



The 2013 Illinois Motorist Survey

Survey Results

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Introduction

The Illinois Department of Transportation contracted with the Survey Research Office (SRO), located within the Center for State Policy and Leadership, of the University of Illinois Springfield (UIS) to conduct a mail-out Motorist Opinion Survey in the spring of 2013. This most recent 2013 survey is part of a longitudinal project conducted by the SRO for the Illinois Department of Transportation since 2001. In 2001, two surveys were conducted (spring and fall), from 2002 to 2007 surveys were conducted only in the spring, in summer 2008 the survey was conducted in the summer, and from 2009-2011 the surveys were conducted in the fall. Both the 2012 and 2013 surveys were conducted during the summer.

Staff of the UIS Survey Research Office offered advice concerning final question wording, assisted in developing the specific methodology (see below), implemented the data collection procedures (see below) and data input, and analyzed the results.

Methodology

The sample. For the 2013 survey, a stratified sample of random Illinois household addresses was purchased from Genesys Sampling Systems, one of the leading vendors of samples in the country. (This sampling methodology is known as address-based sampling, or ABS.) For each of the selected addresses, Genesys Sampling Systems provided a “matched” household name, if available (88%), and also provided a telephone number if available (50%).¹ For the 2013 survey, only households with a “matched” name were sent surveys.

The final sample (with “matched” names) was stratified by IDOT region, with 2,000 household addresses randomly selected from District 1, and 1,920 from the remaining eight downstate districts (240 in each of the eight districts). Thus, a grand total of 4,809 randomly-selected household names/addresses were in the original sample.

This is an identical sampling frame from the past 3 years of data collection. For all surveys previous to 2009 in this series, a stratified sample of “listed” Illinois households (households listed in telephone directories) was purchased from Survey Sampling, Inc., another leading vendor of samples in the country. The ABS methodology, available only relatively recently and which was selected for the 2009 through 2013 surveys, has the advantage of including households with unlisted phone numbers as well as households with only cell phones and households with no phones.² In all years, the sampling methodology has included district stratification.

¹ Availability of the telephone number is useful as a rough indicator of households that are “listed households” (listed in the telephone directories).

² In the initial Spring 2001 survey, the sample was purchased from Survey Sampling, Inc. rather than selected from the Secretary of State’s list of licensed drivers because of time considerations. From 2002 through 2008, the decision to proceed with samples of listed households was driven by the desire to maintain consistency in this aspect of the methodology, particularly since a purpose of these surveys is to assess changes over time. However,

Data collection procedures. Each original sample member was sent an initial survey package in the U.S. mail on July 29th. These initial packages consisted of a personalized letter over the signature of IDOT's Director of Communications, a four-page questionnaire in booklet form, and a postage-paid return envelope addressed to the UIS-SRO in an outside envelope with the IDOT logo.³ The survey package was sent to "the household of" that particular name.

About one week after this initial mailing, a postcard thank-you / reminder was sent to all sample members. A web-based version of the questionnaire was introduced in 2008 and has been continued in all surveys since then. In all U.S. mail correspondence with sample members, we informed them that they could complete a web-based version of the questionnaire that could be accessed by going to a particular web-site address.

Another variation in the methodology across the surveys relates to who in the household we ask to complete the questionnaire. The changes here results from attempts to increase the number of younger respondents (who have always been under-represented in these surveys), as well as increasing the respondent pool from only licensed drivers to all adults, as topical questions became more relevant to the latter in the last few years. We have tried to accomplish these changes while at the same time keeping cross-time comparisons valid and meaningful.

In the three cross-sectional surveys prior to 2003, we asked the licensed driver with the next birthday to complete the questionnaire in order to "randomly" vary the characteristics of the respondent.

In the Spring 2003 through 2007 surveys, we explicitly asked for the youngest licensed driver in the household to complete the survey in a random half of the sample, while still asking for the licensed driver with the next birthday in the other half.

For the 2008 survey, we asked for the youngest licensed driver in the household for all sample members.

For the 2009 survey, we followed the 2008 practice of asking for the youngest licensed driver. *But for households without licensed drivers*, we also asked for the youngest adult (18 years of age or older) to complete the survey if there was no licensed driver in the household. As was also the case in 2008, we asked for the licensed driver / household member with the next birthday if the youngest was not available.

in recent years, it has become feasible to purchase a random sample of household addresses and match names to these addresses. Because this methodology includes broader coverage of relevant households – and because we could include questions which would allow a measurement of "listed households" (thus allowing for the analysis of comparable results), we decided to use the ABS methodology for the 2009 through 2012 surveys.

³ The survey packages were the same as those for all the earlier surveys, with the exception of the inclusion of focus group participation forms in the Fall 2001 survey packages.

Since 2010, we have asked for the youngest adult at least 18 years old to complete the survey. We then asked for the household member with the next birthday if the youngest was not available. We did this to make the instructions more simple.⁴

Returns and response rate. The Survey Research Office received 765 completed surveys for the 2013 Motorist Survey. Eighty of the completed surveys (just under 10 percent) were completed through the web-version of the questionnaire. Of the 4801 surveys distributed- 380 were returned as undeliverable. Five individuals contacted the SRO and informed the office that they refused to complete the questionnaire. The overall response rate (as calculated using AAPOR guidelines) is 16 percent, the overall cooperation rate is 52.6 percent. The cooperation rate is higher in the downstate districts than in the Chicago metro area's District 1, which has historically been the case.

Sampling errors. For the results of these two groups which are based on all questionnaires returned (*n* of 765, for the total group and the population-weighted group), the sampling error for this survey is +/- 3.5 percent, at the 95 percent confidence level. That is, the percentage results for the full sample will be within about 3 percentage points of the actual population characteristics 95 percent of the time.⁵

The questionnaire

The five-page questionnaire consisted of 11 separate sections- including questions that have been part of the survey series since its inception, and as usual, it contained sections consisting of topical issue questions. The 11 sections are discussed below:

Maintaining highways and traffic flow. The first section of the survey asks respondents to rate various items dealing with highway maintenance. Respondents are asked to rate the items on a scale of excellent, good, fair, poor, or very poor.

IDOT Toll-free number and website. This section gauges awareness and use of both the IDOT toll-free number as well as the www.dot.state.il.us website. Individuals are asked dichotomous (yes/no) questions about both of these IDOT features.

Road repair and construction. Similar to the first section, this section asks respondents to rate six different items dealing with construction on IDOT maintained roads and highways.

Traveler services. This section asks respondents to rate rest areas (safety and cleanliness) as well as informational material provided by IDOT using the same five-point scale (Excellent, Good, Fair, Poor, Very Poor).

Illinois Jobs Now!. One of the topical sections for this year's survey, this section asks individuals about their awareness and attitudes towards Illinois Jobs Now!- an infrastructure improvement project that began in 2009.

⁴ The only "negative" here was that 16 and 17-year-old licensed drivers would not be eligible. However, very few respondents in this age group had responded over the course of the surveys. Note that, two 16 or 17-year olds did respond to the 2011 questionnaire – and to the 2012 questionnaire. They were left in the data base because of the difficulty we have in obtaining a sufficient number of younger drivers.

⁵ Note that this assumes a non-biased sampling frame and no bias in those who responded.

IDOT Employees. Individuals are asked to rate (five-point scale) Illinois Department of Transportation employees.

Overall Ratings/Opinions of IDOT. The broadest of the sections, this section asks respondents to provide overall evaluations of Illinois Department of Transportation.

Driving behaviors. Unlike previous sections, this section asks individuals about their own driving behaviors. The questions were based on other projects conducted by the SRO for the Illinois Department of Transportation and deals with seatbelt usage, hand-held cell phone use while driving, drinking while driving, and irritable behaviors while behind the wheel. Individuals were asked how often, if at all, they had performed several different types of behavior while driving in the past 30 days. In addition, they were asked how likely, if at all, they would be to be stopped by a police officer for a variety of different dangerous driving behaviors.

Media awareness. This section asks respondents if they have seen a variety of different messages in the past 30 days.

Work zones. The final substantive section asks respondents about speeding fines and probability of accidents within work zones.

Background information. The final section of the survey is used for analysis purposes only and contains several demographic questions including commute time, education level, gender, age, and race/ethnicity.

“Analysis” groups

Previous years reports relied on two unique “analysis groups.”

1. The total sample group (or the “total group”): responding sample members, weighted by earlier estimates of licensed drivers by IDOT district.
2. The population-weighted group: respondents, weighted by gender, age and education characteristics of the Illinois adult public as well as by area of the state (estimated adult population).

For the total group (or total sample group), weighting results “by IDOT district” (as has been done for every survey in the series) means that respondents have been weighted to reflect each district’s overall estimated proportion of licensed drivers. In the last few years, however, the results here are perhaps best thought of as those from respondents who travel on Illinois highways and roadways, whether they are drivers or passengers, since a few (3.6 percent in the 2013 survey) of the respondents are not licensed drivers. The table below provides the targeted proportions for each district used in this weighting and the results of the unweighted sample.⁶

⁶ For this weighting, the 2010 population Census figures for Illinois counties were used.

Table 1. Weighting by licensed drivers in Districts

District	Targeted proportions	Sample unweighted by IDOT district	Sample weighted by IDOT district
District 1- Schaumburg	58.6%	40.9%	58.5%
District 2-Dixon	8.8%	6.7%	8.8%
District 3- Ottawa	5.9%	6.7%	5.9%
District 4- Peoria	4.8%	6.4%	4.8%
District 5- Paris	5.7%	8.3%	5.7%
District 6- Springfield	5.3%	9.2%	5.4%
District 7- Effingham	2.7%	7.2%	2.7%
District 8- Collinsville	5.5%	7.6%	5.5%
District 9-Carbondale	2.8%	7.2%	2.8%

For the population-weighted (or “popul” or “popul-wgtd”) group, results have been weighted by area of the state, gender, age, education level, and race/ethnicity. This reflects a sample that is more demographically representative of the Illinois public as a whole.⁷ The table below presents the unweighted sample, weighted sample, and population estimates across four demographic variables (gender, age, race, education).

⁷ For area of the state weighting, we used the 2010 population estimates for statewide population. Data was weighted based on gender, age, race, and education demographics.

Table 2. Weighting by 2010 population estimates.

Demographic	2010 Population Estimates	Unweighted sample	Weighted sample
Gender			
Female	51%	43%	50.6%
Male	49%	57%	49.4%
Age			
16-24 years old	14%	3%	15.8%
25-34 years old	14%	8%	14.8%
35-44 years old	14%	13%	17.6%
45-59 years old	21%	31%	25.3%
60-74 years old	12%	33%	17.4%
75 or older	6%	13%	9.1%
Race/Ethnicity			
White	64%	89%	67.4%
African-American	14%	5%	14.5%
Hispanic	15%	2%	11.6%
Other	6%	4%	6.5%
Education			
Less than High School diploma	13%	2%	8.4%
High school diploma	28%	21%	27.3%
Some college	28%	33%	28.6%
College degree or higher	31%	44%	35.7%

2013 weighting: One analysis group

While previous years' reports relied on two analysis groups, the 2013 analysis weights the entire sample using a constructed weight using both the district weights (number of licensed drivers in each district) as well as the overall population weights (computed using race, gender, age, and education population estimates). Relying on one analysis group has several benefits. First, it allows for longitudinal analysis because we are still weighting the data similar to what was done in previous reports. Second, our sample will be more representative of the population in terms of demographics. As you can see in the table below, the final weights provide similar estimates to our goal estimates. The only difference is that our sample is slightly older (19 percent are 60-74 years old compared to 12 percent of the population) with slightly higher levels of education (37.1 percent have a college degree or higher compared to 31 percent of the population). It is important to note that these differences are consistent with the

majority of survey research as those who are more willing to participate in surveys (especially mail surveys) tend to be older and more educated.

Table 3. Final weighted sample demographics and district representation

Demographic	2010 Population Estimates	Final weighted sample
Female	51%	49.9%
Male	49%	50.1%
16-24 years old	14%	13.8%
25-34 years old	14%	14.0%
35-44 years old	14%	17.5%
45-59 years old	21%	25.6%
60-74 years old	12%	19.0%
75 or older	6%	10.1%
White	64%	62.2%
African-American	14%	16.8%
Hispanic	15%	13.9%
Other	6%	7.1%
Less than High School diploma	13%	10.8%
High school diploma	28%	23.6%
Some college	28%	28.5%
College degree or higher	31%	37.1%
District 1- Schaumburg	58.6%	58.0%
District 2- Dixon	8.8%	10.2%
District 3- Ottawa	5.9%	7.7%
District 4- Peoria	4.8%	4.2%
District 5- Paris	5.7%	4.2%
District 6- Springfield	5.3%	4.8%
District 7- Effingham	2.7%	2.6%
District 8- Collinsville	5.5%	5.8%
District 9- Carbondale	2.8%	2.5%

A Summary of Results

The following report provides detailed analysis of the ten different topical survey sections. When applicable, we also include longitudinal comparisons from previous surveys (dating back to Spring 2001). The complete survey instrument and the topline report are available in the Appendix.

