



FOUNDATION *for* CALIFORNIA
COMMUNITY COLLEGES



Awareness and Perceptions of a Road Charge System Among Low-Income Individuals in California

PREPARED BY THE FOUNDATION FOR CALIFORNIA COMMUNITY COLLEGES
FOR CALTRANS ROAD CHARGE PROGRAM

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Executive Summary

Caltrans contracted the Foundation for California Community Colleges (FoundationCCC) to research potential impacts of a road charge program on low-income individuals, specifically to:

- Measure awareness of transportation funding in California, particularly Senate Bill 1 and a potential road charge;
- Gauge perceptions of and reaction to a potential road charge; and
- Identify privacy concerns related to how information may be gathered as part of a road charge implementation.

Aligning with these objectives, exploratory qualitative research was conducted first with 74 low-income Californians through six in-person focus groups and one statewide online discussion board in January, February, and March 2020; key findings include:

- Awareness of how California's road maintenance and repairs are funded is low, and most participants are unfamiliar with road charge.
- Perceived advantages of road charge:
 - Drivers of all vehicle types pay their fair share.
 - As fuel-efficiency and electric car usage both increase, a tax change is needed to fund necessary road repairs.
 - Road charge is advantageous for low mileage drivers.
- Concerns about road charge:
 - Perceived higher cost.
 - Greater awareness of tax burden vs. invisibility of gas tax.
 - Feels like the government is trying to limit driving freedom, unfairly penalizing higher mileage and low-income drivers for going places they can't control (e.g., work, emergencies, etc.).
 - Mileage tracking is more complicated, inconvenient, and intrusive than gas tax.
 - More opportunities for fraud by underreporting mileage or registering vehicles out-of-state.
 - Removes incentive for fuel-efficient vehicles.
 - Some distrust the government and fear that a road charge will be incremental rather than replacing the gas tax.
 - Some think California should take a simpler approach and increase an existing tax instead.
 - Support for a road charge does increase with more information.
 - Most preferred mileage-based user fee as a more descriptive and appealing name than road charge.

- Reactions to alternative methods of reporting mileage and payment options were mixed. Drivers are most concerned about cost, inconvenience, intrusion of privacy, and frequency of payment.

Using qualitative findings to inform questionnaire development, an online survey was conducted with more than 1,600 low-income Californians in March 2020. Key survey findings include:

- In total, 17% of low-income individuals say they know nothing about how road maintenance and repair are funded. Among low-income individuals who answered otherwise, just over half (54%) believe fuel taxes are a source of funding.
- Nearly two-thirds (60%) of drivers say they know the gas tax increased (vs. 48% of non-drivers), and 6% of drivers have never heard of the gas tax.
- Low-income individuals have a low understanding of how much revenue the gas tax will generate over the next decade, and most believe it will increase over time (54%).
- More than half (54%) of low-income individuals have never heard of a road charge and only 4% claim to “know a lot about it.”
- Gas tax is deemed fairer than a road charge by 39%, whereas road charge is deemed fairer than a gas tax by 33%; 28% deem them equally fair.
- Low-income individuals express a greater interest in the lower-fee-for-actual-miles-driven-with-tracking method with 60% of drivers selecting this option. Individuals express a strong preference for paying road charge with their vehicle registration renewals and prefer once-a-year payments.
- Low-income individuals are less concerned about privacy (22%) with a road charge system and more concerned that everyone is paying a fair share (37%) and not paying both a gas tax and road charge simultaneously (30%).
- A nearly equal proportion favor switching to a road charge (30%) as are against switching (33%), and 28% are neutral. People who agree with the idea of a road charge are more likely to:
 - Live in a suburban or urban environment.
 - Be male.
 - Be affiliated with any political party (versus non-partisan).
 - Drive an electric car.
 - Think a road charge is fairer than a gas tax.
 - Prefer the option of paying a lower-fee-for-actual-miles-driven-with-tracking.
 - Prefer paying the road charge fee more frequently than once a year.

- Among individuals who agree California should switch to a road charge:
 - 26% cite a road charge as a fairer way to tax drivers.
 - 8% believe a road charge would be less expensive for drivers.
 - 6% say a road charge will generate revenue from electric/hybrid car users.
 - 6% believe California's roads will get repaired with a road charge.
- Among individuals who disagree with switching to a road charge:
 - 27% say Californians already pay too much tax and/or a road charge would be more expensive than a gas tax.
 - 12% have privacy concerns or feel a road charge "puts more government" in Californians' lives.
 - 11% say the gas tax "isn't broken" or that a road charge "makes no sense."

Based on these findings, an immense educational effort will be needed to shift low-income Californians' perceptions that declining gas tax revenue necessitates a new funding model. Shifting Californians' perceptions in favor of a road charge would require substantial messaging—specifically about how a road charge system creates a more equitable funding source by distributing the cost among all drivers.

Introduction

In April 2017, the California Legislature signed Senate Bill 1 (SB 1), the Road Repair and Accountability Act of 2017, into law. SB 1 is helping to fund California's road maintenance and repairs over the next decade by adjusting fuel excise tax rates (gas tax) and indexing the rates to automatically adjust for inflation. While helping to increase revenue in the short-term, the overarching goal of SB 1 is to provide California more time to find a sustainable long-term funding model.

California has relied upon the gas tax and other fuel tax revenues to fund its road maintenance and repairs for decades. But several factors – including drivers' decreased fuel usage due to increased vehicle fuel efficiency and increasing usage of hybrid and electric vehicles – have led to decreased revenue from the gas tax. The existing funding model is unable to meet California's long-term needs.

As an alternative to the gas tax, California and several other states are researching a road charge system where all drivers – regardless of vehicle fuel source – pay their "fair share" for vehicle miles traveled to provide sufficient revenue for road maintenance and repairs. In 2016-2017, Caltrans administered the California Road Charge Pilot Program, recruiting more than 5,000 vehicles to participate in the largest pilot program of its kind to date.

Caltrans worked diligently to recruit participants representative of the state's diversity, but it proved difficult for Caltrans to recruit low-income drivers to participate in the pilot. Relatedly, several models from academic research project that low-income drivers will not be adversely or unfairly impacted by a potential road charge as compared to individuals of higher income levels, but low-income drivers may *perceive* the impact as such due to their lack of awareness and understanding of current transportation funding, as well as the funding model's long-term sustainability.

Acknowledging that low-income Californians who often live in disadvantaged communities suffer adverse effects from environmental policies, in addition to a multitude of other policies (e.g., financial, educational, etc.), Caltrans contracted the Foundation for California Community Colleges (FoundationCCC) for additional research on the potential impacts of a road charge program on low-income Californians. Specifically, qualitative and quantitative research studies were designed to achieve the following objectives:

- Measure awareness of transportation funding in California, particularly regarding Senate Bill 1 and a potential road charge, among members of low-income and disadvantaged communities.
- Gauge perceptions of and reaction to the potential road charge among members of low-income and disadvantaged communities.
- Identify concerns about privacy among members of low-income and disadvantaged communities related to how information may be gathered as part of the implementation of road charge.

Research findings are presented in the following sections.

Qualitative Research Overview

Before conducting a statewide survey of low-income individuals' awareness of transportation funding, SB 1, and a potential road charge, the FoundationCCC recommended that exploratory qualitative research with low-income Californians be conducted through focus groups and an online discussion board.

The FoundationCCC contracted Group Works to conduct six in-person focus groups and one statewide online discussion board during January, February, and March 2020. A total of 74 people participated in this research: 47 low-income Californians in in-person focus groups lasting two hours, and 27 low-income Californians in a three-day, statewide private online discussion board. All in-person focus groups and the online discussion board took place at least two weeks prior to California's statewide shelter-in-place order, and there are no indications that COVID-19 restrictions impacted the data collection.

All qualitative research participants were California drivers from low-income households, including 12 participants from rural communities. Table 1 details the qualitative participants' demographics.

Table 1: Focus Group and Online Discussion Board Participant Demographics

Participant Profile					
	Sacramento Focus Groups (16)	Los Angeles Focus Groups (16)	Fresno Focus Groups (15)	Statewide Online Board (27)	Total (74)
Gender					
Female	8	8	7	14	37
Male	8	8	8	13	37
Age					
18-39	8	7	7	15	37
40-65	8	9	8	12	37

Table 1 (continued): Focus Group and Online Discussion Board Participant Demographics

	Sacramento Focus Groups (16)	Los Angeles Focus Groups (16)	Fresno Focus Groups (15)	Statewide Online Board (27)	Total (74)
Ethnicity					
African-American	4	2	1	7	14
Asian Pacific Islander	1	1		1	3
Caucasian	7	3	4	11	25
Hispanic/Latinx	4	10	10	4	28
Native American	0	0		4	4
Average Miles Driven Per Week					
Less than 100	8	9	8	13	38
101 - 200	3	2	2	6	13
201 - 300	3	3	4	2	12
Over 300	2	2	1	6	11

Groups were recruited to include a mix of males and females and different ethnicities reflective of California’s diverse population. For the in-person focus groups:

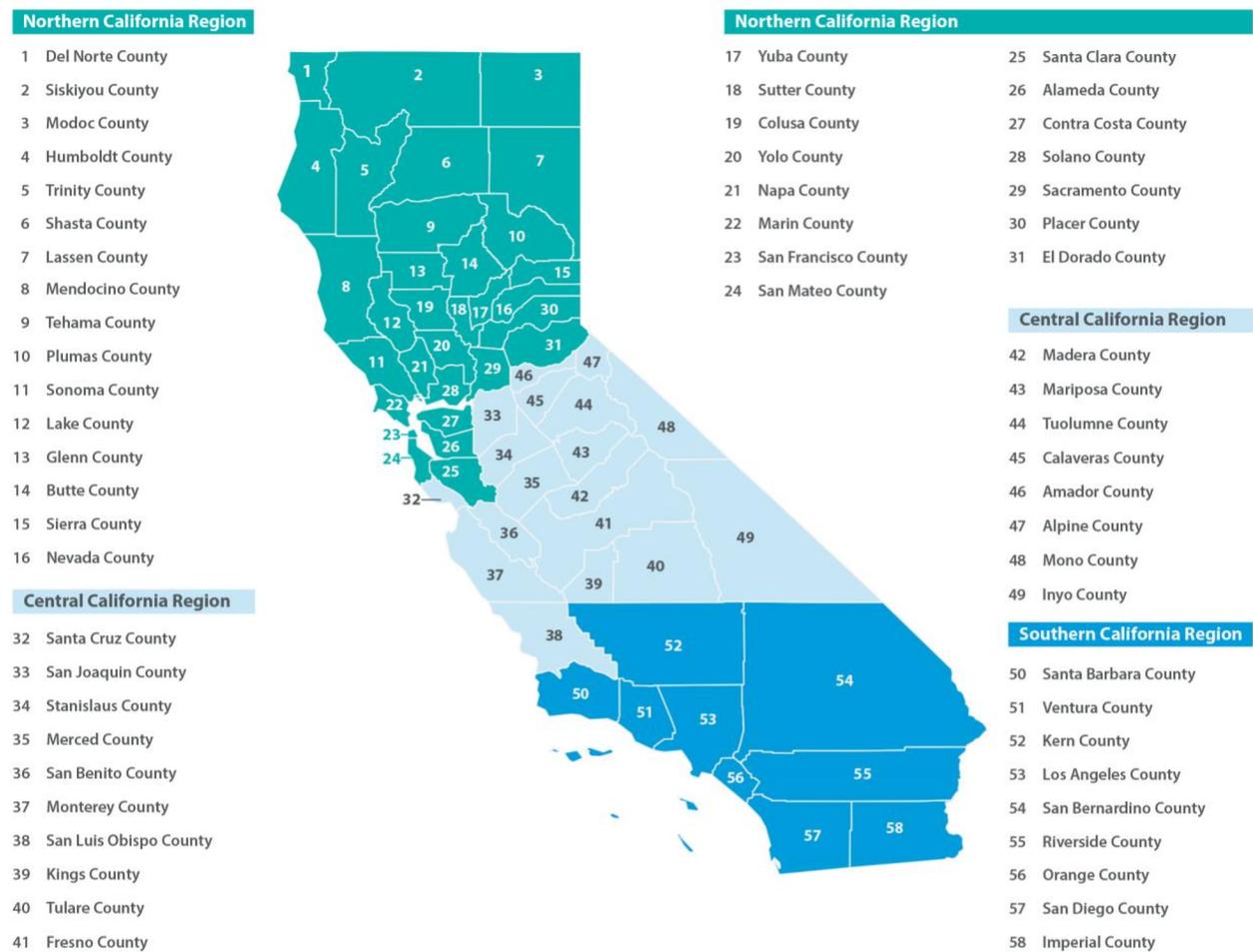
- Two groups were conducted in Sacramento on January 29: one group with younger drivers ages 18 to 40 and one group with drivers over age 40.
- Two groups were conducted in Los Angeles on February 12: one group in English and one group in Spanish.
- Two groups were conducted in Fresno on March 3: one group with younger drivers ages 18 to 40 and one with drivers over age 40.

For the in-person focus groups, the income threshold was based on their household size, with all participants having household incomes at 80% or below the median income for their household size and county, according to the Department of Housing and Community Development *State Income Limits for 2019*. The in-person focus groups were recruited from zip codes that have at least one Census tract that qualifies as a disadvantaged community, as defined by the California Office of Environmental Health Hazard Assessment's CalEnviroScreen 3.0 tool.

The five English-speaking focus groups were moderated by Ellen Schaefer, Principal of Group Works, and the Spanish-speaking focus group in Los Angeles was moderated by Rose Marie Fontana, Ph.D.

To get feedback from low-income Californians in other regions of the state, a three-day statewide private online discussion board was conducted from February 26 to February 28, also moderated by Ellen Schaefer. All online discussion board participants had household incomes of \$51,000 or less and were recruited equally from Northern, Southern, and Central California. Figure 1 presents a map of the three regions of California used as a guide in the research.

Figure 1: Map of California's Northern, Central, and Southern Regions



More specifically, the online discussion board participants were from 14 different California counties: Alameda, Butte, Contra Costa, Fresno, Los Angeles, Merced, Orange, Placer, Sacramento, San Bernardino, San Diego, San Joaquin, Stanislaus, and Yolo. The online discussion board took place on the 20/20 Qualboard platform where the moderator posted questions on a private discussion board each morning and participants could answer at their convenience. Questions for the first two days were masked so participants could not see each other's answers until the third day.

Findings

Focus group and online discussion board participants were first asked about their awareness of current road maintenance and repair funding before being asked about their awareness and perceptions of a road charge in California.

ROAD MAINTENANCE AND REPAIR FUNDING PERCEPTIONS

At the beginning of each focus group, participants were invited to create a mind map with their initial thoughts and associations about road maintenance and repair funding. The online discussion board participants were given a similar task of listing the first three words that come to mind related to the topic. Figure 2 below is a word cloud based on the input of the online discussion board, which was similar to feedback from the in-person focus groups.

Figure 2: Word Associations with Road Maintenance and Repair



Participants’ most common associations with the topic of road maintenance and repair funding are largely negative. Drivers often think first about the road problems (with potholes at the top of the list), damage to their car from poorly maintained roads, the inconvenience of road closures and traffic delays, the length of time roads are under construction, and the high cost of taxes to pay for it.

Californians seem to find it easy to complain about poor road conditions and too high taxes and to make cynical comments about the government’s inability to manage programs honestly and efficiently. The road maintenance and repair topic gives people the opportunity to complain about all three at once.

Positive associations include appreciation for the importance and necessity of maintaining roads.

LOW AWARENESS OF SPECIFICS OF ROAD MAINTENANCE AND REPAIR FUNDING

When asked about how road maintenance and repair are funded, there was a wide range of responses including some drivers who admit they have no idea. Many people know that road maintenance and repair is largely funded through taxes but are unsure about the specifics.

Below is a list of the wide range of participant responses to an open-ended question about how roads are funded:

- Adopt A Highway Program
- Ballot initiatives
- Bond measures
- Department of Transportation
- DMV registration, fees for commercial vehicles
- Fines – moving violations, missed tolls, overweight vehicles, parking tickets
- Grants – State, Federal
- Private companies
- Private donations
- Taxes
 - City, County, Federal, and State taxes
 - EV tax
 - Excise tax
 - Gas tax
 - Property tax
 - Sales tax
- Tolls

GAS TAX PERCEPTION PARADOX: INVISIBLE AND TOO HIGH

Some participants realize that gas taxes are collected and go towards road maintenance and repair, but most have no idea how much they are paying. Their general impression is that they pay way too much in taxes.

When asked to guess how much they pay in gas tax on an annual basis, guesses varied wildly from \$75 to \$5,000, with many participants guessing over \$1,000. One telling quote was from a Sacramento focus group participant who answered when asked how much she pays a year in gas tax,

"I have absolutely no idea, but far too much."

A key issue is that the current gas tax is invisible, bundled with the price of gas. When drivers pump gas, they aren't thinking they are paying a tax. Adding a new road charge, even if it's the same amount or less, feels like a new burden, and drivers feel they are being penalized for driving.

Only one person out of 74 people in this research study was certain how much she was paying for road maintenance and repair because she is a Tesla owner who recently paid the vehicle registration fee for her electric vehicle.

Hard to Believe the State Needs More Money

One common theme expressed by low-income California drivers is that they feel they are already paying a lot in taxes - more than drivers in other states - and not getting enough back as the roads are "horrible" and take too long to be repaired. Many have a hard time believing the State needs more money for road maintenance. Several complained that other states have better roads and lower taxes.

"Arizona has cheaper gas, cheaper registration, and better roads."

"We pay a lot in taxes that go toward it and then I'm still running into a lot of potholes and getting damage to my car."

"The roads in California are horrible. For as much as we pay in taxes ... it's just a joke. We used to have the greatest freeways in the United States and now they're horrible."

It is easier for people to believe that money is being mismanaged than that more money is needed to fund repairs. Several commented that they had heard things on the news that led them to mistrust the government and believe that transportation funds are being mishandled. A few complain about the bullet train and not wanting road maintenance funds to be used for that project.

"I think it's gross mismanagement."

"I don't think the people that are running this really care. All they care about is how to line their pockets."

Many participants expressed an interest in more transparency about budgets and oversight and feel they'd have more confidence if there was more transparency. However, several also admitted they'd be unlikely to seek out such detailed information about something they don't spend a lot of time thinking about.

"One thing they could do better is make sure people understand where the money is going to, so you don't have these negative attitudes."

MINIMAL AWARENESS OF SB 1

In the six focus groups, only a few people were familiar with SB 1. The online discussion board participants were similarly unfamiliar with SB 1. One participant remembered "seeing something on the ballot;" another remembered "raising the gas tax by 12 cents;" one thought that "they had tried to reverse a gas tax because funds were misappropriated, but it was defeated." Another participant described it as "transportation funding to resolve road issues to be split between states and cities." A few knew SB stood for a Senate Bill or vaguely remembered the name, but not any details. But largely, most people claimed to not be very familiar with SB 1.

MIXED REACTIONS TO SB 1 SIGN: MOSTLY POSITIVE WITH A DOSE OF CYNICISM

When shown a picture of a road sign about SB 1 tax dollars at work, only a few participants in the focus groups remembered seeing the sign compared to about half of participants in the online discussion board who claimed to remember seeing the sign. This difference may have been due to broader geography represented on the online discussion board or the clearer/larger graphic depicted on the computer screen during the online discussion board than shown in print during the in-person focus groups.

When asked how they feel when seeing the sign, many expressed positive feelings about being reassured that their taxes were being put to good use.

"I feel that it's good that these repairs are being done, and I'm glad there's funding for the repairs."

"It brings me peace of mind to know that some of my taxes go to improve the infrastructure that allows us to travel, explore, and make a living."

"When I saw the sign I was actually happy to not only see that the roads/freeway was going to be repaired but it also made me feel almost included and proud to see that money is being spent where it's needed."

"It's trying to remind us that we are paying for road repairs via our taxes and that this is beneficial to us as taxpayers. I feel positive about it. It evokes a positive message for me. I'm glad my taxpayer dollars are helping with this."

Some reacted positively about the idea of a website with transparency about projects, budgets, and expected road closures. However, some also admitted that they are unlikely to look at the website for information.

"On the website I'd hope to see specific information about projects, put in your zip code and see what projects are near you and if there's going to be detours or lane closures."

