



Florida Drivers and ITS Services

A Survey Research Report



May 2006

APPENDIX IV: DISTRICT 4 RESULTS

Schapiro Research Group (SRG) interviewed 400 freeway drivers across District 4 as part of a larger statewide survey effort to explore usage of, attitudes toward, and perceptions of Florida Department of Transportation's (FDOT) intelligent transportation system (ITS) services during March 2006⁶. SRG randomly sampled phone numbers within the district to obtain scientific telephone survey data. The margin of sampling error for results is $\pm 3.9\%$.

Some research highlights from District 4 include:

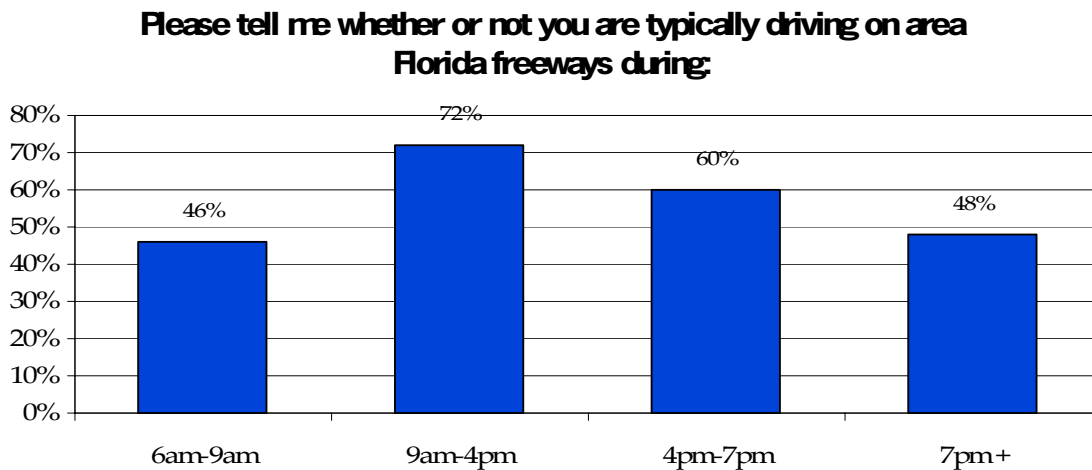
- Radio is the predominant source of traffic information for drivers, and is preferred over television at rates that are higher than the statewide average.
- Only 14% of drivers get traffic information from any source other than radio or television. Of these drivers, most turn to the internet.
- About one in five drivers is aware of 511, with half of them having used the service.
- Just over one-third of 511 users call ahead of time for traffic information. During a hurricane evacuation, however, only 13% called at all.
- Drivers clearly value 511. About half of 511 users are very likely to change their route based on the information they receive, and one-third learned about it from a personal reference.
- Most drivers (71%) read dynamic message signs often and almost all find them to be accurate.

⁶ Frequent freeway drivers include people who drive three or more times per week on the Florida Turnpike or the following freeways: I-95, I-75, I-595, Sawgrass Expressway (SR 869), Homestead Extension of Florida's Turnpike (SR821).

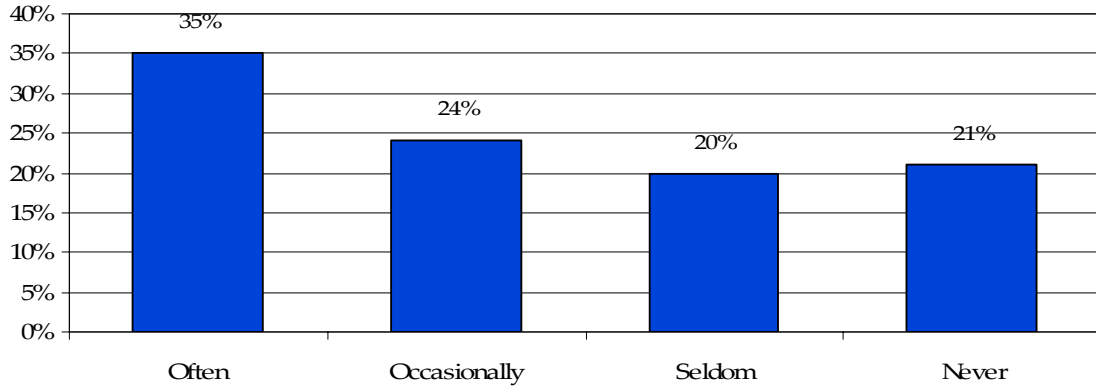
- Dynamic message signs are highly valued; 59% of drivers find the traffic delay information very useful, and 87% are likely to change their route based on sign postings.
- Although 59% of drivers are aware of Road Rangers, only 61% of those know how to request help from one.
- Despite that relatively few have ever been helped by one, 73% of drivers who know about Road Rangers think they are useful.
- Most drivers are aware that the Road Rangers provide mechanical assistance, but fewer are aware that they can also control traffic.

District 4 drivers value 511 and Road Rangers when they are aware of them. Greater awareness levels will naturally lead to increased usage and therefore a greater appreciation of FDOT ITS services. Given the high visibility of and trust in dynamic message signs, they represent an optimal medium for increasing awareness of 511 and Road Rangers. Radio advertisements would be the most effective way to reach District 4 drivers.

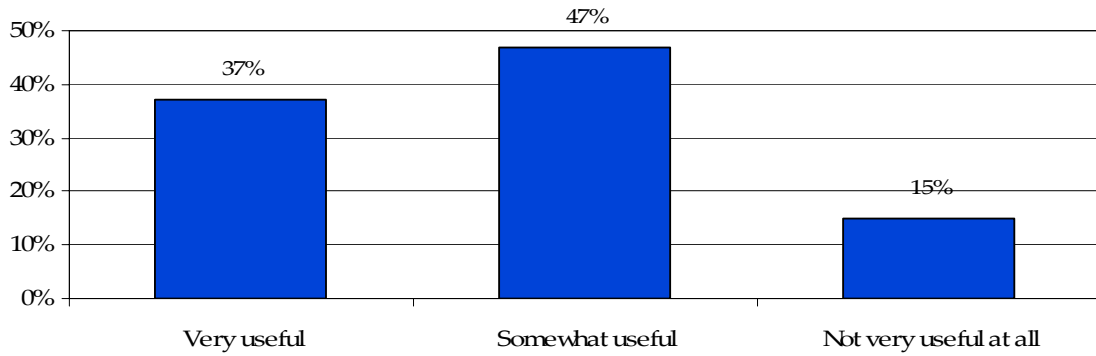
Survey Response Charts



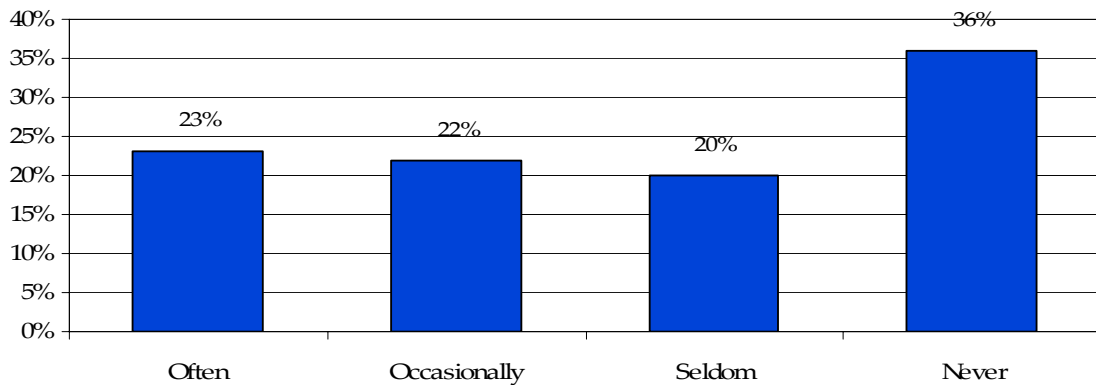
How often do you listen to radio traffic reports?



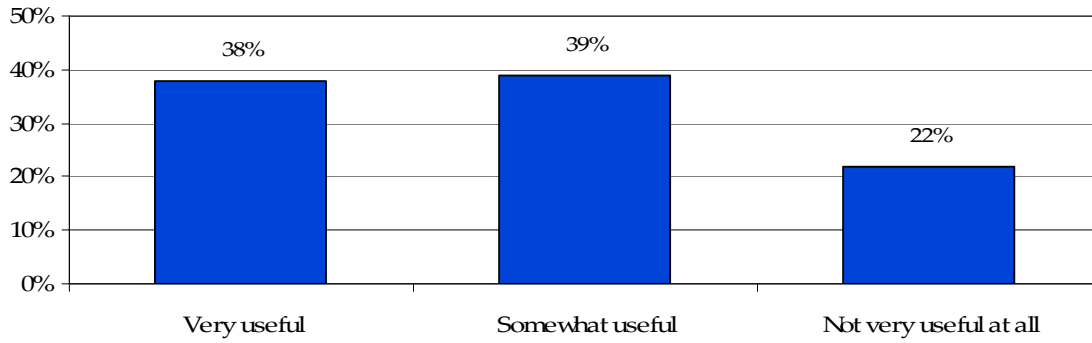
Do you find radio traffic reports very useful, somewhat useful, or not very useful at all in aiding your trip?



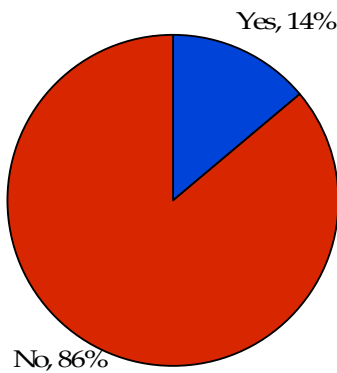
How often do you tune in to traffic reports on television?



