

Researchers led by Dr. Mary Stutzman at The Florida State University conducted customer satisfaction surveys directed towards government officials and older Floridians.

The *Customer Survey of Government Officials* (CSGO) sought feedback from city, county, and state officials, and fire and rescue workers from across the state. Of the 2,000 government officials contacted, 794 (40%) responded to the survey whose topics included:

1. Cooperation with government officials.
2. Allocation of transportation resources in the community.
3. Experiences in State Highway System (SHS) construction zones.
4. Travel on SHS within the community.
5. Overall satisfaction with various aspects of the SHS.

In the *Customer Survey of Older Floridians* (CSOF), researchers contacted 1,100 households, of which 447 (40%) responded to survey whose topics included:

1. How well a driver is able to see key signing and road markings.
2. Experiences in the SHS construction zones.
3. Travel on the SHS within the community.
4. Public transportation in the area surveyed.
5. Overall satisfaction with various aspects of the SHS.

Both survey groups indicated that they were either satisfied or very satisfied with the (1) the overall safety on state roads, (2) the overall smoothness of the roads, and (3) the overall transportation system provided by FDOT. Both groups registered significantly lower satisfaction levels with sidewalks (CSGO 53%, CSOF 48%) and bicycle facilities (CSGO 34%, CSOF 41%) on state roads. The final report provides sample surveys detailed breakdown of the data.

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