



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

Are you typically driving on Florida freeways during the morning rush, 6 a.m. – 9 a.m.?		Yes	No
	Total	52%	48%
Gender	Male	59%	41%
	Female	47%	53%
Age	18 to 39	51%	49%
	40 to 59	57%	43%
	60 and over	47%	53%

Are you typically driving on Florida freeways during the day between 9 a.m. and 4 p.m.?		Yes	No	Don't know/Refused
	Total	60%	40%	0%
Gender	Male	59%	41%	0%
	Female	62%	38%	0%
Age	18 to 39	56%	44%	0%
	40 to 59	59%	41%	0%
	60 and over	69%	31%	0%
Rush hour driver	Yes	58%	42%	0%
	No	66%	33%	0%



Are you typically driving on Florida freeways during the evening rush, 4 p.m. – 7 p.m.?		Yes	No	Don't know/Refused
	Total	55%	44%	1%
Gender	Male	59%	41%	0%
	Female	53%	46%	1%
Age	18 to 39	63%	37%	0%
	40 to 59	56%	43%	0%
	60 and over	43%	56%	1%

Are you typically driving on Florida freeways during the evening after 7 p.m.?		Yes	No	Don't know/Refused
	Total	46%	53%	1%
Gender	Male	54%	45%	1%
	Female	40%	58%	2%
Age	18 to 39	53%	47%	0%
	40 to 59	46%	52%	1%
	60 and over	35%	63%	2%
Rush hour driver	Yes	51%	48%	1%
	No	33%	64%	3%

How often do you listen to radio traffic reports?		Once per week	2-3 times per week	More than 3 times per week	Never	Don't know/Refused
	Total	18%	11%	20%	50%	0%
Gender	Male	19%	8%	21%	53%	0%
	Female	18%	14%	19%	48%	1%
Age	18 to 39	15%	11%	30%	44%	0%
	40 to 59	23%	17%	15%	45%	1%
	60 and over	19%	5%	11%	65%	1%
Rush hour driver	Yes	20%	13%	22%	45%	0%
	No	14%	8%	14%	63%	0%

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
	Total	54%	32%	14%
Gender	Male	52%	27%	21%
	Female	55%	36%	9%
Age	18 to 39	55%	33%	12%
	40 to 59	50%	34%	15%
	60 and over	59%	25%	16%
Rush hour driver	Yes	55%	32%	13%
	No	49%	34%	17%

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	Don't know/Refused
	Total	15%	13%	12%	58%	1%
Gender	Male	12%	12%	14%	60%	2%
	Female	17%	14%	11%	57%	1%
Age	18 to 39	14%	14%	11%	59%	2%
	40 to 59	17%	14%	11%	56%	1%
	60 and over	13%	12%	16%	59%	0%
Rush hour driver	Yes	15%	15%	13%	55%	2%
	No	14%	10%	10%	66%	0%

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	48%	36%	16%	1%
Gender	Male	46%	40%	13%	1%
	Female	49%	32%	18%	0%
Age	18 to 39	45%	37%	18%	0%
	40 to 59	46%	42%	12%	0%
	60 and over	52%	26%	19%	3%
Rush hour driver	Yes	51%	32%	16%	0%
	No	38%	46%	15%	1%

Other than radio and television, do you go anywhere else for traffic information?		Yes	No	Don't know/Refused
	Total	18%	81%	0%
Gender	Male	19%	80%	1%
	Female	17%	82%	0%
Age	18 to 39	32%	68%	0%
	40 to 59	10%	90%	0%
	60 and over	10%	88%	2%
Rush hour driver	Yes	21%	78%	1%
	No	11%	89%	0%

Where else do you go for traffic information: 511?		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%

Where else do you go for traffic information: Online?		Yes	No
	Total	57%	43%
Gender	Male	60%	40%
	Female	55%	45%
Age	18 to 39	58%	42%
	40 to 59	41%	59%
	60 and over	78%	22%
Rush hour driver	Yes	58%	42%
	No	54%	46%

Where else do you go for traffic information: Electronic message signs?		Yes	No
	Total	10%	90%
Gender	Male	10%	90%
	Female	10%	90%
Age	18 to 39	9%	91%
	40 to 59	18%	82%
	60 and over	0%	100%
Rush hour driver	Yes	12%	88%
	No	0%	100%

