

Florida Department of Transportation Combined Customer Satisfaction Survey for All Groups Statewide -- 2000

Each row represents the percentage of respondents who chose a response category (strongly agree, agree, disagree, strongly disagree, no opinion) out of the total number of respondents who answered that question. Row percentages generally total 100.¹ Each cell represents the percentage of respondents in each response category for each question. Columns represent the percentage of respondents that named a response category for an entire question set. Columns may be used to gain an overall assessment of how respondents viewed each section, by response category.

PART I

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

Bold = Florida Residents *Italics* = Commercial Drivers
Orange = Elders **Green** = Visitors

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Spacing of exit and crossroad signs allow me enough time for travel decisions.	13	74	9	2	1
	13	71	13	3	1
	<i>9</i>	<i>74</i>	<i>14</i>	<i>2</i>	<i>2</i>
	24	64	10	0	2
B. Overall, road signs are visible.	14	75	10	1	1
	12	76	9	2	1
	<i>10</i>	<i>79</i>	<i>9</i>	<i>1</i>	<i>1</i>
	29	68	2	1	0
E. Road signs are clearly readable.	12	76	10	1	1
	14	66	16	3	1
	32	63	4	0	0
	15	74	10	1	1
C. During the day, visibility of roadway striping and markings is good.	13	75	9	2	1
	<i>12</i>	<i>78</i>	<i>9</i>	<i>1</i>	<i>1</i>
	34	62	4	0	0
	8	56	28	5	4
D. At night, visibility of roadway striping and markings is good.	7	52	31	7	3
	<i>8</i>	<i>62</i>	<i>24</i>	<i>3</i>	<i>3</i>
	22	59	9	2	9

¹ Due to rounding, sometimes the percentages do not total to 100.

PART III

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

Bold = Florida Residents

Italics = Commercial Drivers

Orange = Elders

Purple = Government Officials

Green = Visitors

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. I am satisfied with the amount of time it takes to travel within local cities or towns.	6	52	31	11	1
	9	57	24	9	2
	3	49	35	9	3
	14	54	22	8	2
	15	66	14	3	1
B. I am satisfied with the amount of time it takes to travel between local cities or towns.	5	62	26	6	2
	8	66	18	6	2
	5	63	25	5	2
	7	59	27	6	1
	14	72	12	2	1
C. The overall level of traffic congestion on the State Highway System is acceptable.	2	42	38	17	1
	2	46	36	11	4
	2	41	41	13	2
	5	43	39	12	2
	12	63	21	3	0
D. Posted speed limits on the State Highway System are reasonable.	7	76	15	3	0
	7	79	11	3	1
	9	78	11	2	0
	10	74	14	1	1
	16	75	8	1	1
E. Most vehicles remain within the speed limit on the State Highway System.	1	22	50	25	1
	1	14	49	36	1
	2	24	52	21	2
	1	22	58	18	1
	2	27	54	15	2
F. Roadsides on the State Highway System are attractive	4	68	21	2	5
	4	62	21	4	10
	3	56	30	6	5
	12	69	12	1	7
	6	72	18	3	2
G. Roadsides on the State Highway System are kept free of litter	5	57	28	5	5
	4	61	27	5	4
	16	71	7	0	6
	3	48	28	8	13
	3	48	28	8	13

PART IV

enough time to cross state roads.	9	63	10	1	18
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We would like to know more about public transportation in your community. Please indicate how strongly you agree or disagree with the following statements.

Bold = Florida Residents

Orange = Elders

Purple = Government Officials

Initially we would like to know:

A. Have you used public transportation in the last 6 months? **Yes** **9** **No** **91**
 Yes **9** **No** **91**

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
Public transportation in my area meets my (our) needs.	9 3 2	48 22 32	24 20 36	17 25 12	2 31 18
I (People) would use public transportation (more often) if it were more convenient.	22 15 16	63 44 50	10 13 16	1 2 3	5 25 17

PART V

Please rate your overall satisfaction with the State Highway System.

Bold = Florida Residents *Italics* = Commercial Drivers

Orange = Elders

Purple = Government Officials

Green = Visitors

Blue = Property Owners

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	8 5 8 7 19	68 69 74 81 70	18 21 13 10 9	4 3 2 1 1	3 3 3 1 1
B. Sidewalks on state roads.	4 2 3 5	45 34 44 41	25 32 34 6	6 6 8 2	19 27 11 47
C. Bike lanes on state roads	3 2 1 5	32 28 27 35	36 34 44 9	12 9 12 2	17 27 15 50
D. Overall smoothness of the roads in the State Transportation System.	6 4 7 4 24	64 73 62 73 68	22 17 24 19 8	6 3 5 2 1	1 3 2 2 0

E. The transportation system provided by FDOT.	3	66	14	4	13
	4	61	18	3	14
	7	72	11	2	8
	4	76	15	1	5
	12	63	5	1	20
	18	62	12	6	3