

APPENDIX A

2014 Florida Government Officials Customer Survey

[City, County and MPO Elected/Appointed Officials; State Legislators]

Florida Department of Transportation

Statewide Detailed Results

All Response Categories

Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question.

PART I

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

Item	Year	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Number Responding
A. I am able to reach FDOT personnel to find the information I need.	2014	35%	58%	5%	1%	1%	431
	2012	35%	58%	5%	1%	2%	407
	2010	37%	57%	5%	1%	1%	356
	2007	32%	62%	4%	1%	3%	356
	2004	28%	61%	7%	2%	3%	454
	2002	21%	72%	4%	2%	2%	473
	2000	24%	66%	4%	2%	4%	432
B. When FDOT construction projects were initiated in my area, my government unit was provided with advance notice.	2014	39%	53%	5%	1%	2%	429
	2012	40%	54%	4%	1%	1%	406
	2010	34%	60%	6%	0%	1%	358
	2007	32%	60%	4%	1%	3%	354
	2004	29%	59%	7%	2%	4%	451
	2002	21%	66%	9%	2%	3%	472
	2000	25%	64%	6%	2%	3%	433

Item	Year	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Number Responding
C. District FDOT officials work with our government unit to ensure that construction projects disrupt the community as little as possible.	2014	29%	60%	7%	2%	1%	425
	2012	29%	59%	8%	2%	3%	406
	2010	29%	62%	7%	0%	3%	358
	2007	17%	67%	9%	3%	4%	353
	2004	20%	60%	14%	2%	5%	453
	2002	13%	65%	13%	4%	5%	470
	2000	16%	61%	13%	3%	6%	428
D. The FDOT officials seek our government's input when developing statewide plans (e.g., Florida Transportation Plan, Strategic Intermodal System, Florida Intrastate Highway System).*	2014	29%	55%	9%	3%	4%	429
	2012	29%	53%	11%	2%	6%	405
	2010	28%	56%	12%	2%	2%	356
	2007	15%	61%	17%	4%	3%	356
	2004	17%	54%	19%	4%	7%	452
E. District FDOT officials seek our government unit's input when establishing priorities for roadway construction projects.	2014	26%	54%	12%	2%	6%	428
	2012	27%	52%	15%	3%	4%	406
	2010	23%	53%	17%	2%	4%	357
	2007	16%	56%	19%	5%	4%	355
	2004	17%	50%	23%	5%	5%	452
	2002	14%	59%	18%	4%	5%	471
	2000	16%	56%	17%	4%	7%	432
F. District FDOT officials inform our government unit how our priorities were considered in the development of the Work Program.*	2014	21%	50%	16%	3%	9%	426
	2012	21%	51%	18%	4%	7%	404
	2010	20%	51%	20%	2%	7%	351
	2007	15%	51%	24%	4%	7%	355
	2004	13%	49%	24%	5%	9%	449
G. District FDOT officials seek our government unit's input during design of roadway construction projects.	2014	22%	54%	14%	3%	7%	428
	2012	22%	58%	12%	2%	5%	405
	2010	20%	55%	18%	3%	4%	355
	2007	14%	62%	16%	4%	3%	354
	2004	12%	57%	19%	4%	7%	451
	2002	11%	61%	17%	3%	7%	466
	2000	11%	55%	21%	4%	10%	427

Item	Year	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Number Responding
H. FDOT seeks to balance community values and mobility needs in the design of transportation projects.*	2014	17%	62%	11%	4%	6%	424
	2012	19%	56%	11%	5%	8%	404
	2010	18%	59%	13%	2%	7%	351
	2007	10%	59%	18%	4%	9%	353
	2004	12%	55%	17%	6%	11%	451
I. FDOT is responsive to the concerns of local officials.	2014	26%	58%	11%	3%	2%	425
	2012	27%	58%	10%	3%	4%	400
	2010	23%	61%	10%	2%	4%	355
	2007	17%	59%	16%	5%	4%	353

* New question added for the 2004 survey cycle.

