Illinois Traveler Opinion Survey

Results for survey conducted fall 2015

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Introduction

The Illinois Department of Transportation contracted with the Survey Research Office, a unit in UIS' Center for State Policy and Leadership, to conduct a multimode (mail, Web, and phone) survey during the fall of 2015. The 2015 Illinois Traveler Opinion Survey is the most recent survey in a longitudinal project conducted by the Survey Research Office for IDOT since 2001.

In 2001, two surveys were conducted (spring and fall), from 2002 to 2007 surveys were conducted only in the spring, in 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 also conducted during the summer. 2015 marks the first year that the project was conducted over the phone, a method employed to increase response rates. Detailed methodology is discussed below.

Researchers at the 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 2015 survey, a stratified sample of random Illinois household addresses was purchased from Genesys Sampling Systems, one of the leading vendors of samples in the United States. This method of sampling is known as address-based sampling (ABS). In address-based sampling the sampling frame is a listing of residential addresses maintained by the United States Postal Service and made available to private vendors including Genesys. For each of the selected addresses, Genesys provided a "matched" household name, if available (94%), and also provided a telephone number if available (37%).[1] Unlike the 2014 survey in which only households with matched names were sent surveys, the 2015 survey was mailed to all 4,800 addresses provided by Genesys. These 4,800 addresses constitute the "initial sample."

The sample was stratified by IDOT region, with 2,400 household addresses randomly selected from District 1, and 2,400 from the remaining eight downstate districts (300 in each of the eight districts). Thus, a total of 4,800 randomly-selected household names/addresses were in the initial sample.[2] Though the 2015 sample is larger, the sampling frame is identical to the sampling frame in the 2009- 2014 surveys. For all surveys previous to 2009 in this series, a stratified sample of households listed in telephone directories was purchased from Survey Sampling, Inc., another leading vendor of samples in the United States. Sampling from telephone directories, while at one time an acceptable method, now presents serious coverage problems. Because the frame includes only those households with landline phone numbers, a significant percentage of the population (those with cell phones and those without phones at all) are precluded from selection. By contrast, research has shown the USPS address-based frame to cover approximately 97 percent of U.S. households.[3]

The 2015 sample is twice as large as the 2014 sample because of the addition of telephone interviewing as a mode of data collection; in addition to the 4,800 addresses which were mailed a survey, a total of 6,567 telephone numbers were dialed by SRO researchers (1754 numbers belonging to the matched addresses in the initial sample discussed above and an additional 4,813 addresses, with numbers appended purchased through Genesys). Thus the full sample (the initial sample and the second phone-only sample) comprises 9,613 households.

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[1] Availability of the telephone number is useful as a rough indicator of households that are "listed households" (i.e. listed in telephone directories).

[2] In order to increase response, SRO purchased two additional ABS samples from Genesys Sampling Systems. These samples were used only for telephone interviewing.

[3] See: Link, M., Battaglia, M., Frankel, M., Osborn, L., Mokdad, A. (2006). Address-based versus random-digit dialed surveys: Comparison of key health and risk indicators. *American Journal of Epidemiology 164*(2006): 1019-1025.

Over the years, the sampling method has moved from households with listed numbers to an address-based frame, discussed above. 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, 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 beginning in 2009.

DATA COLLECTION PROCEDURES

Each initial sample member was sent a survey package via U.S. mail on October 6th, 2015. These packages consist of a personalized letter which details the project scope, a six-page questionnaire in booklet form, and a postage-paid return envelope addressed to the UIS Survey Research Office in an outside envelope with the IDOT logo.[4] The survey package was sent to "the household of" that particular name. Respondents were able to complete the survey by sending the completed envelope back to SRO or by completing the survey via the Web. The Web-based version of the questionnaire was introduced in 2008 and has been continued in all surveys since then. In the 2015 survey, the Web version uses the Qualtrics Research Suite for survey distribution.

Another variation in the methodology across the surveys relates to who in the household we ask to complete the questionnaire. The changes here result 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 longitudinal 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

[4] 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.

(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.

- 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 simpler.[5]

RETURNS AND RESPONSE RATE

The Survey Research Office received 1150 completed surveys for the 2015 Motorist Survey. Of these, 742 surveys (64.5%) were completed via telephone, 52 (4.5%) were completed via the Web, and 356 (31%) were completed via mail. For the initial sample (those who received the survey via mail), 550 came back as undeliverable, four of the households contacted were ineligible and one person refused to take the survey.

Response and Completion Rates: SRO calculated response and completion rates for the full sample using AAPOR guidelines.[6] The overall response rate (AAPOR RR3) is 17.3 percent and the overall cooperation rate is 64.8 percent.
Sampling error: The sampling error for this survey is ±2.9 percent. This is based on a sample size (*N*) of 1,150 and an estimated population of 8,000,000 (the population of Illinois eighteen years or older in 2015). The sampling error is calculated at the 95 percent confidence level.

THE QUESTIONNAIRE

The six-page questionnaire consists of 13 sections. It includes questions that have been part of the survey series since its inception as well as questions on topical issues. The sections are described below. Note that due to changes in the instrument throughout the years, some sections have been modified or replaced.

Overall Ratings/Opinions of IDOT: The broadest of the sections, this section asks respondents to provide overall evaluations of Illinois Department of Transportation. The 2015 report also asks respondents to indicate how informed they feel about IDOT projects and to describe their understanding of why certain IDOT projects were selected over others.

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[5] 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.

[6] The response rate is the number of completed interviews divided by the number of eligible reporting units in the sample. The cooperation rate is the proportion of all cases interviewed of all eligible units contacted. See: The American Association for Public Opinion Research. (2015). *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys. 8th edition.* AAPOR.

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.

Importance of IDOT to local area: This section asks respondents to evaluate how important IDOT is to their area's economy and overall quality of life.

Capital improvement projects: This section asks respondents to select up to three of the eight listed capital improvement projects that they believe are the most important.

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 on a scale of excellent, good, fair, poor, or very poor.

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, and very poor).

IDOT Toll-free number and website: This section asks respondents to rate the IDOT toll-free number as well as the www.idot.illinois.gov website. Respondents are asked to rate the items on a scale of excellent, good, fair, poor, or very poor.

Driving behaviors: This section asks respondents about their own driving behaviors. The questions are 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. Respondents are asked how often, if at all, they had performed several different types of behavior while driving in the past 30 days. In addition, they are 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 or heard anything about three separate types of police enforcement (alcohol impaired driving, seat belt enforcement, and handheld electronic device enforcement).

IDOT Employees: This section asks respondents to rate IDOT employees on four different measures: "courtesy and respect shown to motorists," "accessibility of employees when you need them," "helpfulness of the information provided by the employees," and "overall conduct of IDOT employees on the job." Respondents are asked to rate employees on a five-point scale ranging from "excellent" to "very poor."

Passenger rail: This section includes two questions about passenger rail use and whether or not they use passenger rail routes.

Funding for Infrastructure Improvements: Asks respondents whether they believe the quality of infrastructure has declined in the past three years.

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, race and ethnicity.

ANALYSIS GROUPS

Previous years reports relied on two unique "analysis groups"

- *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, race, ethnicity, and education characteristics of the Illinois adult public as well as by area of the state (estimated adult population).

Starting in 2013, the full sample was weighted by IDOT district and by demographics. Thus there are no separate analysis groups in this report.

WEIGHTING

Weighting by District: 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 small percentage (7.8 percent in the 2015 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. [7]

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%	33.1%	55.1%
District 2-Dixon	8.8%	8.1%	8.5%
District 3- Ottawa	5.9%	10.3%	5.9%
District 4- Peoria	4.8%	8.3%	5.2%
District 5- Paris	5.7%	7.8%	6.6%
District 6- Springfield	5.3%	7.3%	4.4%
District 7- Effingham	2.7%	10.4%	4.4%
District 8- Collinsville	5.5%	7.9%	6.7%
District 9-Carbondale	2.8%	6.7%	3.3%

Weighting by demographics: We weight results by area of the state (IDOT region), gender, age, education level, race, and ethnicity. This reflects a sample that is more demographically representative of the Illinois public as a whole. Table 2 (pg. 8) presents the unweighted sample, the weighted sample, and population estimates across five demographic variables (gender, age, race, ethnicity, education). Table 3 (pg. 9) presents the final weighted sample along with 2010 population estimates.

[7] For this weighting, the 2010 population Census figures for Illinois counties were used.

Table 2. Weighting by 2010 population estimates

Demographic	2010 Population Estimates	Unweighted sample	Weighted sample
Gender			
Female	51%	52%	51%
Male	49%	49%	50%
Age			
16-24 years old	14%	2%	11%
25-34 years old	14%	8%	16%
35-44 years old	14%	9%	19%
45-59 years old	21%	27%	28%
60-74 years old	12%	37%	17%
75 or older	6%	18%	9%
Race			
White	64%	88%	62%
African-American	14%	6%	18%
Other	21%	5%	20%
Ethnicity			
Hispanic	16%	3%	16%
Non-Hispanic	84%	97%	84%
Education			
Less than High School diploma	13%	3%	8%
High school diploma	28%	22%	27%
Some college	28%	32%	30%
College degree or higher	31%	44%	35%

Table 3. Final weighted sample demographics and district representation

Demographic	2010 Population Estimates	Final weighted sample
Gender		
Female	51%	50.5%
Male	49%	49.5%
Age		
16-24 years old[8]	14%	10.6%
25-34 years old	14%	16.1%
35-44 years old	14%	19.2%
45-59 years old	21%	28.3%
60-74 years old	12%	17.1%
75 or older	6%	8.6%
Race		
White	64%	62.2%
African-American	14%	17.8%
Other	6%	20.0%
Ethnicity		
Hispanic	16%	15.6%
Non-Hispanic	84%	84.4%
Education		
Less than High School diploma	13%	8.3%
High school diploma	28%	27.3%
Some college	28%	29.7%
College degree or higher	31%	34.7%
IDOT Region		
District 1- Schaumburg	58.6%	55.1%
District 2-Dixon	8.8%	8.5%
District 3- Ottawa	5.9%	5.9%
District 4- Peoria	4.8%	5.2%
District 5- Paris	5.7%	6.6%
District 6- Springfield	5.3%	4.4%
District 7- Effingham	2.7%	4.4%
District 8- Collinsville	5.5%	6.7%
District 9-Carbondale	2.8%	3.3%

[8] Participation in the study is limited to individuals aged eighteen or older.

Results

OVERALL RATINGS OF IDOT AND GENERAL TRUST IN IDOT

Overall job IDOT is doing: In 2015, we find that a majority of respondents (52.8 percent) rate the overall job of IDOT as "good." An additional 30.5 percent rate IDOT's overall job as "fair." The mean score for this item is 3.80, the highest rating the score has received in the history of the survey. This is interesting because the 2014 survey has a mean score of 3.39 for this item, the lowest score since the survey began. The score of 3.80 is also .17 points higher than the previous high score of 3.63.

