



2015 Ventra Survey Results

CJC Ventra Advocacy



- 2013: held meetings with CTA & providers
- Surveys!
 - May-June 2014 by CJC
 - Nov-Dec 2014 by DFSS
 - Nov-Dec 2015 by CJC (current)



2015 Survey



Of the 347 agencies who receive city funding through DFSS, CHA, or the Partnership, we received 53 responses.



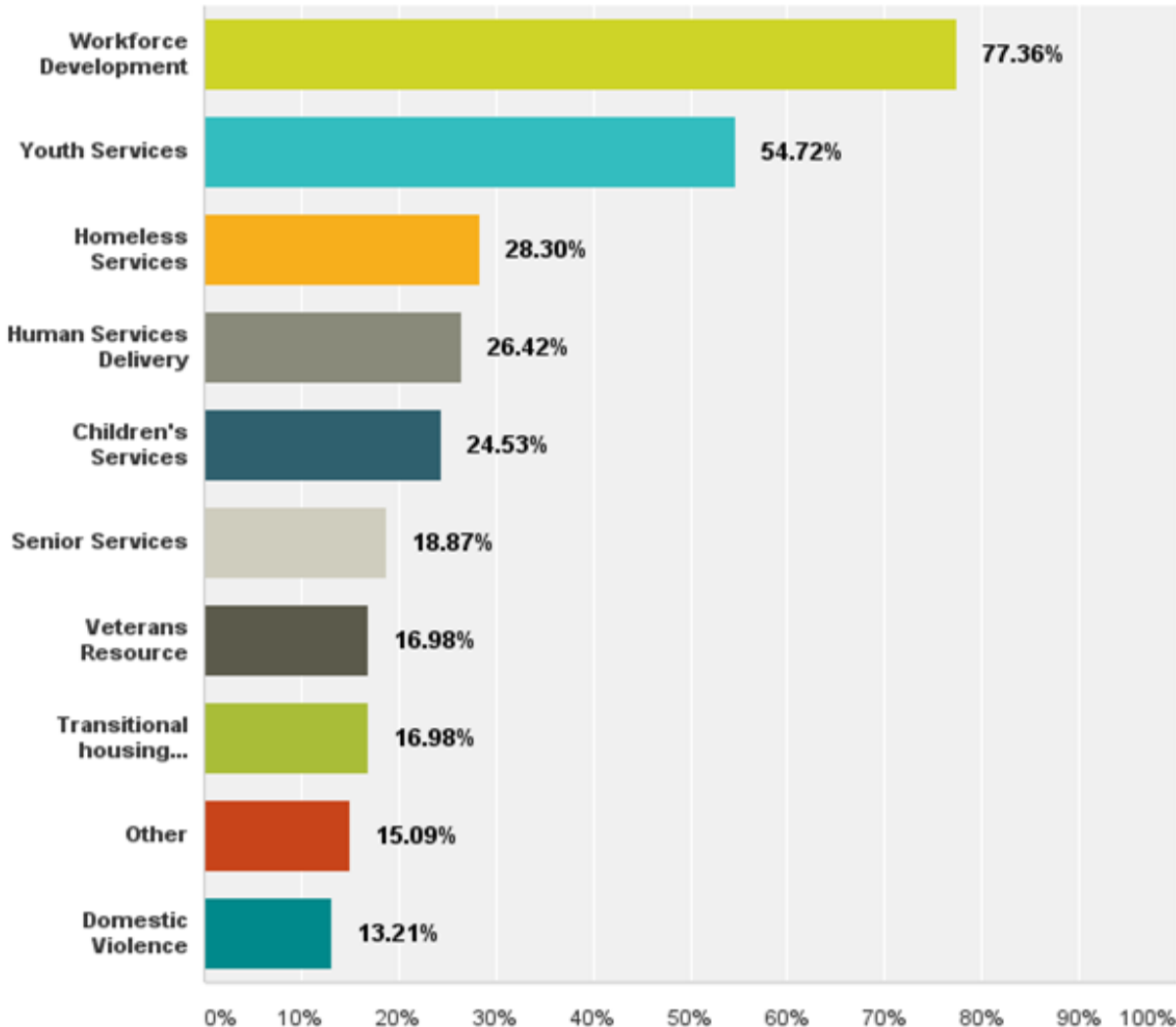
CHICAGO COOK
WORKFORCE
PARTNERSHIP



CHICAGO HOUSING
AUTHORITY™

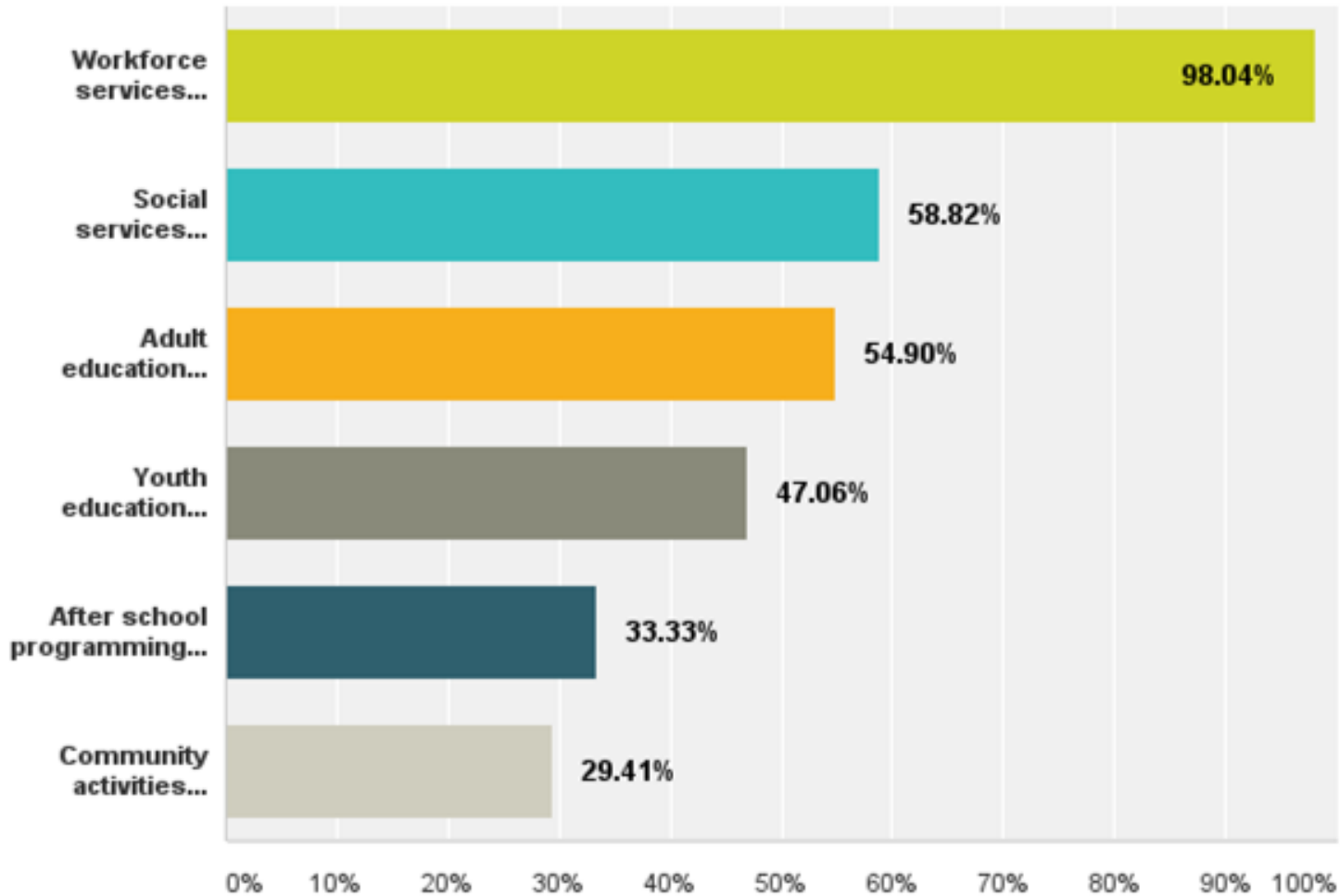


Who responded?



