



California  
**Road Charge**

# **Public Private Roads Project**

APPENDIX

**L**

## **Participant Survey Results**

Appendix was prepared to follow industry guidelines and standards for accessibility and usability to the extent feasible. If you have difficulty accessing content in this document, please contact Caltrans for assistance.



**TO:** Caltrans Road Charge Public/Private Roads Pilot Team  
**FROM:** EMC Research  
**RE:** Pilot Participant Post-Test Survey Results Summary  
**DATE:** November 2023

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The following memo summarizes the results of California Road Charge Public/Private Roads Pilot Post-Test Survey among Rural, Tribal, and TCA (Transportation Corridor Agencies) pilot participants. Please note that there are several documents – topline and open-ended response verbatims – associated with these surveys that are more explicative of survey results; this memo serves as a reference for the methodology of this survey and summarizes key highlights.

### Methodology

EMC Research has conducted a set of two online surveys with California Road Charge Public/Private Roads Pilot participants. The first survey was administered to participants before they began active participation in the pilot in Spring 2023 (the pre-test), and the second was administered at the end of their participation, throughout the month of October 2023 (the post-test).

The post-test survey, discussed in this memo, took participants approximately 15 minutes to complete, and was used to investigate and track a variety of metrics from the Evaluation Criteria Matrix document. This survey was offered in English only, as no participants requested the survey in another language. Respondents were invited to take the survey by WSP staff upon closure of the pilot program. Weekly reminder emails were sent to those who had not completed the survey by then.

### Questionnaire Content

While this part of the Road Charge Pilot was in the form of a survey – a quantitative research methodology – due to the limited pool of respondents and the flexibility allowed in online administration, the questions asked were a mix of qualitative and quantitative type. This mix gave participants the opportunity to provide their responses to key ratings questions, as well as give more open-ended responses to questions and share their thoughts in a more free-form manner. The full set of survey responses, as well as open-ended verbatim responses, can be found in separate documents, but some summary statements and quotes are included in the below document.

Please note that the smaller sample sizes of these surveys mean that the results cannot be generalized to a larger population and are of a more qualitative character. While we do report some specific numbers below, this data should be used *directionally*, as a broad guide to sentiment regarding this pilot, and with caution, especially when compared to a scientifically sampled general population poll.

The surveys ask questions on the following topics:

- Satisfaction with experience
- Satisfaction with and confidence in reporting mileage, including issues they may have experienced while reporting
- Perceptions about key aspects of Road Charge, particularly around data security, accuracy, equity, and fairness
- Ease of use, confidence, and perceived importance around pilot mechanics
- Challenges faced in specific steps taken (onboarding, technical setup, recording miles, etc)
- Satisfaction with communications about program and their participation
- General policy preference and perceptions

### Key Takeaways - Overall

Generally, participants across pilot types (rural, tribal, and TCA) rated their overall experience with the pilot positively and all facets of the program received majority-positive ratings. Compared to the rural and tribal participants, TCA participants gave higher ratings to their overall experience, to “the process of reporting mileage”, “the plug-in device they used for mileage reporting”, and “road charge information integrated with their online Toll Roads account” (please note that rural and tribal participants were asked about their experience with the myMiles platform instead of Toll Roads account). That said, no tribal participant gave a rating below average to “the communications and instructions they have received about the pilot”.

Nearly all rural and TCA participants found the process of reporting mileage easy and large majorities were confident that mileage were reported accurately, while tribal participants gravitated slightly more towards a neutral rating on these questions. “The ease of differentiating between public and private roads” and “confidence in the device accurately identifying the miles they drove on public roads versus private roads” received slightly lower ratings. Majorities across pilot types were confident in privacy protections they were provided and in the data security of the pilot. Virtually all agreed that they were given all the information necessary for participating in the pilot.

Few rural and TCA participants rated road charge as unfair to any driver profile tested in the survey, while tribal participants were more split in terms of their fairness perceptions. That said, a slim majority of tribal participants, and stronger majorities of rural and TCA participants found the road charge to be a better option for California than the gas tax, and there was strong agreement that the state should continue exploring the road charge.

### Road Charge Rural Participant Survey

In total, 215 rural pilot participants completed the post-test survey between October 1<sup>st</sup> and 31<sup>st</sup>, 2023. The survey completion rate for this phase was 90%.

Rural participants' overall satisfaction rating with the process upon the completion of the pilot remained consistent with the pre-participation survey at a 5.6 mean rating (on a scale of 1 to 7, where 1 is very unsatisfied and 7 is very satisfied), indicating that they were generally satisfied with the experience. Almost half (42%) gave their overall experience a rating of 7 out of 7. Mean ratings for different aspects of the program ranged between 5.3 and 6.3, suggesting participants were generally satisfied with all aspects of the pilot, with "The amount of time you spent on your participation in the pilot" (mean response 6.3), "The plug-in device you used for mileage reporting" (mean response 6.2) and "The process of reporting your mileage" (mean response 6.2) receiving the highest ratings. The lowest rating (mean response 5.3) was given to "Your experience with the myMiles participant portal". All pilot aspects that were included in both pre- and post-surveys received either higher or consistent ratings in the post-survey.

Participants reported that reporting mileage was easy, with a mean rating of 6.6 on a scale where 1 meant it was not easy at all and 7 was extremely easy, and with 80% giving it 7-out-of-7 rating. Distinguishing between public and private roads received slightly lower but nonetheless high ratings, with mean response being 5.6. Confidence in accuracy of reporting, invoicing and in the device accurately identifying miles driven on private roads was also high with a mean response of 5.9, 5.7 and 5.5, respectively, on a scale where 1 meant they were not confident at all and 7 meant extremely confident.

The plug in device makes it easy to report mileage.  
– Rural Pilot Participant

Automatic. Tracking technology is quite sophisticated.  
– Rural Pilot Participant

The whole thing was professionally done and easy to understand.  
– Rural Pilot Participant

Had to use the OBDII port for diagnostic port at times. So those miles were lost.  
– Rural Pilot Participant

I had a hard time navigating the portal. To see what my monthly mileage wise and to confirm it.  
– Rural Pilot Participant

The plug-in device was a bit bulky, and my foot kicked it out of the port on several occasions when entering my vehicle.  
– Rural Pilot Participant

The maps used are not up to date, the address where I live was reported as the address of the place more than 17 year ago, they also do not seem to realize that private roads must be excluded from this survey because they do not maintain them...  
– Rural Pilot Participant

Respondents were asked about their confidence with the pilot's privacy protections and data security on a scale where 1 is not confident at all and 7 is very confident. The mean confidence rating in privacy protections was high with a mean response of 5.6 (a slight increase from the pre-test) and slightly lower for data security with a mean response of 4.6 (decrease from the pre-test). When asked an open-ended question about specific privacy and security concerns, most respondents brought up more generalized concerns around data security/hacking and data that government collects, rather than raising data security issues specific to the pilot.

Always a concern when the government collects private data!  
– Rural Pilot Participant

Everything is hackable if people really want it. I just want reassurance the data is protected with redundant systems.  
– Rural Pilot Participant

I don't care if people know where I am, but I also don't have any information about the privacy or security.  
– Rural Pilot Participant

Hope not to be hacked.  
– Rural Pilot Participant

It is very difficult to say how confident I am without anything to compare it to. I trust that it was managed well, but 6 months is a very short time for problems to arise from data collected. It could be a long time before we see any kind of issues with the collected data.  
– Rural Pilot Participant

Respondents generally agreed that they had the information they needed to successfully participate in the pilot (91% agree). While overall agreement with the statement remained consistent between pre- and post-surveys, there was a notable increase in intensity with the percentage of those “strongly” agreeing going up from 57% to 72%. Almost all (87%) said knew where to get answers to any questions they had.

1-in-5 reported having had issues during the pilot, but many of them pertained to incentive payments.

I felt that the plug in device was making my car have mechanical issues so I stopped using it.  
– Rural Pilot Participant

Outdated maps, incorrect private road mileage, power feedthrough for other user connections, poor user interface on the web page (there should be a method to dispute reported miles).  
– Rural Pilot Participant

it was regarding incentive payments and getting them all consolidated into a single payment on a physical card.  
– Rural Pilot Participant

In terms of their policy preferences, a majority (60%) found that paying for road and freeway maintenance **per mile** is more fair—consistent with the pre-test survey. The post-survey re-asked some questions about the fairness of road charge for specific groups (on a scale of 7 where 1 meant it was not fair at all and 7 was very fair) that were also asked in the pre-test. Those fairness ratings increased with regards to all groups in the post-survey; with ratings ranging from 4.8 (for lower income drivers and people who have to drive a long distance to get to work) to 5.4 (for themselves and their families) and 5.5 (for people who mostly drive in cities and urban areas).

There were moderate levels of concern around people cheating with a road charge system; with a mean rating of 4.4 on a scale of 7 where 1 meant it was not concerned at all and 7 was very concerned, and 25% giving themselves a rating of 7 out of 7. Close to one half (46%) agreed with the statement “Under the method I used in the pilot, it is possible to report my mileage inaccurately” and over three-quarters (77%) agreed that “People will find ways to report their mileage inaccurately”.

Some people will always try to evade something if there is a cost imposed on them.

— Rural Pilot Participant

My plug in device would constantly stop working while still plugged in and I would have to reset it once I finally noticed it was off and it's the little things like that which spark creativity in people's minds to figure out a way to beat the system.

— Rural Pilot Participant

Around one-third said they became more aware of how much they drove and how much they spent on gas after participating in the pilot. More participants reported becoming more aware of how many miles they drive (39%) and how much they spend on gas tax (31%) after participating.

Despite close to one-third of participants believing that they would pay more under a road charge than a gas tax (28%, representing a 10-point decrease from the pre-test), a supermajority of 74% indicated that a road charge program, designed like the pilot they participated in, is a better way to fund road maintenance in California and 85% agreed that the state should continue exploring the road charge.

Being able to be apart of the data needed to make an informed decision about the implementation of the road charge tax.

— Rural Pilot Participant

I hope my participation will help create a more fair system. I know lots of people with electric vehicles that pay no gas tax but use all the roads. Not fair.

— Rural Pilot Participant

The program was very interesting. My comments and questions were answered and I now fully understand how this system will work to ensure non-gasoline vehicles will pay their fair share of the road maintenance fees.

— Rural Pilot Participant

You guys have a plan--do it!

— Rural Pilot Participant

Road charges already exist, we simply need to figure out an equitable method for keeping our roads taken care of.!

— Rural Pilot Participant

### Road Charge Tribal Participant Survey

In total, 14 tribal pilot participants completed the post-test survey between October 1<sup>st</sup> and 31<sup>st</sup>, 2023. The survey completion rate for this phase was 82%. Due to the small universe and sample size, it is impossible to look at the results with statistical confidence.

Tribal participants' overall satisfaction with process rating upon the completion of the pilot slightly increased compared to the pre-participation survey to a 5.3 mean rating (on a scale of 1 to 7, where 1 is very unsatisfied and 7 is very satisfied). 5 out of 14 participants gave their overall experience a rating of 7 out of 7. Mean ratings for different aspects of the program ranged between 5.2 and 6.1, suggesting participants were generally satisfied with all aspects of the pilot; with "The amount of time you spent on your participation in the pilot" (mean response 6.1), "The communications and instructions you have received about the pilot" (mean response 6.1) and "The process of reporting your mileage" (mean response 5.9) receiving the highest ratings. The lowest rating (mean response 5.2) was given to "The protection of your personal data". Most pilot aspects that were included in both pre- and post- surveys received either higher or consistent ratings in the post-survey; with "The plug-in device you used for mileage reporting" and "The number and quality of opportunities you've had for feedback on your participation in the pilot" seeing a small drop (from 6.4 to 5.6 and from 5.9 to 5.6, respectively).

Participants reported that reporting mileage was easy, with a mean rating of 6.1 on a scale where 1 meant it was not easy at all and 7 was extremely easy, and with 8 participants out of 14 giving it 7-out-of-7 rating and no participant giving a rating below 4. Distinguishing between public and private roads received lower with a mean response of 5.0. Confidence in accuracy of reporting, invoicing and in the device accurately identifying miles driven on private roads was also high with a mean response of 5.6, 5.3 and 5.4, respectively, on a scale where 1 meant they were not confident at all and 7 meant extremely confident.

Didn't have to do anything besides install the device.

– Tribal Pilot Participant

My mileage is accurately and automatically collected.

– Tribal Pilot Participant


Sometimes I had login issues.

– Tribal Pilot Participant

There were many times I was on "private" roads behind closed gates that reported as public roads.

– Tribal Pilot Participant

Respondents were asked about their confidence in the pilot's privacy protections and data security on a scale where 1 is not confident at all and 7 is very confident. The mean confidence rating in privacy protections was high with a mean response of 5.2 (slight increase from the pre-test) and slightly lower for data security with a mean response of 4.8 (consistent the pre-test). When asked an open-ended question about specific privacy and security concerns, most respondents brought up more generalized concerns around data security/hacking and data that government collects, rather than raising data security issues specific to the pilot. One respondent felt there was not enough information about security protections.



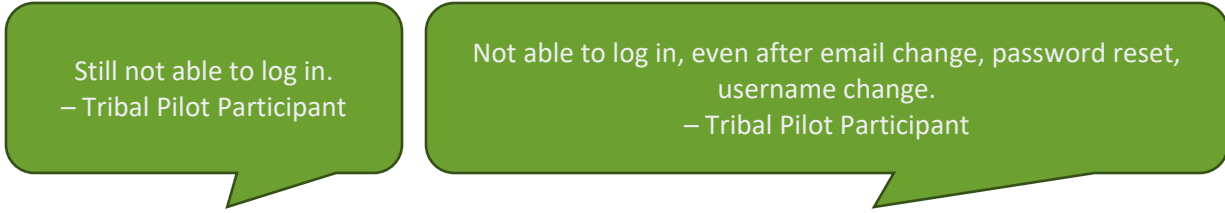
I really have no way of knowing how secure it is.  
– Tribal Pilot Participant

I always have concerns with all platforms.  
– Tribal Pilot Participant

Limited information provided on protections..  
– Tribal Pilot Participant

Respondents generally agreed that they had the information they needed to successfully participate in the pilot (12 out of 14 agreed). In the pre-test, all tribal participants had agreed with this statement but 2 disagreed in the post-survey. Almost all (11 out of 14) said knew where to get answers to any questions they had.

2 participants reported having had issues during the pilot.



Still not able to log in.  
– Tribal Pilot Participant

Not able to log in, even after email change, password reset, username change.  
– Tribal Pilot Participant

In terms of their policy preferences, tribal pilot participants were split with 6 respondents finding it more fair to pay for road and freeway maintenance **per mile** and 6 finding it less fair, and 2 participants saying either way is about equally fair. The post-survey re-asked some questions about the fairness of road charge for specific groups (on a scale of 7 where 1 meant it was not fair at all and 7 was very fair) that were also asked in the pre-test. Those fairness ratings increased with regards to all groups in the post-survey despite remaining generally low; with ratings ranging from 3.3 (for who mostly drive in rural or remote areas and people in participant's own community) to 3.7 (for themselves and their families) and 4.3 (for people who mostly drive in cities and urban areas).

Concerns around people cheating with a road charge system were down compared to pre-test with the mean rating having decreased from 6.0 to 4.4 on a scale of 7 where 1 meant it was not concerned at all and 7 was very concerned. Eight out of 14 agreed with the statement "Under the method I used in the pilot, it is possible to report my mileage inaccurately" and 11 participants agreed that "People will find ways to report their mileage inaccurately".



People always figure out ways.  
– Tribal Pilot Participant

People get creative if they want to cheat.  
– Tribal Pilot Participant

Unplugging the device or breaking it..  
– Tribal Pilot Participant

Only 4 out of 14 said they became more aware of how much they drove after participating in the pilot. Six said they became more aware of how much they spend on gas, and 9 said they became more aware of how many miles they drive and how much they spend on gas taxes after participating.

Tribal participants were split in their cost impressions of road charge with 6 believing they would pay more and 7 believing they would pay less than they do with gas tax. Eight participants indicated that a road charge program, designed like the pilot they participated in, is a better way to fund road maintenance in California as opposed to 6 who found the gas tax better. Nonetheless, 11 out of 14 agreed that the state should continue exploring the road charge.

Lots of funds needed to maintain the roads so a use tax is necessary.  
– Tribal Pilot Participant

Gas tax is probably more inequitable for older less fuel efficient vehicles, or those who cannot afford more fuel efficient vehicles.  
– Tribal Pilot Participant

Unfair to people who can not afford hybrid or electric vehicles.  
– Tribal Pilot Participant

That all vehicles utilize our roads. Electric vehicles are not helping to fund maintenance, repairs, or improvements. The gas tax model is becoming outdated and we need to fund transportation.  
– Tribal Pilot Participant

There is a viable alternative to the gas tax.  
– Tribal Pilot Participant

### Road Charge TCA Participant Survey

In total, 31 TCA pilot participants completed the post-test survey between October 1<sup>st</sup> and 31<sup>st</sup>, 2023. The survey completion rate for this phase was 89%.

TCA participants' overall satisfaction with process rating upon the completion of the pilot slightly increased compared with the pre-participation survey to a 5.9 mean response (on a scale of 1 to 7, where 1 is very unsatisfied and 7 is very satisfied), indicating that they were generally satisfied with the experience. Almost half (45%) gave their overall experience a rating of 7 out of 7. Mean ratings for different aspects of the program ranged between 5.8 and 6.5, suggesting participants were generally satisfied with all aspects of the pilot; with "The amount of time you spent on your participation in the pilot" (mean response 6.5), "The plug-in device you used for mileage reporting" (mean response 6.5) and "The process of reporting your mileage" (mean response 6.4) receiving the highest ratings. The lowest rating (mean response 5.8) was given to "The number and quality of opportunities you've had for feedback on your participation in the pilot", "The security of the data that was collected" and "The protection of your personal data". All pilot aspects that were included in both pre- and post- surveys received either higher or consistent ratings in the post-survey.

Participants reported that reporting mileage was easy, with a mean rating of 6.3 on a scale where 1 meant it was not easy at all and 7 was extremely easy, and with 77% giving it a 7-out-of-7 rating. Distinguishing between public and private roads received lower ratings, with the mean response being 4.8. Confidence in accuracy of reporting, invoicing and in the device accurately identifying miles driven on private roads was high with a mean response of 5.7, 5.7 and 5.5, respectively, on a scale where 1 meant they were not confident at all and 7 meant extremely confident.

Effortless. Didn't need to do anything other than plug in the device to the OBD.  
– TCA Pilot Participant

The reporting process was automated and hands off. I did not have to do anything.  
– TCA Pilot Participant

My tracker stopped reporting data even after it was replaced.  
– TCA Pilot Participant

No difficulty in reporting, however, the location of our home points to an issue with the timeliness of the data used to determine public/private roads.  
– TCA Pilot Participant

I had a faulty device that had to be replace, but it was an easy process.  
– TCA Pilot Participant

Respondents were asked about their confidence with the pilot's privacy protections and data security on a scale where 1 is not confident at all and 7 is very confident. The mean confidence rating in privacy protections was high with a mean response of 5.7 (consistent with the pre-test) but there was somewhat of a drop in the mean data security rating from 5.6 to 4.2. When asked an open-ended question about specific privacy and security concerns, most respondents brought up more generalized concerns around data security/hacking and data that government collects, rather than raising data security issues specific to the pilot.

I'm always wary of any type of device that is tracking my location unless I know I am personally securing that data.  
– TCA Pilot Participant

Who has any idea if data is secure these days? I can't trust a government entity any more than any other company.  
– TCA Pilot Participant

It's always a concern.  
– TCA Pilot Participant

Respondents almost unanimously agreed that they had the information they needed to successfully participate in the pilot (97% agree). While overall agreement with the statement remained consistent between pre- and post-surveys, there was a notable increase in intensity with the percentage of those "strongly" agreeing going up from 53% to 71%. Virtually all (97%) said knew where to get answers to any questions they had.

1-in-5 reported having had issues during the pilot, but many of them pertained to incentive payments.

Not getting the miles driven on my statement.  
– TCA Pilot Participant

Can't get in to the toll roads account.  
– TCA Pilot Participant

Wasn't credited for one month of viewing my statement.  
– TCA Pilot Participant

In terms of their policy preferences, a plurality (48%) found that paying for road and freeway maintenance **per mile** is more fair—a slight increase from the pre-test survey, and those who rated per-mile as less fair dropped from 28% to 13%. The post survey re-asked some questions about the fairness of road charge for specific groups (on a scale of 7 where 1 meant it was not fair at all and 7 was very fair) that were also asked in the pre-test. Those fairness ratings increased with regards to all groups in the post- survey; with ratings ranging from 4.4 (for lower income drivers) to 5.4 (for people who drive larger, less fuel-efficient vehicles) and 5.3 (for people who mostly drive in cities and urban areas).

There were moderate levels of concern around people cheating with a road charge system; with a mean rating of 4.6 on a scale of 7 where 1 meant it was not concerned at all and 7 was very concerned, and close to one-fourth giving themselves a rating of 7 out of 7. A majority (57%) agreed with the statement "Under the method I used in the pilot, it is possible to report my mileage inaccurately" and over three-quarters (81%) agreed that "People will find ways to report their mileage inaccurately".

Because devices can always be tampered with.  
– TCA Pilot Participant

People always find ways to hack these types of devices or find a way to not have it correctly hooked up to the car.  
– TCA Pilot Participant

People will always find a way to cheat technology.  
– TCA Pilot Participant

Around one-third said they became more aware of how much they drove, and close to a half (45%) said they became more aware of how much they spent on gas after participating in the pilot. More participants reported becoming more aware of how many miles they drive (65%) and how much they spend on gas taxes (58%) after participating.

A plurality of TCA participants (42%) believe that they would pay around the same under a road charge as they do with the gas tax, whereas the rest are evenly split between thinking they would pay less or more. Compared to pretest, fewer TCA participants think they would pay more with the road charge (from 50% to 29%). A majority of participants (61%) indicated that a road charge program, designed like the pilot they participated in, is a better way to fund road maintenance in California and 74% agreed that the state should continue exploring the road charge.

It felt like I was helping California to figure out if this was a good idea.  
– TCA Pilot Participant

I think it's important that we look at making big changes to how we fund road maintenance because the gas tax will continue to disproportionately impact lower income drivers who are not able to afford EV or more fuel efficient vehicles.  
– TCA Pilot Participant

As a matter of principle, I think people should bear the cost road maintenance based on their usage of roads. But I understand how tough it can be to implement a system to execute this.  
– TCA Pilot Participant

We need to find an equitable solution to replace a gas tax.  
– TCA Pilot Participant



**Rural Road Charge Pilot Participants  
California Statewide  
Online Survey  
Conducted April 7-June 1, 2023  
n=205  
EMC Research #23-8833**

***All numbers in this document represent percentage (%) values, unless otherwise noted. Due to rounding, percentages may not add up to exactly 100%. Additionally, please note that the smaller sample sizes of these surveys mean that the results cannot be generalized to a larger population and are of a more qualitative character.***

**INTRO:** Thank you for participating in this survey to gather information about why you joined the Public/Private Roads Pilot, what you think of the pilot, and your experience so far. Please answer the questions in this survey after you have completed all the necessary steps to start the pilot, including downloading any necessary apps, if applicable, and plugging in the device that was mailed to you.

Your participation in this survey is an extremely important component of the pilot evaluation process, so please make sure you get all the way to the end of the survey. It should take you no more than 15 minutes to complete, and if you get interrupted you may use the same link in your participant portal to come back and finish later. All of your answers are strictly confidential.

Please try to answer every question, but if you are unsure about one, you may skip it.

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**DRIVERS OF PARTICIPATION**

1. How did you first hear about the California Road Charge Public/Private Roads Pilot?

Email from California Road Charge Program	35
In a newspaper article or advertisement (print or online)	19
Social media posting	11
Letter, email, or call from a California Road Charge Program representative	6
Information from an organization you subscribe to	5
Word of mouth/From a friend or family member	4
In a television news piece	4
In a radio news piece	4
Board of Supervisors meeting/Public meeting	3
Magazine article (AAA, Auto Club, California Cattlemen, Westways)	3
Work	1
Can't recall	2
Somewhere else	2
  
2. Why do you want to participate in the California Road Charge Public/Private Roads Pilot? (**OPEN-ENDED TEXT BOX**)  
(PLEASE SEE OPEN END DOC FOR RESPONSES)

**GENERAL SATISFACTION**

3INT. How satisfied are you with each of the following regarding your experience so far with the California Road Charge Public/Private Roads Pilot? Even if you are just starting out with the program, please try to answer the best you can.

		Very unsatisfied				Very satisfied		(Don't know)	Mean	
SCALE:		1	2	3	4	5	6	7		
(ALWAYS ASK FIRST)										
3.	The overall experience	8	-	3	8	20	19	42	-	5.6
(RANDOMIZE)										
4.	The amount of time you are spending on your participation in the pilot	2	0	2	8	6	20	60	-	6.2
5.	The communications and instructions you have received about the pilot	2	1	3	8	12	20	54	-	6.0
6.	The number and quality of opportunities you have for feedback on your participation in the pilot	2	1	4	21	17	16	38	0	5.5
7.	Getting your questions about the pilot answered	2	0	4	16	12	16	47	2	5.8
8.	The plug-in device you are using for mileage reporting	3	1	3	5	8	16	63	0	6.2
9.	Your experience with the MyMiles participant portal	2	4	6	17	16	16	39	1	5.5
10.	(NOT ASKED OF RURAL PARTICIPANTS)									
11.	The security of the data being collected	2	1	5	26	14	18	31	1	5.3
12.	The protection of your personal data	3	2	5	27	16	13	34	-	5.3
(END RANDOMIZE)										

**PILOT MECHANICS**

13. As part of your participation in the pilot, you are using the myMiles participant portal, either through your web browser or a smartphone mobile app. How easy was your experience accessing and using your myMiles participant portal through your **web browser**?

1 – Not easy at all	1
2	1
3	3
4	10
5	14
6	18
7 – Extremely easy	43
I don't access or use myMiles participant portal through a web browser	8
(No response)	-
<b>Mean</b>	<b>5.8</b>

14. As part of your participation in the pilot, you are using the myMiles participant portal, either through your web browser or a smartphone mobile app. How easy was your experience accessing and using your myMiles participant portal through a **smartphone mobile app**?

1 – Not easy at all	3
2	0
3	0
4	3
5	2
6	7
7 – Extremely easy	18
I don't access or use myMiles participant portal through a smartphone mobile app	65
(No response)	-
<b>Mean</b>	<b>5.7</b>

15. What issues, if any, did you experience when installing and setting up the mobile app, or your road charge enrollment in the app? (**OPEN-ENDED TEXT BOX**)

(PLEASE SEE OPEN END DOC FOR RESPONSES)

(RESUME ASKING ALL)

16. To begin the pilot, you needed to install a device in your car to begin the pilot. How was your experience installing and setting up the device?

1 – Not easy at all	0
2	1
3	3
4	3
5	6
6	10
7 – Extremely easy	77
I have not completed this step	-
<b>Mean</b>	<b>6.5</b>

17. What issues, if any, did you experience when installing the device in your car? **(OPEN-ENDED TEXT BOX)**

**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

18. How important is it to you that the device will accurately identify the miles you drive on public roads versus private roads?

1 – Not important at all	7
2	2
3	3
4	10
5	14
6	10
7 – Extremely important	54
(No Response)	-
<b>Mean</b>	<b>5.7</b>

19. How confident are you that the device will accurately identify the miles you drive on public roads versus private roads?

1 – Not confident at all	5
2	3
3	5
4	20
5	18
6	20
7 – Extremely confident	27
(No Response)	0
<b>Mean</b>	<b>5.1</b>



**DATA SECURITY**

20. Privacy protection ensures that information is not accessed by unauthorized parties and that individuals retain control over their personally identifiable information. How confident are you in the privacy protections provided during the pilot?

1 – Not confident at all	2
2	2
3	5
4	24
5	17
6	18
7 – Very confident	30
(No response)	2
<b>Mean</b>	<b>5.3</b>

21. Data security is the practice of protecting digital information from unauthorized access, corruption, or theft. How confident are you in the data security of the pilot?

1 – Not confident at all	2
2	3
3	4
4	23
5	22
6	18
7 – Very confident	27
(No response)	0
<b>Mean</b>	<b>5.2</b>

22. Have you received or seen any information about how your data and privacy will be protected during your participation in the pilot?

Yes	47
No	52
(No response)	1

23. **(IF Q22=YES; n=96)** How would you rate your satisfaction with this communication regarding your data and privacy?

1 – Very unsatisfied	-
2	2
3	-
4	16
5	18
6	21
7 – Very satisfied	43
(No response)	1
<b>Mean</b>	<b>5.9</b>

24. Do you have any concerns relating to privacy protection or data security and this pilot? **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

### **COMMUNICATIONS**

25. Please indicate whether you agree or disagree with this statement: I have all the information I need to successfully participate in this pilot.

Strongly agree	57	<b>→ 90</b>
Somewhat agree	33	
Somewhat disagree	5	<b>→ 10</b>
Strongly disagree	5	
(No response)	0	

26. Please explain the reason for your answer. **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

27. Do you know how to get answers to any questions you might have about the pilot?

Yes	72
No	26
(No response)	1

28. What types of communication would be most helpful during your participation in this pilot?  
**(MULTIPLE RESPONSES ACCEPTED)**

Email	80
Text message	23
Communications through participant portal	16
One-on-one assistance by telephone	5
Other	0

29.	Have you needed to contact customer support at any time during the pilot so far?	
	Yes	18
	No	82
	(No response)	-

**(IF Q29 = 1-2, YES, ASK Q30-Q33; n=37)**

30. Please describe the issue you were having. **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

31.	Was the issue resolved to your satisfaction?	
	Yes	78
	No	19
	(No response)	3

**(IF Q31 = 2, NO, ASK Q32; n=7)**

32. What wasn't resolved? **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

33.	Approximately long did it take for the issue to be fully resolved?	
	Less than a day	16
	1-2 days	46
	3-4 days	11
	5-7 days	5
	More than a week, but less than a month	3
	More than a month	-
	Issue was never resolved	14
	(No response)	5

**(RESUME ASKING EVERYONE)**

**POLICY QUESTIONS**

34. Would you say that paying for road and freeway maintenance and repair based on the miles you drive is **more fair** or **less fair** than paying based on the amount of gas you buy?

Paying per mile is <b>more fair</b>	58
Paying per mile is <b>about as fair</b>	25
Paying per mile is <b>less fair</b>	16
(No response)	1

- 35INT. How fair do you think a road charge is for each of the following?

		Not fair at all						Very fair	(Don't know)	Mean
SCALE:		1	2	3	4	5	6	7		
<b>(RANDOMIZE)</b>										
35.	People who mostly drive in cities and urban areas	9	2	6	18	14	13	37	1	5.1
36.	People who mostly drive in rural or remote areas	14	14	13	18	10	9	20	2	4.1
37.	Lower-income drivers	17	11	15	15	13	7	22	1	4.1
38.	People who have to drive a long distance to get to work	17	7	13	18	8	10	26	1	4.3
39.	People in your community	12	8	8	21	15	11	25	1	4.5
40.	You and your family	10	4	7	25	17	8	28	1	4.7

**(END RANDOMIZE)**

41. Do you think that you would pay **more** or **less** with a road charge than you currently do in gas tax?

I think I would pay <b>more</b> with a road charge than I do with a gas tax	38
I think I would pay <b>about the same</b> with a charge as I do with a gas tax	37
I think I would pay <b>less</b> with a road charge than I do with a gas tax	22
(No response)	2

42. Please select which option you think is a better way to fund road maintenance in California.

A road charge program, designed like the pilot you are participating in	78
The current system, funded by the gas tax	20
(No response)	2

43. If a road charge were to replace the gas tax, how concerned would you be that this kind of reporting system would allow people to cheat if everyone were required to pay the road charge?

1 – Not at all concerned	10
2	4
3	6
4	20
5	24
6	12
7 – Very concerned	23
(No response)	0

---

**Mean** **4.8**

44. Why do you think that? **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

45. Do you have anything else you would like to share about the idea of road charge to fund road maintenance in California? **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

#### **BEHAVIORS AND DEMOGRAPHICS**

46. Thinking about the vehicle you drive **most often**, is it powered by...

A gasoline or diesel engine	80
A hybrid gas-electric engine	14
An all-electric engine	6
Another type of engine (Please specify)	0
(No response)	0

47INT. How often do you do each of the following?

SCALE:	More than once a week	At least once a week	At least once a month	Less than once a month, but at least once a year	Never
<b>(RANDOMIZE)</b>					
47. Drive in a vehicle alone	81	13	2	1	2
48. Ride or drive in a carpool in a personal vehicle with people who are not in your family	3	2	15	20	60
49. Ride in a taxi, Uber, Lyft, or other ride hailing vehicle	-	-	3	41	56
50. Ride a train	0	-	-	15	84
51. Ride a bus	0	-	0	16	83
52. Ride a shuttle	-	0	-	17	82

**(END RANDOMIZE)**

53. How many miles do you think you drive in an average month?
- |             |    |
|-------------|----|
| <1000       | 64 |
| 1000 - 2000 | 29 |
| 2000+       | 6  |
54. Do you live in a(n)...
- |               |    |
|---------------|----|
| Urban area    | 6  |
| Suburban area | 9  |
| Rural area    | 75 |
| Remote area   | 10 |
55. Do you have any feedback about the pilot that has not been addressed in any of the previous questions? **(OPEN-ENDED TEXT BOX)**
- (PLEASE SEE OPEN END DOC FOR RESPONSES)**

*NOTE: Age, income, gender, ethnicity, education, ZIP Code, and prior pilot participation are asked in the screener on the website and will be appended to the data for use in analysis.*

**DEMOGRAPHICS FROM WEBSITE SCREENER ON THE NEXT PAGE**

**AGE**

18-29 (1992 – 2003)	2
30-39 (1982 – 1991)	12
40-49 (1972 – 1981)	15
50-64 (1957 – 1971)	32
65 or over (1956 or earlier)	34
Prefer not to respond	5

**INCOME**

<\$50K	17
\$50K - \$100K	32
\$100K - \$150K	24
\$150K+	14
Prefer not to respond	14

**GENDER**

Male	57
Female	39
Prefer not to respond	4

**ETHNICITY**

American Indian or Alaskan Native	2
Asian	3
Black or African American	2
Hispanic or Latino	8
Native Hawaiian or Pacific Islander	0
White	79
Other Ethnicity	2

**EDUCATION**

College+	60
Non-college	40

**REGION**

Central	35
North	54
South	11

**PRIOR PILOT PARTICIPATION**

Yes	58
No	36
N/A	7



**Rural Road Charge Pilot Participants Post-Test Survey**  
**California Statewide**  
**Online Survey**  
**Conducted October 1-31, 2023**  
**n=215**  
**EMC Research #23-9009 DRAFT**

Where applicable (i.e. for questions that were asked in both pre-test and post-test surveys) results are compared with:

***Rural Road Charge Pilot Participants Pre-Test Survey***  
***April 7-June 1, 2023***  
***n=205***  
***EMC #23-8833***

***All numbers in this document represent percentage (%) values, unless otherwise noted.***  
***Please note that due to rounding, percentages may not add up to exactly 100%. Additionally, please note that the smaller sample sizes of these surveys mean that the results cannot be generalized to a larger population and are of a more qualitative character.***

**INTRO:** Thank you for participating in this survey to gather information about your experience with the Public/Private Roads Pilot. Please note that some of the following questions are similar to the questions you may have answered in the first participant survey. This is the last survey that you will receive regarding the pilot.

