

AMTRAK MILWAUKEE- CHICAGO PASSENGER SURVEY FINDINGS: MAY 1989

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**MEMORANDUM REPORT
NUMBER 43**

**AMTRAK MILWAUKEE-CHICAGO
PASSENGER SURVEY FINDINGS:
MAY 1989**

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SEWRPC Memorandum Report No. 43

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INTRODUCTION

Since May 1, 1971, the National Railroad Passenger Corporation--Amtrak--has operated all intercity passenger train service in the Milwaukee, Wisconsin-Chicago, Illinois corridor. Since 1971, the level of service and frequency of trains in the Milwaukee-Chicago corridor has been both increased and decreased from time to time, but has remained relatively constant since 1984, consisting of four trains per day in each direction. Three trains in each direction operate solely between Milwaukee and Chicago, making stops at Sturtevant, Wisconsin, and Glenview, Illinois. The fourth train in each direction, the Empire Builder, operates between Chicago, Milwaukee, St. Paul, Minnesota, and Seattle, Washington. Available seating on the Empire Builder is on a reserved basis and is sometimes limited to a small number of seats for passengers traveling only between Chicago and Milwaukee. The remaining trains between Milwaukee and Chicago have unreserved seating. The current schedule for the Amtrak Milwaukee-Chicago service effective May 21, 1989, through September 16, 1989, is shown in Figure 1.

In November 1988, the City of Milwaukee began exploring ways to improve passenger train service in this corridor. Since this time, the City of Milwaukee and the Wisconsin Department of Transportation have been working with Amtrak toward adding additional trains and improving the schedules for existing trains between Milwaukee and Chicago. It is the City of Milwaukee's belief that expanded and improved Amtrak service can be used as a tool in economic development efforts for the Milwaukee area, since additional trains and improved train schedules may make it easier for Milwaukee's businesses to seek markets and to conduct other transactions in Chicago.

As part of this effort to expand and improve Amtrak service between Milwaukee and Chicago, the City of Milwaukee, in April 1989, through its Department of City Development, requested the Regional Planning Commission to conduct a survey of Amtrak passengers traveling between Milwaukee and Chicago. The purpose of the survey was to objectively identify the preferences of current passengers regarding train schedules, the number of trains per day, and other possible service improvements. The information collected is intended to be used by the City of Milwaukee and the State of Wisconsin to determine the needs of those passengers who now use the Amtrak service, as well as those potential passengers who could use the service in the future. The survey was also intended to provide basic travel and marketing data useful for future marketing strategies. The purpose of this memorandum is to present the findings of this survey.


Survey Methodology

The survey was an onboard hand-out, hand-back type and was conducted on Thursday, May 25, 1989. The survey consisted of a 100 percent sampling of all passengers using the Amtrak Milwaukee-Chicago service and who boarded or

Figure 1

AMTRAK SCHEDULE

Chicago...Glenview...Milwaukee

Train Name ▶			The Badger	The Empire Builder	The Radisson	The Nicolet	The Radisson	The LaSalle	The Nicolet	The Empire Builder	The Badger				
															
Train Number ▶			331	7	333	335		330	332	334	8	336			
Days of Operation ▶			Daily	Daily	Daily	Daily		ExSaSu	Daily	SSonly	Daily	Daily			
Train Service ▶				Ⓜ × Ⓜ							Ⓜ × Ⓜ				
			Mile	Symbol	▼	READ DOWN				▲	READ UP				
(Soo Line)															
Chicago, IL – Union Sta. (CT)			0	Ⓜ Ⓜ	Dp	10 45A	3 15P	4 30P	6 30P	Ar	8 32A	10 02A	1 47P	4 20P	5 17P
Glenview, IL (METRA/Milw. Line)			17	Ⓜ	Ⓜ	Ⓜ 11 08A	Ⓜ 3 39P	Ⓜ 4 53P	Ⓜ 6 53P	Ⓜ	Ⓜ 8 02A	Ⓜ 9 35A	Ⓜ 1 20P	Ⓜ 3 28P	Ⓜ 4 50P
Sturtevant, WI (Racine)			62	•	Ⓜ	11 44A		5 29P	7 29P	Ⓜ	7 19A	8 54A	12 39P		4 09P
Milwaukee, WI			86	Ⓜ Ⓜ	Ar	12 17P	4 41P	6 02P	8 02P	Dp	6 55A	8 30A	12 15P	2 25P	3 45P

Source: National Railroad Passenger Corporation.

deboarded trains at Milwaukee or Sturtevant. This included passengers boarding all southbound Amtrak trains at Milwaukee and Sturtevant, and boarding all northbound trains at Chicago, Glenview, and Sturtevant except on trains No. 7 and 8--the Empire Builders--on which only local passengers traveling between Milwaukee and Chicago and Milwaukee and Glenview were surveyed. Thus, all passengers traveling only within the Milwaukee-Chicago corridor were surveyed, and all long distance passengers who were connecting with other Amtrak trains at Chicago--that is, passengers traveling beyond the Milwaukee-Chicago corridor--were surveyed if their trip started or ended within the Milwaukee-Chicago corridor. Long distance passengers using the Empire Builders whose trip started or ended west of Milwaukee were not surveyed. The questionnaires were distributed by survey personnel to passengers upon boarding and were collected as soon as possible upon completion. For groups traveling on the day of the survey, a questionnaire was distributed only to the group leader.

Two versions of the questionnaire were used for the survey. The first version of the questionnaire was used for passengers traveling from Milwaukee to Chicago and is included in Appendix A. The second version of the questionnaire was for passengers traveling from Chicago to Milwaukee and is included in Appendix B. The survey questionnaire was designed jointly by the staffs of the City of Milwaukee's Department of City Development and the Regional Planning Commission. Review comments made and changes suggested by the Wisconsin Department of Transportation and Amtrak were incorporated into the final survey questionnaires. The actual survey was conducted and resulting survey data coded, edited, and summarized by the Regional Planning Commission staff.

Survey questionnaires were distributed to all passengers in accordance with the sampling methodology described above. As shown in Table 1, a total response rate for the entire survey of 93 percent was attained. The response rate was as high as 98 percent for two of the trains that were surveyed. The remaining 7 percent of the passengers either declined to accept, did not fill out, or did not return, their questionnaire, or returned questionnaires that were found to be unusable. Because train No. 8, the southbound Empire Builder, was delayed enroute from Seattle to Milwaukee on the day of the survey, its departure time at Milwaukee was after that of train No. 336, which departed at 3:45 p.m. Accordingly, passengers at Milwaukee holding tickets for train No. 8 used, and were surveyed aboard, train No. 336. A total of 523 usable questionnaires were returned. All appropriate questions on each of the questionnaires were answered by most of the respondents. The data and information summarized in the memorandum are based on the survey responses of 523 passengers, and do not include the passengers who were part of an organized group. The group travel is described at the end of this memorandum.

Format of Presentation

This report consists of six sections, the first of which is this introduction. The second section presents trip-related data and information. The third section presents travel time preferences of current passengers. The fourth section presents the responses of the survey passengers to attitudinal questions. The fifth section presents group travel data for the day on which the survey was conducted and the sixth section presents a summary and conclusions.

Table 1

TOTAL NUMBER OF BOARDING PASSENGERS AND NUMBER AND
PERCENTAGE OF RESPONSES BY TRAIN USING
AMTRAK'S MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Train Number	Train Name	Scheduled Departure Time	Boarding Passengers ^b (number)	Survey Responses (number)	Percent Response
Southbound from Milwaukee					
330	Radisson	6:55 a.m.	82	80	98
332	LaSalle	8:30 a.m.	88	84	95
8	Empire Builder	2:25 p.m.	a		
336	Badger	3:45 p.m.	92	85	92
--	Total	--	262	249	95
Northbound from Chicago					
331	Badger	10:45 a.m.	42	41	98
7	Empire Builder	3:15 p.m.	84	79	94
333	Radisson	4:30 p.m.	94	80	85
335	Nicollet	6:30 p.m.	79	74	94
--	Total	--	299	274	92
All trains	--	--	561	523	93

^aPassengers holding tickets for train No. 8 surveyed on train No. 336 because No. 8 was late on the survey day and arrived in Milwaukee after the departure of train No. 336.

^bDoes not include passengers traveling as part of an organized group; for groups, see Table 30.

Source: SEWRPC.

TRIP DATA

The trip data collected in the survey relates to the stations used by boarding passengers and deboarding passengers, the types of trips taken, the frequency of trips taken, the origins and destinations of trips using the Milwaukee-Chicago Amtrak trains, and the trip purposes.

Types of Trips

As shown in Tables 2 and 3, most passengers using Amtrak's Milwaukee-Chicago service--about 90 percent--traveled between Milwaukee and Chicago. About 3 percent of the passengers traveled between Milwaukee and Glenview, and about 7 percent of the passengers traveled between Sturtevant and Chicago. As shown in Table 4, about 75 percent of the passengers traveled only within the Milwaukee-Chicago corridor, the remaining 25 percent of the passengers having used the Milwaukee-Chicago trains to connect to and from other Amtrak trains at Chicago as part of a long distance trip. Of the passengers traveling only within the Milwaukee-Chicago corridor, two out of three were making a round trip between Milwaukee and Chicago on the day of the survey. The remaining passengers traveling only within the Milwaukee-Chicago corridor, as well as the long distance passengers, were using the Amtrak Milwaukee-Chicago trains in only one direction on the day of the survey. The high percentage of round trips during the survey day are characteristic of the travel patterns within corridors connecting two or more highly urbanized areas such as Milwaukee and Chicago.¹

Passengers traveling solely within the Milwaukee-Chicago corridor predominate on most trains, as shown in Table 5. In fact, no long distance passengers were aboard train No. 330, the 6:55 a.m. departure from Milwaukee; and only five of the passengers aboard train No. 333, the 4:30 p.m. departure from Chicago, were taking a long distance trip. An exception to this pattern was train No. 336, the 3:45 p.m. departure from Milwaukee, where long distance passengers slightly outnumbered corridor passengers.

Frequency of Trips

Of the passengers surveyed, it was found that about 60 percent of all passengers typically make a round trip using the Amtrak Milwaukee-Chicago service less than once a month, as shown in Table 6. About 18 percent of all passengers make such a round trip every two or three weeks, and only about 6 percent typically make a round trip between Milwaukee and Chicago 20 or more times a month, which would correspond to regular weekday use. The remaining passengers--about 14 percent--make such a trip at least once a week, but not every day. Thus, the survey findings indicate that use of the Milwaukee-Chicago Amtrak trains is largely by infrequent users who use the train either occasionally or, at most, about once a week.

¹Other such corridors connecting major metropolitan areas in the United States and which have frequent Amtrak passenger train service include New York-Philadelphia-Baltimore-Washington; Boston-New Haven-New York; and Los Angeles-San Diego.

Table 2

TOTAL NUMBER OF BOARDING AND DEBOARDING
PASSENGERS RESPONDING TO SURVEY
BY STATION AND DIRECTION: MAY 25, 1989

Station	Boarding Passengers		Total
	Southbound	Northbound	
Milwaukee.....	233	0	233
Sturtevant.....	16	0	16
Glenview ^a	0	5	5
Chicago.....	0	269	269
Total	249	274	523
Station	Deboarding Passengers		Total
	Southbound	Northbound	
Milwaukee.....	0	254	254
Sturtevant.....	0	20	20
Glenview ^a	11	0	11
Chicago.....	238	0	238
Total	249	274	523

^aPassengers whose trip was only between Glenview and Chicago were not included in survey.

Source: SEWRPC.

Table 3

TOTAL NUMBER OF MILWAUKEE-CHICAGO CORRIDOR
TRIPS BY PASSENGERS RESPONDING TO
SURVEY USING AMTRAK TRAINS: MAY 25, 1989

Station Pairs	Southbound	Northbound	Total
Milwaukee-Chicago.....	222	249	471
Milwaukee-Sturtevant....	--	--	--
Milwaukee-Glenview.....	11	5	16
Sturtevant-Chicago.....	16	20	36
Sturtevant-Glenview....	--	--	--
Glenview-Chicago ^a	--	--	--
Total	249	274	523

^aPassengers whose trip was only between Glenview and Chicago were not included in survey.

Source: SEWRPC.

Table 4
TYPES OF TRIPS MADE BY PASSENGERS USING
AMTRAK'S MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Type of Trip	Overall Trip Length				Total	
	Within Milwaukee-Chicago Corridor		Long-Distance			
	Number	Percent	Number	Percent	Number	Percent
One-Way ^a	110	21.0	133	25.4	243	46.5
Round-Trip ^b	280	53.5	0	0.0	280	53.5
Total	390	74.6	133	25.4	523	100.0

^aDefined as one-way trips on the day of the survey even though most passengers would be returning or completing a round trip on another day.

^bEntire round trip completed on day of the survey.

Source: SEWRPC.

Table 5

TYPE OF TRIPS MADE BY TRAIN PASSENGERS TRAVELING
WITHIN THE MILWAUKEE-CHICAGO CORRIDOR: MAY 25, 1989

Train Number	Scheduled Departure Time	Passengers Traveling Only Within the Milwaukee- Chicago Corridor		Passengers Making Long Distance Trips		Total	
		Number	Percent	Number	Percent	Number	Percent
Southbound from Milwaukee							
330	6:55 a.m.	80	15.3	0	0.0	80	15.3
332	8:30 a.m.	60	11.5	24	4.6	84	16.1
336	3:45 p.m.	39	7.5	46	8.8	85	16.2
Northbound from Chicago							
331	10:45 a.m.	31	5.9	10	1.9	41	7.8
7	3:15 p.m.	56	10.7	23	4.4	79	15.1
333	4:30 p.m.	75	14.3	5	1.0	80	15.3
335	6:30 p.m.	49	9.4	25	4.8	74	14.1
Total		390	74.6	133	25.4	523	100.0

Source: SEWRPC.

