

## Survey of Central Area Transportation Needs

Applied Real Estate Analysis is conducting a survey for the Chicago Transit Authority and the City to help improve bus and "L" service and reduce traffic congestion in the central area of Chicago—the Loop and the area 2 miles around the Loop. Please answer the following questions. When you are finished, return the questionnaire to the survey person on the bus. Thank you!

1. What is your home ZIP code?                          (1-5)

2. If you are employed or a student, what is your ZIP code?

Check if not employed or student      (6)

Work/School ZIP code:                          (Address                                     ) (7-11), (12-16)

3. How often do you take each of the following for work or school-related trips?

CTA Bus      Always      Usually      Sometimes      Rarely/never (17)

"L"/subway      Always      Usually      Sometimes      Rarely/never (18)

Auto      Always      Usually      Sometimes      Rarely/never (19)

Taxi      Always      Usually      Sometimes      Rarely/never (20)

Walk only      Always      Usually      Sometimes      Rarely/never (21)

Metra      Always      Usually      Sometimes      Rarely/never (22)

4. What bus route # do you use most often for work or school-related trips?                (23-25)

5. For work or school-related trips, how often are each of the following a serious problem for taking a CTA bus?

Buses too infrequent      Most of the time      Sometimes      Rarely/never (26)

Buses not on schedule      Most of the time      Sometimes      Rarely/never (27)

Buses move too slowly      Most of the time      Sometimes      Rarely/never (28)

Too far to walk to/from bus stop      Most of the time      Sometimes      Rarely/never (29)

Buses too crowded      Most of the time      Sometimes      Rarely/never (30)

Bus skips my stop      Most of the time      Sometimes      Rarely/never (31)

Bus doesn't go where I want      Most of the time      Sometimes      Rarely/never (32)

Temperature on bus      Most of the time      Sometimes      Rarely/never (33)

Don't have change or farecard      Most of the time      Sometimes      Rarely/never (34)

Cleanliness of bus      Most of the time      Sometimes      Rarely/never (35)

6. Again for work or school-related trips, how often are each of the following a serious problem for taking the "L" or subway?

Trains not on schedule      Most of the time      Sometimes      Rarely/never (36)

Too far to walk to/from station      Most of the time      Sometimes      Rarely/never (37)

Trains too crowded      Most of the time      Sometimes      Rarely/never (38)

Trains too infrequent      Most of the time      Sometimes      Rarely/never (39)

Cleanliness of station      Most of the time      Sometimes      Rarely/never (40)

Cleanliness of train      Most of the time      Sometimes      Rarely/never (41)

7. For personal trips (involving shopping, social, recreational, personal business, etc.), how often do you travel to each of the following areas?

Near North Side      Frequently      Occasionally      Rarely/never (42)

Near West Side      Frequently      Occasionally      Rarely/never (43)

Museum campus      Frequently      Occasionally      Rarely/never (44)

South Loop      Frequently      Occasionally      Rarely/never (45)

Loop      Frequently      Occasionally      Rarely/never (46)

Elsewhere in Chicago      Frequently      Occasionally      Rarely/never (47)

Suburbs      Frequently      Occasionally      Rarely/never (48)

8. How often do you take each of the following for personal trips?
- |            |                                 |                                  |                                    |                                       |      |
|------------|---------------------------------|----------------------------------|------------------------------------|---------------------------------------|------|
| CTA Bus    | <input type="checkbox"/> Always | <input type="checkbox"/> Usually | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (49) |
| "L"/subway | <input type="checkbox"/> Always | <input type="checkbox"/> Usually | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (50) |
| Auto       | <input type="checkbox"/> Always | <input type="checkbox"/> Usually | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (51) |
| Taxi       | <input type="checkbox"/> Always | <input type="checkbox"/> Usually | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (52) |
| Walk only  | <input type="checkbox"/> Always | <input type="checkbox"/> Usually | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (53) |
| Metra      | <input type="checkbox"/> Always | <input type="checkbox"/> Usually | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (54) |

9. What bus route # do you use most often for personal trips?    (55-57)

10. For personal trips, how often are each of the following a serious problem for taking a CTA bus?

- |   |   |                                    |                                       |      |
|---|---|------------------------------------|---------------------------------------|------|
| Buses too infrequent                      | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (58) |
| Buses not on schedule                     | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (59) |
| Buses move too slowly                     | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (60) |
| Personal security during day              | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (51) |
| Personal security—evening                 | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (62) |
| Too far to walk to/from bus stop          | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (63) |
| Long wait when transferring to bus or "L" | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (64) |
| Don't have change or farecard             | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (65) |
| Bus doesn't go where I want               | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (66) |
| Cleanliness of bus                        | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (67) |
| Not knowing bus routes                    | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (68) |
| Not knowing operating hours               | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (69) |

11. Again for personal trips, how often are each of the following a serious problem for taking the "L" or subway?

- |                              |   |                                    |                                       |      |
|------------------------------|---|------------------------------------|---------------------------------------|------|
| Trains not on schedule       | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (70) |
| Too far to walk to station   | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (71) |
| Personal security during day | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (72) |
| Personal security—evening    | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (73) |
| Trains too infrequent        | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (74) |
| Cleanliness of station       | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (75) |
| Cleanliness of train         | <input type="checkbox"/> Most of the time | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Rarely/never | (76) |

12. If problems you checked above occurred less often, would you take the bus or "L"/subway:

- |                        |  |  |                                    |      |
|------------------------|--|--|------------------------------------|------|
| For work/school trips: | <input type="checkbox"/> Much more often | <input type="checkbox"/> Somewhat more often | <input type="checkbox"/> No change | (77) |
| For personal trips:    | <input type="checkbox"/> Much more often | <input type="checkbox"/> Somewhat more often | <input type="checkbox"/> No change | (78) |

13. Do you have a car available to you for work/school trips? ☐ Yes ☐ No (79)

14. Do you have a car available to you for personal trips? ☐ Yes ☐ No (80)

15. How many years have you lived in your current neighborhood?  (years) (81-82)

16. What is your age?  (years) (83-84)

17. Are you: ☐ Male ☐ Female (85)

18. Are you: ☐ White ☐ Black/African-American ☐ Hispanic ☐ Asian ☐ Other (86)

19. Do you have a CTA map? ☐ Yes ☐ No (87)

20. Do you have any CTA bus or train schedules? ☐ Yes ☐ No (88)

21. Are you aware of CTA's Travel Information telephone number? ☐ Yes ☐ No (89)

22. Have you called the Travel Information telephone number in the past year? ☐ Yes ☐ No (90)

23. Are you aware of CTA's web site? ☐ Yes ☐ No (91)

24. Have you visited CTA's web site in the past year? ☐ Yes ☐ No (92)

25. Please give us any other comments you have about traveling in the central area of Chicago (the Loop and the area 2 miles around the Loop).

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Please return this questionnaire to the survey person on the bus. Thank you for your cooperation!

FOR OFFICE USE ONLY:

Surveyor's Name: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_ am/pm

Location (name of "L" or bus line): \_\_\_\_\_