Your participation in this survey is an extremely important component of the pilot evaluation process, so please make sure you get all the way to the end of the survey. It should take you no more than 15 minutes to complete, and if you get interrupted you may use the same link in your participant portal to come back and finish later. All of your answers are strictly confidential.

Please try to answer every question, but if you are unsure about one, you may skip it.

**GENERAL SATISFACTION**

1INT. On the following pages, please rate how satisfied you were regarding your experience with the California Road Charge Public/Private Roads Pilot.

	Very unsatisfied					Very satisfied		(Don't know)	
SCALE:	1	2	3	4	5	6	7		Mean
<b>(ALWAYS ASK FIRST)</b>									
1. The overall experience									
<u>Post-test</u>	5	4	4	10	11	24	42	-	5.6
<u>Pre-test</u>	8	-	3	8	20	19	42	-	5.6
<b>(RANDOMIZE)</b>									



SCALE:	Very unsatisfied					Very satisfied		(Don't know)	Mean
	1	2	3	4	5	6	7		
2. The process of reporting your mileage									
<u>Post-test</u>	3	2	3	5	6	19	62	0	6.2
3. The amount of time you spent on your participation in the pilot									
<u>Post-test</u>	2	1	3	5	8	14	67	-	6.3
<u>Pre-test</u>	2	0	2	8	6	20	60	-	6.2
4. The communications and instructions you have received about the pilot									
<u>Post-test</u>	2	2	5	8	9	23	51	-	5.9
<u>Pre-test</u>	2	1	3	8	12	20	54	-	6.0
5. The number and quality of opportunities you've had for feedback on your participation in the pilot									
<u>Post-test</u>	3	2	4	11	12	23	45	-	5.7
<u>Pre-test</u>	2	1	4	21	17	16	38	0	5.5
6. Getting your questions about the pilot answered									
<u>Post-test</u>	1	3	4	9	8	18	53	3	5.9
<u>Pre-test</u>	2	0	4	16	12	16	47	2	5.8
7. The plug-in device you used for mileage reporting									
<u>Post-test</u>	2	3	3	7	6	10	69	-	6.2
<u>Pre-test</u>	3	1	3	5	8	16	63	0	6.2
8. Your experience with the myMiles participant portal									
<u>Post-test</u>	5	6	6	15	12	23	34	-	5.3
<u>Pre-test</u>	2	4	6	17	16	16	39	1	5.5
9. (NOT ASKED OF RURAL PARTICIPANTS)									
10. The security of the data that was collected									
<u>Post-test</u>	3	2	2	14	9	22	46	0	5.8
<u>Pre-test</u>	2	1	5	26	14	18	31	1	5.3
11. The protection of your personal data									
<u>Post-test</u>	3	1	3	18	8	19	46	1	5.7
<u>Pre-test</u>	3	2	5	27	16	13	34	-	5.3

(END RANDOMIZE)

**REPORTING SATISFACTION**

12. How easy was it to report your mileage?

1 – Not easy at all	1
2	1
3	1
4	4
5	2
6	10
7 – Extremely easy	80
(No response)	0
<b>Mean</b>	<b>6.6</b>

**(ASK Q13 ONLY IF Q12 IS ANSWERED; n=214)**13. What makes you say that? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Plug-in device works automatically after install	55
It was easy (general)	23
Issues logging in/using portal	5
App/portal was easy to use	5
Unclear/Hard to understand (general)	2
Issues with plug-in device	2
Other	6
Don't know/Not sure/Nothing	2

**(RESUME ASKING EVERYONE)**14. Did you experience any difficulties reporting your mileage? Please explain. **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

No difficulties	78
Website hard to use/statements were slow to update	6
Miles seemed inaccurate	4
Issues with device	3
General issues	1
Difficult to log in	1
Device stopped tracking	1
Other	2
N/A	3

15.	How confident are you that your mileage was being reported accurately?	
	1 – Not confident at all	2
	2	2
	3	3
	4	8
	5	10
	6	22
	7 – Extremely confident	51
	(No response)	1
	<b>Mean</b>	<b>5.9</b>

16.	How confident are you that your road charge invoice was being calculated accurately?	
	1 – Not confident at all	3
	2	1
	3	3
	4	14
	5	12
	6	28
	7 – Extremely confident	38
	(No response)	0
	<b>Mean</b>	<b>5.7</b>

#### **PILOT MECHANICS**

17.	How easy was it to differentiate between public roads and private roads?	
	1 – Not easy at all	6
	2	2
	3	3
	4	14
	5	10
	6	18
	7 – Extremely easy	46
	(No response)	1
	<b>Mean</b>	<b>5.6</b>

	<u>Pre</u>	<u>Post</u>
18. How confident are you that the device you installed in your car accurately identified the miles you drove on public roads versus private roads?		
1 – Not confident at all	5	4
2	3	3
3	5	8
4	20	11
5	18	14
6	20	21
7 – Extremely confident	27	40
(No response)	0	-
<b>Mean</b>	<b>5.1</b>	<b>5.5</b>
19. Did you experience any difficulties viewing your trips on the myMiles portal? Please explain. <b>(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)</b>		
No difficulties		72
Complicated/Difficult to navigate site		7
Trips not showing up/delay in showing trips		5
Issues logging in		2
General difficulties		2
Incorrect mileage/trips		2
Portal wouldn't load		2
Other		3
Don't know/Not sure/Nothing		4

**DATA SECURITY**

	<u>Pre</u>	<u>Post</u>
20. Privacy protection ensures that information is not accessed by unauthorized parties and that individuals retain control over their personally identifiable information. How confident are you in the privacy protections that were provided during the pilot?		
1 – Not confident at all	2	3
2	2	2
3	5	5
4	24	11
5	17	19
6	18	21
7 – Very confident	30	39
(No response)	2	1
<b>Mean</b>	<b>5.3</b>	<b>5.6</b>

21. Data security is the practice of protecting digital information from unauthorized access, corruption, or theft. How confident are you in the data security of the pilot?

1 – Not confident at all	2	4
2	3	1
3	4	5
4	23	15
5	22	16
6	18	21
7 – Very confident	27	38
(No response)	0	-
<b>Mean</b>	<b>5.2</b>	<b>4.6</b>

22. Do you have any concerns relating to privacy protection or data security and this pilot? (**OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW**)

Not concerned	69
General concern	8
Personal info/data being shared	7
Would like more information	5
Neutral/Unsure	4
Concern about location information	2
Information should be available on website	0
Don't know/Not sure/Nothing	4

### **COMMUNICATIONS**

	<b><u>Pre</u></b>	<b><u>Post</u></b>
23. Please indicate whether you agree or disagree with this statement: <i>I was given all the information I needed to successfully participate in this pilot.</i>		
Strongly agree	57	72
Somewhat agree	33	19
Somewhat disagree	5	3
Strongly disagree	5	6
(No response)	0	0
<b>Agree</b>	<b>90</b>	<b>91</b>
<b>Disagree</b>	<b>10</b>	<b>9</b>

	<u>Pre</u>	<u>Post</u>
24. <b>(ASK IF Q23 = 1-4; n=214) Please explain the reason for your answer. (OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)</b>		
Adequate/detailed information was provided		67
Issue with app/portal		4
Set up/instructions were easy		4
My questions were answered		3
Comment on what was not clear		3
Questions about incentive		3
Not enough information/Unclear		2
Other		7
Unsure/NA		8
25. Did you know how to get answers to any questions you might have had about the pilot?		
Yes	72	87
No	26	13
(No response)	1	-
26. Did you experience any issues during the pilot that remained unresolved during your participation?		
Yes		21
No		79
(No response)		-
<b>(IF Q26 = 1, YES, ASK Q27; n=44)</b>		
27. Please explain the unresolved issue you had. (OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)		
Incentive issue		48
Issue with app/portal		14
Miles/trips not correct		16
Device malfunction		16
Too complicated		2
None		5

**(RESUME ASKING EVERYONE)**

**POLICY QUESTIONS**

28. Would you say that paying for road and freeway maintenance and repair based on the miles you drive is **more fair** or **less fair** than paying based on the amount of gas you buy?

Paying per mile is <b>more fair</b>	58	60
Paying per mile is <b>about as fair</b>	25	27
Paying per mile is <b>less fair</b>	16	13
(No response)	1	-

- 29INT. How fair do you think a road charge is for each of the following?

	Not fair at all						Very fair	(Don't know)	Mean
SCALE:	1	2	3	4	5	6	7		
<b>(RANDOMIZE)</b>									
29. People who mostly drive in cities and urban areas									
<b>Post-test</b>	5	3	5	15	10	18	43	1	<b>5.5</b>
<b>Pre-test</b>	9	2	6	18	14	13	37	1	<b>5.1</b>
30. People who mostly drive in rural or remote areas									
<b>Post-test</b>	8	7	11	14	16	9	33	0	<b>4.8</b>
<b>Pre-test</b>	14	14	13	18	10	9	20	2	<b>4.1</b>
31. Lower-income drivers									
<b>Post-test</b>	9	7	10	21	10	10	33	-	<b>4.8</b>
<b>Pre-test</b>	17	11	15	15	13	7	22	1	<b>4.1</b>
32. People who have to drive a long distance to get to work									
<b>Post-test</b>	8	6	11	19	16	10	30	-	<b>4.8</b>
<b>Pre-test</b>	17	7	13	18	8	10	26	1	<b>4.3</b>
33. People in your community									
<b>Post-test</b>	7	5	9	16	13	12	38	-	<b>5.1</b>
<b>Pre-test</b>	12	8	8	21	15	11	25	1	<b>4.5</b>
34. You and your family									
<b>Post-test</b>	5	4	6	16	12	15	41	-	<b>5.4</b>
<b>Pre-test</b>	10	4	7	25	17	8	28	1	<b>4.7</b>
35. People who drive larger, less fuel-efficient vehicles									
<b>Post-test</b>	11	6	10	13	12	12	37	-	<b>4.9</b>

**(END RANDOMIZE)**

	<u>Pre</u>	<u>Post</u>
36. If a road charge were to replace the gas tax, how concerned would you be that the reporting system you were using would allow people to cheat?		
1 – Not at all concerned	10	11
2	4	12
3	6	10
4	20	15
5	24	20
6	12	7
7 – Very concerned	23	25
(No response)	0	0
<b>Mean</b>	<b>4.8</b>	<b>4.4</b>

37. **(IF Q36 = 1 – 7; n=214) Why do you think that? (OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Cheating is inevitable/People will track miles inaccurately	38
People will tamper with device	22
System is/will be effective	21
Most people won't cheat	3
System will not work	2
Cost will lead to cheating	2
Need more details/information	2
Other	8
Don't know/Not sure/Nothing	1

38INT. Please indicate whether you agree or disagree with each of the following statements.

<b>SCALE:</b>	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>(Don't know)</b>
---------------	-----------------------	-----------------------	--------------------------	--------------------------	---------------------

**(RANDOMIZE)**

38. Under the method I used in the pilot, it is possible to report my mileage inaccurately	18	28	20	34	0
39. If the state moves to a road charge instead of a gas tax, people will find ways to report their mileage inaccurately	36	42	15	8	0

**(END RANDOMIZE)**



	<u>Pre</u>	<u>Post</u>
40. Please select which option you think is a better way to fund road maintenance in California.		
A road charge program, designed like the pilot you are participating in	78	74
The current system, funded by the gas tax	20	24
(No response)	2	2
41. Do you think that you would pay <b>more</b> or <b>less</b> with a road charge than you currently do in gas tax?		
I think I would pay <b>more</b> with a road charge than I do with a gas tax	38	28
I think I would pay <b>about the same</b> with a charge as I do with a gas tax	37	38
I think I would pay <b>less</b> with a road charge than I do with a gas tax	22	33
(No response)	2	1
42. Please indicate whether you agree or disagree with the following statement: <i>The credits I received under road charge were worth the effort to report my miles by location.</i>		
Strongly agree		46
Somewhat agree		34
Somewhat disagree		9
Strongly disagree		4
I did not receive credits		7
(No response)		0
<b>Agree</b>		80
<b>Disagree</b>		13

43INT. Please indicate whether you agree or disagree with each of the following statements.

SCALE:	<b>Strongly agree</b>	<b>Somewhat agree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>(Don't know)</b>
<b>(RANDOMIZE)</b>					
43. The state should stick with the gas tax to fund road and highway maintenance in California	8	17	32	41	1
44. The state should continue to explore replacing the gas tax with a per mile road charge to fund road and highway maintenance in California	56	29	8	7	-

**(END RANDOMIZE)**

45. What did you like about participating in the road charge pilot? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Ease of use	32
Contributing to research/Helping make change	22
Interesting/Learning about issue	15
Incentive/Money	11
Seeing driving habits	5
Sharing views/opinion	3
Other	9
None/Nothing	3

46. What did you learn from participating in the road charge pilot? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Driving habits	18
Gas tax/Need an Alternative/Pay more with gas tax	10
California is considering replacing the gas tax/There are alternatives	10
Plug-in device/Technology/Mileage is tracked	9
Like the program/Think road charge is a good idea	7
How a road charge would work	6
Road charge is more equitable	3
Don't like the program	3
Cost is equal	3
Pay more with road charge	2
Other	9
Don't know/Not sure/Nothing	19

47. What is one thing you think is important for people to understand about road charge? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

It's fair/People should pay for what they use	34
Will replace gas tax/Need to account for EVs	16
Will be better/cheaper than gas tax	9
Road maintenance funding is important	8
How a road charge works/How it is calculated/How funds are used	6
Potential cost concerns/Some drivers may pay more	4
Potential privacy implications	5
It's safe/easy	3
Other	8
Don't know/Not sure/Nothing	7

48. Has your travel behavior changed at all due to your participation in the pilot? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**
- |                                 |    |
|---------------------------------|----|
| Travel behavior has not changed | 98 |
| Travel behavior has changed     | 2  |
49. How else has your participation in the pilot affected you? Please use the space below to describe any changes you've noticed as a result of the pilot. **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**
- |   |    |
|---|----|
| Has not affected me                           | 73 |
| Driving habits/More aware of miles/gas        | 11 |
| Interest in/questions about program           | 9  |
| Questions about study                         | 2  |
| Concern about tracking/Distrust of government | 2  |
| Other   | 3  |

#### **BEHAVIORS AND DEMOGRAPHICS**

50INT. As a result of the pilot, have you noticed a change in your level of awareness about any of the following?

SCALE:	Much less aware	Somewhat less aware	No change	Somewhat more aware	Much more aware
<b>(RANDOMIZE)</b>					
50. How often you drive	-	-	72	22	7
51. How many miles you drive	0	0	60	27	12
52. How much you spend on gas	0	0	68	21	10
53. How much you spend on gas taxes	0	1	54	28	17

**(END RANDOMIZE)**

	<u>Pre</u>	<u>Post</u>
54. Do you have anything else you would like to share about the idea of road charge to fund road maintenance in California? <b>(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)</b>		
No additional comment		53
In favor		16
Misc. concerns		5
Not in favor		5
General positive		3
Survey/research feedback		3
Concerns around hybrid/electric vehicles		3
Against gas tax		2
Unfair to certain areas/people		2
Other		7
55. Thinking about the vehicle you drive <b>most often</b> , is it powered by...		
A gasoline or diesel engine	80	78
A hybrid gas-electric engine	14	14
An all-electric engine	6	7
Another type of engine (Please specify)	0	1
(No response)	0	-

56INT. How often do you do each of the following?

SCALE:	More than once a week	At least once a week	At least once a month	Less than once a month, but at least once a year	Never
<b>(RANDOMIZE)</b>					
56. Drive in a vehicle alone					
<u>Post-test</u>	81	13	2	2	1
<u>Pre-test</u>	81	13	2	1	2
57. Ride or drive in a carpool in a personal vehicle with people who are not in your family					
<u>Post-test</u>	4	1	8	18	70
<u>Pre-test</u>	3	2	15	20	60
58. Ride in a taxi, Uber, Lyft, or other ride hailing vehicle					
<u>Post-test</u>	-	-	6	37	58
<u>Pre-test</u>	-	-	3	41	56
59. Ride a train					
<u>Post-test</u>	1	-	-	17	82
<u>Pre-test</u>	0	-	-	15	84

SCALE:	More than once a week	At least once a week	At least once a month	Less than once a month, but at least once a year	Never
60. Ride a bus					
<u>Post-test</u>	1	-	0	17	81
<u>Pre-test</u>	0	-	0	16	83
61. Ride a shuttle					
<u>Post-test</u>	0	-	1	23	75
<u>Pre-test</u>	-	0	-	17	82

(END RANDOMIZE)

	<u>Pre</u>	<u>Post</u>
62. How many miles do you think you drive in an average month?		
<1000	64	60
1000 - 2000	29	29
2000+	6	11

*NOTE: Age, income, gender, ethnicity, education, ZIP Code, and prior pilot participation are asked in the screener on the website and will be appended to the data for use in analysis.*

63. Do you live in a(n)...		
Urban area	6	3
Suburban area	9	11
Rural area	75	73
Remote area	10	13
64. Do you have any feedback about the pilot that has not been addressed in any of the previous questions? <b>(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)</b>		
No additional feedback		84
Road charge program suggestions/feedback		3
Incentive question/Incentives difficult to use		3
Research and survey feedback/interest		2
Other		7
65. As a Pilot participant, your experience and perspective on California's Road Charge program is highly valued. Would you be willing to share a quote (just a few sentences), your name, and your photo (optional) for inclusion in the final report about the Pilot?		
Yes		33
No		67

DEMOGRAPHICS FROM WEBSITE SCREENER ON THE NEXT PAGE

	<u>Pre</u>	<u>Post</u>
<b>AGE</b>		
18-29 (1992 – 2003)	2	2
30-39 (1982 – 1991)	12	12
40-49 (1972 – 1981)	15	15
50-64 (1957 – 1971)	32	31
65 or over (1956 or earlier)	34	35
Prefer not to respond	5	5
<b>INCOME</b>		
<\$50K	17	18
\$50K - \$100K	32	30
\$100K - \$150K	24	23
\$150K+	14	-
Prefer not to respond	14	29
<b>GENDER</b>		
Male	57	56
Female	39	40
Prefer not to respond	4	4
<b>ETHNICITY</b>		
American Indian or Alaskan Native	2	3
Asian	3	4
Black or African American	2	2
Hispanic or Latino	8	7
Native Hawaiian or Pacific Islander	0	0
White	79	80
Other Ethnicity	2	2
<b>EDUCATION</b>		
College+	60	59
Non-college	40	41
<b>REGION</b>		
Central	35	38
North	54	50
South	11	12

**PRIOR PILOT PARTICIPATION**

Yes	58	60
No	36	34
N/A	7	5



**TCA Road Charge Pilot Participants  
California Statewide  
Online Survey  
Conducted April 7-June 1, 2023  
n=32  
EMC Research #23-8833**

***All numbers in this document represent percentage (%) values, unless otherwise noted. Due to rounding, percentages may not add up to exactly 100%. Additionally, please note that the smaller sample sizes of these surveys mean that the results cannot be generalized to a larger population and are of a more qualitative character.***

**INTRO:** Thank you for participating in this survey to gather information about why you joined the Public/Private Roads Pilot, what you think of the pilot, and your experience so far. Please answer the questions in this survey after you have completed all the necessary steps to start the pilot, including downloading any necessary apps, if applicable, and plugging in the device that was mailed to you.

Your participation in this survey is an extremely important component of the pilot evaluation process, so please make sure you get all the way to the end of the survey. It should take you no more than 15 minutes to complete, and if you get interrupted you may use the same link in your participant portal to come back and finish later. All of your answers are strictly confidential.

Please try to answer every question, but if you are unsure about one, you may skip it.

---

**DRIVERS OF PARTICIPATION**

1. How did you first hear about the California Road Charge Public/Private Roads Pilot?

Email from California Road Charge Program	50
Letter, email, or call from a California Road Charge Program representative	16
Information from an organization you subscribe to	16
Word of mouth/From a friend or family member	6
Toll Roads website	6
Somewhere else	6
  
2. Why do you want to participate in the California Road Charge Public/Private Roads Pilot? (**OPEN-ENDED TEXT BOX**)  
(PLEASE SEE OPEN END DOC FOR RESPONSES)



**GENERAL SATISFACTION**

3INT. How satisfied are you with each of the following regarding your experience so far with the California Road Charge Public/Private Roads Pilot? Even if you are just starting out with the program, please try to answer the best you can.

		Very unsatisfied				Very satisfied		(Don't know)	Mean	
SCALE:		1	2	3	4	5	6	7		
(ALWAYS ASK FIRST)										
3.	The overall experience	9	-	6	16	6	16	47	-	5.4
(RANDOMIZE)										
4.	The amount of time you are spending on your participation in the pilot	-	3	-	9	6	19	63	-	6.3
5.	The communications and instructions you have received about the pilot	-	3	3	6	19	9	59	-	6.1
6.	The number and quality of opportunities you have for feedback on your participation in the pilot	3	3	6	22	13	13	41	-	5.4
7.	Getting your questions about the pilot answered	3	3	3	19	6	19	47	-	5.7
8.	The plug-in device you are using for mileage reporting	3	-	-	25	6	9	56	-	5.8
9.	(NOT ASKED OF TCA PARTICIPANTS)									
10.	Road charge information integrated with your online Toll Roads account	3	-	6	38	9	13	31	-	5.1
11.	The security of the data being collected	-	3	9	25	13	9	41	-	5.4
12.	The protection of your personal data	3	3	3	25	16	9	41	-	5.4
(END RANDOMIZE)										

**PILOT MECHANICS****Q13-15 NOT ASKED OF TCA PARTICIPANTS**

16. To begin the pilot, you needed to install a device in your car to begin the pilot. How was your experience installing and setting up the device?

1 – Not easy at all	3
2	3
3	-
4	-
5	-
6	16
7 – Extremely easy	78
I have not completed this step	-
<b>Mean</b>	<b>6.5</b>

17. What issues, if any, did you experience when installing the device in your car? **(OPEN-ENDED TEXT BOX)**

**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

18. How important is it to you that the device will accurately identify the miles you drive on public roads versus private roads?

1 – Not important at all	3
2	-
3	-
4	25
5	-
6	22
7 – Extremely important	50
(No Response)	-
<b>Mean</b>	<b>5.8</b>

19. How confident are you that the device will accurately identify the miles you drive on public roads versus private roads?

1 – Not confident at all	-
2	-
3	-
4	16
5	16
6	31
7 – Extremely confident	38
(No Response)	-
<b>Mean</b>	<b>5.9</b>

**DATA SECURITY**

20. Privacy protection ensures that information is not accessed by unauthorized parties and that individuals retain control over their personally identifiable information. How confident are you in the privacy protections provided during the pilot?

1 – Not confident at all	-
2	-
3	6
4	19
5	22
6	19
7 – Very confident	34
(No response)	-
<b>Mean</b>	<b>5.6</b>

21. Data security is the practice of protecting digital information from unauthorized access, corruption, or theft. How confident are you in the data security of the pilot?

1 – Not confident at all	-
2	-
3	3
4	22
5	22
6	22
7 – Very confident	31
(No response)	-
<b>Mean</b>	<b>5.6</b>

22. Have you received or seen any information about how your data and privacy will be protected during your participation in the pilot?

Yes	50
No	50
(No response)	-

23. **(IF Q22=YES; n=16)** How would you rate your satisfaction with this communication regarding your data and privacy?

1 – Very unsatisfied	-
2	-
3	-
4	19
5	19
6	19
7 – Very satisfied	44
(No response)	-
<b>Mean</b>	<b>5.9</b>

24. Do you have any concerns relating to privacy protection or data security and this pilot? **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

#### **COMMUNICATIONS**

25. Please indicate whether you agree or disagree with this statement: I have all the information I need to successfully participate in this pilot.

Strongly agree	53	→ 94
Somewhat agree	41	
Somewhat disagree	3	→ 6
Strongly disagree	3	
(No response)	-	

26. Please explain the reason for your answer. **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

27. Do you know how to get answers to any questions you might have about the pilot?

Yes	78
No	22
(No response)	-

28. What types of communication would be most helpful during your participation in this pilot?  
**(MULTIPLE RESPONSES ACCEPTED)**

Email	88
Communications through participant portal	25
Text message	22
One-on-one assistance by telephone	6
Other	0

29.	Have you needed to contact customer support at any time during the pilot so far?	
	Yes	6
	No	94
	(No response)	-

**(IF Q29 = 1-2, YES, ASK Q30-Q33; n=2)**

30. Please describe the issue you were having. **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

31.	Was the issue resolved to your satisfaction?	
	Yes	50
	No	50
	(No response)	-

**(IF Q31 = 2, NO, ASK Q32; n=16)**

32. What wasn't resolved? **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

33.	Approximately long did it take for the issue to be fully resolved?	
	Less than a day	-
	1-2 days	50
	3-4 days	-
	5-7 days	-
	More than a week, but less than a month	-
	More than a month	-
	Issue was never resolved	50
	(No response)	-

**(RESUME ASKING EVERYONE)**

**POLICY QUESTIONS**

34. Would you say that paying for road and freeway maintenance and repair based on the miles you drive is **more fair** or **less fair** than paying based on the amount of gas you buy?

Paying per mile is <b>more fair</b>	44
Paying per mile is <b>about as fair</b>	28
Paying per mile is <b>less fair</b>	28
(No response)	-

- 35INT. How fair do you think a road charge is for each of the following?

Not fair at all							Very fair	(Don't know)	Mean
SCALE:	1	2	3	4	5	6	7		

**(RANDOMIZE)**

35.	People who mostly drive in cities and urban areas								4.8
	9	3	6	25	19	9	28	-	
36.	People who mostly drive in rural or remote areas								4.4
	13	-	6	41	13	9	19	-	
37.	Lower-income drivers								3.9
	13	9	13	38	9	3	16	-	
38.	People who have to drive a long distance to get to work								4.3
	16	3	13	25	13	13	19	-	
39.	People in your community								4.8
	9	6	9	22	9	16	28	-	
40.	You and your family								4.6
	16	3	9	22	6	16	28	-	

**(END RANDOMIZE)**

41. Do you think that you would pay **more** or **less** with a road charge than you currently do in gas tax?

I think I would pay <b>more</b> with a road charge than I do with a gas tax	50
I think I would pay <b>about the same</b> with a charge as I do with a gas tax	31
I think I would pay <b>less</b> with a road charge than I do with a gas tax	19
(No response)	-

42. Please select which option you think is a better way to fund road maintenance in California.

A road charge program, designed like the pilot you are participating in	69
The current system, funded by the gas tax	31
(No response)	-

43. If a road charge were to replace the gas tax, how concerned would you be that this kind of reporting system would allow people to cheat if everyone were required to pay the road charge?

1 – Not at all concerned	6
2	6
3	19
4	16
5	16
6	16
7 – Very concerned	22
(No response)	-

---

<b>Mean</b>	<b>4.6</b>
-------------	------------

44. Why do you think that? **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

45. Do you have anything else you would like to share about the idea of road charge to fund road maintenance in California? **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

#### **BEHAVIORS AND DEMOGRAPHICS**

46. Thinking about the vehicle you drive **most often**, is it powered by...

A gasoline or diesel engine	75
A hybrid gas-electric engine	16
An all-electric engine	6
Another type of engine (Please specify)	3
(No response)	-

47INT. How often do you do each of the following?

SCALE:	More than once a week	At least once a week	At least once a month	Less than once a month, but at least once a year	Never
<b>(RANDOMIZE)</b>					
47. Drive in a vehicle alone	91	9	-	-	-
48. Ride or drive in a carpool in a personal vehicle with people who are not in your family	3	13	22	19	44
49. Ride in a taxi, Uber, Lyft, or other ride hailing vehicle	3	6	13	50	28
50. Ride a train	3	3	-	41	53
51. Ride a bus	3	-	6	13	78
52. Ride a shuttle	-	-	-	34	66

**(END RANDOMIZE)**

53. How many miles do you think you drive in an average month?
- |             |    |
|-------------|----|
| <1000       | 53 |
| 1000 - 2000 | 34 |
| 2000+       | 13 |
54. Do you live in a(n)...
- |               |    |
|---------------|----|
| Urban area    | 31 |
| Suburban area | 69 |
| Rural area    | -  |
| Remote area   | -  |
55. Do you have any feedback about the pilot that has not been addressed in any of the previous questions? **(OPEN-ENDED TEXT BOX)**
- (PLEASE SEE OPEN END DOC FOR RESPONSES)**

*NOTE: Age, income, gender, ethnicity, education, ZIP Code, and prior pilot participation are asked in the screener on the website and will be appended to the data for use in analysis.*

**DEMOGRAPHICS FROM WEBSITE SCREENER ON THE NEXT PAGE**



**AGE**

18-29 (1992 – 2003)	9
30-39 (1982 – 1991)	22
40-49 (1972 – 1981)	19
50-64 (1957 – 1971)	31
65 or over (1956 or earlier)	13
Prefer not to respond	6

**INCOME**

<\$50K	9
\$50K - \$100K	22
\$100K - \$150K	25
\$150K+	28
Prefer not to respond	16

**GENDER**

Male	66
Female	25
Prefer not to respond	9

**ETHNICITY**

American Indian or Alaskan Native	3
Asian	19
Black or African American	6
Hispanic or Latino	16
Native Hawaiian or Pacific Islander	0
White	53
Other Ethnicity	0

**EDUCATION**

College+	69
Non-college	31

**REGION**

Central	-
North	6
South	94

**PRIOR PILOT PARTICIPATION**

Yes	-
No	100
N/A	-



**TCA Road Charge Pilot Participants Post-Test Survey**  
**California Statewide**  
**Online Survey**  
**Conducted October 1-31, 2023**  
**n=31**  
**EMC Research #23-9009**

Where applicable (i.e. for questions that were asked in both pre-test and post-test surveys) results are compared with:

***TCA Road Charge Pilot Participants Pre-Test Survey***  
***April 7-June 1, 2023***  
***n=32***  
***EMC #23-8833***

***All numbers in this document represent percentage (%) values, unless otherwise noted.***  
***Please note that due to rounding, percentages may not add up to exactly 100%. Additionally, please note that the smaller sample sizes of these surveys mean that the results cannot be generalized to a larger population and are of a more qualitative character.***

**INTRO:** Thank you for participating in this survey to gather information about your experience with the Public/Private Roads Pilot. Please note that some of the following questions are similar to the questions you may have answered in the first participant survey. This is the last survey that you will receive regarding the pilot.

Your participation in this survey is an extremely important component of the pilot evaluation process, so please make sure you get all the way to the end of the survey. It should take you no more than 15 minutes to complete, and if you get interrupted you may use the same link in your participant portal to come back and finish later. All of your answers are strictly confidential.

Please try to answer every question, but if you are unsure about one, you may skip it.

**GENERAL SATISFACTION**

1INT. On the following pages, please rate how satisfied you were regarding your experience with the California Road Charge Public/Private Roads Pilot.

	Very unsatisfied					Very satisfied		(Don't know)	Mean
SCALE:	1	2	3	4	5	6	7		
<b>(ALWAYS ASK FIRST)</b>									
1. The overall experience									
<u>Post-test</u>	6	-	-	-	23	26	45	-	5.9
<u>Pre-test</u>	9	-	6	16	6	16	47	-	5.4
<b>(RANDOMIZE)</b>									

SCALE:	Very unsatisfied					Very satisfied		(Don't know)	Mean
	1	2	3	4	5	6	7		
2. The process of reporting your mileage									
<u>Post-test</u>	3	3	-	-	3	16	74	-	6.4
3. The amount of time you spent on your participation in the pilot									
<u>Post-test</u>	3	-	3	-	6	10	77	-	6.5
<u>Pre-test</u>	-	3	-	9	6	19	63	-	6.3
4. The communications and instructions you have received about the pilot									
<u>Post-test</u>	3	3	-	6	16	16	55	-	6.0
<u>Pre-test</u>	-	3	3	6	19	9	59	-	6.1
5. The number and quality of opportunities you've had for feedback on your participation in the pilot									
<u>Post-test</u>	3	3	3	13	6	16	55	-	5.8
<u>Pre-test</u>	3	3	6	22	13	13	41	-	5.4
6. Getting your questions about the pilot answered									
<u>Post-test</u>	3	-	-	10	13	23	52	-	6.0
<u>Pre-test</u>	3	3	3	19	6	19	47	-	5.7
7. The plug-in device you used for mileage reporting									
<u>Post-test</u>	-	3	-	-	16	6	74	-	6.5
<u>Pre-test</u>	3	-	-	25	6	9	56	-	5.8
8. (NOT ASKED OF TCA PARTICIPANTS)									
9. Road charge information integrated with your online Toll Roads account									
<u>Post-test</u>	6	-	-	3	16	29	45	-	5.9
<u>Pre-test</u>	3	-	6	38	9	13	31	-	5.1
10. The security of the data that was collected									
<u>Post-test</u>	-	3	3	16	13	10	48	6	5.8
<u>Pre-test</u>	-	3	9	25	13	9	41	-	5.4
11. The protection of your personal data									
<u>Post-test</u>	3	-	-	23	6	19	45	3	5.8
<u>Pre-test</u>	3	3	3	25	16	9	41	-	5.4

(END RANDOMIZE)

**REPORTING SATISFACTION**

12.	How easy was it to report your mileage?	
	1 – Not easy at all	6
	2	-
	3	3
	4	-
	5	3
	6	10
	7 – Extremely easy	77
	(No response)	-
	<b>Mean</b>	<b>6.3</b>

**(ASK Q13 ONLY IF Q12 IS ANSWERED)**

13.	What makes you say that? <b>(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)</b>	
	Plug-in device works automatically after install	55
	It was easy (general)	13
	Issues logging in/using portal	10
	App/portal was easy to use	3
	Unclear/Hard to understand (general)	3
	Issues with plug-in device	3
	Other	13
	Don't know/Not sure/Nothing	-

**(RESUME ASKING EVERYONE)**

14.	Did you experience any difficulties reporting your mileage? Please explain. <b>(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)</b>	
	No difficulties	77
	Issues with device	6
	Device stopped tracking	6
	Difficult to log in	6
	Website hard to use/statements were slow to update	3
	Other	-
	N/A	-

15.	How confident are you that your mileage was being reported accurately?	
	1 – Not confident at all	10
	2	-
	3	6
	4	3
	5	3
	6	26
	7 – Extremely confident	52
	(No response)	-
	<b>Mean</b>	<b>5.7</b>
16.	How confident are you that your road charge invoice was being calculated accurately?	
	1 – Not confident at all	6
	2	-
	3	10
	4	3
	5	6
	6	32
	7 – Extremely confident	42
	(No response)	-
	<b>Mean</b>	<b>5.7</b>

**PILOT MECHANICS**

17.	How easy was it to differentiate between public roads and private roads?	
	1 – Not easy at all	19
	2	3
	3	3
	4	10
	5	13
	6	16
	7 – Extremely easy	35
	(No response)	-
	<b>Mean</b>	<b>4.8</b>

	<u>Pre</u>	<u>Post</u>
18. How confident are you that the device you installed in your car accurately identified the miles you drove on public roads versus private roads?		
1 – Not confident at all	-	6
2	-	3
3	-	3
4	16	13
5	16	6
6	31	29
7 – Extremely confident	38	39
(No response)	-	-
<b>Mean</b>	<b>5.9</b>	<b>5.5</b>

## 19. (NOT ASKED OF TCA PARTICIPANTS)

DATA SECURITY

	<u>Pre</u>	<u>Post</u>
20. Privacy protection ensures that information is not accessed by unauthorized parties and that individuals retain control over their personally identifiable information. How confident are you in the privacy protections that were provided during the pilot?		
1 – Not confident at all	-	6
2	-	-
3	6	6
4	19	10
5	22	6
6	19	19
7 – Very confident	34	52
(No response)	-	-
<b>Mean</b>	<b>5.6</b>	<b>5.7</b>
21. Data security is the practice of protecting digital information from unauthorized access, corruption, or theft. How confident are you in the data security of the pilot?		
1 – Not confident at all	-	6
2	-	-
3	3	10
4	22	13
5	22	6
6	22	16
7 – Very confident	31	48
(No response)	-	-
<b>Mean</b>	<b>5.6</b>	<b>4.2</b>

22. Do you have any concerns relating to privacy protection or data security and this pilot? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Not concerned	71
General concern	13
Concern about location information	6
Personal info/data being shared	3
Would like more information	3
Neutral/Unsure	3
Don't know/Not sure/Nothing	-

**COMMUNICATIONS**

	<b><u>Pre</u></b>	<b><u>Post</u></b>
23. Please indicate whether you agree or disagree with this statement: <i>I was given all the information I needed to successfully participate in this pilot.</i>		
Strongly agree	53	71
Somewhat agree	41	26
Somewhat disagree	3	-
Strongly disagree	3	3
(No response)	-	-
<b>Agree</b>	<b>94</b>	<b>97</b>
<b>Disagree</b>	<b>6</b>	<b>3</b>
24. <b>(ASK IF Q23 = 1-4)</b> Please explain the reason for your answer. <b>(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)</b>		
Adequate/detailed information was provided		52
Issue with app/portal		13
Set up/instructions were easy		6
My questions were answered		6
Questions about incentive		3
Not enough information/Unclear		3
Other		3
Unsure/NA		13
25. Did you know how to get answers to any questions you might have had about the pilot?		
Yes	78	97
No	22	3
(No response)	-	-

26. Did you experience any issues during the pilot that remained unresolved during your participation?

Yes	19
No	81
(No response)	-

(IF Q26 = 1, YES, ASK Q27; n=6)

27. Please explain the unresolved issue you had. (OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)

Incentive issue	33
Issue with app/portal	33
Miles/trips not correct	33
None	-

(RESUME ASKING EVERYONE)

#### POLICY QUESTIONS

28. Would you say that paying for road and freeway maintenance and repair based on the miles you drive is **more fair** or **less fair** than paying based on the amount of gas you buy?