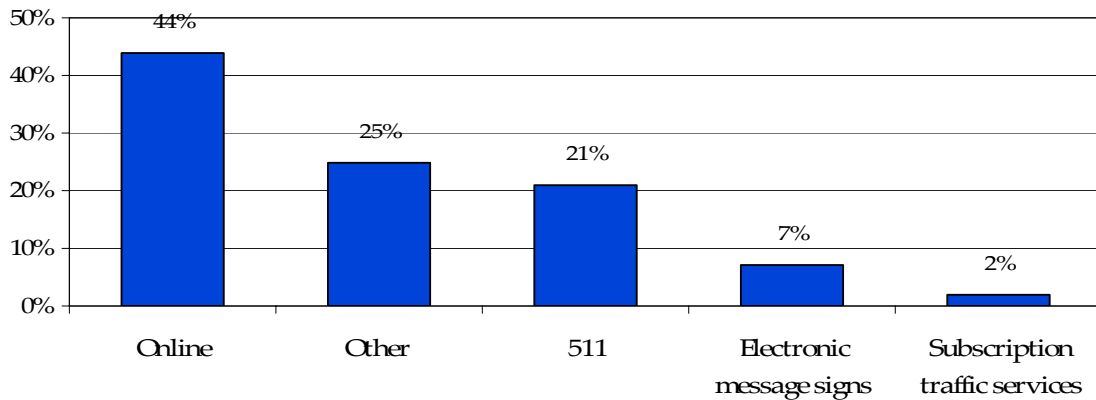
Do you find television traffic reports very useful, somewhat useful, or not very useful at all in aiding your trip?



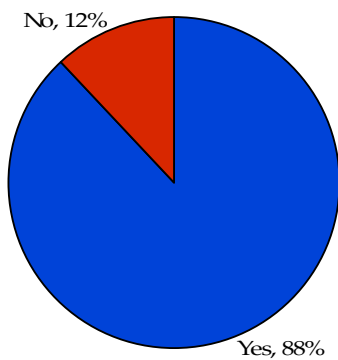
Other than radio and television, do you go anywhere else for traffic information?



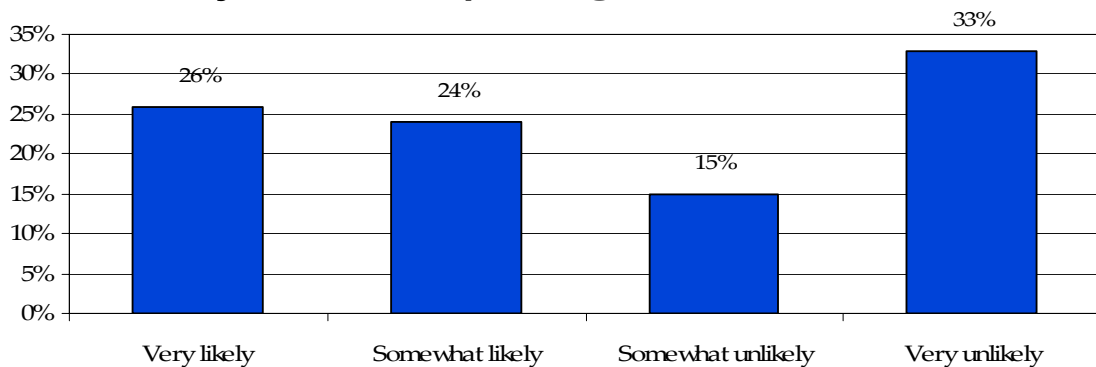
Do you use any of the following for traffic information?



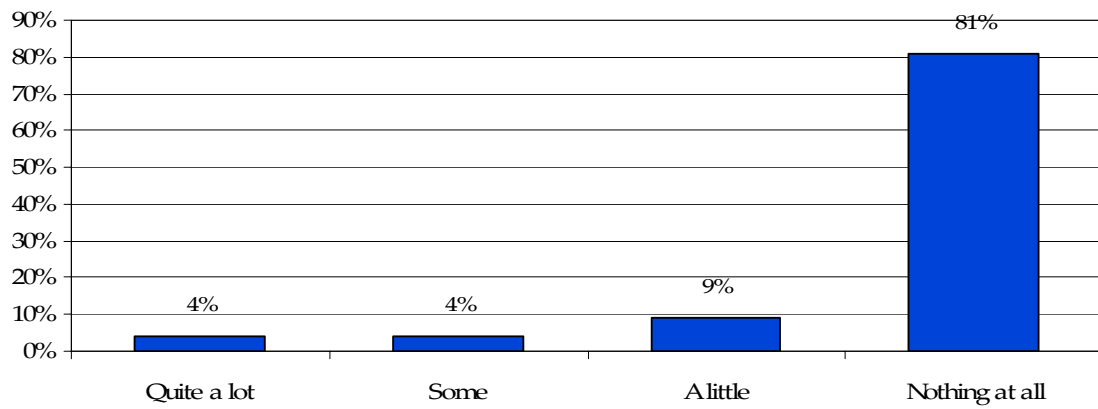
When you are on area Florida freeways, do you usually have a phone in the car?



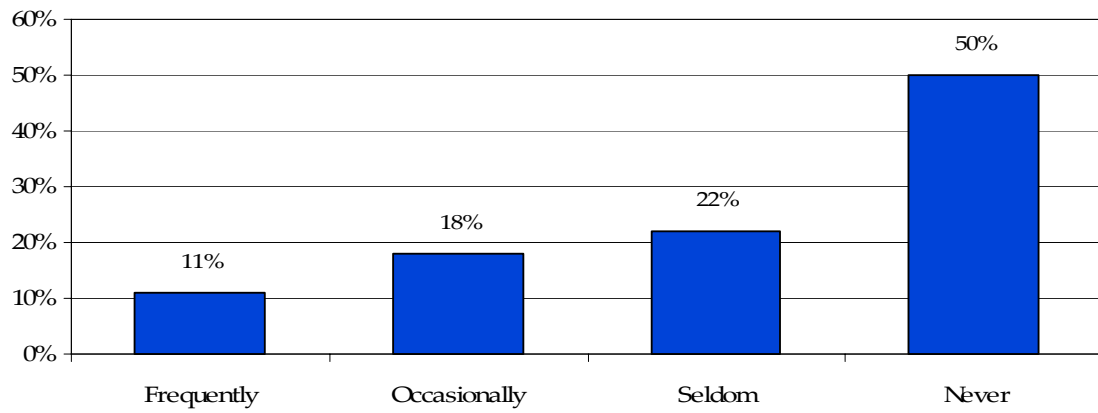
If there were a call-in service that provided traffic information that you could access through your phone in your car, how likely would you be to use that phone to get traffic information?



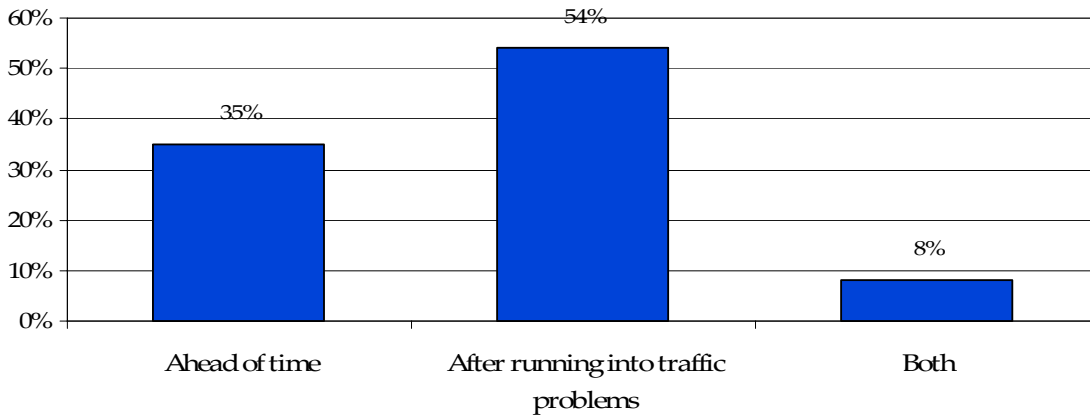
How much do you know about the 511 phone service?



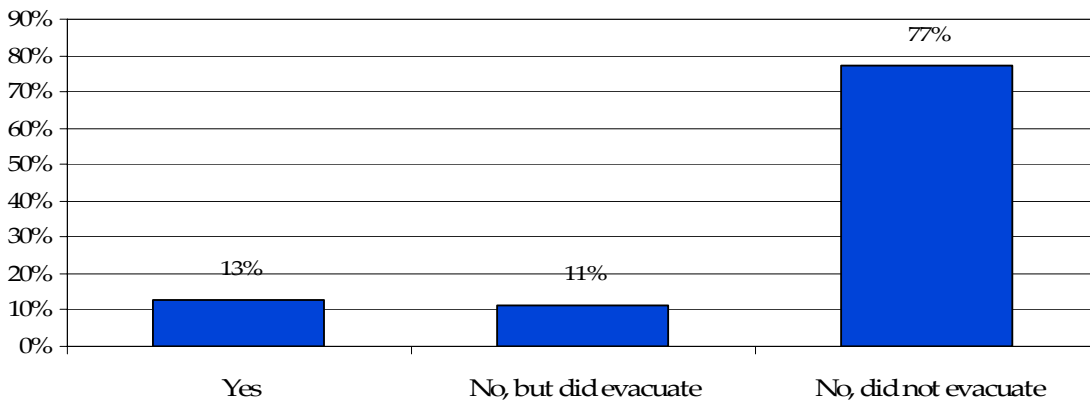
How often do you use the 511 service?



