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TO: Florida Department of Transportation
FROM: The Schapiro Group, Inc.
DATE: August 19, 2014
RE: Customer Satisfaction Tracking Study — District 5 Results

The Schapiro Group (TSG) interviewed 300 Florida freeway drivers across District 5 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 Orange, Osceola, Seminole, and Volusia 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 5 include:

## **Driving Patterns and Traffic Information Services**

- The number of drivers on the road in District 5 has remained relatively steady during the morning rush, daytime, and afternoon rush hours, but has slightly decreased in the evening.
- The overall use of radio as a source of traffic information has remained the same since 2010, while the percentage of drivers turning to television dropped from 59% in 2012 to 46% this year. A majority of those who get traffic information from radio and television still sees these resources as at least somewhat useful.
- Drivers use several different sources for their traffic information. Just over half (54%) use electronic message signs (down from 78% in 2012), 52% use in-car navigation systems (up from 30% in 2012), one-third (33%) use mobile apps, and one-third (33%) use websites on their computer or cell phone (up from 22% in 2012). All other tested sources are used by less than 15% of drivers.
- Among drivers who use websites for traffic information, the top site is Google, whose usage doubled to 29%. As in 2012, 13% use local TV and radio station websites, though 43% of drivers 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 (32%) is the leader, with another 10% using local radio and television station apps. Just under half (48%) indicate some other site or they do not know.

## 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, the percentage of drivers who say that they would be likely to use it increased to 54% (up from 44% two years ago).
- Awareness of the 511 Traveler Information System decreased slightly to 42% in 2014. In that same time period, the percentage of drivers who know about 511 and use the service held steady at around one-third (35%). District 5 drivers continue to say that they are most likely to find out about 511 through signs on the freeway or 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 continues to be the call-in service, though usage dropped from 87% in 2012 to 53% of drivers this year. The 32% of drivers using the mobile app represents a four-fold increase since 2012. No other service is used by more than 10% of 511 Traveler Information System users.
- Drivers are most likely to use the 511 Traveler Information System in the same ways as in the past, but the order has shifted since 2012. Now, 37% are likely to use the system before they leave for their destination (21% in 2012), 30% while stopped in traffic approaching congestion (37% in 2012), and 29% while on their way to their destination (55% in 2012).
- Most drivers (71%) continue to change their route based on the information they received from the 511 Traveler Information System. Some have changed their mode of travel (20% in 2014; 7% in 2012) or their estimated time of arrival (22% in 2014; 14% in 2012). Those who changed their stress levels (16%) or their departure time (15%) did so at similar levels in 2012.

## **ITS Services: Electronic Message Signs**

• Most District 5 drivers (83%) read electronic message signs at least once per week, a percentage that is down slightly from 94% in 2012. Nearly all users continue to believe the signs are accurate (97%), useful (93%), and easy to read (92%). As in 2012, 82% are likely to change their route based on information they see posted.

## **ITS Services: Road Rangers**

- After an increase in 2012, awareness of the Road Rangers has decreased slightly, with 72% of drivers knowing about this service. Continuing a downward trend since 2010, 7% have top-of-mind awareness of how to contact a Road Ranger. However, when prompted with a reminder about \*FHP/\*347, 61% of other drivers say they know to call that number to request assistance. Among drivers who say they do not know how to contact a Road Ranger, 68% say they have heard of \*FHP/\*347 (up from 44% in 2012).
- Now at 23%, the number of District 5 drivers who have been assisted by a Road Ranger has shown its first increase since 2006. A strong majority (87%) of those who have been assisted say that the Road Ranger was "very helpful," which is up somewhat from 2012. Nearly all drivers (93%) who know about Road Rangers, even those who have not had direct experience with them, continue to believe this service is at least "somewhat useful."

• When asked what types of additional information they would like FDOT to provide, drivers continue to say they would like information about alternate routes to help them avoid traffic incidents. That sentiment was even stronger in 2014, with 78% expressing this desire compared to 64% in 2012.

	Do you live in Florida ye	ar-round, or for only part of t	he year?	
	Year-round	Only part of the year	Total	
Total	99%	1%	100%	
Gender				
Male Female	99% 99%	1% 1%	100% 100%	
Age	55%	1/6	100%	
18 to 29	100%	0%	100%	
30 to 39	100%	0%	100%	
40 to 49 50 to 59	100% 97%	0% 3%	100% 100%	
SU 10 59 Over 60	98%	3%	100%	
Rush hour driver	5070	275	10070	
Yes	99%	1%	100%	
No	99%	1%	100%	
		ida freeways during: The mor		
	Yes	No Dor	n't know/Refused	Total
Total	53%	46%	0%	100%
Gender				
Male	55%	45%	0%	100%
Female Age	52%	48%	0%	100%
Age 18 to 29	72%	28%	0%	100%
30 to 39	57%	43%	0%	100%
40 to 49	56%	44%	0%	100%
50 to 59	69%	31%	0%	100%
Over 60 Rush hour driver	26%	73%	1%	100%
Yes	75%	25%	0%	100%
No	0%	99%	1%	100%
	Typically driving on Flor	ida freeways during: The day,	9 am to 4 nm	
	Yes		't know/Refused	Total
Total Gender	63%	37%	0%	100%
Male	65%	35%	0%	100%
Female	61%	38%	1%	100%
Age				
18 to 29	53%	47%	0%	100%
30 to 39 40 to 49	67% 60%	30% 40%	3% 0%	100% 100%
40 to 49 50 to 59	58%	40%	0%	100%
Over 60	72%	28%	0%	100%
Rush hour driver				
Yes	57%	42%	1%	100%
No	76%	24%	0%	100%
	Typically driving on Flor Yes	ida freeways during: The even No	ing rush, 4 p.m. to 7 p Total	.m.
	fes	NO	Iotai	
Total	64%	36%	100%	
Gender				
Male Female	61% 67%	39% 33%	100% 100%	
Age	0776	3370	100%	
18 to 29	71%	29%	100%	
30 to 39	75%	25%	100%	
40 to 49	72%	28%	100%	
50 to 59 Over 60	74% 42%	26% 58%	100% 100%	
Rush hour driver	4270	50%	100%	
Yes	89%	11%	100%	
No	0%	100%	100%	
	Typically driving on Flor	ida freeways during: The even	ing after 7 p.m.	
	Yes		't know/Refused	Total
Total	38%	62%	0%	100%
Gender	30%	0270	070	100%
Male	41%	59%	0%	100%
Female	36%	64%	0%	100%
Age		50-1	001	
18 to 29 30 to 39	41% 39%	59% 61%	0% 0%	100% 100%
40 to 49	39%	61%	0%	100%
50 to 59	36%	63%	1%	100%
Over 60	38%	62%	0%	100%
Rush hour driver	****	F 70/	0%	
Yes No	42% 28%	57% 72%	0% 0%	100% 100%
	2070	, _ /0	0,0	100%

	How often do you listen Once per week		More than 3 times per	Never	Don't know/Refused	Total
Total	10%	15%	30%	44%	0%	100%
Gender	10/0	10,0	5070	4470	0,0	10070
Male	9%	9%	30%	51%	1%	100%
Female	11%	21%	31%	37%	0%	100%
Age	1176	2176	51/0	5776	0%	100%
18 to 29	12%	15%	28%	45%	0%	100%
30 to 39	13%	15%	30%	43%	0%	100%
40 to 49	9%	28%	25%	38%	0%	100%
40 to 49	8%	28%	37%	48%	0%	100%
Over 60 Rush hour driver	10%	13%	31%	44%	2%	100%
Yes	11%	14%	34%	41%	0%	100%
No	7%	19%	22%	50%	1%	100%
NU	/ 70	19%	2270	30%	1/6	100%
	Do you find radio traffic Very useful	reports Somewhat useful	Not very useful at all	Don't know/Refused	Total	
	,					
Total Gender	41%	46%	12%	1%	100%	
Male	43%	46%	10%	2%	100%	
Female	39%	47%	13%	1%	100%	
Age						
18 to 29	43%	43%	14%	0%	100%	
30 to 39	47%	41%	11%	0%	100%	
40 to 49	26%	67%	7%	0%	100%	
50 to 59	45%	50%	5%	0%	100%	
Over 60	41%	37%	17%	4%	100%	
Rush hour driver						
Yes	41%	48%	11%	0%	100%	
No	39%	42%	15%	4%	100%	
	11		laudata a 2			
	How often do you tune i Once per week	2-3 times per week	More than 3 times per	Never	Don't know/Refused	Total
Total	8%	12%	26%	53%	0%	100%
Gender						
Male	9%	11%	20%	60%	1%	100%
Female	8%	14%	31%	47%	0%	100%
Age	0.4	201	450/	6004	201	****
18 to 29	8%	8%	15%	69%	0%	100%
30 to 39	3%	12%	24%	61%	0%	100%
40 to 49	9%	21%	27%	42%	0%	100%
50 to 59	14%	11%	29%	45%	3%	100%
Over 60	7%	10%	33%	50%	0%	100%
Rush hour driver	0.4	1000	254	550/	201	****
Yes No	8% 8%	12% 14%	25% 27%	55% 50%	0% 1%	100%
NO	8%	14%	2776	50%	1%	100%
	Do you find television tra Very useful	affic reports Somewhat useful	Not very useful at all	Total		
	very userui	Somewhat asera	not tery userar at an	- Clai		
Total	49%	41%	10%	100%		
Gender						
Male	46%	40%	14%	100%		
Female	51%	42%	8%	100%		
Age						
18 to 29	38%	62%	0%	100%		
30 to 39	84%	7%	8%	100%		
40 to 49	40%	48%	12%	100%		
50 to 59	56%	36%	8%	100%		
Over 60	39%	44%	16%	100%		
Rush hour driver						
Yes	48%	42%	10%	100%		
No	49%	38%	13%	100%		
	How often use for traffic Never	information: In-car nav Occasionally	igation system Once per week	2-3 times per week	More than 3 times per we I	on't know/Petused
	Acres	Considering	once per week			
Total Gender	47%	22%	6%	11%	13%	1%
Male	47%	26%	5%	8%	13%	1%
Female	46%	18%	7%	13%	14%	1%
Age		10/0	,,,,	10/0	2470	2/0
18 to 29	56%	12%	8%	12%	12%	0%
30 to 39	34%	34%	0%	12%	21%	0%
40 to 49	37%	28%	5%	13%	14%	2%
50 to 59	55%	18%	5%	6%	15%	0%
Over 60	48%	22%	12%	9%	8%	2%
Rush hour driver	4070	2270	12/0	570	370	<b>_</b> /0
Yes	44%	21%	6%	12%	17%	1%
No	54%	26%	8%	8%	3%	1%

