

2018 Illinois Traveler Opinion Survey

Report prepared by the Survey Research Office,

Center for State Policy & Leadership

University of Illinois Springfield

for

the Illinois Department of Transportation

July 9, 2019

**Survey
Research
Office**

**ILLINOIS
SPRINGFIELD**

Contents

- Project overview 2
- Key findings..... 3
- Methodology..... 6
- Demographics 7
- Roads and highways..... 9
 - Road repair and construction 12
- Passenger rail and public transportation..... 15
 - Support and use of Amtrak..... 15
 - Public transportation 17
- Commuting..... 18
- Websites 21
- Dangerous driving behavior 22
- Others’ driving behaviors..... 24
- Likelihood of being stopped by police 25
- Media awareness 26
 - Enforcement campaigns 26
 - Awareness of slogans..... 27
- Rest areas..... 28
- Rating IDOT 29
 - Rating IDOT Employees..... 31
- IDOT projects 32
 - Support for capital improvement projects 32
- Mobile device behavior 33
 - Perception of risk 33
 - Passenger intervention 34
- Appendix A. Topline report (N= 2,527)..... 35
- Appendix B. Answers to open-ended questions..... 54

Project overview

The 2018 Illinois Traveler Opinion Survey is the most recent iteration in a long-running project conducted by the University of Illinois at Springfield's Survey Research Office for IDOT which dates to to 2001.¹ The project methodology has changed considerably since that time. For instance, the survey was exclusively an address-based 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, the office 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. Finally, in 2018, the survey was made purely an opt-in survey that relied on IDOT advertising to generate response.

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) necessitated using different strategies than in the past. Thus, the survey, initially designed as a mail survey, has in recent years needed to shift to other modes to help address these challenges.

The survey uses an opt-in design that relies on post-stratification adjustments, or "weighting," to increase the representativeness of the survey. A total of 2,527 respondents participated in the survey. Since the survey was conducted online, it is not possible to generate estimates of precision such as a margin of sampling error.

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

Key findings

Overall conditions of state highways, timeliness of repairs seen as problematic

Respondents rate state highway conditions poorly: just under half (48%) say the overall conditions of these roads are “excellent” or “good.” This is particularly the case outside of the Chicago area, where only 41% of respondents rate overall conditions positively. Respondents also rate the timeliness of repairs in work zones negatively – only 24% rate timeliness as either “excellent” or “good.”

Respondents unified in belief that highways and bridges need repairs and upgrading

When asked to select up to three capital improvement projects from a list of seven, nearly all respondents (91%) select “repair/upgrade aging and deteriorating roads and bridges.” This has been a consistent finding over the years with 84% in 2017 and 82% in 2016 selecting this choice.

Most think IDOT is doing a good job and rate employees positively

Two-thirds (66%) of respondents rate the overall job IDOT is doing as “very good” or “good.” Women (71%) rate IDOT more positively than men (61%). Additionally, majorities of respondents rated IDOT employees positively on four characteristics: courtesy and respect shown to motorists, accessibility of employees, helpfulness of information provided by employees, and overall conduct on the job.

Roads and highways rated less positively than previously

Respondents rated many aspects of roads and highways less positively in 2018 than they did in 2017 and years past. This was particularly true regarding the timing of traffic signals and roadside lighting and reflectors – just 50% and 48% of respondents respectively rated these as either “excellent” or “good” compared to 67% and 64% who did so in 2017.

Support for Amtrak passenger rail is high, highest among frequent users

A large majority (86%) indicate they either “strongly” or “somewhat” support Amtrak passenger service in Illinois. For those who use the train service “very” or “somewhat often,” there is near unanimous support: 99% of these individuals “strongly” or “somewhat” support Amtrak.

Support for IDOT’s contributions to public transportation high, higher in Chicago

A very large majority (88%) either “strongly” or “somewhat” support IDOT contributions to the building, maintenance, and operation of public transportation systems in Illinois. Additionally, those living in Chicago (78%) and the Chicago suburbs (62%) are far more likely to “strongly support” IDOT’s contributions to public transport than those living elsewhere in Illinois (42%).

Most commute by car, though less do so in Chicago

Of the nearly seven in ten (69%) of respondents who report commuting to work, nearly nine in ten (89%) say they use a car or personal vehicle to get to work. This varies drastically by location: just 64% of Chicagoans say they use a car to get to work regularly compared to 92% of those in suburban Chicago and 95% of those outside of the Chicago area.

Respondents more likely to engage in some dangerous behaviors than others

While just 3% of respondents report driving a vehicle while intoxicated in the past 30 days and only 10% report not wearing a seatbelt, 36% admit to speeding and about half (49%) admit to using a mobile device to make phone calls during this time period. Self-reported speeding is much more frequent in Chicago (43%) and the Chicago suburbs (49%) than elsewhere in the state (27%).

Over half have visited at least one of IDOT's websites

Just over half of respondents (53%) have visited either www.IDOT.illinois.gov or www.gettingaroundillinois.com. This figure is up significantly from the 41% of respondents in the prior year who visited IDOT's website. Those who visited IDOT's websites evaluate them positively: 85% of respondents rate the sites as either "very good" or "good."

Respondents are unlikely to believe they would be stopped by police for illegal behavior

Thirty-six percent say it is "very" or "somewhat likely" they would be stopped by police for driving faster than the posted speed limit. Half as many — 18% — say it would be "very" or "somewhat likely" they would be stopped after having too much to drink to drive safely, while 14% say this about driving without a seatbelt and 12% say this about driving while using a mobile device.

More aware of alcohol-impaired police enforcement campaigns than seat belt law, cell phone use campaigns

Sixty-one percent report having "read, seen, or heard" of alcohol-impaired police enforcement campaigns in the last thirty days which is three percentage points higher than in 2017 (58%). By contrast, nearly half (49%) report awareness of cell phone use campaigns — the same percentage as in 2017. Awareness of seat belt campaigns is down six percentage points in 2018 (43%) from 2017 (49%).

More feel at risk by others' behavior than their own

While 78% say they have felt at risk because another driver was distracted by technology, just 29% say their own use of technology has put either themselves or others at risk. Those who are younger (33%) are slightly more likely than those ages 35-59 (29%) or those ages 60 or older (25%) to say their own behavior have put either themselves or others at risk.

Majorities recognize three IDOT slogans but fewer recognize IDOT's newest slogan

About three-quarters (73%) report awareness in the past 30 days of the "Click It or Ticket" campaign while nearly two-thirds (65%) report awareness of "Drive Sober or Get Pulled Over," and just over half (51%) report reading, seeing, or hearing about "Drop it and Drive." However, just 25% report awareness in the past 30 days of "Life or Death Illinois" which is IDOT's newest slogan.

Most would intervene in distracted driving situations, women more likely to do so than men

Three-quarters (75%) say they would be "very likely" or "somewhat likely" to say something to a driver as a passenger in a car if the driver was talking on a handheld cell phone while 88% say this about a driver was sending emails or texting while driving. For both situations, women state they would be more likely to intervene than men.

Methodology

In 2015, the UIS Survey Research Office became a charter member of the American Association for Public Opinions Research's (AAPOR) Transparency Initiative. By joining, the office 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 and Funding: The Illinois Traveler Opinion Survey was conducted by the Survey Research Office for IDOT. The project was overseen by Matthew Case, Visiting Research Manager at the UIS Survey Research Office under the guidance of IDOT's Office of Communications. The study was funded entirely by IDOT. The questionnaire was written collaboratively between researchers at SRO and IDOT staff.

Sample and eligibility: The results in this survey are based on response from individuals who took the survey online at a specified web address. Upon navigating to the website, individuals were presented with language that described the purpose of the study and informed them of their rights as human subjects. Respondents were provided contact information for the study principal investigator and the UIS human subjects officer. A total of 2,536 responses to the survey were collected. After data cleaning, 2,527 cases remained.

Recruitment: IDOT worked with UIS to spread awareness of the survey by posting a link to the survey on their website (www.IDOT.illinois.gov) and via their Facebook page. Additionally, press releases and traditional media were used to spread awareness of the survey. Respondents were eligible to take the survey from December 6, 2018, to December 31, 2018. Respondents were deemed eligible to participate if they acknowledged that they were both a current Illinois resident and that they were at least 18 years of age.

Weighting: The data for the 2018 Illinois Traveler Opinion Survey are weighted using Illinois population parameters provided by the U.S. Census Bureau. The parameters used for weighting in the survey are: sex, age, race, and education. Minimum and maximum weights were used such that one weighted case cannot count for less than 0.2 cases or more than 5 cases. All figures in the report are based on weighted responses.

Precision of findings: As a non-probability survey, it is not possible to calculate a margin of sampling error.

Demographics

Table 1 (pg. 8) displays population parameters based on U.S. Census Bureau and IDOT figures, the unweighted survey results, and the weighted responses. Because minimum and maximum weights are used, there are differences between the population parameters and the weighted sample. However, the weighted sample much more closely approximates the adult population of Illinois than the unweighted sample.

While the final weighted sample is representative of the Illinois adult population in terms of age, gender, and region, it is not representative in terms of race and ethnicity or in terms of education. This is because certain demographic groups in the unweighted sample were overrepresented or underrepresented. For instance, white respondents are heavily overrepresented; 94% of the unweighted sample comprises white non-Hispanic white Illinoisans compared to 62% in the population of Illinois. Those who are less educated are underrepresented in the unweighted sample: just 1% of survey respondents have less than a high school diploma compared to 11% of the population of Illinois 25 and older. Comparing weighted responses to population parameters, it is clear that these differences, while notable, are not as stark. It should be noted that all data in this report is based on weighted responses unless otherwise indicated.

Table 1. Demographics (percent)			
	Population ²	Unweighted results	Weighted results
Gender			
Male	49	62	51
Female	51	37	49
Age			
18-24 years old	12	3	9
25-34 years old	18	13	19
35-44 years old	17	18	19
45-59 years old	26	35	29
60-74 years old	18	28	19
75 years or older	8	3	7
Race/Ethnicity³			
White	62	94	79
Black or African American	14	2	8
Asian/ Pacific Islander	5	2	6
Hispanic	17	2	8
Education			
Less than high school diploma	11 ⁴	1	1
HS diploma or equivalent	26	8	22
Some college	21	20	24
2-year college degree	8	11	9
4-year college degree or higher	33	60	44
Region			
District 1- Schaumburg	59	60	59
District 2- Dixon	9	9	9
District 3- Ottawa	6	4	6
District 4- Peoria	5	3	5
District 5- Paris	6	2	5
District 6- Springfield	5	9	6
District 7- Effingham	3	2	3
District 8- Collinsville	6	5	6
District 9- Carbondale	3	3	3

² Gender, age, education, and race/ethnicity categories are derived from the U.S. Census Bureau American Community Survey 2013 -2017 5-Year Estimates.

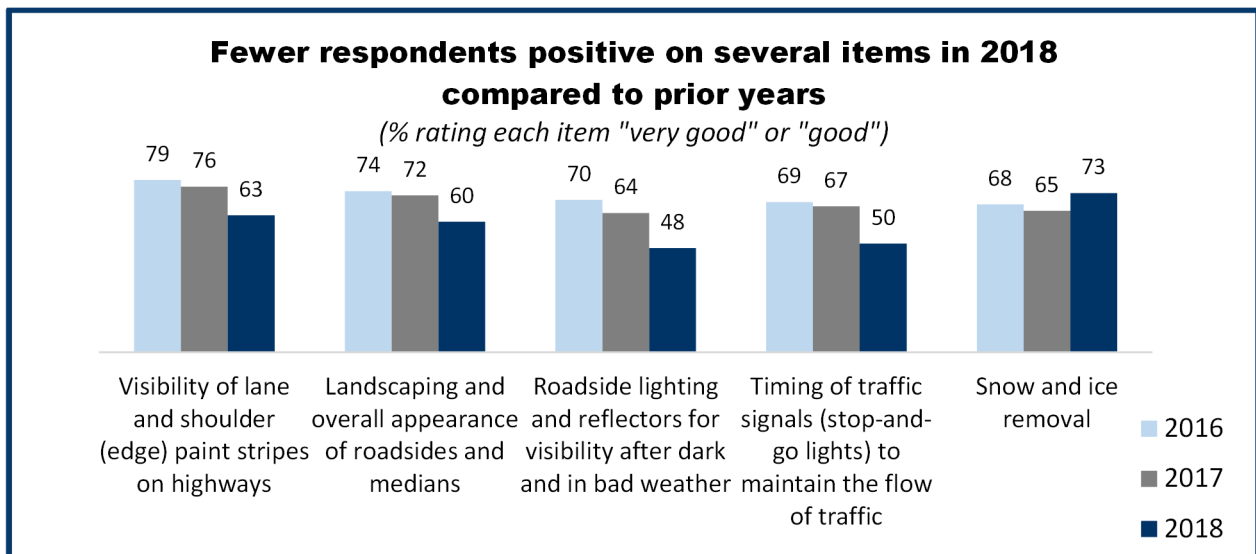
³ Race/ethnicity is recoded into four category variable to aid in weighting. Please consult page 53 for additional results.

⁴ Education is computed for those 25 years or older.

Roads and highways

As with previous surveys, the 2018 Illinois Traveler Opinion Survey asks respondents to answer nine questions pertaining to various aspects of Illinois roads. Respondents evaluate these items by responding on a four-point scale: “very good”, “good”, “poor”, and “very poor”.⁵ Table 2 (pg. 10) shows that respondents are generally more likely to rate the items positively (by providing a “very good” or “good” response) than negatively (by providing a “poor” or “very poor”) response.

However, respondents in the current survey are much less positive than they were in either 2017 or 2016. Indeed, some declines are very sharp. For instance, whereas 67% of respondents rated the timing of traffic signals in 2017 positively, just half (50%) of those in 2018 did so. Similarly, while nearly two thirds (64%) rated roadside lighting and reflectors positively in 2017, just under half (48 percent) provided a positive response in 2018. The items, “visibility of lane and shoulder (edge) paint and landscaping” and “overall appearance” also saw steep declines. However, the item “snow and ice removal” is rated much more highly in the current survey (73% in 2018; 65% in 2017).



⁵ Beginning in 2016, the survey used a different scale than it had in the past. From 2001 to 2015, the survey used a five-point scale with the following values: “excellent,” “good,” “fair,” “poor,” and “very poor.” For this reason, we focus on the years in which the current scale values are available.

Table 2. Percent of respondents rating each item positively
(% rating item “very good” or “good”)

	2018 Results	2017 Results	2016 Results	2018-2017 Difference
Traffic signs (directional signs, warning signs, and “miles to destination” signs)	84	84	86	--
Electronic message boards to advise drivers of delays or construction areas	79	82	83	-3
Visibility of lane and shoulder (edge) paint stripes on highways	62	76	79	-13
Cleanliness of Roadsides	65	73	76	-8
Landscaping and overall appearance of roadsides and medians	60	72	74	-12
Roadside lighting and reflectors for visibility after dark and in bad weather	48	64	70	-16
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	50	67	69	-17
Snow and ice removal	73	65	68	+8
Timely removal of debris and dead animals from pavement	57	61	65	-4

There are some notable differences in terms of responses by demographic groups (see Table 3, pg. 11). For instance, those who live in the City of Chicago are much less likely to provide a positive response about the cleanliness of roadsides (57%) than those either in the Chicago suburbs (63%) or elsewhere (68%). This makes sense given that those living elsewhere are more likely to live in less congested areas with fewer motorists whereas those living in Chicago are more likely to travel on congested, well-trafficked roads. It is also notable that those living in the Chicago suburbs are much less likely to provide a positive response regarding the timing of traffic signals (40%) than those living in Chicago (53%) or elsewhere in the state (56%).

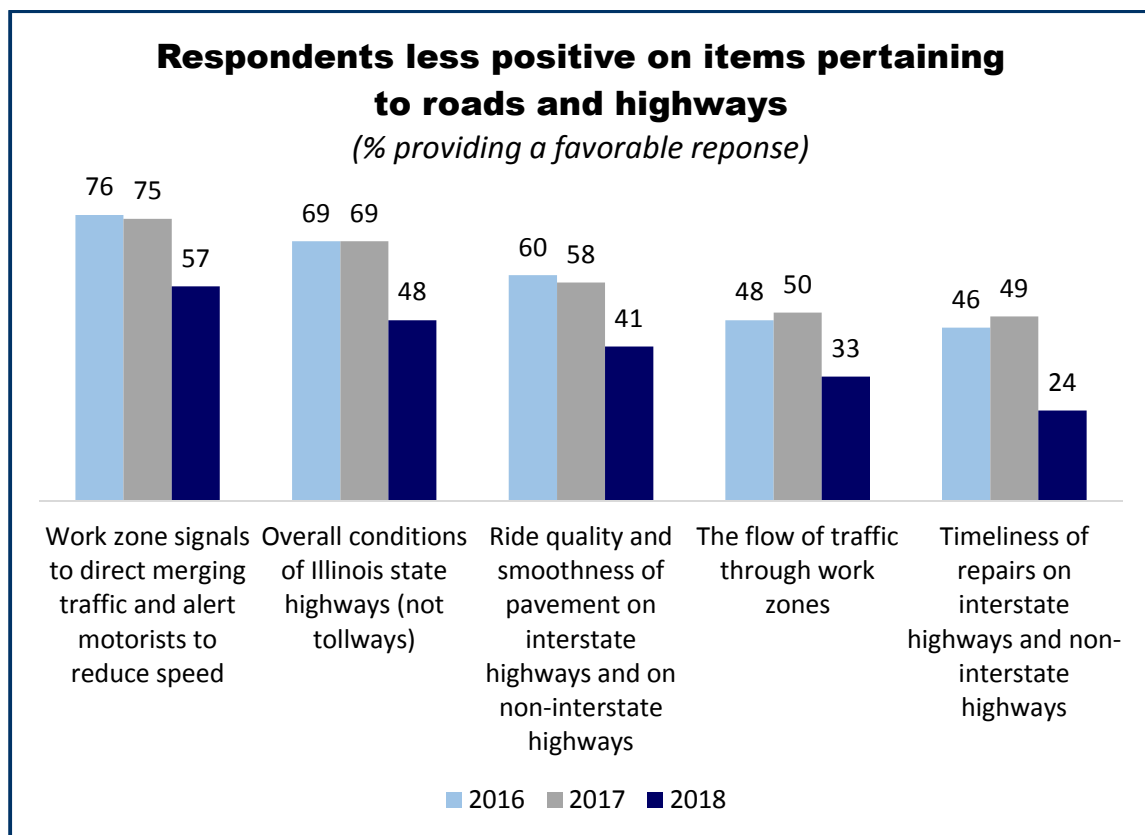
Table 3. Percent providing a favorable response: Maintaining highways and traffic flow questions

	Traffic signs	Electronic message boards	Visibility of lane and shoulder paint stripes	Cleanliness of roadsides	Landscaping and overall appearance	Roadside lighting and reflectors	Timing of traffic signals	Snow and ice removal	Removal of debris/ dead animals
Gender									
Male	84	79	61	61	57	51	49	76	55
Female	85	79	64	69	64	45	53	70	60
Age									
18-34 years old	85	78	76	70	59	76	53	71	61
35-59 years old	85	79	59	61	59	59	48	71	54
60 years old+	83	80	55	68	64	55	52	77	58
Race									
White alone	85	79	62	66	59	51	53	71	59
Nonwhite	83	81	67	62	64	38	44	81	53
Education									
Less than 4-year degree	84	79	59	63	58	45	51	71	54
4-year degree or higher	84	79	67	68	63	51	50	76	62
Residence									
Chicago	81	80	64	57	64	47	53	82	53
Chicago suburbs	83	78	64	63	63	49	40	71	54
Elsewhere	86	79	61	68	58	47	56	72	60

ROAD REPAIR AND CONSTRUCTION

The survey also asks respondents to answer five questions pertaining to road repair and construction. Responses to these items over time are displayed in the figure below which shows that those surveyed are most positive about work zone signals (57% provide a favorable response) and least positive about the timeliness of repairs on interstate highways and non-interstate highways (24% provide a favorable response). What is striking is that a majority of respondents rate just one item – work zone signals – favorably. This is contrast to 2017 and 2016 where three items –work zones, overall conditions of Illinois state highways, and ride quality – were rated positively by a majority of respondents. Indeed, for each item, respondents are less positive in 2018 than respondents in previous years.

Table 4 (pg. 14) shows how responses differ by demographic groups. In terms of overall conditions of Illinois state highways, those living in Chicago are more likely to provide a positive response (58%) than those in the Chicago suburbs (55%) and those elsewhere (41%). Additionally, women are more positive than men: 55% of women compared to 42% of men provided a positive response about the condition of state highways.



There is not a clear trend by region in terms of the items. Respondents outside of the Chicago area (76%) are more likely to provide a positive response regarding work zone signals than their counterparts who live in Chicago (63%) and the suburbs (63%). However, as mentioned above, those living in Chicago are most positive about the overall conditions of Illinois highways. Those living in and around Chicago are also more likely to provide a positive response about the ride quality and smoothness of pavement than those living elsewhere in the state: nearly half of both Chicagoans (49%) and their suburban counterparts (48%) report the overall conditions of state highways are either “very good” or “good” versus just 34% of those elsewhere.