Paying per mile is <b>more fair</b>	44	48
Paying per mile is <b>about as fair</b>	28	35
Paying per mile is <b>less fair</b>	28	13
(No response)	-	3

29INT. How fair do you think a road charge is for each of the following?

Not fair at all							Very fair	(Don't know)	Mean
SCALE:	1	2	3	4	5	6	7		
(RANDOMIZE)									
29.	People who mostly drive in cities and urban areas								
<u>Post-test</u>	3	-	10	23	16	13	35	-	5.3
<u>Pre-test</u>	9	3	6	25	19	9	28	-	4.8
30.	People who mostly drive in rural or remote areas								
<u>Post-test</u>	3	6	19	29	6	10	26	-	4.6
<u>Pre-test</u>	13	-	6	41	13	9	19	-	4.4
31.	Lower-income drivers								
<u>Post-test</u>	10	16	3	23	16	6	26	-	4.4
<u>Pre-test</u>	13	9	13	38	9	3	16	-	3.9
32.	People who have to drive a long distance to get to work								
<u>Post-test</u>	10	10	6	19	19	10	26	-	4.6
<u>Pre-test</u>	16	3	13	25	13	13	19	-	4.3



SCALE:	Not fair at all						Very fair	(Don't know)	Mean
	1	2	3	4	5	6	7		
33. People in your community									
<u>Post-test</u>	6	-	-	29	19	19	23	3	5.1
<u>Pre-test</u>	9	6	9	22	9	16	28	-	4.8
34. You and your family									
<u>Post-test</u>	10	6	3	19	29	13	19	-	4.7
<u>Pre-test</u>	16	3	9	22	6	16	28	-	4.6
35. People who drive larger, less fuel-efficient vehicles									
<u>Post-test</u>	6	-	3	23	13	16	39	-	5.4

(END RANDOMIZE)

	<u>Pre</u>	<u>Post</u>
36. If a road charge were to replace the gas tax, how concerned would you be that the reporting system you were using would allow people to cheat?		
1 – Not at all concerned	6	13
2	6	10
3	19	3
4	16	13
5	16	23
6	16	16
7 – Very concerned	22	23
(No response)	-	-
<b>Mean</b>	<b>4.6</b>	<b>4.6</b>
37. (IF Q36 = 1 – 7) Why do you think that? (OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)		
Cheating is inevitable/People will track miles inaccurately		37
People will tamper with device		27
System is/will be effective		13
Need more details/information		7
System will not work		3
Cost will lead to cheating		3
Don't care		3
Other		7
Don't know/Not sure/Nothing		-

38INT. Please indicate whether you agree or disagree with each of the following statements.

SCALE:	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	(Don't know)
<b>(RANDOMIZE)</b>					
38. Under the method I used in the pilot, it is possible to report my mileage inaccurately	16	45	13	26	-
39. If the state moves to a road charge instead of a gas tax, people will find ways to report their mileage inaccurately	39	42	16	3	-

**(END RANDOMIZE)**

	<u>Pre</u>	<u>Post</u>
40. Please select which option you think is a better way to fund road maintenance in California.		
A road charge program, designed like the pilot you are participating in	69	61
The current system, funded by the gas tax	31	39
(No response)	-	-
41. Do you think that you would pay <b>more</b> or <b>less</b> with a road charge than you currently do in gas tax?		
I think I would pay <b>more</b> with a road charge than I do with a gas tax	50	29
I think I would pay <b>about the same</b> with a charge as I do with a gas tax	31	42
I think I would pay <b>less</b> with a road charge than I do with a gas tax	19	29
(No response)	-	-
42. Please indicate whether you agree or disagree with the following statement: <i>The credits I received under road charge were worth the effort to report my miles by location.</i>		
Strongly agree		42
Somewhat agree		42
Somewhat disagree		3
Strongly disagree		3
I did not receive credits		10
(No response)		-
<b>Agree</b>		<b>84</b>
<b>Disagree</b>		<b>6</b>

43INT. Please indicate whether you agree or disagree with each of the following statements.

SCALE:	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	(Don't know)
--------	----------------	----------------	-------------------	-------------------	--------------

**(RANDOMIZE)**

43.	The state should stick with the gas tax to fund road and highway maintenance in California				
	10	35	29	26	-
44.	The state should continue to explore replacing the gas tax with a per mile road charge to fund road and highway maintenance in California				
	45	29	19	6	-

**(END RANDOMIZE)**

45. What did you like about participating in the road charge pilot? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Ease of use	26
Contributing to research/Helping make change	19
Incentive/Money	19
Interesting/Learning about issue	16
Seeing driving habits	6
Sharing views/opinion	3
Other	6
None/Nothing	3

46. What did you learn from participating in the road charge pilot? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Driving habits	26
Gas tax/Need an Alternative/Pay more with gas tax	16
Plug-in device/Technology/Mileage is tracked	16
Cost (general)	10
California is considering replacing the gas tax/There are alternatives	6
How a road charge would work	6
Road charge is more equitable	3
Like the program/Think road charge is a good idea	3
Other	10
Don't know/Not sure/Nothing	3

47. What is one thing you think is important for people to understand about road charge? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

It's fair/People should pay for what they use	26
Will replace gas tax/Need to account for EVs	19
Will be better/cheaper than gas tax	16
How a road charge works/How it is calculated/How funds are used	13
Road maintenance funding is important	3
Potential cost concerns/Some drivers may pay more	3
Potential privacy implications	3
Other	6
Don't know/Not sure/Nothing	10

48. Has your travel behavior changed at all due to your participation in the pilot? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Travel behavior has not changed	87
Travel behavior has changed	13

49. How else has your participation in the pilot affected you? Please use the space below to describe any changes you've noticed as a result of the pilot. **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Has not affected me	71
Interest in/questions about program	19
Questions about study	3
Driving habits/More aware of miles/gas	3
Other	3

**BEHAVIORS AND DEMOGRAPHICS**

50INT. As a result of the pilot, have you noticed a change in your level of awareness about any of the following?

SCALE:	Much less aware	Somewhat less aware	No change	Somewhat more aware	Much more aware
<b>(RANDOMIZE)</b>					
50. How often you drive	-	-	65	26	10
51. How many miles you drive	-	-	35	45	19

SCALE:	Much less aware	Somewhat less aware	No change	Somewhat more aware	Much more aware
52.	How much you spend on gas				
	-	-	55	19	26
53.	How much you spend on gas taxes				
	-	-	42	35	23

(END RANDOMIZE)

		<u>Pre</u>	<u>Post</u>
54.	Do you have anything else you would like to share about the idea of road charge to fund road maintenance in California? <b>(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)</b>		
	No additional comment		55
	In favor		13
	General positive		10
	Misc. concerns		6
	Against gas tax		6
	Not in favor		3
	Other		6
55.	Thinking about the vehicle you drive <b>most often</b> , is it powered by...		
	A gasoline or diesel engine	75	77
	A hybrid gas-electric engine	16	13
	An all-electric engine	6	10
	Another type of engine (Please specify)	3	-
	(No response)	-	-

56INT. How often do you do each of the following?

SCALE:	More than once a week	At least once a week	At least once a month	Less than once a month, but at least once a year	Never
(RANDOMIZE)					
56.	Drive in a vehicle alone				
<u>Post-test</u>	84	13	-	3	-
<u>Pre-test</u>	91	9	-	-	-
57.	Ride or drive in a carpool in a personal vehicle with people who are not in your family				
<u>Post-test</u>	6	13	16	13	52
<u>Pre-test</u>	3	13	22	19	44

SCALE:	More than once a week	At least once a week	At least once a month	Less than once a month, but at least once a year	Never
58. Ride in a taxi, Uber, Lyft, or other ride hailing vehicle					
<u>Post-test</u>	3	-	13	55	29
<u>Pre-test</u>	3	6	13	50	28
59. Ride a train					
<u>Post-test</u>	3	3	3	26	65
<u>Pre-test</u>	3	3	-	41	53
60. Ride a bus					
<u>Post-test</u>	3	3	-	16	77
<u>Pre-test</u>	3	-	6	13	78
61. Ride a shuttle					
<u>Post-test</u>	-	-	-	32	68
<u>Pre-test</u>	-	-	-	34	66

(END RANDOMIZE)

	<u>Pre</u>	<u>Post</u>
62. How many miles do you think you drive in an average month?		
<1000	53	58
1000 - 2000	34	29
2000+	13	13

NOTE: Age, income, gender, ethnicity, education, ZIP Code, and prior pilot participation are asked in the screener on the website and will be appended to the data for use in analysis.

63. Do you live in a(n)...		
Urban area	31	29
Suburban area	69	71
Rural area	-	-
Remote area	-	-
64. Do you have any feedback about the pilot that has not been addressed in any of the previous questions? (OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)		
No additional feedback		90
Road charge program suggestions/feedback		3
Research and survey feedback/interest		3
Other		3

65. As a Pilot participant, your experience and perspective on California’s Road Charge program is highly valued. Would you be willing to share a quote (just a few sentences), your name, and your photo (optional) for inclusion in the final report about the Pilot?

Yes 23

No 77

**DEMOGRAPHICS FROM WEBSITE SCREENER ON THE NEXT PAGE**

	<u>Pre</u>	<u>Post</u>
<b>AGE</b>		
18-29 (1992 – 2003)	9	10
30-39 (1982 – 1991)	22	19
40-49 (1972 – 1981)	19	19
50-64 (1957 – 1971)	31	35
65 or over (1956 or earlier)	13	10
Prefer not to respond	6	6
<b>INCOME</b>		
<\$50K	9	10
\$50K - \$100K	22	23
\$100K - \$150K	25	29
\$150K+	28	-
Prefer not to respond	16	39
<b>GENDER</b>		
Male	66	65
Female	25	26
Prefer not to respond	9	10
<b>ETHNICITY</b>		
American Indian or Alaskan Native	3	3
Asian	19	16
Black or African American	6	6
Hispanic or Latino	16	16
Native Hawaiian or Pacific Islander	0	0
White	53	55
Other Ethnicity	0	0
<b>EDUCATION</b>		
College+	69	68
Non-college	31	32
<b>REGION</b>		
Central	-	-
North	6	6
South	94	94



**PRIOR PILOT PARTICIPATION**

Yes	-	-
No	100	100
N/A	-	-



**Tribal Road Charge Pilot Participants  
California Statewide  
Online Survey  
Conducted April 7-June 1, 2023  
n=11  
EMC Research #23-8833**

***All numbers in this document represent percentage (%) values, unless otherwise noted.***

***Due to rounding, percentages may not add up to exactly 100%. Additionally, please note that the smaller sample sizes of these surveys mean that the results cannot be generalized to a larger population and are of a more qualitative character.***

**INTRO:** Thank you for participating in this survey to gather information about why you joined the Public/Private Roads Pilot, what you think of the pilot, and your experience so far. Please answer the questions in this survey after you have completed all the necessary steps to start the pilot, including downloading any necessary apps, if applicable, and plugging in the device that was mailed to you.

Your participation in this survey is an extremely important component of the pilot evaluation process, so please make sure you get all the way to the end of the survey. It should take you no more than 15 minutes to complete, and if you get interrupted you may use the same link in your participant portal to come back and finish later. All of your answers are strictly confidential.

Please try to answer every question, but if you are unsure about one, you may skip it.

---

**DRIVERS OF PARTICIPATION**

1. How did you first hear about the California Road Charge Public/Private Roads Pilot?

Word of mouth/From a friend or family member	36
Email from California Road Charge Program	18
In a newspaper article or advertisement (print or online)	18
Letter, email, or call from a California Road Charge Program representative	9
In a television news piece	9
Magazine article (AAA, Auto Club, Californias Cattlemen, Westways)	9
  
2. Why do you want to participate in the California Road Charge Public/Private Roads Pilot? (**OPEN-ENDED TEXT BOX**)  
(PLEASE SEE OPEN END DOC FOR RESPONSES)

**GENERAL SATISFACTION**

3INT. How satisfied are you with each of the following regarding your experience so far with the California Road Charge Public/Private Roads Pilot? Even if you are just starting out with the program, please try to answer the best you can.

		Very unsatisfied				Very satisfied		(Don't know)	Mean	
SCALE:		1	2	3	4	5	6	7		
(ALWAYS ASK FIRST)										
3.	The overall experience	9	-	9	18	9	27	27	-	5.1
(RANDOMIZE)										
4.	The amount of time you are spending on your participation in the pilot	-	-	-	-	36	18	45	-	6.1
5.	The communications and instructions you have received about the pilot	-	-	18	-	9	18	55	-	5.9
6.	The number and quality of opportunities you have for feedback on your participation in the pilot	-	-	9	9	9	27	45	-	5.9
7.	Getting your questions about the pilot answered	9	-	9	9	27	18	27	-	5.1
8.	The plug-in device you are using for mileage reporting	-	-	-	-	18	18	55	9	6.4
9.	Your experience with the MyMiles participant portal	-	-	9	27	36	9	9	9	4.8
10.	(NOT ASKED OF TRIBAL PARTICIPANTS)									
11.	The security of the data being collected	-	-	-	55	18	9	9	9	4.7
12.	The protection of your personal data	-	-	9	45	27	-	18	-	4.7
(END RANDOMIZE)										

**PILOT MECHANICS**

13. As part of your participation in the pilot, you are using the myMiles participant portal, either through your web browser or a smartphone mobile app. How easy was your experience accessing and using your myMiles participant portal through your **web browser**?

1 – Not easy at all	-
2	-
3	-
4	27
5	-
6	27
7 – Extremely easy	18
I don't access or use myMiles participant portal through a web browser	18
(No response)	9
<b>Mean</b>	<b>5.5</b>

14. As part of your participation in the pilot, you are using the myMiles participant portal, either through your web browser or a smartphone mobile app. How easy was your experience accessing and using your myMiles participant portal through a **smartphone mobile app**?

1 – Not easy at all	-
2	-
3	-
4	-
5	-
6	18
7 – Extremely easy	27
I don't access or use myMiles participant portal through a smartphone mobile app	45
(No response)	9
<b>Mean</b>	<b>6.6</b>

15. What issues, if any, did you experience when installing and setting up the mobile app, or your road charge enrollment in the app? (**OPEN-ENDED TEXT BOX**)

(PLEASE SEE OPEN END DOC FOR RESPONSES)

(RESUME ASKING ALL)

16. To begin the pilot, you needed to install a device in your car to begin the pilot. How was your experience installing and setting up the device?
- |                                |            |
|--------------------------------|------------|
| 1 – Not easy at all            | -          |
| 2                              | -          |
| 3                              | -          |
| 4                              | 18         |
| 5                              | 18         |
| 6                              | 9          |
| 7 – Extremely easy             | 55         |
| I have not completed this step | -          |
| <b>Mean</b>                    | <b>6.0</b> |
17. What issues, if any, did you experience when installing the device in your car? **(OPEN-ENDED, TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**
18. How important is it to you that the device will accurately identify the miles you drive on public roads versus private roads?
- |                          |            |
|--------------------------|------------|
| 1 – Not important at all | -          |
| 2                        | -          |
| 3                        | -          |
| 4                        | -          |
| 5                        | 9          |
| 6                        | 27         |
| 7 – Extremely important  | 64         |
| (No Response)            | -          |
| <b>Mean</b>              | <b>6.6</b> |
19. How confident are you that the device will accurately identify the miles you drive on public roads versus private roads?
- |                          |            |
|--------------------------|------------|
| 1 – Not confident at all | -          |
| 2                        | 9          |
| 3                        | 9          |
| 4                        | 27         |
| 5                        | 18         |
| 6                        | 18         |
| 7 – Extremely confident  | 18         |
| (No Response)            | -          |
| <b>Mean</b>              | <b>4.8</b> |

**DATA SECURITY**

20. Privacy protection ensures that information is not accessed by unauthorized parties and that individuals retain control over their personally identifiable information. How confident are you in the privacy protections provided during the pilot?
- |                          |            |
|--------------------------|------------|
| 1 – Not confident at all | -          |
| 2                        | 9          |
| 3                        | -          |
| 4                        | 27         |
| 5                        | 45         |
| 6                        | 9          |
| 7 – Very confident       | 9          |
| (No response)            | -          |
| <b>Mean</b>              | <b>4.7</b> |
21. Data security is the practice of protecting digital information from unauthorized access, corruption, or theft. How confident are you in the data security of the pilot?
- |                          |            |
|--------------------------|------------|
| 1 – Not confident at all | -          |
| 2                        | 9          |
| 3                        | -          |
| 4                        | 45         |
| 5                        | 18         |
| 6                        | 9          |
| 7 – Very confident       | 18         |
| (No response)            | -          |
| <b>Mean</b>              | <b>4.7</b> |
22. Have you received or seen any information about how your data and privacy will be protected during your participation in the pilot?
- |               |    |
|---------------|----|
| Yes           | 45 |
| No            | 55 |
| (No response) | -  |

23. **(IF Q22=YES; n=5)** How would you rate your satisfaction with this communication regarding your data and privacy?

1 – Very unsatisfied	-
2	20
3	-
4	40
5	40
6	-
7 – Very satisfied	-
(No response)	-
<b>Mean</b>	<b>4.0</b>

24. Do you have any concerns relating to privacy protection or data security and this pilot? **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

#### **COMMUNICATIONS**

25. Please indicate whether you agree or disagree with this statement: I have all the information I need to successfully participate in this pilot.

Strongly agree	45	<b>→ 100</b>
Somewhat agree	55	
Somewhat disagree	-	
Strongly disagree	-	
(No response)	-	

26. Please explain the reason for your answer. **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

27. Do you know how to get answers to any questions you might have about the pilot?

Yes	55
No	45
(No response)	-

28. What types of communication would be most helpful during your participation in this pilot?  
**(MULTIPLE RESPONSES ACCEPTED)**

Email	91
Text message	36
Communications through participant portal	9
One-on-one assistance by telephone	9
Other	0

29.	Have you needed to contact customer support at any time during the pilot so far?	
	Yes	18
	No	82
	(No response)	-

**(IF Q29 = 1-2, YES, ASK Q30-Q33; n=2)**

30. Please describe the issue you were having. **(OPEN-ENDED TEXT BOX  
(PLEASE SEE OPEN END DOC FOR RESPONSES))**

31.	Was the issue resolved to your satisfaction?	
	Yes	100
	No	-
	(No response)	-

**(IF Q31 = 2, NO, ASK Q32; n=0)**

32. What wasn't resolved? **(OPEN-ENDED TEXT BOX  
(PLEASE SEE OPEN END DOC FOR RESPONSES))**

33.	Approximately long did it take for the issue to be fully resolved?	
	Less than a day	50
	1-2 days	50
	3-4 days	-
	5-7 days	-
	More than a week, but less than a month	-
	More than a month	-
	Issue was never resolved	-
	(No response)	-

**(RESUME ASKING EVERYONE)**



**POLICY QUESTIONS**

34. Would you say that paying for road and freeway maintenance and repair based on the miles you drive is **more fair** or **less fair** than paying based on the amount of gas you buy?

Paying per mile is <b>more fair</b>	18
Paying per mile is <b>about as fair</b>	18
Paying per mile is <b>less fair</b>	64
(No response)	-

- 35INT. How fair do you think a road charge is for each of the following?

Not fair at all							Very fair	(Don't know)	Mean
SCALE:	1	2	3	4	5	6	7		

**(RANDOMIZE)**

35.	People who mostly drive in cities and urban areas								
	36	-	9	18	-	-	36	-	<b>3.9</b>
36.	People who mostly drive in rural or remote areas								
	73	-	18	-	9	-	-	-	<b>1.7</b>
37.	Lower-income drivers								
	55	-	18	27	-	-	-	-	<b>2.2</b>
38.	People who have to drive a long distance to get to work								
	55	9	-	27	-	-	9	-	<b>2.5</b>
39.	People in your community								
	45	-	9	36	-	9	-	-	<b>2.7</b>
40.	You and your family								
	36	9	9	18	9	9	9	-	<b>3.2</b>

**(END RANDOMIZE)**

41. Do you think that you would pay **more** or **less** with a road charge than you currently do in gas tax?

I think I would pay <b>more</b> with a road charge than I do with a gas tax	64
I think I would pay <b>about the same</b> with a charge as I do with a gas tax	18
I think I would pay <b>less</b> with a road charge than I do with a gas tax	18
(No response)	-

42. Please select which option you think is a better way to fund road maintenance in California.

A road charge program, designed like the pilot you are participating in	55
The current system, funded by the gas tax	45
(No response)	-

43. If a road charge were to replace the gas tax, how concerned would you be that this kind of reporting system would allow people to cheat if everyone were required to pay the road charge?

1 – Not at all concerned	-
2	-
3	9
4	-
5	18
6	27
7 – Very concerned	45
(No response)	-
<b>Mean</b>	<b>6.0</b>

44. Why do you think that? **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

45. Do you have anything else you would like to share about the idea of road charge to fund road maintenance in California? **(OPEN-ENDED TEXT BOX)**  
**(PLEASE SEE OPEN END DOC FOR RESPONSES)**

#### **BEHAVIORS AND DEMOGRAPHICS**

46. Thinking about the vehicle you drive **most often**, is it powered by...
- |   |    |
|---|----|
| A gasoline or diesel engine             | 73 |
| A hybrid gas-electric engine            | 18 |
| An all-electric engine                  | 9  |
| Another type of engine (Please specify) | -  |
| (No response)                           | -  |

47INT. How often do you do each of the following?

SCALE:	More than once a week	At least once a week	At least once a month	Less than once a month, but at least once a year	Never
<b>(RANDOMIZE)</b>					
47. Drive in a vehicle alone	82	9	9	-	-
48. Ride or drive in a carpool in a personal vehicle with people who are not in your family	-	-	9	18	73
49. Ride in a taxi, Uber, Lyft, or other ride hailing vehicle	-	-	-	18	82
50. Ride a train	-	-	-	9	91
51. Ride a bus	-	-	9	-	91
52. Ride a shuttle	-	-	-	-	100

**(END RANDOMIZE)**

53. How many miles do you think you drive in an average month?	
<1000	45
1000 - 2000	27
2000+	27
54. Do you live in a(n)...	
Urban area	-
Suburban area	27
Rural area	64
Remote area	9
55. Do you have any feedback about the pilot that has not been addressed in any of the previous questions? <b>(OPEN-ENDED TEXT BOX)</b>	
<b>(PLEASE SEE OPEN END DOC FOR RESPONSES)</b>	

*NOTE: Age, income, gender, ethnicity, education, ZIP Code, and prior pilot participation are asked in the screener on the website and will be appended to the data for use in analysis.*

**DEMOGRAPHICS FROM WEBSITE SCREENER ON THE NEXT PAGE**

**AGE**

18-29 (1992 – 2003)	-
30-39 (1982 – 1991)	55
40-49 (1972 – 1981)	9
50-64 (1957 – 1971)	18
65 or over (1956 or earlier)	18
Prefer not to respond	-

**INCOME**

<\$50K	45
\$50K - \$100K	27
\$100K - \$150K	9
\$150K+	9
Prefer not to respond	9

**GENDER**

Male	27
Female	73
Prefer not to respond	-

**ETHNICITY**

American Indian or Alaskan Native	91
Asian	0
Black or African American	0
Hispanic or Latino	0
Native Hawaiian or Pacific Islander	0
White	0
Other Ethnicity	0

**EDUCATION**

College+	45
Non-college	55

**REGION**

Central	9
North	73
South	18

**PRIOR PILOT PARTICIPATION**

Yes	-
No	100
N/A	-



**Tribal Road Charge Pilot Participants Post-Test Survey**  
**California Statewide**  
**Online Survey**  
**Conducted October 1-31, 2023**  
**n=14**  
**EMC Research #23-9009 DRAFT**

Where applicable (i.e. for questions that were asked in both pre-test and post-test surveys) results are compared with:

***Tribal Road Charge Pilot Participants Pre-Test Survey***  
***April 7-June 1, 2023***  
***n=11***  
***EMC #23-8833***

***All numbers in this document represent percentage (%) values, unless otherwise noted.***  
***Please note that due to rounding, percentages may not add up to exactly 100%. Additionally, please note that the smaller sample sizes of these surveys mean that the results cannot be generalized to a larger population and are of a more qualitative character.***

**INTRO:** Thank you for participating in this survey to gather information about your experience with the Public/Private Roads Pilot. Please note that some of the following questions are similar to the questions you may have answered in the first participant survey. This is the last survey that you will receive regarding the pilot.

Your participation in this survey is an extremely important component of the pilot evaluation process, so please make sure you get all the way to the end of the survey. It should take you no more than 15 minutes to complete, and if you get interrupted you may use the same link in your participant portal to come back and finish later. All of your answers are strictly confidential.

Please try to answer every question, but if you are unsure about one, you may skip it.

**GENERAL SATISFACTION**

1INT. On the following pages, please rate how satisfied you were regarding your experience with the California Road Charge Public/Private Roads Pilot.

	Very unsatisfied					Very satisfied		(Don't know)	
SCALE:	1	2	3	4	5	6	7		Mean
<b>(ALWAYS ASK FIRST)</b>									
1. The overall experience									
<u>Post-test</u>	-	7	-	29	21	7	36	-	<b>5.3</b>
<u>Pre-test</u>	9	-	9	18	9	27	27	-	<b>5.1</b>
<b>(RANDOMIZE)</b>									

SCALE:	Very unsatisfied					Very satisfied		(Don't know)	Mean
	1	2	3	4	5	6	7		
2. The process of reporting your mileage									
<u>Post-test</u>	-	-	7	14	14	14	50	-	5.9
3. The amount of time you spent on your participation in the pilot									
<u>Post-test</u>	-	-	-	7	21	29	43	-	6.1
<u>Pre-test</u>	-	-	-	-	36	18	45	-	6.1
4. The communications and instructions you have received about the pilot									
<u>Post-test</u>	-	-	-	-	29	36	36	-	6.1
<u>Pre-test</u>	-	-	18	-	9	18	55	-	5.9
5. The number and quality of opportunities you've had for feedback on your participation in the pilot									
<u>Post-test</u>	-	-	-	21	21	29	29	-	5.6
<u>Pre-test</u>	-	-	9	9	9	27	45	-	5.9
6. Getting your questions about the pilot answered									
<u>Post-test</u>	-	-	7	29	21	14	29	-	5.3
<u>Pre-test</u>	9	-	9	9	27	18	27	-	5.1
7. The plug-in device you used for mileage reporting									
<u>Post-test</u>	-	7	-	14	14	29	36	-	5.6
<u>Pre-test</u>	-	-	-	-	18	18	55	9	6.4
8. Your experience with the myMiles participant portal									
<u>Post-test</u>	-	-	-	29	21	36	14	-	5.4
<u>Pre-test</u>	-	-	9	27	36	9	9	9	4.8
9. (NOT ASKED OF TRIBAL PARTICIPANTS)									
10. The security of the data that was collected									
<u>Post-test</u>	-	-	7	14	29	14	36	-	5.6
<u>Pre-test</u>	-	-	-	55	18	9	9	9	4.7
11. The protection of your personal data									
<u>Post-test</u>	-	-	14	21	21	14	29	-	5.2
<u>Pre-test</u>	-	-	9	45	27	-	18	-	4.7

(END RANDOMIZE)

**REPORTING SATISFACTION**

12. How easy was it to report your mileage?

1 – Not easy at all	-
2	-
3	-
4	21
5	7
6	14
7 – Extremely easy	57
(No response)	-
<b>Mean</b>	<b>6.1</b>

**(ASK Q13 ONLY IF Q12 IS ANSWERED)**13. What makes you say that? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Plug-in device works automatically after install	38
It was easy (general)	8
Issues logging in/using portal	8
App/portal was easy to use	8
Unclear/Hard to understand (general)	8
Other	15
Don't know/Not sure/Nothing	15

**(RESUME ASKING EVERYONE)**14. Did you experience any difficulties reporting your mileage? Please explain. **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

No difficulties	57
Difficult to log in	21
Miles seemed inaccurate	7
General issues	7
Other	-
N/A	7

15.	How confident are you that your mileage was being reported accurately?	
	1 – Not confident at all	-
	2	-
	3	7
	4	21
	5	14
	6	21
	7 – Extremely confident	36
	(No response)	-
	<b>Mean</b>	<b>5.6</b>

16.	How confident are you that your road charge invoice was being calculated accurately?	
	1 – Not confident at all	-
	2	-
	3	7
	4	21
	5	29
	6	21
	7 – Extremely confident	21
	(No response)	-
	<b>Mean</b>	<b>5.3</b>

#### **PILOT MECHANICS**

17.	How easy was it to differentiate between public roads and private roads?	
	1 – Not easy at all	7
	2	7
	3	7
	4	14
	5	14
	6	21
	7 – Extremely easy	29
	(No response)	-
	<b>Mean</b>	<b>5.0</b>



	<u>Pre</u>	<u>Post</u>
18. How confident are you that the device you installed in your car accurately identified the miles you drove on public roads versus private roads?		
1 – Not confident at all	-	-
2	9	7
3	9	-
4	27	21
5	18	21
6	18	14
7 – Extremely confident	18	36
(No response)	-	-
<b>Mean</b>	<b>4.8</b>	<b>5.4</b>
19. Did you experience any difficulties viewing your trips on the myMiles portal? Please explain. <b>(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)</b>		
No difficulties		79
Issues logging in		14
Other		-
Don't know/Not sure/Nothing		7

**DATA SECURITY**

	<u>Pre</u>	<u>Post</u>
20. Privacy protection ensures that information is not accessed by unauthorized parties and that individuals retain control over their personally identifiable information. How confident are you in the privacy protections that were provided during the pilot?		
1 – Not confident at all	-	-
2	9	-
3	-	-
4	27	29
5	45	43
6	9	7
7 – Very confident	9	21
(No response)	-	-
<b>Mean</b>	<b>4.7</b>	<b>5.2</b>

21. Data security is the practice of protecting digital information from unauthorized access, corruption, or theft. How confident are you in the data security of the pilot?

1 – Not confident at all	-	-
2	9	-
3	-	-
4	45	29
5	18	43
6	9	14
7 – Very confident	18	14
(No response)	-	-
<b>Mean</b>	<b>4.7</b>	<b>4.8</b>

22. Do you have any concerns relating to privacy protection or data security and this pilot? (**OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW**)

Not concerned	64
General concern	14
Would like more information	7
Don't know/Not sure/Nothing	14

### **COMMUNICATIONS**

	<b><u>Pre</u></b>	<b><u>Post</u></b>
23. Please indicate whether you agree or disagree with this statement: <i>I was given all the information I needed to successfully participate in this pilot.</i>		
Strongly agree	45	64
Somewhat agree	55	21
Somewhat disagree	-	7
Strongly disagree	-	7
(No response)	-	-
<b>Agree</b>	<b>100</b>	<b>86</b>
<b>Disagree</b>	<b>-</b>	<b>14</b>

24. **(ASK IF Q23 = 1-4) Please explain the reason for your answer. (OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Adequate/detailed information was provided	64
Comment on what was not clear	7
Other	-
Unsure/NA	29

25. Did you know how to get answers to any questions you might have had about the pilot?

Yes	55	79
No	45	21
(No response)	-	-

26. Did you experience any issues during the pilot that remained unresolved during your participation?

Yes	14
No	86
(No response)	-

**(IF Q26 = 1, YES, ASK Q27; n=2)**

27. Please explain the unresolved issue you had. **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Issue with app/portal	100
-----------------------	-----

**(RESUME ASKING EVERYONE)**

**POLICY QUESTIONS**

28. Would you say that paying for road and freeway maintenance and repair based on the miles you drive is **more fair** or **less fair** than paying based on the amount of gas you buy?