Table 6

TRIP FREQUENCY OF PASSENGERS USING
AMTRAK'S MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Number of Times per Month This Trip Is Typically Made	Passengers Traveling Only Within Milwaukee-Chicago Corridor		Passengers Making Long-Distance Trips		Total	
	Number	Percent	Number	Percent	Number	Percent
20 or More.....	31	5.9	0	0.0	31	5.9
10 to 19.....	32	6.1	1	0.2	33	6.3
5 to 9.....	39	7.5	2	0.4	41	7.8
1 to 4.....	81	15.5	11	2.1	92	17.6
Fewer Than 1...	199	38.0	110	21.0	309	59.1
No Response....	8	1.5	9	1.7	17	3.2
Total	390	74.6	133	25.4	523	100.0

Source: SEWRPC.

While most passengers making long distance trips do so less than once a month, fewer than half the passengers traveling only within the Milwaukee-Chicago corridor make a round trip more than once a month. As shown in Table 7, many of the passengers who are frequent users tend to ride train No. 330, the 6:55 a.m. departure from Milwaukee, and trains No. 333 and 335, the 4:30 p.m. and 6:30 p.m. departures from Chicago.

Origins and Destinations of Trips

The geographic distribution of the places which passengers go to and come from after they leave and before they arrive at the Amtrak stations in Wisconsin are presented in Tables 8 through 10. At the Milwaukee end of their trip, most passengers originate from, or are destined for, communities within Milwaukee and Waukesha Counties, especially the Cities of Milwaukee, Wauwatosa, Brookfield, Elm Grove, and the north shore suburbs, as shown in Table 8. Most passengers using the Sturtevant station are coming from or going to Racine County locations, as shown in Table 9. Trip ends within the City of Milwaukee were further broken down into community areas, as presented in Table 10, and as shown in Figure 2. Almost one-third of the City of Milwaukee trip ends are to and from the downtown area, with the remainder being distributed throughout the City.

The geographic distribution of the places to which passengers go and from which they come after they leave and before they arrive at the Amtrak stations in Illinois are presented in Tables 11 through 13. At the Chicago end of their trip, most passengers using the Milwaukee-Chicago Amtrak trains who are not connecting with other Amtrak trains are coming from or are destined for the City of Chicago, as shown in Table 11. A small number of trips are also distributed throughout various suburbs of Chicago and communities in northwestern Indiana. Passengers using the Glenview station are typically coming from or going to the northern and northwestern suburbs, as shown in Table 12. Trip ends within the City of Chicago were further broken down into selected community areas, as presented in Table 13 and as shown in Figure 3. Over 75 percent of the City of Chicago trip ends are to and from the downtown and North Michigan Avenue areas, with the remainder being distributed throughout the City, especially along the south shore area of Chicago.

About one-quarter of the passengers surveyed were making long distance trips on Amtrak and were, therefore, connecting with other Amtrak trains at Chicago. The origins and destinations of these passengers outside the Milwaukee-Chicago corridor are widely scattered across the United States, as presented in Table 14. The most popular trip ends were located in the States of California, Michigan, Illinois, Indiana, Missouri, and Pennsylvania.²

²For comparison, the two top-ranked destinations by state for scheduled airline passengers enplaning at Milwaukee also were California and Michigan, as reported in the 1983 enplaning passenger survey conducted by the Regional Planning Commission (see SEWRPC Planning Report No. 38, A Regional Airport System Plan for Southeastern Wisconsin: 2010). Thus, well timed connections between Milwaukee-Chicago trains and Chicago-Michigan and Chicago-California trains would appear to be of particular importance.

Table 7

TRIP FREQUENCY OF PASSENGERS USING
AMTRAK'S MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Number of Times per Month This Trip Is Typically Made	Train Number							Total
	Southbound from Milwaukee			Northbound From Chicago				
	330	332	336	331	7	333	335	
20 or More.....	14	1	0	2	2	6	6	31
10 to 19.....	12	2	0	1	0	12	6	33
5 to 9.....	9	4	4	1	7	11	5	41
1 to 4.....	12	15	9	9	14	24	9	92
Fewer Than 1.....	33	60	65	27	53	26	45	309
No Response.....	0	2	7	1	3	1	3	17
Total	80	84	85	41	79	80	74	523

Source: SEWRPC.

Table 8

LOCATION OF TRIP ORIGINS AND DESTINATIONS FOR PASSENGERS USING AMTRAK'S
MILWAUKEE-CHICAGO TRAINS AND BOARDING OR DEBOARDING AT MILWAUKEE: MAY 25, 1989

County and Civil Division	Passengers Traveling Only Within Milwaukee- Chicago Corridor		Passengers Making Long-Distance Trips		Total	
	Number of Responses	Percent	Number of Responses	Percent	Number of Responses	Percent
Milwaukee County						
Bayside.....	10	2.0	0	--	10	2.0
Brown Deer.....	4	a	0	--	4	a
Cudahy.....	0	--	1	a	1	a
Fox Point.....	8	1.6	1	a	9	1.8
Glendale.....	2	a	1	a	3	a
Greendale.....	2	a	1	a	3	a
Greenfield.....	2	a	4	a	6	1.2
Hales Corners.....	3	a	0	--	3	a
Milwaukee ^b	144	29.6	48	9.9	192	39.4
River Hills.....	2	a	0	--	2	a
Shorewood.....	10	2.0	1	a	11	2.3
South Milwaukee.....	2	a	0	--	2	a
Wauwatosa.....	20	4.1	4	a	24	4.9
West Allis.....	4	a	6	1.2	10	2.0
West Milwaukee.....	3	a	0	--	3	a
Whitefish Bay.....	17	4.8	1	a	18	3.4
Subtotal	233	66.0	68	63.5	301	57.5
Waukesha County						
Brookfield.....	21	4.3	2	a	23	4.7
Delafield.....	4	a	1	a	5	a
Elm Grove.....	11	2.3	0	--	11	2.3
Hartland.....	5	1.0	1	a	6	1.2
Menomonee Falls.....	9	1.8	3	a	12	2.5
Muskego.....	1	a	0	--	1	a
New Berlin.....	6	1.2	1	a	7	1.4
Oconomowoc.....	5	1.0	1	a	6	1.2
Waukesha.....	8	1.6	4	a	12	2.5
Subtotal	70	14.4	13	2.7	83	17.0
Ozaukee County						
Belgium.....	2	a	0	--	2	a
Cedarburg.....	7	1.4	1	a	8	1.6
Grafton.....	2	a	0	--	2	a
Mequon.....	20	4.1	2	a	22	4.5
Subtotal	31	6.4	3	a	34	7.0
Washington County						
Germantown.....	4	a	0	--	4	a
Hartford.....	1	a	1	a	2	a
West Bend.....	1	a	0	--	1	a
Hubertus.....	1	a	0	--	1	a
Subtotal	7	1.4	1	a	8	1.6
Walworth County						
Elkhorn.....	1	a	0	--	1	a
Williams Bay.....	0	--	2	a	2	a
Subtotal	1	a	2	a	3	a
Racine County						
Racine.....	1	a	0	--	1	a

-continued-

Table 8 (continued)

County and Civil Division	Passengers Traveling Only Within Milwaukee-Chicago Corridor		Passengers Making Long-Distance Trips		Total	
	Number of Responses	Percent	Number of Responses	Percent	Number of Responses	Percent
Sheboygan County						
Elkhart Lake.....	1	a	0	--	1	a
Cedar Grove.....	0	--	1	a	1	a
Kohler.....	3	a	0	--	3	a
Sheboygan.....	0	--	2	a	2	a
Subtotal	4	a	3	a	7	1.4
Fond du Lac County						
Fond du Lac.....	0	--	2	a	2	a
Waupun.....	1	a	1	a	3	a
Ripon.....	0	--	1	a	1	a
Subtotal	1	a	5	1.0	6	1.2
Oneida County						
Rhineland.....	1	a	0	--	1	a
Calumet County						
Kiel.....	1	a	0	--	1	a
Brown County						
Green Bay.....	3	a	3	a	6	1.2
Dane County						
Madison.....	0	--	2	a	2	a
Marquette County						
Montello.....	0	--	2	a	2	a
Richland County						
Richland Center.....	0	--	2	a	2	a
Michigan.....	0	--	3	a	3	a
Not Reported.....	--	--	--	--	27	5.5
Total	353	72.5	107	22.0	487	100.0

^aLess than 1 percent.

^bCity of Milwaukee origins and destinations have been further subdivided into community areas, as shown on Table 10.

Source: SEWRPC.

Table 9

LOCATION OF TRIP ORIGINS AND DESTINATIONS FOR
PASSENGERS USING AMTRAK'S MILWAUKEE-CHICAGO TRAINS
AND BOARDING OR DEBOARDING AT STURTEVANT: MAY 25, 1989

County and Civil Division	Passengers Traveling Only Within Milwaukee- Chicago Corridor		Passengers Making Long Distance Trips		Total	
	Number	Percent	Number	Percent	Number	Percent
Milwaukee County						
Greendale.....	2	5.6	0	--	2	5.6
Milwaukee.....	1	2.8	0	--	1	2.8
Franklin.....	2	5.6	0	--	2	5.6
Subtotal	5	13.9	0	--	5	13.9
Racine County						
Racine.....	7	19.4	3	8.3	10	27.7
Sturtevant.....	0	--	4	11.1	4	11.1
Burlington.....	5	13.9	0	--	5	13.9
Union Grove.....	1	2.8	1	2.8	2	5.6
Subtotal	13	36.1	8	22.2	21	58.3
Kenosha County						
Kenosha.....	1	2.8	7	19.4	8	22.2
Pleasant Prairie.....	0	--	1	2.8	1	2.8
Subtotal	1	2.8	8	22.2	9	25.0
Not Reported.....	--	--	--	--	1	2.8
Total	19	52.8	16	44.4	36	100.0

Source: SEWRPC.

Table 10

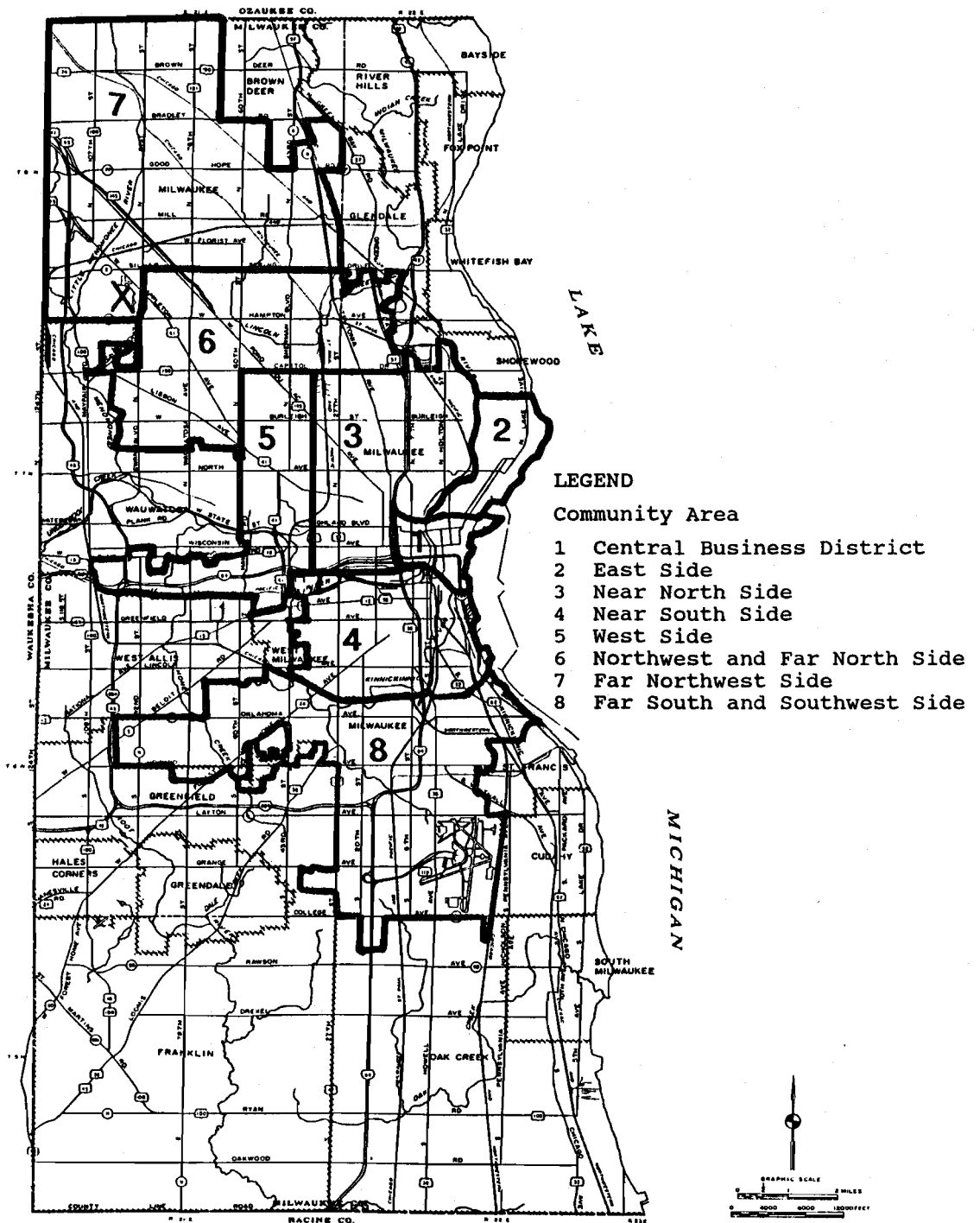
LOCATION OF CITY OF MILWAUKEE TRIP ORIGINS AND DESTINATIONS
FOR PASSENGERS USING AMTRAK'S MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Community Area	Passengers Traveling Only Within Chicago- Milwaukee Corridor		Passengers Making Long-Distance Trips		Total	
	Number of Responses	Percent	Number of Responses	Percent	Number of Responses	Percent
Central Business District.....	58	30.2	12	6.2	70	36.4
East Side.....	14	7.3	7	3.6	21	10.9
Near North Side.....	14	7.3	4	2.1	18	9.4
Near South Side.....	4	2.1	0	--	4	2.0
West Side.....	5	2.6	3	1.6	8	4.2
Northwest and Far North Side..	13	6.8	9	4.7	22	11.5
Far Northwest Side.....	9	4.7	1	0.5	10	5.2
Far South and Southwest Side..	13	6.8	6	3.1	19	9.9
Not Reported.....	14	7.3	6	3.1	20	10.4
Total City of Milwaukee.....	144	75.0	48	25.0	192	100.0

Source: SEWRPC.

