



# Bikes for Belmont Cragin Evaluation Report

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Prepared by the Shared-Use Mobility Center on behalf of Northwest Center

Developed by Alex Rosander, Hani Shamat, and Colin Murphy

August 2023



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# Acknowledgements

August 2023

This report was prepared by the Shared-Use Mobility Center on behalf of Northwest Center

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Jeremy Cuevas, Transportation Organizer, Northwest Center

Leticia Covarrubias, Northwest Center

We want to thank our collaborators and supporters on this project who have graciously provided their time, effort, and knowledge to bring this work to life. We also want to thank all of the community members who took the time to take part in our outreach efforts. Your experiences provided us with rich and valuable insights integral to our final report.

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Cover photo: *PeopleForBikes*

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# Introduction

## Project Purpose and Goals

Since early 2019, [Northwest Center](#), a community-based nonprofit organization based in Chicago's Belmont Cragin neighborhood, has been working to foster a more bicycle-friendly community to improve the area's transportation landscape. Recognizing that a lack of reliable transportation was one of the most pressing issues facing the community, Northwest Center, through its Youth Leadership Council, worked with Chicago city officials and community leaders to install bike lanes, bring Divvy bikeshare to the neighborhood, and host various bike-related engagement and educational programs.

Through a grant from the [Better Bike Share Partnership](#), Northwest Center commissioned the Shared-Use Mobility Center (SUMC) to prepare an evaluation of these initiatives to find out how effective and influential Northwest Center's work has been. For this evaluation, SUMC carried out three forms of data collection and analysis:

- 1. Divvy bikeshare usage:** SUMC accessed publicly available Divvy bikeshare trip data for the years 2021 and 2022 as a way to examine and compare bikeshare usage before and after Divvy stations and bike lanes were installed in the community. Available data included trip duration, trip type (e-bike vs. classic bike), Divvy membership status, trip start and end locations, and more.
- 2. Community surveys:** SUMC developed and administered the Belmont Cragin Post Divvy survey in the Spring of 2023 to better understand Belmont Cragin residents' perspectives on biking, bikeshare, and Northwest Center's engagement work.



**3. Semi-structured interviews:** As a follow up to the Belmont Cragin Post Divvy survey, SUMC performed a series of one-on-one interviews with various community members to get more in-depth information on their own feelings and experiences with biking in Belmont Cragin, Northwest Center’s engagement events, and Divvy bikeshare.

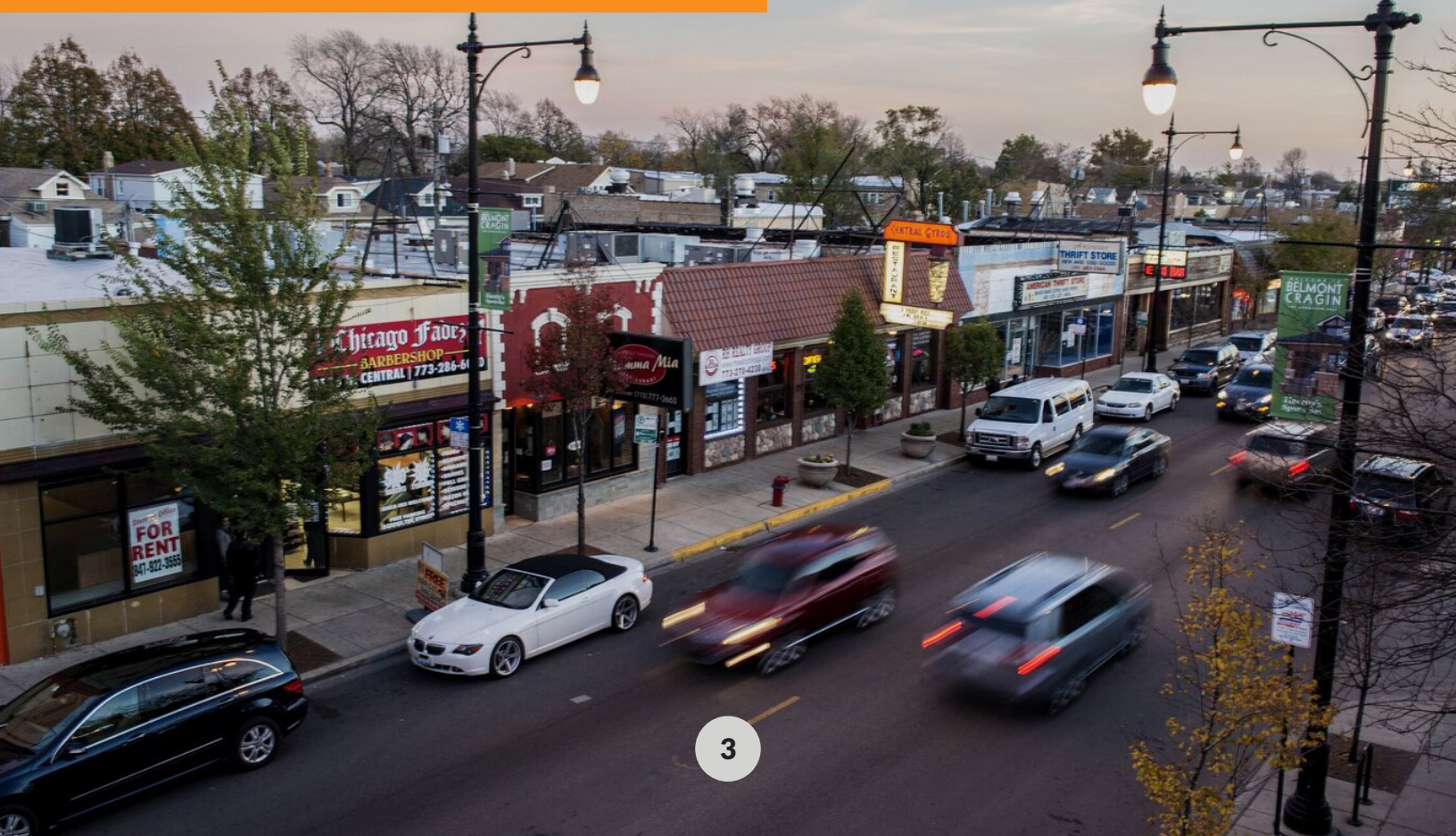
With these analyses, SUMC examined how Divvy ridership in and around Belmont Cragin has changed, how community members’ perspectives, feelings, and outlooks on biking and bikeshare have changed, and what impact Northwest Center’s initiatives have had on the neighborhood.

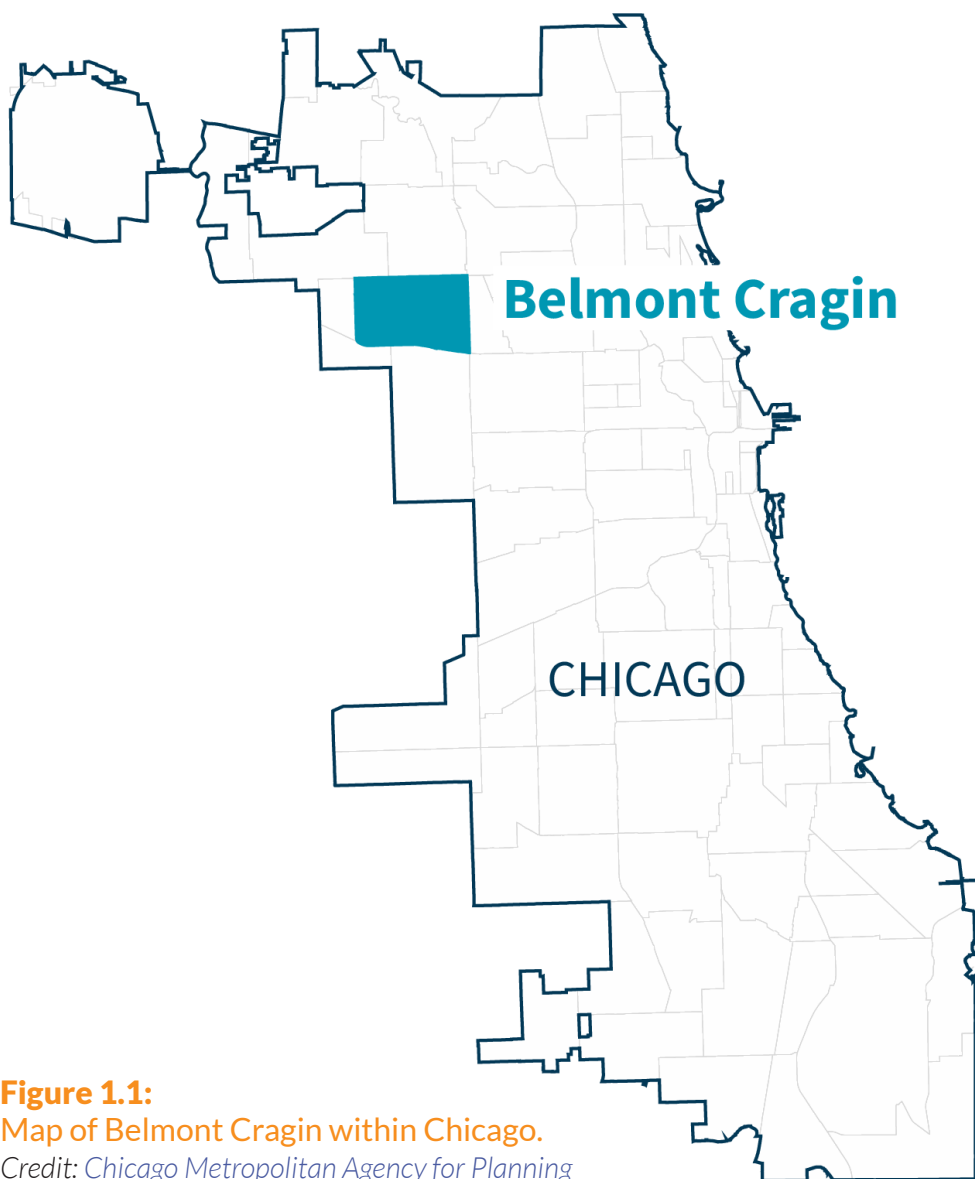
Through SUMC’s analysis, some significant topics emerged, which will be discussed in detail later in the report:

- Perceptions of safety;
- Changing transportation habits;
- Influence of community programming; and
- Potential future improvements

This report is intended to communicate how organized efforts can bring about change and document best practices for other communities looking to do similar work. More than an examination of Northwest Center’s campaign specifically, this report hopes to provide a better understanding of locally driven, bicycle-focused initiatives and their impacts on communities.

*Commercial Strip in the Belmont Cragin neighborhood.  
Credit: Northwest Side Community Development Corporation*





**Figure 1.1:**  
 Map of Belmont Cragin within Chicago.  
 Credit: [Chicago Metropolitan Agency for Planning](#)

**Figure 1.2:**  
 Selected community  
 demographics. For  
 more complete  
 statistics, see  
 Appendix A.

Source: 2020 Census and  
 2017-2021 American  
 Community Survey five-  
 year estimates

Community Snapshot	
Population of Belmont Cragin	78,116
Percentage of Belmont Cragin residents under 20	29,1%
Percentage of Hispanic or Latino Belmont Cragin residents	78,4%
Percentage of Belmont Cragin residents without regular access to a car	13,3%
Percentage of Belmont Cragin residents who drive alone to work	65,0%
Percentage of Belmont Cragin residents who take transit to work	13,4%
Percentage of Belmont Cragin residents who walk or bike to work	2,8%





*Northwest Center's Mural on their event patio.*

*Credit: Northwest Center*

## Background

Belmont Cragin is a neighborhood on Chicago's northwest side with about 78,000 residents. One of Chicago's 77 community areas, Belmont Cragin was originally home to Central and Eastern European immigrants in the late 19<sup>th</sup> and early 20<sup>th</sup> centuries. These families were drawn to the area because of nearby factory and railroad jobs. In the latter half of the 20<sup>th</sup> century, many of these nearby factories closed, and the neighborhood experienced a period of rapid change and redevelopment, leading to significant population growth. Many of the new residents were Latinx families, and the neighborhood is now home to a large and close-knit Latinx community. Today, Belmont Cragin is mostly residential, but the neighborhood also boasts a thriving small business community.

## Northwest Center is a Local, Community-Based Organization

Northwest Center, originally Northwest Side Housing Center, was founded in 2003 to provide Belmont Cragin residents access to counseling and resources in response to an increase in foreclosures and predatory lending practices leading up to the 2008 housing crisis. Over time, Northwest Center expanded its focus beyond housing to more broadly improve the economic well-being and quality of life of the Belmont Cragin community through community development, organizing, planning, and education. One of Northwest Center's main focuses is youth empowerment, and the organization hosts a Youth Leadership Council, helping young Belmont Cragin residents receive support as organizers, activists, and community leaders. The Youth Leadership Council has largely driven Northwest Center's transportation work and it is through this group that the Bikes for Belmont Cragin campaign originated.





*Northwest Center's Youth Leadership Council, 2021.  
Credit: Northwest Center*

## History of Transportation Organizing

In early 2019, around 40 members of the Youth Leadership Council recognized various transportation needs in Belmont Cragin that were not sufficiently being met, and determined that a lack of reliable transportation was in fact the most important issue facing the community. Northwest Center, led by its Youth Leadership Council, began meeting with the Chicago Transit Authority (CTA) and the Chicago Department of Transportation (CDOT) to address these issues. While some of this transportation-related work involved advocating for improvements to the neighborhood's bus network through the CTA, other aspects entailed working with CDOT to add new bike lanes to several major streets in the neighborhood.

Between March and October 2020, Northwest Center and CDOT created a neighborhood-wide Divvy plan. At that time, there were no bikeshare stations within the Belmont Cragin neighborhood, and other transportation options were scarce or unreliable. CDOT and Divvy were in the midst of planning a city-wide bikeshare expansion plan, with Belmont Cragin and other west-side Chicago neighborhoods categorized as Phase 2 expansion areas. Working with CDOT and Divvy, Northwest Center and Belmont Cragin residents helped identify key locations for expansion within Belmont Cragin, along with recommendations for bike lanes and other safety measures, to make the community more bike-friendly and interconnected. A map of the Divvy expansion plan is available in Appendix B.

Continuing this initiative, Northwest Center organized several Neighborhood Bike Network Task Force meetings, where key stakeholders could meet to discuss the progress of the Divvy expansion, give feedback on new bike infrastructure, drive the design and installation of future bike infrastructure, collaborate on community engagement strategies, and address both positive and negative project impacts on the community.





**Figure 1.3:**  
Belmont Cragin 2020 Neighborhood Bike Network proposed plan.

Credit: CDOT

Members of this task force included Northwest Center leadership, Belmont Cragin residents, and other community stakeholders. The task force also welcomed representation from CDOT, Divvy, and the City Council. The Neighborhood Bike Network Task force met three times between January and May 2021.

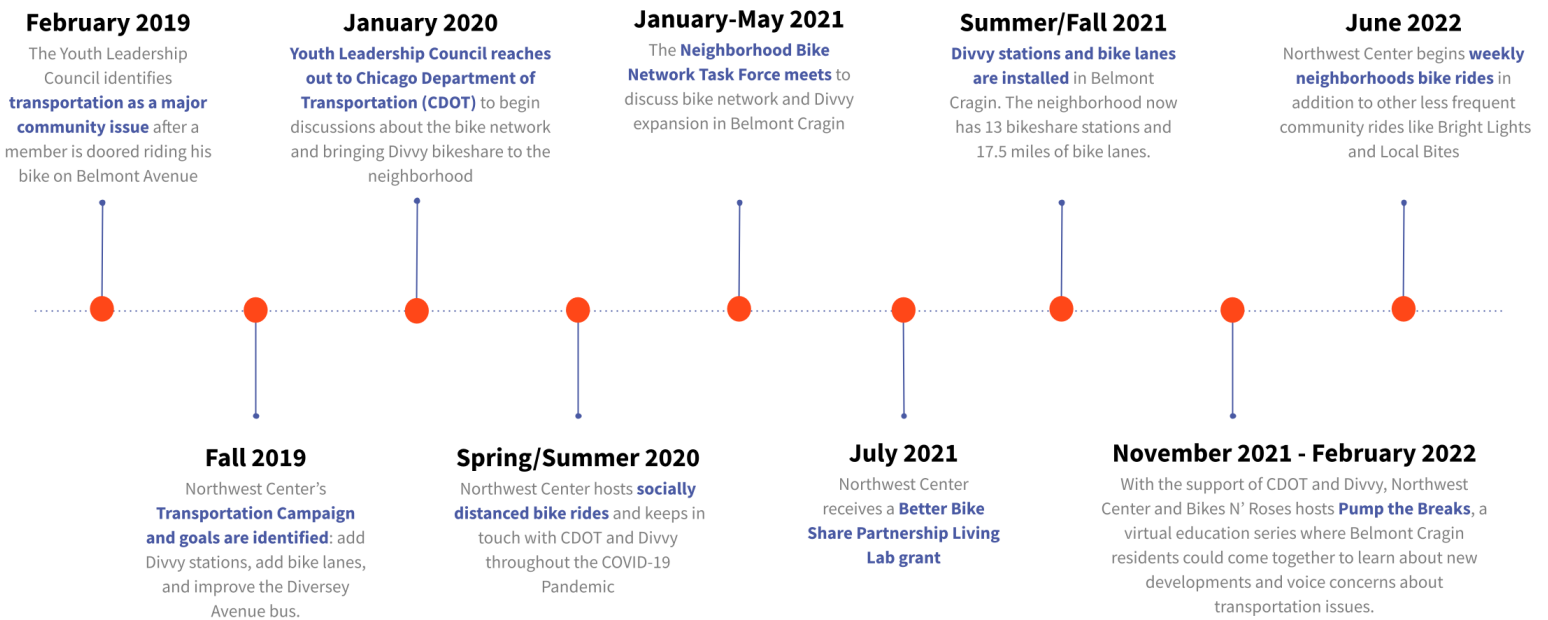
With input from the Belmont Cragin community, CDOT installed over 17 miles of designated bike lanes to streets in Belmont Cragin in the Summer and Fall of 2021. CDOT and Divvy also installed 13 bikeshare stations around the community during this time.



# Bikes for Belmont Campaign Overview

In July 2021, Northwest Center received a grant from the Better Bike Share Partnership (BBSP) making them a BBSP [Living Lab](#). The Northwest Center brought a unique perspective to the Living Lab grantee cohort as the only community based organization. Other Living Lab grantees directly represented bike share operators. NWC's Living Lab work focused on the Youth Leadership Council’s advocacy work both in bringing bikeshare and bike infrastructure to Belmont Cragin and in community engagement efforts. The two-year grant allowed Northwest Center to develop the Bikes for Belmont Cragin campaign and continue with bike-focused outreach including hosting workshops, group bike rides, launching the PumpTheBrakes series, and other educational events. Additionally, as a Living Lab, the Northwest Center was able to purchase and distribute over 2,500 Divvy 4 Everyone memberships—reduced-fare, annual Divvy bikeshare memberships generally reserved for users who qualify for public assistance.

In addition to physical bike infrastructure improvements, the Bikes for Belmont Cragin campaign works on social and engagement initiatives to make Belmont Cragin a thriving, bike-friendly community. Through surveys, Northwest Center focused on biking and bikeshare as an opportunity to improve mobility for Belmont Cragin residents, but found that comfort and lack of education were barriers to wider participation. Many Belmont Cragin community members did not know how to ride a bike, were not familiar with bikeshare, or were not comfortable riding a bike in the neighborhood. Recognizing these social barriers, the Youth Leadership Council began dedicating their time to carrying out and supporting outreach activities in mid 2021.



