

# CATS

## Partners in Progress Meetings

Results for July-December, 2005

June, 2006



**Chicago Area Transportation Study**  
**233 S. Wacker Dr., Suite 800**  
**Chicago, IL 60606**  
**(312) 386-8740**  
**[www.catsmpo.com](http://www.catsmpo.com)**



# Public Outreach Report

## Results for July-December, 2005

### June, 2006

During the second half of 2005, staff from the Chicago Area Transportation Study took part in five “Partners in Progress” community outreach events in northeastern Illinois. The events were held to inform, educate and involve the public in the transportation planning process.

Presentations were given to approximately 230 persons in groups of varying sizes representing chambers of commerce and senior citizens organizations as part of CATS’ overall outreach efforts in advance of the 2006 update of the Regional Transportation Plan. Some aspects of the presentations, such as how the planning process works and how the public can get involved, were generic to all audiences. Other aspects, such as scheduled construction projects, were aimed at the specific audience being addressed.

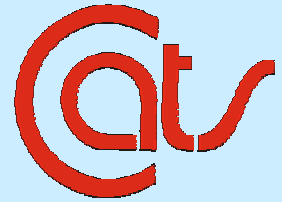
The meeting schedule and participants were as follows:

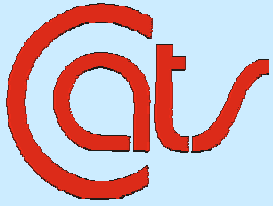
- The residents of Maple Pointe Senior Residence in Chicago on July 17.
- The senior citizens of Chicago’s 27<sup>th</sup> Ward on October 14.
- The residents of the Evergreen Tower Seniors Complex in Chicago on October 20.
- Members of the Carol Stream Chamber of Commerce on November 9.
- The senior citizens of Chicago’s Chatham/Avalon community on November 9.

Speakers at the meetings included various CATS staff members, representatives from public transportation providers, and local economic development officials.

All meeting participants were asked to fill out Transportation Opinion Surveys to help identify local concerns and issues affecting their communities. Survey results were then tabulated, put into reports and sent to the participating organizations, local elected officials, and the Public Involvement Task Force, the Regional Transportation Planning Committee and the Work Program Committee at CATS.

Survey results for the entire second half can be found on the following pages.





## Second Half Transportation Opinion Survey Results

The following conclusions are to be regarded as general in nature. The results are not a product of rigorous quantitative or qualitative analysis. In several instances, the survey offered multiple options for answers, and as expected most respondents chose more than one option. Therefore, the responses to some questions add up to more than 100 percent.

The number of people completing the Transportation Opinion Survey in the second half of 2005 was 113: 28 males, 82 females and three not specifying gender. The average age of the respondents is 61 years, with the youngest being 21 and the oldest 86. Thirty-three percent said they are employed, 13 percent don't work and 54 percent said they are retired. Four percent are students at a university or community college in the Chicago area. Among the 37 respondents who are employed, only seven said they can get to work using public transportation.

Among the employed respondents, 20 said they use public transportation for non-work purposes and 17 said they don't.



The primary means of transportation for 53 percent of the respondents is driving an auto, van, pickup or SUV. Forty-two percent ride CTA/Pace or paratransit buses. Twenty-seven percent use taxis. Twenty-five percent each walk or take the El/subway to their destinations. Nineteen percent report riding as passengers in autos, vans, pickups or SUVs. Only 13 percent use Metra commuter rail, while eight percent ride bicycles.

Since the majority of the respondents drive to their destinations, their chief concern (74%) is traffic congestion. Poor road conditions (53%) were also cited as a major problem. Intersection delays (24%) and

railroad crossing delays (19%) were also frequently cited. Inadequate signage (13%) was seen as a lesser concern.

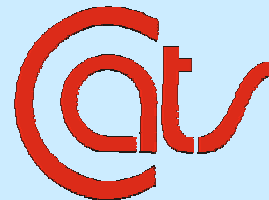
The relatively low usage of public transportation can be explained by the following survey answers: it's too slow (26%), it doesn't serve where I live (23%) and it doesn't serve my destinations (20%). Other problems cited include lack of information about available service (19%), feeling unsafe (15%), infrequent service (14%) and expensive service (13%),

Television (49%) is the primary source for transportation information for survey respondents. Radio (37%), newspapers (27%) and the RTA/CTA/Metra/Pace (18%) were also major information sources. Twelve percent said they receive their information from the Internet, while 16 percent said they receive no information from any source.

