

Approved:

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Office: Maintenance

Topic No.: 850-045-002-b

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Secretary

REST AREA CUSTOMER COMMENTS

PURPOSE:

To establish a Department procedure for the placing and handling of rest area comment cards at all Florida Department of Transportation (FDOT) maintained Rest Areas, Welcome Centers and Truck Comfort Stations. Information collected from these cards will be used to assess how well each Rest Area, Welcome Center, and Comfort Station is being maintained, and how the motoring public views this effort.

AUTHORITY

Rule Chapter 14-28, Public Use of Rest Areas, Wayside Parks, and Solicitation on State Highway Facilities

Sections 20.23 and 334.048, Florida Statutes

SCOPE:

The principal users of this procedure will be the State Maintenance Office and District Maintenance personnel responsible for the operation of Rest Areas, Welcome Centers, and Truck Comfort Stations.

1. PLACING AND HANDLING REST AREA COMMENT CARDS

- 1.1** The District Maintenance Engineer is responsible for maintaining and keeping ***Rest Area Comment Cards, Form No. 850-045-01*** (obtained from PRIDE) adequately supplied at each rest area.
- 1.2** Comment cards shall be obtained from PRIDE. The format of the card, including size, language and bar coding has been specifically designed for the facility where it is used, and cannot be changed without making a formal request, and receiving approval from the State Maintenance Office.
- 1.3** The Districts shall permanently install two comment card receptacles at each Rest Area and Welcome Center, and one comment card receptacle at each Truck Comfort Station. The District shall install the receptacles in a highly

visible, fully accessible, and convenient location near the highest traffic areas of the facility. The State Maintenance Office will establish a standard design for the comment card receptacle boxes.

- 1.4 The District Maintenance Engineer shall ensure that the comment card receptacles are checked and any deposited comment cards are retrieved at least twice per week on non-consecutive days. These cards shall be mailed to the State Maintenance Office on the day they are retrieved.
- 1.5 Upon receipt of a completed comment card, the State Maintenance Office will scan the card, and post the card information on the State Maintenance Office intranet site (SMO site).
- 1.6 The District Maintenance Engineer is responsible for ensuring that the comment card information for their district is reviewed on the SMO site on a regular basis. The district shall contact comment card responders requesting to be contacted within five business days of the first posting of the comment card on the SMO site. Other comment card responders shall be contacted as directed by the District Maintenance Engineer or designee even though contact was not requested, based on information presented on the comment card. The District Maintenance Engineer shall ensure that appropriate corrective action is taken. All activity related to handling of contact requests will be documented on **Rest Area Contact Request, Form No. 850-045-04**.
- 1.7 The State Maintenance Office shall calculate and post a monthly customer satisfaction rating (facility rating) for each Rest Area, Welcome Center and Truck Comfort Station on the SMO site. If the facility rating falls below an acceptable level established by the State Maintenance Office, the District shall perform an inspection of the facility, and complete a **Rest Area Inspection Checklist, Form No.850-045-02**, or **Truck Comfort Station Checklist, Form No.850-45-03**, within thirty days of the monthly posting.
- 1.8 The District Maintenance Engineer shall ensure all checklist form originals, and Rest Area Comment Card contact request forms are filed within thirty days of form completion, and that these documents are retained on file in accordance with record retention requirements. These documents shall be available for quality control and quality assurance review activities upon request. The State Maintenance Office will retain Rest Area Comment Card data in accordance with record retention requirements.

2. TRAINING

There is no mandatory training required for this procedure.

3. FORMS

Form No. 850-045-01, Rest Area Comment Card, shall be ordered from PRIDE via the Internet at: <http://www.prideestore.com>.

The following forms are available in PDF format from the Department's Forms site on the Infonet, or from the Rest Area Comment Card System on the State Maintenance Office's Infonet site:

Form No. 850-045-02, Rest Area Inspection Checklist

Form No. 850-045-03, Truck Comfort Station Checklist

Form No. 850-045-04, Rest Area Contact Request, is generated through the Rest Area Comment Card System in the State Maintenance Office.