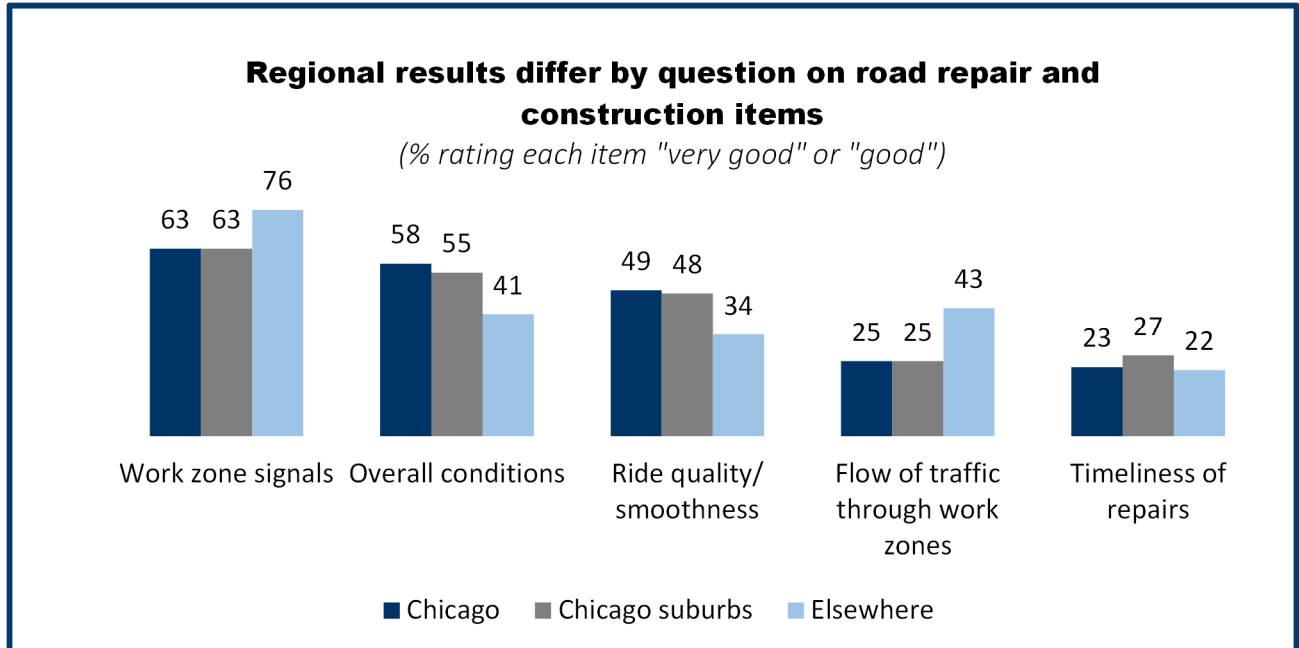


Table 4. Percent providing a favorable response: Road repair and construction questions

	Work zone signals	Overall conditions	Ride quality/smoothness	Flow of traffic through work zones	Timeliness of repairs
Gender					
Male	70	42	38	34	25
Female	70	55	44	36	23
Age					
18-34 years old	69	57	46	32	24
35-59 years old	69	47	38	31	24
60 years old+	72	41	39	45	24
Race					
White alone	72	45	39	38	24
Nonwhite	62	58	47	26	28
Education					
Less than 4-year degree	72	41	33	37	19
4-year degree or higher	66	57	51	33	29
Residence					
Chicago	63	58	49	25	23
Chicago suburbs	63	55	48	25	27
Elsewhere	76	41	34	43	22

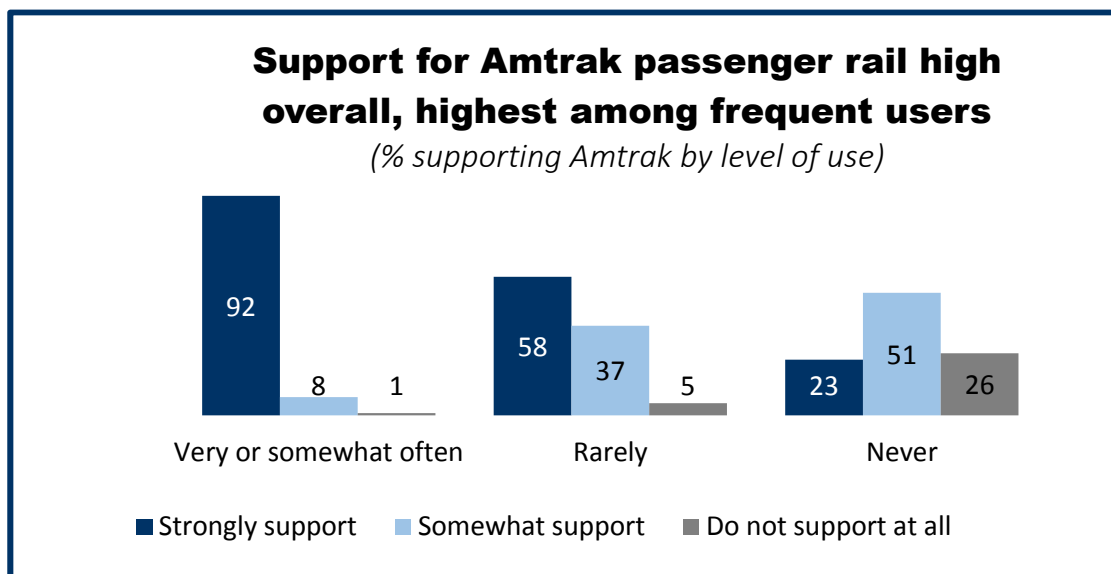
Passenger rail and public transportation

The "passenger rail" questions in the survey aim to further understand passenger rail use in Illinois via Amtrak. As in the 2017 survey, 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 AND USE OF AMTRAK

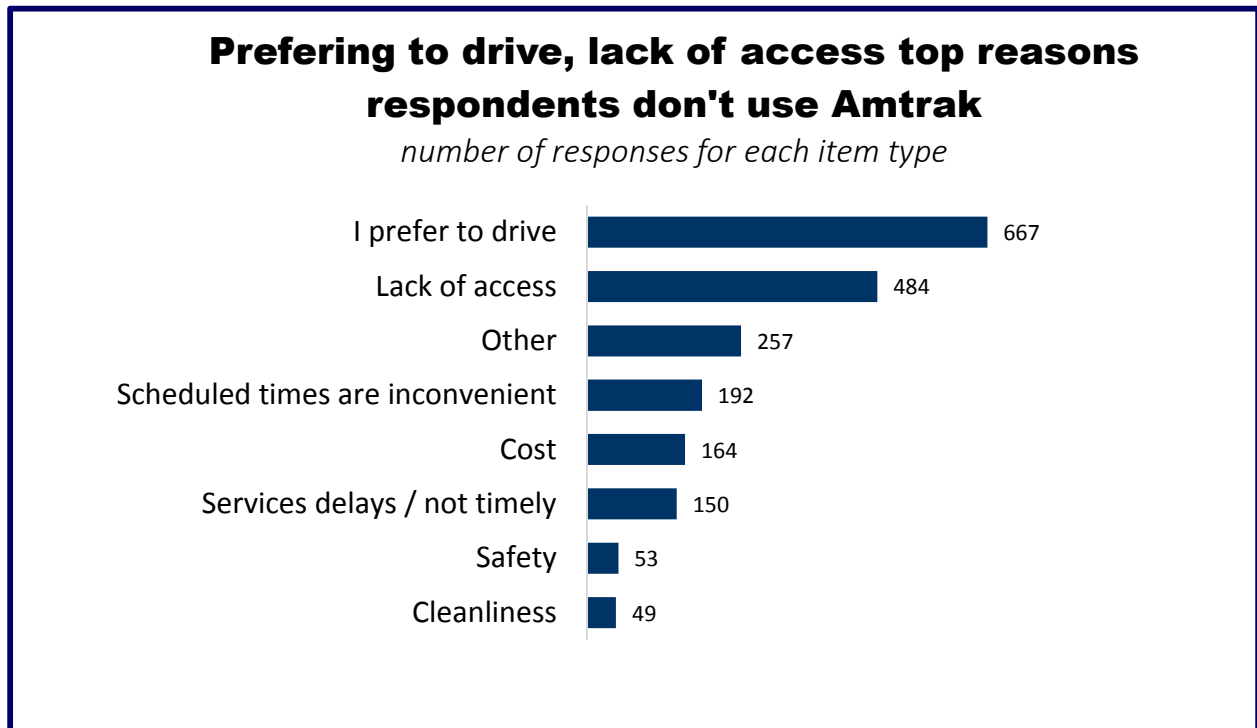
In the 2018 survey, a large majority of respondents (86%) indicate they either "strongly" or "somewhat" support Amtrak passenger rail routes in Illinois. This figure was slightly less than the 91% of respondents in the 2017 survey who indicate support for Amtrak passenger rail routes. It is notable that, while support for Amtrak passenger rail routes is quite high, just 2% of respondents say they use Amtrak "very often" while 10% say they use it "somewhat often." By contrast, 39% say they use Amtrak "rarely" whereas 48% say they use it "never."

There is a strong correlation between using Amtrak and supporting it. For those who use Amtrak "very" or "somewhat often," 99% either "strongly" or "somewhat" support the service with 92% "strongly" supporting Amtrak rail routes. Those who use Amtrak rarely and never are still supportive though less so. These differences may be seen in the figure below. Those who use Amtrak at least rarely, are asked to provide their level of satisfaction with their overall Amtrak experience. Satisfaction is high among Amtrak users: 87% say they are either "very satisfied" or "somewhat satisfied" with Amtrak.



In addition to being satisfied with their overall Amtrak experience, most respondents support increasing the number of Amtrak passenger rail routes in Illinois. More than eight in ten (82%) either “strongly” or “somewhat” support increasing the number of routes while just 18% say they do not support increasing routes at all.

Respondents who say they use Amtrak either “rarely” or “never” are asked a follow-up question regarding why they do not use the service. Respondents are allowed to provide more than one reason for this question. The top reasons are preferring to drive (667 responses), and lacking access (484 responses). An additional 192 respondents cite the inconvenience of scheduled times whereas 164 cite cost. Very few respondents cite cleanliness or safety as reasons for not using Amtrak. Additionally, 257 respondents cite some other response as a reason they don’t use Amtrak. These responses may be seen in the open-ended questions appendix on pg. 53.

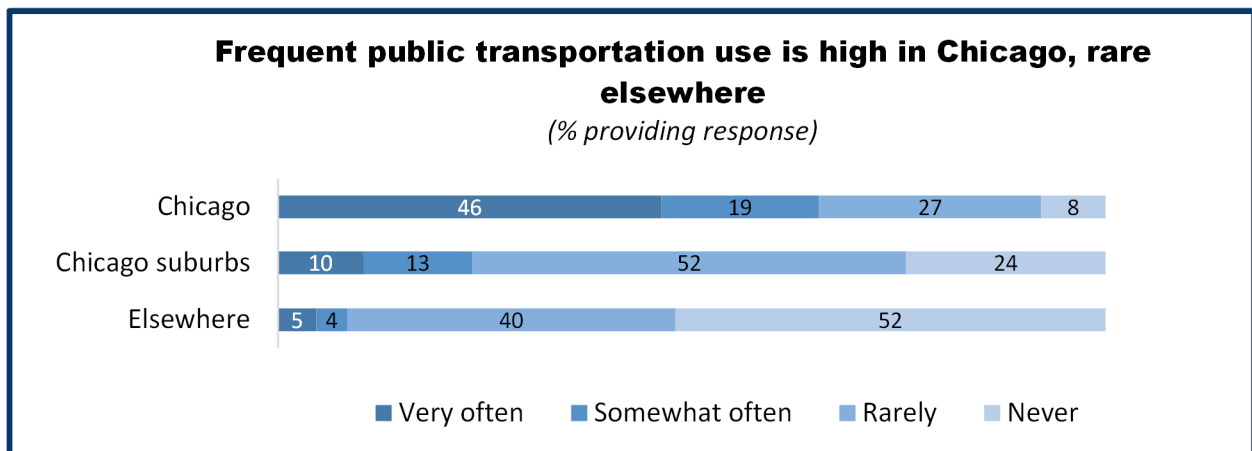


PUBLIC TRANSPORTATION

A very large majority (88%) either “strongly” or “somewhat support” IDOT contributions to the building, maintenance, and operation of public transportation systems in Illinois. This is slightly lower than the 93% of respondents in the prior year survey who responded this way. However, respondents in the current survey are more likely to say they “strongly support” IDOT contributions than in the prior year survey (53% in 2018 vs. 35% in 2017). While majorities across the state strongly support IDOT’s contributions to public transit, those living in Chicago (78%) and the Chicago suburbs (62%) are far more likely than those living elsewhere in Illinois (42%) to do so to say they “strongly” support IDOT’s contributions. In addition to supporting IDOT’s contributions, respondents are likely to say that current levels of public transportation should be expanded; slightly more than seven in ten (71%) say that current levels should be “significantly expanded” or “modestly expanded” while 23% say they should be kept about the same. Very few respondents (5%) say levels should be either “modestly” or “significantly reduced.”

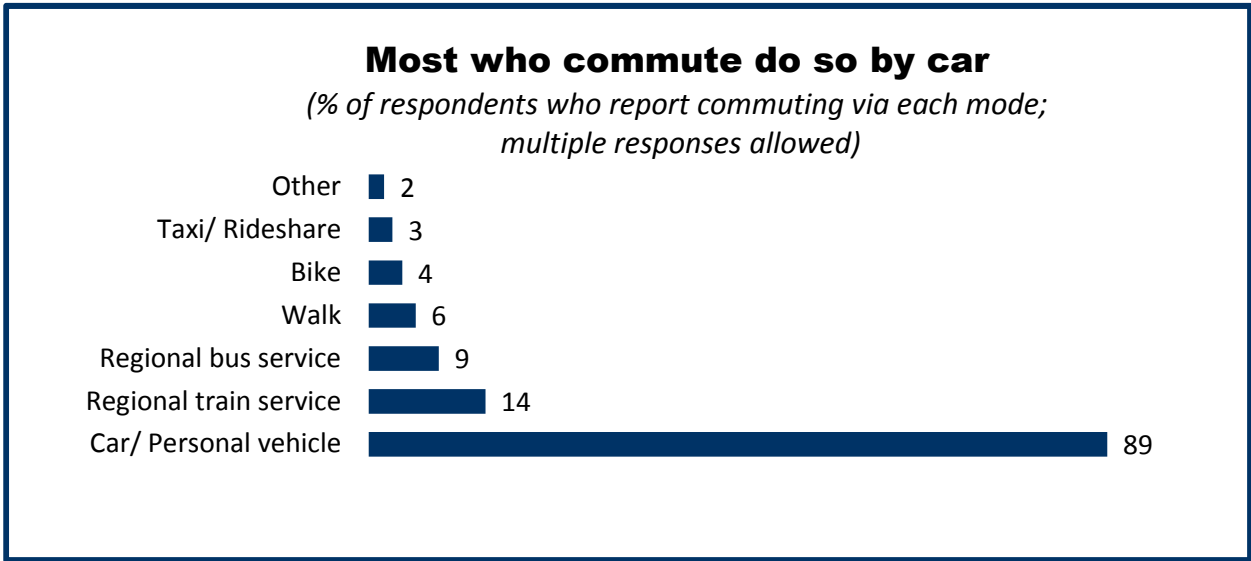
Respondents differ in their use of public transportation use depending on where they live. A plurality of all those surveyed reports using public transportation “rarely” (42%) while 37% report using it “never.” And while just 5% of those living outside of the Chicago area say they use public transit “very often,” 10% living in the suburbs and nearly half (46%) of those living in Chicago say they public transportation “very often.”

The survey asks respondents who do not use public transportation regularly to provide the primary reason out of seven choices and an “other” choice why they do not do so. Generally, respondents do not use public transportation either because they prefer to drive (39%) or they report lacking access (31%). A minority, 13%, provided an “other” response to the question. Responses run the gamut from public transportation not being convenient to individuals indicating that work requires them to own a vehicle. Full results for these other responses may be found in Appendix B.



Commuting

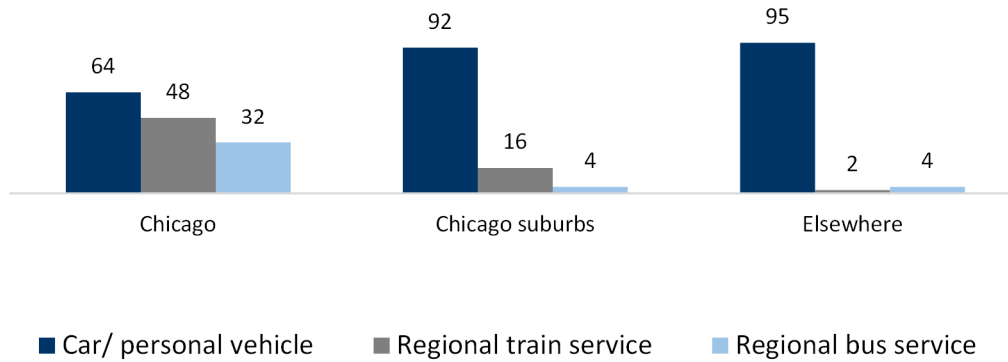
Nearly seven in ten (69%) respondents say they commute to work. Those who commute do so in various ways. The figure below shows the ways in which survey respondents report they regularly use to get to work.⁶ By far, the most popular option is car or personal vehicle – 89% regularly use this mode of transportation to get to work. Some commuters also use regional train service (14%) and regional bus service (9%) in their commute. Small minorities report walking (6%), biking (4%), or taking a taxi or rideshare (3%).



Mode of commuting differs by region. This is particularly the case regarding commuting by car, regional bus service, and regional train service. For instance, 64% of Chicago respondents report using a car to get to work regularly. A far greater 92% of suburban Chicago respondents and 95% of respondents outside of the Chicago area report using a car. Conversely, regional bus service use is much higher in Chicago (32%) than in the Chicago suburbs (4%) or elsewhere (4%) for commuting purposes. Regional train service use is also much higher in Chicago (48%) than in the Chicago suburbs (16%). It is notable that regional train service commuting elsewhere is almost nonexistent (2%); outside the Chicago area, the only non-Amtrak regional train service offered is in Metro East.

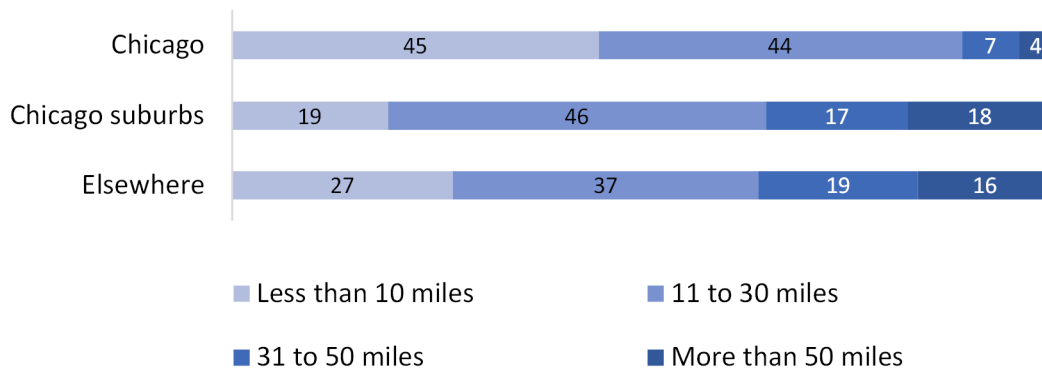
⁶ For this question, respondents were able to provide multiple responses.

Commuting differs greatly by region
 (% who report using each mode regularly to get to work)

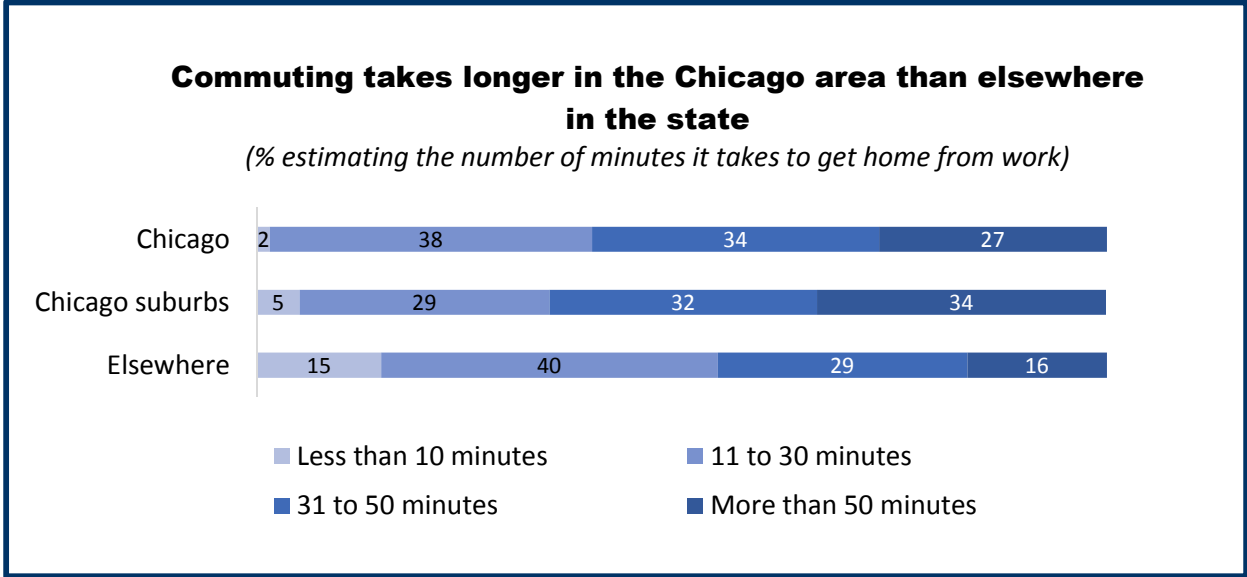


There is a wide variety in terms of the number of miles it takes respondents to travel to and from work. Just over half (53%) report travelling 20 miles or less to get to and from work while 15% report traveling between 21 and 30 miles. About a third (31%) of survey respondents report traveling 31 miles or more to get to work including 15% who say they travel “more than 50 miles to get to work.” Examining results by region, it is clear that those who live in Chicago have the shortest commutes in terms of mileage.