Paying per mile is <b>more fair</b>	18	43
Paying per mile is <b>about as fair</b>	18	14
Paying per mile is <b>less fair</b>	64	43
(No response)	-	-

29INT. How fair do you think a road charge is for each of the following?

	Not fair at all						Very fair	(Don't know)	
SCALE:	1	2	3	4	5	6	7		Mean
<b>(RANDOMIZE)</b>									
29. People who mostly drive in cities and urban areas									
<u>Post-test</u>	36	-	-	7	14	7	36	-	<b>4.3</b>
<u>Pre-test</u>	36	-	9	18	-	-	36	-	<b>3.9</b>
30. People who mostly drive in rural or remote areas									
<u>Post-test</u>	36	14	-	7	29	7	7	-	<b>3.3</b>
<u>Pre-test</u>	73	-	18	-	9	-	-	-	<b>1.7</b>
31. Lower-income drivers									
<u>Post-test</u>	36	-	7	21	14	7	14	-	<b>3.6</b>
<u>Pre-test</u>	55	-	18	27	-	-	-	-	<b>2.2</b>
32. People who have to drive a long distance to get to work									
<u>Post-test</u>	43	-	-	7	29	7	14	-	<b>3.6</b>
<u>Pre-test</u>	55	9	-	27	-	-	9	-	<b>2.5</b>
33. People in your community									
<u>Post-test</u>	43	7	-	7	21	14	7	-	<b>3.3</b>
<u>Pre-test</u>	45	-	9	36	-	9	-	-	<b>2.7</b>
34. You and your family									
<u>Post-test</u>	36	7	7	-	14	21	14	-	<b>3.7</b>
<u>Pre-test</u>	36	9	9	18	9	9	9	-	<b>3.2</b>
35. People who drive larger, less fuel-efficient vehicles									
<u>Post-test</u>	43	7	-	7	7	14	21	-	<b>3.6</b>

**(END RANDOMIZE)**

	<u>Pre</u>	<u>Post</u>
36. If a road charge were to replace the gas tax, how concerned would you be that the reporting system you were using would allow people to cheat?		
1 – Not at all concerned	-	21
2	-	14
3	9	7
4	-	-
5	18	7
6	27	21
7 – Very concerned	45	29
(No response)	-	-
<b>Mean</b>	<b>6.0</b>	<b>4.4</b>

37. (IF Q36 = 1 – 7) Why do you think that? (OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)

Cheating is inevitable/People will track miles inaccurately	43
System is/will be effective	14
People will tamper with device	7
System will not work	7
Other	21
Don't know/Not sure/Nothing	7

38INT. Please indicate whether you agree or disagree with each of the following statements.

SCALE:	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	(Don't know)
(RANDOMIZE)					
38. Under the method I used in the pilot, it is possible to report my mileage inaccurately	21	36	14	29	-
39. If the state moves to a road charge instead of a gas tax, people will find ways to report their mileage inaccurately	57	21	14	7	-

(END RANDOMIZE)

	<u>Pre</u>	<u>Post</u>
40. Please select which option you think is a better way to fund road maintenance in California.		
A road charge program, designed like the pilot you are participating in	55	57
The current system, funded by the gas tax	45	43
(No response)	-	-
41. Do you think that you would pay <b>more</b> or <b>less</b> with a road charge than you currently do in gas tax?		
I think I would pay <b>more</b> with a road charge than I do with a gas tax	64	43
I think I would pay <b>about the same</b> with a charge as I do with a gas tax	18	7
I think I would pay <b>less</b> with a road charge than I do with a gas tax	18	50
(No response)	-	-

42. Please indicate whether you agree or disagree with the following statement: *The credits I received under road charge were worth the effort to report my miles by location.*

Strongly agree	50
Somewhat agree	36
Somewhat disagree	14
Strongly disagree	-
I did not receive credits	-
(No response)	-

<b>Agree</b>	<b>86</b>
<b>Disagree</b>	<b>14</b>

- 43INT. Please indicate whether you agree or disagree with each of the following statements.

SCALE:	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	(Don't know)
<b>(RANDOMIZE)</b>					
43. The state should stick with the gas tax to fund road and highway maintenance in California	23	23	23	31	-
44. The state should continue to explore replacing the gas tax with a per mile road charge to fund road and highway maintenance in California	54	23	-	23	-

**(END RANDOMIZE)**

45. What did you like about participating in the road charge pilot? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**

Sharing views/opinion	21
Ease of use	14
Contributing to research/Helping make change	14
Interesting/Learning about issue	14
Incentive/Money	7
Seeing driving habits	7
Other	7
Don't know/Not sure/Nothing	14

46. What did you learn from participating in the road charge pilot? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**
- |   |    |
|---|----|
| Driving habits                                    | 14 |
| Gas tax/Need an Alternative/Pay more with gas tax | 14 |
| Road charge is more equitable                     | 14 |
| Like the program/Think road charge is a good idea | 7  |
| Don't like the program                            | 7  |
| Other   | 21 |
| Don't know/Not sure/Nothing                       | 21 |
47. What is one thing you think is important for people to understand about road charge? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**
- |   |    |
|---|----|
| Potential cost concerns/Some drivers may pay more               | 21 |
| Will replace gas tax/Need to account for EVs                    | 7  |
| Will be better/cheaper than gas tax                             | 7  |
| Road maintenance funding is important                           | 7  |
| How a road charge works/How it is calculated/How funds are used | 7  |
| It's safe/easy  | 7  |
| Other   | 14 |
| Don't know/Not sure/Nothing                                     | 29 |
48. Has your travel behavior changed at all due to your participation in the pilot? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**
- |                                 |    |
|---------------------------------|----|
| Travel behavior has not changed | 86 |
| Travel behavior has changed     | 14 |
49. How else has your participation in the pilot affected you? Please use the space below to describe any changes you've noticed as a result of the pilot. **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**
- |  |    |
|--|----|
| Has not affected me                    | 93 |
| Driving habits/More aware of miles/gas | 7  |

**BEHAVIORS AND DEMOGRAPHICS**

50INT. As a result of the pilot, have you noticed a change in your level of awareness about any of the following?

SCALE:	Much less aware	Somewhat less aware	No change	Somewhat more aware	Much more aware
<b>(RANDOMIZE)</b>					
50. How often you drive	-	8	62	15	15
51. How many miles you drive	-	-	38	46	15
52. How much you spend on gas	-	-	54	23	23
53. How much you spend on gas taxes	8	-	31	38	23

**(END RANDOMIZE)**

	<u>Pre</u>	<u>Post</u>
54. Do you have anything else you would like to share about the idea of road charge to fund road maintenance in California? <b>(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)</b>		
No additional comment		79
Survey/research feedback		7
Unfair to certain areas/people		7
Other		7
55. Thinking about the vehicle you drive <b>most often</b> , is it powered by...		
A gasoline or diesel engine	73	85
A hybrid gas-electric engine	18	15
An all-electric engine	9	-
Another type of engine (Please specify)	-	-
(No response)	-	-



56INT. How often do you do each of the following?

SCALE:	More than once a week	At least once a week	At least once a month	Less than once a month, but at least once a year	Never
<b>(RANDOMIZE)</b>					
56. Drive in a vehicle alone					
<u>Post-test</u>	85	15	-	-	-
<u>Pre-test</u>	82	9	9	-	-
57. Ride or drive in a carpool in a personal vehicle with people who are not in your family					
<u>Post-test</u>	-	8	-	15	77
<u>Pre-test</u>	-	-	9	18	73
58. Ride in a taxi, Uber, Lyft, or other ride hailing vehicle					
<u>Post-test</u>	-	-	-	31	69
<u>Pre-test</u>	-	-	-	18	82
59. Ride a train					
<u>Post-test</u>	-	-	-	8	92
<u>Pre-test</u>	-	-	-	9	91
60. Ride a bus					
<u>Post-test</u>	-	-	-	8	92
<u>Pre-test</u>	-	-	9	-	91
61. Ride a shuttle					
<u>Post-test</u>	-	-	-	-	100
<u>Pre-test</u>	-	-	-	-	100

**(END RANDOMIZE)**

	<u>Pre</u>	<u>Post</u>
62. How many miles do you think you drive in an average month?		
<1000	45	54
1000 - 2000	27	23
2000+	27	23

*NOTE: Age, income, gender, ethnicity, education, ZIP Code, and prior pilot participation are asked in the screener on the website and will be appended to the data for use in analysis.*

63. Do you live in a(n)...		
Urban area	-	-
Suburban area	27	38
Rural area	64	38
Remote area	9	15
Prefer not to respond	-	8

64. Do you have any feedback about the pilot that has not been addressed in any of the previous questions? **(OPEN-ENDED; RESPONSES CODED INTO CATEGORIES BELOW)**
- |                        |     |
|------------------------|-----|
| No additional feedback | 100 |
|------------------------|-----|
65. As a Pilot participant, your experience and perspective on California’s Road Charge program is highly valued. Would you be willing to share a quote (just a few sentences), your name, and your photo (optional) for inclusion in the final report about the Pilot?
- |     |    |
|-----|----|
| Yes | 38 |
| No  | 62 |

**DEMOGRAPHICS FROM WEBSITE SCREENER ON THE NEXT PAGE**

	<u>Pre</u>	<u>Post</u>
<b>AGE</b>		
18-29 (1992 – 2003)	-	7
30-39 (1982 – 1991)	55	36
40-49 (1972 – 1981)	9	21
50-64 (1957 – 1971)	18	21
65 or over (1956 or earlier)	18	14
Prefer not to respond	-	-
<b>INCOME</b>		
<\$50K	45	43
\$50K - \$100K	27	29
\$100K - \$150K	9	7
\$150K+	9	-
Prefer not to respond	9	21
<b>GENDER</b>		
Male	27	36
Female	73	64
Prefer not to respond	-	-
<b>ETHNICITY</b>		
American Indian or Alaskan Native	91	100
Asian	0	0
Black or African American	0	0
Hispanic or Latino	0	0
Native Hawaiian or Pacific Islander	0	0
White	0	21
Other Ethnicity	0	0
<b>EDUCATION</b>		
College+	45	50
Non-college	55	50
<b>REGION</b>		
Central	9	21
North	73	57
South	18	21

**PRIOR PILOT PARTICIPATION**

Yes	-	-
No	100	100
N/A	-	-

External Reference	PilotType	Q12	Q13	Q14	Q19	Q22	Q23	Q24	Q26	Q27	Q36	Q37	Q45	Q46	Q47	Q48	Q49	Q54	Q55_4_TEXT	Q64
ZLB6DE	RURAL	7 - Extremely easy	dont know	no	no	no	Strongly agree	it wlrked	No		(No Response)			???	i d o n t b k j n o w	no	n o	o	n -99	no
G9YFUF	RURAL	7 - Extremely easy	It was automatic and required no input on my behalf	No	Some trips did not show up in a timely fashion.	No	Strongly agree	Instructions were easy to understand	No		6	I am not certain that the device is safe from being hacked by technology thieves	I liked helping to research means to keep our roads properly maintained. I also liked being compensated for my efforts.	I learned the state is considering a means of making owners of electric vehicles equally responsible for maintaining our roadways.	It seems as though people with efficient vehicles may have to may more towards road maintenance.	No, but it might if this becomes law.	Nothing apparant.	No	-99	No
SQ552L	RURAL	7 - Extremely easy	The program was very interesting. My comments and questions were answered and I now fully understand how this system will work to insure non-gasoline vehicles will pay their fair share of the road maintenance fees.	Nope, the system was easy to navigate.	Nope, the system accurately determined my travels and it was easy to confirm that on the web page.	I trust you were keeping my data secure.	Strongly disagree	The OBDC port device was easy to install and in no way interfered with the operation of my vehicle. At one point I complained about the bright blinking green light during night driving and you updates the unit's software to turn off the lights.	No		2	Heavier vehicles (which get a lower MPG) should be charged more... this includes electric vehicles as they do more road damage. I think a discount for low income or seniors would be nice.	Learned how the OBDC port can track miles, so if I was to unplug the unit to "cheat" that would be seen. It was very interesting and the staff were very helpful in answering my questions and addressing my concerns.	How the OBDC port can power, track and with GPS via the cell system determine miles driven. We are on the CA/OR border and the unit accurately stopped tracking miles when in Oregon. It also did not count the driving on our private driveway. The thumbs up!	That this is a fairer way to change people for road infrastructure maintenance. Electric vehicles are heavy and need to pay their fair share... so accommodation for vehicle weight should be included in the price per mile. Also, our plug in hybrid Chevy Volt was listed at a MPGe of 98 when in fact gas/electric driving is actually more in the 50 MPG range. If we did all our driving in electric mode that would be different, but that	No, but it was interesting to see how accurately the trips were determined.	I had no idea this kind of tracking was even possible, so am impressed with the OBDC plug-in unit and how well it performed here in our rural area where cell coverage is spotty. Thanks for letting me participate in the program.	You did a great job and I hope my participation helps this program proceed. Electric vehicles are no panacea and the embedded carbon in their manufacturing does not make them much better then a small, efficient, inexpensive ICE vehicle... so it is very important that they, with their much higher weight, be charged for the wear and tear on the roads they travel.	-99	I am satisfied with my answers and feel I have adequately addressed my concerns and feedback.
N8GY4N	RURAL	7 - Extremely easy	It was just a matter of clicking on an answer	No	No	I always have concerns relating to privacy and data security.	Strongly agree	I thought everything was pretty well explained	Yes	Relating to the incentive program, I could never use the first card because I don't know where to get the information.	7 - Very concerned	People are always able to outsmart a system.	It was easy	Nothing really	I'm not sure	No	It hasn't affected me	No	-99	California is very diverse. I live in an extremely isolated area which is far different from living in the city. I use the the roads very differently and have fewer options when it comes to choices in my transportation.
2GHVBN	RURAL	6	When plug in device worked it was easy. It would fall out/was not in a convenient place in my vehicle.	Device goes near my parking brake, I've kicked it out a few times.	Portal is clunky.	More info about security would be better.	Strongly agree	Emails were good.	No		2	Could they unplug the device (knowingly or inadvertently)?	\$ and opportunity to save money and allow those to pay their fair share.	Na	They can save vs gas tax	No	Thought about limiting trips / other transit methods.	Great idea.	-99	No
VAB9YR	RURAL	4	I didn't get involved with mileage determination or reporting	I didn't report my mileage, I just agreed with your invoice. If I didn't agree with your invoice, I wouldn't get a program credit.	Didn't keep a log of the trips my car took. I couldn't attest to the accuracy or your calculation.	Always a concern when the Government collects private data!!!!	Somewhat agree	Forgot the subject	No		5	Someone will come up with a device for a car to cheat the system	A chance to express my opinion about rural living and to emphasize that a gas tax is stupid if we are all going EVs. Why does this study deal with just gas tax and not charging fees.	Not much really as it doesn't include EVs	Maybe the overall concept of getting maintenance funds from drivers needs some AI help	No	None, I drive when I need to	No	-99	no
34YJZY	RURAL	7 - Extremely easy	On line interface very clear and direct with instructions	No	None	None	Strongly agree	Everything was clearly explained	No		5	People will find some way around any system used. Some people will tamper with OBD plug devices. Others will resent having mileage tracked electronically and will strive to obfuscate any data collected.	Always fun participating in research!	How funds for road maintenance could effectively and reasonably be collected	That it is fair; not every gallon of gas is used for vehicles on roadways.	No	No change	No	-99	no

FXLZ78	RURAL	7 - Extremely easy	It was automatically logged through the plug in.	The website does not offer to save a user name or password so you had to log in each time (first world problems, for sure.) A couple of times I received a reminder email to submit my statement, which I had already done.	I noticed that it mentioned I had out-of-state miles when I had not been out of state.	No issues.	Strongly agree	You moved the agree to the top. I almost clicked disagree. Consistency in survey locations is important. Now I can remember the question and there is not back button to fix if a mistake was made.	No		7 - Very concerned	The plug is voluntary. Pull it out and you are not tracked. I would not choose to be tracked. At least the gas tax is paid by those who use gas. The whole ev is an issue for roads. Maybe more of a road tax should be placed on the energy used: fuel/electricity - How will this impact our truck transportation industry? Many places in America are only connected by truck for food, staples, etc. Is this an unfair charge?	As I drive a lot it was interesting to see the miles in the statement. It was easy.	This is a tough decision and good for you for conducting the pilot. Gas tax charges those who use gas. The electric use should match the gas tax. Trucking industries pay more than normal citizens with the gas tax, which is about the use of gas. People will not choose to participate as you are tracking their movements. Seems like there are some privacy rights that might be crossed with this system.	I believe it is being considered to charge those who use the roads. What about out-of-state/country people that use the roads? You use the road, you pay. Seems very east coast tollish.	It has not.	I have only changed my road use do to high gas prices. If this road tax was added to my travel I would try to find a way to avoid it; find roads that are exempt or unrecorded. If the gas tax offset the road use tax, it would be a non-financial issue, but the fact that the state is following every mile you travel is concerning. Maybe too much government intervention. When I drive a vehicle that has more damaging effect to the road	Since "fair" is a word of choice throughout the survey, I would question whether this is fair in the overall scheme of the types of vehicles on the roads, and their impact.	-99	No
WXQUBV	RURAL	7 - Extremely easy	No hassle	no	no	no	Strongly agree	no complaints	No		5	Not sure if someone could cheat the system.	At the current rate for mileage, I was paying less in taxes.	Road charge could be less expensive per the gas tax.	How we will be taxed, and if the rate can be changed.	no	no change	no	-99	no
SFSSPN	RURAL	7 - Extremely easy	I have no idea what the security is	No	No	I have no idea what your practices are	Strongly agree	Duh	No		1 - Not concerned at all	I'm sure	Automatic	Oh come on, this survey is too long	Done	I'll come on enough is enough	No	No	-99	Stupid survey
3WPPKF	RURAL	7 - Extremely easy	Easy instructions	None at all	No.	No	Strongly agree	Each time we had a question or comment you answered promptly and clearly.	Yes	Just that we want all monies to be sent on one credit card in the mail.	7 - Very concerned	People always find a way to cheat to save money.	Being a part of change for the good.	How t might bring the price of gasoline down.	It is very easy program	Not at all	No change	Thank you for allowing us to participate	-99	No
H5XCRB	RURAL	4	Dont know	No, none	I couldnt view past months	No	Strongly agree	I was given enough info	No		7 - Very concerned	People always cheat	Being a part of something new	That we soon will have to pay more to drive	It is a rip off	No	None	No	-99	No
FEKBWS	RURAL	7 - Extremely easy	It's done automatically	No	Sometimes the portal had trouble loading, and would get stuck, and I couldn't open the trips portion.	No	Somewhat agree	I've had trouble with the payment portion for my incentives...I would either never receive a response, or be told something that never happened...and now I am still owed \$5for June drive 20 miles,\$5 for July's drive 20 miles, & \$10 for month 2's payment of statement portion of the incentives...	Yes	As stated previously...I am still owed for month 2, \$10 for pay the statement portion of the incentives, \$5 for the drive 20 miles in June, and \$5 for the drive 20 miles in July. I left MANY messages and was either never responded to, or told it would be in the July's gift card, which it wasn't...then I was told it would be in my final payment...still have not received	3	Wouldn't the charge be based on some sort of GPS attached to the vehicle? If so, that's pretty hard to cheat...although if people have to simply report their mileage, it will be rife with cheating	Being able to be apart of the data needed to make an informed decision about the implementation of the road charge tax	I learned that I drive alot farther than I'd originally thought, and that by living in a rural area, requiring more drive time to reach anything, I would end up having to pay more with the mileage fee than with our current gas tax. I believe that people living in cities with less commute time would be the perfect place to have the mileage fee, not so much in rural areas though.	That it would not be in addition TO the gas tax, but it would be the REPLACEMENT FOR the gas tax. Alot of people don't understand that...and they also believe they'd end up paying from \$200-\$400 per year, which is absolutely untrue. I think there is a lot of misinformation going around by opposers of the new tax.	Not at all	None at all other than some stress about not being paid fully for my incentives monthly.	Not really..I don't really think it will pass though...as just the mention of any new tax, whether it's to replace an old one, or a new one entirely makes people upset and tune it out	-99	No
29ATBJ	RURAL	7 - Extremely easy	I did nothing and it happened. So easy.	Only when the device stopped reporting.		Not so far.	Strongly agree	'Twas easy as I said before.	Yes	The device failed in later months.	1 - Not concerned at all	Seemed unhackable.	Being of service.	That I am sometime on tribal lands.	Better for EVs.	no.	Not at all.	As an EV driver I want to pay my fair share.	-99	No, thank you.
QKR6G9	RURAL	4	Mileage was reported automatically through the app	Mileage was automatically reported how could i?	Sometimes they would load. Sometimes they wouldn't. Website was very buggy	No	Somewhat agree	Again. The website was very buggy. For example. I've received emails asking to report on September invoice. Go to website and September invoice is unavailable, still showing august.	No		3	Disconnecting the gps could be easy	Being part of a study that could potentially influence a driving tax change	I don't feel comfortable driving around with a gps unit tracking my every move	Pay to play	No	No changes	No	-99	No
S99QTX	RURAL	7 - Extremely easy	Reporting was automated	No	No	No	Strongly agree	The pilot was easy to participate in	No		4	You can simply unplug the device	Being part of the development of a necessary change	Not much	Change in road tax is necessary with the conversion to and popularization of electric vehicles to ensure that our road maintenance is properly funded	No	N/A	No	-99	No

QVJGTE	RURAL	7 - Extremely easy	It took to no effort on my part. I did verify the information on the website and it was accurate	No, none	None	None	Strongly agree	Device in my car was easy to install and website was easy to navigate through. The whole process went smooth and without any issues.	No	5	People always find a way to cheat the system. Even though they probably use it the most.	Being part of the research and visibility to how much I drive and where to	I need to stay home more often	The end goal is to have safe and well maintained roads in California. We need to generate the revenue one way or the other.	Yes, I consolidated my trips into town with my work schedule	More aware of miles traveled, what are the specific purpose of my venture out and could it wait until later. Prioritize and minimize my trips to the grocery store for example	No and thank you for the experience	-99	No
CRDMA8	RURAL	7 - Extremely easy	The device collected the data and I did not have to do anything. Issues I have are with the website app.	No problem reporting. The web interface is not intuitive or easy to use if considering it for prime-time use.	I kinda trusted the system's results. If it were real money or if the amounts deviated significantly then I might have started a personal mileage log to compare until I was confident in the system.	Frankly, I don't know what the back-end systems are doing with my data and just like any government program, there is only "trust" no verify and no transparency. We are all dependent on audits by outside organizations to have any confidence in privacy or data security. I suppose it is unlikely that this program would be compromised.	Strongly agree	Except for some lack of information relative to the device install and that the website app seems a little less user friendly than it will need to be ... it OK for this purpose. It could be a lot worse ... like DMV's systems.	No	1 - Not concerned at all	Data was collected automatically. On a previous question about size/weight of vehicles fairness, I wanted to point that if the system actually estimates the road impact based on the actual vehicle weight and other relevant characteristic then this would be "fair".	Collecting data and looking for a strong correlation between usage and participation in road maintenance is the right thing to do. That said, this team needs to engage some independent Rural residents, non-government, non-contractors in reviewing these results and making the final recommendations and decisions. California has a HUGE lack of trust issue ... here is another opportunity to make that better.	Not much honestly. It's a pretty straight forward problem and solution analysis from a business perspective; but this is not a business, this is politics driven policy manipulation. Many of the questions asked in this survey has nothing to do with the data collected. It is the socio-economic vs logistical/geograp hic vs physics/reality involved all mixed in with the political positioning of the	Roads in rural California are a mess and have been for decades and it has nothing to do with collecting gas tax. It has everything to do with allocation of tax dollars necessary to maintain the rural transportation infrastructure. Tuolumne County: 55K people, 2,400 sq miles, 700 miles of roads, four seasons (hot/cold), heavy trucks ... do the math. Either we care about the importance of our rural communities	Not significantly.	I've been thinking more deeply about the problem, how the environmental conditions are changing, how the technology is changing, how the socio-economic conditions are changing, the States' approach to the EV and "Green" transition, what is working and what is not, the political divisiveness and anger or worse, apathy and despair is taking hold of our community. More importantly what we can do about it. What	Answers to the previous gas related questions were not relevant since I own three BEV(s).	-99	Electric is not an "engine" it is a "motor". All the alternative transportation methods mentioned are not relevant in the mountains for the vast majority that live here.
YYWUCU	RURAL	7 - Extremely easy	There was no effort on my part other than to initially plug in the device.	None	None	Not at this time.	Strongly agree	Very simple program to participate in.	No	4	I am not sure of how one would go about cheating if each vehicle had their own device and would alert the user or the gatherer of information of it's relocation or disconnection.	Definitely saw a different way to look at things. The gift cards were great too.	I need to get out more.	It will replace the gas tax.	no	Like I said I need to get out more.	Not at this time.	-99	None
JC56Q8	RURAL	7 - Extremely easy	It was all automated	No	No	Unsure when the data is disposed.	Strongly agree	All of the processes were explained upfront.	No	7 - Very concerned	People who want to cheat will do so leaving everyone else to pay the difference.	Did not require manual effort.	The calculation of the gas tax amount is massive.	It is only for people who don't pay a gas tax, EV drivers....	No	I do drive less as a result.	the calculation of how much is paid in gas tax, unclear if it is accurate as a comparison.	-99	When we drive on toll roads, why are we charged per mile?
C4QGYW	RURAL	4	Not very clear on some reporting	Yes, not very clear on the whole process	No	No	Somewhat disagree	Not sure	No	2	I don't know	Didn't require much effort	Nothing really	??	No	No change	No	-99	No
8S32DG	RURAL	7 - Extremely easy	?	No	No	No	Strongly agree	?	No	3	Suspect that some people will find a way.	Didn't think much about it.	Personally, nothing.	It would not change the way money is allocated to different counties. I live in a low population county with high use roads because of very high use by people from other counties, states, and countries. Therefore we get less state funding than we need and deserve.	No	None	No	-99	No
47W3M4	RURAL	7 - Extremely easy	The only negative is the lack of what the information was aiming to show	no	no	no	Strongly disagree	would have liked clearer explanation of goals but program was easy to report and not obstructive	No	2	I think the possibility of a large number of people being able to cheat is remote. A random physical check would cause people to consider whether cheating was worth it.	Due to the increasing number of electric vehicles there has to be a way that those vehicles pay a fair share.	That a different way for gas tax has to come.	it will spread the cost across all vehicles.	no	none	There will need to be a way to physically check mileage, possibly every 3-5 years.	-99	no

3C8H29	RURAL	7 - Extremely easy	E-mails were concise and on point	no	No. Sometimes the format was funky but it was a test run.	Anything can be hacked. I simply expect some sort of breach. I know everything possible will be done, but there are way more bad actors than good ones, unfortunately.	Strongly agree	IT was straight forward. Plug in the device and check the statement. Simple	No	5	People will ALWAYS try to cheat. It's human nature.	Ease of reporting and the clear statements.	We are almost at the point where a road tax will be the most accurate way to determine who is using our roads most, therefore should be paying more for their maintenance	The State needs to develop a way to capture revenue from all electric vehicles that use our roads but don't use fuel. In my opinion, EVs should be charged more as their vehicle weigh more than ICE vehicles. more weight equals more road maintained.	no	Become more of an advocate for such a program	Its a good program that is needed. Beware of the cheats, though.	-99	Mass transit is not available or cost effective for rural or remote areas. Keep that in mind	
T4WJ7Q	RURAL	7 - Extremely easy	Plug-in device worked flawlessly.	None.	None.	None.	Strongly agree	Communication was good, well timed, and easy to understand.	No	2	Plug-in device doesn't allow a wide margin for cheating.	Ease of reporting miles with plug-in device, accuracy of reporting, ease of use on website.	The mileage charge can be structured so that average drivers won't pay more than the gas tax, but electric vehicles will start paying into highway maintenance programs for miles traveled ... this is important as CA pushes for conversion to zero emission vehicles.	That everyone who uses CA roadways, regardless of vehicle type, will contribute to maintenance and construction of highway infrastructure.	No.	That our CA highway system is in disrepair ... this pilot made me more aware of the amount of funds needed to maintain our roadways in good condition.	It's past time for electric vehicles to start contributing to roadway maintenance.	-99	None.	
MV2WFA	RURAL	7 - Extremely easy	The plug in device makes it easy to report mileage.	The statements can take a while to generate, and sometimes the trips don't show up.	Sometimes the trips wouldn't show up.	None.	Strongly agree	The team was very responsive in getting my questions answered, and were very helpful.	Yes	Missing incentive cards, and cards with other people's names being sent to my address.	4	Depends on the method used to track mileage. Based on the bugs in the Pilot, I am unsure how it could work on a mass scale.	Ease of use of reporting miles, and seeing my trips which were fairly accurate.	How the road charge would affect me with my driving habits.	That it doesn't necessarily mean that you'll pay more, it depends on the driving habits of the individual.	No.	The pilot has not affected me.	The road charge would need to replace the gas tax to work, it wouldn't work to have both a road charge and a gas tax.	-99	None.
YXVCU	RURAL	7 - Extremely easy	The plug-in device.	The plug-in device was a bit bulky, and my foot kicked it out of the port on several occasions when entering my vehicle. Otherwise, no problems.	No problems.	No.	Strongly agree	No issues.	No	3	Not enough info to provide accurate answer.	Ease of use.	Nothing.	The need to move away from a gas-based tax for road and infrastructure funding.	no	No changes.	No.	-99	no	
2RPSR6	RURAL	7 - Extremely easy	I didn't have to do anything. Just plug the device in and drive.	No	None	No	Strongly agree	I felt that I was extremely well informed about the pilot.	Yes	Clarification on how to access the money that was earned during the pilot.	7 - Very concerned	I just don't want people to be able to cheat.	Ease of use. Just plug it in and go.	I drive a lot.	The more you drive, the more you pay.	No. I need to drive what I need to drive	None.	None	-99	I was concerned about the mpge number of 88 being used for my vehicle. I actually get about 40mpg. Did the high mpge rating alter the formula used to calculate the road use tax or was it used to calculate how much gas I used for the mileage driven for the comparison costs?
URKLCJ	RURAL	7 - Extremely easy	Very simple	No	(No Response)	No	Strongly agree	Everything was sent and easy to use	No	4	Easy to remove the device.	Ease of use. Accurate	That I drive less than expected	It is safe	No	Nothing	Nope	-99	No	
CHKMST	RURAL	7 - Extremely easy	IT TOOK A SMALL AMOUNT OF TIME	NO	DIFFICULT TO NAVIGATE	I DONT TRUST THE SECURITY OF GOVERNMENT WEBSITES	Strongly agree	NO MISSING INFO	No	7 - Very concerned	NOBODY WANTS TO BE TRACKED BY THE STATE.	EASY	I PAY MORE WITH THE GAS TAX	ITS A STEP CLOSER TO THE STATE TRACKING INDIVIDUALS	NO	NONE	NO	-99	NO	
DBMUGW	RURAL	7 - Extremely easy	Simple and straightforward	No	No	No	Strongly agree	Easy	No	2	Most people are honest	Easy	Other options are being tested	May help you pay for road repairs in a different way	No	Has not	No	-99	No	
QX3X5X	RURAL	7 - Extremely easy	Enjoyed participating.	None.	None.	None.	Strongly agree	I was confident.	No	7 - Very concerned	Everyone is equal. They should pay for the amount they use the roads.	Easy and informational.	I do not drive much.	It's much more fair and requires electric vehicles to pay their share.	None	No much	Nothing	-99	None	
L4K25C	RURAL	7 - Extremely easy	It was easy all the way around	no	No problems	No	Strongly agree	Information and being a part was easy	No	7 - Very concerned	hackers and cheats are everywhere	Easy and insightful to participate	I drive more on non public roads	it includes All vehicles even those that do not use gas	No	No additional impact	no	-99	no	
8WX2QE	RURAL	7 - Extremely easy	Automatic report.	None. Mileage reporting was transparent.	no problem	none	Strongly agree	Clear directions and easy to follow.	No	1 - Not concerned at all	Computer security is trusted.	Easy and interesting to review miles driven for activities.	I drive more miles than expected.	It is more fair since different types of vehicles vary greatly for MPG.	no	Have not noticed any changes.	appears to be more fair than the gas tax	-99	Learned how easy it is to use the car's computer to record mileage.	



