

*Final Report to  
The Florida Department of Transportation*

*Contract: BC352-17*

# **2002 Customer Satisfaction Survey Results**

**June 2003**

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[www.survey.coss.fsu.edu](http://www.survey.coss.fsu.edu)



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**2002 Florida Resident Customer Survey**  
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## Section 1

# 2002 Customer Surveys Florida Department of Transportation

## Overview

**Project Background.** As part of implementing the Sterling Criteria, the Florida Department of Transportation established strategic objective 1.1 Improve External Customer Satisfaction. In 1999, the Department determined that it had six customer segments:

- Residential travelers,
- Commercial,
- Elected/government officials,
- Special Needs Customers -- Well elders--older Floridians that are still driving,
- Special Needs Customers --Transportation Disadvantaged clients, and
- Visitors to Florida.

A series of focus groups and individual interviews were conducted to identify and prioritize needs and expectations of Department customers. To ensure that the results were representative, the focus groups were stratified by customer segments and by demographics. The focus groups and interviews took place in North, Central, and South Florida and in three types of areas: urban, rural and transitioning. The customer satisfaction surveys were developed based on the results of these focus groups and interviews. In 2000, FDOT contracted with three entities to conduct the various surveys: Florida State University, University of Florida, and Visit Florida. The surveys concluded in May 2001 with encouraging results and areas for improvement. Results were published on FDOT's website. The FDOT's seven districts identified areas for improvement and developed action plans. Since 2001, actions have been taken statewide and in districts in consideration of the customers' concerns and their needs.

**2002 Customer Surveys.** FDOT decided to conduct another round of surveys in 2002 to determine how the customers would rate the Department's work and identify:

- What improvements have been made since 2000? and
- Which areas require more attention from the Department?

FDOT contracted with the following entities to conduct the surveys in order to gauge improvements since 2000.

- Florida State University, Survey Research Laboratory (SRL)
  - Mail Survey -- 476 Government Officials responded
  - Mail Survey -- 396 Well-Elders (special needs population) responded

- University of Florida, Bureau of Economic and Business Research (BEBR)
  - Telephone survey of 1,750 Florida Residents
- Visit Florida
  - Telephone survey of 448 Visitors to Florida

FDOT did not survey commercial drivers or Transportation for the Disadvantaged clients in 2002. In 2000, FDOT used customer information gathered by the Commission for the Transportation Disadvantaged.

**Survey Analyses.** FSU Survey Research Laboratory (SRL) staff performed the analysis of the Resident, Well-Elder and Government Official survey data. Throughout the project, SRL staff provided information to FDOT for their district meetings and planning activities. The information was disseminated through meetings and on the FDOT website. This report contains the information and analyses provided to FDOT throughout the project.

**Comparative Views: Florida Residents, Well Elders, and Government Officials.** When designing the surveys, FDOT identified a number of common areas for the various customer surveys:

Florida Residents and Well Elder Customer Surveys

1. How well a driver is able to see key signing and road markings

Florida Resident, Well Elder, and Government Official Survey

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.

Government officials were asked a series of questions about cooperation with other governmental entities and allocation of transportation resources which were not asked in the other customer surveys. Results of these questions are presented in Section 3. The Visitors Survey asked a different battery of questions and results can be found in Section 5.

**PART 1**

**Ability to See Key Signing and Road Markings**

The Resident and Well-Elder surveys asked respondents to rate a series of items assessing road markings and signs on the State Highway System. There were virtually no differences between these customer groups concerning their assessment of signing and road markings (see Table 1).

**In 2002, almost all Florida residents and well-elders generally agreed that the overall visibility of roadway signs is good.** About 90 percent of the residents and well-elders indicated that: road signs are visible and readable. They also agreed that signs and exits were spaced to allow enough time to make travel decisions.

**Visibility of roadway striping is good in the day; night visibility of roadway striping is more of a problem.** Florida residents and well-elders generally agreed that during the day, visibility of roadway striping and markings was good (nearly 90%). A smaller proportion felt that at night, visibility of roadway striping and markings was good (approximately 60%).

**Table 2: 2002 Results: Key Signing and Road Markings**

Item		Strongly Agree/ Agree	Strongly Disagree/ Disagree	Respondents Offering Opinion
Overall, road signs are visible.	Residents	91%	9%	1,734
	Elders	89%	12%	435
Road signs are clearly readable.	Residents	91%	10%	1,734
	Elders	85%	15%	435
Spacing of exits and crossroad signs allow me enough time for travel decisions.	Residents	87%	13%	1,713
	Elders	89%	11%	436
During the day, the visibility of roadway striping and markings is good.	Residents	87%	13%	1,723
	Elders	81%	18%	432
At night, the visibility of roadway striping and markings is good.	Residents	66%	34%	1,658
	Elders	61%	39%	422

## ***PART 2***

### **Construction Zone Experiences on the State Highway System**

Government Officials tended to be more positive than other groups about their construction zone experiences. All three Florida customer groups, (Residents, Elders and Government Officials) were asked about their experiences with construction zones in the State Highway System. Table 2 compares the opinions of the groups.

**More than 80 percent of each group was generally satisfied with the results of completed projects, construction zone markings, and signs notifying drivers of construction zones.** At least eighty percent agreed or strongly agreed that signs allowed enough time to adjust speed when approaching a construction project and that construction zones were clearly marked (see Table 2). However, a smaller percentage of respondents expressed satisfaction with other aspects of construction.

#### **Respondents were less satisfied with other aspects of construction.**

- Construction zones safe to travel through—Residents (63%) and elders (74%) were less likely to agree than Government Officials (80%) that construction zones were safe to travel through.
- Notification by media when construction projects are initiated--Government Officials (89%) felt they were notified about construction compared to Residents (54%) or Elders (74% ).
- Easy access to local businesses during construction—Government Officials (66%) were more likely than Florida Residents (47%) or Elders (50%) to feel that local businesses were easily accessible during construction.

**Table 2: 2002 Results: Experiences with Construction Zones**

<b>Item</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Respondents Offering Opinion</b>
Construction zones were clearly marked.	<b>Residents</b>	<b>87%</b>	<b>14%</b>	<b>1,527</b>
	<b>Elders</b>	<b>91%</b>	<b>9%</b>	<b>238</b>
	<b>Govt Officials</b>	<b>93%</b>	<b>6%</b>	<b>436</b>
When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>Residents</b>	<b>81%</b>	<b>19%</b>	<b>1,523</b>
	<b>Elders</b>	<b>89%</b>	<b>11%</b>	<b>239</b>
	<b>Govt Officials</b>	<b>95%</b>	<b>6%</b>	<b>436</b>
Construction zones were safe to travel through.	<b>Residents</b>	<b>63%</b>	<b>37%</b>	<b>1,518</b>
	<b>Elders</b>	<b>74%</b>	<b>26%</b>	<b>220</b>
	<b>Govt Officials</b>	<b>80%</b>	<b>20%</b>	<b>430</b>
When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	<b>Residents</b>	<b>54%</b>	<b>46%</b>	<b>1,453</b>
	<b>Elders</b>	<b>71%</b>	<b>29%</b>	<b>217</b>
	<b>Govt Officials</b>	<b>89%</b>	<b>11%</b>	<b>459</b>
When road construction was in progress, I was easily able to access local businesses.	<b>Residents</b>	<b>47%</b>	<b>53%</b>	<b>1,484</b>
	<b>Elders</b>	<b>50%</b>	<b>50%</b>	<b>238</b>
	<b>Govt Officials</b>	<b>66%</b>	<b>34%</b>	<b>405</b>



**Most respondents surveyed, regardless of their group, were satisfied with the results of FDOT completed projects. However, they were less satisfied with the timeliness of construction.** Most of the Florida residents (85%) and Elders (86%) offering an opinion expressed satisfaction with the results of completed FDOT projects. Government Officials (91%) were slightly more positive (see Table 3). However, less than one-half of the Florida residents or elders thought that construction projects were completed in a timely manner. Among Government Officials, 57 percent felt that projects were completed in a timely manner.

**Table 3: 2002 Results: Satisfaction with Construction Projects**

<b>Construction Project Results</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Respondents Offering Opinion</b>
Satisfied with completed FDOT projects	<b>Residents</b>	<b>85%</b>	<b>15%</b>	<b>1,453</b>
	<b>Elders</b>	<b>86%</b>	<b>14%</b>	<b>220</b>
	<b>Govt Officials</b>	<b>91%</b>	<b>9%</b>	<b>425</b>
Construction projects on state roads were completed in a timely manner.	<b>Residents</b>	<b>35%</b>	<b>65%</b>	<b>1,410</b>
	<b>Elders</b>	<b>42%</b>	<b>58%</b>	<b>199</b>
	<b>Govt Officials</b>	<b>57%</b>	<b>43%</b>	<b>380</b>

## **PART 3**

### **Travel on the State Highway System**

Florida Residents, Elders, and Government Officials were asked to indicate their level of agreement with items related to travel on the State Highway System (see Table 4). The areas included:

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

**Congestion.** Florida Residents, Elders and Government Officials did not vary substantially. In 2002, approximately 70 percent were satisfied with travel time between cities and towns. Elders were most satisfied with the amount of travel time within their city. However, when asked if they felt that the level of congestion on the State Highway System is acceptable, respondents were almost evenly divided. Florida residents (46%), compared to the other groups, were the least likely to think that the amount of traffic congestion was acceptable.

**Speed on Highways.** While respondents tended to agree that speed limits are reasonable, they did not feel that most vehicles remained within the speed limits on the State Highway System. This pattern was found for all the groups surveyed: Florida Residents, Elders, and Government Officials. There was little variation in response among the groups.

**Roadside Appearance.** Government Officials (58%) were least likely to think the roadsides are kept free of litter when compared to Florida Residents (83%) This pattern of responses was also found with respect to the attractiveness of roadsides on the State Highway System.

**Pedestrian Crossings.** Florida Residents and Elders were asked whether the timing of traffic signals allowed pedestrians enough time to cross state roads. Approximately 65 percent of those offering an opinion agreed or strongly agreed that the timing was acceptable. Government Officials were not asked this question.

**Table 4. 2002 Results: Satisfaction with Travel on the State Highway System**

<b>Travel on State Highway System in Your Area</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Respondents Offering Opinions</b>
<b>Congestion</b>				
I am satisfied with the amount of time it takes to travel between cities or towns.	<b>Residents</b>	<b>70%</b>	<b>30%</b>	<b>1,717</b>
	<b>Elders</b>	<b>67%</b>	<b>33%</b>	<b>428</b>
	<b>Govt Officials</b>	<b>74%</b>	<b>23%</b>	<b>452</b>
I am satisfied with the amount of time it takes to travel within my city or town.	<b>Residents</b>	<b>62%</b>	<b>38%</b>	<b>1,732</b>
	<b>Elders</b>	<b>73%</b>	<b>27%</b>	<b>347</b>
	<b>Govt Officials</b>	<b>68%</b>	<b>32%</b>	<b>449</b>
The overall level of traffic congestion on the State Highway System is acceptable.	<b>Residents</b>	<b>46%</b>	<b>54%</b>	<b>1,740</b>
	<b>Elders</b>	<b>51%</b>	<b>49%</b>	<b>415</b>
	<b>Govt Officials</b>	<b>53%</b>	<b>48%</b>	<b>451</b>
<b>Speed on Highways</b>				
Posted speed limits on the State Highway System are reasonable.	<b>Residents</b>	<b>84%</b>	<b>16%</b>	<b>1,740</b>
	<b>Elders</b>	<b>88%</b>	<b>12%</b>	<b>363</b>
	<b>Govt Officials</b>	<b>90%</b>	<b>10%</b>	<b>410</b>
Most vehicles remain within the speed limits on the State Highway System.	<b>Residents</b>	<b>27%</b>	<b>73%</b>	<b>1,732</b>
	<b>Elders</b>	<b>23%</b>	<b>77%</b>	<b>358</b>
	<b>Govt Officials</b>	<b>28%</b>	<b>72%</b>	<b>443</b>
<b>Roadside Appearance</b>				
Roadsides on the State Highway System are kept free of litter.	<b>Residents</b>	<b>83%</b>	<b>17%</b>	<b>1,724</b>
	<b>Elders</b>	<b>73%</b>	<b>27%</b>	<b>344</b>
	<b>Govt Officials</b>	<b>58%</b>	<b>42%</b>	<b>443</b>
Roadsides on the State Highway System are attractive.	<b>Residents</b>	<b>77%</b>	<b>23%</b>	<b>1,650</b>
	<b>Elders</b>	<b>78%</b>	<b>22%</b>	<b>334</b>
	<b>Govt Officials</b>	<b>58%</b>	<b>42%</b>	<b>437</b>
<b>Pedestrian Crossings</b>				
The timing of traffic signals allows pedestrians enough time to cross state roads.	<b>Residents</b>	<b>66%</b>	<b>34%</b>	<b>1,561</b>
	<b>Elders</b>	<b>65%</b>	<b>35%</b>	<b>309</b>

## Transportation Needs

**Bikeways and Sidewalks.** Survey respondents in all three groups were asked about bikeway and sidewalk needs in their areas (see Table 5). Most respondents prefer bicycle trails to bike lanes on the edge of roads. The respondents, regardless of their survey group, also seemed to prefer sidewalks with grass or landscaping. While less than one-half of the respondents agreed there is a need for sidewalks directly adjacent to the road, over 80 percent of the respondents agreed that there is a need for sidewalks with grass or landscaping between the sidewalk and the road.

**Table 5. 2002 Results: Transportation Needs**

Item		Strongly Agree/ Agree	Strongly Disagree/ Disagree	Respondents Offering Opinion
Designated bike lanes at the edge of roads.	Residents	72%	28%	1,663
	Elders	60%	40%	322
	Govt Officials	66%	14%	446
Bicycle trails separated from roads.	Residents	88%	12%	1,682
	Elders	93%	7%	323
	Govt Officials	88%	12%	440
Sidewalks with grass/landscaping between the sidewalk and road.	Residents	84%	16%	1,688
	Elders	91%	9%	329
	Govt Officials	95%	5%	444
Sidewalks directly adjacent to the road.	Residents	49%	51%	1,683
	Elders	30%	70%	319
	Govt Officials	33%	67%	425

**PART 4**

**Public Transportation**

**Public Transportation.** In 2002, only about 10 percent of the few Florida Residents or Elders responding to the survey indicated that they had used public transportation in the last six months. About one-half of those respondents agreed that the public transportation in their area met their needs (see Table 6). An even larger percentage of respondents indicated that they would use public transportation if it were more convenient. Government Officials mirrored these patterns when asked about the citizens' views of public transportation in the area they serve.

**Table 6: Florida Residents' Views on Public Transportation**

<b>Public Transportation</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Respondents Offering Opinions</b>
I would use public transportation if it were more convenient.	<b>Residents</b>	<b>84%</b>	<b>16%</b>	<b>174</b>
	<b>Elders</b>	<b>84%</b>	<b>16%</b>	<b>25*</b>
	<b>Govt Officials</b>	<b>86%</b>	<b>15%</b>	<b>394</b>
Public transportation in my area meets my needs.	<b>Residents</b>	<b>53%</b>	<b>47%</b>	<b>173</b>
	<b>Elders*</b>	<b>54%</b>	<b>46%</b>	<b>25*</b>
	<b>Govt Officials</b>	<b>42%</b>	<b>58%</b>	<b>389</b>

\*Small number of respondents makes trends hard to gauge.

**PART 5**

**Overall Satisfaction with the State Highway System**

The survey asked Florida Residents, Elders and Government Officials about their overall satisfaction with a number of State Highway System attributes. The respondents were as positive about the transportation system provided by Florida Department of Transportation (FDOT) and the overall safety of state roads as they were in 2000.

**Overall satisfaction with safety, the transportation system, and smoothness of roads is high among all groups.** Table 7 details the overall satisfaction rates. Most Florida Residents and Elders were satisfied or very satisfied with the overall safety on state roads (over 75%). A similar level of satisfaction was expressed relative to the overall transportation system provided by FDOT. More Government Officials were satisfied or very satisfied with the overall safety (90%) and overall transportation system provide by FDOT (87%).

**Table 7: Florida Residents' Satisfaction with the State Highway System**

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied/ Satisfied</b>	<b>Very Dissatisfied/ Dissatisfied</b>	<b>Residents Offering Opinions</b>
Overall safety on state roads.	<b>Residents</b>	<b>80%</b>	<b>20%</b>	<b>1,713</b>
	<b>Elders</b>	<b>76%</b>	<b>24%</b>	<b>408</b>
	<b>Govt Officials</b>	<b>90%</b>	<b>10%</b>	<b>456</b>
The overall transportation system provided by FDOT.	<b>Residents</b>	<b>78%</b>	<b>22%</b>	<b>1,465</b>
	<b>Elders</b>	<b>76%</b>	<b>24%</b>	<b>354</b>
	<b>Govt Officials</b>	<b>87%</b>	<b>13%</b>	<b>441</b>
Overall smoothness of the roads in the State Highway System.	<b>Residents</b>	<b>71%</b>	<b>30%</b>	<b>1,714</b>
	<b>Elders</b>	<b>80%</b>	<b>20%</b>	<b>402</b>
	<b>Govt Officials</b>	<b>80%</b>	<b>20%</b>	<b>456</b>
Being able to walk safely on state road sidewalks.	<b>Residents</b>	<b>58%</b>	<b>42%</b>	<b>1,407</b>
	<b>Elders</b>	<b>52%</b>	<b>48%</b>	<b>235</b>
	<b>Govt Officials</b>	<b>34%</b>	<b>66%</b>	<b>414</b>
Being able to ride bicycles safely on state road**	<b>Residents</b>	<b>30%</b>	<b>70%</b>	<b>1,413</b>
	<b>Elders</b>	<b>21%</b>	<b>79%</b>	<b>211</b>
	<b>Govt Officials</b>	<b>21%</b>	<b>79%</b>	<b>402</b>

## ***PART 6***

### **Report Organization**

The remainder of this report contains information about the customer surveys completed during 2002. Each section provides a report of the findings, detailed information about the survey, and comparative information from the 2000 and 2002 results.

- **Section 1. Introduction**  
Summary
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2002 Results

Overview Appendix A

**2002 Customer Surveys**  
Florida Department of Transportation

**Comparative Results**  
All Response Categories

Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.<sup>1</sup> Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each item, by response category.

.....

**PART I**

Questions below deal with **how well a driver is able to see key signing and road markings**. Please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Item	Group	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
A. Spacing of exit and crossroad signs allow me enough time for travel decisions.	Residents	13%	72%	11%	2%	2%	1,740
	Elders	13%	71%	11%	3%	2%	368
B. Overall, road signs are visible.	Residents	16%	74%	8%	1%	1%	1,747
	Elders	14%	75%	10%	1%	1%	370
C. Road signs are clearly readable.	Residents	19%	71%	9%	1%	1%	1,752
	Elders	15%	69%	12%	2%	2%	364
D. During the day, visibility of roadway striping and markings is good.	Residents	14%	72%	12%	1%	1%	1,746
	Elders	15%	78%	6%	1%	1%	370
E. At night, visibility of roadway striping and markings is good.	Residents	7%	56%	28%	4%	4%	1,726
	Elders	8%	56%	27%	4%	6%	364

<sup>1</sup> Due to rounding, sometimes the percentages do not total to 100.



## 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?

	Resident	Elder	Govt Official
<b>NO</b>	<b>12%</b>	<b>21%</b>	<b>4%</b>
<b>YES</b>	<b>88%</b>	<b>80%</b>	<b>96%</b>

Please SKIP TO PART 4, page 3

Please answer the following (PART 2B)

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	Group	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
<b>B.</b> When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.). [Note: the wording for Govt. Official survey different.]	<b>Residents</b>	<b>8%</b>	<b>43%</b>	<b>36%</b>	<b>9%</b>	<b>4%</b>	<b>1,512</b>
	<b>Elders</b>	<b>9%</b>	<b>57%</b>	<b>23%</b>	<b>3%</b>	<b>8%</b>	<b>235</b>
	<b>Govt Officials</b>	<b>21%</b>	<b>66%</b>	<b>9%</b>	<b>2%</b>	<b>3%</b>	<b>472</b>
<b>C.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>Residents</b>	<b>14%</b>	<b>67%</b>	<b>16%</b>	<b>3%</b>	<b>1%</b>	<b>1,534</b>
	<b>Elders</b>	<b>15%</b>	<b>75%</b>	<b>10%</b>	<b>1%</b>	<b>0%</b>	<b>239</b>
	<b>Govt Officials</b>	<b>27%</b>	<b>67%</b>	<b>5%</b>	<b>1%</b>	<b>0%</b>	<b>436</b>
<b>D.</b> Construction zones were clearly marked.	<b>Residents</b>	<b>14%</b>	<b>73%</b>	<b>12%</b>	<b>2%</b>	<b>0%</b>	<b>1,533</b>
	<b>Elders</b>	<b>17%</b>	<b>74%</b>	<b>8%</b>	<b>1%</b>	<b>0%</b>	<b>238</b>
	<b>Govt Officials</b>	<b>22%</b>	<b>71%</b>	<b>6%</b>	<b>1%</b>	<b>0%</b>	<b>437</b>
<b>E.</b> Construction zones were safe to drive through.	<b>Residents</b>	<b>8%</b>	<b>56%</b>	<b>30%</b>	<b>6%</b>	<b>1%</b>	<b>1,535</b>
	<b>Elders</b>	<b>7%</b>	<b>67%</b>	<b>22%</b>	<b>3%</b>	<b>1%</b>	<b>235</b>
	<b>Govt Officials</b>	<b>12%</b>	<b>67%</b>	<b>18%</b>	<b>2%</b>	<b>1%</b>	<b>435</b>
<b>F.</b> When road construction was in progress, I was easily able to access local business.	<b>Residents</b>	<b>4%</b>	<b>42%</b>	<b>42%</b>	<b>10%</b>	<b>3%</b>	<b>1,522</b>
	<b>Elders</b>	<b>4%</b>	<b>43%</b>	<b>40%</b>	<b>6%</b>	<b>8%</b>	<b>238</b>
	<b>Govt Officials</b>	<b>9%</b>	<b>53%</b>	<b>27%</b>	<b>5%</b>	<b>7%</b>	<b>424</b>
<b>G.</b> Construction projects on state roads are completed in a timely manner.	<b>Residents</b>	<b>3%</b>	<b>30%</b>	<b>41%</b>	<b>20%</b>	<b>7%</b>	<b>1,508</b>
	<b>Elders</b>	<b>2%</b>	<b>34%</b>	<b>37%</b>	<b>11%</b>	<b>16%</b>	<b>238</b>
	<b>Govt Officials</b>	<b>7%</b>	<b>46%</b>	<b>27%</b>	<b>12%</b>	<b>8%</b>	<b>435</b>
<b>H.</b> I was satisfied with completed FDOT construction projects.	<b>Residents</b>	<b>11%</b>	<b>71%</b>	<b>11%</b>	<b>3%</b>	<b>4%</b>	<b>1,516</b>
	<b>Elders</b>	<b>11%</b>	<b>69%</b>	<b>11%</b>	<b>1%</b>	<b>7%</b>	<b>237</b>
	<b>Govt Officials</b>	<b>18%</b>	<b>71%</b>	<b>6%</b>	<b>3%</b>	<b>3%</b>	<b>436</b>

## PART III

The next questions relate to travel times and traffic on the State Highway System. For these items, please indicate whether you strongly agree, agree, disagree, strongly disagree, or have no opinion on the statement.

Item	Group	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
A. I am satisfied with the amount of time it takes to travel <b>within</b> local cities or towns.	Residents	7%	54%	27%	12%	1%	1,746
	Elders	7%	60%	26%	7%	1%	367
	Govt Officials	1%	61%	20%	6%	1%	455
B. I am satisfied with the amount of time it takes to travel <b>between</b> local cities or towns.	Residents	6%	63%	23%	6%	2%	1,744
	Elders	7%	64%	22%	4%	3%	359
	Govt Officials	6%	61%	24%	8%	1%	453
C. The overall level of traffic congestion on the State Highway System is acceptable.	Residents	3%	42%	37%	17%	1%	1,743
	Elders	4%	45%	39%	10%	2%	366
	Govt Officials	4%	48%	37%	10%	1%	454
D. Posted speed limits on the State Highway System are reasonable.	Residents	9%	75%	13%	2%	1%	1,749
	Elders	8%	79%	10%	2%	1%	367
	Govt Officials	5%	84%	9%	2%	1%	455
E. Most vehicles remain within the speed limit on the State Highway System.	Residents	1%	26%	49%	23%	1%	1,745
	Elders	1%	21%	48%	28%	2%	364
	Govt Officials	3%	25%	52%	19%	2%	453
F. Roadsides on the State Highway System are attractive	Residents	5%	68%	20%	2%	5%	1,735
	Elders	7%	65%	18%	2%	8%	364
	Govt Officials	2%	54%	34%	6%	4%	455
G. Roadsides on the State Highway System are kept free of litter	Residents	8%	74%	15%	2%	1%	1,745
	Elders	5%	64%	23%	3%	5%	363
	Govt Officials	2%	65%	25%	6%	3%	456
H. The timing of traffic signals allows pedestrians enough time to cross state roads.	Residents	4%	57%	25%	6%	8%	1,702
	Elders	4%	51%	25%	5%	16%	368

Please indicate your level of agreement with the need for more of the following facilities along the State Highway System roads.

<b>Item</b>	<b>Group</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>
<b>A.</b> Designated bike lanes at the edge of roads.	<b>Residents</b>	19%	51%	23%	4%	5%	1,741
	<b>Elders</b>	17%	38%	28%	9%	9%	354
	<b>Govt Officials</b>	24%	40%	25%	7%	4%	466
<b>B.</b> Bicycle trails separated from roads.	<b>Residents</b>	27%	58%	10%	2%	3%	1,736
	<b>Elders</b>	32%	52%	5%	2%	10%	357
	<b>Govt Officials</b>	39%	45%	9%	2%	5%	462
<b>C.</b> Sidewalks with grass/landscaping between the sidewalk and road.	<b>Residents</b>	18%	63%	14%	2%	3%	1,741
	<b>Elders</b>	26%	57%	7%	1%	9%	361
	<b>Govt Officials</b>	47%	43%	4%	1%	5%	467
<b>D.</b> Sidewalks directly adjacent to the road.	<b>Residents</b>	5%	43%	43%	7%	3%	1,733
	<b>Elders</b>	3%	25%	47%	16%	10%	354
	<b>Govt Officials</b>	8%	23%	45%	17%	7%	457

## PART IV

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

A. Have you used public transportation in the last 6 months?

	Resident	Elder	Govt Officials**
<b>NO</b>	<b>90%</b>	<b>92%</b>	--
<b>YES</b>	<b>10%</b>	<b>9%</b>	--

Please SKIP TO PART 4, page 3

Please answer the following (PART 2B)

\*\*Government officials were asked the question in a series.

Item	Group	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
<b>B.</b> Public transportation in my area meets my (our) needs.*	<b>Residents</b>	9%	46%	23%	20%	2%	177
	<b>Elders</b>	8%	46%	15%	31%	0%	26
	<b>Govt Officials</b>	3%	35%	38%	11%	13%	454
<b>C.</b> I (People) would use public transportation (more often) if it were more convenient.*	<b>Residents</b>	29%	54%	15%	1%	2%	177
	<b>Elders</b>	43%	32%	11%	4%	11%	28
	<b>Govt Officials</b>	17%	49%	17%	3%	14%	426

\*N-sizes are low for these questions, so caution should be exercised when reviewing trends for these items.

## PART V

Please rate your overall satisfaction with the State Highway System.

Item	Group	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion	Valid N
A. Overall safety on state roads.	<b>Residents</b>	9%	69%	16%	4%	2%	1,748
	<b>Elders</b>	6%	74%	15%	1%	3%	351
	<b>Govt Officials</b>	8%	81%	9%	1%	0%	458
B. Being able to walk safely on state roads sidewalks.**	<b>Residents</b>	4%	54%	33%	9%	**	1,407
	<b>Elders</b>	3%	49%	40%	8%	**	350
	<b>Govt Officials</b>	1%	32%	53%	13%	**	461
C. Being able to ride bicycles safely on state roads.**	<b>Residents</b>	2%	28%	53%	16%	**	1,413
	<b>Elders</b>	1%	20%	65%	14%	**	348
	<b>Govt Officials</b>	1%	21%	61%	18%	**	462
D. Overall smoothness of the roads in the State Transportation System.	<b>Residents</b>	6%	63%	23%	6%	1%	1,738
	<b>Elders</b>	4%	70%	19%	4%	3%	355
	<b>Govt Officials</b>	4%	76%	17%	3%	1%	461
E. The transportation system provided by FDOT.	<b>Residents</b>	3%	65%	15%	4%	14%	1,698
	<b>Elders</b>	3%	60%	14%	3%	20%	349
	<b>Govt Officials</b>	5%	79%	10%	2%	3%	455

\*\*Question worded different in 2000 survey. The rate of “no opinions” were high for these questions (e.g., over 18%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

***Section 2***

**2002 Florida Resident Customer Survey**  
Florida Department of Transportation

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## Section 2

# 2002 Florida Resident Customer Survey

Florida Department of Transportation

## Final Report

The Florida Department of Transportation (FDOT) identified Florida residents as one important customer group. The Florida Department of Transportation (FDOT) developed a phone survey instrument to ascertain the level of satisfaction of Florida residents in a number of important areas through a series of focus groups and discussions. In 2000, the first telephone survey of residents was conducted. In 2002, Florida residents were again surveyed about their level of satisfaction in the same 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.

The University of Florida's Bureau of Economic and Business Research (BEBR) administered the Department's telephone survey of Florida residents. The respondents were identified using a database that uses random digit dialing methods and assigned to counties within each of the Department's seven districts. The FSU Survey Research Laboratory prepared the analysis and report.

### Satisfaction Survey of Florida Residents

The customer satisfaction telephone survey of Florida residents is based on a total of 1,752 completed phone interviews. Table 1 below summarizes the survey response rates. Appendix A contains more detailed information about the contact and response.

**Table 1. Florida Residents Responding to Satisfaction Survey**

Type of Outcome	Percent of Responses	Number of Responses
Completed Survey	36%	1,752
Non-completions	64%	2,331

## **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, the number of years they have driven in Florida, and the county where they drove the most.

**General Characteristics of Respondents.** The respondents were asked to indicate their age, gender, race/ ethnicity, number of years they have driven in Florida, and county in which they drove the most. 2002 survey respondents can be described as:

- 45 years or older (53%)
- Split between males (43%) and females (58%)
- White (72%)
- Driving in Florida an average of 20 years

**In 2002, cars were the most typical mode for travel in Florida.** When asked about the type of vehicle they used most for travel in Florida, 77 percent reported using cars. Another 20 percent reported using a van, truck or sport utility vehicle.

**Forty-two percent of the respondents identified alternative travel modes they used during the last 12 months.** Twenty-five percent of the 744 Floridians who responded to this item identified walking as an alternative travel mode they had used during the last 12 months. Bicycles (18%) and carpools (14%) were the next most frequently reported alternative methods of transportation.



**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. As shown in Table 2 below, 2002 survey responses related to the visibility of signs and road markings are similar to those reported by Florida residents in the 2000 survey.

**Almost all Florida residents in this survey generally agreed that the overall visibility of roadway signs is good.** As noted in Table 2 below, Floridians tended to strongly agree or agree that: road signs are visible (91%), and readable (91%). A large majority (87%) also agreed that signs and exits were spaced to allow enough time to make travel decisions.

**Visibility of roadway striping is good in the day; night visibility of roadway striping is more of a problem.** Respondents (87%) generally agreed that during the day, visibility of roadway striping and markings was good. A smaller proportion (66%) felt that at night, visibility of roadway striping and markings was good.

**Table 2: Key Signing and Road Markings**

Item		Strongly Agree/ Agree	Strongly Disagree/ Disagree	Residents Offering Opinion
Overall, road signs are visible.	2002	91%	9%	1,734
	2000	90%	10%	1,738
Road signs are clearly readable.	2002	91%	10%	1,734
	2000	89%	11%	1,737
Spacing of exits and crossroad signs allow me enough time for travel decisions.	2002	87%	13%	1,713
	2000	88%	12%	1,721
During the day, the visibility of roadway striping and markings is good.	2002	87%	13%	1,723
	2000	89%	11%	1,733
At night, the visibility of roadway striping and markings is good.	2002	66%	34%	1,658
	2000	66%	34%	1,652

**PART 2**

**Construction Zone Experiences on the State Highway System**

More than 80 percent of Florida residents were generally satisfied with the results of completed projects, construction zone markings, and signs notifying drivers of construction zones. However, respondents were less satisfied with other aspects of construction. Eighty-one percent agreed or strongly agreed that signs allowed enough time to adjust speed when approaching a construction project and 87 percent agreed that construction zones were clearly marked (see Table 3). However, a smaller percentage of respondents expressed satisfaction with other aspects of construction.

- Construction zones safe to travel through (63% agree/ strongly agree)
- Notification by media when construction projects are initiated (54% agree/ strongly agree)
- Easy access to local business during construction (47% agree/ strongly agree)

As shown in Table 3, respondents rated their experiences with construction zones in a similar fashion in the 2000 survey.

**Table 3: Floridians' Experiences with Construction Zones**

Item		Strongly Agree/ Agree	Strongly Disagree/ Disagree	Residents Offering Opinion
Construction zones were clearly marked.	2002	87%	14%	1,527
	2000	86%	14%	1,474
When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	2002	81%	19%	1,523
	2000	80%	20%	1,474
Construction zones were safe to travel through.	2002	63%	37%	1,518
	2000	65%	35%	1,464
When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	2002	54%	46%	1,453
	2000	50%	50%	1,389
When road construction was in progress, I was easily able to access local businesses.	2002	47%	53%	1,484
	2000	45%	55%	1,429

**Most Florida residents surveyed were satisfied with the results of FDOT completed projects. However, they were less satisfied with timeliness of construction.** As in the 2000 survey, most of the Floridians offering an opinion (85%) expressed satisfaction with the results of completed FDOT projects (see Table 4). However, only about a third agreed that construction projects were completed in a timely manner.

**Table 4: Florida Residents Satisfaction with Construction Projects**

<b>Construction Project Results</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Residents Offering Opinion</b>
I was satisfied with the results of completed FDOT projects.	<b>2002</b>	<b>85%</b>	<b>15%</b>	<b>1,453</b>
	<b>2000</b>	<b>85%</b>	<b>15%</b>	<b>1,399</b>
Construction projects on state roads were completed in a timely manner.	<b>2002</b>	<b>35%</b>	<b>65%</b>	<b>1,410</b>
	<b>2000</b>	<b>34%</b>	<b>66%</b>	<b>1,359</b>

## ***PART 3***

### **Travel on the State Highway System**

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

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

Results in 2002 parallel those found in the 2000 Customer Survey of Florida Residents.

**Congestion.** Florida residents' opinions about traffic congestion were relatively unchanged when compared to results from the 2000 survey. In 2002, approximately 70 percent of Floridians were satisfied with travel time between cities and towns while 62 percent were satisfied with travel time within their city. However, when asked if they felt that the level of congestion on the State Highway System is acceptable, residents were almost evenly divided, with 46 percent agreeing that the level of congestion was acceptable.

**Speed on Highways.** Eighty-four percent of Florida residents agreed or strongly agreed that the posted speed limits along the State Highway System are reasonable. However, few think that motorists are obeying speed limits. Only 27 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.** Eighty-three percent of the residents offering an opinion agreed or strongly agreed that roadsides in their area were kept free of litter; seventy-seven percent felt that roadsides on the state highway system were attractive.

**Pedestrian Crossings.** Floridians were asked whether the timing of traffic signals allowed pedestrians enough time to cross state roads. Sixty-six percent of the residents offering an opinion agreed or strongly agreed that the timing was acceptable.

**Bikeways and Sidewalks.** Florida residents were asked for their opinion about the need for bikeways and sidewalks. Most residents prefer bicycle trails over bike lanes on the edge of roads. Eighty-eight percent of residents agreed that there is a need for bicycle trails separated from roads compared to the 72 percent who agreed that there was a need for bike lanes on the edge of roads. Florida residents also seem to prefer sidewalks with grass or landscaping. While only 49 percent of the residents agreed there is a need for sidewalks directly adjacent to the road, 84 percent of residents agreed that there is a need for sidewalks with grass or landscaping between the sidewalk and the road.

**Table 5. Florida Residents' Satisfaction with Travel on the State Highway System**

<b>Travel on State Highway System in Your Area</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Residents Offering Opinions</b>
<b>Congestion</b>				
I am satisfied with the amount of time it takes to travel between cities or towns.	<b>2002</b>	<b>70%</b>	<b>30%</b>	<b>1,717</b>
	<b>2000</b>	<b>68%</b>	<b>32%</b>	<b>1,704</b>
I am satisfied with the amount of time it takes to travel within my city or town.	<b>2002</b>	<b>62%</b>	<b>38%</b>	<b>1,732</b>
	<b>2000</b>	<b>58%</b>	<b>42%</b>	<b>1,727</b>
The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>46%</b>	<b>54%</b>	<b>1,740</b>
	<b>2000</b>	<b>44%</b>	<b>56%</b>	<b>1,724</b>
<b>Speed on Highways</b>				
Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>84%</b>	<b>16%</b>	<b>1,740</b>
	<b>2000</b>	<b>83%</b>	<b>17%</b>	<b>1,745</b>
Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>27%</b>	<b>73%</b>	<b>1,732</b>
	<b>2000</b>	<b>24%</b>	<b>76%</b>	<b>1,731</b>
<b>Roadside Appearance</b>				
Roadsides on the State Highway System are kept free of litter.	<b>2002</b>	<b>83%</b>	<b>17%</b>	<b>1,724</b>
	<b>2000</b>	<b>79%</b>	<b>21%</b>	<b>1,706</b>
Roadsides on the State Highway System are attractive.	<b>2002</b>	<b>77%</b>	<b>23%</b>	<b>1,650</b>
	<b>2000</b>	<b>75%</b>	<b>25%</b>	<b>1,650</b>
<b>Pedestrian Crossings</b>				
The timing of traffic signals allows pedestrians enough time to cross state roads.	<b>2002</b>	<b>66%</b>	<b>34%</b>	<b>1,561</b>

**PART 4**

**Public Transportation**

**Public Transportation.** In 2002, only 10 percent of the residents responding to the survey indicated that they had used public transportation in the last six months. One-half of those respondents (53%) agreed that the public transportation in their area met their needs. An even larger percentage of Floridians, 84 percent, indicated that they would use public transportation if it were more convenient.

These results do not differ significantly from the opinions expressed in the 2000 survey (see Table 6). However, with so few respondents in both 2000 and 2002, it is difficult to make inferences about Floridians' access to or use of public transportation.

**Table 6: Florida Residents' Views on Public Transportation**

<b>Public Transportation</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Residents Offering Opinions</b>
I would use public transportation if it were more convenient.	<b>2002</b>	<b>84%</b>	<b>16%</b>	<b>174</b>
	<b>2000</b>	<b>89%</b>	<b>11%</b>	<b>146</b>
Public transportation in my area meets my needs.	<b>2002</b>	<b>53%</b>	<b>47%</b>	<b>173</b>
	<b>2000</b>	<b>58%</b>	<b>42%</b>	<b>151</b>

**PART 5**

**Overall Satisfaction with the State Highway System**

The survey asked Florida residents about their overall satisfaction with a number of State Highway System attributes. The respondents were as positive about the transportation system provided by Florida Department of Transportation (FDOT) and the overall safety of state roads as they were in 2000.

**Overall satisfaction with safety, the transportation system, and smoothness of roads is high among Florida residents.** Table 7 details the overall satisfaction rates provided by Florida residents in both the 2002 and 2000 surveys. Residents' opinions have not changed significantly since 2000. Most residents are satisfied or very satisfied with the overall safety on state roads (80%). A similar level of satisfaction was expressed by 78 percent of residents relative to the overall transportation system provided by FDOT.

**Table 7: Florida Residents' Satisfaction with the State Highway System**

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied/ Satisfied</b>	<b>Very Dissatisfied/ Dissatisfied</b>	<b>Residents Offering Opinions</b>
Overall safety on state roads.	<b>2002</b>	<b>80%</b>	<b>20%</b>	<b>1,713</b>
	<b>2000</b>	<b>78%</b>	<b>22%</b>	<b>1,701</b>
The overall transportation system provided by FDOT.	<b>2002</b>	<b>78%</b>	<b>22%</b>	<b>1,465</b>
	<b>2000</b>	<b>79%</b>	<b>21%</b>	<b>1,481</b>
Overall smoothness of the roads in the State Highway System.	<b>2002</b>	<b>71%</b>	<b>30%</b>	<b>1,714</b>
	<b>2000</b>	<b>71%</b>	<b>29%</b>	<b>1,722</b>
Being able to walk safely on state road sidewalks.**	<b>2002</b>	<b>58%</b>	<b>42%</b>	<b>1,407</b>
Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>30%</b>	<b>70%</b>	<b>1,413</b>

\*\*Changes to wording of question prevent comparison to 2000 responses.

**Floridians are less satisfied with safety conditions for sidewalk pedestrians and bicycle riders on state roads.** The 2002 survey shows that Florida residents were not as satisfied with the level of safety related to either walking on state road sidewalks or riding bicycles on state roads. Only 30 percent of residents who offered opinions indicated that they were satisfied with the safety of riding bicycles on state roads.

## Resident Survey Appendix A

# 2002 Florida Resident Customer Survey

## Florida Department of Transportation

### Methodology

Florida residents comprise an important customer group for Florida's Department of Transportation (FDOT). Beginning August 23, 2002, The University of Florida's Bureau of Economic and Business Research (BEER) undertook a telephone survey of Floridians using random digit dialing techniques. BEER used a Computer Assisted Telephone Interviewing (CATI) system. Interviewers were trained and monitored throughout the project. BEER completed the survey of 1,752 Florida residents October 3, 2002.

#### Survey Procedures

The FDOT telephone survey design for Florida residents called for a stratified sample by FDOT District. For each of the seven FDOT Districts, a random sample of 250 residents 18 years and older were to be interviewed. University of Florida's Bureau of Economic and Business Research (BEER) conducted the 2000 Florida Resident Customer Survey and used the same approach and questions in the 2002 survey. The Bureau of Economic and Business Research used standard random digit dialing (RDD) techniques within each District in order to complete 250 interviews per district. In total, BEER called 9,240 numbers. Nearly one-half (47.8%) of the numbers were non-household contacts—businesses, nonworking numbers, and the like. Of the 4,819 households in the sample, the Bureau of Economic and Business Research conducted 1,752 interviews. The response rate for this survey, using the American Association for Public Opinion Research (AAPOR) RR1 calculation, was 36.4 percent. The response rate RR1 uses all the potential eligible households in the survey as the base. Table A1 displays the breakdown of the 9,240 attempts by Household and Non-Household contacts.

**Table A1. Household and Non-Household Phone Contacts**

Random Digit Dialing Number Attempts	Percent	Number
Household Contacts	52.2%	4,819
Non-Household Contacts	47.8%	4,421
TOTAL NUMBERS ATTEMPTED	100.0%	9,240



Table A2 provides the disposition of the Household contacts, telephone numbers that were either households or likely households (answering machines, busy, and no answer).

**Table A2. Disposition of Household or Likely Household Phone Numbers**

<b>Household Contacts</b>		<b>4,819</b>
<b>36.4%</b>	<b>Completed Interviews</b>	<b>1,752</b>
<b>16.2%</b>	<b>Refusals and Partial Interviews</b>	<b>781</b>
	Partial Complete	5
	Strong Refusal	337
	Soft Refusal	434
	Respondent Never Available	5
<b>47.8%</b>	<b>Other Household Contacts</b>	<b>2,286</b>
	Callback, Respondent Not Selected	108
	Callback, Respondent Selected	30
	Answering Machine, No Message	614
	Answering Machine, Message	133
	Busy	173
	No Answer	1228

**Table A3. Disposition of Non-Household or Ineligible Phone Numbers**

<b>Non Households/Ineligible Contacts</b>	<b>4,421</b>
Technical Phone Problems	141
Fax/Data Line	616
Non-working Number	550
Disconnected Number	1930
Number Changed	68
Cell Phone	12
Business/Government/Other Org	854
Institution	4
Phys/Mentally Unable	18
Lang Unable-don't use for SP	34
Miscellaneous Unable	11
Group Quarters	3
No Eligible Respondent	180

**Resident Survey Appendix B**

**2002 Florida Resident Customer Survey**  
 Florida Department of Transportation

**Statewide Results**  
 Percentages Based on Residents Offering Opinions

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as the Florida Turnpike, interstates, freeways, expressways, or highways with U.S. numbers or State Road numbers. (Provide examples of SHS roads in the respondent's area).

.....

**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	Strongly Disagree/ Disagree	Residents Offering Opinions
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	2002	87%	13%	1,713
	2000	88%	12%	1,721
B. Overall, road signs are visible.	2002	91%	9%	1,734
	2000	90%	10%	1,738
C. Road signs are clearly readable.	2002	91%	10%	1,734
	2000	89%	11%	1,737
D. During the day, the visibility of roadway striping and markings is good.	2002	87%	13%	1,723
	2000	89%	11%	1,733
E. At night, the visibility of roadway striping and markings is good.	2002	66%	34%	1,658
	2000	66%	34%	1,652

## PART II

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

Item		Yes	No	Residents Offering Opinions
A. Have you traveled through a FDOT construction project in the last 12 months?	2002	88%	12%	1,742
	2000	86%	14%	1,730

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	Strongly Disagree/ Disagree	Residents Offering Opinions
B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	2002	54%	46%	1,453
	2000	50%	50%	1,389
C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	2002	81%	19%	1,523
	2000	80%	20%	1,474
D. Construction zones were clearly marked.	2002	87%	14%	1,527
	2000	86%	14%	1,474
E. Construction zones were safe to travel through.	2002	63%	37%	1,518
	2000	65%	35%	1,464
F. When road construction was in progress, I was easily able to access local businesses.	2002	47%	53%	1,484
	2000	45%	55%	1,429
G. Construction projects on state roads were completed in a timely manner.	2002	35%	65%	1,410
	2000	34%	66%	1,359
H. I was satisfied with the results of completed FDOT projects.	2002	85%	15%	1,453
	2000	85%	15%	1,399

### 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	Strongly Disagree/ Disagree	Residents Offering Opinions
A. I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	2002	62%	38%	1,732
	2000	58%	42%	1,727
B. I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	2002	70%	30%	1,717
	2000	68%	32%	1,704
C. The overall level of traffic congestion on the State Highway System is acceptable.	2002	46%	54%	1,740
	2000	44%	56%	1,724
D. Posted speed limits on the State Highway System are reasonable.	2002	84%	16%	1,740
	2000	83%	17%	1,745
E. Most vehicles remain within the speed limits on the State Highway System.	2002	27%	73%	1,732
	2000	24%	76%	1,731
F. Roadsides on the State Highway System are attractive.	2002	77%	23%	1,650
	2000	75%	25%	1,650
G. Roadsides on the State Highway System are kept free of litter.	2002	83%	17%	1,724
	2000	79%	21%	1,706
H. The timing of traffic signals allows pedestrians enough time to cross State Highway System roads.**	2002	66%	34%	1,561

(\*\*Note: Question was not included in 2000 survey).

Please indicate your level of agreement with the need for more of the following facilities along the state roads. \*\*

Item		Strongly Disagree	No Opinion	Residents Offering Opinions
A. Designated bike lanes at the edge of roads.	2002	72%	28%	1,663
B. Bicycle trails separated from roads.	2002	88%	12%	1,682
C. Sidewalks with grass/landscaping between the sidewalk and road.	2002	84%	16%	1,688
D. Sidewalks directly adjacent to the road.	2002	49%	51%	1,683

(\*\*Note: Questions were not included in 2000 survey).

## PART IV

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

Item				Residents Offering Opinions
		Yes	No	
A. Have you used public transportation (e.g. bus, commuter or light rail) in the in the last 6 months?	2002	10%	90%	1,750
	2000	9%	91%	1,748

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

Item		Strongly Agree/ Agree	Strongly Disagree/ Disagree	Residents Offering Opinions
		2002	53%	
B. Public transportation in my area meets my needs.	2000	58%	42%	151
	-----			
C. I would use public transportation if it were more convenient.	2002	84%	16%	174
	2000	89%	11%	146

## PART V

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

Item		Very Satisfied/ Satisfied	Very Dissatisfied/ Dissatisfied	Residents Offering Opinions
		2002	80%	
A. Overall safety on state roads.	2000	78%	22%	1,701
	-----			
B. Being able to walk safely on state road sidewalks. **	2002	58%	42%	1,407
	2000	61%	39%	1,332
-----				
C. Being able to ride bicycles safely on state roads. **	2002	30%	70%	1,413
	2000	42%	58%	1,362
-----				
D. Overall smoothness of the roads in the State Highway System.	2002	71%	30%	1,714
	2000	71%	29%	1,722
-----				
E. The overall transportation system provided by FDOT.	2002	78%	22%	1,465
	2000	79%	21%	1,481

\*\*Question worded slightly different in 2000 survey.

