

2006 Florida Resident Customer Survey

Florida Department of Transportation

Statewide Detailed Results

All Response Categories

The Florida Department of Transportation (FDOT) is conducting a survey to assess satisfaction with Florida's State Highway System. When filling out this survey, please think of the State Highway System as the Florida Turnpike, interstates, freeways, expressways, or highways with U.S. numbers or State Road numbers. (Provide examples of SHS roads in the respondent's area).

PART I

Questions below deal with **how well a driver is able to see key signing and road markings**. Please indicate how well the following items assist you when traveling on the State Highway System near your area:

| Item | Strongly Agree | Agree | Disagree | Strongly Disagree | No Opinion | Valid N | Missing N |
|--|----------------|-------|----------|-------------------|------------|---------|-----------|
| A. Spacing of exits and crossroad signs allow me enough time for travel decisions. | 18% | 67% | 9% | 2% | 4% | 2,780 | 22 |
| B. Overall, road signs are visible. | 19% | 68% | 10% | 1% | 2% | 2,792 | 10 |
| C. Road signs are clearly readable. | 21% | 68% | 9% | 1% | 1% | 2,797 | 5 |
| D. During the day, the visibility of roadway striping and markings is good. | 19% | 69% | 10% | 1% | 2% | 2,788 | 14 |
| E. At night, the visibility of roadway striping and markings is good. | 11% | 52% | 28% | 5% | 5% | 2,755 | 47 |

PART II

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

| Item | Yes | No | Valid N | Missing N |
|---|------------|------------|--------------|--------------|
| A. Have you traveled through a FDOT construction project in the last 12 months? | 89% | 11% | 2,771 | 31 |

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 | Valid N | Missing N |
|--|-------------------|------------|------------|----------------------|---------------|--------------|--------------|
| B. When FDOT construction projects were initiated in my area, I was notified through various media (newspaper, radio, television, fliers, etc.). | 8% | 39% | 36% | 10% | 7% | 2,430 | 37 |
| C. When approaching a construction project, signs notifying me of the construction allowed me enough time to adjust my speed. | 15% | 63% | 17% | 4% | 1% | 2,465 | 2 |
| D. Construction zones were clearly marked. | 15% | 69% | 13% | 2% | 1% | 2,462 | 5 |
| E. Construction zones were safe to travel through. | 8% | 54% | 30% | 6% | 3% | 2,459 | 8 |
| F. When road construction was in progress, I was easily able to access local businesses. | 5% | 41% | 41% | 8% | 5% | 2,448 | 19 |
| G. Construction projects on state roads were completed in a timely manner. | 3% | 25% | 44% | 20% | 8% | 2,404 | 63 |
| H. I was satisfied with the results of completed FDOT projects. | 12% | 68% | 11% | 3% | 6% | 2,447 | 20 |

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 | Strongly Agree | Agree | Disagree | Strongly Disagree | No Opinion | Valid N | Missing N |
|--|----------------|-------|----------|-------------------|------------|---------|-----------|
| A. I am satisfied with the amount of time it takes to travel within my city or town. | 8% | 46% | 32% | 13% | 2% | 2,792 | 10 |
| B. I am satisfied the amount of time it takes to travel between cities or towns | 7% | 55% | 28% | 8% | 2% | 2,778 | 24 |
| C. The overall level of traffic congestion on the State Highway System is acceptable. | 3% | 35% | 42% | 17% | 2% | 2,787 | 15 |
| D. Posted speed limits on the State Highway System are reasonable. | 9% | 76% | 12% | 3% | 1% | 2,795 | 7 |
| E. Most vehicles remain within the speed limits on the State Highway System. | 2% | 22% | 49% | 25% | 1% | 2,787 | 15 |
| F. Roadsides on the State Highway System are attractive. | 5% | 64% | 20% | 2% | 9% | 2,776 | 26 |
| G. Roadsides on the State Highway System are kept free of litter. | 8% | 69% | 18% | 3% | 3% | 2,789 | 13 |
| H. The timing of traffic signals allows pedestrians enough time to cross State Highway System roads. | 5% | 54% | 26% | 7% | 9% | 2,742 | 60 |

| Item | Yes | No | Valid N | Missing N |
|---|-----|-----|---------|-----------|
| 3B1. Do you believe more bike lanes are needed along state roads. | 61% | 40% | 2,717 | 85 |

