



Lakeside
ENGINEERS



Rest Area and Wayside Implementation Plan

Wisconsin Department of Transportation
Roadside Facilities Needs Study

Volume 2

March 29, 2016



Contents

Executive Summary	1
1 Introduction.....	1
1.1 National Relevance of Rest Area Study.....	3
2 Existing System.....	4
2.1 Rest Areas.....	4
2.1.1 Rest Area Services.....	4
2.1.2 Miscellaneous Rest Area Data and Information.....	7
2.1.3 Rest Area Access.....	14
2.1.4 Rest Areas in Relation to Tourism	14
2.1.5 Planned Rest Area Improvements	16
2.1.6 Rest Area Truck Parking Enhancements	16
2.1.7 Comparison of WisDOT Rest Areas to Nearby States	17
2.2 Waysides.....	17
3 Rest Area User Survey.....	21
3.1 Administration of Surveys.....	21
3.2 Major Findings of User Surveys	23
3.3 Major Findings of Truck Parking Surveys	24
4 Traveler Service Needs.....	26
5 System Evaluation.....	30
5.1 Rest Area Evaluation.....	30
5.1.1 Score and Rank Rest Areas.....	30
5.1.2 Identify Low Ranking Rest Areas	34
5.1.3 Review Presence of ASLs near Bottom Tier Rest Areas	34
5.1.4 Review Salt Storage Needs at Bottom Tier Rest Areas.....	38
5.2 Wayside Evaluation.....	39
6 Recommendations and Strategies	44
6.1 Rest Area Recommendation and Strategies.....	44
6.1.1 Rest Area Recommendations	44
6.1.2 Rest Area Strategies	47
6.2 Wayside Recommendation and Strategies.....	50
6.3 Next Steps.....	51
Appendices	52

Tables

Table E-1. Rest Area Evaluation Scores and Ranks	6
Table E-2. Wayside Evaluation Scores.....	7
Table E-3. Rest Area Recommendations	9
Table 2-1. Rest Area Services	6
Table 2-2. Rest Area Data (Table 1 of 2).....	9
Table 2-3. Rest Area Data (Table 2 of 2).....	12
Table 2-4. Comparison of WisDOT Rest Areas to Other States' Rest Areas	17
Table 2-5. Wayside Locations and Corresponding Data	18
Table 4-1. Service Needs Criteria Weights.....	27
Table 5-1. Rest Area Evaluation Criteria Weights	32
Table 5-2. Rest Area Evaluation Scores and Ranks	33
Table 5-3. ASL Thresholds for Rest Area Repurpose/Closure.....	36
Table 5-4. Bottom Tier Rest Areas and Nearby ASLs	37
Table 5-5. Bottom Tier Rest Area Salt Storage Needs.....	38
Table 5-6. Wayside Evaluation Criteria Weights.....	40
Table 5-7. Wayside Evaluation Scores	41
Table 5-8. Bottom Tier Wayside Salt Storage Needs	43
Table 6-1. Recommendations for Bottom Tier Rest Areas	45
Table 6-2. Recommendations for Middle and Top Tier Rest Areas to Address Aging Infrastructure.....	46
Table 6-3. Bottom Tier Waysides.....	50

Figures

Figure 2-1. Rest Area Locations	5
Figure 2-2. Rest Area Age	10
Figure 2-3. Rest Area Maintenance Cost Effectiveness	13
Figure 2-4. Year 2014 Tourism Revenues in Wisconsin	15
Figure 2-5. Wisconsin Waysides.....	19
Figure 3-1. In-Person User Survey Sites	22
Figure 3-2. Users' Reasons for Stopping at Rest Area.....	24
Figure 4-1. Service Needs Evaluation	28
Figure 4-2. High Service Needs Compared to Existing Service Locations.....	29
Figure 5-1. Rest Area Evaluation Ranks and Corridor Priority	35
Figure 5-2. Wayside Evaluation Results	42

This page is intentionally left blank.

Executive Summary

A critical element to safe travel across the United States is provision of locations where travelers can stop to rest. These locations are typically in the form of rest areas along major highways or Interstates, or private service locations located along highways. The Wisconsin Department of Transportation (WisDOT) is committed to providing rest areas at locations where travelers need a safe place to rest. WisDOT invests more than \$6.5 million annually on operations and maintenance of its rest areas and waysides (seasonal rest areas). Currently, WisDOT is facing a fiscal challenge with adequately maintaining all of their 30 rest areas as most have either reached or are approaching their design life.

WisDOT currently has rest area facilities that date back over 40 years ago and wayside facilities that date back over 50 years ago. When these facilities were developed, the technology in vehicles was much different than it is today and the provision of traveler services was more limited. Over time vehicles have become more reliable, more fuel efficient, more able to traverse longer distances in the same amount of time and have technology built into them to inform drivers with traveler information. Additionally, travelers have devices such as cellular phones that provide them with traveler information and the ability to make phone calls from almost anywhere along an Interstate or major US highway route. As traffic demands have grown over time the development of private service locations have grown with them. In fact, research conducted as part of this study shows that ***locations with high service needs along primary routes in Wisconsin have private service locations within close proximity***. Many of these private service locations provide just as many, if not more, services than those provided at rest areas and waysides. ***The advancements in technology and development of private service locations have reduced the demand for rest areas***.

Furthermore, technology advancements and private service development have kept the percentage of travelers using rest areas relatively low. ***On average, rest areas capture less than 4% of traffic on roadways adjacent to them (some capture less than 2% of daily traffic on the adjacent roadway)***.

Another change to the rest area system in recent years is the inclusion of tourism information provided at rest areas. Wisconsin Department of Tourism used to provide tourism staff at all rest areas located at ports of entry, but they ceased provision of travel information services at rest areas in 2009. Most tourism information provided by Wisconsin Department of Tourism is available at Statewide and Regional Tourism Associations, Chambers of Commerce, Convention and Visitor Bureaus, or online.

Changes to the locations of tourism information and tourism information available online have reduced the demand for rest areas. A few years after Wisconsin Department of Tourism ceased provision of travel information services they provided support to establish local Convention and Visitor Bureaus in five rest areas.

The average age of WisDOT rest areas is greater than 25 years old, and most waysides are over 40 years old. As a result, these facilities have become aged and are likely in need of major improvements or replacement in the coming years. The Wisconsin Department of Transportation (WisDOT) budget for roadside facilities is not able to match the rate at which these facilities are deteriorating.

WisDOT has undertaken this Roadside Facilities Needs Study, in part, to address the issues stated above. The documentation for the Roadside Facilities Needs Study was prepared in three volumes to document the various types of roadside facilities. Volume 1 of the report provides an overall summary of Wisconsin Department of Transportation (WisDOT) statewide roadside facilities. Volume 3 includes an assessment of the Department's Commercial Motor Vehicle (CMV) Safety and Weight Enforcement Facilities (SWEFs) and staffing resources, Virtual Weigh-In-Motion (VWIM) sites, and addresses needs and potential strategies for providing a statewide network of roadside motor carrier safety and weight enforcement sites. This volume (Volume 2) provides an implementation plan for rest areas and waysides that evaluates the existing WisDOT rest areas and wayside systems, and presents recommendations and strategies for optimizing these systems. This Implementation Plan addresses Federal Regulation of maintaining a statewide rest area system plan to ensure rest areas are located where they are most needed by motorists.

This study documents existing Wisconsin Department of Transportation (WisDOT) rest area and wayside roadside facilities, identifies system needs, presents facility evaluations, and discusses strategies for modifying the systems. The information presented in this document is to be used by WisDOT when making decisions regarding changes to their rest area and wayside systems. The mission of this study as it pertains to rest areas and waysides are as follows:

Study Mission for WisDOT Rest Areas

Identify recommendations to optimize Wisconsin's rest area system to meet user's needs with consideration of existing rest area sites, availability of private services and fiscal responsibility by:

- Determining the rest area user needs along highly traveled corridors for both passenger vehicles and trucks.
- Evaluating the existing and proposed rest area sites in order to prioritize them.
- Identifying rest area sites for potential closure, repurposing or relocation.
- Developing strategies for the closure, repurpose or relocation of rest area sites.

Study Mission for WisDOT Waysides

Identify waysides for repurpose, transfer of ownership or closure based on potential usage and operating costs.

Existing System

Existing conditions were reviewed for each of WisDOT's 30 rest areas to identify comparisons for number of parking spaces, rest area spacing, age, usage and maintenance cost per user. A summary of existing rest area comparison is provided below:

- The number of rest area car parking spaces ranges between 25 and 138 spaces (average of 65 car parking spaces per rest area). The number of truck parking spaces ranges between 8 and 68 spaces (average of 25 truck parking spaces per rest area).
- Rest area spacing within the state ranges from 18 miles to 136 miles. Spacing from a rest area to a downstream developed town or city was also reviewed to determine spacing of services from a rest area. The distance from a rest area to the nearest downstream developed town or city ranges from 1 to 43 miles.
- Rest area age ranges from less than 1 year to 47 years old, with the average rest area age greater than 25 years old. WisDOT uses 30 years old as the estimated design life for rest areas when the facility should be rebuilt or have major improvements to extend its design life.
- Rest areas capture between 1.2% and 7.1% of traffic on roadways adjacent to them. The average rest area capture rate is below 4%.
- Rest area maintenance cost per user (vehicle) ranges from \$0.46 to \$3.41 per user. Roughly three-quarters of the rest areas have a maintenance cost per user less than \$1.05.

Existing conditions were also reviewed for each of WisDOT's 68 waysides. These waysides are open during the peak tourism months (summer months) from roughly mid May to mid September annually. Waysides offer limited services compared to those provided at rest areas. Most waysides were built prior to year 1975. Since most of waysides are over 40 years old, WisDOT has developed a condition rating for each site to determine sites with the greatest improvement needs. The condition rating scale range from 1 to 5, with 1 being good condition and 5 being poor condition. Overall wayside condition ratings range from 1.0 to 4.9, with 66 of the 68 waysides having condition ratings between 2 and 4.

Rest Area User Survey

WisDOT administered a rest area user survey across the state of Wisconsin to gather feedback on users' travel patterns, travel preferences, rest area usage and assessment of Wisconsin rest area conditions. Additionally, a survey was sent to members of the trucking community to identify truck parking issues in Wisconsin since trucks account for over 20% of vehicles on rest area corridors. Some of the major findings from these surveys included the following:

- 43% of respondents' primary reason for stopping at the rest area was to use the restroom. Another 21% stopped to take a break from driving. Other reasons for stopping at the rest area were to use the vending machines (8%), to look at a map (8%), or for pet related issues (5%).
- Over half of respondents (59%) reported that their typical trip when using a rest area is over 4 hours long and only 2% reported their trip to be less 1 hour.
- 70% of respondents stated that if the rest area they visited was closed, they would travel to the next exit to stop. 18% of respondents said that they would go to the next rest area.
- 65% of respondents said they would rate their safety at the rest areas as excellent. Another 30% said they would rate safety as good.
- Only 33% of the respondents from the trucking community have a specific truck parking policy or procedure (e.g., guidance on types of parking areas to use/not use, or specific travel plazas/fuel brands to use/not use).
- Nearly half (46%) of the respondents from the trucking community say drivers complain about a lack of truck parking spaces in rest areas in Wisconsin on specific highway corridors.
- Only 25% of respondents from the trucking community say there is enough parking capacity in Wisconsin to safely accommodate OSOW loads if their drivers have to stop for a rest break while on the way to their delivery points.

Traveler Service Needs

Locations with service needs along highly traveled corridors in Wisconsin were identified to determine locations where new rest areas may be needed. The locations with service needs were identified through a spatial analysis using geographic information systems (GIS) tools. The spatial analysis identified clusters (or hot spots) that represent the areas with the greatest service needs.

Locations with high service needs were determined to be primarily along the highest traveled routes and route segments with greater distances between urban areas. These locations include most of I-94, I-39/90 south of Madison and US 53 between US 8 and US 63. Locations with high service needs were then compared with the locations of existing rest areas and private alternative service locations (ASLs) along the evaluated corridors to identify locations where service needs are not being met. The comparison of high service needs locations and existing service locations (rest areas and ASLs)

identified that rest areas are provided within 50 miles of most high service need locations and ASLs are provided within 15 miles of all high service need locations. Since locations with high service needs have services provided within relative close proximity, no new rest areas are recommended along the highly traveled corridors.

System Evaluation

The rest area and wayside systems were evaluated to identify sites that are the least and most valuable. The results of the evaluations were then used to identify sites that may be candidates for repurpose or closure in an effort to reduce WisDOT fiscal responsibility associated with the rest area and wayside systems.

The rest area and wayside evaluations identified the facilities that rank in the top tier (top third), middle tier (middle third), and bottom tier (bottom third) of all WisDOT rest areas and waysides. The results of the rest area and wayside evaluations are shown in **Table E-1** and **Table E-2**, respectively.

Table E-1. Rest Area Evaluation Scores and Ranks

Rest Area Number	Rest Area Name (Location)	County	Interstate/ Highway Number	Overall Score	Rank
9	Lyndon Station	Juneau	I-90/94	45	15
10	Mauston	Juneau	I-90/94	56	9
11	Portage	Columbia	I-39/90/94	67	2
12	Poynette	Columbia	I-39/90/94	71	1
13	Lake Mills	Jefferson	I-94	48	13
14	Johnson Creek	Jefferson	I-94	41	18
15 ¹	Bangor	La Crosse	I-90	n/a	n/a
16	Sparta	Monroe	I-90	37	19
17	Janesville	Rock	I-39/90	58	6
22	Beloit	Rock	I-39/90	56	8
23	Superior	Douglas	US 2/53	29	25
26	Kenosha	Kenosha	I-94	57	7
31	La Crosse	La Crosse	I-90	60	5
33	New Auburn	Barron	US 53	28	26
34	Chetek	Barron	US 53	31	22
35	Elkhorn	Walworth	I-43	27	27
36	East Troy	Walworth	I-43	32	21
51	Maribel	Manitowoc	I-43	32	20
52	Denmark	Manitowoc	I-43	30	23
53	Millston	Jackson	I-94	50	10
54	Black River Falls	Jackson	I-94	46	14
61	Menomonie EB	Dunn	I-94	60	4
62	Menomonie WB	Dunn	I-94	61	3
63	Lomira	Dodge	I-41	50	11
64	Theresa	Dodge	I-41	41	17
81	Coloma	Marquette	I-39/US 51	30	24
82	Westfield	Marquette	I-39/US 51	44	16
101	Marion	Waupaca	US 45	7	29
103	Hurley	Iron	US 51	26	28
106	Dickeyville	Grant	US 61/151	50	12

Source: Rest area evaluation performed by HDR, March 2016.

Note: Green cells represent scores/ranks in the top tier (top third/top 10); yellow cells represent scores/ranks in the middle tier (middle third/middle 9); red cells represent scores/ranks in the bottom tier (bottom third/bottom 10).

¹ Bangor rest area not included in evaluation because it is planned for closure following the reopening of the new La Crosse rest area that is planned for November 2016.

Table E-2. Wayside Evaluation Scores

Site Number	County	Route	Overall Score
W-1-4	Adams	WIS 13	18
W-2-2	Ashland	WIS 13	32
W-3-1	Barron	US 8	28
W-4-6	Bayfield	WIS 13	49
W-4-10	Bayfield	US 63	44
W-6-3	Buffalo	WIS 35	31
W-9-8	Chippewa	WIS 27	25
W-9-11	Chippewa	WIS 27	24
W-9-13	Chippewa	WIS 178	37
W-11-15	Columbia	WIS 16	25
W-11-17	Columbia	WIS 113	55
W-12-4	Crawford	US 61	30
W-12-6	Crawford	WIS 35	26
W-14-1	Dodge	WIS 16	19
W-15-3	Door	WIS 57	33
W-15-4	Door	WIS 42	32
W-16-6	Douglas	WIS 35	34
W-17-6	Dunn	WIS 64	39
W-18-4	Eau Claire	WIS 85	34
W-21-4	Forest	US 8	31
W-22-1	Grant	US 61	32
W-22-3	Grant	US 61	24
W-22-8	Grant	US 18	20
W-24-6	Green Lake	WIS 23	49
W-25-1	Iowa	US 14	30
W-26-5	Iron	US 51	25
W-28-3	Jefferson	WIS 16	29
W-29-2	Juneau	CTH C	46
W-31-4	Kewaunee	WIS 42	26
W-32-8	La Crosse	US 14	30
W-33-2	Lafayette	WIS 11	23
W-36-4	Manitowoc	WIS 42	27
W-36-10	Manitowoc	WIS 32	20
W-42-5	Oconto	WIS 32	61
W-42-6	Oconto	WIS 32	44
W-43-10	Oneida	US 8	28
W-43-13	Oneida	US 45	31
W-46-3	Pepin	WIS 35	32
W-46-6	Pepin	US 10	24
W-46-7	Pepin	WIS 25	19
W-47-1	Pierce	WIS 35	28
W-47-8	Pierce	US 63	31
W-48-1	Polk	WIS 35	24
W-50-3	Price	WIS 13	30
W-50-4	Price	US 8	37
W-50-5	Price	WIS 13	39
W-52-1	Richland	WIS 171	28
W-52-3	Richland	WIS 60	26
W-54-7	Rusk	US 8	30
W-56-8	Sauk	WIS 23	36
W-56-9	Sauk	WIS 78	38
W-56-11	Sauk	WIS 78	26
W-60-1	Taylor	WIS 13	26
W-60-2	Taylor	WIS 73	28
W-60-6	Taylor	WIS 64	23
W-62-2	Vernon	US 14	19
W-62-10	Vernon	WIS 35	35
W-63-3	Vilas	US 51	25
W-63-23	Vilas	WIS 17	35
W-63-29	Vilas	US 45	46
W-63-31	Vilas	WIS 70	50
W-65-4	Washburn	US 63	36
W-65-7	Washburn	US 63	23
W-65-10	Washburn	US 53	27
W-68-6	Waupaca	US 45	28
W-68-7	Waupaca	WIS 54	25
W-69-6	Waushara	WIS 21	45
W-71-4	Wood	WIS 80	30

Source: Wayside evaluation performed by HDR, November 2015.

Note: Green cells represent scores/ranks in the top tier (top third/top 23); yellow cells represent scores/ranks in the middle tier (middle third/middle 22); red cells represent scores/ranks in the bottom tier (bottom third/bottom 23).

Recommendations and Strategies

Recommendations for the rest area and wayside systems were developed by reviewing the results of the rest area and wayside evaluations. Existing information about the rest area and wayside systems was also used in the development of recommendations. Strategies for implementing the recommendations and for future rest area changes were also developed.

Rest area recommendations were made for those ranking in the bottom tier from the rest area evaluation in regards to consideration for repurpose or closure. Rest area recommendations were also made for those in the middle and top tiers to address aging infrastructure. Rest area recommendations are summarized in **Table E-3**. Additionally, it is recommended that the Bangor rest area (#15) be reviewed and considered for repurpose. Currently, this rest area is planned to be closed following the reopening of the new La Crosse rest area (#31).

Rest area strategies were divided into the following groups:

- Strategies for existing rest areas and for rest areas being rebuilt.
 - Expand services, accommodate Wisconsin State Patrol and Motor Vehicle Enforcement (MVE), assess rest area infrastructure as it reaches/exceeds design life, coordinate with WisDOT Division of Transportation Investment Management (DTIM) to review expected future traffic forecasts adjacent to a rest area site, and address public comments
- Strategies for relocating rest areas or developing new rest areas.
 - Conduct location study, follow NEPA process, coordinate with Wisconsin State Patrol and MVE, coordinate with WisDOT DTIM to review expected future traffic forecasts adjacent to a rest area site, and review green technologies for design.
- Strategies for repurpose or closure of rest areas.
 - Review needs at the site, review funding sources used to build the site, and conduct public outreach.
- Miscellaneous rest area strategies
 - Maintain WisDOT roadside asset condition database, review public private partnership (P3) strategies if/when state legislation allows P3, investigate truck parking at SWEFs, and install systems to deliver information to truck drivers on parking availability.

The waysides identified in the bottom tier of the wayside evaluation are recommended to be considered repurpose, transfer of ownership or closure. Strategies for determining repurpose, transfer of ownership or closure of the bottom tier waysides include: review needs at the site, review funding sources used to build the site, and coordination with local County or other public/private entity to determine interest in transferring ownership.

Table E-3. Rest Area Recommendations

Rest Area Number	Rest Area Name (Location)	Interstate/ Highway Number	Rank from Evaluation Scoring	Recommendation	Recommendation Priority
Recommendations for Bottom Tier Rest Areas					
101	Marion	US 45	Rank 29	Consider for repurpose or closure	Low
103	Hurley	US 51	Rank 28	Consider for repurpose as truck parking only	Low
35	Elkhorn	I-43	Rank 27	Consider for repurpose as truck parking only	High
33	New Auburn	US 53	Rank 26	Consider for repurpose or closure	High
23	Superior	US 2/53	Rank 25	Consider for repurpose or closure	High
81	Coloma	I-39/US 51	Rank 24	Consider for repurpose or closure	High
52	Denmark	I-43	Rank 23	Consider for repurpose as truck parking only	Medium
34	Chetek	US 53	Rank 22	Consider for repurpose or closure	High
36	East Troy	I-43	Rank 21	Consider for repurpose as truck parking only	High
51	Maribel	I-43	Rank 20	Consider for repurpose as truck parking only	Medium
Recommendations for Middle and Top Tier Rest Areas to Address Aging Infrastructure					
16	Sparta	I-90	Rank 19	Assess rest area infrastructure. Rebuild rest area or perform major upgrades/improvements to extend service life as needed.	High
26	Kenosha	I-94	Rank 18	Assess rest area infrastructure at end of service life (approximately 5 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	Medium
64	Theresa	I-41	Rank 16	Assess rest area infrastructure at end of service life (approximately 3 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	Medium
82	Westfield	I-39/US 51	Rank 15	Assess rest area infrastructure at end of service life (approximately 1 year). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	Medium
9	Lyndon Station	I-90/94	Rank 14	Assess rest area infrastructure at end of service life (approximately 6 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	Low
106	Dickeyville	US 61/151	Rank 11	Relocate rest area to provide improved access to travelers entering the state on US 61/US 151. Explore possibility of integrating weight enforcement/validation at new site for trucks entering the state on US 61/US 151.	Low
63	Lomira	I-41	Rank 10	Assess rest area infrastructure at end of service life (approximately 2 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	Medium
10	Mauston	I-90/94	Rank 8	Assess rest area infrastructure at end of service life (approximately 5 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	Medium
17	Janesville	I-39/90	Rank 6	Assess rest area infrastructure at end of service life (approximately 9 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	Low
61	Menomonie EB	I-94	Rank 4	Assess rest area infrastructure at end of service life (approximately 3 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	Medium
62	Menomonie WB	I-94	Rank 3	Assess rest area infrastructure at end of service life (approximately 3 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	Medium

1 Introduction

A critical element to safe travel across the United States is provision of locations where travelers can stop to rest. These locations are typically in the form of rest areas along major highways or Interstates, or private service locations located along highways. The Wisconsin Department of Transportation (WisDOT) is committed to providing rest areas at locations where travelers need a safe place to rest. WisDOT invests more than \$6.5 million annually on operations and maintenance of its rest areas and waysides (seasonal rest areas). Currently, WisDOT is facing a fiscal challenge with adequately maintaining all of their 30 rest areas as most have either reached or are approaching their design life.

WisDOT currently has rest area facilities that date back over 40 years ago and wayside facilities that date back over 50 years ago. When these facilities were developed, the technology in vehicles was much different than it is today and the provision of traveler services was more limited. Over time vehicles have become more reliable, more fuel efficient, more able to traverse longer distances in the same amount of time and have technology built into them to inform drivers with traveler information. Additionally, travelers have devices such as cellular phones that provide them with traveler information and the ability to make phone calls from almost anywhere along an Interstate or major US highway route. As traffic demands have grown over time the development of private service locations have grown with them. In fact, research conducted as part of this study shows that locations with high service needs along primary routes in Wisconsin have private service locations within close proximity. Many of these private service locations provide just as many, if not more, services than those provided at rest areas and waysides. The advancements in technology and development of private service locations have reduced the demand for rest areas.

The average age of WisDOT rest areas is greater than 25 years old, and most waysides are over 40 years old. As a result, these facilities have become aged and are likely in need of major improvements or replacement in the coming years. The Wisconsin Department of Transportation (WisDOT) budget for roadside facilities is not able to match the rate at which these facilities are deteriorating.

WisDOT has undertaken this Roadside Facilities Needs Study, in part, to address the issues stated above. The documentation for the Roadside Facilities Needs Study was prepared in three volumes to document the various types of roadside facilities. Volume 1 of the report provides an overall summary of Wisconsin Department of Transportation (WisDOT) statewide roadside facilities. Volume 3 includes an assessment of the Department's commercial motor vehicle (CMV) Safety and Weight Enforcement Facilities (SWEFs) and staffing resources, Virtual Weigh-In-Motion (VWIM) sites, and addresses needs and potential strategies for providing a statewide network of roadside motor carrier safety and weight enforcement sites. This volume (Volume 2) provides an implementation plan for rest areas and waysides that evaluates the existing WisDOT rest areas and wayside systems, and presents recommendations and strategies for optimizing these systems. This Implementation Plan addresses Federal Regulation of maintaining a statewide rest area system plan to ensure rest areas are located where they are most needed by motorists.

Many of the rest area and wayside facilities across Wisconsin were developed when urban areas were smaller and had fewer traveler service or respite areas. Since the development of rest areas there have been many private alternative service locations (ASLs) developed along primary Wisconsin routes that provide redundant services to those provided at rest areas. Another major change since the development of the rest area system is that drivers are now able to get directions and information on roadway/weather conditions through in-car navigation systems and cellular phones. Given the changes to service locations across the state and the considerable investment that WisDOT makes to maintain their roadside facilities, WisDOT has undertaken a review of their rest area and wayside systems to help make future programming decisions.

This study documents existing WisDOT rest area and wayside roadside facilities, identifies system needs, presents facility evaluations, and discusses strategies for modifying the systems. The information presented in this document is to be used by WisDOT when making decisions regarding changes to their rest area and wayside systems. The missions of this study as they pertain to rest areas and waysides are as follows:

Study Mission for WisDOT Rest Areas

Identify recommendations to optimize Wisconsin's rest area system to meet user's needs with consideration of existing rest area sites, availability of private services and fiscal responsibility by:

- Determining the rest area user needs along highly traveled corridors for both passenger vehicles and trucks.
- Evaluating the existing and proposed rest area sites in order to prioritize them.
- Identifying rest area sites for potential closure, repurposing or relocation.
- Developing strategies for the closure, repurpose or relocation of rest area sites.

Study Mission for WisDOT Waysides

Identify waysides for repurpose, transfer of ownership or closure based on potential usage and operating costs.

1.1 National Relevance of Rest Area Study

Recent rest area evaluations across the country stem from economic challenges that have forced agencies to assess the value of maintaining a network of rest areas. This has forced many agencies to consider downsizing services or closing facilities – especially those near commercial service facilities such as gas stations, fast-food restaurants and truck stops. In cases where agencies have decided to close rest areas, this decision has required thorough background assessments and research to examine these issues before the value of rest areas can be fully determined.

Economic issues have led to rest area closures in numerous states including Arizona, Arkansas, California, Colorado, Georgia, Louisiana, Maine, Maryland, New Jersey, New York, South Carolina, Vermont, and Virginia^{1,2,3,4}. Louisiana, for example, has closed 24 out of 34 facilities since 2000, resulting in an annual savings of \$250,000 per rest area. The large-scale closure of rest areas is typically met with strong public opposition. In Virginia, strong public opposition led to the rest areas reopening in April 2010 with a newly elected governor, after closing 19 of 42 rest areas to save an estimated \$9 million annually. Rest area closures and the associated savings varies by state, but has ranged between \$170,000 (New York) to \$470,000 (Virginia) per rest area per year. Several other states that have been considering rest area closures have significantly downgraded the services provided or have canceled plans to build new or rehabilitate existing facilities.

A critical element to rest areas that has been a strong part of opposition to closing rest areas is the provision of adequate truck parking along heavily traveled routes. Special attention has been given in recent years to provision of sufficient truck parking. Section 1401 of the *Moving Ahead for Progress in the 21st Century Act* (MAP-21), Jason's Law, supports projects to address shortage of long-term parking for commercial motor vehicles on the National Highway System to improve the safety of motorized and non-motorized users and for commercial motor vehicle operators.

¹ Federal Motor Coach Association website. Rest areas falling to budget cuts, December 2009.

² Bello, M., States close rest areas to save money, USA Today, July 2009.

³ Gardinier, B., State closes rest stops despite protest, November 2010.

⁴ Restareahistory.org, <http://www.restareahistory.org/Current.html>, Accessed January, 2016.

2 Existing System

The existing WisDOT rest area and wayside facilities were reviewed to serve as a foundation of information used in this study. This information was then used to determine system needs and develop system strategies. The following sections present summaries of the existing WisDOT rest area and wayside facilities.

2.1 Rest Areas

WisDOT has 30 full service rest areas throughout the state. These facilities are primarily located on Interstate routes that carry the highest regional traffic demands in the state. Additionally, some rest areas are located on US highways at locations near state borders or at strategic locations between urban areas. WisDOT rest area locations are shown in **Figure 2-1**. Four rest areas are single-point rest areas (serve both directions of travel); the remaining 26 rest areas are directional, serving only one direction of travel. The four single-point rest areas are located near Kenosha, Marion, Hurley and Dickeyville.

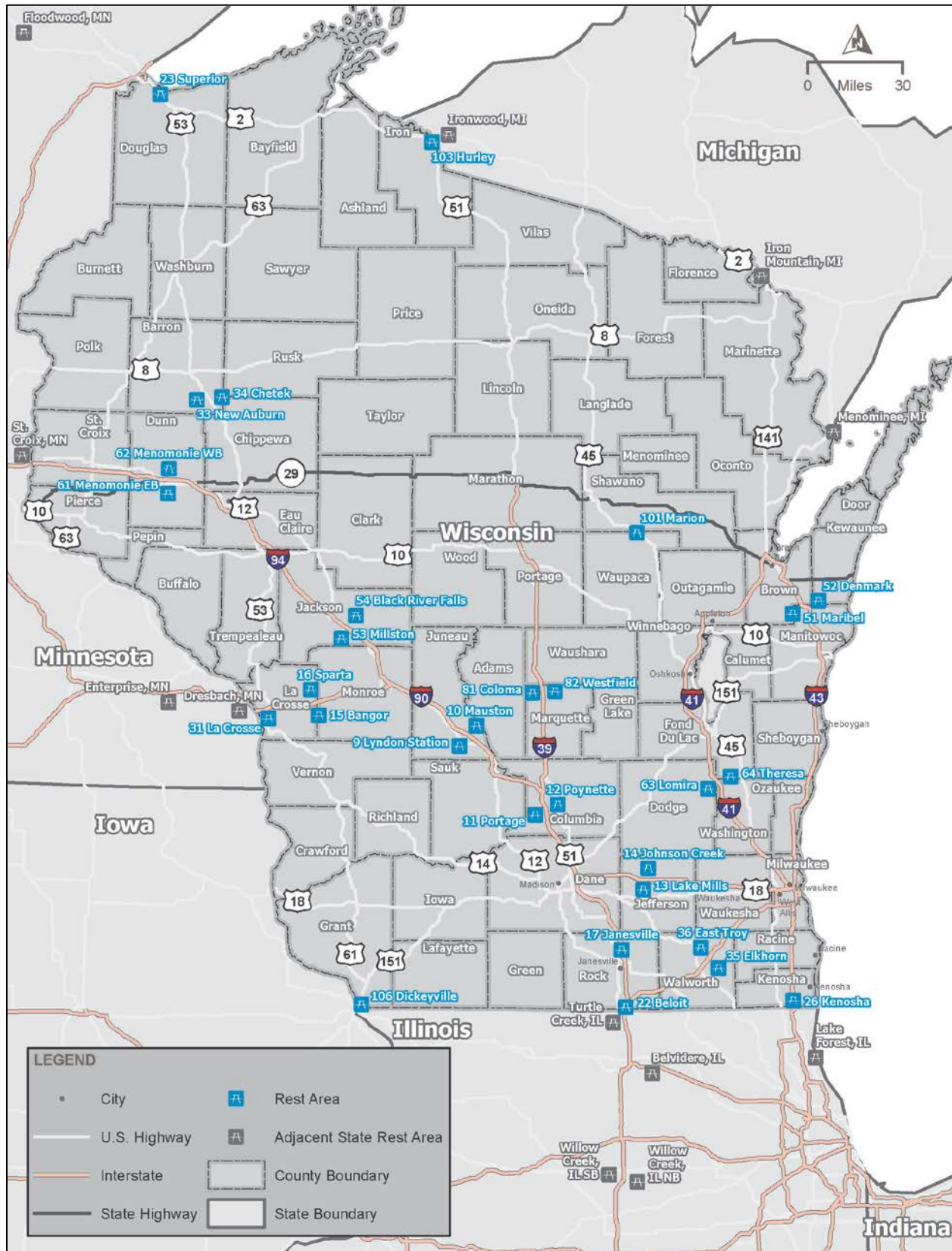
2.1.1 Rest Area Services

All rest areas provide the following services:

- Car parking
- Truck parking
- Restrooms
- Restrooms with handicap accessibility
- Picnic areas
- Drinking water
- Pet exercise area
- Recycling containers

Car parking ranges between 25 and 138 spaces with an average of 65 spaces per rest area. Truck parking ranges between 8 and 68 spaces with an average of 25 spaces per rest area. Some rest areas have additional services such as family restroom facilities and weather information. There are also five rest areas that house local Convention and Visitor Bureaus. Rest area services are summarized in **Table 2-1**.

Figure 2-1. Rest Area Locations



Source: Rest area sites and location provided by WisDOT, June 2015.

Table 2-1. Rest Area Services

Rest Area Number	Rest Area Name (Location)	County	Interstate/ Highway Number	Mile Marker	Direction(s)	Car Parking	Truck Parking	Restroom Facilities	Family Restroom Facilities	Handicap Accessible	Picnic Area	Drinking Water	Pet Exercise Area	Recycling Containers	Vending Machines	Weather Info	Historical Marker	Convention and Visitor Bureau
9	Lyndon Station	Juneau	I-90/94	75	Eastbound	54	23	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
10	Mauston	Juneau	I-90/94	76	Westbound	76	25	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
11	Portage	Columbia	I-39/90/94	113	Southbound / Eastbound	124	68	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
12	Poynette	Columbia	I-39/90/94	113	Northbound / Westbound	138	63	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
13	Lake Mills	Jefferson	I-94	261	Eastbound	103	28	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
14	Johnson Creek	Jefferson	I-94	264	Westbound	72	30	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
15	Bangor	La Crosse	I-90	20	Eastbound	94	16	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No
16	Sparta	Monroe	I-90	22	Westbound	42	16	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No
17	Janesville	Rock	I-39/90	168	Southbound / Eastbound	83	44	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
22	Beloit	Rock	I-39/90	187	Northbound / Westbound	71	30	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
23	Superior	Douglas	US 2/53	229	Eastbound / Southbound	46	14	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
26	Kenosha	Kenosha	I-94	347	Northbound & Southbound	75	27	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
31	La Crosse	La Crosse	I-90	2	Eastbound	71	20	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
33	New Auburn	Barron	US 53	125	Southbound	36	14	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	No	No
34	Chetek	Barron	US 53	122	Northbound	34	12	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
35	Elkhorn	Walworth	I-43	32	Northbound	47	15	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
36	East Troy	Walworth	I-43	33	Southbound	47	14	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
51	Maribel	Manitowoc	I-43	168	Southbound	47	20	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
52	Denmark	Manitowoc	I-43	169	Northbound	50	20	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
53	Millston	Jackson	I-94	124	Eastbound	110	41	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
54	Black River Falls	Jackson	I-94	122	Westbound	136	43	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
61	Menomonie EB	Dunn	I-94	43	Eastbound	45	25	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
62	Menomonie WB	Dunn	I-94	43	Westbound	45	25	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
63	Lomira	Dodge	I-41	84	Southbound	46	22	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
64	Theresa	Dodge	I-41	83	Northbound	49	12	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
81	Coloma	Marquette	I-39/US 51	120	Southbound	58	20	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No
82	Westfield	Marquette	I-39/US 51	118	Northbound	48	30	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
101	Marion	Waupaca	US 45	-	Northbound & Southbound	36	17	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No
103	Hurley	Iron	US 51	-	Northbound & Southbound	25	8	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
106	Dickeyville	Grant	US 61/151	-	Northbound & Southbound	29	18	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No

Source: WisDOT Facility Inventory Access Database, June 2015.

Tourism information is only provided at five rest areas as outlined in **Table 2-1**. Wisconsin Department of Tourism used to provide tourism staff at all rest areas located at ports of entry, but they ceased provision of travel information services at rest areas in 2009. A few years after Wisconsin Department of Tourism ceased provision of travel information services they provided support to establish local Convention and Visitor Bureaus in rest areas at the five locations shown in **Table 2-1**.

2.1.2 Miscellaneous Rest Area Data and Information

Additional information about each rest area related to spacing of services, rest area age/condition and special funding source is presented in **Table 2-2**. The spacing of rest areas varies throughout the state. The guidance in the Guide for Development of Rest Areas on Major Arterials and Freeways prepared by the American Association of State Highways and Transportation Officials (AASHTO) states that rest areas should be placed about an hour apart. The AASHTO document also suggests that rest areas spaced less than 30 miles apart be evaluated for their use and location. The distance from a WisDOT rest area to the nearest downstream rest area was reviewed to capture rest area spacing in Wisconsin. Rest area spacing within the state ranges from 18 miles to 136 miles. Spacing from a rest area to a downstream developed town or city was also reviewed to determine spacing of services from a rest area. All WisDOT rest areas are located closer to a developed town or city than the nearest downstream rest area. The distance from a rest area to the nearest downstream developed town or city ranges from 1 mile to 43 miles.

As illustrated in **Table 2-2**, rest area age varies throughout the state. The average rest area age in Wisconsin is greater than 25 years old. The newest rest area will be the La Crosse rest area (#31) on I-90 along the western state border that is being rebuilt and is planned to reopen in November 2016. The oldest rest areas are the Bangor (#15) and Sparta (#16) rest areas on I-90 just east of La Crosse that were built in 1969. The Bangor rest area (#15) is located approximately 18 miles downstream of the La Crosse rest area (#31) and is planned to be closed following the reopening of the new La Crosse rest area. The locations of newer and older rest areas are spread throughout the state with no specific area representing generally old or new rest areas. Rest area age range is shown in **Figure 2-2**. WisDOT uses 30 years as the estimated service life threshold for a rest area. Once a rest area is 30 years old it is generally in need of major upgrades/repairs or replacement. These upgrades or replacements are evaluated on a site-by-site basis and completed as funding allows. Currently, WisDOT has 10 rest areas that are over 30 years old. Another 12 rest areas will be over 30 years old within the next decade.

Some rest areas were built using money from the Land and Water Conservation (LAWCON) Fund. These rest areas are identified in **Table 2-2**. A requirement of the agency using LAWCON funds is to retain the lands solely for outdoor recreation. Conversion of lands purchased with LAWCON funds to uses other than outdoor recreation must be approved by the National Park Service. This conversion generally requires a replacement/substitute site that is similar and equal or better in value and recreational utility.

WisDOT also maintains a Roadside Asset Management Database that documents the condition of rest area site features such as toilets, building roof, building heating, ventilation and air conditioning, and parking lot. WisDOT has then determined an overall condition rating of each site based on the individual feature condition rating. The condition rating of each site is shown in **Table 2-2**. Condition is scored on a scale of 1 through 5, with 1 being good condition and 5 being poor condition. The overall condition rating for most rest areas falls between 2 and 3. The La Crosse rest area (#31) that is under reconstruction received a value of 1 since it will be new this year. The condition rating is generally higher for older rest areas.

Table 2-2. Rest Area Data (Table 1 of 2)

Rest Area Number	Rest Area Name (Location)	County	Interstate/ Highway Number	Mile Marker	Direction(s)	Nearest Downstream Rest Area along Primary Route and Distance	Nearest Downstream Developed Town or City and Distance	Year Built ¹	Condition Rating ²	LAWCON Site ³
9	Lyndon Station	Juneau	I-90/94	75	Eastbound	RA 11 – 38 Miles	WI Dells – 13 Miles	1992 ⁶	2.53	
10	Mauston	Juneau	I-90/94	76	Westbound	RA 54 – 55 Miles	Mauston – 6 Miles	1991 ⁶	2.60	
11	Portage	Columbia	I-39/90/94	113	Southbound / Eastbound	RA 13 – 46 Miles	Deforest – 14 Miles	2010	2.00	YES
12	Poynette	Columbia	I-39/90/94	113	Northbound / Westbound	RA 10 – 37 Miles	Lake Delton – 20 Miles	2010	1.86	YES
13	Lake Mills	Jefferson	I-94	261	Eastbound	RA 26 – 84 Miles	Johnson Creek – 5 Miles	2002 ⁶	2.35	
14	Johnson Creek	Jefferson	I-94	264	Westbound	RA 12 – 48 Miles	Lake Mills – 4 Miles	2001 ⁶	2.46	
15 ⁴	Bangor	La Crosse	I-90	20	Eastbound	RA 9 – 54 Miles	Sparta – 5 Miles	1969	2.56	
16	Sparta	Monroe	I-90	22	Westbound	Dresbach, MN RA – 22 Miles	West Salem – 10 Miles	1969	2.56	
17	Janesville	Rock	I-39/90	168	Southbound / Eastbound	Turtle Creek, IL RA – 20 Miles	Janesville – 4 Miles	1995 ⁶	2.44	
22	Beloit	Rock	I-39/90	187	Northbound / Westbound	RA 12 – 74 Miles	Beloit – 2 Miles	1997	2.65	
23	Superior	Douglas	US 2/53	229	Eastbound / Southbound	RA 33 – 108 Miles	Minong – 43 Miles	1970	2.83	
26	Kenosha	Kenosha	I-94	347	Northbound & Southbound	RA 14 – 81 Miles	Kenosha – 3 Miles	1991	2.49	
31	La Crosse	La Crosse	I-90	2	Eastbound	RA 15 – 19 Miles	West Salem – 10 Miles	2016 ⁷	1.00	
33	New Auburn	Barron	US 53	125	Southbound	RA 62 – 51 Miles	Bloomer – 11 Miles	1973	2.57	
34	Chetek	Barron	US 53	122	Northbound	- ⁵	Rice Lake – 18 Miles	1973	2.58	
35	Elkhorn	Walworth	I-43	32	Northbound	RA 52 – 136 Miles	East Troy – 7 Miles	1974	2.71	
36	East Troy	Walworth	I-43	33	Southbound	Turtle Creek, IL RA – 36 Miles	Elkhorn – 6 Miles	1974	2.68	
51	Maribel	Manitowoc	I-43	168	Southbound	RA 36 – 136 Miles	Manitowoc – 19 Miles	1980 ⁶	2.43	
52	Denmark	Manitowoc	I-43	169	Northbound	- ⁵	Green Bay – 12 Miles	1980 ⁶	2.52	
53	Millston	Jackson	I-94	124	Eastbound	RA 9 – 52 Miles	Tomah – 20 Miles	1999	2.50	
54	Black River Falls	Jackson	I-94	122	Westbound	RA 62 – 79 Miles	Black River Falls – 5 Miles	1998	2.42	
61	Menomonie EB	Dunn	I-94	43	Eastbound	RA 53 – 81 Miles	Eau Claire – 16 Miles	1989	2.45	
62	Menomonie WB	Dunn	I-94	43	Westbound	St. Croix, MN RA – 46 Miles	Baldwin – 27 Miles	1989	2.55	
63	Lomira	Dodge	I-41	84	Southbound	RA 26 – 85 Miles	Milwaukee – 40 Miles	1988	2.34	
64	Theresa	Dodge	I-41	83	Northbound	- ⁵	Fond du Lac – 17 Miles	1989	2.60	
81	Coloma	Marquette	I-39/US 51	120	Southbound	RA 11 – 39 Miles	Portage – 28 Miles	1974	2.49	YES
82	Westfield	Marquette	I-39/US 51	118	Northbound	- ⁵	Plover – 35 Miles	1987	2.46	YES
101	Marion	Waupaca	US 45	-	Northbound & Southbound	- ⁵	Marion – 1 Mile	1991	2.44	
103	Hurley	Iron	US 51	-	Northbound & Southbound	- ⁵	Hurley – 2 Miles	1992	2.40	
106	Dickeyville	Grant	US 61/151	-	Northbound & Southbound	- ⁵	Platteville – 25 Miles	1993	2.30	

¹ Year Built obtained from WisDOT Facility Inventory Access Database, June 2015.

² Condition Rating provided by WisDOT staff, January 2016. Condition of 1 is good, 5 is poor.

³ LAWCON sites are those built with money from the Land and Water Conservation Fund. LAWCON site information provided by WisDOT, September 2015.

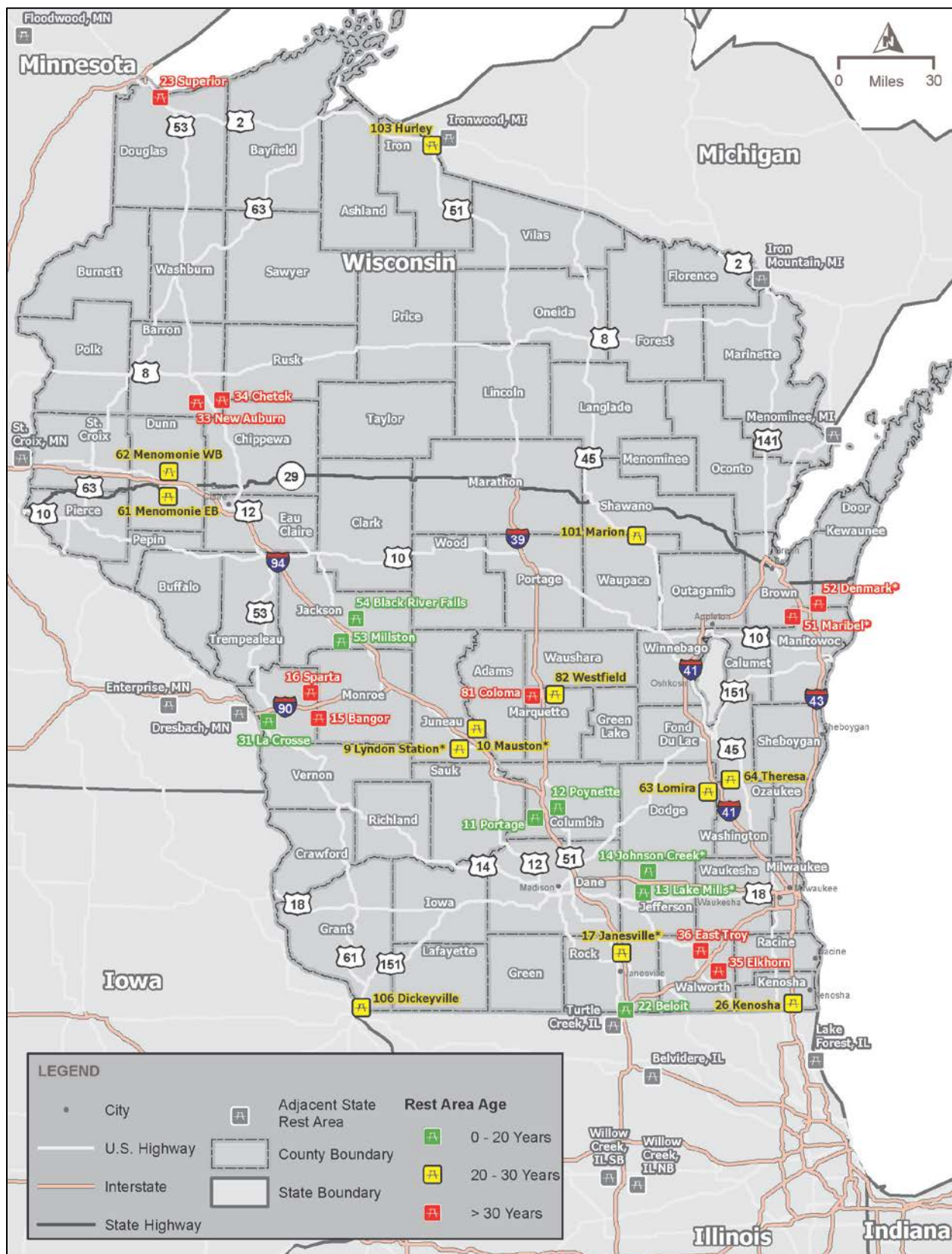
⁴ Rest area planned for closure following the reopening of the new La Crosse rest area that is planned for November 2016.

⁵ No downstream rest area along primary route.

⁶ Major project completed at rest area within the past 3 years. Projects include new roof, freeze repair/prevention or addition of family restrooms.

⁷ Rest area being rebuilt in 2016; planned to reopen in November 2016.

Figure 2-2. Rest Area Age



Source: WisDOT Facility Inventory Access Database, June 2015.

Data on rest area exposure to traffic and usage is highlighted in **Table 2-3**. Total traffic exposure at rest areas varies from 4,900 vehicles per day at the Marion rest area (#101) on US 45 to 104,200 vehicles per day at the Kenosha rest area (#26) on I-94. Truck exposure at rest areas varies from 560 trucks per day at the Hurley rest area (#103) on US 51 to nearly 25,000 trucks per day at the Kenosha rest area (#26). This exposure equates to between 10% and 31% of total traffic passing by rest areas. Rest area usage also varies by site. The number of daily rest area users (vehicles) between years 2009 and 2013 varied from 120 per day at the Marion rest area (#101) to 1,570 per day at the Poynette rest area (#12) on westbound I-39/90/94. The major factor affecting usage of a rest area is the number of passing vehicles on the adjacent mainline roadway. Another factor affecting rest area usage is its location in relation to large metropolitan areas and the availability of nearby ASLs. An example of large metropolitan areas impacting rest area usage is illustrated by the Kenosha rest area (#26) on I-94 between Chicago and Milwaukee where the number of users is relatively small compared to the number of vehicles passing by the rest area.

