



TO: Florida Department of Transportation  
FROM: The Schapiro Group, Inc.  
DATE: August 19, 2014  
RE: Customer Satisfaction Tracking Study — District 4 Results

The Schapiro Group (TSG) interviewed 300 Florida freeway drivers across District 4 as part of a larger statewide survey effort to explore ongoing usage of, attitudes toward, and perceptions of the Florida Department of Transportation's (FDOT) Intelligent Transportation Systems (ITS) services. Data collected in 2006, 2008, 2010, and 2012, in addition to the 2014 results, allow for changes in usage and attitudes to be tracked over time. During the months of April-June 2014, TSG randomly sampled phone numbers within Broward, Indian River, Martin, Palm Beach, and St. Lucie Counties to obtain scientific telephone survey data. The margin of sampling error for results is  $\pm 5.7\%$ . This report summarizes key changes in attitudes and behaviors regarding ITS services over the past eight years.

Some research highlights from District 4 include:

### Driving Patterns and Traffic Information Services

- The number of drivers on District 4 freeways has remained steady since 2010 during the morning and evening rush hours. Since 2012, the number has remained steady during the day, but decreased slightly during the evening hours.
- The number of drivers using radio traffic reports dropped from 53% in 2012 to 46% in 2014. The same pattern was evident in usage of television traffic reports (52% in 2012; 41% in 2014). Of the drivers who use these sources, a strong majority continues to see them as at least "somewhat useful" in aiding their trips.
- Drivers use several different sources for their traffic information, but their usage patterns have changed since 2012. Electronic message signs continue to lead the list, but usage dropped from 77% in 2012 to 52% in 2014. Use of in-car navigation systems rose from 33% in 2012 to 43% in 2014, while use of mobile apps (29%) almost doubled over the past two years. Roughly one-quarter of drivers continue to use websites on their computer or cell phone (this description changed from "home or work computers"). All other tested sources are used by less than 20% of drivers.
- Among drivers who use websites for traffic information, Google continues to be used by 17% of drivers. Use of local TV and radio station websites dropped from 28% in 2012 to 15% this year. Over half of drivers (57%) indicate some other site or they do not know.
- Starting in 2014, we asked drivers who use mobile apps for traffic information about their main mobile app for this kind of information. Google maps (29%) is the leader by far, followed by Waze (16%). Just about half (48%) either do not know or indicate some other site.

## ITS Services: 511 Traveler Information System

- When asked if they would use a service that provided traffic information through a phone call, website, mobile app, or social media site, a majority (53%) of drivers continues to say that they would be likely to use it.
- Similar to 2012, 28% of drivers are aware of the 511 Traveler Information System. In that same time period, the percentage of those who use the service has increased to 28% from 19% two years ago. District 4 drivers are most likely to find out about 511 through a friend or acquaintance.
- Starting in 2012, respondents who use the 511 Traveler Information System are now asked which services they use. The most popular remains the call-in service at 44%, though that is down from 54% in 2012. Use of the website has jumped from 11% in 2012 to 31%, while use of the mobile app dropped slightly to 25%. No other service is used by more than 15% of 511 Traveler Information System users.
- As was true in 2012, drivers are most likely to use the 511 Traveler Information System while stopped in traffic or approaching congestion (42%) and while on their way to their destination (38%). Usage before they leave for their destination increased to 37%, up from 21% in 2012.
- Roughly two-thirds (64%) of drivers changed their route based on the information they received from the 511 Traveler information System (up from 55% in 2012). Some have changed their estimated time of arrival (38%), stress level (21%), or their departure time (18%).

## ITS Services: Electronic Message Signs

- A solid majority (77%) of District 4 drivers continues to read electronic message signs at least once per week, though this number dropped from 88% in 2012. Most users continue to believe the signs are accurate (95%), useful (91%), and easy to read (85%), and 80% continue to be likely to change their route based on information they see posted.

## ITS Services: Road Rangers

- Awareness of Road Rangers has not changed much since 2010, with just under two-thirds (63%) of drivers aware of the service. Not all drivers who have heard of Road Rangers know how to request their assistance, though; 18% have top-of-mind awareness of how to contact one. When prompted with a reminder about \*FHP/\*347, however, 63% of other drivers say they know to call that number to request assistance. Even among drivers who say they do not know how to contact a Road Ranger, 57% have heard of \*FHP/\*347. All of the Road Ranger findings are virtually unchanged since 2012.
- The number of District 4 drivers who have been assisted by a Road Ranger went from 20% in 2012 to 29% in 2014. Virtually all (91%) of those who had been assisted continue to say that the Road Ranger was “very helpful.” As has been true in the past, most drivers (88%) who know about Road Rangers, even those who have not had direct experience with

them, believe this service to be at least “somewhat useful.”

- When asked what types of additional information they would like FDOT to provide to Florida drivers, 66% say they would like information about alternate routes to help them avoid traffic incidents. This is, by far, the leading option, and continues the pattern seen in previous years.

**Do you live in Florida year-round, or for only part of the year?**

	<b>Year-round</b>	<b>Only part of the y</b>	<b>Total</b>
<b>Total</b>	94%	6%	100%
<b>Gender</b>			
Male	95%	5%	100%
Female	94%	6%	100%
<b>Age</b>			
18 to 29	92%	8%	100%
30 to 39	100%	0%	100%
40 to 49	97%	3%	100%
50 to 59	100%	0%	100%
Over 60	89%	11%	100%
<b>Rush hour driver</b>			
Yes	96%	4%	100%
No	91%	9%	100%

**Typically driving on Florida freeways during: The morning rush, 6 a.m. to 9 a.m.**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	49%	51%	100%
<b>Gender</b>			
Male	49%	51%	100%
Female	48%	52%	100%
<b>Age</b>			
18 to 29	58%	42%	100%
30 to 39	69%	31%	100%
40 to 49	58%	42%	100%
50 to 59	53%	47%	100%
Over 60	32%	68%	100%
<b>Rush hour driver</b>			
Yes	70%	30%	100%
No	0%	100%	100%