And some expressed cynical reactions to seeing the SB 1 sign, claiming it makes them question how those tax dollars will be spent.

"Hopefully our tax dollars are going to work and not in their pockets."

"It makes me think that there's going to be a whole lot of money collected and who knows where it's going to go."

“When I see these signs the first thing that comes to mind is great! More traffic and more money being wasted.”

“If money is spent wisely, it’s a good thing. But so many times you see five people standing around and one person working.”

REACTIONS TO ROAD CHARGE CONCEPT

Very few participants had heard of road charge. One participant in the Spanish-speaking L.A.-based focus group thought he had heard of it in Peru.

Many, when hearing the name road charge, assumed it refers to tolls, like toll roads on the East Coast or light rail where you pay when you get off based on the distance traveled.

POSITIVE REACTIONS AND PERCEIVED BENEFITS OF ROAD CHARGE

Positive reactions to the concept of road charge can be summarized in the three themes below:

1. Fair share:
 - Drivers of gas-powered, hybrid, and electric vehicles all pay their fair share of road maintenance and repair funding for the roads they use.
 - Road charge sounds like utilities and smartphone plans where you pay for what you use.
2. Necessary for future funding of road maintenance and repair:
 - Reasonable solution for future revenue when electric cars are more common.
 - Necessary for better, safer roads.
3. Good option for low-mileage drivers:
 - Similar to cheaper insurance for low-mileage drivers.

Table 2 details representative participants’ quotes providing more detail for each of these three themes.

Table 2: Positive Reactions to and Perceived Benefits of Road Charge

Theme	Qualitative Research Participant Quotes
1. FAIR SHARE	
<p>1.1</p> <p>Electric and hybrid vehicles pay their fair share</p>	<p><i>It's fair and equitable. Hybrid cars aren't paying this gas tax so they're driving free ... it's great that you let off less emissions, but you're using the same roads we are. Seems like it would make the playing field a little more level.</i></p> <p><i>It seems logical and fair that something be done so that those who have hybrids or electric cars also pay.</i></p> <p><i>I agree with this because an electric car drives on the roads and they can also cause damage on the roadways, and my car could be damaged as a result.</i></p> <p><i>Road charge provides equity; meaning if we all share the roads, we all should invest in its improvements.</i></p> <p><i>Insures every driver pays their part.</i></p>
Theme	Qualitative Research Participant Quotes
<p>1.2</p> <p>Like other utilities or smartphone plans, you pay for what you use</p>	<p><i>I think it's only fair that everybody should pay for how much they drive, just like how you use your water. If you use more water, you pay more.</i></p> <p><i>Like the way utilities are handled, you pay for what you use.</i></p> <p><i>Everyone chipping in based off usage.</i></p> <p><i>It adds clarity. Okay, yeah, I'm metered on all my water, I'm metered on P&G, I'm metered on electric. So, it makes it more acceptable, I can get around that concept.</i></p>

Theme	Qualitative Research Participant Quotes
2. NECESSARY FOR FUTURE FUNDING	
<p>2.1</p> <p>Reasonable solution for future revenue when electric cars are more common</p>	<p><i>If you think about future generations, this is the right way to go. I mean you have no other choice, because where are you going to get the revenue if everybody's driving electric cars? It makes sense. I see the long-term goal.</i></p> <p><i>I'm not sure if it appeals to me, but I get a better sense of what they're saying. As we switch over to hybrids and electric cars, the gas tax is going to be less. It looks like somebody is looking down the road.</i></p> <p><i>Even if all cars were electric, the roads still got to be fixed.</i></p>
<p>2.2</p> <p>Necessary for better, safer roads</p>	<p><i>It would be another tax that Californians wouldn't like but it is a necessity to help repair our roads as they are desperately in need.</i></p> <p><i>Our roads are in terrible shape and need repair, even our country roads, so this would be a good way to hopefully fix all those issues.</i></p> <p><i>If it helps make the roads better. Honestly my car has suffered a lot of damage on Highway 49, and they have been at construction for a year or more. It's worth it.</i></p>
3. GOOD OPTION FOR LOW-MILEAGE DRIVERS	
<p>3.0</p> <p>Good for drivers who drive fewer miles</p>	<p><i>Good for me because I don't drive so much, not for my husband who drives more.</i></p> <p><i>It's like insurance that charges less for low mileage.</i></p> <p><i>I don't drive very much so this might be a benefit to me.</i></p>

NEGATIVE REACTIONS AND CONCERNS ABOUT ROAD CHARGE

There were many more negative than positive reactions to the road charge concept within the qualitative research. Negative reactions to the road charge concept can be summarized in the seven themes listed below:

1. Higher costs:
 - Concerned that a road charge will cost drivers more than a gas tax.
 - Too costly to implement, requiring additional bureaucracy and equipment.
2. Greater awareness of tax burden:
 - Current gas tax is invisible to many; potential road charge raises awareness of road maintenance contribution and increases perceived burden.
 - Concerned about driving more people/businesses out of California.
3. Unfair and limiting:
 - Some drivers resist and resent being tracked and charged for mileage, feeling like government is unfairly trying to limit them.
 - Unfair to drivers who must drive long distances for work or family emergencies and can't control their mileage.
 - Unfair to low-income drivers, who often must live farther from work in order to find affordable housing.
4. More complicated, inconvenient, and intrusive:
 - Road charge is more confusing to understand and complicated to implement than the current gas tax.
 - Raises questions about how mileage will be tracked, reported, and paid for. Drivers are concerned about cost, inconvenience, intrusion of privacy, and frequency of payment.
 - Raises questions about special circumstances, e.g. sharing charges between multiple drivers and carpools.
 - Concerned about paying for miles on out-of-state or private roads.
 - Concerned about out-of-state vehicles and tourists not paying their fair share.
 - Raises questions about others not paying their fair share, e.g. businesses, commercial vehicles, heavier vehicles.
5. More opportunity for fraud:
 - More opportunities for cheating by underreporting mileage, registering vehicles out of state, or not registering at all; concern that extra burden will be carried by honest drivers.
6. Removes incentive for fuel efficiency:
 - Reduces incentive to switch to fuel-efficient vehicles.
 - Unfair to fuel-efficient vehicle owners to change the rules; punishes hybrid/electric drivers for doing the right thing.

7. Government mistrust:
 - General government cynicism makes it hard for some to believe more funding is necessary. Easier to blame mismanagement, diversion to other projects, misappropriation of funds, etc.
 - Don't believe a road charge would replace the gas tax. Fear government will add it on top of gas tax and/or creep it up over time, increasing the cost.
 - Dislike Big Brother feeling of government tracking them with automated mileage tracking technology.

Table 3 details representative participants' quotes elaborating on each of these seven themes.

Table 3: Negative Reactions to and Concerns about Road Charge

Theme	Qualitative Research Participant Quotes
1. HIGHER COSTS	
1.1 Concerned that a road charge will cost drivers more than a gas tax	<p><i>Per mile sounds horrible; sounds like I'd be paying more.</i></p> <p><i>I drive a lot of miles to and from work. Would that mean my road charge would be more than what I pay for gas right now?</i></p> <p><i>What if we decide to take a road trip to Northern California, which I do a lot because my family lives up there. How do they calculate how much to charge me for that trip? Is that trip going to be a lot more expensive with road charge rather than paying for gas tax?</i></p> <p><i>Who's going to pay for the monitoring device?</i></p> <p><i>How much are we going to have to pay per mile, and how much do we have to pay if we go over?</i></p>

Theme	Qualitative Research Participant Quotes
1.2 Too costly to implement	<p><i>Road charge seems like a nightmare to implement.</i></p> <p><i>It sounds like you would have to create a whole new bureaucracy for this ... The Department of Tracking Your Mileage Agency, with a million workers in there.</i></p> <p><i>The overhead for the accountability of mileage tracking would be impossible in a state of our size.</i></p>

2. GREATER AWARENESS OF TAX BURDEN

2.1 Current gas tax is invisible to many; a road charge increases perceived burden	<p><i>"(Road charge) doesn't feel the same as the gas tax. When you go to the pump, you pay it, you're done with it. You don't think about the tax. But this (road charge), it feels like a penalty for using the roads."</i></p>
2.2 Concerned about driving people/businesses out of California	<p><i>Isn't that going to drive more businesses out of California or out of business?</i></p> <p><i>People are leaving California because we're so taxed.</i></p>

Theme	Qualitative Research Participant Quotes
3. UNFAIR AND LIMITING	
<p>3.1</p> <p>Resist and resent tracking and charging for mileage; feels like government is unfairly trying to limit them</p>	<p><i>It would limit me ... not going to drive anymore ... not going to leave the house.</i></p> <p><i>It would make me drive less.</i></p> <p><i>It seems to me they're restricting your freedom where you can go. You feel like they're restricting your freedom. We're not living in Cuba.</i></p> <p><i>I feel like I'll get penalized for driving a lot. And I love to drive.</i></p> <p><i>We might be charged too much for the miles and that will make me not drive anywhere.</i></p> <p><i>I just hate the feeling of having your freedom impeded by having to pay more just because of your mileage.</i></p> <p><i>It seems like a limitation, like you're limited to where you go, where you drive to, and I don't think that's fair.</i></p> <p><i>It feels like a penalty for enjoying the state.</i></p>
<p>3.2</p> <p>Unfair to drivers who must drive long distances for work or family emergencies and can't control their mileage</p>	<p><i>What about people with long commutes?</i></p> <p><i>My husband drives 1,000 miles a month. Road charge would charge him for going to work. That's crazy.</i></p> <p><i>Let's think about taxi drivers, Uber and Lyft drivers. These people depend on driving for an income. What will happen to them?</i></p> <p><i>It would be a heavy burden for those who drive for a living, could drive people out of business.</i></p> <p><i>What about when you have to use your personal car for work?</i></p> <p><i>Let's say there's an emergency and I have to drive two to three hours. I can't control those situations.</i></p> <p><i>I have a far commute for work and wouldn't want to pay more for driving to work.</i></p>

Theme	Qualitative Research Participant Quotes
<p>3.3</p> <p>Unfair to lower income drivers, who often must live farther from work in order to find affordable housing</p>	<p><i>It always ends up affecting poor people or lower income people more than anything else. You're lower income, you got a car that sucks gas, and they tend to drive more miles to commute to jobs because you go where the money is. So, not only, not even if they don't tax the gas, not only are you still paying a butt load for gas, but now you're having to pay a butt load for gas and pay your mileage tax. It's going to kill low-income families.</i></p> <p><i>I'm a commuter, and to me, it would seem the working class of the world would end up footing the bill, not something I take lightly.</i></p> <p><i>I don't necessarily like the idea of paying only based on how far you drive because income and financial status should come into play as well. It's harder for low-income families to pay higher fees than gas tax if this road charge gets put into place.</i></p>

4. MORE COMPLICATED, INCONVENIENT, AND INTRUSIVE

<p>4.1</p> <p>Too confusing and complicated to implement</p>	<p><i>It just seems to me it's very complicated.</i></p> <p><i>They're creating more of a confusion than a solution to me.</i></p> <p><i>It seems like California just makes things more difficult than they really need to be and that's why everybody's leaving.</i></p> <p><i>Bottom line, road charge seems like it has a whole lot of problems to it.</i></p>
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Theme	Qualitative Research Participant Quotes
<p>4.2</p> <p>Raises many questions about how mileage will be tracked, reported, and paid for.</p> <p>Concerned about inconvenience and privacy</p>	<p><i>It's an extra thing you have to do in an already busy society.</i></p> <p><i>I wouldn't want a GPS thing in my car or any type of Big Brother type of thing.</i></p> <p><i>This is getting too involved in my private life. I don't feel comfortable with this. They're going to know everything I'm doing and where I'm moving.</i></p> <p><i>I don't like the idea of having a device in my car that's something else to track me.</i></p>
<p>4.3</p> <p>Special circumstances, e.g. sharing charges and carpools</p>	<p><i>What if you have one vehicle, but three drivers, how do you know whose mileage is what?</i></p> <p><i>If you've got kids and Junior takes it out for Saturday night and you didn't know he went down to Palm Springs?</i></p> <p><i>What about multiple drivers with multiple cell phones? If three people are in one car will the mileage be tracked three times?</i></p> <p><i>What if I'm driving a friend's car?</i></p> <p><i>What about carpooling couples? Do we both pay?</i></p>

Theme	Qualitative Research Participant Quotes
<p>4.4</p> <p>Miles driven on out-of-state or private roads</p>	<p><i>What if I'm driving out of state? Does tracking turn off when I cross the border?</i></p> <p><i>What about ranches? If you own your own property and you're driving on your own property?</i></p> <p><i>I go on a drive across the country, why should I get dinged for driving outside of California?</i></p>
<p>4.5</p> <p>Out-of-state vehicles</p>	<p><i>What about out-of-state vehicles? We have trucks from every state using the roads as much as California-based vehicles. Are they paying for something on this or not?</i></p> <p><i>We have all these people driving from out of state into California, visiting Disneyland and our national parks. (If we get rid of the gas tax, they're not paying for the roads.</i></p>
<p>4.6</p> <p>Raises questions about others not paying their fair share, e.g. businesses, commercial vehicles, heavier vehicles</p>	<p><i>Why is the burden always on consumers? Why are corporations not chipping in their part and paying more?</i></p> <p><i>The companies should pay extra.</i></p> <p><i>The tax seems like it's focused on civilian drivers when it should be more focused on major corporations and distributors.</i></p> <p><i>Shouldn't heavier vehicles be paying more because they do more damage to the roads?</i></p> <p><i>What about buses?</i></p> <p><i>I do feel like trucking companies and buses and all those big vehicles, especially the companies, should pay extra.</i></p> <p><i>What about tourists?</i></p>

Theme	Qualitative Research Participant Quotes
5. MORE OPPORTUNITY FOR FRAUD	
<p>5.1</p> <p>Too many ways to cheat on mileage: shifts burden to honest drivers</p>	<p><i>You'd have to guess your mileage like you do for insurance and, let's get real, some of us kind of fudge on that.</i></p> <p><i>How will they keep people from cheating?</i></p> <p><i>People will cheat, like they do with their insurance mileage.</i></p> <p><i>My biggest concern is the idea that others will cheat the system by under reporting miles leaving those who don't to foot the bill.</i></p>
<p>5.2</p> <p>Worried about unregistered vehicles and corporations registering vehicles out-of-state to avoid road charge</p>	<p><i>What would keep companies from registering vehicles in cheaper states? Then California gets nothing if they're not paying the gas tax anymore when they're here.</i></p> <p><i>What about unregistered vehicles? Would they not have to pay?</i></p>
6. REMOVES INCENTIVE FOR FUEL EFFICIENCY	
<p>6.1</p> <p>Reduces incentive to drive fuel-efficient vehicles</p>	<p><i>What's the benefit for me to drive a hybrid if they're going to be charging me the same amount? It takes away the encouragement to do something that's good for the environment.</i></p> <p><i>What is the incentive to drive a better vehicle?</i></p> <p><i>Road charge would be horrible for people like me. (EV driver)</i></p> <p><i>After reading the CA flier, I felt like there would be less benefit from switching to fuel efficient cars, which I think is negative. Hawaii's flier put emphasis on the state goal for being more environmentally good (100% renewable energy!) by 2045, so that made me less concerned.</i></p>

Theme	Qualitative Research Participant Quotes
<p>6.2</p> <p>Unfair to fuel efficient car owners to change the rules. First, they encourage conservation, then when revenue decreases, they penalize you.</p>	<p><i>The use charge penalizes people for getting increased fuel-efficient cars, like hybrids and EVs.</i></p> <p><i>Being punished for conserving fuel. You're damned if you do and damned if you don't.</i></p> <p><i>It's like water conservation ... everybody conserves and then they aren't making enough so they charge you anyway regardless of how much you're saving.</i></p> <p><i>Unfair to those who may now pay more than someone with a less fuel-efficient car.</i></p>

Theme	Qualitative Research Participant Quotes
7. GOVERNMENT MISTRUST	
7.1 Mistrust of government, hard to believe they need more money for road repair.	<i>We already pay the highest tax ... what are they doing with the money we're putting into it? Why do they need more?</i> <i>Lack of accountability.</i> <i>Governor diverting funds to bullet train.</i>
7.2 Don't believe a road charge will replace the gas tax. Fear it will be on top of other taxes and cost them more	<i>Taxes don't work like that ... they won't take away the gas tax fee, they will only add the miles fee.</i> <i>My concern, strictly based off the facts of the past, is that the gas tax will not be lifted, and the road charge tax will be added on top. Which leads to taxpayers who purchase gas paying double.</i>
7.3 Dislike "Big Brother" feeling of government tracking miles automatically	<i>No big government in my car.</i> <i>It's just Big Brother. Nobody wants to be followed.</i> <i>I don't want the government tracking me more than they already do.</i>

Participants' number one concern is that a road charge will cost drivers more than the gas tax.

One significant challenge is that the current gas tax cost is somewhat invisible to drivers when paid at the pump, bundled into their gas cost. Drivers complain about the cost of gas but aren't really thinking about the taxes or what they're being used for. As a result of this invisibility, road charge feels like a new additional tax that is more painful and penalizing.

REACTIONS TO ESTIMATED ANNUAL GAS TAX VS. ROAD CHARGE CHART

Many drivers in the Sacramento focus groups said their support for road charge would depend on the actual costs.

"It depends on the math; I need to know prices."

"Without knowing the numbers, just the words 'tax' or 'charge' have a negative connotation."

In subsequent Los Angeles and Fresno focus groups and on the online discussion board, participants were shown the chart depicted in Table 4:

Table 4: Estimated Annual Gas Tax Paid Versus Potential Road Charge Fee

	Annual Miles Driven		
	10,000	12,000	15,000
Current Gas Tax (47 cents/gallon)			
Car gets 20 mpg	\$235	\$280	\$350
Car gets 32 mpg	\$150	\$180	\$220
Road Charge (1.8 cents/mile)			
	\$180	\$215	\$270

A few participants felt the chart could be made clearer, more colorful, and more "user friendly," but most found the addition of the chart would be helpful in increasing drivers' understanding and support for road charge.

Many participants were surprised that the amounts were lower than they expected. Others claimed they had no idea what to expect, and some thought it was more than they expected they would have to pay.

A few participants had difficulty comparing costs and seemed to make erroneous conclusions on which was a better option for them. A better graphic representation might improve its effectiveness or spell out specific conclusions for readers, specifically that some drivers will pay less with a road charge.

Additionally, some participants were surprised that those with less fuel-efficient cars would pay less with road charge than the current gas tax. A few were concerned that this would reduce the incentive for fuel-efficient cars.

NOTES ON RESISTANCE AND RESIGNATION

Initial reactions to the road charge concept were primarily negative. Many participants are weary of taxes, have a resistance to change in general, and assume that a new way of charging them will be more expensive and worse for California drivers.

"Road charge sounds like an extra burden."

"It's not that I didn't agree with it, I just don't want it. I'm slow to change."

Some also expressed resignation, that although they may not like it, they know they will have to adjust and accept whatever changes are made.

*"Somehow we got to pay for the roads because they have to get fixed ...
it's a necessary evil."*

"You'll get used to it. You can't fight it, so you just pay it."

"You just get numb to it after a while. You're like, 'Oh crap, it's going up again.'"

"We have to pay."

SUPPORT FOR ROAD CHARGE INCREASES WITH MORE INFORMATION

In the focus groups, participants' initial reactions to the road charge concept were more negative than positive. After reading both the California and Hawaii road charge flyers and discussing it in the groups for over an hour, support for the concept increased somewhat in four of the focus groups and decreased slightly in two of the groups. Overall, most focus group participants remained primarily unsupportive of a road charge.

In the online discussion board, initial reactions to the road charge concept were mixed, with half feeling supportive and half unsupportive. After reading both flyers, answering questions about implementation preferences, and thinking about it for two days, support for the road charge concept increased from half of the participants to about three-fourths by the end of the three-day discussion board. These results are presented in Table 5.

Table 5: Support for Road Charge: Pre- and Post-Discussion

	Focus Groups (47)		Online Discussion Board (26)	
	Initial Reaction	After Discussion	Initial Reaction	After Discussion
Very Supportive	3 (6%)	8 (17%)	1 (4%)	5 (19%)
Supportive	9 (19%)	9 (19%)	12 (46%)	15 (58%)
Unsupportive	24 (51%)	22 (47%)	8 (31%)	3 (12%)
Very Unsupportive	11 (23%)	8 (17%)	5 (19%)	3 (12%)

**Note: One participant in the online discussion board did not complete both questions and therefore was not included in this table.*

The next section discusses participants' reactions to the two flyers. It examines which messages might increase public acceptance of the road charge concept.