Annual maintenance costs also vary by rest area site. Factors influencing the costs are the age of the facility, how much use the facility gets, and the size of the site, parking lots and building. Using the number of rest area users and budgeted fiscal year (FY) 2016 maintenance costs, the average maintenance cost per user was calculated for each rest area. Maintenance cost per user is detailed for each rest area in **Table 2-5**. Half of the rest areas have a maintenance cost per user less than \$0.75. Roughly three-quarters of the 30 rest areas have a maintenance cost per user less than \$1.05. The rest areas with maintenance cost per user in the top quarter (greater than \$1.05) are:

- Rest Area #23 (Superior) – \$2.53/user
- Rest Area #31 (La Crosse) – \$1.05/user
- Rest Area #33 (New Auburn) – \$1.07/user
- Rest Area #51 (Maribel) – \$1.09/user
- Rest Area #101 (Marion) – \$2.83/user
- Rest Area #103 (Hurley) – \$3.41/user
- Rest Area #106 (Dickeyville) – \$1.58/user

Three of the four single-point rest areas (#101, #103 and #106) are in the top quarter for maintenance cost per user. It should be noted that the maintenance cost per user at the La Crosse rest area (#31) is expected to decrease in the future after the closure of the Bangor rest area (#15) that will likely increase the number of users at the La Crosse rest area. Rest area usage and maintenance cost per user is also shown graphically in **Figure 2-3**.

Table 2-3. Rest Area Data (Table 2 of 2)

Rest Area Number	Rest Area Name (Location)	County	Interstate/ Highway Number	Mile Marker	Direction(s)	Rest Area AADT ¹	Year 2016 Mainline Forecast AADT ²	Percent of Traffic Served	Mainline Truck % ³	Year 2016 Mainline Forecast AADTT	FY 2016 Maintenance Budget ⁴	Rest Area Annual Traffic ⁵	Maintenance Cost per User ⁶
9	Lyndon Station	Juneau	I-90/94	75	Eastbound	900	17,900	5.0%	31.1%	5,580	\$ 239,773	329,000	\$ 0.73
10	Mauston	Juneau	I-90/94	76	Westbound	1,050	17,900	5.9%	31.1%	5,580	\$ 239,773	383,000	\$ 0.63
11	Portage	Columbia	I-39/90/94	113	Southbound / Eastbound	1,530	30,100	5.1%	28.6%	8,600	\$ 369,278	559,000	\$ 0.66
12	Poynette	Columbia	I-39/90/94	113	Northbound / Westbound	1,570	30,100	5.2%	28.6%	8,600	\$ 369,278	575,000	\$ 0.64
13	Lake Mills	Jefferson	I-94	261	Eastbound	820	19,700	4.2%	12.7%	2,510	\$ 205,999	299,000	\$ 0.69
14	Johnson Creek	Jefferson	I-94	264	Westbound	660	19,700	3.3%	12.7%	2,510	\$ 205,999	239,000	\$ 0.86
15	Bangor	La Crosse	I-90	20	Eastbound	300	11,400	2.6%	29.6%	3,380	\$ 111,041	110,000	\$ 1.01
16	Sparta	Monroe	I-90	22	Westbound	450	11,400	3.9%	29.6%	3,380	\$ 111,041	164,000	\$ 0.68
17	Janesville	Rock	I-39/90	168	Southbound / Eastbound	1,290	25,600	5.0%	28.6%	7,320	\$ 292,115	473,000	\$ 0.62
22	Beloit	Rock	I-39/90	187	Northbound / Westbound	1,400	26,300	5.3%	25.9%	6,810	\$ 335,215	513,000	\$ 0.65
23	Superior	Douglas	US 2/53	229	Eastbound / Southbound	210	7,700	2.7%	10.2%	790	\$ 193,774	77,000	\$ 2.53
26	Kenosha	Kenosha	I-94	347	Northbound & Southbound	1,200 ⁷	104,200	1.2%	23.9%	24,860	\$ 448,579	440,000	\$ 1.02
31	La Crosse	La Crosse	I-90	2	Eastbound	340	13,400	2.5%	22.3%	2,980	\$ 132,108	126,000	\$ 1.05 ⁸
33	New Auburn	Barron	US 53	125	Southbound	290	6,000	4.8%	14.6%	880	\$ 114,838	107,000	\$ 1.07
34	Chetek	Barron	US 53	122	Northbound	310	6,000	5.2%	14.6%	880	\$ 114,838	114,000	\$ 1.01
35	Elkhorn	Walworth	I-43	32	Northbound	390	10,300	3.8%	19.0%	1,950	\$ 112,822	141,000	\$ 0.80
36	East Troy	Walworth	I-43	33	Southbound	350	10,300	3.4%	19.0%	1,950	\$ 112,822	127,000	\$ 0.89
51	Maribel	Manitowoc	I-43	168	Southbound	390	10,300	3.8%	16.6%	1,710	\$ 154,106	141,000	\$ 1.09
52	Denmark	Manitowoc	I-43	169	Northbound	460	10,300	4.5%	16.6%	1,710	\$ 154,106	168,000	\$ 0.92
53	Millston	Jackson	I-94	124	Eastbound	900	13,400	6.7%	28.7%	3,840	\$ 241,870	329,000	\$ 0.73
54	Black River Falls	Jackson	I-94	122	Westbound	950	13,400	7.1%	28.7%	3,840	\$ 241,870	346,000	\$ 0.70
61	Menomonie EB	Dunn	I-94	43	Eastbound	1,010	19,200	5.3%	28.7%	5,520	\$ 205,321	368,000	\$ 0.56
62	Menomonie WB	Dunn	I-94	43	Westbound	1,130	19,200	5.9%	28.7%	5,520	\$ 205,321	411,000	\$ 0.50
63	Lomira	Dodge	I-41	84	Southbound	690	17,200	4.0%	14.4%	2,480	\$ 117,010	254,000	\$ 0.46
64	Theresa	Dodge	I-41	83	Northbound	630	17,200	3.7%	14.4%	2,480	\$ 117,010	231,000	\$ 0.51
81	Coloma	Marquette	I-39/US 51	120	Southbound	390	7,300	5.4%	18.6%	1,350	\$ 111,190	142,000	\$ 0.78
82	Westfield	Marquette	I-39/US 51	118	Northbound	420	7,300	5.8%	18.6%	1,350	\$ 111,190	152,000	\$ 0.73
101	Marion	Waupaca	US 45	-	Northbound & Southbound	120	4,900	2.5%	14.6%	710	\$ 122,602	43,000	\$ 2.83
103	Hurley	Iron	US 51	-	Northbound & Southbound	140	5,500	2.6%	10.2%	560	\$ 177,941	52,000	\$ 3.41
106	Dickeyville	Grant	US 61/151	-	Northbound & Southbound	360	22,900	1.6%	14.6%	3,350	\$ 205,122	130,000	\$ 1.58

¹ Rest Area AADT (Average Annual Daily Traffic) averaged from years 2009-2013 rest area counts data provided by WisDOT, June 2015.

² Year 2016 Mainline Forecast AADT provided by WisDOT Division of Transportation Investment Management (DTIM), July 2015.

³ Year 2016 Mainline Forecast Truck % provided by WisDOT DTIM, July 2016. Used to calculate AADTT (Average Annual Daily Truck Traffic).

⁴ FY 2016 Maintenance Budget provided by WisDOT, October 2015.

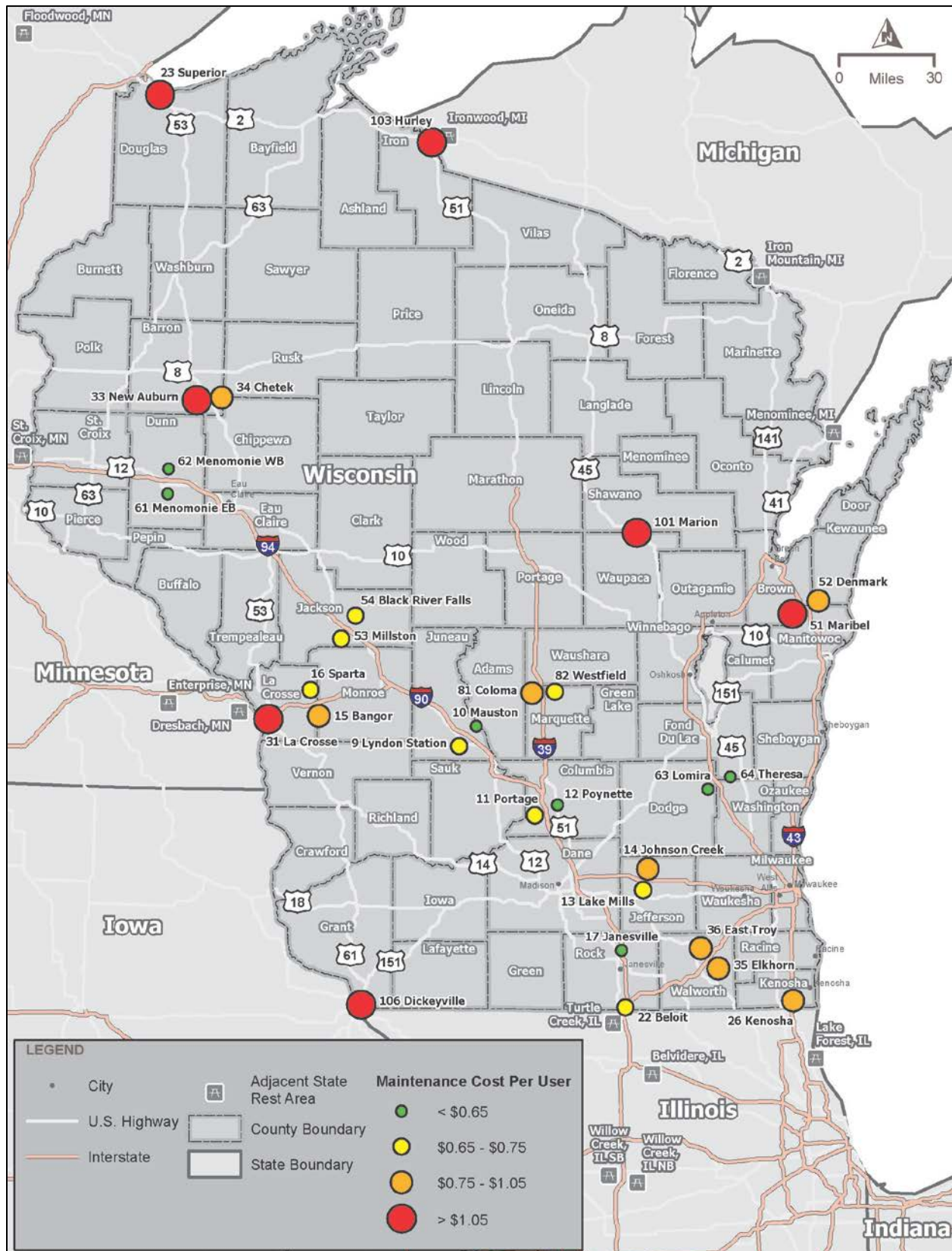
⁵ Rest Area Annual Traffic averaged from years 2009-2013 rest area traffic data provided by WisDOT, June 2015.

⁶ Maintenance Cost per User calculated by dividing FY 2016 Maintenance Budget by Rest Area Annual Traffic.

⁷ Volume provided by WisDOT only accounts for northbound traffic. Volume was doubled to approximate AADT since this rest area serves both directions of travel.

⁸ Maintenance cost per user for La Crosse rest area reflects existing rest area usage. Number of users expected to increase after Bangor rest area is closed and reduce maintenance cost per user of La Crosse rest area below \$1.00.

Figure 2-3. Rest Area Maintenance Cost Effectiveness



Source: FY 2016 maintenance budget provided by WisDOT, October 2015. Rest area usage determined from average of years 2009-2013 rest area traffic data provided by WisDOT, June 2015.

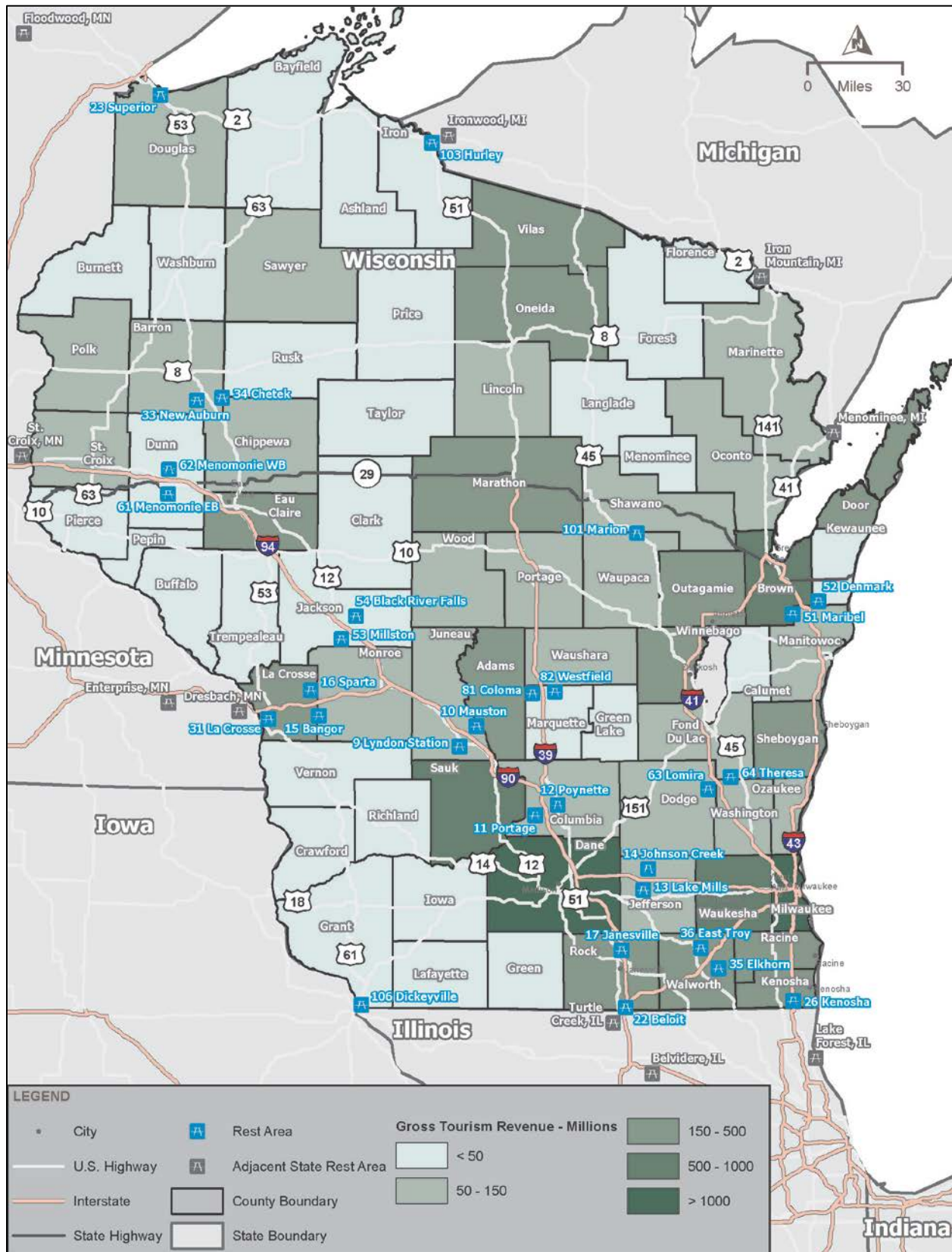
2.1.3 Rest Area Access

Adequate access to rest areas is critical to ensure that travelers can safely and easily access the site. The majority of rest areas in Wisconsin are directional and provide direct access to the rest area off of the Interstate or highway. Four rest areas are single-point rest areas that serve multiple directions of travel. The access to the single-point rest areas near Marion and Hurley are off of US highways with direct access from both directions. The access to the single-point rest area near Kenosha is provided with direct access from westbound I-94. Traffic on eastbound I-94 that is destined to the Kenosha rest area (#26) must exit the Interstate onto WI 165 and access the rest area from WI 165. The access to the single-point rest area at Dickeyville has no direct access from US 61/151. Traffic must exit US 61/151 to WI 11 and access the rest area from WI 11.

2.1.4 Rest Areas in Relation to Tourism

WisDOT's rest areas provide visitors to the state with opportunity to stop for rest as they travel to their destination. Locations with the greatest amount of tourism vary throughout the state. **Figure 2-4** shows tourism revenues from 2014 for each county in the state in relation to rest areas. Dane and Milwaukee counties had the most tourism revenues in 2014. This is expected since the state's two largest cities, Madison and Milwaukee, reside in those counties. The counties with the next highest tourism revenues were Brown and Sauk counties. Green Bay, Wisconsin's third most populous city, is located in Brown County. Wisconsin Dells, with several tourist attractions, is located in Sauk County. Similar to the locations of rest areas, many of the high tourism counties are located along the primary routes in the state. This ensures that many of the highest tourism locations have rest areas along primary routes to these destinations.

Figure 2-4. Year 2014 Tourism Revenues in Wisconsin



Source: Tourism revenue data provided by WisDOT, December, 2015.

2.1.5 Planned Rest Area Improvements

The La Crosse rest area (#31) is currently being reconstructed. Enhancements to the La Crosse site to provide additional parking are also part of the reconstruction effort. The Bangor rest area (#15), located 19 miles east of the La Crosse rest area (#31) on I-90, is planned for closure following the reopening of the La Crosse rest area, which is expected for November 2016.

The WisDOT 2016-2021 Six Year Highway Improvement Program also includes the following rest area improvements:

- Rest Area #34 (Chetek) – Rest area ramp and parking lot resurfacing programmed between years 2019 and 2021.
- Rest Area #26 (Kenosha) – Safety rest area improvements programmed between years 2019 and 2021.

Additionally, reconstruction of rest area # 63 (Lomira) and rest area #64 (Theresa) have been identified by WisDOT as potential for being programmed based on deteriorated facilities/sites. Inclusion of these replacements in the Six Year Highway Improvement Program was suspended until results from the Roadside Facilities Needs Study are complete.

2.1.6 Rest Area Truck Parking Enhancements

Truck parking availability is a critical element to providing truck drivers with safe locations to rest. The need to provide truck parking spaces is going to increase in the future as freight traffic volumes increase. The Federal Highway (FHWA) Freight Analysis Framework (FAF) projects by year 2040 that inbound freight will increase by 44% and outbound freight will increase by 26%. Currently, WisDOT rest areas provide 760 truck parking spaces statewide. However, information that tells truck drivers information about the availability of these spaces in advance of arriving at a rest area is not available.

WisDOT has been working on a project to provide real-time information on Interstate highways to truck drivers. Currently, WisDOT is outfitting four rest areas with truck parking detection along eastbound I-94 between the Minnesota border and I-39/90/94 junction near Madison. This system is expected to be operational in summer 2016. Additionally, WisDOT, along with seven other states, has been awarded a \$25 million federal grant to provide truck parking information. WisDOT expects to receive just over \$2 million from the US DOT grant to be used in conjunction with \$200,000 of state funds. The grant will support the communication of real-time truck parking information systems at several new locations in Wisconsin along the I-94 corridor. Providing real-time information on truck parking at rest areas may also result in greater utilization of parking at private service locations when truck drivers are informed of truck parking at capacity at a downstream rest area.

2.1.7 Comparison of WisDOT Rest Areas to Nearby States

WisDOT rest areas were compared to rest areas in nearby states. This comparison was used to assess how rest areas compare and contrast between WisDOT rest areas and those in nearby states. The metrics used in this comparison were average rest area spacing, average rest area age, truck parking spaces and car parking spaces. The other states used in this comparison were Minnesota, Iowa, Indiana, Michigan and South Dakota. The rest area comparison is shown in **Table 2-4**.

Table 2-4. Comparison of WisDOT Rest Areas to Other States' Rest Areas

Feature	Wisconsin	Other States
Average Rest Area Spacing	62 miles	41 miles ¹
Average Rest Area Age	27 years	27 years ²
Average Truck Parking Spaces	25	28 ²
Average Car Parking Spaces	65	55 ²

¹ Based on Minnesota, Iowa, Indiana, Michigan and South Dakota.

² Based on Michigan, Iowa and Indiana

The average rest area spacing is approximately 20 miles greater in Wisconsin than the states used for comparison. The average rest area spacing for Wisconsin and comparison states meets the AASHTO Guide for Development of Rest Areas on Major Arterials and Freeways which states that rest areas should be placed about an hour apart. Average rest area age and parking spaces are similar between Wisconsin and the comparison states.

2.2 Waysides

WisDOT has 68 waysides throughout the state. These waysides are open during the peak tourism months (summer months) from roughly mid May to mid September annually. They are generally positioned at scenic locations on two-lane highways and are more rustic in nature. Waysides offer limited services compared to those provided at rest areas. The following services are usually provided at waysides:

- Parking
- Toilet facilities
- Drinking water
- Picnic areas
- Recycling

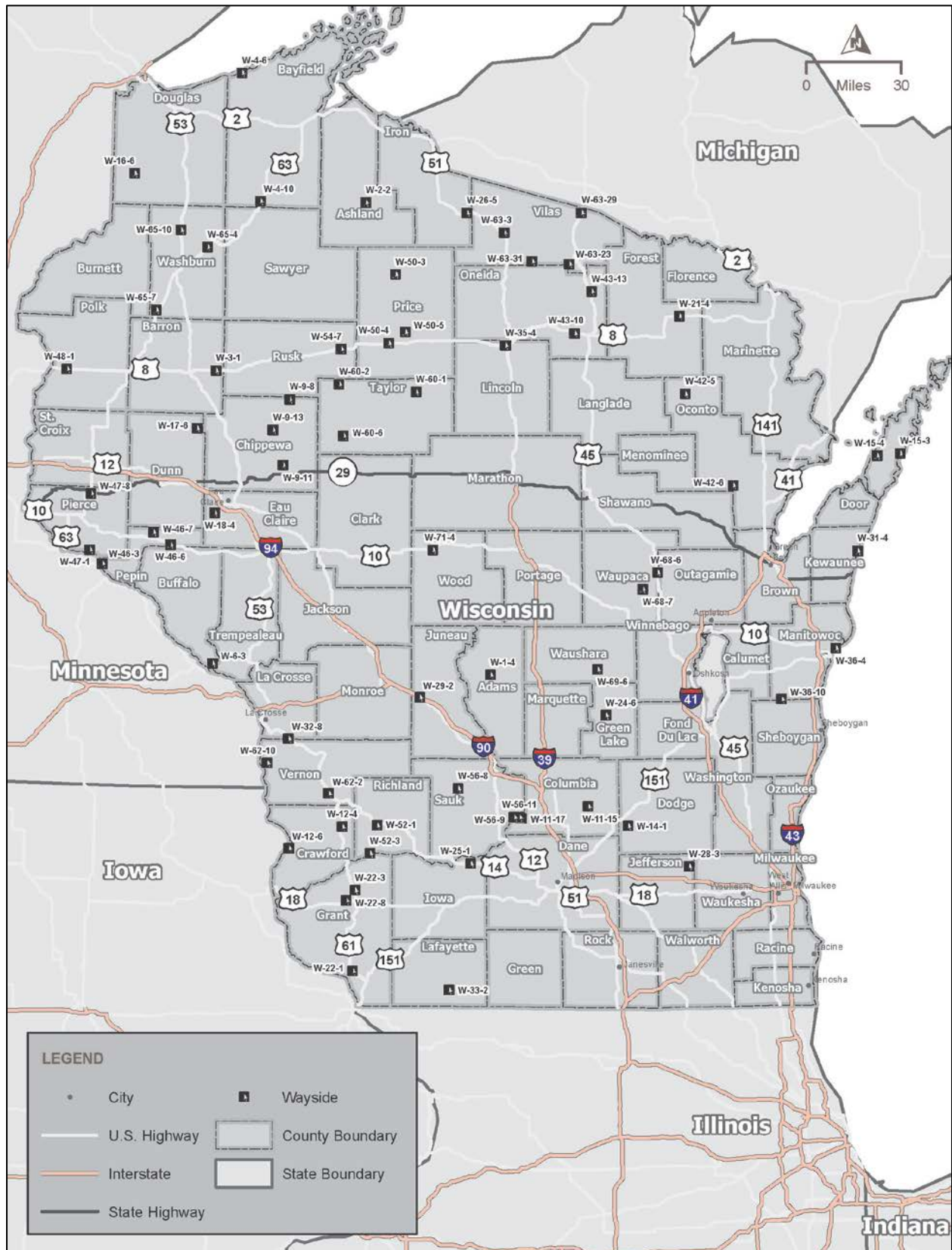
A list of the WisDOT waysides with information pertaining to each site is provided in **Table 2-5**. These waysides are shown graphically in **Figure 2-5**.

Table 2-5. Wayside Locations and Corresponding Data

Site Number ¹	County	Route	Car Parking	Truck Parking	Year 2016 Mainline Forecast AADT ²	Distance to Town with Population > 1,500 (mi)	FY 2016 Budget ³	Asset Condition Rating ⁴	LAWCON Site ⁵
W-1-4	Adams	WIS 13	18	6	5,800	4.0	\$ 13,147.10	3.6	
W-2-2	Ashland	WIS 13	14	3	2,000	17.8	\$ 12,019.51	2.8	
W-3-1	Barron	US 8	17	2	3,400	6.1	\$ 17,881.36	2.6	
W-4-6	Bayfield	WIS 13	10	0	700	22.6	\$ 12,624.74	3.1	YES
W-4-10	Bayfield	US 63	15	3	3,500	13.0	\$ 12,624.74	2.9	YES
W-6-3	Buffalo	WIS 35	12	0	8,200	7.3	\$ 29,457.73	3.2	
W-9-8	Chippewa	WIS 27	12	0	4,200	10.7	\$ 6,931.90	3.1	
W-9-11	Chippewa	WIS 27	7	1	3,200	6.4	\$ 12,472.66	2.9	
W-9-13	Chippewa	WIS 178	10	0	2,000	12.7	\$ 6,931.90	3.4	YES
W-11-15	Columbia	WIS 16	21	4	3,600	6.7	\$ 32,155.43	3.7	
W-11-17	Columbia	WIS 113	14	0	1,400	0.0	\$ 32,155.43	1.0	YES
W-12-4	Crawford	US 61	22	0	2,100	11.4	\$ 28,301.58	3.3	
W-12-6	Crawford	WIS 35	16	4	3,000	10.6	\$ 28,301.58	3.8	
W-14-1	Dodge	WIS 16	28	0	4,700	2.7	\$ 16,879.49	3.5	
W-15-3	Door	WIS 57	6	0	2,900	13.7	\$ 34,892.46	3.4	
W-15-4	Door	WIS 42	12	3	4,700	9.7	\$ 34,892.46	3.3	
W-16-6	Douglas	WIS 35	15	3	1,200	24.8	\$ 11,613.28	3.2	
W-17-6	Dunn	WIS 64	12	11	1,300	9.6	\$ 9,869.02	2.9	YES
W-18-4	Eau Claire	WIS 85	20	3	3,500	2.6	\$ 9,869.02	3.1	YES
W-21-4	Forest	US 8	13	4	1,900	15.2	\$ 13,585.37	2.8	
W-22-1	Grant	US 61	18	3	5,600	9.3	\$ 28,834.85	3.0	
W-22-3	Grant	US 61	20	3	5,600	3.1	\$ 28,834.85	3.5	
W-22-8	Grant	US 18	19	4	2,600	2.4	\$ 28,834.85	3.6	
W-24-6	Green Lake	WIS 23	15	3	7,000	9.5	\$ 31,553.00	3.1	YES
W-25-1	Iowa	US 14	10	0	9,100	5.3	\$ 28,317.91	3.1	
W-26-5	Iron	US 51	12	0	3,100	10.2	\$ 8,544.14	3.0	
W-28-3	Jefferson	WIS 16	33	0	11,400	0.1	\$ 23,526.75	2.8	
W-29-2	Juneau	CTH C	18	4	36,100	4.2	\$ 28,779.80	2.9	
W-31-4	Kewaunee	WIS 42	23	11	2,500	1.6	\$ 33,065.71	3.0	
W-32-8	La Crosse	US 14	20	3	4,700	4.6	\$ 24,108.58	2.6	
W-33-2	Lafayette	WIS 11	15	0	3,800	5.8	\$ 27,272.01	3.7	
W-36-4	Manitowoc	WIS 42	66	0	16,600	0.0	\$ 7,789.68	2.6	
W-36-10	Manitowoc	WIS 32	14	3	7,800	1.7	\$ 7,789.68	3.0	
W-42-5	Oconto	WIS 32	16	2	4,700	23.3	\$ 32,892.37	2.8	YES
W-42-6	Oconto	WIS 32	16	3	2,400	4.3	\$ 32,892.37	2.9	YES
W-43-10	Oneida	US 8	19	2	6,800	6.5	\$ 19,893.50	3.0	
W-43-13	Oneida	US 45	20	2	2,900	13.4	\$ 19,893.50	2.9	
W-46-3	Pepin	WIS 35	20	0	1,500	16.5	\$ 30,954.68	3.5	
W-46-6	Pepin	US 10	16	2	2,400	4.6	\$ 30,954.68	3.5	
W-46-7	Pepin	WIS 25	15	2	2,700	1.6	\$ 30,954.68	3.9	
W-47-1	Pierce	WIS 35	17	0	3,000	10.7	\$ 32,372.12	3.7	
W-47-8	Pierce	US 63	22	0	3,000	6.5	\$ 32,372.12	4.9	YES
W-48-1	Polk	WIS 35	17	3	8,200	1.1	\$ 12,052.22	2.7	
W-50-3	Price	WIS 13	16	11	4,200	3.6	\$ 34,848.32	2.9	
W-50-4	Price	US 8	7	3	1,000	25.3	\$ 34,848.32	4.0	
W-50-5	Price	WIS 13	9	0	3,300	22.1	\$ 34,848.32	3.5	
W-52-1	Richland	WIS 171	10	0	1,500	5.7	\$ 27,541.92	2.8	
W-52-3	Richland	WIS 60	15	0	2,200	5.3	\$ 27,541.92	3.1	
W-54-7	Rusk	US 8	25	5	3,000	14.4	\$ 13,894.30	2.9	
W-56-8	Sauk	WIS 23	10	6	4,200	0.4	\$ 27,269.59	3.4	YES
W-56-9	Sauk	WIS 78	8	2	3,200	1.0	\$ 27,269.59	3.1	YES
W-56-11	Sauk	WIS 78	0	0	3,200	0.6	\$ 27,269.59	2.7	
W-60-1	Taylor	WIS 13	26	3	3,000	11.1	\$ 9,968.08	3.0	
W-60-2	Taylor	WIS 73	12	0	600	15.6	\$ 9,968.08	3.0	
W-60-6	Taylor	WIS 64	13	2	1,100	10.1	\$ 9,968.08	3.2	
W-62-2	Vernon	US 14	18	4	4,400	4.5	\$ 5,636.91	3.2	
W-62-10	Vernon	WIS 35	20	0	5,600	9.1	\$ 5,636.91	3.5	YES
W-63-3	Vilas	US 51	13	3	4,600	8.1	\$ 13,776.21	3.1	
W-63-23	Vilas	WIS 17	11	2	5,300	16.9	\$ 18,817.44	3.0	
W-63-29	Vilas	US 45	15	0	3,900	32.7	\$ 18,817.44	3.0	
W-63-31	Vilas	WIS 70	8	1	5,500	15.5	\$ 18,817.44	2.8	YES
W-65-4	Washburn	US 63	10	2	4,200	7.6	\$ 7,406.43	3.3	YES
W-65-7	Washburn	US 63	23	2	3,300	8.3	\$ 7,406.43	3.0	
W-65-10	Washburn	US 53	12	7	5,500	13.9	\$ 7,406.43	3.2	
W-68-6	Waupaca	US 45	16	4	10,400	4.3	\$ 16,430.47	2.9	
W-68-7	Waupaca	WIS 54	14	0	8,100	4.0	\$ 16,430.47	3.0	
W-69-6	Waushara	WIS 21	13	3	7,000	0.5	\$ 24,897.36	2.3	YES
W-71-4	Wood	WIS 80	15	4	5,300	1.9	\$ 34,482.62	2.7	

¹ WisDOT wayside sites and location provided by WisDOT, July 2015.
² Year 2016 Mainline Forecast AADT (Average Annual Daily Traffic) provided by WisDOT Division of Transportation Investment Management (DTIM), July 2015.
³ Fiscal Year 2016 Maintenance Budget provided by WisDOT, October 2015.
⁴ Asset condition rating based on information from WisDOT asset condition database, November 2015. Rating of 1 is good; rating of 5 is poor.
⁵ LAWCON site information provided by WisDOT, September 2015.

Figure 2-5. Wisconsin Waysides



Source: WisDOT wayside sites and location provided by WisDOT, July 2015.

Each wayside provides restroom facilities. Car parking is available at all waysides ranging from 6 to 66 spaces, with the exception of one site that is only a bathroom building. Nearly two-thirds of the waysides provide for truck parking, with 11 truck parking spaces as the maximum. The location of waysides with respect to developed towns varies throughout the state. Some waysides are located within or near towns with population greater than 1,500, while others are more remote (up to 33 miles from towns). The level of funding from WisDOT for waysides also varies by site, with some sites commanding nearly \$35,000 annually.

Most waysides were built prior to year 1975. Sixteen of the waysides were built with LAWCON funds. Since most of waysides are over 40 years old, WisDOT has developed a condition rating for each site to determine sites with the greatest improvement needs. The overall condition rating for each site is based on a combination of condition ratings for individual features (i.e., restroom roof, toilet, septic vault, etc.). This information is maintained in the Roadside Asset Management Database that was referenced in Section 2.1.2 *Miscellaneous Rest Area Data and Information*. Similar to the condition rating scale for rest areas, wayside condition ratings are scored on a scale of 1 through 5, with 1 being good condition and 5 being poor condition. Overall wayside condition ratings range from 1.0 to 4.9, with 66 of the 68 waysides having condition ratings between 2 and 4.

The use of waysides varies greatly by site. Historical counts dating back to 2003 show daily usage between 20 and 540 vehicles with the average wayside capturing roughly 130 vehicles per day. A compilation of the historical count data for the waysides is provided in Appendix A.

3 Rest Area User Survey

WisDOT administered a rest area user survey across the state of Wisconsin to gather feedback on users' travel patterns, travel preferences, rest area usage and assessment of Wisconsin rest area conditions. The survey was administered from June 2015 until September 2015. Additionally, a survey was sent to members of the trucking community to identify truck parking issues in Wisconsin since trucks account for over 20% of vehicles on rest area corridors. The trucking community survey was administered from September 2015 to November 2015. The following sections summarize the survey efforts and results. A detailed review of the survey efforts and results is provided in Appendix B and Appendix C.

3.1 Administration of Surveys

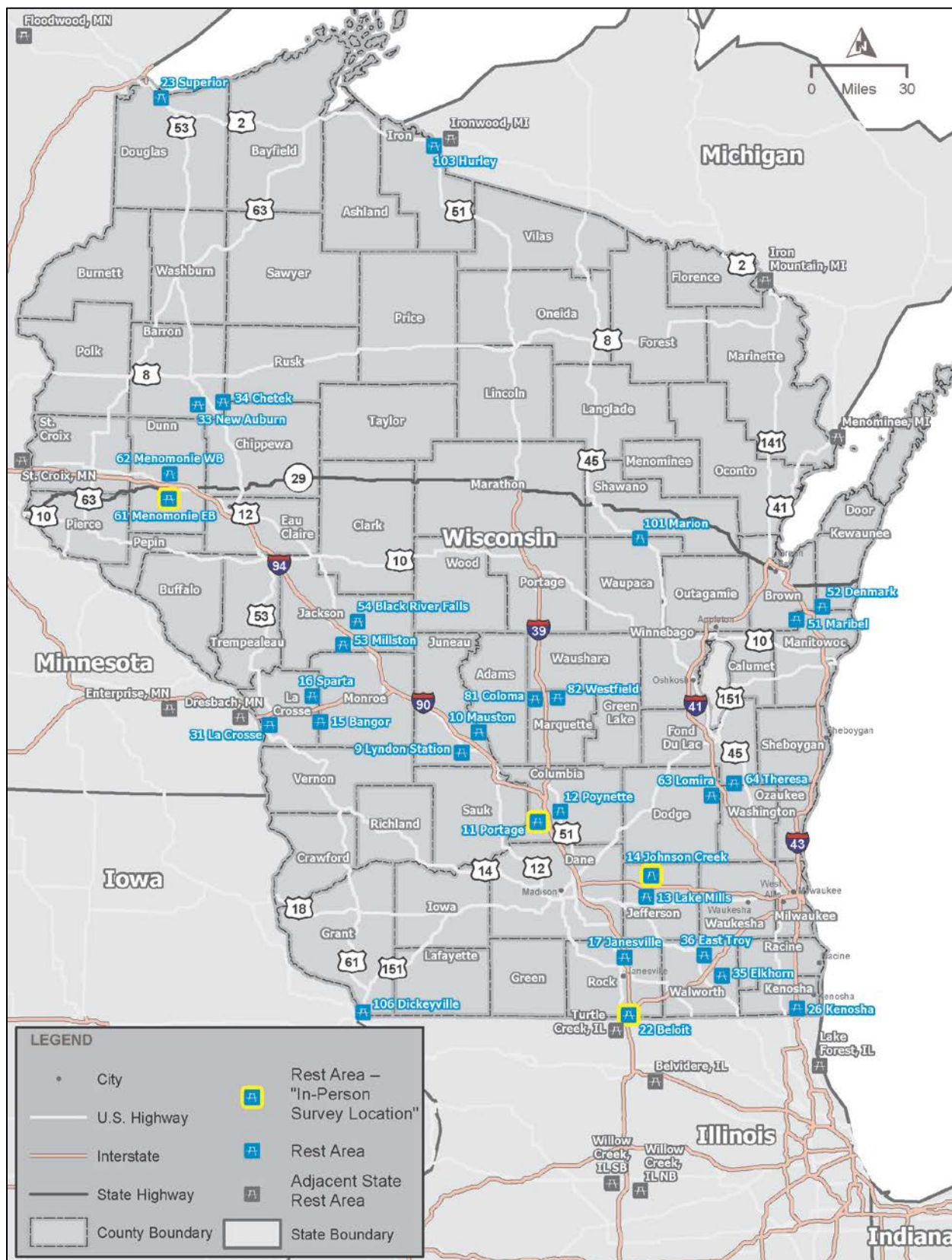
Travelers were encouraged to provide feedback on travel patterns, travel preferences, rest area usage and Wisconsin rest area conditions by completing a 12 question survey. The results were collected through a number of different communication channels. One channel was 11" x 17" posters which were placed at all rest areas near entrances and exits, as well as within the rest area. These posters included QR codes for travelers to scan via their smart phone and information on how to access the survey online. Survey links were also posted on the WisDOT rest area home page, accessed via WisDOT social media sites (Facebook and Twitter), and emailed to freight industry contacts. Paper surveys were available at each rest area from mid-June until mid-September 2015. The paper surveys included a business reply address label allowing visitors to mail the survey response to WisDOT, or they could leave the survey in the comment card box at the rest area.

In-person surveys were conducted on Thursday, July 2, 2015 and Friday, September 4, 2015 by HDR and Lakeside Engineers staff at the following rest areas:

- Rest Area #22 (Beloit)
- Rest Area #12 (Portage)
- Rest Area #14 (Johnson Creek)
- Rest Area #61 (Menomonie)

July 2, 2015 and September 4, 2015 were selected because they coincided with the Independence Day and Labor Day holiday weekends, and would capture a larger amount of travelers. The in-person survey rest area sites are highlighted in **Figure 3-1**. There were over 2,100 survey respondents in total between all forms of survey.

Figure 3-1. In-Person User Survey Sites



Source: In-person surveys collected by HDR and Lakeside Engineers staff on Thursday, July 2, 2015 and Friday, September 4, 2015.

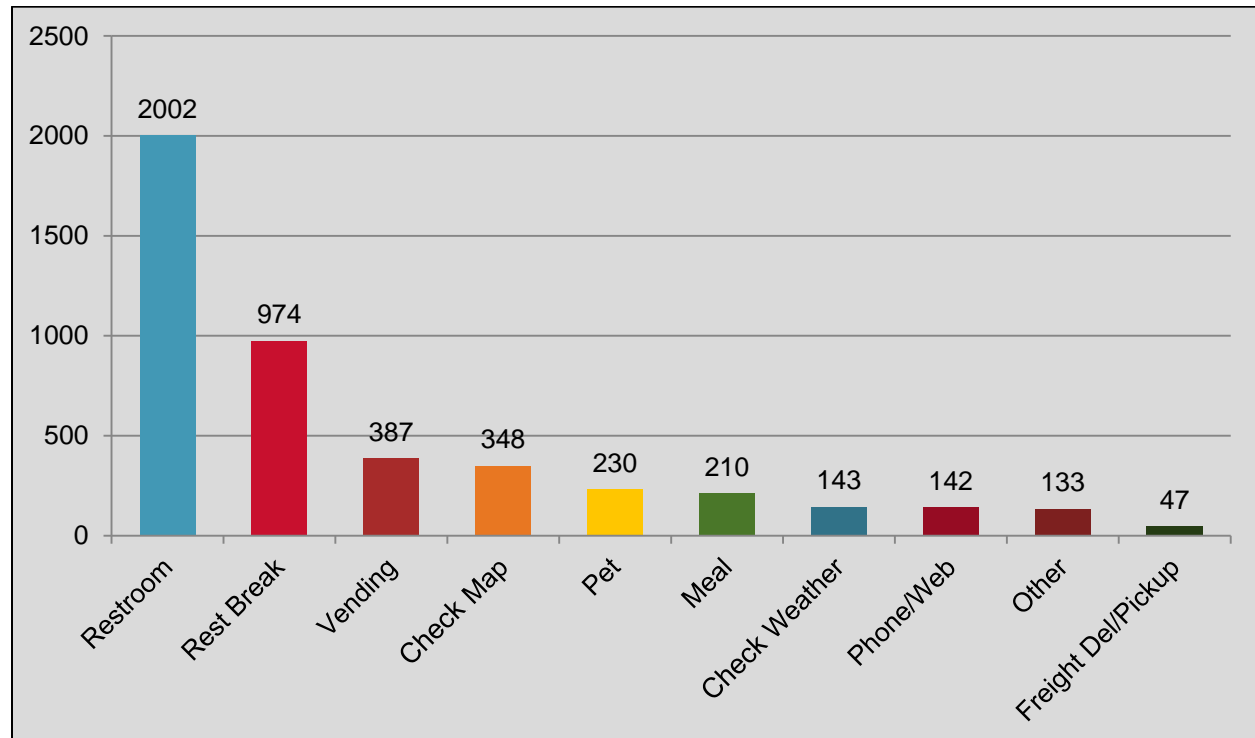
In addition to the visitor surveys conducted at the rest areas, a separate user survey was developed to solicit comments from the trucking community. A 15 question survey was sent to over 300 Wisconsin based companies to identify issues that trucking operations face. In addition, trucking associations including Wisconsin Motor Carriers Association, Iowa Motor Truck Association, Illinois Trucking Association, Indiana Motor Carrier Association, Minnesota Trucking Association, Michigan Trucking Association, and the Specialized Carriers & Rigging Association were contacted for input. Each association was provided a web link to an on-line version of the trucking survey. The associations shared the web link with their members in their weekly newsletters. Seventy nine (79) responses were received from the trucking survey, with 45 arriving by mail and another 34 responses from on-line surveys.

3.2 Major Findings of User Surveys

- 43% of respondents' primary reason for stopping at the rest area was to use the restroom. Another 21% stopped to take a break from driving. Other reasons for stopping at the rest area were to use the vending machines (8%), to look at a map (8%), or for pet related issues (5%). A breakdown of the reasons users stopped at the rest areas are shown in **Figure 3-2**.
- 47% of survey respondents reported that they were traveling for vacation and another 29% reported traveling for personal reasons; 22% reported that they were traveling for work.
- On average, survey respondents spent less than 15 minutes at the rest areas. There were only a few respondents (7%) that spent more than 45 minutes at the rest area.
- 77% of respondents were travelling in an automobile and 15% were in a commercial truck. There were few respondents on motorcycles, bus, or RV.
- 41% of respondents start and end their trip in Wisconsin, while 24% of respondents start in another state and end in Wisconsin.
- Over half of respondents (59%) reported that their typical trip when using a rest area is over 4 hours long and only 2% reported their trip to be less 1 hour.
- 70% of respondents stated that if the rest area they visited was closed, they would travel to the next exit to stop. 18% of respondents said that they would go to the next rest area.
- 13% of respondents said they were neutral about vending machines, which can be directly correlated with comments about adding fast food or more food options at the rest areas to increase their satisfaction with the vending machines.
- 65% of respondents said they would rate their safety at the rest areas as excellent. Another 30% said they would rate safety as good.
- 68% of travelers reported that the cleanliness of the rest rooms was excellent and another 27% reported the cleanliness as good. There was only a small percent (1%) that reported the cleanliness as poor.
- Many respondents reported that they would like to see a fenced in area for pets.

- Survey respondents commented that they would like to see more tourist information at the rest stops such as maps, pamphlets, and brochures.

Figure 3-2. Users' Reasons for Stopping at Rest Area



Source: User survey results conducted from July-September 2015 by WisDOT, HDR and Lakeside.

3.3 Major Findings of Truck Parking Surveys

- Only 33% of the respondents have a specific truck parking policy or procedure (e.g., guidance on types of parking areas to use/not use, or specific travel plazas/fuel brands to use/not use).
- Only 28% of the respondents provide specific suggestions to drivers on where to stop for rest breaks.
- Only 23% of the respondents provide drivers with informational updates about rest areas or truck stops/travel plazas to avoid.
- Nearly half (46%) of the respondents say drivers complain about a lack of truck parking spaces in rest areas in Wisconsin on specific highway corridors.
- Fewer than half (42%) of the respondents say drivers complain about a lack of truck parking spaces at rest areas in Wisconsin during certain times of day.
- Only 33% of the respondents say drivers complain about a lack of truck parking spaces at rest areas in Wisconsin during certain days of the week.

- Only 17% of the respondents have trucks that sometimes carry DOT trip-permitted oversized and/or overweight (OSOW) non-divisible loads, and of these:
 - Most (75%) say drivers most commonly use truck stops if they have to stop for a rest break while on the way to their delivery points.
 - Only 25% say there is enough parking capacity in Wisconsin to safely accommodate OSOW loads if their drivers have to stop for a rest break while on the way to their delivery points.

4 Traveler Service Needs

Locations with service needs along highly traveled corridors in Wisconsin were identified to determine locations where new rest areas may be needed. The highly traveled corridors used in this needs assessment were routes between urban areas that have average annual daily traffic (AADT) generally exceeding 10,000 vehicles.

The locations with service needs were identified through a spatial analysis using geographic information systems (GIS) tools. The spatial analysis identified clusters (or hot spots) that represent the areas with the greatest service needs. These areas were identified by calculating variable scores along each corridor. The score for any given location along a corridor was calculated based on the following criteria:

- Year 2016 Mainline Forecast AADT – Locations with higher AADT were scored high based on a larger amount of travelers that would likely be using services at those locations.
- Distance to Nearest Urban Area with Population Greater than 15,000 – Locations further from urban areas were scored high based on the likelihood of fewer service provisions provided to travelers that are more abundant in urban areas.
- Truck Parking Demand – Locations with high truck parking demand were scored high based on the need to provide parking opportunities at those locations.

Truck parking demand was calculated using a demand equation from the FHWA *Study of Adequacy of Commercial Truck Parking Facilities Technical Report* (Report #FHWA-RD-01-158, March 2002), referred to hereinafter as the FHWA Truck Parking Study. The equation in the FHWA Truck Parking Study calculates truck parking demand by using information on the amount of trucks on a given segment of roadway and the expected percentage of truck stopping maneuvers occurring in the peak truck parking period (3:00 – 4:00 AM). Additionally, assumptions regarding a breakdown of the type of truck trips (short-haul versus long-haul), average parking duration and the percent of truck stopping maneuvers occurring in the peak truck parking period were obtained from a report developed by the Pennsylvania State Transportation Advisory Committee titled *Truck Parking in Pennsylvania* (December 2007). Detailed information on the calculation for truck parking demand is provided in Appendix D.

The individual criteria scores were combined using a weighted average to calculate an overall score for a given location along a corridor. The service needs criteria were reviewed with WisDOT to identify the weight for each criterion to be used in the service needs evaluation. The criteria weights that were used for the service needs evaluation are listed in **Table 4-1**.