**Typically driving on Florida freeways during: The day, 9 a.m. to 4 p.m.**

	<b>Yes</b>	<b>No</b>	<b>Don't know/Refi</b>	<b>Total</b>
<b>Total</b>	71%	29%	1%	100%
<b>Gender</b>				
Male	69%	30%	1%	100%
Female	73%	27%	0%	100%
<b>Age</b>				
18 to 29	67%	33%	0%	100%
30 to 39	69%	31%	0%	100%
40 to 49	74%	26%	0%	100%
50 to 59	61%	39%	0%	100%
Over 60	77%	21%	1%	100%
<b>Rush hour driver</b>				
Yes	68%	32%	0%	100%
No	78%	22%	1%	100%

**Typically driving on Florida freeways during: The evening rush, 4 p.m. to 7 p.m.**

	<b>Yes</b>	<b>No</b>	<b>Don't know/Refi</b>	<b>Total</b>
<b>Total</b>	60%	39%	1%	100%
<b>Gender</b>				
Male	62%	37%	1%	100%
Female	59%	40%	1%	100%
<b>Age</b>				
18 to 29	75%	21%	4%	100%
30 to 39	81%	19%	0%	100%
40 to 49	61%	36%	3%	100%
50 to 59	67%	33%	0%	100%
Over 60	46%	54%	0%	100%
<b>Rush hour driver</b>				
Yes	87%	13%	0%	100%
No	0%	96%	4%	100%

Typically driving on Florida freeways during: The evening after 7 p.m.

	Yes	No	Don't know/Refi	Total
<b>Total</b>	42%	57%	0%	100%
<b>Gender</b>				
Male	46%	53%	1%	100%
Female	39%	61%	0%	100%
<b>Age</b>				
18 to 29	67%	33%	0%	100%
30 to 39	28%	69%	3%	100%
40 to 49	39%	61%	0%	100%
50 to 59	41%	59%	0%	100%
Over 60	40%	60%	0%	100%
<b>Rush hour driver</b>				
Yes	46%	53%	1%	100%
No	33%	67%	0%	100%

How often do you listen to radio traffic reports?

	Once per week	2-3 times per week	More than 3 times	Never	Don't know/Refused	Total
<b>Total</b>	10%	11%	25%	53%	1%	100%
<b>Gender</b>						
Male	10%	12%	25%	53%	0%	100%
Female	9%	9%	25%	53%	2%	100%
<b>Age</b>						
18 to 29	8%	12%	13%	62%	4%	100%
30 to 39	6%	6%	34%	53%	0%	100%
40 to 49	7%	6%	32%	55%	0%	100%
50 to 59	17%	5%	27%	50%	2%	100%
Over 60	9%	15%	22%	53%	1%	100%
<b>Rush hour driver</b>						
Yes	8%	10%	30%	51%	2%	100%
No	14%	12%	15%	59%	0%	100%

Do you find radio traffic reports...

	Very useful	Somewhat useful	Not very useful	Don't know/Refused	Total
<b>Total</b>	36%	47%	16%	1%	100%
<b>Gender</b>					
Male	27%	50%	21%	1%	100%
Female	43%	45%	11%	1%	100%
<b>Age</b>					
18 to 29	38%	50%	13%	0%	100%
30 to 39	33%	60%	7%	0%	100%
40 to 49	50%	28%	21%	0%	100%
50 to 59	42%	48%	10%	0%	100%
Over 60	27%	50%	20%	3%	100%
<b>Rush hour driver</b>					
Yes	34%	51%	14%	2%	100%
No	41%	39%	20%	0%	100%

How often do you tune in to traffic reports on television?

	Once per week	2-3 times per week	More than 3 times	Never	Total
<b>Total</b>	9%	10%	22%	60%	100%
<b>Gender</b>					
Male	8%	6%	20%	66%	100%
Female	9%	13%	23%	55%	100%
<b>Age</b>					
18 to 29	13%	8%	4%	75%	100%
30 to 39	12%	6%	22%	59%	100%
40 to 49	6%	7%	19%	68%	100%
50 to 59	8%	16%	27%	50%	100%
Over 60	6%	9%	27%	57%	100%
<b>Rush hour driver</b>					
Yes	9%	8%	24%	58%	100%
No	7%	13%	17%	63%	100%

**Do you find television traffic reports...**

	Very usef	Somewhat usef	Not very usef	Don't know/Refuse	Total
<b>Total</b>	45%	38%	14%	3%	100%
<b>Gender</b>					
Male	35%	53%	12%	0%	100%
Female	51%	28%	16%	5%	100%
<b>Age</b>					
18 to 29	17%	50%	17%	17%	100%
30 to 39	46%	38%	15%	0%	100%
40 to 49	50%	50%	0%	0%	100%
50 to 59	50%	37%	13%	0%	100%
Over 60	44%	34%	18%	3%	100%
<b>Rush hour driver</b>					
Yes	45%	38%	13%	4%	100%
No	44%	39%	16%	0%	100%

**How often use for traffic information: In-car navigation system**

	Never	Occasionally	Once per week	2-3 times per week	More than 3 times per week	Don't know/Rel	Total
<b>Total</b>	55%	18%	7%	6%	12%	1%	100%
<b>Gender</b>							
Male	57%	16%	8%	5%	13%	1%	100%
Female	53%	19%	7%	8%	12%	1%	100%
<b>Age</b>							
18 to 29	41%	17%	8%	8%	25%	0%	100%
30 to 39	59%	13%	6%	6%	16%	0%	100%
40 to 49	55%	23%	10%	7%	6%	0%	100%
50 to 59	59%	19%	0%	8%	14%	0%	100%
Over 60	56%	20%	10%	6%	8%	1%	100%
<b>Rush hour driver</b>							
Yes	58%	17%	6%	6%	14%	0%	100%
No	49%	21%	11%	7%	10%	2%	100%

**How often use for traffic information: Call in service**

	Never	Occasionally	Once per week	2-3 times per week	More than 3 times per week	Don't know/Rel	Total
<b>Total</b>	91%	3%	1%	1%	1%	3%	100%
<b>Gender</b>							
Male	91%	2%	2%	1%	2%	2%	100%
Female	90%	4%	0%	1%	1%	3%	100%
<b>Age</b>							
18 to 29	92%	0%	0%	4%	4%	0%	100%
30 to 39	94%	3%	3%	0%	0%	0%	100%
40 to 49	97%	3%	0%	0%	0%	0%	100%
50 to 59	84%	6%	2%	0%	3%	5%	100%
Over 60	89%	4%	2%	1%	0%	4%	100%
<b>Rush hour driver</b>							
Yes	91%	3%	1%	1%	2%	2%	100%
No	89%	4%	2%	1%	0%	4%	100%