FEEDBACK ON MESSAGING AND SAMPLE FLYERS

Participants were shown two flyers describing the road charge concept: one from California, and one from Hawaii, both of which are included in Appendix B.

Some liked the California flyer because it was simpler and easier to read, but most participants felt that the Hawaii flyer provided more thorough information and was therefore more effective in helping them understand and support the road charge concept.

"The Hawaii flyer was definitely more informative and also more appealing."

"I especially like the part on the Hawaii flyer that showed exactly what they would use the funds for."

"The whole way they (Hawaii) explained that each driver pays exactly how much they use just like other public utilities ... that kind of makes sense. Like the more I use water, the more I get charged for water."

A few complained that Hawaii is not a relevant comparison because the shorter driving distances on small islands and lack of interstate traffic make it too different from California.

MESSAGING DIRECTION

The messages that are most important to communicate to increase low-income Californians' support for road charge include the following:

- Funding gap is driving need for change: increase in fuel efficiency decreases gas tax revenue leading to less funding for roads.
- Currently, drivers of gas/diesel-fueled vehicles are paying a gas tax at the pump every time they refuel. Drivers of all types of vehicles, including hybrid and electric vehicles, would pay their fair share with a road charge.
- Road charge is like other public utilities and smartphone plans that charge for use.
- Charts explaining the current and proposed revenue sources for road maintenance and repair.
- Details about the types of road improvements that will be made, including safety.
- Examples comparing what drivers will pay with a road charge versus a gas tax.
- Reinforce that California still cares about fuel efficiency and achieving pro-environmental goals (e.g. Hawaii flyer put emphasis on its goal of 100% renewable energy by 2045).
- Use simple, colorful graphics and charts with data to support key points.

- Include contact information and website for more detailed information.

Tables 6 and 7 detail specific participant feedback about each of the flyers.

Table 6: California Road Charge Flyer Feedback

Strengths

- + Bold headings with questions and answers
- + Written side clearer than graphic side
- + Simpler, less to read than Hawaii flyer
- + Clarifies that no decision has been made yet

Weaknesses

- Too many headlines about charges and taxes, feels like a burden
- Doesn't make the case for why road charge is a better solution
- Want proof that gas tax revenue is declining
- Vague, not enough details or explanations
- If some people would pay less, it should say so
- Graphics don't make sense, pictures are confusing, especially the California economy graphic
- Turned off by \$000 at the pump; not true, makes it harder to believe they don't have enough money
- Unsure what is meant by reduced buying power
- Color red communicates hazard, danger

"Looks like a negative campaign ad, but I don't know what it's attacking. It seems very negative. It doesn't tell me that a road charge is a good thing."

"The 000's on the gas pump? That's BS. California's got the fifth highest economy in the world ... I just think it's crazy how much we pay and then it's still not enough."



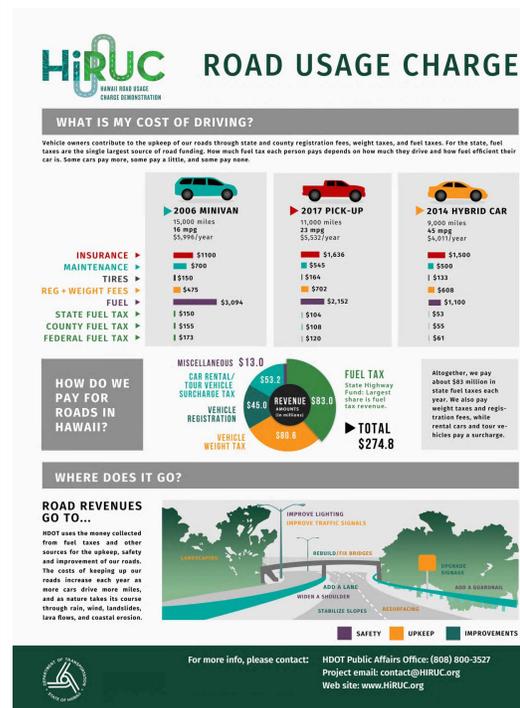
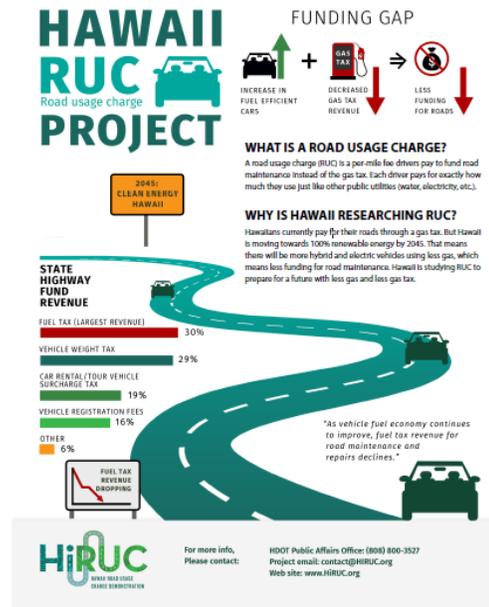
Table 7: Hawaii Road Charge Flyer Feedback

Strengths

- + More detailed information helps explain concept better than California flyer
- + More graphics, charts, and numbers help increase understanding
- + Graphics show where revenues come from and where money is going. Many positive reactions to specific road repairs that they want and need, including safety features.
- + Funding gap graphics explain the problem
- + Makes clearer the need to change for the future
- + Analogy to other public utilities charging for use makes sense
- + More inviting headlines
- + Chart with examples helps drivers imagine their own situation
- + Prefer Road Usage Charge, explains it better
- + Acronym RUC easy to remember
- + Makes it seem fair for everybody
- + Like that Hawaii continues to be committed to renewable energy goals
- + Includes contact information

Weaknesses

- Some felt it should include the estimated cost of road charge
- Some thought it was too much information, e.g. information on insurance costs “kind of muddled the waters”
- Car comparison chart uses different mileage, making it hard to compare
- A few were confused by “Reg. and Weight” on the vehicle comparison chart



ALTERNATIVE NAMES

When first introduced to the road charge concept, many participants assumed from the name that it refers to toll roads. To help clarify this concept, and to assess participants' naming convention preferences among those regularly discussed in academic research, Los Angeles and Fresno focus group participants and online discussion board participants were presented with three additional names to consider.

The most popular name in both the focus groups and the online discussion board was Mileage-Based User Fee. It was viewed as the most accurate and appealing name. Table 8 details the preferences and summary of key feedback, and Table 9 details representative participant quotes about each of the four names.

Table 8: Reactions to Alternative Names for Road Charge

	Focus Group Preferences (24)	Online Board Preferences (26)	Key Feedback
Road Charge	2	1	+ Short, simple, concise - But sounds like a toll road
Road Usage Charge	7	8	+ More specific, descriptive + Short and to the point
Mileage-Based User Fee	10	12	+ Clearest, most easily understood + More accurate + Four easy words + Fee more appealing than charge
Vehicle Miles Traveled Tax	4	5	+ Clear, honest explanation - But tax sounds worse than charge

Table 9: Quotes About Alternative Names for Road Charge

	Likes	Dislikes
Road Charge	<p><i>"Road charge conveys the thought of being charged for a service people are intentionally using and contributing to, rather than a tax being forcefully taken from them."</i></p>	<p><i>"Road charge feels like a toll."</i></p> <p><i>"Ambiguous."</i></p>
Road Usage Charge	<p><i>"Adding the term "usage" implies a sense of ownership."</i></p> <p><i>"Easier to comprehend."</i></p>	
Mileage-Based User Fee	<p><i>"A lot more appealing as a fee instead of another "charge."</i></p> <p><i>"Describes it perfectly."</i></p> <p><i>"Most accurate and easily understood."</i></p> <p><i>"It's simple. You get charged by how many miles you use the roads."</i></p>	
Vehicle Miles Traveled Tax	<p><i>"Explains it point blank."</i></p> <p><i>"Easier for everyone to understand what it's about."</i></p>	<p><i>"There are so many taxes. Every time you turn around there's a new tax."</i></p> <p><i>"People are more pissed off at a tax."</i></p> <p><i>"Tax is a scarier word."</i></p> <p><i>"People hate the word tax."</i></p>

Even if California doesn't use Mileage-Based User Fee as the name, the phrase could be used as a descriptor in communication materials. The concept of fair share should also be emphasized, e.g. "Road charge, California's new fair share mileage-based user fee."

Additionally, if a road charge is implemented, the State would need to track mileage. Accordingly, participants' reactions to several different mileage reporting methods were explored in this research.

MILEAGE REPORTING METHOD PREFERENCES

Feedback on how to pay for a road charge was mixed in both the focus groups and online discussion board. Given five different choices in the online discussion board, a little over one-third of participants preferred the option of no tracking and paying a higher rate for unlimited miles, but there were several participants who preferred each of the other options.

Discussion board participants were asked which method they liked least, and this result was also mixed. The least liked method on the online discussion board was the driver taking a photo of the odometer due to driver inconvenience and the ease of cheating, which risks shifting the burden to honest drivers.

Automated Methods

Some participants prefer the convenience of an automated method of tracking mileage where they don't have to think about it and don't have the extra work of taking their car to a professional reader or taking a picture of their odometer and submitting it. Some prefer the idea of a device in their car; others prefer the idea of using their smartphones.

Manual Methods

Participants had multiple concerns about automated mileage tracking options. Some are concerned about any method that tracks their location, and their concerns seem to be vague rather than specific. They just do not like the idea of "Big Brother" tracking more information about them. When asked what they worry would happen, they don't have a specific concern; they just don't feel comfortable being tracked more than they already are. Some participants are also worried about the technology not being accurate or drivers cheating the system.

Those who are leery of automated tracking prefer taking a photo of the odometer themselves, as some participants already do for their insurance company, or having it read by a professional, as is already done at their smog check.

Flat Fee Unlimited Mileage Option

Many participants said they would prefer avoiding the mileage tracking options by paying a flat fee at a higher rate for unlimited miles, like what you can do with a smartphone plan. Paying a flat fee is not only more convenient and protects participants' privacy, but it also makes it easier to budget by having a specific amount to plan for. Many also say they like the idea of getting it over with and not thinking about it more than once a year.

However, many low-income drivers worry about being able to pay a larger sum and would prefer to pay smaller amounts as they go. An annual flat fee might be a shock compared to the "hidden" smaller amounts taken out when they fill their gas tank. At least one person suggested that this is not fair, as low-income people deserve privacy as much as anyone.

"A poor person deserves privacy just as much as someone who does have money. It shouldn't be selective."

Several suggested that California offer multiple reporting methods and make it possible for people to change their tracking and payment options if their lifestyle or driving habits change. Table 10 details participant quotes on the likes and dislikes for each mileage reporting method.

Table 10: Quotes About Mileage Reporting Methods

	Likes	Dislikes
Device attached to the car	<i>"Hassle free."</i>	<i>"Would cost either the consumer or the state money to provide." "Seems like Big Brother watching where we are going at all times." "Intrusive, rude, excessive."</i>

	Likes	Dislikes
Smartphone app that tracks miles with or without GPS	<p><i>"I'd use my smartphone ... convenient and seamless, just reports it automatically."</i></p> <p><i>"I don't have to worry about attaching anything; I always have my phone with me."</i></p>	<p><i>"Don't like the smartphone app tracking me. Invasion of privacy."</i></p> <p><i>"Not everyone owns a smartphone."</i></p> <p><i>"What if phone battery dies or you leave phone at home or other glitches?"</i></p>
Licensed professional reads odometer	<p><i>"Most reliable and accurate."</i></p> <p><i>"At smog check, he's certified, he's putting mileage down anyway."</i></p>	<p><i>"Most expensive option."</i></p> <p><i>"Time consuming. Who of us wants to set aside time for some government official to read our odometer?"</i></p>
Driver takes photo of odometer	<p><i>"Simplest."</i></p>	<p><i>"Too much work. Hassle."</i></p> <p><i>"Super easy to cheat and underreport."</i></p> <p><i>"Others will cheat the system leaving those who don't to foot the bill."</i></p>
Instead of tracking miles, pay a higher rate for unlimited miles for 1 year	<p><i>"I would like to pay one fee for the year, without having to keep track all the time."</i></p> <p><i>"I'd rather pay extra not to have to think about it."</i></p> <p><i>"Like a cell phone plan: you pay by the minutes used or have unlimited use of your phone for a flat fee."</i></p>	<p><i>"More costly and difficult for low-income drivers."</i></p>

ROAD CHARGE IMPLEMENTATION PREFERENCES: PAYMENT OPTIONS

Feedback on payment methods for a road charge was also mixed. The pros and cons of each option discussed are summarized below:

With DMV Vehicle Registration Renewal: Many participants think that the DMV is the most logical mechanism to use for paying a road charge because it's how they currently pay their vehicle registration. However, some worry that this would be too big of a burden for the DMV, and some can't help but anticipate having to wait in line somehow if the DMV is involved.

Internet or Smartphone App: This was one of the most popular options for payment method. Many participants have become accustomed to the convenience of automated bill payment for other bills.

Auto Insurance Payment: Some participants think it would be easiest to pay a road charge as part of their insurance payment because insurance companies already offer different frequency of payment options, which is appealing to many drivers. It is also a logical choice since some drivers are already reporting mileage to their insurance company to take advantage of low mileage insurance plans.

At the Pump: Some participants wish it could just stay the way it is and be paid at the pump every time they fill up. It is less painful to pay a few dollars as you go than be charged a larger amount in a separate bill.

At Smog Check Station: Paying at a smog check station makes sense to some drivers because it would be easy to have the mileage read at the same time as the vehicle's smog check is performed.

With DMV Driver's License Renewal: Hardly anyone chose this option. Those who think DMV is a better payment option thought it made more sense for a road charge to be connected to the vehicle, rather than the driver who might have multiple vehicles.

Table 11 details participant quotes about their likes and dislikes for each payment method.

Table 11: Quotes About Payment Methods

	Likes	Dislikes
With DMV vehicle registration renewal	<p><i>"Convenient."</i></p> <p><i>"Existing method of payment."</i></p> <p><i>"No need to create a whole new system for collecting payments."</i></p> <p><i>"Would keep administrative costs down."</i></p> <p><i>"I'm a one stop shop girl. All my car business can just be at the DMV."</i></p> <p><i>"Get it all done at once."</i></p>	<p><i>"Larger lump sum difficult for low-income people, students, elderly on social security, single parents, etc."</i></p> <p><i>"Don't want another reason to go to the DMV."</i></p>
Internet or Phone App	<p><i>"Easier process."</i></p> <p><i>"More convenient, can pay anywhere, anytime from phone."</i></p>	
With auto insurance payment	<p><i>"Mechanism already used to pay multiple times per year."</i></p> <p><i>"If your car insurance is already tracking your mileage, you might as well have that tied together."</i></p>	
At gas station pump or charging station	<p><i>"Whatever will cost me the least amount will make my life less stressful and financially less complicated."</i></p> <p><i>"Would reach everyone, even those who drive without a license or insurance."</i></p>	
At smog check stations	<p><i>"Could validate mileage most easily."</i></p>	
With DMV license renewal	<p><i>"It's less expensive to renew your license, so it won't be such a big deal."</i></p>	<p><i>"Only paid once every four years."</i></p> <p><i>"Should be with vehicle, not driver."</i></p>

IMPORTANCE OF FREQUENCY OF PAYMENT AND GIVING DRIVERS OPTIONS

Anticipated frequency of payment is an important factor in payment method preferences. Many participants claim that they would prefer the convenience of paying a road charge once a year, for example as part of their vehicle registration. Not only is it more convenient to pay once a year, but they prefer not to have to think about it as often.

"It's easier to budget for once a year payment."

"I would rather pay a set fee for the year because I don't want to be surprised by an odometer charge."

However, it's easy for people to think and say they prefer the convenience of paying a road charge once a year, but the reality of seeing a bill for several hundred dollars more than they've paid before may result in a more negative outcry. It's worrisome how many people are not really thinking about how much they pay in taxes when they buy gas. Participants are annoyed by the high cost of gas, but they are not generally thinking about how much of that is gas tax and that it is contributing to road maintenance and repair. They may not attribute a reduction in gas price as a reduction in tax and accept the tax in a different form, especially if it comes in a larger lump sum.

Several participants noted that low-income individuals or retirees on fixed incomes may not like a yearly charge, and some describe it as unfair to low-income drivers. Struggling low-income drivers are likely to prefer the idea of spreading out the cost over the year and paying more often.

"I would rather pay as I go. Having another expense to pay all at once each year is painful to think about."

"I want to pay a little at a time, so I don't get smacked with that big bill."

Some suggest that drivers be given an option of how frequently to pay, regardless of the payment method, like how they are given options on how often to pay their auto insurance.

GAS TAX VERSUS ROAD CHARGE AND OTHER SUGGESTED OPTIONS

On the last day of the online discussion board, participants were asked which they preferred:

1. Keeping the current gas tax, paid at the pump, based on gallons of gas used.
2. Replacing the gas tax with a road charge, based on number of miles driven.
3. No preference.

A little over half of participants prefer a road charge, nearly one-third prefer the current gas tax, and a handful said they had no preference.

Prefer Road Charge

Participants who prefer a road charge like the idea of everyone paying their fair share and ensuring that road maintenance and repair can be funded for the future.

“Road charge makes sure that everyone pays the road charge tax, regardless of what type of car they drive.”

“We do want to ensure the future safety of our roads. I think road charge may be a better way to do that.”

“The growing number of electric vehicles on the road, ones that require less or no gas at all, are essentially using the roads for free while others are paying their share.”

“Replacing the gas tax with the road charge would bring equity in road tax collection for all vehicles on the road regardless of fuel source and fuel efficiency.”

Prefer Gas Tax

Those who continue to prefer a gas tax think it’s a simpler, easier choice than trying to track mileage and doesn’t require adding bureaucracy or infringing on people’s privacy. Paying at the pump is less noticeable, more convenient, reaches all drivers except EVs, including out-of-state drivers and unregistered vehicles, and is fraud proof.

With the current gas tax invisibly bundled into their gas cost, drivers can’t help but react negatively to a “new,” separate, and more visible tax charging them “extra” for each mile. It makes them more aware of their mileage and defensive. It makes them feel they are paying a penalty for each mile they drive, infringing on their freedom.

"With the gas tax I am not aware that I'm actually paying it or have ever paid it. But with the mileage tax, having someone come and track my miles feels very constricting. With this way (a road charge), I will definitely be aware of it. Ignorance is bliss I suppose."

"Now I get why I prefer the gas tax, and how I never realized I'm paying it - it's paid at the pump. I think this is a FAR SUPERIOR method. We don't realize we're paying it! I'd rather pay cents once or twice a week rather than \$350 once a year. You don't feel the pennies, but you feel hundreds of dollars. Gas tax all the way."

"Gas tax is fraud proof. You pump, you pay."

"I'd rather pay as I go through a fuel tax rather than a lump sum tax for my miles driven. Last thing I can deal with right now would be a large bill at the end of the year or an additional line item to pay in state taxes at the end of the year."

Find an Easier Solution

Many participants found the road charge concept to be too complex and confusing and wish the State would come up with a simpler solution. Some wonder why California doesn't just increase the car registration fee, gas tax, or charge electric car drivers differently as an easier way of collecting revenue than implementing a complicated system to track all drivers' mileage.

Funding ideas suggested by qualitative participants included:

- Higher vehicle registration fees
- Flat fee on new cars
- Flat tax on state taxes
- Charge electric cars a separate fee and eliminate tax credit for electric cars
- Add tolls on major roadways
- Road usage charge based on income rather than mileage

Participants' feedback about finding an easier solution is provided below:

"System's not broken. It just needs tweaking."

"To me, the fair way is to raise registration."

"Why not just charge electric vehicles a separate fee? Then you're not adding bureaucracies, not adding new systems, and not adding devices to cars."

"This whole thing is because someone doesn't want to say, 'You know what? We're going to add a couple more hundred dollars to your vehicle registration.' That's really what probably needs to be done."