Figure 2

CITY OF MILWAUKEE COMMUNITY AREAS



Source: SEWRPC.

Table 11

LOCATION OF TRIP ORIGINS AND DESTINATIONS
FOR PASSENGERS USING AMTRAK'S MILWAUKEE-
CHICAGO TRAINS AND BOARDING OR
DEBOARDING AT CHICAGO: MAY 25, 1989

County and Civil Division	Number of Responses	Percent
Illinois		
Cook County		
Chicago ^b	285	56.2
Arlington Heights....	3	a
Evanston.....	2	a
Oak Park.....	2	a
River Forest.....	2	a
Franklin Park.....	2	a
River Grove.....	1	a
Brookfield.....	1	a
Hazel Crest.....	1	a
Niles.....	1	a
Subtotal	300	59.2
Du Page County		
Wheaton.....	4	a
Hinsdale.....	2	a
Roselle.....	2	a
Downers Grove.....	1	a
Subtotal	9	1.8
Kane County		
Aurora.....	1	a
McHenry County		
Woodstock.....	1	a
Indiana		
St. Joseph County		
South Bend.....	3	a
Lake County		
Munster.....	1	a
Passengers Connecting To or From Other		
Amtrak Trains.....	133	26.2
Not Reported.....	59	11.6
Total	507	100.0

^aBelow 1 percent.

^bCity of Chicago origins and destinations have been further subdivided into community areas, as shown on Table 13.

Source: SEWRPC.

Table 12

LOCATION OF TRIP ORIGINS AND
DESTINATIONS FOR PASSENGERS USING AMTRAK'S
MILWAUKEE-CHICAGO TRAINS AND BOARDING
OR DEBOARDING AT GLENVIEW: MAY 25, 1989

County and Civil Division	Number	Percent
Illinois		
Cook County		
Chicago.....	1	6.3
Evanston.....	2	12.5
Franklin Park.....	4	25.0
Glenview.....	1	6.3
Northbrook.....	2	12.5
Prospect Heights...	1	6.3
Wilmette.....	2	12.5
Subtotal	13	81.3
Lake County		
Deerfield.....	1	6.3
Not Reported.....	2	12.5
Total	16	100.0

Source: SEWRPC.

Table 13

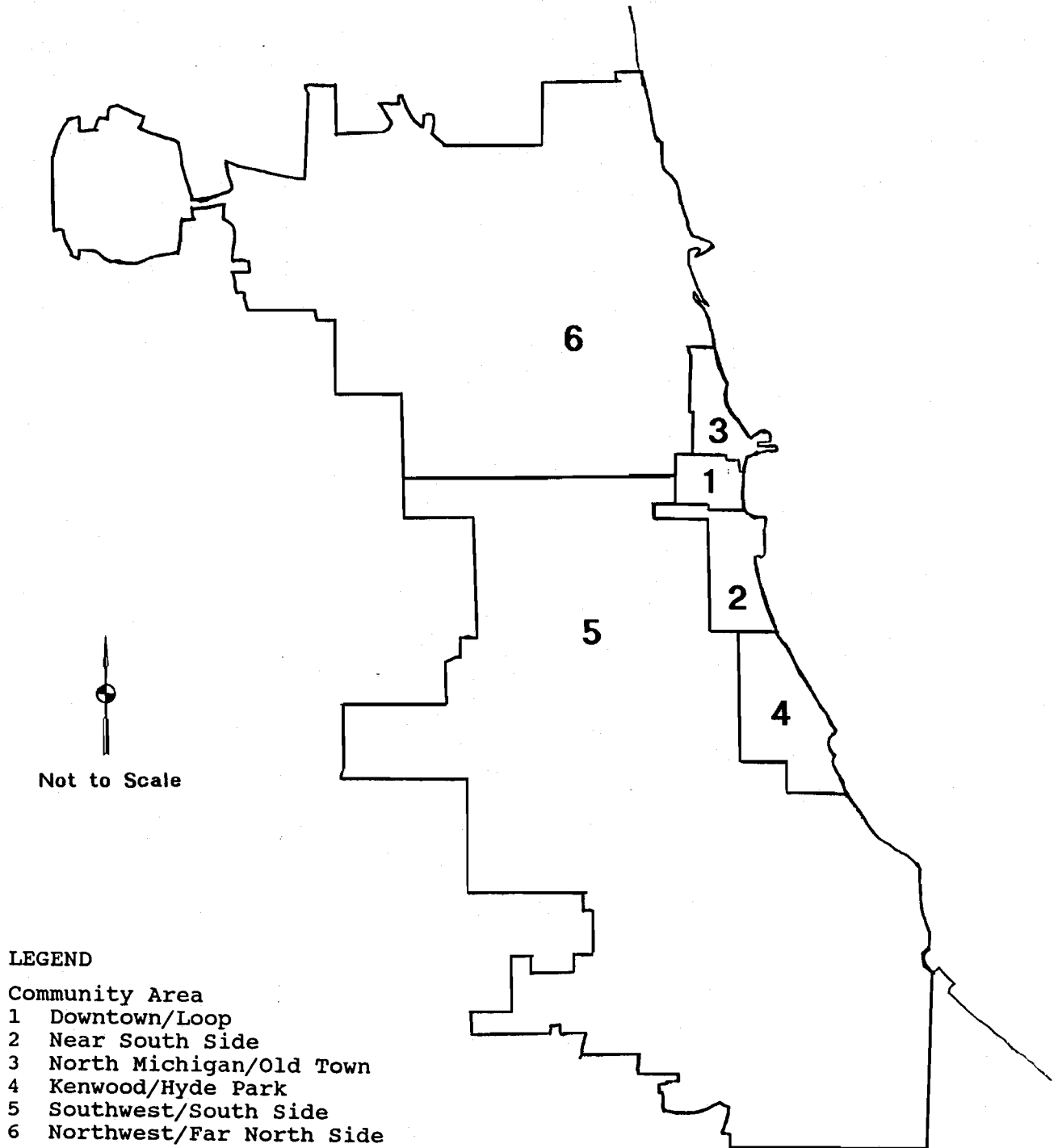
LOCATION OF CITY OF CHICAGO TRIP
ORIGINS AND DESTINATIONS FOR PASSENGERS USING
AMTRAK'S MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Community Area	Number of Responses	Percent of Total
Downtown/Loop.....	171	60.0
Near South Side.....	11	3.9
North Michigan/Old Town.....	49	17.2
Kenwood/Hyde Park.....	13	4.6
Southwest/South Side.....	5	1.7
Northwest/Far North Side.....	19	6.6
Not Reported.....	17	6.0
Total City of Chicago.....	285	100.0

Source: SEWRPC.

Figure 3

CITY OF CHICAGO COMMUNITY AREAS



Source: SEWRPC.

Table 14

LOCATION OF TRIP ORIGINS AND
DESTINATIONS OUTSIDE THE MILWAUKEE-CHICAGO
CORRIDOR FOR PASSENGERS MAKING LONG
DISTANCE TRIPS USING AMTRAK'S
MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

County and Civil Division	Number	Percent
California.....	18	13.5
Michigan.....	18	13.5
Illinois.....	12	9.0
Indiana.....	12	9.0
Missouri.....	10	7.5
Pennsylvania.....	10	7.5
New York.....	7	5.3
Colorado.....	6	4.5
Louisiana.....	6	4.5
District of Columbia...	5	3.8
Mississippi.....	4	3.0
Ohio.....	4	3.0
Rhode Island.....	4	3.0
Kansas.....	3	2.3
Massachusetts.....	3	2.3
Washington.....	3	2.3
New Mexico.....	2	1.5
Texas.....	2	1.5
Nevada.....	1	a
New Jersey.....	1	a
Tennessee.....	1	a
Vermont.....	1	a
Total	133	100.0

^aBelow 1 percent.

Source: SEWRPC.

The manner in which passengers using the Amtrak Milwaukee-Chicago trains arrived at their boarding stations is presented in Tables 15 and 16. At Milwaukee, most passengers arrived by private automobile; and at Chicago, most passengers not connecting from other Amtrak trains arrived by taxicab or by walking. Survey respondents boarding at Milwaukee who arrived at the station by private automobile were also asked if and where the automobile was parked, as shown in Table 17. All passengers boarding at Sturtevant and Glenview arrived at the station by private automobile.

The place of residence for passengers using the Amtrak Milwaukee-Chicago trains is presented in Table 18. These data indicate that 51 percent, or about half the passengers served on the day of the survey, were residents of either Milwaukee or Waukesha Counties. About 62 percent of the passengers surveyed indicated their place of residence to be in southeastern Wisconsin; about 6 percent in other Wisconsin counties; about 12 percent in Illinois; and about 18 percent in other states.

Travel Purposes

In order to determine the primary travel purpose of the passengers, all survey respondents were asked why they were at their origin and why there were going to their destination. Most of the responses indicated a trip purpose of "To or From Home" at one of the two ends of the trip. A better understanding and more accurate representation of the true purposes of the passengers' travel may be obtained by identifying the nonhome end of such trips. These findings are presented in Table 19. A small number of responses did not identify "Home" as the trip purpose at either end of the trip, but did report a "Work" or "Work-Related" trip purpose at one or both trip ends. All these trips were reported as "Work or Work-Related" trips.

The survey findings indicate that work and business travel, as well as recreational travel, are important markets served by the Milwaukee-Chicago trains. Work and business travel accounted for almost half--48 percent--of the trips, and recreational travel--including shopping--accounted for 38 percent of the trips. The remaining 14 percent of the trips were for school or personal reasons, such as medical appointments or funerals.³ As shown in Table 20, work and business travel are most heavily concentrated on the southbound train No. 330 departing Milwaukee at 6:55 a.m., and northbound trains No. 7 and 333 departing Chicago at 3:15 p.m. and 4:30 p.m., respectively. Recreational travel is concentrated on southbound trains No. 332 and 336 departing Milwaukee at 8:30 a.m. and 3:45 p.m., respectively, and northbound trains No. 331 and 335 departing Chicago at 10:45 a.m. and 6:30 p.m., respectively.

³These findings compare closely with the trip purposes of enplaning passengers using scheduled airline service at Milwaukee as reported in the 1983 enplaning passenger survey conducted by the Regional Planning Commission. This survey found that work or work-related business accounted for 46 percent of the travel; social and recreational reasons accounted for 40 percent of the travel; and personal and school purposes accounted for 13 percent of the air travel out of Milwaukee.

Table 15

MODE OF ARRIVAL AT MILWAUKEE OF BOARDING
PASSENGERS USING AMTRAK'S
MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Mode of Arrival	Number of Responses	Percent
Walk.....	4	1.7
Private Auto....	191	82.0
Rental Car.....	9	3.9
Taxi.....	14	6.0
Bus.....	14	6.0
Other.....	1	0.4
Total	233	100.0

Source: SEWRPC.

Table 16

MODE OF ARRIVAL AT CHICAGO OF BOARDING
PASSENGERS USING AMTRAK'S MILWAUKEE-
CHICAGO TRAINS: MAY 25, 1989

Mode of Arrival	Number of Responses	Percent
Walk.....	60	22.3
Private Auto.....	34	12.6
Taxi.....	90	33.5
Bus.....	16	5.9
Subway or "L".....	6	2.2
Other Amtrak Train.....	58	21.6
Metra Commuter Train....	5	1.9
Total	269	100.0

Source: SEWRPC.

Table 17

TYPE OF PARKING USED BY BOARDING
PASSENGERS ARRIVING AT MILWAUKEE BY
PRIVATE AUTO OR RENTAL CAR USING AMTRAK'S
MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Type of Parking	Number of Responses	Percent
Did Not Park, But Was Dropped Off....	67	33.5
Amtrak Parking Lot.....	85	42.5
Other Parking Lot.....	40	20.0
On Public Street.....	4	2.0
No Response.....	4	2.0
Total	200	100.0

Source: SEWRPC.

Table 18

PLACE OF RESIDENCE FOR PASSENGERS USING AMTRAK'S
MILWAUKEE-CHICAGO TRAINS BY BOARDING LOCATION: MAY 25, 1989

Place of Residence	Boarding Location								Total	
	Chicago		Glenview		Sturtevant		Milwaukee			
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
City of Milwaukee.....	46	8.8	--	--	1	b	60	11.5	107	20.5
Other Milwaukee										
County Municipalities.....	41	7.8	1	b	3	b	48	9.2	93	17.8
Kenosha County.....	3	b	--	--	4	b	1	b	9	1.5
Ozaukee County.....	16	3.1	--	--	--	--	13	2.5	29	5.5
Racine County.....	5	1.0	--	--	5	1.0	2	b	12	2.3
Washington County.....	3	b	--	--	--	--	5	1.0	8	1.5
Waukesha County.....	36	6.9	1	b	--	--	31	5.9	68	13.0
Other Wisconsin Counties.....	12	2.3	--	--	2	b	17	3.3	31	5.9
City of Chicago.....	28	5.4	--	--	--	--	6	1.1	34	6.5
Other Cook										
County Municipalities.....	15	2.9	3	b	--	--	4	b	22	4.2
Northeastern Illinois ^a	3	b	--	--	--	--	3	b	6	1.1
Other Illinois Counties.....	3	b	--	--	--	--	--	--	3	b
Other States.....	50	9.6	--	--	1	b	42	8.0	93	17.8
Not Reported.....	8	1.5	--	--	--	--	1	b	9	1.7
Total	269	51.4	5	1.0	16	3.1	233	44.6	523	100.0

^aNortheastern Illinois includes DuPage, Kane, Lake, McHenry, and Will Counties.

