

2025 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 2025 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 2001¹. 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.

Statistical Relevance

As with previous iterations, the 2025 Illinois Traveler Opinion Survey uses post-stratification adjustments, or “weighting,” to increase the representativeness of the survey. A total of 2,128 respondents participated in the survey in 2025. 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.² 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.

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

² For more information on credible intervals, please see

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6630113/>.

Key Findings

I. Planning

COMMUTING

The 2025 Illinois Traveler Opinion Survey begins by assessing the commuting behaviors of Illinois travelers. The most common mode of transportation for those who report commuting is “car/personal vehicle” (76%), slightly higher than the 2024 rate (72%). There was a 4-percentage point decrease in respondents who use a regional train service to commute (20%) and respondents who commute by bike (12%).

In terms of distance traveled, respondents from age 60 years and older (41%), female (36%) and with less than a four-year degree (36%) were most likely to report commuting less than 10 miles. Furthermore, 14% of those with a four-year degree or more, 11% of white respondents and 11% of downstate respondents indicate that they travel more than 50 miles to work.

SUPPORT FOR CAPITAL IMPROVEMENT PROJECTS

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” (73%), up five percentage points from 2024, followed by “improve mass transit” (57%) and “Construct or upgrade bicycle and pedestrian trails” (32%). The largest decline in support from 2024 was for “improve or expand bicycle and pedestrian trails,” dropping from 38% to 32%.

SATISFACTION, SUPPORT AND USE OF AMTRAK PASSENGER RAIL SERVICES

When asked their opinion of Amtrak, a large majority of respondents (84%) believe that Amtrak is an important part of the transportation system in Illinois. A majority of respondents (55%) support passenger rail and believe current levels of access should be expanded, down 6 percentage points from 2024. Broken down by groups, respondents ages 18 to 34 (61%), with a four-year degree or more (62%), and from Chicago (69%) believe that Amtrak is important, *and it should be expanded in Illinois.*

Just under half (47%) of respondents report they use Amtrak rarely (once a month or less), while 12% of respondents use Amtrak at least once a week. As expected, those who use Amtrak daily were much more supportive (95%) of Amtrak than those who have never used it (70%). However, across every demographic in the comparison group, the majority of respondents in each believe that Amtrak is an important part of the transportation system in Illinois, is meeting the needs of travelers and should be expanded.

TRANSIT SERVICES, AIR TRAVEL, HIGHWAY SYSTEM, AND BIKE AND PEDESTRIAN ACCOMMODATIONS

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

For transit service, 61% of respondents believe that transit service should be expanded in Illinois. In terms of air travel, 47% of respondents believe that passenger aviation service in Illinois is currently meeting the needs of travelers, while 44% report that the passenger aviation service needs to be expanded.

Furthermore, 45% of respondents believe that Illinois should focus on maintaining the current highway system, up 9 percentage points from 2024, while 40% believe Illinois should focus on expanding the highway system, up 4 percentage points from 2024. Lastly, 53% of respondents believe Illinois should expand its pedestrian and bike paths.

As previously discussed, when asked to prioritize capital improvement projects, respondents prioritize the highway system, though when specifically asked about bicycle and pedestrian trails, the majority support expansion. Collectively, this could suggest 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. 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. This is unchanged from 2024.

Finally, respondents were asked a set of questions about electric vehicles. Most respondents (91%) indicated that they do not drive an electric vehicle or plug-in hybrid, and just over a third (38%) indicated that they were seriously considering purchasing one while nearly half (47%) reported they were not too likely or not likely at all to purchase an electric vehicle. Respondents from Chicago (52%), those with a four-year degree or more (51%), and those ages 18-34 (52%) were more likely to consider purchasing an electric vehicle or plug-in hybrid, while downstate respondents (27%) and those 60 years or over (22%) were least likely.

II. COMMUNICATIONS

ACCESS TO IDOT INFORMATION

In this section, respondents were asked about their preferred sources and media outlets when looking for information regarding IDOT projects, road conditions, road closures and employment opportunities with IDOT. The options were local news on TV, media websites, IDOT website, IDOT social media and state of Illinois website.

For road conditions and road closures, most respondents reported they get their information from the local news on television. A total of 48% of respondents used the local news on TV for information on road conditions, while 49% of respondents used it for road closure information, largely unchanged from 2024. When it comes to IDOT

projects, 64% of respondents look for information on the IDOT website, up from 58% in 2024, while two-thirds (66%) of respondents searched for employment opportunities through the IDOT website.

IDOT WEBSITE USE AND ACCESSIBILITY

A total of 37% of all respondents indicated that they had visited the IDOT traveler information website (www.gettingaroundillinois.com), a 6-percentage-point increase from 2024. Respondents ages 60 and over (41%) were more likely to have visited the site, as well as those who are male (39%), white (39%), and who live downstate (48%). A total of 67% of all respondents indicated that they had visited the IDOT information website (www.IDOT.illinois.gov), up from 61% on 2024. Respondents most likely to have visited the site were those ages 35-59 (70%) and 60 and over (71%), with a four-year degree or more (75%), male (71%), white (75%), and living downstate (75%). As was the case for both websites, the percentage of respondents who reported they had visited this website increased in every demographic category. The most commonly sought out information on the websites included “areas of construction” (42%), “traffic/travel updates” (37%), and “travel routes/maps” (30%).

ROADS AND HIGHWAYS

Respondents were asked to rate the following nine aspects of Illinois roads on a four-point scale from “very good” to “very poor:” cleanliness of the roadsides, removal of debris, landscaping, snow removal, traffic signs, message boards, highway paint, traffic signals and roadside lighting. Respondents in 2025 rated all of the nine aspects of Illinois roadways more positively than compared to 2024. Electronic message boards to advise drivers of delays or construction areas (86%) and traffic signs (directional signs, warning signs and “miles to destination” signs) (85%) were rated highest. The largest increase (+9) was for cleanliness of roadsides, while visibility of lane and shoulder (edge) paint stripes on highways and roadside lighting and reflectors for visibility after dark and in bad weather also increased, +8 and +7 percentage points respectively.

When looking at the comparison groups, there were only minor differences in ratings for gender, education and age group. Analysis by race shows respondents who identified as non-white were more positive on visibility of lanes (+5), cleanliness of roadsides (+9), landscaping (+13), roadside lighting (+10) and timing of traffic signals (+8), while analysis by region shows Chicago residents more positive in cleanliness of roadsides (+13), landscaping (+12), timing of traffic signals (+2) and timely removal of debris/dead animals (+13).

Finally, when asked to rate overall conditions of interstate highways and state routes in Illinois, 70% agreed that the conditions are very good or good, up 8 percentage points from 2024, while two-thirds (68%) of respondents believe that bike and pedestrian accommodations are very good or good.

OVERALL IDOT RATING

Over two-thirds (69%) of respondents rated the job IDOT was doing as “very good” or “good.” This is an increase from 2024 (57%) and indicated that most respondents have a positive evaluation of the agency at the abstract level. Moreover, 63% of respondents indicated they could trust IDOT to do the right thing “just about always” or “most of the time” – a 9-percentage-point increase from 2024 (54%).

RATING IDOT EMPLOYEES

In the four areas surveyed, as in previous years respondents’ positive ratings of IDOT employees remain high, with overwhelming majorities having positive evaluations in each category. The most positively rated item was “overall conduct of employees on the job” (86%) with “courtesy and respect shown to motorists” (85%) a close second. In all, this year’s ratings are slightly more positive than those in 2024. 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 2025 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 2,128 responses to the survey were collected. Of the 2,128 respondents, 500 completed the survey through the opt-in online panel and 1,628 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 its website (www.IDOT.illinois.gov) and 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 May 12-31, 2025, 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 May 13-15, 2025. Collectively, data collection ran from May 12-31, 2025, 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 2025 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 .63 cases or more than 1.62 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.

Table 1. Demographics (percent)³

	Unweighted Responses	Illinois Population ⁴	Final Weighted Results
Age			
18-24 years old	8	12	12
25-34 years old	15	18	18
35-44 years old	16	17	17
45-59 years old	24	26	26
60 years and over	37	28	28
Education			
No college degree	29	56	56
Two-year college degree or technical certificate	12	8	8
Four-year college degree or more	59	36	36
Gender			
Male	56	49	49
Female	44	51	51
Race/Ethnicity ⁵			
White, Non-Hispanic	75	59	60
Black or African American	10	15	15
Asian/Pacific Islander	4	6	6
Hispanic only	10	19	19
Other	4	3	3
Region ⁶			
District 1 - Schaumburg	66	65	65
District 2 - Dixon	7	6	6
District 3 - Ottawa	4	5	5
District 4 - Peoria	3	4	4
District 5 - Paris	3	4	4
District 6 - Springfield	6	4	4
District 7 - Effingham	3	3	3
District 8 - Collinsville	6	6	6
District 9 - Carbondale	3	3	3

³ Totals may not add up to 100 due to rounding.

⁴ Gender, age, education and race/ethnicity categories are derived from the U.S. Census Bureau 2020 Census and the American Community Survey 2024.

