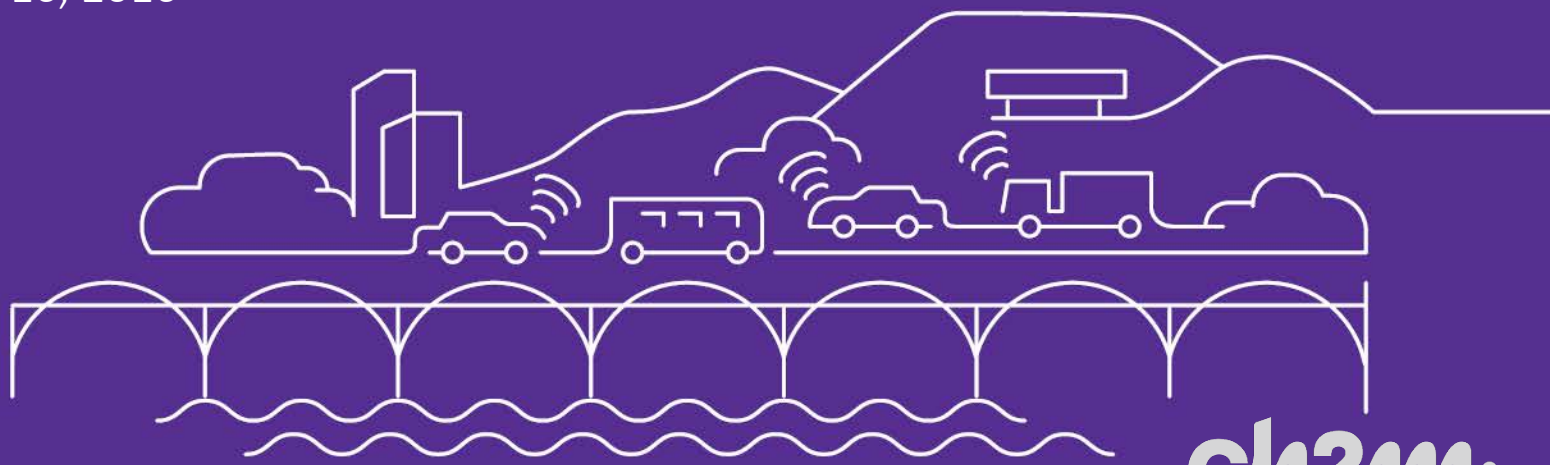
Road Charge Pilot Project Independent Evaluation

Tab 9: Status Update & Pre-Pilot Survey Results

Presented To:

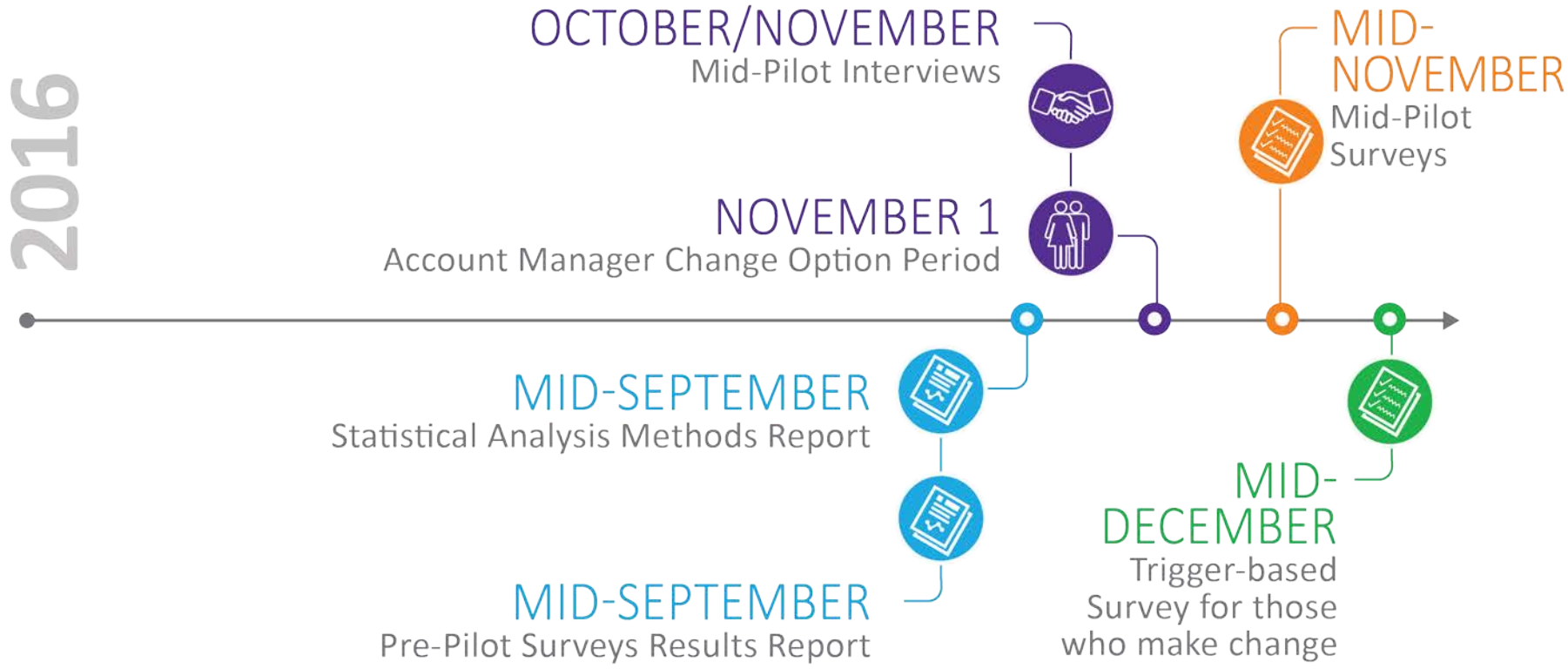
California Road Charge Technical Advisory Committee