"If you're going to have an unlimited miles option you may as well just insert it as a flat tax when you file for state taxes."

"Are there special rates for people who are officially low-income?"

"Pay a lower rate per mile if lower income."

"A person who has to commute to make minimum wage, folks working multiple jobs as single adults. It's thoughtless. It should be based on income, not driving."

MEDIA AND OUTREACH SOLUTIONS

When asked how they currently hear about road maintenance and repair funding, participants mentioned the following sources:

- Newspaper stories, local news
- Pre-voting materials, ads about ballot initiatives
- Road signs near construction areas that say "tax dollars at work" or "funding paid for by Measure X"
- Internet, social media
- Word-of-mouth
- Notices at the gas pump

Participants made the following suggestions about how to reach California drivers about any changes to how road maintenance and repair are funded. Two of the most common suggestions were communication via DMV registration and social media, with links to a website with more detailed information:

1. Direct mail:
 - Notice with DMV registration
 - Flyer in the mail
2. Social media:
 - Instagram
 - Facebook
 - YouTube
 - Twitter

3. Public service announcements, news stories, ads:
 - TV
 - Radio
 - Billboards
 - Newspaper
 - Internet ads
4. Driver alerts:
 - Phone text alert (like Amber alert)
 - LED signs on freeway
 - Video screens at gas stations
 - Links on auto insurance websites
 - Posting at DMV
 - Map or traffic applications (like Waze)
5. Voter ballot information

OBSERVATIONS OF GROUP DIFFERENCES

While qualitative research methodologies are not designed with a sufficiently representative sample to discern differences between subgroups, the following demographic and geographic observations of potential differences may inform hypotheses that can be tested with future research.

Education Level

The one clear conclusion of this research is that the road charge concept seems complicated and confusing to many California drivers.

There were multiple examples of participant misunderstanding that may be indicative of lower education levels. Some drivers complain the flyers required too much reading; a few admitted they would never read that much; and a few visibly struggled with reading the flyers. Some participants stated a preference for one type of tax but gave an explanation that supported the opposite choice.

Many with weaker math skills had trouble comparing the two methods of taxation and were either incorrect in their conclusions or too confused to have a preference. Several were quite indecisive and looked to others to help them decide how to feel about the road charge concept. The problem is that the gas tax is largely hidden now because it is included as part of their gas cost, but when it's a new separate road charge, drivers feel they are paying more.

Ethnicity

One difference noted between the English and Spanish-speaking groups is that the Spanish-speaking group seemed more positive in talking about road maintenance and repair, expressing more gratitude for road maintenance and repair. Some participants in the Spanish-speaking group mentioned living in other countries (e.g. Mexico and Peru) that were more restrictive about driving or did not maintain safe roads.

The Spanish-speaking group seemed to be more community-oriented in thinking everyone should pay their fair share into the system in order to provide safe and well-maintained roads. This difference was further supported when safety of roads was also mentioned in both Fresno focus groups by Latinx participants. The safety aspect was not brought up in the other groups.

The Spanish-speaking group in Los Angeles and the younger Fresno driver group with a majority of Latinx participants were the two focus groups where drivers supportive of a road charge concept outnumbered those who were unsupportive.

Age

Several younger, newer drivers acknowledged that they have no idea how road maintenance and repair are funded.

“It’s kind of difficult for me to understand. I haven’t really experienced so much of this, so I don’t know.”

In addition to lower awareness of funding issues, younger drivers generally seem less cynical about taxation and government and may be more open to new concepts like a road charge. It seemed that more of the angry and cynical comments about government mishandling of funds, over-taxation, diversion of funds to the bullet train, etc. came from the older drivers in the groups.

Income

While all the participants came from low-income households, there was a range of lifestyles represented, and signs of financial instability were more apparent when drivers talked about their preferences for payment frequency. While some are comfortable with the idea of paying a road charge once a year and are willing to trade off a higher charge for the convenience and privacy protection of an unlimited mileage permit, others were not. Many on the more struggling end of financial stability prefer payments to be spread out so they can pay smaller amounts at a time. Some on this end of the spectrum are also worried that with a rate based on mileage they may be surprised if they have unanticipated driving trips and may have difficulty paying the fee.

Geography - Affluent vs. Poor, Rural vs. Urban

Several focus group participants expressed the perception that roads in more affluent areas are repaired faster than in poorer communities and rural areas. Some in the Central Valley perceive that road repair funds are more likely to be spent in more populated areas. A few Fresno participants expressed resentment that many cars and trucks driving between the northern and southern parts of the state are damaging Highway 99.

"I live in a poorer neighborhood, so we get less (road maintenance and repair)."

"I drive in a lot of different cities ... I might be in Compton and there's a lot of potholes or I might be driving in Beverly Hills and it's a nice smooth road. So, I'm thinking that the city council, or whoever is helping to manage these things are getting it done in one city and not in another."

"I still don't feel that our country roads are going to get fixed as often as our highways and city streets are."

"Country roads look like Swiss cheese. My poor car :("

Some participants feel that rural areas will be more adversely affected by a road charge because drivers in rural areas have to driver longer distances than those who live in urban/suburban areas.

"With rural people they have to drive more just to go to work every day or to the store or whatever ... going to be penalized ... make less trips ... because now they're thinking how much they're driving instead of just pump and go."

"We drive more miles in a day than a lot of people in the state because things are far apart here. We will be negatively affected ... seems to me that our money keeps leaving the Central Valley to go to L.A. and San Francisco."

"We have massive traffic going on the highways from everybody from south going north and north coming south. So, our highways are destroyed by that, but we're not getting our fair share of taxes to repair our own highway system."

Another concern expressed by a few drivers in rural areas is that with a road charge they will be charged for mileage driven on agricultural properties not maintained by the State.

"Here in the valley, we have a lot of agricultural properties, which of course are off road. There are vehicles that ... will be disproportionately affected because they're going to be driving around on farm roads that are not maintained anyway. And you're going to be charged. It doesn't sound like a fair deal."

Building upon these qualitative research findings, survey research was also conducted to get a broader sampling of low-income individuals' awareness and perceptions of road charge across California.

Quantitative Research Overview

Quantitative data were collected from 1,609 low-income Californians through an online survey, which was live from March 9 - March 24, 2020 and available for completion in either English or Spanish. A statewide shelter-in-place went into effect in California on March 19, 2020 due to the COVID-19 pandemic. The shelter-in-place order did not impact participant recruitment, which had been completed by that date, nor participants' completion of the survey.

All survey participants were 18 years or older. Additionally, all participants declared an annual household income of less than \$51,000, rounding down from the value of \$51,840 defining low-income households in non-metropolitan areas per the California Department of Housing and Community Development *State Income Limits for 2019* to simplify recruitment.

Total sample error at the 95% confidence level is ± 3 percentage points, and sample error for subpopulations (e.g., age, ethnicity, gender, region, etc.) are greater and range from ± 4 to 9 percentage points at the 95% confidence level.

The sample design for the survey was constructed to allow robust testing of statistical differences by geographic region, living environment (urban/suburban/rural), race/ethnicity, age, and gender. Actual population distributions for low-income residents in California were obtained from the June 2018 update of CalEnviroScreen 3.0; this resource provided information for geographic region and race/ethnicity distributions in the state. Age distribution for low-income persons in California was not available; thus, distributions per the U.S. Census *American Community Survey 1-year Estimates (2018)* were used.

Selected subpopulations were oversampled to achieve sufficient sample sizes for statistical analysis, specifically: Central region, Northern region, Asian-American/Pacific Islander race/ethnicity, and Black/African-American race/ethnicity. However, this design did not result in proportional distributions by region and ethnicity/race that matched the CalEnviroScreen resource. The study results would have been distorted if used as is, and thus the data have been adjusted using statistical weights. Statistical weights decrease or increase the influence of respondents who are over- or under-represented in the sample.

Probability weights were calculated to adjust for region and race/ethnicity and have been applied to all survey data (i.e. weighted). Weighting by age was not required as respondents were sampled in proportions mirroring those in the U.S. Census resource. The weights were calculated by first using the resources to determine the actual population proportions per an 18-cell design (3 regions x 6 race/ethnicities) and then doing the same using the survey data. The proportions per the resources were divided by the survey data proportions to yield weights. Each completed survey was assigned one of the 18 weights that matched the respondent's region and race/ethnicity.

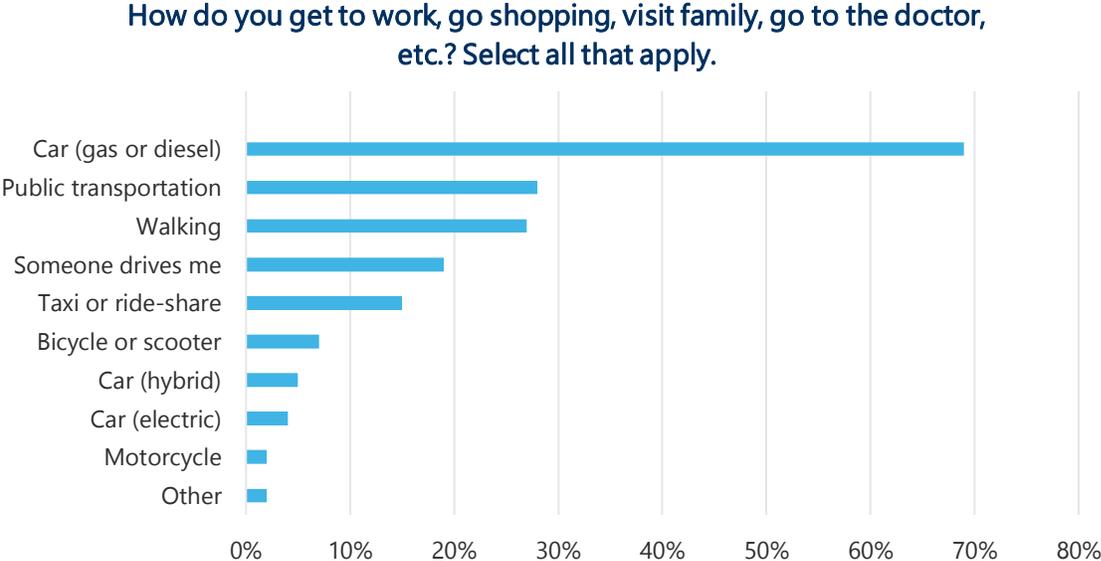
Findings

Key survey findings are presented in the following sections.

TRANSPORTATION BEHAVIORS OF LOW-INCOME CALIFORNIANS

The majority (69%) of low-income Californians surveyed use traditional gas- or diesel-powered cars for transportation as shown in Figure 3, with public transportation being a distant second at 28%. This means the condition of California’s roads—and how repairs are funded—is relevant to the majority of California’s low-income population.

Figure 3: Most Frequently Used Forms of Transportation



Differences surfaced regarding race/ethnicity, geography, living environment, and income. The Black/African-American and Latinx populations reported significantly higher use of public transportation (34% for Black/African-American and 31% for Latinx vs. 20% for both Asian/Asian-American/Pacific Islander and White). Black/African-Americans have a significantly lower percentage of drivers, which also may indicate higher reliance on public transportation (70% vs. 79% for Asian-American/Pacific Islander, 78% for White, and 75% for Latinx).

Participants living in the Central region reported significantly higher use of gas/diesel cars (77% vs. 67% for both Northern and Southern regions), and Central region residents drive all types of cars more often than participants in other regions of the state (83% vs. 75% for the Northern region and 73% for the Southern region). Additionally, participants living in suburban (14%) and urban environments (18%) reported higher use of taxi/ride-share services than those living in rural environments (5%).

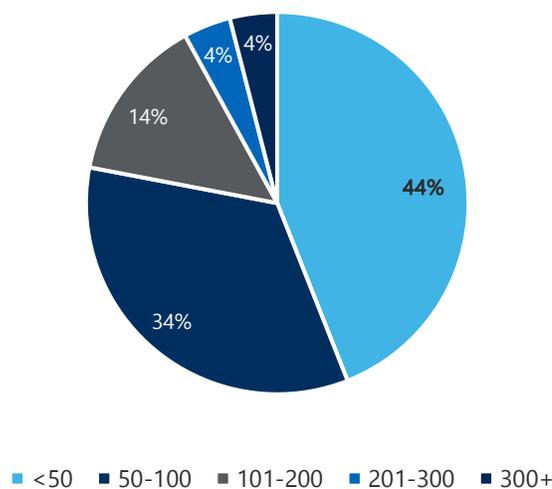
Transportation behaviors among participants also varied by income. More very low-income participants (less than \$22,000 annually) use public transportation (35%), are driven (26%), or walk (33%) compared to participants of higher income in the sample (\$22,000 - \$50,999). This translates into fewer drivers (63% vs. 83% for higher income) and appears to result from the very low-income group having more 18-24-year-olds and rural dwellers.

No significant differences by age, gender, or political affiliation were observed.

Most low-income Californians (78%) say they drive less than 100 miles each week, as depicted in Figure 4. As might be expected, those who own two or more cars are more likely to drive higher miles per week.

Figure 4: Average Miles Traveled Per Week

About how many miles do you drive per week going to work, shopping, visiting, etc.?



Base: Drives car or motorcycle (n=1,213)

Differences due to geography, living environment, income, age, and gender were found regarding miles driven per week. Participants living in the Northern region (26%) are slightly more likely to drive more than 100 miles per week (vs. 21% for both Central and Southern regions), as are urban dwellers (24% vs. 14% for rural).

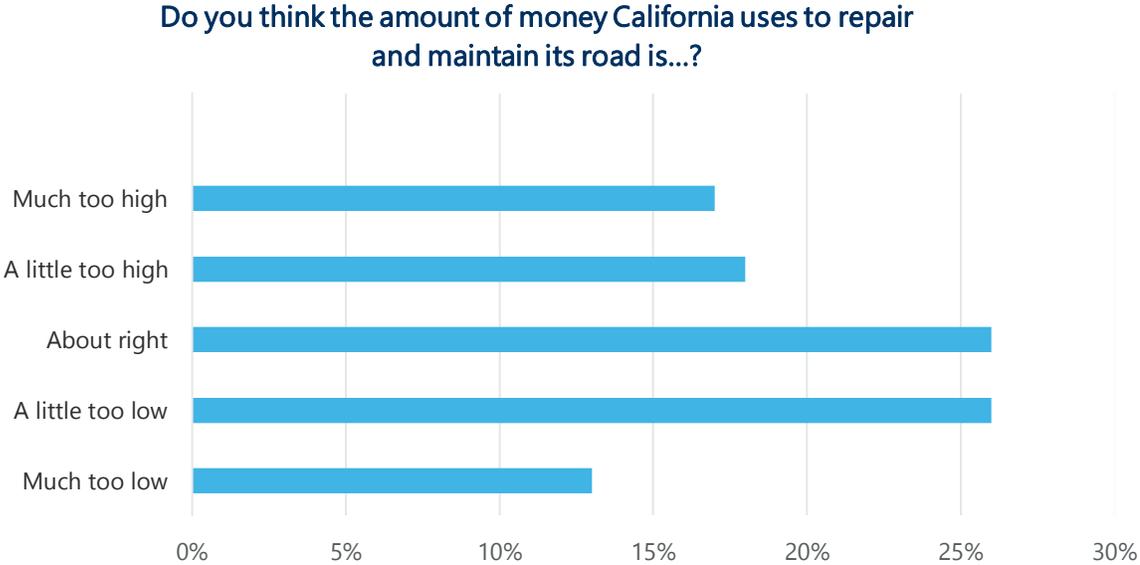
Higher income residents are more likely to drive more than 100 miles per week (26% vs. 14% for the very low-income residents). Participants ages 55 and above are more likely to drive less than 50 miles per week, but they do not use other forms of transportation more often than younger residents. Women also are more likely to drive less than 50 miles per week (48% vs. 41% of men), and men more likely to drive more than 100 miles per week (19% of women vs. 24% of men).

No significant differences by race/ethnicity or political affiliation were observed.

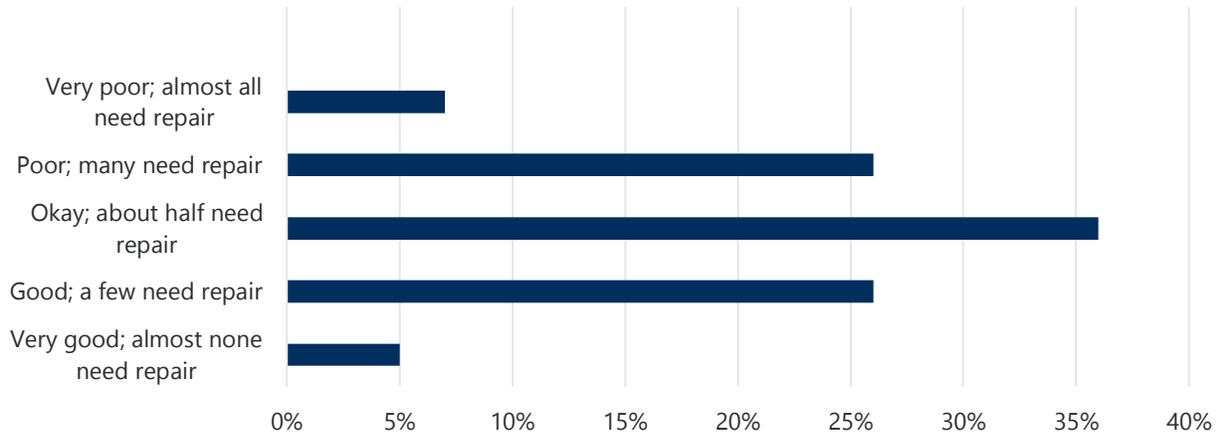
PERCEPTIONS OF ROAD MAINTENANCE AND REPAIRS IN CALIFORNIA

Low-income individuals have mixed perceptions about the condition of California’s roads and mixed opinions about the amount of money spent on road maintenance and repair. Equal proportions say the roads are in good repair versus poor repair; responses are similarly divided on the amount of money spent on repairs, as depicted in Figure 5.

Figure 5: Perceptions of Road Maintenance and Repair Funding and Road Conditions



Would you say California's roads, freeways, bridges and overpasses are...?



Base: Total respondents (n=1,609)

Participant opinions differ by race/ethnicity, as shown in Table 12.

Table 12: Racial/Ethnic Differences About Perceptions of Road Maintenance and Repair Funding and Road Conditions

	Money to repair roads is a little or much too low	Condition of roads is poor to very poor
White	59%	46%
Black/African-American	43%	42%
Hispanic	35%	29%
Asian/Asian-American/Pacific Islander	31%	22%

When examined further, individuals ages 45 years and above are significantly more likely to say the amount of money spent on roads is “a little or much too low” (48% vs. 34% of ages 18-44 years). Similarly, 41% of participants ages 45 years and above say the roads are in “poor or very poor” repair vs. 28% of ages 18-44 years.

Some participants' perceptions of road maintenance and repair also varied by political affiliation and income. Participants with Democratic Party affiliation are more likely to say the amount spent on roads is "a little or much too low" (43%) than those with Republican Party affiliation (36%) or non-partisan (34%). However, opinions on the condition of the roads do not differ by political affiliation.

The opposite occurs by income: both groups agree on money spent, but higher income residents more strongly feel roads are in "poor or very poor" condition (35% vs. 30% of very low-income). No significant differences by gender, geography, or living environment were observed.

SOURCES OF FUNDS FOR ROAD MAINTENANCE AND REPAIR

In total, 17% of low-income individuals say they know nothing about how road maintenance and repair are funded. Among low-income individuals who answered otherwise, just over half (54%) believe fuel taxes are a source of funding with vehicle registration fees a close second (50%), as depicted in Figure 6.

Figure 6: Knowledge of Road Maintenance and Repair Funding Sources



Base: Did not select "I don't know" (n=1,339)

Individuals who identify as White are more likely to know fuel taxes support road maintenance with 69% identifying fuel taxes vs. 49% of Asian/Asian-American/Pacific Islander, 46% of Black/African-American, and 38% of Latinx participants.

Differences also surfaced by participant age, income, and political affiliation. Participants ages 45 years and above, men (53% vs. 37% of women), higher income (49% vs. 37% of very low-income), and Republican Party affiliated participants (57% vs. 47% or lower for other affiliations) are significantly more likely to know fuel taxes fund road maintenance.

