511
Road Condition
User Survey

June 2010
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Executive Summary

The 511 Road Condition User Survey was conducted online to gather road travelers feedback on how useful the 511 service is, how it is being used, and how can be improved.

Overall, three-quarters of respondents (76%) reported using the 511 web site compared to over 4 in 10 respondents (43%) using the telephone. The majority of respondents also prefer to receive road condition information through the 511 web site.

Over 8 in 10 respondents most frequently use road conditions information. Overall, the majority of respondents access the 511 service during the winter season and before leaving the house or office.

Although the majority of respondents feel that both the phone line and the web access are always available and don’t have too much information, respondents have divided opinions on the amount of details provided.

Suggestions for improvements include:

- More information on delays caused by accidents, detours, road closures and other conditions
- More local roads, smaller highways and secondary roads
- More frequent updates especially during stormy days, winter, and prime travel times
- More highway cameras, more refreshes and improved camera viewing at night and during snow
1.0 Introduction

Transportation and Infrastructure Renewal (TIR) launched the 511 Road Condition service in January 2008. Nova Scotia was the first province to set up a 511 system. The 511 number is part of the province’s extensive road-condition information system that allows travelers to learn weather and road conditions before driving on highways. The road-condition information system also includes 47 highway cameras throughout the province.

The 511 service provides 24-hour-a-day, seven day a week bilingual road information to anyone with a telephone (accessed by calling 511), Internet (http://511.gov.ns.ca/map), or mobile devices such as BlackBerry™ (m511.gov.ns.ca). By entering any highway number along a route, travelers can access up-to-date condition information on that road.

511 provides information in two languages, English and French. It includes information on driving conditions, road construction activity, spring weight restrictions, and advisory on emergencies affecting driving conditions in Nova Scotia. During the winter, the 511 system is updated three times daily at 6 a.m., 1 p.m., and 4 p.m. and as road conditions change.

The system was proven popular. In accordance with the TIR’s NS 511 Statistics, between January and April 2010, an average of 54,455 travelers used the system (number of hits/dials to the system, not necessarily volume of individual travelers).

Maintenance and Operations section of Highway Programs is responsible for the service and requested Policy and Planning to develop an online survey. The purpose of the survey was to gather public feedback on how useful the service currently is, how the service is being used, and suggestions on how it can be improved. TIR collects some statistics on how many calls and web hits are received but don’t hear feedback from the public on the system.

Although the yearly Highway Customer Survey includes some questions on highway conditions, information collected in this survey will assist management in targeting users of the 511 system exclusively instead of the entire highway network.

This report presents findings and conclusions drawn from the analysis of the 511 Road Condition User Survey.

2.0 Survey Objective

The objectives of the 511 Road Condition User Survey were:

- Determine how is the system working from the users perspective
- Gather suggestions on how to improve the system
3.0 Methodology

A questionnaire was developed by the Research and Analysis section of the Policy & Planning division to collect feedback from travelers in Nova Scotia about the province’s 511 Road Condition information system. The online survey was posted as a link to the 511 Road Condition system on the department’s website at http://511.gov.ns.ca/map/ in English and at http://511.gov.ns.ca/fr_map/index.html in French.

The survey was pre-tested on a small sample of employees of the department between December 23, 2009 and January 4, 2010, to test its suitability and access prior to data collection.

The online surveys (French and English) were available to the public from January 8, 2010 to May 4, 2010. During that period, there were 289 completed surveys; not all respondents filled in all the questions.

Policy and Planning worked with Maintenance and Operations staff and Communications and Public Affairs on a communications plan to make the public aware of the 511 survey.

Announcement / invitation about the survey was provided to users of the 511 phone system through a recorded message added to the 511 system to encourage survey participation. A link to the survey was also posted on the top of the 511 web site (English and French).

A news release on the availability of the Road Condition Survey was announced through a media release on January 20, 2010, inviting all travelers to give their input. An invitation and link to the survey was also placed prominently on the department’s website.

