

2021 Florida Resident Satisfaction Survey

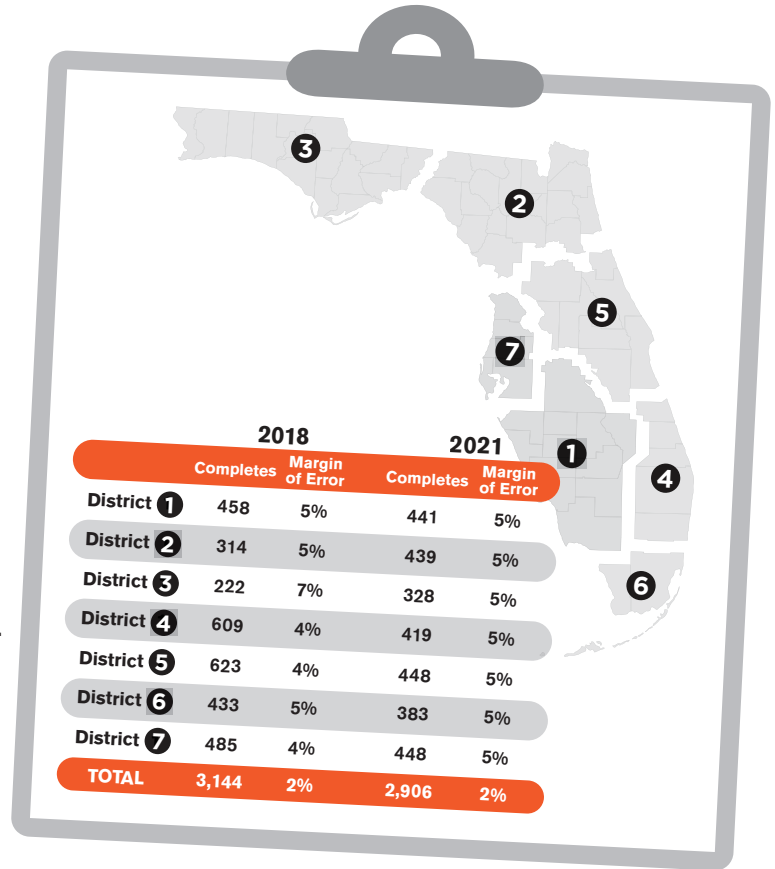
ABOUT THE SURVEY

The Florida Department of Transportation (FDOT) conducts statewide surveys to better understand Florida residents' satisfaction with transportation services, and to measure attitudes and opinions about emerging technologies and mobility options. Resident satisfaction surveys have been conducted in 2021 and 2018 to allow FDOT to monitor trends on preferences and behaviors over time.

SURVEY ADMINISTRATION

Similar to the 2018 survey, the 2021 survey was conducted entirely online to full-time and part-time residents of Florida. The survey was administered across the seven FDOT districts to adult Florida residents who had traveled on State Roads within the last 12 months. In 2021, each district has a margin of error of 5% and total margin of error of 2%.

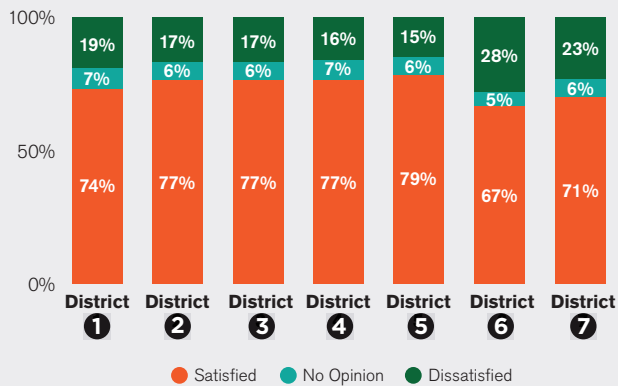
The survey data were first weighted to reflect district-level distributions of age, income, and gender, and then the data were weighted to reflect the distribution of Florida's population across the seven FDOT districts.