100% 100% 100% 100% 100%

	How often use for traffic Never	information: Call in service Occasionally	e Once per week	2-3 times per week	More than 3 times per we Dor	i't know/Refused	Total
Total	89%	5%	1%	2%	1%	2%	100%
Gender							
Male	88%	5%	1%	3%	1%	1%	100%
Female	91%	5%	1%	2%	0%	2%	100%
Age							
18 to 29	100%	0%	0%	0%	0%	0%	100%
30 to 39	82%	6%	0%	9%	0%	3%	100%
40 to 49	93%	5%	0%	0%	2%	0%	100%
50 to 59	84%	8%	1%	1%	0%	5%	100%
Over 60	89%	5%	1%	2%	1%	2%	100%
Rush hour driver							
Yes	91%	4%	1%	3%	1%	1%	100%
No	85%	8%	1%	1%	1%	3%	100%
	How often use for traffic	information: Email alerts					
	Never	Occasionally	Once per week	2-3 times per week	More than 3 times per we	Total	
Total	88%	5%	2%	1%	4%	100%	
Gender							
Male	89%	5%	3%	1%	2%	100%	
Female	87%	5%	1%	2%	5%	100%	
Age							
18 to 29	96%	0%	0%	0%	4%	100%	
30 to 39	76%	9%	0%	0%	15%	100%	
40 to 49	93%	5%	2%	0%	0%	100%	
50 to 59	86%	7%	3%	3%	1%	100%	
Over 60	86%	6%	5%	2%	2%	100%	
Rush hour driver							
Yes	88%	5%	2%	1%	4%	100%	
No	88%	6%	3%	1%	2%	100%	
		information: Text message					
	Never	Occasionally	Once per week	2-3 times per week	More than 3 times per we Dor	't know/Refused	Total
	0.5%	70/			50/	201	40000
Total	86%	7%	1%	0%	5%	0%	100%
Gender			0.07		***	201	40000
Male	91%	4%	0%	0%	4%	0%	100%
Female	82%	9%	2%	0%	6%	1%	100%
Age	0.5%		0.07		***	201	40000
18 to 29	96%	0%	0%	0%	4%	0%	100%
30 to 39	71%	15%	0%	0%	12%	3%	100%
40 to 49	86%	5%	4%	0%	4%	0%	100%
50 to 59	81%	12%	3%	0%	4%	0%	100%
Over 60	89%	6%	1%	1%	3%	0%	100%
Rush hour driver							
Yes	85%	8%	1%	0%	5%	0%	100%
No	88%	4%	2%	1%	4%	2%	100%
	How often use for traffic	information: Electronic me	essage signs				
	Never	Occasionally	Once per week	2-3 times per week	More than 3 times per we Dor	't know/Refused	Total
			-	-	-		
Total	45%	23%	5%	11%	15%	1%	100%
Gender							
Male	44%	25%	6%	11%	14%	0%	100%
Female	46%	21%	4%	11%	16%	2%	100%
Age							
18 to 29	64%	16%	4%	8%	4%	4%	100%
30 to 39	31%	28%	0%	18%	24%	0%	100%
40 to 49	37%	26%	4%	12%	21%	0%	100%
50 to 59	34%	27%	4%	8%	25%	1%	100%
Over 60	49%	21%	10%	10%	9%	2%	100%
Rush hour driver							
Yes	39%	25%	5%	12%	18%	1%	100%
No	60%	19%	5%	7%	7%	1%	100%
		information: Mobile apps			Mana than 21	Tatal	
	Never	Occasionally	Once per week	2-3 times per week	More than 3 times per we	Total	
						4000	
Total	67%	12%	3%	4%	14%	100%	
Gender	3.00	4.007			001	1000/	
Male	74%	13%	1%	5%	8%	100%	
Female	60%	10%	6%	4%	20%	100%	
Age	<b>CO</b> 0/	40/	00/	40/	22%	100%	
18 to 29	69%	4%	0%	4%	23%	100%	
30 to 39	49%	25%	3% 9%	6%	18%	100%	
40 to 49	60%	12%		2%	16%	100%	
50 to 59	66%	12%	3%	4%	15%	100%	
Over 60 Bush hour driver	80%	9%	3%	5%	3%	100%	
Rush hour driver Yes	68%	9%	3%	5%	15%	100%	
Yes No			3%	5%	15%	100%	
NU UNI	65%	17%	4%	3%	11%	100%	

	How often use for traffic i Never	nformation: Websites on Occasionally	your computer or ce Once per week	ll phone 2-3 times per week	More than 3 times per we	Don't know /Refused	Total		
	Never	Occasionally	Once per week	2-3 times per week	wore than 3 times per we	Don't know/Refused	Iotai		
Total	67%	13%	5%	5%	10%	0%	100%		
Gender	700/	100/	201	70/	*0/	00/	4000/		
Male Female	73% 60%	13% 14%	2% 7%	7% 3%	4% 15%	0% 0%	100% 100%		
Age	0076	14/0	776	576	1570	070	100%		
18 to 29	53%	4%	12%	9%	23%	0%	100%		
30 to 39	67%	18%	6%	3%	6%	0%	100%		
40 to 49 50 to 59	75% 59%	9% 22%	4% 1%	2% 7%	9% 11%	0% 0%	100% 100%		
Over 60	79%	12%	2%	6%	1%	1%	100%		
Rush hour driver	1570	12/0	270	0,0	270	270	100/0		
Yes	67%	12%	4%	6%	11%	0%	100%		
No	66%	17%	8%	4%	6%	0%	100%		
	What is the main website FL511.com	you use for traffic inform Google	nation? Mapquest	Traffic.com/Here.com	Waze.com	Local TV or radio station v	Something else	Don't know/Refused	Total
	1E511.com	doogle	Mapquest	manic.com/mere.com	waze.com	Local IV of Taulo Station V	Something else	Don't know/ Neruseu	Total
Total Gender	2%	29%	5%	4%	5%	13%	27%	16%	100%
Male	0%	21%	5%	3%	7%	22%	26%	17%	100%
Female	3%	35%	5%	4%	3%	7%	27%	15%	100%
Age									
18 to 29	0%	40%	8%	0%	9%	9%	25%	8%	100%
30 to 39 40 to 49	0% 9%	18% 45%	0% 0%	9% 10%	9% 0%	27% 10%	18% 18%	18% 9%	100% 100%
50 to 59	3%	17%	4%	6%	3%	7%	43%	17%	100%
Over 60	0%	21%	4%	0%	0%	12%	28%	35%	100%
Rush hour driver	1%	32%	5%	1%	3%	11%	32%	15%	100%
Yes No	4%	23%	3%	12%	3% 9%	17%	32% 14%	15%	100%
	What is the main mobile a	nn you use for traffic inf	ormation?						
	Florida 511	Waze	Google Maps	Intrix	Local TV/radio station app	Something else	Don't know/Refused	Total	
Total	3%	6%	32%	1%	10%	25%	23%	100%	
Gender	201	50/	2004	201	50/	254		1000/	
Male Female	8% 0%	5% 7%	39% 27%	2% 0%	5% 14%	26% 24%	14% 28%	100% 100%	
Age	078	770	2770	076	14/0	2470	20/0	100%	
18 to 29	0%	0%	51%	0%	12%	25%	12%	100%	
30 to 39	0%	11%	32%	0%	17%	12%	28%	100%	
40 to 49 50 to 59	6% 4%	6% 12%	41% 15%	0% 0%	0% 4%	23% 41%	23% 24%	100% 100%	
Over 60	4%	0%	15%	4%	20%	41%	24%	100%	
Rush hour driver	0,0	070	10/0	470	20/5	51/6	2576	10070	
Yes	3%	7%	28%	1%	11%	25%	25%	100%	
No	3%	4%	42%	0%	9%	25%	17%	100%	
	How likely would you be t Very likely		traffic information? Somewhat unlikely	Very unlikely	Already know about it and	Don't know/Refused	Total		
Total Gender	22%	32%	14%	30%	1%	0%	100%		
Male	18%	30%	14%	36%	2%	0%	100%		
Female	26%	35%	13%	25%	1%	1%	100%		
Age 18 to 29	23%	40%	16%	20%	0%	0%	100%		
30 to 39	42%	30%	3%	25%	0%	0%	100%		
40 to 49	18%	28%	21%	28%	5%	0%	100%		
50 to 59	17%	34%	14%	32%	1%	3%	100%		
Over 60 Rush hour driver	15%	29%	15%	41%	0%	0%	100%		
Yes	27%	30%	14%	27%	1%	1%	100%		
No	7%	38%	14%	40%	1%	0%	100%		
	How much do you know a Quite a lot	bout the 511 Traveler Inf Some	ormation System? A little	Nothing at all	Total				
	Quite a lot	Some	Alittle	Nothing at all	Iotai				
Total Gender	7%	11%	24%	57%	100%				
Male	9%	9%	23%	59%	100%				
Female	5%	14%	25%	56%	100%				
Age 18 to 29	0%	8%	24%	69%	100%				
30 to 39	10%	15%	24%	48%	100%				
40 to 49	7%	12%	23%	59%	100%				
50 to 59	14%	17%	18%	52%	100%				
Over 60 Rush hour driver	8%	7%	30%	55%	100%				
Yes	9%	10%	26%	56%	100%				
No	3%	16%	20%	61%	100%				

	Once per week	2-3 times per week	More than 3 times per	Never	Don't know/Refused
otal	22%	8%	5%	64%	2%
ender	274/	00/	50/	5.004	244
/ale emale	27% 17%	9% 6%	5% 5%	56% 71%	3% 1%
Age	1770	570	570	, 170	170
L8 to 29	0%	0%	0%	100%	0%
80 to 39 10 to 49	30% 22%	23% 6%	6% 5%	41% 67%	0% 0%
50 to 59	32%	6%	5%	48%	6%
Dver 60	20%	4%	4%	71%	2%
Rush hour driver					
/es	23%	9%	4%	62%	2%
lo	19%	4%	6%	70%	2%
	Which services of the 511 Yes	raveler Information Sys No	stem do you use: Call in Total		
fotal Sender	53%	47%	100%		
Jale	50%	50%	100%		
emale	56%	44%	100%		
Age					
30 to 39	49%	51%	100%		
10 to 49 i0 to 59	32% 63%	68% 37%	100% 100%		
Over 60	66%	34%	100%		
tush hour driver					
/es	52%	48%	100%		
No	56%	44%	100%		
	Which services of 511 do y				
	Yes	No	Total		
Fotal Gender	10%	90%	100%		
Jender Vale	15%	85%	100%		
emale	3%	97%	100%		
Age		24-1	1000/		
30 to 39 10 to 49	21% 0%	79% 100%	100% 100%		
50 to 59	6%	94%	100%		
Over 60	6%	94%	100%		
Rush hour driver					
/es No	13% 0%	87% 100%	100% 100%		
•••	078	100%	100%		
	Which services of 511 do y				
	Yes	No	Total		
'otal Gender	32%	68%	100%		
Vale	35%	65%	100%		
emale	28%	72%	100%		
Age					
30 to 39 10 to 49	51% 34%	49% 66%	100% 100%		
50 to 59	18%	82%	100%		
Over 60	21%	79%	100%		
Rush hour driver					
'es lo	35% 20%	65% 80%	100% 100%		
-	2070	- 576			
	Which services of 511 do y Yes	ou use: Twitter No	Total		
'otal Gender	2%	98%	100%		
Male	0%	100%	100%		
emale	4%	96%	100%		
Age 30 to 39	0%	100%	100%		
10 to 39 10 to 49	0%	100%	100%		
50 to 59	6%	94%	100%		
Over 60	0%	100%	100%		
Rush hour driver	20/	0.8%	100%		
'es Io	2% 0%	98% 100%	100% 100%		
			*		
	Which services of 511 do y Yes	ou use: Personalized ser No	vices Total		
lotal	Yes 4%	<b>No</b> 96%	<b>Total</b> 100%		
Gender					
Male	7%	93%	100%		
emale	0%	100%	100%		
<b>Age</b> 30 to 39	0%	100%	100%		
10 to 39 10 to 49	0%	100%	100%		
i0 to 59	6%	94%	100%		
Over 60	0%	100%	100%		
Rush hour driver	201	0001	100%		
'es lo	2% 11%	98% 89%	100% 100%		
	When are you likely to use	511: Before you leave f	or vour destination		
otal	Yes	No	Total		
Total Gender					