**How often use for traffic information: Email alerts**

	Never	Occasionally	Once per week	2-3 times per week	More than 3 times per week	Total
<b>Total</b>	89%	7%	1%	2%	1%	100%
<b>Gender</b>						
Male	86%	10%	1%	3%	1%	100%
Female	91%	5%	2%	2%	0%	100%
<b>Age</b>						
18 to 29	83%	4%	4%	8%	0%	100%
30 to 39	88%	9%	3%	0%	0%	100%
40 to 49	87%	13%	0%	0%	0%	100%
50 to 59	89%	5%	2%	3%	2%	100%
Over 60	92%	8%	0%	0%	1%	100%
<b>Rush hour driver</b>						
Yes	88%	7%	2%	3%	0%	100%
No	90%	8%	0%	1%	1%	100%

**How often use for traffic information: Text message alerts**

	Never	Occasionally	Once per week	2-3 times per week	More than 3 times per week	Total
<b>Total</b>	86%	10%	1%	1%	2%	100%
<b>Gender</b>						
Male	88%	8%	1%	1%	3%	100%
Female	85%	12%	2%	0%	1%	100%
<b>Age</b>						
18 to 29	83%	13%	0%	0%	4%	100%
30 to 39	81%	16%	3%	0%	0%	100%
40 to 49	87%	13%	0%	0%	0%	100%
50 to 59	81%	8%	3%	2%	6%	100%
Over 60	92%	7%	1%	1%	0%	100%
<b>Rush hour driver</b>						
Yes	84%	11%	1%	1%	3%	100%
No	91%	8%	1%	0%	0%	100%

**How often use for traffic information: Electronic message signs**

	Never	Occasionally	Once per week	2-3 times per week	More than 3 times per week	Don't know/Rel	Total
<b>Total</b>	46%	27%	5%	5%	15%	1%	100%
<b>Gender</b>							
Male	40%	32%	6%	3%	19%	1%	100%
Female	52%	23%	5%	6%	12%	1%	100%
<b>Age</b>							
18 to 29	58%	12%	0%	13%	17%	0%	100%
30 to 39	53%	25%	9%	0%	12%	0%	100%
40 to 49	29%	35%	3%	0%	29%	3%	100%
50 to 59	36%	28%	9%	3%	22%	2%	100%
Over 60	49%	31%	6%	6%	8%	1%	100%
<b>Rush hour driver</b>							
Yes	40%	27%	6%	5%	21%	1%	100%
No	61%	27%	5%	3%	3%	2%	100%

**How often use for traffic information: Mobile apps on your cell phone or tablet**

	Never	Occasionally	Once per week	2-3 times per week	More than 3 times per week	Total
<b>Total</b>	71%	16%	4%	3%	6%	100%
<b>Gender</b>						
Male	72%	15%	3%	2%	8%	100%
Female	69%	18%	5%	3%	5%	100%
<b>Age</b>						
18 to 29	62%	21%	4%	4%	8%	100%
30 to 39	47%	25%	6%	6%	16%	100%
40 to 49	68%	13%	6%	3%	10%	100%
50 to 59	72%	17%	5%	3%	3%	100%
Over 60	83%	13%	1%	0%	2%	100%
<b>Rush hour driver</b>						
Yes	69%	17%	4%	2%	8%	100%
No	75%	15%	4%	5%	1%	100%

**How often use for traffic information: Websites on your computer or cell phone**

	Never	Occasionally	Once per week	2-3 times per week	More than 3 times per week	Total
<b>Total</b>	74%	16%	1%	4%	6%	100%
<b>Gender</b>						
Male	70%	18%	1%	3%	8%	100%
Female	77%	14%	1%	5%	3%	100%
<b>Age</b>						
18 to 29	67%	21%	0%	4%	8%	100%
30 to 39	69%	12%	0%	6%	12%	100%
40 to 49	65%	26%	0%	7%	3%	100%
50 to 59	73%	19%	3%	2%	3%	100%
Over 60	83%	10%	1%	2%	4%	100%
<b>Rush hour driver</b>						
Yes	70%	19%	1%	4%	7%	100%
No	84%	8%	1%	4%	3%	100%

**What is the main website you use for traffic information?**

	FL511.com	Google	Mapquest	Waze.com	Local TV or radio stat	Something else	Don't know/Refused	Total
<b>Total</b>	4%	17%	4%	3%	15%	17%	40%	100%
<b>Gender</b>								
Male	4%	17%	4%	2%	11%	22%	40%	100%
Female	4%	18%	5%	3%	19%	12%	40%	100%
<b>Age</b>								
18 to 29	0%	37%	0%	0%	13%	25%	25%	100%
30 to 39	0%	10%	0%	10%	40%	30%	10%	100%
40 to 49	9%	0%	0%	0%	18%	9%	64%	100%
50 to 59	6%	18%	18%	6%	6%	12%	35%	100%
Over 60	4%	17%	4%	0%	4%	17%	54%	100%
<b>Rush hour driver</b>								
Yes	5%	20%	5%	3%	16%	17%	35%	100%
No	0%	6%	0%	0%	10%	21%	63%	100%

**What is the main mobile app you use for traffic information?**

	Florida 511	Waze	Google Maps	Local TV/radio static	Something else	Don't know/Rel	Total
<b>Total</b>	1%	16%	29%	6%	20%	28%	100%
<b>Gender</b>							
Male	0%	13%	35%	0%	21%	32%	100%
Female	2%	18%	25%	11%	19%	26%	100%
<b>Age</b>							
18 to 29	0%	11%	56%	0%	22%	11%	100%
30 to 39	0%	24%	29%	6%	35%	6%	100%
40 to 49	0%	20%	30%	0%	10%	40%	100%
50 to 59	0%	17%	11%	11%	17%	44%	100%
Over 60	4%	8%	17%	13%	12%	46%	100%
<b>Rush hour driver</b>							
Yes	1%	17%	34%	4%	22%	21%	100%
No	0%	12%	16%	10%	13%	48%	100%

