



November 2010 – 95 EXPRESS SURVEY RESULTS PHASE 1B

INTRODUCTION:

In October 2010, a survey was distributed to commuters in the South Florida Region to gauge feedback on the I-95 Express Lanes (Phase 1B). The 95 Express were implemented northbound in Miami-Dade County between Downtown Miami and the Golden Glades Interchange on December, 2008. In January, 2010, the southbound lanes were implemented and express bus routes were added at CB Smith Park-n-Ride Lot, Broward Boulevard Park-n-Ride Lot, and Sheridan Street Park-n-Ride Lot. The survey is a follow-up to the 95 Express Survey that was completed in Spring, 2009.

SURVEY DISTRIBUTION:

The survey was distributed to the following:

160,000 - SunPass account holders in Broward and Miami-Dade Counties
35,000 - South Florida Commuter Services database participants
212 Employers along the I-95 corridor

RESPONSES:

4,978 individuals participated in the survey with the **4,842** (97.3%) respondents having traveled on I-95 in Miami-Dade County in the last six months.

HOW RESPONDANTS HEARD ABOUT THE SURVEY:

64% - Sunpass
16% - Employer
11% - South Florida Commuter Services
4% - 95 Express website
5% - Other

METHODOLOGY:

Participants were asked if they have used I-95 in Miami-Dade in the last six months. If the answer was “no”, participants were only requested to respond if they knew of the 95 Express Lanes. All other participants were asked a series of questions regarding usage of I-95 and 95 Express. Based on their answers, the survey would take them to additional questions that would be relevant. All questions were optional including a series of demographic questions at the end of the survey.



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SURVEY SUMMARY RESULTS:

Total # of survey participants that have driven I -95 in Miami-Dade County: 4,842

General Feedback

71% - are either satisfied or very satisfied with the implementation of the 95 Express Lanes

15% - dissatisfied with the implementation of the 95 Express Lanes

60% - rated the 95 Express Lanes either safe or very safe

13% - rated the 95 Express Lanes unsafe

68% - rated the 95 Express Lanes either valuable or very valuable

14% - rated the 95 Express Lanes not valuable

Satisfaction of the following (100% - Completely Satisfied / 0% - Completely Unsatisfied)

Each category scored at least a **90%** satisfaction rating on the following: width of lanes, lane separators, entry/exit points, signage, and display of tolls

Expansion of 95 Express Lanes in Palm Beach County:

57% - Yes **24%** - No

Would you like to see express lanes developed on other highways in South Florida?

49% - Yes **29%** - No

Over 50% of 95 Express users that travel on I-95 in Miami-Dade County, use the 95 Express Lanes at least three times per week

72% - are either confident or very confident that the 95 Express Lanes make the travel on I-95 more reliable than the general purpose lanes

61% - believe they save at least 10 minutes (one-way) on their travel time using 95 Express

Top 3 reasons 95 Express is used:

- Saves time
- Move faster than local lanes
- Less crowded

Type of 95 Express User

- **84%** pay a toll to use the lanes
- **11%** drive a hybrid vehicle and use the lanes toll-free
- **3%** are in a registered 3+ carpool
- **1%** ride in a South Florida Vanpool

Breakdown Based on Type of Travel on I-95

Commute to Work:

2,011 – Commute to work using I-95 in Miami-Dade County

Of the participants that use I-95 to commute to work, **1,196** (66%) have used the 95 Express Lanes

54% of the commuters that have used the lanes, average using the lanes at least three times per week.

66% of the commuters that use the lanes believe they save at least 10 minutes on their commute

77% of commuters are either confident or very confident that the 95 Express Lanes make the travel on I-95 more reliable than the general purpose lanes

Top 3 reasons 95 Express is used for commute purposes:

- Saves time
- Move faster than local lanes
- Less crowded

Type of 95 Express User

- **84%** pay a toll to use the lanes
 - **11%** drive a hybrid vehicle and use the lanes toll-free
 - **3%** are in a registered 3+ carpool
 - **1%** ride in a South Florida Vanpool
-

Commute to School:

87 – Commute to school using I-95 in Miami-Dade County

Of the participants that use I-95 to commute to school, **57** (66%) have used the 95 Express Lanes

21% of the commuters using the lanes, the average usage is three times per week.

58% of the commuters that use the lanes believe they save at least 10 minutes on their commute

68% of the users that commute to school are either confident or very confident that the 95 Express Lanes make the travel on I-95 more reliable than the general purpose lanes.