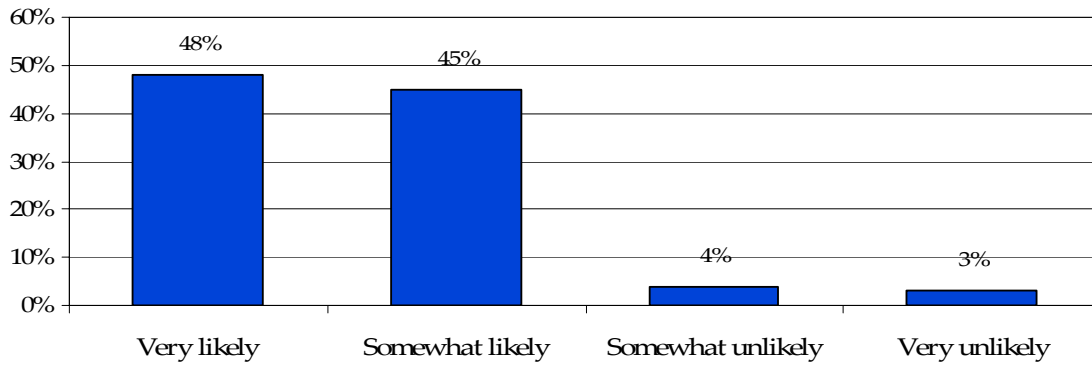
Are you more likely to call 511 ahead of time to help plan your trip, or once you are already on the road and run into some kind of traffic problem?



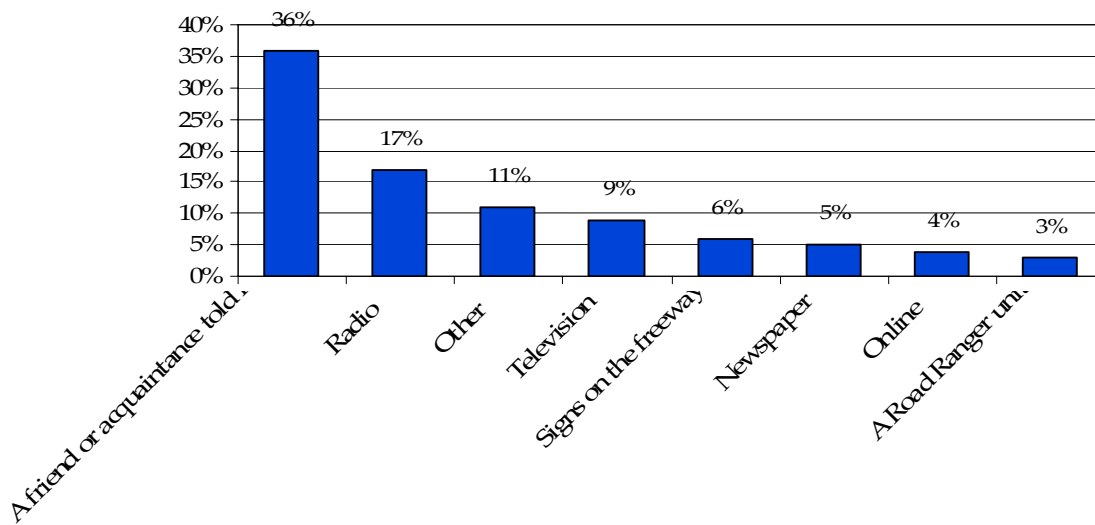
Have you used the 511 service during a hurricane evacuation?



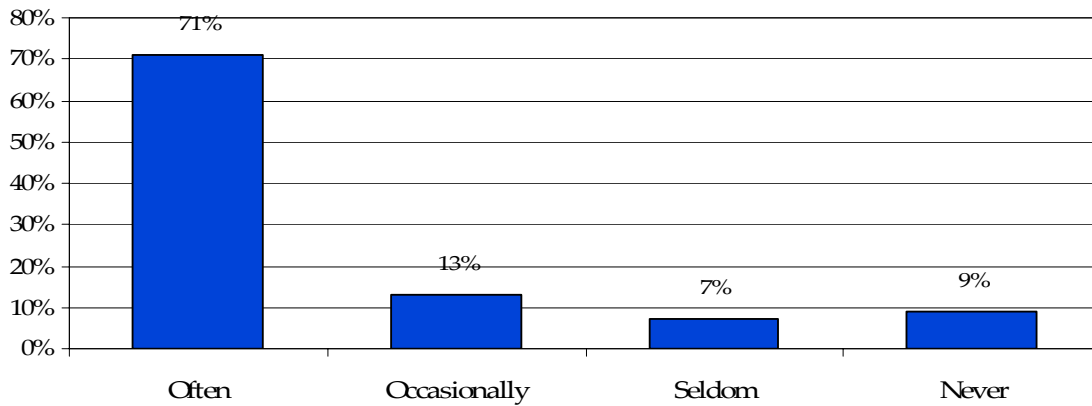
How likely are you to change your route based on the information you receive from the 511 service?



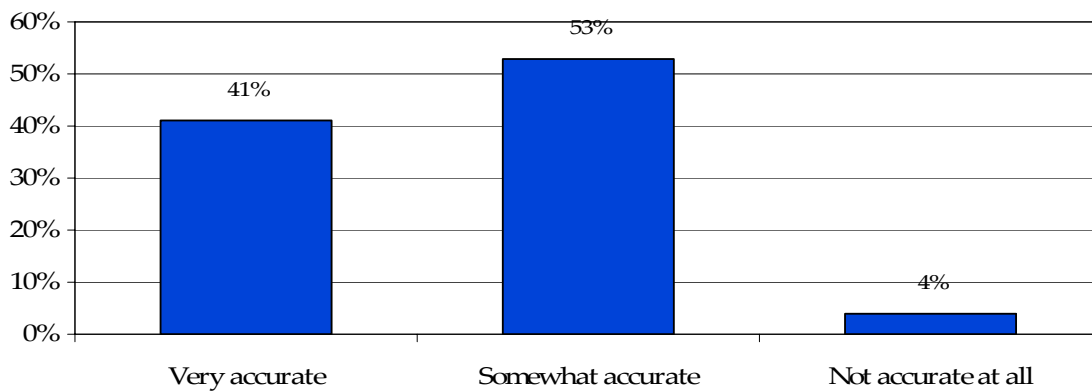
How did you first find out about the 511 service?



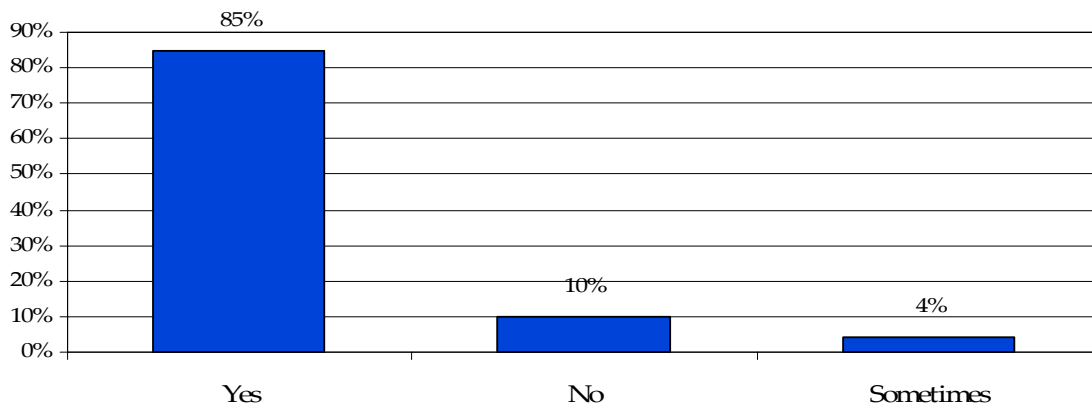
How often do you read these electronic message signs?



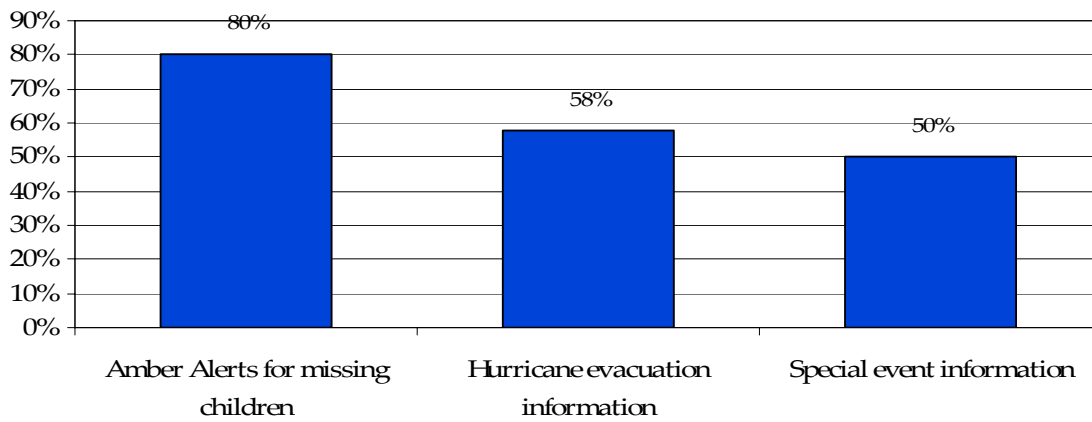
Do you find them to be very accurate, somewhat accurate, or not accurate at all?