^bLess than 1 percent.

Source: SEWRPC.

Table 19

TRAVEL PURPOSE OF PASSENGERS USING
AMTRAK'S MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Trip Purpose	Passengers Traveling Only Within Milwaukee- Chicago Corridor		Passengers Making Long-Distance Trips		Total	
	Number of Responses	Percent	Number of Responses	Percent	Number of Responses	Percent
To or From Place of Work.....	117	22.4	10	1.9	127	24.3
Work-Related Meeting/Seminars.....	117	22.4	7	1.3	124	23.7
Personal Business.....	40	7.6	20	3.8	60	11.5
School.....	8	1.5	4	0.8	12	2.3
Social, Vacation, or Recreation.....	78	14.9	91	17.4	169	32.3
Shopping.....	30	5.7	1	0.2	31	5.9
Total	390	74.6	133	25.4	523	100.0

Source: SEWRPC.

Table 20

TRIP PURPOSE BY TRAIN NUMBER FOR PASSENGERS
USING AMTRAK'S MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Trip Purpose	Southbound From Milwaukee			Northbound From Chicago				Total
	330	332	336	331	7	333	335	
To Go From Place of Work.....	29	13	10	4	19	31	21	127
Work-Related Meeting/Seminar.....	38	16	12	4	27	19	8	124
Personal Business.....	3	10	16	5	10	7	9	60
School.....	3	1	1	1	1	4	1	12
Social, Vacation, or Recreation.....	4	33	43	25	22	9	33	169
Shopping.....	3	11	3	2	0	10	2	31
Total	80	84	85	41	79	80	74	523

Source: SEWRPC.

As shown in Tables 19 and 20, much of the travel on Amtrak's Milwaukee-Chicago trains is work or work-related. Table 21 presents the reported trip frequency by trip purpose and indicates that many of the passengers traveling for work-related purposes do so only occasionally. Of all the passengers traveling for business or work-related purposes, it is estimated that only about 12 percent travel every workday, and no more than one-third, or about 36 percent, use the train more than once a week to make a round trip. As expected, recreational travel is on an infrequent basis, with over 80 percent of the trips being made less than once per month.

Passengers were also asked to report their occupation. These findings are presented in Table 22.

TRAVEL SCHEDULE PREFERENCE DATA

Passengers using Amtrak's Milwaukee-Chicago trains were asked to indicate their travel time preferences in two different ways. For the first way, survey respondents were asked to indicate their ideal--or most desirable--times for trains to leave Milwaukee for Chicago and Chicago for Milwaukee, regardless of the current Amtrak schedule. Most respondents indicated two departure times in each direction, with times usually given on the hour, half-hour, or quarter-hour. If other times were given, they were rounded to the nearest 15-minute interval. Some respondents did not indicate specific times, but noted that the existing schedule is adequate or simply that the number of departures should be increased. The departure times indicated by the passengers were summarized and grouped into two-hour intervals, and are presented in Table 23 for trains leaving Milwaukee for Chicago, and in Table 24 for trains leaving Chicago for Milwaukee. For passengers leaving Milwaukee for Chicago, the most popular departure times are concentrated in the 6:00 a.m. to 7:45 a.m. time period and, to a lesser degree, in the 8:00 a.m. to 9:45 a.m. time period, as shown in Table 23. For passengers leaving Chicago for Milwaukee, the most popular departure times are concentrated in the 4:00 p.m. to 5:45 p.m. time period, with significant concentrations both prior to and after this time period, as shown in Table 24.

Within each of the most popular train departure time periods identified above, it is important to identify if desired departure times are focused on one or more specific times. Therefore, the desirable departure times were also tabulated for specific times. Because the desired train departure times encompass such a wide range of times, only those times which accounted for 1 percent or more of the total responses are presented in Tables 25 and 26. The survey findings indicate that preferred departure times for southbound trains leaving Milwaukee for Chicago within the 6:00 a.m. to 7:45 a.m. time period are focused on 6:30 a.m., 7:00 a.m., and 7:30 a.m. Preferred departure times for southbound trains leaving Milwaukee within the 8:00 a.m. to 9:45 a.m. time period are focused on 8:00 a.m. Preferred departure times for northbound trains leaving Chicago for Milwaukee within the 4:00 p.m. to 5:45 p.m. time period are very strongly focused on 5:00 p.m.

The preferred departure times of passengers could be expected to differ among the passengers as a result of travel purpose or based on the passengers' place of residence. However, as shown in Tables 27 and 28, the desired departure times show a very similar pattern, as was indicated by Tables 23 and 24,

Table 21

TRIP FREQUENCY BY TRIP PURPOSE FOR PASSENGERS
USING AMTRAK'S MILWAKEE-CHICAGO TRAINS: MAY 25, 1989

Trip Purpose	Number of Times per Month This Trip is Typically Made					
	20 or More	10-19	5-9	1-4	Fewer Than 1	Total
To and From Place of Work.....	27	25	19	24	29	124
Work-Related Meeting/Seminar.....	2	2	13	24	80	121
Personal Business.....	1	2	5	13	52	73
School.....	0	3	0	3	5	11
Social, Vacation, or Recreation.....	1	1	4	18	124	148
Shopping.....	0	0	0	10	19	29
Not Reported.....	--	--	--	--	--	17
Total	31	33	41	92	309	523

Source: SEWRPC.

Table 22

OCCUPATION OF PASSENGERS USING AMTRAK'S
MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Occupation	Passengers Traveling Only Within Milwaukee- Chicago Corridor		Passengers Making Long-Distance Trips		Total	
	Number of Responses	Percent	Number of Responses	Percent	Number of Responses	Percent
Executive/Managerial.....	133	25.4	11	2.1	144	27.5
Clerical/Administrative Support..	20	3.8	9	1.7	29	5.5
Sales/Buyer.....	32	6.1	1	0.2	33	6.3
Professional/Technical.....	89	17.0	29	5.5	118	22.6
Craftsman/Operator/Laborer.....	2	0.4	10	1.9	12	2.3
Self Employed.....	20	3.8	6	1.1	26	5.0
Teacher.....	10	1.9	2	0.4	12	2.3
Homemaker.....	19	3.6	8	1.5	27	5.2
Student.....	30	5.7	14	2.7	44	8.4
Retiree.....	18	3.4	29	5.5	47	9.0
Other.....	12	2.3	5	1.0	17	3.2
No Response.....	5	1.0	9	1.7	14	2.7
Total	390	74.6	133	25.4	523	100.0

Source: SEWRPC.

Table 23

DESIRED DEPARTURE TIMES OF PASSENGERS FOR TRAINS
LEAVING MILWAUKEE FOR CHICAGO BY TYPE OF TRIP: MAY 25, 1989

Desired Departure Time	Passengers Traveling Only Within the Milwaukee- Chicago Corridor		Passengers Making Long Distance Trip		Total	
	Number	Percent	Number	Percent	Number	Percent
4:00-5:45 a.m.	6	1.2	0	0.0	6	1.2
6:00-7:45	185	37.2	8	1.6	193	38.9
8:00-9:45	97	19.5	27	5.4	124	25.0
10:00-11:45	19	3.8	11	2.2	30	6.0
12:00-1:45 p.m.	10	2.0	11	2.2	21	4.2
2:00-3:45	6	1.2	5	1.0	11	2.2
4:00-5:45	26	5.2	3	0.6	29	5.8
6:00-7:45	15	3.0	2	0.4	17	3.4
8:00-9:45	4	0.8	0	0.0	4	0.8
10:00-11:45	0	0.0	0	0.0	0	0.0
12:00-1:45 a.m.	1	0.2	0	0.0	1	0.2
Increase Number of Departures....	28	5.6	10	2.0	38	7.7
Existing Schedule Is Adequate.....	16	3.2	7	1.4	23	4.6
Total	413	83.1	84	16.9	497	100.0

Note: There were 146 passengers who did not respond to this question.

Source: SEWRPC.

Table 24

DESIRED DEPARTURE TIMES OF PASSENGERS FOR TRAINS
LEAVING CHICAGO FOR MILWAUKEE BY TYPE OF TRIP: MAY 25, 1989

Desired Departure Time	Passengers Traveling Only Within the Milwaukee- Chicago Corridor		Passengers Making Long Distance Trip		Total	
	Number	Percent	Number	Percent	Number	Percent
4:00-5:45 a.m.	2	0.4	0	0.0	2	0.4
6:00-7:45	20	4.0	1	0.2	21	4.2
8:00-9:45	15	3.0	5	1.0	20	4.0
10:00-11:45	11	2.2	6	1.2	17	3.4
12:00-1:45 p.m.	16	3.2	7	1.4	23	4.6
2:00-3:45	44	8.7	8	1.6	52	10.3
4:00-5:45	196	38.8	19	3.8	215	42.6
6:00-7:45	54	10.7	10	2.0	64	12.7
8:00-9:45	18	3.6	3	0.6	21	4.2
10:00-11:45	6	1.2	1	0.2	7	1.4
12:00-1:45 a.m.	2	0.4	0	0.0	2	0.4
Increase Number of Departures....	30	5.9	9	1.8	39	7.7
Existing Schedule Is Adequate.....	12	2.4	10	2.0	22	4.4
Total	426	84.4	79	15.6	505	100.0

Note: There were 140 passengers who did not respond to this question.

Source: SEWRPC.

Table 25

DESIRED DEPARTURE TIMES OF PASSENGERS
FOR TRAINS LEAVING MILWAUKEE FOR
CHICAGO BY SPECIFIC TIMES: MAY 25, 1989

Desired Departure Time	Number of Responses	Percent
6:00 a.m.	9	1.8
6:30	46	9.2
6:45	21	4.2
7:00	48	9.6
7:15	10	2.0
7:30	43	8.6
7:45	14	2.8
8:00	56	11.3
8:30	32	6.4
9:00	20	4.0
9:30	8	1.6
10:00	9	1.8
10:30	5	1.0
11:00	11	2.2
12:00 p.m.	11	2.2
12:30	5	1.0
3:00	5	1.0
4:30	5	1.0
5:00	14	2.8
6:00	7	1.4
Other Times.....	64	12.9
Increase Number of Departures.....	31	6.2
Existing Schedule is Adequate.....	23	4.6
Total	497	100.0

Note: There were 146 passengers who did not respond to this question.

Source: SEWRPC.

Table 26

DESIRED DEPARTURE TIMES OF PASSENGERS
FOR TRAINS LEAVING CHICAGO FOR
MILWAUKEE BY SPECIFIC TIMES: MAY 25, 1989

Desired Departure Time	Number of Responses	Percent
7:00 a.m.	16	3.2
8:00	7	1.4
9:00	8	1.6
10:00	9	1.8
11:00	5	1.0
12:00 p.m.	11	2.2
1:00	8	1.6
2:00	11	2.2
3:00	20	4.0
3:30	11	2.2
4:00	32	6.3
4:15	5	1.0
4:30	43	8.5
4:45	12	2.4
5:00	75	14.9
5:15	14	2.8
5:30	28	5.6
5:45	6	1.2
6:00	20	4.0
6:30	11	2.2
7:00	15	3.0
7:30	12	2.4
8:00	19	3.8
10:00	5	1.0
Other Times.....	41	8.1
Increase Number of Departures.....	38	7.5
Existing Schedule is Adequate.....	22	4.4
Total	505	100.0

Note: There were 140 passengers who did not respond to this question.

Source: SEWRPC.

Table 27

DESIRED DEPARTURE TIMES OF PASSENGERS FOR TRAINS
LEAVING MILWAUKEE FOR CHICAGO BY TRIP PURPOSE: MAY 25, 1989

Desired Departure Times	To or From Place of Work		Work-Related Meeting/Seminar		Personal Business		School		Social, Vacation, or or Recreation		Shopping		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
4:00-5:45 a.m.	3	0.6	2	0.4	0	0.0	0	0.0	1	0.2	0	0.0	6	1.2
6:00-7:45	75	15.1	72	14.5	24	4.8	6	1.2	8	1.6	8	1.6	193	38.9
8:00-9:45	24	4.8	26	5.2	31	6.2	2	0.4	26	5.2	15	3.0	124	25.0
10:00-11:45	2	0.4	8	1.6	7	1.4	0	0.0	13	2.6	0	0.0	30	6.0
12:00-1:45 p.m.	3	0.6	2	0.4	6	1.2	0	0.0	10	2.0	0	0.0	21	4.2
2:00-3:45	0	0.0	0	0.0	4	0.8	0	0.0	7	1.4	0	0.0	11	2.2
4:00-5:45	8	1.6	4	0.8	3	0.6	0	0.0	12	2.4	2	0.4	29	5.8
6:00-7:45	5	1.0	4	0.8	0	0.0	0	0.0	4	0.8	4	0.8	17	3.4
8:00-9:45	0	0.0	0	0.0	1	0.2	0	0.0	3	0.6	0	0.0	4	0.8
10:00-11:45	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
12:00-1:45 a.m.	0	0.0	0	0.0	0	0.0	0	0.0	1	0.2	0	0.0	1	0.2
Increase Number of Departures...	12	2.4	5	1.0	4	0.8	1	0.2	14	2.8	2	0.4	38	7.7
Existing Schedule Is Adequate.....	4	0.8	4	0.8	4	0.8	0	0.0	9	1.8	2	0.4	23	4.6
Total	136	27.4	127	25.6	84	16.9	9	1.8	108	21.7	33	6.6	497	100.0

Note: There were 146 passengers who did not respond to this question.

