

Customer Survey of Older Floridians

**Final Report to the
Florida Department of Transportation**

*March 1, 2001
Contract: BC352 RPWO #8*

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Satisfaction Survey of Older Floridians	1
Part 1	
Ability to See Key Signing and Road Markings	4
Part 2	
Construction Zone Experience on the State Highway System	5
Part 3	
Travel on the State Highway System	7
Part 4	
Public Transportation	9
Part 5	
Overall Satisfaction with the State Highway System	10

Appendices

- A. Methodology for Customer Survey of Older Floridians**
- B. Survey Frequencies**

Customer Survey of Older Floridians

Final Report to the Florida Department of Transportation

The elder population comprises one group of customers the Florida Department of Transportation (FDOT) serves. Through a series of focus groups and discussions, FDOT developed a mail survey instrument to ascertain the level of satisfaction of older Floridians in a number of important areas:

1. How well a driver is able to see key signing and road markings
2. Experiences in the State Highway System construction zones
3. Travel on the State Highway System within the community
4. Public transportation in the area
5. Overall satisfaction with various aspects of the State Highway System.

Beginning in November, the Florida State University Survey Research Laboratory undertook a survey of older Floridians identified by FDOT through a list provided by Florida's Department of Elder Affairs.

Satisfaction Survey of Older Floridians

The customer satisfaction survey of older Floridians relied on a mail strategy with follow-up. The newsletter mailing list from Department of Elder Affairs contained over 75,000 addresses. Survey instruments were mailed to a random sample of 1,100 Floridians from this list. Of the 1,100 households contacted, 40 percent (447) responded to the customer satisfaction survey. Table 1 below summarizes the survey. Appendix A contains more detailed information about the contact and response.

Table 1. Floridian Elders Responding to Satisfaction Survey

Type of Outcome	Percent of Responses	Number of Responses
Completed Survey	40%	447
Non-completions	60%	653

Demographic Characteristics of Respondents

Respondents were asked a number of standard demographic questions. In addition, they were asked to list the county in which they lived, the types of vehicles they used for travel, and the number of years they have driven in Florida.

General Characteristics of Respondents. The respondents were asked to indicate their age, gender, race/ ethnicity, and number of years they have driven in Florida. Detailed information about these characteristics can be found in Appendix B. The respondents can be characterized as:

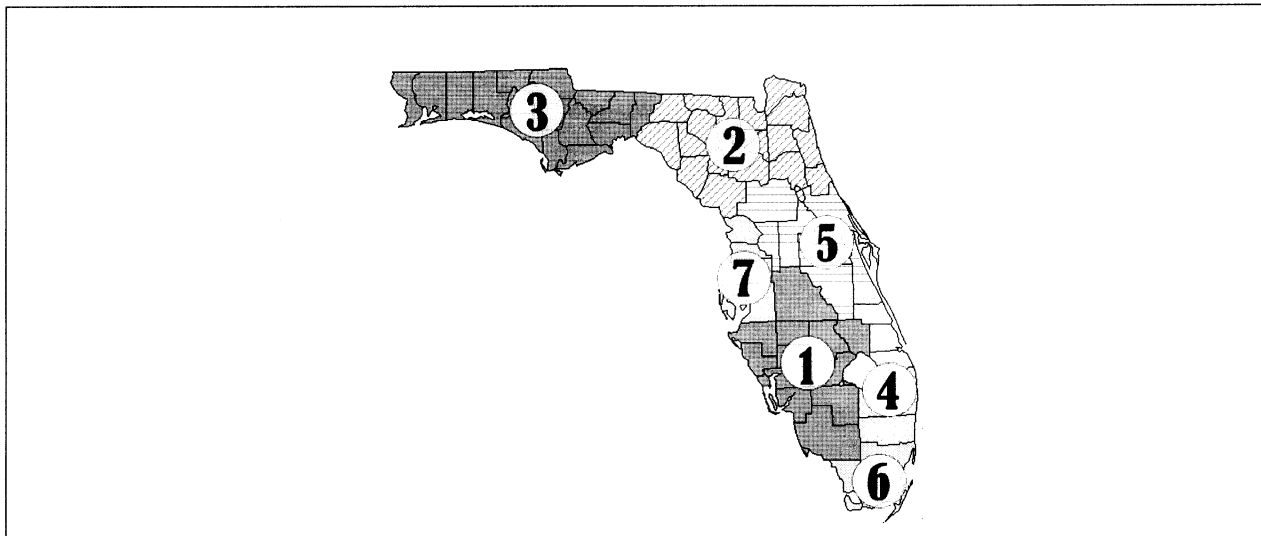
- 65 years old and older (83%)
- Evenly split between males (48%) and females (52%)
- White (96%)
- Driving in Florida an average of 27 years

Cars are the most typical mode for travel in Florida. When asked about the type of vehicle used for travel in Florida, 87% reported using cars or vans. Few reported using public transportation as the mode for travel in Florida.

Only half of the respondents identified alternative travel modes they used during the last 12 months. Of the 219 respondents using alternative modes of travel, walking (45%) and using carpools (16%) were reported most frequently.

District Breakdowns. Figure 1 displays the location of the Florida Department of Transportation seven districts and indicates the distribution of survey respondents.

Figure 1. FDOT Districts



Responses to Satisfaction Survey by Floridian Elders

District	Counties	Percent Responding (n=447)
1	Charlotte, Collier, De Soto, Glades, Hardee, Hendry, Highlands, Lee, Manatee, Okeechobee, Polk, Sarasota	14%
2	Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Gilchrist, Hamilton, Lafayette, Levy, Madison, Nassau, Putnam, St. Johns, Suwannee, Taylor, Union	6%
3	Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Okaloosa, Santa Rosa, Wakulla, Walton, Washington	7%
4	Broward, Indian River, Martin, Palm Beach, St. Lucie	16%
5	Brevard, Flagler, Lake, Marion, Orange, Osceola, Seminole, Sumter, Volusia	30%
6	Miami-Dade, Monroe	4%
7	Citrus, Hernando, Hillsborough, Pasco, Pinellas	18%

Part 1
Ability to See Key Signing and Road Markings

The survey asked respondents to rate a series of items assessing road markings and signs on the State Highway System.

Older Floridians generally agree that key signing and road markings are visible. As noted in Table 2 below, older Floridians tended to strongly agree or agree that: road signs allow enough time for travel decisions (89%), are visible (89%), and readable (81%).

Visibility of roadway striping is good in the day; night visibility of roadway striping is more of a problem. Respondents generally tended to agree that during the day, visibility of roadway striping and markings was good (81%). A smaller proportion of older Floridians felt that at night, visibility of roadway striping and markings was good.

Table 2. Key Signing and Road Markings

Items	Strongly Agree/ Agree	Strongly Disagree/ Disagree	Respondents Offering Opinions (n)
Spacing of exits and crossroad signs allow me enough time for travel decisions.	89%	11%	436
Overall, road signs are visible.	89%	12%	435
Road signs are clearly readable.	85%	15%	435
During the day, the visibility of roadway striping and markings is good.	81%	18%	432
At night, the visibility of roadway striping and markings is good.	61%	39%	422

Part 2

Construction Zone Experiences on the State Highway System

Nearly all older Floridians were satisfied with the results of completed projects, sign markings, and signs notifying construction zones. However, they are less satisfied with other aspects of construction. Almost all of the respondents agreed or strongly agreed that signs allowed enough time to adjust speed when approaching a construction project (89%) and construction zones were clearly marked in their area (89%). (See Table 3.) However, the proportion of older Floridians generally satisfied with other aspects of construction was not as high:

- Construction zones safe to travel through (76% agree/ strongly agree)
- Notification of construction by media occurred (67% agree/ strongly agree)
- Easy access to local business during construction (50% agree/ strongly agree)

Table 3. Older Floridian Experiences with Construction Zones

Construction Zone Experience	Strongly Agree/ Agree	Strongly Disagree/ Disagree	Respondents Offering Opinions (n)
When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	89%	11%	411
Construction zones were clearly marked.	89%	11%	410
Construction zones were safe to travel through.	76%	24%	390
When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	67%	33%	368
When road construction was in progress, I was easily able to access local businesses.	50%	50%	346

Almost all older Floridians surveyed were satisfied with the results of FDOT completed projects. However, they were less satisfied with timeliness of construction. Nearly all of the Floridians responding offering an opinion (90%) expressed satisfaction with the results of completed FDOT projects. (See Table 4.) However, less than half of older Floridians (39%), agreed that construction projects were completed in a timely manner.

Table 4. Older Floridians Satisfaction with Construction Projects

Construction Project Results	Strongly Agree/ Agree	Strongly Disagree/ Disagree	Respondents Offering Opinions (n)
I was satisfied with the results of completed FDOT projects.	90%	10%	379
Construction projects on state roads were completed in a timely manner.	39%	61%	346

Part 3

Travel on the State Highway System

Older Floridians were asked to indicate their level of agreement with items related to travel on the State Highway System. (See Table 5.) The areas covered included:

- Congestion;
- Speed on highways;
- Roadside appearance; and
- Pedestrian crossings.

Congestion. Approximately 75 percent of the older Floridians were satisfied with travel time between cities and towns while 67 percent were satisfied with travel time within their city. Only half agreed that the level of congestion on the State Highway System is acceptable.

Speed on Highways. Eighty-seven percent of older Floridians agreed or strongly agreed that the posted limits on the State Highway System are reasonable. However, few think that motorists are obeying speed limits. Only 15 percent of those offering an opinion agreed or strongly agreed that most vehicles remained within speed limits set on the State Highway System.

Roadside Appearance. Sixty-five percent of the older Floridians offering an opinion agreed or strongly agreed that roadsides in their area were kept free of litter; 73 percent felt that roadsides in their area were attractive.

Pedestrian Crossings. Older Floridians were asked whether the timing of traffic signals allowed pedestrians enough time to cross state roads. Seventy-three percent of those offering an opinion agreed or strongly agreed that the timing was acceptable.

Table 5. Older Floridians' Satisfaction with Travel on the State Highway System

Travel on the State Highway System	Strongly Agree/ Agree	Strongly Disagree/ Disagree	Respondents Offering Opinions (n)
Congestion			
I am satisfied with the amount of time it takes to travel between cities or towns.	76%	24%	423
I am satisfied with the amount of time it takes to travel within my city or town.	67%	33%	428
The overall level of traffic congestion on the State Highway System is acceptable.	51%	49%	415
Speed on Highways			
Posted speed limits on the State Highway System are reasonable.	87%	13%	433
Most vehicles remain within the speed limits on the State Highway System.	15%	85%	433
Roadside Appearance			
Roadsides on the State Highway System in my area are attractive.	73%	27%	395
Roadsides on the State Highway System in my area are kept free of litter.	65%	35%	411
Pedestrian Crossings			
The timing of traffic signals allows pedestrians enough time to cross state roads.	73%	27%	395

Part 4
Public Transportation

Public Transportation. Eighty percent of the older Floridians with an opinion agreed or strongly agreed that they would use public transportation more often if it were more convenient. Yet, few indicated that public transportation available in their community met their needs (only 36% agreed or strongly disagreed).

It should be noted that less than half of the respondents gave their perspective on public transportation questions. This low proportion is due to the question wording that implied only those who used public transportation during the last six months should respond.

