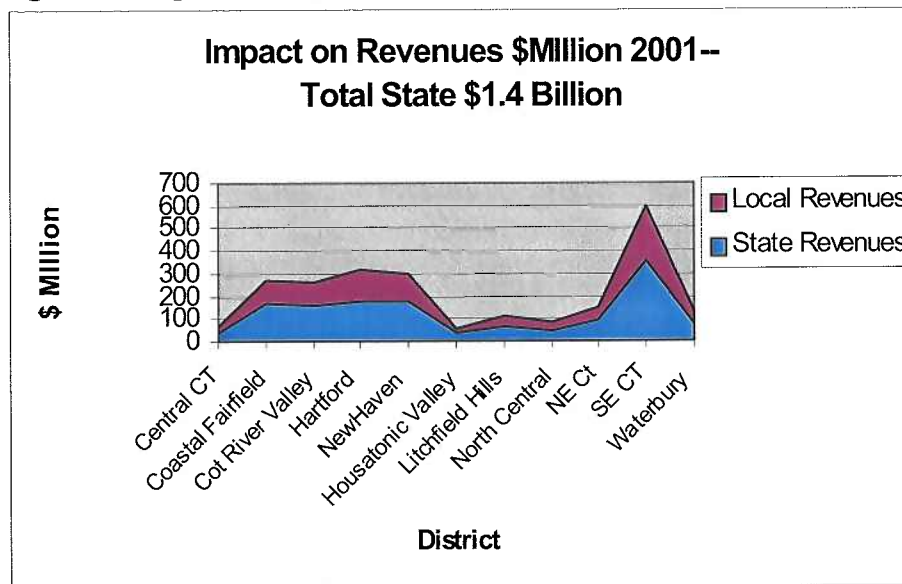


Figure 3: Impact on Revenues

1.8 Visitor Expenditures and Welcome Centers

The over \$9 Billion in expenditures comes from sales in lodging, transportation related products and services, retail, restaurant, amusement and recreation. These sales in turn impact labor, wages, purchase of goods and services, taxes, rent, etc. The sum of these multiplier effects represents the full impact of travel and tourism in the state. However, the access into the northern part of the state is sadly ignored. Of the state expenditures, 34% come from the Southeast part of the state (per same study as above) and this includes the casinos of Mohegan Sun and

Foxwoods. Access to these areas from the north along I-395 and I-95 does not offer Welcome Centers. Given the potential for generating tourism from this area, this is a major missing link in facilities.

Figure 4: Expenditures and Category of Spending (source CCEA 2004):

Travel and Tourism Expenditures by Category								
Connecticut 2001	\$ Millions							
Tourism District	Recreation	Meals	Shopping	Fuel, Auto and Transportation	Lodging	Wagers	Marina	Total
Ctrl CT	\$ 60	\$ 57	\$ 43	\$ 48	\$ 31	\$ 23	0.6	\$ 263
Coastal Fairfield	\$ 124	\$ 113	\$ 98	\$ 108	\$ 160	\$ 65	78	\$ 746
Ct River Valley	\$ 252	\$ 223	\$ 458	\$ 47	\$ 63	\$ 78	71	\$ 1,192
Hartford area	\$ 211	\$ 296	\$ 177	\$ 109	\$ 131	\$ 116	2.5	\$ 1,043
New Haven area	\$ 384	\$ 257	\$ 307	\$ 211	\$ 69	\$ 75	33	\$ 1,336
House tonic Valley	\$ 27	\$ 24	\$ 21	\$ 23	\$ 35	\$ 14	16	\$ 160
Litchfield Hills	\$ 59	\$ 66	\$ 75	\$ 44	\$ 34	\$ 51	1.7	\$ 331
North Central	\$ 59	\$ 74	\$ 49	\$ 57	\$ 36	\$ 32	0.7	\$ 308
NE CT	\$ 115	\$ 46	\$ 33	\$ 10	\$ 26	\$ 127	3.8	\$ 361
SE CT	\$ 450	\$ 413	\$ 406	\$ 155	\$ 379	\$ 1,503	89	\$ 3,395
Waterbury area	\$ 187	\$ 109	\$ 133	\$ 92	\$ 23	\$ 95	11	\$ 650
State Total	\$ 1,928	\$ 1,678	\$ 1,800	\$ 904	\$ 987	\$ 2,179	\$ 307	\$ 9,783

As shown in the above chart, there are some significant areas of expenditures that are associated with weaknesses in the tourism/Welcome Center facilities and staffing areas. For example, SE Connecticut is the clear area of strength in terms of spending, yet as stated earlier, it is underserved on I-395 and I-95. This lack of service is affecting every category of the tourism industry, but most importantly wagers. Wagers have a significant indirect benefit to the state. Every dollar earned by a wager can convert to an additional 20% to 30% in state income taxes, sales taxes and property taxes. For the state as a whole, the over \$9 Billion in tourism GSP represents 6% of the total state GSP. According to the CCEA (Connecticut Center for Economic Analysis), with the multiplier effect, this converts to \$10.25 Billion in personal income or 7% of the state's personal income for 2001.

1.9 Tourism Employment

The total employment generated by tourism in 2001 was 146,200 jobs. In the SE Connecticut area, the total jobs are over 44,000, which is 75% of the area

population. These figures are so significant that Connecticut must do all it can to encourage tourism in the redeveloped rest area and service program.

State and local revenues tied to expenditures from tourism are important. For the state as a whole, there was \$1.4 Billion in revenues related to tourism. For all of the local areas listed in the previous tables, there was \$950 Million in revenues. The combined state and local revenue exceed the combined state and local expenditures by over \$600 million (see the chart below). This indicates that tourism supports other State and local needs such as highway infrastructure and other transportation costs. For example, a quick analysis of the CT DOT 2003 Statement of Revenue and Disbursements indicates that the total receipts and disbursements for the DOT in 2003 was approximately \$1 Billion with an additional \$600 Million for capital projects. For ConnDOT, tourism revenue means that the entire 2003 capital disbursements could have been paid for by excess revenues from Tourism.

Impact on Revenues and Expenditures by Tourism \$Million 2001	State Revenue	Local Revenue	Combined state and local expenditures
State Total	\$ 1,450	\$ 950	\$ 1,809

Figure 5: Impact on Revenues and Expenditures by Tourism

The growth rate for tourism from 1993 to 2001 has been over 21%. According to the Bureau of Labor Statistics the Tourism sector compared to manufacturing and FIRE as a Percentage of State total for 2001 indicated that employment from manufacturing was 12.9%, FIRE 8%, but tourism was 13.4%. At this current rate, in ten years tourism could be the state's largest industry.

A survey done by the CCEA highlights concerns tourists have with the Connecticut tourism information. The highest concern was the lodging tax. This was followed by the inadequate structure of tourism districts, insufficient highway information and signage. Except for the lodging tax, all of these issues can be easily addressed by a new and improved Welcome Center program.

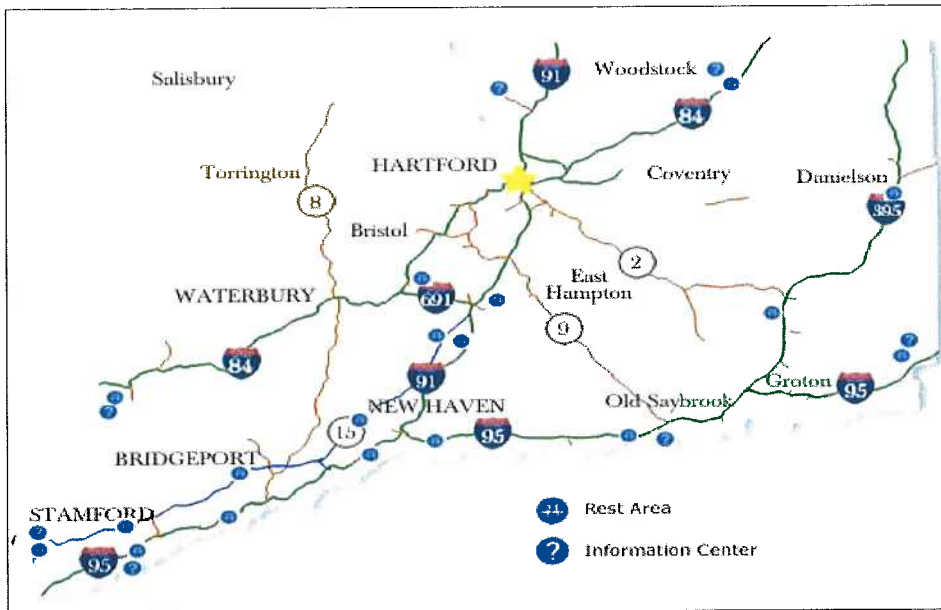


Figure 6: Locations of Rest Areas in the State

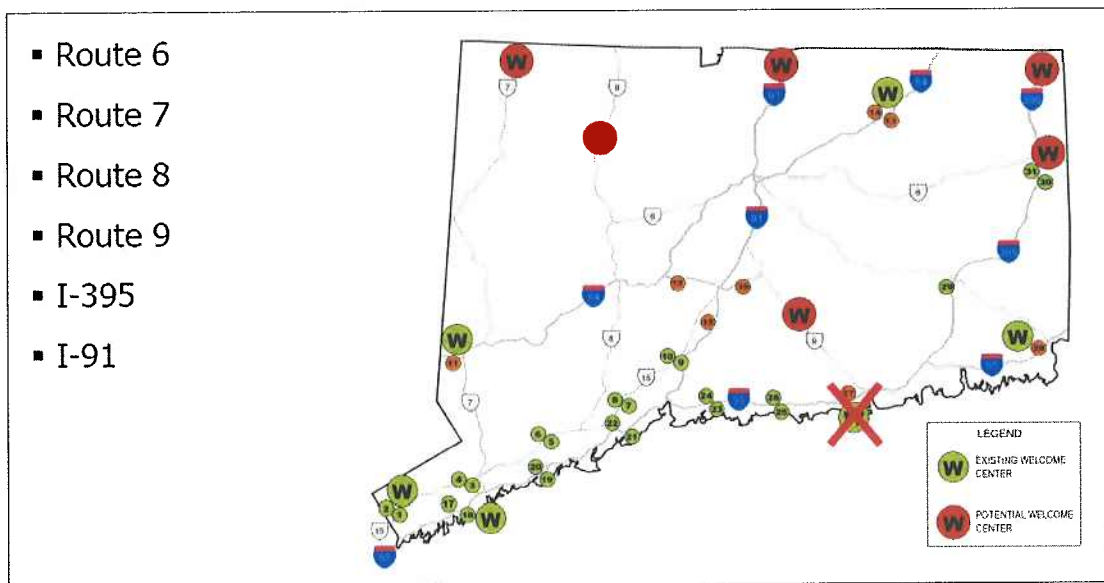


Figure 7: Locations of Rest Areas and Welcome Centers in the State

1.10 Rest Areas and Welcome Centers in the State

The current Welcome Centers within the rest area system are indicated in the map above. Any plan to add or eliminate Welcome Centers should be based on revenues from tourism where tied to location. For example, a Welcome Center along I-95

northeast should be added, not eliminated. The casinos and related tourism provide over 34% of the tourism expenditures and need to be encouraged wherever possible. The Housatonic Valley Region, however, provides only 1.6% of tourism expenditures, and therefore the additional Welcome Center along route 8 is probably not financially justified.

1.11 Issues and Opportunities

Funding is always the main issue with regard to the entire Welcome Center program. As stated throughout the report, all other concerns can easily be solved with sufficient financial resources. The facilities at some locations are clearly inadequate. Fortunately, Connecticut has fairly good state-owned sites on which to place the centers. Another key opportunity is that most of the state is well covered in interstate highway access. The region that has the highest impact on the state GSP, which includes Coastal Fairfield, SE Connecticut and Hartford, is well covered with Interstate highway access. The opportunity is already in place to increase tourism spending with information centers along key access routes. Although it would be ideal to also have great coverage of the Housatonic Valley, Litchfield Hills and North Central regions, the fact is that these areas combined only represent 11% of the total GSP. In contrast, SE Connecticut is over 20% of the GSP.

2. FUTURE STATE--BENCHMARKING

2.1 General Welcome Center facts: (based on 2004 Survey of US State and Territory Information and Tourism Program).

The survey includes data from over 333 travel information centers. 305 of these centers are operated year-round. The leader in year-round operations is Vermont, followed by Illinois.

The operations of information centers most often are the responsibility of the state's tourism office. Turnpike authorities have also operated Welcome Centers, and in 4 states they were operated by Department of Transportation. The funding for the new Massachusetts facilities was not listed in the top states, but the budget may be part of the Mass. Turnpike Authority Budget.

1.0 Findings

In the Benchmarking Study of the best practice states, the following 3 states were among those that had the highest travel information center budgets.

- Vermont \$4.3 Million
- Pennsylvania \$2.6M
- Illinois \$1.5 Million

Not all of the states provided data, but the budget of Connecticut (reported by the Tourism Commission as \$600,000 annually) when compared to the states surveyed was lacking. It is interesting to see the importance that Vermont has placed on tourism when considering the size of the budget. In these top states, centers were funded through a variety of measures; the most common was the General Fund allocations (16 states); DOT funded 5 states. Lottery monies, gaming taxes (as in Colorado), and other fees were also important sources of funds.

(1) Staffing: State employees filled the staffing positions in most states, but volunteer staff was also important. 33 of these states indicated that employees received special training.

(2) Visitor Volume: The size of the programs and the locations of the Welcome Centers are determined by the visitor volume.

19 states reported 69 Million visitors. 50% of this total were assisted by staff. Typical visitor services included information through staff, free beverages, fax machines and internet access. 4 states had Wi-Fi, 14 states had interactive kiosks, and 22 states had reservations services.

Benchmark State	Population 2000 Data In Millions	Area sq. miles	Tourism industry size	Visitors per year reported	Total # of travel info centers	Who owns centers?	Who operates centers?	How is center funded?	Program Budget 2004/05	Staffing	Major improvements
CT	3.4	4,800	\$10B	600,000	6	DOT	Comm. on Tourism	General fund allocations	\$700,000	Office of Culture & Tourism	None
NY	19	47,200	\$39B	NAV	10 on pike	NY Pike	Tkpe and others	Tpke and general funds	NAV	NAV	Ongoing new centers added
PA	12.2	44,800	\$29B	3,400,000	12	DOT	DOT	DOT funds	\$2.6Mil	Dept of Transportation	Renovate 4 sites & added on new center
IL	12.4	55,500	NAV	NAV	14	DOT	Tourism Office	General fund allocations	\$1.5Mil	Unknown	None recently
MA	6.3	7,800	NAV	NAV	3 on pike	Mass Pike on Pike	Tkpe		NAV	NAV	Continuous renovations
NJ	8.4	7,400	NAV	NAV	7 on pike	Pike	Tkpe and others	Tpke and general funds	NAV	NAV	New centers being added
NH	1.2	8,900	NAV	NAV	17	DOT	DOT	Tpke and DOT funds	\$1Mil	Dept. of Transportation	2 new centers, incl. Nashua
ME	1.2	30,800	NAV	NAV	7	DOT	Maine Tourism Association	General funds	\$850,000	Unknown	Maintenance of FF&E and one new center
RI	1	1,040	NAV	16,000,000	1	DOT	Did not report	Did not report	NAV	NAV	New Gateway Center added
VT	0.6	9,200	NAV	4,300,000	20	DOT	Dept. of General Services	Dept. of General Services	\$4.3Mil	State employees	Major reconstruction, new highway info. signage, new training, new security and etc.

Source: TIA 2004 Survey, web sites, and interviews

Figure 8: Benchmarking States

Pass through Visitors 2003	Visitors Assisted by Travel counselors
69,357,000	27,888,000

Figure 9: Visitors Assisted by Travel Counselors

Source: 2004 Survey of SU State and Territory Tourism Office Travel Information Center Program, produced by the Travel Industry Association of America

(3) Sales: Four (4) states currently sell merchandise through the centers. Licenses are often sold at the centers. Some sold souvenir items. State made items are among the most popular sales. These sales were used to support the centers' programs or went to the non-profit organization managing the center.

(4) Capital Improvements: 22 of the centers made major capital improvement in the last 5 years and another 25 planned improvement in the next 5 years.

The State of Connecticut does not have an accurate picture of how many visitors actually visit the state. Connecticut, with its' 600,000 visitors that are tracked by the Welcome Center program, is clearly weak in comparison to other states

These facts point to some shortcomings in the Connecticut Welcome Center program. The state has three times the population of Vermont, but it has a tourism budget less than 1/4 of Vermont.

75% of the states surveyed have completed or are planning major improvements in the 5 years surrounding 2004. Connecticut has neither completed any improvement nor has any plans for such improvements.

2.0 Comparison of Selected Data from Benchmarking States:

(1) Rhode Island:

A recent travel and research report for the state, produced by the University of Rhode Island in April 2005, provides some important facts about the size of the Rhode Island tourism and travel industry. A total 16 million visitors visit the state annually, 5.1 million stay overnight in the state. Overnight visitors are the type of visitors most desired by the hotel industry. They spend far more than day-trippers. 435,000 visited the Rhode Island single Welcome Center, which is far superior to the visitation to the Connecticut centers.

Tourism expenditures: of the total RI GSP of \$30 Billion, Tourism accounted for 5% of the state GSP, or approximately \$1.5 Billion, based on travel and tourism commodities. Most intriguing is the data on daily spending by category of traveler.

- Convention visitor spent the highest at \$ 232/day
- Pass thru visitors spent \$6/day
- Leisure hotel visitors spent \$152/day
- And leisure day visitors spent \$62/day in the state

It is likely that Connecticut could have figures similar this. The goal is to have visitors stay overnight in the state. This is accomplished by having visitors believe there is enough of interest to make this effort.

For this reason, the State of Rhode Island is a prime benchmarking state for the Welcome Center program. Rhode Island recently completed a new Welcome Center. The support for the center was created through the recent economic impact analysis. The study was conducted by the Rhode Island Economic Development Corporation's Tourism Division and the University of Rhode Island. It shows that the Rhode Island Welcome Center, the state's visitor information center located on Interstate 95 in Richmond, generated \$33 in visitor spending for every \$1 in operating expenses last year. This figure is based on the

study's finding that the economic impact of the Welcome Center is \$20 million or more. With the Center's operating expenses estimated at \$600,000 per year (not including brochures), the gross return on operating ratio is estimated to be approximately 33:1. According to the same study, tourists spend \$104 more per party and stay approximately a half-day longer than planned in Rhode Island after receiving visitor information from the Welcome Center's staff.

The study "Effectiveness of the Rhode Island Welcome Center," was conducted between May 21 and September 5, 2001 by Dr. Timothy Tyrrell, a University of Rhode Island economist, on behalf of the RIEDC's Tourism Division. Those who receive travel brochures during their stop will increase spending \$43 to \$63. An additional spending increase of \$35 to \$49 per child in the travel party was also recorded. The most significant spending increase was by respondents, who at the outset, said they expected no increase in spending, for any reason, because of a stop at the Welcome Center. The follow-up survey shows that this group actually increased their spending an average of \$79 to \$95 because of their Welcome Center visit.

"The survey indicates that the Welcome Center provides vital sales leads that turn into real visitor dollars for attractions, restaurants, lodging and retail establishments throughout Rhode Island," remarked David DePetrillo, director of RIEDC's Tourism Division. "The Center's location near the Rhode Island – Connecticut border means that it is ideally positioned to serve our key visitor population from Connecticut, New York and New Jersey. We have always marketed Rhode Island heavily to this critical drive market."

(2) Vermont:

The State has 19 Welcome Centers, some of them newly constructed, and located throughout the state serving 4 million visitors annually. A typical new center cost \$6.3 million to build, and was 90% funded by federal funds. The Department of General Services operates all of the information centers, and they work with the Department of Travel and Tourism to provide on-going programs regarding customer service.

Vermont has a budget of \$4.6 million to cover the operations. This includes maintenance, contracts, grants and personal costs of all 19 centers. This budget includes the cost of 75 employees. Vermont is expecting to recover \$1 Million of the annual budget through the sale of marketing, reservation services, wireless internet access, and warehousing and delivery charges.

The Welcome Centers have the look and feel of the state that is making tourism the prime importance. Each Welcome Center is designed to work synergistically with the host community area in which it is built. The quality of materials is high and the finish is superior.

(3) New York:

There are 10 staffed travel information centers along the New York State Thruway system as of 2004 (I-87 and I-90). The Thruway Authority owns the centers and contracts to operators for the running of the centers. The operators are responsible for management and staffing, and the centers are permitted to charge for literature. They are open 7 days per week. The Chambers of Commerce and other destination marketing organizations also operate independent travel information centers in the state (each having their own policies). The Division of Tourism supplies most of the travel information to all centers in the state.

Additional tourism offices are operated in other locations, including; rest stops along I-87 (Northway—which is not part of the turnpike), Regional Chambers of Commerce (Adirondacks for example), Regional Tourism Council offices and State Parks. In total, there are 10 reported tourism offices along major highways that are not part of the turnpike authority system. In addition to tourism information, some offer business services, displays, exhibits and one even offers a trolley service to local sites. All sites are staffed, and most cover the Adirondack region.

As seen from other states, the Turnpike Authority operates a significant number of information and travel centers, which are funded by tolls and sales of gifts and related items. It is logical to connect information centers to services plazas, because travelers have the opportunity to make one stop to satisfy a number of needs. These include food, gas, toilet, recreation and information.

As with Massachusetts, New York also offers a farmers market which showcases state and regionally grown and prepared goods.

(4) Massachusetts:

The Turnpike authority owns and operates 3 tourism information centers along the Mass Pike. Funding is provided by tolls, as it is in all situations where the Turnpike Authority provides services. In addition, the state has over 92 other tourism information offices operated by a variety of agencies from chambers to local tourism bureaus. Some are located near major highways and some are in town or city centers. Seven of those listed are operated by the State and are located primarily along I-90 in the center of the state.

Two of the three Turnpike Authority operated centers are part of larger service plazas that serve east and westbound traffic separately. They offer a popular Farmers market program in addition to tourism information and traveler services.

The key asset of these centers in the state is that they are fully funded and their locations intersect with the most travelers that will be entering the state. The regional centers in towns and cities service travelers once they exit the turnpike system.

(5) Illinois:

The Illinois Toll and Highway Authority own 7 “Oasis” service plazas along the toll system. None are reporting the inclusion of tourism information centers as part of the service plazas. However, the DOT operates 14 information centers along state highways. All are operated and funded by the state through DOT. Additional information centers are owned and operated by regional authorities.

A key trend is for a majority of states, with or without turnpikes, to be using DOT as the main funding, operations and ownership source for the information centers. Staffing is generally provided by the tourism departments in the states or local specialty bodies.

(6) New Hampshire:

The state has a total of 17 information centers on the turnpike system, which is a high number of centers for a small state. All are owned and operated by the DOT with funding from turnpike tolls.

(7) Pennsylvania:

There are 12 traveler information centers along state highways, 2 of these are on the turnpike. All are reported to be owned and operated by DOT. Only the 2 turnpike centers are funded from tolls.

Along the Turnpike there are 21 service plazas. The information centers are in the service plazas as in other turnpike operated benchmarking states. Funding is by means of tolls and revenue from operators who manage the service plazas’ food and fuel services.

(8) New Jersey:

The NJ Turnpike Authority owns and operates 7 information centers along the turnpike system. The entire turnpike operations are generally paid for by tolls and by revenue from operators (Host Marriott Service Corporation). It is assumed that the tourism information center budgets come from the Authority as well. As with the New York and Massachusetts systems, the information centers are primarily found in the service plazas and at Gateways.

3. CLOSING THE GAP--FINDINGS AND RECOMMENDATIONS:

3.1 Welcome Center Facilities Program

Generally all of the Connecticut sites need to be drastically renovated, expanded or rebuilt altogether. According to the CCCT, the optimum size for a Welcome Center is 3000 sq feet and should include the following:

- Information desk and displays
- Business traveler location with wi-fi, internet access, etc.
- Welcome Center rest rooms, if not already located in the service plaza building
- Café, if not part of service plaza building
- Full time staff,
- Interactive information kiosk is not essential and should not replace staff
- Gift shop
- Offices and a meeting room
- Attractive, regionally themed structure
- Picnic area
- Security—especially during quiet times and at rest stop locations

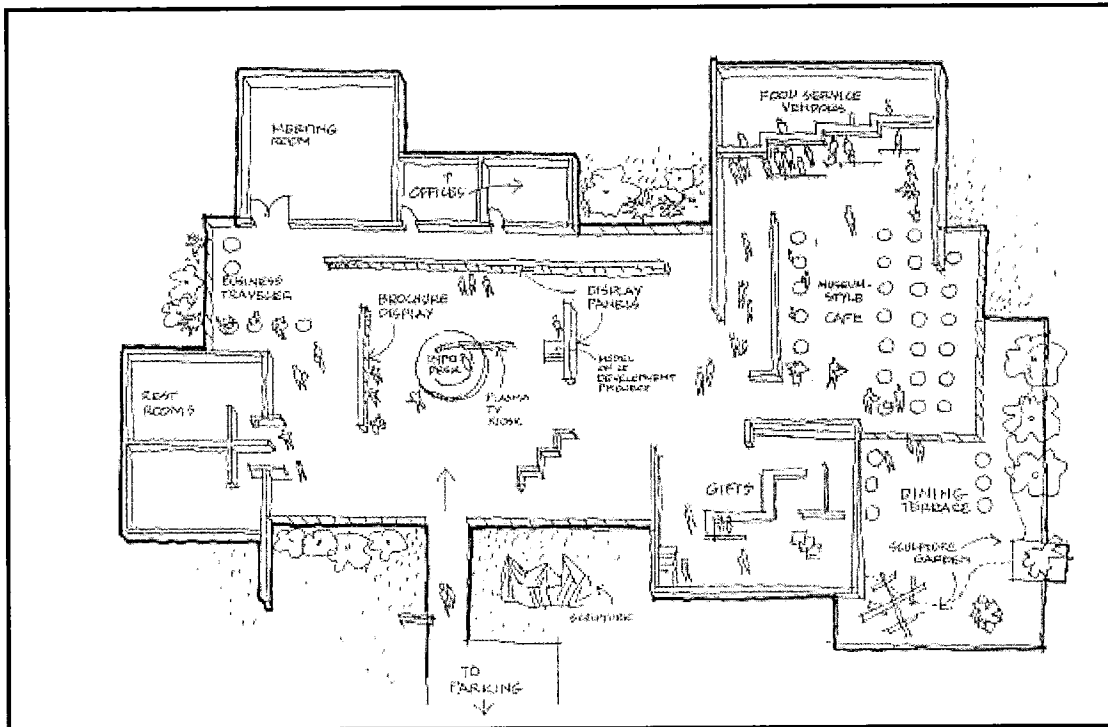


Figure 10: CCCT Preferred Concept Plan--Welcome Center

3.2 Welcome Center Locations

1.0 Interstate - 84 Locations:

(1) Danbury: Expanded and updated facility is needed but basics are in place. Gift sales would be an asset and appear to not conflict with Federal funding.

(2) West Willington: Same recommendations as for Danbury.

2.0 Route 15 Merrit Parkway Location:

(1) Greenwich: This location is a true Gateway. The Welcome Center needs to induce the largest visitor group—the New Yorkers—to stop and obtain information. This location needs to be opened year round with full time staff and to maximize space for gift sales, which could increase revenue substantially. New Yorkers are generally of higher income, and the center should include sale opportunities in the forms of gifts, state made items, etc. Exhibits and art should be prominent in this location.

3.0 Interstate - 95 Locations:

(1) Darien-Northbound: This location needs to be the most prominent Gateway location in the system. This is the first stop for most visitors traveling north. There are no other service plazas at which to stop from the Vince Lombardi in New Jersey (near Newark, NJ) to Darien. This has the potential to dramatically increase visitor spending. This location should be large, over 3000 square feet, and include museum-like exhibit space, large staffing ability, even a sculpture garden. It needs to have every amenity that a facility can offer as seen in the best of the benchmarking states.

(2) Westbrook: This location is in the center south of the state. It has the opportunity to pick up travelers from I-91 south coming from Massachusetts. It should be upgraded and expanded to include exhibit space and gift sales. This could be a smaller visitor center, but with the important information gathering amenities and full staffing year round.

(3) North Stonington: This is an important location to capture south bound traffic from the Boston area traveling toward the casinos. This should also be a Gateway model and have significant amenities as noted for Darien.

(4) Additional Locations: There are some gaps in locations that are important for capturing visitors. These include:

- An I-395 south location to capture Massachusetts visitors, many going to casinos
- Small Route 8 north corridor locations accessible to north and south bound traffic
- Route 7 corridor location to attract visitors from both directions to this lovely southern Berkshire region that typically draws many of the higher-income visitors

3.3 Staffing and Operations

Staffing is an issue that is solved with funding. The recommendation is to have a ratio closer to 3:1, as per benchmarking states, or twice the level of current staffing. All centers should be opened year round, and Gateways need expanded coverage in order to capture the amount of traffic and spending potential possible.

The key to operations and funding of the service plazas is to have, within the operating agreement, the new operator to be responsible for the welcome/information center:

- Capital improvements
- Maintenance
- Staffing budget

It is estimated that the total annual budget for center program operations (not including capital budget) should be in the range of the Vermont budget, or approximately \$4Million per year.

3.4 Ownership

No changes are necessary to the ownership of the space of the Welcome and Information Centers. However, the CCCT needs to be responsible for the staff training, staff management and the overall management of the contents of the welcome centers.

3.5 Demand

Estimates for total square feet of Welcome Center space demand was prepared to assist with the allocation of space throughout the state based on current tourism expenditures. The concept was taken from square feet supportable in retail sales situations. A very low figure of 5 sf per \$1 Million expenditures was utilized. From this figure an estimate of space required by district was made. A comparison for the space demand was made with the benchmarking states, with emphasis on Vermont, and it was concluded that the estimate for the Connecticut district was reasonable. Vermont Gateway Welcome Center is approximately 6400 sf of building,

not including land and parking. The sizes of the Connecticut districts ranges are from 800 sf at the low end for the NE district to over 16,000 sf for the SE District, which includes casino traffic.

