

2017 Illinois Traveler Opinion Survey

Report prepared by the Survey Research Office,

Center for State Policy & Leadership

University of Illinois Springfield

for

Illinois Department of Transportation

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**Survey
Research
Office**

**ILLINOIS
SPRINGFIELD**

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Project Overview

The 2017 Illinois Traveler Opinion Survey is the most recent iteration in a long-running project conducted by the University of Illinois Springfield Office for the Illinois Department of Transportation (IDOT) which dates to 2001.¹ The project methodology has changed considerably since that time. For instance, the survey was exclusively an address-based (ABS) mail survey with a web response option until 2015. In 2015, the survey used the same address-based methodology with a telephone component to increase response. In 2016, SRO worked with IDOT to transition the survey exclusively to an online panel and in 2017, included an “opt-in” response approach that allowed anyone to participate in the survey.

The project has changed over the years due to challenges facing survey research. While these challenges are too numerous to list, both coverage bias — the extent to which a sample adequately covers the target population — and nonresponse bias — the extent to which survey respondents differ from those who chose not to participate — necessitate using different strategies than in the past. The survey, initially designed as a mail survey, has in recent years seen a shift to other modes to help address these challenges.

The current survey uses an online panel design which relies on quotas to help achieve sample representativeness. The design aims to improve response among certain groups that are historically difficult to reach using traditional, probability-based methods. The online panel vendor Qualtrics uses quotas to ensure that these key groups are reached. Yet this design has its own limitations. Notably, it is limited to those who have volunteered to take the survey online and there may not be enough individuals willing to do so to meet quotas. The current design does ensure that, at least with reference to the characteristics for which there are quotas in place and where enough eligible respondents are willing to take the survey, the sample statistics are closer to population parameters. This is especially notable regarding young respondents who often do not take surveys administered using traditional methods.

A total of 1,794 respondents participated in the survey. Of these, 774 participated in the panel version developed by Qualtrics and 1,020 took participated in the opt-in survey. All data referred to in the current report is based on the panel data. A separate "topline" report with data from the opt-in survey is made available to IDOT.

¹ Prior to 2015, the survey was known as the Illinois Motorist Opinion Survey.

Project Methodology

In 2015, the UIS Survey Research Office (SRO) became a charter member of the American Association for Public Opinions Research's (AAPOR) Transparency Initiative. By joining, the SRO is supporting broader and more effective disclosure of research methods by all organizations. The Transparency Initiative provides formal public recognition by AAPOR of an organization's voluntary commitment to abide by the disclosure standards in the AAPOR Code of Professional Ethics and Practices, while benefiting the public by providing more information with which to evaluate the quality of individual surveys. As part of SRO's continued investment in this initiative, it has committed to providing a detailed methodological report of all of its survey projects. For more information on the Transparency Initiative, please visit <http://transparency.aapor.org/index.php/transparency/about>



Project Management

The Illinois Traveler Opinion Survey was conducted by the Survey Research Office for the Illinois Department of Transportation (IDOT). The project was overseen by Cindy Jones and Matthew Case, researcher managers at SRO under the guidance of IDOT's Office of Communications. The questionnaire was written collaboratively between researchers at SRO and IDOT staff.

Sample and Methodology

The sample comprises individuals who responded to a request to participate in a survey from the online survey provider Qualtrics. The survey required respondents to answer all of the questions in the survey. Respondents were deemed eligible to participate if they identified as a current Illinois resident 18 years of age or older. A total of 774 respondents took the survey from December 19, 2017 to February 6, 2018. In addition to the eligibility criteria just specified, the survey utilized quota cells based on Illinois population parameters. Quotas — developed from the demographic categories that were previously used to weight the final data — are based on IDOT district, gender, age, race, ethnicity and level of education. Table 1. (pg. 4) shows the population parameters and the survey statistics and n for each of these categories.

Probability-based surveys use a margin of sampling error as a measure of precision and can be used to give boundaries of acceptable estimates for the population. However, it is not possible to calculate a margin of sampling error² for the current survey because it is not possible to know the population from which the sample was drawn.

² This is sometimes called simply "margin of error."

Discussion

Table 1 (pg. 4) displays population parameters (quota targets), and the demographics of the final, sample. The table shows that the final sample is representative of Illinoisans in some ways but not in others. While the final sample is representative in terms of race and ethnicity, it is clearly not representative in terms of gender (69 percent female and 31 percent male in the sample versus 51 percent female and 49 percent male in Illinois). Also, on average, respondents in the sample are younger than individuals in Illinois. This was also the case with the 2016 survey, while surveys prior to this had samples overwhelmingly older than the target population.³

Representativeness with regards to education is mixed. Table 1 shows that while 12 percent of Illinoisans lack a high school diploma, only 7 percent of respondents indicate they have less than a high school diploma. This is a predictable finding as researchers often struggle to reach individuals with little formal education. Indeed, only three percent of respondents in both the 2015 and the 2016 surveys report having less than a high school diploma, so the seven percent reached in this current survey is a marked improvement. However, respondents are also less likely to have a college degree than Illinois residents. While 30 percent of Illinoisans have a college degree or greater, only 21 percent of the sample report having a college degree or greater.

The study is, however, representative among racial and ethnic lines. Nineteen percent of survey respondents identify as African American and 19 percent identify as Hispanic. These percentages are very close to the population parameters in Illinois (14 percent African American and 17 percent Hispanic).

As Table 1 shows, the sample also attempts to match population parameters to IDOT region. These regions, which comprise counties in Illinois, were used in the past as primary sampling units (PSUs). The current survey, by contrast, uses these regions as quota targets. As the table shows, the sample statistics are very close to the population values on each of the regions with the exception of District 7 (Effingham) and District 8 (Collinsville).

³ In 2015 only 2 percent of the unweighted sample indicated they were between the ages of 16-24 and 37 percent indicated they were between the ages of 60-74. Weighting procedures were employed to bring these numbers closer to Illinois population values.

Sample Demographics

Table 1. Demographics (percent)

Demographic	Population parameters (demographic quotas)	Sample statistic (<i>n</i>)
Gender		
Female	51	69 (536)
Male	49	30 (235)
Age		
16-24 years old ⁴	14	19 (147)
25-34 years old	14	19 (147)
35-44 years old	13	19 (147)
45-59 years old	21	28 (214)
60-74 years old	14	14 (108)
75 years or older	6	1.4 (11)
Race		
White	72	73 (564)
African American	14	19 (147)
Other	5	8 (63)
Ethnicity		
Hispanic	17	19 (148)
Non-Hispanic	83	81 (626)
Education		
Less than high school diploma	12	7 (53)
High school diploma or equivalent	27	38 (294)
Some college	31	35 (267)
College degree or greater	30	21 (160)
Region		
District 1- Schaumburg	≥60	56 (430)
District 2-Dixon	≥6	7 (57)
District 3- Ottawa	≥5	5 (42))
District 4- Peoria	≥4	6 (46)
District 5- Paris	≥5	5 (38)
District 6- Springfield	≥4	5 (41)
District 7- Effingham	≥1	5 (36)
District 8- Collinsville	≥3	9 (67)
District 9- Carbondale	≥2	2 (17)

⁴ Participation in the study is limited to individuals 18 years or older.

Maintaining Highways and Traffic Flow

The survey asks respondents nine questions pertaining to various aspects of Illinois roadways. Respondents are asked to evaluate these items on a four-point scale which ranges from “very good” to “very poor” with “good” and “poor” being the middle responses.⁵ Table 2 (pg. 6) shows that respondents are more likely to rate the items positively than negatively.

Just as in 2016, 2017 respondents are most positive regarding traffic signs, electronic message boards, and visibility of lane and shoulder (edge) paint stripes on highways. Over three quarters of respondents say these items are either “very good” or “good” in the 2017 survey. Respondents also evaluate the item “cleanliness of roadsides” positively (74 percent say this is either “very good” or “good”) as well as “landscaping and overall appearance of roadsides and medians” (72 percent say this is either “very good” or “good”). Indeed, responses are positive nearly across the board.

Respondents in the 2017 survey are less positive than those in the 2016 survey on each of the items. For instance, while 70 percent of respondents in 2016 provide a positive response to the item “roadside lighting and reflectors for visibility after dark and in bad weather,” this figure decreases by 6 percentage points to 64 percent in 2017. Similarly, positive responses to the item “timely removal of debris and dead animals from pavement,” decreased from 65 percent of respondents in 2016 to 61 percent in 2017.

⁵ Beginning in 2016, the survey used a different scale than it had in the past. Historically, that is from 2001 to 2015, the survey used a five point scale with the following values: “excellent,” “good,” “fair,” “poor,” and “very poor.” Survey Research Office researchers implemented a new scale because the older scale contained a midpoint response “fair” which was ambiguous (i.e. respondents might construe “fair” to mean “good” or they might construe it to mean “average.”) SRO researchers determined that this presents difficulties in interpreting results and removed this response choice. Additionally, the answer choice “excellent” in the previous scale is now “very good.” This change makes the scale more consistent. Similar changes to response choice have been implemented throughout the survey and will be noted in this report.

Table 2. Percent of respondents rating each item positively in 2016, 2015			
	2017 Results	2016 Results	Difference
	<i>% Very Good or Good</i>	<i>% Very Good or Good</i>	<i>2017 - 2016</i>
Traffic signs (directional signs, warning signs, and “miles to destination” signs)	84	86	-2
Electronic message boards to advise drivers of delays or construction areas	82	83	-1
Visibility of lane and shoulder (edge) paint stripes on highways	76	79	-3
Cleanliness of Roadsides	74	76	-2
Landscaping and overall appearance of roadsides and medians	72	74	-2
Roadside lighting and reflectors for visibility after dark and in bad weather	64	70	-6
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	67	69	-2
Snow and ice removal	65	68	-3
Timely removal of debris and dead animals from pavement	61	65	-4

Roads and Highways

A strength of the current survey is its ability to analyze responses by demographic groups. Tables 3 (pg. 8) and 4 (pg. 9) show the differences between these groups. In eight of the nine items, 18-34-year-old respondents are less positive in their responses, especially on the items “snow and ice removal,” “cleanliness of roadsides,” and “timely removal of debris,” where their responses are (16, 13, and 23 percent points respectively) lower than the respondents 60 years old or older. Conversely, older respondents (those ages 60+) are more likely to provide a positive response to the items “timely removal of debris” (77 percent) than those between 35 and 59 years of age (61 percent) or those between 18 and 34 years of age (54 percent).

When comparing responses by gender, women (72 percent) are more likely than men (59 percent) to provide a positive response to the item “timing of traffic signals.” This was also true in 2016. However, when looking at the items “roadside lighting and reflectors” and “timely removal of debris,” women are slightly less positive (63 percent and 60 percent respectively) than compared to their male counterparts (68 percent and 64 percent respectively).

The survey also finds other differences by demographic groups. When asked about landscaping, 75 percent of white respondents provided a positive response versus to 65 percent of nonwhite respondents. There were also differences with the items “cleanliness of roadsides” and “timely removal of debris,” where in both white respondents (76 percent and 63 percent, respectively) provided a more positive response compared to nonwhites (67 percent and 56 percent, respectively). There are also differences in item response by education level; those with a 4-year degree or greater are more likely to provide a positive response for the item “snow and ice removal” (73 percent) than those with less than a 4-year degree (63 percent), while those with less than a 4-year degree are more likely than those with a 4-year degree or higher to provide a positive response to the item “cleanliness of roadsides” (83 percent versus 74 percent). There are also a few noticeable differences in responses from respondents living in the city of Chicago, the suburbs, and elsewhere in Illinois. For the item “cleanliness of roadsides,” Chicago respondents are less positive (59 percent) than those living in the suburbs (78 percent) and elsewhere in the state (76 percent). Similarly, for the item “landscaping,” Chicago respondents are less positive (64 percent) than those living in the suburbs (78 percent) and elsewhere in the state (72 percent). There are no significant differences based on miles driven per year.

Table 3. Percent (*n*) providing a favorable response: Maintaining highways and traffic flow questions (1 of 2)

	Traffic signs	Electronic message boards	Visibility of lane and shoulder paint stripes	Cleanliness of roadsides	Landscaping
All respondents	84 (647)	82 (630)	76 (590)	74 (566)	72 (559)
Gender					
Male	83 (196)	83 (194)	75 (176)	71 (168)	72 (169)
Female	84 (450)	81 (435)	77 (412)	74 (396)	73 (390)
Age					
18-34 years old	77 (227)	76 (222)	73 (216)	65 (191)	66 (194)
35-59 years old	86 (310)	85 (307)	78 (281)	78 (282)	75 (272)
60 years old or older	92 (110)	85 (101)	78 (93)	78 (93)	78 (93)
Race					
White alone	85 (479)	82 (461)	76 (429)	76 (426)	75 (423)
Nonwhite	80 (169)	81 (169)	77 (161)	67 (140)	65 (136)
Education					
Less than 4-year degree	83 (511)	82 (503)	76 (469)	83 (448)	71 (437)
4-year degree or higher	85 (136)	79 (127)	76 (121)	74 (118)	76 (122)
Residence					
Chicago	80 (132)	80 (132)	77 (127)	59 (98)	64 (107)
Chicago Suburbs	84 (210)	84 (208)	74 (184)	78 (195)	78 (195)
Elsewhere	85 (305)	81 (290)	78 (279)	76 (273)	72 (257)
Miles Driven per Year					
<10,000 miles/year	83 (405)	81 (394)	77 (375)	71 (347)	72 (350)
>10,000 miles or more/ year	84 (242)	82 (236)	75 (215)	76 (219)	73 (209)
Survey Year					
2015	55	75	69	54	58
2016	86	83	79	76	74
2017	84	82	76	74	72

Table 4. Percent (*n*) providing a favorable response: Maintaining highways and traffic flow questions (2 of 2)

	Roadside lighting and reflectors	Timing of traffic signals	Snow and ice removal	Timely removal of debris
All respondents	64 (500)	67 (523)	65 (505)	61 (472)
Gender				
Male	68 (159)	59 (139)	66 (154)	64 (150)
Female	63 (340)	72 (383)	65 (350)	60 (322)
Age				
18-34 years old	67 (196)	65 (191)	58 (171)	54 (158)
35-59 years old	62 (224)	70 (251)	68 (246)	61 (222)
60 years old or older	67 (80)	68 (81)	74 (88)	77 (92)
Race				
White alone	64 (360)	67 (378)	66 (374)	63 (355)
Nonwhite	67 (140)	69 (145)	62 (131)	56 (117)
Education				
Less than 4-year degree	65 (399)	68 (419)	63 (389)	60 (367)
4-year degree or higher	63 (101)	65 (104)	73 (116)	66 (105)
Residence				
Chicago	69 (115)	68 (112)	60 (100)	59 (98)
Chicago Suburbs	63 (156)	66 (164)	62 (155)	63 (157)
Elsewhere	64 (229)	69 (247)	70 (250)	61 (217)
Miles Driven per Year				
<10,000 miles/year	65 (314)	68 (328)	67 (323)	61 (294)
>10,000 miles or more/year	65 (186)	68 (195)	63 (182)	62 (178)
Survey Year				
2015	49	55	56	49
2016	70	69	68	65
2017	64	67	65	61

Roads and Highways

Road Repair and Construction

The survey asks respondents five questions pertaining to road repair and construction. These items are presented below in table 5. Two items: “overall conditions of Illinois state highways (not tollways),” and “timeliness of repairs on interstate highways and non-interstate highways,” were added to the survey in 2016. Similar to the 2016 survey, respondents in the 2017 survey are more likely to provide a positive than a negative response for each of these items.