Table 6. Older Floridians' Views on Public Transportation

Public Transportation	Strongly Agree/ Agree	Strongly Disagree/ Disagree	Respondents Offering Opinions (n)
Public transportation in my area meets my needs.	36%	64%	90
I would use public transportation if it were more convenient.	80%	20%	103

Part 5
Overall Satisfaction with the State Highway System

The final portion of the survey asked older Floridians about their overall satisfaction with a number of State Highway System attributes. The respondents were positive about the overall safety and transportation system provided by Florida Department of Transportation (FDOT).

Overall satisfaction with safety, the transportation system, and smoothness of roads is high among older Floridians. Table 6 reports responses to the overall satisfaction rates provided by Older Floridians. Over three-fourths of older Floridians who offered an opinion were either satisfied or very satisfied with the overall smoothness of roads (80%), safety on state roads (76%) and the overall transportation system provided by FDOT (76%).

Table 6. Older Floridians' Satisfaction with the State Highway System

	Very Satisfied/ Satisfied	Dissatisfied/ Very Dissatisfied	Respondents Offering Opinions (n)
Overall smoothness of the roads in the State Highway System.	80%	20%	402
Overall safety on state roads.	76%	24%	408
The overall transportation system provided by FDOT.	76%	24%	354
Sidewalks on state roads.	48%	52%	303
Bicycle facilities on state roads.	41%	59%	302

Older Floridians are less satisfied with sidewalks and bicycle facilities on state roads. Less than half of the older Floridians were satisfied or very satisfied with sidewalks on state roads. Bicycle facilities on state roads were a source of dissatisfaction. Of the 302 respondents offering an opinion, 60 percent stated they were dissatisfied or very dissatisfied with bicycle facilities on state roads.

Appendix A: Methodology for Customer Survey of Older Floridians

Older Floridians comprise one important customer group for Florida's Department of Transportation (FDOT). The survey sought to determine (1) levels of satisfaction among older Floridians and (2) the feasibility of collecting customer satisfaction from this customer group using a mail approach. Beginning in November, the Florida State University Survey Research Laboratory undertook a survey of older Floridians identified by FDOT through Department of Elder Affairs newsletter mailing lists.

Survey Procedures. The mail instrument was developed by FDOT; the FSU Survey Research Laboratory developed the mailing scheme. The FSU Survey Research Laboratory team removed duplicate listings from the mailing list and devised a numbering scheme that allowed tracking responses for response management. 1,100 older Floridians were randomly selected from the newsletter list and sent a customer satisfaction survey.

A letter printed on FDOT letterhead and signed by the Secretary of FDOT explaining the project accompanied the first mailing of the survey instrument. In addition, the FSU Survey Research Laboratory created a specific cover letter repeating the purposes and goals of the survey. These letters also merged explicit examples of State Highways located in the respondent's county of residence. The specific examples were included in an effort to minimize possible ambiguity and/or confusion regarding subjective interpretations of "State Highway Systems". Each potential respondent was originally sent the Florida Department of Transportation letter, the FSU Survey Laboratory's explanation of the study and examples of roads, a survey instrument, and a self-addressed prepaid envelope.

Address corrections were made if returned addresses were identified and potential respondents were re-mailed an instrument. A number of follow-up strategies to increase participation were employed. If potential respondents did not return a survey after two weeks, a reminder postcard was sent. From these efforts, approximately 40 percent of the sample identified by FDOT responded to the customer satisfaction survey.

Future Directions. Using a mail strategy to obtain customer views of the job performed by the Florida Department of Transportation resulted in a 40% response rate. A number of follow-up mailings were done to obtain views. Mail surveys appear to be a reasonable method to use for reaching older Floridians.

Florida Department of Transportation Satisfaction Survey for Florida Residents

Total number of respondents: 447
 Valid percentages are reported (excluding missing data)
 Number of cases represents the number of respondents who answered the question.

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PART I

Questions below deal with **how well a driver is able to see key signing and road markings**. Please indicate how well the following items assist you when traveling on the State Highway System near your area:

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N	Missing N
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	13.4%	70.5%	12.5%	2.5%	1.1%	440	7
B. Overall, road signs are visible.	11.7%	76.4%	9.4%	2.1%	0.5%	437	10
C. Road signs are clearly readable.	14.4%	66.3%	15.8%	2.5%	0.9%	436	11
D. During the day, the visibility of roadway striping and markings is good.	12.9%	75.1%	9.1%	1.8%	1.1%	441	6
E. At night, the visibility of roadway striping and markings is good.	7.3%	51.8%	30.5%	7.1%	3.2%	436	11

PART II

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

A. Have you traveled through a FDOT construction project in the last 12 months?

Yes	No	Valid N	Missing N
91.1%	8.9%	437	10

If you answered no to II-A, please skip to Part III. If you answered yes to question II-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N	Missing N
B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	7.1%	54.4%	26.1%	4.7%	7.6%	406	41
C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	14.1%	74.8%	10.2%	0.7%	0.2%	412	35
D. Construction zones were clearly marked.	13.6%	74.8%	9.9%	1.0%	0.7%	413	34
E. Construction zones were safe to travel through.	10.2%	63.4%	20.1%	3.2%	3.0%	402	45
F. When road construction was in progress, I was easily able to access local businesses.	5.2%	40.7%	36.2%	9.2%	8.7%	403	44
G. Construction projects on state roads were completed in a timely manner.	3.2%	30.3%	37.9%	13.8%	14.8%	406	41
H. I was satisfied with the results of completed FDOT projects	9.9%	74.3%	7.7%	1.7%	6.4%	405	42

PART III

The following questions relate to travel on the State Highway System in your area. Please indicate your level of agreement with the following statements.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N	Missing N
A. I am satisfied with the amount of time it takes to travel within my city or town.	9.0%	56.6%	24.4%	8.5%	1.6%	435	12
B. I am satisfied with the amount of time it takes to travel between cities or towns.	8.3%	65.6%	18.2%	5.5%	2.3%	433	14

convenient.									
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PART V

Please rate your overall satisfaction with these aspects of the State Highway System.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion	Valid N	Missing N
A. Overall safety on state roads.	4.8%	69.0%	20.5%	3.1%	2.6%	419	28
B. Sidewalks on state roads	1.5%	33.7%	32.2%	6.1%	26.6%	413	34
C. Bike lanes on state roads.	1.7%	28.1%	33.7%	9.1%	27.4%	416	31
D. Overall smoothness of the roads in the State Highway System.	4.1%	73.4%	16.9%	2.9%	2.7%	413	34
E. The overall transportation system provided by FDOT.	4.1%	61.2%	18.0%	2.7%	14.1%	412	35

PART VI

To help us ensure that we are reaching all segments of Florida's diverse population, please tell us a little bit about yourself.

How many years have you been driving in Florida?

Mean number of years = 27.3

Median number of years = 24

Minimum = 1

Maximum = 77

A. In which county do you drive the most?

Alachua	1.6%	Hardee	0.0%	Osceola	0.5%
Baker	0.0%	Hendry	0.5%	Palm Beach	6.0%
Bay	0.9%	Hernando	1.4%	Pasco	2.3%
Bradford	0.0%	Highlands	0.9%	Pinellas	4.1%
Brevard	8.7%	Hillsborough	5.0%	Polk	3.4%
Broward	6.2%	Holmes	0.2%	Putnam	0.0%
Calhoun	0.0%	Indian River	1.1%	Sarasota	1.1%
Charlotte	3.0%	Jackson	0.2%	Seminole	1.4%
Citrus	3.9%	Jefferson	0.2%	St Johns	0.2%
Clay	0.5%	Lafayette	0.0%	St Lucie	0.7%
Collier	1.1%	Lake	2.5%	Santa Rosa	0.2%
Columbia	0.5%	Lee	2.3%	Sumter	0.7%
Dade	4.1%	Leon	1.8%	Suwannee	0.0%
Desoto	0.0%	Levy	0.5%	Taylor	0.2%
Dixie	0.2%	Liberty	0.0%	Union	0.0%
Duval	2.1%	Madison	0.2%	Volusia	3.9%
Escambia	0.9%	Manatee	1.6%	Wakulla	0.2%
Flager	0.7%	Marion	5.0%	Walton	0.2%
Franklin	0.0%	Martin	1.4%	Washington	0.0%
Gadsden	0.5%	Monroe	0.2%		
Gilchrist	0.0%	Nassau	0.0%	More than 1 county	9.6%
Glades	0.0%	Okaloosa	0.7%		
Gulf	0.2%	Okeechobee	0.2%	Valid N:	447
Hamilton	0.0%	Orange	3.9%	Missing N:	11

District Recodes:

District 1	14.4%
District 2	6.2%
District 3	6.9%
District 4	15.8%
District 5	30.5%
District 6	4.4%
District 7	18.1%
More than 1 district	3.7%

B. How do you most often travel in Florida?

Car	81.7%
Van	5.3%
Truck/SUV	5.0%
Car and Van	2.1%
Car and Truck/SUV	1.8%
Car and motorhome	0.9%
Bus	0.5%
Car and bus	0.5%
Car, van, truck	0.5%
Semi/tractor trailer	0.5%
Motorhome	0.2%
Car and taxi	0.2%
Motorhome, car, van	0.2%
Car, truck, motorcycle	0.2%
Bus, van, car	0.2%
Car, motorcycle, plane	0.2%
Valid N	437
Missing N	10

D. Which of these alternative travel modes, if any, have you used in the last 12 months?

Walk	44.7%
Carpool	15.5%
Walk and bicycle	11.0%
Bicycle	9.6%
City Bus	7.3%
Walk and carpool	2.7%
Vanpool	2.3%
Carpool, walk, bicycle	1.8%
Walk and city bus	1.4%
Walk, bicycle, vanpool	0.9%
Carpool, vanpool, walk	0.5%
Carpool, vanpool, walk, bicycle	0.5%
Carpool and bicycle	0.5%
Carpool and city bus	0.5%
Valid N	219
Missing N	228

E. Please indicate whether you are male or female.

Male		46.1%
Female		50.1%
Prefer not to answer/no answer		3.8%
Valid N		447
Missing N		0

F. Please check the box that best describes your age.

18-24	0.0%	45-54	4.5%	
25-34	0.0%	55-64	9.9%	Valid N 423
35-44	2.4%	65 or older	83.2%	Missing N 24

G. With which racial or ethnic group do you best identify?

White		95.5%
African American, Jamaican, or other Caribbean Islanders		1.9%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture		1.4%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders		0.2%
American Indian or Alaskan		0.0%
Other		1.0%
Valid N		418
Missing N		29

We welcome any comments regarding our services.