If you answered “Yes,” please indicate your level of agreement about the need for the following types of bike lanes.

| Item | Strongly Agree | Agree | Disagree | Strongly Disagree | No Opinion | Valid N | Missing N |
|--|----------------|-------|----------|-------------------|------------|---------|-----------|
| A. Designated bike lanes at the edge of roads. | 30% | 56% | 6% | 1% | 7% | 1,630 | 15 |
| B. Bicycle trails separated from roads. | 35% | 53% | 8% | 1% | 4% | 1,639 | 6 |

| Item | Yes | No | Valid N | Missing N |
|--|-----|-----|---------|-----------|
| 3B2. Do you believe more sidewalks are needed along state roads. | 63% | 37% | 2,738 | 64 |

If you answered “Yes”, please indicate your level of agreement about the need for the following type of sidewalks.

| Item | Strongly Agree | Agree | Disagree | Strongly Disagree | No Opinion | Valid N | Missing N |
|--|----------------|-------|----------|-------------------|------------|---------|-----------|
| A. Sidewalks directly adjacent to the road. | 11% | 56% | 22% | 3% | 7% | 1,709 | 19 |
| B. Sidewalks with grass/landscaping between the sidewalk and road. | 30% | 56% | 10% | 1% | 4% | 1,723 | 5 |

PART IV

We would like to know more about public transportation in your community. In the 2006 survey three new questions related to public transportation were added as indicated below.

| Item | Yes | No | Valid N | Missing N |
|--|-----|-----|---------|-----------|
| A. Are there public transportation services (e.g. bus, other local or regional rail service) near your home? | 62% | 38% | 2,645 | 157 |

| Item | Yes | No | Valid N | Missing N |
|--|-----|-----|---------|-----------|
| B. Are there public transportation services near your place of work? | 62% | 38% | 2,158 | 644 |

| Item | Yes | No | Valid N | Missing N |
|--|-----|-----|---------|-----------|
| C. Have you used public transportation in the last 6 months? | 9% | 91% | 2,798 | 4 |

If you answered no to IV-C, please skip to Part V. If you answered yes to question IV- C, please proceed to question IV-D.

| Item | Almost Every Day | About Once A Week | Less Than Once A Week | Valid N | Missing N |
|--|------------------|-------------------|-----------------------|---------|-----------|
| D. How often do you use public transportation? | 18% | 16% | 66% | 245 | 8 |

PART V

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

| Item | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | No Opinion | Valid N | Missing N |
|---|----------------|-----------|--------------|-------------------|------------|---------|-----------|
| A. Overall safety on state roads. | 7% | 61% | 20% | 4% | 8% | 2,796 | 6 |
| B. Being able to walk safely on state road sidewalks. | 4% | 49% | 38% | 9% | ** | 2,082 | 102 |
| C. Being able to ride bicycles safely on state roads. | 2% | 26% | 58% | 15% | ** | 2,088 | 94 |
| D. Overall smoothness of the roads in the State Highway System. | 8% | 62% | 21% | 5% | 4% | 2,777 | 25 |
| E. The overall transportation system provided by FDOT. | 4% | 58% | 16% | 3% | 19% | 2,715 | 87 |
| F. Shoulders of state roads being adequate for my needs. | 5% | 65% | 20% | 3% | 8% | 2,743 | 59 |

PART VI

To help us ensure that we are reaching all segments of Florida's diverse population, please tell us a little bit about yourself.