Work is closer for those in Chicago
 (% estimating the number of miles it takes to get to and from work)



However, travelling shorter distances does not mean that that Chicago respondents spend less time getting to and from work. Twenty-seven percent of Chicago respondents and 34% of respondents in the Chicago suburbs say it takes “more than 50 minutes” to get home from work, compared with just 16% of those living elsewhere.



The survey also asks about commute predictability – that is, whether respondents are able to estimate how long their commute is on a daily basis. It finds that a large majority of respondents (86%) say their commute is either “very predictable” or “somewhat predictable.” This differs by region, though perhaps not as much as might initially be thought: 91% of respondents living outside the Chicago area say their commute is “very” or “somewhat predictable” compared to 79% of those living in the Chicago suburbs and 84% of those living in Chicago.

Websites

Just over half of respondents (53%) have visited either www.IDOT.illinois.gov or www.gettingaroundillinois.com. This figure is up significantly from the 41% of respondents in the prior year who visited the websites. Table 5 shows the demographic breakdown of those who have visited. White respondents (56%) are more likely than their nonwhite counterparts (45%) to report having visited the website. Those living outside of the Chicago area (58%) are also more likely than those living either in the Chicago suburbs (49%) or in Chicago (42%) to have visited. Those who visited IDOT’s websites evaluate them positively: 14% rate IDOT’s websites as “very good” and 71% rate it as “good.” Just 12% rate the websites as “poor” and 3% rate them as “very poor.”

In contrast to the surveys of prior years, the current survey asks respondents a series of questions regarding what they have accessed on IDOT’s websites rather than what they *would be willing* to access on IDOT’s website. As the figure shows, respondents visit IDOT’s websites for many reasons. About two-thirds (65%) visit to look for areas of construction while 62% visit for traffic and travel updates. Additionally, over four in ten (42%) say they visit IDOT’s websites for travel routes or maps. As with other open-ended responses, the “other” responses may be found in Appendix B. Those who report not visiting the website were asked why they did not do so. These responses are also found in the appendix.

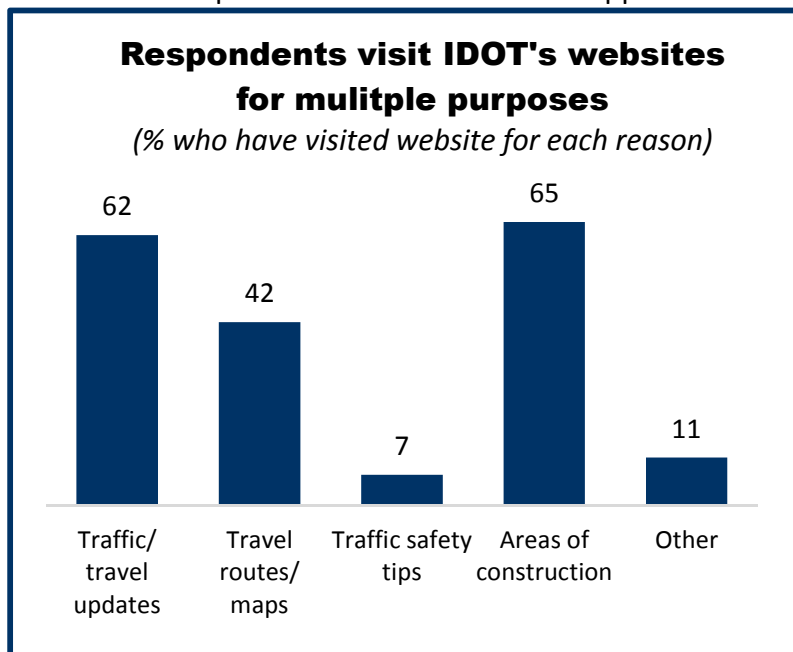


Table 5. Percentage who have visited IDOT’s websites by demographic groups

All respondents	53
Age	
18-34	48
35-59	56
60+	54
Education	
Less than 4 years	53
4-year degree or More	54
Race	
White	56
Nonwhite	45
Gender	
Male	53
Female	54
Residence	
Chicago	42
Chicago suburbs	49
Elsewhere	58

Dangerous driving behavior

The survey asks respondents whether they have engaged in six separate driving behaviors that would be deemed dangerous in the past 30 days. These behaviors are: not wearing a seatbelt while driving; not wearing a seatbelt while riding as a passenger; using a mobile device to make calls while driving; using a mobile device to text or email while driving; driving a vehicle while impaired due to drinking an alcoholic beverage; and not obeying posted the posted speed limit in a work zone. For none of the questions do a majority of survey respondents report engaging in each behavior at least one time. For the item “used a mobile device to make phone calls,” nearly half (49%) report engaging in this behavior at least once. Thirty-six percent of respondents report not obeying the posted speed limit in a work zone at least once while 28% say they used a mobile device to text or email at least once in the past 30 days.

As Table 6 on the following page shows, there are marked differences in terms of age, gender, and region. Younger drivers report engaging in these behaviors at higher rates on each of the items except driving while intoxicated. Men are also more likely to engage in these behaviors than women except driving while intoxicated, where a similar number (3%) of both men and women reported engaging in the behavior. In terms of region, those living in Chicago (43%) and the Chicago suburbs (49%) are more likely to have not obeyed a posted speed limit in a work zone than their downstate counterparts (27%).

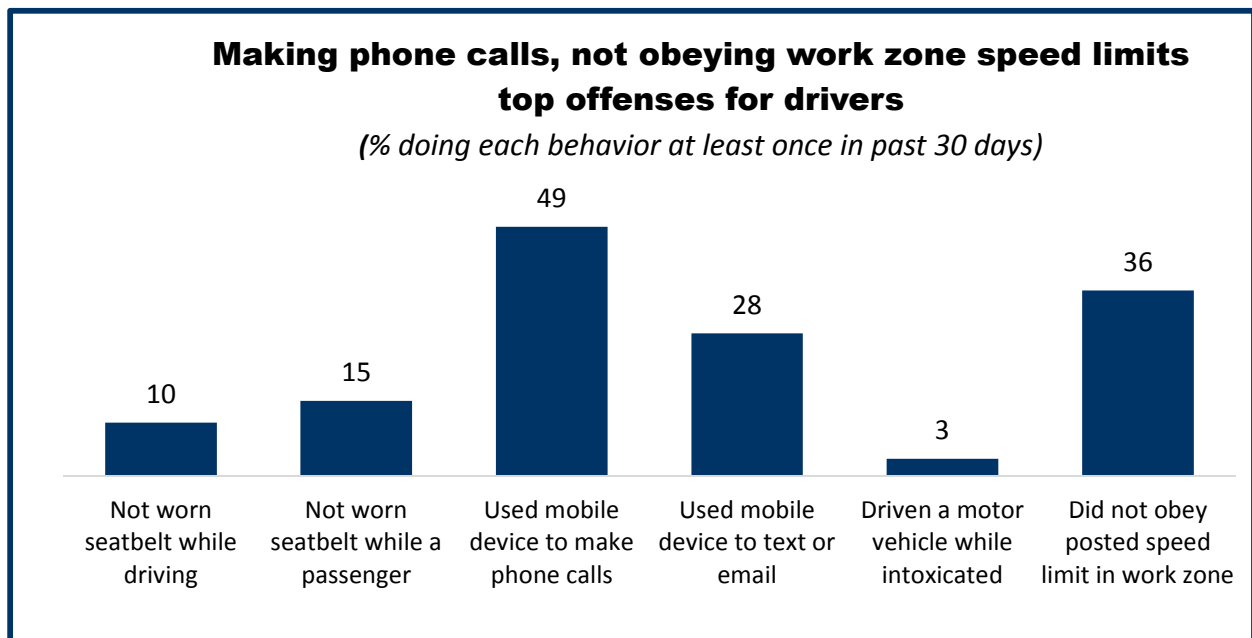
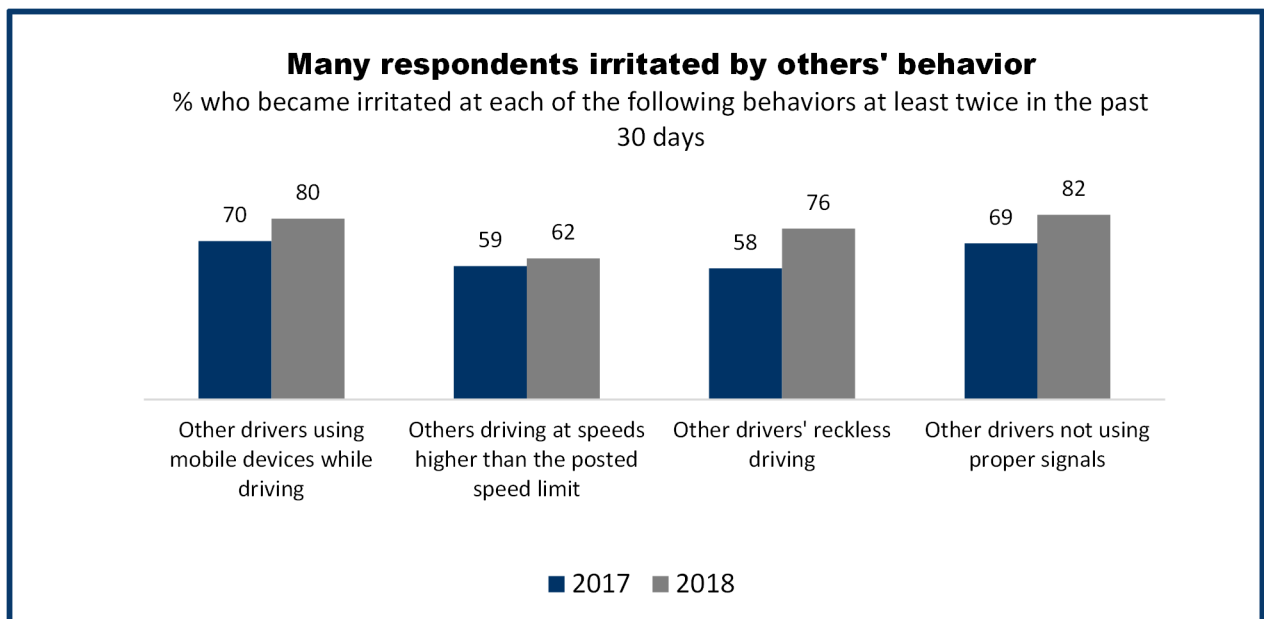


Table 6. Percentage of people who have done _____ at least once in the past 30 days

	Not worn a seatbelt while driving	Not worn a seatbelt while riding in a car	Used a mobile device to make calls	Used a mobile device to text or email	Driven while intoxicated	Not obeyed posted speed limit in work zone
All respondents	10	15	49	28	3	36
Age						
18-34	12	18	62	44	3	44
35-59	11	14	51	27	4	35
60+	8	12	31	11	3	29
Gender						
Male	14	16	51	26	3	40
Female	6	13	46	30	3	33
Residence						
Chicago	10	16	50	31	3	43
Chicago Suburbs	8	13	54	31	3	49
Elsewhere	12	16	45	25	4	27

Others' driving behaviors

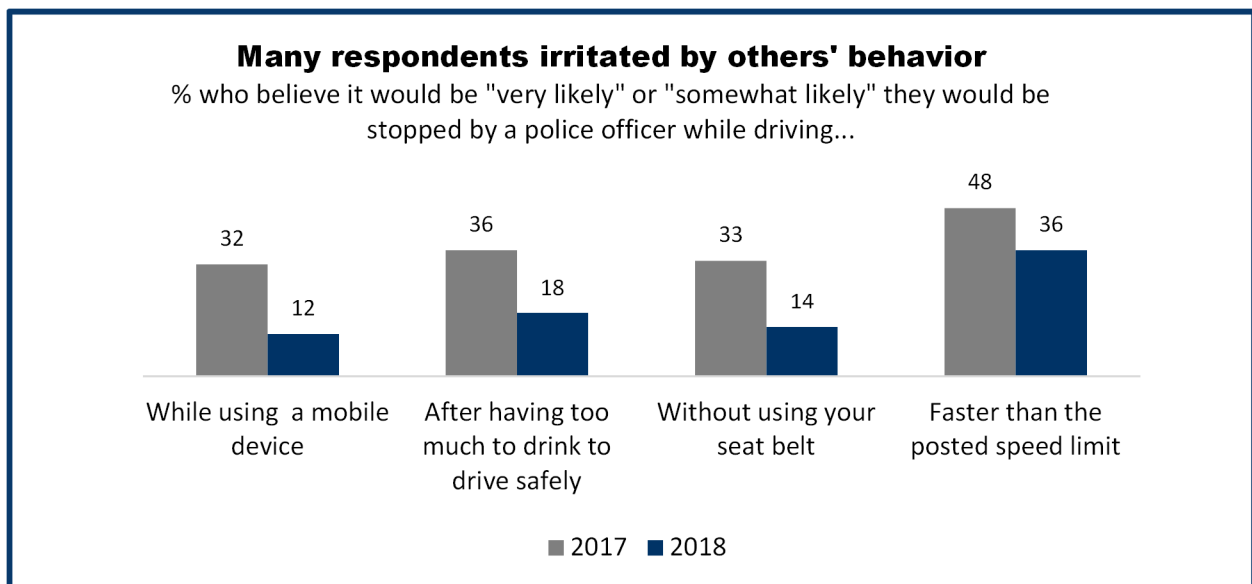
The survey also asks respondents whether they have been irritated by the behavior of other drivers in the past 30 days and, if so, how often they have been irritated by this behavior. As in prior surveys, majorities of drivers indicate they are irritated at each of the behaviors asked about at least twice. The figure below shows responses for each of the questions in the current survey alongside those from the 2017 survey.⁷ For each item, drivers are more frequently irritated by others' behaviors in the current survey than in the 2017 survey. It is notable that over four in five respondents (82%) were irritated by other drivers not using proper signals at least twice in the past thirty days while 80% were irritated with other drivers using mobile devices while driving. By contrast, 62% of respondents were irritated at least twice in the past thirty days by others driving at speeds higher than the posted speed limit. Interestingly, responses do not differ much by region on three of the four questions. However, a clear regional difference exists regarding reckless driving – while 80% of those in the Chicago suburbs and 79% of those in Chicago report becoming irritated by reckless driving at least twice in the past thirty days this figure is a lower 72% for those living elsewhere in Illinois.



⁷ There are two differences to note. In the 2017 survey, the item “using mobile devices while driving” was instead called “using cellphones while driving.” Additionally, the item “other drivers’ reckless driving” was “others cutting you off in traffic.”

Likelihood of being stopped by police

Respondents are asked four questions regarding the likelihood of being stopped by police. For each of the questions, respondents are more likely to indicate it is unlikely they would be stopped than likely. Furthermore, this is a trend that is more pronounced in the current survey than in surveys of priors. For instance, just 12% of survey respondents say it would be “very likely” or “somewhat likely” that they would be stopped by police for using a mobile device while driving compared to 32% who said this in 2017.⁸ Furthermore, just 18% say it would be “very likely” or “somewhat likely” they would be stopped after having too much to drink to drive safely compared to twice as many (36%) who said this in 2017.

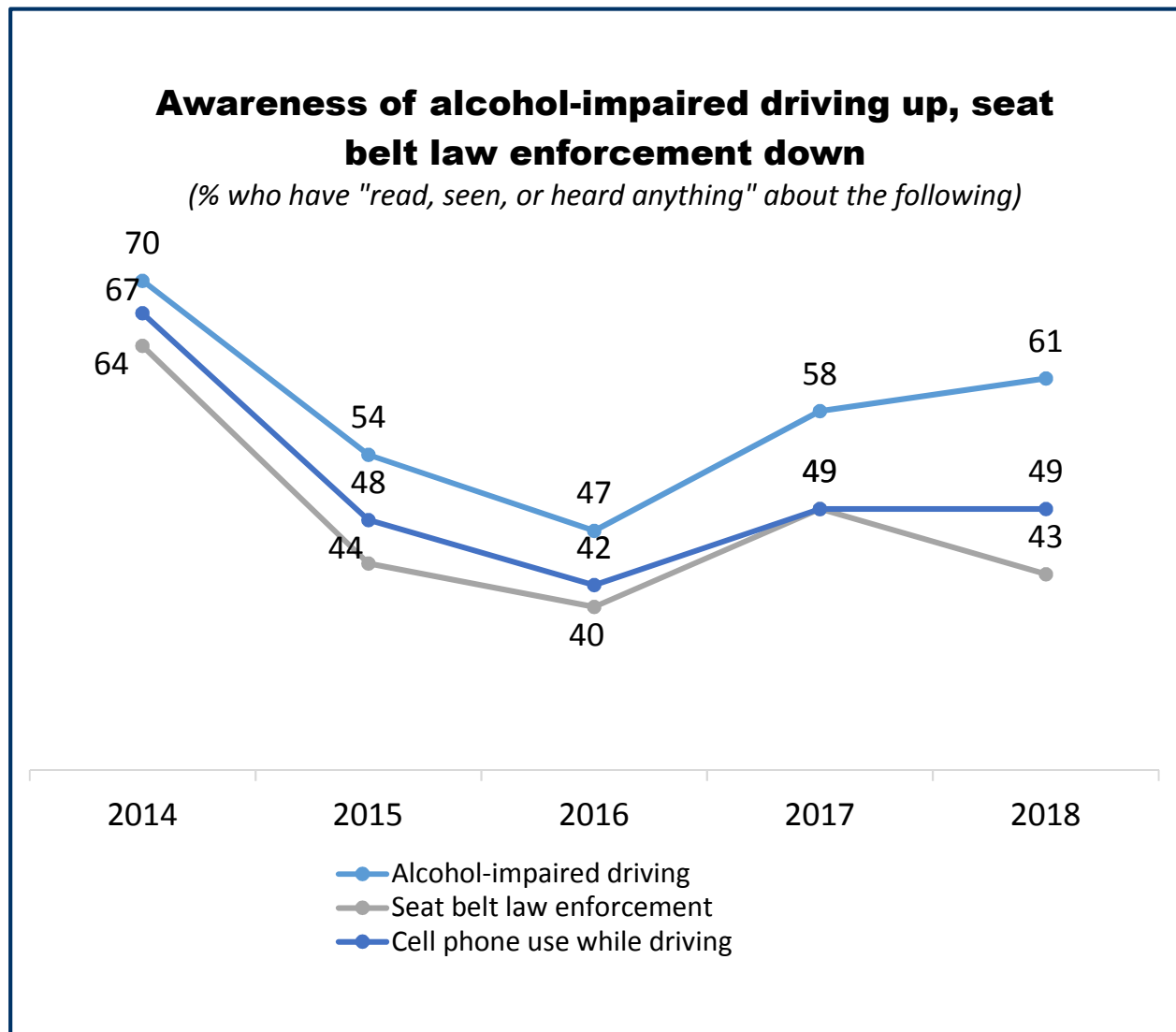


⁸ The wording in the 2017 survey was “handheld electronic device.”