J796V3	RURAL	7 - Extremely easy	No action required	-99	(No Response)	-99	Strongly agree	The instructions were easy to follow	No	6	Individuals and corporations will work in their interest to pay less	Easy participation	Gas taxes are inefficient	People pay for what they use	No	I didn't realize California would be sharing my data with multiple companies. This process should be centralized and not contracted out to the cheapest service providers	Participants should be compensated for sharing their personal information	-99	No	
JBF9PN	RURAL	7 - Extremely easy	I didn't have to report anything; the device kept track	No.	No	I have very low confidence in privacy protection in general. My comments are not reflective of being less confident in general with this program	Strongly agree	Seems like everything was automated and easy to follow	No	6	Because people could remove the device	Easy to do and not too much work :)	That the state is planning a way to fund roads as more hybrid and EVs are on the road. I think this is necessary. But we also need a HUGE boost of funds to the maintenance particularly in RURAL counties with HUGE amounts of roads to maintain. (and low populations).	We need a way to maintain roads as more and more hybrids and EVs come onto to our roads	No. I actually drove more than I normally do due to a family members illness and death.	No changes	No thanks	-99	no	
X9LJAW	RURAL	7 - Extremely easy	The plug-in device recorded all mileage. I didn't need to do anything.	no	no	not yet	Strongly agree	Was easy to apply for the pilot, easy to monitor the months results.	Yes	The reward was to be provided via a debit card, instead of an on-line code. We have not received a debit card.	3	Some people will try to cheat the mileage system; unless the device is hidden or permanently installed in the vehicle.	Easy to participate.	The types of roads we drive on. Nice to have the information.	The road charge will be a fairer way to pay for road maintenance. Electric vehicle owners will also be responsible for the roads and highways.	No	none	no	-99	no
P83C5W	RURAL	7 - Extremely easy	I didn't have to do anything. The app reported everything. I only had to submit the report. can't get much easier than that	No	No	No	Strongly agree	The pilot was easier to participate in.	No	7 - Very concerned	People will cheat as they always do and technology is easy to circumvent	Easy to report miles. Fairly hands off	This is not the right system to use. It's too costly to administer versus a gas tax. Even if the system is more fair, it ultimately costs us more in taxes. Also, visitors will effectively pay nothing if gas tax is replaced.	Road charge makes it like HOV Lexus lanes where the rich are allowed to go anywhere they want but the poor will pay a higher percentage of their salaries for transportation	No.	No changes noticed.	I ultimately did not like this system. It works. I'll agree to that but it will disproportionately hurt the poor and those that drive more fuel efficient vehicles.	-99	no	
BTB66	RURAL	6	All done automatically	No	No	How one knows if data has been accessed by others?	Strongly agree	Instructions provided allowed me to set up the account and see monthly statement.	No	4	How do out of state cars and trucks report mileage and charged for use of roads.	Easy to use	Technology can follow you anywhere.	That all trucks and cars will be charged, not just those with a tracking system.	No	None	If you use roads you should help pay for them.	-99	No	
LFNHFQ	RURAL	5	really don't know HOW I reported mileage,not clear	not that I'm aware of; thought the device was doing it?	didn't view my miles on portal	-99	Somewhat agree	think it's apparent from my answers	Yes	wasn't confident my device was working	5	don't know	fun to take part, interesting	Not much this go around	why it may be more equitable	no	just made me think about the inequities out there	-99	no	
BY5MA3	RURAL	7 - Extremely easy	There was nothing for me to do	No	At times, yes	Yes. Tracking of my trips	Somewhat agree	Self explanatory	No	5	Based on past experiences of state and it's programs	Gave data to base decisions	The way to track mileage seemed ok, except for privacy issues	????	No	None	No	-99	No	
98NPBD	RURAL	7 - Extremely easy	Plug and play	None	Navigating around mymiles portal and the way it is designed is very poorly executed. I wish it also provided more information that the device can report such as battery voltage(report when voltage is getting low) like the Azuga GPS program I was a participant of a few years ago.	None	Somewhat agree	I missed the 2nd month of not paying the statement. I wish more communication was given so I didn't miss out on that opportunity.	No	3	Because I feel confident that people are not going to cheat.	Getting paid to participate.	That people who drive electric cars aren't paying their share to maintain California's roads.	Electric car owners need to pay their share.	No	None	Design a better myportal website.	-99	Redesign myportal website	
JB3UA8	RURAL	7 - Extremely easy	it was automated	none	no	no	Somewhat agree	ok	Yes	couldnt use the charge cards	4	people cheat. the heard is wicked!	giving data	not much	roads cost money	no	none	nada	-99	no

FNQTNW	RURAL	6	Had to use the OBDII port for diagnostic port at times. So those miles were lost.	Only when the OBDII port was in use for other needs	Some parts of private roads were marked as public but not to many miles. But if it was used daily it would add up	Security is not an issue for data I refuse to release. There is zero chance I would allow this type of information to reside anywhere for any reason. Am told that after 2016 most all cars provide this information. Will not buy a car that I can not disable that from happening.. Also had considered an EV that will never happen now. Collect miles driven from the ECU would be fine where & when not a chance ever..	Somewhat agree	The first month I reviewed the statement but did not press the pay icon. This was outlined but missed..	No	5	The people that find a way to cheat always do & the rest of us suffer & pay for it.. nanny state or the new euphemism... guardrails	Good people to deal with in the few times there were issues. HOWEVER we all know what happens when turned over to regular state employees.. 45 mins on hold or emails replied to 5 days later	Requires too much private info to make it work.	no answer	For a pilot no, if forced upon us.. it would.	Decide not to buy an EV as this info would be collected.	Changed the gas tax is not easy however edging up the per mileage charge would be easy for politicians	-99	There needs to option withOUT GPS oversight / detailed info released from the car
BWB86W	RURAL	7 - Extremely easy	Mileage was automatically reported	No.	No, although the website was a bit slow.	No.	Strongly agree	Instructions were clear and plentiful, and the process was simple.	No	2	Between good technology and proper deterrents (penalties for cheating), the problem is soluble.	Helping craft public policy using real world data.	The technology exists to accurately measure miles driven.	It's necessary because of the shift to electric vehicles.	No	It has not otherwise affected me.	No.	-99	No.
KTSDW8	RURAL	7 - Extremely easy	didn't have to do much	-99	(No Response)	not much information about that	Somewhat agree	limited info on privacy and security	No	5	lots of opportunities	helping explore a new model	not much	levels out EV vs ICE cost	no	none	no	-99	no
V9W9ED	RURAL	7 - Extremely easy	The plug in device reported my mileage	Yes an issue with public vs private roads I drive	(No Response)	No	Strongly agree	The plug in device, the mymiles portal	No	5	Some people always find a way to cheat	Helping in the pilot to see how it would affect private roads since I drive roads that are not county maintained.	I didn't mind but a lot of people would not want their trips tracked.	If you use the roads you need to pay to maintain & fix them. Most people don't understand the current gas tax SB1 & the projects funded by SB1.	No	No changes	It will take a lot of education to help people understand it would replace the gas tax & everyone must pay to fix the roads.	-99	No
C7ZTCB	RURAL	7 - Extremely easy	Almost automatic.	No	no	no	Somewhat agree	was okay	No	3	People are always going to figure out a way to cheat on taxes	Helping to move this concept along.	A better understanding of how a road fee could be implemented.	that it is not an increase in taxes, that it is a replacement of the gas tax.	not at all	no real affect	no	-99	no
R3VQ7V	RURAL	7 - Extremely easy	It was automatic, I did not have to do anything	No	no	Not enough knowledge to judge this	Strongly agree	No issues	No	5	Games happening now for other devices like using plate readers for tolls	Helping with future needs of the state	Nothing jumps to mind	Heavier, less efficient, more damaging vehicles will be charged less that other vehicles unless specific actions are taken to increase charges for trucks, SUVs, etc.	no	none	no	-99	no
XBYKGA	RURAL	7 - Extremely easy	went great!	no	no	no	Strongly disagree	good communication	No	3	most will follow the rules	helping with rural challenges	the system will work	less gas equals less money for roads to be maintained. we need alternative funding.	no	nothing	no	-99	no
YDYTG9	RURAL	6	No comment	No	No	No	Somewhat agree	No comment	No	4	Not many people are as honest with themselves about spending money on day-to-day lives.	Hopefully my information was able to give insight for how drivers are going about their days and their destinations. Conveniences are nice, yet they are not as accurate or similar.	My input is definitely welcome and I hope that my bit for this program will make for great benefits for us drivers.	It's not as complicated as it sounds, but it's worth while to patient.	No.	None.	Thank you for your time.	-99	No

6J4H3D	RURAL	7 - Extremely easy	I just plugged the thing into my car and it tracked the mileage	No	It was sometimes glitchy. Looking at data at once to really see how accurate it was is difficult	No, but I feel like my devices are tracking everything I do anyways so my expectation of privacy in this day and age is low.	Somewhat agree	I do feel like the portal's glitches and the ability to really review miles made it less than perfect.	No	7 - Very concerned	I think that folks will learn how to work the system. Hackers, creative car folks, picking routes to under report.	I am grateful for the chance to give a rural perspective and that outreach was done in our area. Often rural issues are different than urban issues. I also liked thinking about what this sort of program might mean for our purchasing habits.	That I wouldn't be taxed if I drive on private roads or tribal roads. This could cause a significant change to driving patterns in a community like mine.	That even though many California cars are going more efficient, our roads will still be taking on traffic. Those repairs need to be funded somehow and we need to be creative in how we think about gathering that money.	Yes, I started taking tribal roads more often if available because I noticed it came up different on the charging statements.	I realized how easy it would be for someone to track my car's movement. That made me a bit uncomfortable.	Nope	-99	Rural habits are different than urban habits. Opportunities for alternative transportation are few and far between in my area.
7JKF55	RURAL	7 - Extremely easy	all instructions were easy to follow.	no	no problems...	I am hopeful all information will be confidential. I have no way to verify other than your words.	Strongly agree	you were complete in your instructions and questions were promptly answered.	No	3	There are always those who would attempt to escape the system.	I appreciate being part of a study to examine and possibly improve the system we presently use.	I explored my driving patterns, and an alternate manner of calculating taxation.	As more electric cars enter the roadways, a balance in taxation need to occur. This is a big shift from the present taxation system. Continued education is critical.	No, it hasn't changed. Over the last year, I have reduced my driving as I have had a change in lifestyle.	It was informative to view your calculation and assessments. Will I have continued access to the information?	Thank you for accepting me into the program. Educating the public will be a challenge and it must be done.	-99	No, thank you.
5PBVXE	RURAL	6	All of the data I had to enter seemed straightforward	no	no	no	Strongly agree	I felt email communications were thorough.	No	4	People have ways of hacking devices	I appreciate the opportunity to explore these ideas. Having lived in Germany, the quality of our California roads is disappointing. I am presently low-income, but I am open to paying higher taxes for better quality infrastructure, including road maintenance.	It was an interesting illustration of my driving habits, as well as interesting to see how the State is considering adapting the funding for road maintenance.	The breakdown for road maintenance costs and priorities.	no.	It hasn't really, because my driving is generally out of necessity and public trasnportation isn't an option for me. I do hope that my next car will be a plug-in hybrid.	no	-99	no
TH6MXU	RURAL	7 - Extremely easy	The device tracked milage, I only needed to review it for accuracy	No	No aside from reporting and statement delays. That was not a difficulty, just a delay	I wasn't aware of much information related to the security of the data and privacy protection	Somewhat agree	As noted previously I wasn't aware of the security for data and privacy protection. Better communication on those topics would have been helpful	No	5	I'm not aware of what safeguards would be in place to prevent removal of the OBD2 device as a method of misreporting milage	I appreciated being able to assist in the research into alternative methods of funding road maintenance in the State	That if structured similar to the pilot, my charges would remain about the same. Though whether or not the cost of gas would decrease by the tax is debatable	It is proportional to the miles traveled similar to the current gas tax	No	None really, though I reviewed my travel more regularly and understood it better	No	-99	No
YJQF6T	RURAL	1 - Not easy at all	I thought it lacked clear, simple and easy to use method	Every month I had problems entering dates, mileage etc , then submitting with no confirmation that I would get credit	no	No	Somewhat disagree	not sure	No	7 - Very concerned	I believe that the system is not secure enough for cheaters	I believe road charge is the way for the state to go	nothing	road charge is equitable	no	I don't believe that I learned anything since the pilot was not educational or how the road charge revenue would be spent in the state budget	I thought that roadcharge would be spent on more road transportation projects - new construction	-99	no
UHVVRM	RURAL	7 - Extremely easy	The whole thing was professionally done and easy to understand.	The prompt email that goes out saying to pay your simulated bill always goes out before the simulated bill is available to pay.	No	No	Strongly agree	I give up. It was perfect	No	5	What if they just unplug the reader?	I didn't have to do anything and got paid for it.	You guys have a plan--do it!	It is a way to charge electric vehicles for the damage they do to our highways.	No	Added respect for the team running this.	Nope, kudos to your team!	-99	No
VJQJX4	RURAL	7 - Extremely easy	It was no hassle	No	Sometimes it wouldn't load.	It's really only a matter of time before there is a breach.	Somewhat agree	That's the way I feel.	No	7 - Very concerned	People are lazy and always find a way to cheat.	I don't drive long distances on a regular basis yet I'm paying more in gas tax than someone who drives triple the amount in an electric car. I'm not causing as much wear and tear on the roads. It was nice to see the pilot in action, however there needs to be a better way.	It would be easy for people to cheat. Also, older cars wouldn't be able to participate due to no obd port.	Public, private and out of state have different impacts on the reporting.	Not at all.	Na	Stop enabling lazy people and put more taxes to maintaining roads.	-99	No

ECDAWC	RURAL	(No Response)	-99	No		Well you're asking about privacy and at This time I'm guessing it's fine but hard to know unless something has happened this far	Strongly agree	I felt you were pretty straight forward	No		7 - Very concerned	Because there are always those that figure out how to beat the system or do something to tamper with it also what happens if your don't plug yours in	I felt it was pretty simple However it is a monthly thing people would have to do each month and I'm sure people would complain about having to do that	That I don't use the roads that often mainly work and occasionally vacation	That it most likely is cheaper than people realize	No	Just bringing awareness to the miles I drive	I'm just concerned about the device and it's location and the fact you cannot put the piece back on from the car part because your piece won't let it	-99	No
38Z829	RURAL	7 - Extremely easy	Everything was pretty seamless once I got the device	Nope	Nope	I'm sure I got something about data privacy but I don't remember it and don't know... but I assume you're taking good care of/deleting the data so all good!	Strongly agree	No explanation	No		1 - Not concerned at all	I'm not concerned people will cheat... but I am concerned that gas companies WON'T reduce prices - like we shouldn't be paying gas taxes there if this becomes a thing right? But it's like airlines, when the costs go down the airfare costs don't...	I felt really neutral about it which I think is a good sign - I didn't think about it tracking me unless I was reporting, all felt good	Nothing really	Can't think of anything	Nope	Not at all	Nope	-99	Nope!
5KFKFM	RURAL	6	Reporting was done electronically so very little input from me	No	First two months had problems but were sorted out	No	(No Response)		No		5	You can cheat on any system	I felt that learned more about the proposed changes	More about the concept	Is their information safe	No	Knowing the mileage driven helps me understand my driving usage	No	-99	No
8TZK5D	RURAL	7 - Extremely easy	The OBD unit does the reporting	The login and password information is not saved 'normally' requiring finagling to log in.	No	Seems secure - but who knows?	Strongly agree	Process was simple and explained.	No		3	Connectivity and odometer synching all prevent this.	I get all these gift cards that are difficult to use!	That this system is being considered.	That it allows equitable taxing for EVs and private road sue.	no	The OBD might cause some battery drain.	Implementation will be costly and clunky - people will be afraid of being tracked	-99	no
MUB5HA	RURAL	7 - Extremely easy	The plug-in device reported all the milage accurately for me.	No.	No.	Yes, I would never want this device attached to my car permanently. It's a tracking device, and no one needs to know where I'm at all times.	Strongly agree	All of the information was clear.	No		7 - Very concerned	Because you just don't have to install the plug-in device in your vehicle.	I got to learn what kind of a system the state is considering switching to. I received compensation for participating.	That the road charge would only save me \$1-\$5 per month in taxes, not enough to allow the government to know exactly where I am at all times.	It's a location as well as a mileage tracking device.	No.	I used my car more often than I would have normally because I was participating in this study. I often use my husband's car because it is a more fuel efficient hybrid.	I think the state of California should be less concerned about the "fairness" of the road charge tax. People make personal choices about how far away from work they live and what kind of vehicles they drive. If you choose to live a long distance from your job and drive an SUV, you should expect to pay more taxes.	-99	No.
NW6XRX	RURAL	7 - Extremely easy	Everything was clear, explained and easy to complete	No	No	No	Strongly agree	Everything explained clearly	Yes	I received the original \$50 participation incentive and redeemed a "virtual" credit card. I still haven't been able to figure out how to use it.	5	Some people will spend more time and energy trying to figure out how to cheat than to just be fair. Some people will always corrupt things	I hope my participation will help create a more fair system. I know lots of people with electric vehicles that pay no gas tax but use all the roads. Not fair.	Methods of trying to create fairness	It will equalize charges for road use	No	It did not affect me. All my driving was as usual.	I hope the state can create a fair plan to account for increase in electric vehicles	-99	I still have to contact you by email to find out how to use the original \$50
W4DETA	RURAL	7 - Extremely easy	Mileage was automatically reported, no input needed from me.	No	No	Unsure of who might have access to data. Would not want it shared with outside parties.	Strongly agree	Was very easy to understand and know what was required of me.	No		5	It is easy to unplug device and not report some miles.	I hoped that information gathered was useful in going to a mileage charge instead of gas tax. I liked that it was very easy to participate with the incentives earned.	That California should consider using a road charge and that reporting can be accurate.	It is a more fair way to pay for our roads.	No	More aware of gas tax alternative.	Let's do it!	-99	Should probably verify mileage with odometer reading. Would like to know how a road charge would be enforced.
4VNVTS	RURAL	6	Had some issues trying to submit information	Once couldn't get the information to go through on the site.	N/A	No	Strongly agree	The information provided was pretty much, self explained.	No		1 - Not concerned at all	Because your equipment in my mind is very reliable	I learned a lot about my own traveling.	To pay more attention to the roads and how much work they need to repair.	That I think it could be a better option than gas tax	No	I pay more attention to my gas mileage	No	-99	No
29QZXM	RURAL	7 - Extremely easy	I didn't have to do anything to report the mileage. The device recorded it for me.	No I did not have any difficulties.	No I did not have any difficulty.	Not at this time.	Strongly agree	I was given all information necessary and if I had any questions I was able to ask them.	No		5	People can't be trusted.	I like being a part of something more forward thinking.	I learned that I drive on a lot of public roads.	It is important for people to understand that it could help their budget if we moved to that system in California.	No it has not.	I have not noticed any changes.	No I do not.	-99	No I do not.

DN7KKP	RURAL	7 - Extremely easy	It took no effort.	N/A	I wished the portal would have allowed my browser to save my email and password.	It seems data concerns come years later when one gets a notice in the mail explaining their data was compromised. I don't know enough about data security to have an educated answer, but I'm always skeptical as scammers seem to generally be one step ahead.	Strongly agree	It was simple and easy -- I had no problems.	No	4	Unethical people always find a way to cheat.	I like being part of the modernization of our transportation system.	It's a little unnerving to see all your trips recorded in detail. I'd prefer just a mile count. I'd worry for people who may be stalked, etc.	We have to change the way we do business, this seems to be the best idea we have going forward.	No.	Honestly, I haven't thought about it much since I installed the device in my car.	I would hope owners of larger, heavier, less fuel efficient vehicles pay more per mile as their vehicles are causing the most wear and tear on the roads, the most pollution, etc.	-99	N/A	
2TMPE9	RURAL	7 - Extremely easy	I didn't have to report, the device did, though there were inaccurate statements	I was frustrated that when there was a mixup resulting in inaccurate statements, the communication wasn't clearer. I think that month I may have missed an incentive because I didn't "pay" simulated payment timely because I didn't want to "pay" for incorrect miles.	It's not the most intuitive site	no	Somewhat disagree	I would have appreciated better email or text reminders; "you have not made simulated payment, you have 3 days to do so." I'm not even sure in the beginning it was spelled out enough. There were to many varied tasks; I did not expect to get little bits of money per month, I thought it'd be one lump payment. I honestly don't even know how much I "lost" not completing a monthly task.	Yes	2	It would be GREAT to have had a list of all incentive activities and a checkmark for all completed, and a due date for items not yet completed, to make it easier to know status.	I generally underestimate people's proclivity to cheat and their possible success	I like helping government as a responsible citizen	I learned the state is doing a pilot	helps deal with electric vehicle rise Can make public transport cheaper to operate if public trans exempt from road charge or given reduced rate	no	no changes	good luck! great idea.	-99	definition or rural: I'm in the largest town in a podunk rural county, so doesn't feel urban, rural, or suburban.
A6JBZC	RURAL	5	I think my device stopped working at some point in August, and it didn't report anything for September. It's also problematic when I need to plug a different device into the OBD port while towing my trailer (ScanGauge II). I removed the Road Pilot device in July while we traveled from home (Truckee) all the way to Whistler, BC, and back.	My device stopped reporting data on August 24, 2023.	None.	Everything is hackable if people really want it. I just want reassurance the data is protected with redundant systems.	Strongly agree	Everything was communicated in an effective way.	No	7 - Very concerned	If there's a loophole, somebody is going to find it and exploit it—because people are kind of the worst. See: TikTok.  I think what could be a more plausible scenario is user error and managing the device correctly.  There are a few use cases (like mine) where I needed to remove the device from the OBD port because I needed a diagnostics tool for my 3,000-mile trip, but that's not	I like how the state is performing research and due diligence with these things—rather than just rushing into it. I think it's good we're looking at alternate ways for people to pay their fair share.  I'm sure a lot of people make the argument that living in a rural location is a choice—and it is, of course—but so is making the (environmentally smart) choice to electrify your ride. If you electrify your ride but	I learned the state is exploring a variety of options.	I think equity is the most important thing for people to see in this initiative.	It has not. I hardly drive, and I'm fortunate to live in a bike-friendly town (Truckee) where I can take trails to most places on my e-bike.	N/A	See previous comments in my survey response.	-99	None at the moment.	
U6VPZ7	RURAL	7 - Extremely easy	It was easy.	No	None	Yes, this too much information at the hands of folks who do not have my best interests.	Somewhat agree	There is too much personal information regarding driving and locations.	Yes	I drive outside of the country frequently and some of those trips were calculated in the pilot program.	7 - Very concerned	With technology, there is always a way.	I like knowing what is coming.	This is happening whether we like it or not.	The government will know everywhere you go.	No	N/A	This is horrible. Gas tax is fair across the board. Keep the gas tax just cut it in half.	-99	No
7YMKMV	RURAL	7 - Extremely easy	it was all automatic, no effort required on my part	None	no difficulties encountered	no concerns	Strongly agree	there was no questions that i had that i was unable to find an answer to	No	6	i don't know if there is a way to accurately track the miles if someone didn't want them reported	I like to be proactive in things that could help my community	.	.	no	none	no	-99	no	

4HP5ZC	RURAL	7 - Extremely easy	The device does all of the work for you	No difficulties on the actual reporting but I did have some issues with the plug in device not working at times the last month of the program. I would have to unplug the device and try to reset it and during those times miles couldn't be reported so I wasn't charged on the statement	No difficulties viewing trips	I have absolutely no confidence regarding data security or my information being protected by any company or government related anything. If the IRS can't figure out how to protect taxpayers information from getting stolen every single year then how can anyone else possibly protect our information.	Strongly agree	Because I literally was given all the information I needed to complete it	Yes	The plug in device not working properly the final month of the pilot	7 - Very concerned	My plug in device would constantly stop working while still plugged in and I would have to reset it once I finally noticed it was off and it's the little things like that which spark creativity in peoples minds to figure out a way to beat the system. There is nothing that anyone or anything in this world could possibly do to stop human beings from trying to cheat the government out of our hard earned money	I like to know all of my facts and data about anything regarding something that is going to be a big change in my financial life. I like to be prepared and to be able to actually be involved hands on prepares me for what's about to happen	I realize that this is a really good option towards collecting taxes from everyone using the roads and the reporting of miles and paying the invoices is also easy to use and simplifies the process. However, this isn't the big picture and it's frustrating that our government can implement policies that can drastically change peoples lives financially based off of information from pilot programs, just like this one, that don't address the	That our government really needs to look at the big picture and realize that this isn't doable for the majority of people that live here. People also need to understand that our government has been stealing our road tax money for years and that this bullshit universal road charge tax is just another tax our fabulous politicians have come up with to try and put a bandaid on a problem that they created because no one knows	Not due to my participation in the program but life changes have caused me to have to drive twice as much as before	It has cemented my frustration with our government and policy makers and it has made me realize just how clueless they all are and how these pilot programs are truly a joke. The amount of actual needed information that is nonexistent in these pilot programs isn't addressed or taken into consideration at all.	Use the road charge program for owners of electric vehicles only. That is the only way to actually collect the tax money that is owed by everyone	-99	No
A6XMWH	RURAL	7 - Extremely easy	it was a very simple process	no difficulties	no difficulties	I really have no idea how secure the program is/was. It feels very organized and from the amount of follow up questions about security, I hope that you took great lengths to ensure proper security.	Somewhat agree	Based on all of these questions, it seems like maybe there was more involvement that i could have taken but I'm just not sure how	No	5	There's always a way. People are smart and most likely it would be the more wealthy people that cheat	I like to know that I'm participating in things that will benefit the public sphere. I hope that it has been useful for the cost.	I stay pretty well informed, especially because our family has been involved in newer vehicle technology for some time, so I'm not sure how much I learned other than the state seems to be spending a great deal of energy to figure out how to move forward.	Road charges already exist, we simply need to figure out an equitable method for keeping our roads taken care of.	no	I'm more aware of public/private road use	Equity! rureal vs city, wealth, type of use, work/pleasure should all affect how the road charge works	-99	no other feedback	
HF7NUW	RURAL	7 - Extremely easy	When the OBI device was working, it was very easy for me to review and report the milage	Yes. Starting on July 10th, the OBI device apparently stopped working. It took multiple emails, a phone message and a text over nearly a month to have someone at California Road Charge Pilot "team" to agree that the device was no longer reporting milage. The only solution offered was that a "ticket" would be placed with the device vendor. I never heard back regarding any solution to my problem even after I send a follow-up email	no	It is difficult for me to judge from the information provided to me through the portal how secure my data and PPI was protected.	Somewhat agree	When the OBI device was working, everything was fine. However, there was no option provided to continue my milage reporting after the device stopped working. It would appear that device failure was not part of the pilot effort when perhaps it should have been.	Yes	After I reported that my OBI device stopped reporting my milage, the program never followed my with me about was I should do in order to have my milage reported. The last communication I had from the program was that a "ticket" was placed with the vendor. I never heard from the program after that.	7 - Very concerned	Hacking electronic devices could be a problem.	I liked being able to see where I drove and if it was actually on Private vs public land.	I didn't think I drove at all on private land but apparently I did drive a little bit.	EV vehicles, like mine, do not contribute towards funding road maintenance of public roads like gas powered vehicles do.	No	No affect.	None	-99	no
KVCPP2	RURAL	7 - Extremely easy	It was very simple	none	The portal lacked a way to view and compare multiple trips, or those for an entire month, which would have been of interest. As a result, once I determined that my trips were being accurately recorded, I didn't spend much time in the portal.	I initially read the pilot background and process and was convinced that it was a legitimate program with authorization and sound oversight. As a result, I trusted that my privacy would be protected. Additionally, there seemed to be little privacy risk through disclosure of my trips that, for example, I would be subject to by using other forms of technology like mobile phones or the Internet.	Strongly agree	The website resources on the pilot program provided sufficient information that I felt confident in participating in the pilot.	No	5	I think that a plug-in device as used in the pilot could be manipulated.	I liked contributing to this research plus it involved very little effort.	It made me conscious of issues regarding roads and transportation. I am concerned that I have seen a lot of deterioration in road conditions over the past 20 to 30 years.	That there may be trade-offs between equitable treatment to fund roads and road maintenance and practical methods to charge individuals.	Not at all	None, with the exception that I pay a little more attention to news about transportation policies in the state.	I'd be concerned that some people would find ways to circumvent automated mileage tracking.	-99	no	

2BU3VA	RURAL	7 - Extremely easy	It was a easy to pull up and look at the mileage each month	None	No.	No	Strongly agree	I had no questions on anything.	No	7 - Very concerned	Because it's nearly the same cost as the gas tax	I liked feeling like I have a voice. And I liked seeing that the cost is about the same.	The cost is about what it is now.	That the cost is about equal to the gas tax.	No	It hasn't really	No. It was a great pilot.	-99	No
ZJW7Q5	RURAL	7 - Extremely easy	The mileage was calculated and I just needed to double check it	I did not have any difficulties	I did not have any difficulties	No	Strongly agree	All the information I needed was given and there was ways to contact the company if I had questions	No	3	There are always people that try to cheat the system.	I liked how easy it was to check the mileage with the mymiles website and how easy it would be to make a payment	I would pay almost the same as the gas tax for how much I drive and where I drive	That it would be more fair for everyone	No	I do not think it has affected me very much	No	-99	No
B3GU32	RURAL	7 - Extremely easy	Sorry I hit #1 on a couple and I meant to hit 7 if I had ?s I asked and they were answered	a couple of times but I reached out and got help	No	I sure hope Not	Strongly agree	If I had ?s I asked and they were answered	No	7 - Very concerned	There are dishonest people and I also think large corportations would find away around paying	I liked it. I am only concerned about how large corporations will get around all this and the poor will be hit with paying	How much I really drive	Again I think Large corporations should be charged more	no	none	Charge large corporations more so the poor can still get to work	-99	no
PHYFSZ	RURAL	7 - Extremely easy	It was automatic	-99	(No Response)	-99	Strongly agree	I didn't need anything else	No	2	What if they just unplug the thing?	I liked looking back at my driving trips.	I hadn't thought about people cheating until I answered this survey. That makes me support this proposed system LESS than I did before entering the trial.	I'm concerned about how it doesn't seem to recognize mikes I drove in Nevada any differently than in California.	No	None	We need to go toward something like this as the country transitions to EVs. Roads still need to be maintained.	-99	No
EAZHLD	RURAL	7 - Extremely easy	I have been very satisfied with this program & have not had any problems .	I think I may have mismarked the question on reporting my mileage. I had no problem.	No it was simple & easy to view my trips.	Since I know nothing about how the protection of my privacy or data security was done by this pilot program I naively felt confident that it was well covered. Also I have no reason to be concerned as my trips were in no way confidential.	Strongly agree	The layout of the forms was extremely simple & easy to understand	No	5	There are always some who will find a way to cheat the system.	I liked seeing detailed information of where I traveled & the mileage for those trips. I also enjoyed receiving the gift cards once the initial bugs were worked out of the system.	See previous comment.	It costs money to maintain roads & has to be paid for in some way. Either a road charge or tax. I have no opinion on which way is better.	No	My participation in the road pilot program has not changed anything for me.	Nothing to add.	-99	No
FXP59X	RURAL	7 - Extremely easy	It took no effort on my part	No	No	No	Strongly agree	I believe I got the information I needed.	No	2	I guess there is a possibility for cheating. I hadn't really thought about that.	I liked seeing that I would save money with a road charge vs gas tax.	Gas tax is costing me more money.	It may benefit them.	No	None	No	-99	No
KZY7PG	RURAL	7 - Extremely easy	I participated in another survey that required me to go in at the end of every day and log trips that were not detected bc on private roads, and to fix trips that had errors. It took a chunk of time.	The car I used at the beginning had to go into the shop, so there were some extra steps. Maybe mention up front what to do if that happens. But the responses I got to my emails were always prompt.	No. One of the questions I just answered in this last portion had a different prompt than the wording on the top of the scale. Not sure how to answer that question.	I answered privacy questions as being confident my data was protected only because as far as I know there was no sharing of information. I realize that doesn't mean my faith is justified. Thank you for not sharing my information.	Strongly agree	I was given all the information I needed to complete the study. The 2 times I emailed with questions I couldn't find answers to, I received prompt replies and was able to continue participating. The directions could not have been more clear. (You should know I was at first completely unsure about plugging in the device. Never knew something like that could be done.)	No	7 - Very concerned	Could the device be unplugged, then people could drive without logging trips?	I liked seeing the difference between gas tax and road charge, and what it would look like for me. I lived in a rural area when I started, and then moved to So California. I am having conversations with people who are switching to electric, hybrid, ZEVs who do not pay gas tax (or pay just a fraction compared to their road usage) and say they should not have to pay gas tax. My thought is if you use the road, you should help	I learned that people with lower incomes are more likely to drive cars that get worse gas mileage, and then they use more gas to drive fewer miles. They are paying more gas tax and a road tax makes more sense for them.	We are all responsible for keeping roads repaired because that way we have roads that are safe. If you have already switched to a car that uses less gas then you are not less responsible for the safety of the roads we all drive on.	No. In Central CA, my job was several towns away and required driving many miles each day. Once we moved to So Cal, I had to return several times to our home in Central CA for medical appointments. So my mileage is just high.	I've had conversations about with others. Everyone says they didn't know there could be an alternative to gas tax at the pump. And that's when hybrid and electric drivers seem irritated that they could actually be compelled to pay a road charge. I think those folks could put up a fight. So making it as fast, easy, and painless as possible would be a must.	I'm for it. I think it would take a lot of educating people who are afraid of change and people who drive hybrids and electrics. I would support a lower rate for lower income households.	-99	I forgot to mention in an earlier question box that in So Cal I work in a remote area. There are no buses, trains, taxis, or options for carpool. In Central CA it is almost impossible to get ride shares like Uber or Lyft for personal errands, and since I drove for my job I needed my own car. I am saving now to purchase a hybrid, and just after I started this survey I talked my husband into purchasing a hybrid. We are very pleased with it.
RQLDLE	RURAL	7 - Extremely easy	Everything about the road charge program was very organized and communications were always available.	There weren't any difficulties reporting mileage.	I did not experience any difficulties viewing my trips.	I did not have any concerns relating to privacy protection.	Strongly agree	The Road Charge program provided all of the necessary information, background, and instructions to participate without any problems.	No	1 - Not concerned at all	I don't believe that people will be able to cheat, because there will be mechanisms in place to prevent cheating.	I liked that it was easy.	I learned about gas taxes.	The Road Charge method is the fairest.	No	My participation did not affect me.	No	-99	This is the worth survey that I have ever read. None of the results that you receive are going to be scientifically accurate, because the survey was written by someone with a third grade understanding of how to create a survey.



