

## 2009 Distracted Driving Survey – Summary Report

### Overview

On December 3, 2009, 1,503 U.S. operator members of the National Limousine Association were sent an email requesting their completion and return of an eleven-question survey on distracted driving by December 11, 2009.

Two hundred and seventy-three (273) replied – an 18.2% response rate (+5.4% margin of error with a 95% confidence level). The following summarizes their answers.

### Question 1

What size is your fleet?

Answer Options	Response Percent	Response Count
1-5 vehicles	35.7%	97
6-9 vehicles	21.0%	57
10-19 vehicles	20.6%	56
20-50 vehicles	15.4%	42
51-100 vehicles	3.7%	10
100+ vehicles	3.7%	10
<b><i>answered question</i></b>		<b>272</b>
<b><i>skipped question</i></b>		<b>1</b>

### Question 2

What method best describes the tools used to communicate with your chauffeurs? (Select all that apply)

Answer Options	Response Percent	Response Count
Two-way radio	34.1%	93
Cellular phone	81.7%	223
PDA/Blackberry	20.5%	56
GPS	15.0%	41
Computer dispatch system	16.8%	46
<b><i>answered question</i></b>		<b>273</b>
<b><i>skipped question</i></b>		<b>0</b>

**Question 3****In which cities/states do you regularly operate?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count*</b>
Alabama	0.4%	2
Alaska	0.4%	2
Arizona	1.8%	8
Arkansas	0.2%	1
California	8.5%	37
Colorado	2.9%	13
Connecticut	5.8%	25
Delaware	1.1%	5
District of Columbia	3.2%	14
Florida	4.3%	19
Georgia	1.6%	7
Hawaii	0.7%	3
Idaho	0.0%	0
Illinois	4.5%	20
Indiana	1.4%	6
Iowa	0.9%	4
Kansas	0.4%	2
Kentucky	0.7%	3
Louisiana	0.2%	1
Maine	1.4%	6
Maryland	3.4%	15
Massachusetts	5.2%	23
Michigan	2.7%	12
Minnesota	1.8%	8
Mississippi	0.0%	0
Missouri	1.4%	6
Montana	0.2%	1
Nebraska	0.2%	1

Nevada	0.4%	2
New Hampshire	2.3%	10
New Jersey	5.8%	25
New Mexico	0.2%	1
New York	10.3%	45
North Carolina	2.3%	10
North Dakota	0.0%	0
Ohio	1.6%	7
Oklahoma	0.4%	2
Oregon	0.4%	2
Pennsylvania	4.5%	20
Rhode Island	1.6%	7
South Carolina	1.4%	6
South Dakota	0.2%	1
Tennessee	0.4%	2
Texas	2.3%	10
Utah	0.2%	1
Vermont	1.8%	8
Virginia	3.2%	14
Washington	2.0%	9
West Virginia	0.0%	0
Wisconsin	2.5%	11
Wyoming	0.2%	1
All	0.7%	3
<b><i>answered question</i></b>		<b>267</b>
<b><i>skipped question</i></b>		<b>6</b>

\* Some respondents reported multiple locations. All answers – 441 total – are included.

**Question 4****Does the city in which you operate have a:**

<b>Answer Options</b>	<b>Yes</b>	<b>No</b>	<b>Not Sure</b>	<b>Response Count</b>
Ban on hand-held cell phone use while driving?	126	137	6	269
Ban on texting while driving?	148	95	25	268
Ban on Bluetooth/wireless devices while driving	8	231	19	258
<b><i>answered question</i></b>				<b>271</b>
<b><i>skipped question</i></b>				<b>2</b>

**Question 5****Does your company have a policy against using a hand-held phone while driving?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	58.0%	156
No	42.0%	113
<b><i>answered question</i></b>		<b>269</b>
<b><i>skipped question</i></b>		<b>4</b>

**Question 6****Does your company have a policy against using a hands-free cell phone while driving?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	17.0%	46
No	83.0%	225
<b><i>answered question</i></b>		<b>271</b>
<b><i>skipped question</i></b>		<b>2</b>

**Question 7****Does your company have a policy against texting while driving?**

Answer Options	Response Percent	Response Count
Yes	78.0%	213
No	22.0%	60
<b><i>answered question</i></b>		<b>273</b>
<b><i>skipped question</i></b>		<b>0</b>

**Question 8****While operating a vehicle in the past 30 days, how often have your chauffeurs:**

Answer Options	Regularly	Sometimes	Rarely	Just once	Never	Response Count
Used two-way radios?	78	22	7	1	147	255
Spoken on the phone?	141	73	45	0	10	269
Texted?	12	32	47	3	157	251
Utilized a PDA/Blackberry?	33	36	45	3	132	249
Utilized a GPS?	136	66	16	0	40	258
Utilized a dispatch system?	48	16	19	2	158	243
<b><i>answered question</i></b>						<b>271</b>
<b><i>skipped question</i></b>						<b>2</b>

**Question 9****If you have dispatch or base-to-mobile systems in your vehicles OTHER THAN cell phone and PDAs, what is the average or approximate cost of those systems per vehicle?**

Answer Options	Response Count
Average monthly cost/vehicle	\$74.35
<b><i>answered question</i></b>	<b>62</b>
<b><i>skipped question</i></b>	<b>211</b>

### Question 10

Legislation pending in the United States Congress would require states to enact laws to prohibit motor vehicle operators from texting or using a hand-held mobile telephone. Similar regulations may be issued by the United States Department of Transportation. What best describes your position on these provisions?

Answer Options	Response Percent	Response Count
Support	37.9%	102
Oppose	26.8%	72
Would not impact	5.2%	14
Need more information	30.1%	81
<b><i>answered question</i></b>		<b>269</b>
<b><i>skipped question</i></b>		<b>4</b>

### Question 11

What technological activities, (e.g. GPS or wireless communication devices used as part of a dispatch system), if banned, would prevent you from efficiently and safely providing prearranged ground transportation services? NOTE – Only a ban on texting and using a hand-held mobile telephone is being seriously considered on the federal level.

Answer Options	Response Percent	Response Count*
GPS	27.1%	51
Texting	3.2%	6
Hand-held	18.6%	35
2-way radio/Nextel	17.0%	32
Hands-free/Bluetooth/Wireless	20.8%	39
None	13.3%	25

\* There were 188 responses that actually answered the question posed. Some respondents named multiple activities/devices – all of which are included.