- 53 of 347 agencies responded
- 15% response rate

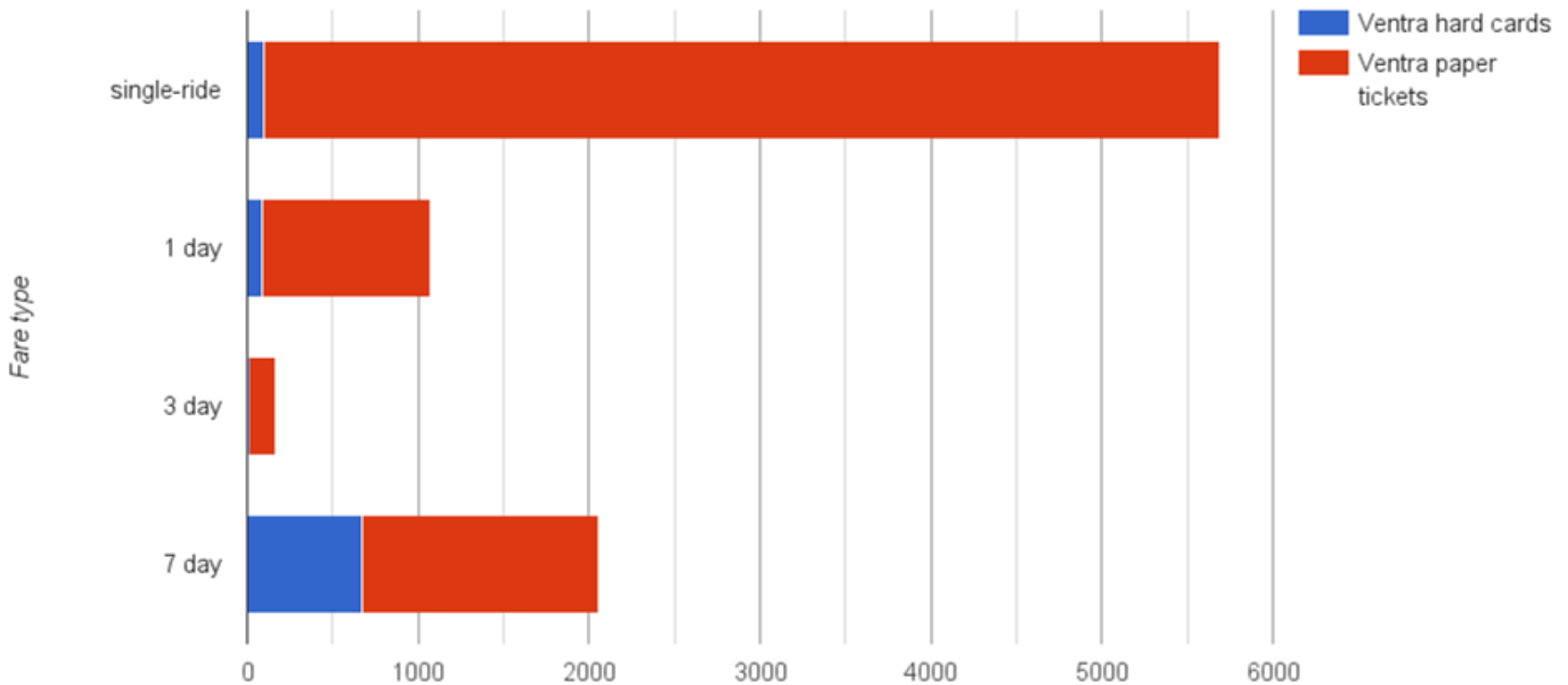
What did agencies use transit for?