100% 100% 100% 100%

Female	27%	73%	100%	
Age				
30 to 39	41%	59%	100%	
40 to 49	34%	66%	100%	
50 to 59	24%	76%	100%	
Over 60	41%	59%	100%	
Rush hour driver	4270	5570	100/0	
Yes	37%	63%	100%	
No	37%	63%	100%	
NU	3776	03%	100%	
	When are you likely to use		ur destination	
	When are you likely to use			
	Yes	No	Total	
	2004	740/	1000/	
Total	29%	71%	100%	
Gender Male	2004	71%	100%	
	29%			
Female	29%	71%	100%	
Age	2004	0.00/	1000/	
30 to 39	20%	80%	100%	
40 to 49	48%	52%	100%	
50 to 59 Over 60	26%	74%	100%	
	34%	66%	100%	
Rush hour driver				
Yes	26%	74%	100%	
No	39%	61%	100%	
	When are you likely to use			tion
	Yes	No	Total	
Total	30%	70%	100%	
Gender				
Male	23%	77%	100%	
Female	40%	60%	100%	
Age				
30 to 39	29%	71%	100%	
40 to 49	34%	66%	100%	
50 to 59	31%	69%	100%	
Over 60	32%	68%	100%	
Rush hour driver				
Yes	27%	73%	100%	
No	43%	57%	100%	
	When are you likely to use	511: After hearing a ra	dio or TV report	
			Total	
	Yes	No	lotal	
	Yes	NO	Iotai	
Total	Yes 14%	NO 86%	100%	
Total Gender				
Gender	14%	86%	100%	
Gender Male	14% 9%	86% 91%	100%	
<b>Gender</b> Male Female	14% 9%	86% 91%	100%	
Gender Male Female Age	14% 9% 20%	86% 91% 80%	100% 100% 100%	
Gender Male Female Age 30 to 39	14% 9% 20% 9%	86% 91% 80% 91%	100% 100% 100%	
Gender Male Female Age 30 to 39 40 to 49 50 to 59	14% 9% 20% 9% 16% 19%	86% 91% 80% 91% 84% 81%	100% 100% 100% 100% 100%	
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60	14% 9% 20% 9% 16%	86% 91% 80% 91% 84%	100% 100% 100% 100%	
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver	14% 9% 20% 9% 16% 19%	86% 91% 80% 91% 84% 81% 87%	100% 100% 100% 100% 100%	
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	14% 9% 20% 16% 19% 13%	86% 91% 80% 81% 81% 87% 86%	100% 100% 100% 100% 100% 100%	
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver	14% 9% 20% 16% 19% 13%	86% 91% 80% 91% 84% 81% 87%	100% 100% 100% 100% 100%	
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	14% 9% 20% 16% 19% 13%	86% 91% 80% 81% 81% 87% 86%	100% 100% 100% 100% 100% 100%	
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	14% 9% 20% 9% 16% 13% 13%	86% 91% 80% 91% 84% 81% 87% 86% 87%	100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	14% 9% 20% 16% 19% 13%	86% 91% 80% 91% 84% 81% 87% 86% 87%	100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	14% 9% 20% 16% 19% 13% 14% 13%	86% 91% 80% 84% 81% 87% 86% 87% 511: During an emerge	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	14% 9% 20% 16% 19% 13% 14% 13%	86% 91% 80% 84% 81% 87% 86% 87% 511: During an emerge	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No	14% 9% 20% 9% 16% 19% 13% 13% 14% 13% When are you likely to use Yes	86% 91% 80% 84% 83% 87% 86% 87% 511: During an emerge No	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 00 ver 60 Rush hour driver No Total	14% 9% 20% 9% 16% 19% 13% 13% 14% 13% When are you likely to use Yes	86% 91% 80% 84% 83% 87% 86% 87% 511: During an emerge No	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	14% 9% 20% 9% 16% 19% 13% 14% 13% When are you likely to use Yes	86% 91% 80% 91% 84% 84% 85% 85% 511: During an emerge No	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male	14% 9% 20% 9% 16% 13% 13% 13% 13% When are you likely to use Yes 12%	86% 91% 80% 91% 84% 87% 86% 87% 511: During an emerge No 88% 91%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female	14% 9% 20% 9% 16% 13% 13% 13% 13% When are you likely to use Yes 12%	86% 91% 80% 91% 84% 87% 86% 87% 511: During an emerge No 88% 91%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Ruch hour driver Yes No Total Gender Male Female Age	14% 9% 20% 16% 19% 13% 13% 14% 13% When are you likely to use Yes 12% 9%	86% 91% 80% 91% 84% 87% 86% 87% 511: During an emerge No 88% 91% 84%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39	14% 9% 20% 9% 16% 13% 13% 13% 13% When are you likely to use Yes 12% 9%	86% 91% 84% 84% 83% 85% <b>511: During an emerge</b> No 88% 91% 84%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49	14% 9% 20% 9% 16% 19% 13% 14% 13% 14% 13% 12% 9% 16%	86% 91% 80% 91% 84% 83% 85% 85% 511: During an emerge No 88% 91% 84%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 00 ver 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59	14% 9% 20% 9% 16% 13% 13% 13% When are you likely to use Yes 12% 9% 16% 9%	86% 80% 91% 84% 83% 87% 511: During an emerge No 88% 91% 84% 91% 84%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Female Female Age 30 to 39 40 to 49 50 to 59 00ver 60	14% 9% 20% 9% 16% 13% 13% 13% When are you likely to use Yes 12% 9% 16% 9%	86% 80% 91% 84% 83% 87% 511: During an emerge No 88% 91% 84% 91% 84%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 33           30 to 35           50 to 59           Over 60           Rush hour driver Yes           No           Total           Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver	14% 9% 20% 9% 16% 13% 13% 13% 14% 13% 14% 13% 12% 9% 16% 16% 19% 6%	86% 91% 80% 91% 84% 87% 86% 87% 511: During an emerge No 88% 91% 84% 84% 81% 94%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	14% 9% 20% 9% 16% 19% 13% 14% 13% When are you likely to use Yes 12% 9% 16% 9% 16%	86% 91% 84% 81% 83% 85% 511: During an emerge No 88% 91% 84% 91% 84% 81% 94%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	14% 9% 20% 9% 16% 19% 13% 14% 13% When are you likely to use Yes 12% 9% 16% 9% 16%	86% 91% 84% 81% 83% 85% 511: During an emerge No 88% 91% 84% 91% 84% 81% 94%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	14% 9% 20% 9% 16% 19% 13% 14% 13% When are you likely to use Yes 12% 9% 16% 9% 16%	86% 80% 91% 84% 87% 86% 87% 511: During an emerge No 88% 91% 84% 84% 81% 94% 81% 94%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	14% 9% 20% 9% 16% 13% 13% 14% 13% When are you likely to use Yes 12% 9% 16% 16% 19% 6%	86% 80% 91% 84% 87% 86% 87% 511: During an emerge No 88% 91% 84% 84% 81% 94% 81% 94%	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	14% 9% 20% 9% 16% 13% 13% 13% 2% 12% 12% 9% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	86% 80% 91% 84% 87% 86% 87% 511: During an emerge No 88% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 85% 85% 85% 85% 85% 85% 85% 85	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No	14% 9% 20% 9% 16% 13% 13% 13% 2% 12% 12% 9% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	86% 80% 91% 84% 87% 86% 87% 511: During an emerge No 88% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 91% 85% 85% 85% 85% 85% 85% 85% 85	100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	14% 20% 16% 13% 13% 13% 14% 13% 12% 12% 12% 16% 16% 19% 6% 19% 6% 12% 13%	86% 91% 84% 84% 87% 87% 511: During an emerge No 88% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 511: To report a traffic No	100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No	14% 9% 16% 13% 13% 13% 14% 13% 12% 12% 12% 16% 16% 16% 19% 6% 12% 13% 3%	86% 91% 84% 84% 87% 85% 511: During an emerge No 88% 91% 84% 81% 91% 84% 81% 91% 85% 511: To report a traffic No	100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	14% 20% 16% 13% 13% 13% 14% 13% 12% 12% 12% 16% 16% 19% 6% 19% 6% 12% 13%	86% 91% 84% 84% 87% 87% 511: During an emerge No 88% 91% 84% 91% 84% 91% 84% 91% 84% 91% 84% 511: To report a traffic No	100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female	14% 20% 20% 16% 19% 13% 13% 22% 22% 22% 9% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	86% 80% 91% 84% 83% 87% 511: During an emerge No 88% 91% 84% 91% 84% 511: To report a traffic No 91%	100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 50 to 59 No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59 00 ter 60 Rush hour driver Yes No Total Gender Male	14% 20% 20% 16% 19% 13% 13% 22% 22% 22% 9% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	86% 80% 91% 84% 83% 87% 511: During an emerge No 88% 91% 84% 91% 84% 511: To report a traffic No 91%	100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 0 ver 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	14% 20% 16% 19% 13% 13% 23% 24% 12% 12% 12% 12% 16% 16% 16% 16% 16% 16% 16% 16% 16% 13% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	86% 80% 91% 84% 84% 87% 511: During an emerge No 88% 91% 84% 91% 84% 91% 84% 91% 5511: To report a traffic No 91% 91% 91%	100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Female Age No Total Gender Hour driver Female Female Female Female Female So to 59 No	14% 20% 16% 19% 13% 13% 14% 13% 23% 12% 12% 12% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	86% 91% 80% 91% 84% 87% 85% 511: During an emerge No 88% 91% 84% 91% 84% 91% 84% 91% 91% 91% 91% 91% 91% 91%	100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	14% 20% 20% 16% 13% 13% 13% 14% 13% 12% 12% 9% 16% 19% 6% 12% 13% 16% 19% 6% 12% 13%	86% 91% 84% 84% 87% 511: During an emerge No 88% 91% 84% 84% 84% 84% 511: To report a traffic No 91% 91% 91% 91% 100%	100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 30 to 39 30 to 39 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 Over 60 Rush hour driver Yes No	14% 9% 20% 9% 16% 13% 13% 14% 13% 12% 9% 16% 9% 16% 16% 19% 6% 12% 13% 16% 19% 6% 12% 13%	86% 91% 84% 84% 83% 85% 87% 511: During an emerge No 88% 91% 84% 91% 84% 84% 91% 84% 511: To report a traffic No 91% 91% 91%	100% 100%	icane
Gender Male Female Age 30 to 33 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	14% 20% 20% 16% 19% 13% 13% 22% 22% 9% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	86% 91% 84% 84% 87% 511: During an emerge No 88% 91% 84% 91% 84% 94% 511: To report a traffic No 91% 91% 91% 91% 91% 91% 91% 91%	100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	14% 20% 9% 16% 13% 13% 14% 13% When are you likely to use Yes 12% 12% 13% When are you likely to use Yes 9% 12% 13%	86% 91% 84% 84% 87% 86% 87% 511: During an emerge No 88% 91% 84% 84% 81% 94% 511: To report a traffic No 91% 91% 91% 87%	100% 100%	icane
Gender Male Female Age 30 to 39 40 to 49 50 to 59 50 to 59 No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver	14% 20% 20% 16% 19% 13% 13% 22% 22% 9% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	86% 91% 84% 84% 87% 511: During an emerge No 88% 91% 84% 91% 84% 94% 511: To report a traffic No 91% 91% 91% 91% 91% 91% 91% 91%	100% 100%	icane