September 16, 2016



Activities Completed

Upcoming Activities

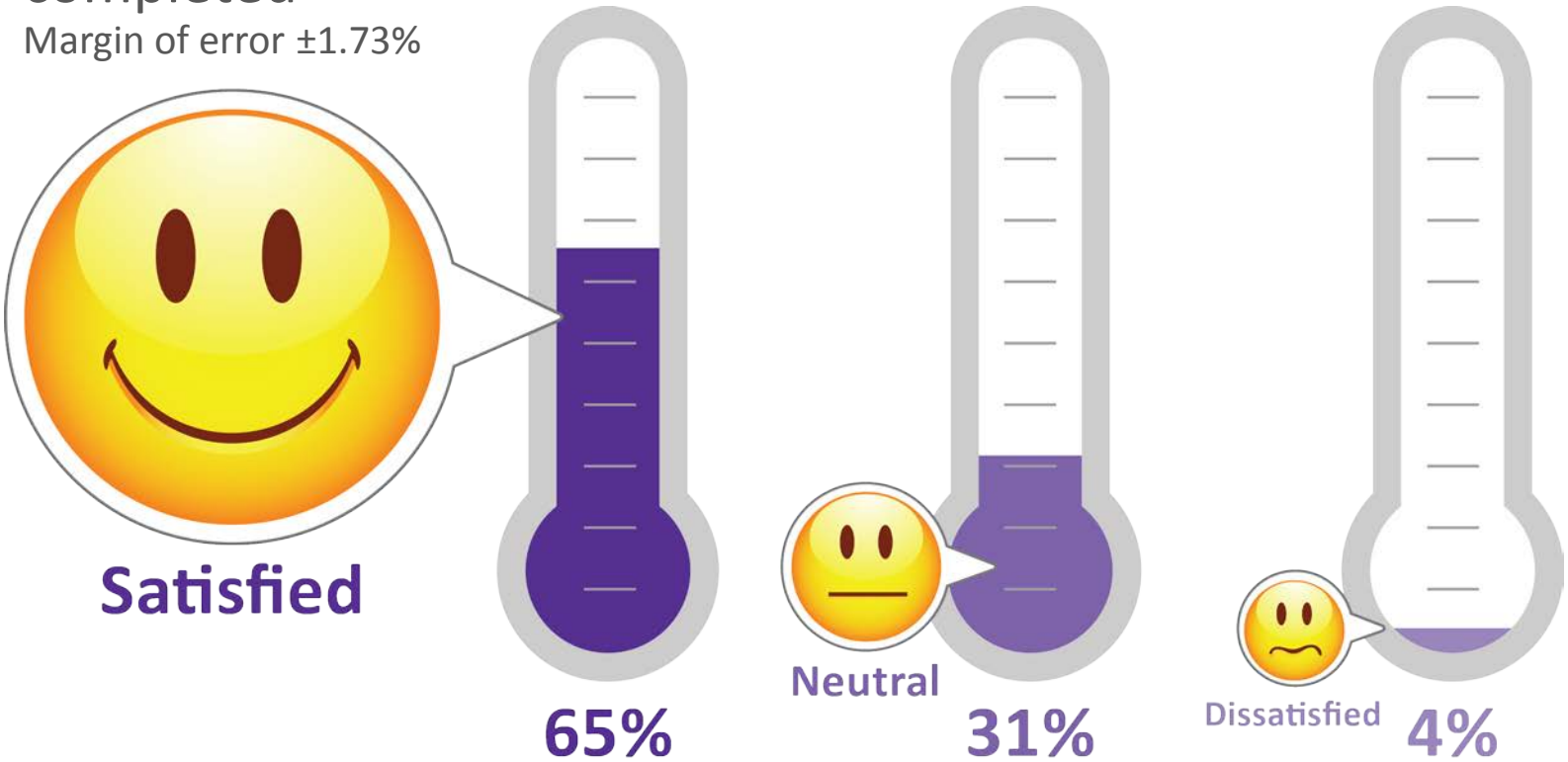


Pre-Pilot Survey Results*

3,191 surveys completed