Table 4. Ratings of IDOT's Employees on Selected Aspects and Overall Rating of IDOT Performance

Aspect rated	**Excellent (5)**	**Good (4)**	**Fair (3)**	**Poor (2)**	**Very Poor (1)**
Overall performance: How would you rate THE OVERALL JOB the Illinois Dept. of Transportation is doing?	8.7%	52.8%	30.5%	4.4%	3.5%
	Just about always (1)	**Most of the time (2)**	**Only some of the time (3)**	**Hardly ever (4)**	
General trust: How often do you think you can trust IDOT to do what is right regarding transportation issues?	11.8%	59.4%	25.5%	3.2%	

General trust: For the eleventh year in a row, respondents are asked, “Generally speaking, how often do you think you can trust IDOT to do what is right regarding transportation issues?” The most frequent response given is “most of the time” with 59.4 percent responding in this way. An additional 25.5 percent say they think they can trust IDOT “only some of the time” whereas 11.8 percent say they trust IDOT “just about always” and only 3.2 percent say they can trust IDOT “hardly ever.”

Awareness of IDOT projects in your area: For the first time, respondents are asked "how informed, if at all, they feel about IDOT projects in their area. Responses range from “very informed” to “not at all informed.” A majority of respondents (47.6 percent) say they are “somewhat informed” whereas 20.4 percent say they are “not very informed” and 17.3 percent say they are “very informed.” About 15 percent say they are “not at all informed.”

Understanding of why IDOT projects are selected: Respondents were asked, “And how, in general, would you describe your understanding of why certain IDOT projects were selected?” Response choices were “good understanding,” “some understanding,” and “no understanding.” The most frequently chosen response is “some understanding” with just over fifty percent selecting this response. An additional 32.6 percent say they have “no understanding” of why certain projects are selected whereas 15.1 percent say they have a “good understanding.”

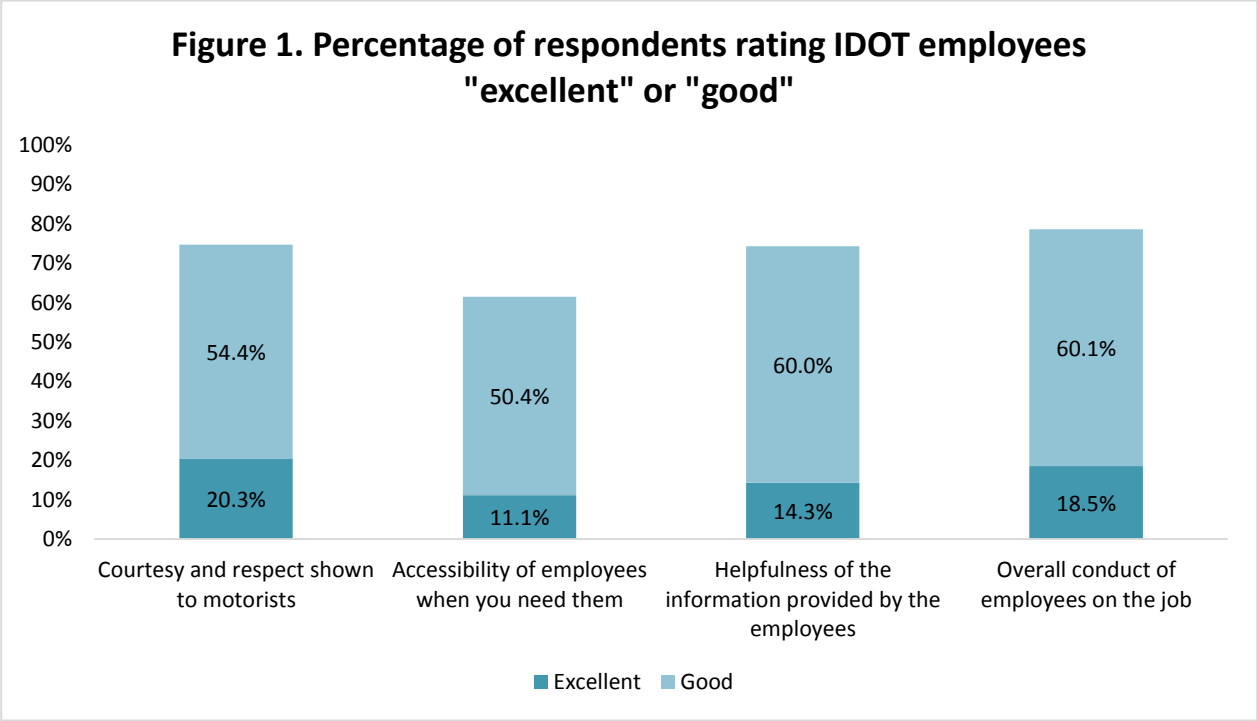
IDOT EMPLOYEES

The 2015 survey included asked respondents to rate IDOT employees on four measures on a scale ranging from excellent to very poor. IDOT employees were rated on their courtesy and respect, accessibility, helpfulness, and overall conduct. For all questions, the median response was “good.” The figure below shows the items ranked by mean score along with their frequency distributions.[9] The item with the most positive evaluation (highest mean score) is “overall conduct of IDOT employees on the job” with a mean score of 3.92. The item with the lowest mean score is “accessibility of employees when you need them” with a mean score of 3.59. The difference in score between this item and the other three items is interesting and bears further investigation.

[9] For analysis purposes, items were recoded such that higher values represent more positive responses

Table 5. IDOT employee items ranked by mean score with frequency distributions

Item	Excellent	Good	Fair	Poor	Very Poor	Mean score
Overall conduct of IDOT employees on the job	18.5%	60.1%	17.4%	2.7%	1.3%	3.92
Courtesy and respect shown to motorists	20.3%	54.4%	19.6%	3.8%	2%	3.87
Helpfulness of the information provided by the employees	14.3%	60%	19%	5%	1.8%	3.80
Accessibility of employees when you need them	11.1%	50.4%	28.6%	6.3%	3.6%	3.59



IMPORTANCE OF IDOT TO YOUR LOCAL AREA

The survey asks respondents, how important, if at all, IDOT is to their area's economy as well as their area's overall quality of life. Table 6 (pg. 14) displays the historic frequency distributions for these two questions.

Your area's economy: Sixty-one percent of respondents in 2015 say that IDOT is "very important" to their area's economy. This is the highest figure since the survey began. Interestingly, the 2015 survey had the second highest figure (58 percent). In earlier surveys, this figure was typically lower.

Overall quality of life: Sixty percent of respondents say that IDOT is "very important" to their area's overall quality of life. This is a three percentage point decrease from the 63 percent of respondents in the 2014 survey who indicate IDOT is "very important" to their area's quality of life. As with the "economy" question above, the 2014 and 2015 surveys have much higher percentages of respondents indicating that IDOT is "very important" than previous surveys.

Table 6. 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					
2015	61%	30%	4%	3%	2%
2014	58%	31%	7%	1%	4%
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					
2015	60%	31%	5%	2%	3%
2014	63%	29%	4%	1%	3%
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^{+}%

MAINTAINING HIGHWAYS AND TRAFFIC FLOW

Results presented below (in Table 7) compare the 2014 results to 2015 results. This table presents the aspects (items) 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 and the percent giving an "excellent" *or* "good" rating.

Overall, the 2015 ratings are more positive than the 2014 ratings. In fact, looking at respondents who rated items as "excellent" or "good," we find that on eight of nine items, respondents in the 2015 sample are more positive than those in the 2014 sample. Two items have very large positive changes, these are "electronic message boards" which is evaluated as "excellent" or "good" by 75 percent in 2015 versus 64 percent in 2014 (an 11 percentage point increase) and "visibility of lanes" which is evaluated as "excellent" or "good" by 69 percent in 2015 versus 55 percent in 2014 (a 14 percentage point increase). The only item which was evaluated less positively in 2015 was the "roadside lighting and reflectors" item.

Table 7. Maintaining highways and traffic flow: Summary results

Maintaining Highways and Traffic Flow: 2014 & 2015 Results	**2014 Results**		**2015 Results**	
	Excel-lent	Excl or Good	Excel-lent	Excl or Good
Tier One				
1. Traffic signs (5)	17%	81%	24%	82%
2. Electronic message boards to advise of delays or construction areas (6)	18%	64%	16%	75%
Tier Two				
3. Visibility of lane / shoulder markings (7)	8%	55%	11%	69%
4. Landscaping and overall appearance (3)	6%	53%	9%	58%
Tier Three				
5. Snow and ice removal (4)	8%	56%	10%	56%
6. Timing of traffic signals (8)	4%	52%	7%	55%
Tier Four				
7. Cleanliness of roadsides (1)	7%	51%	8%	54%
8. Timely removal of debris and dead animals (2)	7%	44%	9%	49%
9. Roadside lighting and reflectors (9)	5%	51%	7%	49%

Mean Scores: Table 8 (pg. 17) displays the same items by mean scores in 2015 and the change in mean score from 2014 to 2015. The mean scores roughly correspond to the percentage of individuals who responded “excellent” or “good” in table 7. The highest mean score is the “traffic signs” item which has a mean score of 4.02, indicating an average response between “good” and “excellent.” The item “roadside lighting and reflectors has the lowest mean score (3.37).

Longitudinal differences: Mean scores are higher in 2015 than 2014 on seven out of nine items, there is one item in which there is no change (snow and ice removal) and one item in which the mean score is lower (roadside lighting and deflectors). All other items have higher mean scores in the 2015 survey than the 2014 survey.

Overall, the order of the nine items has remained fairly 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 9 (pg. 18). Figure 2 (pg. 19) displays changes over time in a line graph. One interesting pattern that can be seen on the graph is the less positive evaluations that “snow and ice removal” receive; whereas this item was once evaluated favorably by respondents, in recent years it has not been evaluated favorably. This trend continues in the 2015 survey.

Table 8. Ratings on aspects relating to road repair and construction

Aspect rated[10]	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Mean score (2015)	2015-2014 Difference
1. Traffic signs (for example, directional signs, warning signs, miles to destination signs) (5)	24.2%	57.8%	14.4%	2.8%	0.8%	4.02	+.08
2. Electronic message boards to advise drivers of delays or construction areas (6)	16%	59.3%	18.6%	4.7%	1.4%	3.84	+.12
3. Visibility of lane and shoulder markings on highways (7)	11.3%	57.5%	22.2%	7.1%	1.9%	3.69	+.13
4. Landscaping and overall appearance of roadsides and medians (3)	9.3%	48.7%	30.5%	10%	1.5%	3.54	+.07
5. Snow and ice removal (4)	9.7%	46.7%	29.7%	10.5%	3.3%	3.49	--
6. Timing of traffic signals to maintain flow of traffic (8)	7.2%	47.6%	33.1%	9%	3.2%	3.46	+.08
7. Cleanliness of roadsides, absence of litter (1)	7.8%	46.4%	30.8%	10.1%	4.9%	3.42	+.02
8. Timely removal of debris and dead animals from pavement (2)	9.4%	40%	35.5%	13.4%	1.6%	3.42	+.14
9. Roadside lighting and reflectors (9)	6.7%	42.2%	37%	9.6%	4.6%	3.37	-.06

[10] The actual scale in the questionnaire is reversed (i.e., lower scores indicate positive evaluations). However, we have recoded the scale so that the higher score represents a more positive rating. This is the case with future tables in this report.