What are they buying?



Ventra Purchases by Type



Spending on Ventra

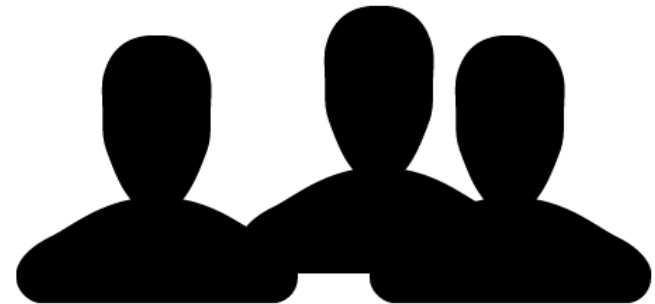


- Avg. monthly for respondents: \$194,230
- Estimate monthly for all agencies:
over \$1 million
- \$0.50 fee applies to single ride, 1 day and 7 day tickets

\$0.50 Fee Impact



S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



Respondents

7,958 tickets subject to \$0.50 fee
are purchased each month by respondents

\$0.50 Fee Impact



January 2015							February 2015							March 2015							April 2015						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3	1	2	3	4	5	6	7	1	2	3	4	5	6	7				1	2	3	4
4	5	6	7	8	9	10	8	9	10	11	12	13	14	8	9	10	11	12	13	14	5	6	7	8	9	10	11
11	12	13	14	15	16	17	15	16	17	18	19	20	21	15	16	17	18	19	20	21	12	13	14	15	16	17	18
18	19	20	21	22	23	24	22	23	24	25	26	27	28	22	23	24	25	26	27	28	19	20	21	22	23	24	25
25	26	27	28	29	30	31								29	30	31					26	27	28	29	30		

May 2015							June 2015							July 2015							August 2015						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2		1	2	3	4	5	6					1	2	3	4							1
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
10	11	12	13	14	15	16	14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
24	25	26	27	28	29	30	28	29	30					26	27	28	29	30	31	23	24	25	26	27	28	29	
31																					30	31					

September 2015							October 2015							November 2015							December 2015																
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S										
				1	2	3	4	5					1	2	3	1	2	3	4	5	6	7	1	2	3	4	5	6	7				1	2	3	4	5
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12										
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19										
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26										
27	28	29	30				25	26	27	28	29	30	31	29	30						27	28	29	30	31												



347 agencies

625,228 tickets subject to \$0.50 fee
are purchased yearly by all agencies (estimate)

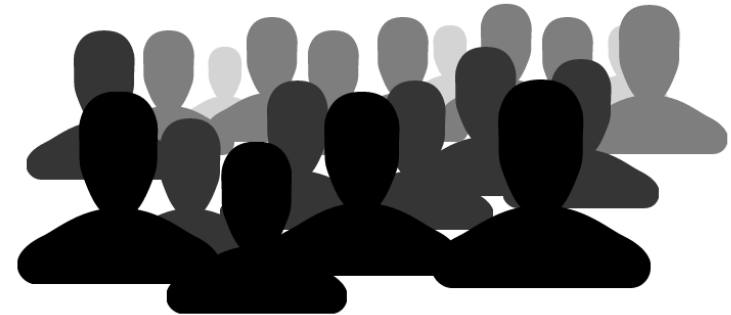
\$0.50 Fee Impact



January 2015							February 2015							March 2015							April 2015						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
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4	5	6	7	8	9	10	8	9	10	11	12	13	14	8	9	10	11	12	13	14	5	6	7	8	9	10	11
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25	26	27	28	29	30	31								29	30	31					26	27	28	29	30		

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S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2		1	2	3	4	5	6		1	2	3	4										1
3	4	5	6	7	8	9	7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
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17	18	19	20	21	22	23	21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
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S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3					1	2	3	1	2	3	4	5	6	7				1	2	3	4
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12
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20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26
27	28	29	30				25	26	27	28	29	30	31	29	30						27	28	29	30	31		



