



Do you live in Florida year-round, or for only part of the year?		Year-round	Only part of the year
	Total	99%	1%
Gender	Male	100%	0%
	Female	99%	1%
Age	18 to 39	100%	0%
	40 to 59	100%	0%
	60 and over	99%	1%
Rush hour driver	Yes	100%	0%
	No	99%	1%

Are you typically driving on Florida freeways during the morning rush, 6 a.m. – 9 a.m.?		Yes	No
	Total	51%	49%
Gender	Male	60%	40%
	Female	43%	57%
Age	18 to 39	63%	37%
	40 to 59	60%	40%
	60 and over	35%	65%

Are you typically driving on Florida freeways during the day between 9 a.m. and 4 p.m.?		Yes	No
	Total	67%	33%
Gender	Male	65%	35%
	Female	68%	32%
Age	18 to 39	69%	31%
	40 to 59	60%	40%
	60 and over	70%	30%
Rush hour driver	Yes	66%	34%
	No	69%	31%



Are you typically driving on Florida freeways during the evening rush, 4 p.m. – 7 p.m.?		Yes	No	Don't know/Refused
	Total	57%	42%	0%
Gender	Male	61%	39%	0%
	Female	54%	45%	0%
Age	18 to 39	68%	32%	0%
	40 to 59	66%	34%	0%
	60 and over	44%	56%	0%

Are you typically driving on Florida freeways during the evening after 7 p.m.?		Yes	No	Don't know/Refused
	Total	40%	59%	1%
Gender	Male	43%	56%	1%
	Female	37%	62%	1%
Age	18 to 39	54%	46%	0%
	40 to 59	42%	57%	1%
	60 and over	28%	71%	1%
Rush hour driver	Yes	50%	50%	1%
	No	16%	82%	2%

How often do you listen to radio traffic reports?		Once per week	2-3 times per week	More than 3 times per week	Never
	Total	11%	16%	20%	52%
Gender	Male	13%	16%	18%	52%
	Female	10%	16%	22%	52%
Age	18 to 39	9%	19%	18%	55%
	40 to 59	14%	19%	30%	37%
	60 and over	11%	13%	14%	62%
Rush hour driver	Yes	11%	16%	24%	49%
	No	12%	16%	11%	61%

Do you find radio traffic reports very useful, somewhat useful, or not very useful at all in aiding your trip?		Very useful	Somewhat useful	Not very useful at all	Don't know/Refused
	Total	45%	43%	11%	1%
Gender	Male	41%	47%	11%	1%
	Female	48%	41%	11%	1%
Age	18 to 39	44%	44%	12%	0%
	40 to 59	46%	45%	10%	0%
	60 and over	44%	42%	12%	1%
Rush hour driver	Yes	47%	41%	11%	1%
	No	37%	50%	11%	2%

How often do you tune in to traffic reports on television?		Once per week	2-3 times per week	More than 3 times per week	Never
	Total	8%	19%	27%	47%
Gender	Male	10%	15%	23%	53%
	Female	6%	22%	30%	42%
Age	18 to 39	4%	20%	30%	47%
	40 to 59	13%	20%	24%	42%
	60 and over	7%	17%	27%	49%
Rush hour driver	Yes	9%	19%	27%	45%
	No	6%	18%	25%	50%

Do you find television traffic reports very useful, somewhat useful, or not very useful at all in aiding your trip?		Very useful	Somewhat useful	Not very useful at all	Don't know/Refused
	Total	49%	35%	15%	1%
Gender	Male	37%	39%	23%	2%
	Female	57%	32%	10%	0%
Age	18 to 39	47%	39%	14%	0%
	40 to 59	54%	32%	13%	1%
	60 and over	48%	33%	17%	2%
Rush hour driver	Yes	49%	34%	17%	1%
	No	50%	37%	11%	2%

Other than radio and television, do you go anywhere else for traffic information?		Yes	No	Don't know/Refused
	Total	15%	84%	0%
Gender	Male	16%	84%	0%
	Female	15%	84%	1%
Age	18 to 39	18%	82%	0%
	40 to 59	23%	76%	1%
	60 and over	7%	92%	0%
Rush hour driver	Yes	17%	83%	0%
	No	11%	88%	2%

