

# CATS

## Partners in Progress Meeting

### Results for Albany Terrace Apartments Chicago Housing Authority

June, 2005



**Chicago Area Transportation Study**  
**300 West Adams**  
**Chicago, IL 60606**  
**(312) 793-3460**  
**[www.catsmpo.com](http://www.catsmpo.com)**



## **Public Outreach Report**

### **Albany Terrace Apartments Chicago Housing Authority**

**Prepared by Lynntoi Lawson  
June, 2005**

On February 9, 2005, staff from the Chicago Area Transportation Study had the pleasure of hosting our first "Partners in Progress" transportation meeting for senior citizens in Chicago. The meeting was held at the Albany Terrace Apartments, a Chicago Housing Authority senior citizens residence on the near south side.

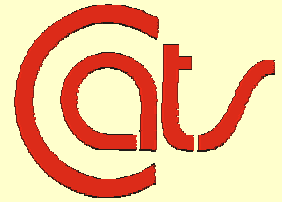
CATS was invited to the meeting to educate and involve the residents of Albany Terrace in the transportation planning process. As always, our objective was to increase the level of awareness about transportation planning and the decision-making process, affording this often-overlooked segment of our region a voice in the process. We hoped to demonstrate the impact the senior community can have in shaping the future of transportation.

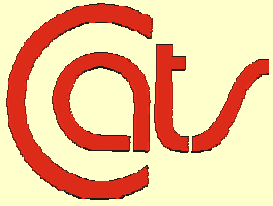
Our speaker for this meeting was Russell Pietrowiak, Associate Transportation Planner at CATS, a staff member dedicated to educating seniors and people with disabilities. He discussed the 2030 Regional Transportation Plan, the transportation needs of senior citizens and the opportunities available for them to become involved in the transportation planning process.

The crowd, although light in number, proved to be alert, interested and vocal concerning their transportation interests. Not the least bit shy, the feisty group expressed the need for more accommodating and more frequent bus service in their community. Of particular interest was the desire for a bus turn-around centrally located near the Albany Terrace Apartment building to minimize travel distance to the local bus stop. They also mentioned several other non-transportation related concerns.

CATS would like to extend a special note of thanks to the Reverend Freddie Batchelor, community activist, and Ms. Mary Mitchell, Director of Senior Housing Services for the Chicago Department of Housing, and the seniors of Albany Terrace Apartments. We fully appreciated their input and energy and encourage their continued support of the process.

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 transportation strengths, deficiencies and needs from a local perspective. There were 28 surveys returned. Survey results can be found on the following pages.





## Albany Terrace 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 at the Albany Terrace Apartments was 28: 12 males, 15 females and one with gender unspecified. Seventy-five percent said they are retired, and 18 percent said they are not employed. Two respondents failed to answer the employment question. The average age of the respondents is 68 years, with the youngest being 46 and the oldest 85.

The primary means of transportation for 75 percent of the respondents is the bus (CTA/Pace/paratransit), with 21 percent also riding the El/subway and 14 percent using Metra commuter rail. More respondents reported being passengers in an auto/van/pickup/SUV (46%) than driving one of those vehicles (32%). Given the average age of the respondents, a surprising 43 percent report walking to their destinations. Taxis are used by 21 percent of the respondents.

Although they are heavily dependent on public transportation, the respondents had numerous problems with it. Seventy-one percent said it is too slow, 50 percent said service is infrequent, 43 percent said it's too expensive and 29 percent said it's not safe. Secondary problems were lack of service where they live, where they need to go and information about service, each cited by 18 percent of the survey respondents.



Since fewer than one-third of the respondents drive, their responses to the question about problems experienced by drivers were relatively low. Fifty-four percent said poor roads are the biggest problem they experienced in their daily travels. Traffic congestion (46%) and intersection delays (29%) were secondary traffic-related problems. Eighteen percent cited both railroad crossing delays and inadequate signage as problems.

Television (46%) is the primary source for transportation information for survey respondents. Newspapers (36%), radio (29%) and the RTA/CTA/Metra/Pace (29%) were other sources of information, with 14 percent saying they receive no information whatsoever.