Respondents are most positive in their evaluations of “work zone signals to direct merging traffic and alert motorists to reduce speed;” 75 percent rate this item as either “very good” or “good.” Additionally, nearly seven in ten (69 percent) respondents evaluate the “overall conditions of Illinois state highways” positively and 58 percent provide a positive response on the item “ride quality and smoothness on interstate highways and non-interstate highways.” Respondents also provide positive responses regarding the items “the flow of traffic through work zones” (50 percent) and the “timeliness of repairs on interstate highways and non-interstate highways” (49 percent). It should be noted that though these two items are less likely to receive positive responses than compared to the other items, the positive responses for both increased slightly for 2017.

Table 5. Percentage of respondents rating each item positively in 2016 and 2017

	2017 Results	2016 Results	Difference
	<i>% Very Good or Good</i>	<i>% Very Good or Good</i>	<i>2017 - 2016</i>
Work zone signals to direct merging traffic and alert motorists to reduce speed	75	76	+1
Overall conditions of Illinois state highways (not tollways)	69	69	0
Ride quality and smoothness of pavement on interstate highways and on non-interstate highways	58	60	+2
The flow of traffic through work zones	50	48	-2
Timeliness of repairs on interstate highways and non-interstate highways	49	46	-3

Roads and Highways

Table 6 (pg. 13) illustrates the responses among selected demographic groups on the five questions in this section. There are some differences between respondents in each of the groups. For instance, female respondents are more positive concerning ride quality and smoothness than their male counterparts (59 percent versus 54 percent). Similarly, those with a 4-year degree or higher are more positive concerning “ride quality and smoothness” than those with less than a 4-year degree (62 percent versus 57 percent). When looking at the item, “flow of traffic through work zones,” 46 percent of nonwhite respondents report a positive response versus 52 percent for white respondents. For this same item there is also a difference among age groups; ages 18-34 are less positive regarding “flow of traffic through work zones” (43 percent) than those 35-59 years old (54 percent) or those 60 years or older (59 percent). When looking at other questions by age, there is also a difference in the item “work zone signals.” Here, the most positive responses are provided by respondents 35-59 years old (79 percent), followed by those ages 18-34 (69 percent), and those 60 years old or older (64 percent).

There are also differences noted in responses based on residency. Respondents living elsewhere in the state are more likely to respond that work zone signals are “good” or “very good” (80 percent compared to 71 percent living in the city of Chicago and 72 percent living in the Chicago suburbs). Figure 1 (pg. 12) displays item response differences based on location. The figure shows that while responses differ for each item, there is no discernable pattern (i.e. no one group is uniformly more or less positive than other groups). This makes sense as individuals living outside of the Chicago area are significantly more positive (61 percent “very good” or “good”) than those living in Chicago (43 percent) and the Chicago suburbs (41 percent) regarding the flow of traffic. As there is simply less traffic outside of Chicago, it is not surprising that respondents would be more positive about traffic flow.

Figure 2 (pg. 12) displays item response differences based on miles driven per year. Respondents who report driving less than 10,000 miles per year are slightly more positive on most aspects of road repair and construction than those who drove 10,000 miles or more per year. The biggest differences are on the items “overall conditions” and “timeliness of repairs.” Seventy percent of respondents who drive less than 10,000 miles per year feel overall conditions are “good” or “very good” in comparison to 67 percent of those who drive more than 10,000 miles per year. Likewise, 50 percent of those who drive less than 10,000 miles per year responded positively for “timeliness of repairs” compared to 47 percent of those who drive more than 10,000 miles per year.

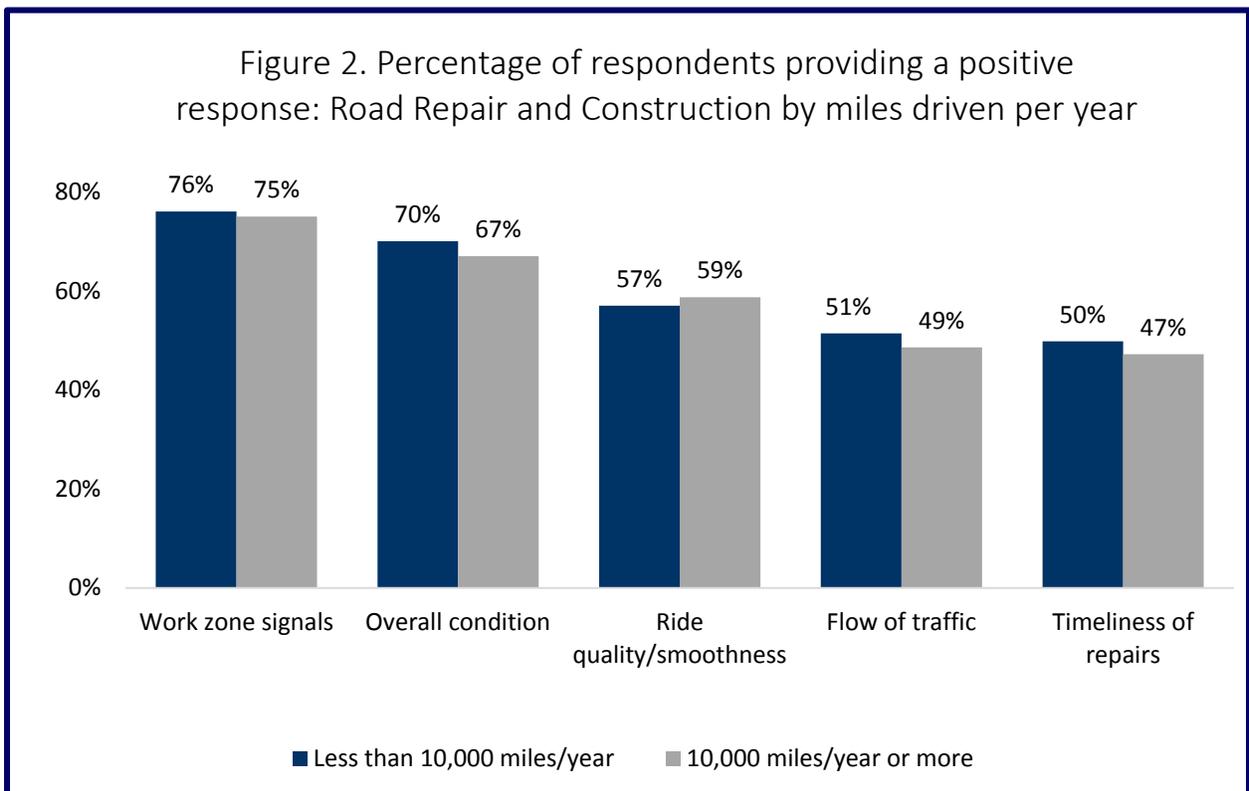
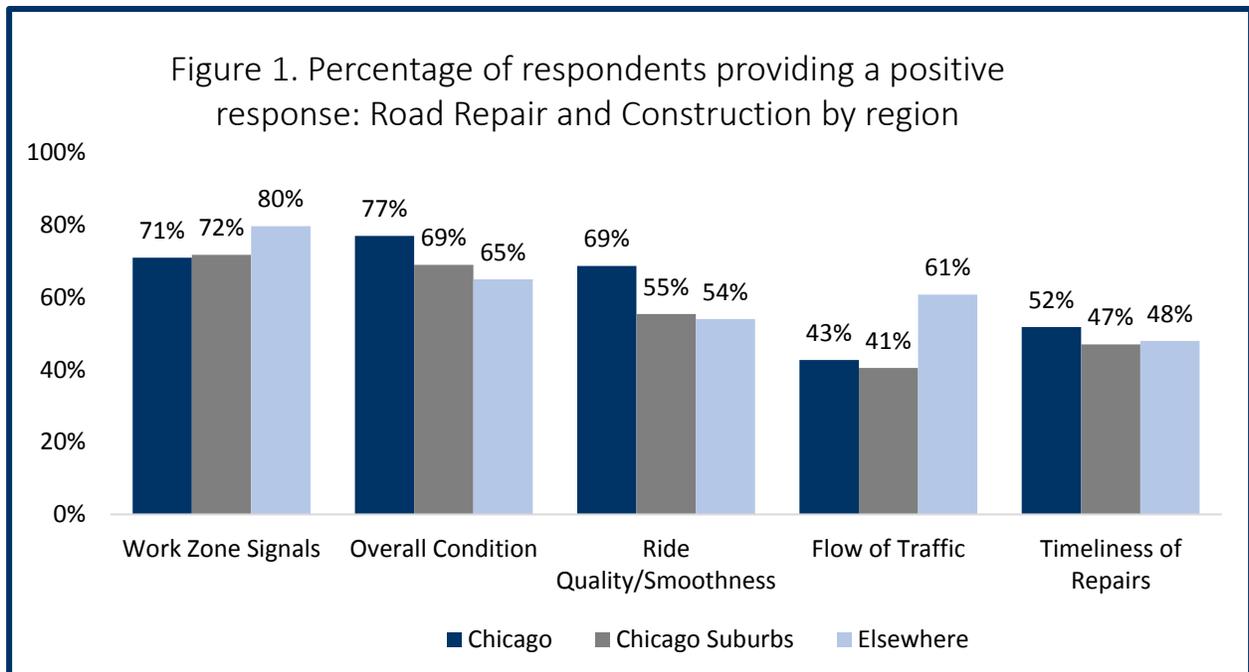


Table 6. Percent (*n*) providing a favorable response: Road repair and construction questions

	Work zone signals	Overall conditions	Ride quality/smoothness	Flow of traffic through work zones	Timeliness of repairs
All respondents	75 (583)	69 (533)	58 (446)	50 (390)	49 (378)
Gender					
Male	75 (176)	67 (155)	54 (128)	51 (120)	50 (117)
Female	75 (404)	70 (377)	59 (317)	50 (269)	49 (260)
Age					
18-34 years old	69 (203)	73 (215)	59 (172)	43 (126)	50 (147)
35-59 years old	79 (284)	65 (234)	57 (205)	54 (194)	47 (172)
60 years old or older	64 (96)	70 (83)	58 (69)	59 (70)	50 (59)
Race					
White alone	76 (430)	68 (384)	57 (320)	52 (293)	48 (237)
Nonwhite	73 (153)	71 (149)	60 (126)	46 (97)	50 (105)
Education					
Less than 4-year degree	76 (468)	69 (421)	57 (347)	53 (323)	48 (295)
4-year degree or higher	72 (115)	70 (112)	62 (99)	42 (67)	52 (83)
Residence					
Chicago	71 (118)	77 (128)	69 (114)	43 (71)	52 (86)
Chicago Suburbs	72 (179)	69 (172)	55 (138)	41 (101)	47 (117)
Elsewhere	80 (286)	65 (233)	54 (194)	61 (390)	49 (175)
Miles Driven per Year					
Less than 10,000 miles/year	76 (368)	70 (340)	57 (277)	51 (368)	50 (242)
10,000 miles or more/ year	75 (215)	67 (193)	59 (169)	49 (140)	47 (136)
Survey Year					
2015	69	-	32	35	-
2016	76	69	60	48	46
2017	75	69	58	50	49

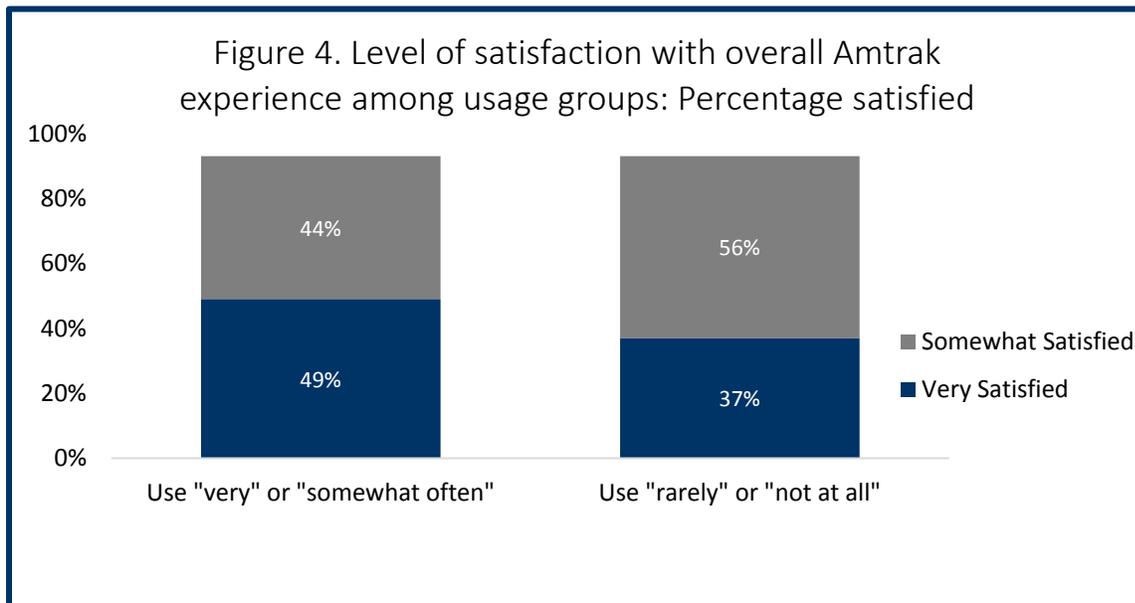
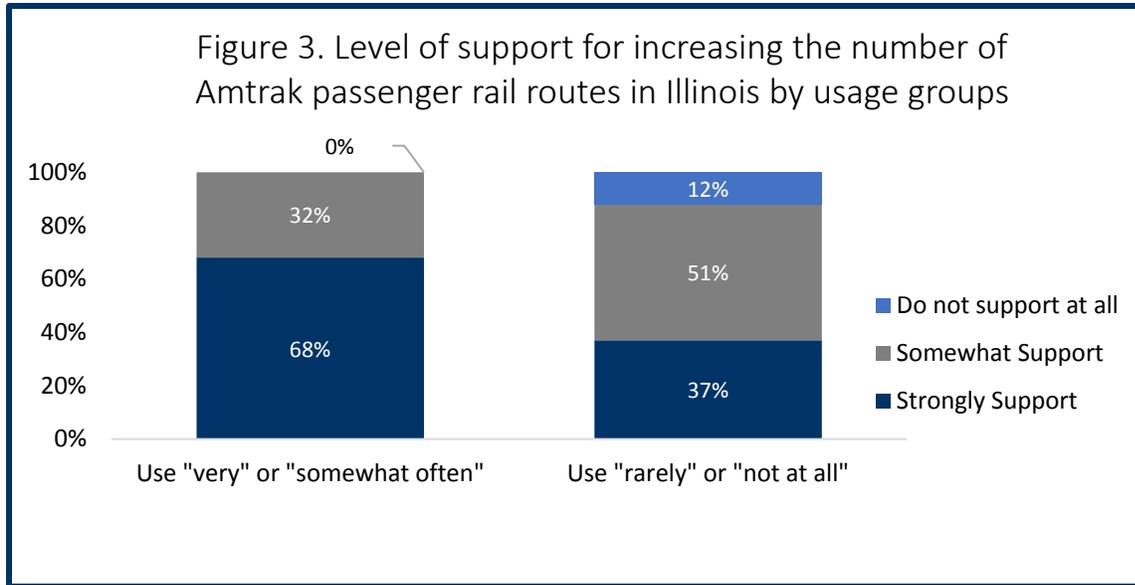
Passenger Rail

The section on passenger rail has changed slightly from the 2016 survey. The "passenger rail" questions aim to further understand passenger rail use in Illinois via Amtrak. The questions asked respondents about their support for Amtrak passenger rail, their usage of Amtrak passenger rail, satisfaction concerning passenger rail use (if applicable), and whether they support increasing the number of passenger rail routes available.