Table 9. Longitudinal comparisons using mean scores from 2001 to 2015

Aspect rated	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
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	3.94	4.02
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	3.72	3.84
3. 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	3.56	3.69
4. 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	3.47	3.54
5. 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	3.49	3.49
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	3.38	3.46
7. 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	3.40	3.42
8. 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	3.28	3.42
9. 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	3.43	3.37

Figure 2: Percentage of respondents who provided favorable ratings on highway maintenance items

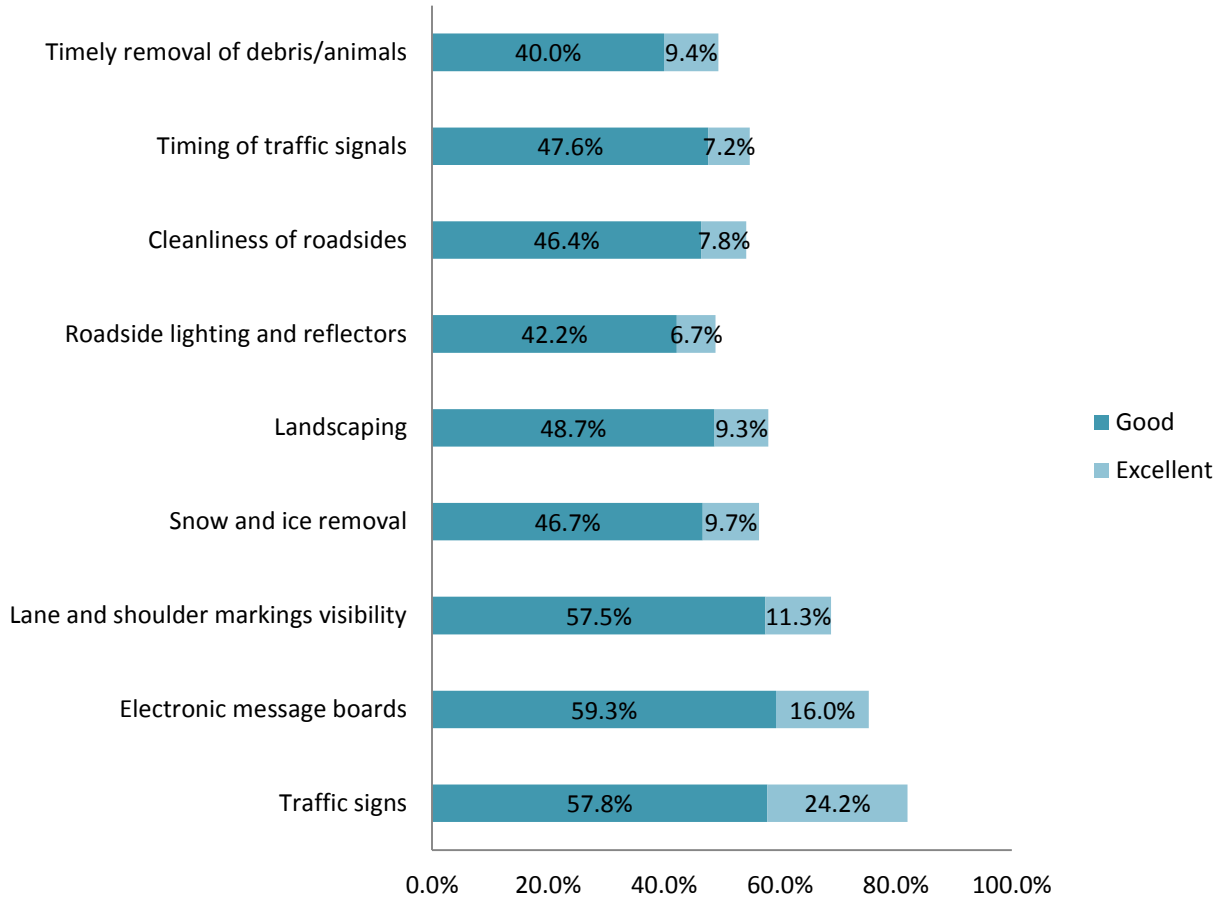
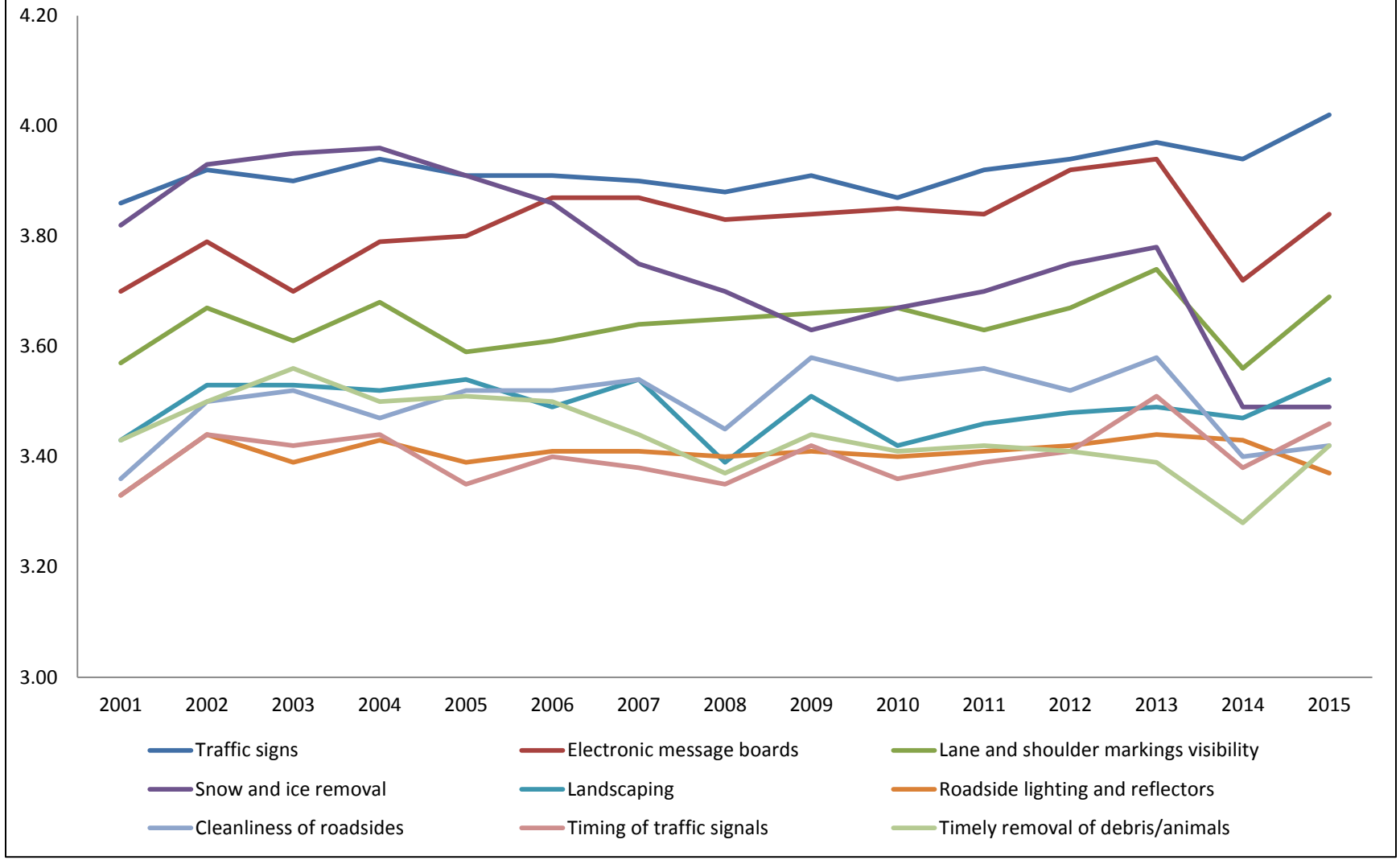


Figure 3: Longitudinal comparison from 2001 to 2015 of mean ratings



ROAD REPAIR AND CONSTRUCTION

Table 10 compares the 2014 to 2015 results. This table presents: the aspects (items) 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 and the percent giving an "excellent" *or* "good" rating.

Table 10. Road repair and construction: summary results

Road Repair and Construction:	**2014 Results**		**2015 Results**	
	Excel-lent	Excl or Good	Excel-lent	Excl or Good
Tier One				
1. Work zone signs to direct merging traffic and alert motorists to reduce speed (6)	13%	64%	18%	69%
Tier Two				
2. Ride quality / smoothness on interstates (3)	5%	42%	9%	49%
3. Timeliness of repairs on interstates (1)	2%	34%	6%	43%
Tier Three				
5. Ride quality / smoothness on non-interstates (4)	3%	38%	6%	32%
4. The flow of traffic through work zones (5)	2%	31%	5%	35%
6. Timeliness of repairs on non-interstates (2)	1%	28%	1%	31%

Compared to 2015, the ratings are more positive on four items and less positive on two items. Once again, the most positively rated item is "work zone signs" with 69 percent of respondents rating this as "excellent" or "good." The least positively rated item is once again "timeliness of repairs on non-interstates" with only 31 percent rating this as "excellent or "good." For the second year in a row, only one percent of respondents rated this last item as "excellent." Respondents in the 2015 survey are significantly more positive than those in the 2014 survey about repairs on interstate highways (43 percent "excellent or good" in 2015; 34 percent in 2014).

Table 11. Ratings on aspects relating to road repair and construction

Aspect rated	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Mean Score (2015)	2015 – 2014 Difference
1. Work zone signs to direct merging traffic and alert motorists to reduce speed (6)	18%	51.4%	22.2%	6.6%	1.8%	3.77	+.20
2. Ride quality / smoothness on interstates (3)	8.8%	40.6%	37.3%	10.8%	2.6%	3.42	+.19
3. Timeliness of repairs on interstates (1)	5.9%	37.4%	34.6%	15.7%	6.5%	3.20	+.05
5. Ride quality / smoothness on non-interstates (4)	5.5%	26.7%	45.1%	18.2%	4.6%	3.10	+.05
4. The flow of traffic through work zones (5)	4.8%	30.1%	40.1%	16.3%	8.8%	3.06	+.22
6. Timeliness of repairs on non-interstates (2)	0.9%	30.1%	40.7%	21%	7.3%	2.96	-.10

Mean ratings: The 2015 ratings are more positive than the 2014 ratings on five of six items. On three items, there are substantial differences. For instance, the "work zone" item is .20 points higher in 2015 than in 2014. This is significant because the item was already rated quite highly in that year. The aspect "ride quality/ smoothness on interstates" is also rated much higher (+.19 points) as is the item "the flow of traffic through work zones" (+.22). One item ("timeliness of repairs on non-interstates") was lower in 2015 than 2014. Interestingly, we find items on non-interstate roads are rated lower than the items pertaining to interstate roads.