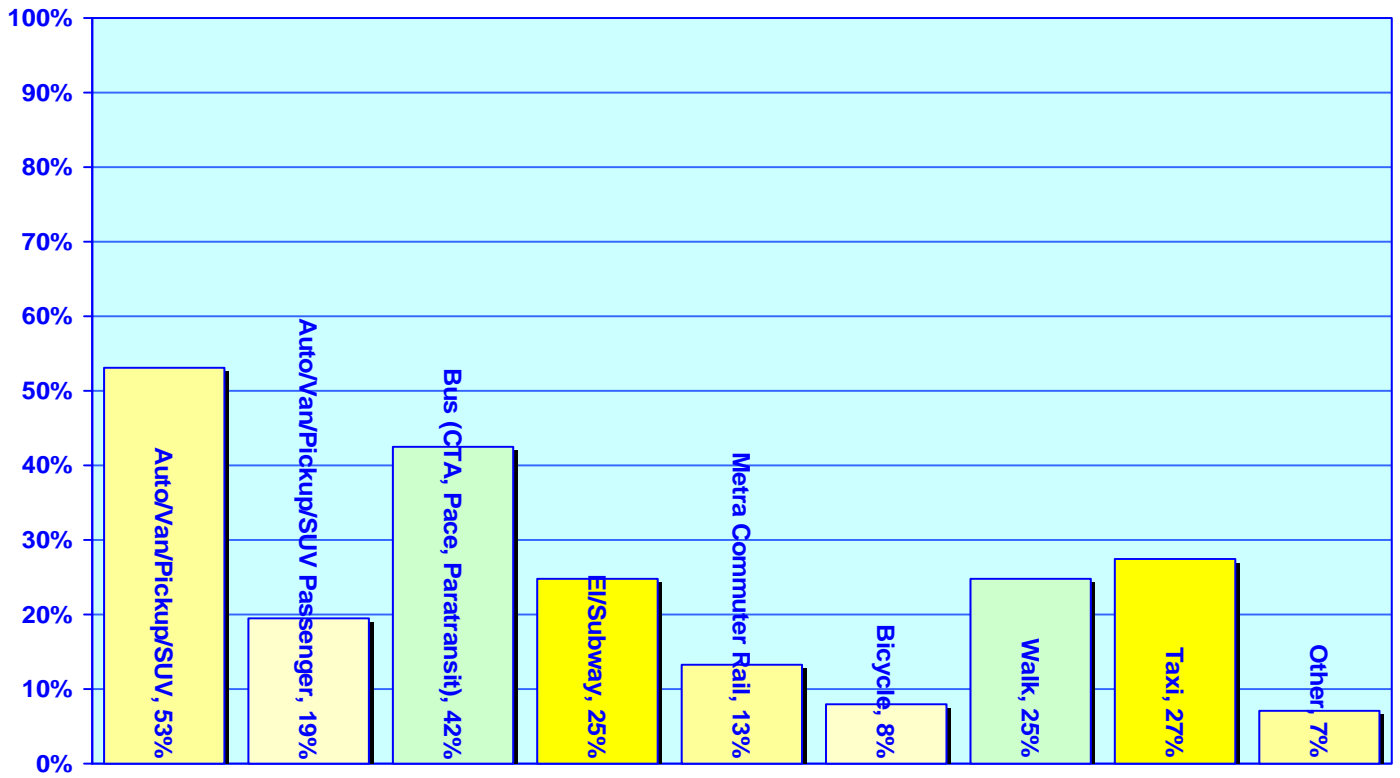
When asked to comment on what could be done to improve the transportation system in northeastern Illinois, the respondents indicated the following categories where improvements are needed:

- More public transportation;
- Better service on existing public transportation;
- Elimination of toll booths;
- Wider roads to improve traffic flow;
- More information about available public transit.