**Figure 1.4:**  
Timeline of Northwest Center’s Transportation Work.

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# Public Outreach and Bike Programming

Over the course of the Bikes for Belmont Cragin campaign, Northwest Center leveraged many different outreach methods and activities to spread biking awareness and build relationships with the community. Many of the events hosted were accompanied by the distribution of biking resources, whether that involved providing free Divvy bike rides or handing out biking gear. These outreach efforts included establishing a transit ambassador program, leading group bike rides, hosting workshops, and more.

## Transit Ambassador Program

To assist with outreach and organizing efforts, Northwest Center established a Transit Ambassador program, where residents are paid a \$1,000 stipend for a year to lead and provide support on bike-related programming and engagement efforts in the community. While those on the Youth Leadership Council were considered transit ambassadors, the formal title came when Northwest Center secured the BBSP grant. Ambassadors organize around all things transportation, hosting transportation equity pop-up events, leading community bike rides, and working to get community members to sign up for Divvy 4 Everyone and other transit equity programs. Since 2021, Northwest Center has hired 28 transit ambassadors (18 in 2021, 10 in 2022) who continue to provide bike programming support on new initiatives.

## Bike Rides

Community bike rides have been a staple of Northwest Center's biking campaign, with regular bike rides providing residents with a safe space to try out biking and connect with other community members. Throughout the two year campaign, Northwest Center staff, including Transit





**Belmont Cragin Bike Club.**  
Credit: Northwest Center

Ambassadors, hosted a number of bike rides to build community and feature different assets of the neighborhood, specifically inviting elected local and state officials to the neighborhood. While some rides highlighted local art and engaged the local business community, others provided a consistent space to meet new friends and explore new places on wheels. These rides would be the start of Northwest Center's attempt to begin shifting the community's mindset when it came to riding bicycles on the street. In an environment predominantly designed for cars, where biking on sidewalks was common, these rides aimed to equip residents with safety knowledge, navigation skills, and bike maintenance resources, promoting a sense of comfort and familiarity with active transportation.

### Local Business Bike Rides

In June of 2021, Northwest Center kicked off their bike ride programming with Bikes for Belmont Cragin, Bright Lights and Local Bites, a five-mile community ride that featured different local businesses along the way. The ride was aimed to raise awareness of bikers among drivers, showcasing the importance of sharing the road to help build a culture of mutual respect and safety between bikers and drivers. Additionally, this ride marked the beginning of connecting residents to businesses in the community to establish a relationship of shared support. At this ride, Northwest Center had 40 Divvy bikes residents could use at no charge, removing the barrier of needing a personal bicycle to participate. Additionally, bike route maps, bike lights, and helmets were provided to attendees.

As bike rides gained success and attendance, Northwest Center, in partnership with Northwest Side Community Development Corporation, hosted more business bike rides that would highlight local art and minority-owned businesses along roads where the new bike lanes would go. By incorporating visits to local establishments during these rides, residents could discover and engage with the diverse range of businesses in the neighborhood which not only strengthens community ties but also contributes to the growth and sustainability of Belmont Cragin's local economy.





*Residents biking in Belmont Cragin.*  
*Credit: Northwest Center*

**Belmont Cragin Bike Club Weekly Community Rides**

As popularity among the bike rides grew, Northwest Center established the Belmont-Cragin Bike Club Rides, an initiative that began in June of 2022 and has continued into 2023. These weekly rides arose as a way to provide consistent opportunities for residents to engage in biking activities without having to wait for larger events. The rides take place as long as the weather permits, typically from March/April through October, and begin at community meeting spots such as Blackhawk Park.

Originally, rides began and ended at Northwest Center’s office along Diversey Avenue. However, after a few rides, staff and transit ambassadors found that starting rides at familiar and frequented community destinations—such as parks—allowed them to expand the reach of their rides and attract a larger number of participants. Through these bike rides, community members could try out the Divvy bike options available throughout the neighborhood, make necessary maintenance adjustments to their personal bicycles—such as fixing a flat tire—and explore new parts of their neighborhood. During the rides, participants are encouraged to observe their surroundings and identify any transportation issues that inhibit safe and comfortable travel. Not only do the community rides provide regular biking opportunities, they also curate a space to discuss necessary transportation improvements. This insight provides Northwest Center an opportunity to plan future transportation organizing efforts.

**START:**  
**JUNE 2022**

**END:**  
**CONTINUING**

**TOTAL # OF RIDES:**  
**AROUND 25**

# 8

## BIKE WORKSHOPS IN 2022



*Northwest Center Biking Event, 2023.*

*Credit: Northwest Center*

## Workshops

In partnership with West Town Bikes and Bikes N' Roses, Northwest Center hosted bike workshops that offered a space for community residents to become comfortable with riding a bike in the City. In the workshops, residents were introduced to different types of bikes, safety protocols, and bike maintenance tools. Participants learned the anatomy of a bike, how to ride a bike on the street safely, and were provided with free bike tune-ups and bike safety resources including helmets and a map of bike routes in Belmont Cragin. These bike workshops also provided opportunities for residents to bring up bike safety issues and improvements they wanted to see implemented throughout the community. During these workshops, staff handed out bike safety maps, helmets, inner tubes, and provided bike check-ups. From the beginning of July to the end of August 2022, Northwest Center conducted a total of 8 workshops for bike education.

### Pump the Brakes

The success of prior workshops and established relationship with Bikes N' Roses led to Northwest Center piloting Pump the Brakes, an eight-part facilitated conversation and education series to build harmony, unity, and safety between cyclists and drivers. This series was integral to further conversations around the new transportation infrastructure brought to the community through the Bikes for Belmont Cragin campaign.



Many of these conversations involved key stakeholders and residents, with Northwest Center hosting presentations from CDOT and Vision Zero, bike safety virtual demos, and Q and A sessions with local aldermen around bike infrastructure. This space also served as a restorative justice-framed peace circle for motorists and cyclists to talk about why they choose the mode of transportation they do and how they can share the road. With outreach efforts such as bike rides slowing down as winter approaches, these conversations gave Northwest Center a way to continually engage with the community and elected leaders during the winter months. To incentivize participation, those who attended four or more workshops would receive either a \$50 gas card or free bike gear like lights and a tune-up with Bikes N' Roses.

## Pop-Up Events

Starting July 9th 2021, Northwest Center transit ambassadors began creating a presence at local block parties and popular community events to educate on bike opportunities and recruit new talent to join bike organizing efforts. Transit ambassadors would host pop-up booths at all Hoops in the Hood and Playstreets events, where they would hand out bike safety resources, answer questions, and administer surveys. Once Divvy bikes were on the ground in August of 2021, these events provided a great space for the team to familiarize residents with bikeshare and hand out Divvy 4 Everyone memberships and information.

Playstreets is a series of family-friendly block parties designed to bring resources and activities to different areas of the neighborhood. In a similar vein, Hoops in the Hood is a teen basketball program hosted on Friday afternoons throughout the summer. These events, funded through separate grants, provide Northwest Center's organizing team the space to integrate their bike advocacy with other community outreach efforts.

A graphic with a light blue background and a diagonal orange and blue stripe in the top left corner. It features the number 28 in large blue font, followed by the text POP-UP EVENTS in smaller blue font. Below this, it lists 14 IN 2021 and 14 IN 2022 in blue font.

28

POP-UP EVENTS

14 IN 2021

14 IN 2022

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# Divvy Data Insights

An analysis of Divvy bikeshare data for years 2021 and 2022 allowed us to gain a better understanding of biking trends within the Belmont Cragin neighborhood. While Divvy data only accounts for bikeshare trips, it is the most complete source of data available for assessing bicycle trips.

## Key Data Findings

### *Divvy bike usage is trending upward*

According to system-wide ridership trends from 2021 to 2022, the number of Divvy trips starting and ending in Belmont Cragin varies by month but has generally increased over time.

### *Ridership is highest in the summer months*

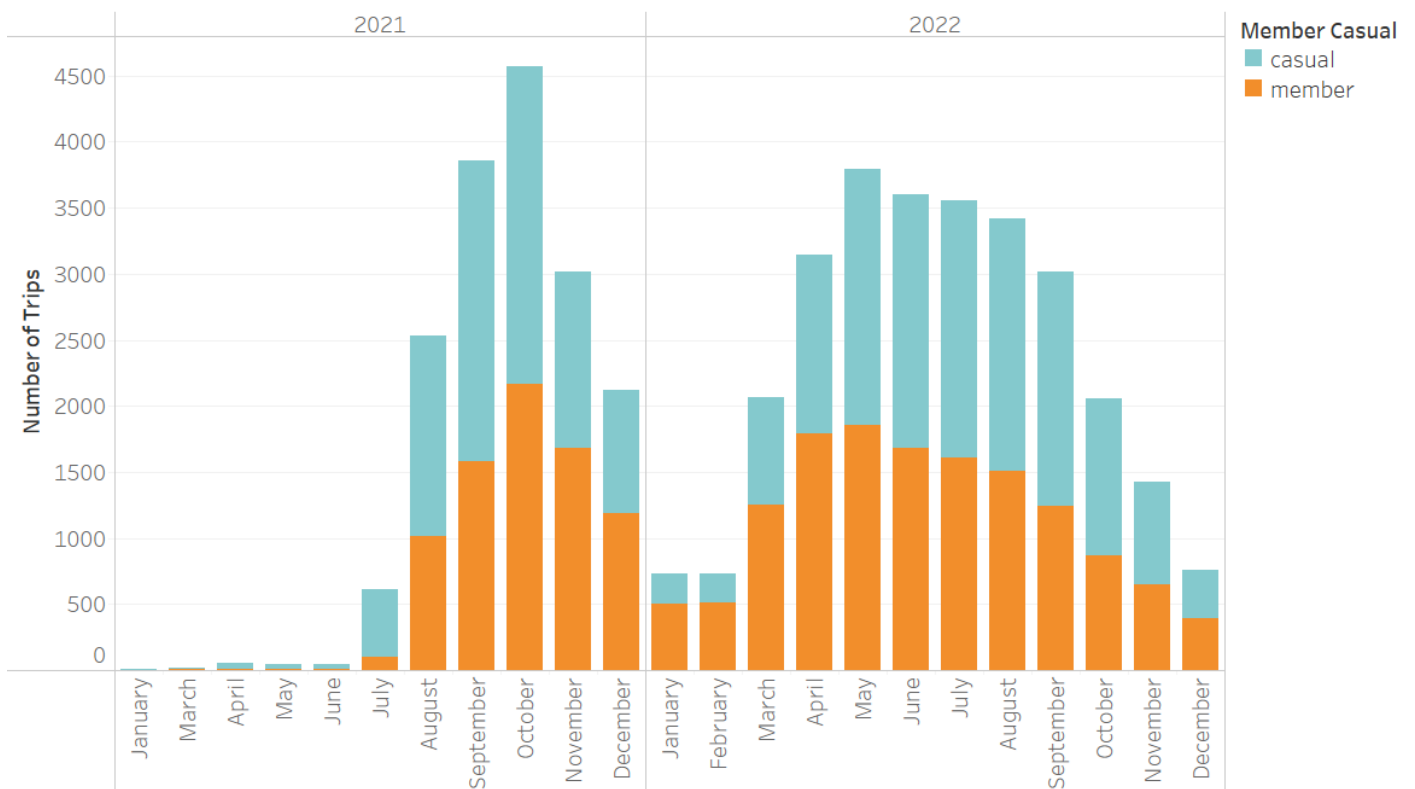
Belmont Cragin Divvy ridership tends to be the highest during the summer months, correlating with the bulk of Northwest Center's programming. This also follows citywide ridership trends.

### *Divvy has performed better in Belmont Cragin compared to similar expansion areas*

While fewer Divvy bike trips occurred in the fall and winter months of 2022 compared to 2021, overall bikeshare performance in Belmont Cragin was greater than nearly all other neighborhoods included in the 2021 Divvy Bikeshare expansion.

### How is Divvy Bikeshare performing in Belmont Cragin?

There can be a number of factors as to why ridership grows or decreases over time. Pricing changes, weather, or major events can all affect ridership. Our analysis of Divvy data shows that the system performed better in the latter half of the year in 2021 compared to 2022. In the last four months of 2021 (immediately following their debut in the community), there were a total of 13,569 trips, while in 2022, the total trips for the same time period amounted to 7,250, a 30% year-over-year decrease. Following a surge in the latter half of 2021 after their installation, Belmont Cragin's Divvy stations saw steady usage throughout 2022.

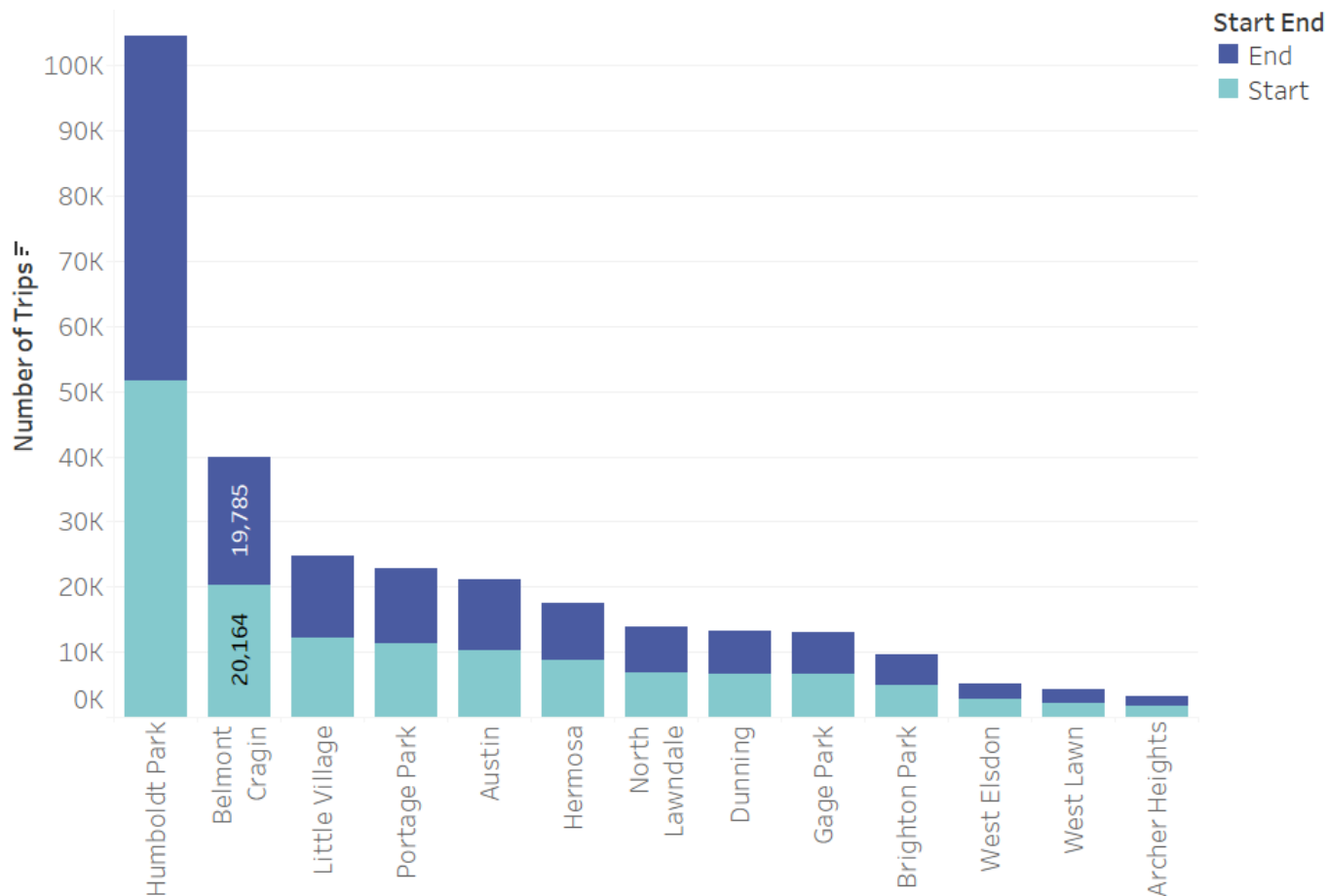


**Figure 3.1:**  
Total Divvy Trips Per Month Per Rider Type in Belmont Cragin.

Source: City of Chicago Divvy Trips, 2021, 2022



Belmont Cragin’s Divvy stations continue to outperform other Phase 2 expansion areas. In a prior analysis, Northwest Center assessed the impact of their Bike to Belmont Campaign. From 2021 Divvy data, they found that Belmont Cragin accounted for 21% of all Divvy trips within Divvy’s Phase 2 expansion area, which is 50% more trips per capita than other neighborhoods included in the expansion. In 2022, the data shows significantly more trips starting and ending in Belmont Cragin than most Phase 2 neighborhoods.



**Figure 3.2:**  
2022 Divvy Trips in Phase 2 Expansion Zone by Community Area.  
*\*Humboldt Park’s data includes many pre-existing Divvy stations from before the 2021 expansion, so these legacy stations are reflected in the higher ridership numbers*

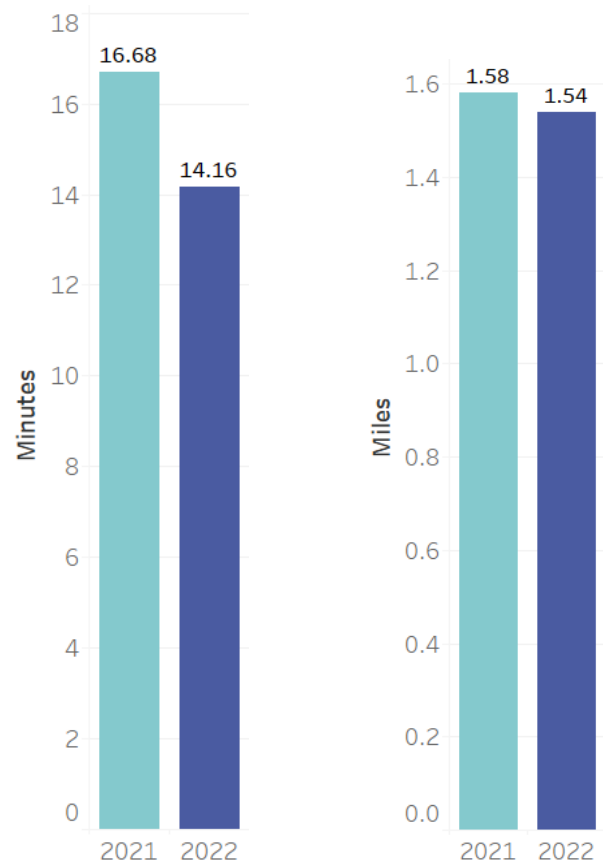
### Who is riding and for how long?

Although data related to the demographics of Divvy users was not available (the system does not capture personally identifiable data), the Divvy trip data does indicate what type of users are taking trips. “Casual bikeshare users” are those paying per trip, without a membership. Casual riders generally use bikeshare more infrequently for short, often leisurely trips. “Members” are users who have signed up for a system membership or ongoing subscription.

Because members typically pay an annual fee, pricing to use the system is less per ride than that of casual riders and thus they tend to use the service on a more frequent basis. While the City of Chicago data do not indicate what type of membership member riders have, Divvy 4 Everyone memberships that were given out as a part of Northwest Center’s bike outreach would fall under this category.