Longitudinal differences: Table 12 (pg. 23) displays the longitudinal differences on the items (years 2001 – 2015). One interesting trend to note is that higher ratings are given to interstate roads compared to non-interstate roads. This is a trend that is present throughout the history of the survey and continues in 2015. For a graphical representation of the trend see figure 5 (pg. 25), which shows the data points in the form of a line graph. The figure also shows how the "work zone" item has been the most highly rated item and the "ride quality /smoothness on interstates" item has been the second most highly rated item in every survey administered since 2001.

Table 12. Longitudinal comparisons using mean scores from 2001 to 2014

Aspect rated	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
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	3.57	3.77
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	3.23	3.42
3. 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	3.15	3.20
5. 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	3.05	3.10
4. 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	2.84	3.06
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	3.06	2.96

Figure 4: Percent of respondents who provided favorable ratings on road repair/construction items

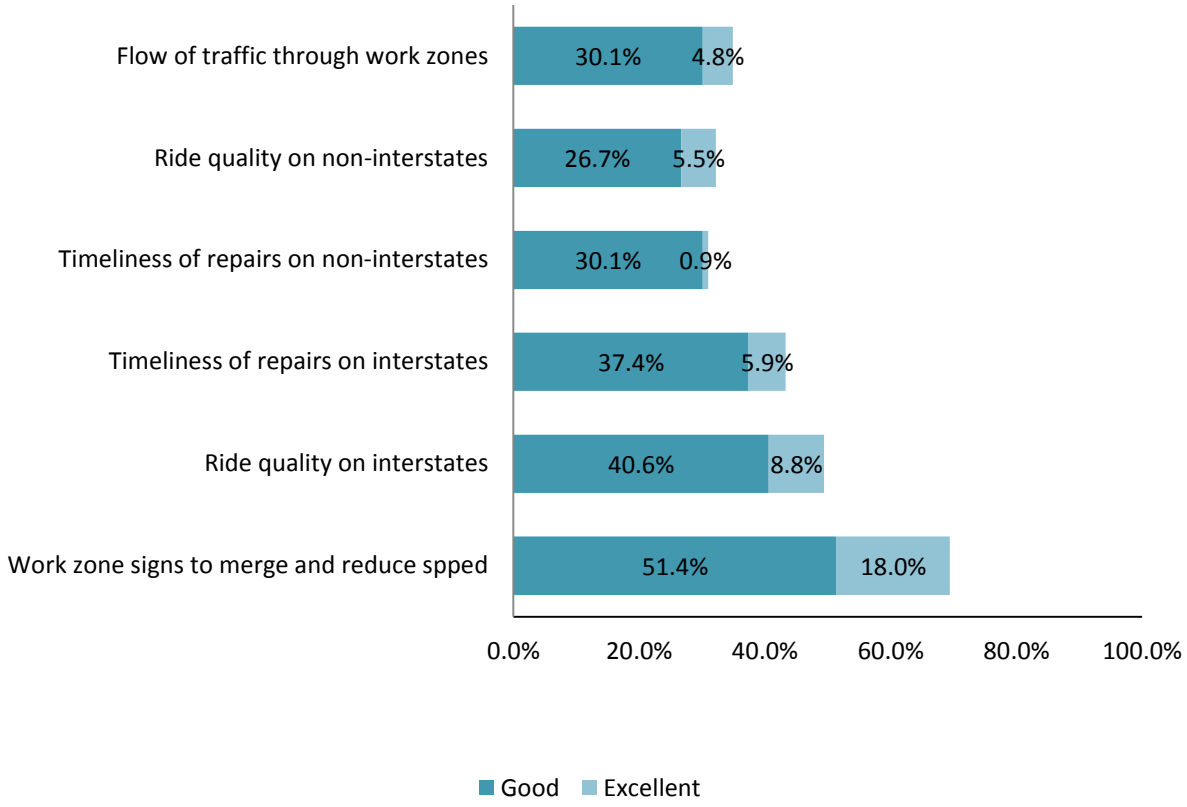
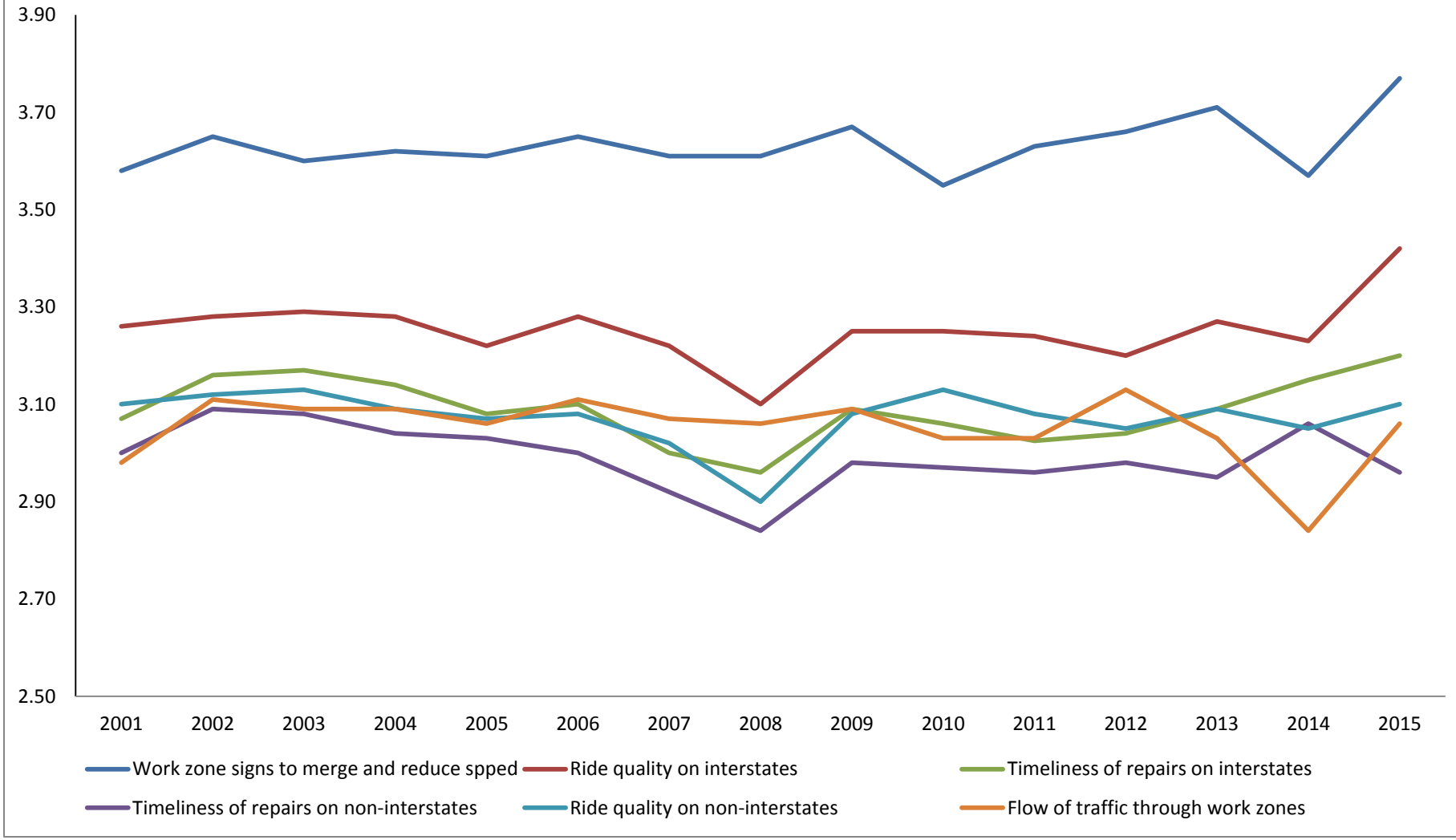


Figure 5: Longitudinal comparison from 2001 to 2015 of mean ratings



TRAVELER SERVICES

This section presents results from respondents' ratings of traveler services including informational materials and rest areas. The table below (Table 13) compares the 2014 results to the 2015 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 13. Traveler services: Summary results

Traveler Services	**2014 Results**		**2015 Results**	
Tier One	Excel-lent	Excel-lent	Excel-lent	Excl or Good
1. Informational signs at highway exits for food, gas and lodging (3)	23%	79%	19%	85%
Tier Two				
2. Informational signs about tourist attractions and state parks (4)	18%	71%	15%	78%
Tier Three				
3. Cleanliness of rest areas (1)	13%	70%	15%	68%
4. Safety of rest areas (2)	10%	57%	12%	62%
Tier Four				
5. Availability of free IDOT maps (5)	15%	63%	15%	61%

Regarding in the 2015 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 more favorable ratings than did "signs about tourist attractions and state parks." The former received "excellent" ratings from slightly less than one in five of the respondents (19 percent) whereas the latter received "excellent" ratings from 15 percent of respondents. And, over eight in ten respondents (85 percent) gave either "excellent" or "good" ratings to the former compared to 78 percent for the latter. In Tier Three are two questions pertaining to rest areas, one regarding cleanliness and the other regarding safety. Respondents rate cleanliness of rest areas slightly more highly than safety (68 percent "excellent" or "good" for the former versus 62 percent for the latter). Finally, Tier Four contains the question about IDOT road maps in which 61 percent of respondents rated the item either "excellent" or "good."

Table 14. Ratings on Aspects relating to Traveler Services

Aspect rated	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Mean score (2015)	Mean score (2014)	2015 – 2014 Difference
1. Informational signs at highway exits for food, gas, and lodging (3)	18.8%	65.8%	14.2%	1%	0.2%	4.02	3.98	+.04
2. Informational highway signs about area tourist attractions and state parks(4)	14.5%	63.3%	19.2%	2.6%	0.4%	3.89	3.84	+.05
3. Cleanliness of rest areas for highway motorists (1)	14.8%	47%	22.4%	5.1%	0.4%	3.76	3.77	-.01
5. Safety of rest areas for highway motorists (2)	12.2%	49.6%	31.8%	5.4%	1.1%	3.66	3.50	+.16
5. Availability of free IDOT road maps (5)	14.9%	45.8%	25.7%	8.8%	4.9%	3.57	3.62	-.05

Mean ratings: Respondents are most positive about informational signs at highway exits and information signs about tourist attractions and state parks. These items received mean scores of 4.02 and 3.89, respectively. Respondents are less positive about the safety of rest areas for highway motorists and the availability of free road maps. These items received mean ratings of 3.66 and 3.57, respectively.

Longitudinal differences: As seen in table 14, respondents are much more positive about the safety of rest areas in 2015 (3.66) than in 2014 (3.50). Both information signs questions also received higher ratings this year. By contrast the availability of IDOT road maps item received a slightly less positive rating in 2015 (3.57) than in 2014 (3.62). The “cleanliness of rest areas” item was rated about the same both years (3.76 in 2015; 3.77 in 2014). Table 15 (pg. 28) displays mean scores from 2001 to the present survey. The “informational signs at highway exits” item is consistently the highest rated item. When the line graph is examined (Figure 7, pg. 30), it is clear that both “information signs” items have had the most positive ratings since 2001. We also find that the “availability of free IDOT road maps” item is consistently ranked at or near the bottom in nearly all surveys.