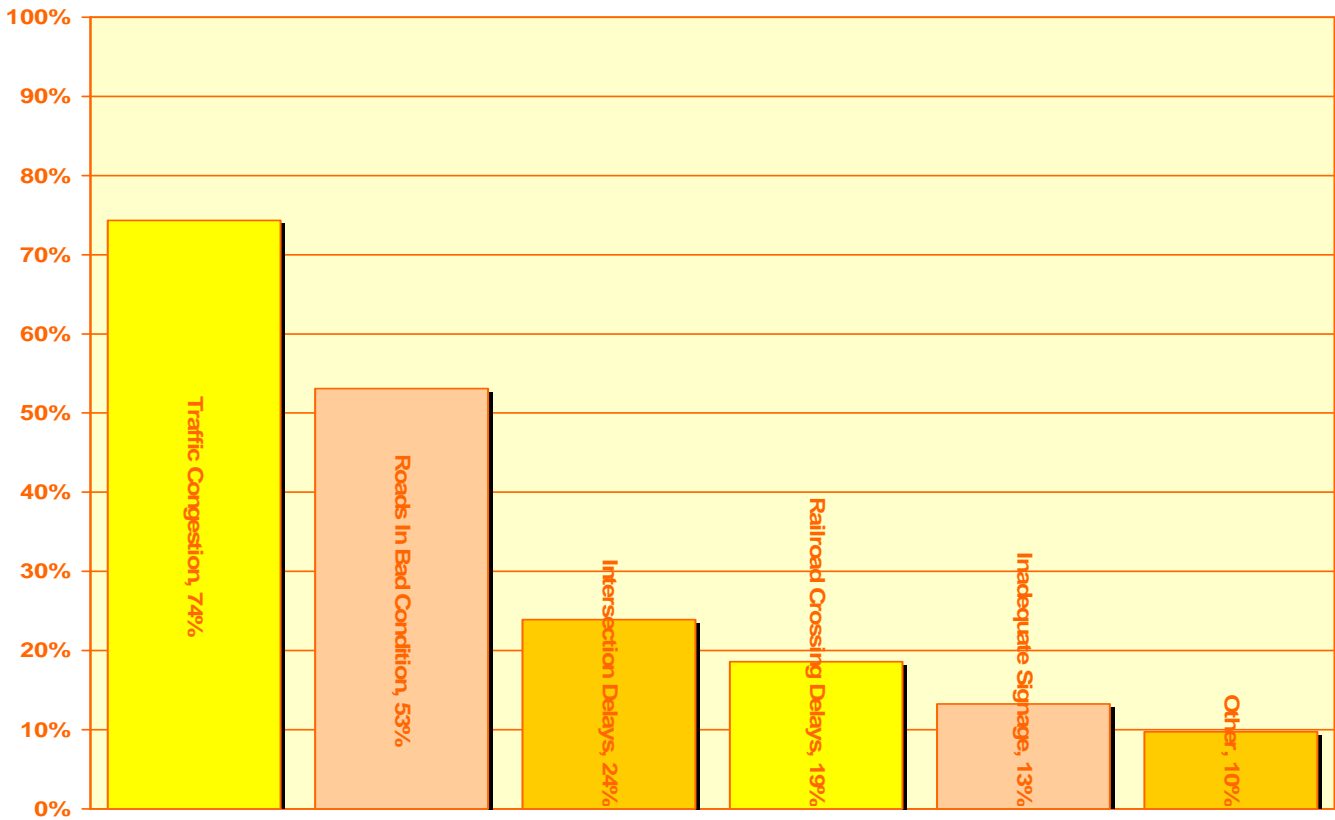
The charts on the following pages give breakdowns on responses CATS received from participants at the various meetings. Following the charts are the written responses to survey questions.



