

2018 Illinois Traveler Opinion Survey

Report prepared by the Survey Research Office,

Center for State Policy & Leadership

University of Illinois Springfield

for

the Illinois Department of Transportation

July 9, 2019

**Survey
Research
Office**

**ILLINOIS
SPRINGFIELD**

Contents

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

Project overview

The 2018 Illinois Traveler Opinion Survey is the most recent iteration in a long-running project conducted by the University of Illinois at Springfield's Survey Research Office for IDOT which dates to 2001.¹ The project methodology has changed considerably since that time. For instance, the survey was exclusively an address-based mail survey with a web response option until 2015. In 2015, the survey used the same address-based methodology with a telephone component to increase response. In 2016, the office worked with IDOT to transition the survey exclusively to an online panel and in 2017, included an "opt-in" response approach that allowed anyone to participate in the survey. Finally, in 2018, the survey was made purely an opt-in survey that relied on IDOT advertising to generate response.

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

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

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

Key findings

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

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

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

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

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

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

Roads and highways rated less positively than previously

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

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

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

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

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

Most commute by car, though less do so in Chicago

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

Respondents more likely to engage in some dangerous behaviors than others

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

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

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

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

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

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

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

More feel at risk by others' behavior than their own

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

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

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

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

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

Methodology

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

Project Management and Funding: The Illinois Traveler Opinion Survey was conducted by the Survey Research Office for IDOT. The project was overseen by Matthew Case, Visiting Research Manager at the UIS Survey Research Office under the guidance of IDOT's Office of Communications. The study was funded entirely by IDOT. The questionnaire was written collaboratively between researchers at SRO and IDOT staff.

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

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

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

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

Demographics

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

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

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

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

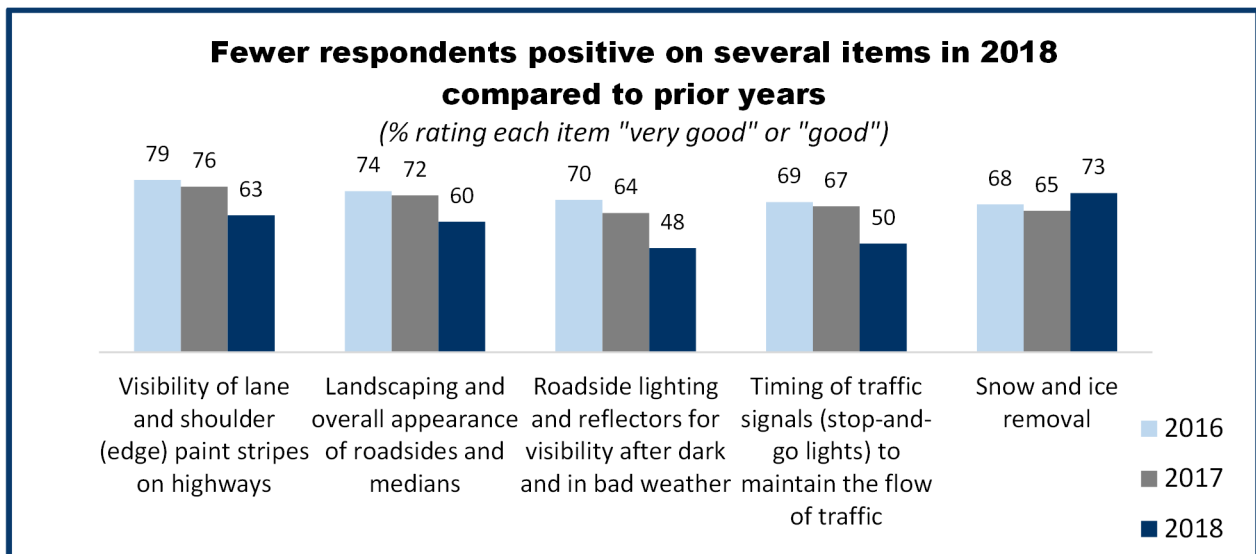
³ Race/ethnicity is recoded into four category variable to aid in weighting. Please consult page 53 for additional results.

⁴ Education is computed for those 25 years or older.

Roads and highways

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

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



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

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

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

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

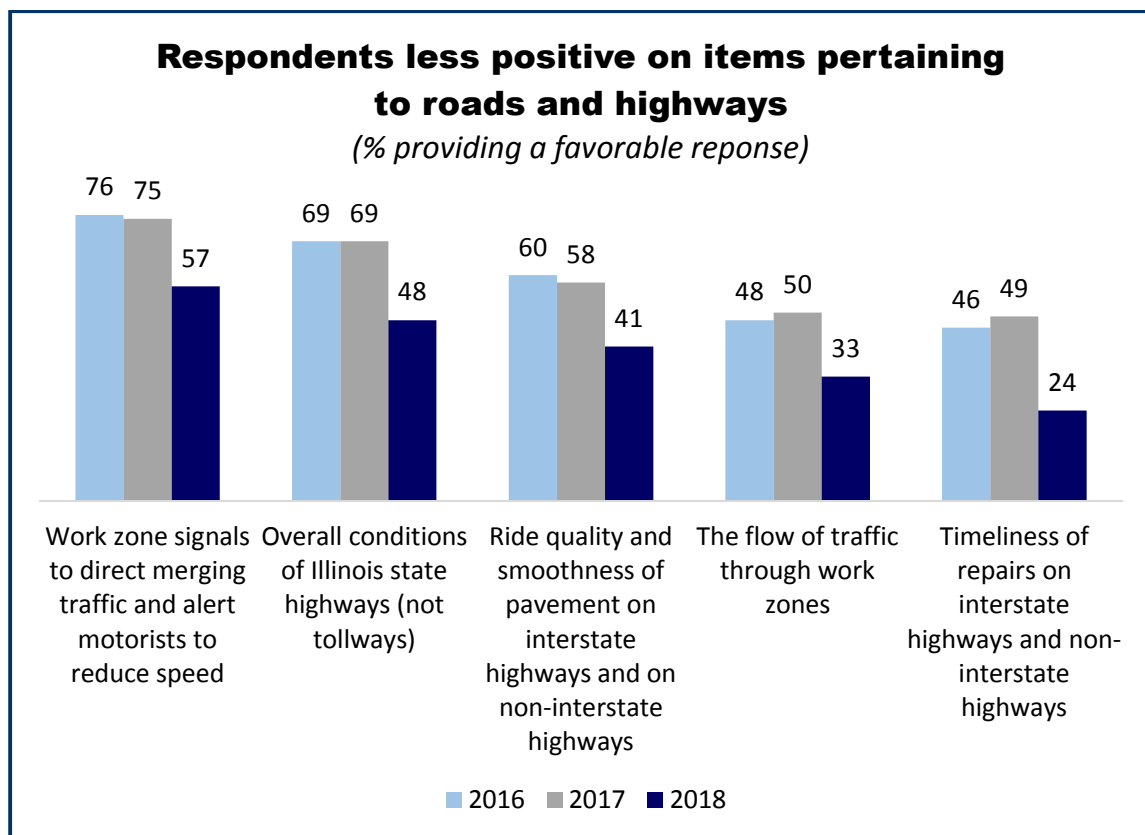
Table 3. Percent providing a favorable response: Maintaining highways and traffic flow questions