Table 4-1. Service Needs Criteria Weights

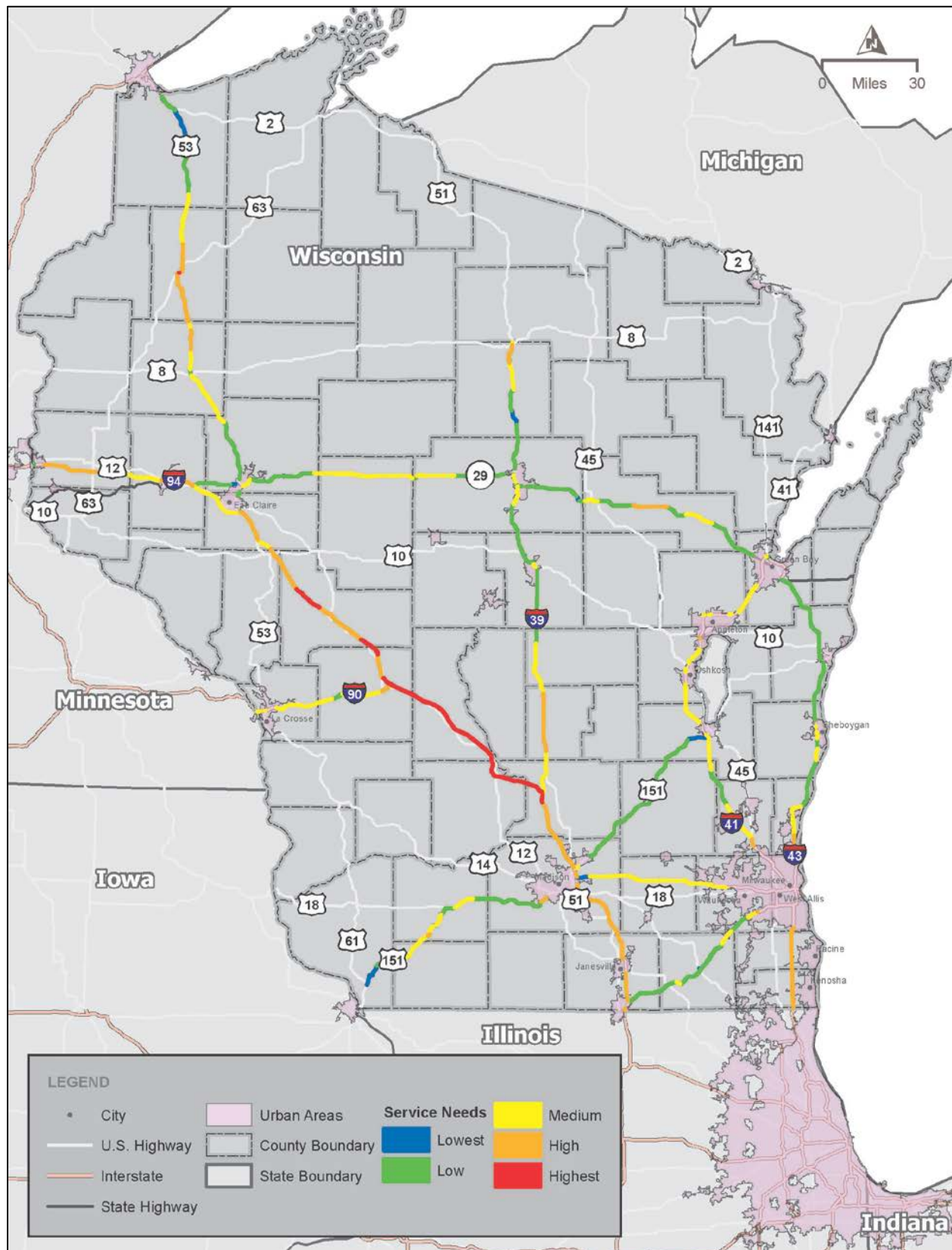
Criteria	Weight
Year 2016 Mainline Forecast AADT	15%
Distance to Nearest Urban Area with Population Greater than 15,000	50%
Truck Parking Demand	35%
Total	100%

Source: Weights provided by WisDOT, November 2015

Locations where service needs are the greatest were determined by applying the weights in **Table 4-1** to the service needs criteria. The service needs locations are highlighted in **Figure 4-1**. Locations with high service needs are primarily along the highest traveled routes and route segments with greater distances between urban areas. These locations include most of I-94, I-39/90 south of Madison and US 53 between US 8 and US 63.

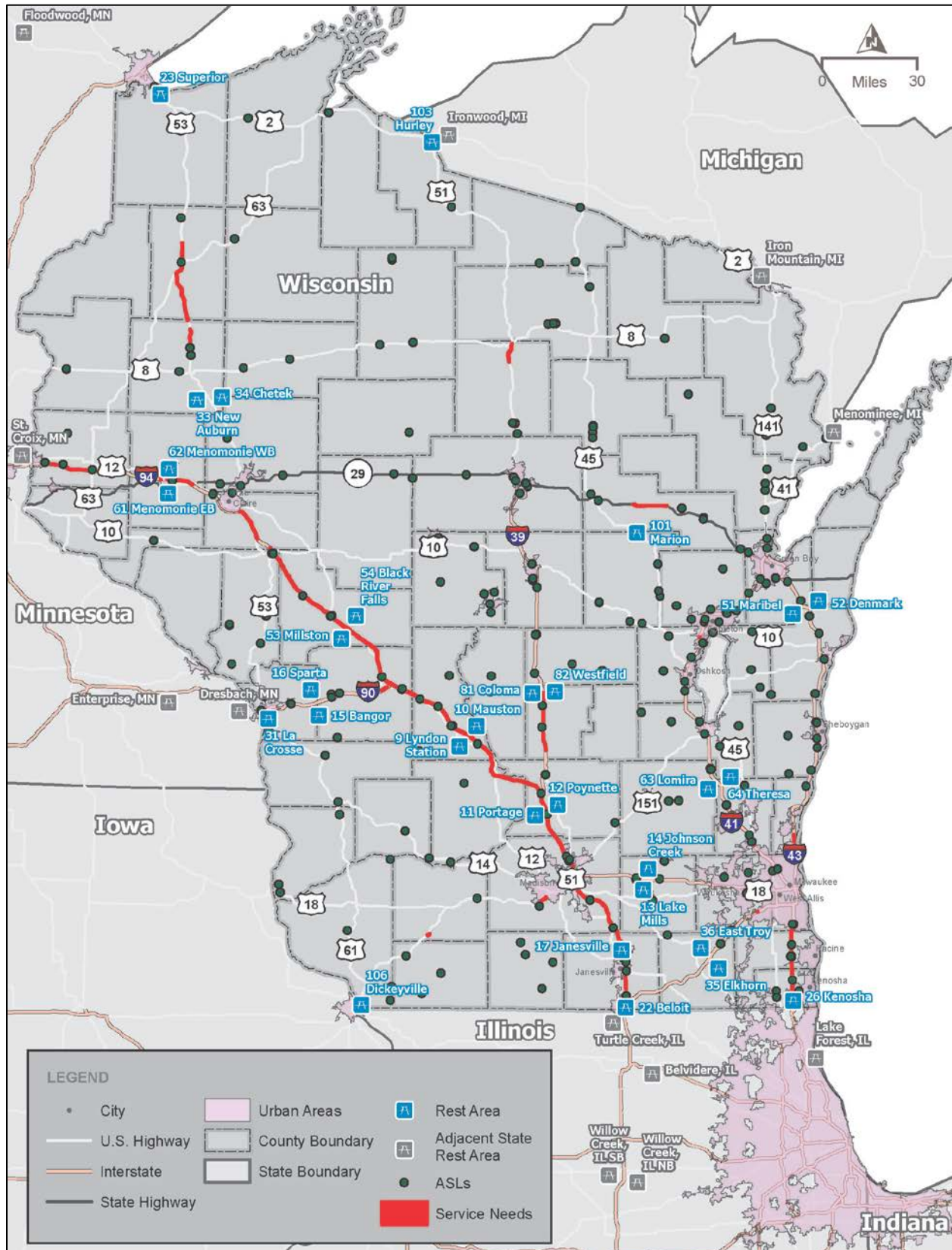
Locations with high service needs were then compared with the locations of existing rest areas and ASLs along the evaluated corridors to identify locations where service needs are not being met. A plot of high service needs locations with the locations of existing rest areas and ASLs is shown in **Figure 4-2**. The comparison of high service need locations and existing service locations (rest areas and ASLs) identified that rest areas are provided within 50 miles of most high service need locations and ASLs are provided within 15 miles of all high service need locations. Since locations with high service needs have services provided within relative close proximity, no new rest areas are recommended along the highly traveled corridors.

Figure 4-1. Service Needs Evaluation



Source: Service needs evaluation performed by HDR, January 2016.

Figure 4-2. High Service Needs Compared to Existing Service Locations



Source: Service needs evaluation performed by HDR, January 2016. ASL locations from Trucker's Friend truck parking data, November 2015.

5 System Evaluation

The rest area and wayside systems were evaluated to identify sites that are the least and most valuable. The results of the evaluations were then used to identify sites that may be candidates for repurpose or closure in an effort to reduce WisDOT fiscal responsibility associated with the rest area and wayside systems. The following sections present the methodology and results of the rest area evaluation and wayside prioritization.

5.1 Rest Area Evaluation

The rest area evaluation was completed through the following steps:

1. Score and rank rest areas based on a set of criteria.
2. Identify rest areas among the lowest scoring.
3. Review the presence of ASLs near low scoring rest areas.
4. Review of potential salt storage needs at low scoring rest areas that may be addressed through repurpose of the site.

The methodology for executing these steps is discussed in the following sections. The information obtained through completing these steps was then used to make recommendations pertaining to the rest area system.

5.1.1 Score and Rank Rest Areas

Each rest area was scored for each of the following criteria:

- Rest Area Spacing – Rest areas that are more distant from adjacent rest areas or metropolitan areas with ASLs were scored high since their presence has a larger impact on the provision of services to travelers.
 - Criterion scores based on distance to downstream rest area.
- Rest Area Usage – Rest areas that are highly utilized were scored high.
 - Criterion scores based on average rest area AADT between 2009 and 2013
- Truck Parking Demand/Capacity – Rest areas located on roadway segments with a high truck parking demand/capacity ratio were scored high since the truck parking provided at those rest areas are more critical to providing the needed truck parking spaces.
 - Criterion scores based on truck parking demand and capacity between major junction of freeways upstream of rest area and the rest area itself. Truck parking demand calculated by HDR using equation in FHWA Truck Parking Study and as outlined in Appendix D. Truck parking capacity equal to truck parking provided at the rest area and at ASLs between major junction of freeways upstream of rest area and the rest area itself. Truck parking at Safety and Weight Enforcement Facilities (SWEFs) were not included in truck parking capacity. Future truck

parking demand was not included in the evaluation since there is likely to be development of ASLs along primary routes that would be built in response to increased truck parking demand.

- Rest Area Facility Age/Condition – Rest areas in the early stages of their design life or that are in good condition were scored high since they generally provide a higher quality of services to travelers and have more years of service remaining in their design life.
 - Criterion scores based on rest area age and condition ratings provided by WisDOT. Rest areas were also given a 10-year credit to their age for major upgrades/repairs completed in the past 10 years.
- Maintenance Cost Effectiveness – Rest areas that have a lower ratio of maintenance cost to the number of rest area users were scored high since the investment cost per user is low.
 - Criterion scores based on maintenance cost per user.
- Uniqueness – Rest areas at points of entry into the state, serve as welcome centers or visitor bureaus, or have family restrooms were scored high since they provide unique services or strategic placement into the state. Rest areas that have a combination of unique features scored the highest.
 - Criterion scores based on locations serving as ports of entry, locations that include a visitor bureau or locations with family restrooms

A score between 0 and 100 was calculated for each criterion listed above at each rest area using a data driven approach to determine relative value of each criterion at a rest area. Note that the Bangor rest area (#15) was not included in the evaluation since it is planned for closure following the reopening of the La Crosse rest area (#31) that is planned for November 2016. Rest areas were then compared to each other based on each criterion. However, none of these criteria independently tell a complete story about the value or benefit of a rest area. Hence, all criteria scores were combined by calculating a weighted average to assign an overall rest area score. The weights used in the weighted average were derived based on input and priorities of WisDOT. The weights used to identify least critical rest areas are shown in **Table 5-1**

Table 5-1. Rest Area Evaluation Criteria Weights

Criteria	Weight
Rest Area Spacing	20%
Rest Area Usage	25%
Truck Parking Demand/Capacity	20%
Rest Area Facility Age/Condition	15%
Maintenance Cost Effectiveness	10%
Uniqueness	10%
Total	100%

Source: Weights provided by WisDOT, January 2015

The overall rest area scores were then used to rank all rest areas, with rank 1 designating the most critical rest area and rank 29 designating the least critical rest area. The scores for each rest area and their rank are provided in **Table 5-2**. Scores that are highlighted in green are the most critical and in the top tier (top third/top 10). Scores that are highlighted in red are the least critical and in the bottom tier (bottom third/bottom 10).

Table 5-2. Rest Area Evaluation Scores and Ranks

Rest Area Number	Rest Area Name (Location)	County	Interstate/ Highway Number	Mile Marker	Direction(s)	Criteria Scores						Overall Score	Rank		
						Rest Area Spacing ¹	Rest Area Usage ²	Truck Parking Demand/ Capacity ³	Rest Area Facility Age/ Condition ⁴	Maintenance Cost Effectiveness ⁵	Uniqueness ⁶				
9	Lyndon Station	Juneau	I-90/94	75	Eastbound	29	68	27	51	75	25	45	15		
10	Mauston	Juneau	I-90/94	76	Westbound	12	81	77	49	84	25	56	9		
11	Portage	Columbia	I-39/90/94	113	Southbound / Eastbound	31	99	71	74	81	25	67	2		
12	Poynette	Columbia	I-39/90/94	113	Northbound / Westbound	45	100	76	77	82	25	71	1		
13	Lake Mills	Jefferson	I-94	261	Eastbound	10	60	56	67	78	25	48	13		
14	Johnson Creek	Jefferson	I-94	264	Westbound	7	43	52	63	65	25	41	18		
15	Bangor	La Crosse	I-90	20	Eastbound	Not included in evaluation since it is planned for closure following the reopening of the La Crosse rest area that is planned for November 2016									
16	Sparta	Monroe	I-90	22	Westbound	21	22	93	3	80	0	37	19		
17	Janesville	Rock	I-39/90	168	Southbound / Eastbound	7	94	66	59	85	25	58	6		
22	Beloit	Rock	I-39/90	187	Northbound / Westbound	2	97	33	47	81	100	56	8		
23	Superior	Douglas	US 2/53	229	Eastbound / Southbound	100	4	12	0	8	50	29	25		
26	Kenosha	Kenosha	I-94	347	Northbound & Southbound	5	37	72	43	55	75	57	7		
31	La Crosse	La Crosse	I-90	2	Eastbound	21	34	70	100	83	100	60	5		
33	New Auburn	Barron	US 53	125	Southbound	24	9	69	11	52	0	28	26		
34	Chetek	Barron	US 53	122	Northbound	40	11	67	11	55	0	31	22		
35	Elkhorn	Walworth	I-43	32	Northbound	14	16	59	10	69	0	27	27		
36	East Troy	Walworth	I-43	33	Southbound	12	13	91	11	63	0	32	21		
51	Maribel	Manitowoc	I-43	168	Southbound	43	16	43	40	51	0	32	20		
52	Denmark	Manitowoc	I-43	169	Northbound	26	23	38	38	61	0	30	23		
53	Millston	Jackson	I-94	124	Eastbound	45	68	34	52	75	25	50	10		
54	Black River Falls	Jackson	I-94	122	Westbound	10	73	43	52	78	25	46	14		
61	Menomonie EB	Dunn	I-94	43	Eastbound	36	78	56	42	90	75	60	4		
62	Menomonie WB	Dunn	I-94	43	Westbound	62	86	47	40	96	25	61	3		
63	Lomira	Dodge	I-41	84	Southbound	93	47	19	43	100	0	50	11		
64	Theresa	Dodge	I-41	83	Northbound	38	40	42	39	95	0	41	17		
81	Coloma	Marquette	I-39/US 51	120	Southbound	64	17	19	14	72	0	30	24		
82	Westfield	Marquette	I-39/US 51	118	Northbound	81	19	47	40	75	0	44	16		
101	Marion	Waupaca	US 45	-	Northbound & Southbound	0	0	0	44	4	0	7	29		
103	Hurley	Iron	US 51	-	Northbound & Southbound	2	1	65	46	0	50	26	28		
106	Dickeyville	Grant	US 61/151	-	Northbound & Southbound	57	14	100	49	29	50	50	12		

Source: Rest area evaluation performed by HDR, March 2016.

Note: Green cells represent scores/ranks in the top tier (top third/top 10); yellow cells represent scores/ranks in the middle tier (middle third/middle 9); red cells represent scores/ranks in the bottom tier (bottom third/bottom 10).

¹ Based on distance to downstream rest area.

² Based on average rest area AADT between 2009 and 2013.

³ Based on truck parking demand and capacity between major junction of freeways upstream of rest area and the rest area itself. Truck parking demand calculated by HDR using equation in FHWA Truck Parking Study and as outlined in Appendix D. Truck parking capacity equal to truck parking provided at the rest area and at ASLs between major junction of freeways upstream of rest area and the rest area itself. Truck parking at ASLs from Trucker's Friend truck parking data, November 2015. Truck parking at SWEFs were not included in truck parking capacity.

⁴ Based on rest area age and condition ratings provided by WisDOT. Rest areas were also given a 10-year credit to their age for major upgrades/repairs completed in the past 10 years.

⁵ Based on maintenance cost per user.

⁶ Based on locations serving as ports of entry, locations that include a visitor bureau or locations with family restrooms.

5.1.2 Identify Low Ranking Rest Areas

The rest area evaluation scoring identified the following rest areas rank in the bottom tier (bottom 10) of all WisDOT rest areas:

- Rest Area #101 (Marion) – Rank 29
- Rest Area #103 (Hurley) – Rank 28
- Rest Area #35 (Elkhorn) – Rank 27
- Rest Area #33 (New Auburn) – Rank 26
- Rest Area #23 (Superior) – Rank 25
- Rest Area #81 (Coloma) – Rank 24
- Rest Area #52 (Denmark) – Rank 23
- Rest Area #34 (Chetek) – Rank 22
- Rest Area #36 (East Troy) – Rank 21
- Rest Area #51 (Maribel) – Rank 20

Each of the bottom tier rest areas are also in the bottom tier of at least three of the evaluated criteria. The bottom tier rest areas make up the majority of the low scoring rest areas for Rest Area Usage, Rest Area Age/Condition and Uniqueness.

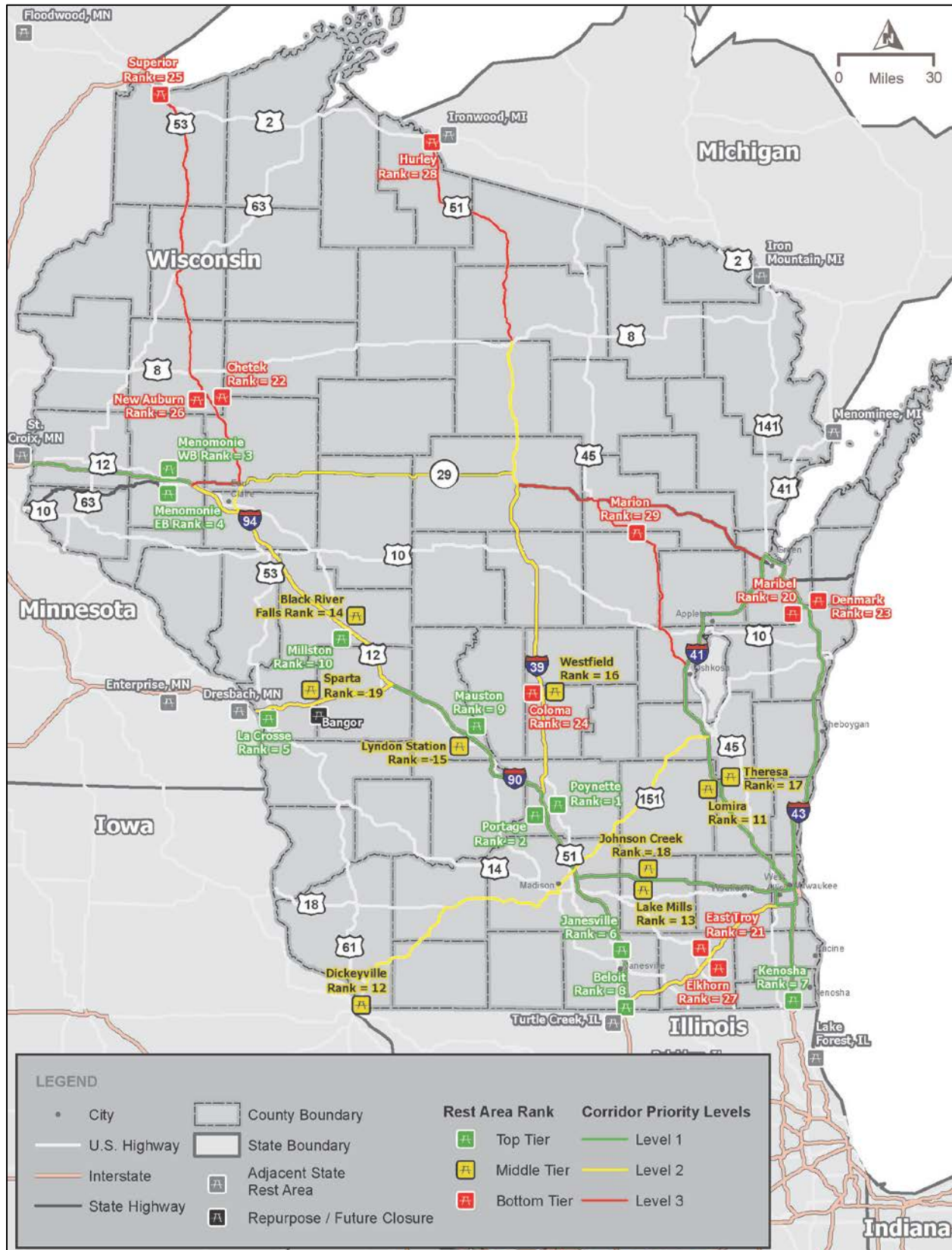
5.1.3 Review Presence of ASLs near Bottom Tier Rest Areas

An in-depth review was performed for presence of ASLs near each of the rest areas ranking in the bottom tier from the rest area evaluation scoring. This review was performed to identify suitable availability of services near a rest area that would allow for repurpose or closure of a rest area without yielding a significant gap in services. For a bottom tier rest area to be considered for repurpose or closure it has to have sufficient provision of services at nearby ASLs. ASL service thresholds were established for the distance from a rest area to nearby ASLs and the level of service provided by those ASLs. The thresholds for spacing from a rest area to ASLs and level of service provided at those nearby ASLs varied based on the priority of the corridor. Corridor priority was split into the following three levels based on AADT:

- Level 1 – >30,000 AADT
- Level 2 – 15,000-30,000 AADT
- Level 3 – <15,000 AADT

Corridor priority is shown in **Figure 5-1** with the rest area evaluation ranks. The service thresholds for spacing to ASLs and level of service provided by the ASLs necessary for a rest area to be considered for repurpose or closure are outlined in **Table 5-3**.

Figure 5-1. Rest Area Evaluation Ranks and Corridor Priority



Source: Rest area evaluation performed by HDR, March 2016.

Table 5-3. ASL Thresholds for Rest Area Repurpose/Closure

Criteria	Corridor Priority ASL Thresholds		
	Level 1 > 30,000 AADT	Level 2 15,000 – 30,000 AADT	Level 3 < 15,000 AADT
Distance from Rest Area	10 miles	10 miles	15 miles
Food	2 or more vendors	1 or more vendor	1 or more vendor
Fuel (including diesel)	2 or more vendors	1 or more vendor	1 or more vendor
Truck Parking	60 or more stalls	45 or more stalls	15 or more stalls
Operating Hours	24 hours/day	24 hours/day	12 hours/day (minimum)

Source: ASL criteria and thresholds provided by WisDOT, June 2015

ASLs near rest areas that ranked in the bottom tier from the evaluation scoring were reviewed. This review was performed to identify bottom tier rest areas that may be considered for repurpose or closure based on suitable provision of services at nearby ASLs. Bottom tier rest areas and nearby ASLs are detailed in **Table 5-4**.

Five of the ten bottom tier rest areas have nearby ASLs that meet the thresholds presented in **Table 5-3**. The five rest areas that do not have ASLs meeting the thresholds are the Elkhorn (#35), East Troy (#36), Maribel (#51), Denmark (#52) and Hurley (#103) rest areas. The ASLs near these five rest areas do not meet the thresholds because they don't provide the necessary amount of truck parking established in the ASL thresholds. It should be noted that one ASL near the Maribel (#51) and Denmark (#52) rest areas is expected to expand truck parking in the future that would meet the truck parking threshold for consideration of repurpose or closure of those rest areas.

Table 5-4. Bottom Tier Rest Areas and Nearby ASLs

Rest Area Number	Rest Area Name (Location)	Interstate/ Highway Number	Rank from Evaluation Scoring	Corridor Priority	Nearby ASLs and Their Services ¹							ASLs Meet Service Thresholds Necessary for Rest Area to be Considered for Repurpose or Closure
					ASL Name	Address	Distance to ASL	Food	Fuel (Including Diesel)	Truck Parking	Operating Hours	
101	Marion	US 45	Rank 29	3	Marion Plaza Shell	1107 N Main Street Marion, WI 54950	1 Mile	Yes	Yes	4 Spaces	5 AM -12 AM ²	Yes
					Embarrass River Plaza	112 US 45 Tigerton, WI 54486	10 Miles	Yes	Yes	15 Spaces	5:30 AM – 10 PM ³	
103	Hurley	US 51	Rank 28	3	Mobil	510 2 nd Avenue N Hurley, WI 54534	1 Mile	Yes	No ⁴	0 Spaces	6 AM – 8 PM ⁵	No ⁶
35	Elkhorn	I-43	Rank 27	2	Road Ranger	1946 Energy Drive East Troy, WI 53120	7 Miles	Yes	Yes	7 Spaces	24 Hours	No ⁷
33	New Auburn	US 53	Rank 26	3	Kwik Trip	1620 Woodard Road Bloomer, WI 54724	11 Miles	Yes	Yes	25 Spaces	24 Hours	Yes
23	Superior	US 2/53	Rank 25	3	Holiday	4827 E 2 nd Street Superior, WI 54880	1 Mile	Yes	Yes	30 Spaces	24 Hours	Yes
81	Coloma	I-39/US 51	Rank 24	2	Hoops Travel Center	829 4 th Avenue Coloma, WI 54930	5 Miles	Yes	Yes	42 Spaces	24 Hours	Yes
					Mobil	215 W Follett Drive Coloma, WI 54930	5 Miles	Yes	Yes	12 Spaces	5 AM -12 AM ²	
52	Denmark	I-43	Rank 23	1	I-43 One Stop	9307 County Road Z Maribel, WI 54227	4 Miles	Yes	Yes	5 Spaces	5 AM – 9 PM ²	No ⁷
					Marathon Gas	184 E Hillcrest Road Two Rivers, WI 54241	10 Miles	Yes	Yes	15 Spaces ⁸	5 AM – 11 PM ⁹	
					Francis Creek Travel Plaza	185 E Hillcrest Road Two Rivers, WI 54241	10 Miles	Yes	Yes	35 Spaces	24 Hours	
34	Chetek	US 53	Rank 22	3	Kwik Trip	1620 Woodard Road Bloomer, WI 54724	15 Miles	Yes	Yes	25 Spaces	24 Hours	Yes
36	East Troy	I-43	Rank 21	2	Road Ranger	1946 Energy Drive East Troy, WI 53120	6 Miles	Yes	Yes	7 Spaces	24 Hours	No ⁷
51	Maribel	I-43	Rank 20	1	I-43 One Stop	9307 County Road Z Maribel, WI 54227	4 Miles	Yes	Yes	5 Spaces	5 AM – 9 PM ²	No ⁷
					Marathon Gas	184 E Hillcrest Road Two Rivers, WI 54241	10 Miles	Yes	Yes	15 Spaces ⁸	5 AM – 11 PM ⁹	
					Francis Creek Travel Plaza	185 E Hillcrest Road Two Rivers, WI 54241	10 Miles	Yes	Yes	35 Spaces	24 Hours	

¹ ASLs were identified through a combination of Trucker's Friend truck parking data (November 2015), internet/aerial review of ASLs (January 2016) and phone interviews of ASL staff (January 2016). Once service thresholds had been met by nearby ASLs, no additional ASLs were reviewed (additional ASLs may be located within the range established in **Table 5-3**).

² Truck parking available 24 hours/day.

³ Hours of operation 5:30 AM – 10 PM Monday – Friday; 6 AM – 10 PM Saturday and Sunday; gas pumps are on 24 hours; truck parking is available 24 hours.

⁴ Fuel provided by ASL; Diesel fuel not provided.

⁵ Hours of operation 6 AM – 8 PM Monday – Friday; 7 AM – 8 PM Saturday; 8 AM – 4 PM Sunday.

⁶ ASL does not meet the service thresholds for truck parking and diesel fuel; all other service thresholds are met.

⁷ ASL does not meet the service thresholds for truck parking; all other service thresholds are met.

⁸ Number of spaces estimated by Marathon Gas staff; parking lot not set up for full utilization of parking spaces; likely to be approximately 25 spaces in the future.

⁹ Hours of operation may be expanding to 24 hours in the future (Marathon Gas still evaluating the need for expanded operating hours); truck parking available 24 hours/day.

5.1.4 Review Salt Storage Needs at Bottom Tier Rest Areas

Salt storage needs at bottom tier rest areas were reviewed to identify how these rest areas might be repurposed. Salt storage needs were based on input from regional WisDOT staff on salt storage needs in each county. A summary of salt storage needs at bottom tier rest areas is provided in **Table 5-5**. Five of the bottom ten rest areas have a need for salt storage. Rest areas with salt storage needs are the Superior (#23), New Auburn (#33), Chetek (#34), Maribel (#51) and Denmark (#52) rest areas.

Table 5-5. Bottom Tier Rest Area Salt Storage Needs

Rest Area Number	Rest Area Name (Location)	Interstate/ Highway Number	Rank from Evaluation Scoring	County Salt Storage Needs ¹
101	Marion	US 45	Rank 29	No
103	Hurley	US 51	Rank 28	No
35	Elkhorn	I-43	Rank 27	No
33	New Auburn	US 53	Rank 26	Yes
23	Superior	US 2/53	Rank 25	Yes
81	Coloma	I-39/US 51	Rank 24	No
52	Denmark	I-43	Rank 23	Yes
34	Chetek	US 53	Rank 22	Yes
36	East Troy	I-43	Rank 21	No
51	Maribel	I-43	Rank 20	Yes

¹ County salt storage needs from WisDOT regional staff based on salt storage needs at waysides within those counties, December 2015.

5.2 Wayside Evaluation

The wayside evaluation was completed through the following steps:

1. Score waysides based on a set of criteria.
2. Identify waysides among the lowest scoring.
3. Identify salt storage needs at low scoring waysides that may be addressed through repurpose of the site.

The information obtained through completing these steps was then used to make recommendations pertaining to the wayside system.

Each wayside was scored for each of the following criteria:

- Year 2016 Mainline Forecast AADT – Locations with high mainline AADT were scored high based on a larger amount of travelers that would likely be using services at those locations.
- Distance to Nearest Town with Population Greater than 1,500 – Locations far from towns were scored high based on fewer service provisions provided to travelers that are more likely in towns.
- Fiscal Year 2016 Maintenance Cost Budgeted by WisDOT – Sites with low maintenance costs were scored high because of the lower fiscal responsibility by WisDOT.
- Facility Condition Rating – Sites in good condition were scored high since the costs to fix or improve the site are low.
- Built with LAWCON Funds – Waysides built with LAWCON funds were scored high because of the strict guidelines associated with changes to properties developed with LAWCON funds.

Similar to the rest area evaluation, a score between 0 and 100 was calculated for each criterion listed above at each wayside using a data driven approach to determine relative value of each criterion at a wayside. All criteria scores were then combined by calculating a weighted average to assign an overall wayside score. The weights used in the weighted average were derived based on input and priorities of WisDOT. The weights used to identify least critical rest areas are shown in **Table 5-6**. The scores for each wayside are provided in **Table 5-7**. Scores that are highlighted green are the most critical and in the top tier (top third/top 23). Scores that are highlighted red are the least critical and in the bottom tier (bottom third/bottom 23). Waysides in the top, middle and bottom tier are also shown graphically in **Figure 5-2**.

Table 5-6. Wayside Evaluation Criteria Weights

Criteria	Weight
Year 2016 Mainline Forecast AADT	20%
Distance to Nearest Town with Population Greater than 1,500	25%
Fiscal Year 2016 Maintenance Cost Budget by WisDOT	10%
Facility Condition Rating	30%
Built with LAWCON Funds	15%
Total	100%

Source: Weights provided by WisDOT, January 2015

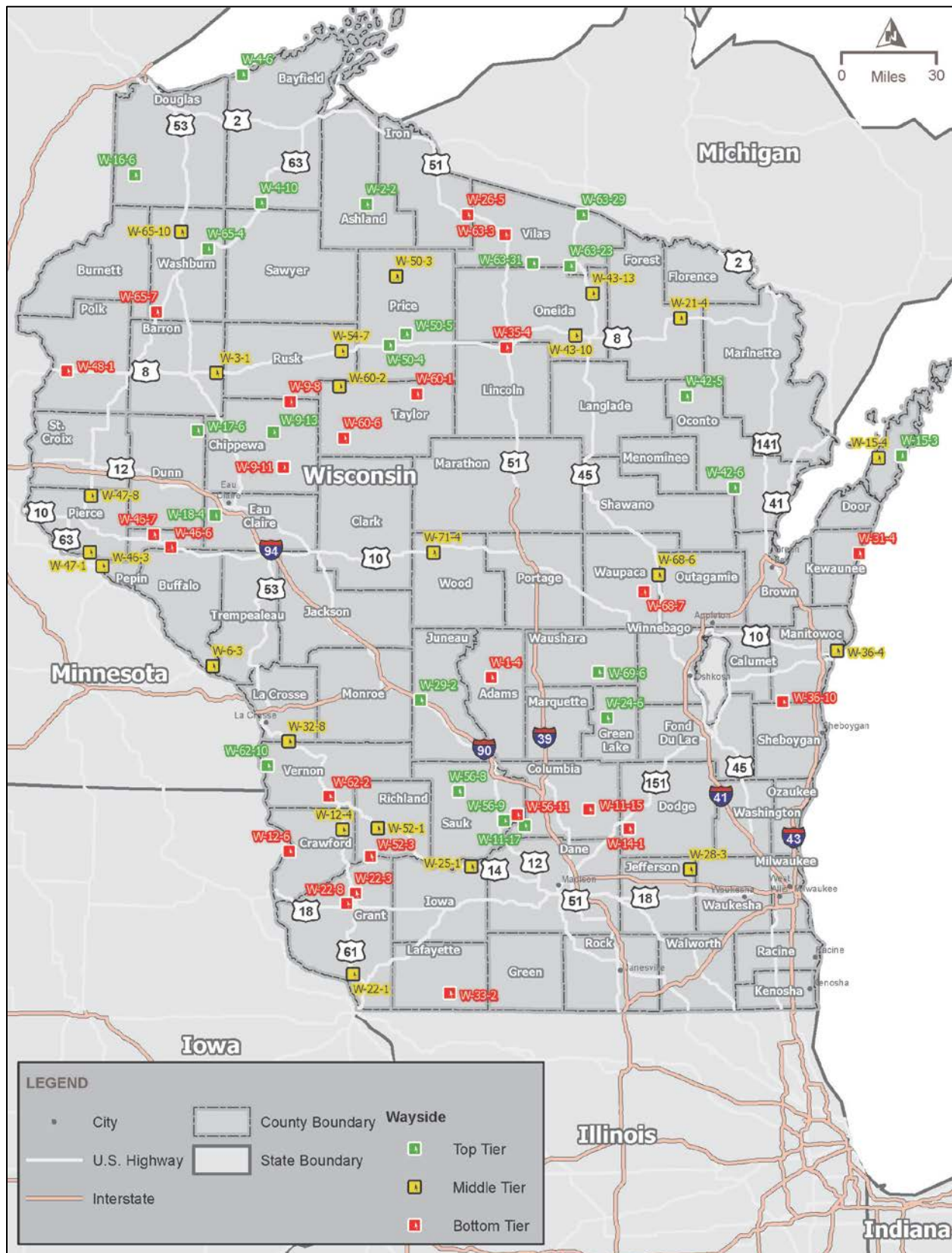
Table 5-7. Wayside Evaluation Scores

Site Number	County	Route	Criteria Scores					Overall Score
			Year 2016 Mainline Forecast AADT	Distance to Town with Population > 1,500	Fiscal Year 2016 Maintenance Budget	Facility Condition	Built with LAWCON Funds	
W-1-4	Adams	WIS 13	15	12	26	33	0	18
W-2-2	Ashland	WIS 13	4	54	22	53	0	32
W-3-1	Barron	US 8	8	19	42	57	0	28
W-4-6	Bayfield	WIS 13	0	69	24	46	100	49
W-4-10	Bayfield	US 63	8	40	24	50	100	44
W-6-3	Buffalo	WIS 35	21	22	81	44	0	31
W-9-8	Chippewa	WIS 27	10	33	4	47	0	25
W-9-11	Chippewa	WIS 27	7	20	23	52	0	24
W-9-13	Chippewa	WIS 178	4	39	4	38	100	37
W-11-15	Columbia	WIS 16	8	21	91	29	0	25
W-11-17	Columbia	WIS 113	2	0	91	100	100	55
W-12-4	Crawford	US 61	4	35	77	42	0	30
W-12-6	Crawford	WIS 35	7	33	77	29	0	26
W-14-1	Dodge	WIS 16	12	8	38	37	0	19
W-15-3	Door	WIS 57	6	42	100	39	0	33
W-15-4	Door	WIS 42	12	30	100	41	0	32
W-16-6	Douglas	WIS 35	2	76	20	43	0	34
W-17-6	Dunn	WIS 64	2	29	14	51	100	39
W-18-4	Eau Claire	WIS 85	8	8	14	45	100	34
W-21-4	Forest	US 8	4	46	27	53	0	31
W-22-1	Grant	US 61	14	29	79	48	0	32
W-22-3	Grant	US 61	14	10	79	36	0	24
W-22-8	Grant	US 18	6	7	79	32	0	20
W-24-6	Green Lake	WIS 23	18	29	89	46	100	49
W-25-1	Iowa	US 14	24	16	78	45	0	30
W-26-5	Iron	US 51	7	31	10	48	0	25
W-28-3	Jefferson	WIS 16	30	0	61	54	0	29
W-29-2	Juneau	CTH C	100	13	79	51	0	46
W-31-4	Kewaunee	WIS 42	5	5	94	48	0	26
W-32-8	La Crosse	US 14	12	14	63	59	0	30
W-33-2	Lafayette	WIS 11	9	18	74	31	0	23
W-36-4	Manitowoc	WIS 42	45	0	7	58	0	27
W-36-10	Manitowoc	WIS 32	20	5	7	48	0	20
W-42-5	Oconto	WIS 32	12	71	93	54	100	61
W-42-6	Oconto	WIS 32	5	13	93	51	100	44
W-43-10	Oneida	US 8	17	20	49	48	0	28
W-43-13	Oneida	US 45	6	41	49	50	0	31
W-46-3	Pepin	WIS 35	3	51	87	35	0	32
W-46-6	Pepin	US 10	5	14	87	35	0	24
W-46-7	Pepin	WIS 25	6	5	87	26	0	19
W-47-1	Pierce	WIS 35	7	33	91	31	0	28
W-47-8	Pierce	US 63	7	20	91	0	100	31
W-48-1	Polk	WIS 35	21	3	22	57	0	24
W-50-3	Price	WIS 13	10	11	100	51	0	30
W-50-4	Price	US 8	1	77	100	24	0	37
W-50-5	Price	WIS 13	8	68	100	37	0	39
W-52-1	Richland	WIS 171	3	17	75	53	0	28
W-52-3	Richland	WIS 60	5	16	75	46	0	26
W-54-7	Rusk	US 8	7	44	28	50	0	30
W-56-8	Sauk	WIS 23	10	1	74	38	100	36
W-56-9	Sauk	WIS 78	7	3	74	45	100	38
W-56-11	Sauk	WIS 78	7	2	74	55	0	26
W-60-1	Taylor	WIS 13	7	34	15	48	0	26
W-60-2	Taylor	WIS 73	0	48	15	48	0	28
W-60-6	Taylor	WIS 64	1	31	15	44	0	23
W-62-2	Vernon	US 14	11	14	0	44	0	19
W-62-10	Vernon	WIS 35	14	28	0	35	100	35
W-63-3	Vilas	US 51	11	25	28	47	0	25
W-63-23	Vilas	WIS 17	13	52	45	49	0	35
W-63-29	Vilas	US 45	9	100	45	49	0	46
W-63-31	Vilas	WIS 70	14	47	45	54	100	50
W-65-4	Washburn	US 63	10	23	6	42	100	36
W-65-7	Washburn	US 63	8	25	6	47	0	23
W-65-10	Washburn	US 53	14	43	6	43	0	27
W-68-6	Waupaca	US 45	28	13	37	50	0	28
W-68-7	Waupaca	WIS 54	21	12	37	48	0	25
W-69-6	Waushara	WIS 21	18	1	66	66	100	45
W-71-4	Wood	WIS 80	13	6	99	55	0	30

Source: Wayside evaluation performed by HDR, November 2015.

Note: Green cells represent scores/ranks in the top tier (top third/top 23); yellow cells represent scores/ranks in the middle tier (middle third/middle 22); red cells represent scores/ranks in the bottom tier (bottom third/bottom 23).

Figure 5-2. Wayside Evaluation Results



Source: Wayside evaluation performed by HDR, November 2016.

The wayside evaluation scoring identified 23 waysides in the bottom third (bottom tier) of all waysides. Salt storage needs at those location were then determined based on input from WisDOT regional staff. Salt storage needs at the bottom tier waysides are summarized in **Table 5-8**. Six of the bottom tier waysides have salt storage needs.

Table 5-8. Bottom Tier Wayside Salt Storage Needs

Site Number	County	Route	Salt Storage Needs ¹
W-1-4	Adams	WIS 13	No
W-9-8	Chippewa	WIS 27	No
W-9-11	Chippewa	WIS 27	No
W-11-15	Columbia	WIS 16	No
W-12-6	Crawford	WIS 35	No
W-14-1	Dodge	WIS 16	No
W-22-3	Grant	US 61	No
W-22-8	Grant	US 18	No
W-26-5	Iron	US 51	No
W-31-4	Kewaunee	WIS 42	No
W-33-2	Lafayette	WIS 11	No
W-36-10	Manitowoc	WIS 32	Yes
W-46-6	Pepin	US 10	Yes
W-46-7	Pepin	WIS 25	No
W-48-1	Polk	WIS 35	Yes
W-52-3	Richland	WIS 60	No
W-56-11	Sauk	WIS 78	Yes
W-60-1	Taylor	WIS 13	No
W-60-6	Taylor	WIS 64	No
W-62-2	Vernon	US 14	Yes
W-63-3	Vilas	US 51	No
W-65-7	Washburn	US 63	Yes
W-68-7	Waupaca	WIS 54	No

¹ Salt storage needs from WisDOT regional staff, December 2015

6 Recommendations and Strategies

Recommendations for the rest area and wayside systems were developed by reviewing the results of the rest area and wayside evaluations. Existing information about the rest area and wayside systems was also used in the development of recommendations. Strategies for implementing the recommendations and for future rest area changes were also developed.

6.1 Rest Area Recommendation and Strategies

The following sections detail the recommendations and strategies specific to the WisDOT rest area system.

6.1.1 Rest Area Recommendations

Recommendations for rest areas that were ranked in the bottom tier from the rest area evaluation are shown in **Table 6-1**. These recommendations are related to repurpose or closure of these sites. The recommendations are prioritized as high, medium and low. High priority recommendations are those that should be considered first. A major factor in assessing priority for the recommendations was based on the age and condition of the rest area facility. Potential annual maintenance cost savings for each of the bottom tier rest areas are also shown in **Table 6-1** based on the FY 2016 budgets for these rest areas.

Additionally, it is recommended that the Bangor rest area (#15) be reviewed and considered for repurpose. Currently, this rest area is planned to be closed following the reopening of the new La Crosse rest area (#31). The Bangor rest area (#15) is located approximately 18 miles downstream of the La Crosse rest area (#31) and was built in 1969. The Bangor rest area (#15) is not included in **Table 6-1** since it was not part of the rest area evaluation.

Recommendations are also provided for select rest areas that ranked in the middle and top tiers from the evaluation. These recommendations are intended to address aging infrastructure that has either exceeded its design life of 30 years or will exceed its design life within the next 10 years. The recommendations are shown in **Table 6-2**. The terminology of high, medium and low priority is the same as that used for the recommendations related to rest areas in the bottom tier. Rest areas that are selected to be rebuilt would have up-front capital costs, but would likely recoup some costs through reduced operational expenses as a result of new facilities being more energy efficient. Currently, WisDOT estimates the capital cost to reconstruct a rest area at \$5 million for its programming purposes.

Note that additional study of each rest area for which there is a recommendation provided in **Table 6-1** and **Table 6-2** may be required to determine the needs at that site before changes are made to the rest area.

Table 6-1. Recommendations for Bottom Tier Rest Areas

Rest Area Number	Rest Area Name (Location)	Interstate/ Highway Number	Rank from Evaluation Scoring	Recommendation	Information/Data Supporting Recommendation ¹	Potential Annual Maintenance Cost Savings if Permanently Closed	Recommendation Priority
101	Marion	US 45	Rank 29	Consider for repurpose or closure	<ul style="list-style-type: none">Meets the ASL thresholds for providing sufficient services nearby25 years old (built in 1991)Condition rating of 2.442nd highest maintenance cost per user among rest areas statewide (\$2.83/user)No salt storage needs identified in the county	\$ 122,602	Low
103	Hurley	US 51	Rank 28	Consider for repurpose as truck parking only	<ul style="list-style-type: none">Does not meet the ASL thresholds for providing sufficient services nearby ³24 years old (built in 1992)Condition rating of 2.40Highest maintenance cost per user among rest areas statewide (\$3.41/user)No salt storage needs identified in the county	\$ 177,941	Low
35	Elkhorn	I-43	Rank 27	Consider for repurpose as truck parking only	<ul style="list-style-type: none">Does not meet the ASL thresholds for providing sufficient services nearby ⁴42 years old (built in 1974)Condition rating of 2.71No salt storage needs identified in the county	\$ 112,822	High
33	New Auburn	US 53	Rank 26	Consider for repurpose or closure	<ul style="list-style-type: none">Meets the ASL thresholds for providing sufficient services nearby43 years old (built in 1973)Condition rating of 2.57Has salt storage needs identified in the county	\$ 114,838	High
23	Superior	US 2/53	Rank 25	Consider for repurpose or closure	<ul style="list-style-type: none">Meets the ASL thresholds for providing sufficient services nearby46 years old (built in 1970)Condition rating of 2.833rd highest maintenance cost per user among rest areas statewide (\$2.53/user)Has salt storage needs identified in the county	\$ 193,774	High
81	Coloma	I-39/US 51	Rank 24	Consider for repurpose or closure	<ul style="list-style-type: none">Meets the ASL thresholds for providing sufficient services nearby42 years old (built in 1974)Condition rating of 2.49No salt storage needs identified in the county	\$ 111,190	High
52	Denmark	I-43	Rank 23	Consider for repurpose as truck parking only	<ul style="list-style-type: none">Does not meet the ASL thresholds for providing sufficient services nearby ⁴36 years old (built in 1980)New roof in year 2013Condition rating of 2.52Has salt storage needs identified in the county	\$ 154,106	Medium
34	Chetek	US 53	Rank 22	Consider for repurpose or closure	<ul style="list-style-type: none">Meets the ASL thresholds for providing sufficient services nearby43 years old (built in 1973)Condition rating of 2.58Has salt storage needs identified in the county	\$ 114,838	High
36	East Troy	I-43	Rank 21	Consider for repurpose as truck parking only	<ul style="list-style-type: none">Does not meet the ASL thresholds for providing sufficient services nearby ⁴42 years old (built in 1974)Condition rating of 2.68No salt storage needs identified in the county	\$ 112,822	High
51	Maribel	I-43	Rank 20	Consider for repurpose as truck parking only	<ul style="list-style-type: none">Does not meet the ASL thresholds for providing sufficient services nearby ⁴36 years old (built in 1980)New roof in year 2013Condition rating of 2.43Has salt storage needs identified in the county	\$ 154,106	Medium

¹ Age, condition rating, maintenance cost per user and salt storage needs based on information supplied by WisDOT, June-December 2015.

² Potential annual maintenance cost savings based on FY 2016 maintenance budget provided by WisDOT, October 2015.

³ Does not meet the service thresholds for truck parking and diesel fuel; all other service thresholds are met.

⁴ Does not meet the service thresholds for truck parking; all other service thresholds are met.

Table 6-2. Recommendations for Middle and Top Tier Rest Areas to Address Aging Infrastructure

Rest Area Number	Rest Area Name (Location)	Interstate/ Highway Number	Rank from Evaluation Scoring	Recommendation	Information/Data Supporting Recommendation ¹	Recommendation Priority
16	Sparta	I-90	Rank 19	Assess rest area infrastructure. Rebuild rest area or perform major upgrades/improvements to extend service life as needed.	<ul style="list-style-type: none">47 years old (built in 1969)	High
26	Kenosha	I-94	Rank 18	Assess rest area infrastructure at end of service life (approximately 5 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	<ul style="list-style-type: none">25 years old (built in 1991)	Medium
64	Theresa	I-41	Rank 16	Assess rest area infrastructure at end of service life (approximately 3 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	<ul style="list-style-type: none">27 years old (built in 1989)	Medium
82	Westfield	I-39/US 51	Rank 15	Assess rest area infrastructure at end of service life (approximately 1 year). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	<ul style="list-style-type: none">29 years old (built in 1987)	Medium
9	Lyndon Station	I-90/94	Rank 14	Assess rest area infrastructure at end of service life (approximately 6 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	<ul style="list-style-type: none">24 years old (built in 1992)	Low
106	Dickeyville	US 61/151	Rank 11	Relocate rest area to provide improved access to travelers entering the state on US 61/US 151. Explore possibility of integrating weight enforcement/validation at new site for trucks entering the state on US 61/US 151.	<ul style="list-style-type: none">23 years old (built in 1993)Does not provide direct access for those entering the state on US 61/US 151	Low
63	Lomira	I-41	Rank 10	Assess rest area infrastructure at end of service life (approximately 2 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	<ul style="list-style-type: none">28 years old (built in 1988)	Medium
10	Mauston	I-90/94	Rank 8	Assess rest area infrastructure at end of service life (approximately 5 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	<ul style="list-style-type: none">25 years old (built in 1991)	Medium
17	Janesville	I-39/90	Rank 6	Assess rest area infrastructure at end of service life (approximately 9 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	<ul style="list-style-type: none">21 years old (built in 1995)	Low
61	Menomonie EB	I-94	Rank 4	Assess rest area infrastructure at end of service life (approximately 3 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	<ul style="list-style-type: none">27 years old (built in 1989)	Medium
62	Menomonie WB	I-94	Rank 3	Assess rest area infrastructure at end of service life (approximately 3 years). Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed.	<ul style="list-style-type: none">27 years old (built in 1989)	Medium

¹ Rest area age from WisDOT Facility Inventory Access Database, June 2015.