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Maintaining highways and traffic flow

Results presented below (in Table 4A) compare the 2013 results to both the 2012 total group results and the population-weighted results. This table presents: the aspects according to the tiers described in the text below; the rank order (based on mean score for the total group); and, for each of the respective results, the percent giving an “excellent” rating, the percent giving an “excellent” or “good” rating.

Table 4A. Maintaining Highways and Traffic Flow: Summary Results

Maintaining Highways and Traffic Flow: 2012 Results ^a	2012 Total Group		2012 Population-wgtd		2013 Results	
	Excel- lent	Excl or Good	Excel- lent	Excl or Good	Excel- lent	Excl or Good
<i>Tier One</i>						
1. Traffic signs (5)	22%	77%	24%	76%	21%	81%
2. Electronic message boards to advise of delays or construction areas (6)	22%	75%	24%	76%	23%	79%
<i>Tier Two</i>						
3. Snow and ice removal (4)	16%	69%	17%	68%	17%	69%
4. Visibility of lane / shoulder markings (7)	14%	64%	16%	66%	12%	68%
<i>Tier Three</i>						
5. Cleanliness of roadsides (1)	8%	57%	9%	57%	9%	60%
6. Timing of traffic signals (8)	8%	53%	9%	55%	7%	57%
<i>Tier Four</i>						
7. Landscaping and overall appearance (3)	9%	54%	10%	55%	8%	55%
8. Roadside lighting and reflectors (9)	8%	50%	10%	52%	9%	51%
9. Timely removal of debris and dead animals (2)	8%	52%	9%	52%	6%	49%

^aItems are ordered and ranked by the mean of the total group results. The number in parentheses after the aspect is the order in which the item appeared in the questionnaire.

Overall, 2013 ratings are slightly more positive than 2012 ratings. Traffic signs received the most favorable ratings (consistent with its rating in 2012) with 81 percent of the sample giving the clarity, visibility, number, and placement of traffic signs an “excellent,” or “good” rating. The least positive item was the “timely removal of debris and dead animals” with less than half of respondents (49 percent) giving it a positive rating. This is also consistent with 2012 results. The only changes from the 2012 results was an increase in positive ratings for the timing of traffic signals with a slightly higher percent of individuals giving it a positive rating in 2013 than in 2012. Total ratings are listed in Table 4B below.

Table 4B. Ratings on Aspects relating to Maintaining Highways and Traffic Flow

Aspect rated ^a	Excellent (5) ^b	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Mean score	Change in mean from 2012 ^a
1. Traffic signs (for example, directional signs, warning signs, miles to destination signs) (5)	20.7%	58.7%	14.5%	4.2%	0.3%	3.97	+03
2. Electronic message boards to advise drivers of delays or construction areas (6)	22.8%	55.8%	16.1%	3.5%	1.8%	3.94	+02
3. Snow and ice removal (4)	16.4%	50.9%	24.7%	4.9%	1.0%	3.78	+03
4. Visibility of lane and shoulder markings on highways (7)	11.7%	56.6%	26.4%	4.8%	0.5%	3.74	+07
5. Cleanliness of roadsides, absence of litter (1)	8.4%	50.7%	30.0%	7.3%	1.7%	3.58	+06
6. Timing of traffic signals to maintain flow of traffic (8)	7.0%	49.6%	32.7%	8.5%	2.2%	3.51	+10
7. Landscaping and overall appearance of roadsides and medians (3)	7.5%	46.5%	33.4%	8.7%	2.1%	3.49	+01
8. Roadside lighting and reflectors for visibility after dark and in bad weather (9)	9.1%	42.1%	34.5%	12.2%	2.1%	3.44	+02
9. Timely removal of debris and dead animals from pavement (2)	5.6%	41.9%	36.8%	10.5%	2.4%	3.39	-02

^a In order to compare from 2012, we use the population-weighted 2012 data.

^bThe actual scale in the questionnaire is reversed. However, we have recoded the scale so that the higher score represents a more positive rating.

Longitudinal differences- changes from earlier surveys

Rankings and tiers. Overall, the order of the nine items has remained very similar across the survey series. Because of this, we are able to assess changes in attitudes by examining the longitudinal results (since 2001). The complete results from 2001 are available in Table 4C.

Table 4C. Longitudinal comparisons using Mean scores from 2001 to 2013

Aspect rated	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
1. Traffic signs (for example, directional signs, warning signs, miles to destination signs) (5)	3.86	3.92	3.90	3.94	3.91	3.91	3.90	3.88	3.91	3.87	3.92	3.94	3.97
2. Electronic message boards to advise drivers of delays or construction areas (6)	3.70	3.79	3.70	3.79	3.80	3.87	3.87	3.83	3.84	3.85	3.84	3.92	3.94
3. Snow and ice removal (4)	3.82	3.93	3.95	3.96	3.91	3.86	3.75	3.70	3.63	3.67	3.70	3.75	3.78
4. Visibility of lane and shoulder markings on highways (7)	3.57	3.67	3.61	3.68	3.59	3.61	3.64	3.65	3.66	3.67	3.63	3.67	3.74
5. Cleanliness of roadsides, absence of litter (1)	3.36	3.50	3.52	3.47	3.52	3.52	3.54	3.45	3.58	3.54	3.56	3.52	3.58
6. Timing of traffic signals to maintain flow of traffic (8)	3.33	3.44	3.42	3.44	3.35	3.40	3.38	3.35	3.42	3.36	3.39	3.41	3.51
7. Landscaping and overall appearance of roadsides and medians (3)	3.43	3.53	3.53	3.52	3.54	3.49	3.54	3.39	3.51	3.42	3.46	3.48	3.49
8. Roadside lighting and reflectors for visibility after dark and in bad weather (9)	3.33	3.44	3.39	3.43	3.39	3.41	3.41	3.40	3.41	3.40	3.41	3.42	3.44
9. Timely removal of debris and dead animals from pavement (2)	3.43	3.50	3.56	3.50	3.51	3.50	3.44	3.37	3.44	3.41	3.42	3.41	3.39

The only significant change from 2012 to 2013 is the improvement of “timing of traffic signals to maintain flow of traffic” from Tier Four to Tier Three- inevitably moving “landscaping and overall appearance” from Tier Three to Tier Four (it had only moved up to Tier Three in 2012). One change is that the mean score for the item of “landscaping and overall appearance.”

Mean ratings. When comparing 2013 mean ratings to those in 2012 (last year), we find a great deal of stability – with six of the nine items having a 2013 mean score that falls within +/- 0.04 of its respective 2012 mean score (5 increases, 1 decrease). For the three exceptions, we find increases in the mean scores from 2011 to 2012:

- 1) *Timing of traffic signals to maintain flow of traffic*- A .10 increase from 3.41 in 2012 to 3.51 in 2013.
- 2) *Visibility of lane and shoulder markings on highways*- A .07 increase from 3.64 in 2012 to 3.74 in 2013.
- 3) *Cleanliness of roadsides, absence of litter*- A .06 increase from 3.52 in 2012 to 3.58 in 2013.

If you examine the 2013 mean ratings to those in 2011 (two years ago), we find that all of the items saw an increase (a more positive rating) in 2013 than they did in 2011 except for the *timely removal of debris and dead animals from pavement*.

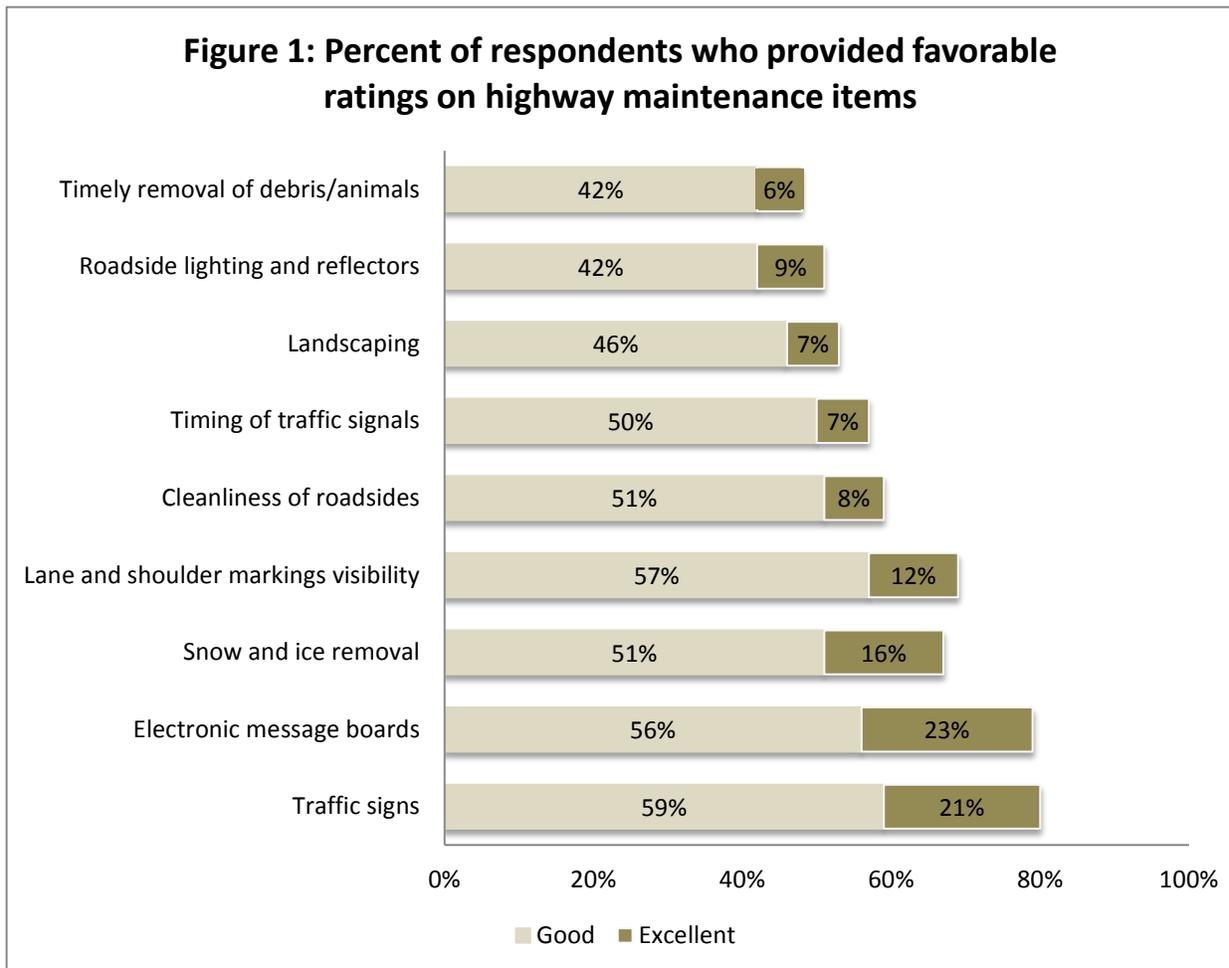
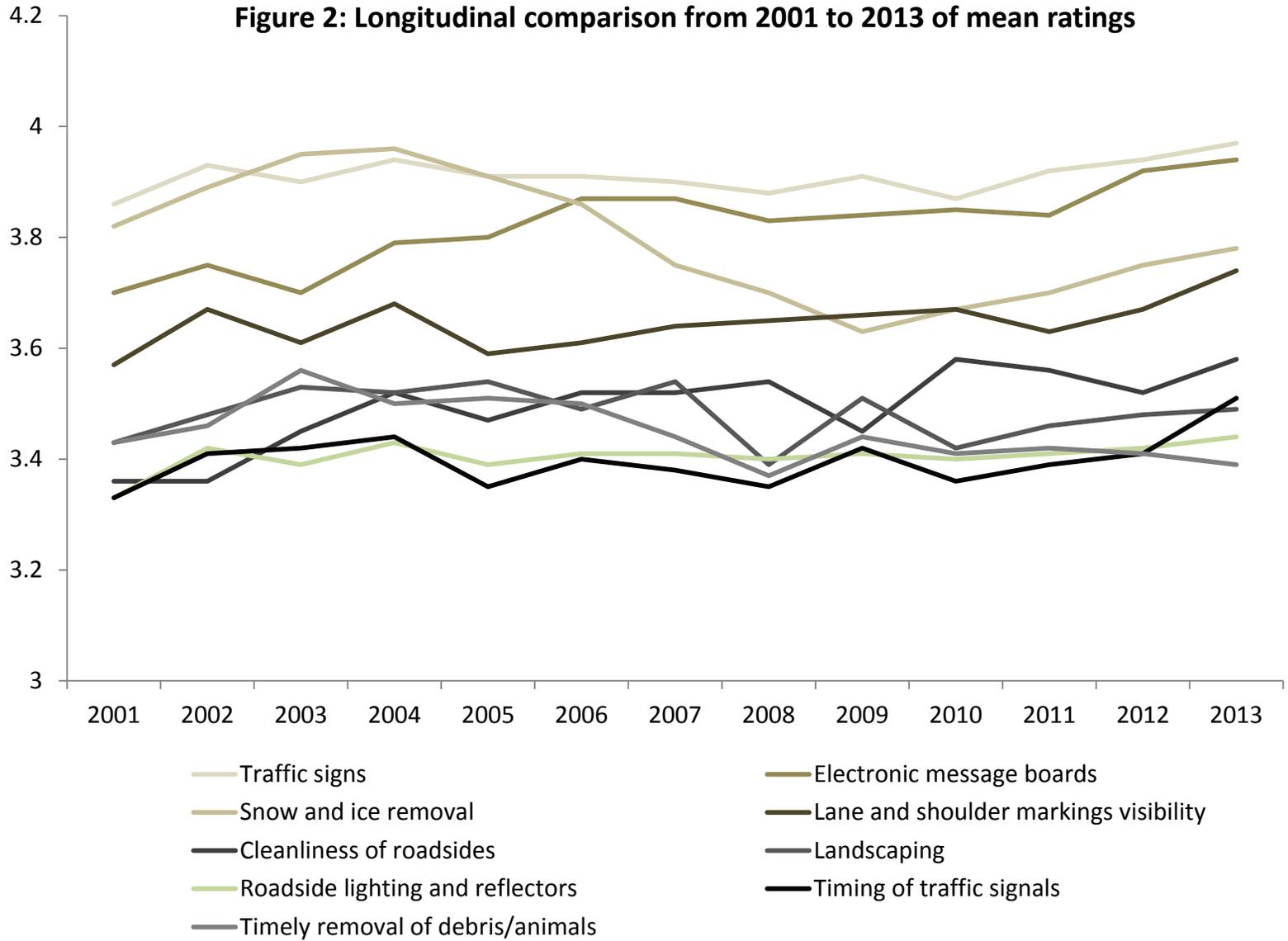


