

Survey Comparisons

In this section comparisons were made among the four customer groups (Florida residents, commercial drivers, visitors and government officials) for questions included on two or more of the surveys. Different color schemes were used to represent each group: bold for residential drivers, italics for commercial drivers, green for visitors and purple for government officials.

The numbers in the tables represent percentages for each group. The total percentage of each question for each group may be higher or lower than 100 percent due to rounding. The following method is used in calculating the percentages: any number that has a decimal point of .5 or higher is rounded to the next higher number. It is also important to note that wordings and numbering for the questions in the questionnaires are not exactly the same.

PART II

**Florida Department of Transportation
Combined Customer Satisfaction Survey for All Groups
2011/12 Statewide**

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 interstates or highways with U.S. numbers or S.R. numbers

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 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, but due to rounding, sometimes the percentages do not total to 100. 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 **Green** = Florida Visitors

Item	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
A. Spacing of exit and crossroad signs allow me enough time for travel decisions.	22%	67%	7%	2%	3%
	<i>17%</i>	<i>70%</i>	<i>10%</i>	<i>1%</i>	<i>2%</i>
	38%	56%	4%	0%	1%
B. Overall, road signs are visible.	24%	67%	6%	1%	1%
	<i>21%</i>	<i>74%</i>	<i>5%</i>	<i>1%</i>	<i>1%</i>
	42%	53%	3%	<1%	1%
C. Road signs are clearly readable.	25%	66%	7%	1%	1%
	<i>43%</i>	<i>52%</i>	<i>4%</i>	<i>0%</i>	<i>1%</i>
	43%	52%	4%	0%	1%
D. During the day, visibility of roadway striping and markings is good.	23%	68%	7%	1%	1%
	<i>21%</i>	<i>71%</i>	<i>6%</i>	<i>1%</i>	<i>1%</i>
	43%	52%	3%	0%	1%
E. At night, visibility of roadway striping and markings is good.	13%	54%	22%	3%	7%
	<i>16%</i>	<i>63%</i>	<i>16%</i>	<i>2%</i>	<i>2%</i>
	33%	54%	8%	1%	4%

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

Green = Visitors

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.	13%	60%	20%	6%	2%
	<i>9%</i>	<i>57%</i>	<i>26%</i>	<i>6%</i>	<i>2%</i>
	24%	59%	13%	3%	1%
	29%	55%	11%	1%	5%
B. I am satisfied with the amount of time it takes to travel between local cities or towns.	12%	63%	18%	4%	3%
	<i>11%</i>	<i>67%</i>	<i>16%</i>	<i>4%</i>	<i>2%</i>
	18%	64%	15%	4%	0%
	26%	62%	6%	1%	5%
C. The overall level of traffic congestion on the State Highway System is acceptable.	6%	48%	33%	9%	3%
	<i>6%</i>	<i>51%</i>	<i>31%</i>	<i>9%</i>	<i>3%</i>
	7%	58%	27%	7%	1%
	22%	55%	15%	3%	5%
D. Roadsides on the State Highway System are attractive	7%	62%	20%	2%	9%
	<i>6%</i>	<i>54%</i>	<i>27%</i>	<i>6%</i>	<i>7%</i>
	20%	62%	9%	1%	8%
	7%	69%	16%	2%	3%
E. Roadsides on the State Highway System are kept free of litter	<i>7%</i>	<i>62%</i>	<i>24%</i>	<i>5%</i>	<i>1%</i>
	29%	55%	7%	<1%	9%
	7%	54%	23%	5%	11%
	25%	55%	6%	1%	13%

Bold = Florida Residents

Italics = Commercial Drivers

Purple = Government Officials

Item	Yes	No
3B1. Do you believe more bike lanes are needed along state roads?	59%	41%
	91%	9%

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
A. Designated bike lanes on roadways.	39%	45%	5%	2%	9%
	33%	44%	14%	6%	3%
B. Bike paths separated from roads.	42%	46%	6%	1%	6%
	56%	34%	6%	0%	4%

Item	Yes	No
3B2. Do you believe more sidewalks are needed along state roads?	60%	40%
	92%	8%

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
A. Sidewalks directly adjacent to the road.	14%	50%	23%	4%	9%
	16%	36%	32%	11%	5%
B. Sidewalks with grass/landscaping between the sidewalk and the road.	33%	50%	10%	1%	7%
	58%	36%	4%	0%	3%

PART IV

We would like to know more about public transportation in your community.

Bold = Florida Residents

Item	Yes	No	Not Currently Employed
A. Are there public transportation services (e.g. bus, other local or regional rail service) near your home?	63%	37%	
B. Are there public transportation services (e.g. bus, other local or regional rail service) near your work?	65%	35%	35%
C. Have you used public transportation in the last 6 months?	9%	91%	

Item	Almost every day	About once a week	Less than once a week
D. How often do you use public transportation?	16%	14%	71%

PART V

Please rate your overall satisfaction with the State Highway System.

Bold = Florida Residents

Italics = Commercial Drivers

Green = Visitors

Purple = Government Officials

Item	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
A. Overall safety on state roads.	13%	64%	12%	3%	8%
	<i>13%</i>	<i>75%</i>	<i>10%</i>	<i>1%</i>	<i>2%</i>
	17%	76%	6%	0%	1%
	35%	59%	3%	0%	4%
B. Being able to walk safely on state roads.	6%	55%	31%	7%	*
	2%	42%	46%	10%	0%
C. Being able to ride bicycles safely on state roads.	3%	27%	53%	17%	*
	1%	31%	53%	15%	0%
D. Shoulders on state roads being adequate for my needs.	5%	57%	22%	3%	13%
	10%	62%	22%	4%	2%
E. Overall smoothness of the roads in the State Transportation System.	10%	64%	18%	4%	4%
	<i>13%</i>	<i>60%</i>	<i>21%</i>	<i>4%</i>	<i>2%</i>
	10%	77%	10%	3%	1%
	34%	57%	5%	<1%	4%
F. The transportation system provided by FDOT.	7%	60%	12%	2%	19%
	<i>12%</i>	<i>76%</i>	<i>7%</i>	<i>1%</i>	<i>4%</i>
	8%	79%	10%	1%	2%
	28%	60%	3%	0%	10%

*Due to high rate of “no opinion”, the percentages displayed in Questions B and C are net of “no opinion”.