Where else do you go for traffic information: 511?		Yes	No
	Total	12%	88%
Gender	Male	8%	92%
	Female	15%	85%
Age	18 to 39	19%	81%
	40 to 59	10%	90%
	60 and over	5%	95%
Rush hour driver	Yes	11%	89%
	No	9%	91%

Where else do you go for traffic information: Online?		Yes	No
	Total	49%	51%
Gender	Male	59%	41%
	Female	40%	60%
Age	18 to 39	31%	69%
	40 to 59	62%	38%
	60 and over	43%	57%
Rush hour driver	Yes	48%	52%
	No	57%	43%

Where else do you go for traffic information: Electronic message signs?		Yes	No
	Total	8%	92%
Gender	Male	6%	94%
	Female	11%	89%
Age	18 to 39	6%	94%
	40 to 59	8%	92%
	60 and over	16%	84%
Rush hour driver	Yes	11%	89%
	No	0%	100%

Where else do you go for traffic information: Subscription traffic services?		Yes	No
	Total	6%	94%
Gender	Male	0%	100%
	Female	12%	88%
Age	18 to 39	13%	87%
	40 to 59	2%	98%
	60 and over	5%	95%
Rush hour driver	Yes	8%	92%
	No	0%	100%

Where else do you go for traffic information: Email alerts?		Yes	No
	Total	2%	98%
Gender	Male	0%	100%
	Female	4%	96%
Age	18 to 39	6%	94%
	40 to 59	0%	100%
	60 and over	0%	100%
Rush hour driver	Yes	0%	100%
	No	9%	91%



Where else do you go for traffic information: Text alerts?		Yes	No
	Total	12%	88%
Gender	Male	22%	78%
	Female	4%	96%
Age	18 to 39	0%	100%
	40 to 59	24%	76%
	60 and over	5%	95%
Rush hour driver	Yes	16%	84%
	No	0%	100%

Where else do you go for traffic information: In-car navigation?		Yes	No
	Total	40%	60%
Gender	Male	43%	57%
	Female	37%	63%
Age	18 to 39	57%	43%
	40 to 59	27%	73%
	60 and over	46%	54%
Rush hour driver	Yes	42%	58%
	No	29%	71%

Where else do you go for traffic information: Somewhere else?		Yes	No
	Total	12%	88%
Gender	Male	6%	94%
	Female	18%	82%
Age	18 to 39	12%	88%
	40 to 59	7%	93%
	60 and over	28%	72%
Rush hour driver	Yes	10%	90%
	No	21%	79%



Where else do you go for traffic information: Don't know / Refused?		No
	Total	100%
Gender	Male	100%
	Female	100%
Age	18 to 39	100%
	40 to 59	100%
	60 and over	100%
Rush hour driver	Yes	100%
	No	100%

When you are on Florida freeways, do you usually have a phone in the car?		Yes	No
	Total	79%	21%
Gender	Male	81%	19%
	Female	78%	22%
Age	18 to 39	90%	10%
	40 to 59	84%	16%
	60 and over	68%	32%
Rush hour driver	Yes	86%	14%
	No	64%	36%

If there were a call-in service that provided traffic information that you could access through your phone in your car, how likely would you be to use that phone to get traffic information?		Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Already know but do not use it
	Total	15%	28%	10%	46%	1%
Gender	Male	11%	28%	9%	50%	1%
	Female	17%	27%	11%	42%	2%
Age	18 to 39	16%	31%	9%	42%	3%
	40 to 59	16%	36%	12%	35%	1%
	60 and over	11%	18%	11%	60%	0%
Rush hour driver	Yes	17%	29%	12%	42%	1%
	No	8%	25%	7%	60%	0%

How much do you know about the 511 phone service?		Quite a lot	Some	A little	Nothing at all	Don't know/Refused
	Total	2%	7%	11%	79%	1%
Gender	Male	5%	9%	11%	74%	0%
	Female	1%	5%	10%	84%	1%
Age	18 to 39	5%	3%	13%	78%	0%
	40 to 59	2%	14%	9%	73%	2%
	60 and over	1%	4%	11%	84%	0%
Rush hour driver	Yes	3%	9%	13%	75%	0%
	No	1%	2%	6%	90%	1%