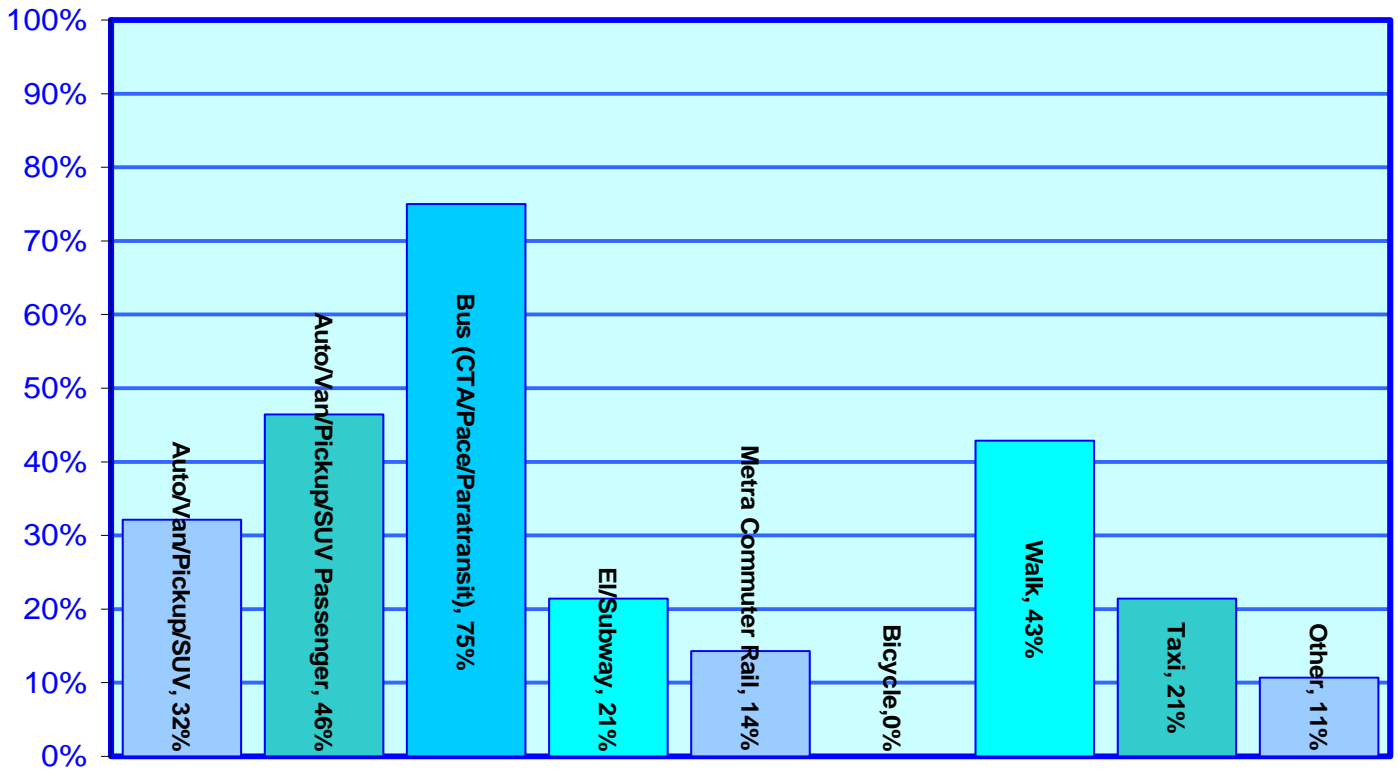
When asked to comment on what could be done to improve the transportation system in northeastern Illinois, the respondents indicated the following categories where improvements are needed:

- More bus service;
- More courteous bus drivers;
- Stricter adherence to bus schedules.