Among trips that have either started or ended in Belmont Cragin, casual and member Divvy trips are fairly evenly matched, with casual riders accounting for just over half (52%) of trips since Belmont Cragin’s Divvy bike launch in July 2021.

Generally, there is no significant difference in trip length and time of Belmont Cragin Divvy Trips when comparing 2021 and 2022 data. In 2022, the average trip time for trips starting or ending in Belmont Cragin was 14 minutes, a slight decrease compared to 16.68 in 2021. The length of trips averaged around 1.5 miles for both years. Member trips average slightly longer in length but see shorter trips time-wise.



**Figure 3.3 & Figure 3.4:**  
Average Belmont Cragin Divvy Trip Time &  
Average Trip Length.

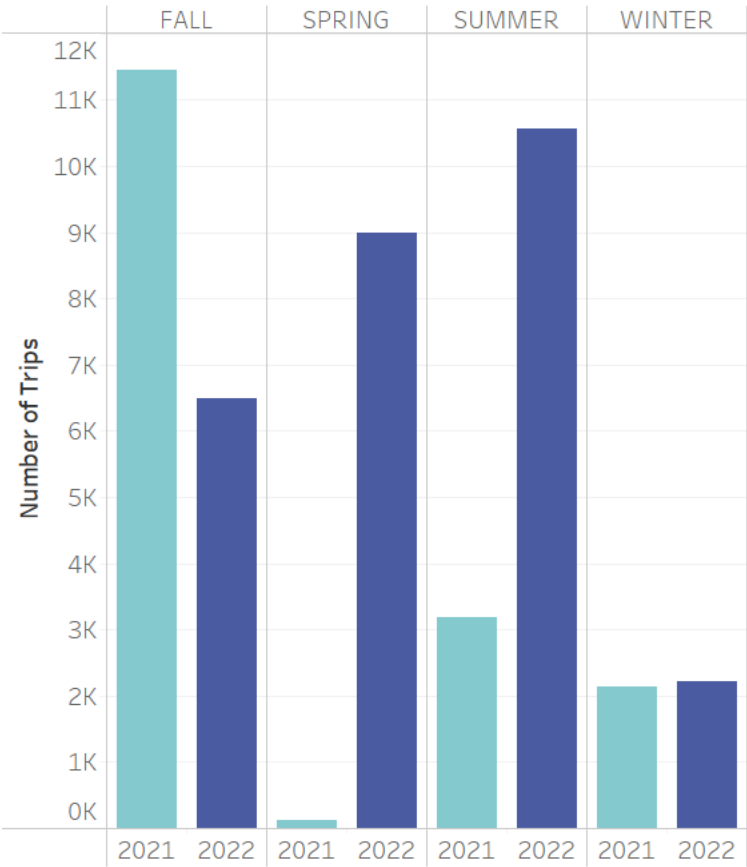
Source: City of Chicago Divvy Trips, 2021, 2022

When are people riding?

After Divvy bikes expanded to Belmont Cragin in the late summer of 2021, ridership surged during the fall (September, October, November) season. However, in 2022, the highest ridership occurred during the summer, gradually increasing in spring and tapering off as the winter approached. 37% (10,576) of trips in 2022 occurred during the summer months. Winter months saw the least amount of ridership, accounting for only 8% of trips in 2022. Ridership is also highest on Fridays.

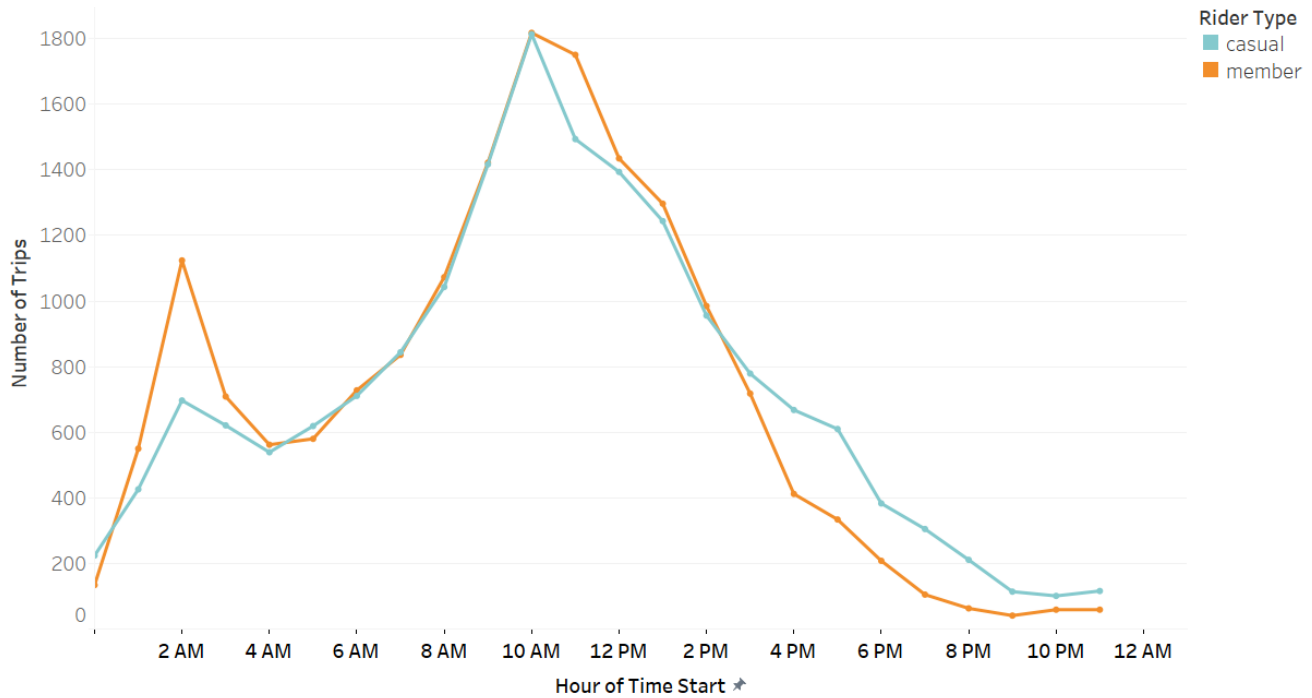
Members and casual riders tend to show similar travel patterns. Both members and casual riders take more trips during mid-day on both weekdays and weekends. Generally, ridership begins to increase in the early hours of the morning and then begins to fall as lunchtime approaches, suggesting that individuals could be using Divvy to travel to work or school.

Nearly half of Divvy trips (48%) taken in Belmont Cragin between January 2021 and December of 2022 occurred between 9 am and 2 pm.

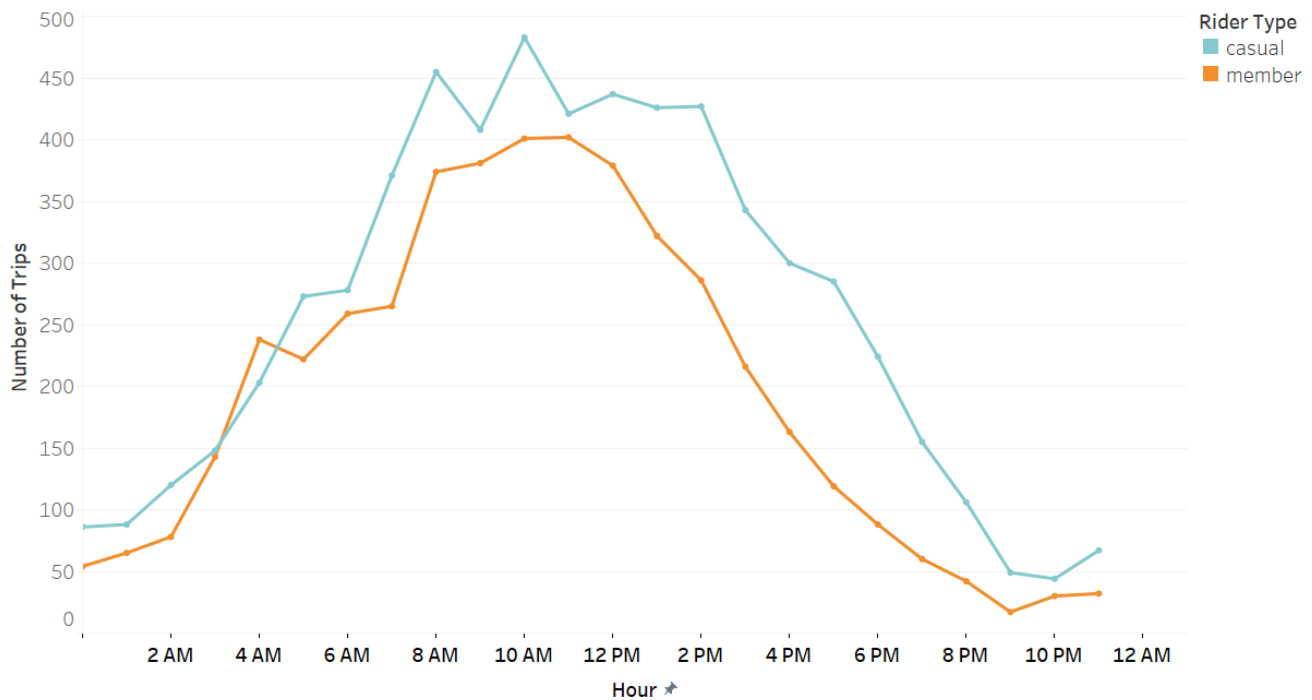


**Figure 3.5:**  
Total Rides in Belmont Cragin Per Season.  
Source: City of Chicago Divvy Trips, 2021, 2022





**Figure 3.6:**  
Total Weekday Divvy Trips By Time of Day in Belmont Cragin, 2021 and 2022.  
Source: City of Chicago Divvy Trips, 2021, 2022



**Figure 3.7:**  
Total Weekend Divvy Trips By Time of Day in Belmont Cragin, 2021 and 2022.  
Source: City of Chicago Divvy Trips, 2021, 2022

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# Community Insights

To gain insight into community members' feelings, experiences, and perceptions related to the bike infrastructure and programming, the study team conducted a community survey and semi-structured interviews.

## Community Survey

SUMC developed and conducted the Belmont Cragin Post Divvy survey in the spring of 2023. The purpose of this survey was to gather input from Belmont Cragin residents, both users and non-users of bikeshare, on transportation in Belmont Cragin, the Bikes for Belmont Cragin program, and how participants' views on biking have changed since bike lanes and Divvy stations were introduced in the community. The survey was 21 questions long, split into three sections. The first section asked for demographic information and transportation habits from respondents, the second section asked questions related to general perceptions of biking and bikeshare, and the third section had questions specific to the Bikes for Belmont Cragin campaign. Most questions were multiple choice, but participants were invited to share any additional thoughts through an open-ended question at the end of the survey. The complete survey instrument is provided in Appendix C.

As part of their own engagement efforts, Northwest Center had distributed surveys in the spring of 2021 to gauge Belmont Cragin residents' interest and views on biking. These surveys were administered prior to the introduction of bike lanes and Divvy stations in the community, and were intended to help drive and focus some of Northwest Center's efforts. The Post Divvy survey built upon these previous surveys and provides a point of comparison to evaluate how community members' feelings have changed since the introduction of Divvy stations and bike lanes in the neighborhood.

The Post Divvy survey, available in both English and Spanish, was primarily administered online, with participants accessing it through links published on Northwest Center’s social media pages and via Northwest Center’s mailing list. Additionally, paper copies of the survey were given out at in-person Northwest Center events. Thus, rather than a random sampling of Belmont Cragin residents, survey respondents self-selected, and results are subject to some degree of sampling bias. Participants were also notified prior to taking the survey that the first 200 responses would receive a \$25 gift card.

The survey was active from May 15, 2023, to June 22, 2023, at which point responses were reviewed and analyzed. Some respondents gave nonsensical or contradictory answers, or otherwise were flagged as fraudulent, and were removed. In total, 307 complete and legitimate responses were received over the course of the 36 days that the survey was active.

Demographics

The Belmont Cragin Post Divvy survey reached a wide range of demographics. The majority of survey respondents (62%) were between the ages of 18 and 34 years old and half identified as Latino. Age, gender, and household income information is displayed in figures 4.1, 4.2, and 4.3.

Most respondents (79%) indicated that they live in Belmont Cragin; 42% of respondents work in Belmont Cragin, and about one quarter (24%) go to school in the neighborhood.

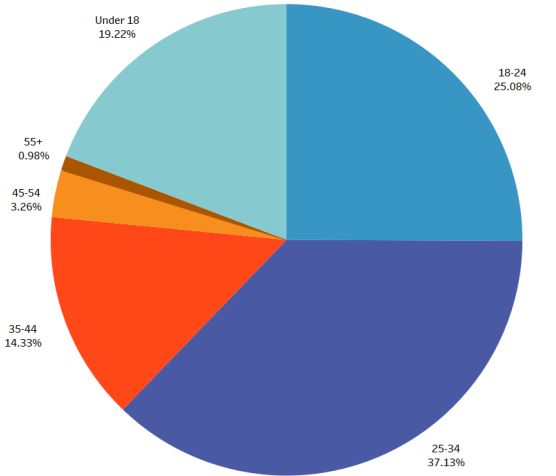


Figure 4.1:  
Survey Participant Age.

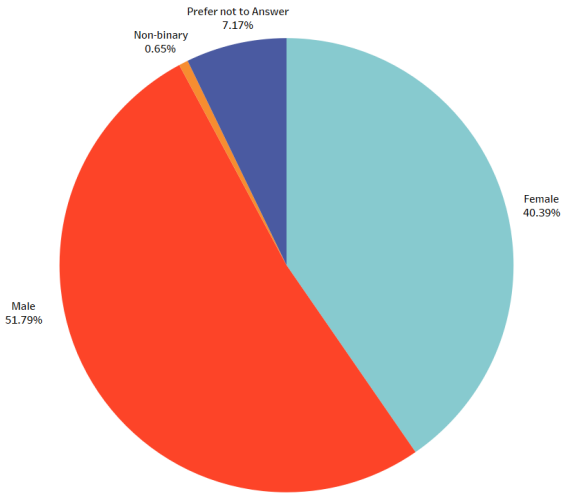


Figure 4.2:  
Survey Participant Gender Identity.

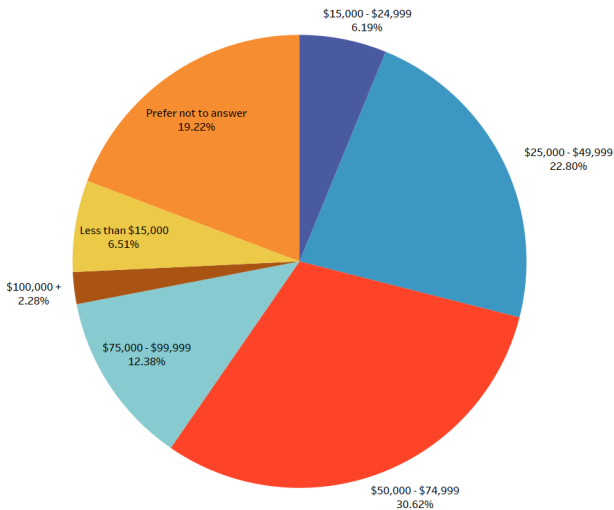


Figure 4.3:  
Survey Participant Household Income.



### *Transportation habits*

The majority of survey respondents (58%) indicated that they have a Driver's License, and about half have regular access to a car. About 32% of respondents have a public transit pass. 68% have a personal bicycle, a slightly higher percentage than the 64% who reported they owned or had regular access to a bicycle in the Spring 2021 Survey.

67% of survey respondents had used Divvy bikeshare at least once in the past, with 21% reporting that they use Divvy regularly. This is a large jump in Divvy usage from what the Spring 2021 pre-Divvy survey found, where only 32% of respondents indicated that they had used Divvy at all in the past six months.

## Semi-Structured Interviews

Between June and July 2023, SUMC and Northwest Center staff conducted seven semi-structured interviews with stakeholders connected to the Belmont Cragin community. These interviews aimed to gather more detailed information on how bike lanes, Divvy bikes, and Northwest Center's bike programming has influenced individuals' lives, travel habits, and perceptions of biking. The insights provided in these interviews were intended to supplement the multiple-choice questions asked in the Post Divvy survey. Questions were open-ended and designed to be conversational so respondents could answer in as much detail as they liked. The list of interview questions is available in Appendix D. The interviews were audio recorded with participants' permission to assist in accurately recounting the interviewees' perspectives. To encourage openness, participants could skip questions they did not feel comfortable asking and could choose whether their responses remained anonymous.

Drawing from a list of 23 survey respondents who indicated their interest in partaking in an interview, SUMC staff selected two current Transit Ambassadors, two English-speaking Belmont Cragin residents, two native Spanish-speaking residents, and one member of the original Transportation Youth Council to participate. The selection of these individuals was unbiased and based on a first-come, first-served email. SUMC provided all participants with a \$50 gift card incentive for their time. Interviews took place virtually or in person, depending on the interviewees' preference.

# Community Findings and Best Practices

## Key Community Findings

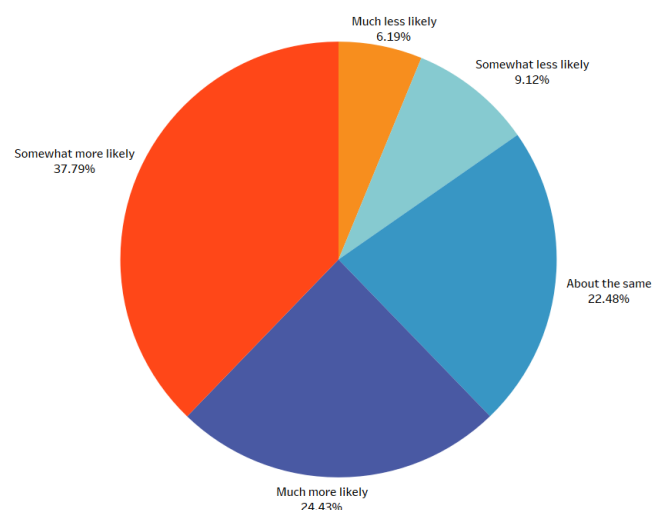
Various takeaways emerged from the community analysis that highlight how Northwest Center's Youth Leadership Council's bike-focused work has impacted the state of transportation in the community.

### How have peoples' perceptions of safety changed in light of the Bikes for Belmont Cragin campaign?

*Residents feel more comfortable and confident riding a bike*

Northwest Center's transportation work began after a Youth Leadership Council member was struck by an opening car door while riding his bike through the neighborhood. Naturally, safety has been a driving force throughout the Bikes for Belmont Cragin campaign. In general, survey and interview data shows that the introduction of bike lanes and Divvy stations within Belmont Cragin has improved peoples' perceptions of safety and comfort. As a result of Divvy stations, bike lanes, and Northwest Center bike-related programming that has become available in Belmont Cragin, 31% of survey respondents

### Since Divvy Bike Stations and Bike Lanes were Introduced to the Neighborhood, Have You Become More or Less Likely to Consider Biking to Get Where You Need to Go?



**Figure 5.1:** Post Bike Lane and Divvy Bike Travel Habits.

now feel safer or more comfortable riding a bike, 20% feel more confident in their biking abilities, and 24% feel more knowledgeable about safe biking practices. Additionally, 62% of respondents note that they have become more likely to consider biking to get where they are going.