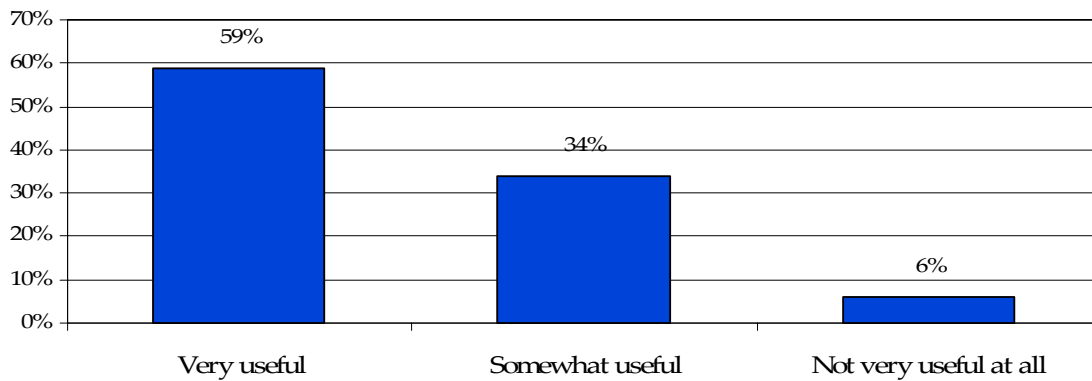
Do you think the electronic message signs are easy to read?



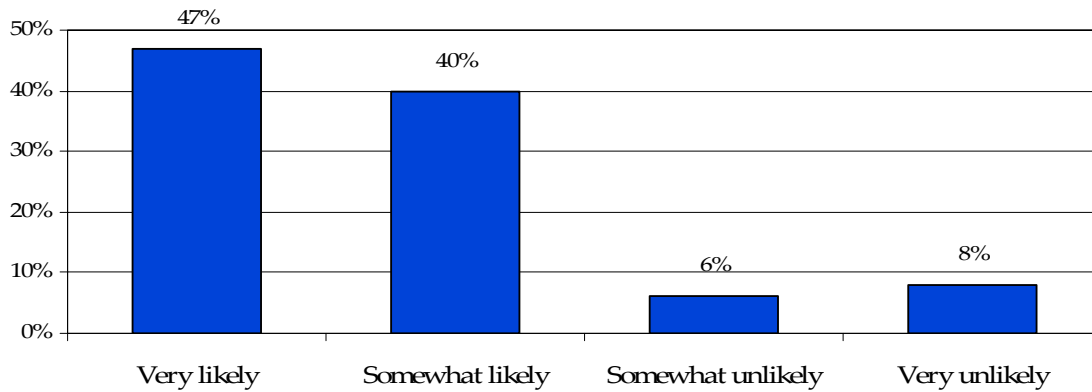
Is the following information currently posted on electronic message signs?



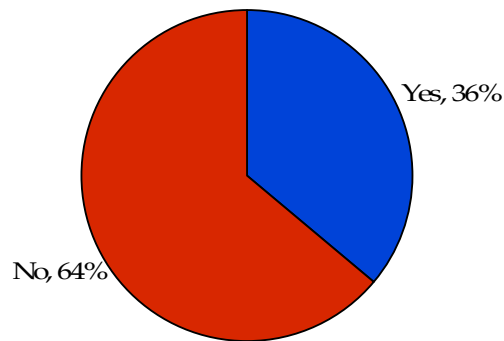
When the electronic message signs post information about traffic delays, would you say the information is:



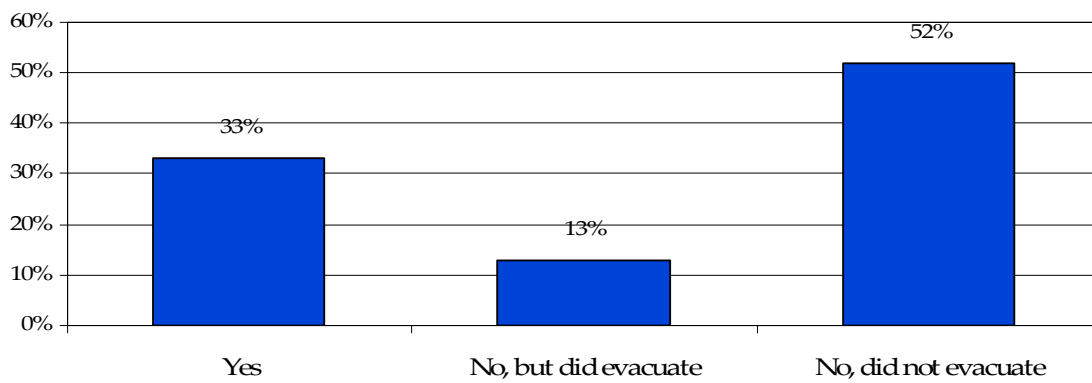
How likely are you to change your route based on the information posted on these electronic message signs?



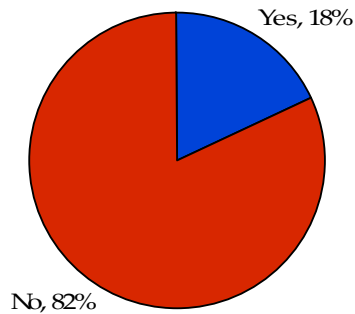
Have you ever used the 511 service to obtain more information about something you saw posted on an electronic message sign?



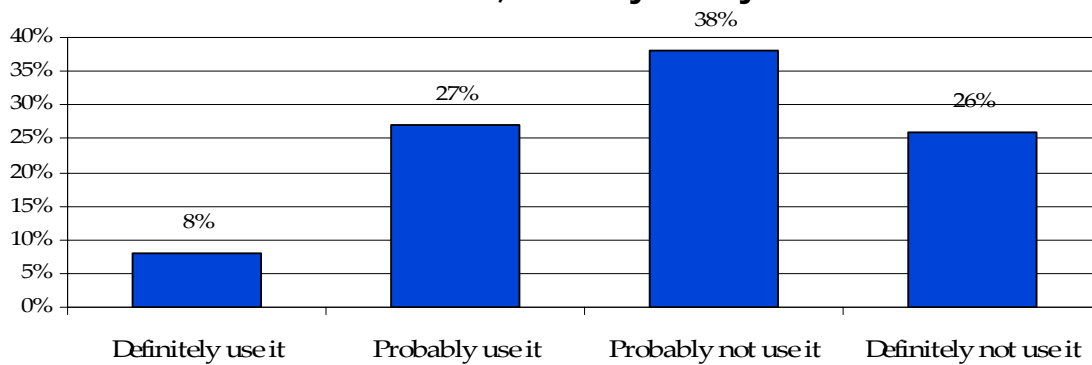
Have you used information posted on an electronic message sign during a hurricane evacuation?



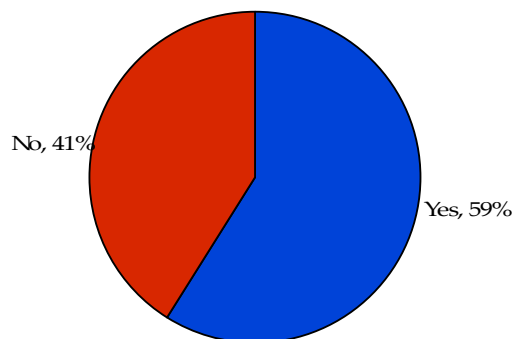
Do you use Internet websites to find out about traffic information, such as travel times or accidents, but NOT including maps and directions?



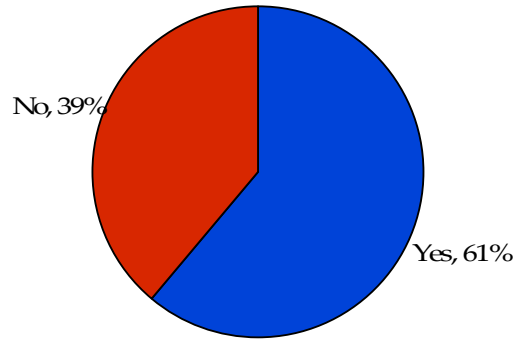
If you knew about a service available to provide you with traffic information on the Internet, how likely would you be to use it?



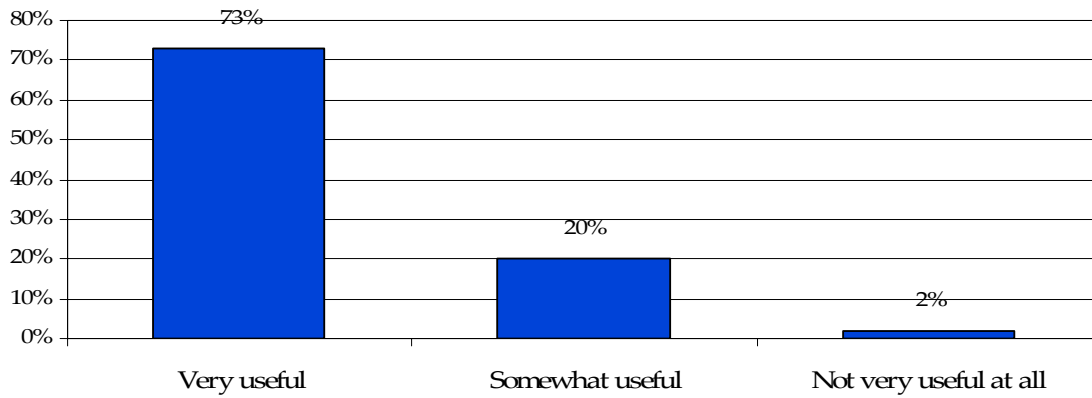
Are you aware of the Road Ranger units provided by the Florida Department of Transportation?