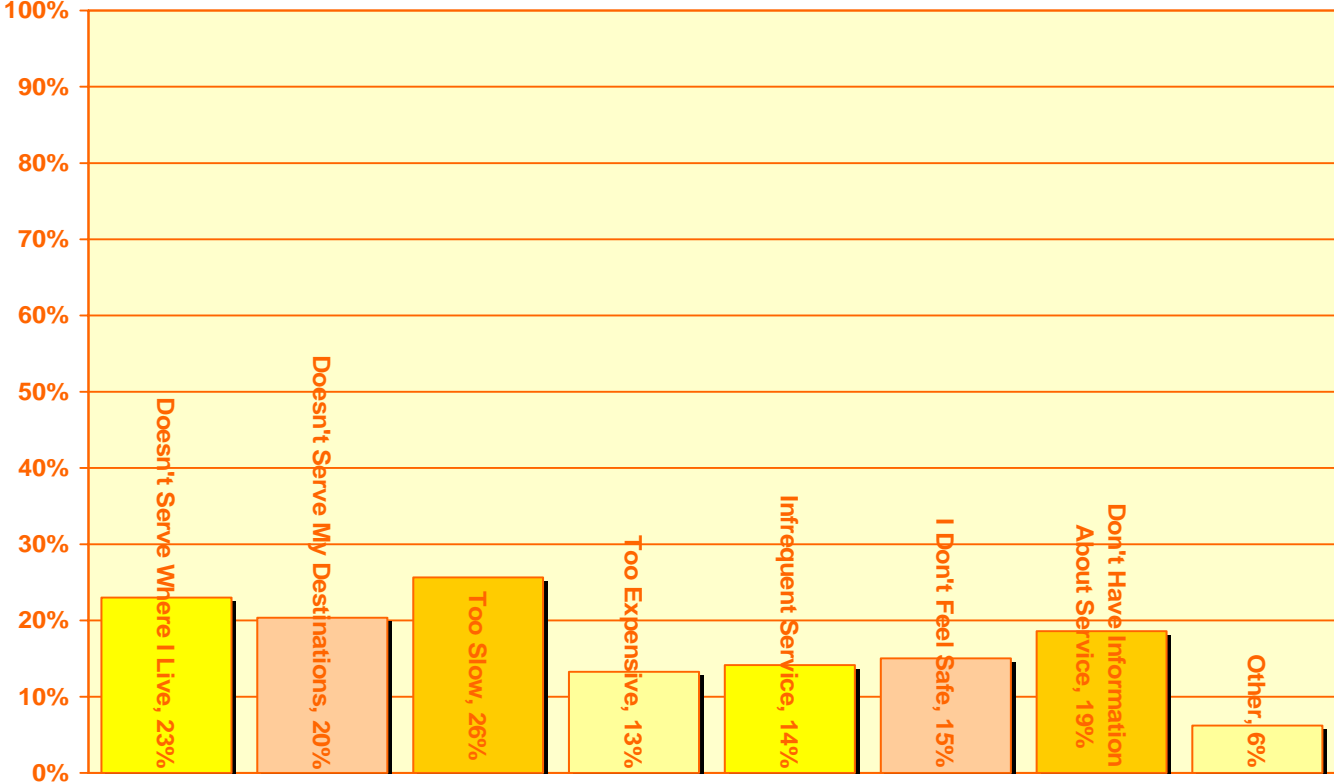
Question: What types of transportation do you typically use?