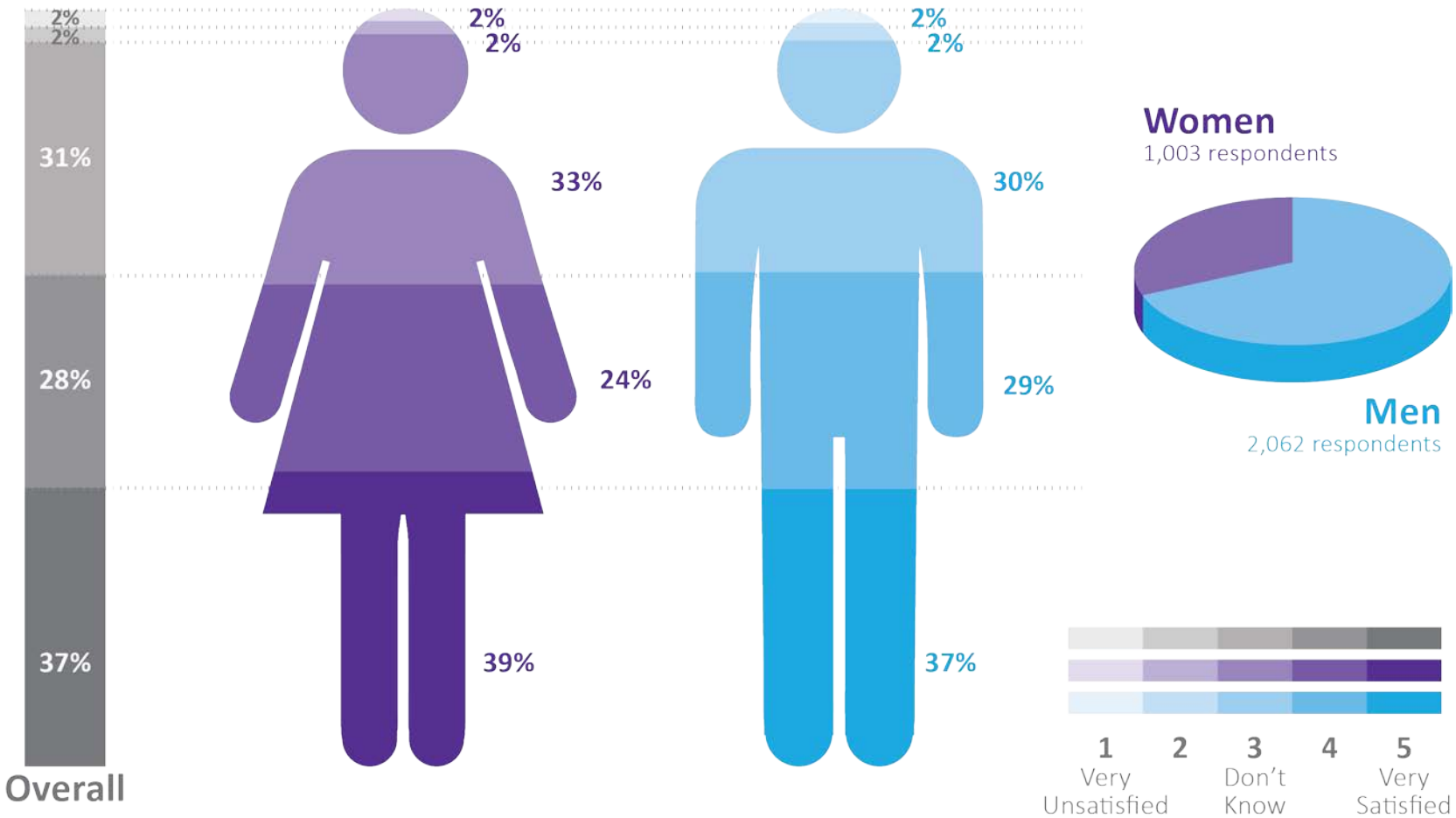
Margin of error ±1.73%

Satisfaction with Pilot Program

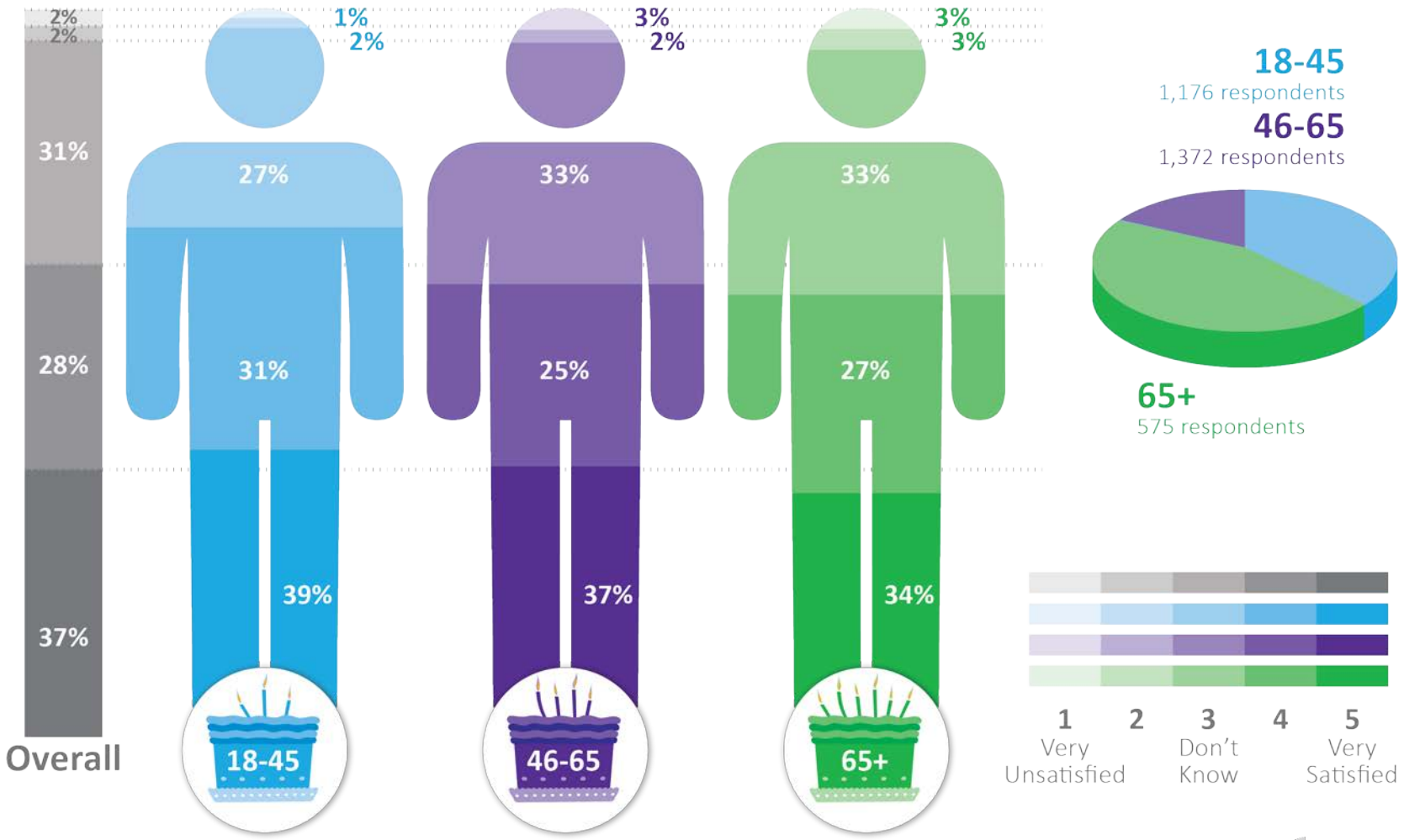


** - As of August 24, 2016*