Figure 2: Longitudinal comparison from 2001 to 2013 of mean ratings



Road repair and construction

Results are presented below (in Table 5A) to compare the 2013 results to both the 2012 total group results and the population-weighted results. This table presents: the aspects according to the tiers described in the text below; the rank order (based on mean score for the total group); and, for each of the respective results, the percent giving an “excellent” rating, the percent giving an “excellent” or “good” rating.

Table 5A. Road Repair and Construction: Summary Results

Road Repair and Construction:	2012 Total Group		2012 Population-wgtd		2013 Results	
	Excel-lent	Excl or Good	Excel-lent	Excl or Good	Excel-lent	Excl or Good
<i>Tier One</i>						
1. Work zone signs to direct merging traffic and alert motorists to reduce speed (6)	12%	64%	12%	63%	13%	64%
<i>Tier Two</i>						
2. Ride quality / smoothness on interstates (3)	4%	41%	5%	44%	5%	42%
3. Ride quality / smoothness on non-interstates (4)	3%	34%	3%	35%	3%	38%
<i>Tier Three</i>						
4. Timeliness of repairs on interstates (1)	3%	33%	3%	33%	2%	34%
5. The flow of traffic through work zones (5)	3%	36%	4%	35%	2%	31%
6. Timeliness of repairs on non-interstates (2)	2%	29%	2%	31%	1%	28%

The 2013 ratings for these items vary slightly from 2012 ratings. As seen in Table 5A, respondents are more positive about ride quality but less positive about timeliness of repairs on non-interstates and less positive about the flow of traffic through work zones. In fact, “timeliness of repairs on interstates” is now rated slightly more positively than “the flow of traffic through work zones.” By far, the most positively rated item is “work zone signs to direct merging traffic and alert motorists to reduce speed,” with the majority of respondents (64 percent) rating this as either “excellent” or “good.”

Table 5B. Ratings on Aspects relating to Road Repair and Construction

Aspect rated ^a	Excellent (5) ^b	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Mean score	Change in mean from 2012 ^a
1. Work zone signs to direct merging traffic and alert motorists to reduce speed (6)	13.2%	51.0%	30.0%	5.4%	0.3%	3.71	+.05
2. Ride quality / smoothness on interstates (3)	4.8%	36.7%	43.3%	11.2%	4.0%	3.27	+.07
3. Ride quality / smoothness on non-interstates (4)	2.9%	34.5%	38.3%	17.3%	6.9%	3.09	+.04
4. Timeliness of repairs on interstates (1)	1.5%	32.8%	43.8%	17.1%	4.7%	3.09	+.05
5. The flow of traffic through work zones (5)	1.7%	29.3%	45.7%	17.2%	6.1%	3.03	-.10
6. Timeliness of repairs on non-interstates (2)	1.0%	27.4%	44.4%	19.7%	7.5%	2.95	-.03

^a In order to compare from 2012, we use the population-weighted 2012 data.

^bThe actual scale in the questionnaire is reversed. However, we have recoded the scale so that the higher score represents a more positive rating.

Mean ratings.

Overall, these ratings are very similar to ratings over the past several years (and within the standard deviation). Four items measuring attitudes towards road repair and construction received more positive ratings in 2013 than in 2012.

1) *Ride quality/smoothness on interstates*- A .07 increase from 3.20 in 2012 to 3.27 in 2013.

2) *Work zone signs*- A .05 increase from 3.66 in 2012 to 3.71 in 2013.

3) *Timeliness of repairs on interstates*- A .05 increase from 3.04 in 2012 to 3.09 in 2013.

4) *Ride quality/smoothness on non-interstates*- A .04 increase from 3.05 in 2012 to 3.09 in 2013.

There were also two declines in positive ratings. *The flow of traffic through work zones* declined from 3.13 to 3.03 in 2013. *Timeliness of repairs on non-interstates* declined from 2.98 to 2.95. It is important to note that this item has received the most negative ratings since we began this survey in 2001.

Table 5C. Longitudinal comparisons using Mean scores from 2001 to 2013

Aspect rated	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
1. Work zone signs to direct merging traffic and alert motorists to reduce speed (6)	3.58	3.65	3.60	3.62	3.61	3.65	3.61	3.61	3.67	3.55	3.63	3.66	3.71
2. Ride quality and smoothness of pavement on interstates (3)	3.26	3.28	3.29	3.28	3.22	3.28	3.22	3.10	3.25	3.25	3.24	3.20	3.27
3. Ride quality and smoothness on non-interstate highways (4)	3.10	3.12	3.13	3.09	3.07	3.08	3.02	2.90	3.08	3.13	3.08	3.05	3.09
4. Timeliness of repairs on interstate highways (1)	3.07	3.16	3.17	3.14	3.08	3.10	3.00	2.96	3.09	3.06	3.02	3.04	3.09
5. The flow of traffic through work zones (5)	2.98	3.11	3.09	3.09	3.06	3.11	3.07	3.06	3.09	3.03	3.03	3.13	3.03
6. Timeliness of repairs on non-interstate highways (2)	3.00	3.09	3.08	3.04	3.03	3.00	2.92	2.84	2.98	2.97	2.96	2.98	2.95

Over the past 12 years, the only item that has seen a significant increase in the rating received by respondents is “work zone signs.” Since 2001, it has increased from 3.58 to 3.71. The other items have either remained static or have actually declined (however, not significantly).

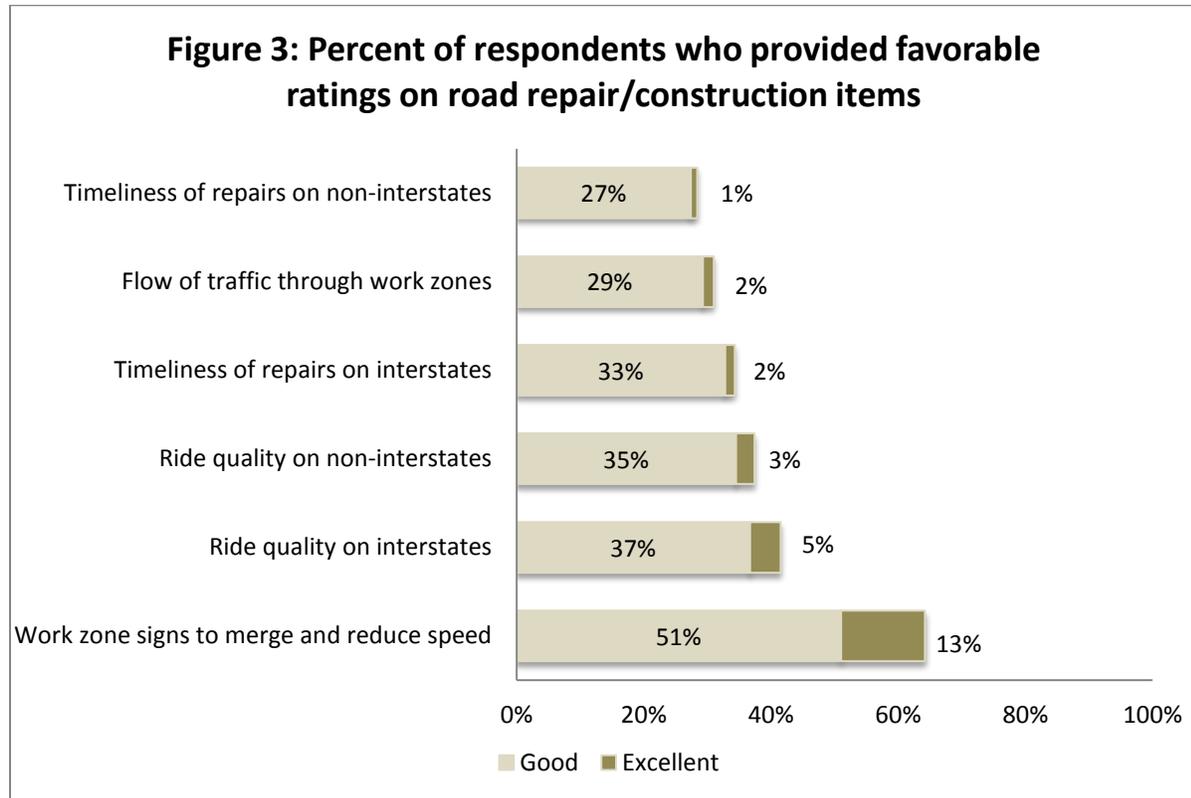
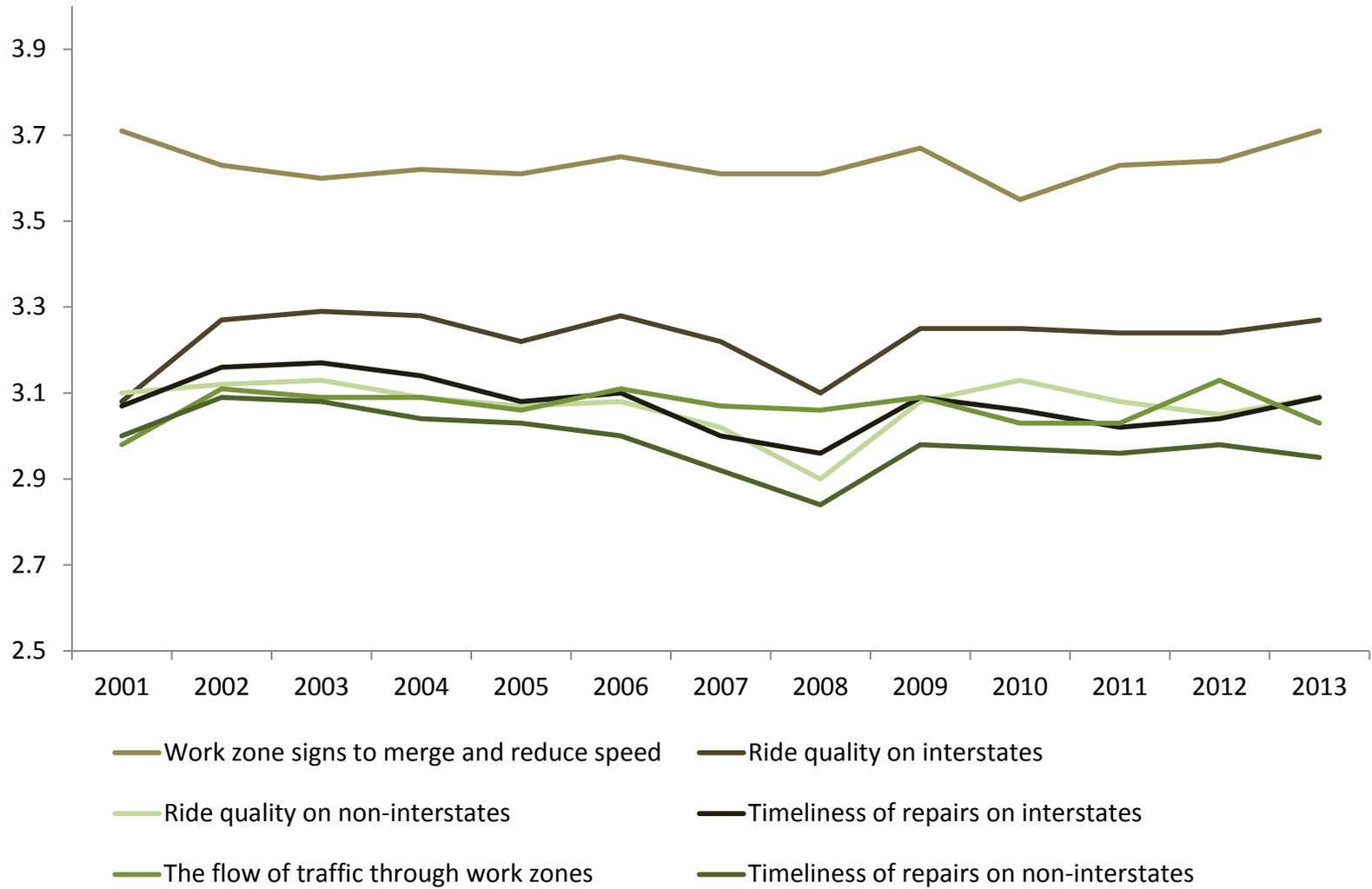