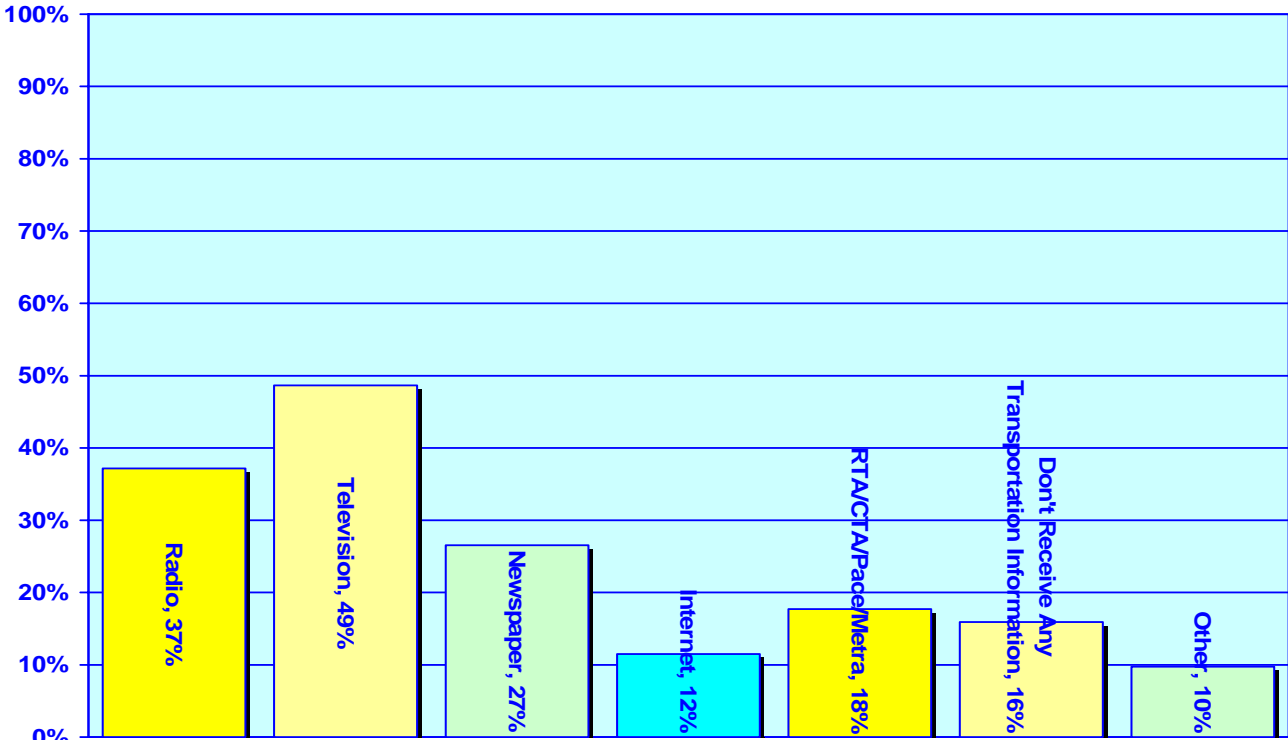
Question: What types of problems have you experienced in your daily travel?

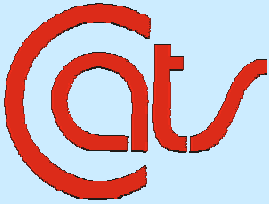


**Question: Public transportation problems?**



**Question: How do you receive transportation information?**





## Written Responses To Survey Questions

**Question 2A. What types of problems have you observed or experienced in your daily travels? Other (please specify).**

Rude bus drivers.

Rail always on delay.

I have problems boarding buses.

Slow service.

Paratransit pick-ups late.

(Buses) run too far apart; buses going around buses that are letting others off.

Motorists who disobey traffic laws (turn right in front of buses, run red lights, etc.).

No emergency trucks to assist drivers who are stranded or broken down on Lake Shore Drive in Chicago after midnight.

No 156 bus service on weekends.

Street in front of senior building at Maple and LaSalle needs paving. Alderman Vi Daley said she doesn't have the money.

Insufficient traffic lights – none at dangerous crossings like Maple at LaSalle.

On-time service by CTA buses.

No buses when you need them. Then they come 2-3 at a time.

Need a stop sign or traffic light at LaSalle and Maple.



Construction that appears to not be always actively worked on.

Lots of construction.

Tollway ramp delays, especially at I-355 and I-88 at Farnsworth.

Bad timing of (traffic) lights.

We need good public transportation.

Railroad crossings. The tracks are very bumpy.

**Question 2B: Public transportation related problems. Other (please specify):**

Parking is always an issue. I catch the train from Geneva.

Lifestyle does not adapt to public transportation.

None in Roselle (bus service).

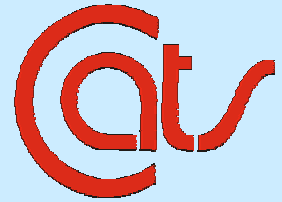
Not point to point. Overall time greater. Less flexible.

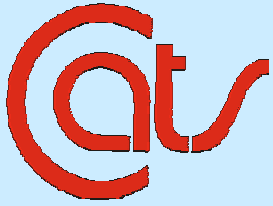
We need buses that run regularly and go all over.

