

# 2024 Illinois Traveler Opinion Survey

*Report prepared by the  
Center for State Policy and Leadership  
University of Illinois Springfield  
for the  
Illinois Department of Transportation*

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## Project Overview

The 2024 Illinois Traveler Opinion Survey is the most recent iteration in a long-running project conducted by the University of Illinois Springfield's Center for State Policy and Leadership for the Illinois Department of Transportation dating back to 2001<sup>1</sup>. The project methodology has changed considerably during 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 rates. In 2016, the office worked with IDOT to transition the survey exclusively to an online panel. In 2017, an "opt-in" response approach was included that allowed anyone to participate in the survey in addition to an online panel whose participants were recruited to participate to produce a representative sample of Illinois. In 2018, the survey was made purely an opt-in survey that relied on IDOT advertising to generate responses. In 2019, the survey returned to the methodology followed in 2017, where it has remained.

As with previous iterations, the 2024 Illinois Traveler Opinion Survey uses post-stratification adjustments, or "weighting," to increase the representativeness of the survey. A total of 1,715 respondents participated in the survey. Responses from identical IP addresses were removed, as only one person per household was asked to complete the survey. Because the survey was conducted online, with a nonprobability sample, it is not advisable to report a traditional margin of error estimate of uncertainty, but for all respondents, the credible interval is plus or minus 2.9. While a margin of error is often used to express uncertainty in polling, for nonprobability surveys, such as the panels and opt-in ones utilized here, credibility intervals are the best option to measure the accuracy of the survey. When examining subgroups, the credibility interval will, of course, increase.<sup>2</sup> As with all public opinion research, there also may be unmeasured errors beyond those captured by the credibility interval that place limitations on the data.

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<sup>1</sup> Prior to 2015, the survey was known as the Illinois Motorist Opinion Survey.

<sup>2</sup> For more information on credible intervals, please see <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6630113/>.

## **Key Findings**

### **Section I. IDOT Projects**

As with previous years, in this year's survey respondents were asked to select up to three capital projects that they believe are the most important. The options available were repair/upgrade deteriorating highways and bridges, construct new highways and bridges, improve mass transit/public transportation system, comply with the Americans with Disabilities Act/improve accessibility, construct or update bike and pedestrian paths, improve freight rail, and improve passenger rail and stations. The most frequently selected capital improvement project was once again "repair/upgrade deteriorating highways and bridges" (68%), down five percentage points from 2023 (73%). The largest jump in support from 2023 was for "improve or expand bicycle and pedestrian trails" (from 33% to 38%, +5).

#### **ACCESS TO IDOT INFORMATION**

As with 2023, this year's survey included four questions about access to information from different sources. Respondents were asked where they would likely search if they were looking for information on IDOT projects, road conditions, road closures, and employment opportunities. The options were local news on TV, newspaper or radio, media websites, IDOT website, IDOT social media, and state of Illinois website.

For road conditions and road closures, most respondents get their information from the local news on television. A total of 47% of respondents used the local news on TV for information on road conditions, while 46% of respondents used it for road closure information. For IDOT projects and job opportunities, most respondents get their information through the IDOT website. When it comes to IDOT projects, 58% of respondents look for information on the IDOT website. Just under two-thirds (62%) of respondents searched for employment opportunities through the IDOT website.

### **Section II. Passenger Rail and Public Transportation**

Just under half (49%) of respondents rarely (once a month or less) use Amtrak. Only 2% of respondents use it very often (daily or almost daily). When asked about their opinion of Amtrak, a large majority of respondents (83%) believe that Amtrak is an important part of the transportation system in Illinois.

A majority of respondents (61%) also report the level of service and the number of Amtrak routes should be increased. As expected, those who use Amtrak daily were much more supportive (97%) of it than those who have never used Amtrak (38%). In terms of demographics, across all age, education, gender, race, and region groups, most respondents in each group believes that Amtrak is an important part of the transportation system in Illinois, is meeting the needs of travelers and should be expanded.

For this year, new questions were added assessing the effects of COVID on respondents' travel, including Amtrak use. When asked to compare their use of Amtrak prior to COVID to now, the majority (64%) of respondents indicated that their use of Amtrak is about the same as it was prior to COVID, and of those who stated they used Amtrak very often, half (50%) say they have increased their use.

### **PUBLIC TRANSPORTATION, AIR TRAVEL, HIGHWAY SYSTEM, AND BIKE AND PEDESTRIAN ACCOMMODATIONS**

Respondents were asked whether the current public transportation, air travel, highways, and bike and pedestrian paths were at adequate levels or should be expanded.

For public transportation, two-thirds (66%) of respondents believe that public transportation should be expanded in Illinois. In terms of air travel, 47% of respondents believe that airport facilities in Illinois are currently meeting the needs of travelers, while 41% report the airport facilities in Illinois need to be expanded.

Furthermore, 42% of respondents believe that Illinois should focus on maintaining the current highway system, while 36% believe Illinois should focus on expanding the highway system. Lastly, 56% of respondents believe Illinois should expand its pedestrian and bike paths.

As was the case in **Section I**, when asked to prioritize projects, respondents prioritize the highway system, though support has increased for the expansion of bicycle and pedestrian trails. Collectively, this possibility suggests that Illinois residents would like to see an expansion in other areas of public transportation, but not at the expense of deprioritizing the Illinois highway system.

Finally, when asked to compare their use of public transportation prior to COVID to now, the majority (59%) of respondents indicated that their use of public transportation is about the same as it was prior to COVID.

New to the 2024 survey is a set of questions about electric vehicles. Most respondents (93%) indicated that they do not drive an electric vehicle or plug-in hybrid, and just over a third (37%) indicated that they were seriously considering purchasing one. Respondents from Chicago (48%) and those with a four-year degree or more (49%) were more likely to consider purchasing an electric vehicle or plug-in hybrid, while downstate respondents (24%) and those 60 years or over (25%) were least likely.

### **Section III. Commuting**

The most common mode of transportation for those who report commuting is "car/personal vehicle" (72%), similar to the 2023 rate (74%). There was a 7-percentage point increase in respondents who use a regional train service to commute (24%).

In terms of distance traveled, respondents from Chicago (54%) and those 18-34 (47%) indicated that they had the shortest commute in miles – less than 10 miles to work. Furthermore, 19% of downstate respondents indicated that they travel more than 50 miles to work, compared to Chicago (<1%) and the Chicago suburbs (11%).

When asked to compare their commute prior to COVID to now, over two-thirds (69%) of respondents indicated that their commute is about the same as it was prior to COVID.

## **Section IV. Traveler Services**

### **IDOT WEBSITE USE AND ACCESSIBILITY**

A similar rate of respondents reported visiting the IDOT traveler website in 2024 (61%) as in 2023 (57%). The respondents most likely to visit were between the ages of 35 and 59 (67%), have a four-year degree or more (74%), are male (69%), white (71%), and live downstate (73%).

## **Section V. Rating IDOT**

### **OVERALL IDOT RATING**

A total of 57% of respondents rated the job IDOT was doing as “very good” or “good.” This is a decrease from 2023 (66%) but maintains most respondents having a positive evaluation of the agency at the abstract level. Moreover, 54% of respondents indicated they could trust IDOT to do the right thing “just about always” or “most of the time” – a decrease from 2023 (62%).

### **RATING IDOT EMPLOYEES**

In the four areas surveyed, respondents’ positive ratings of IDOT employees remain high, as in previous years (with overwhelming majorities having positive evaluations in each category). The most positively rated item was “overall conduct of employees on the job” (85%) with “courtesy and respect shown to motorists” (83%) a close second. This indicates a high level of satisfaction among Illinois travelers with IDOT employee performance directly compared to evaluations of the agency at the abstract level.

## Methodology

In 2015, the Center for State Policy and Leadership, through its then Survey Research Office, became a charter member of the American Association for Public Opinion Research's Transparency Initiative. By joining, the Center 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 our continued investment in this initiative, UIS has committed to providing a detailed methodological report of all its survey projects. For more information on the Transparency Initiative, please visit <https://aapor.org/standards-and-ethics/transparency-initiative/>.

*Project Management and Funding:* The 2024 Illinois Traveler Opinion Survey was conducted by the staff of the Center for State Policy and Leadership at the University of Illinois Springfield, under the guidance of IDOT's Office of Communications. The study was funded entirely by IDOT. The questionnaire was written collaboratively by researchers at UIS and IDOT staff.

*Sample and eligibility:* The results in this survey are based on responses 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 asked to participate. For most years since 2017, to improve on the representativeness of survey respondents, UIS partnered with Marketing Systems Group, who provided the panel. Internet IP address matching was used to remove respondents who may have completed the survey more than one time. Across both data collection approaches, a total of 1,715 responses to the survey were collected. Of the 1,715 respondents, 500 completed the survey through the opt-in online panel and 1,215 through a link shared on IDOT's social media accounts. As with previous iterations of the survey, attention checks were utilized and those respondents who failed the attention checks were removed during data collection.

*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](http://www.IDOT.illinois.gov)) and via their social media pages. Additionally, press releases and traditional media were used to spread awareness of the survey. Respondents were eligible to take the survey from April 3-30, 2024, through IDOT's recruitment avenues. Respondents were deemed eligible to participate if they acknowledged that they were both a current Illinois resident and at least 18 years of age. As with previous iterations of the survey, respondents could take the survey in English. The online panel participants were recruited by Marketing Systems Group from April 15-19, 2024. Collectively, data collection ran from April 3-30, 2024, and all respondents completed the survey through the Qualtrics Research Suite. This recruitment period differs from most of the previous years, when the

survey was fielded in the winter. Beginning in 2023, the survey shifted from winter to spring. It's possible the seasonal difference of fielding the survey in the spring compared to the winter may impact survey responses, and this difference should be kept in mind when making any comparisons to previous years beyond 2023.

*Weighting:* The data for the 2024 Illinois Traveler Opinion Survey are weighted using Illinois population parameters provided by the U.S. Census Bureau and the Illinois Secretary of State's Office. The parameters used for weighting in the survey include sex, age, race, region, and education. Minimum and maximum weights were used, such that one weighted case cannot count for less than .54 cases or more than 2.23 cases. All figures in the report are based on weighted responses.

## Demographics

**Table 1** displays population parameters based on U.S. Census Bureau and IDOT figures, the unweighted survey results and the weighted responses.