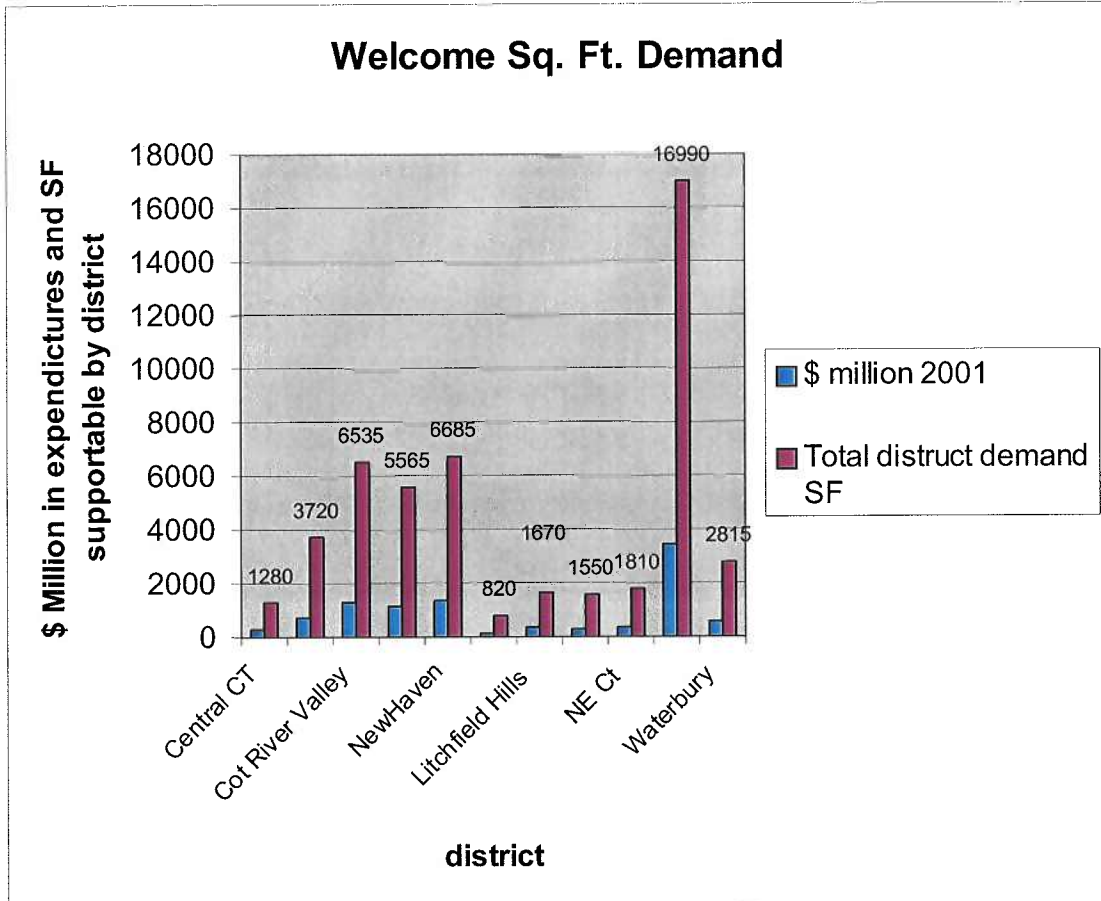


Figure 11: Welcome Center Square Footage Demand by District

3.6 Funding

The solution to the funding of the Welcome Center program is through the future operating plan for the service plazas.

The plan for the service plazas is to upgrade, expand, or completely rebuild the current facilities and to install, through an RFP process, an operator who has the expertise in hospitality, including multiple types of food and retail tenants, that perfectly match the demographics of the travelers that visit the service plazas. The benchmark for this is set by many of the neighboring states, including New York, Massachusetts and New Jersey. The facility programming report will discuss in detail the

plan that New Jersey has used to replace the single operator with the Host Marriott Service Corporation. With this program, the sale per square foot of leasable space has more than doubled in New Jersey.

Currently, ConnDOT receives approximately \$6.2 Million annually in percentage rent from the single source operator of the 10 restaurants and 2 coffee shops in the service plazas. The current average sales are \$320/sf.

In the facility programming report, it is recommended that the total new service plaza building square footage for the same 10 locations should be at least 400,000 sf, based on current demand. It is estimated that from this, minus the loss of space for circulation and etc., that there is a net leasable square feet of 320,000 sf. If the current sales were to double (which has happened in both New York and New Jersey with the change to Host Marriott Services) then it is not unreasonable to estimate a new sales per square foot of \$600.

Potential Revenue	
Total New Facilities	400,000 SF
Service Space @ 20%	- 80,000 SF
Salable square feet	=320,000 SF
Sales per square foot	x \$600
Total gross sales	=\$192,000,000
% Rent	x 10%
Estimated rent revenue to state	= \$19,200,000

Figure 12: Potential Revenue from Revitalized Service Plazas

Using a very conservative percentage rent calculation, it is estimated that the revenue to the state could be \$19 Million annually, which is more than triple the current revenue. The additional revenue of \$13 Million could easily support the annual operating budget of at least \$1 Million for the Welcome Centers program.

In addition, the states that have implemented the multiple-tenant operator program have been able to negotiate sizable capital improvement programs of \$20 Million to \$40 Million that could subsidize the service plazas rebuilding program.

Alternatively, the negotiations could include a requirement for the operator to make an annual budget for the Welcome Centers.

APPENDIX

Sources and Interviews

- ❖ Clarita's Demographics for US
- ❖ Demographia.com
- ❖ 2004 Survey of US State and Territory Tourism Office travel Information Center Programs, by TIA
- ❖ Meetings and direct interview with the CCCT, including Rose Bove and Jennifer Aniscovitch, Director
- ❖ "Assessing the Welcome Center Program" 2005-06 by the CCCT
- ❖ Illinois State Welcome Center Survey
- ❖ Website for:
 - Mass DOT
 - Mass Turnpike Authority
 - New Jersey Turnpike Authority and NJ DOT
 - NY DOT and NY Turnpike Authority
 - VT DOT
 - PA Turnpike Authority
 - ME DEOT
 - New Hampshire DOT
 - RI
 - I Love NY website
 - Mass office of Travel and Tourism
 - RiDOT
 - Ct heritage
- ❖ 12th Annual Inquirer Conversion Study 20040---Connecticut Commission on Culture and Tourism Feb 2005
- ❖ CCEA—The 2001 economic Impact of Connecticut's Travel and Tourism Industry, May 2003 by Connecticut Center for Economic Analysis
- ❖ Rhode Island Travel and Tourism Research Report, April 2005
- ❖ Note from State of Vermont Welcome Center Operations by the CCCT
- ❖ Selected interview with purchasing agents for New Jersey, New York and PA Turnpikes



APPENDIX D

Advisory Committee and Steering Committee Meeting Minutes, Focus Group Meeting Notes, and Public Comments



REPORT OF MEETING

Project: Connecticut Statewide Rest Area and Service Plaza Study (State Project #170-2533)

Location: ConnDOT Main Office, Newington, CT

Subject: Advisory Committee Meeting #1

Date: July 25, 2005

Report By: L. Stegina

Attendees:

NAME	AGENCY/MUNICIPALITY/COMPANY
Advisory Committee Members	
Cindy Holden	ConnDOT - Environmental Planning
Ned Hurle	ConnDOT - Environmental Planning
Stephen Delpapa	ConnDOT - Environmental Planning
James Morrin	ConnDOT - Intermodal Planning
Dan Smachetti	ConnDOT - Property and Facilities
Phil Parcak	ConnDOT - Property and Facilities
Frederick L. Riese	Connecticut Department of Environmental Protection
Edward Owens	CT Board of Education and Services for the Blind
Jennifer Aniskovich	CT Commission on Culture and Tourism
Lt. David Alfalo	Department of Public Safety, Division of State Police
Michael Chong	Federal Highway Administration
Mark Nielsen	Greater Bridgeport Regional Planning Agency
John Filchak	Northeastern CT Council of Governments
Judy Gott	South Central Regional Council of Governments
Sue Prosi	South Western Regional Planning Agency
Dick Guggenheim	Southeastern CT Council of Governments
Stephen Dudley	Town of Branford
Tiger Mann	Town of New Canaan
Donald F. Gladding	Town of Plainfield
Henry McCully	Town of Wallingford
Steering Committee Members	
Thomas Doyle	ConnDOT - Environmental Planning
John Waleszczyk	ConnDOT - Facilities Design
Jeff Harper	ConnDOT - Property and Facilities
Others in Attendance	
James Andrini	ConnDOT
Mike Marzi	ConnDOT
Carmen Trotta	ConnDOT
Joe Cristalli	ConnDOT
Patrick Rodgers	ConnDOT
Russ Morin	ConnDOT
Denise Young	ConnDOT
Terry Conlon	ConnDOT

NAME	AGENCY/MUNICIPALITY/COMPANY
Others in Attendance	
Rosemary Bove	CT Culture and Tourism
Study Team Members	
Bradley Smith	Earth Tech
James Ford	Earth Tech
Allison Wilcox	Earth Tech
Shamona Kamm	Earth Tech
Larry Carr	Earth Tech
Jim Stanislaski	Earth Tech
Laurel Stegina	Fitzgerald & Halliday
Susan VanBenschoten	Fitzgerald & Halliday
Ken Livingston	Fitzgerald & Halliday
Susan Olivier	The Williams Group

Introductions and Welcome

Steve DelPapa, Connecticut Department of Transportation (ConnDOT) Project Manager, welcomed attendees and asked for a go-around of introductions.

Description of Project Intent

Mr. DelPapa enumerated the reasons for conducting the Connecticut Statewide Rest Area and Service Plaza Study, including 1) truck parking deficiencies (estimated at 1,200 spaces per night) identified in the ConnDOT 2001 Truck Stop and Rest Area Parking Study, and 2) impending expiration of vendor agreements.

Jim Ford, Earth Tech Project Manager, reviewed the Advisory Committee (AC) agenda and introduced Meeting Moderator Ken Livingston, Fitzgerald & Halliday. Mr. Ford presented an overview of the study process and project goals, including defining a vision for the state's rest areas and service plazas, an inventory of the conditions at existing facilities, the future needs of individual facilities, and governance of the system as a whole. The study will include commercial vehicle and passenger car needs and deficiencies.

Purpose and Need of Project

Mr. Ford asked attendees to review the distributed Purpose and Need handout. He stated that the study will provide a long-term (30-year) plan for Connecticut.

Public Outreach Process

Mr. Livingston outlined the public outreach component of the study. In addition to seven AC meetings, public outreach will include eight Public Informational Meetings, a project website, a series of newsletters, articles in travel and trade magazines, and focus groups to reach truck drivers and others. He asked attendees to consider names of people to include on the project mailing list and to forward this information to Steve DelPappa.

Role and Responsibility of the Advisory Committee

Mr. Livingston presented the role of the AC, which includes attending and coming prepared for meetings, helping shape the vision and study recommendations, and taking part in building and supporting the group consensus. The AC is scheduled to meet at various locations at project milestones.

Schedule

Mr. Ford stated that the study is on a fast track, with an 18-month schedule.

Early Action Items

Benchmarking

Mr. Jim Stanislaski, Earth Tech, described the benchmarking effort. To learn from the successes and failures of other states, the study will involve a review of and a report documenting tourism, amenities, management policies, revenue generation, and design standards at rest areas and service plazas in other states. National leaders, as well as other states in our region, will be examined.

Count Data Collection

Mr. Ford described the traffic count program. He said that the method of traffic data collection and analysis will be consistent with the requirements of the Federal Highway Administration (FHWA) truck demand model.

Survey

Mr. Livingston said that the mission of the user survey is to obtain information about who is stopping at rest areas and service plazas in Connecticut, why they are stopping, how they would evaluate the existing services and facilities, and what additional services they would like. Mr. Livingston said that the survey will take place at 10 locations, particularly gateways along various interstate corridors.

Website

Mr. Livingston said the project website, scheduled to go live within two weeks, will include web pages on meetings, documents, frequently asked questions, and a place for comments. The URL is www.CTRestAreas.org. Meeting minutes will be posted to the website.

General Observations

Mr. Ford offered attendees general observations on rest area types (e.g., vending, weigh station, truck parking, retail, gasoline, private truck stop facilities, tourist information) on Interstate 95 (I-95), Interstate 84 (I-84), Interstate 91 (I-91), Interstate 395 (I-395), and Route 15. He provided project examples from other states and outlined the major project issues including architectural engineering, structural engineering, civil engineering/site development, environmental permitting, and mechanical engineering and electrical engineering.

Comments

Judy Gott, South Central Regional Council of Governments (SCRCOG), asked if surveys done by the Motor Transport Association (MTA) will be obtained as input to the study, and Mr. Ford said yes. An attendee noted that Vermont rest areas are attractive and offer a positive image of that state. Dick Guggenheim, Southeastern Connecticut Council of Governments (SCCOG)

commented concerning the legal aspects associated with illegal truck parking and a known truck parking deficiency. Sue Prosi, South Western Regional Planning Agency (SWRPA), suggested that an opportunity for public comment be included on AC meeting agenda, according to ConnDOT's procedure. Ms. Prosi inquired about advance notice of AC meetings, and Mr. Ford said that AC members will be notified of future meetings three to four weeks in advance. Ms. Prosi mentioned that the New York Metropolitan Transportation Council (NYMTC) is conducting a demand study, to be considered for input to the ConnDOT rest area and service plaza study, and she suggested that the map, identifying rest areas and service plazas in Connecticut, include facilities in adjacent states in close proximity to the state line. Ms. Prosi suggested that national security and real-time traveler information be included in the study.

Roundtable Discussion

Mr. Livingston facilitated a discussion of AC members about the following topics, and their ideas were:

Vision

- Consider locations for new rest areas and service plazas,
- Design facilities that are unique to Connecticut, with artistic vibrancy and reflecting American history,
- Strive to make the facilities destinations themselves,
- Conduct a global study,
- Develop facilities that meet the different needs of all users (truckers, visitors, tourists, and people arriving in the state to stay)
- Envision the facilities as an opportunity to boost the Connecticut economy,
- Consider locating rest areas and service plazas co-terminus with ConnDOT facilities (e.g., salt sheds),
- Consider locating rest areas and service plazas co-terminus with state police facilities,
- Consider privatizing facilities,
- Examine the potential for public/private partnerships with the expansion of facilities,
- Avoid locating facilities in close proximity to residential areas,
- Consider some facilities for closure if feasible (and include a public relations plan),
- Provide for intermodal trips, linking rest areas and service plazas with other transportation modes, such as cruise ships, ferries, and airports,
- Consider possible unintended consequences — “build it, they will come,”
- Identify facilities that can be, potentially, combined (e.g, Westbrook),
- Maintain special designation of the Merritt Parkway,
- Consider existing and potentially new air quality concerns associated with facilities,
- Consider that CT Services for the Blind has the right of first refusal for vending services,
- Note that retrofitting of existing facilities may not be possible (e.g., Branford),
- Address potential problems associated with noise,
- Address potential problems associated with run-off,

Services

- Provide a pleasurable experience,
- Develop facilities that are easy to navigate, accessible, and convenient,
- Provide alternate fuel sources at service plazas,

- Create more user-friendly services,
- Consider infrastructure needs,
- Develop good facility signage,
- Address the problems caused by broken vending machines,

Tourism

- Showcase Connecticut at the facilities and highlight tourism and businesses,
- Convert motorists to tourists,
- Take note of potential for tourism along I-395 (the “quiet corner”) in the vicinity of the casinos and other attractions,
- Support sufficient staffing for tourism and recreational services at facilities, and note that the state loses revenue when tourism opportunities are missed,
- Connecticut is a “drive away” destination; visitors (e.g., families and couples) are passing through and may be looking for a day itinerary — on-site staff must be available to assist and make “quick sell,”
- Develop partnerships with local chambers of commerce,
- Address cuts to state tourism, particularly funding for customer relations staff,

Safety

- Develop facilities that are safe and properly staffed,
- See safety as a science involving appropriate lighting, landscaping, and infrastructure,
- Develop at least one separate entrance for facility staff,
- Build facilities with materials and substances that add visually to security and maintenance objectives, and avoid the “broken glass effect,”
- Enforce handicapped and other parking restrictions, particularly as illegal parking impacts emergency responders,
- Ensure that facilities are ADA accessible,
- Address perceived and actual security problems, such as violent crime, prostitution, and accidents,
- Note that the Westbrook facility lacks barriers,
- Address emergency response concerns — for example, 911 calls at the eastbound Branford service plaza are answered in East Haven,
- Address concerns about loitering,
- Provide additional patrolling of facilities by state police,
- Too much lighting is less tasteful (e.g., Branford service plazas),

ITS — Driver Information

- Provide ITS for traveler information services, but also provide staff and security for this service
- Develop a rest area and service plaza website (or webpages) for travelers, but also provide staff to update and maintain the website,

Truck Parking

- Acknowledge that trucks are illegally parking now,
- Truck parking capacity has been exceeded, and there is no place for truck drivers to park legally,

- Truck drivers often have a conflict with the number of hours of operation permitted and parking in designated areas,
- Construct more truck parking to alleviate deficiencies,
- Design with the consideration of truck pull-through, necessitating a large facility footprint,
- Consider an off-interstate truck parking location, such as along Route 8 or Route 2,
- There is limited space available for expansion adjacent to the Branford service plaza, which is located near residential areas, and there are existing air quality problems and truck parking deficiencies; private truck stop in Branford is adding 40 more truck parking spaces,

Tracking Federal Legislation (regarding possible privatization of rest areas)

- Examine how private facilities generate revenue, while employing plenty of staff, offering numerous services, meet both trucker and passenger car traveler needs, and provide separate parking areas for trucks and cars,

Other Comments

- Funding to build new rest areas and service plazas is necessary to achieve vision and meet concerns, and the legislature should be approached soon for funding,
- Develop a financial plan and address concerns about taxes and revenue enhancements,
- A study of I-95 in Eastern Connecticut has been conducted and contains creative ideas and areas for potential facility expansion,
- Consider the effect (on potential new facilities) of moving people off the highway and onto other transportation modes, such as trains.

Next Meeting Date and Location

Mr. Livingston said that the next AC meeting is planned for early-to-mid October, possibly in North Stonington. Mr. Guggenheim suggested holding the meetings in a central location, rather than a rotating location, and Mr. Ford said that this suggestion will be considered.

C:\Documents and Settings\Laurel Stegina\My Documents\FH\Projects\Connecticut Statewide Rest Areas\Advisory Committee\CT Statewide Rest Area_072505_Report of Meeting.doc


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REPORT OF MEETING

Project: Connecticut Statewide Rest Area and Service Plaza Study (State Project #170-2533)

Location: ConnDOT Main Office, Newington, CT

Subject: Advisory Committee Meeting #3

Date: April 3, 2006

Report By: L. Stegina

Attendees:

NAME	AGENCY/MUNICIPALITY/COMPANY
Advisory Committee Members (and Alternates)	
Cynthia Holden	ConnDOT - Environmental Planning
Stephen Delpapa	ConnDOT - Environmental Planning
James Morrin	ConnDOT - Intermodal Planning
Dan Smachetti	ConnDOT - Property and Facilities
Edward Owens	Connecticut Board of Education and Services for the Blind
Frederick L. Riese	Connecticut Department of Environmental Protection
Sgt. William Krauss	Connecticut Department of Public Safety, Division of State Police
Jason Newman	FHWA - CT
Mark Nielsen	Greater Bridgeport Regional Planning Agency
Michael Riley	Motor Transport Association of Connecticut
John Filchak	Northeastern CT Council of Governments
Judy Gott	South Central Regional Council of Governments
Sue Prosi	South Western Regional Planning Agency
Dick Guggenheim	Southeastern CT Council of Governments
Stephen Dudley	Town of Branford
Hon. Joseph Jaskiewicz	Town of Montville
Hon. Nicholas Mullane	Town of North Stonington
George Giguere	Travel Centers of America (Willington)
Dave Wheeler	Travel Centers of America (Branford)
Steering Committee Members	
Thomas Doyle	ConnDOT - Environmental Planning
Mike Marzi	ConnDOT - Rights of Way
Study Team Members	
Jon Anderson	Earth Tech, Inc.
Stepham Estela	Earth Tech, Inc.
James Ford	Earth Tech, Inc.
Bradley Smith	Earth Tech, Inc.
Ruth Fitzgerald	Fitzgerald & Halliday, Inc.
Ken Livingston	Fitzgerald & Halliday, Inc.
Laurel Stegina	Fitzgerald & Halliday, Inc.

Welcome and Introductions

Ruth Fitzgerald, Fitzgerald & Halliday, Inc., welcomed attendees and asked for self introductions.

Summary of Project Activity

Ms. Fitzgerald and James Ford, Earth Tech, re-capped what has taken place at the first two Advisory Committee (AC) meetings and summarized what the study team has been doing since the November AC meeting.

What Have We Learned?

The study has included a series of technical studies including a traffic count program, parking capacity and demand analysis, a user survey, and a benchmarking analysis. Critical to the study has been the visioning process and a broad array of public outreach initiatives.

Traffic Patterns

The rest areas and service plazas along Interstate 95 (I-95), I-91, I-84, I-395, and Route 15 in Connecticut are in high demand. Demand is exacerbated by the lack of facilities as Connecticut is approached from New York. There is a lack of facilities in New York at the state border with Connecticut on I-95. As a result, the service plazas along I-95 in southwestern Connecticut are in high demand, particularly the northbound facility in Darien, for cars, and the northbound facility in Fairfield, for trucks. On I-95, there is increased car traffic on weekends, and less truck traffic. On I-95 southbound, weekend traffic is high due to the I-91 southbound merge. Along other corridors, the Willington facilities on I-84 experience the heaviest weekend traffic.

Parking Demand Analysis

The Federal Highway Administration (FHWA) parking capacity and demand model was utilized to determine existing and future (2025) surplus/deficits. Milford, which has multiple private facilities in the vicinity, is the only location where there is a truck parking surplus. The existing statewide truck parking deficit is approximately 1,330. There is currently no statewide automobile parking deficit, although, by 2025 there are locations which will experience an auto parking deficit, including I-91 north of Hartford, both northbound and southbound, where there are currently no facilities.

In 2025, the statewide truck parking deficit is estimated to grow to 1,770. The greatest deficits will be along I-84 west of Hartford (425 spaces), I-95 near the New York state line (339 spaces), and north of Hartford along I-91 (302 spaces), where there are currently no facilities.

Auto Capture Rate

Auto capture rate is a measure of vehicles that actually stop at the rest areas and service plazas. The overall statewide weekday auto capture rate is currently 6.1%, and it is 5.1% on weekends. Service plazas have a higher auto capture rate than rest areas.

If service plazas in Connecticut were upgraded, then the auto capture rate could increase to 10% or more. With this higher auto capture rate, the car parking deficit would be approximately 1,300 statewide by 2025. However, with an increase in the auto capture rate, service plazas would generate more revenue and create more tourism opportunities.

What Are Other States Doing?

The study team evaluated the service plazas, rest areas, and welcome center of other states, including governance, and operations and maintenance. For service plazas, partnership arrangements were also examined.

This benchmarking process and case studies from the New Jersey Turnpike and Illinois Tollway indicate that Connecticut, by upgrading its facilities, may be able to generate significantly more revenue. Upgrading the facilities will improve the first impression that travelers get of Connecticut. With the land constraints present in Connecticut, air rights facilities, like those along the Illinois Tollway, will be explored.

Public Outreach

In addition to the Advisory Committee, which is scheduled to meet seven times, public outreach initiatives include:

- More than thirty coordination meetings with municipalities and regional planning agencies where facilities are currently located,
- Three focus groups with key facility users including tourism, truck and bus industry representatives, as well as community and commuter groups,
- A study website, updated frequently,
- Posters at every public rest area and service plaza in Connecticut,
- Two of six editions of the study newsletter.

Development of the third edition of the study newsletter is underway, and upcoming are two rounds of public information meetings.

Public comments have confirmed that safety is a top priority. Other important issues cited by the public include truck parking, gaps in service, obstacles to expanding existing facilities or building new ones, enhancing the tourism component in rest areas and service plazas, and improving travel services and amenities.

Summary of Issues

The issues that the study is addressing are:

- The traveling public is inadequately served
- Truck parking and auto parking needs
- Gaps in service
- Safety and good neighbor issues
- Economic benefit and revenue issues

- Operational issues
- Image issues.

Where Do We Go From Here?

The study will seek to resolve the issues by suggesting alternatives which offer the following:

- Well-maintained and operated facilities
- Sufficient capacity
- Attractive and functional sites and buildings
- Good amenities
- Food choices
- Good information services
- Good image for Connecticut
- Environmentally responsible
- Good neighbor
- Minimize cost and funding needs
- Maximize economic benefits
- Safe and desirable.

The constraints include:

- Land availability and cost
- NIMBYism
- Federal funding regulations
- Interagency coordination issues
- Funding availability
- Time.

Mr. Ford and Ms. Fitzgerald stressed that there is no one solution, but rather an array of potential alternatives, opportunities, and ideas, such as:

- Expanding/re-configuring existing locations
- Building new rest areas where there are gaps
- Innovative solutions, such as truck parking under I-95
- Air rights (using the space over the highway)
- Developing public-private partnerships, particularly for truck parking and tourism needs
- Exploring alternative governance options
- Interagency cooperation
- Legislative possibilities.

Discussion

George Giguere asked whether or not the federal "Oasis program" will be considered as part of the study. Mr. Ford said that all alternatives are currently "on the table," although the criteria imposed by the Oasis Program may limit its use in Connecticut, unless the State of Connecticut

receives legislative assistance. Mr. Ford said that the State of Connecticut does not intend to compete with the private sector. Rather, the State encourages private sector involvement, particularly in meeting the truck parking demand. New and existing rest areas cannot, due to federal restrictions, offer commercial goods (including fuel). Existing service plazas can be upgraded, but no new service plazas can be constructed. Ms. Fitzgerald added that, in the Tourism Focus Group, attendees stated that competition is not a concern for local businesses, as patrons of service plazas were viewed as a different clientele.

Judy Gott asked whether or not changes in mode for freight transport, away from truck to rail and container barge, were accounted for in the truck parking demand analysis. Mr. Ford stated that the FHWA truck parking demand model, which uses a mix of modes, was utilized for the existing and future year analysis.

Ms. Gott asked whether rest area/service plaza closures will be considered in the study. Mr. Ford said that closures are "on the table," and up to seven new locations will be considered. The study team is examining gaps in coverage. It is desirable to locate facilities every 15 miles in urban areas (every 30 miles for non-urban areas).

John Filchak inquired about the auto capture rate, asking if it will change if the facilities are improved, and Mr. Ford said yes. Ms. Fitzgerald added that the increase will, primarily, occur at service plazas, where there are more commercial opportunities.

Given land use constraints in Connecticut, Dick Guggenheim raised the issue of eminent domain, saying that it could be used a last resort. Mike Marzi stated that negotiation and providing a fair market price for land is usually possible, and eminent domain is reserved for meeting a significant "public good."

Nicholas Mullane said that a combination of grants, low-interest loans, and/or government subsidies should be assembled in programs to assist the private sector with development of travel centers. Mr. Ford said that the study team is looking into creative financing alternatives.

Mike Riley said that the truck parking deficit is a regional problem, exacerbated in Connecticut by the lack of facilities in the New York metropolitan area. Overnight truck parking is a safety issue, as police officers do not want to ask truck drivers who are parked illegally to move, if they have exceeded their allowed hours of operation. He expressed support for anyone, in the public or private sector, who can help resolve the truck parking deficit problem.

Mr. Giguere shared the results of a signage experiment conducted along I-84. Directional signage was placed along I-84 to direct vehicles to the Travel Centers of America in Willington, a private facility located after the public rest area in West Willington. As a result, there was an increase in visitors to the private facility. Truck drivers prefer to park where it is most convenient and easiest for them to navigate, such as along ramps. Sue Prosi cautioned that parking along ramps presents issues for first responders.

Stephen Dudley said the vision statement, the difference between a rest area and a service plaza, and an explanation of the federal legislation restricting commercial development at new locations should be clearly stated in study materials, such as the study website.

Edward Owens provided background on the State Board of Education and Services for the Blind's relationship with vending machines in public rest areas and service plazas.

Results of Visioning Homework

Ms. Fitzgerald briefly reviewed the results of the visioning "homework," completed by both the Advisory Committee and the Steering Committee.

Project Schedule

A list of alternatives will be developed and presented to the study Steering Committee, Advisory Committee, and the public for comment. Then, a draft concepts plan and report will be developed and an opportunity for public comment will be provided. The report will be finalized by the end of 2006.

Next Meeting of the Advisory Committee

The next Advisory Committee meeting will tentatively take place in May or June (before the first round of public information meetings). Cynthia Holden re-emphasized that the public should be presented with possible solutions at the public information meetings.

Report approved by:

Stephen V. Delpapa
Stephen V. Delpapa, Transportation Supervising Planner

4/25/06
Date



REPORT OF MEETING

Project: Connecticut Statewide Rest Area and Service Plaza Study (State Project #170-2533)

Location: ConnDOT Main Conference Room, Newington, CT

Subject: Advisory Committee Meeting #4

Date: June 26, 2006

Report By: L. Stegina

Attendees:

NAME	AGENCY/MUNICIPALITY/COMPANY
Advisory Committee Members (and Alternates)	
Rosemary Bove	Connecticut Commission on Culture and Tourism
Sgt. James Chiappetta	Connecticut Department of Public Safety, Division of State Police
Hon. Kevin Cunningham	Town of Plainfield
Mike Flood	Council of Governments of the Central Naugatuck Valley
Stephen Dudley	Town of Branford
John Filchak	Northeastern CT Council of Governments
George Giguere	Travel Centers of America (Willington)
Robert Gregory	City of Milford
Dick Guggenheim	Southeastern CT Council of Governments
Pam Hayes	Connecticut Police Chiefs Association
Cynthia Holden	ConnDOT – Environmental Planning
Alex Karman	South Western Regional Planning Agency
Henry McCully	Town of Wallingford
Hon. Nicholas Mullane	Town of North Stonington
Mark Nielsen	Greater Bridgeport Regional Planning Agency
Edward Owens	Connecticut Board of Education and Services for the Blind
Phil Parcak	ConnDOT – Property and Facilities
Sue Prosi	South Western Regional Planning Agency
Frederick L. Riese	Connecticut Department of Environmental Protection
Michael Riley	Motor Transport Association of Connecticut
Scott Schatelein	Town of North Haven
Dan Smachetti	ConnDOT – Property and Facilities
Carl Stephani	Central Connecticut Regional Planning Agency
John Waleszczyk	ConnDOT – Facilities Design
Steering Committee Members	
Richard Allen	ConnDOT – Rights of Way
Andrew Davis	ConnDOT – Intermodal Planning
Thomas Doyle	ConnDOT - Environmental Planning
Mike Marzi	ConnDOT – Rights of Way
Study Team Members	
Stephani Estela	Earth Tech, Inc.

Study Team Members	
Ruth Fitzgerald	Fitzgerald & Halliday, Inc.
James Ford	Earth Tech, Inc.
Ray Porfilio	Earth Tech, Inc.
Bradley Smith	Earth Tech, Inc.
James Stanislaski	Earth Tech, Inc.
Laurel Stegina	Fitzgerald & Halliday, Inc.

Welcome and Introductions

Ruth Fitzgerald, Fitzgerald & Halliday, Inc., welcomed attendees and introduced the study team.

Summary of Project Activity

Ms. Fitzgerald provided a summary report of what has taken place at the first three Advisory Committee (AC) meetings including:

- Vision statement
- Project goals
- Facility types
- Study schedule
- Summary of data collection and analysis work efforts
- Summary of outreach

Re-Cap of Issues and General Strategies

Ms. Fitzgerald summarized the study issues, needs, constraints, and general strategies.