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

ROAD REPAIR AND CONSTRUCTION

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

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



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

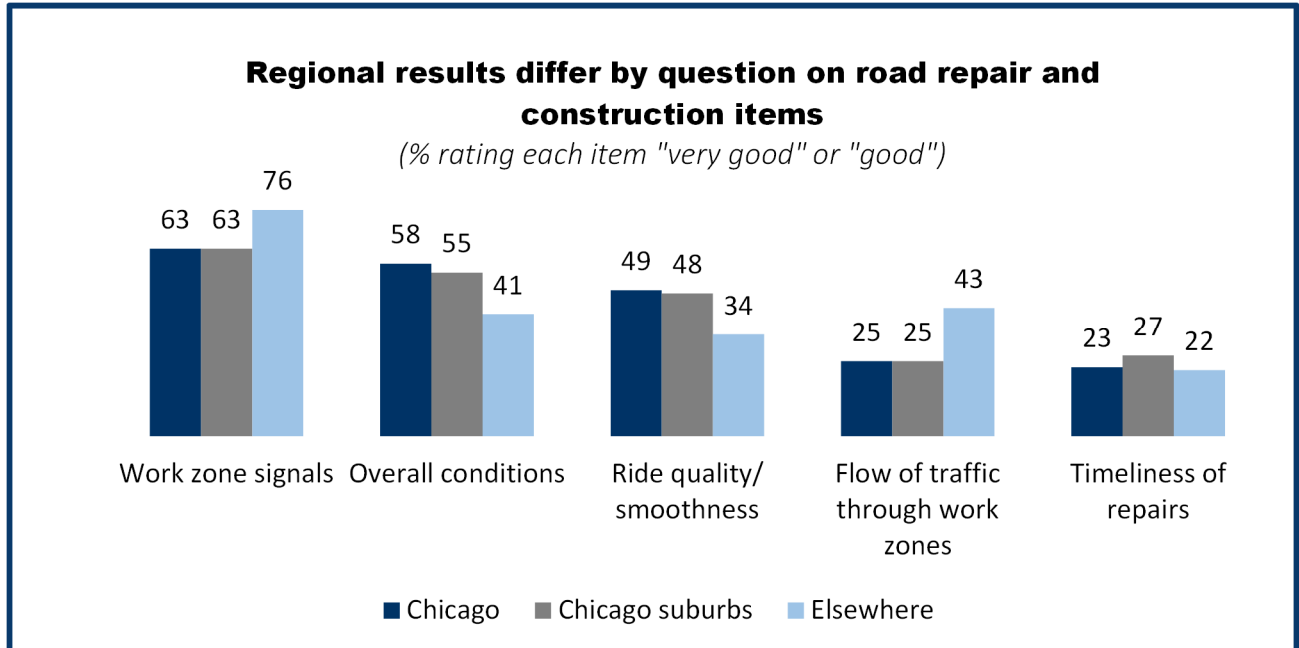


Table 4. Percent providing a favorable response: Road repair and construction questions

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

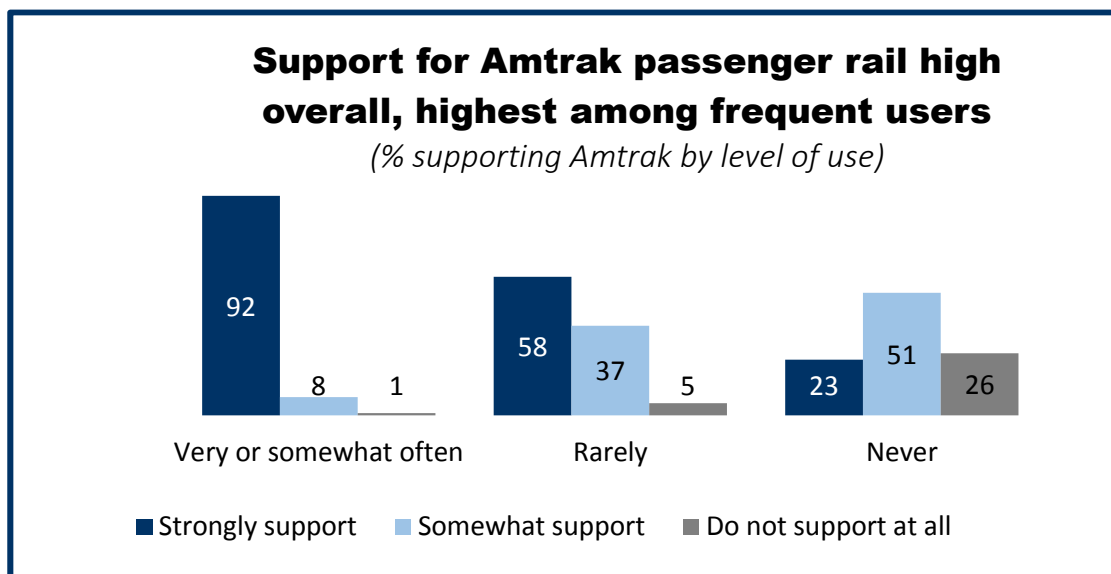
Passenger rail and public transportation

The "passenger rail" questions in the survey aim to further understand passenger rail use in Illinois via Amtrak. As in the 2017 survey, the questions asked respondents about their support for Amtrak passenger rail, their usage of Amtrak passenger rail, satisfaction concerning passenger rail use (if applicable), and whether they support increasing the number of passenger rail routes available.

SUPPORT AND USE OF AMTRAK

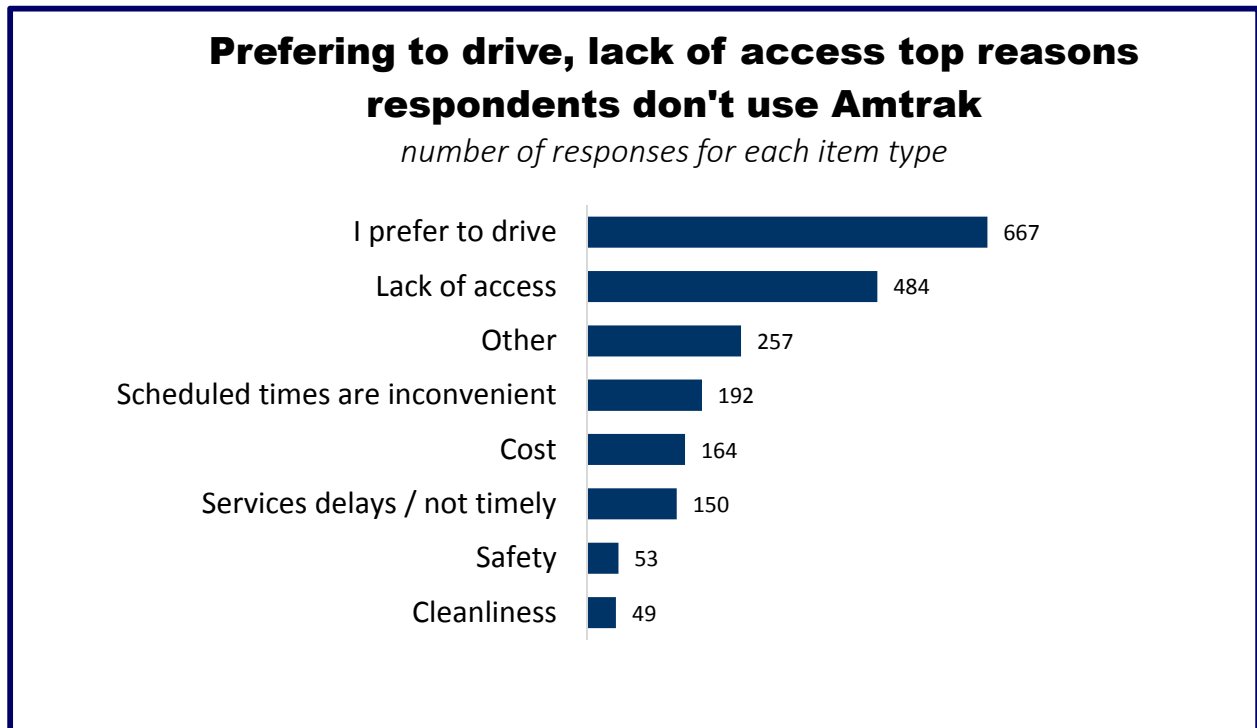
In the 2018 survey, a large majority of respondents (86%) indicate they either "strongly" or "somewhat" support Amtrak passenger rail routes in Illinois. This figure was slightly less than the 91% of respondents in the 2017 survey who indicate support for Amtrak passenger rail routes. It is notable that,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