**How likely would you be to use free service to get traffic information?**

	Very likely	Somewhat likely	Somewhat unlik	Very unlikely	Already know about	Don't know/Rel	Total
<b>Total</b>	24%	29%	10%	36%	0%	1%	100%
<b>Gender</b>							
Male	24%	28%	12%	36%	0%	0%	100%
Female	25%	30%	8%	35%	0%	2%	100%
<b>Age</b>							
18 to 29	25%	33%	4%	33%	0%	4%	100%
30 to 39	31%	41%	3%	25%	0%	0%	100%
40 to 49	39%	26%	6%	29%	0%	0%	100%
50 to 59	22%	33%	17%	27%	0%	2%	100%
Over 60	18%	23%	11%	47%	1%	1%	100%
<b>Rush hour driver</b>							
Yes	28%	32%	9%	29%	0%	2%	100%
No	17%	22%	10%	50%	0%	0%	100%

**How much do you know about the 511 Traveler Information System?**

	Quite a lot	Some	A little	Nothing at all	Don't know/Refused	Total
<b>Total</b>	4%	7%	17%	71%	1%	100%
<b>Gender</b>						
Male	5%	7%	19%	70%	0%	100%
Female	4%	7%	16%	72%	1%	100%
<b>Age</b>						
18 to 29	0%	0%	17%	83%	0%	100%
30 to 39	6%	6%	28%	59%	0%	100%
40 to 49	6%	10%	10%	74%	0%	100%
50 to 59	3%	16%	19%	63%	0%	100%
Over 60	4%	4%	17%	73%	1%	100%
<b>Rush hour driver</b>						
Yes	5%	8%	18%	69%	0%	100%
No	3%	4%	15%	77%	1%	100%



**How often do you use the 511 Traveler Information System?**

	Once per week	2-3 times per week	More than 3 times	Never	Don't know/Refused	Total
<b>Total</b>	22%	2%	4%	71%	1%	100%
<b>Gender</b>						
Male	25%	2%	2%	71%	0%	100%
Female	19%	2%	6%	72%	2%	100%
<b>Age</b>						
18 to 29	25%	0%	0%	75%	0%	100%
30 to 39	31%	0%	0%	69%	0%	100%
40 to 49	37%	0%	0%	63%	0%	100%
50 to 59	12%	4%	13%	67%	4%	100%
Over 60	19%	3%	3%	75%	0%	100%
<b>Rush hour driver</b>						
Yes	25%	1%	3%	70%	1%	100%
No	15%	4%	8%	73%	0%	100%

**Which services of the 511 Traveler Information System do you use: Call in**

	Yes	No	Total
<b>Total</b>	44%	56%	100%
<b>Gender</b>			
Male	32%	68%	100%
Female	56%	44%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	100%	0%	100%
40 to 49	0%	100%	100%
50 to 59	43%	57%	100%
Over 60	45%	55%	100%
<b>Rush hour driver</b>			
Yes	52%	48%	100%
No	15%	85%	100%

**Which services of 511 do you use: Website**

	Yes	No	Total
<b>Total</b>	31%	69%	100%
<b>Gender</b>			
Male	30%	70%	100%
Female	31%	69%	100%
<b>Age</b>			
18 to 29	100%	0%	100%
30 to 39	0%	100%	100%
40 to 49	66%	34%	100%
50 to 59	29%	71%	100%
Over 60	11%	89%	100%
<b>Rush hour driver</b>			
Yes	36%	64%	100%
No	15%	85%	100%

**Which services of 511 do you use: Mobile app**

	Yes	No	Total
<b>Total</b>	25%	75%	100%
<b>Gender</b>			
Male	24%	76%	100%
Female	26%	74%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	0%	100%	100%
40 to 49	67%	33%	100%
50 to 59	14%	86%	100%
Over 60	33%	67%	100%
<b>Rush hour driver</b>			
Yes	20%	80%	100%
No	42%	58%	100%

**Which services of 511 do you use: Twitter**

	No	Total
<b>Total</b>	100%	100%
<b>Gender</b>		
Male	100%	100%
Female	100%	100%
<b>Age</b>		
18 to 29	100%	100%
30 to 39	100%	100%
40 to 49	100%	100%
50 to 59	100%	100%
Over 60	100%	100%
<b>Rush hour driver</b>		
Yes	100%	100%
No	100%	100%

**Which services of 511 do you use: Personalized services**

	Yes	No	Total
<b>Total</b>	3%	97%	100%
<b>Gender</b>			
Male	6%	94%	100%
Female	0%	100%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	0%	100%	100%
40 to 49	0%	100%	100%
50 to 59	0%	100%	100%
Over 60	11%	89%	100%
<b>Rush hour driver</b>			
Yes	4%	96%	100%
No	0%	100%	100%

**When are you likely to use 511: Before you leave for your destination**

	Yes	No	Total
<b>Total</b>	37%	63%	100%
<b>Gender</b>			
Male	49%	51%	100%
Female	25%	75%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	25%	75%	100%
40 to 49	66%	34%	100%
50 to 59	43%	57%	100%
Over 60	33%	67%	100%
<b>Rush hour driver</b>			
Yes	40%	60%	100%
No	29%	71%	100%

**When are you likely to use 511: On your way to your destination**

	Yes	No	Total
<b>Total</b>	38%	62%	100%
<b>Gender</b>			
Male	16%	84%	100%
Female	63%	37%	100%
<b>Age</b>			
18 to 29	100%	0%	100%
30 to 39	50%	50%	100%
40 to 49	0%	100%	100%
50 to 59	29%	71%	100%
Over 60	45%	55%	100%
<b>Rush hour driver</b>			
Yes	46%	54%	100%
No	14%	86%	100%

**When are you likely to use 511: While stopped in traffic/approaching congestion**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	42%	58%	100%
<b>Gender</b>			
Male	18%	82%	100%
Female	69%	31%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	50%	50%	100%
40 to 49	67%	33%	100%
50 to 59	29%	71%	100%
Over 60	45%	55%	100%
<b>Rush hour driver</b>			
Yes	43%	57%	100%
No	42%	58%	100%