Printed ads (1/4 page ad) advertising the survey were placed in The Chronicle Herald and in the Cape Breton Post (English) and in Le Courier (French) on the same day of the media release. The ad entitled 511 - Your Opinion Matters invited Nova Scotians to tell the department why they use the service, why they don’t and any improvements that can be made.

Posters were sent to Access Nova Scotia sites to encourage people to complete the survey. Also, the availability of the survey was mentioned in other highway related speeches and media releases as appropriate.
4.0 Analysis of Results

The following is a summary of responses to the 511 survey. Each question has a summary of the responses and a chart or table to illustrate the results.

Due to rounding not all tables and graphs will add to 100%. Percentage in the tables and graphs in the report do not include responses from respondents who left blank answers.

**Question 1. How did you find out about 511?**

Half of the respondents (51%) reported finding out about 511 service through the signs on the highway; over one-third of respondents (34%) reported searching the Government website.

Over 1 in 10 respondents (11%) reported other ways of finding out about the 511 Road Condition service. They included using Google / Internet, highway cams, local news, TV, Environment Canada site, awareness campaign, and through work / employer.
Question 2. How do you use 511?

Three quarters of respondents (76%) reported using the 511 web site. Over 4 in 10 respondents (43%) reported using the telephone; and 1 in 10 respondents (11%) reported using a mobile device browser such as BlackBerry™ or other Smart phones.

Question 3. How do you prefer to receive road condition information?

Over 6 in 10 respondents (64%) reported they prefer to receive road condition information through the 511 web site. The second preference was the telephone (26%).
Question 4. When do you usually dial / access 511?

Three quarters (77%) of respondents reported dialing / accessing 511 during the winter season. Almost two-thirds (63%) reported dialing / accessing 511 before leaving the house or office; and half of respondents (53%) dial / access 511 during storms. Over 2 in 10 respondents (23%) reported they dial / access 511 while on the road.

Other reasons given by respondents (7%) included before leaving to the airport or long trips, when family are on the road, bad weather, trip planning or on route at stopover; daily, at work, first time, and never.

Figure 4: 511 Access Timing (n = 286)
Question 5. What kind of information do you most frequently use?

The majority of respondents (86%) reported most frequently using road conditions information. Advisory / emergency messages information was reported by 8% of respondents. Other responses included use of web cams and road closures.

![Figure 5: Information type most frequently used (n = 288)](image)

Question 6. How often do you use 511?

Almost 3 in 10 respondents (29%) reported using 511 occasionally. Two in 10 respondents reported using it 1 - 3 times (21%) a week and everyday (19%). Respondents reporting other 511 frequency use indicated during winter and snow storms.

![Figure 6: 511 Use Frequency (n = 287)](image)
Question 7. Opinions on the phone line

The majority of respondents reported that the phone line is easy to dial (98.6%) and that it is always available (88.9%). Almost 9 of 10 respondents reported that the phone line does not have busy signal too often (88.9%) and that it does not have too much information (86.4%).

When it comes to the amount of details provided in the phone line, respondents had divided opinions; Yes (41.0%) and No (59.0%).

Table 1: Phone line information (n = 152)

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) is easy to dial</td>
<td>98.6%</td>
<td>1.4%</td>
<td>100%</td>
</tr>
<tr>
<td>b) is always available</td>
<td>88.9%</td>
<td>11.1%</td>
<td>100%</td>
</tr>
<tr>
<td>c) has busy signal too often</td>
<td>11.1%</td>
<td>88.9%</td>
<td>100%</td>
</tr>
<tr>
<td>d) has too much information</td>
<td>13.6%</td>
<td>86.4%</td>
<td>100%</td>
</tr>
<tr>
<td>e) lacks details</td>
<td>41.0%</td>
<td>59.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Question 8. Opinions on the web access

The majority of respondents reported they feel that the web access is always available (96.1%), it is not too slow (85.2%), it is not too complex (94.6%), and that it does not have too much information (97.9%).