	How have you used the in Yes	fo you receive from 511: No	Changed your route Total	
Total	71%	29%	100%	
Gender				
Male	67%	33%	100%	
Female	76%	24%	100%	
Age 30 to 39	80%	20%	100%	
40 to 49	66%	34%	100%	
50 to 59	63%	37%	100%	
Over 60	80%	20%	100%	
Rush hour driver	74%	26%	100%	
res No	74% 61%	26%	100%	
110	01/0	5570	100/0	
	How have you used the in			9
	Yes	No	Total	
Total	15%	85%	100%	
Gender				
Male	16%	84%	100%	
Female Age	14%	86%	100%	
Age 30 to 39	29%	71%	100%	
40 to 49	0%	100%	100%	
50 to 59	6%	94%	100%	
Over 60 Rush hour driver	7%	93%	100%	
Yes	17%	83%	100%	
No	11%	89%	100%	
	How have you used the in Yes	fo you receive from 511: No	Changed est. time of arr Total	ival
	163	140	lotal	
Total	22%	78%	100%	
Gender	24%		105-1	
Male Female	24% 20%	76% 80%	100% 100%	
Age	20%	80%	100%	
30 to 39	31%	69%	100%	
40 to 49	16%	84%	100%	
50 to 59 Over 60	19% 20%	81% 80%	100% 100%	
Rush hour driver	20%	80%	100%	
Yes	16%	84%	100%	
No	42%	58%	100%	
	How have you used the in	fo you receive from 511	Changed your stress leve	el
	How have you used the in Yes	fo you receive from 511: No	Changed your stress leve Total	el
	Yes	No	Total	el
Total				el
Gender	Yes 16%	<b>No</b> 84%	Total 100%	el
	Yes	No	Total	el
<b>Gender</b> Male Female <b>Age</b>	Yes 16% 12% 21%	No 84% 88% 79%	Total 100% 100%	el
Gender Male Female Age 30 to 39	Yes 16% 12% 21% 29%	No 84% 88% 79% 71%	Total 100% 100% 100%	el
Gender Male Female Age 30 to 39 40 to 49	Yes 16% 12% 21%	No 84% 88% 79%	Total 100% 100%	el
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60	Yes 16% 12% 21% 29% 0%	No 84% 88% 79% 71% 100%	Total 100% 100% 100% 100%	el
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver	Yes 16% 12% 21% 29% 0% 12% 13%	No 84% 88% 79% 71% 100% 88% 88% 87%	Total 100% 100% 100% 100% 100% 100%	el
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes	Yes 16% 21% 29% 0% 12% 13% 20%	No 84% 88% 79% 71% 100% 88% 87% 80%	Total 100% 100% 100% 100% 100% 100%	el
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver	Yes 16% 12% 21% 29% 0% 12% 13%	No 84% 88% 79% 71% 100% 88% 88% 87%	Total 100% 100% 100% 100% 100% 100%	el
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes	Yes 16% 21% 29% 0% 12% 13% 20% 0%	No 84% 88% 79% 71% 100% 88% 87% 80% 100%	Total 100% 100% 100% 100% 100% 100% 100%	
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes	Yes 16% 12% 21% 29% 0% 12% 13% 20% 0% How have you used the in	No 84% 88% 79% 71% 88% 87% 80% 100% 100%	Total 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes	Yes 16% 21% 29% 0% 12% 13% 20% 0%	No 84% 88% 79% 71% 100% 88% 87% 80% 100%	Total 100% 100% 100% 100% 100% 100% 100%	
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes	Yes 16% 12% 21% 29% 0% 12% 13% 20% 0% How have you used the in	No 84% 88% 79% 71% 88% 87% 80% 100% 100%	Total 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Yes 16% 12% 21% 29% 0% 12% 13% 20% 0% How have you used the im Yes	No 84% 88% 79% 71% 100% 88% 87% 80% 100% 100% 100% 80%	Total 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male	Yes 16% 12% 21% 29% 0% 12% 13% 20% Mow have you used the in Yes 20% 11%	No 84% 79% 71% 88% 87% 80% 100% 100% fo you receive from 511: No 80%	Total 100% 100% 100% 100% 100% 100% 100% Changed your mode of t Total 100% 100%	
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female	Yes 16% 12% 21% 29% 0% 12% 13% 20% 0% How have you used the im Yes	No 84% 88% 79% 71% 100% 88% 87% 80% 100% 100% 100% 80%	Total 100% 100% 100% 100% 100% 100% 100% 100% Changed your mode of t Total 100%	
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female           Age	Yes 16% 12% 21% 29% 0% 12% 13% 20% Mow have you used the in Yes 20% 11%	No 84% 79% 71% 88% 87% 80% 100% 100% fo you receive from 511: No 80%	Total 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49	Yes 16% 12% 21% 29% 13% 20% 0% How have you used the in Yes 20% 11% 30% 19%	No 84% 79% 71% 88% 87% 80% 100% 100% 100% 60 you receive from 5113 No 80% 80% 80% 81% 50%	Total 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	
Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female           Age           30 to 39           40 to 49           50 to 59	Yes 16% 12% 21% 29% 0% 12% 13% 20% 0% How have you used the in Yes 20% 11% 30% 19% 50%	No 84% 79% 71% 88% 87% 80% 100% 100% 100% 80% 80% 80% 80% 80% 80% 80% 80% 80%	Total 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100% 100%	
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Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60	Yes 16% 12% 21% 29% 0% 12% 13% 20% 0% How have you used the in Yes 20% 11% 30% 19% 50%	No 84% 79% 71% 88% 87% 80% 100% 100% 100% 80% 80% 80% 80% 80% 80% 80% 80% 80%	Total 100% 100% 100% 100% 100% 100% 100% 100	
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100% 100% 100% 100%

