



Virginia Department of Transportation

Safety Rest Area/Welcome Center Program



Safety Rest Area/Welcome Center Trivia

How many Safety Rest Areas and Welcome Centers does VDOT maintain?



Where was the first Virginia rest area?

What Virginia Safety Rest area was christened by a First Lady?

Simply The Best! (Kinda)



**I-64 rest stop voted
among best public
restrooms in U.S.,
survey says**

I-64 New Kent Safety Rest Area 10th Best in The Country

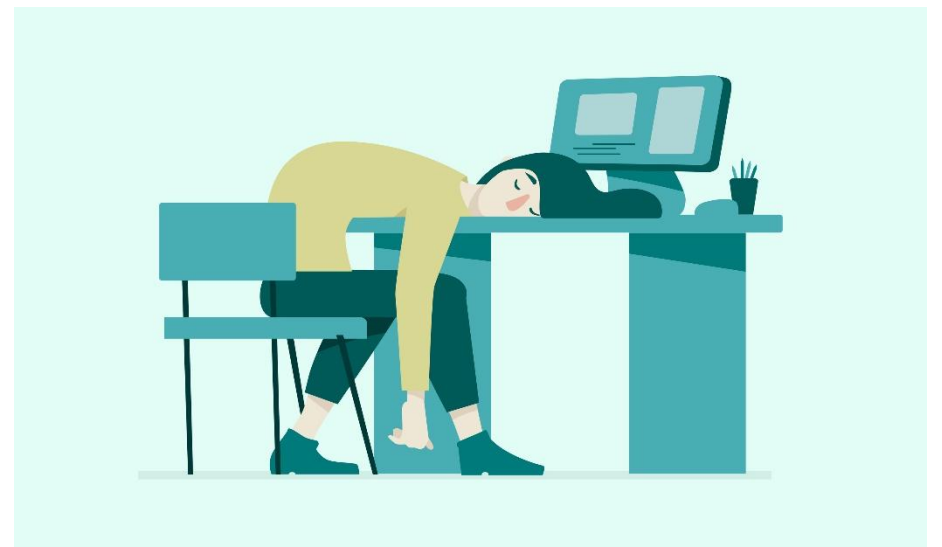
- In a 2025 survey the I-64 Eastbound New Kent Safety Rest Area was voted among the best in the country.
- 3017 drivers were surveyed to identify the nations best safety rest areas.
- One traveler stated “it’s a little piece of polished rest area perfection.
- Two other VDOT safety rest area locations were also in the top 100.
- In comparison there are 1,840 rest areas along U.S. interstate highways.

How Did Our Safety Rest Areas Become So Popular?



Interstate Travelers and Driver Fatigue

- **Approximately 20% of all motor vehicle accidents in the U.S. are estimated to be caused by driver fatigue**
- **Some studies suggest a slightly lower figure, around 17% for fatal crashes.**



Safety Rest Areas Reduce Fatigue

How do safety rest areas address driver fatigue?

- 1. Provide a place to rest.**
- 2. Encourage alertness.**
- 3. Reduce the need for unsafe stops.**
- 4. Support long-haul drivers**
- 5. The presence of safety rest areas can lead to a reduction in fatigue related crashes.**

VDOT Highway System-Third Largest In The Country

- **VDOT Operates the third largest state-maintained highway system just behind North Carolina and Texas**
- **There are 1,119 interstate miles that connect states and major cities.**

Traveler Safety and Service Commitment



- There are 43 Safety Rest Areas and 11 Welcome Centers Statewide
- Vending services
- Pet friendly facilities
- Picnic areas with grills
- Clean restroom facilities
- Staff located at each site
- Lighted park settings
- Tourism/traveler related services

Safety Rest Area Facilities

- VDOT Safety Rest Areas Serve 37 million visitors a year.
- Our larger sites may have over 6000 visitors a day during peak travel times.



Safety Rest Areas Are Open & Staffed 24 Hours Every Day



Safety Rest Area Program Team



Allen Campbell, Program Manager



Randy Jones, Contract Analyst



Suzanne Lucas, Contract Analyst



Russell Boyance & Bill Watson. Facility Inspection Team

Safety Rest Area Program's Core Responsibilities

1. The 24-hour operations of 43 Safety Rest Area location.
2. Asset Management, managing and controlling the lifecycle of assets to maximize their value while maintaining an acceptable level of risk.
3. Capital Outlay Program that focuses developing and implementing construction either new facilities or make significant long-term improvements to existing facilities.
4. Environmental management, supporting environmental policy and overall goal of insuring there is no negative impact and assure compliance with federal, state. And local envirometal regulations.