PART II

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

Item	Year	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion	Number Responding
A. Funding for highways.*	2014	21%	61%	15%	4%	*	419
	2012	19%	62%	17%	3%	*	387
	2010	16%	57%	23%	5%	*	332
	2007	10%	50%	29%	12%	*	327
	2004	6%	61%	25%	8%	*	424
	2002	11%	59%	22%	8%	*	452
	2000	7%	58%	27%	8%	*	392
B. Funding for transit.*	2014	12%	55%	23%	10%	*	275
	2012	12%	53%	26%	9%	*	258
	2010	8%	50%	39%	4%	*	205
	2007	5%	47%	35%	14%	*	220
	2004	5%	56%	32%	7%	*	263
	2002	5%	54%	36%	6%	*	272
	2000	4%	52%	34%	9%	*	252

Item	Year	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion	Number Responding
C. Funding for rail.*	2014	10%	51%	32%	7%	*	194
	2012	11%	45%	28%	17%	*	199
	2010	5%	44%	42%	10%	*	154
	2007	5%	48%	31%	16%	*	145
	2004	5%	53%	34%	9%	*	170
	2002	3%	51%	34%	11%	*	182
	2000	2%	46%	39%	12%	*	161
D. Funding for airports.*	2014	27%	67%	5%	1%	*	214
	2012	26%	65%	6%	4%	*	214
	2010	20%	63%	16%	1%	*	163
	2007	16%	70%	10%	4%	*	158
	2004	13%	78%	7%	3%	*	202
	2002	19%	67%	11%	4%	*	202
	2000	15%	74%	9%	2%	*	179
E. Funding for seaports.*	2014	24%	65%	8%	3%	*	118
	2012	14%	75%	8%	3%	*	108
	2010	11%	63%	25%	1%	*	63
	2007	11%	65%	15%	10%	*	82
	2004	13%	78%	7%	2%	*	109
	2002	4%	80%	14%	2%	*	99
	2000	8%	78%	10%	4%	*	92

* The rate of “no opinions” were high for these questions (e.g., up to 47%) for other than the highway funding item. The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

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

Have you traveled through a FDOT construction project in the last 12 months?		2014	2012	2010	2007	2004	2002	2000
NO	Please SKIP TO PART 3, page 3	3%	7%	3%	3%	4%	4%	4%
YES	Please answer the following:	97%	93%	97%	97%	96%	96%	96%

Item	Year	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Number Responding
A. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	2014	36%	60%	2%	0%	1%	414
	2012	39%	57%	4%	1%	0%	360
	2010	39%	59%	2%	0%	0%	330
	2007	27%	68%	5%	0%	0%	345
	2004	33%	62%	4%	1%	0%	426
	2002	27%	67%	5%	1%	0%	436
	2000	27%	69%	4%	0%	0%	426
B. Traffic flowed smoothly through construction zones.	2014	17%	64%	15%	2%	1%	411
	2012	19%	62%	16%	3%	2%	359
	2010	18%	65%	14%	1%	2%	331
	2007	10%	63%	21%	6%	0%	345
	2004	12%	56%	26%	5%	1%	425
	2002	9%	58%	28%	5%	0%	435
	2000	9%	64%	24%	2%	1%	422
C. Construction zones were clearly marked.	2014	32%	64%	4%	0%	0%	410
	2012	34%	60%	5%	1%	0%	360
	2010	34%	63%	3%	0%	0%	331
	2007	23%	73%	4%	0%	0%	345
	2004	25%	67%	7%	1%	0%	426
	2002	22%	71%	6%	1%	0%	437
	2000	21%	72%	6%	0%	1%	426
D. Construction zones were safe to travel through.	2014	22%	63%	11%	0%	3%	414
	2012	25%	64%	9%	2%	0%	360
	2010	24%	66%	9%	1%	2%	328
	2007	14%	71%	12%	3%	0%	343
	2004	15%	63%	19%	2%	1%	424
	2002	12%	67%	18%	2%	1%	435
	2000	13%	69%	15%	1%	2%	426
E. When road construction was in progress, I was easily able to access local businesses.	2014	14%	59%	17%	2%	8%	412
	2012	15%	57%	18%	1%	8%	359
	2010	16%	61%	14%	1%	8%	331
	2007	9%	56%	24%	3%	8%	345
	2004	7%	60%	24%	5%	5%	424
	2002	9%	53%	27%	5%	7%	436
	2000	6%	52%	29%	4%	8%	424

Item	Year	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Number Responding
F. Construction projects on state roads were completed in a timely manner.	2014	14%	51%	20%	4%	11%	410
	2012	15%	56%	17%	4%	8%	357
	2010	14%	59%	14%	3%	11%	323
	2007	6%	49%	27%	7%	11%	343
	2004	5%	42%	30%	11%	12%	425
	2002	7%	46%	27%	12%	8%	435
	2000	5%	48%	28%	9%	10%	422
G. I was satisfied with the results of completed FDOT projects.	2014	22%	68%	5%	1%	4%	414
	2012	28%	65%	5%	1%	2%	358
	2010	23%	69%	5%	1%	2%	323
	2007	16%	71%	5%	2%	6%	343
	2004	15%	72%	7%	2%	5%	424
	2002	18%	71%	6%	3%	3%	436
	2000	13%	74%	6%	1%	5%	424