How often do you use the 511 service?		Once per week	2-3 times per week	More than 3 times per week	Never	Don't know/Refused
	Total	27%	2%	3%	67%	1%
Gender	Male	31%	3%	2%	62%	2%
	Female	21%	0%	5%	74%	0%
Age	18 to 39	39%	0%	5%	57%	0%
	40 to 59	32%	5%	0%	64%	0%
	60 and over	10%	0%	6%	81%	4%
Rush hour driver	Yes	29%	2%	3%	66%	0%
	No	12%	0%	5%	75%	8%

Are you more likely to call 511 ahead of time to help plan your trip, or once you are already on the road and run into some kind of traffic problem?		Ahead of time	After running into traffic problems	Both
	Total	37%	56%	8%
Gender	Male	44%	51%	5%
	Female	22%	65%	13%
Age	18 to 39	0%	89%	11%
	40 to 59	69%	31%	0%
	60 and over	39%	39%	23%
Rush hour driver	Yes	41%	50%	9%
	No	0%	100%	0%

Have you used the 511 service during a hurricane evacuation?		Yes	No, but did evacuate	No, but did not evacuate
	Total	8%	41%	51%
Gender	Male	9%	30%	61%
	Female	8%	64%	29%
Age	18 to 39	0%	60%	40%
	40 to 59	19%	12%	69%
	60 and over	0%	77%	23%
Rush hour driver	Yes	9%	37%	53%
	No	0%	65%	35%

How likely are you to change your route based on the information you receive from the 511 service?		Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
	Total	54%	28%	15%	3%
Gender	Male	81%	9%	4%	5%
	Female	0%	65%	35%	0%
Age	18 to 39	54%	35%	11%	0%
	40 to 59	64%	18%	18%	0%
	60 and over	23%	39%	16%	23%
Rush hour driver	Yes	57%	26%	14%	4%
	No	0%	65%	35%	0%

How did you first find out about the 511 service?		Radio	Television	Newspaper	Online	A friend or acquaintance told me	Signs on the freeway	Other
	Total	3%	28%	7%	22%	6%	32%	3%
Gender	Male	4%	38%	0%	4%	4%	45%	4%
	Female	0%	8%	21%	56%	8%	8%	0%
Age	18 to 39	0%	26%	11%	35%	0%	29%	0%
	40 to 59	6%	31%	6%	6%	12%	31%	6%
	60 and over	0%	23%	0%	32%	0%	46%	0%
Rush hour driver	Yes	3%	31%	5%	22%	3%	33%	3%
	No	0%	0%	35%	31%	0%	35%	0%



Thinking about 511's voice-recognition system, would you say it works....		Very well	Somewhat well	Not well at all
	Total	32%	65%	3%
Gender	Male	44%	52%	5%
	Female	8%	92%	0%
Age	18 to 39	29%	71%	0%
	40 to 59	44%	56%	0%
	60 and over	0%	77%	23%
Rush hour driver	Yes	32%	64%	4%
	No	35%	65%	0%

Have you taken the time to personalize the traffic information you get from 511, so that every time you call in it recognizes your phone number and gives you exactly the information you requested?		Yes	No
	Total	24%	76%
Gender	Male	14%	86%
	Female	44%	56%
Age	18 to 39	24%	76%
	40 to 59	19%	81%
	60 and over	39%	61%
Rush hour driver	Yes	24%	76%
	No	31%	69%

If you could get this personalized traffic information sent to you through an e-mail or text message, would be interested in signing up for this service?		Yes, e-mail only	Yes, text message only	Yes, both e-mail and text message	No	Don't know/Refused
	Total	5%	28%	14%	50%	3%
Gender	Male	0%	14%	17%	65%	4%
	Female	15%	58%	7%	21%	0%
Age	18 to 39	0%	35%	0%	65%	0%
	40 to 59	6%	24%	26%	38%	6%
	60 and over	16%	23%	16%	46%	0%
Rush hour driver	Yes	0%	28%	15%	53%	3%
	No	65%	0%	0%	35%	0%