	How did you first find out a	about the 511 Traveler II	nformation System?							
	Radio	Television	Newspaper	Online	A friend or acquaintance t	Signs on the freeway	A Road Ranger unit	Other	Don't know/Refused	Total
Total	6%	4%	6%	2%	23%	33%	2%	20%	5%	100%
Gender Male	3%	3%	9%	3%	16%	29%	0%	29%	8%	100%
Female	9%	6%	4%	0%	33%	38%	4%	7%	0%	100%
Age										
30 to 39 40 to 49	0% 16%	0% 0%	11% 0%	0% 0%	20% 48%	39% 0%	0% 0%	31% 36%	0% 0%	100% 100%
50 to 59	6%	6%	6%	6%	12%	37%	6%	13%	6%	100%
Over 60	6%	13%	7%	0%	13%	47%	0%	0%	14%	100%
Rush hour driver Yes	7%	6%	6%	2%	13%	36%	2%	25%	2%	100%
No	0%	0%	7%	0%	59%	20%	0%	0%	15%	100%
	Call in feature of 511: woul	ld you say the quality of	the voice-recognition i	s						
	Excellent	Good	Fair	Never used call in servic	e Total					
Total	11%	52%	31%	6%	100%					
Gender										
Male Female	18% 3%	44% 63%	36% 24%	3% 10%	100% 100%					
Age	3%	03%	Z44/0	10%	100%					
30 to 39	0%	59%	41%	0%	100%					
40 to 49 50 to 59	18% 6%	48% 45%	34% 37%	0% 12%	100% 100%					
Over 60	20%	60%	6%	13%	100%					
Rush hour driver	00/	500/	2201	504	100%					
Yes No	8% 24%	53% 48%	33% 21%	6% 7%	100% 100%					
	What type of cell phone do	vou use?								
	iPhone	Android	BlackBerry	Something else	Does not have a cell phon	Don't know/Refused	Total			
Total Gender	38%	38%	1%	15%	7%	1%	100%			
Male	39%	38%	0%	18%	4%	1%	100%			
Female Age	37%	39%	1%	13%	9%	1%	100%			
18 to 29	52%	48%	0%	0%	0%	0%	100%			
30 to 39	36%	58%	0%	3%	3%	0%	100%			
40 to 49 50 to 59	42% 33%	42% 36%	0% 1%	10% 16%	7% 12%	0% 1%	100% 100%			
Over 60	28%	19%	2%	38%	11%	1%	100%			
Rush hour driver	2007	1001	4.07	100/	504	201	1000/			
Yes No	39% 37%	43% 26%	1% 2%	12% 24%	6% 10%	0% 2%	100% 100%			
	How often do you read the	ese electronic message si	ens?							
	How often do you read the Once per week	ese electronic message si 2-3 times per week		Never	Don't know/Refused	Total				
Total	Once per week	2-3 times per week	More than 3 times per							
Total Gender				Never	Don't know/Refused	<b>Total</b> 100%				
Gender Male	Once per week 19% 20%	2-3 times per week 1 26% 28%	More than 3 times per 38% 36%	15% 16%	2% 1%	100%				
<b>Gender</b> Male Female	Once per week	2-3 times per week I	More than 3 times per 38%	15%	2%	100%				
Gender Male Female Age 18 to 29	Once per week 19% 20% 18% 12%	2-3 times per week 1 26% 28% 25% 32%	More than 3 times per 38% 36% 40% 28%	15% 16% 14% 25%	2% 1% 4%	100% 100% 100%				
Gender Male Female Age 18 to 29 30 to 39	Once per week 19% 20% 18% 12% 13%	2-3 times per week 1 26% 28% 25% 32% 21%	More than 3 times per 38% 36% 40% 28% 63%	15% 16% 14% 25% 3%	2% 1% 4% 0%	100% 100% 100% 100%				
Gender Male Female Age 18 to 29	Once per week 19% 20% 18% 12%	2-3 times per week 1 26% 28% 25% 32%	More than 3 times per 38% 36% 40% 28%	15% 16% 14% 25%	2% 1% 4%	100% 100% 100%				
Gender Male Female Age 18 to 29 30 to 39 40 to 39 50 to 59 Over 60	Once per week 19% 20% 18% 12% 13% 16%	2-3 times per week 26% 26% 25% 32% 21% 26%	More than 3 times per 38% 36% 40% 28% 63% 49%	15% 16% 14% 25% 3% 9%	2% 1% 4% 0% 0%	100% 100% 100% 100% 100%				
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver	Once per week 19% 20% 18% 12% 13% 6% 23% 27%	2-3 times per week 1 26% 28% 25% 32% 25% 32% 26% 28% 28% 28% 24%	Nore than 3 times per 38% 36% 40% 28% 63% 49% 37% 27%	15% 16% 25% 3% 9% 11% 17%	2% 1% 4% 0% 0% 1% 5%	100% 100% 100% 100% 100% 100%				
Gender Male Female Age 18 to 29 30 to 39 40 to 39 50 to 59 Over 60	Once per week 19% 20% 18% 12% 13% 16% 23%	2-3 times per week 26% 28% 25% 32% 21% 26% 28%	Nore than 3 times per 38% 36% 40% 28% 63% 49% 37%	15% 16% 14% 25% 3% 9% 11%	2% 1% 4% 0% 0% 1%	100% 100% 100% 100% 100%				
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Once per week 19% 20% 18% 12% 13% 16% 23% 27% 17%	2-3 times per week 1 26% 25% 32% 21% 26% 28% 28% 24% 27%	Nore than 3 times per 38% 36% 40% 28% 63% 49% 37% 27% 44%	15% 16% 14% 3% 9% 11% 17%	2% 1% 4% 0% 0% 1% 5%	100% 100% 100% 100% 100% 100% 100%				
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Once per week 19% 20% 18% 12% 13% 16% 23% 27% 17%	2-3 times per week 1 26% 25% 32% 21% 26% 28% 28% 24% 27%	Nore than 3 times per 38% 36% 40% 28% 63% 49% 37% 27% 44%	15% 16% 14% 3% 9% 11% 17%	2% 1% 4% 0% 0% 1% 5%	100% 100% 100% 100% 100% 100% 100%				
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Once per week 19% 20% 18% 12% 13% 16% 23% 27% 17% 23%	2-3 times per week 1 26% 25% 32% 21% 26% 28% 28% 24% 27%	Nore than 3 times per 38% 36% 40% 28% 63% 49% 37% 27% 44%	15% 16% 14% 3% 9% 11% 17%	2% 1% 4% 0% 0% 1% 5%	100% 100% 100% 100% 100% 100% 100%				
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Once per week 19% 20% 18% 12% 13% 23% 27% 17% 23% Do you find them to be	2-3 times per week 4 26% 28% 25% 32% 21% 28% 28% 28% 28% 28% 28% 28% 28% 28%	Nore than 3 times per 38% 36% 40% 28% 63% 49% 37% 27% 44% 23%	15% 16% 14% 25% 3% 11% 17% 10% 26%	2% 1% 4% 0% 0% 1% 5% 2% 4%	100% 100% 100% 100% 100% 100% 100%				
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender	Once per week 19% 20% 18% 12% 13% 16% 23% 27% 17% 23% Do you find them to be Very accurate 37%	2-3 times per week 1 26% 28% 25% 32% 21% 26% 28% 24% 27% 25% 50mewhat accurate 60%	Nore than 3 times per 38% 36% 40% 28% 63% 40% 37% 27% 44% 23% Not accurate at all 2%	15% 14% 25% 3% 11% 17% 26% Don't know/Refused 1%	2% 1% 4% 0% 0% 1% 5% 2% 4% <b>Total</b> 100%	100% 100% 100% 100% 100% 100% 100%				
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male	Once per week 19% 20% 18% 12% 13% 16% 23% 27% 17% 23% Do you find them to be Very accurate 37% 33%	2-3 times per week 1 26% 28% 25% 32% 25% 24% 27% 25% 500mewhat accurate 60% 61%	Nore than 3 times per 38% 36% 40% 28% 63% 40% 23% 27% 44% 23% Not accurate at all 2% 4%	15% 16% 14% 25% 3% 11% 17% 10% 26% Don't know/Refused 1% 2%	2% 1% 4% 0% 0% 1% 5% 2% 4% <b>Total</b> 100%	100% 100% 100% 100% 100% 100% 100%				
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female           Age	Once per week 19% 20% 18% 12% 13% 13% 23% 27% 23% Do you find them to be Very accurate 37% 33% 41%	2-3 times per week 4 26% 28% 25% 32% 21% 28% 28% 28% 28% 28% 28% 28% 28% 28% 28	Nore than 3 times per 38% 36% 40% 28% 63% 49% 37% 27% 44% 23% Not accurate at all 2% 4% 1%	15% 16% 14% 25% 3% 11% 17% 10% 26% Don't know/Refused 1% 2% 0%	2% 1% 4% 0% 0% 1% 5% 2% 4% <b>Total</b> 100% 100%	100% 100% 100% 100% 100% 100% 100%				
Gender Male Female 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No <b>Total</b> Gender Male Female Age 18 to 29	Once per week 19% 20% 18% 12% 13% 16% 23% 23% 23% 23% Do you find them to be Very accurate 37% 33% 41%	2-3 times per week 1 26% 28% 25% 32% 22% 26% 26% 26% 27% 25% 50mewhat accurate 60% 61% 58%	Nore than 3 times per 38% 36% 40% 28% 63% 49% 37% 2% 44% 23% Not accurate at all 2% 4% 1% 0%	15% 16% 14% 25% 3% 9% 11% 17% 26% Don't know/Refused 1% 2% 0%	2% 1% 4% 0% 0% 1% 5% 2% 4% <b>Total</b> 100% 100%	100% 100% 100% 100% 100% 100% 100%				
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male           Female           Age           18 to 29           30 to 39	Once per week 19% 20% 18% 12% 13% 16% 23% 27% 17% 23% Do you find them to be Very accurate 37% 33% 41%	2-3 times per week 1 26% 28% 25% 32% 21% 26% 28% 24% 27% 25% 50mewhat accurate 60% 61% 58% 78% 78%	Nore than 3 times per 38% 36% 40% 28% 63% 49% 37% 27% 44% 23% Not accurate at all 2% 4% 1% 0%	15% 16% 14% 25% 3% 11% 17% 26% 26% Don't know/Refused 1% 2% 0%	2% 1% 4% 0% 0% 1% 5% 2% 4% <b>Total</b> 100% 100%	100% 100% 100% 100% 100% 100% 100%				
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> <b>Gender</b> Male Female <b>Age</b> 18 to 29 30 to 39 40 to 49 50 to 59	Once per week 19% 20% 18% 12% 13% 16% 23% 27% 17% 23% 27% 37% 33% 41% 22% 22% 27% 48% 39%	2-3 times per week 4 26% 28% 25% 32% 21% 26% 28% 24% 27% 25% 5 5 5 5 5 5 5 5 8 8 5 8 8 5 8 8 5 8 8 5 8 8 5 8 8 5 8 8 5 8 8 5 8 8 8 8 8 8 8 8 8 8 8 8 8	Nore than 3 times per 38% 36% 40% 28% 40% 37% 27% 44% 23% Not accurate at all 2% 4% 1% 0% 0% 3% 8%	15% 14% 25% 3% 11% 17% 26% Don't know/Refused 1% 2% 0% 0%	2% 1% 4% 0% 0% 1% 5% 2% 4% <b>Total</b> 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% 100%				
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60	Once per week 19% 20% 18% 12% 3% 23% 23% 23% 23% 23% 3% 41% 33% 41%	2-3 times per week 1 26% 28% 25% 32% 26% 28% 24% 27% 25% 500mewhat accurate 60% 61% 58% 78% 78% 4%	Nore than 3 times per 38% 36% 40% 28% 63% 49% 37% 27% 44% 23% Not accurate at all 2% 4% 1% 0% 0% 3%	15% 16% 14% 25% 3% 11% 17% 26% 0% 0% 0%	2% 1% 4% 0% 0% 1% 5% 2% 4% <b>Total</b> 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% 100%				
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No	43%	43%	2%	4%	1%	100%
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Total	30%	52%	9%	9%	100%	
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Over 60 Rush hour driver	33%	45%	13%	9%	100%	