More Detail on Initial Strategies

James Ford, project manager for Earth Tech, Inc., provided more details on initial strategies. There are several proposed new welcome centers, such as along I-91 north of Hartford and at the Darien northbound service plaza. Several others are also being considered. Upgrades are being proposed for some existing welcome center locations.

Expanded truck parking is proposed for several locations, including Danbury. New truck parking areas are under consideration for:

- Darien (use of former emissions testing site)
- Fairfield
- the Bridgeport area
- the Hartford area
- a linear facility along I-84 between Waterbury and Danbury

Statewide, there will be a 1,770 truck parking space deficit in 2025. With enhancement of rest areas and service plazas, the automobile capture rate is expected to increase, resulting in a car parking space deficit of approximately 1,000 by 2025.

James Stanislaski of the project team described the challenges and possible solutions to attaining the goals and objectives outlined in the study's vision statement:

Challenges	Possible Solutions
<ul style="list-style-type: none"> • Capacity 	<ul style="list-style-type: none"> • Two-story facilities • Over-the-highway facilities • Relocate truck parking
<ul style="list-style-type: none"> • Functionality 	<ul style="list-style-type: none"> • Separate car and truck parking • Construct safer fueling areas • Better site signage • Clear building layouts
<ul style="list-style-type: none"> • Amenities 	<ul style="list-style-type: none"> • Outdoor seating • Pet areas • Telephone, ATMs, Vending • Traveler information • Landscaping
<ul style="list-style-type: none"> • Service gaps 	<ul style="list-style-type: none"> • New facilities on I-91 • New Welcome Centers
<ul style="list-style-type: none"> • Image 	<ul style="list-style-type: none"> • Attractive facilities • Connecticut image • Consistent signage • Maintainable and durable
<ul style="list-style-type: none"> • Untapped revenue 	<ul style="list-style-type: none"> • Operator master agreement • Higher quality • More choices • Larger facilities

Over-the-highway facilities, such as the “air rights” facilities in Illinois, are being explored for:

- Fairfield
- Madison
- Waterford
- Plainfield

Mr. Stanislaski presented initial concept designs, with combinations of the basic components of comfort (i.e., restrooms), retail (i.e., fuel and stores), and welcome (i.e., travel and tourism information areas). He presented estimates of facility demand and categorized needs as small, medium, and large, based on square footage. He then presented a comparison with existing size, showing which locations will be targeted for an increase in size or other changes (such as incorporation of a welcome center component). He also presented several prototype concepts for traffic circulation and parking, which may be applied to existing sites as the project progresses.

Discussion

Advisory Committee members offered the following comments:

AC Member Comment	Study Team Response
<ul style="list-style-type: none"> Locate travel facilities off the main highways (i.e., Frog Rock) 	<ul style="list-style-type: none"> Primary purpose of the study is to develop recommendations for Connecticut's interstates and expressways Study scope calls for development of a statewide plan as well as improvements at individual locations
<ul style="list-style-type: none"> Recommendations for expansions and new facilities should be sensitive to private sector locations (i.e., Willington Travel Center) Why expand the public facility in Willington? 	<ul style="list-style-type: none"> Multiple solutions are needed to solve the state's severe truck parking shortage Public-private partnerships are needed in Willington — there is ample demand for both public and private operations
<ul style="list-style-type: none"> How will the Merritt Parkway facilities be treated? 	<ul style="list-style-type: none"> Replace existing facilities within (or close to) existing footprint Maintain sensitivity to historic resources
<ul style="list-style-type: none"> The existing New Canaan facility (garage) precludes site improvements Expressed concern that service plaza improvements will encounter similar obstacle 	<ul style="list-style-type: none"> Study team acknowledged comment
<ul style="list-style-type: none"> Existing facility septic systems are failing. How will septic systems support larger facilities? 	<ul style="list-style-type: none"> Advances in waste treatment technology will be employed
<ul style="list-style-type: none"> Does accident history of facilities suggest that they are unsafe? 	<ul style="list-style-type: none"> New facilities will incorporate improvements such as adequate acceleration/deceleration lanes, separation of car and truck traffic, and pedestrian safety improvements Accident rates may not indicate the problems as drivers accommodate an "accident waiting to happen" situation.
<ul style="list-style-type: none"> Parking decks are expensive 	<ul style="list-style-type: none"> Lease-holder-operator revenue may be used to construct facilities and parking decks
<ul style="list-style-type: none"> Locate a Welcome Center west off I-395 (rather than in Waterford) 	<ul style="list-style-type: none"> Constraints, including availability of vacant land and cost of land, are considerations in selecting locations

AC Member Comment	Study Team Response
<ul style="list-style-type: none"> • Where is under-the-highway parking being considered in Bridgeport? • There may be brownfields in this area 	<ul style="list-style-type: none"> • A public-private off-highway site is being investigated under I-95 at Exit 25 or 26 in Bridgeport
<ul style="list-style-type: none"> • Are there any problems (i.e., sun glare, traffic safety) associated with the tunnels under over-the-highway facilities? 	<ul style="list-style-type: none"> • Tunnels are relatively narrow • Sun glare should not be a concern • Construction issues are similar to bridges • Construction will be scheduled to avoid peak hours
<ul style="list-style-type: none"> • Keep existing facilities open when new facilities are under construction 	<ul style="list-style-type: none"> • Most facilities will be kept open. Temporary facilities, such as trailers, may be utilized
<ul style="list-style-type: none"> • Fuel sales were not included in comparisons between states 	<ul style="list-style-type: none"> • That is correct — this is because there is greater elasticity in non-fuel sales • Also, there were gaps in data in the benchmarking process from some states, so the non-fuel sales were more easily compared
<ul style="list-style-type: none"> • Gross receipt tax is a major impediment to private facility profitability • Truck drivers avoid purchasing fuel in Connecticut • Lack of private sector profitability is an obstacle to expanding existing or building new facilities 	<ul style="list-style-type: none"> • Study team acknowledged comment and will further investigate the implications for Connecticut and this study.
<ul style="list-style-type: none"> • Truck facilities that are isolated from the general traveling public have problems, such as crime 	<ul style="list-style-type: none"> • To meet the state's truck parking deficit, a combination of strategies and types of facilities will be needed
<ul style="list-style-type: none"> • State assistance needed to develop truck stops • Concentrate on public-private partnerships • State buys land/private sector leases • State assists with community concerns • There are precedents for state assistance for private development 	<ul style="list-style-type: none"> • Study team acknowledged comment
<ul style="list-style-type: none"> • Truck services needed along I-91 	<ul style="list-style-type: none"> • Study team acknowledged comment
<ul style="list-style-type: none"> • Lack of truck parking in Darien and Fairfield contributes to safety issues • Truck-car conflicts 	<ul style="list-style-type: none"> • Separation of truck and car traffic is one strategy being considered

AC Member Comment	Study Team Response
<ul style="list-style-type: none"> New York abrogates responsibility to provide facilities and contributes greatly to Connecticut's truck parking deficit 	<ul style="list-style-type: none"> Study team acknowledged comment
<ul style="list-style-type: none"> Truck drivers hours of operation are limited. Is truck parking a problem statewide or only at gateways? 	<ul style="list-style-type: none"> Truck parking deficits are most critical along I-95 in south western Connecticut, I-84 west of Waterbury, and I-91 north of Hartford
<ul style="list-style-type: none"> Study should be providing more solutions to truck parking problem 	<ul style="list-style-type: none"> High priority of the study is to address the truck parking deficit Private sector to play a large role in helping to solve the truck parking deficit Interstate cooperation and ITS strategies will be employed Oasis program is being explored
<ul style="list-style-type: none"> Do we look at solutions regardless of cost or cost-constrained solutions? 	<ul style="list-style-type: none"> Solutions are being looked at on the basis of need at this time.
<ul style="list-style-type: none"> Need to get trucks off highways and shift freight to rail 	<ul style="list-style-type: none"> Not the mission of this study
<ul style="list-style-type: none"> Look at two-tiered parking in Darien and Fairfield 	<ul style="list-style-type: none"> Study team acknowledged comment
<ul style="list-style-type: none"> North Stonington concept presented for interchange/ramp reconfiguration 	<ul style="list-style-type: none"> Study team acknowledged comment
<ul style="list-style-type: none"> Public-private partnerships needed to bypass local planning and zoning to some degree (e.g., Siting Council concept) 	<ul style="list-style-type: none"> Study team acknowledged comment

Where Do We Go From Here? (Next Steps)

Ms. Fitzgerald outlined the purpose and schedule for the remaining three AC meetings. The purpose of the next AC meeting will be to refine the strategies, and the first round of public information meetings will follow this AC meeting. The purpose of the sixth meeting of the AC will be to review the draft plan and concepts. The second round of public information meetings will follow this AC meeting. Finally, at the seventh AC meeting, final recommendations will be presented.

Next Meeting of the Advisory Committee

The next meeting of the Advisory Committee is planned for September.

Report approved by:

Stephen V. Delpapa
Stephen V. Delpapa, Transportation Supervising Planner

8/3/06
Date


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REPORT OF MEETING

Project: Connecticut Statewide Rest Area and Service Plaza Study (State Project #170-2533)

Location: ConnDOT Main Conference Room, Newington, CT

Subject: Advisory Committee Meeting #5

Date: May 31, 2007

Attendees:

NAME	AGENCY/MUNICIPALITY/COMPANY
Advisory Committee Members (and Alternates)	
1. Rosemary Bove	Connecticut Commission on Culture and Tourism
2. Sgt. James Chiappetta	Connecticut Department of Public Safety, Division of State Police
3. Stephen Delpapa	ConnDOT - Environmental Planning
4. John Filchak	Northeastern CT Council of Governments
5. George Giguere	Travel Centers of America (Willington)
6. Jose Giner	Town of Enfield
7. Judy Gott	South Central Region Council of Governments
8. Dick Guggenheim	Southeastern CT Council of Governments
9. Robert Haramut	Midstate Regional Planning Agency
10. Alison Hayes	Northeastern Connecticut Council of Governments
11. Cynthia Holden	ConnDOT - Environmental Planning
12. Bill Hurley	Town of Fairfield
13. Fred Hurley	Town of Newtown
14. Chris Lyddy	Town of Fairfield
15. Sgt. Dennis Maurice	Connecticut Department of Motor Vehicles
16. Henry McCully	Town of Wallingford
17. Mark Nielsen	Greater Bridgeport Regional Planning Agency
18. Frank Noto	Connecticut Motor Club, AAA
19. Edward Owens	Connecticut Board of Education and Services for the Blind
20. Mark Paquette	Windham Region Council of Governments
21. Joe Perrelli	Council of Governments of the Central Naugatuck Valley
22. Janice Plaziak	Town of Branford
23. Phil Parcak	ConnDOT - Property and Facilities
24. Sue Prosi	South Western Regional Planning Agency
25. Frederick L. Riese	Connecticut Department of Environmental Protection
26. Hon. Herbert Rosenthal	Town of Newtown
27. Susan Simmat	Office of Policy & Management
28. Dan Smachetti	ConnDOT - Property and Facilities
29. Lou Soja	Town of Plainfield
30. Carl Stephani	Central Connecticut Regional Planning Agency
31. John Waleszczyk	ConnDOT - Facilities Design
32. James Wang	Greater Bridgeport Regional Planning Agency

Steering Committee Members	
33. Andrew Davis	ConnDOT – Intermodal Planning
34. Thomas Doyle	ConnDOT – Environmental Planning
35. Jeffrey Harper	ConnDOT – Property & Facilities
36. Denise Young	ConnDOT – Environmental Compliance
Guests	
37. Drew Colburn	ConnDOT – Construction Design
38. Parti Foreman	Gaffney Bennett
39. Derrick Ireland	ConnDOT – Rights of Way
40. Claudio Morasco	Tinaco Plaza
41. Dan Shanahan	Cabaire
42. Melanie Zimyeski	ConnDOT – Environmental Planning
Study Team Members	
43. Stephani Estella	Earth Tech, Inc.
44. Ruth Fitzgerald	Fitzgerald & Halliday, Inc.
45. James Ford	Earth Tech, Inc.
46. Ken Livingston	Fitzgerald & Halliday, Inc.
47. Bradley Smith	Earth Tech, Inc.
48. Laurel Stegina	Fitzgerald & Halliday, Inc.

Welcome and Introductions

Ms. Cynthia Holden welcomed attendees. She emphasized that the Executive Summary and Concepts are in draft form at this time. Advisory Committee (AC) members were encouraged to provide their feedback in an advisory capacity. Ms. Ruth Fitzgerald introduced the study team.

Study Purpose and Background

Ms. Fitzgerald reviewed the two-fold mission of the study: to address both the statewide system issues and needs and to develop improvement concepts for the individual facilities. She provided background on the purpose of the Connecticut Statewide Rest Area and Service Plaza study and reminded attendees about the original impetus for the study — the truck parking shortfall. She provided an overview of study tasks to date, including public outreach activities. Attendees were provided with a handout of the Vision and Guiding Principles for the study. Ms. Fitzgerald reviewed the statewide system and facilities issues and needs, the opportunities for improving quality at the state’s roadside travel facilities and generating revenue from them. She also explained that there is no one “silver bullet” for improvements, but rather a list of improvement strategies. She briefly described each type of recommended approach and strategy.

Individual Rest Area and Service Plaza Site Recommendations

Mr. Jim Ford presented improvement concepts for all existing sites. He also presented concepts for five new locations: I-91 Enfield (northbound and southbound), I-84 Newtown (eastbound and westbound), Route 9 Haddam (northbound and southbound), Route 20 Windsor Locks (westbound), Route 2 Bozrah (eastbound and westbound). ConnDOT has determined that the Newtown location is not a suitable location.

Mr. Ford also reviewed the methodology and criteria for selecting the proposed prototypes. He presented several architectural renderings and described the services to be provided at various traveler facilities.

Discussion

Prior to breaking-up into smaller groups for discussion, AC members offered the following general comments:

- One AC member said that some rest areas and service plazas are used as launching areas for dispatching trucks.
- Several AC members noted that truck idling at service plazas and rest areas is a problem and further commented:
 - Address the problem through new technologies
 - Capacity issues present challenges to truck idling
 - Fines can be applied to those providing parking to idlers, as well as the truck drivers themselves.
- There was consensus among the AC to look harder for opportunities for public-private partnerships (PPPs).
- A few AC members remarked that improvements in food choices and amenities are important.
- More than one AC member commented that there will be a need for improvements related to existing buildings and traffic flow.
- One AC member suggested improving, where necessary, acceleration and deceleration lanes to and from rest areas and service plazas.
- There was consensus among AC members that governance issues need to be addressed including:
 - Operating and maintenance costs
 - Win-win solutions through PPPs
 - Revenue generation
 - Overall economic benefit to the state
 - Greater exploration of the Oasis Program (i.e., in Willington, North Stonington).
- A few AC members thought that the study should include an explanation of the criteria used to select over-the-highway locations.
- Several AC members noted that the public should have an opportunity to comment on the study recommendations.
- It was suggested that the study team examine zoning of land at proposed new locations.

Following general discussion, the AC divided into smaller groups. The comments from these small group discussions are summarized in the following sections.

Southwest Connecticut/Interstate 95 Corridor

- There was consensus that safety is of paramount importance.
- There was consensus that truck parking is a serious issue in lower Fairfield County.

- A few AC members commented that New York and New Jersey enforce parking limits, whereas Connecticut enforcement of parking limits is relaxed due to restrictions on hours of operation (a safety issue).
- Several AC members felt that truck-only sites are one solution.
- There was consensus that better utilization of existing sites is needed.
- There was consensus that traffic congestion in southwestern Connecticut exacerbates capacity issues at service plazas and rest areas.
- There was consensus that better uses of technology are needed
 - Real time information for parking, road conditions, “truck centers” like in New Jersey, and tourism information such as tourism informational kiosks.
- One AC member commented, and there was some agreement that, to promote tourism:
 - Site Welcome Centers at gateway locations
 - Offer new welcome center locations
 - These facilities should highlight the beauty and quality of life of Connecticut and serve motorists, businesses, and attractions
 - Westbrook is still an important Welcome Center location; it provides an auto refuge
 - Staffing is needed at welcome centers.
- There was considerable discussion about the time sequencing of the study recommendations. Although no consensus was reached, the dialogue included the following points:
 - Do a few early “pilot” projects to become models for future projects
 - Do near-term projects (capture “low-lying fruit”) as soon as possible
 - Phase in longer-term projects.
 - There are time frame/contract and RFP constraints; delays and phasing of projects may not be possible.
 - Delays in action will result in lost revenue generation and other lost opportunities (such as accomplishments of near-term safety improvements).
 - Compromise may be needed.
- There was acknowledgement that land costs are a constraint to facility expansion in southwestern Connecticut.
- A representative from the Town of Fairfield expressed opposition to the expansion of the service plaza along I-95
 - Concern re: residential, environmental, aesthetic/visual and other community impacts
 - The service plaza property line abuts residential properties
 - The Connecticut Audubon Society is concerned about environmental impacts
 - The over-the-highway design would be on top of an existing fill section.
- A representative from the Town of Fairfield also expressed frustration that no changes have been incorporated into the proposed design of the Fairfield I-95 service plaza after Town and ConnDOT staff met about a year ago to discuss plans for the facility.
- A representative from the Town of Fairfield expressed interest in seeing a three-dimensional detailed view of what the over-the-highway facility would look like.
- One AC member commented that the recommendations for Darien make sense
 - Given the limited footprint/site limitations
 - Safety concerns and risks to first responders; better access to and from the facility is needed.

- On I-95 in Darien, the lake limits what can be done on the site.
- One AC member commented that at the Greenwich service plaza
 - Safety and operational improvements are needed
 - The Welcome Center, a stand-alone school house, doesn't attract as many visitors as a visible, staffed facility, integrated into the service plaza would.
- Several AC members noted that the Merritt Parkway is a historical landmark
 - Changes in right-of-way will require an Environmental Assessment (EA) and 4(f) Evaluation and review by the Merritt Parkway Advisory Committee
 - ConnDOT should continue to be sensitive to the uniqueness of the Merritt Parkway
- One AC member noted that the salt storage/maintenance garage expansion is taking place at the New Canaan facility.
- There seemed to be consensus that doing nothing is not a solution.
- One AC member said that there is no room for expansion at weigh station (Greenwich).
- One AC member commented that the study's Vision, Guiding Principles, and the general Statewide strategy are good.

Interstate 84

- A few AC members asked, does Connecticut risk becoming a "permissive" state due to lax truck parking enforcement?
- Several AC members noted that NIMBY pressures make finding locations for truck facilities difficult.
- One AC member noted that there are fewer law enforcement problems if truckers stop at commercial truck plazas.
- A few AC members asked, do we really have a need for more truck parking? Could the problem be solved through better enforcement?
- One AC member questioned the need to rebuild the whole Willington facility. Could it be closed down entirely and the private truck stop designated as an Oasis.
- AC members discussed the potential for a new traveler facility at Exit 11 in Newtown and commented that it
 - Would conflict with I-84 expansion study recommendations for Exit 11
 - Would present environmental concerns as the proposed site is within the Pootatuck aquifer (also on former waste site) although there is the possibility of using a closed drainage system.
 - Flyover ramps for Exit 11 facility add expense, maintenance, more so than at-grade ramps. Geometry of spaces would work for truckers.
- One AC member noted that the Board of Education and Services for the Blind (BESB) has existing vending contracts at rest areas; would improvements impact them?? (per CGS 10-303).
- One AC member commented that there are possible private land options in Middlebury-Newtown area.
- One AC member remarked that this study is an effort which is chasing federal funding; first emphasis should have been to identify deficiencies.

Central Connecticut/Interstate 91 and Southeastern Connecticut/Interstate 95

- One AC member suggested greater enforcement at service plazas and rest areas, such as ticketing of trucks for illegal parking or driving over their allowed hours of operation.
- A few AC members suggested interim use of Park 'n Ride facilities for truck parking
 - Others noted local concerns (such as safety and security) with utilizing Park 'n Ride facilities for truck parking? Trucks may not be welcome in communities.
- One AC member recommended staying within the state right-of-way when locating new facilities.
- A few AC members asked, what are the criteria for the Oasis Program and suggested that locations to explore for the Oasis Program include Branford and Willington
- A few AC members suggested separating cars and trucks in different facilities.
- There was consensus that there should be more emphasis on private development opportunities.
- A few AC members asked, do we really need so many service plazas?
- One AC member asked, is there a need for both the Madison and Branford facilities?
- Several AC members commented that more facilities (rest areas) are needed in eastern Connecticut
 - Is expansion (northbound and southbound) at the private facility in North Stonington a possibility? Perhaps a Welcome Center could be located here too.
- One AC member noted that there is a lot of room for expansion at the Wallingford rest area on I-91.
- It was noted by the project team that construction of new service plazas is not allowed by FHWA, but new rest areas can be built.
- It was noted that the state tries to work with local communities as much as possible in the identification of new sites and recommended:
 - Check local zoning of proposed facility sites.
 - Meet with local officials and property owners to review conceptual plans to develop their property and work with property owners.
 - Notify property owners at prospective new locations.
 - For new locations, use a symbol (like a star or a triangle) to indicate the general location of the proposed facility rather than doing a specific facility siting at this early stage in the planning process. A concern was raised that property owners should not find out in a public meeting venue about a plan to use their property. If a specific site is noted, coordination should happen prior to that point.
- One AC member suggested using consistent branding to promote Connecticut image.
- One AC member suggested that the DOT should be sure to plan over-the-highway facilities to accommodate a possible future third lane.
- One AC member commented that increasing gas prices may have the result of reducing traffic congestion, reducing capacity.
- One AC member said that the study is helping the AC to get a better grasp of the problems but the rationale for the solutions is not as clearly explained.

Next Steps

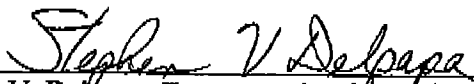
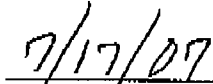
Ms. Fitzgerald reported that the next steps are to hold Public Information Meetings (PIMs). Four PIMs will be scheduled, each on a different week in a different part of the state. Sue Prosi asked

that PIMs not be scheduled during the summer, particularly in the southwest region of the state. An edition of the newsletter will be distributed in advance of the PIMs.

Following the PIMs, a draft final report will be prepared by the study team. The AC will have at least one more meeting, at which time members will have an opportunity to comment on the draft final report.

Notes from the AC meeting #5 will be distributed to AC members for comments. Advisory Committee members were encouraged to submit any additional written comments to Stephen Delpapa, ConnDOT Project Manager.

Report approved by:

 <hr/> Stephen V. Delpapa, Transportation Supervising Planner	 <hr/> Date
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Statewide Service Plaza/Rest Area Study

ConnDOT Project No. 170-2533

Report of Meeting- Steering Committee Kick-Off

Date of Meeting: July 15, 2005, 1:00 pm
ConnDOT Offices, 2800 Berlin Tpke.

I. Attendees:

Andrew Davis	ConnDOT - Planning
Steve DelPapa	ConnDOT - Planning
Thomas Doyle	ConnDOT - Planning
Cindy Holden	ConnDOT - Planning
Ned Hurle	ConnDOT - Planning
Russ Morin	ConnDOT - Planning
Richard Corona	ConnDOT - Planning
Denise Young	ConnDOT - Environmental Compliance
Daniel Smachetti	ConnDOT - Facilities
John Waleszczyk	ConnDOT - Engineering
Jeff Harper	ConnDOT - Facilities
Michael Marzi	ConnDOT - Rights of Way
Jim Ford	Earth Tech
Shamona Kamm	Earth Tech
Brad Smith	Earth Tech
Ruth Fitzgerald	Fitzgerald & Halliday, Inc.
Laurel Stegina	Fitzgerald & Halliday, Inc.
Ken Livingston	Fitzgerald & Halliday, Inc.
Susan Olivier	The Williams Group

II. Discussion Items

1. Stephen DelPapa and Jim Ford opened the meeting and provided a description of the project including the Purpose and Need for the study.
2. Cynthia Holden detailed the role and responsibilities of the Steering Committee (SC). She emphasized the need to keep on track within the scope and the budget for the project. She also called on the SC to provide technical expertise and guidance for the study.
3. Ruth Fitzgerald (FHI) discussed Public Outreach tasks including the website, newsletters, articles and focus groups.

4. Ruth Fitzgerald (FHI) discussed the User Survey and asked for SC input on selection of locations where the survey would be carried out. The following were suggested:

- Darien, I-95
- Southington, I-95
- Danbury, I-84
- North Stonington, I-95
- Greenwich or New Canaan, Route 15 (Merritt Parkway)
- Plainfield, I-395
- Montville, I-395
- Middletown or Wallingford, I-91

It was suggested by Andy that info from the survey might be helpful in determining need for future locations for example on I-84 between locations 11 (Danbury) and 12 (Southington).

5. Larry Carr (ET) discussed the selection of states for benchmarking and the project schedule. A project schedule using Microsoft Project will be completed for the upcoming Advisory Committee meeting.

6. Comments and Questions: After completing the published agenda, Jim Ford initiated a discussion concerning SC vision for the study.

- a) Will new areas be looked at? Yes
- b) Will locations prohibit vehicles by type – Cars, trucks?
- c) Do we need more locations? If so, where?
- d) Do we need 1,200 more truck parking spaces?
- e) Should alternate fuels be provided at services plazas?
- f) What role should tourism play?
- g) Are Welcome Centers a possibility?

7. The next meeting is tentatively scheduled for Monday, August 22, 2005 at 10:00 am. It was suggested by ConnDOT that the meeting dates for the next six (6) months be scheduled.

Report submitted by:




 Larry Carr, Project Manager

8/5/05

 Date

Report approved by:



 Stephen DelPapa, Transportation Supervising Planner

8/8/05

 Date

Statewide Service Plaza/Rest Area Study

ConnDOT Project No. 170-2533

Report of Meeting- Steering Committee

Date of Meeting: August 22, 2005, 10:00 am
ConnDOT Offices, 2800 Berlin Tpka.

I. Attendees:

Steve DeI Papa	ConnDOT - Planning
Jeff Harper	ConnDOT - Facilities
Cindy Holden	ConnDOT - Planning
Ned Hurlle	ConnDOT - Planning
Michael Marzi	ConnDOT - Rights of Way
Russ Morin	ConnDOT - Planning
James Morrin	ConnDOT
Daniel Smachetti	ConnDOT - Facilities
Michael Strong	ConnDOT
Denise Young	ConnDOT - Environmental Compliance
Michael Chong	FHWA - CT
Larry Carr	Earth Tech
Jim Ford	Earth Tech
Brad Smith	Earth Tech
Allison Wilcox	Earth Tech
Ruth Fitzgerald	Fitzgerald & Halliday, Inc.
Laurel Stegina	Fitzgerald & Halliday, Inc.
Dave Williams	The Williams Group

II. Discussion Items

Item	Discussion Topics	Action Items	Target Date
1	Larry Carr opened the meeting.		
2	Larry Carr and Brad Smith discussed the traffic counting. Training on the count trailers will be scheduled for September, 2005.	ET to schedule training; coordinate with DOT on attendees.	August 26

3	Ruth Fitzgerald (FHI) discussed the User Survey. She noted that there has been a high return rate of surveys (1,500 – 2,000 responses). No analysis has been done at this point.		
4	Ruth Fitzgerald (FHI) discussed the project website. The website is up and running (www.CTRestAreas.org); more pictures will be added. It was suggested that a link from the ConnDOT website to the project website should be created.		
5	<p>Larry Carr (ET) discussed the status of the benchmarking.</p> <p>A preliminary checklist of items needs to be reviewed by The Williams Group and ConnDOT.</p> <p>Leading states need to be established.</p> <p>Funding of rest areas in other states needs to be examined. ConnDOT suggested that one of the benchmarking states be a state without toll revenues as a source of funds, as is the case in CT.</p>	ET to recommend leader states for benchmarking.	Sept. 2
6	<p>Larry Carr (ET) and Dave Williams (TWG) discussed the status of plans and other information being provided by ConnDOT.</p> <p>ConnDOT will provide (confidential) lease information to The Williams Group.</p> <p>Properties and Facilities Group has files that include plans not on file with Map, File and Reproduction.</p>	<p>ConnDOT to provide leases to TWG.</p> <p>ET to assess needs and will then arrange to do a search of the files at the Office of Properties & Facilities</p>	<p>August 26</p> <p>Sept 12</p>
7	Brad Smith (ET) discussed the new federal legislation (SAFETEA-LU) and how it can relate to this project.	ET to summarize relevant provisions of new legislation.	Sept 2
8	Items for the next Advisory Committee meeting include the results of the user survey and other		

	<p>The next Advisory Committee meeting should be scheduled for mid- to late October 2005. Future AC meetings will be held at ConnDOT office in Newington.</p> <p>FHI to draft letter to AC transmitting Report of AC Meeting #1 and soliciting participation from those not in attendance.</p>	<p>FHI to draft letter to AC membership.</p>	<p>August 29</p>
9	<p>Ruth Fitzgerald (FHI) discussed public outreach tasks including public information meetings, newsletters, articles, and focus groups.</p> <p>Work plan is close to completion.</p> <p>First round of public meetings will be held in Spring 2006 (1 round of 4 meetings).</p> <p>First draft of newsletter will be submitted to ConnDOT for review and comment next week.</p>	<p>FHI to prepare Draft Work Plan.</p> <p>FHI to prepare draft of Newsletter #1</p>	<p>Sept. 2</p> <p>August 29</p>
10	<p>Larry Carr (ET) discussed the planned field reconnaissance of the 31 sites. A schedule needs to be created.</p> <p>Mapping, baseline data, and field review checklists should be taken to the sites.</p>		
11	<p>The next meeting is scheduled for Tuesday, September 20, 2005 at 8:30 am.</p>		

Report submitted by:


 Larry Carr, Deputy Project Manager

August 29, 2005
 Date

Report approved by:


 Stephen DePapa, Transportation Supervising Planner

September 7, 2005
 Date

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Statewide Service Plaza/Rest Area Study

ConnDOT Project No. 170-2533

Report of Meeting- Steering Committee

Date of Meeting: September 20, 2005, 8:30 a.m. – 10:00 am
 ConnDOT Offices, 2800 Berlin Tpke.