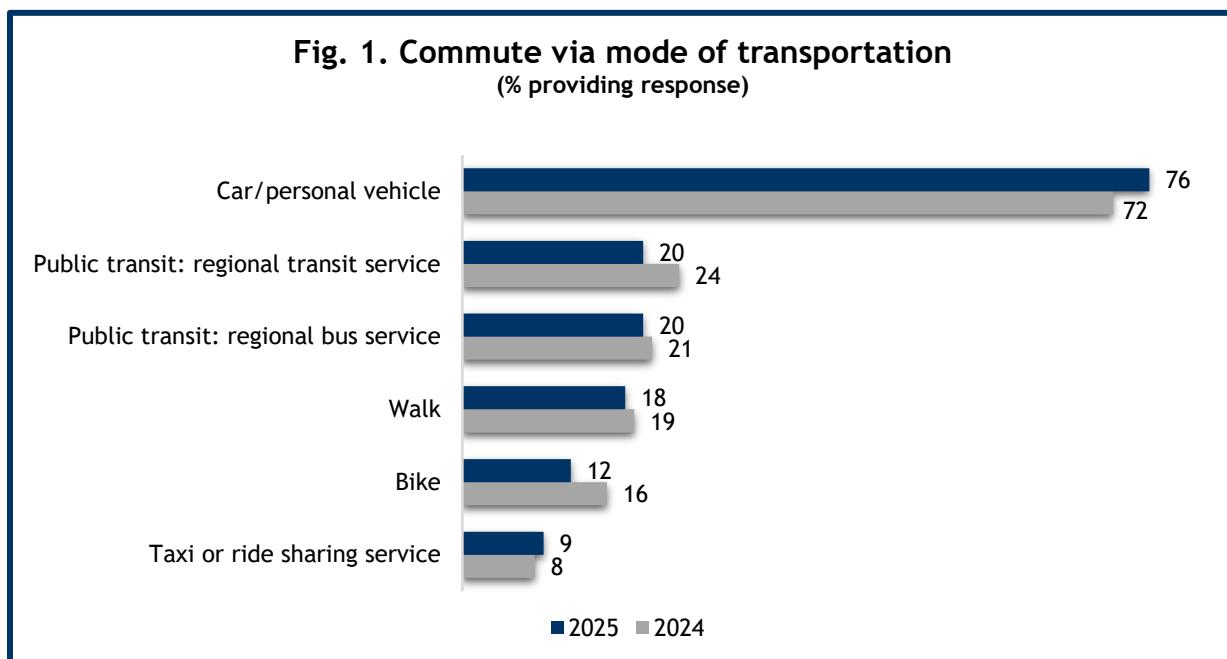
⁵ Race/ethnicity is recoded into five category variables to aid in weighting.

⁶ Data provided by the Illinois Secretary of State's Office.

Section I. Planning

Commuting

The 2025 Illinois Traveler Opinion Survey begins by assessing the commuting behaviors of Illinois travelers. Of those who indicated they commute to work, the most common mode of transportation was “car/personal vehicle” (76%), which represents a slightly higher rate to the results in 2024 (72%). Other comparisons to 2024 include a decrease in the use of regional transit service (-4 percentage points) and biking. The rate of those who walk to work, ride share and use regional bus services changed little. These results suggest commuters use a variety of transportation options to get to work. See **Figure 1** below.

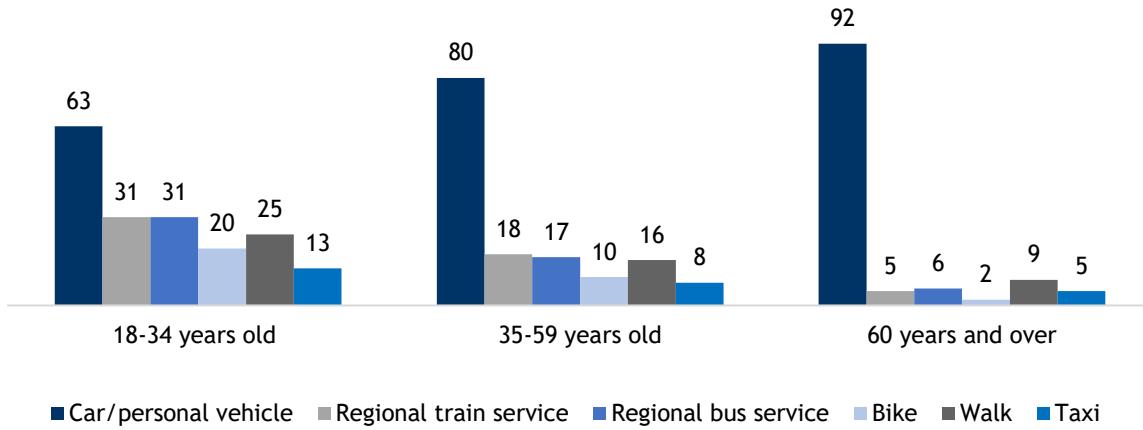


When comparing modes of transportation by comparison groups, those 60 and over (92%), without a four-year degree (77%), male (77%), and living in downstate Illinois (91%) were more likely to commute by car or personal vehicle. Unsurprisingly, those living in Chicago were more likely to use a bus (43%) or train (50%) for their commute. The most noticeable changes were seen in those with a four-year degree or more, with those reporting they commute by car or personal vehicle increasing by 14 percentage points while use of regional bus (-8), regional transit service (-8), bike (-11) and walking (-7) all decreased. See **Table 2** and **Figure 2** for more information.

Table 2. Mode of transportation

	Car/personal vehicle	Public transit: regional bus service	Public transit: regional transit service	Bike	Walk	Taxi or ride share service
All Respondents	76	20	20	12	18	9
Age						
18-34 years old	63	31	31	20	25	13
35-59 years old	80	18	17	10	16	8
60 years and over	92	5	6	2	9	5
Education						
Less than a four-year degree	77	22	16	10	20	11
Four-year degree or more	75	17	27	16	16	4
Gender						
Male	77	22	23	16	18	7
Female	76	18	16	8	19	11
Race						
White	73	16	25	19	16	5
Non-white	70	28	24	13	24	13
Region						
Chicago	49	44	45	24	31	14
Chicago suburbs	83	15	16	10	17	11
Elsewhere	91	7	4	6	10	4

Fig. 2. Frequency of transporation mode by age
(% providing response)

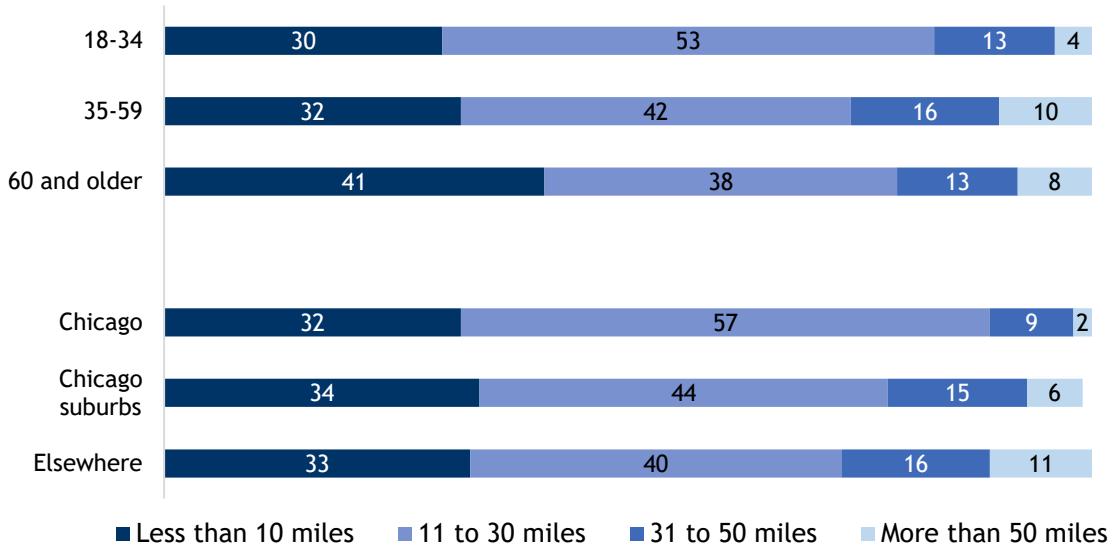


To assess the distance of the commute, respondents were also asked to estimate about how many miles they commute roundtrip each day. **Figure 3** and **Table 3** show the results. About two thirds of respondents (64%) indicated they commute less than 20 miles roundtrip each day. Analysis by age and region shows interesting differences in commute distances. Respondents age 60 years and older (41%), female (36%), and with less than a four-year degree (36%) were most likely to report commuting less than 10 miles. Respondents who identified as ages 18-34 (4%), non-white (3%), and living in Chicago (2%) 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 (11%), down 8 percentage points from 2024. The biggest shifts in data were seen in those who report commuting less than 10 miles. Those ages 18-34 years old (-17 percentage points), with a four-year degree or more (-12) non-white (-12), and living in Chicago (-22) all experienced double digit drops.