**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.

A. How many years have you been driving in Florida? \_\_\_\_\_

	<b>2002</b>	<b>2000</b>
Less than a year to 5 years	18%	20%
6 to 10 years	15%	15%
11 to 15 years	13%	15%
16 to 20 years	14%	15%
21 to 25 years	10%	10%
26 to 30 years	11%	10%
31 to 35 years	5%	5%
36 to 40 years	5%	5%
More than 40 years	9%	7%
Valid N	1,752	N/A
Missing N	0	N/A

**B. In which county do you drive the most?** \_\_\_\_\_

<b>County</b>	<b>2002</b>	<b>2000</b>
Alachua	3%	1.4%
Baker	0%	0.1%
Bay	2%	1.0%
Bradford	0%	0.1%
Brevard	3%	3.2%
Broward	7%	10.3%
Calhoun	0%	0.1%
Charlotte	1%	1.0%
Citrus	1%	0.8%
Clay	1%	0.8%
Collier	2%	1.4%
Columbia	0%	0.3%
Dade	14%	12.7%
DeSoto	0%	0.2%
Dixie	0%	0.1%
Duval	7%	4.9%
Escambia	4%	1.9%
Flagler	0%	0.3%
Franklin	0%	0.1%
Gadsden	0%	0.3%
Gilchrist	0%	0.0%
Glades	0%	0.1%
Gulf	0%	0.1%

<b>County</b>	<b>2002</b>	<b>2000</b>
Hamilton	0%	0.0%
Hardee	0%	0.1%
Hendry	0%	0.2%
Hernando	1%	0.9%
Highlands	1%	0.6%
Hillsborough	6%	6.2%
Holmes	0%	0.1%
Indian River	1%	0.8%
Jackson	1%	0.3%
Jefferson	0%	0.1%
Lafayette	0%	0.0%
Lake	1%	1.3%
Lee	3%	2.8%
Leon	4%	1.5%
Levy	0%	0.2%
Liberty	0%	0.0%
Madison	0%	0.1%
Manatee	2%	1.8%
Marion	1%	1.6%
Martin	1%	0.9%
Monroe	1%	0.6%
Nassau	0%	0.3%
Okaloosa	2%	1.1%

<b>County</b>	<b>2002</b>	<b>2000</b>
Okeechobee	1%	0.2%
Orange	6%	5.2%
Osceola	1%	0.9%
Palm Beach	5%	7.3%
Pasco	2%	2.4%
Pinellas	5%	6.9%
Polk	3%	3.1%
Putnam	1%	0.5%
Sarasota	3%	2.4%
Seminole	1%	2.2%
St. Johns	1%	0.7%
St. Lucie	1%	1.2%
Santa Rosa	1%	0.6%
Sumter	0%	0.3%
Suwannee	0%	0.2%
Taylor	0%	0.1%
Union	0%	0.0%
Volusia	3%	3.0%
Wakulla	0%	0.1%
Walton	1%	0.2%
Washington	0%	0.1%
Valid N	1,752	N/A
Missing N	0	N/A

**C. How do you most often travel in Florida?**

	<b>2002</b>	<b>2000</b>
Car	77%	79%
Van	5%	6%
Taxi	0%	0%
Truck/Sport Utility Vehicle	15%	14%
Motorcycle	0%	0%
Bus	1%	0%
Other (please specify)	2%	0%
Valid N	1,751	1,751
Missing N	1	1

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

	<b>2002</b>	<b>2000</b>
Carpool	14%	13%
Vanpool	3%	2%
Walk	25%	18%
City Bus	7%	6%
Bicycle	18%	15%
None/Don't Know/Refused	58%	65%

**E. Please indicate whether you are male or female.**

	<b>2002</b>	<b>2000</b>
Male	43%	45%
Female	58%	55%
Prefer not to answer	0%	0%



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

	<b>2002</b>	<b>2000</b>
18-24	9%	0%
25-34	16%	10%
35-44	22%	16%
45-54	21%	24%
55-64	15%	19%
65 or older	17%	14%
Prefer not to answer/Don't Know	0%	16%

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

	<b>2002</b>	<b>2000</b>
White	72%	71%
African American, Jamaican, or other Caribbean Islanders	11%	10%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture	11%	14%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders	2%	2%
American Indian or Alaskan	1%	1%
Other	2%	2%
Prefer not to answer	3%	1%

Resident Survey Appendix C

**2002 Florida Resident Customer Survey**  
Florida Department of Transportation

**Statewide Detailed Results**  
All Response Categories

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida’s State Highway System. When filling out this survey, please think of the State Highway System as the Florida Turnpike, interstates, freeways, expressways, or highways with U.S. numbers or State Road numbers. (Provide examples of SHS roads in the respondent’s area).

Note: “Valid N” is based on the number of Florida Residents that offered opinions

**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.	2002	13%	72%	11%	2%	2%	1,740	12
	2000	13%	74%	9%	2%	1%	1,742	10
B. Overall, road signs are visible.	2002	16%	74%	8%	1%	1%	1,747	5
	2000	14%	75%	10%	1%	1%	1,748	4
C. Road signs are clearly readable.	2002	19%	71%	9%	1%	1%	1,752	0
	2000	12%	76%	10%	1%	1%	1,748	4
D. During the day, the visibility of roadway striping and markings is good.	2002	14%	72%	12%	1%	1%	1,746	6
	2000	15%	74%	10%	1%	1%	1,725	27
E. At night, the visibility of roadway striping and markings is good.	2002	7%	56%	28%	4%	4%	1,726	26
	2000	8%	56%	28%	5%	4%	1,744	8

## PART II

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

Item		Yes	No	Valid N	Missing N
A. Have you traveled through a FDOT construction project in the last 12 months?	2002	88%	12%	1,742	10
	2000	86%	14%	1,730	22

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.).	2002	8%	43%	36%	9%	4%	1,512	24
	2000	6%	41%	38%	11%	4%	1,443	309
C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	2002	14%	67%	16%	3%	1%	1,534	2
	2000	13%	67%	17%	3%	0%	1,479	273
D. Construction zones were clearly marked.	2002	14%	73%	12%	2%	0%	1,533	3
	2000	13%	73%	12%	2%	0%	1,478	274
E. Construction zones were safe to travel through.	2002	7%	56%	30%	6%	1%	1,535	1
	2000	6%	58%	29%	6%	1%	1,473	279
F. When road construction was in progress, I was easily able to access local businesses.	2002	4%	42%	42%	10%	3%	1,522	14
	2000	3%	40%	43%	10%	3%	1,470	282
G. Construction projects on state roads were completed in a timely manner.	2002	3%	30%	41%	20%	7%	1,508	28
	2000	3%	29%	44%	18%	6%	1,440	312
H. I was satisfied with the results of completed FDOT projects.	2002	11%	71%	11%	3%	4%	1,516	20
	2000	10%	71%	11%	3%	5%	1,469	283

### 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 <b>within</b> my city or town.	2002	7%	54%	27%	12%	1%	1,746	6
	2000	6%	52%	31%	11%	1%	1,747	5
B. I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	2002	6%	63%	23%	6%	2%	1,744	8
	2000	5%	62%	26%	6%	2%	1,736	16
C. The overall level of traffic congestion on the State Highway System is acceptable.	2002	3%	42%	37%	17%	1%	1,743	9
	2000	2%	42%	38%	17%	1%	1,740	12
D. Posted speed limits on the State Highway System are reasonable.	2002	9%	75%	13%	2%	1%	1,749	3
	2000	7%	76%	15%	3%	0%	1,749	3
E. Most vehicles remain within the speed limits on the State Highway System.	2002	1%	26%	49%	23%	1%	1,745	7
	2000	1%	22%	50%	25%	1%	1,748	4
F. Roadsides on the State Highway System are attractive.	2002	5%	68%	20%	2%	5%	1,735	17
	2000	4%	68%	21%	2%	5%	1,737	15
G. Roadsides on the State Highway System are kept free of litter.	2002	8%	74%	15%	2%	1%	1,745	7
	2000	6%	72%	18%	3%	2%	1,734	18
H. The timing of traffic signals allows pedestrians enough time to cross State Highway System roads.**	2002	4%	57%	25%	6%	8%	1,702	50

(\*\*Note: Question was not included in 2000 survey).

Please indicate your level of agreement with the need for more of the following facilities along the state roads. \*\*

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N	Missing N
A. Designated bike lanes at the edge of roads.	2002	19%	51%	23%	4%	5%	1,741	11
B. Bicycle trails separated from roads.	2002	27%	58%	10%	2%	3%	1,736	16
C. Sidewalks with grass/landscaping between the sidewalk and road.	2002	18%	63%	14%	2%	3%	1,741	11
D. Sidewalks directly adjacent to the road.	2002	5%	43%	43%	7%	3%	1,733	19

(\*\*Note: Questions were not included in 2000 survey).

## PART IV

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

Item		Yes	No	Valid N	Missing N
A. Have you used public transportation (e.g. bus, commuter or light rail) in the in the last 6 months?	2002	10%	90%	1,750	2
	2000	9%	91%	1,748	4

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

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N	Missing N
B. Public transportation in my area meets my needs.	2002	9%	43%	27%	20%	2%	177	1,624
	2000	9%	48%	24%	17%	2%	154	1,598
C. I would use public transportation if it were more convenient.	2002	29%	54%	15%	1%	2%	177	1,623
	2000	22%	63%	10%	1%	5%	153	1,599

## 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.	2002	9%	69%	16%	4%	2%	1,748	4
	2000	8%	68%	18%	4%	3%	1,745	7
B. Being able to walk safely on state road sidewalks. **	2002	4%	54%	33%	9%	0%	1,407	345
	2000	4%	45%	25%	6%	19%	1,653	99
C. Being able to ride bicycles safely on state roads. **	2002	2%	28%	53%	16%	0%	1,413	339
	2000	3%	32%	36%	12%	17%	1,650	102
D. Overall smoothness of the roads in the State Highway System.	2002	6%	63%	23%	6%	1%	1,738	14
	2000	6%	64%	22%	6%	1%	1,746	6
E. The overall transportation system provided by FDOT.	2002	3%	65%	15%	4%	14%	1,698	54
	2000	3%	66%	14%	4%	13%	1,693	59

\*\*Question worded slightly different in 2000 survey.

## **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.

A. How many years have you been driving in Florida? \_\_\_\_\_

	<b>2002</b>	<b>2000</b>
Less than a year to 5 years	18%	20%
6 to 10 years	15%	15%
11 to 15 years	13%	15%
16 to 20 years	14%	15%
21 to 25 years	10%	10%
26 to 30 years	11%	10%
31 to 35 years	5%	5%
36 to 40 years	5%	5%
More than 40 years	9%	7%
Valid N	1,752	N/A
Missing N	0	N/A

**B. In which county do you drive the most?** \_\_\_\_\_

<b>County</b>	<b>2002</b>	<b>2000</b>
Alachua	3%	1.4%
Baker	0%	0.1%
Bay	2%	1.0%
Bradford	0%	0.1%
Brevard	3%	3.2%
Broward	7%	10.3%
Calhoun	0%	0.1%
Charlotte	1%	1.0%
Citrus	1%	0.8%
Clay	1%	0.8%
Collier	2%	1.4%
Columbia	0%	0.3%
Dade	14%	12.7%
DeSoto	0%	0.2%
Dixie	0%	0.1%
Duval	7%	4.9%
Escambia	4%	1.9%
Flagler	0%	0.3%
Franklin	0%	0.1%
Gadsden	0%	0.3%
Gilchrist	0%	0.0%
Glades	0%	0.1%
Gulf	0%	0.1%

<b>County</b>	<b>2002</b>	<b>2000</b>
Hamilton	0%	0.0%
Hardee	0%	0.1%
Hendry	0%	0.2%
Hernando	1%	0.9%
Highlands	1%	0.6%
Hillsborough	6%	6.2%
Holmes	0%	0.1%
Indian River	1%	0.8%
Jackson	1%	0.3%
Jefferson	0%	0.1%
Lafayette	0%	0.0%
Lake	1%	1.3%
Lee	3%	2.8%
Leon	4%	1.5%
Levy	0%	0.2%
Liberty	0%	0.0%
Madison	0%	0.1%
Manatee	2%	1.8%
Marion	1%	1.6%
Martin	1%	0.9%
Monroe	1%	0.6%
Nassau	0%	0.3%
Okaloosa	2%	1.1%

<b>County</b>	<b>2002</b>	<b>2000</b>
Okeechobee	1%	0.2%
Orange	6%	5.2%
Osceola	1%	0.9%
Palm Beach	5%	7.3%
Pasco	2%	2.4%
Pinellas	5%	6.9%
Polk	3%	3.1%
Putnam	1%	0.5%
Sarasota	3%	2.4%
Seminole	1%	2.2%
St. Johns	1%	0.7%
St. Lucie	1%	1.2%
Santa Rosa	1%	0.6%
Sumter	0%	0.3%
Suwannee	0%	0.2%
Taylor	0%	0.1%
Union	0%	0.0%
Volusia	3%	3.0%
Wakulla	0%	0.1%
Walton	1%	0.2%
Washington	0%	0.1%
Valid N	1,752	N/A
Missing N	0	N/A



**C. How do you most often travel in Florida?**

	<b>2002</b>	<b>2000</b>
Car	77%	79%
Van	5%	6%
Taxi	0%	0%
Truck/Sport Utility Vehicle	15%	14%
Motorcycle	0%	0%
Bus	1%	0%
Other (please specify)	2%	0%
Valid N	1,751	1,751
Missing N	1	1

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

	<b>2002</b>	<b>2000</b>
Carpool	14%	13%
Vanpool	3%	2%
Walk	25%	18%
City Bus	7%	6%
Bicycle	18%	15%
None/Don't Know/Refused	58%	65%

**E. Please indicate whether you are male or female.**

	<b>2002</b>	<b>2000</b>
Male	43%	45%
Female	58%	55%
Prefer not to answer	0%	0%

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

	<b>2002</b>	<b>2000</b>
18-24	9%	0%
25-34	16%	10%
35-44	22%	16%
45-54	21%	24%
55-64	15%	19%
65 or older	17%	14%
Prefer not to answer/Don't Know	0%	16%

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

	<b>2002</b>	<b>2000</b>
White	72%	71%
African American, Jamaican, or other Caribbean Islanders	11%	10%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture	11%	14%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders	2%	2%
American Indian or Alaskan	1%	1%
Other	2%	2%
Prefer not to answer	3%	1%

Resident Survey Appendix D

**2002 Florida Resident Customer Survey**  
 Florida Department of Transportation

**District Comparisons**

The total number of Florida residents interviewed was 1752.  
 “Missing N” refers to the number of people who did not answer the question.

**PART I**

**Q1A. Spacing of exits and crossroad signs allow me enough time for travel decisions**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	231	48	26	32	29	26	31	39
Agree	1258	172	184	188	192	175	175	172
Disagree	189	18	29	20	20	35	34	33
Strongly Disagree	35	6	4	5	6	5	6	3
No opinion	27	2	6	5	4	7	2	1
Total	1740	246	249	250	251	248	248	248
<b>Missing N</b>	12	4	1	0	1	2	2	2
Strongly Agree	13.3%	19.5%	10.4%	12.8%	11.6%	10.5%	12.5%	15.7%
Agree	72.3%	69.9%	73.9%	75.2%	76.5%	70.6%	70.6%	69.4%
Disagree	10.9%	7.3%	11.6%	8.0%	8.0%	14.1%	13.7%	13.3%
Strongly Disagree	2.0%	2.4%	1.6%	2.0%	2.4%	2.0%	2.4%	1.2%
No opinion	1.6%	0.8%	2.4%	2.0%	1.6%	2.8%	0.8%	0.4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q1B. Overall, road signs are visible**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	279	47	35	36	36	32	48	45
Agree	1294	186	197	189	191	197	161	173
Disagree	146	14	15	18	23	16	33	27
Strongly Disagree	15	2	0	2	1	2	4	4
No opinion	13	1	2	4	1	3	1	1
Total	1747	250	249	249	252	250	247	250
Missing N	5	0	1	1	0	0	3	0
Strongly Agree	16.0%	18.8%	14.1%	14.5%	14.3%	12.8%	19.4%	18.0%
Agree	74.1%	74.4%	79.1%	75.9%	75.8%	78.8%	65.2%	69.2%
Disagree	8.4%	5.6%	6.0%	7.2%	9.1%	6.4%	13.4%	10.8%
Strongly Disagree	0.9%	0.8%	0.0%	0.8%	0.4%	0.8%	1.6%	1.6%
No opinion	0.7%	0.4%	0.8%	1.6%	0.4%	1.2%	0.4%	0.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q1C. Road signs are clearly readable**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	330	62	35	41	45	44	53	50
Agree	1240	168	198	178	177	176	168	175
Disagree	154	19	17	23	24	25	24	22
Strongly Disagree	10	0	0	4	0	1	4	1
No opinion	18	1	0	4	6	4	1	2
Total	1752	250	250	250	252	250	250	250
Missing N	0	0	0	0	0	0	0	0
Strongly Agree	18.8%	24.8%	14.0%	16.4%	17.9%	17.6%	21.2%	20.0%
Agree	70.8%	67.2%	79.2%	71.2%	70.2%	70.4%	67.2%	70.0%
Disagree	8.8%	7.6%	6.8%	9.2%	9.5%	10.0%	9.6%	8.8%
Strongly Disagree	0.6%	0.0%	0.0%	1.6%	0.0%	0.4%	1.6%	0.4%
No opinion	1.0%	0.4%	0.0%	1.6%	2.4%	1.6%	0.4%	0.8%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q1D. During the day, the visibility of roadway striping and markings are good**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	243	37	30	31	29	37	41	38
Agree	1257	183	194	189	191	168	155	177
Disagree	205	24	21	25	27	33	42	33
Strongly Disagree	18	1	1	1	2	4	8	1
No opinion	23	4	4	4	1	6	3	1
Total	1746	249	250	250	250	248	249	250
Missing N	6	1	0	0	2	2	1	0
Strongly Agree	13.9%	14.9%	12.0%	12.4%	11.6%	14.9%	16.5%	15.2%
Agree	72.0%	73.5%	77.6%	75.6%	76.4%	67.7%	62.2%	70.8%
Disagree	11.7%	9.6%	8.4%	10.0%	10.8%	13.3%	16.9%	13.2%
Strongly Disagree	1.0%	0.4%	0.4%	0.4%	0.8%	1.6%	3.2%	0.4%
No opinion	1.3%	1.6%	1.6%	1.6%	0.4%	2.4%	1.2%	0.4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q1E. At night, the visibility of roadway striping and markings are good**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	127	23	13	14	16	19	20	22
Agree	970	138	150	148	147	121	129	137
Disagree	486	57	64	74	70	80	71	70
Strongly Disagree	75	8	8	8	9	15	20	7
No opinion	68	19	12	6	8	11	2	10
Total	1726	245	247	250	250	246	242	246
Missing N	26	5	3	0	2	4	8	4
Strongly Agree	7.4%	9.4%	5.3%	5.6%	6.4%	7.7%	8.3%	8.9%
Agree	56.2%	56.3%	60.7%	59.2%	58.8%	49.2%	53.3%	55.7%
Disagree	28.2%	23.3%	25.9%	29.6%	28.0%	32.5%	29.3%	28.5%
Strongly Disagree	4.3%	3.3%	3.2%	3.2%	3.6%	6.1%	8.3%	2.8%
No opinion	3.9%	7.8%	4.9%	2.4%	3.2%	4.5%	0.8%	4.1%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**PART II**

**Q2A. Have you traveled through a FDOT construction project in the last 12 months?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Yes	1536	203	228	232	225	224	202	222
No	206	45	19	18	27	25	44	28
Total	1742	248	247	250	252	249	246	250
Missing N	10	2	3	0	0	1	4	0
Yes	88.2%	81.9%	92.3%	92.8%	89.3%	90.0%	82.1%	88.8%
No	11.8%	18.1%	7.7%	7.2%	10.7%	10.0%	17.9%	11.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q2B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.)**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	125	26	14	17	15	17	19	17
Agree	655	98	100	100	86	106	68	97
Disagree	541	58	81	77	87	76	83	79
Strongly Disagree	132	11	25	22	19	13	25	17
No opinion	59	7	4	10	13	9	6	10
Total	1512	200	224	226	220	221	201	220
Missing N	24	3	4	6	5	3	1	2
Strongly Agree	8.3%	13.0%	6.3%	7.5%	6.8%	7.7%	9.5%	7.7%
Agree	43.3%	49.0%	44.6%	44.2%	39.1%	48.0%	33.8%	44.1%
Disagree	35.8%	29.0%	36.2%	34.1%	39.5%	34.4%	41.3%	35.9%
Strongly Disagree	8.7%	5.5%	11.2%	9.7%	8.6%	5.9%	12.4%	7.7%
No opinion	3.9%	3.5%	1.8%	4.4%	5.9%	4.1%	3.0%	4.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q2C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	208	37	27	24	24	33	34	29
Agree	1024	145	156	169	139	154	116	145
Disagree	246	18	39	29	54	29	40	37
Strongly Disagree	45	2	5	8	6	6	9	9
No opinion	11	1	1	2	2	2	2	1
Total	1534	203	228	232	225	224	201	221
Missing N	2	0	0	0	0	0	1	1
Strongly Agree	13.6%	18.2%	11.8%	10.3%	10.7%	14.7%	16.9%	13.1%
Agree	66.8%	71.4%	68.4%	72.8%	61.8%	68.8%	57.7%	65.6%
Disagree	16.0%	8.9%	17.1%	12.5%	24.0%	12.9%	19.9%	16.7%
Strongly Disagree	2.9%	1.0%	2.2%	3.4%	2.7%	2.7%	4.5%	4.1%
No opinion	0.7%	0.5%	0.4%	0.9%	0.9%	0.9%	1.0%	0.5%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q2D. Construction zones were clearly marked**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	208	34	26	23	29	33	35	28
Agree	1113	150	180	182	156	165	122	158
Disagree	183	15	21	19	36	24	38	30
Strongly Disagree	23	3	1	6	2	1	5	5
No opinion	6	1	0	2	1	0	2	0
Total	1533	203	228	232	224	223	202	221
Missing N	3	0	0	0	1	1	0	1
Strongly Agree	13.6%	16.7%	11.4%	9.9%	12.9%	14.8%	17.3%	12.7%
Agree	72.6%	73.9%	78.9%	78.4%	69.6%	74.0%	60.4%	71.5%
Disagree	11.9%	7.4%	9.2%	8.2%	16.1%	10.8%	18.8%	13.6%
Strongly Disagree	1.5%	1.5%	0.4%	2.6%	0.9%	0.4%	2.5%	2.3%
No opinion	0.4%	0.5%	0.0%	0.9%	0.4%	0.0%	1.0%	0.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q2E. Construction zones were safe to travel through**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	111	25	16	16	9	11	16	18
Agree	852	121	146	143	95	123	104	120
Disagree	462	48	55	57	89	79	70	64
Strongly Disagree	93	7	10	14	25	10	12	15
No opinion	17	2	1	2	6	1	0	5
Total	1535	203	228	232	224	224	202	222
Missing N	1	0	0	0	1	0	0	0
Strongly Agree	7.2%	12.3%	7.0%	6.9%	4.0%	4.9%	7.9%	8.1%
Agree	55.5%	59.6%	64.0%	61.6%	42.4%	54.9%	61.5%	54.1%
Disagree	30.1%	23.6%	24.1%	24.6%	39.7%	35.3%	34.7%	28.8%
Strongly Disagree	6.1%	3.4%	4.4%	6.0%	11.2%	4.5%	5.9%	6.8%
No opinion	1.1%	1.0%	0.4%	0.9%	2.7%	0.4%	0.0%	2.3%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q2F. While road construction was in progress, I was easily able to access local businesses**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	60	14	10	8	5	6	10	7
Agree	641	93	110	97	75	95	69	102
Disagree	637	77	81	97	118	96	87	81
Strongly Disagree	146	14	16	27	22	21	21	25
No opinion	38	2	10	2	3	6	9	6
Total	1522	200	227	231	223	224	196	221
Missing N	14	3	1	1	2	0	6	1
Strongly Agree	3.9%	7.0%	4.4%	3.5%	2.2%	2.7%	5.1%	3.2%
Agree	42.1%	46.5%	48.5%	42.0%	33.6%	42.4%	35.2%	46.2%
Disagree	41.9%	38.5%	35.7%	42.0%	52.9%	42.9%	44.4%	36.7%
Strongly Disagree	9.6%	7.0%	7.0%	11.7%	9.9%	9.4%	10.7%	11.3%
No opinion	2.5%	1.0%	4.4%	0.9%	1.3%	2.7%	4.6%	2.7%
Total	100%	100%	100%	100%	100%	100%	100%	100%



**Q2G. Construction projects on state roads were completed in a timely manner**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	42	7	6	3	5	6	8	7
Agree	453	73	93	72	30	58	52	75
Disagree	613	81	78	84	103	103	76	88
Strongly Disagree	302	26	29	56	61	38	55	37
No opinion	98	14	19	13	18	16	7	11
Total	1508	201	225	228	217	221	198	218
Missing N	28	2	3	4	8	3	4	4
Strongly Agree	2.8%	3.5%	2.7%	1.3%	2.3%	2.7%	4.0%	3.2%
Agree	30.0%	36.3%	41.3%	31.6%	13.8%	26.2%	26.3%	34.4%
Disagree	40.6%	40.3%	34.7%	36.8%	47.5%	46.6%	38.4%	40.4%
Strongly Disagree	20.0%	12.9%	12.9%	24.6%	28.1%	17.2%	27.8%	17.0%
No opinion	6.5%	7.0%	8.4%	5.7%	8.3%	7.2%	3.5%	5.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q2H. I was satisfied with the results of the completed FDOT projects**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	162	40	21	20	16	23	17	25
Agree	1069	139	173	164	159	156	125	153
Disagree	172	13	18	27	19	25	43	27
Strongly Disagree	50	3	10	5	13	4	7	8
No opinion	63	6	4	15	10	14	7	7
Total	1516	201	226	231	217	222	199	220
Missing N	20	2	2	1	8	2	3	2
Strongly Agree	10.7%	19.9%	9.3%	8.7%	7.4%	10.4%	8.5%	11.4%
Agree	70.5%	69.2%	76.5%	71.0%	73.3%	70.3%	62.8%	69.5%
Disagree	11.3%	6.5%	8.0%	11.7%	8.8%	11.3%	21.6%	12.3%
Strongly Disagree	3.3%	1.5%	4.4%	2.2%	6.0%	1.8%	3.5%	3.6%
No opinion	4.2%	3.0%	1.8%	6.5%	4.6%	6.3%	3.5%	3.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**PART III**

**Q3A. I am satisfied with the amount of time it takes to travel WITHIN my city or town**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	123	39	8	10	19	17	10	20
Agree	944	142	162	148	142	128	89	133
Disagree	464	52	54	67	73	73	79	66
Strongly Disagree	201	10	23	23	17	30	71	27
No opinion	14	5	3	1	1	1	1	3
Total	1746	248	250	249	251	249	250	249
Missing N	6	2	0	1	1	1	0	1
Strongly Agree	7.0%	15.7%	3.2%	4.0%	7.6%	6.8%	4.0%	8.0%
Agree	54.1%	57.3%	64.8%	59.4%	56.6%	51.4%	35.6%	53.4%
Disagree	26.6%	21.0%	21.6%	26.9%	29.1%	29.3%	31.6%	26.5%
Strongly Disagree	11.5%	4.0%	9.2%	9.2%	6.8%	12.0%	28.4%	10.8%
No opinion	0.8%	2.0%	1.2%	0.4%	0.0%	0.4%	0.4%	1.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q3B. I am satisfied with the amount of time it takes to travel BETWEEN cities or towns**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	110	32	8	8	14	14	12	22
Agree	1095	158	203	183	144	141	118	148
Disagree	408	47	31	45	75	70	77	63
Strongly Disagree	104	9	5	8	14	19	36	13
No opinion	27	2	3	6	3	5	5	3
Total	1744	248	250	250	250	249	248	249
Missing N	8	2	0	0	2	1	2	1
Strongly Agree	6.3%	12.9%	3.2%	3.2%	5.6%	5.6%	4.8%	8.8%
Agree	62.8%	63.7%	81.2%	73.2%	57.6%	56.6%	47.6%	59.4%
Disagree	23.4%	19.0%	12.4%	18.0%	30.0%	28.1%	31.0%	25.3%
Strongly Disagree	6.0%	3.6%	2.0%	3.2%	5.6%	7.6%	14.5%	5.2%
No opinion	1.5%	0.8%	1.2%	2.4%	1.2%	2.0%	2.0%	1.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q3C. The overall level of traffic congestion on the State Highway System is acceptable**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	54	18	2	8	12	3	4	7
Agree	730	139	121	128	91	83	71	97
Disagree	641	66	94	79	101	103	93	105
Strongly Disagree	294	21	30	28	44	55	78	38
No opinion	24	3	2	6	4	3	3	3
Total	1743	247	249	249	252	247	249	250
Missing N	9	3	1	1	0	3	1	0
Strongly Agree	3.1%	7.3%	0.8%	3.2%	4.8%	1.2%	1.6%	2.8%
Agree	41.9%	56.3%	48.6%	51.4%	36.1%	33.6%	28.5%	38.8%
Disagree	36.8%	26.7%	37.8%	31.7%	40.1%	41.7%	37.3%	42.0%
Strongly Disagree	16.9%	8.5%	12.0%	11.2%	17.5%	22.3%	31.3%	15.2%
No opinion	1.4%	1.2%	0.8%	2.4%	1.6%	1.2%	1.2%	1.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q3D. Posted speed limits on the State Highway System are reasonable**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	157	33	18	14	18	17	30	27
Agree	1311	187	191	185	186	189	179	194
Disagree	231	25	36	38	41	36	30	25
Strongly Disagree	41	4	5	10	5	6	8	3
No opinion	9	1	0	2	2	1	2	1
Total	1749	250	250	249	252	249	249	250
Missing N	3	0	0	1	0	1	1	0
Strongly Agree	9.0%	13.2%	7.2%	5.6%	7.1%	6.8%	12.0%	10.8%
Agree	75.0%	74.8%	76.4%	74.3%	73.8%	75.9%	71.9%	77.6%
Disagree	13.2%	10.0%	14.4%	15.3%	16.3%	14.5%	12.0%	10.0%
Strongly Disagree	2.3%	1.6%	2.0%	4.0%	2.0%	2.4%	3.2%	1.2%
No opinion	0.5%	0.4%	0.0%	0.8%	0.8%	0.4%	0.8%	0.4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q3E. Most vehicles remain within the speed limits on the State Highway System**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	21	7		4	2	2	3	3
Agree	448	72	65	76	60	50	70	55
Disagree	854	124	129	114	120	126	105	136
Strongly Disagree	409	47	54	53	66	69	67	53
No opinion	13	0	2	3	2	2	1	3
Total	1745	250	250	250	250	249	246	250
Missing N	7	0	0	0	2	1	4	0
Strongly Agree	1.2%	2.8%	0.0%	1.6%	0.8%	0.8%	1.2%	1.2%
Agree	25.7%	28.8%	26.0%	30.4%	24.0%	20.1%	28.5%	22.0%
Disagree	48.9%	49.6%	51.6%	45.6%	48.0%	50.6%	42.7%	54.4%
Strongly Disagree	23.4%	18.8%	21.6%	21.2%	26.4%	27.7%	27.2%	21.2%
No opinion	0.7%	0.0%	0.8%	1.2%	0.8%	0.8%	0.4%	1.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q3F. Roadsides on the State Highway System are attractive**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	86	25	4	8	11	10	15	13
Agree	1187	173	168	176	164	169	161	176
Disagree	339	38	61	49	52	50	46	43
Strongly Disagree	38	3	0	4	7	7	10	7
No opinion	85	9	17	13	13	13	13	7
Total	1735	248	250	250	247	249	245	246
Missing N	17	2	0	0	5	1	5	4
Strongly Agree	5.0%	10.1%	1.6%	3.2%	4.5%	4.0%	6.1%	5.3%
Agree	68.4%	69.8%	67.2%	70.4%	66.4%	67.9%	65.7%	71.5%
Disagree	19.5%	15.3%	24.4%	19.6%	21.1%	20.1%	18.8%	17.5%
Strongly Disagree	2.2%	1.2%	0.0%	1.6%	2.8%	2.8%	4.1%	2.8%
No opinion	4.9%	3.6%	6.8%	5.2%	5.3%	5.2%	5.3%	2.8%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q3G. Roadsides on the State Highway System are kept free of litter**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	133	29	9	12	12	24	28	19
Agree	1296	180	187	188	185	185	180	191
Disagree	262	34	48	41	45	32	30	32
Strongly Disagree	33	5	4	5	4	5	5	5
No opinion	21	1	2	3	4	3	5	3
Total	1745	249	250	249	250	249	248	250
Missing N	7	1	0	1	2	1	4	0
Strongly Agree	7.6%	11.6%	3.6%	4.8%	4.8%	9.6%	11.3%	7.6%
Agree	74.3%	72.3%	74.8%	75.5%	74.0%	74.3%	72.6%	76.4%
Disagree	15.0%	13.7%	19.2%	16.5%	18.0%	12.9%	12.1%	12.8%
Strongly Disagree	1.9%	2.0%	1.6%	2.0%	1.6%	2.0%	2.0%	2.0%
No opinion	1.2%	0.4%	0.8%	1.2%	1.6%	1.2%	2.0%	1.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q3H. The timing of traffic signals allows pedestrians enough time to cross State Highway System roads**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	64	16	4	7	5	7	17	8
Agree	962	145	141	160	127	124	129	136
Disagree	429	43	65	43	74	74	63	67
Strongly Disagree	106	19	14	15	14	16	17	11
No opinion	414	22	22	19	21	21	15	21
Total	1702	245	246	244	241	242	241	243
Missing N	50	5	4	6	11	8	9	7
Strongly Agree	3.8%	6.5%	1.6%	2.9%	2.1%	2.9%	7.1%	3.3%
Agree	56.5%	59.2%	57.3%	65.6%	52.7%	51.2%	53.5%	56.0%
Disagree	25.2%	17.6%	26.4%	17.6%	30.7%	30.6%	26.1%	27.6%
Strongly Disagree	6.2%	7.8%	5.7%	6.1%	5.8%	6.6%	7.1%	4.5%
No opinion	8.3%	9.0%	8.9%	7.8%	8.7%	8.7%	6.2%	8.6%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q3A1. Designated bike lanes at the edge of roads**

	State	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	322	45	41	50	44	50	47	45
Agree	879	118	143	116	125	129	122	126
Disagree	397	63	43	59	66	44	65	57
Strongly Disagree	65	7	11	13	5	12	8	9
No opinion	78	17	11	11	9	13	6	11
Total	1741	250	249	249	249	248	248	248
Missing N	11	0	1	1	3	2	2	2
Strongly Agree	18.5%	18.0%	16.5%	20.1%	17.7%	20.2%	19.0%	18.1%
Agree	50.5%	47.2%	57.4%	46.6%	50.2%	52.0%	49.2%	50.8%
Disagree	22.8%	25.2%	17.3%	23.7%	26.5%	17.7%	26.2%	23.0%
Strongly Disagree	3.7%	2.8%	4.4%	5.2%	2.0%	4.8%	3.2%	3.6%
No opinion	4.5%	6.8%	4.4%	4.4%	3.6%	5.2%	2.4%	4.4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q3B1. Bicycle trails separated from roads**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	467	62	76	64	64	72	58	71
Agree	1010	136	135	143	153	146	149	148
Disagree	179	33	23	26	23	23	28	23
Strongly Disagree	26	4	4	6	3	2	6	1
No opinion	54	11	9	10	5	5	8	6
Total	1736	246	247	249	248	248	249	249
Missing N	16	4	3	1	4	2	1	1
Strongly Agree	26.9%	25.2%	30.8%	25.7%	25.8%	29.0%	23.3%	28.5%
Agree	58.2%	55.3%	54.7%	57.4%	61.7%	58.9%	59.8%	59.4%
Disagree	10.3%	13.4%	9.3%	10.4%	9.3%	9.3%	11.2%	9.2%
Strongly Disagree	1.5%	1.6%	1.6%	2.4%	1.2%	0.8%	2.4%	0.4%
No opinion	3.1%	4.5%	3.6%	4.0%	2.0%	2.0%	3.2%	2.4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**QC1. Sidewalks with grass/landscaping between the sidewalk and road**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	316	37	43	43	45	51	50	47
Agree	1101	160	163	149	158	160	152	159
Disagree	238	36	29	45	32	29	34	33
Strongly Disagree	33	11	5	4	2	4	5	2
No opinion	53	6	7	9	12	4	7	8
Total	1741	250	247	250	249	248	248	249
Missing N	11	0	3	0	3	2	2	1
Strongly Agree	18.2%	14.8%	17.4%	17.2%	18.1%	20.6%	20.2%	18.9%
Agree	63.2%	64.0%	66.0%	59.6%	63.5%	64.5%	61.3%	63.9%
Disagree	13.7%	14.4%	11.7%	18.0%	12.9%	11.7%	13.7%	13.3%
Strongly Disagree	1.9%	4.4%	2.0%	1.6%	0.8%	1.6%	2.0%	0.8%
No opinion	3.0%	2.4%	2.8%	3.6%	4.8%	1.6%	2.8%	3.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q3D1. Sidewalks directly adjacent to the road**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	91	15	13	19	11	12	11	10
Agree	740	109	98	119	101	101	113	99
Disagree	737	99	116	92	109	109	96	116
Strongly Disagree	115	15	12	14	18	21	20	15
No opinion	50	10	9	4	8	4	8	7
Total	1733	248	248	248	247	247	248	247
Missing N	19	2	2	2	5	3	2	3
Strongly Agree	5.3%	6.0%	5.2%	7.7%	4.5%	4.9%	4.4%	4.0%
Agree	42.7%	44.0%	39.5%	48.0%	40.9%	40.9%	45.6%	40.1%
Disagree	42.5%	39.9%	46.8%	37.1%	44.1%	44.1%	38.7%	47.0%
Strongly Disagree	6.6%	6.0%	4.8%	5.6%	7.3%	8.5%	8.1%	6.1%
No opinion	2.9%	4.0%	3.6%	1.6%	3.2%	1.6%	3.2%	2.8%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**PART IV**

**Q5A. Have you used public transportation (e.g. bus, commuter or light rail) in the last 6 months?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Yes	177	10	24	19	22	17	68	17
No	1573	240	226	231	230	232	182	232
Total	1750	250	250	250	252	249	250	249
Missing N	2	0	0	0	0	1	0	1
Yes	10.1%	4.0%	9.6%	7.6%	8.7%	6.8%	27.2%	6.8%
No	89.9%	96.0%	90.4%	92.4%	91.3%	93.2%	72.8%	93.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q4B. Public transportation in my area meets my needs**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	15	3	2	1	0	2	5	2
Agree	76	4	13	8	11	7	26	7
Disagree	47	1	6	6	4	4	23	3
Strongly Disagree	35	2	2	4	6	3	13	5
No opinion	4	0	1	0	1	1	1	0
Total	177	10	24	19	22	17	68	17
Missing N	0	0	0	0	0	0	0	0
Strongly Agree	8.5%	30.0%	8.3%	5.3%	0.0%	11.8%	7.4%	11.8%
Agree	42.9%	40.0%	54.2%	42.1%	50.0%	41.2%	38.2%	41.2%
Disagree	26.6%	10.0%	25.0%	31.6%	18.2%	23.5%	33.8%	17.6%
Strongly Disagree	19.8%	20.0%	8.3%	21.1%	27.3%	17.6%	19.1%	29.4%
No opinion	2.3%	0.0%	4.2%	0.0%	4.5%	5.9%	1.5%	0.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%



**Q4C. I would use public transportation if it were more convenient**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Strongly Agree	51	5	4	4	3	8	23	4
Agree	95	4	15	12	13	7	37	7
Disagree	26	1	5	3	4	2	7	4
Strongly Disagree	2	0	0	0	0	0	0	2
No opinion	3	0	0	0	2	0	1	0
Total	177	10	24	19	22	17	68	17
Missing N	0	0	0	0	0	0	0	0
Strongly Agree	28.8%	50.0%	16.7%	21.1%	13.6%	47.1%	33.8%	23.5%
Agree	53.7%	40.0%	62.5%	63.2%	59.1%	41.2%	54.4%	41.2%
Disagree	14.7%	10.0%	20.8%	15.8%	18.2%	11.8%	10.3%	23.5%
Strongly Disagree	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%
No opinion	1.7%	0.0%	0.0%	0.0%	9.1%	0.0%	1.5%	0.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**PART V**

**Q5A. How satisfied are you with the overall safety on state roads?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Very Satisfied	156	29	18	16	16	23	31	23
Satisfied	1208	176	196	187	170	167	139	173
Dissatisfied	278	32	24	30	49	40	63	40
Very Dissatisfied	71	4	6	10	14	15	13	9
No opinion	35	8	6	7	2	5	2	5
Total	1748	249	250	250	251	250	248	250
Missing N	4	1	0	0	1	0	2	0
Very Satisfied	8.9%	11.6%	7.2%	6.4%	6.4%	9.2%	12.5%	9.2%
Satisfied	69.1%	70.7%	78.4%	74.8%	67.7%	66.8%	56.0%	69.2%
Dissatisfied	15.9%	12.9%	9.6%	12.0%	19.5%	16.0%	25.4%	16.0%
Very Dissatisfied	4.1%	1.6%	2.4%	4.0%	5.6%	6.0%	5.2%	3.6%
No opinion	2.0%	3.2%	2.4%	2.8%	0.8%	2.0%	0.8%	2.0%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q5b. Being able to walk safely on state road sidewalks?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Very Satisfied	58	7	8	6	3	7	17	10
Satisfied	763	103	127	106	120	105	106	96
Dissatisfied	462	59	48	76	61	69	80	69
Very Dissatisfied	124	24	13	17	16	22	16	16
No opinion	0	51	46	39	42	35	0	46
Total	1407	244	242	244	242	238	219	237
Missing N	345	6	8	6	10	12	31	13
Very Satisfied	4.1%	2.9%	3.3%	2.5%	1.2%	2.9%	7.8%	4.2%
Satisfied	54.2%	42.2%	52.5%	43.4%	49.6%	44.1%	48.4%	40.5%
Dissatisfied	32.8%	24.2%	19.8%	31.1%	25.2%	29.0%	36.5%	29.1%
Very Dissatisfied	8.8%	9.8%	5.4%	7.0%	6.6%	9.2%	7.3%	6.8%
No opinion	0.0%	20.9%	19.0%	16.0%	17.4%	14.7%	0.0%	19.4%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q5C. Being able to ride bicycles safely on state roads?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Very Satisfied	29	4	5	4	2	3	6	5
Satisfied	398	53	63	57	61	53	57	54
Dissatisfied	754	101	98	113	110	110	108	114
Very Dissatisfied	232	36	35	32	33	30	38	28
No opinion	0	50	45	41	38	44	0	39
Total	1413	244	246	247	244	240	209	240
Missing N	339	6	4	3	8	10	41	10
Very Satisfied	2.1%	1.6%	2.0%	1.6%	0.8%	1.3%	2.9%	2.1%
Satisfied	28.2%	21.7%	25.6%	23.1%	25.0%	22.1%	27.3%	22.5%
Dissatisfied	53.4%	41.4%	39.8%	45.7%	45.1%	45.8%	51.7%	47.5%
Very Dissatisfied	16.4%	14.8%	14.2%	13.0%	13.5%	12.5%	18.2%	11.7%
No opinion	0.0%	20.5%	18.3%	16.6%	15.6%	18.3%	0.0%	16.3%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q5D. Overall smoothness of the roads in the State Highway System?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Very Satisfied	107	21	6	15	15	13	20	17
Satisfied	1102	167	158	139	164	153	154	167
Dissatisfied	393	43	69	67	58	59	50	47
Very Dissatisfied	112	12	16	23	10	19	16	16
No opinion	24	2	1	6	3	2	8	2
Total	1738	245	250	250	250	246	248	249
Missing N	14	5	0	0	2	4	2	1
Very Satisfied	6.2%	8.6%	2.4%	6.0%	6.0%	5.3%	8.1%	6.8%
Satisfied	63.4%	68.2%	63.2%	55.6%	65.6%	62.2%	62.1%	67.1%
Dissatisfied	22.6%	17.6%	27.6%	26.8%	23.2%	24.0%	20.2%	18.9%
Very Dissatisfied	6.4%	4.9%	6.4%	9.2%	4.0%	7.7%	6.5%	6.4%
No opinion	1.4%	0.8%	0.4%	2.4%	1.2%	0.8%	3.2%	0.8%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q5E. The overall transportation system provided by FDOT?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Very Satisfied	53	11	5	6	6	10	9	6
Satisfied	1096	168	169	175	142	149	139	154
Dissatisfied	256	25	25	32	38	41	61	34
Very Dissatisfied	60	6	5	7	6	13	13	10
No opinion	233	34	41	25	46	33	19	35
Total	1698	244	245	245	238	246	241	239
Missing N	54	6	5	5	14	4	9	11
Very Satisfied	3.1%	4.5%	2.0%	2.4%	2.5%	4.1%	3.7%	2.5%
Satisfied	64.5%	68.9%	69.0%	71.4%	59.7%	60.6%	57.7%	64.4%
Dissatisfied	15.1%	10.2%	10.2%	13.1%	16.0%	16.7%	25.3%	14.2%
Very Dissatisfied	3.5%	2.5%	2.0%	2.9%	2.5%	5.3%	5.4%	4.2%
No opinion	13.7%	13.9%	16.7%	10.2%	19.3%	13.4%	7.9%	14.6%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**PART VI**

<b>Q6A. How long have you been driving in Florida? (by age groups)</b>								
	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
Less than a year to 5 years	308	36	41	42	41	54	48	46
6 to 10 years	268	38	34	38	41	41	42	34
11 to 15 years	228	33	41	23	29	45	28	29
16 to 20 years	240	35	28	26	39	31	33	48
21 to 25 years	180	37	19	21	31	20	32	20
26 to 30 years	196	24	29	35	30	29	22	27
31 to 35 years	91	14	15	18	15	8	11	10
36 to 40 years	91	15	13	14	11	14	9	15
More than 40 years	150	18	30	33	15	8	25	21
<b>Total</b>	<b>1752</b>	<b>250</b>	<b>250</b>	<b>250</b>	<b>252</b>	<b>250</b>	<b>250</b>	<b>250</b>
<b>Missing N</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Less than a year to 5 years	17.6%	14.4%	16.4%	16.8%	16.3%	21.6%	19.2%	18.4%
6 to 10 years	15.3%	15.2%	13.6%	15.2%	16.3%	16.4%	16.8%	13.6%
11 to 15 years	13.0%	13.2%	16.4%	9.2%	11.5%	18.0%	11.2%	11.6%
16 to 20 years	13.7%	14.0%	11.2%	10.4%	15.5%	12.4%	13.2%	19.2%
21 to 25 years	10.3%	14.8%	7.6%	8.4%	12.3%	8.0%	12.8%	8.0%
26 to 30 years	11%	10%	12%	14%	12%	12%	9%	11%
31 to 35 years	5.2%	5.6%	6.0%	7.2%	6.0%	3.2%	4.4%	4.0%
36 to 40 years	5.2%	6.0%	5.2%	5.6%	4.4%	5.6%	3.6%	6.0%
More than 40 years	8.6%	7.2%	12.0%	13.2%	6.0%	3.2%	10.0%	8.4%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Q6C. How do you most often travel in Florida?**

	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
Car	1353	189	180	181	207	192	207	197
Van	89	14	11	16	11	11	15	11
Taxi	3	0	0	0	1	0	2	0
Truck/Sport Utility vehicle	267	43	54	46	26	43	16	39
Motorcycle	4	0	1	1	1	0	0	1
Bus	8	1	1	1	1	1	3	0
Other	27	3	2	5	5	3	7	2
Total	1751	250	249	250	252	250	250	250
<b>Missing N</b>	1	0	1	0	0	0	0	0
Car	77.3%	75.6%	72.3%	72.4%	82.1%	76.8%	82.8%	78.8%
Van	5.1%	5.6%	4.4%	6.4%	4.4%	4.4%	6.0%	4.4%
Taxi	0.2%	0.0%	0.0%	0.0%	0.4%	0.0%	0.8%	0.0%
Truck/Sport Utility vehicle	15.2%	17.2%	21.7%	18.4%	10.3%	17.2%	6.4%	15.6%
Motorcycle	0.2%	0.0%	0.4%	0.4%	0.4%	0.0%	0.0%	0.4%
Bus	1%	0%	0%	0%	0%	0%	1%	0%
Other	1.5%	1.2%	0.8%	2.0%	2.0%	1.2%	2.8%	0.8%
Total	100%	100%	100%	100%	100%	100%	100%	100%

## Summary of Florida Residents' Responses to Open-Ended Questions

The percent of Florida residents whose comments fall in each of the major categories is presented. The counts for the individual comments comprising each category are listed below.