Persons aged 18-24 years, women (21% vs. 13% of men), very low-income (23% vs. 13% for higher income), Independent Party affiliated (20%) and non-partisans (28%) are more likely to say they have no knowledge of how roads are funded. Table 13 shows these knowledge differences by age.

No significant differences by geography or living environment were observed.

Table 13: Knowledge of Road Maintenance and Repair Funding by Age

	Fuel Taxes Fund Roads	Has No Knowledge of Road Funding
18-24 years	29%	26%
25-34 years	37%	18%
35-44 years	36%	15%
45-54 years	52%	18%
55-64 years	57%	13%
65+ years	76%	11%

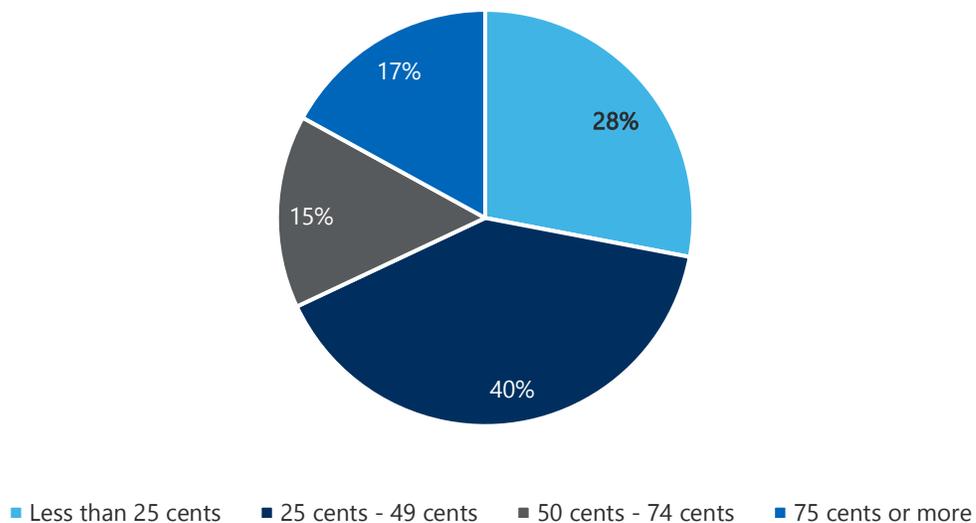
AWARENESS AND KNOWLEDGE OF CALIFORNIA'S GAS TAX

Only 6% of drivers and 16% of non-drivers have never heard of the gas tax. Participants who know the gas tax increased recently are more likely to be drivers (60% vs. 48% of non-drivers), particularly those driving more than 100 miles per week; identify as White (67% vs. 57% or less for other identities); and identify as being affiliated with the Republican Party (68% vs. 60% or less for other affiliations).

Drivers and non-drivers answered similarly regarding the amount of the gas tax with 39% selecting the correct range (25 – 49 cents), as shown in Figure 7. Suburban and urban residents are more likely to choose correctly (41% and 40%, respectively, vs. 30% for rural).

Figure 7: Knowledge of California's Gas Tax Rates

How much do you think California's gas tax is per gallon?



Base: Have heard of gas tax (n=1,471)

Drivers are significantly more likely to say the gas tax is “higher than expected,” as are women (45% vs. 40% for men), as shown in Table 14.

Table 14: Driver Versus Non-Drivers Gas Tax Rate Expectations

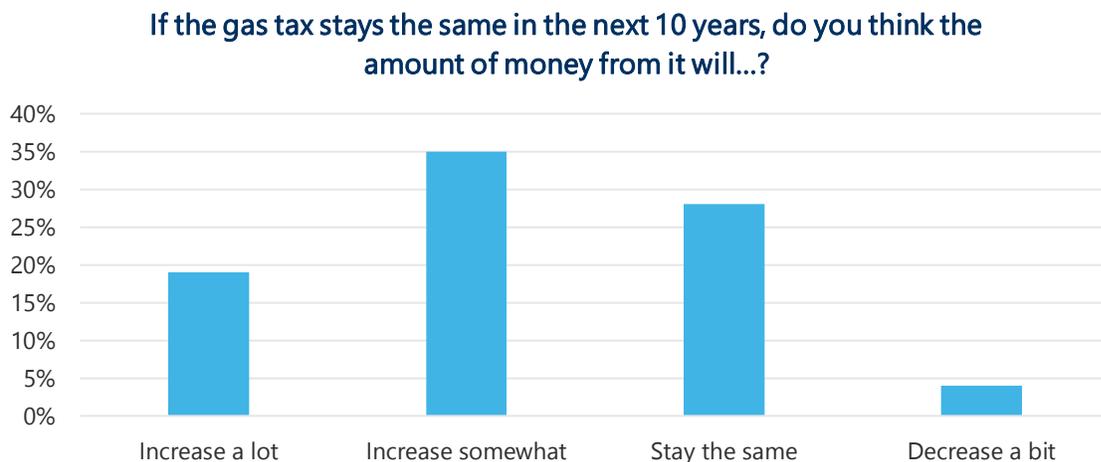
	Non-Drivers	Drivers
Gas tax higher than expected	36%	44%
Gas tax around amount expected	47%	40%
Gas tax lower than expected	17%	16%

Rural residents are more likely to say the gas tax is lower than expected (25% vs. 14% for suburban and 16% for urban). No differences by age, race/ethnicity, income, geography, or political affiliation surfaced in the data.

PERCEPTIONS OF GAS TAX REVENUE AND AMOUNT PAID BY DRIVERS

Low-income individuals have a low understanding of how much revenue the gas tax will generate over the next 10 years. Most believe it will increase over time (54%) or stay the same (28%), as depicted in Figure 8, with no difference between drivers and non-drivers.

Figure 8: Perceptions of Gas Tax Revenue Over the Next Decade



Base: Total respondents (n=1,609)

Those who understand gas tax revenue will decrease over the next 10 years are more likely to have one of these characteristics:

- Ages 65 years or above (37% vs. 24% or less for other age groups);
- Identifies as White (35%) or Asian-American/Pacific Islander (23%) vs. 15% or less for other identities; or
- Men (22% vs. 14% for women).

This topic will require immense educational efforts to drive understanding of how the proportion of gas/diesel vehicles on the road impacts gas tax revenue.

Drivers were also asked to estimate the amount they pay in gas tax per year. The amount varied widely with those who drive more miles per week indicating they pay higher amounts. Table 15 summarizes participants' write-in responses submitted into dollar intervals. No significant demographic or geographic differences were observed.

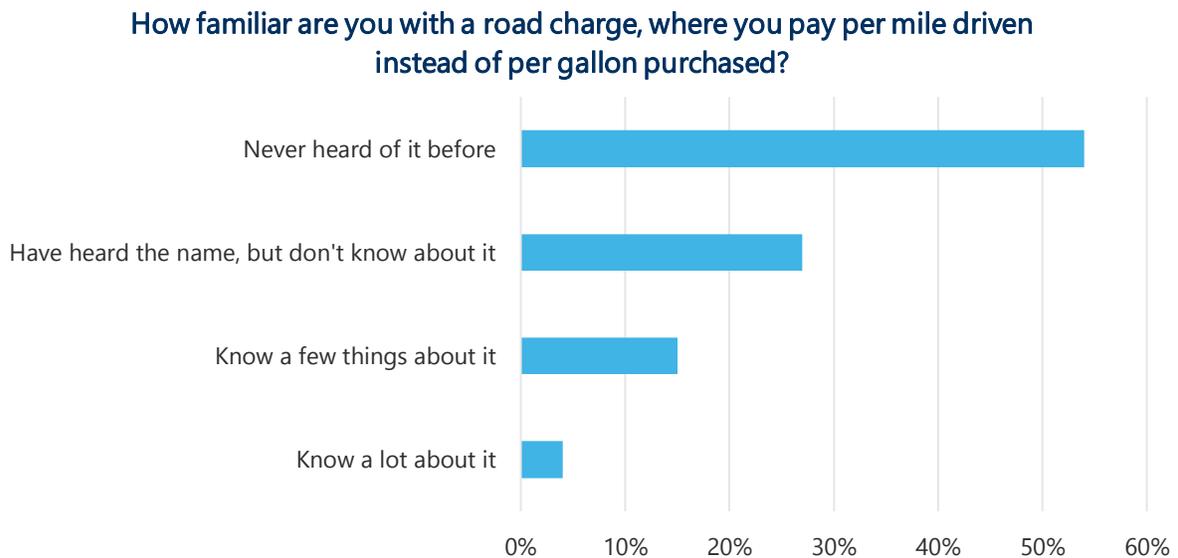
Table 15: Estimates for Amount of Gas Tax Paid Per Year

	Gas Tax Paid Per Year
\$1-\$50	15%
\$51-\$100	20%
\$101-\$250	20%
\$250-\$500	19%
\$501-\$1,000	15%
\$1,001+	11%

FAMILIARITY WITH AND PERCEPTIONS OF A ROAD CHARGE SYSTEM

More than half (54%) of low-income Californians have never heard of a road charge, and only 4% claim to “know a lot about it,” as depicted in Figure 9.

Figure 9: Familiarity with Road Charge



Base: Total respondents (n=1,609)

Individuals driving more miles per week are more likely to have heard of a road charge. No significant differences by age, race/ethnicity, gender, income, geography, living environment, or political affiliation observed.

After reading explanations of a gas tax versus a road charge, individuals were asked if they perceived one as fairer than the other; 39% of participants responded that they perceived the gas tax is fairer than a road charge, as shown in Table 16.

Table 16: Opinions About Fairness of Gas Tax Versus Road Charge

	All Participants
Gas tax is fairer than a road charge	39%
Road charge is fairer than a gas tax	33%
Road charge and gas tax are equally fair	28%

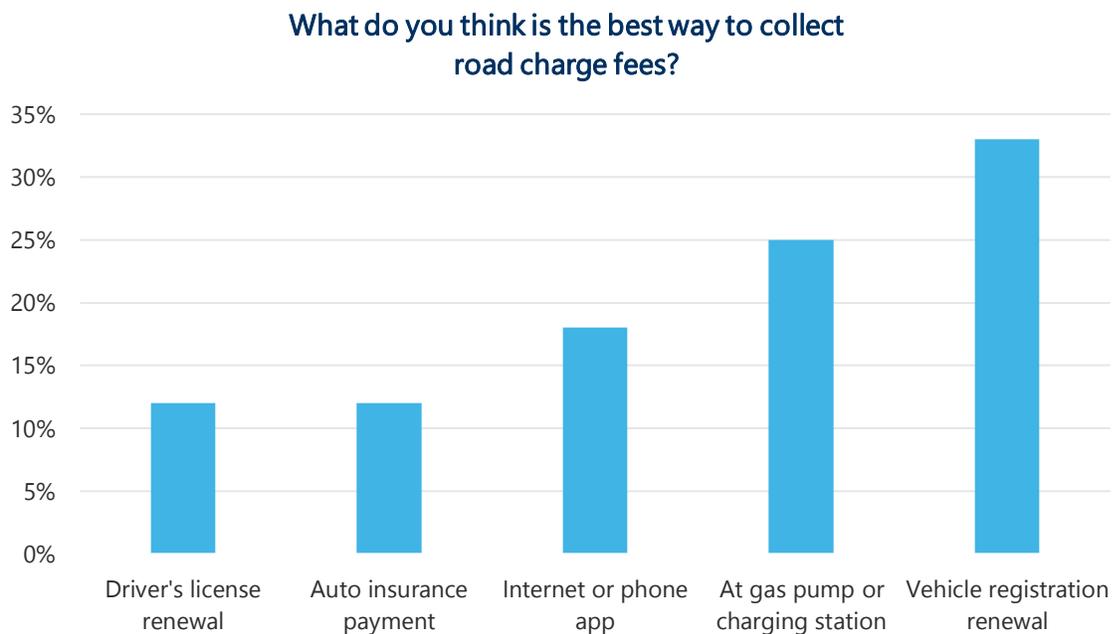
Some directional but inconclusive differences were observed: younger residents, persons identifying as Latinx, and the Democratic Party affiliated are more likely to say a gas tax is fairer than a road charge. No differences by gender, income, geography, or living environment observed.

PREFERRED PAYMENT METHODS FOR A ROAD CHARGE

Low-income individuals express a greater interest in the lower-fee-for-actual-miles-driven-with-tracking method with 60% of drivers selecting this option. However, individuals who report driving more miles per week and younger residents are significantly more interested in the higher-fee-for-unlimited-miles-no-tracking method.

Individuals express a strong preference for paying road charges with their vehicle registration renewals, particularly drivers (36%), and they prefer once-a-year payments over more frequent intervals, as depicted in Figure 10 and Table 17, respectively.

Figure 10: Preferences for How to Pay Road Charge Fees



Base: Total respondents (n=1,609)

Table 17: Preferences for the Frequency of Making Road Charge Payments

	All Respondents
Pay once a year	39%
Pay twice a year	17%
Pay monthly	24%
Pay each time vehicle is fueled or charged	20%

Geographic, age, and gender differences were observed. Residents in the Southern region express a stronger preference for paying via internet or phone app (21% vs. 11% for Central and 14% for Northern) and a lower preference for paying with vehicle registration renewals (29% vs. 43% for Central and 37% for Northern).

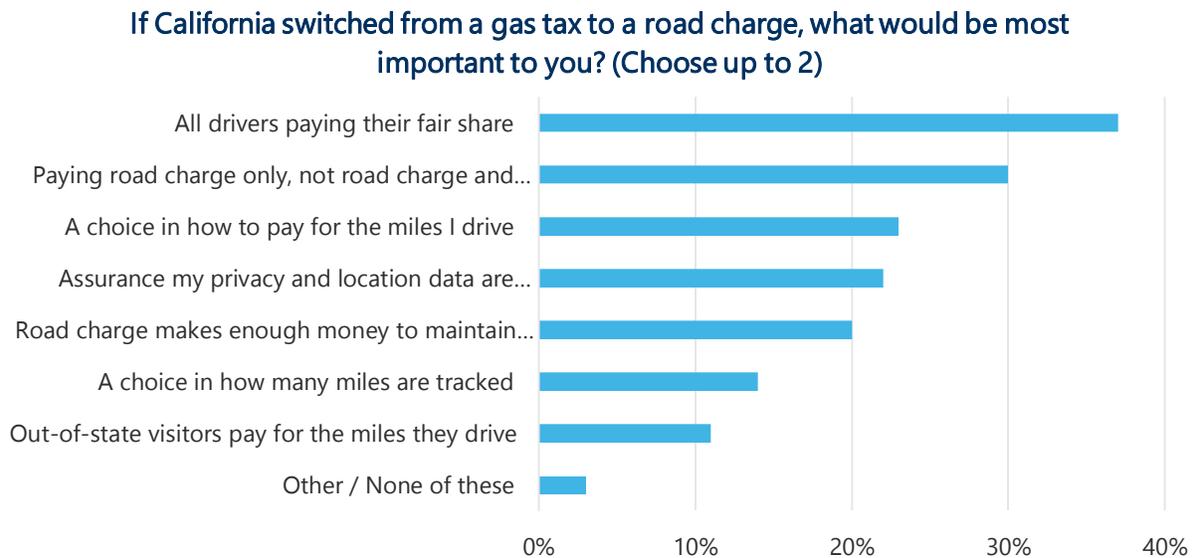
Older residents prefer to pay each time a vehicle is fueled or with their vehicle registration renewals; younger residents have a higher preference for paying via internet or phone app.

Women state a higher preference for once a year payment (43% vs. 34% for men). No significant differences by race/ethnicity, income, living environment, or political affiliation were observed.

CONCERNS ABOUT SWITCHING TO A ROAD CHARGE

Low-income individuals are less concerned about privacy (22%) with a road charge system, and more concerned that everyone is paying a fair share (37%) and not paying both a gas tax and road charge simultaneously (30%), as shown in Figure 11.

Figure 11: Most Important Concerns About Road Charge



Base: Total respondents (n=1,609)

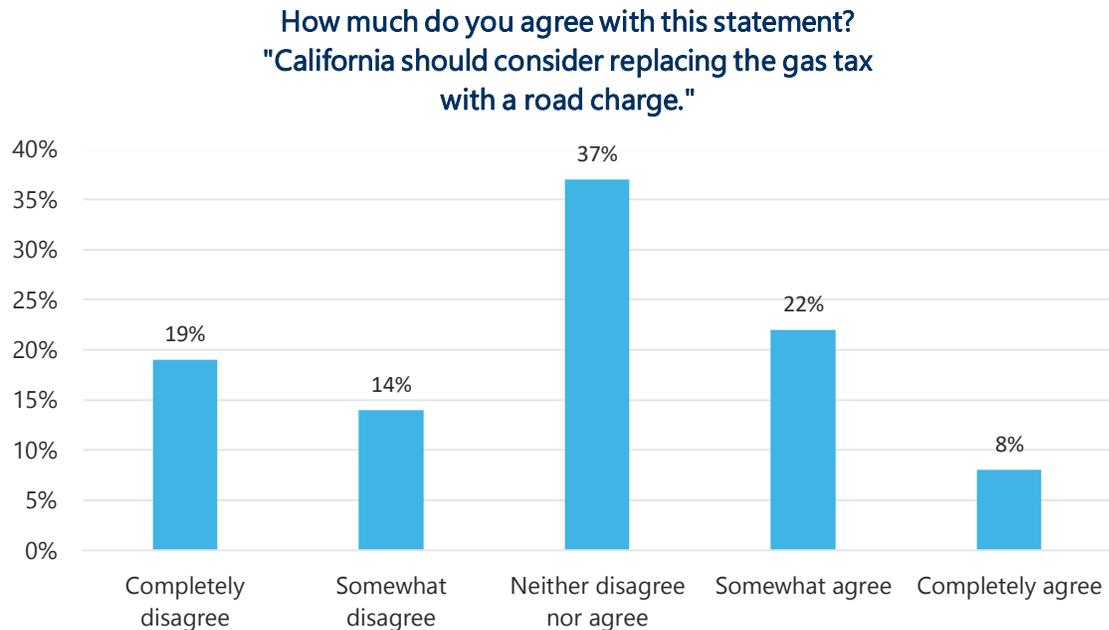
Some directional but inconclusive differences were observed by age. Younger residents place more importance on a choice of how miles are paid and assurance of privacy protection; older residents place more importance on all drivers paying their fair share.

Among those concerned about privacy, the top concerns are someone will be watching everywhere a person drives (40%), and personal data could be stolen (39%). No significant demographic or geographic differences were observed.

OPINIONS ABOUT SWITCHING FROM A GAS TAX TO A ROAD CHARGE

Low-income individuals are divided when it comes to switching from a gas tax to a road charge. A nearly equal proportion favor it (30%) as are against it (33%), as depicted in Figure 12.

Figure 12: Opinions About Replacing Gas Tax with Road Charge



Base: Total respondents (n=1,609)

People who agree with the idea of a road charge are more likely to:

- Live in a suburban or urban environment.
- Be male.
- Be affiliated with any political party (versus non-partisan).
- Drive an electric vehicle.
- Think a road charge is fairer than a gas tax.
- Prefer the option of paying a lower-fee-for-actual-miles-driven-with-tracking.
- Prefer paying the road charge fee more frequently than once a year.

No significant differences by age, race/ethnicity, income, or geography were observed.

Participants are unable to provide much detail on why they choose to agree or disagree, with 25% overall stating they do not have enough information about the gas tax and/or road charge to provide an answer. Issues of fairness and cost to drivers are most often cited, with 17% and 20% of low-income individuals, respectively, mentioning these.

Among individuals who agree California should switch to a road charge:

- 26% cite a road charge as a fairer way to tax drivers;
- 8% believe a road charge would be less expensive for drivers;
- 5% mention the gas tax gives electric/hybrid vehicle users a “free ride” and an additional 6% say a road charge will generate revenue from electric/hybrid vehicle users; and
- 6% believe California’s roads will get repaired with a road charge.

Among individuals who disagree with switching to a road charge:

- 27% say Californians already pay too much tax and/or a road charge would be more expensive than a gas tax;
- 12% have concerns regarding privacy and a road charge or feel a road charge “puts more government” in Californians’ lives; and
- 11% say the gas tax “isn’t broken” or that a road charge is “absurd” and makes no sense.