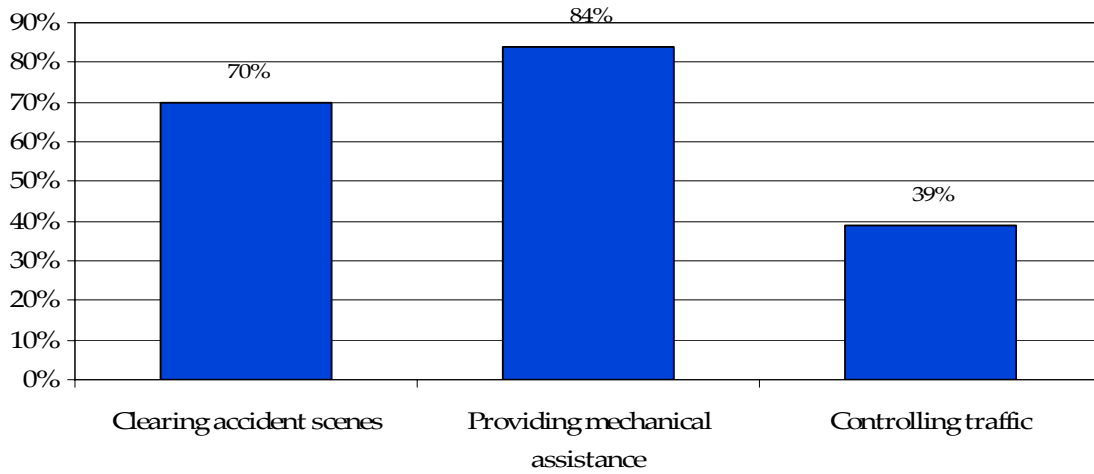
Are you aware that you can request assistance from the Road Rangers by dialing *FHP?



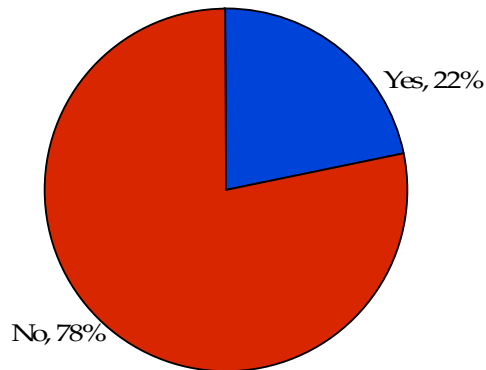
How useful do you think the Road Ranger units are?



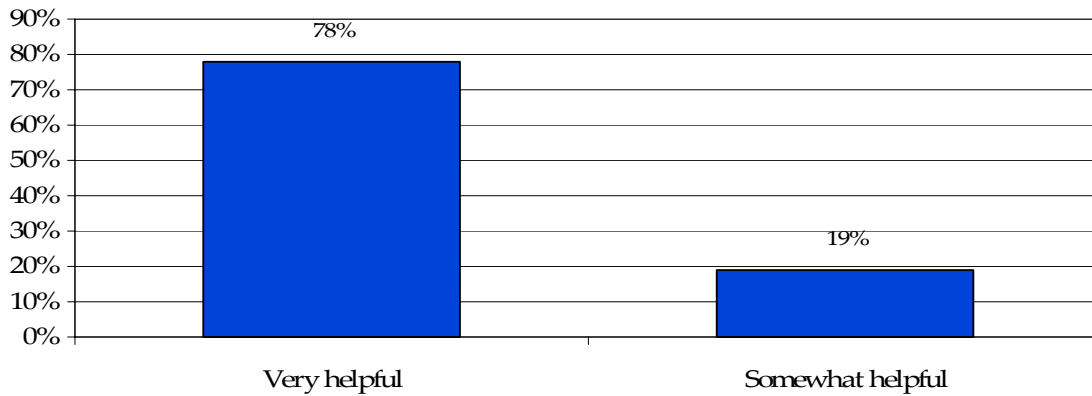
Is the following service currently being provided by the Road Ranger units?



Have you ever been assisted by a Road Ranger unit?



Would you say the Road Ranger driver was very helpful, somewhat helpful, or not helpful at all?



Detailed Tables

District 4 Subgroups		Please tell me whether or not you are typically driving on area Florida freeways during: the morning rush, 6 a.m. - 9 a.m.		
		Yes	No	Don't know/Refused
	Total	46%	53%	0%
Gender	Male	52%	48%	0%
	Female	40%	59%	0%
Age	18-29	58%	42%	0%
	30-49	62%	38%	0%
	50-59	42%	58%	0%
	Over 60	23%	75%	1%
Rush hour driver	Yes	68%	32%	0%
	No	0%	99%	1%
County	Indian River	39%	57%	3%
	St. Lucie	50%	50%	0%
	Martin	14%	86%	0%
	Palm Beach	49%	51%	0%
	Broward	46%	53%	0%

District 4 Subgroups		Please tell me whether or not you are typically driving on area Florida freeways during: the day between 9a.m. and 4 p.m.	
		Yes	No
	Total	72%	28%
Gender	Male	70%	30%
	Female	76%	24%
Age	18-29	65%	35%
	30-49	64%	36%
	50-59	72%	28%
	Over 60	87%	13%
Rush hour driver	Yes	67%	33%
	No	84%	16%
County	Indian River	83%	17%
	St. Lucie	78%	22%
	Martin	82%	18%
	Palm Beach	72%	28%
	Broward	71%	29%

District 4 Subgroups		Please tell me whether or not you are typically driving on area Florida freeways during: the evening rush, 4 p.m. - 7 p.m.		
		Yes	No	Don't know/Refused
	Total	60%	40%	0%
Gender	Male	61%	39%	0%
	Female	59%	41%	0%
Age	18-29	78%	22%	0%
	30-49	69%	31%	0%
	50-59	60%	40%	0%
	Over 60	39%	60%	1%
Rush hour driver	Yes	88%	12%	0%
	No	0%	99%	1%
County	Indian River	55%	45%	0%
	St. Lucie	50%	50%	0%
	Martin	29%	71%	0%
	Palm Beach	64%	36%	0%
	Broward	60%	39%	0%

District 4 Subgroups		Please tell me whether or not you are typically driving on area Florida freeways during: the evening after 7 p.m.	
		Yes	No
	Total	48%	52%
Gender	Male	50%	50%
	Female	45%	55%
Age	18-29	67%	33%
	30-49	38%	62%
	50-59	37%	63%
	Over 60	53%	47%
Rush hour driver	Yes	48%	52%
	No	47%	53%
County	Indian River	40%	60%
	St. Lucie	57%	43%
	Martin	28%	72%
	Palm Beach	47%	53%
	Broward	49%	51%

District 4 Subgroups		How often do you listen to radio traffic reports?			
		Often	Occasionally	Seldom	Never
	Total	35%	24%	20%	21%
Gender	Male	36%	21%	21%	23%
	Female	35%	26%	19%	19%
Age	18-29	32%	25%	12%	32%
	30-49	38%	22%	22%	17%
	50-59	46%	17%	22%	15%
	Over 60	30%	27%	21%	23%
Rush hour driver	Yes	40%	21%	20%	19%
	No	25%	29%	20%	26%
County	Indian River	32%	12%	26%	29%
	St. Lucie	34%	30%	18%	18%
	Martin	36%	17%	19%	28%
	Palm Beach	29%	26%	23%	22%
	Broward	40%	22%	17%	20%

District 4 Subgroups		Do you listen to radio traffic reports?	
		Yes	No
	Total	79%	21%
Gender	Male	77%	23%
	Female	81%	19%
Age	18-29	68%	32%
	30-49	83%	17%
	50-59	85%	15%
	Over 60	77%	23%
Rush hour driver	Yes	81%	19%
	No	74%	26%
County	Indian River	71%	29%
	St. Lucie	82%	18%
	Martin	72%	28%
	Palm Beach	78%	22%
	Broward	80%	20%

District 4 Subgroups		Do you find radio traffic reports very useful, somewhat useful, or not very useful at all in aiding your trip? (n=2,068)			
		Very useful	Somewhat useful	Not very useful at all	Don't know/Refused
	Total	37%	47%	15%	0%
Gender	Male	32%	50%	17%	1%
	Female	43%	44%	13%	0%
Age	18-29	38%	44%	17%	0%
	30-49	33%	51%	15%	1%
	50-59	43%	44%	13%	0%
	Over 60	40%	46%	14%	0%
Rush hour driver	Yes	35%	49%	15%	1%
	No	42%	44%	14%	0%
County	Indian River	29%	57%	13%	0%
	St. Lucie	38%	57%	6%	0%
	Martin	59%	30%	11%	0%
	Palm Beach	37%	46%	16%	1%
	Broward	38%	47%	16%	0%

District 4 Subgroups		How often do you tune in to traffic reports on television?				
		Often	Occasionally	Seldom	Never	Don't know/Refused
	Total	23%	22%	20%	36%	0%
Gender	Male	19%	17%	21%	43%	0%
	Female	26%	27%	19%	27%	0%
Age	18-29	16%	29%	18%	37%	0%
	30-49	21%	19%	21%	38%	0%
	50-59	30%	16%	24%	30%	0%
	Over 60	24%	23%	17%	35%	1%
Rush hour driver	Yes	23%	22%	19%	35%	0%
	No	21%	21%	21%	37%	0%
County	Indian River	22%	17%	15%	46%	0%
	St. Lucie	43%	18%	17%	22%	0%
	Martin	35%	18%	6%	41%	0%
	Palm Beach	16%	24%	22%	38%	0%
	Broward	23%	22%	20%	35%	0%

District 4 Subgroups		Do you tune into traffic reports on television?		
		Yes	No	Don't know/Refused
	Total	64%	36%	0%
Gender	Male	57%	43%	0%
	Female	72%	27%	0%
Age	18-29	63%	37%	0%
	30-49	62%	38%	0%
	50-59	70%	30%	0%
	Over 60	65%	35%	1%
Rush hour driver	Yes	65%	35%	0%
	No	63%	37%	0%
County	Indian River	54%	46%	0%
	St. Lucie	78%	22%	0%
	Martin	59%	41%	0%
	Palm Beach	62%	38%	0%
	Broward	65%	35%	0%