Safety Rest Area Program Partners

- *VDOT Safety Rest Areas are an integral part of safe roadway travel by offering traveler information and enhancements to the tourism and travel industry of Virginia.*
- *Some locations can serve up to 4,000 travelers a day. To ensure the best experience for the travelers, VDOT partners with other agencies and contractors*
- **Property Management Contract.** In 2025 VDOT awarded four separate property management contracts. The four locations are; Richmond Region, NOVA Region, Staunton/Culpepper Region and the Salem/Bristol Region. The Property Management Contract provides qualified and experienced property and facility maintenance and repairs to facilities, water and/or wastewater, and emergency back-up power supply Generator Systems to support the 24-hour operations and services of Safety Rest Areas. A staff of over 400 people cover all 43 locations.
- **The Virginia Tourism Corporation (VTC)** provides staffing, professional tourism and travel counselors and related services for the 11 Welcome Centers via an interagency partnership agreement between VTC and VDOT.
- **Virginia State Police** has an interagency agreement with Virginia State Police for satellite offices whereas VDOT provides space for Troopers to perform duties at several VDOT sites.
- **Department for the Blind and Vision Impaired Department (DBVI)** handles all the vending services for all the safety rest areas.

Outreach Partnering With Other Agencies



Safety Rest Areas Promote Safety



REDUCE YOUR SPEED WHEN THERE'S A NEED

Variable speed limits between 35 mph and 65-70 mph are in place and will be adjusted based on real-time traffic conditions ahead.

VARIABLE
SPEED LIMITS
AHEAD

STAY
ALERT

**BETWEEN EXITS 110 - 130
BEFORE FREDERICKSBURG**

Speed limits will vary based on travel conditions ahead.



VDOT



Virginia Is For Lovers

A welcome site at the edge of Virginia

📅 May 09, 2025, 12:00 AM

📍 [Virginia travel guide](#)



Building Space

The facilities are home to over 162,100 square feet of building space with the average facility age being 39 years old. Some sites were established in 1965.



Building Space



Safety Rest Area Pavement State Wide

- There are 5.7 million square feet of pavement, equivalent to 90 lane miles of roadway.
- 2,232 car parking spaces.
- 148 handicap spaces.

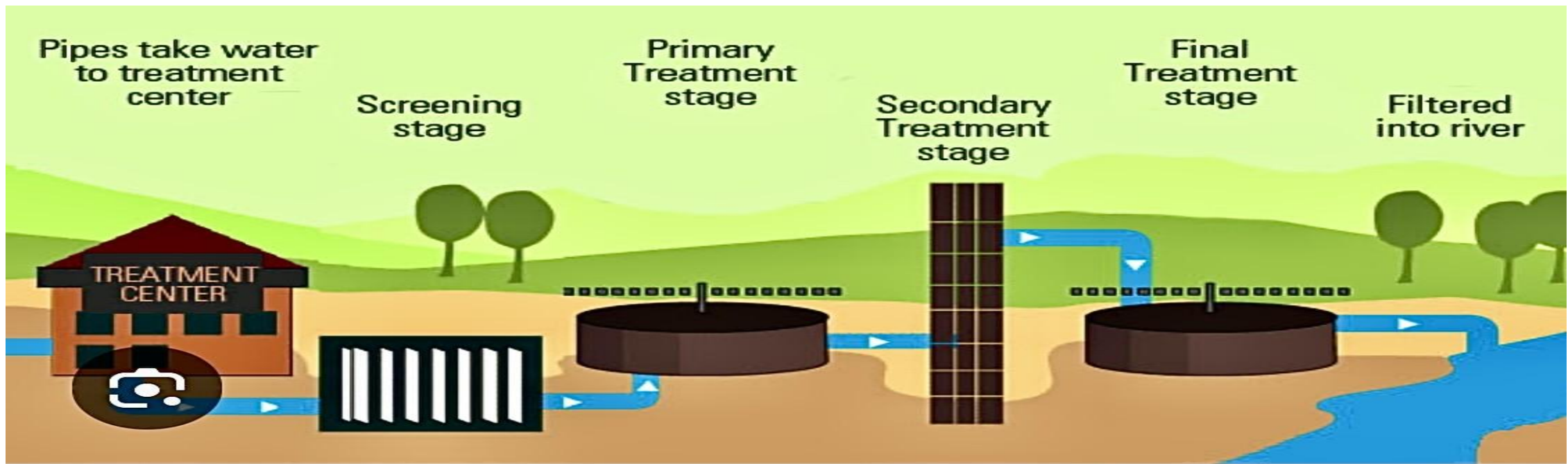


Over 700 Safety Rest Area Truck Parking Spaces



Wastewater Treatment Systems

- VDOT owns nine wastewater treatment systems.
- The systems require an operation & discharge permit through DEQ
- The permit requires a monthly discharge monitoring report



Well Water Treatment Systems

- VDOT owns twelve water treatment systems.
- The water systems are permitted through Virginia Department of Health (VDH).