Speeding/dangerous drivers/dangerous pedestrians	13.8%
No problems/things are good, etc	10.6%
Too many projects at once/not finished in a timely manner	8.3%
Problems with visibility of street signs/roadways	7.8%
Traffic light problems/timing of lights/not enough lights	6.9%
Bad traffic congestion	6.0%
More public transportation needed	5.5%
Wider roads are needed	5.5%
Roads not pedestrian friendly/crosswalks, bike lanes, etc	5.1%
Dangerous roads/rough roads	2.8%
Closure of lanes/congestions due to accidents/construction	2.3%
Problems with seeing roads, signs, etc at night	2.3%
Speed limits are too high	1.8%
More right/left turn lanes needed	1.8%
Reduced speed limit/const zone signs when no men are working	1.4%
Poorly supervised workers/unknowledgeable toll both workers	1.4%
Too much widening of roads/too much construction	1.4%
SR does not drive much	1.4%
Visibility of roadway striping is a problem	1.4%
Problems with survey questions	1.4%
Lack of proper highway planning causes problems	1.4%
Not enough signs on state highways	0.9%
More weigh stations/penalties for overweight vehicles	0.9%
Construction ruins environment, makes roads flood	0.9%
Something needs to be done, etc (non-specific)	0.9%
Too many commercial trucks on interstates	0.9%
Poor numbering of addresses	0.5%
More emergency evacuation routes needed	0.5%
Roadways are not cleared of debris after accidents	0.5%
Larger parking spaces in businesses	0.5%
Remove names from survey	0.5%
Construction should stop during bad weather	0.5%
Remove sidewalks when no homes present in area	0.5%
Bridges need replacing	0.5%
Problems with intersections	0.5%
Miscellaneous Response	0.5%
Interstates are not scenic enough	0.5%
Valid N	217
Missing N	230

Customer Survey of Government Officials

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Satisfaction Survey of Government Officials 1

Part 1

**Cooperation between Florida’s Department of Transportation
and Government Officials 5**

Part 2

**Satisfaction with Florida’s Department of Transportation
Funding in Local Areas 6**

Part 3

**Construction Zone Experience on the
State Highway System 7**

Part 4

Travel on the State Highway System 9

Part 5

Overall Satisfaction with the State Highway System 11

Appendices

- A. Methodology for Customer Survey of Government Officials**
- B. Survey Frequencies**
- C. District Breakdowns**

Customer Survey of Government Officials

Final Report to the Florida Department of Transportation

Government officials comprise one group of customers the Florida Department of Transportation (FDOT) serves. Through a series of focus groups and discussions, FDOT developed a mail survey instrument to ascertain the level of satisfaction of government officials in a number of important areas:

1. Cooperation with government officials
2. Allocation of transportation resources in the community
3. Experiences in State Highway System construction zones
4. Travel on the State Highway System within the community
5. Overall satisfaction with various aspects of the State Highway System.

Beginning in October, the Florida State University Survey Research Laboratory undertook a survey of government officials identified by FDOT through professional association lists. Florida government officials surveyed included:

- City mayors and administrators
- County Commissioners and administrators
- Sheriffs and Police departments
- Emergency Medical Services units
- Fire and rescue departments
- Legislators

Satisfaction Survey of Government Officials

The customer satisfaction survey of government officials relied on a mail strategy with follow-up. The original mailing list contained the addresses of 2,054 potential respondents. However, 54 of the survey instruments were returned due to incorrect information or bad addresses. Of the 2,000 government officials contacted, 40 percent (794) responded to the customer satisfaction survey. Table 1 below summarizes the survey returns for various types of government officials. Appendix A contains more detailed information about the contact and response rates for types of government officials.

Table 1. Government Officials Responding to Satisfaction Survey

Type of Government Officials	Percent of Responses	Number of Responses
City		
City Managers & Mayors	31.6%	251
Mayor/Manager and Police/Fire Department	15.1%	120
Police Department	0.3%	2
County		
County Administrators and Commissioners	6.3%	50
School Bus Administrators	6.4%	51
Sheriffs Department	4.8%	38
Fire and Rescue Workers		
Fire/Rescue/Emergency		
Emergency Medical Services (EMS)	9.6%	76
Fire/Rescue	12.0%	95
Fire Rescue/EMS	3.3%	26
State Legislators		
	1.8%	14
Not Identified		
	9.0%	71
Total Responses	100.0%	794

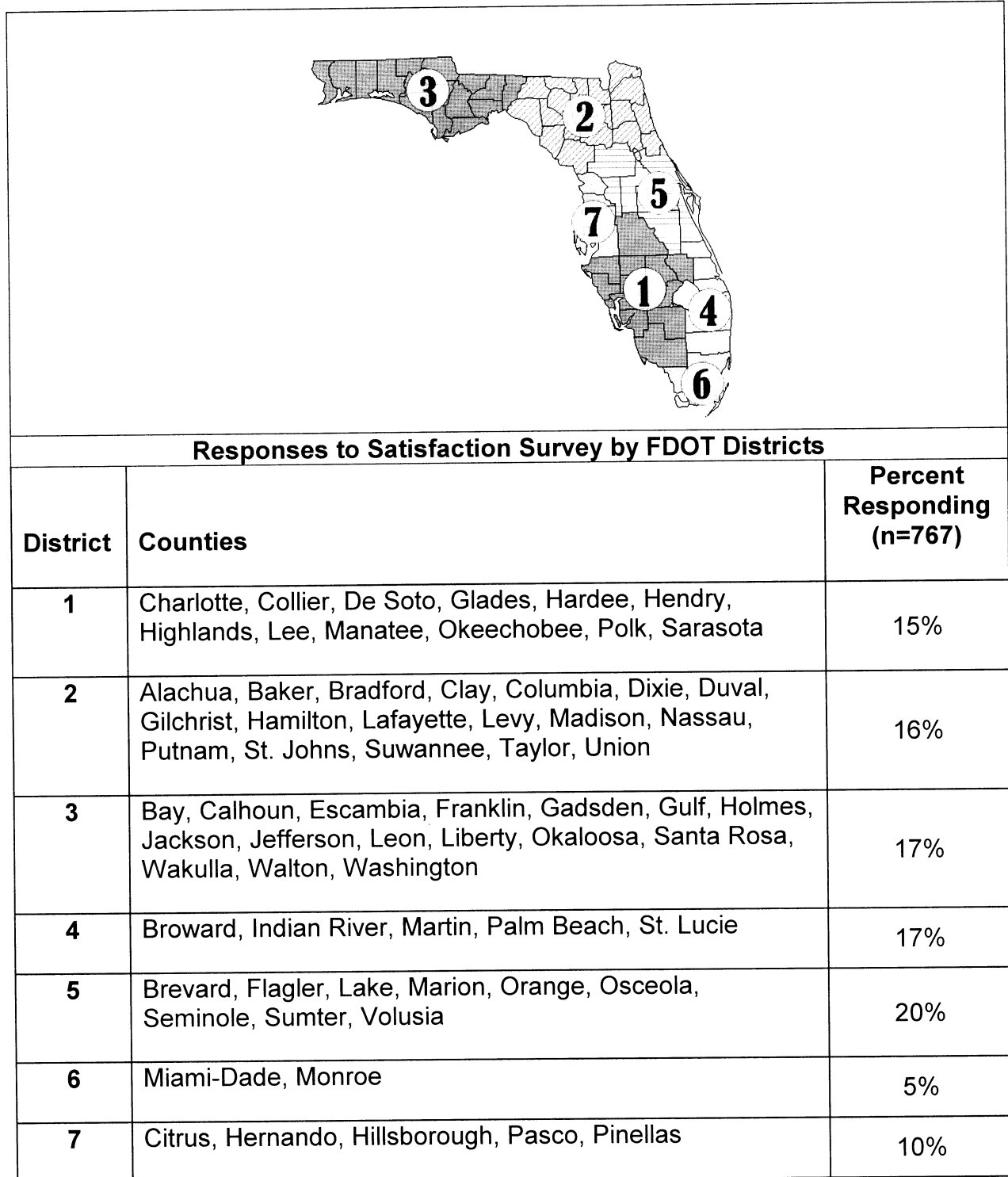
Demographic Characteristics of Government Officials

Government officials were asked a few demographic questions about the type of government they represented, the district in which they served, the types of vehicles they used for government travel, and what type of travel options their government provided.

Respondents Primarily Represent City Government. Government customers were asked to identify the level of government they represented. Nearly two-thirds (66%) of the respondents reported they worked for cities; 24% indicated they worked for counties; 4% worked for the state, and the remainder represented a variety of local entities.

District Breakdowns. Figure 1 displays the location of the Florida Department of Transportation seven districts and indicates the distribution of government officials responding to the satisfaction survey by FDOT district

Figure 1. FDOT Districts



Cars are the most typical vehicle used for government travel. When asked about the type of vehicle used most often for government travel, over two-thirds (68%) reported using cars and 25% used trucks or sport utility vehicles (SUVs). Some officials used various combinations of vehicles for government travel. Only 1 % of the officials reported using a bus as part of their government travel.

Over two-thirds of government units provide cars for official travel. Of the 794 government officials returning the customer satisfaction surveys, only 22% reported no travel options provided by their government unit.

The remainder of the report summarizes the results of the mail survey. The specific distribution of answers to survey items can be found in Appendix B. Appendix C contains the breakdown of responses by FDOT district.

Part 1

Cooperation between Florida's Department of Transportation and Government Officials

Cooperation between FDOT and governments is an integral part of developing and maintaining the State Highway System. Government officials were asked to rate their experiences in dealing with FDOT.

FDOT is viewed widely by government officials as cooperative. In all of the areas rated, a majority or more of the government officials strongly agreed or agreed that:

- They were able to reach FDOT personnel to find information needed (85%).
- FDOT provided advance notice before construction projects were initiated (83%).
- District officials worked with local government to minimize community disruption (73%).
- FDOT seeks local government input when establishing roadway construction project priorities (63%).
- FDOT seek local government input when designing roadway construction projects (60%).

It should be noted that a relatively large proportion (11% and 13%) of government officials had no opinion about local input concerning establishing priorities and designing roadway construction projects. This may be due to the wording of the question that implied experience with construction projects was needed in order to rate the item. When adjusting the percentage to reflect only those officials who had an opinion, and perhaps experience with roadway construction, officials rated input highly. Government officials strongly agreed and agreed that they had input into roadway construction priorities (70%) and design (68%).

Part 2
Satisfaction with Florida Department of Transportation (FDOT)
Funding in Local Area

Government officials are most satisfied with funding for airports and seaports in their area. When asked to rate funding for different types of transportation their area, about 80% of the officials who had an opinion were either satisfied or very satisfied with the funding allocations for airports and seaports. (See Table 2). Only 64% were satisfied or very satisfied with the highway funding allocations in their area.

Table 2. Level of Satisfaction with FDOT Funding in Local Area

Funding Allocations for:	Very Satisfied/ Satisfied	Dissatisfied/ Very Dissatisfied	Officials Offering Opinions (n)
Airports	81%	19%	339
Seaports	80%	20%	180
Highway	64%	36%	703
Transit	56%	44%	456
Rail	52%	48%	304

The level of satisfaction with funding for transit and rail is mixed.

Government officials are quite evenly split between being satisfied and dissatisfied with funding for transit and rail in their area. Of the 456 public officials with an opinion about transit, only 56% reported they were either satisfied or very satisfied with the transit funding allocation in their area. Funding allocations for rail transportation follows the same general pattern. (See Table 2.)

Question wording tended to affect the response to questions about funding special modes of transportation. Since officials were asked about funding allocations in their areas, a considerable portion “No Opinion” for transit (41%), airports (56%) rail (90%), and seaports (77%).

Part 3
Construction Zone Experiences on the State Highway System

Nearly all public officials are satisfied with sign markings and signs notifying construction zones. However, they are less satisfied with other aspects of construction. Nearly all of the public officials agreed or strongly agreed that signs allowed enough time to adjust speed when approaching a construction project (95%) and construction zones were clearly marked in their area (93%). (See Table 3.) However, the proportion of officials generally satisfied with other aspects of construction was not as high:

- Construction zones safe to travel through (80% agree/ strongly agree)
- Smooth traffic flow through construction zone (71% agree/ strongly agree)
- Easy access to local business during construction (64% agree/ strongly agree)

Table 3. Local Government Officials Experience with Construction Zones

Construction Zone Experience	Strongly Agree/ Agree	Strongly Disagree/ Disagree	Officials Offering Opinions (n)
When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	95%	5%	781
Construction zones were clearly marked.	93%	7%	780
Construction zones were safe to travel through.	80%	20%	767
Traffic flowed smoothly through construction zones.	71%	29%	771
When road construction was in progress, I was easily able to access local businesses.	64%	36%	723

Almost all public officials surveyed were satisfied with the results of FDOT completed projects. However, they were less satisfied with timeliness of construction. Nearly all of the public officials (91%) expressed satisfaction with the results of completed FDOT projects. (See Table 4.) Only half of the public officials, however, agreed that construction projects were completed in a timely manner.