Support for Amtrak

A large majority of respondents (91 percent) indicate that they either "strongly support" or "somewhat support" Amtrak passenger rail routes in Illinois. This is down three percent from 2016. Additionally, 88 percent say they support increasing the number of routes in Illinois (39 percent "strongly support" and 49 percent "somewhat support"). This is down from the 92 percent of respondents in the 2016 survey who reported supporting increasing the number of routes. When asked how often they use Amtrak passenger rail routes in Illinois, most respondents indicated that they used passenger rail routes infrequently. Thirty-nine percent say they use these routes "never," whereas an additional 39 percent say they "rarely" use rail routes (39 percent). Only 22 percent of respondents report using rail routes "very often" or "somewhat often."

To examine the differences in support among those that indicated using passenger rail routes frequently and those who did not, those who said they use rail routes "very often" or "somewhat often" were included in one comparison group while those who report using routes "rarely" or "never" were included in a second group. Among those who used rail more often, 68 percent "strongly support" increasing the number of Amtrak passenger rail routes while only 37 percent of those who use rail routes infrequently or not at all support increasing the number of Amtrak passenger rail routes (see figure 3, pg. 15). However, when we look at the same item and the response "somewhat support," 32 percent of those who said they use rail routes "very often" or "somewhat often" respond they "somewhat support" increasing the number of Amtrak passenger rail routes compared to 51 percent for those who use rail routes infrequently or not at all.



Level of satisfaction with overall Amtrak experience

When asked about their overall satisfaction with the Amtrak experience, 93 percent of respondents indicated that they felt satisfied with their passenger rail experience. The most frequent response was “somewhat satisfied” (52 percent), and the second most frequent response was “very satisfied” (41 percent).

As seen in Figure 4 on page 15, the frequency with which a passenger rides Amtrak seems to have an impact on whether passengers indicated they were “very satisfied” or “somewhat satisfied” with their passenger rail experience. Among those who use Amtrak rail “very” or “somewhat often,” 49 percent of respondents feel “very satisfied” and 44 percent of respondents feel “somewhat satisfied.” However, among those who used passenger rail infrequently, only 37 percent reported feeling “very satisfied” with their overall experience, while 56 percent reported feeling “somewhat satisfied.”

Reason for Infrequent Use

When respondents were asked to report why they did not use state supported passenger rail frequently, responses were varied. Among those who do not use state supported passenger rail frequently, 45 percent noted that it was because they preferred to drive. Twenty-one percent of respondents noted that they lacked access to passenger rail services, and 18 percent noted that the cost of passenger rail reduced their usage.).

Table 7. Percent (*n*) of respondents indicating that _____ is the reason for not using Amtrak state supported passenger rail regularly (1 of 2)

	Inconvenience of Scheduled Times	Service Delays/Not Timely	Lack of Access	Cost	Safety
All respondents	10 (74)	7 (57)	21 (160)	18 (137)	6 (43)
Gender					
Male	13 (31)	8 (18)	21 (50)	15 (35)	6 (13)
Female	8 (43)	7 (39)	21 (110)	19 (100)	6 (30)
Age					
18-34 years old	11 (33)	11 (32)	16 (48)	22 (65)	8 (22)
35-59 years old	8 (28)	4 (16)	25 (90)	14 (50)	4 (16)
60 years old or older	11 (13)	8 (9)	19 (22)	19 (22)	4 (5)
Race					
White alone	9 (51)	7 (38)	22 (123)	16 (89)	5 (30)
Nonwhite	11 (23)	9 (19)	18 (37)	23 (48)	6 (13)
Education					
Less than 4-year degree	8 (51)	7 (40)	21 (128)	18 (109)	5 (33)
4-year degree or higher	14 (23)	11 (17)	20 (32)	18 (28)	6 (10)
Residence					
Chicago	13 (22)	8 (14)	17 (28)	20 (33)	7 (12)
Chicago Suburbs	10 (25)	7 (17)	16 (40)	20 (49)	6 (14)
Elsewhere	8 (27)	7 (26)	26 (92)	15 (55)	5 (17)
Miles Driven per Year					
Less than 10,000 miles/year	9 (44)	8 (39)	19 (93)	20 (97)	6 (31)
10,000 miles or more/year	10 (30)	6 (18)	23 (67)	14 (40)	4 (12)

Table 8. Percent (*n*) of respondents indicating that ____ is the reason for not using Amtrak state supported passenger rail regularly (2 of 2)

	Cleanliness	Prefer to Drive	Other	Use Amtrak Regularly
All respondents	5 (36)	45 (349)	10 (80)	7 (57)
Gender				
Male	4 (9)	44 (104)	10 (23)	6 (23)
Female	5 (27)	46 (245)	11 (57)	8 (57)
Age				
18-34 years old	7 (21)	42 (124)	9 (25)	9 (27)
35-59 years old	3 (11)	46 (165)	11(38)	8 (27)
60 years old or older	3 (4)	50 (60)	14 (17)	3 (3)
Race				
White alone	3 (17)	49 (276)	9 (53)	6 (32)
Nonwhite	9 (19)	35 (73)	13 (27)	12 (25)
Education				
Less than 4-year degree	4 (27)	45 (277)	11 (67)	7 (44)
4-year degree or higher	6 (9)	45 (72)	8 (13)	8 (13)
Residence				
Chicago	7 (11)	36 (60)	12 (20)	10 (16)
Chicago Suburbs	6 (14)	52 (130)	8 (21)	8 (19)
Elsewhere	3 (11)	44 (159)	11 (39)	6 (22)
Miles Driven per Year				
Less than 10,000 miles/year	6 (28)	40 (195)	14 (68)	7 (33)
10,000 miles or more/ year	3 (8)	54 (154)	4 (12)	8 (24)

Support for public transportation

The vast majority of survey respondents (93 percent) support IDOT contributions to public transportation systems in Illinois. In fact, 44 percent say they strongly support IDOT contributions to the building, maintenance, and operation of public transportation systems and 49 percent say they somewhat support these contributions. Only seven percent of those surveyed indicate they do not support IDOT contributions at all.

In the survey, most respondents say they are in favor of significantly or modestly expanding current levels of public transportation access in Illinois (70 percent), while only a small minority believe current levels of public transportation access should be reduced (three percent).

Public transportation use

The majority of survey respondents do not regularly use public transportation. Only eleven percent of respondents report using public transportation daily or almost daily while 18 percent report using it once or twice a week. Two out of five respondents (41 percent) report using public transportation once a month or less and 29 percent of respondents say they never use public transportation. While frequent use overall is low (eleven percent), some populations are much more likely to use public transportation than others. For instance, half (50 percent) of nonwhite respondents report using public transportation at least once per week, compared to 22 percent of white respondents. Furthermore, 44 percent of respondents in the 18-34 age group report using public transportation at least once per week compared to 23 percent in the 35-59 age group and just 14 percent in the 60+ age group.

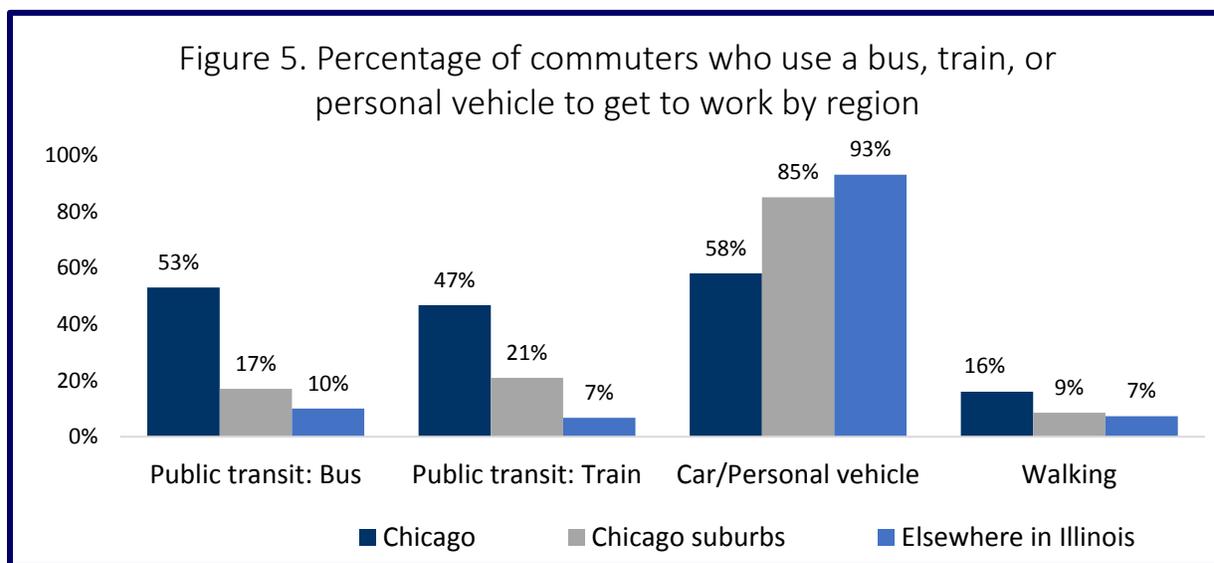
Men in the survey are more frequent users of public transportation than women. When looking at those who report using public transportation at least once per week, female respondents report at a slightly lower rate (29 percent) than male respondents (32 percent). Location also plays a large role in whether individuals use public transportation. Not surprisingly, respondents who live in Chicago are most likely to use public transportation often. In fact, two thirds (66 percent) of Chicago respondents report public transportation use of once a week or more, compared to 24 percent of respondents in the Chicago suburbs and 17 percent of respondents living elsewhere in Illinois.

Mode of transportation

The survey asked respondents a multiple response question regarding which transportation they use to get to work. Fifty percent of respondents report that they commute to work in some way — either by bus, train, car or personal vehicle, or by walking. For those who report commuting, the most popular way to get to work is a car or other personal vehicle (81 percent). Lesser percentages indicate using other methods of transportation to get to work. For instance, 24 percent of respondents say they take a bus to get to work, and twenty-two percent say they take a train. Even smaller percentages indicate walking to work (ten percent), taking the Amtrak or Greyhound (four percent), and biking to work (three percent).

As shown in figure 5 below, respondents living in Chicago are more likely to indicate that they commute to work using public transportation than their counterparts in the Chicago suburbs and elsewhere in Illinois; 53 percent of respondents in Chicago indicate they take a bus to commute to work and 47 percent indicate they take a train. This compares to 17 percent of respondents in the Chicago suburbs who take a bus and 21 percent who take a train. Chicago respondents are nearly twice as likely as those in the suburbs to report walking to work (16 percent versus nine percent respectively). This is a decrease compared to when the survey was distributed last. In 2016, 23 percent of Chicago respondents reported walking to work. Respondents outside of the Chicago metro area are even less likely to reporting walking as a mode of transportation (seven percent).

Respondents living outside of the Chicago area are even less likely to indicate using public transportation. For these respondents only ten percent report taking a bus and seven percent report taking a train to get to work. Additionally, Chicago respondents are nearly twice as likely as those in the suburbs to report walking to work (16 percent versus nine percent respectively). This is a decrease compared to when the survey was distributed last. In 2016, 23 percent of Chicago respondents reported walking to work. Respondents outside of the Chicago metro area are even less likely to reporting walking as a mode of transportation (seven percent).



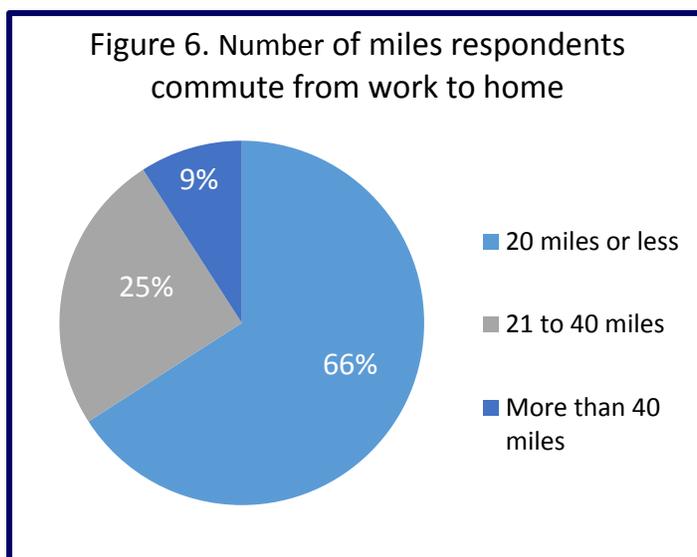
Commuting

Respondents differ in their mode of transportation by other factors in addition to location. For instance, nonwhite respondents are more likely to indicate taking a bus (46 percent) than white respondents (14 percent). Nonwhite respondents are also more than twice as likely to report taking a train (38 percent) than white respondents (15 percent). Some of this variation is due to the fact that nonwhite respondents are far more likely to report living in the city of Chicago (44 percent) than white respondents (13 percent) and therefore more likely to live in areas where taking public transportation is the norm. The fact that white respondents are more likely to have a current driver's license may also play a role. A majority of respondents have a current Illinois driver's license. However, a larger majority of white respondents (87 percent) report having one than nonwhite respondents (74 percent).

Respondents differ in the transportation they use to get to work based on other factors as well, though these differences are not as pronounced as those based on location and race. For instance, respondents with a four-year degree are less likely to report taking the bus (18 percent) than those with less than a four-year degree (26 percent). While the 2016 report showed that more respondents with a 4-year degree reported taking the train than those that do not have a 4-year degree, this is not the case for 2017. Nineteen percent of respondents with a 4-year degree report taking the train compared to 24 percent of those without a degree. The survey results also finds that younger individuals (18-34) are more likely to indicate walking to work compared to older individuals. While 15 percent of respondents ages 18-34 report walking to work, only seven percent of respondents 35-59 and three percent of respondents 60+ report walking to work.

