

# CATS

## Partners in Progress Meeting

Results for 27<sup>th</sup> Ward Senior Citizens  
Chicago, Illinois

October, 2005



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



# Public Outreach Report

## 27th Ward Senior Citizens

October, 2005

On October 14, 2005, staff members from the Chicago Area Transportation Study hosted one of many "Partners in Progress" meetings created especially for senior citizens in the City of Chicago. The meeting was held at the 27th Ward office of Alderman Walter Burnett under the direction of Mrs. Margaret Wilson, the alderman's chief of staff.

CATS was invited to conduct a meeting that would educate, inform and involve the senior community of the 27th Ward in the transportation planning process. In our continued efforts to bring more people and communities into the process, we offered this meeting as a platform where seniors could learn how the planning process works, who the decision-makers are and where they fit into the plan. More importantly, this meeting served as an opportunity to establish a dialogue between the senior community and the planning and transportation professionals from various agencies.

Our keynote speakers for the afternoon were Jock Hardy, director of communications for CATS, and Bryce Word, special projects manager for PACE. In lieu of a personal representative from CTA, materials were provided addressing paratransit issues, special fare cards and other senior services.

This attentive and inquisitive audience seemed particularly interested in having more accommodating bus services for people with disabilities and other physical limitations. Openly expressed was their dissatisfaction with the lack of timely bus service along various routes, service cuts, limited bus shelters and inadequate seating, and the lack of professional courtesy exhibited by some bus operators. Lastly, the seniors had questions regarding the pending changes affecting future paratransit services offered by CTA and PACE and fare increases.

The Chicago Area Transportation Study would like to extend a sincere note of thanks to Mrs. Margaret Wilson and Barbara Green, who were instrumental in making sure the seniors of the 27th Ward would be involved in this meeting.

Each meeting participant was asked to complete a brief Transportation Opinion Survey designed to identify their transportation issues and concerns. It is our intent to provide each community we visit with this survey to better understand the real and perceived transportation strengths, deficiencies and needs from a local perspective. Survey results can be found on the following pages.





## 27<sup>th</sup> Ward 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 27<sup>th</sup> Ward was 14: 2 males and 12 females. The average age of the respondents is 75 years, with the youngest being 63 and the oldest 86. Two said they are employed, one unemployed and 11 retired. None are students at a university or community college in the Chicago area. The two employed respondents said they can get to work using public transportation and that they use public transportation for non-work trips.

The primary means of transportation for 43 percent of the respondents is by taxi. Thirty-six percent each said they drive an auto, van, pickup or SUV or take the bus (CTA, Pace or paratransit). Fourteen percent use the El/subway. None walk or bicycle to their destinations, ride as passengers in autos, vans, pickups or SUVs, or take Metra commuter rail.

Respondents who do utilize public transportation had few problems with it. Twenty-nine percent said it's too slow, 21 percent said it's too expensive and 14 percent each said it doesn't serve their destinations or they lack information about service. Seven percent each said service is too infrequent or they don't feel safe.



Sixty-four percent of the respondents cited traffic congestion as a problem experienced in their daily travels. Poor road conditions (29%) and intersection delays (14%) were reported as lesser problems.

Television (64%) is the primary source of transportation information for survey respondents. Newspapers (29%), radio (21%) and the RTA/CTA/Metra/Pace (21%) were other sources . Fourteen percent get their information from the Internet, while 21 percent say they receive no information whatsoever.