Table 3. Miles to and from work

	Less than 10	11 to 20	21 to 30	31 to 40	41 to 50	More than 50
All Respondents	34	31	14	9	5	8
Age						
18-34 years old	30	32	13	9	4	4
35-59 years old	32	27	15	10	6	10
60 years old and over	41	26	12	8	5	8
Education						
Less than a four-year degree	36	32	13	9	5	5
Four-year degree or more	29	27	15	10	5	14
Gender						
Male	31	30	16	9	5	9
Female	36	32	13	9	5	6
Race						
White	33	27	14	9	7	11
Non-white	34	37	13	10	3	3
Region						
Chicago	32	40	17	8	1	2
Chicago suburbs	34	34	11	9	6	6
Elsewhere	33	25	15	9	7	11

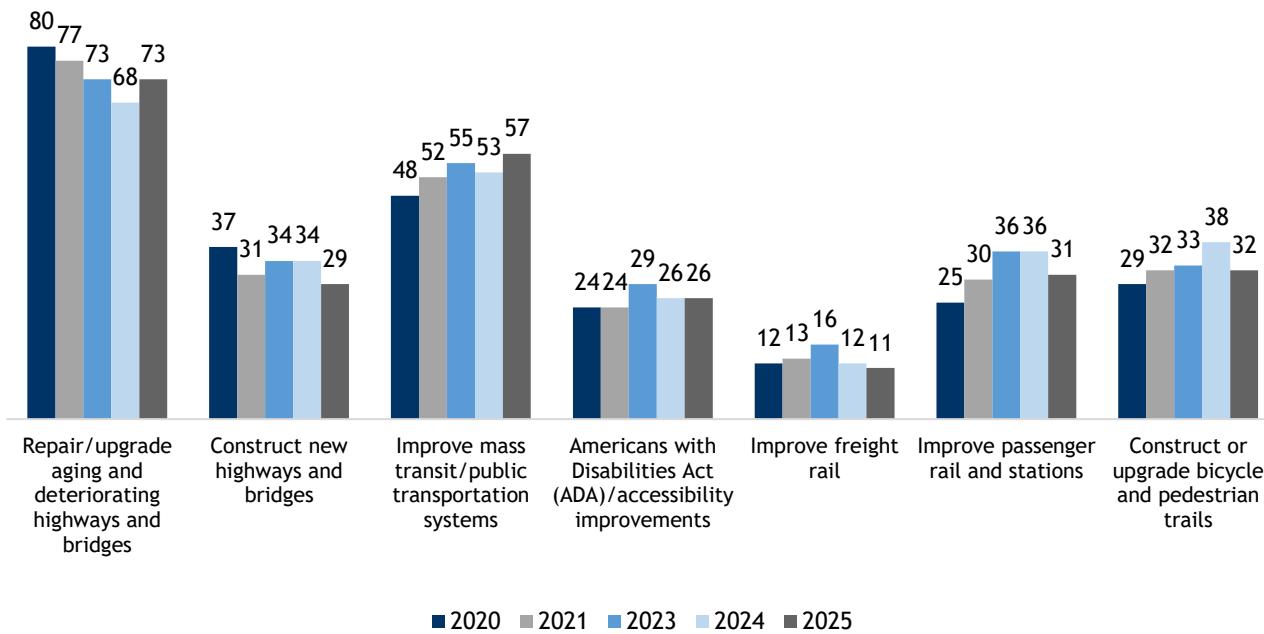
Fig. 3. Number of miles to/from work by age and region
(% estimating the number of miles it takes to get to and from work)



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 (73%), up by 5 percentage points. This represents the first increase in prioritization for this project since 2019. The next two most preferred projects for 2025 were "improve mass transit" (57%) and "Construct or upgrade bicycle and pedestrian trails" (32%). **Figure 4** shows how support for each project type has shifted over past iterations of the survey. There have been some shifts from 2024 to 2025. The largest loss of support was for "Construct or upgrade bicycle and pedestrian trails" (-6). The largest jump in support from last year was for "Repair/upgrade aging and deteriorating highways and bridge (+5)," while "Improve mass transit/public transportation systems" also saw an increase in support (+4).

Fig. 4. Preference for capital improvements by year
(% selecting each item)



Satisfaction, Support and Use of Amtrak Passenger Rail Services

The "passenger rail" questions in the survey aim to further understand passenger rail use in Illinois via Amtrak. Respondents are asked their opinion regarding Amtrak services and frequency of use. The majority (84%) of respondents indicate that Amtrak is an important part of the transportation system in Illinois. Of that majority, 55% of respondents report that the level of service and the number of routes should be increased, while 29% believe Amtrak is important but the number of routes currently offered is meeting their needs as travelers.

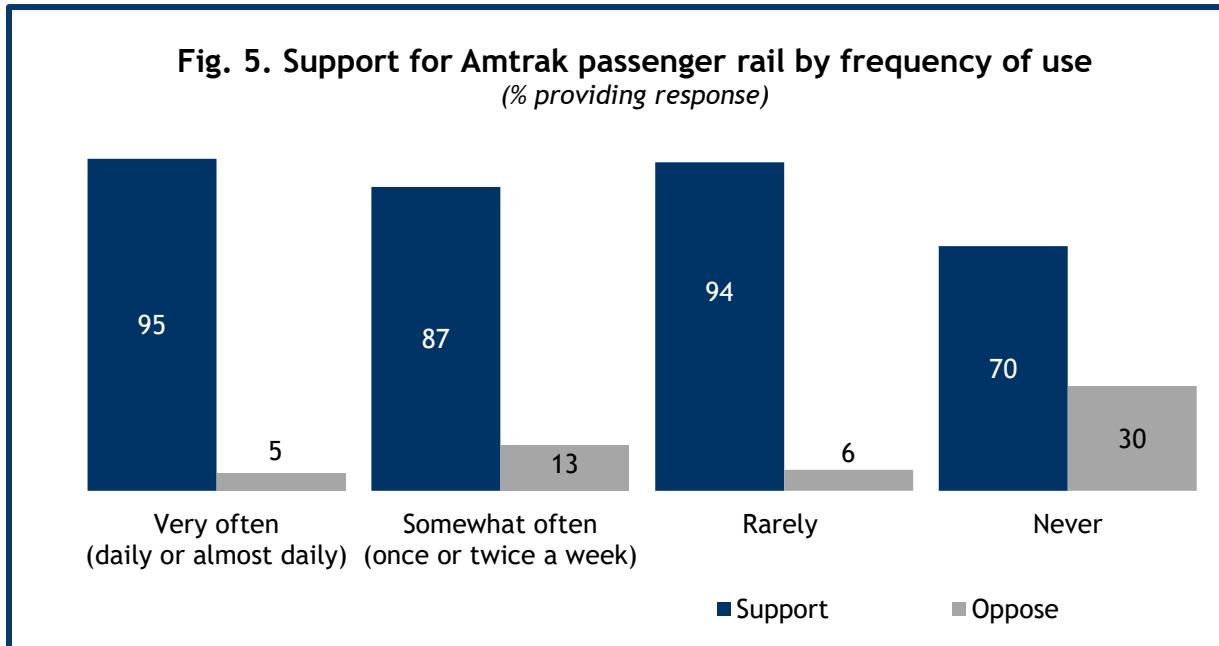
Broken down by groups, respondents ages 18 to 34 (61%), with a four-year degree or more (62%), and from Chicago (69%) believe that Amtrak is important, *and it should be expanded in Illinois*. However, this question saw a decrease in support across all comparison groups from 2024. Those ages 60 and over and respondents with a four-year degree or more both had the largest decrease of 9 percentage points. Conversely, support indicating Amtrak is an important part of the transportation system in Illinois and *current levels of access is meeting the needs of travelers* saw increases across all comparison groups. For this question, the percentage of those ages 60 or over (+10), ages 18-34 (+9), downstate residents (+9), and those with a four-year degree or more (+8) had the largest percentage point increase. See **Table 4** for more.

Table 4. Percent regarding access to passenger rail in Illinois

	Passenger rail is an important part of the transportation system in Illinois and current levels of access should be expanded	Passenger rail is an important part of the transportation system in Illinois and current levels of access is meeting the needs of travelers	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	Passenger rail is not an important part of the transportation system in Illinois, nor will it ever be
All respondents	55	29	11	6
Age				
18-34	61	30	7	2
35-59	54	29	12	5
60 and over	50	28	12	11
Education				
Less than a four-year degree	51	33	11	6
Four-year degree or more	62	21	10	6
Gender				
Male	57	25	10	8
Female	52	34	11	3
Race				
White	54	26	13	8
Non-white	57	33	7	3
Residence				
Chicago	69	25	3	2
Chicago suburbs	52	32	12	4
Elsewhere	48	29	14	9

Understanding frequency of use was another aim of this section. Usage is not universal, as 40% indicated they have never used Amtrak and 47% reported using it once a month or less. Understanding usage is important when examining support, which 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. Those who use Amtrak daily were more supportive (95%) of it than those who have never used Amtrak (70%). Interestingly, support of passenger rail for those who never use it has increased by 10 percentage points since 2024. In fact, those who report using Amtrak rarely were similarly supportive (94%) to those who report using it daily or almost daily (95%). See **Figure 5** below.



Broken down by groups, **Table 5** shows that those who never use Amtrak do not support Amtrak as much as those who utilize Amtrak very often or somewhat often, though a majority of respondents in each demographic group still show support. As noted above, even respondents who rarely use Amtrak still report a high rate of support, with every demographic area exceeding 90% with the exception of male respondents (77%). Across all ages, education, gender, race and region groups, respondents believe that Amtrak is an important part of the transportation system in Illinois.