I. Attendees:

Steve DelPapa	ConnDOT - Planning
Jeff Harper	ConnDOT - Facilities
Cindy Holden	ConnDOT - Planning
Ned Hurlle	ConnDOT - Planning
Michael Marzi	ConnDOT - Rights of Way
Russ Morin	ConnDOT - Planning
James Morrin	ConnDOT
Daniel Smachetti	ConnDOT - Facilities
Denise Young	ConnDOT - Environmental Compliance
Richard Corona	ConnDOT - Planning
Thomas Doyle	ConnDOT
Andy Davis	ConnDOT - Planning
John Walezczyk	ConnDOT - Facilities Design
Larry Carr	Earth Tech
Jim Ford	Earth Tech
Brad Smith	Earth Tech
Ruth Fitzgerald	Fitzgerald & Halliday, Inc.
Laurel Stegina	Fitzgerald & Halliday, Inc.
Ken Livingston	Fitzgerald & Halliday, Inc.
Dave Williams	The Williams Group

II. Discussion Items

Item	Discussion Topics	Action Items	Target Date
1	Steve DelPapa opened the meeting.		
2	Jim Ford, Earth Tech, discussed the traffic counting program. Count trailers have been deployed and are working well. Training on the count trailers took place on September, 7, 2005, with several ConnDOT personnel present. The trailers should be quite useful to		

	<p>ConnDOT for further planning projects.</p> <p>Parking accumulation counts have been completed. These data will be correlated with "ins and outs" data from traffic counts.</p> <p>Mr. Ford presented two charts showing prototypic array of the data. No surprises in the data observed yet. Daily capture rate at the selected location, Plainfield, is 9.4%; 13% of passenger vehicles. Earth Tech will set 95% as the accuracy threshold for the data during the reconciliation process.</p> <p>Mr. Ford discussed the parking occupancy data. Vehicles parked, including trucks parked on ramps and non-designated areas, and vehicles queued at the fuel pumps were counted. Earth Tech will be conducting nighttime counts to determine the number of trucks staying overnight. As expected, data show little to no overnight truck parking on weekend nights. There are many more passenger vehicles on weekends; longer lines at the fuel pumps.</p>		
3	<p>Messrs. Smith and Williams discussed the benchmarking process, specifically the process by which the study team is screening states in order to identify the 3 final leadership states for more in-depth evaluation during the benchmarking process. Beginning with the other 48 continental states, those with no rest areas program / planned future actions were eliminated from further consideration. States that were too small in terms of population density (compared to CT) also were dropped from further consideration. Those that had a truck parking demand exceeding supply remain in the mix; those with a surplus were dropped. The team also looked at the availability of information; leader states tend to ensure that information on their SPs and RAs is accessible to all as demonstrated by their excellent websites. Illinois and Minnesota are standouts in this respect.</p>		

	<p>Dave Williams discussed the categories of facility attributes that are considered in the process of "triaging" the other states: Statewide System Characteristics, Facilities Services Programs, Operation & Maintenance, Facility Development & Financing, Facility Design, and Facility Tourism / Gateway function. Initially, states rising to the top when viewed in the context of these criteria are PA, IL, NY and MN.</p> <p>Mr. Williams mentioned the meeting with the tourism board and he cited numbers from CT and other states. Reportedly (to be confirmed) CT's SPs and RAs accommodate 600,000 tourist annually (compared to states such a Florida - 15,000,000 - and Vermont - 4,000,000.</p>		
<p>4</p>	<p>Ruth Fitzgerald (FHI) discussed the early results of the User Survey. Data is still being assessed; an "incomplete draft" was distributed to show early results. This draft was based on total results, but final documentation will also deal with each individual SP / RA location. Notable among the results: >50% of passenger car trips were entertainment or vacation.</p> <p>The results will be cross-tabulated in order to isolate respondent categories.</p>		
<p>5</p>	<p>Ms. Fitzgerald indicated that the agenda for the next Advisory Committee Meeting (November 7th at 10 a.m. @ DOT) will be similar to today's agenda, but the materials will be much further advanced, in many cases final results will be available.</p>		
<p>6</p>	<p>The first Newsletter will go out within the week. A final draft will be sent later today, or tomorrow, for review and approval by ConnDOT. For the most part, distribution will be by e-mail, with US Mail for those from whom we have no e-mail address. Over the course of the project, there will be 6 newsletters issued.</p>	<p>FHI to distribute final draft of Newsletter #1</p> <p>ConnDOT to review and approve Newsletter #1.</p>	<p>Sept. 21, 2005</p> <p>Sept. 26, 2005</p>

7	ConnDOT suggested that signs be posted at the SPs and RAs advising of the Study and providing the website address, e-mail, and call-in with comments information.	ET to explore feasibility of doing this; advise ConnDOT.	Sept. 23, 2005
8	<p>Ms. Fitzgerald conducted a visioning exercise. First, the Draft Vision Statement was distributed and discussed briefly. This led to a discussion the "visions" (areas of emphasis) in five specific categories that support and inform the vision: Quality & Image, Enhancing tourist Offerings, Coverage and Capacity, Services and Amenities, Optimizing Revenue, and Minimizing Environmental & Community Impacts. Everyone was asked to write down their opinions and ideas as to what specific factors contribute to each of these categories. Participants were encouraged to think "outside the box," into the future (15 years+ out), and to imagine Connecticut on a par with leading states in the provision of roadside services and facilities.</p> <p>A similar "visioning" will be conducted with the Advisory Committee at the next meeting. This will permit a final vision statement to be issued in November.</p> <p>The meeting concluded following the visioning exercise.</p>	PHI to document and distribute the results of the visioning exercise.	Sept. 30, 2005
9	The next meeting is scheduled for Tuesday, October 18, 2005 from 1 p.m. to 2:30 p.m.		

Report submitted by:


 Lawrence Carr, Deputy Project Manager

September 23, 2005
 Date

Report approved by:


 Stephen DelPapa, Transportation Supervising Planner

10/27/05
 Date

Statewide Service Plaza/Rest Area Study
ConnDOT Project No. 170-2533
Report of Meeting- Steering Committee

Date of Meeting: October 18, 2005, 1:30 p.m. – 3:00 p.m.
 ConnDOT Offices, 2800 Berlin Tpke.

I. Attendees:

Steve DelPapa	ConnDOT - Planning
Jeff Harper	ConnDOT - Facilities
Cindy Holden	ConnDOT - Planning
Ned Hurle	ConnDOT - Planning
Michael Marzi	ConnDOT - Rights of Way
Russ Morin	ConnDOT - Planning
Phil Parcak	ConnDOT - Trans. Principal Engr.
Daniel Smachetti	ConnDOT - Facilities
Denise Young	ConnDOT - Environmental Compliance
Thomas Doyle	ConnDOT - Transportation Planner
John Waleszczyk	ConnDOT - Facilities Design
Larry Carr	Earth Tech
Jim Ford	Earth Tech
Brad Smith	Earth Tech
Ruth Fitzgerald	Fitzgerald & Halliday, Inc.
Laurel Stegina	Fitzgerald & Halliday, Inc.
Dave Williams	The Williams Group
Sue Olivier	The Williams Group

II. Discussion Items

Item	Discussion Topics	Action Items	Target Date
1	Steve DelPapa opened the meeting.		
2	Jim Ford, Earth Tech, presented the early results of the traffic counting program at several key locations including Darien and Fairfield. Data show total visits and the number of trucks in proportion to total visits. Darien has a large volume of cars with a relatively low number of trucks (probably due to its limited parking availability for		

	<p>large trucks). Mr. Ford commented that Darien is clearly a "gateway" location and warrants consideration for a tourism / welcome center function. Space limitations will be the challenge for this location, and for most of the others along this highly developed part of the I-95 corridor.</p> <p>Mr. Ford also displayed bar charts showing the number of accidents within ½ mile of several key locations, and the number of those accidents involving a truck. The goal of this was to determine if the data indicate that the number of accidents involving trucks is higher in the vicinity of rest areas (indicative, potentially, of trucks parked on road shoulders or on accel / decel ramps at roadside facilities) – this does not appear to be the case. It was noted that there is a high accident rate at the Darien and Danbury NB locations.</p> <p>Mr. Ford discussed the parking occupancy data. Nighttime counts (11 pm and 3 am) are underway to determine the number of trucks over-nighting at the rest areas and service plazas.</p> <p>Mr. Smachetti observed that the peak period for stops at the service plazas for which data was presented appears to be lunch-time or thereabouts. The number of stops from lunchtime to the dinner hour (late afternoon) appears to be substantially higher.</p>		
<p>3</p>	<p>Dave Williams, The Williams Group, opened a discussion of benchmarking and determining the "leader states." He observed that states across the country are "getting out of the truck business." That is to say, there is an increasing trend toward privatization, letting the private truck stop industry deal with trucks. States will provide parking, but the trend is away from services for truckers; these are being "out-sourced" to the private sector.</p>		

<p>The data also indicate that CT is not capturing it fair share of tourists compared to states of similar size. The is a "lost opportunity" for CT.</p> <p>Mr. Williams illustrated the "triaging" process that the team used to determine the 3 leader states. Essentially, this involved the application of performance criteria and the culling of states from the other contiguous 47 based on these criteria. Some states were eliminated for reasons such as size and location, while others were subject to more in-depth scrutiny in a second tier of screening. Three states, however, repeatedly come to the forefront whether the yardstick is design quality, funding mechanisms, or governance. These 3 states are Illinois (IL), Pennsylvania (PA), and Minnesota (MN).</p> <p>Sue Olivier, The Williams Group, continued the presentation on the process by which the leader states were selected. Her remarks included:</p> <ul style="list-style-type: none"> □ Rest areas are federally funded and this precludes commercial activities and welcome centers. □ Tolls are the predominant source of funding for states' service plaza programs. Usually, the governance of the SPs falls to the entity that collects the tolls. □ Vermont is struggling with funding the cost of its program (no tolls). □ Massachusetts has a high customer satisfaction in surveys. This is attributed to the variety of food and services available at most service plazas. □ PA is somewhat unique in that there is access along all its borders (non-coastal state that abuts five other states). It has welcome centers at each major highway portal. □ Illinois has 13 staffed welcome centers. It operate and "oasis program." Wilton 	<p>Earth Tech team to verify with Dept of Tourism that CT tourism stops are 600,000.</p> <p>CT to be added to chart for purpose of comparison with the other states.</p>	<p>Nov. 21, 2005 AC Meeting</p> <p>Nov. 21, 2005 AC Meeting</p>
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	<p>Partners / Exxon (JV) financed these at no risk to the Tollway Authority in exchange for a long-term operations lease.</p> <ul style="list-style-type: none"> □ RI is currently building what is reportedly the most expensive welcome center in the US at \$33 Million. Reportedly, the feasibility study for this facility claims a 33:1 return on investment (\$100 million). Also, feasibility report claims that every visitor to a welcome center will spend an average of \$104 additional in-state. □ CT tourism department frequently cites the PA welcome centers as examples. □ One question related to welcome centers is whether their integration with service plazas occupies space that would otherwise produce revenue, thereby adversely affecting the financial return to the operator / concessionaire. If so, it may be desirable to provide free-standing WCs (as in Charlton, MA). □ Host Marriott is by far the leading operator (6 out of 10 states). In some cases, HM operates the center and manages concessions by others, such as McDonald's. □ In MA, HM came in as operator after construction, but in some states HM has built and then operates the facilities. □ MN is considering foregoing federal funding of its rest areas in order to be able to lease these sites to private entities who then could introduce commercial activities to the extent allowed by MN. □ Truck Stops of America (TCA) is the predominant operator nationally of private truck stops. □ IL, MN, and PA have each developed and financed their facilities differently. All have high quality facilities. 	<p>Earth Tech team to investigate this matter further to determine accuracy of information, especially cost and purported economic benefits.</p>	<p>Nov. 21, 2005 AC Meeting</p>
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<p>4</p>	<p>Following the presentation by TWG, Jim Ford asked for the group's concurrence that these 3 states would be benchmarked as the leader states in the CT Rest Areas & Service Plazas Study.</p>	<p>The Steering Committee confirmed PA, IL and MN as the Leader States for benchmarking.</p>	<p>Oct. 18, 2005</p>
<p>5</p>	<p>Ruth Fitzgerald (FHI) discussed results of the User Survey. She distributed a summary handout that included general O&D information, trip purpose, reason for stopping, money spent, an evaluation of services, and recommended improvements. Data were presented for the total database, but not by individual locations. Data were presented in graphical format (e.g., bar charts and pie diagrams). The need for further refinement of the data was acknowledged. For example, the data show 3% of respondents spending >\$30 at rest areas. Inasmuch as these are equipped only with vending machines, these data may be erroneous.</p> <p>The principal reason given for stopping by the preponderance of travelers (85%) was to use the restroom facilities. This was closely followed by food / drink (43%). [These data were provided for all ten locations.]</p> <p>Most travelers (57%) gave vacation / entertainment as the purpose of their trip; this was followed by work / business as a purpose (23%), personal (17%), and shopping, only 3%.</p> <p>Of the ten leading most desired improvements five deal with the toilet facilities in one way or another (need more, cleaner, better design, etc.).</p>	<p>FHI to provide survey results on a location-by-location basis.</p>	<p>Nov. 21, 2005 AC Meeting</p>

<p>6</p>	<p>FHI also presented the results of the visioning session conducted at the September 20, 2005, Steering Committee meeting. The results were summarized on a handout that was distributed to the committee. The members were asked to come to the next Steering Committee meeting having rank ordered by their opinion of the level of importance (1. = very important; 2 = somewhat important; 3= not that important) each of the individual items listed in the six broad categories in which ideas were grouped during the visioning session.</p>	<p>SC Members to rank order the Visioning list.</p>	<p>Nov. 29, 2005 SC Meeting</p>
<p>7</p>	<p>FHI discussed its intention to conduct interviews of "focus groups" that would be able to speak to the needs of the trucking industry, inter-regional buses, and tourists / others. FHI sought suggestions for groups to contact.</p> <p>One suggestion offered by a member of the committee was to include the Gasoline Retailers Association. ConnDOT apparently, has been receiving criticism for the pricing structure for gasoline sales at the service plazas (some allege preferential wholesale pricing because the service plazas are operated by the supplier corporation).</p>	<p>SC to recommend focus groups.</p>	<p>Nov. 29, 2005 SC Meeting</p>

8	The agenda for the Advisory Committee meeting scheduled for November 21 st at 1 to 3 p.m. was discussed. This will include a brief re-cap of study purpose and scope for anyone not in attendance at the previous meeting, an update on traffic counts, summary of benchmarking and leader states, a review of the user survey, and a visioning exercise similar to the one conducted at the September SC meeting.		
9	Adjournment - Next Steering Committee Meeting is November 29, 2005, 10:30 a.m. to Noon at ConnDOT.	Earth Tech to prepare agenda.	Nov. 22, 2005 SC Pre-Meeting
10			

Report submitted by:



 Lawrence Carr, Deputy Project Manager

October 27, 2005

 Date

Report approved by:



 Stephen DelPapa, Transportation Supervising Planner

October 28, 2005

 Date

Statewide Service Plaza/Rest Area Study

ConnDOT Project No. 170-2533

Report of Meeting - Steering Committee

**Date of Meeting: January 12, 2006, 10:30 a.m. - 12:00 p.m.
ConnDOT Offices, 2800 Berlin Tpke.**

I. Attendees:

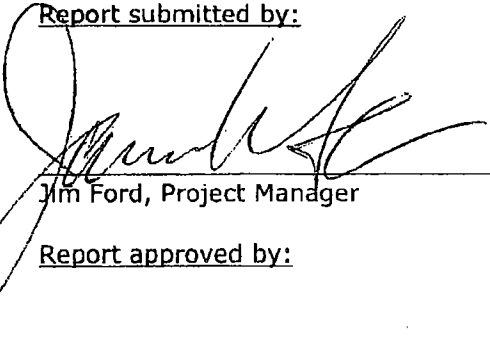
Steve Delpapa Dan Smachetti Phil Parcak Cindy Holden John Waleszczyk Denise Young Jeff Harper Michael Marzi Andy Davis Russ Morin Laurel Stegina Ken Livingston Brad Smith Jim Ford	ConnDOT-Planning ConnDOT-Facilities ConnDOT ConnDOT-Planning ConnDOT-Facilities Design ConnDOT-Environmental Compliance ConnDOT-Facilities ConnDOT-Row ConnDOT-Planning ConnDOT-Maintenance Fitzgerald & Halliday, Inc. Fitzgerald & Halliday, Inc. Earth Tech Earth Tech
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II. Discussion Items:

Item	Discussion Topics	Action Items	Target Date
1	Steve Delpapa opened the meeting.		
2	Larry Carr, Earth Tech, outlined the benchmarking effort indicating information had been gathered from New England states and we were following up on NY and NJ.		
3	Jim Ford, Earth Tech, presented preliminary results from the Truck Demand Model and indicated that further analysis was on going to identify truck parking deficits in various travel corridors, I-91, I-84, and I-95. He also reported that additional bus accumulation and occupancy counts would be taken at various Rest and Service Plazas. There was a discussion of the		

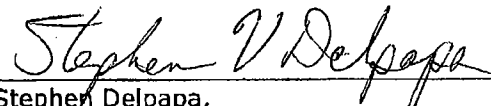
	possible reasons for higher number of buses at some locations. The use of incentives at Milford & Darien for drivers might be skewing bus arrivals at these locations. This apparently can't be regulated by the state as it is not being done by Corporate but by an entrepreneurial franchisee.		
4	Ken Livingston, FHI, presented graphs which displayed results from the Visioning Exercise with the steering committee. A similar Visioning Exercise will be conducted with the Advisory Committee. Mr. Livingston also outlined the frame work for the Coordination Meetings and the Focus Groups. It was suggested that a "futurist" to address the future of auto travel and things such as alternate fuels be added. Steve Delpapa will coordinate the selection of someone to give input to the study.		
5	There was a discussion of CTDOT policy to protect local fuel retailers. It was stated that DOT would not entertain incentive pricing.		
6	An AC Meeting was proposed for late March or early April.		
7	The next SC meeting will be January 31 st , 2006 @ 10:30 AM.		

Report submitted by:


 Jim Ford, Project Manager

2/2/06
 Date

Report approved by:


 Stephen Delpapa,

2/8/06
 Date

Statewide Service Plaza/Rest Area Study**ConnDOT Project No. 170-2533****Report of Meeting – Steering Committee**

Date of Meeting: January 31, 2006, 10:30 a.m. - 12:30 p.m.
ConnDOT Offices, 2800 Berlin Tpke.

I. Attendees:

Steve Delpapa	ConnDOT-Planning
Dan Smachetti	ConnDOT-Facilities
Phil Parcak	ConnDOT
Cindy Holden	ConnDOT-Planning
John Waleszczyk	ConnDOT-Facilities Design
Denise Young	ConnDOT-Environmental Compliance
Jeff Harper	ConnDOT-Facilities
Steve Degen	ConnDOT-Row
Andy Davis	ConnDOT-Planning
James Morrin	ConnDOT
Thomas Doyle	ConnDOT
Russ Morin	ConnDOT-Planning
Laurel Stegina	Fitzgerald & Halliday, Inc.
Jim Ford	Earth Tech
Brad Smith	Earth Tech
Jeff Maxtutis	Earth Tech
Stephani Estela	Earth Tech

II. Discussion Items

Item	Discussion Topics	Action Items	Target Date
1	Steve Delpapa opened the meeting.		
2	Jeff Maxtutis, Earth Tech, explained charts developed from the FHWA Truck Demand Model showing Truck Peak Hour Parking Deficits for 2005 and 2025. To compare the truck space demands a count was taken of available legal spaces. Demands for spaces appear to be great leaving a deficit of 1,380. Future demands show an increase of 548 by 2025 if new facilities aren't in effect. Truck demand isn't being serviced; there is a shortage of parking statewide. I-91 doesn't have service areas and		

	<p>on I-95 there is not enough parking for the high volume.</p> <p>Jim Ford, Earth Tech, commented on the need in Darien for additional truck facilities and the need to identify potential locations that can actually meet the competing demands. Analysis on passenger car/truck/bus accumulation will begin.</p> <p>Bradley Smith, Earth Tech, reported the supplemental bus occupancy/accumulation counts which will be taken later this week at three service plazas and three rest areas. These are needed to verify some earlier traffic tube counts which appeared to be high.</p>		
2	<p>Mr. Ford and Mr. Smith discussed the benchmarking effect. Successful responses from NY & NJ are being pursued. The goal will be to extract as much information as possible recognizing the degree of difficulty for states to provide information.</p>		<p>Draft of info received from states next SC.</p>
3	<p>Laurel Stegina, Fitzgerald & Halliday, Inc. presented the outreach program. The Focus group meeting will have three elements. 1) Truck/Bus-Commercial & Long Distance 2) Tourism 3) General Public, targeting 12-18 of the state facilities. Coordination meetings with about 12-15 people including the Executive Directors, MPO, and RPA to get input on the entities. On the Truck/car/bus entity group there will be discussion on amenities and travel parking. Second, tourism discussion will be on service, staffing, funding, and marketing. Thirdly, gathering information on the general public by asking neighboring residents, through CT Motor Club AAA and the website.</p>	<p>Develop a template for questions for coordination meetings.</p>	<p>March 6th & 7th for coordination meetings.</p>
4	<p>Mr. Delpapa initiated discussion on two policy issues. 1) Externalizing Management 2) Air-Rights Facilities. Dan Smachetti, ConnDOT, indicated that the service plazas are important</p>		

	revenue generators and that the cost of external management must be a factor that is carefully considered. Mr. Ford advocates the need to look 30 years ahead as to what these service plazas will be like. The concept of DBFO will be considered. The second issue considered was air-rights facilities. A concept idea from Illinois which utilizes the space over the highway with entrances on both ends should be looked at.		
5	The Advisory Meeting #3 will be held April 3 rd , 1-3pm. Agenda will be developed at the next PRE-SC & SC meetings. Next SC meeting will be held March 8 th , 2006 at 1pm in Rm G 328.	Develop agenda for AC.	

Report submitted by:

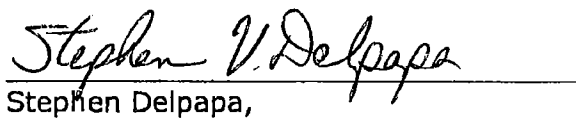


 Jim Ford, Project Manager

2/2/06

 Date

Report approved by:



 Stephen Delpapa,

2/8/06

 Date

ConnDOT Project No. 170-2533
Statewide Service Plaza/Rest Area Study
Report of Meeting – Steering Committee
 Date of Meeting: Wednesday, March 08, 2006, 1:00 PM-3:00 PM
 ConnDOT, 2800 Berlin Tpke, Newington, CT

I. Attendees:

Steve Delpapa Dan Smachetti Phil Parcak Cindy Holden John Waleszczyk Jeff Harper Michael Marzi James Morrin Thomas Doyle Ruth Fitzgerald Laurel Stegina Ken Livingston Brad Smith Jim Ford Jon Anderson Stephani Estela	ConnDOT-Planning ConnDOT-Facilities ConnDOT-P. & F.S. ConnDOT-Planning ConnDOT-Facilities Design ConnDOT-Facilities ConnDOT-R.O.W. ConnDOT ConnDOT Fitzgerald & Halliday, Inc. Fitzgerald & Halliday, Inc. Fitzgerald & Halliday, Inc. Earth Tech Earth Tech Earth Tech Earth Tech
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II. Discussion Items:

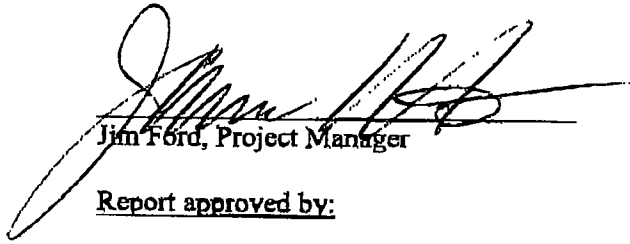
Item	Discussion Topics	Action Items	Target Date
1	Steve Delpapa opened the meeting.		
2	Jim Ford, Earth Tech, outlined the results of traffic and parking studies, capture rate, and the benchmarking effort indicating informational data and recommended directions presented by power point slides of the project study area. Along interstates 84, 91 and route 15 there are gaps in service for trucks/autos. There are no Welcome Centers at any entry points. ConnDOT will provide ESA's for ET	ConnDOT will be submitting a Request for Proposal (RFP) for a new vendor in place with the agreed outcome of this study, Sept. 2008.	March 24, 2006

<p>3</p>	<p>Jon Anderson, Earth Tech, discussed findings of the benchmarking report process. Connecticut can vastly improve its Rest Areas, Service Plazas, and Welcome Centers. Pennsylvania and Minnesota have the best Welcome Center program involving art, restaurants, real people who will help you make hotel reservations, customer and tourism services. New Jersey has the best Service Plaza and concession revenue with 7-21% improvement of capture rate. New York has seen 28% increase of revenue and Pennsylvania projects more than 20% increases. Massachusetts previously used a Host Marriott Service and in turn went with McDonalds and saw 21% increases. The keys to use are: More food variety, more franchises, and flexibility to change vendors, better service, and better amenities. Connecticut has higher income and wants healthier food and high class amenities. Increasing concession revenue will greatly increase the need for auto/truck parking. The State of Connecticut cannot solve truck parking supply shortfall alone and will need major private sector options.</p>		
<p>4</p>	<p>Mr. Ford emphasizes that the Darien facility on I-95 Northbound is basically begging to become a Welcome Center based on existing auto/truck usage. The question is raised-Are CT facilities used properly? Steve Delpapa will prepare a list of CT members for the multi-disciplined team that will perform site visits to all of the facilities in April 2006. Check lists will be used for existing amenities along with desired amenities to develop individual concept plans targeted for future needs. In order to deal with the</p>	<p>Jon Anderson, Project Manager, ET, will sort out make-up of the team.</p>	<p>April 2006</p>

	<p>auto/truck parking deficits and the traffic issue is to either find acreage for more facilities or reconfigure existing facilities to accommodate the traveling public. From the information we have and the site visits we will develop specific recommendations for attractive new facilities or for improvement on existing facilities for a higher capture rate and the possibility of a 20% increase or more in revenue.</p>		
5	<p>There are no facilities in the Center and NW region of the state. Two facilities were closed down off route 8 due to security issues. The Focus Groups addressed three specific concerns: 1) Public 2) Trucking 3) Tourism. All Focus groups cued in on safety, security, and lighting, parking, traveling/tourism information and tourism. I-91, Route 9 or on Route 44 travelers will not hit one Rest Area or Service Plaza. Parking deficits are at 1350 now and are reaching 1700 in the near future; what number of the 1350 deficit can we actually reach? Private sector involvement will be needed to help provide extra parking.</p>	<p>Coordination meetings.</p>	
6	<p>Ruth Fitzgerald, FHI, discussed the Public Outreach Plan. Tourism is the largest growing sector of the state's economy and the main mission on top of the list is <u>safety</u>! How do we make this happen? Present at the Public Outreach meetings are: State Tourism, Lake Compounce, Mohegan Sun, Mystic Chamber of Commerce, and several other organizations. There is a great interest in the design of Welcome Centers as bright, New England style gateways to the state.</p>	<p>Public Meetings-June</p>	
7	<p>The next SC meeting will be April 13th, 2006 at 10:00 AM.</p>	<p>Project schedule ends December 2006.</p>	<p>April 13, 2006 at 10:00 AM.</p>

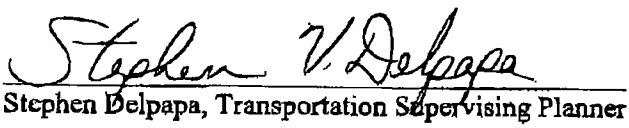
Report submitted by:

Report submitted by:


Jim Ford, Project Manager

3/27/06
Date

Report approved by:


Stephen Delpapa, Transportation Supervising Planner

3/30/06
Date

Statewide Service Plaza/Rest Area Study

ConnDOT Project No. 170-2533

Revised Report of Meeting – Steering Committee

Date of Meeting: Tuesday, April 13, 2006, 10:00 p.m. – 12:00 p.m.
 ConnDOT, Room 328, 2800 Berlin Tpke, Newington, CT

I. Attendees:

Steve Delpapa Thomas Doyle Ned Hurle Andrew Davis Dan Smachetti Denise Young John Waleszczyk Michael L. Marzi Russ Morin James Morrin Jeff Harper Ruth Fitzgerald James Ford Jon Anderson Stephani Estela	ConnDOT-Transportation Supervising Planner ConnDOT-Transportation Planner ConnDOT-Transportation Planning Director ConnDOT-Transportation Planner ConnDOT-Director of Property & Facilities ConnDOT-Transportation Engineer III ConnDOT-Transportation Supervising Engineer ConnDOT-R.O.W. Project Coordination ConnDOT-Transportation Planner II ConnDOT-Transportation Planner II ConnDOT-Concessions Supervisor Fitzgerald & Halliday, Inc.-President Earth Tech, Inc.-Senior Program Director Earth Tech, Inc.-Project Manager Earth Tech, Inc.-Construction Facility Specialist
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II. Discussion Items:

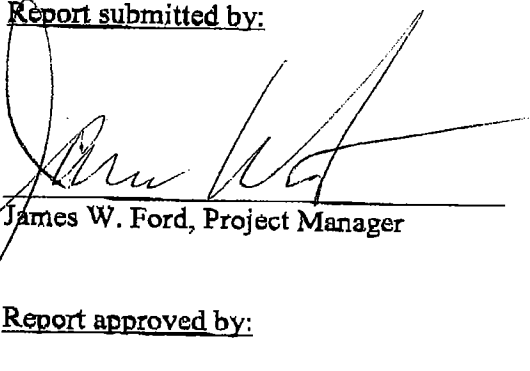
Item	Discussion Topics	Action Items	Target Date
1	Steve Delpapa opened the meeting.		
2	James Ford, Earth Tech, discussed the Site Visit schedule. Site Visits will consist of assessing the site for future footprints of new facilities and recommended improvements. The team will have an architect, site engineer, and site planner from Earth Tech. Site packages consisting of a site map, criteria check-list, and ConnDOT concerns will be prepared for each facility. The visits may be accompanied by appropriate ConnDOT		Site Visits start late April 2006.