Now let's turn to the electronic message signs that post traffic information along the freeways. How often do you read these electronic message signs?		Once per week	2-3 times per week	More than 3 times per week	Never	Don't know/Refused
	Total	16%	25%	34%	24%	0%
Gender	Male	15%	22%	38%	25%	0%
	Female	17%	27%	31%	24%	0%
Age	18 to 39	19%	18%	43%	19%	0%
	40 to 59	14%	32%	34%	19%	0%
	60 and over	16%	25%	27%	32%	0%
Rush hour driver	Yes	14%	23%	40%	22%	0%
	No	20%	28%	21%	30%	0%

Do you find them to be very accurate, somewhat accurate, or not accurate at all?		Very accurate	Somewhat accurate	Not accurate at all	Don't know/Refused
	Total	61%	32%	4%	3%
Gender	Male	67%	26%	4%	3%
	Female	57%	37%	3%	3%
Age	18 to 39	59%	35%	6%	0%
	40 to 59	68%	27%	1%	3%
	60 and over	57%	34%	3%	5%
Rush hour driver	Yes	61%	32%	5%	2%
	No	64%	30%	1%	5%

Do you think the electronic message signs are easy to read?		Yes	No	Sometimes	Don't know/Refused
	Total	84%	6%	10%	1%
Gender	Male	82%	2%	15%	1%
	Female	86%	9%	5%	0%
Age	18 to 39	85%	4%	11%	0%
	40 to 59	83%	7%	10%	1%
	60 and over	85%	7%	7%	1%
Rush hour driver	Yes	82%	5%	13%	0%
	No	89%	8%	2%	1%

When the electronic message signs post information about traffic delays/travel times, would you say the information is...		Very useful	Somewhat useful	Not very useful at all	Never seen a delay message posted	Don't know/Refused
	Total	42%	43%	11%	3%	2%
Gender	Male	40%	40%	12%	7%	1%
	Female	44%	44%	9%	1%	2%
Age	18 to 39	35%	50%	12%	3%	0%
	40 to 59	49%	36%	9%	5%	1%
	60 and over	41%	43%	12%	1%	3%
Rush hour driver	Yes	40%	45%	11%	3%	1%
	No	45%	37%	11%	5%	3%

How likely are you to change your route based on the information posted on these electronic message signs?		Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know/Refused
	Total	31%	35%	18%	13%	3%
Gender	Male	33%	31%	21%	14%	2%
	Female	29%	38%	16%	13%	4%
Age	18 to 39	46%	21%	17%	13%	3%
	40 to 59	27%	42%	20%	10%	1%
	60 and over	22%	40%	18%	17%	3%
Rush hour driver	Yes	31%	35%	20%	11%	3%
	No	30%	33%	14%	19%	3%

Have you ever used the 511 service to obtain more information about something you saw posted on an electronic message sign?		Yes	No	Don't know/Refused
	Total	6%	92%	2%
Gender	Male	9%	89%	2%
	Female	3%	95%	2%
Age	18 to 39	1%	99%	0%
	40 to 59	8%	91%	1%
	60 and over	8%	89%	3%
Rush hour driver	Yes	6%	93%	1%
	No	6%	90%	4%

Have you used information posted on an electronic message sign during a hurricane evacuation?		Yes	No, but did evacuate	No, but did not evacuate	Don't know/Refused
	Total	12%	20%	67%	1%
Gender	Male	7%	20%	73%	1%
	Female	17%	20%	62%	1%
Age	18 to 39	15%	20%	65%	0%
	40 to 59	12%	17%	71%	0%
	60 and over	11%	23%	65%	2%
Rush hour driver	Yes	13%	20%	67%	0%
	No	10%	19%	68%	2%

Do you use Internet websites to find out about traffic information, such as travel times or accidents, but NOT including maps and directions?		Yes	No	Don't know/Refused
	Total	20%	80%	1%
Gender	Male	18%	82%	0%
	Female	21%	78%	1%
Age	18 to 39	31%	69%	0%
	40 to 59	20%	78%	2%
	60 and over	12%	88%	0%
Rush hour driver	Yes	22%	77%	0%
	No	14%	85%	1%