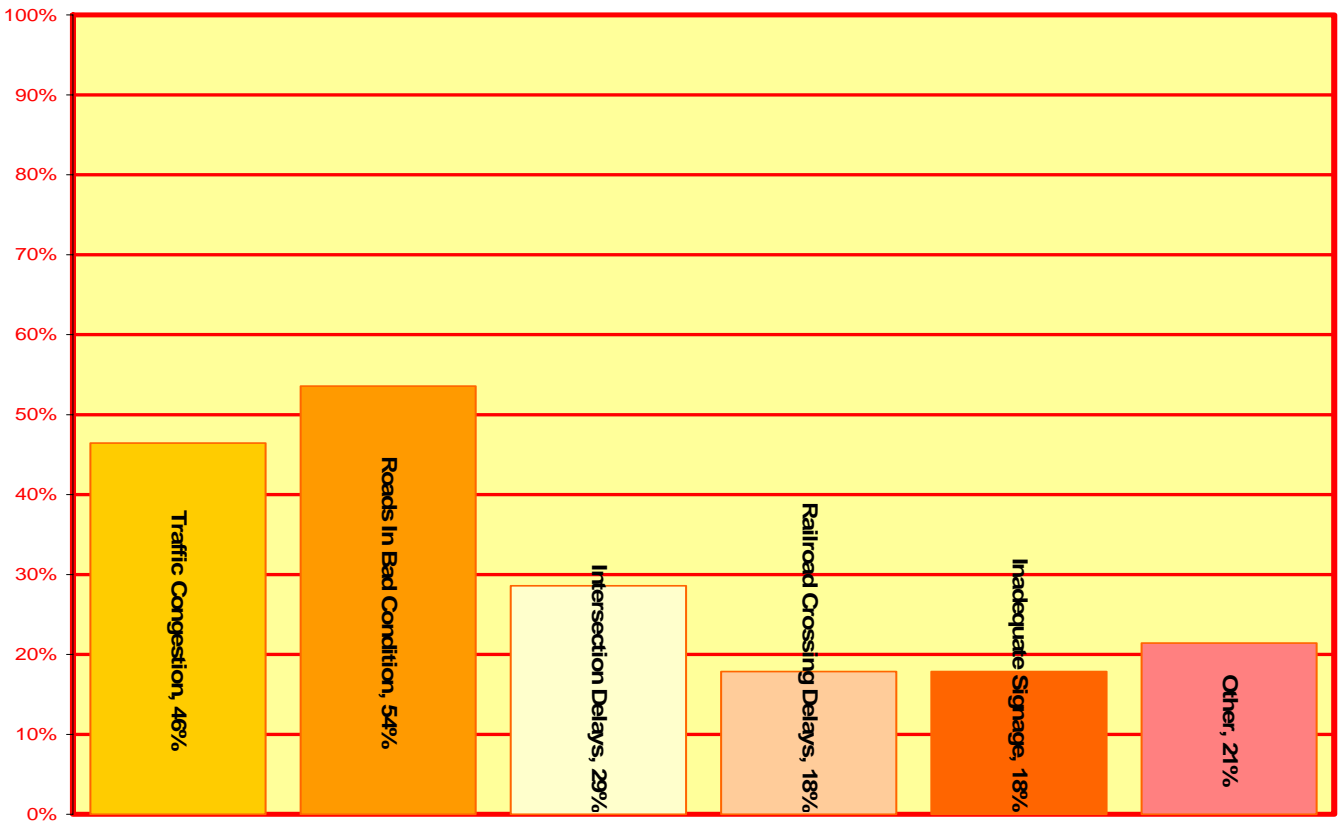
The charts on the following pages give breakdowns on responses CATS received from participants at the Albany Terrace meeting.