<b>Table 1. Demographics (percent)<sup>3</sup></b>			
	Unweighted Responses	Illinois Population <sup>4</sup>	Final Weighted Results
Age			
18-24 years old	14	12	12
25-34 years old	30	18	18
35-44 years old	21	17	17
45-59 years old	19	26	26
60 years and over	16	28	28
Education			
HS diploma or less	13	35	35
Some college, but no degree yet	19	21	21
Two-year college degree or technical certificate	11	8	8
Four-year college degree or more	56	36	36
Gender			
Male	56	49	49
Female	44	51	51
Race/Ethnicity <sup>5</sup>			
White, Non-Hispanic	69	61	61
Black or African American	11	14	14
Asian/Pacific Islander	5	6	6
Hispanic	14	18	18
Other	4	3	3

<sup>3</sup> Totals may not add up to 100 due to rounding.

<sup>4</sup> Gender, age, education and race/ethnicity categories are derived from the U.S. Census Bureau 2020 Census and the American Community Survey 2023.

<sup>5</sup> Race/ethnicity is recoded into five category variables to aid in weighting.



	Region <sup>6</sup>		
District 1 - Schaumburg	67	65	65
District 2 - Dixon	7	6	6
District 3 - Ottawa	6	5	5
District 4 - Peoria	3	4	4
District 5 - Paris	3	4	4
District 6 - Springfield	5	4	4
District 7 - Effingham	3	3	3
District 8 - Collinsville	3	6	6
District 9 - Carbondale	2	3	3

**Section I. Roads and Highways**

The 2024 Illinois Traveler Opinion Survey begins by asking respondents to rate nine aspects of Illinois roads on a four-point scale from “very good” to “very poor.” These aspects include: cleanliness of the roadsides, removal of debris, landscaping, snow removal, traffic signs, message boards, highway paint, traffic signals, and roadside lighting. As you can see in **Figure 1**, **Figure 2** and **Table 2**, respondents in 2024 rated most of the nine aspects of Illinois roadways with similar rates compared to 2023. The largest decrease (-6) was for timely removal of debris and dead animals from pavement. Roadside lighting and reflectors for visibility after dark and in bad weather and cleanliness of roadsides both saw a 4-percentage point drop in approval. However, these drops are within the credibility intervals of both surveys.

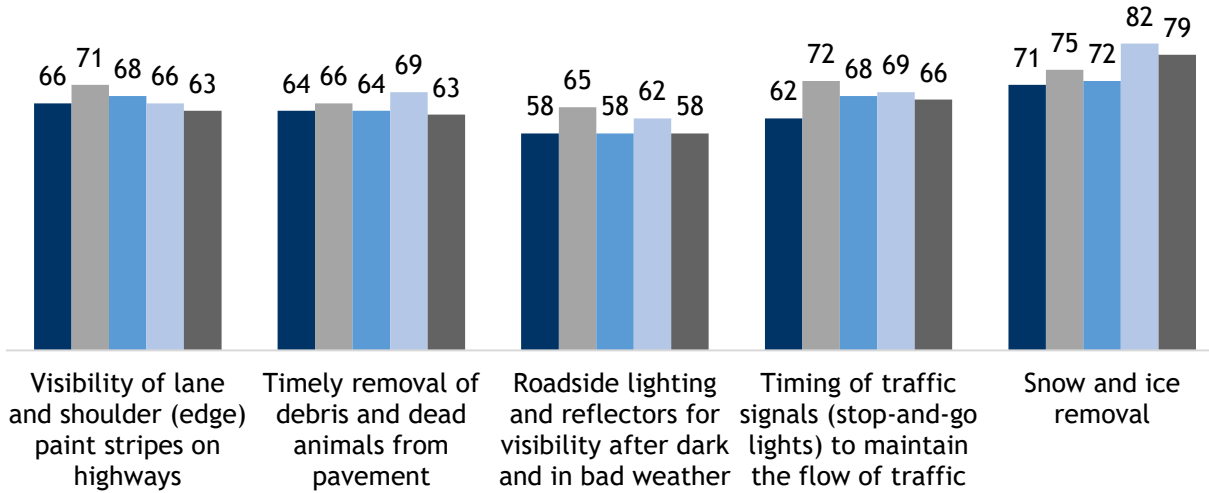
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<sup>6</sup> Data provided by the Illinois Secretary of State’s Office.

**Fig. 1. Road and highway responses in 2024 compared to previous years**

(% rating each item "very good" or "good")

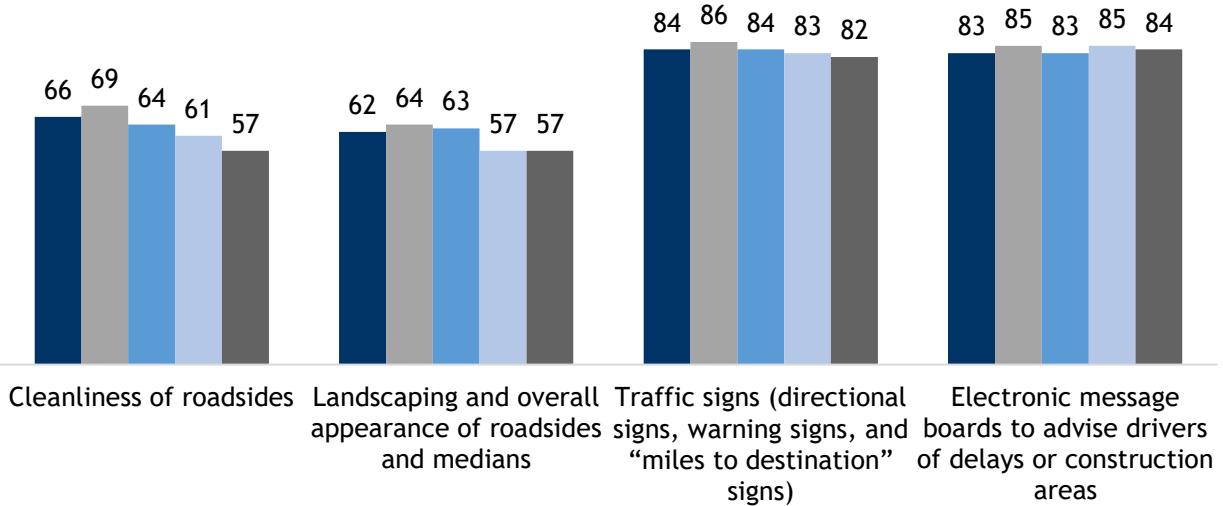
■ 2019 ■ 2020 ■ 2021 ■ 2023 ■ 2024



**Fig. 2. Road and highway responses in 2024 compared to previous years**

(% rating each item "very good" or "good")

■ 2019 ■ 2020 ■ 2021 ■ 2023 ■ 2024



	2024 Results	2023 Results	2021 Results	2020 Results	2019 Results	2023-2024 Difference
Traffic signs (directional signs, warning signs and “miles to destination” signs)	82	83	84	86	84	-1
Electronic message boards to advise drivers of delays or construction areas	84	85	83	85	83	-1
Visibility of lane and shoulder (edge) paint stripes on highways	63	66	68	71	66	-3
Cleanliness of roadsides	57	61	64	69	66	-4
Landscaping and overall appearance of roadsides and medians	57	57	63	64	62	0
Roadside lighting and reflectors for visibility after dark and in bad weather	58	62	58	65	58	-4
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	66	69	68	72	62	-3
Snow and ice removal	79	82	72	75	71	-3
Timely removal of debris and dead animals from pavement	63	69	64	66	64	-6

In addition to topline analysis by year, examination of ratings by demographics shows some variations in the 2024 data across key groups. Of course, any comparisons across groups should keep in mind the credibility interval and take caution when making comparisons. For example, in the past, women typically rated all nine of these aspects of Illinois roadways more positively than men, but in this year’s survey women only rated four of the aspects higher than men: The timing of traffic signals (+9), electronic message boards (+6), visibility of lane and shoulder paint stripes (+4), and roadside lighting and reflectors (+1), the latter of which saw a 7-percentage point increase in favorability by men.

Analysis by age group again shows that ratings differ quite a bit for nearly all nine aspects of Illinois roadways. Specifically, residents 18-34 were, on average, the most positive in these aspects, rating seven of the nine higher than the other age groups. These include more positive ratings of visibility of lanes (67%), cleanliness of roadsides (61%), roadside lighting (63%), removal of debris (67%), landscaping and overall appearance (59%), and timing of traffic signals (69%). Residents aged 60 or over were more positive of snow and ice removal (83%) and electronic message boards (87%).

Analysis by race shows respondents who identified as non-white were more positive of six of the nine aspects of Illinois roadways in the survey. These include visibility of

lanes (+12), cleanliness of roadsides (+13), landscaping (+17), roadside lighting (+12), timing of traffic signals (+13), and timely removal of debris/dead animals (+9). White respondents were more positive of snow removal (+7).

There were differences in ratings between those with less than a four-year degree and those with a four-year degree or more. Respondents who said they had less than a four-year degree were more positive of five of the nine aspects of Illinois roadways including cleanliness of roadsides (+5), landscaping and overall appearance (+6), and timing of traffic signals (+7), while those with a four-year degree or more were more positive of snow and ice removal (+6).

Finally, region also affects the ratings respondents give for Illinois roadways. Respondents from the Chicago suburbs, who had been more positive of the nine aspects in past surveys, saw a drop of favorable responses in four aspects including landscaping (-10), roadside lighting and reflectors (-10), the timing of traffic signals (-7), and timely removal of debris/dead animals (-14). Chicago residents were more positive in all nine aspects, and even when comparing their rates to the next highest, there were noted differences, particularly in visibility of lanes (+9), landscaping (+12), roadside lighting and reflectors (+10), timing of traffic signals (+13), snow removal (+6), and timely removal of debris/dead animals (+13), as compared with respondents from the Chicago suburbs and downstate. See **Table 3** for further information.

When asked to rate overall conditions of interstate highways and state routes in Illinois, 62% agreed that the conditions are very good or good. Respondents from Chicago (81%), those 18 to 34 years (74%), male (65%), and non-white (74%) report that roadway conditions are very good or good as when analyzed along their respective comparison groups.

Furthermore, respondents were also asked to rate overall conditions of bike and pedestrian accommodations in Illinois. Over half (57%) of respondents believe that bike and pedestrian accommodations are very good or good. In terms of demographics, respondents from downstate (67%), women (61%), without a four-year degree (67%), 60 years or over (73%), and non-white (64%) believe that pedestrian and bike accommodations are very good or good as compared to their related groups. This is unchanged from 2023.