Table 5. Support for Amtrak passenger rail by frequency of use

	Very often (daily or almost daily)	Somewhat often (once or twice a week)	Rarely	Never
All Respondents	95	87	94	70
Age				
18-34 years old	94	87	96	84
35-59 years old	97	87	91	69
60 years and over	100	83	95	65
Education				
Less than a four-year degree	95	83	94	72
Four-year degree or more	95	95	92	65
Gender				
Male	91	96	77	67
Female	100	79	93	83
Race				
White	91	92	92	66
Non-white	97	86	95	83
Region				
Chicago	95	97	96	66
Chicago suburbs	94	83	95	70
Elsewhere	96	80	90	64

Transit services, Air Travel, Highway System, and Bike and Pedestrian Services

Besides Amtrak, respondents were asked their view of other modes of public transportation, specifically if transit services, 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’ opinions regarding transit services, air travel, highways, and bike and pedestrian services.

A total of 88% of those surveyed indicate that transit services are an important part of the Illinois transportation system. Just over six out of 10 (61%) respondents specifically indicate that the public transit 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, 27% of respondents believe it is important, *but current levels meet needs.*

Table 6 shows the 2025 responses to these questions. As was the case in 2024, when it comes to public transit, nearly nine out of ten (87% & 88% respectively) indicate transit services are an important part of the transportation system in Illinois, with about two-thirds (67% & 61% respectively) seeing it as important and in need of expansion. Another 7% do not see it as important currently but want it to expand. Across both responses, 68% of respondents would like to see public transit expanded in Illinois.

Broken down by groups, respondents ages 18 to 34 (67%), non-white (64%), from Chicago (74%), and with a four-year degree or more (72%) believe that transit services are important *and should be expanded in Illinois.* Additional results for this question show there is a 17-percentage-point gap between those with a four-year degree or more (72%) and those with less than a four-year degree (55%).

Table 6. Percent regarding access to transit services in Illinois

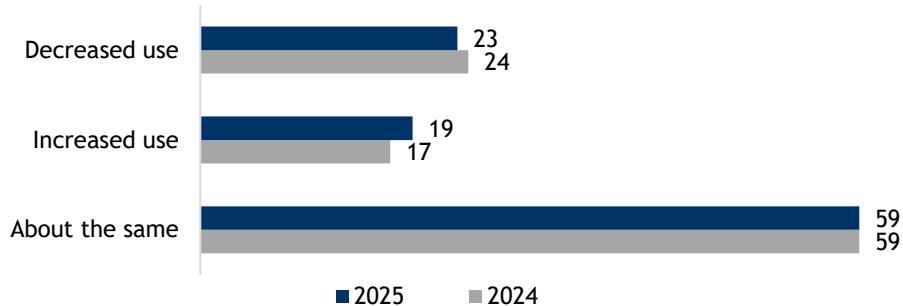
	I believe that transit service is an important part of the transportation system in Illinois and that current levels of access to transit should be expanded	I believe that transit service is an important part of the transportation system in Illinois and that the current levels of access to transit is meeting the needs of travelers	I do not believe that transit is an important part of the transportation system in Illinois. However, with an increase in the current level of access to transit, it could become an important part of the transportation system in Illinois	I do not believe that transit is an important part of the transportation system in Illinois, nor will it ever be
All respondents	61	27	7	5
Age				
18-34	67	26	4	2
35-59	61	26	9	4
60 and over	53	31	8	8
Education				
Less than a four-year degree	55	32	8	6
Four-year degree or more	72	19	6	3
Gender				
Male	61	25	8	7
Female	60	31	6	3
Race				
White	59	26	9	6
Non-white	64	29	5	3
Residence				
Chicago	74	23	1	2
Chicago suburbs	62	27	8	3
Elsewhere	51	31	10	8

Additionally, respondents were asked to compare their use of transit prior to COVID to now and choose the statement that best applies to them: “My use of public transportation is about the same as it was prior to COVID”; “My use of public

transportation is more than it was prior to COVID"; or "My use of public transportation is less than it was prior to COVID." As seen in **Figure 6**, the 2025 results are largely the same as the 2024 results. The majority (59%) responded that their use of public transportation is about the same as it was prior to COVID, unchanged from 2024 (59%), while 23% stated their use of public transportation has decreased, down 1 percentage point from 2024. Finally, 19% responded that they now used public transportation more, up from 17% in 2024.

Fig.6. Effect of COVID on public transportation use by year

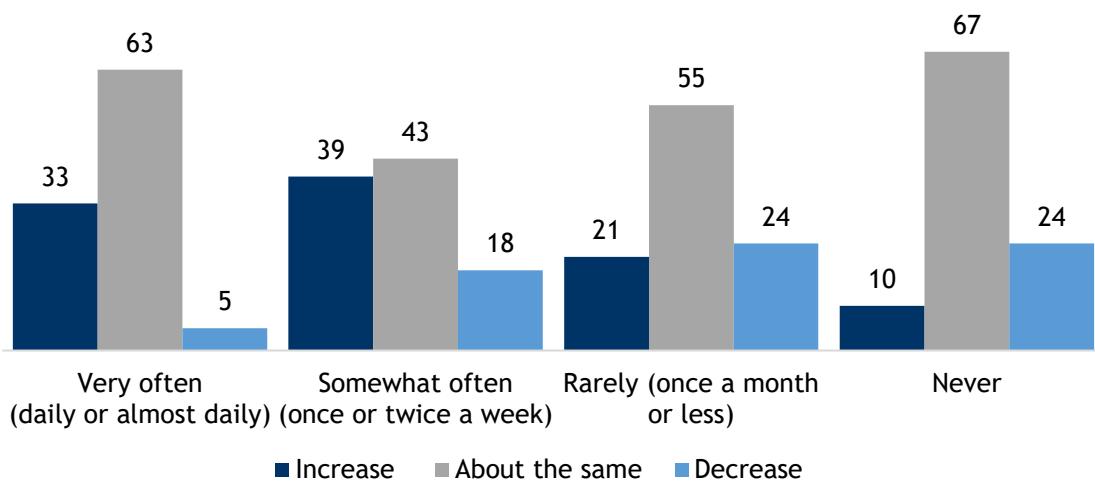
% providing response



Broken down by groups, **Figure 7** shows that for the majority of respondents, COVID has not affected their use of public transportation. In fact, of those who state they use public transportation very often, one-third (33%) say they have increased their use of Amtrak, while 63% say their use is about the same.

Fig.7. Effect of COVID on public transportation usage by frequency of use

(% providing response)



Respondents were next asked their opinion regarding air travel in Illinois. And while 90% of Illinois travelers report air transportation is important, up 3 percentage points from 2024, 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 44% 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 5% 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 58% report that they travel by air rarely (1 to 4 times per year). These numbers have changed little from the 2024 results.

When broken down by groups, respondents age 60 or over (48%), with less than a four-year degree (46%), non-white (48%), and from downstate Illinois (46%) 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 others in their comparison groups. Additionally, the rates for those ages 18-34 (37%) and male (44%) both increased by 7 percentage points from the 2024 survey, while the rate for those living in Chicago (41%) increased by 8 percentage points. More information can be found in **Table 7**.

Furthermore, when considering support for air travel by frequency of use, respondents who travel very often (95%), somewhat often (95%), and rarely (92%) 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 comparison groups, but particularly with those above the age of 35 (100%), with less than a four-year degree (98%), female (97%), white (96%), and those who live downstate (100%). In this case, support includes two options: respondents who 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 8**.

Table 7. Percent regarding access to 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	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	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	I do not believe that passenger aviation service is an important part of the transportation system in Illinois, nor will it ever be
All respondents	44	47	5	5
Age				
18-34	37	51	8	5
35-59	45	45	5	4
60 and over	48	44	3	4
Education				
Less than a four-year degree	46	44	6	4
Four-year degree or more	39	52	4	5
Gender				
Male	44	47	5	5
Female	45	46	6	4
Race				
White	41	49	5	5
Non-white	47	43	6	3
Residence				
Chicago	41	50	4	5
Chicago suburbs	43	52	5	1
Elsewhere	46	40	7	7

Table 8. Support for air travel by frequency of use

	Very often (more than 16 times per year)	Somewhat often (5 to 15 times per year)	Rarely (1 to 4 times per year)	Never
All Respondents	95	95	92	75
Age				
18-34 years old	87	92	89	74
35-59 years old	100	97	92	90
60 years and over	100	98	96	92
Education				
Less than four-year degree	98	97	93	74
Four-year degree or higher	92	94	90	80
Gender				
Male	93	97	92	70
Female	97	94	93	81
Race				
White	96	97	92	73
Non-white	93	93	93	80
Region				
Chicago	89	95	92	80
Chicago suburbs	97	97	95	82
Elsewhere	100	95	90	70

When looking at opinions regarding Illinois highways, 86% of respondents report that highways in Illinois are an important part of the transportation system, up 8 percentage points from 2024. A total of 41% of respondents indicate that highways are an important part of the transportation system in Illinois *and that focus should be on maintaining the current highway system*. Additionally, 45% believe that it is important, *and Illinois should continue to expand the highway system*. Broken down by comparison groups, those 35-59 (43%), with less than four-year degree (45%), non-white (52%), and those from the suburbs indicate *Illinois should continue to expand the highway system over maintaining the current highway system*. Notably, several comparison groups saw increases for this question: those aged 18-34 increased by 12

percentage points, males by 9 points, and Chicago residents by 10 points. More information can be found in **Table 9**.