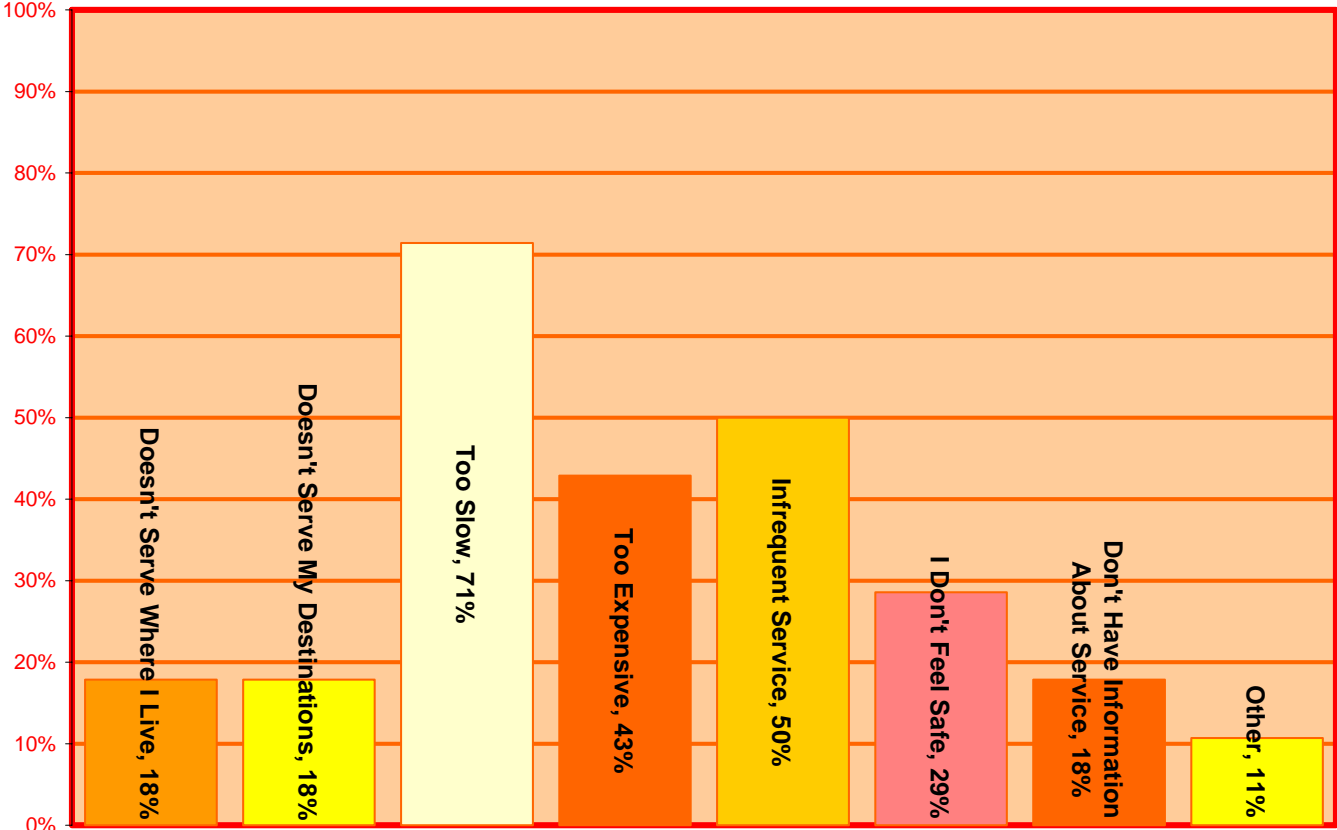
Question: What types of transportation do you typically use?