Table 15. Longitudinal comparisons using mean scores from 2001 to 2014

Aspect rated	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
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	4.00	3.98	4.02
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	3.84	3.89
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	3.77	3.76
5. 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	3.50	3.66
4. 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	3.62	3.57

Figure 6: Percent of respondents who provided favorable ratings on traveler services items

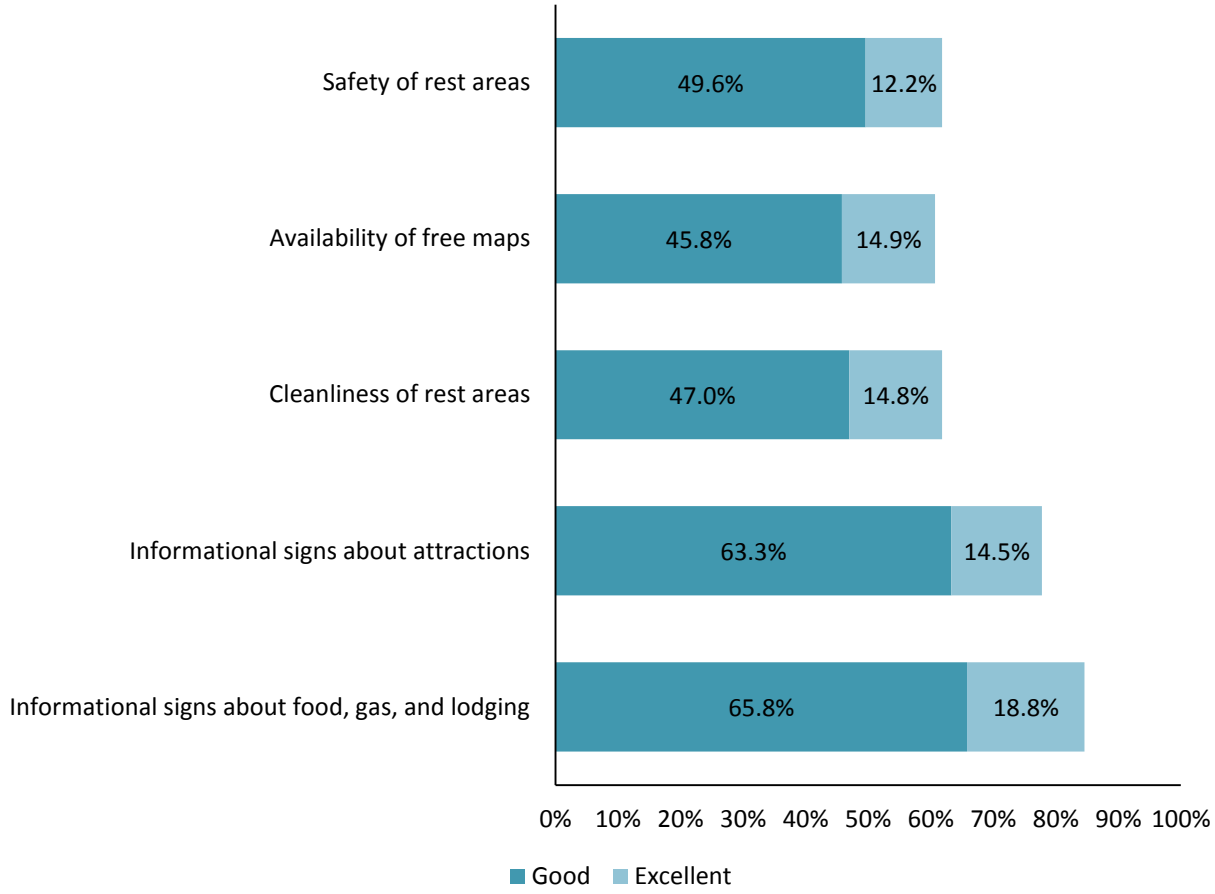
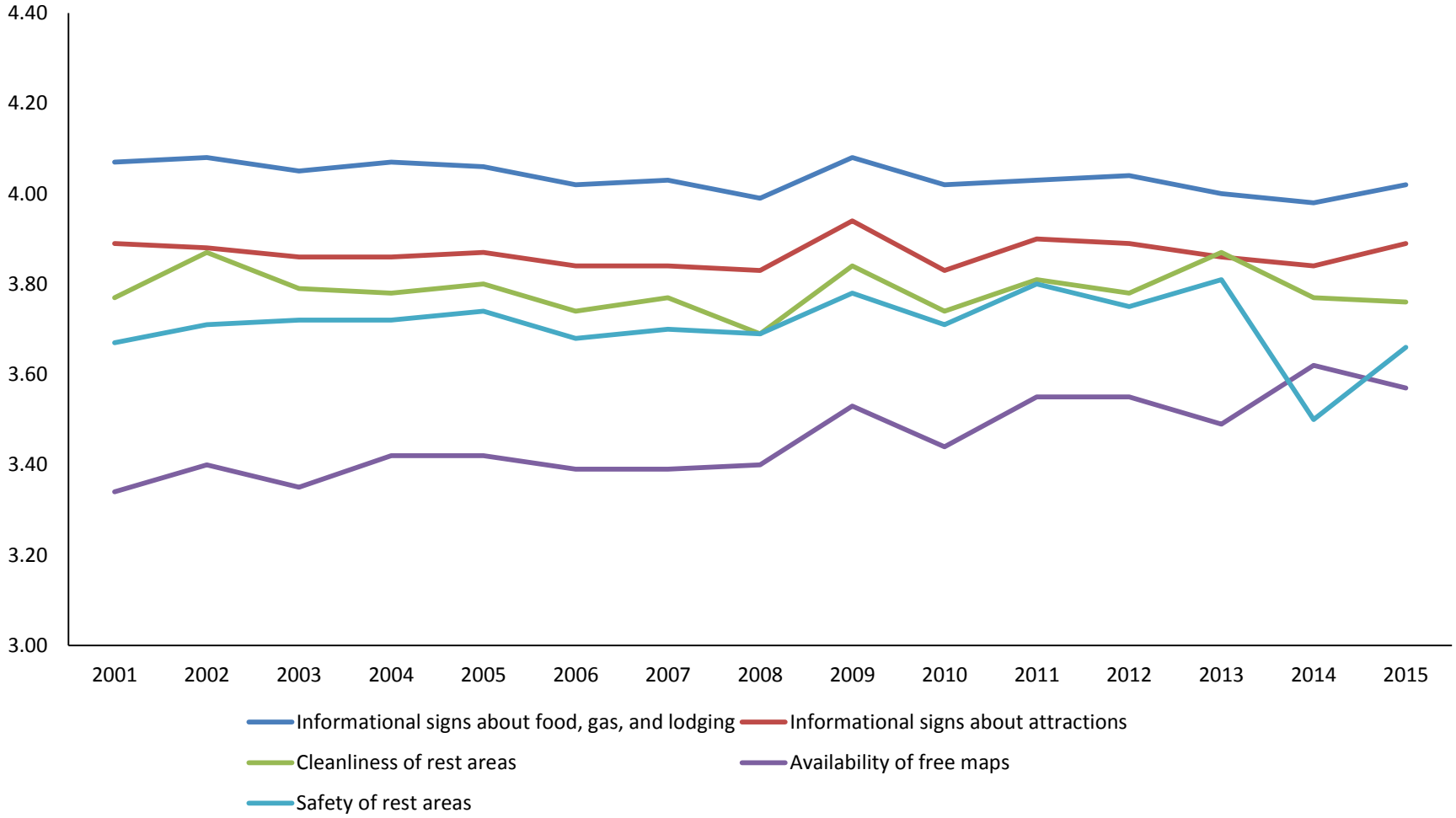


Figure 7: Longitudinal comparison from 2001 to 2015 of mean ratings



AVERAGE COMPOSITE RATINGS FOR EACH GENERAL AREA

For each of the three general areas, we calculated two average composite ratings: one composite was created by taking the average of the means (mean composite score) and the other by taking the average of the medians (median composite score).

The 2015 results: Composite mean and median ratings for each of the three areas above were created. In 2015, the composite means fall within the range of "good" (when coded as 4) and "fair" (when coded as 3). The *Traveler Services* area received the highest composite score (3.78) followed by the *Maintaining Highways and Traffic Flow* area (3.58). *Road Repair and Construction* received the lowest composite rating (3.25). Composite medians for the three areas are 3.78 for the *Maintaining Highways* area, 3.17 for the *Road Repair* section and 4 for the *Traveler Services area*.

Trends in the survey series: For the *Maintaining Highways and Traffic Flow* area we find a mean composite score that is slightly higher (3.58) than the 2014 score (3.52). The score is generally in line with previous composite scores (see Table 16 (pg. 32) for mean and median composite scores across surveys). We also find a higher median score in the 2015 survey (3.78) than in the 2014 survey (3.56). This median composite score is the highest recorded for this year, though this was also achieved in the 2013 survey.

For the *Road Repair and Construction* area we find a score that is slightly higher (3.25) than the 2014 score (3.14). This score is closer to scores in previous years than the 2014 score which was the lowest ever in the survey. Looking at median composite scores we find that the 2015 score is identical to the 2014 score (3.17). These two scores are the lowest recorded median composite scores in the history of the survey.

For the *Traveler Services* section we find a mean composite score of 3.78, a score slightly higher than the 2014 survey mean composite (3.76). Examining the median composite scores, we find that *Traveler Services* receives a 4, a number .20 points higher than the median composite score in 2014. Notably, the median score for *Traveler Services* has been either a 3.8 or 4 for each survey conducted since 2001.

It is notable that each year the *Traveler Services* area is rated the highest, the *Maintaining Highways* area is rated the second-highest and the *Road Repair* area is rated the lowest.

Table 16. Longitudinal comparisons of average composite rating scores

Rating Area	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Mean Composites															
Maintaining highways and traffic flow	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	3.52	3.58
Road repair and construction	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	3.14	3.25
Traveler services	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	3.76	3.78
Median Composites															
Maintaining highways and traffic flow	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	3.56	3.78
Road repair and construction	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	3.17	3.17
Traveler services	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	3.80	4.00

Table 17. Differences in summary composite section ratings across surveys

Rating Area	*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	*Difference:* 2014-2013	*Difference:* 2015-2014
Maintaining highways and traffic flow (mean)	+.01	+.01	+.01	-.02	+.01	-.01	-.05	+.04	-.03	+.02	+.02	+.06	-.15	+.06
Road repair and construction (mean)	+.01	+.03	+.00	-.03	+.06	-.06	-.03	+.05	-.04	+.04	+.03	-.05	-.16	+.11
Traveler services (mean)	+.00	+.00	+.01	+.01	-.04	+.02	-.03	+.11	-.08	+.07	+.01	-.03	-.05	+.02
Maintaining highways and traffic flow (median)	+.00	+.00	+.00	+.00	+.00	+.00	.00	.00	.00	.00	.00	+.11	-.22	+.22
Road repair and construction (median)	+.00	+.00	+.00	+.00	+.09	-.09	-.03	+.03	.00	.00	+.07	-.07	-.16	.00
Traveler services (median)	+.00	+.00	+.00	+.00	+.00	+.20	-.20	+.20	.00	.00	.00	.00	-.20	+.20

Table 18. Longitudinal analysis of mean ratings of IDOT's overall rating

	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
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**	**3.39**	**3.80**

AWARENESS AND USE OF TOLL-FREE TELEPHONE NUMBER AND WEBSITE

Respondents are asked to rate the quality of IDOT's toll-free telephone number as well as IDOT's website. The 2015 survey included two additional questions pertaining to the website. The first asked whether respondents had ever visited the website and the second asked which information they would be likely to access on IDOT's website.