<b>Q2i. Do you have any suggestions for improving the Departments construction zones on the State Highway System?</b>								
	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
Yes	767	107	88	120	128	104	110	110
No	765	96	140	112	96	119	91	111
Total	1532	203	228	232	224	223	201	221
<b>Missing N</b>	4	0	0	0	1	1	1	1
Yes	50.1%	52.7%	38.6%	51.7%	57.1%	46.6%	54.7%	49.8%
No	49.9%	47.3%	61.4%	48.3%	42.9%	53.4%	45.3%	50.2%
Total	100%	100%	100%	100%	100%	100%	100%	100%

**Q2i. Do you have any suggestions for improving the Department's construction zones on the State Highway System?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
<b>Residents Responding</b>	<b>513</b>	<b>58</b>	<b>60</b>	<b>73</b>	<b>59</b>	<b>83</b>	<b>109</b>	<b>71</b>
<b>Project Management</b>	<b>40%</b>	<b>43%</b>	<b>32%</b>	<b>40%</b>	<b>49%</b>	<b>32%</b>	<b>50%</b>	<b>31%</b>
Too many projects at once/not finished in a timely manner	93	14	6	12	13	12	25	11
Need to work more hours/at night or during off-peak periods/seasons	76	7	6	11	11	10	24	7
Need more reliable contractors/consultants or workers	15	3	3	2	2	1	3	1
Poorly supervised workers/unknowledgeable toll both workers	11	1	2	4	0	2	0	2
Projects are not cost efficient	4	0	1	0	1	0	1	1
Look at how other states do their road projects	4	0	1	0	1	1	1	0
<b>Construction Zones</b>	<b>24%</b>	<b>21%</b>	<b>22%</b>	<b>22%</b>	<b>29%</b>	<b>22%</b>	<b>18%</b>	<b>24%</b>
Need better construction signs/alerts sooner	45	5	5	6	6	7	10	6
Need safer construction zones	32	3	5	4	4	5	5	6
Temporary lanes during construction are too narrow	20	4	0	0	7	4	1	4
Reduced speed limit/const zone signs when no men are working	14	0	2	5	0	2	4	1
<b>Problems with DOT or Traffic Planning</b>	<b>13%</b>	<b>17%</b>	<b>12%</b>	<b>7%</b>	<b>19%</b>	<b>15%</b>	<b>13%</b>	<b>13%</b>
Need more public notice about construction plans	32	3	1	2	7	4	9	6
Lack of proper highway planning causes problems	29	5	4	3	3	6	5	3
Need greater public input in highway planning process	4	2	1	0	0	0	1	0
Too much widening of roads/too much construction	3	0	1	0	0	2	0	0
Privatize/reorganize DOT or get rid of agency	1	0	0	0	1	0	0	0
<b>Signs/Roadway Markings</b>	<b>13%</b>	<b>10%</b>	<b>17%</b>	<b>10%</b>	<b>15%</b>	<b>15%</b>	<b>14%</b>	<b>18%</b>
Problems with seeing roads, signs, etc at night or in bad weather	27	1	4	5	4	4	1	8
Problems with visibility/confusion of street signs/roadways	29	4	2	1	3	7	9	3
Not enough signs on state highways	9	1	3	0	2	1	1	1
Visibility of roadway striping is a problem	4	0	1	0	0	0	2	1

**Q2i. Do you have any suggestions for improving the Department's construction zones on the State Highway System?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
<b>Residents Responding</b>	<b>513</b>	<b>58</b>	<b>60</b>	<b>73</b>	<b>59</b>	<b>83</b>	<b>109</b>	<b>71</b>
<b>Speed Related</b>	<b>10%</b>	<b>12%</b>	<b>13%</b>	<b>7%</b>	<b>10%</b>	<b>13%</b>	<b>2%</b>	<b>6%</b>
Speeding/dangerous drivers/dangerous pedestrians	34	4	6	3	4	5	9	3
Not enough police or enforcement of laws	11	2	2	2	1	3	1	0
Speed limits are too high	3	0	0	0	1	2	0	0
Speed limits are too low	3	1	0	0	0	1	0	1
<b>Road Problems</b>	<b>8%</b>	<b>9%</b>	<b>7%</b>	<b>10%</b>	<b>7%</b>	<b>9%</b>	<b>6%</b>	<b>10%</b>
Materials used to fix roads inadequate/roads need to be paved or repaired	17	2	3	3	0	3	2	4
Dangerous roads/rough roads	14	1	0	3	2	3	2	3
Roads not pedestrian friendly/crosswalks, bike lanes, etc	5	2	0	1	0	1	1	0
Roads are littered	5	0	1	0	2	0	2	0
<b>Needs Assessment</b>	<b>8%</b>	<b>7%</b>	<b>5%</b>	<b>7%</b>	<b>3%</b>	<b>11%</b>	<b>14%</b>	<b>7%</b>
Wider roads are needed	25	2	1	3	2	4	8	5
More roads are needed	12	2	1	0	0	2	7	0
More public transportation needed	2	0	0	0	0	2	0	0
More rest areas are needed	2	0	1	0	0	1	0	0
More emergency evacuation routes needed	1	0	0	1	0	0	0	0
Need more call-boxes along roadways	1	0	0	1	0	0	0	0
<b>Miscellaneous Suggestions</b>	<b>6%</b>	<b>5%</b>	<b>7%</b>	<b>7%</b>	<b>5%</b>	<b>11%</b>	<b>6%</b>	<b>3%</b>
Miscellaneous	19	2	2	2	1	7	3	2
Problems with trucks on highway or during construction	7	0	0	1	2	1	3	0
Something needs to be done, etc (non-specific)	4	0	1	2	0	0	1	0
Too many billboards	0	0	0	0	0	0	0	0
<b>Traffic Problems (Construction-Related)</b>	<b>4%</b>	<b>5%</b>	<b>0%</b>	<b>8%</b>	<b>5%</b>	<b>2%</b>	<b>5%</b>	<b>1%</b>
Closure of lanes/congestions due to accidents/construction	15	3	0	4	3	1	3	1
Problems with detours	5	0	0	2	0	1	2	0
<b>Traffic Problems (General)</b>	<b>4%</b>	<b>0%</b>	<b>3%</b>	<b>6%</b>	<b>0%</b>	<b>1%</b>	<b>5%</b>	<b>6%</b>
Traffic light problems/timing of lights/not enough lights	9	0	1	2	0	1	3	2
More right/left turn lanes needed/need improvement	5	1	2	0	0	1	1	0



**Q2i. Do you have any suggestions for improving the Department's construction zones on the State Highway System?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
<b>Residents Responding</b>	<b>513</b>	<b>58</b>	<b>60</b>	<b>73</b>	<b>59</b>	<b>83</b>	<b>109</b>	<b>71</b>
Bad traffic congestion	6	0	1	1	0	0	2	2
Problems with intersections	1	0	0	1	0	0	0	0
<b>Business Access</b>	<b>3%</b>	<b>9%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>4%</b>	<b>0%</b>	<b>4%</b>
Poor access to businesses	15	5	1	3	0	3	0	3
<b>No Problems/Satisfied</b>	<b>3%</b>	<b>2%</b>	<b>5%</b>	<b>7%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>
No problems/things are good, etc	13	1	3	5	0	1	1	2
<b>Environmental Concerns</b>	<b>1%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>1%</b>	<b>3%</b>
Construction ruins environment, makes roads flood	2	1	0	0	0	0	0	1
Interstates are not scenic enough	2	0	0	0	1	0	1	0
Need to protect the environment better	1	0	0	0	0	0	0	1

**Q7. Do you have any comments regarding FDOT services?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Has comments	474	68	57	59	71	68	93	58
No comments	1278	182	193	191	181	182	157	192
Total	1752	250	250	250	252	250	250	250
Missing N	0	0	0	0	0	0	0	0
Has comments	27.1%	27.2%	22.8%	23.6%	28.2%	27.2%	37.2%	23.2%
No comments	72.9%	72.8%	77.2%	76.4%	71.8%	72.8%	62.8%	76.8%
	100%	100%	100%	100%	100%	100%	100%	100%

<b>Q7. Do you have any comments regarding FDOT services?</b>								
	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
<b>Residents Responding</b>	<b>381</b>	<b>42</b>	<b>46</b>	<b>44</b>	<b>51</b>	<b>63</b>	<b>90</b>	<b>45</b>
<b>Needs Assessment</b>	<b>19%</b>	<b>14%</b>	<b>24%</b>	<b>14%</b>	<b>10%</b>	<b>20%</b>	<b>23%</b>	<b>24%</b>
More public transportation needed	31	1	4	3	4	4	11	4
Wider roads are needed	17	3	2	2	1	4	3	2
More roads are needed	20	1	3	1	0	3	8	4
Need more call-boxes along roadways	2	0	1	0	0	0	0	1
More rest areas are needed	1	1	0	0	0	0	0	0
More emergency evacuation routes needed	1	0	0	0	0	1	0	0
Bridges need replacing/repair	1	0	0	0	0	0	1	0
<b>Road Problems</b>	<b>18%</b>	<b>17%</b>	<b>26%</b>	<b>18%</b>	<b>20%</b>	<b>21%</b>	<b>12%</b>	<b>18%</b>
Dangerous roads/rough roads	24	3	5	4	2	2	2	6
Roads not pedestrian friendly/crosswalks, bike lanes, etc	21	2	3	2	5	6	2	1
Materials used to fix roads inadequate/roads need to be paved or repaired	11	0	2	2	1	3	2	1
Roads are littered	11	2	1	0	2	2	4	0
Roads are not cleared of debris after accidents	2	0	1	0	0	0	1	0
<b>Project Management</b>	<b>17%</b>	<b>14%</b>	<b>26%</b>	<b>14%</b>	<b>22%</b>	<b>13%</b>	<b>18%</b>	<b>11%</b>
Too many projects at once/not finished in a timely manner	36	4	6	2	5	5	11	3
Projects are not cost efficient	11	1	3	1	1	0	3	2
Need more reliable contractors/consultants or workers	6	1	1	2	1	1	0	0
Need to work more hours/at night or during off-peak periods/seasons	6	0	1	0	2	2	1	0

<b>Q7. Do you have any comments regarding FDOT services?</b>								
	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
<b>Residents Responding</b>	<b>381</b>	<b>42</b>	<b>46</b>	<b>44</b>	<b>51</b>	<b>63</b>	<b>90</b>	<b>45</b>
Poorly supervised workers/unknowledgeable toll both workers	5	0	1	1	1	1	1	0
Look at how other states do their road projects	1	0	0	0	1	0	0	0
<b>No Problems/Satisfied</b>	<b>14%</b>	<b>23%</b>	<b>17%</b>	<b>18%</b>	<b>6%</b>	<b>11%</b>	<b>14%</b>	<b>9%</b>
No problems/things are good, etc	53	10	8	8	3	7	13	4
<b>Miscellaneous Suggestions</b>	<b>13%</b>	<b>7%</b>	<b>7%</b>	<b>9%</b>	<b>20%</b>	<b>13%</b>	<b>19%</b>	<b>16%</b>
Something needs to be done, etc (non-specific)	20	2	1	2	3	1	7	4
Miscellaneous	15	0	2	1	3	4	4	1
Problems with tolls/toll roads	9	0	0	0	1	1	5	2
Problems with trucks on highway or during construction	4	0	0	0	2	1	1	0
Too many billboards	1	0	0	0	1	0	0	0
<b>Speed Related</b>	<b>10%</b>	<b>14%</b>	<b>13%</b>	<b>2%</b>	<b>12%</b>	<b>19%</b>	<b>6%</b>	<b>9%</b>
Speeding/dangerous drivers/dangerous pedestrians	28	5	4	1	4	9	3	2
Speed limits are too low	7	1	0	0	1	2	1	2
Not enough police or enforcement of laws	3	0	0	0	1	1	1	0
Speed limits are too high	1	0	1	0	0	0	0	0
<b>Traffic Problems (General)</b>	<b>9%</b>	<b>14%</b>	<b>4%</b>	<b>18%</b>	<b>10%</b>	<b>2%</b>	<b>7%</b>	<b>11%</b>
Traffic light problems/timing of lights/not enough lights	18	3	1	4	3	0	4	3
Bad traffic congestion	12	3	1	2	2	1	2	1
More right/left turn lanes needed/need improvement	2	0	0	1	0	0	0	1
Problems with intersections	1	0	0	1	0	0	0	0
<b>Problems with DOT or Traffic Planning</b>	<b>8%</b>	<b>7%</b>	<b>13%</b>	<b>7%</b>	<b>12%</b>	<b>10%</b>	<b>8%</b>	<b>4%</b>
Lack of proper highway planning causes problems	21	3	3	2	3	3	6	1
Need more public notice about construction plans	6	0	2	0	0	2	1	1
Need greater public input in highway planning process	1	0	0	0	1	0	0	0
Problems contacting DOT	1	0	0	1	0	0	0	0
Privatize/reorganize DOT or get rid of agency	2	0	1	0	1	0	0	0
Too much widening of roads/too much construction	1	0	0	0	1	0	0	0
<b>Signs/Roadway Markings</b>	<b>7%</b>	<b>2%</b>	<b>2%</b>	<b>11%</b>	<b>12%</b>	<b>8%</b>	<b>4%</b>	<b>7%</b>

**Q7. Do you have any comments regarding FDOT services?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
<b>Residents Responding</b>	<b>381</b>	<b>42</b>	<b>46</b>	<b>44</b>	<b>51</b>	<b>63</b>	<b>90</b>	<b>45</b>
Problems with seeing roads, signs, etc at night or in bad weather	9	1	0	2	3	2	0	1
Problems with visibility/confusion of street signs/roadways	11	0	0	3	1	2	3	2
Not enough signs on state highways	3	0	1	0	1	1	0	0
Visibility of roadway striping is a problem	2	0	0	0	1	0	1	0
<b>Construction Zones</b>	<b>5%</b>	<b>5%</b>	<b>2%</b>	<b>5%</b>	<b>6%</b>	<b>5%</b>	<b>3%</b>	<b>9%</b>
Need safer construction zones	9	1	0	1	2	2	1	2
Need better construction signs/alerts sooner	6	0	1	1	1	1	1	1
Temporary lanes during construction are too narrow	2	1	0	0	0	0	1	0
Reduced speed limit/const zone signs when no men are working	1	0	0	0	0	0	0	1
<b>Traffic Problems (Construction-Related)</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>
Closure of lanes/congestions due to accidents/construction	5	0	1	1	1	1	1	0
Problems with detours	1	0	0	0	0	1	0	0
<b>Environmental Concerns</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>2%</b>
Interstates are not scenic enough	5	1	1	1	0	0	2	0
Need to protect the environment better	1	0	0	0	0	0	0	1
<b>Survey Related</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>
Problems with survey questions	4	0	0	0	1	1	1	1
<b>Business Access</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>
Poor access to businesses	2	0	0	0	0	2	0	0

Resident Survey Appendix E

**2002 Florida Resident Customer Survey**  
Florida Department of Transportation

**District Results**

## Florida Department of Transportation Satisfaction Survey for Florida Residents District 1

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as the Florida Turnpike, interstates, freeways, expressways, or highways with U.S. numbers or State Road numbers. (Provide examples of SHS roads in the respondent's area).

Note: "Valid N" is based on the number of Florida Residents that offered opinions

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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
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	2002	20%	70%	7%	2%	1%	246
	2000	13%	81%	5%	0%	0%	208
B. Overall, road signs are visible.	2002	19%	74%	6%	1%	0%	250
	2000	16%	76%	8%	0%	1%	212
C. Road signs are clearly readable.	2002	25%	67%	8%	0%	0%	250
	2000	12%	81%	7%	0%	1%	211
D. During the day, the visibility of roadway striping and markings is good.	2002	15%	74%	10%	0%	2%	249
	2000	16%	74%	9%	0%	1%	211
E. At night, the visibility of roadway striping and markings is good.	2002	9%	56%	23%	3%	8%	245
	2000	11%	57%	24%	4%	4%	207

## PART II

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

Item		Yes	No	Valid N
A. Have you traveled through a FDOT construction project in the last 12 months?	2002	82%	18%	248
	2000	85%	15%	206

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
B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	2002	13%	49%	29%	6%	4%	200
	2000	7%	49%	33%	5%	6%	169
C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	2002	18%	71%	9%	1%	1%	203
	2000	15%	66%	16%	3%	0%	176
D. Construction zones were clearly marked.	2002	17%	74%	7%	2%	1%	203
	2000	13%	74%	12%	1%	0%	176
E. Construction zones were safe to travel through.	2002	12%	60%	24%	3%	1%	203
	2000	5%	65%	26%	4%	0%	175
F. When road construction was in progress, I was easily able to access local businesses.	2002	7%	47%	39%	7%	1%	200
	2000	2%	45%	41%	8%	3%	174
G. Construction projects on state roads were completed in a timely manner.	2002	4%	36%	40%	13%	7%	201
	2000	2%	31%	49%	12%	5%	170
H. I was satisfied with the results of completed FDOT projects.	2002	20%	69%	7%	2%	3%	201
	2000	12%	75%	11%	1%	2%	176

### 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
A. I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	2002	16%	57%	21%	4%	2%	248
	2000	9%	66%	22%	2%	1%	211
B. I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	2002	13%	64%	19%	4%	1%	248
	2000	6%	75%	19%	1%	0%	209
C. The overall level of traffic congestion on the State Highway System is acceptable.	2002	7%	56%	27%	9%	1%	247
	2000	3%	55%	34%	7%	0%	212
D. Posted speed limits on the State Highway System are reasonable.	2002	13%	75%	10%	2%	0%	250
	2000	9%	75%	15%	1%	0%	212
E. Most vehicles remain within the speed limits on the State Highway System.	2002	3%	29%	50%	19%	0%	250
	2000	2%	20%	56%	21%	0%	212
F. Roadsides on the State Highway System are attractive.	2002	10%	70%	15%	1%	4%	248
	2000	4%	70%	21%	1%	4%	212
G. Roadsides on the State Highway System are kept free of litter.	2002	12%	72%	14%	2%	0%	249
	2000	6%	73%	18%	2%	1%	210
H. The timing of traffic signals allows pedestrians enough time to cross State Highway System roads. **	2002	7%	59%	18%	8%	9%	245

(\*\*Note: Question was not included in 2000 survey).



Please indicate your level of agreement with the need for more of the following facilities along the state roads. \*\*

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
A. Designated bike lanes at the edge of roads.	2002	18%	47%	25%	3%	7%	250
B. Bicycle trails separated from roads.	2002	25%	55%	13%	2%	5%	246
C. Sidewalks with grass/landscaping between the sidewalk and road.	2002	15%	64%	14%	4%	2%	250
D. Sidewalks directly adjacent to the road.	2002	6%	44%	40%	6%	4%	248

(\*\*Note: Questions were not included in 2000 survey).

#### **PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

Item		Yes	No	Valid N
A. Have you used public transportation (e.g. bus, commuter or light rail) in the in the last 6 months?	2002	4%	96%	250
	2000	3%	97%	212

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

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
B. Public transportation in my area meets my needs.	2002	30%	40%	10%	20%	0%	10
	2000	0%	71%	29%	0%	0%	7
C. I would use public transportation if it were more convenient.	2002	50%	40%	10%	0%	0%	10
	2000	0%	57%	29%	0%	14%	7

## 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
A. Overall safety on state roads.	2002	12%	71%	13%	2%	3%	249
	2000	11%	74%	12%	1%	1%	209
B. Being able to walk safely on state road sidewalks. **	2002	3%	42%	24%	10%	21%	244
	2000	4%	42%	28%	4%	22%	196
C. Being able to ride bicycles safely on state roads. **	2002	2%	22%	41%	15%	21%	244
	2000	3%	31%	37%	8%	21%	199
D. Overall smoothness of the roads in the State Highway System.	2002	9%	68%	18%	5%	1%	245
	2000	6%	70%	22%	1%	1%	211
E. The overall transportation system provided by FDOT.	2002	5%	69%	10%	3%	14%	244
	2000	3%	73%	12%	0%	12%	205

\*\*Question worded slightly different in 2000 survey.

## 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.

A. How many years have you been driving in Florida? \_\_\_\_\_

	2002	2000
Less than a year to 5 years	14%	21%
6 to 10 years	15%	15%
11 to 15 years	13%	14%
16 to 20 years	14%	15%
21 to 25 years	15%	10%
26 to 30 years	10%	10%
31 to 35 years	6%	5%
36 to 40 years	6%	5%
More than 40 years	7%	7%
Valid N	250	----

**B. In which county do you drive the most?** \_\_\_\_\_

County	2002	2000
Alachua		3%
Baker		0%
Bay		3%
Bradford		0%
Brevard		3%
Broward		8%
Calhoun		0%
Charlotte	5%	
Citrus		1%
Clay		1%
Collier	13%	
Columbia		1%
Dade		16%
DeSoto	1%	
Dixie		0%
Duval	46%	8%
Escambia		4%
Flagler		0%
Franklin		0%
Gadsden		0%
Gilchrist		
Glades	1%	
Gulf		0%

County	2002	2000
Hamilton		
Hardee		
Hendry	1%	
Hernando		1%
Highlands	5%	
Hillsborough		7%
Holmes		0%
Indian River		1%
Jackson		1%
Jefferson		0%
Lafayette		
Lake		1%
Lee	25%	
Leon		4%
Levy		0%
Liberty		0%
Madison		0%
Manatee	14%	
Marion		1%
Martin		1%
Monroe		1%
Nassau	2%	0%
Okaloosa		2%

County	2002	2000
Okeechobee	4%	
Orange		5%
Osceola		1%
Palm Beach		6%
Pasco		2%
Pinellas		6%
Polk	25%	
Putnam		1%
Sarasota		
Seminole		1%
St. Johns	7%	1%
St. Lucie		3%
Santa Rosa		2%
Sumter		0%
Suwannee		1%
Taylor		0%
Union		
Volusia		2%
Wakulla		0%
Walton		1%
Washington		0%
Valid N	204	---

**C. How do you most often travel in Florida?**

	<b>2002</b>	<b>2000</b>
Car	76%	77%
Van	6%	6%
Taxi	0%	0%
Truck/Sport Utility Vehicle	17%	17%
Motorcycle	0%	0%
Bus	0%	0%
Other (please specify)	1%	0%
Valid N	250	212

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

	<b>2002</b>	<b>2000</b>
Carpool	10%	12%
Vanpool	3%	1%
Walk	22%	13%
City Bus	3%	3%
Bicycle	17%	13%
None/Don't Know/Refused	66%	71%

**E. Please indicate whether you are male or female.**

	<b>2002</b>	<b>2000</b>
Male	43%	----
Female	60%	----
Prefer not to answer		

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

	<b>2002</b>	<b>2000</b>
18-24	5%	0%
25-34	14%	7%
35-44	19%	13%
45-54	22%	21%
55-64	16%	19%
65 or older	25%	15%
Prefer not to answer/Don't Know		25%

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

	<b>2002</b>	<b>2000</b>
White	86%	80%
African American, Jamaican, or other Caribbean Islanders	5%	4%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture	5%	11%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders	1%	1%
American Indian or Alaskan	1%	0%
Other	2%	2%
Prefer not to answer	1%	1%

# Florida Department of Transportation Satisfaction Survey for Florida Residents District 2

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as the Florida Turnpike, interstates, freeways, expressways, or highways with U.S. numbers or State Road numbers. (Provide examples of SHS roads in the respondent's area).

Note: "Valid N" is based on the number of Residents that offered opinions

## 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
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	2002	10%	74%	12%	2%	2%	249
	2000	14%	74%	9%	3%	1%	252
B. Overall, road signs are visible.	2002	14%	79%	6%	0%	2%	249
	2000	14%	78%	7%	1%	0%	252
C. Road signs are clearly readable.	2002	14%	79%	7%	0%	0%	250
	2000	13%	79%	7%	1%	0%	253
D. During the day, the visibility of roadway striping and markings is good.	2002	12%	78%	8%	0%	2%	250
	2000	16%	75%	9%	0%	0%	2539
E. At night, the visibility of roadway striping and markings is good.	2002	5%	61%	26%	3%	5%	247
	2000	6%	59%	25%	5%	5%	249

## PART II

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

Item		Yes	No	Valid N
A. Have you traveled through a FDOT construction project in the last 12 months?	2002	92%	8%	247
	2000	86%	14%	251

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
B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	2002	6%	45%	36%	11%	2%	224
	2000	8%	46%	30%	13%	3%	213
C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	2002	12%	68%	17%	2%	0%	228
	2000	18%	70%	10%	2%	0%	216
D. Construction zones were clearly marked.	2002	11%	79%	9%	0%	0%	228
	2000	16%	76%	7%	1%	0%	215
E. Construction zones were safe to travel through.	2002	7%	64%	24%	4%	0%	228
	2000	8%	62%	26%	4%	0%	215
F. When road construction was in progress, I was easily able to access local businesses.	2002	4%	49%	36%	7%	4%	227
	2000	3%	49%	36%	8%	3%	215
G. Construction projects on state roads were completed in a timely manner.	2002	3%	41%	35%	13%	8%	225
	2000	2%	35%	41%	17%	5%	214
H. I was satisfied with the results of completed FDOT projects.	2002	9%	77%	8%	4%	2%	226
	2000	10%	73%	9%	4%	4%	213

### 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
A. I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	2002	3%	65%	22%	9%	1%	250
	2000	5%	53%	29%	12%	1%	253
B. I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	2002	3%	81%	12%	2%	1%	250
	2000	8%	69%	15%	5%	2%	252
C. The overall level of traffic congestion on the State Highway System is acceptable.	2002	1%	49%	38%	12%	1%	249
	2000	2%	48%	38%	11%	1%	250
D. Posted speed limits on the State Highway System are reasonable.	2002	7%	76%	14%	2%	0%	250
	2000	7%	76%	13%	3%	1%	252
E. Most vehicles remain within the speed limits on the State Highway System.	2002	0%	26%	52%	22%	1%	250
	2000	0%	21%	50%	27%	2%	252
F. Roadsides on the State Highway System are attractive.	2002	2%	67%	24%	0%	7%	250
	2000	3%	68%	23%	2%	4%	253
G. Roadsides on the State Highway System are kept free of litter.	2002	4%	75%	19%	2%	1%	250
	2000	4%	70%	19%	3%	4%	252
H. The timing of traffic signals allows pedestrians enough time to cross State Highway System roads.	2002	2%	57%	26%	6%	9%	246

(\*\*Note: Question was not included in 2000 survey).



Please indicate your level of agreement with the need for more of the following facilities along the state roads.

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
A. Designated bike lanes at the edge of roads.	2002	17%	57%	17%	4%	4%	249
B. Bicycle trails separated from roads.	2002	31%	55%	9%	2%	4%	247
C. Sidewalks with grass/landscaping between the sidewalk and road.	2002	17%	66%	12%	2%	3%	247
D. Sidewalks directly adjacent to the road.	2002	5%	40%	47%	5%	4%	248

#### **PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

Item		Yes	No	Valid N
A. Have you used public transportation (e.g. bus, commuter or light rail) in the in the last 6 months?	2002	10%	90%	250
	2000	12%	88%	252

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

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
B. Public transportation in my area meets my needs.	2002	8%	54%	25%	8%	4%	24
	2000	14%	45%	28%	10%	3%	29
C. I would use public transportation if it were more convenient.	2002	17%	63%	21%	0%	0%	24
	2000	32%	64%	4%	0%	0%	28

## PART V

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

Item	2002	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion	Valid N
A. Overall safety on state roads.	2002	7%	78%	10%	2%	2%	250
	2000	10%	72%	13%	2%	3%	252
B. Being able to walk safely on state road sidewalks. **	2002	3%	53%	20%	5%	19%	242
	2000	5%	51%	20%	5%	19%	239
C. Being able to ride bicycles safely on state roads. **	2002	2%	26%	40%	14%	18%	246
	2000	5%	37%	31%	8%	18%	239
D. Overall smoothness of the roads in the State Highway System.	2002	2%	63%	28%	6%	0%	250
	2000	5%	61%	24%	9%	2%	251
E. The overall transportation system provided by FDOT.	2002	2%	69%	10%	2%	16%	245
	2000	4%	69%	11%	2%	14%	245

\*\*Question worded slightly different in 2000 survey.

## 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.

A. How many years have you been driving in Florida? \_\_\_\_\_

	2002	2000
Less than a year to 5 years	16%	17%
6 to 10 years	14%	14%
11 to 15 years	16%	12%
16 to 20 years	11%	10%
21 to 25 years	8%	10%
26 to 30 years	12%	13%
31 to 35 years	6%	7%
36 to 40 years	5%	6%
More than 40 years	12%	11%
Valid N	250	----

B. In which county do you drive the most? \_\_\_\_\_

County	2002	2000
Alachua	20%	18%
Baker		1%
Bay		
Bradford	1%	1%
Brevard		
Broward		
Calhoun		
Charlotte		
Citrus		
Clay	7%	5%
Collier		
Columbia	2%	3%
Dade		0%
DeSoto		
Dixie	0%	
Duval	46%	51%
Escambia		
Flagler		
Franklin		
Gadsden		
Gilchrist	1%	
Glades		
Gulf		

County	2002	2000
Hamilton	0%	
Hardee		
Hendry		
Hernando		
Highlands		
Hillsborough		
Holmes		
Indian River		
Jackson		
Jefferson		
Lafayette		
Lake		
Lee		
Leon		
Levy	2%	2%
Liberty		
Madison	1%	1%
Manatee		
Marion		
Martin		
Monroe		
Nassau	2%	3%
Okaloosa		

County	2002	2000
Okeechobee		
Orange		
Osceola		
Palm Beach		
Pasco		
Pinellas		
Polk		
Putnam	6%	4%
Sarasota		
Seminole		
St. Johns		6%
St. Lucie		
Santa Rosa	10%	
Sumter		
Suwannee	1%	3%
Taylor	1%	2%
Union		
Volusia		
Wakulla		
Walton		
Washington		
Valid N	248	----

**C. How do you most often travel in Florida?**

	<b>2002</b>	<b>2000</b>
Car	72%	74%
Van	4%	7%
Taxi	0%	0%
Truck/Sport Utility Vehicle	22%	18%
Motorcycle	0%	0%
Bus	0%	0%
Other (please specify)	1%	1%
Valid N	249	253

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

	<b>2002</b>	<b>2000</b>
Carpool	19%	11%
Vanpool	4%	2%
Walk	26%	16%
City Bus	9%	10%
Bicycle	17%	13%
None/Don't Know/Refused	57%	69%

**E. Please indicate whether you are male or female.**

	<b>2002</b>	<b>2000</b>
Male	40%	47%
Female	60%	53%
Prefer not to answer	0%	0%

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

	<b>2002</b>	<b>2000</b>
18-24	11%	1%
25-34	17%	11%
35-44	23%	19%
45-54	23%	24%
55-64	13%	20%
65 or older	13%	12%
Prefer not to answer/Don't Know	0%	13%

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

	<b>2002</b>	<b>2000</b>
White	77%	74%
African American, Jamaican, or other Caribbean Islanders	14%	13%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture	4%	6%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders	2%	2%
American Indian or Alaskan	0%	2%
Other	1%	2%
Prefer not to answer	2%	1%

## Florida Department of Transportation Satisfaction Survey for Florida Residents District 3

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as the Florida Turnpike, interstates, freeways, expressways, or highways with U.S. numbers or State Road numbers. (Provide examples of SHS roads in the respondent's area).

Note: "Valid N" is based on the number of Residents that offered opinions

### 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
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	2002	13%	75%	8%	2%	2%	250
	2000	14%	74%	9%	2%	2%	266
B. Overall, road signs are visible.	2002	15%	76%	7%	1%	2%	249
	2000	16%	72%	11%	1%	0%	267
C. Road signs are clearly readable.	2002	16%	71%	9%	2%	2%	250
	2000	12%	73%	13%	1%	1%	266
D. During the day, the visibility of roadway striping and markings is good.	2002	12%	76%	10%	0%	2%	250
	2000	14%	73%	13%	0%	0%	263
E. At night, the visibility of roadway striping and markings is good.	2002	6%	59%	30%	3%	2%	250
	2000	8%	54%	28%	7%	3%	259

## PART II

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

Item		Yes	No	Valid N
A. Have you traveled through a FDOT construction project in the last 12 months?	2002	93%	7%	250
	2000	90%	10%	264

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
B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	2002	8%	44%	34%	10%	4%	226
	2000	7%	37%	38%	11%	7%	229
C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	2002	10%	73%	13%	3%	1%	232
	2000	16%	67%	14%	3%	0%	236
D. Construction zones were clearly marked.	2002	10%	78%	8%	3%	1%	232
	2000	17%	69%	11%	2%	1%	237
E. Construction zones were safe to travel through.	2002	7%	62%	25%	6%	1%	232
	2000	8%	62%	24%	4%	0%	237
F. When road construction was in progress, I was easily able to access local businesses.	2002	4%	42%	42%	12%	1%	231
	2000	5%	50%	35%	8%	2%	237
G. Construction projects on state roads were completed in a timely manner.	2002	1%	32%	37%	25%	6%	228
	2000	4%	29%	42%	17%	8%	231
H. I was satisfied with the results of completed FDOT projects.	2002	9%	71%	12%	2%	7%	231
	2000	9%	74%	9%	3%	5%	235

### 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
A. I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	2002	4%	59%	27%	9%	0%	249
	2000	7%	52%	30%	9%	1%	267
B. I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	2002	3%	73%	18%	3%	2%	250
	2000	6%	71%	18%	4%	1%	265
C. The overall level of traffic congestion on the State Highway System is acceptable.	2002	3%	51%	32%	11%	2%	249
	2000	4%	53%	31%	11%	0%	264
D. Posted speed limits on the State Highway System are reasonable.	2002	6%	74%	15%	4%	1%	249
	2000	9%	73%	17%	2%	0%	267
E. Most vehicles remain within the speed limits on the State Highway System.	2002	2%	30%	46%	21%	1%	250
	2000	1%	29%	46%	23%	1%	267
F. Roadsides on the State Highway System are attractive.	2002	3%	70%	20%	2%	5%	250
	2000	5%	67%	21%	2%	5%	266
G. Roadsides on the State Highway System are kept free of litter.	2002	5%	76%	17%	2%	1%	249
	2000	7%	71%	17%	3%	2%	263
H. The timing of traffic signals allows pedestrians enough time to cross State Highway System roads. **	2002	3%	66%	18%	6%	8%	244

(\*\*Note: Question not included in 2000 survey).



Please indicate your level of agreement with the need for more of the following facilities along the state roads.

<b>Item</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>
<b>A.</b> Designated bike lanes at the edge of roads.	<b>2002</b>	<b>20%</b>	<b>47%</b>	<b>24%</b>	<b>5%</b>	<b>4%</b>	<b>249</b>
<b>B.</b> Bicycle trails separated from roads.	<b>2002</b>	<b>26%</b>	<b>57%</b>	<b>10%</b>	<b>2%</b>	<b>4%</b>	<b>249</b>
<b>C.</b> Sidewalks with grass/landscaping between the sidewalk and road.	<b>2002</b>	<b>17%</b>	<b>60%</b>	<b>18%</b>	<b>2%</b>	<b>4%</b>	<b>250</b>
<b>D.</b> Sidewalks directly adjacent to the road.	<b>2002</b>	<b>8%</b>	<b>48%</b>	<b>37%</b>	<b>6%</b>	<b>2%</b>	<b>248</b>

#### **PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

<b>Item</b>		<b>Yes</b>	<b>No</b>	<b>Valid N</b>
<b>A.</b> Have you used public transportation (e.g. bus, commuter or light rail) in the in the last 6 months?	<b>2002</b>	<b>8%</b>	<b>92%</b>	<b>250</b>
	<b>2000</b>	<b>5%</b>	<b>95%</b>	<b>266</b>

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

<b>Item</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>
<b>B.</b> Public transportation in my area meets my needs.	<b>2002</b>	<b>5%</b>	<b>42%</b>	<b>32%</b>	<b>21%</b>	<b>0%</b>	<b>19</b>
	<b>2000</b>	<b>7%</b>	<b>64%</b>	<b>21%</b>	<b>7%</b>	<b>0%</b>	<b>14</b>
<b>C.</b> I would use public transportation if it were more convenient.	<b>2002</b>	<b>21%</b>	<b>63%</b>	<b>16%</b>	<b>0%</b>	<b>0%</b>	<b>19</b>
	<b>2000</b>	<b>14%</b>	<b>79%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>	<b>14</b>

## 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
A. Overall safety on state roads.	2002	6%	75%	12%	4%	3%	250
	2000	9%	72%	13%	3%	2%	265
B. Being able to walk safely on state road sidewalks. **	2002	3%	43%	31%	7%	16%	244
	2000	4%	46%	27%	7%	16%	253
C. Being able to ride bicycles safely on state roads. **	2002	2%	23%	46%	13%	17%	247
	2000	3%	33%	37%	14%	12%	249
D. Overall smoothness of the roads in the State Highway System.	2002	6%	56%	28%	9%	2%	250
	2000	4%	52%	27%	14%	3%	267
E. The overall transportation system provided by FDOT.	2002	2%	71%	13%	3%	10%	245
	2000	3%	71%	10%	4%	12%	259

\*\*Question worded slightly different in 2000 survey.

## 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.

A. How many years have you been driving in Florida? \_\_\_\_\_

	2002	2000
Less than a year to 5 years	17%	23%
6 to 10 years	15%	17%
11 to 15 years	9%	10%
16 to 20 years	10%	11%
21 to 25 years	8%	6%
26 to 30 years	14%	16%
31 to 35 years	7%	4%
36 to 40 years	6%	6%
More than 40 years	13%	6%
Valid N	250	----

**B. In which county do you drive the most?** \_\_\_\_\_

County	2002	2000
Alachua		
Baker		
Bay	13%	15%
Bradford		
Brevard		
Broward		
Calhoun	0%	1%
Charlotte		
Citrus		
Clay		
Collier		
Columbia		
Dade		
DeSoto		
Dixie		
Duval		
Escambia	25%	22%
Flagler		
Franklin	1%	1%
Gadsden	0%	2%
Gilchrist		
Glades		
Gulf		1%

County	2002	2000
Hamilton		
Hardee		
Hendry		
Hernando		
Highlands		
Hillsborough		
Holmes	1%	2%
Indian River		
Jackson	4%	3%
Jefferson	0%	1%
Lafayette		
Lake		
Lee		
Leon		
Levy		
Liberty		
Madison	1%	
Manatee		
Marion		
Martin		
Monroe		
Nassau		
Okaloosa	12%	13%

County	2002	2000
Okeechobee		
Orange		
Osceola		
Palm Beach		
Pasco		
Pinellas		
Polk		
Putnam		
Sarasota		
Seminole	8%	
St. Johns		
St. Lucie		
Santa Rosa		10%
Sumter		
Suwannee		
Taylor		
Union		
Volusia		
Wakulla	2%	0%
Walton	3%	4%
Washington	2%	2%
Valid N	251	---

**C. How do you most often travel in Florida?**

	<b>2002</b>	<b>2000</b>
Car	72%	73%
Van	6%	8%
Taxi	0%	0%
Truck/Sport Utility Vehicle	18%	18%
Motorcycle	0%	0%
Bus	0%	0%
Other (please specify)	2%	0%
Valid N	250	267

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

	<b>2002</b>	<b>2000</b>
Carpool	12%	16%
Vanpool	2%	3%
Walk	22%	18%
City Bus	6%	4%
Bicycle	14%	12%
None/Don't Know/Refused	62%	67%

**E. Please indicate whether you are male or female.**

	<b>2002</b>	<b>2000</b>
Male	46%	41%
Female	54%	59%
Prefer not to answer		

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

	<b>2002</b>	<b>2000</b>
18-24	14%	0%
25-34	14%	13%
35-44	19%	18%
45-54	22%	21%
55-64	15%	21%
65 or older	17%	16%
Prefer not to answer/Don't Know		11%

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

	<b>2002</b>	<b>2000</b>
White	81%	76%
African American, Jamaican, or other Caribbean Islanders	12%	11%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture	2%	9%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders	2%	1%
American Indian or Alaskan	0%	0%
Other	0%	2%
Prefer not to answer	3%	0%

## Florida Department of Transportation Satisfaction Survey for Florida Residents District 4

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as the Florida Turnpike, interstates, freeways, expressways, or highways with U.S. numbers or State Road numbers. (Provide examples of SHS roads in the respondent's area).

Note: "Valid N" is based on the number of Residents that offered opinions

### 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
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	2002	12%	77%	8%	2%	2%	251
	2000	16%	74%	8%	1%	1%	276
B. Overall, road signs are visible.	2002	14%	76%	9%	0%	0%	252
	2000	16%	74%	8%	0%	2%	277
C. Road signs are clearly readable.	2002	18%	70%	10%	0%	2%	252
	2000	15%	75%	9%	0%	0%	277
D. During the day, the visibility of roadway striping and markings is good.	2002	12%	76%	11%	1%	0%	250
	2000	17%	71%	10%	4%	0%	277
E. At night, the visibility of roadway striping and markings is good.	2002	6%	59%	28%	4%	3%	250
	2000	8%	59%	26%	3%	4%	273

## PART II

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

Item		Yes	No	Valid N
A. Have you traveled through a FDOT construction project in the last 12 months?	2002	89%	11%	252
	2000	89%	11%	273

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
B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	2002	7%	39%	40%	9%	6%	220
	2000	8%	44%	38%	8%	3%	237
C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	2002	11%	62%	24%	3%	1%	225
	2000	15%	65%	16%	3%	1%	243
D. Construction zones were clearly marked.	2002	13%	70%	16%	1%	0%	224
	2000	14%	72%	12%	2%	0%	243
E. Construction zones were safe to travel through.	2002	4%	42%	40%	11%	3%	224
	2000	6%	56%	31%	7%	0%	241
F. When road construction was in progress, I was easily able to access local businesses.	2002	2%	34%	53%	10%	1%	223
	2000	4%	32%	47%	14%	4%	241
G. Construction projects on state roads were completed in a timely manner.	2002	2%	14%	48%	28%	8%	217
	2000	4%	25%	44%	20%	6%	240
H. I was satisfied with the results of completed FDOT projects.	2002	7%	73%	9%	6%	5%	217
	2000	14%	69%	9%	3%	5%	239

### 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
A. I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	2002	8%	57%	29%	7%	0%	251
	2000	5%	54%	30%	9%	1%	275
B. I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	2002	6%	58%	30%	6%	1%	250
	2000	7%	57%	30%	4%	1%	276
C. The overall level of traffic congestion on the State Highway System is acceptable.	2002	5%	36%	40%	18%	2%	252
	2000	3%	38%	40%	18%	1%	276
D. Posted speed limits on the State Highway System are reasonable.	2002	7%	74%	16%	2%	1%	252
	2000	8%	75%	14%	3%	0%	277
E. Most vehicles remain within the speed limits on the State Highway System.	2002	1%	24%	48%	26%	1%	250
	2000	1%	21%	47%	31%	0%	277
F. Roadsides on the State Highway System are attractive.	2002	5%	66%	21%	3%	5%	247
	2000	4%	73%	16%	2%	5%	274
G. Roadsides on the State Highway System are kept free of litter.	2002	5%	74%	18%	2%	2%	250
	2000	8%	68%	19%	4%	1%	271
H. The timing of traffic signals allows pedestrians enough time to cross State Highway System roads. **	2002	2%	53%	31%	6%	9%	241

(\*\*Note: Question not included in 2000 survey).



Please indicate your level of agreement with the need for more of the following facilities along the state roads.\*\*

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
A. Designated bike lanes at the edge of roads.	2002	18%	50%	27%	2%	4%	249
B. Bicycle trails separated from roads.	2002	26%	62%	9%	1%	2%	248
C. Sidewalks with grass/landscaping between the sidewalk and road.	2002	18%	64%	13%	1%	5%	249
D. Sidewalks directly adjacent to the road.	2002	5%	41%	44%	7%	3%	247

(\*\*Note: Question not included in 2000 survey).

#### **PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

Item		Yes	No	Valid N
A. Have you used public transportation (e.g. bus, commuter or light rail) in the in the last 6 months?	2002	9%	91%	252
	2000	9%	91%	276

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

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
B. Public transportation in my area meets my needs.	2002	0%	50%	18%	27%	5%	22
	2000	12%	52%	20%	12%	4%	25
C. I would use public transportation if it were more convenient.	2002	14%	59%	18%	0%	9%	22
	2000	20%	64%	0%	0%	16%	25

## 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
A. Overall safety on state roads.	2002	6%	68%	20%	6%	1%	251
	2000	7%	63%	20%	5%	4%	277
B. Being able to walk safely on state road sidewalks. **	2002	1%	50%	25%	7%	17%	242
	2000	5%	48%	21%	4%	21%	267
C. Being able to ride bicycles safely on state roads. **	2002	1%	25%	45%	14%	16%	244
	2000	3%	34%	34%	10%	18%	267
D. Overall smoothness of the roads in the State Highway System.	2002	6%	66%	23%	4%	1%	250
	2000	8%	71%	18%	2%	1%	276
E. The overall transportation system provided by FDOT.	2002	3%	60%	16%	3%	19%	238
	2000	4%	66%	13%	3%	13%	261

\*\*Question worded slightly different in 2000 survey.

## 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.

A. How many years have you been driving in Florida? \_\_\_\_\_

	2002	2000
Less than a year to 5 years	16%	22%
6 to 10 years	16%	14%
11 to 15 years	12%	17%
16 to 20 years	16%	17%
21 to 25 years	12%	11%
26 to 30 years	12%	7%
31 to 35 years	6%	5%
36 to 40 years	4%	4%
More than 40 years	6%	5%
Valid N	252	---

**B. In which county do you drive the most?** \_\_\_\_\_

County	2002	2000
Alachua		
Baker		
Bay		
Bradford		
Brevard		
Broward	50%	44%
Calhoun		
Charlotte		
Citrus		
Clay		
Collier		
Columbia		
Dade		
DeSoto		
Dixie		
Duval		
Escambia		
Flagler		
Franklin		
Gadsden		
Gilchrist		
Glades		
Gulf		

County	2002	2000
Hamilton		
Hardee		
Hendry		
Hernando		
Highlands		
Hillsborough		
Holmes		
Indian River	5%	4%
Jackson		
Jefferson		
Lafayette		
Lake		
Lee		
Leon		
Levy		
Liberty		
Madison		
Manatee		
Marion		
Martin	5%	4%
Monroe		
Nassau		
Okaloosa		

County	2002	2000
Okeechobee		
Orange		
Osceola		
Palm Beach	32%	32%
Pasco		
Pinellas		
Polk		
Putnam		
Sarasota	8%	
Seminole		
St. Johns		
St. Lucie		16%
Santa Rosa		
Sumter		
Suwannee		
Taylor		
Union		
Volusia		
Wakulla		
Walton		
Washington		
Valid N	250	

**C. How do you most often travel in Florida?**

	<b>2002</b>	<b>2000</b>
Car	82%	81%
Van	4%	5%
Taxi	0%	0%
Truck/Sport Utility Vehicle	10%	12%
Motorcycle	0%	0%
Bus	0%	0%
Other (please specify)	2%	1%
Valid N	252	277

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

	<b>2002</b>	<b>2000</b>
Carpool	12%	11%
Vanpool	2%	0%
Walk	29%	18%
City Bus	6%	5%
Bicycle	21%	17%
None/Don't Know/Refused	56%	65%

**E. Please indicate whether you are male or female.**

	<b>2002</b>	<b>2000</b>
Male	39%	45%
Female	61%	55%
Prefer not to answer		

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

	<b>2002</b>	<b>2000</b>
18-24	5%	0%
25-34	17%	7%
35-44	24%	16%
45-54	17%	27%
55-64	15%	19%
65 or older	22%	12%
Prefer not to answer/Don't Know	0%	18%

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

	<b>2002</b>	<b>2000</b>
White	73%	71%
African American, Jamaican, or other Caribbean Islanders	10%	10%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture	10%	12%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders	3%	1%
American Indian or Alaskan	1%	0%
Other	1%	3%
Prefer not to answer		2%

## Florida Department of Transportation Satisfaction Survey for Florida Residents District 5

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as the Florida Turnpike, interstates, freeways, expressways, or highways with U.S. numbers or State Road numbers. (Provide examples of SHS roads in the respondent's area).

Note: "Valid N" is based on the number of Residents that offered opinions

### 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
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	2002	11%	71%	14%	2%	3%	248
	2000	13%	71%	12%	2%	2%	235
B. Overall, road signs are visible.	2002	13%	79%	6%	1%	1%	250
	2000	14%	75%	11%	0%	0%	236
C. Road signs are clearly readable.	2002	18%	70%	10%	0%	2%	250
	2000	8%	78%	13%	0%	1%	236
D. During the day, the visibility of roadway striping and markings is good.	2002	15%	68%	13%	2%	2%	248
	2000	12%	78%	9%	0%	0%	235
E. At night, the visibility of roadway striping and markings is good.	2002	8%	498	33%	6%	5%	246
	2000	6%	56%	27%	4%	6%	234

## PART II

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

Item		Yes	No	Valid N
A. Have you traveled through a FDOT construction project in the last 12 months?	2002	90%	10%	249
	2000	87%	13%	233

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
B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	2002	8%	48%	34%	6%	4%	221
	2000	4%	41%	38%	14%	4%	196
C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	2002	15%	69%	13%	3%	1%	224
	2000	8%	73%	16%	2%	0%	203
D. Construction zones were clearly marked.	2002	15%	74%	11%	0%	0%	223
	2000	10%	77%	11%	1%	0%	203
E. Construction zones were safe to travel through.	2002	5%	55%	35%	5%	0%	224
	2000	5%	58%	30%	5%	1%	203
F. When road construction was in progress, I was easily able to access local businesses.	2002	3%	42%	43%	9%	3%	224
	2000	2%	39%	48%	9%	1%	201
G. Construction projects on state roads were completed in a timely manner.	2002	3%	26%	47%	17%	7%	221
	2000	1%	33%	43%	18%	6%	195
H. I was satisfied with the results of completed FDOT projects.	2002	10%	70%	11%	2%	6%	222
	2000	5%	79%	9%	1%	5%	202

## 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
A. I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	2002	7%	51%	29%	12%	0%	249
	2000	5%	52%	31%	11%	1%	235
B. I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	2002	6%	57%	28%	8%	2%	249
	2000	3%	62%	26%	7%	3%	235
C. The overall level of traffic congestion on the State Highway System is acceptable.	2002	1%	34%	42%	22%	1%	247
	2000	2%	38%	41%	17%	2%	235
D. Posted speed limits on the State Highway System are reasonable.	2002	7%	76%	15%	2%	0%	249
	2000	5%	77%	15%	3%	0%	236
E. Most vehicles remain within the speed limits on the State Highway System.	2002	1%	20%	51%	28%	1%	249
	2000	0%	20%	54%	24%	2%	236
F. Roadsides on the State Highway System are attractive.	2002	4%	68%	20%	3%	5%	249
	2000	2%	71%	18%	3%	6%	233
G. Roadsides on the State Highway System are kept free of litter.	2002	10%	74%	13%	2%	1%	249
	2000	6%	79%	14%	2%	0%	233
H. The timing of traffic signals allows pedestrians enough time to cross State Highway System roads. **	2002	3%	51%	31%	7%	9%	242

(\*\*Note: Question not included in 2000 survey).



Please indicate your level of agreement with the need for more of the following facilities along the state roads.\*\*

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
A. Designated bike lanes at the edge of roads.	2002	20%	52%	18%	5%	5%	248
B. Bicycle trails separated from roads.	2002	29%	59%	9%	1%	2%	248
C. Sidewalks with grass/landscaping between the sidewalk and road.	2002	21%	65%	12%	2%	2%	248
D. Sidewalks directly adjacent to the road.	2002	5%	41%	44%	9%	2%	247

(\*\*Note: Questions not included in 2000 survey).