**When are you likely to use 511: After hearing a radio or TV report**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	8%	92%	100%
<b>Gender</b>			
Male	0%	100%	100%
Female	17%	83%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	25%	75%	100%
40 to 49	0%	100%	100%
50 to 59	0%	100%	100%
Over 60	11%	89%	100%
<b>Rush hour driver</b>			
Yes	11%	89%	100%
No	0%	100%	100%

**When are you likely to use 511: During an emergency such as a wildfire/hurricane**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	15%	85%	100%
<b>Gender</b>			
Male	13%	87%	100%
Female	17%	83%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	25%	75%	100%
40 to 49	0%	100%	100%
50 to 59	14%	86%	100%
Over 60	22%	78%	100%
<b>Rush hour driver</b>			
Yes	15%	85%	100%
No	15%	85%	100%

**When are you likely to use 511: To report a traffic incident**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	17%	83%	100%
<b>Gender</b>			
Male	16%	84%	100%
Female	18%	82%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	50%	50%	100%
40 to 49	0%	100%	100%
50 to 59	14%	86%	100%
Over 60	11%	89%	100%
<b>Rush hour driver</b>			
Yes	22%	78%	100%
No	0%	100%	100%

**How have you used the info you receive from 511: Changed your route**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	64%	36%	100%
<b>Gender</b>			
Male	71%	29%	100%
Female	55%	45%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	75%	25%	100%
40 to 49	66%	34%	100%
50 to 59	57%	43%	100%
Over 60	78%	22%	100%
<b>Rush hour driver</b>			
Yes	69%	31%	100%
No	44%	56%	100%

**How have you used the info you receive from 511: Changed departure time**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	18%	82%	100%
<b>Gender</b>			
Male	12%	88%	100%
Female	25%	75%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	25%	75%	100%
40 to 49	33%	67%	100%
50 to 59	14%	86%	100%
Over 60	11%	89%	100%
<b>Rush hour driver</b>			
Yes	23%	77%	100%
No	0%	100%	100%

**How have you used the info you receive from 511: Changed est. time of arrival**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	38%	62%	100%
<b>Gender</b>			
Male	36%	64%	100%
Female	40%	60%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	0%	100%	100%
40 to 49	100%	0%	100%
50 to 59	14%	86%	100%
Over 60	56%	44%	100%
<b>Rush hour driver</b>			
Yes	37%	63%	100%
No	41%	59%	100%

**How have you used the info you receive from 511: Changed your stress level**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	21%	79%	100%
<b>Gender</b>			
Male	12%	88%	100%
Female	31%	69%	100%
<b>Age</b>			
18 to 29	100%	0%	100%
30 to 39	0%	100%	100%
40 to 49	33%	67%	100%
50 to 59	14%	86%	100%
Over 60	11%	89%	100%
<b>Rush hour driver</b>			
Yes	28%	72%	100%
No	0%	100%	100%

**How have you used the info you receive from 511: Changed your mode of travel**

	Yes	No	Total
<b>Total</b>	15%	85%	100%
<b>Gender</b>			
Male	22%	78%	100%
Female	7%	93%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	25%	75%	100%
40 to 49	33%	67%	100%
50 to 59	14%	86%	100%
Over 60	0%	100%	100%
<b>Rush hour driver</b>			
Yes	19%	81%	100%
No	0%	100%	100%

**Used info provided by the 511 during severe weather/roadway emergency?**

	Yes, and I changed my	Yes, but I did NO1	No	Total
<b>Total</b>	39%	8%	52%	100%
<b>Gender</b>				
Male	40%	16%	44%	100%
Female	39%	0%	61%	100%
<b>Age</b>				
18 to 29	0%	0%	100%	100%
30 to 39	50%	25%	25%	100%
40 to 49	33%	0%	67%	100%
50 to 59	43%	14%	43%	100%
Over 60	44%	0%	56%	100%
<b>Rush hour driver</b>				
Yes	43%	7%	51%	100%
No	29%	15%	57%	100%

**How did you first find out about the 511 Traveler Information System?**

	Radio	Television	A friend or acqu	Signs on the freeway	Other	Don't know/Rel	Total
<b>Total</b>	8%	3%	32%	8%	18%	29%	100%
<b>Gender</b>							
Male	16%	7%	40%	0%	13%	24%	100%
Female	0%	0%	24%	17%	24%	34%	100%
<b>Age</b>							
18 to 29	0%	0%	100%	0%	0%	0%	100%
30 to 39	25%	0%	25%	25%	25%	0%	100%
40 to 49	0%	0%	33%	0%	0%	67%	100%
50 to 59	14%	14%	14%	0%	14%	43%	100%
Over 60	0%	0%	33%	11%	33%	22%	100%
<b>Rush hour driver</b>							
Yes	7%	0%	38%	11%	19%	26%	100%
No	15%	15%	15%	0%	15%	41%	100%

**Call in feature of 511: would you say the quality of the voice-recognition is...**

	Excellent	Good	Fair	Poor	Never used call in ser	Don't know/Rel	Total
<b>Total</b>	17%	27%	28%	3%	19%	6%	100%
<b>Gender</b>							
Male	19%	7%	38%	0%	36%	0%	100%
Female	14%	48%	17%	7%	0%	13%	100%
<b>Age</b>							
18 to 29	0%	100%	0%	0%	0%	0%	100%
30 to 39	0%	25%	75%	0%	0%	0%	100%
40 to 49	0%	0%	33%	0%	33%	34%	100%
50 to 59	43%	14%	14%	14%	14%	0%	100%
Over 60	22%	34%	11%	0%	33%	0%	100%
<b>Rush hour driver</b>							
Yes	13%	26%	32%	5%	25%	0%	100%
No	29%	29%	15%	0%	0%	27%	100%

	What type of cell phone do you use?						Total
	iPhone	Android	BlackBerry	Something else	Does not have a cell	Don't know/Rel	
<b>Total</b>	44%	24%	1%	25%	5%	1%	100%
<b>Gender</b>							
Male	40%	24%	2%	28%	5%	1%	100%
Female	47%	24%	1%	21%	6%	1%	100%
<b>Age</b>							
18 to 29	50%	29%	0%	21%	0%	0%	100%
30 to 39	38%	41%	3%	16%	3%	0%	100%
40 to 49	61%	29%	0%	6%	3%	0%	100%
50 to 59	53%	22%	2%	19%	3%	2%	100%
Over 60	35%	14%	2%	39%	10%	1%	100%
<b>Rush hour driver</b>							
Yes	46%	28%	1%	22%	3%	0%	100%
No	40%	15%	3%	32%	10%	2%	100%