Table 9. Percent regarding highways in Illinois				
	Good quality highways are an important part of the transportation system in Illinois, and Illinois should continue to expand the highway system	Good quality highways are an important part of the transportation system in Illinois, and Illinois should focus on maintaining the current highway system	The highway system in Illinois meets an acceptable condition and additional expansion is not necessary	The highway system is not an important part of the transportation system in Illinois and highway funding should be cut
All respondents	41	45	9	5
Age				
18-34	41	32	17	10
35-59	43	46	8	3
60 and over	36	60	4	1
Education				
Less than a four-year degree	45	45	7	3
Four-year degree or more	33	46	13	8
Gender				
Male	42	42	10	6
Female	40	49	7	3
Race				
White	33	53	9	5
Non-white	52	35	9	5
Residence				
Chicago	39	33	16	12
Chicago suburbs	47	44	7	2
Elsewhere	37	55	6	2

Lastly, just over three quarters of respondents (79%) report bike and pedestrian pathways are an important part of the Illinois transportation system. The majority (53%) 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 (60%), with a four-year degree or more (63%), male (56%), and who live in Chicago (66%) support this more than others in their comparison groups. More information can be found in Table 10.

Table 10. Percent regarding bikes and pedestrians in Illinois				
	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	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	Bike and pedestrian accommodations in Illinois meet acceptable conditions and any additional expansion is not necessary	Bike and pedestrian accommodations are not an important part of the transportation system in Illinois and any funding should be cut
All respondents	53	26	13	8
Age				
18-34	60	28	7	4
35-59	53	25	15	7
60 and over	44	26	18	12
Education				
Less than a four-year degree	47	31	14	9
Four-year degree or more	63	18	13	6
Gender				
Male	56	20	14	10
Female	49	32	13	6
Race				
White	54	20	16	9
Non-white	51	35	9	5
Residence				
Chicago	66	22	8	4
Chicago suburbs	51	28	15	5
Elsewhere	45	27	16	12

Electric or Plug-In Hybrids

Respondents were next asked a set of questions about electric or plug-in hybrid vehicles. A total of 91% of the respondents reported that they do not drive an electric or plug-in hybrid vehicle, and just over a third (38%) 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 nearly half (47%) stated they are not too likely to shop for an electric vehicle – all relatively unchanged from 2024. Table 11 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 (52%), with a four-year degree or more (51%), non-white (46%) and residents of Chicago (52%) were most likely to choose that option, while those 60 and over (22%) and residents of downstate Illinois (27%) were least likely to choose that option. When asked about factors that would keep them from purchasing an electric vehicle, respondents indicated their major concerns were lack of dependable charging stations (32%), price (27%) and high maintenance costs (24%).

Table 11. 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	38	47	15
Age			
18-34	52	34	15
35-59	38	47	15
60 and over	22	61	17
Education			
Less than a four-year degree	30	54	16
Four-year degree or more	51	35	14
Gender			
Male	43	44	14
Female	33	50	17
Race			
White	32	52	16
Non-white	46	40	15
Residence			
Chicago	52	34	15
Chicago suburbs	39	43	18
Elsewhere	27	60	14

Section II. Communications

Access to IDOT Information

For this section, respondents were asked if they were looking for information, where they would likely search and what media they would use to find information on IDOT projects, road conditions, road closures and IDOT employment.

Table 12 shows the 2025 responses to these questions. When it comes to IDOT projects, the majority of respondents look for information on the IDOT website (64%), a 6 percentage point increase from 2024, followed by local news on TV (29%).

When it comes to road conditions, just under half (48%) of respondents chose the local news on TV followed by the IDOT website (42%) and media websites (34%). For those seeking road closure information, the local news on TV (49%) was the top choice, followed by the IDOT website (46%), up 5% from 2024.

Lastly, two-thirds (66%) of respondents report they would use the IDOT website to search for information on IDOT employment opportunities. That's a significant difference when compared to the second choice, the State of Illinois website (34%), or the third choice, IDOT social media sites (19%). These results show that the IDOT website is the top choice for two of the four searches, especially for those looking into IDOT projects and job opportunities.

Table 12. Information access

	Local News on TV	Media Websites	IDOT Website	IDOT Social Media Sites	State of Illinois Website
IDOT Projects	29	27	64	21	26
Road Conditions	48	34	42	20	21
Road Closures	49	35	46	21	21
IDOT Employment Opportunities	15	16	66	19	34

IDOT Websites Use and Accessibility

The next section of the survey examined how Illinois travelers utilize the two IDOT websites, IDOT's traveler information website (www.gettingaroundillinois.com) and IDOT's information website (www.IDOT.illinois.gov). To this end, respondents were asked if they have ever visited the IDOT websites, if they were able to find the information needed and what type of content they were seeking. When asked about www.gettingaroundillinois.com, a total of 37% of all respondents indicated that they

Table 13. Percent who have visited IDOT's traveler information website by demographic groups

All respondents	37
Age	
18-34	31
35-59	38
60 and over	41
Education	
Less than a four-year degree	37
Four-year degree or more	37
Gender	
Male	39
Female	34
Race	
White	39
Non-white	33
Residence	
Chicago	26
Chicago suburbs	31
Elsewhere	48

Table 14. Percent who have visited www.IDOT.illinois.gov by demographic groups

All respondents	67
Age	
18-34	58
35-59	70
60 and over	71
Education	
Less than a four-year degree	62
Four-year degree or more	75
Gender	
Male	71
Female	61
Race	
White	75
Non-white	55
Residence	
Chicago	55
Chicago suburbs	66
Elsewhere	75

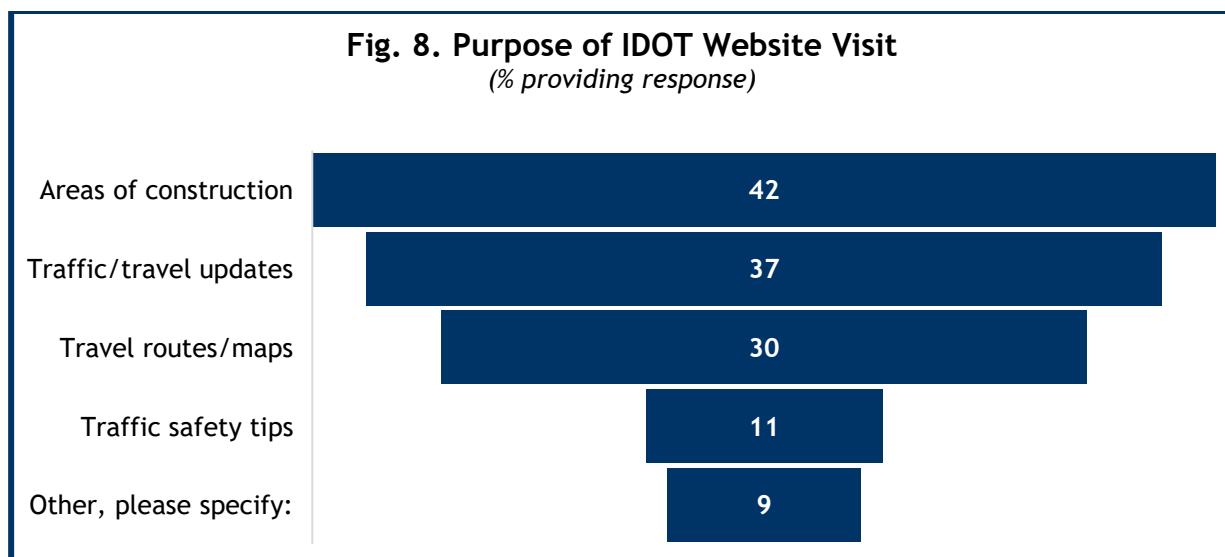
had visited the IDOT traveler information website, a 6% increase from 2024. **Table 13** highlights the demographic differences. Respondents ages 60 and over (41%) were more likely to have visited the site, as well as male (39%), white (39%) and from downstate (48%). Notably, the percentage of respondents who reported they had visited the website increased in every demographic category – those with less than a four-year degree and those who live downstate both had 9% increases while those ages 18-34 and non-white both had 8% increases. Furthermore, nearly nine in every ten (89%) respondents indicated they were able to find the information they were seeking on the site.

A total of 67% of all respondents indicated that they had visited www.IDOT.illinois.gov, up from 61% in 2024. **Table 14** highlights the demographic differences in those who visited the website. Notably, respondents more likely to have visited the site were those ages 35-59 (70%) and 60 and over (71%), with a four-year degree or more (75%), male (71%), white (75%) and living downstate (75%). As was the case for the website above, the percentage of respondents who reported they had visited this website increased in every demographic category. Notably, those ages 60 and over had a 16 percentage point increase, while non-white respondents and those from the suburbs both had 9% increases.

For those respondents who indicated they had visited an IDOT website, 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 8** and included “areas of construction” (42%), “traffic/travel updates” (37%) and “travel routes/maps” (30%). Open-ended responses for “other” include project/planning information, general IDOT information, business purposes and employment. 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 88% indicated that they were able to locate the information they were seeking on the site, slightly higher (+2) than 2024 results.