Media awareness

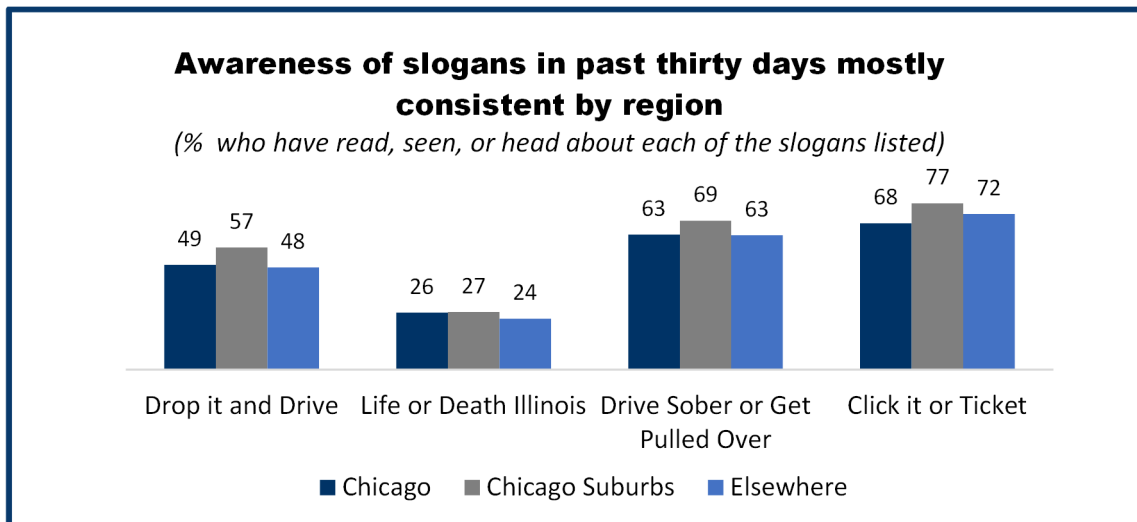
ENFORCEMENT CAMPAIGNS

Similar to the last several years, the 2018 Traveler Opinion Survey has three questions regarding police enforcement campaigns: alcohol-impaired driving, seat belt law enforcement, and cell phone use 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. The figure below shows how awareness of these enforcement campaigns has changed over the years. While awareness was very high in 2014, it dropped off in 2015 and 2016. Alcohol-impaired driving enforcement awareness is currently at its highest level since 2014 (61%) while awareness of cell phone use while driving is unchanged from 2017 (49% awareness both years). However, awareness of seatbelt law enforcement campaigns dropped by six percentage points from 49% in 2017 to 43% in 2018.



AWARENESS OF SLOGANS

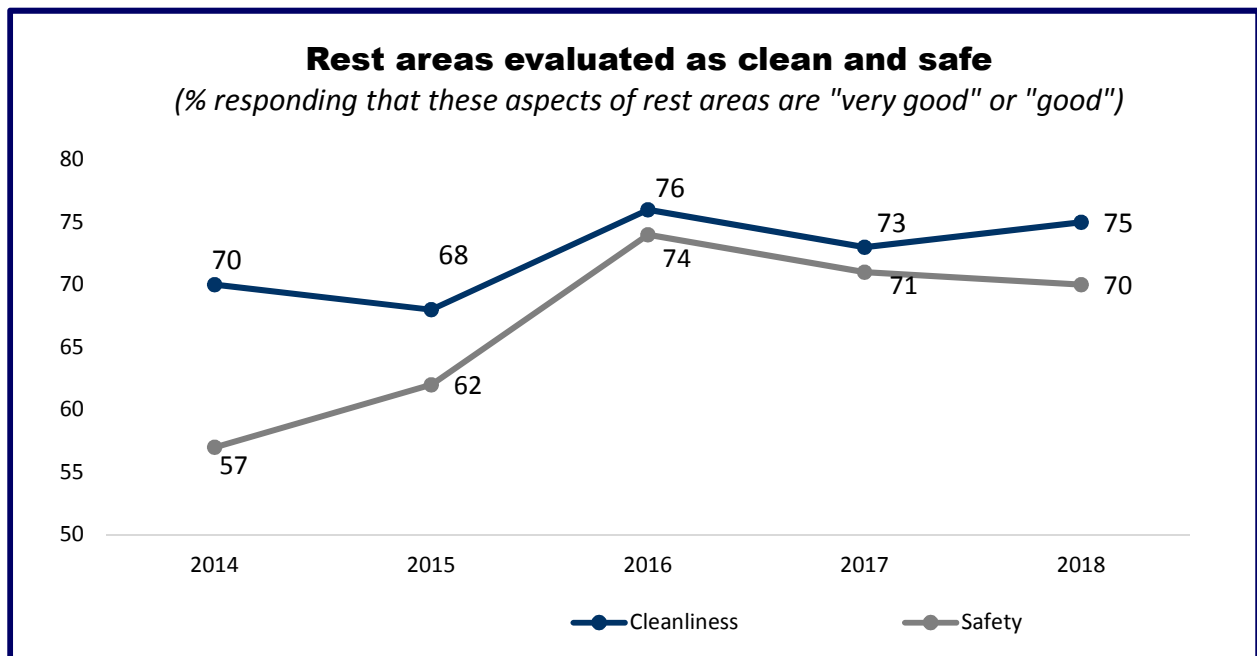
The 2018 survey asks respondents whether they have read, seen, or heard about four slogans in the past thirty days: “Life or Death Illinois,” “Driver Sober or Get Pulled Over,” “Click it or Ticket,” and “Drop it and Drive.” Majorities of respondents recognize reporting reading, seeing, or hearing about three of the four slogans. The most recognized of the slogans is “Click it or Ticket” with nearly three-quarters (73%) of respondents reporting awareness in the past thirty days. About two-thirds (65%) report awareness of the slogan “Drive Sober or Get Pulled Over” while just over half (51%) report awareness of “Drop it and Drive.” Only one quarter (25%) report reading, seeing, or hearing about the slogan, “Life or Death Illinois.” Looking at results by region, there are not many notable differences. However, awareness of the “Drop it and Drive” slogan is higher in the Chicago suburbs (57%) than in Chicago (49%) or elsewhere (48%). Similarly, awareness of “Click it or Ticket” is higher in the suburbs (77%) than either in Chicago (68%) or elsewhere (72%).



Rest areas

Seventy-three percent of those surveyed report that rest areas are important to them. This figure is consistent with the 78% in 2017 and 74% in 2016 who say that rest areas are important to them. About half (48%) say they use rest areas in Illinois “very” or “somewhat often,” a figure consistent with the 49% who said this in 2017.

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 as they have in prior years. The graph below shows responses to these questions over the years.



Rating IDOT

Two-thirds (66%) of respondents rate the overall job IDOT is doing as “very good” or “good.” This has decreased since 2017 in which 83 percent of respondents said IDOT was doing either a “very good” or “good” job. As with previous surveys, male respondents in the current survey are more negative in their evaluation of IDOT than female respondents. In the current survey, these differences are quite stark. While 71% of women rate the overall job of IDOT positively, just over six in ten (61%) male respondents do.

Table 7 shows how various groups evaluate the overall job of IDOT. In addition to women being more positive than men, nonwhite respondents (74%) are more positive than white respondents (64%). Those with a four-year degree or more (69%) are more positive than those with less than a four-year degree (63%).

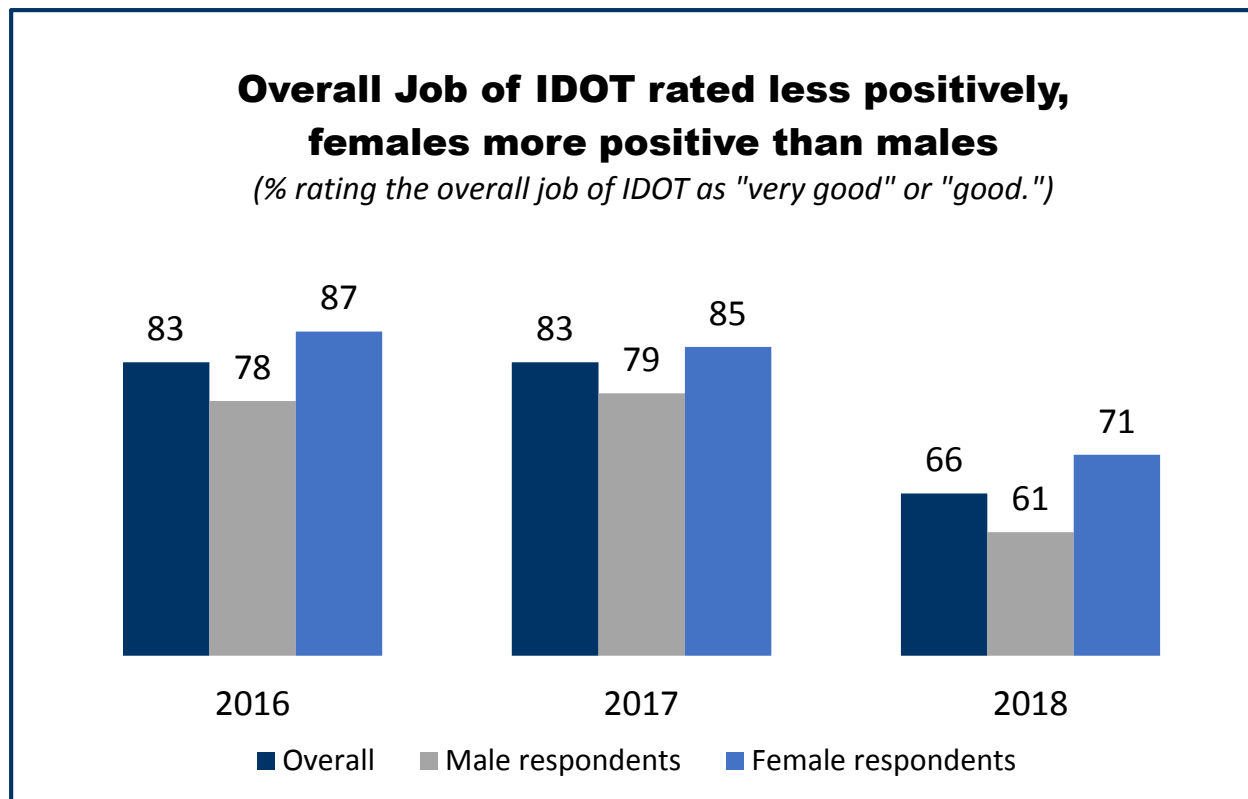
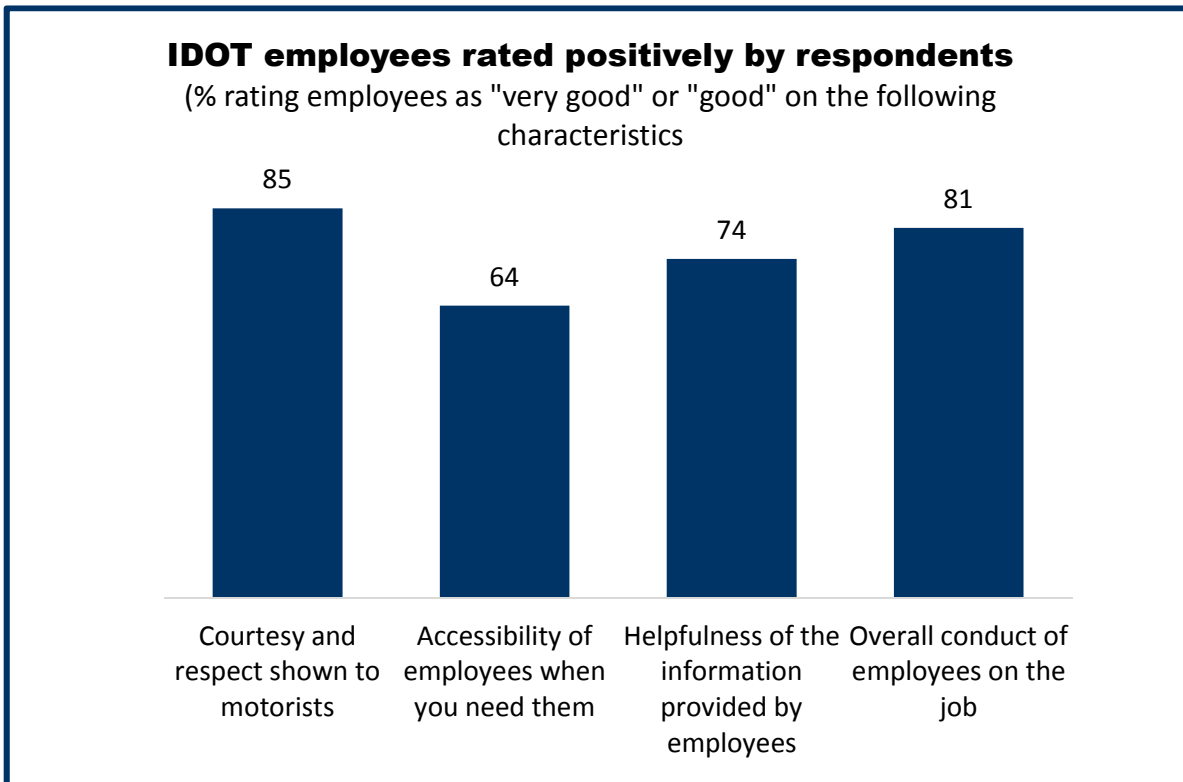


Table 7. Percentage of respondents responding to the overall IDOT rating as “good” or “very good.”

All respondents	66
Age	
18-34	65
35-59	65
60+	67
Education	
Less than 4-year degree	63
4-year degree or higher	69
Race	
White alone	64
Nonwhite	74
Gender	
Male	61
Female	71
Residence	
Chicago	65
Chicago suburbs	67
Elsewhere	65

RATING IDOT EMPLOYEES

The survey asks respondents to rate IDOT employees on four 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. The current survey finds that far more respondents rate IDOT employees positively than negatively but that many provide a “don’t know/not applicable” response. The figure below displays responses for each of the questions while excluding the “DK/NA” responses. As the figure shows, respondents are most positive in their evaluations concerning “courtesy and respect shown to motorists” and least positive regarding “accessibility of employees when you need them.”

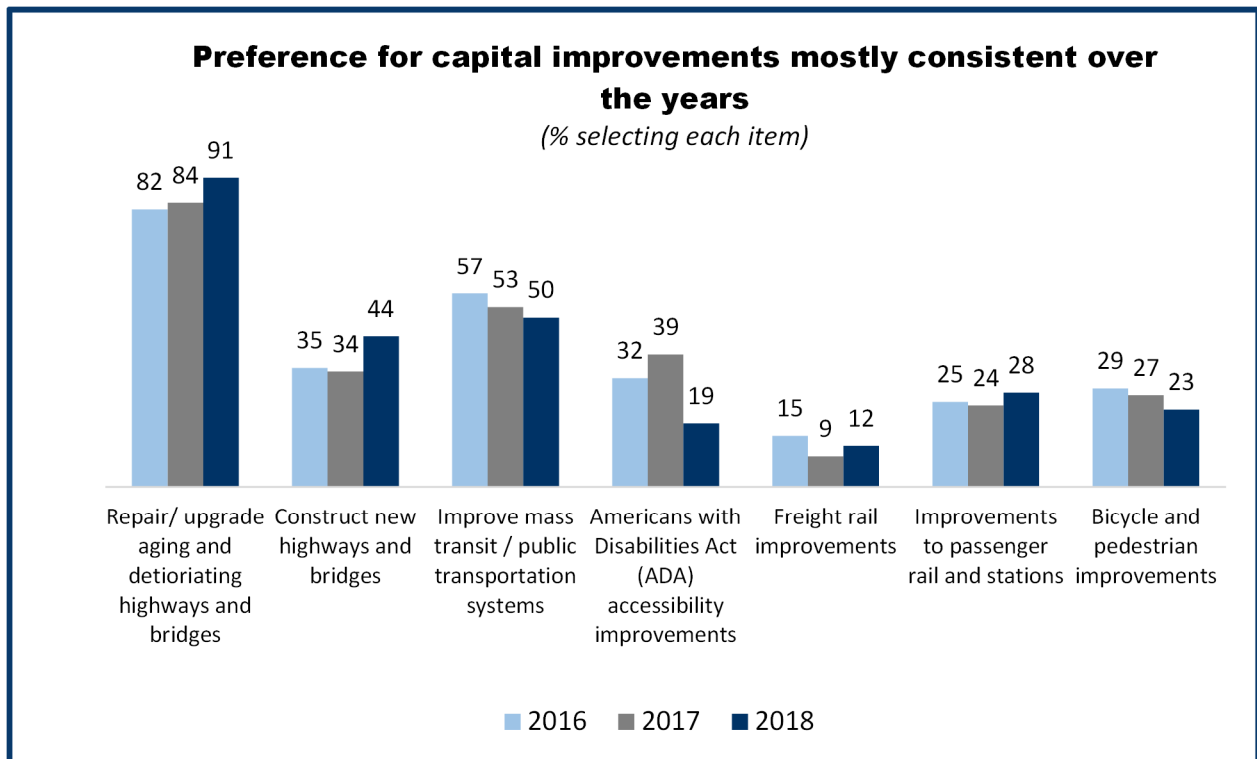


IDOT projects

A majority of survey respondents (59%) say they are either “very informed” or “somewhat informed” about IDOT projects in their area. This percentage is the same as in 2016 but slightly less than the 62% of respondents 2017 survey respondents who indicated they are either “very informed” or “somewhat informed.” Those who indicated that they were informed were asked where they get their information from. Respondents cite many sources such the newspaper, local television and radio news (e.g., ABC 7, WBBM). In addition, respondents say they get their news from work or from IDOT’s website. Many respondents cite multiple sources. For instance, one person says they get their information about IDOT projects “*mostly from subscribing to social media account, but also from local media coverage (Sun Times, Tribune, WGN, etc.)*.” As with all open-ended questions, full responses are found in Appendix B.

SUPPORT FOR CAPITAL IMPROVEMENT PROJECTS

Respondents are asked to select up to three capital improvement projects from seven different choices. As in previous surveys, the most frequently selected item is “repair/upgrade deteriorating highways and bridges” which is selected by 91% of all respondents. The figure below displays how these items have changed through previous years. There are few major changes throughout the past three survey administrations. However, the percentage who cite ADA improvements has decreased appreciably since the 2017 survey (19% in 2018; 39% in 2017).

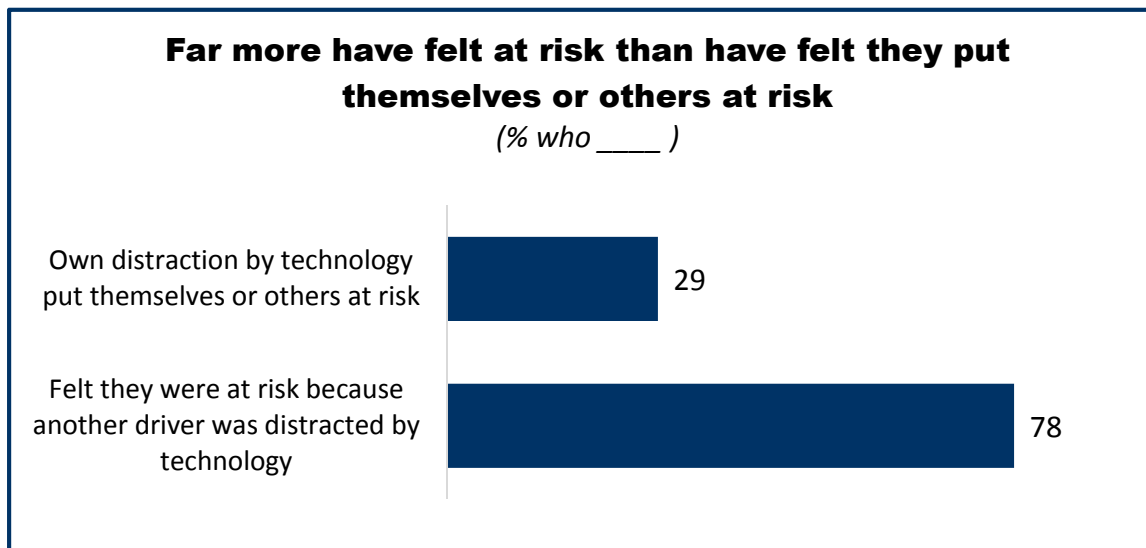


Mobile device behavior

Ninety-seven percent of respondents said they had driven a car in the past 30 days. Over half of respondents (55%) report using a mobile device while operating a mobile vehicle while 29% report using a portable navigation system such as a TomTom or Garmin, and just over a third (34%) report using a navigation system built into the vehicle.

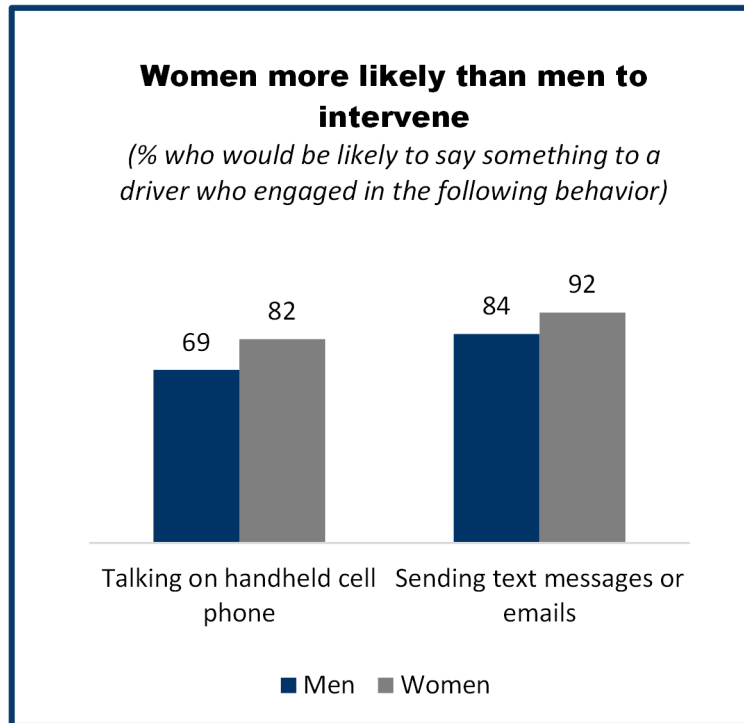
PERCEPTION OF RISK

Seventy-eight percent report feeling put at risk because another driver was distracted by technology while just under three in ten (29%) say they feel their own distraction has put either themselves or others at risk. Younger respondents (33%) are more likely than those ages 35-59 (29%) or those ages 60 or older (25%) to say that they felt their distraction has put either themselves or others at risk. Additionally, men (31%) are more likely than women (27%) to say their distraction by technology has put themselves or others at risk.