Table 4. Local Government Officials' Satisfaction with Construction Projects

Construction Project Results	Strongly Agree/ Agree	Strongly Disagree/ Disagree	Officials Offering Opinions (n)
I was satisfied with the results of completed FDOT projects.	91%	9%	744
Construction projects on state roads were completed in a timely manner.	56%	44%	700

Part 4 Travel on the State Highway System

Public officials were asked to indicate their level of agreement with items related to travel on the State Highway System. (See Table 5.) The areas covered included:

- Congestion;
- Speed on highways;
- Roadside appearance; and
- Public Transportation.

Congestion--Approximately 70 percent of the public officials were satisfied with travel time but only half agreed that the level of congestion on the State Highway System is acceptable.

Speed on Highways--Eight-five percent of the officials agreed or strongly agreed that the posted limits on the State Highway System are reasonable. However, few think that motorists are obeying speed limits. Only 23 percent of the public officials agreed or strongly agreed that most vehicles remained within speed limits set on the State Highway System.

Roadside Appearance--Approximately two-thirds of the public officials offering an opinion agreed or strongly agreed that roadsides in their area were kept free of litter; 62 percent felt that roadsides in their area were attractive.

Public Transportation--Officials felt that people would use public transportation more often if it was convenient. Over three-fourths of officials with an opinion agreed or strongly agreed with this perspective. Yet, few officials indicated that public transportation available in their community met their needs. Only 23% agreed or strongly disagreed that public transportation available in their area met community needs.

Table 5. Government Officials Satisfaction with Travel on the State Highway System

Travel on the State Highway System	Strongly Agree/ Agree	Strongly Disagree/ Disagree	Officials Offering Opinions (n)
Congestion			
I am satisfied with the amount of time it takes to travel within my city or town.	69%	30%	777
I am satisfied with the amount of time it takes to travel between cities or towns.	67%	33%	784
The overall level of traffic congestion on the State Highway System is acceptable.	49%	51%	775
Speed on Highways			
Posted speed limits on the State Highway System are reasonable.	85%	15%	779
Most vehicles remain within the speed limits on the State Highway System.	23%	77%	779
Roadside Appearance			
Roadsides on the State Highway System in my area are kept free of litter	67%	33%	753
Roadsides on the State Highway System in my area are attractive.	62%	38%	751
Public Transportation			
People would use public transportation more often if it was convenient.	78%	22%	651
Public transportation available in our community meets our needs.	41%	59%	646

Part 5
Overall Satisfaction with the State Highway System

The final portion of the survey asked government officials about their overall satisfaction with a number of State Highway System attributes. The officials were positive about the overall safety and transportation system provided by Florida Department of Transportation (FDOT).

Overall satisfaction with safety, the transportation system, and smoothness of roads is high among government officials. Table 6 reports responses to the overall satisfaction rates provided by public officials. Over eighty percent of the government officials were either satisfied or very satisfied with safety on state roads (89%) and the overall transportation system provided by FDOT (84%).

Table 6. Government Officials' Satisfaction with the State Highway System

	Very Satisfied/ Satisfied	Dissatisfied/ Very Dissatisfied	Officials Offering Opinions (n)
Overall safety on state roads.	89%	11%	776
The overall transportation system provided by FDOT.	84%	16%	744
Overall smoothness of the roads in the State Highway System.	78%	22%	773
Sidewalks on state roads.	53%	47%	696
Bicycle facilities on state roads.	34%	66%	663

Government officials are less satisfied with sidewalks and bicycle facilities on state roads Only half (53%) of the government officials were satisfied or very satisfied with sidewalks on state roads. Bicycle facilities on state roads were a source of dissatisfaction. Of the 663 government officials offering an opinion, nearly two-thirds (66%) stated they were dissatisfied or very dissatisfied with bicycle facilities on state roads.

Appendix A: Methodology for Customer Survey of Government Officials

Government officials comprise one important customer group for Florida's Department of Transportation (FDOT). The survey sought to determine (1) levels of satisfaction among local government officials concerning FDOT efforts and (2) the feasibility of collecting satisfaction information from this customer group using a mail approach. Beginning in October, the Florida State University Survey Research Laboratory undertook a survey of government officials identified by FDOT through professional association lists. Florida government officials surveyed included:

- City mayors and administrators
- County Commissioners and administrators
- Sheriffs and Police departments
- Emergency Medical Services units
- Fire and rescue departments
- Legislators

Survey Procedures. The mail instrument was developed by FDOT; the FSU Survey Research Laboratory developed the mailing scheme. The FSU Survey Research Laboratory (SRL) team removed duplicate listings from the mailing list and devised a numbering scheme that allowed tracking responses by type of government official. Each of the 2,054 government officials identified by FDOT was mailed a customer satisfaction survey.

A letter printed on FDOT letterhead and signed by the Secretary explaining the project accompanied the first mailing of the survey instrument. In addition, the FSU Survey Research Laboratory created specific cover letters repeating the purposes and goals of the surveys. These letters also merged explicit examples of State Highways located in the respondent's county of residence. The specific examples were included in an effort to minimize possible ambiguity and/or confusion regarding subjective interpretations of "State Highway Systems". Each government official was originally sent the Florida Department of Transportation letter, the FSU Survey Laboratory's explanation of the study and examples of roads, a survey instrument, and a self-addressed prepaid envelope.

Address corrections were made if returned addresses were identified and potential respondents were re-mailed an instrument. A number of follow-up strategies to increase participation were employed. If the official did not return a survey after two-weeks, a reminder postcard was sent to them. From these efforts, approximately 40 percent of the officials identified by FDOT responded to the customer satisfaction survey.

Response Rates by Type of Official. Approximately 40% of all the government officials sent a satisfaction survey responded. Table A1 presents the response rates for each type of government official surveyed. Responses from City Officials (39%), County Officials (45%), and Fire and Rescue Workers (35%) are consistent with the overall response rate. Few legislators (12%) on the other hand, responded to the satisfaction survey. This low response rate by legislators could be due to the timing of this satisfaction survey. Many of the legislators were not running for re-election due to term limits or had left the Legislature at the time of the survey effort.

Table A1. Response Rates by Type of Government Official

Type of Official	Total Mailed	Survey Completed	Survey Not Returned	Returned Mail
Total Government Officials	2,054	39%	59%	3%
City	965	39%	61%	1%
Mayors	402	29%	70%	0%
City Managers	273	49%	50%	1%
Mayor, Police Department	1	100%	0%	0%
Mayor, Fire Department	278	42%	58%	0%
City Managers, Police Dept	8	38%	63%	0%
Police Departments	3	67%	33%	0%
County	285	49%	51%	1%
County Commission Chairs	65	29%	71%	0%
County Administrators	64	48%	52%	0%
School Bus Administrators	89	57%	40%	2%
Sheriff Departments	67	57%	43%	0%
Fire and Rescue Workers	571	35%	61%	4%
Fire & Rescue	308	31%	63%	6%
EMS	205	37%	60%	2%
Fire Rescue, EMS	58	45%	55%	0%
Legislators	159	9%	78%	13%
Senate	120	10%	76%	14%
House	39	5%	85%	10%
Not Identified	74	96%	3%	1%

The sample results generally reflect the composition of the target population. Table A2 compares the sample results to the target population. In most of the cases, except for Legislators, the sample reflects the proportion of officials found in the target population for the survey.

Table A2. The sample represents the target population.

Type of Government Official	Target Population (N=2,054)	Sample Results (n=794)
City Officials	47.0%	47.0%
County Officials	13.9%	17.5%
Fire and Rescue	27.8%	24.8%
Legislators	7.7%	1.8%
Not Identified	3.6%	8.9%
Total	100.0%	100.0%

Future Directions. Using a mail strategy to obtain customer views of the job performed by the Florida Department of Transportation resulted in a 40% response rate. A number of follow-up mailings were done to obtain views of government officials. In the future, a technology-based strategy might yield an even higher response rate. Using a mixed mode strategy based on internet surveys and faxing, perhaps an even larger number of government officials will offer their views about FDOT services in the future.

Florida Department of Transportation Satisfaction Survey for Government Officials

Total number of respondents: 794

Valid percentages are reported (excluding missing data)

Valid N is the number of respondents who answered the question

Missing N is the number who did not answer the question

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PART I

As part of developing and maintaining the State Highway System, it is necessary for local governments and FDOT to work in cooperation. Please rate your experiences in dealing with FDOT below.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N	Missing N
A. I am able to reach FDOT personnel to find the information I need.	18.6%	66.8%	5.2%	1.6%	7.7%	790	4
B. When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	22.7%	60.5%	8.9%	3.2%	4.7%	788	6
C. District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	13.4%	59.2%	15.6%	4.1%	7.8%	784	10
D. District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	12.2%	50.3%	20.4%	5.8%	11.3%	788	6
E. District FDOT officials seek our government unit's input during design or roadway construction projects.	8.6%	50.1%	22.2%	6.0%	13.2%	783	11

PART II

We would like to know your opinions about FDOT’s allocation of transportation resources in your community. Please indicate how satisfied you are with FDOT funding in your area for each of the following transportation modes.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion	Valid N	Missing N
A. Funding for highways.	5.4%	51.9%	26.0%	6.6%	10.1%	782	12
B. Funding for transit.	2.7%	30.2%	20.2%	5.8%	41.1%	774	20
C. Funding for rail.	1.2%	19.3%	14.1%	4.8%	60.7%	773	21
D. Funding for airports.	6.6%	29.0%	6.5%	1.8%	56.1%	773	21
E. Funding for seaports.	2.6%	16.2%	3.5%	1.2%	76.5%	767	27

PART III

We are interested in your recent experience with construction zones on the State Highway System near your area. Please indicate how strongly you agree with the following statements.

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- A.** Have you traveled through a FDOT construction project in the last 12 months?

Yes	No	Valid N	Missing N
96.0%	4.0%	749	45

If you answered no to III-A, please skip to Part IV. If you answered yes to question III-A, please proceed to question III-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N	Missing N
B. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	27.7%	67.2%	4.7%	0.1%	0.3%	783	11
C. Traffic flowed smoothly through construction zones.	8.1%	61.9%	24.3%	4.7%	1.0%	779	15
D. Construction zones were clearly marked.	21.5%	71.4%	6.3%	0.5%	0.4%	783	11
E. Construction zones were safe to travel through.	13.2%	65.8%	17.6%	1.8%	1.7%	780	14
F. When road construction was in progress, I was easily able to access local businesses.	5.5%	53.8%	29.4%	3.8%	7.4%	781	13
G. Construction projects on state roads were completed in a timely manner.	4.6%	45.6%	30.8%	8.9%	10.0%	778	16
H. I was satisfied with the results of completed FDOT projects.	13.1%	73.7%	6.9%	1.8%	4.5%	779	15

PART IV

The following questions relate to travel on the State Highway System in your area. Please indicate your level of agreement with the following statements.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N	Missing N
A. I am satisfied with the amount of time it takes to travel within my city or town.	13.9%	54.4%	22.0%	8.0%	1.6%	790	4
B. I am satisfied with the amount of time it takes to travel between cities or towns.	7.1%	59.0%	26.8%	6.2%	0.9%	791	3
C. The overall level of traffic congestion on the State Highway System is acceptable.	4.6%	43.0%	38.7%	11.8%	1.9%	790	4

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N	Missing N
D. Posted speed limits on the State Highway System are reasonable.	9.8%	74.3%	14.1%	0.8%	1.0%	787	7
E. Most vehicles remain within the speed limits on the State Highway System.	0.9%	22.1%	57.7%	18.1%	1.1%	788	6
F. Roadsides on the State Highway System in my area are attractive.	2.9%	56.2%	30.2%	6.0%	4.7%	788	6
G. Roadsides on the State Highway System in my area are kept free of litter.	3.9%	60.5%	27.0%	4.5%	4.1%	785	9
H. Public transportation available in our community meets our needs.	2.2%	31.5%	36.4%	12.4%	17.5%	783	11
I. People would use public transportation more often if it was convenient.	15.5%	49.5%	15.5%	2.9%	16.5%	780	14

Part V

Please rate your overall satisfaction with these aspects of the State Highway System.