Figure 4: Longitudinal comparison from 2001 to 2013 of mean ratings



Traveler services

This section presents results from respondents' ratings of traveler services including informational materials and rest areas. The table below (Table 6A) compares the 2013 results to both the 2012 total group results and the population-weighted results. This table presents: the aspects according to the tiers described in the text below; the rank order (based on mean score for the total group); and, for each of the respective results, the percent giving an "excellent" rating, the percent giving an "excellent" or "good" rating.

Table 6A. Traveler Services: Summary Results

Traveler Services ^a	2012 Total Group		2012 Population-wgtd		2013 Results	
	Excel- lent	Excl or Good	Excel- lent	Excl or Good	Excel- lent	Excl or Good
<i>Tier One</i>						
1. Informational signs at highway exits for food, gas and lodging (3)	23%	83%	24%	83%	20%	82%
<i>Tier Two</i>						
2. Informational signs about tourist attractions and state parks (4)	18%	75%	19%	73%	16%	76%
<i>Tier Three</i>						
3. Cleanliness of rest areas (1)	14%	72%	14%	72%	14%	78%
4. Safety of rest areas (2)	12%	69%	13%	69%	12%	75%
<i>Tier Four</i>						
5. Availability of free IDOT maps (5)	17%	59%	17%	57%	11%	46%

^aItems are ordered by the mean of the results. The number in parentheses after the aspect is the order in which the item appeared in the questionnaire.

Examining the 2013 findings, the five aspects can be ordered into the following four tiers.

In Tier One and Tier Two are the two items that relate to informational signs, with "signs at highway exits for food, gas, and lodging" receiving somewhat more favorable ratings than did "signs about tourist attractions and state parks." The former received "excellent" ratings from one in five of the respondents (20 percent) compared to about one in six respondents (16 percent) for the latter. And, just over eight in ten respondents gave either "excellent" or "good" ratings to the former compared to three-quarters for the latter. Next, in Tier Three, are the two items relating to characteristics of rest areas, with "cleanliness" receiving just slightly more favorable ratings than did "safety." For these items, about one in seven/eight gave an "excellent" rating while about seven in ten gave "excellent" or "good" ratings. The final tier, Tier Four, and in fifth position, is "availability of free IDOT maps," which still received "excellent" or "good" ratings from less than 50 percent of respondents.

Table 6B. Ratings on Aspects relating to Traveler Services

Aspect rated^a	Excellent (5)^b	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Mean score	Change in mean from 2012^a
1. Informational signs at highway exits for food, gas, and lodging (3)	20.2%	62.0%	15.8%	2.1%	0%	4.0	-.04
2. Informational highway signs about area tourist attractions and state parks (4)	16.1%	59.6%	19.0%	5.2%	0.1%	3.86	+.03
3. Cleanliness of rest areas for highway motorists (1)	13.6%	64.6%	17.6%	3.2%	1.0%	3.87	+.11
4. Safety of rest areas for highway motorists (2)	11.9%	62.7%	20.5%	4.1%	0.8%	3.81	+.06
5. Availability of free IDOT road maps (5)	10.6%	46.0%	27.5%	13.3%	2.5%	3.49	-.06

^a In order to compare from 2012, we use the population-weighted 2012 data.

^bThe actual scale in the questionnaire is reversed. However, we have recoded the scale so that the higher score represents a more positive rating.

Mean ratings.

Overall, these ratings are very similar to ratings over the past several years (and within the standard deviation). Three items measuring attitudes towards traveler services received more positive ratings in 2013 than in 2012.

1) *Cleanliness of rest areas*- A .11 increase from 3.76 in 2012 to 3.87 in 2013.

2) *Safety of rest areas*- A .06 increase from 3.75 in 2012 to 3.81 in 2013.

3) *Informational highway signs*- An increase of .03 from 3.83 to 3.86 in 2013.

Respondents were more positive about rest areas (both cleanliness and safety) in the 2013 survey than they had been in previous surveys. There were also two declines in positive ratings. *Informational signs* and *Availability of free IDOT road maps* both saw a decline in ratings from the 2012 to 2013 surveys.

Table 6C. Longitudinal comparisons using Mean scores from 2001 to 2013

Aspect rated	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
1. Informational signs at highway exits for food, gas, and lodging (3)	4.07	4.08	4.05	4.07	4.06	4.02	4.03	3.99	4.08	4.02	4.03	4.04	4.0
2. Informational highway signs about area tourist attractions and state parks (4)	3.89	3.88	3.86	3.86	3.87	3.84	3.84	3.83	3.94	3.83	3.90	3.89	3.86
3. Cleanliness of rest areas for highway motorists (1)	3.77	3.87	3.79	3.78	3.80	3.74	3.77	3.69	3.84	3.74	3.81	3.78	3.87
4. Safety of rest areas for highway motorists (2)	3.67	3.71	3.72	3.72	3.74	3.68	3.70	3.69	3.78	3.71	3.80	3.75	3.81
5. Availability of free IDOT road maps (5)	3.34	3.40	3.35	3.42	3.42	3.39	3.39	3.40	3.53	3.44	3.55	3.55	3.49

Over the past 12 years, rest areas have received increasingly positive ratings from respondents. There are two items that measure attitudes of Illinois drivers about rest areas: *Cleanliness* and *Safety*. As seen in Table 6C, since 2011, cleanliness has seen a .10 increase in the mean rating and safety has seen a .14 increase in the mean rating. The ratings of informational signs are the only item that has seen a decrease in ratings from 4.07 in 2001 to 4.0 in 2013.

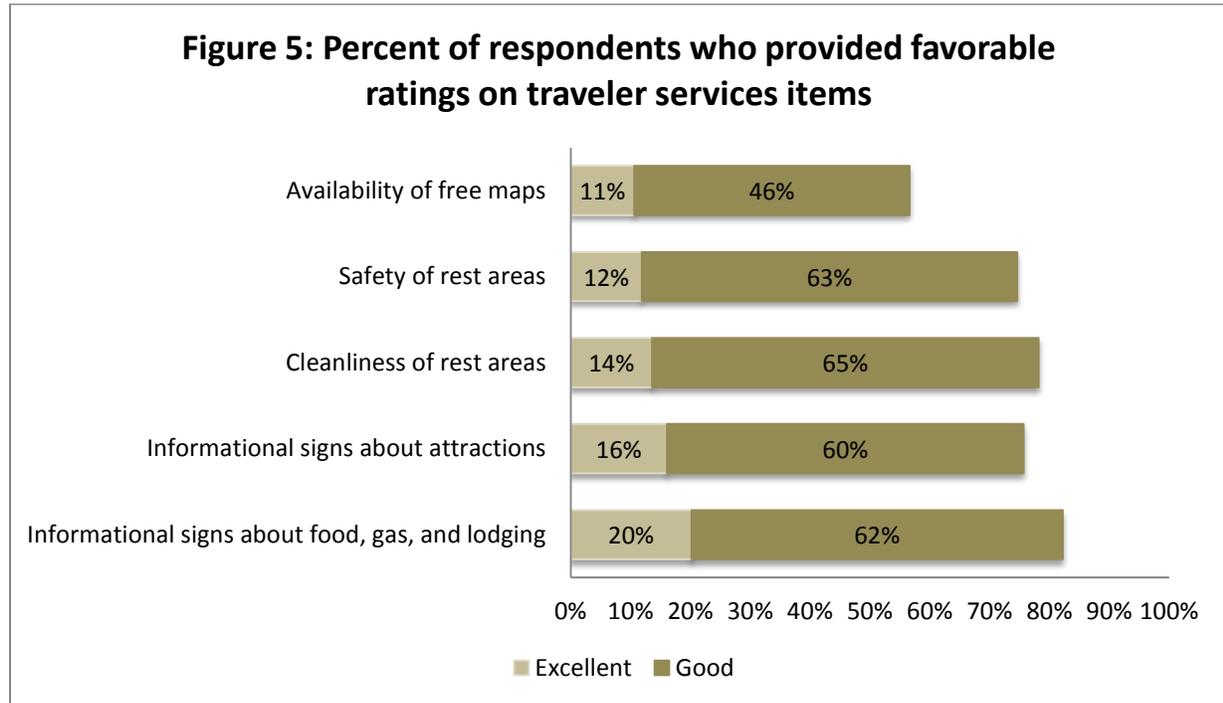
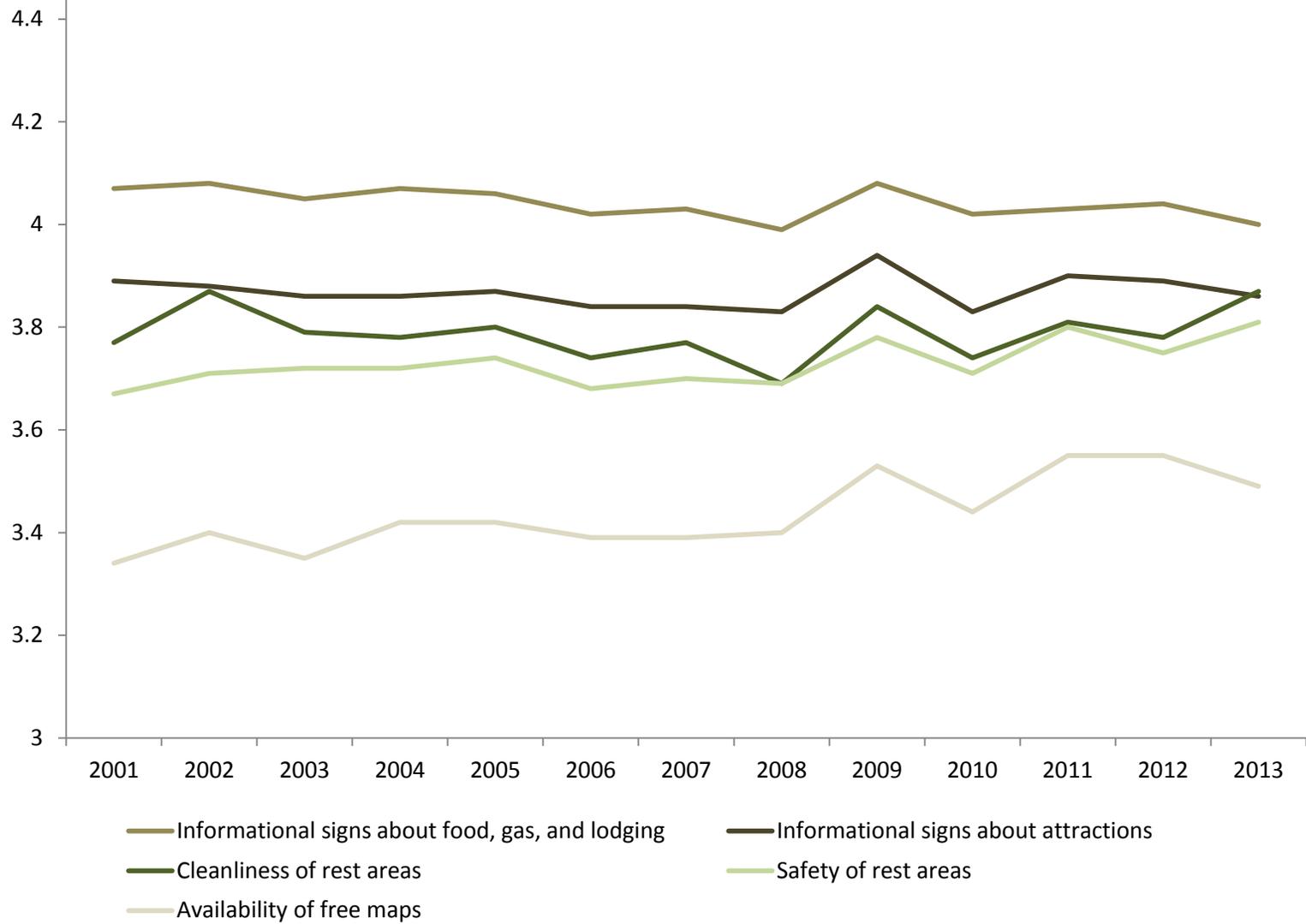


Figure 4: Longitudinal comparison from 2001 to 2013 of mean ratings



Average composite ratings for each general area

For each of the three general areas, we calculated an average composite rating.