PART III

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

Item	Year	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Number Responding
A. I am satisfied with the amount of time it takes to travel within my city or town.	2014	24%	60%	12%	3%	0%	429
	2012	24%	62%	12%	1%	0%	397
	2010	24%	59%	13%	3%	1%	352
	2007	14%	62%	21%	3%	1%	353
	2004	14%	56%	25%	4%	1%	449
	2002	13%	61%	20%	6%	1%	455
	2000	16%	61%	18%	5%	1%	433
B. I am satisfied the amount of time it takes to travel between cities or towns	2014	17%	63%	17%	3%	1%	428
	2012	18%	65%	15%	2%	0%	396
	2010	18%	64%	15%	4%	0%	350
	2007	8%	57%	28%	7%	1%	353
	2004	6%	59%	30%	5%	0%	447
	2002	6%	61%	24%	8%	1%	453
	2000	7%	60%	26%	5%	1%	434

Item	Year	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Number Responding
C. The overall level of traffic congestion on the State Highway System is acceptable.	2014	9%	59%	27%	3%	2%	426
	2012	12%	65%	18%	3%	2%	397
	2010	7%	58%	27%	7%	1%	350
	2007	2%	41%	46%	9%	1%	349
	2004	3%	41%	44%	10%	3%	448
	2002	4%	48%	37%	10%	1%	454
	2000	5%	46%	37%	10%	2%	433
D. Roadsides on the State Highway System are attractive.	2014	9%	56%	24%	6%	5%	426
	2012	10%	53%	27%	5%	5%	395
	2010	6%	54%	27%	6%	7%	350
	2007	5%	53%	33%	5%	5%	353
	2004	5%	49%	34%	7%	6%	448
	2002	2%	54%	34%	6%	4%	455
	2000	3%	54%	32%	6%	4%	431
E. Roadsides on the State Highway System in my area are kept free of litter.	2014	8%	63%	24%	3%	3%	425
	2012	11%	67%	17%	2%	3%	399
	2010	7%	62%	24%	5%	1%	348
	2007	5%	64%	24%	4%	3%	352
	2004	5%	64%	22%	7%	3%	448
	2002	2%	65%	25%	6%	3%	456
	2000	5%	60%	26%	4%	5%	430
F. I am familiar with anti-litter efforts in my community.*	2014	13%	56%	17%	3%	11%	422
G. Anti-litter educational campaigns are effective in curbing litter behavior.*	2014	8%	38%	29%	3%	22%	424
H. Public transportation available in our community meets our needs.	2014	6%	32%	35%	13%	14%	425
	2012	6%	31%	34%	12%	17%	396
	2010	3%	33%	36%	16%	13%	343
	2007	1%	30%	41%	15%	13%	353
	2004	2%	34%	37%	13%	14%	446
	2002	2%	34%	37%	13%	14%	454
	2000	3%	35%	38%	11%	13%	430

Item	Year	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Number Responding
I. People would use public transportation more often if it was convenient.	2014	28%	49%	7%	2%	14%	428
	2012	35%	42%	10%	1%	12%	397
	2010	34%	45%	10%	1%	10%	347
	2007	28%	49%	9%	2%	11%	352
	2004	22%	50%	13%	3%	13%	448
	2002	17%	58%	11%	2%	13%	452
	2000	17%	49%	17%	3%	14%	426

* New question added for the 2014 survey cycle.

PART IV

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

Are BIKE LANES needed along state roads?	No	Yes	Number Responding				
	2014	21%	79%	413			
	2012	10%	91%	388			
	2010	9%	91%	340			
	2007	12%	88%	349			
	2004	14%	86%	422			
Needed for along State Highway System Roads:	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Number Responding	
a. Designated bike lanes at the edge of roads.	2014	36%	44%	14%	4%	1%	322
	2012	31%	40%	19%	6%	4%	318
	2010	33%	44%	14%	6%	3%	263
	2007	36%	39%	15%	7%	2%	272
	2004	30%	43%	16%	10%	1%	367
b. Bicycle trails separated from roads.	2014	60%	32%	3%	1%	4%	324
	2012	63%	28%	3%	0%	5%	331
	2010	56%	34%	6%	0%	4%	287
	2007	54%	37%	7%	0%	2%	296
	2004	52%	36%	7%	1%	4%	379

Are SIDEWALKS needed along state roads?		No	Yes	Number Responding
	2014	23%	77%	407
	2012	11%	89%	391
	2010	8%	92%	332
	2007	11%	89%	349
	2004	10%	90%	414