Lastly, for the 2025 survey, respondents were asked to rate the quality and convenience of both websites together on a scale of 1 to 10 – it should be noted that previous iterations rated them separately. The results show that 80% have a positive opinion, defined as choosing six or up on the 10-point scale. The overall mean rating was 7.02, slightly less than the 2024 mean of 7.4 for www.gettingaroundillinois.com but slightly higher than the 2024 mean of 6.97 for www.IDOT.illinois.gov.



Roads and Highways

Respondents were next asked 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 9, Figure 10 and Table 15**, respondents in 2025 rated all of the nine aspects of Illinois roadways more positively than compared to 2024. The largest increase (+9) was for cleanliness of roadsides. Visibility of lane and shoulder (edge) paint stripes on

highways and roadside lighting and reflectors for visibility after dark and in bad weather also both increased, +8 and +7 percentage points respectively.

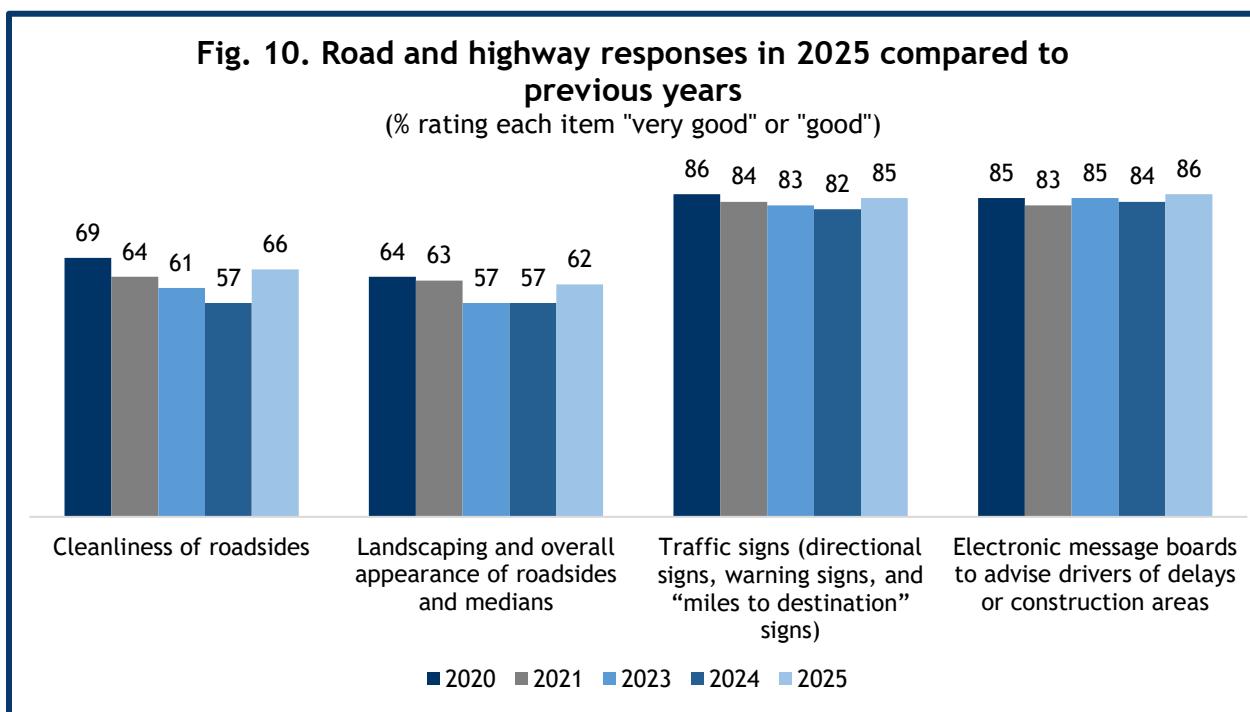
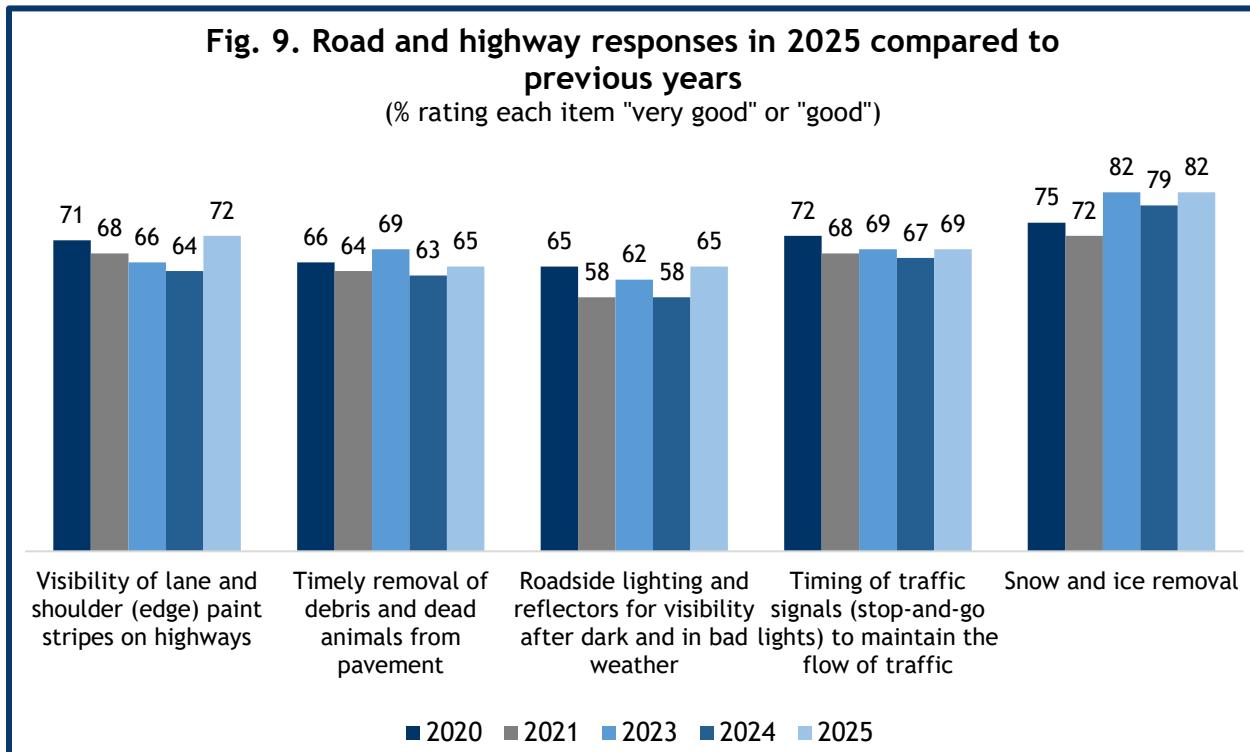


Table 15. Percent of respondents rating each item positively, i.e.: “good” or “very good”

	2025 Results	2024 Results	2023 Results	2021 Results	2020 Results	2024-2025 Difference
Visibility of lane and shoulder (edge) paint stripes on highways	72	64	66	68	71	+8
Timely removal of debris and dead animals from pavement	65	63	69	64	66	+2
Roadside lighting and reflectors for visibility after dark and in bad weather	65	58	62	58	65	+7
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	69	67	69	68	72	+2
Snow and ice removal	82	79	82	72	75	+3
Cleanliness of roadsides	66	57	61	64	69	+9
Landscaping and overall appearance of roadsides and medians	62	57	57	63	64	+5
Traffic signs (directional signs, warning signs and “miles to destination” signs)	85	82	83	84	86	+3
Electronic message boards to advise drivers of delays or construction areas	86	84	85	83	85	+2

In addition to topline analysis by year, examination of ratings by demographics shows some variations in the 2025 data across key groups. Of course, any comparison across groups should keep in mind the credibility interval and take caution when making comparisons. For example, in past surveys women typically rated all nine of these aspects of Illinois roadways more positively than men. However, in the 2024 survey women only rated four of the aspects higher. And while women have again rated most of the aspects higher in this survey, the drift of men toward more positive views of IDOT’s care of roads and highways continue. For 2025, males rated roadside lighting and reflectors (+10) and visibility of lane and shoulder paint stripes (+9) more positively. In most aspects, the percentage between the two groups is minimal.

Analysis by age group shows that the ratings in six of the aspects of Illinois roadways vary little. However, residents 18-34 were more positive in roadside lighting and reflectors (69%) and timing of traffic signals (74%) compared to those ages 60 and older (61% and 65%, respectively). Conversely, those ages 60 and older were more positive on snow and ice removal (87%) than those ages 18-34 (76%).

Analysis by race shows non-white respondents were more positive of five of the nine aspects of Illinois roadways in the survey. These include visibility of lanes (+5), cleanliness of roadsides (+9), landscaping (+13), roadside lighting (+10) and timing of traffic signals (+8). White respondents were more positive of snow removal (+6), electronic message board (+2) and traffic signs (+3).

There were only minor differences in ratings between those with less than a four-year degree and those with a four-year degree or more. Those with less than a four-year degree were more positive of three of the nine aspects of Illinois roadways including cleanliness of roadsides (+1), landscaping and overall appearance (+1), and timing of traffic signals (+3), while those with a four-year degree or more were more positive of snow and ice removal (+8), roadside lighting and reflectors (+4), electronic message boards (+3) and timely removal of debris/dead animals (+7).