When it comes to the amount of details in the web access, respondents had divided opinions; Yes (40.6%) and No (59.4%).

Table 2: Web access information (n = 248)

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) is always available</td>
<td>96.1%</td>
<td>3.9%</td>
<td>100%</td>
</tr>
<tr>
<td>b) is too slow</td>
<td>14.8%</td>
<td>85.2%</td>
<td>100%</td>
</tr>
<tr>
<td>c) is too complex</td>
<td>5.4%</td>
<td>94.6%</td>
<td>100%</td>
</tr>
<tr>
<td>d) has too much information</td>
<td>2.1%</td>
<td>97.9%</td>
<td>100%</td>
</tr>
<tr>
<td>e) lacks details</td>
<td>40.6%</td>
<td>59.4%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Question 9. What other type of traveler information, if any, should be included with the 511 service?

Ninety-one respondents expressed their opinion on what types of traveler information they felt should be included with the 511 service. Due to overlap of similar responses the suggestions provided by respondents were grouped together for easier review. These comments were grouped under 7 areas which were further broken up into sub-themes. Some responses included more than one suggestion type. Highlights of types of traveler information by respondents are summarized below:

- Overall, under one third of comments provided by respondents (24%) were for more information on delays caused by traffic volume, accidents and collisions, slowdowns / jams, flooding, poor road quality, detours, and road closures.

- Secondary roads was an important type of information for respondents (18%). The majority of respondents suggested more information about roads leading to smaller communities. They reported the need to have smaller highways and secondary roads (e.g., Highways 215, 326, 236, 14, 1, 316, 354) added to the service.

- More frequent updates was also an important issue for respondents (16%). They reported on the need to have more frequent updates especially during stormy days, winter and prime travel times (rush hour).

- More highway traffic cameras and related camera suggestions were reported by some respondents (7%).

- Other respondents (11%) suggested various types of traveler information such as providing time of updates and expected next update, and having a glossary of terms used in the system.
Question 10. How is 511 working for you?

About half of the respondents (58%) reported that 511 has the information they need. Almost 4 in 10 respondents (36%) reported that 511 lacks information on local roads.

About half of respondents that entered “other” (8%) reported that the 511 system is not reliable or accurate as it is not updated often enough.
Figure 8: How is 511 working for you (n = 281)

- Information I need: 58%
- Lacks local roads information: 36%
- Too many road construction: 16%
- Other: 2%

511 Road Condition User Survey
Question 11. During the past couple of years the Nova Scotia Government ran some ads and posted 511 signage on highways.

Over 7 in 10 respondents strongly agree (19.7%) or agree (52.0%) that the 511 signage is well displayed on highways.

Most of respondents strongly agree (25.3%) or agree (56.7%) that the web site format is easy to navigate. Over 4 in 10 respondents agreed that more 511 signs are required on roads.

Overall 90.2% of respondents agreed that the links to highway cameras are useful. Almost 9 in 10 respondents agreed the links to weather information are useful.

Under half of respondents strongly agree (14.6%) or agree (33.8%) that 511 adds are helpful; over 4 in 10 respondents were undecided. Over half of respondents strongly agree (13.8%) or agree (38.6%) that 511 provides all the information they need.

Table 3: 511 ads and signs on highways (n = 286)