**Table 3. Percent providing a favorable response: Maintaining highways and traffic flow questions (percent)**

	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
All Respondents	82	84	63	57	57	58	66	79	63
Age									
18-34 years old	83	83	67	61	59	63	69	79	67
35-59 years old	81	82	65	54	54	55	64	77	61
60 years old and over	82	87	57	58	58	59	67	83	61
Education									
Less than a four-year degree	82	84	63	59	59	59	69	77	62
Four-year degree or more	82	83	64	54	53	58	62	83	63
Gender									
Male	82	81	62	65	58	58	61	81	63
Female	81	87	66	52	56	59	72	78	62
Race									
White	82	84	59	52	50	54	61	81	59
Non-white	81	83	71	65	67	66	74	77	68
Region									
Chicago	83	88	73	63	65	69	71	82	72
Chicago suburbs	83	82	64	58	52	59	63	76	56
Elsewhere	80	84	54	52	53	48	66	79	59

**ACCESS TO IDOT INFORMATION**

For the 2023 Illinois Traveler Survey, four questions were added about access to information on different media. Respondents were asked if they were looking for information, where would they likely search for that information on IDOT projects, road conditions, road closures, and IDOT employment.

**Table 4** shows the 2024 responses to these questions. As was the case in 2023, when it comes to IDOT projects the majority of respondents look for information on the IDOT website (58%) followed by media websites (30%), a 5-percentage point increase.

When it comes to road conditions, just under half (47%) of respondents chose the local news on TV – a 23-percentage point increase from 2023 – followed by the IDOT website (38%) and media websites (35%). For those seeking road closure information, the local news on TV (46%) was the top choice, followed by the IDOT website (41%) and media websites (36%).

Lastly, just under two-thirds (62%) of respondents report they would use the IDOT website to search for information on IDOT employment opportunities. That’s an overwhelming difference when compared to the second choice, the state of Illinois website (35%), or the third choice, IDOT social media sites (18%).

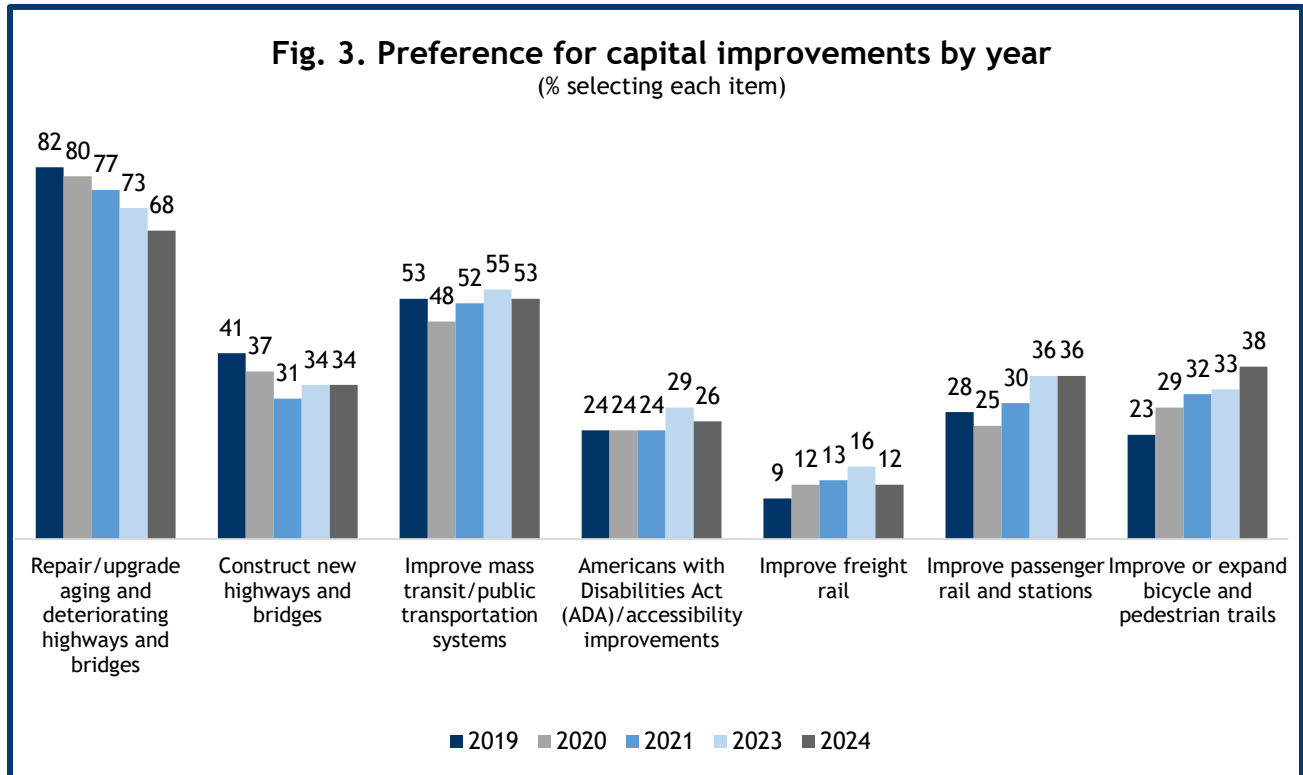
These results show that the IDOT website is the top choice for half of the searches, especially for those looking into IDOT projects and job opportunities.

<b>Table 4. Information access</b>						
	Local News on TV	Local Newspaper or Radio	Media Websites	IDOT Website	IDOT Social Media Sites	State of Illinois Websites
IDOT Projects	29	18	30	58	26	27
Road Conditions	47	25	35	38	21	19
Road Closures	46	28	36	41	23	17
IDOT Employment Opportunities	16	8	16	62	18	35

**Section II. Passenger Rail and Public Transportation**

**SUPPORT FOR CAPITAL IMPROVEMENT PROJECTS**

To assess the public’s support for a wide range of capital improvement projects, respondents were asked to select their top three preferences from a list of seven potential projects that they believe are the most important. As with previous years, “repair/upgrade deteriorating highways and bridges” was the most frequently selected (68%). And though this was the most commonly selected project, 2024’s percent follows a decreasing trend in prioritization since 2019. The next two most preferred projects for 2024 were “improve mass transit” (53%) and “improve or expand bicycle and pedestrian trails” (38%). **Figure 3** shows how support for each project type has shifted over past iterations of the survey. Interestingly, there has been little movement from 2023 to 2024. The largest loss of support was for “repair/upgrade deteriorating highways and bridges” (-5). The largest jump in support from last year was for “improve or expand bicycle and pedestrian trails” (+5). In fact, this was the only project to show an increase in support.



The "passenger rail" questions in the survey aim to further understand passenger rail use in Illinois via Amtrak. The questions ask about respondents' opinion regarding Amtrak services and frequency of use.

**SATISFACTION, SUPPORT AND USE OF AMTRAK PASSENGER RAIL SERVICES**

The majority (83%) of respondents indicate that Amtrak is an important part of the transportation system in Illinois. Of that 83%, 61% of respondents report that the level of service and the number of routes should be increased, while 22% believe Amtrak is important but the number of routes currently offered is meeting their needs as travelers.

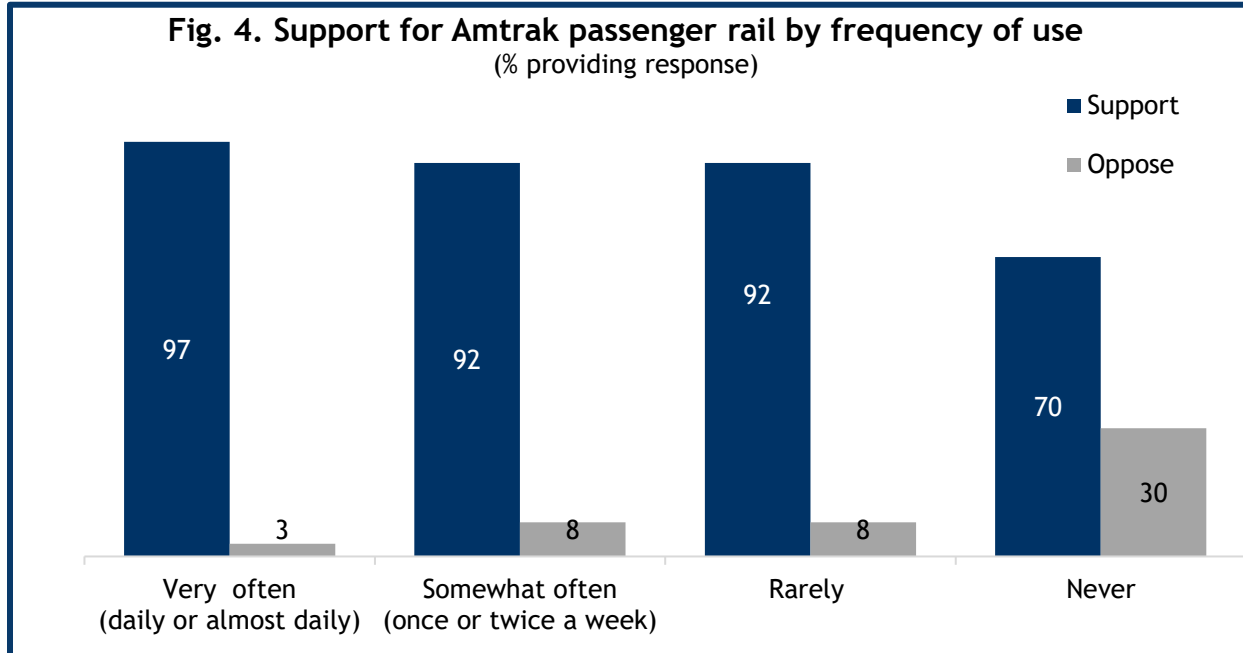
Broken down by groups, respondents ages 18 to 34 (68%), with a four-year degree or more (71%), and from Chicago (73%) believe that Amtrak is important, *and it should be expanded in Illinois*. The percentage of 60 or over respondents indicating Amtrak is an important part of the transportation system in Illinois and *it should be expanded in Illinois* increased (+8) for 2024, though the percentage decreased (-11) for respondents 60 or over indicating Amtrak is an important part of the transportation system in Illinois and *current levels of access is meeting the needs of travelers*. For this same question, the percentage of Chicago suburbs residents (-10) and downstate residents (-12) decreased for 2024. More information can be found in **Table 5**.