If you knew about a service available to provide you with traffic information on the Internet, how likely would you be to use it?		Definitely use it	Probably use it	Probably not use it	Definitely not use it	Don't know/Refused
	Total	4%	20%	20%	55%	1%
Gender	Male	5%	18%	21%	54%	1%
	Female	3%	21%	19%	56%	1%
Age	18 to 39	3%	19%	16%	61%	0%
	40 to 59	8%	25%	25%	41%	1%
	60 and over	2%	18%	20%	59%	1%
Rush hour driver	Yes	5%	24%	23%	48%	1%
	No	3%	12%	14%	70%	1%



How often do you use the My Florida 511 website, FL511.com? If you've never heard of it, just say so.		Once per week	2-3 times per week	More than 3 times per week	Never	Never heard	Don't know/Refused
	Total	1%	0%	1%	27%	70%	1%
Gender	Male	2%	1%	0%	25%	70%	1%
	Female	1%	0%	1%	28%	69%	1%
Age	18 to 39	1%	0%	0%	23%	76%	0%
	40 to 59	4%	1%	1%	33%	61%	1%
	60 and over	0%	1%	1%	26%	72%	1%
Rush hour driver	Yes	2%	1%	0%	29%	67%	1%
	No	0%	0%	1%	21%	76%	2%

Are you aware of the Road Ranger units provided by the Florida Department of Transportation?		Yes	No	Don't know/Refused
	Total	56%	44%	0%
Gender	Male	63%	37%	0%
	Female	51%	49%	0%
Age	18 to 39	48%	52%	0%
	40 to 59	74%	26%	0%
	60 and over	50%	50%	0%
Rush hour driver	Yes	60%	40%	0%
	No	48%	52%	0%

Are you aware that you can request assistance from the Road Rangers by dialing *FHP?		Yes	No
	Total	54%	46%
Gender	Male	67%	33%
	Female	42%	58%
Age	18 to 39	71%	29%
	40 to 59	54%	46%
	60 and over	44%	56%
Rush hour driver	Yes	62%	38%
	No	32%	68%

Do you know how to request a Road Ranger in the event you need assistance from one?		Yes	No
	Total	28%	72%
Gender	Male	36%	64%
	Female	19%	81%
Age	18 to 39	27%	73%
	40 to 59	21%	79%
	60 and over	37%	63%
Rush hour driver	Yes	33%	67%
	No	16%	84%

How would you do that (request a Road Ranger)?		Call 511	Call 911	Call *FHP	Something else	Don't know/Refused
	Total	5%	5%	75%	9%	7%
Gender	Male	4%	4%	83%	4%	4%
	Female	6%	7%	58%	18%	12%
Age	18 to 39	0%	0%	100%	0%	0%
	40 to 59	0%	8%	92%	0%	0%
	60 and over	10%	6%	51%	19%	14%
Rush hour driver	Yes	3%	6%	78%	10%	2%
	No	13%	0%	56%	0%	31%

Have you ever heard of *FHP?		Yes	No
	Total	49%	51%
Gender	Male	52%	48%
	Female	46%	54%
Age	18 to 39	51%	49%
	40 to 59	57%	43%
	60 and over	41%	59%
Rush hour driver	Yes	53%	47%
	No	38%	62%

How useful do you think the Road Ranger units are?		Very useful	Somewhat useful	Not very useful at all	Don't know/Refused
	Total	74%	18%	2%	6%
Gender	Male	72%	18%	3%	7%
	Female	76%	17%	2%	5%
Age	18 to 39	78%	4%	2%	15%
	40 to 59	83%	13%	2%	2%
	60 and over	59%	33%	3%	5%
Rush hour driver	Yes	73%	16%	3%	8%
	No	75%	21%	1%	3%

Have you ever been assisted by a Road Ranger unit?		Yes	No	Don't know/Refused
	Total	13%	86%	1%
Gender	Male	12%	87%	1%
	Female	14%	85%	1%
Age	18 to 39	16%	84%	0%
	40 to 59	13%	86%	1%
	60 and over	11%	88%	1%
Rush hour driver	Yes	13%	86%	1%
	No	14%	86%	0%

Would you say the Road Ranger driver was...?		Very helpful	Somewhat helpful	Don't know/Refused
	Total	69%	5%	25%
Gender	Male	71%	0%	29%
	Female	68%	10%	22%
Age	18 to 39	64%	10%	26%
	40 to 59	75%	0%	25%
	60 and over	67%	8%	25%
Rush hour driver	Yes	70%	0%	30%
	No	66%	22%	13%