Source: SEWRPC.

Table 28

DESIRED DEPARTURE TIMES OF PASSENGERS FOR TRAINS
LEAVING CHICAGO FOR MILWAUKEE BY TRIP PURPOSE: MAY 25, 1989

Desired Departure Time	To or From Place of Work		Work-Related Meeting/Seminar		Personal Business		School		Social, Vacation, or or Recreation		Shopping		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
4:00-5:45 a.m.	0	0.0	0	0.0	0	0.0	0	0.0	1	0.2	1	0.2	2	0.4
6:00-7:45	5	1.0	12	2.4	1	0.2	0	0.0	2	0.4	1	0.2	21	4.2
8:00-9:45	1	0.2	5	1.0	3	0.6	0	0.0	8	1.6	3	0.6	20	4.0
10:00-11:45	1	0.2	1	0.2	1	0.2	1	0.2	12	2.4	1	0.2	17	3.4
12:00-1:45 p.m.	4	0.8	4	0.8	4	0.8	0	0.0	11	2.2	0	0.0	23	4.6
2:00-3:45	13	2.6	21	4.2	4	0.8	4	0.8	9	1.8	1	0.2	52	10.3
4:00-5:45	79	15.6	65	12.9	29	5.7	5	1.0	20	4.0	17	3.4	215	42.6
6:00-7:45	16	3.2	12	2.4	18	3.6	3	0.6	10	2.0	5	1.0	64	12.7
8:00-9:45	1	0.2	9	1.8	2	0.4	0	0.0	8	1.6	1	0.2	21	4.2
10:00-11:45	1	0.2	3	0.6	2	0.4	0	0.0	1	0.2	0	0.0	7	1.4
12:00-1:45 a.m.	0	0.0	0	0.0	1	0.2	0	0.0	1	0.2	0	0.0	2	0.4
Increase Number of Departures...	11	2.2	7	1.4	7	1.4	2	0.4	10	2.0	2	0.4	39	7.7
Existing Schedule Is Adequate.....	3	0.6	3	0.6	3	0.6	0	0.0	11	2.2	2	0.4	22	4.4
Total	135	26.7	142	28.1	75	14.9	15	3.0	104	20.6	34	6.7	505	100.0

Note: There were 140 passengers who did not respond to this question.

Source: SEWRPC.

regardless of trip purpose. Similarly, Tables 29 and 30 also show a very similar pattern of desired departure times, as indicated by Tables 23 and 24, largely as a result of the many southeastern Wisconsin residents making a round trip to and from the Chicago area in one day. A similar pattern of northeastern Illinois residents desiring to make a round trip to Milwaukee in one day for either business or personal reasons is only slightly discernible in Tables 29 and 30. This is because there are only a few such passengers at the present time, in part since the current schedule allows northeastern Illinois residents less than half a day in Milwaukee to conduct their business should they want to return the same day.

The second way in which passengers were asked to indicate their travel time preferences was by responding to questions that asked whether or not they would still ride a particular train if its departure time were changed. This question was presented for four specific trains in the Milwaukee-Chicago corridor which are of special interest to the City of Milwaukee because of their frequent use by the business community. From two to four alternative departure times were given for each of these four trains. By examining the responses given for each of the four trains, specific conclusions can be drawn with respect to the passengers' feelings toward the alternative departure times.

Summaries of the responses to the survey questions asking passengers' preferences to alternative departure times for certain Amtrak Milwaukee-Chicago trains are presented in Tables 31 through 39. For this set of questions, passengers were expected to have responded only to the questions which concerned trains they were riding, or trains in which they have an interest because of occasional or periodic use. For each of these questions, the respondent was asked to reply whether or not they would continue to ride the train for each alternative departure time. Tables 31, 33, 35, and 37 present the actual responses for each of the four questions, as indicated by all passengers answering each questions regardless of what train they rode during the survey day. By answering one or more of the questions, respondents indicated that they did indeed ride the train in question at least occasionally and, therefore, find its present time acceptable if not preferred. Therefore, it could be expected that respondents would continue using the train in question if its departure time were not changed. The degree to which the respondents would continue using each of the trains in question if its departure time were changed is, therefore, indicated in the responses summarized on Tables 31, 33, 35, and 37.

Table 31 presents the respondents' preferences with respect to changing the Milwaukee departure time of train No. 330 from 6:55 a.m. to either 6:30 a.m. or 7:30 a.m. If the Milwaukee departure time of train No. 330 were moved back or ahead one-half hour, about two-thirds of the respondents indicated they would continue riding the train at its new departure time, while about one-third of the respondents indicated that they would not continue riding the train at its new departure time. An examination of the responses with respect to alternative departure times for train No. 330 from only those passengers aboard train No. 330 on the day of the survey indicates a markedly different response. These passengers indicated a much stronger preference for the 6:30 a.m. departure relative to the 7:30 a.m. departure, as shown in Table 32.

Table 29

DESIRED DEPARTURE TIMES OF PASSENGERS FOR TRAINS LEAVING
MILWAUKEE FOR CHICAGO BY PLACE OF RESIDENCE: MAY 25, 1989

Desired Departure Time	Place of Residence								Total	
	Milwaukee County		Other Southeastern Wisconsin Counties		Northeastern Illinois ^a		Other Places of Residence ^b			
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
4:00-5:45 a.m.	4	0.8	1	0.2	1	0.2	0	0.0	6	1.2
6:00-7:45	91	18.4	76	15.4	10	2.0	14	2.8	191	38.6
8:00-9:45	63	12.7	27	5.5	10	2.0	24	4.8	124	25.1
10:00-11:45	17	3.4	5	1.0	2	0.4	6	1.2	30	6.1
12:00-1:45 p.m.	7	1.4	4	0.8	2	0.4	8	1.6	21	4.2
2:00-3:45	5	1.0	3	0.6	1	0.2	2	0.4	11	2.2
4:00-5:45	6	1.2	9	1.8	11	2.2	3	0.6	29	5.9
6:00-7:45	5	1.0	5	1.0	5	1.0	2	0.4	17	3.4
8:00-9:45	0	0.0	0	0.0	4	0.8	0	0.0	4	0.8
10:00-11:45	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
12:00-1:45 a.m.	1	0.2	0	0.0	0	0.0	0	0.0	1	0.2
Increase Number of Departure Times....	13	2.6	8	1.6	10	2.0	7	1.4	38	7.7
Existing Scheduling Is Adequate.....	8	1.6	6	1.2	3	0.6	6	1.2	23	4.6
Total	220	44.4	144	29.1	59	11.9	72	14.5	495	100.0

Note: There were 148 passengers who did not respond to this question.

^aNortheastern Illinois includes Cook, DuPage, Kane, Lake, McHenry, and Will Counties.

^bIncludes Wisconsin counties outside the Southeastern Wisconsin Region, Illinois counties outside northeastern Illinois, and other places of residence.

Source: SEWRPC.

Table 30

DESIRED DEPARTURE TIMES OF PASSENGERS FOR TRAINS LEAVING
CHICAGO FOR MILWAUKEE BY PLACE OF RESIDENCE: MAY 25, 1989

Desired Departure Time	Place of Residence								Total	
	Milwaukee County		Other Southeastern Wisconsin Counties		Northeastern Illinois ^a		Other Places of Residence ^b			
Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
4:00-5:45 a.m.	0	0.0	1	0.2	1	0.2	0	0.0	2	0.4
6:00-7:45	8	1.6	9	1.8	1	0.2	3	0.6	21	4.2
8:00-9:45	7	1.4	2	0.4	8	1.6	3	0.6	20	4.0
10:00-11:45	2	0.4	3	0.6	6	1.2	6	1.2	17	3.4
12:00-1:45 p.m.	8	1.6	3	0.6	5	1.0	6	1.2	22	4.4
2:00-3:45	18	3.6	20	4.0	5	1.0	7	1.4	50	10.0
4:00-5:45	109	21.8	77	15.4	10	2.0	19	3.8	215	42.9
6:00-7:45	26	5.2	14	2.8	10	2.0	13	2.6	63	12.6
8:00-9:45	12	2.4	5	1.0	1	0.2	3	0.6	21	4.2
10:00-11:45	3	0.6	2	0.4	0	0.0	2	0.4	7	1.4
12:00-1:45 a.m.	2	0.4	0	0.0	0	0.0	0	0.0	2	0.4
Increase Number of Departure Times....	18	3.6	10	2.0	4	0.8	7	1.4	39	7.8
Existing Scheduling Is Adequate.....	10	2.0	4	0.8	2	0.4	6	1.2	22	4.4
Total	223	44.5	150	29.9	53	10.6	75	15.0	501	100.0

Note: There were 143 passengers who did not respond to this question.

^aNortheastern Illinois includes Cook, DuPage, Kane, Lake, McHenry, and Will Counties.

^bIncludes Wisconsin counties outside the Southeastern Wisconsin Region, Illinois counties outside northeastern Illinois, and other places of residence.

Source: SEWRPC.

Table 31

POTENTIAL FOR ALL PASSENGERS TO USE AMTRAK'S
6:55 A.M. TRAIN NO. 330 IF ITS
MILWAUKEE DEPARTURE TIME WERE CHANGED: MAY 1989

Alternative Departure Time	Would Ride Train		Would Not Ride Train		No Response	Total
	Number of Responses	Percent ^a	Number of Responses	Percent ^a		
6:30 a.m.....	222	65.5	117	34.5	184	523
7:30 a.m.....	217	63.8	113	33.2	193	523

^aPercents adjusted to omit the "No Response" category.

Source: SEWRPC.

Table 32

POTENTIAL FOR ONLY PASSENGERS USING AMTRAK'S 6:55 A.M.
TRAIN NO. 330 TO CONTINUE USING THAT TRAIN: MAY 1989

Alternative Departure Time	Would Ride Train		Would Not Ride Train		No Response	Total
	Number of Responses	Percent ^a	Number of Responses	Percent ^a		
6:30 a.m.....	59	77.6	17	22.4	4	80
7:30 a.m.....	42	56.0	33	44.0	5	80

^aPercents adjusted to omit the "No Response" category.

Source: SEWRPC.

Table 33

POTENTIAL FOR ALL PASSENGERS TO USE AMTRAK'S
8:30 A.M. TRAIN NO. 332 IF ITS
MILWAUKEE DEPARTURE TIME WERE CHANGED: MAY 1989

Alternative Departure Time	Would Ride Train		Would Not Ride Train		No Response	Total
	Number of Responses	Percent ^a	Number of Responses	Percent ^a		
8:00 a.m.....	239	85.7	40	14.3	244	523
9:00 a.m.....	157	59.5	107	40.5	259	523
9:30 a.m.....	115	44.2	145	55.8	263	523
10:00 a.m.....	114	42.5	154	57.5	255	523

^aPercents adjusted to omit the "No Response" category.

Source: SEWRPC.

Table 34

POTENTIAL FOR ONLY PASSENGERS USING AMTRAK'S 8:30 A.M.
TRAIN NO. 332 TO CONTINUE USING THAT TRAIN: MAY 1989

Alternative Departure Time	Would Ride Train		Would Not Ride Train		No Response	Total
	Number of Responses	Percent ^a	Number of Responses	Percent ^a		
8:00 a.m.....	64	88.9	8	11.1	12	84
9:00 a.m.....	49	75.4	16	24.6	19	84
9:30 a.m.....	38	61.3	24	38.7	22	84
10:00 a.m.....	33	51.6	31	48.4	20	84

^aPercents adjusted to omit the "No Response" category.

Source: SEWRPC.

Table 35

POTENTIAL FOR ALL PASSENGERS TO USE AMTRAK'S
4:30 P.M. TRAIN NO. 333 IF ITS
CHICAGO DEPARTURE TIME WERE CHANGED: MAY 1985

Alternative Departure Time	Would Ride Train		Would Not Ride Train		No Response	Total
	Number of Responses	Percent ^a	Number of Responses	Percent ^a		
4:00 p.m.....	211	61.5	132	38.5	180	523
5:00 p.m.....	281	85.7	47	14.3	195	523
5:30 p.m.....	230	71.6	91	28.4	192	523

^aPercents adjusted to omit the "No Response" category.

Source: SEWRPC.

Table 36

POTENTIAL FOR ONLY PASSENGERS USING AMTRAK'S
TRAIN NO. 333 TO CONTINUE USING THAT TRAIN: MAY 1989

Alternative Departure Time	Would Ride Train		Would Not Ride Train		No Response	Total
	Number of Responses	Percent ^a	Number of Responses	Percent ^a		
4:00 p.m.....	33	48.5	35	51.5	12	80
5:00 p.m.....	60	87.0	9	13.0	11	80
5:30 p.m.....	48	71.6	19	28.4	13	80

^aPercents adjusted to omit the "No Response" category.

Source: SEWRPC.

Table 37

POTENTIAL FOR ALL PASSENGERS TO USE AMTRAK'S
6:30 P.M. TRAIN NO. 335 IF ITS CHICAGO
DEPARTURE TIME WERE CHANGED: MAY 1989

Alternative Departure Time	Would Ride Train		Would Not Ride Train		No Response	Total
	Number of Responses	Percent ^a	Number of Responses	Percent ^a		
6:00 p.m.....	245	83.1	50	16.9	228	523
7:00 p.m.....	187	65.4	99	34.6	237	523
7:30 p.m.....	141	49.5	144	50.5	238	523

^aPercents adjusted to omit the "No Response" category.