PASSENGER INTERVENTION

Three-quarters (75%) say they would be “very likely” or “somewhat likely” to say something to a driver as a passenger in a car if the driver was talking on a handheld cell phone while 88% say they would “very likely” or “somewhat likely” to say something if they driver was sending emails or texting while driving. These figures are similar to the 2017 survey in which 75% said they would say something if the driver was talking on a handheld cell phone and 81% said they would say something if the driver was sending text messages or emails while driving.



Responses vary in terms of region and in terms of gender. Those in Chicago (67%) are less likely than those in the suburbs (79%) or elsewhere (75%) to say they would speak up if a driver was talking on a handheld cell phone. Chicagoans (81%) are also less likely than those living in the suburbs (90%) or elsewhere (88%) to speak up if a driver was sending texts or emails. The gender differences are even more pronounced: women are far more likely to speak up regarding talking on a handheld cell phone than men (82% vs. 69%) and regarding sending text messages or emails (92% vs. 84%).

Appendix A. Topline report (N= 2,527)

Roads and Highways

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	2% (33)
Good	46% (802)
Poor	37% (646)
Very poor	13% (230)
Don't know/Not applicable	2% (28)

Timeliness of repairs on interstate highways and non-interstate highways

	Valid percent (n)
Very good	2% (28)
Good	22% (386)
Poor	44% (759)
Very poor	28% (485)
Don't know/Not applicable	5% (80)

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

	Valid percent (n)
Very good	2% (43)
Good	38% (580)
Poor	41% (719)
Very poor	17% (288)
Don't know/Not applicable	1% (23)

The flow of traffic through work zones

	Valid percent (n)
Very good	2% (29)
Good	33% (580)
Poor	34% (588)
Very poor	29% (505)
Don't know/Not applicable	2% (36)

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

	Valid percent (n)
Very good	12% (215)
Good	57% (996)
Poor	19% (331)
Very poor	10% (176)
Don't know/Not applicable	1% (21)

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	7% (113)
Good	59% (1017)
Poor	25% (433)
Very poor	8% (144)
Don't know/Not applicable	2% (29)

Timely removal of debris and dead animals from pavement

	Valid percent (n)
Very good	8% (133)
Good	50% (861)
Poor	29% (497)
Very poor	9% (162)
Don't know/Not applicable	5% (83)

Landscaping and overall appearance of roadsides and medians

	Valid percent (n)
Very good	7% (129)
Good	53% (916)
Poor	26% (456)
Very poor	12% (206)
Don't know/Not applicable	2% (29)

Snow and ice removal

	Valid percent (n)
Very good	12% (215)
Good	60% (1049)
Poor	16% (284)
Very poor	9% (161)
Don't know/Not applicable	2% (26)

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

	Valid percent (n)
Very good	17% (292)
Good	67% (1166)
Poor	11% (189)
Very poor	4% (66)
Don't know/Not applicable	1% (18)

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

	Valid percent (n)
Very good	16% (274)
Good	63% (1094)
Poor	13% (224)
Very poor	4% (68)
Don't know/Not applicable	4% (75)

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

	Valid percent (n)
Very good	9% (160)
Good	53% (921)
Poor	27% (476)
Very poor	9% (160)
Don't know/Not applicable	1% (18)

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

	Valid percent (n)
Very good	4% (67)
Good	47% (808)
Poor	32% (558)
Very poor	14% (248)
Don't know/Not applicable	3% (52)

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

	Valid percent (n)
Very good	6% (101)
Good	42% (729)
Poor	38% (651)
Very Poor	12% (215)
Don't know/Not applicable	2% (38)

Passenger Rail

How strongly do you support Amtrak passenger rail routes in Illinois?

	Valid percent (n)
Strongly support	45% (781)
Somewhat support	40% (700)
Do not support at all	14% (250)

How often do you use Amtrak passenger rail?

	Valid percent (n)
Very often	2% (39)
Somewhat often	10% (174)
Rarely	39% (684)
Never	48% (838)

(If very often or somewhat often) Please provide your level of satisfaction with your overall Amtrak experience.

	Valid percent (n)
Very satisfied	34% (298)
Somewhat satisfied	53% (463)
Somewhat dissatisfied	11% (96)
Very dissatisfied	2% (20)

How strongly do you support increasing the number of Amtrak passenger rail routes in Illinois?

	Valid percent (n)
Strongly support	42% (719)
Somewhat support	41% (702)
Do not support at all	18% (304)

If you use Amtrak passenger rail rarely or never, why do you not use Amtrak? (Check all that apply)

	Valid percent (n)
Scheduled times are inconvenient	(192)
Service delays/not timely	(150)
Lack of access	(484)
Cost	(164)
Safety	(53)
Cleanliness	(49)
I prefer to drive	(667)
Other ⁹	(257)

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	53% (921)
Somewhat support	35% (609)
Do not support at all	12% (200)

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

	Valid percent (n)
Very often (daily or almost daily)	12% (208)
Somewhat often (once or twice a week)	42% (730)
Rarely (once a month or less)	37% (648)
Never	9% (154)

If you use public transportation at least rarely, How would you rate your experience with public transportation in Illinois overall?

	Valid percent (n)
Very good	10% (109)
Good	66% (710)
Poor	21% (225)
Very poor	4% (39)

⁹ See section below.

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

	Valid percent (n)
Significantly expanded	33% (568)
Modestly expanded	39% (670)
Kept about the same	23% (405)
Modestly reduced	3% (49)
Significantly reduced	2% (42)

If you use public transportation rarely or never, what is the primary reason do you not do so?

	Valid percent (n)
Scheduled times are inconvenient	6% (77)
Service delays/not timely	3% (41)
Lack of access	31% (432)
Cost	2% (2%)
Safety	5% (63)
Cleanliness	1% (18)
I prefer to drive	39% (543)
Other ¹⁰	13% (177)

Commuting

Do you commute to work?

	Valid percent (n)
Yes	69% (1200)
No	31% (539)

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

	Valid percent (n)
Car/Personal vehicle	(1071)
Public transit: Regional bus service	(102)
Public transit: Regional train service	(169)
Bike	(49)
Walk	(69)
Taxi or ride sharing service	(34)
Other ¹¹	(19)

¹⁰ See section below

¹¹ See section below

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

	Valid percent (n)
Less than 10 miles	27% (327)
11 to 20 miles	26% (315)
21 to 30 miles	15% (182)
31 to 40 miles	10% (117)
41 to 50 miles	7% (82)
More than 50 miles	15% (177)

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

	Valid percent (n)
Less than 10 minutes	11% (135)
11 to 20 minutes	18% (221)
21 to 30 minutes	21% (256)
31 to 40 minutes	15% (184)
41 to 50 minutes	13% (155)
More than 50 minutes	21% (245)

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

	Valid percent (n)
Less than 10 minutes	9% (111)
11 to 20 minutes	16% (188)
21 to 30 minutes	20% (244)
31 to 40 minutes	16% (186)
41 to 50 minutes	15% (183)
More than 50 minutes	24% (287)

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	42% (503)
Somewhat predictable	44% (524)
Somewhat unpredictable	10% (114)
Very unpredictable	5% (59)

Traveler Services

Are rest areas important to you?

	Valid percent (n)
Yes	73% (1273)
No	27% (467)

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

	Valid percent (n)
Very often	13% (229)
Somewhat often	35% (608)
Rarely	40% (693)
Never	12% (207)

If you visit rest areas at least rarely, 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	16% (245)
Good	59% (897)
Poor	12% (186)
Very poor	4% (64)
Don't know	9% (131)

Safety of rest areas for highway motorists

	Valid percent (n)
Very good	14% (214)
Good	56% (854)
Poor	14% (214)
Very poor	4% (58)
Don't know	12% (182)

Availability of free IDOT road maps

	Valid percent (n)
Very good	19% (284)
Good	36% (550)
Poor	11% (171)
Very poor	3% (47)
Don't know	31% (472)

Have you ever visited IDOT's website (www.IDOT.illinois.gov) or IDOT's traveler information site (www.gettingaroundillinois.com)

	Valid percent (n)
Yes	53% (929)
No	47% (811)

If yes, how would you rate IDOT's websites (considering both www.IDOT.illinois.gov and www.gettingaroundillinois.com)?

	Valid percent (n)
Very good	14% (128)
Good	71% (657)
Poor	12% (115)
Very poor	3% (25)

If yes, Which of the following information have you accessed on IDOT's websites *Check all that apply.*

	Valid percent (n)
Traffic/travel updates	62% (572)
Travel routes/maps	42% (389)
Traffic safety tips	7% (63)
Areas of construction	65% (605)
Other, please specify ¹² :	11% (104)

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 vehicle

	Valid percent (n)
Five or more times	4% (72)
Two to four times	3% (57)
Once	3% (51)
Never	90% (1547)

¹² See section below

Not worn your seatbelt while **riding** in a vehicle

	Valid percent (n)
Five or more times	4% (64)
Two to four times	5% (88)
Once	6% (103)
Never	85% (1474)

Used a mobile device to make phone calls while driving

	Valid percent (n)
Five or more times	19% (336)
Two to four times	18% (304)
Once	12% (206)
Never	51% (887)

Used a mobile device to text or email while driving

	Valid percent (n)
Five or more times	8% (147)
Two to four times	11% (193)
Once	8% (143)
Never	72% (1250)

Driven a motor vehicle while impaired due to drinking an alcoholic beverage

	Valid percent (n)
Five or more times	<1% (3)
Two to four times	1% (14)
Once	2% (40)
Never	97% (1672)

Did not obey the posted speed limit in a work zone

	Valid percent (n)
Five or more times	9% (148)
Two to four times	15% (261)
Once	13% (221)
Never	64% (1106)

Sometimes drivers become irritated by other drivers' behaviors. Thinking about the past 30 days, please identify the number of times you have become irritated at each of the following behaviors.

Other drivers using mobile devices while driving

	Valid percent (n)
Five or more times	47% (811)
Two to four times	33% (573)
Once	10% (167)
Never	11% (181)

Others driving at speeds higher than the posted speed limit

	Valid percent (n)
Five or more times	40% (687)
Two to four times	23% (395)
Once	12% (209)
Never	25% (442)

Other drivers' reckless driving

	Valid percent (n)
Five or more times	40% (687)
Two to four times	36% (620)
Once	16% (274)
Never	9% (150)

Other drivers not using proper signals

	Valid percent (n)
Five or more times	52% (908)
Two to four times	29% (504)
Once	9% (164)
Never	9% (153)

How likely is it that you would be stopped by a police officer while driving...

While using a mobile device

	Valid percent (n)
Very likely	3% (52)
Somewhat likely	9% (155)
Somewhat unlikely	16% (270)
Very unlikely	72% (1257)

After having too much to drink to drive safely

	Valid percent (n)
Very likely	8% (146)
Somewhat likely	10% (173)
Somewhat unlikely	6% (107)
Very unlikely	75% (1299)

Without using your safety belt

	Valid percent (n)
Very likely	4% (70)
Somewhat likely	10% (168)
Somewhat unlikely	10% (164)
Very unlikely	77% (1322)

Faster than the posted speed limit

	Valid percent (n)
Very likely	11% (185)
Somewhat likely	25% (436)
Somewhat unlikely	33% (564)
Very unlikely	32% (546)

Media Awareness

For each of the following three questions the term "media" includes television, web-based videos, newspapers, web-based news sites, and social media. During the past 30 days, have you read, seen, or heard anything in the media about _____ by police?

Alcohol-impaired driving

	Valid percent (n)
Yes	61% (1053)
No	39% (677)

Seat belt law enforcement

	Valid percent (n)
Yes	43% (744)
No	57% (989)

Cell-phone use while driving

	Valid percent (n)
Yes	48% (840)
No	52% (893)

Have you read, seen, or heard any of the following slogans in the past 30 days?

Life or Death Illinois

	Valid percent (n)
Yes	25% (427)
No	75% (1286)

Drive Sober or Get Pulled Over

	Valid percent (n)
Yes	65% (1116)
No	35% (608)

Click it or Ticket

	Valid percent (n)
Yes	73% (1268)
No	27% (459)

Drop it and Drive

	Valid percent (n)
Yes	51% (874)
No	49% (848)

General IDOT Questions

How would you rate the **overall** job the Illinois Department of Transportation is doing?

	Valid percent (n)
Very good	6% (106)
Good	60% (1032)
Poor	28% (484)
Very poor	6% (111)

How often do you think you can trust IDOT to do what is right regarding transportation issues?

	Valid percent (n)
Just about always	7% (127)
Most of the time	48% (833)
Only some of the time	33% (568)
Hardly ever	12% (201)

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	12% (204)
Good	33% (567)
Poor	5% (82)
Very poor	3% (52)
Don't know	47% (818)

Accessibility of employees when you need them

	Valid percent (n)
Very good	5% (82)
Good	21% (358)
Poor	8% (146)
Very poor	6% (102)
Don't know	60% (1032)

Helpfulness of the information provided by the employees

	Valid percent (n)
Very good	7% (117)
Good	23% (400)
Poor	6% (104)
Very poor	4% (76)
Don't know	60% (1027)

Overall conduct of IDOT employees on the job

	Valid percent (n)
Very good	9% (152)
Good	30% (515)
Poor	5% (89)
Very poor	4% (68)
Don't know	52% (896)

How informed, if at all, do you feel about IDOT projects (road repairs, construction) in your area?

	Valid percent (n)
Very informed	13% (220)
Somewhat informed	46% (796)
Not very informed	32% (561)
Not at all informed	9% (153)

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	91% (1574)
Construct new highways and bridges	44% (765)
Improve mass transit/public transportation systems	50% (860)
Americans with Disabilities Act (ADA)/accessibility improvements	19% (322)
Freight rail improvements	12% (209)
Improvements to passenger rail and stations	28% (479)
Bicycle and pedestrian improvements	23% (392)

Distracted driving

In the past 30 days, have you driven a car at all, regardless of whether it is for work or for personal use?

Yes	97% (1675)
No	3% (59)

If yes, do you currently use any of the following devices while operating a motor vehicle?

A mobile device

	Valid percent (n)
Yes	55% (919)
No	45% (761)

A portable navigation system such as a TomTom or Garmin

	Valid percent (n)
Yes	29% (482)
No	71% (1198)

A navigation system built into vehicle

	Valid percent (n)
Yes	34% (567)
No	66% (1114)

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

	Valid percent (n)
Very likely	47% (807)
Somewhat likely	28% (488)
Very unlikely	19% (328)
Would never intervene	6% (105)

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	68% (1178)
Somewhat likely	19% (331)
Very unlikely	9% (148)
Would never intervene	4% (66)

Have you ever...

Felt you were at risk because another driver was distracted by technology?

	Valid percent (n)
Yes	78% (1345)
No	22% (385)

Your distraction by technology put yourself or others at risk?

	Valid percent (n)
Yes	29% (499)
No	71% (1221)

Demographics

Do you currently have a valid driver's license?

	Valid percent (n)
Yes	99% (1691)
No	1% (19)

What is your age?

	Valid percent (n)
18-24 years old	9% (152)
25-34 years old	19% (323)
35-44 years old	19% (325)
45-59 years old	29% (495)
60-74 years old	19% (325)
75 or older	7% (119)

What is your gender?

	Valid percent (n)
Male	51% (879)
Female	49% (849)
Other	1% (9)

Highest level of education you have completed?

	Valid percent (n)
No high school diploma or equivalent	1% (22)
High school diploma or equivalent	22% (377)
Some college but no degree	24% (409)
2-year college degree (associate's degree)	9% (156)
4-year college degree (bachelor's degree) or higher	44% (770)

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

	Valid percent (n)
Zero miles	1% (25)
1 to 4,999	12% (216)
5,000 to 9,999	24% (423)
10,000 to 14,999	31% (533)
15,000 miles or more	31% (538)

What is your race?

	Valid percent (n)
White	76% (1310)
Black or African American	8% (132)
American Indian or Alaska Native	<1% (6)
Asian	5% (87)
Hispanic	7% (126)
Native Hawaiian or Pacific Islander	<1% (8)
Other	3% (54)

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

	Valid percent (n)
City of Chicago	13% (232)
Chicago Suburbs	32% (553)
Metro East (St. Louis) area suburbs	4% (64)
Other metro area of more than 75,000	7% (124)
Other city/village/town of 25,000 to 74,999	12% (202)
Other city/village/town under 25,000	22% (380)
Rural area outside of city/village/town	11% (183)

What is your annual earned income before taxes?

	Valid percent (n)
Less than \$20,000	8% (139)
\$20,000 – \$34,999	11% (178)
\$35,000 – \$49,999	16% (262)
\$50,000 – \$75,000	24% (402)
\$75,000 – \$99,999	17% (284)
\$100,000 or more	24% (398)

What is your disability status?

	Valid percent (n)
Do not have a disability	91% (1584)
Have a disability	8% (148)

How many vehicles do you own?

	Valid percent (n)
Zero	4% (71)
One	38% (659)
Two	37% (650)
Three	14% (235)
More than three	7% (125)

Appendix B. Answers to open-ended questions

IF YOU DO NOT USE AMTRAK STATE SUPPORTED PASSENGER RAIL REGULARLY, WHY DO YOU NOT DO SO? (OTHER)

Access to stations is poor
All except I prefer to drive
All of the above (5)
Also, staff has been rude to my elderly grandparents. Last trip that we're freezing for 4 hours, door was stuck open and staff made little attempt by to remedy situation
Amtrak does not go where I need to go
Amtrak doesn't go anywhere I travel regularly.
Amtrak doesn't go to my destinations; wish that electric inter-urban lines still existed
Amtrak has NEVER once turned a profit. Its a 40+ year loser. Their food and beverage dept has never even broken even. It makes me sick to think my taxes are paying for this. Privatize it or make it go away. Show me provide public transportation" in the 18 enumerated powers.
Amtrak is a failed experiment -- we should stop funding it entirely, and if it cannot support itself with passenger ticket revenues it should be allowed to die
Amtrak is not the TGV in France, DB in Germany or trains in Japan. Try to emulate them!
Amtrak not available within 50 miles.
Annoying people on train
As a retired person, I enjoy sightseeing on the way to a vacation destination.
Baggage stowage and security
Bike access
Cannot make the big step up
Children
Comfort
Commute to Indiana for work
Convenience
Cost to time is awful
Cost, Routes, Length of Time to get from Point A to Point B
Currently using other modes
Destination is not there
Destination issue
Destination not close to a station
Distance between station and destination
Do not commute out of Chicago
Do not work in the city
Does not fit my schedule or location
Does not go to destination desired
Does not go to my destinations (2)

Does not go where I am going
Does not go where I do (22)
Does not provide even the minimum amount of service, timeliness or sanitation. Too many hidden costs.
Does work for my commuting or travel needs
Doesn't have routes I need
Doesn't match my usual destinations
Don't drive far enough
Don't go where I'm Going to/from
Don't need to go where trains go.
Don't travel far
Don't work downtown
Don't feel safe taking the train after 9pm
Don't go anywhere
Don't have a car at destination
Don't have the time
Don't leave state/burbs
Don't live in Chicago
Don't need to go where Amtrak goes
Don't need to use them often.
Don't need to, not traveling that far on a normal basis.
Don't often leave my city
Don't often leave this area. The StL (Alton) to Chicago train is always convenient when traveling north.
Don't travel
Don't travel in state all that much.
Don't travel much (4)
Don't travel often enough to utilize Amtrak
Don't travel where Amtrak goes
Don't trust them
Don't use
Don't use...not easily accessible
Don't work in the city anymore
Drive to work does not offer Amtrak
Driving
Driving is the only thing that gets me exactly where I need to go.
Extremely rude, nasty employees
For METAR rail more express trains from Elburn
Get rid of all at grade crossings! Then talk Rail
Government owned

Have never had a need or desire to.
Have no reason to (2)
Have no reason to use it
Have not had a reason to use it
Have not needed to use in the past few years.
Have too much baggage
Haven't gone much out of Chicago area. When I do, I prefer Amtrak for medium length trips.
How can a train compare to my Lexus?
I almost never leave the city.
I can walk faster than Amtrak
I care for a disabled family member and rarely travel out of town
I do not go where they go
I do not have a need for it
I do not live around many Amtrak routes, and the train routes that I do use are Metra in Chicagoland
I do not need out of town service
I do not travel in routes that Amtrak services these days.
I do not travel that much and use AIR if more than 8 hours drive.
I don't drive anywhere it goes
I don't need to travel to farther cities that often.
I don't
I don't drive anywhere the train goes.
I don't go anywhere, no money
I don't go often to Chicago and suburbs
I don't go to Chicago.
I don't need it.
I don't need to
I don't travel downstate much. If I travel solo I'm more likely to take Amtrak. If I travel with my wife we would drive.
I don't travel enough outside of Chicago to take Amtrak. I drive or take the CTA el.
I don't travel frequently to destinations connected by Amtrak rails
I don't travel long distances often
I don't travel out of the city much.
I don't travel to their destinations often
I don't use Amtrak yet have 3 family members who use them monthly
I don't work in the city and Amtrak doesn't have a route from AH to Carol Stream
I go to Harvard and use Metra
I have a child who I need to get to and from daycare before and after work
I have multiple sites to work at in a day thus CTA is more convenient.
I have no need

I have no use to use it
I have not had the need to travel anywhere where Amtrak would be the most convenient option
I have to drive for my job
I live close to work.
I live on the south side of the city. Where am I riding it to?
I most typically travel E-W. Amtrak runs N-S.
I Need to drive
I only need it for certain routes, which I travel infrequently
I prefer to bike
I rarely travel outside Cook/DuPage/Lake Counties in Illinois
I ride my bike on a daily basis to and from work but I do use Amtrak for leisure trips.
I smoke
I take Amtrak to St. Louis but not elsewhere.
I take the el
I take the Metra not Amtrak, apologize if they are the same.
I typically fly if the distances are far. Rail is quite time-consuming.
I use Amtrak
I use Amtrak only when traveling long distances, and I do not travel long distances very frequently.
I use Amtrak whenever I travel to another state, I just don't do that very often
I use it to go to Chicago, it is not available for my daily routes, but would utilize a route to St. Louis from southern Illinois
I use it when ever it serves a destination I go to
I use Metra
I use Metra when using rail
I used to take Amtrak to commute to DePaul. We still take Amtrak to go to Chicago. Station is close and very convenient.
I usually fly.
I work 5 minutes from home
I work construction and need to carry my tools with me
I would have to rent a car at the destination
I'm not taking many long trips
I'd need a car at the other end
I'd still need a car at both ends of trips
If I need a train I use Metra
I'm not going anywhere, but think it's great to have more transport options for so many who do.
Inability to rent and drive a vehicle at the destination.
Inconvenient and doesn't go to my destination.