#### **PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

Item		Yes	No	Valid N
A. Have you used public transportation (e.g. bus, commuter or light rail) in the in the last 6 months?	2002	7%	93%	249
	2000	3%	97%	236

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

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
B. Public transportation in my area meets my needs.	2002	12%	41%	24%	18%	6%	17
	2000	13%	25%	25%	38%	0%	8
C. I would use public transportation if it were more convenient.	2002	47%	41%	12%	0%	0%	17
	2000	38%	25%	25%	13%	0%	8

## 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
A. Overall safety on state roads.	<b>2002</b>	9%	67%	16%	6%	2%	250
	<b>2000</b>	6%	67%	22%	4%	2%	236
B. Being able to walk safely on state road sidewalks. **	<b>2002</b>	3%	44%	29%	9%	15%	238
	<b>2000</b>	0%	38%	35%	8%	18%	224
C. Being able to ride bicycles safely on state roads. **	<b>2002</b>	1%	22%	46%	13%	18%	240
	<b>2000</b>	2%	26%	39%	20%	13%	227
D. Overall smoothness of the roads in the State Highway System.	<b>2002</b>	5%	62%	24%	8%	1%	246
	<b>2000</b>	7%	63%	24%	6%	0%	235
E. The overall transportation system provided by FDOT.	<b>2002</b>	4%	61%	17%	5%	13%	246
	<b>2000</b>	4%	60%	16%	5%	15%	230

\*\*Question worded slightly different in 2000 survey.

## 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.

A. How many years have you been driving in Florida? \_\_\_\_\_

	<b>2002</b>	<b>2000</b>
Less than a year to 5 years	22%	19%
6 to 10 years	16%	12%
11 to 15 years	18%	14%
16 to 20 years	12%	15%
21 to 25 years	8%	13%
26 to 30 years	12%	8%
31 to 35 years	3%	4%
36 to 40 years	6%	5%
More than 40 years	3%	9%
Valid N	250	---

**B. In which county do you drive the most?** \_\_\_\_\_

County	2002	2000
Alachua		
Baker		
Bay		
Bradford		
Brevard	15%	20%
Broward		
Calhoun		
Charlotte		
Citrus		
Clay		
Collier		
Columbia		
Dade		
DeSoto		
Dixie		
Duval		
Escambia		
Flagler	2%	1%
Franklin		
Gadsden		
Gilchrist		
Glades		
Gulf		

County	2002	2000
Hamilton		
Hardee		
Hendry		
Hernando		
Highlands		
Hillsborough		
Holmes		
Indian River		
Jackson		
Jefferson		
Lafayette		
Lake	4%	9%
Lee		
Leon		
Levy		
Liberty		
Madison		
Manatee		
Marion	7%	9%
Martin		
Monroe		
Nassau		
Okaloosa		

County	2002	2000
Okeechobee		
Orange	34%	36%
Osceola	4%	5%
Palm Beach		
Pasco		
Pinellas		
Polk		
Putnam		
Sarasota		
Seminole		6%
St. Johns		
St. Lucie	18%	
Santa Rosa		
Sumter	0%	1%
Suwannee		
Taylor		
Union		
Volusia	15%	14%
Wakulla		
Walton		
Washington		
Valid N	294	----

**C. How do you most often travel in Florida?**

	<b>2002</b>	<b>2000</b>
Car	77%	80%
Van	4%	8%
Taxi	0%	0%
Truck/Sport Utility Vehicle	17%	11%
Motorcycle	0%	0%
Bus	0%	0%
Other (please specify)	1%	0%
Valid N	250	236

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

	<b>2002</b>	<b>2000</b>
Carpool	14%	13%
Vanpool	2%	1%
Walk	23%	22%
City Bus	7%	5%
Bicycle	21%	18%
None/Don't Know/Refused	58%	61%

**E. Please indicate whether you are male or female.**

	<b>2002</b>	<b>2000</b>
Male	42%	49%
Female	58%	51%
Prefer not to answer	0%	0%

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

	<b>2002</b>	<b>2000</b>
18-24	7%	0%
25-34	17%	7%
35-44	25%	13%
45-54	19%	27%
55-64	16%	17%
65 or older	17%	16%
Prefer not to answer/Don't Know	0%	19%

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

	<b>2002</b>	<b>2000</b>
White	74%	82%
African American, Jamaican, or other Caribbean Islanders	10%	7%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture	8%	8%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders	2%	2%
American Indian or Alaskan	1%	0%
Other	3%	2%
Prefer not to answer	7%	0%

## Florida Department of Transportation Satisfaction Survey for Florida Residents District 6

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as the Florida Turnpike, interstates, freeways, expressways, or highways with U.S. numbers or State Road numbers. (Provide examples of SHS roads in the respondent's area).

Note: "Valid N" is based on the number of Residents that offered opinions

### 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
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	2002	15%	65%	12%	4%	3%	248
	2000	13%	72%	10%	4%	1%	255
B. Overall, road signs are visible.	2002	20%	66%	10%	3%	1%	250
	2000	16%	71%	11%	1%	0%	256
C. Road signs are clearly readable.	2002	20%	69%	10%	1%	1%	250
	2000	13%	75%	10%	2%	0%	256
D. During the day, the visibility of roadway striping and markings is good.	2002	17%	68%	10%	4%	1%	250
	2000	18%	69%	11%	1%	2%	256
E. At night, the visibility of roadway striping and markings is good.	2002	13%	50%	26%	7%	4%	249
	2000	9%	52%	31%	5%	3%	255

## PART II

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

Item		Yes	No	Valid N
A. Have you traveled through a FDOT construction project in the last 12 months?	2002	84%	16%	249
	2000	79%	21%	255

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
B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	2002	10%	41%	32%	11%	7%	206
	2000	7%	39%	39%	14%	1%	198
C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	2002	18%	67%	12%	2%	1%	209
	2000	9%	65%	21%	4%	1%	201
D. Construction zones were clearly marked.	2002	21%	70%	8%	1%	0%	209
	2000	10%	73%	14%	3%	2%	200
E. Construction zones were safe to travel through.	2002	13%	60%	19%	6%	1%	209
	2000	6%	53%	36%	5%	2%	200
F. When road construction was in progress, I was easily able to access local businesses.	2002	6%	51%	30%	8%	5%	208
	2000	3%	27%	51%	15%	5%	200
G. Construction projects on state roads were completed in a timely manner.	2002	4%	32%	33%	16%	15%	207
	2000	5%	31%	41%	19%	5%	194
H. I was satisfied with the results of completed FDOT projects.	2002	8%	61%	16%	4%	11%	206
	2000	10%	61%	20%	4%	6%	200

### 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
A. I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	2002	12%	52%	25%	10%	1%	250
	2000	4%	33%	39%	22%	2%	256
B. I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	2002	5%	46%	36%	11%	1%	250
	2000	4%	45%	37%	10%	4%	252
C. The overall level of traffic congestion on the State Highway System is acceptable.	2002	2%	39%	42%	17%	1%	250
	2000	1%	27%	39%	33%	1%	255
D. Posted speed limits on the State Highway System are reasonable.	2002	8%	62%	22%	7%	1%	249
	2000	6%	76%	15%	3%	0%	255
E. Most vehicles remain within the speed limits on the State Highway System.	2002	1%	18%	50%	29%	2%	250
	2000	2%	24%	51%	22%	2%	255
F. Roadsides on the State Highway System are attractive.	2002	4%	60%	26%	4%	6%	245
	2000	4%	59%	28%	2%	6%	256
G. Roadsides on the State Highway System are kept free of litter.	2002	7%	70%	19%	2%	1%	248
	2000	5%	68%	22%	3%	2%	256
H. The timing of traffic signals allows pedestrians enough time to cross State Highway System roads. **	2002	7%	64%	14%	5%	12%	245

(\*\*Note: Question not included in 2000 survey).



Please indicate your level of agreement with the need for more of the following facilities along the state roads.\*\*

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
A. Designated bike lanes at the edge of roads.	2002	27%	50%	16%	2%	4%	248
B. Bicycle trails separated from roads.	2002	36%	51%	10%	0%	3%	248
C. Sidewalks with grass/landscaping between the sidewalk and road.	2002	19%	58%	16%	1%	6%	247
D. Sidewalks directly adjacent to the road.	2002	4%	38%	48%	4%	5%	250

(\*\*Note: Questions not included in 2000 survey).

#### **PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

Item		Yes	No	Valid N
A. Have you used public transportation (e.g. bus, commuter or light rail) in the in the last 6 months?	2002	8%	92%	249
	2000	22%	78%	256

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

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
B. Public transportation in my area meets my needs.	2002	11%	47%	26%	16%	0%	19
	2000	7%	43%	25%	23%	2%	56
C. I would use public transportation if it were more convenient.	2002	25%	55%	10%	5%	5%	20
	2000	20%	70%	7%	0%	4%	56

## 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
A. Overall safety on state roads.	2002	10%	60%	20%	8%	2%	249
	2000	7%	60%	24%	7%	2%	256
B. Being able to walk safely on state road sidewalks. **	2002	4%	43%	22%	12%	20%	242
	2000	6%	53%	21%	5%	15%	243
C. Being able to ride bicycles safely on state roads. **	2002	2%	25%	40%	17%	15%	247
	2000	3%	31%	36%	11%	19%	240
D. Overall smoothness of the roads in the State Highway System.	2002	9%	53%	27%	9%	2%	250
	2000	8%	68%	17%	5%	2%	256
E. The overall transportation system provided by FDOT.	2002	6%	59%	13%	5%	17%	247
	2000	5%	56%	22%	6%	11%	252

\*\*Question worded slightly different in 2000 survey.

## 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.

A. How many years have you been driving in Florida? \_\_\_\_\_

	2002	2000
Less than a year to 5 years	19%	27%
6 to 10 years	14%	14%
11 to 15 years	8%	13%
16 to 20 years	14%	16%
21 to 25 years	8%	9%
26 to 30 years	14%	7%
31 to 35 years	7%	4%
36 to 40 years	8%	5%
More than 40 years	9%	5%
Valid N	250	

**B. In which county do you drive the most?** \_\_\_\_\_

County	2002	2000
Alachua		
Baker		
Bay		
Bradford		
Brevard		
Broward		
Calhoun		
Charlotte		
Citrus		
Clay		
Collier		
Columbia		
Dade	9%	95%
DeSoto		
Dixie		
Duval		
Escambia		
Flagler		
Franklin		
Gadsden		
Gilchrist		
Glades		
Gulf		

County	2002	2000
Hamilton		
Hardee		
Hendry		
Hernando		
Highlands		
Hillsborough		
Holmes		
Indian River		
Jackson		
Jefferson		
Lafayette		
Lake		
Lee		
Leon		
Levy		
Liberty		
Madison		
Manatee		
Marion		
Martin		
Monroe	91%	5%
Nassau		
Okaloosa		

County	2002	2000
Okeechobee		
Orange		
Osceola		
Palm Beach		
Pasco		
Pinellas		
Polk		
Putnam		
Sarasota		
Seminole		
St. Johns		
St. Lucie		
Santa Rosa		
Sumter		
Suwannee		
Taylor		
Union		
Volusia		
Wakulla		
Walton		
Washington		
Valid N	254	----

**C. How do you most often travel in Florida?**

	<b>2002</b>	<b>2000</b>
Car	67%	87%
Van	9%	2%
Taxi	0%	0%
Truck/Sport Utility Vehicle	19%	9%
Motorcycle	1%	0%
Bus	0%	1%
Other (please specify)	3%	0%
Valid N	250	256

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

	<b>2002</b>	<b>2000</b>
Carpool	13%	18%
Vanpool	3%	4%
Walk	36%	21%
City Bus	5%	14%
Bicycle	42%	19%
None/Don't Know/Refused	40%	54%

**E. Please indicate whether you are male or female.**

	<b>2002</b>	<b>2000</b>
Male	48%	47%
Female	52%	53%
Prefer not to answer	0%	0%

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

	<b>2002</b>	<b>2000</b>
18-24	5%	1%
25-34	14%	15%
35-44	24%	16%
45-54	29%	24%
55-64	15%	18%
65 or older	13%	16%
Prefer not to answer/Don't Know	0%	9%

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

	<b>2002</b>	<b>2000</b>
White	82%	36%
African American, Jamaican, or other Caribbean Islanders	3%	14%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture	10%	44%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders	2%	3%
American Indian or Alaskan	1%	1%
Other	2%	4%
Prefer not to answer	2%	1%

## Florida Department of Transportation Satisfaction Survey for Florida Residents District 7

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as the Florida Turnpike, interstates, freeways, expressways, or highways with U.S. numbers or State Road numbers. (Provide examples of SHS roads in the respondent's area).

Note: "Valid N" is based on the number of Residents that offered opinions

### 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
A. Spacing of exits and crossroad signs allow me enough time for travel decisions.	2002	16%	69%	13%	1%	0%	248
	2000	9%	74%	12%	2%	2%	250
B. Overall, road signs are visible.	2002	18%	69%	11%	2%	0%	250
	2000	9%	77%	13%	0%	0%	248
C. Road signs are clearly readable.	2002	20%	70%	9%	0%	1%	250
	2000	9%	76%	12%	2%	1%	249
D. During the day, the visibility of roadway striping and markings is good.	2002	15%	71%	13%	0%	0%	250
	2000	8%	79%	10%	1%	1%	249
E. At night, the visibility of roadway striping and markings is good.	2002	9%	56%	29%	3%	4%	246
	2000	5%	54%	31%	5%	5%	248

## PART II

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

Item		Yes	No	Valid N
A. Have you traveled through a FDOT construction project in the last 12 months?	2002	89%	11%	250
	2000	82%	18%	248

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
B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	2002	8%	44%	36%	8%	5%	220
	2000	4%	33%	47%	11%	4%	201
C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	2002	13%	66%	17%	4%	1%	221
	2000	11%	62%	23%	4%	0%	204
D. Construction zones were clearly marked.	2002	13%	72%	14%	2%	0%	221
	2000	9%	70%	18%	3%	0%	204
E. Construction zones were safe to travel through.	2002	8%	54%	29%	7%	2%	222
	2000	5%	52%	33%	9%	1%	202
F. When road construction was in progress, I was easily able to access local businesses.	2002	3%	46%	37%	11%	3%	221
	2000	3%	38%	47%	9%	2%	202
G. Construction projects on state roads were completed in a timely manner.	2002	3%	34%	40%	17%	5%	218
	2000	2%	22%	52%	21%	4%	196
H. I was satisfied with the results of completed FDOT projects.	2002	11%	70%	12%	4%	3%	220
	2000	13%	65%	13%	3%	6%	204

## 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
A. I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	2002	8%	53%	27%	11%	1%	249
	2000	4%	53%	33%	9%	1%	250
B. I am satisfied the amount of time it takes to travel <b>between</b> cities or towns	2002	9%	59%	25%	5%	1%	249
	2000	2%	55%	33%	7%	3%	247
C. The overall level of traffic congestion on the State Highway System is acceptable.	2002	3%	39%	42%	15%	1%	250
	2000	2%	33%	46%	18%	1%	248
D. Posted speed limits on the State Highway System are reasonable.	2002	11%	78%	10%	1%	0%	250
	2000	4%	80%	14%	3%	0%	250
E. Most vehicles remain within the speed limits on the State Highway System.	2002	1%	22%	54%	21%	1%	250
	2000	1%	20%	50%	29%	0%	249
F. Roadsides on the State Highway System are attractive.	2002	5%	72%	18%	3%	3%	246
	2000	4%	67%	22%	2%	5%	243
G. Roadsides on the State Highway System are kept free of litter.	2002	8%	76%	13%	2%	1%	250
	2000	5%	76%	15%	2%	1%	249
H. The timing of traffic signals allows pedestrians enough time to cross State Highway System roads.**	2002	3%	56%	28%	5%	9%	243

(\*\*Note: Question not included in 2000 survey).



Please indicate your level of agreement with the need for more of the following facilities along the state roads.\*\*

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
A. Designated bike lanes at the edge of roads.	2002	18%	51%	23%	4%	4%	248
B. Bicycle trails separated from roads.	2002	29%	59%	9%	0%	2%	249
C. Sidewalks with grass/landscaping between the sidewalk and road.	2002	19%	64%	13%	1%	3%	249
D. Sidewalks directly adjacent to the road.	2002	4%	40%	47%	6%	3%	247

(\*\*Note: Questions not included in 2000 survey).

#### **PART IV**

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Initially we would like to know:

Item		Yes	No	Valid N
A. Have you used public transportation (e.g. bus, commuter or light rail) in the in the last 6 months?	2002	7%	93%	249
	2000	6%	94%	250

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

Item		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N
B. Public transportation in my area meets my needs.	2002	12%	41%	18%	29%	0%	17
	2000	7%	53%	20%	20%	0%	15
C. I would use public transportation if it were more convenient.	2002	24%	41%	24%	12%	0%	17
	2000	20%	47%	33%	0%	0%	15

## 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
A. Overall safety on state roads.	<b>2002</b>	9%	69%	16%	4%	2%	250
	<b>2000</b>	5%	69%	20%	4%	2%	250
B. Being able to walk safely on state road sidewalks. **	<b>2002</b>	4%	41%	29%	7%	19%	237
	<b>2000</b>	3%	39%	26%	9%	24%	231
C. Being able to ride bicycles safely on state roads. **	<b>2002</b>	2%	23%	48%	12%	16%	240
	<b>2000</b>	3%	28%	35%	14%	20%	230
D. Overall smoothness of the roads in the State Highway System.	<b>2002</b>	7%	67%	19%	6%	1%	249
	<b>2000</b>	7%	66%	19%	6%	1%	250
E. The overall transportation system provided by FDOT.	<b>2002</b>	3%	64%	14%	4%	15%	239
	<b>2000</b>	1%	65%	17%	6%	11%	241

\*\*Question worded slightly different in 2000 survey.

## 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.

A. How many years have you been driving in Florida? \_\_\_\_\_

	<b>2002</b>	<b>2000</b>
Less than a year to 5 years	18%	19%
6 to 10 years	14%	15%
11 to 15 years	12%	16%
16 to 20 years	19%	19%
21 to 25 years	8%	10%
26 to 30 years	11%	11%
31 to 35 years	4%	4%
36 to 40 years	6%	3%
More than 40 years	8%	4%
Valid N	250	250

**B. In which county do you drive the most?** \_\_\_\_\_

County	2002	2000
Alachua		
Baker		
Bay		
Bradford		
Brevard		
Broward		
Calhoun		
Charlotte		
Citrus	4%	4%
Clay		
Collier		
Columbia		
Dade		
DeSoto		
Dixie		
Duval		
Escambia		
Flagler		
Franklin		
Gadsden		
Gilchrist		
Glades		
Gulf		

County	2002	2000
Hamilton		
Hardee		
Hendry		
Hernando	4%	4%
Highlands		
Hillsborough	45%	41%
Holmes		
Indian River		
Jackson		
Jefferson		
Lafayette		
Lake		
Lee		
Leon		
Levy		
Liberty		
Madison		
Manatee		
Marion		
Martin		
Monroe		
Nassau		
Okaloosa		

County	2002	2000
Okeechobee		
Orange		
Osceola		
Palm Beach		
Pasco	13%	14%
Pinellas	34%	37%
Polk		
Putnam		
Sarasota		
Seminole		
St. Johns		
St. Lucie		
Santa Rosa		
Sumter		
Suwannee		
Taylor		
Union		
Volusia		
Wakulla		
Walton		
Washington		
Valid N	251	----

**C. How do you most often travel in Florida?**

	<b>2002</b>	<b>2000</b>
Car	79%	82%
Van	4%	4%
Taxi	0%	1%
Truck/Sport Utility Vehicle	16%	11%
Motorcycle	0%	1%
Bus	0%	0%
Other (please specify)	1%	1%
Valid N	250	----

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

	<b>2002</b>	<b>2000</b>
Carpool	10%	14%
Vanpool	2%	2%
Walk	22%	16%
City Bus	4%	3%
Bicycle	18%	15%
None/Don't Know/Refused	64%	68%

**E. Please indicate whether you are male or female.**

	<b>2002</b>	<b>2000</b>
Male	43%	43%
Female	57%	57%
Prefer not to answer	0%	0%

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

	<b>2002</b>	<b>2000</b>
18-24	7%	0%
25-34	15%	9%
35-44	19%	18%
45-54	25%	24%
55-64	18%	20%
65 or older	17%	10%
Prefer not to answer/Don't Know	0%	18%

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

	<b>2002</b>	<b>2000</b>
White	83%	79%
African American, Jamaican, or other Caribbean Islanders	6%	7%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture	6%	8%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders	1%	1%
American Indian or Alaskan	1%	1%
Other	2%	2%
Prefer not to answer	4%	2%

***Section 3***

**2002 Customer Survey of Well Elders**  
Florida Department of Transportation

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### **SECTION 3**

## **2002 Customer Survey of Well Elders Florida Department of Transportation**

# **Final Report**

The elder population comprises one special need group of customers the Florida Department of Transportation (FDOT) serves. In 2000, the first survey of “well elders” was conducted. The definition of “well elders” came from the Department of Elder Affairs (DEA) and refers to those who still drive or use public transportation and may live independently. The mailing list of DEA’s monthly newsletter provided names of potential survey respondents which DEA staff felt represented the “well-elder” population. Appendix A provides more information about the sampling frame. In 2002, this same approach was implemented to survey well elders about their level of satisfaction in the same 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. The FSU Survey Research Laboratory also conducted the customer satisfaction survey in 2000.

### **Satisfaction Survey of Well Elders**

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 800 Floridians from this list. Of the 800 households contacted, 50 percent (397) 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**

<b>Type of Outcome</b>	<b>Percent of Responses</b>	<b>Number of Responses</b>
<b>Completed Survey</b>	50%	397
<b>Non-completions</b>	50%	403

### **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. The respondents can be characterized as:

- 65 years old and older (81%)
- Evenly split between males (46%) and females (54%)
- White (95%)
- Driving in Florida an average of 31 years

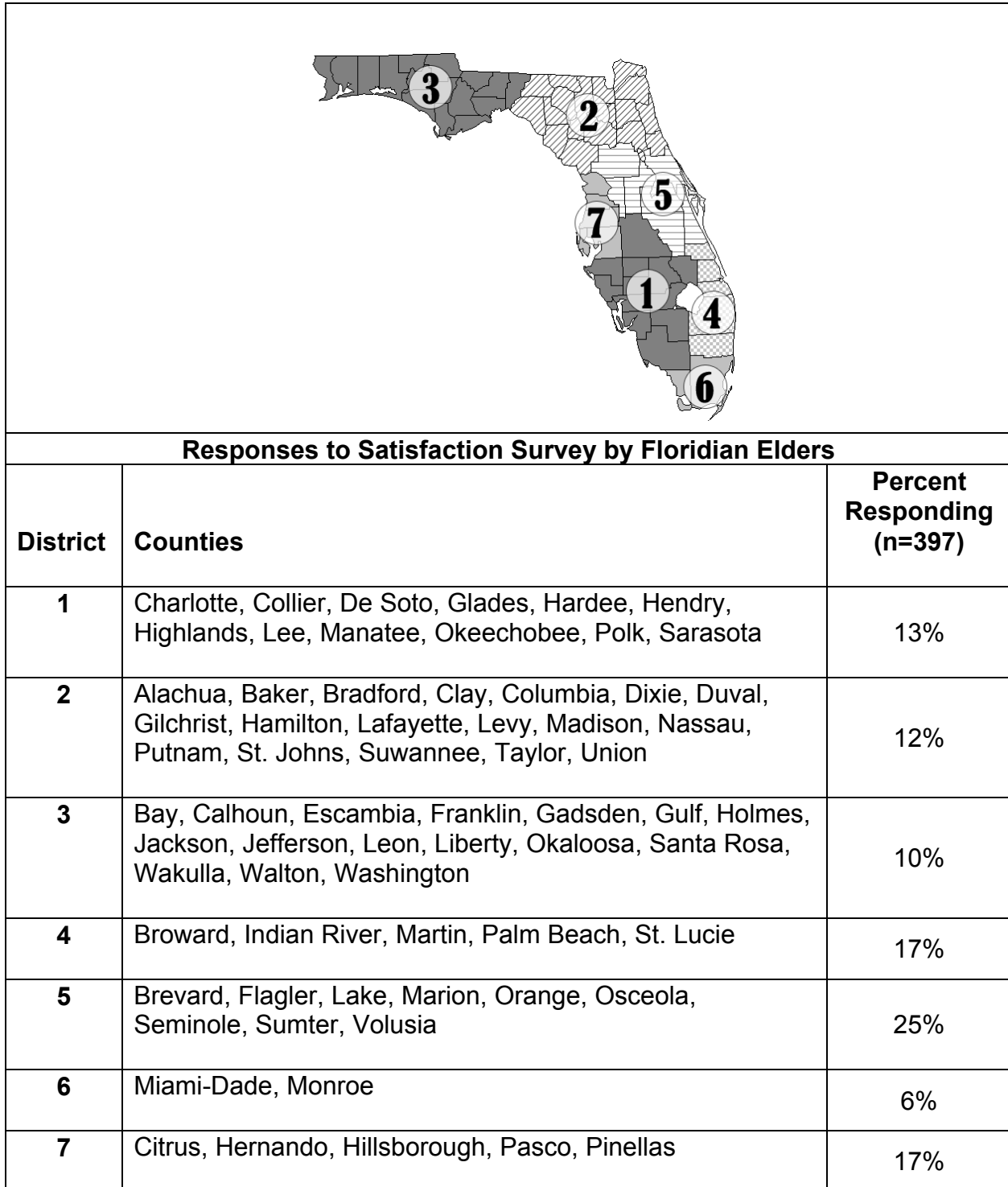
**Cars are the most typical mode for travel in Florida.** When asked about the type of vehicle used for travel in Florida, 88 percent reported using cars or vans. Another 6 percent of the older Floridians indicated that they used trucks or sports utility vehicles for travel. Few reported using public transportation as the mode for travel in Florida.

**Sixty-five percent of the respondents identified alternative travel modes they used during the last 12 months.** Of the 234 older Floridians who responded to this item, almost half (49%) reported that they walked. Bicycles (15%) and carpools (13%) were the next most frequently reported mode of travel.



**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**



**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 (86%), are visible (89%), and readable (86%).

**Visibility of roadway striping is good in the day; night visibility of roadway striping is more of a problem.** Respondents generally agreed that during the day, visibility of roadway striping and markings was good (93%). A smaller proportion of older Floridians felt that at night, visibility of roadway striping and markings was good (68%).

As shown in Table 2 below, 2002 survey responses related to the visibility of signs and road markings are similar to those reported by older Floridians in 2000. Daytime visibility of roadway striping and marking is one area where there was a notable improvement, an increase of 12 percentage points.

**Table 2. Key Signing and Road Markings**

<b>Items</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Well Elders Offering Opinions</b>
During the day, the visibility of roadway striping and markings is good.	<b>2002</b>	<b>93%</b>	<b>7%</b>	<b>366</b>
	<b>2000</b>	<b>81%</b>	<b>18%</b>	<b>432</b>
Overall, road signs are visible.	<b>2002</b>	<b>89%</b>	<b>11%</b>	<b>368</b>
	<b>2000</b>	<b>89%</b>	<b>12%</b>	<b>435</b>
Spacing of exits and crossroad signs allow me enough time for travel decisions.	<b>2002</b>	<b>86%</b>	<b>14%</b>	<b>361</b>
	<b>2000</b>	<b>89%</b>	<b>11%</b>	<b>436</b>
Road signs are clearly readable.	<b>2002</b>	<b>86%</b>	<b>14%</b>	<b>358</b>
	<b>2000</b>	<b>85%</b>	<b>15%</b>	<b>435</b>
At night, the visibility of roadway striping and markings is good.	<b>2002</b>	<b>68%</b>	<b>32%</b>	<b>344</b>
	<b>2000</b>	<b>61%</b>	<b>39%</b>	<b>422</b>

## *PART 2*

# **Construction Zone Experiences on the State Highway System**

**Older Floridians were generally satisfied with the results of completed projects, sign markings, and signs notifying construction zones. However, they were less satisfied with other aspects of construction.** Almost all of the respondents (see Table 3) 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 (91%). However, the proportion of older Floridians generally satisfied with other aspects of construction was not as large:

- Construction zones safe to travel through (74% agree/ strongly agree)
- Notification of construction by media occurred (71% agree/ strongly agree)
- Easy access to local business during construction (51% agree/ strongly agree)

As shown in Table 3, respondents rated their experiences with construction zones in a similar fashion in the 2000 survey.

**Table 3: Older Floridians' Experiences with Construction Zones**

<b>Construction Zone Experience</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/Di disagree</b>	<b>Well Elders Offering Opinions</b>
Construction zones were clearly marked.	<b>2002</b>	<b>91%</b>	<b>9%</b>	<b>238</b>
	<b>2000</b>	<b>89%</b>	<b>11%</b>	<b>410</b>
When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	<b>89%</b>	<b>11%</b>	<b>239</b>
	<b>2000</b>	<b>89%</b>	<b>11%</b>	<b>411</b>
Construction zones were safe to travel through.	<b>2002</b>	<b>74%</b>	<b>26%</b>	<b>220</b>
	<b>2000</b>	<b>76%</b>	<b>24%</b>	<b>390</b>
When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.)	<b>2002</b>	<b>71%</b>	<b>29%</b>	<b>217</b>
	<b>2000</b>	<b>67%</b>	<b>33%</b>	<b>368</b>
When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	<b>51%</b>	<b>51%</b>	<b>220</b>
	<b>2000</b>	<b>50%</b>	<b>50%</b>	<b>346</b>

**Most older Floridians surveyed were satisfied with the results of FDOT completed projects. However, they were less satisfied with timeliness of construction.** As in the 2000 survey, most of the Floridians offering an opinion (86%) expressed satisfaction with the results of completed FDOT projects (see Table 4). However, less than half of older Floridians (42%) agreed that construction projects were completed in a timely manner.

**Table 4: Older Floridians Satisfaction with Construction Projects**

<b>Construction Project Results</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Well Elders Offering Opinions</b>
I was satisfied with the results of completed FDOT projects.	<b>2002</b>	<b>86%</b>	<b>14%</b>	<b>220</b>
	<b>2000</b>	<b>90%</b>	<b>10%</b>	<b>379</b>
Construction projects on state roads were completed in a timely manner.	<b>2002</b>	<b>42%</b>	<b>58%</b>	<b>199</b>
	<b>2000</b>	<b>39%</b>	<b>10%</b>	<b>379</b>

## **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 included:

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

**Congestion.** Approximately 73 percent of the older Floridians were satisfied with travel time between cities and towns while 68 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-eight 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 23 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.** Seventy-eight percent of the older Floridians offering an opinion agreed or strongly agreed that roadsides in their area were kept free of litter; seventy-eight percent felt that roadsides on the state highway system were attractive.

**Pedestrian Crossings.** Older Floridians were asked whether the timing of traffic signals allowed pedestrians enough time to cross state roads. Sixty-five percent of those offering an opinion agreed or strongly agreed that the timing was acceptable. As shown in Table 5, this represents a slight decline from the 73 percent who agreed in 2000.

### **Bikeways and Sidewalks**

In the 2002 survey older Floridians were asked for their opinion about the need for bikeways and sidewalks. Respondents indicated that they preferred bicycle trails to bike lanes and sidewalks with landscaping. Almost all agreed that there is a need for bicycle trails separated from roads (93%), while 60 percent felt that there is a need for bike lanes on the edge of roads. Ninety-one percent agreed that there is a need for sidewalks with grass or landscaping between the sidewalk and the road; only 30 percent agreed that sidewalks directly adjacent to the road are needed (see Table 6).

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

<b>Travel on State Highway System in Your Area</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Well Elders Offering Opinions</b>
I am satisfied with the amount of time it takes to travel within my city or town.	<b>2002</b>	<b>68%</b>	<b>32%</b>	<b>363</b>
	<b>2000</b>	<b>67%</b>	<b>33%</b>	<b>428</b>
I am satisfied with the amount of time it takes to travel between cities or towns.	<b>2002</b>	<b>73%</b>	<b>27%</b>	<b>347</b>
	<b>2000</b>	<b>76%</b>	<b>24%</b>	<b>423</b>
The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>50%</b>	<b>50%</b>	<b>358</b>
	<b>2000</b>	<b>51%</b>	<b>49%</b>	<b>415</b>
Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>88%</b>	<b>12%</b>	<b>363</b>
	<b>2000</b>	<b>87%</b>	<b>13%</b>	<b>433</b>
Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>23%</b>	<b>77%</b>	<b>358</b>
	<b>2000</b>	<b>15%</b>	<b>85%</b>	<b>433</b>
Roadsides on the State Highway System are attractive.	<b>2002</b>	<b>78%</b>	<b>22%</b>	<b>334</b>
	<b>2000</b>	<b>73%</b>	<b>27%</b>	<b>395</b>
Roadsides on the State Highway System are kept free of litter.	<b>2002</b>	<b>73%</b>	<b>27%</b>	<b>344</b>
	<b>2000</b>	<b>65%</b>	<b>35%</b>	<b>411</b>
The timing of traffic signals allows pedestrians enough time to cross state roads.	<b>2002</b>	<b>65%</b>	<b>35%</b>	<b>309</b>
	<b>2000</b>	<b>73%</b>	<b>27%</b>	<b>395</b>

**Table 6: Older Floridians' Agreement with Need for More Bicycle and Pedestrian Facilities\*\***

<b>Need for More Bicycle and Pedestrian Facilities</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Well Elders Offering Opinions</b>
Designated bike lanes at the edge of roads.	<b>2002</b>	<b>60%</b>	<b>40%</b>	<b>322</b>
Bicycle trails separated from roads.	<b>2002</b>	<b>93%</b>	<b>7%</b>	<b>323</b>
Sidewalks with grass/landscaping between the sidewalk and road.	<b>2002</b>	<b>91%</b>	<b>9%</b>	<b>329</b>
Sidewalks directly adjacent to the road.	<b>2002</b>	<b>30%</b>	<b>70%</b>	<b>319</b>

(\*\*Note: Questions were not asked on 2000 survey.)

**PART 4**

**Public Transportation**

**Public Transportation.** It should be noted that in 2002 only 8 percent of the survey respondents gave their perspective on public transportation questions. The questions related to public transportation were asked of older residents who had used any mode of public transportation within the last six-month period.

Eighty-four percent of the twenty-five older Floridians offering an opinion agreed or strongly agreed that they would use public transportation more often if it were more convenient. Fifty-four percent of those who responded indicated that public transportation available in their community met their needs. However, with so few respondents, these results do not provide useful information for making inferences about older Floridians' access to or use of public transportation.

**Table 7: Older Floridians' Views on Public Transportation**

<b>Public Transportation</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Well Elders Offering Opinions</b>
I would use public transportation if it were more convenient.	<b>2002</b>	<b>84%</b>	<b>16%</b>	<b>25</b>
	<b>2000</b>	<b>80%</b>	<b>20%</b>	<b>103</b>
Public transportation in my area meets my needs.	<b>2002</b>	<b>54%</b>	<b>46%</b>	<b>26</b>
	<b>2000</b>	<b>36%</b>	<b>64%</b>	<b>90</b>



**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 transportation system provided by Florida Department of Transportation (FDOT) and the overall safety of state roads.

**Overall satisfaction with safety, the transportation system, and smoothness of roads is high among older Floridians.** Table 8 shows responses to the overall satisfaction rates provided by older Floridians. Eighty-three percent were very satisfied or satisfied with safety on state roads; 79 percent with the overall transportation system provided by FDOT. Over three-fourths of older Floridians who offered an opinion were either satisfied or very satisfied with the overall smoothness of roads (76%.)

**Table 8. Older Floridians' Satisfaction with the State Highway System**

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied/ Satisfied</b>	<b>Very Dissatisfied/ Dissatisfied</b>	<b>Well Elders Offering Opinions</b>
Overall safety on state roads.	<b>2002</b>	<b>83%</b>	<b>17%</b>	<b>340</b>
	<b>2000</b>	<b>76%</b>	<b>24%</b>	<b>408</b>
The overall transportation system provided by FDOT.	<b>2002</b>	<b>79%</b>	<b>21%</b>	<b>279</b>
	<b>2000</b>	<b>76%</b>	<b>24%</b>	<b>354</b>
Overall smoothness of the roads in the State Highway System.	<b>2002</b>	<b>76%</b>	<b>24%</b>	<b>343</b>
	<b>2000</b>	<b>80%</b>	<b>20%</b>	<b>402</b>
Being able to walk safely on state road sidewalks.**	<b>2002</b>	<b>52%</b>	<b>48%</b>	<b>235</b>
Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>21%</b>	<b>79%</b>	<b>211</b>

\*\*Changes to wording of question prevent comparison to 2000 responses.

**Older Floridians are less satisfied with safety conditions for sidewalk pedestrians and bicycle riders on state roads.** Fifty-two percent of the older Floridians were satisfied or very satisfied with sidewalk safety. Bicycle safety on state roads was a source of dissatisfaction. Of the 211 respondents offering an opinion, 79 percent stated they were dissatisfied or very dissatisfied with being able to ride bicycles safely on state roads.

**2002 Customer Survey of Well Elders**  
Florida Department of Transportation

**Methodology**

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.

- Well elders—still drive or use public transportation and may live independently;
- Frail elders—receive services such as meals on wheels or transportation; and
- Transitional elders—some still drive while others need transportation services.

**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. In 2002, 800 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 50 percent of the sample identified by FDOT responded to the customer satisfaction survey.

**Well Elder Survey Appendix B**

**2002 Well Elder Customer Survey**  
 Florida Department of Transportation

**Statewide Results**  
 Percentages Based on Residents Offering Opinions

**PART 1**

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:

<b>Signing &amp; Road Marking</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Well Elders Offering Opinions</b>
<b>A.</b> Spacing of exits and crossroad signs allow me enough time for travel decisions.	<b>2002</b>	<b>86%</b>	<b>14%</b>	<b>361</b>
	<b>2000</b>	<b>89%</b>	<b>11%</b>	<b>436</b>
<b>B.</b> Overall, road signs are visible.	<b>2002</b>	<b>89%</b>	<b>11%</b>	<b>368</b>
	<b>2000</b>	<b>89%</b>	<b>12%</b>	<b>435</b>
<b>C.</b> Road signs are clearly readable.	<b>2002</b>	<b>86%</b>	<b>14%</b>	<b>358</b>
	<b>2000</b>	<b>85%</b>	<b>15%</b>	<b>435</b>
<b>D.</b> During the day, the visibility of roadway striping and markings is good.	<b>2002</b>	<b>93%</b>	<b>7%</b>	<b>366</b>
	<b>2000</b>	<b>81%</b>	<b>18%</b>	<b>432</b>
<b>E.</b> At night, the visibility of roadway striping and markings is good.	<b>2002</b>	<b>68%</b>	<b>32%</b>	<b>344</b>
	<b>2000</b>	<b>61%</b>	<b>39%</b>	<b>422</b>

**PART 2**

We are interested in your experience in construction zones on the State Highway System.

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

		<b>2002</b>	<b>2000</b>
<b>NO</b>	<b>Please SKIP TO PART 3, PAGE 3</b>	<b>21%</b>	<b>9%</b>
<b>YES</b>	<b>Please answer the following:</b>	<b>80%</b>	<b>91%</b>
<b>Valid N</b>		<b>303</b>	<b>437</b>
<b>Missing N</b>		<b>94</b>	<b>10</b>

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

<b>Recent Experience with Construction Zones on State Highway System near my area:</b>		<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Well Elders Offering Opinions</b>
<b>A.</b> When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	<b>2002</b>	<b>71%</b>	<b>29%</b>	<b>217</b>
	<b>2000</b>	<b>67%</b>	<b>33%</b>	<b>368</b>
<b>B.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	<b>89%</b>	<b>11%</b>	<b>239</b>
	<b>2000</b>	<b>89%</b>	<b>11%</b>	<b>411</b>
<b>C.</b> Construction zones were clearly marked.	<b>2002</b>	<b>91%</b>	<b>9%</b>	<b>238</b>
	<b>2000</b>	<b>89%</b>	<b>11%</b>	<b>410</b>
<b>D.</b> Construction zones were safe to travel through.	<b>2002</b>	<b>74%</b>	<b>26%</b>	<b>220</b>
	<b>2000</b>	<b>76%</b>	<b>24%</b>	<b>390</b>
<b>E.</b> When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	<b>51%</b>	<b>51%</b>	<b>220</b>
	<b>2000</b>	<b>50%</b>	<b>50%</b>	<b>346</b>
<b>F.</b> Construction projects on state roads were completed in a timely manner.	<b>2002</b>	<b>42%</b>	<b>58%</b>	<b>199</b>
	<b>2000</b>	<b>39%</b>	<b>10%</b>	<b>379</b>
<b>G.</b> I was satisfied with the results of completed FDOT projects.	<b>2002</b>	<b>86%</b>	<b>14%</b>	<b>220</b>
	<b>2000</b>	<b>90%</b>	<b>10%</b>	<b>379</b>

Do you have any suggestions for improving the Department's construction zones on the State Highway System?

**PART 3**

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

<b>Travel on State Highway System in Your Area</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Well Elders Offering Opinions</b>
A. I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	<b>2002</b>	<b>68%</b>	<b>32%</b>	<b>363</b>
	<b>2000</b>	<b>67%</b>	<b>33%</b>	<b>428</b>
B. I am satisfied with the amount of time it takes to travel <b>between</b> cities or towns.	<b>2002</b>	<b>73%</b>	<b>27%</b>	<b>347</b>
	<b>2000</b>	<b>76%</b>	<b>24%</b>	<b>423</b>
C. The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>50%</b>	<b>50%</b>	<b>358</b>
	<b>2000</b>	<b>51%</b>	<b>49%</b>	<b>415</b>
D. Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>88%</b>	<b>12%</b>	<b>363</b>
	<b>2000</b>	<b>87%</b>	<b>13%</b>	<b>433</b>
E. Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>23%</b>	<b>77%</b>	<b>358</b>
	<b>2000</b>	<b>15%</b>	<b>85%</b>	<b>433</b>
F. Roadsides on the State Highway System are attractive.	<b>2002</b>	<b>78%</b>	<b>22%</b>	<b>334</b>
	<b>2000</b>	<b>73%</b>	<b>27%</b>	<b>395</b>
G. Roadsides on the State Highway System are kept free of litter.	<b>2002</b>	<b>73%</b>	<b>27%</b>	<b>344</b>
	<b>2000</b>	<b>65%</b>	<b>35%</b>	<b>411</b>
H. The timing of traffic signals allows pedestrians enough time to cross state roads.	<b>2002</b>	<b>65%</b>	<b>35%</b>	<b>309</b>
	<b>2000</b>	<b>73%</b>	<b>27%</b>	<b>395</b>

B. Please indicate your level of agreement with the need for more of the following facilities along State Highway System roads.\*\*

		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Well Elders Offering Opinions</b>
<b>A.</b> Designated bike lanes at the edge of roads.	<b>2002</b>	<b>60%</b>	<b>40%</b>	<b>322</b>
<b>B.</b> Bicycle trails separated from roads.	<b>2002</b>	<b>93%</b>	<b>7%</b>	<b>323</b>
<b>C.</b> Sidewalks with grass/landscaping between the sidewalk and road.	<b>2002</b>	<b>91%</b>	<b>9%</b>	<b>329</b>
<b>D.</b> Sidewalks directly adjacent to the road.	<b>2002</b>	<b>30%</b>	<b>70%</b>	<b>319</b>

(\*\*Note: Questions were not asked on 2000 survey.)

**PART 4**

We would like to know more about public transportation in your community

Have you used public transportation (e.g. bus, commuter or light rail) in the last 6 months?

		<b>2002</b>	<b>2000</b>
<b>NO</b>	<b>Please SKIP TO PART 5 BELOW</b>	<b>92%</b>	<b>91%</b>
<b>YES</b>	<b>Please answer the following:</b>	<b>8%</b>	<b>9%</b>
<b>Valid N</b>		<b>338</b>	<b>433</b>
<b>Missing N</b>		<b>59</b>	<b>14</b>

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Well Elders Offering Opinions</b>
	<b>Recent Experience with Construction Zones on State Highway System near my area:</b>			
<b>A</b>	Public transportation in my area meets . my needs.	<b>2002</b> <b>54%</b>	<b>46%</b>	<b>26</b>
		<b>2000</b> <b>36%</b>	<b>64%</b>	<b>90</b>
<b>B</b>	I would use public transportation if it . were more convenient.	<b>2002</b> <b>84%</b>	<b>16%</b>	<b>25</b>
		<b>2000</b> <b>80%</b>	<b>20%</b>	<b>103</b>



**PART 5**

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

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied/ Satisfied</b>	<b>Very Dissatisfied/ Dissatisfied</b>	<b>Well Elders Offering Opinions</b>
<b>A.</b> Overall safety on state roads.	<b>2002</b>	<b>83%</b>	<b>17%</b>	<b>340</b>
	<b>2000</b>	<b>76%</b>	<b>24%</b>	<b>408</b>
<b>B.</b> Being able to walk safely on state road sidewalks.**	<b>2002</b>	<b>52%</b>	<b>48%</b>	<b>235</b>
	<b>2000</b>	<b>48%</b>	<b>52%</b>	<b>303</b>
<b>C.</b> Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>21%</b>	<b>79%</b>	<b>211</b>
	<b>2000</b>	<b>41%</b>	<b>59%</b>	<b>302</b>
<b>D.</b> Overall smoothness of the roads in the State Highway System.	<b>2002</b>	<b>76%</b>	<b>24%</b>	<b>343</b>
	<b>2000</b>	<b>80%</b>	<b>20%</b>	<b>402</b>
<b>E.</b> The overall transportation system provided by FDOT.	<b>2002</b>	<b>79%</b>	<b>21%</b>	<b>279</b>
	<b>2000</b>	<b>76%</b>	<b>24%</b>	<b>354</b>

(\*\*Note: Questions were worded differently in 2000 survey).

**Part 6**

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? \_\_\_\_\_

	<b>2002</b>	<b>2000</b>
Mean number of years	<b>30.7</b>	<b>27.3</b>
Median number of years	<b>27</b>	<b>24</b>
Minimum	<b>2</b>	<b>1</b>
Maximum	<b>76</b>	<b>77</b>

In which county do you drive most? \_\_\_\_\_

How do you most often travel in Florida? (Please check one)

	<b>2002</b>	<b>2000</b>
Car	<b>80%</b>	<b>82%</b>
Van	<b>8%</b>	<b>8%</b>
Bus	<b>1%</b>	<b>1%</b>
Taxi	<b>0%</b>	<b>0%</b>
Bicycle	<b>2%</b>	<b>0%</b>
Motorcycle	<b>1%</b>	<b>0%</b>
Train	<b>0%</b>	<b>0%</b>
Airplane	<b>2%</b>	<b>0%</b>
Truck/Sport Utility Vehicle	<b>6%</b>	<b>7%</b>
Other _____	<b>1%</b>	<b>2%</b>

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Valid N	<b>363</b>	<b>437</b>
Missing N	<b>34</b>	<b>0</b>

Which of these alternative travel modes, if any have you used in the last 12 months? (Please check all that apply)		
	<b>2002</b>	<b>2000</b>
Carpool	<b>13%</b>	<b>18%</b>
Walk	<b>49%</b>	<b>52%</b>
Bicycle	<b>15%</b>	<b>20%</b>
Vanpool	<b>0%</b>	<b>3%</b>
City Bus	<b>6%</b>	<b>7%</b>
Other _____	<b>17%</b>	<b>0%</b>
-----		
Valid N	<b>234</b>	<b>219</b>
Missing N	<b>163</b>	<b>228</b>
Please indicate whether you are male or female		
	<b>2002</b>	<b>2000</b>
Male	<b>46%</b>	<b>46%</b>
Female	<b>54%</b>	<b>50%</b>
Valid N	<b>369</b>	<b>430</b>
Missing N	<b>28</b>	<b>17</b>
Please check the box that best describes your age.		
	<b>2002</b>	<b>2000</b>
18-24	<b>0%</b>	<b>0%</b>
25-34	<b>1%</b>	<b>0%</b>
35-44	<b>2%</b>	<b>2%</b>
45-54	<b>5%</b>	<b>5%</b>
55-64	<b>11%</b>	<b>10%</b>
65 or older	<b>81%</b>	<b>83%</b>
-----		
Valid N	<b>353</b>	<b>423</b>
Missing N	<b>44</b>	<b>24</b>

With which racial or ethnic group do you best identify?		
	2002	2000
White	95%	96%
African American, Jamaican, or other Caribbean Islanders	4%	2%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture	1%	1%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders	1%	0%
American Indian or Alaskan	0%	0%
Other	0%	1%
Valid N	356	418
Missing N	41	29

We welcome any comments regarding our services

**THANK YOU FOR YOUR HELP!**

Please return this survey to

FSU Survey Research Laboratory, Florida State University, Mail Code 2221, Tallahassee, FL 32306-2221 in the

**Reply Envelope Supplied. NO POSTAGE IS NEEDED!**

**Well Elder Survey Appendix C**

**2002 Well Elder Customer Survey**  
Florida Department of Transportation

**Statewide Detailed Results**  
All Response Categories

**PART 1**

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:

<b>Signing &amp; Road Marking</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> Spacing of exits and crossroad signs allow me enough time for travel decisions.	<b>2002</b>	<b>13%</b>	<b>71%</b>	<b>11%</b>	<b>3%</b>	<b>2%</b>	<b>368</b>	<b>29</b>
	<b>2000</b>	<b>13%</b>	<b>71%</b>	<b>13%</b>	<b>3%</b>	<b>1%</b>	<b>440</b>	<b>7</b>
<b>B.</b> Overall, road signs are visible.	<b>2002</b>	<b>14%</b>	<b>75%</b>	<b>10%</b>	<b>1%</b>	<b>1%</b>	<b>370</b>	<b>27</b>
	<b>2000</b>	<b>12%</b>	<b>76%</b>	<b>9%</b>	<b>2%</b>	<b>1%</b>	<b>437</b>	<b>10</b>
<b>C.</b> Road signs are clearly readable.	<b>2002</b>	<b>15%</b>	<b>69%</b>	<b>12%</b>	<b>2%</b>	<b>2%</b>	<b>364</b>	<b>33</b>
	<b>2000</b>	<b>14%</b>	<b>66%</b>	<b>16%</b>	<b>3%</b>	<b>1%</b>	<b>436</b>	<b>11</b>
<b>D.</b> During the day, the visibility of roadway striping and markings is good.	<b>2002</b>	<b>15%</b>	<b>78%</b>	<b>6%</b>	<b>1%</b>	<b>1%</b>	<b>370</b>	<b>27</b>
	<b>2000</b>	<b>13%</b>	<b>75%</b>	<b>9%</b>	<b>2%</b>	<b>1%</b>	<b>441</b>	<b>6</b>
<b>E.</b> At night, the visibility of roadway striping and markings is good.	<b>2002</b>	<b>8%</b>	<b>56%</b>	<b>27%</b>	<b>4%</b>	<b>6%</b>	<b>364</b>	<b>33</b>
	<b>2000</b>	<b>7%</b>	<b>52%</b>	<b>31%</b>	<b>7%</b>	<b>3%</b>	<b>436</b>	<b>11</b>

**PART 2**

We are interested in your experience in construction zones on the State Highway System.