If the Florida Department of Transportation were to provide new information to aid travelers in Florida, would you like it to include information about other transportation services?		No	Yes
	Total	89%	11%
Gender	Male	92%	8%
	Female	87%	13%
Age	18 to 39	85%	15%
	40 to 59	89%	11%
	60 and over	92%	8%
Rush hour driver	Yes	89%	11%
	No	89%	11%

If the Florida Department of Transportation were to provide new information to aid travelers in Florida, would you like it to include information about roads not in your area?		No	Yes
	Total	92%	8%
Gender	Male	95%	5%
	Female	89%	11%
Age	18 to 39	92%	8%
	40 to 59	90%	10%
	60 and over	93%	7%
Rush hour driver	Yes	91%	9%
	No	94%	6%

If the Florida Department of Transportation were to provide new information to aid travelers in Florida, would you like it to include information through 511 about local attractions?		No	Yes
	Total	86%	14%
Gender	Male	84%	16%
	Female	87%	13%
Age	18 to 39	79%	21%
	40 to 59	84%	16%
	60 and over	91%	9%
Rush hour driver	Yes	85%	15%
	No	87%	13%



If the Florida Department of Transportation were to provide new information to aid travelers in Florida, would you like it to include information through 511 about automotive services?		No	Yes
	Total	88%	12%
Gender	Male	86%	14%
	Female	90%	10%
Age	18 to 39	83%	17%
	40 to 59	87%	13%
	60 and over	92%	8%
Rush hour driver	Yes	88%	12%
	No	89%	11%

If the Florida Department of Transportation were to provide new information to aid travelers in Florida, would you like it to include alternate routes to avoid a traffic incident?		No	Yes
	Total	39%	61%
Gender	Male	41%	59%
	Female	37%	63%
Age	18 to 39	38%	62%
	40 to 59	40%	60%
	60 and over	38%	62%
Rush hour driver	Yes	37%	63%
	No	44%	56%

If the Florida Department of Transportation were to provide new information to aid travelers in Florida, would you like it to include all of these things?		No	Yes
	Total	81%	19%
Gender	Male	81%	19%
	Female	82%	18%
Age	18 to 39	80%	20%
	40 to 59	80%	20%
	60 and over	84%	16%
Rush hour driver	Yes	79%	21%
	No	86%	14%

If the Florida Department of Transportation were to provide new information to aid travelers in Florida, would you like it to include none of these things?		No	Yes
	Total	91%	9%
Gender	Male	89%	11%
	Female	92%	8%
Age	18 to 39	98%	2%
	40 to 59	93%	7%
	60 and over	84%	16%
Rush hour driver	Yes	94%	6%
	No	84%	16%

If the Florida Department of Transportation were to provide new information to aid travelers in Florida, would you like it to include something else not listed here?		No	Yes
	Total	99%	1%
Gender	Male	100%	0%
	Female	99%	1%
Age	18 to 39	100%	0%
	40 to 59	99%	1%
	60 and over	99%	1%
Rush hour driver	Yes	100%	0%
	No	99%	1%

If the Florida Department of Transportation were to provide new information to aid travelers in Florida, would you like it to include: Don't know/Refused		No	Yes
	Total	99%	1%
Gender	Male	99%	1%
	Female	99%	1%
Age	18 to 39	100%	0%
	40 to 59	99%	1%
	60 and over	99%	1%
Rush hour driver	Yes	99%	1%
	No	98%	2%



Age		18 to 29	30 to 39	40 to 49	50 to 59	60 and over	Don't know/Refused
	Total	14%	15%	15%	16%	39%	2%
Gender	Male	12%	17%	15%	16%	40%	1%
	Female	15%	13%	15%	15%	38%	3%
Rush hour driver	Yes	17%	17%	17%	16%	31%	1%
	No	7%	9%	11%	14%	57%	3%

Gender		Male	Female
	Total	45%	55%
Age	18 to 39	46%	54%
	40 to 59	46%	54%
	60 and over	46%	54%
Rush hour driver	Yes	49%	51%
	No	36%	64%