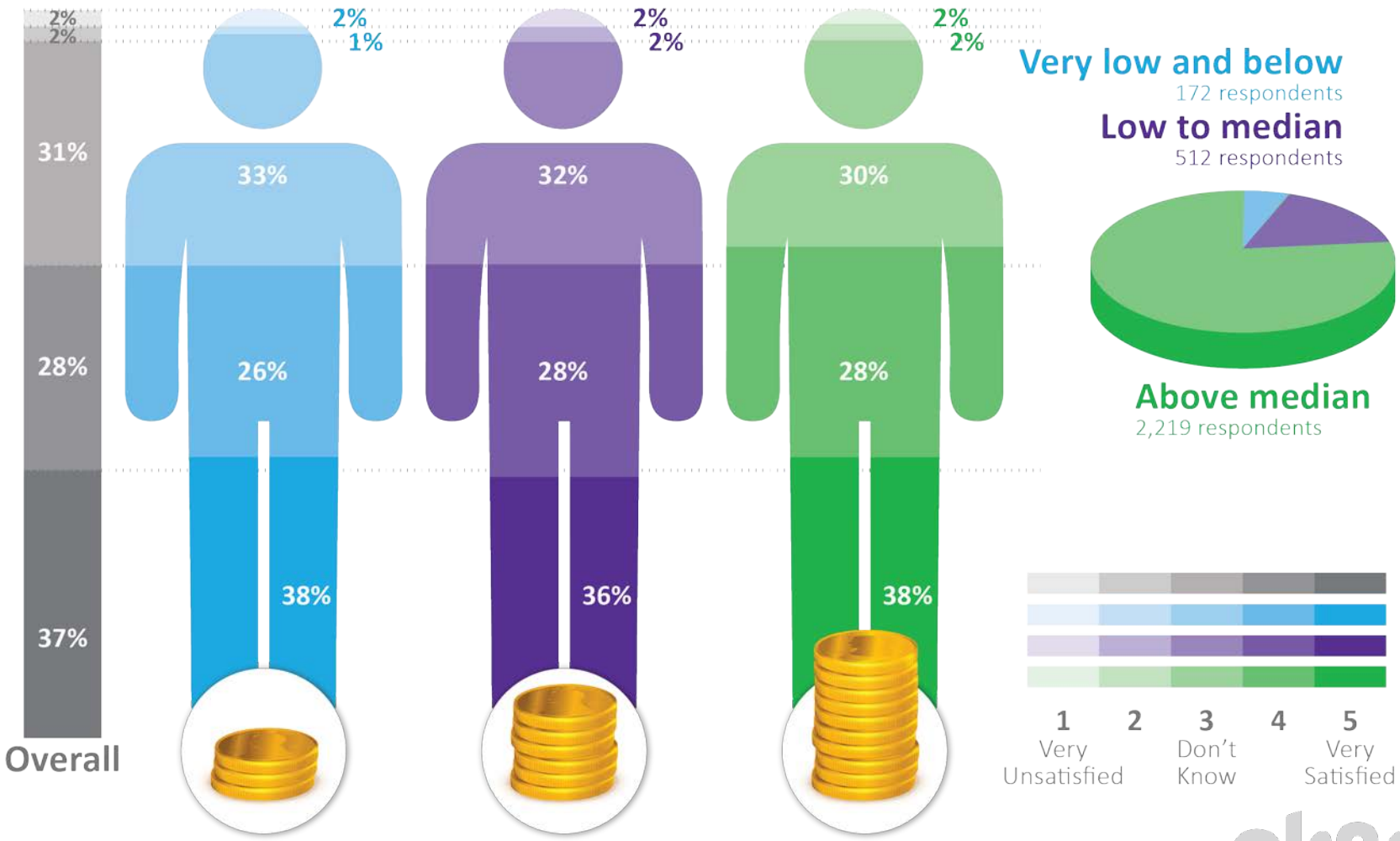
Program Satisfaction by Gender



Program Satisfaction by Age Range

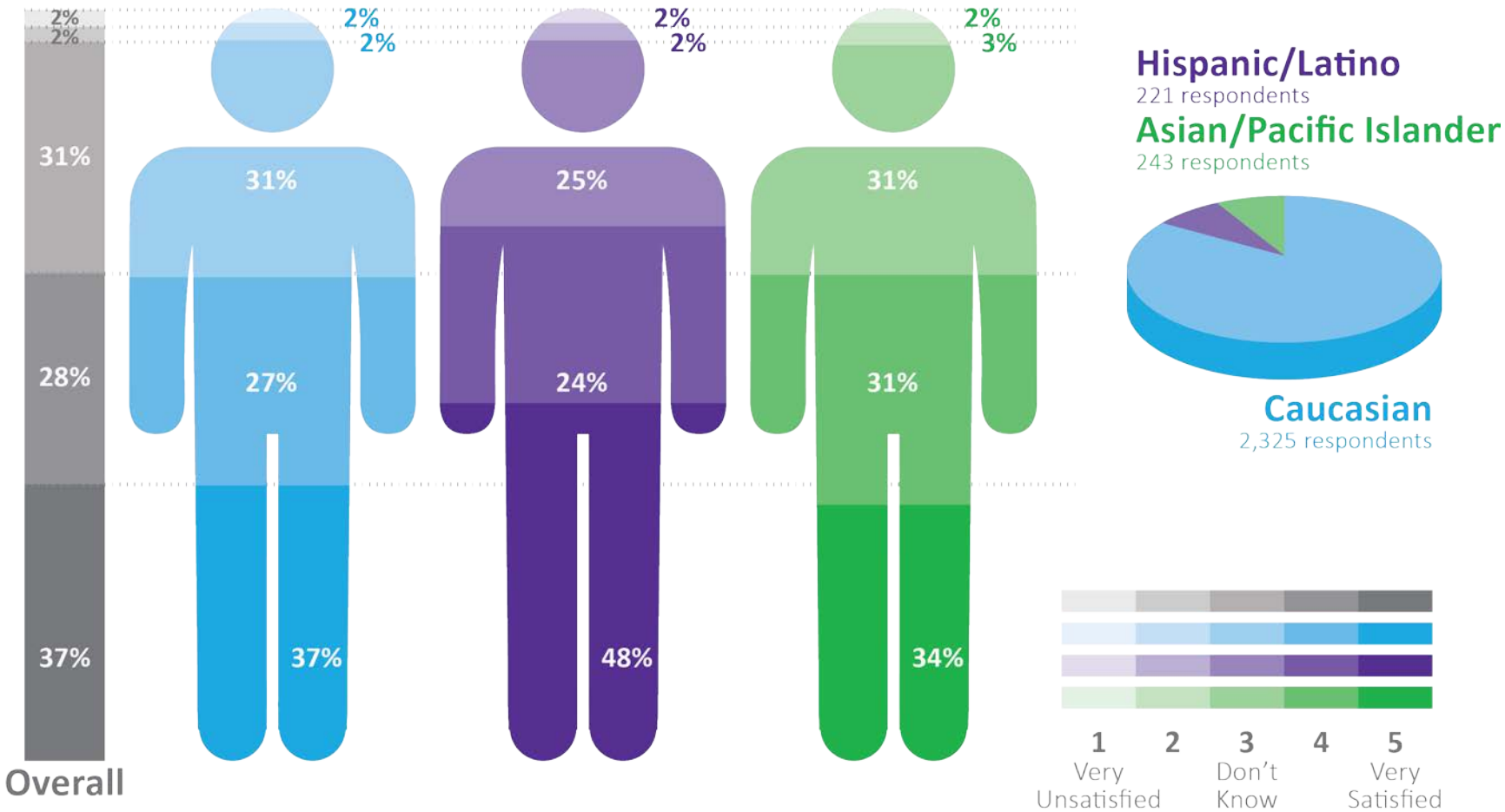