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



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

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

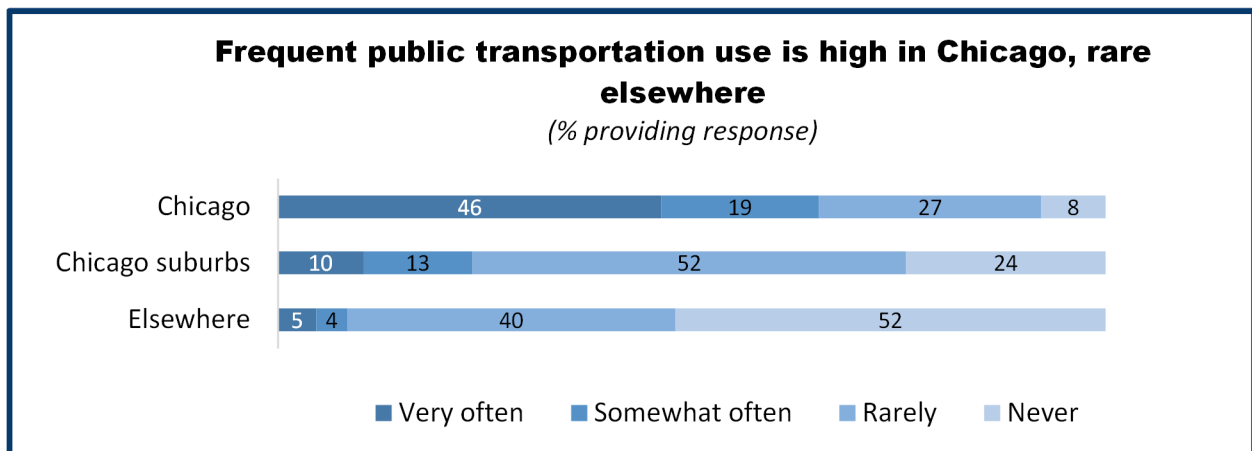


PUBLIC TRANSPORTATION

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

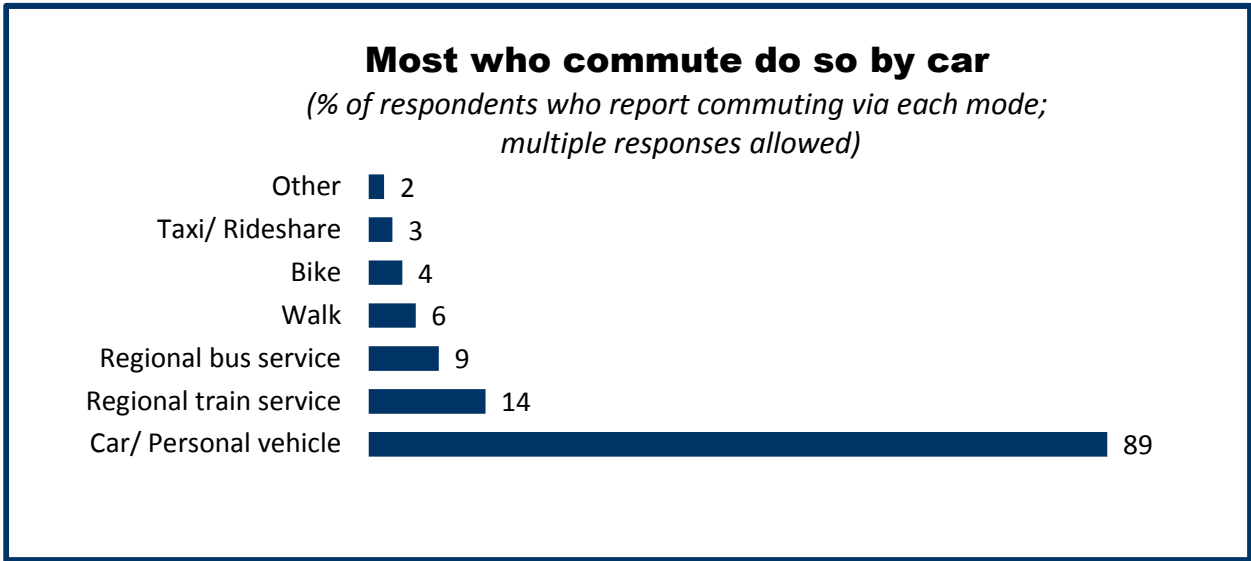
Respondents differ in their use of public transportation use depending on where they live. A plurality of all those surveyed reports using public transportation “rarely” (42%) while 37% report using it “never.” And while just 5% of those living outside of the Chicago area say they use public transit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

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



Commuting

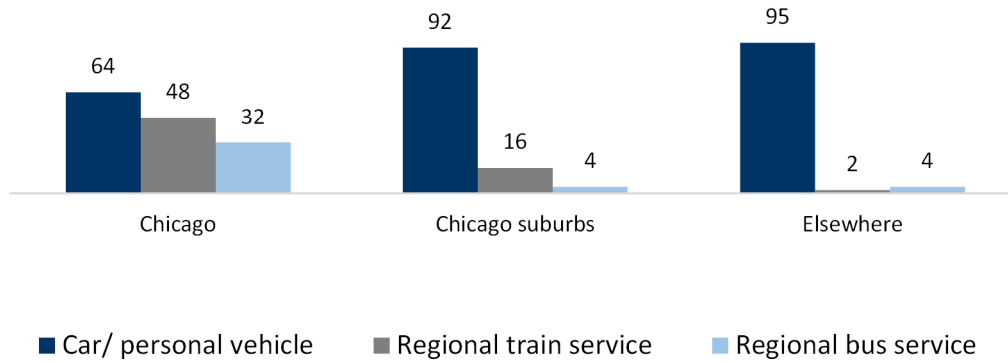
Nearly seven in ten (69%) respondents say they commute to work. Those who commute do so in various ways. The figure below shows the ways in which survey respondents report they regularly use to get to work.⁶ By far, the most popular option is car or personal vehicle – 89% regularly use this mode of transportation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



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

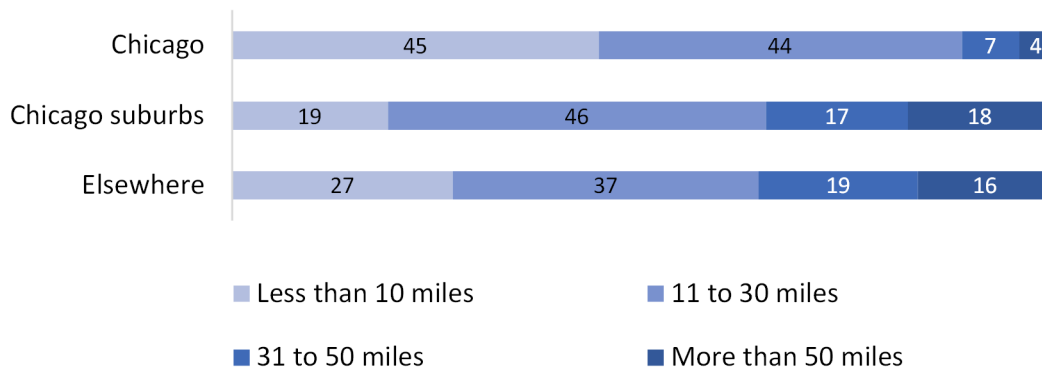
⁶ For this question, respondents were able to provide multiple responses.