#### *People often choose routes based on bike infrastructure (perceived safety)*

One-on-one interviews with Belmont Cragin residents shed more light on these responses. Most interviewees lauded the new bike lanes, and multiple interviewees stated that they often choose their routes based on where there are bike protections. One interviewee compared his experience biking in the neighborhood to his experience before bike lanes were installed, noting that there previously was not enough space to safely bike in the street, and that riding on the sidewalk would often lead to getting stopped by police. Because of these experiences, he noted, “the bike lanes have been a huge blessing.”

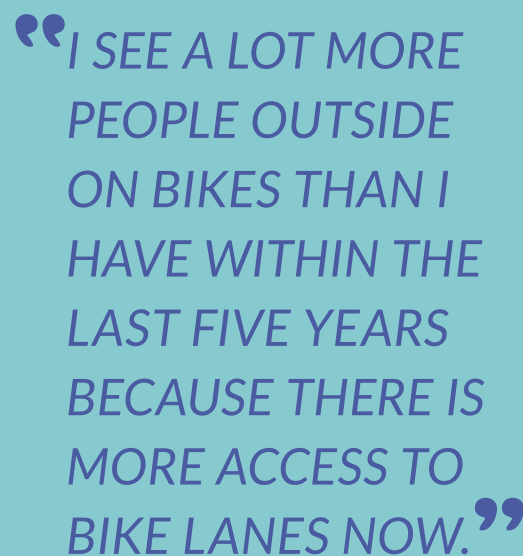
#### *Infrastructure must be maintained for it to make a meaningful impact*

However, while the presence of bike infrastructure does seem to improve peoples’ feelings of safety, that infrastructure must be maintained for the infrastructure to make a meaningful difference in peoples’ transportation habits. Deteriorating infrastructure was a recurring theme in interviews and survey responses. Some interviewees noted that even on some streets with designated bike lanes, potholes or faded paint can make riding a bike just as dangerous as it would be on streets without bike lanes. One interviewee mentioned that when biking he plans routes around crumbling streets, noting that he would “rather do a smooth route than a shorter route with a bunch of potholes.” This problem extends to pedestrian infrastructure, as well. Another interviewee noted similarly deteriorating sidewalks in the neighborhood, as well as speed bumps and crosswalks with faded paint, making them more difficult for drivers to see: “Anything outside of driving, I feel like it’s just neglected. Even for pedestrians, things are neglected.” Even with bike lanes, traffic calming measures, and pedestrian accommodations available, safety is still a major concern, and neglected infrastructure is a major barrier to biking. It is critical for cities to consistently and proactively maintain, renovate, and improve bike and pedestrian infrastructure for safer communities.

#### **How have peoples’ transportation habits changed?**

*People in Belmont Cragin are now more likely to bike and less likely to take a car*

Efforts to promote biking and improve bike infrastructure often result in higher bike ridership and less car use. Analyses from survey responses and one-on-one interviews suggest that Belmont Cragin follows this trend. In the Belmont Cragin Post

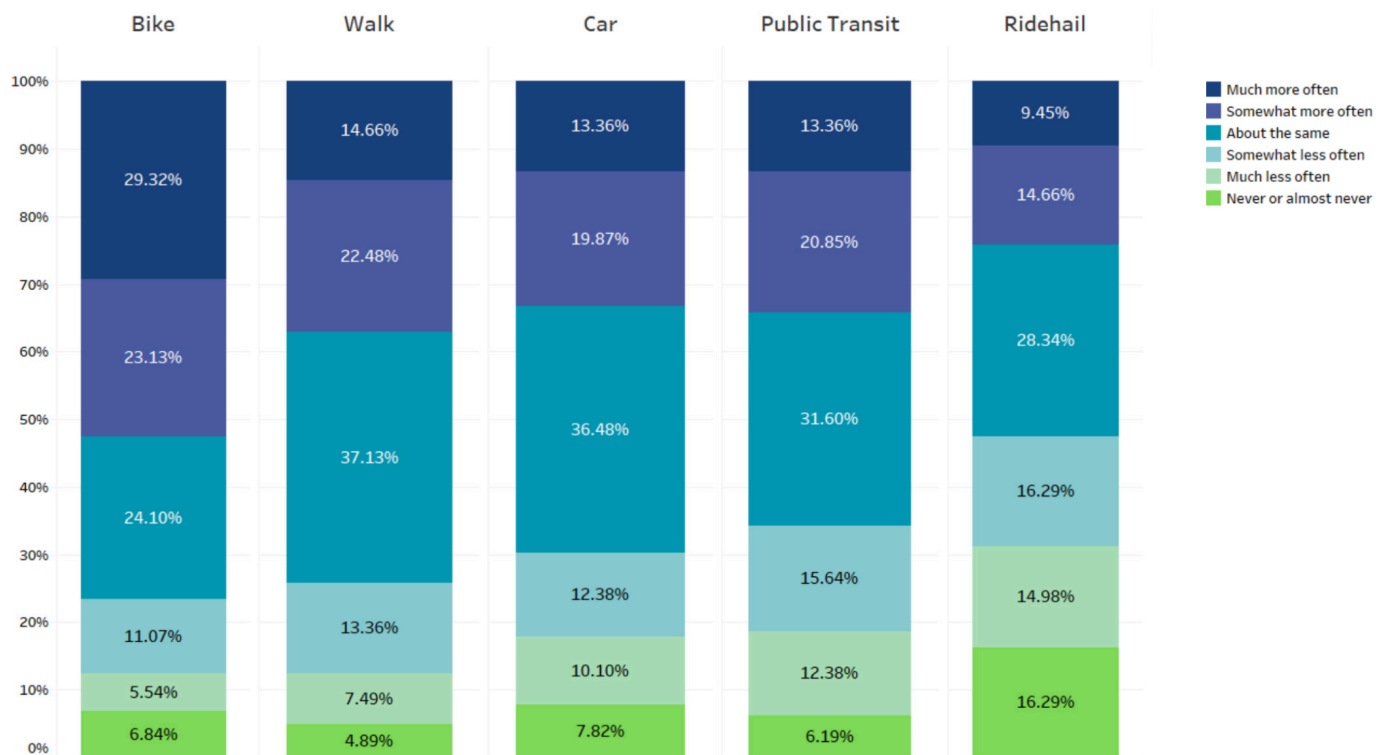


“I SEE A LOT MORE PEOPLE OUTSIDE ON BIKES THAN I HAVE WITHIN THE LAST FIVE YEARS BECAUSE THERE IS MORE ACCESS TO BIKE LANES NOW.”

— Chris, Interview Participant



## Now That Bike Lanes and Bikeshare are Available, Please Indicate How Much More or Less Often You Travel in the Following Ways:



**Figure 5.2:**  
Bike Lane and Bikeshare Impact on Travel Habits

Divvy survey, SUMC asked respondents to rate how much more or less often they travel in various ways now that bike lanes have been added and Divvy bikeshare is available in the community. According to respondents, these improvements have made a large impact on transportation habits. Over half (52%) of all respondents stated that they now bike more often than before. Furthermore, 22% of respondents stated that they travel by car less frequently, and 31% stated that they use ridehail services less frequently.

In another question where respondents were asked to select statements which best described feelings towards biking since this program began, 26% noted that they are now more likely to bike for transportation, and 14% stated that it is now easier for them to access jobs, school, or other important destinations. These results show that the introduction of bikeshare and improved bike infrastructure has reduced car use and opened up other ways to travel throughout the community.

### *People are more knowledgeable about biking, bike safety, and bike routes*

The Bikes for Belmont Cragin campaign also appears to have improved peoples' knowledge about biking in the community. 33% of respondents are now more aware of biking options, and 24% feel more knowledgeable about safe biking practices.

Interviewees who were regular bike riders affirmed that they were more likely to plan routes around streets with bike infrastructure. One interviewee stated: "I'm definitely more likely to use a

street that has a bike lane, and even better - a protected bike lane.” One non-bike rider interviewee expressed plans to get a bicycle, and attributed the improved safety and bike lanes as a major cause: “because of the new bike lanes, [a bicycle] is my next big purchase.”

### What has been the influence of Northwest Center’s engagement and educational programming?

#### *Engagement efforts have encouraged people to bike more*

Engagement and educational programming has been at the core of Northwest Center’s transportation work, and survey and interview data suggest that Northwest Center’s programming may have had a positive impact on encouraging people to bike and fostering a community around biking.

#### *The Bikes for Belmont Cragin campaign improved peoples’ outlooks on biking*

Survey results indicate that throughout the course of Northwest Center’s campaign, many people have improved outlooks on biking. 21% of all respondents indicated that since bike lanes and bikeshare have become available, they have a positive outlook towards biking and those who bike, and 18% noted that they have a greater appreciation for biking and bikeshare. Only 3% of respondents claimed that their attitudes and perceptions on biking have not changed, and less than 1% felt that there are now too many people on bikes. A portion of respondents also felt that biking and Northwest Center’s bike-related programming had made them more connected to their community. Of respondents who had attended at least one Northwest Center event, 38% felt that they were more connected to the Belmont Cragin community after the introduction of bike lanes/ Divvy stations. This is compared to 17% of general respondents and less than 10% of respondents who had not attended a Northwest Center event. 20% of respondents also noted that biking has allowed them to connect with other Belmont Cragin residents.

#### *Neighborhood bike rides build community*

Semi-structured interviews shed light on the impact and influence of some of these events, particularly the group rides. One interviewee emphasized how group rides built community: “Biking just brought people together, and I’m all about community. I thought it was cool that we were able to do something like that together, to kind of get that family vibe. Meet people as strangers, and then through the bike ride, we’re all joking around, having a good time.” One of Northwest Center’s most attended bike rides, a memorial ride for a Northwest Center employee who died earlier in the year to gun violence, brought roughly 150 attendees. A participant in the ride praised how so many people gathered to show their support for each other and promote peace in their community.

“THE ONLY TIME I  
WAS EXPOSED TO A  
BIKING PROGRAM  
WAS THROUGH  
BIKES FOR  
BELMONT CRAGIN.”

- Mel, Interview Participant



*Divvy Bikes in Chicago.*  
Credit: Mariusz Pierog

## What's next?

### *There is still more work to be done*

Both interviewees and survey respondents had an opportunity to indicate what potential improvements that could happen in the future to entice them to bike or use bikeshare more often. Some of the factors brought up included: access to safety equipment, Divvy pricing, education, more or safer bike infrastructure, integration with the Ventra app, and traffic calming measures. While answers were varied, most indicated that safer surroundings and cheaper bikeshare prices were major desires. When given the opportunity to share any additional thoughts or feelings towards Northwest Center's work, Divvy bikes, and transportation in Belmont Cragin, survey respondents' short answers reflected many of the same sentiments. Many responses praised Northwest Center and the Youth Leadership Council, and some comments highlighted further work they would like to see from CDOT or Divvy in Belmont Cragin, which generally fell into two categories: adding safety improvements or making Divvy more affordable and accessible. Respondents proposed a variety of safety measures that could be implemented in the future, including adding additional bike lanes to specific streets, making existing bike lanes safer with physical barriers, installing more or brighter street lights along streets with bike lanes, filling in potholes, and implementing general traffic calming measures.

### *Divvy pricing is still an issue*

Many survey respondents expressed frustration with Divvy's pricing. Most comments on Divvy cost requested cheaper rides more generally, while a couple of comments proposed that a Divvy bike ride be the same fare as a CTA ride. Additionally, some respondents highlighted Divvy's 2022 fare structure change, with one comment noting that the increase in the cost of membership meant that their family rode less often. Another comment requested the return of fee waiver zones, which



allowed users in certain areas, including Belmont Cragin, to ride for 45 minutes for free before per-minute pricing began, a policy that was eliminated with the 2022 fee restructuring. These frustrations emerged in interviews, as well. Not all interviewees used Divvy, but some noted the increased price as a major barrier to entry.

#### *Other areas of improvement for Divvy*

In addition to comments on Divvy cost and safety measures, some potential areas for improvement for Divvy were mentioned in both survey responses and semi-structured interviews, including more thorough bike maintenance, better rebalancing efforts, and the possibility of using a Ventra card for Divvy rides. Among these areas, the design of Divvy bikes was frequently cited as an issue. Some interviewees and survey respondents were reluctant to use Divvy altogether because the design and weight of the bikes made them uncomfortable or difficult to ride.

#### *A topic for future study*

Future analyses could examine the campaign's impact on Belmont Cragin's small business community. Anecdotally, one interviewee working as a Chicago Corridor Ambassador and traveling by bike to local businesses, mentioned that due to safety issues, she and her team would only visit businesses on designated bike lanes. Though this is only one person's account, it suggests that the increased presence of biking in Belmont Cragin may be helping the business community.

## Best Practices

Over the past three years, the biking landscape in Belmont Cragin has changed for the better, with Northwest Center's Transportation Organizing Team spearheading efforts to cement biking as a viable and accessible option for travel for those within the community. Through analyses of Divvy bike data and community input, it is evident that Northwest Center's efforts have had a positive influence on biking rates and perceptions in Belmont Cragin. Not only is Belmont Cragin now home to 17.5 miles of bike lanes and 13 Divvy stations, but the neighborhood is seeing higher biking rates than its peers.

Below is a list of best practices that other community organizations can reference to launch similar biking campaigns.

#### *Meet with local elected officials at the beginning stages of your campaign or project.*

Once your community organization has decided to formally address bike transportation issues and pursue change, meet with local government, transportation authorities, and key stakeholders to establish relationships and build a foundation of support. While community-based organizations have the passion and community connections to drive change at the grassroots level, local government and stakeholders often hold the decision-making power and resources to implement larger transportation policy and infrastructure changes.



*Belmont Cragin Bike Lane Event.  
Credit: Better Bike Share Partnership*

Before deep diving into outreach programming and facilitating conversations with stakeholders, Northwest Center and its Youth Leadership Council reached out to the CDOT to discuss bringing biking to the community. CDOT is in charge of planning and implementing the bike lane network in Chicago and owns the Divvy bikes, stations, and vehicles, of which Lyft operates under the Divvy bikeshare program. Initial contact was made through email, and Northwest Center was able to set up a meeting, discuss biking wants and needs, and establish a partnership held accountable by regular communication. Due to Northwest Center communicating and showcasing a growing demand and interest in biking within the neighborhood, Belmont Cragin was chosen to be one of three community areas selected to be a part of the Neighborhood Bike Network, a program that brings connected bike routes to an area through community-led processes.

#### *Provide spaces for cyclists, pedestrians, and drivers to convene and offer input*

Providing bike programming opportunities that engage those with differing perspectives can help individuals consider alternative viewpoints, find common ground, confront bias, and build a foundation of respect. Even when working in tight-knit communities, there is the reality that not everyone will have the same opinions on the vision and goals you are trying to achieve through a campaign or project. While Northwest Center's Bikes for Belmont Cragin campaign centered on improving bicycle infrastructure to address gaps in reliable transportation options, improve equity, and bolster overall quality of life, not everyone in the Belmont Cragin community considers bike lanes a want or benefit. Although there were many advocates for biking in the area, it was not uncommon for residents to be against biking due to cultural, social, and environmental factors. With this in mind, Northwest Center actively hosted programming activities that engaged cyclists and drivers in constructive dialogue to build understanding and address misconceptions.

### *Engage with other organizations doing similar work to enhance the impact of your campaign or project*

Through partnerships with other youth development organizations, Northwest Center was able to add features to their bike programming efforts that boosted engagement and would not have been possible without external support and expertise. However, many of these relationships were not previously established. Once Northwest Center decided to dedicate a large part of its organizing efforts towards biking safety, awareness, and infrastructure, the Youth Transportation Council sent emails and set up one-on-one meetings with organizations like Bikes N' Roses and West Town Bikes who could provide technical expertise on bike education and maintenance. These relationships facilitated knowledge exchange for Northwest Center staff and enabled them to curate their bike programming in a way that provided residents with the necessary tools and opportunities to shift perceptions and enhance comfortability around biking, which they may not have otherwise been able to afford or access. For example, Bikes N' Roses would become a regular partner for Northwest Center, providing free bike check-ups at educational workshops.

### *Think long term about your program goals*

Try to anticipate some of the needs that might arise once your bike program is underway. Northwest Center set out to build a community around biking through the Bikes for Belmont Cragin campaign, with a focus on bringing bikeshare stations to the neighborhood, working with community leaders and city officials to add designated bike lanes to major corridors, and hosting community events. However, even with the rising interest in biking through the campaign, there is currently no bike shop in Belmont Cragin. A local bike shop can contribute to community-building efforts by being a gathering space, offering bike maintenance, or being a potential partner for events or educational opportunities. Bike maintenance is particularly important in building a community around biking, and during a semi-structured interview, one participant noted that riding Divvy bikes was preferable to owning his own bike specifically because he did not have to worry about maintenance. Bringing a bike shop to the neighborhood was not a goal early on in the Bikes for Belmont Cragin program, and Northwest Center organizers now see a community need for it. Recognizing the demand that could potentially arise, pursuing efforts earlier in the process to attract a local bike shop could have helped alleviate some of this need in the long run.

### *Be context-sensitive in your community engagement*

Thoughtful community engagement requires careful consideration of cultural and historical factors that might impact your target audience. Belmont Cragin is almost 80% Latinx, and many of the community members are undocumented immigrants. Northwest Center has faced challenges engaging some of these members of the Belmont Cragin community, as their legal status may make them reluctant to participate in any community initiatives. However, they are no less affected by transportation decisions. Building trust to engage with any community requires a careful consideration of context first and foremost. Throughout the engagement process, Northwest Center made and continues to make a concerted effort to understand peoples' needs and connect them with the resources that are relevant for them, whether related to Northwest Center's transportation



initiatives or not. Even if it does not immediately further campaign-specific goals, building trust is paramount to community engagement, and creates the potential to re-engage community members in the future.

*Meet people on their own terms/Integrate organizing efforts into existing events.*

Host activities at familiar and frequented destinations and community events to boost participation around bike programming events and reach residents unfamiliar with current efforts. Take advantage of the popularity and numbers surrounding other community events to help build awareness and attendance for your event or activity. Northwest Center found that hosting their weekly bike rides in conjunction with Hoops in the Hood, a sports-based community program at Blackhawk Park that creates a safe space for youth in Belmont Cragin to play basketball and build relationships, was a great way to increase bike ride attendance among youth. Before linking these events, the Hoops in the Hood program and weekly bike rides would take place at separate parks, even though these events targeted similar audiences and many individuals were already riding their bikes to attend Hoops in the Hood. Now, rather than two groups meeting at two separate parks, community bike rides take place on the same day as the basketball program but begin at 6:00, right when the program ends; this setup continues to allow Northwest Center the ability to strategically build the biking campaign without negatively impacting another community initiative.

*Ensure that engagement with the community is consistent, diverse, and ongoing. Have a plan to continue outreach activities during harsher weather months.*

Having diverse outreach methods in your toolbox is especially helpful when trying to engage a community during winter months. With the knowledge that consistent engagement with communities helps build long-term impact, trust, and relationships, Northwest Center knew that maintaining engagement during the winter season was necessary to sustain and mobilize support for biking efforts in the long term. Often, attendance at events slows during the winter, particularly for activities that take place outdoors. During December of 2021, when summer bike rides were no longer a viable avenue for engagement, Northwest Center put on the virtual educational series Pump the Brakes, where Belmont Cragin residents could come together regardless of their preferred mode of transportation to engage in dialogue around transportation issues and build mutual respect. Through Pump the Brakes, Northwest Center continued to facilitate conversations around safe cycling and foster relationships between aldermen, stakeholders, and Belmont Cragin, strengthening the meaningful and lasting impact of the campaign's bike programming.