Listening to Our Customers

- Travelers have an opportunity to provide VDOT feedback and scoring of the SRA's and Welcome Centers.
- Feedback options can be provided through QR codes posted at each site.



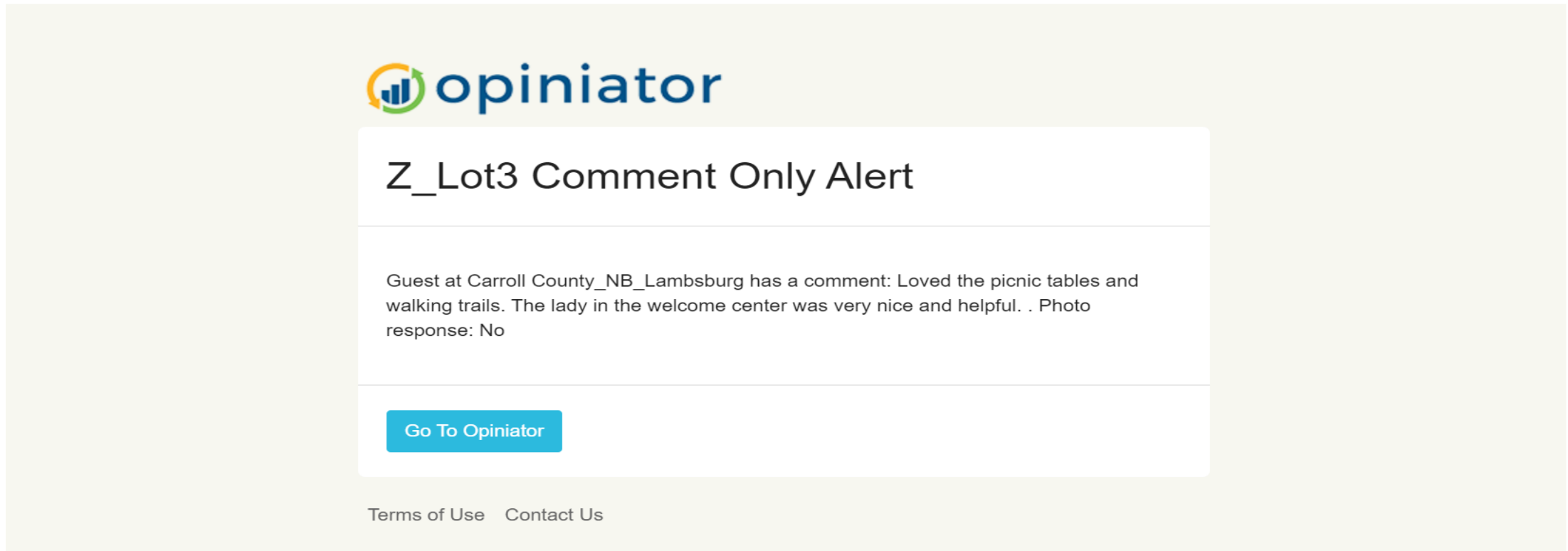
: Lot 3_Carroll County_NB_Lambsburg Follow Up Alert


Guest at Carroll County_NB_Lambsburg wants a Follow Up. Comment (if any): Everything is Stunning 😍 . (not available). Name (if any): Vivekp93@icloud.com. (not available). Photo response: YesSurvey Photo Url(s) : <https://bit.ly/4nMoplr>
To close this alert, reply with your comment.
[Alert Id: 11184295].

Go To Opiniator

Opiniator – Email Notification

- Traveler input is circulated through email notifications and data is stored in Opiniator.
- Traveler can request a call or email response for a follow up.