Toll-free telephone number rating: Most respondents (54.1 percent) rate IDOT's toll-free number as "good," whereas just over a quarter (26.1 percent) rate the toll-free number as "fair." Smaller percentages rate the toll-free number as "excellent" (10.2 percent) and "poor" (6.1 percent). Only 3.1 percent rate this as "very poor." These values are computed without calculating "don't know" and missing responses. It is notable that 237 respondents indicated they did not know to an interviewer over the telephone and 123 respondents left the item blank on the mail/Web version of the survey. Taking into account the missing responses and "don't know" responses, about 40 percent of the sample did not answer the question.

Website rating: About Fifty-five percent of respondents rate IDOT's website (www.idot.illinois.gov) as "good" whereas about one quarter (26.1 percent) rate it as "fair." An additional 13.3 percent rate the website as "excellent" and 5.1 percent rate it as "poor." Only two percent rate the website as "very poor." These responses nearly mirror responses to the telephone question. As with the toll-free telephone number question, a considerable percentage of respondents did not respond to the question (265 "don't know" and 115 missing responses). As with the previous question, this amounts to about 40 percent of the sample not answering the question.

Table 19. Ratings of IDOT's Toll-Free Number and Website

Aspect rated	**Response**				
	Excellent (5)	Good (4)	Fair (3)	Poor (2)	Very Poor (1)
IDOT's toll-free number (1-800-452-IDOT) to get information on current road conditions	10.2%	54.1%	26.1%	6.1%	3.1%
IDOT's website (www.idot.state.il.us) where you can get information on current road conditions.	13.3%	54.6%	25%	5.1%	2%

Percent who have visited website: For the first time, respondents were asked whether they have ever visited IDOT's website. Nearly 40 percent answered "yes," whereas 61 percent answered "no."

Information likely to be accessed on website (asked of all respondents): In a multiple-response question, respondents were asked "which of the following information, if any, would you be likely to access on IDOT's website?" Table 20 shows the response distribution. As the table shows, respondents were most likely to indicate they would access the website to learn about areas of construction and traffic and travel updates. Respondents indicate they are less likely to use the website to access travel routes and maps or to access travel safety tips.

Table 20. Information respondent would be likely to access on website[11]

Information likely to be accessed	Percent of cases
Areas of construction	53.4%
Traffic and travel updates	34.9%
Travel routes / maps	24.7%
Traffic safety tips	13.1%
Other	6.6%

[11] Because multiple responses are allowed, responses do not sum to 100 percent. A list of "other" responses is available in Appendix B.

CAPITAL IMPROVEMENT PROJECTS

Respondents are asked to select up to three projects that they believe are the most important capital improvement projects. As Table 21 shows, the most frequently selected responses were the questions pertaining to repairing or upgrading aging and deteriorating bridges (68.6 percent support) and highways (67 percent support). We find much less support for the other responses though this is largely a function of the fact that respondents were able to choose up to three projects. If the repairing highways and bridges choices were already selected by respondents, we would expect the other responses to be more evenly distributed. Indeed, this is what we see.

Table 21. Percent of respondents supporting specific capital improvement projects[12]

Capital improvement project	**Percent supporting**
Repair/upgrade aging and deteriorating highways	67%
Repair/upgrade aging and deteriorating bridges	68.6%
Upgrade water and sewer systems	32.2%
Repair aging school buildings	19.6%
Clean up the environment	8.9%
Construct additional classrooms in growing school districts	10.7%
Improve mass transit systems	16%
Improvements to current passenger rail service	25.6%
Construct new highways	28.9%

[12] Because multiple responses are allowed, responses do not sum to 100 percent.

DRIVING BEHAVIORS

Dangerous driving behaviors: This section contains two parts: the first part looks at how often respondents have engaged in risky driving behaviors and the second section examines how often respondents have become irritated by the driving behavior of others on the road. Table 22 shows the frequency distribution for the responses. Items are sorted in ascending order by the mean, where lower numbers indicate greater frequency of the behavior. Note that the mean scores jump from 2.56 on the fifth-ranked item to 3.41 on the sixth-ranked item. This shows that respondents report frequently becoming irritated at others' behaviors more often than engaging in this behavior themselves. This is an interesting finding. The rank order for the questions is identical to the 2014 order.

Table 22.Percent of respondents who reported doing the following driving behaviors in the past 30 days.

Driving behavior [a]	Never (4)	Once (3)	2-4 times (2)	5 or more times (1)	Mean
1. Became irritated by other drivers using cell phones while driving (5)	20.8%	10.2%	25.5%	43.5%	2.08
2. Became irritated by other drivers texting while driving (6)	23.9%	10.1%	27.8%	38.2%	2.20
3. Became irritated by other drivers not using proper signals (9)	24%	13%	25.2%	37.8%	2.23
4. Became irritated by other drivers cutting you off in traffic (8)	29.8%	16.5%	29.2%	24.6%	2.51
5. Became irritated at others driving at speeds higher than the posted speed limit (7)	35.4%	13.1%	23.9%	27.6%	2.56
6. Attempted to use hand-held cell phone or texting device while driving (3)	69.6%	10.5%	11%	8.9%	3.41
7. Not worn your seatbelt while riding in a car (2)	89.3%	3%	4.6%	3.1%	3.78
8. Driven a motor vehicle within two hours of drinking an alcoholic beverage (4)	87.3%	6.3%	4.9%	1.5%	3.79
9. Not worn your seatbelt while driving (1)	90.4%	3%	2.9%	3.8%	3.80

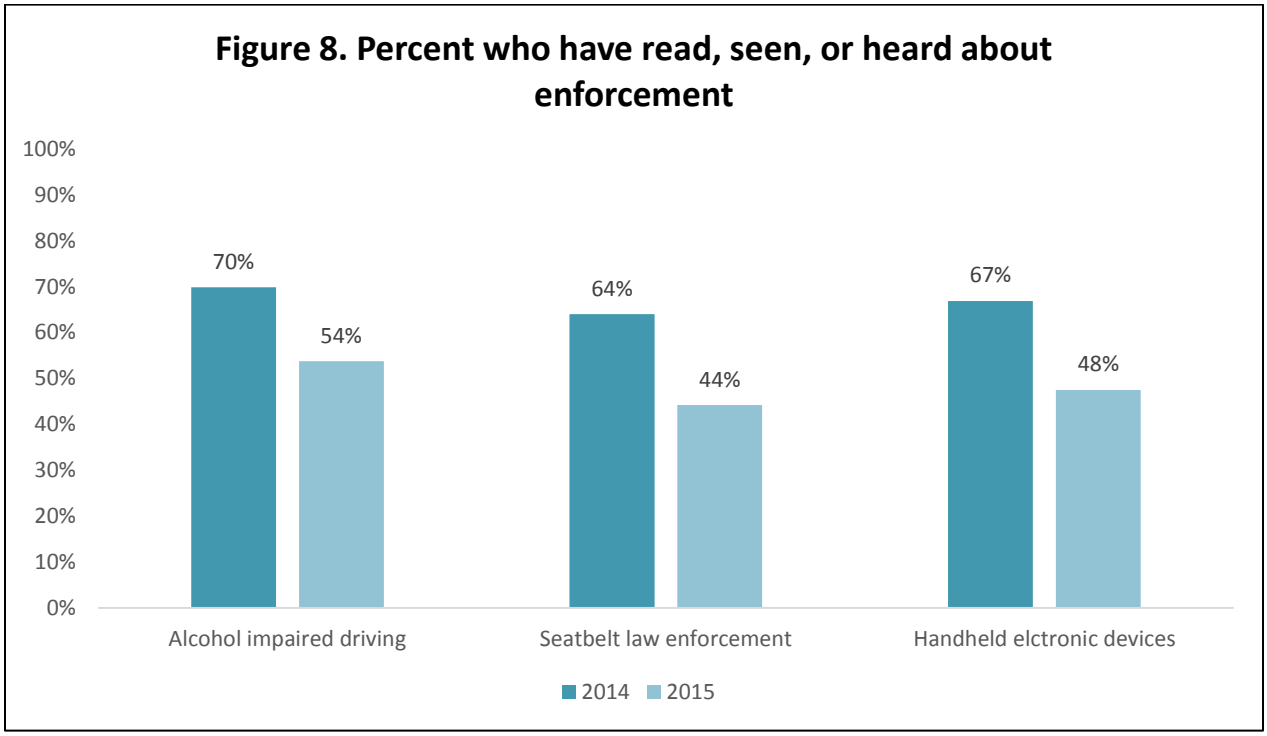
Police enforcement of dangerous driving behaviors: Respondents were asked how likely they think they are to be "stopped by a police officer while doing any of the following." Table 23 shows the percentage of respondents who say it is "very likely" and "somewhat likely" they would be stopped by police for the behavior. Responses are sorted by mean, with lower means indicating a higher perceived probability of being stopped by police. As the table shows, respondents indicate that driving faster than the posted speed limit is a behavior which is most likely to result in being stopped by police whereas driving after having too much to drink to drive safely is second. It is notable that 64 percent of the sample believes it is either "somewhat unlikely" or "very unlikely" someone who drove after having too much to drink will be stopped by police.

Table 23. Percent of respondents who report that it is either "very likely," or "somewhat 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]	Very likely	Somewhat likely	Mean
1. Drove faster than the posted speed limit on interstate/ rural highways (3)	19.8%	30.9%	2.54
2. Drove after having too much to drink to drive safely (2)	19.4%	16.5%	3.01
3. Drove without wearing your seatbelt (4)	15.7%	14.6%	3.12
4. Drove while using a handheld electronic device (1)	12.2%	15.5%	3.16

MEDIA AWARENESS

For the second year, in the 2015 survey, three questions were asked of respondents regarding different areas of police enforcement: alcohol impaired driving, seat belt law enforcement, and handheld electronic device use enforcement. Respondents were asked whether, during the past 30 days, they have "read, seen, or heard anything" about police enforcement in these areas. Figure 8 shows the percentage of respondents who reply "yes" to this question in 2014 and 2015. As may be seen in the figure, a smaller percentage of respondents report knowledge of police enforcement on each area in 2015 than 2014.



Police enforcement of alcohol impaired driving: Fifty-four percent of respondents report knowledge of police enforcement of alcohol impaired driving, the highest figure of the three areas asked about. This figure is down 16 percent from 2014.

Seatbelt law enforcement: Forty-four percent of respondents report hearing of seatbelt law enforcement campaigns in 2015. This is the lowest of the three areas and down twenty percent from 2014.

Police enforcement of handheld electronic devices: Forty-eight percent report hearing about handheld electronic device enforcement by police in 2015, down 19 percent from 2014.