Where else do you go for traffic information: Subscription traffic services?		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%

Where else do you go for traffic information: Email alerts?		Yes	No
	Total	7%	93%
Gender	Male	7%	93%
	Female	7%	93%
Age	18 to 39	9%	91%
	40 to 59	4%	96%
	60 and over	0%	100%
Rush hour driver	Yes	9%	91%
	No	0%	100%



Where else do you go for traffic information: Text alerts?		Yes	No
	Total	5%	95%
Gender	Male	0%	100%
	Female	8%	92%
Age	18 to 39	5%	95%
	40 to 59	7%	93%
	60 and over	0%	100%
Rush hour driver	Yes	5%	95%
	No	0%	100%

Where else do you go for traffic information: In-car navigation?		Yes	No
	Total	20%	80%
Gender	Male	26%	74%
	Female	16%	84%
Age	18 to 39	14%	86%
	40 to 59	48%	52%
	60 and over	18%	82%
Rush hour driver	Yes	24%	76%
	No	4%	96%

Where else do you go for traffic information: Somewhere else?		Yes	No
	Total	23%	77%
Gender	Male	25%	75%
	Female	21%	79%
Age	18 to 39	28%	72%
	40 to 59	11%	89%
	60 and over	11%	89%
Rush hour driver	Yes	19%	81%
	No	42%	58%

Where else do you go for traffic information: Don't know / Refused?		Yes	No
	Total	5%	95%
Gender	Male	0%	100%
	Female	10%	90%
Age	18 to 39	8%	92%
	40 to 59	0%	100%
	60 and over	0%	100%
Rush hour driver	Yes	7%	93%
	No	0%	100%

When you are on Florida freeways, do you usually have a phone in the car?		Yes	No	Don't know/Refused
	Total	81%	19%	0%
Gender	Male	78%	22%	0%
	Female	83%	17%	0%
Age	18 to 39	85%	15%	0%
	40 to 59	83%	17%	0%
	60 and over	71%	29%	1%
Rush hour driver	Yes	83%	17%	0%
	No	75%	25%	0%

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	Don't know/Refused
	Total	9%	26%	15%	50%	0%
Gender	Male	7%	23%	20%	51%	0%
	Female	10%	28%	12%	50%	0%
Age	18 to 39	9%	34%	19%	39%	0%
	40 to 59	8%	23%	15%	54%	0%
	60 and over	10%	17%	11%	62%	1%
Rush hour driver	Yes	8%	25%	17%	49%	0%
	No	10%	28%	10%	52%	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	1%	4%	12%	83%	0%
Gender	Male	1%	3%	14%	82%	0%
	Female	1%	5%	9%	84%	1%
Age	18 to 39	0%	4%	13%	84%	0%
	40 to 59	2%	5%	13%	80%	0%
	60 and over	2%	3%	6%	88%	0%
Rush hour driver	Yes	2%	4%	11%	83%	0%
	No	0%	3%	12%	84%	1%

How often do you use the 511 service?		Once per week	2-3 times per week	More than 3 times per week	Never
	Total	16%	5%	6%	73%
Gender	Male	20%	2%	9%	69%
	Female	13%	7%	3%	77%
Age	18 to 39	10%	10%	9%	71%
	40 to 59	25%	0%	2%	73%
	60 and over	13%	6%	10%	71%
Rush hour driver	Yes	14%	6%	8%	72%
	No	22%	0%	0%	78%

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	75%	8%	17%
Gender	Male	67%	9%	24%
	Female	87%	6%	7%
Age	18 to 39	67%	0%	33%
	40 to 59	80%	13%	7%
	60 and over	85%	15%	0%
Rush hour driver	Yes	79%	3%	18%
	No	63%	24%	13%



Have you used the 511 service during a hurricane evacuation?		Yes	No, but did evacuate	No, but did not evacuate
	Total	50%	14%	36%
Gender	Male	32%	10%	59%
	Female	74%	20%	5%
Age	18 to 39	67%	0%	33%
	40 to 59	27%	34%	39%
	60 and over	67%	0%	33%
Rush hour driver	Yes	46%	15%	39%
	No	63%	13%	24%