<b>Table 5. Percent regarding access to passenger rail in Illinois</b>				
	<b>Passenger rail is an important part of the transportation system in Illinois and current levels of access should be expanded</b>	<b>Passenger rail is an important part of the transportation system in Illinois and current levels of access is meeting the needs of travelers</b>	<b>Passenger rail is not an important part of the transportation system in Illinois; however, with an increase in the current level of access to public transportation, it could become an important part of the transportation system</b>	<b>Passenger rail is not an important part of the transportation system in Illinois, nor will it ever be</b>
All respondents	61	22	8	9
Age				
18-34	68	21	5	6
35-59	57	25	8	9
60 and over	59	18	10	13
Education				
Less than a four-year degree	55	27	7	11
Four-year degree or more	71	13	9	7
Gender				
Male	62	25	9	12
Female	59	33	7	6
Race				
White	62	26	9	11
Non-white	59	34	6	6
Residence				
Chicago	73	21	4	3
Chicago suburbs	59	25	8	8
Elsewhere	52	20	17	17

Understanding frequency of use was another aim of this section. Usage is not quite universal, as 42% indicated they have never used Amtrak and 49% reported using it once a month or less. Understanding usage is important when examining support, as those who use Amtrak daily were much more supportive (97%) of it than those who



have never used Amtrak (70%). Support is defined as whether the respondent believes that Amtrak is an important part of the transportation system, regardless of whether they find current levels of service adequate or in need of expansion. See **Figure 4** below.

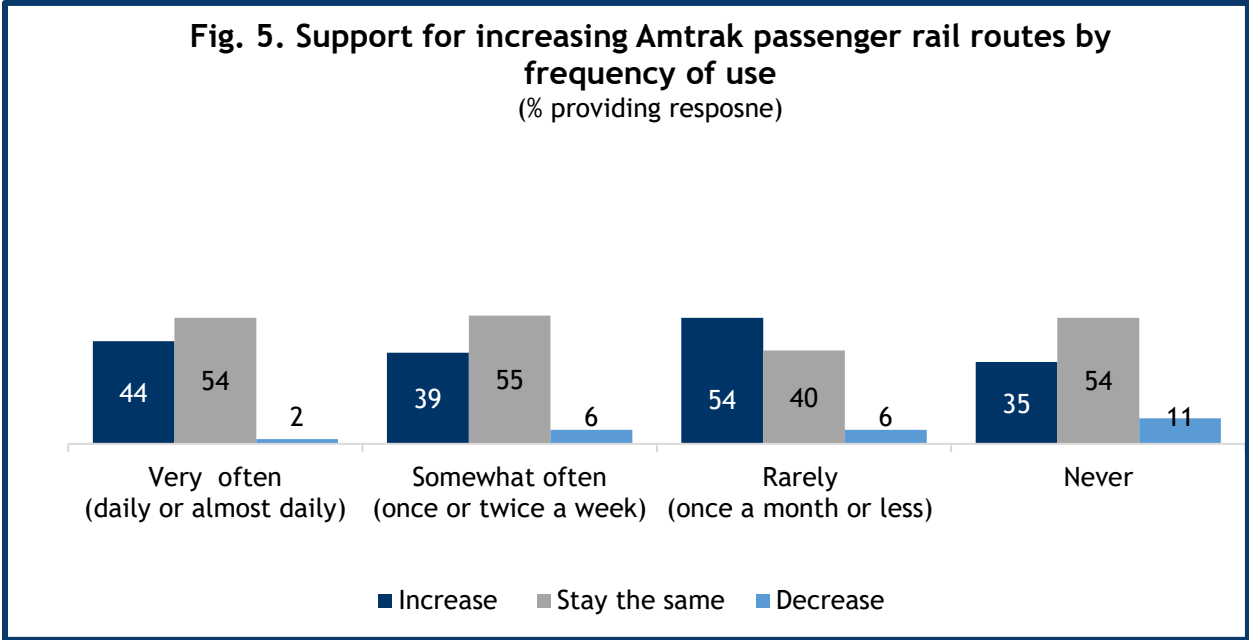


Broken down by groups, **Table 6** shows that those who never use Amtrak do not support Amtrak as much as those who utilize Amtrak very or somewhat often. It is interesting to note that respondents who reside in Chicago are more equal in their support of Amtrak, with the percentage of those who use Amtrak very often (92%) just slightly higher than those who never use it (89%). Across all ages, education, gender, race, and region groups, respondents believe that Amtrak is an important part of the transportation system in Illinois.

<b>Table 6. Support for Amtrak passenger rail by frequency of use</b>				
	Very often (daily or almost daily)	Somewhat often (once or twice a week)	Rarely	Never
All Respondents	97	92	92	70
Age				
18-34 years old	100	91	95	77
35-59 years old	89	92	90	72
60 years and over	No data	100	91	77
Education				
Less than a four-year degree	95	91	92	72
Four-year degree or more	100	95	92	65
Gender				
Male	94	89	93	58
Female	100	93	92	80
Race				
White	100	94	91	65
Non-white	96	90	94	80
Region				
Chicago	92	95	95	89
Chicago suburbs	100	91	91	76
Elsewhere	100	88	88	55

For the 2024 version of this survey, a new question was added to assess the effects of COVID on various forms of respondents’ travel, including Amtrak. Respondents were asked to compare their use of Amtrak, prior to COVID to now, and choose the statement that best applies to them: “My use of Amtrak is about the same as it was prior to COVID”; “My use of Amtrak is more than it was prior to COVID”; or “My use of Amtrak is less than it was prior to COVID.” The majority (64%) responded that their use of Amtrak is about the same as it was prior to COVID, while 23% stated they now used Amtrak less post-COVID and 13% responded that they used it more.

Broken down by groups, **Figure 5** shows that for the majority of respondents, COVID has not affected their use of Amtrak. In fact, of those who state they use Amtrak very often, half (50%) say they have increased their use of Amtrak, while 47% state their use is about the same.



**PUBLIC TRANSPORTATION, AIR TRAVEL, HIGHWAY SYSTEM, AND BIKE AND PEDESTRIAN SERVICES**

A set of questions was added in the 2023 survey and is again included this year that asked whether public transportation, air travel, highways, and bike and pedestrian accommodations are an important part of the transportation system and whether their current state is sufficient or should be expanded. Similar to the passenger rail questions, the “mass transit” questions in the survey aim to further understand respondents’ opinion regarding public transportation, air travel, highways, and bike and pedestrian services.

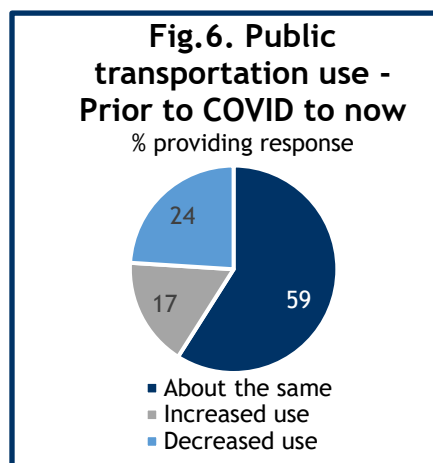
A total of 87% of those surveyed indicate that public transportation is an important part of the Illinois transportation system. Two-thirds (66%) of respondents specifically indicate that the public transportation system in Illinois is an important part of the transportation system *and the level of service and the number of routes should be expanded*. Further, 21% of respondents believe it is important, *but current levels meet needs*.

**Table 7** shows the 2024 responses to these questions. As was the case in 2023, when it comes to public transportation, the majority of respondents (87%) indicate public transportation is an important part of the transportation system in Illinois, with two-thirds (66%) seeing it as important and wanting an expansion of public transportation. Another 5% do not see it as important currently, but want it expanded. Across both responses, 71% of respondents would like to see public transportation expanded in Illinois.

Broken down by groups, respondents ages 18 to 34 (72%), with a four-year degree or more (76%), and from Chicago (79%) believe that public transportation is important, *and it should be expanded in Illinois.*

<b>Table 7. Percent regarding access to public transportation in Illinois</b>				
	Public transportation is an important part of the transportation system in Illinois and current levels of access should be expanded	Public transportation is an important part of the transportation system in Illinois and current levels of access is meeting the needs of travelers	Public transportation is not an important part of the transportation system in Illinois; however, with an increase in the current level of access to public transportation, it could become an important part of the transportation system	Public transportation is not an important part of the transportation system in Illinois, nor will it ever be
All respondents	66	21	5	8
Age				
18-34	72	20	4	4
35-59	64	25	5	7
60 and over	62	21	5	8
Education				
Less than a four-year degree	60	25	6	9
Four-year degree or more	76	14	5	5
Gender				
Male	64	21	6	9
Female	67	22	5	5
Race				
White	67	18	7	9
Non-white	64	27	4	6
Residence				
Chicago	79	16	3	3
Chicago suburbs	66	23	5	6
Elsewhere	53	25	9	13

New for 2024, a question was added comparing respondent's use of public transportation prior to COVID to now. As seen in **Figure 6**, a little over half (59%) indicated their use of public transportation is about the same as it was prior to COVID, while 17% report their use of public transportation is more than it was prior to COVID. Almost a quarter (24%) shared their use of public transportation is less than it was prior to COVID.



While 87% of Illinois travelers report air transportation is important, there is debate over whether current air transportation options meet the needs of Illinois or if options need to be expanded. Just under half (47%) of travelers surveyed report that air travel is an important part of the transportation system in Illinois *and that current air travel options are meeting the needs of Illinois travelers*. A total of 41% of respondents believe that air travel is an important part of the transportation system in Illinois *and that airport facilities should be expanded*. In this case, only 4% of respondents travel by air very often (more than 16 times per year), while 21% report they travel by air somewhat often (5 to 15 times a year), and 56% report that they travel by air rarely (1 to 4 times per year).

When broken down by groups, respondents 35-59 (45%), 60 years or over (45%), with a four-year degree or more (45%), women (44%), non-white (44%), and from downstate Illinois (47%) believe that the passenger aviation service is an important part of the transportation system in Illinois *and airport facilities should be expanded*, when compared to respondents in their comparison groups. More information can be found in **Table 8**.

Furthermore, when considering support for air travel by frequency of use, respondents who travel somewhat often (94%), very often (90%), and rarely (89%) were more positive about air travel than those who never travel (75%). Respondents who travel very often or somewhat often were more supportive of air travel consistently across all demographic groups, but particularly with those 35-59 (both 97%), with a four-year degree or more (both 96%), and those who live downstate (95% and 94% respectively). In this case, support includes two options: respondents believe that air travel is an important part of the transportation system in Illinois *and the facilities are meeting the needs of travelers* or respondents feel air travel is an important part of the transportation system in Illinois *and should be expanded*. More information can be found in **Table 9**.