Inconvenient for my purposes
Inconvenient times, locations and then still need to other travel modes to get to where I am going. All takes more time than driving.
Increasingly insufficient track laid for direct routes; e.g. Chicago to Jacksonville FLA via Washington - Baltimore!
Involved in 1999 Bourbonnais crash. Can't get on an Amtrak train, sadly.
Issues with getting from final train stop to destination
It does not serve Moline
It doesn't go where I want to go
It is a mismanaged operation.
It is easier, cheaper, and more convenient to drive my whole family
It is not sustainable
It often does not go where I need to
It would not get me to my destination resulting in me having to drive or use public transportation which is poor outside of cook county.
It's a waste of money. Not enough people use it and it has to be subsidized by the government.
It's cheaper and more convenient to drive.
Journey Time
Just like the Metro, I will NEVER take Amtrak. Don't waste additional tax payer money to subsidize this additional tax burden.
Just not traveling
Lack of access makes it easier to drive.
Lack of destinations too
Lack of high speed rail
Lack of income, time
Lack of linkage from rail to destination
Lack of need
Lack of need or don't think about it.
Lack of personal vehicle at destination.
Lack of routes
Lack of routes and speed. If we had a European or Asian system, would definitely use.
Lack of routes, only one train per day to some locations, length of trip
Limited stops/connections
Little need
Little/poor baggage space or assistance
Live to close to work
Metra more convenient if I'm not driving
Most of our travels are to places not served by Amtrak
Most travel within Chicago & suburbs

My destination and Amtrak routes are not the same.
Never consider the use....
Never consider train as a mode of transport
Never had a reason.
Never leave town
Never needed it
Never travel out of state
No access
No access near me. Faster to drive and cheaper with multiple people
No Amtrak to my destinations
No convenient routes for me
No escape from hoodlums
No longer a stop in Streator
No longer travel due to old age
No need (21)
No opportunity or need to use.
No public transportation from office to train station
No rail routes on typical commute
No reason to anymore
No reason to travel where they go
No reason to use
No route
No routes near me
No routes where I need to travel
No service
No service to where I work
No station near me
No station near my office
No train station close enough to work location
No use for it in MY world.
No vacation time
None near me
Not an option
Not applicable as Amtrak is for long distances
Not applicable for work/travel
Not around
Not available for my area
Not available in s. Illinois
Not available where I need to go

Not clear how it would benefit me over driving
Not comfortable for obese passengers and passengers with mobility issues and lack of access
Not convenient for my commute
Not convenient for my geographical needs.
Not convenient for our location
Not convenient from where I live
Not convenient to my location
Not conveniently located for the traveling I do
Not enough convenient station locations.
Not enough destination from my location. Need to go to STL and Springfield at min from here.
Not enough destinations
Not Enough Locations, Additional Routes, etc.
Not enough service to destinations we need on weekends
Not familiar with schedules, stops and connections
Not go in my direction: suburb to suburb
Not in my area
Not in the area I drive
Not necessary in my commute
Not on a route where I would use Amtrak that often
Not sure if you meant Metra - not relevant to my commute.
Not traveling these days
Not usually going the direction of the train routes and then need a car at the other end
Only use on the rare occasion I go to Chicago
Only when traveling far
Overall available, cost & schedule
Overpriced
Personal protection not allowed
Places I travel to it's usually cheaper and faster to drive or fly
Prefer to drive for schedule flexibility
Prefer to fly
Railroad owners do not give priority to passenger service
Rarely travel outside of Peoria area
Rarely travel to suburbs or across region
Retired
Retired and even when I worked, lived 5 miles from work
Retired mostly local driving
Retired!
Ride quality, I have a spine injury
Routes aren't offered where I travel outside of my county

Routes do not go where I need to go
Routes don't match where I'm going
Routes not pertinent for my commuting needs
Safety onboard
Safety, Cleanliness, NOT Friendly, NASTY
Schedules and cost - compared to cost of driving for day trips.
Service not available to destinations
Several times in the last year I drove out of town to pick up or drive some one for their train trip. Not once was it on time or even close to it. The cost and length of time for them was bad as well. Maybe if you are Sheldon Cooper this would be a good idea.
Some travel requires air flights
Speed and convenient stations.
Speed. High speed rail, please
Station is not as convenient as CTA train stop
Stations are at least 1hr away
Stations not convenient to where I need to go
Stops not near destinations
Take South Shore
Takes longer overall by the time we get downtown to Amtrak
Takes way to long to where you need to go
The trains do not go where I need to go.
There is not a station near where I live
There is not Amtrak service for shorter distances, like my commute to work. It would not be practical for me to commute this way either.
To many transfer to my destination
Too many stops
Trains only run for those who work a normal shift not someone who works midnights
Transportation needed at destination.
Travel less
Travel takes too long
Trips take longer than they should
Typically fly or drive
Used when traveling over one hour but had to go to Union Station to get the train. Tried to use it to go to Kentucky but it did not go to Louisville directly, I would need to change to a bus in Indianapolis
Usually fly when travelling long distances
Very difficult now that I am disabled and use a walker
Way too slow
We aren't in the city. Pay attention to somewhere other than Chicago how many head of cattle can I put on an Amtrak at once??

When we travel, we take our camping trailer
Where I live I would have to travel all the way into the city and then catch a train again out to the suburbs. My daily travel times would more than double
Within city I use CTA. On trips it is cheaper and faster to drive
Work for a hospice
Work from vehicle
Work in suburbs
Work locally, do not need
Work restrictions
Would only use Amtrak to travel into Chicago or St Louis on special occasions.

WHY HAVE YOU NOT USED IDOT'S WEBSITES (CONSIDERING BOTH WWW.IDOT.ILLINOIS.GOV AND WWW.GETTINGAROUNDILLINOIS.COM)?

1. Not really aware of them as an important source of info (but will look into them). 2. Rely on other sources (GPS-based in-car routing, Google recommendation prior to trip, for example).
Accessibility. If I need traffic info, i use my iPhone/Google maps.
Actually didn't know about getting around Illinois
Assume information not current
Availability
Because all state of Illinois websites suck!
Because it sucks. i rather use local website or a blog
Because the feedback that has been summited to IDOT has been ignored for so long that it almost seems someone's personal joke. examples include the 60/83 road from diamond lake north to northern lake county. traffic backed up going south from 630 am to 10am and backed up from 230pm to way past 700pm. a 2-lane road with no shoulder, left turn lanes and at sometimes lights that do not contribute to an easy traffic flow.
Because we use our GPS systems
Because why would i unless it is to file a complaint. such as why is the majority of North ave. under construction. or why is there construction set up constantly yet no one is working at the site, especially when weather conditions are good. why do you see 5 guys standing around 1 guy working? why do you not see plow trucks the morning after the year's first snowfall leaving major and rural roads unplowed and unsalted? why do half of the lights on the 390 express way not work yet we are paying more in tolls on 390 than any other toll road in the state?
Can't imagine pertinent info there
Can't afford to travel with the continuation of tax increases.
Cell phone alerts and routes
Cell phone provides what i need
Cell phone typically has accurate travel information, showing times, slow areas, construction, etc.
Cuz drivellinois.com is a brutal website to navigate through
Did know about them
Did not about it
Did not have a need to use them yet
Did not have the need. use map applications on the phone often.
Did not know (3)
Did not know about

Did not know about "gettingaroundIllinois.com", and have tried the IDOT website when i was stuck in a horrible backup on I-57, and it was horrible
Did not know about gettingaroundIllinois.com
Did not know about it (9)
Did not know about it - will certainly check it out now that i know about it - would love to have timely travel information from IDOT especially during longer trips
Did not know about them (6)
Did not know about them as a resource.
Did not know it even existed
Did not know it existed (4)
Did not know it existed or had good value. i may start using it now that i am aware of it
Did not know it existed or what it does
Did not know its benefits
Did not know maps was there always went to AAA
Did not know of the sites
Did not know of them
Did not know of these sites
Did not know the resources are available
Did not know there were two websites
Did not know there was a IDOT website
Did not know they existed (7)
Did not know they existed until i saw an article about this survey in the Chicago tribune.
Did not know they existed. have never seen signage or psas informing me of the websites.
Did not know they were available
Did not know what its good for
Did not need to
Did not need to visit the websites.
Did not pay attention to the website. i use the website for my I-PASS.
Did not really know it was there. if i have used it, not often.
Did not think of it
Did not think of it, but i will now
Didn't know
Didn't know about
Didn't know about it (4)
Didn't know about it. (2)

Didn't know about it. i use Waze and Apple maps.
Didn't know about them (5)
Didn't know about then
Didn't know existed
Didn't know it existed (7)
Didn't know it existed, i use Google maps
Didn't know it existed.
Didn't know much about it or why i would go there
Didn't know that was an option
Didn't know there was a site and what it offers
Didn't know they existed
Didn't know they existed!
Didn't know. Google works
Didn't need
Didn't need it
Didn't think about it
Didn't think about it.
Didn't have a need
Didn't have a question
Didn't knew about it.
Didn't know (3)
Didn't know about
Didn't know about it (21)
Didn't know about it and don't need to
Didn't know about it until i saw an article in the Kankakee daily journal. that said, i know the state quite well, so there is not much of a need for me to investigate travel info. at IDOT. what i would say though is that i am frustrated in my frequent travels down to my farm in east central Illinois with the quality of the roads - the lack of attention to pot holes and road bumps that should be taken care of. there is a machine for example that was used to scrape bumps off of part of route 45-52 south of Kankakee. why is this not done all rt. 49, i-57, and especially i-55? doesn't make sense to me.
Didn't know about it. plus, use Google maps.
Didn't know about it. did not have a need.
Didn't know about them (9)
Didn't know gettinaroundIllinois existed. i sometimes use the Illinois tollway's website to check on construction updates.

Didn't know it existed (6)
Didn't know it existed nor that it has any relevant information for me that i can't get from Google maps or Waze.
Didn't know it existed, and hadn't had any reason to
Didn't know it existed. new resident from out of state.
Didn't know it was a resource of any utility.
Didn't know it was a thing
Didn't know it would be useful
Didn't know of its existence.
Didn't know or need
Didn't know that they would be of any help to me.
Didn't know the sites are available.
Didn't know they existed 8 (8)
Didn't know they existed. also, IDOT.Illinois at a glance looks like idiot.Illinois. this should be changed.
Didn't know they existed/haven't needed them (as far as i know).
Didn't know they had that!
Didn't know they offered value for me
Didn't know they were available
Didn't know they were there
Didn't know was available
Didn't know what it offers
Didn't realize it existed
Didn't really need to
Didn't see a reason. i use Google maps or cta, ventra transit apps
Didn't think about the website.
Didn't think i had a need.
Didn't think to use it.
Didn't think to use them
Do not know about it
Do not know what information they have for me
Do not need GPS is better
Do not need them
Do not think i had any use for it.
Do not travel much. I use Google.

Do not use on line information
Do not need to
Do reason to visit the website
Does not apply to my route
Does not come to mind
Don't have a need
Don't know about them and not sure i even need them.
Don't know much about them
Don't need to (2)
Don't think about it
Don't travel
Don't use inner web much
Don't use public transport
Don't .need it.
Don't feel the need to - know my way around, born and raised here.
Don't have the need due to internet access.
Don't know
Don't know about it (2)
Don't know about them, or what's available. why should i visit them?
Don't know what they offer and never have explored. typically use Google maps.
Don't know what they offer or even that they existed.
Don't know what they provide or the value to me of checking this website as a regular commuter.
Don't know what's on them. why would i use them?
Don't know what's there
Don't know why i should
Don't know why i would. i can Google...
Don't need it
Don't need it.
Don't need it. didn't know it exists. what's its purpose?
Don't need them
Don't need to (3)
Don't need too
Don't need... Information not relevant
Don't needed

Don't really have a reason
Don't really think about it.
Don't see the need
Don't think about it
Don't think about it.
Don't think they offer any information i need
Don't travel much (2)
Don't travel much anymore.
Don't travel much, local mostly
Driving is mostly business related. don't take to many road-trips for fun. haven't thought of going to sites to look at them.
Everything we need is on our phone
Facebook
First time i heard about them
For what? I use Google maps
Good question
Google is better
Google it
Google maps
Google maps and cellular devices have access to information i usually need to make my travel plans.
Google maps is easier
GPS (2)
GPS i used to heavily travel the state.
Had no reason to (2)
Hard to navigate site
Hate them
Haunt had a need to
Have a variety of maps and internet for planning travel
Have Google
Have had no need.
Have never needed information from this that i am not able to get locally...
Have never needed too
Have no reason
Have not felt a need to.

Have not felt the need
Have not had a need to do so. (2)
Have not had a need to visit the site.
Have not had the need to do so.
Have not needed it
Have not needed it.
Have not needed them. However, travelled to mount vernon last year and rest areas were very nice.
Have not needed to (2)
Have not needed to.
Have not taken a long trip
Have not thought about using it
Haven't found the need to
Haven't had a need
Haven't had a need to.
Haven't had a need yet
Haven't had the need (2)
Haven't needed information from there
Haven't needed it (2)
Haven't needed that information.
Haven't needed to (2)
Haven't thought to use it
Haven't considered it
Haven't had a need to (3)
Haven't had a reason to
Haven't had the need
Haven't had the need too yet
Haven't heard about it until now
Haven't needed to (3)
Haven't needed to search that information
Haven't needed to use the website before
Haven't thought about it
Haven't thought about it
Honestly haven't thought of it. i may go check it out after I'm through with this survey though
I am assuming that Google and Waze have more real time data then the IDOT website.

I am not aware what kind of information i can get
I am not aware. Use traffic news for info
I am not familiar with services offered
I assumed they were for drivers and didn't have anything to offer me since i travel by Amtrak, public transportation, bicycling, walking, and taxis (licensed cabs and Lyft).
I believe i don't have a need for it
I can see the roads from driving; a website does not improve that experience.
I did not know about it (2)
I did not know about the "getting around Illinois" site but i will check it out. i do get the IDOT email updates on repairs, construction, accidents, etc. which is very helpful.
I did not know it existed (2)
I did not know it existed. one of the main reasons that i was looking is to report on the absolute horrible job that the state has done on plowing route 22 from Highland Park to Lake Zurich. the plows do such a horrible job on this main route that i am ashamed to live in Illinois. I was looking for someone to complain to about this ongoing situation. the trees that overhang this route have been horrible for years and i am wondering who is responsible for maintenance of this main lake county roadway.
I did not know of the website's existence.
I did not know that it was available
I did not realize they existed
I didn't even know it existed
I didn't know it existed until now.
I didn't even know about them
I didn't know about it
I didn't know about it as a resource
I didn't know about it, and i can get a lot of info on the internet
I didn't know about the site & resources.
I didn't know about them.
I didn't know it existed (2)
I didn't know it was available.
I didn't know of their existence. i recently requested travel info for the state and these websites didn't come up. i will research them now.
I didn't know of this information.
I didn't know or think to access them. not sure what they could provide me.
I didn't know that these websites existed.
I didn't know the website addresses

I didn't know this was a resource that would be helpful to me. i use Google maps and lake county passage.
I didn't know this was available.
I didn't really know about it until today when i heard an interview on webs.
I do not need any additional information.
I do not need any help getting around.
I do not own a computer.
I do not travel by car often so i don't need to look at IDOT info.
I do not travel much
I do not travel out of my area very much.
It doesn't do any good they don't fix anything
I don't know what info can be found on it
I don't know why i would read them if i either use Google maps or Google information
I don't need it
I don't need to. Info is on my iPhone.
I don't have any public transit where i live, not sure why else i would need it.
I don't know what benefit i could derive from using it. what services/updates can i get there? poor marketing.
I don't know what is available or what i would do with that information.
I don't know what to look for there
I don't know why i would need or want to
I don't know why i would or what they offer.
I don't need anything from the government.
I don't need it for my daily traveling.
I don't own a smartphone
I get the info need on radio or computer (not sure if the latter is IDOT)
I get travel information from apps like Waze and Google.
I Google for travel destinations and GPS.
I guess i just didn't have a reason to
I had no reason to.
I have a atlas and know how to read it, don't know why i would need to use IDOT website
I have apps on my phone which are current
I have had no need to.
I have never considered that i would need to use them.
I have never had a reason to visit either of the sites.

I have not needed to use them.
I have not needed to yet
I have not seen the need to use it
I have not thought of it
I have only visited the site when i did research of whom snow plowed the streets in my area, since there is little to no snow plowing done on golf, Barrington, and Higgins road in the Schaumburg/ Hoffman Estates area. this poses a dangerous commute to these bustling suburbs.
I haven't had a reason to
I haven't needed to as of yet.
I haven't needed to use it.
I haven't needed to.
I just don't think about it.
I just have not.
I know already where i want to go, no need to visit website. Google maps on electronic devices really helps without using website
I know my area pretty well. lived here all my life.
I know the state pretty well...30 plus years living here.
I look up construction projects, but not sure what website it was from. i may use both of these more now.
I never had a reason to.
I plan my own trips capably.
I prefer to use maps
I rarely travel, so i have no need to do so.
I rarely use public transportation, since there is no viable system in DeKalb
I see no reason to. in any situation be it my commute or traveling through counties, i feel i always know my best option(s) to get there.
I travel a lot to Wisconsin. Not Illinois
I travel more out of state
I use a work vehicle but i do not go beyond the Chicago limits. i also do not think that IDOT's website is advertised heavily as a resource.
I use AAA. very dependable
I use Google (2)
I use Google maps

I use Google maps and transit apps for CTA, divvy, Amtrak, Lyft and Ventra to plan my travels to work, errands, school, the gym and even 'back home' to Wisconsin (Amtrak Hiawatha). maybe an IDOT app, for people to use on the 'go' would be valuable?
I use Google maps and Waze
I use Google maps for traffic info, otherwise not much need.
I use Google maps.
I use Google maps. one stop shop
I use GPS for my guidance needs. i really have no need for the website unless it would be to give feedback about the poor condition of the primary road i use between my home and the closest town.
I use GPS in my car.
I use metrarail.com and transitchicago.com when riding, else Google maps on my phone if i have to drive.
I use my android phone for access to information. how about an app that is more convenient to use?
I use my GPS (2)
I use my GPS in car
I use my own smartphone navigator.
I use my phone for directions. within the last year my destinations were not in Illinois.
I use my smart phone GPS
I use other apps
I use other resources or know where I'm going.
I use rest areas on tollways for Illinois information.
I use the CTA and Metra maps.
I use the CUMTD website almost daily.
I use the travel Midwest app and the Waze app to check traffic and navigate.
I use them prior to traveling to check conditions. I just don't travel enough to use them frequently.
I use Ventra and twitter for news about transit.
I usually don't think about it. if i need to travel somewhere that i do not frequently travel and the weather is poor, i just call the IDOT number or the Illinois state police for road conditions.
I usually use my GPS or get directions from the resort/hotel I'm staying at. Also, i wasn't aware of the "getting around" website.
I was not aware of it.
I was not aware of their existence, or of the presence of useful information on those sites.
I was not aware of them and i also have no idea what to use them for.

