

Statewide Rest Area and Service Plaza Study Connecticut



Description

Fitzgerald & Halliday, Inc. (FHI) has a large role on this 18-month system-wide study of Connecticut's rest areas and service plazas. The purpose of the study is to assist the Connecticut Department of Transportation in their goal to provide exemplary services to travelers at the state's rest areas and service plazas by improving the quality and image of these facilities. Issues include adequate facility coverage and capacity on all key corridors, provision of adequate truck parking capacity, increasing the opportunities for tourist information, enhancing the state's image to travelers, minimizing community and environmental impacts, and optimizing revenue to the state. The project team will develop a plan not only for the system as a whole, but also for improvements to individual facilities. FHI is spearheading the study's extensive public outreach program, working with a Steering Committee and an Advisory Committee as well as holding public informational and stakeholder meetings, conducting focus groups with truck and bus industry representatives, building and maintaining a project website, preparing a series of newsletters, writing articles for press coverage, and more. FHI also conducted a user survey at selected rest areas and service plazas to capture input from those travelers actually using the state's traveler facilities. FHI's role also calls for developing GIS mapping to ascertain locational needs, and will be a key participant in the development of a series of reports documenting study findings.

Client

Connecticut Department of Transportation