6.1.2 Rest Area Strategies

Rest area strategies were divided into the following groups:

- Strategies for existing rest areas and for rest areas being rebuilt.
- Strategies for relocating rest areas or developing new rest areas.
- Strategies for repurpose or closure of rest areas.
- Miscellaneous rest area strategies

Strategies for Existing Rest Areas and for Rest Areas Being Rebuilt

The following strategies should be considered for existing rest area sites that are not selected for relocation, repurpose or closure.

- Coordinate with Wisconsin State Patrol and Motor Vehicle Enforcement to determine any needs they may have at the site that could be incorporated into site improvements.
- Expand truck parking for sites that regularly have demand exceeding the number of dedicated truck parking spaces.
- Build additional structures to house WisDOT equipment and materials for locations that would have reduced costs to mobilize equipment and materials by locating them closer to where they are needed.
- Assess rest area infrastructure as it reaches/exceeds its design life and review rest area usage. Review nearby ASL development for replacement of rest area services. Rebuild rest area or perform major upgrades/improvements at rest area to extend service life as needed to provide appropriate level of service to travelers based on these reviews.
- Coordinate with WisDOT Division of Transportation Investment Management (DTIM) to review expected future traffic forecasts adjacent to a rest area site so that a rest area being expanded or rebuilt will provide adequate service.
- Address public comments:
 - Supply free Wi-Fi at rest areas
 - Enhance security at rest areas.

Strategies for Relocating Rest Areas or Developing New Rest Areas

The following strategies should be considered for rest areas that are selected for relocation. These strategies also apply for new rest area locations that may be identified in the future to address service needs.

- Conduct a location study for new rest areas that consider site quality, utility availability, site spacing to other rest areas and urbanized areas, corridor geometry, potential environmental impacts and right-of-way opportunities.

- Conduct desktop and field reviews to narrow sites, and identify the preferred site by following the NEPA process.
- Coordinate with Wisconsin State Patrol and Motor Vehicle Enforcement to determine any needs they may have at the new site that could be incorporated into the design.
- Coordinate with WisDOT DTIM to review expected future traffic forecasts adjacent to a rest area site so that a new or relocated rest area will provide adequate service.
- Review potential for design to incorporate green technologies to reduce facility energy use and overall environmental impact.

Strategies for Repurpose or Closure of Rest Areas

The following strategies should be considered for rest areas that are selected for repurpose or closure. These strategies should be conducted in a step-by-step process that first identifies potential needs that would be addressed by repurpose of the site before selecting the site for closure.

- Determine if there are any needs at the rest area location related to the following items that could be addressed by repurpose of the site:
 - Truck parking needs.
 - WisDOT equipment and materials storage needs.
 - SWEF, virtual weigh-in-motion (VWIM) or other Motor Vehicle Enforcement (MVE) needs.
 - OSOW staging area needs.
- If there are needs identified to be addressed by repurpose of the site, review if the site was built with LAWCON funds.
 - If the site was built with LAWCON funds, review the identified needs to determine if repurpose of the site would meet the requirements of sites built with LAWCON funds. If so, repurpose site to address the identified needs. If repurpose of the rest area would not meet the requirements of sites built with LAWCON funds, coordinate with the National Park Service to take steps for repurposing the site.
 - If the site was not built with LAWCON funds, repurpose the site to address the identified needs.
- If no needs were identified for the site, consider the site for closure.
- Once a decision has been made to repurpose or close a site, perform a public outreach campaign to inform the traveling public of the decision. This should consider the fact that many rest area users are not frequent users of the site. Public outreach may include advanced notice of the upcoming repurpose/closure and notices posted on WisDOT's website.

Miscellaneous Rest Area Strategies

- Maintain WisDOT roadside asset condition database to monitor infrastructure maintenance needs.

- Review each of the following public private partnership (P3) strategies for implementation if/when state legislation allows for P3. Current legislation would need to be reviewed and new State legislation may be needed to implement the following strategies.
 - Interstate Oasis Program – The Interstate Oasis Program, developed by FHWA, allows States to partner with private operators who meet the minimum criteria to provide basic rest area services in exchange for online highway signing and official designation as an Interstate Oasis. The result is an expanded network of signed locations where the traveling public can expect to find services similar to those at rest areas. This expanded network supplements the rest area system without having to construct and maintain new rest area facilities.
 - Rest area sponsorship – Rest area sponsorship represents another type of partnership with the private sector, where the private partner(s) would fund a particular service at a rest area in exchange for advertising rights within the rest area. This advertising would be limited to a single free-standing sign prior to the rest area exit (as stated by FHWA policy) and limited to locations within the rest area building (based on Title 23, Section 752.7 of the Code of Federal Regulations (23 CFR 752.7)). Among other requirements as stated in Title 23 of the Code of Federal Regulations, the advertising must be limited to matters relating to and of interest to the traveling public.
- Investigate truck parking opportunities at SWEFs. There are some challenges associated with getting truck drivers to use these spaces. Many truck drivers are hesitant to use parking at SWEFs due to potential of inspection that may otherwise be avoided. Currently, there are no methods available for truck drivers to park at a SWEF without the potential for being inspected upon arrival or departure of the SWEF. The issue of getting truck drivers to park at SWEFs is nationwide and not restricted to Wisconsin. Truck parking space is currently limited at SWEFs and many of the available spaces need to be maintained for inspection. Additional truck parking could be accomplished through signing/stripping of spaces within the SWEF and a program that provides education to truck drivers on parking at SWEFs. To ensure use of available parking at SWEFs, parking availability signage at SWEFs would need to be incorporated as well as educating drivers of the availability of parking at SWEFs.
- Install systems to improve traveler information dissemination to better inform truck drivers of parking availability. As mentioned previously in Section 2.1.6 *Rest Area Truck Parking Enhancements*, WisDOT is already implementing a system to provide truck parking availability information to truck drivers. This system is expected to expand to several new locations along the I-94 corridor as a result of a US DOT grant that was awarded to Wisconsin and seven other states. Providing real-time information on truck parking at rest areas may also result in greater utilization of parking at private service locations when truck drivers are informed of no available parking at a downstream rest area. Evaluation of these truck parking availability systems along with truck parking usage at rest areas across the state should be used to determine potential implementation of these systems at other locations.

6.2 Wayside Recommendation and Strategies

The waysides identified in the bottom tier of the wayside evaluation are recommended to be considered for repurpose, transfer of ownership or closure. The bottom tier waysides from the wayside evaluation and their potential cost savings are listed in **Table 6-3**. A review of these waysides found that none were developed with LAWCON funds.

Table 6-3. Bottom Tier Waysides

Site Number	County	Route	Potential Annual Maintenance Cost Savings if Permanently Closed [†]
W-1-4	Adams	WIS 13	\$ 13,147.10
W-9-8	Chippewa	WIS 27	\$ 6,931.90
W-9-11	Chippewa	WIS 27	\$ 12,472.66
W-11-15	Columbia	WIS 16	\$ 32,155.43
W-12-6	Crawford	WIS 35	\$ 28,301.58
W-14-1	Dodge	WIS 16	\$ 16,879.49
W-22-3	Grant	US 61	\$ 28,834.85
W-22-8	Grant	US 18	\$ 28,834.85
W-26-5	Iron	US 51	\$ 8,544.14
W-31-4	Kewaunee	WIS 42	\$ 33,065.71
W-33-2	Lafayette	WIS 11	\$ 27,272.01
W-36-10	Manitowoc	WIS 32	\$ 7,789.68
W-46-6	Pepin	US 10	\$ 30,954.68
W-46-7	Pepin	WIS 25	\$ 30,954.68
W-48-1	Polk	WIS 35	\$ 12,052.22
W-52-3	Richland	WIS 60	\$ 27,541.92
W-56-11	Sauk	WIS 78	\$ 27,269.59
W-60-1	Taylor	WIS 13	\$ 9,968.08
W-60-6	Taylor	WIS 64	\$ 9,968.08
W-62-2	Vernon	US 14	\$ 5,636.91
W-63-3	Vilas	US 51	\$ 13,776.21
W-65-7	Washburn	US 63	\$ 7,406.43
W-68-7	Waupaca	WIS 54	\$ 16,430.47

Source: Wayside evaluation performed by HDR, November 2015

[†] Potential annual maintenance cost savings based on FY 2016 maintenance budget provided by WisDOT, October 2015.

Strategies for determining repurpose, transfer of ownership or closure of the bottom tier waysides are outlined below. These strategies should be conducted in a step-by-step process that first identifies potential needs that would be addressed by repurpose of the site or transferring ownership of the wayside before selecting the site for closure.

- Determine if there are any needs at the wayside location related to the following items that could be addressed by repurpose of the site:

- Truck parking needs.
- WisDOT equipment and materials storage needs.
- SWEF, virtual weigh-in-motion (VWIM) or other MVE needs.
- OSOW staging area needs.
- If there are needs identified to be addressed by repurpose of the site, review if the site was built with LAWCON funds.
 - If the site was built with LAWCON funds, review the identified needs to determine if repurpose of the site would meet the requirements of sites built with LAWCON funds. If so, repurpose site to address the identified needs. If repurpose of the rest area would not meet the requirements of sites built with LAWCON funds, coordinate with the National Park Service to take steps for repurposing the site.
 - If the site was not built with LAWCON funds, repurpose the site to address the identified needs.
- If no needs were identified for the site, coordinate with local County or other public/private entity to determine if there is interest in transferring ownership of the wayside.
- If no needs were identified for the site and there is no interest by others in transferring ownership of the wayside, consider the site for closure.

6.3 Next Steps

Next steps for WisDOT regarding their rest area and wayside systems include reviewing the recommendations and strategies provided in this Implementation Plan. Specifically, next steps for WisDOT include the following:

- Review rest area recommendations that were identified as high priority for action and consider implementing the recommendation. Note that additional study of each rest area for which there is a recommendation may be required to determine the needs at that site before changes are made to the rest area. Refer to the rest area strategies in this Implementation Plan when making a change to an existing rest area. Include new projects in WisDOT's Six Year Highway Improvement Program to commit funding.
- Review bottom tier waysides for consideration of repurpose, transfer of ownership or closure. Refer to the wayside strategies in this Implementation Plan when making a change to an existing wayside.

Appendices

Appendix A: Wayside Traffic Counts

Appendix B: Rest Area Survey Results

Appendix C: Truck Parking Survey Results

Appendix D: Truck Parking Demand Calculation

Appendix A: Wayside Traffic Counts

Historical Wayside Counts

Site Number ¹	County	Route	2003 Count	2004 Count	2005 Count	2006 Count	2007 Count	2015 Count
W-1-4	Adams	STH 13						
W-2-2	Ashland	STH 13	145			192		
W-3-1	Barron	US 8	176					
W-4-6	Bayfield	STH 13	239			151		
W-4-10	Bayfield	US 63				66		
W-6-3	Buffalo	STH 35		136		64		87
W-9-8	Chippewa	STH 27	78					
W-9-11	Chippewa	STH 27	97					
W-9-13	Chippewa	STH 178						
W-11-15	Columbia	STH 16	130			82		
W-11-17	Columbia	STH 113				171		
W-12-4	Crawford	US 61			91		121	
W-12-6	Crawford	STH 35			103		181	
W-14-1	Dodge	STH 16						
W-15-3	Door	STH 57	132			95		208
W-15-4	Door	STH 42	159			105		99
W-16-6	Douglas	STH 35			117		98	
W-17-6	Dunn	STH 64			155		63	
W-18-4	Eau Claire	STH 85	90					
W-21-4	Forest	US 8	176			186		96
W-22-1	Grant	US 61	113				83	
W-22-3	Grant	US 61	95				112	
W-22-8	Grant	US 18	106				120	
W-24-6	Green Lake	STH 23	229		539			
W-25-1	Iowa	US 14				136		135
W-26-5	Iron	US 51				71	89	
W-28-3	Jefferson	STH 16			181	83		188
W-29-2	Juneau	CTH C					208	
W-31-4	Kewaunee	STH 42	209			125		158
W-32-8	La Crosse	US 14			112			
W-33-2	Lafayette	STH 11			102		122	
W-36-4	Manitowoc	STH 42			153			
W-36-10	Manitowoc	STH 32			62			
W-42-5	Oconto	STH 32	109			94		188
W-42-6	Oconto	STH 32	96			77		78
W-43-10	Oneida	US 8	132			160		
W-43-13	Oneida	US 45	58			74		
W-46-3	Pepin	STH 35		112	72	99		124
W-46-6	Pepin	US 10				51		18
W-46-7	Pepin	STH 25				50		114
W-47-1	Pierce	STH 35		119		73		135
W-47-8	Pierce	US 63				78		71
W-48-1	Polk	STH 35		150		117		280
W-50-3	Price	STH 13				66	96	
W-50-4	Price	US 8				124	89	
W-50-5	Price	STH 13				170	94	
W-52-1	Richland	STH 171	126			145		118
W-52-3	Richland	STH 60	113			99		71
W-54-7	Rusk	US 8			300			
W-56-8	Sauk	STH 23						
W-56-9	Sauk	STH 78			39			
W-56-11	Sauk	STH 78						
W-60-1	Taylor	STH 13			203		118	
W-60-2	Taylor	STH 73			39		47	
W-60-6	Taylor	STH 64			38		40	
W-62-2	Vernon	US 14					89	
W-62-10	Vernon	STH 35					54	
W-63-3	Vilas	US 51		138				
W-63-23	Vilas	STH 17		256			165	
W-63-29	Vilas	US 45		56			65	
W-63-31	Vilas	STH 70		93			49	
W-65-4	Washburn	US 63			187		205	
W-65-7	Washburn	US 63			155		117	
W-65-10	Washburn	US 53			408		323	
W-68-6	Waupaca	US 45	184					344
W-68-7	Waupaca	STH 54	97					41
W-69-6	Waushara	STH 21	309			342		192
W-71-4	Wood	STH 80			243			

Appendix B: Rest Area Survey Results



Rest Area Survey Results

WisDOT Roadside Facilities Study

Summary of results from in-person and online visitor surveys collected during the summer and fall of 2015.

December 7, 2015





Wisconsin DOT Statewide Rest Area Study

Survey Results, November 2015



Table of Contents

Purpose and Methodology	3
Major Findings	4
Charts and Graphs	6
Trip Purpose	6
Vehicle Type	7
Vehicle Occupants	8
Length of Stay	9
Next Stop if Rest Area Closed	10
Rest Area Services Used	11
Trip Length	12
Trip Origin & Destination	13
Next Planned Stop	14
Facility Cleanliness	15
Facility Vending Machines	16
Facility Parking	17
Facility Lighting	18
Facility Safety	19
Commercial Truck Parking	20
Comments	0
Appendix 1. Questionnaire	68



Purpose and Methodology

The Wisconsin Department of Transportation administered a rest area user survey across the state of Wisconsin from June 2015 until September 2015. The purpose of this memorandum is to summarize the survey results and provide a qualitative assessment in order to identify items to be considered when developing or modifying Wisconsin Rest Areas for the future. This memorandum will also interpret data to understand the travel needs of those who visit the rest areas.

Travelers were encouraged to provide feedback on the Wisconsin rest areas and offer their input on the facility cleanliness, vending machines, parking, lighting, and site safety by completing a 12 question survey. These results were collected through a number of different communication channels. One channel was 11" x 17" posters which were placed at all rest areas on entrance and exit doors, as well as within the rest area, prior to the in-person surveys. These posters included QR codes for travelers to scan via their smart phone and the survey URL allowing people easy access to the survey online. Survey links were also posted on the Wisconsin Department of Transportation home page, accessed via WisDOT social media sites (Facebook and Twitter), and emailed to freight industry contacts. Paper surveys were available at each rest area from mid-June until mid-September 2015. The paper surveys included a business reply address label allowing visitors to mail the survey response to WisDOT, or they could leave the survey in the comment card box at the rest area.

The in-person surveys were conducted on Thursday, July 2, 2015 and Friday, September 4, 2015 by HDR and Lakeside Engineers employees at the following rest areas:

- RA 22 – Beloit
- RA 12 – Portage
- RA 14 – Johnson Creek
- RA 61 – Menomonie

Each rest area was staffed with two surveyors and included two temporary kiosks with one laptop per staff member. The first round of in-person surveys were conducted using either a tablet application or URL on a laptop. As travelers arrived at the rest stop, they were asked to participate in a short survey. Once they agreed to provide input, they were given the option to scan the QR code via smart phone to access the survey, take a paper survey and mail it in at a later date, visit the website on the provided laptops, or take the paper survey at the rest area before they left. After debriefing the first round of surveys, WisDOT and HDR agreed that the second round would be conducted using



only the paper surveys. Staff found that more people were inclined to take the paper survey because it was easier to maneuver than the survey on a tablet.

Other Outreach Efforts

In addition to the visitor surveys conducted at the rest areas, a separate user survey was developed to solicit comments from the trucking community. A 15 question survey was sent to over 300 Wisconsin based companies to identify issues that trucking operations face. In addition, trucking associations including Wisconsin Motor Carriers Association, Iowa Motor Truck Association, Illinois Trucking Association, Indiana Motor Carrier Association, Minnesota Trucking Association, Michigan Trucking Association, and the Specialized Carriers & Rigging Association were contacted for input. Each association was provided a web link to an on-line version of the trucking survey. The associations shared the web link with their members in their weekly newsletters. Seventy nine (79) responses were received from the trucking survey, with 45 arriving by mail and another 34 responses from on-line surveys.

Major Findings

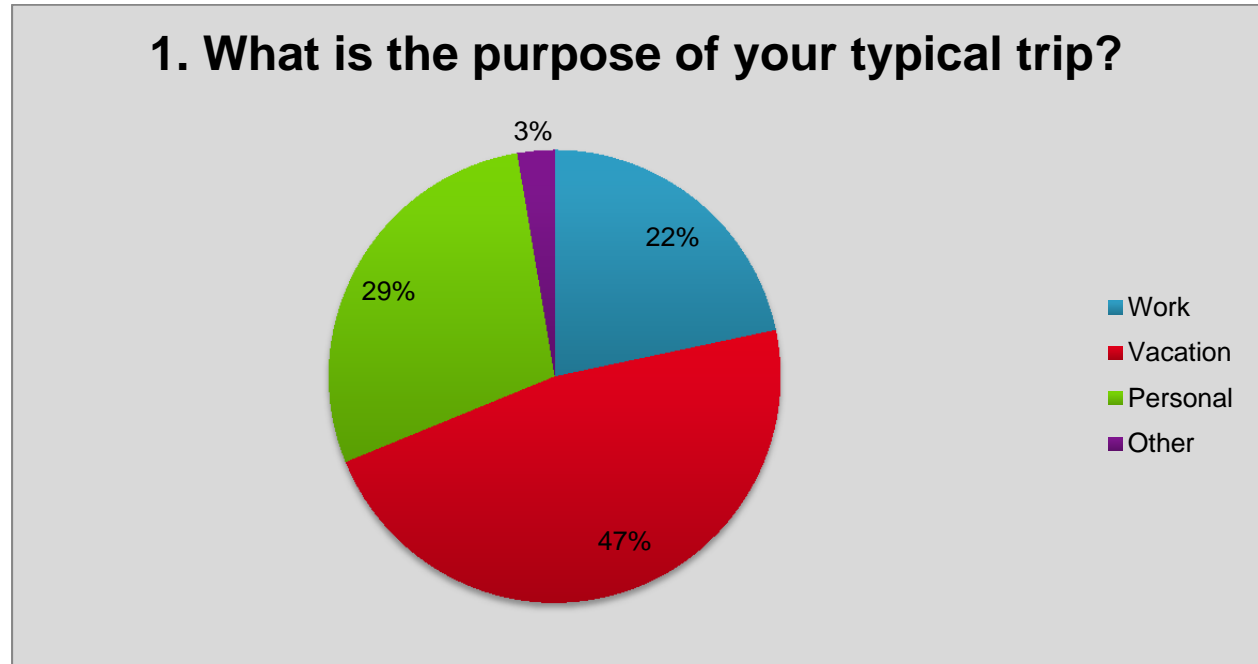
- 70% of respondents stated that if the Rest Area they visited was closed, they would travel to the next exit to stop. 18% of respondents said that they would go to the next Rest Area.
- 43% of respondents' primary reason for stopping at the Rest Area was to use the restroom. Another 21% stopped to take a break from driving. Other reasons for stopping at the Rest Area were to use the vending machines (8%), to look at a map (8%), or for pet related issues (5%).
- On average, survey respondents spent less than 15 minutes at the Rest Areas. There were only a few respondents (7%) that spent more than 45 minutes at the Rest Area.
- 77% of respondents were travelling in an automobile and 15% were in a commercial truck. There were few respondents on motorcycles, bus, or RV.
- Based on traffic counters, the split between cars and trucks during the survey was 65% car lot and 35% truck lot. Trucks are underrepresented in the results.
- 41% of respondents start and end their trip in Wisconsin, while 24% of respondents start in another state and end in Wisconsin.
- Over half of respondents (59%) reported that their typical trip when using a Rest Area is over 4 hours long and only 2% reported their trip to be less 1 hour.
- 47% of survey respondents reported that they were traveling for vacation and another 29% reported traveling for personal reasons; 22% reported that they were traveling for work.
- Survey respondents stated that they would like Wisconsin to add restaurants and gas stations to their Rest Area facilities.



- 13% of respondents said they were neutral about vending machines, which can be directly correlated with comments about adding fast food or more food options at the Rest Areas to increase their satisfaction with the vending machines.
- 65% of respondents said they would rate their safety at the Rest Areas as excellent. Another 30% said they would rate safety as good.
- 68% of travelers reported that the cleanliness of the rest rooms was excellent and another 27% reported the cleanliness as good. There was only a small percent (1%) that reported the cleanliness as poor.
- Many respondents reported that they would like to see a fenced in area for pets to run around and go to the bathroom.
- Survey respondents commented that they would like to see more tourist information in the rest stops such as maps, pamphlets, and brochures.

Charts and Graphs

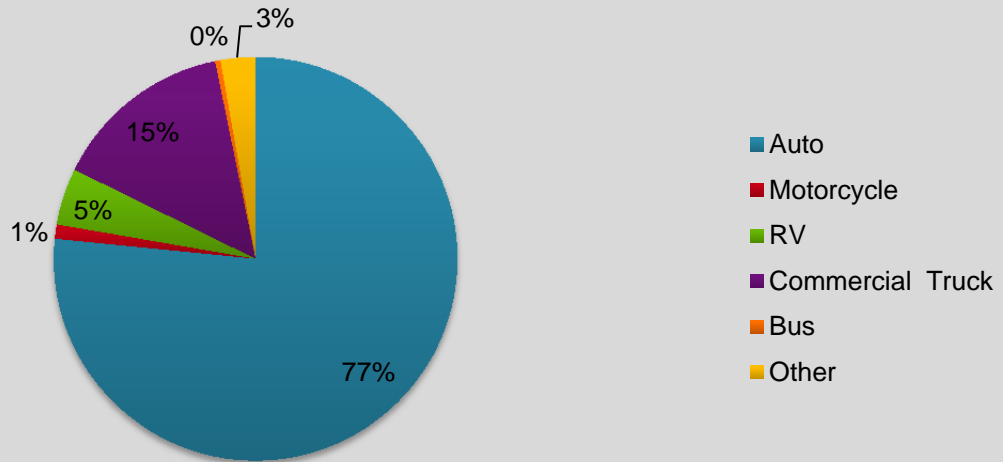
Trip Purpose



Trip Type	Number of Respondents	Percentages
Work	491	22%
Vacation	977	47%
Personal	591	29%
Other	56	3%
Totals	2115	100%

Vehicle Type

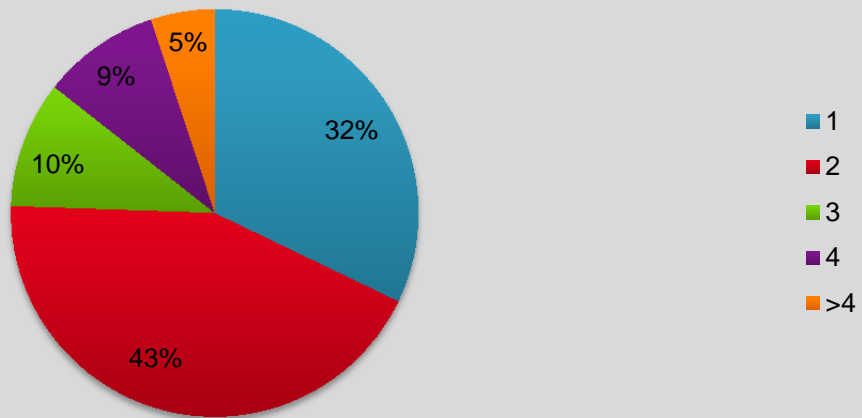
2. What type of vehicle do you usually travel in?



Vehicle Type	Number of Respondents	Percentages
Auto	1616	77%
Motorcycle	24	1%
RV	96	5%
Com Truck	306	15%
Bus	9	0%
Other	59	3%
Totals	2110	100%

Vehicle Occupants

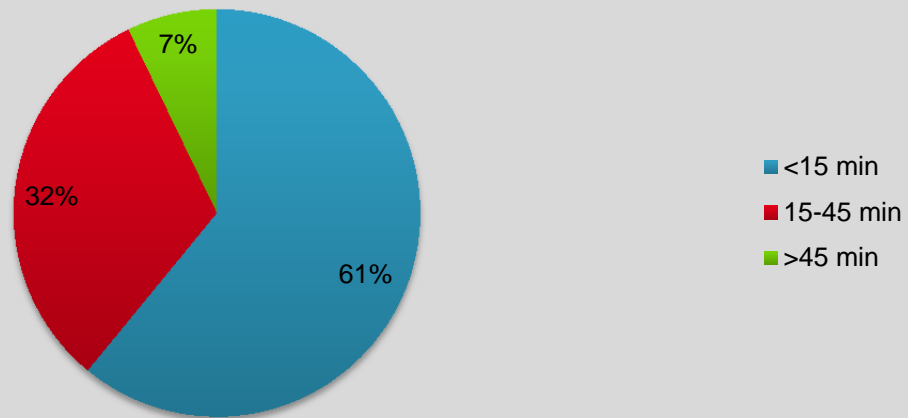
3. How many people are travelling in your vehicle?



Number of People	Number of Respondents	Percent
1	678	32%
2	916	43%
3	212	10%
4	197	9%
>4	107	5%
Totals	2110	100%

Length of Stay

4. How much time do you typically spend at the Rest Area?

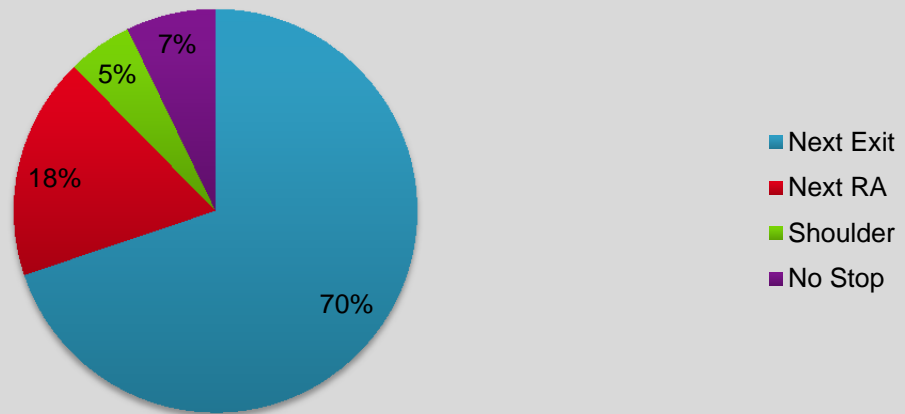


Time Spent	Number of Respondents	Percent
<15 min	1283	61%
15-45 min	671	32%
>45 min	151	7%
Totals	2105	100%



Next Stop if Rest Area Closed

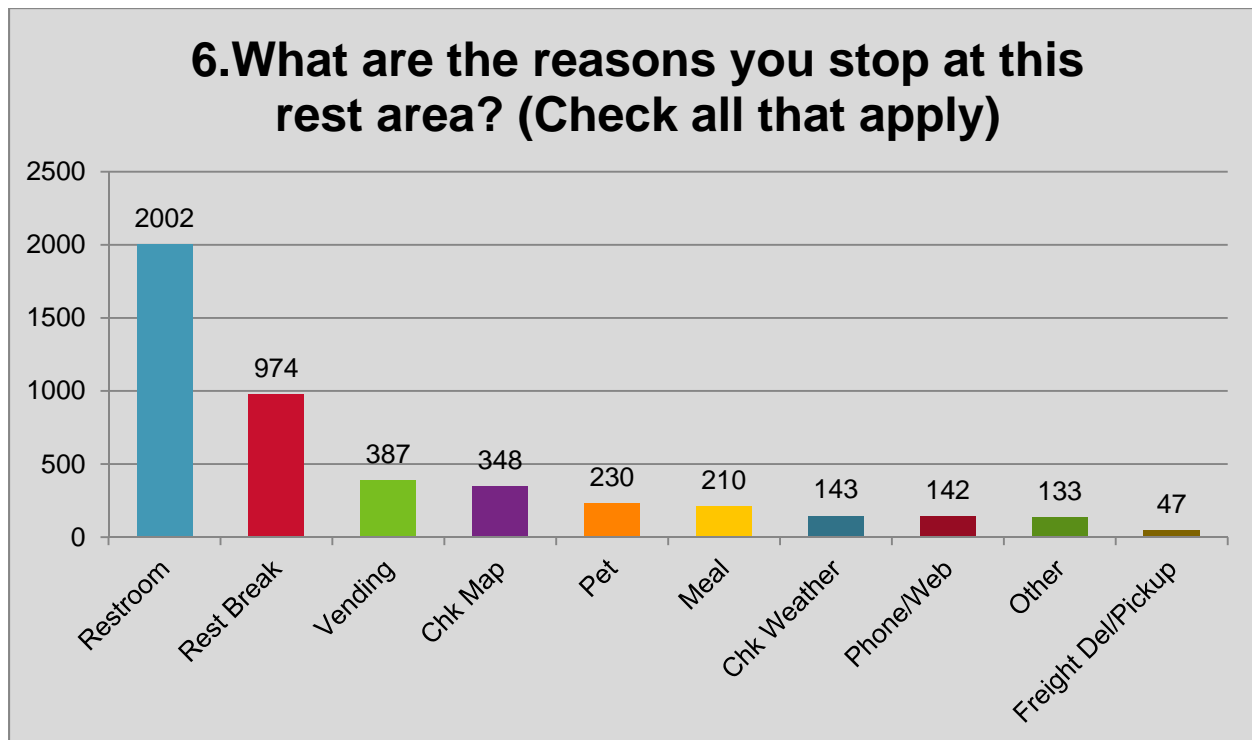
5. If a rest area is unavailable, where would you typically stop?



Place to Stop	Number of Respondents	Percent
Next Exit	1468	70%
Next RA	374	18%
Shoulder	109	5%
No Stop	151	7%
Totals	2102	100%



Rest Area Services Used

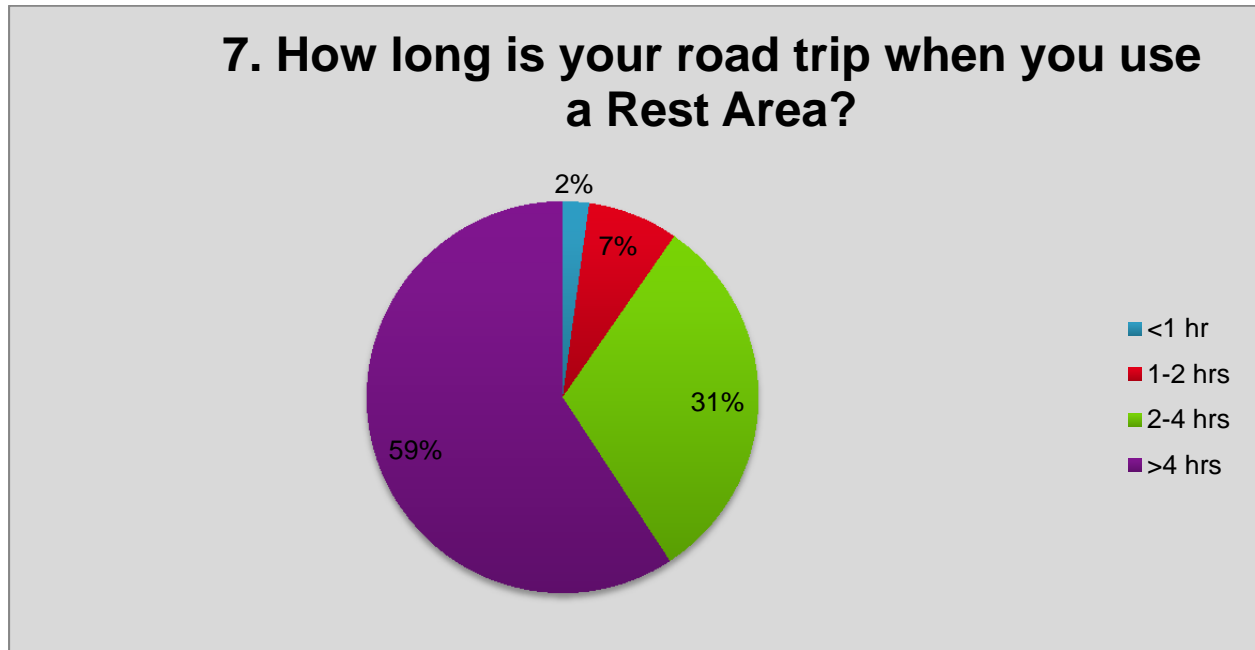


Reasons to Stop	Number of Respondents
Restroom	2002
Vending	387
Phone	142
Pet	230
Meal	210
Break	974
Map	348
Weather	143
Delivery	47
Other	133



Reasons to Stop	Number of Respondents
Total	4616

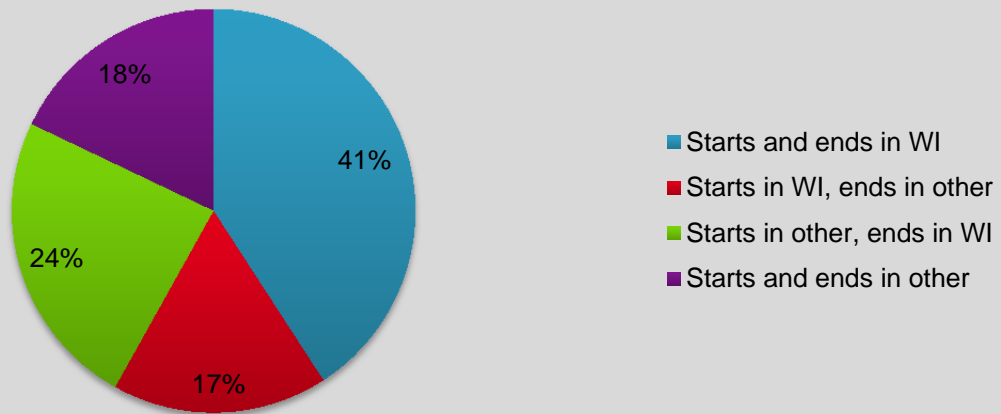
Trip Length



Duration of Trip	Number of Respondents	Percent
<1 hr	45	2%
1-2 hrs	155	7%
2-4 hrs	645	31%
>4 hrs	1228	59%
Totals	2073	100%

Trip Origin & Destination

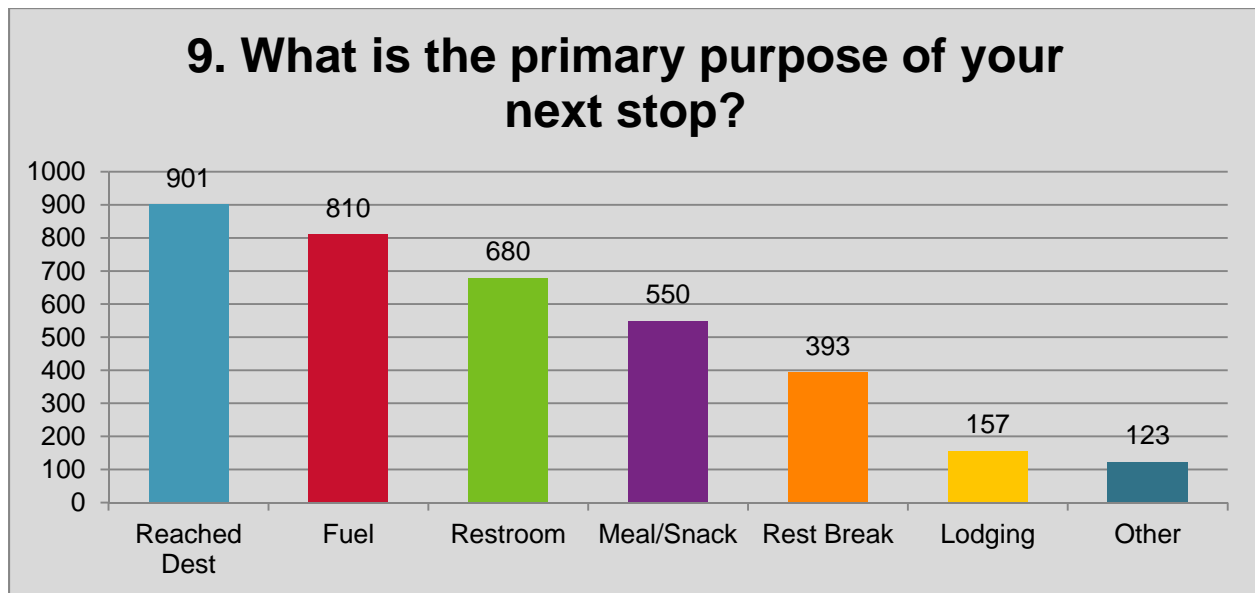
8. Where does your trip start and end when you use a Rest Area?



Location	Number of Respondents	Percent
Starts & ends in WI	852	41%
Starts in WI, end in other	360	17%
Starts in other, ends in WI	500	24%
Starts & ends in other	374	18%
Totals	2086	100%



Next Planned Stop

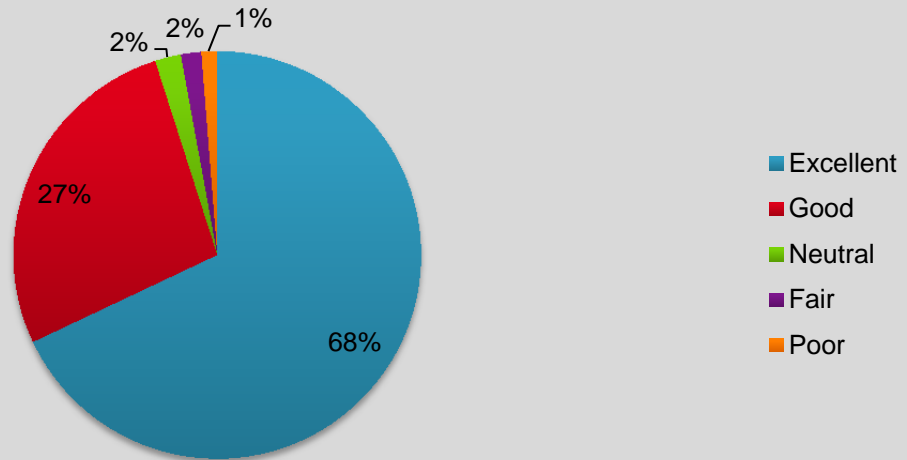


Reason for Next Stop	Number of Respondents	Percent
Fuel	810	22%
Restroom	680	19%
Meal	550	15%
Motel	157	4%
Break	393	11%
Destination	901	25%
Other	123	3%
Total	3614	100%



Facility Cleanliness

11. How would you rate the cleanliness of Wisconsin Rest Areas?

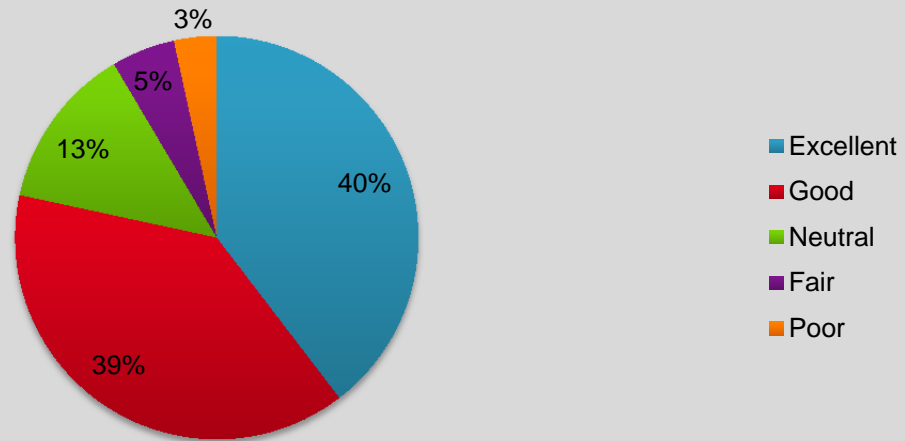


Rating	Number of Respondents	Percent
Excellent	1350	68%
Good	538	27%
Neutral	41	2%
Fair	32	2%
Poor	25	1%
Totals	1986	100%



Facility Vending Machines

13. How would you rate the vending machines at Wisconsin Rest Areas?

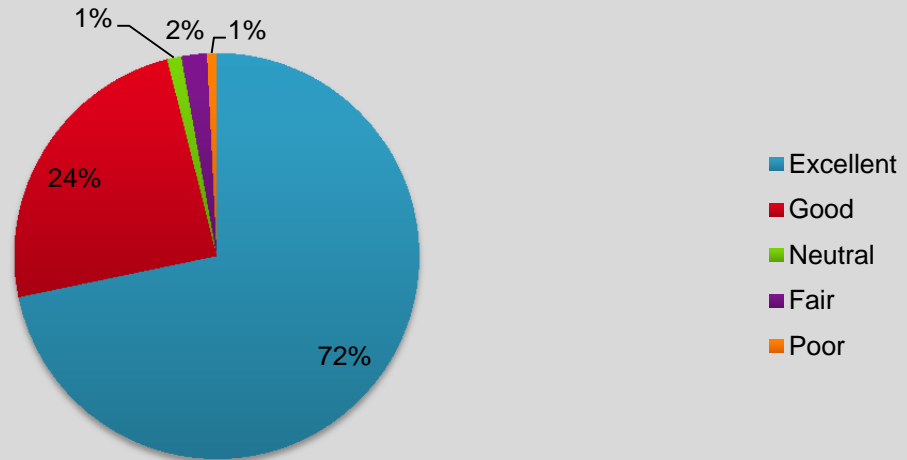


Rating	Number of Respondents	Percent
Excellent	590	40%
Good	578	39%
Neutral	195	13%
Fair	76	5%
Poor	51	3%
Totals	1490	100%



Facility Parking

14. How would you rate the overall parking at Wisconsin Rest Areas?

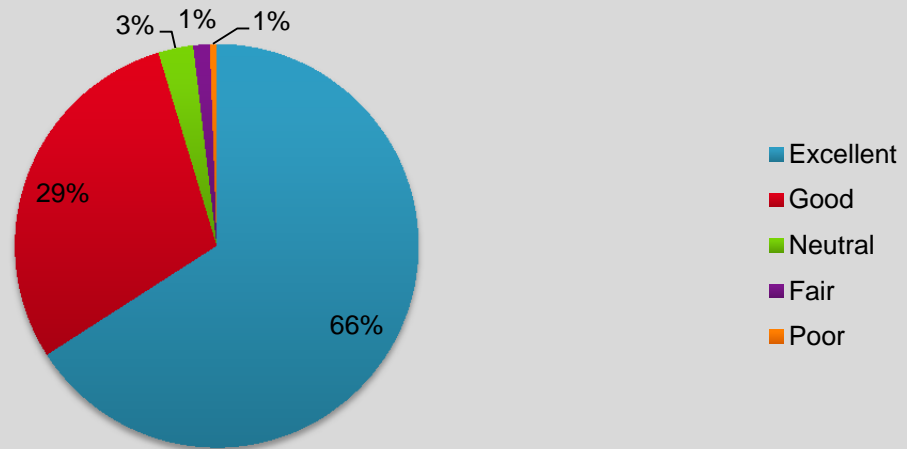


Rating	Number of Respondents	Percent
Excellent	1399	72%
Good	474	24%
Neutral	22	1%
Fair	40	2%
Poor	15	1%
Totals	1950	100%



Facility Lighting

10. How would you rate the lighting at Wisconsin Rest Areas?

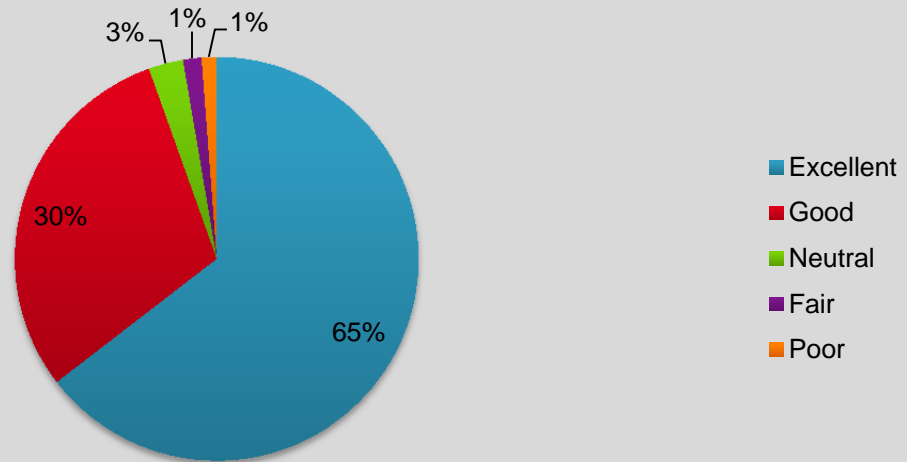


Rating	Number of Respondents	Percent
Excellent	1199	66%
Good	535	29%
Neutral	51	3%
Fair	24	1%
Poor	10	1%
Total	1819	100%



Facility Safety

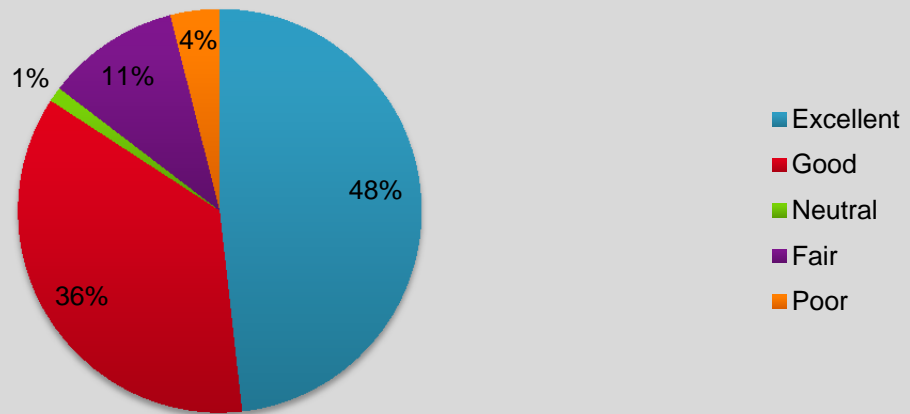
12. How would you rate the safety of Wisconsin Rest Areas?