Finally, regional factors also influence the respondents' ratings of Illinois roadways, though the differences in percentages were less pronounced this time compared to previous occasions. In 2024, Chicago residents were more positive in all nine aspects. For 2025, Chicago residents were more positive in just four aspects: cleanliness of roadsides (+13), landscaping (+12), timing of traffic signals (+2) and timely removal of debris/dead animals (+13). Respondents from the Chicago suburbs were more positive in three areas: traffic signs (+4), visibility of lanes (+8), snow and ice removal (+2), and roadside lighting and reflectors (+14). Lastly, downstate residents were slightly more positive about electronic message boards (+2). See **Table 16** for further information.

When asked to rate overall conditions of interstate highways and state routes in Illinois, 70% agreed that the conditions are very good or good, up 8% from 2024. Respondents from Chicago (81%), those ages 18 to 34 years (81%), females (74%) and non-white respondents (82%) reported that roadway conditions were good or very good compared to their respective comparison groups.

Furthermore, respondents were also asked to rate overall conditions of bike and pedestrian accommodations in Illinois. Over two-thirds (68%) of respondents believe that bike and pedestrian accommodations are very good or good, up 11% from 2024. In terms of demographics, respondents from downstate and the suburbs (71%), female (73%), with less than a four-year degree (74%), 60 years or over (73%) and non-white (73%) believe that pedestrian and bike accommodations are very good or good as compared to their related groups. In general, the ratings overall were more positive than those of 2024. See **Table 17** for more information.

Table 16. 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	85	86	72	66	62	65	69	82	65
Age									
18-34 years old	84	86	72	66	63	69	74	76	67
35-59 years old	84	86	73	66	63	64	68	83	64
60 years old and over	87	87	70	66	58	61	65	87	63
Education									
Less than a four-year degree	84	85	71	66	62	63	70	79	62
Four-year degree or more	87	88	73	65	61	67	67	87	69
Gender									
Male	85	85	71	65	61	68	64	84	65
Female	85	87	72	68	63	63	75	80	66
Race									
White	86	87	70	63	56	61	66	84	63
Non-white	83	85	75	72	69	71	74	78	63
Region									
Chicago	83	85	74	70	68	70	70	82	71
Chicago suburbs	87	86	75	67	63	71	69	83	68
Elsewhere	85	87	68	63	56	57	68	81	58

Table 17. Percent of respondents rating each item positively, i.e.: “good” or “very good” by demographic groups on overall conditions of the following:

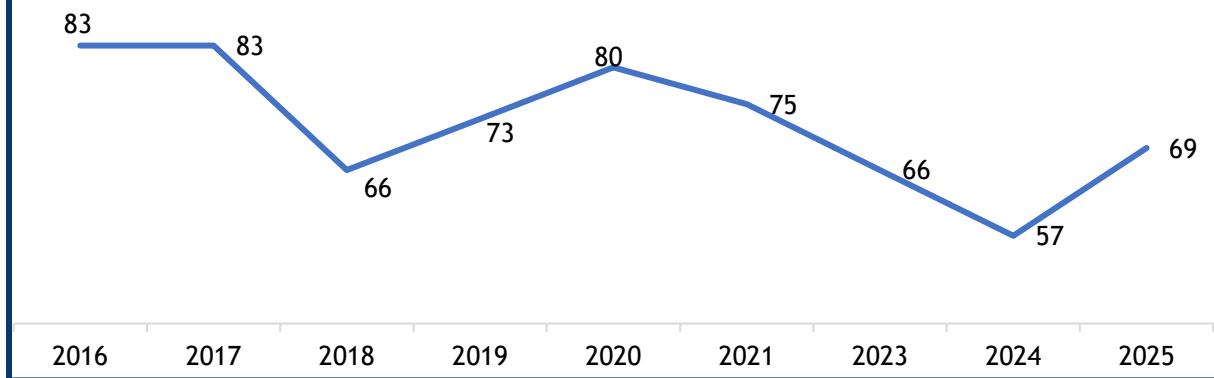
	Interstate highways and state routes	Overall conditions of bike and pedestrian accommodations
All respondents	80	68
Age		
18-34	81	59
35-59	65	70
60 and over	67	73
Education		
Less than a four-year degree	68	74
Four-year degree or more	74	56
Gender		
Male	68	64
Female	74	73
Race		
White	63	65
Non-white	82	73
Residence		
Chicago	81	59
Chicago suburbs	77	74
Elsewhere	58	71

Overall IDOT Rating

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 regarding the overall job performance of IDOT and four questions concerning IDOT employees.

Respondents were asked, “how would you rate the overall job the Illinois Department of Transportation is doing?” **Figure 11** shows that 69% of respondents rated the job IDOT is doing as “very good” or “good,” up from 57% in 2024. In addition, those older than 60 years (74%), with less than four years of college (70%), female (74%), non-white (73%) and residing in the Chicago suburbs (73%) were more positive of the overall job of IDOT when compared to others in their groups.

Fig. 11. Overall job of IDOT by year
(% rating the overall job of IDOT as "very good" or "good")



Additionally, respondents were asked, “how often do you think you can trust IDOT to do what is right regarding transportation issues?” Nearly two-thirds (63%) of respondents indicated they could trust IDOT to do the right thing “just about always” or “most of the time,” up 9% from 2024. Respondents who identified as 60 years or over (68%), female (66%), with less than a four-year degree (66%), non-white (68%) and from downstate (64%) were much more trusting of IDOT when compared to others in their groups. See **Table 18** for further details.

Table 18. Ratings of IDOT Overall and Trust

	Those who rate the overall job of IDOT as “good” or “very good”	Those who trust IDOT to do what is right regarding transportation issues “just about always” or “most of the time”
Overall	69	63
Age		
18-34	65	60
35-59	68	61
60 and over	74	68
Education		
Less than a four-year degree	70	66
Four-year degree or more	66	57
Gender		
Male	65	61
Female	74	66
Race		
White	66	59
Non-white	73	68
Residence		
Chicago	66	60
Chicago Suburbs	73	63
Elsewhere	68	64

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, though for 2025 all are slightly more positive. The most positively rated item was “overall conduct of IDOT employees on the job” (86%), followed by “courtesy and respect shown to motorists” (85%). This indicates a high level of satisfaction with IDOT employee performances among Illinois travelers. 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 19** has more information.

Fig. 12. Rating of IDOT Employees
(% rating employees as "very good" or "good" on the following characteristics)

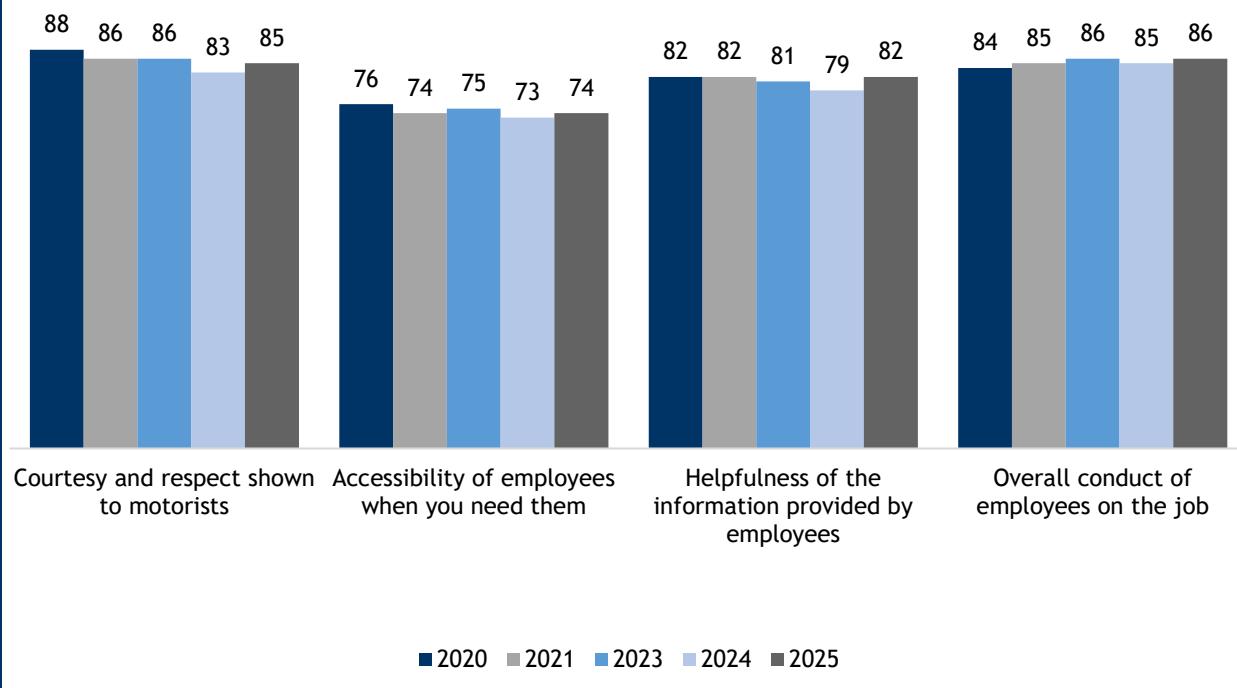


Table 19. Percent providing a favorable response ("very good" or "good") for IDOT employees on each of the following categories

	Courtesy and respect shown to motorists	Accessibility of employees when you need them	Helpfulness of the information provided by the employees	Overall conduct of IDOT employees on the job
All Respondents	85	74	82	86
Age				
18-34 years old	80	70	78	48
35-59 years old	85	74	82	86
60 years old and over	89	77	86	88
Education				
Less than a four-year degree	83	73	81	84
Four-year degree or more	87	75	83	89
Gender				
Male	85	74	81	86
Female	85	75	83	87
Race				
White	88	75	83	87
Non-white	80	72	79	84
Region				
Chicago	82	75	84	86
Chicago suburbs	86	74	86	87
Elsewhere	85	73	88	85

Appendix A. Topline Report

Numbers represent percentages (N=2128). Totals may not equal 100% due to rounding.