Slogans: Previous surveys had respondents recall if they had heard several slogans (e.g., "Click it or Ticket") in the past thirty days. The 2015 survey does not include these questions.

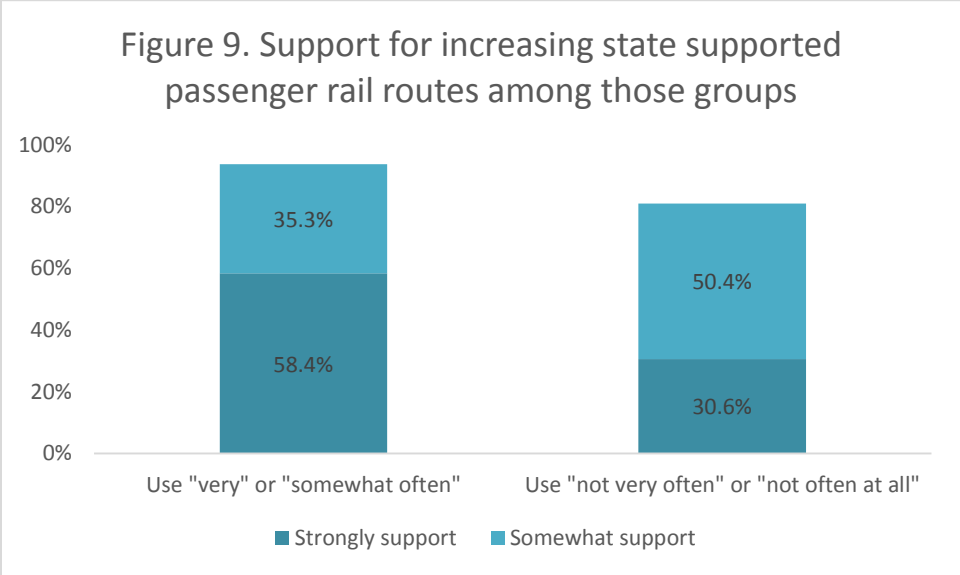
PASSENGER RAIL

Respondents were asked two questions about passenger rail. The first question asked for their support in increasing passenger rail routes in Illinois and the second question asked how often respondents used these routes.

Passenger rail route use: When asked how often they use passenger rail routes, most respondents indicated they did not use them very often. The most frequent response provided was "not often at all" (38.3 percent) and the second most frequent response provided was "not very often" (32.7 percent). Only 29 percent report using routes "very often" or "somewhat often."

Support for rail route use: Most respondents indicate they support increasing the number of state supported passenger rail routes. In fact, 84.7 percent either "strongly support" or "somewhat support" increase these routes while only 15.3 percent do not support increasing routes "at all." Interested in how support differs among those that use passenger rail routes frequently and those who do not, we examined support for both groups. Those who said they use rail routes "very often" or "somewhat often" were included in one comparison group while those who report using routes "not very often" or "not often at all" were included in a second group.

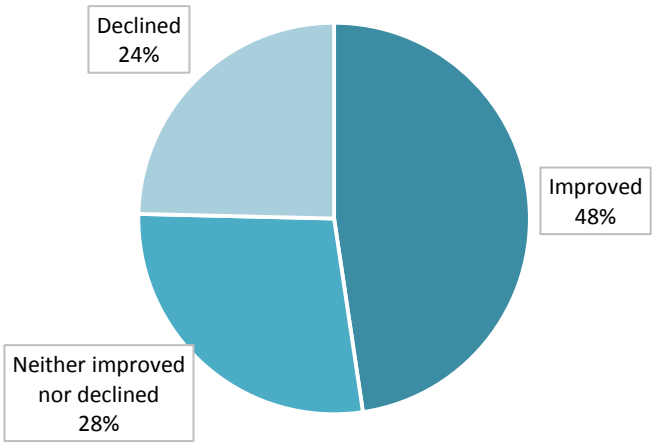
Among those who used rail more often, 58.4 percent "strongly support" increasing state supported passenger rail routes compared to 30.6 percent who use rail less often or not at all. Figure 9 shows support for both groups; note that a higher percentage of respondents who use passenger rail support increased routes.



FUNDING FOR INFRASTRUCTURE IMPROVEMENTS

When asked whether "the quality of roads, bridges, and mass transit systems you regularly use" have improved or declined, respondents were more likely to say they have improved than declined. In fact, nearly half of respondents (47.7 percent) indicate that the quality of infrastructure they use has improved over this time period compared to about a quarter (24.6 percent) who say it has declined. Another quarter (27.7 percent) indicate infrastructure has "neither improved nor declined" in the past three years.

Figure 10. Percent reporting quality of infrastructure has improved, neither improved nor declined, or declined



APPENDIX A: THE QUESTIONNAIRE

Illinois Department of Transportation

THE ILLINOIS TRAVELER OPINION SURVEY- FALL 2015

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	○	○	○	○	○
Timely removal of debris and dead animals from pavement	○	○	○	○	○
Landscaping and overall appearance of roadsides and medians	○	○	○	○	○
Snow and ice removal	○	○	○	○	○
Traffic signs (directional signs, warning signs, and "miles to destination" signs): *consider clarity, visibility, number, and placement*	○	○	○	○	○
Electronic message boards to advise drivers of delays or construction areas: *consider clarity, visibility, number, and placement*	○	○	○	○	○
Visibility of lane and shoulder (edge) paint stripes on highways	○	○	○	○	○
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	○	○	○	○	○
Roadside lighting and reflectors for visibility after dark and in bad weather	○	○	○	○	○

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

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

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

Very informed ○ Somewhat informed ○ Not very informed ○ Not at all informed ○

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

Good understanding ○ Some understanding ○ No understanding ○

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
- ○ Improvements to current passenger rail service
- ○ Construct new highways
- ○ Improve mass transit systems
- ○ Upgrade water and sewer systems
- ○ Protect/improve the environment

PASSENGER RAIL

In general, do you strongly support, somewhat support, or not at all support increasing the number of state supported passenger rail routes in Illinois?

○ Strongly support ○ Somewhat support ○ Not at all support

How often, if at all, do you use passenger rail routes in Illinois? Do you use passenger rail routes very often, somewhat often, not very often, or not often at all?

Very often ○ Somewhat often ○ Not very often ○ Not often at all ○

Do you commute to work? ○ Yes ○ No (IF NO, SKIP TO NEXT PAGE)

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

- ○ Car/Personal vehicle
- ○ Local bus
- ○ Metro/CTA
- ○ Bike
- ○ Walk
- ○ Amtrak/Greyhound
- ○ Other, please specify: _____

Work Commute If you do not commute to work, please leave the following questions blank.
Estimated number of **miles** to work (one-way): _____ MILES
Estimated number of **minutes** it takes *to get to work* (one-way): _____ MINUTES
Estimated number of **minutes** it takes *to get home from work*: _____ MINUTES

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 (not tollways)	○	○	○	○	○
Timeliness of repairs on non-interstate highways (other Illinois state highways, but not city streets or county/township roads)	○	○	○	○	○
Ride quality and smoothness of pavement on interstate highways (not tollways)	○	○	○	○	○
Ride quality and smoothness of pavement on non-interstate highways (other Illinois state highways, but not city streets or county/township roads)	○	○	○	○	○
The flow of traffic through work zones	○	○	○	○	○
Work zone signs to direct merging traffic and alert motorists to reduce speed: *consider clarity, visibility, number, and placement*	○	○	○	○	○
Visibility of lane and shoulder (edge) paint stripes on highways	○	○	○	○	○
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	○	○	○	○	○
Roadside lighting and reflectors for visibility after dark and in bad weather	○	○	○	○	○

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	○	○	○	○	○
Safety of rest areas for highway motorists	○	○	○	○	○
Informational signs at highway exits for food, gas, & lodging: *consider clarity, visibility, number, and placement*	○	○	○	○	○
Informational highway signs about area tourist attractions and state parks: *consider clarity, visibility, number, and placement*	○	○	○	○	○
Availability of free IDOT road maps	○	○	○	○	○

IDOT's toll-free number (1-800-452-IDOT) to get information on current road conditions	○	○	○	○	○
IDOT's website (**www.idot.illinois.gov**) where you can get information on construction zones and road conditions	○	○	○	○	○

Have you ever visited IDOT's website (www.idot.illinois.gov)? ○ Yes ○ No

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

- ○ Traffic/travel updates
- ○ Areas of construction
- ○ Travel routes/maps
- ○ Traffic safety tips
- ○ Other, please specify: _____
- ○ Not likely to access IDOT's website

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?

	Five or more times	2-4 times	Once	Never
Not worn your seatbelt while **driving** a car, van, sport utility vehicle, or pickup truck	○	○	○	○
Not worn your seatbelt while **riding** in a car, van, sport utility vehicle, or pickup truck	○	○	○	○
Attempted to use a hand-held cell phone or texting device while driving	○	○	○	○
Driven a motor vehicle within two hours of drinking an alcoholic beverage	○	○	○	○

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

	Five or more times	2-4 times	Once	Never
Become irritated by other drivers using cell phones while driving	○	○	○	○
Become irritated by other drivers texting while driving	○	○	○	○
Become irritated at others driving at speeds higher than the posted speed limit	○	○	○	○
Become irritated by other drivers cutting you off in traffic	○	○	○	○
Become irritated by other drivers not using proper signals	○	○	○	○

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

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
Drove while using a handheld electronic device	○	○	○	○
Drove after having too much to drink to drive safely	○	○	○	○
Drove without wearing your seat belt	○	○	○	○
Drove faster than the posted speed limit on interstate/rural highways	○	○	○	○

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

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	○	○	○	○	○
Accessibility of employees when you need them	○	○	○	○	○
Helpfulness of the information provided by the employees	○	○	○	○	○
Overall conduct of IDOT employees on the job	○	○	○	○	○

FUNDING FOR INFRASTRUCTURE IMPROVEMENTS

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

○ Significantly improved
○ Improved
○ Neither improved nor declined
○ Declined
○ Significantly declined

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? ○ **No** ○ **Yes**

How many miles do you personally drive during a typical year (estimate)? _____

Illinois County you currently live in: _____ **Zip code: _____**

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 ○ Other/Prefer not to say

What year were you born (FOUR DIGIT YEAR/YYYY)? _____

Are you Hispanic/Latino(a)? ○ Yes ○ No

What is your race?

- ○ White
- ○ African-American/Black
- ○ Asian/Pacific-Island
- ○ 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 college
- ○ 4 year college degree
- ○ More than 4 year degree

What is your disability status?

- ○ Do not have a disability
- ○ Have a disability

THANK YOU FOR YOUR TIME AND THE INFORMATION YOU HAVE PROVIDED.

Please return your questionnaire in the enclosed postage-paid return envelope.