Weekend/evening service doesn't coordinate well with activities I am interested in.

We need more frequent service; buses that are running throughout the day, not just rush hour.

I find the transportation quite adequate.





For the most the part our public transportation system in Chicago is great compared to other cities I've been in. A question – how often are the buses/trains cleaned up? I've noticed they are really dirty lately.

Three buses arrive at the same time. (I don't feel safe) on the EI in the subway.

Irregular service.

Please bring #11 bus back.

Bring back the #11 bus.

Three buses together after waiting 1/2 hour and more.

Not close enough to home (about 2 miles).

(I don't feel safe.) This extends to community, especially those at or near peak transportation spots.

Cleanliness/lack thereof. CDT and other medical carriers too expensive.

It's very nice.



**Question 2C: Problems with other types of transportation:**

Tardy pick up from Arts. When you get thru after 9-10 A.M., only ARTS is left and they are always 15-30 minutes late.

Safety.

SCR late pick-ups. I have waited 3 hours for them.

Medical carriers from Chicago to other suburbs are expensive and/or not available.

So far no problems.

Cleanliness, lewd behavior.



On the freeways – too congested. Dan Ryan needs to have something done about it.

Some drivers are not polite.

Getting in and out of cars – I had two knee surgeries.

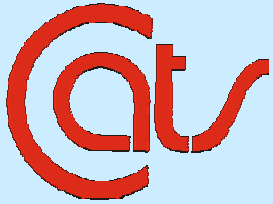
I don't have any other kind.

Late.

Autos running red lights; unsafe speeds at times.

Pace & CTA.





Cleaner buses and EIs.

When I drive, all the problems under 2A above.

Need a stoplight at Maple & LaSalle.

Drivers can be rude without particular cause.

#11 (bus) no longer in service. Stop light at Maple Street. No buses on Saturday/Sunday on LaSalle Street. No bikes on the walk (is) a bad rule. All bus drivers need to learn route directions.

Need better bike lanes – seniors should be able to ride on (the) sidewalk – roads or bike lanes (are) like accidents waiting to happen.



Too much congestion.

Not enough Pace routes. Dial-a-Ride service for senior citizens is too limited and too slow.

No coordinated regional planning.

Extended construction.

Lights should be linked to increase traffic flow.

Can be too slow.

Too many delays at toll booths, even with I-Pass.

Inadequate bike path linkages across state and county roadways.

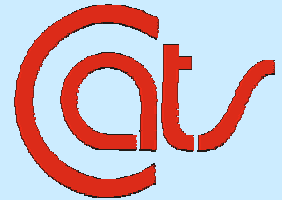
Access to O'Hare from the west.

Limited bus service in suburbs.

Mass transit/trains going north & south in DuPage County and suburban areas.

Roadside problems not being handled quickly, which causes more traffic.

Risk of accidents and injuries in cars. High fees to maintain cars.



***Question 3: Please tell us what you like about the transportation system in northeastern Illinois. Feel free to comment on all types of transportation.***

For the most part, Chicago's transportation system is good! There is need for improved services. The buses with the kneeling device must offer this service to the infirmed and elderly.

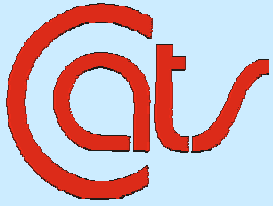
The fact that you are able to travel most areas of Chicago and suburbs.

Bus drivers do not want to let the bus down. I have (had) back surgery and it hurts to pull up on the bus. Drive to (the) curb.

Easy to get to shopping. Easy to go to doctor.

Els are slow after 9 P.M. and some buses are slow.

The fare is good for CTA; the drivers are nice to me.



Fair to good, given the population in service area.

No communication when, for example, a train is delayed or stopped.

At the present time I don't use public transportation.

The availability of service.



I think our transportation in Chicago is pretty good compared to other cities I've been in. I like the fact that our CTA has a reduced fare plan for seniors and other groups.

That it exists, thank God!

I think it (bus) is really good. I wish there would be more money for Metra to do the infrastructure so I can ride the train to Carbondale, St. Louis and New Orleans.

Safety and good drivers.

It stinks in Chicago and I'm only interested in Chicago.