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

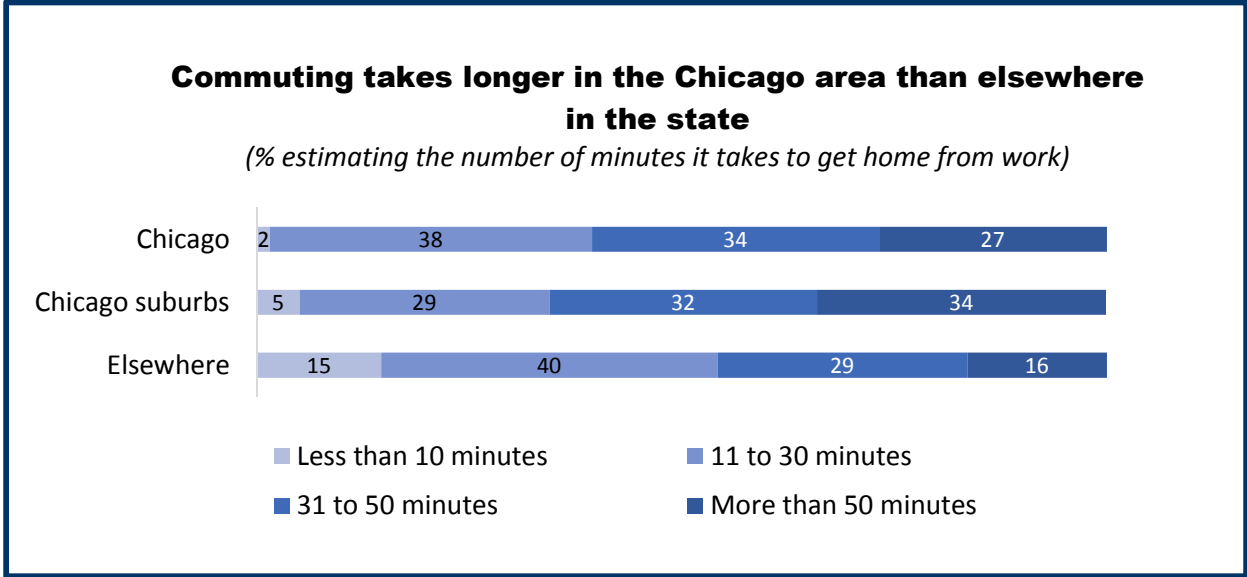


There is a wide variety in terms of the number of miles it takes respondents to travel to and from work. Just over half (53%) report travelling 20 miles or less to get to and from work while 15% report traveling between 21 and 30 miles. About a third (31%) of survey respondents report traveling 31 miles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

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



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



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

Websites

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

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

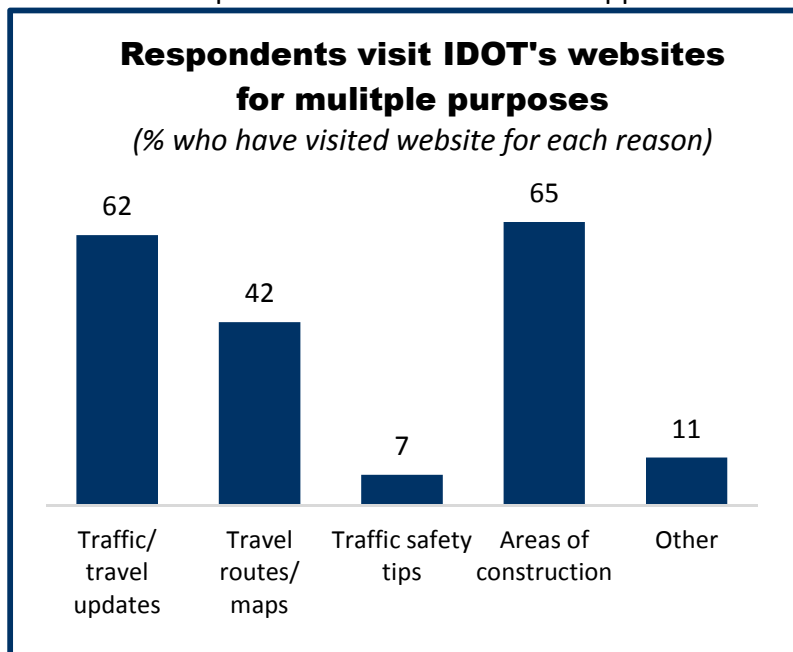


Table 5. Percentage who have visited IDOT’s websites by demographic groups

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

Dangerous driving behavior

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

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

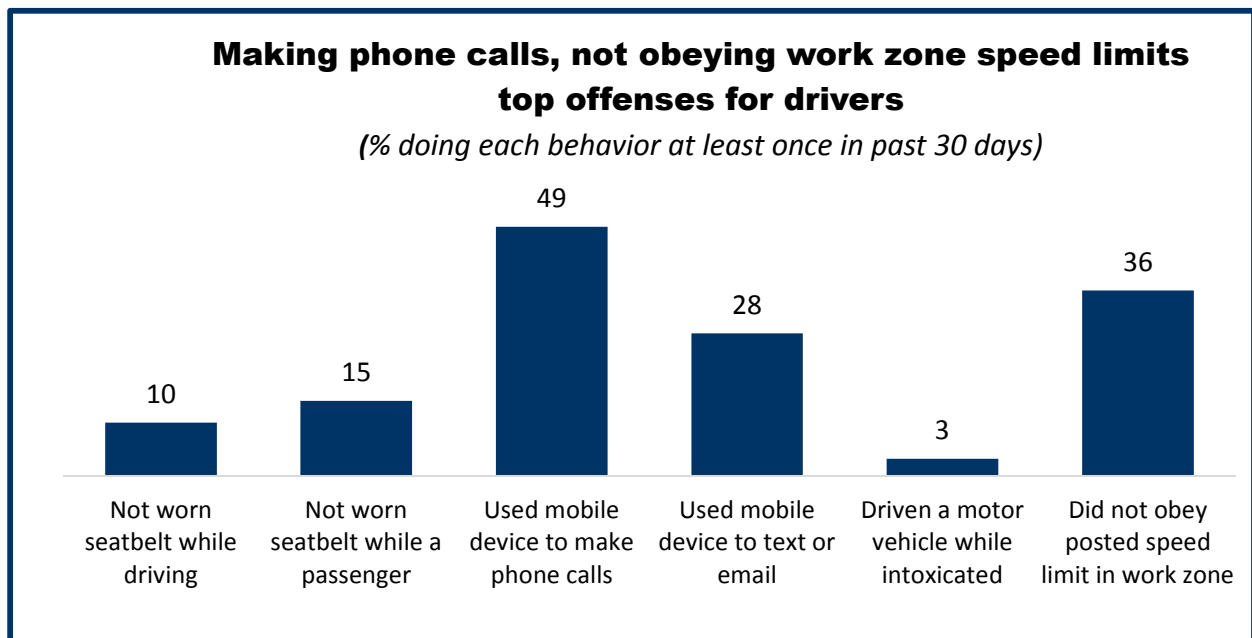
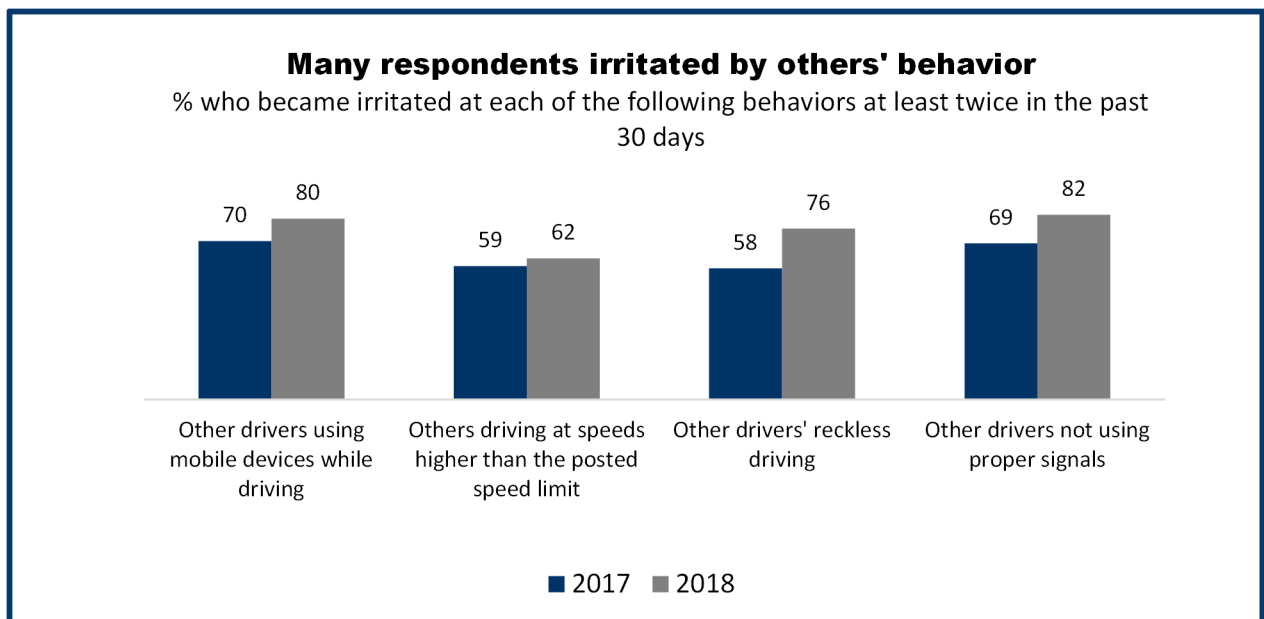


