

Last year, between September and December, researchers led by Dr. Christopher McCarty at the University of Florida's Bureau of Economic and Business Research (BEBR) conducted two surveys to gauge customer satisfaction with the Florida State Highway System (FSHS). One survey targeted Florida residents (1,752 completed surveys), while the other focused on commercial drivers (1,767 completed surveys). In both efforts, researchers set out to gather 250 responses in each of FDOT's seven geographic districts; and in both, questions were grouped into four sets of topics:

Florida Residents Survey

- Visibility/usefulness of key signs and road markings
- Driving in construction zones
- Satisfaction with local highways systems
- Satisfaction with public transportation

Commercial Drivers Survey

- Visibility/opinions on construction zones
- Visibility/safety on FSHS
- Opinions on travel times and traffic
- Satisfaction with roads, pavement, overall

In both surveys, respondents indicated general satisfaction with the overall transportation system provided by FDOT, although responses varied by particular issue and from district to district. The final report (*Contract BC-354-24*) provides the data for the state as a whole, as well as by district. For more information on this project, please contact Kathy Neill at (850) 414-4814, kathleen.neill@dot.state.fl.us