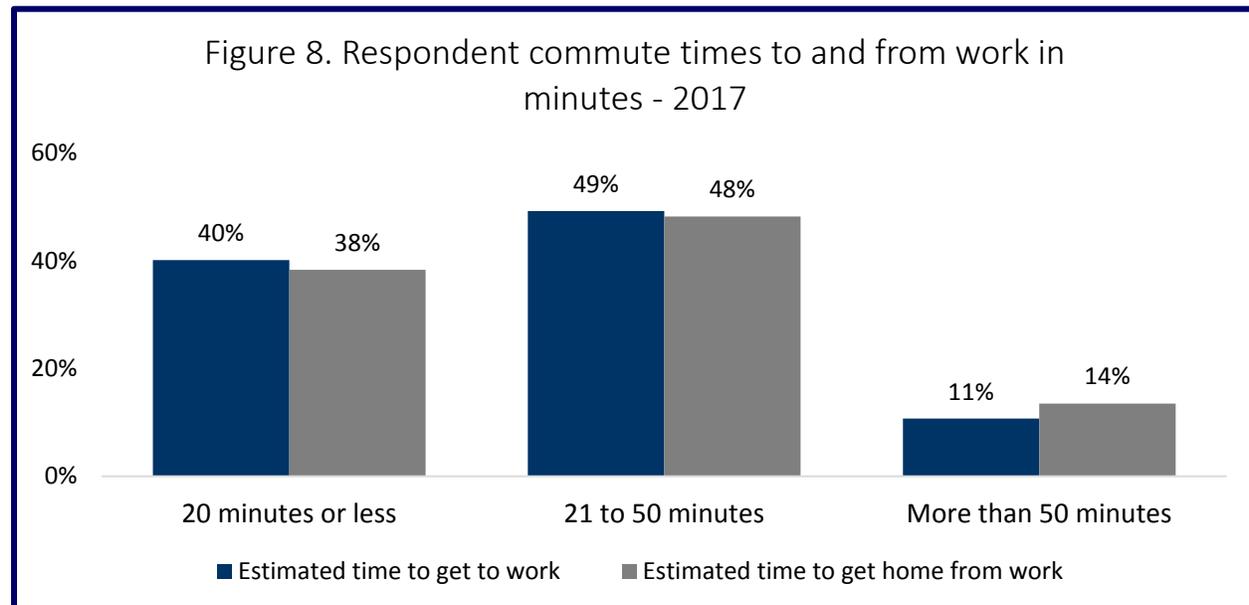
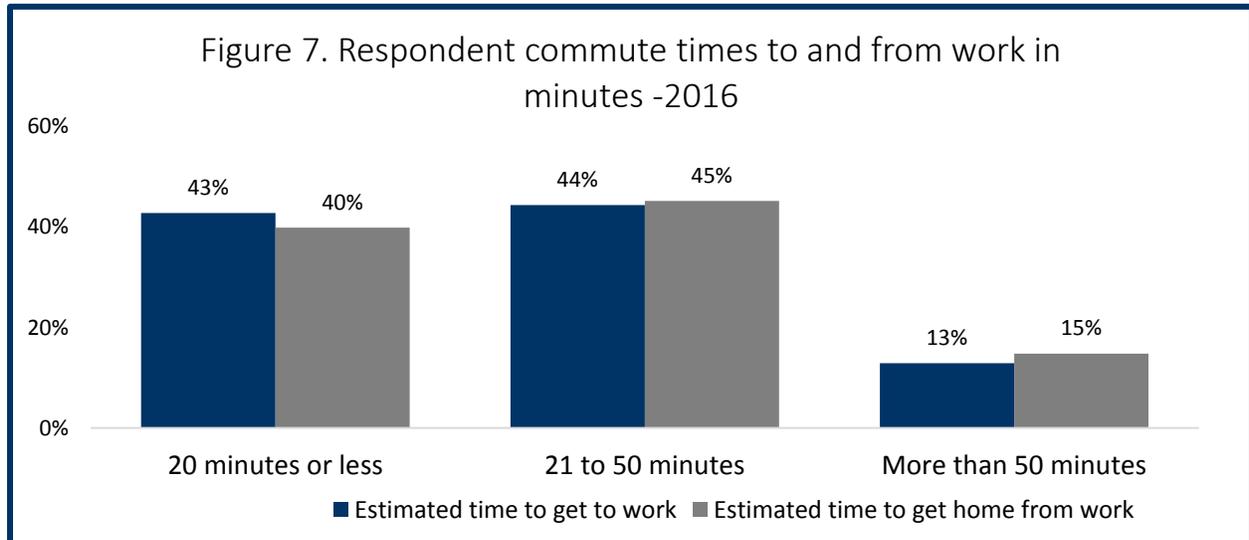
Commute length and duration

A majority of survey respondents (66 percent) report that the number of miles between their work and home is 20 miles or less, a quarter (25 percent) report that their commute is between 21 and 40 miles, and just nine percent report their commute is more than 40 miles. Perhaps unsurprisingly, respondents living in the city of Chicago are more likely to report that the distance from their home to work is 20 miles or less (69 percent) than those in the Chicago suburbs (60 percent) and those living elsewhere in the state (64 percent). Somewhat more surprisingly is the finding that women are more likely to report driving less than twenty miles to work (68 percent) than men (63 percent). However, both male and female respondents report driving more than 40 miles to work at the same rate (9 percent).



Commuting

The survey asked respondents to estimate the number of minutes it takes to get to and from work. A plurality of respondents say that it takes them between 21 and 50 minutes to get to work (49 percent). Two out of five (40 percent) report it takes them 20 minutes or less to get to work, and a much smaller percentage say it takes them more than 50 minutes to get to work (11 percent). The survey finds similar numbers regarding the trip back home from work: 48 percent estimate the trip to take between 21 and 50 minutes, 38 percent say it is 20 minutes or less, and 14 percent say it takes them more than 50 minutes to get back home from work. As seen in Figures 7 and 8, 2017 findings are consistent with findings from the 2016 survey.



Commute Predictability and variability

Respondents in Chicago are slightly more likely than those living in the Chicago suburbs or elsewhere in the state to have the longest commute to work; 14 percent of those who live in Chicago say that it takes 50 minutes or more to get to work compared to 12 percent in the suburbs and seven percent elsewhere in the state. The survey finds that white respondents and nonwhite respondents are equally likely to have a commute of twenty minutes or less (40 percent). Nonwhites are more likely to have a commute of more than 50 minutes (15 percent) than white respondents (9 percent) despite the fact that many of these respondents live in urban areas. Middle aged respondents are the least likely to have a commute of 50 minutes or more; just nine percent of respondents ages 35-59 have a commute that length compared to 12 percent for those ages 18-34 and 14 percent for those ages 60 or older. This is different from last year's survey, where 18-34 year old respondents were the least likely to have a long commute.

Most respondents in the survey indicate their commute is predictable. Indeed, 90 percent of respondents indicate their commute is either very or somewhat predictable. Furthermore, respondents do not tend to see much variance in their commute times. When asked about how many times per month their commute is longer than their average commute, a plurality of respondents (43 percent) say this occurs about once or twice a month and 38 percent say this happens three or four times a month. Only five percent say that their commute is longer than average eight or more times a month.

However, white respondents have a more predictable commute than nonwhite respondents. Whereas 45 percent of white respondents say their commute is "very predictable" only 33 percent of nonwhite respondents say this. Location also plays a large role in the predictability of respondents' commutes; respondents living in Chicago (26 percent) and the Chicago suburbs (36 percent) are less likely to say that their commute is "very predictable" than those living elsewhere in the state (56 percent). Regarding times when commutes are longer than average, those living elsewhere in the state are much more likely to say that this occurs between once or twice a month (57 percent) than those in Chicago (27 percent) and the Chicago suburbs (37 percent).

Traveler Services

This section presents the results from respondents' rating of traveler services such as rest areas and informational materials about travelling in Illinois which are available to general public.

Importance of Rest Areas

The survey results show that the majority of respondents (78 percent) feel that rest areas on highways are important to them. The table below presents the percentage of respondents by demographic groups who responded with a "yes" to the question: "Are rest areas important to you?" As the table shows, respondents in the 35-59 age cohort and those in the 60+ age cohort are particularly likely to agree that rest areas are important to them (81 percent and 80 percent respectively). However, as table 9 displays, sizeable majorities of all demographic groups analyzed are likely to report that rest areas are important to them. Additionally, responses for 2017 are slightly more positive than responses from the 2016 survey.

Table 9. Importance of rest areas by demographics

	Percent of people who agreed 2017	Percent of people who agreed 2016	Difference (2017-2016)
All respondents	78	74	-4
Age			
18-34	72	69	-3
35-59	81	77	-4
60+	80	79	-1
Education			
Less than 4 years	79	74	-5
4 year degree or More	73	74	+1
Race			
White	79	74	-5
Non- White	75	74	-1
Gender			
Male	76	71	-5
Female	78	77	-1
Residence			
Chicago	77	71	-6
Chicago Suburbs	76	70	-6
Elsewhere	79	80	+1
Miles Driven			
Less than 10,000 miles / year	78	74	-4
10,000 miles or more/ year	77	74	-3

Rest Area Utilization

The study also examined rest area use in Illinois and in other states. Percentages of those who report using rest areas often are displayed in table 10. Respondents report using rest areas in other states less often than in Illinois but this difference is quite small. There is very little variation among demographic groups as well. Respondents age 18-34 and 60 plus (47 percent and 55 percent, respectively) are more likely to use rest areas in Illinois than those in other states (43 percent and 50 percent, respectively).

Table 10. Percent of people who use rest areas very or somewhat often in _____

	Illinois	Other states
All Respondents	49 (377)	47 (366)
Age		
18-34	47 (139)	43 (126)
35-59	48 (173)	50 (181)
60+	55 (65)	50 (57)
Education		
Less than 4 years	48 (294)	46 (283)
4 year degree or More	52 (83)	52 (83)
Race		
White	50 (281)	48 (271)
Non- White	46 (96)	45 (95)
Gender		
Male	52 (122)	51 (119)
Female	47 (253)	46 (245)
Residence		
Chicago	45 (74)	44 (70)
Chicago Suburbs	47 (117)	44 (109)
Elsewhere	52 (186)	51 (184)
Miles Driven		
Less than 10,000 miles / year	44 (214)	42 (201)
10,000 miles or more/ year	57 (163)	57 (165)

Rest Area Quality

Respondents were also asked to rate the cleanliness and safety of rest areas in Illinois. Regarding these measures, the survey found that a majority of respondents indicate that rest areas in Illinois are both clean and safe. However, respondents are less positive in their evaluation of rest area cleanliness and safety in 2017 than they were in 2016 (see figure 9).

The bulk of respondents, on average, answered positively to statements regarding both the cleanliness (73 percent) and safety (71 percent) of rest areas. Table 11 (pg. 27) shows the percentage of respondents by demographics who rate the cleanliness and safety of rest areas as “good” or “very good.” Respondents 60 and older are more likely to have a positive response on cleanliness and safety (78 percent and 75 percent, respectively) than their younger counterparts, while white respondents are much more likely to have a positive response on cleanliness and safety (76 percent and 73 percent, respectively) than nonwhite respondents (64 percent and 67 percent, respectively). Likewise, respondents who drive 10,000 miles or more per year are more likely to have a positive response on cleanliness and safety (77 percent and 76 percent, respectively) than those who drive less than 10,000 per year (70 percent and 69 percent, respectively).

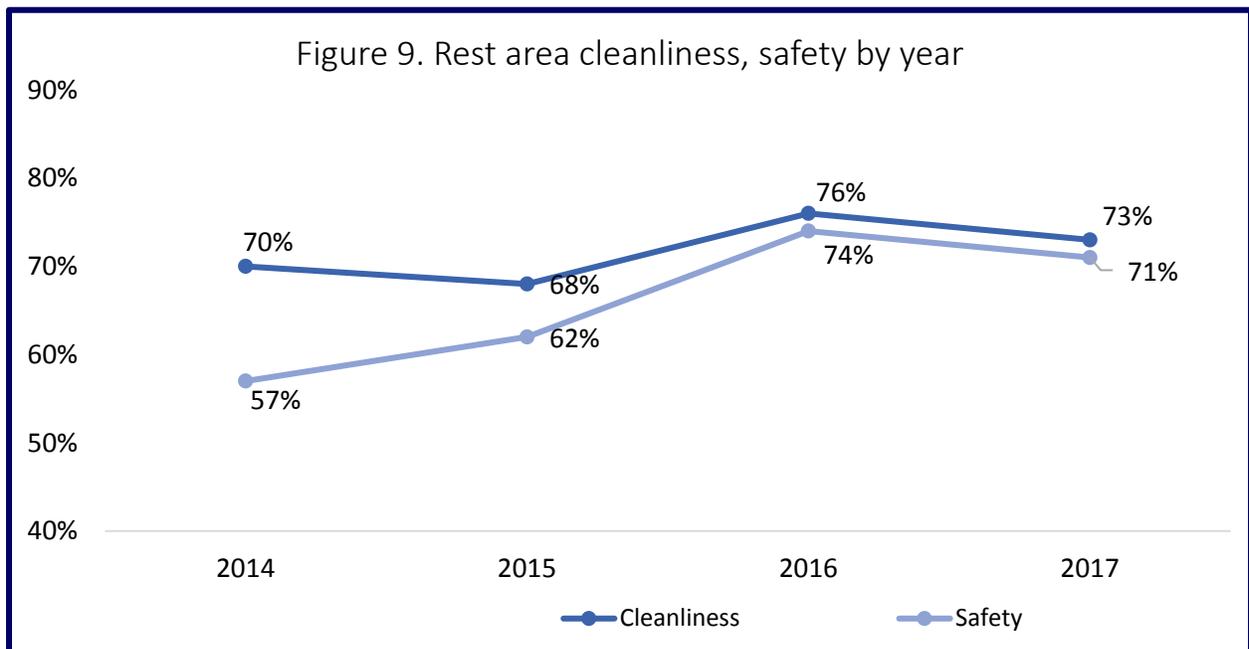


Table 11. Percentage of people who rated the cleanliness, safety of rest areas “good” or “very good”

	Cleanliness of rest areas	Safety of rest areas
All respondents	73 (562)	71 (552)
Age		
18-34	65 (190)	69 (203)
35-59	77 (279)	72 (260)
60+	78 (93)	75 (89)
Education		
Less than 4 years	74 (452)	72 (441)
4-year degree or More	69 (110)	69 (111)
Race		
White	76 (427)	73 (411)
Non- White	64 (135)	67 (141)
Gender		
Male	73 (172)	73 (171)
Female	73 (389)	71 (379)
Residence		
Chicago	63 (104)	66 (109)
Chicago Suburbs	76 (188)	73 (182)
Elsewhere	75 (270)	73 (261)
Miles Driven		
Less than 10,000 miles / year	70 (339)	69 (333)
10,000 miles or more/ year	77 (223)	76 (219)

Awareness and Use of IDOT websites

As table 12 shows, individuals in the 35-59 age cohort are the most likely to report having visited IDOT’s website (47 percent). By contrast, those in the 18-34 age group are least likely to report having visited the website (33 percent). There are some differences by education as well; a little over half (51 percent) of respondents with a four-year degree report having visited the website compared to 39 percent with less than a four-year degree. Regarding other demographics, white respondents and male respondents are more likely to report having visited the website than their counterparts. Additionally, those who report driving more than 10,000 miles per year or more are far more likely (54 percent) than those who drive less than 10,000 miles per year (34 percent) to report having visited the website.

When asked to rate IDOT’s website, 64 percent of respondents overall rated the website as “good” or “very good” whereas 13 percent rated the website as “poor” or “very poor” and slightly less than a quarter (23 percent)

reported that they “don’t know” (see table 14 on pg. 31). Individuals in the 35-59 age cohort (67 percent) and in the 60+ age cohort (64 percent) are more likely than those 18-34 (60 percent) to rate the website positively.