Among individuals who neither agree nor disagree:

- 53% say they don’t know enough about a road charge and/or the gas tax to have an opinion;
- 9% say regardless of the system, individuals will have to pay something; and
- 7% say a gas tax and road charge both seem fair, or seem like the same thing.

Conclusion

Combined, the qualitative and quantitative research efforts revealed that low-income individuals' awareness of road maintenance and repair funding is low, as is their understanding that gas tax revenue is an insufficient long-term solution because of the projected decline in gas/diesel-fueled vehicles. Additionally, low-income individuals' awareness of road charge as an alternative funding mechanism separate from toll roads is also low.

When responding to the idea of a road charge, a key theme arising from both the qualitative and quantitative research was the idea that all drivers—regardless of vehicle fuel source—pay their fair share for using the state's roads. Cost of road charge, inconvenience of tracking and paying for mileage, privacy concerns, and frequency of payment were key concerns expressed by focus group and online discussion board participants, but qualitative participants were not asked to rank these concerns in the same manner as quantitative participants. Survey participants ranked all drivers paying their fair share as their top concern, followed by concerns that drivers not be double-charged with a gas tax and a road charge.

Based on this research, an immense educational effort will be needed to shift low-income Californians' perceptions that a declining proportion of gas/diesel-fueled vehicles translates into lower gas tax revenue for road maintenance and repairs. Shifting individuals' perceptions in favor of a road charge would include education about this system and more thorough, and visually compelling, messaging—specifically about how a road charge system creates a more equitable source of funding by distributing the cost among all drivers, rather than just drivers of gas/diesel-fueled vehicles.

While previously employed statistical models and past studies indicate that the road charge model might not have a quantifiably adverse or disproportionate impact on disadvantaged and low-income households, combating the *perception* of such will be key. These research findings will play an important role in shaping California's future road charge demonstrations, and in developing effective road charge messaging targeting low-income individuals and disadvantaged communities whose buy-in will be necessary for a successful road charge implementation.

A road charge system is primarily intended to reduce gaps in transportation funding. However, additional research and collaboration will be critical to ensure California meets its transportation revenue needs while balancing environmental, equity, and other important considerations for Californians' overall wellbeing.

Appendix A: Focus Group Moderator's Guide (English)



Road Charge Focus Group Moderator's Guide

A. INTRODUCTIONS - 15"

1. Introduce self; explain research purpose, room set-up, taping, etc.
2. Have respondents introduce themselves: first name, occupation, household composition, type of vehicle you drive most often and how many miles you typically drive per week

B. PERCEPTIONS OF CURRENT SITUATION – 20"

1. Mind Map Exercise ... Tonight we'll be talking about the topic of "Road repair and maintenance funding" When you hear that phrase, what comes to mind? Jot down each of your thoughts on your mind map worksheet before we discuss as a group.
2. What aspects of road repair and maintenance did you think of? What road repair and maintenance issues have the greatest impact on **your** life?
3. How familiar, if at all, are you about how road repair and maintenance is paid for? Write down on the bottom of your Mind Map how you think it is currently paid for. Then discuss as a group. What are your perceptions of how it is currently funded?
4. How do you typically learn about topics like this? Have you ever heard, seen or read anything about how road repair and maintenance is funded before? If so, where?
5. *If not already brought up, ask* ... Has anyone heard of SB1 before? What do you remember hearing and where did you hear about it?
6. Show road sign about SB1 ... Does anyone recall seeing this sign? What's the message it's trying to communicate? How do you feel about it?

INITIAL IMPRESSIONS OF ROAD CHARGE – 10"

Pass out handout with Road Charge Support Rating Form and READ: The concept of Road Charge is that you pay a fee based on the miles you drive on California roads, instead of paying a tax based on how many gallons of gas you use.

1. Based on what you know now about Road Charge, how would you rate your level of support for Road Charge? Please check one of the following levels of support on the Road Charge Support Rating Form Time 1 Column.
 - a. Very supportive
 - b. Supportive
 - c. Unsupportive
 - d. Very unsupportive
2. Had anyone heard about the road charge concept before tonight? What do you remember? and Where did you hear about it?

C. REACTIONS TO ROAD CHARGE AFTER READING COMMUNICATION MATERIALS – 25"

Pass out California Road Charge flyer and ask them to read it and jot down initial reactions before discussing as a group.

1. Now that you've read the information on this flyer, what, if anything, do you like about the Road Charge idea? What do you see as the advantages of this approach?
2. What, if anything, don't you like about the Road Charge idea? What concerns, if any, do you have?

California is not alone in dealing with this problem. Now I'm going to show you a flyer from another state that is investigating and researching a new source of funding for the safety, upkeep, and improvement of its roads. I'm curious if there's anything helpful California can learn from this. Pass out copies of the Hawaii flyer and have participants write down initial reactions.

Have participants rate their level of support for Road Charge on the Road Charge Support Rating Form Time 2 Column after seeing communication materials and then discuss as a group.

1. Has your level of support changed at all after seeing these communication materials?
2. How so? What information had an impact on your opinion? Was it positive or negative?
3. What was helpful in making you understand it better or feel more favorably?

4. Did anything about these materials make you feel less favorably or raise concerns you hadn't thought of before?
5. *If not already brought up ...* On the Hawaii flyer, they compare Road Charge to utilities and the concept of paying for what you use. How do you feel about that comparison? Is that helpful or not?

D. ADDITIONAL INFORMATION – 20"

Pass out worksheets with cost example, fairness question and name/descriptor question. Have them fill it out individually and then discuss as a group.

1. What did you think of the different terms to describe Road Charge? Do any of these help explain it better? Which of these terms would you suggest using?
2. What did you think of the cost example chart? Is it clear? Were you surprised by the amounts? In what way, more or less than you expected?
3. What do you think is fairer, a gas tax or a road charge?
What makes you feel that way?
4. If road charge seems unfair, to what type of driver does it not seem fair?
What makes you feel that way?
5. In what ways might they make it more equitable?

E. IMPLEMENTATION PREFERENCES – 15"

If the State of California does make a change in the future to the way it funds road repair and maintenance, I'm curious what your preferences would be about some of the different methods they might use. First let's talk about how they might determine how much each driver pays. Pass out handout with reporting methods and ask them to check which method they would prefer.

1. How many think you would prefer an automated mileage reporting method?
Describe what would make that a better option for you.
2. Discuss the advantages and disadvantages of each automated method:
 - a. Added Device Plugged into Car
 - b. Device Already Built into Car
 - c. Smartphone App With Location
 - d. Smartphone App Without Location
3. How many would prefer a manual reporting method? Describe what makes that a better option for you.

4. Discuss the advantages and disadvantages of each manual reporting method.
 - a. Time Permit
 - b. Mileage Permit
 - c. Odometer Charge
5. If not already brought up and discussed earlier, probe for ... Do any of these reporting methods raise any privacy concerns?
6. What privacy concerns would you have? What, specifically, would you be worried would happen?
7. What could they do differently that would make you more comfortable and less concerned about privacy?
8. Would it be worth it to you to pay more for a time or mileage permit that did not require any use of location tracking?

Sometimes it helps to think about the specifics of how something might work in practice to make it feel more real and explore how you feel about the idea. Pass out the worksheet with questions about how drivers might pay their Road Charge. Ask them to indicate how they feel about each option and then discuss as a group.

9. Would you rather pay a Road Charge to a government entity like DMV or the State of California or a third-party business like your auto insurance company or other company like Fast Trak?
10. How often would you want to pay for your Road Charge?
 - a. Every time you fill up gas, getting a credit or charge based on actual miles driven
 - b. Monthly
 - c. Twice a year
 - d. Annually

F. SUMMARY & WRAP-UP – 15”

While research participants write out answers to the following questions, the moderator will return to the back room to check for any final follow-up questions.

1. After tonight’s discussion, how would you rate your level of support for Road Charge? (Check level of support on Road Charge Rating Form Column 3)
 - a. Very supportive
 - b. Supportive
 - c. Unsupportive
 - d. Very unsupportive
2. Write a few sentences to summarize the main reasons you feel supportive or unsupportive about Road Charge.
3. What is the best way to reach people like you to help drivers understand the issue of how to fund road repair and maintenance?
4. Do you have any other suggestions or advice you’d like to give California about funding road repair and maintenance?

Road Charge Support Rating Form

Road Charge = The concept of Road Charge is that you pay a fee based on the miles you drive on California roads, instead of paying a tax based on how many gallons of gas you use.

	Time 1	Time 2	Time 3
Very supportive			
Supportive			
Unsupportive			
Very unsupportive			

	Annual Miles Driven		
	10,000	12,000	15,000
Current Gas Tax (47 cents/gallon)			
Car gets 20 mpg	\$235	\$280	\$350
Car gets 32 mpg	\$150	\$180	\$220
Road Charge (1.8 cents/mile)			
	\$180	\$215	\$270

- Should they include a chart like this in communication materials about Road Charge?
 - Yes, very helpful
 - Maybe
 - No, makes it more confusing
- What do you think is a fairer way to fund road repair and maintenance?
 - Current Gas Tax
 - Road Charge

Name / Description

3. There are some other terms that have been used to describe the program. Which of these terms would you suggest using?

- Road Charge
- Road Usage Charge
- Mileage-Based User Fee
- Vehicle Miles Traveled Tax

Road Charge Mileage Reporting Methods

4. If California switched to a Road Charge instead of a gas tax, which method of reporting mileage would you prefer, automated or manual?

- Automated Mileage Reporting Methods (examples below)
 - Added Device Plugged into Car – reports miles electronically with a device that plugs into a vehicle’s data port
 - Device Already Built into Car – reports miles using technology already integrated into vehicles
 - Smartphone App With Location - reports miles driven using location data (GPS, Wi-Fi)
 - Smartphone App Without Location - driver submits photo once a month of odometer to report mileage driven
- Manual Mileage Reporting Methods (examples below)
 - a. Time Permit – pre-pay for an unlimited amount of driving for a fixed period of time
 - b. Mileage Permit – pre-pay for a fixed number of miles
 - c. Odometer Charge – reports miles driven periodically and post-pays for the number of miles traveled since the last odometer reporting (driver self-reports or has it professionally read)

Road Charge Mileage Payment Methods

5. Would you rather pay a Road Charge to a government entity like DMV or the State of California or a third-party business like your auto insurance company or other company like FastTrak?
- DMV
 - State of California
 - Auto Insurance Company
 - Other Business, like FastTrak
6. How often would you want to pay for your Road Charge?
- Every time you fill up gas, getting a credit or charge based on actual miles driven
 - Monthly – twelve times a year
 - Twice a year
 - Annually – once a year

Appendix B: Focus Group Road Charge Flyers (English)

Help Fix California's Roads **ONE MILE AT A TIME**

What is a Road Charge?

A road charge is a way to pay for California's road maintenance instead of the gas tax. Drivers pay their share of road maintenance costs based on the distance they drive or the time they use the roads.

Why is California Studying a Road Charge?

The current gas tax is not enough to pay for California's existing road maintenance needs. As vehicle fuel efficiency increases California drivers are buying less gas and paying less in gas taxes. But more drivers (including those with hybrid and electric vehicles) are using California's roads and causing more damage.

Why Not Just Continue the Gas Tax?

California has more than 34 million registered vehicles. But California's gas tax revenue is declining because drivers continue to buy less gas. Drivers with less fuel-efficient vehicles would then have to pay more for road maintenance. California needs to find a fair and sustainable way to pay for road maintenance regardless of what types of vehicles drivers use.

Is California Going to Enact a Road Charge?

No decisions have been made yet. Road charge is one of many ideas being researched and tested by the state over the next several years.

www.CARoadCharge.com

California Road Charge

Exploring the Possibilities...
ONE MILE AT A TIME



Vehicles go farther with less fuel



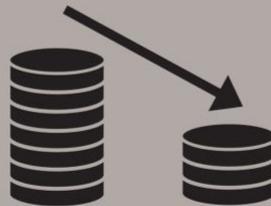
Roads are fixed with fuel taxes at the pump



Roads and revenue to fix them are suffering



Increased damage to all roads



Reduced buying power



California's economy

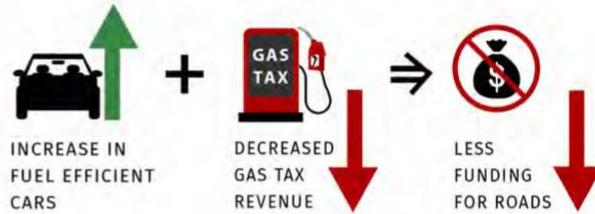
www.CARoadCharge.com

HAWAII RUC PROJECT

Road usage charge



FUNDING GAP

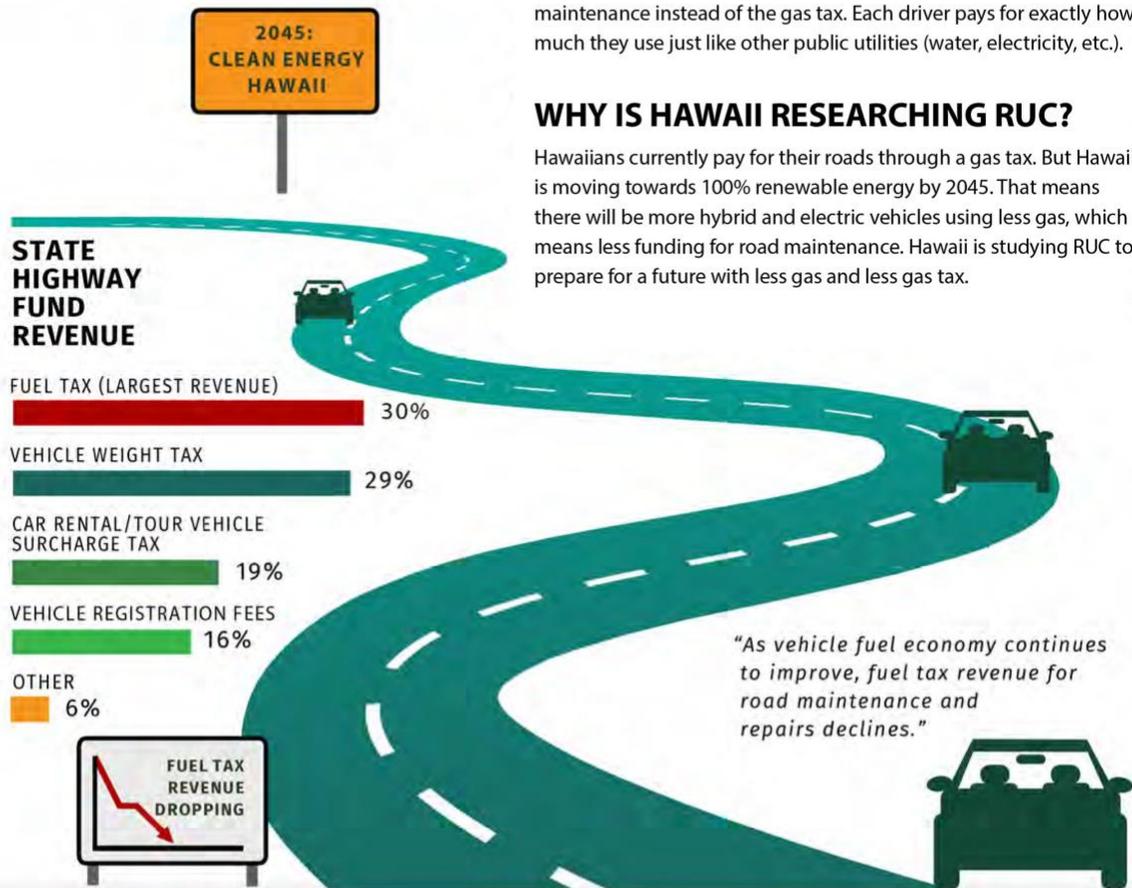


WHAT IS A ROAD USAGE CHARGE?

A road usage charge (RUC) is a per-mile fee drivers pay to fund road maintenance instead of the gas tax. Each driver pays for exactly how much they use just like other public utilities (water, electricity, etc.).

WHY IS HAWAII RESEARCHING RUC?

Hawaiians currently pay for their roads through a gas tax. But Hawaii is moving towards 100% renewable energy by 2045. That means there will be more hybrid and electric vehicles using less gas, which means less funding for road maintenance. Hawaii is studying RUC to prepare for a future with less gas and less gas tax.



For more info, Please contact:

HDOT Public Affairs Office: (808) 800-3527
 Project email: contact@HIRUC.org
 Web site: www.HiRUC.org



ROAD USAGE CHARGE

WHAT IS MY COST OF DRIVING?

Vehicle owners contribute to the upkeep of our roads through state and county registration fees, weight taxes, and fuel taxes. For the state, fuel taxes are the single largest source of road funding. How much fuel tax each person pays depends on how much they drive and how fuel efficient their car is. Some cars pay more, some pay a little, and some pay none.



HOW DO WE PAY FOR ROADS IN HAWAII?

MISCELLANEOUS \$13.0

CAR RENTAL/
TOUR VEHICLE
SURCHARGE TAX

VEHICLE
REGISTRATION

VEHICLE
WEIGHT TAX



FUEL TAX
State Highway
Fund: Largest
share is fuel
tax revenue.

TOTAL
\$274.8

Altogether, we pay about \$83 million in state fuel taxes each year. We also pay weight taxes and registration fees, while rental cars and tour vehicles pay a surcharge.

WHERE DOES IT GO?

ROAD REVENUES GO TO...

HDOT uses the money collected from fuel taxes and other sources for the upkeep, safety and improvement of our roads. The costs of keeping up our roads increase each year as more cars drive more miles, and as nature takes its course through rain, wind, landslides, lava flows, and coastal erosion.



For more info, please contact:

HDOT Public Affairs Office: (808) 800-3527

Project email: contact@HIRUC.org

Web site: www.HiRUC.org

Appendix C: Focus Group Moderator's Guide (Spanish)



Road Charge Focus Groups Moderator's Guide – Bilingual Version

A. INTRODUCTIONS - 15" **INTRODUCCIONES**

1. Introduce self; explain research purpose, room set-up, taping, etc.
Introducción de sí mismo, explicar el propósito del estudio, la configuración del cuarto, se está grabando la sesión, etc.
2. Have respondents introduce themselves: first name, occupation, household composition, type of vehicle you drive most often and how many miles you typically drive per week.
Haga que los participantes se introduzcan: primer nombre, ocupación, composición del hogar, el tipo de vehículo que usan más y cuantas millas manejan por semana.

B. PERCEPTIONS OF CURRENT SITUATION – 20" **PERCEPCIONES DE LA SITUACIÓN**

1. Mind Map Exercise ... Tonight we'll be talking about the topic of "Road repair and maintenance funding" When you hear that phrase, what comes to mind? Jot down each of your thoughts on your mind map worksheet before we discuss as a group.
Ejercicio...esta noche hablaremos sobre el tema de "mantenimiento de carreteras y cómo se colectan fondos para el mantenimiento." Cuando oye esa frase, ¿Qué viene a su mente? Por favor escriba unas ideas en el "mapa de mente" antes de hablar en grupo.
2. What aspects of road repair and maintenance did you think of? What road repair and maintenance issues have the greatest impact on **your** life?
**¿En qué aspectos de compostura y mantenimiento de carreteras pensó?
¿Qué asuntos de compostura y mantenimiento de las carreteras tiene más impacto en su vida?**

3. How familiar, if at all, are you about how road repair and maintenance is paid for? Write down on the bottom of your Mind Map how you think it is currently paid for. Then discuss as a group. What are your perceptions of how it is currently funded?

¿Qué sabe de cómo se paga para compostura y mantenimiento de las carreteras? Por favor escriba en el Mapa de Mente cómo cree que se paga para compostura y mantenimiento? Luego hablen en grupo. ¿Cuáles son sus percepciones de cómo se paga para compostura y mantenimiento?

4. How do you typically learn about topics like this? Have you ever heard, seen or read anything about how road repair and maintenance is funded before? If so, where?

¿Cómo aprende de asuntos como éstos? ¿Ha oído, visto, o leído algo sobre la compostura y el mantenimiento de carreteras? ¿Dónde aprendió de esta información?

5. *If not already brought up, ask ...* Has anyone heard of SB1 before? What do you remember hearing and where did you hear about it?

Si no se ha mencionado, pregunta...¿Alguien ha oído de SB1? ¿Qué recuerda haber escuchado y dónde escucho al respecto?