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Undecided</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) 511 signage is well displayed on highways</td>
<td>19.7%</td>
<td>52.0%</td>
<td>15.0%</td>
<td>11.3%</td>
<td>2.0%</td>
<td>100%</td>
</tr>
<tr>
<td>b) The web site format is easy to navigate</td>
<td>25.3%</td>
<td>56.7%</td>
<td>14.0%</td>
<td>2.9%</td>
<td>1.1%</td>
<td>100%</td>
</tr>
<tr>
<td>c) More 511 signage is required on roads</td>
<td>16.3%</td>
<td>28.4%</td>
<td>28.4%</td>
<td>25.3%</td>
<td>1.8%</td>
<td>100%</td>
</tr>
<tr>
<td>d) The links to highway cameras are useful</td>
<td>55.8%</td>
<td>34.4%</td>
<td>7.2%</td>
<td>2.1%</td>
<td>0.7%</td>
<td>100%</td>
</tr>
<tr>
<td>e) The links to weather information are useful</td>
<td>42.5%</td>
<td>45.7%</td>
<td>8.9%</td>
<td>2.5%</td>
<td>0.4%</td>
<td>100%</td>
</tr>
<tr>
<td>f) 511 ads are helpful</td>
<td>14.6%</td>
<td>33.8%</td>
<td>40.3%</td>
<td>6.8%</td>
<td>4.6%</td>
<td>100%</td>
</tr>
<tr>
<td>g) 511 provides all the information I need</td>
<td>13.8%</td>
<td>38.6%</td>
<td>23.5%</td>
<td>17.5%</td>
<td>6.7%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Question 12. Do you have any suggestions for improving 511?
Question 13. Please provide any additional comments.

Due to the overlap of similar responses the suggestions and comments provided by respondents were grouped together for easier review. These comments were grouped under 9 areas which were further broken up into sub-themes. Some respondents had multiple suggestions. Positive comments were given by 8% of respondents; and 7% of respondents had no comments.

Highlights of areas of suggestions / comments by respondents are summarized below:

- **Updates**
  Overall, one quarter of comments provided by respondents dealt with updates of road conditions. The majority of comments suggested more frequent updates, followed by more updates during storms, winter months, and peak traffic times.

- **Suggested Improvements**
  One quarter of comments provided by respondents were for suggested improvements to the road conditions service. Example of comments included more local or secondary road coverage information, more advertising / promotion of the service, more accurate road information (more detailed descriptions of road conditions), at smaller distances on major highways, and more up-to-date road closures / collisions / traffic problems.

- **Highway Cameras**
  Highway camera was an important issue for respondents (16%). The majority of respondents suggested more highway cameras, improving camera viewing at night and during snow, and adding more cameras on specific areas.

- **Phone Line / Web Site Use**
  The phone line and the Web site use were topics reported by respondents (respectively 6% and 5%). Suggestions included the ability to enter the highway number early on, provision of time stamp for conditions, and more accurate description of road conditions.

- **Signage**
  Signage related suggestions were provided by 5% of respondents. They reported on the need to have better signs which tell what the service is, and more 511 road conditions signs.
Question 14. Where do you permanently reside?  
Question 15. What is the County you reside in? 

The majority of respondents were from Nova Scotia. Five respondents were from other provinces.

Survey respondents reported residing in all four districts of the province. The majority of respondents were from the Central District – Halifax County (25%) and Hants County (7%), followed by the Western District (27%). There was an almost equal representation of respondents from the Eastern District (20%) and the Northern District (19%).
5.0 Summary of Findings

Overall, the majority of survey respondents using the 511 phone line felt that it is easy to dial and that it is always available. Similar responses were expressed by the majority of survey respondents using the 511 web access. Respondents felt that the web access is always available, it is not too slow, it is not too complex, and that it does not have too much information.

The majority of respondents reported using road conditions information most frequently. Respondents reported that they dial/access 511 during the winter season, before leaving the house or office, and during storms.

Following is a summary of suggestions provided by survey respondents on how to improve the system:

- **Traveler Information**
  Overall, the majority of comments indicated respondents would like to have more information on delays caused by accidents and collisions, detours, and road closures.

- **System Improvements**
  Overall, respondents indicated that the 511 system should contain more accurate information (more detailed descriptions of road conditions), at smaller distances on major highways, and include smaller highways and secondary roads.

- **Road Condition Updates**
  The majority of suggestions relating to road condition updates expressed wanting
more frequent updates. Conditions change very quickly, so more regular updates, especially when conditions change would be desirable (e.g., during stormy days, winter season, road closures, accidents, and during rush hour).