The 2012 results

In 2013, the composite mean ratings for all three general areas fall between the alternatives of “good” (when coded as 4) and “fair” (when coded as 3) – with the composite mean for Traveler Services being very much toward the “good” end of this range, the composite mean for Maintaining Highways and Traffic Flow being only slightly/somewhat toward the “good” end of this range, and the composite mean for Road Repair and Construction somewhat toward the “fair” end of this range.

Trends in the survey series

For the composite ratings on items within the area of *Maintaining Highways and Traffic Flow*, we find the highest mean rating in 2013 than has ever been calculated for this composite score (M= 3.67). This is an increase from the 2012 composite mean score (3.61). Across the survey time span, the median composite rating has been 3.67 in every year, with the exception of the first survey of Spring 2001 (median = 3.56) and the most recent survey (median = 3.78).

For the composite ratings on items within the area of *Road Repair and Construction*, we find that ten of the thirteen surveys have mean composite ratings in the range of 3.29 to 3.33- including the most recent survey. In addition, for all these ten surveys, the median composite rating is 3.33. Two surveys, the 2012 survey (mean = 3.35; median = 3.40) and the 2006 survey (mean = 3.36; median = 3.42) have higher mean composite scores. And two surveys have lower mean composite scores, the 2008 survey (mean = 3.27; median = 3.30) and the first 2001 survey (mean = 3.22; median = 3.22).

For the composite ratings on items within the area of *Traveler Services*, we find that eight of the first nine surveys have means ranging from 3.74 to 3.79 (with the first survey having a lower mean score of 3.71). But here, only one of the most recent four surveys has a mean in this range (2010). Three of the most recent surveys have higher mean scores, in the 3.83 to 3.85 range. The 2012 survey mean is in the middle of this higher range. Median composite scores are 3.80 or 4.00 across the entire series, with the most recent four surveys having the latter. The most recent 2013 survey is slightly less positive than the 2012 survey but the median rating remains constant.

Table 7A. Longitudinal comparisons of average composite rating scores

Rating Area	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Mean Composites													
<i>Maintaining highways and traffic flow</i>	3.60	3.63	3.62	3.63	3.61	3.62	3.61	3.56	3.60	3.57	3.59	3.61	3.67
<i>Road repair and construction</i>	3.29	3.33	3.33	3.33	3.30	3.36	3.30	3.27	3.32	3.28	3.32	3.35	3.30
<i>Traveler services</i>	3.77	3.80	3.77	3.78	3.79	3.75	3.77	3.74	3.85	3.77	3.83	3.84	3.81
Median Composites													
<i>Maintaining highways and traffic flow</i>	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.78
<i>Road repair and construction</i>	3.33	3.33	3.33	3.33	3.33	3.42	3.33	3.30	3.33	3.33	3.33	3.40	3.33
<i>Traveler services</i>	3.80	4.00	3.80	3.80	3.80	3.80	4.00	3.80	4.00	4.00	4.00	4.00	4.00

Table 7B. Differences in Summary Composite Section Ratings Across Surveys

Rating Area	Difference: Fall 01- Spring 01	Difference: 2002-2001	Difference: 2003-2002	Difference: 2004-2003	Difference: 2005-2004	Difference: 2006-2005	Difference: 2007-2006	Difference: 2008-2007	Difference: 2009-2008	Difference: 2010-2009	Difference: 2011-2010	Difference: 2012-2011	Difference: 2013-2012
Differences in Mean Composite Scores													
<i>Maintaining highways and traffic flow</i>	+0.06	+0.01	+0.01	+0.01	-0.02	+0.01	-0.01	-0.05	+0.04	-0.03	+0.02	+0.02	+0.06
<i>Road repair and construction</i>	+0.07	+0.01	+0.03	+0.00	-0.03	+0.06	-0.06	-0.03	+0.05	-0.04	+0.04	+0.03	-0.05
<i>Traveler services</i>	+0.06	+0.00	+0.00	+0.01	+0.01	-0.04	+0.02	-0.03	+0.11	-0.08	+0.07	+0.01	-0.03
Differences in Median Composite Scores													
<i>Maintaining highways and traffic flow</i>	+0.09	+0.00	+0.00	+0.00	+0.00	+0.00	+0.00	.00	.00	.00	.00	.00	+0.11
<i>Road repair and construction</i>	+0.11	+0.00	+0.00	+0.00	+0.00	+0.09	-0.09	-0.03	+0.03	.00	.00	+0.07	-0.07
<i>Traveler services</i>	+0.00	+0.00	+0.00	+0.00	+0.00	+0.00	+0.20	-0.20	+0.20	.00	.00	.00	.00

Overall ratings of IDOT and employees and general trust in IDOT

Overall job IDOT is doing. In 2013- we find that slightly more than one-in-twenty (6.1 percent) respondents gave IDOT an overall rating of “excellent” while slightly less than half (49.2 percent) responded with “good.”

Ratings of employees. Respondents were also asked to rate IDOT employees on four different items. As seen in the table below (Table 8A), across all four items- the majority of respondents rated IDOT employees positively (either excellent or good). The two items that received the most favorable rating were “courtesy and respect shown to motorist” and “overall conduct of IDOT employees on the job.” For the former, 16.9 percent of respondents rated IDOT employees as “excellent” and 53.7 percent rated IDOT employees as “good,” with the latter- 12.2 percent of respondents chose an “excellent” rating and 52 percent chose a “good” rating.

Table 8A. Ratings of IDOT’s Employees on Selected Aspects and Overall Rating of IDOT Performance

Aspect rated^a	Excellent (5)^b	Good (4)	Fair (3)	Poor (2)	Very Poor (1)
1. Courtesy and respect shown to motorists (1)	16.9%	53.7%	25.8%	3.1%	0.6%
2. Overall conduct of IDOT employees on the job (4)	12.2%	52.0%	30.7%	4.4%	0.8%
3. Helpfulness of the information provided by employees (3)	11.8%	44.3%	37.2%	4.5%	2.3%
4. Accessibility of employees when you need them (2)	7.5%	43.5%	37.9%	8.9%	2.2%
Overall performance: How would you rate THE OVERALL JOB the Illinois Dept of Transportation is doing?	6.1%	49.2%	39.8%	4.4%	0.5%

^a In order to compare from 2012, we use the population-weighted 2012 data.

^bThe actual scale in the questionnaire is reversed. However, we have recoded the scale so that the higher score represents a more positive rating.

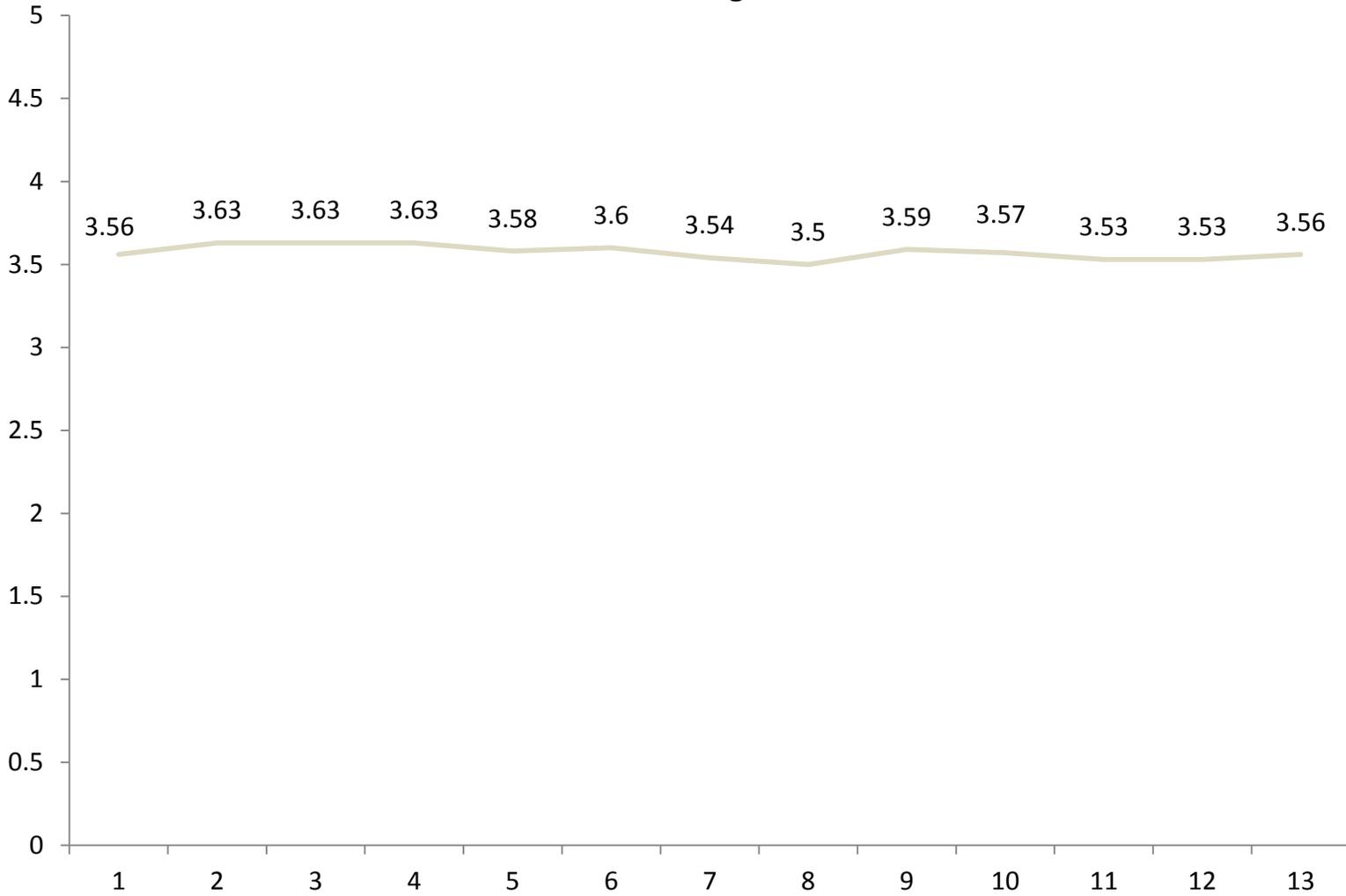
General trust. For the ninth year in a row, respondents were asked, “Generally speaking, how often do you think you can trust IDOT to do what is right regarding transportation issues?” Ten percent of respondents report that they can trust IDOT to do what is right regarding transportation issues “just about always.” More than half (55.7 percent) of respondents reported that they trust IDOT to do what is right “most of the time,” 30.5 percent report that

they trust IDOT “only some of the time,” and 3.4 percent report that they can “hardly ever” trust IDOT.

Table 8B. Longitudinal analysis of mean ratings of IDOT's employees and overall IDOT rating

Aspect rated	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
1. Courtesy and respect shown to motorists (1)	3.81	3.86	3.89	3.89	3.86	3.87	3.88	3.87	3.82	3.81	3.82	3.85	3.83
2. Overall conduct of IDOT employees on the job (4)	3.79	3.82	3.81	3.79	3.75	3.78	3.79	3.82	3.76	3.77	3.76	3.80	3.70
3. Helpfulness of the information provided by employees (3)	3.70	3.78	3.78	3.76	3.73	3.74	3.74	3.75	3.72	3.73	3.70	3.77	3.59
4. Accessibility of employees when you need them (2)	3.55	3.52	3.58	3.58	3.55	3.55	3.49	3.52	3.46	3.51	3.50	3.55	3.34
How would you rate THE OVERALL JOB the Illinois Department of Transportation is doing?	3.56	3.63	3.63	3.63	3.58	3.60	3.54	3.50	3.59	3.57	3.53	3.53	3.56

Figure 5: Longitudinal comparison from 2001 to 2013 of mean ratings of overall IDOT ratings



Importance of IDOT to your local area. We also asked respondents how important, if at all, IDOT is to your area’s overall economy as well as your area’s overall quality of life. Overall, the 2013 importance assessments for their area’s economy and overall quality of life remained stable with the majority of respondents reporting that IDOT is either “very important” or “somewhat important.”