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40 to 49 50 to 59	10%	81%	3%	100% 100%		
Over 60	6%	93%	1%	100%		
Rush hour driver	11%	88%	1%	100%		
No	8%	92%	0%	100%		
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Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Yes, and I changed my ro 38% 37% 40% 22% 44% 43% 43% 43% 43% 43%	ul Yes, but I did NOT ch 14% 16% 12% 17% 16% 11% 15% 11% 14%	a No 48% 48% 48% 61% 41% 46% 41% 50% 46% 54%	Total 100% 100% 100% 100% 100% 100% 100% 100	Don't know/Refused	Total
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Yes, and I changed my ro 38% 37% 40% 22% 44% 43% 43% 33% 40% 32% Service to provide you wi	ul Yes, but I did NOT ch 14% 16% 12% 17% 16% 11% 15% 11% 14% 14% 14%	a No 48% 48% 48% 61% 41% 50% 46% 54% 54%	Total 100% 100% 100% 100% 100% 100% 100% 100	Don't know/Refused 3%	Total 100%
Gender Male Fernale Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No	Yes, and I changed my ro 38% 37% 40% 22% 44% 43% 43% 43% 43% 39% 32% Service to provide you wi Definitely use it	ut Yes, but I did NOT ch 14% 16% 12% 17% 16% 11% 15% 11% 14% 14% 14% tht traffic info on the Im Probabiy use it 30%	a No 48% 48% 48% 61% 41% 46% 41% 50% 46% 54% 46% 54%	Total 100% 10% 1	3%	100%
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Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Female Age	Yes, and I changed my ro 38% 37% 40% 22% 44% 43% 43% 43% 43% 39% 32% Service to provide you wi Definitely use it 6% 7% 5%	ut Yes, but I did NOT ch 14% 16% 12% 17% 16% 11% 15% 11% 14% 14% 14% 14% 14% 14% 14	a No 48% 48% 48% 61% 46% 41% 50% 54% 54% ternet: how likely to use Probably not use it 40% 40% 39%	Total 100% 10% 1	3% 1% 4%	100% 100% 100%
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Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60	Yes, and I changed my ro 38% 37% 40% 22% 44% 43% 33% 40% 32% Service to provide you wi Definitely use it 6% 7% 5% 0% 5%	ul Yes, but I did NOT ch 14% 16% 12% 17% 16% 11% 15% 11% 14% 14% 14% 14% 14% 14% 14	a No 48% 48% 61% 48% 41% 46% 41% 50% 54% 54% 54% 46% 54% 24% 39% 40% 39%	Total 100% 100% 100% 100% 100% 100% 100% 100% 100% 20% 24% 24% 20% 23% 23% 23% 23%	3% 1% 4% 4% 3%	100% 100% 100% 100% 100%
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Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes <b>Total</b> Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes	Yes, and I changed my ro 38% 37% 40% 22% 44% 43% 43% 33% 40% 32% Service to provide you wi Definitely use it 6% 7% 5% 0% 5% 0% 8% 0%	ut Yes, but I did NOT ch 14% 16% 12% 17% 16% 11% 14% 14% 14% 14% 14% 14% 14	a No 48% 48% 48% 61% 46% 41% 46% 50% 54% 54% 46% 54% 46% 54% 40% 39% 40% 39% 45% 28% 35% 51% 38% 43%	Total 100% 10% 1	3% 1% 4% 0% 4% 3% 5% 2%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes <b>Total</b> Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes	Yes, and I changed my ro 38% 37% 40% 22% 44% 43% 43% 43% 43% 39% 32% Service to provide you wi Definitely use it 6% 7% 5% 0% 5% 12% 10% 3%	ut Yes, but I did NOT ch 14% 16% 12% 17% 16% 11% 14% 14% 14% 14% 14% 14% 14	a No 48% 48% 48% 61% 46% 41% 46% 41% 46% 50% 46% 54% 46% 54% 46% 54% 40% 40% 40% 40% 40% 40% 39% 45% 28% 32% 32% 35% 51% 38% 43%	Total 100% 10% 1	3% 1% 4% 0% 4% 3% 5% 2%	100% 100% 100% 100% 100% 100% 100%
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	Mobile app available to p Definitely use it	rovide you with traffic Probably use it	info:how likely to use it? Probably not use it	Definitely not use it	Don't know/Refused	Total
Total	13%	35%	25%	27%	1%	100%
Gender Male	11%	36%	24%	27%	2%	100%
Female	15%	33%	25%	26%	0%	100%
Age						
18 to 29 30 to 39	11% 31%	42% 19%	29% 25%	18% 25%	0% 0%	100% 100%
40 to 49	15%	42%	16%	22%	4%	100%
50 to 59	10%	35%	25%	30%	0%	100%
Over 60 Rush hour driver	7%	31%	27%	33%	2%	100%
Yes	16%	34%	23%	25%	1%	100%
No	2%	36%	28%	30%	2%	100%
	How often do you use the		p?			
	Once per week	2-3 times per week	Never	Never heard	Don't know/Refused	Total
Total	11%	2%	35%	51%	1%	100%
Gender						
Male Female	17% 7%	0% 3%	34% 36%	49% 52%	0% 2%	100% 100%
Age	/%	3%	30%	52%	276	100%
18 to 29	0%	0%	25%	75%	0%	100%
30 to 39	18%	6%	30%	47%	0%	100%
40 to 49 50 to 59	24% 4%	0% 0%	41% 43%	29% 53%	6% 0%	100% 100%
Over 60	4%	4%	36%	57%	0%	100%
Rush hour driver		-	2001			****
Yes No	14% 4%	3% 0%	29% 50%	54% 43%	0% 4%	100% 100%
		0,0	50%	-575		/
	Are you aware of the Roa	d Rangers provided by	FDOT?			
	Are you aware of the Roa Yes	No	Total			
Total	306/	20%	100%			
Total Gender	72%	28%	100%			
Male	79%	21%	100%			
Female	65%	35%	100%			
Age 18 to 29	56%	44%	100%			
30 to 39	65%	35%	100%			
40 to 49	77%	23%	100%			
50 to 59 Over 60	84% 80%	16% 20%	100% 100%			
Rush hour driver	0070	20/0	100/0			
Yes	73%	27%	100%			
No	69%	31%	100%			
	Aware can request assista	ince from the Road Ra	ngers by dialing *FHP or	*3477		
	Aware can request assista Yes	nce from the Road Ra No	ngers by dialing *FHP, or Don't know/Refused	*347? Total		
Total						
Gender	Yes 61%	No 39%	Don't know/Refused	<b>Total</b>		
Gender Male	Yes 61% 66%	No 39% 34%	Don't know/Refused 1% 0%	Total 100% 100%		
Gender	Yes 61%	No 39%	Don't know/Refused	<b>Total</b>		
Gender Male Female Age 18 to 29	Yes 61% 66% 55% 86%	No 39% 34% 43% 14%	Don't know/Refused 1% 0% 1% 0%	Total 100% 100% 100%		
Gender Male Female Age 18 to 29 30 to 39	Yes 61% 66% 55% 86% 80%	No 39% 34% 43% 14% 20%	Don't know/Refused 1% 0% 1% 0%	Total 100% 100% 100% 100%		
Gender Male Female Age 18 to 29	Yes 61% 66% 55% 86%	No 39% 34% 43% 14%	Don't know/Refused 1% 0% 1% 0%	Total 100% 100% 100%		
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60	Yes 61% 66% 55% 86% 80% 45%	No 39% 43% 14% 20% 55%	Don't know/Refused 1% 0% 1% 0% 0% 0%	Total 100% 100% 100% 100% 100%		
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver	Yes 61% 66% 55% 86% 80% 45% 50% 56%	No 39% 34% 43% 14% 20% 55% 50% 42%	Don't know/Refused 1% 0% 1% 0% 0% 0% 0% 0% 2%	Total 100% 100% 100% 100% 100% 100%		
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60	Yes 61% 55% 86% 80% 45% 50%	No 39% 34% 43% 14% 20% 55% 50%	Don't know/Refused 1% 0% 1% 0% 0% 0% 0% 0%	Total 100% 100% 100% 100% 100%		
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Yes 61% 66% 55% 86% 80% 45% 50% 56% 67%	No 39% 34% 43% 14% 20% 55% 50% 42% 33%	Don't know/Refused 1% 0% 1% 0% 0% 0% 2% 0%	Total 100% 100% 100% 100% 100% 100% 100% 100		
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Yes 61% 66% 55% 86% 80% 45% 50% 56% 67% 46% Do you know how to requ	No 39% 34% 43% 14% 20% 55% 50% 42% 33% 52% est a Road Ranger?	Don't know/Refused	Total 100% 100% 100% 100% 100% 100% 100% 100		
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Yes 61% 66% 55% 80% 45% 50% 55% 67% 46%	No 39% 34% 43% 55% 50% 42% 33% 52%	Don't know/Refused 1% 0% 1% 0% 0% 0% 2% 0%	Total 100% 100% 100% 100% 100% 100% 100% 100		
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Yes 61% 66% 55% 86% 80% 45% 50% 56% 67% 46% Do you know how to requ	No 39% 34% 43% 14% 20% 55% 50% 42% 33% 52% est a Road Ranger?	Don't know/Refused	Total 100% 100% 100% 100% 100% 100% 100% 100		
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Gender Male Fermale Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Fermale Age	Yes 61% 66% 55% 86% 80% 45% 50% 67% 46% Do you know how to requ Yes 28% 27% 28%	No 39% 34% 43% 20% 20% 55% 50% 42% 33% 52% est a Road Ranger? No 71% 71% 73% 69%	Don't know/Refused 1% 0% 1% 0% 0% 0% 2% Don't know/Refused 1% 0% 2%	Total 100% 100% 100% 100% 100% 100% 100% 100		
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59	Yes 61% 66% 55% 80% 45% 50% 67% 46% Do you know how to requ Yes 28% 28% 22% 28% 58% 17% 30%	No 39% 34% 43% 20% 55% 50% 42% 33% 52% 52% 52% 52% 52% 52% 71% 73% 69% 42% 83% 93% 68%	Don't know/Refused	Total 100% 100% 100% 100% 100% 100% 100% 100		
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Gender Male Permale Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No	Yes 61% 66% 55% 80% 45% 50% 67% 46% Do you know how to requ Yes 28% 28% 27% 28% 58% 17% 30% 28% 30% 28%	No 39% 43% 20% 20% 52% 33% 52% 33% 52% 33% 52% 70% 71% 73% 63% 42% 83% 93% 68% 70% 69% 70%	Don't know/Refused 1% 0% 0% 0% 0% 2% 2% Don't know/Refused 1% 2% 0% 0% 0% 0% 0% 2% 1% 2%	Total 100% 100% 100% 100% 100% 100% 100% 100	Something else 29%	Don't know/Refused
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Yes 61% 66% 55% 86% 45% 50% 50% 67% 46% Do you know how to require Yes 28% 28% 28% 28% 30% 19% How would you do that? Call 511	No 39% 34% 43% 14% 55% 55% 42% 33% 52% est a Road Ranger? No 71% 69% 71% 69% 69% 70% 69% 70% 69% 70%	Don't know/Refused 1% 0% 1% 0% 0% 0% 2% Don't know/Refused 1% 2% Don't know/Refused 1% 2% Don't know/Refused 1% 0% 0% 0% 0% 2% 1% Call *FHP/*347 24%	Total 100% 100% 100% 100% 100% 100% 100% 100	29%	26%
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100% 100% 100% 100%