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# Conclusion

Now more than two years since the campaign launched and four years since Northwest Center's transportation work began, the Bikes for Belmont Cragin campaign continues to exemplify how thoughtful and effective engagement and capacity building can address specific community challenges. Northwest Center's Youth Leadership Council identified a community need, and directed their time, energy, and resourcefulness to convene

community leaders, politicians, city officials, and other stakeholders to address that need. In this way, the Bikes for Belmont Cragin campaign rests at a unique intersection of community empowerment, transportation equity, safety, and youth leadership. Through analyses of Divvy bikeshare trip data, community surveys, and one-on-one semi-structured interviews, SUMC was able to see some of the impact that the Bikes for Belmont Cragin campaign has had on the Belmont Cragin community. The findings in this report indicate that the efforts of Northwest Center and the Youth Leadership Council have had a positive influence in fostering a biking culture in the neighborhood. Though the Bikes for Belmont Cragin campaign is unique for a number of reasons, the best practices listed above serve as key strategies that other community-based organizations can employ when pursuing similar biking initiatives.



*Riders at a Community Bike Ride.*  
Credit: CDOT



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## Evaluation Report



SHARED-USE  
MOBILITY CENTER



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# Appendix A

## Belmont Cragin Demographics

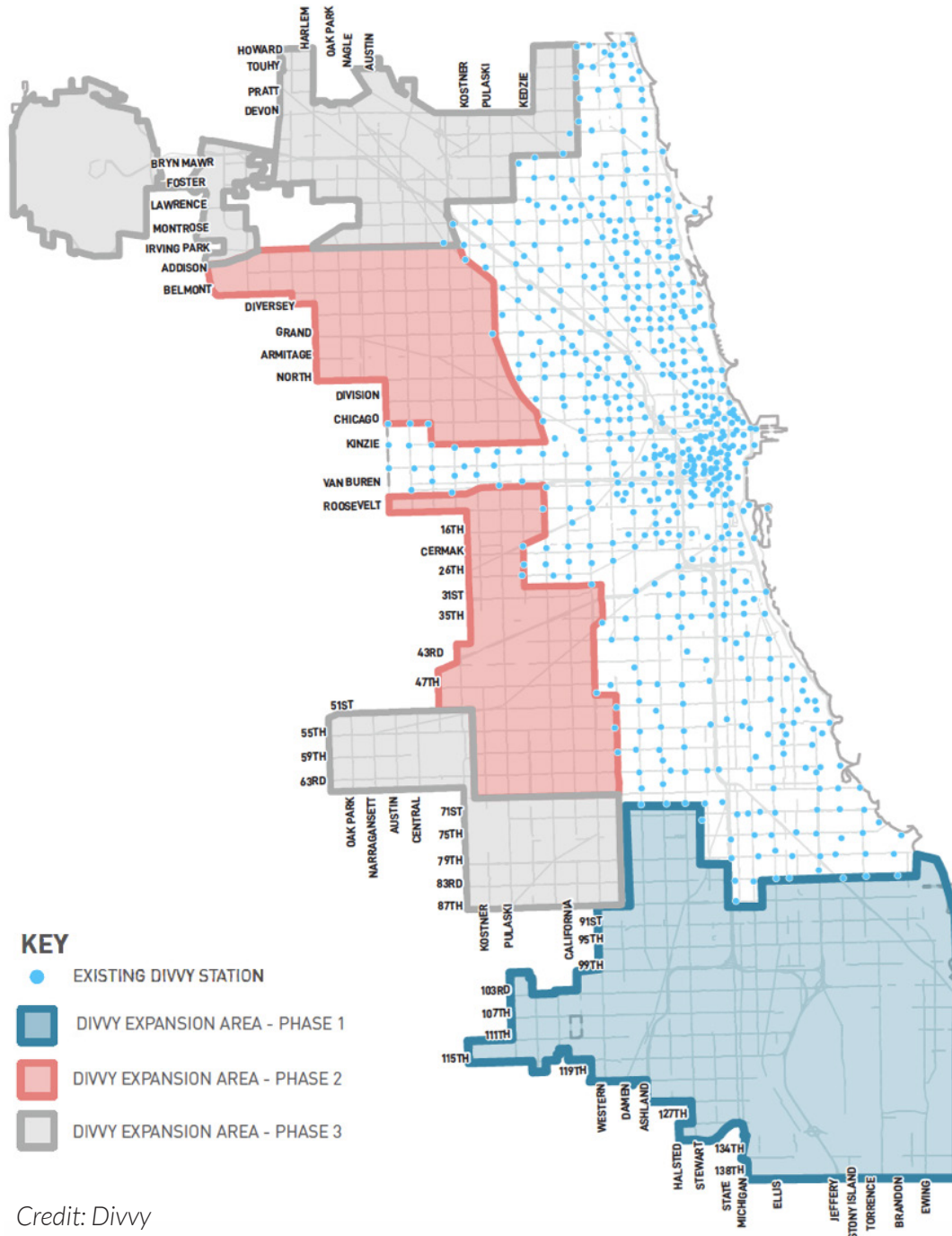
	Belmont Cragin		Chicago
	COUNT	PERCENT	COUNT
General Population Characteristics			
Total Population	78,116		2,746,388
Total Households	23,450		1,142,725
Median Age	35.4		35.1
Percentage of residents under 20	29.1%		22.7%
Median Household Income	\$61,468		\$65,781
Race and Ethnicity			
White (non-Hispanic)	11,699	14.9%	907,499
Hispanic or Latino (of any race)	61,657	78.4%	787,795
Black (non-Hispanic)	2,320	3.0%	788,673
Asian (non-Hispanic)	1,912	2.4%	185,202
Other/Multiple (non-Hispanic)	1,022	1.3%	72,950
Cars Available			
No Vehicle Available	3,038	13.3%	293,840
1 Vehicle Available	8,554	37.3%	495,478
2 Vehicles Available	7,303	31.9%	241,868
3 or More Vehicles Available	4,015	17.5%	81,395
Commuting to Work			
Work at Home	1,806	4.9%	166,771
Drive Alone	23,931	65.0%	641,412
Carpool	4,398	11.9%	101,838
Transit	4,931	13.4%	316,453
Walk or Bike	1,037	2.8%	99,182
Other	710	1.9%	27,118
Total Commuters	35,007	95.1%	1,186,003
Mean Commute Time	38.8 minutes		34.4 minutes

Source: 2020 Census and 2017-2021 American Community Survey five-year estimates



# Appendix B

## 2021 Divvy Expansion Plan Map



# Appendix C

## Belmont Cragin Post Divvy Community Survey

### English Version

#### Demographic Information

*What is your age?*

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 64 or older

*What is your gender identity?*

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Prefer not to Answer

*Please check all that apply to you:*

- ☐ Asian/Pacific Islander
- ☐ Black or African American
- ☐ Latino/a/e
- ☐ Middle Eastern or North African
- ☐ White
- ☐ Other
- ☐ Prefer not to answer

*What was your total household Income before taxes?*

- ☐ Less than \$15,000
- ☐ \$15,000 - \$24,999
- ☐ \$25,000 - \$49,999
- ☐ \$50,000 - \$74,999
- ☐ \$75,000 - \$99,999
- ☐ \$100,000 +
- ☐ Prefer not to answer

*Select all that apply.*

- ☐ I live in Belmont Cragin
- ☐ I work in Belmont Cragin
- ☐ I go to school in Belmont Cragin
- ☐ I travel through Belmont Cragin

*Do you currently have access to any of the following?*

- ☐ Driver's License
- ☐ Personal Bicycle
- ☐ Car Available for Your Use
- ☐ Transit pass (ex. Ventra Card)

*How many people under 18 live in your household?*

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3+

#### Biking Perceptions and Use

*Please indicate if you've done any of these things within the Belmont Cragin community.*

- ☐ Ridden a bicycle on my own or with friends
- ☐ Gone on a Bikes 4 Belmont Cragin Community Ride
- ☐ Used bike lanes
- ☐ Started or ended a trip on a Divvy bikeshare bike.
- ☐ Attended a Northwest Center event
- ☐ I have not done any of the things listed above

*Divvy is Chicago's bikesharing system, where riders can rent one of the gray or blue bikes from a dock or wherever they find one locked up. How familiar are you with this program?*

- ☐ I've never heard of it
- ☐ I've seen them around but never used one
- ☐ I've used one once or twice
- ☐ I use them regularly

*How do you get around on a regular basis? Please indicate the options you use frequently.*

- ☐ Ride your own bike
- ☐ Use Divvy bikeshare
- ☐ Drive/get a ride in a car
- ☐ Take public transit
- ☐ Ride Hail (Taxi, Uber, Lyft)

*How comfortable would you be riding a bicycle in Belmont Cragin? (Choose one)*

- ☐ I would be comfortable riding on bike lanes and paths that are physically separated from cars
- ☐ I would be comfortable riding on most roads with marked bike lanes
- ☐ I would be comfortable riding on just about any road or intersection
- ☐ I can ride a bicycle, but I would not be comfortable riding in Belmont Cragin
- ☐ I don't know how to ride a bicycle
- ☐ I have a condition that makes me physically unable to ride a bicycle

*What types of trips have you or do you use bike or bikeshare for? (select all that apply)*

- ☐ For exercise/recreation (round trip without a specific destination)
- ☐ To run errands, like go to the store or bank
- ☐ To go to work
- ☐ To get to school
- ☐ To go to a local business
- ☐ To socialize or visit friends
- ☐ To connect to public transit
- ☐ To look for work/attend trainings
- ☐ I never ride a bike
- ☐ Other (please specify)

*Since Divvy bike stations and bike lanes were introduced to the neighborhood, have you become more or less likely to consider biking to get where you need to go?*

- ☐ Much less likely
- ☐ Somewhat less likely
- ☐ About the same
- ☐ Somewhat more likely
- ☐ Much more likely

*When you rode a Divvy bike, what type of membership or pass did you use to unlock the bike?*

- ☐ Pay as you go/Single Ride
- ☐ Day Pass
- ☐ Annual Membership
- ☐ Divvy 4 Everyone Membership
- ☐ Someone from Northwest Center paid
- ☐ Not sure

## Campaign Specific Questions

*The Northwest Center hosts events and workshops to bring bike education and awareness to Belmont Cragin. These include community bike rides and bike safety workshops. Please indicate whether or how you've taken part in Northwest Center's bike programming.*

- ☐ I regularly attend Northwest Center biking events
- ☐ I have attended one or two Northwest Center biking events
- ☐ I have attended a Northwest Center event or workshop but it was not biking related
- ☐ I have never taken part in any Northwest Center biking events.
- ☐ Other (please specify).

*(Please indicate how strongly you agree or disagree with the following statement) The availability of bike lanes and divvy bikes in Belmont Cragin influenced my decision to ride a bike or bike more often.*

- ☐ Agree
- ☐ Somewhat agree
- ☐ Somewhat disagree
- ☐ Disagree
- ☐ Neutral/no opinion

Did any of the following help you decide to bike more often in Belmont Cragin? (select all that apply)

- ☐ I attended a Northwest Center outreach event
- ☐ I attended a Community Bike Ride
- ☐ I needed a way to reach a destination
- ☐ I'd noticed the bikes or stations around the neighborhood
- ☐ I saw a flier about it
- ☐ A friend or family member recommended it
- ☐ I received a Divvy 4 Everyone membership or other discount
- ☐ Bike lanes were added to my neighborhood
- ☐ I had no other option
- ☐ Other (please specify)

Belmont Cragin now has Divvy bike stations, bike lanes, and bike-related programming available to its residents. Please select which statements best describe your feelings towards biking as a result of these options becoming available.

- ☐ I am more likely to bike for transportation
- ☐ I am more aware of the biking options in my community
- ☐ I feel safer or more comfortable riding a bike in Belmont Cragin
- ☐ I feel more confident in my biking abilities.
- ☐ I feel more knowledgeable about safe biking practices
- ☐ I am more aware of the benefits of biking
- ☐ I have a more positive outlook toward biking and those who bike
- ☐ I feel more connected to the Belmont Cragin Community
- ☐ I feel a sense of pride towards my community
- ☐ Biking has allowed me to meet and connect with other Belmont Cragin residents
- ☐ I no longer have to rely on friends or family to get around.
- ☐ I am more aware of nearby transportation options
- ☐ It is easier for me to access jobs, school, or

other important destinations

- ☐ It is easier for me to access other parts of the city
- ☐ I have a greater appreciation for biking and bikeshare
- ☐ There are too many people on bikes
- ☐ My perceptions and attitudes towards biking have not changed

Now that bike lanes and bikeshare are available, please indicate how much more or less often you travel in the following ways.

	Much less often	Somewhat less often	About the same	Somewhat more often	Much more often	Never or almost never
Bike						
Walk						
Car						
Public Transportation						
Ridehail (Taxi, Uber, Lyft)						



*Preferred improvements: What would make you bike or use bikeshare more in the future? (select top three)*

- ☐ Safer places to bike (e.g. protected bike lanes)
- ☐ If there was a Divvy station closer to where I need to go
- ☐ If I could book a Divvy ride using the CTA Ventra app or card
- ☐ If a Divvy bike ride cost the same as the bus
- ☐ If i could use it to transfer to the train or bus without having to pay an additional fee
- ☐ Cheaper pricing
- ☐ More ways to pay
- ☐ Access to helmets and gear
- ☐ Safe bike storage
- ☐ If I had a better understanding of how to reach destinations on a bike
- ☐ If i knew where or how to fix a bike
- ☐ Slower car speeds/less traffic
- ☐ Seeing more people in my community ride bikes
- ☐ Other (please specify)

*Do you have anything else you'd like to share with us about Divvy bikes, bike lanes, or riding bikes in Belmont Cragin or Chicago more generally?*

*Please provide an email address so we can send you a gift card as compensation for completing this survey. Please note: the email address you provide will only be used for the purpose of sending out the incentive gift card associated with this survey. Your survey responses will not be associated with your email.*

*Based on your answers, we may want to contact you with follow-up questions. Would you be interested in participating in an interview?*

- ☐ yes
- ☐ no

*Thank you for taking this survey! This information helps us understand and maximize our impact, communicate it to funders and the community, and secure more funding for programs like it. Your answers will not affect your participation in Northwest Center programming, and any user-identifying data is kept confidential. Additionally, your responses will be de-identified before any analysis is done to ensure privacy and anonymity. Your survey responses are kept separate from your email, and we only ask for your email to send the incentive.*

# Belmont Cragin Post Divvy Community Survey

## Spanish Version

### Información demográfica

#### ¿Cuál es tu edad?

- ☐ Menor de 18 años
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 64 años o más

#### ¿Cuál es tu identidad de género?

- ☐ Masculino
- ☐ Femenino
- ☐ No binario
- ☐ Prefiero no responder

#### Por favor marca todas las que aplican:

- ☐ Asiático/Isleño del Pacífico
- ☐ Negro o afroamericano
- ☐ Latino/a/e
- ☐ Medio Oriente o África del Norte
- ☐ Blanco
- ☐ Otro
- ☐ Prefiero no responder

#### ¿Cuál fue el ingreso total de tu hogar antes de impuestos?

- ☐ ()Menos de \$15,000
- ☐ ()\$15,000 - \$24,999
- ☐ ()\$25,000 - \$49,999
- ☐ ()\$50,000 - \$74,999
- ☐ ()\$75,000 - \$99,999
- ☐ ()\$100,000 +
- ☐ ()Prefiero no responder

#### Selecciona todas las que correspondan.

- ☐ Vivo en Belmont Cragin
- ☐ Trabajo en Belmont Cragin
- ☐ Voy a la escuela en Belmont Cragin
- ☐ Viajo por Belmont Cragin

#### ¿Actualmente tienes acceso a alguno de los siguientes?

- ☐ []Licencia de conducir
- ☐ []Bicicleta personal
- ☐ []Auto disponible para tu uso
- ☐ []Pase de tránsito (por ejemplo, tarjeta Ventra)

#### ¿Cuántas personas menores de 18 años viven en tu hogar?

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3+

### Percepciones y uso de la bicicleta

#### Indica si has hecho alguna de estas cosas dentro de la comunidad de Belmont Cragin.

- ☐ Montar en bicicleta solo o con amigos
- ☐ Asistir al paseo comunitario Bikes 4 Belmont Cragin
- ☐ Usar los carriles para bicicleta
- ☐ Comenzar o finalizar un viaje en una bicicleta compartida de Divvy.
- ☐ Asistir a un evento de Northwest Center
- ☐ No he hecho ninguna de las cosas mencionadas anteriormente

#### Divvy es el sistema de bicicletas compartidas de Chicago, donde los ciclistas pueden alquilar una de las bicicletas grises o azules en un muelle o donde sea que encuentren. ¿Qué tan familiarizado está con este programa?

- ☐ Nunca antes lo había escuchado
- ☐ Los he visto por ahí pero nunca he usado uno
- ☐ He usado uno una o dos veces
- ☐ Los uso regularmente

*¿Cómo te desplazas regularmente? Indique las opciones que utiliza con frecuencia.*

- ☐ Andar en bicicleta
- ☐ Usar bicicletas compartidas de Divvy
- ☐ Conducir/viajar en un automóvil
- ☐ Toma el transporte público
- ☐ Paseo en Transporte compartido (Taxi, Uber, Lyft)

*¿Qué tan cómodo/a estas andando en bicicleta en Belmont Cragin? (Elije uno)*

- ☐ Me sentiría cómodo/a viajando en carriles para bicicletas y caminos que están físicamente separados de los automóviles.
- ☐ Me sentiría cómodo/a conduciendo en la mayoría de las carreteras con carriles para bicicletas marcados
- ☐ Me sentiría cómodo/a montando en casi cualquier carretera o intersección
- ☐ Puedo andar en bicicleta, pero no me sentiría cómodo/a andando en Belmont Cragin
- ☐ No sé andar en bicicleta
- ☐ Tengo una condición que me impide físicamente andar en bicicleta

*¿Para qué tipo de viajes tienes bicicletas o usas bicicletas compartidas? (selecciona todas las que correspondan)*

- ☐ Para ejercicio/recreación (ida y vuelta sin destino específico)
- ☐ Para hacer mandados, como ir a la tienda o al banco
- ☐ Ir a trabajar
- ☐ Ir a la escuela
- ☐ Para ir a un negocio local
- ☐ Para socializar o visitar amigos
- ☐ Para conectarse al transporte público
- ☐ Para buscar trabajo/asistir a capacitaciones
- ☐ Nunca ando en bicicleta
- ☐ Otros (especificar)

*Desde que se introdujeron las estaciones para bicicletas y los carriles para bicicletas de Divvy en el vecindario, ¿se ha vuelto más o menos probable que consideres andar en bicicleta para llegar a donde necesita ir?*

- ☐ Mucho menos probable
- ☐ Algo menos probable
- ☐ Es lo mismo
- ☐ Algo más probable
- ☐ Mucho más probable

*Cuando usaste una bicicleta Divvy, ¿qué tipo de membresía o pase usaste para desbloquear la bicicleta?*

- ☐ Pago por uso/Paseo individual
- ☐ Pase diario
- ☐ Membresía anual
- ☐ Divvy 4 Membresía para todos
- ☐ Alguien de Northwest Center pagó
- ☐ No estoy seguro

### **Preguntas específicas de la campaña**

*El Centro de Northwest organiza eventos y talleres para brindar educación y concientización sobre bicicletas a Belmont Cragin. Estos incluyen paseos comunitarios en bicicleta y talleres de seguridad en bicicleta. Indica si has participado o cómo has participado en la programación de bicicletas de Northwest Center.*

- ☐ Asisto regularmente a los eventos de ciclismo del Northwest Center
- ☐ He asistido a uno o dos eventos ciclistas del Northwest Center
- ☐ He asistido a un evento o taller del Northwest Center pero no estaba relacionado con el ciclismo
- ☐ Nunca he participado en ningún evento ciclista del Northwest Center.
- ☐ Otros (especificar).

