

CATS

Partners in Progress Meeting

Results for Evergreen Tower

Chicago, Illinois

October, 2005



Chicago Area Transportation Study

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Public Outreach Report

Evergreen Tower Seniors Complex

October 20, 2005

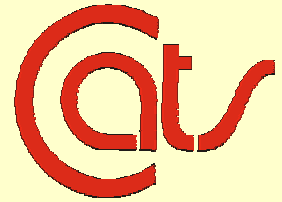
It's a crisp fall afternoon in the "Windy City." The White Sox are preparing for the World Series and CATS' outreach staff is attempting to hit a transportation home run. Having visited several senior complexes in the city to introduce residents to the transportation planning game, we're now visiting Evergreen Tower, a senior complex tucked between classic grey stones and newly constructed condos at 1333 N. Cleveland.

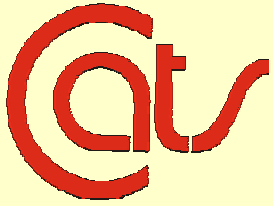
CATS' efforts to raise public awareness and increase personal involvement in the transportation planning process within the city are especially important to mature audiences. Our goal is to provide them with timely transportation information, education about how and why it is necessary to get involved and the opportunity to assist in planning viable options for a safe, efficient and affordable transportation system.

CATS was joined by an all-star transportation team. Keynote speakers were Mrs. LynnToi Lawson, CATS Public Involvement Coordinator, Mr. Richard Wiley, CTA Paratransit Operations Manager, and Mr. Bryce Word, PACE Special Projects Manager. Each explained their agency's role and function in the transportation planning process, noting special areas of concern for seniors such as applying for paratransit services, coverage areas, fare increases, replacement of lost transit cards, and how to address uncooperative transit service providers. The meeting was concluded with a Q & A session followed by refreshments.

CATS would like to extend a special note of thanks to Barbara Green, event organizer/resident of Evergreen Tower, and building management. We also wish to acknowledge our transit partners from the CTA and PACE. Most importantly – we thank the residents for their input, energy and support for the "*Partners in Progress*" outreach initiative.

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 transportation strengths, deficiencies and needs from a local perspective. There were approximately 35 guests at this meeting; 21 completed and returned surveys. Survey results can be found on the following pages.





Evergreen Tower 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 Evergreen Tower meeting was 21: 18 females, 2 males and one with gender unspecified. The average age of the respondents is 69 years, with the youngest being 47 and the oldest 82.

Fifteen said they are retired, three are not employed, one is employed and two didn't respond. None of the respondents are students at area universities or community colleges.

Public transportation is the primary means of getting around, with 67 percent of the respondents riding the bus (CTA/Pace/paratransit) and 33 percent saying they use the El/subway. Metra is apparently not an option, with only five percent saying they ride the rails. More people take taxis (29%) than drive or ride as passengers in an auto/van/pickup/SUV (14% and 19%, respectively). Fourteen percent said they walk to their destinations.

Although they rely heavily on public transportation, the respondents did have some problems with it. Thirty-eight percent said it doesn't serve



their destinations and 33 percent said it doesn't serve where they live. Twenty-nine percent said service is too slow and 19 percent each said service is infrequent or unsafe. Only five percent said service is too expensive. Nearly a quarter (24%) of respondents said they don't have information about available service.

Traffic congestion is the biggest problem experienced in daily travel by a majority (62%) of the survey respondents. Poor roads (43%) were also cited as a major problem. Inadequate signage (14%), railroad crossing delays (10%) and intersection delays (5%) appear to be minor problems.

Television (24%) is the primary source for transportation information for survey respondents, although more (29%) said they don't receive any information at all. Radio, newspapers and the RTA/CTA/Pace/Metra were secondary sources, with each cited by 14 percent of respondents. None of the respondents utilizes the Internet for transportation information.