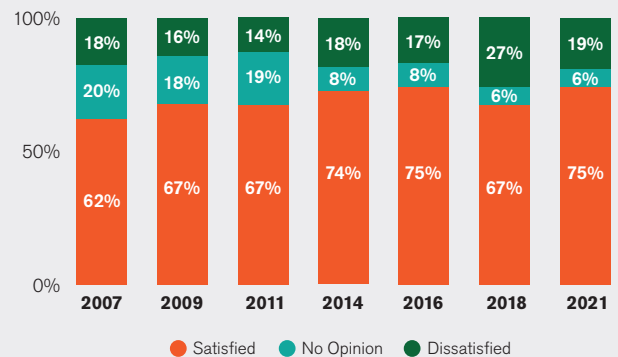
OVERALL SATISFACTION

2021 OVERALL SATISFACTION BY DISTRICT

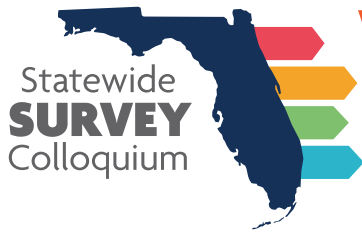
Respondents from District 5 were the most satisfied with the overall FDOT transportation system, whereas respondents from District 6 were the least satisfied.



OVERALL SATISFACTION BY YEAR



Respondents were asked about their satisfaction with the overall transportation system provided by FDOT. This question has been asked in studies starting in 2007 and the results can be compared up to this survey. Overall satisfaction in 2021 is the highest measured when compared to past studies.

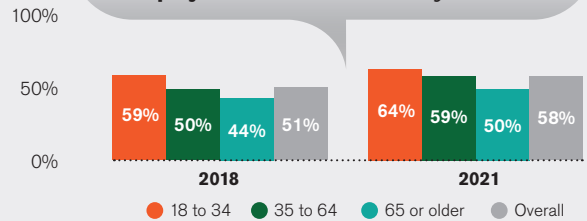


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E-COMMERCE

Physical trips to stores have been replaced by online shopping, a trend that has accelerated; 51% of respondents stated they have reduced their number of shopping trips in 2018 compared to 58% of respondents stating they have reduced their number of shopping trips in 2021.

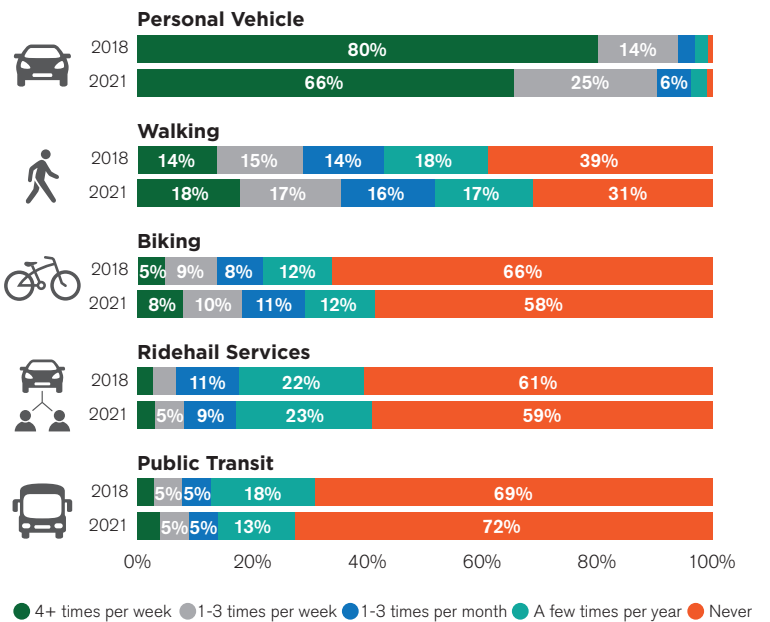
"Online retail has reduced the number of trips I make to stores or physical businesses." by Year



TRAVEL MODE

Unsurprisingly, in 2018 and 2021, personal vehicles were by far the most frequently used form of transportation among respondents. In 2021, 66% of respondents indicated that they use their personal vehicle four or more times per week, a 14% decrease from respondents using their personal vehicle 4 or more times per week in 2018, a finding that speaks to the unprecedented events of 2020 and 2021. Other commonly used modes of transportation include walking and biking. Approximately seven in ten respondents (69%) indicated that they walk and one in four respondents (42%) indicated that they bike at least a few times per year. The frequency in walking and biking both increased from 2018 to 2021.