A. How many years have you been driving in Florida? _____

| | |
|-----------------------------|-------|
| Less than a year to 5 years | 14% |
| 6 to 10 years | 13% |
| 11 to 15 years | 12% |
| 16 to 20 years | 14% |
| 21 to 25 years | 11% |
| 26 to 30 years | 12% |
| 31 to 35 years | 6% |
| 36 to 40 years | 8% |
| More than 40 years | 11% |
| Valid N | 2,802 |
| Missing N | 0 |

B. In which county do you drive the most? _____

| County | 2006 | County | 2006 | County | 2006 |
|---------------|-------------|---------------|-------------|---------------|-------------|
| Alachua | 2% | Hamilton | 0.1% | Okeechobee | 0.2% |
| Baker | 0.2% | Hardee | 0% | Orange | 3.6% |
| Bay | 1.7% | Hendry | 0.1% | Osceola | 0.7% |
| Bradford | 0.1% | Hernando | 1.1% | Palm Beach | 5.6% |
| Brevard | 2.4% | Highlands | 0.6% | Pasco | 1.7% |
| Broward | 6% | Hillsborough | 6% | Pinellas | 4.7% |
| Calhoun | 0.1% | Holmes | 0.2% | Polk | 2.6% |
| Charlotte | 1% | Indian River | 1% | Putnam | 0.7% |
| Citrus | 0.9% | Jackson | 0.7% | Sarasota | 2.7% |
| Clay | 1.6% | Jefferson | 0.2% | Seminole | 1.6% |
| Collier | 2% | Lafayette | 0% | St. Johns | 1.1% |
| Columbia | 0.6% | Lake | 1.5% | St. Lucie | 0.9% |
| Dade | 13.2% | Lee | 2.5% | Santa Rosa | 1.6% |
| DeSoto | 0.1% | Leon | 2.6% | Sumter | 0.6% |
| Dixie | 0.2% | Levy | 0.3% | Suwannee | 0.3% |
| Duval | 6.0% | Liberty | 0% | Taylor | 0.2% |
| Escambia | 3.1% | Madison | 0.2% | Union | 0.1% |
| Flagler | 0.4% | Manatee | 1.7% | Volusia | 1.9% |
| Franklin | 0.1% | Marion | 1.7% | Wakulla | 0.3% |
| Gadsden | 0.3% | Martin | 0.7% | Walton | 0.6% |
| Gilchrist | 0% | Monroe | 0.5% | Washington | 0.3% |
| Glades | 0% | Nassau | 0.6% | Valid N | 2,802 |
| Gulf | 0.1% | Okaloosa | 2% | Missing N | 0 |

C. How do you most often travel in Florida?

| | 2006 |
|-----------------------------|-------------|
| Car | 79% |
| Van | 5% |
| Taxi | 0% |
| Truck/Sport Utility Vehicle | 15% |
| Motorcycle | <1% |
| Bus | 1% |
| Other (please specify) | 1% |
| Valid N | 2,796 |
| Missing N | 6 |

D. Which of these alternative travel modes, if any, have you used in the last 12 months?

| | 2006 |
|-------------------------|-------------|
| Carpool | 13% |
| Vanpool | 4% |
| Walk | 34% |
| City Bus | 7% |
| Bicycle | 20% |
| None/Don't Know/Refused | 53% |

E. Please indicate whether you are male or female.

| | 2006 |
|----------------------|-------------|
| Male | 41% |
| Female | 59% |
| Prefer not to answer | 0% |

F. Please check the box that best describes your age.

| | 2006 |
|---------------------------------|-------------|
| 18-24 | 4% |
| 25-34 | 9% |
| 35-44 | 18% |
| 45-54 | 22% |
| 55-64 | 21% |
| 65 or older | 25% |
| Prefer not to answer/Don't Know | 1% |

G. With which racial or ethnic group do you best identify?

| | 2006 |
|---|-------------|
| White | 73% |
| African American, Jamaican, or other Caribbean Islanders | 9% |
| Hispanic, Mexican, Puerto Rican, Central or South American, Cuban, or other Spanish origin or culture | 11% |
| Asian & Asian American, Pakistanis, Indian, and Pacific Islanders | 1% |
| American Indian or Alaskan | 1% |
| Other | 2% |
| Prefer not to answer | 3% |