Pilot Satisfaction by Income Level*

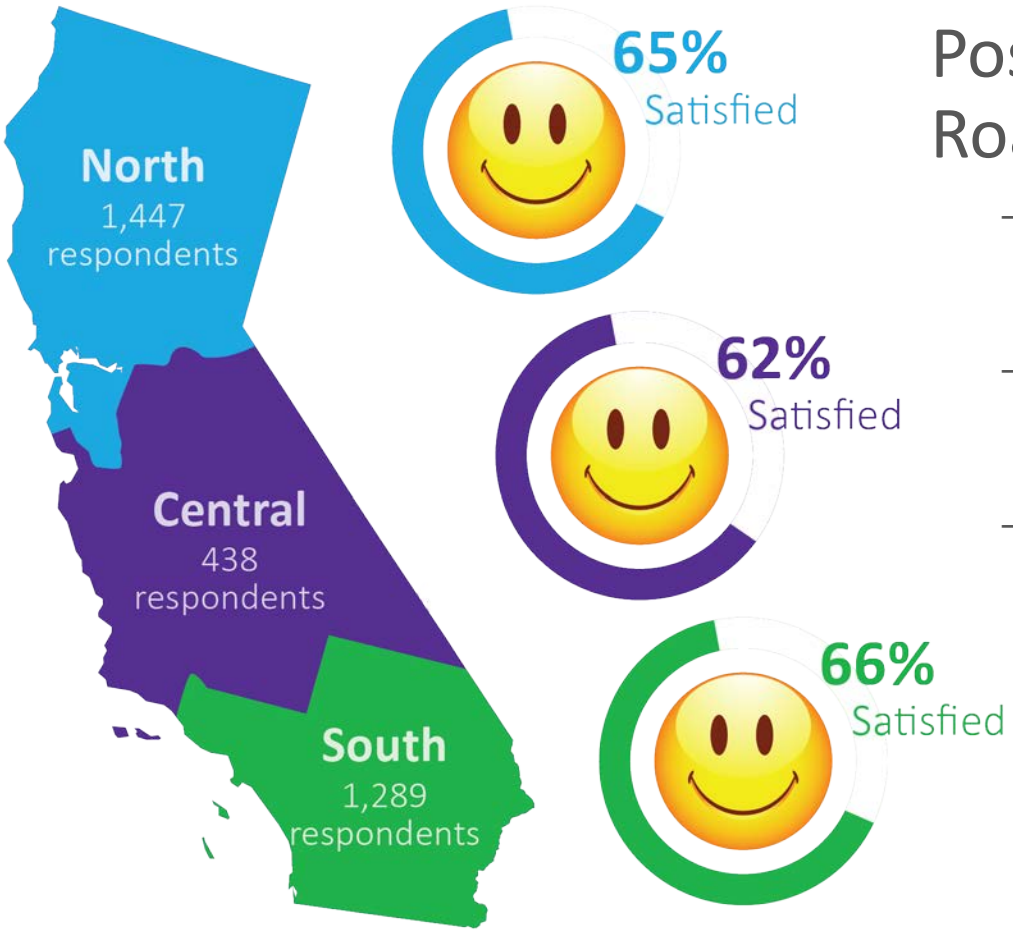


*Income levels incorporate household size and follow the state income limits set by the California HUD.

