



November 2001

Dear Central Area Resident:

The Chicago Transit Authority (CTA) has retained Applied Real Estate Analysis, Inc. to survey residents of Chicago's Central Area about their transportation needs and preferences. The Central Area is bounded by North Avenue on the north, Ashland Avenue on the west, Cermak Road on the south and Lake Michigan on the east.

The results of this survey will be used by the CTA and the City of Chicago to improve bus and "L" service and reduce traffic congestion in the Central Area of Chicago.

Because your home is part of small, carefully selected sample, it is important to the success of this survey that a member of your household fill out the questionnaire and return it as soon as possible. The responses are important for street traffic planning, as well as transit planning.

PLEASE FILL OUT THE SURVEY EVEN IF YOU DO NOT USE PUBLIC TRANSPORTATION.

For your convenience, this form is printed with a postage-paid return address. Just fold it to the outside, staple or tape the form at the bottom, and drop in the mail.

Thank you for your cooperation and participation!

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

	Always	Usually	Sometimes	Rarely/never
CTA Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"L"/subway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Auto	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metra	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

	Most of the time	Sometimes	Rarely/never
Buses too infrequent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses not on schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses move too slowly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too far to walk to/from bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses too crowded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus skips my stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus doesn't go where I want	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Temperature on bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't have change or farecard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Most of the time	Sometimes	Rarely/never
Trains not on schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too far to walk to/from station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trains too crowded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trains too infrequent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Most of the time	Sometimes	Rarely/never
Near North Side	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Near West Side	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museum campus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
South Loop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elsewhere in Chicago	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suburbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1. What is your home ZIP code?

2. If you are employed or a student, what is your ZIP code?
Check if not employed or student ☐

Work/School ZIP code:
(Address _____)

8. How often do you take each of the following for **personal trips**?

	Always	Usually	Sometimes	Rarely/never
CTA Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"L"/subway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Auto	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metra	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. What bus route # do you use most often for personal trips?

☐ ☐ ☐

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

	Most of the time	Sometimes	Rarely/never
Buses too infrequent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses off schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses move too slowly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security daily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security nightly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too far to walk to/from bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long wait transferring to bus or "L"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't have change or farecard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus doesn't go where I want	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not knowing bus routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not knowing operating hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Most of the time	Sometimes	Rarely/never
Trains off schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too far to walk to station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security daily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security nightly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trains too infrequent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Much more often	Somewhat more often	No change
For work/school trips:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For personal trips:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Do you have a car available to you for **work/school trips**?

☐ Yes ☐ No

14. Do you have a car available to you for **personal trips**?

☐ Yes ☐ No

15. How many years have you lived in your current neighborhood?

☐ ☐ (years)

16. What is your age?

☐ ☐ (years)

17. Are you:

☐ Male ☐ Female

18. Are you:

☐ White ☐ Black/African-American

☐ Hispanic ☐ Asian ☐ Other

19. Do you have a CTA map?

☐ Yes ☐ No

20. Do you have any CTA bus or train schedules?

☐ Yes ☐ No

21. Are you aware of CTA's Travel Information telephone number?

☐ Yes ☐ No

22. Have you called the Travel Information telephone number in the past year?

☐ Yes ☐ No

23. Are you aware of CTA's web site ?

☐ Yes ☐ No

24. Have you visited CTA's web site in the past year?

☐ Yes ☐ No

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

Please fold this side of the questionnaire over to return via mail to address shown. Again, thank you for your cooperation!

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