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

		<b>2002</b>	<b>2000</b>
<b>NO</b>	<b>Please SKIP TO PART 3, PAGE 3</b>	<b>21%</b>	<b>9%</b>
<b>YES</b>	<b>Please answer the following:</b>	<b>80%</b>	<b>91%</b>
<b>Valid N</b>		<b>303</b>	<b>437</b>
<b>Missing N</b>		<b>94</b>	<b>10</b>

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

<b>Recent Experience with Construction Zones on State Highway System near my area:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.).	<b>2002</b>	<b>9%</b>	<b>57%</b>	<b>23%</b>	<b>3%</b>	<b>8%</b>	<b>235</b>	<b>6</b>
	<b>2000</b>	<b>7%</b>	<b>55%</b>	<b>27%</b>	<b>4%</b>	<b>7%</b>	<b>384</b>	<b>14</b>
<b>B.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	<b>15%</b>	<b>75%</b>	<b>10%</b>	<b>1%</b>	<b>0%</b>	<b>239</b>	<b>2</b>
	<b>2000</b>	<b>14%</b>	<b>75%</b>	<b>11%</b>	<b>1%</b>	<b>0%</b>	<b>388</b>	<b>10</b>
<b>C.</b> Construction zones were clearly marked.	<b>2002</b>	<b>17%</b>	<b>74%</b>	<b>8%</b>	<b>1%</b>	<b>0%</b>	<b>238</b>	<b>3</b>
	<b>2000</b>	<b>13%</b>	<b>76%</b>	<b>10%</b>	<b>1%</b>	<b>1%</b>	<b>388</b>	<b>10</b>
<b>D.</b> Construction zones were safe to travel through.	<b>2002</b>	<b>7%</b>	<b>67%</b>	<b>22%</b>	<b>3%</b>	<b>1%</b>	<b>235</b>	<b>6</b>
	<b>2000</b>	<b>10%</b>	<b>64%</b>	<b>21%</b>	<b>3%</b>	<b>3%</b>	<b>377</b>	<b>21</b>
<b>E.</b> When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	<b>4%</b>	<b>43%</b>	<b>40%</b>	<b>6%</b>	<b>8%</b>	<b>238</b>	<b>3</b>
	<b>2000</b>	<b>4%</b>	<b>42%</b>	<b>37%</b>	<b>9%</b>	<b>8%</b>	<b>378</b>	<b>20</b>
<b>F.</b> Construction projects on state roads were completed in a timely manner.	<b>2002</b>	<b>2%</b>	<b>34%</b>	<b>37%</b>	<b>11%</b>	<b>16%</b>	<b>238</b>	<b>3</b>
	<b>2000</b>	<b>3%</b>	<b>30%</b>	<b>40%</b>	<b>14%</b>	<b>13%</b>	<b>382</b>	<b>16</b>
<b>G.</b> I was satisfied with the results of completed FDOT projects.	<b>2002</b>	<b>11%</b>	<b>69%</b>	<b>11%</b>	<b>1%</b>	<b>7%</b>	<b>237</b>	<b>4</b>
	<b>2000</b>	<b>10%</b>	<b>76%</b>	<b>8%</b>	<b>2%</b>	<b>6%</b>	<b>381</b>	<b>17</b>

Do you have any suggestions for improving the Department's construction zones on the State Highway System?

**PART 3**

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

<b>Travel on State Highway System in Your Area</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	<b>2002</b>	7%	60%	26%	7%	1%	367	30
	<b>2000</b>	9%	57%	24%	9%	2%	435	12
<b>B.</b> I am satisfied with the amount of time it takes to travel <b>between</b> cities or towns.	<b>2002</b>	7%	64%	22%	4%	3%	359	38
	<b>2000</b>	8%	66%	18%	6%	2%	433	14
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	4%	45%	39%	10%	2%	366	31
	<b>2000</b>	2%	46%	36%	11%	4%	432	15
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	8%	79%	10%	2%	1%	367	30
	<b>2000</b>	7%	79%	11%	3%	1%	439	8
<b>E.</b> Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	1%	21%	48%	28%	2%	364	33
	<b>2000</b>	1%	14%	49%	36%	1%	439	8
<b>F.</b> Roadsides on the State Highway System are attractive.	<b>2002</b>	7%	65%	18%	2%	8%	364	33
	<b>2000</b>	4%	62%	21%	4%	10%	437	10
<b>G.</b> Roadsides on the State Highway System are kept free of litter.	<b>2002</b>	5%	64%	23%	3%	5%	363	34
	<b>2000</b>	5%	57%	28%	5%	5%	434	13
<b>H.</b> The timing of traffic signals allows pedestrians enough time to cross state roads.	<b>2002</b>	4%	51%	25%	5%	16%	368	29
	<b>2000</b>	3%	48%	28%	8%	13%	432	15



B. Please indicate your level of agreement with the need for more of the following facilities along State Highway System roads.\*\*

<b>Need Along State Highway System Roads:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> Designated bike lanes at the edge of roads.	<b>2002</b>	<b>17%</b>	<b>38%</b>	<b>28%</b>	<b>9%</b>	<b>9%</b>	<b>354</b>	<b>43</b>
<b>B.</b> Bicycle trails separated from roads.	<b>2002</b>	<b>32%</b>	<b>52%</b>	<b>5%</b>	<b>2%</b>	<b>10%</b>	<b>357</b>	<b>40</b>
<b>C.</b> Sidewalks with grass/landscaping between the sidewalk and road.	<b>2002</b>	<b>26%</b>	<b>57%</b>	<b>7%</b>	<b>1%</b>	<b>9%</b>	<b>361</b>	<b>36</b>
<b>D.</b> Sidewalks directly adjacent to the road.	<b>2002</b>	<b>3%</b>	<b>25%</b>	<b>47%</b>	<b>16%</b>	<b>10%</b>	<b>354</b>	<b>43</b>

(\*\*Note: Questions were not asked on 2000 survey.)

**PART 4**

We would like to know more about public transportation in your community

Have you used public transportation (e.g. bus, commuter or light rail) in the last 6 months?

		<b>2002</b>	<b>2000</b>
<b>NO</b>	<b>Please SKIP TO PART 5 BELOW</b>	<b>92%</b>	<b>91%</b>
<b>YES</b>	<b>Please answer the following:</b>	<b>8%</b>	<b>9%</b>
<b>Valid N</b>		<b>338</b>	<b>433</b>
<b>Missing N</b>		<b>59</b>	<b>14</b>

We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

			<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
	<b>Recent Experience with Construction Zones on State Highway System near my area:</b>								
<b>A</b>	Public transportation in my area meets my needs.	<b>2002</b>	<b>8%</b>	<b>46%</b>	<b>15%</b>	<b>31%</b>	<b>0%</b>	<b>26</b>	<b>2</b>
		<b>2000</b>	<b>3%</b>	<b>50%</b>	<b>21%</b>	<b>24%</b>	<b>3%</b>	<b>34</b>	<b>4</b>
<b>B</b>	I would use public transportation if it were more convenient.	<b>2002</b>	<b>43%</b>	<b>32%</b>	<b>11%</b>	<b>4%</b>	<b>11%</b>	<b>28</b>	<b>0</b>
		<b>2000</b>	<b>27%</b>	<b>61%</b>	<b>3%</b>	<b>3%</b>	<b>6%</b>	<b>33</b>	<b>5</b>

**PART 5**

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

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> Overall safety on state roads.	<b>2002</b>	<b>6%</b>	<b>74%</b>	<b>15%</b>	<b>1%</b>	<b>3%</b>	<b>351</b>	<b>46</b>
	<b>2000</b>	<b>5%</b>	<b>69%</b>	<b>21%</b>	<b>3%</b>	<b>3%</b>	<b>419</b>	<b>28</b>
<b>B.</b> Being able to walk safely on state road sidewalks.	<b>2002</b>	<b>2%</b>	<b>33%</b>	<b>27%</b>	<b>5%</b>	<b>33%</b>	<b>350</b>	<b>47</b>
	<b>2000</b>	<b>2%</b>	<b>34%</b>	<b>32%</b>	<b>6%</b>	<b>27%</b>	<b>413</b>	<b>34</b>
<b>C.</b> Being able to ride bicycles safely on state roads.	<b>2002</b>	<b>1%</b>	<b>12%</b>	<b>39%</b>	<b>9%</b>	<b>39%</b>	<b>348</b>	<b>49</b>
	<b>2000</b>	<b>2%</b>	<b>28%</b>	<b>34%</b>	<b>9%</b>	<b>27%</b>	<b>416</b>	<b>31</b>
<b>D.</b> Overall smoothness of the roads in the State Highway System.	<b>2002</b>	<b>4%</b>	<b>70%</b>	<b>19%</b>	<b>4%</b>	<b>3%</b>	<b>355</b>	<b>42</b>
	<b>2000</b>	<b>4%</b>	<b>73%</b>	<b>17%</b>	<b>3%</b>	<b>3%</b>	<b>413</b>	<b>34</b>
<b>E.</b> The overall transportation system provided by FDOT.	<b>2002</b>	<b>3%</b>	<b>60%</b>	<b>14%</b>	<b>3%</b>	<b>20%</b>	<b>349</b>	<b>46</b>
	<b>2000</b>	<b>4%</b>	<b>61%</b>	<b>18%</b>	<b>3%</b>	<b>14%</b>	<b>412</b>	<b>35</b>

**Part 6**

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? \_\_\_\_\_

	<b>2002</b>	<b>2000</b>
Mean number of years	<b>30.7</b>	<b>27.3</b>
Median number of years	<b>27</b>	<b>24</b>
Minimum	<b>2</b>	<b>1</b>
Maximum	<b>76</b>	<b>77</b>

In which county do you drive most? \_\_\_\_\_

How do you most often travel in Florida? (Please check one)

	<b>2002</b>	<b>2000</b>
Car	<b>80%</b>	<b>82%</b>
Van	<b>8%</b>	<b>8%</b>
Bus	<b>1%</b>	<b>1%</b>
Taxi	<b>0%</b>	<b>0%</b>
Bicycle	<b>2%</b>	<b>0%</b>
Motorcycle	<b>1%</b>	<b>0%</b>
Train	<b>0%</b>	<b>0%</b>
Airplane	<b>2%</b>	<b>0%</b>
Truck/Sport Utility Vehicle	<b>6%</b>	<b>7%</b>
Other _____	<b>1%</b>	<b>2%</b>

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Valid N	<b>363</b>	<b>437</b>
Missing N	<b>34</b>	<b>0</b>

Which of these alternative travel modes, if any have you used in the last 12 months? (Please check all that apply)		
	<b>2002</b>	<b>2000</b>
Carpool	<b>13%</b>	<b>18%</b>
Walk	<b>49%</b>	<b>52%</b>
Bicycle	<b>15%</b>	<b>20%</b>
Vanpool	<b>0%</b>	<b>3%</b>
City Bus	<b>6%</b>	<b>7%</b>
Other _____	<b>17%</b>	<b>0%</b>
<hr/>		
Valid N	<b>234</b>	<b>219</b>
Missing N	<b>163</b>	<b>228</b>
Please indicate whether you are male or female		
	<b>2002</b>	<b>2000</b>
Male	<b>46%</b>	<b>46%</b>
Female	<b>54%</b>	<b>50%</b>
<hr/>		
Valid N	<b>369</b>	<b>430</b>
Missing N	<b>28</b>	<b>17</b>
Please check the box that best describes your age.		
	<b>2002</b>	<b>2000</b>
18-24	<b>0%</b>	<b>0%</b>
25-34	<b>1%</b>	<b>0%</b>
35-44	<b>2%</b>	<b>2%</b>
45-54	<b>5%</b>	<b>5%</b>
55-64	<b>11%</b>	<b>10%</b>
65 or older	<b>81%</b>	<b>83%</b>
<hr/>		
Valid N	<b>353</b>	<b>423</b>
Missing N	<b>44</b>	<b>24</b>

With which racial or ethnic group do you best identify?		
	2002	2000
White	95%	96%
African American, Jamaican, or other Caribbean Islanders	4%	2%
Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture	1%	1%
Asian & Asian American, Pakistanis, Indian, and Pacific Islanders	1%	0%
American Indian or Alaskan	0%	0%
Other	0%	1%
-----		
Valid N	356	418
Missing N	41	29

We welcome any comments regarding our services

**THANK YOU FOR YOUR HELP!**

Please return this survey to

FSU Survey Research Laboratory, Florida State University, Mail Code 2221, Tallahassee, FL 32306-2221 in the

**Reply Envelope Supplied. NO POSTAGE IS NEEDED!**

# Florida Department of Transportation Satisfaction Survey for Older Floridians

## Summary of Older Florida Residents' Responses to Open-Ended Questions

The percent of Older Floridians whose comments fall in each of the major categories is presented. The counts for the individual comments comprising each category are listed below.

<b>Q2. Do you have any suggestions for improving the Department's construction zones on the State Highway System?</b>	
<b>Residents Responding</b>	<b>STATE 68</b>
<b>Project Management</b>	<b>32%</b>
Too many projects at once/not finished in a timely manner	10
Need to work more hours/at night or during off-peak periods/seasons	6
Need more reliable contractors/consultants or workers	5
Look at how other states do their road projects	1
<b>Construction Zones</b>	<b>34%</b>
Need better construction signs/alerts sooner	8
Need safer construction zones	8
Reduced speed limit/const zone signs when no men are working	5
Temporary lanes during construction are too narrow	2
<b>Speed Related</b>	<b>21%</b>
Not enough police or enforcement of laws	7
Speeding/dangerous drivers/dangerous pedestrians	4
Speed limits are too high	3
<b>Signs/Roadway Markings</b>	<b>19%</b>
Problems with visibility/confusion of street signs/roadways	4
Not enough signs on state highways	4
Visibility of roadway striping is a problem	3
Problems with seeing roads, signs, etc at night or in bad weather	2
<b>Problems with DOT or Traffic Planning</b>	<b>16%</b>
Problems contacting DOT	5
Need more public notice about construction plans	3
Lack of proper highway planning causes problems	3
<b>Traffic Problems (General)</b>	<b>7%</b>
Traffic light problems/timing of lights/not enough lights	2
More right/left turn lanes needed/need improvement	1
Bad traffic congestion	1
Problems with intersections	1

**Q2. Do you have any suggestions for improving the Department's construction zones on the State Highway System?**

	<b>STATE</b>
<b>Residents Responding</b>	<b>68</b>
<b>Miscellaneous Suggestions</b>	<b>6%</b>
Miscellaneous	2
Survey respondent does not drive much or at all	2
<b>Traffic Problems (Construction-Related)</b>	<b>4%</b>
Closure of lanes/congestions due to accidents/construction	2
Problems with detours	1
<b>Business Access</b>	<b>3%</b>
Poor access to businesses	2
<b>Road Problems</b>	<b>2%</b>
Dangerous roads/rough roads	1
<b>Needs Assessment</b>	<b>2%</b>
Wider roads are needed	1
<b>No Problems/Satisfied</b>	<b>2%</b>
No problems/things are good, etc	1



<b>Q6. Do you have any comments regarding FDOT services?</b>	
<b>Residents Responding</b>	<b>State 160</b>
<b>Miscellaneous Suggestions</b>	<b>23%</b>
Miscellaneous	17
Survey respondent does not drive much or at all	14
Poor numbering of business addresses	2
Problems with tolls/toll roads	2
Problems with trucks on highway or during construction	1
Too many billboards	1
<b>Road Problems</b>	<b>18%</b>
Roads not pedestrian friendly/crosswalks, bike lanes, etc	12
Dangerous roads/rough roads	11
Materials used to fix roads inadequate/roads need to be paved or repaired	9
Roads are not cleared of debris after accidents	1
<b>Project Management</b>	<b>17%</b>
Too many projects at once/not finished in a timely manner	10
Need to work more hours/at night or during off-peak periods/seasons	2
Projects are not cost efficient	1
Poorly supervised workers/unknowledgeable toll both workers	1
<b>Signs/Roadway Markings</b>	<b>16%</b>
Problems with visibility/confusion of street signs/roadways	10
Not enough signs on state highways	7
Problems with seeing roads, signs, etc at night or in bad weather	6
Visibility of roadway striping is a problem	3
<b>Speed Related</b>	<b>15%</b>
Speeding/dangerous drivers/dangerous pedestrians	12
Not enough police or enforcement of laws	7
Speed limits are too low	1
Speed limits are too high	4
<b>Traffic Problems (General)</b>	<b>15%</b>
Traffic light problems/timing of lights/not enough lights	12
Bad traffic congestion	8
More right/left turn lanes needed/need improvement	2
Problems with intersections	2
<b>No Problems/Satisfied</b>	<b>14%</b>
No problems/things are good, etc	22
<b>Needs Assessment</b>	<b>11%</b>
More public transportation needed	7
More roads are needed	4
Wider roads are needed	3
More rest areas are needed	1

<b>Q6. Do you have any comments regarding FDOT services?</b>	
<b>Residents Responding</b>	<b>State 160</b>
More emergency evacuation routes needed	1
Need more weigh stations on highway	1
Bridges need replacing/repair	1
<b>Problems with DOT or Traffic Planning</b>	<b>7%</b>
Lack of proper highway planning causes problems	6
Problems contacting DOT	5
<b>Construction Zones</b>	<b>3%</b>
Need better construction signs/alerts sooner	2
Need safer construction zones	1
Reduced speed limit/const zone signs when no men are working	1
<b>Survey Related</b>	<b>3%</b>
Problems with survey questions	3
Remove name from survey	1
<b>Traffic Problems (Construction-Related)</b>	<b>1%</b>
Closure of lanes/congestions due to accidents/construction	1
Problems with detours	1
<b>Environmental Concerns</b>	<b>1%</b>
Interstates are not scenic enough	1
<b>Business Access</b>	<b>1%</b>
Poor access to businesses	1

***Section 4***

**2002 Customer Survey of Government Officials  
Florida Department of Transportation**

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## **Section 4**

# **2002 Customer Survey of Government Officials**

## **Florida Department of Transportation**

## **Final Report**

Government officials comprise one group of customers the Florida Department of Transportation (FDOT) serves. The Florida Department of Transportation (FDOT) developed a mail questionnaire to ascertain the level of satisfaction of Florida government officials in a number of important areas through a series of focus groups and discussions. In 2000, the first survey of government officials was conducted. In 2002, Florida government officials were again surveyed about their level of satisfaction in the same 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 2002, the Florida State University Survey Research Laboratory (SRL) undertook a survey of government officials identified by FDOT through professional association lists. In 2002, the Florida government officials surveyed included:

- City mayors and administrators
- County Commissioners and administrators
- Metropolitan/Regional Planning Organization leaders
- Legislators.

In 2000, the survey of government officials also included Emergency Medical Services Units, Fire and Rescue Departments, and Sheriffs and Police departments. These groups were not surveyed in 2002. The comparison data presented throughout this report adjusts the 2000 data to exclude these groups for analysis.

### **Satisfaction Survey of Government Officials**

The customer satisfaction survey of government officials relied on a mail strategy with follow-up. Fax-back and web-based options were also available as ways to respond to the customer survey. The original mailing list contained the addresses of 1,034 potential respondents. Of the 1,034 government officials contacted, 46 percent (476) responded to the customer satisfaction survey. Most of the government officials used standard mail to return their

responses to survey questions. Fifty-eight government officials chose to utilize the internet-based survey option. 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**

<b>Type of Government Officials</b>	<b>Percent of Responses</b>	<b>Number of Responses</b>
<b>City</b> City Managers & Mayors	70%	335
<b>County</b> County Administrators and Commissioners	17%	79
<b>Regional</b> Metropolitan/Regional Planning Organization leaders	7%	33
<b>State Legislators</b>	6%	28
<b>Not Identified</b>	.2%	1
<b>Total Responses</b>	100%	476

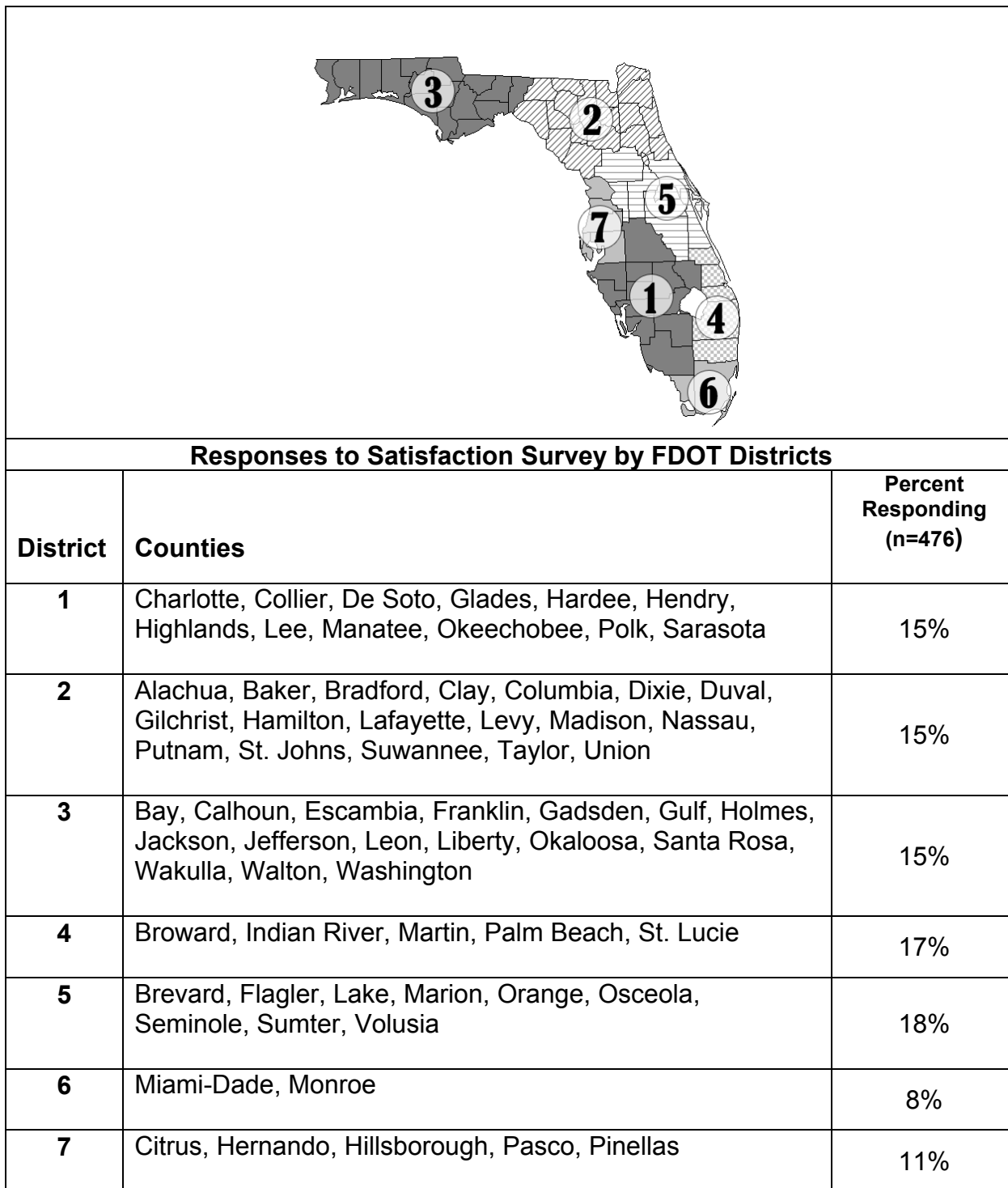
**Demographic Characteristics of Government Officials**

Government officials were asked a few demographic questions about the level 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 officials were asked to identify the level of government they represented. More than two-thirds (70%) of the respondents reported they worked for cities; 20 percent indicated they worked for counties; 6 percent 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's seven districts and indicates the distribution of government officials responding to the 2002 satisfaction survey by FDOT district.

**Figure 1. FDOT Districts**



**Cars are the most typical vehicle used for government travel.** Officials' responses did not change greatly from those provided in 2000. When asked about the type of vehicle used most often for government travel, over two-thirds (70%) of the government officials reported using cars and 25% used trucks or sport utility vehicles (SUVs). A small minority of officials (4%) reported using either vans or airplanes most often for government travel.

**Over two-thirds of government units provide cars for official travel.** Seventy-two percent of the officials reported that their government unit provided cars for official travel. Of the 476 government officials returning the customer satisfaction surveys, only 16 percent did not report any travel options being provided by their government unit.

The remainder of this report summarizes the results of the 2002 mail survey as well as provides comparison figures from the 2000 mail survey.

## ***PART 1***

### **Cooperation between Florida Department of Transportation and Government Officials**

Cooperation between FDOT and other government entities 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 widely viewed as a cooperative agency by government officials.** In all of the areas rated, a large majority of the government officials strongly agreed or agreed that:

- They were able to reach FDOT personnel to find information needed (94%).
- FDOT provided advance notice before construction projects were initiated (89%).
- District officials worked with local government to minimize community disruption (82%).
- FDOT seeks local government input when establishing roadway construction project priorities (77%).
- FDOT seek local government input when designing roadway construction projects (78%).

Table 2 displays the results. The 2002 survey responses indicated that the government officials' opinions about FDOT's cooperativeness have remained relatively unchanged since the 2000 survey.



**Table 2. Local Government Officials Experiences with Florida DOT**

<b>Experiences with Florida DOT</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Officials Offering Opinions (n)</b>
I am able to reach FDOT personnel to find the information I need.	<b>2002</b>	<b>94%</b>	<b>6%</b>	<b>466</b>
	<b>2000</b>	<b>94%</b>	<b>6%</b>	<b>415</b>
When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	<b>2002</b>	<b>89%</b>	<b>11%</b>	<b>459</b>
	<b>2000</b>	<b>92%</b>	<b>8%</b>	<b>420</b>
District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	<b>2002</b>	<b>82%</b>	<b>18%</b>	<b>449</b>
	<b>2000</b>	<b>82%</b>	<b>17%</b>	<b>402</b>
District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	<b>2002</b>	<b>77%</b>	<b>23%</b>	<b>447</b>
	<b>2000</b>	<b>77%</b>	<b>23%</b>	<b>402</b>
District FDOT officials seek our government unit's input during design or roadway construction projects.	<b>2002</b>	<b>78%</b>	<b>22%</b>	<b>432</b>
	<b>2000</b>	<b>73%</b>	<b>28%</b>	<b>384</b>

**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 in their area, about 85% of the officials who had an opinion were either satisfied or very satisfied with the funding allocations for airports and seaports. This level of satisfaction was also found in the responses to the 2000 survey (see Table 3). Only 70 percent were satisfied or very satisfied with the highway funding allocations in their area.

**Table 3. Level of Satisfaction with FDOT Funding in Local Area 2002**

<b>Funding Allocations for:</b>		<b>Very Satisfied/ Satisfied</b>	<b>Dissatisfied/ Very Dissatisfied</b>	<b>Officials Offering Opinions (n)</b>
Airports	<b>2002</b>	<b>86%</b>	<b>11%</b>	<b>202</b>
	<b>2000</b>	<b>89%</b>	<b>14%</b>	<b>179</b>
Seaports	<b>2002</b>	<b>84%</b>	<b>16%</b>	<b>99</b>
	<b>2000</b>	<b>86%</b>	<b>14%</b>	<b>92</b>
Highway	<b>2002</b>	<b>70%</b>	<b>30%</b>	<b>452</b>
	<b>2000</b>	<b>65%</b>	<b>35%</b>	<b>392</b>
Transit	<b>2002</b>	<b>59%</b>	<b>42%</b>	<b>272</b>
	<b>2000</b>	<b>56%</b>	<b>43%</b>	<b>252</b>
Rail	<b>2002</b>	<b>55%</b>	<b>45%</b>	<b>182</b>
	<b>2000</b>	<b>48%</b>	<b>51%</b>	<b>161</b>

**The level of satisfaction with funding for transit and rail has remained mixed.** Government officials are more evenly divided between being satisfied and dissatisfied with funding for transit and rail in their area. Of the 272 public officials with an opinion about transit, only 59% reported they were either satisfied or very satisfied with the transit funding allocation in their area. Funding allocations for rail transportation follows a similar pattern, with 55% of government officials being satisfied or very satisfied (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 reported either “No Opinion” or “Does Not Apply” when asked to indicate their satisfaction with the funding for transit (43%), airports (58%) rail (62%), and seaports (79%) in their areas.

**PART 3**

**Construction Zone Experiences on the State Highway System**

**Most public officials continued to be satisfied with sign markings and signs notifying drivers as they approach construction zones. However, they are less satisfied with other aspects of construction.** Nearly all of the public officials (see Table 4) agreed or strongly agreed that signs allowed drivers enough time to adjust speed when approaching a construction project (95%) and that construction zones were clearly marked in their area (93%). However, the proportion of officials who are 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 (67% agree/ strongly agree)
- Easy access to local business during construction (66% agree/ strongly agree)

**Table 4 Local Government Officials Experience with Construction Zones**

<b>Construction Zone Experience</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Officials Offering Opinions (n)</b>
When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	<b>95%</b>	<b>6%</b>	<b>436</b>
	<b>2000</b>	<b>96%</b>	<b>4%</b>	<b>426</b>
Construction zones were clearly marked.	<b>2002</b>	<b>93%</b>	<b>7%</b>	<b>437</b>
	<b>2000</b>	<b>94%</b>	<b>6%</b>	<b>422</b>
Construction zones were safe to travel through.	<b>2002</b>	<b>80%</b>	<b>20%</b>	<b>430</b>
	<b>2000</b>	<b>84%</b>	<b>16%</b>	<b>417</b>
Traffic flowed smoothly through construction zones.	<b>2002</b>	<b>67%</b>	<b>33%</b>	<b>434</b>
	<b>2000</b>	<b>74%</b>	<b>26%</b>	<b>418</b>
When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	<b>66%</b>	<b>34%</b>	<b>405</b>
	<b>2000</b>	<b>63%</b>	<b>36%</b>	<b>390</b>

Almost all public officials surveyed were satisfied with the results of FDOT completed projects. However, they were less satisfied with the timeliness in completing construction projects. Nearly all of the public officials (91%) expressed satisfaction with the results of completed FDOT projects (see Table 5). However, only a little more than half of the public officials, agreed that construction projects were completed in a timely manner.

**Table 5. Local Government Officials' Satisfaction with Construction Projects**

<b>Construction Project Results</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Officials Offering Opinions (n)</b>
I was satisfied with the results of completed FDOT projects.	<b>2002</b>	<b>91%</b>	<b>9%</b>	<b>425</b>
	<b>2000</b>	<b>92%</b>	<b>7%</b>	<b>403</b>
-----				
Construction projects on state roads were completed in a timely manner.	<b>2002</b>	<b>57%</b>	<b>43%</b>	<b>399</b>
	<b>2000</b>	<b>59%</b>	<b>41%</b>	<b>380</b>

As evidenced in both Table 4 and Table 5, government officials' opinions regarding FDOT construction zones and projects have not changed significantly since the 2000 survey.

## **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 6). 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. These results mirror opinions expressed in the 2000 survey.

**Speed on Highways**—Ninety 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 28 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; 58 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. Almost ninety percent of officials that expressed an opinion agreed or strongly agreed with this perspective. Although this is a slight increase compared to the 2000 survey--when 77 percent of government officials agreed with this statement--a majority of public officials continue to indicate that there are unmet public transportation needs in their communities. Only 42 percent agreed or strongly agreed that the public transportation available in their area met community needs.

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

<b>Travel on the State Highway System</b>		<b>Strongly Agree/ Agree</b>	<b>Strongly Disagree/ Disagree</b>	<b>Officials Offering Opinions (n)</b>
<b>Congestion</b>				
I am satisfied with the amount of time it takes to travel within my city or town.	<b>2002</b>	<b>74%</b>	<b>26%</b>	<b>452</b>
	<b>2000</b>	<b>78%</b>	<b>23%</b>	<b>429</b>
I am satisfied with the amount of time it takes to travel between cities or towns.	<b>2002</b>	<b>68%</b>	<b>32%</b>	<b>449</b>
	<b>2000</b>	<b>68%</b>	<b>31%</b>	<b>430</b>
The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>53%</b>	<b>48%</b>	<b>451</b>
	<b>2000</b>	<b>52%</b>	<b>48%</b>	<b>424</b>
<b>Speed on Highways</b>				
Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>90%</b>	<b>10%</b>	<b>451</b>
	<b>2000</b>	<b>85%</b>	<b>14%</b>	<b>427</b>
Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>28%</b>	<b>72%</b>	<b>443</b>
	<b>2000</b>	<b>23%</b>	<b>76%</b>	<b>427</b>
<b>Roadside Appearance</b>				
Roadsides on the State Highway System in my area are kept free of litter.	<b>2002</b>	<b>58%</b>	<b>42%</b>	<b>443</b>
	<b>2000</b>	<b>59%</b>	<b>40%</b>	<b>427</b>
Roadsides on the State Highway System in my area are attractive.	<b>2002</b>	<b>58%</b>	<b>42%</b>	<b>437</b>
	<b>2000</b>	<b>59%</b>	<b>40%</b>	<b>414</b>
<b>Public Transportation</b>				
People would use public transportation more often if it was convenient.	<b>2002</b>	<b>86%</b>	<b>15%</b>	<b>394</b>
	<b>2000</b>	<b>77%</b>	<b>23%</b>	<b>366</b>
Public transportation available in our community meets our needs.	<b>2002</b>	<b>42%</b>	<b>58%</b>	<b>389</b>
	<b>2000</b>	<b>44%</b>	<b>56%</b>	<b>374</b>

**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 the smoothness of roads remains high among government officials.** Table 7 reports responses to the overall satisfaction rates provided by public officials. Approximately ninety percent of the government officials were either satisfied or very satisfied with safety on state roads (90%) and the overall transportation system provided by FDOT (87%). This level of satisfaction is unchanged when compared to officials' responses to the 2000 survey.

**Table 7. Government Officials' Satisfaction with the State Highway System**

		Very Satisfied/ Satisfied	Dissatisfied/ Very Dissatisfied	Officials Offering Opinions (n)
Overall safety on state roads.	2002	90%	10%	456
	2000	90%	10%	427
The overall transportation system provided by FDOT.	2002	87%	13%	441
	2000	85%	16%	405
Overall smoothness of the roads in the State Highway System.	2002	80%	20%	456
	2000	80%	20%	424
Being able to walk safely on state roads. **	2002	34%	66%	414
Being able to ride bicycles safely on state roads. **	2002	21%	79%	402

\*\*Changes to wording of question prevent comparison to 2000 responses.

**Government officials are less satisfied with the safety of those walking or riding bicycles on state roads** Only one-third (34%) of the government officials were satisfied or very satisfied with the safety of walking on state roads. They are even less satisfied with the safety of riding bicycles on state roads. Of the 402 government officials offering an opinion, more than three-quarters (79%) stated they were dissatisfied or very dissatisfied with the ability to safely ride bicycles on state roads.

## Government Official Survey Appendix A

# 2002 Customer Survey of Government Officials

## Florida Department of Transportation

### Methodology

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) adding a fax and web approach to enhance response rates. 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
- Metropolitan/Regional Planning Organization leaders
- Legislators

**Survey Procedures.** The mail instrument was developed by FDOT; the FSU Survey Research Laboratory (SRL) developed the mailing scheme. The FDOT provided the list of officials to be contacted to the SRL. The FSU Survey Research Laboratory conducted the 2000 Government Official Survey and used the questions from the 2000 Survey. An Internet and fax-back option were added in 2002. The FSU Survey Research Laboratory 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 1,034 government officials identified by FDOT was mailed a customer satisfaction survey.

A letter printed on FDOT letterhead and was signed by SRL staff for the Secretary explaining the project accompanied the first mailing of the survey instrument. Every letter was personalized. 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. They were also given the option to complete the survey on the web or fax back their survey.

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 three-weeks, a second complete packet was sent to them. From these efforts, 46 percent of the officials identified by FDOT responded to the customer satisfaction survey.



**Response Rates by Type of Official.** Approximately 46 percent of all the government officials sent a satisfaction survey responded. Table A1 presents the response rates for each type of government official surveyed. Few legislators (12%) 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. The web and fax-back methods accounted for approximately 15 percent of the 476 responses. Fifty-eight of the government officials used the web version of the survey to respond; only 20 government officials faxed the survey back rather than use the prepaid return envelope.

**Table A1. Response Rates by Type of Government Official**

<b>Type of Official</b>	<b>Total Mailed</b>	<b>Survey Completed</b>	<b>Survey Not Returned</b>
<b>Total Government Officials</b>	<b>1,034</b>	<b>46%</b>	<b>54%</b>
<b>City</b>	<b>696</b>	<b>47%</b>	<b>53%</b>
Mayors	407	38%	62%
City Managers	279	61%	39%
<b>County</b>	<b>134</b>	<b>58%</b>	<b>42%</b>
County Commission Chairs	67	52%	48%
County Administrators	67	64%	36%
<b>Planning Organization Officials</b>	<b>57</b>	<b>58%</b>	<b>42%</b>
Regional Planning Organization Chairs and Directors	19	18%	82%
Metropolitan Planning Organization Chairs and Directors	38	19%	81%
<b>Legislators</b>	<b>153</b>	<b>19%</b>	<b>81%</b>
Senate	33	18%	82%
House	120	19%	81%
<b>Not Identified</b>			

**Government Official Survey Appendix B**

**2002 Customer Survey of Government Officials**  
 Florida Department of Transportation

**Statewide Results**  
 Percentages Based on Residents Offering Opinions

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates, freeways, expressways, or highways with U.S. numbers or State Road such as «Roads».



**PART 1**

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.

<b>Experiences with Florida DOT</b>		<b>Strongly Agree/Agree</b>	<b>Strongly Disagree/Disagree</b>	<b>Officials Offering Opinions</b>
<b>A.</b> I am able to reach FDOT personnel to find the information I need.	<b>2002</b>	<b>94%</b>	<b>6%</b>	<b>466</b>
	<b>2000</b>	<b>94%</b>	<b>6%</b>	<b>415</b>
<b>B.</b> When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	<b>2002</b>	<b>89%</b>	<b>11%</b>	<b>459</b>
	<b>2000</b>	<b>92%</b>	<b>8%</b>	<b>420</b>
<b>C.</b> District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	<b>2002</b>	<b>82%</b>	<b>18%</b>	<b>449</b>
	<b>2000</b>	<b>82%</b>	<b>17%</b>	<b>402</b>
<b>D.</b> District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	<b>2002</b>	<b>77%</b>	<b>23%</b>	<b>447</b>
	<b>2000</b>	<b>77%</b>	<b>23%</b>	<b>402</b>
<b>E.</b> District FDOT officials seek our government unit's input during design or roadway construction projects.	<b>2002</b>	<b>78%</b>	<b>22%</b>	<b>432</b>
	<b>2000</b>	<b>73%</b>	<b>28%</b>	<b>384</b>

**PART 2**

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.

<b>Funding for:</b>		<b>Very Satisfied/Satisfied</b>	<b>Very Dissatisfied/Dissatisfied</b>	<b>Officials Offering Opinions</b>
<b>A. Highways</b>	<b>2002</b>	<b>70%</b>	<b>30%</b>	<b>452</b>
	<b>2000</b>	<b>65%</b>	<b>35%</b>	<b>392</b>
<b>B. Transit</b>	<b>2002</b>	<b>59%</b>	<b>42%</b>	<b>272</b>
	<b>2000</b>	<b>56%</b>	<b>43%</b>	<b>252</b>
<b>C. Rail</b>	<b>2002</b>	<b>55%</b>	<b>45%</b>	<b>182</b>
	<b>2000</b>	<b>48%</b>	<b>51%</b>	<b>161</b>
<b>D. Airports</b>	<b>2002</b>	<b>86%</b>	<b>14%</b>	<b>202</b>
	<b>2000</b>	<b>89%</b>	<b>11%</b>	<b>179</b>
<b>E. Seaport</b>	<b>2002</b>	<b>84%</b>	<b>16%</b>	<b>99</b>
	<b>2000</b>	<b>86%</b>	<b>14%</b>	<b>92</b>

Please indicate your level of agreement with the need for more of the following facilities along the State Highway System roads.

<b>Need for along State Highway System Roads:</b>		<b>Strongly Agree/Agree</b>	<b>Strongly Disagree/Disagree</b>	<b>Officials Offering Opinions</b>
<b>A. Designated bike lanes at the edge of roads.</b>	<b>2002</b>	<b>66%</b>	<b>34%</b>	<b>446</b>
<b>B. Bicycle trails separated from roads.</b>	<b>2002</b>	<b>88%</b>	<b>12%</b>	<b>440</b>
<b>C. Sidewalks with grass/landscaping between the sidewalk and road.</b>	<b>2002</b>	<b>95%</b>	<b>5%</b>	<b>444</b>
<b>D. Sidewalks directly adjacent to the road.</b>	<b>2002</b>	<b>33%</b>	<b>67%</b>	<b>425</b>

(Note: Questions not included in the 2000 survey)

**PART 3**

We are interested in your experience in construction zones on the State Highway System.

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

		<b>2002</b>	<b>2000</b>
<b>NO</b>	Please SKIP TO PART 4, page 3	4%	4
<b>YES</b>	Please answer the following:	96%	96%
	<b>Officials Offering Opinions</b>	<b>456</b>	<b>408</b>

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

	<b>Recent Experience with Construction Zones on State Highway System near my area:</b>		<b>Strongly Agree/Agree</b>	<b>Strongly Disagree/Disagree</b>	<b>Officials Offering Opinions</b>
<b>A.</b>	When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	<b>95%</b>	<b>6%</b>	<b>436</b>
		<b>2000</b>	<b>96%</b>	<b>4%</b>	<b>426</b>
<b>B.</b>	Traffic flowed smoothly through construction zones.	<b>2002</b>	<b>67%</b>	<b>33%</b>	<b>434</b>
		<b>2000</b>	<b>74%</b>	<b>26%</b>	<b>418</b>
<b>C.</b>	Construction zones were clearly marked.	<b>2002</b>	<b>93%</b>	<b>7%</b>	<b>437</b>
		<b>2000</b>	<b>94%</b>	<b>6%</b>	<b>422</b>
<b>D.</b>	Construction zones were safe to travel through.	<b>2002</b>	<b>80%</b>	<b>20%</b>	<b>430</b>
		<b>2000</b>	<b>84%</b>	<b>16%</b>	<b>417</b>
<b>E.</b>	When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	<b>66%</b>	<b>34%</b>	<b>405</b>
		<b>2000</b>	<b>63%</b>	<b>36%</b>	<b>390</b>
<b>F.</b>	Construction projects on state roads were completed in a timely manner.	<b>2002</b>	<b>57%</b>	<b>43%</b>	<b>399</b>
		<b>2000</b>	<b>59%</b>	<b>41%</b>	<b>380</b>
<b>G.</b>	I was satisfied with the results of completed FDOT projects.	<b>2002</b>	<b>91%</b>	<b>9%</b>	<b>425</b>
		<b>2000</b>	<b>92%</b>	<b>7%</b>	<b>403</b>

C. Do you have any suggestions for improving the Department's construction zones on the State Highway System?

**PART 4**

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

<b>Travel on the State Highway System in My Area</b>		<b>Strongly Agree/Agree</b>	<b>Strongly Disagree/Disagree</b>	<b>Officials Offering Opinions</b>
<b>A.</b> I am satisfied with the amount of time it takes to travel <u>within</u> my city or town.	<b>2002</b>	<b>74%</b>	<b>26%</b>	<b>452</b>
	<b>2000</b>	<b>78%</b>	<b>23%</b>	<b>429</b>
<b>B.</b> I am satisfied with the amount of time it takes to travel <u>between</u> cities or towns.	<b>2002</b>	<b>68%</b>	<b>32%</b>	<b>449</b>
	<b>2000</b>	<b>68%</b>	<b>31%</b>	<b>430</b>
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>53%</b>	<b>48%</b>	<b>451</b>
	<b>2000</b>	<b>52%</b>	<b>48%</b>	<b>424</b>
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>90%</b>	<b>10%</b>	<b>451</b>
	<b>2000</b>	<b>85%</b>	<b>14%</b>	<b>427</b>
<b>E.</b> Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>28%</b>	<b>72%</b>	<b>443</b>
	<b>2000</b>	<b>23%</b>	<b>76%</b>	<b>427</b>
<b>F.</b> Roadsides on the State Highway System in my area are attractive.	<b>2002</b>	<b>58%</b>	<b>42%</b>	<b>437</b>
	<b>2000</b>	<b>59%</b>	<b>40%</b>	<b>414</b>
<b>G.</b> Roadsides on the State Highway System in my area are kept free of litter.	<b>2002</b>	<b>69%</b>	<b>31%</b>	<b>442</b>
	<b>2000</b>	<b>68%</b>	<b>32%</b>	<b>409</b>
<b>H.</b> Public transportation available in our community meets our needs.	<b>2002</b>	<b>42%</b>	<b>58%</b>	<b>389</b>
	<b>2000</b>	<b>44%</b>	<b>56%</b>	<b>374</b>
<b>I.</b> People would use public transportation more often if it was convenient.	<b>2002</b>	<b>86%</b>	<b>15%</b>	<b>394</b>
	<b>2000</b>	<b>77%</b>	<b>23%</b>	<b>366</b>

**PART 5**

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

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied/Satisfied</b>	<b>Very Dissatisfied/Dissatisfied</b>	<b>Officials Offering Opinions</b>
<b>A.</b> Overall safety on state roads.	<b>2002</b>	<b>90%</b>	<b>10%</b>	<b>456</b>
	<b>2000</b>	<b>90%</b>	<b>10%</b>	<b>427</b>
<b>B.</b> Being able to walk safely on state roads.**	<b>2002</b>	<b>34%</b>	<b>66%</b>	<b>414</b>
	<b>2000</b>	<b>21%</b>	<b>79%</b>	<b>402</b>
<b>C.</b> Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>80%</b>	<b>20%</b>	<b>456</b>
	<b>2000</b>	<b>80%</b>	<b>20%</b>	<b>424</b>
<b>D.</b> Overall smoothness of the roads in the State Highway System	<b>2002</b>	<b>87%</b>	<b>13%</b>	<b>441</b>
	<b>2000</b>	<b>85%</b>	<b>16%</b>	<b>405</b>

\*\*Question worded differently in 2000 survey. The rate of “no opinions” was high for these questions (e.g., over 18%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

**PART 6**

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

What level of government do you represent?

	<b>2002</b>	<b>2000</b>
Federal	<b>0%</b>	<b>0%</b>
State	<b>6%</b>	<b>3%</b>
Regional	<b>3%</b>	<b>0%</b>
County	<b>20%</b>	<b>12%</b>
City	<b>70%</b>	<b>83%</b>
Other _____	<b>1%</b>	<b>1%</b>
Valid N	<b>464</b>	<b>425</b>
Missing N	<b>12</b>	<b>10</b>

In which county is your office located? \_\_\_\_\_

What type of vehicle do you most often use for **GOVERNMENT TRAVEL**?

	<b>2002</b>	<b>2000 (Not available)</b>
Car	<b>70%</b>	
Van	<b>2%</b>	
Bus	<b>0%</b>	
Taxi	<b>0%</b>	
Bicycle	<b>0%</b>	
Motorcycle	<b>0%</b>	
Train	<b>0%</b>	
Airplane	<b>2%</b>	
Truck/Sport Utility Vehicle	<b>25%</b>	
Other _____	<b>1%</b>	
Valid N	<b>464</b>	
Missing N	<b>12</b>	

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

	<b>2002</b>	<b>2000</b>
Car	<b>72%</b>	<b>72%</b>
Vanpool	<b>6%</b>	<b>3%</b>
Transit Subsidy	<b>6%</b>	<b>8%</b>
Carpool	<b>5%</b>	<b>5%</b>
Other _____	<b>10%</b>	<b>5%</b>
Valid N	<b>400</b>	<b>435</b>
Missing N	<b>76</b>	<b>0</b>

C. We welcome any comments regarding our services

THANK YOU FOR YOUR HELP. Please return in the Reply Envelope. If you have questions, please call the FSU Survey Research Laboratory at 1-800-933-9482.

**Government Official Survey Appendix C**

**2002 Customer Survey of Government Officials**  
 Florida Department of Transportation

**Statewide Detailed Results**  
 All Response Categories

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates, freeways, expressways, or highways with U.S. numbers or State Road such as «Roads».

Note: "Valid N" is based on the number of Government Officials that offered opinions



<b>PART 1</b>								
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.								
<b>Experiences with Florida DOT</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> I am able to reach FDOT personnel to find the information I need.	<b>2002</b>	<b>21%</b>	<b>72%</b>	<b>4%</b>	<b>2%</b>	<b>2%</b>	<b>473</b>	<b>3</b>
	<b>2000</b>	<b>24%</b>	<b>66%</b>	<b>4%</b>	<b>2%</b>	<b>4%</b>	<b>432</b>	<b>3</b>
<b>B.</b> When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	<b>2002</b>	<b>21%</b>	<b>66%</b>	<b>9%</b>	<b>2%</b>	<b>3%</b>	<b>472</b>	<b>4</b>
	<b>2000</b>	<b>25%</b>	<b>64%</b>	<b>6%</b>	<b>2%</b>	<b>3%</b>	<b>433</b>	<b>2</b>
<b>C.</b> District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	<b>2002</b>	<b>13%</b>	<b>65%</b>	<b>13%</b>	<b>4%</b>	<b>5%</b>	<b>470</b>	<b>6</b>
	<b>2000</b>	<b>16%</b>	<b>61%</b>	<b>13%</b>	<b>3%</b>	<b>6%</b>	<b>428</b>	<b>7</b>
<b>D.</b> District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	<b>2002</b>	<b>14%</b>	<b>59%</b>	<b>18%</b>	<b>4%</b>	<b>5%</b>	<b>471</b>	<b>5</b>
	<b>2000</b>	<b>16%</b>	<b>56%</b>	<b>17%</b>	<b>4%</b>	<b>7%</b>	<b>432</b>	<b>3</b>
<b>E.</b> District FDOT officials seek our government unit's input during design or roadway construction projects.	<b>2002</b>	<b>11%</b>	<b>61%</b>	<b>17%</b>	<b>3%</b>	<b>7%</b>	<b>466</b>	<b>10</b>
	<b>2000</b>	<b>11%</b>	<b>55%</b>	<b>21%</b>	<b>4%</b>	<b>10%</b>	<b>427</b>	<b>8</b>



**PART 2**

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.