**Table 8. Percent regarding access to air travel in Illinois**

	Passenger aviation service is an important part of the transportation system in Illinois and airport facilities should be expanded	Passenger aviation service is an important part of the transportation system in Illinois and airport facilities are meeting the needs of travelers	Passenger aviation service is not an important part of the transportation system in Illinois; however, by upgrading airport facilities, it could become an important part of the transportation system in Illinois	Passenger aviation system is not an important part of the transportation system in Illinois, nor will it ever be
All respondents	41	47	5	8
Age				
18-34	30	54	6	11
35-59	45	44	3	7
60 and over	45	43	6	6
Education				
Less than a four-year degree	45	42	6	8
Four-year degree or more	33	55	4	8
Gender				
Male	37	49	5	9
Female	44	44	6	6
Race				
White	38	49	4	9
Non-white	44	43	7	6
Residence				
Chicago	33	56	5	7
Chicago suburbs	42	47	5	6
Elsewhere	47	38	6	9

<b>Table 9. Support for air travel by frequency of use</b>				
	Very often (daily or almost daily)	Somewhat often (once or twice a week)	Rarely	Never
All Respondents	90	94	89	75
Age				
18-34 years old	88	91	85	59
35-59 years old	97	97	89	83
60 years and over	80	97	91	75
Education				
Less than four-year degree	83	95	91	76
Four-year degree or higher	95	94	85	69
Gender				
Male	89	96	89	64
Female	89	92	89	85
Race				
White	93	95	89	72
Non-white	85	93	89	79
Region				
Chicago	88	91	87	86
Chicago suburbs	90	98	90	75
Elsewhere	95	96	89	69

When looking at opinions regarding Illinois highways, over three-quarters (78%) of respondents report that highways in Illinois are an important part of the transportation system. A total of 42% of respondents indicate that highways are an important part of the transportation system in Illinois *and focus should be on maintaining the current highway system*. Additionally, a little over a third (36%) believe that it is important, *and Illinois should continue to expand the highway system*. Broken down by groups, all but non-white and those from the suburbs indicate *Illinois should continue to expand the highway system over maintaining the current highway system*. The other notable aspect is those with a four-year degree or

more who indicated that *the highway system is not an important part of the transportation system in Illinois and highway funding should be cut* more than doubled from 2023, going from 11% to 23%. More information can be found in **Table 10**.

<b>Table 10. Percent regarding highways in Illinois</b>				
	<b>Good quality highways are an important part of the transportation system in Illinois, and Illinois should continue to expand the highway system</b>	<b>Good quality highways are an important part of the transportation system in Illinois, and Illinois should focus on maintaining the current highway system</b>	<b>The highway system in Illinois meets an acceptable condition and additional expansion is not necessary</b>	<b>The highway system is not an important part of the transportation system in Illinois and highway funding should be cut</b>
All respondents	36	42	10	12
Age				
18-34	29	30	17	25
35-59	41	42	8	10
60 and over	37	56	5	2
Education				
Less than a four-year degree	41	46	7	6
Four-year degree or more	27	35	16	23
Gender				
Male	33	38	12	16
Female	39	46	8	7
Race				
White	33	48	10	7
Non-white	47	39	7	7
Residence				
Chicago	29	30	16	25
Chicago suburbs	43	40	10	7
Elsewhere	36	56	3	4



Lastly, just over three quarters of respondents (78%) report bike and pedestrian pathways are an important part of the Illinois transportation system. The majority (56%) of respondents indicate that bike and pedestrian accommodations are important, *and the government should expand bike and pedestrian paths*. Broken down by groups, those 18-34 (68%), with a four-year degree or more (71%), and who live in Chicago (69%) support this more than comparison groups. More information can be found in **Table 11**.

<b>Table 11. Percent regarding bikes and pedestrians in Illinois</b>				
	<b>Good quality bike and pedestrian accommodations are an important part of the transportation system in Illinois, and Illinois should continue to expand the pedestrian and bike paths</b>	<b>Good quality bike and pedestrian accommodations are an important part of the transportation system in Illinois, and Illinois should focus on maintaining the current pedestrian and bike paths</b>	<b>Bike and pedestrian accommodations in Illinois meet acceptable conditions and any additional expansion is not necessary</b>	<b>Bike and pedestrian accommodations are not an important part of the transportation system in Illinois and any funding should be cut</b>
All respondents	56	22	12	10
Age				
18-34	68	19	8	5
35-59	55	22	13	9
60 and over	44	24	16	17
Education				
Less than a four-year degree	48	26	14	12
Four-year degree or more	71	14	9	6
Gender				
Male	58	17	12	13
Female	53	27	13	7
Race				
White	57	18	14	12
Non-white	55	29	10	7
Residence				
Chicago	69	21	7	3
Chicago suburbs	54	24	14	9
Elsewhere	45	21	16	18

New to the 2024 Travelers Survey is a set of questions about electric or plug-in hybrid vehicles. A total of 93% of the respondents reported that they do not drive an electric or plug-in hybrid vehicle, and just over a third (37%) indicated that the next time they purchase or lease a vehicle, they were likely to seriously consider an electric vehicle or plug-in hybrid, while 45% stated they are not likely to shop for an electric vehicle. **Table 12** shows the data broken down by group. When asked if they were “very or somewhat likely” to purchase an electric or plug-in hybrid, respondents 18-34 (47%), with a four-year degree or more (49%), non-white (44%), and residents of Chicago (48%) were most likely to choose that option, while those 60 and over (25%) and residents of downstate Illinois (24%) were least likely to choose that option.

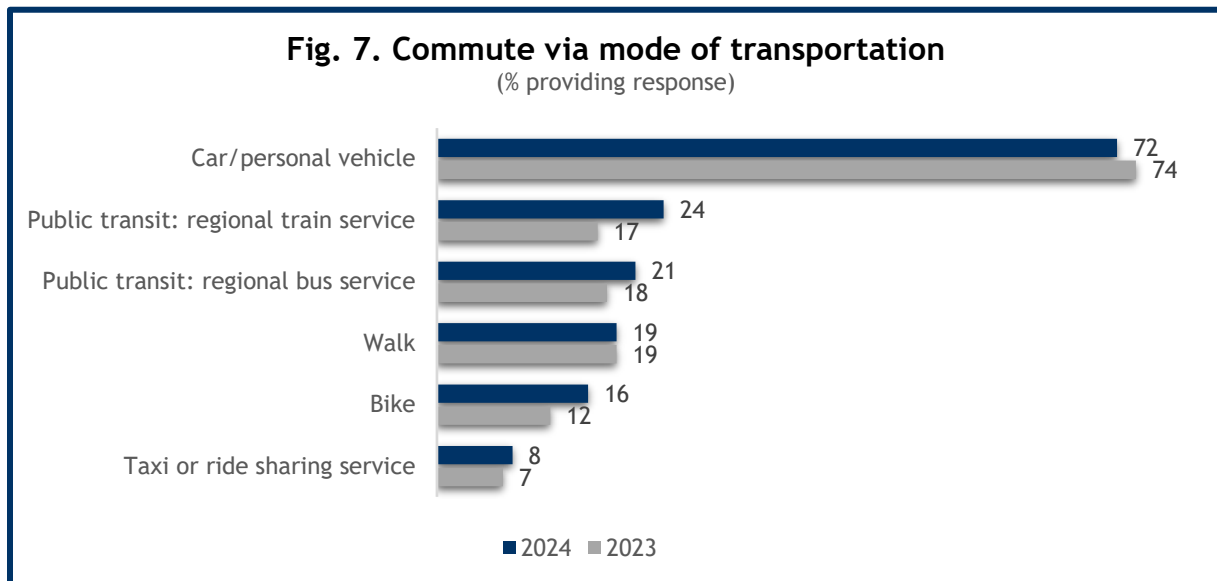
Table 12. Percent regarding the purchase of an electric or plug-in hybrid			
	Very or somewhat likely	Not too likely or not likely at all	I do not expect to purchase or lease a vehicle
All respondents	37	45	18
Age			
18-34	47	29	24
35-59	38	46	15
60 and over	25	62	14
Education			
Less than a four-year degree	30	52	18
Four-year degree or more	49	34	17
Gender			
Male	41	43	15
Female	33	48	19
Race			
White	33	50	17
Non-white	44	37	19
Residence			
Chicago	48	26	26
Chicago suburbs	40	47	13
Elsewhere	24	62	14

When asked about factors that would keep them from purchasing an electric vehicle, respondents indicated their major concerns were lack of dependable charging stations (42%), price (40%), and high maintenance costs (38%).

Finally, also new for 2024, a question was added comparing respondent’s work commute prior to COVID to now. A little over two-thirds (69%) indicated their work commute takes about the same amount of time, while 22% report their work commute now takes more time, and 9% report their post-COVID commute takes less time.

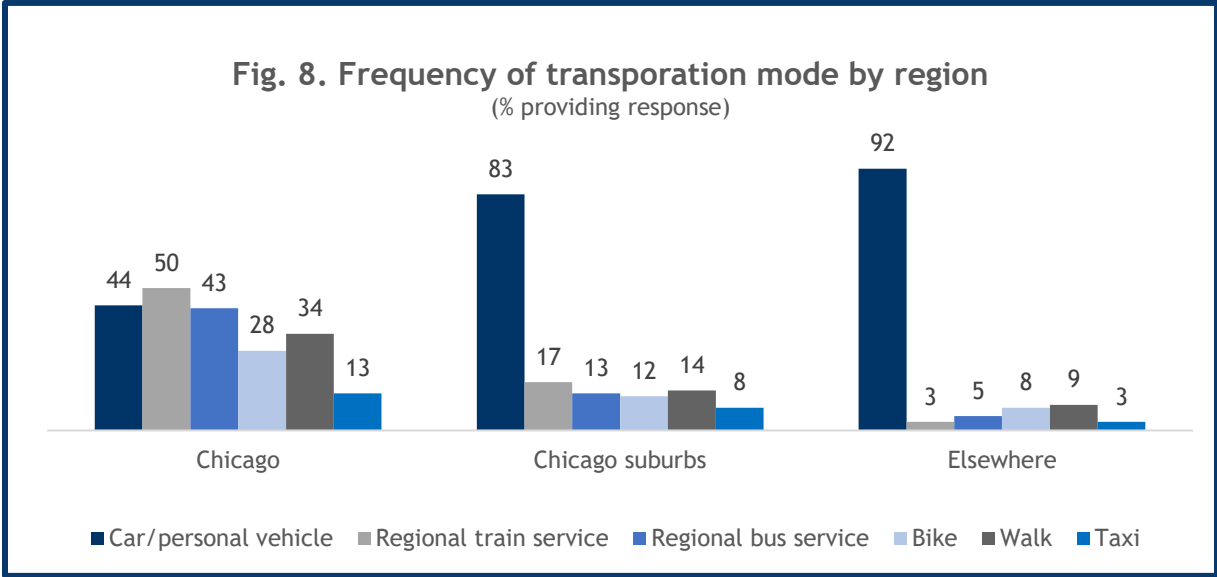
### Section III. Commuting

To assess commuting behaviors of Illinois travelers, this section focuses on understanding how travelers commute and how long they commute. Of those who indicated they commute to work, the most common mode of transportation was “car/personal vehicle” (72%), which represents a similar rate to the results in 2023 (74%). Other comparisons to 2023 include an increase in the use of regional bus service (+3), regional train service (+7), biking (+4), and taxis or ride shares (+1). The rate of those who walk to work did not change. These results suggest commuters use a variety of transportation options to get to work. See **Figure 7** below.