Convenient, reasonably priced.

This area at 150 W. Maple is very well connected for transportation, by and large.

Metra and Pace are great. Buses and trains stick to schedule. Drivers are helpful. Clean.

I don't know all of northeastern Illinois.

The system is good, maybe C+, but additional users would reduce costs, and thus, fares.

Highways to anywhere in the U.S. As a material handling company, Chicago is a main hub for road, port, train, air. Problems with toll booths over last 1-2 years, especially for out-of-towners and freighting of my equipment.

Metra runs well – on time and regular.

Lanes on Route 64 being expanded.

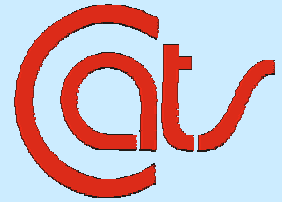
I believe we are "trying" to improve, which is great. I believe we will never escape transportation issues. Thanks.

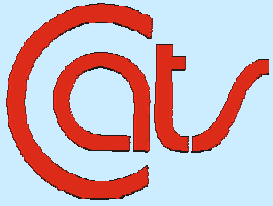
There are plenty of roads going wherever you want to go. In general, they are well maintained and not too congested.

More expressways, limited access, higher speeds.

There isn't enough.

Many different highway options.





I use Pace or Metra to go to ball games or Sox ticker-tape parades downtown once or twice a year.

Excellent signage (I miss it in other states).

Highways are accessible. Main roads are wide and open.

Metra into the Loop. Pace/Township Dial-A-Ride.

Variety of modes.

Nothing. There are plenty of examples of good transportation systems in the nation. We have an antiquated plan/system.

Integration of pedestrian facilities.

Roads usually well kept up. In a real bind, I can walk to a bus stop and from there to the train station.



***Question 16: In your opinion, what can be done to improve the transportation system in northeastern Illinois? (Please consider improvements to all types of transportation.)***

Clean and safe transportation.

More consideration for people living in the designated EPA "hot spots" due to pollution along expressways, etc.

Be punctual. Go further south to River Oaks Mall.

On-board security. More attention to cleaning of vehicles.

Good communication. Lower fares.

Benches at (bus) stops.

More buses scheduled closer together. Buses run too far apart. The bus you want goes around the bus that is letting people off. Bus drivers will not ask young people to give seats to seniors. Buses come 4-5 at a time. If buses are going in, please let them take us to the El station.

I don't really know the problems. I don't use public transportation.

Don't ride too often.

Length of time it takes to pick up and return. Limit the wait time.

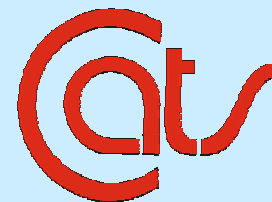


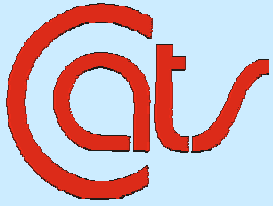
Cut the fare!

Please have a CTA bus on our street, 1333 N. Cleveland, Evergreen Tower. Seniors need a bus closer to home, so have a heart and have a CTA (stop) on our street.

Can't get information on paratransit.

Prompt service from SCR, CDT, ARTS.





Lower CEO income so the seniors and disabled people can travel safely to the hospital or clinics.

More polite and intelligent drivers.

More buses. Bus stops at strategic locations. Improved regional bus location.

For the people that can use CTA, make it more convenient.

Bus drivers (need) to be more helpful and courteous to seniors. I have had a very rude driver. I'm disabled and need help boarding CTA buses.

Stop the jay walking. Stop private autos from turning in front of buses. Buses to run more frequently in inclement weather. Encourage drivers to lower the bus when asked.

We need better transportation within local communities. When we don't have a ride or car for children to get to their local jobs, they're calling a taxi. This becomes expensive to travel 5 miles.

Get rid of the tollway and tollway authority.

Make the toll booths easier to get through – each toll has the cash lane in different areas. Also, cost is ridiculous now!