<b>Funding for:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Does Not Apply</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Highways</b>	<b>2002</b>	<b>11%</b>	<b>59%</b>	<b>22%</b>	<b>8%</b>	<b>*</b>	<b>*</b>	<b>452</b>	<b>24</b>
	<b>2000</b>	<b>7%</b>	<b>58%</b>	<b>27%</b>	<b>8%</b>	<b>*</b>	<b>*</b>	<b>392</b>	<b>53</b>
<b>B. Transit</b>	<b>2002</b>	<b>5%</b>	<b>54%</b>	<b>36%</b>	<b>6%</b>	<b>*</b>	<b>*</b>	<b>272</b>	<b>204</b>
	<b>2000</b>	<b>4%</b>	<b>52%</b>	<b>34%</b>	<b>9%</b>	<b>*</b>		<b>252</b>	<b>193</b>
<b>C. Rail</b>	<b>2002</b>	<b>3%</b>	<b>52%</b>	<b>34%</b>	<b>11%</b>	<b>*</b>	<b>*</b>	<b>182</b>	<b>294</b>
	<b>2000</b>	<b>2%</b>	<b>46%</b>	<b>39%</b>	<b>12%</b>	<b>*</b>	<b>*</b>	<b>161</b>	<b>284</b>
<b>D. Airports</b>	<b>2002</b>	<b>19%</b>	<b>67%</b>	<b>11%</b>	<b>4%</b>	<b>*</b>	<b>*</b>	<b>202</b>	<b>274</b>
	<b>2000</b>	<b>15%</b>	<b>74%</b>	<b>9%</b>	<b>2%</b>	<b>*</b>	<b>*</b>	<b>179</b>	<b>266</b>
<b>E. Seaport</b>	<b>2002</b>	<b>4%</b>	<b>80%</b>	<b>14%</b>	<b>2%</b>	<b>*</b>	<b>*</b>	<b>99</b>	<b>377</b>
	<b>2000</b>	<b>8%</b>	<b>78%</b>	<b>10%</b>	<b>4%</b>	<b>*</b>	<b>*</b>	<b>92</b>	<b>353</b>

Please indicate your level of agreement with the need for more of the following facilities along the State Highway System roads. \*\*\*

<b>Need for along State Highway System Roads:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Designated bike lanes at the edge of roads.</b>	<b>2002</b>	<b>24%</b>	<b>40%</b>	<b>25%</b>	<b>7%</b>	<b>4%</b>	<b>466</b>	<b>10</b>
<b>B. Bicycle trails separated from roads.</b>	<b>2002</b>	<b>39%</b>	<b>45%</b>	<b>9%</b>	<b>2%</b>	<b>5%</b>	<b>462</b>	<b>14</b>
<b>C. Sidewalks with grass/landscaping between the sidewalk and road.</b>	<b>2002</b>	<b>47%</b>	<b>43%</b>	<b>4%</b>	<b>1%</b>	<b>5%</b>	<b>467</b>	<b>9</b>
<b>D. Sidewalks directly adjacent to the road.</b>	<b>2002</b>	<b>8%</b>	<b>23%</b>	<b>45%</b>	<b>17%</b>	<b>7%</b>	<b>457</b>	<b>19</b>

(\*\*\*Note: Questions not included in the 2000 survey)

**PART 3**

We are interested in your experience in construction zones on the State Highway System.

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

		<b>2002</b>	<b>2000</b>
<b>NO</b>	Please SKIP TO PART 4, page 3	4%	4%
<b>YES</b>	Please answer the following:	96%	96%
	Valid N	456	408
	Missing N	20	27

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

**Recent Experience with Construction Zones on State Highway System near my area:**

Strongly Agree    Agree    Disagree    Strongly Disagree    No Opinion    Valid N    Missing N

<b>A.</b> When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	27%	67%	5%	1%	0%	436	1
	<b>2000</b>	27%	69%	4%	0%	0%	426	9
<b>B.</b> Traffic flowed smoothly through construction zones.	<b>2002</b>	9%	58%	28%	5%	0%	435	2
	<b>2000</b>	9%	64%	24%	2%	1%	422	13
<b>C.</b> Construction zones were clearly marked.	<b>2002</b>	22%	71%	6%	1%	0%	437	
	<b>2000</b>	21%	72%	6%	0%	1%	426	9
<b>D.</b> Construction zones were safe to travel through.	<b>2002</b>	12%	67%	18%	2%	1%	435	2
	<b>2000</b>	13%	69%	15%	1%	2%	426	9
<b>E.</b> When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	9%	53%	27%	5%	7%	436	1
	<b>2000</b>	6%	52%	29%	4%	8%	424	11
<b>F.</b> Construction projects on state roads were completed in a timely manner.	<b>2002</b>	7%	46%	27%	12%	8%	435	2
	<b>2000</b>	5%	48%	28%	9%	10%	422	13
<b>G.</b> I was satisfied with the results of completed FDOT projects.	<b>2002</b>	18%	71%	6%	3%	3%	436	1
	<b>2000</b>	13%	74%	6%	1%	5%	424	11

C. Do you have any suggestions for improving the Department's construction zones on the State Highway System?

**PART 4**

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

<b>Travel on the State Highway System in My Area</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> I am satisfied with the amount of time it takes to travel <u>within</u> my city or town.	<b>2002</b>	<b>13%</b>	<b>61%</b>	<b>20%</b>	<b>6%</b>	<b>1%</b>	<b>455</b>	<b>21</b>
	<b>2000</b>	<b>16%</b>	<b>61%</b>	<b>18%</b>	<b>5%</b>	<b>1%</b>	<b>433</b>	<b>2</b>
<b>B.</b> I am satisfied with the amount of time it takes to travel <u>between</u> cities or towns.	<b>2002</b>	<b>6%</b>	<b>61%</b>	<b>24%</b>	<b>8%</b>	<b>1%</b>	<b>453</b>	<b>23</b>
	<b>2000</b>	<b>7%</b>	<b>60%</b>	<b>26%</b>	<b>5%</b>	<b>1%</b>	<b>434</b>	<b>1</b>
<b>C.</b> The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>4%</b>	<b>48%</b>	<b>37%</b>	<b>10%</b>	<b>1%</b>	<b>454</b>	<b>22</b>
	<b>2000</b>	<b>5%</b>	<b>46%</b>	<b>37%</b>	<b>10%</b>	<b>2%</b>	<b>433</b>	<b>2</b>
<b>D.</b> Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>5%</b>	<b>84%</b>	<b>9%</b>	<b>2%</b>	<b>1%</b>	<b>455</b>	<b>21</b>
	<b>2000</b>	<b>10%</b>	<b>74%</b>	<b>14%</b>	<b>0%</b>	<b>1%</b>	<b>431</b>	<b>4</b>
<b>E.</b> Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>3%</b>	<b>25%</b>	<b>52%</b>	<b>19%</b>	<b>2%</b>	<b>453</b>	<b>23</b>
	<b>2000</b>	<b>1%</b>	<b>22%</b>	<b>60%</b>	<b>15%</b>	<b>1%</b>	<b>431</b>	<b>4</b>
<b>F.</b> Roadsides on the State Highway System in my area are attractive.	<b>2002</b>	<b>2%</b>	<b>54%</b>	<b>34%</b>	<b>6%</b>	<b>4%</b>	<b>455</b>	<b>21</b>
	<b>2000</b>	<b>3%</b>	<b>54%</b>	<b>32%</b>	<b>6%</b>	<b>4%</b>	<b>431</b>	<b>4</b>
<b>G.</b> Roadsides on the State Highway System in my area are kept free of litter.	<b>2002</b>	<b>2%</b>	<b>65%</b>	<b>25%</b>	<b>6%</b>	<b>3%</b>	<b>456</b>	<b>20</b>
	<b>2000</b>	<b>5%</b>	<b>60%</b>	<b>26%</b>	<b>4%</b>	<b>5%</b>	<b>430</b>	<b>5</b>
<b>H.</b> Public transportation available in our community meets our needs.	<b>2002</b>	<b>2%</b>	<b>34%</b>	<b>37%</b>	<b>13%</b>	<b>14%</b>	<b>454</b>	<b>22</b>
	<b>2000</b>	<b>3%</b>	<b>35%</b>	<b>38%</b>	<b>11%</b>	<b>13%</b>	<b>430</b>	<b>5</b>
<b>I.</b> People would use public transportation more often if it was convenient.	<b>2002</b>	<b>17%</b>	<b>58%</b>	<b>11%</b>	<b>2%</b>	<b>13%</b>	<b>452</b>	<b>24</b>
	<b>2000</b>	<b>17%</b>	<b>49%</b>	<b>17%</b>	<b>3%</b>	<b>14%</b>	<b>426</b>	<b>9</b>

**PART 5**

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

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> Overall safety on state roads.	<b>2002</b>	<b>8%</b>	<b>81%</b>	<b>9%</b>	<b>1%</b>	<b>0%</b>	<b>458</b>	<b>18</b>
	<b>2000</b>	<b>8%</b>	<b>81%</b>	<b>9%</b>	<b>1%</b>	<b>1%</b>	<b>431</b>	<b>4</b>
<b>B.</b> Being able to walk safely on state roads.**	<b>2002</b>	<b>1%</b>	<b>29%</b>	<b>48%</b>	<b>12%</b>	<b>10%</b>	<b>461</b>	<b>15</b>
<b>C.</b> Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>18%</b>	<b>53%</b>	<b>15%</b>	<b>13%</b>	<b>462</b>	<b>14</b>
<b>D.</b> Overall smoothness of the roads in the State Highway System	<b>2002</b>	<b>4%</b>	<b>76%</b>	<b>17%</b>	<b>3%</b>	<b>1%</b>	<b>461</b>	<b>15</b>
	<b>2000</b>	<b>5%</b>	<b>74%</b>	<b>18%</b>	<b>2%</b>	<b>1%</b>	<b>428</b>	<b>7</b>
<b>E.</b> The overall transportation system provided by FDOT.	<b>2002</b>	<b>5%</b>	<b>79%</b>	<b>10%</b>	<b>2%</b>	<b>3%</b>	<b>455</b>	<b>21</b>
	<b>2000</b>	<b>6%</b>	<b>75%</b>	<b>14%</b>	<b>1%</b>	<b>5%</b>	<b>426</b>	<b>9</b>

\*\*Question worded differently in 2000 survey. The rate of “no opinions” was high for these questions (e.g., over 18%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

**PART 6**

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

What level of government do you represent?

	<b>2002</b>	<b>2000</b>
Federal	<b>0%</b>	<b>0%</b>
State	<b>6%</b>	<b>3%</b>
Regional	<b>3%</b>	<b>0%</b>
County	<b>20%</b>	<b>12%</b>
City	<b>70%</b>	<b>83%</b>
Other_____	<b>1%</b>	<b>1%</b>
Valid N	<b>464</b>	<b>425</b>
Missing N	<b>12</b>	<b>10</b>

In which county is your office located? \_\_\_\_\_

What type of vehicle do you most often use for **GOVERNMENT TRAVEL**?

	<b>2002</b>	<b>2000</b>
Car	<b>70%</b>	
Van	<b>2%</b>	
Bus	<b>0%</b>	
Taxi	<b>0%</b>	
Bicycle	<b>0%</b>	
Motorcycle	<b>0%</b>	
Train	<b>0%</b>	
Airplane	<b>2%</b>	
Truck/Sport Utility Vehicle	<b>25%</b>	
Other _____	<b>1%</b>	
Valid N	<b>464</b>	
Missing N	<b>12</b>	

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

	<b>2002</b>	<b>2000</b>
Car	<b>72%</b>	<b>72%</b>
Vanpool	<b>6%</b>	<b>3%</b>
Transit Subsidy	<b>6%</b>	<b>8%</b>
Carpool	<b>5%</b>	<b>5%</b>
Other _____	<b>10%</b>	<b>5%</b>
Valid N	<b>400</b>	<b>435</b>
Missing N	<b>76</b>	<b>0</b>

C. We welcome any comments regarding our services

THANK YOU FOR YOUR HELP. Please return in the Reply Envelope. If you have questions, please call the FSU Survey Research Laboratory at 1-800-933-9482.

**Government Official Survey Appendix D**

**2002 Customer Survey of Government Officials  
Florida Department of Transportation**

**District Comparisons  
Percentages Based on Government Officials Offering Opinions**

**2002 FDOT Survey of Government Officials  
District Comparisons Based on Government Officials Offering Responses**

The total number of respondents for the survey is 476.

The Total is represents the number of Government Officials Offering Responses. The percentages are based on those answering the question (Valid N).

**PART I**

<b>Q1A I am able to reach FDOT to find the information that I need.</b>								
	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
1 Strongly agree	97	13	15	18	12	10	7	9
2 Agree	342	43	47	43	50	54	23	29
3 Disagree	19			1	5	6		3
4 Strongly disagree	8	1		1	1	1		3
5 No opinion	7	2			1	3		
Total	473	59	62	63	69	74	30	44
1 Strongly agree	20.5%	22.0%	24.2%	28.6%	17.4%	13.5%	23.3%	20.5%
2 Agree	72.3%	72.9%	75.8%	68.3%	72.5%	73.0%	76.7%	65.9%
3 Disagree	4.0%			1.6%	7.2%	8.1%		6.8%
4 Strongly disagree	1.7%	1.7%		1.6%	1.4%	1.4%		6.8%
5 No opinion	1.5%	3.4%			1.4%	4.1%		
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q1B When FDOT construction projects were initiated in my area, my government unit was provided advance notice.**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	97	10	18	15	14	15	4	5
2 Agree	311	39	42	41	44	46	25	29
3 Disagree	41	4	2	4	8	8	1	5
4 Strongly disagree	10	2		2		3		3
5 No opinion	13	4		1	3	2		1
Total	472	59	62	63	69	74	30	43
1 Strongly agree	20.6%	19.9%	29.0%	23.8%	20.3%	20.3%	13.3%	11.6%
2 Agree	65.9%	66.1%	67.7%	65.1%	63.8%	62.2%	83.3%	67.4%
3 Disagree	8.7%	6.8%	3.2%	6.3%	11.6%	10.8%	3.3%	11.6%
4 Strongly disagree	2.1%	3.4%		3.2%		4.1%		7.0%
5 No opinion	2.8%	6.8%		1.6%	4.3%	2.7%		2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q1C FDOT officials ensure construction does not disrupt community**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	62	7	15	11	6	9	5	3
2 Agree	305	39	43	38	45	45	21	25
3 Disagree	63	9	3	7	13	12	4	7
4 Strongly disagree	19			4		5		5
5 No opinion	21	4	1	3	5	3		2
Total	470	59	62	63	69	74	30	42
1 Strongly agree	13.2%	11.9%	24.2%	17.5%	8.7%	12.2%	16.7%	7.1%
2 Agree	64.9%	66.1%	69.4%	60.3%	65.2%	60.8%	70.0%	59.5%
3 Disagree	13.4%	15.3%	4.8%	11.1%	18.8%	16.2%	13.3%	16.7%
4 Strongly disagree	4.0%			6.3%		6.8%		11.9%
5 No opinion	4.5%	6.8%	1.6%	4.8%	7.2%	4.1%		4.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>Q1D FDOT seeks government unit input when establishing priorities for construction projects</b>								
	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	66	9	10	12	10	11		4
2 Agree	277	41	39	35	32	39	22	28
3 Disagree	84	4	10	12	18	13	6	8
4 Strongly disagree	20		3	1	3	6	2	3
5 No opinion	24	5		3	5	5	1	1
Total	471	59	62	63	68	74	31	44
1 Strongly agree	14.0%	15.3%	16.1%	19.0%	14.7%	14.9%		9.1%
2 Agree	58.8%	69.5%	62.9%	55.6%	47.1%	52.7%	71.0%	63.6%
3 Disagree	17.8%	6.8%	16.1%	19.0%	26.5%	17.6%	19.4%	18.2%
4 Strongly disagree	4.2%			1.6%	4.4%	8.1%	6.5%	6.8%
5 No opinion	5.1%	8.5%	4.8%	4.8%	7.4%	6.8%	3.2%	2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>Q1E FDOT seeks government unit input during design of construction projects</b>								
	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	52	6	7	9	11	7	1	4
2 Agree	284	36	43	35	35	42	25	28
3 Disagree	81	6	10	13	13	12	4	8
4 Strongly disagree	15	1		2	3	3	1	2
5 No opinion	34	8	2	4	7	8		1
Total	466	57	62	63	69	72	31	43
1 Strongly agree	11.2%	10.5%	11.3%	14.3%	15.9%	9.7%	3.2%	9.3%
2 Agree	60.9%	63.2%	69.4%	55.6%	50.7%	58.3%	80.6%	65.1%
3 Disagree	17.4%	10.5%	16.1%	20.6%	18.8%	16.7%	12.9%	18.6%
4 Strongly disagree	3.2%	1.8%		3.2%	4.3%	4.2%	3.2%	4.7%
5 No opinion	7.3%	14.0%	3.2%	6.3%	10.1%	11.1%		2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**PART II**

<b>Q2A Funding for highways</b>								
	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
1 Very satisfied	50	5	8	6	10	5	4	41
2 Satisfied	267	34	35	35	40	42	17	23
3 Dissatisfied	97	12	9	11	11	16	7	13
4 Very dissatisfied	38	3	5	8	4	9	2	4
5 No opinion								
<b>Total</b>	<b>452</b>	<b>54</b>	<b>57</b>	<b>60</b>	<b>65</b>	<b>72</b>	<b>30</b>	<b>44</b>
1 Very satisfied	11.1%	9.3%	14.0%	10.0%	15.4%	6.9%	13.3%	9.1
2 Satisfied	59.1%	63.0%	61.4%	58.3%	61.5%	58.3%	56.7%	52.3
3 Dissatisfied	21.5%	22.2%	15.8%	18.3%	16.9%	22.2%	23.3%	29.5%
4 Very dissatisfied	8.4%	5.6%	8.8%	13.3%	6.2%	12.5%	6.7%	9.1%
5 No opinion								
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

<b>Q2B Funding for transit</b>								
	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
1 Very satisfied	13	1	1	1	3	2		2
2 Satisfied	146	20	19	15	19	26	17	11
3 Dissatisfied	98	9	13	8	18	16	7	12
4 Very dissatisfied	15	1		2	4	4	2	1
5 No opinion								
<b>Total</b>	<b>272</b>	<b>31</b>	<b>33</b>	<b>26</b>	<b>44</b>	<b>48</b>	<b>26</b>	<b>26</b>
1 Very satisfied	4.8%	3.2%	3.0%	3.8%	6.8%	4.2%		7.7%
2 Satisfied	53.7%	64.5%	57.6%	57.7%	43.2%	54.2%	64.4%	42.3%
3 Dissatisfied	36.0%	29.0%	39.4%	30.8%	40.9%	33.3%	26.9%	46.2%
4 Very dissatisfied	5.5%	3.2%		7.7%	9.1%	8.3%	7.7%	3.6%
5 No opinion								
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

### Q2C Funding for rail

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Very satisfied	6		1	1	1	1	1	
2 Satisfied	94	12	12	11	14	20	8	7
3 Dissatisfied	62	3	7	7	14	9	3	7
4 Very dissatisfied	20	2	1	1	4	6		1
5 No opinion								
Total	182	17	21	20	33	36	12	15
1 Very satisfied	3.3%		4.8%	5.0%	3.0%	2.8%	8.3%	
2 Satisfied	51.6%	70.6%	57.1%	55.0%	42.4%	55.6%	66.7%	46.7%
3 Dissatisfied	34.1%	17.6%	33.3%	35.0%	42.4%	25.0%	25.0%	46.7%
4 Very dissatisfied	11.0%	11.8%	4.8%	5.0%	12.1%	16.7%		6.7%
5 No opinion								
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

### Q2D Funding for airports

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Very satisfied	38	8	8	3	5	4	2	5
2 Satisfied	135	16	12	18	14	28	10	17
3 Dissatisfied	22	2	3	3	4	2	1	1
4 Very dissatisfied	7			1	1	1	1	
5 No opinion								
Total	202	26	23	25	24	35	14	23
1 Very satisfied	18.8%	30.8%	34.8%	12.0%	20.8%	11.4%	14.3%	21.7%
2 Satisfied	66.8%	61.5%	52.2%	72.0%	58.3%	80.0%	71.4%	73.9%
3 Dissatisfied	10.9%	7.7%	13.0%	12.0%	16.7%	5.7%	7.1%	4.3%
4 Very dissatisfied	3.5%			4.0%	4.2%	2.9%	7.1%	
5 No opinion								
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q2E Funding for seaports**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Very satisfied	4		1			2		1
2 Satisfied	79	6	4	12	12	13	10	13
3 Dissatisfied	14	1	3		4	1	1	1
4 Very dissatisfied	2			2				
5 No opinion								
Total	99	7	8	14	16	16	11	15
1 Very satisfied	4.0%		12.5%			12.5%		6.7%
2 Satisfied	79.8%	85.7%	50.0%	85.7%	75.0%	71.3%	90.9%	86.7%
3 Dissatisfied	14.1%	14.3%	37.5%		25.0%	6.3%	9.1%	6.7%
4 Very dissatisfied	2.0%			14.3%				
5 No opinion								
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q2F Need designated bike lanes at the edge of roads**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	111	15	17	19	10	18	4	12
2 Agree	185	23	23	26	28	29	12	18
3 Disagree	118	16	16	13	23	16	9	7
4 Strongly disagree	32	3	3	2	5	4	3	6
5 No opinion	20	2	1	2	3	3	3	2
Total	466	59	60	62	69	70	31	45
1 Strongly agree	23.8%	25.4%	28.0%	30.6%	14.5%	25.7%	12.9%	26.7%
2 Agree	39.7%	39.0%	38.3%	43.9%	40.6%	41.4%	38.7%	40.4%
3 Disagree	25.3%	27.1%	26.7%	21.0%	33.3%	22.9%	29.0%	15.6%
4 Strongly disagree	6.9%	5.1%	5.0%	3.2%	7.2%	5.7%	9.7%	13.3%
5 No opinion	4.3%	3.4%	1.7%	3.2%	4.3%	4.3%	9.7%	4.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q2G Need bicycle trails separated from roads**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	180	26	23	19	25	32	10	15
2 Agree	207	24	23	29	37	30	14	21
3 Disagree	43	2	11	7	5	6		5
4 Strongly disagree	10	1	2	3		1	1	1
5 No opinion	22	6		3	2	2	5	1
Total	462	59	59	61	69	71	30	43
1 Strongly agree	39.0%	44.1%	39.0%	31.1%	36.2%	45.1%	33.3%	34.9%
2 Agree	44.8%	40.7%	39.0%	47.5%	53.6%	42.3%	46.7%	48.8%
3 Disagree	9.3%	3.4%	18.6%	11.5%	7.2%	8.5%		11.6%
4 Strongly disagree	2.2%	4.7%	3.4%	4.9%		1.4%	3.3%	2.3%
5 No opinion	4.8%	10.2%		4.9%	2.9%	2.8%	16.7%	2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q2H Need sidewalks with grass/landscaping between the sidewalk and the road**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	218	31	30	28	35	28	9	23
2 Agree	202	25	23	19	34	38	17	15
3 Disagree	20	1	4	9		2	1	1
4 Strongly disagree	4		1			1		2
5 No opinion	23	2	3	5	1	3	4	2
Total	467	59	61	61	70	72	31	43
1 Strongly agree	46.7%	52.5%	49.2%	45.9%	50.0%	38.9%	29.0%	53.5%
2 Agree	43.3%	42.4%	37.7%	31.1%	48.6%	52.8%	54.8%	34.9%
3 Disagree	4.3%	1.7%	6.6%	14.8%		2.8%	3.2%	2.3%
4 Strongly disagree	0.9%		1.6%			1.4%		4.7%
5 No opinion	4.9%	3.4%	4.9%	8.2%	1.4%	4.2%	12.9%	4.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q2I Need sidewalks directly adjacent to the road**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	37	4	7	6	8	3	2	2
2 Agree	103	12	12	16	16	14	11	9
3 Disagree	207	25	27	26	28	37	11	21
4 Strongly disagree	78	12	11	6	11	12	4	10
5 No opinion	32	4	2	8	5	3	5	1
Total	457	57	59	621	68	69	30	43
1 Strongly agree	8.1%	7.0%	11.9%	9.7%	11.8%	4.3%	6.7%	4.7%
2 Agree	22.5%	21.1%	20.3%	25.8%	23.5%	20.3%	36.7%	20.9%
3 Disagree	45.3%	43.9%	45.8%	41.9%	41.2%	53.6%	36.7%	48.8%
4 Strongly disagree	17.1%	21.1%	18.6%	9.7%	16.2%	17.4%	3.3%	23.3%
5 No opinion	7.0%	7.0%	3.4%	12.9%	7.4%	4.3%	16.7%	2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**PART III**

<b>Q3 Traveled through FDOT construction in last 12 months?</b>								
	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
1 Yes		54	58	56	66	68	30	40
2 No		3	3	4	2	3	1	
Total		57	61	60	68	71	31	40
1 Yes		94.7%	95.1%	93.3%	97.1%	95.8%	96.8%	100.0%
2 No		5.3%	4.9%	6.7%	2.9%	4.2%	3.2%	
Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>Q3A Signs Allowed time to adjust speed?</b>								
	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
1 Strongly agree	118	11	21	30	10	20	6	12
2 Agree	294	42	35	24	47	46	23	25
3 Disagree	22	1	2	2	6	2	1	3
4 Strongly disagree	2				2			
5 No opinion								
Total	436	54	58	58	65	68	30	40
1 Strongly agree	27.1%	20.4%	36.2%	53.6%	45.4%	29.4%	20.0%	30.0%
2 Agree	67.34.0%	77.8%	60.3%	42.9%	72.3%	67.6%	76.7%	62.5%
3 Disagree	5.0%	1.9%	3.4%	3.6%	9.2%	2.9%	3.3%	7.5%
4 Strongly disagree	0.5%				3.1%			
5 No opinion								
Total	100.0%	100%	100%	100%	100%	100%	100%	100%

**Q3B Traffic flowed smoothly through construction zones**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	40	4	10	213		4	4	2
2 Agree	250	38	41	31	25	39	17	23
3 Disagree	122	11	7	9	32	23	7	13
4 Strongly disagree	22	1		3	7	2	2	2
5 No opinion	1				1			
Total	435	54	58	56	65	68	30	40
1 Strongly agree	9.2%	7.4%	17.2%	23.2%		5.9%	13.3%	5.0%
2 Agree	57.5%	70.4%	70.7%	55.4%	38.5%	57.4%	56.7%	57.5%
3 Disagree	28.0%	20.4%	12.1%	16.1%	49.2%	33.8%	23.3%	32.5%
4 Strongly disagree	5.1%	1.9%		5.4%	10.8%	2.9%	6.7%	5.0%
5 No opinion	0.2%				1.5%			
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q3C Construction zones were clearly marked**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	95	9	21	21	2	16	7	11
2 Agree	311	43	35	34	53	49	22	26
3 Disagree	26	2	2		9	2	1	2
4 Strongly disagree	5			1	2	1		1
5 No opinion								
Total	437	54	58	56	66	68	30	40
1 Strongly agree	21.7%	16.7%	36.2%	37.5%	3.0%	23.5%	23.3%	27.5%
2 Agree	71.2%	79.6%	60.3%	60.7%	80.0%	72.1%	73.3%	65.0%
3 Disagree	5.9%	3.7%	3.4%		13.6%	2.9%	3.3%	5.0%
4 Strongly disagree	1.1%			1.8%	3.0%	1.5%		2.5%
5 No opinion								
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q3D Construction zones were safe to travel through**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	52	6	13	14	1	5	4	5
2 Agree	291	39	39	33	38	47	22	26
3 Disagree	78	8	5	6	25	11	4	8
4 Strongly disagree	9			2	2	3		1
5 No opinion	2		1	1		1		
Total	435	53	58	56	66	67	30	40
1 Strongly agree	12.0%	11.3%	22.4%	25.0%	1.5%	7.5%	13.3%	12.5%
2 Agree	66.9%	73.6%	67.2%	58.9%	57.6%	70.1%	73.3%	65.0%
3 Disagree	17.9%	15.1%	8.6%	10.7%	37.9%	16.4%	13.3%	20.0%
4 Strongly disagree	2.1%			3.6%	3.0%	4.5%		2.5%
5 No opinion	1.1%		1.7%	1.8%		1.5%		
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q3E Able to access local businesses during construction**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	40	4	11	7	4	4	4	1
2 Agree	229	31	33	32	30	37	18	20
3 Disagree	116	14	8	10	25	20	6	10
4 Strongly disagree	20	2		1	5	4		3
5 No opinion	31	3	6	6	2	3	2	5
Total	436	54	58	56	66	68	30	39
1 Strongly agree	9.2%	7.4%	19.0%	12.5%	6.1%	5.9%	13.3%	2.6%
2 Agree	52.5%	57.4%	56.9%	57.1%	45.5%	54.4%	60.0%	51.3%
3 Disagree	26.6%	25.9%	13.8%	17.9%	37.9%	29.4%	20.0%	25.6%
4 Strongly disagree	4.6%	3.7%		1.8%	7.6%	5.9%		7.7%
5 No opinion	7.1%	5.6%	10.3%	10.7%	3.0%	4.4%	6.7%	12.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Q3F Projects on State roads completed in timely manner**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	31	2	9	6	4		5	2
2 Agree	198	26	34	26	17	34	16	13
3 Disagree	119	18	9	12	25	19	4	17
4 Strongly disagree	51	6		6	14	8	3	7
5 No opinion	36	2	5	6	6	7	2	1
Total	435	54	57	56	66	68	30	40
1 Strongly agree	7.1%	3.7%	15.8%	10.7%	6.1%		16.7%	5.0%
2 Agree	45.5%	48.1%	59.6%	46.4%	25.8%	50.0%	53.3%	32.5%
3 Disagree	27.4%	33.3%	15.8%	21.4%	37.9%	27.9%	13.3%	42.5%
4 Strongly disagree	11.7%	11.1%		10.7%	21.2%	11.8%	10.0%	17.5%
5 No opinion	8.3%	3.7%	8.8%	10.7%	9.1%	10.3%	6.7%	2.5%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q3G I was satisfied with results of FDOT projects**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	77	5	16	12	7	16	4	9
2 Agree	311	43	39	36	51	46	25	23
3 Disagree	26	3	1	4	2	5	1	6
4 Strongly disagree	11	1	1	2	3	1		2
5 No opinion	11	2		2	3			
Total	436	54	57	56	66	68	30	40
1 Strongly agree	17.7%	9.3%	28.1%	21.4%	10.6%	23.5%	13.3%	22.5%
2 Agree	71.3%	79.6%	68.4%	64.3%	77.3%	67.6%	83.3%	57.5%
3 Disagree	6.0%	5.6%	1.8%	7.1%	3.0%	7.4%	3.3%	15.0%
4 Strongly disagree	2.5%	4.9%	1.8%	3.6%	4.5%	1.5%		5.0%
5 No opinion	2.5%	3.7%		3.6%	4.5%			
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**PART IV**

<b>Q4A Satisfied with time it takes to travel within city</b>								
	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
1 Strongly agree	57	8	11	5	8	11	3	3
2 Agree	278	35	44	45	44	32	16	31
3 Disagree	90	14	6	9	9	21	7	6
4 Strongly disagree	27		1	3	6	5	5	4
5 No opinion	3				2			
<b>Total</b>	<b>455</b>	<b>58</b>	<b>62</b>	<b>62</b>	<b>69</b>	<b>69</b>	<b>31</b>	<b>44</b>
1 Strongly agree	12.5%	13.8%	17.7%	8.1%	11.6%	15.9%	9.7%	6.8%
2 Agree	61.1%	60.3%	71.0%	72.6%	63.8%	46.4%	51.6%	70.5%
3 Disagree	19.8%	24.1%	9.7%	14.5%	13.0%	30.4%	22.6%	13.6%
4 Strongly disagree	5.9%		1.6%	4.8%	8.7%	7.2%	16.1%	9.1%
5 No opinion	0.7%	1.7%			2.9%			
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

<b>Q4B Satisfied with time it takes to travel between cities</b>								
	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
1 Strongly agree	29	3	7	6		4	1	2
2 Agree	275	38	45	42	41	43	14	20
3 Disagree	108	15	9	8	17	19	8	18
4 Strongly disagree	37	1	1	3	10	4	8	4
5 No opinion	4	1		1	1			
<b>Total</b>	<b>453</b>	<b>58</b>	<b>62</b>	<b>60</b>	<b>69</b>	<b>70</b>	<b>31</b>	<b>44</b>
1 Strongly agree	6.4%	5.2%	11.3%	10.0%		5.7%	3.2%	4.5%
2 Agree	60.7%	65.5%	72.6%	70.0%	59.4%	61.4%	45.2%	45.5%
3 Disagree	23.8%	25.9%	14.5%	13.3%	24.6%	27.1%	25.8%	40.9%
4 Strongly disagree	8.2%	1.7%	1.6%	5.0%	14.5%	5.7%	25.8%	9.1%
5 No opinion	90.0%	1.7%		1.7%	1.4%			
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

**Q4C Overall level of congestion on State highways is acceptable**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	18	2	5	3	2	1		1
2 Agree	219	31	36	42	29	27	10	17
3 Disagree	168	23	21	12	26	32	11	20
4 Strongly disagree	46	1		4	11	10	10	5
5 No opinion	3	1						1
Total	454	58	62	61	68	70	31	44
1 Strongly agree	4.0%	3.4%	8.1%	4.9%	2.9%	1.4%		2.3%
2 Agree	48.2%	53.4%	58.1%	68.9%	42.6%	38.6%	32.3%	38.6%
3 Disagree	37.0%	39.7%	33.9%	19.7%	38.2%	45.7%	35.5%	45.5%
4 Strongly disagree	10.1%	1.7%		6.6%	16.2%	14.3%	32.3%	11.4%
5 No opinion	0.7%	1.7%						2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q4D Speed limits on State highways are reasonable**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	24	3	8	3		3		2
2 Agree	380	50	46	55	56	61	23	37
3 Disagree	40	2	6	3	11	5	6	4
4 Strongly disagree	7	1	1	1		1	2	1
5 No opinion	4	1			2			
Total	455	57	61	62	69	70	31	44
1 Strongly agree	5.3%	5.3%	13.1%	4.8%		4.3%		4.5%
2 Agree	83.5%	87.7%	75.4%	88.7%	81.2%	87.1%	74.2%	84.1%
3 Disagree	8.8%	350.0%	9.8%	4.8%	15.9%	7.1%	19.4%	9.1%
4 Strongly disagree	1.5%	1.8%	1.6%	1.6%		1.4%	6.5%	2.3%
5 No opinion	0.9%	1.8%			2.9%			
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q4E Most vehicles remain within the speed limits on highways**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	12	1	3	2	2	1	1	
2 Agree	111	17	20	16	14	18	6	7
3 Disagree	236	29	26	38	35	32	18	23
4 Strongly disagree	84	8	12	4	18	18	4	12
5 No opinion	10	3		2			1	1
Total	453	58	61	62	69	69	30	43
1 Strongly agree	2.6%	1.7%	4.9%	3.2%	2.9%	1.4%	3.3%	
2 Agree	24.5%	29.3%	32.8%	25.8%	20.3%	26.1%	20.0%	16.3%
3 Disagree	52.1%	50.0%	42.6%	61.3%	50.7%	46.4%	60.0%	53.5%
4 Strongly disagree	18.5%	13.8%	19.7%	6.5%	26.1%	26.1%	13.3%	27.9%
5 No opinion	2.2%	5.2%		3.2%			3.3%	2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q4F Roadsides on highway system are attractive**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	10		2	3		1		
2 Agree	245	32	38	42	34	35	15	23
3 Disagree	154	19	20	12	25	26	14	16
4 Strongly disagree	28	1	1	2	8	8	1	3
5 No opinion	18	6	1	3	2		1	1
Total	455	58	62	62	69	70	31	43
1 Strongly agree	2.2%		3.2%	4.8%		1.4%		
2 Agree	53.8%	55.2%	61.3%	67.7%	49.3%	50.0%	48.4%	53.5%
3 Disagree	33.8%	32.8%	32.3%	19.4%	36.2%	37.1%	45.2%	37.2%
4 Strongly disagree	6.2%	1.7%	1.6%	3.2%	11.6%	11.4%	3.2%	7.0%
5 No opinion	4.0%	10.3%	1.6%	4.8%	2.9%		3.2%	2.3%
Total	100.0%	100.00%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q4G Roadsides in my area are kept free of litter**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	8	1	1	1		3	1	
2 Agree	295	38	42	48	32	48	19	31
3 Disagree	113	14	16	11	24	13	10	11
4 Strongly disagree	26	2		1	11	6	1	1
5 No opinion	14	3	3	1	1			1
Total	456	58	62	62	68	70	31	44
1 Strongly agree	1.8%	1.7%	1.6%	1.6%		4.3%	3.2%	
2 Agree	64.7%	65.5%	67.7%	77.4%	47.1%	68.6%	61.3%	70.5%
3 Disagree	24.8%	24.1%	25.8%	17.7%	35.3%	18.6%	32.3%	25.0%
4 Strongly disagree	5.7%	3.4%		1.6%	16.2%	8.6%	3.2%	2.3%
5 No opinion	3.1%	5.2%	4.8%	1.6%	1.5%			2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q4H Public transportation in our community meets our needs**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Strongly agree	9	3	2	1				1
2 Agree	154	18	22	16	29	22	10	17
3 Disagree	167	17	19	22	24	25	15	17
4 Strongly disagree	59	8	5	6	8	15	5	8
5 No opinion	65	12	13	15	8	7	1	2
Total	454	58	61	60	69	69	31	45
1 Strongly agree	2.0%	5.2%	3.3%	1.7%				2.2%
2 Agree	33.9%	31.0%	36.1%	26.7%	42.0%	31.9%	32.3%	37.8%
3 Disagree	36.8%	29.3%	31.1%	36.7%	34.8%	36.2%	48.4%	37.8%
4 Strongly disagree	13.0%	13.8%	8.2%	10.0%	11.6%	21.7%	16.1%	17.8%
5 No opinion	14.3%	20.7%	21.3%	25.0%	11.6%	10.1%	3.2%	4.4%
Total	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%

**Q4I People would use public transportation more if convenient**

	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
1 Strongly agree	77	11	11	7	14	13	8	3
2 Agree	260	34	33	32	32	44	22	32
3 Disagree	50	3	7	8	9	9		6
4 Strongly disagree	7		2	1	3			
5 No opinion	58	10	7	12	11	4	1	3
Total	452	58	60	60	69	70	31	44
1 Strongly agree	17.0%	19.0%	18.3%	11.7%	20.3%	18.6%	25.8%	6.8%
2 Agree	57.5%	58.6%	55.0%	53.3%	46.4%	62.9%	71.0%	72.7%
3 Disagree	11.1%	5.2%	11.7%	13.3%	13.0%	12.9%		13.6%
4 Strongly disagree	1.5%		3.3%	1.7%	4.3%			
5 No opinion	12.8%	17.2%	11.7%	20.0%	15.9%	5.7%	3.2%	6.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**PART V**

**Q5A Overall safety on State roads**

	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
1 Very satisfied	38	4	7	10	4	5	4	1
2 Satisfied	371	49	52	48	56	63	23	37
3 Dissatisfied	42	5	3	5	9	3	4	5
4 Very dissatisfied	5					2		2
5 No opinion	2	1						
Total	458	59	62	63	69	73	31	45
1 Very satisfied	8.3%	6.8%	11.3%	15.9%	5.8%	6.8%	12.9%	2.2%
2 Satisfied	81.0%	83.1%	83.9%	76.2%	81.2%	86.3%	74.2%	82.2%
3 Dissatisfied	9.2%	8.5%	4.8%	7.9%	13.0%	4.1%	12.9%	11.1%
4 Very dissatisfied	1.1%					2.7%		4.4%
5 No opinion	0.4%	1.7%						
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q5B Pedestrian safety on state roads**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Very satisfied	5		3	1				
2 Satisfied	134	17	19	25	25	19	8	7
3 Dissatisfied	220	29	27	20	31	38	20	25
4 Very dissatisfied	55	5	5	10	5	12	3	8
5 No opinion	47	8	8	7	9	4		4
Total	461	59	62	63	70	73	31	44
1 Very satisfied	1.1%		4.8%	1.6%				
2 Satisfied	29.1%	28.8%	30.6%	39.7%	35.7%	26.0%	25.8%	15.9%
3 Dissatisfied	47.7%	49.2%	43.5%	31.7%	44.3%	52.1%	64.5%	56.8%
4 Very dissatisfied	11.9%	8.5%	8.1%	15.9%	7.1%	16.4%	9.7%	18.2%
5 No opinion	10.2%	13.6%	12.9%	11.1%	12.9%	5.5%		9.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q5C Bicycle safety on state roads**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Very satisfied	2		1					
2 Satisfied	84	10	14	19	17	9	2	4
3 Dissatisfied	245	35	32	25	31	47	21	24
4 Very dissatisfied	71	6	6	8	10	13	5	14
5 No opinion	60	8	8	11	12	5	3	3
Total	262	59	61	63	70	74	31	45
1 Very satisfied	0.4%		1.6%					
2 Satisfied	18.2%	16.9%	23.0%	30.2%	24.3%	12.2%	6.5%	8.9%
3 Dissatisfied	53.0%	59.3%	52.5%	39.7%	44.3%	63.5%	67.7%	53.3%
4 Very dissatisfied	15.4%	10.2%	9.8%	12.7%	14.3%	17.6%	16.1%	31.1%
5 No opinion	13.0%	13.6%	13.1%	17.5%	17.1%	6.8%	9.7%	6.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q5D Overall smoothness of roads in highway system**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Very satisfied	18		2	3	3	1	2	4
2 Satisfied	348	44	51	50	49	58	24	29
3 Dissatisfied	77	13	7	9	16	12	4	7
4 Very dissatisfied	13	1		1	1	3	1	3
5 No opinion	5	1	2		1			1
Total	461	59	62	63	70	74	31	44
1 Very satisfied	3.9%		3.2%	4.8%	4.3%	1.4%	6.5%	9.1%
2 Satisfied	75.5%	74.6%	82.3%	79.4%	70.0%	78.4%	77.4%	65.9%
3 Dissatisfied	16.7%	22.0%	11.3%	14.3%	22.9%	16.2%	12.9%	15.9%
4 Very dissatisfied	2.8%	1.7%		1.6%	1.4%	4.1%	3.2%	6.8%
5 No opinion	1.1%	1.7%	3.2%		1.4%			2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Q5E Overall transportation system provided by FDOT**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Very satisfied	22	1	4	3	2	2	5	1
2 Satisfied	361	53	50	52	50	58	23	31
3 Dissatisfied	47	3	2	4	12	11	2	8
4 Very dissatisfied	11			1	2	2	1	3
5 No opinion	14	1	2	3	4	1		1
Total	455	58	58	63	70	74	31	44
1 Very satisfied	4.8%	1.7%	6.9%	4.8%	2.9%	2.7%	16.1%	2.3%
2 Satisfied	79.3%	91.4%	86.2%	82.5%	71.4%	78.4%	74.2%	70.5%
3 Dissatisfied	10.3%	5.2%	3.4%	6.3%	17.1%	14.9%	6.5%	18.2%
4 Very dissatisfied	2.4%			4.6%	2.9%	2.7%	3.2%	6.8%
5 No opinion	3.1%	1.7%	3.4%	4.8%	5.7%	1.4%		2.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**PART VI**

<b>Q6A What level of government do you represent?</b>								
	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Federal								
2 State	28	2	2	2	3	3	2	7
3 Regional	15	4	2	2	2	4		
4 County	93	10	22	15	5	10	5	8
5 City	324	42	35	44	59	56	24	30
6 Other	4	1	1		1	1		
Total	464	59	62	63	70	74	31	45
1 Federal								
2 State	6.0%	3.4%	3.2%	3.2%	4.3%	4.1%	6.5%	15.6%
3 Regional	3.2%	6.8%	3.2%	3.2%	2.9%	5.4%		
4 County	20.0%	16.9%	35.5%	23.8%	7.1%	13.5%	16.1%	17.8%
5 City	69.8%	71.2%	56.5%	69.8%	84.3%	75.7%	77.4%	66.7%
6 Other	0.9%	1.7%	1.6%		1.4%	1.4%		
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>Q6C Type of vehicle most often used for government travel*</b>								
	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
1 Car	329	32	41	42	51	54	24	34
2 Van	10	4	1	0	2	2	0	0
3 Bus								
4 Taxi								
5 Bicycle								
6 Motorcycle								
7 Train								
8 Airplane	8	0	0	1	3	0	1	2
9 Truck/SUV	118	23	16	18	15	15	7	11
10 Other	3	0	0	2	0	0	0	0
Total	450	55	55	61	68	70	31	45
1 Car	70.3%	58.2%	74.5%	68.9%	75.0%	77.1%	77.4%	75.6%
2 Van	2.1%	7.3%	1.8%	0.0%	2.9%	2.9%	0.0%	0.0%
3 Bus								
4 Taxi								
5 Bicycle								
6 Motorcycle								
7 Train								
8 Airplane	1.7%	0.0%	0.0%	1.6%	4.4%	0.0%	3.2%	4.4%
9 Truck/SUV	25.2%	41.8%	29.1%	29.5%	22.1%	21.4%	22.6%	24.4%
10 Other	0.6%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%

\*Government officials listed more than 1 option; Total is greater than 100%.

**Q6D Government unit provides\***

	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
Car	338	36	46	46	52	56	22	30
Vanpool	30	5	0	2	5	6	2	4
Transit Subsidy	30	4	1	1	8	3	2	5
Car Pool	25	3	0	1	3	6	1	5
Other Travel Option	49	7	6	9	5	6	4	5
<b>Total</b>	<b>400</b>	<b>47</b>	<b>52</b>	<b>53</b>	<b>61</b>	<b>61</b>	<b>28</b>	<b>37</b>
Car	71.6%	76.6%	88.5%	86.8%	85.2%	91.8%	78.6%	81.1%
Vanpool	6.4%	10.6%	0.0%	3.8%	8.2%	9.8%	7.1%	10.8%
Transit Subsidy	6.4%	8.5%	1.9%	1.9%	13.1%	4.9%	7.1%	13.5%
Car Pool	5.3%	6.4%	0.0%	1.9%	4.9%	9.8%	3.6%	13.5%
Other Travel Option	10.4%	14.9%	11.5%	17.0%	8.2%	9.8%	14.3%	13.5%

\*Government officials listed more than 1 option; Total is greater than 100%.

# Florida Department of Transportation Satisfaction Survey for Government Officials

## Summary of Government Officials' Responses to Open-Ended Questions

The percent of Government Officials whose comments fall in each of the major categories is presented. The counts for the individual comments comprising each category are listed below.