	<p>staff, but the schedule can not accommodate all staff needs.</p>		
<p>3</p>	<p>Mr. Ford presented potential conceptual alternatives for rest area, service plaza and welcome center locations.</p> <p>The Merritt Pkwy., a historical landmark, does not have auto parking deficits, minimal improvements to facilities are planned.</p> <p>Expansion of truck services is needed on I-95 in the South Western portion of the state. Darien should be a Gateway Welcome Center.</p> <p>Fairfield, Madison, Plainfield, and Waterford have potential for development of Air-Rights facilities.</p> <p>A private entity is interested developing a restaurant over I-95 as an air-rights facility in Waterford. Significant land is available at the old Waterford airport nearby for a truck parking facility.</p> <p>I-95 in Westbrook should close.</p> <p>The town of Thompson acquired property in the vicinity of exit 100 off I-395. Northeast Council of Governments (NECOG) is interested in developing a Welcome Center in that location.</p> <p>North Stonington should become a Welcome Center for travelers entering the state.</p> <p>Reestablishment of the Service Plaza in Montville on I-395 NB (now occupied by state police) is recommended to reduce pressure in parking deficits due to close proximity to the Eastern Connecticut entertainment and tourism district.</p> <p>A truck stop operator in Willington on I-84</p>	<p>Develop concept plans for Air-Rights facilities.</p>	

	<p>EB may expand and is interested in the Oasis Program. A Federal funded program permitted only if a facility is open 24 hours, provides food, fuel, restrooms, and truck parking along an interstate.</p> <p>North Western Connecticut needs tourism promotion. The area attracts tourists in the summer months. The Town of Torrington in the region is interested in opening a Welcome Center off of Rte. 44 by utilizing a private house purchased by the town.</p>	<p>Research Oasis logo.</p>	
<p>4</p>	<p>Residents from the town of Willington have made complaints about too many interstate signs. This may hinder private Oasis signage on I-84 near West Willington.</p> <p>McDonalds wants to add more logos on the state rest area blue boards on highways with more food type options as they expand their branding services into new food type offerings.</p> <p>I-295 NB in Rhode Island has a Dunkin Donuts on the Inter-State system.</p> <p>NATSO (National Association of Truck Stop Operators) will not support commercialization of new service plazas due to competition with private truck stop operators.</p> <p>No services are available to travelers along Rte. 9, Rte. 2, and I-91 north of Hartford. New facilities are needed. In Colchester off Rte 2, there is access to the Air Line Rail Trail that is a good location for a Rest Area with access to the popular bike path/pedestrian trail.</p> <p>Rest areas in Southington, Wallingford and Middletown may need renovation. The facilities are old and do not meet present building code requirements for access/egress by pedestrians.</p>	<p>ET will meet with Town Planner in Colchester regarding the development of a new facility near the Air Line Rail Trail.</p>	

	Efforts will be made to contact NY about providing a facility before entering CT. Linear parking facilities, -areas along side highways for trucks to park will be considered (New York and Rhode Island use this method).	Contact NY on providing a facility upon entering CT.	
5	The goal is to make "out of the box" recommendations and select ideas that work. Any thoughts or ideas, no matter how unconventional, are very important. Partnerships with the private sector interested in developing new rest areas or expanding truck parking is encouraged. Earth Tech will provide site and facility plans for specific sites in the final phase of the project.	Earth Tech will provide site specific plans for future recommendations and alternatives.	
6	Ruth Fitzgerald, FHI discussed the public outreach schedule. Public information meetings will occur from mid June to mid July, during two different weeks to accommodate vacation schedules. The next Advisory Committee Meeting will be held before the public information meetings. The next Steering Committee Meeting will be Thursday, May 25, 2006 at 1:00 PM in Room G-328.	The Governance Task Scope will be handed in to ConnDOT.	SC Meeting May 25, 2006.

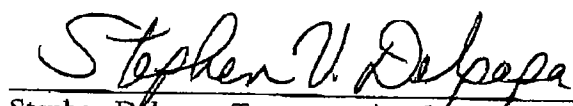
Report submitted by:


James W. Ford, Project Manager

Date

6/8/06

Report approved by:


Stephen Delpapa, Transportation Supervising Planner

Date

6/8/06

Statewide Rest Area & Service Plaza Study

ConnDOT Project No. 170-2533

Report of Meeting – Steering Committee

Date of Meeting: Thursday, May 25, 2006, 1:00 PM-3:00 PM
 ConnDOT, 2800 Berlin Tpke, Room G-328, Newington, CT

I. Attendees:

Steve Delpapa	ConnDOT-Transportation Supervising Planner
Thomas Doyle	ConnDOT-Transportation Planner
Ned Hurle	ConnDOT-Transportation Planning Director
Dan Smachetti	ConnDOT-Director of Property & Facilities
Denise Young	ConnDOT-Transportation Engineer III
John Waleszczyk	ConnDOT-Transportation Supervising Engineer
Michael L. Marzi	ConnDOT-R.O.W. Project Coordination
Russ Morin	ConnDOT-Transportation Planner II
Jeff Harper	ConnDOT-Concessions Supervisor
Ruth Fitzgerald	Fitzgerald & Halliday, Inc.-President
Kenneth Livingston	Fitzgerald & Halliday, Inc.-Planner
Laurel Stegina	Fitzgerald & Halliday, Inc.-Senior Planner
James W. Ford, P.E.	Earth Tech, Inc.-Senior Program Director
Bradley J. Smith, P.E.	Earth Tech, Inc. -Supervising Transportation Engineer
Raymond Porfilio, AIA, LEED	Earth Tech, Inc.-Vice President
Stephani Estela	Earth Tech, Inc.-Construction Facility Specialist

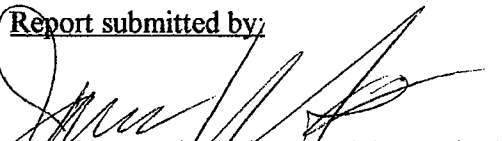
II. Discussion Items:

Item	Discussion Topics	Action Items	Target Date
1	Steve Delpapa, ConnDOT, opened the meeting.		
2	Bradley Smith, Earth Tech, reports findings and progress for the completed site visits. Interests throughout all sites were trucks, pumps, ramps, and car spaces. Potential onsite and adjacent land available-Good suggestions for expansion. Operation safety issues-Trucks are parked and autos travel where people pump gas. Local roads are connected to the back driveways of facilities-vehicles are observed driving through.		

	<p>Site by site reports will highlight these issues and provide an updated record of what's current.</p>		
3	<p>Raymond Porfilio, Earth Tech, using a PowerPoint presentation, presents strategies, visioning, and approaches to recommendations with gathered information from the benchmarking report and the public outreach process. Three terminologies used to understand services needed at Rest Areas and Service Plazas are 1) Tourism, 2) Volume and Demand, 3) Trucking.</p> <p>Northwestern corridor is a vacationing location. The I-91 corridor is underserved, especially north of Hartford.</p> <p>Food choices-A better variety will influence the revenue which can be captured.</p> <p>The 1,770 deficit for trucks will never be completely solved; we must have an realistic goal and will select potential truck facilities to meet a part of that deficit.</p> <p>An option for the Darien I-95 SB location is to use the emissions site for additional truck parking.</p> <p>Welcome Centers are strongly recommended in Willington, Danbury, Darien, North Stonington, and along Interstate 91.</p> <p>The "Building Blocks" of a facility consist of three different components of service according to its kind (Service Plaza or Rest Area) which are Comfort, Welcome, and Retail. Comfort being restrooms, Welcome being customer service and tourism, Retail being commercial business and food.</p> <p>Clustered into groups by their footprint, sq ft, site vehicular traffic, and the capture rate we have been able to develop prototypes of the facilities into small, medium, and large categories.</p>		<p>Meeting with FHWA to present goals, issues, and concerns on May 31, 2006.</p>

4	<p>James Ford, Earth Tech, discussed some policy issues.</p> <p>The RI approach to commercialization to the Rest Area on I-295 shows that you can't only provide one type of concession (Dunkin Donuts). Special circumstances will have to justify commercialization at Rest Areas.</p> <p>Earth Tech conceptually will design a Vertical Oasis-Off Highway Facility. An Air-Rights development over the highway to be designated as an Oasis-primarily signage, opened 24 hours, and must provide overnight truck parking, restrooms, restaurant, and fuel.</p>		
5	<p>Ruth Fitzgerald updates the committee on the Public Outreach program.</p> <p>Throughout the months of July and August four Public Informational Meetings will be held. These meetings will present to the public what the issues and strategies are.</p> <p>A summary of all the Coordination Meetings will be posted on the website.</p> <p>The Project Team should read comments and issues on the website database every month.</p>	Address issues and comments on the website database.	
6	<p>Schedule:</p> <p>The overall study is scheduled to be completed by December 2006.</p> <p>Schematic layouts and conceptual designs will be completed by the end of summer 2006.</p>		Next AC Meeting June 26, 2006.

Report submitted by:


James W. Ford, Project Manager

Date

4/19/06

Report approved by:


Stephen DePapa, Transportation Supervising Planner

Date

6/20/06

Statewide Service Plaza/Rest Area Study

ConnDOT Project No. 170-2533

Report of Meeting – Steering Committee

Date of Meeting: Monday, August 28, 2006, 10:00 p.m. – 12:00 p.m.
 ConnDOT, 2800 Berlin Tpke, Room G-328, Newington, CT

I. Attendees:

Cynthia Holden	ConnDOT-Transportation Asst Director Environmental Planner
Steve Delpapa	ConnDOT-Transportation Supervising Planner
Phil Parcak	ConnDOT-Transportation Principal Engineer
Thomas Doyle	ConnDOT-Transportation Planner
Dan Smachetti	ConnDOT-Director of Property & Facilities
Denise Young	ConnDOT-Transportation Engineer III
John Waleszczyk	ConnDOT-Transportation Supervising Engineer
Michael L. Marzi	ConnDOT-R.O.W. Project Coordination
Russ Morin	ConnDOT-Transportation Planner II
James Morrin	ConnDOT-Transportation Planner II
Jeff Harper	ConnDOT-Concessions Supervisor
Ruth Fitzgerald	Fitzgerald & Halliday, Inc.-President
Laurel Stegina	Fitzgerald & Halliday, Inc.- Senior Planner
James W. Ford	Earth Tech, Inc.-Senior Program Director
Bradley J. Smith	Earth Tech, Inc.-Supervising Transportation Engineer
Stephani Estela	Earth Tech, Inc.-Construction Facility Specialist

II. Discussion Items:

1. Steve Delpapa, ConnDOT, opened the meeting.
2. Ruth Fitzgerald, FHI, introduces the Guiding Principles for the study. The overall plan needs to adhere to the vision developed. Guiding Principles optimize revenue generation and benefit the state's economy. All comments will go to Steve Delpapa, ConnDOT.
3. James Ford, ET, discusses key issues. The 1,770-truck parking space deficit cannot be solved but the project team came close to it. Governance is going to be critical to this success and gaps in service need to be filled.
4. Mr. Ford presents the Rest Area and Service Plaza concepts:
 - **Merritt Pkwy Sketches**
 - **Sites #1 & 2 Greenwich Service Plazas Rt. 15 NB/SB**

- Locate parking before the building?
- Deceleration lane was shortened NB. An operational lane was recommended between the lane and ramp-The site location can't be shifted. Delivery trucks needs to enter through the lane.
- Goal was to get pumps put of the way.
- **Sites #3 & 4 New Canaan Service Plazas Rt. 15 NB/SB**
 - Identify the retention pond location for new salt shed.
 - Review acceleration lane, decel lane, and operational lane.
- **Sites #5 & 6 Fairfield Service Plazas Rt. 15 NB/SB**
 - Requires some additional rights away.
 - Raised parking between parking and gap-Not great.
 - Schematic ideas, needs a little thought on combining entrance and exit ramp.
- **Sites #7 & 8 Orange Service Plazas Rt. 15 NB/SB**
 - Parking- Straight vs. angle. Ability to turn around and park if you miss entrance to the parking area.
- **Sites #9 & 10 North Haven Service Plazas Rt. 15 NB/SB**
 - Wetlands.
- **Site #11 Danbury Rest Area I-84 EB**
 - Option to expand truck parking?
 - Law enforcement present.
- **Site #12 Southington Rest Area I-84 EB**
 - Review layout of Auto/Truck parking.
- **Sites #13 & 14 Willington Rest Areas I-84 EB/WB**
 - Going to get resistance because nearby private sites are never full.
 - Current tax structure on motor fuels may account for low sales to trucks.
- **Sites #15 Wallingford Rest Area I-91 SB**
 - Significant potential for truck parking.
- **Site #16 Middletown Rest Area I-91 NB**
 - Major enforcement facility.
- **Site #17 Darien Service Plaza I-95 SB**
 - Maintenance Facility
- **Site #18 Darien Service Plaza I-95 NB**
 - Not significantly increasing truck parking.
- **Sites #19 & 20 Fairfield Service Plazas I-95 NB/SB**
 - Air-Rights proposed.
- **Sites #21 & 22 Milford Service Plazas I-95 NB/SB**
 - Doesn't propose Air-Rights.
- **Sites #23 & 24 Branford Service Plazas I-95 NB/SB**
 - Towns proposed revised ramp layout.
 - Air-Rights proposed-Competing Issues
- **Sites #25 & 26 Madison Service Plazas I-95 NB/SB**

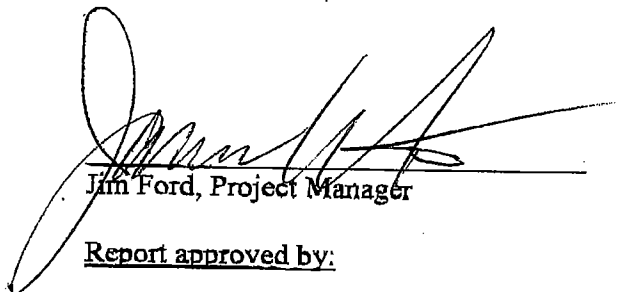
- Single level on top for auto parking, truck parking on lower level.
- Fuel service would be pulled closer to highway.
- **Site #27 Westbrook Rest Area I-95 NB**
 - No further potential for continuing Welcome Center.
 - Truck parking to be provided.
- **Site #28 North Stonington Rest Area I-95 SB**
 - Nearby parking for Foxwoods employees.
 - Upgrading building.
- **Site #29 Montville Service Plaza I-395 SB**
 - Reoccupy NB side where state police are.
 - Wetland issues.
 - Fish ladder, Boy scouts.
- **Sites #30 & 31 Plainfield Service Plazas I-396 NB/SB**
 - New truck parking lot on SB side is on top of septic systems.
- **Site #32 Enfield Rest Area I-91 NB-New**
 - 5 minutes from MA.
 - Wetland issues.
 - Conceptual at this point
- **Site #33 Enfield Rest Area I-91 SB-New**
- **Site #34 Newtown Rest Area I-84 EB/WB-New**
 - Aquifer protection area?
 - Revise ramp structure.
- **Sites #35 & 36 Haddam Rest Areas Rt. 9 NB/SB-New**
- **Site #37 Windsor Locks Rest Area Rt. 2 WB-New**
 - Restaurant or Hotel
 - On existing tobacco fields.
- **Sites #38 & 39 Bozrah Rest Areas Rt. 2 EB/WB-New**

5. General Discussion

- Public/Private Partnership
- Letter from FHWA Legislation-Mr. Delpapa will send out.
 - Development of Service Plazas along I-84/I-91.
- Private Developer on Farmers Market in Hartford-Need to schedule meeting.
- Meet with First Officials about proposals for new locations in their area.
 - Steve and Jim will meet to set schedule.
- AC Meeting-What we need to propose.
- Coordinate with State Police facility.
- Executive Meeting on recommended new locations.
- Proposing new facilities:
 - I-91
 - I-84
 - Rt. 2
 - Rt.9

- The demand for tourism is high in SE CT.
- Prioritization Determination Guiding Principles-High or Medium:
 - Safety-High
 - Truck Parking-High
 - Public/Private Cooperation-Medium
 - Customer Service/Tourism-High
 - Statewide Service Coverage:
 - I-84/I-91-High
 - Rt. 2/Rt. 9-Medium
 - Innovation-High
 - Best Practices-High
 - Governance-High
 - Long-term Value/Efficient & Effective Re-use-High/Medium
 - Stakeholder Involvement-High
 - Good Neighbors-High
- City of Torrington interested in putting a Visitor Center downtown off Rt. 8 near Burger King.
 - Needs to be incorporated into study.
- All tourist centers need to be brought into study.
- Get all comments on sites to Steve Delpapa in the next two weeks.
- Provide facility size plans to ConnDOT.

Report submitted by:

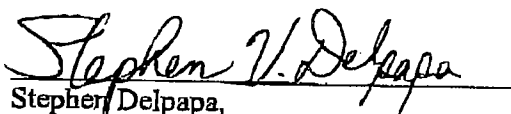


 Jim Ford, Project Manager

9/6/06

 Date

Report approved by:



 Stephen Delpapa,

9/01/06

 Date

Statewide Service Plaza/Rest Area Study

ConnDOT Project No. 170-2533

Report of Meeting -- Steering Committee

Date of Meeting: Monday, October 10, 2006, 1:00 p.m. – 2:30 p.m.
ConnDOT, 2800 Berlin Tpke, Room G-328, Newington, CT

I. Attendees:

Cynthia Holden	ConnDOT-Transportation Asst Director Environmental Planner
Steve Delpapa	ConnDOT-Transportation Supervising Planner
Phil Parcak	ConnDOT-Transportation Principal Engineer
Thomas Doyle	ConnDOT-Transportation Planner
Dan Smachetti	ConnDOT-Director of Property & Facilities
Denise Young	ConnDOT-Transportation Engineer III
John Waleszczyk	ConnDOT-Transportation Supervising Engineer
Russ Morin	ConnDOT-Transportation Planner II
Andy Davis	ConnDOT-Transportation Planner
Jason Newman	FHWA
John Formosa	FHWA
Laurel Stegina	Fitzgerald & Halliday, Inc.- Senior Planner
James W. Ford	Earth Tech, Inc.-Senior Program Director
Stephani Estela	Earth Tech, Inc.-Construction Facility Specialist

II. Discussion Items:

1. Federal Highway Presentation

John Formosa, FHWA, attended the meeting at the request of the Department to clarify their August, 2006 correspondence regarding options at Service Plazas and Rest Areas. He stated that FHWA supports new development, expansion, and improvements at Rest Areas. He indicated there were minor conflicts of legislation and these should not limit our imagination when developing proposals.

He stated the following points to look at:

- 1) ROW Concerns Existing excess property is already available and FHWA Transportation Money is available as well as additional 23 CFR Revenue.

3. Discussion of Commercialization

The Project Team discussed the commercialization of Rest Areas. Jim Ford suggested that one location might be picked as an pilot proposal. Commercializing Wallingford or Middletown are possibilities, but Danbury is a good alternative, especially considering the hurdles we are facing at the proposed Newtown location.

Points to consider:

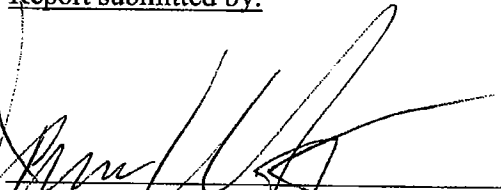
- FHWA may allow anything within reason if it is justified by the three national goals previously mentioned.
- Current Federal regulations seem to limit opportunity.
- Must provide substantial truck parking.
- Potential for a Private/Public Partnership
- NATSO will fight against any commercialization of rest areas or service plazas (they do not want anyone to get into the business of commercializing a truck stop).

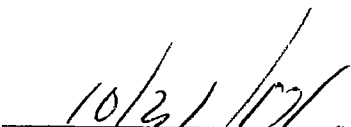
It was suggested that the consultant might review a potential truck parking area in Manchester (the State owns a lot of property behind Friendly's and the Commuter Parking Lot).

4. Schedule Update – Next Steps

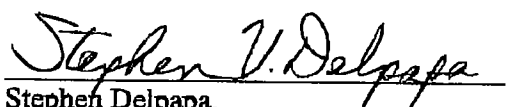
- Obtain support from upper management on new and/or expanded commercialization or differing guidance concerning any study recommendations. ConnDOT to raise the issue to higher level management.
- AC Meetings / Public Info Meetings on hold till further notice.

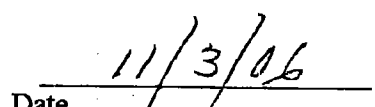
Report submitted by:


James Ford, P.E. Project Manager


Date

Report approved by:


Stephen Delpapa,
Transportation Supervising Planner


Date

Statewide Service Plaza/Rest Area Study

CTDOT Project No. 170-2533

Report of Meeting – Steering Committee

Date of Meeting: Friday, May 4, 2007, 10:00 AM-12:00 PM
CTDOT, 2780 Berlin Turnpike, Training Center, Newington, CT

Attendees:

Cynthia Holden	CTDOT-Transportation Asst Director Environmental Planning
Steve Delpapa	CTDOT-Transportation Supervising Planner
Thomas Doyle	CTDOT-Transportation Planner
Dan Smachetti	CTDOT-Director of Property & Facilities
Denise Young	CTDOT-Transportation Engineer III
John Waleszczyk	CTDOT-Transportation Supervising Engineer
Andy Davis	CTDOT-Transportation Planner
Jeff Harper	CTDOT-Supervisor of Property & Facilities
Michael Marzi	CTDOT-Project Coordination-R.O.W.
Ruth Fitzgerald	Fitzgerald & Halliday, Inc.- President
Laurel Stegina	Fitzgerald & Halliday, Inc.- Senior Planner
Sue Olivier	The Williams Group - Principal
James W. Ford	Earth Tech, Inc.- Senior Program Director
Bradley J. Smith	Earth Tech, Inc.- Senior Transportation Engineer
Stephani Estela	Earth Tech, Inc.- Construction Facility Specialist

Discussion Items:

1. **Overview of Executive Summary-** R. Fitzgerald, FHI, provided an overview of the executive summary.
 - a. **Study Purpose and Background-** The study has a two-fold purpose to assess and improve traveler facilities and focus on the truck parking deficits of 1,200 and associated safety issues. As part of the data collection and analysis process we have provided traffic counts, parking observations, user surveys, benchmarking, tourism analysis, and revenue analysis. Public outreach efforts have been made by meeting with various municipalities throughout the state – Public Info Meetings should be taking place this summer. There is tremendous potential for private sector partnership.
 - b. **Vision and Guiding Principals-** The vision statement was developed and is provided in the newsletters and website. The study consists of guiding principals.
 - Safety
 - Public-private cooperation
 - State-wide coverage
 - Best practices
 - Governance
 - Efficient and effective re-use
 - Stakeholder involvement
 - Truck parking
 - Customer service
 - Innovation
 - Tourism
 - Long-term value
 - Federal regulation restriction
 - c. **Issues-** Throughout the study we've reviewed the truck parking shortfall, physical conditions, facility image, safety and security, gaps in service, tourism and economic benefits, welcome centers, and local concerns.

- d. **Needs-** The state needs additional capacity for parking –trucks and autos. The state also needs to improve functionality and to provide better amenities, travel information, food choices, and maintenance. To enhance the Connecticut image and to be environmentally responsible, good neighbors, and to provide safe and desirable conditions. Effective operations will benefit the state by minimizing cost and funding needs, leverage private sector participation, optimize economic benefits, and encourage opportunities for direct and indirect revenue enhancement.
- e. **Connecticut Facilities-** All of Connecticut's 8 rest areas, 23 service plazas, and 6 welcome centers have been studied. An additional 12 new facilities have been proposed.
- f. **Quality & Revenue-** Best practices for the operation and maintenance of rest areas and service plazas was developed from benchmarking the experiences of leader states.
- g. **Recommended Approaches & Strategies-** For better flow, functionality, and efficient use of existing space.
- New buildings at existing sites
 - Expand / reconfigure existing sites
 - New Rest Area locations
 - New Welcome Center locations
 - Use of over-the-highway facilities
 - Truck-only and car-only sites
 - Public-private cooperation
 - Site programming / traveler services
2. **Review of Individual Rest / Service Area Site Recommendations-** J. Ford, Earth Tech, described the recommended concepts of individual sites. He showed rendering sketches of the various sizes of rest areas and service plazas.
- a. **Existing Facility Locations-** Currently 31 sites exist. As part of the statewide plan it's recommended to replace all buildings, increase truck parking where appropriate, reconfigure most all sites to maximize safety and parking, and enhance welcome centers at key gateway locations. Rte 15 / Merritt Parkway and Wilbur Cross buildings will be replaced with historically sensitive new facilities – New Canaan location needs to be further coordinated with the proposed salt shed facility. Strong opposition has been expressed towards any development at the Service Plazas on I-95 in Fairfield. An additional component to this plan is to propose over-the-highway locations for maximization of parking and services.
- **(1-10) Route 15 / 5 NB, 5 SB –Service Plazas**
 ⇒ Upgrade buildings, retail spaces and welcome center at Greenwich facility
 ⇒ Expand auto parking
 - **(11) Danbury / I-84 EB –Rest Area**
 ⇒ Upgrade building and welcome center
 ⇒ Expand truck parking
 - **(12) Southington / I-84 EB –Rest Area**
 ⇒ Upgrade building
 ⇒ Expand truck parking
 - **(13 & 14) Willington / I-84 EB & WB –Rest Areas**
 ⇒ Upgrade buildings and WB welcome center
 ⇒ Expand truck and auto parking
 - **(15) Wallingford / I-91 SB –Rest Area**
 ⇒ Upgrade building

- ⇒ *Expand truck parking*
- **(16) Middletown / I-91 NB –Rest Area**
 - ⇒ *Upgrade building*
- **(17 & 18) Darien / I-95 NB & SB –Service Plazas**
 - ⇒ *Upgrade buildings, retail spaces, and NB welcome center*
 - ⇒ *Expand auto parking and SB truck parking*
- **(19 & 20) Fairfield / I-95 NB & SB –Service Plazas**
 - ⇒ *Convert to Over-the-Highway facilities*
 - ⇒ *New retail spaces*
 - ⇒ *Expand truck and auto parking*
- **(21 & 22) Milford / I-95 NB & SB –Service Plazas**
 - ⇒ *Upgrade buildings and retail spaces*
 - ⇒ *Expand NB auto parking and SB truck parking*
- **(23 & 24) Branford / I-95 NB & SB –Service Plazas**
 - ⇒ *Convert to Over-the-Highway facilities.*
 - ⇒ *New retail spaces*
 - ⇒ *Expand truck parking and SB auto parking*
- **(25 & 26) Madison / I-95 NB & SB –Service Plazas**
 - ⇒ *Convert to Over-the-Highway facilities*
 - ⇒ *New retail spaces*
 - ⇒ *Expand truck and auto parking*
- **(27) Westbrook / I-95 NB –Rest Area**
 - ⇒ *Convert to truck parking facility*
 - ⇒ *Expand truck parking*
- **(28) N. Stonington / I-95 SB –Rest Area**
 - ⇒ *Upgrade building and welcome center*
- **(29) Montville / I-395 NB & SB –Service Plaza**
 - ⇒ *Relocate SB State Police barracks*
 - ⇒ *Convert to Over-the-Highway facility*
 - ⇒ *New retail space and welcome center*
 - ⇒ *Expand truck and auto parking*
- **(30 & 31) Plainfield / I-395 NB & SB –Service Plazas**
 - ⇒ *Convert to Over-the-Highway facilities*
 - ⇒ *New retail spaced and potential welcome center*
 - ⇒ *Expand truck and auto parking*

b. **New Facility Location Recommendations-** New facilities recommended will be safe, attractive, low-maintenance, energy and operationally efficient. Proposed new facilities will address current gaps in service especially adhering to I-91, Rte 2, and Rte 9. This study recommends use of federally defined oasis programs, private / public cooperation, and truck-only facilities. The Town of Windsor Locks has shown favor of new development off Rte 20. The First Selectman from the Town of Bozrah has shown positive reception as well.

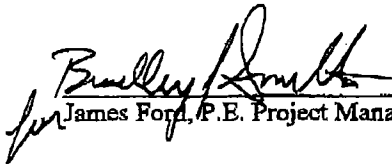
- **(32 & 33) Enfield / I-91 NB & SB**
 - ⇒ *New Rest Areas & Welcome Center*
- **(34) Newtown / I-84 EB & WB**
 - ⇒ *New Truck Parking Facility*
- **(35 & 36) Haddam / Rte 9 NB & SB**
 - ⇒ *New Rest Areas*
- **(37) Windsor Locks / Rte 20 WB**
 - ⇒ *New Truck Parking Facility*

- (38 & 39) Bozrah / Rte 2 EB & WB
⇒ *New Rest Areas*
- (40) Thompson / I-395
⇒ *New Rest Areas & Welcome Center*
⇒ *Potential Oasis Location*
- (41) Waterford / I-95
⇒ *New Private Truck Parking Facility*
⇒ *Potential Oasis Location*
- (42) Hartford / I-91
⇒ *New Private Truck Parking Facility*
- (43) Torrington / Rte 8
⇒ *New Welcome Center*

c. Commissioner's Briefing- To be held May 10, 2007.

- R. Fitzgerald to provide Op-ED Letter prior to the meeting.
- CTDOT will provide further direction relative to the Schedule, Governance, AC Meetings, Public Info Meetings, and Final Report.

Report submitted by:


 for James Foran, P.E. Project Manager

5-9-07
 Date

Report approved by:


 Stephen Delpapa, Transportation Supervising Planner

5/14/07
 Date

**Connecticut Statewide Rest Area and Service Plaza Study
 Coordination Meetings — Summary Matrix of Issues & Concerns, Suggestions, and Comments**

Three focus groups were organized to reach out to key rest area user groups to gain a better understanding of their issues and to find out more about their needs vis-a-vis rest areas and service plazas. These groups were: 1) tourism and economic development industry representatives 2) commercial and long-distance trucking and bus industry representatives, and 3) representatives of the general traveling public. Twelve to 15 people participated in each focus group. The focus group sessions took place on March 6th and 7th in 2006. Here is a summary of those sessions:

Focus Group	Major Issues & Concerns	Suggestions	Comments
Tourism and Economic Development	<ul style="list-style-type: none"> • Safety and security issues. • Lack of truck parking spaces. • Travel and tourism services are inadequate. • Gaps in coverage and capacity. • Facilities are poorly maintained and not clean • Outdated facilities. • Limited and unhealthy food choices. 	<ul style="list-style-type: none"> • Improve lighting and security with greater enforcement presence. • Provide more truck parking and consider separating facilities for cars and trucks • Improve design, appearance, maintenance, and landscaping. • Enhance travel and tourism information services, with trained staff, maps and brochures, and technological solutions. • Integrate welcome center component into gateway locations. • Upgrade and modernize facilities, services, and amenities, such as real-time travel and tourism information. • Reflect the region and local area. 	<ul style="list-style-type: none"> • Connecticut is making an “average, at best,” impression on out-of-state travelers with its rest areas and service plazas. • The group was not concerned with competition to local businesses, which serve a different clientele. • Merritt Parkway is an asset to the state. • Governance issues are critical to address.

		<ul style="list-style-type: none"> • Greater food variety. • Develop public-private and public-public partnerships, including working with other states. • Make facilities environmentally friendly. • Consider air rights facilities. • Explore creative financing and revenue-generating opportunities to be re-invested in the tourism and the facilities. 	
Commercial Truck and Bus Industry			
	<ul style="list-style-type: none"> • Safety and security issues. • Lack of truck parking spaces. • Confusing traffic circulation patterns. • Gaps in coverage and capacity, particularly on I-95 in southwestern Connecticut, I-91 north of Hartford, and I-84 in western Connecticut. • Outdated facilities. • Limited food choices. 	<ul style="list-style-type: none"> • Improve lighting and security with greater enforcement presence. • Separating facilities for cars and trucks at key locations. • Provide more truck parking and air rights facilities, new facilities, expansion of existing facilities, use of weigh stations and commuter lots, lease of state land under the highway to private operators, and use of federal programs, such as the "Oasis Program." • Improve traffic circulation. • Provide safe curbside passenger drop-off locations for buses. • Improve design, appearance, maintenance, and landscaping. • Upgrade and modernize facilities, services, and amenities needed by truck 	<ul style="list-style-type: none"> • One can enter Connecticut from Massachusetts on I-91 and proceed south to Route 9 to I-95 northbound to Rhode Island without encountering a roadside facility in Connecticut. • More truck parking is needed in close proximity to major shipping and distribution centers in southwestern Connecticut. • Connecticut's coverage and capacity problem is exacerbated by lack of facilities in New York and other states. • Lack of truck parking and truck driver hours of operation provide an enforcement dilemma. • Public sector should be sensitive to private sector development and avoid potential competition.