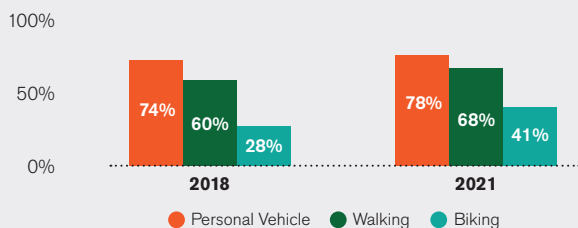
MODE FREQUENCY BY YEAR



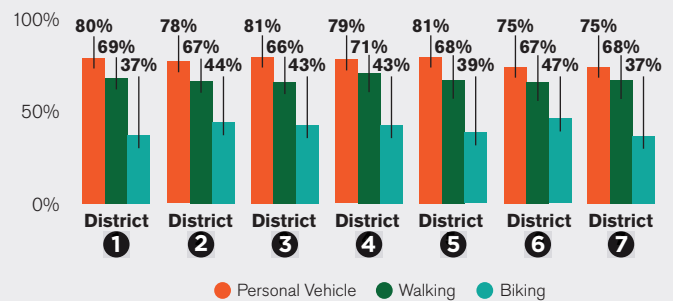
SAFETY

PERCENT SATISFIED WITH SAFETY BY MODE

The majority of respondents feel safe on state roads while driving or walking, but less than half of respondents who use bicycles on state roads feel safe while using a bicycle on state roads. Perceptions of safety for walking and biking increased significantly between 2018 and 2021, perhaps as more Floridians stayed closer to home and had more opportunity to use these facilities.



2021 PERCENT SATISFIED WITH SAFETY ON STATE ROADS BY DISTRICT



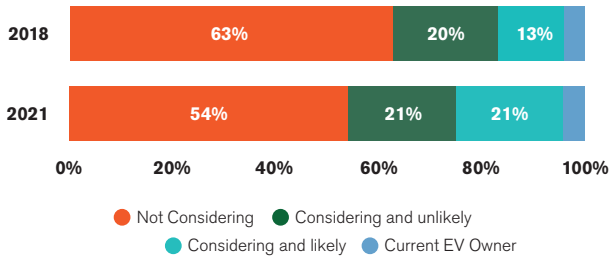
Within each district, respondents feel safest when using a personal vehicle on a state road and least safe when using a bicycle on state roads. Perception of safety, however, has increased since 2018.



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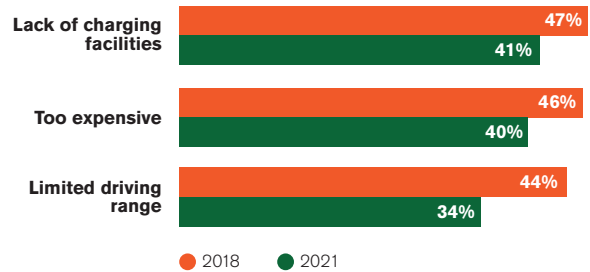
ELECTRIC VEHICLES

ARE YOU CONSIDERING AN ELECTRIC VEHICLE PURCHASE?



Florida residents are warming up to the idea of electric vehicles. Since 2018, there's been a substantial increase of residents who are considering purchasing an electric vehicle. In 2021, 21% of respondents stated that they have considered purchasing a fully electric vehicle and may purchase one in the next few years compared to 13% of respondents in 2018.

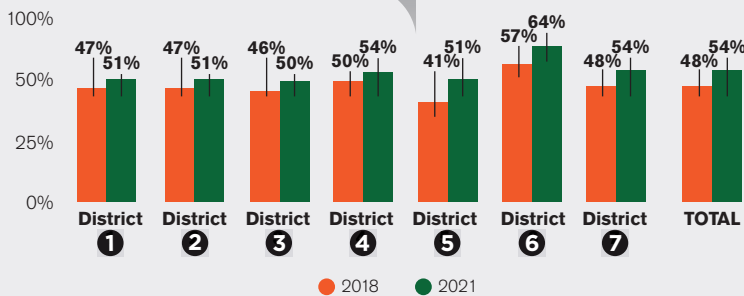
TOP 3 CONCERNS WITH ELECTRIC VEHICLES BY YEAR



Concerns about electric vehicles are shifting as these technologies improve and become more integrated in daily life. The three most common concerns among respondents were the lack of charging facilities, the vehicles' cost, and the limited driving range, which all had large drops in the level of concern expressed. Additionally, there was a 3% increase in the percentage of respondents who reported no concerns with electric vehicles from the 2018 survey to the 2021 survey.