I was not aware, only because i never thought of accessing information from IDOT.
I was unaware of the site.
I was unaware of their existence
I was unaware of these websites. i am aware of i-pass and have used this web site.
I was unaware that it even existed, but i will add my thoughts about the Amtrak, how come lake county doesn't have access to ride on the Amtrak, it'll make our travel to various states very easy
I wasn't aware of it.
I wasn't aware of their existence or the services they might provide. i also prefer to use sites such as Google maps to plan routes.
I wasn't even aware of them until now
I'm very disappointed in the fact that construction cones are allowed to be put up, and remain up when there is no construction... last spring cones were installed on i-88 (restricting traffic to one lane) 6 weeks before any construction was started... on the tollway (Dixon past DeKalb) 39 miles were restricted when work was limited to smaller areas... I realize this is a convince to contractors & the one company, but causes much road rage and accidents? Think about it please!!!
I've never used them because i have never been in a situation where i needed to.
Identity fraud in life
IDOT does whatever it wants. just look at the road workers. they are usually standing around doing nothing and getting paid. make them work.
IDOT focuses on 1960s-era car-centric transportation, with little attention paid to walking, biking, and public transport, therefore their website is of little interest to me.
IDOT has not answered my concerns or suggestions in the past; this shows a lack of respect on IDOT's part; also, believe the tollway system is discriminatory in terms of cost for those who do not use often and don't have i-pass. IDOT needs to get municipalities to work with them closer on clearing snow on main arterial roads like Milwaukee avenue (Libertyville does a great job doing this but the village of Vernon Hills, which has a terrible intersection at 21 & 60 does not and IDOT takes forever to clear the roads. I'm always happy to hit the Libertyville village limits on rt 21 because our guys get the job done! lake county does a much better job of maintaining roads both during the good weather as well as bad. your survey on public transportation needs to be broken down more on Metra trains versus bus service. trains are good--bus service is terrible since it serves shopping malls and not enough to places of work!!! that's why we drive.
If i have i don't recall using them.
Illinois government websites, in general, are user-unfriendly, antiquated and confusing.
Illinois never acts on what it promises. the officials need to "live" in our world instead of what looks good to them on paper. this state of Illinois is terrible to live in, terrible to survive in, terrible to commute in and terrible to pay bills in. no matter how much information is provided

in the website or how "pretty" it is made, it is not worth my time until IDOT takes pride in their job duties for us. the roads are disgusting compared to other states.
Illinois website not always available. not as user friendly as needed.
I'm not sure. i use maps online, but have not thought about using the IDOT website.
I'm retired. i don't have time.
Inconvenient to check
Info
Information available elsewhere, e.g. radio, other sites
Internet is more accurate.
Ipass
It has never occurred to me.
I've been on the IDOT website for specific reason in past but don't use either website regularly. i use Google maps for most of the travel i do business or pleasure.
I've had no need
I've never heard of it.
I've never really thought to use the websites. they need to be advertised more.
Just don't think about them when searching for something.
Just don't have a need to do so.
Just don't think about it
Just drive
Just found out about them
Just haven't (2)
Just heard of it.
Just learning about them from this survey
Just not on my radar.
Just thought of it
Know my way around, use GPS in my vehicles, follow road signs and signals while driving, pay attention to vehicle road volume and maintain a constant legal speed, make smooth transitions to change lanes.
Lack of access, need to go on for use
Lack of awareness (2)
Lack of awareness or lack of need to access websites
Lack of interest.
Lack of press informing me why i would want to visit. does IDOT have highway camera showing real time what the weather, road conditions are throughout the state? do they have videos showing defensive driving for various situations on interstate ... getting blocked in right

lane by other motorist passing just as onramp merging traffic occurs tailgating by other motorist at 70 mph other motorist passing on left changing to right lane with less than two car lengths ahead of me on interstate
Limited computer access. if i have a question, i call
Lived here all my life
Maybe have used it to look up construction work zones and durations -
Most info can be found on-line and is more up to date.
Most of my travel is local.
Most of the time the sites are not up to date and the weather forecasts, etc., are inaccurate.
Multiple other sources of info about traffic/road info
My driving is very limited, i am retired, and stay mostly in my area
N/a (3)
Na (3)
Need has not come up
Never a need to
Never considered it
Never crossed my mind
Never even occurred to me. didn't think i needed it.
Never felt a need.
Never felt the need to (2)
Never felt the need to do so.
Never found a reason to
Never give it a thought.
Never go far enough to worry about
Never had a need (3)
Never had a need, also not really aware of what it might have to offer.
Never had a reason to visit them (that i knew of)
Never had a reason to. i did, however check out the tollway website to get construction information. all i got was "map unavailable". useless!
Never had reason to. am not familiar with what is on the website.
Never had the need (3)
Never had to
Never heard of getting around Illinois. com
Never heard of it
Never heard of it until now.

Never heard of them and would not know where to find them
Never heard of them. saw this survey in local media.
Never knew about it.
Never knew about it. maybe post it on the electronic signs on highways?
Never knew it existed (2)
Never knew of them
Never knew they existed and Illinois does not listen to its residents or care
Never knew they existed, and used other resources
Never needed
Never needed to (8)
Never needed to do so.
Never needed to use it.
Never needed to. plus - didn't know they were there!!!
Never occurred to me
Never occurred to me.
Never really had the need
Never really knew what to use it for
Never really needed it
Never really thought about it, it's not published enough for me to know.
Never really thought to
Never seen a need
Never think about it
Never think of it (2)
Never think of using it
Never think to use it
Never thought about it (6)
Never thought about it. ill check them out though.
Never thought about it. i may now.
Never thought about the use of them or didn't know they existed.
Never thought of it (5)
Never thought of it. i generally use the tollways to get around unless they are under re- construction like some are now.
Never thought there was a need to.
Never thought to
Never thought to check it

Never thought to.
New with computer use. just learning.
No
No i haven't they need an app that it is to easy and they need to market it better also if they had an app with notifications and information that come on your phone
No idea.
No immediate need.
No info about it until now.
No info that i need.
No interest (3)
No knowledge
No knowledge of websites till now
No license
No necessity to do so
No need (51)
No need to (13)
No need to do so
No need to if i'm using waze
No need to know. i use Google maps.
No need to visit it. never really thought about it, but willing to try it.
No need to visit.
No need to, because i rarely use the transportation system.
No need to.
No need too
No need with other map applications
No need, didn't know it existed
No need. (6)
No need. i use maps and GPS.
No need. i always travel to familiar places in/around chicago or to far west cities like aurora or downstate near effingham.
No need. i have GPS and know my way around my travelled areas
No need. i support using website in principle
No particular reason
No problem i needed to ask
No real need

No reason (5)
No reason to (6)
No reason to as of yet.
No reason to go on there.
No reason to use the website for getting around.
No reason to visit the sites
No reason to, i commute on Metra and CTA.
No reason, i would have or use my GPS, Google the information or know the destination of where i needed to go.
No specific reason - if i had a specific reason i would use the internet to obtain information concerning Illinois transportation
No time
Not needed
Not a huge internet user
Not accurate or up to date.
Not aware (5)
Not aware of it.
Not aware of potential benefit
Not aware of them (2)
Not aware of them or what they offer
Not aware of them.
Not aware of them;
Not aware of these websites
Not aware of website
Not aware of what it offers
Not aware of what services i can get from the websites
Not aware of what's available there.
Not convenient...get an app
Not familiar with either one. i have visited the tollway website.
Not felt a need
Not felt a need. occasionally i check a train schedule on Metra.
Not interested
Not know anything about it
Not much relevant to my personal travels

Not necessary because i don't use expressways to go to work. i 80 needs work on bridge badly at least to fix pot holes near Joliet!
Not necessary for work commute
Not needed (3)
Not needed for me
Not needed.
Not needed. use GPS/Waze
Not really aware of it - though i think i checked it years ago for construction information.
Not required.
Not sure (2)
Not sure but i generally know where I'm going and know the rest stops
Not sure how it would benefit me.
Not sure what good it will provide me
Not sure what I'd use it for.. traffic information combining driving + public transit is in Google maps and Waze.
Not sure what is there i would want to see
Not sure what use it would be. can we report potholes and issues that need to be resolved? a mobile app would be better with a GPS locator tab for potholes and road issues.
Not sure why i would need to.
Not sure, never had the need or knew they existed?
Not sure. i will checking it out.
Not updated frequently enough
Not useful to me
Not user friendly (2)
Not very helpful and can get the information elsewhere. also, not really aware of the website.
Not well advertised or promoted. i only heard about this web site and the survey on the radio.
Nothing is going to get fixed
Nothing worth looking into
Often map apps show construction or delays.
Other options
Other sites give me what i need most of the time
Outdated and archaic. Google maps, ways apps are much more practical
Prefer GPS
Private companies do a better job with information/tools I'd find on those sites.
Probably didn't know about them

Probably waste of time
Really don't think IDOT cares about the citizens of Illinois anymore
Really don't have a reason why i haven't.
Really have had no need to use them.
Rely on local weather information.
See my previous answers! I'm 71 years old. i travel 10-15 miles per day and i rarely go outside cook / DuPage / lake counties in Illinois. i know my way around petty good and i will check Google if i am concerned about travel times from Schaumburg to a restaurant in Chicago. Google is great because it not only has directions and travel times but it also gives you "street view" so that you can actually see what your destination looks like. so what doe IDOT's website have that beats that?
Smart phone
Sometimes pre-plan on home computer using Google maps. then use GPS
That's a weird question. why would i use it?
The internet hurts my eyes
The only times i have tried to find the link for weather on roads it did not work or was not updated
The times i used it was very inaccurate or missing info on road closures
The web links are not remembered, Google maps gives me real time traffic info when i am driving and it is not state specific!
There was no reason to use it.
They are not relevant to my needs.
Time
Too hard to type
Too lazy
Unaware (7)
Unaware of existence
Unaware of it (4)
Unaware of it. usually use Google maps and Garmin
Unaware of its existence
Unaware of the sites
Unaware of them
Unaware of them prior
Unaware of websites' features and benefits.
Unaware that they exist
Unclear reason for needing to visit

Unfamiliar with it (till now)
Unknown benefit
Unware
Use Apple, Google or Waze maps which has current road conditions
Use Google maps
Use Google maps for directions and traffic
Use Google maps or similar app
Use GPS
Use information on my phone. apps
Use other info svcs
Use other sources
Use other travel information resources
Use the internet instead for traffic updates
Used Google maps, easier to navigate
Used other websites, GPS or maps instead.
Useless info
Usually use Google maps
Usually watch the news
Very familiar with Illinois roadways
Was not aware
Was not aware of it
Was not aware of them
Was not aware of them.
Was not aware of these websites and what value do they have to me?
Was not aware that it existed
Was unaware
Was unaware of the information.
Was unaware of the website
Was unaware of their existence/not sure what to use them for.
Wasn't aware
Wasn't aware
Wasn't aware of it
Wasn't aware of it nor its benefits
Wasn't aware of it. it doesn't seem all that relevant to me.
Wasn't aware of them

We are senior citizens and do no travel much. where we go we know almost everything about.
We kind of know where we are going,
What's on there"?
Wherever i want to go, i can find information on my phone.
Who new?
Why don't you ask questions that are relevant to what is needed in Illinois? like how to reduce traffic delays. three good ideas in no particular order: 1. enforce the slow driving in the left lane law. there have been zero tickets issued for that violation since it was enacted. 2. stop pulling people over for chicken shit violations during rush hour, or, if you must pull people over, get the hell off the highway and out of view of the traffic lanes to stop gapers from blocking traffic. 3. higher median walls or vision screens between lanes. traffic jams would be cut in half if eastbound drivers couldn't see westbound accidents. you university people never think of easy solutions, just ways to push an agenda and spend more money. once you are out of school and paying taxes, you'll get it and regret that you wasted this opportunity.
Why not
Why would i - no clue what i can find there....
Why would i need to???
Why would i? 3 (3)
Why would i? there are better websites for traffic and directions such as Google maps
Why would i? what information would i gain?
Why? does it have a use?
Why? nothing on the website helps me with anything. ever hear of a smartphone? ever hear of GPS?
Zero value to me. another example of my tax money being wasted. why do my taxes and fees subsidize public transit and bike lanes?

WHICH OF THE FOLLOWING HAVE YOU ACCESSED ON IDOT'S WEBSITES? - OTHER, PLEASE SPECIFY

All
all of the above
Bids to see if any roads near my house are going to get worked on soon
bills
bridges being open/closed
Business related
cameras
Cameras
Career opportunities
Careers
City / county maps
come on I check Twitter for up to the minute updates
Complain on how crappy you plow and salt
Complaint page. To complain about the lack of care for highway 20
complaints
Conditions
construction letting
Construction updates on regional projects
Consultant resources
Contact IDOT
Contact info
Contact re roadwork
contract payment details
Current road conditions
Data for work (ADAPT, etc.) (2)
do not recall
Doing business (3)
Doing Business (3)
Doing business, resources, etc.
Don't recall
Drivers license info
Employment
Employment opportunities
Engineering Items
For ipass
future projects
Getting Around Peoria

GIS applications & datasets
History, rural public transit info,
How to contact staff at IDOT
I am a road geek. I have look at the MYP, featured project page, and also printed county maps off of the IDOT site. The website was recently changed, to a more ambiguous format. The last website update format was great. Too bad you folks changed it to sound more ambiguous and esoteric than ever before. But I found my way around, skipping all the jargoneering and lingo for the goods on construction and the maps.
I pass
IDOT financial information
IDOT Forms and Construction Guides
IDOT policies and manuals, and highway program and project information.
IDOT road safety set-up for lane closures
iPass (2)
Jobs (2)
Local Roads Bids
Looking for Family/Companion Restrooms, my wife is disabled and needs my help
Need real-time map like Missouri
News Releases
nonexistent webcams
Obstructions and Restrictions (2)
Passenger services
Pay tolls
Project info
Rest area closures
Rest Areas closed / reopened
Road conditions (4)
Road conditions during snow events
road conditions during times of snow and ice
Road conditions map
Roadside help Minuteman crew
Route status due to snow/ice
RTA information
RWIS, manuals, letting
Search does not return the info which I know is there.
Service Requests
snow & ice
Snow and ice conditions
Snow conditions
snow cover map

snow information
Snow maps
snow removal
Snow removal
Snow/Ice
Snow/Ice Conditions
Stickers, DL, and toll payments
The God-awful doing business website. What cretin designed this waste of money? It is a nightmare trying to navigate.
The horrible doing business website
The terrible doing business website. it is supposed to be intuitive. Intuitive to whom? The Andrassy Castle Maze is more intuitive then the IDOT website. What a piece of junk. Government at it's best, wasting money.
To report potholes
TO submit a complaint
toll info
Toll locations (2)
Tolls (3)
Traffic counts
Traffic Data, Functional Class information
Traffic statistics
Trying to find any up to date information about *what* you're actually doing is stupefying difficult or impossible. Site layout is trash. Functional only for the select few purposes you assume people want to go there for. I need transparency. I need info. Data.
View snow/ice covered roads
Weather (3)
Weather affecting road conditions
Weather and impact on routes.
Weather and roadway conditions
Weather condition roads
Weather conditions (2)
weather issues
Weather related
weather related road conditions
Weather related roadway conditions
weather road conditions
Weather road conditions
Weather updates and road conditions
weather updates for roads
weather/road conditions

Weather/road conditions
Website is horrible. Designed by idiot who doesn't use the site. Person should be fired for thinking IDOT has a usable website. Can't find anything with less than 2 clicks. Generally takes 6-8 clicks if can find site first time.
winds/weather conditions
Winter driving conditions (11)
work purposes
WRC

WHERE DO YOU GET YOUR INFORMATION ABOUT IDOT PROJECTS?

Active Transportation Alliance or StreetsBlog websites
Advertisements on the CTA and roadways as I am a rider on trains, busses and ride-share.
alderman sends out newsletter
Alerts for counties I have chosen.
Alerts from governor's office/online news.
Always on internet local news
As I drive through them.
As I drive through those areas
As mentioned previously, from the IDOT emails I receive. And relative to the previous questions about IDOT employees, I have not had any personal interaction with IDOT employees and did not feel I could comment.
At work (public sector, transportation planning)
Bloomington Pantagraph Newspaper
Broadcast news
can't recall
Cause you're building a highway in my backyard
Cb
Channel 3 News. WCIA
Chicago Tribune (5)
Chicago Tribune and emails.
Chicago Tribune and my eyes.
Chicago Tribune and road signs
Chicago Tribune mostly
Chicago Tribune, AASHTO Subscription Services, various internet news sites
Chicago Tribune, Daily Herald, IDOT webpage, NBC 5
Chicago Tribune, IDOT website (2)
Chicago Tribune, Internet, Local Broadcast TV
Chicago Tribune, local government updates, IDOT, driving by them
Chicago Tribune, WBBM News radio
Chicago Tribune's news.
City govt social media
CMAP website abc7 Chicago
community emailed newsletter
Community Facebook posts Lake County news
Congressman
County Board
County board member newsletter
county board member newsletters

county newsletter
County newsletters
County rep newsletter, newspapers, internet sites
county, tollway, and IDOT websites
Coworkers
Cyber drive, Facebook text messages
Daily Herald; Lake County Board Member emails
Daily Herald
Daily Herald - have tried IDOT's website many times, but the information is terrible.
Daily herald website.
digital signs on the roadway
Directly from IDOT via electronic notices.
District personnel
District staff
Do not really seek it.
Dodge report.
Doing business
DOT Bureau of Local Roads Contractor Bulletin, APWA, Radio/News
driving (2)
Driving and seeing road signage
Driving around the state of Illinois. Word of mouth.
Driving around: signs
Driving by and then seeing it on highways. Local streets I notice the signs posted weeks before a big project begins.
Driving through the horrible work zones. When did Illinois subscribe to the Indiana model of non-existent work zone traffic control?
Driving.
electronic message boards on the highway
electronic road signs announcing upcoming projects.
Electronic signs
Email (7)
Email alerts
Email alerts, newspapers, radio/tv traffic reports
E-mail communication Lake County Board commissioner
email from governor.
Email from my county board rep
Email list serve
Email newsletter, village newsletter, newspaper
Email notification
E-mail notifications

email or radio
email or their website
email, news
EMAILS
emails form State of Illinois sometimes in local paper (McDonough the Voice/The Choice) Regional Media public service announcements (but I only listen to those stations during Xmas time)
emails from IDOT and the Governor
Emails from Illinois.gov
Emails from local politicians
emails from local politicians, articles in the Chicago Tribune, IDOT website, traffic reports on tv and radio
emails, online
Emails, news, newspapers
Newspapers, Social media, IDOT site
Every once in awhile on the local news or on the web, or by the lighted signs on the roads indicating that something is happening soon i.e a road will be closed or under construction
Facebook (26)
Facebook - Traffic One
Facebook and newspaper
Facebook- City of Rockford page, media.
Facebook or news
Facebook or the news
FACEBOOK or TV
Facebook page
Facebook pages for the specific projects.
Facebook postings, local news, and IDOT website
Facebook posts local media
Facebook posts shared by lake county
Facebook traffic one
Facebook updates, website, newspapers word of mouth
Facebook, city/village newsletters, newspaper.
Facebook, e-mail
Facebook, internet, news
Facebook, local news, IDOT website
Facebook, mailings, news
Facebook, mass media news, IDOT website, and most often by driving somewhere that take forever to get to because IDOT set up a work zone with no workers
Facebook, newspaper websites.
Facebook, road signs
Facebook, town newspaper

Facebook, usually through local news pages and ISP district 11 page
Facebook, village website
Family members
Farmer weekly. (Will County)
Father who works for a road construction company.
Fremont township supervisor
Friends
Friends and Facebook
From a friend
From email subscription
From emails from Patch
From IDOT employees, the CMAP TIP, and email newsletters.
From Lake County Officials &, occasionally on radio
From my village newsletter, the media
From newspapers
From our Lake County Board member. She lets us know what is going on.
From overhead or side of road notices on road
From the Daily Herald newspaper, especially Marni Pike's column.
From the IDOT website and my job
From the paper or word of mouth.
From the web, after much searching, is not easy to find
From TV.
From work.
Fulton County ESDA posts information on Facebook...weather, construction projects, road closures, motor vehicle accidents, and more. It is up-to-date, and administrator communicates with citizens. Excellent fb page for travelers around Peoria, IL.
Galesburg Register-Mail, CapitolFax blog
General media
General News
General news media releases
Get information because I work within the local road construction industry. Also, the municipality where I live provides updates on all area projects.
Getting around Illinois
Getting around illinois website and sheriffs office
gettingaroundillinois and roadside signage
Gettingaroundillinois.com IDOT.illinois.gov Word of mouth
Google (4)
google Chicago trib
Google maps (2)
Google Maps, local news

Google search
Google Search or Village or Buffalo Grove website.
Government affiliation
GPS
Have to search the web because IDOT website information is usually very, very wrong and/or dated. Sometimes I've found out about projects by construction vehicles showing up on Monday morning.
Here and there
http://IDOT.illinois.gov/doing-business/procurements/construction-services/construction-bulletins/contractors-bulletin/index
http://www.IDOT.illinois.gov/index
http://www.IDOT.illinois.gov/travel-information/roadway-information/Work-Zones/index
I don't
I don't
I get information from websites and publications covering topics related to walking, biking, and public transportation and the reallocation of public space away from cars and driving.
I internet, IDOT
I look at the IDOT website, and I receive email updates from my Alderman with our local projects that are happening.
I often have to go newspaper websites and non-IDOT sources. IDOT's website leaves a LOT to be desired. I often find that project pages are not updated, or there are not even projects pages for certain projects that would seem to warrant one. For instance, the construction on I-90 between I-190 and Harlem Ave has been a huge project in the area. However, the project's website is not updated or provides any status as to lane shifts, upcoming lane closures, or keeps an accurate status of the project. I would suggest consulting the Tollway's or other state department websites as a better model for how to keep motorists up to date on projects. IDOT's website is confusing and needs to be updated much more frequently.
I pass notices
I read it in the paper
I rely on the news, IDOT websites, and my employers (and township) to inform me of projects in and around my area.
I research it on the internet.
I subscribe to a email of state-issued press releases
I travel often for work and see most projects in my area.
I usually get the information either by experiencing them on the road, or from local media.
I work for a contractor that performs bridge work for IDOT. I get information about IDOT projects form website, newspaper, professional publications and word of mouth
I work for a private engineering firm
I work for a transportation engineering firm.
I work for IDOT.
I work for Lake County DOT. We are informed, sometimes too late though.