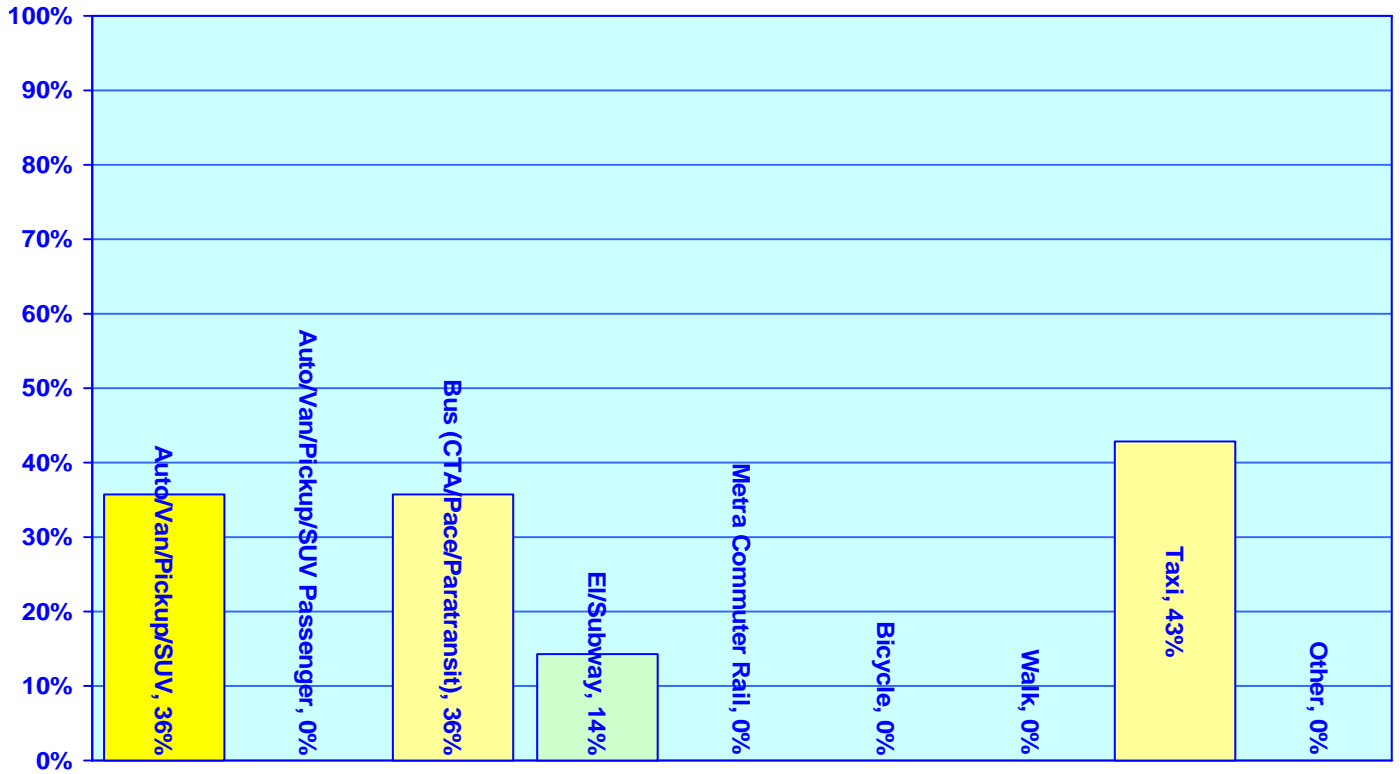
When asked to comment on what could be done to improve the transportation system in northeastern Illinois, the respondents indicated the following categories where improvements are needed:

- Better bus service;
- More courtesy on the part of transportation providers and the traveling public.