In a multiple response question, the survey asks respondents what information they would be most likely to access on IDOT’s website. Table 13 on page 29 shows the results of this question. Respondents in the survey are most likely to mention visiting the website to find out about traffic and travel updates (50 percent), travel routes/maps (48 percent), and to obtain information on

Table 12. Percentage of people who have visited IDOT’s website by demographic groups

All respondents	41 (320)
Age	
18-34	33 (69)
35-59	47 (170)
60+	45 (54)
Education	
Less than 4 years	39 (239)
4-year degree or More	51 (81)
Race	
White	44 (247)
Non- White	35 (73)
Gender	
Male	45 (106)
Female	40 (213)
Residence	
Chicago	32 (53)
Chicago Suburbs	47 (116)
Elsewhere	42 (151)
Miles Driven	
Less than 10,000 miles / year	34 (166)
10,000 miles or more/ year	54 (154)

areas of construction (47 percent). Just 20 percent indicate they would be likely to access traffic safety tips. Only one percent provide some other response⁶ whereas 24 percent of respondents indicate they are not likely to access the website. The survey also finds that respondents who are 60 or older (96 percent) are more likely than those 18-34 and 35-59 (84 and 90 percent, respectively) to provide a positive response about the item “signs at highway exits for food, gas, etc.” Additionally, when looking at totals for the item “signs for area tourist attractions, state parks, etc.,” respondents who are 60 or older (93 percent) are much more likely than those 18-34 and 35-59 (77 and 85 percent, respectively) to provide a positive response.

Table 13. Items most likely to be accessed on IDOT’s website

	Percentage of cases
Traffic/ Travel updates	50 (387)
Travel routes/ Maps	48 (368)
Areas of construction	47 (365)
Traffic safety tips	20 (154)
Other	1 (10)
Not likely to access website	24 (186)

For the second year, the survey asked a question pertaining to IDOT’s traveler information site: *www.gettingaroundillinois.com*. Fifty-nine percent of respondents provided positive feedback about that site, rating it as “good” or “very good” whereas 26 percent provided a “don’t know” response. This information is displayed on table 14 (pg. 30).

Toll-free telephone number and availability of free roadmaps

When looking at the percentage of respondents who rated IDOT’s toll-free number as “very good” or “good”, those with less than a four-year degree (67 percent) and white respondents (66 percent) are more likely to provide a positive response than those with at least a four-year degree (50 percent) and non-white respondents (57 percent). Finally, when looking at the responses by residence, those who live in the Chicago suburbs (87 percent) are more likely to provide a positive response to the item “signs for tourist attractions, state parks, etc.” than respondents who live in Chicago (73 percent) or elsewhere in the state (85 percent).

Over six in ten respondents (63 percent) rated IDOT’s toll free number as “good” or “very good,” up four percentage points from 2016. Just 15 percent of respondents rate the toll-free number as “poor” or “very poor,” whereas 22 percent say they “don’t know.” A majority (60 percent) of respondents rated IDOTs free road maps as “good” or “very good” while 23 percent rate these as “poor” or “very poor.” In addition, 18 percent of respondents say they “don’t know.”

⁶ See Appendix A. for these responses.

Table 14. Percentage (n) of respondents who rated the following IDOT services as “very good” or “good”

	Signs at highway exits for food, gas, etc.	Signs for area tourist attractions, state parks etc.	Availability of free IDOT Maps	IDOT's toll free number (1800-452-IDOT)	IDOT's Website (www.idot.illinois.gov)	IDOT's traveler information site (www.gettingaroundillinois.com)
All respondents	89 (684)	83 (643)	60 (460)	63 (490)	64 (493)	59 (458)
Age						
18-34	84 (246)	77 (227)	59 (174)	59 (174)	60 (176)	58 (170)
35-59	90 (324)	85 (305)	59 (213)	65 (236)	67 (241)	59 (212)
60+	96 (114)	93 (111)	61 (73)	67 (80)	64 (76)	64 (76)
Education						
Less than 4 years	87 (534)	83 (509)	61 (372)	67 (410)	65 (401)	60 (371)
4-year degree or More	94 (150)	84 (134)	55 (88)	50 (80)	58 (92)	54 (87)
Race						
White	89 (503)	85 (479)	60 (338)	66 (370)	65 (369)	60 (337)
Non- White	86 (181)	78 (164)	58 (122)	57 (130)	59 (124)	58 (121)
Gender						
Male	87 (204)	83 (196)	62 (145)	67 (157)	66 (154)	60 (141)
Female	89 (479)	83 (445)	59 (315)	62 (332)	63 (338)	59 (316)
Residence						
Chicago	83 (138)	73 (122)	60 (99)	61 (102)	62 (103)	61 (102)
Chicago Suburbs	90 (224)	87 (217)	57 (143)	61 (151)	63 (156)	58 (145)
Elsewhere	90 (322)	85 (304)	61 (218)	66 (237)	65 (234)	59 (211)
Miles Driven						
Less than 10,000 miles/year	87 (424)	82 (400)	58 (281)	62 (301)	62 (300)	59 (285)
10,000 miles or more/year	90 (160)	84 (243)	62 (179)	66 (189)	67 (193)	60 (203)

Dangerous Driving Behavior

The survey asks respondents whether they have engaged in five separate driving behaviors that would be deemed dangerous in the last 30 days. These behaviors are: not wearing a seatbelt while driving, not wearing a seatbelt while riding as a passenger, using a hand-held cell phone or texting while driving, driving a motor vehicle within two hours of drinking an alcoholic beverage, and not slowing down while in a work zone. For the most part, the survey finds that respondents do not report engaging in these behaviors very often with most respondents indicating they either have “never” engaged in the behaviors or engaged in them “once” in the past 30 days.

Table 15 (pg. 32) shows the percentage of respondents who report engaging in each behavior at least two times over the past thirty days. As is evident from examining the table, respondents are unlikely to report engaging in any of the behaviors. However, respondents age 18-34 are more likely to indicate using a cell-phone than drivers 60 and older (26 percent and 8 percent respectively). Respondents age 18-34 are also more likely to report not wearing a seat belt while both driving and riding as a passenger in a car, driving within two hours of drinking, and not slowing down in a work zone. In short, younger respondents report riskier behavior than older respondents, while those in the 35-59 cohort usually fall somewhere in between (see table 15, pg. 32).

Gender differences are not pronounced. While male respondents are more likely than female respondents to report driving within two hours of drinking (13 percent vs. 7 percent), none of the other behaviors about which the survey asked differed by more than two percentage points. However, respondents in Chicago are more likely to engage in each of the behaviors than their counterparts except using a cell phone while driving (see table 15, pg. 32). Also, those who drive who drive more than 10,000 miles per year are much more likely to report using a cell phone (27 percent) while driving than those who drive less than 10,000 miles per year (15 percent).

Table 15. Percentage (*n*) of people who have done _____ at least two or more times in the past 30 days

	Not worn seatbelts while driving	Not worn seatbelts while riding in a car	Used a cell phone while driving	Driven within two hours of drinking	Not slowed down in a work zone
All respondents	15 (114)	17 (129)	20 (152)	9 (68)	8 (59)
Age					
18-34	18 (52)	23 (68)	26 (75)	11 (32)	12 (34)
35-59	14 (52)	13 (48)	19 (68)	7 (27)	6 (23)

Driving Behavior

60+	8 (10)	11 (13)	8 (9)	7 (9)	2 (2)
Education					
Less than 4 years	14 (89)	17 (105)	18 (109)	8 (48)	6 (34)
4-year degree or More	16 (25)	15 (24)	27 (43)	13 (20)	16 (25)
Race					
White	14 (78)	15 (85)	18 (100)	8 (44)	6 (34)
Non- White	17 (36)	21 (44)	25 (52)	11 (24)	12 (25)
Gender					
Male	16 (37)	16 (38)	19 (45)	13 (30)	8 (18)
Female	14 (77)	17 (89)	20 (107)	7 (38)	8 (41)
Residence					
Chicago	18 (30)	21 (35)	19 (32)	11 (19)	10 (17)
Chicago Suburbs	10 (26)	13 (33)	22 (55)	7 (18)	9 (22)
Elsewhere	16 (58)	17 (61)	18 (65)	9 (31)	6 (20)
Miles Driven					
Less than 10,000 mile/ year	14 (66)	16 (77)	15 (73)	9 (43)	8 (40)
10,000 miles or more/ year	17 (48)	18 (52)	27 (79)	9 (25)	7 (19)

The survey also asks respondents whether they have been irritated by the behavior of other drivers in the past 30 days and, if so, how often they have been irritated by this behavior. The results show that, indeed, many respondents report that these behaviors irritate them often.

Table 16 (pg. 34) shows the percentage of respondents who have been irritated with other driver's behavior two or more times in the past 30 days. A majority of respondents indicate that each of the behaviors have irritated them two or more times in the past 30 days.

Looking at the table, female drivers and those who drive 10,000 or more per year are consistently irritated by the behavior of other drivers more often than their counterparts. White drivers (72 percent) are also more likely than their nonwhite (66) counterparts to report being irritated at other drivers using their cell phones while driving whereas drivers age 18-34 are more likely to become irritated at those not using proper signals (73 percent) than those age 35-59 (68 percent) or those age 60+ (63 percent). Finally, those in the Chicago suburbs are

Driving Behavior

more like than those in Chicago and those elsewhere to become irritated at others' driving behavior at least two times per month on all but one of the behaviors. This difference is especially pronounced when it comes to being cut off in traffic where 64 percent of suburban Chicago residents report becoming irritated at least twice compared to 53 percent in Chicago and 57 percent elsewhere. The only item where suburban Chicago residents are not more likely to report becoming irritated is "driving higher than the speed limit."

Table 16. percentage of people who have been irritated by other drivers' _____ at least two times in the past 30 days

	using cellphones while driving	texting while driving	driving at higher speed than the limit	cutting you off in traffic	not using proper signals
All respondents	70 (543)	70 (538)	59 (454)	58 (452)	69 (535)
Age					
18-34	68 (199)	70 (206)	57 (167)	63 (185)	73 (214)
35-59	73 (163)	72 (260)	59 (214)	57 (205)	68 (246)
60+	68 (81)	61 (72)	61 (73)	52 (62)	63 (75)
Education					
Less than 4 years	70 (431)	70 (429)	59 (361)	58 (357)	69 (424)
4-year degree or More	70 (112)	68 (109)	58 (93)	59 (95)	69 (111)
Race					
White	72 (404)	70 (397)	59 (333)	57 (321)	70 (392)
Non- White	66 (139)	67 (141)	58 (121)	62 (131)	68 (143)
Gender					
Male	66 (155)	65 (153)	47 (110)	55 (129)	67 (157)
Female	72 (385)	71 (383)	64 (342)	60 (322)	70 (375)
Residence					
Chicago	66 (110)	70 (116)	54 (89)	53 (88)	63 (105)
Chicago Suburbs	73 (181)	71 (176)	57 (142)	64 (160)	72 (180)
Elsewhere	70 (252)	69 (246)	62 (223)	57 (204)	70 (250)
Miles Driven					
Less than 10,000 mile/year	65 (314)	65 (317)	58 (280)	53 (257)	66 (323)
10,000 miles or more/ year	80 (229)	77 (221)	60 (174)	68 (195)	73 (212)

Police enforcement of dangerous driving behaviors

This section examines how likely respondents feel they would be stopped by the police for engaging in dangerous driving behaviors, as shown in the table below. The table shows the percentage of people who responded it was ‘likely’ or ‘somewhat likely’ to be stopped by the police. Respondents feel that ‘driving faster than the posted speed limit’ would be the behavior most likely to get them stopped by the police with ‘driving after having too much to drink to drive safely’ a distant second (48 percent vs. 36 percent). It should be noted that nearly two-thirds of the respondents (64 percent) still believe it is unlikely the police will stop them while drinking and driving. This opinion remains unchanged since the 2016 survey.

Table 17. Percentage of people who feel they are ‘likely’ to be stopped by the police while engaging in dangerous driving behaviors

	Drove while using a handheld electronic device	Drove after having too much to drink to drive safely	Drove without using a seatbelt	Drove faster than the speed limit
All respondents	32 (247)	36 (275)	33 (263)	48 (368)
Age				
18-34	37 (109)	39 (115)	37 (110)	52 (152)
35-59	29 (105)	35 (125)	32 (115)	48 (172)
60+	28 (33)	29 (35)	24 (28)	37 (44)
Education				
Less than 4 years	32 (199)	36 (220)	34 (208)	48 (293)
4-year degree or More	30 (48)	34 (55)	28 (45)	47 (75)
Race				
White	32 (183)	38 (212)	34 (189)	48 (270)
Non- White	30 (64)	30 (63)	30 (64)	47 (98)
Gender				
Male	31 (74)	38 (90)	33 (78)	47 (110)
Female	32 (173)	35 (185)	32 (174)	48 (256)
Residence				
Chicago	36 (60)	36 (59)	27 (45)	38 (63)
Chicago Suburbs	27 (63)	31 (77)	27 (68)	47 (116)
Elsewhere	34 (121)	38 (138)	39 (141)	53 (189)
Miles Driven				
Less than 10,000 mile/ year	33 (158)	36 (176)	33 (161)	47 (227)
10,000 miles or more/year	31 (89)	34 (99)	32 (92)	49 (141)

Media Awareness

Similar to the last two years, the 2017 Traveler Opinion Survey has three questions regarding police enforcement of impaired driving, seat belt laws and the use of handheld electronic devices while driving. The questions were formed to ask respondents whether they had "read, seen, or heard anything" about police enforcement in these areas during the past thirty days. Table 18 shows percentage of respondents who replied with a "yes" for this question. Figure 9 shows the data for the overall responses for the past four years. The level of awareness is higher for 2017 than compared to 2016, which saw a sharp drop from previous years. The greatest level of awareness is of alcohol-impaired driving enforcement, which was up eleven percentage points from 2016 but still less than its high of 70 percent in 2014.