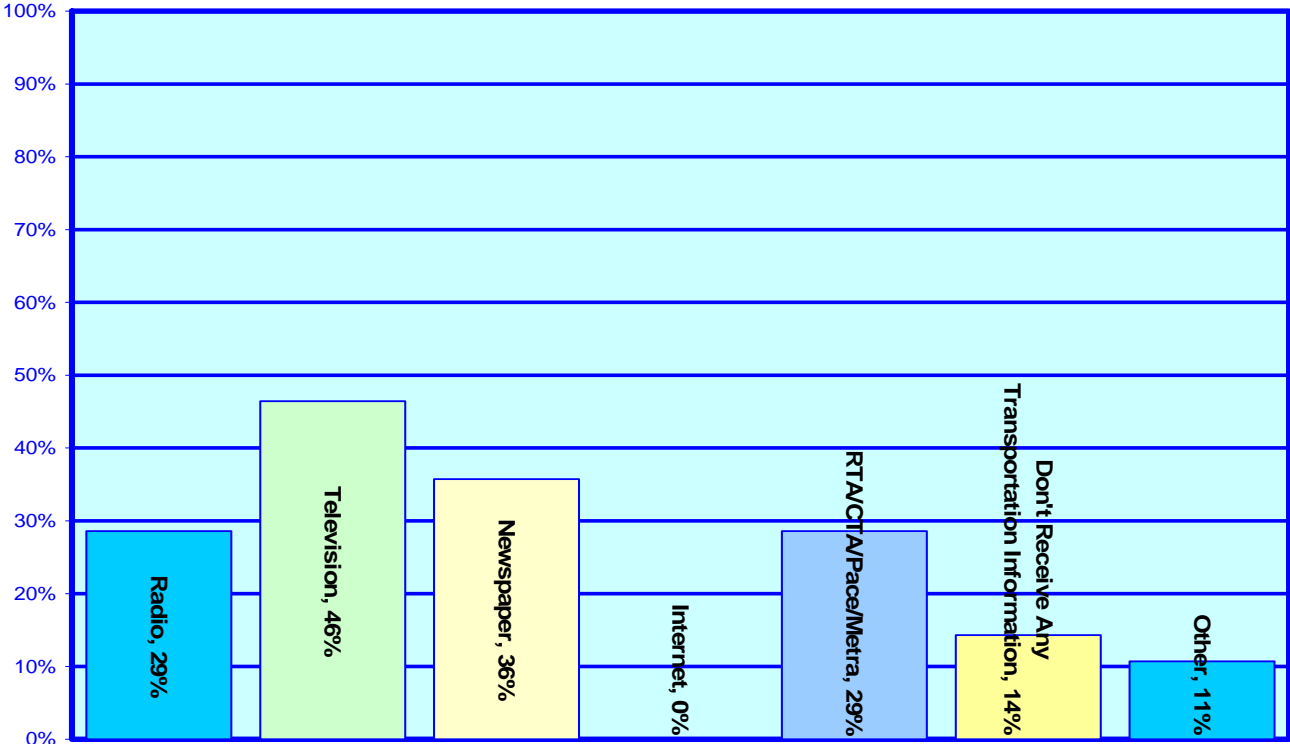
Question: What types of problems have you experienced in your daily travel?

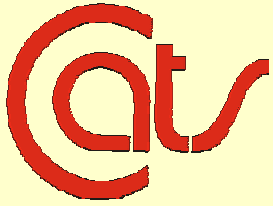


**Question: Public transportation problems?**



**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):**

Bus drivers pulling away after they have seen a senior citizen running for the bus.

Sometimes there are later delays.

CTA: too long about coming, wait 12-22 minutes; medical pick-up van does good.

The drivers at the paratransit companies; many times pick up really late and sometimes not at all.

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

Fares should not be raised again for the next couple of years!

Sometimes slow.

Too late or way too early, leaving me to have to call a cab.



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

Leaves seniors with disabilities.

My transportation comes late to pick me up.

S.C.R. and ART are sometimes late for my pick-up.

I sometimes get a ride when I am in a hurry or late.

Not ever on time and rude drivers.

SCR, ARTS Paratransit companies need to tell the truth when there will be problems with time pick-up and drop-off.

None.



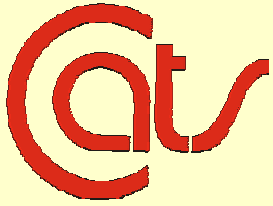
**Question 3: Please tell us what you like about the transportation system in northeastern Illinois. Feel free to comment on all types of transportation.**

Not too much. Have a problem with arrival time and return pick-up time.

The RTA and Metra are good. Medical vans are good, on time mostly.

Don't know.





**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.)**

Bus.

Better buses.

Make it more safe.

Make it the same for all people in all areas.

Car pick-up.

Get more buses.

Make EI and subway more useful for handicapped people in the poor part of the city.

Stop raising the fare! Stop passing up senior citizens!

Bus, car or van.

More money granted would be a big step.

When a rider needs the handicapped ramp to be lowered, I think the driver should let it down so I can get on the bus without being scared to fall.

ART, SCR – that type of paratransit service isn't on time most of the time. I should not have to wait outside with nowhere to sit if I could stand waiting for SCR, ARTS and CDT. I could ride the bus and stand on the bus line. They always lie about the time.