	How often do you read these electronic message signs?					Total
	Once per week	2-3 times per week	More than 3 times	Never	Don't know/Refused	
<b>Total</b>	18%	19%	40%	21%	3%	100%
<b>Gender</b>						
Male	17%	17%	46%	18%	2%	100%
Female	19%	20%	34%	23%	3%	100%
<b>Age</b>						
18 to 29	8%	29%	33%	29%	0%	100%
30 to 39	22%	28%	31%	19%	0%	100%
40 to 49	16%	0%	68%	16%	0%	100%
50 to 59	28%	23%	36%	13%	0%	100%
Over 60	18%	18%	36%	22%	6%	100%
<b>Rush hour driver</b>						
Yes	16%	21%	47%	15%	2%	100%
No	24%	15%	24%	34%	4%	100%

	Do you find them to be...				Total
	Very accurate	Somewhat accurate	Not accurate at all	Don't know/Refused	
<b>Total</b>	40%	55%	3%	2%	100%
<b>Gender</b>					
Male	38%	56%	3%	4%	100%
Female	41%	55%	3%	1%	100%
<b>Age</b>					
18 to 29	59%	41%	0%	0%	100%
30 to 39	38%	58%	4%	0%	100%
40 to 49	61%	35%	4%	0%	100%
50 to 59	25%	70%	2%	4%	100%
Over 60	31%	63%	3%	3%	100%
<b>Rush hour driver</b>					
Yes	42%	53%	3%	2%	100%
No	33%	61%	3%	3%	100%

	Do you think the electronic message signs are easy to read?				Total
	Yes	No	Sometimes	Don't know/Refused	
<b>Total</b>	85%	5%	10%	0%	100%
<b>Gender</b>					
Male	85%	5%	10%	0%	100%
Female	85%	4%	10%	1%	100%
<b>Age</b>					
18 to 29	82%	0%	18%	0%	100%
30 to 39	85%	8%	8%	0%	100%
40 to 49	88%	0%	12%	0%	100%
50 to 59	88%	5%	7%	0%	100%
Over 60	84%	7%	8%	1%	100%
<b>Rush hour driver</b>					
Yes	83%	5%	11%	0%	100%
No	91%	4%	5%	0%	100%

**When the electronic message signs post info about travel times, is the info...**

	Very useful	Somewhat useful	Not very useful	Never seen a delay	r Don't know/Refused	Total
<b>Total</b>	46%	45%	8%	1%	0%	100%
<b>Gender</b>						
Male	43%	45%	11%	1%	0%	100%
Female	48%	45%	4%	2%	1%	100%
<b>Age</b>						
18 to 29	70%	24%	0%	6%	0%	100%
30 to 39	42%	50%	8%	0%	0%	100%
40 to 49	65%	31%	4%	0%	0%	100%
50 to 59	36%	55%	9%	0%	0%	100%
Over 60	33%	53%	12%	1%	1%	100%
<b>Rush hour driver</b>						
Yes	48%	43%	6%	2%	0%	100%
No	38%	50%	12%	0%	0%	100%

**How likely are you to change your route based on the info posted on these signs?**

	Very likely	Somewhat likely	Somewhat unlik	Very unlikely	Don't know/Refused	Total
<b>Total</b>	37%	43%	8%	11%	0%	100%
<b>Gender</b>						
Male	43%	38%	9%	10%	0%	100%
Female	32%	49%	7%	13%	1%	100%
<b>Age</b>						
18 to 29	41%	35%	12%	12%	0%	100%
30 to 39	46%	27%	11%	15%	0%	100%
40 to 49	38%	50%	4%	8%	0%	100%
50 to 59	32%	50%	4%	14%	0%	100%
Over 60	35%	48%	9%	7%	1%	100%
<b>Rush hour driver</b>						
Yes	38%	41%	9%	12%	0%	100%
No	35%	49%	6%	9%	0%	100%

**Have you ever used 511 to obtain more info about something you saw on a sign?**

	Yes	No	Don't know/Refi	Total
<b>Total</b>	8%	90%	2%	100%
<b>Gender</b>				
Male	8%	90%	3%	100%
Female	9%	90%	1%	100%
<b>Age</b>				
18 to 29	6%	94%	0%	100%
30 to 39	15%	85%	0%	100%
40 to 49	8%	85%	8%	100%
50 to 59	7%	93%	0%	100%
Over 60	7%	92%	1%	100%
<b>Rush hour driver</b>				
Yes	10%	88%	2%	100%
No	4%	96%	0%	100%

**Have you used info posted on a sign during severe weather/roadway emergency?**

	Yes, and I changed my	Yes, but I did NO	No	Don't know/Refusec	Total
<b>Total</b>	44%	9%	46%	1%	100%
<b>Gender</b>					
Male	50%	9%	40%	1%	100%
Female	38%	10%	52%	0%	100%
<b>Age</b>					
18 to 29	41%	18%	41%	0%	100%
30 to 39	42%	8%	50%	0%	100%
40 to 49	46%	15%	39%	0%	100%
50 to 59	34%	7%	57%	2%	100%
Over 60	52%	5%	42%	1%	100%
<b>Rush hour driver</b>					
Yes	42%	11%	48%	0%	100%
No	51%	5%	41%	3%	100%

**Service to provide you with traffic info on the Internet: how likely to use it?**

	Definitely use it	Probably use it	Probably not use it	Definitely not use it	Don't know/Refused	Total
<b>Total</b>	6%	27%	41%	25%	1%	100%
<b>Gender</b>						
Male	7%	25%	39%	29%	1%	100%
Female	6%	28%	42%	23%	1%	100%
<b>Age</b>						
18 to 29	0%	38%	38%	25%	0%	100%
30 to 39	14%	32%	41%	13%	0%	100%
40 to 49	15%	25%	40%	20%	0%	100%
50 to 59	2%	30%	47%	21%	0%	100%
Over 60	6%	21%	40%	31%	2%	100%
<b>Rush hour driver</b>						
Yes	7%	31%	42%	19%	1%	100%
No	5%	18%	39%	37%	1%	100%