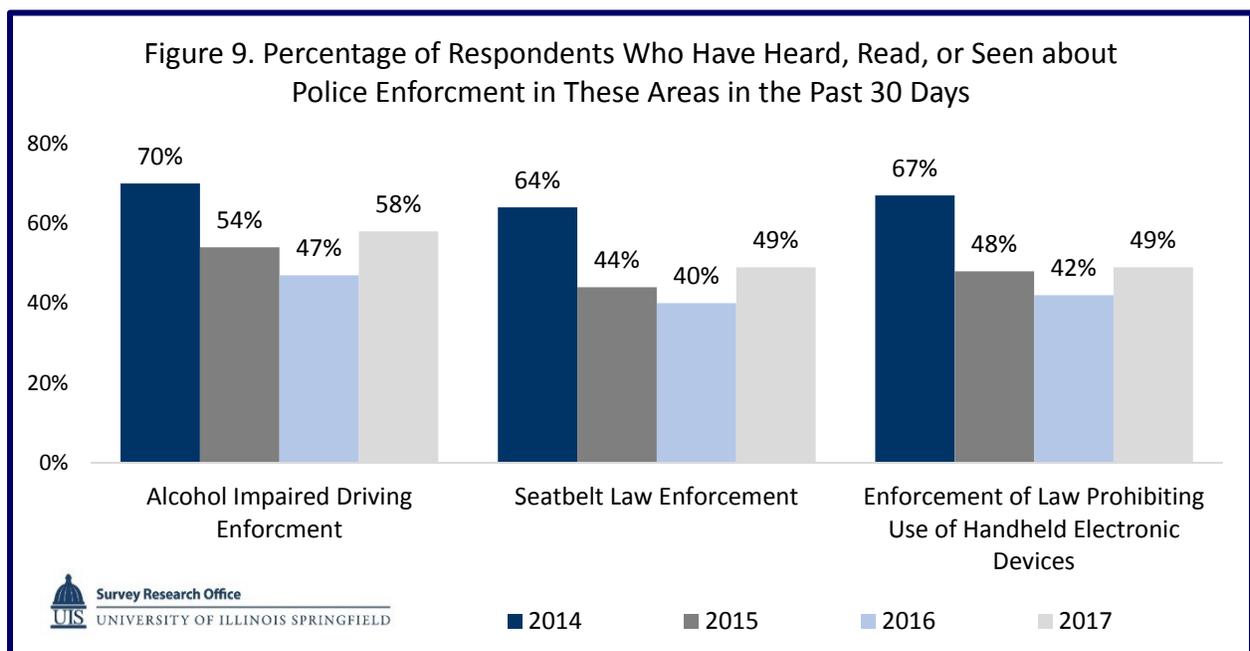


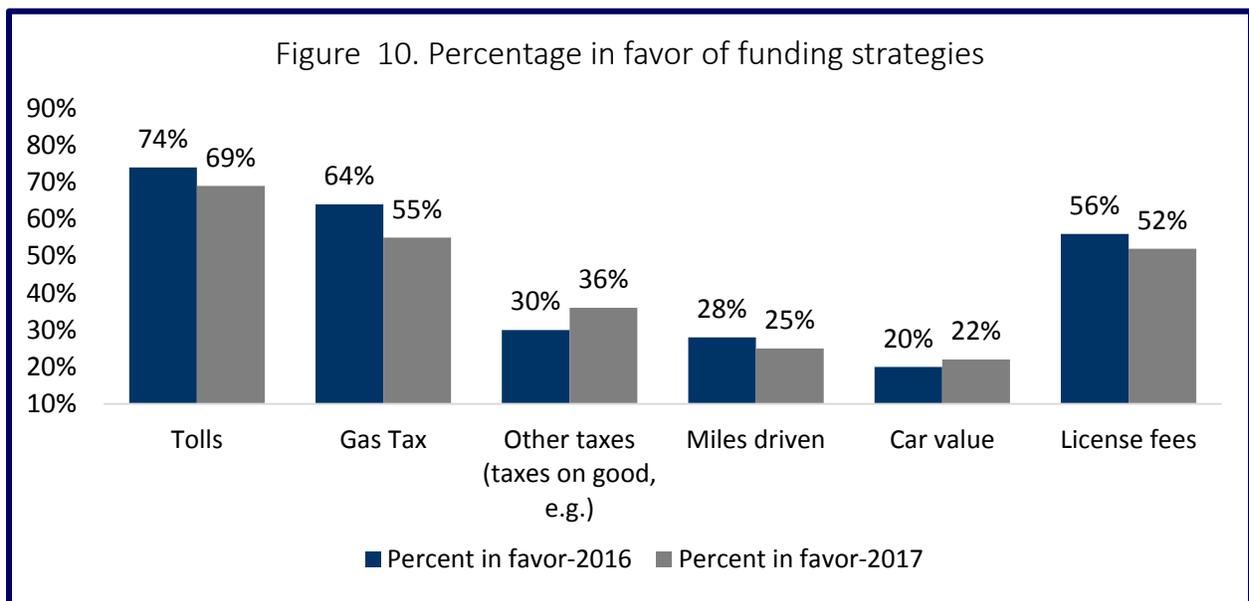
Table 18. Percentage of "yes" responses on media awareness questions

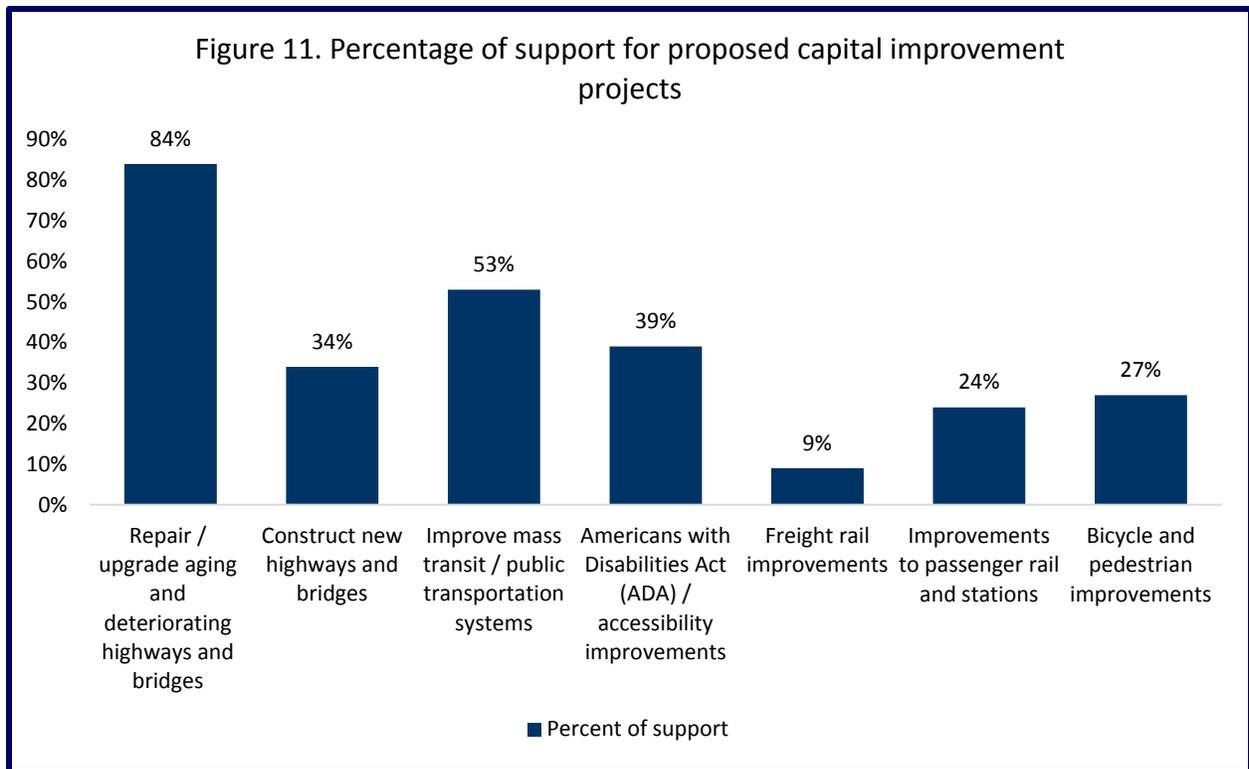
	Alcohol Impaired Driving Enforcement	Seat Belt Law Enforcement	Enforcement of Law Prohibiting Use of Handheld Electronic Devices
All respondents	58 (450)	49 (380)	49 (381)
Gender			
Male	61 (144)	50 (118)	47 (110)
Female	67 (306)	49 (262)	50 (270)
Age			
18-34 years old	56 (165)	49 (144)	49 (145)
35-59 years old	63 (226)	53 (190)	51 (184)
60 years old or older	50 (59)	39 (46)	44 (52)
Race			
White alone	59 (330)	49 (276)	48 (273)
Nonwhite	57 (120)	50 (104)	51 (108)
Education			
Less than 4-year degree	59 (360)	51 (314)	50 (307)
4-year degree or higher	56 (90)	41 (66)	46 (74)
Residence			
Chicago	57 (94)	54 (89)	57 (94)
Chicago Suburbs	60 (149)	50 (124)	49 (122)
Elsewhere	58 (207)	47 (167)	46 (165)
Miles Driven per Year			
Less than 10,000 miles/year	56 (271)	48 (235)	50 (241)
10,000 miles or more/ year	62 (179)	50 (145)	49 (140)

Funding for Infrastructure Improvements

In 2016, the survey introduced a new question to ask respondents what sources they believe should be used to fund transportation and infrastructure investments for Illinois. The survey gave respondents a set of options such as tolls, gas taxes, other taxes, miles driven, car value and license fees to choose from, to which they could respond with either a “yes” or a “no.” Figure 10 shows that a majority of respondents are in favor of using tolls (69 percent), gas taxes (55 percent) and to an extent license fees (52 percent) to fund transportation and infrastructure investments. However, the percentage who responded “yes” decreased this year for each option.

Though a majority of respondents agree on tolls, gas taxes, and license fees as options to fund transportation and infrastructure there is a pattern wherein respondents 60 years or older respond more positively to using tolls for funding than those 18-34 years old (72 percent versus 64 percent). Similarly, respondents 60 or older (65 percent) are more in favor of using gas taxes for funding than those in the 35-59 year old age cohort (52 percent). However, respondents 18-34 (30 percent) are more likely to favor using car value for funding than those 35-59 years old (16 percent). Additionally, males (61 percent) are also more likely than females (52 percent) to favor gas taxes as an option to fund transportation and infrastructure. However, men and women (69 percent) are equally likely to support for using tolls for this purpose. Finally, respondents with a 4-year degree or higher are more likely to support funding transportation and infrastructure investments with than respondents with less than a 4-year degree (see table 19, pg. 40).





Respondents were also given a list of several capital improvement projects and asked to rank their top three in terms of what was most important. Figure 11 shows that the overwhelming most frequently selected choice was repairing and upgrading aging and deteriorating highways and bridges (84 percent). Respondents also frequently selected improving mass transit / public transportation systems (53 percent) and improving accessibility for individuals (39 percent).

Table 19. Percentage "yes" responses (*n*) on how Illinois should fund transportation and infrastructure investments

	Tolls	Gas Tax	Other Taxes (e.g., taxes on goods)	Miles Driven	Car Value	License Fees
All respondents	69 (532)	55 (425)	36 (276)	25 (191)	22 (170)	52 (400)
Gender						
Male	69 (161)	61 (143)	35 (83)	28 (65)	23 (55)	55 (128)
Female	69 (369)	52 (281)	36 (192)	23 (123)	22 (115)	51 (271)
Age						
18-34 years old	64 (189)	54 (160)	37 (108)	29 (86)	30 (89)	50 (148)
35-59 years old	71 (257)	52 (188)	36 (130)	20 (73)	16 (58)	53 (190)
60 years old or older	72 (86)	65 (77)	32 (38)	27 (32)	19 (23)	52 (62)
Race						
White alone	68 (382)	55 (311)	36 (202)	23 (130)	20 (110)	53 (298)
Nonwhite	71 (150)	54 (114)	35 (74)	29 (61)	29 (60)	49 (102)
Education						
Less than 4-year degree	67 (412)	52 (318)	38 (230)	24 (147)	21 (128)	50 (307)
4-year degree or higher	75 (120)	67 (107)	29 (46)	28 (44)	26 (42)	58 (93)
Residence						
Chicago	73 (121)	48 (80)	37 (61)	31 (51)	33 (55)	49 (82)
Chicago Suburbs	72 (178)	58 (144)	27 (68)	24 (59)	22 (54)	51 (127)
Elsewhere	65 (233)	56 (201)	41 (147)	23 (81)	17 (61)	53 (191)
Miles Driven per Year						
Less than 10,000 miles/year	71 (343)	54 (264)	36 (175)	26 (128)	25 (122)	53 (255)
10,000 miles or more/ year	66 (189)	56 (161)	35 (101)	22 (63)	17 (48)	50 (145)

General IDOT Questions and Rating of IDOT Employees

The 2017 version of the survey finds that an overwhelming majority of respondents (83 percent) rate the overall job IDOT is doing as "very good" or "good." This is unchanged from 2016. It should be noted that female respondents rate IDOT more positively than the male respondents (85 percent vs 79 percent), as do those who drive less than 10,000 miles per year (85 percent versus 81 percent for those who drive over 10,000 miles per year). A breakdown of responses to this question by demographic groups is provided in Table 20 on page 43.

Respondents were also asked to rate IDOT employees on four separate measures: the courtesy and respect employees show to motorists, accessibility of employees when they are needed, the helpfulness of information provided by employees, and the overall conduct of employees on the job. Figures 12 and 13 (pg. 42) show how respondents rate IDOT employees on these measures for the years 2016 and 2017. In 2016, over seventy percent of respondents rated IDOT employees as "good" or "very good" in every category. And though the responses are still majorities, the percentages have dropped significantly since last year. Of note are the responses for the "accessibility of employees when you need them" and "overall conduct of employees on the job," both of which decreased by 18 percent for 2017.

General IDOT Questions and Rating of IDOT Employees

Figure 12. Percent of 2016 respondents rating IDOT employees as "good" or "very good."

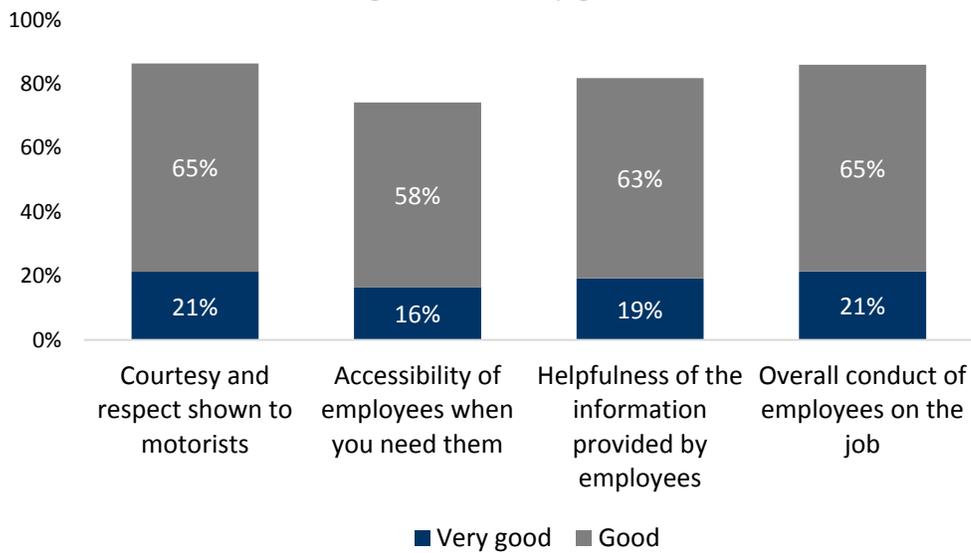


Figure 13. Percent of 2017 respondents rating IDOT employees as "good" or "very good."

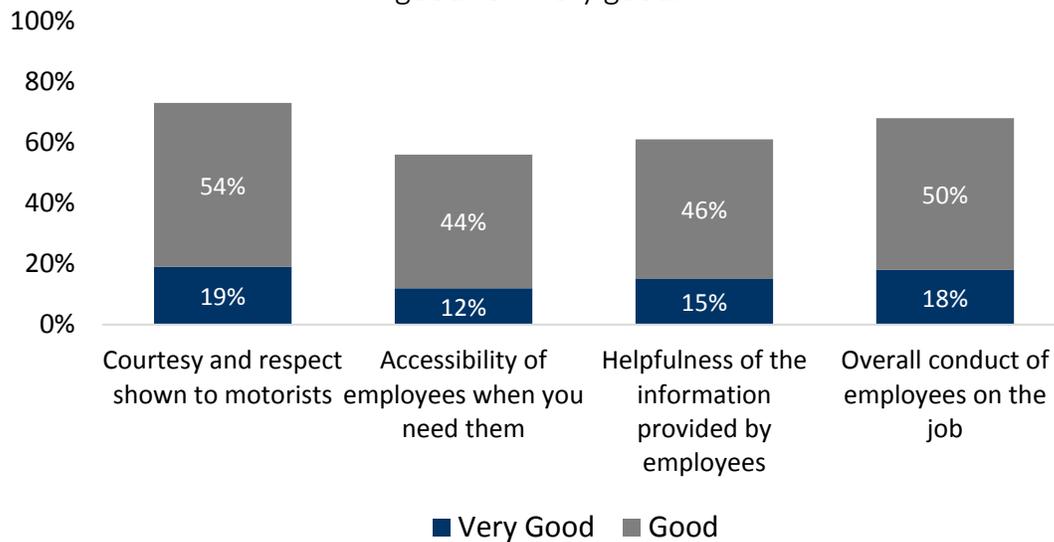


Table 20. Percentage (*n*) of respondents responding to the overall IDOT rating as “good” or “very good.”