 **opiniator**

Z_Lot3 Comment Only Alert

Guest at Carroll County_NB_Lambsburg has a comment: Loved the picnic tables and walking trails. The lady in the welcome center was very nice and helpful. . Photo response: No

[Go To Opiniator](#)

[Terms of Use](#) [Contact Us](#)

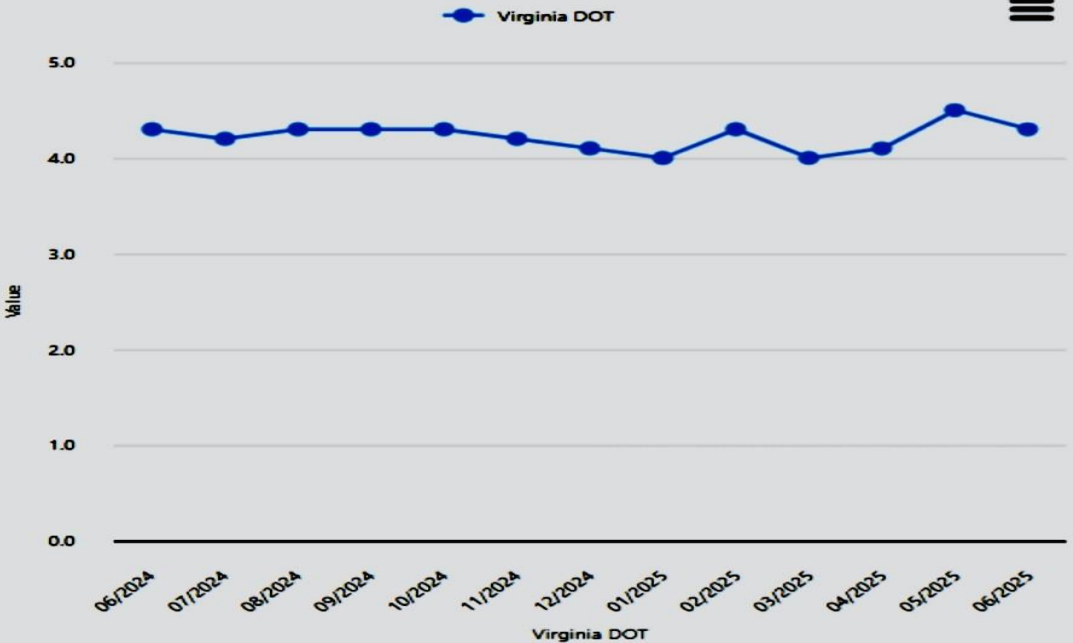
Safety Rest Area Overall Survey Rating

Please rate our facility cleanliness. (5-Excellent, 4-Good, 3-Average, 2-Fair, 1-Poor, 0-N/A)

06-01-2024 - 06-01-2025

Average: Virginia DOT: 4.3

Day Week **Month**

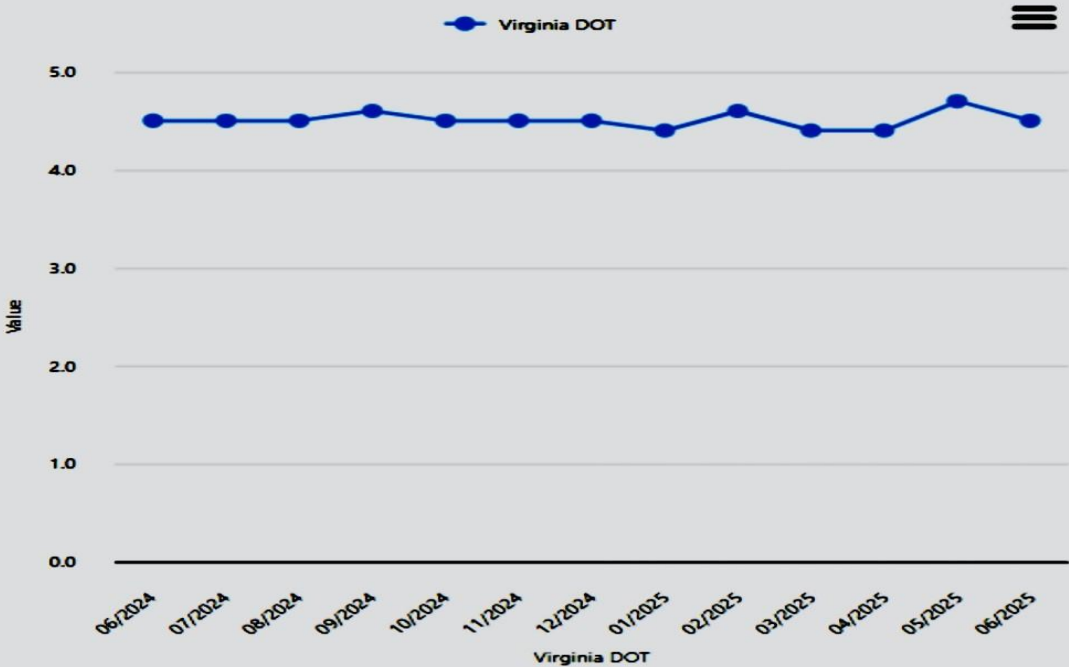


Overall how safe did you feel during your most recent visit? (5-Very safe, 4-Somewhat safe, 3-Did not think about it, 2-Somewhat unsafe, 1-Very unsafe)