Rating	Number of Respondents	Percent
Excellent	1229	65%
Good	571	30%
Neutral	53	3%
Fair	28	1%
Poor	23	1%
Totals	1904	100%

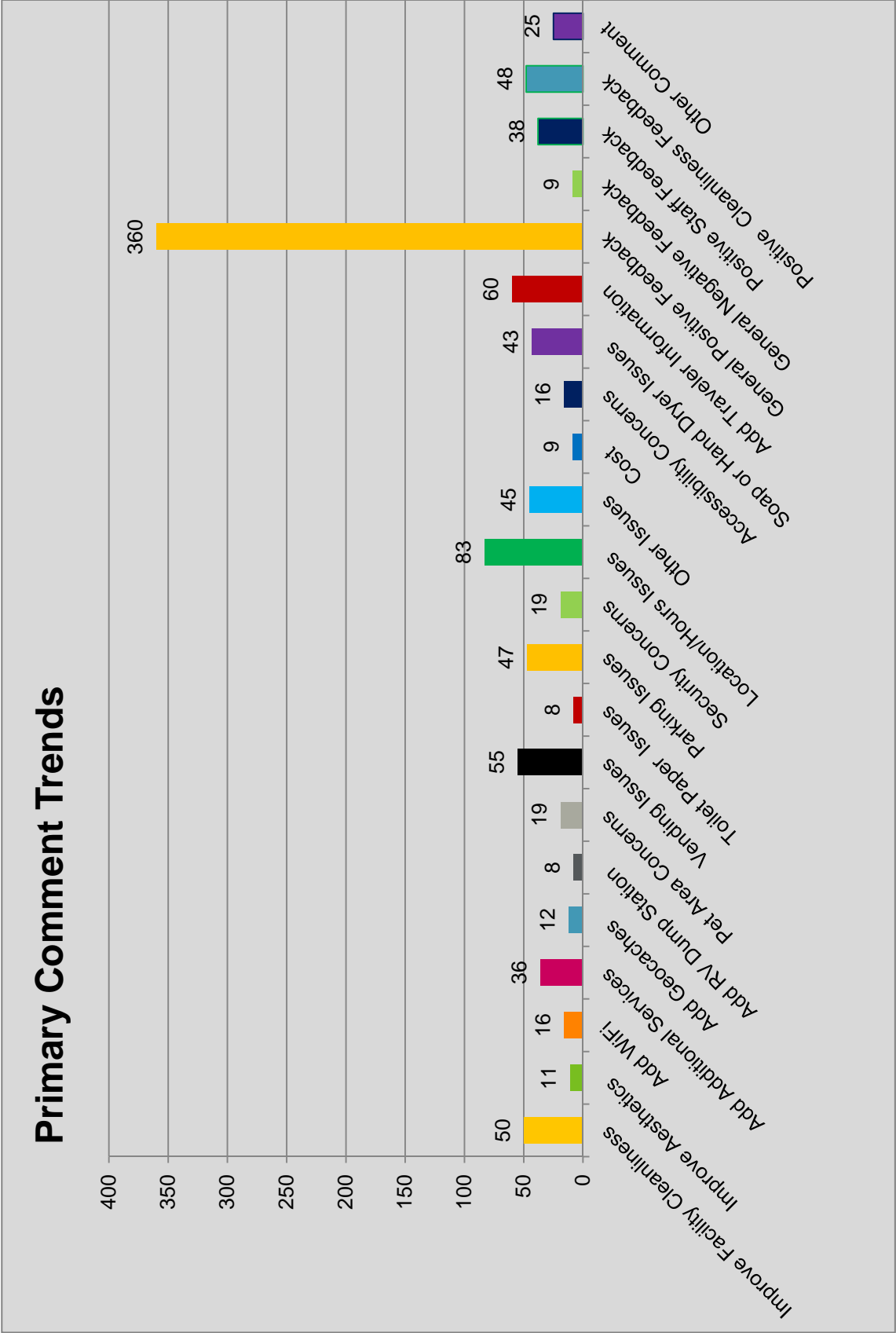
Commercial Truck Parking

15. How would you rate the Commercial truck parking at Wisconsin Rest Areas?



Rating	Number of Respondents	Percent
Excellent	122	48%
Good	91	36%
Neutral	3	1%
Fair	27	11%
Poor	10	4%
Totals	253	100%

Comments



Comment Category Options	Number of Respondents	Percent
Improve Facility Cleanliness	50	5%
Improve Aesthetics	11	1%
Add WiFi	16	2%
Add Additional Services	36	4%
Add Geocaches	12	1%
Add RV Dump Station	8	1%
Address Pet Area Concerns	19	2%
Address Vending Issues	55	5%
Address Toilet Paper Quality Issues	8	1%
Address Parking Issues	47	5%
Address Security Concerns	19	2%
Address Location/Hours Issues	83	8%
Address Other Issues	45	4%
Cost	9	1%
Address Accessibility Concerns	16	2%
Address Soap or Hand Dryer Issues	43	4%
Add Traveler Information	60	6%
General Positive Feedback	360	35%
General Negative Feedback	9	1%
Positive Feedback - Staff	38	4%
Positive Feedback - Cleanliness	48	5%
Other Comment	25	2%
Total	1017	100%



ID	Site	Comment Text	Primary Concern
1	9	Pets will be stopping at rest areas whether or not you provide good pet facilities. Please remember to provide and maintain designated and convenient pet exercise areas and pet waste facilities. A higher standard of maintenance of pet areas generally fosters more responsible behavior by pet owners. Thank you.	Address Pet Area Concerns
2	9	MS-Wisconsin is a beautiful state scenic ride clean restrooms-garbage & recycling bins available.	General Positive Feedback
3	9	MS-The flowers were very nice. The smell in the bathrooms is atrocious.	Improve Facility Cleanliness
4	9	MS-The drinking water (inside next to this survey box) tastes like poison.	Address Other Issues
5	9	MS-CA RESIDENT, VERY IMPRESSED WITH REST AREAS	General Positive Feedback
6	9	MS-VERY NICE FACILITY	General Positive Feedback
7	9	MS-MEN'S ROOM IS VERY SMELLY	Improve Facility Cleanliness
8	9	MS-STRONG URINE SMELL	Improve Facility Cleanliness
9	9	It would be nice if rest areas included a darker area for sleeping.	Add Additional Services
10	9	ms-Need ice tea in vending machine. Repair vending machine. Enjoyed history signs. Would like info on Deke's space and bike museum.	Address Vending Issues
11	9	ms-Such a nice big area to get some light activity. Very clean an attractive with grass, flowers, etc.	Positive Feedback - Cleanliness
12	9	MS-WIS REST AREAS ARE CLEAN WELL LIT, NICE PLAYGROUNDS, PRETTY FLOWERS, WELL MAINTAINED	General Positive Feedback
13	9	ms-Beautiful flowers and ornamental grasses. (1 bird)	General Positive Feedback
14	9	ms-Rest room smells bad.	Improve Facility Cleanliness
15	9	Water quality from the water fountains is awful. This is coming from someone that will drink just about any sort of tap water... it should really be looked at.	Address Other Issues
16	10	Always the best. WI does a great job	General Positive Feedback
17	10	MS-I LOVE THE PLANTINGS AND THE HISTORICAL INFO AND THE FLAGS & PICNIC SEATING.	General Positive Feedback
18	10	MS-THANKS FOR PROVIDING REST AREAS.	General Positive



ID	Site	Comment Text	Primary Concern
			Feedback
19	10	MS-THANKS FOR MAKING REST STOPS BEUTIFUL AND INFORMATIVE (PLAQUES). I LOVE YOUR POWERFUL FAST HAND DRYERS. THANKS!!	General Positive Feedback
20	10	MS-CLEAN, WELL MAINTAINED, NEED LESS LIT AREAS FOR SLEEPING	Add Additional Services
21	10	MS-STRONG ODOR IN RESTROOMS SMELLED OF URINE	Improve Facility Cleanliness
22	10	MS-FACILITY CLEAN, LOTS OF PEOPLE USING SITE	Positive Feedback - Cleanliness
23	10	MS-VERY NOISY HAND DRYERS, AND NOISY TOILETS	Address Soap or Hand Dryer Issues
24	10	MS-SCENIC AND CLEAN REST AREA	Positive Feedback - Cleanliness
25	10	MS-WE WERE HOPING FOR CHOCOLATE MILK IN THE VENDING MACHINE.	Address Vending Issues
26	10	MS-WE LOVE RAS. WE STOPPED AT SEVERAL IN THE STATE.	General Positive Feedback
27	10	MS-EVERYTHING LOOKED CLEAN BUT THE LADIES RM SMELLED OF STALE URINE. NEEDS FURTHER CLEANING SUPPLIES	Improve Facility Cleanliness
28	10	MS-WOMENS SMELLS OF URINE	Improve Facility Cleanliness
29	10	MS-EXCELLENT	General Positive Feedback
30	10	The Aldo Leopold sign was really interesting and appropriate.	General Positive Feedback
31	10	Vending machines not working	Address Vending Issues
32	10	MS-RA'S BETWEEN TOMAH AND LACROSSE ARE OUT OF DATE	General Negative Feedback
33	10	MS-LIKES THE RECYCLE BINS	General Positive Feedback
34	10	MS-WI REST STOPS ARE SO MUCH NICER THAN IL & MO!	General Positive Feedback
35	10	MS-WIS SHOULD BE SO PROUD OF OUR REST AREAS! THANKS TO STAFFFOR KEEPING THEM SO CLEAN. WE APPRECIATE THEM!!	General Positive Feedback
36	10	MS-SOME OF THE VM OUT OF ORDER. ALSO PLEASE ADDURINAL DIVIDERS. THANK YOU!	Address Vending Issues
37	10	MS-SMELLY MEN'S RM	Improve Facility Cleanliness
38	10	MS-THE RR WAS A LITTLE DIRTY BUT THAT IS THE FAULT OF THE PEOPLE WHO CAME IN WITH NO MANNERS	Improve Facility Cleanliness



ID	Site	Comment Text	Primary Concern
39	10	MS-THE MEN'S RR WAS OK EXCEPT FOR A STRONG URINE SMELL.	Improve Facility Cleanliness
40	10	ms-Men's room stinks.	Improve Facility Cleanliness
41	10	MS-DOTWorkers very polite.	General Positive Feedback
42	10	ms-everything is good and nice	General Positive Feedback
43	10	ms-thank you for the nice ra	General Positive Feedback
44	10	MS-GREAT JOB! THE RA AND GROUNDS ARE ALWAYS WELL MAINTAINED. I FREQUENT SEVERAL ALONG THE I90/94 ROUTE	General Positive Feedback
45	10	MS-FACILITY LOOKED CLEAN AND SMELLED DIRTY	Improve Facility Cleanliness
46	11	These facilities should NOT provide goods or services that compete with private businesses located at the exit ramps.	Other Comment
47	11	Would be nice to see a Subway or similar instead of just vending machines	Add Additional Services
48	11	Some sort of sleeping accommodations would be excellent for the unexpected emergencies. I've had to sleep in my car & its not ideal in small cars	Add Additional Services
49	11	Parking is often too far away from the building. Going to a gas station is many times a shorter walk and covered from the elements. Wisconsin spends way too much money on rest stops. We should be spending that money on either dead animal pick up or road repair. Those are much worse for tourism than the state of the rest areas.	Address Parking Issues
50	11	MS-VERY DISAPOINTED NOT TO SEE LED LIGHTING ON ALL EXTERIOR PARKING LOT LIGHTS!	Address Other Issues
51	11	MS-TOP NOTCH REST AREAS	General Positive Feedback
52	11	MS-PLEASANT PLACE TO VISIT	General Positive Feedback
53	11	MS-WHAT HAPPENED TO THE SOLAR PANELS?	Other Comment
54	11	I love this rest stop and use it multiple times a week. It's a great place to stop, use the facilities and walk a bit. I really like the paths to walk.	General Positive Feedback



ID	Site	Comment Text	Primary Concern
55	11	Clean and attractive! Happy to have hot water. Everything in good working order. A pleasure to stop here.	Positive Feedback - Cleanliness
56	11	ms-Rest areas along the Interstate are very important for safety and comfort.	Other Comment
57	11	ms-Very nice rest area! Only one thing we noticed was a picnic table in a prairie! Looks like they stopped cutting grass in that area!	Improve Aesthetics
58	11	ms-Rest Area 11 near Portage is an absolutely beautiful rest area - seriously. It is so impressive. Thanks for an excellent stop. :)	General Positive Feedback
59	11	MS-VERY NICE FACILITY!	General Positive Feedback
60	11	MS-WONDERFUL SITE	General Positive Feedback
61	11	ms-Commercial - needs more parking.	Address Parking Issues
62	11	ms-Reduce area on grounds that needs mowing. Conserve fuel, reduce emissions and reduce costs by naturalizing areas with native plants. See Prairie Nursery in Westfield.	Address Other Issues
63	11	ms-Best rest areas in the U.S. We thank you for the amount of parking and the size.	General Positive Feedback
64	11	ms-Bathroom smells like _____.	Address Other Issues
65	11	ms-You guys sure know how to satisfy some people.	General Positive Feedback
66	11	ms-It was very nice.	General Positive Feedback
67	11	No ice cream machine. You need showers and rooms. GO BEARS!!!	Address Vending Issues
68	11	MS-VERY PLEASANT STOP. CLEAN, NICE LANDSCAPING!	General Positive Feedback
69	11	MS-THIS IS ONE OF THE NICEST RAS IVE EVER SEEN. WOW!!! AWESOME!	General Positive Feedback
70	11	MS-BEAUTIFUL SITE. NEW PLAYGROUND WAS JUST WHAT MY 2 YR OLD NEEDED.	General Positive Feedback
71	11	MS-THIS IS BY FAR THE NICEST RA THAT I HAVE BEEN TO. AWESOME!	General Positive Feedback
72	11	MS-WE TRAVEL TO WI ALOT. THESE CLEAN SAFE RAS ARE A GODSEND TO US. WE ESPECIALLY APPRECIATE THTA THEY ARE CLEAN, WELL MAINTAINED AND HAVE BEAUTIFUL FLOWERS.	General Positive Feedback
73	11	MS-BEST FACILITY TO STOP	General Positive Feedback
74	11	MS-THIS STOP WAS A PLEASURE! IT WAS GREAT TO SE THE HISTORIC SIGN OF HOW THEY CAME TO BE	General Positive Feedback



ID	Site	Comment Text	Primary Concern
75	11	MS-SIGNS PRIOR TO THE EXIT NOT SEEN	Address Other Issues
76	11	MS-ICE CREAM IS OUT OF STOCK. GREAT RECYLING AREA. SKIMPY TOILET PAPER	Address Vending Issues
77	12	The people who oversee and maintain Wisconsin rest areas do an outstanding job. Rest areas are very important, providing travelers a safe and convenient place to rest, use a bathroom, and get refreshed before continuing a long trip.	Positive Feedback - Staff
78	12	I actually never use rest areas but couldn't complete the survey without saying I do. I believe the space is valuable for some travelers but see no need to keep erecting these giant structures. A small building with a couple restrooms and some picnic tables is enough. People are in a hurry to get where they're going and can stop anywhere else along the road for whatever they need. Maintain what we have but please stop spending more tax dollars to upgrade these sites.	Cost
79	12	I prefer paper towels to dry my hands. I do not like the air dryers. They are gross and my hands dont get dry.	Address Other Issues
80	12	go bears!!!!	Other Comment
81	12	best rest areas in the country	General Positive Feedback
82	12	This rest area is way to fancy for a rest area. The extra money spent on this rest stop could have been used somewhere else.	Cost
83	12	MS-BEAUTIFUL REST AREA	General Positive Feedback
84	12	HDR-GET RID OF MUSIC, DRYERS TOO LOUD, EXCELLENT TOURISM INFO	Address Soap or Hand Dryer Issues
85	12	HDR-GREAT FACILITY	General Positive Feedback
86	12	HDR-APPRECIATED	General Positive Feedback
87	12	HDR-THANKS FOR THE WATER	General Positive Feedback
88	12	HDR-VERY CLEAN	Positive Feedback - Cleanliness
89	12	HDR-GREAT!	General Positive Feedback
90	12	MS-GREAT LOOKING BUILDING - GREAT REST STOP	General Positive Feedback



ID	Site	Comment Text	Primary Concern
91	12	MS-A GREAT FACILITY BUT A TOTAL WASTE OF TAX DOLLARS. THE PREVIOUS FACILITIES WERE FINE. I DON'T KNOW WHICH IS THE BIGGEST WASTE OF MONEY - THE RESTROOMS OR THE ELECTRIC SIGNS TELLING TIME TO GET TO A POINT FOUND ON I-39	Cost
92	12	Beautiful facility and nicely landscaped. Also nice play area	General Positive Feedback
93	12	MS-WONDERFUL FACILITIES. WORRIES THAT GOV WALKER AND REPUBLICAN MAJORITY IN ASSEMBLY AND SENATE WILL LET FACILITIES GO TO RUIN!!!	General Positive Feedback
94	12	MS-ENJOYS WI REST AREAS, MUCH BETTER THAN INDIANA RA'S	General Positive Feedback
95	12	MS-GOOD WEATHER MONITOR	General Positive Feedback
96	12	MS-DOESN'T LIKE AUTOMATIC FLUSH, DRYERS AND FAUCETS	Address Soap or Hand Dryer Issues
97	12	MS-LATCH ON HANDICAP WOMEN'S RR STALL DIFFICULT TO OPERATE	Address Accessibility Concerns
98	12	MS-Very attractive, very clean rest stop. Thank You!	Positive Feedback - Cleanliness
99	12	MS-MY FAVORITE RA, VERY CLEAN, INTERESTING INFO	Positive Feedback - Cleanliness
100	12	MS-I TRAVEL FROM MN TO ILL AND BACK TWICE A WEEK. I HIT ALL THE RAS BETWEEN HUDSON AND BELOIT. THE BELOIT AND ANEVILLE RAS HAVE NO HOT H2O. PLEASE TURN ON THE H2O HEATERS THERE.	Address Other Issues
101	12	MS-GOOD JOB TO ALL THAT KEEP IT NEAT AND CLEAN	Positive Feedback - Cleanliness
102	12	MS-WE STOP HERE EVERY TIME WE VISIT RELATIVES IN MN. ITS LOVLY AND ARCHITECHTURE OF FLW IS WONDERFUL	General Positive Feedback
103	12	MS-TP HOLDER TOO LOW TO GROUND AND NEED TWO PLY. ONE PLY WITH WHERE ITS MOUNTED DOES NOT WORK WELL	Address Accessibility Concerns
104	12	MS-WIS RA'S BEAT MOST OTHER STATES. THIS LOCATION IS THE BEST.	General Positive Feedback
105	12	ms-Especially like new design in bathroom. Sinks, soap & dryers placed so dripping water is NOT all over the place. Great design work. Neat, easy to keep clean.	General Positive Feedback
106	12	ms-I love this rest area! A big thank you to the employees who keep it so clean!!	Positive Feedback - Staff



ID	Site	Comment Text	Primary Concern
107	12	ms-Very well satisfied w/ facilities. Excellent use of my tax \$.	General Positive Feedback
108	12	ms-This is our favorite place to stop on the route from our home to our parent's homes.	General Positive Feedback
109	12	MS-ALL RAS SHOULD BE LIKE THIS ONE	General Positive Feedback
110	12	MS-DOTThe state of WI should consider staffing rest stops to assist out of state travelers. It would be helpful to purchase fishing licenses and obtain travel info from an agent.	Add Additional Services
111	12	hdr-I enjoyed talking with the friendly/professional staff that was doing the survey!	Positive Feedback - Staff
112	12	hdr-No spots open.	Address Parking Issues
113	12	hdr-The toilet paper is so cheap it breaks apart & is all over the floor. Warm water is greatly appreciated especially in winter.	Address Toilet Paper Quality Issues
114	12	hdr-RV'ers in truck parking area and cars there too.	Address Parking Issues
115	12	hdr-Better toilet paper.	Address Toilet Paper Quality Issues
116	12	hdr-Thank you for being here!	General Positive Feedback
117	12	hdr-Great	General Positive Feedback
118	12	hdr-Thank you!	General Positive Feedback
119	12	hdr-Great place!	General Positive Feedback
120	12	hdr-Blow dryer too loud. Decibels will damage hearing.	Address Soap or Hand Dryer Issues
121	12	hdr-Nice	General Positive Feedback
122	12	hdr-See lakeside Engineers.	Other Comment
123	12	hdr-The design of rest area (bathrooms) does not seem appropriate. I believe having one entrance and one exit would make people flow smoother (vs. having the same door for entrance & exit to the restroom).	Address Other Issues
124	12	hdr-I appreciate your concern for environment with air dryers in restroom. Your landscape is WOW! Love those petunias!	General Positive Feedback
125	12	hdr-Well cleaned.	General Positive Feedback
126	12	hdr-Nice to see faucets with enough flow that you can actually wash your hands. :) Barbara Nakanoshi, architect, Illinois & Hawaii	General Positive Feedback



ID	Site	Comment Text	Primary Concern
127	12	Small playground is a bonus. Prefer rest stop to gas station. Vending machines have card reader & variety.	Address Vending Issues
128	12	ms-excellent RA especially the real time weather mapsThank you	General Positive Feedback
129	12	MS-THIS WAS THE ONLY RA IN OUR TRAVELS FLY POW/MIA FLAG. EXTREMELY IMPRESSED TO SEE POW/MIA FLAG. THANK YOU VERY MUCH!!	General Positive Feedback
130	12	MS-IN SEMI AND I LIKE THE WIDE PARKING STALLS. RECYCLE BINS, BLDG DESIGN AND CLEANLINESS ARE GREAT	Address Parking Issues
131	13	One of your questions had an answer of do I do a web search at the rest area? Why would you put that as an answer, do the rest areas have Wi-Fi?	Add WiFi
132	13	The rest areas I'm familiar with are often way to elaborate. People need toilets and a drink, and truckers need a place to snooze. How deluxe do facilities have to be for this?	General Negative Feedback
133	13	MS-NO SOAP IN DISPENSER	Address Soap Dispenser Issues
134	13	MS-THERE SHOULD BE A REST AREA IN EVERY COUNTY THAT THE INTERSTATE RUNS THROUGH. WAYSIDES IN EVERY COUNTY STATE OR US HWY RUNS THROUGH.	Address Location/Hours Issues
135	13	MS-THANK YOU FOR HAVING A CLEAN SAFE REST AREA.	General Positive Feedback
136	13	ms-I would like to see more full service rest areas on our Interstate system. There are too few, too far apart. One in every rural county the Interstate system runs thru nationwide.	Address Location/Hours Issues
137	13	MS-RA'S ARE VERY IMPORTANT	General Positive Feedback
138	13	ms-Bathrooms could use better cleaning.	Improve Facility Cleanliness
139	13	MS-Thank you for a wonderful, clean facility.	General Positive Feedback
140	13	MS-Nice bathrooms!	General Positive Feedback
141	13	MS-Amazed at how green and well maintained and clean it was.	General Positive Feedback
142	13	MS-Clean area. Way to go Wisc.	General Positive Feedback
143	13	MS-Very disappointed. No soap in men's rest room.	Address Soap Dispenser Issues

ID	Site	Comment Text	Primary Concern
144	13	I would like to see milk & juice available in the vending machines.	Address Vending Issues
145	13	MS-HAND DRYERS ARE TOO NOISY	Address Soap or Hand Dryer Issues
146	13	MS-3 MONTH TRIP FROM FL - ROADS ARE IN GOOD SHAPE-WILL NOT STAY IN STATES WITH POOR ROADS	Other Comment
147	13	MS-THIS HAS DECENT MIRRORS, UNLIKE WB SIDE	General Positive Feedback
148	13	MS-DISAPPOINTED NOT TO FIND A WISC MAP OR TOURISM INFO. ENJOYED DRUMLINS HIST MARKER	Add Traveler Information
149	13	MS-VERY NICE AND CLEAN	General Positive Feedback
150	13	ms-Mirrors are terrible.	General Negative Feedback
151	13	MS-GLAD YOU HAVE RECYCLING HERE. THANKS FOR THE STATE MAP.	General Positive Feedback
152	13	MS-SMELLS LIKE URINE AND POOP IN HERE.	Improve Facility Cleanliness
153	13	MS-CANDY MACH ON THE SOUTH SIDE OF BLDG STEALS YOUR MONEY! FIX IT!	Address Vending Issues
154	13	MS-NEED MORE RAS ON I94 BETWEEN MADISON AND MILW	Address Location/Hours Issues
155	13	MS-NO HOTEL COUPN BOOKS- WE LIKE THEM	Add Traveler Information
156	13	MS-NEED FREE WIFI	Add WiFi
157	13	MS-BEAUTIFUL REST STOP!	General Positive Feedback
158	13	MS-CLEAN AND FEELS SAFE- IMPORTANT FOR WOMAN ALONE WITH KIDS	General Positive Feedback
159	14	Wanted to pick 7p a magazine for northern Wisconsin and a state map and there were no maps and all the state tourism magazines and racks have been removed. I was disappointed.	Add Traveler Information
160	14	What I would do is add fans in the bathroom and heat in the main room thats it everything else is perfect thank you for the rest stop!!!! ðŸ™ƒ	Add Additional Services
161	14	HDR-WITH FUNDING AT A PREMIUM, MAINTAIN BASIC SERVICES (SOAP, MIRRORS ETC.)	Cost
162	14	HDR-NEED HEALTHY VENDING CHOICESMAKE REST AREAS EFFICIENT, NOT EXTRAVEGANT	Address Vending Issues



ID	Site	Comment Text	Primary Concern
163	14	HDR-HAND DRYERS DIDN'T WARM UP	Address Soap or Hand Dryer Issues
164	14	HDR-BROKEN VENDING MACHINE	Address Vending Issues
165	14	MS-AUTO FLUSH NOT WORKING ON SOME STALLS	Address Other Issues
166	14	MS-ARRIVED AT 0830HRS. 2 CLEAN STALLS. 1 HAD BLOOD ON FLOOR, 1 HAD BLOOD ON TOILET AND REST HAD URINE IN. COFFEE VENDING WAS BROKEN & OTHER MACHINES MOSTLY GONE	Improve Facility Cleanliness
167	14	MS-A VERY HELPFUL POLICEMAN GAVE ASSISTANCE.	General Positive Feedback
168	14	ms-Did check weather at our destination - but not reason we stopped. I like to pick up travel info - books, maps when we stop - and none provided anymore. We don't have cell phones w/ Internet. I enjoy looking at the materials while traveling.	Add Traveler Information
169	14	MS-UNHAPPY WITH SMALL MIRRORS THAT REPLACED LRGE MIRRORS	General Negative Feedback
170	14	MS-VERY FREINDLY STAFF	Positive Feedback - Staff
171	14	MS-Much improved over former wayside facilities.	General Positive Feedback
172	14	Thanks for the free Wisconsin map!!!!	General Positive Feedback
173	14	MS-LOST \$ IN VENDING (ICE cREAM)	Address Vending Issues
174	14	MS-TOO MANY FOREIGNERS	Address Other Issues
175	14	MS-THANK YOU FOR THE NEW MAP	General Positive Feedback
176	14	MS-VENDING MACHINES TOO EXPENSIVE. FULL SERVICE REST STOPS TOO FAR APART. MORE WAYSIDES ON HIGHWAYS. WAYSIDES SHOULD BE OPEN ST PATRICKS DAY THRU THANKSGIVING	Address Location/Hours Issues
177	14	MS-VERY NICE AND CLEAN	General Positive Feedback
178	14	Any chance of doing something like Ohio where they have restrooms, coffee shop (Gloria jean) restaurants and gas?	Add Additional Services
179	14	HDR-LOVE THE RECYLING OPTIONS	General Positive Feedback
180	14	HDR-Beautiful	General Positive Feedback
181	14	HDR-Good people	General Positive Feedback
182	14	HDR-Clean restrooms, nice stop	General Positive Feedback



ID	Site	Comment Text	Primary Concern
183	14	HDR-Cleanliness always kept up	General Positive Feedback
184	14	HDR-Always stop both ways of trip	General Positive Feedback
185	14	HDR-Very clean facility!	General Positive Feedback
186	14	HDR-I'm glad this rest area is here and I almost always stop on my way west from Milwaukee.	General Positive Feedback
187	14	HDR-Enjoyed seeing a clean, beautiful place with a designated pet area and wildlife information.	General Positive Feedback
188	14	HDR-History facts are great.	General Positive Feedback
189	14	HDR-Felt safe to stop and bathrooms were clean.	Positive Feedback - Cleanliness
190	14	HDR-Floor is dirty. Both soap dispensers in women's bathroom is empty.	Improve Facility Cleanliness
191	14	HDR-Very nice place.	General Positive Feedback
192	14	HDR-Thank you for making this rest area available. We really appreciate it!	General Positive Feedback
193	14	HDR-Very clean!	Positive Feedback - Cleanliness
194	14	HDR-Appreciate access to maps and ability to take a break.	General Positive Feedback
195	14	HDR-Family restroom had toilet paper all over floor with dried urine on the toilet seat. Maintenance personnel were cleaning other restrooms. Please remember family restroom.	Improve Facility Cleanliness
196	14	HDR-Excellent.	General Positive Feedback
197	14	HDR-Bathrooms need cleaning.	Improve Facility Cleanliness
198	14	HDR-No soap in bathroom.	Address Soap Dispenser Issues
199	14	HDR-Free wifi would be useful for checking weather/maps and downloading files for business.	Add WiFi
200	14	HDR-Men's room needed soap.	Address Soap Dispenser Issues
201	14	HDR-Always very clean.	Positive Feedback - Cleanliness
202	14	HDR-Bathrooms need to be cleaned.	Improve Facility Cleanliness
203	14	HDR-Appreciate the designated pet area. Peaceful and great for a wild foods forager.	General Positive Feedback
204	14	HDR-Vending machine took \$4. No refund slips anywhere.	Address Vending Issues
205	14	HDR-Change soap.	Address Soap Dispenser



ID	Site	Comment Text	Primary Concern
			Issues
206	14	ms-nice	General Positive Feedback
207	14	MS-WOULD HAVE LIKE THE FREE WIS MAP	Add Traveler Information
208	15	Offer more variety of snacks, possibly even restaurants	Add Additional Services
209	15	better coffee-type selections would be good	Address Vending Issues
210	15	ms-Nice rest stops. One thing, people with pets having them everywhere but where they should makes it dog poop park.	Address Pet Area Concerns
211	15	MS-NEED TO MOP THE FLOOR MORE OFTEN	Improve Facility Cleanliness
212	16	MS-LOVELY SHADED TABLES, NICE FLOWERS, GOOD MAPS	General Positive Feedback
213	17	Need more truck parking at most rest areas	Address Parking Issues
214	17	alot better than a few others especially for amount of parking stalls when truck stop lots are small or jammed packed from 8pm to 8am	Address Parking Issues
215	17	On August 12, 2015 at approximately 12:30 our family stopped at the southbound I90 Janesville rest stop. While there, I walked our dog briefly at the area (within 6' to the rear of the huge PET AREA sign.) Clearly you could see that prior dogs relieved themselves there. While there I was approached by two workers carrying a ladder, presuming to service the lights- both wearing bright green work type clothing. Both advised me this was not the place to walk dogs but the signs meant down the road. I questioned them that I was obeying the signs and suggested one post the signs where people may walk their dog. They were persistent saying the DOT put them there. As I left I watched them inform other travelers about the sign issue. A suggestion would be to replace the sign to the correct location- or possibly inform the workers that it is OK for dogs to be walked there. Really confusing.	Address Pet Area Concerns
216	17	MS-TOILET AREAS NEEDED MORE VENTILATION TODAY, 77 DEGREES OUTSIDE, WERE STIFLING AND SMELLY. VENDING MACHINES WERE ALMOST EMPTY (CANDY/SNACKS). LIKE HAVING TWO SEPARATE TOILET AREAS FOR BOTH MEN AND WOMEN. LIKE WEATHER MAP. THANK YOU.	Improve Facility Cleanliness



ID	Site	Comment Text	Primary Concern
217	17	MS-WI REST AREAS ARE SO PRETTY IN THE SPRING/EARLY SUMMER JUNE 2, 2015. WI SHOWS WHAT GREAT TOURIST STATE IT IS BY HAVING GOOD REST AREA FACILITIES, GOOD LOCAL INFO SITE, ALWAYS ENJOY REST STOPS AND GOOD PLACE TO TEXT OR CALL ALSO, IN NY THEY HAVE TEXT STOPS ALSO, RESTSTOPS USUALLY ARE WELL MAINTAINED & WELCOME RELIEF, BUT HARD TO DESCRIBE EXACTLY WHERE YOU ARE-LIKE HOW MANY MILES TO NEXT TOWN. DON'T LET GOV WALKER CLOSE THEM!	Add Traveler Information
218	17	MS- IMMACULATE CLEAN BATHROOMS, VERY SAFE, EASY ACCESS, MUCH BETTER THAN STOPPING AT GAS STAION, RESTAURANT. THANKS	Positive Feedback - Cleanliness
219	17	MS-THANKS FOR HAVING THE RECYCLE BINS AVAIL. DRYERS ARE REALLY LOUD AND SOAP DISPENSERS ARE FICKLE. BEAUTIFUL LANDSCAPING.	Address Soap Dispenser Issues
220	17	ms-I'd like to see a walking path around the perimeter of the rest stop, similar to Minnesota rest areas.	Add Additional Services
221	17	MS-NEED MORE RA'S	Address Location/Hours Issues
222	17	The guy with green socks and shoes was really helpful	Positive Feedback - Staff
223	17	MS-REST AREAS IN WIS ARE FOR THE MOST PART ALWAYS GOOD.	General Positive Feedback
224	17	MS-I WOULD LIKE TO SEEE PAPER TOWELS AGAIN IN THE RESTROOMS. I VERY MUCH DISLIKE HAND DRYERS.	Address Soap or Hand Dryer Issues
225	17	MS-THE GROUNDS WERE VERY WELL TAKEN CARE OF AND A PLEASANT SETTING. THANKS FOR SUCH A RELAXING REST STOP.	General Positive Feedback
226	17	MS-JUST WANTED TO LET WIS KNOW WE APPRECIATE THE GREAT MAINTENANCE AND APPREARANCE OF ALL OF YOUR REST AREAS.	General Positive Feedback
227	17	Restrooms were very clean and your worker there was very professional	Positive Feedback - Staff
228	17	MS-VERY, VERY CLEAN FACILITY!	Positive Feedback - Cleanliness
229	17	ms-Keep up the good work! :)	General Positive Feedback



ID	Site	Comment Text	Primary Concern
230	22	Need steps or stools for kids to wash hands. Love the play area.	Address Soap or Hand Dryer Issues
231	22	like the playground	General Positive Feedback
232	22	awesome facilities !!!!! Always stop @ this stop after crossing Illinois state line.....on my way from Charleston, IL to Minneapolis, MN to see son, Daughter-in-law and new grandbaby girl !	General Positive Feedback
233	22	The people at the desk were very helpful. Thanks for the map and brochures with coupons.	Positive Feedback - Staff
234	22	MS-THERE ARE MANY MAP PROBLEMS HERE. THE 2015 MAP WAS NOT AVAILABLE TO TAKE. THE LARGE ON THE WALL WAS FROM 2013. SMALL MAPS INSIDE THE OUTSIDE DOORS ARE FROM 2011. WHY DOES WI CONTINUALLY HAVE SUCH PROBLEMS WITH DISPLAYING IN THE REST AREAS? NO PRESIDENT SCOTTIE WITH THESE MAP PROBLEMS.	Add Traveler Information
235	22	MS-THANKS!	General Positive Feedback
236	22	MS-PEOPLE BEGGING FOR MONEY OUTSIDE MADE US FEEL UNCOMFORTABLE	Address Security Concerns
237	22	MS-AREA PERSON WAS VERY HELPFUL!	General Positive Feedback
238	22	MS-SHOULD BE AGAINST LAW TO CLOSE REST AREA	Other Comment
239	22	MS-BEAUTIFUL, CLEAN, & FELT SAFE ENOUGH FOR A QUIET NAP.	General Positive Feedback
240	22	MS-YOU NEED PAPER TOWELS IN REST RM NOT AIR!	Address Soap or Hand Dryer Issues
241	22	HDR-NEED MORE REST AREAS	Address Location/Hours Issues
242	22	HDR-FRIENDLY STAFF	General Positive Feedback
243	22	HDR-NEED TV'S	Add Additional Services
244	22	HDR-VERY HAPPY WITH TOURISM STAFFING	General Positive Feedback
245	22	HDR-SOAP DISPENSER CONFUSING	Address Soap Dispenser Issues
246	22	HDR-ADD ICE MACHINES	Add Additional Services
247	22	HDR-LOVED THE PLAYGROUND	General Positive Feedback
248	22	HDR-LOVED THE PLAYGROUND	General Positive Feedback



ID	Site	Comment Text	Primary Concern
249	22	HDR-ADD FAST FOOD	Add Additional Services
250	22	HDR-ADD FRESH FOOD & ICE MACHINES	Add Additional Services
251	22	HDR-NEED PLUG IN STATION FOR HYBRID CAR	Add Additional Services
252	22	HDR-VERY NICE FACILITY	General Positive Feedback
253	22	HDR-NICE PLACE	General Positive Feedback
254	22	MS-STAYED OVERNIGHT	Other Comment
255	22	MS-MAP DISPLAY HAS OLD (2013) MAPS	Add Traveler Information
256	22	ms-Information was very useful. Friendly and informative staff.	General Positive Feedback
257	22	ms-Out west - (Iowa?) one state had Internet access at all rest areas. Really nice perk!!!	Add WiFi
258	22	MS-REST AREA #22 WAS CLEAN BRIGHT AND HAD A GREAT VISITOR CENTER. WE WERE HELPED BY GARY WHO WAS VERY KNOWLEDGEABLE AND PROVIDED US WITH MUCH NEEDED INFORMATION. THANK YOU!	Positive Feedback - Staff
259	22	MS-FACILITY FOR MAPS AND VISITORS NOT OPEN. BATHROOMS NEED ATTENDING	Add Traveler Information
260	22	There was a line for the ladies room that was unacceptably long. There was no family restroom. I watched a 6-8 year old boy be very uncomfortable in the line for the ladies room. He did not want to be in the ladies room.	Address Other Issues
261	22	ms-Staff very friendly!!!	Positive Feedback - Staff
262	22	ms-Very friendly and clean - good info.	General Positive Feedback
263	22	MS-THE CLEANEST RA IVE BEEN IN FOR THE LAST 10 YRS	Positive Feedback - Cleanliness
264	22	hdr-Add ice cream vending machine like at other Wisc. rest areas.	Add Additional Services
265	22	hdr-Water in vending machine was cool but not cold. Other vending machine water was cold (Dasani cold, Aquafina not)	Address Vending Issues
266	22	HDRDON'T TRY TO MOVE OR DESTROY RA PLEASE	Address Location/Hours Issues
267	22	HDRCLEAN AND WELL TAKEN CARE OF. THANK YOU!	General Positive Feedback
268	22	HDRMUCH BETTER THAN ILLINOIS!	General Positive Feedback
269	22	HDRBEAUTIFUL LADIES AT THE INFO DESK! RECYCLING BINS ARE NICE TO HAVE.	Positive Feedback - Cleanliness



ID	Site	Comment Text	Primary Concern
270	22	HDRNICE GRASS AREA	General Positive Feedback
271	22	HDRCLEAN CONVENIENT, & LOTS OF GOOD INFO	General Positive Feedback
272	22	HDRIMPRESSED WITH RA FACILITY. THANKS	General Positive Feedback
273	22	HDRNEED TRASH CANS BY PET AREA. I PICKED UP AFTER MY DOG BUT HAD TO CARRY IT BACK ACROSS LOT TO GET RID OF IT	Address Pet Area Concerns
274	22	HDR EXCELLENT TRAVEL INFO, HELPFUL STAFF. ALWAYS STOP HERE.	Positive Feedback - Staff
275	22	HDRVEY CLEAN ESPECIALLY THE RR'S	Improve Facility Cleanliness
276	22	HDRTHANK YOU FOR WI DIRECTIONS	General Positive Feedback
277	22	HDRVERY WELL MAINTAINED RA	General Positive Feedback
278	22	HDRSETTING UP A GIRLFRIENDS WEEKEND IN MADISON/SPRING GREEN	Other Comment
279	22	HDRNICE AND CLEAN	General Positive Feedback
280	22	HDRNEED MATS AT YOUR DRYING CENTER IN RR. WET FLOORS	Address Soap or Hand Dryer Issues
281	23	Keep the Superior Rest area open year round. Its a long stretch between Eau Claire and Superior and a dark night time stretch north of Rice Lake. PLEASE keep this wayside open. People NEED it.	Address Location/Hours Issues
282	23	pan handlers asking for money at the superior rest area lately. One couple was there 2 days in a row asking for gas money.	Address Security Concerns
283	23	MS-TOURISM INFO NEEDED	Add Traveler Information
284	23	MS-THANK YOU FOR PUTTING OUT MAPS. WE WERE IMPRESSED WITH THE RECYCLING & CLEARED OUT THE DAYS RECYCLABLES. VERY GOOD BREAK AFTER A LONG DAY, ROAD CONSTRUCTION, ETC.	General Positive Feedback
285	23	MS-NICE STOP.	General Positive Feedback
286	23	ms-We stopped for tourism info - instead the governor has closed this beautiful facility and no info available. Just as well, have only an outhouse and a sign that says visitors go stay and visit Minn! Who cares!	Add Traveler Information
287	23	MS-Love it. Great job. Thank you.	General Positive Feedback



ID	Site	Comment Text	Primary Concern
288	23	ms-I sometimes have stopped at other WI rest stops for a map or tourist info & sometimes just a rest break - THANKS for being there.	General Positive Feedback
289	23	ms-Facility looked clean and well kempt; however the bathrooms themselves smelled offensive - like urine.	Improve Facility Cleanliness
290	23	MS-UNHAPPY WITH THE RA'S NEAR DENMARK	General Negative Feedback
291	23	MS-WE MISS THE TOURISM INFO AND FRIENDLY STAFF	Add Traveler Information
292	23	MS-WISCONSIN REST STOPS ARE ALWAYS KWEPT CLEAN. THANK YOU	Positive Feedback - Cleanliness
293	23	ms-Artie, who was working there on Sat. Aug. 8, 2015, kept the restrooms very clean & helped me find a map.	Positive Feedback - Staff
294	23	MS-MAP TOO HIGH TO READ. DID NOT SHOW LARGE YOU ARE HERE	Add Traveler Information
295	23	MS-IM SHORT 5' TALL AND COULDNT SEE MAP WELL. THE POINT WAS AT TOP OF MAP MAKING ITHARD TO READ. LIGHTING IN CORNER WAS POOR	Add Traveler Information
296	23	MS-I'M DIABETIC, ONLY ?? IN VENDING , NEEDED NON-SWEET CHIP OR OTHER	Address Vending Issues
297	23	MS-NEED MORE VARIETY IN VENDING MACH	Address Vending Issues
298	23	MS-MAP TOO HIGH TO READ AND SM PRINT. NO PROTEIN SNACKS	Add Traveler Information
299	23	ms-Pop machine not working. Rest area should be open until October.	Address Vending Issues
300	23	ms-We are snowbirds, travel a lot. Why can't you put rest areas in the middle of the freeways, it would benefit both directions. In Superior, put one where old scale was. Would be 1/2 the expense, travelers would love it!	Address Location/Hours Issues
301	23	MS-VERY CLEAN RR. VERY MUCH APPRECIATED!	General Positive Feedback
302	23	MS-WHY ISN'T THE INFO AREA STAFFED? I COULD USE THE RR AT THE HOLIDAY IN SUPERIOR. WHAT A WASTE. STAFF IT.	Add Traveler Information
303	23	MS-MAN RA AGIAN OR PROVIDE TOURIST INFO	Add Traveler Information
304	23	MSMOST OF RR PRIVACY DOORS DI NOT CLOSE. WOULD HAVE LIKED A MAP. NONE AVAILABLE	Address Security Concerns
305	23	MSTHANK YOU FOR CONVIENIENT RAS	General Positive Feedback



ID	Site	Comment Text	Primary Concern
306	23	MSIM GLAD THEY DONT WASTE ALL OUR TAX DOLLARS. THANKS FOR THE GOOD WORK	Cost
307	23	MSTHANKS FOR THE HIGHWAY MAP	General Positive Feedback
308	23	MSWASTE OF BEAUTIFUL REST/INFO STOP	General Negative Feedback
309	23	MSEXTERIOR LIGHT ARE ALL OUT	Address Security Concerns
310	23	MS-The map on the wall is too high	Add Traveler Information
311	23	ms-If not for the rest areas, I feel there would be more deaths	General Positive Feedback
312	23	ms-exterior lights on men's side need to be on	Address Security Concerns
313	23	ms-need free wifi	Add WiFi
314	23	ms-love it	General Positive Feedback
315	23	ms-an awesome place	General Positive Feedback
316	26	You need to allow geocaching in rest areas to attract more people to stop there.	Add Geocaches
317	26	Keep up the good work!	General Positive Feedback
318	26	Needs to have more or more parking	Address Parking Issues
319	26	MS-REST STOP DOES NOT ALLOW EASTBOUND EXIT TO COMPANIES IN PLEASANT PRAIRIE TO MAKE DELIVERIES.	Address Other Issues
320	26	MS-CAN'T GET BACK ON TO 94(EAST) FROM REST STOP. WHOSE IDEA WAS THAT? VERY INCONVENIENT.	Address Other Issues
321	26	Great recycling facilities!	General Positive Feedback
322	26	MS- ITS NICE TO SEEE THIS RA MANNED AGAIN	Positive Feedback - Staff
323	26	MS-WOULD SURE LIKE WI-FI TO CK E-MAIL	Add WiFi
324	26	MS-VENDING IS ALWAYS OUT OF ORDER WHEN I STOP	Address Vending Issues
325	26	MS-BEST REAT AREAS, MAKES STOPPING ENJOYABLE	General Positive Feedback
326	26	MS-LOTS OF RECYCLING BINS - GREAT JOB!	General Positive Feedback
327	26	MS-THE FACILITY AND REST ROOMS WERE VERY CLEAN. I COMMENTED TO THE ATTENDANT WHAT A GREAT JOB SHE WAS DOING!	Positive Feedback - Staff
328	26	MS-FACILITY AND RR VERY CLEAN.	Positive Feedback - Cleanliness



ID	Site	Comment Text	Primary Concern
329	26	MS-GREAT	General Positive Feedback
330	26	MS-RR KEPT VERY CLEAN. THANK YOU!	Positive Feedback - Cleanliness
331	26	MS-COFFEE MACHINE SUCKS	Address Vending Issues
332	26	MS-always stop here! Very clean, well stocked and friendly, helpful tourism reps! Don't change it. Thank you!	Positive Feedback - Cleanliness
333	26	MS-Restrooms were very nice & clean. Having recently driven to the east coast, I can say WI rest areas are particularly clean & convenient. It was nice to also see what appeared to be special needs adult employees there.	Positive Feedback - Staff
334	26	ms-I stop here 6-7 times a year on the way to my cabin north of Green Bay. A real nice stop with loads of literature about WI. Thanks.	General Positive Feedback
335	26	ms-We love to stop here. Keep up the great customer service - great travel information. GREAT PEOPLE AT THE COUNTER.	Positive Feedback - Staff
336	26	ms-Easy off & easy on. Tourist info.	General Positive Feedback
337	26	MS-GREAT EXPERIENCE, LIKES THE RECYCLE BINS, WILL COME AGAIN	General Positive Feedback
338	26	MS-CLEANEST RA IN USA, GREAT STOP	General Positive Feedback
339	26	MS-COFFEE MACHINE DIDN'T WORK	Address Vending Issues
340	26	MS-DONT CHNAGE ANYTHING! WI IS GREAT! REST AREA IS ACCESSABLE!	General Positive Feedback
341	26	MS-WE STOP HERE 1-3X PER WEEK. ITS A LITTLE WEIRD WITH THE PEOPLE THTA HANGOUT HERE. ONE ASKED FOR GAS MONEY	Address Security Concerns
342	26	MS-RA WAS WONDERFUL FOR US AND THE DOG.	General Positive Feedback
343	26	ms-Jake and Eva were awesome! They both deserve an immediate raise and promotion. Knowledgeable, professional, dedicated and friendly. Thank you! :) Christine Beaudoin, Bay Point, FL	Positive Feedback - Staff
344	26	MS-I MISSED THE RA WHEN IT WAS CLOSED. I GOT RAOD COND MAPS, ECT. RA IS A GOOD PLACE FOR KIDS TO PLAY. RR VERY CLEAN.	Address Location/Hours Issues
345	26	MS-VENDING MACH OUT OF ORDER, NO COFFEE	Address Vending Issues
346	26	ms-Thanks for an excellent facility! Proud to be a Wisconsinite.	General Positive Feedback



ID	Site	Comment Text	Primary Concern
347	26	ms-Very nice stop. Disappointed that Tourist Info was not staffed but very satisfied with variety of brochures from throughout WI.	Add Traveler Information
348	31	You should have rest stops or oasis like other states have	Other Comment
349	31	please allow geocaching and hidden caches in the rest areas in your state it gives us a reason to stop stretch our legs and get fresh air to continue on our travels. Its a great clean family recreation.	Add Geocaches
350	33	There are hardly any rest stops on hiway8. half of them are closed. Very disgusting when traveling with my grandkids. almost have to let them pee on the road.....	Address Location/Hours Issues
351	33	MS-TP OUT IN ONE STALL. ALWAYS AN EXCELLENT FACILITY. KEEP RA'S IN WI PLEASE!	General Positive Feedback
352	33	MS-NEEDS HANDICAP RESTROOM	Address Accessibility Concerns
353	33	Non handicapped bathroom stall was very small. Difficult to exit.	Address Accessibility Concerns
354	33	MS-I HAVE STOPPED AT THIS SITE FOR YEARS. ITS ALWAYS CLEAN AND CONVEINIENT. THIS IS ONE OF THE BETTER REST AREAS IVE BEEN AT!	General Positive Feedback
355	33	MS-NICE REST AREA. I HAVE STOPPED HERE FOR OVER 30 YEARS. RR NEED TO BE UPDATED. OTHERWISE NICE	Address Other Issues
356	33	MS-PLEASE KEEP RA'S OPEN!	Address Location/Hours Issues
357	33	MS-DOTWe stop at this rest area often. It's always clean and well stocked.	Positive Feedback - Cleanliness
358	33	ms-I stop often, always clean	General Positive Feedback
359	34	The rest rooms are very outdated and dirty.	Improve Facility Cleanliness
360	34	Should really have paper towels at all rest areas.	Address Soap or Hand Dryer Issues
361	34	Establish pollinator and butterfly (monarch) gardens. rest area has plenty of sunlight. Area is large enough for several thousand square feet of pollinator gardens pace. It would cut down on mowing costs and benefit the environment . Also provide an area of interest for those who stop.	Add Additional Services
362	34	Rest area signs on the highway should say how far to next rest area. Also they should be searchable on google!	Add Traveler Information



ID	Site	Comment Text	Primary Concern
363	34	MS-I AM FROM IL. WI HAS WONDERFUL REST STOPS. IL AND IN -TERRIBLE-TRASH.	General Positive Feedback
364	34	MS-USE THIS RA ALOT. ALSO SB RA	General Positive Feedback
365	34	MS-FRIENDLY AND VERY HELPFUL	General Positive Feedback
366	34	ms-This rest area has a beautiful view to the north and helps promote tourism. the view to the south has been destroyed by sand industries.	Improve Aesthetics
367	34	MS-Needs brighter lighting in restrooms.	Address Other Issues
368	34	ms-exercise / walk	Other Comment
369	34	MS-NO HOTEL DISCOUNT BOOKS AVAIL. CONTAINER IS EMPTY	Add Traveler Information
370	34	MS-ONE OF 2 RESTROOM STALLS INACCECTABLY FILTHY. OTHER WAS USABLE FORMY URPOSE BUT NOT GREAT	Improve Facility Cleanliness
371	34	MS-REST AREA AND SURROUNDINGS WERE VERY CLEAN AND NEAT. CARETAKERS GAVE US SOME TRAVEL INFO. VERY CARING	General Positive Feedback
372	34	ms-We found this rest area clean. Everything is in order, very friendly caretakers.	General Positive Feedback
373	34	MS-I COMMENTED TO THE LADY CLEANING THE FACILITY JUST HOW GRATEFUL I WAS FOR THE CLEANLINESS OF THE WOMEN;S RR. MUCH APPRECIATED	General Positive Feedback
374	34	MS-WE HAVE USED THIS RA FOR 25 YEARS ON TRIP TO CANADA. ITS USUALLY CLEAN AND TIDY	Positive Feedback - Cleanliness
375	35	On more than one occasion the vending machines are stocked inaccurately. You want a Pepsi, you get a Diet Pepsi. Other than this issue at this particular rest stop, I've been to a lot of different rest stops and are generally in good condition. They are well stocked with tissue paper, and people working diligently to keep it clean.	Address Vending Issues
376	35	On and off ramps are very bumpy an they will need to be repaved in the near future.	Address Other Issues
377	35	MS-I'M IMPRESSED WITH CLEANLINESS	Positive Feedback - Cleanliness
378	35	MS- PUSH BUTTON FOR HC DOOR DEFECTIVE. I CUT MY FINGER ON IT. SMALL CUT	Address Other Issues
379	35	ms-The entrance ramp for trucks from I-43 north is horrible!!! Bad Dips!!! *Please fix!!!*	Address Other Issues