	Good or Very Good
All respondents	83 (645)
Age	
18-34	84 (246)
35-59	83 (298)
60+	85 (101)
Education	
Less than 4 years	84 (514)
4-year degree or More	82 (131)
Race	
White	83 (468)
Non- White	84 (177)
Gender	
Male	79 (186)
Female	85 (458)
Residence	
Chicago	83 (137)
Chicago Suburbs	85 (211)
Elsewhere	83 (297)
Miles Driven	
Less than 10,000 miles / year	85 (413)
10,000 miles or more/ year	81 (232)

Topline Report⁷ (N= 774)

Maintaining Highways and Traffic Flow

Please rate the following items using the scale below. Would you rate them as very good, good, poor, or very poor?

Cleanliness of roadsides

	Valid percent (n)
Very good	11 (81)
Good	63 (485)
Poor	20 (157)
Very poor	4 (34)
Don't know	2 (17)

Timely removal of debris and dead animals from pavement

	Valid percent (n)
Very good	11 (87)
Good	50 (385)
Poor	25 (196)
Very poor	9 (69)
Don't know	5 (37)

Landscaping and overall appearance of roadsides and medians

	Valid percent (n)
Very good	11 (86)
Good	61 (473)
Poor	20 (157)
Very poor	5 (39)
Don't know	3 (19)

Snow and ice removal

	Valid percent (n)
Very good	15 (116)
Good	50 (389)
Poor	24 (184)
Very poor	9 (73)
Don't know	2 (12)

⁷ For this section, due to rounding the totals may not always equal 100 percent.

Appendix A. Topline Report

Traffic signs (directional signs, warning signs, and “miles to destination” signs): *consider clarity, visibility, number, and placement*

	Valid percent (n)
Very good	26 (198)
Good	58 (449)
Poor	12 (94)
Very poor	3 (23)
Don't know	1 (10)

Electronic message boards to advise drivers of delays or construction areas: *consider clarity, visibility, number, and placement*

	Valid percent (n)
Very good	26 (198)
Good	56 (432)
Poor	11 (87)
Very poor	3 (21)
Don't know	5 (36)

Visibility of lane and shoulder (edge) paint stripes on highways

	Valid percent (n)
Very good	20 (158)
Good	56 (432)
Poor	16 (122)
Very poor	7 (50)
Don't know	2 (12)

Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic

	Valid percent (n)
Very good	14 (110)
Good	53 (413)
Poor	24 (189)
Very poor	6 (46)
Don't know	2 (16)

Roadside lighting and reflectors for visibility after dark and in bad weather

	Valid percent (n)
Very good	15 (119)
Good	49 (381)
Poor	24 (184)
Very Poor	9 (66)
Don't Know	3 (24)

Appendix A. Topline Report

Road Repair and Construction

Please rate the following items using the scale below. Would you rate them as very good, good, poor, or very poor?

Overall conditions of Illinois state highways (not tollways)

	Valid percent (n)
Very good	12 (94)
Good	57 (439)
Poor	23 (180)
Very poor	5 (39)
Don't know	3 (22)

Timeliness of repairs on interstate highways and non-interstate highways

	Valid percent (n)
Very good	9 (61)
Good	41 (317)
Poor	33 (257)
Very poor	14 (105)
Don't know	4 (34)

Ride quality and smoothness of pavement on interstate highways and on non-interstate highways

	Valid percent (n)
Very good	11 (81)
Good	47 (365)
Poor	29 (227)
Very poor	11 (81)
Don't know	3 (20)

The flow of traffic through work zones

	Valid percent (n)
Very good	7 (56)
Good	43 (334)
Poor	34 (260)
Very poor	14 (106)
Don't Know	2 (18)

Appendix A. Topline Report

Work zone signs to direct merging traffic and alert motorists to reduce speed: consider clarity, visibility, number, and placement

	Valid percent (n)
Very good	15 (116)
Good	60 (467)
Poor	17 (129)
Very poor	6 (47)
Don't know	2 (15)

Passenger Rail

In general, how strongly do you support Amtrak passenger rail routes in Illinois?

	Valid percent (n)
Strongly support	44 (338)
Somewhat support	47 (365)
Do not support at all	9 (71)

How often, if at all, do you use Amtrak passenger rail routes in Illinois? Do you use Amtrak passenger rail routes very often, somewhat often, rarely, or never?

	Valid percent (n)
Very often	3 (23)
Somewhat often	19 (144)
Rarely	39 (303)
Never	39 (304)

Please provide your level of satisfaction with your overall Amtrak experience.

	Valid percent (n)
Very satisfied	41 (194)
Somewhat satisfied	52 (243)
Somewhat dissatisfied	6 (27)
Very dissatisfied	1 (6)

In general, how strongly do you support increasing the number of Amtrak passenger rail routes in Illinois?

	Valid percent (n)
Strongly support	39 (305)
Somewhat support	49 (380)
Do not support at all	12 (89)

Appendix A. Topline Report

If you do not use Amtrak state supported passenger rail regularly, why do you not do so? *Please check all that apply.* Or, do you use Amtrak regularly?

	Valid percent (n)
Scheduled times are inconvenient	10
Service delays/ not timely	7
Lack of access	21
Cost	18
Safety	6
Cleanliness	5
I prefer to drive	45
Other ⁸	10
I use Amtrak regularly	7

Mass Transit/ Public Transportation

In general, how strongly do you support IDOT contributions to the building, maintenance and operation of public transportation systems in Illinois?

	Valid percent (n)
Strongly support	44 (338)
Somewhat support	49 (379)
Do not support at all	7 (57)

How often, if at all, do you use public transportation in Illinois?

	Valid percent (n)
Very often (daily or almost daily)	11 (88)
Somewhat often (once or twice a week)	18 (142)
Rarely (once a month or less)	41 (318)
Never	29 (226)

How would you rate your experience with public transportation in Illinois overall?

	Valid percent (n)
Very good	16 (90)
Good	66 (363)
Poor	15 (83)
Very poor	2 (12)

⁸ See section below.

Appendix A. Topline Report

Current levels of public transportation access in Illinois should be...

	Valid percent (n)
Significantly expanded	27 (212)
Modestly expanded	43 (334)
Kept about the same	26 (201)
Modestly reduced	2 (16)
Significantly reduced	1 (11)

If you do not use public transportation regularly, what is the primary reason do you not do so? Or, do you use public transportation regularly? *Please select all that apply.*

	Valid percent (n)
Scheduled times are inconvenient	6 (31)
Service delays/ not timely	5 (25)
Lack of access	24(19)
Cost	10 (55)
Safety	9 (48)
Cleanliness	5 (28)
I prefer to drive	59 (318)
Other	6 (34)
I use public transportation regularly	3 (14)

Other: See appendix B (pg. 69).

Commuting

Do you commute to work?

	Valid percent (n)
Yes	50 (384)
No	50 (390)

What mode of transportation do you use to get to work? *Please select all that apply.*

	Valid percent (n)
Car/ Personal vehicle	81 (310)
Public transit: Bus	24 (93)
Public transit: Train	22 (86)
Bike	3 (12)
Walk	10 (39)
Amtrak/ Greyhound	4 (14)
Other	2 (6)

Other: Ask for a ride, Car, Carpool, Metra, My work truck, depends office or job site, Uber

Appendix A. Topline Report

Please estimate the number of *miles* you travel to get to and from work...

	Valid percent (n)
Less than 10 miles	36 (138)
11 to 20 miles	30 (115)
21 to 30 miles	17 (67)
31 to 40 miles	8 (29)
41 to 50 miles	4 (17)
More than 50 miles	5 (18)

Please estimate the number of *minutes* it takes to get to work.

	Valid percent (n)
Less than 10 minutes	16 (61)
11 to 20 minutes	24 (93)
21 to 30 minutes	22 (86)
31 to 40 minutes	17 (67)
41 to 50 minutes	9 (36)
More than 50 minutes	11 (41)

Please estimate the number of *minutes* it takes to get home from work.

	Valid percent (n)
Less than 10 minutes	15 (56)
11 to 20 minutes	24 (91)
21 to 30 minutes	18 (69)
31 to 40 minutes	20 (76)
41 to 50 minutes	10 (40)
More than 50 minutes	14 (52)

How predictable is your commute time? (i.e. are you able to estimate how long your commute is on a daily basis?)

	Valid percent (n)
Very predictable	41 (159)
Somewhat predictable	49 (189)
Somewhat unpredictable	7 (26)
Very unpredictable	3 (10)

How many times per month is your commute longer than your average commute?

	Valid percent (n)
Rarely (once or twice a month)	43 (164)
Occasionally (three or four times a month)	38 (145)
Sometimes (five to eight times a month)	14 (55)
Often (more than eight times a month)	5 (20)

Appendix A. Topline Report

Traveler Services

Are rest areas important to you?

	Valid percent (n)
Yes	78 (601)
No	22 (173)

How often, if at all, do you use rest areas in Illinois?

	Valid percent (n)
Very often	13 (100)
Somewhat often	36 (277)
Rarely	38 (297)
Never	13 (100)

How often, if at all, do you use rest areas in other states?

	Valid percent (n)
Very often	14 (105)
Somewhat often	34 (261)
Rarely	36 (280)
Never	17 (128)

Please rate the following items using the scale below. Would you rate them as very good, good, poor, or very poor?

Cleanliness of rest areas for highway motorists

	Valid percent (n)
Very good	19 (146)
Good	54 (416)
Poor	15 (117)
Very poor	3 (19)
Don't know	10 (76)

Safety of rest areas for highway motorists

	Valid percent (n)
Very good	17 (128)
Good	55 (424)
Poor	14 (111)
Very poor	3 (23)
Don't know	11 (88)

Appendix A. Topline Report

Informational signs at highway exits for food, gas, & lodging: *consider clarity, visibility, number, and placement*

	Valid percent (n)
Very good	31 (236)
Good	58 (448)
Poor	7 (56)
Very poor	2 (12)
Don't know	3 (22)

Informational highway signs about area tourist attractions and state parks: *consider clarity, visibility, number, and placement*

	Valid percent (n)
Very good	24 (188)
Good	59 (455)
Poor	11 (86)
Very poor	2 (17)
Don't know	4 (28)

Availability of free IDOT road maps

	Valid percent (n)
Very good	18 (139)
Good	42 (321)
Poor	19 (143)
Very poor	4 (34)
Don't know	18 (137)

IDOT's toll-free number (1-800-452-IDOT) to get information on current road conditions

	Valid percent (n)
Very good	19 (146)
Good	44 (344)
Poor	13 (97)
Very poor	3 (19)
Don't know	22 (168)

IDOT's website (idot.illinois.gov) where you can get information on construction zones and road conditions

	Valid percent (n)
Very good	18 (137)
Good	46 (356)
Poor	10 (79)
Very poor	3 (21)
Don't know	23 (181)

Appendix A. Topline Report

IDOT's traveler information site (www.gettingaroundillinois.com) where you can get information on construction zones and road conditions

	Valid percent (n)
Very good	17 (131)
Good	42 (327)
Poor	12 (95)
Very poor	2 (17)
Don't know	27 (204)

Have you ever visited IDOT's website (idot.illinois.gov)?

	Valid percent (n)
Yes	41 (320)
No	59 (454)

Which of the following information, if any, would you be likely to access on IDOT's website?
Please select all that apply.

	Valid percent (n)
Traffic/ travel updates	50 (387)
Travel routes/ maps	48 (368)
Traffic safety tips	20 (154)
Areas of construction	47 (365)
Not likely to access IDOT's website	24 (186)
Other, please specify:	1 (10)

Other: Employment, Employment opportunities, Inclement road conditions due to weather, I-Pass, Never heard of it, Pay tolls, Rest areas, Road conditions, Rules, Tollways

Driving Behaviors

Please identify how often, if at all, you have done any of the following behaviors in the past 30 days.

Not worn your seatbelt while driving a car, van, sport utility vehicle, or pickup truck

	Valid percent (n)
Five or more times	7 (53)
Two to four times	8 (61)
Once	9 (71)
Never	76 (589)

Not worn your seatbelt while riding in a car, van, sport utility vehicle, or pickup truck

	Valid percent (n)
Five or more times	7 (50)
Two to four times	10 (79)
Once	13 (98)
Never	71 (547)

Appendix A. Topline Report

Attempted to use a hand-held cell phone or texting device while driving

	Valid percent (n)
Five or more times	7 (54)
Two to four times	13 (98)
Once	17 (131)
Never	63 (491)

Driven a motor vehicle within two hours of drinking an alcoholic beverage

	Valid percent (n)
Five or more times	2 (15)
Two to four times	7 (53)
Once	9 (68)
Never	82 (638)

Not slowed down in a work zone

	Valid percent (n)
Five or more times	2 (17)
Two to four times	5 (42)
Once	12 (91)
Never	81 (624)

Sometimes drivers become irritated by other drivers' behaviors. Thinking about the past 30 days, please identify if you have experienced the following five or more times, two to four times, once, or never.

Became irritated by other drivers using cell phones while driving

	Valid percent (n)
Five or more times	34 (260)
Two to four times	37 (283)
Once	16 (125)
Never	14 (106)

Became irritated by other drivers texting while driving

	Valid percent (n)
Five or more times	34 (263)
Two to four times	36 (275)
Once	16 (121)
Never	15 (115)

Became irritated at others driving at speeds higher than the posted speed limit

	Valid percent (n)
Five or more times	27 (211)
Two to four times	31 (243)

Appendix A. Topline Report

Once	20 (152)
Never	22 (168)

Became irritated by other drivers cutting you off in traffic

	Valid percent (n)
Five or more times	29 (223)
Two to four times	30 (229)
Once	24 (188)
Never	17 (134)

Became irritated by other drivers not using proper signals

	Valid percent (n)
Five or more times	37 (286)
Two to four times	32 (249)
Once	17 (132)
Never	14 (107)

How likely do you think you are to be stopped by a police officer while doing any of the following?
Would you say this is very likely, somewhat likely, somewhat unlikely, or very unlikely?

Drove while using a handheld electronic device

	Valid percent (n)
Very likely	15 (118)
Somewhat likely	17 (129)
Somewhat unlikely	19 (149)
Very unlikely	49 (378)

Drove after having too much to drink to drive safely

	Valid percent (n)
Very likely	22 (169)
Somewhat likely	14 (106)
Somewhat unlikely	7 (54)
Very unlikely	58 (445)

Drove without wearing your seat belt

	Valid percent (n)
Very likely	15 (112)
Somewhat likely	18 (141)
Somewhat unlikely	14 (106)
Very unlikely	54 (415)

Appendix A. Topline Report

Drove faster than the posted speed limit on interstate/rural highways

	Valid percent (n)
Very likely	21 (162)
Somewhat likely	27 (206)
Somewhat unlikely	21 (164)
Very unlikely	31 (242)

Media Awareness

During the past 30 days, have you read, seen, or heard anything about alcohol impaired driving (or drunk driving) enforcement by police?