How likely are you to change your route based on the information you receive from the 511 service?		Very likely	Somewhat likely	Somewhat unlikely
	Total	33%	58%	8%
Gender	Male	26%	65%	10%
	Female	44%	49%	7%
Age	18 to 39	33%	67%	0%
	40 to 59	34%	46%	20%
	60 and over	33%	67%	0%
Rush hour driver	Yes	21%	68%	11%
	No	76%	24%	0%

How did you first find out about the 511 service?		Radio	Television	Online	A friend or acquaintance told me	Signs on the freeway
	Total	6%	22%	53%	6%	13%
Gender	Male	0%	34%	38%	10%	19%
	Female	15%	6%	74%	0%	6%
Age	18 to 39	0%	33%	67%	0%	0%
	40 to 59	15%	14%	29%	14%	28%
	60 and over	0%	13%	74%	0%	13%
Rush hour driver	Yes	8%	27%	48%	7%	10%
	No	0%	0%	73%	0%	27%



Thinking about 511's voice-recognition system, would you say it works....		Very well	Somewhat well	Not well at all
	Total	23%	58%	19%
Gender	Male	41%	35%	24%
	Female	0%	88%	12%
Age	18 to 39	0%	67%	33%
	40 to 59	39%	54%	7%
	60 and over	40%	46%	13%
Rush hour driver	Yes	23%	53%	24%
	No	24%	76%	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	25%	75%
Gender	Male	16%	84%
	Female	37%	63%
Age	18 to 39	33%	67%
	40 to 59	13%	87%
	60 and over	33%	67%
Rush hour driver	Yes	14%	86%
	No	63%	37%

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
	Total	9%	33%	13%	45%
Gender	Male	10%	26%	19%	45%
	Female	8%	47%	0%	45%
Age	18 to 39	0%	50%	0%	50%
	40 to 59	13%	27%	27%	34%
	60 and over	13%	20%	0%	67%
Rush hour driver	Yes	12%	23%	17%	48%
	No	0%	63%	0%	37%

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	25%	25%	27%	23%	1%
Gender	Male	27%	20%	30%	23%	0%
	Female	23%	28%	24%	24%	1%
Age	18 to 39	20%	26%	31%	24%	0%
	40 to 59	30%	25%	27%	17%	1%
	60 and over	25%	24%	20%	30%	0%
Rush hour driver	Yes	25%	25%	27%	22%	0%
	No	23%	23%	24%	27%	2%

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	56%	37%	2%	5%
Gender	Male	55%	39%	3%	3%
	Female	56%	36%	1%	6%
Age	18 to 39	51%	43%	2%	4%
	40 to 59	56%	40%	1%	4%
	60 and over	65%	24%	5%	7%
Rush hour driver	Yes	58%	39%	1%	2%
	No	51%	34%	5%	11%

Do you think the electronic message signs are easy to read?		Yes	No	Sometimes	Don't know/Refused
	Total	86%	6%	7%	1%
Gender	Male	86%	5%	8%	1%
	Female	86%	6%	6%	2%
Age	18 to 39	90%	6%	4%	0%
	40 to 59	81%	6%	10%	3%
	60 and over	88%	5%	6%	1%
Rush hour driver	Yes	85%	7%	8%	1%
	No	91%	2%	4%	3%

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	43%	43%	9%	2%	3%
Gender	Male	39%	51%	10%	0%	1%
	Female	46%	36%	9%	3%	6%
Age	18 to 39	43%	46%	6%	1%	3%
	40 to 59	41%	40%	13%	2%	5%
	60 and over	47%	41%	9%	1%	2%
Rush hour driver	Yes	43%	42%	10%	2%	3%
	No	44%	44%	6%	1%	5%

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	29%	42%	18%	8%	3%
Gender	Male	24%	47%	19%	10%	1%
	Female	33%	39%	17%	7%	6%
Age	18 to 39	25%	45%	17%	10%	4%
	40 to 59	27%	46%	19%	5%	4%
	60 and over	39%	32%	17%	10%	2%
Rush hour driver	Yes	28%	43%	18%	8%	3%
	No	30%	41%	16%	9%	4%