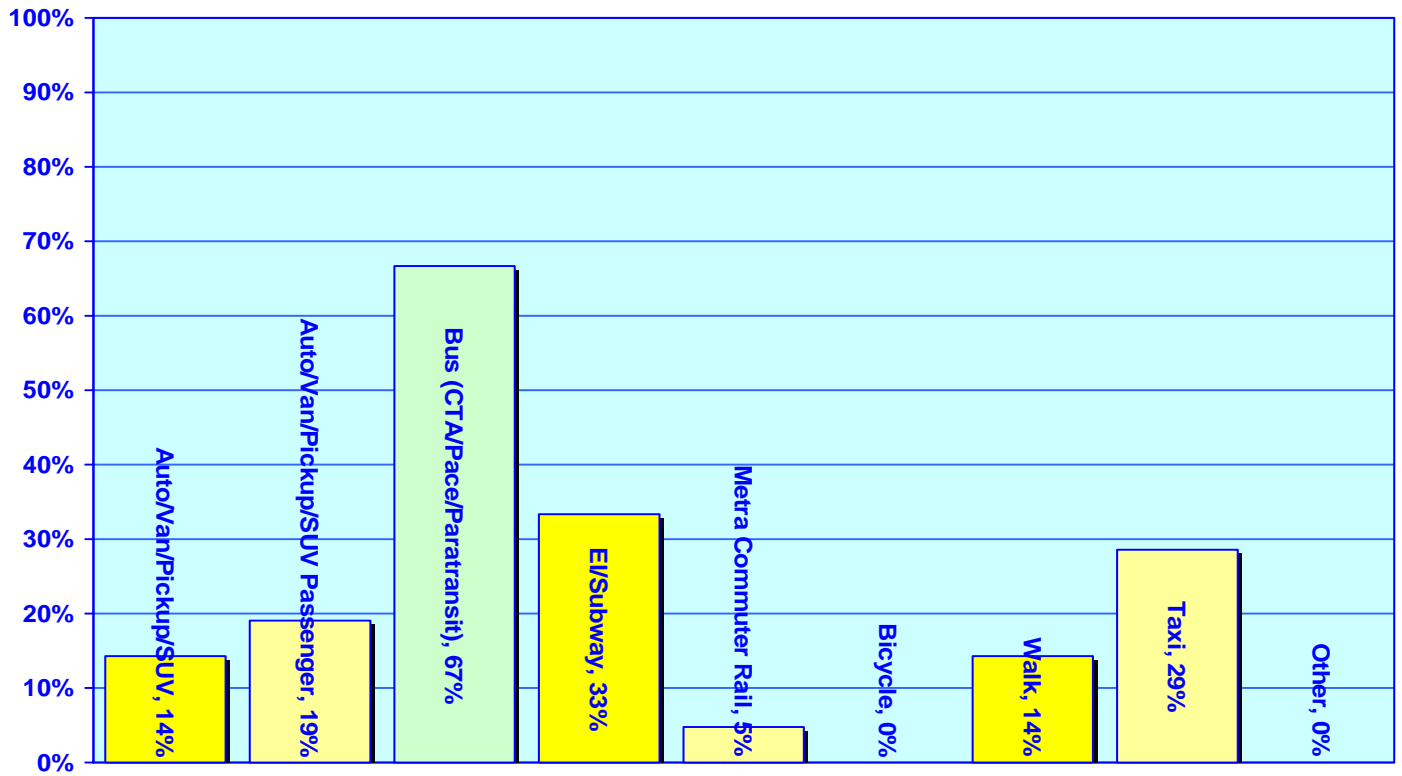
When asked to comment on what could be done to improve the transportation system in northeastern Illinois, the respondents indicated the following categories where improvements are needed:

- A CTA bus stop on their street;
- More information on paratransit services;
- Prompt service from paratransit service providers.