When comparing modes of transportation by demographic groups, those 60 and over (86%), without a four-year degree (79%), female (76%), and living in either the Chicago suburbs (83%), or downstate Illinois (92%) were more likely to commute by car or personal vehicle. Unsurprisingly, those living in Chicago were more likely to use a bus (43%) or train (50%) for their commute. See **Table 13** and **Figure 8** for more information.

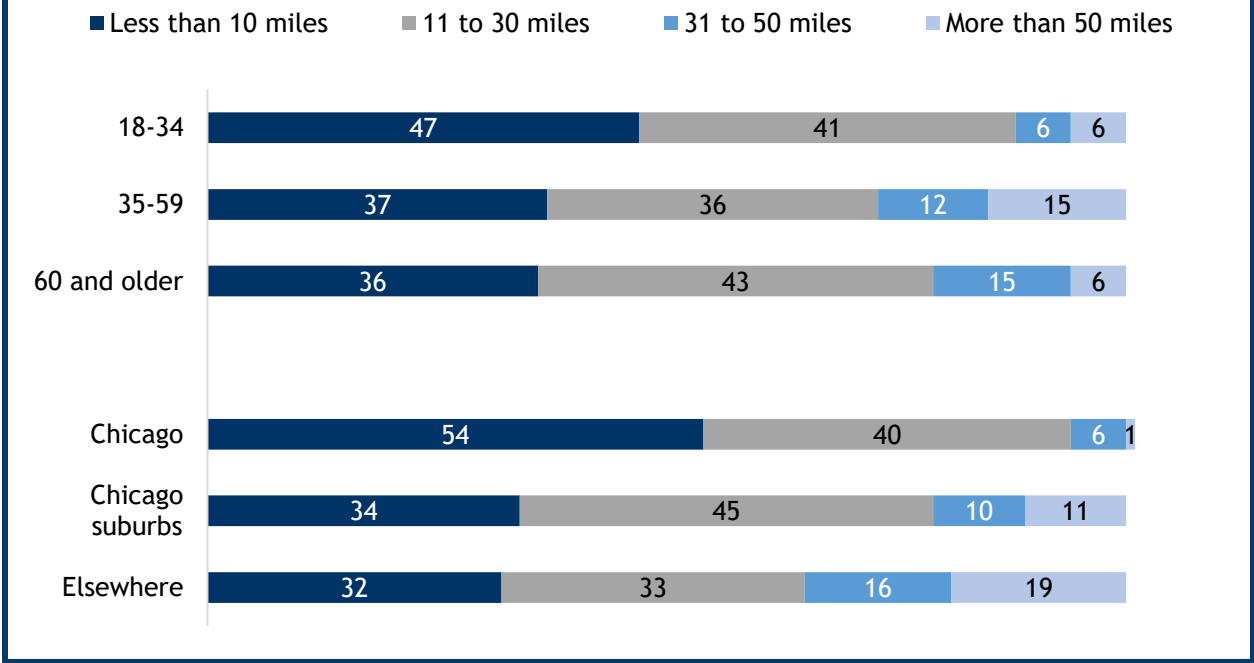
<b>Table 13. Mode of transportation</b>						
	Car/personal vehicle	Public transit: regional bus service	Public transit: regional train service	Bike	Walk	Taxi or ride share service
All Respondents	72	21	24	16	19	8
Age						
18-34 years old	61	31	33	22	28	8
35-59 years old	74	18	23	16	18	10
60 years and over	86	11	12	7	5	4
Education						
Less than a four-year degree	79	18	16	10	17	9
Four-year degree or more	61	25	39	27	23	6
Gender						
Male	69	23	26	21	18	7
Female	76	18	22	11	20	9
Race						
White	73	16	25	19	16	5
Non-white	70	28	24	13	24	13
Region						
Chicago	44	43	50	28	34	13
Chicago suburbs	83	13	17	12	14	8
Elsewhere	92	5	3	8	9	3



To assess how long that commute is, respondents were also asked to estimate just how many miles their commute was roundtrip each day. **Figure 9** and **Table 14** show the results. Nearly seven in 10 respondents (68%) indicated they commuted less than 20 miles roundtrip each day for work. Analysis by age and region shows interesting differences in commute distances. Respondents ages 18-34 (47%), non-white (46%), and living in Chicago (54%) were most likely to report commuting less than 10 miles. Respondents who identified as non-white (5%) and living in Chicago (<1%) were least likely to report commuting more than 50 miles. Additionally, analysis by region shows that downstate respondents were most likely to indicate they traveled more than 50 miles roundtrip on their commute (19%) and were the least likely to report traveling less than 10 miles (32%). Education level or gender had little effect upon distance of commutes.

<b>Table 14. Miles to and from work</b>						
	Less than 10	11 to 20	21 to 30	31 to 40	41 to 50	More than 50
All Respondents	40	28	12	7	4	10
Age						
18-34 years old	47	30	11	4	2	6
35-59 years old	37	26	10	8	4	15
60 years old and over	36	27	15	8	7	6
Education						
Less than a four-year degree	39	28	12	6	4	11
Four-year degree or more	41	28	11	7	5	9
Gender						
Male	39	29	10	7	4	12
Female	41	27	14	6	4	8
Race						
White	36	25	11	8	6	14
Non-white	46	32	12	5	1	5
Region						
Chicago	54	29	11	5	1	<1
Chicago suburbs	34	33	12	6	4	11
Elsewhere	32	22	12	9	7	19

**Fig. 9. Number of miles to/from work by age and region**  
*(% estimating the number of miles it takes to get to and from work)*



#### IV. Traveler Services

In the traveler services section of the survey, the aim is to further understand the ways in which Illinois travelers utilize the IDOT website. To this end, respondents were asked if they have ever visited the website, if they were able to find the information needed, and the type of content they were trying to find.

A total of 61% of all respondents indicated that they had visited the IDOT information website, which is a similar rate to 2023 (60%). **Table 15** highlights the demographic differences in those who visited the website. Notably, respondents more likely to have visited the site were those 35-59 (68%), with a four-year degree or more (68%), male (68%), white (65%), and living downstate (67%).

## IDOT WEBSITE USE AND ACCESSIBILITY

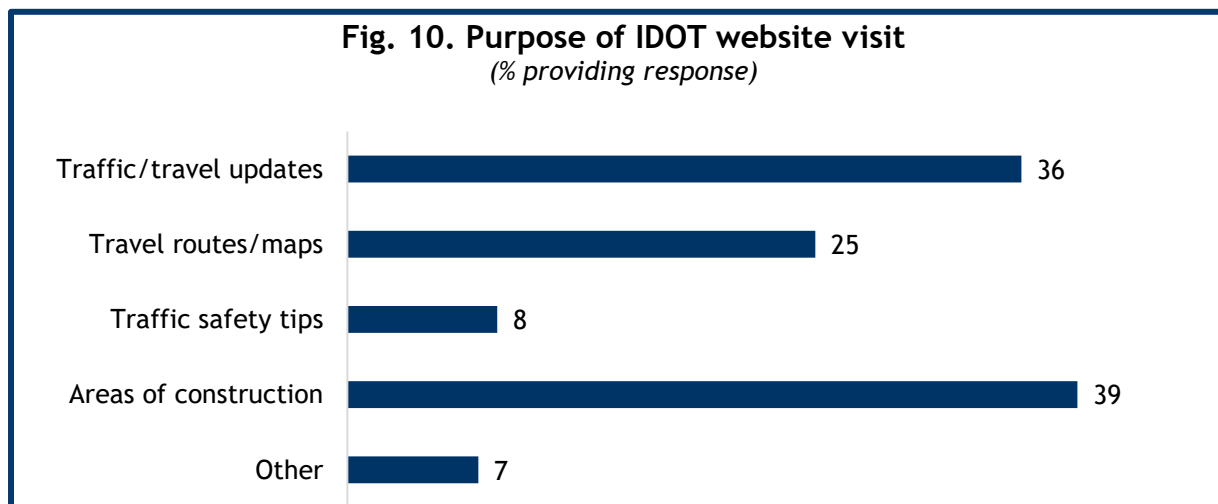
**Table 15. Percent who have visited IDOT’s websites by demographic groups**

All respondents	61
Age	
18-34	57
35-59	67
60 and over	55
Education	
Less than a four-year degree	54
Four-year degree or more	74
Gender	
Male	69
Female	54
Race	
White	71
Non-white	46
Residence	
Chicago	53
Chicago suburbs	57
Elsewhere	73

For those respondents who indicated they had visited the IDOT websites, a follow-up question asked, “which of the following information have you accessed on IDOT’s websites?”. The most common responses can be seen in **Figure 10** and included “areas of construction” (39%), “traffic/travel updates” (36%), and “travel routes/maps” (25%). Open-ended responses for “other” include road conditions, traffic counts, ice/snow conditions, jobs, and projects. A summary of open-ended responses may be found in Appendix B.

If respondents indicated they had visited the IDOT website, they were also asked if they were able to find the information they were looking for. A total of 86% indicated that they were able to locate the information they were seeking on the site. This is just slightly lower than 2023 results, in which 89% of respondents indicated they could locate the information they needed.

Respondents were asked to rate the quality and convenience of the website on a scale of 1 to 10. The results show that 80% have a positive opinion, defined as choosing six or up on the 10-point scale. Overall, the mean score on the scale was 6.97, slightly less than the 2023 mean of 8.11.





**IDOT TRAVELER INFORMATION SITE (WWW.GETTINGAROUNDILLINOIS.COM)**

<b>Table 16. Percent who have visited IDOT’s traveler information website by demographic groups</b>	
All respondents	31
Age	
18-34	23
35-59	34
60 and over	35
Education	
Less than a four-year degree	28
Four-year degree or more	36
Gender	
Male	34
Female	28
Race	
White	35
Non-white	25
Residence	
Chicago	24
Chicago suburbs	29
Elsewhere	39

Respondents were asked that if they had ever visited IDOT’s traveler information website ([www.gettingaroundillinois.com](http://www.gettingaroundillinois.com)), what type of information they were searching for and if they were able to find that information. A total of 31% of all respondents indicated that they had visited the IDOT traveler information website, a 12-percentage point decrease from 2023. **Table 16** highlights the demographic differences. For instance, respondents ages 35 to 59 (34%) and 60 and over (35%) were more likely to have visited the site, as well as those who are white (35%), with a four-year degree or more (36%), and who live downstate (39%).