	Valid percent (n)
Yes	58 (450)
No	42 (324)

During the past 30 days, have you read, seen, or heard anything about seat belt law enforcement by police?

	Valid percent (n)
Yes	49 (380)
No	51 (394)

During the past 30 days, have you read, seen, or heard anything about police enforcing the law prohibiting the use of handheld electronic devices while driving?

	Valid percent (n)
Yes	49 (381)
No	51 (393)

Funding for Infrastructure Improvements

Do you believe the quality of roads, bridges, and mass transit systems you regularly use have significantly improved, slightly improved, neither improved nor declined, slightly declined, or significantly declined in the past three years?

	Valid percent (n)
Significantly improved	13 (98)
Somewhat improved	36 (277)
Neither improved nor declined	32 (250)
Slightly declined	13 (104)
Significantly declined	6 (45)

Federal funding for roads, bridges, and mass transit systems comes primarily from taxes on gasoline and diesel fuel consumption. Do you think this is an appropriate or inappropriate way to raise funds for this transportation investment?

	Valid percent (n)
An appropriate way to raise funds	47 (360)
An inappropriate way to raise funds	26 (199)
Don't know	28 (215)

How should Illinois fund transportation and Infrastructure investments? Please select “yes” for each source you believe should be used to fund transportation and infrastructure and “no” for each source you believe should not be used to fund transportation and infrastructure?

Tolls

	Valid percent (n)
Yes	69 (532)
No	31 (242)

Gas tax

	Valid percent (n)
Yes	55 (425)
No	45 (349)

Other taxes (e.g., taxes on goods)

	Valid percent (n)
Yes	36 (276)
No	64 (498)

Miles driven

	Valid percent (n)
Yes	25 (191)
No	75 (583)

Appendix A. Topline Report

Car value

	Valid percent (n)
Yes	22 (170)
No	78 (604)

License fees

	Valid percent (n)
Yes	52 (400)
No	48 (374)

General IDOT Questions

Do you think IDOT is very important, somewhat important, somewhat unimportant, or not important at all to the following items?

Your area's economy

	Valid percent (n)
Very important	37 (384)
Somewhat important	49 (379)
Somewhat unimportant	10 (76)
Not important at all	5 (35)

Your area's quality of life

	Valid percent (n)
Very important	42 (326)
Somewhat important	43 (332)
Somewhat unimportant	11 (85)
Not important at all	4 (31)

Now thinking about all the things you have been asked to rate, how would you rate the overall job the Illinois Department of Transportation is doing?

	Valid percent (n)
Very good	17 (135)
Good	66 (510)
Poor	15 (115)
Very poor	2 (14)

Appendix A. Topline Report

Generally speaking, how often do you think you can trust IDOT to do what is right regarding transportation issues? Can you trust them just about always, most of the time, only some of the time, or hardly ever?

	Valid percent (n)
Just about always	16 (122)
Most of the time	56 (430)
Only some of the time	23 (178)
Hardly ever	6 (44)

Please rate IDOT employees on each of the following items using the scale below. Would you rate them as very good, good, poor, or very poor?

Courtesy and respect shown to motorists

	Valid percent (n)
Very good	19 (149)
Good	54 (414)
Poor	9 (71)
Very poor	3 (21)
Don't know	15 (119)

Accessibility of employees when you need them

	Valid percent (n)
Very good	12 (90)
Good	44 (338)
Poor	15 (112)
Very poor	7 (50)
Don't know	24 (184)

Helpfulness of the information provided by the employees

	Valid percent (n)
Very good	15 (113)
Good	46 (355)
Poor	13 (102)
Very poor	2 (17)
Don't know	24 (187)

Overall conduct of IDOT employees on the job

	Valid percent (n)
Very good	18 (137)
Good	50 (388)
Poor	10 (80)
Very poor	4 (28)
Don't know	18 (141)

Appendix A. Topline Report

How informed, if at all, do you feel about IDOT projects (road repairs, construction) in your area? Are you very informed, somewhat informed, not very informed, or not at all informed?

	Valid percent (n)
Very informed	14 (111)
Somewhat informed	47 (366)
Not very informed	29 (224)
Not at all informed	10 (73)

And how, in general, would you describe your understanding of why certain IDOT projects were selected? Would you say that you have a good understanding, some understanding, or no understanding?

	Valid percent (n)
Good understanding	18 (139)
Some understanding	53 (412)
No understanding	29 (223)

Listed below are several capital improvement projects. Please select UP TO THREE of the projects that you believe are the most important.

	Valid percent (n)
Repair / upgrade aging and deteriorating highways and bridges	84 (646)
Construct new highways and bridges	34 (262)
Improve mass transit / public transportation systems	53 (413)
Americans with Disabilities Act (ADA) / accessibility improvements	39 (303)
Freight rail improvements	9 (72)
Improvements to passenger rail and stations	24 (185)
Bicycle and pedestrian improvements	27 (207)

How often do you drive a motor vehicle, regardless of whether it is for work or for personal use?

	Valid percent (n)
Every day	48 (367)
Almost every day	22 (171)
A few days a week	13 (98)
A few days a month	5 (36)
Never	13 (102)

Appendix A. Topline Report

Do you currently own any of the following devices?

Hand-held cell phone

	Valid percent (n)
Yes	96 (645)
No	4 (27)

TomTom or Garmin

	Valid percent (n)
Yes	34 (230)
No	66 (442)

Navigation system built into vehicle

	Valid percent (n)
Yes	28 (186)
No	72 (486)

Bluetooth or other hands-free device for your cell phone, such as one that plugs into the phone, works wirelessly, or works through your vehicle's car stereo

	Valid percent (n)
Yes	71 (460)
No	29 (185)

When you receive a phone call while you are driving, how often do you answer the call?

	Valid percent (n)
Always	9 (63)
Almost always	17 (111)
Sometimes	25 (170)
Rarely	23 (153)
Never	26 (175)

Appendix A. Topline Report

Which of the following do you usually do when you answer a call while driving? *Please select all that apply.*

	Valid percent (n)
Hold phone in your hand	11 (53)
Squeeze the phone between your ear and shoulder	5 (22)
Use a hands-free earpiece	29 (141)
Use a built-in car system	45 (219)
Use the cell phone's speakerphone feature	37 (183)
Varies	7 (35)

When you are driving, how often are you willing to make a phone call using a hand-held cell phone?

	Valid percent (n)
Always	4 (29)
Almost always	5 (34)
Sometimes	15 (102)
Rarely	28 (191)
Never	47 (316)

When you are driving, how often are you willing to make a phone call using a hands-free device?

	Valid percent (n)
Always	15 (98)
Almost always	12 (79)
Sometimes	27 (179)
Rarely	23 (155)
Never	24 (161)

Do you ever send text messages or emails when you are driving?

	Valid percent (n)
Yes	18 (120)
No	82 (552)

Appendix A. Topline Report

If you send a text message or e-mail while driving, do you usually...

	Valid percent (n)
Continue to drive while completing the message	18 (21)
Pull over to a safe location to send a message	10 (12)
Hand the phone to a passenger to do your messaging	14 (17)
Use a voice command feature	25 (29)
Wait until you reach a red light or stop sign to send the message	33 (39)

As a passenger in a car, how likely are you to do or say something to your driver if they are talking on a hand-held cell phone?

	Valid percent (n)
Very likely	47 (313)
Somewhat likely	29 (197)
Somewhat unlikely	18 (121)
Very unlikely	6 (41)

As a passenger in a car, how likely are you to do or say something to your driver if they are sending text messages or emails while driving?

	Valid percent (n)
Very likely	62 (413)
Somewhat likely	20 (133)
Somewhat unlikely	12 (78)
Very unlikely	7 (48)

What percentage of drivers do you believe at least occasionally... Talk on a hand-held cell phone while driving?

	Valid percent (n)
0-10	6 (39)
11-20	2 (13)
21-30	4 (27)
31-40	5 (34)
41-50	24 (159)
51-60	9 (61)
61-70	8 (50)
71-80	21 (150)
81-90	12 (80)
91-100	10 (63)

Appendix A. Topline Report

What percentage of drivers do you believe at least occasionally... Send text messages or emails on a hand-held cell phone while driving?

	Valid percent (n)
0-10	8 (51)
11-20	4 (28)
21-30	8 (55)
31-40	7 (47)
41-50	25 (163)
51-60	7 (44)
61-70	6 (40)
71-80	17 (113)
81-90	10 (66)
91-100	9 (58)

Have you ever felt you were at risk because another driver was distracted by technology?

	Valid percent (n)
Yes	83 (644)
No	17 (130)

Has your distraction by technology put yourself or others at risk?

	Valid percent (n)
Yes	28 (220)
No	72 (554)

Demographics

What is your age?

	Valid percent (n)
18-24 years old	19 (147)
25-34 years old	19 (147)
35-44 years old	19 (147)
45-59 years old	28 (214)
60-74 years old	14 (108)
75 or older	1.4 (11)

What is your disability status?

	Valid percent (n)
Do not have a disability	81 (630)
Have a disability	19 (144)

Appendix A. Topline Report

What is the highest level of education you have completed?

	Valid percent (n)
Less than high school	7 (53)
High school diploma or equivalent	38 (294)
Some college	35 (267)
4-year college degree or higher	21 (160)

What is your annual earned income before taxes?

	Valid percent (n)
Less than \$20,000	30 (228)
\$20,000 - \$34,999	23 (181)
\$35,000 - \$49,999	17 (129)
\$50,000 - \$75,000	17 (129)
\$75,000 or more	14 (107)

What is your race?

	Valid percent (n)
White	73 (564)
Black or African American	19 (147)
American Indian or Alaska Native	1 (6)
Asian	3 (19)
Native Hawaiian or Pacific Islander	0 (0)
Other	5 (38)

Other: Hispanic (16); Latino(a) (6); Mexican (5); Mixed (2); Middle Eastern; All

Are you Hispanic/ Latino?

	Valid percent (n)
Yes	19 (148)
No	81 (626)

What is your gender?

	Valid percent (n)
Male	30 (235)
Female	69 (536)
Other	0 (3)

Appendix A. Topline Report

Which of the following best describes the location of your residence in Illinois?

	Valid percent (n)
City of Chicago	22 (166)
Chicago Suburbs	32 (249)
Metro East (St. Louis) area suburbs	5 (40)
Other metro area of more than 75,000	7 (55)
Other city/village/town of 10,000 to 19,000	13 (98)
Other city/village/town under 10,000	13 (97)
Rural area outside of city/village/town	9 (69)

Are you currently a licensed driver?

	Valid percent (n)
Yes	83 (645)
No	17 (129)

How many miles do you personally drive during a typical year?

	Valid percent (n)
Zero miles	15 (116)
1 to 4,999	26 (204)
5,000 to 9,999	21 (166)
10,000 to 14,999	21 (165)
15,000 miles or more	16 (123)

What Illinois county you currently live in. Please enter only the name of the county (e.g., "Cook").

	Valid percent (n)
Adams	1 (5)
Bond	0 (3)
Bureau	0 (1)
Cass	0 (2)
Champaign	1 (11)
Christian	0 (1)
Clark	0 (2)
Clay	0 (1)
Clinton	0 (3)
Coles	1 (5)
Cook	38 (294)
Crawford	0 (1)
DeKalb	1 (7)
DuPage	4 (34)
Edwards	0 (1)
Effingham	1 (5)

Appendix A. Topline Report

Fayette	0 (3)
Franklin	0 (2)
Fulton	1 (6)
Greene	0 (3)
Grundy	0 (1)
Hamilton	0 (1)
Hancock	0 (2)
Henry	0 (2)
Iroquois	0 (3)
Jackson	0 (1)
Jefferson	0 (2)
Jersey	1 (4)
Kane	3 (21)
Kankakee	1 (11)
Kendall	1 (6)
Knox	1 (8)
Lake	4 (32)
LaSalle	1 (8)
Lawrence	0 (1)
Lee	1 (4)
Livingston	0 (3)
Macon	1 (8)
Macoupin	0 (3)
Madison	3 (20)
Marion	1 (9)
Marshall	0 (1)
Mason	0 (2)
Massac	0 (1)
McDonough	1 (4)
McHenry	2 (13)
McLean	1 (11)
Menard	0 (1)
Monroe	0 (3)
Montgomery	0 (3)
Morgan	1 (4)
Ogle	1 (7)
Peoria	1 (11)
Perry	0 (1)
Piatt	0 (3)
Pike	0 (1)
Randolph	0 (1)
Richland	1 (4)
Rock Island	1 (9)
Saint Clair	3 (21)

Appendix A. Topline Report

Saline	0 (1)
Sangamon	2 (16)
Schuyler	0 (2)
Shelby	0 (2)
Stark	0 (1)
Stephenson	0 (2)
Tazewell	1 (10)
Union	1 (4)
Vermilion	2 (12)
Warren	0 (1)
Washington	0 (1)
Wayne	0 (1)
White	0 (1)
Whiteside	1 (5)
Will	5 (40)
Williamson	0 (1)
Winnebago	3 (26)
Woodford	0 (3)
Unreported/Unknown	0 (0)

Appendix B. Answers to Open-ended Questions

If you do not use Amtrak state supported passenger rail regularly, why do you not do so? *Please check all that apply.* Or, do you use Amtrak regularly? (Other)

Work a lot
Use it occasionally when traveling to the city
To go where?
Too slow (2)
Safety
Rarely go to places Amtrak does
Only 8 miles to work
Not opportunities present
Not enough stops to benefit
Not available where I live
Not a necessity
No reason to (6)
No occasion
No Amtrak in Rockford
Never had to use it
My last experience was not good. I did not have a ticket and the conductor told me to load the app and get it. But I did not know how to do that. So I got off the train
My husband drives (3)
Locations are not close
Lack of need
I'm neither pro nor con
I'm handicapped
I work a lot and don't have much time to travel but have loved all my train experiences.
I use the current railways to come home to Chicago from school
I travel by other means
I never have anywhere to go that would require rail access
I don't travel (8)
I don't care for trains
Husband is disabled now
Haven't went anywhere yet
Hard to raise legs high enough to get in train
Hard for me to stand and wait for it
I drive myself
CTA
Chicago public transit is closer
Causes upset to the environment
Can't afford to travel
Anxiety of being crowded in
Am usually traveling longer distance and go by plane

Appendix B. Answers to Open-ended Questions

If you do not use public transportation regularly, what is the primary reason you do not do so?
(Other)

Ride taxi

People with weapons on trains

People are getting robbed and bullied, offer some safety first people live in the suburbs

Others drive me

Not needed (4)

No reason to but I do on occasion

No public transportation where I live

I'm handicapped and cannot travel alone

I work from home

I usually drive (2)

I live on outskirts of town and work two jobs

I live close to work

I don't use transportation of any kind much

I don't live in an area that need public transit

I do not commute

Husband is disabled

Drive mostly in town daily

Work is 2.5 miles from home

Don't go into city much

Don't go anywhere to use public transport

Don't go anywhere

Children