- **Signage**
  Suggestions include having more road signs promoting the service and that they should tell what the service is.

- **Highway Cameras**
  Highway cameras seem to be very popular; respondents want to see more cameras added and integrated to the 511 service.
Appendix A

Sample Survey
(English)
Appendix A: Sample Survey, English

511 Road Condition Survey

Welcome to the 511 Road Condition Survey!

The Nova Scotia Department of Transportation and Infrastructure Renewal (TIR) launched the 511 Road Condition service for traveler information in January of 2008. It is a 24-hour-a-day, seven days a week telephone/web access system with information on driving conditions, road construction activity, and advisory on emergencies affecting driving conditions in Nova Scotia. It is time to find out how useful the service is and if it can be improved. TIR invites you to complete this survey. Please take a couple of minutes to tell us about your experience with the 511 service. Your answers will be kept confidential and will be combined with those of other responders. So please complete the survey and have your opinion counted.

1. How did you find out about 511?
   (Check all that apply)
   - Searching the Government web site
   - A friend or relative told me about it
   - Sign on the highway
   - Newspaper
   - Radio
   - Other, please specify

2. How do you use 511?
   (Check all that apply)
   - telephone
   - mobile device browser (BlackBerry \(^{\text{TM}}\) or other Smart phones)
   - 511 web site
   - TTY/TDD

3. How do you prefer to receive road condition information?
   - telephone
   - mobile device browser (BlackBerry \(^{\text{TM}}\) or other Smart phones)
   - 511 web site
   - TTY/TDD

4. When do you usually dial/access 511?
   (Check all that apply)
   - before leaving the house or office
   - while on the road
   - during the road construction season
   - during the winter season
   - during storms
   - Other, please specify
5. What kind of information do you most frequently use?
   - road conditions
   - road construction activity
   - advisory / emergency messages
   - Other, please specify

6. How often do you use 511?
   - first time
   - every day
   - 1 - 3 times a week
   - 4 - 6 times a week
   - weekends only
   - every other week
   - occasionally
   - Other, please specify

7. I feel the phone line:
   (If you don’t use a phone line go to question # 8)
   - Yes
   - No
   a) is easy to dial
   b) is always available
   c) has busy signal too often
   d) has too much information
   e) lacks details

8. I feel the web access:
   (If you don’t use a phone line go to question # 9)
   - Yes
   - No
   a) is always available
   b) is too slow
   c) is too complex
   d) has too much information
   e) lacks details

9. What other type of traveler information, if any, should be included with the 511 service?

10. How is 511 working for you?
    (Check all that apply)
    - It has the information I need
    - It lacks information on local roads
    - It has too many road construction details
    - Other, please specify
11. During the past couple of years the Nova Scotia Government ran some ads and posted 511 signage on highways. Please indicate your level of agreement with the following statements:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Undecided</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) 511 signage is well displayed on highways.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>b) The website format is easy to navigate.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>c) More 511 signage is required on roads.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>d) The links to highway cameras are useful.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>e) The links to the weather information are useful.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>f) 511 ads are helpful.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>g) 511 provides all the information I need.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

12. Do you have any suggestions for improving 511?

13. Please provide any additional comments:

14. Where do you permanently reside?
   City / Town: 

   Province if not Nova Scotia:
15. What is the County you reside in:
- Halifax County
- Hants County
- Guysborough County
- Antigonish County
- Inverness County
- Richmond County
- Victoria County
- Cape Breton County
- Colchester County
- Cumberland County
- Pictou County
- Lunenburg County
- Queens County
- Shelburne County
- Yarmouth County
- Annapolis County
- Kings County
- N/A

Survey Completed.
Thank you for taking the survey!
Appendix B

Sample Survey

French
Questionnaire sur le service 511

Bienvenue au questionnaire sur le service d’information sur les conditions routières 511!

