

Florida Department of Transportation Combined Customer Satisfaction Survey for All Groups Statewide - 2002 Results

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.

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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 **Orange** = Elders

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Spacing of exit and crossroad signs allow me enough time for travel decisions.	13 13	72 71	11 11	2 3	2 2
B. Overall, road signs are visible.	16 14	74 75	8 10	1 1	1 1
C. Road signs are clearly readable.	19 15	71 69	9 12	1 2	1 2
D. During the day, visibility of roadway striping and markings is good.	14 15	72 78	12 6	1 1	1 1
E. At night, visibility of roadway striping and markings is good.	7 8	56 56	28 27	4 7	4 3

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

PART II

Bold = Florida Residents

Orange = Elders

Purple = Government Officials

We are interested in your experience in construction zones on the State Highway System. We would initially like to know:

- | | | |
|---|---------------|--------------|
| A. Have you traveled through a FDOT construction project in the last 12 months? | Yes 88 | No 12 |
| | Yes 80 | No 21 |
| | Yes 96 | No 4 |

If you answered no to II-A, please skip to Part III. If you answered yes to question II-A, please proceed to question II-B.

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.). [Note: the wording for Govt. Official survey different.]	8	43	36	9	4
	9	57	23	3	8
	21	66	9	2	3
C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed.	14	67	16	3	1
	15	75	10	1	0
	27	67	5	1	0
D. Construction zones were clearly marked.	14	73	12	2	0
	17	74	8	1	0
	22	71	6	1	0
E. Construction zones were safe to drive through.	7	56	30	6	1
	7	67	22	3	1
	12	67	18	2	1
F. When road construction was in progress, I was easily able to access local business.	4	42	42	10	3
	4	43	40	6	8
	9	53	27	5	7
G. Construction projects on state roads are completed in a timely manner.	3	30	41	20	7
	2	34	37	11	16
	7	46	27	12	8
H. I was satisfied with completed FDOT construction projects.	11	71	11	3	4
	11	69	11	1	7
	18	71	6	3	3

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

Orange = Elders

Purple = Government Officials

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.	7	54	27	12	1
	7	60	26	7	1
	13	61	20	6	1
B. I am satisfied with the amount of time it takes to travel between local cities or towns.	6	63	23	6	2
	7	64	22	4	3
	6	61	24	8	1
C. The overall level of traffic congestion on the State Highway System is acceptable.	3	42	37	17	1
	4	45	39	10	2
	4	48	37	10	1
D. Posted speed limits on the State Highway System are reasonable.	9	75	13	2	1
	8	79	10	2	1
	5	84	9	2	1
E. Most vehicles remain within the speed limit on the State Highway System.	1	26	49	23	1
	1	21	48	28	2
	3	25	52	19	2
F. Roadsides on the State Highway System are attractive	5	68	20	2	5
	7	65	18	2	8
	2	54	34	6	4
G. Roadsides on the State Highway System are kept free of litter	8	74	15	2	1
	5	64	23	3	5
	2	65	25	6	3
H. The timing of traffic signals allows pedestrians enough time to cross state roads.	4	57	25	6	8
	4	51	25	5	16

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

Bold = Florida Residents

Orange = Elders

Purple = Government Officials

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Designated bike lanes at the edge of roads.	19	51	23	4	5
	17	38	28	9	9
	24	40	25	7	4
B. Bicycle trails separated from roads.	27	58	10	1	3
	32	52	5	2	10
	39	45	9	2	5
C. Sidewalks with grass/landscaping between the sidewalk and road.	18	63	14	2	3
	26	57	7	1	9
	47	43	4	1	5
D. Sidewalks directly adjacent to the road.	5	43	43	7	3
	3	25	47	16	10
	8	23	45	17	7

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 10 No 90

Yes 8 No 92

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
B. Public transportation in my (our) area meets my (our) needs.*	9	43	27	20	2
	8	46	15	31	0
	2	34	37	13	14
C. I (People) would use public transportation (more often) if it were more convenient.*	29	54	15	1	2
	43	32	11	4	11
	17	58	11	2	13

*N-sizes are low for these questions, so caution should be exercised when reviewing trends for these items.

PART V

Please rate your overall satisfaction with the State Highway System.

Bold = Florida Residents

Orange = Elders

Purple = Government Officials

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	9	69	16	4	2
	6	74	15	1	3
	8	81	9	1	0
B. Being able to walk safely on state roads sidewalks.**	4	54	33	9	**
	3	49	40	7	**
	1	32	53	13	**
C. Being able to ride bicycles safely on state roads.**	2	28	53	16	**
	1	20	64	15	**
	1	21	61	18	**
D. Overall smoothness of the roads in the State Transportation System.	6	63	23	6	1
	4	70	19	4	3
	4	76	17	3	1
E. The transportation system provided by FDOT.	3	65	15	4	14
	3	60	14	3	20
	5	79	10	2	3

**Question worded different in 2000 survey. The rate of “no opinions” was high for these questions (e.g., over 18%). The percentages displayed are net of “no opinions,” since these questions do not appear to reflect current “customer requirements.”