Table 9A. Assessed Importance of IDOT for Area

IDOT’s importance for ...	Very important	Somewhat Important	Neutral	Somewhat unimportant	Not at all important
Your area’s economy					
2013	43%	36%	10%	3%	1%
2012	41%	36%	17%	4%	1%
2011	42%	36%	18%	4%	1%
2010	40%	39%	17%	2%	1%
2009	41%	40%	14%	5%	1%
2008	46%	34%	17%	3%	0%
2007	44%	38%	13%	4%	1%
2005	32%	46%	18%	3%	1%
Your area’s overall quality of life					
2013	42%	33%	7%	1%	2%
2012	43%	37%	15%	4%	1%
2011	42%	38%	16%	3%	1%
2010	41%	41%	15%	2%	1%
2009	41%	41%	14%	4%	1%
2008	45%	38%	14%	2%	0%
2007	40%	41%	15%	3%	0 ⁺ %
2005	33%	48%	16%	3%	0 ⁺ %

Awareness and use of toll-free telephone number and website

Respondents were asked several questions regarding their awareness and use of IDOT's toll-free telephone number as well as the IDOT website.

Toll-free telephone number. According to the results, 26.3 percent of respondents were aware of IDOT's toll-free number before this survey, compared to 73.7 percent of respondents who said that they were not aware of this number. Of all respondents, only 6.4 percent have ever called this number before and only 1.4 percent have called this number in the last 12 month months. So while one-in-four Illinois residents are aware of the toll-free number, it is not used often by Illinois drivers in order to get information on current road conditions. As seen below (Table 10A), 2013 saw a drop in awareness of the telephone number among respondents.

Table 10A. Awareness and Use of IDOT Toll-Free Number

Topic	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
NOT aware	68%	69%	69%	68%	68%	68%	66%	66%	69%	69%	76%
Called in last 12 months	3%	2%	2%	2%	3%	4%	2%	2%	2%	1%	1%

Website. One-in-three respondents reported being aware of the IDOT website where you can get information on constriction zones and road conditions. In fact, more respondents reported knowing about the website than reported knowing about the toll-free telephone number. In addition, 20.2 percent of individuals (one-in-five) reported that they have visited the IDOT website and 19.8 percent reported that they have looked at the information on the IDOT website. According to these results, it appears that the website is the preferred means of finding information by Illinois drivers.

Table 10B. Awareness and Use of IDOT's Internet Site

Topic	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
NOT aware of website	77%	77%	71%	67%	69%	66%	61%	62%	63%	61%	67%
Looked at this info on website	4%	4%	6%	7%	8%	10%	9%	9%	11%	10%	20%

Illinois Jobs Now!

The first topical section for the 2013 survey was an assessment of the Illinois Jobs Now! project. Respondents were provided the following information:

Illinois Jobs Now! is a \$31 billion infrastructure improvement program. The 2009 program includes more than \$14 billion over 6 years for transportation improvements including roads, bridges, public transit, and rail across the state.

When examining awareness of the program, 29.2 percent of respondents reported that they were aware of the Illinois Jobs Now! program prior to reading about it in this survey. In addition, 39.7 percent of respondents reported that they believe the program has delivered promised transportation improvements and 71.2 percent reported that they favor an extension of Illinois Jobs Now! (or a similar program) as a follow up for additional transportation improvements. As seen in Table 11A, there were slight differences in attitudes towards Illinois Jobs Now! between districts.

Table 11A. Attitudes towards Illinois Jobs Now! by District

District	Aware of Illinois Jobs Now!	Percent who believe it has delivered transportation improvements	Percent who favor an extension for additional improvements
District 1- Schaumburg	24.8%	51.5%	78.5%
District 2-Dixon	43.8%	18.5%	83.3%
District 3- Ottawa	22.2%	24.1%	39.4%
District 4- Peoria	30.4%	35.0%	66.7%
District 5- Paris	45.8%	47.1%	75.0%
District 6- Springfield	32.4%	25.0%	58.6%
District 7- Effingham	42.9%	32.0%	65.4%
District 8- Collinsville	26.5%	40.0%	92.0%
District 9-Carbondale	44.0%	33.3%	56.2%
OVERALL	29.2%	39.7%	71.2%

As seen in the table above on average District 5 has the highest level of awareness and also has relatively high levels of support (47.1 percent believe it has delivered transportation improvements and 75 percent favor an extension). The lowest level of awareness and support is in District 3 where only 22.2 percent of individuals were aware of the program and only 39.4 percent support an extension of the program (or a similar program).

When asked how individuals would rate their opinion of capital programs like Illinois Jobs Now!, less than half of respondents reported that they view these programs either somewhat favorably (33.4 percent) or very favorably (16.3 percent). The response that received the highest percent of respondents was “neutral” with 39.6 percent reporting that they are neutral towards such projects. Finally, 10.7 percent of respondents report that they view such

programs unfavorably with 7.7 percent rating them as “somewhat unfavorable” and 3 percent rating them as “favorable.”

As part of the Illinois Jobs Now! section, individuals were also asked to select up to three projects that they believe are the most important capital improvement projects. As seen in the table below (Table 11B), repair/upgrade aging and deteriorating highways and bridges were the two items with the highest levels of support (and the only two items that received majority support with 65.6 percent and 64.3 percent, respectively, supporting each). Slightly more than one-in-three respondents support upgrading the water and sewer systems (34.3 percent). The repair of aging school buildings was the fourth most supported program with 32.2 percent. The least supported item was constructing new highways with only 12.2 percent of respondents selecting that capital improvement project.

Table 11B. Percent of respondents supporting specific capital improvement projects

Capital improvement project	Percent supporting
Repair/upgrade aging and deteriorating highways	65.6%
Repair/upgrade aging and deteriorating bridges	64.3%
Upgrade water and sewer systems	34.3%
Repair aging school buildings	32.2%
Clean up the environment	28.1%
Improve mass transit systems	27.0%
Construct additional classrooms in growing school districts	25.2%
Construct new highways	12.2%

Driving Behaviors

Respondents were asked how often they have done any of the following dangerous driving behaviors in the past 30 days

Table 12A. Percent of respondents who reported doing the following driving behaviors in the past 30 days.

Driving behavior ^a	Never	Once	2-4 times	5 or more times	Mean
1. Became irritated by other drivers texting while driving (6)	13.7%	7.6%	29.7%	49.0%	3.14
2. Became irritated by other drivers using cell phones while driving (5)	13.7%	10.0%	29.9%	46.4%	3.09
3. Became irritated by other drivers not using proper signals (9)	16.0%	11.0%	30.4%	42.6%	3.00
4. Became irritated by other drivers cutting you off in traffic (8)	22.6%	21.1%	29.7%	26.5%	2.60
5. Became irritated at others driving at speeds higher than the posted speed limit (7)	29.8%	13.0%	27.7%	29.5%	2.57
6. Attempted to use hand-held cell phone or texting device while driving (3)	48.7%	12.1%	22.6%	16.6%	2.07
7. Not worn your seatbelt while riding in a car (2)	80.7%	8.8%	4.3%	6.2%	1.36
8. Not worn your seatbelt while driving (1)	84.9%	4.5%	3.7%	6.9%	1.33
9. Driven a motor vehicle within two hours of drinking an alcoholic beverage (4)	80.8%	8.8%	7.1%	3.4%	1.33

^aItems are ordered by the mean of the results. The number in parentheses after the aspect is the order in which the item appeared in the questionnaire.

As seen in Table 12A, the most common dangerous driving behavior that individuals report doing is becoming irritated by other drivers texting while driving (mean=3.14) and becoming irritated by other drivers using cell phones while driving (mean=3.09). The least common behavior reported by respondents was not wearing their seatbelts while driving (mean=1.33) and driving a motor vehicle within two hours of drinking an alcoholic beverage (mean=1.33).

In addition to asking respondents the frequency of them engaging in certain behaviors, we were also interested in how many of them had been involved in a crash/near crash while using a handheld electronic device. We find that less than one percent report actually being in a crash/near crash while they were using a handheld electronic device.

Police enforcement of dangerous driving behaviors. Individuals were also asked the likelihood of being stopped by a police officer if they engaged in three dangerous driving behaviors (driving after drinking too much, driving without a seatbelt, driving while using a handheld electronic device). As seen in the table below, respondents are more likely to believe they will be stopped if they drove after drinking too much, followed by driving without wearing their seatbelt. Only 30 percent of respondents reported that it was either “almost certain” or “very likely” that they would be stopped if they drove while using a handheld electronic device.

Table 13A. Percent of respondents who report that it is either “almost certain,” or “very likely” to be stopped by police for the following dangerous driving behaviors

How likely do you think you are to be stopped by a police officer, if you...^a	Almost certain	Very likely
1. Drove after having too much to drink to drive safely (2)	19.4%	38.3%
2. Drove without wearing your seatbelt (3)	15.0%	28.0%
3. Drove while using a handheld electronic device (1)	9.3%	20.1%

^aItems are ordered by the mean of the results. The number in parentheses after the aspect is the order in which the item appeared in the questionnaire.

Media Awareness

One of IDOT's functions is to increase awareness about the dangers of alcohol impaired driving and not wearing your seat belt while in an automobile, as well as recent police enforcement of such behaviors. In one of the 2013 topical sections, we examine awareness of these types of police enforcement activities.

Police enforcement of alcohol impaired driving. Almost 70 percent (69.6) of respondents report that they have read, seen, or heard anything about alcohol impaired driving (or drunk driving) enforcement by police.

Seatbelt law enforcement. Slightly fewer (57.7 percent) individuals report that they have read, seen, or heard anything about seat belt law enforcement by police.

Slogans. Respondents were also provided with a series of different slogans and asked if they have read, seen, or heard anything about these slogans in the past 30 days (see Table 14A). As seen in the table, the slogan that had the most reported awareness is "Click it or Ticket" with 91.9 percent of respondents reporting that they had seen, read, or heard about the slogan in the past 30 days.

Table 13A. Percent of respondents who reported

Slogans ^a	Percent reporting awareness
1. Click it or Ticket (1)	91.9%
2. Start Seeing Motorcycles (5)	72.7%
3. Drive Sober or Get Pulled Over (2)	61.6%
4. It Can Wait- Don't Text and Drive (9)	59.4%
5. Don't Drive In-TEXT-icated (8)	40.6%
6. See Orange, Slow Down (4)	39.8%
7. Look Twice, Save a Life (6)	32.8%
8. Embrace the Orange (3)	21.1%
9. Gear Up- Ride Smart (7)	12.1%

^aItems are ordered by percent who reported being aware of the slogan. The number in parentheses after the aspect is the order in which the item appeared in the questionnaire.

Work Zones

When respondents were asked whether their awareness of the importance of driving safely in highway work zones had increased, stayed the same, or decreased over the past 12 months, 60.3 percent of respondents reported that their awareness had increased, 38.6 percent reported that it had stayed the same, and only 1 percent reported that their awareness had decreased.

Speeding fines. Overall, 92 percent of respondents reported knowing that speeding fines in work zones are much more than fines outside of work zones. When we examine this in-depth, we find that 59.7 percent of respondents report that having higher fines in work zones make them “much more likely” to follow work zone speed limits, compared to 21.2 percent who report that it makes them “somewhat more likely” and 19.1 percent who reported that it makes no difference.

Speed enforcement cameras in work zones. Sixty-one percent of respondents reported that knowing that there are speed enforcement cameras in work zones make them “much more likely” to follow work zone speed limits. Twenty-one percent of respondents reported that it makes them “somewhat more likely” to follow work zone speed limits and 18 percent reported that it makes no difference.

When asked about accidents involving privately-owned vehicles in construction work zones, an overwhelming majority (82.6 percent) of respondents believe that construction zone workers are the group that suffers most of the resulting deaths while only 17.4 percent believe it was motorists or passengers. Interestingly, in 2009 there were 31 individuals who were killed in work zone crashes. Twenty-five of those individuals were motorists/passengers and five were construction workers (one was a pedestrian).

APPENDIX A: THE QUESTIONNAIRE

Survey Research Office
Center for State Policy & Leadership
One University Plaza, MS HRB 120
University of Illinois Springfield
Springfield, IL 62703-5407



July 29, 2013

To the household of:
KRISTA DIAL
2611 ROCKPORT LN
APT 208
NAPERVILLE, IL 60564

As you know, the conditions of highways and bridges and other aspects of transportation are an important concern for the residents of Illinois. The Illinois Department of Transportation (IDOT) has the primary responsibility for maintaining federal and state highways in Illinois (not including Tollways). This means the activities of IDOT affect nearly everyone in Illinois.