6. Show road sign about SB1 ... Does anyone recall seeing this sign? What's the message it's trying to communicate? How do you feel about it?

Enseña el cartelón/anuncio de SB1...¿Alguien ha visto esto? ¿Cuál es el mensaje que están tratando de comunicar? ¿Cómo se siente, qué piensa de esto?

C. INITIAL IMPRESSIONS OF ROAD CHARGE – 10" **PRIMERAS IMPRESIONES DE COBRO POR USO DE CARRETERAS**

Pass out handout with Road Charge Support Rating Form and READ: The concept of Road Charge is that you pay a fee based on the miles you drive on California roads, instead of paying a tax based on how many gallons of gas you use.

Pasa el papel con evaluación/clasificación de "Cobro por el uso de las carreteras". El concepto de cobro por el uso de carreteras es que se paga por las millas que manejas en las carreteras de California, en vez de pagar un impuesto de cuántos galones de gasolina usas.

1. Based on what you know now about Road Charge, how would you rate your level of support for Road Charge? Please check one of the following levels of support on the Road Charge Support Rating Form Time 1 Column. **Pensando en lo que sabe de Cobro de por el uso de las Carreteras, ¿Cómo marcaría su nivel de apoyo por el Cobro de uso de las Carreteras?**
 - a. Very supportive **Apoyo mucho**
 - b. Supportive **Apoyo**
 - c. Unsupportive **No lo apoyo**
 - d. Very unsupportive **Opuesto**
2. Had anyone heard about the road charge concept before tonight? What do you remember? and Where did you hear about it? **¿Alguien ha oído del concepto de Cobro de uso de las Carreteras antes de venir esta noche? ¿De qué se acuerda? ¿Y dónde escuchó del Cobro de Uso de las Carreteras?**

D. REACTIONS TO ROAD CHARGE AFTER READING COMMUNICATION MATERIALS – 25”
REACCIONES A COBRO DE CARRETERAS DESPUÉS DE LEER LOS MATERIALES DE COMUNICACIÓN

*Pass out California Road Charge flyer and ask them to read it and jot down initial reactions before discussing as a group. **Distribuye el volante de Cobro de Uso de las Carreteras en California y pide que lean y escriban reacciones iniciales antes de hablar en el grupo.***

1. Now that you’ve read the information on this flyer, what, if anything, do you like about the Road Charge idea? What do you see as the advantages of this approach? **¿Ahora que han leído la información en este volante, quizás hay algo que les guste de esta idea de Cobro de Uso de Carreteras? ¿Qué ve como las ventajas usando esta idea?**
2. What, if anything, don’t you like about the Road Charge idea? What concerns, if any, do you have? **¿Qué es lo que no le gusta de esta idea de Cobro de Uso de Carreteras? ¿Quizás hay algo que le preocupa de esta idea?**

California is not alone in dealing with this problem. Now I'm going to show you a flyer from another state that is investigating and researching a new source of funding for the safety, upkeep, and improvement of its roads. I'm curious if there's anything helpful California can learn from this. Pass out copies of the Hawaii flyer and have participants write down initial reactions. **El estado de California no está solo en tratando de resolver este problema. Ahora les voy a enseñar un volante de otro estado que está investigando y estudiando otra fuente de fondos para la seguridad, mantenimiento y mejoramiento de sus carreteras. Me interesa si hay algo que California puede aprender de esto. Distribuye copias del volante de Hawaii y pide que los participantes escriben sus reacciones inmediatas.**

Have participants rate their level of support for Road Charge on the Road Charge Support Rating Form Time 2 Column after seeing communication materials and then discuss as a group. **Cada participante indica su nivel de apoyo de Cobro de Carreteras en la forma Columna 2, después de ver los materiales de comunicación, y luego hablar en el grupo.**

1. Has your level of support changed at all after seeing these communication materials? **¿Ha cambiado su nivel de apoyo después de ver estos materiales de comunicación?**
2. How so? What information had an impact on your opinion? Was it positive or negative? **¿Cómo ha cambiado? ¿Qué información tuvo impacto en su opinión? ¿Positivo o negativo?**
3. What was helpful in making you understand it better or feel more favorably? **¿Hay algo que le ayudó en entenderlo mejor o pensar más favorable?**
4. Did anything about these materials make you feel less favorably or raise concerns you hadn't thought of before? **¿Había algo en estos materiales que le hicieron sentir más favorable o causó problemas que antes no había pensado?**
5. *If not already brought up ...* On the Hawaii flyer, they compare Road Charge to utilities and the concept of paying for what you use. How do you feel about that comparison? Is that helpful or not? **En el volante de Hawaii, comparan el Cobro de Carreteras a las compañías de servicios y el concepto que pagas por lo que usas. ¿Cómo se siente de esa comparación? ¿Ayuda o no?**

E. ADDITIONAL INFORMATION – 20" **INFORMACIÓN ADICIONAL**

*Pass out worksheets with cost example, fairness question and name/descriptor question. Have them fill it out individually and then discuss as a group. **Distribuye los papeles con ejemplos de costos, la pregunta de justicia, y la pregunta del nombre/descripción. Cada persona llena su papel y luego discuten en el grupo.***

1. What did you think of the different terms to describe Road Charge? Do any of these help explain it better? Which of these terms would you suggest using? **¿Qué piensan de las diferentes palabras para describir Cobro de Uso de Carreteras? ¿Hay algunas palabras que explican el concepto en una manera mejor? ¿En su opinión cuáles de estas palabras se deben usar?**
2. What did you think of the cost example chart? Is it clear? Were you surprised by the amounts? In what way, more or less than you expected? **¿Qué piensa de la gráfica con los ejemplos de costo? ¿Es claro? ¿Le sorprendieron las cantidades? ¿En cuál manera, más o menos de lo que esperaba?**
3. What do you think is fairer, a gas tax or a road charge? What makes you feel that way? **¿Qué cree es más justo, un impuesto de gasolina o un cobro de carreteras? ¿Por qué se siente así?**
4. If road charge seems unfair, to what type of driver does it not seem fair? What makes you feel that way? **¿Si el cobro de uso de carreteras parece injusto, a qué tipo de conductor no le parece justo? ¿Por qué se siente así?**
5. In what ways might they make it more equitable? **¿En cuáles maneras se puede hacerlo más justo?**

F. IMPLEMENTATION PREFERENCES – 15” **PREFERENCIAS PARA IMPLEMENTACIÓN**

*If the State of California does make a change in the future to the way it funds road repair and maintenance, I'm curious what your preferences would be about some of the different methods they might use. First let's talk about how they might determine how much each driver pays. Pass out handout with reporting methods and ask them to check which method they would prefer. **Si el estado de California hace un cambio en el futuro, a la manera de que provee fondos para la compostura y el mantenimiento de las carreteras, me interesa saber sus preferencias, lo que piensan serían otros métodos que se pudieran usar. Primero, vamos a hablar de cómo pudieran decidir cuánto cada conductor pagaría. Distribuye el papel con los métodos de reportar y pide que cada persona indique cuál manera prefiere.***

1. How many think you would prefer an automated mileage reporting method? Describe what would make that a better option for you. **¿Quién prefiere un método automático para reportar la cantidad de millas? Favor de describir cómo se pudiera hacer esa opción mejor para usted.**
2. Discuss the advantages and disadvantages of each automated method:
Discusión de las ventajas y desventajas para cada método automático:
 - a. Added Device Plugged into Car **Aparato adicional enchufado en el auto**
 - b. Device Already Built into Car **Aparato ya puesto en el auto**
 - c. Smartphone App With Location **Un “app” para el teléfono inteligente con ubicación**
 - d. Smartphone App Without Location **Un “app” para el teléfono inteligente sin ubicación**
3. How many would prefer a manual reporting method? Describe what makes that a better option for you. **¿Quién prefiere un método de reportar manualmente? Favor de describir por qué prefiere esa opción.**
4. Discuss the advantages and disadvantages of each manual reporting method.
Discusión de las ventajas y desventajas de cada método para reportar manualmente
 - a. Time Permit **Autorización de tiempo**
 - b. Mileage Permit **Autorización de millaje**
 - c. Odometer Charge **Cobro de odómetro**
5. If not already brought up and discussed earlier, probe for ... Do any of these reporting methods raise any privacy concerns? **Si no han hablado de esto antes... ¿Algunos de estos métodos le causan preocupaciones de privacidad?**
6. What privacy concerns would you have? What, specifically, would you be worried would happen? **¿Qué son las preocupaciones de privacidad que tiene? ¿Qué le preocupa específicamente que pudiera pasar?**

7. What could they do differently that would make you more comfortable and less concerned about privacy? **¿Qué pudieran hacer diferente para que se sienta más cómodo y con menos preocupaciones de privacidad?**
8. Would it be worth it to you to pay more for a time or mileage permit that did not require any use of location tracking? **¿Cree que sería mejor pagar para una autorización de tiempo o millaje que no requiere el uso de monitorear ubicación?**

*Sometimes it helps to think about the specifics of how something might work in practice to make it feel more real and explore how you feel about the idea. Pass out the worksheet with questions about how drivers might pay their Road Charge. Ask them to indicate how they feel about each option and then discuss as a group. **De vez en cuando es bueno pensar en los detalles de cómo puede funcionar algo para hacerlo sentir más real, y explorar cómo se siente de la idea. Distribuye el papel con preguntas de cómo los conductores podrían pagar el Cobro de Carreteras. Pide que indiquen cómo se sienten de cada opción y luego hablar en el grupo.***

9. Would you rather pay a Road Charge to a government entity like DMV or the State of California or a third-party business like your auto insurance company or other company like Fast Trak? **¿Prefiere pagar un Cobro de Uso de Carreteras a una agencia del gobierno como el DMV o al estado de California, o a un negocio como una compañía de seguros u otra compañía como Fast Trak?**
10. How often would you want to pay for your Road Charge? **¿Con qué frecuencia prefería pagar para su Cobro de Carreteras?**
 - a. Every time you fill up gas, getting a credit or charge based on actual miles driven **Cada vez que pone gasolina en su auto, recibiendo un crédito o un cobro basado en las millas que actualmente ha manejado**
 - b. Monthly **Mensualmente**
 - c. Twice a year **Dos veces al año**
 - d. Annually **Anualmente**

G. SUMMARY & WRAP-UP – 15" **CONCLUSIÓN**

While research participants write out answers to the following questions, the moderator will return to the back room to check for any final follow-up questions. **Mientras que los participantes escriben sus respuestas a las siguientes preguntas, la moderadora va al cuarto de atrás para pedir si hay más preguntas.**

1. After tonight's discussion, how would you rate your level of support for Road Charge? (Check level of support on Road Charge Rating Form Column 3)
Después de esta discusión, cómo indicaría su nivel de apoyo para el cobro de uso de carreteras?
 - a. Very supportive **Apoyo mucho**
 - b. Supportive **Apoyo**
 - c. Unsupportive **No lo apoyo**
 - d. Very unsupportive **Opuesto**
2. Write a few sentences to summarize the main reasons you feel supportive or unsupportive about Road Charge. **Favor de escribir unas palabras que resuman las razones principales por qué se siente con apoyo o rechazo de Cobro de Uso de Carreteras.**
3. What is the best way to reach people like you to help drivers understand the issue of how to fund road repair and maintenance? **¿Cuál es la mejor manera de conectar con gente como ustedes, para ayudar a los conductores a comprender el asunto de cómo pagar para el mantenimiento y compostura de las carreteras?**
4. Do you have any other suggestions or advice you'd like to give California about funding road repair and maintenance? **Tiene otras sugerencias o consejos que quieren dar al estado sobre el asunto de cómo conseguir fondos para la compostura y el mantenimiento de las carreteras?**

Road Charge Support Rating Form
Forma para indicar apoyo de Cobro de Carreteras

Road Charge = The concept of Road Charge is that you pay a fee based on the miles you drive on California roads, instead of paying a tax based on how many gallons of gas you use.

Cobro de Carreteras = El concepto de Cobro de Carreteras es que pagaría un precio basado en las millas que maneja en las carreteras de California, en vez de pagar un impuesto de los galones de gasolina que usa.

	Time 1 Primera vez	Time 2 Segunda vez	Time 3 Tercera vez
Very supportive Apoyo mucho			
Supportive Apoyo			
Unsupportive No lo apoyo			
Very unsupportive Opuesto			

Example of Costs

Ejemplo de los Costos

Estimated Annual Gas Tax Paid versus potential Road Charge Fee

Aproximado Impuesto de gasolina pagado cada año versus el potencial pago de Cobro de Carreteras

	Annual Miles Driven Millas		
	10,000	12,000	15,000
Current Gas Tax Impuesto Actual de Gasolina (47 cents/gallon)			
Car gets 20 mpg El auto usa 20 millas por galón	\$235	\$280	\$350
Car gets 32 mpg El auto usa 32 millas por galón	\$150	\$180	\$220
Road Charge (1.8 cents/mile) Cobro de Carreteras (1.8 centavos/milla)			
	\$180	\$215	\$270

1. Should they include a chart like this in communication materials about Road Charge? **¿Deberían de incluir un gráfico como éste en materiales para Cobro de Uso de Carreteras?**
 Yes, very helpful / **Sí, ayuda mucho**
 Maybe / **Quizás**
 No, makes it more confusing / **No, causa confusión**
2. What do you think is a fairer way to fund road repair and maintenance? **¿Qué cree es una manera más justa para pagar por la compostura y el mantenimiento de carreteras?**
 Current Gas Tax / **El impuesto de gasolina que existe**
 Road Charge / **Cobro de Carreteras**

Name / Description, Nombres / Descripciones

3. There are some other terms that have been used to describe the program. Which of these terms would you suggest using? **Hay varias posibilidades que han usado para describir el programa. ¿Cuál de estos nombres prefiere?**
 Road Charge / **Cobro de Carreteras**
 Road Usage Charge / **Cobro de uso de Carreteras**
 Mileage-Based User Fee / **Pago basado en millaje**
 Vehicle Miles Traveled Tax / **Impuesto de Millas viajadas**

Road Charge Mileage Reporting Methods

4. If California switched to a Road Charge instead of a gas tax, which method of reporting mileage would you prefer, automated or manual? **Si California cambia a Cobro de Carreteras en vez del impuesto de gasolina, ¿Cuál método prefiere para reportar su millaje - automático o manual?**
 Automated Mileage Reporting Methods (examples below)
Métodos automáticos para reportar millaje

- Added Device Plugged into Car – reports miles electronically with a device that plugs into a vehicle’s data port **Aparato adicional enchufado en el auto que reporta electrónicamente en el sistema del vehículo**
- Device Already Built into Car – reports miles using technology already integrated into vehicles **Aparato ya puesto en los autos- reporta millas usando tecnología que está en los vehículos**
- Smartphone App With Location - reports miles driven using location data (GPS, Wi-Fi) Location **Un “app” para el teléfono inteligente con ubicación- reporta millas usando GPS/Wi-Fi**
- Smartphone App Without Location - driver submits photo once a month of odometer to report mileage driven **Un “app” para el teléfono inteligente sin ubicación- el conductor entrega una fotografía de las millas, cada mes, para reportar el millaje**

() Manual Mileage Reporting Methods (examples below)

Métodos para reportar millaje manualmente

- a. Time Permit – pre-pay for an unlimited amount of driving for a fixed period of time **Autorización de tiempo- pagar antemano para manejar sin límites para una temporada fija**
- b. Mileage Permit – pre-pay for a fixed number of miles **Autorización de millaje- pagar antemano para cierta cantidad de millas**
- c. Odometer Charge **Cobro de odómetro** – reports miles driven periodically and post-pays for the number of miles traveled since the last odometer reporting (driver self-reports or has it professionally read) **Reporta millas de vez en cuando y pagas después la cantidad de millas viajadas desde la última vez que se reportó el odómetro (el conductor mismo reporta o un profesional lo lee)**

Road Charge Mileage Payment Methods
Métodos de Pagar Millaje de Cobro de Carreteras

5. Would you rather pay a Road Charge to a government entity like DMV or the State of California or a third-party business like your auto insurance company or other company like FastTrak? **¿Prefiere pagar un Cobro de Carreteras a una agencia del gobierno como el DMV o al estado de California, o a un negocio como una compañía de seguros u otra compañía como Fast Trak?**
- () DMV **DMV**
- () State of California **El Estado de California**
- () Auto Insurance Company **Compañía de seguros de autos**
- () Other Business, like FastTrak **Otra compañía como FastTrak?**
6. How often would you want to pay for your Road Charge? **¿Con qué frecuencia prefería pagar para su Cobro de Carreteras?**
- () Every time you fill up gas, getting a credit or charge based on actual miles driven **Cada vez que pone gasolina en su auto, recibiendo un crédito o un cobro basado en las millas que actualmente ha manejado**
- () Monthly – twelve times a year **Mensualmente**
- () Twice a year **Dos veces al año**
- () Annually – once a year **Anualmente**

Road Charge Mileage Payment Methods

Métodos de Pagar Millaje de Cobro de Carreteras

7. Would you rather pay a Road Charge to a government entity like DMV or the State of California or a third-party business like your auto insurance company or other company like FastTrak? **Prefieres pagar un Cobro de Carreteras a una agencia del gobierno como el DMV o al estado de California, o a un negocio como una compañía de seguros o otra compañía como Fast Trak?**
- () DMV **DMV**
- () State of California **El Estado de California**
- () Auto Insurance Company **Compañía de seguros de autos**
- () Other Business, like FastTrak **Otra compañía como FastTrak?**
8. How often would you want to pay for your Road Charge? **Con qué frecuencia preferias pagar para tu Cobro de Carreteras?**
- () Every time you fill up gas, getting a credit or charge based on actual miles driven **Cada vez que pones gasolina en tu auto, recibiendo un crédito o un cobro basado en las millas que actualmente has manejado**
- () Monthly – twelve times a year **Mensualmente**
- () Twice a year **Dos veces al año**
- () Annually – once a year **Anualmente**

Appendix D: Focus Group Road Charge Flyers (Spanish)

Ayuda a arreglar los caminos de California UNA MILLA A LA VEZ

¿Qué es un Cobro Por Uso de Carretera?

Un cobro por uso de carretera es una forma de pagar el mantenimiento vial de California en lugar del impuesto a la gasolina. Los conductores pagan su parte de los costos de mantenimiento de carreteras en función de la distancia que conducen o el tiempo que utilizan las carreteras.

¿Por qué California está Estudiando un Cobro Por Uso de Carretera?

El actual impuesto a la gasolina no es suficiente para pagar las necesidades de mantenimiento de carreteras existentes en California. A medida que aumenta la eficiencia del combustible de los vehículos, los conductores de California compran menos gasolina y pagan menos impuestos sobre la gasolina. Pero más conductores (incluidos aquellos con vehículos híbridos y eléctricos) están usando las carreteras de California y causando más daños.

¿Por qué No Simplemente Continuar Con el Impuesto a la Gasolina?

California tiene más de 34 millones de vehículos registrados. Pero los ingresos del impuesto a la gasolina de California están disminuyendo porque los conductores continúan comprando menos gasolina. Los conductores con vehículos menos eficientes en combustible tendrían que pagar más por el mantenimiento de la carretera. California necesita encontrar una forma justa y sostenible de pagar el mantenimiento de la carretera, independientemente de los tipos de vehículos que utilicen los conductores.

¿California va a Promulgar un Cobro Por Uso de Carretera?

Aún no se han tomado decisiones. El cobro por uso de carretera es una de las muchas ideas que el estado está investigando y probando en los próximos años.

www.CARoadCharge.com

Cobro por uso de carretera en California

Explorando las posibilidades
UNA MILLA A LA VEZ



Los vehículos van más lejos con menos combustible



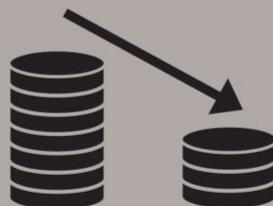
Las carreteras se fijan con impuestos de combustible en la bomba



Los caminos y los ingresos para arreglarlos están sufriendo



Mayor daño a todas las carreteras



Poder de compra reducido



Economía de California

www.CARoadCharge.com

PROYECTO DE COBRO POR USO DE CARRETERAS

DÉFICIT DE FINANCIACIÓN



¿QUÉ ES UN COBRO POR USO DE CARRETERA?