		<ul style="list-style-type: none"> and bus operators, such as plug-ins. Greater food variety. Develop public-private and public-public partnerships to assist with zoning, and community concerns. Work with bordering states. Explore creative financing opportunities. 	
Traveling Public			
	<ul style="list-style-type: none"> Safety and security issues. Trucks are parking illegally; there is a lack of truck parking. Confusing traffic circulation patterns. Travel and tourism services are inadequate. Gaps in coverage and capacity. Dirty, poorly maintained facilities. Outdated facilities. Limited and unhealthy food choices. Environmental concerns. 	<ul style="list-style-type: none"> Improve lighting and security with greater enforcement presence. Enforce illegal truck parking laws. Improve traffic circulation. Improve real-time travel information and incident management systems. Separate facilities for cars and trucks. Consider air rights facilities, use of weigh stations for truck parking. Employ travel demand management strategies to curtail truck parking demand. Improve design, appearance, maintenance, and landscaping. Enhance travel and tourism information services, with trained staff, maps and brochures, and technological solutions. Integrate welcome center component into gateway 	<ul style="list-style-type: none"> There are gaps in coverage in the Waterbury area and northwest Connecticut Darien facilities are at or over capacity. Governance issues are critical to address. Address noise, air quality, storm water runoff, and other community concerns.

		<p>locations.</p> <ul style="list-style-type: none"> • Upgrade and modernize facilities, services, and amenities, such as WiFi. • Reflect the region and local area. • Greater food variety. • Develop public-private and public-public partnerships, including working with other states and other Connecticut state departments • Consider air rights facilities. • Make facilities environmentally friendly and multi-modal. 	
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**Connecticut Statewide Rest Area and Service Plaza Study
Public Information Meetings — Summary Matrix of Issues & Concerns, Suggestions, and Comments**

DARIEN PUBLIC INFORMATION MEETING	
Comments & Questions Major Issues & Concerns	Study Team Response
The study vision addresses essential elements: safety, economy, community concerns.	
Please make sure the state enforces laws against prostitution, drugs, other crime.	
Selleck Woods is a valued community resource that should be protected.	
Over-the-highway and overpasses are unsightly and expensive. There are better ways to invest state money.	
DOT has a poor record in this area on environmental issues: clean water, stormwater drainage, air quality, truck idling.	
Keep the community free of trash and road debris emanating from service plazas.	
Land used for a state facility like a rest area does not contribute as much to the local tax base as another development.	
What is the status of the DOT's pilot program to mitigate truck idling? Does the study recommend specific technology to mitigate truck idling?	Most truck idling occurs when drivers need to heat or cool the cab and there is no other source of energy. It is too early in the planning process to say exactly what type of technology will be installed at future roadside traveler facilities, but the study will recommend that "state-of-the-art" technology be used in the improved facilities. It is an objective of the Department to reduce or eliminate truck idling, as it is both an air quality and noise issue and currently against the law.
Truck idling is an extraordinary and fundamental problem.	The Department agrees and will try to incorporate measures to reduce or eliminate idling.

Comments & Questions Major Issues & Concerns	Study Team Response
What types of facilities are prohibited? Is federal legislation being discussed that will reverse these prohibitions?	Construction of new revenue-generating facilities, such as service plazas with commercial services, like gas, retail, and food services are prohibited by federal legislation on federally funded highways. Currently existing facilities may be improved or expanded, however.
Large existing industrial areas can be used for truck parking.	While there was discussion on the topic, the final version of SAFETEA-LU (federal funding legislation) did not reverse the prohibition on the construction of new commercial roadside travel facilities. It's hard to say what federal legislation will be passed in the future. Even if such legislation is passed, the state would have to decide its own policy on constructing new service plazas.
Does the study recommend truck-only parking facilities?	Truckers will need more than just parking spaces. They will also need facilities — rest rooms at a minimum. Private truck stops (off-highway facilities) are a feasible (and desired) alternative.
Have idle brownfields been explored for truck parking areas?	Yes, although the exact locations have not yet been determined.
Will renewal of contracts/vendors address the issue of increased revenue support?	Not specifically.
How can truck parking be reduced at the I-95 Darien NB facility when it's already at or over capacity?	Yes, the long-term RFP, to be issued in 2008, will address this issue.
What is the projected truck parking shortfall after all preliminary recommendations are implemented?	The study recommends making Darien a mostly auto parking facility, with more truck parking at Fairfield. This is consistent with existing demand patterns.
Existing structures contribute to the historic character of the Merritt Parkway. Who was consulted in the process to ensure that any new buildings would be consistent with its historic character? Can the buildings on the Merritt Parkway be moved and preserved instead of demolished?	Assuming that all the preliminary recommendations are implemented, a truck parking shortfall of about 700–800 spaces would still exist in 2025, based on the public sector's ability to meet the need.
In North Stonington, there is a private truck facility with 120 truck parking spaces, with "plug & play" technology allowing trucks to eliminate noise and reduce air emissions.	It is too early in the planning process for this type of consultation. Design will occur later in the process. However, the project team will recommend that DOT to look into whether or not the buildings can be moved and preserved instead of demolished.

Comments & Questions Major Issues & Concerns	Study Team Response
<p>The Darien Land Trust would like the DOT to be a better neighbor at the I-95 Darien NB service plaza. Issues of concern: oil spills, trash in the lake, prostitution, drugs, other crime. There needs to be a permanent barrier between the service plaza and the bordering 50-acre park.</p>	<p>Protecting neighbors from noise and air quality concerns are high priorities. It is too early in the planning process to consider actual design elements, such as noise barriers, however the recommendations will note that these types of mitigations measures should be considered if conditions warrant them..</p>
<p>Residential land owners abutting the I-95 Darien SB service plaza would like protection from pollution (i.e., soot) and noise. Is there any plan to install noise barriers or other protection for neighbors? Often, projects run out of money before things like noise barriers can be purchased and installed to protect neighbors.</p>	<p>New Jersey, Illinois, and New York (Thruway) have over-the-highway facilities.</p>
<p>Where is there another example of an over-the-highway facility?</p>	<p>It would be the Department's objective to incorporate all of these concerns into the design of these facilities such that they would not create these types of impacts.</p>
<p>Will over-the-highway facilities have an impact on traffic congestion and safety? Will there be an increase in accidents? Will over-the-highway facilities act like an echo chamber?</p>	<p>The study was originally driven by the truck parking shortage in Connecticut and the safety concerns relating to that deficit.</p>
<p>Consider using weigh stations for rest areas.</p>	<p>As part of the study process, environmental assessments have been conducted at each facility to identify and document these issues.</p>
<p>Residents have concerns about environmental impacts, such as leaks in underground storage tanks, at existing facilities.</p>	
<p>The study has a huge truck bias.</p>	
<p>Rest areas and service plazas have a negative impact on traffic congestion.</p>	
<p>Rest areas and service plazas have issues with environmental compliance. They are not in compliance with CT DEP Phase II stormwater regulations, and there are underground storage tank leaks.</p>	
<p>DOT has broken many promises in the past in this area.</p>	
<p>There have been many truck idling violations at the facilities. Trucks need to come into compliance with the law.</p>	
<p>Rest areas and service plazas are important to travel corridors.</p>	
<p>Why were financing mechanisms and an implementation plan not included as part of the study process? There is no real understanding, yet, about how the study recommendations will be implemented and funded.</p>	<p>This is an initial planning study. Financing mechanisms and implementation were part of the study, but more detailed analyses will be necessary before a final course of action can be implemented.</p>

Comments & Questions Major Issues & Concerns	Study Team Response
Are follow-up studies planned?	A governance study is recommended, and individual studies of each location will be undertaken when they move into project planning and design.
How has the study been received by the Transportation Strategy Board?	The TSB has enthusiastically received the preliminary findings although this issue is not yet an official part of the TSB program.
There should be communication with state and local officials, and residents.	There has been a continual process of communication and inclusion with municipalities and regions and other state agencies.
Consider re-opening weigh station in Greenwich. This may reduce truck traffic and generate revenue.	
The state should work with the State of New York in constructing new rest areas and truck stops. There is no place for truck drivers to stop from the Meadowlands to Connecticut.	Coordination with New York has been initiated. However, Connecticut must contribute to the ultimate solution. Connecticut is also a destination for goods.
Trucks bring goods into Connecticut from all across the country. We are consumers. Truck drivers are just trying to meet "just-in-time" and "next day" delivery demands. Local delivery regulations often dictate that truckers must deliver at specific times (i.e., 7-9 a.m.).	
Truck drivers, by law, must rest. There are not enough places to rest. Many legal parking areas are at or over capacity.	
Nobody wants a truck stop or rest area next door. However, there are examples of truck stops as good neighbors. The I-84 Willington truck stop, for example, is clean and safe and brings revenue into Connecticut.	
Over-the-highway facilities are creative a way to deal with land availability and cost.	
Perhaps large distribution centers could provide truck parking facilities.	
The final study should be flexible enough to adapt to changes, such as those prescribed for the restructuring of the DOT and future transportation priorities.	
There are safety concerns with access/egress at the Route 15 Darien service plaza.	
Truck deliveries to service plazas along Route 15 require movement through local neighborhoods, which is a safety and security issue.	
Don't locate facilities near schools.	

SOUTHBURY PUBLIC INFORMATION MEETING	
Comments & Questions Major Issues & Concerns	Study Team Response
In northwest Connecticut, there are plans to move a historic diner to Route 8 to use as a welcome center. This is an example of public-private cooperation. There are no facilities from Danbury to Southington. Why?	This facility is included as part of the overall plan.
There is no place/location for a facility in Southbury. These facilities are not wanted in Southbury.	The demand for facilities between Danbury and Southington is high. There will be a recommendation for a facility, but a specific location is not now identified. It is safe to say that no one wants these facilities in their backyard. This is why the state will have to make difficult decisions about this issue that may not always be locally popular.
Was truck idle reduction addressed in the study? Equipment, such as energy reduction technology, is recommended. Facilities could showcase this technology.	The study implementation timeline/horizon is such that specifying certain technologies, now, is not advisable. Rather, the study recommends the use of "state-of-the-art" technologies, allowing future technologies to be employed at the time of design and construction.
Diesel engine technology fuel formulation will help address the truck idling issue.	
Some trucks have to idle (i.e., for cab heating).	
Truck industry will likely address the idling issue on its own through new technologies.	
People want fresh goods to be delivered safely and on time.	
Truckers, by law, must rest. If all legal spaces are taken, then truckers must seek other locations. This is an enforcement issue for state police. State police are in a tough spot.	
Over-the-highway facilities are a good solution.	
Is there a fee to park in public facilities?	No. Public facilities cannot charge for parking.
Is there a fee to park in private facilities?	Yes. Private truck stops charge for parking over a certain number of hours.
Can truckers be ticketed?	Yes.
Will truck industry help pay for solutions? Trucks contribute greater wear and tear on Connecticut's roadways and should pay more.	Trucks do pay a fuel tax in Connecticut (37 cents per gallon) whether or not they purchase gasoline in the state.
Bring the Connecticut Department of Environmental Protection (CT DEP) into the study process.	CT DEP is represented on the study Advisory Committee.
The State of Connecticut should, collectively (multiple agencies), pursue federal funding.	Interagency cooperation is one of the recommendations of the study.

Comments & Questions Major Issues & Concerns	Study Team Response
Where does this study stand in terms of other Connecticut funding priorities?	There is no funding currently programmed for implementation of these improvements. The study is a very early step in the overall planning process. Next steps include the development of funding priorities. Some "easier" preliminary recommendations may move ahead faster, however, even if they are not priorities. "Clusters" of projects will likely be programmed for funding and move forward in groups of projects.
All "players" need to be involved.	
We support the study's recommendations for both the existing Danbury facility and proposed Torrington welcome center. These facilities serve multiple functions, including tourism.	
What is the percentage of trucks on I-95 going through the state versus those whose destination is Connecticut?	On I-95, approximately 65% pass through, and 35% are destined for Connecticut.
What Connecticut residents want is different than what visitors to Connecticut want at facilities.	User survey explored these types of preferences.
WATERFORD PUBLIC INFORMATION MEETING	
Comments & Questions Major Issues & Concerns	Study Team Response
How will study recommendations fit in with important former Waterford Airport property?	Early in the study process, the study team was contacted by private entity interested in exploring opportunities associated with the Oasis Program. However any work to actually select a location will involve extensive coordination with the municipality also. It is too early in the planning process to actually site a facility.
There is definitely a lack of need for truck parking, but we have concern about where these facilities will be located.	
How much acreage is needed for a rest area?	Varies widely depending on lots of factors, but a minimum of 40 to 50 acres is needed.
There is a lack of rail transportation in southeastern Connecticut. Investing in rail transportation may help alleviate the need for trucks, and therefore, truck parking.	
I-95 widening project should be considered when implementing the study recommendations.	
How long will implementing the study take?	The study is long term. How the facilities will be "governed" is an important component and key to moving forward.

Comments & Questions Major Issues & Concerns	Study Team Response
We are pleased that Westbrook welcome center will be maintained. Will this facility be upgraded?	Yes, some upgrades may be possible, but there are land constraints, so they will be at a small scale. The plan includes replacing the building with a more modern building.
What is the total cost of construction for all of the study's recommendations?	Total cost is estimated \$550 million in today's dollars. The hope is that the private sector will bear some of that cost.
Will there be other opportunities for public involvement moving forward?	Yes! During project planning for the individual areas and during design. Also, during the environmental review process, if required, for the new facilities.
What states were examined as part of the benchmarking process?	Neighbor states: Rhode Island, Vermont, Massachusetts, New York & New Jersey. Leader states: Pennsylvania, Illinois, Minnesota
There is no place to park for limousine service, and passengers express concerns about varying hours of operation of restaurants and retail facilities. We are supportive of DOT's study process, involving both public and private sector representatives in several venues, such as the Advisory Committee and Focus Groups.	
The North Stonington rest area is a little outdated, but can, at least, direct people where to go (i.e., for tourist destinations).	
Private facilities can offer lots of services and amenities. Supportive of public-private partnerships.	
Private sector facilities can offer air quality testing, truck plug in technology. Take a look at safety concerns associated with the North Stonington rest area ramps.	
Pollution, air quality, water quality concerns in the vicinity of the former Waterford Airport property should be addressed early in the planning process. Eliminate truck idling, which causes air quality issues.	The study will recommend using state-of-the-art technology, but will not prescribe a specific technology until the design phase.
How can the state help private truck stop operators to improve their facilities? Explore the impacts to private sector truck stop development.	This can be explored.
There are companies investing in technology to address truck idling.	

Comments & Questions Major Issues & Concerns	Study Team Response
Truck drivers have to stop and rest by law. The state police are charged with enforcing parking laws and limits on truckers' hours of operation.	
The North Stonington private facility provides amenities, truck parking, and idle air technology.	
Why will it take so long for study recommendations to be implemented? Other states implement plans faster.	In most other states, service plazas exist on toll roads, which have their own funding sources. This is not the case in CT.
State police barracks are proposed to be incorporated into the Montville site. Are the state police supportive of this proposal?	Preliminary consultation indicates that state police are not opposed to the proposal. The State Police are also represented on the Advisory Committee.
Are the new locations on state-owned land?	No, the new locations require purchasing land. However, improvements to all existing facilities will occur on state-owned right-of-way.
What criteria was used for determining where new locations should go? Upgrade existing welcome centers rather than build new ones.	Gaps in coverage along corridors was the primary criterion. Study recommends both. Welcome Centers are needed at key gateway location and where there are gaps in coverage.
Concerned that gardens at Westbrook rest area will be removed. Connecticut should want more than just functional facilities—we should strive for beautiful facilities.	The study will recommend that these gardens be preserved. Agreed. We want facilities that CT can be proud of.
Why are there no recommendations for I-84?	The final study will include recommendations for additional truck parking along I-84 between Danbury and Hartford. There was an original recommendation that was taken off the table, but another recommendation will be made.
WILLINGTON PUBLIC INFORMATION MEETING	
Comments & Questions Major Issues & Concerns	Study Team Response
Two attendees suggested holding a public information meeting in the Enfield area.	The project scope called for a limited number of public meetings and we tried to locate them throughout the state. The parameters of this study process do not provide for a public information meeting in every town where a preliminary recommendation is proposed. However, the overall planning process is in the very early stages, and there will be future opportunities for meetings in the Enfield area. The preliminary recommendations are corridor and area specific, not property specific.
Would there still be a truck parking deficit in Connecticut if ALL the preliminary recommendations were implemented?	Yes. The state recognizes that the truck parking shortfall cannot be solved by the state alone and encourages private sector involvement.

Comments & Questions Major Issues & Concerns	Study Team Response
<p>The First Selectman of Thompson encouraged ConnDOT to work with his community on the possible location of a rest area/welcome center in Thompson.</p>	
<p>Concern that preliminary recommendations (viewed on the website) show specific properties, when the property owners have not yet even been informed about the study. Meet with property owners! Additionally, the Enfield preliminary concept site is on and adjacent to wetlands.</p>	<p>The purpose of the preliminary concepts is to target general areas and corridors rather than specific properties. The preliminary concepts were conceived of as conceptual locations; no sites are final.</p>
<p>A concern was raised that farm lands have been targeted in the Enfield and South Windsor individual preliminary concepts.</p>	<p>The criteria used to identify potential sites for new rest areas were not constrained for the use of farm lands. However, this criterion will undoubtedly be a consideration in selecting the final sites for new facilities.</p>
<p>The Enfield preliminary concept site will take people on and off the highway, but not into town to patronize local businesses. Encourage mixed uses and discourage sprawl.</p>	<p>There are opportunities for thinking "outside the box," formulating public-private partnerships, and other types of "win-win" alternatives. New facilities will be rest areas (non-commercialized) and won't directly compete with local businesses. Welcome Centers will provide visitors with information about the local area and region, including its businesses. This is likely to benefit the local economy.</p>
<p>What is the schedule for construction and which locations would be completed first?</p>	<p>It's too early in the planning process for the development of a timeline. There is no funding in place at this time for these projects.</p>
<p>What does the study recommend with regard to truck idling?</p>	<p>It is too early in the planning process to specify particular technologies. However, the recommendations will call for the incorporation of improvements to reduce or eliminate truck idling. The preliminary recommendations call for the consideration of many "green" design elements.</p>
<p>In today's dollars, what is the total cost of the preliminary concept plan?</p>	<p>\$550 million for construction.</p>
<p>What is entailed with safety and security at rest areas and service plazas?</p>	<p>Safety and security includes traffic safety, way-finding, lighting, monitoring for crime and providing access for first responders. State police provide oversight and have a presence at service plazas right now. Safety and security are also issues for governance and operations.</p>

Comments & Questions Major Issues & Concerns	Study Team Response
<ul style="list-style-type: none"> When the study is completed, who will receive and approve the plan? Who will implement it? What are the next steps? 	<ul style="list-style-type: none"> The plan is being prepared for ConnDOT, who will approve it and implement it. ConnDOT does not currently have funding in place to implement the plan. The next steps in the planning process may include a governance study and an exploration of funding alternatives. In the future, there will also be project planning at the individual locations, preliminary design, environmental documentation, and more public involvement. The planning process has been and will continue to be incremental and involve different levels of decision making.
<ul style="list-style-type: none"> Some truck drivers will not use the Willington rest area due to concerns for their safety and security. 	
<ul style="list-style-type: none"> Diesel fumes from trucks are a concern for neighbors of the Willington rest area. 	
<ul style="list-style-type: none"> To reduce the demand for truck parking in Connecticut, has the study team considered a recommendation that would charge truckers for parking? 	<ul style="list-style-type: none"> Private truck stops can charge for parking over a certain number of hours, but the state is prohibited from doing so by federal regulation.
<ul style="list-style-type: none"> Is there federal funding available for implementing the preliminary recommendations? 	<ul style="list-style-type: none"> Federal funding may be available, as the plan addresses safety concerns. However, there is no funding currently programmed for these improvements.
<ul style="list-style-type: none"> Can't freight be moved by rail, instead of truck? Why not invest in a rail plan? 	<ul style="list-style-type: none"> New England relies heavily on trucks for distribution. Even if rail could be relied on more, this would not fully resolve the truck parking issue.
<ul style="list-style-type: none"> What are the next steps in the study? 	<ul style="list-style-type: none"> After the four public information meetings, the study Advisory Committee will meet again. Then a draft plan will be submitted to ConnDOT for review and approval.
<ul style="list-style-type: none"> What are the most imperative preliminary recommendations? Will the plan be implemented all at once or in stages? 	<ul style="list-style-type: none"> Priorities will be developed as part of this study. Some low-cost or "easy" projects may also move forward quickly, while higher priorities may take longer due to cost or difficulty with implementation due to the complexity of the recommendation. Some projects may move together as a group or "cluster" (i.e., the Merritt Parkway recommendations).
<ul style="list-style-type: none"> State agency decision making takes a long time (5 to 10 years). By the time decisions are made, much about the study will be outdated. 	<ul style="list-style-type: none"> The public process does take time, especially with such complex issues to resolve. There is an understanding that the recommendations are part of a "living" process. This is why specific recommendations (as opposed to concepts) will happen during design—closer to implementation.

Comments & Questions Major Issues & Concerns	Study Team Response
<ul style="list-style-type: none"> • How will the over-the-highway facilities look in 20+ years? Will they hold up over time? Are they difficult to maintain? 	<ul style="list-style-type: none"> • Illinois provides an example of how these types of facilities hold up over time. They are maintained much like bridges, with routine maintenance and safety inspection. The maintenance and safety inspections are not cost prohibitive, particularly since there is only one facility to maintain that serves both sides of the highway.
<ul style="list-style-type: none"> • How much space, in terms of lineal feet, is needed for a facility? 	<ul style="list-style-type: none"> • There are too many factors to consider to give just one answer. At least 1,000 feet is needed for ramp acceleration and another 1,000 feet for deceleration.
<ul style="list-style-type: none"> • The preliminary recommendations for Bozrah and Haddam don't need to be in these towns, but could just as easily be somewhere on Route 2 and Route 9? 	<ul style="list-style-type: none"> • Correct, as long as they are reasonably centrally located to fill the gap in service.
<ul style="list-style-type: none"> • Has the study team looked into how Pennsylvania and Texas fund their facilities? 	<ul style="list-style-type: none"> • Pennsylvania has toll operating agreements for its service plazas. Texas uses federal enhancement funds.

**Connecticut Statewide Rest Area and Service Plaza Study
Coordination Meetings — Summary Matrix of Issues & Concerns, Suggestions, and Comments**

Agency/Municipality	Major Issues & Concerns	Suggestions	Comments
Capitol Region Council of Governments (CROG)	<ul style="list-style-type: none"> • Safety and security issues • Truck parking shortage • Environmental justice concerns 	<ul style="list-style-type: none"> • Provide more truck parking • Enhance tourism information services • Develop public-private partnerships • Consider air rights facilities • Enhance tourism component, working with local attractions • Improve amenities • Provide WiFi and SmartTraveler information • Improve signage on and visibility from the highway • Provide picnic tables and dog walking areas • More food choices • Increase size of facilities 	<ul style="list-style-type: none"> • Gaps in coverage on I-91 north of Hartford
South Western Regional Planning Agency (SWRPA)	<ul style="list-style-type: none"> • Safety and security issues • Truck parking shortage • Traffic circulation patterns are confusing • Environmental concerns 	<ul style="list-style-type: none"> • Improve emergency access • Make more pedestrian-friendly • Improve traffic circulation and re-configure where necessary • Provide more truck parking and consider short-term parking alternatives combined with real-time information services • Provide truck plug-ins at selected locations • Improve appearance, maintenance, and landscaping • Greater food variety • Enhance tourism information services at gateway locations • Provide links to off-highway destinations • Develop public-private and public-public partnerships with ultimate state control • Make facilities environmentally friendly • Consider air rights facilities in southwestern Connecticut 	<ul style="list-style-type: none"> • Recognizes that no one solution will solve existing problems, and favors a rational approach to expanding existing/building new facilities
Town of Darien	<ul style="list-style-type: none"> • Safety and security issues • Noise concerns • Environmental concerns • Limited food choices • Unclean facilities 	<ul style="list-style-type: none"> • Develop buffer between facilities and environmental resources • Maintain catch basins • Provide truck plug-ins • Greater food variety • Improved maintenance • Provide more truck parking • Private sector development of facilities • Improve emergency access • Make more pedestrian-friendly • Improve traffic circulation and re-configure where necessary 	<ul style="list-style-type: none"> • New facilities/expansion is not welcome in the municipality
Town of Fairfield	<ul style="list-style-type: none"> • Safety and security issues • Traffic circulation patterns are confusing • Truck parking shortage • Poor appearance 	<ul style="list-style-type: none"> • Improve emergency access • Make more pedestrian-friendly • Improve traffic circulation and re-configure where necessary 	<ul style="list-style-type: none"> • New facilities/expansion is not welcome in the municipality

Agency/Municipality	Major Issues & Concerns	Suggestions	Comments
Town of Fairfield (continued)	<ul style="list-style-type: none"> Unclean facilities Limited food choices Environmental concerns 	<ul style="list-style-type: none"> Provide more truck parking Improve appearance, maintenance, and landscaping Greater food variety Enhance tourism information services in southwestern Connecticut 	
Town of Greenwich	<ul style="list-style-type: none"> Safety and security issues Noise concerns Environmental concerns Illegal truck parking along I-84 	<ul style="list-style-type: none"> Improved security Improve maintenance and landscaping Enhance tourism information services along the Merritt Parkway, and add welcome centers along I-84 Provide more truck parking along I-84 Private sector development of facilities Improved food quality, including offering healthy choices Enhance tourism information services 	<ul style="list-style-type: none"> New facilities/expansion is not welcome in the municipality
Town of New Canaan	<ul style="list-style-type: none"> Traffic safety and circulation issues Septic system problems Poor food quality Gaps in coverage 	<ul style="list-style-type: none"> Improved food quality, including offering healthy choices Enhance tourism information services 	<ul style="list-style-type: none"> New facilities/expansion is not welcome in the municipality
Midstate Regional Planning Agency (Midstate RPA)			
City of Middletown	<ul style="list-style-type: none"> Steep slopes on the approach to the Middletown facility present problems for truckers Truck parking shortage 	<ul style="list-style-type: none"> Provide truck plug-ins Enhance tourism component through local chambers of commerce Encourage travelers to visit downtown areas Enhance tourism information services Locate welcome centers at gateway locations 	<ul style="list-style-type: none"> New facilities/expansion may be welcome in the region Expansion at the Middletown facility is not feasible New facilities are not welcome in the municipality
Central Connecticut Regional Planning Agency (CCRPA)			
Town of Southington	<ul style="list-style-type: none"> Safety and security issues Tourism component should be improved Unclean facilities Limited food choices Tourism component is not adequate Gaps in coverage on I-84 westbound 	<ul style="list-style-type: none"> Increase visibility Provide truck plug-ins Provide economic subsidy to host municipalities Use abandoned mall sites for expansion Locate facilities in industrial zones Locate welcome centers at gateway locations Improve maintenance Truck plug-ins Greater food variety Provide better tourism and travel information Construct overpass ramps to provide westbound access to eastbound facilities along I-84 	<ul style="list-style-type: none"> New facilities/expansion is not welcome in the region New facilities/expansion is not welcome in the municipality New tourism component for existing facility is welcome in the municipality
Council of Governments of the Central Naugatuck Valley (COGCNV)			
Town of Southington	<ul style="list-style-type: none"> Traffic safety and circulation issues Septic system problems Poor food quality Gaps in coverage 	<ul style="list-style-type: none"> Truck parking should be provided off-highway on level land Locate a welcome center in western Connecticut on eastbound I-84 Improve maintenance Greater food variety 	<ul style="list-style-type: none"> New facilities/expansion is not welcome in the region
Council of Governments of the Central Naugatuck Valley (COGCNV)			
Housatonic Valley Council of Elected Officials (HVCEO)	<ul style="list-style-type: none"> Traffic safety and circulation issues Septic system problems Poor food quality Gaps in coverage 	<ul style="list-style-type: none"> Improve amenities Locate new/expanded facilities in Southbury 	<ul style="list-style-type: none"> Land off I-84, Exit 11 in Newtown is too close to a school for a facility Provide access to facilities from local roads New facilities/expansion is not welcome in the region

Agency/Municipality	Major Issues & Concerns	Suggestions	Comments
City of Danbury	<ul style="list-style-type: none"> Truck parking on-highway in Southbury Unclean facilities 	<ul style="list-style-type: none"> Install inviting signage Locate new/expanded facilities in Southbury Provide welcoming tourism staff Improve maintenance 	<ul style="list-style-type: none"> Do not provide access to facilities from local roads New facilities/expansion is not welcome in the municipality
Connecticut River Estuary Regional Planning Agency (CERPA)	<ul style="list-style-type: none"> Safety and security issues Lack of visibility Truck parking illegally in Waterford Limited food choices Gaps in coverage along I-84 	<ul style="list-style-type: none"> Provide links to off-highway destinations Expand at Madison service plaza Provide real-time travel information Provide knowledgeable staff Provide welcome centers at gateway locations Develop a Connecticut theme for facilities Improve signage and sight lines Improve appearance Provide links to off-highway destinations Enhance tourism information services More attractive picnic areas Provide welcome centers at gateway locations Develop public-private partnerships 	<ul style="list-style-type: none"> New facilities/expansion is not welcome in the region Westbrook rest area not properly located to function as a welcome center for the state Privatization means less accountability Expand Westbrook rest area to provide more truck parking
Town of Westbrook	<ul style="list-style-type: none"> Westbrook facility should not be closed Gaps in coverage along I-91 	<ul style="list-style-type: none"> Provide more truck parking areas Provide truck plug-ins Enhance tourism information services Provide more truck parking and truck services, including plug-ins Provide food services Enhance tourism information services 	<ul style="list-style-type: none"> New facilities/expansion is not welcome in the region due to air quality issues and revenue impacts to host municipality
Southeastern Connecticut Council of Governments (SECCOG)	<ul style="list-style-type: none"> Illegal truck parking Tourism component is not adequate Locations of existing facilities do not meet traveler needs Montville rest area too small and inadequate Maintenance is a concern at some facilities Gaps in coverage between Montville and Madison 	<ul style="list-style-type: none"> Provide more truck parking areas Improve restroom facilities Enhance tourism information services and facilities Provide welcome centers at strategic regional gateway locations Improve directional signage Enlarge the North Stonington rest area Develop public-private and public-public partnerships 	<ul style="list-style-type: none"> New facilities/expansion may be welcome in the municipality State-run facilities are preferred to privately owned and operated facilities
Town of Montville	<ul style="list-style-type: none"> Safety and security issues Illegal truck parking Tourism component is not adequate Locations of existing facilities do not meet traveler needs North Stonington rest area too small and inadequate Environmental concerns 	<ul style="list-style-type: none"> Improve traffic circulation, re-configure where necessary, and separate cars and trucks where possible Make more pedestrian-friendly Improved signage and lighting Improve food services, including offering greater food variety Provide more truck parking Enhance tourism and travel information services, particularly at gateway locations Enforce truck parking regulations Modernize and improve appearance Develop public-private and public-public 	<ul style="list-style-type: none"> New facilities/expansion would be difficult in the region due to land constraints and environmental concerns Consolidate between Darien and Branford and provide fewer, state-of-the-art facilities
Town of North Stonington	<ul style="list-style-type: none"> Safety and security issues Illegal truck parking Tourism component is not adequate Locations of existing facilities do not meet traveler needs North Stonington rest area too small and inadequate Environmental concerns 	<ul style="list-style-type: none"> Improve traffic circulation, re-configure where necessary, and separate cars and trucks where possible Make more pedestrian-friendly Improved signage and lighting Improve food services, including offering greater food variety Provide more truck parking Enhance tourism and travel information services, particularly at gateway locations Enforce truck parking regulations Modernize and improve appearance Develop public-private and public-public 	<ul style="list-style-type: none"> New facilities/expansion may be welcome in the municipality
Greater Bridgeport Regional Planning Agency	<ul style="list-style-type: none"> Safety and security issues Traffic circulation patterns are confusing and hazardous, particularly on entrance and exit ramps Too many conflict points between cars and trucks Outdated facilities Truck parking shortage Tourism component is not adequate Illegal truck parking Environmental concerns 	<ul style="list-style-type: none"> Improve traffic circulation, re-configure where necessary, and separate cars and trucks where possible Make more pedestrian-friendly Improved signage and lighting Improve food services, including offering greater food variety Provide more truck parking Enhance tourism and travel information services, particularly at gateway locations Enforce truck parking regulations Modernize and improve appearance Develop public-private and public-public 	<ul style="list-style-type: none"> New facilities/expansion would be difficult in the region due to land constraints and environmental concerns Consolidate between Darien and Branford and provide fewer, state-of-the-art facilities