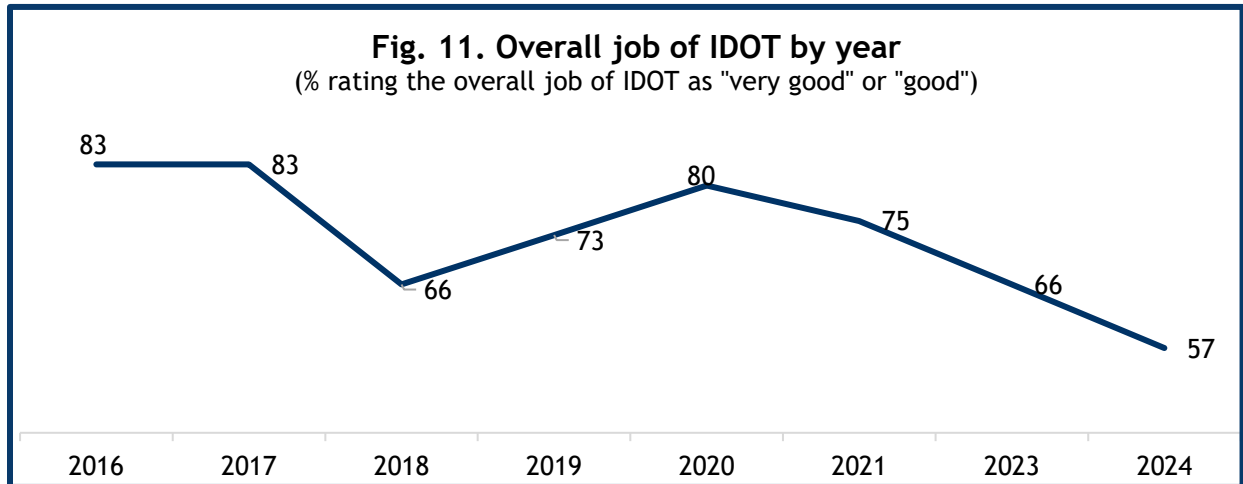
Nine in every ten (90%) respondents indicated they were able to find the information they were seeking on the site. Furthermore, when asked to rate the quality and convenience of the website on a scale from 1 to 10, results show that 84% had a positive opinion, defined as choosing six or up on the 10-point scale. The overall mean rating was 7.4, slightly less than the 2023 mean of 8.27.

**Section V. Rating IDOT**

The final section of this report aims to understand how well Illinois travelers rate IDOT and its employees for service. To gauge this, respondents were asked two questions about the overall job IDOT is doing and four questions about IDOT employees.

**OVERALL IDOT RATING**

Respondents were asked, “how would you rate the overall job the Illinois Department of Transportation is doing?” **Figure 11** shows that 57% of respondents rated the job IDOT was doing as “very good” or “good,” which is down from 2023 (66%). In addition, those older than 60 years (64%), with less than four years of college (63%), female (63%), non-white (69%), and residing in the Chicago suburbs (61%) were more positive of the overall job of IDOT when compared to others in their groups. See **Table 17** for further details.



**Table 17. Rating of IDOT - Overall**

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

	Very Good	Good	Poor	Very Poor
<b>Overall</b>	10	47	31	11
<b>Age</b>				
18-34	10	42	34	14
35-59	10	47	31	12
60 and over	11	54	29	7
<b>Education</b>				
Less than a four-year degree	13	50	28	9
Four-year degree or more	5	43	38	15
<b>Gender</b>				
Male	10	43	32	15
Female	11	52	30	7
<b>Race</b>				
White	5	46	37	13
Non-white	19	50	23	9
<b>Residence</b>				
Chicago	14	40	32	14
Chicago Suburbs	9	52	31	8
Elsewhere	7	50	31	11

Furthermore, respondents were asked, “how often do you think you can trust IDOT to do what is right regarding transportation issues?” Just over half (54%) of respondents indicated they could trust IDOT to do the right thing “just about always” or “most of the time,” down 8-percentage points from 2023. Respondents who identified as 60 years or over (63%), female (59%), without a four-year degree (62%), non-white (65%),

and from downstate or the Chicago suburbs (both 57%) were much more trusting of IDOT when compared to others in their groups. See **Table 18** for further details.

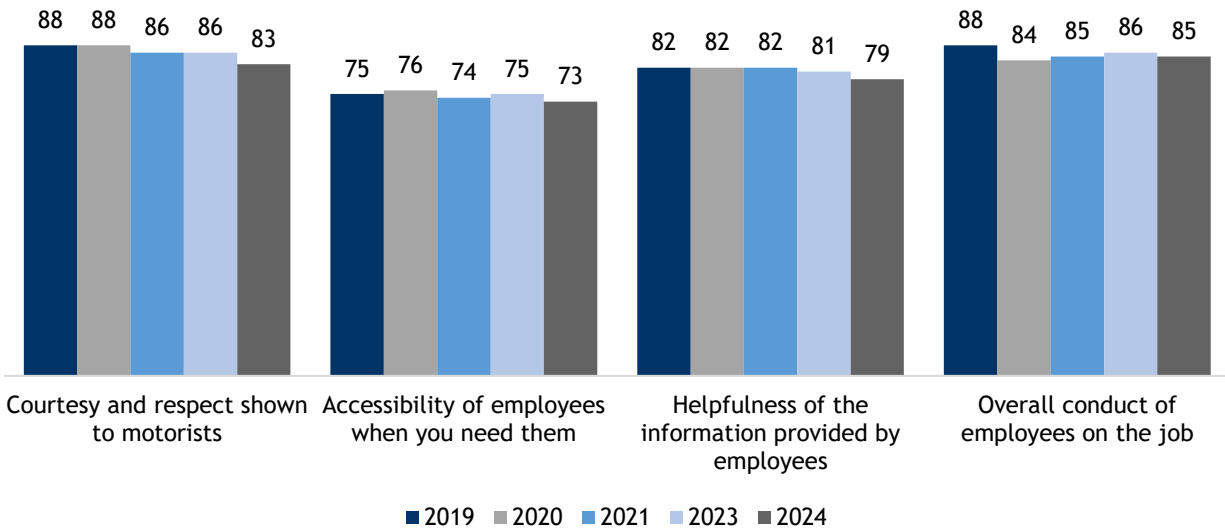
<b>Table 18. Ratings of IDOT - Trust</b>				
<b>How often do you think you can trust IDOT to do what is right regarding transportation issues?</b>				
	Just about always	Most of the time	Only some of the time	Hardly ever
Overall	13	41	31	15
<b>Age</b>				
18-34	12	40	26	22
35-59	9	41	34	16
60 and over	20	43	31	7
<b>Education</b>				
Less than a four-year degree	15	47	27	11
Four-year degree or more	8	31	39	23
<b>Gender</b>				
Male	12	38	31	19
Female	14	45	31	11
<b>Race</b>				
White	10	37	35	19
Non-white	17	48	25	10
<b>Residence</b>				
Chicago	12	35	31	21
Chicago Suburbs	12	45	31	12
Elsewhere	13	44	31	12

## **RATING IDOT EMPLOYEES**

Respondents were asked a series of four questions that move from asking abstract questions about the agency as a whole to asking specific questions about IDOT employee performance specifically. **Figure 12** shows a breakdown of the four items by year. In all, the ratings remained largely the same as in previous years. The most positively rated item was “overall conduct of IDOT employees on the job” (85%), followed by “courtesy and respect shown to motorists” (83%). This indicates a high level of satisfaction among Illinois travelers with IDOT employee performance. These positive evaluations of IDOT employees reflect that when we move from abstract attitudes about IDOT as an agency to the specific behavior of IDOT employees, respondents increase their positive evaluations. **Table 18** has more information.

**Fig. 12. Rating of IDOT Employees**

(% rating employees as "very good" or "good" on the following characteristics)



## Appendix A. Topline Report

Numbers represent percentages (N= 1,715). Totals may not equal 100% due to rounding.

### Roads and Highways

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

#### Cleanliness of roadsides

Very good	8
Good	49
Poor	30
Very poor	12

#### Timely removal of debris and dead animals from pavement

Very good	11
Good	52
Poor	27
Very poor	10

#### Landscaping and overall appearance of roadsides and medians

Very good	10
Good	47
Poor	31
Very poor	13

#### Snow and ice removal

Very good	21
Good	58
Poor	16
Very poor	5

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

Very good	22
Good	60
Poor	14
Very poor	4

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

Very good	23
Good	61
Poor	12
Very poor	4

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

Very good	15
Good	49
Poor	27
Very poor	10

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

Very good	12
Good	55
Poor	25
Very poor	9

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

Very good	12
Good	47
Poor	32
Very Poor	10

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

Repair/upgrade deteriorating highways and bridges	68
Construct new highways and bridges	34
Improve mass transit/public transportation systems	53
Americans with Disabilities Act/improve accessibility	26
Construct or upgrade bike and pedestrian paths	38
Improve freight rail	12
Improve passenger rail and stations	36

## Passenger Rail

How often do you use Amtrak?

Very often (daily or almost daily)	2
Somewhat often (once or twice a week)	8
Rarely (once a month or less)	49
Never	42

Which of the following statements best describes your opinion regarding Amtrak service in Illinois?

I believe passenger rail is an important part of the transportation system in Illinois and the level of service and the number of rail routes should be increased	61
I believe passenger rail is an important part of the transportation system in Illinois and the level of service and the number of rail routes is meeting the needs of travelers	22
I do not believe passenger rail is an important part of the transportation system in Illinois; however, with an increase in the level of service and increasing the number of rail routes, it could become an important part of the transportation system in Illinois	8
I do not believe passenger rail is an important part of the transportation system in Illinois, nor will it ever be	9

Comparing your use of Amtrak prior to COVID to now, please select the statement that best applies to you.

My use of Amtrak is about the same as it was prior to COVID	64
My use of Amtrak is more than it was prior to COVID	13
My use of Amtrak is less than it was prior to COVID	23

## Mass Transit/Public Transportation

Which of the following statements best describes your opinion regarding access to public transportation in Illinois?