Table 6. Percentage of people who have done _____ at least once in the past 30 days

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

Others' driving behaviors

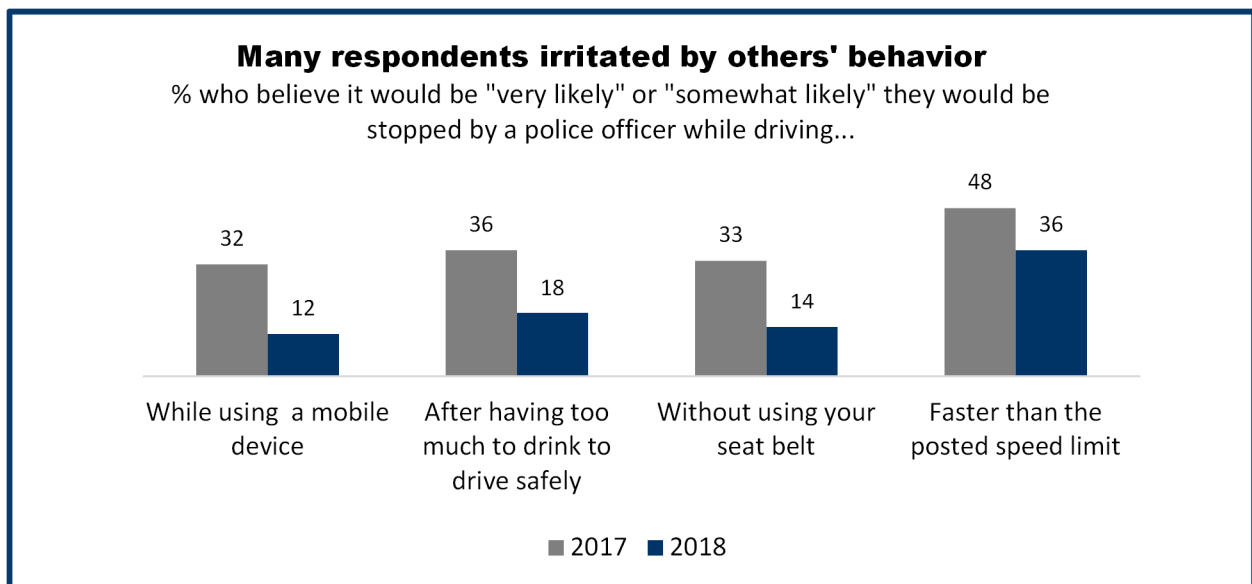
The survey also asks respondents whether they have been irritated by the behavior of other drivers in the past 30 days and, if so, how often they have been irritated by this behavior. As in prior surveys, majorities of drivers indicate they are irritated at each of the behaviors asked about at least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



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

Likelihood of being stopped by police

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

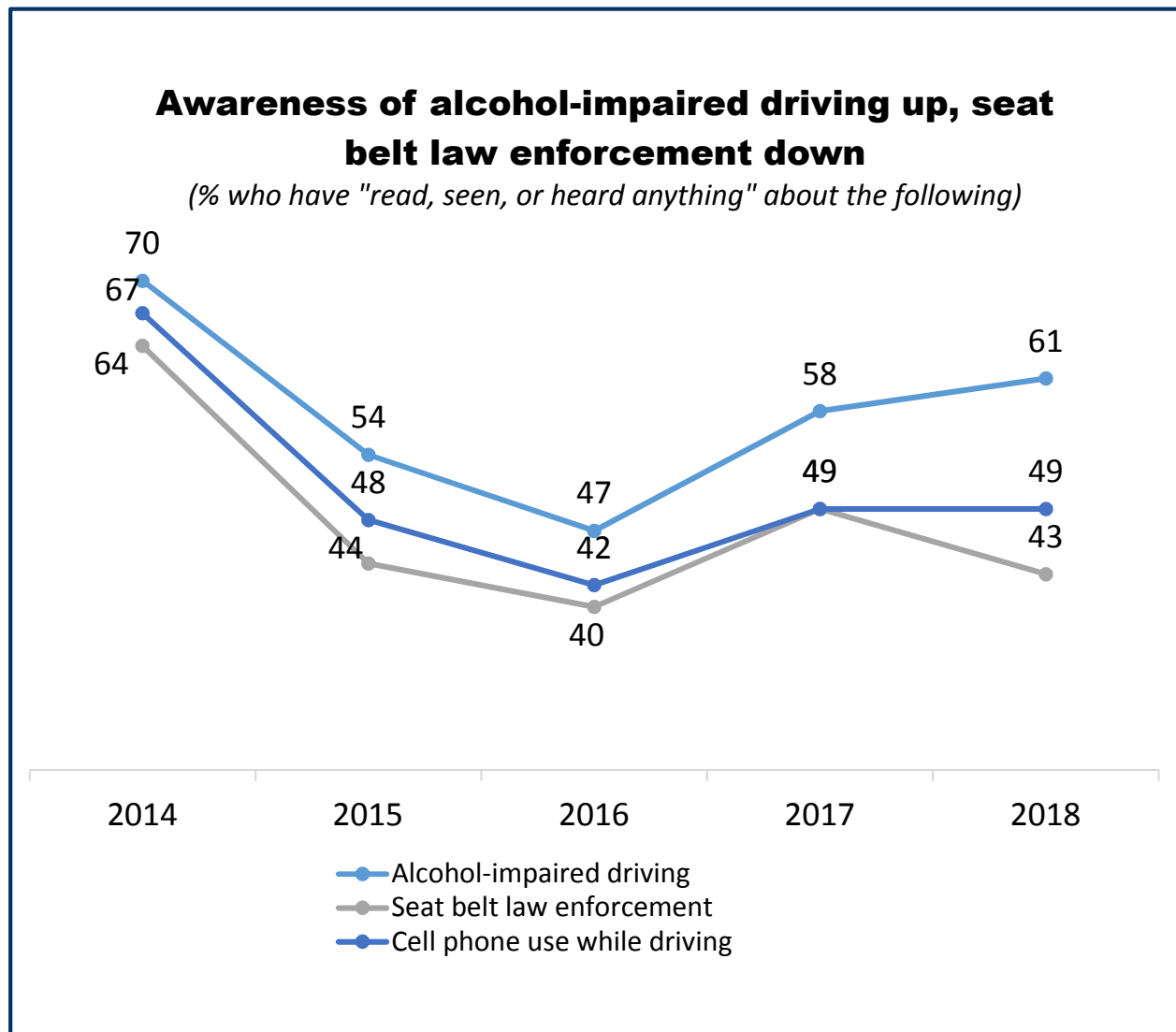


⁸ The wording in the 2017 survey was “handheld electronic device.”