06-01-2024 - 06-01-2025

Average: Virginia DOT: 4.5

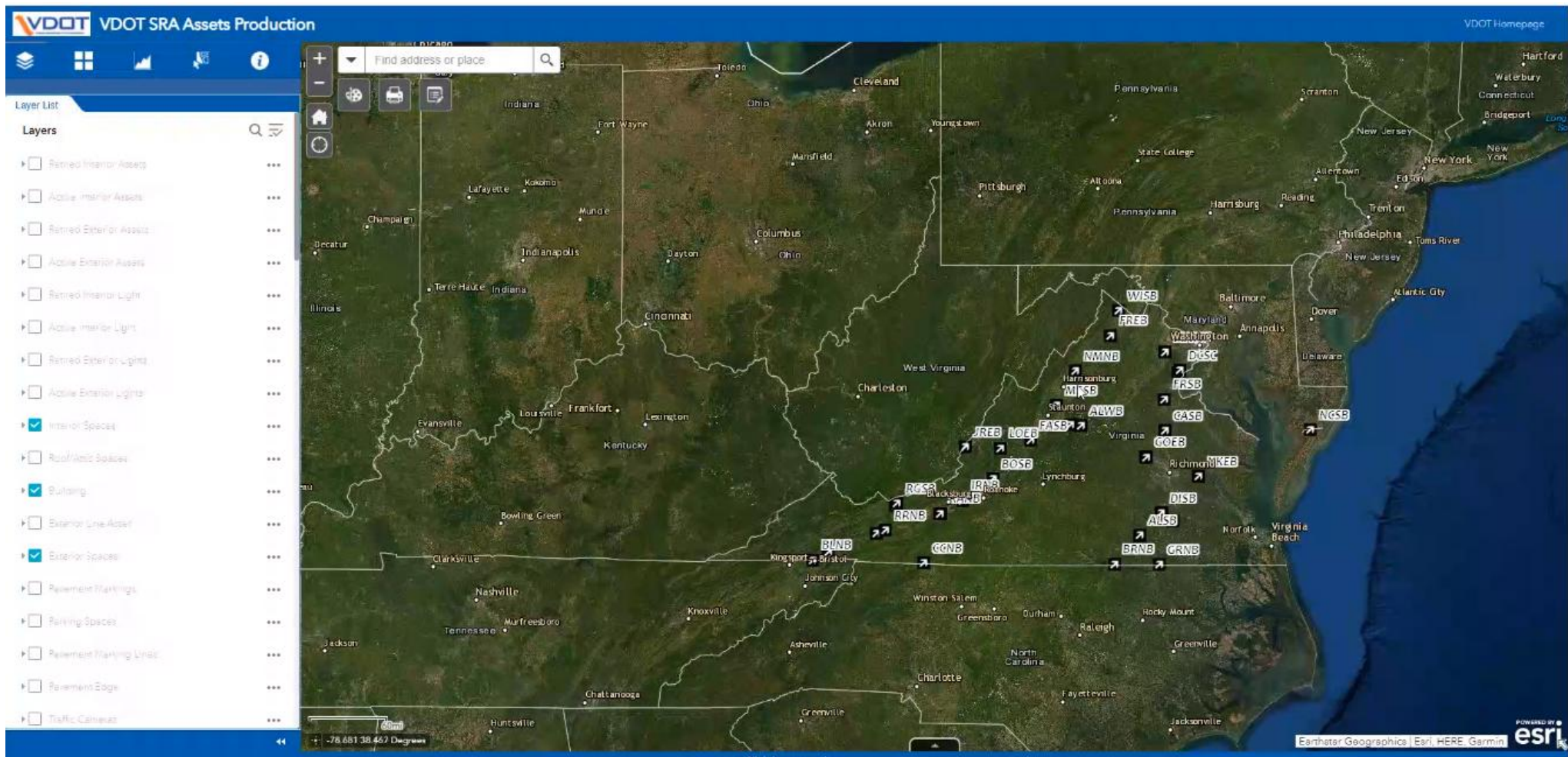
Day Week **Month**



Tracking Asset Inventory and Inspections

- Safety Rest Area Program began work to develop an inventory data collection system in the Fall of 2016.
- Field data collection was done using Collector & GPS coordinates.
- Data conversion of SRA CAD files created maps within ArcGIS Online.
- Survey 123 created a geospatial based inspection form to replace the current inspection form.
- March 2017 the data collection was finalized & data was migrated to VDOT AGOL.
- Training of Administrators & VDOT authorized users was performed.
- Test inspections were performed in the Winter of 2017-18.
- The system went live in April 2018