Source: SEWRPC.

Table 38

POTENTIAL FOR ONLY PASSENGERS USING AMTRAK'S 6:30 P.M.
TRAIN NO. 335 TO CONTINUE USING THAT TRAIN: MAY 1989

Alternative Departure Time	Would Ride Train		Would Not Ride Train		No Response	Total
	Number of Responses	Percent ^a	Number of Responses	Percent ^a		
6:00 p.m.....	40	80.0	10	20.0	24	74
7:00 p.m.....	38	73.1	14	26.9	22	74
7:30 p.m.....	27	52.9	24	47.1	23	74

^aPercents adjusted to omit the "No Response" category.

Source: SEWRPC.

Table 39

POTENTIAL FOR PASSENGERS TO USE SELECTED AMTRAK
TRAINS IF CURRENT DEPARTURE TIMES WERE CHANGED

Train Number Departure Time		Total Number of Responses	Would Ride Train Regardless of New Departure Time		Would Ride Train Only With Current Departure Time	
			Number of Responses	Percent of Total	Number of Responses	Percent of Total
Southbound from Milwaukee						
330	6:55 a.m.....	349	116	33.2	17	4.9
332	8:30 a.m.....	295	73	24.7	10	3.4
Northbound from Chicago						
333	4:30 p.m.....	356	120	33.7	5	1.4
335	6:30 p.m.....	308	109	35.4	17	5.5

Source: SEWRPC.

Table 33 presents the respondents' preferences with respect to changing the Milwaukee departure time of train No. 332 from 8:30 a.m. to 8:00 a.m., 9:00 a.m., 9:30 a.m., or 10:00 a.m. If the Milwaukee departure time of train No. 332 were changed to 8:00 a.m., about 86 percent of the respondents indicated that they would continue riding the train at its new departure time, while only about 14 percent of the respondents indicated that they would not continue riding the train. If the Milwaukee departure time of train No. 332 were changed to 9:00 a.m., about 60 percent of the respondents indicated that they would continue riding the train at its new departure time, while 40 percent of the respondents indicated that they would not continue riding the train. If the Milwaukee departure time were changed to either 9:30 a.m. or 10:00 a.m., a little over 40 percent of the respondents indicated that they would continue riding the train at its new departure time, while the remaining 60 percent of the respondents indicated that they would not continue riding the train. An examination of responses with respect to the alternative departure times for train No. 332 from only those passengers aboard train No. 332 of the day of the survey indicate a somewhat similar response, as indicated on Table 34.

Table 35 presents the respondents' preferences with respect to changing the Chicago departure time of train No. 333 from 4:30 p.m. to 4:00 p.m., 5:00 p.m., or 5:30 p.m. If the Chicago departure time of train No. 333 were changed to 5:00 p.m., about 86 percent of the respondents indicated that they would continue to ride the train at its new departure time, while only about 14 percent of the respondents indicated that they would not continue riding the train. If the Chicago departure time of train No. 333 were changed to 4:00 p.m. or 5:30 p.m., from 60 to 70 percent of the respondents indicated that they would continue riding the train at its new departure time, while about 30 to 40 percent of the respondents indicated that they would not continue riding the train. These findings, combined with the findings concerning the ideal departure times for passengers as summarized in Table 26, suggest a strong preference by passengers for a 5:00 p.m. departure time from Chicago. A similar response is evident from only those passengers aboard from No. 333 on the day of the survey, as shown in Table 36.

Table 37 presents the respondents' preferences with respect to changing the Chicago departure time of train No. 335 from 6:30 p.m. to 6:00 p.m., 7:00 p.m., or 7:30 p.m. If the Chicago departure time of train No. 335 were changed to 6:00 p.m., over 80 percent of the respondents indicated that they would continue riding the train at its new departure time, while fewer than 20 percent of the respondents indicated that they would not continue riding the train. A somewhat similar, but weaker, response pattern was indicated for the 7:00 p.m. departure time. If the Chicago departure time for train No. 335 were moved to 7:30 p.m., about half the respondents indicated they would continue riding the train, and about half the respondents indicated that they would not continue riding the train. A similar response is evident from only those passengers aboard train No. 335 on the day of the survey, as shown in Table 38.

Another important finding of this survey is determining whether the responding passengers were indifferent to the alternative departure times for each of the four specific trains and, therefore, would use any of the departure times presented, or whether the responding passengers disliked all the alternative times and would not use the trains with the new departure times. If

respondents checked "Yes" for all departure time choices for a specific train, it could be expected that that passenger would use the specific train whether or not its departure time were moved to one of the alternative times. Similarly, if a responding passengers checked "No" to all the alternative time choices for a specific train, then it could be expected that that passenger preferred only the train's existing departure time and would not ride the train if its departure time were changed to any of the alternatives. The number of responses indicating "Yes" or "No" to all the alternative train departure times for each of the four trains in question are presented in Table 39. This tabulation shows that from about one-quarter to one-third of the passengers responding to these specific train departure time questions indicated a "Yes" response to all the alternative times and would therefore presumably continue riding the specific train regardless of whether its departure time were not changed or were changed to one of the alternative times. No more than about 5 percent of the passengers responding to these questions indicated a "No" response to all choices, indicating that these passengers would presumably continue using the specific train only if its departure time were not changed. The information in this table should be considered in conjunction with the train departure time preference information presented in Tables 23 through 38.

ATTITUDINAL DATA

A number of questions in the survey asked the respondents to share their opinions concerning the most important reasons for choosing to ride Amtrak's Milwaukee-Chicago trains; how the respondents would make the trip if the Milwaukee-Chicago service were not available; and the kinds of changes or improvements the respondents would most like to see on Amtrak's Milwaukee-Chicago service.

Reasons for Using Amtrak

In the survey, passengers were asked for their two most important reasons why they chose to ride the train. Passengers responded with either one or two reasons from a suggested list on the questionnaire. These responses were tabulated and are presented in Table 40. By far the most important reason was that the train avoids traffic congestion and parking problems. The next most important reasons were the trains' convenience to the passengers' destination, the train being more comfortable and relaxing than other forms of travel, and the train affording an opportunity to read, work, or sleep while traveling. Most of the respondents in the "Other" category noted that the train was a much better way of seeing the countryside and scenery while traveling compared with highway and air travel; or that they traveled by train because of their general interest in railways.

The respondents' reasons for riding the train were also tabulated by trip purpose, as presented in Table 41. As noted above, work and business travel and recreational travel are important markets served by Amtrak in the Milwaukee-Chicago corridor. For work and business trips, avoiding traffic congestion and parking problems were the most often cited reasons, followed by being convenient to the destination and the train affording an opportunity to read or sleep. For recreational travel--including shopping--the train being more comfortable and relaxing than other forms of travel was the most often cited

Table 40

MOST IMPORTANT REASONS FOR CHOOSING TO RIDE AMTRAK
BY PASSENGERS USING MILWAUKEE-CHICAGO TRAINS: MAY 1989^a

Reasons	Number of Responses	Percent of All Responses ^b	Percent of Passengers Responding ^c
Avoids Traffic Congestion or Parking Problems.....	290	29.9	55.4
Convenient To Destination.....	163	16.8	31.2
More Comfortable and Relaxing Than Other Forms of Travel.....	135	13.9	25.8
Affords An Opportunity to Read, Work, Sleep..	107	11.0	20.5
Less Expensive Than Other Forms of Travel....	87	9.0	16.6
Faster Than Other Forms of Travel.....	73	7.5	14.0
Safer Than Other Forms of Travel.....	38	3.9	7.3
More Reliable Than Other Forms of Travel.....	20	2.1	3.8
Avoids Unsafe Parking.....	4	0.4	0.8
Other.....	53	5.5	10.1
Total	970	100.0	--

Note: There were 37 passengers who did not respond to this question.

^aBased on respondent's choice of their two most important reasons, not all their reasons.

^bGiven as percentage of 970 responses.

^cGiven as percentage of 523 passengers surveyed.

Source: SEWRPC.

Table 41

MOST IMPORTANT REASONS FOR CHOOSING TO
RIDE THE TRAIN BY TRIP PURPOSE FOR PASSENGERS USING
AMTRAK'S MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Reason for Riding Train	Trip Purpose						Total
	To or From Place of Work	Work- Related Meeting/ Seminar	Personal Business	School	Social, Vacation, or Recreation	Shopping	
Avoids Traffic Congestion or Parking Problems.....	90	94	31	5	42	28	290
Less Expensive Than Other Forms of Travel....	8	13	15	3	46	2	87
Affords An Opportunity to Read, Work, or Sleep..	33	39	8	4	20	3	107
Faster Than Other Forms of Travel.....	26	19	9	0	18	1	73
More Reliable Than Other Forms of Travel....	10	2	1	1	6	0	20
Safer Than Other Forms of Travel.....	1	0	6	0	28	3	38
Convenient To Destination.....	49	42	14	1	44	13	163
More Comfortable and Relaxing Than Other Forms of Travel....	13	24	16	7	64	11	135
Avoids Unsafe Parking.....	2	0	0	0	2	0	4
Other.....	11	9	8	2	23	0	53
Total	243	242	108	23	293	61	970

Source: SEWRPC.

reason, followed by convenience to the destination, avoidance of traffic congestion, and being less expensive than using other forms of travel.

Mode of Travel if Amtrak Service Were Not Available

Passengers were also asked how they would make their trip if the Amtrak Milwaukee-Chicago service were not available. As indicated in Table 42, over 55 percent of the respondents indicated that the trip would be made by auto, either as a driver or as a passenger. Twenty-five percent of the respondents indicated they would use the bus. The remaining responses were divided among using a rental car, using airlines, and other means, including driving to a Metra station in the Chicago metropolitan area and continuing to Chicago on a commuter train. Over 6 percent of the respondents indicated they would not make the trip if Amtrak service were not available. Table 43 shows these responses by type of trip and by trip purpose.

Suggested Improvements

Passengers were also asked to indicate what improvements or changes to the Amtrak Milwaukee-Chicago service they would like to see. This information was collected in two different ways. Under the first way, passengers were asked to indicate which two improvements they would most like to see for the Milwaukee-Chicago Amtrak service from a list of suggested improvements on the questionnaires. Passengers responded with either one or two choices which were tabulated and are presented in Table 44. By far the two most popular suggested improvements were more departure times and availability of food and beverage service onboard the trains. Other improvements with a large number of responses included faster train speeds, better maintained equipment, and a smoother ride. Table 45 shows these responses by trip purpose. This table indicates that more departure times and food and beverage service are particularly important to the business and recreation travel markets. In addition, better maintained equipment and faster speeds are particularly important to work and business-related passengers.

The second way in which passengers were asked what changes or improvements they would like to see was by means of including an open-ended question on the questionnaire so that respondents could make comments. About half the responding passengers did indeed make comments, generally addressing from one to four different subjects. The results of these comments being tabulated are presented in Table 46. The most often made comment was for increased frequency in train departures, followed by a need to better maintain and clean the passenger cars, provide onboard food and beverage service, and provide reduced fares for frequent riders, families, and weekend travelers. In general, these comments emphasized the improvements passengers would most like to see, as summarized in Table 44. The comments in Table 46 also highlight some of the items passengers feel are problems with the quality of service offered by the Amtrak Milwaukee-Chicago service. Many of the passengers made an effort to discuss these problems and suggested improvements with the survey personnel.

GROUP TRAVEL DATA

Passengers traveling as organized groups are common on Amtrak trains, including the trains operated in the Milwaukee-Chicago corridor. On the day of this survey, four groups were traveling on the Milwaukee-Chicago trains. Persons in

Table 42

ALTERNATIVE MEANS OF MAKING TRIP FOR AMTRAK
PASSENGERS IF PRESENT MILWAUKEE-
CHICAGO SERVICE WERE NOT AVAILABLE: MAY 1989

Alternative Means	Number of Responses	Percent
Drive Auto.....	268	51.2
Bus.....	131	25.0
Airline.....	42	8.0
Would Not Make Trip...	32	6.1
As Auto Passenger.....	21	4.0
Rental Car.....	9	1.7
Other.....	9	1.7
No Response.....	11	2.1
Total	523	100.0

Source: SEWRPC.

Table 43

ALTERNATIVE MODES OF TRAVEL BY TRIP PURPOSE FOR
PASSENGERS USING AMTRAK'S MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Alternative Mode of Travel	Passengers Traveling Only Within the Milwaukee-Chicago Corridor							Passengers Making Long Distance Trips						
	To or From Place of Work	Work Related Meeting/ Seminar	Personal Business	School	Social, Vacation, or Recreation	Shopping	Total	To or From Place of Work	Work Related Meeting/ Seminar	Personal Business	School	Social, Vacation, or Recreation	Shopping	Total
By Driving Mode.....	77	84	19	0	27	26	233	6	3	6	0	19	1	35
As Auto Passenger.....	3	4	0	0	7	1	15	0	0	2	0	4	0	6
Rental Car.....	2	4	0	0	2	0	8	0	0	0	0	1	0	1
Bus.....	18	17	18	4	32	2	91	2	0	10	2	26	0	40
Airline.....	5	2	3	0	1	0	11	1	1	10	2	17	0	31
Would Not Make Trip.....	6	4	3	1	7	1	22	0	0	3	0	7	0	10
Drive to Metra Station..	3	0	0	0	0	0	3	0	0	0	0	2	0	2
Other.....	1	0	0	3	0	0	4	0	0	0	0	0	0	0
Total	115	115	43	8	76	30	387	9	4	31	4	76	1	125

Source: SEWRPC.