Media awareness

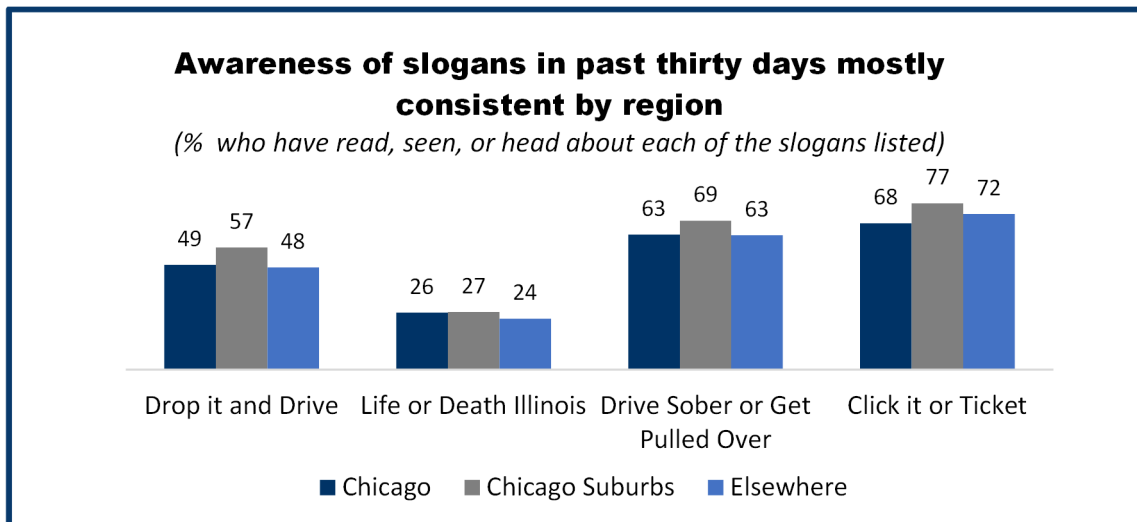
ENFORCEMENT CAMPAIGNS

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



AWARENESS OF SLOGANS

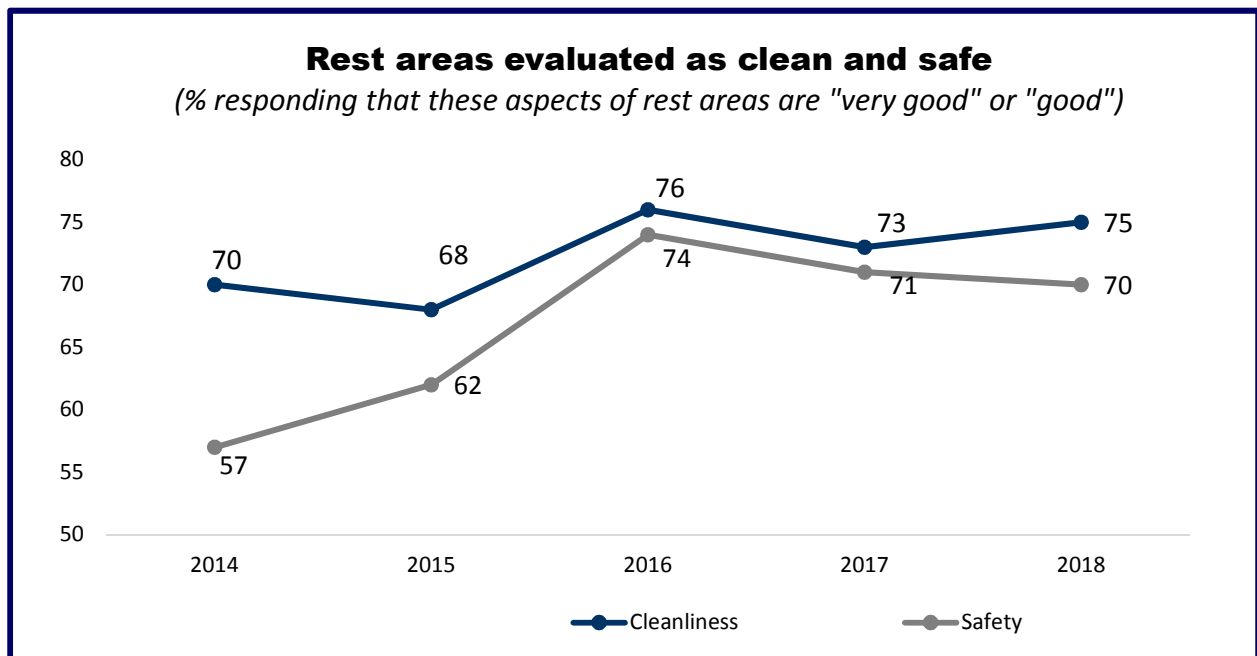
The 2018 survey asks respondents whether they have read, seen, or heard about four slogans in the past thirty days: “Life or Death Illinois,” “Driver Sober or Get Pulled Over,” “Click it or Ticket,” and “Drop it and Drive.” Majorities of respondents recognize reporting reading, seeing, or hearing about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



Rest areas

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

Respondents were also asked to rate the cleanliness and safety of rest areas in Illinois. Regarding these measures, the survey found that a majority of respondents indicate that rest areas in Illinois are both clean and safe as they have in prior years. The graph below shows responses to these questions over the years.