ID	Site	Comment Text	Primary Concern
380	35	MS-Not enough rest rooms. Telephone out of order.	Address Other Issues
381	35	MS-The maintenance crew is outstanding, they deserve a promotion, raise, or commendation!	Positive Feedback - Staff
382	35	ms-No travel information, map. Put some pictures of Wisconsin up for everyone to see places to go & have fun.	Add Traveler Information
383	35	MS-GENERALLY RA'S ARE VERY GOOD SOAP DISPENSER IS TERRIBLE	Address Soap or Hand Dryer Issues
384	35	MS-SOAP DISPENSERS DON'T WORK	Address Soap or Hand Dryer Issues
385	35	MS-WOULD LIKE TO SEE STRAIGHT THRU MOTORCYCLE PARKING	Address Parking Issues
386	35	MS-L HAVE BEEN VERY PLEASED WITH WIS RAS FOR MANY YEARS. IM CONCERNED UNDER GOV WALKED QUALITY WILL DECLINE!	General Positive Feedback
387	35	Vending machine are always broke. Or out of products, or don't give back change. I stop at these rest areas every day	Address Vending Issues
388	35	ms-This stop is about 1 hour from home - we try to break from pounding the pavement each hour or 50-60 miles.	Address Location/Hours Issues
389	35	New is not always better. Sometimes remodeling is just as good.	Other Comment
390	35	MS-THANK YOU FOR THE STATE MAPS. HAD TROUBLE WIT HTHE VENDING MACH	Address Vending Issues
391	36	MS- VERY WELL MAINTAINED, STOP 3X PER WEEK	General Positive Feedback
392	36	MS-NICK'S CLEANING CREW LEAVES IT SPOTLESS, OTHER CREWS NOT AS GOOD	Positive Feedback - Staff
393	36	MS-GOOD JOB	General Positive Feedback
394	36	ms-A little more current candy & drinks in the vending machines would be great!! Thanks!!	Address Vending Issues
395	36	ms-7-28-2015 Hand dryer literally falling apart. New soap dispensers shoot soap onto our clothes & the floor.	Address Soap or Hand Dryer Issues
396	36	MS-Vending machine should have a sign Out Of order . It took my dollar.	Address Vending Issues
397	36	MS-Luckily I called ahead to Best Western Motel in Milwaukee. Our AAA trip tic had us going to the wrong one!!	Other Comment
398	36	ms-I've never had any problems at a rest area. They sure come in handy.	General Positive Feedback
399	36	MS-KEEP UP THE GOOD WORK.	General Positive Feedback



ID	Site	Comment Text	Primary Concern
400	36	MS-GREAT RA PLEASE KEEP OPEN. SUGGEST TRAVEL BRCHURES. THANK YOU	Add Traveler Information
401	51	Beautiful landscape!	General Positive Feedback
402	51	MS- VERY NICE PLACE - MY SHARPEE(DOG?) LOVED THE GET OUT AND STRETCH	General Positive Feedback
403	51	MS-I DON'T FEEL SAFE HERE WHEN I AM TRAVELING ALONE	Address Security Concerns
404	51	MS-BEEN USING THIS REST AREA FOR YEARS	Other Comment
405	51	MS-PUSH BUTTONS ON THE TOILETS ARE DIFFICULT TO USE IN HANDICPPED STALLS.	Address Accessibility Concerns
406	51	LOVE THE FLOWERS YOU PLANT!! ALWAYS A CLEAN STOPPING PLACE. WISH THERE WERE MORE LIKE THIS. MICHIGAN HAS SO MANY.	Positive Feedback - Cleanliness
407	51	MS-PET AREA WAS VERY WELL MAINTAINED AND EASY TO WALK IN. HOWEVER, PET AREA AT THE NORTHBOUND STOP IS VERY STEEP.	Address Pet Area Concerns
408	51	MS-PRETTY FLOWERS, ALWAYS CLEAN	Positive Feedback - Cleanliness
409	51	MS-VISTA ON 141 N OF WAUSAUKEE OVERGROWN	Improve Aesthetics
410	51	ms-Please replace door handles with a more comfortable style. The current (many years old) style has sharp painful edges. The new hand dryers are too loud and not significantly faster.	Address Soap or Hand Dryer Issues
411	51	ms-All rest areas should be this nice. Whoever does the plants should get a raise.	General Positive Feedback
412	51	ms-This is the most beautiful rest area in the state. We love to stop here and admire the gardens. Please keep them going. Such a pleasure to have a nice place to stop. :)	General Positive Feedback
413	51	MS-WISCONSIN HAS SUPERIOR RA'S	General Positive Feedback
414	51	MS-THIS IS A GREAT SPOT	General Positive Feedback
415	51	MS-I APPRECIATE HAVING THIS REST STOP AND ESPECIALLY SINCE IT IS THE ONLY ONE ON I43 BETWEEN MILW AND GREEN BAY	Address Location/Hours Issues
416	51	MS-THNANKS FOR THE MAP. NICE PET AREA. LIKED THE RUMBLE STRIPS. PINIC AREA LOOKED NICE. FLOWERS NICE.	General Positive Feedback



ID	Site	Comment Text	Primary Concern
417	51	MS-ALWAYS A PLEASURE TO USE THIS STOP AND THE OTHER ISTE ON I43 ON MY WAY TO AND FROM MY CABIN IN AMBERG WI	General Positive Feedback
418	51	MS-IT SEEMS THAT WITH SO MANY REST STOPS CLOSING & WITH POOR ROAD MAINTENANCE THE STATE OF WISCONSIN DOESN'T WANT THE PUBLIC TO TRAVEL OUTSIDE OF CITIES	Address Location/Hours Issues
419	51	MS-WIS HAS GOOD CLEAN KEPT-UP REST AREAS. IT IS COLORADO THAT HAS THE NEED FOR IMPROVEMENT	General Positive Feedback
420	51	MS-IM A FAN OF WISCONSIN REST AREAS. SO CLEAN. EFFICIENT PLEASANT AND SO MUCH NICER THAN FAST FOOD AND GAS STATIONS. THANKS FOR BEING THERE!!	General Positive Feedback
421	51	MS-I WISH THERE WERE MORE REST STOPS IN WIS. IT WAS DISAPPOINTING WHEN SOME CLOSED YEARS AGO.	Address Location/Hours Issues
422	51	ms-Your rest stops are a model for the country - beautiful.	General Positive Feedback
423	51	MS-MUSIC OVERHEARD WAS AN UNEXPECTED SURPRISE IN MEN'S RM. BATHROOM WAS COLD BUT ACCEPTABLE	Address Other Issues
424	51	MS-THANKFUL FOR WISCONSIN REST AREAS	General Positive Feedback
425	51	MS-THANK YOU FOR HAVING REST AREAS THAT ARE CLEAN, EASY PARKING AND COMFORTABLE	General Positive Feedback
426	51	ms-We always stop here. Thank you for the wonderful facility!	General Positive Feedback
427	51	ms-We need more rest areas in WI not fewer like Walker wants. Toilets are vital.	Address Location/Hours Issues
428	51	ms-Nice	General Positive Feedback
429	51	ms-We stop at the rest areas on both sides of I-43. It is well kept and a place to relax for people and pets. DO NOT CLOSE. A stop at a gas station is not the same. I feel like you have to spend money and generally there is no place for the dog.	Address Location/Hours Issues
430	51	ms-Wisconsin has best rest stops. Always clean. Thank you! Keep it up!	General Positive Feedback
431	51	MS-NO HAND SOAP BUT CLEAN	Address Soap or Hand Dryer Issues
432	51	MS-DOT Always stop here coming from Eagle River to Sheboygan/Madison area.	Other Comment



ID	Site	Comment Text	Primary Concern
433	51	MS-DOTWe really enjoyed the flowers, please continue to plant them.	General Positive Feedback
434	51	MS-BEAUTIFUL FLOWERS. BEATIFUL RA	General Positive Feedback
435	51	MS-RR SMELL. HAND DRYERS TOO LOUD	Address Soap or Hand Dryer Issues
436	51	ms-both sides of I-43 are excellentwish that perennials had name tags	General Positive Feedback
437	52	Monitor activity with cameras.	Address Security Concerns
438	52	Really wish the Denmark/ Mariel was one single building in middle of interstate. Would be nice if more way sides were available again.	Address Location/Hours Issues
439	52	Bathroom faucets spray and make counter areas wet and messy and without paper towels, it's impossible to clean up and sleeves and shirt often get wet. Otherwise, could NOT travel without rest stops, as I feel like I should make a purchase when stopping at a gas station for restroom.	Address Soap or Hand Dryer Issues
440	52	MS-ALWAYS CLEAN AND WELL MAINTAINED	General Positive Feedback
441	52	MS- NEED MORE RA'S NORTH ON I-43 AND I-41 NORTH. MICH. HAS MORE RA'S THAN WIS	Address Location/Hours Issues
442	52	MS- GREAT STOP! GOOD JOB!	General Positive Feedback
443	52	MS-THANK YOU! VERY NICELY MAINTAINED. I LOVE THE FLOWERS AND THE PET WALKING AREA IS THE BEST I HAVE SEEN.	General Positive Feedback
444	52	MS-FLOWERS ARE REAL NICE. SOMEONE PUT ALOT OF WORK INTO THEM.	General Positive Feedback
445	52	MS-TRAVEL FROM IL TO UP FREQUENTLY - ALWAYS STOP HERE. IT IS SO CLEAN. CNA STRETCH MY LEGS - FLOWERS ARE PRETTY. I AM NEVER HERE ALONE. ALWAYS OTHER CARS AND TRUCKS	General Positive Feedback
446	52	MS-WANT US TO USE RENEWABLE PAPER TOWELS	Address Soap or Hand Dryer Issues
447	52	MS-WI RA'S BETTER THAN MANY OTHER STATES	General Positive Feedback
448	52	MS-DUMP STATION IS MISSED	Add RV Dump Station
449	52	Excellent plantings,grass and trees.	General Positive Feedback



ID	Site	Comment Text	Primary Concern
450	52	MS- bus driverI often stop at both the N-bound and S-bound Denmark rest areas with one or more busloads of young people from the Chicago area taking them to and from a Christian camp near White Lake, WI. The facilities are always clean and stocked. The grounds are picked up and well trimmed. The staff does a great job. Keep up the good work!! The only complaint I have about WI rest areas is that there is not enough of them.I also stop often at the rest area at exit 347 I-94 near Pleasant Prairie & Lomira, Hwy 41. Those locations are also well maintained and inviting.	Address Location/Hours Issues
451	52	ms-Excellent!	General Positive Feedback
452	52	ms-I stop at this location 6-7 times a year on the way to my cabin north of Green Bay. A pleasure to stop here.	General Positive Feedback
453	52	MS-I think the bathrooms could be brighter and more colorful. I love the pet area and landscaping. I appreciate the information provided.	Improve Aesthetics
454	52	MS-Why have hard to push flush button in handicap stall? I have 3 digits.	Address Accessibility Concerns
455	52	ms-I think Wisconsin does a great job with their rest areas. Thank you.	General Positive Feedback
456	52	ms-Great facility.	General Positive Feedback
457	52	ms-Thank you for keeping the rest area open for use!	General Positive Feedback
458	52	ms-This rest area was fine in all aspects. Stopped in rest area 51 earlier and the recyclables container was full to overflowing. Plastics blowing around in rest area - Saturday Aug. 1, 2 p.m. Thanks for the rest areas. We sometimes feel Wis. is lacking in the amount of rest areas we have compared to other states. The ones we do have are usually in very good condition. Re: plastics at #51, someone may have dumped a whole bunch of them at one time. Who knows.	Improve Facility Cleanliness
459	52	MS-PET WALK AREA IS STEEP AND DANGEROUS	Address Pet Area Concerns
460	52	MS-BEAUTIFUL AND CLEAN SITE	Positive Feedback - Cleanliness
461	52	MS-BEAUTIFUL RA WITH LOVELY LANDSCAPINGCALIFORNIA RA'S IN POOR COND.	General Positive Feedback



ID	Site	Comment Text	Primary Concern
462	52	Great to have these avail - thanks	General Positive Feedback
463	52	MS-I STOP NB 4-5 TIME A YEAR. SPRING TO FALL EN ROUTE TO COTTAGEIN UP. I STOP AT THE SB RA ON THE RETURN TRIP. I AM ALWAYS PLEASED WITH THE FLOWERS AND THE PLEASANT LOOK OF THE FACILITY.	General Positive Feedback
464	52	MS-THIS REST AREA IS ALWAYS CLEAN. I DO WISH YOU HAD PAPER TOWELS OUT . I DON'T CARE THAT MUCH. I TRAE L THROUGH HERE OFTEN 2-3 X PER MO. I STO P AND STRATCH AND WALK. I APPRECIATE THIS LOCATION THANK YOU!	Address Soap or Hand Dryer Issues
465	52	MS-AS ALWAYS, IT IS REALLY GREAT TRAVELING IN MY HOME STATE EVEN WITH SW IN CHARGE	General Positive Feedback
466	52	MS-EVERY TOILET IN THE WOMENS WAS TOTALLY WET LIKE SOMEONE USED A MOP TO CLEAN THEM!!! sUN aUG 9 ABOUT 9:30AM	Improve Facility Cleanliness
467	52	MS-NEED MORE RS AND SOMESTATE MAPS	Add Traveler Information
468	52	MS-GORGEOUS FLOWERS! KUDOS TO YOUR GARDENERS. PRETTY SUROUNDINGS	General Positive Feedback
469	52	MS-GREAT/CLEAN - ONE OF THE BEST EVER!	Positive Feedback - Cleanliness
470	52	ms-I love this rest stop. I wish there were more between Denmark & Milwaukee.	Address Location/Hours Issues
471	52	ms-Every time I stop here everything is clean & well lit! Thank you! Keep it up -Great!	General Positive Feedback
472	52	ms-Really Clean! Nice Job!!	General Positive Feedback
473	52	MS-I VISIT MY SON IN THE UP AND YOUR RA IS ALWAYS PLEASANT. I ENJOY THE PLANTING AND PICNIC TABLES	General Positive Feedback
474	52	OUR REST AREAS AS A WHOLE, ARE VERY NICE. THEY MAKE OUT OF STATE VISITORS FEEL LIKE WE CARE (I HOPE).	General Positive Feedback
475	52	MS-THIS LOCATION SHOULD HAVEA HOT DRINK, IE COFFEE VENDING MACH. IN ADDITION THOSE ALREADY THERE.	Address Vending Issues
476	52	MS-WOULD LIKE TO SEE THE AVAILABILITY TO PURCHASE WW FLUID FOR THE WINTER MONTHS, HOT COFFEE IN WINTER	Add Additional Services



ID	Site	Comment Text	Primary Concern
477	52	MS-THE RR ARE ALWAYS CLEAN AND THE MEN DO A GREAT JOB. THANK YOU!	Positive Feedback - Staff
478	52	MS-THANK YOU FOR THE CLEAN RR'S	General Positive Feedback
479	52	ms-Love stopping at this rest area. I pick up a meal in Manitowoc then stop here to eat. Always a nice stop! Thank you WisDOT for having such a nice system.	General Positive Feedback
480	52	ms-We travel frequently from Milwaukee to Door County. We always stop at the north or south rest stop. It is well maintained, clean & safe. My only request is to do a better job with the gardens. Plant a few annuals or new perennials in unused space. Maybe a local garden club could partner with you.	Improve Aesthetics
481	52	ms-We love using this wayside - wish more were like this one. It's clean, restful, always well taken care of. Thank you.	General Positive Feedback
482	52	ms-Do not like small button to flush toilet. Why no handle like other rest stops?	Address Other Issues
483	52	MS-DOTVFW reps were here and very helpful/friendly. Coffee was really good too.	General Positive Feedback
484	52	ms-We use this RA at least once a month. The flowers are beautiful.	General Positive Feedback
485	52	MS-THANK YOU FOR THIS RA. I HOPE YOU WILL OPEN MORE FOR 18 WHEELERS	Other Comment
486	52	MSDID NOT SEE SODA MACH NEAR OTHER MACH	Address Vending Issues
487	52	MS-BUS TOUR YOUR RA IS A WELCOME SITE 32 PEOPLE	General Positive Feedback
488	53	Picnic table is too high.	Address Accessibility Concerns
489	53	The smell of urine during my last visit was absolutely horrible.	Improve Facility Cleanliness
490	53	MS-HAND DRYER ARE VERY LOUD!	Address Soap or Hand Dryer Issues
491	53	ms-Thank you for maintaining a clean & free break (with restroom) area.	Positive Feedback - Cleanliness
492	53	MS-NEED MAPS	Add Traveler Information
493	53	MS-KEEP RA'S - PREVENTS ACCIDENTS	Address Location/Hours Issues
494	53	MS-GREAT JOB	General Positive Feedback
495	53	MS-VERY NOISY HAND DRYERS	Address Soap or Hand Dryer Issues
496	53	ms-Rest area along the Interstate are very important for safety and comfort.	Other Comment



ID	Site	Comment Text	Primary Concern
497	53	MS-VERY NOISY HAND DRYERS	Address Soap or Hand Dryer Issues
498	53	MS-VERY NOISY HAND DRYERS HURT MY EARS, LEFT SITE AND STOPPED AT A GAS STATION INSTEAD	Address Soap or Hand Dryer Issues
499	53	MS-VERY NICE. WELL KEPT & ENJOYED PICNIC AREA. THE BIG WISCONSIN MAP WAS VERY INFORMATIVE/HELPFUL	General Positive Feedback
500	53	MS-MENS RR SMELLED STRONGLY OF URINE	Improve Facility Cleanliness
501	53	MS-OVERALL WISCONSIN HAS SOME OF THE NICER RAS GOOD FREQUENCY	General Positive Feedback
502	53	MS-HAND DRYER VERY LOUD	Address Soap or Hand Dryer Issues
503	53	MS-DISAPPOINTED THERE WERE NO ROOM SAVER COUPONS AS WE USE EVERY TRIP.	Add Traveler Information
504	53	ms-Really excellent tall grass/natural/wildlife and pet exercise areas! My dog loved your rest area!	Address Pet Area Concerns
505	53	ms-need the motel discount books at the RA	Add Traveler Information
506	53	MS-LEFT NW WIS TO NASHVILLE. WI HAS CLEANEST MOST ORGANIZED RA'S . YOUR CREW DOES VERY GOOD WORK	Positive Feedback - Staff
507	54	#54 has beautiful train to a lookout - that's why I stop there.	General Positive Feedback
508	54	MS-VERY NICE REST AREA AND MEMORIAL, BEATIFUL OVERLOOK	General Positive Feedback
509	54	MS-LOVELY OVERLOOK	General Positive Feedback
510	54	MS-OUT OF MOTEL DISCOUNT COUPONS	Add Traveler Information
511	54	MS-NEED MAPS	Add Traveler Information
512	54	MS-CLEAN RESTROOMS	Positive Feedback - Cleanliness
513	54	MS-SAFE & CLEAN RA'S	General Positive Feedback
514	54	MS-LOVE THE TRAIL	General Positive Feedback
515	54	ms-We use Wisconsin rest stops all the time on car trips. Really appreciate these well maintained facilities.	General Positive Feedback
516	54	ms-Driving from MI to MN. Rest area very clean and tidy. Flowers looked wonderful. Trail area well groomed and clean. Always enjoy a stop here. Keep up the great work!	General Positive Feedback
517	54	ms-Why so few rest stops??	Address Location/Hours Issues



ID	Site	Comment Text	Primary Concern
518	54	MS-CLEAN & NEATHISTORICAL MARKER AND MEMORIAL INTERESTING	General Positive Feedback
519	54	MS-LOVED THE TRAIL!!!	General Positive Feedback
520	54	MS-TRAIL SIGN NEEDS UPDATING	Address Other Issues
521	54	MS-TOILETS TOO LOW!! AT LEAST GET HIGH TOILETS IN HC STALLS. NEED BETTER ELECTRIC DOORS. BETTER ADA.	Address Accessibility Concerns
522	54	MS-BOTH RESTROOMS WERE EXTREMELY SMELLY AND NOT VERY CLEAN	Improve Facility Cleanliness
523	54	MS-VERY CLEAN RR AND PROPERTY	General Positive Feedback
524	54	Walk the scenic walk, see the memorial. Actually have visited 3 rest areas in past 3 days. (Eastbound Millston-BRF). All were great!! Keep up the good work.	General Positive Feedback
525	54	ms-The high power blower-style hand dryers in the restrooms are extremely loud. So much so it's made me not want to use them.	Address Soap or Hand Dryer Issues
526	54	MS-BECAUSE WE ARE SENOIRS, WE LIKE TO STOP AND WALK. WE APPRECIATE THE NICE PAVED SIDEWALKS AND PATHS	Address Accessibility Concerns
527	54	ms-Nice clean rest area. Enjoyed 1/2 mile hike to get some exercise. Glad to see picnic tables for our use too. Pretty area. 1st time to Wisconsin. Very nice.	General Positive Feedback
528	54	ms-We enjoyed the short hike to the lookout. Thanks!	General Positive Feedback
529	54	ms-A beautiful facility	General Positive Feedback
530	54	MS-DOTHand dryer noise is excessively noisy, we will not use them and leave with wet hands. The noise is so great that personnel cleaning the facility will have to wear hearing protection. Those dryers need to be replaced!	Address Soap or Hand Dryer Issues
531	54	ms-Wisconsin RA's are some of the best in the USKeep them open	General Positive Feedback
532	54	ms-very impressive	General Positive Feedback
533	54	MS-great HAND DRYER MACHINE, WELL MAINTAINED SITE.	General Positive Feedback
534	61	Enjoy credit card readers on vending machines	Address Vending Issues
535	61	very modern, clean and friendly	General Positive Feedback
536	61	Great rest stop. I try to use it whenever I am passing through.	General Positive Feedback
537	61	Nothing specific. Looks good to me	General Positive



ID	Site	Comment Text	Primary Concern
			Feedback
538	61	Needs rest area closer to Minnesota because theres always traffic and no one wants to stopI love all the recycling bins at this stopFeel safe that theres trukers here	Address Location/Hours Issues
539	61	We love WI rest areas!	General Positive Feedback
540	61	MS-THANK YOU FOR PROVIDING THIS REST AREA. IF I HAD NOT BEEN ABLE TO STOP TO CHECK THE MAP I WOULD HAVE MISSED MY EXIT (EXIT 52). THANKS	General Positive Feedback
541	61	MS- BEST REST AREA ENTERING WISCONSIN. WOULD LIKE TO SEE TOURIST INFO ADDED TO RA SIGNS	Add Traveler Information
542	61	MS-* YOUR AIR DRYERS ARE DANGEROUSLY LOUD, MUCH TOO LOUD AND THEY DAMAGE HEARING.	Address Soap or Hand Dryer Issues
543	61	MS-DON'T CHANGE RA DESIGN - BELOIT & PORTAGE ARE TERRIBLE. BACKING OUT OF STALL IS A BLIND MOVEMENT WITH CURVED PARKING LAYOUT. PARKING IS TOO FAR FROM BUILDING. MAPS NEEDED AT SUPERIOR AND HUDSON	Address Parking Issues
544	61	MS-EB & WB RA'S NEAR SPARTA ARE OUT OF DATE	General Negative Feedback
545	61	ms-I come from Eden Prairie, MN and the drive time to this rest is perfect as it is about this time I need to stop to throw some water in my face, get a pop and walk around for 10 minutes or so.	General Positive Feedback
546	61	Original sink used didn't work in men's room had to go to another one. Staff at survey station were very friendly & helpful.	Address Other Issues
547	61	hdrwhat happened to the paper towels?	Address Soap or Hand Dryer Issues
548	61	hdrRA's are quite a distance apart. Hudson closed?	Address Location/Hours Issues
549	61	hdrAdd another RA between Menomonie and Tomah. Too far between stops.	Address Location/Hours Issues
550	61	hdrNeed an RA on EB-94 at Hudson.	Address Location/Hours Issues
551	61	hdrWants Wi-Fi added. Smart phone roaming charges are expensive.	Add WiFi
552	61	hdrWisconsin has great RA's, much better than some states. Keep up the excellent work and thanks.	General Positive Feedback
553	61	hdrWants a food place at RA	Add Additional Services



ID	Site	Comment Text	Primary Concern
554	61	hdrthank you for clean, safe RA's	General Positive Feedback
555	61	hdrI love the quality TP Thanks for the free bathroom.	General Positive Feedback
556	61	hdrNeed better signage for pet areas. Pets shouldn't be in picnic area.	Address Pet Area Concerns
557	61	hdrbeautifully maintained and very clean restrooms. Keep up the great work!	Positive Feedback - Cleanliness
558	61	hdrI stop by RA's at least once a month	General Positive Feedback
559	61	hdrVery nice facilities	General Positive Feedback
560	61	hdrI like to read about local history when I stop at RA's. A trail is also nice to stretch your legs.	General Positive Feedback
561	61	MS-WE ARE APPRECIATIVE OF GREAT SERVICE AND TRAVEL INFO	Positive Feedback - Staff
562	61	MSTHANK YOU	General Positive Feedback
563	61	MSRV TO STAY OVERNIGHT. THE ATTENDANT WAS VERY HELPFUL.	Positive Feedback - Staff
564	61	ms-stair for slide is difficult for toddlers	Address Other Issues
565	62	I miss the old rest stops in pretty areas along rivers, forested areas, scenic areas and overlooks.. These truly highlighted Wisconsin's beauty to travelers and were far more restful than stopping at the big shiny busy areas which are not much different then stopping at a mall somewhere. We could maintain a lot of small areas for no more cost than building the big fancy big city like ones. Consider taking a step back to rest, and beauty. Those were far more enjoyable.David OlsonNew Richmond, WI	Improve Aesthetics
566	62	MS-PLEASE PROVIDE WiFi! IOWA, ILLINOIS, AND OHIO ALL DO!	Add WiFi
567	62	MS-6/27/15 WESTBOUND, THE GAL AT THE INFO DESK WAS FANTASTIC HELP!	Positive Feedback - Staff
568	62	MS-USE THIS REST AREA OFTEN	Other Comment
569	62	More truck parking and more rest areas	Address Parking Issues
570	62	MS- NEED BETTER QUALITY TP	Address Toilet Paper Quality Issues
571	62	MS-NEED BETTER TP	Address Toilet Paper Quality Issues



ID	Site	Comment Text	Primary Concern
572	62	MS-NEED SPEED LIMIT SIGNS OR BUMPS. PEOPLE GO WAY TOO FAST BY ENTRY. WHY CAN'T WE HAVE A DOG WALK AREA ON THE RIGHT SIDE OF THE ROADWAY AWAY FROM THE CARS AND DITCH?	Address Other Issues
573	62	We depend on the I94 rest stops, and appreciate how well kept up they are.	General Positive Feedback
574	62	MS-I stop here every time I go to Minn. Excellent facility.	General Positive Feedback
575	62	ms-This is one of the better ones. Always clean when we stop. Also has applicable location info.	General Positive Feedback
576	62	MS-FIX SINK WATER TEMPNO PAPER TOWELS???	Address Soap or Hand Dryer Issues
577	62	MS-VERY FRIENDLY STAFF	General Positive Feedback
578	62	MS-WE FREQUESNT THIS RA FREQUENTLY. LIKE THE FACT THAT IT PROMOTES A REFRESHING WALK. GOOD INFO IN THE BUILDING	General Positive Feedback
579	62	MS-PROUD TO BE FROM WIS. OUTSTANDING.	General Positive Feedback
580	62	ms-Vending - too expensive. Site safety - too fast.The dog walk is inconvenient in ditch.	Address Location/Hours Issues
581	62	Great facility. I plan to stop every trip.	General Positive Feedback
582	62	MS-MY FAMILY PREFERS SAFE REST AREAS OVER GAS STATIONS. THANK YOU!	General Positive Feedback
583	62	MS-THIS IS A ROUTINE STOP TO AND FROM ATHENS TO MLPS, MN	General Positive Feedback
584	62	MS-I APPRECIATE THIS RA. ITS A GOOD WAYS OVER THE MN BORDER. IT IS LOCATED IN A GOOD SPOT FOR RR/STRETCH BREAKS. HAS GOOD PARKING AND GENERALLY VERY CLEAN	General Positive Feedback
585	62	ms-I regularly stop at WB & EB rest areas near Menomonie, occasionally laying over for my 10 hour break on the EB side.	General Positive Feedback
586	62	MS-DOTI would really like to see a walking trail by the boundary.	Add Additional Services
587	62	MS-DOTBeautiful. Love WI.	General Positive Feedback
588	62	ms-After traveling in other states, I am thankful for RA's in Wisconsin	General Positive Feedback
589	62	MS-ONE OF THE CLEANEST IVE SEEN SMELLS CLEAN	Positive Feedback - Cleanliness



ID	Site	Comment Text	Primary Concern
590	62	MSEXCELLENT. ALL PEOPLE SUPER NICE. GREAT JOB	General Positive Feedback
591	62	ms-there should be more rest areas	Address Location/Hours Issues
592	62	ms-I like the building design and the tourism information available at this RA	General Positive Feedback
593	62	ms-nice place, friendly staff	General Positive Feedback
594	62	ms-excellent hospitality, welcoming staff	General Positive Feedback
595	62	ms-need a rest area between Green Bay and Menomonie	Address Location/Hours Issues
596	62	ms-prohibit smoking near entrance	Address Other Issues
597	62	ms-nice facility, friendly staff	General Positive Feedback
598	62	ms-need to add gas station and restaurants	Add Additional Services
599	62	ms-Wisconsin RA's are impressive	General Positive Feedback
600	62	ms-this was a very nice RA. We appreciate the interstate RA's	General Positive Feedback
601	63	I can't complain. Years ago I dreaded stopping; that is no longer true.	General Positive Feedback
602	63	MS- THIS IS THE ONLY RA BETWEEN GREEN BAY AND MILW	Address Location/Hours Issues
603	63	MS-WI IS FORTUNATE TO HAVE SO MANY NICE RA'S. IT WOULD BE NICE TO REOPEN SOME OF THOSE LITTLE WAYSDIES WITH THE OLD HANDPUMP WELLS AGAIN	Address Location/Hours Issues
604	63	MS-WE NEED MORE RA'S. WITHOUT ONE I CONTINUE DRIVING UNTIL I FALL ASLEEP. HAND DRYERIN THE RR'S ARE SO LOUD THEY CAUSE HEARING DAMAGE.	Address Soap or Hand Dryer Issues
605	63	More rest areas	Address Location/Hours Issues
606	63	MS-WE ARE ORTUNATE TO ALLOW OUT OF STATE VISITORSTHE OPPORTUNITY TO EXPERIENCE SOME OF THE BEST FACILITIES IN THE COUNTRY! THANKS TO ALL WHO MAINTAIN THEM.	General Positive Feedback
607	63	MS-WE TRY TO STOP AND STRETCH AND USE THE RESTROOM! THE PROBLEM IS THERE IS ONLY ONE RA BETWEEN RACINE AND MINOQUA, THAT'S 286 MILESON HWYS 94, 10, & 51!	Address Location/Hours Issues
608	63	MS-EXHAUST FANS IN RR NEED TO BE CHECKED, CLEANED. ODORS IN RR.	Improve Facility Cleanliness



ID	Site	Comment Text	Primary Concern
609	63	MS-IT WOULD BE NICE TO HAVE MORE RAS FOR STATE HWYS	Address Location/Hours Issues
610	63	MS-NEED COFFEE VENDING MACHINE	Address Vending Issues
611	63	ms-Not enough picnic tables - none in the shade - couldn't use them - too hot	Address Other Issues
612	63	ms-Get rid of hand dryers & stay with the air force dryers.	Address Soap or Hand Dryer Issues
613	63	The water in the drinking fountain tastes terrible -- metallic.	Address Other Issues
614	63	ms-the rest area is always in great shape	General Positive Feedback
615	63	MS-NICE RA TO STOP AND HAVE A SNACK AND REST	General Positive Feedback
616	63	MS-WE CALL THIS THE STINKY STOP - IT ALWAYS SMELLS BAD	Address Other Issues
617	63	MS-WISCONSIN RA'S ARE THE BEST IN THE COUNTRY	General Positive Feedback
618	63	MS-NO ROOM IN THE STALL WHEN THE PAPER DISP IS AT TOILET BOWL LEVEL. PLEASE RAISE OR MOVE.	Address Other Issues
619	63	MS-SOME OLDER PERSONS COULD USE A REST STOP BETWEEN APPLETON AND GREEN BAY. SOME OF THESE PEOPLE HAAE PHYSICAL PROBLEMS THAT THEY NEED TO STIOP MORE OFTEN.	Address Location/Hours Issues
620	63	MS-HAVE BEEN USING YOUR REST STOP FOR MANY YEARS- ALWAYS CLEAN AND SAFE. THANK YOU	General Positive Feedback
621	63	MS-DOORS ARE EXTREMELY HARD TO OPEN!	Address Other Issues
622	63	MS-WE NEED MORE REST AREAS IN WISCONSIN FOR PEOPLE W/ BLADDER PROBLEMS	Address Location/Hours Issues
623	63	MS-I really appreciate having this facility to use once per week. A real benefit of traveling in Wisconsin!	General Positive Feedback
624	63	MS-BRING BACK AIRFORCE HAND DRYER!!! RESTROOM VENTILATION COULD BE IMPROVED	Address Soap or Hand Dryer Issues
625	63	MS-WHY HAS URINAL GONE UNREPAIRED FOR 2 PLUS MONTHS? WHY IS AC SET SO LOW? STATE IS WASTING MONEY	Address Other Issues
626	63	MS-CLEAN BUT SMELLS BAD ALWAYS	Improve Facility Cleanliness
627	63	MS-SITE WELL MAINTAINED BUT USERS ARE MESSY. STAFF DOES A GREAT JOB	Improve Facility Cleanliness



ID	Site	Comment Text	Primary Concern
628	63	MS-ONLY PROBLEM IS LEAVING RA. RAMP VERY ROUGH	Address Accessibility Concerns
629	63	ms-A vending machine with frozen treats would be nice.	Address Vending Issues
630	63	MS-RA IS ALWAYS NICE AND CLEAN. WE LIKE THE FACT THAT YOU USE MENTALLY HC WORKERS. THEY DO A GOOD JOB AND IT GIVES THEM PRIDE.	General Positive Feedback
631	63	MS-SANDWICHES IN MACHINE AND CANS OF SOUP, COFFEE MACH.	Address Vending Issues
632	63	Great to have places like this to stop.	General Positive Feedback
633	63	ms-Good, clean attractive and comfortable RA's are an important service and the image of the state of Wisconsin.	General Positive Feedback
634	63	MS-I LIKE THE WEATHER MONITOR	General Positive Feedback
635	63	ms-stopped on my way home from EAA Airventures. Nice clean facility	Positive Feedback - Cleanliness
636	63	ms-We are very pleased with the RA Well lit, clean and sanitarythank you for keeping a safe, and clean environment.	General Positive Feedback
637	63	ms-what makes wi think you don't need a bathroom in the fall summer & spring. Do your trees really need watering that bad	Address Location/Hours Issues
638	63	MS-MET MAINTAINANCE SREW, NICE FOLKS. NEXT STOP TO SEE MOMS OLD FARM, SCHOOL HOUSE, THEN STAY IN MILW. IIKED THE SIGN THAT ID THE PLANTINGS	Positive Feedback - Staff
639	63	MS-HAND DRYERS ARE A BIT SLOW	Address Soap or Hand Dryer Issues
640	63	MS-WATER TASTE IS NOT GREAT. WELL WATER. I AM NOT USED TO IT	Address Other Issues
641	63	MS-EXCELLENT STOP. THANKS.	General Positive Feedback
642	63	MS-HE WAS AN EMBARASSMENT! IT WAS SMELLY.THE TOILET PAPER IS SO THIN IT RIPS JUST PULLING IT OFF. PLEASE RESTORE THIS TO A GOOD WAYSIDE	Address Toilet Paper Quality Issues
643	63	MS-GREAT JOB!	General Positive Feedback
644	63	MS-HATE THE LOUD HAND DRYERS!	Address Soap or Hand Dryer Issues
645	63	MS-ALL REST AREAS PLEASE GET RID OF THE SCREAMING LOUD HAND DRYERS!	Address Soap or Hand Dryer Issues



ID	Site	Comment Text	Primary Concern
646	63	MS-WE MISSS THE BROCHURES WE WERE HOPING TO PICK UP A FEW OF THEM FOR WHATS COMING UP, STATE PARKS ETC.	Add Traveler Information
647	64	there needs to be a rest area on Hwy 39 up near Wausau. Please.	Address Location/Hours Issues
648	64	Need more truck parking	Address Parking Issues
649	64	I was looking for a rest stop between Appleton and the Twin Cities and noticed that there are zero located along US 10 and STH 29. I understand that there are many cities along the way, but was looking for the easy off/easy on access provided by the rest stops along with an area for the kids to play soccer/football in order to stretch their legs. Love our state's rest stops! I may not use them everyday, but when we need to use them they are clean and convenient!	Address Location/Hours Issues
650	64	Was better than my rest stop experiences in my home State of Indiana. Can we borrow yhe person who is in charge of rest stop operations	General Positive Feedback
651	64	MS- WIS RA'S ARE WELL MAINTAINED BUT INFREQUENT IN SOME AREAS	Address Location/Hours Issues
652	64	MS-WE PICKUP VACATION, MOTEL INFO, ALSO STATE MAP & AREA INFO	Add Traveler Information
653	64	MS-MUCH NEEDED REST AREA. THE ONLY ONE BETWEEN MILW AND GREEN BAY.	Address Location/Hours Issues
654	64	MS-EVEVY TIME I STOP AT THIS REST STOP OR THE ONE GOING SOUTH, THEY ARE ALWAYS SO CLEAN!! THANKS FOR THE MAPS TOO.	Positive Feedback - Cleanliness
655	64	MS-I TRAVEL FROM RACINE TO RHINELANDER 2 WEEKENDS A MONTH AND STOP AT LOMIRA AND MARION EACH TRIP. BOTH FACILITIES ARE KEPT UP VERY WELL - MARION IS EXCEPTIONALLY CLEAN. IT IS REALLY NECESSARY THOUGH TO HAVE 3 PEOPLE EMPTYY TRASH?	General Positive Feedback
656	64	MS-NEED BETTER VENTILATION IN MEN'S ROOM	Address Other Issues
657	64	MS-THE FACILITIES FOR THE WOMMEN HAD ALOT OF GABAGE ON THE FLOORS. PERHAPS WE GOT THERE IN THE WRONG TIME OF THE DAY...?	Improve Facility Cleanliness
658	64	MS-A POSITIVE EXPERIENCE AS ALWAYS! THANK YOU.	General Positive Feedback



ID	Site	Comment Text	Primary Concern
659	64	MS-BATHROOM HAD BAD SMELL THIS TIME. MUCH PREFERRED THE HAND DRYERS RECENTLY REPLACED. OTHERWISE NICE RA	Improve Facility Cleanliness
660	64	MS-ONE SINK IN WOMENS' RR DRAINED VERY SLOWLY. THE SENSOR IN THE OTHER ONE DIDNT SEEM TO BE WORKING AS THERE WAS NO WATER.	Address Other Issues
661	64	There was quite a urine smell in men's restroom, but the room cleanliness looked fine.	Improve Facility Cleanliness
662	64	MS-CLEAN AND FRIENDLY SERVICE	General Positive Feedback
663	64	MS-WE WOULD LIKE TO SEE A YEAR ROUND BETWEEN REDGRANITE AND WAUTOMA ON HWY 21. THE ONE THAT IS THERE IS CLOSED IN WINTER.	Address Location/Hours Issues
664	64	MS-BATHROOMS WERE VERY DIRTY ONLY BECAUSE IT WAS VERY BUSY WHEN I STOPPED HERE.	Improve Facility Cleanliness
665	64	ms-I drive a U.S. Gov't van (12 pass.) with Disabled American Veterans (D.A.V.). I have has 2 vets (elderly) FALL on your sidewalks Lomira rest stops southbound & north. Handrails would be a real lifesaver. On May 22nd 2014, a veteran FELL & PASSED within 5 min.	Address Accessibility Concerns
666	64	ms-Get rid of the automatic doors. They WASTE ENERGY, they lose heat in winter and A/C in summer. More rest areas needed, they are too far apart.	Address Location/Hours Issues
667	64	MS-MORE REST AREAS NEEDED	Address Location/Hours Issues
668	64	MS-RR SMELLED LIKE SEWER GAS	Improve Facility Cleanliness
669	64	MS-RR FILTHY WITH FECAL MATTERHAND DRYERS TURN OFF BEFORE HANDS ARE DRY	Address Soap or Hand Dryer Issues
670	64	MS-BEAUTIFUL RA	General Positive Feedback
671	64	Please add Wi-Fi to more of the rest stops.	Add WiFi
672	64	MS-WE TRAVEL FREQUENTLY AND ARE ALWAYS IMPRESSED BY HOW CLEAN AND ATTRACTIVE THE REST AREAS ARE.	General Positive Feedback
673	64	MS-RESTROOM DIRTY, ROADS ARE IN POOR SHAPE, WAYNE KOSKI 906-265-3637	Improve Facility Cleanliness



ID	Site	Comment Text	Primary Concern
674	64	MS-I NEED A 110V OUTLET FOR MY NEBULIZER PUMP SO I COULD DO DA BREATHING TREATMENT. THIS REST AREA HAS ONE AND THAT IS APPRECIATED VERY MUCH.	General Positive Feedback
675	64	MS-WE APPRECIATE THE RAS. ALWAYS CLEAN AND EASY ON EASY OFF. TAX DOLLARS WELL SPENT.	Positive Feedback - Cleanliness
676	64	MS-CLEAN BUT SMELLS BAD ALWAYS	Improve Facility Cleanliness
677	64	WOULD APPRECIATE HIGH PRESSURE HAND DRYERS	Address Soap or Hand Dryer Issues
678	64	MS-I COULDN'T TRAVEL W/O THE SALES REST STOPS. THEY ARE TRULY AN ASSET IN WIS!	General Positive Feedback
679	64	MS-KEEP THE RRAS OPEN I USE THEM OFTEN	Address Location/Hours Issues
680	64	MS-ALL GOOD	General Positive Feedback
681	64	MS-TOOK PICTURES OF THE CROPS AND TREES	Other Comment
682	64	MS-PLEASE ADD COFFEE MACH TO MORE RAS.	Address Vending Issues
683	64	ms-Wisconsin has the best rest areas in the country. I do a lot of work related travel and our rest areas are the best. RJN	General Positive Feedback
684	64	MS-DOTVery clean, nice maps, good information.	General Positive Feedback
685	64	MS-THIS FACILITY IS CLEARLY ONE OF THE BEST OF ITS KIND IN THE NATION. YEAR AFTER YEAR IT IS EXCEPTIONALLY CLEAN AND WELL MAINTAINED. MUCH APPRECIATED!!	General Positive Feedback
686	64	MS-I MISS THE FREE LITERATURE YOU USED TO HAVE AVAILABLE FROM AREA COMMUNITIES.	Add Traveler Information
687	64	MS-I MISS SEEING THE SQUIRRELS. DIDNT SEE ANY TOURISM INFORMATION, BROCHURES	Add Traveler Information
688	64	MS-VERY NICE FACILITY. THANKS	General Positive Feedback
689	64	MS-ELIMINATE AUTO DOORS THEY WASTE ENERGY	Address Other Issues
690	64	MS-THIS PLACE STINKS! USE THIS RA OFTEN. TO AND FROM WORK	Improve Facility Cleanliness
691	64	MS-WET FLOOR	Address Other Issues



ID	Site	Comment Text	Primary Concern
692	64	MS-A-1 IN ALL CATEGORIES. CONGRATS TO THE LOMIRA RA CREW!	Positive Feedback - Staff
693	64	MS-WORST WE HAVE SEEN THE RR	General Negative Feedback
694	64	THANKS!	General Positive Feedback
695	81	The rest area on SB I39 by Coloma is scary for someone traveling alone, especially a female. It is back off the road, not visible, has an entrance at the back of the building into the woods. I do not stop there. Overall, I think the state spends way too much money on rest stops and should spend more of that money maintaining the roads, building bikeways and picking up deer carcasses.	Address Security Concerns
696	81	MS-I GREW UP IN MADISON. GRADUATED FROM UW-MADISON. I NOW LIVE IN ANOTHER STATE. I TRAVE ALOT. WIS RAS USED TO BE TOP NOTCH. NOW JUST AVERAGE.	General Negative Feedback
697	81	ms-At my age 78 I need stop, exercise and sometimes nap to safely make 400 miles good. Thank God for rest stops.	General Positive Feedback
698	81	MS-WISCONSIN RA'S ARE EXCELLENT	Address Vending Issues
699	81	MS-LOTS OF SHADE- GREAT. THANKS FOR RECYCLE BIN.	General Positive Feedback
700	81	MS-NO MAPS AVAILABLE EXCEPT ONE ON WALL. WHY?	Add Traveler Information
701	81	MS-WE OFTEN STO P AT THE HURLEY RA. DISAPPOINTED NO BROCHURES AND NO WEATHER MONITOR	Add Traveler Information
702	81	ms-Wasted \$4 trying to get a soda. No indication the machine was empty! Needed caffeine to stay awake and was denied. Send me back my money! R. Schultz, 11460 W. Belmar Dr., Franklin, WI 53130.	Address Vending Issues
703	81	MS-WE TRAVEL FROM OUR HOME IN NORTHERN WI AND ALWAYS STOP HERE. IT IS ALWAYS CLEAN AND OPERATING. THANK YOU	Positive Feedback - Cleanliness
704	81	Two out of four soap dispensers on women's restroom were empty.	Address Soap or Hand Dryer Issues
705	81	MS-WE STOPPED NEARBY TO PURCHASE CHEESE	Other Comment
706	81	ms-always clean!	Positive Feedback - Cleanliness



ID	Site	Comment Text	Primary Concern
707	81	MS-NEXT TIME WILL HAVE A PICNIC.. TABLES SSITUATED NICELY & PROVIDE SHADE...PLEASE KEEP THIS RA OPEN! THANKS	General Positive Feedback
708	82	Please keep a good thing going for the state!! It's unfortunate to see various waysides on non interstate highways closing/closed throughout the state.	General Positive Feedback
709	82	MS-KEEP UP THE GOOD WORK. WI RA'S ARE VERY GOOD	General Positive Feedback
710	82	MS-WE LOVE THE SCREENS SHOWING THE WEATHER FORECAST AND RADAR. WE LOOK AT THESE EVERY TIME WE STOP TO SEE WHAT THE WEATHER CONDITIONS ARE. WE RECOMMEND THAT POST\MAIL BE ADDED TO MAIL POST AREAS. THANKS! WI REST AREAS ARE AWESOME!	Add Additional Services
711	82	MS-I WAS RELAXING, VERY PLEASANT. ATTENDENT WERE COURTIOS. ONE GAVE MY GRANDSAUGHTER A COLORING BOOK.SEE ATTACHCED LETTER.	Positive Feedback - Staff
712	82	MS-COULD USE MORE RAS TO KEEP DRIVERS ALERT AND SHARP	Address Location/Hours Issues
713	82	MS-NEED MAPS	Add Traveler Information
714	82	ms-More vending machine options such as Pepsi, hot cocoa, tea or hot water.	Address Vending Issues
715	82	No water in vending machines.	Address Vending Issues
716	82	MS-I APPRECIATE RA'S LIKE THIS	Address Vending Issues
717	82	MS-I LIKED THE WEATHER MAP. NICE TOUCH. PICNIC TABLES ARE CLEAN AND MANY ARE SHADED. THANKS. ALWAYS LOVE COOL DRINK. THANKS FOR THE BUBBLERS.	General Positive Feedback
718	82	We stop here frequently. This is very convenient rest area & always clean!	Positive Feedback - Cleanliness
719	82	MS-STOPPED AT SEVERAL RAS. ALL WERE VERY GOOD TO EXCELLENT. THANK YOU!	General Positive Feedback
720	82	MS-LIKE THE EASY OFF EASY ON	General Positive Feedback
721	82	Love the historical facts given of area.	General Positive Feedback
722	82	MS-CLEAN. NICE REST AREA	Positive Feedback - Cleanliness
723	82	MS-EXCELLENT FACILITY. THANK YOU FOR BEING THERE. REV. JR WHITE	General Positive Feedback



ID	Site	Comment Text	Primary Concern
724	82	ms-Excellent!!!	General Positive Feedback
725	82	ms-Attendant on duty was very nice. She gave my kids maps and coloring books. We make trip from central WI to Southern WI at least once a month and always stop here.	Positive Feedback - Staff
726	82	MS-DOTVending machine completely empty, Vending a bit pricey. Toilet paper very poor quality.	Address Toilet Paper Quality Issues
727	82	MS-DOTThe toilet paper this year (2015) is a poor quality-too thin. Have to use more.	Address Toilet Paper Quality Issues
728	82	ms-Keep up the good work	General Positive Feedback
729	82	ms-we drive this corridor twice per month. your RA's are the cleanest and most convenient in the US	Positive Feedback - Cleanliness
730	101	Not nearly enough rest areas. They used to be everywhere on old two-lane highways. Most were clean, some were not. There should be many more small rustic rest areas with picnic tables and tourism literature. More rest areas, but barebones facilities.	Address Location/Hours Issues
731	101	Our typical trip to our cottage is 150 mi,the rest areas that used to be on these highways are all closed	Address Location/Hours Issues
732	101	Too many rest areas and waysides have been closed	Address Location/Hours Issues
733	101	MS-THANKS FOR YOUR SERVICE	Positive Feedback - Staff
734	101	MS- NOT MANY PLACES I CAN GET INTO WITH AN OVERSIZED MOBILE OFFICE, 12' X 60'	Address Parking Issues
735	101	MS-SOMEONE SMOKING. OFFICE DOOR OPEN AND YOU SMELL SMOKE. MENS ROOM SINKS NEVER WORK	Improve Facility Cleanliness
736	101	MS-I ALWAYS STOP HERE ON MY WAY TO VISIT FAMILY. VERY WELL KEPT!	General Positive Feedback
737	101	MS-THIS REST AREA IS VERY WELL MAINTAINED	General Positive Feedback
738	101	MS-IN ALL MY TRAVELS THIS IS THE CLEANEST RA IVE EVER STOPPED AT.	Positive Feedback - Cleanliness
739	101	MS-THERE WAS NO LITERATURE AVAILABLE. NOT EVEN A STATE MAP.	Add Traveler Information
740	101	MS-BRING BACK PAPER TOWELS. YOU NEED THEM TO DRY YOUR FACE OFF, IF YOU WANT TO FRESHEN UP.	Address Soap or Hand Dryer Issues