Expand lanes west of Route 59 on Route 64 to six lanes up to Powis Rd. by DuPage Airport in West Chicago. Also, put in a bridge that crosses the Fox River at either Army Trail Road in St. Charles or Shick Rd. Stop light at the corner of Powis and Smith Rd. in West Chicago.

Reduce congestion in Schaumburg and trying to go north to south or vice-versa and avoid train crossings, e.g. Carol Stream to Glen Ellyn.

Complete 355. More North-South routes thru DuPage County.

Mass transit is needed on non-expressway arteries. Something going north/south in the western suburbs would be useful.

More regional planning (Phoenix example).

More service in Will County (Romeoville).

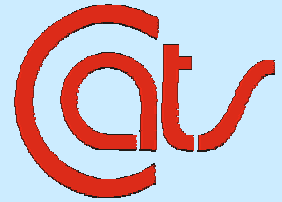
A suburban "L" system.

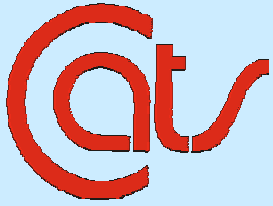
Improve roads.

Congestion around malls – Stratford or Woodfield – is usually a problem at peak at 4:30-6. Not sure how to improve.

Tax vehicles over 200 inches in length and over 3,500 pounds in weight. Smaller cars and trucks take up less space. Also, raise fuel taxes to encourage drivers to own smaller cars.

Widen roads; create more express lanes.





We need an express route from Huntley to the Aurora area.

Get rid of the toll booths.

Double-decker highways. Don't do construction on all inbound highways at the same time.

I appreciate the ongoing evaluation of traffic and needs. We're a growing community and it's going to be an ever-changing entity. As a business owner, advance notification of future projects that affect business traffic should be a priority, as well as notification regarding the planning.

Provide good public transportation.

Improve roads. People will not give up the point-to-point convenience of cars in this area.

Highway system capacity improvements.

Make roads that last!

Sidewalks on all main streets.

Impact fee on vehicles below a certain MPG & luxury car purchases to fund transit projects.

Provide funding on an ongoing basis. Don't loot existing funding to fund state operations. Use sound engineering judgement to develop transportation programs/priorities, not politics.

Comprehensive public transportation system.

Encourage more use of mass transit, car pooling, HOV lanes, etc. to reduce cost of building and maintaining the roadway infrastructure.

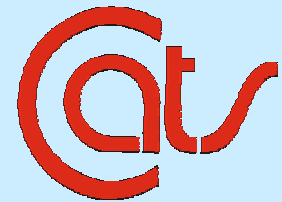
Build another N/S tollway west of I-355. Way to go on the plans to expand 355 N&S! I think there should be more buses. I would take the bus if I knew where they serviced and they could take me somehow from my neighborhood to work.

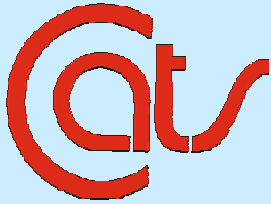
We need to have an extension for the EI system out here. Continue to repair roads in a timely manner.



I know with the heavy usage of public transportation it is probably hard to do, but are the train cars and buses cleaned throughout? I've been in some nasty-looking cars and that's a bad reputation for the city – especially for tourists, Also, the subway stations reek of urine and there should be better security – especially in the subways.

Public information for all of us. Better safety at night. (Bus) windows that work. Drivers who are not belligerent about lowering the steps for people with canes.





Less expensive. OK now, yet would be nice.

More consideration to those who need help physically to get where they are going – whether it be wheelchairs, oxygen tanks – whatever it may be that puts them aside of other patrons. I'm an emphysemiac who needs oxygen wherever I go and I'm not in very good traveling shape.

Bus drivers often do not pull to curb; stepping down from them is very difficult.

I am not familiar with it.

Change habits so that car users use public transportation by using cash incentives. For example, go to private companies to induce employees to try public transportation.

Cleaner buses. Better directions given to travelers if requested. We need security person in subways to protect senior travelers.

Rules for bicycles on the street. Educating the public on what is available on traffic and transit.

Have the people at the top use public transportation during rush hour in the winter.

Need more accountability from workers, supervisors, etc. Make them more friendly. Hire a few seniors to watch and report good.