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion	Valid N	Missing N
A. Overall safety on state roads.	7.1%	80.6%	10.2%	0.9%	1.1%	785	9
B. Sidewalks on state roads.	2.5%	44.3%	34.0%	7.8%	11.3%	785	9
C. Bicycle facilities on state roads.	1.4%	27.4%	43.7%	12.3%	15.2%	782	12
D. Overall smoothness of the roads in the State Highway System.	3.8%	73.1%	19.1%	2.4%	1.5%	785	9
E. The overall transportation system provided by FDOT.	4.1%	75.5%	14.8%	0.6%	5.0%	783	11

PART VI

To help us ensure that we are reaching all segments of Florida’s diverse population, please tell us a little bit about your community.

A. What level of government do you represent?

Federal	0.1%
State	4.0%
Regional	0.9%
County	24.0%
City	66.2%
School District	1.0%
Fire District/Emergency District	1.5%
District (non-specific)/special purpose district	0.8%
Town	0.6%
Improvement District	0.3%
Taxing District	0.3%
Private District	0.1%
City and State Government	0.1%
County and City	0.1%
Valid N	780
Missing N	14

B. In which county is your office located? _____

Alachua	2.0%	Hamilton	0.8%	Okeechobee	0.4%
Baker	0.5%	Hardee	1.0%	Orange	3.5%
Bay	2.0%	Hendry	0.8%	Osceola	0.5%
Bradford	1.0%	Hernando	0.7%	Palm Beach	6.9%
Brevard	3.6%	Highlands	2.0%	Pasco	2.0%
Broward	7.0%	Hillsborough	1.3%	Pinellas	5.6%
Calhoun	0.3%	Holmes	0.1%	Polk	3.8%
Charlotte	0.7%	Indian River	1.3%	Putnam	1.7%
Citrus	0.7%	Jackson	1.7%	Sarasota	1.2%
Clay	1.2%	Jefferson	0.5%	Seminole	2.0%
Collier	1.2%	Lafayette	0.1%	St Johns	1.7%
Columbia	1.3%	Lake	2.6%	St Lucie	0.7%
Dade	3.5%	Lee	2.0%	Santa Rosa	1.2%
Desoto	0.4%	Leon	1.6%	Sumter	1.0%
Dixie	0.5%	Levy	1.2%	Suwannee	0.8%
Duval	1.4%	Liberty	0.1%	Taylor	0.5%
Escambia	0.9%	Madison	0.7%	Union	0.3%
Flager	1.4%	Manatee	1.3%	Volusia	3.8%
Franklin	0.7%	Marion	1.6%	Wakulla	0.5%
Gadsden	1.7%	Martin	1.0%	Walton	1.0%
Gilchrist	0.4%	Monroe	1.6%	Washington	1.0%
Glades	0.4%	Nassau	0.1%	Valid N	769
Gulf	0.4%	Okaloosa	2.9%	Missing N	25

District Recodes:

District 1	15.0%
District 2	16.2%
District 3	16.6%
District 4	16.9%
District 5	20.1%
District 6	5.1%
District 7	10.2%
Valid N	767
Missing N	27

C. What type of vehicle do you most often use **for government travel**?

Car	68.0%
Van	1.5%
Truck/SUV	24.7%
Bus	0.4%
Motorcycle	0.5%
Airplane	0.4%
Ambulance/fire engine/rescue vehicle	1.8%
Car and SUV	0.8%
Emergency vehicle and SUV	0.4%
Personal vehicle	0.4%
Car, van, bus, SUV	0.1%
Car and bus	0.5%
Car and bicycle	0.1%
None	0.1%
Car, van, truck	0.1%
Car, van, truck, and personal	0.1%
Valid N	777
Missing N	17

D. Which of the following travel options does your government unit provide?

Car	66.5%
Carpool	4.8%
Vanpool	2.9%
Transit Subsidy	6.7%
Other travel option	7.8%
Valid N	794
Missing N	0

Comments:

Projects have been useful, personnel helpful, good job, etc	14.6%
Wider roads are needed	8.0%
FDOT should work more with local govt/small towns	8.0%
Projects not complete fast enough/too much going on at once	6.9%
Traffic congestion is bad	5.8%
Material used to pave roads not durable/repave roads	5.1%
Public transportation (light rail, busses) is needed	4.7%
Roads should be more pedestrian-friendly/bike paths, etc	4.4%
Protect environmental qualities of roads/road maintenance	3.6%
Lack of traffic lights/no emergency light for fire dept	3.3%
Poor planning by DOT/no foresight	3.3%
Lack of infrastructure funding for all of Florida	2.6%
Detours through construction sites is a problem	2.2%
Drivers are unsafe	1.8%
Problems with visibility/confusing/lack of road signs	1.8%
Complaints/concerns about individual questions on survey	1.8%
Please keep public, govt, EMS aware of changes	1.5%
Speed limits are too high	1.5%
Miscellaneous Response	1.5%
Not enough police	1.1%
Need system for EMS to move through traffic/pay no tolls	1.1%
More public awareness meetings for public input on projects	1.1%
Construct signs slow traffic even when there is no construct	1.1%
Congestion due to construction	1.1%
Speed limits are too slow	0.7%
Physical barriers are needed on highways	0.7%
Examine reasons behind fatalities at intersections	0.7%
FDOT should be more up to date	0.7%
Slow down proliferation of billboards on highways	0.7%
FDOT should be more aware of small town growth issues	0.7%
Communication between people at FDOT is poor	0.4%
Some areas are neglected when change needed	0.4%
Improvements to roads necessary on both sides of exits	0.4%
Lack of adequate school zones on busy roads	0.4%
Businesses are blocked during construction projects	0.4%
FDOT should fund the water tax	0.4%
Keep weight of semis under 80000 pounds	0.4%
Traveling is not as easy as it used to be	0.4%
Grating on bridges should be improved	0.4%
I10 is the worst highway in the country	0.4%
Smooth out traffic by changing work hours	0.4%
Generally dissatisfied with FDOT and personnel	0.4%
Provide survey results to SRs	0.4%
Railroads crossing gates should be replaced/fixed	0.4%
Lack of adequate turn lane	0.4%
Provide driving tips on television and radio	0.4%
Provide detour options before construction sites	0.4%
No flexibility by FDOT with regards to design	0.4%
More hurricane evacuation routes needed	0.4%
Problem with weight limit on bridges	0.4%
Too much bureaucracy/red tape	0.4%

Valid N	274
Missing N	520

FDOT Survey of Government Officials-- District Crosstabulations
Survey Research Laboratory
Florida State University

The total number of respondents for the survey is 794.
 The missing column refers to those who did not provide county information.
 Missing N refers to the number of people who did not answer the question.

Q1A I am able to reach FDOT to find info that I need

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	25	28	19	18	7	18	7	147	
2 Agree	79	84	81	114	27	44	15	528	
3 Disagree	5	3	9	9	3	4	1	41	
4 Strongly disagree	1	3	3	1	1	4	0	13	
5 No opinion	4	6	10	11	1	7	4	61	
Total	114	124	130	153	39	77	27	790	
Missing N = 4									
1 Strongly agree	21.9%	22.6%	19.8%	14.6%	11.8%	17.9%	23.4%	25.9%	18.6%
2 Agree	69.3%	67.7%	66.7%	62.3%	74.5%	69.2%	57.1%	55.6%	66.8%
3 Disagree	4.4%	2.4%	5.6%	6.9%	5.9%	7.7%	5.2%	3.7%	5.2%
4 Strongly disagree	0.9%	2.4%	0.0%	2.3%	0.7%	2.6%	5.2%	0.0%	1.6%
5 No opinion	3.5%	4.8%	7.9%	13.8%	7.2%	2.6%	9.1%	14.8%	7.7%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Q1B FDOT provides notice to government agencies before working

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	29	31	33	20	31	9	21	5	179
2 Agree	68	75	71	90	96	16	48	13	477
3 Disagree	9	7	15	9	13	8	4	5	70
4 Strongly disagree	4	3	3	3	5	5	2	0	25
5 No opinion	3	8	3	7	9	1	2	4	37
Total	113	124	125	129	154	39	77	27	788
Missing N = 6									
1 Strongly agree	25.7%	25.0%	26.4%	15.5%	20.1%	23.1%	27.3%	18.5%	22.7%
2 Agree	60.2%	60.5%	56.8%	69.8%	62.3%	41.0%	62.3%	48.1%	60.5%
3 Disagree	8.0%	5.6%	12.0%	7.0%	8.4%	20.5%	5.2%	18.5%	8.9%
4 Strongly disagree	3.5%	2.4%	2.4%	2.3%	3.2%	12.8%	2.6%	0.0%	3.2%
5 No opinion	2.7%	6.5%	2.4%	5.4%	5.8%	2.6%	2.6%	14.8%	4.7%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Q1C FDOT officials ensure construction does not disrupt community

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	17	19	20	11	18	6	11	3	105
2 Agree	73	76	72	69	99	17	47	11	464
3 Disagree	11	17	20	24	20	11	11	8	122
4 Strongly disagree	4	2	2	9	10	2	3	0	32
5 No opinion	7	9	11	15	7	2	5	5	61
Total	112	123	125	128	154	38	77	27	784
Missing N = 10									
1 Strongly agree	15.2%	15.4%	16.0%	8.6%	11.7%	15.8%	14.3%	11.1%	13.4%
2 Agree	65.2%	61.8%	57.6%	53.9%	64.3%	44.7%	61.0%	40.7%	59.2%
3 Disagree	9.8%	13.8%	16.0%	18.8%	13.0%	28.9%	14.3%	29.6%	15.6%
4 Strongly disagree	3.6%	1.6%	1.6%	7.0%	6.5%	5.3%	3.9%	0.0%	4.1%
5 No opinion	6.3%	7.3%	8.8%	11.7%	4.5%	5.3%	6.5%	18.5%	7.8%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Q1D FDOT seeks government unit input when establishing priorities for construction projects

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	22	14	13	9	17	7	12	2	96
2 Agree	59	72	58	57	91	12	35	12	396
3 Disagree	18	14	34	32	27	15	16	5	161
4 Strongly disagree	5	6	11	9	6	2	4	3	46
5 No opinion	10	18	10	22	13	3	9	4	89
Total	114	124	126	129	154	39	76	26	788
Missing N = 6									
1 Strongly agree	19.3%	11.3%	10.3%	7.0%	11.0%	17.9%	15.8%	7.7%	12.2%
2 Agree	51.8%	58.1%	46.0%	44.2%	59.1%	30.8%	46.1%	46.2%	50.3%
3 Disagree	15.8%	11.3%	27.0%	24.8%	17.5%	38.5%	21.1%	19.2%	20.4%
4 Strongly disagree	4.4%	4.8%	8.7%	7.0%	3.9%	5.1%	5.3%	11.5%	5.8%
5 No opinion	8.8%	14.5%	7.9%	17.1%	8.4%	7.7%	11.8%	15.4%	11.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q1E FDOT seeks government unit input during design of construction projects