Needed for along State Highway System Roads:		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion	Number Responding
a. Sidewalks directly adjacent to the road.	2014	13%	36%	39%	9%	3%	300
	2012	25%	29%	28%	14%	4%	293
	2010	16%	36%	32%	11%	5%	204
	2007	16%	42%	30%	8%	3%	245
	2004	11%	30%	40%	18%	1%	333
b. Sidewalks with grass/landscaping between the sidewalk and road.	2014	64%	32%	1%	2%	2%	310
	2012	53%	32%	8%	4%	3%	336
	2010	58%	36%	4%	0%	3%	288
	2007	64%	34%	1%	1%	1%	302
	2004	65%	31%	1%	3%	0%	398

PART V

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

Item	Year	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion	Number Responding
A. Overall safety on state roads.	2014	19%	75%	5%	0%	1%	425
	2012	20%	73%	6%	1%	1%	399
	2010	17%	76%	6%	0%	1%	344
	2007	7%	85%	7%	0%	1%	353
	2004	10%	80%	9%	1%	0%	447
	2002	8%	81%	9%	1%	0%	458
	2000	8%	81%	9%	1%	1%	431
B. Being able to walk safely on state road sidewalks. *	2014	4%	41%	45%	10%	**	373
	2012	4%	39%	49%	9%	**	355
	2010	2%	42%	46%	10%	**	307
	2007	1%	36%	53%	11%	**	324
	2004	3%	33%	54%	11%	**	447
	2002	1%	32%	53%	13%	**	461

Item	Year	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion	Number Responding
C. Being able to ride bicycles safely on state roads. *	2014	2%	26%	60%	12%	**	363
	2012	2%	30%	55%	13%	**	352
	2010	1%	31%	53%	15%	**	302
	2007	1%	19%	65%	15%	**	318
	2004	1%	19%	65%	15%	**	445
	2002	1%	21%	61%	18%	**	462
D. Overall smoothness of the roads in the State Highway System.	2014	12%	77%	9%	1%	1%	427
	2012	13%	75%	8%	2%	1%	398
	2010	10%	77%	10%	3%	1%	345
	2007	6%	78%	13%	3%	1%	353
	2004	6%	78%	12%	3%	1%	447
	2002	4%	76%	17%	3%	1%	461
E. The overall transportation system provided by FDOT.	2014	14%	77%	7%	1%	2%	419
	2012	11%	76%	9%	1%	3%	395
	2010	8%	79%	10%	1%	2%	348
	2007	4%	79%	13%	1%	2%	347
	2004	5%	77%	14%	1%	2%	446
	2002	5%	79%	10%	2%	3%	455
	2000	6%	75%	14%	1%	5%	426

**Question worded different in 2000 survey. The rate of “no opinions” was high for these questions (e.g., over 12%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”

PART V

To help us ensure that we are reaching all levels of government, please tell us a little bit about your community.

What level of government do you represent?

	2014	2012	2010	2007	2004	2002	2000
Federal	0%	<1%	<1%	0%	0%	0%	0%
State	6%	7%	10%	3%	9%	6%	3%
Regional	3%	3%	2%	2%	2%	3%	0%
County	28%	21%	23%	26%	17%	20%	12%
City	62%	71%	65%	69%	71%	70%	83%
Other_____	1%	2%	1%	2%	1%	1%	1%
Number Responding	423	400	351	354	447	464	425

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

	2014	2012	2010	2007	2004	2002
Car	68%	70%	72%	68%	66%	70%
Van	1%	1%	<1%	1%	2%	2%
Bus	0%	1%	1%	0%	0%	0%
Taxi	0%	0%	0%	0%	0%	0%
Bicycle	<1%	1%	1%	0%	0%	0%
Motorcycle	0%	0%	<1%	0%	0%	0%
Train	0%	0%	0%	0%	0%	0%
Airplane	<1%	1%	2%	1%	2%	2%
Truck/Sport Utility Vehicle	30%	31%	31%	34%	32%	25%
Other_____	1%	1%	2%	1%	1%	1%
Number Responding	423	401	352	355	445	464

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

(Need not total 100%)	2014	2012	2010	2007	2004	2002
Car	69%	73%	76%	81%	64%	72%
Vanpool	4%	5%	5%	5%	7%	6%
Transit Subsidy	8%	9%	15%	10%	9%	6%
Carpool	4%	7%	8%	9%	4%	5%
Other_____	15%	15%	16%	15%	17%	10%
Number Responding	410	387	296	309	367	400