ArGIS Online Map View



Interior and Exterior Assets Examples

Layer List	
FE	Fire Extinguisher
F	Fire Sprinkler System
FS	Fire Strobe
FS	Fire Suppression System
FP	Flag Pole
F	Furnace
G	Gate
GE	General Electrical
GH	General HVAC
GM	General Mechanical
GP	General Plumbing
GN	Generator
G	Grill
HD	Hand Dryer
H	Hand Sanitizer
HM	Historical Marker
I	Info Panel
IR	Irrigation
L	License Plate Reader
M	Mailbox
M	Mop Sink
N	New
OD	Odor Deodorizer
PT	Paper Towel Holder
P	Pay Phone
P	Phone
PS	Picnic Shelter
PT	Picnic Table
P	Playground
R	Recycling Container
S	Security Camera
SS	Security Camera System
SD	Sign - Danger
SI	Sign - Info
SW	Sign - Warning
S	Sink
S	Smoker's Receptacle
ST	Stall
TA	Table
TV	Television
TA	Temporary Asset
T	Toilet



Inspection Report Scoring and Weighting Factors

5. Sidewalks, Paths, and Handrails	X		
6. Sewer Lines, Drains, Water Lines, Faucets, Hydrants, and Fountains	X		
7. Exterior lights		X	See appendix
8. Electrical Systems	X		
9. Trash Receptacles and Recycle Containers	X		
10. Signage	X		
11. Litter and vegetative debris	X		
12. Landscaped Areas; Ornamental Plants, Shrubs and Trees	X		
13. Pedestrian Grassed Areas	X		
14. Retaining Walls and Fencing	X		
15. Shelters and Kiosks, Picnic Tables and Benches, Playgrounds and other site amenities	X		
16. Grills	X		
17. Non-Pedestrian Vegetated Areas, Forested Areas and detention & bio-retention areas	X		

Grounds Comments: None

TOTAL # PASS / # GROUPS INSPECTED X 25 = GROUNDS SCORE 23.53

V. PERSONNEL AND ADMINISTRATION:		Weighting Factor: 20	
1. Safety, Environment, Permits, Other Assets and Items	X		
2. Documentation	X		
3. Project Management, Supervisors, and Attendants	X		

Administration Comments: None

TOTAL # PASS / # GROUPS INSPECTED X 20 = ADMINISTRATION SCORE 20.00

Overall Report Comments: Note - DBI Self Inspection completed on 09/11/2020.

TOTAL OF SCORES FROM CATEGORY I., II., III., IV., AND V. = VDOT MONTHLY INSPECTION
TOTAL SCORE: 98.53

IV. GROUNDS:		Weighting Factor: 25	
1. Paved Areas, Driveways, Access Roads and Shoulders	X		
2. Striping	X		
3. Guardrail	X		
4. Drainage and Storm water Structures and Curb	X		
5. Sidewalks, Paths, and Handrails	X		
6. Sewer Lines, Drains, Water Lines, Faucets, Hydrants, and Fountains	X		
7. Exterior lights		X	See appendix
8. Electrical Systems	X		
9. Trash Receptacles and Recycle Containers	X		
10. Signage	X		
11. Litter and vegetative debris	X		
12. Landscaped Areas; Ornamental Plants, Shrubs and Trees	X		
13. Pedestrian Grassed Areas	X		
14. Retaining Walls and Fencing	X		
15. Shelters and Kiosks, Picnic Tables and Benches, Playgrounds and other site amenities	X		
16. Grills	X		
17. Non-Pedestrian Vegetated Areas, Forested Areas and detention & bio-retention areas	X		

Insight – Work Orders

- As part of the SRA/WC Maintenance contract, the contractor identifies safety and inoperable asset issues.
- Once identified, work orders are entered into Insight. This system issues a work order number whereas all notes and VDOT authorizations are tracked for historical and invoicing purposes.