District 4 Subgroups		Do you find television traffic reports very useful, somewhat useful, or not very useful at all in aiding your trip? (n=1809)			
		Very useful	Somewhat useful	Not very useful at all	Don't know/Refused
	Total	38%	39%	22%	0%
Gender	Male	32%	42%	26%	0%
	Female	44%	37%	19%	1%
Age	18-29	38%	41%	21%	0%
	30-49	37%	42%	20%	0%
	50-59	35%	39%	26%	0%
	Over 60	41%	36%	22%	2%
Rush hour driver	Yes	39%	41%	19%	0%
	No	35%	36%	28%	1%
County	Indian River	6%	51%	37%	6%
	St. Lucie	51%	25%	23%	0%
	Martin	57%	28%	15%	0%
	Palm Beach	35%	37%	28%	0%
	Broward	39%	43%	17%	0%

District 4 Subgroups		Other than radio and television, do you go anywhere else for traffic information?	
		Yes	No
	Total	14%	86%
Gender	Male	16%	84%
	Female	12%	88%
Age	18-29	9%	91%
	30-49	20%	80%
	50-59	10%	90%
	Over 60	13%	87%
Rush hour driver	Yes	16%	84%
	No	10%	90%
County	Indian River	0%	100%
	St. Lucie	6%	94%
	Martin	36%	64%
	Palm Beach	21%	79%
	Broward	11%	89%

District 4 Subgroups		Other than tv, radio, and electronic message signs, do you go anywhere else for traffic information?	
		Yes	No
	Total	13%	87%
Gender	Male	15%	85%
	Female	11%	89%
Age	18-29	7%	93%
	30-49	20%	80%
	50-59	10%	90%
	Over 60	11%	89%
Rush hour driver	Yes	16%	84%
	No	8%	92%
County	Indian River	0%	100%
	St. Lucie	6%	94%
	Martin	36%	64%
	Palm Beach	20%	80%
	Broward	10%	90%

District 4 Subgroups		Do you use 511 for traffic information? (Among drivers who get traffic information from a source other than radio or television)		
		Yes	No	Don't know/Refused
	Total	21%	77%	2%
Gender	Male	27%	73%	0%
	Female	12%	83%	5%
Age	18-29	0%	100%	0%
	30-49	22%	74%	4%
	50-59	28%	72%	0%
	Over 60	26%	74%	0%
Rush hour driver	Yes	26%	72%	2%
	No	6%	94%	0%
County	St. Lucie	0%	100%	0%
	Martin	0%	100%	0%
	Palm Beach	22%	74%	4%
	Broward	25%	75%	0%

District 4 Subgroups		Do you go online for traffic information? (Among drivers who get traffic information from a source other than radio or television)		
		Yes	No	Don't know/Refused
	Total	44%	54%	2%
Gender	Male	46%	54%	0%
	Female	42%	54%	5%
Age	18-29	0%	100%	0%
	30-49	57%	40%	4%
	50-59	61%	39%	0%
	Over 60	36%	64%	0%
Rush hour driver	Yes	42%	56%	2%
	No	52%	48%	0%
County	St. Lucie	100%	0%	0%
	Martin	24%	76%	0%
	Palm Beach	40%	56%	4%
	Broward	49%	51%	0%

District 4 Subgroups		Do you use electronic message signs for traffic information? (Among drivers who get traffic information from a source other than radio or television)		
		Yes	No	Don't know/Refused
	Total	7%	92%	2%
Gender	Male	5%	95%	0%
	Female	9%	86%	5%
Age	18-29	29%	71%	0%
	30-49	0%	96%	4%
	50-59	0%	100%	0%
	Over 60	11%	89%	0%
Rush hour driver	Yes	2%	96%	2%
	No	22%	78%	0%
County	St. Lucie	0%	100%	0%
	Martin	0%	100%	0%
	Palm Beach	3%	93%	4%
	Broward	13%	87%	0%

District 4 Subgroups		Do you use subscription traffic services for traffic information? (Among drivers who get traffic information from a source other than radio or television)		
		Yes	No	Don't know/Refused
	Total	2%	96%	2%
Gender	Male	0%	100%	0%
	Female	5%	91%	5%
Age	18-29	0%	100%	0%
	30-49	4%	93%	4%
	50-59	0%	100%	0%
	Over 60	0%	100%	0%
Rush hour driver	Yes	2%	95%	2%
	No	0%	100%	0%
County	St. Lucie	0%	100%	0%
	Martin	0%	100%	0%
	Palm Beach	4%	93%	4%
	Broward	0%	100%	0%

District 4 Subgroups		When you are on area Florida freeways, do you usually have a phone in the car?	
		Yes	No
	Total	88%	12%
Gender	Male	84%	16%
	Female	92%	8%
Age	18-29	96%	4%
	30-49	90%	10%
	50-59	91%	9%
	Over 60	79%	21%
Rush hour driver	Yes	90%	10%
	No	83%	17%
County	Indian River	80%	20%
	St. Lucie	94%	6%
	Martin	81%	19%
	Palm Beach	87%	13%
	Broward	88%	12%

District 4 Subgroups		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? (n=2,416)				
		Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know/Refused
	Total	26%	24%	15%	33%	1%
Gender	Male	24%	26%	13%	36%	1%
	Female	29%	22%	16%	31%	2%
Age	18-29	19%	11%	21%	46%	3%
	30-49	29%	26%	13%	32%	1%
	50-59	33%	38%	9%	20%	0%
	Over 60	24%	26%	16%	33%	1%
Rush hour driver	Yes	26%	25%	13%	34%	2%
	No	27%	23%	19%	31%	0%
County	Indian River	27%	15%	16%	42%	0%
	St. Lucie	44%	25%	11%	18%	2%
	Martin	18%	27%	17%	38%	0%
	Palm Beach	33%	25%	10%	30%	2%
	Broward	19%	25%	18%	37%	1%

District 4 Subgroups		How much do you know about the 511 phone service?				
		Quite a lot	Some	A little	Nothing at all	Don't know/Refused
	Total	4%	4%	9%	81%	1%
Gender	Male	6%	5%	10%	79%	1%
	Female	2%	3%	9%	84%	1%
Age	18-29	0%	0%	7%	91%	3%
	30-49	8%	6%	9%	77%	0%
	50-59	5%	4%	13%	77%	1%
	Over 60	2%	4%	10%	83%	1%
Rush hour driver	Yes	5%	5%	9%	80%	1%
	No	3%	2%	10%	85%	1%
County	Indian River	0%	3%	22%	75%	0%
	St. Lucie	4%	0%	9%	87%	0%
	Martin	0%	14%	9%	68%	9%
	Palm Beach	6%	8%	6%	80%	0%
	Broward	4%	2%	11%	82%	1%

District 4 Subgroups		How often do you use the 511 service? (n=648)			
		Frequently	Occasionally	Seldom	Never
	Total	11%	18%	22%	50%
Gender	Male	17%	18%	24%	41%
	Female	0%	17%	19%	64%
Age	18-29	0%	0%	59%	41%
	30-49	13%	19%	18%	50%
	50-59	13%	10%	29%	49%
	Over 60	9%	24%	16%	51%
Rush hour driver	Yes	13%	19%	24%	45%
	No	5%	14%	18%	63%
County	Indian River	0%	0%	0%	100%
	St. Lucie	0%	0%	49%	51%
	Martin	0%	0%	62%	38%
	Palm Beach	17%	27%	12%	44%
	Broward	9%	16%	28%	47%

District 4 Subgroups		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? (n=233)			
		Ahead of time	After running into traffic problems	Both	Don't know/Refused
	Total	35%	54%	8%	2%
Gender	Male	35%	55%	7%	3%
	Female	35%	54%	11%	0%
Age	18-29	0%	100%	0%	0%
	30-49	38%	56%	6%	0%
	50-59	37%	63%	0%	0%
	Over 60	40%	33%	18%	9%
Rush hour driver	Yes	34%	57%	7%	3%
	No	42%	45%	13%	0%
County	St. Lucie	57%	43%	0%	0%
	Martin	100%	0%	0%	0%
	Palm Beach	41%	41%	12%	6%
	Broward	23%	71%	6%	0%

District 4 Subgroups		Have you used the 511 service during a hurricane evacuation? (n=233)		
		Yes	No, but did evacuate	No, did not evacuate
	Total	13%	11%	77%
Gender	Male	11%	6%	83%
	Female	18%	24%	58%
Age	18-29	0%	0%	100%
	30-49	23%	6%	70%
	50-59	0%	34%	66%
	Over 60	7%	7%	87%
Rush hour driver	Yes	16%	11%	73%
	No	0%	9%	91%
County	St. Lucie	0%	43%	57%
	Martin	0%	0%	100%
	Palm Beach	4%	9%	87%
	Broward	22%	10%	68%

District 4 Subgroups		How likely are you to change your route based on the information you receive from the 511 service? (n=233)			
		Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
	Total	48%	45%	4%	3%
Gender	Male	43%	52%	5%	0%
	Female	63%	26%	0%	11%
Age	18-29	0%	100%	0%	0%
	30-49	42%	43%	9%	6%
	50-59	68%	32%	0%	0%
	Over 60	60%	40%	0%	0%
Rush hour driver	Yes	44%	47%	5%	4%
	No	65%	35%	0%	0%
County	St. Lucie	100%	0%	0%	0%
	Martin	100%	0%	0%	0%
	Palm Beach	51%	49%	0%	0%
	Broward	37%	49%	8%	6%