Therefore, IDOT has asked the University of Illinois Springfield's Survey Research Office (SRO) to measure how Illinois residents rate the services provided by IDOT. Your household has been chosen at random to participate in this evaluation. We will be using the results from this questionnaire to identify those areas where IDOT is doing well, as well as those areas where the agency needs to improve its services. This will help in maintaining priorities for the most effective use of Illinois tax dollars.

We would very much appreciate if someone in your household would participate in this research project. You can participate in this project in any of the following ways:

- You can take the online version of the survey at <http://go.uis.edu/Motorist>. You will be prompted to enter your project identification number, which is 942.
- You can complete the brief questionnaire enclosed and return it in a postage-paid return envelope.
- You can also fax your completed questionnaire to the SRO at (217) 206-7979.

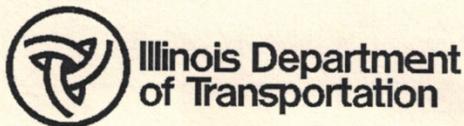
Your responses to this questionnaire are anonymous. Please do not write your name or provide any identifying information on the survey. The project identification number on your questionnaire is for tracking purposes only. In addition, please note that while your completion of the 2013 IDOT motorist survey questionnaire would be greatly appreciated, your completion of it is voluntary. No negative consequences will result from your non-participation in this survey. You do not have to answer any questions that make you uncomfortable or you do not wish to answer. If you have any questions about this research, please contact the Survey Research Office at (217) 206-6591 or email sro@uis.edu.

There are no more than minimal risks from your participation in this project. This research has been reviewed by the Human Subjects Review Office, Dr. Lynn Pardie. Dr. Pardie can answer questions about your rights as a volunteer participant in this project. She can be reached at (217) 206-6614. This consent has been approved by the UIS Institutional Review Board and will expire on May 22, 2014.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Webber'.

John Webber
Director of Communications
Illinois Department of Transportation



Illinois Department of Transportation

THE ILLINOIS MOTORIST OPINION SURVEY- SUMMER 2013

Conducted by the Survey Research Office

Center for State Policy & Leadership at University of Illinois Springfield

Who: Please have the youngest adult (18 years or older) in your household complete the survey.
Why: The purpose of the survey is to evaluate the highways controlled by the Illinois Department of Transportation (IDOT). IDOT is responsible for the design, construction, and maintenance of state and federal highways in Illinois. These do not include Illinois Tollways, city streets, or county and township roads. By completing this evaluation, you will provide IDOT with valuable insight into the infrastructure needs in your area as well as across Illinois.
How: You can complete this questionnaire and mail it to the SRO using the self-addressed business envelope, or fax it to (217) 206-7979, or take it online at: <http://go.uis.edu/Motorist2013>.

MAINTAINING HIGHWAYS AND TRAFFIC FLOW

Please rate the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor? If you do not know how to rate the item, please leave it blank.

	Excellent	Good	Fair	Poor	Very Poor
Cleanliness of roadsides, absence of litter	<input type="radio"/>				
Timely removal of debris and dead animals from pavement	<input type="radio"/>				
Landscaping and overall appearance of roadsides and medians	<input type="radio"/>				
Snow and ice removal	<input type="radio"/>				
Traffic signs (directional signs, warning signs, and "miles to destination" signs): <i>consider clarity, visibility, number, and placement</i>	<input type="radio"/>				
Electronic message boards to advise drivers of delays or construction areas: <i>consider clarity, visibility, number, and placement</i>	<input type="radio"/>				
Visibility of lane and shoulder (edge) paint stripes on highways	<input type="radio"/>				
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	<input type="radio"/>				
Roadside lighting and reflectors for visibility after dark and in bad weather	<input type="radio"/>				

IDOT TOLL-FREE NUMBER AND WEBSITE

	Yes	No
Before this survey, were you aware of IDOT's toll-free number (1-800-452-IDOT) to get information on current road conditions?	<input type="radio"/>	<input type="radio"/>
Have you ever called this number?	<input type="radio"/>	<input type="radio"/>
Have you called this number in the last 12 months?	<input type="radio"/>	<input type="radio"/>

	Yes	No
IDOT has a website (www.dot.state.il.us) where you can get information on construction zones and road conditions. <u>Before this survey</u> , were you aware of this website?	<input type="radio"/>	<input type="radio"/>
Have you ever been to the IDOT website?	<input type="radio"/>	<input type="radio"/>
Have you looked at the information on the IDOT website?	<input type="radio"/>	<input type="radio"/>

ROAD REPAIR AND CONSTRUCTION

Please rate the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor? If you do not know how to rate the item, please leave it blank.

	Excellent	Good	Fair	Poor	Very Poor
Timeliness of repairs on interstate highways (<u>not Tollways</u>)	<input type="radio"/>				
Timeliness of repairs on non-interstate highways (other Illinois state highways, but <u>not city streets or county/township roads</u>)	<input type="radio"/>				
Ride quality and smoothness of pavement on interstate highways (<u>not Tollways</u>)	<input type="radio"/>				
Ride quality and smoothness of pavement on non-interstate highways (other Illinois state highways, but <u>not city streets or county/township roads</u>)	<input type="radio"/>				
The flow of traffic through workzones	<input type="radio"/>				
Workzone signs to direct merging traffic and alert motorists to reduce speed: <i>consider clarity, visibility, number, and placement</i>	<input type="radio"/>				
Visibility of lane and shoulder (edge) paint stripes on highways	<input type="radio"/>				
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	<input type="radio"/>				
Roadside lighting and reflectors for visibility after dark and in bad weather	<input type="radio"/>				

TRAVELER SERVICES

Please rate the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor? If you do not know how to rate the item, please leave it blank.

	Excellent	Good	Fair	Poor	Very Poor
Cleanliness of rest areas for highway motorists	<input type="radio"/>				
Safety of rest areas for highway motorists	<input type="radio"/>				
Informational signs at highway exits for food, gas, & lodging: <i>consider clarity, visibility, number, and placement</i>	<input type="radio"/>				
Informational highway signs about area tourist attractions and state parks: <i>consider clarity, visibility, number, and placement</i>	<input type="radio"/>				
Availability of free IDOT road maps	<input type="radio"/>				

ILLINOIS JOBS NOW!

Illinois Jobs Now! is a \$31 billion infrastructure improvement program. The 2009 program includes more than \$14 billion over 6 years for transportation improvements including roads, bridges, public transit and rail across the state.

	Yes	No
Before this survey, were you aware of the Illinois Jobs Now! program?	<input type="radio"/>	<input type="radio"/>
To the best of your knowledge, do you think the program has delivered promised transportation improvements?	<input type="radio"/>	<input type="radio"/>
Do you favor an extension of Illinois Jobs Now! (or a similar program) as a follow up for additional transportation improvements?	<input type="radio"/>	<input type="radio"/>

And in general, how would you rate your opinion of capital programs like Illinois Jobs Now! designed to provide more resources for transportation improvements? Would you say that you view them as very favorable, somewhat favorable, neutral, somewhat unfavorable, or very unfavorable?

- Very favorable
 Somewhat favorable
 Neutral
 Somewhat unfavorable
 Very unfavorable

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

- Repair/upgrade aging and deteriorating highways
- Repair/upgrade aging and deteriorating bridges
- Repair aging school buildings
- Construct additional classrooms in growing school districts
- Construct new highways
- Improve mass transit systems
- Upgrade water and sewer systems
- Clean up the environment

IDOT EMPLOYEES

Please rate the IDOT employees on each of the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor? If you do not know how to rate the item, please leave it blank.

	Excellent	Good	Fair	Poor	Very Poor
Courtesy and respect shown to motorists	<input type="radio"/>				
Accessibility of employees when you need them	<input type="radio"/>				
Helpfulness of the information provided by the employees	<input type="radio"/>				
Overall conduct of IDOT employees on the job	<input type="radio"/>				

OVERALL RATINGS/OPINIONS OF IDOT

Now thinking about all the things you have been asked to rate, how would you rate the OVERALL job the Illinois Department of Transportation is doing? Would you rate it as excellent, good, fair, poor, or very poor?

- Excellent
 Good
 Fair
 Poor
 Very Poor

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

- Just about always
 Most of the time
 Only some of the time
 Hardly ever

How important do you think IDOT is for the following items? Do you think IDOT is very important, somewhat important, neither important nor unimportant, somewhat unimportant, or not important at all?

Your area's economy?

- Very important
- Somewhat important
- Neither important nor unimportant
- Somewhat unimportant
- Not important at all

Your area's overall quality of life?

- Very important
- Somewhat important
- Neither important nor unimportant
- Somewhat unimportant
- Not important at all

DRIVING BEHAVIORS

Please identify how often, if at all, you have done any of the following behaviors in the past 30 days. Have you done the following five or more times, two to four times, once, or never in the past 30 days.

	Never	Once	2-4 times	5 or more times
Not worn your seatbelt while driving a car, van, sport utility vehicle, or pickup truck	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not worn your seatbelt while riding in a car, van, sport utility vehicle, or pickup truck	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attempted to use a hand-held cell phone or texting device while driving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driven a motor vehicle within two hours of drinking an alcoholic beverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Become irritated by other drivers using cell phones while driving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Become irritated by other drivers texting while driving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Become irritated at others driving at speeds higher than the posted speed limit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Become irritated by other drivers cutting you off in traffic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Become irritated by other drivers not using proper signals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Have you ever been involved in a crash/near crash while using a handheld electronic device? Yes No

If you drove while using a handheld electronic device, how likely do you think you are to be stopped by a police officer? Would you say this is almost certain, very likely, somewhat likely, somewhat unlikely, very unlikely?

Almost certain Very likely Somewhat likely Somewhat unlikely Very unlikely

If you drove after having too much to drink to drive safely, how likely do you think you are to be stopped by a police officer? Would you say this is almost certain, very likely, somewhat likely, somewhat unlikely, very unlikely?

Almost certain Very likely Somewhat likely Somewhat unlikely Very unlikely

If you drove without wearing your seat belt, how likely do you think you are to be stopped by a police officer? Would you say this is almost certain, very likely, somewhat likely, somewhat unlikely, very unlikely?

Almost certain Very likely Somewhat likely Somewhat unlikely Very unlikely

MEDIA AWARENESS

	Yes	No
During the past 30 days, have you read, seen, or heard anything about alcohol impaired driving (or drunk driving) enforcement by police?	<input type="radio"/>	<input type="radio"/>
During the past 30 days, have you read, seen, or heard anything about seat belt law enforcement by police?	<input type="radio"/>	<input type="radio"/>

And how about the following slogans, have you read, seen, or heard about any of the following slogans in the past 30 days?

	Yes	No
<i>Click it or Ticket</i>	<input type="radio"/>	<input type="radio"/>
<i>Drive Sober or Get Pulled Over</i>	<input type="radio"/>	<input type="radio"/>
<i>Embrace the Orange</i>	<input type="radio"/>	<input type="radio"/>
<i>See Orange, Slow Down</i>	<input type="radio"/>	<input type="radio"/>
<i>Start Seeing Motorcycles</i>	<input type="radio"/>	<input type="radio"/>
<i>Look Twice, Save a Life</i>	<input type="radio"/>	<input type="radio"/>
<i>Gear Up-Ride Smart</i>	<input type="radio"/>	<input type="radio"/>
<i>Don't Drive In-TEXT-icated</i>	<input type="radio"/>	<input type="radio"/>
<i>It Can Wait- Don't Text and Drive</i>	<input type="radio"/>	<input type="radio"/>

Over the past 12 months, would you say your awareness of the importance of driving safely in highway work zones has increased, stayed the same, or decreased?

Increased
 Stayed the same
 Decreased

WORK ZONES

Speeding violations in work zones can result in a fine of two or three times the fine for speeding outside of work zones.

	Yes	No
<u>Before this survey</u> , did you know that speeding fines in work zones are much more than fines outside of work zones?	<input type="radio"/>	<input type="radio"/>

Does having higher fines in work zones make you much more likely to follow work zone speed limits, somewhat more likely to follow them, or does it make no difference in the likelihood of you following work zone speed limits?

Much more likely
 Somewhat more likely
 Makes no difference

Do speed enforcement cameras in work zones make you much more likely to follow work zone speed limits, somewhat more likely to follow them, or does it make no difference in the likelihood of you following work zone speed limits?

Much more likely
 Somewhat more likely
 Makes no difference

As far as you know, when accidents involving privately-owned vehicles occur in construction work zones, which group suffers most of the resulting deaths? Is it the motorist/passenger or construction zone workers?

Motorist/Passenger
 Construction zone workers

BACKGROUND INFORMATION

The following section is for analysis purposes only. None of this information will be used to identify you as a respondent.

Are you currently a licensed driver? Yes No

If yes, how many estimated number of miles you personally drive during a typical year:
TYPICAL # OF MILES = _____

Commuting miles and drive time to / from work. If you do not commute to work, please leave blank.