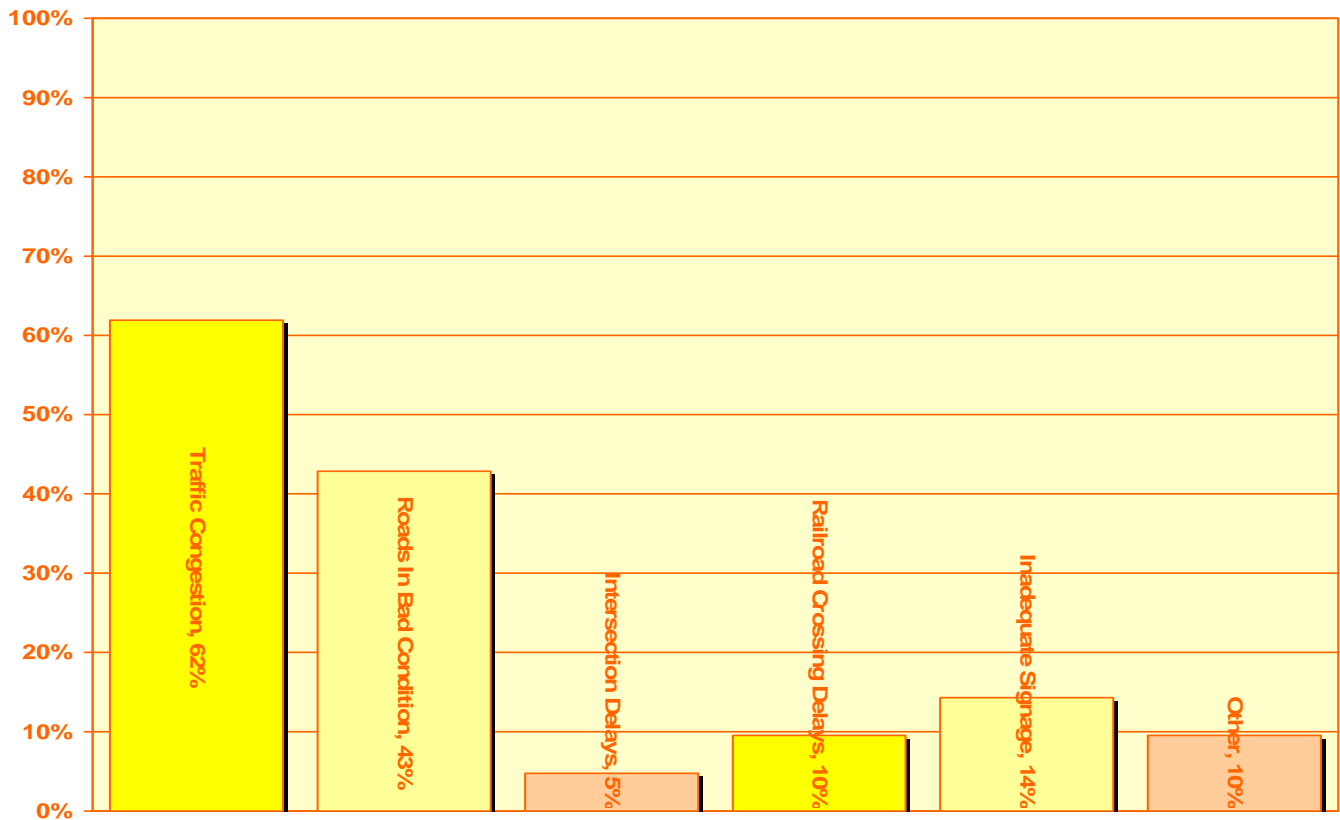
The charts on the following pages give breakdowns on responses CATS received from participants at the Evergreen Tower meeting.



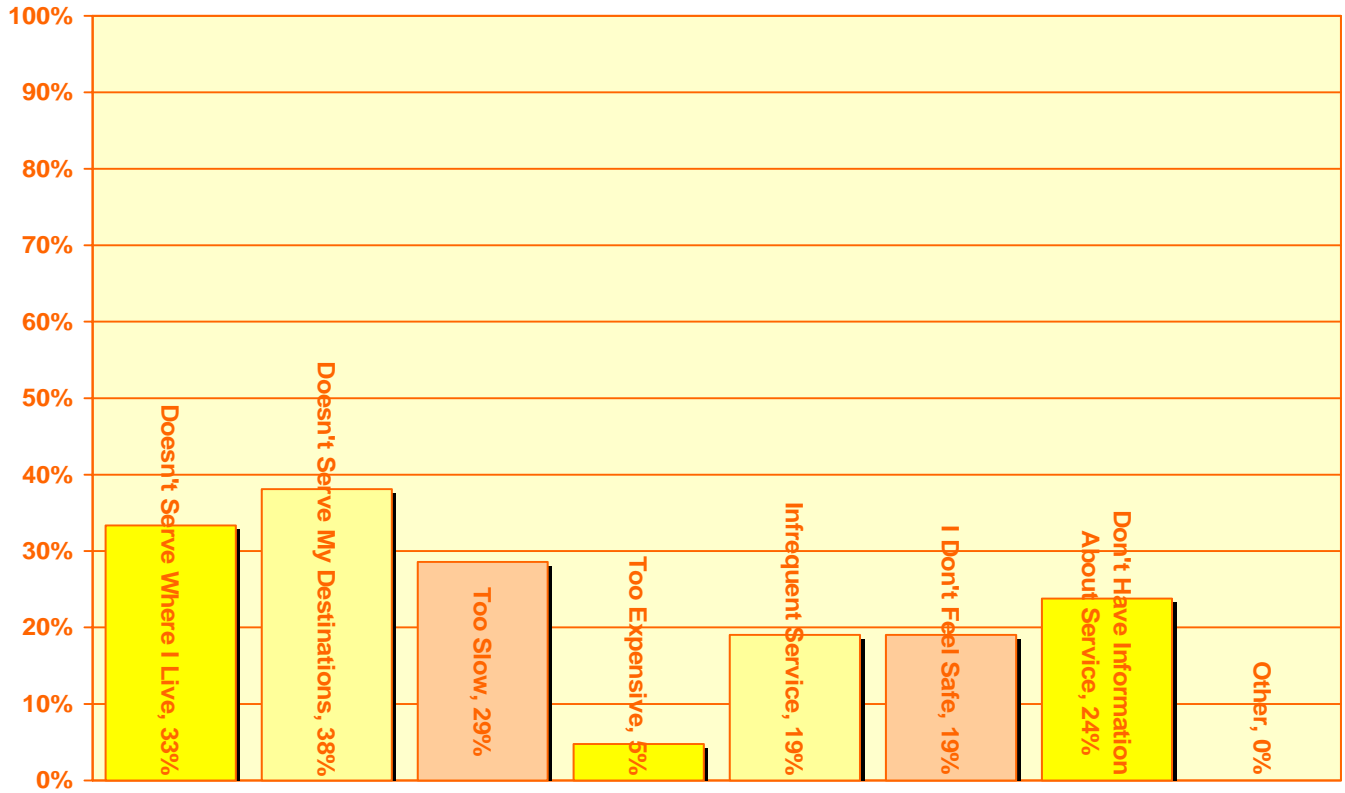
Question: What types of transportation do you typically use?