Table 44

IMPROVEMENTS TO AMTRAK'S MILWAUKEE-CHICAGO
SERVICE PASSENGERS WOULD MOST LIKE TO SEE: MAY 1989^a

Proposed Improvements	Number of Responses	Percent of All Responses ^b	Percent of Passengers Responding ^c
More Departure Times.....	258	28.9	49.3
Food and Beverage Service.....	162	18.2	31.0
Faster Speeds.....	111	12.4	21.2
Better Maintained Equipment....	100	11.2	19.1
Smoother Ride.....	84	9.4	16.1
Suburban Stops in the Milwaukee Area.....	55	6.2	10.5
Better Connections With Trains in Chicago.....	49	5.5	9.4
Increased Parking at Stations..	43	4.8	8.2
Other.....	30	3.4	5.7
Total	892	100.0	--

Note: There were 59 passengers who did not respond to this question.

^aBased on respondents' choice of the two improvements they would most like to see, not all the improvements they would like to see.

^bGiven as percentage of 892 responses.

^cGiven as percentage of 523 passengers surveyed.

Source: SEWRPC.

Table 45

SUGGESTED IMPROVEMENTS TO AMTRAK SERVICE
BY TRIP PURPOSE FOR PASSENGERS USING AMTRAK'S
MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Reason for Riding Train	To or From Place of Work	Work-Related Meeting/Seminar	Personal Business	School	Social, Vacation, or Recreation	Shopping	Total
More Departure Times.....	66	60	33	7	79	13	258
Better Maintained Equipment.....	45	20	9	2	20	4	100
Food and Beverage Service.....	43	49	19	2	39	11	163
Faster Speeds.....	45	32	11	4	14	5	111
More Parking at Stations..	5	14	3	0	13	8	43
Better Connections With Other Trains in Chicago..	4	1	9	2	33	0	49
Smoother Ride.....	14	22	11	0	26	11	84
Suburban Stops In The Milwaukee Area.....	10	14	5	2	15	8	54
Other.....	8	6	3	2	11	0	30
Total	240	218	103	21	250	60	892

Source: SEWRPC.

Table 46

SUMMARY OF CHANGES OR IMPROVEMENTS TO AMTRAK'S
MILWAUKEE-CHICAGO SERVICE AS SUGGESTED BY PASSENGERS: MAY 1989

Changes/Improvements	Number of Responses	Percent
Increase Frequency of Departures.....	84	19.7
Maintain Equipment in Better Condition, Increase Car Cleanliness, and Provide Better Climate Control.....	63	14.8
Provide Food or Beverage On Board.....	58	13.6
Reduce Fares for Frequent Riders, Families, and Weekend Travelers.....	40	9.4
Increase Train Speed and Provide Express Service..	31	7.3
Smoother Ride.....	26	6.1
Add More Stations and Routes.....	24	5.6
Satisfied With Amtrak Service.....	19	4.5
Improve Train Stations and Improve Station Cleanliness.....	15	3.5
Maintain Better On-Time Performance.....	13	3.1
Personnel and Red Caps Should Be More Helpful.....	12	2.8
Increase Parking Lot Quality and Security.....	7	1.6
Provide Better Overall Passenger Service and Be More Responsive to Passenger Needs.....	6	1.4
Increase Advertising and Promotion.....	5	1.2
Provide Checked Baggage Service on All Trains.....	5	1.2
Increase Restroom Cleanliness.....	3	a
Provide Better Service for Handicapped and Elderly Passengers.....	3	a
Improve Seats and Foot Rests.....	3	a
Provide On-Board Entertainment.....	3	a
Simplify Purchasing of Tickets.....	2	a
Clean Up Right-of-Way.....	1	a
Increase No-Smoking Areas and Increase Enforcement of No-Smoking Regulations.....	1	a
Provide Better Connections With Metra Trains.....	1	a
Increase Areas Designated for Smoking.....	1	a
Total	426	100.0

Note: There were 280 passengers who did not provide any suggestions or comments.

^aBelow 1 percent.

Source: SEWRPC.

these groups were not surveyed individually since the groups as a whole included persons with the same origins or destinations, trip purposes, and other travel characteristics. Therefore, questionnaires were distributed only to the group leader for completion. The basic travel data for each of the groups are presented in Table 47. Based on comments from Amtrak staff, these groups could be expected to represent the typical type of group travel that occurs in the Milwaukee-Chicago corridor.

SUMMARY AND CONCLUSIONS

In April 1989 the City of Milwaukee requested the Regional Planning Commission to conduct a survey of Amtrak passengers traveling between Milwaukee and Chicago. The purpose of the survey was to collect basic travel and marketing data useful for future marketing strategies for this train service, and to objectively identify the preferences of current passengers regarding train schedules, the number of trains per day, and other possible service improvements. The information collected during the survey is intended to be used by the City of Milwaukee, the State of Wisconsin, and Amtrak to better determine the needs of those passengers who now use the Amtrak service, as well as those potential passengers who could use the service in the future. Thus, the survey is an important input into a collaborative effort by the City of Milwaukee, the Wisconsin Department of Transportation, and Amtrak to add additional trains and improve the schedules for existing trains between Milwaukee and Chicago.

The survey was conducted on Thursday, May 25, 1989. The survey consisted of a 100 percent sampling of all passengers using Amtrak's Milwaukee-Chicago service and who either boarded or deboarded trains at either Milwaukee or Sturtevant. As of June 1989 this service consisted of six Milwaukee-Chicago trains and two Chicago-Seattle trains. Thus, all passengers traveling in the Milwaukee-Chicago market were surveyed whether their travel was solely within the Milwaukee-Chicago corridor or whether they used Milwaukee-Chicago trains to connect with other Amtrak trains at Chicago.

Passengers were handed a questionnaire on board each train and asked to complete it and return it to the survey personnel before leaving the train. A total of 523 usable questionnaires were returned from the 561 passengers who used these trains on the day of the survey. Thus, a very high response of 93 percent was attained for the entire survey. Organized groups were surveyed separately and are not included in these totals.

The major findings and conclusions of the Amtrak Milwaukee-Chicago passenger survey may be summarized as follows:

- Most passengers--about 90 percent--traveled between Milwaukee and Chicago. About 3 percent of the passengers traveled between Milwaukee and Glenview, and about 7 percent of the passengers travel between Sturtevant and Chicago.
- About 75 percent of the passengers traveled only within the Milwaukee-Chicago corridor, the remaining 25 percent connecting with other Amtrak trains at Chicago.

Table 47

CHARACTERISTICS OF GROUPS TRAVELING ON
AMTRAK'S MILWAUKEE-CHICAGO TRAINS: MAY 25, 1989

Train Used	Boarding Station	Deboarding Station	Number of Persons in Group	Type of Group	Travel Purpose
330	Milwaukee	Chicago	42	Middle school students	Field trip
332	Milwaukee	Sturtevant	67	Grade school students	Field trip
336	Milwaukee	Chicago	18	Foreign students	Tour group
333	Chicago	Milwaukee	42	Middle school students	Field trip

Source: SEWRPC.

- Passengers traveling solely within the Milwaukee-Chicago corridor predominate on most trains, especially the 6:55 a.m. departure from Milwaukee and the 4:30 p.m. departure from Chicago.
- Of the passengers traveling only within the Milwaukee-Chicago corridor, two out of three were making a round trip between Milwaukee and Chicago. The remaining passengers, as well as the long distance passengers connecting to other trains at Chicago, were traveling in only one direction on the day of the survey.
- Four organized groups of travelers were surveyed onboard the Milwaukee-Chicago trains. The groups surveyed ranged in size from 18 people to 67 people, and consisted primarily of students on school field trips or organized tours.
- At the Milwaukee end of their trip, most passengers--about 74 percent--originate from or are destined for communities within Milwaukee and Waukesha Counties. Thirty-nine percent of the trips begin or end within the City of Milwaukee, and almost one-third of the City of Milwaukee trip ends are to and from the downtown area. At Milwaukee, most passengers--82 percent--arrive by private automobile.
- At the Chicago end of their trip, most passengers--about 76 percent--who are not connecting with other Amtrak trains are coming from or going to the City of Chicago. Over 75 percent of the City of Chicago trip ends are to and from the downtown and N. Michigan Avenue areas. At Chicago, most passengers not connecting with other Amtrak trains arrive by taxicab--about 43 percent; or by walking--about 28 percent.
- About half the passengers--51 percent--were residents of either Milwaukee or Waukesha Counties. About 62 percent of the passengers indicated their place of residence to be in southeastern Wisconsin, and 68 percent of the passengers indicated their place of residence to be in the State of Wisconsin. About 12 percent of the passengers indicated their place of residence to be in the State of Illinois, especially northeastern Illinois. A review of the places of residence, together with the origins and destinations of Amtrak passengers, clearly indicates that the Milwaukee-Chicago trains are used extensively by residents of, and people traveling to and from, the Southeastern Wisconsin Region. In addition, the Milwaukee-Chicago trains are also used by a smaller, yet significant, number of northeastern Illinois residents.
- Both work and business-related travel and recreational travel are the most important markets served by the Milwaukee-Chicago trains. Work and business travel accounted for almost half--48 percent--of the trips; and recreational travel, including shopping, accounted for 38 percent of the trips. The remaining 14 percent of the trips were for school, personal, or other reasons. Work and business-related passengers who must normally adhere to strict meeting, seminar, and job schedules are concentrated on the trains departing Milwaukee at 6:55 a.m. and departing Chicago at 3:15 p.m. and 4:30 p.m.

- The Milwaukee-Chicago trains are used largely by infrequent users who use the train either occasionally or, at most, about once a week. About 60 percent of the passengers typically make a round trip less than once a month, and about 18 percent of all passengers make a round trip every two or three weeks. About 14 percent of the passengers make a round trip between Milwaukee and Chicago more than once a week, but not every day, and only about 6 percent of the passengers commute on a regular weekday basis. Most passengers making long distance trips do so less than once a month. Passengers making work-related trips travel most frequently between Milwaukee and Chicago, but most are occasional users; no more than about one-third of the work-related travelers use the train more than once a week to make a round trip.
- For passengers departing Milwaukee for Chicago, the most desirable departure times are concentrated in the 6:00 a.m. to 7:45 a.m. time period, especially at 6:30 a.m., 7:00 a.m., and 7:30 a.m.; and, to a lesser degree, in the 8:00 a.m. to 9:45 a.m. time period, especially at 8:00 a.m. For passengers departing Chicago for Milwaukee, the most popular departure times are concentrated in the 4:00 p.m. to 5:45 p.m. time period, especially at 5:00 p.m. More detailed questions in the survey addressed the passengers' ability to adapt to changes in the schedule of specific trains which are popular with individuals making work-related trips and with regular users.
- The most important reason why people chose to ride the train was that it avoids traffic congestion and parking problems. The next most important reasons were the train's convenience to the passengers' destinations, followed by the train being more comfortable and relaxing than other forms of travel, and the train affording an opportunity to read, work, or sleep while traveling.
- The most popular improvements passengers using the Milwaukee-Chicago train service would like to see were more departure times, followed by the availability of food and beverage service onboard the trains. Other popular improvements included faster train speeds, better maintained equipment, and a smoother ride.
- If the Amtrak Milwaukee-Chicago service were not available, over half the respondents indicated that the trip would be made by automobile, either as a driver or as a passenger. A quarter of the respondents indicated that they would use the bus. A small number--6 percent of the passengers--indicated that they would not make the trip.

The level of service and frequency of passenger trains in the Milwaukee-Chicago corridor has remained relatively constant since 1984, consisting of four trains per day in each direction. Over the years, many public officials, travelers, and other people have considered this level of service to be inadequate, especially in comparison to the frequency of passenger train service in other United States corridors, such as New York-Philadelphia, Baltimore-Washington, New Haven-New York, and Los Angeles-San Diego. The City of Milwaukee views expanded and improved Amtrak service as an important tool in economic development efforts for the Milwaukee area. The data and information collected in this survey provide a basic and important foundation on which to consider

such an expansion and improvements to the Amtrak service. Thus, the information collected in this survey can be used to help develop future marketing strategies and service improvement options that, if implemented, can increase passenger train ridership in the Milwaukee-Chicago corridor and provide an attractive alternative to using nearby heavily traveled highway facilities, thus making traveling between Milwaukee and Chicago less troublesome and more efficient for both business and personal travelers.

APPENDICES

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Appendix A

2				
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MKE SVT

AMTRAK PASSENGER SURVEY MILWAUKEE TO CHICAGO

This survey is being conducted to help improve passenger train service between Milwaukee and Chicago. Your cooperation is essential. All replies will be kept entirely confidential and will be used for statistical purposes only. Your name is not required. When you have completed this survey, please return it to the survey personnel before you leave the train. This survey is being conducted by the Southeastern Wisconsin Regional Planning Commission in cooperation with the City of Milwaukee, the Wisconsin Department of Transportation, and Amtrak. Please print.