	Have you ever heard of *	FHP or *347?		
	Yes	No	Total	
Total Gender	68%	32%	100%	
Male	75%	25%	100%	
Female Age	61%	39%	100%	
18 to 29	100%	0%	100%	
30 to 39 40 to 49	56% 61%	44% 39%	100% 100%	
40 to 49 50 to 59	51%	23%	100%	
Over 60	60%	40%	100%	
Rush hour driver	740/	2007	1000/	
Yes No	71% 62%	29% 38%	100% 100%	
	How useful do you think			
	Very useful	Somewhat useful	Not very useful at all	Don't know/Refused
Total Gender	72%	21%	2%	5%
Male	70%	24%	1%	6%
Female	74%	18%	3%	5%
Age 18 to 29	56%	36%	0%	8%
30 to 39	62%	33%	4%	0%
40 to 49	82%	15%	0%	3%
50 to 59	78%	13%	0%	8%
Over 60 Rush hour driver	77%	16%	2%	5%
Yes	71%	22%	1%	6%
No	76%	18%	3%	4%
	Have use	tod by a Deed D		
	Have you ever been assis Yes	ted by a Road Ranger? No	Total	
Total	23%	77%	100%	
Gender	22%			
Male Female	22% 24%	78% 76%	100% 100%	
Age				
18 to 29	28%	72%	100%	
30 to 39 40 to 49	39% 30%	61% 70%	100% 100%	
40 to 49 50 to 59	15%	85%	100%	
Over 60	14%	86%	100%	
Rush hour driver	074/	700/	1000	
Yes No	27% 11%	73% 89%	100% 100%	
	Would you say the Road I		Not beinful at all	Total
<b>T</b> -1-1	Very helpful	Somewhat helpful	Not helpful at all	Total
Total Gender			Not helpful at all 4%	<b>Total</b> 100%
Gender Male	Very helpful 87% 89%	Somewhat helpful 9% 8%	4% 3%	100%
Gender Male Female	Very helpful 87%	Somewhat helpful 9%	4%	100%
Gender Male	Very helpful 87% 89%	Somewhat helpful 9% 8%	4% 3%	100%
Gender Male Female Age 18 to 29 30 to 39	Very helpful 87% 89% 85% 100% 88%	Somewhat helpful 9% 8% 10% 0% 12%	4% 3% 5% 0%	100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49	Very helpful 87% 89% 85% 100% 88% 81%	Somewhat helpful 9% 8% 10% 0% 12% 10%	4% 3% 5% 0% 0% 10%	100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39	Very helpful 87% 89% 85% 100% 88%	Somewhat helpful 9% 8% 10% 12% 10% 11%	4% 3% 5% 0% 10% 0%	100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver	Very helpful 87% 85% 100% 88% 81% 89% 77%	Somewhat helpful 9% 8% 10% 12% 10% 11% 11% 15%	4% 3% 5% 0% 10% 0% 8%	100% 100% 100% 100% 100% 100%
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Very helpful 87% 85% 100% 88% 81% 89% 77% 89%	Somewhat helpful 9% 8% 10% 12% 10% 11% 15% 9%	4% 5% 0% 0% 8% 1%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver	Very helpful 87% 85% 100% 88% 81% 89% 77%	Somewhat helpful 9% 8% 10% 12% 10% 11% 11% 15%	4% 3% 5% 0% 10% 0% 8%	100% 100% 100% 100% 100% 100%
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Very helpful 87% 85% 100% 88% 81% 89% 77% 89% 72%	Somewhat helpful 9% 8% 10% 12% 12% 10% 11% 15% 9% 10% n about other transporte	4% 3% 5% 0% 0% 8% 1% 18% 18%	100% 100% 100% 100% 100% 100% 100%
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Very helpful 87% 89% 85% 100% 88% 81% 89% 77% 89% 77%	Somewhat helpful 9% 8% 10% 12% 10% 11% 15% 9% 10%	4% 3% 5% 0% 10% 8% 1% 1%	100% 100% 100% 100% 100% 100% 100%
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Very helpful 87% 85% 100% 88% 81% 89% 77% 89% 72%	Somewhat helpful 9% 8% 10% 12% 12% 10% 11% 15% 9% 10% n about other transporte	4% 3% 5% 0% 0% 8% 1% 18% 18%	100% 100% 100% 100% 100% 100% 100%
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No           Total           Gender           Male	Very helpful 87% 89% 85% 100% 88% 81% 89% 72% 28% Like includee: Information Yes 15%	Somewhat helpful 9% 8% 10% 12% 10% 11% 15% 9% 10% n about other transports No 85% 85%	4% 3% 5% 0% 0% 8% 1% 18% 18% tion services Total 100%	100% 100% 100% 100% 100% 100% 100%
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Gender Male Female Female Age 0 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age	Very helpful 87% 89% 85% 100% 88% 81% 89% 77% 89% 72% 20% 20% 20% 20% 20% 20% 20% 20% 20% 2	Somewhat helpful 9% 8% 10% 12% 12% 12% 12% 12% 12% 10% 10% 10% 10% 10% 10% 85% 85% 85%	4% 3% 5% 0% 0% 8% 1% 18% 1% 18% ttion services Total 100% 100%	100% 100% 100% 100% 100% 100% 100%
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Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 40 to 49	Very helpful 87% 89% 85% 100% 89% 72% 20% 20% 20% 20% 20% 20% 20% 20% 20% 2	Somewhat helpful 9% 8% 10% 0% 12% 10% 15% 9% 10% n about other transports No 85% 85% 85% 86% 76% 79%	4% 3% 5% 0% 0% 8% 1% 18% 18% tion services Total 100% 100% 100%	100% 100% 100% 100% 100% 100% 100%
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Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Female 18 to 29 30 to 39 40 to 49 50 to 59 Cver 60 Rush hour driver	Very helpful 87% 89% 85% 100% 88% 89% 77% 89% 72% Like included: Information Yes 15% 15% 15% 15% 15% 15% 15% 15%	Somewhat helpful 9% 10% 10% 12% 10% 11% 15% 9% 10% 8% 85% 85% 85% 85% 85% 85% 85%	4% 3% 5% 0% 0% 8% 1% 18% 18% tion services Total 100% 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Female Age 0 to 49 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 30 to 39 30 to 39 30 to 39 30 to 39 50 to 55 50 to 55	Very helpful 87% 89% 85% 100% 88% 81% 97% 72% 28% 72% 15% 15% 15% 15% 14% 24% 24% 10% 18% 5%	Somewhat helpful 9% 8% 10% 12% 10% 15% 9% 10% 10% 85% 85% 85% 85% 86% 76% 90% 82% 95% 84%	4% 3% 5% 0% 0% 8% 1% 18% 1% 18% ttion services Total 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Female 18 to 29 30 to 39 40 to 49 50 to 59 Cver 60 Rush hour driver	Very helpful 87% 89% 85% 100% 88% 89% 77% 89% 72% Like included: Information Yes 15% 15% 15% 15% 15% 15% 15% 15%	Somewhat helpful 9% 10% 10% 12% 10% 11% 15% 9% 10% 8% 85% 85% 85% 85% 85% 85% 85%	4% 3% 5% 0% 0% 8% 1% 18% 18% tion services Total 100% 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Female Age 0 to 49 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 30 to 39 30 to 39 30 to 39 30 to 39 50 to 55 50 to 55	Very helpful 87% 89% 85% 100% 88% 89% 77% 89% 72% Like included: Information Yes 15% 15% 15% 15% 15% 16% 11%	Somewhat helpful 9% 8% 10% 12% 10% 12% 10% 13% 9% 10% 8% 8% 85% 85% 85% 85% 85% 85%	4% 3% 5% 0% 0% 8% 1% 18% 18% toon services Total 100% 100% 100% 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Female Female Rage 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Very helpful 87% 89% 85% 100% 88% 89% 77% 29% Like included: information Yes 15% 15% 15% 15% 15% 15% 16% 11%	Somewhat helpful 9% 10% 10% 12% 10% 11% 15% 9% 10% 85% 85% 85% 85% 85% 85% 85% 85	4% 3% 5% 0% 0% 8% 1% 18% 18% 18% 10% 100% 100%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 30 to 39 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Very helpful 87% 89% 85% 100% 88% 89% 77% 89% 72% Like included: Information Yes 15% 15% 15% 15% 15% 16% 11%	Somewhat helpful 9% 8% 10% 12% 10% 12% 10% 13% 9% 10% 8% 8% 85% 85% 85% 85% 85% 85%	4% 3% 5% 0% 0% 8% 1% 18% 18% toon services Total 100% 100% 100% 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Female Female Rage 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Very helpful 87% 89% 85% 100% 88% 89% 77% 29% Like included: information Yes 15% 15% 15% 15% 15% 15% 16% 11%	Somewhat helpful 9% 10% 10% 12% 10% 11% 15% 9% 10% 85% 85% 85% 85% 85% 85% 85% 85	4% 3% 5% 0% 0% 8% 1% 18% 18% 18% 10% 100% 100%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 to 49 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Eenale 18 to 29 Male Female 18 to 29 30 to 59 Cover 60 Rush hour driver Yes No Total Gender Male S0 to 59 Cover 60 Rush hour driver Yes No	Very helpful 87% 89% 85% 100% 88% 89% 72% Like included: information Ves 15% 15% 15% 15% 15% 15% 15% 15%	Somewhat helpful 9% 10% 12% 10% 11% 15% 9% 10% 10% 85% 85% 85% 85% 85% 85% 85% 85	4% 3% 5% 0% 0% 8% 1% 18% 18% 10% 100% 100% 100%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Very helpful 87% 89% 85% 100% 88% 89% 77% 89% 72% Like included: information 24% 24% 22% 15% 15% 16% 5% 16% 5% 16% 17% 18%	Somewhat helpful 9% 10% 10% 12% 10% 11% 15% 9% 10% 85% 85% 85% 85% 85% 85% 85% 85	4% 3% 5% 0% 0% 8% 1% 18% 18% tion services Total 100% 100% 100% 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 015 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total 6 Gender Male Female 20 to 39 30 to 39 30 40 to 49 30 to 39 30 to 39 30 to 39 30 40 to 49 30 to 39 30 40 to 49 30 to 39 30 40 to 49 30 to 39 30 40 to 49 30 50 to 59 30 40 to 49 30 50 to 59 30 40 to 49 30 50 to 59 30 40 to 49 30 50 to 59 30 40 50 50 50 50 50 50 50 50 50 50 50 50 50	Very helpful 87% 89% 85% 100% 88% 77% 93% 77% 32% Like included: Information 15% 14% 24% 21% 10% Like included: Information 18% 5% 16% 11%	Somewhat helpful 9% 10% 10% 12% 10% 15% 9% 10% 85% 85% 86% 76% 76% 79% 90% 84% 89%	4% 3% 5% 0% 0% 8% 1% 18% 18% ttion services Total 100% 100% 100% 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 to 49 40 to 49 50 to 50 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 No	Very helpful 87% 89% 85% 100% 88% 89% 72% 20% 20% 20% 20% 24% 21% 15% 15% 24% 21% 10% 10% 10% 10% 10% 10% 10% 24% 21% 21% 21% 21% 21% 21% 21% 21% 21% 21	Somewhat helpful 9% 10% 10% 12% 10% 11% 15% 9% 10% 85% 85% 85% 86% 76% 90% 82% 95% 84% 89% n about roads not in you 93% 90% 93% 90% 87% 88% 10%	4% 3% 5% 0% 0% 8% 1% 1% 18% 1% 10% 100% 100% 10	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Female Female 8 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Hush Four driver Yes No	Very helpful 87% 89% 85% 100% 88% 81% 89% 72% Like included: Information Ves 15% 15% 15% 15% 15% 15% 15% 15%	Somewhat helpful 9% 10% 12% 10% 11% 15% 9% 10% 85% 85% 85% 85% 85% 85% 85% 85	4% 3% 5% 0% 0% 8% 8% 1% 18% 18% 10% 100% 100% 1	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 10 49 50 10 50 0 Ver 60 Ver 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 0 Voy 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 No	Very helpful 87% 89% 85% 100% 88% 89% 72% 20% 20% 20% 20% 24% 21% 15% 15% 24% 21% 10% 10% 10% 10% 10% 10% 10% 24% 21% 21% 21% 21% 21% 21% 21% 21% 21% 21	Somewhat helpful 9% 10% 10% 12% 10% 11% 15% 9% 10% 85% 85% 85% 86% 76% 90% 82% 95% 84% 89% n about roads not in you 93% 90% 93% 90% 87% 88% 10%	4% 3% 5% 0% 0% 8% 1% 1% 18% 1% 10% 100% 100% 10	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Female Age 010 49 50 10 59 Over 60 Rush hour driver Yes No Total Gender Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 Over 60 Rush hour driver Yes No	Very helpful 87% 89% 85% 100% 88% 81% 89% 72% Like included: Information Ves 15% 15% 15% 15% 15% 15% 15% 15%	Somewhat helpful 9% 10% 12% 10% 11% 15% 9% 10% 85% 85% 85% 85% 85% 85% 85% 85	4% 3% 5% 0% 0% 8% 8% 1% 18% 18% 10% 100% 100% 1	100% 100% 100% 100% 100% 100% 100%