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	8%	89%	3%
Gender	Male	8%	91%	1%
	Female	8%	87%	6%
Age	18 to 39	8%	88%	4%
	40 to 59	11%	85%	4%
	60 and over	2%	97%	1%
Rush hour driver	Yes	10%	87%	3%
	No	2%	94%	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	13%	24%	62%	2%
Gender	Male	13%	24%	63%	1%
	Female	13%	23%	61%	3%
Age	18 to 39	12%	25%	61%	2%
	40 to 59	13%	25%	60%	3%
	60 and over	14%	19%	66%	1%
Rush hour driver	Yes	12%	23%	63%	2%
	No	14%	26%	58%	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	17%	82%	1%
Gender	Male	27%	72%	1%
	Female	10%	90%	1%
Age	18 to 39	28%	71%	2%
	40 to 59	10%	90%	0%
	60 and over	11%	89%	0%
Rush hour driver	Yes	22%	78%	0%
	No	6%	91%	3%

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	5%	19%	18%	56%	2%
Gender	Male	5%	17%	17%	58%	3%
	Female	4%	21%	19%	55%	1%
Age	18 to 39	4%	19%	18%	57%	2%
	40 to 59	4%	24%	22%	49%	1%
	60 and over	6%	13%	15%	65%	0%
Rush hour driver	Yes	5%	20%	20%	54%	1%
	No	4%	16%	14%	62%	4%



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	4%	1%	1%	28%	65%	2%
Gender	Male	3%	1%	1%	32%	59%	4%
	Female	4%	1%	0%	25%	69%	0%
Age	18 to 39	3%	3%	0%	28%	65%	2%
	40 to 59	5%	0%	1%	32%	59%	3%
	60 and over	3%	0%	1%	24%	73%	0%
Rush hour driver	Yes	3%	2%	1%	33%	61%	1%
	No	6%	0%	0%	15%	75%	4%

Are you aware of the Road Ranger units provided by the Florida Department of Transportation?		Yes	No	Don't know/Refused
	Total	29%	71%	0%
Gender	Male	35%	65%	0%
	Female	24%	76%	0%
Age	18 to 39	29%	71%	0%
	40 to 59	34%	66%	0%
	60 and over	22%	78%	0%
Rush hour driver	Yes	29%	71%	0%
	No	28%	72%	1%

Are you aware that you can request assistance from the Road Rangers by dialing *FHP?		Yes	No	Don't know/Refused
	Total	40%	58%	2%
Gender	Male	38%	59%	3%
	Female	43%	57%	0%
Age	18 to 39	49%	51%	0%
	40 to 59	36%	60%	4%
	60 and over	32%	68%	0%
Rush hour driver	Yes	38%	60%	2%
	No	53%	47%	0%



Do you know how to request a Road Ranger in the event you need assistance from one?		Yes	No
	Total	16%	84%
Gender	Male	17%	83%
	Female	14%	86%
Age	18 to 39	11%	89%
	40 to 59	13%	87%
	60 and over	26%	74%
Rush hour driver	Yes	12%	88%
	No	22%	78%

How would you do that (request a Road Ranger)?		Call 511	Call 911	Call *FHP	Call 411	Something else	Don't know/Refused
	Total	4%	10%	37%	29%	10%	10%
Gender	Male	0%	18%	0%	53%	12%	18%
	Female	9%	0%	82%	0%	9%	0%
Age	18 to 39	0%	0%	0%	100%	0%	0%
	40 to 59	0%	33%	67%	0%	0%	0%
	60 and over	13%	0%	53%	0%	34%	0%
Rush hour driver	Yes	0%	0%	58%	0%	22%	20%
	No	8%	19%	18%	55%	0%	0%

Have you ever heard of *FHP?		Yes	No	Don't know/Refused
	Total	49%	49%	2%
Gender	Male	31%	66%	3%
	Female	68%	32%	0%
Age	18 to 39	42%	58%	0%
	40 to 59	52%	48%	0%
	60 and over	60%	40%	0%
Rush hour driver	Yes	44%	54%	2%
	No	58%	42%	0%