District 4 Subgroups		How did you first find out about the 511 service? (n=233)								
		Radio	Television	Newspaper	Online	A friend or acquaintance told me	Signs on the freeway	A Road Ranger unit	Other	Don't know/Refused
	Total	17%	9%	5%	4%	36%	6%	3%	11%	9%
Gender	Male	18%	12%	7%	5%	37%	6%	0%	9%	6%
	Female	13%	0%	0%	0%	35%	6%	11%	18%	17%
Age	18-29	0%	0%	0%	0%	100%	0%	0%	0%	0%
	30-49	17%	9%	0%	9%	38%	0%	6%	15%	6%
	50-59	10%	12%	0%	0%	34%	22%	0%	0%	22%
	Over 60	24%	9%	18%	0%	15%	9%	0%	15%	9%
Rush hour driver	Yes	20%	8%	3%	5%	45%	6%	0%	7%	6%
	No	0%	12%	13%	0%	0%	9%	15%	28%	22%
County	St. Lucie	0%	0%	0%	0%	43%	0%	0%	57%	0%
	Martin	0%	100%	0%	0%	0%	0%	0%	0%	0%
	Palm Beach	10%	11%	12%	0%	35%	0%	0%	20%	11%
	Broward	25%	0%	0%	8%	39%	13%	6%	0%	9%

District 4 Subgroups		How often do you read these electronic message signs? (n=2,000)				
		Often	Occasionally	Seldom	Never	Don't know/Refused
	Total	71%	13%	7%	9%	0%
Gender	Male	67%	13%	8%	12%	0%
	Female	76%	13%	5%	7%	0%
Age	18-29	70%	16%	0%	14%	0%
	30-49	75%	9%	7%	8%	0%
	50-59	72%	15%	4%	9%	0%
	Over 60	66%	14%	11%	8%	1%
Rush hour driver	Yes	71%	13%	5%	10%	0%
	No	70%	13%	9%	8%	0%
County	Indian River	55%	11%	12%	22%	0%
	St. Lucie	76%	11%	5%	9%	0%
	Martin	68%	15%	0%	17%	0%
	Palm Beach	67%	14%	9%	9%	0%
	Broward	75%	12%	5%	8%	0%

District 4 Subgroups		Do you find them to be very accurate, somewhat accurate, or not accurate at all? (n=1,807)			
		Very accurate	Somewhat accurate	Not accurate at all	Don't know/Refused
	Total	41%	53%	4%	2%
Gender	Male	38%	52%	8%	2%
	Female	44%	54%	1%	1%
Age	18-29	46%	54%	0%	0%
	30-49	38%	54%	8%	1%
	50-59	45%	46%	6%	3%
	Over 60	39%	54%	3%	3%
Rush hour driver	Yes	40%	54%	5%	1%
	No	42%	51%	3%	4%
County	Indian River	48%	46%	0%	6%
	St. Lucie	57%	43%	0%	0%
	Martin	23%	64%	0%	12%
	Palm Beach	39%	52%	7%	2%
	Broward	40%	55%	4%	1%

District 4 Subgroups		Do you think the electronic message signs are easy to read? (n=1,807)			
		Yes	No	Sometimes	Don't know/Refused
	Total	85%	10%	4%	0%
Gender	Male	81%	13%	5%	1%
	Female	89%	7%	4%	0%
Age	18-29	94%	6%	0%	0%
	30-49	82%	14%	4%	0%
	50-59	87%	8%	5%	0%
	Over 60	83%	8%	7%	2%
Rush hour driver	Yes	85%	10%	4%	0%
	No	85%	9%	4%	1%
County	Indian River	94%	0%	0%	6%
	St. Lucie	92%	8%	0%	0%
	Martin	85%	0%	15%	0%
	Palm Beach	82%	13%	5%	1%
	Broward	86%	10%	4%	0%

District 4 Subgroups		Please tell me whether or not the following information is currently posted on electronic message signs: Amber Alerts for missing children (n=1,807)		
		Yes	No	Don't know/Refused
	Total	80%	18%	2%
Gender	Male	78%	20%	1%
	Female	81%	16%	3%
Age	18-29	78%	18%	3%
	30-49	84%	16%	1%
	50-59	85%	15%	0%
	Over 60	73%	22%	5%
Rush hour driver	Yes	82%	18%	1%
	No	75%	19%	6%
County	Indian River	84%	10%	6%
	St. Lucie	83%	12%	5%
	Martin	71%	18%	11%
	Palm Beach	80%	19%	1%
	Broward	79%	19%	2%

District 4 Subgroups		Please tell me whether or not the following information is currently posted on electronic message signs: Hurricane evacuation information (n=1,807)		
		Yes	No	Don't know/Refused
	Total	58%	36%	5%
Gender	Male	54%	41%	6%
	Female	63%	32%	5%
Age	18-29	56%	37%	8%
	30-49	62%	35%	3%
	50-59	60%	35%	5%
	Over 60	54%	39%	7%
Rush hour driver	Yes	62%	34%	4%
	No	51%	41%	8%
County	Indian River	64%	30%	6%
	St. Lucie	69%	31%	0%
	Martin	48%	37%	15%
	Palm Beach	52%	44%	4%
	Broward	61%	32%	7%

District 4 Subgroups		Please tell me whether or not the following information is currently posted on electronic message signs: Special event information (n=1,087)		
		Yes	No	Don't know/Refused
	Total	50%	47%	3%
Gender	Male	44%	54%	2%
	Female	56%	40%	5%
Age	18-29	68%	29%	3%
	30-49	49%	48%	2%
	50-59	44%	53%	3%
	Over 60	43%	52%	5%
Rush hour driver	Yes	53%	46%	2%
	No	44%	49%	7%
County	Indian River	55%	39%	6%
	St. Lucie	49%	51%	0%
	Martin	48%	52%	0%
	Palm Beach	45%	51%	4%
	Broward	52%	44%	4%

District 4 Subgroups		When the electronic message signs post information about traffic delays, would you say the information is: (n=1,807)				
		Very useful	Somewhat useful	Not very useful at all	Never seen a delay message posted	Don't know/Refused
	Total	59%	34%	6%	0%	0%
Gender	Male	52%	37%	10%	0%	1%
	Female	67%	30%	2%	0%	0%
Age	18-29	57%	35%	8%	0%	0%
	30-49	54%	36%	9%	0%	1%
	50-59	68%	27%	5%	0%	0%
	Over 60	62%	33%	4%	1%	0%
Rush hour driver	Yes	60%	31%	9%	0%	1%
	No	58%	40%	2%	0%	0%
County	Indian River	36%	38%	25%	0%	0%
	St. Lucie	56%	44%	0%	0%	0%
	Martin	80%	20%	0%	0%	0%
	Palm Beach	59%	31%	10%	0%	0%
	Broward	61%	35%	3%	0%	1%

District 4 Subgroups		How likely are you to change your route based on the information posted on these electronic message signs? (n=1,807)			
		Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
	Total	47%	40%	6%	8%
Gender	Male	41%	43%	6%	11%
	Female	53%	36%	6%	5%
Age	18-29	42%	41%	6%	11%
	30-49	39%	43%	8%	10%
	50-59	59%	33%	4%	3%
	Over 60	53%	37%	4%	6%
Rush hour driver	Yes	45%	41%	6%	8%
	No	49%	38%	5%	8%
County	Indian River	42%	36%	10%	12%
	St. Lucie	53%	47%	0%	0%
	Martin	51%	15%	11%	23%
	Palm Beach	45%	41%	7%	6%
	Broward	47%	39%	5%	9%

District 4 Subgroups		Have you ever used the 511 service to obtain more information about something you saw posted on an electronic message sign? (n=180)	
		Yes	No
	Total	36%	64%
Gender	Male	34%	66%
	Female	42%	58%
Age	18-29	0%	100%
	30-49	51%	49%
	50-59	34%	66%
	Over 60	24%	76%
Rush hour driver	Yes	36%	64%
	No	38%	62%
County	St. Lucie	57%	43%
	Martin	0%	100%
	Palm Beach	52%	48%
	Broward	25%	75%

District 4 Subgroups		Have you used information posted on an electronic message sign during a hurricane evacuation? (n=1,066)			
		Yes	No, but did evacuate	No, did not evacuate	Don't know/Refused
	Total	33%	13%	52%	1%
Gender	Male	33%	14%	53%	0%
	Female	34%	12%	52%	2%
Age	18-29	33%	11%	56%	0%
	30-49	38%	10%	51%	0%
	50-59	31%	8%	61%	0%
	Over 60	28%	20%	48%	4%
Rush hour driver	Yes	36%	12%	52%	0%
	No	27%	15%	55%	4%
County	Indian River	58%	0%	42%	0%
	St. Lucie	46%	8%	45%	0%
	Martin	84%	16%	0%	0%
	Palm Beach	36%	10%	51%	3%
	Broward	26%	16%	57%	1%

District 4 Subgroups		Do you use Internet web sites to find out about traffic information, such as travel times or accidents, but NOT including maps and directions?	
		Yes	No
	Total	18%	82%
Gender	Male	18%	82%
	Female	18%	82%
Age	18-29	18%	82%
	30-49	19%	81%
	50-59	13%	87%
	Over 60	17%	83%
Rush hour driver	Yes	19%	81%
	No	15%	85%
County	Indian River	3%	97%
	St. Lucie	17%	83%
	Martin	30%	70%
	Palm Beach	20%	80%
	Broward	17%	83%

District 4 Subgroups		If you knew about a service available to provide you with traffic information on the Internet, how likely would you be to use it? (n=2,331)				
		Definitely use it	Probably use it	Probably not use it	Definitely not use it	Don't know/Refused
	Total	8%	27%	38%	26%	1%
Gender	Male	9%	29%	31%	29%	2%
	Female	6%	25%	47%	23%	0%
Age	18-29	9%	27%	38%	25%	0%
	30-49	9%	32%	41%	17%	1%
	50-59	1%	28%	49%	21%	2%
	Over 60	7%	22%	31%	39%	1%
Rush hour driver	Yes	8%	28%	38%	24%	1%
	No	6%	25%	38%	30%	1%
County	Indian River	5%	18%	37%	40%	0%
	St. Lucie	4%	58%	23%	16%	0%
	Martin	0%	36%	20%	43%	0%
	Palm Beach	11%	23%	37%	30%	0%
	Broward	7%	26%	42%	23%	2%