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	13	5	10	9	16	4	9	1	67
2 Agree	60	66	56	63	83	9	44	11	392
3 Disagree	18	23	35	31	32	15	11	9	174
4 Strongly disagree	5	8	14	4	7	4	3	2	47
5 No opinion	16	22	11	20	16	6	9	3	103
Total	112	124	126	127	154	38	76	26	783
Missing N = 11									
1 Strongly agree	11.6%	4.0%	7.9%	7.1%	10.4%	10.5%	11.8%	3.8%	8.6%
2 Agree	53.6%	53.2%	44.4%	49.6%	53.9%	23.7%	57.9%	42.3%	50.1%
3 Disagree	16.1%	18.5%	27.8%	24.4%	20.8%	39.5%	14.5%	34.6%	22.2%
4 Strongly disagree	4.5%	6.5%	11.1%	3.1%	4.5%	10.5%	3.9%	7.7%	6.0%
5 No opinion	14.3%	17.7%	8.7%	15.7%	10.4%	15.8%	11.8%	11.5%	13.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q2A Funding for highways

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Very satisfied	7	6	6	3	9	2	9	0	42
2 Satisfied	57	77	58	74	73	16	38	13	406
3 Dissatisfied	29	25	40	26	49	13	14	7	203
4 Very dissatisfied	10	5	11	6	8	2	7	3	52
5 No opinion	12	11	9	19	15	5	6	2	79
Total	115	124	124	128	154	38	74	25	782
Missing N = 12									
1 Very satisfied	6.1%	4.8%	4.8%	2.3%	5.8%	5.3%	12.2%	0.0%	5.4%
2 Satisfied	49.6%	62.1%	46.8%	57.8%	47.4%	42.1%	51.4%	52.0%	51.9%
3 Dissatisfied	25.2%	20.2%	32.3%	20.3%	31.8%	34.2%	18.9%	28.0%	26.0%
4 Very dissatisfied	8.7%	4.0%	8.9%	4.7%	5.2%	5.3%	9.5%	12.0%	6.6%
5 No opinion	10.4%	8.9%	7.3%	14.8%	9.7%	13.2%	8.1%	8.0%	10.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q2B Funding for transit

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Very satisfied	6	3	4	1	2	0	5	0	21
2 Satisfied	38	29	45	44	42	12	16	8	234
3 Dissatisfied	17	21	16	32	41	12	15	2	156
4 Very dissatisfied	7	4	6	5	6	5	8	4	45
5 No opinion	45	64	51	45	63	9	30	11	318
Total	113	121	122	127	154	38	74	25	774
Missing N = 20									
1 Very satisfied	5.3%	2.5%	3.3%	0.8%	1.3%	0.0%	6.8%	0.0%	2.7%
2 Satisfied	33.6%	24.0%	36.9%	34.6%	27.3%	31.6%	21.6%	32.0%	30.2%
3 Dissatisfied	15.0%	17.4%	13.1%	25.2%	26.6%	31.6%	20.3%	8.0%	20.2%
4 Very dissatisfied	6.2%	3.3%	4.9%	3.9%	3.9%	13.2%	10.8%	16.0%	5.8%
5 No opinion	39.8%	52.9%	41.8%	35.4%	40.9%	23.7%	40.5%	44.0%	41.1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q2C Funding for rail

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Very satisfied	0	0	3	1	2	0	3	0	9
2 Satisfied	20	23	35	28	27	8	5	3	149
3 Dissatisfied	16	14	9	21	28	7	12	2	109
4 Very dissatisfied	7	4	5	4	8	4	4	1	37
5 No opinion	71	80	69	73	88	18	50	20	469
Total	114	121	121	127	153	37	74	26	773
Missing N = 21									
1 Very satisfied	0.0%	0.0%	2.5%	0.8%	1.3%	0.0%	4.1%	0.0%	1.2%
2 Satisfied	17.5%	19.0%	28.9%	22.0%	17.6%	21.6%	6.8%	11.5%	19.3%
3 Dissatisfied	14.0%	11.6%	7.4%	16.5%	18.3%	18.9%	16.2%	7.7%	14.1%
4 Very dissatisfied	6.1%	3.3%	4.1%	3.1%	5.2%	10.8%	5.4%	3.8%	4.8%
5 No opinion	62.3%	66.1%	57.0%	57.5%	57.5%	48.6%	67.6%	76.9%	60.7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q2D Funding for airports

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Very satisfied	8	10	5	4	14	0	8	2	51
2 Satisfied	32	28	37	40	41	17	19	10	224
3 Dissatisfied	5	9	13	6	11	3	2	1	50
4 Very dissatisfied	2	3	5	1	0	3	0	0	14
5 No opinion	66	71	63	75	86	15	45	13	434
Total	113	121	123	126	152	38	74	26	773
Missing N = 21									
1 Very satisfied	7.1%	8.3%	4.1%	3.2%	9.2%	0.0%	10.8%	7.7%	6.6%
2 Satisfied	28.3%	23.1%	30.1%	31.7%	27.0%	44.7%	25.7%	38.5%	29.0%
3 Dissatisfied	4.4%	7.4%	10.6%	4.8%	7.2%	7.9%	2.7%	3.8%	6.5%
4 Very dissatisfied	1.8%	2.5%	4.1%	0.8%	0.0%	7.9%	0.0%	0.0%	1.8%
5 No opinion	58.4%	58.7%	51.2%	59.5%	56.6%	39.5%	60.8%	50.0%	56.1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q2E Funding for seaports

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Very satisfied	1	2	4	2	8	1	2	0	20
2 Satisfied	14	11	24	32	18	11	9	5	124
3 Dissatisfied	1	2	7	7	5	3	2	0	27
4 Very dissatisfied	2	2	2	0	0	3	0	0	9
5 No opinion	93	104	83	84	121	20	61	21	587
Total	111	121	120	125	152	38	74	26	767
Missing N = 27									
1 Very satisfied	0.9%	1.7%	3.3%	1.6%	5.3%	2.6%	2.7%	0.0%	2.6%
2 Satisfied	12.6%	9.1%	20.0%	25.6%	11.8%	28.9%	12.2%	19.2%	16.2%
3 Dissatisfied	0.9%	1.7%	5.8%	5.6%	3.3%	7.9%	2.7%	0.0%	3.5%
4 Very dissatisfied	1.8%	1.7%	1.7%	0.0%	0.0%	7.9%	0.0%	0.0%	1.2%
5 No opinion	83.8%	86.0%	69.2%	67.2%	79.6%	52.6%	82.4%	80.8%	76.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q3D Construction zones were clearly marked

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	28	31	34	19	31	5	18	2	168
2 Agree	81	85	88	95	108	24	55	23	559
3 Disagree	3	5	5	11	11	9	4	1	49
4 Strongly disagree	0	0	0	1	2	0	1	0	4
5 No opinion	2	0	0	1	0	0	0	0	3
Total	114	121	127	127	152	38	78	26	783
Missing N = 11									
1 Strongly agree	24.6%	25.6%	26.8%	15.0%	20.4%	13.2%	23.1%	7.7%	21.5%
2 Agree	71.1%	70.2%	69.3%	74.8%	71.1%	63.2%	70.5%	88.5%	71.4%
3 Disagree	2.6%	4.1%	3.9%	8.7%	7.2%	23.7%	5.1%	3.8%	6.3%
4 Strongly disagree	0.0%	0.0%	0.0%	0.8%	1.3%	0.0%	1.3%	0.0%	0.5%
5 No opinion	1.8%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q3E Construction zones were safe to travel through

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	16	21	24	10	18	4	9	1	103
2 Agree	76	79	82	73	103	20	60	20	513
3 Disagree	20	16	18	37	24	12	8	2	137
4 Strongly disagree	0	2	0	6	4	2	0	0	14
5 No opinion	2	2	2	1	3	0	1	2	13
Total	114	120	126	127	152	38	78	25	780
Missing N = 14									
1 Strongly agree	14.0%	17.5%	19.0%	7.9%	11.8%	10.5%	11.5%	4.0%	13.2%
2 Agree	66.7%	65.8%	65.1%	57.5%	67.8%	52.6%	76.9%	80.0%	65.8%
3 Disagree	17.5%	13.3%	14.3%	29.1%	15.8%	31.6%	10.3%	8.0%	17.6%
4 Strongly disagree	0.0%	1.7%	0.0%	4.7%	2.6%	5.3%	0.0%	0.0%	1.8%
5 No opinion	1.8%	1.7%	1.6%	0.8%	2.0%	0.0%	1.3%	8.0%	1.7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q3F Able to access local businesses during construction

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	4	10	13	3	8	1	4	0	43
2 Agree	56	76	81	54	80	15	47	11	420
3 Disagree	43	27	20	51	47	16	16	10	230
4 Strongly disagree	1	1	4	10	5	4	4	1	30
5 No opinion	10	7	8	8	12	2	7	4	58
Total	114	121	126	126	152	38	78	26	781
Missing N = 13									

1 Strongly agree	3.5%	8.3%	10.3%	2.4%	5.3%	2.6%	5.1%	0.0%	5.5%
2 Agree	49.1%	62.8%	64.3%	42.9%	52.6%	39.5%	60.3%	42.3%	53.8%
3 Disagree	37.7%	22.3%	15.9%	40.5%	30.9%	42.1%	20.5%	38.5%	29.4%
4 Strongly disagree	0.9%	0.8%	3.2%	7.9%	3.3%	10.5%	5.1%	3.8%	3.8%
5 No opinion	8.8%	5.8%	6.3%	6.3%	7.9%	5.3%	9.0%	15.4%	7.4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q3G Projects on state roads completed in timely manner

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	7	7	9	2	5	3	3	0	36
2 Agree	61	69	56	35	75	13	34	12	355
3 Disagree	32	33	32	50	48	12	24	9	240
4 Strongly disagree	6	5	12	21	13	5	6	1	69
5 No opinion	8	7	17	16	11	5	10	4	78
Total	114	121	126	124	152	38	77	26	778
Missing N = 16									

1 Strongly agree	6.1%	5.8%	7.1%	1.6%	3.3%	7.9%	3.9%	0.0%	4.6%
2 Agree	53.5%	57.0%	44.4%	28.2%	49.3%	34.2%	44.2%	46.2%	45.6%
3 Disagree	28.1%	27.3%	25.4%	40.3%	31.6%	31.6%	31.2%	34.6%	30.8%
4 Strongly disagree	5.3%	4.1%	9.5%	16.9%	8.6%	13.2%	7.8%	3.8%	8.9%
5 No opinion	7.0%	5.8%	13.5%	12.9%	7.2%	13.2%	13.0%	15.4%	10.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q3H I was satisfied with results of FDOT projects

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	20	11	22	12	17	5	13	2	102
2 Agree	84	100	82	95	114	22	56	21	574
3 Disagree	6	6	12	11	7	7	3	2	54
4 Strongly disagree	1	1	1	2	4	1	4	0	14
5 No opinion	3	2	9	6	10	2	2	1	35
Total	114	120	126	126	152	37	78	26	779