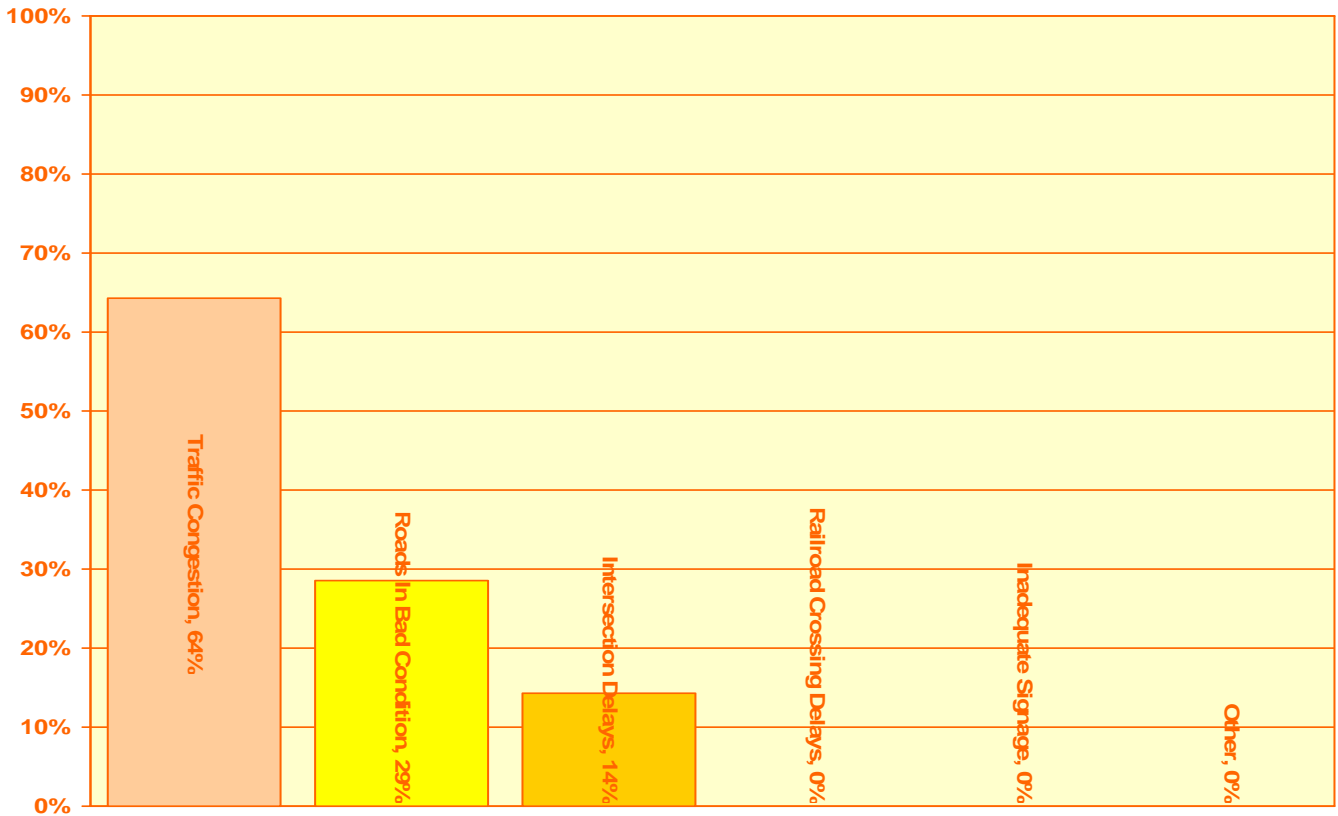
The charts on the following pages give breakdowns on responses CATS received from participants at the 27<sup>th</sup> Ward meeting.



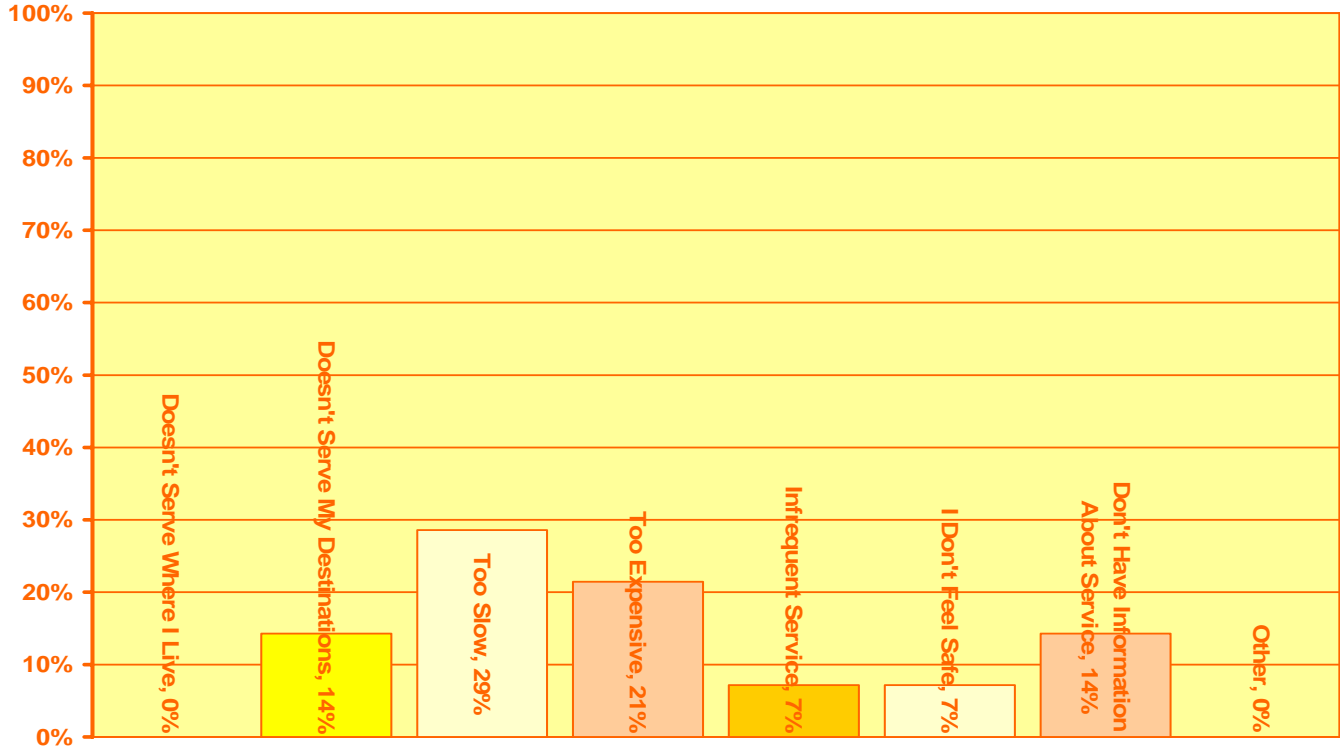
Question: What types of transportation do you typically use?