1. HOW DID YOU GET TO THE AMTRAK STATION?

- | | | | | |
|---------------------------------------|----------------|--------------|----------------------|-------------------|
| <input type="checkbox"/> Enter Number | 1 Walk | 3 Rental car | 5 Hotel courtesy car | 7 Other (specify) |
| | 2 Private auto | 4 Taxicab | 6 Bus | |

2. IF YOU ARRIVED AT THE AMTRAK STATION BY PRIVATE AUTO, WHERE DID YOU PARK?

- | | | |
|---------------------------------------|---------------------------------------|--------------------|
| <input type="checkbox"/> Enter Number | 1 I did not park, but was dropped off | 4 On public street |
| | 2 Amtrak parking lot | 5 Other (specify) |
| | 3 Other parking lot | |

3. FROM WHERE DID YOU COME TO THE AMTRAK STATION?

--	--	--	--	--	--	--

(street address or intersection, name of company or building)

(city, town, or village)

(state)

4. WHY WERE YOU THERE?

- | | | | |
|---------------------------------------|--------------------------------|--------------------------------|-----------------------------------|
| <input type="checkbox"/> Enter Number | 1 Home | 4 Conducting personal business | 7 Social, vacation, or recreation |
| | 2 Place of work | 5 Going to school | 8 Other (specify) |
| | 3 Work-related meeting/seminar | 6 Shopping | |

5. AT WHAT STATION WILL YOU LEAVE THIS TRAIN?

- | | | | | |
|---------------------------------------|-----------|------------|--------------|-------------|
| <input type="checkbox"/> Enter Number | 1 Chicago | 2 Glenview | 3 Sturtevant | 4 Milwaukee |
|---------------------------------------|-----------|------------|--------------|-------------|

6. ARE YOU TAKING THIS TRAIN TO CHICAGO TO CONNECT WITH ANOTHER AMTRAK TRAIN?

- ☐ Yes ☐ No

A. IF YES, WHAT IS YOUR FINAL DESTINATION?

(city)

(state)

--	--	--	--	--

--	--	--	--	--

B. IF NO, WHERE WILL YOU GO AFTER LEAVING THE AMTRAK STATION?

(street address or intersection; name of company or building; city or village if other than Chicago)

7. WHY ARE YOU GOING THERE?

- | | | | |
|---------------------------------------|--------------------------------|--------------------------------|-----------------------------------|
| <input type="checkbox"/> Enter Number | 1 Home | 4 Conducting personal business | 7 Social, vacation, or recreation |
| | 2 Place of work | 5 Going to school | 8 Other (specify) |
| | 3 Work-related meeting/seminar | 6 Shopping | |

8. HOW OFTEN DO YOU TYPICALLY MAKE THIS TRIP?

- | | | |
|---------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> Enter Number | 1 20 or more round trips per month | 4 1 to 4 round trips per month |
| | 2 10 to 19 round trips per month | 5 Less than 1 round trip per month |
| | 3 5 to 9 round trips per month | |

9. IS THIS TRAIN TRIP PART OF A ROUND TRIP ON AMTRAK TODAY?

- ☐ Yes ☐ No

10. WHAT ARE THE TWO MOST IMPORTANT REASONS WHY YOU CHOSE TO RIDE THE TRAIN?

- | | | |
|-----------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> <input type="checkbox"/> Enter Numbers | 1 Avoids traffic congestion or parking problems | 6 Safer than other forms of travel |
| | 2 Less expensive than other forms of travel | 7 Convenient to destination |
| | 3 Affords an opportunity to read, work, or sleep | 8 More comfortable and relaxing than other forms of travel |
| | 4 Faster than other forms of travel | 9 Avoids unsafe parking |
| | 5 More reliable than other forms of travel | 10 Other (specify): |

(continued on other side)

11. IF YOU USE THE TRAIN THAT DEPARTS MILWAUKEE AT 6:55 A.M., WOULD

YOU STILL RIDE THE TRAIN IF ITS DEPARTURE TIME WERE CHANGED TO: (please check yes or no for each time)

A. 6:30 a.m. ☐ Yes ☐ No

B. 7:30 a.m. ☐ Yes ☐ No

12. IF YOU USE THE TRAIN THAT DEPARTS MILWAUKEE AT 8:30 A.M., WOULD

YOU STILL RIDE THE TRAIN IF ITS DEPARTURE TIME WERE CHANGED TO: (please check yes or no for each time)

A. 8:00 a.m. ☐ Yes ☐ No

B. 9:00 a.m. ☐ Yes ☐ No

C. 9:30 a.m. ☐ Yes ☐ No

D. 10:00 a.m. ☐ Yes ☐ No

13. IF YOU USE THE TRAIN THAT DEPARTS CHICAGO AT 4:30 P.M., WOULD

YOU STILL RIDE THE TRAIN IF ITS DEPARTURE TIME WERE CHANGED TO: (please check yes or no for each time)

A. 4:00 p.m. ☐ Yes ☐ No

B. 5:00 p.m. ☐ Yes ☐ No

C. 5:30 p.m. ☐ Yes ☐ No

14. IF YOU USE THE TRAIN THAT DEPARTS CHICAGO AT 6:30 P.M., WOULD

YOU STILL RIDE THE TRAIN IF ITS DEPARTURE TIME WERE CHANGED TO: (please check yes or no for each time)

A. 6:00 p.m. ☐ Yes ☐ No

B. 7:00 p.m. ☐ Yes ☐ No

C. 7:30 p.m. ☐ Yes ☐ No

15. REGARDLESS OF THE CURRENT AMTRAK SCHEDULE, WHAT WOULD BE YOUR IDEAL TIMES FOR TRAINS TO LEAVE MILWAUKEE FOR CHICAGO?

(specify one or more times)

16. REGARDLESS OF THE CURRENT AMTRAK SCHEDULE, WHAT WOULD BE YOUR IDEAL TIMES FOR TRAINS TO LEAVE CHICAGO FOR MILWAUKEE?

(specify one or more times)

17. WHAT ARE THE TWO IMPROVEMENTS YOU WOULD MOST LIKE TO SEE FOR THE MILWAUKEE-CHICAGO AMTRAK SERVICE?

Enter
Numbers

- 1 More departure times
- 2 Better maintained equipment
- 3 Food and beverage service
- 4 Faster speeds
- 5 More parking at stations
- 6 Better connections with other trains in Chicago
- 7 Smoother ride
- 8 Suburban stops in the Milwaukee area
- 9 Other (specify): _____

18. IF THE AMTRAK MILWAUKEE-CHICAGO SERVICE WERE NOT AVAILABLE, HOW WOULD YOU HAVE MADE THIS TRIP?

Enter
Number

- 1 By driving auto
2 As auto passenger
3 Rental car

- 4 Bus
5 Airline

- 6 Would not make trip
7 Other (specify)

19. WHAT IS YOUR OCCUPATION?

Enter
Number

- 1 Executive/managerial
- 2 Clerical/administrative support
- 3 Sales/buyer
- 4 Professional/technical

- 5 Craftsman/operator/laborer
6 Self-employed
7 Teaching
8 Homemaker

- 9 Student
10 Retired
11 Other (specify)

20. WHERE DO YOU LIVE?

(city, town, or village)

(state)

What changes or improvements to the Milwaukee-Chicago Amtrak service do you suggest?

Thank you!

Appendix B

1

CHI GLN SVT

AMTRAK PASSENGER SURVEY
CHICAGO TO MILWAUKEE

This survey is being conducted to help improve passenger train service between Milwaukee and Chicago. Your cooperation is essential. All replies will be kept entirely confidential and will be used for statistical purposes only. Your name is not required. When you have completed this survey, please return it to the survey personnel before you leave the train. This survey is being conducted by the Southeastern Wisconsin Regional Planning Commission in cooperation with the City of Milwaukee, the Wisconsin Department of Transportation, and Amtrak. Please print.

1. HOW DID YOU GET TO THE AMTRAK STATION AT CHICAGO OR GLENVIEW?

- | | | | | |
|---------------------------------|----------------|----------------------|-----------------------------------------|--------------------|
| <input type="checkbox"/> Enter | 1 Walk | 4 Taxicab | 7 "L" or subway | 10 Other (specify) |
| <input type="checkbox"/> Number | 2 Private auto | 5 Hotel courtesy car | 8 Transferred from another Amtrak train | |
| | 3 Rental car | 6 Bus | 9 Transferred from a commuter train | |

2. IF YOUR TRIP STARTED IN CHICAGO OR GLENVIEW, FROM WHERE DID YOU COME TO THE AMTRAK STATION?

(street address or intersection, name of company or building)

(city, town, or village)

(state)

3. WHY WERE YOU THERE?

- | | | | |
|---------------------------------|--------------------------------|--------------------------------|-----------------------------------|
| <input type="checkbox"/> Enter | 1 Home | 4 Conducting personal business | 7 Social, vacation, or recreation |
| <input type="checkbox"/> Number | 2 Place of work | 5 Going to school | 8 Other (specify) |
| | 3 Work-related meeting/seminar | 6 Shopping | |

4. AT WHAT STATION WILL YOU LEAVE THIS TRAIN?

- | | | | | |
|---------------------------------|-----------|------------|--------------|-------------|
| <input type="checkbox"/> Enter | 1 Chicago | 2 Glenview | 3 Sturtevant | 4 Milwaukee |
| <input type="checkbox"/> Number | | | | |

5. DID YOU CONNECT FROM ANOTHER AMTRAK TRAIN IN CHICAGO?

- ☐ Yes ☐ No

A. IF YES, WHERE DID YOUR TRIP START?

(city)

(state)

6. IF YOUR DESTINATION IS WITHIN THE MILWAUKEE OR RACINE AREA, WHERE WILL YOU GO AFTER LEAVING THE AMTRAK STATION?

(street address or intersection; name of company or building; city or village)

7. WHY ARE YOU GOING THERE?

- | | | | |
|---------------------------------|--------------------------------|--------------------------------|-----------------------------------|
| <input type="checkbox"/> Enter | 1 Home | 4 Conducting personal business | 7 Social, vacation, or recreation |
| <input type="checkbox"/> Number | 2 Place of work | 5 Going to school | 8 Other (specify) |
| | 3 Work-related meeting/seminar | 6 Shopping | |

8. HOW OFTEN DO YOU TYPICALLY MAKE THIS TRIP?

- | | | |
|---------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> Enter | 1 20 or more round trips per month | 4 1 to 4 round trips per month |
| <input type="checkbox"/> Number | 2 10 to 19 round trips per month | 5 Less than 1 round trip per month |
| | 3 5 to 9 round trips per month | |

9. IS THIS TRAIN TRIP PART OF A ROUND TRIP ON AMTRAK TODAY?

- ☐ Yes ☐ No

10. WHAT ARE THE TWO MOST IMPORTANT REASONS WHY YOU CHOSE TO RIDE THE TRAIN?

- | | | |
|---------------------------------------------------------|--------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> <input type="checkbox"/> Enter | 1 Avoids traffic congestion or parking problems | 6 Safer than other forms of travel |
| <input type="checkbox"/> Numbers | 2 Less expensive than other forms of travel | 7 Convenient to destination |
| | 3 Affords an opportunity to read, work, or sleep | 8 More comfortable and relaxing than other forms of travel |
| | 4 Faster than other forms of travel | 9 Avoids unsafe parking |
| | 5 More reliable than other forms of travel | 10 Other (specify): |

(continued on other side)

11. IF YOU USE THE TRAIN THAT DEPARTS MILWAUKEE AT 6:55 A.M., WOULD

YOU STILL RIDE THE TRAIN IF ITS DEPARTURE TIME WERE CHANGED TO: (please check yes or no for each time)

A. 6:30 a.m. ☐ Yes ☐ No

B. 7:30 a.m. ☐ Yes ☐ No

12. IF YOU USE THE TRAIN THAT DEPARTS MILWAUKEE AT 8:30 A.M., WOULD

YOU STILL RIDE THE TRAIN IF ITS DEPARTURE TIME WERE CHANGED TO: (please check yes or no for each time)

A. 8:00 a.m. ☐ Yes ☐ No

B. 9:00 a.m. ☐ Yes ☐ No

C. 9:30 a.m. ☐ Yes ☐ No

D. 10:00 a.m. ☐ Yes ☐ No

13. IF YOU USE THE TRAIN THAT DEPARTS CHICAGO AT 4:30 P.M., WOULD

YOU STILL RIDE THE TRAIN IF ITS DEPARTURE TIME WERE CHANGED TO: (please check yes or no for each time)

A. 4:00 p.m. ☐ Yes ☐ No

B. 5:00 p.m. ☐ Yes ☐ No

C. 5:30 p.m. ☐ Yes ☐ No

14. IF YOU USE THE TRAIN THAT DEPARTS CHICAGO AT 6:30 P.M., WOULD

YOU STILL RIDE THE TRAIN IF ITS DEPARTURE TIME WERE CHANGED TO: (please check yes or no for each time)

A. 6:00 p.m. ☐ Yes ☐ No

B. 7:00 p.m. ☐ Yes ☐ No

C. 7:30 p.m. ☐ Yes ☐ No

15. REGARDLESS OF THE CURRENT AMTRAK SCHEDULE, WHAT WOULD BE YOUR IDEAL TIMES FOR TRAINS TO LEAVE MILWAUKEE FOR CHICAGO?

(specify one or more times)

16. REGARDLESS OF THE CURRENT AMTRAK SCHEDULE, WHAT WOULD BE YOUR IDEAL TIMES FOR TRAINS TO LEAVE CHICAGO FOR MILWAUKEE?

(specify one or more times)

17. WHAT ARE THE TWO IMPROVEMENTS YOU WOULD MOST LIKE TO SEE FOR THE MILWAUKEE-CHICAGO AMTRAK SERVICE?

Enter
Numbers

- 1 More departure times
- 2 Better maintained equipment
- 3 Food and beverage service
- 4 Faster speeds
- 5 More parking at stations
- 6 Better connections with other trains in Chicago
- 7 Smoother ride
- 8 Suburban stops in the Milwaukee area
- 9 Other (specify):

18. IF THE AMTRAK MILWAUKEE-CHICAGO SERVICE WERE NOT AVAILABLE, HOW WOULD YOU HAVE MADE THIS TRIP?

Enter
Number

- 1 By driving auto
2 As auto passenger
3 Rental car

- 4 Bus
5 Airline

- 6 Would not make trip
7 Other (specify)

19. WHAT IS YOUR OCCUPATION?

Enter
Number

- 1 Executive/managerial
- 2 Clerical/administrative support
- 3 Sales/buyer
- 4 Professional/technical

- 5 Craftsman/operator/laborer
6 Self-employed
7 Teaching
8 Homemaker

- 9 Student
10 Retired
11 Other (specify)

20. WHERE DO YOU LIVE?

(city, town, or village)

(state)

What changes or improvements to the Milwaukee-Chicago Amtrak service do you suggest?

Thank you!