YH6WFU	RURAL	7 - Extremely easy	Didnt have to do anything at all	No	Trips showed up	Nope	Strongly agree	Plug and go. Log in couple times a month. Very easy	Yes	Showed "out of state" miles when I never left CA	1 - Not concerned at all	Everyone is going to try to cheat the system no matter what you do, but it's not really a concern of mine. Cause that percentage would be low.	I liked that it was truly very easy to do. And any compensation went towards buying coffee	I already knew that I drove a lot, but it showed me just how much.	If you go by the statements, it actually would not cost me. That much because I was getting a credit for having a hybrid. But most people would not know that.	No	I have done nothing different	It would be interesting to see if the miles driven for the road charge went to the county's where those miles were driven.	-99	Nope
Z87QWS	RURAL	7 - Extremely easy	It was nice to get the report on how many miles had been driven.	No. However, about the second month in, neither my user name or password worked anymore, and I was unable to log in for the duration of the program.	About the second month in, my username and/or password no longer worked. I did contact the program, but they were unable to help me update my username and login info.	It was difficult to determine security with the installation of the device. How do I know it is secure?	Somewhat agree	Wished I could have logged in monthly.	Yes	My log in info needed assistance, and I was unable to get help, thus excluding me from the MyMiles website.	7 - Very concerned	There would need to be appropriate security in place so people don't cheat.	I liked the idea of giving rural drivers, people who drive for a living, and low-income drivers (who often have to travel longer distances from home/work) a voice.	I learned that I hope CA is trying to level the field when it comes to who pays for roads.	That no matter what vehicle people drive (from electric to work trucks), we need to all pay for the roads we drive on.	No.	No changes.	Care should be taken to note that there are people who drive fuel-inefficient vehicles for work, and there is no way around this. Lower income drivers generally do not have the privilege of driving the newest electric car. The thumb screws placed on both these groups of people should not be tightened financially by a road charge tax.	-99	no
LA8QFA	RURAL	7 - Extremely easy	The Road Charge program alway had very good communications, and the entire process seemed to be very organized.	No. I did not experience any difficulties reporting my mileage.	No. I did not experience any difficulties viewing my trips.	No. I do not have any concerns relating to privacy.	Strongly agree	We received very easy to follow communications every step of the way.	No		1 - Not concerned at all	I don't think that people will be able to cheat, because they will have a tracking device.	I liked the road charge pilot program because it made me feel as if I am helping legislators bring about an informed decision that is research based.	I learned that the road charge pilot program is about being equitable to all drivers.	I think that it's important for people to understand that the road charge is the most fair and equitable method.	No. My travel behavior has not changed due to the pilot.	My participation has not affected me.	No. I do not have anything else to share.	-99	No. I do not have any feedback.
U6B5MQ	RURAL	7 - Extremely easy	It was a rather passive and easy experience.	Just getting the device to work initially.	No but the user interface is not very user friendly. It's too technically-oriented for the every day person.	No	Strongly agree	Every time I had a question the response was quick, and helpful.	No		3	Seems like technology could address any potential risk cheating.	I think this is an interesting approach for the state to explore.	That this can probably be done in a pretty simple way.	It better aligns with how people use our infrastructure. The more you use, the more you pay.	No	None really though it did make me think about how much I drive when I submitted "payment" at the end of each month.	Please continue to explore it. One issue I thought of is that the same rate regardless of road type may be unfair. Presumably rural roads are easier and cheaper to maintain than urban highways and streets. Seems like that should be a factor in any charge system.	-99	Nope. Good job overall.
HH3FPK	RURAL	6	Mileage reported automatically from web page	No	No	No	Strongly agree	I did not have to do much. Just send in the statement monthly.	Yes	Incentives for July and August still not recieved. Waiting on September incentive. Two unanswered emails and one message left on the voice mail never answered regarding the July and August incentives.	2	There is always a way to fudge that tech savvy people figure out.	I thought I was doing something that might benefit every resident of the state equally, especially lower income residents.	That it is aprogram that might actually work in our state.	It is fair to everyone. The more you drive, the more you pay.	No	No changes.	No	-99	Yes
KUAS9Z	RURAL	7 - Extremely easy	It was all done automatically by the plug in device...	No	No	Not yet.	Somewhat agree	Some of the instructions could have been clearer. The incentive card system was a bit of a pain, due to not being able to use up the last few dollars on each card. One perpetual card would have been better.	No		6	I think that people will remove the recording device when they feel like it...	I thought it was a useful experiment which at least got people involved in the process, and showed how a road tax might work...	How many miles I drive, even though I'm retired...	It's more equitable than the gas tax, which won't apply to EVs.	No	Not at all.	Go for it...	-99	No



5PE9U3	RURAL	7 - Extremely easy	I didn't have to do anything	No	No	Yes	Strongly agree	Easy	No	1 - Not concerned at all	I don't think people will put the effort in to cheat	I understand that we are trying to figure out how to tax EVs. A lot of factors to think about. People in rural areas need to live there to provide food and services for those areas. People in city's might spend more time in cars but drive less miles.  So traffic should probably be taxed.. spending more time on a road probably down the road more. Even if it's in standstill traffic. Environmental factors ie freezing	Was hoping for cash not gift cards	That your going to add a tax not switch it	No	None	We all need to pay for roads even the people who don't have cars. Teaches drive to school to teach kids, doctors, just line item that shit in the state budget	-99	No	
3N5JDK	RURAL	7 - Extremely easy	I didn't have to do anything to report my mileage, it was automatically done through the OBI device. All I had to do was plug it into my car.	No difficulties reporting my mileage, but it did mess with the electronics of my car. It made it so my Starlink communications malfunctioned. I was pinged by my Subaru dealership to come in for some maintenance because my car was reading a malfunction from the disruption causes by the ODI device.	Yes, the way the Trips are organized are clunky. Sometimes they just wouldn't load either. It should be set up like a calendar, where you can click on the day and it'll show you trips. The detailed information where it even gave you the addresses of where you where traveling from/to felt unnecessary.	I don't have any concerns yet, because I haven't experienced a data breach. BUT it is concerning that the ODI tracks addresses and specific locations, rather than just general mileage driven that day. I understand it's necessary for the private vs. public vs. tribal calculation, but maybe there is a way to scrub that information and keep it under more secure protections by storing it separately in case there is a breach.	Strongly agree	I didn't experience any issues navigating the necessary tasks. The reminder emails were really helpful to make sure I was "paying" my statements on time.	Yes	Receiving/tracking 5 my payment. The virtual cards were not convenient, I have no idea how much/how many cards I have with balances on them. I suggest sending out debit cards at the beginning of the pilot when you send the device and just reloading it with the new balances every time you give a payment.	What are the safeguards against people manipulating/altering the device and changing their numbers?	I was able to contribute to a study that will hopefully create a more equitable system for gas taxes. People with more efficient cars are paying less in gas tax even though they are driving more miles per gallon- on our roads.	That the state is exploring something else besides a gas tax at the pump.	That it will create a more equitable system where you pay for the miles you drive ON THE ROAD, rather than how efficient your car is on mileage.	No	No changes	I think it is a great idea worth exploring further.	-99	Yes, if you continue to do this pilot in the future please find better ways to compensate people.	
QRPDR7	RURAL	7 - Extremely easy	The plug in did the work	None	No. It was easy.	No concerns	Strongly agree	It was explained in communications	No	6	People will figure out a way to cheat	I was able to help	How it may work if it comes about.	It may be better than a tax	No	No changes	No	-99	No	
GFSBPG	RURAL	7 - Extremely easy	I didn't have to do anything, it was reported automatically from the device.	no, although I am not sure all the out of state miles were recorded correctly. I made a comment half way through the pilot to that effect and it seemed to get better after that. Because we live near the NV border, this is very important to capture correctly.	viewing trips is a bit cumbersome because it's all tabular data. It would be easier to have a visual map showing a range of dates for the trips. For example, we travel out of state to NV frequently, but I'm not thinking to myself to check the trips in My Miles to make sure my out of state miles were recorded properly. I'd rather look at a map monthly to verify how my data was collected.	It is very difficult to say how confident I am without anything to compare it to. I trust that it was managed well, but 6 months is a very short time for problems to arise from data collected. It could be a long time before we see any kind of issues with the collected data.	Strongly agree	I feel like I had enough information.	Yes	it was regarding incentive payments and getting them all consolidated into a single payment on a physical card. I don't think I ever got a response to that question.	5	people are very smart about figuring out how to get around systems... I'm sure people would figure out backdoor workarounds, especially given the amount of tech industry people in CA!!	I was able to see how the program would impact me with the type of car I drive and verify that I would essentially break even. I wish I was able to see the broad spectrum of results or would have an opportunity to do this again using my V6 truck which drives less miles, but uses way more gas.	That my primary vehicle would break even. I also could see how this would be a more equitable way to fund road maintenance in the State, buy use of infrastructure, not fuel. It's the infrastructure that needs funding for repairs and maintenance, so it makes sense to charge by amount of use.	It's about use of infrastructure and making sure that everyone is charged EQUALLY. I don't think people understand that EV users are not paying their fair share of maintenance compared to gas users. I also think it's really important to be clear that this could really reduce gas prices at the pump and that the larger gas guzzlers, which are very common in rural CA, would potentially be paying less! The message of	nope	no changes	it is a really great idea to capture funds from all users of public roads, not just some of us.	-99	the My Miles website was a bit clunky and slow

HX8CHF	RURAL	7 - Extremely easy	I didn't have to do anything. The gadget reported miles.	There is a glitch that never went away. I live on a private road and pay road dues annually to maintain it. From my home to the publicly maintained road is 1.8 miles, so a round trip is 3.6 miles. The miles that were reported rarely indicated any private road miles driven. I also noted that I "paid" less than \$1 each month, so maybe it doesn't matter.	No. The portal was easy to understand.	Only the ordinary concerns for any time I share private info.	Strongly agree	I had a clear explanation of where to put the device, and how to access and use the portal. Nothing was confusing.	Yes		The difference between the number of private road mileage reported by the device and the actual number of private road miles I drove.	5	People who are determined to avoid paying their fair share will probably be able to find a way to do it.	I was glad to do it. It was easy to participate and I hope I was able to help determine whether a road charge program would be appropriate in CA	How difficult it is for an electronic device to determine public vs private roads. I also learned that electric cars are putting a dent into the money available to maintain the roads.	That it's a fair way in CA to help maintain the roads.	No.	I don't think it has.	No	-99	No
GJN55L	RURAL	7 - Extremely easy	It was done automatically. I did go online and check it each month and it seemed accurate to me.	No, my mileage was uploaded automatically.	No. I did go in and check as I wanted to confirm that private roads and tribal roads were accurately reported.	Not yet - no reports of data breaches.	Strongly agree	I understood the reason for the survey and was able to go in each month to check my trips and verify that the data was complete and accurate.	No			7 - Very concerned	How do you ensure the tracking unit is kept in the car at all times? Or that it's put in the specific vehicle it was issued for?	I'm glad that alternate methods of road maintenance are being explored as it will be very necessary with the increasing number of hybrid and electric vehicles being used.	That road maintenance is an important item that is in danger of losing funding if alternate methods of producing revenue aren't developed.	That we all benefit from the road system even if we do not individually drive a car. We're all dependent upon a well maintained road system as it provides access to food, clothing and other goods as well as access to necessary services such as medical and dental care, educational, entertainment and work opportunities.	No	It has not caused any changes in my driving habits but I am more aware of trucks and other vehicles on the road. It has caused me to think more about the cost of maintaining roads as well as who and how road development and maintenance should be funded, especially since I live in a semi-rural area.	I think there should be a blended method; when you consider the benefits that we all receive from roadways, even if we don't drive on them.	-99	No
LN9DKG	RURAL	7 - Extremely easy	It was automatically done	No	No	No	Strongly agree	It was easy	No			5	Always ways to circumvent tech	Incentives	Nothing	Nothing	Not at all	Not at all	No	-99	No
NM8SWF	RURAL	7 - Extremely easy	Easy to use	No	No	No	Strongly agree	Simple and self explanatory	No			5	There are always dishonest people out there trying to "beat the system"	Interesting	That other options are possible regarding the gas tax	That it is fair program depending on the amount of driving on public roads that you do	No	It hasn't	No	-99	No
9TJD83	RURAL	6	Easy to follow directions	No	No	-99	Strongly agree	Timely communication	No			5	Hacking	Interesting concept	My charges were about equal	All using roads would pay a share	No	None	No	-99	No
RH352R	RURAL	6	simple login to the vacant looking portal	Yes, my OBD device went dark in July or August, with no LED's, so miles stopped being reported.	no	No, but I have no way to verify security or data protection.	Strongly agree	All was fine, except after my device went dark, I was getting no response from the info@ email. I understand now that we were nearing end of pilot period so can understand lack of response, though it left me hanging without resolution to be able to continue participation in the pilot, logging Zero miles for last three months.	Yes		OBD Device died. Info@ email advice was to remove and reinsert to attempt reset, which did not work, then no more contact from info@	1 - Not concerned at all	vast majority of drivers would not be able to hack the OBD	Interesting preview to see how proposed system worked. Simple to set up and maintain	Simplicity to participate.	There should be included a weight factor since heavier vehicles will wear roadways more quickly. I think a single monthly payment could be large for some drivers, and perhaps hard to manage, where with a gas tax, it's pre-paid at the pump.	No, we already don't drive all that much, to limit our carbon footprint. Our 12 years of EV driving have trained us to drive more efficiently.	helps with buy-in, personally, of Road Charge	As early EV adopters, we saw the lack of road tax as another, small incentive to switch from ICE to EV but to have to pay for roads again will be OK ;)	-99	no
N2M46V	RURAL	7 - Extremely easy	It automatixall logged it	None	A little messy as far as per trip but overall milages were pretty clean and neat	It's the government so it's hard to trust it won't be used for other things to punish the middle class	Strongly agree	Everything was very easy	No			5	Everything is hackable, I also do not like the government tracking where we go and how often ect	Interesting to see how the program could end up working	I learned I didn't dives as many private roads as I thought I would have	The state needs to find a way to collect money for the roads so being involved is very important	No	No significant changes	Please do not track the American public. Government trust is already at such a low point I don't think we can do work anything else making it worsen	-99	None

A64NZF	RURAL	6	Automatic	-99	(No Response)	-99	Strongly agree	Clwar instructions	No	3	Automatic reporting makes it difficult to cheat.	Interesting way to collect road tax information	State needs better way to collect road tax . Milage based seems to be the most fair based on actual use of the road. Not fuel consumed.	Simple to use. Accurate	No	No effect. Continued with regular driving	No	-99	No	
HC727D	RURAL	7 - Extremely easy	I really did not have anything I really had to do to report the mileage. It was all automatic.	none	no	no	Strongly agree	Things were very smooth	No	2	People will always find a way to cheat the system.	It gave a chance to give input on a VERY important topic.	My gas tax would go down.	People who use the road need to pay their fair share. As it is, the EV drivers are cruising with others paying their way.	no	It has had no other effect.	I think it is a great idea that needs to be implemented soon.	-99	nope	
GKHX7K	RURAL	7 - Extremely easy	The app was easy to use. Note - I think my first answer may have said unsatisfied, I'm not sure because I could not go back and confirm my answer. I was entirely satisfied with the program.	No	No difficulty	No	Strongly agree	Everything was explained well.	No	1 - Not concerned at all	I assume the device used for tracking mileage is accurate	It gave me an idea as to what changes might be coming Re road charges.	It made me think about how the road tax will not longer work as more and more drivers move to electric vehicles	The purpose of a Road Charge, which to help pay for all of the work on our highways and streets, and it's important that people pay their fair share based on their ability to do so	I don't think my travel behavior has changed as a result of my participation in this pilot, however, I am very worried about the health of our world, and I am personally working on a plan to reduce my per year mileage by 10% in 2024. I feel that if everybody worked to reduce their per your mileage by 10%, we could make a step forward in reducing car related pollution.	Nothing I can think of	Nothing else to share	-99	No	
TZZG68	RURAL	7 - Extremely easy	It was very easy pilot program	None	None at all	Not at this time	Strongly agree	This program was very from beginning to end	Yes	I haven't been able to redeem the gift cards that were sent and I couldn't use them anywhere.	7 - Very concerned	People could end up unplugging themselves when driving longer distance than plug themselves back in if there's a way of tracking mileage with insurance incentive on the back it might work.	It gave me an insight to how much driving I am doing	It's interesting how they can see into my car's electronics and pull out data and makes me wonder if there's any privacy at all anymore.	Public need to know that it's not big brother system, a spying system because it can be interpret that way if not careful	Not at all	I have been making sure I am not making any wasted trips into town	Noe at this time	-99	None
QQSBQ5	RURAL	7 - Extremely easy	The device worked great and the statements were clear.	None. Things worked fine. When I had questions, my emails were answered promptly.	I did not. It was interesting to see my trips laid out. I changed my annual mileage on my car insurance because of having the trip details over several months.	In the final program, I'd be happier with two-factor authentication for the login. The information of where you go on a regular basis should be safeguarded from stalkers or even just exes who haven't let go. It could also be used for abductions so it should be very secure.	Strongly agree	I didn't have any issues and the few questions I had were answered quickly.	No	7 - Very concerned	It would be too easy to unplug the tracker. There would have to be a way to ensure the tracking was accurate.	It is an interesting idea and, as we switch to more electric cars, a necessary one.	Nothing specific other than having more detail and specifics about how much I drive.	That as we have fewer gas cars we will still need a way to pay for road maintenance.	Not really.	Nothing specific except being more mindful of my travels.	It was an interesting project to deal with a near future problem and I was happy to help with it.	-99	None.	
WTUT2R	RURAL	7 - Extremely easy	My miles website doesn't save my password	-99	None	None	Strongly disagree	Nine	No	7 - Very concerned	I think this program will work better	It makes sense between ev and natural gas vehicles you pay road tax	Politics are always involved	That it is the way of the future and way more precise and fair	Ope	It has bet	None	Plug in hybrid	None	

5YCCFU	RURAL	7 - Extremely easy	I didn't have to do anything to report the miles as the device took care of it all.	I did not experience any difficulties	I did not experience any difficulties	Anything transmitted electronically runs the risk of a data leak, which is always concerning.	Strongly agree	When I had questions, I emailed for an answer and the response was quick and thorough,.	No		7 - Very concerned	The item is easy to install and remove, making it a set up for fraud. Additionally, electronics are easily tampered with and altered by tech-minded folks.	It sounds hokey, but I liked participating in a program that could bring about change for the current system that penalizes people who are forced to use gas-powered cars, while those who can afford electric cars don't pay any road use taxes. I want to make a difference rather than complain about it. Besides, this was an easy program to test.	I learned how many miles I drive on private and public roads, which I really wasn't aware of.	One thing people should understand is that it works for residents but those who visit our state and don't have a device do not have to pay a road charge. How will that be managed?	My travel behavior has not changed.	My participation has not had an affect on me.	How will out of state drivers using our roads be charged for use? How will fraudulent behavior be monitored?	-99	I have no additional feedback
DP98G5	RURAL	7 - Extremely easy	Super easy to have the plug in device do the reporting	No	(No Response)	-99	Somewhat agree	Seemed like we just did it but no rationale for the charge calculation	No		4	I to there's a fair way to do it	It treats ev drivers like gas drivers	Nothing	It should replace the gas tax completely. Not augment it based on your car. That's because the estimate of mpg does not accurately reflect the mpg achieved	No	No	No	-99	No
3CTRIY	RURAL	7 - Extremely easy	Just plug it in and it did the rest. Also I was answering wing in the beginning of this surevey (backwards)	No	No	It's never guaranteed	Strongly agree	I got everything I needed and it was explained well. Except payment, I had a hard time spending the monies	No		1 - Not concerned at all	Not my problem	It was a seamless process	I don't drive much anymore	It's fair	No	N/A	The payment method was really bad	-99	No
7WS2B3	RURAL	7 - Extremely easy	Plug in the device and ignore it is pretty dang easy.	None.	None.	I don't care if people know where I am, but I also don't have any information about the privacy or security. How would I know? (Rhetorical.)	Strongly agree	Everything was easy.	No		4	I don't have any information about it.	It was a tiny bit of effort that may lead to positive change.	Regardless of the system, I will not be paying much.	It's needed.	No.	Not at all.	No.	-99	No
5EVFB2	RURAL	4	sometimes (many) trips were missing from the invoice and/or the web portal	yes, sometimes many trips went unreported for days at a time	many trips were missing for days at a time	yes I have no idea if the data was secure or not	Somewhat agree	it was just a Pilot, I was not expecting too much	Yes		6	many trips were missing for days at a time	it was an interesting project / pilot for EV drivers to be aware of	that this will have issues and challenges to fully and accurately implement	its Big change from gas tax for EV drivers	no	no ways really	n/a	-99	no
6DCXYX	RURAL	7 - Extremely easy	It was simple to log on	no	no	no	Strongly agree	Everything was very clear	No		3	Some folks have to drive far for their profession	It was cool to try a different way to track driving	a new tech.	That is can be just as fair as gas tax	no	no	no	-99	no
JV9472	RURAL	7 - Extremely easy	I did t have to do much at all	No	No	No	Strongly agree	!	No		4	Can be easily removed	It was easy	!	It fair	No	!	No	Phev	No
9MYNZ2	RURAL	7 - Extremely easy	All I had to do was turn in the device.	No.	Easy because I didn't do it.	No.	Strongly agree	I didn't have any questions about the program.	No		3	Because some people always find a way to cheat.	It was easy	Not much	That it is a simple way for paying for your impact on roads.	No.	No changes.	No	-99	No
RG47ZB	RURAL	7 - Extremely easy	The device collected the miles	No	It didn't remember my log in and I had to type in each time	No	Somewhat agree	Getting the reward money was difficult	Yes	How to get reward money	2	There always people who cheat	It was easy	I like road charges	How it's calculated	No	It hasn't	No	-99	No
PEMLKJ	RURAL	5	It was easy	No	No	No	Strongly agree	It was easy	No		1 - Not concerned at all	It was easy	It was easy	How it works	It is. Easy	No	Not much	No	-99	No
SU2NJC	RURAL	6	I didnt really have to do anything to report the miles. Just plug in the device and click a couple buttons on the app	No	No	I have no clue how they plan to protect peoples data.	Strongly agree	Was given all the instructions to participate in the pilot. They were easy. They sent reminders every month for the activities	No		7 - Very concerned	You could essentially just unplug the device	It was easy and got to see firsthand how terrible of a plan it is	I drive more miles than i thought	It really isn't fair for different types of cars, fuel efficiency, people that love rurally vs in the city	No	None. Drove as much as usual. Did not change at all	Its a stupid idea and not fair at all	-99	No
6G89WF	RURAL	7 - Extremely easy	It was automatic	No	No	No	Strongly agree	It was complete and accurate	No		5	People always find ways to cheat.	It was easy and hopefully provides useful information.	Where my car's diagnostic port is.	We need to transition to something else eventually if the state moves to only electric new vehicles.	No	It hasn't.	No	-99	No
YKTJ5F	RURAL	7 - Extremely easy	Automatically does it.	No.	No	No	Strongly agree	Lots of informational emails provided during the pilot.	No		4	Lack of reporting and installing devices incorrectly.	It was easy and incentives.	That I would pay about the same.	How much they would pay under road charge vs. Gas tax.	No.	N/A.	No.	-99	No

BJGEU4	RURAL	7 - Extremely easy	It was very easy to report mileage.	No	No, It was extremely easy.	No	Strongly agree	No issues	No	5	People will cheat if you let them.	It was easy and seamless.	Nothing really	You use it and you help fund it.	No	None	No	-99	No	
6MQJA8	RURAL	7 - Extremely easy	I didnt have to do anything other then plug in my device ONE TIME	no	I can do this? I didn't know this was a feature	Seems like someone is getting hacked every week. Usually its employee error. What makes you different?	Strongly agree	no	No	2	As long as the device remains connected, cheating would be difficult. IF the device is disconnected, its very easy to cheat.	IT was easy and the financial incentives were very helpful.	I learned about the program as a whole and how this might appear in final form.	That a lot of people won't have to pay any \$. That this is really going to just effect those who have hybrids or EV's.	no	I'm educated about it. The technology works if people don't cheat.	I think EV's and Hybrids need a seperate system then one that effects gas users. It feels unfair that I might end up paying more than I do now because we can't figure out a different system that only impacts EV's / Hybrids. Maybe force them into it and leave pure gas vehicles out of it?	-99	no	
NNABDW	RURAL	7 - Extremely easy	It did it automatically	The only thing was my device definitely did not accurately record the mileage I had driven, sometimes count only 20 or 30 miles out of 2-300	Yes, it just seemed to not have a lot of trips I made and interface was a little touchy.	No	Strongly agree	Information was fine	No	1 - Not concerned at all	I'm not worried if people cheat on it.	It was easy money. Get to help in the decision on gas tax	No	I think it's important to consider the reporting system. Will it be a plug in device like used in the survey? I know many people including myself who would refuse to put a government tracking device in their vehicles. Additionally the device was very inaccurate in counting mileage.	No	I haven't made any changes	It's a great idea and I love the thought of paying based on the wear I actually put onto the road, however, I'm skeptical of both the reporting system. Additionally what stops the government from increasing the road charge to an amount equal to the current gas tax? How will out of state drivers be charged?	-99	No I think the pilot itself was fine	
XHMTF6	RURAL	6	I had no issues	No	No	No	Strongly agree	I had no problems	No	5	Because most Government policy is not done the best way. It costs more money than the private sector can do. IE HighSpeedRail	It was easy to do	It can be done	That the big cities seem to get all the money for the roads	No	No changes	The roads I drive on are so bad it will take years to fix them.The state has wasted money on bad projects ie High Speed Rail	-99	no	
V8NZQD	RURAL	7 - Extremely easy	The data reporting was automated. I didn't have to think about it at all.	No, I didn't experience any issues reporting the mileage.	The portal was very rudimentary. I wished that more efforts had been made to make a better interface. Given that this was meant for demonstration purposes and research, I understand why it was as it was v	None.	Somewhat agree	I had one issue with incentives that required me to work with technical support to resolve.	No	6	It's easy to remove or disable a reporting device	It was easy to participate and I enjoyed the incentives	Technology is temperamental.	It's less regressive than gas taxes.	No.	I'm advocating for road charge to replace gas tax.	Nothing to add.	-99	No additional feedback.	
PHK52X	RURAL	7 - Extremely easy	The device made reporting mileage very simple.	No difficulties.	No difficulties.	No concerns	Strongly disagree	Communication during the program was very clear and I never felt like I didn't understand what was going on.	Yes	One of the payment cards did not work and the issuing company was unable to help me.	5	People always try to cheat and some people will probably figure out how to do so.	It was easy to participate and I like thinking that I'm helping California find a better way to pay for road repairs.	That a use charge could result in lower payments for me than a gas tax.	That is a more fair way to pay for our roads.	No.	I have noticed no changes.	No	-99	No
33J6Y7	RURAL	7 - Extremely easy	The plug in device was took care of the mileage reporting. That was easy for me.	No	No	No	Strongly agree	I was given all the information I needed to participate.	No	1 - Not concerned at all	I think the plug-in device works well at reporting mileage.	It was easy to participate in and the monetary incentives were enjoyed.	That it was a well run program.	The less you drive, the less you pay.	No	I'm more concerned about the amount of miles I drive.	No	-99	No	
8CFECM	RURAL	7 - Extremely easy	Everything recorded correctly	No	No	No	Strongly agree	It was easy to use and participate	No	7 - Very concerned	Cheating is inevitable	It was easy to use	That I drive very little	If you seldom drive far, the tax is negligible	No	I noticed no changes	No	-99	No	
CK9Q3U	RURAL	7 - Extremely easy	the test was very easy to use with the plugin device.	No difficulty	No issues	no concerns	Somewhat agree	I had all the relevant information to test this program	No	2	they drive less and its not fair	it was easy to use	how the charging works	how much am i using the public roads	not really	no effect	none	-99	it was a good pilot. Looking forward to joining the next one. Thanks	
BYBEUZ	RURAL	7 - Extremely easy	It was all done automatically!	No	No.	No	Strongly agree	I understood everything.	No	4	I'm not sure.	It was easy.	The relative cost comparison between the two methods was interesting.	That it costs a lot to maintain roads and we need to pay for that privilege.	No	None	No	-99	No	

M6KDAR	RURAL	7 - Extremely easy	plug in device auto submitted my mileage. I just needed to make monthly payments with logging into account only once a month.	No	No	-99	Strongly disagree	I was able to setup the account, plug in the tracking device, and submit my monthly payments with no issues	No	2	In general most people are honest	It was easy.	That I drive alot more on tribal and private land than I thought.	It is a far system for all vehicles using the roadway, including full electric vehicles that currently only contribute with vehicle registration to road maintenance.	no	Just being more aware of the type of land I travel on, tribal vs. private vs out-of-state	nothing	-99	Does the plug-in device use cell-phone towers or satellite to track and report mileage. In rural and remote areas cell phone coverage is still limited or non-existent.	
NN7DSY	RURAL	7 - Extremely easy	Mileage data was automatically sent so I don't have to do anything	No	Sometimes the portal didn't update new data immediately so I had to reach out to customer service to let them know	No	Strongly agree	The reasons for the project were clearly laid out. The directions for the plugin device were easy to understand. Most everything was a "one and done" without having to worry about anything.	No	4	People are always trying to make their lives easier or trying to "get over" by lying cheating or stealing. If you don't like something or disagree with someone, we tend to make it harder on others by not doing our part to help.	It was easy. It has been interesting to see how much I actually drive and what type of roads I drive on	I learned that using tech could help save the public money and help to improve our roads	It's not another tax. All this would do is move the gas tax from the pump to an online platform with the hopes it'd be cheaper for the public	Not at all	The plugin device made it easy to forget I was even participating in the program. It's been "out of sight, out of mind" until I'd get the reminder emails about certifying for the month.	If it ever comes to pass, I think a staggered rollout might be worth it due to some folks not liking change	-99	No	
PBCCPU	RURAL	7 - Extremely easy	easy when moving no not that i was aware of	no, I'm just not sure how accurate it could be. I did not track on my own to compare.	data security and privacy protection can always be hacked. if there is an opportunity, someone will find a way. this is how it goes these days.	Strongly disagree	i would have prefer one payment at the end for doing this and that along the way.	No	6	people lied, people steal, we live in a selfish world.	it was easy. need to explore the greed of gas companies. also alternative hybrid or electric vehicles are cost prohibitive to those on a fixed income.	changing driving habits could save money, however, wished i could get a more better mileage vehicle for the snow and medical appointments. we have medical appointments most of them are 90 minutes away because we live in the mountains. we have one medical appointment that is several hours away once a year.	it depends on the mileage. it is not fair to those of seniors on fixed income who have to travel from the mountains to the cities for medical care. maybe a waiver for a certain number of miles driven in those areas not near speciality medical care to help offset travel time and the expense	no, i can not put off traveling to medical appointments. I purchase many things online so i don't have to travel far, the post office is about a mile away since we get no street delivery. I still try and plan out our trips.	i was made more aware how much i was driving. I can't control the price of gas or utilities but cut back on expenses when i can. The pilot left me wanting a hybrid car that I can't afford so i have to keep what i have.	it would or could hurt those seniors driving to medical appointments.	-99	i also a volunteer at the senior center. i would like to visit homebound seniors but its cost prohibitive		
D7VFXL	RURAL	6	I don't recall reporting my milage	I don't recall	No	no	Somewhat agree	Seemed fine, but there is always room for improvement.	Yes	Very unclear on how to access the financial incentives.	7 - Very concerned	Automatic electronic reporting devices can be hacked by individual users or or en mass by organized efforts bent on disrupting the system. Self reporting is unreliable.	It was easy. The incentives were appreciated.	I spend too much on gas! Electric car users are not paying their fair share.	Usage based is more fair - higher levels of usage equals causing a higher share of wear and tear and subsequent required maintenance. Those using less cause less wear and tear etc. And ultimately, as electric vehicle become the dominant vehicle type, gas users will be carrying the burden for all users.	No	It's had no effect on driving habits nor fuel consumption.	My answer to the first question is incorrect. It should have been the 2nd highest positive answer, not the second lowest negative answer. Whatever system is employed it has to be 100% impossible to cheat. and it should include an income based means test so that those living at or below the official poverty line are not unreasonably burdened.	-99	no
BZNTFH	RURAL	7 - Extremely easy	I didn't need to actively track my miles.	None.	Some trips didn't show up, but the overall mileage was correct. My rural area has poor cell coverage, so I expected this.	None.	Strongly disagree	I experienced no issues except for a minor login issue.	Yes	The portal login did not work well with the Safari iOS browser.	4	People will always try to hack the system.	It was extremely easy and not at all time consuming.	Since I also participated in a previous pilot, I learned that making this necessary change is taking a very long time.	With the move to EV's, the road charge is necessary to fund road maintenance.	No.	I've been trying to drive less and do more ride sharing since seeing my mileage every month.	Please hurry up!	-99	No.