Le ministère des Transports et du Renouvellement de l’infrastructure (TRI) a lancé le service d’information 511 sur les conditions routières en janvier 2008. Il s’agit d’un service téléphonique et Web accessible en tout temps qui donne renseignements sur les conditions routières, des renseignements sur les travaux de construction et des avis sur les situations d’urgence qui touchent les routes de la Nouvelle-Écosse. Il est maintenant temps de découvrir dans quell mesure le service est utile et les améliorations qui pourraient y être apportées. TRI vous invite donc à répondre à ce questionnaire. Veuillez prendre quelques minutes pour nous parler de votre expérience avec le service 511. Vos réponses sont confidentielles et seront combinées à celles des autres répondants. Veuillez donc remplir le questionnaire et faire connaître votre opinion.

1. Comment avez-vous entendu parler du service 511?
   (Cochez toutes les réponses pertinentes.)
   - Recherche sur le site Web du gouvernement
   - Un ami ou parent m’en a parlé
   - Affiches sur l’autoroute
   - Journaux
   - Radio
   - Autre, veuillez préciser:

2. De quelle façon accédez-vous au service 511?
   (Cochez toutes les réponses pertinentes.)
   - téléphone
   - Navigateur d’appareil mobile (BlackBerry MC ou autre téléphone intelligent)
   - Site Web 511
   - TTY/ATS

3. De quelle façon préférez-vous recevoir l’information sur les conditions routières?
   - téléphone
   - Navigateur d’appareil mobile (BlackBerry MC ou autre téléphone intelligent)
   - Site Web 511
   - TTY/ATS

4. À quel moment utilisez-vous le service 511 en général?
   (Cochez toutes les réponses pertinentes.)
   - Avant de quitter la maison ou le bureau
   - Sur la route
   - Pendant la saison de la construction routière
   - Pendant l’hiver
   - Pendant les tempêtes
   - Autre, veuillez préciser:
5. Quel type d’information utilisez-vous le plus souvent?
   - Conditions routières
   - Activités de construction routière
   - Avis ou message d’urgence
   - Autre, veuillez préciser:

6. À quelle fréquence utilisez-vous le service 511?
   - Première fois
   - Chaque jour
   - Une à trois fois par semaine
   - Quatre à six fois par semaine
   - Fin de semaine seulement
   - Aux deux semaines
   - À l’occasion
   - Autre, veuillez préciser:

7. À mon avis, la ligne téléphonique:
   (si vous n’utilisez pas le service téléphonique, passez à la question no 8)
   a) est facile à utiliser
   b) est toujours disponible
   c) est trop souvent occupée
   d) contient trop d’information
   e) ne fournit pas assez de détails

8. À mon avis, le site Web::
   (si vous n’utilisez pas le site Web, passez à la question no 9)
   a) est toujours disponible
   b) est trop lent
   c) est trop complexe
   d) contient trop d’information
   e) ne fournit pas assez de détails

9. Quel autre type de renseignement sur les conditions routières, s’il y a lieu, devrait être inclus au service 511?

10. Quel est votre opinion générale au sujet du service 511?
    (Cochez toutes les réponses pertinentes.)
    - Il fournit l’information dont j’ai besoin.
    - Il ne contient pas assez d’information sur les routes locales.
    - Il contient trop de renseignements sur les activités de construction routière.
    - Autre, veuillez préciser:
Veuillez indiquer si vous êtes d’accord ou non avec les énoncés suivants:

<table>
<thead>
<tr>
<th>En-tièrement d’accord</th>
<th>d’accord</th>
<th>indécis</th>
<th>en désaccord</th>
<th>entièrement en désaccord</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Les affiches du service 511 sont bien en vue le long des autoroutes.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>b) Le format du site Web est facile à utiliser</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>c) Un plus grand nombre d’affiches est nécessaire sur les routes.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>d) Les liens aux caméras routières sont utiles.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>e) Les liens aux renseignements météorologiques sont utiles.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>f) Les annonces au sujet du service 511 sont utiles.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>g) Le service 511 fournit toute l’information dont j’ai besoin.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

12. Avez-vous des suggestions d’amélioration du service 511?


13. Veuillez fournir tout commentaire supplémentaire:


14. Où se trouve votre résidence permanente?
Ville / Village:

Province (si ce n’est pas la Nouvelle-Écosse):
15. Dans quel comté habitez-vous?