Agency/Municipality Greater Bridgeport Regional Planning Agency (continued)	Major Issues & Concerns	Suggestions	Comments
South Central Regional Council of Governments	<ul style="list-style-type: none"> Safety and security issues Traffic circulation patterns are confusing and hazardous, particularly on entrance and exit ramps Gaps in coverage 	<ul style="list-style-type: none"> Partnerships Improve amenities Improve picnic areas Provide CT grown products Develop buffer between facilities and residential areas Provide good, basic restroom facilities Greater food variety Provide ATMs Develop public-private and public-public partnerships, with authority in one state agency Utilize travel and truck parking demand management strategies Enhance tourism and travel information services and meet out-of-state traveler needs Improve walking and pet areas Provide facilities every 30 miles Encourage private sector development of facilities 	<ul style="list-style-type: none"> New facilities/expansion may be welcome in the region Westbrook welcome center should be part of a rest area or a service plaza
Town of Branford	<ul style="list-style-type: none"> Safety and security Traffic circulation patterns are confusing and hazardous, particularly on entrance and exit ramps Truck parking shortage Truck idling Sewer system concerns Outdated facilities Congested building entrance Tourism component should be improved Too many facilities along I-95 and no facilities north of Hartford 	<ul style="list-style-type: none"> Improve emergency access Provide more truck parking Greater food variety Improve traffic circulation and re-configure where necessary Improve design, appearance, maintenance, and landscaping of facilities Enhance tourism and travel information services, including staffing 	<ul style="list-style-type: none"> New facilities/expansion is probably not welcome in the municipality due to land constraints, residential impacts, and environmental concerns
Town of Madison	<ul style="list-style-type: none"> Noise concerns Facilities too close to residential areas 	<ul style="list-style-type: none"> Install sound barriers Greater food variety Enhance tourism information services, particularly at gateway locations Encourage private sector development Avoid competition with the private sector Modernize facilities Improve maintenance of facilities 	<ul style="list-style-type: none"> New facilities/expansion is not welcome in the municipality due to community and environmental concerns
City of Milford	<ul style="list-style-type: none"> Buffer between facilities and other land uses are important Outdated facilities Unclean facilities 	<ul style="list-style-type: none"> Develop buffer between facilities and community and environmental resources Consider development of air rights facilities Modernize facilities Improve appearance, maintenance, and landscaping Private sector development of facilities 	<ul style="list-style-type: none"> New facilities/expansion within existing footprint may be welcome in the municipality
Town of Orange	<ul style="list-style-type: none"> Safety and security concerns Traffic circulation patterns are confusing and hazardous, particularly on entrance and exit ramps Community and environmental concerns with oil leaks, storm water management, wetlands, and sewage disposal Septic system and private well issues Outdated facilities Unclean facilities Gaps in coverage along I-91 and Route 9 Governance issues 	<ul style="list-style-type: none"> Develop buffer between facilities and community and environmental resources Consider development of air rights facilities Modernize facilities Improve appearance, maintenance, and landscaping Private sector development of facilities 	<ul style="list-style-type: none"> New facilities/expansion is not welcome in the municipality due to wetland concerns

Agency/Municipality	Major Issues & Concerns	Suggestions	Comments
Town of Wallingford	<ul style="list-style-type: none"> Truck parking shortage Governance issues 	<ul style="list-style-type: none"> Improve basic amenities and travel services Develop buffers between facilities and community and environmental resources Provide more truck parking through the development of public-private and public-public partnerships Utilize travel and truck parking demand management strategies Enforce truck parking regulations 	<ul style="list-style-type: none"> New facilities/expansion is probably not welcome in the municipality due to community and environmental concerns
Northeastern Connecticut Council of Governments (NECCOG) & Town of Plainfield	<ul style="list-style-type: none"> Used for truck parking Traffic circulation patterns are hazardous, particularly on entrance and exit ramps Tourism component is not adequate Not a local asset and too far south to serve region Serves as a place to get fuel Poorly maintained Concerns about noise and land use Concerned about spacing of facilities (many in southern Connecticut, few in northern part of state) 	<ul style="list-style-type: none"> Make safer Greater food variety Improve basic amenities and travel services Improve appearance and design Better signage Enhance tourism information services (including local themes, distribution of local information, and increased staffing) Make more family-oriented (i.e., provide playground area) System-wide evaluation of spacing of facilities Develop public-private and public-public partnerships 	<ul style="list-style-type: none"> New facilities/expansion may be welcome in the region (i.e., for truck parking)



APPENDIX E

Demand, Programming and Revenue Generation Analysis

**DEMAND, PROGRAMMING AND
REVENUE GENERATION ANALYSIS**

**CONNECTICUT REST AREA AND
SERVICE PLAZA STUDY**

July 2008

The Williams Group, LLC
Earth Tech, Inc.
FHI, Inc.
ICON Architecture

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EXECUTIVE SUMMARY

Before any kind of recommendation could be made about the future programming and revenue potential for the rest area program, an analysis of some key data drivers was required. The key drivers for determining an appropriate program that optimizes revenue and maximizes customer satisfaction included an analysis of the following:

- Existing revenue and supporting concession agreements.
- Existing operations model.
- Benchmarking states' best practices, including analyses of:
 - Operations in benchmarking states
 - Customer satisfaction in the states, primarily indicated by sales
 - Revenue generation to the state, capital infusion and an understanding of concession agreements
- Traffic by persons currently visiting the rest areas and service plazas to determine the sales potential by visitor and the amount of space required for sales and amenities to support the current and future traffic.
- Survey and demographics including an analysis of the spending patterns and demographics of current visitors and their preferences.
- Retail programming to determine the future best-fit for every site in the state-wide system, which will include:
 - Potential sales by site
 - Supportable retail program
 - Revenue generation by sites
 - General recommendations for state wide operations, concession agreements and tenancing of the sites, with the emphasis on revenue generating service plazas.

Overall, the main recommendation to Connecticut DOT is to dramatically alter the number and types of tenants in each service plaza in order to optimize revenue to the state and maximize customer satisfaction. The methodology utilized to best achieve this outcome is for the state to get out of the business of concessions and welcome center operations and, through an RFP process, utilize the services of an experienced and well financed operator to operate, tenant, and fit-out the service plazas.

The key findings by category of scope were as follows:

Operations:

It was found that six (6) benchmarking states utilize the HMS (Host Marriott Service Corporation) formula whereby a master concessionaire operates and tenants the service plazas. The logic is based on the fact that an operator such as HMS has the breadth of experience in concessions to develop the best program to meet the needs of the demographics of the public it serves. Secondly, it has under its management, the cadre of tenants required to meet the needs of a visitor population that is not homogeneous throughout the state. Lastly, it has the financial resources to implement the project and provide the staying power to have the tenants survive over period of construction or start-up when sales will not be at their maximum and when ordinary mom-and-pops would be out of business.

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Overall, the states using this model have reported substantial improvements in customer satisfaction over previous operator experience, and have also reported significant increases in revenue as well as food and retail flexibility which evolves with the times and changing demographics.

Revenue:

The same HMS type model has doubled sales at service plazas in reporting states, which generally doubles the revenue to the states. In addition, the competitive nature of the issuance of the agreement has also encouraged the operators to provide substantial capital infusion upon the "win" of an agreement, which has been reported to be in the range of \$40 to \$100 Million, depending on the size of the agreement and the length of the agreement. In addition, negotiated rental revenue to the states ranges from 10% to 22% of sales, depending on capital infusions. With overall traffic increases due to increase customer satisfaction, the revenue to the states or highway authorities is far more lucrative than seen historically.

Lease:

Current revenues from the master concession agreement are reported to be \$6.3 Million on current sales of \$41 Million (2003), which averages \$3.4 Million per retail location. Reporting states have indicated that their figures were similar under previous concession agreements, but new master concessionaire /multiple tenant scenarios have augmented sales to the range of \$8.4 Million per location, which is more than double the previous figure. The sales represent higher sales per visitor as well as more traffic. Once again this same formula continues to find support.

Traffic:

Traffic, or persons visiting the service plazas and rest areas, is estimated at over 34 Million based on Earth Tech traffic counts performed in the fall and summer of 2005 (revised 2008). Given sales of \$41 Million, the figure averages less than \$2/person per sale, which is a very poor outcome and probably indicates poor customer satisfaction and significant loss in sales. Not only is it expected that the 34 Million-visitor-traffic figure will increase significantly with a new program at the service plazas and rest areas, but the sales per person will also be improved.

Survey:

A survey performed in the summer of 2005 was a survey of visitors at multiple sites in the states. The result of this survey demonstrates that the visitors to the rest areas and service plazas in Connecticut are wealthier, older and better educated, prefer more food variety and want a more health conscious menu offering than what is being currently offered. The baseline of this survey is the national demographics and visitor preferences. Also notable is that a large percentage of visitors, in fact, most visitors are not only from the state, but are usually local area residents making "pit" stops. On the average, visitors reported spending an average \$10 per trip. at either a service plaza or rest area. Given that rest areas currently only provide vending, this figure seems somewhat higher than actual sales reported, however, summer spending could support such figures because vacation spending is typically higher per trip.

Program:

Service plazas are located in the most trafficable portion of the national highway system. Sections of Routes 15 and I-95 are located in lower Fairfield County and have the highest median effective buying income in the country. New York is the second largest visitor group and has the highest buying power index in the nation. Based on Labor Statistics crossed with the most frequent visitors groups, it was found that these top visitors typically spend more than 100% more than the average American on finer food, eating out, lodging, and entertainment. Service plazas are currently not taking advantage of this trend. All of this money, especially out-of-state money, is being left behind in the current retail program. The current program of single source, high calorie, and fast food does little to stimulate impulse buying of these highest spenders.

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Future opportunities are substantial. Combining the current traffic figures with the survey spending figures reported by each location, it is actually estimated that the system could support a program of over 300,000 sf of retail space. (this is not particularly large amount of square footage considering that it is for the entire State—a typical community shopping center is about this size) Using benchmarking comparables, the average recommended unit size would be in the range of 13, 000 sf to 20,000 sf per typical service plaza. Some areas would be higher and lower depending on traffic and demographics.

However, physical limitations of the sites combined with a conservative cut in estimated spending indicates that a recommended state system-wide program area should be between 220,000 to 300,000 sf. Even with this reduced square footage it is estimated, using the multiple tenant/ HMS type formula concession program, that sales would double or triple, and revenue would in turn be double to triple the current \$6.3 Million. These figures are well supported by sales in comparable states, which have reported sales of \$600/sf (current sales in CT are approx. \$300 to \$340/sf). Utilizing the most conservative square footages of 315,000 sf of retail at \$600/sf could yield total sales of \$170 Million. At revenues of 10% to 13% of sales, income to ConnDOT would be at least \$17 Million or double to triple current revenue. (note this is an broad stoke estimate to be refined later in report)

Development:

It is budget estimated that the cost to redevelop 31 rest areas and service plazas would be in the range of \$200 Million. This does not include an environmental remediation. If an operator were to infuse \$40 Million, and if the state were to borrow the remainder of the funds, then it would cost in the range of \$11 Million to \$12 Million per year to carry the debt. There could potentially still be funds available to support tourism operations of \$2 Million to \$3 Million per year and a potential surplus of \$3 Million would be in ConnDOT coffers. All of this assumes a full rebuild of the system. Partial rebuilds and renovations would cost substantially less, depending on the amenity packages.

The opportunities to create a totally new rest area and service plaza system that could alter the way visitors see the state and spend money in the state are easily within ConnDOT reach. The current concession agreements are expiring shortly and the service plaza system is in dire need of serious upgrades. Parking, revenue, safety, increased tourism are all important issues. All of these needs are converging at the same time other states have provided valuable lessons learned that will enable Connecticut to establish a rest area and service plaza system for the 21st century.

A. OPERATIONS

The current operations for rest areas and service plazas are significantly different. The primary revenue generation comes from the operations of the services plaza. Revenue is derived from lease type operations or concession agreements with food and beverage operators and fuel operators.

The focus of this report is the operations and revenue derived from the non-fuel operations. Currently the agreement is based on food and beverage sales at 10 restaurant and 2 coffee shops. The agreement is originally dated January 17, 1985 and originally expired in April 2005. It is currently under a limited term extension awaiting the recommendations of this report. The locations, per the concession agreement, are as follows:

1. Darien East and West;
2. Fairfield West and East;
3. Branford East and West;
4. Milford West and East;
5. Madison East and West; and
6. Newington on Berlin Turnpike.

The Fuel Service Agreement applies to locations on I-395, I-95 Merritt and Wilber Cross highways and is dated, September 21, 1988 until February 2005. It has been amended and extended until 2008. The agreement to operate fuel services is with Exxon Mobil Oil Corporation. Basically the payments to the State for fuel are as follow: \$0.11 per gallon fuel delivered and 5% of gross receipts of other sales with a minimum payment to the state of \$2,500,000 in 1988 and \$4.1 Million in 2003. This is a summary of the agreement which accounts for all of the financial information delivered by Connecticut DOT to the consultants.

Concessions Operations

In addition to the concession agreement a summary of 2003 financial data from the concessionaire was provided to the consultants.

Percentage rent payable to the State ranges from 13.1% to 18.1% of sales depending on the amount of sales. If sales are greater than \$32 Million, then 18.1% is in effect. In recent years, the sales have surpassed \$32 Million annually. There is also a minimum payment guarantee to the State which varies by year. The concessionaire, however, will be making payments based on percentage sales which far exceed minimum guarantees. (Example: 2004 minimum payment was \$5,625 Million).

- Current Concessionaire arrangement:
 - The largest holder is Mc Donald's. Under current terms it has some maintenance provisions;
 - Based on sales reported in 2003 for 10 restaurants and 2 coffee shops, McDonald's sales were over \$34 Million;
 - Income to State: At current percentage rent contract, rent paid is over \$6.2 Million to the State;
 - Total gross sales for food and other -- not including fuel -- was over \$41 Million (included ATM revenues, pay telephone, carts, phone cards and 10 vending locations); and
 - Sales attributable to fast food were 84% of total sales.

If for example, as shown in Figure 1, a contract of 10% sales rent were an applied to the current spending projections, revenue to ConnDOT would be \$17 Million.

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Terms of the Agreement	
Gross Receipts	Percentage Rents
\$32,000,000 or more	18.10%
Per 2003 Sales Report	
10 restaurants	33,663,218
2 coffee shops	888,118
Total	34,551,336
Rent Paid by McDonald's should be	\$6,253,792
Per Total Gross Revenues NIC Fuel	\$41,108,559
Percent Attributable to Fast Food	84%
Estimated Potential Sales	\$189,000,000
	90%
Estimated Potential Sales	\$170,000,000
Total gross sf	315,000
Net saleable sf (90%)	284,000
Estimated % Rent to State high	13%
Estimated % Rent to State low	10%
Potential Revenue to State high	\$22,100,000
Potential Revenue to State low	\$17,000,000

Figure 1: Concession Agreement and Potential Revenue to State (range)

A sensitivity analysis of supportable sales and square footage of roadside facilities in Connecticut is provided in Figure 2. By utilizing traffic capture figures generated by EarthTech, TWG has calculated the estimated auto traffic capture by location. This analysis depicts a future condition that is based on a small sample of user surveys and information from other states, and it assumes a condition where all 31 existing rest/service areas are developed and achieve projected sales estimates. It is understood that this level of development and retail sales may not be achievable for some areas.

An estimated person capture by location was developed utilizing the persons captured in autos visiting for non-fuel purchases. Person capture traffic was then multiplied by average spending by location. This total was reduced by 50% to account for persons in vehicles who would spend no money or less than the average. The total spending was divided by estimated sales per square foot (\$600/sf)¹ to yield total square footage of revenue generating space supportable by location. The figure of \$600/sf is the average sales currently experienced by New Jersey and New York at their service plazas.

Total traffic estimated in persons from the traffic counts developed by Earth Tech is over 37 Million annually (2013 conditions). Thus, it is estimated that, assuming no constraints, the system of 31 rest areas/service plazas in Connecticut could support over 300,000 square feet of revenue supporting space (the equivalent of a large community shopping center but smaller than regional shopping center), and estimated sales generated would be in the range of \$189 million. It is noted that physical constraints at

¹ The source of stated spending by location (\$600 sales/sf) is a conservative estimate based on experience from similar retail projects with high traffic and benchmarking states. This value is greater than the current sales for Mc Donalds in Connecticut.

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some existing roadside facilities will only support limited retail with an average of 10,000 sf per service plaza. However, the sales per square foot under the current conditions are approximately \$340/sf which is far less than the benchmarking states.

Location Description	Persons entering increase by 10% ²	Projected Sales using survey figures ³	Total Sales using survey buying @ 50% (note that total sales inc. a loss factor indicated herein) ⁴	SF supportable @ \$600/sf using survey ⁵	Existing sf	Adjusted Survey Rates
Greenwich Rte 15 NB	853,106	\$13.53	\$5,771,264	9,619	2,877	13.53
Greenwich Rte 15 SB	905,340	\$13.53	\$6,124,622	10,208	2,734	13.53
New Canaan Rte 15 NB	773,739	\$13.53	\$5,234,342	8,724	2,713	13.53
New Canaan Rte 15 SB	810,641	\$13.53	\$5,483,983	9,140	2,303	13.53
Fairfield Rte 15 NB	716,248	\$10.65	\$3,814,021	6,357	2,545	10.65
Fairfield Rte 15 SB	739,313	\$10.65	\$3,937,648	6,563	2,318	10.65
Orange Rte 15 NB	678,622	\$13.53	\$4,590,874	7,651	1,903	13.53
Orange Rte 15 SB	650,642	\$13.53	\$4,401,592	7,336	1,960	13.53
North Haven Rte 15 NB	489,387	\$13.53	\$3,310,705	5,518	2,879	13.53
North Haven Rte 15 SB	643,685	\$13.53	\$4,354,529	7,258	1,696	13.53
Danbury – I-84 EB	1,137,082	\$1.02	\$581,462	969	3,406	1.02
Southington – I-84 EB	750,655	\$3.57	\$1,339,920	2,233	2,506	3.57
Willington – I-84 EB	1,292,740	\$5.82	\$3,761,874	6,270	2,972	5.82
Willington – I-84 WB	1,316,805	\$5.82	\$3,831,380	6,386	2,852	5.82
Wallingford – I-91 SB	722,891	\$2.05	\$739,667	1,233	2,510	2.05
Middletown – I-91 NB	1,294,642	\$3.57	\$2,310,936	3,852	1,846	3.57
Darien – I-95 SB	2,487,292	\$6.45	\$8,021,516	13,369	11,698	6.45
Darien – I-95 NB	3,642,240	\$6.45	\$11,749,162	19,582	16,565	6.45
Fairfield – I-95 NB	1,907,269	\$13.53	\$12,902,672	21,504	12,656	13.53
Fairfield – I-95 SB	1,703,057	\$13.53	\$11,521,179	19,202	15,771	13.53
Milford – I-95 NB	1,749,443	\$13.53	\$11,834,985	19,725	16,970	13.53
Milford – I-95 SB	2,388,935	\$13.53	\$16,161,143	26,935	15,169	13.53
Branford – I-95 NB	1,550,600	\$13.53	\$10,489,811	17,483	11,457	13.53
Branford – I-95 SB	1,486,826	\$13.53	\$10,058,376	16,764	5,554	13.53
Madison – I-95 NB	1,520,717	\$13.53	\$10,287,649	17,146	5,973	13.53
Madison – I-95 SB	1,644,258	\$13.53	\$11,123,409	18,539	11,741	13.53
Westbrook I-95 NB	523,441	\$3.57	\$0	0	2,340	3.57
N. Stonington – I-95 SB	809,088	\$5.39	\$2,179,116	3,632	3,257	5.39
Montville – I-385 SB	714,925	\$13.53	\$4,836,466	8,061	3,513	13.53
Plainfield – I-395 NB	675,843	\$11.21	\$3,788,103	6,314	3,059	11.21
Plainfield – I-395 SB	873,298	\$11.21	\$4,892,708	8,155	3,570	11.21
TOTALS:	37,452,770		\$189,435,116	315,725	179,322	

Figure 2: Supportable Sales and Square Footage of Connecticut Service Plazas

² Current annual 2005/2006 persons entering service and rest areas were calculated based on annual entering vehicles (based on surveys at each location) factored by vehicle occupancy and day of week. Traffic projections made in this report indicate that existing 2005/2006 traffic volumes would increase by 1-2% per year. The person entering figure was increased by 10% accordingly to represent year 2013 conditions.

³ The average sales utilized in the chart used a rest area average from the survey and a service plaza average. The highest sales areas, including Greenwich, were normalized.

⁴ The sales per traveler was decreased by 50% to take into account persons in vehicles who do not spend anything at a rest area/service area.

⁵ Sales figures are based on current sales (2005/6) in benchmarking states. Sales per square foot are taken at \$600/sf which is conservative and takes into account no increase of volume density. Westbrook was eliminated from the calculations.

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Survey and Concessions

Sales could be approximately \$170 Million (vs. \$34 Million) given the current volumes of traffic and using survey average spending figures. As shown above, this figure is calculated by using the estimated person traffic from cars and buses that was obtained from over 37 Million persons based on Earth Tech findings. Current gross sales per person by location is approximately \$1/person. This is far too low an average that visitors claimed they were spending. Connecticut is a small state and can take less than one hour and a half to two hours to cross. Therefore, sales are being lost. Since travelers stopping at these locations are looking for a quick convenient purchase they are unlikely to exit off the highway, and are more likely to spend dollars out of state since the drive-thru time is so short.

If survey spending averages were utilized by location (using average figure for locations not surveyed), then an upside potential of \$170 Million in sales is possible. However, further analysis of this will be made in the revenue section of the report. The point of this early analysis is to indicate that sales are far lower than they should be for locations with such a high volume of traffic.

Another test of sales is as follows: Based on Mc Donald's most recent annual report, average annual sales at restaurants are \$1.8 Million. Sales at the service plazas are typically double to quadruple the annual average for a Mc Donald's concession, per concessionaire's own data. Not only does this indicate that the concessionaire will be eager to maintain its current status, but it indicates that there is far greater sales potential than is being captured.

The last test of sales potential is the New Jersey experience, which indicates that sales should be four times non-highway locations based on interviews with state officials. Competitors would, therefore, be interested in bidding on these locations based on the volume of person traffic and spending. Once again, the issue is that sales and ultimately state revenues are lower than possible and the subsequent chapters in this report will reveal why and how this can be mitigated.

B. REVENUE

The scope of this chapter of the report is to calculate system wide and by location the potential revenue that is achievable at each of the 31 locations with the primary focus being on the service plazas.

The basic assumption is to utilize the traffic figures of 37 Million people (34 million increased by 10% for 2013 conditions) obtained by Earth Tech traffic counts at various locations. This person traffic will be the basis of estimating the amount of program that is supportable, the type of offerings that are suitable and the amount of revenue that can potentially be obtained for the State. At the same time, the underlying assumption, which was verified in the Fitzgerald and Halliday survey results, is that the (non-fuel) retail customers are basically dissatisfied with the offerings of food and beverage. This is the predominant reason why sales are lower than sales potential. In addition, inadequate sales square footage and program offerings are also a significant factor in overall sales by location.

Revenue Analysis

- By multiplying the traffic by current spending stated (survey), it is estimated that the average retail program supportable at an estimated sales of \$600/sf is over 300,000 sf (see Figure 2);
- Program supportable by location varies from a high of 26,900 to a low of 970 sf;
- Without even projecting a per capita increase in sales, the revenue to ConnDOT could be increased 2 to 3 times (see Figure 1); and
- In addition, a lease arrangement that increased food diversity, food quality and other sundries would be preferable by the traveling public.

Figure 3 shows the range of potential revenue by location assuming sales at \$600 per square foot.

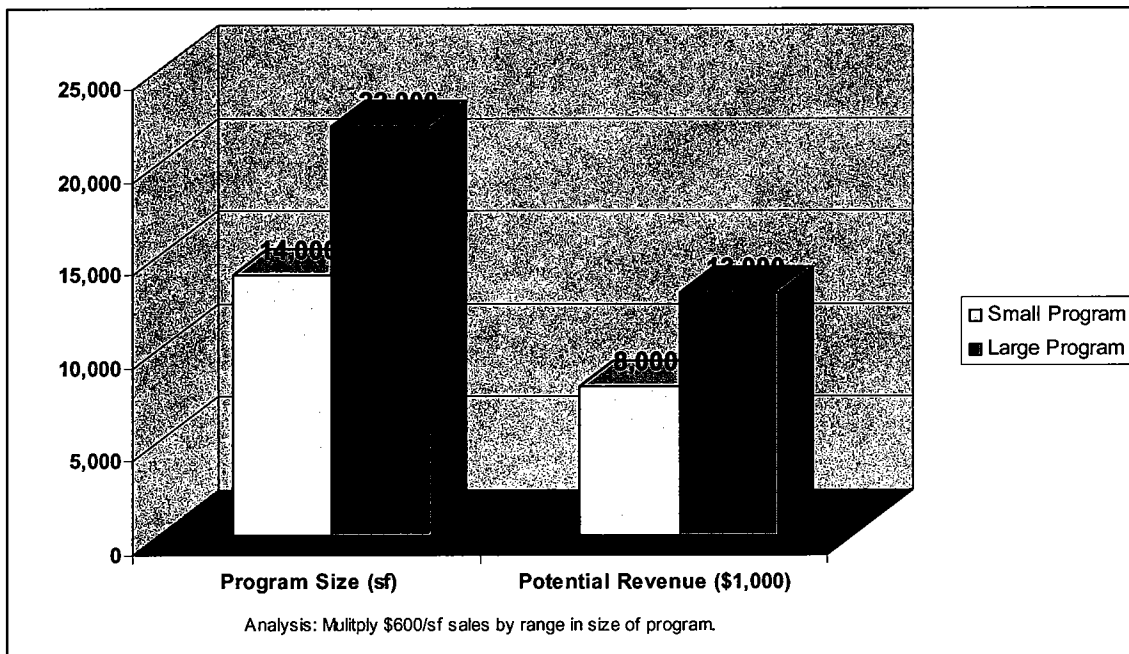


Figure 3 Revenue Program Comparison

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Revenue Limitations

It should be noted that using an average sales per square foot of \$600 is comparable to figures being achieved in New Jersey and New York at locations under new operations agreements. Average sales are in the range of \$600 with a range in size of facility of 12,000 sf to over 22,000 sf.

As such, for any future analysis, sales per sf figure of \$600/sf will be utilized. However, it would not be unrealistic for unit sales figures to go higher than \$600/sf since the demographics and traffic volume at the service plaza locations (and rest areas as well) are so significantly higher than any comparable in the country.

C. TRAFFIC

Traffic Counts and Spending by Location

Traffic, or person counts, at service plazas (and rest areas) from automobile and buses purchasing non-fuel items is estimated at 34 Million system-wide based on traffic counts by Earth Tech performed in the summer of 2005. Increasing these numbers by 10% to represent year 2008 (see Figure 4) results in 37 Million persons entering.

No.	Location Description	Traffic or persons entering increase by 10%
1	Greenwich Rte 15 NB	853,106
2	Greenwich Rte 15 SB	905,340
3	New Canaan Rte 15 NB	773,739
4	New Canaan Rte 15 SB	810,641
5	Fairfield Rte 15 NB	716,248
6	Fairfield Rte 15 SB	739,313
7	Orange Rte 15 NB	678,622
8	Orange Rte 15 SB	650,642
9	North Haven Rte 15 NB	489,387
10	North Haven Rte 15 SB	643,685
11	Danbury - I-84 EB	1,137,082
12	Southington - I-84 EB	750,655
13	Willington - I-84 EB	1,292,740
14	Willington - I-84 WB	1,316,805
15	Wallingford - I-91 SB	722,891
16	Middletown - I-91 NB	1,294,642
17	Darien - I-95 SB	2,487,292
18	Darien - I-95 NB	3,642,240
19	Fairfield - I-95 NB	1,907,269
20	Fairfield - I-95 SB	1,703,057
21	Milford - I-95 NB	1,749,443
22	Milford - I-95 SB	2,388,935
23	Branford - I-95 NB	1,550,600
24	Branford - I-95 SB	1,486,826
25	Madison - I-95 NB	1,520,717
26	Madison - I-95 SB	1,644,258
27	Westbrook I-95 NB	523,441
28	N. Stonington - I-95 SB	809,088
29	Montville - I-395 SB	714,925
30	Plainfield I-395 NB	675,843
31	Plainfield I-395 SB	873,298
TOTALS:		37,452,769

Figure 4: Traffic Count by Location per Earth Tech Counts Summer 2005 and Revisions 2008

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By utilizing the traffic figures generated by Earth Tech for weekdays and weekends and annualizing them (see Figure 4), TWG calculated the estimated traffic by location. The locations with the most traffic were Darien northbound and southbound and Milford southbound, all on I-95. The highest annualized traffic was over 3.6 Million at Darien northbound on Interstate 95. The most modest traffic was seen at North Haven Route 15 northbound with just under 500,000 persons entering.

The importance of traffic is only to provide support for the amount and type of retail space that is appropriate for each service or rest stop.

The traffic figures that Fitzgerald & Halliday provided also include estimated spending by location. Traffic was then multiplied by average spending by location. Traffic multiplied by spending yields total spending by location. Finally, total spending was then divided by estimated sales per square foot to yield total square footage of revenue generating space supportable by location (see Figure 2).