Estimated number of **miles** to work (one-way): # OF MILES = _____
Estimated number of **minutes** it takes to get to work (one-way): # OF MINUTES = _____
Estimated number of **minutes** it takes to get home from work: # OF MINUTES = _____

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

- City of Chicago
- Chicago suburbs
- Metro East (St. Louis) area suburbs
- Other metro area of more than 75,000
- Other city of 20,000 to 75,000
- Other city/village/town of 10,000 to 19,999
- Other city/village/town under 10,000
- Rural area outside of city/village/town

Gender: Female Male

Age: _____

Illinois County you currently live in: _____

Zip code: _____

- Race/Ethnicity:
- White
 - African-American/Black
 - Hispanic/Latino
 - Asian/Pacific-Islander
 - Native American
 - Non-resident alien
 - Other, specify: _____

What is your annual earned income before taxes: \$ _____

Highest level of education you have completed:

- Less than high school
- High school diploma or equivalent
- Trade or technical school beyond high school
- Some education at 4 year college
- 4 year college degree
- More than 4 year degree

Which of the following *best* describes your household in terms of having a landline telephone number?

- No one in your household has a landline telephone number
- At least one person in your household has a landline telephone number which IS LISTED in the telephone directory
- Your household has at least one landline telephone number, but NONE are listed in the telephone directory

Does any adult (18 years or older) in your household have a cell phone number? Yes No

THANK YOU FOR YOUR TIME AND THE INFORMATION YOU HAVE PROVIDED.
Please return your questionnaire in the enclosed postage-paid return envelope.
 OR, send it to: Survey Research Office; University of Illinois at Springfield
 One University Plaza, MS HRB 120; Springfield, Illinois 62703-5407

APPENDIX B: TOPLINE REPORT

2013 IDOT MOTORIST TOPLINES

Maintaining Highways and Traffic Flow

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

Cleanliness of roadsides, absence of litter

Excellent	8.6%
Good	51.7%
Fair	30.6%
Poor	7.4%
Very Poor	1.8%

Timely removal of debris and dead animals from pavement

Excellent	5.8%
Good	43.1%
Fair	37.9%
Poor	10.8%
Very Poor	2.4%

Landscaping and overall appearance of roadsides and medians

Excellent	7.7%
Good	47.3%
Fair	34.0%
Poor	8.9%
Very Poor	2.2%

Snow and ice removal

Excellent	16.7%
Good	52.0%
Fair	25.2%
Poor	5.0%
Very Poor	1.0%

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

Excellent	21.0%
Good	59.7%
Fair	14.7%
Poor	4.3%
Very Poor	0.3%

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

Excellent	22.8%
Good	55.8%
Fair	16.1%
Poor	3.5%
Very Poor	1.8%

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

Excellent	11.7%
Good	56.6%
Fair	26.4%
Poor	4.8%
Very Poor	0.5%

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

Excellent	7.0%
Good	49.6%
Fair	32.7%
Poor	8.5%
Very Poor	2.2%

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

Excellent	9.1%
Good	42.1%
Fair	34.5%
Poor	12.2%
Very Poor	2.1%

IDOT Toll-Free Number and Website

Before this survey, were you aware of IDOT's toll-free number (1-800-452-IDOT) to get information on current road conditions?

Yes	23.4%
No	76.6%

Have you ever called this number?

Yes	5.5%
No	94.5%

Have you called this number in the last 12 months?

Yes	1.2%
No	98.8%

IDOT has a website (www.dot.state.il.us) where you can get information on construction zones and road conditions. Before this survey, were you aware of this website?

Yes	33.4%
No	66.6%

Have you ever been to the IDOT website?

Yes	20.6%
No	79.4%

Have you looked at the information on the IDOT website?

Yes	20.2%
No	79.8%

Road Repair and Construction

Please rate the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor? If you do not know how to rate the item, please leave it blank.

Timeliness of repairs on interstate highways (not Tollways)

Excellent	1.5%
Good	32.8%
Fair	43.8%
Poor	17.1%
Very Poor	4.7%

Timeliness of repairs on non-interstate highways (other Illinois state highways, but not city streets or county/township roads)

Excellent	1.0%
Good	27.4%
Fair	44.4%
Poor	19.7%
Very Poor	7.5%

Ride quality and smoothness of pavement on interstate highways (not Tollways)

Excellent	4.8%
Good	36.7%
Fair	43.3%
Poor	11.2%
Very Poor	4.0%

Ride quality and smoothness of pavement on non-interstate highways (other Illinois state highways, but not city streets or county/township roads)

Excellent	2.9%
Good	34.5%
Fair	38.3%
Poor	17.3%
Very Poor	6.9%

The flow of traffic through work zones

Excellent	1.7%
Good	29.3%
Fair	45.7%
Poor	17.2%
Very Poor	6.1%

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

Excellent	13.2%
Good	51.0%
Fair	30.0%
Poor	5.4%
Very Poor	0.3%

Traveler Services

Please rate the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor? If you do not know how to rate the item, please leave it blank.

Cleanliness of rest areas for highway motorists

Excellent	13.6%
Good	64.6%
Fair	17.6%
Poor	3.2%
Very Poor	1.0%

Safety of rest areas for highway motorists

Excellent	11.9%
Good	62.7%
Fair	20.5%
Poor	4.1%
Very Poor	0.8%

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

Excellent	20.2%
Good	62.0%
Fair	15.8%
Poor	2.1%
Very Poor	0.0%

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

Excellent	16.1%
Good	59.6%
Fair	19.0%
Poor	5.2%
Very Poor	0.1%

Availability of free IDOT road maps

Excellent	10.6%
Good	46.0%
Fair	27.5%
Poor	13.3%
Very Poor	2.5%

Illinois Jobs Now!

Illinois Jobs Now! is a \$31 billion infrastructure improvement program. The 2009 program includes more than \$14 billion over 6 years for transportation improvements including roads, bridges, public transit and rail across the state.

Before this survey, were you aware of the Illinois Jobs Now! program?

Yes	27.8%
No	72.2%

To the best of your knowledge, do you think the program has delivered promised transportation improvements?

Yes	41.9%
No	58.1%

Do you favor an extension of Illinois Jobs Now! (or a similar program) as a follow up for additional transportation improvements?

Yes	73.5%
No	26.5%

And in general, how would you rate your opinion of capital programs like Illinois Jobs Now! designed to provide more resources for transportation improvements? Would you say that you view them as very favorable, somewhat favorable, neutral, somewhat unfavorable, or very unfavorable?

Very favorable	17.7%
Somewhat favorable	34.2%
Neutral	37.8%
Somewhat unfavorable	7.8%
Very unfavorable	2.5%

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

Repair/upgrade aging and deteriorating highways	65.6%
Repair/upgrade aging and deteriorating bridges	64.3%
Repair aging school buildings	32.2%
Construct additional classrooms in growing school districts	25.2%
Construct new highways	12.2%
Improve mass transit systems	27.0%
Upgrade water and sewer systems	34.3%
Clean up the environment	28.1%

IDOT Employees

Please rate the IDOT employees on each of the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor? If you do not know how to rate the item, please leave it blank.

Courtesy and respect shown to motorists

Excellent	16.9%
Good	53.7%
Fair	25.8%
Poor	3.1%
Very Poor	0.6%

Accessibility of employees when you need them

Excellent	7.5%
Good	43.5%
Fair	37.9%
Poor	8.9%
Very Poor	2.2%

Helpfulness of the information provided by the employees

Excellent	11.8%
Good	44.3%
Fair	37.2%
Poor	4.5%
Very Poor	2.3%

Overall conduct of IDOT employees on the job

Excellent	12.2%
Good	52.0%
Fair	30.7%
Poor	4.4%
Very Poor	0.8%

Overall Ratings/Opinions of IDOT

Now thinking about all the things you have been asked to rate, how would you rate the OVERALL job the Illinois Department of Transportation is doing? Would you rate it as excellent, good, fair, poor, or very poor?

Excellent	6.1%
Good	49.2%
Fair	39.8%
Poor	4.4%
Very Poor	0.5%

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

Just about always	10.4%
Most of the time	55.7%
Only some of the time	30.5%
Hardly ever	3.4%

How important do you think IDOT is for the following items? Do you think IDOT is very important, somewhat important, neither important nor unimportant, somewhat unimportant, or not important at all?

Your area's economy?

Very important	42.9%
Somewhat important	35.9%
Neither important nor unimportant	10.0%
Somewhat unimportant	3.2%
Not important at all	1.2%

Your area's overall quality of life?

Very important	41.8%
Somewhat important	33.2%
Neither important nor unimportant	6.7%
Somewhat unimportant	1.8%
Not important at all	0.5%

Driving Behaviors

Please identify how often, if at all, you have done any of the following behaviors in the past 30 days. Have you done the following five or more times, two to four times, once, or never in the past 30 days.

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

Never	86.7%
Once	5.0%
2-4 times	3.6%
5 or more times	4.8%

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

Never	83.5%
Once	8.4%
2-4 times	3.8%
5 or more times	4.3%

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

Never	50.7%
Once	11.7%
2-4 times	22.3%
5 or more times	15.3%

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

Never	81.1%
Once	8.6%
2-4 times	7.5%
5 or more times	2.7%

Become irritated by other drivers using cell phones while driving

Never	12.5%
Once	9.4%
2-4 times	29.0%
5 or more times	49.1%

Become irritated by other drivers texting while driving

Never	12.7%
Once	6.9%
2-4 times	28.9%
5 or more times	51.6%

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

Never	28.6%
Once	12.3%
2-4 times	28.9%
5 or more times	30.1%

Become irritated by other drivers cutting you off in traffic

Never	22.1%
Once	19.4%
2-4 times	29.6%
5 or more times	28.9%

Become irritated by other drivers not using proper signals

Never	15.3%
Once	10.4%
2-4 times	30.2%
5 or more times	44.0%

Have you ever been involved in a crash/near crash while using a handheld electronic device?

Yes	1.0%
No	99.0%

If you drove while using a handheld electronic device, how likely do you think you are to be stopped by a police officer? Would you say this is almost certain, very likely, somewhat likely, somewhat unlikely, very unlikely?

Almost certain	9.7%
Very likely	20.1%
Somewhat likely	27.1%
Somewhat unlikely	19.9%
Very unlikely	23.2%

If you drove after having too much to drink to drive safely, how likely do you think you are to be stopped by a police officer? Would you say this is almost certain, very likely, somewhat likely, somewhat unlikely, very unlikely?

Almost certain	20.1%
Very likely	37.5%
Somewhat likely	25.0%
Somewhat unlikely	11.3%
Very unlikely	6.2%

If you drove without wearing your seat belt, how likely do you think you are to be stopped by a police officer? Would you say this is almost certain, very likely, somewhat likely, somewhat unlikely, very unlikely?

Almost certain	15.0%
Very likely	28.3%
Somewhat likely	29.4%
Somewhat unlikely	15.9%
Very unlikely	11.4%

Media Awareness

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

Yes	70.6%
No	29.4%

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

Yes	57.8%
No	42.2%

And how about the following slogans, have you read, seen, or heard about any of the following slogans in the past 30 days?

Click it or Ticket

Yes	92.8%
No	7.2%

Drive Sober or Get Pulled Over

Yes	64.0%
No	36.0%

Embrace the Orange

Yes	23.1%
No	76.9%

See Orange, Slow Down

Yes	38.9%
No	61.1%

Start Seeing Motorcycles

Yes	71.0%
No	29.0%

Look Twice, Save a Life

Yes	34.6%
No	65.4%

Gear Up-Ride Smart

Yes	13.6%
No	86.4%

Don't Drive In-TEXT-icated

Yes	42.3%
No	57.7%

It Can Wait- Don't Text and Drive

Yes	60.2%
No	39.8%

Over the past 12 months, would you say your awareness of the importance of driving safely in highway work zones has increased, stayed the same, or decreased?

Increased	62.2%
Stayed the same	37.2%
Decreased	0.6%

Work Zones

Speeding violations in work zones can result in a fine of two or three times the fine for speeding outside of work zones.

Before this survey, did you know that speeding fines in work zones are much more than fines outside of work zones?

Yes	91.6%
No	8.4%

Does having higher fines in work zones make you much more likely to follow work zone speed limits, somewhat more likely to follow them, or does it make no difference in the likelihood of you following work zone speed limits?

Much more likely	61.9%
Somewhat more likely	21.0%
Makes no difference	17.2%

Do speed enforcement cameras in work zones make you much more likely to follow work zone speed limits, somewhat more likely to follow them, or does it make no difference in the likelihood of you following work zone speed limits?

Much more likely	63.0%
Somewhat more likely	20.9%
Makes no difference	16.1%

As far as you know, when accidents involving privately-owned vehicles occur in construction work zones, which group suffers most of the resulting deaths? Is it the motorist/passenger or construction zone workers?

Motorist/Passenger	19.2%
Construction zone workers	80.8%