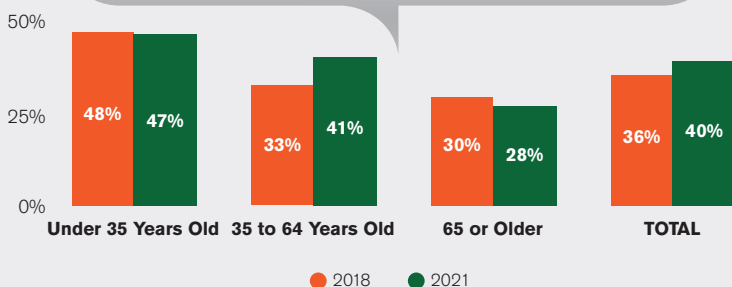
EMERGING TECHNOLOGY

"Self-driving vehicles will become successful mainstream vehicles in the future" by District



When compared to the 2018 survey, a larger proportion of respondents in the 2021 survey agreed that self-driving vehicles will become successful mainstream vehicles in the future. Respondents from District 6 showed the most agreement that self-driving cars will become successful mainstream vehicles in the future.

"Self-driving cars will lead to fewer crashes" by Age



A larger proportion of respondents in the 2021 survey agreed that self-driving cars will lead to fewer crashes when compared to the 2018 survey. Respondents' age influenced their agreement that self-driving cars will lead to fewer crashes. Approximately half of respondents younger than 35 years old agreed that self-driving cars will lead to fewer crashes, whereas, only one-third of respondents 65 or older agreed with this statement.



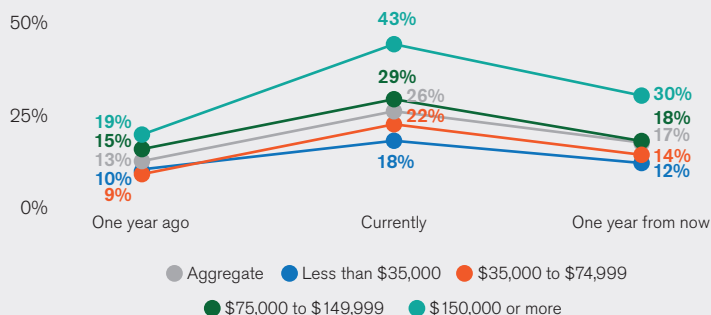
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CHANGES TO REMOTE WORK

Respondents were asked the number of days per week they worked and commuted to work in January 2020, the past seven days (Spring 2021), and their expectations one year from now (Spring 2022). In January 2020, 13% of all workdays were accomplished without a commute. During the Spring of 2021, the proportion of workdays without a commute approximately doubled to 27%, and respondents indicated that the proportion of workdays without a commute one year from now will be 17%. District 7 had the highest predicted percent increase in workdays without a commute, whereas, District 5 has the lowest predicted percent increase in workdays without a commute. This shows there may be durable but localized changes to commuting patterns following the events of 2020 and 2021.

	JAN 2020	SPRING 2022	CHANGE in %
District 1	12%	15%	+3%
District 2	13%	16%	+3%
District 3	11%	16%	+5%
District 4	15%	18%	+3%
District 5	12%	13%	+1%
District 6	14%	19%	+5%
District 7	12%	22%	+10%
OVERALL	13%	17%	+4%

PERCENTAGE OF WORKDAYS WITHOUT A COMMUTE BY HOUSEHOLD INCOME



Respondents' household income affected the percentage of workdays without a commute. Respondents who reported a higher income currently have more workdays without a commute compared to respondents with lower incomes. Higher income respondents are expecting to spend more days working from home in the future.

The survey also asked opinions about signage, road markings, bicycle lanes, sidewalks, travel, traffic and roadsides on State Roads; travel purposes; opinions about shared transportation, planning for safety and resiliency from storms and other extreme events; and demographic questions.

For more results from the 2021 Residential Satisfaction Survey please visit <https://www.fdot.gov/planning/survey>

If you have any questions contact Jessica VanDenBogaert at jessica.vandenbogaert@dot.state.fl.us