It is estimated that the state-wide system of 31 rest areas and service plazas can support over 300,000 sf of revenue supporting space, which is the equivalent of a regional shopping center. Sales generated would be in the range of \$184 Million.

Total traffic estimated in persons from the traffic counts developed by Earth Tech is just over 37Million annually (34 million in 2005 datum). However, this analysis is simply a starting point and needs to be refined further. The estimates need to be adjusted for space limitations at locations and for the income of typical visitors. Finally, the data needs to be adjusted to account for inaccuracies and averaging in the survey process that obtained data only from a sampling of visitors.

Top and Bottom Sales Locations

Once the overview of the system-wide traffic was completed, a further analysis was performed for the highest traffic and sales locations, and the lowest traffic and sales locations. Although Milford was not the highest traffic location, it has the ability to support the most square footage of retail because the average sale at Milford is one of the highest per unit (see Figure 5).

Based on large volume, and higher than average sales, Milford southbound could support the largest amount of revenue generating space at sales of \$600/sf, for a total supportable area of over 26,000 sf.

Location Description	Persons entering increase by 10%	Projected Sales using survey figures	Total Sale using survey buying @ 50%	SF supportable @ \$600/sf using survey	Existing sf
Milford – I-95 SB	2,388,935	\$13.53	\$16,161,143	26,935	15,169
Fairfield – I-95 NB	1,907,269	\$13.53	\$12,902,672	21,504	12,656
Milford – I-95 NB	1,749,443	\$13.53	\$11,834,985	19,725	16,970
Darien – I-95 NB	3,642,240	\$6.45	\$11,749,162	19,582	16,565
Fairfield – I-95 SB	1,703,057	\$13.53	\$11,521,179	19,202	15,771
Madison – I-95 SB	1,644,258	\$13.53	\$11,123,409	18,539	11,741
Branford – I-95 NB	1,550,600	\$13.53	\$10,489,811	17,483	11,457
Madison – I-95 NB	1,520,717	\$13.53	\$10,287,649	17,146	5,973
Branford – I-95 SB	1,486,826	\$13.53	\$10,058,376	16,764	5,554
Darien – I-95 SB	2,487,292	\$6.45	\$8,021,516	13,369	11,698

Figure 5 Top Sales Locations

It should be noted, however, that this location was not surveyed, and average system-wide unit sales of \$13.53/visitor, were utilized. In addition, the survey sales were adjusted in some locations, including Greenwich which survey stated sales appeared to be "overstated."

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For example, a significant location was Greenwich southbound. Although annual traffic was just over 900,000, it is significant for the highest average unit sales (over \$21 per visitor), supporting 25,000 sf. This survey sales was adjusted down. The size of the site could not support this much square footage and it appeared that, although the site is in Greenwich, (which has the highest spending income in the US), that \$21 in spending was more than anticipated for small service plaza with limited services and not sit down dining.

In other cases where the pad may not be able to support the above retail space, a creative arrangement of two stories, or high grossing carts could significantly increase revenue at these, and many locations.

D. SURVEY ANALYSIS

In the summer of 2005, F&H performed a survey of visitors at a significant number of locations within the system. The survey required the respondents to answer a number of questions about their visit, including their estimated spending, reasons for visit, strip origin location, home zip location, thoughts and opinions about the amenities provided including food and facilities.

The Williams Group was interested in not only the summary findings about the overall opinions of the travelers with regard to food and amenities, but TWG was very interested in the data which would reveal the home location and the relating household income and other key data about the typical visitor at each location.

- TWG has used the home zip code survey results (see Figure 6) acquired by FHI to analyze the spending preferences of the rest area users.
- The goal of the task is to utilize demographics and spending data that is linked to the user groups to assist with the development of a retail/food amenity program that is not only more appealing to the user groups but will in turn produce more revenue to ConnDOT.

Top 15 Zip Codes			
Zip Code	Geography Name	Zip Code	Geography Name
01824	Chelmsford	06457	Middletown
06492	Wallingford	06511	New Haven
06512	East Haven	06516	West Haven
06606	Bridgeport	06611	Trumbull
06877	Ridgefield	06880	Westport
06897	Wilton	06903	Stamford
06905	Stamford	10021	New York
10025	New York		
Second 25 Zip Codes/home origin			
01109	Springfield	01604	Worcester
01609	Worcester	01854	Lowell
01960	Peabody	02126	Mattapan
06001	Avon	06002	Bloomfield
06010	Bristol	06405	Branford
06437	Guilford	06460	Milford
06473	North Haven	06488	Southbury
06513	New Haven	06514	Hamden
06518	Hamden	06614	Stratford
06615	Stratford	07960	Morristown
10024	New York	10605	White Plains
11102	Astoria	other	
Canada			

Figure 6: Top 15 and Second 25 home Zip Codes for Spending

Survey summary

FHI has generated over 1,000 home zip codes from their survey of travelers, but some travelers were international, mostly Canadian. Home zip codes are not the trip origin of the traveler but the home residence zip code of the traveler surveyed. Of the US travelers, most in the top 40 zip codes were from Connecticut, followed by Massachusetts and New York.

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As 1,055 zip codes were too numerous to analyze and many only had one respondent, the top 40 zip codes were analyzed. The top 40 were separated into two groups, the top 15 and the 16-40 grouping. Then a demographic and economic analysis was performed on all of the zip codes combined in each groups (see Figure 6).

The breakdown was as follows:

- Most respondents were from the top 15 zips and their home zip codes indicated they resided in primarily Fairfield and New Haven Counties in CT; and
- The second group was a little more diverse coming from Fairfield Co., New Haven Co. as well as Hartford Co., Massachusetts and New York.

Demographic Analysis of Users

Based on the home zip codes corresponding to the 40 top zip codes of the survey respondents, the typical respondents are of a higher high-income population than US average and will have food and retail preferences, based on their income and that are more demanding (see Figure 7).

	Average HH Income	Average Housing Value	% Adults and professionals mangement	% with masters degree or better
Top 15 zips	\$ 104,000	\$ 350,000	52%	24%
Second 25 USA	\$ 85,000	\$ 262,000	41%	15%
Population	\$ 63,000	\$ 141,000	34%	9%

Figure 7: Income, Education and Employment of Top 40 Home Zips

Other key home zip data, summarized in Figure 8, was as follows:

- 15% of the demographic group is of Italian origin, while the US as a whole is only 5%--this is the single largest ethnic group; and
- The survey group was older than average at approximately 40 vs. 36 for US.

	Average Age	Hispanic Population %	African American %	Highest Ethnic Population Group	Second Highest Ethnic Group in Population
Top 15 zips	40	11%	11.6%	Italian 15%	Irish 10%
Second 24 USA	39	11%	12.8%	Italian 15%	Irish 10%
Population	36	14%	12.3%	German 11%	Irish 7%

Figure 8: Race and Ethnicity of Top Home Zips

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As a result of the findings from the Top 40 Home Zips, the retail program in the service and rest areas should be designed to cater to the needs of the Top 40 Home Zips in order to create the highest degree of customer satisfaction and to obtain the highest volume of sales by location.

As such, the typical program should have:

- Higher quality fast food including fresh food and baked goods; and
- Discretionary retail focus.

Some other distinguishing facts about the top survey respondents indicate that they would prefer retail and food that goes beyond what would be typically average American:

- In both top survey samples, 15% of the demographic group is of Italian origin while the US as a whole is only 5%—this is the single largest ethnic group;
- In the US as well as both survey groups the Hispanic population and the African American population were similar; and
- The survey group was not only wealthier, but older than average, at approximately 40 vs. 36 years.

Initial findings suggest that a retail program can have an ethnic flair and take a more sophisticated format than typically American (see Figure 8). In addition, the highest income travelers will spend more on food and expect more variety and better quality food. The higher income travelers also have income to spend on impulse buying that can be triggered by a retail program. Educated and professional travelers are more health conscious and will expect food offerings to meet their image of tasty and healthy food. This older population of travelers is also typically more health conscious in their food choices. Older and wealthier travelers also have more income to spend on tourism and sight seeing.

The support for the difference in spending habits of higher income families may be questioned by the reader. The basis for the assumptions is a recently published report by the Bureau of Labor Statistics. The Bureau publishes some interesting spending facts about higher income Americans that suggests a program that is different than the current service plaza program:

- The Consumer Expenditure Survey of 2004 is referenced (see Figure 9);
- The CES 2004 divides spending characteristics by income groups and all consumer units. The average income groups that pertain to our survey groups are \$80,000 to \$99,000 HHI and \$100,000 or more;
- Overall, the top 15 survey group spends more on eating out, finer food, lodging and entertainment than the US consumer, in some case significantly more, 100% more; and
- In a few retail product areas, such as sundries including cigarettes and newspapers, the survey group spends less.

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Spending Category	Expenditure Survey 2004, Bureau of Labor Statistics		
	All Consumers	\$80 to \$99,000	Over \$100,000
Bakery goods	\$ 307	\$ 385	\$ 497
Steak and fine meats	\$ 103	\$ 150	\$ 178
Hot dogs	\$ 22	\$ 27	\$ 28
Fresh seafood	\$ 74	\$ 77	\$ 135
Fresh inc. organic vegetables	\$ 182	\$ 214	\$ 312
Prepared salads	\$ 26	\$ 35	\$ 51
Meals at restaurants	\$ 2,028	\$ 2,700	\$ 4,165
Food Away from home	\$ 2,434	\$ 3,424	\$ 5,300
Lunch at fast food or take out	\$ 409	\$ 524	\$ 752
Breakfast or brunch at fast food or take out	\$ 103	\$ 130	\$ 156
Dinner at fast food	\$ 263	\$ 317	\$ 482
Wine	\$ 22	\$ 37	\$ 47
Lodging	\$ 472	\$ 833	\$ 1,829
Gas on out-of-town trips	\$ 100	\$ 169	\$ 193
Jewelry	\$ 113	\$ 241	\$ 363
Entertainment	\$ 2,218	\$ 3,676	\$ 4,932
Video games and software	\$ 18	\$ 34	\$ 39
Film and photo supplies	\$ 40	\$ 80	\$ 102
Newspapers at news stands	\$ 10	\$ 12	\$ 10
Cigarettes	\$ 284	\$ 269	\$ 225
Categories where top group is 100% more than average			

Figure 9: Labor and Stats. Consumer Expenditure Report of Highest Income

E. PROGRAM

Clearly, a program that includes higher quality fast food featuring fresh food and baked goods, and other discretionary retail is the focus of the program that caters to the most users of the service plazas

Matching Visitors and Sale

Earlier findings indicate that the demographics of the home zip code user demonstrate that the current food and retail offerings at the service plazas (and rest stops) do not match the customer preference. When a correlation was made of top home zip codes from the survey, it is noted that most users are not traveling far from home when using the rest and service plazas. Therefore, the retail offerings should highly consider the preferences of the home zip tied to the closely related service plaza. For example, Greenwich should have a retail food program that closely mirrors preference of the area demographics. Fairfield and Milford, despite high volumes, need to consider the preference of the local traveling public as well.

If the average sales from the survey were matched with the home zip code of the participant, there is a strong correlation between the top 40 home zip codes and the locations of the highest per capita sales. Colors (see Figure 10) were used to match the rest area location with the zip codes in close proximity with the rest area and most of the top 40 zips are close to their rest areas.

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Summary Spending by Location-- Averages		Top 40 Home Zip Codes for Spending
Greenwich Route 15 NB Service Area	\$ 22.0	Middleton, Ct
Milford I-95 SB Service Area	\$ 16.43	West haven
Branford I-95 NB Service Area	\$ 14.45	New Haven
Plainfield I-395 SB Service Area	\$ 11.21	Bridgeport, ct
Fairfield Route 15 SB Service Area	\$ 10.65	East haven
Darien I-95 NB Service Area	\$ 6.45	Wallingford, ct
W. Willington I-84 WB Rest Area	\$ 5.82	Stamford, Ct
North Stonington I-95 SB Rest Area	\$ 5.39	Wilton, CT
Wallingford I-91 SB Rest Area	\$ 2.05	Westport, ct
Danbury I-84 EB Rest Area	\$ 1.02	Trumbull, ct
		Chelmsford, ma
		Ny, ny
		NY,ny
		Stamford, Ct
		Ridgefield, ct
		Stratford, ct
		Stratford, ct
		Hamden, ct
		Hamden, ct
		North Haven
		Milford, ct
		Gulfport, ct
		Bridgeport, ct
		Worcester, ma
		Astoria, Queens, NY
		Morristown, nj
		New Haven, ct
		Southbury, ct
		Branford, ct
		Bristol, ct
		Bloomfield, ct
		Mattapan, ma
		Peabody, ma
		Lowell, ma
		Worcester, ma
		Springfield, ma
		White Plains, NY
		NY, NY
		Canada

Figure 10: Top 40 Zip and Top Spending

Any master lease, or master operator for concessions contract RFP (request for proposal) that describes program objectives should include retail/food offerings that have a local flavor and not simply national brand recognition in order to cater to the traveling public and increase sales.

An overview of potential tenants in retail categories that match the income and preferences of the typical top-40 zip code visitor is grouped below in Figure 11. Classes of service plazas including minimal tenancing matched to a full cadre of tenants may be considered potential tenants in categories as grouped below.

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Category	Potential Tenants linked to User Demographics
Better Coffee and Breakfast	Azza Coffee, Starbucks, Tim Horton, Krispy Kreme
Fast food	Au Bon Pain, Wall Street Deli, Blue Burrito Grille
Quick Casual	Sbarro, California Pizza Kitchen, Wolfgang Puck Express
Market and Fresh goods	Baskin and Robbins, Farmers Market, Traders Joes with Café, Mrs. Fields
Convenience	Newsstand “Next Generation”, Candy Express
Spontaneous Shopping	Sunglass Hut, Brookstone Express, In Motion Entertainment
Traveler Service Retail	Regional Gifts, Simply Books, World Passage, Travel Mart

Figure 11: Tenant Types

Spending and Program Development

Per Labor Statistics, the top visitors surveyed match the higher income level surveyed in the labor statistics spending report and notes that this group typically spends more than 100% more than the average American on finer food, eating out, lodging and entertainment. This fact is not being exploited at the service plazas.

The current food program is primarily single-source, high calorie, high fat, limited variety of fast food with little other impulse retail or visitor/tourism resources.

Program Conclusions

Tenancing:

- Food service: fast food, sit down and specialty, including a market place and even a specialized high-end grocer;
- Convenience, such as news and sundries, laundry, banking;
- Business, including express business supplies, wi-fi, internet access, fax, and similar capabilities;
- Cart program with high sales items such as sun glasses;
- See Figure 11 for more details; and
- All tenants should have sales profiles corresponding to demographics of highest user groups.

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Program size per unit: 15,000 to 20,000 sf with larger gateway concepts at key locations. Gateway locations suggested are in "red" in figure 13 below. Gateways need to include significant travel services and be well staffed at locations that are key entrances to the state. Other gateways can be included in addition to these locations, but these locations are based on pending traveler volume. Other key locations needing high size programs include Milford, Darien and Fairfield. However, it should be noted that the actual sizes should be reflective of the sf supportable analysis. Following the analysis of the square foot supportable a comparison with the sizing that the designers deem supportable by physical limitations needs to be made. However, at this writing the physical and sale supportable are overall in sync at approximately 300,000 sf for the system total. However there are a few locations with variation, including Darien which is expected to include many Gateway services.

It should be noted that the size of the program differs from the original preliminary calculations (where 600,000 sf was supported). In this final analysis the traffic figures were revised and lowered and the traffic figures were also adjusted to a more conservative capture count of 50% of traffic. However, the sales per square foot was increased to be more comparable to bench marking states at \$600/sf which is highly achievable with the master concessionaries program suggested in this document (see Figure12).

The overall program is over 300,000 sf for the entire system. The program recommendation suggests including retail as a key component of rest stops as well at service plazas. Since tourism is the fastest growing industry in the state (see separate tourism report), the need to include traveler services and retail for spontaneous tourism is very important to increasing overall sales, customer satisfaction, and to support the tourism industry.

Implementation: Through RFP for master food/retail concessions issued to all major highway and airport master concessionaires.

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Location Description	Persons entering increase by 10% ⁶	Projected Sales using survey figures	Total Sale using survey buying @ 50% (note that total sales inc. a loss factor indicated herein)	SF supportabl e @ \$600/sf using survey	Existing sf	Adjusted Survey Rates	Notes
Greenwich Rte 15 NB	853,106	\$13.53	\$5,771,264	9,619	2,877	13.53	Gateway location
Greenwich Rte 15 SB	905,340	\$13.53	\$6,124,622	10,208	2,734	13.53	
New Canaan Rte 15 NB	773,739	\$13.53	\$5,234,342	8,724	2,713	13.53	
New Canaan Rte 15 SB	810,641	\$13.53	\$5,483,983	9,140	2,303	13.53	
Fairfield Rte 15 NB	716,248	\$10.65	\$3,814,021	6,357	2,545	10.65	
Fairfield Rte 15 SB	739,313	\$10.65	\$3,937,648	6,563	2,318	10.65	
Orange Rte 15 NB	678,622	\$13.53	\$4,590,874	7,651	1,903	13.53	
Orange Rte 15 SB	650,642	\$13.53	\$4,401,592	7,336	1,960	13.53	
North Haven Rte 15 NB	489,387	\$13.53	\$3,310,705	5,518	2,879	13.53	
North Haven Rte 15 SB	643,685	\$13.53	\$4,354,529	7,258	1,696	13.53	
Danbury – I-84 EB	1,137,082	\$1.02	\$581,462	969	3,406	1.02	
Southington – I-84 EB	750,655	\$3.57	\$1,339,920	2,233	2,506	3.57	
Willington – I-84 EB	1,292,740	\$5.82	\$3,761,874	6,270	2,972	5.82	
Willington – I-84 WB	1,316,805	\$5.82	\$3,831,380	6,386	2,852	5.82	
Wallingford – I-91 SB	722,891	\$2.05	\$739,667	1,233	2,510	2.05	
Middletown – I-91 NB	1,294,642	\$3.57	\$2,310,936	3,852	1,846	3.57	
Darien – I-95 SB	2,487,292	\$6.45	\$8,021,516	13,369	11,698	6.45	
Darien – I-95 NB	3,642,240	\$6.45	\$11,749,162	19,582	16,565	6.45	Gateway location
Fairfield – I-95 NB	1,907,269	\$13.53	\$12,902,672	21,504	12,656	13.53	
Fairfield – I-95 SB	1,703,057	\$13.53	\$11,521,179	19,202	15,771	13.53	
Milford – I-95 NB	1,749,443	\$13.53	\$11,834,985	19,725	16,970	13.53	
Milford – I-95 SB	2,388,935	\$13.53	\$16,161,143	26,935	15,169	13.53	Flagship NJ location is 22,000 sf
Branford – I-95 NB	1,550,600	\$13.53	\$10,489,811	17,483	11,457	13.53	
Branford – I-95 SB	1,486,826	\$13.53	\$10,058,376	16,764	5,554	13.53	Gateway location
Madison – I-95 NB	1,520,717	\$13.53	\$10,287,649	17,146	5,973	13.53	
Madison – I-95 SB	1,644,258	\$13.53	\$11,123,409	18,539	11,741	13.53	
Westbrook I-95 NB	523,441	\$3.57	\$0	0	2,340	3.57	
N. Stonington – I-95 SB	809,088	\$5.39	\$2,179,116	3,632	3,257	5.39	
Montville – I-385 SB	714,925	\$13.53	\$4,836,466	8,061	3,513	13.53	
Plainfield – I-395 NB	675,843	\$11.21	\$3,788,103	6,314	3,059	11.21	
Plainfield – I-395 SB	873,298	\$11.21	\$4,892,708	8,155	3,570	11.21	
TOTALS:	37,452,770		\$189,435,116	315,725	179,322		

Figure 12: Adjusted Program Size by Location

⁶ Current annual 2005/2006 persons entering service and rest areas were calculated based on annual entering vehicles (based on surveys at each location) factored by vehicle occupancy and day of week.

F. DEVELOPMENT

There are several sources that were used to make these recommendations. As can be seen from the body of the report, data was utilized from traffic and surveys, plus local demographic data to project potential spending. In addition, benchmarking states were used as a source of data as well. With regard to program, below are some key findings from area recommendations based on interviews from benchmarking states, most notably, New York, New Jersey and Pennsylvania, which have all recently implemented new or expanded service plaza concessionaires program.

Recommendations based on Benchmarking Comparables for Implementing the Recommended Program

- Benchmarking Experience—NJ Turnpike Summary Findings:
 - Turnpike now owns Garden State Parkway;
 - The Authority uses Host Marriott Service Corporation exclusively;
 - Governing body issued RFP many years ago and currently negotiates extensions and expansions;
 - Food variety not only pleases customers but has doubled revenue to NJ TPKE Authority, which previously used McDonalds on the Parkway with average sales of \$3 Million to \$4 Million (comparable to current ConnDOT service plazas operations). With HMS replacing McDonalds, sales increased to an average of \$6 Million to \$9 Million per location, with average sales in NJ TPKE system of \$8.5 Million, which on a square foot basis is \$600/sf;
 - Flagship plazas do \$14 Million in sales (Molly Pitcher Exit 8A);
 - Recent negotiations reduced rent to 11% of sales and asked for \$40 Million capital by HMS. TPKE put in \$20 Million; and
 - HMS will negotiate between 10% to 22% sales (depending on details of capital input) ---Mc Donald's (18% sales, no capital), but overall traffic increases create a far more lucrative revenue stream to the highway authorities.

In addition to HMS, whose multiple concession concepts are endorsed, it appears that there are other operators/developers who should be included in a RFP at the appropriate time. Competitors in the business are few. However, those with multiple concessionaires under contract, who have a flexible program, and are well positioned financially, are the type of operator that Connecticut DOT should be considering. Research has indicated that the following may be considered for an RFP, although this does not preclude other operators who may be well positioned at the time of an RFP offering. Others to consider include:

- BAAUSA—AirMall concept (Boston Logan Airport);
- HMS Host—(New York Thruway, PA Thruway, Port Columbus Int. Airport, NY/NJ Port Authority);
- AvAirPros—LGA, JFK, LAX—Concession planning and Implementation; and
- Delaware North Companies (Nashville Airport, NY Thruway).

The HMS Experience is particularly significant as it is utilized by many of the benchmarking states:

- Used by Airports and Highway Authorities internationally;
- Operate hundreds of franchises;
- User surveys, demographic information and focus groups to tailor retail and food offerings that are appropriate to the service area; and

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- Used by the following highways authorities:
 - Atlantic City Expressway; *
 - Delaware Turnpike;
 - Florida Turnpike • Garden State Parkway and NJ Turnpike; *
 - Illinois Turnpike;
 - Maine Turnpike; *
 - NY Thruway; *
 - Ohio Turnpike; *
 - Pennsylvania Turnpike; *
 - West Virginia Turnpike; and
 - Ontario Travel Centre.

Note: * denotes state part of benchmarking group

Six (6) benchmarking states utilize the Host Marriott Services (“HMS”) formula and operator. HMS implementation has seen substantial improvement in customer satisfaction over previous operator experience. The HMS model is flexible and allows food and retail program to change with evolving times and demographics.

The operators listed above appear to have experience in the airport and thruway concession business, have a large list of concepts and concessions under operational contracts, and match demographics of customers to retailers.

There are others in the business (such as AvAirPros) that appear to be operators and are actually consultants who act as go between for the operators and clients. They may or may not be able to increase further revenues to the State. However, they do provide a broader reach of services that includes managing the RFP process, construction management and implementation of concessions.

Master Lease Development Concept

Based on further interviews with benchmarking states, such success was seen with the master concessionaire/lease concept that it is recommended that Connecticut DOT follow suit with the following concept:

- Do not extend further existing contract with Mc Donald's, but do not go to contract with an HMS or competitor without an RFP;
- Use RFP (New York Thruway RFP on file and available for review) using a variety of food and offerings; and
- Not recommended to go to highest bidder –develop qualitative evaluation approach to rate proposals, including:
 - Capital infusion;
 - Value lease using new present value approach;
 - Percentage sales as rent, but not necessarily highest % as key criteria;
 - Experience matching local demographics to tenanting;
 - Local flavor criteria;

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- DBE/LBE inclusion; and
- Percentage sales as rent.

It is expected, that by using the concept recommended, that ConnDOT will be able to maximize public benefit through increased service offerings via Master Concessionaire Concept. Specifically, based on comparable research, it is anticipated that:

- Food sales will be tripled, yielding triple gross revenue from % rent;
- All new facilities and expanded amenities will be able to be obtained;
- Elimination of dependence on Federal Transportation Funds to create improvements; and
- Increased revenue will be able to support:
 - Bond Debt to cover 100% of new construction or major renovations to all 31 plazas
 - Capital and operating costs for 5 tourism gateway centers
 - Staffing and operations of gateway tourism ---with tourism being the fastest growing industry in the State and currently #4 in SGDP (State Gross Domestic Product) and growing
 - Superior food and amenities
 - Projections do not include potential capital infusion by Master Operator
 - After debt and operating expenses, ConnDOT's revenue is similar to current \$6 Million in income

Public Private Budget

To support the projected increase in revenue and sales, a budget has been prepared based on some very preliminary budget costs for development of new facilities. A development budget of \$325/sf was utilized for this budget for new buildings plus additional allowance per locations for landscaping, environmental and truck amenities. The total system-wide redevelopment budget calculation is \$137 Million. These figures compare well to budgets and implementation costs in the benchmarking states and in Vermont as well which was \$4 Million per unit. (Estimates are over \$4 Million per unit for the basis of these calculations).

The next step in the calculation was to estimate the annual debt carry to develop \$137 Million worth of facilities. Based on current cost of funds, it is estimated the annual debt carry would be \$9.9 Million. See Figure 13 for a summary of the use of funds.

Uses of Funds					
Development costs	Cost /\$sf	sf or per unit	Subtotal	Ave per plaza	
Buildings		325 \$ 308,000	\$ 100,100,000	\$ 3,229,032	
Landscaping allowance		31 \$ 500,000	\$ 15,500,000	\$ 500,000	
Environmental allowance		31 \$ 500,000	\$ 15,500,000	\$ 500,000	
Truck amenity allowance		31 \$ 100,000	\$ 3,100,000	\$ 100,000	
other unforeseen		31 \$ 100,000	\$ 3,100,000	\$ 100,000	
Total Uses of Funds for Development		31	\$ 137,300,000	\$ 4,429,032	
Bond Debt payment					
	Principal= dev. Cost	\$ 137,300,000			
	annual payment	\$-9,974,696			
Operations					
	Tourism staffing and operations	\$2,500,000		Based on 50% of operations and staffing costs in Vermont	
	snow removal and other nic in food service contracts	\$2,000,000 Allowance			
Total uses of funds			\$-14,474,696		

Figure 13: Summary Use of Funds

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Figure 14 summarizes annual uses of funds. In this summary a budget of annual operations of tourism and other costs totals \$2.5 Million per year were included in the budget. Total annual costs would be in the range of \$14.5 Million per year.

Summary-Annually	
Uses of Funds	
Development costs --bond debt	\$-9,974,696
Tourism staffing and operations	\$-2,500,000
<u>Other costs</u>	<u>\$-2,000,000</u>
Total Uses of Funds annually	\$-14,474,696
Sources of Funds	
Estimated revenue projection from food service % rent--low range used	\$ 16,613,820
Estimated sales of tourism related giftware	\$ 1,875,000
<u>Potential sales from sponsorships or advertising</u>	<u>\$ 1,000,000</u>
Total Sources of Funds	\$ 19,488,820
Net Surplus to ConnDot	\$ 5,014,124

Figure 14: Annual Budget Summary

Figure 15 summarizes the potential gross sales and rental revenue for the state with new facilities assuming \$600 sales per sf with 90% saleable space.

Budget Sources and Uses ConnDot Rest Areas

Assumptions:

Name	SF
Total plazas	315,000
Sales \$/sf	\$600
Salable sf (service less 10%)	284,000
Total Sales	\$ 170,000,000
Rental revenue --10% gross receipts (low range)	\$ 17,000,000

Figure 15: Potential Gross Sales and Rental Revenue

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As shown in Figure 15, percentage rent from food and retail sales was calculated using a figure of 10%. This is well in line with benchmarking states. In fact, many are obtaining more than 10%. Using a figure of 315,000 sf of lease space at \$600/sf of sales, total annual revenue of over \$17 Million was projected. In addition, sales from advertising and tourism products would supplement this income. As such, if uses of funds were subtracted from sources of funds annually, the net to ConnDOT would be \$5.0 Million which is below the current net income by \$1 Million. The net in this proposal includes the carry of debt of \$137 Million. It must be noted that this debt would be reduced if the concessionaire were to contribute capital to the arrangement. In addition to the potential to carry debt for new facilities, the concept would include much increased customer satisfaction and the potential to support tourism, the fastest growing state industry. It should be cautioned that any deviation from the Master Concessionaire concept or restrictions in the operators abilities to achieve maximum sales would impact the overall revenue to the State. The concept proposes no new cost to ConnDOT. The concept has only an upside for revenue and customer satisfaction.

Figure 16 shows potential gross sales and rental revenue for the state with new facilities assuming new gateway service plazas (total of 484,000 sf for 31 service plazas), \$600 sales per sf, and 80% saleable space. With these assumptions, rental revenue would be over \$20 Million.

Budget Sources and Uses	
Assumptions:	
Name	SF
Gateway Service Plazas	
4 (includes tourism)	25,000
1 Super Gateway	50,000
8 rest areas	8,000
<u>18 Service plazas</u>	<u>15,000</u>
31 Total plazas	484,000
Sales \$/sf	600
Salable sf (service less 20%)	420,000
Total Sales	\$ 201,600,000
Rental revenue --10% gross receipts	\$ 20,160,000

Figure 16: Sources and Uses of Funds

Benchmarking results related to the demand, programming and revenue generation analysis are summarized in Figure 17.

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Category	CT	NY	PA	MA	NJ
Ave sales/unit	\$3.4 Million	\$3.6 Million, more recently over \$8M	\$6 to \$8 Million	Based on total sales, estimated at \$10M/unit	\$8.5 Million
Revenue to state	\$6.3 Million	Estimated \$14.5 Million Was \$11M in 2001	18 units	\$16M from concession in 2003 for 11 units	\$14 Million and growing
Ave size of unit (est. service plaza size from Ct)	10,000 sf	14,000 sf approx. for 26 units, total over 360,000 sf in concession	10,000 to 12,000 sf	15,000 to over 20,000 sf, most over 20,000 sf, total over 200,000 sf in concessions	14,000 to 20,000 sf
Sales/SF	\$340 (est)	Old \$300/sf new \$600/sf		\$600 to \$800/sf	\$600
% Rent	18%	15% (old 10%)			11-12%
Capital input by operator since 2004	Not available	\$68M (HMS and MCD)	\$60 Million (actual \$100 Million)		\$40 Million
State capital input	0	Unknown	\$0		\$20 Million

Figure 17: Summary Benchmarking Findings