100% 100% 100% 100% 100%

	Like included: Information Yes	about local attractions No	Total
	Yes	NO	
Total Gender	3%	97%	100%
Male Female	3% 3%	97% 97%	100% 100%
Age 18 to 29	0%	100%	100%
30 to 39	0%	100%	100%
40 to 49 50 to 59	2% 5%	98% 95%	100% 100%
Over 60	5%	95%	100%
Rush hour driver Yes	3%	97%	100%
No	2%	98%	100%
	Like included: Information		
	Yes	No	Total
Total Gender	9% 8%	91%	100% 100%
Male Female	8% 9%	91%	100%
Age 18 to 29	4%	96%	100%
30 to 39	4%	87%	100%
40 to 49	9%	91%	100%
50 to 59	12% 6%	88% 94%	100% 100%
Over 60 Rush hour driver	6%	94%	100%
Yes	10%	90%	100%
No	5%	95%	100%
	Like included: Alternate ro	utes to avoid a traffic in	cident
	Yes	No	Total
Total Gender	78%	22%	100%
Male Female	79%	21% 22%	100% 100%
Female Age	78%	22%	100%
18 to 29	92%	8%	100%
30 to 39 40 to 49	70% 77%	30% 23%	100% 100%
40 to 49 50 to 59	84%	16%	100%
Over 60	73%	27%	100%
Rush hour driver Yes	77%	23%	100%
No	80%	20%	100%
	Like included: All		
	Like included: All Yes	No	Total
Total		<b>No</b> 96%	<b>Total</b> 100%
Gender	<b>Yes</b> 4%	96%	100%
	Yes		
<b>Gender</b> Male Female <b>Age</b>	Yes 4% 2% 5%	96% 98% 95%	100% 100% 100%
Gender Male Female Age 18 to 29	Yes 4% 2% 5% 0%	96% 98% 95% 100%	100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49	Yes 4% 2% 5% 0% 9% 7%	96% 98% 95% 100% 91% 93%	100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59	Yes 4% 2% 5% 0% 9% 7% 3%	96% 98% 95% 100% 91% 93% 97%	100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49	Yes 4% 2% 5% 0% 9% 7%	96% 98% 95% 100% 91% 93%	100% 100% 100% 100% 100%
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Yes 4% 5% 0% 9% 7% 3% 3% 5%	96% 95% 91% 93% 97% 97%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver	Yes 4% 5% 9% 9% 3% 3%	96% 98% 95% 91% 93% 97%	100% 100% 100% 100% 100% 100%
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Yes 4% 5% 0% 9% 7% 3% 3% 5%	96% 95% 91% 93% 97% 97%	100% 100% 100% 100% 100% 100% 100%
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes	Yes 4% 5% 0% 9% 7% 3% 3% 3% 5% 1%	96% 95% 91% 93% 97% 97%	100% 100% 100% 100% 100% 100% 100%
Gender           Male           Female           Age           18 to 29           30 to 39           40 to 49           50 to 59           Over 60           Rush hour driver           Yes           No	Yes 4% 5% 9% 9% 7% 3% 3% 5% 1% 1%	96% 95% 100% 91% 93% 97% 97% 95% 99%	100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Yes 4% 5% 9% 9% 9% 3% 3% 3% 1% Like included: None Yes	96% 95% 91% 93% 97% 97% 95% 99%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male	Yes 4% 2% 5% 9% 9% 9% 9% 3% 3% 3% 3% 1% Like included: None Yes	96% 95% 91% 93% 97% 97% 95% 99% <b>No</b> 96%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Female Female	Yes 4% 5% 9% 9% 9% 3% 3% 3% 1% Like included: None Yes 4% 5% 4%	96% 98% 91% 93% 97% 97% 95% 99% <b>No</b> 96% 95%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39	Yes 4% 5% 0% 9% 7% 3% 3% 5% 5% Like included: None Yes 4%	96% 98% 95% 91% 93% 97% 95% 95%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Female Age 18 to 29 30 to 39 40 to 49	Yes 4% 2% 5% 0% 9% 7% 3% 3% 3% 5% 1% Like included: None Yes 4% 5% 4%	96% 95% 100% 91% 93% 97% 95% 95% 95% 96% 100% 95%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Female 8 to 29 30 to 39 40 to 49 50 to 59	Yes 4% 5% 0% 9% 7% 3% 3% 3% 5% 1% Like included: None Yes 4% 4% 4% 3% 5% 3% 5% 1%	96% 95% 100% 93% 97% 97% 95% 99% No 96% 96% 100% 97% 95% 96%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 10 20 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Female 18 to 29 30 to 39 40 to 49 50 to 59 00 to 39 40 to 49 50 to 59 00 to 50 00 to 5	Yes 4% 2% 5% 0% 9% 7% 3% 3% 5% 1% 5% 1% 4% 4% 4% 0% 3% 5% 1% 8%	96% 95% 91% 91% 97% 97% 95% 99% 96% 100% 97% 95% 95% 95%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes <b>Total</b> <b>Gender</b> Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 50 to 59 50 to 59 50 to 59	Yes 4% 5% 9% 9% 9% 9% 9% 9% 3% 3% 5% 1% 2% 4% 4% 4% 5% 4% 0% 3% 5% 1% 8%	96% 95% 91% 93% 97% 97% 95% 99% 96% 96% 95% 96% 95% 96% 95% 95% 92%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 10 20 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Female 18 to 29 30 to 39 40 to 49 50 to 59 00 to 39 40 to 49 50 to 59 00 to 50 00 to 5	Yes 4% 2% 5% 0% 9% 7% 3% 3% 5% 1% 5% 1% 4% 4% 4% 0% 3% 5% 1% 8%	96% 95% 91% 91% 97% 97% 95% 99% 96% 100% 97% 95% 95% 95%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes <b>Total</b> <b>Gender</b> Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 50 to 59 50 to 59 50 to 59	Yes 4% 2% 5% 0% 9% 7% 3% 3% 5% 1% 1% 4% 4% 4% 4% 4% 4% 4% 5% 4% 2% 5% 3% 2% 1% 8% 3% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	96% 95% 91% 91% 97% 97% 95% 99% 96% 96% 96% 96% 96% 96% 96% 96% 90% 95% 95% 95%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes <b>Total</b> <b>Gender</b> Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 50 to 59 50 to 59 50 to 59	Yes 4% 2% 5% 0% 7% 3% 3% 5% 1% 1% 4% 4% 5% 4% 5% 3% 5% 1% 8% 3% 6%	96% 95% 91% 93% 97% 97% 95% 99% 96% 96% 95% 96% 95% 96% 95% 92%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Yes 4% 2% 5% 0% 9% 7% 3% 3% 5% 1% 1% 4% 4% 4% 4% 4% 4% 4% 5% 4% 2% 5% 3% 1% 8% 3% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	96% 95% 91% 91% 97% 97% 95% 99% 96% 96% 96% 96% 96% 96% 96% 96% 90% 95% 95% 95%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 10 29 30 to 39 40 to 49 50 to 59 Over 60 <b>Rush hour driver</b> Yes No <b>Total</b> Gender Male Female Female Female Age 18 to 29 30 to 39 40 to 49 50 to 55 Over 60 Rush hour driver Yes No	Yes 4% 2% 5% 7% 3% 3% 3% 5% 1% 1% 4% 4% 4% 6% 3% 3% 6% 2% 1% 1% 6% 2% 2% 1% 1% 1% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	96% 95% 91% 97% 97% 97% 99% 99% 96% 100% 97% 95% 95% 95% 95% 95% 95% 95%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Yes           4%           2%           5%           0%           9%           3%           3%           1%           Like included: None           4%           4%           5%           1%           5%           3%           5%           1%           5%           3%           6%           2%           3%           6%           Like included: Other	96% 98% 91% 91% 97% 97% 95% 99% 96% 96% 96% 96% 95% 96% 90% 92% 92% 92%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female 18 to 29 30 to 39 40 to 49 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Yes 4% 4% 5% 5% 3% 3% 5% 1% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 5% 4% 2% 5% 3% 5% 3% 5% 3% 5% 5% 4% 2% 5% 5% 4% 4% 5% 5% 5% 5% 1% 1% 2% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	96% 95% 100% 91% 97% 97% 95% 99% 96% 96% 96% 96% 96% 96% 95% 96% 95% 96% 97% 92% 97% 92% 77% 94%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 50 to 59 50 to 59 50 to 59 50 to 59 50 to 59 50 to 59 50 to 59 No	Yes 4% 2% 5% 0% 7% 3% 3% 3% 5% 1% 1% 4% 5% 4% 6% 3% 5% 1% 8% 3% 3% 6% 100% 100%	96% 98% 91% 91% 97% 97% 95% 99% 96% 96% 96% 96% 95% 95% 95% 95% 95% 95% 92% 97% 92% 97% 92% 77% 94%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 010 49 40 to 49 40 to 49 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 00 to 30 00 to 30 00 to 30 00	Yes 4% 2% 5% 0% 9% 7% 3% 3% 5% 1% Like included: None Yes 4% 6% 3% 5% 1% 3% 3% 3% 3% 3% 3% 4% 0% 3% 3% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	96% 95% 93% 97% 97% 95% 99% 96% 96% 96% 96% 96% 96% 96% 95% 96% 95% 95% 92% 92% 92% 92% 92% 92% 92% 92% 92% 92	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 4 (2019) Als (2020) Als (2020) Solor 60 Rush hour driver Yes No Total Gender Male Female Female Age 0 (10 39) 40 (10 49) Sol (10 39) Als (2020) Als (2020) Sol (2020) For all Gender Male Female Sol (2020) Sol (2020) Female Female Sol (2020) Als (2020) Sol (2020) S	Yes 4% 2% 5% 0% 9% 7% 3% 3% 5% 1% Like included: None Yes 4% 4% 5% 4% 0% 3% 5% 1% 3% 6% Like included: Other No 100% 100%	96% 95% 91% 97% 97% 97% 95% 99% 96% 100% 96% 100% 95% 95% 95% 95% 95% 95% 95% 94% 100%	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 010 49 40 to 49 40 to 49 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 00 to 30 00 to 30 00 to 30 00	Yes 4% 2% 5% 0% 9% 7% 3% 3% 5% 1% Like included: None Yes 4% 6% 3% 5% 1% 3% 3% 3% 3% 3% 3% 4% 0% 3% 3% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	96% 95% 93% 97% 97% 95% 99% 96% 96% 96% 96% 96% 96% 96% 95% 96% 95% 95% 92% 92% 92% 92% 92% 92% 92% 92% 92% 92	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 18 to 29 30 to 39 40 to 49 50 to 59 Over 60 Rush hour driver Yes	Yes 4% 2% 5% 0% 9% 7% 3% 3% 5% 1% 1% 4% 4% 4% 4% 4% 4% 4% 4% 6% 2% 1% 8% 3% 6% 2% 1% 1% 8% 1% 1% 8% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	96% 95% 100% 91% 97% 97% 95% 99% 96% 96% 96% 96% 96% 96% 96% 96% 96	100% 100% 100% 100% 100% 100% 100% 100%
Gender Male Female Age 0 to 49 40 to 49 50 to 59 Over 60 Rush hour driver Yes No Total Gender Male Female Age 0 to 49 40 to 49 40 to 49 40 to 49 40 to 49 40 to 49 50 to 59 Over 60 Rush hour driver Yes No	Yes 4% 2% 5% 9% 7% 3% 3% 5% 1% 1% 5% 4% 4% 6% 2% 2% 1% 3% 6% 2% 2% 1% 1% 2% 2% 1% 1% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	96% 95% 100% 91% 97% 97% 95% 99% 96% 100% 96% 96% 100% 95% 99% 92% 97% 94% <b>Total</b> 100% 100% 100% 100%	100% 100% 100% 100% 100% 100% 100% 100%

	Age 18 to 29	30 to 39	40 to 49	50 to 59	Over 60	Don't know/Refused	Total
Total	21%	16%	18%	17%	25%	2%	100%
Gender							
Male	19%	16%	16%	19%	28%	2%	100%
Female	24%	16%	19%	16%	23%	2%	100%
Rush hour driver							
Yes	25%	18%	19%	20%	17%	0%	100%
No	12%	10%	15%	10%	47%	6%	100%
	Gender Male	Female	Total				
Total	49%	51%	100%				
Age							
18 to 29	43%	57%	100%				
30 to 39	48%	52%	100%				
40 to 49	45%	55%	100%				
50 to 59	53%	47%	100%				
Over 60	53%	47%	100%				
Rush hour driver							
Yes	48%	52%	100%				
No	51%	49%	100%				