How useful do you think the Road Ranger units are?		Very useful	Somewhat useful	Not very useful at all	Don't know/Refused
	Total	65%	27%	3%	6%
Gender	Male	63%	27%	1%	9%
	Female	67%	26%	5%	2%
Age	18 to 39	66%	24%	4%	6%
	40 to 59	59%	35%	2%	4%
	60 and over	77%	15%	4%	4%
Rush hour driver	Yes	62%	29%	2%	8%
	No	72%	21%	7%	0%

Have you ever been assisted by a Road Ranger unit?		Yes	No	Don't know/Refused
	Total	5%	90%	5%
Gender	Male	1%	90%	9%
	Female	9%	90%	1%
Age	18 to 39	5%	88%	6%
	40 to 59	3%	93%	4%
	60 and over	7%	91%	2%
Rush hour driver	Yes	6%	87%	7%
	No	1%	99%	0%

Would you say the Road Ranger driver was...?		Very helpful	Somewhat helpful	Not helpful at all	Don't know/Refused
	Total	66%	7%	7%	21%
Gender	Male	20%	0%	29%	51%
	Female	79%	8%	0%	13%
Age	18 to 39	100%	0%	0%	0%
	40 to 59	51%	0%	16%	33%
	60 and over	58%	0%	0%	42%
Rush hour driver	Yes	67%	0%	8%	25%
	No	60%	40%	0%	0%



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	86%	14%
Gender	Male	88%	12%
	Female	84%	16%
Age	18 to 39	86%	14%
	40 to 59	86%	14%
	60 and over	86%	14%
Rush hour driver	Yes	86%	14%
	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 information about roads not in your area?		No	Yes
	Total	92%	8%
Gender	Male	95%	5%
	Female	90%	10%
Age	18 to 39	93%	7%
	40 to 59	93%	7%
	60 and over	90%	10%
Rush hour driver	Yes	95%	5%
	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 information through 511 about local attractions?		No	Yes
	Total	82%	18%
Gender	Male	85%	15%
	Female	80%	20%
Age	18 to 39	78%	22%
	40 to 59	82%	18%
	60 and over	90%	10%
Rush hour driver	Yes	83%	17%
	No	81%	19%



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	82%	18%
Gender	Male	85%	15%
	Female	80%	20%
Age	18 to 39	72%	28%
	40 to 59	87%	13%
	60 and over	90%	10%
Rush hour driver	Yes	83%	17%
	No	80%	20%

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	44%	56%
Gender	Male	48%	52%
	Female	41%	59%
Age	18 to 39	43%	57%
	40 to 59	45%	55%
	60 and over	47%	53%
Rush hour driver	Yes	47%	53%
	No	38%	62%

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	80%	20%
Gender	Male	81%	19%
	Female	80%	20%
Age	18 to 39	82%	18%
	40 to 59	80%	20%
	60 and over	77%	23%
Rush hour driver	Yes	79%	21%
	No	85%	15%



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	85%	15%
Gender	Male	81%	19%
	Female	88%	12%
Age	18 to 39	88%	12%
	40 to 59	81%	19%
	60 and over	83%	17%
Rush hour driver	Yes	84%	16%
	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 something else not listed here?		No	Yes
	Total	100%	0%
Gender	Male	99%	1%
	Female	100%	0%
Age	18 to 39	100%	0%
	40 to 59	99%	1%
	60 and over	100%	0%
Rush hour driver	Yes	99%	1%
	No	100%	0%

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	98%	2%
Gender	Male	98%	2%
	Female	99%	1%
Age	18 to 39	98%	2%
	40 to 59	99%	1%
	60 and over	99%	1%
Rush hour driver	Yes	99%	1%
	No	97%	3%

Age		18 to 29	30 to 39	40 to 49	50 to 59	60 and over	Don't know/Refused
	Total	24%	16%	18%	17%	24%	1%
Gender	Male	20%	18%	19%	18%	24%	2%
	Female	27%	15%	17%	17%	23%	1%
Rush hour driver	Yes	23%	17%	19%	19%	22%	1%
	No	28%	14%	15%	13%	27%	3%

Gender		Male	Female
	Total	45%	55%
Age	18 to 39	43%	57%
	40 to 59	47%	53%
	60 and over	46%	54%
Rush hour driver	Yes	47%	53%
	No	39%	61%