*(Indique qué tan de acuerdo o en desacuerdo está con la siguiente declaración) La disponibilidad de carriles para bicicletas y bicicletas Divvy en Belmont Cragin influyó en mi decisión de andar en bicicleta o andar en bicicleta con más frecuencia.*

- ☐ De acuerdo
- ☐ Parcialmente de acuerdo
- ☐ Algo en desacuerdo
- ☐ En desacuerdo
- ☐ Neutral/sin opinión

*¿Alguno de los siguientes te ayudó a decidir andar en bicicleta con más frecuencia en Belmont Cragin? (selecciona todas las que correspondan)*

- ☐ Asistí a un evento de divulgación del Northwest Center
- ☐ Asistí a un paseo comunitario en bicicleta
- ☐ Necesitaba una forma de llegar a un destino
- ☐ Noté las bicicletas o estaciones en el vecindario.
- ☐ Vi un volante al respecto
- ☐ Un amigo o familiar lo recomendó
- ☐ Recibí una membresía de Divvy 4 Everyone u otro descuento
- ☐ Se agregaron carriles para bicicletas a mi vecindario
- ☐ No tenía otra opción
- ☐ Otros (especificar)

*Belmont Cragin ahora tiene estaciones para bicicletas Divvy, carriles para bicicletas y programas relacionados con bicicletas disponibles para sus residentes. Selecciona las oraciones que mejor describen tus sentimientos hacia el ciclismo como resultado de que estas opciones estén disponibles.*

- ☐ Es más probable que use una bicicleta para transportarme
- ☐ Soy más consciente de las opciones para andar en bicicleta en mi comunidad
- ☐ Me siento más seguro/a o más cómodo/a andando en bicicleta en Belmont Cragin
- ☐ Siento más confianza en mis habilidades para andar en bicicleta.
- ☐ Me siento más informado/a sobre prácticas seguras de ciclismo
- ☐ Soy más consciente de los beneficios de andar en bicicleta
- ☐ Tengo una perspectiva más positiva hacia el ciclismo y aquellos que andan en bicicleta.
- ☐ Me siento más conectado/a con la comunidad de Belmont Cragin
- ☐ Siento un sentido de orgullo hacia mi comunidad
- ☐ Andar en bicicleta me ha permitido conocer y conectarme con otros residentes de Belmont Cragin
- ☐ Ya no tengo que depender de amigos o familiares para moverme.
- ☐ Soy más consciente de las opciones de transporte cercanas
- ☐ Me resulta más fácil acceder a trabajos, estudios u otros destinos importantes
- ☐ Me es más fácil acceder a otras partes de la ciudad
- ☐ Tengo un mayor aprecio por el ciclismo y las bicicletas compartidas.
- ☐ Hay demasiada gente en bicicleta
- ☐ Mis percepciones y actitudes hacia el ciclismo no han cambiado



Ahora que hay carriles bici y bicicletas compartidas, indica cuánto más o menos a menudo te desplazas de las siguientes maneras

	Mucho menos a menudo	Un poco menos a menudo	Más o menos lo mismo	Un poco más a menudo	Mucho más a menudo	Nunca o casi nunca
En bicicleta						
Caminar						
El auto						
Transporte Público						
Viaje en Transporte compartido (Taxi, Uber, Lyft)						

Mejoras preferidas: ¿Qué te haría andar en bicicleta o usar bicicletas compartidas más en el futuro? (selecciona los tres primeros)

- ☐ Lugares más seguros para andar en bicicleta (por ejemplo, carriles bici protegidos)
- ☐ Si hubiera una estación Divvy más cerca de donde necesito ir
- ☐ Si pudiera reservar un viaje Divvy usando la aplicación o tarjeta CTA Ventra
- ☐ Si un viaje en bicicleta Divvy costara lo mismo que el autobús
- ☐ Si pudiera usarlo para transferir al tren o autobús sin tener que pagar una tarifa adicional
- ☐ Precios más baratos
- ☐ Más formas de pago
- ☐ Acceso a cascos y equipo
- ☐ Almacenamiento seguro de bicicletas
- ☐ Si tuviera una mejor comprensión de cómo llegar a los destinos en bicicleta
- ☐ Si supiera dónde o cómo arreglar una bicicleta
- ☐ Velocidades de automóviles más lentas/ menos tráfico
- ☐ Ver a más personas en mi comunidad andar en bicicleta
- ☐ Otros (especificar)

¿Hay algo más que te gustaría compartir con nosotros sobre bicicletas Divvy, carriles para bicicletas o andar en bicicleta en Belmont Cragin o Chicago en general?

Proporciona una dirección de correo electrónico para que podamos enviarle una tarjeta de regalo como compensación por completar esta encuesta. Tenga en cuenta: la dirección de correo electrónico que proporciones solo se utilizará con el fin de enviar la tarjeta de regalo de incentivo asociada con esta encuesta. Las respuestas a la encuesta no se asociarán con tu correo electrónico.

Según tus respuestas, es posible que deseemos contactarte con preguntas de seguimiento. ¿Te interesaría participar en una entrevista?

- ☐ Sí
- ☐ No

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# Appendix D

## Semi-structured Interview Questions

### English Version

1. Please introduce yourself.
2. What is your connection with the Belmont Cragin community?
3. How do you usually travel in or around your community? How do you decide how you are going to get around?
4. Are you a regular bike rider? What influenced your decision to start riding (or to not ride)?
5. What has been your experience using bike lanes or divvy bikes in your community?
6. How has having access to bike lanes, divvy bikes, and bike programming impacted your life? Has it influenced your travel habits or perceptions of safety?
7. Are you familiar with any bike programming initiatives in your community? If yes, which programs have you participated in? What was your experience like?
8. What do you feel like are the biggest barriers or challenges to getting people on bikes in Belmont-Cragin? How do you think these can be addressed?
9. Based on your experiences and observations, what biking-related improvements or programs would you like to see in the community?
10. How familiar are you with Northwest Center? Are you involved with any Northwest Center programming? If so, how did you become involved?
11. How do you feel about Northwest Center streamlining efforts to bring biking options and infrastructure to the community?

# Semi-structured Interview Questions

## Spanish Version

1. Por favor presentate. ¿Como te llamas? ¿Cuántos años tienes?
2. ¿Cuál es su conexión con la comunidad de Belmont Cragin?
3. ¿Cómo suele viajar dentro o alrededor de su comunidad? ¿Cómo decides cómo vas a moverte?
4. ¿Eres un ciclista habitual? ¿Qué influyó en su decisión de empezar a montar (o no montar)?
5. ¿Cuál ha sido su experiencia usando carriles para bicicletas o bicicletas divvy en su comunidad?
6. ¿Cómo ha impactado en su vida el tener acceso a carriles para bicicletas, bicicletas divvy y programación de bicicletas? ¿Ha influido en sus hábitos de viaje o percepciones de seguridad?
7. ¿Está familiarizado con alguna iniciativa de programación de bicicletas en su comunidad? En caso afirmativo, ¿en qué programas ha participado? ¿Cómo fue tu experiencia?
8. ¿Cuáles cree que son las mayores barreras o desafíos para lograr que la gente ande en bicicleta en Belmont-Cragin?
9. Según sus experiencias y observaciones, ¿qué mejoras o programas relacionados con el ciclismo le gustaría ver en la comunidad?
10. ¿Qué tan familiarizado está con Northwest Center? ¿Está involucrado en alguna programación del Centro del Noroeste? Si es así, ¿cómo te involucraste?
11. ¿Cómo se siente acerca de que Northwest Center agilice los esfuerzos para traer opciones e infraestructura para andar en bicicleta a la comunidad?

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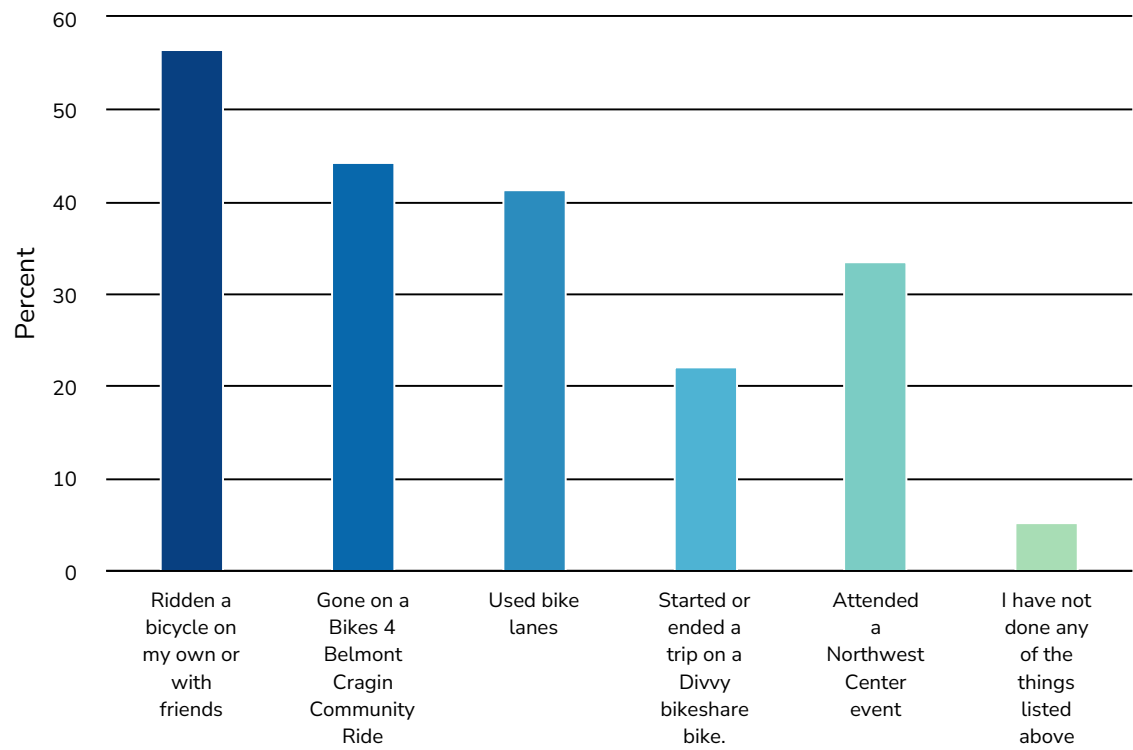
# Appendix E

Report for Belmont Cragin  
Post-Bike Community Survey



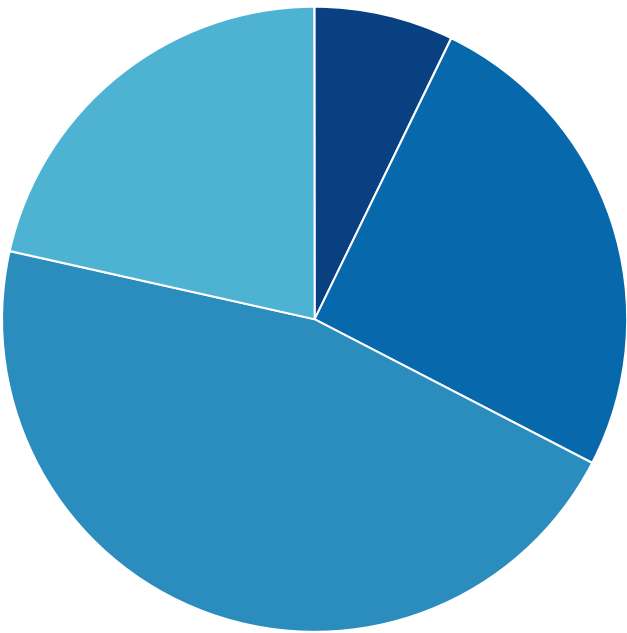
# Report for Belmont Cragin Post-Bike Community Survey

1. Please indicate if you've done any of these things within the Belmont Cragin community.



Value	Percent	Responses
Ridden a bicycle on my own or with friends	56.7% <div><div></div></div>	174
Gone on a Bikes 4 Belmont Cragin Community Ride	44.3% <div><div></div></div>	136
Used bike lanes	41.4% <div><div></div></div>	127
Started or ended a trip on a Divvy bikeshare bike.	22.1% <div><div></div></div>	68
Attended a Northwest Center event	33.6% <div><div></div></div>	103
I have not done any of the things listed above	5.2% <div><div></div></div>	16

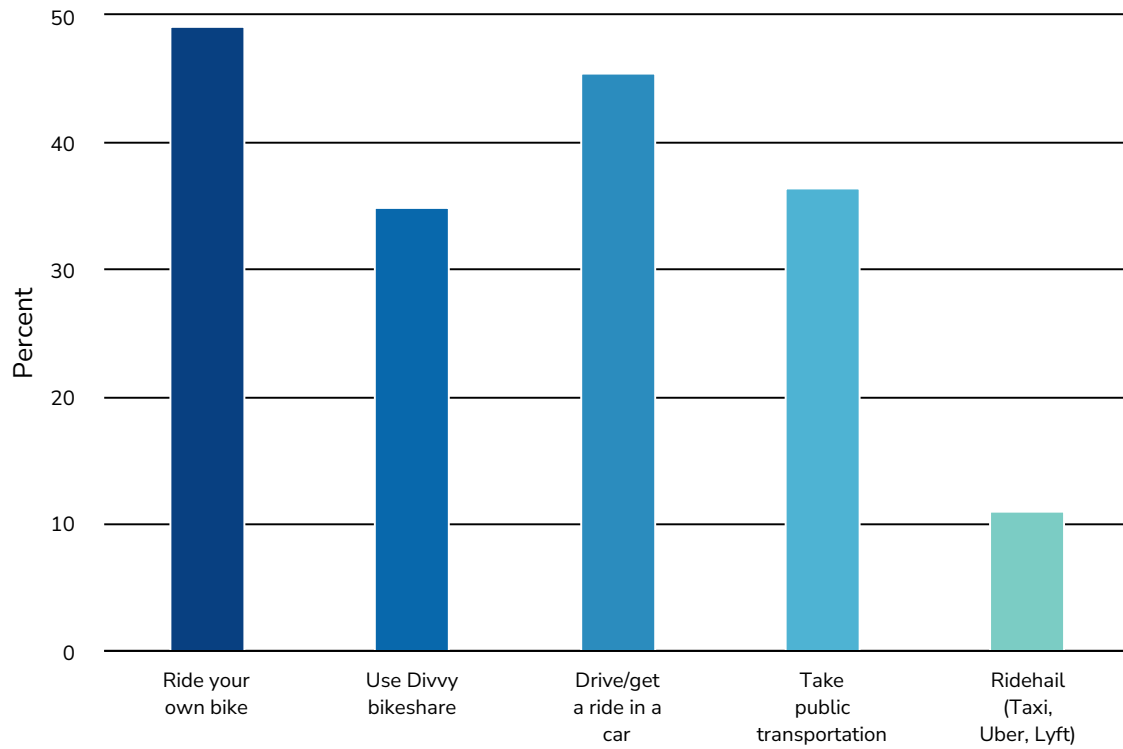
2. Divvy is Chicago’s bikesharing system, where riders can rent one of the white or blue bikes from a dock or wherever they find one locked up. How familiar are you with this program?



Value	Percent	Responses
I've never heard of it	7.2%	22
I've seen them around but never used one	25.4%	78
I've used one once or twice	45.9%	141
I use them regularly	21.5%	66

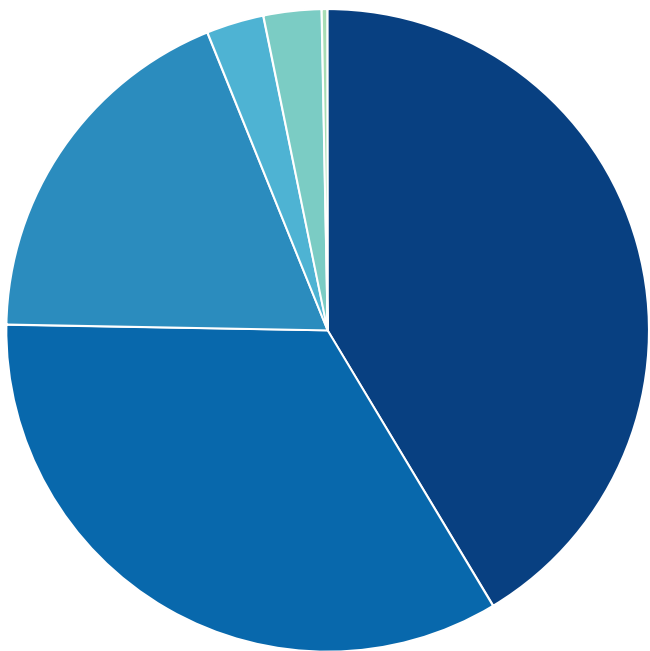
Totals: 307

3. How do you get around on a regular basis? Please indicate the options you use frequently.



Value	Percent	Responses
Ride your own bike	49.2% <div><div></div></div>	151
Use Divvy bikeshare	34.9% <div><div></div></div>	107
Drive/get a ride in a car	45.6% <div><div></div></div>	140
Take public transportation	36.5% <div><div></div></div>	112
Ridehail (Taxi, Uber, Lyft)	11.1% <div><div></div></div>	34

4. How comfortable would you be riding a bicycle in Belmont Cragin? (Choose one)

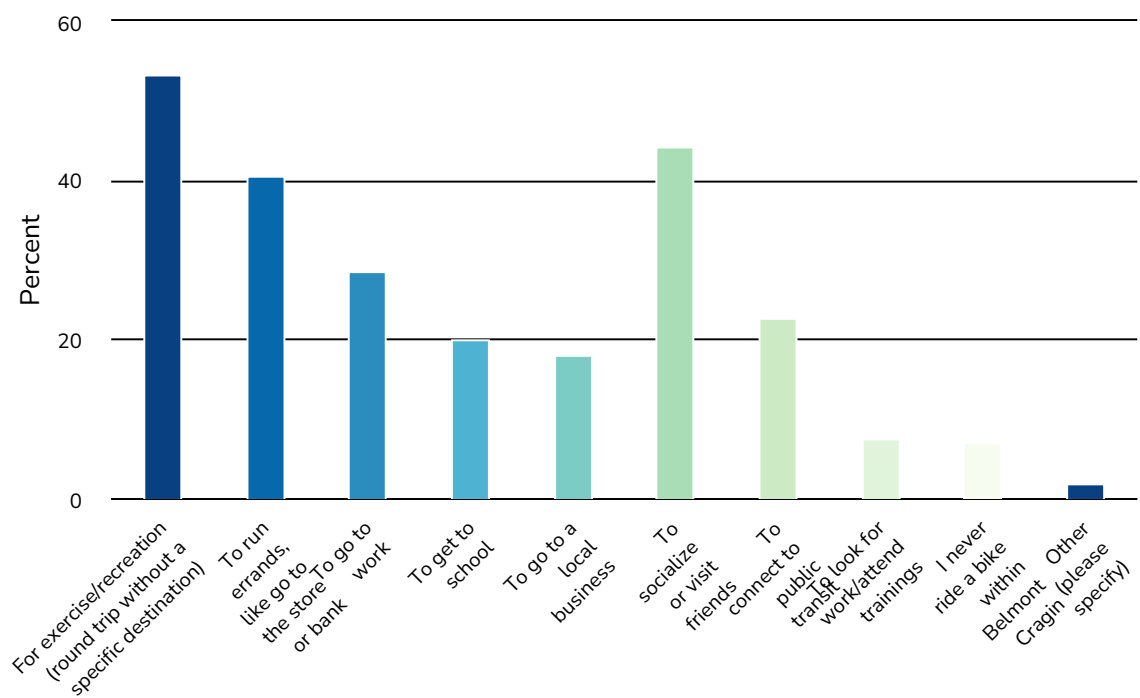



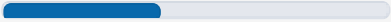
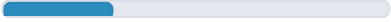
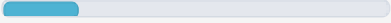
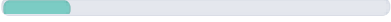
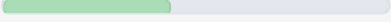
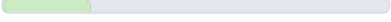
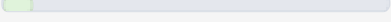
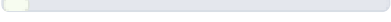
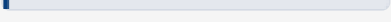
Value	Percent	Responses
I would be comfortable riding on bike lanes and paths that are physically separated from cars	41.4% <div><div></div></div>	127
I would be comfortable riding on most roads with marked bike lanes	33.9% <div><div></div></div>	104
I would be comfortable riding a on just about any road or intersection	18.6% <div><div></div></div>	57
I can ride a bicycle, but I would not be comfortable riding in Belmont Cragin	2.9% <div><div></div></div>	9
I don't know how to ride a bicycle	2.9% <div><div></div></div>	9
I have a condition that makes me physically unable to ride a bicycle	0.3% <div><div></div></div>	1