**How often do you use the My Florida 511 website, FL511.com?**

	Once per week	More than 3 time	Never	Never heard	Don't know/Refused	Total
<b>Total</b>	4%	2%	38%	55%	2%	100%
<b>Gender</b>						
Male	5%	2%	43%	46%	4%	100%
Female	2%	2%	32%	64%	0%	100%
<b>Age</b>						
18 to 29	0%	0%	50%	50%	0%	100%
30 to 39	0%	0%	50%	50%	0%	100%
40 to 49	9%	0%	27%	55%	9%	100%
50 to 59	6%	6%	29%	59%	0%	100%
Over 60	4%	4%	33%	58%	0%	100%
<b>Rush hour driver</b>						
Yes	4%	1%	38%	55%	2%	100%
No	5%	5%	37%	53%	0%	100%

**Mobile app available to provide you with traffic info:how likely to use it?**

	Definitely use it	Probably use it	Probably not use it	Definitely not use it	Don't know/Refused	Total
<b>Total</b>	8%	31%	29%	31%	1%	100%
<b>Gender</b>						
Male	6%	27%	32%	33%	1%	100%
Female	10%	35%	26%	29%	1%	100%
<b>Age</b>						
18 to 29	7%	40%	20%	33%	0%	100%
30 to 39	20%	40%	20%	20%	0%	100%
40 to 49	14%	33%	19%	29%	5%	100%
50 to 59	11%	30%	35%	24%	0%	100%
Over 60	3%	29%	33%	35%	0%	100%
<b>Rush hour driver</b>						
Yes	11%	35%	31%	24%	0%	100%
No	3%	25%	24%	45%	4%	100%

**How often do you use the Florida 511 mobile app?**

	Once per week	2-3 times per week	Never	Never heard	Total
<b>Total</b>	3%	1%	28%	68%	100%
<b>Gender</b>					
Male	8%	0%	28%	64%	100%
Female	0%	2%	27%	72%	100%
<b>Age</b>					
18 to 29	0%	0%	22%	78%	100%
30 to 39	0%	0%	29%	71%	100%
40 to 49	10%	0%	20%	70%	100%
50 to 59	6%	0%	39%	56%	100%
Over 60	4%	4%	25%	67%	100%
<b>Rush hour driver</b>					
Yes	2%	1%	25%	71%	100%
No	7%	0%	33%	60%	100%



**Are you aware of the Road Rangers provided by FDOT?**

	Yes	No	Don't know/Ref	Total
<b>Total</b>	63%	36%	1%	100%
<b>Gender</b>				
Male	70%	30%	0%	100%
Female	57%	41%	1%	100%
<b>Age</b>				
18 to 29	38%	62%	0%	100%
30 to 39	69%	31%	0%	100%
40 to 49	74%	26%	0%	100%
50 to 59	78%	22%	0%	100%
Over 60	63%	35%	2%	100%
<b>Rush hour driver</b>				
Yes	66%	33%	1%	100%
No	56%	43%	1%	100%

**Are you aware you can request assistance from the Road Rangers by dialing \*FHP, or \*347?**

	Yes	No	Don't know/Ref	Total
<b>Total</b>	63%	37%	1%	100%
<b>Gender</b>				
Male	61%	38%	2%	100%
Female	65%	35%	0%	100%
<b>Age</b>				
18 to 29	57%	43%	0%	100%
30 to 39	80%	20%	0%	100%
40 to 49	67%	33%	0%	100%
50 to 59	64%	36%	0%	100%
Over 60	59%	38%	3%	100%
<b>Rush hour driver</b>				
Yes	65%	34%	1%	100%
No	57%	43%	0%	100%

**Do you know how to request a Road Ranger?**

	Yes	No	Don't know/Ref	Total
<b>Total</b>	35%	64%	1%	100%
<b>Gender</b>				
Male	31%	67%	2%	100%
Female	40%	60%	0%	100%
<b>Age</b>				
18 to 29	50%	50%	0%	100%
30 to 39	33%	67%	0%	100%
40 to 49	14%	86%	0%	100%
50 to 59	36%	60%	4%	100%
Over 60	44%	56%	0%	100%
<b>Rush hour driver</b>				
Yes	31%	69%	0%	100%
No	45%	52%	3%	100%

**How would you do that?**

	Call 511	Call 911	Call *FHP/*347	Call 411	Something else	Don't know/Ref	Total
<b>Total</b>	4%	9%	50%	2%	20%	15%	100%
<b>Gender</b>							
Male	5%	9%	50%	5%	22%	9%	100%
Female	4%	8%	50%	0%	18%	19%	100%
<b>Age</b>							
18 to 29	0%	0%	0%	0%	0%	100%	100%
30 to 39	0%	0%	75%	0%	25%	0%	100%
40 to 49	0%	0%	100%	0%	0%	0%	100%
50 to 59	0%	0%	44%	11%	33%	11%	100%
Over 60	9%	18%	45%	0%	14%	14%	100%
<b>Rush hour driver</b>							
Yes	7%	3%	56%	4%	21%	9%	100%
No	0%	17%	41%	0%	18%	24%	100%

**Have you ever heard of \*FHP or \*347?**

	Yes	No	Don't know/Refi	Total
<b>Total</b>	57%	42%	1%	100%
<b>Gender</b>				
Male	53%	45%	2%	100%
Female	60%	40%	0%	100%
<b>Age</b>				
18 to 29	50%	50%	0%	100%
30 to 39	89%	11%	0%	100%
40 to 49	42%	58%	0%	100%
50 to 59	81%	19%	0%	100%
Over 60	43%	55%	2%	100%
<b>Rush hour driver</b>				
Yes	52%	47%	1%	100%
No	68%	32%	0%	100%

**How useful do you think the Road Rangers are?**

	Very useful	Somewhat useful	Not very useful	Don't know/Refusec	Total
<b>Total</b>	65%	23%	3%	9%	100%
<b>Gender</b>					
Male	72%	19%	3%	6%	100%
Female	58%	28%	3%	12%	100%
<b>Age</b>					
18 to 29	22%	34%	22%	22%	100%
30 to 39	68%	27%	0%	5%	100%
40 to 49	78%	13%	0%	9%	100%
50 to 59	74%	20%	2%	4%	100%
Over 60	65%	24%	1%	10%	100%
<b>Rush hour driver</b>					
Yes	63%	24%	3%	9%	100%
No	71%	19%	3%	7%	100%