Un cobro por uso de la carretera (RUC) es una tarifa por milla que los conductores pagan para financiar el mantenimiento de la carretera en lugar del impuesto a la gasolina. Cada conductor paga exactamente cuánto usan al igual que otros servicios públicos (agua, electricidad, etc.).

¿POR QUÉ HAWAII ESTÁ INVESTIGANDO RUC?

Los Hawaianos actualmente pagan sus carreteras mediante un impuesto a la gasolina. Pero Hawaii se está moviendo hacia una energía 100% renovable para 2045. Eso significa que habrá más vehículos híbridos y eléctricos con menos gas, lo que significa menos fondos para el mantenimiento de carreteras. Hawaii está estudiando RUC para prepararse para un futuro con menos gasolina y menos impuestos a la gasolina.



Para más información, contacte:

HDOT Public Affairs Office: (808) 800-3527
 Project email: contact@HIRUC.org
 Web site: www.HiRUC.org



COBRO POR USO DE CARRETERA

¿CUÁL ES MI COSTO DE CONDUCIR?

Los propietarios de vehículos contribuyen al mantenimiento de nuestras carreteras a través de tarifas de registro estatales y del condado, impuestos sobre el peso e impuestos sobre el combustible. Para el estado, los impuestos a los combustibles son la mayor fuente de financiamiento. La cantidad de impuestos sobre el combustible que paga cada persona depende de cuánto conducen y qué tan eficiente es el combustible de su vehículo. Algunos autos pagan más, algunos pagan un poco y otros no pagan.



¿CÓMO PAGAMOS LOS CAMINOS EN HAWAII?



En total, pagamos alrededor de \$83 millones en impuestos estatales de combustible cada año. También pagamos impuestos de peso y tarifas de registro, mientras que el alquiler de autos y los vehículos turísticos pagan un recargo.

¿A DÓNDE VA?

LOS INGRESOS DE LA CARRETERA SE DESTINAN A...
 HDOT utiliza el dinero recaudado de los impuestos al combustible y otras fuentes para el mantenimiento, la seguridad y la mejora de nuestras carreteras. Los costos de mantener nuestras carreteras aumentan cada año a medida que más autos conducen más millas y la naturaleza sigue su curso a través de la lluvia, el viento, los deslizamientos de tierra, los flujos de lava y la erosión costera.



Para más información, contacte: HDOT Public Affairs Office: (808) 800-3527
 Project email: contact@HIRUC.org
 Web site: www.HiRUC.org

Appendix E: Online Discussion Board Moderator's Guide



DAY 1 – Wednesday, February 26

A. INTRODUCTIONS

1. Welcome to the California Driver Online Discussion Board!
2. Tell me a little about yourself and your driving. Include what part of California you live in, how many people you live with, your main occupation, what kind of driving you do, the number of miles you typically drive in a week, and what kind of vehicle you drive most often.

B. ROAD REPAIR AND MAINTENANCE FUNDING

1. Our first topic is "Road repair and maintenance funding." When you read the phrase "Road repair and maintenance funding" what are the first three words that came to mind?
2. What road repair and maintenance issues have the greatest impact on your life?
3. How familiar are you with how road repair and maintenance is paid for in California?
 - a. I'm confident I know how road repair and maintenance is paid for
 - b. I have a general idea, but not specifics
 - c. I actually don't know
4. Describe how you think road repair and maintenance is paid for in California.
 - a. If "taxes," probe for ... Do you know which taxes fund road repair and maintenance?
 - b. As soon as gas tax is mentioned, probe for ... What would you guess you pay in gas taxes per year?
5. How do you typically learn about topics like this? Have you ever heard, seen or read anything about how road repair and maintenance is funded before? If so, what have you heard and where?

6. How familiar, if at all are you with SB1? Very familiar, somewhat familiar, not at all familiar
 - a. If familiar, what do you remember and where did you learn about it?
7. Show road sign about SB1 ...
8. Have you seen this sign before? Yes, No
 - a. If yes, do you remember where you saw it? How did you feel when you saw it? What's the message it's trying to communicate? How do you feel about it?
 - b. If no, what's the message it's trying to communicate? How do you feel about it?

C. ROAD CHARGE INITIAL IMPRESSIONS

Now I'm going to ask you your opinions about a new topic called Road Charge.

1. Have you ever heard of the idea of Road Charge before? If yes, what do you know about it? Do you remember where you heard about it?

*The concept of Road Charge is that you pay a fee based on the miles you drive on California roads, **instead** of paying a tax based on how many gallons of gas you use.*

2. Based on just this brief description, how would you rate your level of support for Road Charge?
 - a. Very supportive
 - b. Supportive
 - c. Unsupportive
 - d. Very unsupportive

Post the California Road Charge flyer and ask them to read it and make any notes on the concept about their reactions, either positive or negative.

1. Now that you've read the information on this flyer, what, if anything, do you like about the Road Charge idea? What are the advantages of this approach?
2. What, if anything, don't you like about the Road Charge idea? What concerns, if any, do you have?

California is not alone in dealing with this problem. Now I'm going to show you a flyer from another state that is investigating and researching a new source of funding for the safety, upkeep, and improvement of its roads. I'm curious if there's anything helpful California can learn from this. Post the Hawaii flyer and have participants make any notes about this flyer.

3. Which flyer do you think was more effective in helping you understand the concept of Road Charge?
 - a. California Flyer
 - b. Hawaii Flyer
4. Describe what makes you feel that way
5. Did your level of support change at all after seeing these two flyers? If yes, how so?
6. What, if anything, on the flyers was helpful in making you understand Road Charge better or feel more favorably?
7. Did anything about these materials make you feel less favorably or raise concerns you hadn't thought of before?
8. *If not already brought up ...* On the Hawaii flyer, they compare Road Charge to utilities and the idea of paying for what you use. How do you feel about that comparison? Is that helpful or not?

Thanks for all your input today! Tomorrow I'll have some more information about Road Charge with examples of costs and some questions about your preferences about how this might work.

DAY 2 – Thursday, February 27

D. Estimated Annual Gas Tax Paid versus potential Road Charge Fee

Posted below is a chart that shows the estimated annual cost of the current gas tax vs a potential road charge fee, based on the number of miles driven and a car's MPG. Some people would pay more and some would pay less if they changed from a gas tax to a road charge.

Estimated Annual Gas Tax Paid versus potential Road Charge Fee

	Annual Miles Driven		
	10,000	12,000	15,000
Current Gas Tax (47 cents/gallon)			
Car gets 20 mpg	\$235	\$280	\$350
Car gets 32 mpg	\$150	\$180	\$220
Road Charge (1.8 cents/mile)			
	\$180	\$215	\$270

1. What did you think of the cost example chart? Is it clear? Were the amounts more or less than you expected?
2. Should they include a chart like this in communication materials about Road Charge?
 Yes, very helpful
 Maybe
 No, makes it more confusing
3. Does the Road Charge concept feel fair to you?
 - a. Yes
 - i. Describe what makes you feel that way.
 - b. No

- ii. If not fair, to what type of driver does it not seem fair? How is it not fair?
In what ways might they make it more equitable?

E. Name / Description

4. There are some other terms that have been used to describe the program in other places. Which of these terms would you suggest using? Describe what makes you feel that way.

- () Road Charge
() Road Usage Charge
() Mileage-Based User Fee
() Vehicle Miles Traveled Tax

F. Road Charge Mileage Reporting Methods

If California changed to a Road Charge, instead of a Gas Tax, it would require tracking the miles driven. Some of the ways miles can be tracked are:

- Device attached to car
 - Smartphone app that tracks miles with or without GPS
 - Driver takes photo of odometer
 - Licensed professional reads odometer
 - Instead of tracking miles, pay a higher rate for unlimited miles for 1 year
5. Which of these methods of tracking miles do you like best?
What makes you feel that way?
6. Which of these methods of tracking miles do you like least?
What makes you feel that way?
- a. *If not already brought up*, probe for ... Do any of these reporting methods raise any privacy concerns?
 - b. What privacy concerns would you have? What, specifically, would you be worried would happen?
 - c. What could they do differently that would make you more comfortable and less concerned about privacy?

G. Road Charge Mileage Payment Methods

7. If they changed from a Gas Tax to a Road Charge, which way would you prefer to pay your Road Charge?

- At smog check stations
- At gas stations or charging stations
- Internet or phone app
- With auto insurance payment
- With driver's license renewal
- With vehicle registration renewal

Thanks for all your input today! Tomorrow is our last day of the discussion board. There will be fewer questions tomorrow to give you time to finish up answering any follow-up questions from the first two days.

DAY 3 – Friday, February 28

H. SUMMARY & WRAP-UP

1. After all you've read on this discussion board the last few days, how would you rate your level of support for Road Charge as a replacement for the gas tax today?
 - a. Very supportive
 - b. Supportive
 - c. Unsupportive
 - d. Very unsupportive
2. Which do you think is the best method for California to use to collect funds for maintaining and repairing California roads?
 - () Keep Current Gas Tax, paid at the pump, based on gallons of gas used
 - () Replace Gas Tax with Road Charge instead, based on actual number of miles driven
 - () No preference
3. Write a few sentences to summarize what makes you feel that way.
4. What is the best way to reach people like you to help drivers understand the issue of how to fund road repair and maintenance?
5. Do you have any other suggestions or advice you'd like to give California about funding road repair and maintenance?

Appendix F: Survey Participant Characteristics, Questionnaire, and Data Tables



Survey Participant Characteristics

Region	
Central	19%
Northern	8%
Southern	73%

Regions were defined based on the report *Caltrans Road Charge Market Research Survey, March 23, 2018*.

Central counties: Alpine, Amador, Calaveras, Fresno, Inyo, Kings, Madera, Mariposa, Merced, Monterey, San Joaquin, San Luis Obispo, Santa Cruz, Stanislaus, Tulare, Tuolumne

Northern counties: Alameda, Butte, Colusa, Contra Costa, Del Norte, El Dorado, Humboldt, Lake, Lassen, Marin, Mendocino, Nevada, Placer, Sacramento, San Francisco, San Mateo, Santa Clara, Shasta, Siskiyou, Solano, Sonoma, Sutter, Tehama, Yolo, Yuba

Southern counties: Imperial, Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura

Would you prefer to take this survey in English or Spanish

English	94%
Spanish	6%

What is your age?

18-24 years	16%
25-34 years	24%
35-44 years	21%
45-54 years	16%
55-64 years	13%
65+ years	10%

What is your family's total annual income before taxes? This means the income earned by you, or you and your spouse/partner together.

< \$22,000	38%
\$22,000 to \$50,999	62%

Do you identify as...?

Female	50%
Male	49%
Non-binary/Genderqueer	1%

Which do you identify with most?

Asian/Asian-American/Pacific Islander	9%
Black/African-American	9%
Hispanic/Latinx	64%
Native American/Alaskan/Hawaiian	1%
White/Caucasian	16%
Other	1%

How would you describe where you live?

Rural: Few people, homes and shops	10%
Suburban: Medium people, homes and shops	41%
Urban: Many people, homes and shops	49%

What political party do you identify with most?

Democrat	47%
Green	1%
Independent	15%
Libertarian	2%
Peace and Freedom	3%
Republican	15%
Non-partisan / None	17%

Questionnaire and Data Tables

How do you get to work, go shopping, visit family, go to the doctor, etc.?

Select all that apply.

Car (gas or diesel)	69%
Public transportation	28%
Walking	27%
Someone drives me	19%
Taxi or ride-share	15%
Bicycle or scooter	7%
Car (hybrid)	5%
Car (electric)	4%
Motorcycle	2%
Other	2%

Which do you use most often?

Car (gas or diesel)	60%
Public transportation	13%
Someone drives me	8%
Walking	6%
Taxi or ride-share (e.g. Lyft)	3%
Car (hybrid)	3%
Car (electric)	2%
Bicycle or scooter (manual or electric)	2%
Motorcycle	1%
Other	2%

**In total, how many cars do you own, lease or have use of?
(Asked if uses car or motorcycle)**

1	68%
2	26%
3	5%
4 or more	1%

About how many miles do you drive per week going to work, shopping, visiting, etc.?

(Asked if uses car or motorcycle)

Less than 50	44%
50-100	34%
101-200	14%
201-300	4%
301-400	2%
More than 400	2%

In the next 10 years, do you think the number of gas and diesel cars in California will...?

Decrease	41%
Increase	33%
Stay the same	26%

Do you think the amount of money California uses to repair and maintain its roads is...?

Much too high	17%
A little too high	18%
About right	26%
A little too low	26%
Much too low	13%

Would you say California's roads, freeways, bridges and overpasses are...?

Very good; almost none need repair	5%
Good; a few need repair	26%
Okay; about half need repair	36%
Poor; many need repair	26%
Very poor; almost all need repair	7%

Which of these provides money for repair and maintenance of California's roads? Select all you think may apply.

Fuel (gas and diesel) taxes	45%
Vehicle registrations fees	41%
Tolls	35%
Driver's license fees	34%
Sales taxes	33%
Income taxes	33%
Property taxes	25%
Government bonds	22%
None of these / Other	2%
I don't know	17%

Gas and diesel sold in California includes a tax per gallon - called a gas tax. Are you aware the gas tax increased recently?

Yes	57%
No	34%
Never heard of a gas tax	9%

**How much do you think California's gas tax is per gallon?
(Asked of persons aware of gas tax)**

Less than 25 cents	28%
25 cents – 49 cents	40%
50 cents -74 cents	15%
75 cents – 99 cents	5%
\$1.00 - \$1.25	4%
More than \$1.25	8%

**How much do you think you pay in gas taxes per year?
Write-in answer; table is summary of write-in values.
(Asked of persons aware of gas tax who use car or motorcycle)**

\$1-\$50	15%
\$51-\$100	20%
\$101-\$250	20%
\$251-\$500	19%
\$501-\$1,000	15%
\$1,001+	11%

The gas tax in California is 47 cents per gallon. Is 47 cents...?

Higher than you expected	42%
About what you expected	42%
Lower than you expected	16%

If the gas tax stays the same in the next 10 years, do you think the amount of money from it will...?

Increase a lot	19%
Increase somewhat	35%
Stay the same	28%
Decrease somewhat	14%
Decrease a lot	4%

California's gas tax is used for road repairs and maintenance. Another method of paying for road repairs and maintenance is called a "road charge," where you pay per mile driven instead of per gallon purchased. A road charge is not the same as a toll for a bridge or road. How familiar are you with a road charge?

Never heard of it before today	54%
Have heard the name, but don't know about it	27%
Know a few things about it	15%
Know a lot about it	4%
Never heard of it before today	54%

With a road charge, all drivers pay per mile driven even if they use hybrid or electric vehicles. With a gas tax, only drivers who buy gas or diesel pay the tax. Knowing this, what is your opinion of a gas tax versus a road charge?

Gas tax is fairer than a road charge	39%
Road charge is fairer than a gas tax	33%
Road charge and gas tax are equally fair	28%

A road charge requires tracking miles driven (with a device or manually) and then paying for the miles. An alternative is not tracking miles; instead you drive unlimited miles for 1 year and pay a higher fee. Which is more appealing to you?

Pay a higher fee and drive unlimited miles for 1 year (no tracking)	43%
Pay a lower fee for actual miles driven (with tracking)	57%

If California switched from a gas tax to a road charge, what would be most important to you? Choose up to 2.

All drivers paying their fair share	37%
Paying road charge only, not road charge and gas tax	30%
A choice in how I pay for the miles I drive	23%
Assurance my privacy and location data are protected	22%
Road charge makes enough money to maintain roads	20%
A choice in how my miles are tracked	14%
Out-of-state visitors pay for the miles they drive	11%
Other / None of these	3%

**What most concerns you about your privacy with a road charge?
(Asked of persons who selected "privacy" answer in prior question)**

Someone would be watching everywhere I go	40%
My personal data could be stolen	39%
Could be charged for miles driven on private roads or out of state	12%
My data could be used by immigration or law enforcement	7%
Other (please specify)	2%

What do you think is the best way to collect road charge fees?

Vehicle registration renewal	33%
At gas pump or charging station	25%
Internet or phone app	18%
Auto insurance payment	12%
Driver's license renewal	12%

How often do you think road charge fees should be collected?

Each time a vehicle is fueled or charged	20%
Monthly	24%
Twice a year	17%
Once a year	39%

How much do you agree with this statement: California should consider replacing the gas tax with a road charge.

Completely disagree	19%
Somewhat disagree	14%
Neither disagree nor agree	37%
Somewhat agree	22%
Completely disagree	19%

Why did you say [ANSWER FROM PRIOR QUESTION] that California should consider replacing the gas tax with a road charge? Please tell us in your own words with as much detail as possible.

<i>Coded responses from respondents write-in answers</i>	Completely/ Somewhat disagree	Neither disagree nor agree	Completely/ Somewhat agree
<i>GT = Gas Tax</i>			
<i>RC = Road Charge</i>			
Fairness	10%	10%	33%
Electric/hybrid get free ride with GT		1%	5%
Everyone drives differently	1%	<1%	
GT fairer / RC unfair to drivers	2%		
Neither RC nor GT is fair	<1%	1%	<1%
RC disproportionately impact truckers	1%		
RC doesn't give people choices	1%		
RC fairer / Everyone contributes / Only pay for what you use		<1%	26%
RC gives people more options			<1%
RC unfair to electric/hybrid owners	1%	<1%	
RC unfair to people who don't drive much	1%		
RC unfair to people who drive a lot	1%		
RC unfair/penalizes persons with long distance commutes	3%		
RC/GT both seem fair / Seem the same	<1%	7%	1%

Cost to drivers	27%	17%	18%
Already pay too much tax in California	11%	4%	1%
California already too expensive to live in	1%	1%	
Doesn't matter what system, still have to pay		9%	1%
GT already too high	1%	1%	3%
Pay less with RC than GT	<1%	<1%	8%
Pay more with RC than GT / RC more expensive	10%	1%	
RC better/cheaper for people who don't drive a lot		<1%	3%
RC not affordable to some people / low-income	2%	<1%	
RC prevent gas prices from going up / Lower gas prices			1%
RC would be in addition to GT	2%	<1%	

Why did you say [ANSWER FROM PRIOR QUESTION] that California should consider replacing the gas tax with a road charge? Please tell us in your own words with as much detail as possible. (Continued from previous page)

<i>Coded responses from respondents' write-in answers</i>	Completely/ Somewhat disagree	Neither disagree nor agree	Completely/ Somewhat agree
GT = Gas Tax			
RC = Road Charge			
Privacy / Government	12%	2%	<1%
Don't want tracking / Someone watching me	4%	1%	
Government is dishonest / Don't trust government	2%	1%	
Government mismanages/wastes money	1%	<1%	
RC is invasion of privacy	4%		
RC puts more government into our lives	1%		
Preference	9%	5%	16%
Prefer GT	7%	1%	
Prefer RC / RC is better than GT / RC makes more sense		1%	15%
Should have both RC and GT	1%	1%	1%
Should have no RC or GT	1%	2%	<1%
Opinion	11%	3%	3%
GT isn't broken	5%	2%	<1%
GT not working		1%	2%
RC absurd / Makes no sense / Not good system	6%	<1%	

Convenience to drivers	9%	2%	4%
Already accustomed to GT	1%	<1%	
GT more convenient for drivers	3%	1%	
Have to limit non-essential driving	1%		
Pay just once year with RC			<1%
RC more convenient for drivers / Easier to manage			3%
RC would upset people / People won't like change	3%	1%	1%
Too difficult to track miles	1%		
Worry about miles driven / Not know cost with RC	1%	<1%	
Revenue Generation	3%	1%	8%
GT better way to generate revenue	2%	<1%	
RC generate revenue from all cars including hybrid/electric		<1%	6%
RC will generate higher revenue		<1%	3%
RC wouldn't tax non-residents	1%	<1%	
Administration	5%	1%	<1%
Annual RC payment wouldn't work	1%		
GT is easier to administer/pay/collect	4%	1%	<1%
Environment	2%	1%	2%
GT induces buying of clean air/high MPG cars	2%	1%	
RC decrease traffic / cars on road			1%
RC help the environment / Decrease use of gas			1%

How taxes are spent	3%	<1%	6%
RC get roads fixed / Know what you're paying for with RC			6%
RC/GT are not spent on roads / Tax won't be spent on roads	3%	<1%	<1%
Don't drive or have car / Doesn't affect me	<1%	6%	<1%
Don't know / Don't have enough info	8%	53%	13%