347 agencies

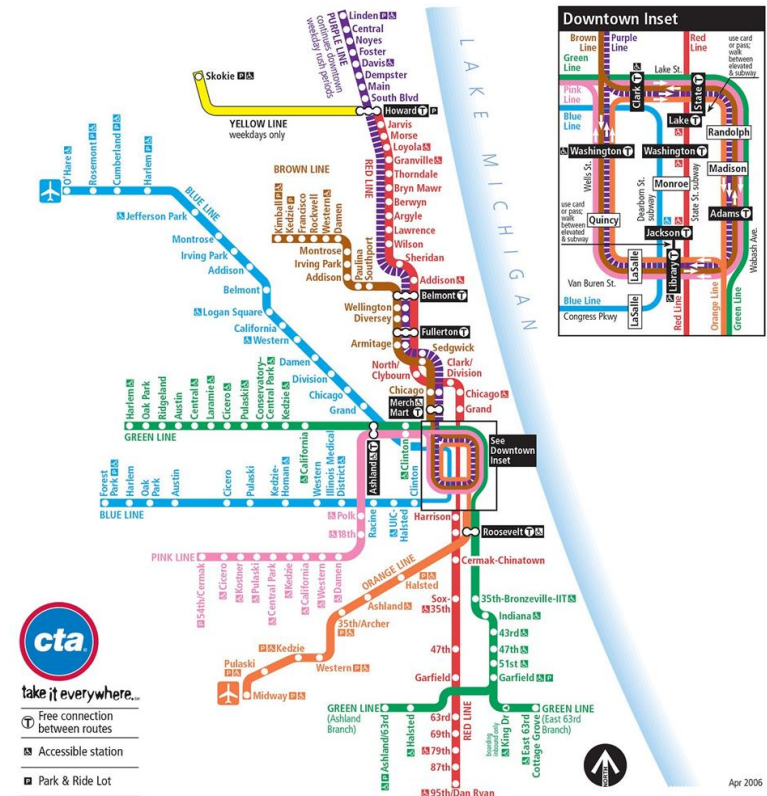
Yearly cost of fee to city-funded agencies:
over \$312,000