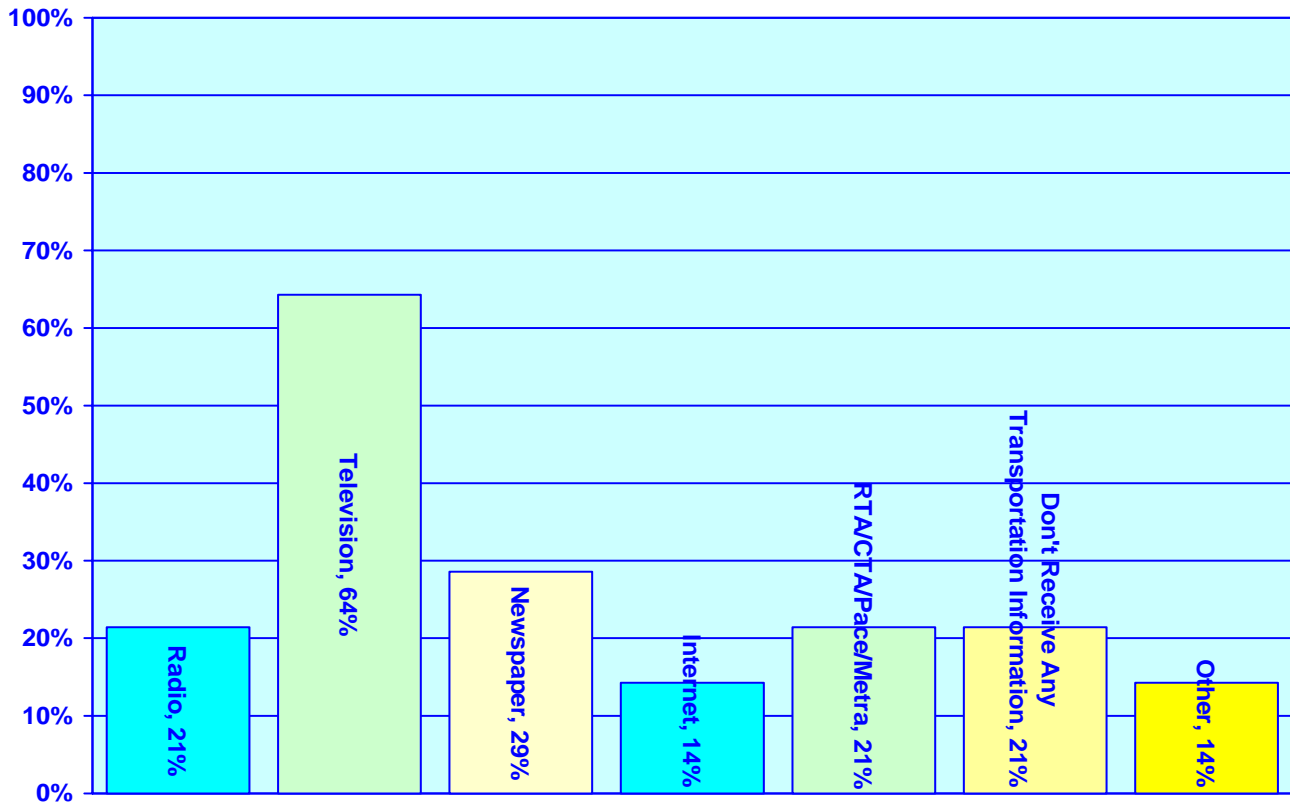
Question: What types of problems have you experienced in your daily travel?



**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.

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

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.



**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.

**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.)**

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.