**Have you ever been assisted by a Road Ranger?**

	Yes	No	Total
<b>Total</b>	29%	71%	100%
<b>Gender</b>			
Male	25%	75%	100%
Female	33%	67%	100%
<b>Age</b>			
18 to 29	45%	55%	100%
30 to 39	36%	64%	100%
40 to 49	30%	70%	100%
50 to 59	22%	78%	100%
Over 60	24%	76%	100%
<b>Rush hour driver</b>			
Yes	29%	71%	100%
No	30%	70%	100%

**Would you say the Road Ranger driver was...**

	Very helpful	Somewhat helpfu	Not helpful at al	Don't know/Refusec	Total
<b>Total</b>	91%	4%	4%	2%	100%
<b>Gender</b>					
Male	92%	8%	0%	0%	100%
Female	90%	0%	7%	3%	100%
<b>Age</b>					
18 to 29	75%	0%	25%	0%	100%
30 to 39	88%	12%	0%	0%	100%
40 to 49	100%	0%	0%	0%	100%
50 to 59	91%	9%	0%	0%	100%
Over 60	100%	0%	0%	0%	100%
<b>Rush hour driver</b>					
Yes	89%	3%	5%	2%	100%
No	95%	5%	0%	0%	100%

**Like included: Information about other transportation services**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	13%	87%	100%
<b>Gender</b>			
Male	11%	89%	100%
Female	14%	86%	100%
<b>Age</b>			
18 to 29	21%	79%	100%
30 to 39	25%	75%	100%
40 to 49	10%	90%	100%
50 to 59	6%	94%	100%
Over 60	10%	90%	100%
<b>Rush hour driver</b>			
Yes	16%	84%	100%
No	6%	94%	100%

**Like included: Information about roads not in your area**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	8%	92%	100%
<b>Gender</b>			
Male	10%	90%	100%
Female	7%	93%	100%
<b>Age</b>			
18 to 29	12%	88%	100%
30 to 39	13%	87%	100%
40 to 49	10%	90%	100%
50 to 59	3%	97%	100%
Over 60	8%	92%	100%
<b>Rush hour driver</b>			
Yes	10%	90%	100%
No	4%	96%	100%

**Like included: Information about local attractions**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	6%	94%	100%
<b>Gender</b>			
Male	5%	95%	100%
Female	6%	94%	100%
<b>Age</b>			
18 to 29	4%	96%	100%
30 to 39	3%	97%	100%
40 to 49	6%	94%	100%
50 to 59	9%	91%	100%
Over 60	4%	96%	100%
<b>Rush hour driver</b>			
Yes	7%	93%	100%
No	3%	97%	100%

**Like included: Information about automotive services**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	6%	94%	100%
<b>Gender</b>			
Male	6%	94%	100%
Female	7%	93%	100%
<b>Age</b>			
18 to 29	13%	87%	100%
30 to 39	3%	97%	100%
40 to 49	6%	94%	100%
50 to 59	8%	92%	100%
Over 60	5%	95%	100%
<b>Rush hour driver</b>			
Yes	8%	92%	100%
No	3%	97%	100%

**Like included: Alternate routes to avoid a traffic incident**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	66%	34%	100%
<b>Gender</b>			
Male	70%	30%	100%
Female	63%	37%	100%
<b>Age</b>			
18 to 29	63%	37%	100%
30 to 39	69%	31%	100%
40 to 49	77%	23%	100%
50 to 59	72%	28%	100%
Over 60	64%	36%	100%
<b>Rush hour driver</b>			
Yes	69%	31%	100%
No	60%	40%	100%

**Like included: All**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	4%	96%	100%
<b>Gender</b>			
Male	6%	94%	100%
Female	3%	97%	100%
<b>Age</b>			
18 to 29	8%	92%	100%
30 to 39	6%	94%	100%
40 to 49	6%	94%	100%
50 to 59	5%	95%	100%
Over 60	1%	99%	100%
<b>Rush hour driver</b>			
Yes	3%	97%	100%
No	8%	92%	100%

**Like included: None**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	7%	93%	100%
<b>Gender</b>			
Male	5%	95%	100%
Female	9%	91%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	6%	94%	100%
40 to 49	6%	94%	100%
50 to 59	5%	95%	100%
Over 60	11%	89%	100%
<b>Rush hour driver</b>			
Yes	5%	95%	100%
No	12%	88%	100%

**Like included: Other**

	<b>Yes</b>	<b>No</b>	<b>Total</b>
<b>Total</b>	0%	100%	100%
<b>Gender</b>			
Male	1%	99%	100%
Female	0%	100%	100%
<b>Age</b>			
18 to 29	0%	100%	100%
30 to 39	0%	100%	100%
40 to 49	0%	100%	100%
50 to 59	0%	100%	100%
Over 60	0%	100%	100%
<b>Rush hour driver</b>			
Yes	0%	100%	100%
No	1%	99%	100%

	<b>Age</b>						<b>Total</b>
	<b>18 to 29</b>	<b>30 to 39</b>	<b>40 to 49</b>	<b>50 to 59</b>	<b>Over 60</b>	<b>Don't know/Refus</b>	
<b>Total</b>	16%	13%	15%	17%	36%	3%	100%
<b>Gender</b>							
Male	12%	10%	18%	20%	37%	2%	100%
Female	19%	15%	13%	15%	34%	4%	100%
<b>Rush hour driver</b>							
Yes	19%	17%	16%	18%	29%	1%	100%
No	9%	4%	15%	15%	52%	6%	100%

	<b>Gender</b>		
	<b>Male</b>	<b>Female</b>	<b>Total</b>
<b>Total</b>	47%	53%	100%
<b>Age</b>			
18 to 29	37%	63%	100%
30 to 39	37%	63%	100%
40 to 49	54%	46%	100%
50 to 59	54%	46%	100%
Over 60	49%	51%	100%
<b>Rush hour driver</b>			
Yes	47%	53%	100%
No	47%	53%	100%