Pilot Satisfaction by Race/Ethnicity



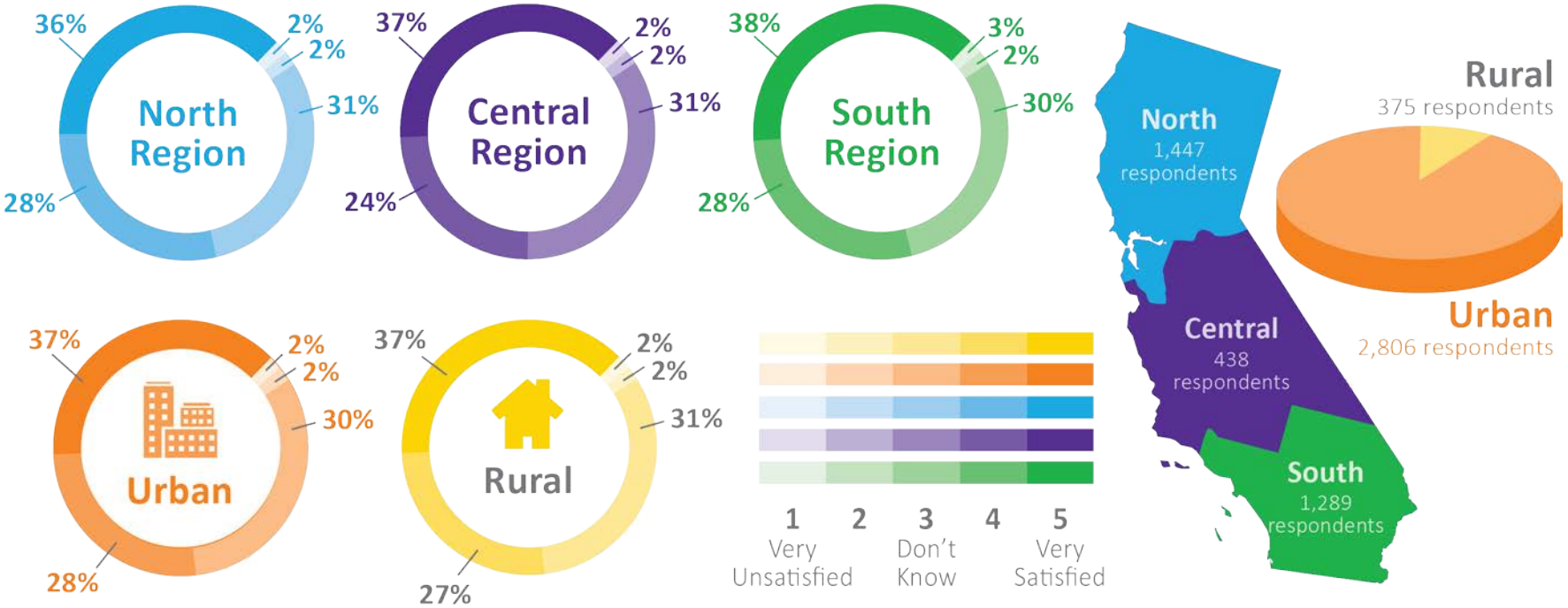
Key Points from Surveys



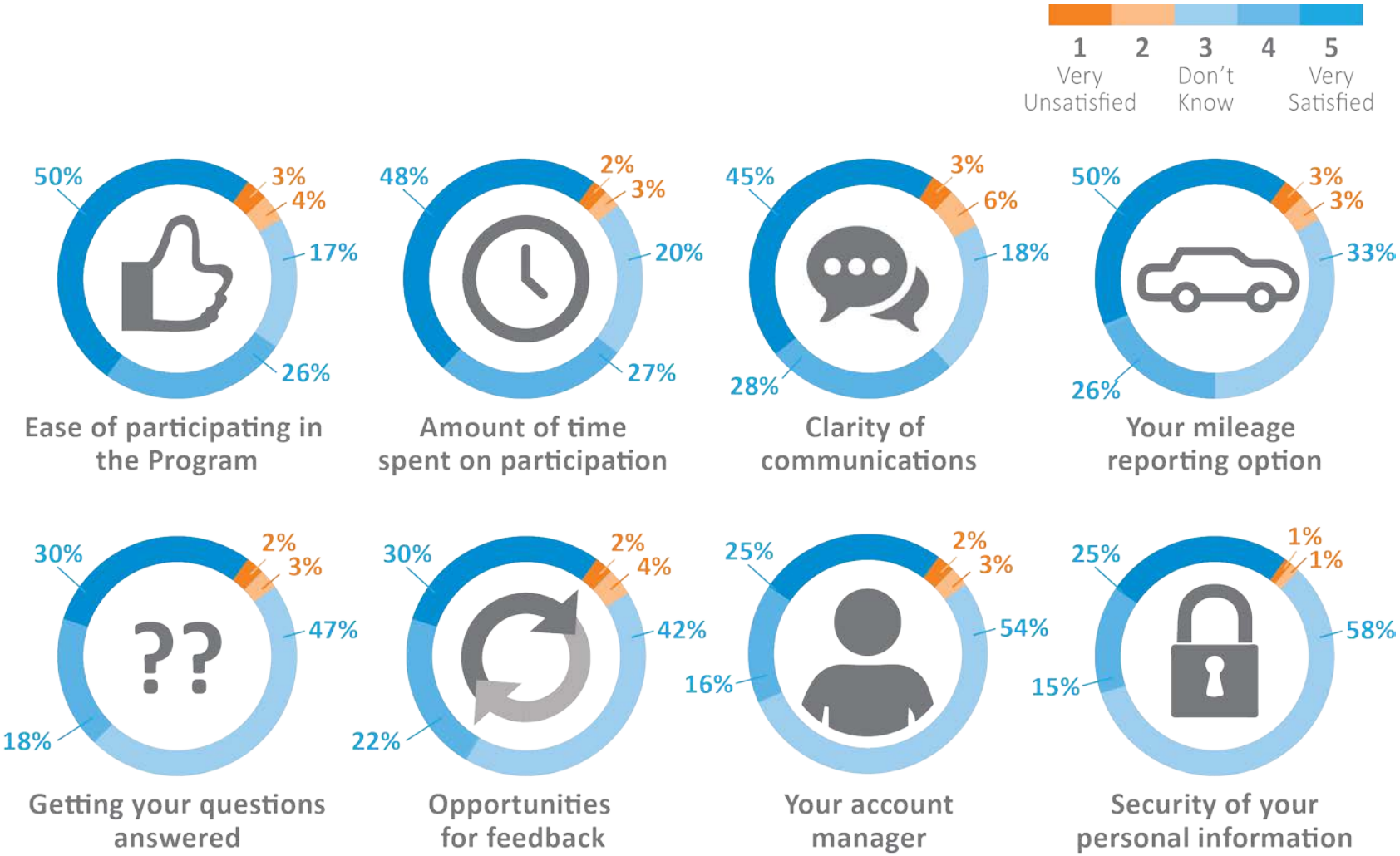
Positive Opinions on Road Charging

- 65% of survey takers in the Northern region of California are satisfied with the Pilot Program
- 62% of survey takers in the Central region of California are satisfied with the Pilot Program
- 66% of survey takers in the Southern region of California are satisfied with the Pilot Program