I work with IDOT on infrastructure planning, so usually I know about the major stuff from work.
Idiot web site
idiot website
Idiot website/ social media
Idiot websites
Idiot, news stories
IDOT (2)
IDOT and my town's websites
IDOT contractors bulletin
IDOT District 5 Twitter & email updates, MCRPC, City of Bloomington Public Works
IDOT Emails
IDOT emails, municipal Facebook page.
IDOT engineer or IDOT website.
IDOT Facebook page, IDOT website
IDOT in Motion & IDOTinmotion@il-defaultasp.ccsend.com>
IDOT Instagram and local news
IDOT Letting pages, word of mouth, Lake County DOT Facebook page
IDOT online
IDOT Regional Office
IDOT site
IDOT site, IDOT Twitter
IDOT site, third party news sources
IDOT Staff, website, media, etc
IDOT Twitter page
IDOT web and local media
IDOT web site (3)
IDOT web site, work
IDOT website (35)
IDOT Website "Traveling around Illinois" which at times provides Poplar Street Bridge information.
IDOT website & local community website
IDOT Website & Search Engines
IDOT WEBSITE, NEWSPAPER & LOCAL NEWS TV CHANNELS
IDOT website and newspaper
IDOT Website and PTB Bulletins.
IDOT website for projects and radio traffic reports.
IDOT website on construction projects
IDOT Website or if it is on the news.
IDOT website or local news.
IDOT website, CEFCU traffic one

IDOT website, county board meetings, newspaper/website for newspaper
IDOT website, exposure to numerous resources within in the construction industry through work
IDOT website, fellow drivers
IDOT website, Industry newsletters, IRTBA...etc.
IDOT website, KCDOT website, Newspapers, Nextdoor
IDOT website, Lake County transportation website, Village and Lake County Facebook presence
IDOT website, local news
IDOT website, Local news outlets, various other websites
IDOT website, local news website
IDOT website, local newspaper
IDOT website, local newspaper, local municipalities or friends sharing website posts on Facebook
IDOT website, local newspapers
IDOT WEBSITE, MEDIA, ROAD SIGNS
IDOT Website, Municipal Website, News (print/video)
IDOT Website, press released distributed by IDOT, IDOT Facebook-but that is usually only about Chicagoland area.
IDOT website, work
IDOT website. Traffic Facebook groups.
IDOT WEBSITE/MY EMPLOYER
IDOT website; general media
IDOT website; The Patch newsletter.
IDOT websites
IDOT webby
IDOT, and county website
IDOT, Chicago news sources cable or newspapers
IDOT, Doing Business Webpage
IDOT, local village pages, news
IDOT, RADIO & NEWS
IDOT.gov (2)
IDOT.illinois.gov and social media
IDOThsr.com
IDOTs website
IDOT's website
If I seek it out on social media or website.
il.gov
Illinois E News
Illinois E News Releases
Illinois Passage
I'm in the civil engineering industry and deal with IDOT on nearly a daily basis
In local newspapers and on Radio.

In the local paper - Tribune, local press, Sun-Times
info boards
internet (45)
Internet and email
Internet and word of mouth
Internet Local tv news
Internet search, IDOT web site
internet tv
internet updates from Lake County and Fremont township email newsletters
Internet, municipal web pages.
Internet, new media
internet, roadside signs
Internet, some from local news on TV
Internet, tv station websites.
Internet/Facebook
internet/local TV news
Internet/social media
Internet-social media
iPhone news. Tv news. CHICAGO Tonight. CHICAGO Tribune (where I heard about this survey).
Judy Martini E-mails, Grant township newsletter.
Kane County Connects newsletter
Kankakee Daily Journal and WVLI 92.7 FM.
Lake County (2)
Lake County DOT
Lake county email notices
Lake county newsletter (3)
Lake County Passage (2)
Lake County PASSage Website, Tollway website. Google Maps
Lake county site
Lake County website
Lately in Facebook groups of Neighbors
LCDOT
Letters from IDOT and public or government meetings
Linda Pedersen newsletter and newspaper
Linda Peterson
LinkedIn, Facebook
LinkedIn, news
Local and county road commissioners
Local city websites and google

Local District #9 office
local E-news internet head-lines road signs
Local government partners, news media
Local governments
local govt twitter, IDOT twitter
Local IDOT yard
Local matching funds for state road projects.
Local media (3)
Local media and press releases
local media i.e. radio/news/Facebook
local media outlets
Local municipalities bulletins or local news.
local news (13)
Local news and IDOT website
Local news and media
local news and newspaper traffic reports on tv and radio
local news media (2)
Local News Media or IDOT website
Local news media.
local news outlets (3)
local news pages.
Local news reporting
Local news sources (radio, newspaper, town website)
Local news station
Local news station, radio mom reads paper
Local news stations, Facebook
Local news websites.
Local news, signage, Village weekly news report
Local news, social media
Local news, village newsletter
Local News, Web
Local news, web, temporary electronic signage
Local news, word of mouth, and the IDOT web site.
local newspaper (5)
Local newspaper and newscasts
Local newspaper and radio
Local newspaper and radio station
Local Newspaper and social media
Local newspaper or television news

local newspaper website - sometimes - not all projects are listed
local newspaper(s)
local newspaper, TV news and occasional from online
local newspapers (2)
Local newspapers, community bulletin
local online news
Local online news sources, sometimes local car radio.
Local paper (2)
local paper and local tv news
Local paper, Facebook
Local papers and the internet.
Local papers.
Local politicians that post on Facebook
local print local radio local television
Local radio
Local radio and newspapers and online
Local radio postings
local radio station
Local social media
Local television or newspaper
Local TV news, internet, and newspaper.
Local TV news, local newspaper
local tv, newspapers
Local village newsletter or newspaper
Local village newsletter or signage on roadways
Local web pages
Locally
look at bids online
Mainly Facebook via village or neighborhood pages or groups. Signs posted on roadways.
Mainly Twitter
maps app or IDOT on Facebook
Mayor
media (9)
Media (TV, radio, internet, newsprint), signage along the road
media and online (website and governor's bulletins)
Media and roadside signs Some word-of-mouth
Media for general info and IDOT website for details.
Media outlets, websites, project planning meetings, contacts in the Dept.
media, citizens groups, signage

Media, Seeing projects, Google Maps / Waze
Media...web
Media
Meetings, radio, newspaper and word of mouth.
Metra site
Monroe County Independent of course.
most tv and physical seeing
Mostly from our Lake County Board Member, Steve Carlson, and his newsletter; also, from the Village of Gurnee newsletter. Once in a while via Chicago Tribune.
Mostly from road signs going up before the project starts and advanced notice in our newspaper and radio
Mostly from subscribing to social media account, but also from local media coverage (sun times, tribune, WGN, etc.)
Mostly Lake County Board newsletters.
mostly work zones
Municipal websites, IDOT
My Alderman
My county board member; website
My county DOT and IPASS website
My county website and IDOT website
My daughter works for IDOT
My fiancé works for IDOT construction department
My husband.
My job involves driving all day all over, so I know firsthand.
My Lake County Board member, Dick Barr.
My village newsletter. Media Posted signage
My village website.
neighbors
New paper, twitter
new radio traffic reports
new sources such as TV and online
New websites
Newspaper, internet and radio and TV
Newspapers
news (39)
News (internet) and TV
news and IDOT website
news and internet (2)
News and local mop
News and newspaper.

News and newspapers
News and Social Media
News and word of mouth
News articles
news Internet
news letter from county board
news media (7)
News media and TV
news media most of the time
News media, and once they sent out a mailing.
News Media print media
News media, Road signs
News media, state of Illinois IDOT postings
news media, web
News Media.
News media; IDOT website and word of mouth
News or newspaper
News or online social media
News or signs posted on the road.
News or visible signs of upcoming projects
news or work or radio
news outlets
News outlets.
newspaper (2)
news papers
Newspapers, TV and internet
News radio 78, my village web site in Lemont
News releases on radio and newspaper, IDOT website
News reports
News reports, online bulletins
News source or IDOT website
News sources and IDOT website
News stations
news stations and website
News stories when pending or starting, on line when planning a trip and local news outlets as ideas are proposed
News web sites, IDOT site.
News website on the road
News websites, universities, television, the IDOT website itself, word-of-mouth.
News, email and looking out the window

News, Facebook
News, friends
News, friends and IDOT website
News, IDOT site, State Employees.
news, IDOT web site, driving through the projects
News, internet, television
News, Internet, Work.
News, local politicians' newsletters, and surprise "revenue enhancement zones" where work zone speed limit signs are left up for months with absolutely no actual road work ever being performed
News, newspaper, Internet.
News, online (2)
news, online search
News, roadside signs
News, Signs on the Road
News, signs, my father works for IDOT in Effingham, IL
news, web
news, website (2)
News, website.
News, websites.
News, word of mouth, personal investigation
News. Facebook. Online
News. Tollway emails.
News/internet
News; public officials
News; TV, print and Internet. I research topics to stay onto of the issues. IDOT is extremely political. It's all about political money. When Senator Clayborne gets three women hired by IDOT who are not qualified for positions, there are significant problems with IDOT. Politicians have used IDOT as a hiring program for friends, family and significant others... We pay the highest gas tax in the Midwest and our roads are the worst and it takes three times longer then it should at triple the cost.
Newspaper (37)
Newspaper & IDOT website
Newspaper & local radio station
Newspaper / internet and just sitting waiting EVERYDAY IN or around construction PROJECTS that take YEARS to complete. IDOT has no accountability given the shear amount of people or businesses it impacts every day. IDOT lacks management / no planning / no negotiating skills / no innovation in maintaining, planning or building mass transit. Your measurement of success must be how long a project takes or if you start work exactly at the time rush hour starts and how long you can back up traffic.
Newspaper / online
Newspaper and cycling advocacy organization

newspaper and email
Newspaper and IDOT website
newspaper and online (2)
newspaper and posted signs; most of the time, I am not aware of IDOT projects.
newspaper and radio (2)
Newspaper and radio/TV
newspaper and road signs
Newspaper and television outlets
Newspaper and TV
newspaper and web site
newspaper and websites
Newspaper articles
Newspaper articles, signs on the road, driving through construction zone.
Newspaper or city website
newspaper or internet
Newspaper or on the road.
Newspaper or on TV
newspaper or online
Newspaper or radio.
Newspaper or TV
Newspaper TV Radio
newspaper village newsletter websites radio updates when I encounter closed lanes and construction signs
Newspaper, email announcements
Newspaper, alderman
newspaper, blog
Newspaper, county website
Newspaper, IDOT website
newspaper, industry
newspaper, internet (2)
newspaper, my town updates, radio and social media
Newspaper, radio, internet.
Newspaper, radio, or television
Newspaper, radio, word of mouth, ans see personally
Newspaper, signage
Newspaper, social media
Newspaper, social networks, local radio stations
Newspaper, television news (2)
newspaper, television, social media
newspaper, TV

Newspaper, TV, internet.
Newspaper, TV, radio, signs
newspaper, web (2)
newspaper, websites
newspaper, while driving
Newspaper, emails
newspaper. IDOT website
Newspaper. Will Jane Byrne ever get finished?
Newspaper/internet
Newspaper/online newspaper
newspaper/radio/road signs
Newspaper/tv news
newspaper-radio-television
newspapers (5)
Newspapers and community press releases
Newspapers and lake county emails
Newspapers and Television.
newspapers and TV news
Newspapers and website
Newspapers friends and family
Newspapers or internet
Newspapers, and online version of newspapers
newspapers, emails, community
Newspapers, media outlets
newspapers, social media
Newspapers, tv news (2)
Newspapers, tv, social media by other motorists.
Newspapers, TV, word of mouth
newspapers, website
Next door
No
no where
NORMAL TRAVEL. WEBSITE/TV
Northwest Herald
not sure
On is it web site
on Linda Pedersen, District 1 Lake County Board newsletter
on line (6)
On line IDOT website and newspaper

On line info
On line newspaper
On line, local news websites and IDOT.
On line, local tv news, newspaper
On line.
on overhead or beside the road signs
On radio and tv
On social media.
on the billboard signs on the road; personal email associated with ipass transponder
On the construction signs on the road.
On the digital billboards while driving on the roads
On the highway
On the IDOT website and local news.
On the IDOT website or Facebook
on the IDOT website.
on the road (3)
On the road mostly, radio traffic reports
on the web and media reports
on the website
On the website or local newspapers, radio and TV
online (26)
on-line (2)
Online ad Facebook
Online and local news
Online and TV
Online emails and news
Online local news sources
Online local websites
Online news
Online news articles
Online newspapers
Online or tv
Online- social media
Online traffic alerts
Online website
Online, newspaper
Online, word of mouth, road sign displays
Online//news
Only when I see the construction.

ORANGE
Other citizens; social media discussion about which roads will be widened...
Paper (3)
paper, radio, internet
Patch
Patch for local news, newspaper for not local
Patch posting articles / links
Peoples
Posted on road sometimes.
posted signs showing the start date of a project
press releases (2)
press releases, friends who work in local IDOT yard
Press releases.
Press, IDOT website
Primarily through Facebook
Print newspapers/online newspapers/press releases.
Print, TV, radio, online newspapers
Public forums, and websites
Public knowledge, Facebook, news.
Public meetings
Pushed to me from a news source on Twitter. Probably WGN. Also, I follow my local village on FB.
Radio, local news paper
Radio (13)
Radio E- Mail
Radio - News Media - Newspaper
radio AM
Radio and google
radio and newspaper. Also, from elected officials' newsletters
radio and newspapers
Radio and tv
Radio and/or internet
radio news (WBBM), newspapers (mostly local/neighborhood), online
radio, mostly from interviews on WBEZ
radio, husband
Radio, Newspaper
radio, newspaper websites
Radio, newspaper, road signs
Radio, signs posted on road, coworkers
Radio, social media, local TV news

Radio, social media, news websites
Radio, TV news, Facebook
Radio, TV, Newspapers, sometimes from local government/ state roads in the community.
Radio. Newspaper
Radio/news/ contraction signs
Red alert
Regional Planning Agency Website
Rest areas
Road side signs
road signs (15)
Road signs & local news
road signs during regular commute - IDOT does a good job announcing ahead of time with physical signs in the affected areas.
Road signs while driving and Radio.
Road signs, newspaper, radio, IDOT website, sometimes emails at work
Road signs, nextdoor.com
Road Signs, TV, Newspaper
Road Signs, website
Roadside signage
Roadway signage, IDOT District 1 personnel
roadway signs
seeing while driving sometimes on the news from St Louis Area
signage
Signage in the immediate area, i.e. notice of dates.
Signage while driving
Signs (3)
Signs at side of the road.
Signs on the highway
Signs on tollway. Sometimes signs on roads
signs or radio
Signs, news
Signs, Radio, GPS.
Signs, website
sings posted
sj-r.com, IDOT website
Smart phone
SOCIAL MEDIA
social media (11)
Social Media and the Northwest Herald's website
Social media from police and transportation as well as the IDOT websites

Social media official pages and newsprint
Social Media- Twitter and Facebook
Social media, email and online.
Social media, local news, local radio
Social media, news reports, road signage (message boards and construction signs)
Social media, online, local news
Social media, tv news,
Social Media, word of mouth
Social media. Direct email
Social media/internet
Social pages
Southern Illinois Builders Association
State email updates
state web site and other transportation related forums
State web site, radio, social media
State websites, word of mouth, mailers, etc.
Street signage
Streets blog Chicago (https://chi.streetsblog.org/) news posts and Active Transportation Alliance (http://activetrans.org/) emails
Subscribed email, news, online searches
talking with son
Television and internet
Television News & E-mails
television, radio, newspapers, social media, email, friends
The Chicago Metropolitan Agency for Planning; IDOT emails; IDOT Website
The Governor's emailed newsletters, IDOT site, local newspapers, neighbors, regional television and radio.
The IDOT website (2)
The internet
The internet, Facebook groups, internet versions of newspapers and email alerts.
The I-Pass web site. The Governor's informational email web site.
The local news (2)
The news (2)
The news and social media
the newspaper
The road signs
The road signs.
The village mailer, sometimes news
the web in general
Their web site

their website and pray it is accurate
Through my job working for a municipality.
Through the City of Champaign press releases
through the local newspapers
Through the media or via roadside sign.
Through the web
through village newsletter
Through work or on the news
Through work.
Tollway website, local township,
Traffic One Peoria
TV (4)
TV and internet (2)
TV and local newspaper.
TV and newspaper
tv and radio
tv news (2)
tv news, news paper
TV news and IDOT web site
TV news and online notices at IDOT site
tv news idol web
TV News or internet
TV news reports, internet news reports
TV news Social media
Tv news, Facebook
TV News, Online news websites
Tv or emails.
TV- WSIL. /. Radio WSIU-FM/. Newspaper
TV, IDOT website
tv, radio (2)
TV, radio, newspaper
Tv, websites, County emails
TV, Newspaper, Internet.
Tv. Internet
TV/RADIO NEWS
TV-News
twitter (6)
Twitter and local elected officials.
Twitter and website

twitter feed/social media, website, media
Twitter local news
Twitter, E-Mail Alerts, Facebook, Web Sites.
Twitter, Facebook
Twitter, IDOT website
twitter, other social media
twitter, road signs / message boards
Twitter, website (2)
Twitter; morning news shows; word of mouth
Typically the news.
Usually social media, driving that route, or Google searches pressing to information other than the IDOT website
Usually when I drive up on a work zone.
Various places
Various Websites
Village newsletter
Village newsletter, Facebook, tv
Village newsletter, IDOT website
Village newsletter, passage app
Village newsletter. Signage on highways.
Village newsletters, signs on the roads, when I've called in to IDOT re: a project.
village of Woodridge website
Village website (2)
Village/County/State DOT sites, news sources, word of mouth (usually then verified with other sources)
Walking by them, or knowledge of them in areas through which I travel in the city. For longer drives, Google maps sometimes indicates construction areas.
Waze
Waze, Google Maps, newspaper.
wbbm radio
WBEZ or print media
WBEZ, Illinois Tollway email newsletter, Reddit Chicago
We I drive and see the construction.
we need access to road construction and weather-related road condition via APPS
web (9)
Web / radio
Web Page
Web page, newspapers
Web search
web site and Illinois representatives

Web site, driving, and newspaper.
Web site/media
web, email
web, tribune Mary W
Webpage that just got updated. I usually look at the MYP for projects, and other happenings this year and what phase they are in for others in upcoming years. I love that IDOT has great county road, municipality maps. Keep that up, if anything color to those maps would help, the black and white is a little boring. I also look at the key road projects the state is doing and read through those and pages to see how a project goes from the beginning to end and all the meetings and presentations. I really like these features of the website and always look forward to surfing IDOT for info. It is amazing how good the website is versus how the state maintains its roads.
Website (49)
website and county board newsletter
Website and IDOT employees
Website and local news
Website and local news coverage
website and local news paper
Website and media
Website and multiyear plan.
Website and my profession
Website and newspaper
Website and public hearings minutes.
Website or Channel 9 News (WGN)
Website or Facebook
website or news
Website or radio
Website or road displays
Website or social media
Website or the patch
Website social media news
Website state police
website, emails
Website, Google, news
Website, local news, social media
website, local newspapers
Website, local radio station
website, media
website, new articles
website, news (3)
Website, news, local town website

Website, online news.
Website, online newspaper
Website, paper
Website, radio and on-the-spot bottle neck unexpected traffic delays
Website, road signage
Website, social media
Website, social media, press releases, KKCOM
website, which is horrible, gets worse every 2 years when they decide to redo it
Website/Twitter
websites (6)
Websites and Social Media
WGN news, IDOT website
WGN radio
when I am in a project zone
When I get to a construction zone.
When I see a sign posted where they are going to be working.
When I see it in the news?
while driving, website
WMBD1470 & Gettingaroundillinois.com
Word of mouth (2)
Word of mouth, newspaper, village emails
Word of Mouth, or Facebook IDOT Page
work (12)
Work in road construction as an operator
Work in the road construction industry
Work or conversation with friends and colleagues.
Working in construction projects for IDOT as a sub-contractor
Your website and Facebook :)