ID	Site	Comment Text	Primary Concern
741	101	Baby changing stations and vending machines would be great additions. Also why are there so few state highway rest stops like this one? If there were more that would be spectacular!!	Address Vending Issues
742	101	MS-I HAVE ALWAYS ENJOYER USING THIS REST AREA BECAUSE OF THE CLEANLINESS FLUSH TOILETS, AVAILABLE WATER.	Positive Feedback - Cleanliness
743	101	MS-THIS REST AREA IS A WONDERFUL IMPROVEMENT TO THE HWY 45 ROUTETO THE NORTH. WE ALWAYS STOP ON OUR WAY TO THE COTTAGE.	General Positive Feedback
744	101	ms-It's always clean! Inside and outside. Shoveled & plowed in Winter and cool in Summer.	General Positive Feedback
745	101	MS-IS PET AREA SPRAYED FOR TICKS?NO WATER AVAILBLE FOR PETS	Address Pet Area Concerns
746	101	ms-I travel Hy 45 many times thru out the year from my home to our cabin & I have never seen or used a more cleaner & well maintained rest area. The crew should be commended.	Positive Feedback - Staff
747	101	Nice, clean & cool on a hot day.	General Positive Feedback
748	101	MS-Good job!	General Positive Feedback
749	101	MS-Very clean. Lawn is trimmed. Entire facility looks well maintained.	General Positive Feedback
750	101	ms-Please bring back the paper towels.	Address Soap or Hand Dryer Issues
751	101	ms-Maybe cameras front & back would feel more safe?????	Address Security Concerns
752	101	ms-Marion on US 45 is always clean and top notch.	General Positive Feedback
753	101	NICE PLACE TO VISIT	General Positive Feedback
754	101	MS-WELL MAINTAINED. WE APPRECIATE THIS RA AS WE TRAVEL.	General Positive Feedback
755	101	MS-NEED COFFEE AND OTHER VENDING	Address Vending Issues
756	101	ms-It's a very good place to walk our dog too!!	General Positive Feedback
757	101	ms-Please keep this rest stop open. We love it. Thanks.	Address Location/Hours Issues
758	101	MS-AS A WIS RESIDENT I AM VERY PROUD OF THE CLEANLINESS AND APPREARANCE OF OUR REST STOPS, ESPECIALLY MARION'S. I DO MISS THE FLOWERS THEY USED TO GROW THERE THOUGH.	Improve Aesthetics



ID	Site	Comment Text	Primary Concern
759	101	MS-A VERY APPRECIATED SERVICE.	General Positive Feedback
760	101	MS-WE LOOK FORWARD TO ALL OF THE CLEAN AMENITIES. MARION REST AREA, FEEL SAFE THERE. EXCELLENT LIGHTING!	General Positive Feedback
761	101	MS-THIS IS A GREAT REST PLACE TO STOP AT! ITS VERY VERY CLEAN AND THE LOCATION IS GREAT. PLEASE DONT CLOSE IT LIKE SO MANY IN WI. KEEP UP THE GFREAT WORK. THANKS SO MUCH!	Address Location/Hours Issues
762	101	ms-Whole purpose of taking this survey is to say how clean the restroom was! Thank you!	Positive Feedback - Cleanliness
763	101	ms-Very pleasant rest area	General Positive Feedback
764	101	ms-Didn't have any vending machines.	Address Vending Issues
765	101	I am delighted to have an opportunity to comment on the Marion rest stop. It is a beautiful site maintained at the highest standard, and is a reason I take 45 rather than 51 from Chicago to Minocqua. When the maintenance staff is on site, they could not be nicer. I rate this stop a resounding 100!	Positive Feedback - Staff
766	101	MS-I HAVE TRAVELED BY AUTO TO ALMOST EVERY US STATE STOPPING AT NUMEROUS WAYSIDES IN THE US. THIS IS BY FAR THE MOST CLEAN OF ALL THAT I HAVE VISITED	Positive Feedback - Cleanliness
767	101	MS-I LIKE THE WEATHER MONITOR	General Positive Feedback
768	101	MS-WE GRATEFUL TO COME ACROSS THE MARION RA. WE LEFT AS ERFRESHED DRIVERS	General Positive Feedback
769	101	MSVERY EXCELLENT. EVEN THE STAFF	Positive Feedback - Staff
770	101	ms-can't see RA from highway	Address Other Issues
771	101	ms-this is my favorite RA on US 45	General Positive Feedback
772	101	ms-no vending machines avail	Address Vending Issues
773	103	Wisconsin has awesome rest areas :) They are consistently clean and safe.	Positive Feedback - Cleanliness
774	103	Some at the bottom of the state south of Madison could be larger - they fill up fast at night with semi's hard to find aSpot- when traveling through	Address Parking Issues
775	103	MS-AWESOME SITE. NICE PLACE	General Positive Feedback
776	103	MS-PEOPLE WERE GREAT!!!!	Positive Feedback - Staff
777	103	MS-VERY NICE MINING EXHIBIT	General Positive



ID	Site	Comment Text	Primary Concern
			Feedback
778	103	MS-WHERE ARE THE REST AREAS ALONG HWY 29 BETWEEN GREEN BAY AND I-94?	Address Location/Hours Issues
779	103	MS-LOVED THE INFO ON MINING HISTORY	General Positive Feedback
780	103	MS-NICELY LOCATED FACILITY	General Positive Feedback
781	103	MS-Would be nice to have some area brochures available after hours.	Add Traveler Information
782	103	ms-I visit businesses in Wisc & Michigan for my job with the newspaper. Having a rest stop is essential for safety & comfort. Thank you for providing them. Tourist info would be nice also.	General Positive Feedback
783	103	MS-WE REALLY APPRECIATE THIS NICE REST STOP. ENJOY THE IRON MINING DISPLAY!	General Positive Feedback
784	103	MS-A VERY CLEAN AREA BLDG AND GROUNDS.	General Positive Feedback
785	103	MS-THE MENS RM NEEDS GREATER VENTILATION, VERY UNPLEASANT ODOR. WATER FOUNTAIN DISPENSES WARM OFF FLAVOR WATER. BUT WE ARE VERY GLAD IT IS HERE	Improve Facility Cleanliness
786	103	MS-DOTThanks for having state road maps available again!	General Positive Feedback
787	103	MS-DOTGreat spot!	General Positive Feedback
788	103	ms-Nice to be back in Wisconsin. Best RA & welcome center locations. Maps shouldn't have governor's picture on them.	General Positive Feedback
789	103	MS-SUPER	General Positive Feedback
790	103	MS-NEED TO BUILD NEW FACILITY ON HWY 8	Address Location/Hours Issues
791	103	msvery nice stop	General Positive Feedback
792	103	MSALWAYS NEAT AND CLEAN. PEOPLE WORKING HERE ARE ALWAYS HELPFUL AND FRIENDLY	Positive Feedback - Staff
793	103	MSVERY CLEAN THE MINER STATUE IS SCARY	Improve Aesthetics
794	103	ms-today mining exhibits open, closed yesterday	Other Comment
795	103	ms-Wonderful site, Friendly staff and very clean	Positive Feedback - Staff
796	103	ms-friendly staff	Positive Feedback - Staff



ID	Site	Comment Text	Primary Concern
797	106	Main reason for stopping was to pickup some brochures for the Dubuque, IA area due to an upcoming vacation. Plan on spending a day in the area and wanted to know what there is to do. Now have to rely on internet sources. Pretty disappointed. If there is a visitors area desk here, it would be nice to have their hours posted of operations. It looks like its not used anymore.	Add WiFi
798	106	MS-THIS IS ONE OF THE MOST SCENIC REST AREAS THAT WE STOP AT. ALSO, IT IS THE GATEWAY TO WI FOR A DISPLACED WISCONSINITE. THANKS!	General Positive Feedback
799	106	MS-SO CLEAN, REALLY NICE STAFF, GREAT KIDS PLAY AREA	General Positive Feedback
800	106	MS-VERY CLEAN	General Positive Feedback
801	106	MS-WE VISITED WAUSAU AREA AND HAD AN OLD MAP. WE FOUND SOME HWY NUMBERS AND ROUTE CHANGES SO MUCH WE GOT LOST. PLEASE SEND ME A NEW MAPSO THAT WHEN WE VISIT DOOR COUNTY WE CAN FIND OUR WAY WITH CORRECT HWY NUMBERS.	Add Traveler Information
802	106	MS-VERY COOL AND CLEAN. HOW ABOUT SOME INFO ON MISSISSIPPI R. AND DUBUQUE. DOGGY POOP CAN?	Address Location/Hours Issues
803	106	MS-DO WE NEED 3 MEN IN THE OFFICE ON A SUNDAY AFTERNOON? COMPUTER DISPLAY SHOULD SHOW ROAD CONDITION -FAR MORE IMPORTANT THAN WEATHER FOR PLANNING NEXT LEG OF TRIP. PLEASE VISIT THE REST STOP ON I-35 SB NEAR ELKHART IAAWESOME! MAP WAS UPDTAED TO SEVERE ACCIDENT. VERY HEPFUL	Add Traveler Information
804	106	MS-I LOVE WISCONSIN. DON'T LIKE MOSQUITOES.	Other Comment
805	106	MS-NOISY HAND DRYERS	Address Soap or Hand Dryer Issues
806	106	MS-NICE GROUNDS	General Positive Feedback
807	106	MS-ONLY TOURISM INFO WAS FOR THE DELLS. IT WAS A WASTED STOP.	Add Traveler Information
808	106	Need free wifi	Add WiFi
809	106	MS-NICEST RA IN 44 STATES - CLEAN, QUIET AND SAFETHANK YOU!	General Positive Feedback



ID	Site	Comment Text	Primary Concern
810	106	MS-WE STOP FREQUENTLY - ALWAYS CLEAN AND TIDY	Positive Feedback - Cleanliness
811	106	MS-NO WIS STATE MAPS AVAILABLE. I NEEDED AN UPDATED MAP FOR THIS TRIP.	Add Traveler Information
812	106	MS-I OFTRN STOP HERE IT IS QUITE CLEAN AND WELL OFF THE HIGHWAY. MAINTENANCE AND CLEANLINESS IS 5 STAR	General Positive Feedback
813	106	MS-MY WIFE AND I VACATION AND TRAVEL IN WIS SEVERAL TIMES A YEAR. A WIS STATE MAP WOULD BE NICE.	Add Traveler Information
814	106	MS-ONE OF THE BEST RAS WE HAVE BEEN IN. PRETTY AND WELL TAKEN CARE OF.	General Positive Feedback
815	106	MS-OVERALL VERY GOOD PRICES IN VENDING MACH	General Positive Feedback
816	106	MS-WISCONSIN COULD NOT HAVE A BETTER GATEWAY. STOPPING HERE IS A FAMILY TRADITION, AND NOW FOR OUR FRIENDS. IMMACULATLY MAINTAINED!!	General Positive Feedback
817	106	MS-THIS USED TO BE A NICE FRIENDLY HELPFUL VISITOR CENTER. NOW IT LOOKS LIKE YOU ARE TRYING TO DISCOURAGE VISITORS TO WI. HAND DRYERS ARE TOO LOUD	Add Traveler Information
818	106	MS-I WISH YOU WOULD HAVE MORE MAPS AND BOOKS ABOUT WIS. THANK YOU THEY DO A GOOD JOB.	Add Traveler Information
819	106	ms-Sorry - hard for us to find. We were on 11 - thought rest area was on 151. Drove 3 miles south on 151 & turned back to 11. Finally found. Must be our age, 68. Ha ha.	Address Other Issues
820	106	ms-Possible to get volunteer or LTE work part-time limited summer hours at counter?	Add Traveler Information
821	106	ms-My husband and I stop enroute/returning from Madison and Milwaukee. It's always clean, welcoming and appreciated!!	General Positive Feedback
822	106	ms-SITE NEEDS STATE MAPS.	Add Traveler Information
823	106	MS-DOTThe state border entry slogan Open for business cheapens our state image and should be removed.	Address Other Issues
824	106	MS-LACK OF TRAVEL INFO AND STAFF DID NOT LEAVE A WELCOMING FEELING TO WIS. DOESN'T YOUR GOVERNOR WANT TOURISTS?	Add Traveler Information



ID	Site	Comment Text	Primary Concern
825	106	MS-WHERE ARE THE STAFF. IS THIS SCOTT WALKERS IDEA OF A WIS WELCOME- IT'S DREADFUL	Add Traveler Information
826	106	MS-WHY THE HELL DO YOU NOT HAVE ROAD MAPS?!	Add Traveler Information
827	106	MS-I NEED A MAP!	Add Traveler Information
828	106	MS-THANK YOU!	General Positive Feedback
829	106	MS-I WISH THE NEWSPAPER WAS STILL AVAILABLE	Add Additional Services
830	106	MS-VERY BAD RA FOR OBTAINING TOURIST INFO!!!!!!	Add Traveler Information
831	106	MS-AWESOME REST STOP!!!	General Positive Feedback
832	106	MS-SAD CHANGE NO TOURIST INFO... WASTE OF SPACE NOW!!!	Add Traveler Information
833	106	MS-NO WI MAPS AVAILABLE	Add Traveler Information
834	106	MS-VERY DISAPPOINTED IN AVAILABLE INFO. STOPPED TO GET A STATE MAP BUT NONE AVAILABLEAND NOBODY TO ASK.	Add Traveler Information
835	106	MS-LANDSCAPING EXCELLENT	General Positive Feedback
836	Multiple	Nice rest areas.	General Positive Feedback
837	Multiple	Please have a nice fenced-in area for man's best friend (dogs). They want to run after being in vehicles for hours! Thank you!	Address Pet Area Concerns
838	Multiple	I think the rest stops are great! Keep up the good work! If I would pick on one thing to improve on would be travel info, there is usually not screen for info it would be nice if there was one that faced outside (in shade) with current traffic and radar weather. Other than that it's great!	Add Traveler Information
839	Multiple	They look run down. Could use more or improved landscaping and play ground equipment.	Improve Aesthetics
840	Multiple	They are well-placed strategically between major metro areas. I strongly prefer using rest stops to stretch, relieve myself, and grab a snack or drink to the alternative, typically the next exit with fast food or gas station. It would be nice to combine all these services like Illinois, Indiana or Connecticut does. Easy on easy off for a restroom, gas and a meal, but I truly like the condition and locations within our state (Wisconsin).	Add Additional Services



ID	Site	Comment Text	Primary Concern
841	Multiple	It would be nice to see other food/meal options available at various rest areas.	Address Vending Issues
842	Multiple	More often than not, the facilities are disgusting, and I feel really gross going to them. And that might be the stigma you need to overcome.	Improve Facility Cleanliness
843	Multiple	The rest areas we regularly visit are first-class. Others around the state should be improved to this standard.	General Positive Feedback
844	Multiple	There are regions within the state that don't have rest areas. Not sure why, but that is disappointing.	Address Location/Hours Issues
845	Multiple	Truck parking should NOT be allowed along side the entrance to or exit from a rest area. This is too dangerous especially after dark.	Address Parking Issues
846	Multiple	They look good from a distance but if you're not tired/preoccupied, one would think otherwise	Improve Aesthetics
847	Multiple	Evening security. Lake Mills/Johnson Creek rest areas get a little lonely and dark.	Address Security Concerns
848	Multiple	Generally speaking, we will ONLY stop at a State Rest Stop if it's a restroom emergency. Truck stops are much safer, especially at night. Usually there is better lighting and there are always people around. To be fair, I've never had a problem at a rest stop but it's very rare for us to stop at one. I'm sure it's not realistic but a security guard on the site would encourage us to stop. On a positive, it is nice to have rest stops (if needed) that are between long stretches of exits.	Address Security Concerns
849	Multiple	Sometimes the limited bathroom stalls can cause a backup or wait time. Normally not a problem but for the elderly it seems to be hard to wait after waiting for the next rest area, then have to wait.	Address Other Issues
850	Multiple	Always wonder why WI does not offer a contract to a fast food franchise. In some other states, one can purchase a fast food meal along with using the rest area for just that. The vending machines are fair--but more choices of eating at the rest stop would eliminate an extra stop along the way.	Address Vending Issues
851	Multiple	Cleanliness is my chief gripe with Rest Area facilities	Improve Facility Cleanliness



ID	Site	Comment Text	Primary Concern
852	Multiple	It would be best if rest stop vending machines offered healthier food and beverage choices. Healthier choices would be food that is low in fat and sugar and beverages that are low in added sugar. Some could also use water fountains with bottle filling stations that more easily allow users to fill their own bottles. An example of an ideal type is this: http://www.elkay.com/bottle-filling-stations	Address Vending Issues
853	Multiple	Electric vehicle charging stations should be added to all rest stops. Restroom doors should open outwards so one does not have to grasp a dirty handle after washing their hands.	Add Additional Services
854	Multiple	The only reason I didn't give an Excellent rating for the vending machines is because I've had problems with them not working (not accepting money). The vendors need to double check to be sure that they reset them properly when they service them - they should be testing them to be sure they work while they are there. It can be very frustrating when relying on the vending machine to feed a hungry/thirsty family and the vending machines don't work.	Address Vending Issues
855	Multiple	Vending is expensive	Address Vending Issues
856	Multiple	Would love to be able to get a good coffee or food. Some states have restaurants or kiosks in their rest areas.	Add Additional Services
857	Multiple	I am from Waukesha Wi. We need to put gas stations and fast food at the rest areas. Similar to Illinois Oasis. Specifically on new areas on 90/94/39. Large areas and enough room.	Add Additional Services
858	Multiple	We travel with our dogs and toy hauler or trailer a lot. It can be hard to find places to stop with dogs and a larger toy hauler. The rest stops are our preferred.	General Positive Feedback
859	Multiple	They need a easy way to help the handicap get to the bathrooms. Sometime they can not walk up to the bathrooms, there no other way to get them into the building. If there was a small parking lot close to the doors for them	Address Accessibility Concerns
860	Multiple	I dont understnd why Wiscinsin doesn't lease out rest areas to gas stations and fast food restaurants like other states do. It would save alot of money for the state.	Cost



ID	Site	Comment Text	Primary Concern
861	Multiple	Please put in playgrounds for kids. When driving a long ways it would be so nice to be able to stop and let the kids run around and burn some energy!	Add Additional Services
862	Multiple	I'd like vending machines to have sandwiches, or other more substantial food than snacks.	Address Vending Issues
863	Multiple	Would like to see more rest stops, especially along the southern-northern routes. The ez on, ez off design is very handy.	Address Location/Hours Issues
864	Multiple	The rest areas provide a safe area to stop with my family. Don't feel obligated to make unnessasary purchases like at gas stations. Kids can't ask for unhealthy snacks.	General Positive Feedback
865	Multiple	Need vending machines that take a debit card or a \$20 bill.	Address Vending Issues
866	Multiple	Would like to see RV dump stations at rest areas.	Add RV Dump Station
867	Multiple	bring back rv dump stations!!!!	Add RV Dump Station
868	Multiple	I am proud of our rest areas. Ours are soon much better, safer, cleaner than IL. Keep up the good work. Also very friendly staff at location providing tourist info.	Positive Feedback - Staff
869	Multiple	It would be nice to see a designated area for pets to be able to relieve themselves in. Most of the rest stops i've visited do not have any designated pet areas where the pet can safely be to take care of their business. They are not allowed to be on the lawns and human areas. They have needs too.	Address Pet Area Concerns
870	Multiple	The rural rest areas on state highways should still be open. Not everyone drives on the interstate. We need rest areas along rural highways as well.	Address Location/Hours Issues
871	Multiple	Healthier choices for vending machines, and cheaper in price....	Address Vending Issues
872	Multiple	Add a cellphone charging station. You could even charge a small fee for it. Like \$25 per 15 minutes or something like that. Could have some type of advertising system to offset costs.	Add Additional Services
873	Multiple	would be nice to have more room for trucker if we are not to sleep along roads	Add Additional Services



ID	Site	Comment Text	Primary Concern
874	Multiple	It would be nice to see Geocaching allowed back into Wisconsin Rest Areas. Most other states allow Geocaching in Rest areas, and it is nice to be able to have a family activity during a stop. If you would like to know more about the sport, please contact the Wisconsin Geocaching Association at www.wi-geocaching.com	Add Geocaches
875	Multiple	Better if there were play areas	Add Additional Services
876	Multiple	Need family restrooms closer to road, on the end by road. Presently too far for person using a walker to walk to center of building. Designed ALL WRONG!	Address Accessibility Concerns
877	Multiple	I would like to see cleaner bathrooms, and vending machines stocked. Also, As an avid geocacher, I would like to see geocaches placed in the rest areas as something to do while I'm stopped there. Thanks.	Improve Facility Cleanliness
878	Multiple	It would be nice if DOT would allow geocaches in rest areas- it would give people a chance to stretch their legs and wake their body up	Add Geocaches
879	Multiple	I like to walk and stretch durin my rest break. I usually will capture a couple Munzees (www.munzee.com) while there. It would be nice if geocaches were allowed at the DOT rest areas. I would stay longer, and probably use the vending machines more.	Add Geocaches
880	Multiple	Thank you for having a survey this bothers me very much. Why is there no safe areas to let a dog out. We spent millions on the new rest area that has next to no green space and the few picnic tables are seldom used. Please provide 4 fenced dog runs at each site. Our pets are our family too. The pet walking areas are dark and scary for my wife alone at night. I would volunteer time an my equipment/skid steer to help with the dog runs. This would be a huge upgrade to Wisconsin rest areas. Thank you for listening. Steven lukawski 2629091095	Address Pet Area Concerns
881	Multiple	Always very clean!	Positive Feedback - Cleanliness
882	Multiple	Wish more were open. Sad to have so many closed. Very unfortunate for our state.	Address Location/Hours Issues
883	Multiple	Need more rv dump stations. Wi-Fi	Add RV Dump Station
884	Multiple	Allow geocaching. Makes for a nice leg-stretch break.	Add Geocaches



ID	Site	Comment Text	Primary Concern
885	Multiple	Yes, For us R.V.er's we really need a dump station to empty tanks and water station to fill with water. Over nite area , for larger r.v.'s to stay the nite if possible.	Add RV Dump Station
886	Multiple	Could really use a big one south of Milwaukee just before Stateline	Address Location/Hours Issues
887	Multiple	I wish some of the facilities had maybe a shower area.. Sometimes I take road trips that take a couple days and instead of a motel just to shower or a truck stop and pay quite a bit of money to shower sometimes there is inconvenient because I have to go out of my way to find a decent one... Just a thought..	Add Additional Services
888	Multiple	Designated pet (dog) area would be great! Perhaps fenced in with clean flowing water available.	Address Pet Area Concerns
889	Multiple	I don't feel safe stopping at rest areas when I am traveling alone, unless it is during the day and they are staffed	Address Security Concerns
890	Multiple	The rest stop in Lomira could be updated, the building looks old and dated.	Improve Aesthetics
891	Multiple	Need more rest areas in some areas.	Address Location/Hours Issues
892	Multiple	In Washington State, where I'm from, they have volunteer groups staff the rest areas and offer coffee and snacks. I appreciate this and would like to see it in Wisconsin.	Add Additional Services
893	Multiple	Sometimes the odor/smell in the bathrooms can be overwhelming!	Improve Facility Cleanliness
894	Multiple	I visited a number of western states this summer and found that some states (WA, OR, NE) are closing rest areas due to funding shortfalls. That is not a good way to encourage tourism and it leaves a traveler with a bad impression. Wisconsin is outstanding in it's quality of rest areas and should reap return visits from in-state and out-of-state visitors.	General Positive Feedback
895	Multiple	It is vital that the current WisDOT map be displayed at all Rest Areas.And be available for people to take. The 2015 map is now the current one.This is the only map that should be on display anywhere in all Rest Areas.The old ones are obsolete and should be replaced all over Wisconsin.	Add Traveler Information



ID	Site	Comment Text	Primary Concern
896	Multiple	Really appreciate waysides. Nice to just run in and out, especially with kids (who ask for food at gas stations) and dogs who also need a break. I notice when we go through other states if they don't have waysides, or if they are only rest areas, with no bathroom, which is really annoying.	General Positive Feedback
897	Multiple	Some of the rest stops are closed in September, it would be nice if they stay open into October, due to so many people travel to see the Fall colors.	Address Location/Hours Issues
898	Multiple	Would be great if there would be some rest areas along Hwy 29.	Address Location/Hours Issues
899	Multiple	When I stop at a rest area, I like to walk around an stretch my legs. Most other states allow geocaching in rest areas, which gives me something to do while I unwind from several hours of driving. I wish the Wisconsin DOT would lift the ban on geocaching in rest areas.	Add Geocaches
900	Multiple	It would be wonderful to have Wi-Fi available at all rest areas and perhaps even computers with access to weather, etc. A map including directions to nearby restaurants and their menus would be very helpful. An security office at all sites between midnight and 6 a.m.	Add WiFi
901	Multiple	We're usually off the road by dark, so we feel pretty safe at the rest stops. If there were other things to do at the rest stops when we take breaks, like hiking trails or geocaching, we would stay longer at one place and feel more rested and ready to continue on the next leg of our journey. We do not care for commercial rest stops like those on tollways and turnpikes where gas and meals can be purchased. They are not as scenic or as clean as the public-run interstate rest stops (especially those in Wisconsin).	Add Geocaches
902	Multiple	Allow a geocache to get hidden there.	Add Geocaches
903	Multiple	RA9&10, are hard to walk up tp if your elderly,disabled on a cane, especially during the winter when it might be slippery. The walk is mostly up hill and the door too far away from the parking areas	Address Accessibility Concerns
904	Multiple	Wisconsin should have free WiFi that's actually decent to greet visitors to our state.	Add WiFi



ID	Site	Comment Text	Primary Concern
905	Multiple	Rest Area employees do an excellent job keeping the areas clean and also free from snow and ice. Please keep them open year 'round and not just those on the Interstate. I've travelled to many states and I think WI and IA have the cleanest and safest rest areas. Please keep it up.	Address Location/Hours Issues
906	Multiple	Handicapped parking is to far away from the buildings. Especially at the big new ones down near portage!!!	Address Accessibility Concerns
907	Multiple	Rest rooms have always been clean. I have always felt safe.	Positive Feedback - Cleanliness
908	Multiple	put in fast food restruant and gas stations	Add Additional Services
909	Multiple	The rest areas should stqy opened longer in the fall and opened earlier than they do now. Most other states have them open for fall and spring travel.	Address Location/Hours Issues
910	Multiple	Build oasis	Add Additional Services
911	Multiple	looking for directions when there is a detour or road construction the map should let us know in advance we might take a alternate route!	Add Traveler Information
912	Multiple	The newer rest areas (Columbia county/Jefferson County)are much nicer. I would rate them Excellent.	General Positive Feedback
913	Multiple	While they are beautiful, some rest area in Wisconsin have a feeling of seclusion due to the aspects of nature ~~ trees, shrubbery, and other lovely landscaping. I do not use the stop at Theresa if I am traveling alone, especially if it is not daylight. When I'm with others, I feel fine about it, though.	Address Security Concerns
914	Multiple	Use Ohio as your template. Best in the nation	Other Comment



ID	Site	Comment Text	Primary Concern
915	Multiple	Put wifi in at rest stops! Other states have added wi-fi so people can get and receive emails, check weather, make reservations at motels, or find points of interest in the area. On a long drive, being able to get a good internet connection can be both a matter of safety and also just useful to making plans. Would prefer there be places to sit down inside for bad/cold weather (or when it's too hot.) The rest stop facilities are functional -- a safe place to get off the highway, use the bathroom, or check the map -- but nothing beyond that. There used to be good tourist information at the rest stops, but now there is almost nothing. The only thing interesting is the occasional historic marker.	Add WiFi
916	Multiple	yes... please install WiFi in all rest areas! thanks for considering this.	Add WiFi
917	Multiple	I appreciate the wi highway maps when available. We would like to see the RV dump station reopened.	Add RV Dump Station
918	Multiple	One Thanksgiving, we saw people having a potluck, in the facility, at the I-94 WB rest stop near Johnson Creek. Cheap electricity, I guess. Seriously, the cleanliness varies from facility to facility. Also, it would be helpful to know that the NEXT rest area is closed... sometimes we've already passed a place we could have stopped at. Maybe you could make that available on a web app: Status of WisDOT rest stops Open/Closed...?	Address Location/Hours Issues
919	Multiple	We would use more of the smaller rest areas if they had toilet facilities.	Address Location/Hours Issues
920	Multiple	better food and beverage choices would be a plus.	Add Additional Services
921	Multiple	I don't feel safe as a single woman stopping at rest areas unless it is the middle of the day. I am much more likely to go to the next stop and use the restroom at McDonald's or somewhere else with more people.	Address Security Concerns
922	Multiple	The staff who maintain the rest areas do a good job and are friendly.	Positive Feedback - Staff
923	Multiple	You do a great job keeping the area clean. I thank the attendants if they are around. I stop every week or so. Thanks	Positive Feedback - Staff



ID	Site	Comment Text	Primary Concern
924	Multiple	All rest WI rest areas that I have used are clean, well lighted, well maintained,with easy access and exit. I have not experienced any problems and cannot suggest anything that needs improvement.	General Positive Feedback
925	Multiple	In my position, I am required to travel over 30,000 miles per year for business and 500 for pleasure. Almost all of pleasure is in Wisconsin. Wisconsin's rest areas always feel like home and give me the opportunity to walk around in green space,take a nap, use the facilities and grab a quick picnic lunch. They are always clean and nice. I use them outbound of Wisconsin and inbound on the way home. They always feel like home.	General Positive Feedback
926	Multiple	We need more commercial vehicle (semi-truck) parking and need a way to keep campers out of the CMV area as they can go to a campground or other facility whereas we cannot.	Address Parking Issues
927	Multiple	there are no rest areas in ST. Croix county west bound. Truck parking at the truckstops at the 4 mile,19 mile and exit 28 are all full at nite. The Minnesota rest area west bound coming into Minnesota on I-94 is a mile long from entrance to exit and it is fully sometimes parked on bothsides of the ramps.It is bad enough that the T A truckstop at exit 4 in Hudson you can call ahead for a reserved spot!	Address Location/Hours Issues
928	Multiple	Usually the main rest stops we use are down hwy 13. It sure would be nice if these rest areas would be open year round	Address Location/Hours Issues
929	Multiple	Wisconsin has the worst toilet paper in rest areas.You are wasting more paper on floor and paying more for labor in picking up paper, than you are saving buying single ply paper. Take a look at Illinois, Indiana, and Ohio rest stops. They have good 2 ply paper that is useable. My phone is 715 571 4292. Thank you.	Address Toilet Paper Quality Issues
930	Multiple	Trailers on a commercial vehicle are 53 feet long and they have a3 foot trailer tail with a 20 foot tractor under them if the parking places aren't 12 feet wide and 80 feet long and at a 45 degree angle to the drive area it's almost impossible to park a modern truck and soon they want to give us 57 foot trailers	Address Parking Issues



ID	Site	Comment Text	Primary Concern
931	Multiple	leave all rest area's open longer in the season! We have beautiful fall colors and many people travel to see the colors. If you need to close them do so ay the end of October!	Address Location/Hours Issues
932	Multiple	Why are there no rest stops north of Stevens Point? Why do you close the rest stops in the winter and still plow them? A pit toilet can't freeze. Hate to see yellow snow banks.	Address Location/Hours Issues
933	Multiple	need more family restrooms and stops	Address Other Issues
934	Multiple	I like the newer parking area for large over the road trucks because they have enough room for someone to pull out around you without worrying that they will hit my truck when they pull out. They also have more room between the trucks as well. The well lighted stops are nice too as it tends to keep thieves away. The restrooms are very clean and well taken care of. Thanks.	General Positive Feedback
935	Multiple	How can you ask these questions when the primary use of our rest areas are drug trafficking, prostitution, and theft. Major criminal behavior happens at these places and you are asking if the vending machines are ok? This confirms my belief that the Wisconsin DOT is a joke and has zero interest in supporting the transportation industry. People that drive as a career deserve a drug free, harassment free and safe work environment as much as everyone else. Consider where your revenue comes from. I'm a small business owner that has seen first hand what happens at rest areas. I'm a hard working person that knows how important it is to give back to the community. I am insulted that the real issues are being overlooked. Andy Wolf 262-483-2192	Address Security Concerns
936	Multiple	I use these particular rest areas often and they are Very Well Maintained.	General Positive Feedback
937	Multiple	More parking needed at all rest areas for trucks	Address Parking Issues
938	Multiple	There is never enough parking at rest areas for commercial vehicles in Wisconsin or any other state in country.	Address Parking Issues
939	Multiple	One more between Wausau and Tomahawk needed on i-39	Address Location/Hours Issues
940	Multiple	Vending machines could have healthier options	Address Vending Issues



ID	Site	Comment Text	Primary Concern
941	Multiple	We need more usable rest areas. We need more parking. Also the smaller Hwys have rest areas but close for winter. Then there is no place to park. (the ones not on list).	Address Parking Issues
942	Multiple	A lot of the rest areas lack on Truck parking. I think that rather than spending the money on the beautiful facilities that are there, more Truck parking should be created resulting in better highway safety. Many of these areas cater greatly to the car traffic and not enough to the trucks creating parking issues.	Address Parking Issues
943	Multiple	The roadway is rough broken and not maintained well, some parking is not large enough for required 10 hour break!	Address Parking Issues
944	Multiple	Public could use stops on I-29, Thorp and Wittenberg. I43 overlooking Lake Michigan north of Belgium.	Address Location/Hours Issues
945	Multiple	Parking area is to small in some areas like Theresa and southbound south of madison. All are always clean.	Address Parking Issues
946	Multiple	Wisconsin is a major paper producing state, why don't we use paper towels anymore? Trees are the only renewable resource we have.	Address Soap or Hand Dryer Issues
947	Multiple	We would like to see the sidewalks shoveled better for the truckers. Many times the front sidewalks are shoveled, but the trucker side is not, or sidewalks are just closed.	Address Other Issues
948	Multiple	Overall, you rank in the top 5 in the nation in my opinion.	General Positive Feedback
949	Multiple	Keep them open, trucking industry needs more safe parking	Address Parking Issues



ID	Site	Comment Text	Primary Concern
950	Multiple	<p>I have found that the rest areas I visit in Wisconsin are the cleanest and finest facilities compared to the other states I routinely visit. I don't recall ever encountering a mess in the bathroom or around the facility. Everything is clean and in working order always when I visit. The only reason I gave the vending machines a lower mark is due to the desire to see more healthy options for purchase from the vending machines. It seems that in general, the only healthy drink option is water. Our society needs to get away from just pop and processed foods/candy. Maybe some Pure Leaf Unsweetened Tea and organic bags of nuts. People are willing to pay more for these options if available. I try to buy sugar-free (or minimal sugar) and non-processed (or minimally processed) foods. Thank you for allowing me this opportunity to survey and provide feedback. Please thank the facility staff for me for keeping the rest areas clean! They do good work and are always friendly when you see them! Have a great day!</p>	Address Vending Issues
951	Multiple	I think Wi has very nice Rest Area's. I took a trip out West and Wi by far had the nicest rest area.	General Positive Feedback
952	Multiple	Reestablish Dump Stations for RV's	Add RV Dump Station
953	Multiple	My wife has been in the restroom and have had men walk in on her. She doesn't feel safe at them.	Address Security Concerns
954	Multiple	<p>I feel that a lot of money was wasted on the newer rest areas unnecessarily on the taxpayers dime. These rest areas were built far too extravagant and very inefficiently designed energy wise. I feel that the taxpayers were not considered in the gross overspending on these facilities due to tourism. Just another governmental misrepresentation of the general public's resources.</p>	Cost
955	Multiple	They need more parking for trucks due to log book regulation.	Address Parking Issues
956	Multiple	Truck parking is growing to be a huge issue everywhere.	Address Parking Issues



ID	Site	Comment Text	Primary Concern
957	Multiple	Having a clean and good smelling rest area with stocked toiletries are a must. Rest areas with ample semi parking is another must. It's getting harder and harder to find good safe places to park for our mandatory breaks.	Improve Facility Cleanliness
958	Multiple	Need more truck parking	Address Parking Issues
959	Multiple	more truck parking, and enforce trucks how do not park in proper spots. to often ill pull in to rest area and trucks will be park behind the trucks that are in the right spots that truck will then leave where there would be a open spot to park but seeing the truck that parked behind that spot I no were to go many time ill come into a rest area and there would 10 open spots you could not get to	Address Parking Issues
960	Multiple	sometimes as a trucker it would be nicer if we could park closer to the door, sometimes I don't make it into the main building and I have to use the tire. in Connecticut and Virginia. they have a rest room that is closer to the truckers parking area's which helps us out because of time constraints and can't hold it situations	Address Parking Issues
961	Multiple	more parking spaces for trailered vehicles	Address Parking Issues
962	Multiple	Please keep the rest areas open. They are a nice break from the truck stops and they are nice to walk around with the dog and the children.	Address Location/Hours Issues
963	Multiple	Truck parking is full most of the time.	Address Parking Issues
964	Multiple	Need more , Not bigger.	Address Location/Hours Issues
965	Multiple	I have a suitcase sized porta potty in my truck sleeper. I want access to RV dump facilities.	Add RV Dump Station
966	Multiple	I enjoy driving in WI. because if something happens such as getting tired or emergency stop, there is plenty of available truck parking areas. For the record us drivers out here in WI. Greatly appreciate all the available truck parking in Wisconsin rest areas. very nice. Besides the fact I live in WI. I try to spend most of my time and miles in this state because its more trucker friendly then most states. Thank You.	General Positive Feedback
967	Multiple	Free wifi would be nice do us truck drivers	Add WiFi



ID	Site	Comment Text	Primary Concern
968	Multiple	I am answering for about 30 drivers that are employed to run the state of WI.	Other Comment
969	Multiple	NONE	Other Comment
970	Multiple	Cars and pick up trucks occupying semi parking spaces reduce the number of truck parking space they should not be allowed to be in the truck parking area at all there's a spot for cars and pick up trucks that were not allowed to be	Address Parking Issues
971	Multiple	Rest areas are overdone for their use. They are basically an outhouse but there is way to much money spent on making them look good. {portage} They should be functional but not looking like something built for kings and queens!!!	Cost
972	Multiple	I live in Wisconsin so when I have to deliver I tend to try to get to kenosha rest area. I wish they would allow trucks to park on the on ramp since there is room and is safe. That particular facility is very nice but not enough truck parking for the location and proximity to Chicago and Milwaukee.	Address Parking Issues
973	Multiple	Far too much auto parking. Need more commercial parking. Also need to be more strict on law enforcement as far as parking....autos in truck lots / vice versa....incorrect parking	Address Parking Issues
974	Multiple	I am a semi driver so rest areas come in use for my 1/2 hour breaks but sometimes there is not enough room in them to park safely	Address Parking Issues
975	Multiple	Good job DOT	General Positive Feedback
976	Multiple	Rest area #17 when leaving ramp to short for merging safely. Very dangerous. Rest area #35 parking spots to short. I never stop unless in middle of day, so I can be sure to get out.	Address Parking Issues



ID	Site	Comment Text	Primary Concern
977	Multiple	Truck drivers need more rest areas. Truck stops need more space ... give them tax breaks to buy more land. These truck stops are embarrassingly small. If you have less experienced drivers ... you need more rest areas. I have sent Assembly Representative Robin Vos this same type of message. Between Chicago and Milwaukee oh my gosh make an investment already. West of Milwaukee ... near the DMV or Peterbuilt dealer ... you have to go all the way to Johnson Creek ... do you worry about tired drivers? Marker ? 295 ish? Green Bay Area On Hwy 41 anywhere near Little Chute If Wisconsin were to have economic increase ... oh my gosh more truck parking. Carl Skalitzky truck driver for 19 years	Address Parking Issues
978	Multiple	When it comes to parking, think of all the truckers on the road, we need more sparkling area.	Address Parking Issues
979	Multiple	Many shipper/consignee don't allow long term parking. Truck stops only provide so much parking. Rest areas are very important. Help truck stops expand. Cheaper in the long run!!!!	Address Parking Issues
980	Multiple	Thank you for keeping as many rest areas as possible open.	Address Location/Hours Issues
981	Multiple	Some rest areas are exceptional, others okay Better then other states Small Peaceful and quiet if used to sleep	General Positive Feedback
982	Multiple	As a commercial business it is very important that we have rest areas, because our drivers and myself need that convenience to help us to get the rest that we need and help us to abide by the rules and regulations of the trucking industry. Rest areas are a big help when we need to take our half hour break while driving. With a lot of the truck stops shutting down or overflowing the rest area is a God send. Also the rest areas provide for the need of all travelers a safe place to rest and anyone with health issues. Keep up the good work it is appreciated even if you don't hear it that often.	Address Location/Hours Issues



ID	Site	Comment Text	Primary Concern
983	Multiple	having shower facilities would be great!!! even if it was just at a couple of rest areas on the main interstates. IE I90/94 I39 I43. the State of Ohio has shower facilities at there rest areas on I80 for over the road truck drivers and they are very nice!!	Add Additional Services
984	Multiple	WISH THERE WERE MORE REST AREAS / WAYSIDES. SITES FILL UP, NO WHERE TO GO TO REST, DOT REQUIRES REST BREAKS HARD TO FIND PLACES TO PARK. SHOULD ALLOW PARKING ON RAMPS, SOME COUNTIES DO NOT. STATE SHOULD CONSIDER ADDING PARKING TO REST AREAS AND PARKING NEAR TRUCK STOPS THAT HAVE SERVICES BUT DON'T HAVE ENOUGH PARKING. THANKS, STEVE	Address Location/Hours Issues
985	Multiple	we have awesome facilities in our state glad to see keep it up.	General Positive Feedback
986	Multiple	More truck parking please!	Address Parking Issues
987	Multiple	add more rest areas and truck parking	Address Location/Hours Issues
988	Multiple	Best designed, built and maintained rest stops we have seen!	General Positive Feedback
989	Multiple	it would be nice to see vending machines with coffee at all rest areas that have power-- THE TREND TOWARD CLOSING SMALL LOW MAINTAINENCE REST AREAS AND BUILDING BIG MEGA REST AREAS IS VERY DISTURBING!! The small rest areas with only a pit toilet and	Address Vending Issues
990	Multiple	More tourist info in rest stops would be helpful.Need more rest stops in Northern Wisconsin.	Add Traveler Information
991	Multiple	some need more parking room	Address Parking Issues
992	Multiple	There many sheltered shops in the state and these adults are more than willing and able to keep these areas clean.	Improve Facility Cleanliness
993	Multiple	Wisconsin has very good services as a truck driver or family travel. Its other states that lack enough truck facilities,(rest or fuel stops). Wisconsin has services that are truck friendly at almost all exits. Thank you	General Positive Feedback
994	Multiple	spending to much tax dollars on fancy buildings. you just need something simple.you need to have more parking.	Cost



ID	Site	Comment Text	Primary Concern
995	Multiple	I geocache and when traveling through other states I find that having a geocache in the rest area helps to get me to stop and stretch. Also, have found that the Wis rest areas are seriously in need of help the only state I've found worse is Illinois. Really disappointed that the rest areas on Hwy 53 N of Eau Claire looked like they were from the 70's yet.	Add Geocaches
996	Multiple	Geocaching should be allowed at WI rest stops. Other states have no issue with the sports and encourage their placement. It brings people and gives them a chance to stretch their legs and maybe buy something from the vending machines. Without geocaching in WI, I had few reasons to stop so Rest Areas are of no thought to me.	Add Geocaches
997	Multiple	On northbound side would like to see the car second parking open all year. Currently it closes for the winter. Very nice rest area.	Address Location/Hours Issues
998	Multiple	Some rest areas have a lot of truck parking, some don't have much truck parking.	Address Parking Issues
999	Multiple	I like the amount of truck parking available. Its hard to find in some other states.	General Positive Feedback
1000	Multiple	COULD USE MORE ROOM TO PARK COMMERCIAL VEHICLES AT SOME AREAS.	Address Parking Issues
1001	Multiple	Need to address the issue of trucks parking behind other trucks length ways when the rest area is full and they block five spaces.	Address Parking Issues
1002	Multiple	because of DOT Regulations rest area and truck stop could always be larger for truck only parking due to the number of commercial trucks on the road even if its just a pull off with port a potties and a garage dumpster the state of Wyoming has those in the summer months travel trailers and campers take up spaces which they are not required by law to shut down for 10 hours after 11 hours of driving which then we are forced to seek another place to park and later at night even those places are parked full just comments that I had I have been owning and driving for 24 years now thank you	Address Parking Issues
1003	Multiple	It would be nice to be able to keep 4 wheelers out of the big truck parking areas	Address Parking Issues



ID	Site	Comment Text	Primary Concern
1004	Multiple	I very much appreciate Wisconsin's rest areas when I am trucking in the state. Especially the good number of truck parking spaces and that they are easy to get into and out of.	General Positive Feedback
1005	Multiple	Please consider future Rest Area locations along the Wisconsin 29 expressway (Elk Mound-Wausau/Wausau-Green Bay) as well as the US-10 expressway (Marshfield-Stevens Point/Stevens Point-Appleton).	Address Location/Hours Issues
1006	Multiple	Handicap spots need to be CLOSER to the buildings! Not every handicap person is in a motorized wheelchair or scooter. Some use canes or walkers. Those walks can take forever!	Address Accessibility Concerns
1007	Multiple	They do not have enough overnight parking	Address Parking Issues
1008	Multiple	We were most impressed with Murphy Vending of Mauston who promptly refunded a dollar to us for an unsatisfactory drink from one of their vending machines (at rest stop #14 I believe). They even included a stamp! Think what an excellent impression that kind of fast, honest service would make on out-of-state visitors.	Address Vending Issues
1009	Multiple	Every time we stop there it has always been clean. The staff does a great job and are always friendly . I recommend to others to stop there also . Thanks and keep up the good work .	Positive Feedback - Cleanliness
1010	Multiple	I would encourage the Wisconsin DOT to reconsider their position on the activity of Geocaching as it relates to DOT properties such as Rest Areas and Waysides. Geocaching is an international activity which draws travelers from distant regions, and having a Geocache at a Rest Stop would only serve to enhance the entertainment and enjoyment aspect of these well-maintained areas.	Add Geocaches
1011	Multiple	Needs to be more in the state and needs to be updated.	Address Location/Hours Issues
1012	Multiple	RA 34, smelly un-clean, missing sink hardware, paint worn off doors, very loud music playing, no weather radio or you cant hear it over music. graffiti carved in everything, grass was very long.	Improve Facility Cleanliness
1013	Multiple	Would be great if you gave more notice on rest area - 10 miles or even 5 miles	Address Other Issues



ID	Site	Comment Text	Primary Concern
101 4	Multiple	I am so proud of our WI rest stops - one thing that I think we'd all like is to know that there are security cameras EVERYWHERE and let folks know this.	Address Security Concerns
101 5	Multiple	I use them more now with kids and a dog. Easy on and easy off.	General Positive Feedback
101 6	Multiple	The site safety answer in the last question is my perception of the wayside, no actual problems have occurred.	Address Security Concerns
101 7	Multiple	The rest area on Hwy 53 that we stop in has to be the cleanest one ever. They are always cleaning the bathrooms when we stop and we are never there on the same day or time. Awesome job!	Positive Feedback - Cleanliness



Appendix 1. Questionnaire

Wisconsin Rest Area Visitor Survey

What is the purpose of your trip today?
(Select one)

- ☐ Business / work
- ☐ Vacation / recreation
- ☐ Personal travel
- ☐ Other

What type of vehicle are you traveling in?
(Select one)

- ☐ Car or pickup truck
- ☐ Motorcycle
- ☐ RV or auto towing trailer
- ☐ Commercial truck
- ☐ Tour bus
- ☐ Other

How many people are traveling in your vehicle today?
(Select one)

- ☐ One (1)
- ☐ Two (2)
- ☐ Three (3)
- ☐ Four (4)
- ☐ More than four

How much time will you spend at the rest area?
(Select one)

- ☐ Less than 15 minutes
- ☐ 15-45 minutes
- ☐ More than 45 minutes

If this Rest Area wasn't available, where would you have stopped instead? (Select one)

- ☐ Nearest exit with a similar service facility (gas station, fast food, truck stop)
- ☐ Next rest area along route
- ☐ Side of the road (shoulder)
- ☐ Continue to destination without stopping

How long is your overall trip today?
(Select one)

- ☐ Less than 1 hour
- ☐ 1 to 2 hours
- ☐ 2 to 4 hours
- ☐ over 4 hours

What are the reasons for your stop at this rest area?
(Check all that apply)

- ☐ Use restroom
- ☐ Vending machine purchase
- ☐ Phone call / Web search
- ☐ Attend to pet
- ☐ Meal or picnic
- ☐ Rest break or sleep
- ☐ Check map / Find tourism information
- ☐ Check weather information / Stop due to storm
- ☐ Waiting for product delivery or pickup appointment
- ☐ Other

Where did your trip start and end?
(Select one)

- ☐ Started and ends in Wisconsin
- ☐ Started in Wisconsin and ends in another state
- ☐ Started in another state and ends in Wisconsin
- ☐ Started in another state and ends in another state

The primary reason for my next stop is to:
(Check all that apply)

- ☐ Purchase fuel
- ☐ Use restroom
- ☐ Buy a meal / snacks
- ☐ Obtain lodging
- ☐ Rest break
- ☐ Reached destination
- ☐ Other

How would you rate the following?