FLEQAM	RURAL	7 - Extremely easy	I just had to plug it in and record.	Your browser did not save my password so I had to re-type it every time. This is unusual for most web pages that I interact with regularly. Next time allow passwords to be saved.	No	I just answer yes to security. I will only know if there is a published data breach. I have no basis for saying I believe you handle the data securely other than the fact that you tell me so.	Strongly disagree	Worked easily and flawlessly.	No	7 - Very concerned	There are always people trying to beat the system.	It was good to explore other ways to pay for road usage. With the increase in electric vehicles who use NO gas, it is useful to explore ways for them to pay to use the roads also. Most of the e-vehicle people are wealthier and they're now riding free on roads paid for by the less wealthy.	Alternate ways to pay for road usage.	There's no free lunch. Somebody has to pay for roads. I am reminded of a bumper sticker I saw the other day: "If you don't believe in socialism, get off the road."	No.	Thinking about road charges escaped by e-vehicles.	This survey is too long.	-99	No
MMFEEB	RURAL	7 - Extremely easy	The device did it.	It, seemed at times, the mileage was inaccurate. The trips didn't seem to be complete to every stop I had.	The trips had inaccurate locations and missing locations.	If somebody wants the information they will try to get it. If its sold, secretly, how would I know? It doesn't bother me that much.	Strongly disagree	The emails explained the steps to take.	No	7 - Very concerned	Who will audit the mileages and confirm correct mileage? What if there are errors. Will it be a hassle to get things corrected? Will it be based on Rand McNally or something like trucking?	It was interesting to help the research and see how much my bill would be.	That its a beginning in understanding a different way to collect and repair the roads with the proceeds.	Its only a trial and would need much more to be trusted and accurate.	Nope. I did start to think about it. And there may be a loss in revenue if I started going by the routes to avoid certain charges. Just something I would do as a challenge!	None, other than my thinking about how it could all play out if implemented.	My vehicle has a cover over the OBD port. With the device plugged in, the whole time, I had to view things that should be covered. I wouldn't want that forever and I'm certain others wouldn't either.	-99	There needs to be another way to track maybe use the cars antenna. It is used for the remote and gets satellite. The OBD cover can't be removed indefinitely.
P3YN CZ	RURAL	7 - Extremely easy	It was done for me via the device that I put on my car.	No.	no	no	Strongly agree	everything was made very clear by the organizers of the process.	No	4	I don't really know how people would cheat, but I do know that any system designed by one human can be "beat" by another, if they are motivated enough to do so.	It was interesting to see how a road charge would work. In my situation - rural driving, long distance to work, on mostly public roads - the gas tax worked out to be less costly than a road charge would be, but I don't know if that would be the case in an urban situation where one might drive more frequently, but less distance per drive.	I learned that the gas tax that I am currently paying is less than a road charge would be; that was interesting.	That for right now, it is more expensive in rural areas where people might drive long distances, frequently, on public roads.	No.	Same as before; it was interesting that the gas tax was less than a road charge would be. With gas prices going up as they are, maybe that would change in the future, but for now, that result makes me think that for me, in my current situation, the gas tax is more fair than a road charge would be. Theoretically, a road charge MIGHT encourage people to drive less, but for those of us who live far away from where we work, and	Thank you. As I wrote earlier, this was an interesting process in which to participate. I did learn some thing about the gas tax versus a road charge, that in my situation the gas tax would actually be less expensive, and thus, more fair to me.	-99	no
2HQDXW	RURAL	7 - Extremely easy	The little plug in did it for me and was user friendly.	I did not experience any difficulties in reporting my mileage.	No, I did not experience any problems with the portal...it even reported Tribal miles.	I have none.	Strongly agree	It was emailed to me and I just needed to carefully follow the directions that were given to me.	No	4	There are always some out there that try to circumvent the system.	It was interesting to see my mileage on a week to week basis and by the month. Also seeing the charges by miles or by tax.	Technology can be useful for the collection of data.	It is a fairer way to pay for highway maintenance and improvments.	Not at all.	No I did not change my driving because if I did it would have changed the real outcomes.	I appreciate being able to be part of this research.	-99	No I was able to understand and respond to all of them.
AJNTPZ	RURAL	7 - Extremely easy	The plug in device made it very simple to report mileage.	No.	No.	Hopefully the system is unable to be hacked or compromised.	Strongly agree	The information provided was thorough and easy to understand.	Yes	7 - Very concerned	Some people will always try to evade something if there is a cost imposed on them.	It was interesting to see the differences between the gas tax and a road charge based on miles driven.	That a road charge will cost drivers in rural areas more than a gas tax currently does. It might be great for city drivers, but not those who drive long distances on a daily basis.	It will likely cost drivers with longer commutes more than what they are currently paying in gas taxes.	No, because we cannot do this unless we quit our jobs. I guess if the costs to drive become too expensive, this might become an option.	No other changes were noticed.	Nothing at this time.	-99	No
6T53TT	RURAL	7 - Extremely easy	All i had to do is go to my page	None	No problems	No	Somewhat agree	At first i was not sure what the program was about	No	7 - Very concerned	Because you just unplug the device and them its not calculated	It was interresting.	How much gas my car is using and which roads and private	It seems it would be alot cheaper than a gas tax	No	It has not effected me	I think its a better idea than gas taxes	-99	No
ZZEBZJ	RURAL	7 - Extremely easy	I only needed to drive, it was super easy	No	It was not a user friendly webpage, particularly on a mobile device. Hard to sign in, then the page was not updated at the beginning of each month	No	Strongly agree	The emails gave sufficient information	No	5	I don't know how they wouldn't cheat	It was neat to see how far I drive	What private roads are that I use	It is more equitable than the gas tax since electric vehicles are a thing of the future	No	I would like to know how it would affect rural roadways and maintenance of them. We have terrible roads in my county, the worst in the state in fact	No	-99	No

6W78KV	RURAL	7 - Extremely easy	It was automatic	No	Kind of clunky but OK	No way to know unless there is trouble	Strongly agree	Yes	No	4	Always someone trying to cheat the system	It was pretty effortless. I do have several older cars and I am concerned over what their process would be, though.	It seems to work OK, I'm afraid people will have concerns about being tracked or monitored	Can't think of anything	Not really, there aren't really many other travel options for my area	Has not affected me	My biggest concern is pre OBD2 vehicles and how they would be charged.	-99	No	
LFS29J	RURAL	7 - Extremely easy	Its all done automatically	No	No	No	Strongly agree	It was good experience	No	5	Because they could unplug it	It was really easy	That this is a great option	That it's based on miles you drive	No	I consolidate my trips	I love the idea	-99	No	
CXQUWE	RURAL	7 - Extremely easy	All I had to do was look up my miles on the website	None	I did not.	What happens to the data now that the program is over?	Strongly agree	I have know way of knowing if my data was breached.	No	5	Cheaters always find a way.	It was so easy. The device was easy to plug in. The surveys weren't too long.	I'm glad to see some research into alternative ways to tax for the roads.	It will include the growing number of EV's.	None.	I went about my driving as usual. I didn't notice any change.	Not really.	-99	The rewards are slightly difficult to redeem.	
8GUBE8	RURAL	7 - Extremely easy	the device recorded th mileage, I didn't need to report anything	I didn't have to report anything, the device recorded it	there was one month that showed 0 miles but it was corrected once it was reported	I'm not sure how secure everything is	Strongly agree	I didn't have any difficulty so I must have received all the information I needed	No	4	They might unplug the device	It was very easy, thee device did all the recording of miles driven	I would pay more than I currently do with the gas tax.. My grown children do not want the device plugged into their cars. Some coworkers don't either.	It cost me more- I had a balance due each month so it might not be feasible for most of us.	no, I have to travel to work 5 days a week.	I haven't noticed any changes. I already take as few trips as possible.	no	-99	no	
6889KM	RURAL	7 - Extremely easy	I really did not have to do anything. It calculated it for me.	I haven't been able to confirm September's invoice yet. It would not come up the other day.	No- they seemed clearly stated.	It's hard to answer this. I'm hoping the data was /is secure.	Strongly agree	Your communication was clear and easy to understand.	No	6	It seems that it would be easy to disengage the device allowing people to drive without keeping track of the mileage.	It's nice to be incentivized to participate. However, having digital payment made it difficult to use the incentive. It is good to see firsthand how this process may work in the future.	How much I could potentially be charged should we change to this way of paying.	It's important to remember that we all need to pay to keep our roads maintained. However, it is also important for the state to remember that rural areas need their road maintained as well. If I understand correctly, the road charge would be in lieu of gas tax, so we SHOULD see a drop in gas prices at the pump. Right?	No	N/A	N/A	-99	No	
YED8BV	RURAL	7 - Extremely easy	That information was collected on your behalf	No, I had no difficulty at all. It was very easy	No, I viewed it a few times. Mostly for curiosity.	I did have concerns but my information is protected	Strongly agree	I was provided with all the information I needed for the study	Yes	I didn't have unresolved issues	7 - Very concerned	A few people will find anyway to cheat the system	Learn about the program and the incentives	I pay more with the gas tax	Have a wider perspective on how things really work	No, I would do what I would normally do.	N/A	Im more on board with it than I was before	-99	No
WER46L	RURAL	7 - Extremely easy	It was done automatically.	no.	no	no	Strongly agree	It was easy.	No	1 - Not concerned at all	automated	learned about how/where I drive	I learned about how/where I drive.	How/where they drive	no	none	People need to understand more about who pays for which roads.	-99	no	
DG72TF	RURAL	7 - Extremely easy	it was logged correctly	no	no	no	Strongly agree	kjhvghcf	No	4	I'm not sure how to judge that.	learning something	That road charge would be a fair way to pay.	It's fair.	no	I'm more aware of the cost I pay for having a gas tax.	implement	-99	I wish the incentives were deposited in one wallet.	
V5BSDW	RURAL	7 - Extremely easy	for the most part the data was accurate, when available.	once the data was not available, sent e-mail and was corrected, however data maps take a while to load on the portal,	no real difficulty other than the time it took to display the trips map. it would at times take 4-6 minutes. I have a reasonable internet speed where i am at.	the protection protocol is unknown.....and do not know where data is vaulted. in this case perception is not valid	Strongly agree	everything in the view was straight forward	No	3	not sure if that data cannot be breached at the vault and be changed	mainly seeing the cost difference on the monthly statements	that it is possible to develop alternatives to gas tax. in commercial vehicles and some trucks that people could drive the highways and not buy fuel in the state. it would have to be used for ALL vehicles that are on the highways. some may think that a version of privacy invasion. but it could be setup to incorporate the FasTrack system also...we need to capture all vehicles that travel the highways.	the monies need to be placed into an account that is specifically designed for repairs and not at the disposal of the politicians. and dat collected is agnostic to the individual by a account number and prepaid to some degree for non state residents (rental cars). the method of collection will be difficult	No	none	No, Thank you for trying	-99	No	



L6S7P9	RURAL	7 - Extremely easy	It was done automatically.	No.	No problem.	None	Strongly agree	The instructions and emails were very clear about what steps I should perform.	No		2	A few people will always try to find a way to cheat a system, and some may succeed for a while.	My participation gave me a chance to see how the road charge would work and evaluate costs with such a system.	I learned that the public and private mileage reporting, as well as the total mileage, is very accurate.	When we use public roads, we should pay for them equally. EVs and other non-gasoline vehicles are not paying anything currently for using the roads. A road charge levels the playing field for all users.	No	The pilot made me aware that for most people who use gasoline for transportation their cost will not change much. The major impact would be for those who do not currently pay gasoline tax for their vehicle use.	I hope it moves forward quickly to make road usage more equitable.	-99	No
KMTN9K	RURAL	7 - Extremely easy	I didnt have to do anything the plug in did it all	No	No	None	Strongly agree	It was easy to do I had no questions	No		3	People will always think of ways to cheat	Next time give the money/incentive in one lump sum or continue to add it to the SAME giftcard...it is hard to use a \$15 gift card as u cannot pay for something more than the amount on the card	Not much	U r paying for it one way or the other	Not one bit	Makes me consider is EV's are worth it if we pay this tax	None	-99	None
57NGCU	RURAL	7 - Extremely easy	Cause	No	No	No	Strongly agree	I was	No		7 - Very concerned	Cause people cheat	Nice	Not mucj	Miles	No	Not	No	-99	No
S9K6JX	RURAL	4	seemed unorganized.	no	no	no	Somewhat agree	When I called, I would get a person who said they didn't have access to the info I was asking about and a person that did would call me back, but no one would.	Yes	Still don't know what my total is. Some payments came electronically, and others came in the mail via a card.	1 - Not concerned at all	Don't know how they would cheat	Not much	I will much less if it is charged by the mile	Has to be	no	NO changes noticed	no	-99	no
G5ABDE	RURAL	3	feeling	pain	no	government operated	Somewhat disagree	Government operated	No		7 - Very concerned	government opertated	nothing	government should stay out the mileage business	not fair	not	none	nope	-99	no
GMTLFA	RURAL	2	not acceptable to have to log in each month.	i didnt report, you did	a bit convoluted	-99	Somewhat agree	xxx	No		3	xxx	nothing	this would be a giant pain	?	no	xxx	no	-99	no
AM63BH	RURAL	2	It wasn't	No	No	No	Somewhat agree	My opinion	No		3	My thoughts	Nothing	Nothing	Nothing	No	Wasnt	No	-99	No
HV4T9D	RURAL	7 - Extremely easy	Just plug in the device.	No, except the one time when someone else's data was on my report. Unsure where my data was.	As previously mentioned, only when another person's mileage was on my report.	Mileage on my portal was from another town that I have never been to, so it wasn't my data. Someone else probably was seeing my mileage. There was basically no response to inquiries for several days to a week and even then it was minimal.	Somewhat disagree	as previously stated, communication about concerns was slow and minimal.	No		7 - Very concerned	As previously mentioned, the portal was glitchy and not secure.	Occasional small payouts.	California government wants to run everything by government and overcharge on taxes to support high salaries for politicians.	It's another government scam to take people's money.	Not at all.	More distrustful of California government.	The gas tax is excessive and oppressive so why would anyone think a road charge program would be less so?	-99	Very poorly run. Poor communication. No follow-up.
2MYRFQ	RURAL	6	the plug in device recorded the miles, it was easy	no	no	no	Somewhat agree	I reviewed every month's statement but was told that some of the months did not show on your side that I had reviewed them and thus was not sent the incentives.	Yes	some months have not been paid although I did the review on-line	2	the miles are reported through the device.	opportunity to shape the future of equitable road maintenance fees	private road vs public road exclusions of miles	it is needed to maintain public roads by all types of vehicles driving on the roads	not at all	just required some time to log-in and review statements	it's a good idea	-99	no
7SCTRE	RURAL	7 - Extremely easy	The plug-in device did it for me.	No.	No.	No.	Somewhat agree	I was happy enough.	Yes	US Forest Service roads were not properly classified. Road charge statements were not appearing in a timely manner. The gift card process was annoying.	5	People are devious.	Other than the administrative tasks, there really was no difficulty in participating,	That there was an alternative to the gas tax.	It should result in a fairer way to collect money for road maintenance.	No.	I made a little money while learning about the pilot.	I hope it works out.	-99	No.

BBGKNH	RURAL	7 - Extremely easy	automatically recorded mileage; I didn't have to make any manual entries	Web site is HORRIBLE. Often will not vertically scroll, so can't access action button at bottom of web site. Problem exists with both Safari 13.1.2 and Firefox 115.3.1esr browsers, although worst with Firefox browser. Fortunately, if I use my iPad rather than my iMac to access, Safari iPad browser works okay. Problem only exists on this web site, so it's a web site design problem. Why wasn't this	OBD module installed fine and works fine. Reported trips and trip maps are spot on. Works great.	No info to judge data privacy or risk of program being hacked, so answered middle of range "4" on such questions. Not critical info as far as I am concerned, don't particularly care who knows where I have driven. But if adopted, accuracy will be important.	Strongly agree	Instructions were fine. Just wished your web site worked properly.	Yes	The web page vertically scrolling problem! Why wasn't this promptly fixed??	4	Don't have any experience with cheating examples, like in other states, perhaps?	People driving electric cars are getting a free ride. They use the roads, should pay towards road maintenance.	Seems like a good idea, hope it gets adopted.	That road charge is not used as a de facto means of raising what was paid for gas tax. And adding a sales tax on top of the gas tax is outrageous.	Nope.	In creased frustration due to web page won't vertically scroll problem.	Adopt it to get rid of electric vehicle free loaders.	-99	No.
ASX8QW	RURAL	7 - Extremely easy	Never an issue	None	None	None	Strongly agree	Easy	No		5	Nature of humanity	Privileged	Little	Use relates to cost	No	None	Government intrusion	-99	No
22REHV	RURAL	5	Initially I reviewed my re order miles. I found missing miles and called. I was told to send in the missing trips but could not find a portal to do that	Yes. See prior note	No	No	Strongly agree	Reason for the pilot were clear, process and guidelines were clear. Am anxious and hope we receive results and recommendations	Yes	Maybe the fact that not all of my miles were being recorded	7 - Very concerned	Device can be removed. Correct mileage would not be recorded	Providing information to be used to determine a possible alternative to the gas tax. There may be other options as well	The state is including its residents in searching for alternatives to road maintenance options	It needs to include permutations on heavy cars and trucks which damage roads more than cars	No	I do not drive unnecessarily to begin with so driving behavior did not change	Need to charge heavy vehicles more for road usage	-99	No
PG5NJ3	RURAL	7 - Extremely easy	It required a minimal attempt on my part.	No.	No.	No. However, I really do not have any way of assessing this. I did not have any privacy protection or data security problems of any nature while participating in the program.	Strongly agree	I had no questions at all during the program. The website was well designed and very easy to use.	No		7 - Very concerned	If it were reported using a device attached to your vehicle, it is only a matter of time until certain individuals found a way to override or change its programming.`	Receiving the incentive gift cards!	Nothing really.	That it's not some conspiracy by the government to track your movements.	No. I go where I have to, regardless. I don't go for joyrides or amusement.	No changes have been observed.	Hopefully the rates for a road charge program would change less often than the cost of fuel. That would be a good benefit.	-99	No.
SNP877	RURAL	2	I had a hard time navigating the portal. To see what my monthly mileage wise and to confirm it.	I think you guys collected my mileage just fine. I had a hard time finding on the portal where each month was displayed.	Yes	No	Somewhat agree	I felt that the portal was not as intuitive, particularly for myself as an older person to navigate	Yes	I'm not sure I filled out all the surveys and had a hard time figuring out which ones I had done and which ones I had not	4	Out of state visitors?? Unplugging the device..	Reporting was easy	Nothing	Current system has to change..	No	None	No	-99	No
NXQLNF	RURAL	7 - Extremely easy	Easy to use and report	No	No	no	Strongly agree	No need to worry as data was protected	No		1 - Not concerned at all	It is a fair system and will also charge these who do not pay now, electric and hybrid vehicles are not paying their fair share!	See the trips after the fact, and have a fair way for all using the roads to pay, only concern what about out of state visitors using the roads and these who do not have a California plate?	Caltrans email	Fair payment by all users especially hybrid and electric vehicles	no	Potential option for all road users to pay their fair share ....	It is about time to have hybrid and electric cars pay for the road damage created by their use and not only gas cars	-99	No
5METGZ	RURAL	7 - Extremely easy	The device recorded all th info. I only had to hit submit	None at all.	No, but I do think some trips were missing or had gaps. According to the report, my started from a different location than it had stopped previously.	No	Strongly agree	The experiment was explained ahead of time and execution was easy.	No		7 - Very concerned	A plug in device is easy to remove or could be modified. How would out of state drivers be tracked for the amount of and billed for their driving?	Seeing how a road charge would work, and realizing I'd save money. At least for the amount of driving I did in the test vehicle for the duration of the experiment.	That I would be charged slightly less than the gas tax	I don't know	No	No changes. I think the road charge would need to be a voluntary program- with a reimbursement? How else would you tax drivers of vehilces registered out of state?	No	-99	No
26D7MU	RURAL	7 - Extremely easy	Didn't have to do anything. It made it very easy.	None!	No issues. Only a delay in statements posting.	None.	Strongly agree	All the emails were pretty clear on what needed to be done.	No		5	Not sure I 100% trust the system. And the pricing. California's already pay a ton on gas tax.	Seeing how this potential new program works and the potential savings it could have. Also, getting a little money on the side!	That there's a potential to spend less money on a gas tax.	It may not be fair for everyone.	No. I traveled the same and didn't make any changes.	I didn't make any changes.	No	-99	No

857DBM	RURAL	7 - Extremely easy	The plug-in device No reported the mileage, which I approved.		Sometimes I struggled to see the trips. The page wouldn't always load.	No	Strongly agree	Straightforward, monthly emails reminded me of any expected actions.	No		1 - Not concerned at all	The device was easy to use. Though, now thinking about it, I suppose people could unplug the device and not be prevented from driving.	Seeing problem solving in action and representing our area.	I considered different types of drivers, which I had not before.	That changing vehicles and more EVs will likely require a change in taxes and ways to fund road projects.	No	None	No	-99	I live on the CA / NV stateline, as do many people in our area. Some drivers may live in NV but drive on mostly CA roads. Is there a way to capture this use? (Assuming they buy gas in CA sometimes now)
E8528M	RURAL	7 - Extremely easy	It was easy	I don't understand the question. It was reported to me.	When I'd click to access the site, it never came up.	No. Why would I? The only thing recorded was my whereabouts!	Strongly agree	It just was!	Yes	Resolved with a phone call.	3	Don't really know how folks could cheat.	Seems fair (especially with both electric and gas powered vehicles using the road) to charge by the mile. I also think that different vehicles, depending on weight (sedans, pickups, semis, etc) should pay different rates; more weight, more wear and tear on the roads).	No easy solutions, especially as more electric vehicles are on the road and not contributing to maintain them.	Just seems more fair. The more you use it, the more you contribute to maintain it.	No	No that I can think of.	Go for it!	-99	We should pay by the mile; the rate per mile should reflect the weight/size of vehicle we're driving; we should be encouraging electric vehicles.
KK27AD	RURAL	7 - Extremely easy	it was tracked for me	no	no	no	Strongly agree	it was all explained	Yes	completed all incentives but two were not credited	2	It is calculated for you	some people have to drive long distances to and from work	not sure	you pay for the miles you drive	no	it hasn't	no	-99	no
EST2TX	RURAL	7 - Extremely easy	Click of the button	None at all	None at all	None at all	Strongly agree	All information required to use the device and complete the monthly statements was provided and easy to understand	No		4	Criminals always finds a way	That is was easy and accurate	How many miles I travel a month	You should pay for what roads you travel	No	No changes	No	-99	No
ZCMQST	RURAL	7 - Extremely easy	Everything is automatic	No	It's easier to view from a PC vs mobile	Primary concern is the GPS data and being able to derive work and home location, routes and schedule.	Strongly agree	Little engagement was required	No		5	Tracking device tampered with or used on a different vehicle	That it was automated	That lower income, commuters and transportation type occupations would be highly disadvantaged with this sort of program	That all fees collected are used solely for road related work and not part of a general use fund	No	No change	No	-99	No
QDYA46	RURAL	6	I didnt uabe to report them the plug in device reported them automatically right	Again no if by reporting my mileage you mean mock pating my mileage then yes i faced difficulties but if you mean actually counting my miles and sending them to you guys no i didnt have to do that	(No Response)	I forgot the privacy policy	Somewhat agree	Passwords for my miles was an issue	Yes	I felt that the plug in device was making my car have mechanical issues so i stopped using it	7 - Very concerned	People will cheat they will find a way	That my experience could make an influence on the decision legislators will take	Nothing	The price	No	No way	Bad idea for northern California	-99	No
Z2KQ77	RURAL	7 - Extremely easy	The tracker did it all -- I, personally, did not have to do a thing to report my milage once the device was plugged into my car.	again, did not have to do a single thing	no difficulties to report	I have nothing to hide, so no. Cars have built in gps trackers, so this is no real difference.	Strongly agree	I signed up for this No program. I successfully completed it. I have no questions.	No		7 - Very concerned	Unplug it at home, drive around, plug it back in when you're at home. Will there be a fine if you remove the device for any period of time? if not, why wouldn't people cheat?	The \$\$\$ :) and it was interesting to note the milage and comparison between the two different methods of taxation.	it I drive far less than the national average. I have no idea which are public roads and which are private roads (I never realized I was ever on a private but the monthly statements indicate otherwise.) This was actually an educational experience for me. Thank you for allowing me to participate.	idk. We all use roads in our lives, whether it be actually driving on them ourself or the trucks and cars bringing goods and services to us, we are all responsible for the maintenance and repairs of roads and highways.	no	It has not changed my life.	Please don't do it.	-99	I do not
FZPVEX	RURAL	6	I am not sure I did everything correctly.	No	No	no	Somewhat agree	I am not confident No I reviewed everything correctly.	No		7 - Very concerned	People who cheat will figure out a way to change the data collected.	The ability to look at the data collected from the trips I have taken.	Not much but it was interesting.	Roads have to be maintained and the cost to do so should be passed on to the drivers.	No	None	No	-99	no

GYHKS	RURAL	7 - Extremely easy	The devise did all the work.	No	No	No	Strongly agree	There was ample opportunity to ask questions.	No	7 - Very concerned	What's to prevent them from removing the devise?	The bonus funds	The process being considered.	The security of their information and the security to stop cheaters.	No	None	No	-99	No	
FTS9JR	RURAL	7 - Extremely easy	I didn't have to do anything, I just let the plug in device do the work for me. It's hard to get easier than that.	Nope	Honestly I never tried that.	Not with the pilot itself, but I'm unsure how the plug in was able to report my miles without internet access. Was it connected to my phone? I don't recall setting up an app that would allow it to do that but I can't think of any other way it could.	Strongly agree	It was a pretty simple pilot; plug in device, log into portal each month.	No	7 - Very concerned	Can't you just unplug the device and mimic you not driving somewhere?	The compensation was nice, and getting an idea of how a future policy may be implemented was nice.	I learned how to make a payment through the portal.	The tax will fund road maintenance, so if you're not using the roads then you won't pay it. Seems fair.	No.	It has not.	No.	-99	No.	
QNL2W8	RURAL	7 - Extremely easy	Little time was required and we were well compensated. Easy peasy!	None.	No.	None.	Strongly agree	Everything was well explained.	No	2	I think safeguards would be in place.	The compensation! And it was a worthwhile research project.	That the state should change had it collects funds for road maintenance.	With electric vehicles becoming more popular, a gas tax won't work anymore.	Not at all	No changes.	It's an idea whose time has come	-99	No	
RL9BE7	RURAL	1 - Not easy at all	Too cumbersome. The process for incentive pay rewards left me not able to recseive what was due me.	Reporting my mileage? That was the plug-in device for.	The whole process to use the MyMiles portal was difficult.	Yes. Like all privacy statements the legalese is ungodly long and build to facilitate data mining.	Strongly disagree	Explained in previous comments.	Yes	The process is too complicated as a whole.	No comment.	The concept. Per mileage driven will most likely discourage stupid, wasteful driving.	Remains to be seen.	No comment.	No.	None.	The idea is sound. Making the rules fair for everyone is another matter. I seriously daubt it will turn out to be truly fair for all.	-99	No.	
PUWVGH	RURAL	6	Reporting mileage? I didn't have to do anything the plug in device did it for me.	No	No	Not at this time.	Somewhat disagree	Once I did my part, the program made it incredibly difficult to get paid.	Yes	The e-card payments are difficult to use. I can't tell what the balance is on either of them. The "gift" cards don't work when I try to use them. I sent an email a while back and never received a reply.	4	People always find a way to cheat.	The device did all the recording for me.	Not too much.	People are concerned about their driving activity being recorded and somehow used against them. A privacy issue.	No. I have no choice but to drive long distances since I live in a remote area.	It hasn't.	No.	-99	No.
6LH8ZZ	RURAL	7 - Extremely easy	It was just plug in and drive	No real difficulties encountered	Portal was pretty self explanatory	None	Strongly agree	The whole setup was very user friendly	No	7 - Very concerned	People will always try to cheat paying taxes	The ease of use	The new and promising ways to the state is looking at funding road maintenance	It's probably going to be the future of funding	Not really	I haven't noticed any changes	Start charging a fee on electric and hybrid vehicles	-99	None	
LJQKLW	RURAL	7 - Extremely easy	I didn't have to do anything, just plug in the tracker.	No	No	I'm not very familiar with the privacy protections of this pilot.	Strongly agree	I was able to find out everything I needed to know.	No	5	I am not sure if people will be able to hack their trackers.	The easiness, and being able to see where I drove when.	I drive a lot of non-public roads.	It can save you money and is more fair than gas tax.	No	I think about how much gas tax I pay.	No	-99	No	
AD69JA	RURAL	6	Portal was not always working	The portal didn't work a few times. Bugs got worked out.	(No Response)	No	Strongly agree	It was explained well.	No	4	People will likely try to figure a way to beat the system.	The feeling that I contributed to data needed to try another way to fund road maintenance.	That technology may allow for options.	That it should not cost them more than the current system if pump taxes really go away.	No	No changes noticed.	No	-99	No	
SS5JKX	RURAL	7 - Extremely easy	I didn't have to do anything	None	No difficulty	No concerns	Strongly agree	I didn't have any trouble	No	5	Too many miles they have to drive if they work	The financial reward	What driving might cost in the future	The state is not spying on people	No	I'm paying more attention to fuel-related issues	Under this program, there may be little incentive to get a fuel-efficient vehicle.	-99	Could this be put on the ballot	
PSC5G5	RURAL	7 - Extremely easy	The on board tracker did all the hard work...all I had to do was hit submit!	NO	No	Not at this time.	Strongly agree	It was easy to report.	No	1 - Not concerned at all	As long as the device is plugged in I am confident it's accurate.	The free money! And learning about the program and also tracking all my miles with the map was useful to see public vs private roads as many of the roads I drive are on private property or federal land (BLM, National Forests, Timber company roads, etc).	Difference between driving on private vs public roads and state vs. federal roads.	That it is based on mileage driven on public roads owned by the state.	NO, Not at all.	Perhaps it has made me more mindful of the miles i drive, but I do not drive many miles at all at this point in my life...in fact I often commute by e-bike!	Seems like the right answer/move considering the push to drive electric vehicles.	-99	It was a little cumbersome to manage all the individual gift card payouts. I ended up having a bunch of gift cards with small balances, which I don't know how to effectively combine to make a single large purchase vs. a bunch of small ones. Wish you could add them all into one gift card. Why not?	
JG8MWT	RURAL	7 - Extremely easy	It was really easy to do on my phone	-99	Just wouldn't let me reset my password but it got resolved very quickly	-99	Strongly agree	Everything was told to me upfront	No	3	They can just take the little box out	The gift cards	I drive a lot more miles then I thought I did	It might save you money	Nope	Nothing really	I like it	-99	Nope	

6UM9V2	RURAL	7 - Extremely easy	very easy	none	n0	no	Strongly agree	no	No	7 - Very concerned	too easy to hack	the incentives	that the state is considering this	that it only charges for public road use	no	none	no	-99	no	
ZMWSLU	RURAL	7 - Extremely easy	No issues plugging it in.	None	None	Not at this time	Strongly agree	Everything was easy and communication was good.	No	2	Data is monitored electronically.	The incentives made it worth my while. And understanding how a road use tax could be beneficial over gas tax.	See previous answer.	It would REPLACE gas tax not be added to it.	Not at all.	No changes.	If we move to a road use tax, there has tax needs to be eliminated.	-99	No	
7LDNN7	RURAL	7 - Extremely easy	Reporting was completely automatic with no effort required.	No.	It would have been easier to use if daily trip log had first trip at the top and then down in chronological order.	No.	Strongly agree	Program seemed to bend over backwards attempting to give instructions. Everything was spelled out with all detail given at least once, usually more than once. Instructions were clear and simple.	No	6	It seems to me that there are many ways to hack the system from fooling the GPS to inserting a module between the pilot dongle and the OBD connector that modifies the data - and on and on. Simple removal of the dongle is easy to detect and penalize but other more subtle shenanigans are out there.	The incentives, of course, and the opportunity to see how the system might work.	A lot of the details of such a program have been well thought out but there remains the serious problem of no revenue from out-of-state drivers. California derives a significant portion of its economy from tourists and out-of-state workers and without an equivalent to gas tax their revenue will be lost. Maybe charging stations can automatically add tax if the user's personal data indicates a non-California residence? More	That it does give you credit for gas tax paid. The credit is not entirely accurate since different driving conditions are not reflected in the EPA mileage rating. For instance, residents of Twain Harte who work or shop in Sonora have a long steep hill (known as Twain Harte Grade) that kills gas mileage regardless of the vehicle's efficiency. Mountainous areas with steep grades and lots of curves do not allow good gas	No.	None, other than worry about additional government interference in our lives.	Tell us how you plan to solve the non-CA resident vehicle problem.	-99	No.	
US3HHG	RURAL	6	It did it for me	No	No	Not at this time	Somewhat agree	When it comes to government I don't trust them 100*	No	7 - Very concerned	There's always someway to cheat the system	The mileage fee will go way up after it starts	Not too much	I think all electric cars should pay mileage tax they drive.!!	No	It hasn't affected me	No	-99	No	
H8YDHK	RURAL	7 - Extremely easy	Easy to navigate	No	No	No	Strongly agree	Everything was detailed in an email	No	2	I believe it will be difficult for drivers to cheat.	The miles reporting/logging system	Mileage based road charge is feasible	It's a fair method of charging road users to maintain roadways	No	No changes.	No	-99	No	
M3KUS8	RURAL	7 - Extremely easy	I had no problems at all every thing worked great	No	No	No	Strongly agree	It all worked out great	No	7 - Very concerned	Because I don't think people would be honest	The money	That I would pay less	It's cheaper than gas taxr	No	None	No	-99	No	
F6DS6E	RURAL	6	Not intuitive	No	No	No	Somewhat agree	Not intuitive	No	6	Scammers scam	The money	That electric cars get a free pass.	Less fuel efficient cars should be penalized.	No	It hasn't	No	-99	No	
DP3X95	RURAL	4	monthly log ins are hard to prioritize with everything else going on	some of my mileage was reported out of state and i never left the county	nope	nah	Somewhat agree	I thought the payments would be easier to utilize. I have saved pictures of a \$5 gift card and a \$10 gift card on my phone and I'm not sure how that will be useful to me with out remembering what month they were and being in a sort line where nobody cares that I'm paying with 5 different methods. One cash gift card at the end would have been helpful. It's more trouble than its worth to try to collect them.	Yes	2	My car battery was fully depleted on three occasions during the pilot. After testing my battery, alternator, and starter, the mechanic surmises that something was plugged in and draining the battery. The issue has not recurred since I returned your equipment and I'm hoping that's what it was and not something else	someone has been siphoning gas in my neighborhood for years. a road charge would cut down on the gas tax that's paid on the roads. there are a lot of other gas powered mowers, boats, generators that folks are paying gas tax on too.	the novelty	as an econ major this was interesting to see how difficult it is to structure a tax regime that is fair and equitable.	one way or another you're paying for road repairs, taxpayer.	no	I realized that logging in once a month to pay these would be a hassle and I'll probably forget	Hopefully you can just send us a form at year end with our mileage and add a schedule/item on the California tax form so these can be settled up at year end when we were dealing with paperwork anyway.	-99	Rural drivers travel farther for ALL basic services, and much farther for specialized services.