<b>Q3. Do you have any suggestions for improving the Department's construction zones on the State Highway System?</b>								
	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
<b>Government Officials Responding</b>	<b>111</b>	<b>15</b>	<b>10</b>	<b>13</b>	<b>27</b>	<b>18</b>	<b>11</b>	<b>17</b>
<b>Project Management</b>	<b>42%</b>	<b>40%</b>	<b>30%</b>	<b>31%</b>	<b>63%</b>	<b>28%</b>	<b>18%</b>	<b>6%</b>
Need more reliable contractors/consultants or workers	17	2	0	2	7	1	2	3
Too many projects at once/not finished in a timely manner	15	4	0	0	5	1	0	5
Need to work more hours/at night or during off-peak periods/seasons	13	0	2	1	5	3	0	2
Poorly supervised workers/unknowledgeable toll both workers	2	0	1	1	0	0	0	0
<b>Construction Zones</b>	<b>31%</b>	<b>53%</b>	<b>50%</b>	<b>23%</b>	<b>26%</b>	<b>22%</b>	<b>27%</b>	<b>24%</b>
Need better construction signs/alerts sooner	12	4	1	2	1	1	1	2
Need safer construction zones	11	2	2	0	3	1	2	1
Reduced speed limit/const zone signs when no men are working	10	2	1	1	3	2	0	1
Temporary lanes during construction are too narrow	1	0	1	0	0	0	0	0
<b>Problems with DOT or Traffic Planning</b>	<b>23%</b>	<b>27%</b>	<b>20%</b>	<b>8%</b>	<b>26%</b>	<b>33%</b>	<b>27%</b>	<b>12%</b>
Need more public notice about construction plans	11	2	0	0	4	2	2	1
Improved coordination needed between USDOT, FDOT, state, and local governments and the public	6	0	1	1	1	2	0	1
Lack of proper highway planning causes problems	4	1	1	0	1	0	1	0
Problems contacting DOT	2	0	0	0	0	2	0	0
Privatize/reorganize DOT (or	1	1	0	0	0	0	0	0

**Q3. Do you have any suggestions for improving the Department's construction zones on the State Highway System?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
<b>Government Officials Responding</b>	<b>111</b>	<b>15</b>	<b>10</b>	<b>13</b>	<b>27</b>	<b>18</b>	<b>11</b>	<b>17</b>
agency's priorities)								
<b>Miscellaneous Suggestions</b>	<b>10%</b>	<b>7%</b>	<b>10%</b>	<b>23%</b>	<b>7%</b>	<b>6%</b>	<b>0%</b>	<b>18%</b>
Miscellaneous	9	0	1	3	1	1	0	3
Problems with trucks on highway or during construction	2	1	0	0	1	0	0	0
<b>Signs/Roadway Markings</b>	<b>7%</b>	<b>13%</b>	<b>0%</b>	<b>8%</b>	<b>0%</b>	<b>6%</b>	<b>27%</b>	<b>6%</b>
Problems with seeing roads, signs, etc at night or in bad weather	4	1	0	1	0	0	2	0
Problems with visibility/confusion of street signs/roadways	2	0	0	0	0	1	0	1
Visibility of roadway striping is a problem	2	1	0	0	0	0	1	0
<b>No Problems/Satisfied</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>4%</b>	<b>22%</b>	<b>18%</b>	<b>6%</b>
No problems/things are good, etc	7	0	0	0	1	3	2	1
Good/helpful FDOT staff or contractors	1	0	0	0	0	1	0	0
<b>Traffic Problems (Construction-Related)</b>	<b>6%</b>	<b>0%</b>	<b>10%</b>	<b>15%</b>	<b>4%</b>	<b>6%</b>	<b>9%</b>	<b>6%</b>
Closure of lanes/congestions due to accidents/construction	5	0	0	2	0	1	1	1
Problems with detours	2	0	1	0	1	0	0	0
<b>Road Problems</b>	<b>5%</b>	<b>0%</b>	<b>10%</b>	<b>0%</b>	<b>7%</b>	<b>6%</b>	<b>0%</b>	<b>6%</b>
Materials used to fix roads inadequate/roads need to be paved or repaired	2	0	1	0	0	0	0	1
Dangerous roads/rough roads	1	0	0	0	0	1	0	0
Roads not pedestrian friendly/crosswalks, bike lanes, etc	1	0	0	0	1	0	0	0
Roads are littered	1	0	0	0	1	0	0	0
<b>Business Access</b>	<b>5%</b>	<b>0%</b>	<b>10%</b>	<b>8%</b>	<b>4%</b>	<b>6%</b>	<b>0%</b>	<b>6%</b>
Poor access to businesses	5	0	1	1	1	1	0	1
<b>Speed Related</b>	<b>4%</b>	<b>7%</b>	<b>10%</b>	<b>8%</b>	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>0%</b>
Not enough police or enforcement of laws	3	1	1	0	0	1	0	0
Speeding/dangerous drivers/dangerous pedestrians	1	0	0	1	0	0	0	0

**Q3. Do you have any suggestions for improving the Department's construction zones on the State Highway System?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
<b>Government Officials Responding</b>	<b>111</b>	<b>15</b>	<b>10</b>	<b>13</b>	<b>27</b>	<b>18</b>	<b>11</b>	<b>17</b>
<b>Environmental Concerns</b>	<b>3%</b>	<b>0%</b>	<b>10%</b>	<b>0%</b>	<b>4%</b>	<b>6%</b>	<b>0%</b>	<b>0%</b>
Need to address storm water or drainage issues	2	0	0	0	1	1	0	0
Interstates are not scenic enough	1	0	1	0	0	0	0	0
<b>Traffic Problems (General)</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>4%</b>	<b>6%</b>	<b>0%</b>	<b>6%</b>
Problems with intersections	2	0	0	0	0	1	0	1
Traffic light problems/timing of lights/not enough lights	1	0	0	0	1	0	0	0
<b>Needs Assessment</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>6%</b>
Wider roads are needed	1	0	0	0	0	0	0	1

**Q6. Do you have any comments regarding FDOT services?**

	STATE	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Government Officials Responding	109	19	18	14	19	14	7	18
<b>Problems with DOT or Traffic Planning</b>	<b>34%</b>	<b>16%</b>	<b>28%</b>	<b>21%</b>	<b>74%</b>	<b>36%</b>	<b>0%</b>	<b>39%</b>
Improved coordination needed between USDOT, FDOT, state and local governments and the public	16	0	2	1	7	3	0	3
Lack of proper highway planning causes problems	11	3	1	2	1	2	0	2
Privatize/reorganize DOT (or agency's priorities)	4	0	1	0	2	0	0	1
Problems contacting DOT	3	0	0	0	2	0	0	1
Need more public input in highway planning process	2	0	0	0	2	0	0	0
Need more public notice about construction plans	1	0	1	0	0	0	0	0
<b>No Problems/Satisfied</b>	<b>32%</b>	<b>47%</b>	<b>39%</b>	<b>43%</b>	<b>11%</b>	<b>36%</b>	<b>57%</b>	<b>11%</b>
Good/helpful staff or contractors	14	3	4	1	0	3	2	1
<b>Needs Assessment</b>	<b>24%</b>	<b>32%</b>	<b>28%</b>	<b>21%</b>	<b>26%</b>	<b>21%</b>	<b>14%</b>	<b>17%</b>
More funding needed for projects	9	2	1	1	3	2	0	0
Wider roads are needed	5	1	1	1	0	1	0	1
Need to more adequately share costs for maintaining multi-jurisdiction roads	3	0	0	1	1	0	0	1
More public transportation needed	2	0	0	0	1	0	0	1
Need transportation for the disadvantaged	2	0	2	0	0	0	0	0
Bridges need replacing/repair	2	0	1	0	0	0	1	0
More roads are needed	2	2	0	0	0	0	0	0
More/improved emergency evacuation routes needed	1	1	0	0	0	0	0	0
<b>Road Problems</b>	<b>17%</b>	<b>26%</b>	<b>22%</b>	<b>7%</b>	<b>0%</b>	<b>21%</b>	<b>0%</b>	<b>33%</b>
Roads not pedestrian friendly/crosswalks, bike lanes, etc	8	1	3	0	0	1	0	3
Dangerous roads/rough roads	4	1	0	1	0	0	0	2
Materials used to fix roads inadequate/roads need to be paved or repaired	4	2	0	0	0	1	0	1
Roads are littered	3	1	1	0	0	1	0	0

<b>Q6. Do you have any comments regarding FDOT services?</b>								
	<b>STATE</b>	<b>District 1</b>	<b>District 2</b>	<b>District 3</b>	<b>District 4</b>	<b>District 5</b>	<b>District 6</b>	<b>District 7</b>
Government Officials Responding	109	19	18	14	19	14	7	18
<b>Miscellaneous Suggestions</b>	<b>17%</b>	<b>21%</b>	<b>17%</b>	<b>14%</b>	<b>26%</b>	<b>14%</b>	<b>14%</b>	<b>6%</b>
Miscellaneous	16	4	3	2	5	1	1	0
Remove sidewalks when there are no homes present in area	1	0	0	0	0	0	0	1
Something needs to be done, etc (non-specific)	1	0	0	0	0	1	0	0
<b>Traffic Problems (General)</b>	<b>8%</b>	<b>0%</b>	<b>6%</b>	<b>29%</b>	<b>5%</b>	<b>7%</b>	<b>29%</b>	<b>0%</b>
Traffic light problems/timing of lights/not enough lights	5	0	0	2	0	1	2	0
Bad traffic congestion	2	0	1	1	0	0	0	0
More right/left turn lanes needed/need improvement	1	0	0	1	0	0	0	0
Problems with intersections	1	0	0	0	1	0	0	0
<b>Environmental Concerns</b>	<b>7%</b>	<b>0%</b>	<b>17%</b>	<b>0%</b>	<b>0%</b>	<b>21%</b>	<b>0%</b>	<b>11%</b>
Interstates are not scenic enough	3	0	2	0	0	0	0	1
Need to address storm water or drainage issues	3	0	0	0	0	2	0	1
Need to protect the environment better	2	0	1	0	0	1	0	0
<b>Signs/Roadway Markings</b>	<b>6%</b>	<b>11%</b>	<b>6%</b>	<b>7%</b>	<b>5%</b>	<b>7%</b>	<b>0%</b>	<b>6%</b>
Not enough signs on State highways	4	1	1	0	0	1	0	1
Problems with visibility/confusion of street signs/roadways	2	0	0	1	1	0	0	0
<b>Project Management</b>	<b>5%</b>	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>16%</b>	<b>0%</b>	<b>0%</b>	<b>6%</b>
Too many projects at once/not finished in a timely manner	4	0	1	0	2	0	0	1
Need to work more hours/at night or during off-peak periods/seasons	1	0	0	0	1	0	0	0
<b>Speed Related</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>7%</b>	<b>0%</b>	<b>14%</b>	<b>14%</b>	<b>0%</b>
Not enough police or enforcement of laws	2	0	0	0	0	1	1	0
Speeding/dangerous drivers/dangerous pedestrians	1	0	0	0	0	1	0	0
Speed limits are too high	1	0	0	1	0	0	0	0
<b>Survey Related</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>	<b>11%</b>
Problems with survey questions	3	0	0	0	1	0	0	2
<b>Construction Zones</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>29%</b>	<b>0%</b>
Need safer construction zones	2	0	0	0	0	0	2	0
<b>Business Access</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>6%</b>
Poor access to businesses	1	0	0	0	0	0	0	1

Government Official Survey Appendix E

**2002 Customer Survey of Government Officials**  
Florida Department of Transportation

**District Results**



# Florida Department of Transportation Satisfaction Survey for Government Officials

## District 1

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates, freeways, expressways, or highways with U.S. numbers or State Road such as «Roads».

Note: "Valid N" is based on the number of Government Officials that offered opinions

<b>PART 1</b>								
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.								
Experiences with Florida DOT		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.	2002	22%	73%	0%	2%	3%	59	0
	2000	26%	70%	0%	0%	4%	57	1
B. When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	2002	17%	66%	7%	3%	7%	59	0
	2000	24%	66%	5%	2%	3%	58	0
C. District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	2002	12%	66%	15%	0%	7%	59	0
	2000	18%	70%	4%	2%	7%	56	2
D. District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	2002	15%	70%	7%	0%	9%	59	0
	2000	28%	52%	9%	3%	9%	58	0
E. District FDOT officials seek our government unit's input during design or roadway construction projects.	2002	11%	63%	11%	2%	14%	57	2
	2000	14%	57%	7%	4%	18%	56	2

**PART 2**

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.

<b>Funding for:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Does Not Apply</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Highways</b>	<b>2002</b>	<b>9%</b>	<b>63%</b>	<b>22%</b>	<b>6%</b>	<b>*</b>	<b>*</b>	<b>54</b>	<b>5</b>
	<b>2000</b>	<b>8%</b>	<b>54%</b>	<b>23%</b>	<b>15%</b>	<b>*</b>	<b>*</b>	<b>52</b>	<b>6</b>
<b>B. Transit</b>	<b>2002</b>	<b>3%</b>	<b>65%</b>	<b>29%</b>	<b>3%</b>	<b>*</b>	<b>*</b>	<b>31</b>	<b>28</b>
	<b>2000</b>	<b>11%</b>	<b>58%</b>	<b>21%</b>	<b>11%</b>	<b>*</b>	<b>*</b>	<b>38</b>	<b>20</b>
<b>C. Rail</b>	<b>2002</b>	<b>0%</b>	<b>71%</b>	<b>18%</b>	<b>12%</b>	<b>*</b>	<b>*</b>	<b>17</b>	<b>42</b>
	<b>2000</b>	<b>0%</b>	<b>45%</b>	<b>36%</b>	<b>18%</b>	<b>*</b>	<b>*</b>	<b>22</b>	<b>36</b>
<b>D. Airports</b>	<b>2002</b>	<b>31%</b>	<b>62%</b>	<b>8%</b>	<b>0%</b>	<b>*</b>	<b>*</b>	<b>26</b>	<b>33</b>
	<b>2000</b>	<b>17%</b>	<b>79%</b>	<b>3%</b>	<b>0%</b>	<b>*</b>	<b>*</b>	<b>29</b>	<b>29</b>
<b>E. Seaport</b>	<b>2002</b>	<b>0%</b>	<b>96%</b>	<b>14%</b>	<b>0%</b>	<b>*</b>	<b>*</b>	<b>7</b>	<b>52</b>
	<b>2000</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>*</b>	<b>*</b>	<b>13</b>	<b>45</b>

Please indicate your level of agreement with the need for more of the following facilities along the State Highway System roads.

<b>Need for along State Highway System Roads:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Designated bike lanes at the edge of roads.</b>	<b>2002</b>	<b>25%</b>	<b>39%</b>	<b>27%</b>	<b>5%</b>	<b>3%</b>	<b>59</b>	<b>0</b>
<b>B. Bicycle trails separated from roads.</b>	<b>2002</b>	<b>44%</b>	<b>41%</b>	<b>3%</b>	<b>2%</b>	<b>10%</b>	<b>59</b>	<b>0</b>
<b>C. Sidewalks with grass/landscaping between the sidewalk and road.</b>	<b>2002</b>	<b>53%</b>	<b>42%</b>	<b>2%</b>	<b>0%</b>	<b>3%</b>	<b>59</b>	<b>0</b>
<b>D. Sidewalks directly adjacent to the road.</b>	<b>2002</b>	<b>7%</b>	<b>21%</b>	<b>44%</b>	<b>21%</b>	<b>7%</b>	<b>57</b>	<b>2</b>

(Note: Questions not included in the 2000 survey)

**PART 3**

We are interested in your experience in construction zones on the State Highway System.

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

		2002	2000
<b>NO</b>	Please SKIP TO PART 4, page 3	5%	5%
<b>YES</b>	Please answer the following:	95%	95%
	Valid N	57	56
	Missing N	2	2

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

								Valid N	Missing N
			Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion		
<b>A</b>	When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	20%	78%	2%	0%	0%	54	0
		<b>2000</b>	32%	67%	0%	0%	2%	57	1
<b>B</b>	Traffic flowed smoothly through construction zones.	<b>2002</b>	7%	70%	20%	2%	0%	54	0
		<b>2000</b>	11%	64%	23%	0%	2%	56	2
<b>C</b>	Construction zones were clearly marked.	<b>2002</b>	17%	80%	4%	0%	0%	54	0
		<b>2000</b>	21%	72%	4%	0%	4%	57	1
<b>D</b>	Construction zones were safe to travel through.	<b>2002</b>	11%	74%	15%	0%	0%	53	1
		<b>2000</b>	12%	72%	12%	0%	4%	57	1
<b>E</b>	When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	7%	57%	30%	4%	6%	54	0
		<b>2000</b>	5%	49%	33%	0%	12%	57	1
<b>F</b>	Construction projects on state roads were completed in a timely manner.	<b>2002</b>	4%	48%	33%	11%	4%	54	0
		<b>2000</b>	7%	60%	18%	7%	9%	57	1
<b>G</b>	I was satisfied with the results of completed FDOT projects.	<b>2002</b>	9%	80%	6%	2%	4%	54	0
		<b>2000</b>	16%	77%	4%	0%	4%	57	1

C. Do you have any suggestions for improving the Department's construction zones on the State Highway System?

**PART 4**

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

<b>Travel on the State Highway System in My Area</b>			<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b>	I am satisfied with the amount of time it takes to travel <u>within</u> my city or town.	<b>2002</b>	<b>14%</b>	<b>60%</b>	<b>24%</b>	<b>0%</b>	<b>2%</b>	<b>58</b>	<b>1</b>
		<b>2000</b>	<b>12%</b>	<b>59%</b>	<b>21%</b>	<b>9%</b>	<b>0%</b>	<b>58</b>	<b>0</b>
<b>B.</b>	I am satisfied with the amount of time it takes to travel <u>between</u> cities or towns.	<b>2002</b>	<b>5%</b>	<b>66%</b>	<b>26%</b>	<b>2%</b>	<b>2%</b>	<b>58</b>	<b>1</b>
		<b>2000</b>	<b>9%</b>	<b>66%</b>	<b>24%</b>	<b>2%</b>	<b>0%</b>	<b>58</b>	<b>0</b>
<b>C.</b>	The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>3%</b>	<b>53%</b>	<b>40%</b>	<b>2%</b>	<b>2%</b>	<b>58</b>	<b>1</b>
		<b>2000</b>	<b>3%</b>	<b>48%</b>	<b>38%</b>	<b>5%</b>	<b>5%</b>	<b>58</b>	<b>0</b>
<b>D.</b>	Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>5%</b>	<b>88%</b>	<b>4%</b>	<b>2%</b>	<b>2%</b>	<b>57</b>	<b>2</b>
		<b>2000</b>	<b>11%</b>	<b>74%</b>	<b>16%</b>	<b>0%</b>	<b>0%</b>	<b>57</b>	<b>1</b>
<b>E.</b>	Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>2%</b>	<b>29%</b>	<b>50%</b>	<b>14%</b>	<b>5%</b>	<b>58</b>	<b>1</b>
		<b>2000</b>	<b>2%</b>	<b>19%</b>	<b>68%</b>	<b>11%</b>	<b>0%</b>	<b>57</b>	<b>1</b>
<b>F.</b>	Roadsides on the State Highway System in my area are attractive.	<b>2002</b>	<b>0%</b>	<b>55%</b>	<b>33%</b>	<b>2%</b>	<b>10%</b>	<b>58</b>	<b>1</b>
		<b>2000</b>	<b>5%</b>	<b>47%</b>	<b>33%</b>	<b>7%</b>	<b>7%</b>	<b>57</b>	<b>1</b>
<b>G.</b>	Roadsides on the State Highway System in my area are kept free of litter.	<b>2002</b>	<b>2%</b>	<b>66%</b>	<b>24%</b>	<b>3%</b>	<b>5%</b>	<b>58</b>	<b>1</b>
		<b>2000</b>	<b>5%</b>	<b>60%</b>	<b>26%</b>	<b>4%</b>	<b>5%</b>	<b>57</b>	<b>1</b>
<b>H.</b>	Public transportation available in our community meets our needs.	<b>2002</b>	<b>5%</b>	<b>31%</b>	<b>29%</b>	<b>14%</b>	<b>21%</b>	<b>58</b>	<b>1</b>
		<b>2000</b>	<b>7%</b>	<b>25%</b>	<b>47%</b>	<b>5%</b>	<b>16%</b>	<b>57</b>	<b>1</b>
<b>I.</b>	People would use public transportation more often if it was convenient.	<b>2002</b>	<b>19%</b>	<b>59%</b>	<b>0%</b>	<b>5%</b>	<b>17%</b>	<b>58</b>	<b>1</b>
		<b>2000</b>	<b>16%</b>	<b>48%</b>	<b>23%</b>	<b>4%</b>	<b>9%</b>	<b>56</b>	<b>2</b>

**PART 5**

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

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> Overall safety on state roads.	<b>2002</b>	<b>7%</b>	<b>83%</b>	<b>9%</b>	<b>0%</b>	<b>2%</b>	<b>59</b>	<b>0</b>
	<b>2000</b>	<b>14%</b>	<b>72%</b>	<b>11%</b>	<b>4%</b>	<b>0%</b>	<b>57</b>	<b>1</b>
<b>B.</b> Being able to walk safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>29%</b>	<b>49%</b>	<b>9%</b>	<b>14%</b>	<b>59</b>	<b>0</b>
<b>C.</b> Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>17%</b>	<b>59%</b>	<b>10%</b>	<b>14%</b>	<b>59</b>	<b>0</b>
<b>D.</b> Overall smoothness of the roads in the State Highway System	<b>2002</b>	<b>0%</b>	<b>75%</b>	<b>22%</b>	<b>2%</b>	<b>2%</b>	<b>59</b>	<b>0</b>
	<b>2000</b>	<b>7%</b>	<b>61%</b>	<b>23%</b>	<b>5%</b>	<b>4%</b>	<b>57</b>	<b>1</b>
<b>E.</b> The overall transportation system provided by FDOT.	<b>2002</b>	<b>2%</b>	<b>91%</b>	<b>5%</b>	<b>0%</b>	<b>2%</b>	<b>59</b>	<b>1</b>
	<b>2000</b>	<b>5%</b>	<b>74%</b>	<b>12%</b>	<b>2%</b>	<b>7%</b>	<b>57</b>	<b>1</b>

\*\*Question worded differently in 2000 survey. The rate of no opinions were high for these questions (e.g., over 18%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

**PART 6**

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

What level of government do you represent?

	<b>2002</b>	<b>2000</b>
Federal	<b>0%</b>	<b>0%</b>
State	<b>3%</b>	<b>9%</b>
Regional	<b>7%</b>	<b>0%</b>
County	<b>17%</b>	<b>21%</b>
City	<b>71%</b>	<b>69%</b>
Other_____	<b>2%</b>	<b>1%</b>
Valid N	<b>59</b>	<b>57</b>
Missing N	<b>0</b>	<b>1</b>

In which county is your office located? \_\_\_\_\_

What type of vehicle do you most often use for **GOVERNMENT TRAVEL**?

	<b>2002</b>	<b>2000</b>
Car	<b>54%</b>	
Van	<b>7%</b>	
Bus	<b>0%</b>	
Taxi	<b>0%</b>	
Bicycle	<b>0%</b>	
Motorcycle	<b>0%</b>	
Train	<b>0%</b>	
Airplane	<b>0%</b>	
Truck/Sport Utility Vehicle	<b>39%</b>	
Other _____	<b>0%</b>	

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Valid N	<b>55</b>
Missing N	<b>4</b>

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

	<b>2002</b>	<b>2000</b>
Car	<b>66%</b>	<b>71%</b>
Vanpool	<b>9%</b>	<b>5%</b>
Transit Subsidy	<b>7%</b>	<b>3%</b>
Carpool	<b>6%</b>	<b>9%</b>
Other _____	<b>13%</b>	<b>5%</b>

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Valid N	<b>47</b>	<b>58</b>
Missing N	<b>12</b>	<b>0</b>

C. We welcome any comments regarding our services

THANK YOU FOR YOUR HELP. Please return in the Reply Envelope. If you have questions, please call the FSU Survey Research Laboratory at 1-800-933-9482.

# Florida Department of Transportation Satisfaction Survey for Government Officials

## District 2

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates, freeways, expressways, or highways with U.S. numbers or State Road such as «Roads».

Note: "Valid N" is based on the number of Government Officials that offered opinions

<b>PART 1</b>								
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.								
Experiences with Florida DOT		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.	2002	24%	76%	0%	0%	0%	62	0
	2000	27%	67%	0%	2%	4%	55	0
B. When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	2002	29%	68%	3%	0%	0%	62	0
	2000	25%	67%	4%	0%	4%	55	0
C. District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	2002	24%	69%	5%	0%	2%	62	0
	2000	18%	65%	13%	0%	4%	55	0
D. District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	2002	16%	63%	16%	0%	5%	62	0
	2000	15%	71%	7%	4%	4%	55	0
E. District FDOT officials seek our government unit's input during design or roadway construction projects.	2002	11%	69%	16%	0%	3%	62	0
	2000	4%	62%	18%	5%	11%	55	0

**PART 2**

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.

<b>Funding for:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Does Not Apply</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Highways</b>	<b>2002</b>	<b>14%</b>	<b>61%</b>	<b>16%</b>	<b>9%</b>	*	*	<b>57</b>	<b>5</b>
	<b>2000</b>	<b>4%</b>	<b>73%</b>	<b>20%</b>	<b>4%</b>	*	*	<b>51</b>	<b>4</b>
<b>B. Transit</b>	<b>2002</b>	<b>3%</b>	<b>58%</b>	<b>39%</b>		*	*	<b>33</b>	<b>29</b>
	<b>2000</b>	<b>4%</b>	<b>60%</b>	<b>36%</b>	<b>0%</b>	*	*	<b>25</b>	<b>30</b>
<b>C. Rail</b>	<b>2002</b>	<b>5%</b>	<b>57%</b>	<b>33%</b>	<b>5%</b>	*	*	<b>21</b>	<b>41</b>
	<b>2000</b>	<b>0%</b>	<b>56%</b>	<b>44%</b>	<b>0%</b>	*	*	<b>16</b>	<b>39</b>
<b>D. Airports</b>	<b>2002</b>	<b>35%</b>	<b>52%</b>	<b>13%</b>		*	*	<b>23</b>	<b>39</b>
	<b>2000</b>	<b>15%</b>	<b>75%</b>	<b>10%</b>	<b>0%</b>	*	*	<b>20</b>	<b>35</b>
<b>E. Seaport</b>	<b>2002</b>	<b>13%</b>	<b>50%</b>	<b>38%</b>		*	*	<b>8</b>	<b>54</b>
	<b>2000</b>	<b>0%</b>	<b>86%</b>	<b>14%</b>	<b>0%</b>	*	*	<b>7</b>	<b>48</b>

Please indicate your level of agreement with the need for more of the following facilities along the State Highway System roads.

<b>Need for along State Highway System Roads:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Designated bike lanes at the edge of roads.</b>	<b>2002</b>	<b>28%</b>	<b>38%</b>	<b>27%</b>	<b>5%</b>	<b>2%</b>	<b>60</b>	<b>2</b>
<b>B. Bicycle trails separated from roads.</b>	<b>2002</b>	<b>39%</b>	<b>39%</b>	<b>19%</b>	<b>3%</b>	<b>0%</b>	<b>59</b>	<b>3</b>
<b>C. Sidewalks with grass/landscaping between the sidewalk and road.</b>	<b>2002</b>	<b>49%</b>	<b>38%</b>	<b>7%</b>	<b>2%</b>	<b>5%</b>	<b>61</b>	<b>1</b>
<b>D. Sidewalks directly adjacent to the road.</b>	<b>2002</b>	<b>12%</b>	<b>20%</b>	<b>46%</b>	<b>19%</b>	<b>3%</b>	<b>59</b>	<b>3</b>

(Note: Questions not included in the 2000 survey)



**PART 3**

We are interested in your experience in construction zones on the State Highway System.

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

		<b>2002</b>	<b>2000</b>
<b>NO</b>	Please SKIP TO PART 4, page 3	5%	2%
<b>YES</b>	Please answer the following:	95%	98%
	Valid N	61	47
	Missing N	1	8

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

<b>Recent Experience with Construction Zones on State Highway System near my area:</b>			Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Valid N	Missing N
<b>A</b>	When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	36%	60%	3%	0%	0%	58	0
		<b>2000</b>	27%	71%	0%	0%	0%	52	3
<b>B</b>	Traffic flowed smoothly through construction zones.	<b>2002</b>	17%	70%	12%	0%	0%	58	0
		<b>2000</b>	6%	75%	15%	2%	2%	52	3
<b>C</b>	Construction zones were clearly marked.	<b>2002</b>	36%	60%	3%	0%	0%	58	0
		<b>2000</b>	27%	67%	6%	0%	0%	52	3
<b>D</b>	Construction zones were safe to travel through.	<b>2002</b>	22%	67%	9%	2%	0%	58	0
		<b>2000</b>	17%	71%	8%	2%	2%	52	3
<b>E</b>	When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	19%	57%	14%	0%	10%	58	0
		<b>2000</b>	8%	62%	21%	2%	8%	52	3
<b>F</b>	Construction projects on state roads were completed in a timely manner.	<b>2002</b>	16%	60%	16%	0%	9%	57	1
		<b>2000</b>	8%	50%	27%	6%	10%	52	3
<b>G</b>	I was satisfied with the results of completed FDOT projects.	<b>2002</b>	28%	68%	2%	2%	0%	57	1
		<b>2000</b>	8%	85%	4%	0%	4%	52	3

C. Do you have any suggestions for improving the Department's construction zones on the State Highway System?

**PART 4**

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

<b>Travel on the State Highway System in My Area</b>			<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b>	I am satisfied with the amount of time it takes to travel <u>within</u> my city or town.	<b>2002</b>	<b>18%</b>	<b>71%</b>	<b>10%</b>	<b>2%</b>	<b>0%</b>	<b>62</b>	<b>0</b>
		<b>2000</b>	<b>20%</b>	<b>65%</b>	<b>15%</b>	<b>0%</b>	<b>0%</b>	<b>55</b>	<b>0</b>
<b>B.</b>	I am satisfied with the amount of time it takes to travel <u>between</u> cities or towns.	<b>2002</b>	<b>11%</b>	<b>73%</b>	<b>15%</b>	<b>2%</b>	<b>0%</b>	<b>62</b>	<b>0</b>
		<b>2000</b>	<b>15%</b>	<b>75%</b>	<b>11%</b>	<b>0%</b>	<b>0%</b>	<b>55</b>	<b>0</b>
<b>C.</b>	The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>8%</b>	<b>58%</b>	<b>34%</b>	<b>0%</b>	<b>0%</b>	<b>62</b>	<b>0</b>
		<b>2000</b>	<b>5%</b>	<b>71%</b>	<b>20%</b>	<b>2%</b>	<b>2%</b>	<b>55</b>	<b>0</b>
<b>D.</b>	Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>13%</b>	<b>75%</b>	<b>10%</b>	<b>2%</b>	<b>0%</b>	<b>61</b>	<b>1</b>
		<b>2000</b>	<b>11%</b>	<b>78%</b>	<b>7%</b>	<b>0%</b>	<b>4%</b>	<b>55</b>	<b>0</b>
<b>E.</b>	Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>5%</b>	<b>33%</b>	<b>43%</b>	<b>20%</b>	<b>0%</b>	<b>61</b>	<b>1</b>
		<b>2000</b>	<b>4%</b>	<b>31%</b>	<b>45%</b>	<b>16%</b>	<b>4%</b>	<b>55</b>	<b>0</b>
<b>F.</b>	Roadsides on the State Highway System in my area are attractive.	<b>2002</b>	<b>3%</b>	<b>61%</b>	<b>32%</b>	<b>2%</b>	<b>2%</b>	<b>62</b>	<b>0</b>
		<b>2000</b>	<b>2%</b>	<b>64%</b>	<b>27%</b>	<b>4%</b>	<b>4%</b>	<b>55</b>	<b>0</b>
<b>G.</b>	Roadsides on the State Highway System in my area are kept free of litter.	<b>2002</b>	<b>2%</b>	<b>68%</b>	<b>26%</b>	<b>0%</b>	<b>5%</b>	<b>62</b>	<b>0</b>
		<b>2000</b>	<b>2%</b>	<b>65%</b>	<b>26%</b>	<b>4%</b>	<b>4%</b>	<b>54</b>	<b>1</b>
<b>H.</b>	Public transportation available in our community meets our needs.	<b>2002</b>	<b>3%</b>	<b>36%</b>	<b>31%</b>	<b>8%</b>	<b>21%</b>	<b>61</b>	<b>1</b>
		<b>2000</b>	<b>4%</b>	<b>27%</b>	<b>36%</b>	<b>9%</b>	<b>24%</b>	<b>55</b>	<b>0</b>
<b>I.</b>	People would use public transportation more often if it was convenient.	<b>2002</b>	<b>18%</b>	<b>55%</b>	<b>12%</b>	<b>3%</b>	<b>12%</b>	<b>60</b>	<b>2</b>
		<b>2000</b>	<b>9%</b>	<b>63%</b>	<b>6%</b>	<b>0%</b>	<b>22%</b>	<b>54</b>	<b>1</b>

**PART 5**

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

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> Overall safety on state roads.	<b>2002</b>	<b>11%</b>	<b>84%</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>	<b>62</b>	<b>0</b>
	<b>2000</b>	<b>7%</b>	<b>91%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>55</b>	<b>0</b>
<b>B.</b> Being able to walk safely on state roads.**	<b>2002</b>	<b>5%</b>	<b>31%</b>	<b>44%</b>	<b>8%</b>	<b>13%</b>	<b>62</b>	<b>0</b>
	<b>2000</b>	<b>2%</b>	<b>23%</b>	<b>53%</b>	<b>10%</b>	<b>13%</b>	<b>61</b>	<b>1</b>
<b>C.</b> Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>3%</b>	<b>82%</b>	<b>11%</b>	<b>0%</b>	<b>3%</b>	<b>62</b>	<b>0</b>
	<b>2000</b>	<b>4%</b>	<b>87%</b>	<b>9%</b>	<b>0%</b>	<b>0%</b>	<b>55</b>	<b>0</b>
<b>D.</b> Overall smoothness of the roads in the State Highway System	<b>2002</b>	<b>7%</b>	<b>86%</b>	<b>3%</b>	<b>0%</b>	<b>3%</b>	<b>58</b>	<b>0</b>
	<b>2000</b>	<b>6%</b>	<b>85%</b>	<b>4%</b>	<b>0%</b>	<b>6%</b>	<b>54</b>	<b>4</b>
<b>E.</b> The overall transportation system provided by FDOT.	<b>2002</b>	<b>7%</b>	<b>86%</b>	<b>3%</b>	<b>0%</b>	<b>3%</b>	<b>58</b>	<b>0</b>
	<b>2000</b>	<b>6%</b>	<b>85%</b>	<b>4%</b>	<b>0%</b>	<b>6%</b>	<b>54</b>	<b>4</b>

\*\*Question worded differently in 2000 survey. The rate of no opinions were high for these questions (e.g., over 18%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

**PART 6**

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

What level of government do you represent?

	<b>2002</b>	<b>2000</b>
Federal	<b>0%</b>	<b>0%</b>
State	<b>3%</b>	<b>2%</b>
Regional	<b>3%</b>	<b>0%</b>
County	<b>36%</b>	<b>21%</b>
City	<b>57%</b>	<b>77%</b>
Other	<b>2%</b>	<b>0%</b>
Valid N	<b>62</b>	<b>53</b>
Missing N	<b>0</b>	<b>2</b>

In which county is your office located? \_\_\_\_\_

What type of vehicle do you most often use for **GOVERNMENT TRAVEL**?

	<b>2002</b>	<b>2000</b>
Car	<b>71%</b>	
Van	<b>2%</b>	
Bus	<b>0%</b>	
Taxi	<b>0%</b>	
Bicycle	<b>0%</b>	
Motorcycle	<b>0%</b>	
Train	<b>0%</b>	
Airplane	<b>0%</b>	
Truck/Sport Utility Vehicle	<b>28%</b>	
Other _____	<b>0%</b>	
Valid N	<b>55</b>	
Missing N	<b>7</b>	

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

	<b>2002</b>	<b>2000</b>
Car	<b>87%</b>	<b>62%</b>
Vanpool	<b>0%</b>	<b>2%</b>
Transit Subsidy	<b>2%</b>	<b>7%</b>
Carpool	<b>0%</b>	<b>4%</b>
Other _____	<b>11%</b>	<b>4%</b>
Valid N	<b>52</b>	<b>55</b>
Missing N	<b>10</b>	<b>0</b>

C. We welcome any comments regarding our services

THANK YOU FOR YOUR HELP. Please return in the Reply Envelope. If you have questions, please call the FSU Survey Research Laboratory at 1-800-933-9482.

# Florida Department of Transportation Satisfaction Survey for Government Officials

## District 3

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates, freeways, expressways, or highways with U.S. numbers or State Road such as «Roads». Note: "Valid N" is based on the number of Government Officials that offered opinions

<b>PART 1</b>								
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.								
Experiences with Florida DOT		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.	2002	29%	68%	2%	2%	0%	63	0
	2000	30%	60%	5%	0%	5%	63	0
B. When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	2002	24%	65%	6%	3%	2%	63	0
	2000	35%	60%	5%	0%	0%	63	0
C. District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	2002	18%	60%	11%	6%	5%	63	0
	2000	21%	63%	10%	0%	6%	62	1
D. District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	2002	19%	56%	19%	2%	5%	63	0
	2000	16%	54%	22%	3%	5%	63	0
E. District FDOT officials seek our government unit's input during design or roadway construction projects.	2002	14%	56%	21%	3%	6%	63	0
	2000	13%	49%	25%	5%	8%	63	0

**PART 2**

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.

<b>Funding for:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Does Not Apply</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Highways</b>	<b>2002</b>	<b>10%</b>	<b>58%</b>	<b>18%</b>	<b>13%</b>	<b>*</b>	<b>*</b>	<b>60</b>	<b>3</b>
	<b>2000</b>	<b>9%</b>	<b>50%</b>	<b>36%</b>	<b>5%</b>	<b>*</b>	<b>*</b>	<b>58</b>	<b>5</b>
<b>B. Transit</b>	<b>2002</b>	<b>4%</b>	<b>58%</b>	<b>31%</b>	<b>8%</b>	<b>*</b>	<b>*</b>	<b>20</b>	<b>43</b>
	<b>2000</b>	<b>9%</b>	<b>62%</b>	<b>24%</b>	<b>6%</b>	<b>*</b>	<b>*</b>	<b>34</b>	<b>29</b>
<b>C. Rail</b>	<b>2002</b>	<b>5%</b>	<b>55%</b>	<b>35%</b>	<b>5%</b>	<b>*</b>	<b>*</b>	<b>20</b>	<b>43</b>
	<b>2000</b>	<b>9%</b>	<b>64%</b>	<b>18%</b>	<b>9%</b>	<b>*</b>	<b>*</b>	<b>22</b>	<b>41</b>
<b>D. Airports</b>	<b>2002</b>	<b>12%</b>	<b>72%</b>	<b>12%</b>	<b>4%</b>	<b>*</b>	<b>*</b>	<b>25</b>	<b>38</b>
	<b>2000</b>	<b>14%</b>	<b>64%</b>	<b>11%</b>	<b>11%</b>	<b>*</b>	<b>*</b>	<b>28</b>	<b>35</b>
<b>E. Seaport</b>	<b>2002</b>		<b>86%</b>	<b>0%</b>	<b>14%</b>	<b>*</b>	<b>*</b>	<b>14</b>	<b>49</b>
	<b>2000</b>	<b>13%</b>	<b>69%</b>	<b>6%</b>	<b>13%</b>	<b>*</b>	<b>*</b>	<b>16</b>	<b>47</b>

Please indicate your level of agreement with the need for more of the following facilities along the State Highway System roads.

<b>Need for along State Highway System Roads:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Designated bike lanes at the edge of roads.</b>	<b>2002</b>	<b>31%</b>	<b>42%</b>	<b>21%</b>	<b>3%</b>	<b>3%</b>	<b>62</b>	<b>1</b>
<b>B. Bicycle trails separated from roads.</b>	<b>2002</b>	<b>31%</b>	<b>48%</b>	<b>12%</b>	<b>5%</b>	<b>5%</b>	<b>61</b>	<b>2</b>
<b>C. Sidewalks with grass/landscaping between the sidewalk and road.</b>	<b>2002</b>	<b>46%</b>	<b>31%</b>	<b>15%</b>		<b>8%</b>	<b>61</b>	<b>2</b>
<b>D. Sidewalks directly adjacent to the road.</b>	<b>2002</b>	<b>10%</b>	<b>26%</b>	<b>42%</b>	<b>10%</b>	<b>13%</b>	<b>62</b>	<b>1</b>

(Note: Questions not included in the 2000 survey)

**PART 3**

We are interested in your experience in construction zones on the State Highway System.

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

		<b>2002</b>	<b>2000</b>
<b>NO</b>	Please SKIP TO PART 4, page 3	7%	8%
<b>YES</b>	Please answer the following:	93%	92%
	Valid N	60	60
	Missing N	3	3

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

<b>Recent Experience with Construction Zones on State Highway System near my area:</b>			<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A</b>	When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	54%	43%	4%	0%	0%	56	0
		<b>2000</b>	43%	56%	2%	0%	0%	63	0
<b>B</b>	Traffic flowed smoothly through construction zones.	<b>2002</b>	23%	55%	16%	5%	0%	56	0
		<b>2000</b>	15%	71%	13%	2%	0%	62	1
<b>C</b>	Construction zones were clearly marked.	<b>2002</b>	38%	61%	0%	2%	0%	56	0
		<b>2000</b>	29%	68%	3%	0%	0%	63	
<b>D</b>	Construction zones were safe to travel through.	<b>2002</b>	25%	59%	11%	4%	2%	56	0
		<b>2000</b>	19%	71%	8%	0%	2%	63	0
<b>E</b>	When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	13%	57%	18%	2%	11%	56	0
		<b>2000</b>	13%	68%	10%	3%	6%	62	1
<b>F</b>	Construction projects on state roads were completed in a timely manner.	<b>2002</b>	11%	46%	21%	11%	11%	56	0
		<b>2000</b>	10%	53%	23%	5%	10%	62	1
<b>G</b>	I was satisfied with the results of completed FDOT projects.	<b>2002</b>	21%	64%	7%	4%	4%	56	0
		<b>2000</b>	22%	65%	8%	0%	5%	63	0

C. Do you have any suggestions for improving the Department's construction zones on the State Highway System?

**PART 4**

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

<b>Travel on the State Highway System in My Area</b>			<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b>	I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	<b>2002</b>	<b>8%</b>	<b>73%</b>	<b>15%</b>	<b>5%</b>	<b>0%</b>	<b>62</b>	<b>1</b>
		<b>2000</b>	<b>24%</b>	<b>61%</b>	<b>13%</b>	<b>2%</b>	<b>0%</b>	<b>62</b>	<b>1</b>
<b>B.</b>	I am satisfied with the amount of time it takes to travel <b>between</b> cities or towns.	<b>2002</b>	<b>10%</b>	<b>70%</b>	<b>13%</b>	<b>5%</b>	<b>2%</b>	<b>60</b>	<b>3</b>
		<b>2000</b>	<b>13%</b>	<b>71%</b>	<b>11%</b>	<b>3%</b>	<b>2%</b>	<b>63</b>	<b>0</b>
<b>C.</b>	The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>5%</b>	<b>69%</b>	<b>20%</b>	<b>7%</b>	<b>0%</b>	<b>61</b>	<b>2</b>
		<b>2000</b>	<b>8%</b>	<b>58%</b>	<b>26%</b>	<b>5%</b>	<b>3%</b>	<b>62</b>	<b>1</b>
<b>D.</b>	Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>5%</b>	<b>89%</b>	<b>5%</b>	<b>2%</b>	<b>0%</b>	<b>62</b>	<b>1</b>
		<b>2000</b>	<b>16%</b>	<b>67%</b>	<b>16%</b>	<b>0%</b>	<b>2%</b>	<b>63</b>	<b>0</b>
<b>E.</b>	Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>3%</b>	<b>26%</b>	<b>61%</b>	<b>7%</b>	<b>3%</b>	<b>62</b>	<b>1</b>
		<b>2000</b>	<b>2%</b>	<b>24%</b>	<b>67%</b>	<b>5%</b>	<b>3%</b>	<b>63</b>	<b>0</b>
<b>F.</b>	Roadsides on the State Highway System in my area are attractive.	<b>2002</b>	<b>5%</b>	<b>68%</b>	<b>19%</b>	<b>3%</b>	<b>5%</b>	<b>62</b>	<b>1</b>
		<b>2000</b>	<b>10%</b>	<b>63%</b>	<b>24%</b>	<b>2%</b>	<b>2%</b>	<b>63</b>	
<b>G.</b>	Roadsides on the State Highway System in my area are kept free of litter.	<b>2002</b>	<b>2%</b>	<b>77%</b>	<b>18%</b>	<b>2%</b>	<b>2%</b>	<b>62</b>	<b>1</b>
		<b>2000</b>	<b>13%</b>	<b>68%</b>	<b>14%</b>	<b>2%</b>	<b>3%</b>	<b>63</b>	<b>0</b>
<b>H.</b>	Public transportation available in our community meets our needs.	<b>2002</b>	<b>2%</b>	<b>27%</b>	<b>37%</b>	<b>10%</b>	<b>25%</b>	<b>60</b>	<b>3</b>
		<b>2000</b>	<b>5%</b>	<b>37%</b>	<b>32%</b>	<b>10%</b>	<b>16%</b>	<b>62</b>	<b>1</b>
<b>I.</b>	People would use public transportation more often if it was convenient.	<b>2002</b>	<b>12%</b>	<b>53%</b>	<b>13%</b>	<b>2%</b>	<b>20%</b>	<b>60</b>	<b>3</b>
		<b>2000</b>	<b>10%</b>	<b>44%</b>	<b>24%</b>	<b>2%</b>	<b>21%</b>	<b>62</b>	<b>1</b>



<b>PART 5</b>								
Please rate your overall satisfaction with these aspects of the State Highway System.								
<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> Overall safety on state roads.	<b>2002</b>	<b>16%</b>	<b>76%</b>	<b>8%</b>	<b>0%</b>	<b>0%</b>	<b>63</b>	
	<b>2000</b>	<b>13%</b>	<b>78%</b>	<b>6%</b>	<b>0%</b>	<b>3%</b>	<b>63</b>	
<b>B.</b> Being able to walk safely on state roads.**	<b>2002</b>	<b>2%</b>	<b>40%</b>	<b>32%</b>	<b>16%</b>	<b>11%</b>	<b>63</b>	
<b>C.</b> Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>30%</b>	<b>40%</b>	<b>13%</b>	<b>18%</b>	<b>63</b>	
<b>D.</b> Overall smoothness of the roads in the State Highway System	<b>2002</b>	<b>5%</b>	<b>79%</b>	<b>14%</b>	<b>2%</b>	<b>0%</b>	<b>63</b>	
	<b>2000</b>	<b>6%</b>	<b>63%</b>	<b>29%</b>	<b>2%</b>	<b>0%</b>	<b>63</b>	
<b>E.</b> The overall transportation system provided by FDOT.	<b>2002</b>	<b>5%</b>	<b>83%</b>	<b>6%</b>	<b>2%</b>	<b>5%</b>	<b>63</b>	
	<b>2000</b>	<b>11%</b>	<b>81%</b>	<b>6%</b>	<b>0%</b>	<b>2%</b>	<b>63</b>	

\*\*Question worded differently in 2000 survey. The rate of no opinions were high for these questions (e.g., over 18%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

<b>PART 6</b>		
To help us ensure that we are reaching all segments of Florida’s diverse population, please tell us a little bit about your community.		
What level of government do you represent?		
	<b>2002</b>	<b>2000</b>
Federal	<b>0%</b>	<b>0%</b>
State	<b>3%</b>	<b>2%</b>
Regional	<b>3%</b>	<b>2%</b>
County	<b>24%</b>	<b>16%</b>
City	<b>70%</b>	<b>81%</b>
Other _____	<b>0%</b>	<b>0%</b>
Valid N	<b>63</b>	<b>63</b>
Missing N	<b>0</b>	<b>0</b>

In which county is your office located? \_\_\_\_\_

What type of vehicle do you most often use for **GOVERNMENT TRAVEL**?

	<b>2002</b>	<b>2000</b>
Car	<b>67%</b>	
Van	<b>0%</b>	
Bus	<b>0%</b>	
Taxi	<b>0%</b>	
Bicycle	<b>0%</b>	
Motorcycle	<b>0%</b>	
Train	<b>0%</b>	
Airplane	<b>2%</b>	
Truck/Sport Utility Vehicle	<b>29%</b>	
Other _____	<b>3%</b>	

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Valid N	<b>61</b>
Missing N	<b>2</b>

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

	<b>2002</b>	<b>2000</b>
Car	<b>78%</b>	<b>67%</b>
Vanpool	<b>3%</b>	<b>0%</b>
Transit Subsidy	<b>2%</b>	<b>5%</b>
Carpool	<b>2%</b>	<b>2%</b>
Other _____	<b>15%</b>	<b>6%</b>

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Valid N	<b>63</b>	<b>63</b>
Missing N	<b>0</b>	<b>0</b>

C. We welcome any comments regarding our services

THANK YOU FOR YOUR HELP. Please return in the Reply Envelope. If you have questions, please call the FSU Survey Research Laboratory at 1-800-933-9482.

# Florida Department of Transportation Satisfaction Survey for Government Officials

## District 4

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates, freeways, expressways, or highways with U.S. numbers or State Road such as «Roads».

Note: "Valid N" is based on the number of Government Officials that offered opinions

<b>PART 1</b>								
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.								
Experiences with Florida DOT		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.	2002	17%	73%	7%	1%	1%	69	10
	2000	19%	66%	7%	2%	6%	86	
B. When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	2002	20%	64%	12%	0%	4%	69	1
	2000	18%	68%	7%	4%	4%	85	1
C. District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	2002	9%	65%	19%	0%	7%	69	1
	2000	11%	56%	18%	6%	10%	84	2
D. District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	2002	15%	47%	27%	4%	7%	68	2
	2000	9%	51%	25%	6%	9%	85	1
E. District FDOT officials seek our government unit's input during design or roadway construction projects.	2002	16%	51%	19%	4%	10%	69	1
	2000	8%	54%	25%	2%	10%	83	3

**PART 2**

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.

<b>Funding for:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Does Not Apply</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Highways</b>	<b>2002</b>	<b>15%</b>	<b>62%</b>	<b>17%</b>	<b>6%</b>	<b>*</b>	<b>*</b>	<b>65</b>	<b>5</b>
	<b>2000</b>	<b>4%</b>	<b>69%</b>	<b>22%</b>	<b>5%</b>	<b>*</b>	<b>*</b>	<b>74</b>	<b>12</b>
<b>B. Transit</b>	<b>2002</b>	<b>7%</b>	<b>43%</b>	<b>41%</b>	<b>9%</b>	<b>*</b>	<b>*</b>	<b>44</b>	<b>26</b>
	<b>2000</b>	<b>0%</b>	<b>55%</b>	<b>37%</b>	<b>8%</b>	<b>*</b>	<b>*</b>	<b>51</b>	<b>35</b>
<b>C. Rail</b>	<b>2002</b>	<b>3%</b>	<b>42%</b>	<b>42%</b>	<b>12%</b>	<b>*</b>	<b>*</b>	<b>33</b>	<b>37</b>
	<b>2000</b>	<b>3%</b>	<b>51%</b>	<b>37%</b>	<b>9%</b>	<b>*</b>	<b>*</b>	<b>35</b>	<b>51</b>
<b>D. Airports</b>	<b>2002</b>	<b>21%</b>	<b>58%</b>	<b>17%</b>	<b>4%</b>	<b>*</b>	<b>*</b>	<b>24</b>	<b>46</b>
	<b>2000</b>	<b>10%</b>	<b>74%</b>	<b>16%</b>	<b>0%</b>	<b>*</b>	<b>*</b>	<b>31</b>	<b>55</b>
<b>E. Seaport</b>	<b>2002</b>		<b>75%</b>	<b>25%</b>	<b>0%</b>	<b>*</b>	<b>*</b>	<b>16</b>	<b>54</b>
	<b>2000</b>	<b>4%</b>	<b>78%</b>	<b>17%</b>	<b>0%</b>	<b>*</b>	<b>*</b>	<b>23</b>	<b>63</b>

Please indicate your level of agreement with the need for more of the following facilities along the State Highway System roads.