Missing N = 15

1 Strongly agree	17.5%	9.2%	17.5%	9.5%	11.2%	13.5%	16.7%	7.7%	13.1%
2 Agree	73.7%	83.3%	65.1%	75.4%	75.0%	59.5%	71.8%	80.8%	73.7%
3 Disagree	5.3%	5.0%	9.5%	8.7%	4.6%	18.9%	3.8%	7.7%	6.9%
4 Strongly disagree	0.9%	0.8%	0.8%	1.6%	2.6%	2.7%	5.1%	0.0%	1.8%
5 No opinion	2.6%	1.7%	7.1%	4.8%	6.6%	5.4%	2.6%	3.8%	4.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q4A Satisfied with time it takes to travel within city

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	13	19	23	15	18	7	13	2	110
2 Agree	63	69	72	72	86	12	41	15	430
3 Disagree	29	24	22	31	34	9	19	6	174
4 Strongly disagree	10	10	5	9	14	9	5	1	63
5 No opinion	0	2	3	2	2	2	0	2	13
Total	115	124	125	129	154	39	78	26	790

Missing N = 4

1 Strongly agree	11.3%	15.3%	18.4%	11.6%	11.7%	17.9%	16.7%	7.7%	13.9%
2 Agree	54.8%	55.6%	57.6%	55.8%	55.8%	30.8%	52.6%	57.7%	54.4%
3 Disagree	25.2%	19.4%	17.6%	24.0%	22.1%	23.1%	24.4%	23.1%	22.0%
4 Strongly disagree	8.7%	8.1%	4.0%	7.0%	9.1%	23.1%	6.4%	3.8%	8.0%
5 No opinion	0.0%	1.6%	2.4%	1.6%	1.3%	5.1%	0.0%	7.7%	1.6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q4B Satisfied with time it takes to travel between cities

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	10	16	11	2	7	4	4	2	56
2 Agree	70	94	86	70	74	12	43	18	467
3 Disagree	30	12	19	50	57	15	25	4	212
4 Strongly disagree	5	2	7	5	15	8	6	1	49
5 No opinion	0	0	3	2	1	0	0	0	7
Total	115	124	126	129	154	39	78	26	791
Missing N = 3									
1 Strongly agree	8.7%	12.9%	8.7%	1.6%	4.5%	10.3%	5.1%	7.7%	7.1%
2 Agree	60.9%	75.8%	68.3%	54.3%	48.1%	30.8%	55.1%	69.2%	59.0%
3 Disagree	26.1%	9.7%	15.1%	38.8%	37.0%	38.5%	32.1%	15.4%	26.8%
4 Strongly disagree	4.3%	1.6%	5.6%	3.9%	9.7%	20.5%	7.7%	3.8%	6.2%
5 No opinion	0.0%	0.0%	2.4%	1.6%	0.6%	0.0%	0.0%	3.8%	0.9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q4C Overall level of congestion on state highways is acceptable

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	3	10	8	5	5	1	1	3	36
2 Agree	50	73	68	48	53	7	32	9	340
3 Disagree	46	34	40	54	70	17	34	11	306
4 Strongly disagree	11	4	7	21	25	12	11	2	93
5 No opinion	5	2	3	1	1	2	0	0	15
Total	115	123	126	129	154	39	78	26	790
Missing N = 4									
1 Strongly agree	2.6%	8.1%	6.3%	3.9%	3.2%	2.6%	1.3%	11.5%	4.6%
2 Agree	43.5%	59.3%	54.0%	37.2%	34.4%	17.9%	41.0%	34.6%	43.0%
3 Disagree	40.0%	27.6%	31.7%	41.9%	45.5%	43.6%	43.6%	42.3%	38.7%
4 Strongly disagree	9.6%	3.3%	5.6%	16.3%	16.2%	30.8%	14.1%	7.7%	11.8%
5 No opinion	4.3%	1.6%	2.4%	0.8%	0.6%	5.1%	0.0%	3.8%	1.9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q4D Speed limits on state highways are reasonable

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	11	12	14	8	22	1	7	7	77
2 Agree	86	96	88	100	105	25	66	19	585
3 Disagree	17	13	20	20	21	10	5	5	111
4 Strongly disagree	0	0	1	1	2	1	0	0	6
5 No opinion	0	2	1	1	1	2	0	0	8
Total	114	124	124	130	151	39	78	27	787
Missing N = 7									
1 Strongly agree	9.6%	9.7%	11.3%	6.2%	14.6%	2.6%	9.0%	7.4%	9.8%
2 Agree	75.4%	77.4%	71.0%	76.9%	69.5%	64.1%	84.6%	70.4%	74.3%
3 Disagree	14.9%	10.5%	16.1%	15.4%	13.9%	25.6%	6.4%	18.5%	14.1%
4 Strongly disagree	0.0%	0.8%	0.8%	0.8%	1.3%	2.6%	0.0%	0.0%	0.8%
5 No opinion	0.0%	1.6%	0.8%	0.8%	0.7%	5.1%	0.0%	3.7%	1.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q4E Most vehicles remain within the speed limits on highways

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	1	3	1	0	2	0	0	0	7
2 Agree	21	34	27	21	36	8	20	7	174
3 Disagree	73	61	78	77	80	24	48	14	455
4 Strongly disagree	19	23	16	32	32	7	9	5	143
5 No opinion	0	3	3	0	1	0	1	1	9
Total	114	124	125	130	151	39	78	27	788
Missing N = 6									
1 Strongly agree	0.9%	2.4%	0.8%	0.0%	1.3%	0.0%	0.0%	0.0%	0.9%
2 Agree	18.4%	27.4%	21.6%	16.2%	23.8%	20.5%	25.6%	25.9%	22.1%
3 Disagree	64.0%	49.2%	62.4%	59.2%	53.0%	61.5%	61.5%	51.9%	57.7%
4 Strongly disagree	16.7%	18.5%	12.8%	24.6%	21.2%	17.9%	11.5%	18.5%	18.1%
5 No opinion	0.0%	2.4%	2.4%	0.0%	0.7%	0.0%	1.3%	3.7%	1.1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q4F Roadside on highway system are attractive

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	4	4	6	1	2	0	4	4	23
2 Agree	56	78	89	67	80	15	47	11	443
3 Disagree	40	34	27	45	49	18	15	10	238
4 Strongly disagree	9	3	1	10	10	4	8	2	47
5 No opinion	5	5	2	7	10	2	4	2	37
Total	114	124	125	130	151	39	78	27	788

Missing N = 6

1 Strongly agree	3.5%	3.2%	4.8%	0.8%	1.3%	0.0%	5.1%	7.4%	2.9%
2 Agree	49.1%	62.9%	71.2%	51.5%	53.0%	38.5%	60.3%	40.7%	56.2%
3 Disagree	35.1%	27.4%	21.6%	34.6%	32.5%	46.2%	19.2%	37.0%	30.2%
4 Strongly disagree	7.9%	2.4%	0.8%	7.7%	6.6%	10.3%	10.3%	7.4%	6.0%
5 No opinion	4.4%	4.0%	1.6%	5.4%	6.6%	5.1%	5.1%	7.4%	4.7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q4G Roadside in my area are kept free of litter

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	4	3	9	3	3	1	6	2	31
2 Agree	71	82	88	67	91	18	45	13	475
3 Disagree	29	29	24	50	42	14	16	8	212
4 Strongly disagree	5	5	2	3	8	4	6	2	35
5 No opinion	4	4	2	6	7	2	5	2	32
Total	113	123	125	129	151	39	78	27	785

Missing N = 9

1 Strongly agree	3.5%	2.4%	7.2%	2.3%	2.0%	2.6%	7.7%	7.4%	3.9%
2 Agree	62.8%	66.7%	70.4%	51.9%	60.3%	46.2%	57.7%	48.1%	60.5%
3 Disagree	25.7%	23.6%	19.2%	38.8%	27.8%	35.9%	20.5%	29.6%	27.0%
4 Strongly disagree	4.4%	4.1%	1.6%	2.3%	5.3%	10.3%	7.7%	7.4%	4.5%
5 No opinion	3.5%	3.3%	1.6%	4.7%	4.6%	5.1%	6.4%	7.4%	4.1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q4H Public transportation in our community meets our needs

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	4	3	3	3	2	2	0	0	17
2 Agree	26	32	40	50	60	8	20	11	247
3 Disagree	53	37	40	48	51	11	36	9	285
4 Strongly disagree	9	14	14	20	14	14	10	2	97
5 No opinion	21	37	25	9	24	4	12	5	137
Total	113	123	122	130	151	39	78	27	783
Missing N = 11									
1 Strongly agree	3.5%	2.4%	2.5%	2.3%	1.3%	5.1%	0.0%	0.0%	2.2%
2 Agree	23.0%	26.0%	32.8%	38.5%	39.7%	20.5%	25.6%	40.7%	31.5%
3 Disagree	46.9%	30.1%	32.8%	36.9%	33.8%	28.2%	46.2%	33.3%	36.4%
4 Strongly disagree	8.0%	11.4%	11.5%	15.4%	9.3%	35.9%	12.8%	7.4%	12.4%
5 No opinion	18.6%	30.1%	20.5%	6.9%	15.9%	10.3%	15.4%	18.5%	17.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q4I People would use public transportation more if convenient

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Strongly agree	17	12	12	24	21	9	22	4	121
2 Agree	58	64	60	64	78	21	30	11	386
3 Disagree	21	12	22	24	23	6	11	2	121
4 Strongly disagree	4	1	3	5	6	2	0	2	23
5 No opinion	12	33	26	13	22	1	14	8	129
Total	112	122	123	130	150	39	77	27	780
Missing N = 14									
1 Strongly agree	15.2%	9.8%	9.8%	18.5%	14.0%	23.1%	28.6%	14.8%	15.5%
2 Agree	51.8%	52.5%	48.8%	49.2%	52.0%	53.8%	39.0%	40.7%	49.5%
3 Disagree	18.8%	9.8%	17.9%	18.5%	15.3%	15.4%	14.3%	7.4%	15.5%
4 Strongly disagree	3.6%	0.8%	2.4%	3.8%	4.0%	5.1%	0.0%	7.4%	2.9%
5 No opinion	10.7%	27.0%	21.1%	10.0%	14.7%	2.6%	18.2%	29.6%	16.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q5A Overall safety on state roads

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Very satisfied	11	9	14	3	6	0	10	3	56
2 Satisfied	80	113	99	105	127	30	59	20	633
3 Dissatisfied	19	2	9	19	12	6	9	4	80
4 Very dissatisfied	4	0	0	1	1	1	0	0	7
5 No opinion	0	0	3	2	2	2	0	0	9
Total	114	124	125	130	148	39	78	27	785
Missing = 9									
1 Very satisfied	9.6%	7.3%	11.2%	2.3%	4.1%	0.0%	12.8%	11.1%	7.1%
2 Satisfied	70.2%	91.1%	79.2%	80.8%	85.8%	76.9%	75.6%	74.1%	80.6%
3 Dissatisfied	16.7%	1.6%	7.2%	14.6%	8.1%	15.4%	11.5%	14.8%	10.2%
4 Very dissatisfied	3.5%	0.0%	0.0%	0.8%	0.7%	2.6%	0.0%	0.0%	0.9%
5 No opinion	0.0%	0.0%	2.4%	1.5%	1.4%	5.1%	0.0%	0.0%	1.1%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q5B Sidewalks on state roads