Our Findings

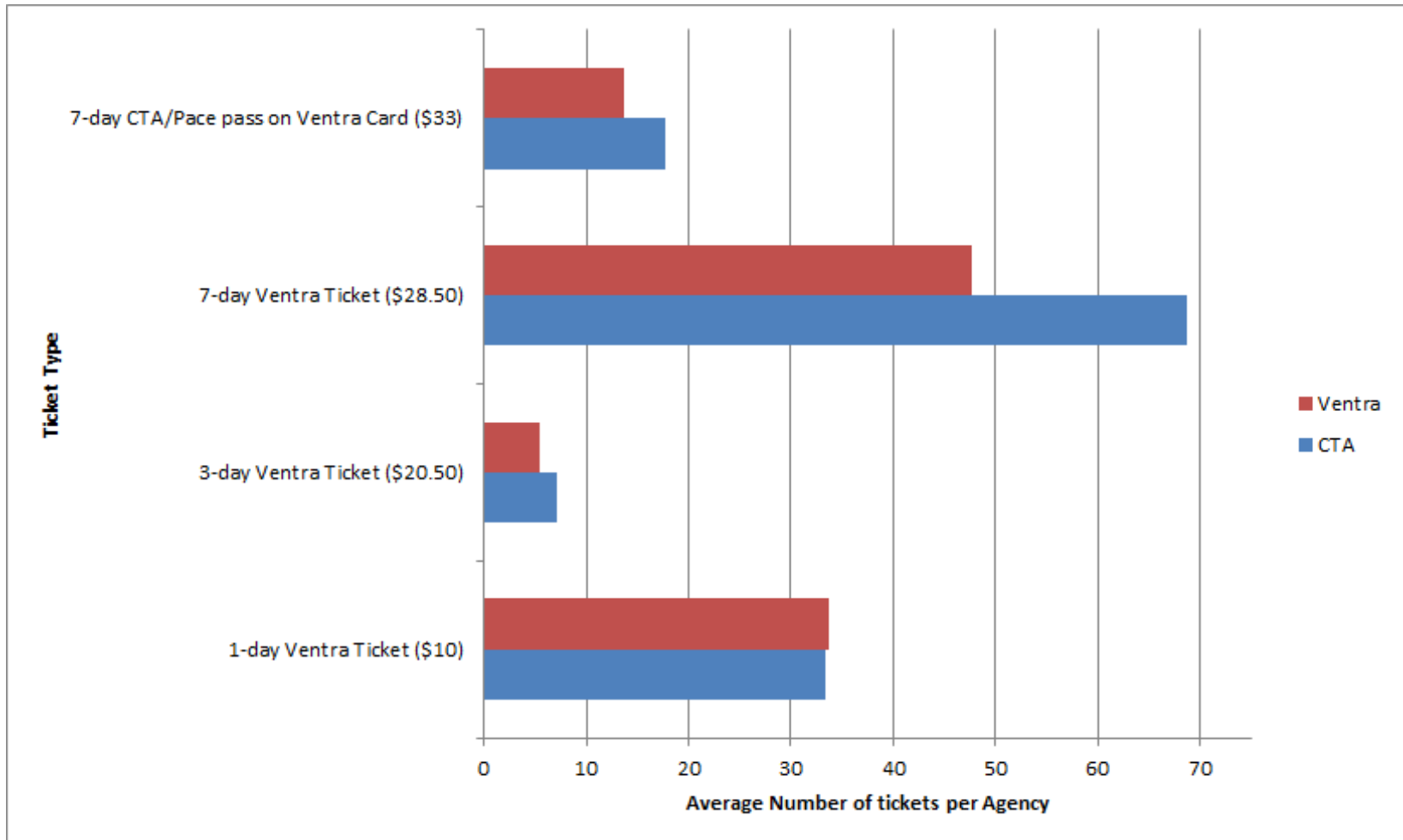


Providers maintained similar levels of transit assistance by redirecting already limited funds and staff time.