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Work Related Purposes:

2,832 – Have driven on I-95 for work-related purposes

Of those participants that use I-95 for work-related purposes, **2,625** (93%) have used 95 Express

68% of those using it for work purposes, use the 95 Express Lanes for work travel at least **75%** of the time when using I-95 for business-related purposes

61% of those that use 95 Express for work-related purposes believe they save at least 11 minutes of travel time when using the lanes compared to the general purpose lanes. **31%** save at least fifteen minutes of travel time.

70% of the work users are either confident or very confident that the 95 Express Lanes make the travel on I-95 more reliable than the general purpose lanes.

62% of the users that use 95 Express for business-related purposes rate the value of the lanes as either good or excellent

28% of the users of 95 Express for work-related purposes get reimbursed for the tolls

Top 3 reasons 95 Express is used for work-related purposes:

- Saves time
- Move faster than local lanes
- Less crowded

Type of work-related use:

73% - use it to get to meetings or appointments

17% - for deliveries

10% - business related (other)

Personal Reasons

4,080 – Use I-95 in Miami-Dade County for personal use

Of the participants that use I-95 for personal reasons, **2,479** (61%) use the 95 Express Lanes at least seventy-five percent of the time

38% of the commuters that use the lanes believe they save at least 10 minutes on their drive

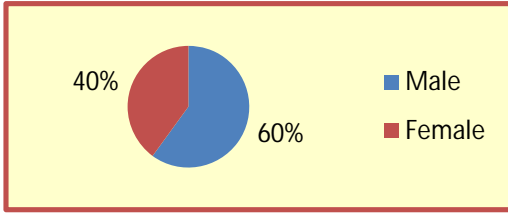
69% of drivers that use the lanes for personal reasons are either confident or very confident that the 95 Express Lanes make the travel on I-95 more reliable than the general purpose lanes

Top 3 reasons 95 Express is used for personal reasons:

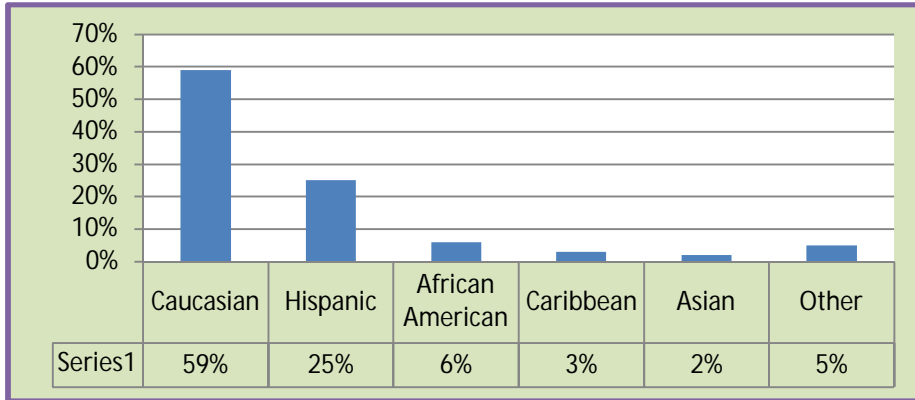
- Saves time
- Move faster than local lanes
- Less crowded

Demographics of Survey Respondents

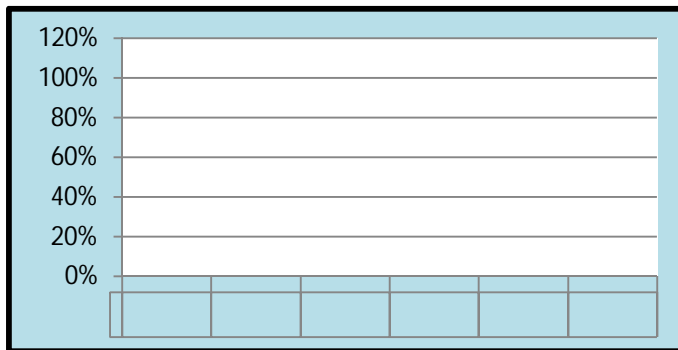
Gender:



Race or Ethnicity:



Number of Vehicles in Household:



	Under 25k	25K - 50k	51k - 75k	76k - 100k	101k- 150k	150k +
Household Income	4%	12%	19%	20%	21%	23%