<b>Need for along State Highway System Roads:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Designated bike lanes at the edge of roads.</b>	<b>2002</b>	<b>15%</b>	<b>41%</b>	<b>33%</b>	<b>7%</b>	<b>4%</b>	<b>69</b>	<b>1</b>
<b>B. Bicycle trails separated from roads.</b>	<b>2002</b>	<b>36%</b>	<b>54%</b>	<b>7%</b>	<b>0%</b>	<b>3%</b>	<b>69</b>	<b>1</b>
<b>C. Sidewalks with grass/landscaping between the sidewalk and road.</b>	<b>2002</b>	<b>50%</b>	<b>49%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>70</b>	<b>0</b>
<b>D. Sidewalks directly adjacent to the road.</b>	<b>2002</b>	<b>12%</b>	<b>24%</b>	<b>41%</b>	<b>16%</b>	<b>7%</b>	<b>68</b>	<b>2</b>

(Note: Questions not included in the 2000 survey)

**PART 3**

We are interested in your experience in construction zones on the State Highway System.

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

		<b>2002</b>	<b>2000</b>
<b>NO</b>	Please SKIP TO PART 4, page 3	3%	1%
<b>YES</b>	Please answer the following:	97%	99%
	Valid N	68	83
	Missing N	2	3

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

								Valid N	Missing N
			Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion		
<b>A</b>	When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	15%	72%	9%	3%	0%	65	1
		<b>2000</b>	21%	71%	7%	0%	0%	84	2
<b>B</b>	Traffic flowed smoothly through construction zones.	<b>2002</b>		39%	49%	11%	2%	65	1
		<b>2000</b>	6%	54%	34%	6%	0%	82	4
<b>C</b>	Construction zones were clearly marked.	<b>2002</b>	3%	80%	14%	3%	0%	66	0
		<b>2000</b>	20%	70%	7%	1%	1%	84	2
<b>D</b>	Construction zones were safe to travel through.	<b>2002</b>	2%	58%	38%	3%	0%	66	0
		<b>2000</b>	10%	61%	26%	4%	0%	84	2
<b>E</b>	When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	6%	46%	38%	8%	3%	66	0
		<b>2000</b>	4%	45%	34%	11%	7%	83	3
<b>F</b>	Construction projects on state roads were completed in a timely manner.	<b>2002</b>	6%	26%	38%	21%	9%	66	0
		<b>2000</b>	2%	29%	38%	20%	11%	82	4
<b>G</b>	I was satisfied with the results of completed FDOT projects.	<b>2002</b>	11%	77%	3%	5%	5%	66	0
		<b>2000</b>	12%	71%	10%	2%	5%	83	3

C. Do you have any suggestions for improving the Department's construction zones on the State Highway System?

**PART 4**

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

<b>Travel on the State Highway System in My Area</b>			<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b>	I am satisfied with the amount of time it takes to travel <u>within</u> my city or town.	<b>2002</b>	<b>12%</b>	<b>64%</b>	<b>13%</b>	<b>9%</b>	<b>3%</b>	<b>69</b>	<b>1</b>
		<b>2000</b>	<b>14%</b>	<b>59%</b>	<b>22%</b>	<b>3%</b>	<b>1%</b>	<b>86</b>	<b>0</b>
<b>B.</b>	I am satisfied with the amount of time it takes to travel <u>between</u> cities or towns.	<b>2002</b>	<b>0%</b>	<b>59%</b>	<b>25%</b>	<b>15%</b>	<b>1%</b>	<b>69</b>	<b>1</b>
		<b>2000</b>	<b>2%</b>	<b>60%</b>	<b>33%</b>	<b>3%</b>	<b>1%</b>	<b>86</b>	<b>0</b>
<b>C.</b>	The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>3%</b>	<b>43%</b>	<b>38%</b>	<b>16%</b>	<b>0%</b>	<b>68</b>	<b>0</b>
		<b>2000</b>	<b>5%</b>	<b>42%</b>	<b>37%</b>	<b>15%</b>	<b>1%</b>	<b>86</b>	<b>0</b>
<b>D.</b>	Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>0%</b>	<b>81%</b>	<b>16%</b>	<b>0%</b>	<b>3%</b>	<b>69</b>	<b>1</b>
		<b>2000</b>	<b>6%</b>	<b>76%</b>	<b>17%</b>	<b>1%</b>	<b>0%</b>	<b>86</b>	<b>0</b>
<b>E.</b>	Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>3%</b>	<b>20%</b>	<b>51%</b>	<b>26%</b>		<b>69</b>	<b>1</b>
		<b>2000</b>	<b>0%</b>	<b>21%</b>	<b>59%</b>	<b>20%</b>	<b>0%</b>	<b>86</b>	<b>0</b>
<b>F.</b>	Roadsides on the State Highway System in my area are attractive.	<b>2002</b>	<b>0%</b>	<b>49%</b>	<b>36%</b>	<b>12%</b>	<b>3%</b>	<b>69</b>	<b>1</b>
		<b>2000</b>	<b>1%</b>	<b>52%</b>	<b>32%</b>	<b>8%</b>	<b>6%</b>	<b>86</b>	<b>0</b>
<b>G.</b>	Roadsides on the State Highway System in my area are kept free of litter.	<b>2002</b>	<b>0%</b>	<b>47%</b>	<b>35%</b>	<b>16%</b>	<b>2%</b>	<b>68</b>	<b>2</b>
		<b>2000</b>	<b>3%</b>	<b>52%</b>	<b>35%</b>	<b>2%</b>	<b>7%</b>	<b>86</b>	<b>0</b>
<b>H.</b>	Public transportation available in our community meets our needs.	<b>2002</b>	<b>0%</b>	<b>42%</b>	<b>35%</b>	<b>12%</b>	<b>12%</b>	<b>69</b>	<b>1</b>
		<b>2000</b>	<b>3%</b>	<b>41%</b>	<b>36%</b>	<b>15%</b>	<b>5%</b>	<b>86</b>	<b>0</b>
<b>I.</b>	People would use public transportation more often if it was convenient.	<b>2002</b>	<b>20%</b>	<b>46%</b>	<b>13%</b>	<b>4%</b>	<b>16%</b>	<b>69</b>	<b>1</b>
		<b>2000</b>	<b>23%</b>	<b>45%</b>	<b>19%</b>	<b>5%</b>	<b>8%</b>	<b>86</b>	<b>0</b>

**PART 5**

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

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> Overall safety on state roads.	<b>2002</b>	<b>6%</b>	<b>81%</b>	<b>13%</b>	<b>0%</b>	<b>0%</b>	<b>69</b>	<b>1</b>
	<b>2000</b>	<b>3%</b>	<b>84%</b>	<b>12%</b>	<b>0%</b>	<b>1%</b>	<b>86</b>	<b>0</b>
<b>B.</b> Being able to walk safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>36%</b>	<b>44%</b>	<b>14%</b>	<b>17%</b>	<b>70</b>	<b>0</b>
<b>C.</b> Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>24%</b>	<b>44%</b>	<b>14%</b>	<b>17%</b>	<b>70</b>	<b>0</b>
<b>D.</b> Overall smoothness of the roads in the State Highway System	<b>2002</b>	<b>4%</b>	<b>70%</b>	<b>23%</b>	<b>1%</b>	<b>1%</b>	<b>70</b>	<b>0</b>
	<b>2000</b>	<b>0%</b>	<b>84%</b>	<b>14%</b>	<b>1%</b>	<b>1%</b>	<b>85</b>	<b>1</b>
<b>E.</b> The overall transportation system provided by FDOT.	<b>2002</b>	<b>3%</b>	<b>71%</b>	<b>17%</b>	<b>3%</b>	<b>6%</b>	<b>70</b>	<b>0</b>
	<b>2000</b>	<b>4%</b>	<b>74%</b>	<b>18%</b>	<b>1%</b>	<b>4%</b>	<b>84</b>	<b>2</b>

\*\*Question worded differently in 2000 survey. The rate of no opinions were high for these questions (e.g., over 18%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

**PART 6**

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

What level of government do you represent?

	<b>2002</b>	<b>2000</b>
Federal		<b>0%</b>
State	<b>4%</b>	<b>2%</b>
Regional	<b>3%</b>	<b>0%</b>
County	<b>7%</b>	<b>6%</b>
City	<b>84%</b>	<b>92%</b>
Other_____	<b>1%</b>	
Valid N	<b>70</b>	<b>86</b>
Missing N	<b>0</b>	<b>0</b>

In which county is your office located? \_\_\_\_\_

What type of vehicle do you most often use for **GOVERNMENT TRAVEL**?

	<b>2002</b>	<b>2000</b>
Car	<b>72%</b>	
Van	<b>3%</b>	
Bus	<b>0%</b>	
Taxi	<b>0%</b>	
Bicycle	<b>0%</b>	
Motorcycle	<b>0%</b>	
Train	<b>0%</b>	
Airplane	<b>4%</b>	
Truck/Sport Utility Vehicle	<b>21%</b>	
Other _____		

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Valid N	<b>68</b>
Missing N	<b>2</b>

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

	<b>2002</b>	<b>2000</b>
Car	<b>71%</b>	<b>76%</b>
Vanpool	<b>7%</b>	<b>2%</b>
Transit Subsidy	<b>11%</b>	<b>6%</b>
Carpool	<b>4%</b>	<b>3%</b>
Other _____	<b>7%</b>	<b>5%</b>

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Valid N	<b>61</b>	<b>86</b>
Missing N	<b>9</b>	<b>0</b>

C. We welcome any comments regarding our services

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# Florida Department of Transportation Satisfaction Survey for Government Officials

## District 5

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates, freeways, expressways, or highways with U.S. numbers or State Road such as «Roads».

Note: "Valid N" is based on the number of Government Officials that offered opinions

<b>PART 1</b>								
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.								
Experiences with Florida DOT		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.	2002	14%	73%	8%	1%	4%	74	0
	2000	15%	77%	5%	0%	2%	91	1
B. When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	2002	20%	62%	11%	4%	3%	74	0
	2000	20%	67%	8%	3%	2%	92	0
C. District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	2002	12%	61%	16%	7%	4%	74	0
	2000	13%	63%	15%	5%	3%	92	0
D. District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	2002	15%	53%	18%	8%	7%	74	0
	2000	13%	63%	15%	3%	5%	92	0
E. District FDOT officials seek our government unit's input during design or roadway construction projects.	2002	10%	58%	17%	4%	11%	72	2
	2000	10%	58%	22%	2%	9%	92	0

**PART 2**

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.

<b>Funding for:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Does Not Apply</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Highways</b>	<b>2002</b>	7%	58%	22%	13%	*	*	72	2
	<b>2000</b>	7%	53%	34%	6%	*	*	86	6
<b>B. Transit</b>	<b>2002</b>	4%	54%	33%	8%	*	*	48	26
	<b>2000</b>	0%	47%	47%	5%	*	*	55	37
<b>C. Rail</b>	<b>2002</b>	3%	56%	25%	17%	*	*	36	38
	<b>2000</b>	0%	42%	42%	16%	*	*	38	54
<b>D. Airports</b>	<b>2002</b>	11%	80%	6%	3%	*	*	35	39
	<b>2000</b>	19%	72%	8%	0%	*	*	36	56
<b>E. Seaport</b>	<b>2002</b>	13%	81%	6%	0%	*	*	16	58
	<b>2000</b>	27%	67%	7%	0%	*	*	15	77

Please indicate your level of agreement with the need for more of the following facilities along the State Highway System roads.

<b>Need for along State Highway System Roads:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Designated bike lanes at the edge of roads.</b>	<b>2002</b>	26%	41%	23%	6%	4%	70	4
<b>B. Bicycle trails separated from roads.</b>	<b>2002</b>	45%	42%	9%	1%	3%	71	3
<b>C. Sidewalks with grass/landscaping between the sidewalk and road.</b>	<b>2002</b>	39%	53%	3%	1%	4%	72	2
<b>D. Sidewalks directly adjacent to the road.</b>	<b>2002</b>	4%	20%	54%	17%	4%	69	5

(Note: Questions not included in the 2000 survey)

**PART 3**

We are interested in your experience in construction zones on the State Highway System.

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

		<b>2002</b>	<b>2000</b>
<b>NO</b>	Please SKIP TO PART 4, page 3	4%	1%
<b>YES</b>	Please answer the following:	96%	99%
	Valid N	71	86
	Missing N	3	6

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

								Valid N	Missing N
			Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion		
<b>A</b>	When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	29%	68%	3%	0%	0%	68	0
		<b>2000</b>	19%	77%	4%	0%	0%	91	1
<b>B</b>	Traffic flowed smoothly through construction zones.	<b>2002</b>	6%	57%	34%	3%	0%	68	0
		<b>2000</b>	5%	67%	24%	2%	1%	91	1
<b>C</b>	Construction zones were clearly marked.	<b>2002</b>	24%	72%	3%	2%	0%	68	0
		<b>2000</b>	18%	77%	5%	0%	0%	91	1
<b>D</b>	Construction zones were safe to travel through.	<b>2002</b>	8%	70%	16%	5%	2%	67	1
		<b>2000</b>	11%	66%	18%	2%	3%	91	1
<b>E</b>	When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	6%	54%	29%	6%	4%	68	0
		<b>2000</b>	4%	49%	36%	2%	8%	91	1
<b>F</b>	Construction projects on state roads were completed in a timely manner.	<b>2002</b>		50%	28%	12%	10%	68	0
		<b>2000</b>	2%	52%	30%	8%	9%	91	1
<b>G</b>	I was satisfied with the results of completed FDOT projects.	<b>2002</b>	24%	68%	7%	2%	0%	68	0
		<b>2000</b>	9%	77%	5%	2%	7%	91	1

C. Do you have any suggestions for improving the Department's construction zones on the State Highway System?

**PART 4**

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

<b>Travel on the State Highway System in My Area</b>			<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b>	I am satisfied with the amount of time it takes to travel <u>within</u> my city or town.	<b>2002</b>	<b>16%</b>	<b>46%</b>	<b>30%</b>	<b>7%</b>	<b>0%</b>	<b>69</b>	<b>5</b>
		<b>2000</b>	<b>12%</b>	<b>63%</b>	<b>18%</b>	<b>7%</b>	<b>0%</b>	<b>92</b>	<b>0</b>
<b>B.</b>	I am satisfied with the amount of time it takes to travel <u>between</u> cities or towns.	<b>2002</b>	<b>6%</b>	<b>61%</b>	<b>27%</b>	<b>6%</b>	<b>0%</b>	<b>70</b>	<b>4</b>
		<b>2000</b>	<b>4%</b>	<b>48%</b>	<b>38%</b>	<b>10%</b>	<b>0%</b>	<b>92</b>	<b>0</b>
<b>C.</b>	The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>1%</b>	<b>39%</b>	<b>46%</b>	<b>14%</b>	<b>0%</b>	<b>70</b>	<b>4</b>
		<b>2000</b>	<b>3%</b>	<b>37%</b>	<b>49%</b>	<b>11%</b>	<b>0%</b>	<b>92</b>	<b>0</b>
<b>D.</b>	Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>4%</b>	<b>87%</b>	<b>7%</b>	<b>1%</b>	<b>0%</b>	<b>70</b>	<b>4</b>
		<b>2000</b>	<b>15%</b>	<b>69%</b>	<b>17%</b>	<b>0%</b>	<b>0%</b>	<b>89</b>	<b>3</b>
<b>E.</b>	Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>1%</b>	<b>26%</b>	<b>46%</b>	<b>26%</b>	<b>0%</b>	<b>69</b>	<b>5</b>
		<b>2000</b>	<b>1%</b>	<b>21%</b>	<b>55%</b>	<b>22%</b>	<b>0%</b>	<b>89</b>	<b>3</b>
<b>F.</b>	Roadsides on the State Highway System in my area are attractive.	<b>2002</b>	<b>1%</b>	<b>50%</b>	<b>37%</b>	<b>11%</b>	<b>0%</b>	<b>70</b>	<b>4</b>
		<b>2000</b>	<b>1%</b>	<b>54%</b>	<b>35%</b>	<b>6%</b>	<b>4%</b>	<b>89</b>	<b>3</b>
<b>G.</b>	Roadsides on the State Highway System in my area are kept free of litter.	<b>2002</b>	<b>4%</b>	<b>69%</b>	<b>19%</b>	<b>9%</b>	<b>0%</b>	<b>70</b>	<b>4</b>
		<b>2000</b>	<b>2%</b>	<b>64%</b>	<b>27%</b>	<b>4%</b>	<b>2%</b>	<b>89</b>	<b>3</b>
<b>H.</b>	Public transportation available in our community meets our needs.	<b>2002</b>		<b>32%</b>	<b>36%</b>	<b>22%</b>	<b>10%</b>	<b>69</b>	<b>5</b>
		<b>2000</b>	<b>0%</b>	<b>40%</b>	<b>38%</b>	<b>9%</b>	<b>12%</b>	<b>89</b>	<b>3</b>
<b>I.</b>	People would use public transportation more often if it was convenient.	<b>2002</b>	<b>19%</b>	<b>63%</b>	<b>13%</b>	<b>6%</b>	<b>0%</b>	<b>70</b>	<b>4</b>
		<b>2000</b>	<b>15%</b>	<b>53%</b>	<b>14%</b>	<b>6%</b>	<b>13%</b>	<b>88</b>	<b>4</b>

**PART 5**

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

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> Overall safety on state roads.	<b>2002</b>	<b>7%</b>	<b>86%</b>	<b>4%</b>	<b>3%</b>		<b>73</b>	<b>1</b>
	<b>2000</b>	<b>4%</b>	<b>85%</b>	<b>8%</b>	<b>0%</b>	<b>0%</b>	<b>89</b>	<b>3</b>
<b>B.</b> Being able to walk safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>26%</b>	<b>52%</b>	<b>16%</b>	<b>6%</b>	<b>73</b>	<b>1</b>
<b>C.</b> Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>12%</b>	<b>64%</b>	<b>18%</b>	<b>7%</b>	<b>74</b>	<b>0</b>
<b>D.</b> Overall smoothness of the roads in the State Highway System	<b>2002</b>	<b>1%</b>	<b>78%</b>	<b>16%</b>	<b>4%</b>	<b>0%</b>	<b>74</b>	<b>0</b>
	<b>2000</b>	<b>8%</b>	<b>68%</b>	<b>24%</b>	<b>0%</b>	<b>0%</b>	<b>88</b>	<b>4</b>
<b>E.</b> The overall transportation system provided by FDOT.	<b>2002</b>	<b>3%</b>	<b>78%</b>	<b>15%</b>	<b>3%</b>	<b>1%</b>	<b>74</b>	<b>0</b>
	<b>2000</b>	<b>2%</b>	<b>78%</b>	<b>15%</b>	<b>0%</b>	<b>5%</b>	<b>87</b>	<b>5</b>

\*\*Question worded differently in 2000 survey. The rate of no opinions were high for these questions (e.g., over 18%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

**PART 6**

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

What level of government do you represent?

	<b>2002</b>	<b>2000</b>
Federal	<b>0%</b>	<b>0%</b>
State	<b>4%</b>	<b>0%</b>
Regional	<b>5%</b>	<b>0%</b>
County	<b>14%</b>	<b>5%</b>
City	<b>76%</b>	<b>91%</b>
Other_____	<b>1%</b>	<b>1%</b>
Valid N	<b>74</b>	<b>88</b>
Missing N	<b>0</b>	<b>4</b>

In which county is your office located? \_\_\_\_\_

What type of vehicle do you most often use for **GOVERNMENT TRAVEL**?

	<b>2002</b>	<b>2000</b>
Car	<b>76%</b>	
Van	<b>3%</b>	
Bus	<b>0%</b>	
Taxi	<b>0%</b>	
Bicycle	<b>0%</b>	
Motorcycle	<b>0%</b>	
Train	<b>0%</b>	
Airplane	<b>0%</b>	
Truck/Sport Utility Vehicle	<b>21%</b>	
Other _____	<b>0%</b>	
Valid N	<b>70</b>	
Missing N	<b>4</b>	

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

	<b>2002</b>	<b>2000</b>
Car	<b>73%</b>	<b>84%</b>
Vanpool	<b>8%</b>	<b>4%</b>
Transit Subsidy	<b>4%</b>	<b>11%</b>
Carpool	<b>8%</b>	<b>5%</b>
Other _____	<b>8%</b>	<b>3%</b>
Valid N	<b>61</b>	<b>92</b>
Missing N	<b>13</b>	<b>0</b>

C. We welcome any comments regarding our services

THANK YOU FOR YOUR HELP. Please return in the Reply Envelope. If you have questions, please call the FSU Survey Research Laboratory at 1-800-933-9482.

# Florida Department of Transportation Satisfaction Survey for Government Officials

## District 6

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Note: "Valid N" is based on the number of Government Officials that offered opinions

<b>PART 1</b>								
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.								
Experiences with Florida DOT		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.	2002	23%	77%	0%	0%	0%	30	1
	2000	30%	61%	4%	4%	0%	23	0
B. When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	2002	13%	83%	3%	0%	0%	30	1
	2000	39%	39%	13%	9%	0%	23	0
C. District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	2002	17%	70%	13%	0%	0%	30	1
	2000	27%	45%	18%	0%	9%	22	1
D. District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	2002	0%	71%	19%	7%	3%	31	0
	2000	30%	35%	30%	0%	4%	23	0
E. District FDOT officials seek our government unit's input during design or roadway construction projects.	2002	3%	81%	13%	3%	0%	31	0
	2000	18%	32%	36%	5%	9%	22	1

**PART 2**

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.

<b>Funding for:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Does Not Apply</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Highways</b>	<b>2002</b>	<b>13%</b>	<b>57%</b>	<b>23%</b>	<b>7%</b>	<b>*</b>	<b>*</b>	<b>30</b>	<b>1</b>
	<b>2000</b>	<b>11%</b>	<b>50%</b>	<b>33%</b>	<b>6%</b>			<b>18</b>	<b>5</b>
<b>B. Transit</b>	<b>2002</b>		<b>65%</b>	<b>27%</b>	<b>8%</b>	<b>*</b>	<b>*</b>	<b>26</b>	<b>5</b>
	<b>2000</b>	<b>0%</b>	<b>53%</b>	<b>33%</b>	<b>13%</b>			<b>15</b>	<b>8</b>
<b>C. Rail</b>	<b>2002</b>	<b>8%</b>	<b>67%</b>	<b>25%</b>	<b>0%</b>	<b>*</b>	<b>*</b>	<b>12</b>	<b>19</b>
	<b>2000</b>	<b>0%</b>	<b>50%</b>	<b>38%</b>	<b>13%</b>			<b>8</b>	<b>15</b>
<b>D. Airports</b>	<b>2002</b>	<b>14%</b>	<b>71%</b>	<b>7%</b>	<b>7%</b>	<b>*</b>	<b>*</b>	<b>14</b>	<b>17</b>
	<b>2000</b>	<b>0%</b>	<b>80%</b>	<b>10%</b>	<b>10%</b>			<b>10</b>	<b>13</b>
<b>E. Seaport</b>	<b>2002</b>		<b>91%</b>	<b>9%</b>	<b>0%</b>	<b>*</b>	<b>*</b>	<b>11</b>	<b>20</b>
	<b>2000</b>	<b>0%</b>	<b>75%</b>	<b>0%</b>	<b>25%</b>			<b>8</b>	<b>15</b>

Please indicate your level of agreement with the need for more of the following facilities along the State Highway System roads.

<b>Need for along State Highway System Roads:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Designated bike lanes at the edge of roads.</b>	<b>2002</b>	<b>13%</b>	<b>39%</b>	<b>29%</b>	<b>10%</b>	<b>10%</b>	<b>31</b>	<b>0</b>
<b>B. Bicycle trails separated from roads.</b>	<b>2002</b>	<b>33%</b>	<b>47%</b>	<b>0%</b>	<b>3%</b>	<b>17%</b>	<b>30</b>	<b>1</b>
<b>C. Sidewalks with grass/landscaping between the sidewalk and road.</b>	<b>2002</b>	<b>29%</b>	<b>55%</b>	<b>3%</b>	<b>0%</b>	<b>13%</b>	<b>31</b>	<b>0</b>
<b>D. Sidewalks directly adjacent to the road.</b>	<b>2002</b>	<b>7%</b>	<b>37%</b>	<b>37%</b>	<b>3%</b>	<b>17%</b>	<b>30</b>	<b>1</b>

(Note: Questions not included in the 2000 survey)



**PART 3**

We are interested in your experience in construction zones on the State Highway System.

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

		2002	2000
<b>NO</b>	Please SKIP TO PART 4, page 3	3%	9%
<b>YES</b>	Please answer the following:	97%	91%
	Valid N	31	23
	Missing N		

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

								Valid N	Missing N
			Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion		
<b>A</b>	When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	20%	77%	3%	0%	0%	30	0
		<b>2000</b>	32%	64%	5%	0%	0%	22	1
<b>B</b>	Traffic flowed smoothly through construction zones.	<b>2002</b>	13%	57%	23%	7%	0%	30	0
		<b>2000</b>	14%	41%	41%	0%	5%	22	1
<b>C</b>	Construction zones were clearly marked.	<b>2002</b>	23%	73%	3%	0%	0%	30	0
		<b>2000</b>	23%	59%	18%	0%	0%	22	1
<b>D</b>	Construction zones were safe to travel through.	<b>2002</b>	13%	73%	13%	0%	0%	30	0
		<b>2000</b>	18%	50%	32%	0%	0%	22	1
<b>E</b>	When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	13%	60%	20%	0%	7%	30	0
		<b>2000</b>	5%	41%	50%	0%	5%	22	1
<b>F</b>	Construction projects on state roads were completed in a timely manner.	<b>2002</b>	17%	53%	13%	10%	7%	30	0
		<b>2000</b>	14%	50%	23%	5%	9%	22	1
<b>G</b>	I was satisfied with the results of completed FDOT projects.	<b>2002</b>	13%	83%	3%	0%	0%	30	0
		<b>2000</b>	19%	67%	5%	0%	10%	21	2

C. Do you have any suggestions for improving the Department's construction zones on the State Highway System?

**PART 4**

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

<b>Travel on the State Highway System in My Area</b>			<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b>	I am satisfied with the amount of time it takes to travel <u>within</u> my city or town.	<b>2002</b>	<b>10%</b>	<b>52%</b>	<b>23%</b>	<b>16%</b>	<b>0%</b>	<b>31</b>	<b>0</b>
		<b>2000</b>	<b>26%</b>	<b>39%</b>	<b>17%</b>	<b>9%</b>	<b>9%</b>	<b>23</b>	<b>0</b>
<b>B.</b>	I am satisfied with the amount of time it takes to travel <u>between</u> cities or towns.	<b>2002</b>	<b>3%</b>	<b>45%</b>	<b>26%</b>	<b>26%</b>	<b>0%</b>	<b>31</b>	<b>0</b>
		<b>2000</b>	<b>9%</b>	<b>43%</b>	<b>35%</b>	<b>13%</b>	<b>0%</b>	<b>23</b>	<b>0</b>
<b>C.</b>	The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	<b>0%</b>	<b>32%</b>	<b>36%</b>	<b>32%</b>	<b>0%</b>	<b>31</b>	<b>0</b>
		<b>2000</b>	<b>4%</b>	<b>22%</b>	<b>52%</b>	<b>13%</b>	<b>9%</b>	<b>23</b>	<b>0</b>
<b>D.</b>	Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	<b>0%</b>	<b>74%</b>	<b>19%</b>	<b>7%</b>		<b>31</b>	<b>0</b>
		<b>2000</b>	<b>0%</b>	<b>74%</b>	<b>17%</b>	<b>4%</b>	<b>4%</b>	<b>23</b>	<b>0</b>
<b>E.</b>	Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	<b>3%</b>	<b>20%</b>	<b>60%</b>	<b>13%</b>	<b>3%</b>	<b>30</b>	<b>1</b>
		<b>2000</b>	<b>0%</b>	<b>17%</b>	<b>65%</b>	<b>17%</b>	<b>0%</b>	<b>23</b>	<b>0</b>
<b>F.</b>	Roadsides on the State Highway System in my area are attractive.	<b>2002</b>	<b>0%</b>	<b>48%</b>	<b>45%</b>	<b>3%</b>	<b>3%</b>	<b>31</b>	<b>0</b>
		<b>2000</b>	<b>0%</b>	<b>43%</b>	<b>52%</b>	<b>0%</b>	<b>4%</b>	<b>23</b>	<b>0</b>
<b>G.</b>	Roadsides on the State Highway System in my area are kept free of litter.	<b>2002</b>	<b>3%</b>	<b>61%</b>	<b>32%</b>	<b>3%</b>		<b>31</b>	<b>0</b>
		<b>2000</b>	<b>0%</b>	<b>48%</b>	<b>35%</b>	<b>9%</b>	<b>9%</b>	<b>23</b>	<b>0</b>
<b>H.</b>	Public transportation available in our community meets our needs.	<b>2002</b>	<b>0%</b>	<b>32%</b>	<b>48%</b>	<b>16%</b>	<b>3%</b>	<b>31</b>	<b>0</b>
		<b>2000</b>	<b>4%</b>	<b>30%</b>	<b>30%</b>	<b>22%</b>	<b>13%</b>	<b>23</b>	<b>0</b>
<b>I.</b>	People would use public transportation more often if it was convenient.	<b>2002</b>	<b>26%</b>	<b>71%</b>	<b>0%</b>	<b>0%</b>	<b>3%</b>	<b>31</b>	<b>0</b>
		<b>2000</b>	<b>17%</b>	<b>57%</b>	<b>22%</b>	<b>0%</b>	<b>4%</b>	<b>23</b>	<b>0</b>

<b>PART 5</b>								
Please rate your overall satisfaction with these aspects of the State Highway System.								
<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> Overall safety on state roads.	<b>2002</b>	<b>13%</b>	<b>74%</b>	<b>13%</b>	<b>0%</b>	<b>0%4%</b>	<b>31</b>	<b>0</b>
	<b>2000</b>	<b>0%</b>	<b>78%</b>	<b>13%</b>	<b>4%</b>		<b>23</b>	<b>0</b>
<b>B.</b> Being able to walk safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>26%</b>	<b>65%</b>	<b>10%</b>	<b>0%</b>	<b>31</b>	<b>0</b>
<b>C.</b> Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>7%</b>	<b>68%</b>	<b>16%</b>	<b>10%</b>	<b>31</b>	<b>0</b>
<b>D.</b> Overall smoothness of the roads in the State Highway System	<b>2002</b>	<b>7%</b>	<b>77%</b>	<b>13%</b>	<b>3%</b>	<b>0%</b>	<b>31</b>	<b>0</b>
	<b>2000</b>	<b>0%</b>	<b>74%</b>	<b>13%</b>	<b>9%</b>	<b>4%</b>	<b>23</b>	<b>0</b>
<b>E.</b> The overall transportation system provided by FDOT.	<b>2002</b>	<b>16%</b>	<b>74%</b>	<b>7%</b>	<b>3%</b>	<b>0%</b>	<b>31</b>	<b>0</b>
	<b>2000</b>	<b>0%</b>	<b>74%</b>	<b>13%</b>	<b>4%</b>	<b>9%</b>	<b>23</b>	<b>0</b>

\*\*Question worded differently in 2000 survey. The rate of no opinions were high for these questions (e.g., over 18%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

<b>PART 6</b>		
To help us ensure that we are reaching all segments of Florida’s diverse population, please tell us a little bit about your community.		
What level of government do you represent?		
	<b>2002</b>	<b>2000</b>
Federal	<b>0%</b>	<b>0%</b>
State	<b>7%</b>	<b>0%</b>
Regional	<b>0%</b>	<b>0%</b>
County	<b>16%</b>	<b>9%</b>
City	<b>77%</b>	<b>91%</b>
Other_____	<b>0%</b>	<b>0%</b>
Valid N	<b>31</b>	<b>22</b>
Missing N	<b>0</b>	<b>1</b>

In which county is your office located? \_\_\_\_\_

What type of vehicle do you most often use for **GOVERNMENT TRAVEL**?

	<b>2002</b>	<b>2000</b>
Car	<b>75%</b>	
Van	<b>0%</b>	
Bus	<b>0%</b>	
Taxi	<b>0%</b>	
Bicycle	<b>0%</b>	
Motorcycle	<b>0%</b>	
Train	<b>0%</b>	
Airplane	<b>3%</b>	
Truck/Sport Utility Vehicle	<b>22%</b>	
Other _____	<b>0%</b>	
-----		
Valid N	<b>31</b>	
Missing N	<b>0</b>	

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

	<b>2002</b>	<b>2000</b>
Car	<b>71%</b>	<b>65%</b>
Vanpool	<b>7%</b>	<b>4%</b>
Transit Subsidy	<b>7%</b>	<b>13%</b>
Carpool	<b>3%</b>	<b>4%</b>
Other _____	<b>13%</b>	<b>4%</b>
-----		
Valid N	<b>28</b>	<b>23</b>
Missing N	<b>3</b>	<b>0</b>

C. We welcome any comments regarding our services

THANK YOU FOR YOUR HELP. Please return in the Reply Envelope. If you have questions, please call the FSU Survey Research Laboratory at 1-800-933-9482.

# Florida Department of Transportation Satisfaction Survey for Government Officials

## District 7

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as interstates, freeways, expressways, or highways with U.S. numbers or State Road such as «Roads».

Note: "Valid N" is based on the number of Government Officials that offered opinions

<b>PART 1</b>								
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.								
Experiences with Florida DOT		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.	2002	21%	66%	7%	7%	0%	44	1
	2000	34%	48%	5%	7%	7%	44	1
B. When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	2002	12%	67%	12%	75	2%	43	2
	2000	30%	59%	7%	2%	2%	44	1
C. District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	2002	7%	60%	17%	12%	5%	42	3
	2000	16%	59%	16%	7%	2%	44	1
D. District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	2002	9%	64%	18%	7%	2%	44	1
	2000	19%	47%	16%	9%	9%	43	2
E. District FDOT officials seek our government unit's input during design or roadway construction projects.	2002	9%	65%	19%	5%	2%	43	2
	2000	14%	60%	14%	5%	7%	43	2

**PART 2**

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.

<b>Funding for:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Does Not Apply</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Highways</b>	<b>2002</b>	<b>9%</b>	<b>52%</b>	<b>30%</b>	<b>9%</b>	<b>*</b>	<b>*</b>	<b>44</b>	<b>1</b>
	<b>2000</b>	<b>14%</b>	<b>50%</b>	<b>26%</b>	<b>10%</b>			<b>42</b>	<b>3</b>
<b>B. Transit</b>	<b>2002</b>	<b>8%</b>	<b>42%</b>	<b>46%</b>	<b>4%</b>	<b>*</b>	<b>*</b>	<b>26</b>	<b>19</b>
	<b>2000</b>	<b>11%</b>	<b>33%</b>	<b>37%</b>	<b>19%</b>			<b>27</b>	<b>18</b>
<b>C. Rail</b>	<b>2002</b>		<b>47%</b>	<b>47%</b>	<b>7%</b>	<b>*</b>	<b>*</b>	<b>15</b>	<b>30</b>
	<b>2000</b>	<b>7%</b>	<b>7%</b>	<b>67%</b>	<b>20%</b>			<b>15</b>	<b>30</b>
<b>D. Airports</b>	<b>2002</b>	<b>22%</b>	<b>74%</b>	<b>4%</b>	<b>0%</b>	<b>*</b>	<b>*</b>	<b>23</b>	<b>22</b>
	<b>2000</b>	<b>28%</b>	<b>67%</b>	<b>6%</b>	<b>0%</b>			<b>18</b>	<b>27</b>
<b>E. Seaport</b>	<b>2002</b>	<b>7%</b>	<b>87%</b>	<b>7%</b>	<b>0%</b>	<b>*</b>	<b>*</b>	<b>15</b>	<b>30</b>
	<b>2000</b>	<b>0%</b>	<b>71%</b>	<b>29%</b>	<b>0%</b>			<b>7</b>	<b>38</b>

Please indicate your level of agreement with the need for more of the following facilities along the State Highway System roads.

<b>Need for along State Highway System Roads:</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A. Designated bike lanes at the edge of roads.</b>	<b>2002</b>	<b>27%</b>	<b>40%</b>	<b>16%</b>	<b>13%</b>	<b>4%</b>	<b>45</b>	<b>0</b>
<b>B. Bicycle trails separated from roads.</b>	<b>2002</b>	<b>35%</b>	<b>49%</b>	<b>12%</b>	<b>2%</b>	<b>2%</b>	<b>43</b>	<b>2</b>
<b>C. Sidewalks with grass/landscaping between the sidewalk and road.</b>	<b>2002</b>	<b>54%</b>	<b>35%</b>	<b>2%</b>	<b>5%</b>	<b>5%</b>	<b>43</b>	<b>2</b>
<b>D. Sidewalks directly adjacent to the road.</b>	<b>2002</b>	<b>5%</b>	<b>21%</b>	<b>49%</b>	<b>23%</b>	<b>2%</b>	<b>43</b>	<b>2</b>

(Note: Questions not included in the 2000 survey)

**PART 3**

We are interested in your experience in construction zones on the State Highway System.

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

		2002	2000
<b>NO</b>	Please SKIP TO PART 4, page 3		7%
<b>YES</b>	Please answer the following:	100%	93%
	Valid N	40	41
	Missing N	5	4

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

								Valid N	Missing N
			Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion		
<b>A</b>	When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	<b>2002</b>	30%	63%	8%	0%	0%	40	0
		<b>2000</b>	31%	62%	4%	0%	2%	45	0
<b>B</b>	Traffic flowed smoothly through construction zones.	<b>2002</b>	5%	58%	33%	5%	0%	40	0
		<b>2000</b>	11%	64%	24%	0%	0%	45	0
<b>C</b>	Construction zones were clearly marked.	<b>2002</b>	28%	65%	5%	3%	0%	40	0
		<b>2000</b>	18%	76%	4%	2%	0%	45	0
<b>D</b>	Construction zones were safe to travel through.	<b>2002</b>	13%	65%	20%	3%	0%	40	0
		<b>2000</b>	9%	80%	9%	0%	2%	45	0
<b>E</b>	When road construction was in progress, I was easily able to access local businesses.	<b>2002</b>	3%	51%	26%	8%	13%	39	1
		<b>2000</b>	4%	60%	22%	7%	7%	45	0
<b>F</b>	Construction projects on state roads were completed in a timely manner.	<b>2002</b>	5%	33%	43%	18%	3%	40	0
		<b>2000</b>	5%	48%	25%	9%	14%	44	1
<b>G</b>	I was satisfied with the results of completed FDOT projects.	<b>2002</b>	23%	58%	15%	5%	0%	40	0
		<b>2000</b>	13%	76%	4%	4%	2%	45	0

C. Do you have any suggestions for improving the Department's construction zones on the State Highway System?

**PART 4**

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

<b>Travel on the State Highway System in My Area</b>			<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b>	I am satisfied with the amount of time it takes to travel <b>within</b> my city or town.	<b>2002</b>	7%	71%	14%	9%	0%	44	1
		<b>2000</b>	16%	62%	13%	9%	0%	45	0
<b>B.</b>	I am satisfied with the amount of time it takes to travel <b>between</b> cities or towns.	<b>2002</b>	5%	46%	41%	9%	0%	44	1
		<b>2000</b>	4%	49%	38%	9%	0%	45	0
<b>C.</b>	The overall level of traffic congestion on the State Highway System is acceptable.	<b>2002</b>	2%	39%	46%	11%	2%	44	1
		<b>2000</b>	0%	42%	40%	18%	0%	45	0
<b>D.</b>	Posted speed limits on the State Highway System are reasonable.	<b>2002</b>	5%	84%	9%	2%	0%	44	1
		<b>2000</b>	9%	87%	4%	0%	0%	45	0
<b>E.</b>	Most vehicles remain within the speed limits on the State Highway System.	<b>2002</b>	0%	16%	54%	28%	2%	43	2
		<b>2000</b>	0%	20%	69%	11%	0%	45	0
<b>F.</b>	Roadsides on the State Highway System in my area are attractive.	<b>2002</b>	0%	54%	37%	7%	2%	43	2
		<b>2000</b>	4%	60%	24%	11%	0%	45	0
<b>G.</b>	Roadsides on the State Highway System in my area are kept free of litter.	<b>2002</b>	0%	71%	25%	2%	2%	44	1
		<b>2000</b>	7%	60%	30%	9%	4%	45	0
<b>H.</b>	Public transportation available in our community meets our needs.	<b>2002</b>	2%	38%	38%	18%	4%	45	0
		<b>2000</b>	0%	33%	42%	13%	11%	45	0
<b>I.</b>	People would use public transportation more often if it was convenient.	<b>2002</b>	7%	73%	14%	0%	7%	44	1
		<b>2000</b>	30%	41%	18%	0%	11%	44	1



**PART 5**

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

<b>Satisfaction with State Highway System:</b>		<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No Opinion</b>	<b>Valid N</b>	<b>Missing N</b>
<b>A.</b> Overall safety on state roads.	<b>2002</b>	<b>2%</b>	<b>82%</b>	<b>11%</b>	<b>4%</b>	<b>0%</b>	<b>45</b>	<b>0</b>
	<b>2000</b>	<b>13%</b>	<b>73%</b>	<b>13%</b>	<b>0%</b>	<b>0%</b>	<b>45</b>	<b>0</b>
<b>B.</b> Being able to walk safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>16%</b>	<b>57%</b>	<b>18%</b>	<b>9%</b>	<b>44</b>	<b>1</b>
								<b>0</b>
<b>C.</b> Being able to ride bicycles safely on state roads.**	<b>2002</b>	<b>0%</b>	<b>9%</b>	<b>53%</b>	<b>31%</b>	<b>7%</b>	<b>45</b>	<b>0</b>
								<b>0</b>
<b>D.</b> Overall smoothness of the roads in the State Highway System	<b>2002</b>	<b>9%</b>	<b>66%</b>	<b>16%</b>	<b>7%</b>	<b>2%</b>	<b>44</b>	<b>1</b>
	<b>2000</b>	<b>5%</b>	<b>84%</b>	<b>9%</b>	<b>2%</b>	<b>0%</b>	<b>44</b>	<b>1</b>
<b>E.</b> The overall transportation system provided by FDOT.	<b>2002</b>	<b>2%</b>	<b>71%</b>	<b>18%</b>	<b>7%</b>	<b>2%</b>	<b>44</b>	<b>1</b>
	<b>2000</b>	<b>11%</b>	<b>60%</b>	<b>24%</b>	<b>0%</b>	<b>4%</b>	<b>45</b>	<b>0</b>

\*\*Question worded differently in 2000 survey. The rate of no opinions were high for these questions (e.g., over 18%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

**PART 6**

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

What level of government do you represent?

	<b>2002</b>	<b>2000</b>
Federal	<b>0%</b>	<b>0%</b>
State	<b>16%</b>	<b>9%</b>
Regional	<b>0%</b>	<b>0%</b>
County	<b>18%</b>	<b>9%</b>
City	<b>67%</b>	<b>80%</b>
Other_____	<b>0%</b>	<b>0%</b>
Valid N	<b>45</b>	<b>44</b>
Missing N	<b>0</b>	<b>1</b>

In which county is your office located? \_\_\_\_\_

What type of vehicle do you most often use for **GOVERNMENT TRAVEL**?

	<b>2002</b>	<b>2000</b>
Car	<b>72%</b>	
Van	<b>0%</b>	
Bus	<b>0%</b>	
Taxi	<b>0%</b>	
Bicycle	<b>0%</b>	
Motorcycle	<b>0%</b>	
Train	<b>0%</b>	
Airplane	<b>4%</b>	
Truck/Sport Utility Vehicle	<b>23%</b>	
Other _____	<b>0%</b>	

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Valid N	<b>45</b>	
Missing N		

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

	<b>2002</b>	<b>2000</b>
Car	<b>61%</b>	<b>69%</b>
Vanpool	<b>8%</b>	<b>0%</b>
Transit Subsidy	<b>10%</b>	<b>9%</b>
Carpool	<b>10%</b>	<b>7%</b>
Other _____	<b>10%</b>	<b>7%</b>

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Valid N	<b>37</b>	<b>45</b>
Missing N	<b>8</b>	

C. We welcome any comments regarding our services

THANK YOU FOR YOUR HELP. Please return in the Reply Envelope. If you have questions, please call the FSU Survey Research Laboratory at 1-800-933-9482.

*Section 5*

**2002 Customer Survey of Visitors**  
Florida Department of Transportation

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## **SECTION 5**

# **2002 Customer Survey of Visitors to Florida**

## **Florida Department of Transportation**

### **Results**

Visit Florida was contacted by the Florida Department of Transportation as part of their efforts to obtain feedback on survey approaches and strategies having experience surveying transportation customer groups. In 2000, the FDOT hired Visit Florida who subcontracted with Bruskin Research to administer the Department's survey of visitors to Florida. In 2002, the Florida Department of Transportation contracted with Visit Florida to conduct customer surveys of visitors to Florida. Visit Florida contracted with TNS Intersearch for the survey effort. They completed 448 telephone interviews.

The comparable questions are listed in the results that follow. Many of the questions were worded differently, which makes it difficult to compare the results in 2000 and 2002. These differences are noted.

## 2002 Florida Department of Transportation Satisfaction Survey for Florida Visitors

FDOT contracted with Visit Florida to conduct the telephone survey. Visit Florida subcontracted TNS Intersearch. The completions were 448.

### TRAVEL BY CAR

Item		Yes	No
1. During your trip to Florida, did you or someone else in your household drive a car, van, SUV or truck?	<b>2002</b>	<b>78%</b>	<b>22%</b>

(\*\*Note: question was not included in 2000 survey).

2. I would like you to rate your overall satisfaction with several aspect of the Florida State Highway System using a rating scale of very satisfied, satisfied, dissatisfied, or very dissatisfied.

Item		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall smoothness of the roads in the State Highway System.	<b>2002</b>	<b>36%</b>	<b>58%</b>	<b>5%</b>	<b>2%</b>	<b>2%</b>
	<b>2000</b>	<b>24%</b>	<b>68%</b>	<b>8%</b>	<b>1%</b>	<b>0%</b>
B. Florida's highways compared to highways in my home state.	<b>2002</b>	<b>39%</b>	<b>49%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>
	<b>2000</b>	<b>30%</b>	<b>60%</b>	<b>7%</b>	<b>1%</b>	<b>2%</b>

**REST AREAS**

<b>Item</b>		<b>Yes</b>	<b>No</b>	<b>Don't Know</b>
3a. Did you use a rest area during your last trip to Florida?	<b>2002</b>	<b>39%</b>	<b>55%</b>	<b>6%</b>
	<b>2000</b>	<b>47%</b>	<b>52%</b>	<b>1%</b>

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.

3b. Were the rest areas you stopped at on the ...	<b>2002</b>	<b>2000</b>
Interstate	<b>81%</b>	<b>86%</b>
FL Turnpike	<b>19%</b>	<b>28%</b>
Anyplace Else (Specify)	<b>2%</b>	<b>3%</b>
Don't Know	<b>6%</b>	<b>5%</b>

3c. Thinking about the rest areas you visited while traveling in Florida please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements regarding Florida rest areas.

<b>Item</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>
<b>A.</b> I was satisfied with the cleanliness of the rest areas. **	<b>2002</b>	<b>44%</b>	<b>42%</b>	<b>9%</b>	<b>3%</b>	<b>2%</b>
	<b>2000</b>	<b>22%</b>	<b>72%</b>	<b>5%</b>	<b>1%</b>	<b>0%</b>
<b>B.</b> I was satisfied with the vending services at the rest areas. **	<b>2002</b>	<b>34%</b>	<b>52%</b>	<b>4%</b>	<b>4%</b>	<b>6%</b>
	<b>2000</b>	<b>11%</b>	<b>63%</b>	<b>11%</b>	<b>1%</b>	<b>14%</b>
<b>C.</b> Rest areas were placed frequently enough along the State Highway System. **	<b>2002</b>	<b>32%</b>	<b>50%</b>	<b>15%</b>	<b>0%</b>	<b>2%</b>
	<b>2000</b>	<b>13%</b>	<b>64%</b>	<b>17%</b>	<b>4%</b>	<b>2%</b>
<b>D.</b> Rest areas were safe.	<b>2002</b>	<b>34%</b>	<b>60%</b>	<b>5%</b>	<b>0%</b>	<b>1%</b>
	<b>2000</b>	<b>17%</b>	<b>76%</b>	<b>3%</b>	<b>1%</b>	<b>4%</b>

(\*\*Note: Questions were worded differently in 2000 survey. However, meaning was unchanged.)

**TRAVEL BY AIR**

		<b>Yes</b>	<b>No</b>	<b>Don't Know</b>
4a. Did you use a Florida airport during your last visit to Florida? **	<b>2002</b>	<b>46%</b>	<b>53%</b>	<b>1%</b>
	<b>2000</b>	<b>41%</b>	<b>59%</b>	<b>0%</b>

(\*\*Note: Question was worded differently in 2000 survey. There was no change in meaning).

4b. Continuing with the same rating system, please tell me whether you strongly agree, agree, disagree or strongly disagree with the following statements regarding Florida airports.

<b>Item</b>		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Opinion</b>
<b>A.</b> I was satisfied with access to and from the airport.	<b>2002</b>	<b>48%</b>	<b>48%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>
	<b>2000</b>	<b>30%</b>	<b>58%</b>	<b>9%</b>	<b>3%</b>	<b>0%</b>
<b>B.</b> I was satisfied with my overall experience at the airport.	<b>2002</b>	<b>38%</b>	<b>55%</b>	<b>3%</b>	<b>2%</b>	<b>2%</b>
	<b>2000</b>	<b>32%</b>	<b>62%</b>	<b>6%</b>	<b>1%</b>	<b>0%</b>
<b>C.</b> Florida's airports compared favorably to airports in my home state.	<b>2002</b>	<b>35%</b>	<b>50%</b>	<b>7%</b>	<b>2%</b>	<b>6%</b>
	<b>2000</b>	<b>29%</b>	<b>59%</b>	<b>10%</b>	<b>1%</b>	<b>2%</b>