GS8MUA	RURAL	4	The roads in Amador Pines where I live are private roads, but are marked and recorded in the miles as public roads. This is a problem for recording miles in Amador County and most likely in most rural counties. This is the reason I signed up for this trial, to see if the mapping was better than the first time I volunteered.	The devise in my car recorded the mileage. I did not report it as I did not see a way to correct the mileage. The inaccuracies in the car based reporting and actual public road mileage is a real problem for road mile charges. If it is up to each driver to correct the public road milage, the program will fail.	The last several times I accessed the MyMiles portal, I was not able to view my trips. I would click on the icon to view my trips and nothing would happen.	Yes, as with all internet based programs, there is an increased potential for data theft.	Strongly agree	All information I received was adequate to participate. My ability to participate and retrieve all data to review was not adequate.	Yes	I used the email address to explain that the Amador Pines roads are private. I received a response, but the information was not corrected during the trail. The devise continued to record my driving in Amador Pines as public. At times, my private road mileage came to over 50 miles within a 30 day reporting period.	4	I expect some people would remove the devise from their car. Not sure how that could be rectified.	The process to participate was simple. I liked that I could see the recording of the miles driven by the mapping so I could validate the inaccuracies. I would be willing to do so again.	Mapping inaccuracies were widespread in Amador County. There are over 300 miles of private roads, not many were depicted as private. This also allowed me to see how I drive and give me ideas on how to reduce my mileage.	This is a user fee, not everyone pays (just like the gas tax). Also, purchasing fuel for non automobile uses would not be taxed as it is now the case.	Somewhat, as I focused on non public road use for the trial period to see how it effected the charges. Unfortunately, the inaccurate mapping did not give me the data I wanted.	No major changes.	No	-99	No
LHQGDM	RURAL	6	Once I figured it out it was easy	No	Not really, but I did not analyze them too closely	These days it's difficult to know what is secure. My bank was just hacked.	Strongly agree	It was explained fairly simply and if I had questions, they were answered	No	6	Seems like there are some people that always figure out a way to cheat and them sell or give that info to others	The rewards were fun although the virtual visa cards are a bit tricky for me to use, but I also liked being a part of innovation that might benefit more people and be more fair.	That I can be tracked; )	That it will be fairer for gas vehicle drivers	No	None really although I will enjoy seeing some of th results of your study	Hope you are successful	-99	No	
S6JF2P	RURAL	7 - Extremely easy	It was user friendly	No	No	No	Strongly agree	I had no questions	No	4	Because it seems fair	The roads are terrible. We need another method	Not sure	That it's easy to do	No	It hasn't	Too many questions	-99	Too many questions	
NWKEA4	RURAL	7 - Extremely easy	It was extremely easy	No I had no difficulties	No for the most part I had no difficulties	No concerns	Strongly agree	I had no issues	No	1 - Not concerned at all	I do not see how people could cheat	The whole thing it provided me with info on my driving and I think switching would good	That there are better ways to tax usage of our roads and I drive a lot!	That it is necessary and it can be managed in other ways other then the gas pump	A little	I try to use the more economical car	I would love to do this again !	-99	No	
B2JDBN	RURAL	4	I didnt have to do anything	Nope	No	Lots because anything that is online and tracks people can be hacked	Somewhat agree	No reason	No	4	People cheat	There was nothing to like or dislike	Nothing	It can be cheated	No	It hasnt	No	-99	No	
4GKCVF	RURAL	7 - Extremely easy	The device tracked my mileage, and all I did was confirm it. I had the daily mileage log to spot check, if I wanted. Plus, the platform calculated my amount owed automatically. Very easy	The user interface could have been better, with larger font and no need for pinch viewing on my phone. Also, simple logging in was a little difficult. I stored my password on the browser, and so auto filling on the browser was fine. Auto filling in the app was trickier. I use the app Last Pass to store passwords and auto fill passwords in apps, but the MyMiles app didn't allow auto filling from that app. Could be user error, but	Nope	Not really. If this turns in to a long term effort, though, I think users need to know their information can't get exported to our shared with unauthorized people.	Strongly agree	I heard about the pilot during a board of supervisors meeting and went to the link discussed, and all the info was there	No	4	Advancements made by usually outpace advancements made by governments by a wide margin, but there could be something about this program that I don't know. You're a bunch of really bright people working on this.	This is an innovative program that is providing real data. I don't travel far to work, but I do travel for activities and stuff after work and on weekends. Seeing what that data looks like, and the total tax dollars I would actually pay is informative.	That private roads are more common than I thought	EV's are great, but those car owners are not paying their fair share to maintain the roads they use. Road Charge is a way to correct that.	Not really	That there are ways to make big sweeping changes to old problems and technology can really help in that arena.	Rural communities need to be able to access whatever funding comes out of this. The Roads are used by tourists and long haulers, and rural areas cannot keep up because those counties have less means, and their constituency is less prone to approving tax increases.	-99	Nope	
2MB5VV	RURAL	7 - Extremely easy	Plug n go	Nothing at all worried about not cell service areas	No	Hope not to be hacked	Strongly disagree	Very easy	No	7 - Very concerned	It's the way it is	This was better	People are the voice	Usage	No	No	Keep in t up	-99	No	

6FXN77	RURAL	3	The tracking device seems to be cellular reliant, there is no cell service where I live so the mileage was always way off for date, miles and location.	The maps used are not up to date, the address where I live was reported as the address of the place more than 17 year ago, they also do not seem to realize that private roads must be excluded from this survey because they do not maintain them.	The user interface is nothing to brag about, the ease of use is totally missing, unintuitive is the best word to describe it. It skips private roads by a lot of miles, every time I travel a minimum of 7 miles on private roads yet the report shows an occasional 2 miles of private roads. I'm sure SPI would be delighted if the state would come and maintain these horrible logging roads for them. The actual maps of travel	Just like Bonta "accidentally" exposed the listings of firearms owners on the internet I do not trust this government to keep private information private. There should be only minimal date collected, driven miles only, no locations, no times, no dates. Allow the private roads to be reported by the driver.	Somewhat disagree	When items of concern were brought to the attention of the team running the survey they dismissed them with made up excuses. The private road mileage was pushed off by stating that properly reporting them would make public roads look like they were out in the middle of nowhere, the request for a method of connecting the tracking device that would allow power feedthrough to operate the dash	Yes		Outdated maps, incorrect private road mileage, power feedthrough for other user connections, poor user interface on the web page (there should be a method to dispute reported miles) and a few more I cannot think of right now.	4	There will always be people that will figure a way to make the tracking device not report correct mileage, shielding, a laptop or smart phone, who knows, they might even sell the method on eBay!	To be honest, nothing. The state should keep the gas tax for all ICE vehicles and charge the road use tax for all electric vehicles, hybrids would only pay half for electric would.	California is not the most up to date with technology state, why use a piece of equipment made in China to base taxes on? Why provide a really bad user interface on the internet to view the charges?	The fees will not be predictable, they could change any time the state decides to increase them, your information will be vulnerable to hackers and accidental (?) releases or sales to outsiders, low income people will be getting hit with an unpredictable fee that may not even be accurate every month rather a known gas per gallon dollar amount.	no, other than relying on my motorcycle more than the car.	It has kind of made me question where this kind of hairbrained idea comes from, why do the people running the show not care what concerns the users have.	Don't do it. It will be another financial burden on not so well off people. I doubt that it would even accurately track that I left the state.	-99	Get out of the office and go check out the roads, public roads are out in the middle of nowhere, there are places where your cellular reporting will not function plus the device did not report accurately any mileage not traveled in a no cellular area.
MABC86	RURAL	7 - Extremely easy	The device tracked it. Really no major issues	I did not report mileage I just reviewed what was reported and then submitted. I did not report anything different	It was difficult as in the beginning site change and moving forward the password was not saved. Or I was informed via email to review but was not ready. I think maybe the delay in updating and reporting confusing and then how to view the mileage details not clear but once discover easy	In general do not mind reporting or tracking and the fact that in theory the device could be removed ensured that if I didn't want to be tracked that I would just remove it. I kept it in. Not sure besides location what would be tracked so unless someone had a super tech savvy stocker would not be an issue I would think	Somewhat agree	The information initially seemed clear but once active and going in to use took some navigation. Then the issue with incentives arose but it was still about exploring whether this would be a feasible action/plan to charge ppl so it was interesting	No		5	The nature of people unfortunately. There will always be a part of the population who will try to cheat the system	To see that there is some interest in exploring other ways to charge fairly and capture ways to pay for road costs/maintenanc e	I appreciate the roads I drive and understand it cost to maintain	In general approaching as an investment in the community for the betterment of safety and for fairness to the ppl driving roads vs those who do not drive or rely on others	No	I wish I would have paid more attention to the private /public roads when driving. Overall more awareness of road conditions	I think the idea is an option but not sure if people would participate and / or not try to find a way to get around it. But with taxes already you know ppl will pay for gas regardless	-99	No	
U7LVHX	RURAL	7 - Extremely easy	It was automatic and took zero effort for the short time the GPS reporting unit worked.	Yes the OBD GPS unit failed after a month or two of use.	Yes they didn't appear in the portal after a month or two	No	Strongly agree	Good communication emails	Yes		- GPS reporting unit failed. - Automatic password signin using '1 password' app didn't work. It works for most all other websites.	5	People get Gas from stations and there is no bootleg gas. I think people will not register their vehicles and put the dongle in them and hope to not get caught. The GPS dongles will fail after a month or two of use.	User Interface was clean and easy to understand.	GPS reporting of public and private roads was better than expected.	It is same excessive CA road maintenance taxes, just collected in a different and more fair manner.	No	Considered ways people would work around the system.	One more thing I don't like is a mandatory device always using my OBD port. I use this port for scanners, tuners, digital gauges, etc.	-99	The constant small \$ digital gift cards were a pain to use. I would have preferred one physical card at the end of the trial.
PGPHRY	RURAL	7 - Extremely easy	Automatic. Tracking technology is quite sophisticated.	Automatic on this study.  Needed occasional reminder on prior manual study.	No.	Not at this time.	Strongly agree	One problem due to incompatible browser. Solved.	No		4	Some people will always try to game the system.	Very easy system. Hate to see no change in the gas tax plus a road charge.	Lots of ways to skin a cat.	Is it a zero sum game or an additional expense.	No.	None. Need to drive when I drove.	Best of luck and success.	-99	No.	
WDZ9BP	RURAL	7 - Extremely easy	Participation and reporting were very easy. The portal is a little basic and the appearance is simple - it could be made more attractive - but it works well. I'm concerned about security of my data and purposes it might be used for outside this program.	None - the plug-in device did it all.	No difficulties,	I don't know specifically how my data is protected, so I'm concerned it could be copied or hacked.	Strongly agree	I had all the information I needed.	No		6	The device could be hacked, it could be unplugged - it doesn't seem to be 100% secure.	Very easy to - I just drove normally and then confirmed my information on the month-end statement.	As an IT person, I can anticipate some of the issues getting this to work state-wide and flawlessly. I would like to see a data collection device that is more secure and allows piggy-backing of another OBD device on top.	It is an equitable way of funding the construction and maintenance of our roads, especially with the increase in electric vehicles that are heavy and do not pay gas taxes.	No.	No changes.	I like it ! But I'd like to see how it would be done and how the current drivers and vehicles would be migrated into the program.	-99	No.	
JJQ6XP	RURAL	7 - Extremely easy	Mileage reporting was automatic.	Not at all	No issues	None	Strongly agree	Everything was explained succinctly and clearly.	No		7 - Very concerned	There seems to be a way to cheat everything these days.	Very easy to do	Not sure I learned anything	The more you use roads, the more you pay.	No	No changes noted due to pilot	The virtual card reward payments are extremely difficult to use.	-99	The virtual reward payments are very difficult to use.	
A864KB	RURAL	7 - Extremely easy	was just a click	I kept getting the month of August. I sent an email about this.	No	No	Strongly agree	Was very simple.	No		1 - Not concerned at all	Have to be able to hack system.	Was easy to do.	Difference from public roads to private roads.	You may pay less in the long run.	I,m retired so not really.	nothing else	nothing else	-99	no	



7NR4FM	RURAL	7 - Extremely easy	The whole program was very easy to accomplish and I feel very fortunate to have been asked to participate in this very valuable program. Thank you.	None at all.	Not at all. The portal was very easy to navigate.	None whatsoever.	Strongly agree	This program was very easy to navigate without any problems.	No	1 - Not concerned at all	I think it's a fair program and I don't think people would have the opportunity to cheat the system.	With all of the current electric vehicles, the state is losing valuable tax dollars.	That the state would be better off using the mileage tax rather than the gas tax. We need the revenue to make our roads safer.	How much it means for all of us to contribute fairly to ensure our roads are maintained properly.	No, not at all.	I've really taken note of how many electric vehicles are in the road and not having to pay their fair share of taxes.	Nothing more than what I've already said and to thank you again for allowing me to participate in this program.	-99	No.
B9RVBX	RURAL	7 - Extremely easy	It was really easy because of the plug in. I didn't have to keep track of how far and where I drove, it did it for me.	There was a bit of delay in the reporting and statements rolling over, but all in all it went well.	Some of my trips were not showing up for August for most of the month, think there was a delay.	Not at this time, but always good to be cautious.	Strongly agree	The instructions were clear, the emails were always prompt and helpful.	No	2	People who will cheat, will always find a way to cheat.	With more fuel efficient cars, hybrids, and electric cars on the road, the roads still get used and need to be repaired. The gas tax cannot pay for all of the cars on the road, just some.	If the figures are correct in the pilot program, I would save money versus the gas tax. That is important to me. I would rather pay for nice roads. I do when I drive down south to take the toll roads. I just happen to live in Victorville. I spend a lot of time on the road, a lot of miles, sometimes, just going to doctors.	It will make it fair for everyone, hybrids and electric vehicles need to pay for the roads too. Not everyone can afford an electric or hybrid car.	No	I'm know I always have to drive a lot, but am always shocked to see the miles tallied at the end of the month.	Need to have a low income discount plan please.	-99	No
GVC4R8	RURAL	7 - Extremely easy	The wireless transfer of mileage by the device made it totally effortless	No	Yes. It was slow at times. No clear path to see your cumulative trips for one day. Or map of day/week/month journeys	No	Somewhat agree	The most burdensome part of the process was receiving and tracking separate gift cards. Receiving cash from ATM would be better than partial payment on purchase. Hated it	No	2	Confident that any system hacks would be quickly recognized and addressed								
766LCL	RURAL																		
SNP877	RURAL																		
LH529E	TCA	7 - Extremely easy	I didn't have to, it loaded from the device	none		Yes, I'm always wary of any type of device that is tracking my location unless I know I am personally securing that data.	Strongly agree	It was easy	No	6	People always find ways to hack these types of devices or find a way to not have it correctly hooked up to the car.	The simplicity of the program and the visualization of what I'm estimated to be paying in egregious gas taxes.	Driving a truck, I get completely taken advantage of with the current gas tax. Individuals who drive electric vehicles pay almost nothing for highway maintenance and tend to be the largest concentration of long distance commuters using the road much more than those of us paying high gas taxes that don't drive as much.	Transparence into the data and calculation points would be important. The highest level of security would be required to individuals know their location can't be tracked by someone hacking the device.	Not at all	Hasn't really affected me. I made no changes as my driving is almost all for work.	I think a system like this will be manipulated by politicians and likely wouldn't be as beneficial as it was designed once it's live.	-99	No
65LTJM	TCA	7 - Extremely easy	I believed the plug in did it as I was never asked to track my mielage	n/a	no		Somewhat agree	At first the directions were not clear for me. I wasn't sure what it meant to review statements b/c there was nothing to mark to say I completed the task.	No	7 - Very concerned	With today's economy, money is tight and if people could lie to get out of paying, most will unfortunately.	It was interesting and it made me realize how far I drove and how much I pay for tolls	where the gas tax is allocated.	gas tax allocation	no	n/a	Thank you for allowing me to participate.	-99	no



YPNXG9	TCA	7 - Extremely easy	Effortless. Didn't need to do anything other than plug in the device to the OBD.	No difficulty in reporting, however, the location of our home points to an issue with the timeliness of the data used to determine public/private roads. Our neighborhood was constructed in 2020 and is still showing as a non-public area in the mileage calcs.	None given my vantage point, however I'd expect that this would be a significant area of concern for a lot of folks and something that will need some top-notch communications strategy applied.	Strongly agree	I'm a ringer. ;-)	No	1 - Not concerned at all	As a consumer, it's not my issue to worry about whether one of "them" is "getting away with something..." Too many people worrying too much about stuff that isn't their job to police is in large part responsible for our societal anger. It'd be nice if they went for a lovely walk instead.  Speaking from the technical side I'm reasonably confident we can layer some safeguards together to minimize leakage,	Helping to provide data to move the transportation funding discussion in the correct direction.	We're heading in the right direction, and tolling Agencies are a viable option for efficiently collecting RUC revenue.	It's a better way to do transportation funding -- more fair, more able to connect direct benefits of infrastructure repair and enhancement, less reliant on elements of mobility that are ancillary to the job at hand such as fuel economy improvements and fleet electrification, more traceable than a giant amalgamated pot of revenue and easier to connect the cost/benefits in the mind's eye of the public.	No	Haven't made any behavioral changes but did get to meet and enjoy working with a talented gang, and I look forward to hopefully helping the program evolve further in the future!	It's the right path, please keep it coming!	-99	None
TXFKW8	TCA	7 - Extremely easy	Auto tabulated from the plug in piece in my car.	None.	none.	Somewhat agree	Didn't get one months of \$10 checking the statement on Toll Roads as I didn't get the info sent to me on email until the following month.	No	1 - Not concerned at all	I think you can't cheat. It documents all the miles.	seeing how many miles I do drive on public and private roads, seeing how much money it would cost to drive on California roads.	By putting in the unit in my car, how it calculated where I went on which roads.	Gas tax was a waste of tax payer money, road charge goes by what you drive.	No change at all.	with the unit in my car prevented Chevrolet from seeing what my car engine statistics were, it showed unavailable so I couldn't see my oil percentage. That was unfortunate. But I like being a part of a possible new program.	I think you should give 100% Disabled Veterans a free pass to drive on the roads as Veterans don't get many deals and often live life on a limited budget.	-99	no
XV3LG7	TCA	6	It was one month where it did not calculate my mileage, but I was given credit	Yes, there was one month that it did not track my mileage, but I was given credit.	None	Strongly agree	Everything was clearly explained	No	4	Not sure that would be totally fair	It was easy and was glad I could help the researchers	Tracking mileage is important	Road charge should be based on usage	Nope	None	None	-99	None
W847QK	TCA	7 - Extremely easy	No effort required by me to report mileage	No	No	Strongly agree	Communication was clear and concise	No	3	People could possibly cheat with this system by removing the device from their vehicles.	Financial incentives kept me motivated to participate and complete tasks.	I learned about the gas tax and how road usage charge may be more fair and effective.	I think it is important for people to understand that we are already being taxed every time we fill up gas, so that the road charge might be a more fair and cheaper way to keep roads maintained.	No	No	No	-99	No
XC2D8U	TCA	7 - Extremely easy	it was automatically done	I was never asked to report my miles	none	Somewhat agree	I was never sure how the end of the month surveys were supposed to be completed	No	1 - Not concerned at all	the system added everything up and there wasn't anything I had too manually enter	Leaning about the program	How much I actually drive on private roads vs public roads	What the funds are really used for	Not at all	No changes at all	Not at the moment	-99	no
T9EMJX	TCA	7 - Extremely easy	The reporting was done for me.	No, because the reporting was done automatically.	No concerns.	Strongly agree	I didn't have any questions because the instructions were clear and easy to understand.	No	6	Because I would want to make sure that everyone is paying their fair share.	It was easy.	How often I drive on private roads.	That the charge applies to all vehicle types, not just gas powered vehicles.	Yes. I drove less.	It has made me more aware of the gas prices.	I would be in favor.	-99	No

34MLU3	TCA	7 - Extremely easy	The unit in the car tracks miles automatically so its very easy	No. The unit is automatic.	Who has any idea if data is secure these days? I can't trust a government entity any more than any other company.	Somewhat agree	It was hard to click through to the statements in the phone app. I had to use a laptop to find that right links.	No		7 - Very concerned	People find ways to cheat and hack technology. People forget that they put trackers in cars they sell. Ive had my toll road box used in other cars without authorization. Hackers will do whatever they can to steal and manipulate data.	I liked the incentives. I like doing surveys.	The state has a plan to tax electric car road use. The state is mad that they are losing money on electric cars. The State only knows how to charge people money. The State has no plan to minimize the cost of transporation to people. The State loves \$7/gallon gas because it pays so much in tax to the State. They don't want to give that up with E-car.	That electric cars are not going to save you from spending the same amount on driving as if you bought a big SUV.	No	I realized that the State is salivating at the prospect of taxing e-cars just like gas. The State hates cars as a whole, so they will do whatever they can to force us to pay for it.	The state should lower the cost of driving. \$7/gallon gas which includes \$\$\$ of tax is bad for everyone. A road use tax that lowered the cost of driving would be great. But I don't think the State and politicians really care about anyone given the policies in place.	-99	I drive gas and electric cars. Electric cars are not environmentally more friendly that gas cars. The State pushing electric only cars is foolish. Hybrids are a better solution.
JZDYUV	TCA	7 - Extremely easy	Was done automatically	no	no	Strongly agree	emails were very specific and informative	Yes	Wasn't credited for one month of viewing my statement.	5	I'm sure that the hackers would find a way to cheat.	easy to do. little effort required	% I use public vs private roads	If they use toll roads they will pay less road charges	no	no answer	no	-99	no
8527DX	TCA	7 - Extremely easy	The tracking system works like it is supposed to.	None	At this point no, but the future security is a concern.	Strongly agree	The program was well explained and it was easy to follow and participate.	Yes	The debit cards provided to participants have been difficult to utilize. Giftogram seems ignorant of the program. Still have unused debit cards as they have failed when trying to use them online and in-person. The first payment was in the form of a WalMart gift card which worked without a problem. All payment forms since have had problems....	2	The technology is available for tracking miles driven and it would be a fair charge based on road use. Hopefully California will really use the fees for road maintenance!!!	It made me extra aware of the driving I do and the distances driven.	how much time I spent driving on necessary trips and how to be more efficient in planned driving to take care of multiple errands in a single trip.	You would be paying for the miles you put on the roads.	More efficient in planning multi errand trips.	I'm bugged with how difficult the payment forms are to use....	My concern is that the State would leave some of the gas taxes in place plus charge for mileage driven. I have little confidence that the State would be willing to sacrifice the gas taxes and fees levied on a gallon of gas.	-99	no
ZWQDSN	TCA	7 - Extremely easy	it was automated	no	no	Strongly agree	quick response to questions	No		1 - Not concerned at all	hard to trick the tracker	contribute to a better future	use gas tax to help facilitate switch to EV's or H2 power then transition to road charge	it's fair	no	none	no	-99	no
R8LZKS	TCA	7 - Extremely easy	the device did it all	car dealers and mechanics would take the device out when I went for service or other and didnt tell me so I did miss out on a day as I didnt know they had unplugged it.	yes, on how it will be used and could it be used further to track me	Strongly agree	everything was spelled out	No		7 - Very concerned	they could remove it or alter it	it was easy and good incentives	about how far I drive and the use of public versus private roads	you will be charged regardless, gas taxes are higher	no	n/a	devices should be built in new cars so that people cant alter them	-99	none
LFKLG3	TCA	7 - Extremely easy	Our mileage was estimated as was our usages	Mileage was estimated not reported?	All projects of this nature must assume their data is transferable without authorization. Secondly, now is not the time to ask whether we are happy with data security.	Somewhat agree	All data research of this nature naturally leaves the thesis veiled. At the end of this project I would like access to the finished document, only then can I draw conclusions of accuracy one way or another.	No		7 - Very concerned	California government can't cleanly distribute tax rebates, recover charges for bridge tolls nor maintain and repair roadways without societal corruption anyone would have to naive to the nth degree to believe they could track individual automobile miles.	I liked the opportunity to offer responses to your questions that were less likely lemminingesque.	I learned California government is considerably further along in their pursuit of control of the population. Mileage taxes control the mobility of a population. Instead of the freedom of getting in your car and going you have to consider the "value" of the trip. Fuel taxes are sufficient to repair our roads along as the Governor does not divert funds to pay for projects that are not related.	Socialism begins by redistribution. Driving is a privilege and not a right. California issues CDVL's to raise revenue, with little consideration of the safety of drivers that learned to drive the right way, with training. Require drivers training, comprehensive insurance, meet air quality standards and 40% of drivers will leave the road system. Those drivers who are unable to afford the privilege of	Yes, I just purchased a Hyundai Ionic 6 EV. Since California continues to push gas towards EU standards.	I have noted an increase in academic research referenced by "mileage vs. tax". Again, driving is not a right.	Roads in California are destroyed by heavy trucking. Instead of building lanes for solo cars with special stickers we should build two lanes only for heavy trucking. Not only will 100% of the auto roads have longer life, but the practice of dropped road debris damaging car windows will be greatly reduced lowering insurance costs.	-99	No

WJAT8T	TCA	7 - Extremely easy	it took no effort	no	no	Strongly agree	i was	No	5	People will cheat if they can	it was interesting	I pay too much tax at the pump because my vehicle is not very efficient	everyone pays their fair share	no	none	no	-99	no	
MWC78C	TCA	3	Hard to understand it	No	no	Strongly agree	n/a	No	6	People will always find a way to cheat, it wouldn't be fair If I have to pay and someone doesnt	The state should implore other option has gas prices are rising	n/a	n/a	no	none	no	-99	no	
FBDCXY	TCA	7 - Extremely easy	I didnt have to do anything beyond plugging in the OBD II device.	No difficulties.	Beyond standard policy statements, I can't really see/confirm how my data is being treated.	Strongly agree	Information given was clear and easy to understand.	No	2	There is always the possibility of someone hacking or otherwise manipulating or avoiding the mileage reporting process.	Got to see what the program might look like in the future.	How it might work.	Gas tax has to be replaced.	No	N/A	No.	-99	No.	
APFRAY	TCA	7 - Extremely easy	I was never asked about my milage	no	No	Strongly agree	Given step by step instructions	No	5	People will figure out ways to bypass or over ride system	Easy	We need to find a way to capture electric vehicles for road tax.	We need to pay to keep our roads maintained	No	None	No	-99	No	
BV28Z5	TCA	5	My teacher stopped reporting data.	My tracker stopped reporting data even after it was replaced.	No	Strongly disagree	N/A	Yes	Not getting the miles driven on my statement.	5	Because of the issue I had with my tracking device not working properly.	Incentives	I drive alot	What the benefits are	Not much	N/A	No	-99	No
PVGCLU	TCA	7 - Extremely easy	It was automated	Not at all	I do not	Strongly agree	On the rare occasions when I didn't feel like I had enough information, I emailed and I got an answer instantly. Really helpful staff.	No	4	I would need more information	It felt like I was helping California to figure out if this was a good idea	That the state is forward-thinking	The implications for all socioeconomic groups	No		It was nice to see that people are thinking about this	Thank you very much for doing this!	-99	Thank you again!
AATJNS	TCA	7 - Extremely easy	The plug-in device tracks everything, so I didn't have to do anything after installing it.	No	No	Strongly agree	All information was emailed to me and made sense.	No	7 - Very concerned	Because devices can always be tampered with.	It was easy	That the state of California needs to learn to better manage their tax dollars instead of coming up with a new program to charge their residents more.	That it's another program that the government dreamed up to solve the road maintenance budget issue instead of looking at what the core issue is and why the current budget is not enough.	No	N/A	No	-99	No	
G7DR4P	TCA	1 - Not easy at all	I dont think I reported my mileage.	I don't think i completed that task.	not really	Somewhat agree	it seems like i missed a step or two. I probably just don't have the bandwidth to be a good candidate for this study. I apologize.	No	2	I like a gas tax. Reward people who go electric or hybrid. As our whole population shifts to greener cars, we will need additional revenue.	not a lot	we will need to replace state revenue after gasoline powered vehicles are gone.	last comment	no	no change	good idea in time	-99	no	
9MT8K4	TCA	7 - Extremely easy	No problems	No	No	Somewhat agree	N/A	No	7 - Very concerned	People will always find a way to cheat technology	OBD device to track miles	How much it could cost per mile	It would replace and remove gas tax rather than being additional.	No	No affects.	No	-99	No	
XB8MCU	TCA	7 - Extremely easy	Already there	No issues here	Yes, but I think that is normal and anytime you go outside you risk exposure, so can't really combat it anymore.	Strongly agree	All the information was provided and I was given ample opportunity to ask questions at any point.	No	5	I could see people trying to cheat the system, manipulate the tracking device, or finding ways around it and spending a lot of time and energy to avoid it when they could just pay the fee.	Feeling apart of an innovative program that could affect people's lives.	I learned a lot about my own driving habits and how much I actually drive versus how much I think I drive.	Every new thing is going to take time to get right, it is not going to right immediately. It takes time to find the right way to implement a new program. Everyone is used to instant results and not as patient as we used to be. We are all trying to figure this out as things change and habits need to be changed, like unnecessary driving.	Not at all	No changes at all.	Really hope you consider low income families and how they could be supported in this process.	-99	None	

9DHUB2	TCA	1 - Not easy at all	can't get into the toll roads app can't report the mileage or check anything even after resetting password 3x and emailing and asking for help	yes just said that in last questions...never was able to		no none	Somewhat agree	no one helped with the crucial part of reporting the mileage with the app	Yes	Can't get in to the toll roads account	5	because most people ares elfish and think about their own savings not the good of everyone	getting paid	what it is and how it could work	user tax	drive less	None	Thanks	-99	none
YRMVED	TCA	7 - Extremely easy	It's automatic with the provided device	No		It's always a concern	Strongly agree	Everything was provided	Yes	I asked about total mileage in my statement but never received a response. It would have been nice if the miles traveled were summed up on the statement	4	People always cheat the system. They need to be held accountable so that it's fair for people that follow the rules	The rewards	It was good to see how much it would cost	It should replace the gas tax	No	It's got me thinking more about RUC	No	-99	No
JTKFJL	TCA	7 - Extremely easy	Didn't have to do anything extra	No		Concern is about the device, it contains too much data without much security	Strongly agree	Emails were clear	No		6	Needs to be more easier and accessible for most people. Also, what if the device is simply taken off for many reasons	New experience and compensation	New way to get data from car	Can't say	None	None	No	-99	No
ZLFUZV	TCA	7 - Extremely easy	Not sure if this is in reference to the previous question, or all of the previous question. Was obviously very easy to report mileage when the device was plugged in and was transmitting data in real time. Have other comments on previous questions, but not sure if this is the place for it or if there will be an opportunity for that later in this survey....	No, was done in real time from the plugged in device.		Considering how lax some of this process has been and some apparent miscalculations in mileage driven, I'm not entirely confident that the privacy infrastructure going on behind the scenes is sufficient. But also not totally considered with the level of data sensitivity that someone would even be able to access from my participation in the study.	Strongly agree	The website was nice once it was all set up. As were the reminder emails it just would have been nice to have more information provided about how the data would be used and the aims of the study. But participation was easy from a participant stand point.	Yes	It currently says that month 6 I did not drive 20 miles, when that surely could not be the case. The amount it says I received on the website is also \$10 more than I actually received so far, via Giftogram	5	There would need to be some penalty in place if people were to unplug the device before a long drive, for example. But overall, there needs to be some change made as EV vehicles become more popular and disproportionatel y, lower income drivers will have gas-powered and less fuel efficient vehicles.	I think it's important that we look at making big changes to how we fund road maintenance because the gas tax will continue to disproportionatel y impact lower income drivers who are not able to afford EV or more fuel efficient vehicles.	That I have a spot in my car to plug the device in.	That we need to find an equitable solution to replace a gas tax	No	Thinking more about how we can make gas taxes/road charges more equitable. And how the current gas tax system still disproportionatel y impacts people with lower incomes, who have to live further from their place or work and will increasingly drive less fuel-efficient cars	No	-99	Would have been nice to have some cross-checking to make sure that the device was accurately counting the miles that I was driving. When I looked at my toll roads account each month it seemed like my road charge amount was quite low, and certainly lower than what I pay in gas tax which seemed not right.
3TZ9QF	TCA	6	Nothing is ever perfect	No		None	Strongly agree	N/A	No		6	There are always ways to cheap a system and in this world, there are a lot of freeloaders	Ease of Use	Amount driven compared to just amount of gas used	If the tax is truly going to repair the roads in CA and not funding peoples salaries	No	No changes seen or adjusted because of this pilot	N/A	-99	N/A
7AE86T	TCA	6	The reporting process was automated and hands off. I did not have to do anything	NO		not at this time	Strongly agree	I had all the information I needed about the program from information reporting to incentive distribution and had my questions answered when i reached out for more information	No		4	If you meant giving people the plug-in device to estimate their milage and determine how much they pay, then i think people will likely cheat by not using the device.	It allowed to me realize how challenging it could be for the state to fund road maintenance using the mileage reporting system voluntarily	I learnt that the state may have a hard time getting people to accurately report their mileage using the plug in device	As a matter of principle, I think people should bear the cost road maintenance based on their usage of roads. But I understand how tough it can be to implement a system to execute this.	Not at all	It has not affected my in any way other than the learning and insights it provided me.	It's going to be a challenging endeavor. Best of luck	-99	No
ATTYMJ	TCA	7 - Extremely easy	It was quite effortless..	I had a faulty device that had to be replace, but it was an easy process.		No	Strongly agree	Instructions were clear and simple.	No		7 - Very concerned	People always find creative ways to cheat. I also have not seen anything in terms of how enforcement would work and how miles would be audited.	Simply helping determine the possibilities of how infrastructure could be funded.	For me specifically, there is not much of a difference in what I spend in gas tax compare to RUC. Meaning it has minimal impact.	It is not an extra tax.	No	I simply gave me a better understanding on how something like this would work	No	-99	NO
MBR3VM	TRIBAL	7 - Extremely easy	Didn't have to do anything besides install the device	No	No	No	Strongly agree	Very clear information	No		7 - Very concerned	Manipulating the data	Easy	Unfair to people who can not afford hybrid or electric vehicles	It's unequal and targets low income users	No	None	No	-99	No
K6RL3N	TRIBAL	7 - Extremely easy	it automatically did them (miles) fast response to emails i think only one month was off	no just one month but glitch	no	no	Strongly agree	always fast response	No		1 - Not concerned at all	i would hope gas would be less expensive then a monthly charge	was easy	how much i drive and rural means harder roads more gas	that a monthly fee vs higher gas with no explanation	no i work 45 miles away and go to crescent due to custody	none	no thanks	-99	none

NPLGZ8	TRIBAL	7 - Extremely easy	All my miles were always tracked by the device	-99	(No Response)	No	Strongly agree	I got multiple emails explaining what I was participating in	No	2	Very hard to add more miles on	I liked seeing how many miles I drove	I spend a lot on gas just traveling back and forth to work	N/A	Very little has changed	I was more aware of the miles I was driving	No	-99	No	
FWL27M	TRIBAL	7 - Extremely easy	It was automatic	no	no	no, I really have no way of knowing how secure it is.	Strongly agree	Information was there.	No	6	People always figures out ways.	Voicing my opinion in the survey	I don't know	Don't drive alot.	no	none	no	-99	no	
56X82V	TRIBAL	7 - Extremely easy	My mileage is accurately and automatically collected.	None.	None.	None.	Strongly agree	The instructions are simple to understand and follow.	No	2	The tracker has been accurate in my vehicle, on the rural roads I travel.	It allowed me to try out an alternative to the gas tax.	That there is a viable alternative to the gas tax	That it's easy and accurate.	My commute got longer due to a chance in jobs.	No other significant changes.	Nothing.	-99	None.	
GLDCDB	TRIBAL	4	Neither satisfied or dissatisfied	No	No	No	Strongly agree	No additional info needed	No	7 - Very concerned	Cheating the system	Interesting	Road charges are unfair for low income families that will be double charged for gas and road tax because of inability to purchase hybrid or electric vehicles	It does not benefit low income	No	Na	No	-99	No	
LB47LN	TRIBAL	6	no issues.	no	No	Limited information provided on protections.	Strongly agree	instructions were clear enough to plug in device and start participating.	No	6	May be difficult to track vs gas tax	No issues, emails and incentives were often sent to junk or spam folders. Difficult to determine if all incentives were received. Tracking device did not allow for dash cover plate to be placed back on with the device plugged in.	More fuel efficient vehicles will result in higher road charge than current gas tax.	gas tax is probably no more inequitable for older less fuel efficient vehicles, or those who cannot afford more fuel efficient vehicles.		none	a flat rate for all up to a certain mileage limit, and then based on use may be helpful so that urban drivers are contributing vs those that have long commutes and are in rural areas.	-99	no	
4QR64L	TRIBAL	4	Sometimes I had login issues...	Sometimes I had login issues	None	I hope its not being shared/sold	Strongly agree	Only sent one email concerning login issue and they responded promptly	No	7 - Very concerned	Unplugging the device or breaking it.	Incentives and to actually seeing my mikes per trip.	I drive a lot.	Lots of funds needed to maintain the roads so a use tax is necessary.	No	Hasn't affected me at all	I have multiple vehicles so this only let me know half of my driving habits.	-99	No	
7QUYS5	TRIBAL	6	To many options	No	No	-99	Somewhat disagree	Mk	No	1 - Not concerned	Jj at all	Making a difference	I don't drive like I used too because of gas cost	Why it is	No	None	No	-99	No	
RMCZS9	TRIBAL	7 - Extremely easy	Not sure	Unable to log in	Unable to log in	No	Strongly agree	Not sure	Yes	Still not able to log in	1 - Not concerned	Still have to pay	Not sure	Just like to help	Not much	No	None	No	-99	No
DXQETH	TRIBAL	5	Questions not always clear	Yes,	NA	NA	Somewhat agree	NA	No	7 - Very concerned	Reporting miles would be difficult.	Having a voice for change.	NA	NA	No	NA	NA	-99	Na	
EPTTQL	TRIBAL	4	There were many times I was on "private" roads behind closed gates that reported as public roads.	Again, there were many times I traveled off road on "private" roads behind closed gates that were reported as public.	No. Trips were easily identified. However, there were times the portal did seam slow.	-99	Somewhat agree	There was a good amount of communication, however, there was also some gray areas as to how the system operated or collected data.	No	6	Without proper oversight, people will figure out how to minimize reported miles.	Being able to voice my option as a rural Californian who appreciates traveling to remote locations.	Nothing.	That GPS is not always a great indicator of where public and private roads are. Google doesn't always get the destination correct.	No.	No.	Identify public and private roads better.	-99	No.	
RMCZS9	TRIBAL	7 - Extremely easy	Oops	Yes	Yes	Unk	Somewhat agree	Unk	Yes	Not able to log in, 5 even after email change, password reset, username change	Unk									
XRB8NM	TRIBAL	7 - Extremely easy	Good web interface	No	No	I always have concerns with all platforms.	Strongly disagree	You information was accurate	No	3	People get creative if they want to cheat	Being part of a group to help develop a solution.	I already knew about this effort	That all vehicles utilize our roads. Electric vehicles are not helping to fund maintenance, repairs, or improvements. The gas tax model is becoming outdated and we need to fund transportation.	No	Not affected me at all	No	-99	No	