Rating IDOT

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

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

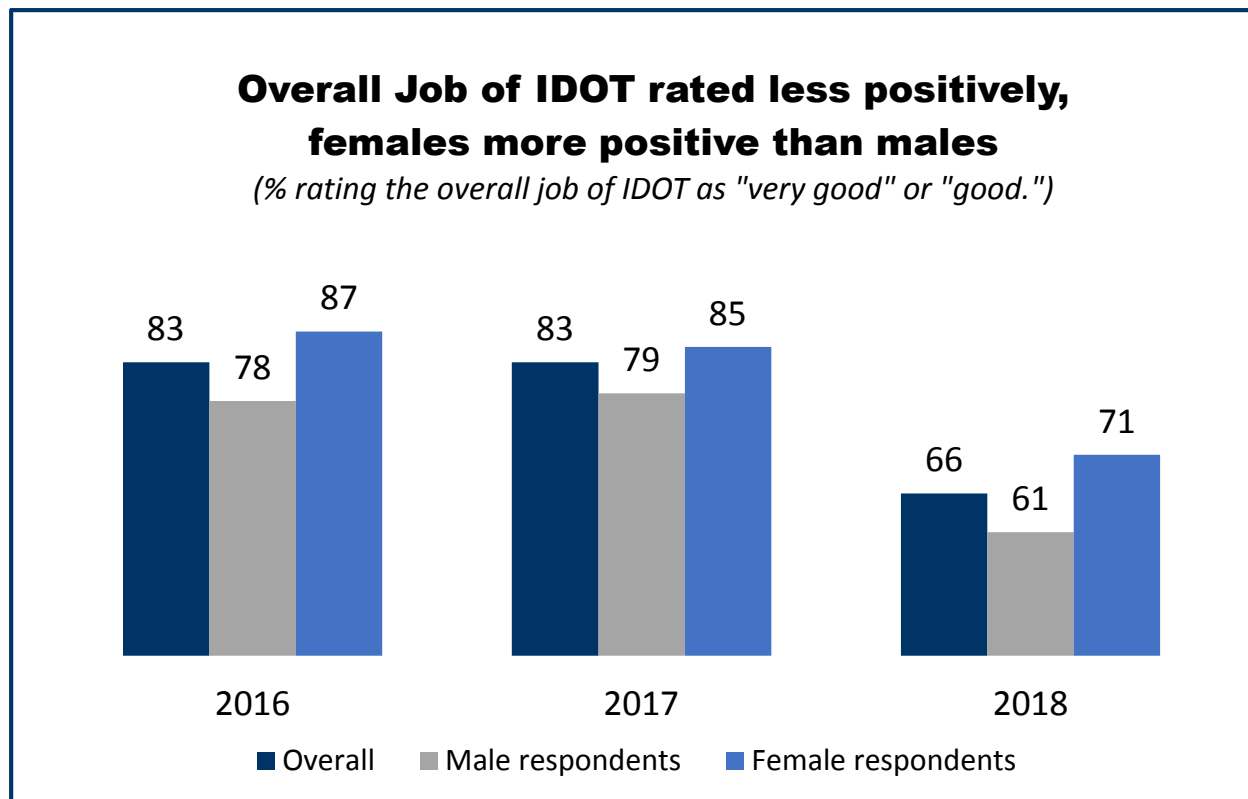
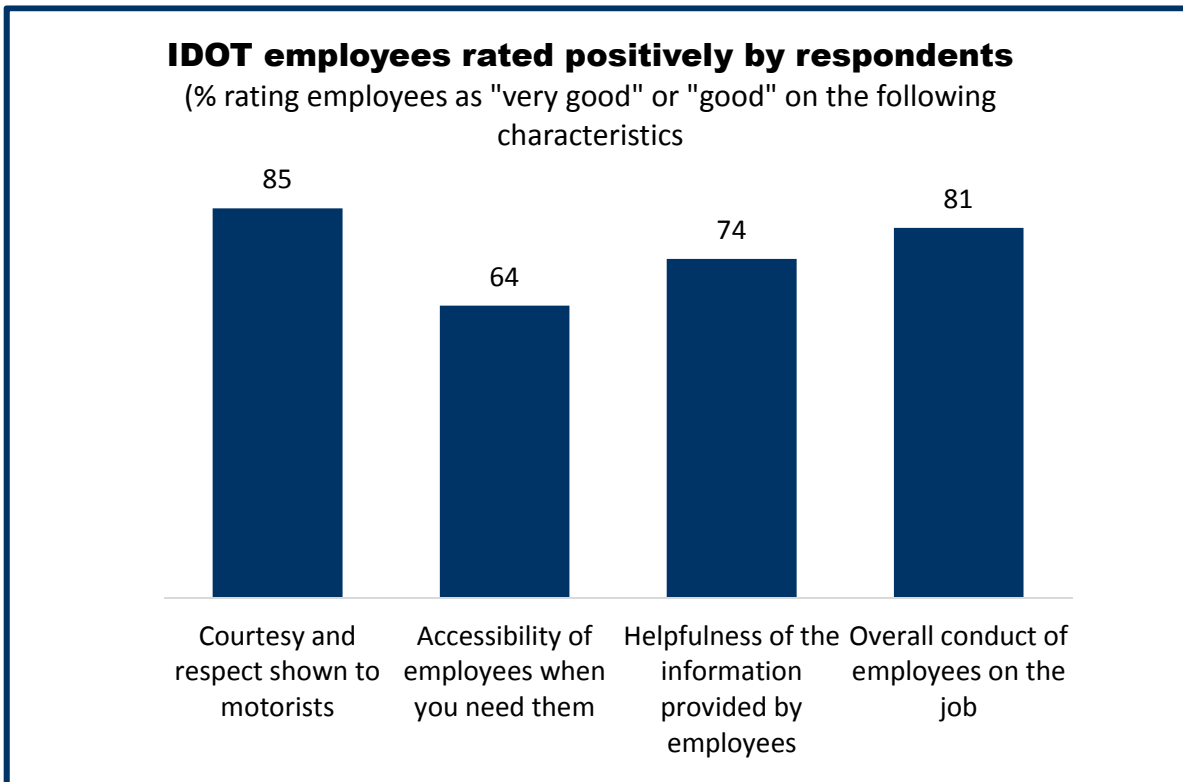


Table 7. Percentage of respondents responding to the overall IDOT rating as “good” or “very good.”