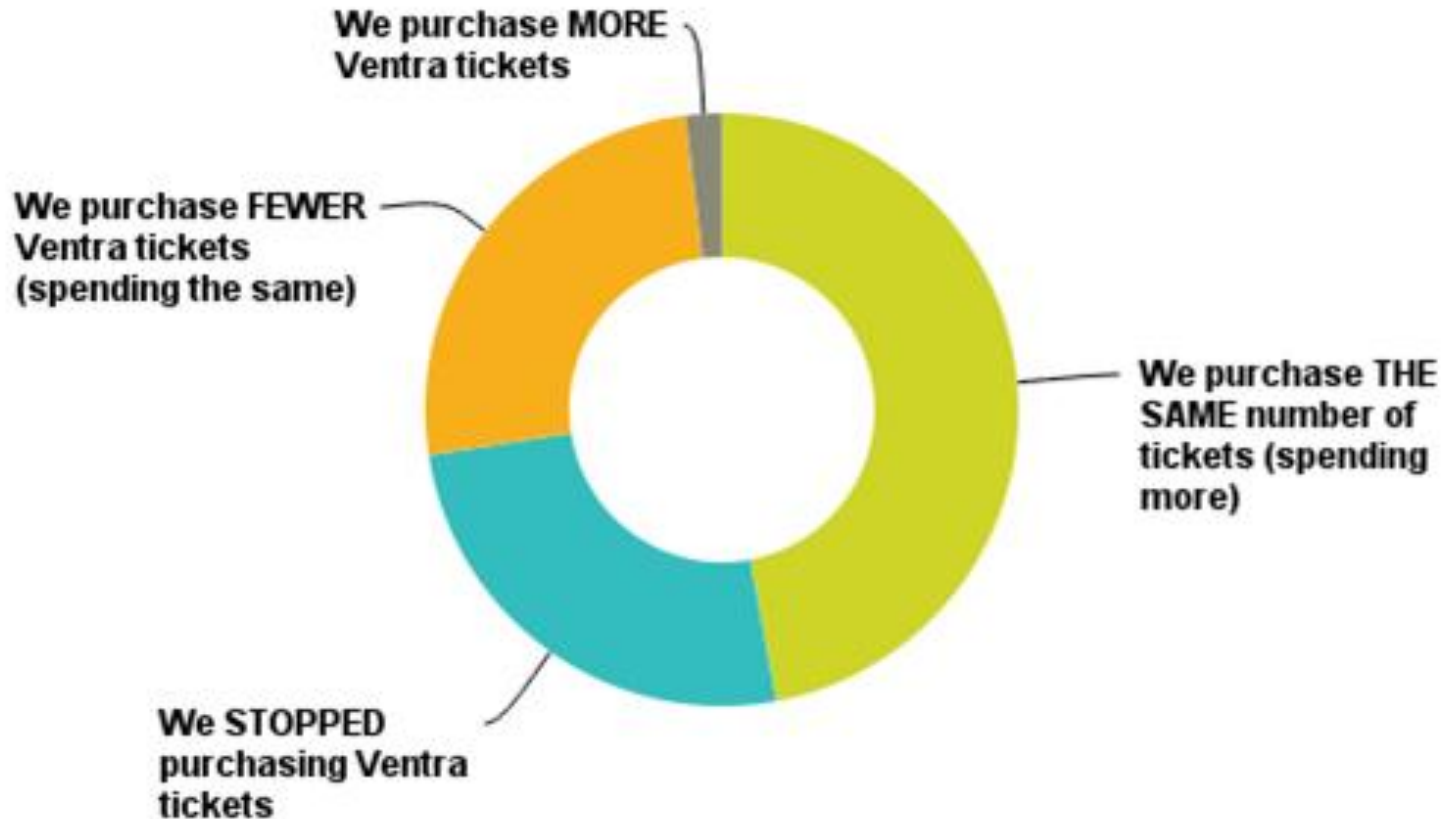
Transit assistance is absolutely essential to program participants.



Trends in Transit Assistance



How did the fee impact agency purchases?



What about administration requirements?



Did administrative challenges reduce the number of cards purchased?



Other Findings: Administrative Challenges



- Lengthy ordering time
- Expiration dates
- Purchasing complications
- Time consuming registration logistics

“We have tried bulk ordering the paper tickets, but the processing sometimes takes 8 weeks so we resorted sending staff to use the Ventra dispensing machines at the subway stations...our staff sometimes have to use four different personal credit cards to be able to buy enough tickets. Sometimes the machines fail to print receipts ...sometimes the machines break down and fail to dispense tickets...or receipts...Having to stand in line with the temperature was below zero last winter to buy 500 tickets out of the vending machines, when the tickets are only dispensed in increments of 8 tickets, is a lot to ask of our staff...”

Other Findings: Financial Burdens



- The ticket fee and negative balance
 - “The 50 cent fee has created a financial burden in that the money can not be spend on additional passes or must be pulled from other resident service line items in the budget”
- Online registration cumbersome
- System doesn’t work for homeless and transient populations

Recommendations



- Eliminate \$0.50 fee on tickets for service agencies
- Reduce negative balance threshold
- Extend ticket life

Recommendations



- Deliver product in timely fashion
- Option to order tickets online
- Provide pick up option for orders
- Add credit card payment option
- Offer bulk registration and loading option

Next Steps



- Report Survey Results to Media/Public
- Educate aldermen
- Administrative advocacy
- Transportation working group
 - email Eric at eric@cjc.net to join!

Thanks!



Kim

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Eric

eric@cjc.net



Chicago Jobs Council



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