Pilot Satisfaction by Geographic Region

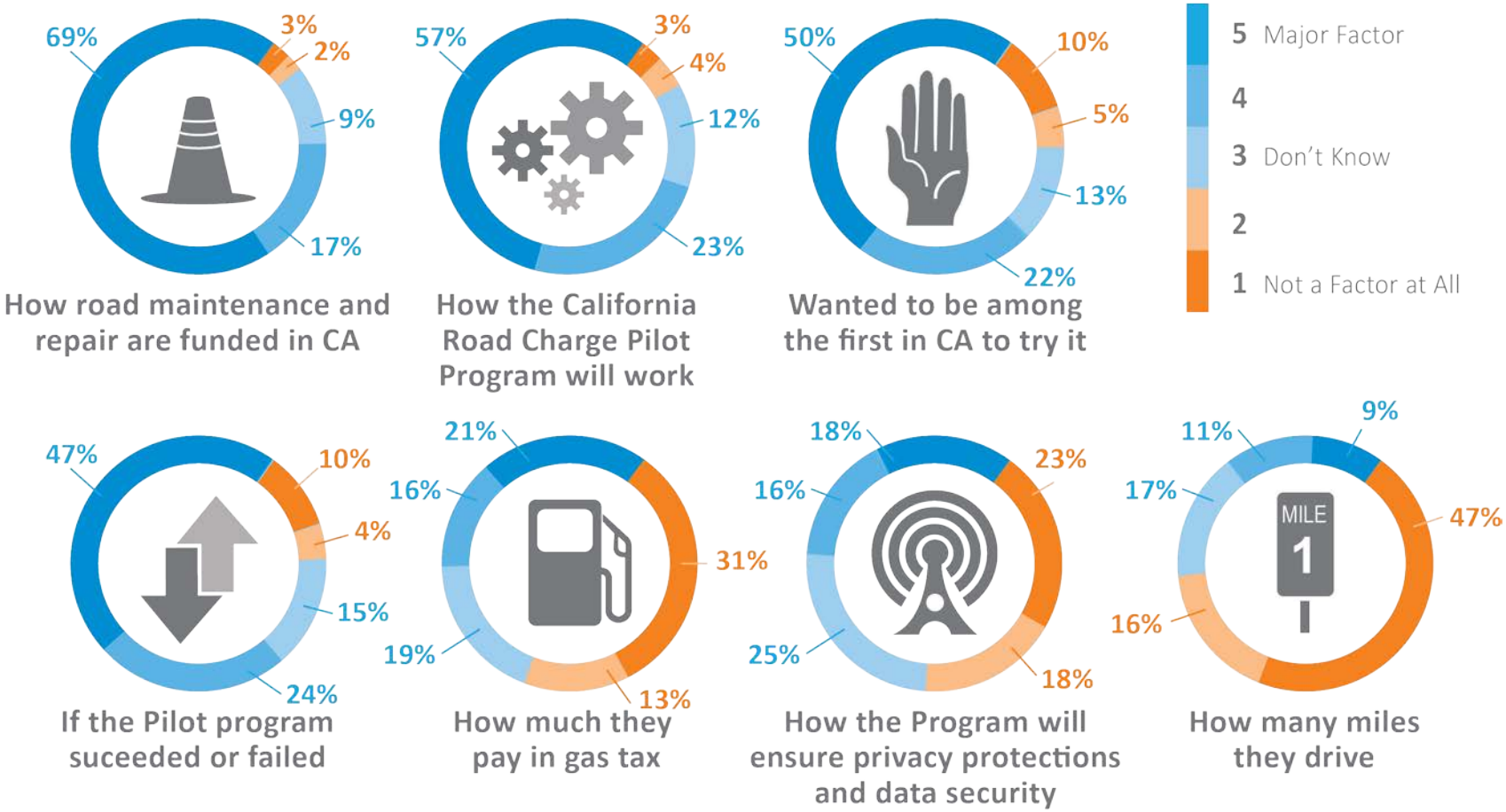


Satisfaction with Enrollment Process



Q2-9. First, some questions about your experience so far with the California Road Charge Pilot Program. How satisfied are you with the following?

What Respondents Hope to Learn from the Pilot Program



Q13-19. How much of a factor was each of the following in you deciding to enroll in the California Road Charge Pilot Program?

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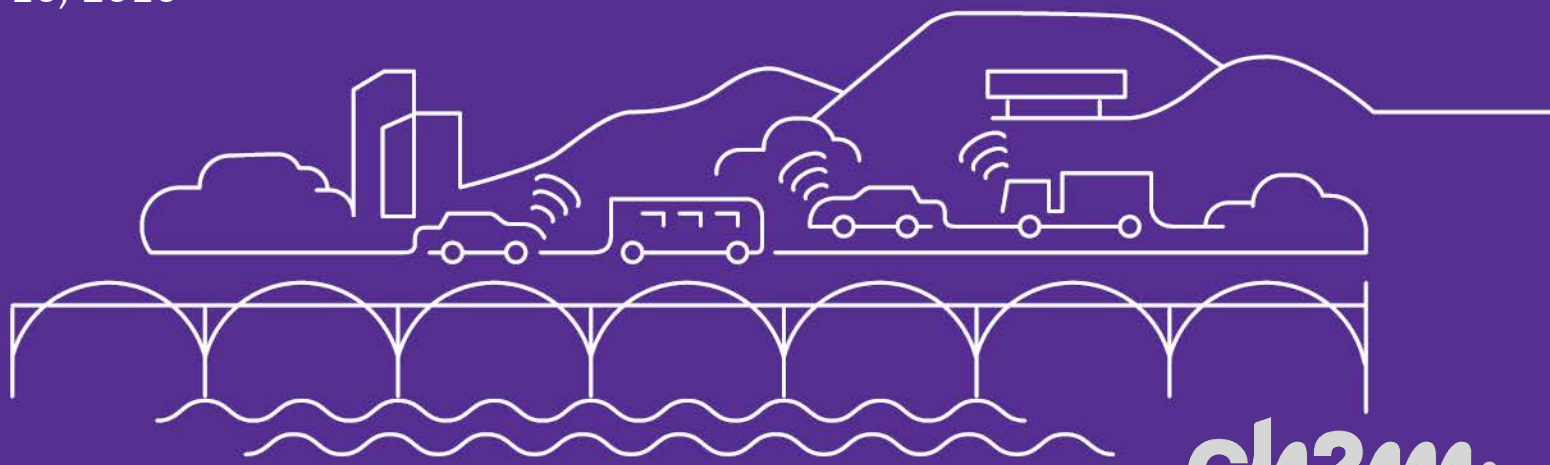
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