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

RATING IDOT EMPLOYEES

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

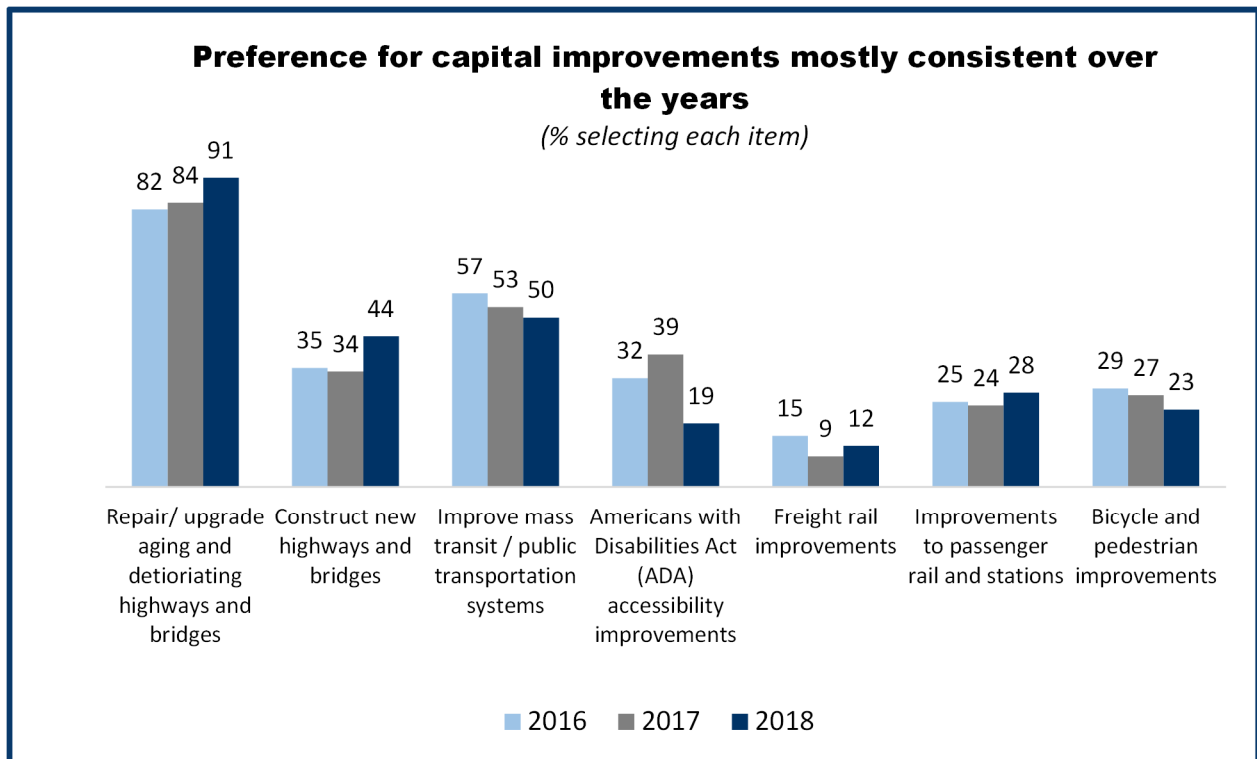


IDOT projects

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

SUPPORT FOR CAPITAL IMPROVEMENT PROJECTS

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

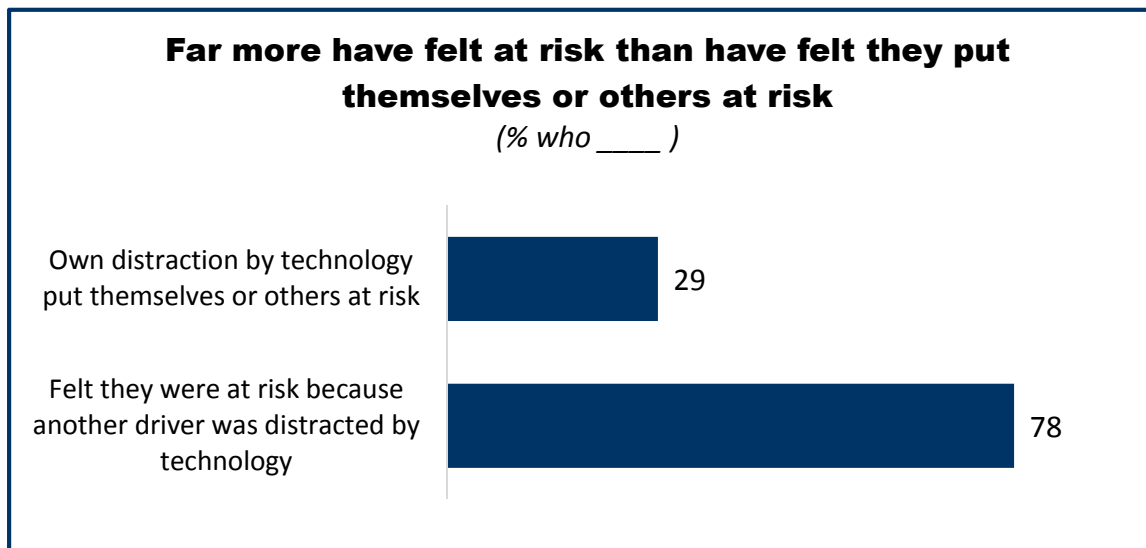


Mobile device behavior

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

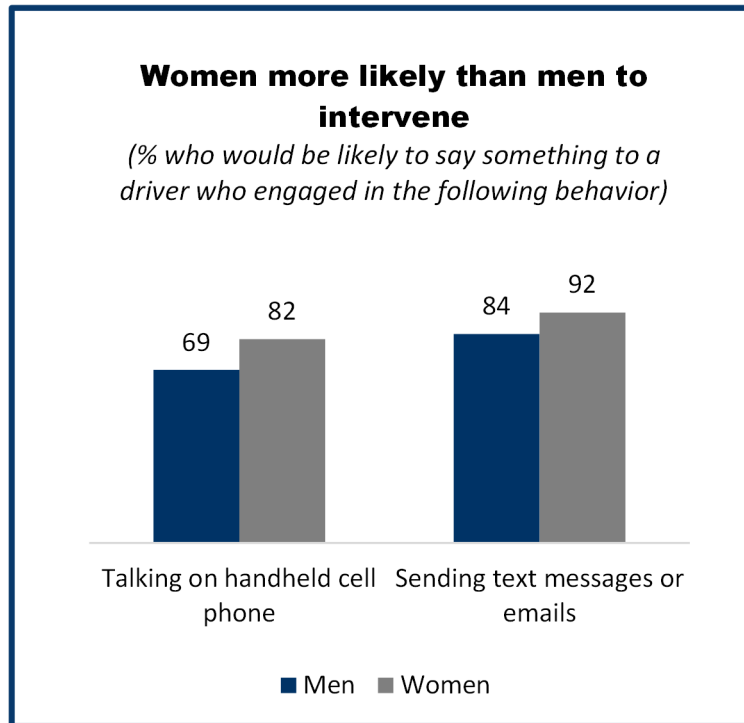
PERCEPTION OF RISK

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



PASSENGER INTERVENTION

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



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

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

Roads and Highways

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

Overall conditions of Illinois state highways (not tollways)

| | Valid percent (n) |
|---------------------------|-------------------|
| Very good | 2% (33) |
| Good | 46% (802) |
| Poor | 37% (646) |
| Very poor | 13% (230) |
| Don't know/Not applicable | 2% (28) |

Timeliness of repairs on interstate highways and non-interstate highways

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

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

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

The flow of traffic through work zones

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

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

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

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

Cleanliness of roadsides

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

Timely removal of debris and dead animals from pavement

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

Landscaping and overall appearance of roadsides and medians

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

Snow and ice removal

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

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

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

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

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

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

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

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

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

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

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

Passenger Rail

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

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

How often do you use Amtrak passenger rail?

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

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

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

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

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

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

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

Mass Transit/ Public Transportation

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

| | Valid percent (n) |
|-----------------------|-------------------|
| Strongly support | 53% (921) |
| Somewhat support | 35% (609) |
| Do not support at all | 12% (200) |

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

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

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

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

⁹ See section below.

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

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

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

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

Commuting

Do you commute to work?

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

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

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

¹⁰ See section below

¹¹ See section below

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

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

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

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

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

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

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

| | Valid percent (n) |
|------------------------|-------------------|
| Very predictable | 42% (503) |
| Somewhat predictable | 44% (524) |
| Somewhat unpredictable | 10% (114) |
| Very unpredictable | 5% (59) |

Traveler Services

Are rest areas important to you?

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

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

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

If you visit rest areas at least rarely, please rate the following items using the scale below. Would you rate them as very good, good, poor, or very poor?

Cleanliness of rest areas for highway motorists

| | Valid percent (n) |
|------------|-------------------|
| Very good | 16% (245) |
| Good | 59% (897) |
| Poor | 12% (186) |
| Very poor | 4% (64) |
| Don't know | 9% (131) |

Safety of rest areas for highway motorists

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

Availability of free IDOT road maps

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

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

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

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

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

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

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

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

Not worn your seatbelt while **driving** a vehicle

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

¹² See section below

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

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

Used a mobile device to make phone calls while driving

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

Used a mobile device to text or email while driving

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

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

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

Did not obey the posted speed limit in a work zone

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

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

Other drivers using mobile devices while driving

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

Others driving at speeds higher than the posted speed limit

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

Other drivers' reckless driving

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

Other drivers not using proper signals

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

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

While using a mobile device

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

After having too much to drink to drive safely

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

Without using your safety belt

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

Faster than the posted speed limit

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

Media Awareness

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

Alcohol-impaired driving

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

Seat belt law enforcement

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

Cell-phone use while driving

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

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

Life or Death Illinois

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

Drive Sober or Get Pulled Over

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

Click it or Ticket

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

Drop it and Drive

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

General IDOT Questions

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

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

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

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

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

Courtesy and respect shown to motorists

| | Valid percent (n) |
|------------|-------------------|
| Very good | 12% (204) |
| Good | 33% (567) |
| Poor | 5% (82) |
| Very poor | 3% (52) |
| Don't know | 47% (818) |

Accessibility of employees when you need them

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

Helpfulness of the information provided by the employees

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

Overall conduct of IDOT employees on the job

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

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

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

Listed below are several capital improvement projects. Please select **up to three** of the projects that you believe are the most important.

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

Distracted driving

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

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

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

A mobile device

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

A portable navigation system such as a TomTom or Garmin

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

A navigation system built into vehicle

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

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

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

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

| | Valid percent (n) |
|-----------------------|-------------------|
| Very likely | 68% (1178) |
| Somewhat likely | 19% (331) |
| Very unlikely | 9% (148) |
| Would never intervene | 4% (66) |

Have you ever...

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

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

Your distraction by technology put yourself or others at risk?

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

Demographics

Do you currently have a valid driver's license?

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

What is your age?

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

What is your gender?

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

Highest level of education you have completed?

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

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

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

What is your race?

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

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

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

What is your annual earned income before taxes?

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

What is your disability status?

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

How many vehicles do you own?

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

Appendix B. Answers to open-ended questions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

lane by other motorist passing just as onramp merging traffic occurs tailgating by other motorist at 70 mph other motorist passing on left changing to right lane with less than two car lengths ahead of me on interstate

Limited computer access. if i have a question, i call

Lived here all my life

Maybe have used it to look up construction work zones and durations -

Most info can be found on-line and is more up to date.

Most of my travel is local.

Most of the time the sites are not up to date and the weather forecasts, etc., are inaccurate.

Multiple other sources of info about traffic/road info

My driving is very limited, i am retired, and stay mostly in my area

N/a (3)

Na (3)

Need has not come up

Never a need to

Never considered it

Never crossed my mind

Never even occurred to me. didn't think i needed it.

Never felt a need.

Never felt the need to (2)

Never felt the need to do so.

Never found a reason to

Never give it a thought.

Never go far enough to worry about

Never had a need (3)

Never had a need, also not really aware of what it might have to offer.

Never had a reason to visit them (that i knew of)

Never had a reason to. i did, however check out the tollway website to get construction information. all i got was "map unavailable". useless!

Never had reason to. am not familiar with what is on the website.

Never had the need (3)

Never had to

Never heard of getting around Illinois. com

Never heard of it

Never heard of it until now.

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

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

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

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

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

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

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

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

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

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

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

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

WHERE DO YOU GET YOUR INFORMATION ABOUT IDOT PROJECTS?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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