Planning

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

Car/personal vehicle	61
Public transit: regional bus service	16
Public transit: regional train service	16
Bike	10
Walk	15
Taxi or ride sharing service	7
I do not commute for work	22

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

Less than 10 miles	34
11 to 20 miles	31
21 to 30 miles	14
31 to 40 miles	9
41 to 50 miles	5
More than 50 miles	8

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	73
Construct new highways and bridges	29
Improve mass transit/public transportation systems	57
Americans with Disabilities Act/improve accessibility	26
Construct or upgrade bike and pedestrian paths	32
Improve freight rail	11
Improve passenger rail and stations	31

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	55
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	29
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	11
I do not believe passenger rail is an important part of the transportation system in Illinois, nor will it ever be	6

How often do you use Amtrak?

Very often (daily or almost daily)	4
Somewhat often (once or twice a week)	9
Rarely (once a month or less)	47
Never	40

Which of the following statements best describes your opinion regarding access to transit services in Illinois?

I believe that transit service is an important part of the transportation system in Illinois and that current levels of access to transit should be expanded	61
I believe that transit service is an important part of the transportation system in Illinois and that the current levels of access to transit is meeting the needs of travelers	27
I do not believe that transit is an important part of the transportation system in Illinois. However, with an increase in the current level of access to transit, it could become an important part of the transportation system in Illinois	7
I do not believe that transit is an important part of the transportation system in Illinois, nor will it ever be	5

Comparing your use of transit 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	19
My use of public transportation is less than it was prior to COVID	23

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	44
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	5

How often do you use air travel?

Very often (more than 16 times per year)	5
Somewhat often (5 to 15 times per year)	21
Rarely (1 to 4 times per year)	58
Never	17

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	41
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	45
I believe that the highway system in Illinois meets an acceptable condition and additional expansion is not necessary	9
I do not believe that the highway system is an important part of the transportation system in Illinois, and highway funding should be cut	5

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	53
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	26
I believe that bike and pedestrian accommodations in Illinois meet acceptable conditions, and any additional expansion is not necessary	13
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	8

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

Yes	9
No	91

When it comes time to purchase/lease your next vehicle, would you consider purchasing/leasing a plug-in hybrid electric or an all-electric battery electric vehicle

Definitely will purchase/lease	13
Considering purchasing/leasing	24
Unsure	20
Not considering purchasing/leasing	15
Definitely will not purchase/lease	27

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

Concerns about safety	13
High maintenance cost	24
Lack of dependable charging stations	32
Prefer gas powered engine	12
Price	27
Other	7

Communications

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
Media websites	27
IDOT website	64
IDOT social media sites	21
State of Illinois websites	26

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	48
Media websites	34
IDOT website	42
IDOT social media sites	20
State of Illinois websites	21

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	49
Media websites	35
IDOT website	46
IDOT social media sites	21
State of Illinois websites	21

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	15
Media websites	16
IDOT website	66
IDOT social media sites	19
State of Illinois websites	34

Have you ever visited IDOT's traveler information site (www.gettingaroundillinois.com)?

Yes	37
No	63

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

Yes	89
No	11

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

Yes	67
No	33

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

Yes	88
No	13

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

Traffic/travel updates	37
Travel routes/maps	30
Traffic safety tips	11
Areas of construction	42
Other, please specify:	9

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

www.gettingaroundillinois.com and www.idot.illinois.gov?

Rating	80
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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	11
Good	56
Poor	26
Very poor	8

Timely removal of debris and dead animals from pavement

Very good	13
Good	52
Poor	28
Very poor	8

Landscaping and overall appearance of roadsides and medians

Very good	13
Good	48
Poor	29
Very poor	10

Snow and ice removal

Very good	22
Good	60
Poor	14
Very poor	4

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

Very good	25
Good	60
Poor	12
Very poor	3

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

Very good	27
Good	60
Poor	10
Very poor	3

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

Very good	16
Good	56
Poor	21
Very poor	7

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

Very good	13
Good	56
Poor	23
Very poor	8

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

Very good	13
Good	52
Poor	28
Very Poor	8

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

Very good	12
Good	59
Poor	22
Very poor	7

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

Very good	13
Good	55
Poor	25
Very poor	7

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

Very good	12
Good	57
Poor	24
Very poor	7

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	20
Good	65
Poor	12
Very poor	4

Accessibility of employees when you need them

Very good	15
Good	59
Poor	21
Very poor	5

Helpfulness of the information provided by the employees

Very good	18
Good	64
Poor	14
Very poor	4

Overall conduct of IDOT employees on the job

Very good	19
Good	67
Poor	11
Very poor	4

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

Just about always	14
Most of the time	49
Only some of the time	27
Hardly ever	11

Demographics

Do you currently have a valid driver's license?

Yes	89
No	11

Do you own or lease a vehicle?

Yes	79
No	21

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	47
Female	49
Non-Binary	1
Other	3

Highest level of education you have completed?

High school diploma or less	25
Some college but no degree	32
Two-year college degree (associate degree)	8
Four-year college degree (bachelor's degree) or higher	36

What is your race?

White	60
Black or African American	15
Asian and Pacific Islander	6
Hispanic	19
Native American and Other	3

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

City of Chicago	29
Chicago Suburbs	30
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	8
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 \$25,000	14
\$25,000 - \$49,999	21
\$50,000 - \$74,999	18
\$75,000 - \$99,999	13
\$100,000 or more	34

What is your disability status?

Do not have a disability	86
Have a disability	15

IDOT Districts

District 1 - Schaumburg	65
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	4
Alexander	0	0
Bond	0	0
Boone	1	17
Brown	>1	2
Bureau	>1	5
Calhoun	>1	3
Carroll	>1	3
Cass	>1	3
Champaign	2	49
Christian	>1	4
Clark	0	8
Clay	0	0
Clinton	>1	8
Coles	1	12
Cook	41	900
Crawford	>1	1
Cumberland	>1	3
DeKalb	1	21
De Witt	>1	1
Douglas	>1	2
DuPage	8	183
Edgar	>1	7
Effingham	>1	2
Fayette	>1	9
Ford	>1	6
Franklin	>1	7

Fulton	1	17
Gallatin	0	0
Greene	>1	3
Grundy	1	12
Hamilton	>1	4
Hardin	0	0
Henderson	0	0
Henry	>1	9
Iroquois	>1	9
Jackson	1	12
Jasper	>1	3
Jefferson	>1	8
Jersey	>1	9
Jo Daviess	>1	4
Johnson	>1	1
Kane	5	117
Kankakee	1	15
Kendall	1	18
Knox	1	10
La Salle	1	25
Lake	2	53
Lee	>1	6
Livingston	>1	4
Logan	>1	5
McDonough	>1	4
McHenry	3	61
McLean	1	23
Macon	1	15
Macoupin	1	11
Madison	3	63
Marion	>1	3
Marshall	>1	4
Mason	>1	3
Massac	>1	2
Menard	>1	1
Mercer	>1	5
Monroe	>1	1
Montgomery	>1	4
Morgan	>1	6
Moultrie	0	0
Ogle	>1	8
Peoria	1	22
Perry	>1	4
Piatt	>1	2
Pike	>1	4

Pope	0	0
Pulaski	>1	1
Putnam	0	0
Randolph	>1	4
Richland	>1	4
Rock Island	1	23
Saline	0	0
Sangamon	2	34
Schuyler	0	0
Scott	>1	1
Shelby	>1	5
St. Clair	1	29
Stark	>1	1
Stephenson	1	19
Tazewell	1	16
Vermilion	>1	4
Wabash	>1	1
Warren	>1	1
Washington	>1	4
Wayne	>1	4
White	>1	4
Whiteside	1	15
Will	5	106
Williamson	>1	9
Winnebago	2	34
Woodford	1	10

Appendix B. Open-Ended responses

What is your gender? - Prefer to self-identify

Genderqueer
Female/Girl

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

	N
American	3
White Native American	1
Polish	1
Other	1
None of your business	1
Nice try FBI	1
Multi	1
HUMAN	1
Hispanic	1
Druid	1
Creole	1
Biracial	1

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

	N
Uses other mode of transportation	18
Environment	17
Availability/lack of used options	5
Cost	8
Need for better alternatives	2
Battery and charging concerns	21
Political	10
Don't want or need car	35
Range and reliability and quality	35
Infrastructure concerns	3
Miscellaneous	2

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

	N
Road conditions, rest areas, weather	14
Annual Average Daily Traffic Data	15
Amtrak/Rail information	4
Bicycle/motorcycle information	8
Construction information	5
Electric car information	2
Employment	17
IPass/Tollway	13
Business Purposes	20
Projects/Planning information	29
General IDOT information	21
DMV information	5
Report concern/complaint/pothole	12
Other	9