	Excellent	Good	OK	Fair	Poor
Facility cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vending machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

Appendix C: Truck Parking Survey Results



Truck Parking Survey Results

WisDOT Roadside Facilities Study

Summary of results from mail-back and on-line motor carrier/shipper truck parking surveys during September to November 2015.

December 30, 2015





Wisconsin DOT

Truck Parking Survey

Survey Results, December 2015



Table of Contents

Purpose and Methodology 3

Major Findings 4

Survey Responses 5



Purpose and Methodology

The Wisconsin Department of Transportation (WisDOT) administered a truck parking issues survey from September 2015 until November 2015 to better understand where and why truck drivers choose to park their vehicles while enroute. The purpose of this memorandum is to summarize the survey results. This memorandum also interprets data to understand issues related to truck parking in Wisconsin.

A 15-question survey and a focused pool of over 300 potential survey respondents were developed by HDR and Lakeside Engineers, in consultation with WisDOT personnel. Formal invitations to participate in the survey were sent by WisDOT via hardcopy or electronic mail to 306 potential respondents, who represented a cross-section of companies and organizations involved in motor carrier operations in Wisconsin.

Over 230 people in the potential respondent pool were an array of Wisconsin-based shippers and motor carriers, who were targeted for the survey due to their active participation in the 2014 Wisconsin Governor's Freight Issues Summit. They were a mix of both private fleet operators and shippers who engage for-hire carriers, as well as a few trip brokerage companies.

Most of the rest of the targeted respondent pool was a mix of private fleet operators and for-hire carriers, all of whom were either Wisconsin-based or likely to operate in the state. The pool included most of the 25 largest US trucking companies.

In addition, statewide motor carrier associations in Wisconsin and four neighboring states, as well as two national motor carrier associations, were asked to alert their members to complete the survey on-line. However, the Minnesota Trucking Association respectfully declined to pass along the information out of concern for potential confusion with a similar survey being conducted by the Minnesota DOT.

Respondents were given the option to complete the survey on-line or to return written responses to the questions to WisDOT. Anonymity was guaranteed. In total, 79 of the 306 targeted respondents (26%) actually returned a survey form during the two month window of opportunity to do so. However, 10 of the forms were completely blank. On-line responses totaled 34, nine of which were blank. Written responses returned in hard copy totaled 45, one of which was blank. WisDOT personnel entered all responses into a database, the results of which were tabulated by HDR and Lakeside staff.

This survey is separate from another WisDOT survey effort that was conducted in-person at four Wisconsin rest areas in June 2015 to September 2015 by HDR and Lakeside Engineers staff. That 12-question survey was designed to elicit feedback on rest area attributes, such as cleanliness, vending machines, parking, lighting, and site safety. Over 2,100 individuals responded to that survey effort, the results of which were summarized in a separate memorandum.



Major Findings

- Only 33% of the respondents have a specific truck parking policy or procedure (e.g., guidance on types of parking areas to use/not use, or specific travel plazas/fuel brands to use/not use).
- Only 38% of the respondents provide a travel expense per diem or lodging/meal reimbursement for their drivers.
- Only 28% of the respondents provide specific suggestions to drivers on where to stop for rest breaks.
- Only 11% of the respondents provide specific suggestions to drivers on where to stop for meals.
- Only 27% of the respondents provide specific suggestions to drivers on where to stop in order to better time their delivery or pickup.
- Only 23% of the respondents provide drivers with informational updates about rest areas or truck stops/travel plazas to avoid.
- Nearly half (46%) of the respondents say drivers complain about a lack of truck parking spaces in rest areas in Wisconsin in specific highway corridors.
- Fewer than half (42%) of the respondents say drivers complain about a lack of truck parking spaces in rest areas in Wisconsin during certain times of day.
- Only 33% of the respondents say drivers complain about a lack of truck parking spaces in rest areas in Wisconsin during certain days of the week.
- Only 17% of the respondents have trucks that sometimes carry DOT trip-permitted oversized and/or overweight (OS/OW) non-divisible loads, and of these:
 - Most (75%) say drivers most commonly use truck stops if they have to stop for a rest break while on the way to their delivery points.
 - Only 25% say there is enough parking capacity in Wisconsin to safely accommodate OS/OW loads if their drivers have to stop for a rest break while on the way to their delivery points.

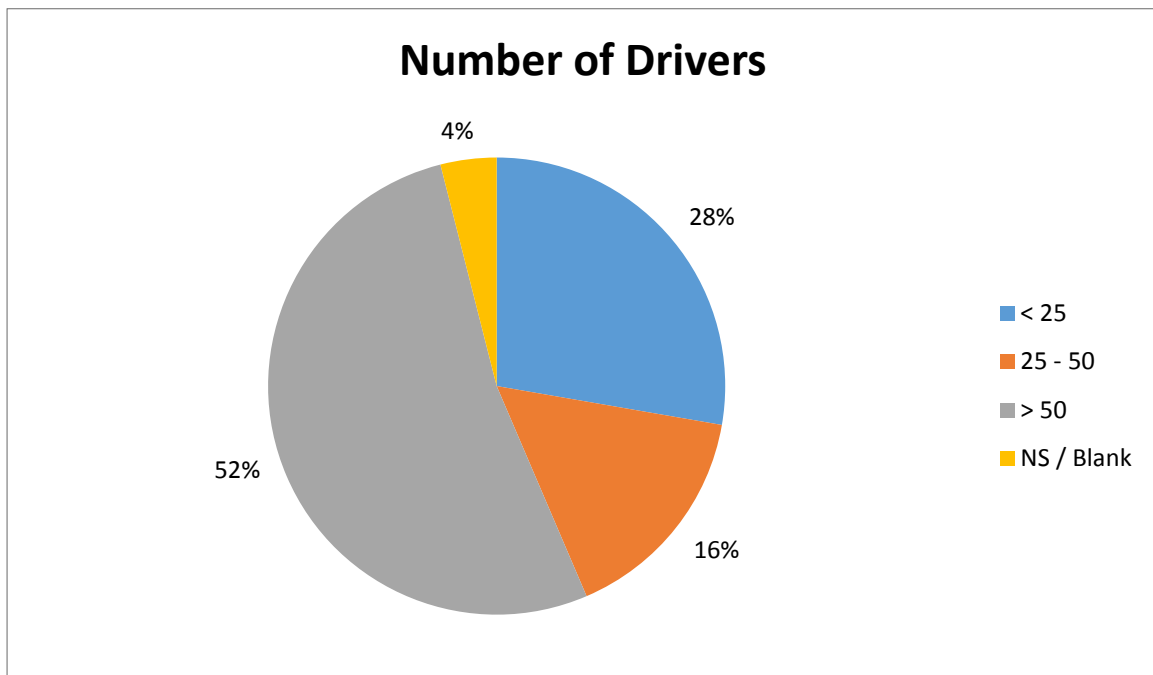


Survey Responses

What follows is a summary of the 69 non-blank survey responses received by WisDOT.

Question 1: About how many commercial truck drivers does your company currently employ?

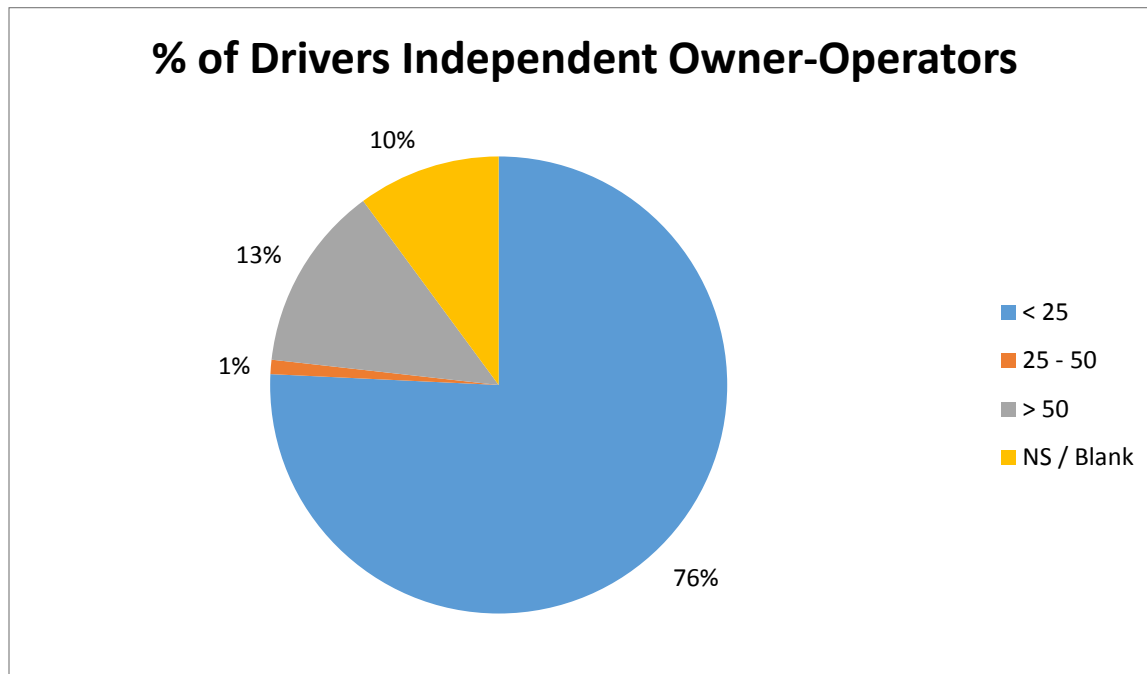
<u>Number of Drivers</u>	<u>Count</u>	<u>Percent</u>
<25	19	28%
25-50	11	16%
>50	36	52%
Not Sure or blank	3	4%
<i>Total</i>	69	100%





Question 2: What percentage of your drivers are independent owner-operators – that is, driving for your company under contract, making either single trips or multiple trips?

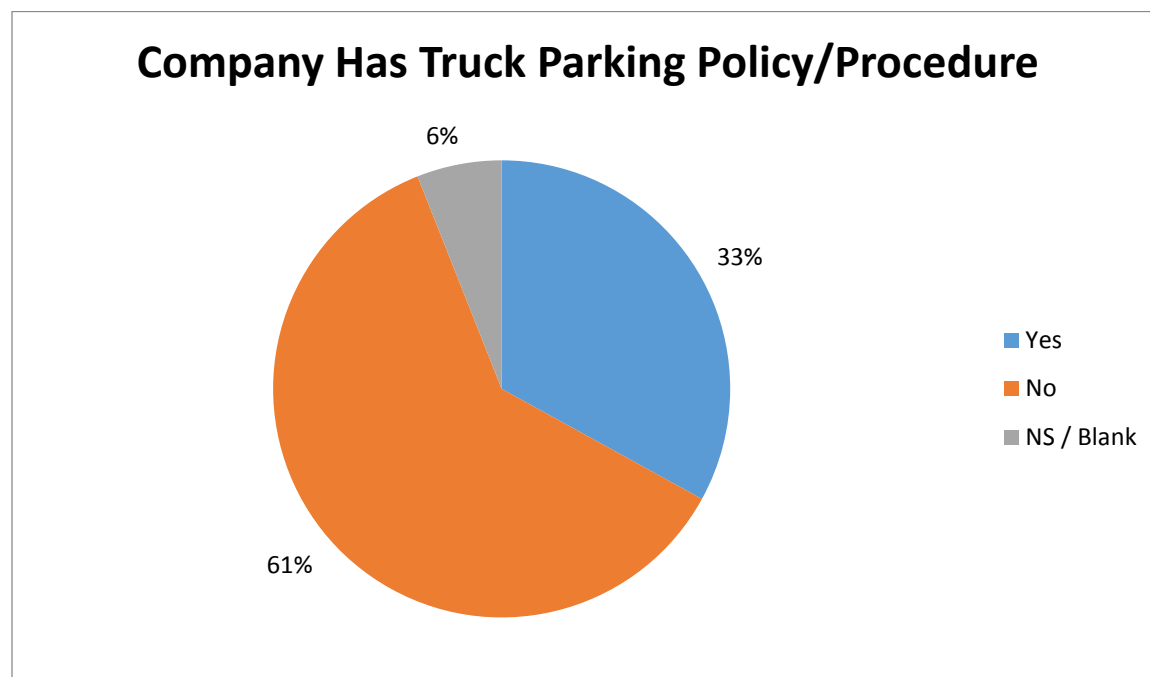
<i>% Independent Owner-Operators</i>	<i>Count</i>	<i>Percent</i>
<25	52	76%
25-50	1	1%
>50	9	13%
Not Sure or blank	7	10%
<i>Total</i>	69	100%





Question 3: Does your company have a specific truck parking policy or procedure – for example, guidance on types of parking areas to use/not use, or specific travel plazas/fuel brands to use/not use?

<u>Company Truck Policy/Procedure</u>	<u>Count</u>	<u>Percent</u>
Yes	23	33%
No	42	61%
Not Sure or blank	4	6%
Total	69	100%



If “Yes”, provide details:

▪ We direct our drivers to use specific fuel brands and to park in legal spaces.
▪ On larger o/d loads or for meeting with state police escorts we give specific parking areas.
▪ We instruct our drivers to park in safe rest areas, or truck stops especially when they are on their 30 minute breaks. Generally we do not do overnight parking except for hotel lots.
▪ Park in well-lit areas overnight
▪ We have specific routes. There are no other parking spots.
▪ Truck stops and rest areas only. TA's preferred. Driver must remain with equipment
▪ We do not specify plazas but remind drivers not to park on the side of the road or on ramps
▪ Designated areas at each facility.
▪ Petro, Flying J, TA, Pilot.
▪ Our trucks only operate in Wisconsin. Parking is at one of our warehouses.
▪ No parking allowed at on or off ramps. Prefer parking at truck stops or customer yards.

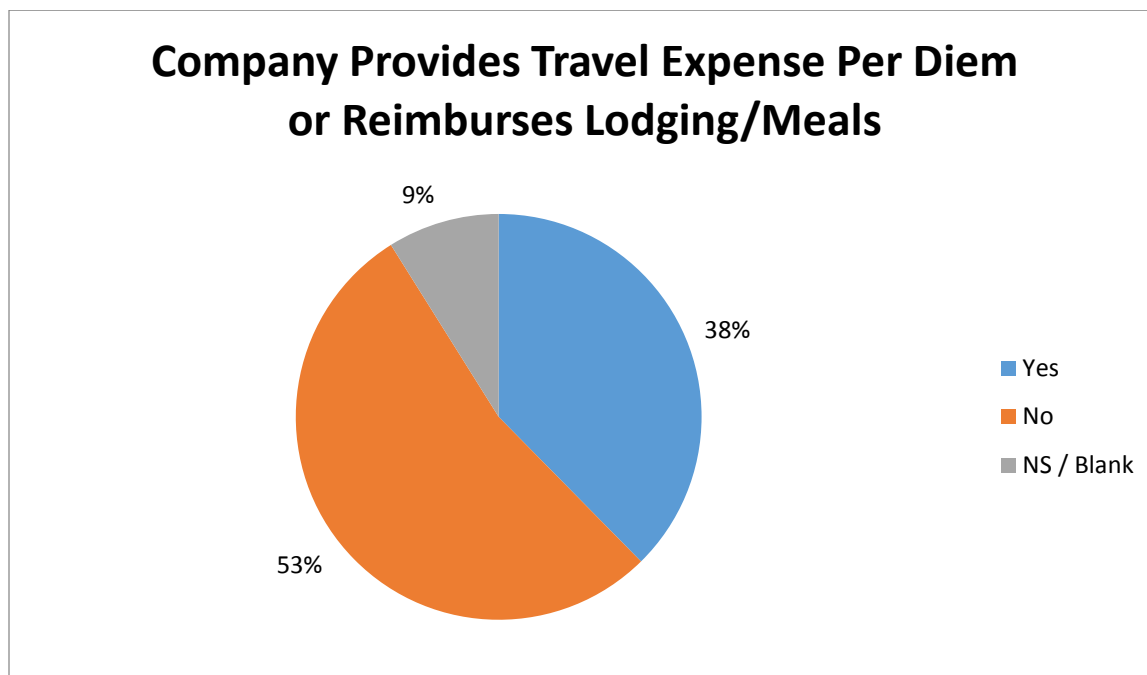


<ul style="list-style-type: none"> ▪ Use them whenever necessary, prefer stops that have Exxon or Mobil gas, and follow all location rules.
<ul style="list-style-type: none"> ▪ We use Pilot, Flying J, and Kwik Trip for fuel and parking. Other national brands included for parking. Otherwise lit secure areas such as Walmart where allowed and state maintained rest areas. When at all possible we use our carrier partners, shippers and consignees.
<ul style="list-style-type: none"> ▪ We run 99% day trips. We use the Kwik Trip stations we service and designated rest stops.
<ul style="list-style-type: none"> ▪ To get the negotiated discount, drivers are to fuel at TA, Pilot, Loves & Road Ranger fuel stations
<ul style="list-style-type: none"> ▪ Must be secure area.
<ul style="list-style-type: none"> ▪ We no longer do overnight trips - No parking.
<ul style="list-style-type: none"> ▪ Units must be parked in appropriate parking area. Not roadside unless emergency. Preferably at company locations, truck stops or rest areas. Partner with Pilot/Flying J for fuel
<ul style="list-style-type: none"> ▪ We encourage our drivers to use our stores
<ul style="list-style-type: none"> ▪ We use certain fuel stops but trucks can stop elsewhere
<ul style="list-style-type: none"> ▪ Winter fuel blend during cold months
<ul style="list-style-type: none"> ▪ Cannot park unattended load in area other than secured port, rail, customer facility or company facility.



Question 4: Does your company provide a travel expense per diem or lodging/meal reimbursement for your drivers?

<i>Company Provides Per Diem or Reimbursement</i>	<i>Count</i>	<i>Percent</i>
Yes	26	38%
No	37	53%
Not Sure or blank	6	9%
<i>Total</i>	69	100%



If “Yes”, provide details:

▪ We provide a daily per diem to any driver out overnight.
▪ Reimburse actual expenses
▪ All lodging and food is provided
▪ We pay motel and meal costs for overnight trips
▪ We run day cabs. If a driver exceeds hours, we provide lodging and meal expense reimbursement.
▪ Per diem, meals and lodging if needed (ex. breakdown)
▪ \$20 per overnight
▪ Only Company drivers
▪ We provide per diems for any trip requiring overnight travel
▪ We pay \$0.05 per mile per diem pay.



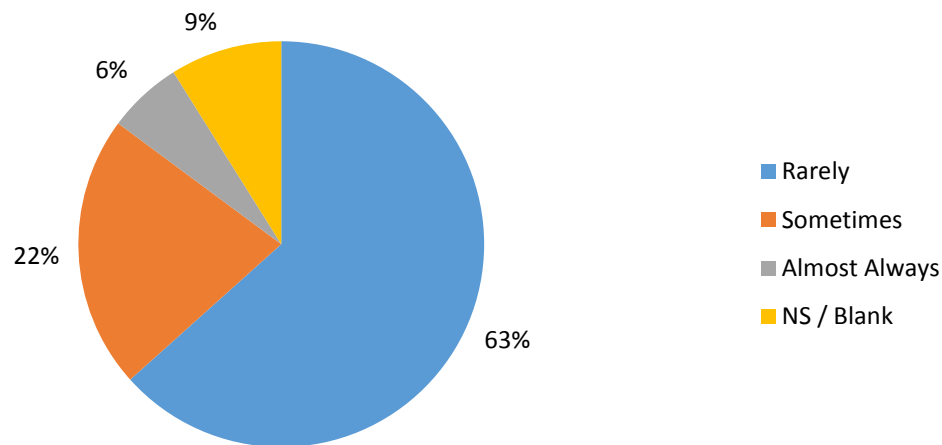
▪ Per diem on a regular basis, and meals and lodging under certain conditions reviewed case by case.
▪ If we get held over due to weather or breakdowns we get reimbursed for expenses.
▪ We put some drivers up in a motel room, or have available apartments, for more frequent layover locations.
▪ Lodging - have contracts with CLC & Motel 6
▪ We allow for a meal if out of state - No overnight
▪ We pay for one meal and use CLC cards for motels
▪ For unexpected layovers, weather or other non-planned delays.
▪ 1 meal daily for overnight trips, \$30 per diem
▪ Per mile reimbursement for expenses other than company operating expenses. Company operating expenses paid in full.
▪ Limited trucks and special situations
▪ Per diem



Question 5: Does your company provide specific suggestions to drivers on where to stop for rest breaks for individual trips or in commonly used highway corridors?

<i>Company Suggests Where to Stop for Rest Breaks</i>	<i>Count</i>	<i>Percent</i>
<i>Rarely</i>	44	63%
<i>Sometimes</i>	15	22%
<i>Always</i>	4	6%
<i>Not Sure or blank</i>	6	9%
<i>Total</i>	69	100%

**Company Gives Drivers Suggestions on
Where to Park for Rest Breaks**



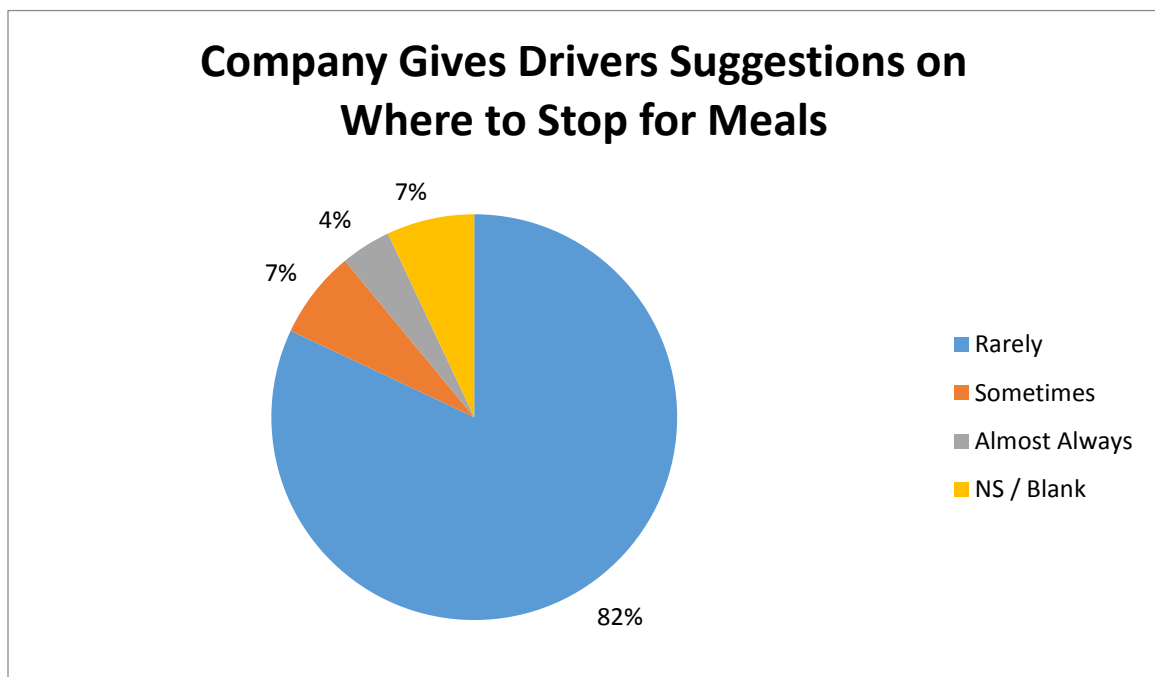
If “Sometimes” or “Almost Always”, provide details or examples:

▪ We preplan our stops because of our size and permit routing
▪ Most of our lanes are repeat and have been established
▪ We would like them to use our stores if possible



Question 6: Does your company provide specific suggestions to drivers on where to stop for meals for individual trips or in commonly used highway corridors?

<i>Company Suggests Where to Stop for Meals</i>	<i>Count</i>	<i>Percent</i>
<i>Rarely</i>	56	82%
<i>Sometimes</i>	5	7%
<i>Always</i>	3	4%
<i>Not Sure or blank</i>	5	7%
<i>Total</i>	69	100%



If “Sometimes” or “Almost Always”, provide details or examples:

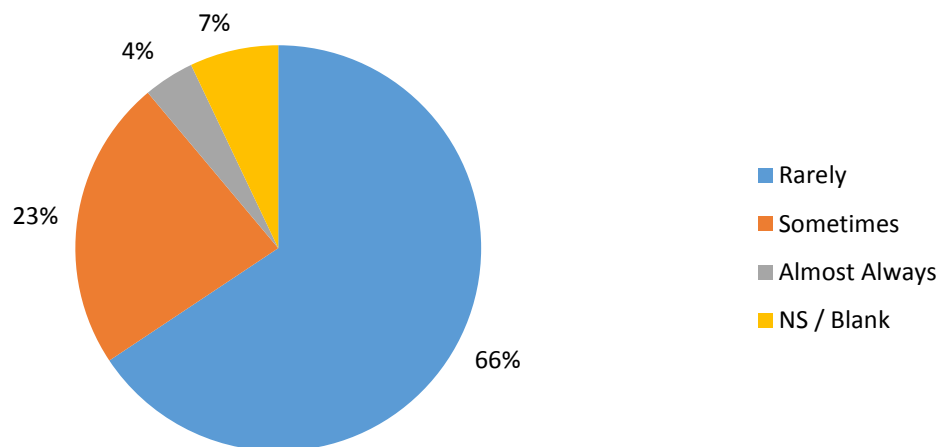
- | |
|---|
| <ul style="list-style-type: none"> ▪ It is company policy we use Kwik Trip stations for rest and refreshments. ▪ Use our stores |
|---|



Question 7: Does your company provide specific suggestions to drivers on where to stop in order to better time their delivery or pickup?

<i>Company Suggests Where to Stop to Time Delivery/Pickup</i>	<i>Count</i>	<i>Percent</i>
<i>Rarely</i>	45	66%
<i>Sometimes</i>	16	23%
<i>Always</i>	3	4%
<i>Not Sure or blank</i>	5	7%
<i>Total</i>	69	100%

Company Gives Drivers Suggestions on Where to Stop to Time Delivery/Pickup



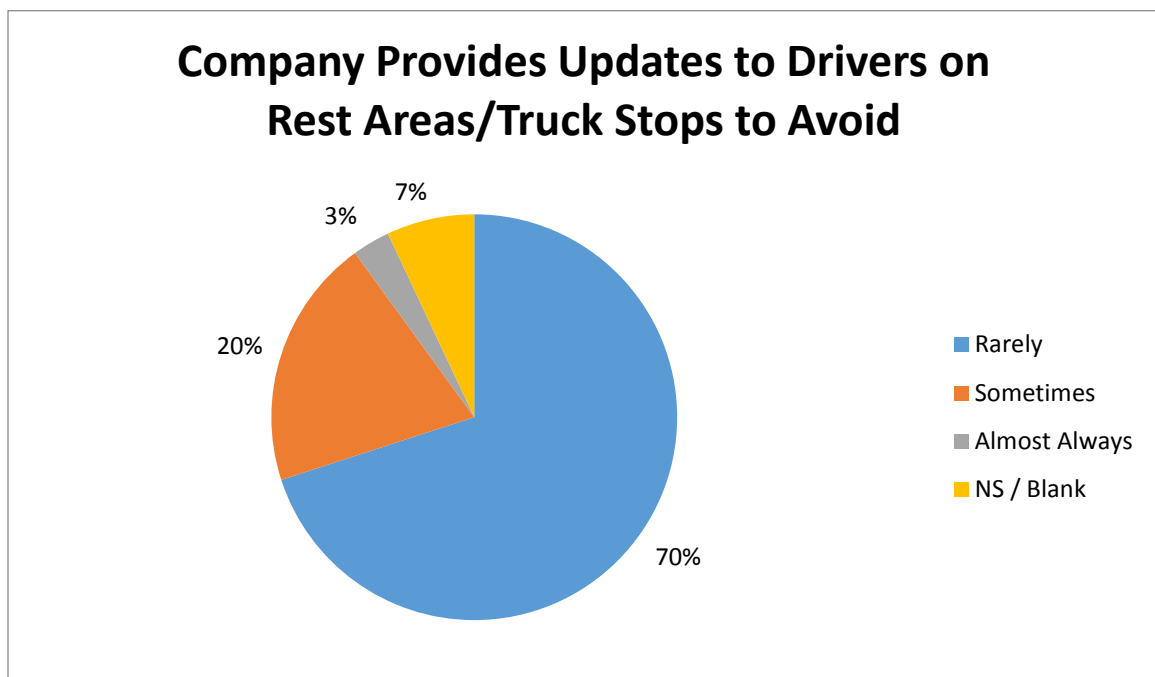
If “Sometimes” or “Almost Always”, provide details or examples:

▪ Specific routes
▪ We preplan our stops because of our size and permit routing
▪ Use our fuel at our stores



Question 8: Does your company provide drivers with informational updates about rest areas or truck stops/travel plazas to avoid – for example, updates on closures or parking space restrictions due to temporary construction/repair, reports of recent criminal activity, or chronic lack of truck parking spaces during certain times of day or days of the week?

<i>Company Provides Updates on Rest Areas/Truck Stops to Avoid</i>	<i>Count</i>	<i>Percent</i>
Rarely	48	70%
Sometimes	14	20%
Always	2	3%
Not Sure or blank	5	7%
<i>Total</i>	69	100%



If “Sometimes” or “Almost Always”, provide details or examples:

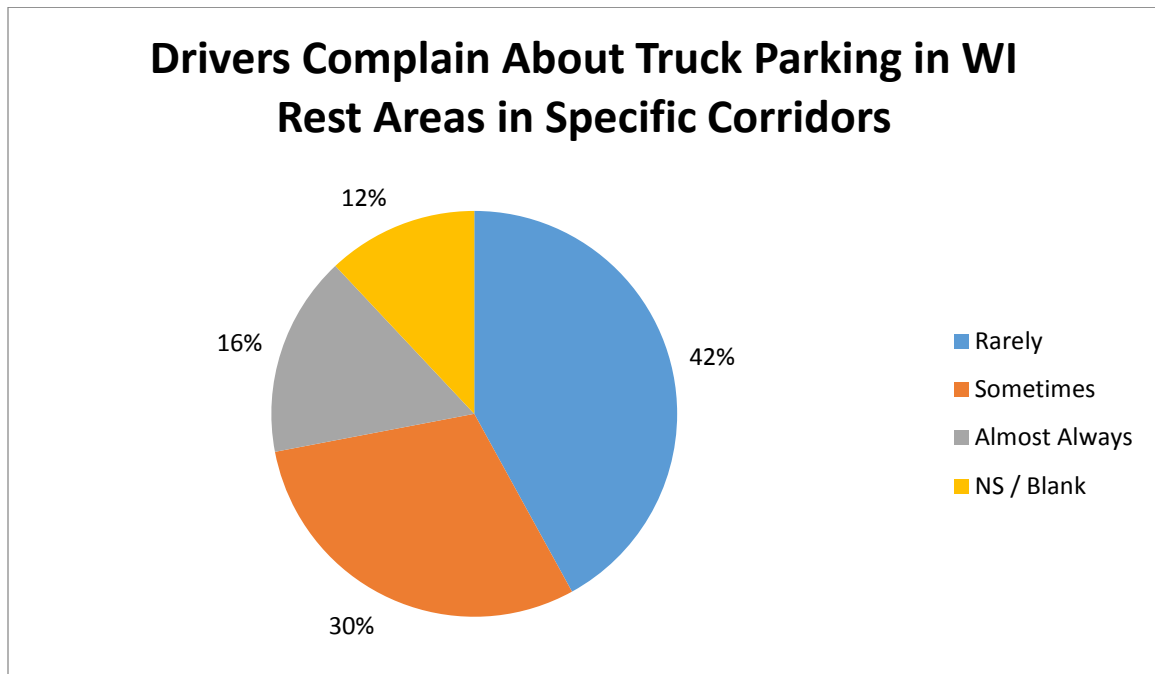
- Because of our size



Question 9: Do your drivers complain about a lack of truck parking spaces in public rest areas in Wisconsin in specific highway corridors?

*Drivers Complain About
Lack of Truck Parking in
Rest Areas in
Specific Highway Corridors*

	<u>Count</u>	<u>Percent</u>
<i>Rarely</i>	29	42%
<i>Sometimes</i>	21	30%
<i>Always</i>	11	16%
<i>Not Sure or blank</i>	8	12%
<i>Total</i>	69	100%



If “Sometimes” or “Almost Always”, list the problem highway corridors or rest area locations:

- In order to follow the hours of service it seems all truck drivers stop at the same time and trucks stops and rest areas fill up fast. Drivers prefer to get as close to delivery as possible before stopping for the day to use their driving hours efficiently so of course the closer to larger metro areas the worse it gets.
- This is always a complaint, that there is never enough room even to stop and use the rest room, especially during the night
- Driver advises no matter time/day or location they are always full.
- Mostly during evenings. Few complaints in daytime.

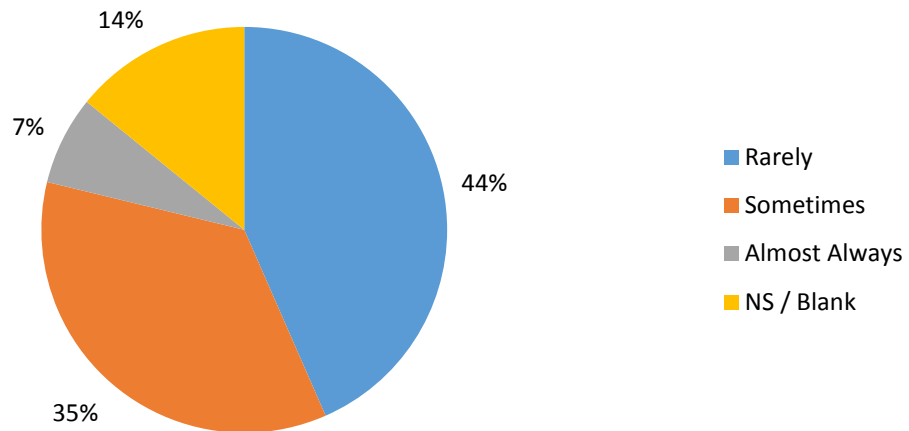


Question 10: Do your drivers complain about a lack of truck parking spaces in public rest areas in Wisconsin during certain times of day?

*Drivers Complain About
Lack of Truck Parking in
Rest Areas During
Certain Times of Day*

	<u>Count</u>	<u>Percent</u>
Rarely	30	44%
Sometimes	24	35%
Always	5	7%
Not Sure or blank	10	14%
<i>Total</i>	69	100%

**Drivers Complain About Truck Parking in WI
Rest Areas During Certain Times of Day**



If “Sometimes” or “Almost Always”, what times of day are most problematic?

- | |
|---|
| ▪ Night time is the worst for finding spots to park |
| ▪ Driver advises always full |
| ▪ At night |

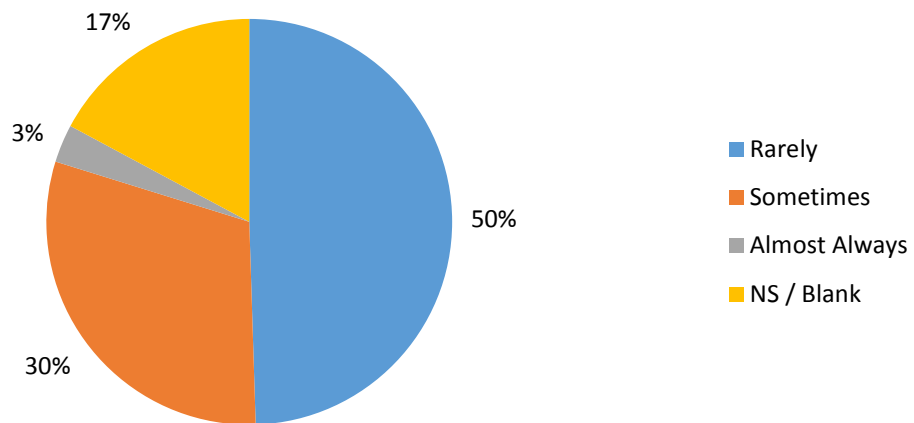


Question 11: Do your drivers complain about a lack of truck parking spaces in public rest areas in Wisconsin during certain days of the week?

Drivers Complain About Lack of Truck Parking in Rest Areas During Certain Days of the Week

	<u>Count</u>	<u>Percent</u>
Rarely	34	50%
Sometimes	21	30%
Always	2	3%
Not Sure or blank	12	17%
<i>Total</i>	69	100%

Drivers Complain About Truck Parking in WI Rest Areas During Certain Days of the Week



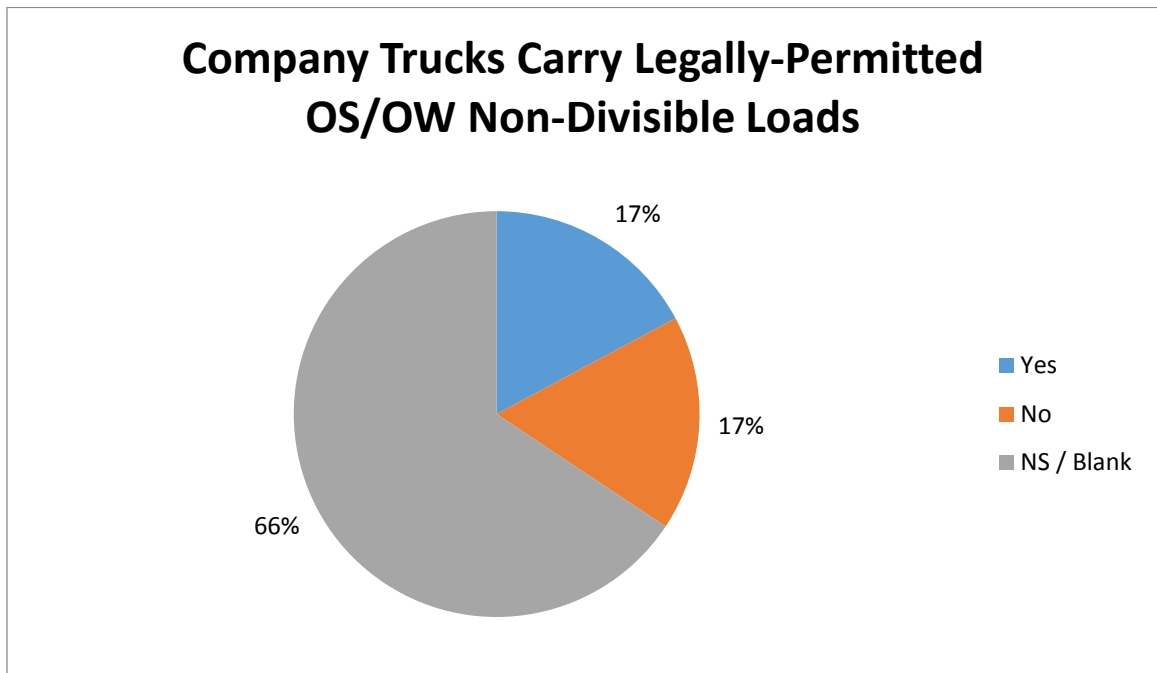
If “Sometimes” or “Almost Always”, what days of the week are most problematic?

- Driver advises always full



Question 12: Do your company's commercial trucks sometimes carry legally-authorized DOT trip-permitted oversized and/or overweight non-divisible loads?

<i>Company Trucks Carry OS/OW Loads</i>	<i>Count</i>	<i>Percent</i>
Yes	12	17%
No	12	17%
Not Sure or blank	45	65%
<i>Total</i>	69	100%



If you answered “No” or “Not Sure/Don’t Know” to Question 12, then skip to Question 15

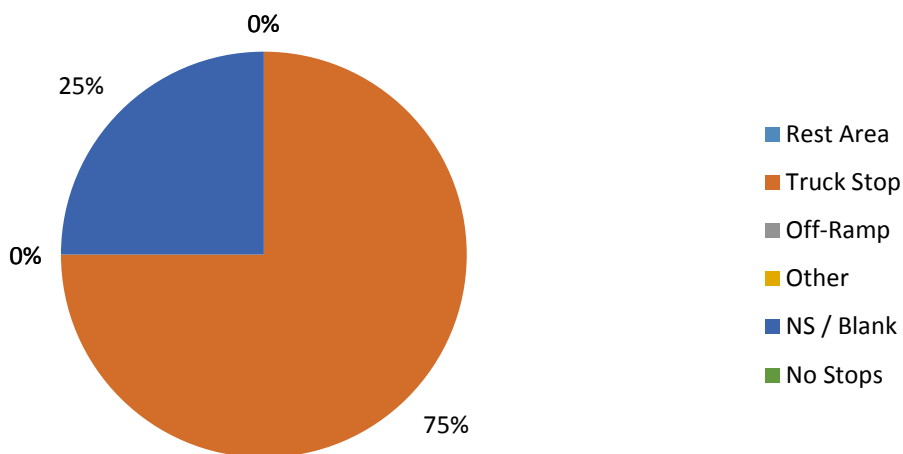


Question 13: When your drivers haul non-divisible DOT trip-permitted oversized/overweight loads, where do they most commonly park if they have to stop for a rest break while on the way to their delivery points?

Where OS/OW Loads Most Commonly Park for Rest Breaks

	<u>Count</u>	<u>Percent</u>
Rest Area	0	0%
Truck Stop	9	75%
Off-Ramp	0	0%
Other	0	0%
Not Sure or blank	3	25%
No Stops	0	0%
Total	12	100%

Where Drivers of OS/OW Loads Most Commonly Park for Rest Breaks



If you answered anything other than “Not Sure/Blank” or “Our OS/OW Loads Do Not Stop”, provide details or examples:

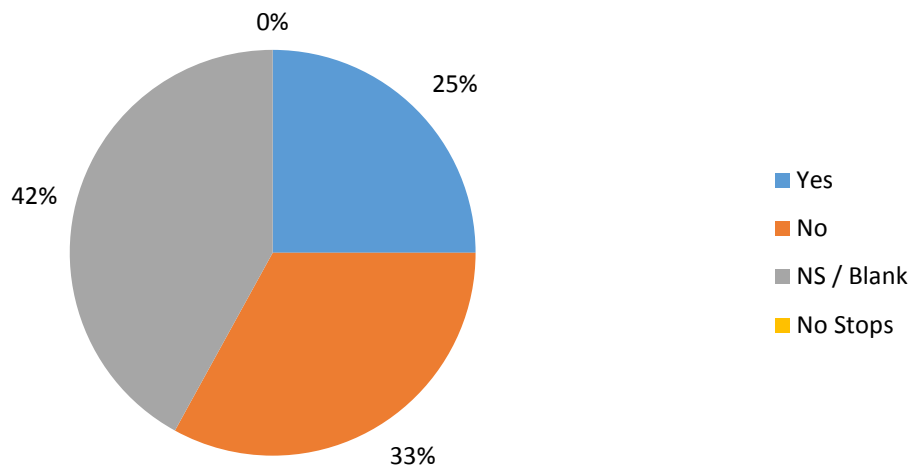
- | |
|---|
| <ul style="list-style-type: none"> ▪ With larger loads we park at the rest areas for easy in and out ▪ We stop all places. Sometimes State Patrol designates spot for us to park. |
|---|



Question 14: *For your company's DOT trip-permitted oversized/overweight loads, do you feel there is enough parking capacity in Wisconsin to safely accommodate them if they have to stop for a rest break while on the way to their delivery points?*

<i>Enough Parking Capacity for OS/OW Loads if Rest Break Needed</i>		
	<u>Count</u>	<u>Percent</u>
Yes	3	25%
No	4	33%
Not Sure or blank	5	42%
No Stops	0	0%
<i>Total</i>	12	100%

Sufficient Parking in WI to Accommodate OS/OW Loads for a Rest Break





Question 15: *In the space provided below, please express any other concerns you have related to truck parking at public rest areas in Wisconsin.*

<ul style="list-style-type: none"> There never seems to be enough safe parking spaces for trucks anywhere, including Wisconsin.
<ul style="list-style-type: none"> The newer rest areas are good and the older ones need to be updated. Rest areas should have certain areas restricted for o/d loads only and one hour after sunset make it ok for any trucks to park there if not being used. When being escorted by WI State Patrol we must meet a boarding states police we have no place at the state lines to park and must park miles away and if the other state has no police available we need to have the WI state police return another day for just a short distance and use up valuable state patrol time.
<ul style="list-style-type: none"> It becomes very difficult especially at night to find a place to park. Even the shoulders are full, which seems to be a bit dangerous entering and exiting the facilities.
<ul style="list-style-type: none"> We are a not-for-hire company, and send out 2-3 1-ton flatbed trucks to perform repairs on Great Lakes ships
<ul style="list-style-type: none"> Are trucks allowed to park at weigh stations?
<ul style="list-style-type: none"> The current DOT hours of service regulations does not allow much flexibility as to when drivers can stop for rest. This results in the majority of trucks seeking parking spots at the same time.
<ul style="list-style-type: none"> Most questions do not apply to us. We run short hauls. We are not OTR.
<ul style="list-style-type: none"> All runs are less than 3 hrs, and all runs are in state
<ul style="list-style-type: none"> Increase truck parking near major metro areas that will help with the congestion
<ul style="list-style-type: none"> Because we are Wisconsin based we don't use or require much public parking in Wisconsin. Other states come into play much more often. It would be nice for the other states to do a similar survey.
<ul style="list-style-type: none"> The truck parking, from my experience is not of a huge concern. We need more rest areas that promote some light exercise for drivers. The rest areas near mile marker 113, on I90/94/39 have are large and offer plenty of parking as well as walking paths. Those should be the models of what future rest areas will provide.
<ul style="list-style-type: none"> Why do they close all waysides on two lane roads in the winter? It would not cost that much to plow them out!
<ul style="list-style-type: none"> Why is the rest area, near Spooner on Hwy 53, not truck-accessible? It is a travesty that State money was given to this project, ten years ago, and there has still been no effort to upgrade this rest area. It is in the perfect location, between the Chetek and Superior rest areas, but trucks are still not permitted in this location.
<ul style="list-style-type: none"> Generally the rest areas have enough parking from 6 am to 9 pm. I don't think a rest area is the first choice for drivers for their 10 hr break.
<ul style="list-style-type: none"> Open up scales for overnight parking. Need to provide restrooms or outhouse.
<ul style="list-style-type: none"> Is there a website that lists all public parking areas for trucks in Wisconsin?
<ul style="list-style-type: none"> Approx. 22% of our miles are driven in WI. Approx. 10% of driver parking time is in WI

Appendix D: Truck Parking Demand Calculation

Memo

Date: Friday, January 15, 2016

Project: WisDOT Roadside Facilities Needs Study

To: File

From: Mike Forsberg, PE, PTOE

Subject: Truck Parking Demand Calculation

The memo documents the equation and assumptions used to calculate truck parking demand for the WisDOT Roadside Facilities Needs Study. Truck parking demand was used in the determination of system needs locations and the rest area evaluation.

The equation to calculate truck parking demand was based on a demand equation from the Federal Highway (FHWA) *Study of Adequacy of Commercial Truck Parking Facilities Technical Report* (Report #FHWA-RD-01-158, March 2002). The equation to calculate truck parking demand is shown below:

$$\text{Daily Truck Parking Demand} = \text{AADT} * \text{T\%} * \text{L/S} * \text{P}_{\text{avg}}$$

Daily Truck Parking Demand = Total number of truck parking hours per day

AADT = Average annual daily traffic on the roadway segment

T% = Percentage of trucks on the roadway segment

L = Length of the roadway segment

S = Average travel speed along the roadway segment

P_{avg} = Average parking duration per hour of travel

$$\text{AADT} * \text{T\%} * \text{L/S} = \text{Truck-hours traveled for a roadway segment}$$

The average parking duration can be replaced by the peak hour parking duration for the peak hour of truck parking (3-4 AM). The adjustment of average parking duration to peak hour parking duration is shown below:

$$\text{P}_{\text{peak}} = \text{P}_{\text{avg}} / \text{P}_d * \%T_s$$

P_{peak} = Percentage of trucks parking during the peak truck parking hour

P_d = Average parking duration per stop

%T_s = Percentage of truck stopping maneuvers occurring in the peak truck parking hour

The average parking duration per hour of travel, average parking duration per stop and percentage of truck stopping maneuvers occurring during the peak hour all vary between short-haul and long-haul trips. Assumptions on the values for these variables were obtained from a report developed by the Pennsylvania State Transportation Advisory Committee titled *Truck Parking in Pennsylvania* (December 2007). These assumptions and the calculation for the number of trucks parking during the peak truck parking hour are defined below:

- Assumed that 65% of truck segment trips are short-haul and 35% are long-haul
 - Exception is for segments adjacent to the Hurley and Marion rest areas where it is assumed that 95% of truck segment trips are short-haul and 5% are long-haul (based on direction from WisDOT). The Hurley and Marion rest areas are located in more remote areas where there are few long-haul truck trips.
- P_{avg} (short-haul) – 5 minutes parked per hour of travel (0.083 hours parked per hour of travel)
- P_d (short-haul) – 22 minutes per stop (0.367 hours per stop)
- $\%T_s$ (short-haul) – 2.11% of daily short-haul trip parking maneuvers occur during the peak truck parking hour
- P_{avg} (long-haul) – 1.725 hours parked per hour of travel
- P_d (long-haul) – 7.25 hours per stop
- $\%T_s$ (long-haul) – 45.35% of daily long-haul trip parking maneuvers occur during the peak truck parking hour

The percentage of trucks parking during the peak truck parking hour for roadway segments adjacent to rest areas (excluding segments adjacent to the Hurley and Marion rest areas) is calculated below:

$$P_{peak} = 65\% * [(0.083 / 0.367) * 2.11\%] + 35\% * [(1.725 / 7.25) * 45.35\%] = 0.0409$$

The percentage of trucks parking during the peak truck parking hour for roadway segments adjacent to the Hurley and Marion rest areas is calculated below:

$$P_{peak} = 95\% * [(0.083 / 0.367) * 2.11\%] + 5\% * [(1.725 / 7.25) * 45.35\%] = 0.0099$$

The percentage of trucks parking during the peak truck parking hour was then multiplied by the calculated truck-hours traveled for a given roadway segment.