- Aucun
- Comté d’Halifax
- Comté de Hants
- Comté de Colchester
- Comté de Cumberland
- Comté de Pictou
- Comté de Lunenburg
- Comté de Queens
- Comté de Shelburne
- Comté de Yarmouth
- Comté de Digby
- Comté d’Annapolis
- Comté de Kings
- Comté de Guysborough
- Comté d’Antigonish
- Comté d’Inverness
- Comté de Richmond
- Comté de Victoria
- Comté du Cap-Breton

Fin du questionnaire.
Nous vous remercions d’avoir répondu à ce questionnaire.
Appendix C

Summary of Suggestions and Comments
Appendix C
Summary of Suggestions and Comments

Question 9: What other type of traveler information, if any, should be included with the 511 service?

<table>
<thead>
<tr>
<th>Type of Response</th>
<th># of Responses</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More frequent updates</td>
<td>13</td>
<td>20</td>
<td>16%</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delays</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accidents and other conditions</td>
<td>22</td>
<td>29</td>
<td>24%</td>
</tr>
<tr>
<td>Road closures and detours</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specific Services</td>
<td>21</td>
<td>21</td>
<td>17%</td>
</tr>
<tr>
<td>Secondary Roads</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specific road/highway suggestions</td>
<td>8</td>
<td>22</td>
<td>18%</td>
</tr>
<tr>
<td>More roads</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local roads/smaller communities</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Highway Cameras</td>
<td>9</td>
<td>9</td>
<td>7%</td>
</tr>
<tr>
<td>No Comments</td>
<td>8</td>
<td>8</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>14</td>
<td>14</td>
<td>11%</td>
</tr>
<tr>
<td>Total Number of Responses</td>
<td></td>
<td>123</td>
<td></td>
</tr>
</tbody>
</table>
Question 12. Do you have any suggestions for improving 511?
Question 13. Please provide any additional comments.

<table>
<thead>
<tr>
<th>Questions 12 and 13: Overall suggestions and comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of Response</strong></td>
</tr>
<tr>
<td><strong>Phone Line</strong></td>
</tr>
<tr>
<td><strong>Web Site Use</strong></td>
</tr>
<tr>
<td><strong>Highway Cameras</strong></td>
</tr>
<tr>
<td>More highway cams</td>
</tr>
<tr>
<td>Improve cam viewing at night &amp; during snow</td>
</tr>
<tr>
<td>Add cameras on specific areas/ highways</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td><strong>Updates</strong></td>
</tr>
<tr>
<td>More frequent updates</td>
</tr>
<tr>
<td>More during storms &amp; winter months</td>
</tr>
<tr>
<td>More at peak traffic times</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td><strong>Signage</strong></td>
</tr>
<tr>
<td>Better signs (tell what the service is)</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td><strong>Suggested Improvements</strong></td>
</tr>
<tr>
<td>More local / secondary road coverage information</td>
</tr>
<tr>
<td>More advertizing / promotion of the service</td>
</tr>
<tr>
<td>More accurate road information</td>
</tr>
<tr>
<td>Up-to-date road closures / collisions / traffic problems</td>
</tr>
<tr>
<td>Specific highway / area requests</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td><strong>Positive Comments</strong></td>
</tr>
<tr>
<td><strong>No comments</strong></td>
</tr>
<tr>
<td><strong>Other Information</strong></td>
</tr>
<tr>
<td><strong>Total Number of Respondents</strong></td>
</tr>
</tbody>
</table>