Totals: 307

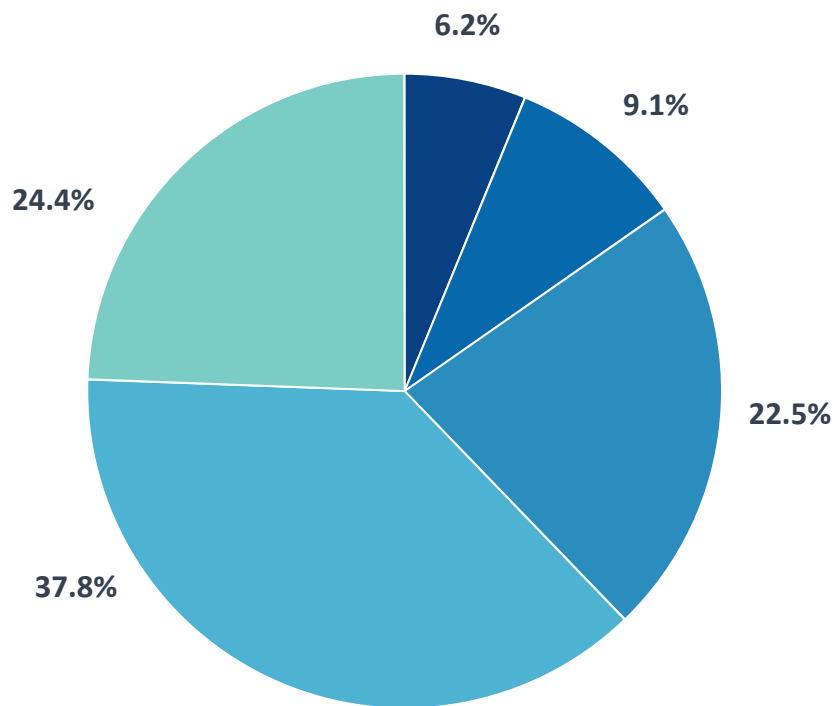


5. What types of trips do you bike or use bikeshare for? (select all that apply)



Value	Percent	Responses
For exercise/recreation (round trip without a specific destination)	53.4% 	164
To run errands, like go to the store or bank	40.7% 	125
To go to work	28.7% 	88
To get to school	20.2% 	62
To go to a local business	18.2% 	56
To socialize or visit friends	44.3% 	136
To connect to public transit	22.8% 	70
To look for work/attend trainings	7.5% 	23
I never ride a bike within Belmont Cragin	7.2% 	22
Other (please specify)	2.0% 	6

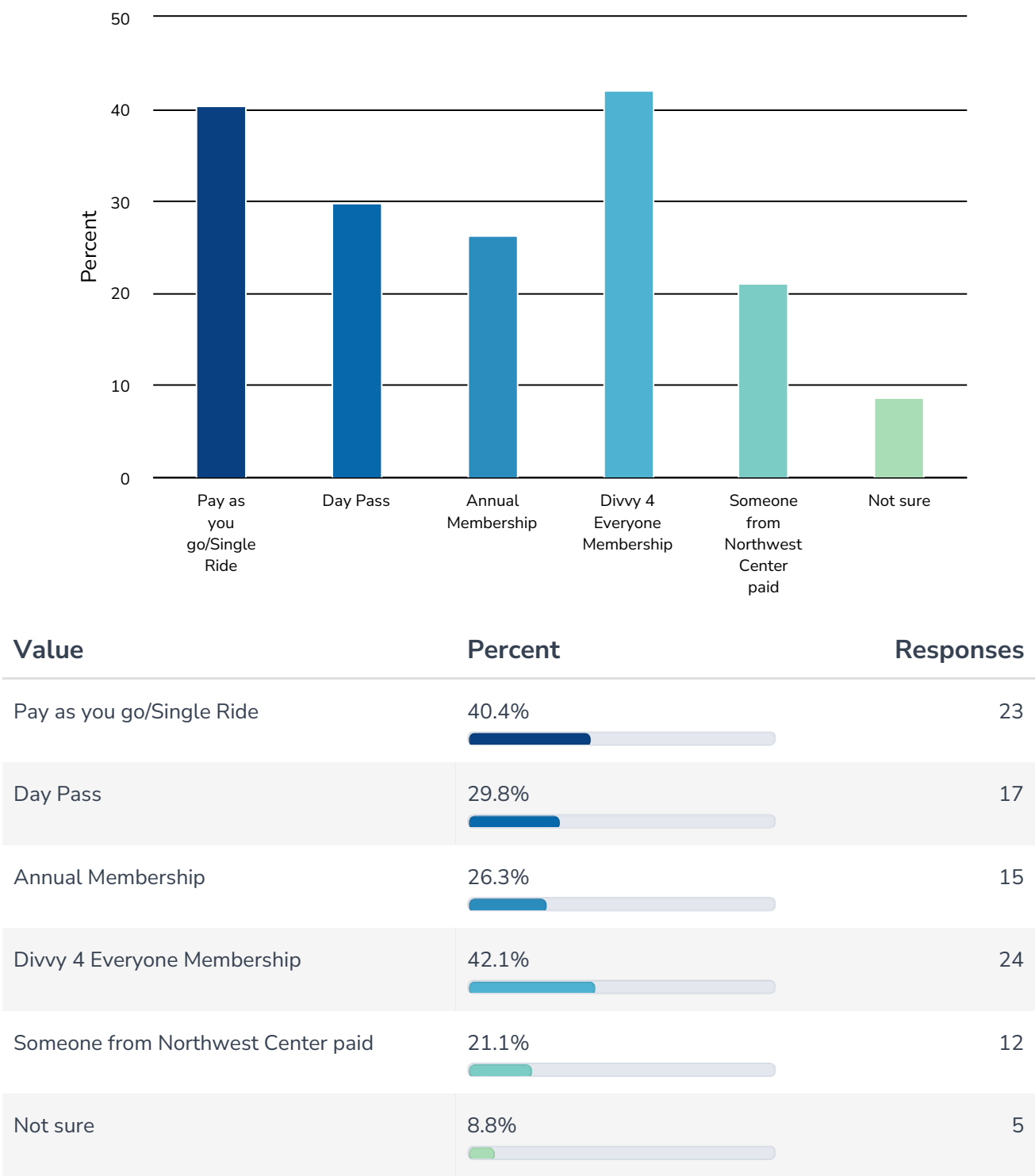
6. Since Divvy bike stations and bike lanes were introduced to the neighborhood, have you become more or less likely to consider biking to get where you need to go?



Value	Percent	Responses
Much less likely	6.2%	19
Somewhat less likely	9.1%	28
About the same	22.5%	69
Somewhat more likely	37.8%	116
Much more likely	24.4%	75

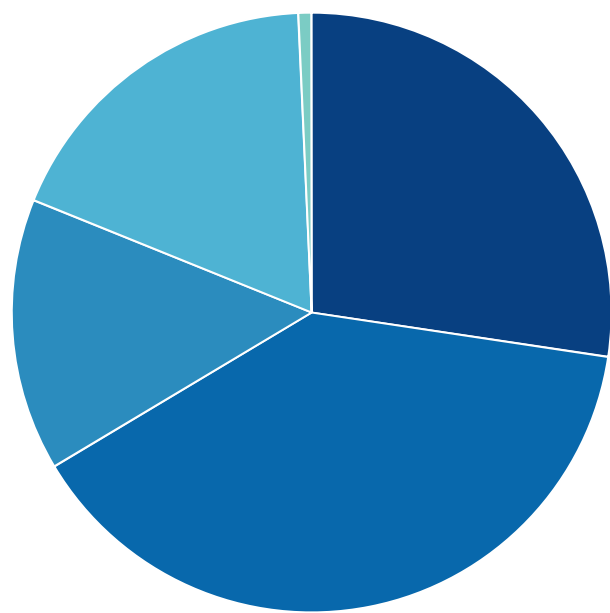
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7. When you rode a Divvy bike, what type of membership or pass did you use to unlock the bike?





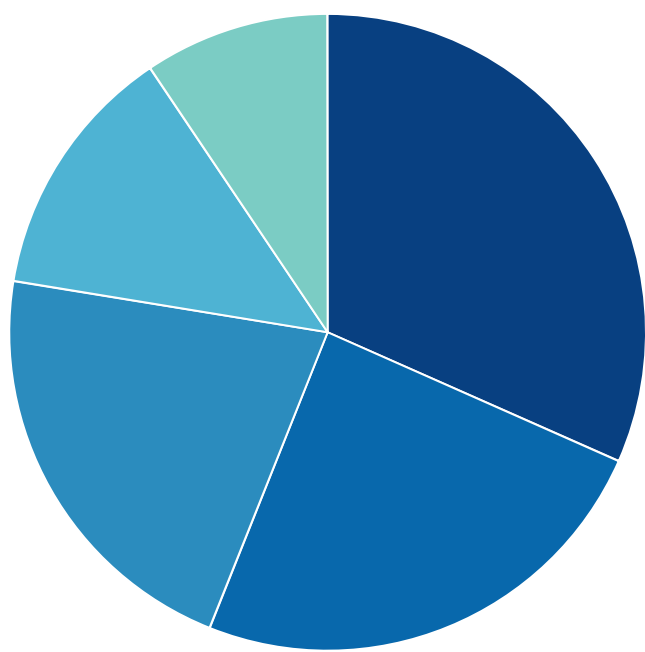
8. The Northwest Center hosts events and workshops to bring bike education and awareness to Belmont Cragin. These include community bike rides and bike workshops. Please indicate whether you've taken part in Northwest Center's bike programming.



Value	Percent	Responses
I regularly attend Northwest Center's biking events	27.4%	84
I have attended one or two Northwest Center biking events	39.1%	120
I have attended a Northwest Center event or workshop but it was not biking related	14.7%	45
I have never taken part in any Northwest Center's biking events	18.2%	56
Other (please specify).	0.7%	2

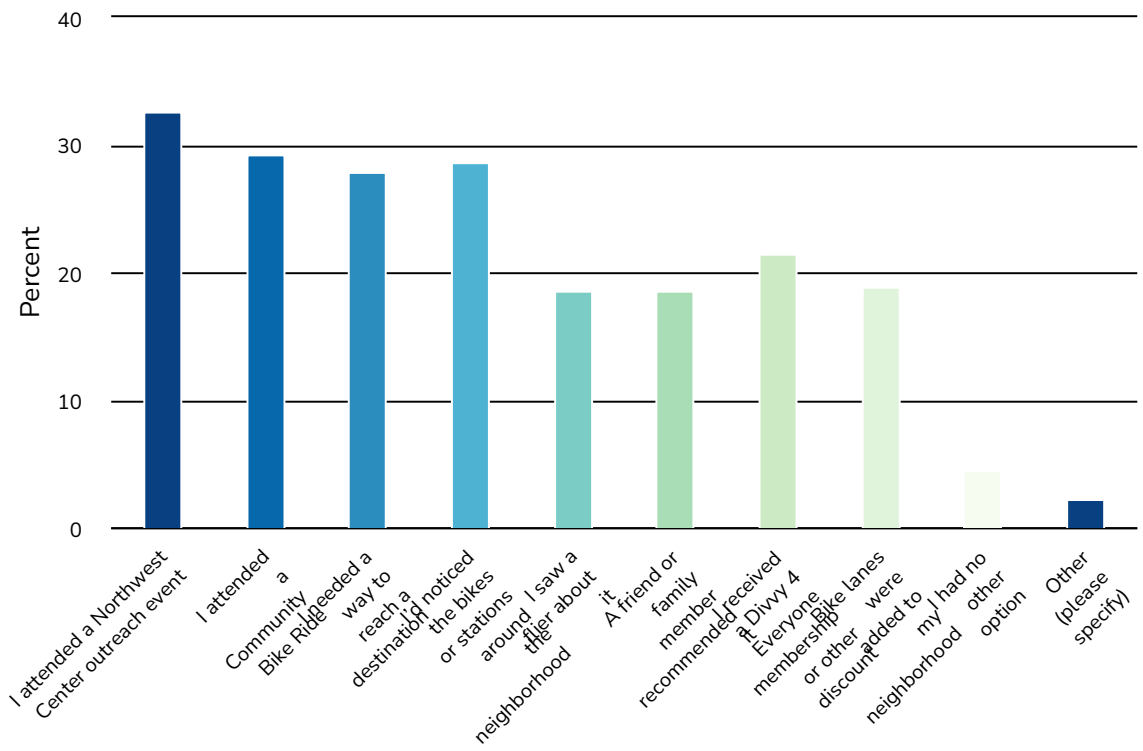
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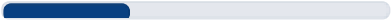
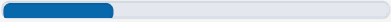
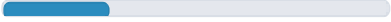
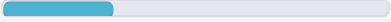
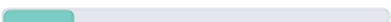
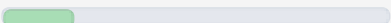
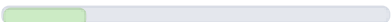
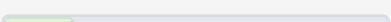

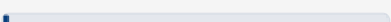
9. (Please indicate how strongly you agree or disagree with the following statement) The availability of bike lanes and divvy bikes in Belmont Cragin influenced my decision to ride a bike or bike more often.



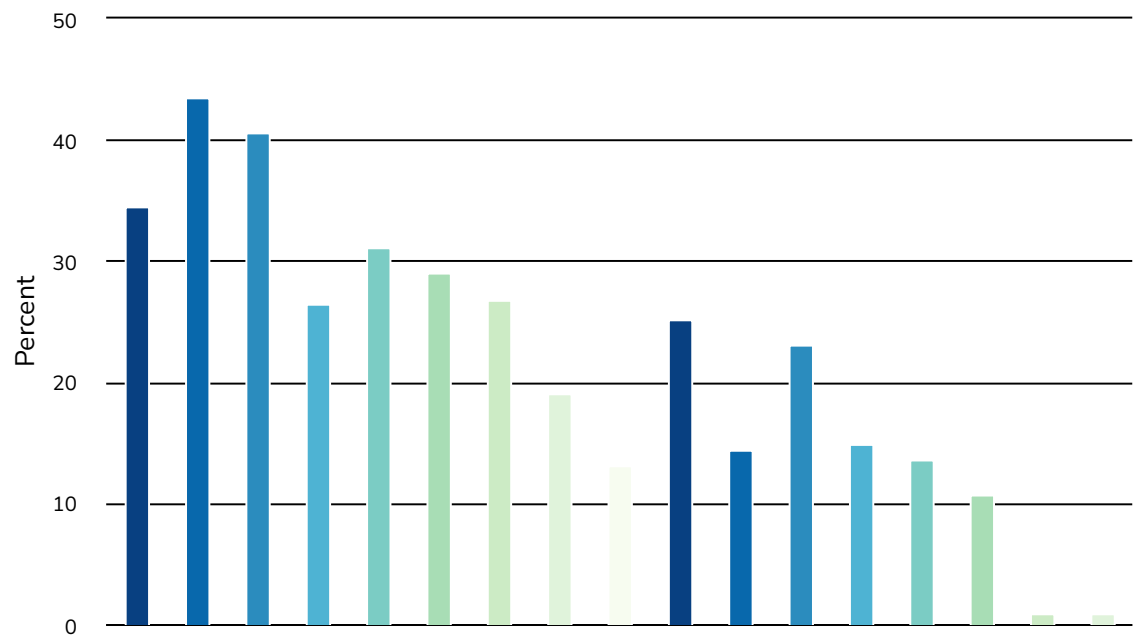
Value	Percent	Responses
Agree	31.6% <div><div></div></div>	97
Somewhat agree	24.4% <div><div></div></div>	75
Somewhat disagree	21.5% <div><div></div></div>	66
Disagree	13.0% <div><div></div></div>	40
Neutral/No opinion	9.4% <div><div></div></div>	29
		Totals: 307

10. Did any of the following help you decide to bike more often in Belmont Cragin?  
(select all that apply)

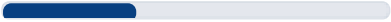
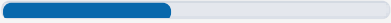
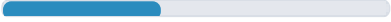
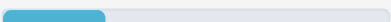
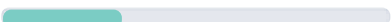
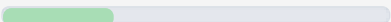
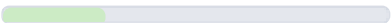
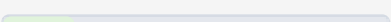

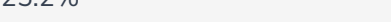

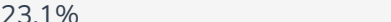

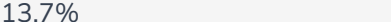

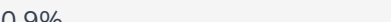



Value	Percent	Responses
I attended a Northwest Center outreach event	32.6% 	100
I attended a Community Bike Ride	29.3% 	90
I needed a way to reach a destination	28.0% 	86
I'd noticed the bikes or stations around the neighborhood	28.7% 	88
I saw a flier about it	18.6% 	57
A friend or family member recommended it	18.6% 	57
I received a Divvy 4 Everyone membership or other discount	21.5% 	66
Bike lanes were added to my neighborhood	18.9% 	58
I had no other option	4.6% 	14
Other (please specify)	2.3% 	7

11. Belmont Cragin now has divvy bike stations, bike lanes, and bike-related programming available to its residents. Please select which statements best describe your feelings towards biking as a result of these options becoming available.