District 4 Subgroups		Are you aware of the Road Ranger units provided by the Florida Department of Transportation?		
		Yes	No	Don't know/Refused
	Total	59%	41%	0%
Gender	Male	69%	31%	0%
	Female	47%	53%	0%
Age	18-29	51%	49%	0%
	30-49	65%	35%	0%
	50-59	65%	35%	0%
	Over 60	53%	47%	1%
Rush hour driver	Yes	64%	36%	0%
	No	48%	52%	0%
County	Indian River	35%	65%	0%
	St. Lucie	35%	65%	0%
	Martin	44%	50%	6%
	Palm Beach	65%	35%	0%
	Broward	60%	40%	0%

District 4 Subgroups		Are you aware that you can request assistance from the Road Rangers by dialing *FHP? (n=1,444)	
		Yes	No
	Total	61%	39%
Gender	Male	58%	42%
	Female	66%	34%
Age	18-29	82%	18%
	30-49	60%	40%
	50-59	53%	47%
	Over 60	56%	44%
Rush hour driver	Yes	63%	37%
	No	55%	45%
County	Indian River	52%	48%
	St. Lucie	67%	33%
	Martin	82%	18%
	Palm Beach	53%	47%
	Broward	66%	34%

District 4 Subgroups		How useful do you think the Road Ranger units are? (n=1,444)			
		Very useful	Somewhat useful	Not very useful at all	Don't know/Refused
	Total	73%	20%	2%	5%
Gender	Male	71%	23%	1%	5%
	Female	78%	14%	3%	5%
Age	18-29	69%	26%	5%	0%
	30-49	78%	16%	1%	5%
	50-59	70%	22%	2%	6%
	Over 60	71%	20%	1%	7%
Rush hour driver	Yes	75%	18%	2%	5%
	No	69%	24%	1%	5%
County	Indian River	70%	0%	30%	0%
	St. Lucie	78%	22%	0%	0%
	Martin	80%	0%	0%	20%
	Palm Beach	68%	22%	3%	6%
	Broward	76%	19%	0%	4%

District 4 Subgroups		Please tell me whether or not you think the following service is currently being provided by the Road Ranger units: Clearing accident scenes (n=1,444)		
		Yes	No	Don't know/Refused
	Total	70%	23%	7%
Gender	Male	72%	25%	4%
	Female	67%	22%	11%
Age	18-29	87%	13%	0%
	30-49	71%	24%	5%
	50-59	69%	22%	9%
	Over 60	58%	30%	12%
Rush hour driver	Yes	73%	21%	6%
	No	62%	30%	8%
County	Indian River	57%	30%	13%
	St. Lucie	80%	8%	13%
	Martin	51%	20%	29%
	Palm Beach	69%	26%	5%
	Broward	71%	22%	6%

District 4 Subgroups		Please tell me whether or not you think the following service is currently being provided by the Road Ranger units: Providing mechanical assistance such as changing flat tires or jump-starting vehicles (n=1,444)		
		Yes	No	Don't know/Refused
	Total	84%	12%	4%
Gender	Male	85%	11%	4%
	Female	82%	14%	4%
Age	18-29	100%	0%	0%
	30-49	81%	17%	3%
	50-59	84%	10%	6%
	Over 60	78%	15%	7%
Rush hour driver	Yes	86%	10%	4%
	No	76%	20%	4%
County	Indian River	87%	0%	13%
	St. Lucie	100%	0%	0%
	Martin	80%	20%	0%
	Palm Beach	81%	14%	5%
	Broward	84%	13%	3%

District 4 Subgroups		Please tell me whether or not you think the following service is currently being provided by the Road Ranger units: Controlling traffic (n=1,444)		
		Yes	No	Don't know/Refused
	Total	39%	55%	6%
Gender	Male	36%	58%	7%
	Female	43%	51%	5%
Age	18-29	56%	44%	0%
	30-49	36%	59%	5%
	50-59	37%	58%	6%
	Over 60	33%	56%	11%
Rush hour driver	Yes	41%	52%	6%
	No	31%	63%	6%
County	Indian River	74%	0%	26%
	St. Lucie	50%	38%	13%
	Martin	48%	52%	0%
	Palm Beach	32%	58%	10%
	Broward	41%	58%	2%

District 4 Subgroups		Have you ever been assisted by a Road Ranger unit? (n=1,444)	
		Yes	No
	Total	22%	78%
Gender	Male	22%	78%
	Female	23%	77%
Age	18-29	38%	62%
	30-49	26%	74%
	50-59	14%	86%
	Over 60	11%	89%
Rush hour driver	Yes	24%	76%
	No	16%	84%
County	Indian River	39%	61%
	St. Lucie	27%	73%
	Martin	0%	100%
	Palm Beach	14%	86%
	Broward	27%	73%

District 4 Subgroups		Would you say the Road Ranger driver was very helpful, somewhat helpful, or not helpful at all? (n=230)		
		Very helpful	Somewhat helpful	Don't know/Refused
	Total	78%	19%	3%
Gender	Male	84%	11%	5%
	Female	70%	30%	0%
Age	18-29	73%	27%	0%
	30-49	74%	20%	6%
	50-59	85%	15%	0%
	Over 60	100%	0%	0%
Rush hour driver	Yes	78%	19%	3%
	No	82%	18%	0%
County	Indian River	23%	77%	0%
	St. Lucie	100%	0%	0%
	Palm Beach	71%	29%	0%
	Broward	84%	12%	4%

District 4 Subgroups		If the Florida Department of Transportation were to provide new information to aid area travelers, would you like a travel information web site included?		
		Yes	No	Don't know/Refused
	Total	30%	66%	5%
Gender	Male	28%	67%	5%
	Female	32%	64%	4%
Age	18-29	37%	63%	0%
	30-49	33%	64%	2%
	50-59	21%	74%	5%
	Over 60	25%	65%	10%
Rush hour driver	Yes	32%	65%	3%
	No	25%	67%	7%
County	Indian River	26%	66%	8%
	St. Lucie	14%	83%	2%
	Martin	30%	61%	9%
	Palm Beach	28%	66%	6%
	Broward	33%	63%	4%

District 4 Subgroups		If the Florida Department of Transportation were to provide new information to aid area travelers, would you like information about other transportation services included?		
		Yes	No	Don't know/Refused
	Total	22%	73%	5%
Gender	Male	18%	76%	5%
	Female	26%	69%	4%
Age	18-29	33%	67%	0%
	30-49	19%	79%	2%
	50-59	25%	70%	5%
	Over 60	19%	72%	10%
Rush hour driver	Yes	21%	76%	3%
	No	24%	68%	7%
County	Indian River	14%	78%	8%
	St. Lucie	31%	67%	2%
	Martin	19%	72%	9%
	Palm Beach	26%	69%	6%
	Broward	20%	77%	4%

District 4 Subgroups		If the Florida Department of Transportation were to provide new information to aid area travelers, would you like information about roads outside your area of Florida included?		
		Yes	No	Don't know/Refused
	Total	29%	67%	5%
Gender	Male	34%	61%	5%
	Female	23%	73%	4%
Age	18-29	22%	78%	0%
	30-49	30%	68%	2%
	50-59	27%	68%	5%
	Over 60	31%	59%	10%
Rush hour driver	Yes	28%	68%	3%
	No	29%	63%	7%
County	Indian River	16%	76%	8%
	St. Lucie	26%	71%	2%
	Martin	6%	85%	9%
	Palm Beach	29%	65%	6%
	Broward	30%	66%	4%

District 4 Subgroups		If the Florida Department of Transportation were to provide new information to aid area travelers, would you like all of the above included?		
		Yes	No	Don't know/Refused
	Total	9%	86%	5%
Gender	Male	8%	87%	5%
	Female	10%	86%	4%
Age	18-29	5%	95%	0%
	30-49	10%	88%	2%
	50-59	12%	83%	5%
	Over 60	8%	82%	10%
Rush hour driver	Yes	10%	87%	3%
	No	7%	85%	7%
County	Indian River	12%	80%	8%
	St. Lucie	17%	81%	2%
	Martin	30%	61%	9%
	Palm Beach	5%	89%	6%
	Broward	9%	87%	4%

District 4 Subgroups		If the Florida Department of Transportation were to provide new information to aid area travelers, would you like none of the above included?		
		Yes	No	Don't know/Refused
	Total	11%	85%	5%
Gender	Male	11%	84%	5%
	Female	11%	85%	4%
Age	18-29	9%	91%	0%
	30-49	9%	88%	2%
	50-59	14%	81%	5%
	Over 60	12%	78%	10%
Rush hour driver	Yes	11%	85%	3%
	No	9.49	83%	7%
County	Indian River	23%	69%	8%
	St. Lucie	12%	86%	2%
	Martin	27%	64%	9%
	Palm Beach	9%	85%	6%
	Broward	10%	87%	4%

District 4 Subgroups		Age			
		18-29	30-49	50-59	Over 60
	Total	19%	36%	14%	32%
Gender	Male	16%	38%	13%	32%
	Female	22%	33%	15%	31%
Age	18-29	100%	0%	0%	0%
	30-49	0%	100%	0%	0%
	50-59	0%	0%	100%	0%
	Over 60	0%	0%	0%	100%
Rush hour driver	Yes	23%	44%	14%	20%
	No	11%	19%	15%	55%
County	Indian River	26%	20%	19%	34%
	St. Lucie	10%	32%	21%	37%
	Martin	0%	25%	14%	61%
	Palm Beach	9%	37%	15%	38%
	Broward	26%	37%	12%	25%