+ New Work Order

Board

Map

Table

Plans

Open	Assigned	Closed	Pending
0	26	10	0

ID	Status
Weekly Inspection Weekly Inspection # 449640	Closed 2025-07-11
Light in front of W3 is out Maintenance # 449419	Closed 2025-07-10
8ft Light Bulbs & M175/U Maintenance # 449361	Assigned 2025-07-09
Ever pole #34 Needs Head Piece Put Back	

Show History

Detailed View

New Work Order

Table Data

Leaflet | © OpenStreetMap contributors

F I L T E R S

Insight Work Order System Filters

The screenshot displays the TPC Insight Work Order System interface. The main area is a Kanban board with four columns: Open, Assigned (398), Closed (360), and Pending (26). Each column contains work order cards with details such as title, work type, rest area, lot number, crew, and start/update times. The right-hand side features a filter panel with sections for ID Lookup, Search Types, and Filters. The filter panel includes a search bar for Work Order #, search type buttons (Active, Timeliness, On Hold, Date Range, Fields), and filter options for Due Date (Any, Overdue, Missing Data, One Week, Two Weeks, Long Term) and Work Type (Emergency, Incident, Inspection, Maintenance, Major, Minor).

Safety Rest Area Program – What's Next



Safety Rest Areas For Individuals of All abilities



Adult Changing Table, New Kent Safety Rest Area

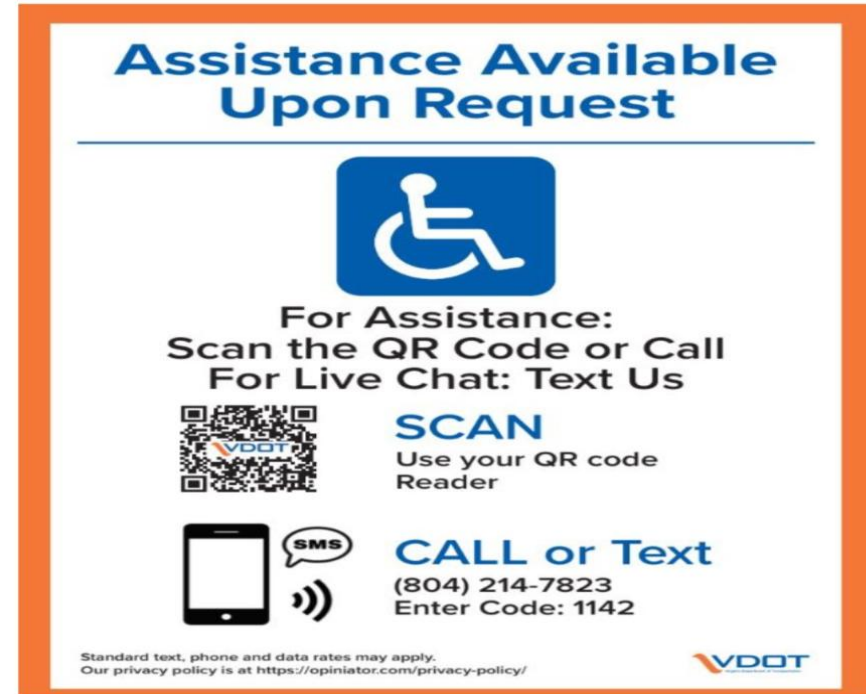


Safety Rest Area ADA Assistance Pilot Program


- VDOT has installed ADA Assistance signs at a few of its the Safety Rest Areas with contact information so travelers with disabilities and their families may use to request immediate assistance.
- People may scan a VDOT branded QR Code or call a designated phone # to send notifications to alert the staff to respond in person for assistance or they may text to the SRA designated phone # to submit a chat to anonymously communicate back and forth with the specific Safety Rest Area for assistance through chat and receive help from the staff.

ADA Pilot locations


- I-95 Northbound Caroline
- I-95 Southbound Caroline Safety Rest Area
- I-85 Southbound Dinwiddie Safety Rest Area
- I-81 Northbound Ironto Safety Rest Area
- I-64 Eastbound New Kent Safety Rest Area
- I-64 Westbound New Kent Safety Rest Area




**Assistance Available
Upon Request**




**For Assistance:
Scan the QR Code or Call
For Live Chat: Text Us**

 **SCAN**
Use your QR code
Reader

 **CALL or Text**
(804) 214-7823
Enter Code: 1142

Standard text, phone and data rates may apply.
Our privacy policy is at <https://opiniator.com/privacy-policy/>



Pollinator and Natural Habitat

Continuing partnering with VDOT State Roadside Management Team to develop designated Pollinator and Natural Habitat sites at selected Safety Rest Areas and Welcome Centers.