If you have any questions about this survey, please contact the UIS Survey Research Office at (217) 206-6591, sro@uis.edu

APPENDIX B: TOPLINE REPORT
Illinois Traveler Opinion Survey- Fall 2015

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	7.8%
Good	46.4%
Fair	30.8%
Poor	10.1%
Very Poor	4.9%

Timely removal of debris and dead animals from pavement

Excellent	9.4%
Good	40%
Fair	35.5%
Poor	13.4%
Very Poor	1.4%

Landscaping and overall appearance of roadsides and medians

Excellent	9.3%
Good	48.7%
Fair	30.5%
Poor	10%
Very Poor	1.5%

Snow and ice removal

Excellent	9.7%
Good	46.7%
Fair	29.7%
Poor	10.5%
Very Poor	3.3%

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

Excellent	24.2%
Good	57.8%
Fair	14.4%
Poor	2.8%
Very Poor	0.8%

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

Excellent	16%
Good	59.3%
Fair	18.6%
Poor	4.7%
Very Poor	1.4%

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

Excellent	11.3%
Good	57.5%
Fair	22.2%
Poor	7.1%
Very Poor	1.9%

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

Excellent	7.2%
Good	47.6%
Fair	33.1%
Poor	9%
Very Poor	3.2%

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

Excellent	6.7%
Good	42.2%
Fair	97%
Poor	9.6%
Very Poor	4.6%

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

Your area's economy?

Very important	61%
Somewhat important	29.5%
Neither important nor unimportant	4.1%
Somewhat unimportant	3.4%
Not important at all	2.1%

Your area's overall quality of life?

Very important	59.8%
Somewhat important	31%
Neither important nor unimportant	4.5%
Somewhat unimportant	1.9%
Not important at all	2.8%

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?

Excellent	8.7%
Good	52.8%
Fair	30.5%
Poor	4.4%
Very Poor	3.5%

Generally speaking, how often do you think you can trust IDOT to do what is right regarding transportation issues?

Just about always	11.8%
Most of the time	59.4%
Only some of the time	25.5%
Hardly ever	3.2%

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

Very informed	17.3%
Somewhat informed	47.6%
Not very informed	20.4%
Not at all informed	14.6%

And how, in general, would you describe your understanding of why certain IDOT projects were selected.

Good understanding	15.1%
Some understanding	52.3%
No understanding	32.6%

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	67%
Repair/upgrading aging and deteriorating bridges	68.6%
Repair aging school buildings	32.2%
Construct additional classrooms in growing school districts	19.6%
Improvements to current passenger rail service	8.9%
Construct new highways	10.7%
Improve mass transit systems	16%
Upgrade water and sewer systems	25.6%
Clean up the environment	28.9%

PASSENGER RAIL

In general, do you strongly support, somewhat support, or not at all support increasing the number of state supported passenger rail routes in Illinois?

Strongly support	38.9%
Somewhat support	45.8%
Not at all support	15.3%

How often, if at all, do you use passenger rail routes in Illinois?

Very often	8.3%
Somewhat often	20.7%
Not very often	32.7%
Not often at all	38.3%

Do you commute to work?

Yes	57%
No	43%

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

Car/ Personal vehicle	88.1%
Local bus	11.4%
Metro/CTA	10.7%
Bike	1.7%
Walk	7.1%
Amtrak/Greyhound	2.3%
Other:	0.9%

Other: Taxi; Retired

Estimated number of miles to work (one way):

Less than 5 miles	19%
5 to 9 miles	18.6%
10 to 14 miles	9.8%
15 to 19 miles	17.7%
20 to 24 miles	7.7%
25 to 29 miles	6.5%
30 to 34 miles	10.5%
35 to 44 miles	5%
45 to 59 miles	3.2%
60 or more miles	1.8%

Estimated number of minutes it takes to get to work (one way):

Less than 10 minutes	22.8%
10 to 14 minutes	1.7%
15 to 19 minutes	11.5%
20 to 24 minutes	6.5%
25 to 29 minutes	4.9%
30 to 34 minutes	10.7%
35 to 44 minutes	10.3%
45 to 50 minutes	20.9%
60 to 89 minutes	6.3%
90 minutes or more	4.5%

Estimated number of minutes it takes to get home from work:

Less than 10 minutes	22.9%
10 to 14 minutes	1.9%
15 to 19 minutes	8.5%
20 to 24 minutes	8.4%
25 to 29 minutes	4.1%
30 to 34 minutes	8.5%
35 to 44 minutes	20%
45 to 59 minutes	11.3%
60 to 89 minutes	8.7%
90 minutes or more	5.7%

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

Timeliness of repairs on interstate highways (not Tollways)

Excellent	5.9%
Good	37.4%
Fair	34.6%
Poor	15.7%
Very Poor	6.5%

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

Excellent	0.9%
Good	30.1%
Fair	40.7%
Poor	21%
Very Poor	7.3%

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

Excellent	8.8%
Good	40.6%
Fair	37.3%
Poor	10.8%
Very Poor	2.6%

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

Excellent	5.5%
Good	26.7%
Fair	45.1%
Poor	18.2%
Very Poor	4.6%

The flow of traffic through work zones

Excellent	4.8%
Good	30.1%
Fair	40.1%
Poor	16.3%
Very Poor	8.8%

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

Excellent	18%
Good	51.4%
Fair	22.2%
Poor	6.6%
Very Poor	1.8%

TRAVELER SERVICES

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

Cleanliness of rest areas for highway motorists

Excellent	14.8%
Good	53.5%
Fair	25.5%
Poor	5.8%
Very Poor	0.5%

Safety of rest areas for highway motorists

Excellent	12.2%
Good	49.6%
Fair	31.8%
Poor	5.4%
Very Poor	1.1%

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

Excellent	18.8%
Good	65.8%
Fair	14.2%
Poor	1%
Very Poor	0.2%

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

Excellent	14.5%
Good	63.3%
Fair	19.2%
Poor	2.6%
Very Poor	0.4%

Availability of free IDOT road maps

Excellent	14.9%
Good	45.8%
Fair	25.7%
Poor	8.8%
Very Poor	4.9%

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

Excellent	10.2%
Good	54.1%
Fair	26.1%
Poor	6.1%
Very Poor	3.4%

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

Excellent	13.3%
Good	54.6%
Fair	25%
Poor	5.1%
Very Poor	2%

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

Yes	39.4%
No	60.6%

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

Traffic/travel updates	34.9%
Areas of construction	53.4%
Travel routes/maps	24.7%
Traffic safety tips	13.1%
Other, please specify:	6.6%
Not likely to access IDOT's website	24.2%

Other: Better rest areas- poorest I've been in; Doing business; During winter weather; Ice, snow conditions; IDOT damage to property; Info not correct on exit closed at Route 4; Info on planning future projects; IPass (3); Jobs (2); Road and bridge construction jobs awarded; Road conditions in winter (2); Snow covered roads; Snow/ice (2); Test driving; Toll pass; Weather; Weather Conditions; Weather-related problem areas; Weather-related road closures; Weather travel alerts; Weather/road conditions; Website; Who to contact for what route town, county or IDOT with emails or phone numbers; Winter weather conditions; WX reports

DRIVING BEHAVIORS

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

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

Five or more times	3.8%
2-4 times	2.9%
Once	3%
Never	90.4%

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

Five or more times	3.1%
2-4 times	4.6%
Once	3%
Never	89.3%

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

Five or more times	8.9%
2-4 times	11%
Once	10.5%
Never	69.6%

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

Five or more times	1.5%
2-4 times	4.9%
Once	6.3%
Never	87.3%

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

Become irritated by other drivers using cell phones while driving

Five or more times	43.5%
2-4 times	25.5%
Once	10.2%
Never	20.8%

Become irritated by other drivers texting while driving

Five or more times	38.2%
2-4 times	27.8%
Once	10.1%
Never	23.9%

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

Five or more times	27.6%
2-4 times	23.9%
Once	13.1%
Never	35.4%

Become irritated by other drivers cutting you off in traffic

Five or more times	24.6%
2-4 times	29.2%
Once	16.5%
Never	29.8%

Become irritated by other drivers not using proper signals

Five or more times	37.8%
2-4 times	25.2%
Once	13%
Never	24%

How likely do you think you are to be stopped by a police officer while doing any of the following?

Drove while using a handheld electronic device

Very likely	12.2%
Somewhat likely	15.5%
Somewhat unlikely	16.2%
Very unlikely	56.1%

Drove after having too much to drink to drive safely

Very likely	19.4%
Somewhat likely	16.5%
Somewhat unlikely	7.8%
Very unlikely	56.2%

Drove without wearing your seat belt

Very likely	15.7%
Somewhat likely	14.6%
Somewhat unlikely	11.4%
Very unlikely	58.3%

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

Very likely	19.8%
Somewhat likely	30.9%
Somewhat unlikely	25%
Very unlikely	24.4%

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

Yes	53.8%
No	46.2%

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

Yes	44.2%
No	55.8%

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

Yes	47.5%
No	52.5%

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 them, please leave it blank.

Courtesy and respect shown to motorists

Excellent	20.3%
Good	54.4%
Fair	19.6%
Poor	3.8%
Very Poor	2%

Accessibility of employees when you need them

Excellent	11.1%
Good	50.4%
Fair	28.6%
Poor	6.3%
Very Poor	3.6%

Helpfulness of the information provided by the employees

Excellent	14.3%
Good	60%
Fair	19%
Poor	5%
Very Poor	1.8%

Overall conduct of IDOT employees on the job

Excellent	18.5%
Good	60.1%
Fair	17.4%
Poor	2.7%
Very Poor	1.3%

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

Significantly improved	6.4%
Improved	41.2%
Neither improved nor declined	27.7%
Declined	18.3%
Significantly declined	6.3%

Are you currently a licensed driver?

Yes	92.5%
No	7.5%

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

Less than 5,000	18.6%
5,000 to 9,999	12.7%
10,000 to 14,999	28.4%
15,000 to 20,000	22%
More than 20,000	18.3%

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

City of Chicago	19.1%
Chicago suburbs	29.5%
Metro East (St. Louis) area suburbs	2.7%
Other metro area of more than 75,000	4.7%
Other city of 20,000 to 75,000	8.6%
Other city/village/town of 10,000 to 19,999	9.3%
Other city/village/town under 10,000	10.5%
Rural area outside of city/village/town	15.5%

Gender:

Female	49.6%
Male	48.5%
Other/Prefer not to say	1.9%

Age:

24 years old or younger	10.6%
25 to 34 years old	16.1%
35 to 44 years old	19.2%
45 to 59 years old	28.3%
60 to 74 years old	17.1%
75 years old or older	8.6%

Are you Hispanic/Latino/a?

Yes	15.6%
No	84.4%

What is your race?

White	62.2%
African-American	17.8%
Asian/Pacific-Island	7.2%
Native American	0.3%
Non-resident alien	0.1%
Other, specify	12.4%

What is your annual income before taxes?

Less than $15,000	9.9%
$15,000 to $30,000	23.9%
$30,001 to $45,000	16.9%
$45,001 to $60,000	16.1%
$60,001 to $75,000	8.7%
$75,001 to $100,000	11.2%
More than $100,000	13.3%
Retired or Social Security	0.1%

What is the highest level of education you have completed?

Less than high school	8.3%
High school diploma or equivalent	27.3%
Trade or technical school beyond high school	4.3%
Some college	25.4%
4 year college degree	19.1%
More than 4 year college degree	15.6%

What is your disability status?

Do not have a disability	86.8%
Have a disability	13.2%