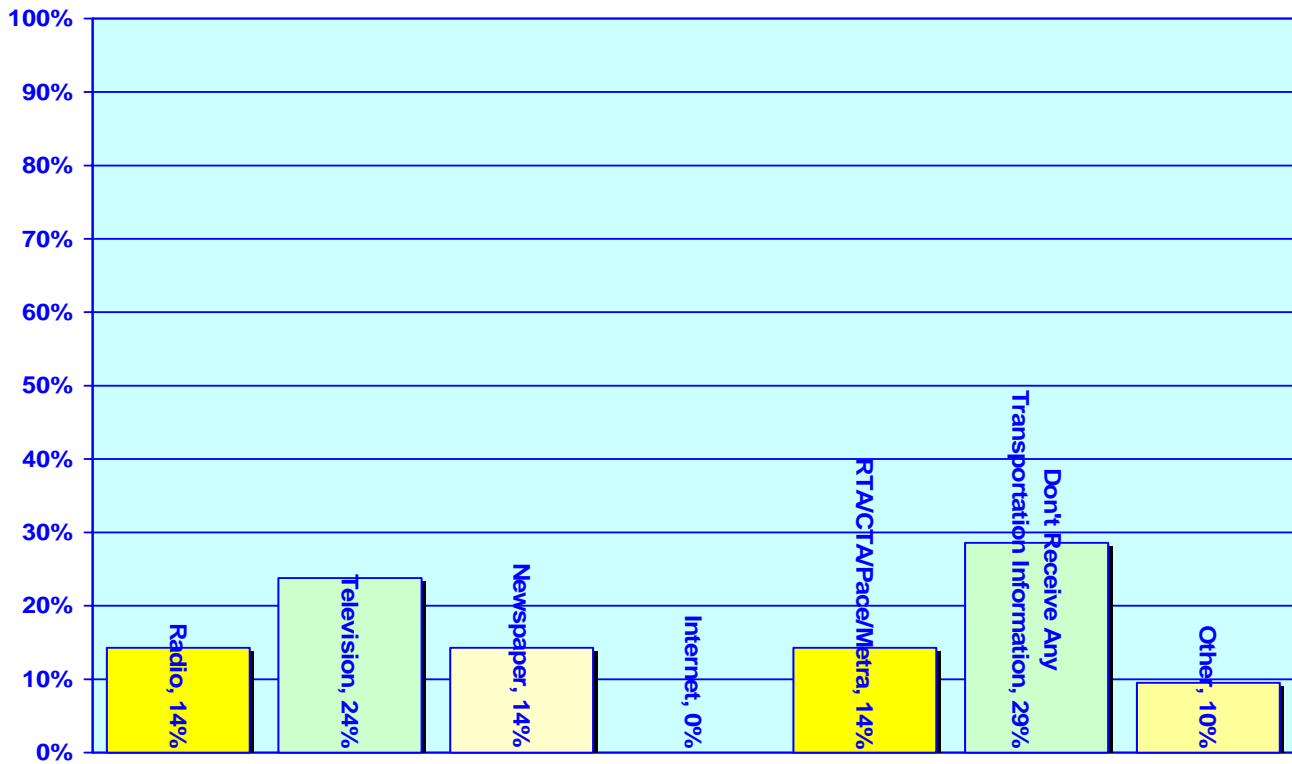
Question: What types of problems have you experienced in your daily travel?

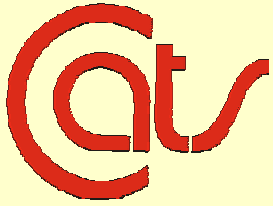


Question: Public transportation problems?



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):

Rail always on delay.

I have problems boarding buses.

Slow service.

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

It's very nice.



Question 2C: Problems with other types of transportation.

I don't have any other kind.

Late.

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

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.

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.)

Cut the fare!

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

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.