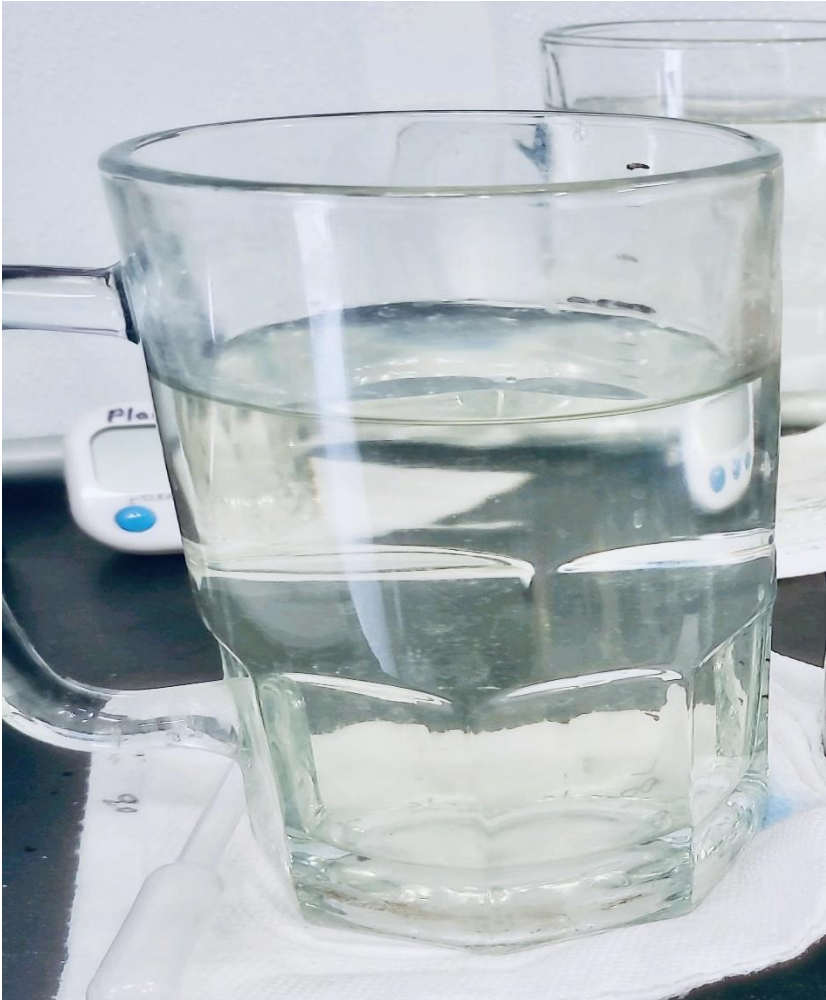
Water & Wastewater Treatment System Innovations



Albemarle Safety Rest Area New Wastewater Treatment



Albemarle Safety Rest Area New Wastewater Treatment



Albemarle Safety Rest Area New Wastewater Treatment

- **VDOT Maintenance Division has historically endeavored to operate the I-64 Eastbound and Westbound Albemarle Safety Rest Area wastewater facilities to minimize environmental impacts.**
- **Built in 1979, both sites were previously equipped with recycle facilities which were mineral oil based. This zero-discharged system was in place to protect the local watersheds serving as the drinking source for Charlottesville and Albemarle County.**
- **As the infrastructure aged, and surpassed its life cycle, it was necessary to replace the treatment facilities. To assure VDOT continued to be a steward of the environment, advanced reuse and recycle systems were installed.**
- **The facilities installed minimize impact to the water supply facilities at each site. The water derived from onsite wells is used to infrequently replenish a portion of the recycle and reuse system. The water is treated and reused for flushing toilets.**
- **The systems, the only two used in the Commonwealth, are operated to provide significant benefits including minimizing impact on the local groundwater system, assuring health and safety of approximately 700,000 annual users by providing a highly treated water for toilet flushing and minimizing environmental impact by conserving resources and minimizing potential environmental impacts.**

Safety Rest Area Trivia Questions

1. How many Safety Rest Areas and Welcome Centers does VDOT maintain? 43/11
2. What Virginia Safety Rest area was christened by a First Lady? Which one, by whom & what year? Dale City South Car Rest Area on I-95 SBL MM 155, by Lady Bird Johnson in 1965
3. Where was the first Virginia Safety Rest Area? 1964 -
Greensville/Skipppers on I-95 NBL MM 1

**Thank
You**