I believe that public transportation is an important part of the transportation system in Illinois and that the current levels of access to public transportation should be expanded	66
I believe that public transportation is an important part of the transportation system in Illinois and that the current levels of access to public transportation is meeting the needs of travelers	21
I do not believe that public transportation is an important part of the transportation system in Illinois; however, with an increase in the current level of access to public transportation, it could become an important part of the transportation system in Illinois	5
I do not believe that public transportation is an important part of the transportation system in Illinois, nor will it ever be	8

Comparing your use of public transportation prior to COVID to now, please select the statement that best applies to you.

My use of public transportation is about the same as it was prior to COVID	59
My use of public transportation is more than it was prior to COVID	17
My use of public transportation is less than it was prior to COVID	24

Which of the following statements best describes your opinion regarding air travel in Illinois?

I believe that passenger aviation service is an important part of the transportation system in Illinois and that airport facilities should be expanded to offer more services	41
I believe that passenger aviation is an important part of the transportation system in Illinois and that airport facilities are meeting the needs of travelers	47
I do not believe that passenger aviation service is an important part of the transportation system in Illinois; however, by upgrading airport facilities, it could become an important part of the transportation system in Illinois	5
I do not believe that passenger aviation service is an important part of the transportation system in Illinois, nor will it ever be	8



How often do you use air travel?

Very often (more than 16 times per year)	4
Somewhat often (5 to 15 times per year)	21
Rarely (1 to 4 times per year)	56
Never	19

Which of the following statements best describes your opinion regarding the highway system in Illinois?

I believe that good quality highways are an important part of the transportation system in Illinois and that Illinois should continue to expand the highway system	36
I believe that good quality highways are an important part of the transportation system in Illinois and that Illinois should focus on maintaining the current highway system	42
I believe that the highway system in Illinois meets an acceptable condition and additional expansion is not necessary	10
I do not believe that the highway system is an important part of the transportation system in Illinois, and highway funding should be cut	12

Which of the following statements best describes your opinion regarding the bike and pedestrian accommodations in Illinois?

I believe that good quality bike and pedestrian accommodations are an important part of the transportation system in Illinois and that Illinois should continue to expand the pedestrian and bike paths	56
I believe that good quality bike and pedestrian accommodations are an important part of the transportation system in Illinois and that Illinois should focus on maintaining the current pedestrian and bike paths	22
I believe that bike and pedestrian accommodations in Illinois meet acceptable conditions, and any additional expansion is not necessary	12
I do not believe the bike and pedestrian accommodations are an important part of the transportation system in Illinois and any funding for pedestrian and bike paths should be cut	10

## Commuting

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

Car/personal vehicle	57
Public transit: regional bus service	17
Public transit: regional train service	19
Bike	13
Walk	15
Taxi or ride sharing service	6
I do not commute for work	23

Comparing your work commute prior to COVID to now, please select the statement that best applies to you.

My work commute takes about the same amount of time	69
My work commute takes more time	22
My work commute takes less time	9

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

Less than 10 miles	40
11 to 20 miles	28
21 to 30 miles	12
31 to 40 miles	7
41 to 50 miles	4
More than 50 miles	10

Do you currently have an electric vehicle or plug-in hybrid?

Yes	8
No	93

The next time you purchase or lease a vehicle, how likely are you to seriously consider an electric vehicle or plug-in hybrid?

Very likely	17
Somewhat likely	20
Not too likely	15
Not likely at all	30
I do not expect to purchase or lease a vehicle	18

What factors would keep you from purchasing or leasing an electric vehicle or plug-in hybrid?  
(Check all that apply.)

Concerns about safety	19
High maintenance cost	38
Lack of dependable charging stations	42
Prefer gas powered engine	29
Price	40
Other	13

### Traveler Services

If you were looking for information on IDOT projects, where would you most likely search for that information? (Select all that apply.)

Local news on TV	29
Local newspaper or radio	18
Media websites	30
IDOT website	58
IDOT social media sites	26
State of Illinois websites	27

If you were looking for information on road conditions, where would you most likely search for that information? (Select all that apply.)

Local news on TV	47
Local newspaper or radio	25
Media websites	35
IDOT website	38
IDOT social media sites	21
State of Illinois websites	19

If you were looking for information on road closures, where would you most likely search for that information? (Select all that apply.)

Local news on TV	46
Local newspaper or radio	28
Media websites	36
IDOT website	41
IDOT social media sites	23
State of Illinois websites	17

If you were looking for information on IDOT employment opportunities, where would you most likely search for that information? (Select all that apply.)

Local news on TV	16
Local newspaper or radio	8
Media websites	16
IDOT website	62
IDOT social media sites	18
State of Illinois websites	35

Have you ever visited IDOT's website ([www.IDOT.illinois.gov](http://www.IDOT.illinois.gov))?

Yes	61
No	39

If yes, were you able to find the information you were looking for?

Yes	86
No	14

Which of the following information have you accessed on IDOT's website? (Check all that apply.)

Traffic/travel updates	36
Travel routes/maps	25
Traffic safety tips	8
Areas of construction	39
Other, please specify:	7

Have you ever visited IDOT's traveler information site ([www.gettingaroundillinois.com](http://www.gettingaroundillinois.com))?

Yes	31
No	69

If yes, were you able to find the information you were looking for?

Yes	90
No	10

How would you rate the quality and convenience of IDOT websites?

<a href="http://www.gettingaroundillinois.com">www.gettingaroundillinois.com</a>	84
<a href="http://www.idot.illinois.gov">www.idot.illinois.gov</a>	80

## General IDOT Questions

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

Very good	10
Good	47
Poor	31
Very poor	11

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

Just about always	13
Most of the time	41
Only some of the time	31
Hardly ever	15

How would you rate the overall conditions of interstate highways and state routes in Illinois?

Very good	11
Good	51
Poor	27
Very poor	11

How would you rate the overall conditions of bike and pedestrian accommodations in Illinois?

Very good	10
Good	47
Poor	29
Very poor	14

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

Very good	22
Good	61
Poor	13
Very poor	5

Accessibility of employees when you need them

Very good	15
Good	58
Poor	22
Very poor	6

Helpfulness of the information provided by the employees

Very good	18
Good	61
Poor	17
Very poor	4

Overall conduct of IDOT employees on the job

Very good	20
Good	65
Poor	12
Very poor	4

Demographics

Do you currently have a valid driver's license?

Yes	87
No	13

Do you own or lease a vehicle?

Yes	78
No	23

What is your age?

18-24 years old	12
25-34 years old	18
35-44 years old	17
45-59 years old	26
60 years old and over	28

What is your gender?

Male	48
Female	50
Non-Binary	1
Other	1

Highest level of education you have completed?

High school diploma or less	35
Some college but no degree	21
Two-year college degree (associate degree)	8
Four-year college degree (bachelor's degree) or higher	36

What is your race?

White	65
Black or African American	14
Asian and Pacific Islander	6
Hispanic	18
Native American and Other	3

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

City of Chicago	35
Chicago Suburbs	25
Metro East (St. Louis) area suburbs	3
Other metro area of more than 75,000	6
Other city/village/town of 25,000 to 74,999	7
Other city/village/town under 25,000	14
Rural area outside of city/village/town	10

What is your annual earned income before taxes?

Less than \$20,000	14
\$20,000 - \$34,999	13
\$35,000 - \$49,999	12
\$50,000 - \$74,999	19
\$75,000 - \$99,999	13
\$100,000 or more	30

What is your disability status?

Do not have a disability	84
Have a disability	16

IDOT Districts

District 1 - Schaumburg	66
District 2 - Dixon	6
District 3 - Ottawa	5
District 4 - Peoria	4
District 5 - Paris	4
District 6 - Springfield	4
District 7 - Effingham	3
District 8 - Collinsville	6
District 9 - Carbondale	3

What Illinois county is your residence located in?

	Percent	N
Adams	>1	5
Alexander	>1	2
Bond	1	10
Boone	>1	4
Brown	0	0
Bureau	>1	6
Calhoun	0	0
Carroll	>1	3
Cass	>1	4
Champaign	1.4	24
Christian	>1	4
Clark	0	0
Clay	>1	1
Clinton	>1	5
Coles	>1	5
Cook	49	831
Crawford	>1	3
Cumberland	>1	1
DeKalb	>1	7
De Witt	>1	6
Douglas	>1	1
DuPage	4	65
Edgar	>1	3
Effingham	>1	6
Fayette	1	8
Ford	0	0
Franklin	1	9
Fulton	>1	6
Gallatin	0	0
Greene	>1	3
Grundy	2	33
Hamilton	0	0
Henderson	0	0
Henry	2	32
Iroquois	>1	2
Jackson	>1	3
Jasper	0	0
Jefferson	1	18
Jersey	1	8
Jo Daviess	>1	2
Johnson	>1	1
Kane	2	33
Kankakee	>1	7



Kendall	>1	6
Knox	1	14
La Salle	1	16
Lake	3	46
Lee	1	10
Livingston	>1	7
Logan	>1	4
McDonough	>1	2
McHenry	1	24
McLean	1	20
Macon	1	14
Macoupin	>1	3
Madison	1	21
Marion	>1	1
Marshall	>1	2
Mason	0	0
Massac	>1	2
Menard	>1	2
Mercer	>1	1
Montgomery	>1	2
Morgan	>1	2
Moultrie	0	0
Ogle	>1	6
Peoria	1	22
Perry	>1	1
Piatt	>1	1
Pike	>1	3
Pulaski	>1	2
Putnam	0	0
Randolph	0	0
Richland	>1	3
Rock Island	1	8
Sangamon	3	42
Schuyler	>1	4
Scott	0	0
Shelby	>1	2
St. Clair	3	43
Stark	0	0
Stephenson	1	9
Tazewell	1	14
Vermilion	1	12
Wabash	>1	3
Warren	0	0
Washington	>1	2
Wayne	>1	7

White	0	0
Whiteside	>1	5
Will	7	116
Williamson	>1	5
Winnebago	2	37
Woodford	>1	1

## Appendix B. Open-Ended responses

How would you describe your race or ethnicity? - Other?

Multiracial	7
Norwegian	1
None of your business	1
NA	3
Middle Eastern/North African	2
Jewish	2
Human	2
American	1
Afro Latin	1
Adam's race	1

What factors would keep you from purchasing/leasing an electric vehicle or plug-in hybrid? - Other?

All cars are bad	33
Environment	42
Cost/lack of used options	16
Better alternatives	25
Battery and charging concerns	25
Political	9
Don't want or need car	86
Range and reliability	43
Concerns for power grid	11

Which of the following have you accessed on IDOT's websites? - Other?

Roads, rest areas, weather	20
Annual Average Daily Traffic flow	7
Employment	11
Data	10
IPass	15
Business purposes	10
Projects	22
General IDOT information	42
DMV information	6
Other	1