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Very satisfied	4	1	5	3	5	0	2	0	20
2 Satisfied	37	72	59	64	52	17	37	10	348
3 Dissatisfied	53	32	32	34	68	12	26	10	267
4 Very dissatisfied	10	4	9	13	14	2	7	2	61
5 No opinion	10	14	20	15	12	7	6	5	89
Total	114	123	125	129	151	38	78	27	785
Missing N = 9									
1 Very satisfied	3.5%	0.8%	4.0%	2.3%	3.3%	0.0%	2.6%	0.0%	2.5%
2 Satisfied	32.5%	58.5%	47.2%	49.6%	34.4%	44.7%	47.4%	37.0%	44.3%
3 Dissatisfied	46.5%	26.0%	25.6%	26.4%	45.0%	31.6%	33.3%	37.0%	34.0%
4 Very dissatisfied	8.8%	3.3%	7.2%	10.1%	9.3%	5.3%	9.0%	7.4%	7.8%
5 No opinion	8.8%	11.4%	16.0%	11.6%	7.9%	18.4%	7.7%	18.5%	11.3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q5C Bicycle facilities on state roads

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Very satisfied	2	0	4	0	3	0	2	0	11
2 Satisfied	24	55	38	32	41	9	11	4	214
3 Dissatisfied	56	43	48	65	62	15	39	14	342
4 Very dissatisfied	16	8	12	18	23	6	10	3	96
5 No opinion	16	17	22	14	22	7	16	5	119
Total	114	123	124	129	151	37	78	26	782

Missing N = 12

1 Very satisfied	1.8%	0.0%	3.2%	0.0%	2.0%	0.0%	2.6%	0.0%	1.4%
2 Satisfied	21.1%	44.7%	30.6%	24.8%	27.2%	24.3%	14.1%	15.4%	27.4%
3 Dissatisfied	49.1%	35.0%	38.7%	50.4%	41.1%	40.5%	50.0%	53.8%	43.7%
4 Very dissatisfied	14.0%	6.5%	9.7%	14.0%	15.2%	16.2%	12.8%	11.5%	12.3%
5 No opinion	14.0%	13.8%	17.7%	10.9%	14.6%	18.9%	20.5%	19.2%	15.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q5D Overall smoothness of roads in highway system

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Very satisfied	4	7	4	3	8	0	3	1	30
2 Satisfied	79	103	74	99	107	26	66	20	574
3 Dissatisfied	23	14	40	22	32	8	6	5	150
4 Very dissatisfied	5	0	7	1	1	3	2	0	19
5 No opinion	3	0	0	4	2	2	0	1	12
Total	114	124	125	129	150	39	77	27	785

Missing N = 9

1 Very satisfied	3.5%	5.6%	3.2%	2.3%	5.3%	0.0%	3.9%	3.7%	3.8%
2 Satisfied	69.3%	83.1%	59.2%	76.7%	71.3%	66.7%	85.7%	74.1%	73.1%
3 Dissatisfied	20.2%	11.3%	32.0%	17.1%	21.3%	20.5%	7.8%	18.5%	19.1%
4 Very dissatisfied	4.4%	0.0%	5.6%	0.8%	0.7%	7.7%	2.6%	0.0%	2.4%
5 No opinion	2.6%	0.0%	0.0%	3.1%	1.3%	5.1%	0.0%	3.7%	1.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q5E Overall transportation system provided by FDOT

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Very satisfied	3	7	9	3	3	0	6	1	32
2 Satisfied	89	105	95	91	111	25	56	19	591
3 Dissatisfied	15	7	13	25	26	10	14	6	116
4 Very dissatisfied	1	0	0	2	1	1	0	0	5
5 No opinion	6	4	8	7	8	3	2	1	39
Total	114	123	125	128	149	39	78	27	783

Missing N = 11

1 Very satisfied	2.6%	5.7%	7.2%	2.3%	2.0%	0.0%	7.7%	3.7%	4.1%
2 Satisfied	78.1%	85.4%	76.0%	71.1%	74.5%	64.1%	71.8%	70.4%	75.5%
3 Dissatisfied	13.2%	5.7%	10.4%	19.5%	17.4%	25.6%	17.9%	22.2%	14.8%
4 Very dissatisfied	0.9%	0.0%	0.0%	1.6%	0.7%	2.6%	0.0%	0.0%	0.6%
5 No opinion	5.3%	3.3%	6.4%	5.5%	5.4%	7.7%	2.6%	3.7%	5.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100.0%

Q6A What level of government do you represent?

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Federal	0	0	0	0	0	0	0	0	1
2 State	8	4	8	3	1	0	5	2	31
3 Regional	2	1	1	0	2	0	1	0	7
4 County	36	47	42	16	19	6	12	9	187
5 City	59	63	68	111	120	29	54	12	516
6 School district	2	3	0	0	2	1	0	0	8
7 Fire district/emergency district	3	2	4	0	0	0	2	1	12
8 District (non-specific)/special purpose district	2	0	0	0	2	1	1	0	6
9 Town	0	2	1	0	0	0	0	0	5
10 Improvement district	2	0	0	0	0	0	0	0	2
11 Taxing district	0	0	0	0	1	1	0	0	2
12 Private district	0	0	0	0	0	1	0	0	1
13 City and state government	0	0	1	0	0	0	0	0	1
14 County and city	0	1	0	0	0	0	0	0	1
Total	114	123	125	130	149	39	75	25	780

Missing N = 14

1 Federal	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
2 State	7.0%	3.3%	6.4%	2.3%	0.7%	0.0%	6.7%	8.0%	4.0%
3 Regional	1.8%	0.8%	0.8%	0.0%	1.3%	0.0%	1.3%	0.0%	0.9%
4 County	31.6%	38.2%	33.6%	12.3%	12.8%	15.4%	16.0%	36.0%	24.0%
5 City	51.8%	51.2%	54.4%	85.4%	80.5%	74.4%	72.0%	48.0%	66.2%
6 School district	1.8%	2.4%	0.0%	0.0%	1.3%	2.6%	0.0%	0.0%	1.0%
7 Fire district/emergency district	2.6%	1.6%	3.2%	0.0%	0.0%	0.0%	2.7%	4.0%	1.5%
8 District (non-specific)/special purpose district	1.8%	0.0%	0.0%	0.0%	1.3%	2.6%	1.3%	0.0%	0.8%
9 Town	0.0%	1.6%	0.8%	0.0%	1.3%	0.0%	0.0%	0.0%	0.6%
10 Improvement district	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
11 Taxing district	0.0%	0.0%	0.0%	0.0%	0.7%	2.6%	0.0%	0.0%	0.3%
12 Private district	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.1%
13 City and state government	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
14 County and city	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q6C Type of vehicle most often used for government travel

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Car	78	68	77	100	104	25	60	16	528
2 Van	2	1	2	1	4	2	0	0	12
3 Truck/SUV	31	45	29	25	36	9	13	4	192
4 Bus	0	0	1	1	0	0	1	0	3
7 Motorcycle	0	0	0	1	3	0	0	0	4
9 Airplane	0	0	0	0	1	1	1	0	3
10 Ambulance/fire engine/rescue vehicle	0	3	5	2	3	0	0	1	14
11 Car and SUV	1	2	1	0	2	0	0	0	6
12 Emergency vehicle and SUV	1	0	2	0	0	0	0	0	3
13 Personal vehicle	0	1	1	0	0	0	0	0	3
14 Car, van, bus, SUV	0	1	0	0	0	0	0	0	1
15 Car and bus	2	0	1	0	0	0	1	0	4
16 Car and bicycle	0	0	0	0	1	0	0	0	1
19 None	0	0	0	0	0	1	0	0	1
20 Car, van, truck	0	0	0	0	0	0	0	0	1
21 Car, van, truck, and personal	0	1	0	0	0	0	0	0	1
Total	115	122	119	130	154	38	76	23	777

Missing N = 17

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Car	67.8%	55.7%	64.7%	76.9%	67.5%	65.8%	78.9%	69.6%	68.0%
2 Van	1.7%	0.8%	1.7%	0.8%	2.6%	5.3%	0.0%	0.0%	1.5%
3 Truck/SUV	27.0%	36.9%	24.4%	19.2%	23.4%	23.7%	17.1%	17.4%	24.7%
4 Bus	0.0%	0.0%	0.8%	0.8%	0.0%	0.0%	1.3%	0.0%	0.4%
7 Motorcycle	0.0%	0.0%	0.0%	0.8%	1.9%	0.0%	0.0%	0.0%	0.5%
9 Airplane	0.0%	0.0%	0.0%	0.0%	0.6%	2.6%	1.3%	0.0%	0.4%
10 Ambulance/fire engine/rescue vehicle	0.0%	2.5%	4.2%	1.5%	1.9%	0.0%	0.0%	0.0%	1.8%
11 Car and SUV	0.9%	1.6%	0.8%	0.0%	1.3%	0.0%	0.0%	0.0%	0.8%
12 Emergency vehicle and SUV	0.9%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%
13 Personal vehicle	0.0%	0.8%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
14 Car, van, bus, SUV	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%
15 Car and bus	1.7%	0.0%	0.8%	0.0%	0.0%	0.0%	1.3%	0.0%	0.1%
16 Car and bicycle	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.1%
19 None	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.1%
20 Car, van, truck	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
21 Car, van, truck, and personal	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q6D1 Government unit provides car?

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Yes	74	77	73	98	117	25	52	12	528
2 No	41	47	54	32	37	14	26	15	266
Total	115	124	127	130	154	39	78	27	794

Missing N = 0

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Yes	64.3%	62.1%	57.5%	75.4%	76.0%	64.1%	66.7%	44.4%	66.5%
2 No	35.7%	37.9%	42.5%	24.6%	24.0%	35.9%	33.3%	55.6%	33.5%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q6D2 Government unit provides Vanpool?

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Yes	4	3	3	3	7	3	1	0	23
2 No	111	121	125	127	147	36	77	27	771
Total	115	124	127	130	154	39	78	27	794
Missing = 0									
1 Yes	3.5%	2.4%	1.6%	2.3%	4.5%	7.7%	1.3%	0.0%	2.9%
2 No	96.5%	97.6%	98.4%	97.7%	95.5%	92.3%	98.7%	100.0%	97.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q6D3 Government unit provides Transit Subsidy?

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Yes	5	5	11	12	4	6	5	53	
2 No	110	119	122	119	142	35	72	22	741
Total	115	124	127	130	154	39	78	27	794
Missing N = 0									
1 Yes	4.3%	4.0%	3.9%	8.5%	7.8%	10.3%	7.7%	18.5%	6.7%
2 No	95.7%	96.0%	96.1%	91.5%	92.2%	89.7%	92.3%	81.5%	93.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q6D4 Government unit provides carpool?

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Yes	6	4	4	5	8	4	5	2	38
2 No	109	120	123	125	146	35	73	25	756
Total	115	124	127	130	154	39	78	27	794
Missing N = 0									
1 Yes	5.2%	3.2%	3.1%	3.8%	5.2%	10.3%	6.4%	7.4%	4.8%
2 No	94.8%	96.8%	96.9%	96.2%	94.8%	89.7%	93.6%	92.6%	95.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Q6D5 Government unit provides other travel option?

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Missing	Total
1 Yes	6	12	19	8	5	2	7	3	62
2 No	109	112	108	122	149	37	71	24	732
Total	115	124	127	130	154	39	78	27	794
Missing N = 0									
1 Yes	5.2%	9.7%	15.0%	6.2%	3.2%	5.1%	9.0%	11.1%	7.8%
2 No	94.8%	90.3%	85.0%	93.8%	96.8%	94.9%	91.0%	88.9%	92.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%