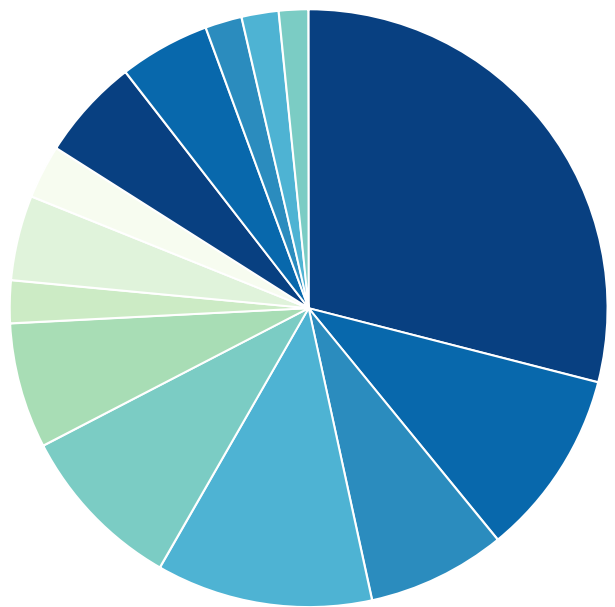


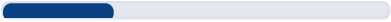
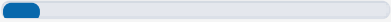
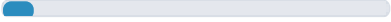
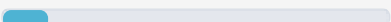
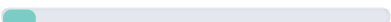
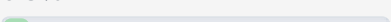

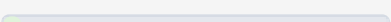
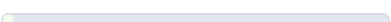
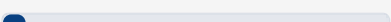

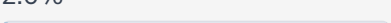
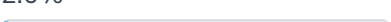
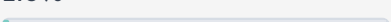
Value	Percent	Responses
I am more likely to bike for transportation	34.6% 	81
I am more aware of the biking options in my community	43.6% 	102
I feel safer or more comfortable riding a bike in Belmont Cragin	40.6% 	95
I feel more confident in my biking abilities.	26.5% 	62
I feel more knowledgeable about safe biking practices	31.2% 	73
I am more aware of the benefits of biking	29.1% 	68
I have a more positive outlook toward biking and those who bike	26.9% 	63
I feel more connected to the Belmont Cragin Community	19.2% 	45
I feel a sense of pride towards my community	13.2% 	31
Biking has allowed me to meet and connect with other Belmont Cragin residents	25.2% 	59
I have greater independence and no longer have to rely on friends or family to get around	14.5% 	34
I am more aware of nearby transportation options	23.1% 	54
I have a greater appreciation for biking and bikeshare	15.0% 	35
It is easier for me to access jobs, school, or other important destinations	13.7% 	32
It is easier for me to access other parts of the city	10.7% 	25
There are too many people on bikes	0.9% 	2
My perceptions and attitudes towards biking have not changed	0.9% 	2

12. Now that bike lanes and bikeshare are available, please indicate how much more or less often you travel in the following ways.

	Much less often	Somewhat less often	About the same	Somewhat more often	Much more often	Never or almost never	Responses
Bike Count Row %	17 5.5%	34 11.1%	74 24.1%	71 23.1%	90 29.3%	21 6.8%	307
Walk Count Row %	23 7.5%	41 13.4%	114 37.1%	69 22.5%	45 14.7%	15 4.9%	307
Car Count Row %	31 10.1%	38 12.4%	112 36.5%	61 19.9%	41 13.4%	24 7.8%	307
Public Transportation Count Row %	38 12.4%	48 15.6%	97 31.6%	64 20.8%	41 13.4%	19 6.2%	307
Ridehail (Taxi, Uber, Lyft) Count Row %	46 15.0%	50 16.3%	87 28.3%	45 14.7%	29 9.4%	50 16.3%	307
Totals Total Responses							307

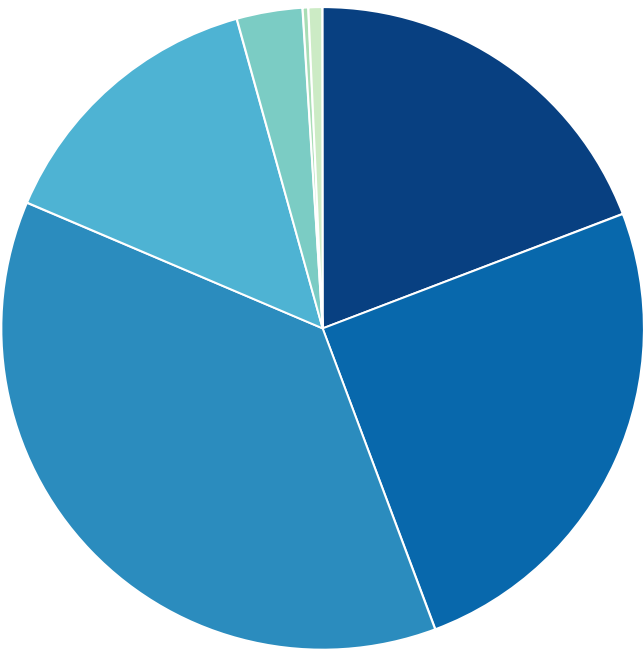
13. Preferred improvements: What would make you bike or use bikeshare more in the future? (select top three)



Value	Percent	Responses
Safer places to bike (e.g. protected bike lanes)	29.0% 	89
If there was a Divvy station closer to where I need to go	10.1% 	31
If I could book a Divvy ride using the CTA Ventra app or Card	7.5% 	23
If a Divvy bike ride cost the same as the bus	11.7% 	36
If i could use it to transfer to the train or bus without having to pay an additional fee	9.1% 	28
Cheaper pricing	6.8% 	21
More ways to pay	2.3% 	7
Access to helmets and gear	4.6% 	14
Safe bike storage	2.9% 	9
If I had a better understanding of how to reach destinations on a bike	5.5% 	17
If i knew where or how to fix a bike	4.9% 	15
Slower car speeds/less traffic	2.0% 	6
Seeing more people in my community ride bikes	2.0% 	6
Other (please specify)	1.6% 	5

**Totals: 307**

14. What is your age?

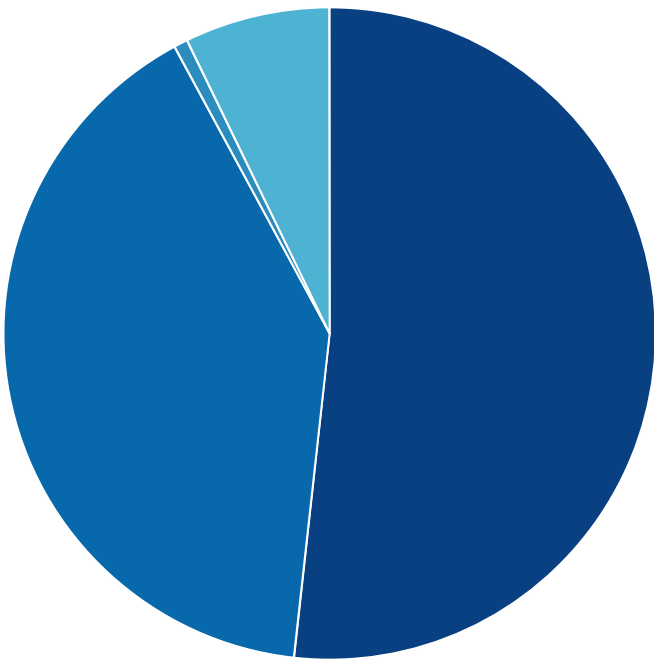


Value	Percent	Responses
Under 18	19.2% <div><div></div></div>	59
18-24	25.1% <div><div></div></div>	77
25-34	37.1% <div><div></div></div>	114
35-44	14.3% <div><div></div></div>	44
45-54	3.3% <div><div></div></div>	10
55-64	0.3% <div><div></div></div>	1
65+	0.7% <div><div></div></div>	2

Totals: 307



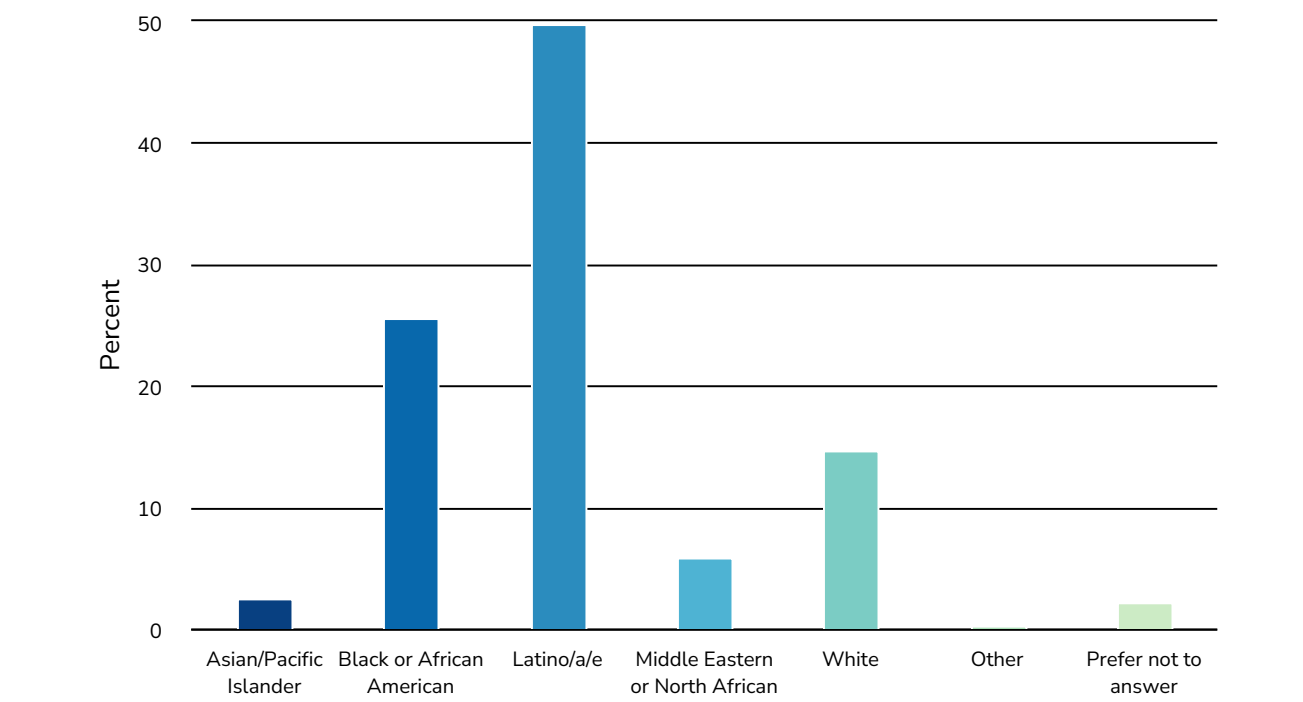
15. What is your gender identity?



Value	Percent	Responses
Male	51.8% <div><div></div></div>	159
Female	40.4% <div><div></div></div>	124
Non-binary	0.7% <div><div></div></div>	2
Prefer not to Answer	7.2% <div><div></div></div>	22

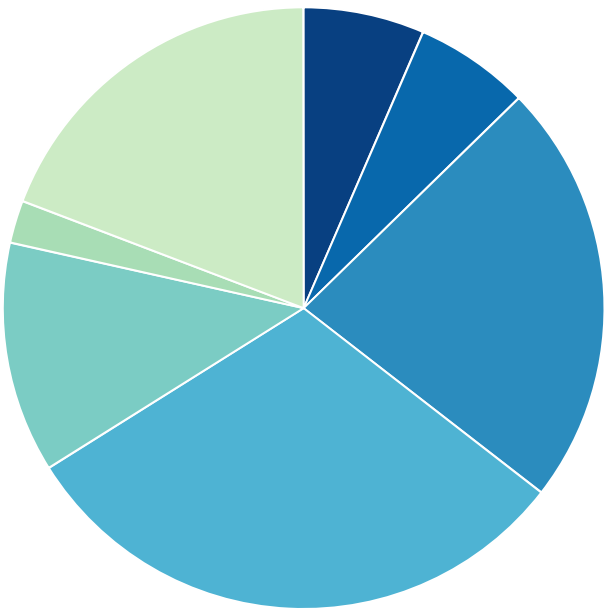
Totals: 307

16. What best describes your racial or ethnic background? Please check all that apply to you.



Value	Percent	Responses
Asian/Pacific Islander	2.6%	8
Black or African American	25.7%	79
Latino/a/e	49.8%	153
Middle Eastern or North African	5.9%	18
White	14.7%	45
Other	0.3%	1
Prefer not to answer	2.3%	7

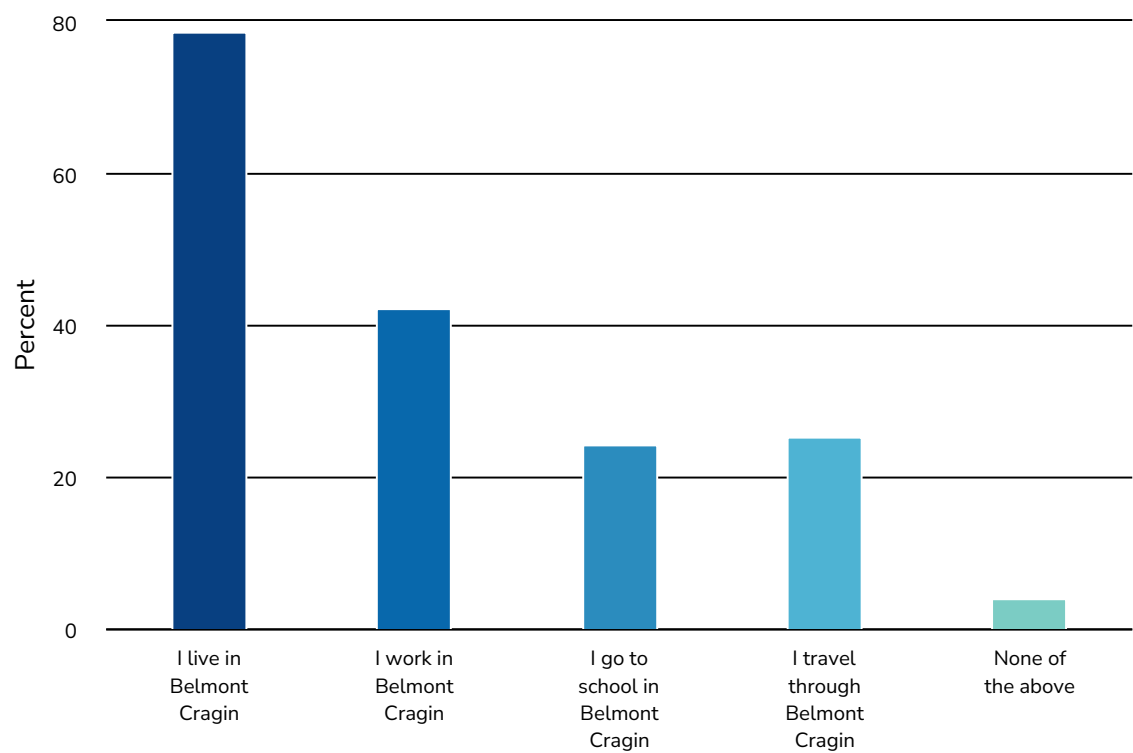
17. What was your total household Income before taxes?



Value	Percent	Responses
Less than \$15,000	6.5% <div><div></div></div>	20
\$15,000 - \$24,999	6.2% <div><div></div></div>	19
\$25,000 - \$49,999	22.8% <div><div></div></div>	70
\$50,000 - \$74,999	30.6% <div><div></div></div>	94
\$75,000 - \$99,999	12.4% <div><div></div></div>	38
\$100,000 +	2.3% <div><div></div></div>	7
Prefer not to answer	19.2% <div><div></div></div>	59

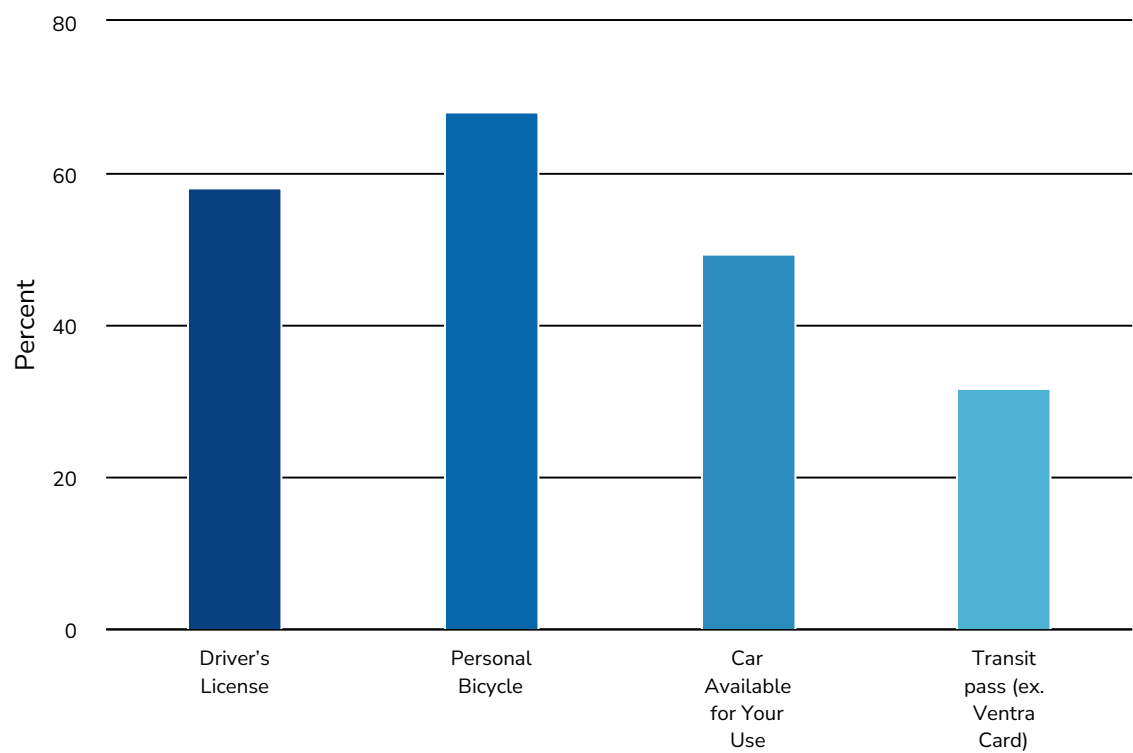
Totals: 307

18. Select all that apply.



Value	Percent	Responses
I live in Belmont Cragin	78.8%	242
I work in Belmont Cragin	42.3%	130
I go to school in Belmont Cragin	24.4%	75
I travel through Belmont Cragin	25.4%	78
None of the above	4.2%	13

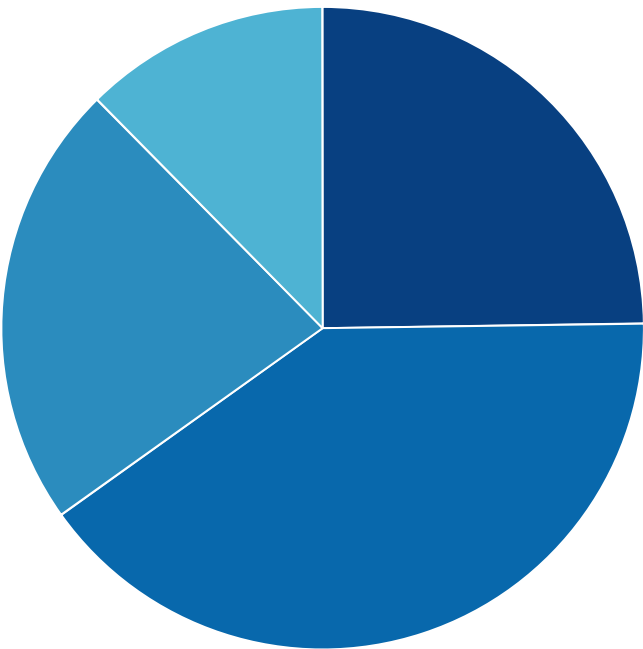
19. Do you currently have access to any of the following?



Value	Percent	Responses
Driver's License	58.3% <div><div></div></div>	179
Personal Bicycle	68.1% <div><div></div></div>	209
Car Available for Your Use	49.5% <div><div></div></div>	152
Transit pass (ex. Ventra Card)	31.9% <div><div></div></div>	98



20. How many people under 18 live in your household?



Value	Percent	Responses
0	24.8% <div><div></div></div>	76
1	40.4% <div><div></div></div>	124
2	22.5% <div><div></div></div>	69
3+	12.4% <div><div></div></div>	38

Totals: 307