

GO **GLENDORA**

TRANSIT PLAN

City of Glendora

Existing Conditions Report

April 2024

N **NELSON**
NYGAARD

Table of Contents

	Page
1 Introduction	1-1
2 Fixed Route Service	2-1
3 Dial-A-Ride Service	3-1
4 Regional Transit.....	4-1
5 Market Conditions.....	5-1
6 Community Outreach.....	6-1

1 INTRODUCTION

Glendora Transit

The City of Glendora Transportation Division provides several public transportation services to residents and visitors, including multiple shuttle routes and “Dial-A-Ride” transportation. The City of Glendora applies more than \$1 million annually towards operating Dial-A-Ride and Shuttle services. These funds are generated from regional sales tax measures.

Five shuttle routes operate on weekdays only with unique schedules tailored to specific riders, most notably commuters and students. Two commuter shuttles operate during morning and afternoon peak hours and connect the Transit Plaza and Crowther Teen & Family Center to the Metro A Line (formerly Gold Line) Azusa Pacific University/Citrus College Station. One morning shuttle connects residential areas to two middle schools and one high school. Three afternoon shuttles connect three middle schools and two high schools with community destinations such as the Crowther Teen & Family Center and Glendora Library.

Dial-A-Ride is an on-demand, curb-to-curb transportation service open to city residents 62 years of age or older. City residents under the age of 62 with a disability and are unable to use shuttle routes may also use Dial-A-Ride.

Go Glendora Transit Plan

The Go Glendora Transit Plan is the first comprehensive evaluation of the City’s transit services. The plan will provide a roadmap for enhancing transit by recommending service improvements and capital investments. The plan supports the City’s mission of providing effective municipal services aligned with community values. Key goals of the plan are:



Meeting the needs of current and potential riders



Redesigning routes to serve the future Glendora Station



Increasing the viability of transit service in Glendora

Existing Conditions Report

As the first deliverable of the Go Glendora Transit Study, this report synthesizes service evaluation, market analysis, and initial community feedback. The report also highlights challenges and opportunities related to the design and delivery of transit service.

The report will serve as the foundation for the development of initial service alternatives, which will be presented to the community in early 2022.

- Chapter 2 provides an overview of Glendora Transit's fixed route service by evaluating service characteristics and ridership trends.
- Chapter 3 evaluates the Dial-A-Ride service, including ridership trends and productivity.
- Chapter 4 reviews regional transit services that support Glendora's transit system.
- Chapter 5 examines market conditions including demographic characteristics, employment densities, and travel patterns within Glendora.
- Chapter 6 summarizes feedback from the on-board shuttle rider survey, Dial-A-Ride phone survey, and online community survey.

Key Strengths

Dial-A-Ride is a vital service for older adults and disabled people.

Despite being supplemental to LA Access, the federally mandated paratransit service in the region, Dial-A-Ride ridership is robust, with ridership to recreation and medical destinations across Glendora. Dial-A-Ride ridership has recovered better than shuttle service when compared to levels before the COVID-19 pandemic. Dial-A-Ride service is also a vital lifeline for Glendora residents who need to travel outside the city for medical appointments.

Shuttles primarily serve students and Metro A-Line commuters.

Glendora's shuttle services effectively serve two rider types: commuters and students. The Gold Line North and South routes target commuters connecting to the A Line, with relatively frequent service every 20 to 30 minutes. Glendora's midday shuttle routes (Orange, Green, Tripper) serve middle and high school students and while there are only a few trips per day on each route, productivity exceeds that of the Gold Line shuttles.

Riders are appreciative and satisfied with Glendora Transit.

In the community survey, 86% of survey respondents said they are very satisfied or satisfied with Glendora Transit. If the somewhat satisfied responses are included, the satisfaction rate increases to 94% of respondents. Numerous riders gave commendations for the drivers, with

many even naming specific drivers for kudos. This satisfaction rate is an extremely high number for a municipal agency and shows the support of the community for the service.

Key Challenges

Shuttle ridership has struggled to recover after the pandemic.

While Dial-A-Ride ridership has rebounded to approximately 60% of pre-pandemic levels, shuttle ridership is less than 30% of pre-pandemic levels. Expanded remote and hybrid work patterns along with increased parking availability at the APU/Citrus College Station have had negative impacts on Gold Line shuttle ridership. Changes to student routines and limited marketing of midday shuttles have also impacted ridership retention and growth.

There is no midday shuttle service and no weekend service.

While Glendora Transit's shuttle routes are effective at serving commuters and students, the service is currently not designed to meet the mobility needs of employees that work non-traditional work schedules or individuals who wish to run midday errands. Shuttle routes currently do not operate between 9:00 AM to 2:30 PM on weekdays and there is no weekend service. It should be noted that the City of Glendora has piloted new routes over the past several years, including summer routes for teens and morning school shuttles, which have been unable to generate significant ridership.

Transit demand is low to moderate throughout most of Glendora.

The demand for transit within the City of Glendora is low relative to adjacent communities. Vehicle ownership and household incomes are relatively high in Glendora; and low-wage jobs are prevalent in few areas of the city. Furthermore, Foothill Transit operates regional routes on corridors with the highest transit demand, thereby limiting the City of Glendora to operate in areas with lower transit demand.

Key Opportunities

Glendora Station has the potential to grow Glendora Transit ridership.

The A Line extension with a new Glendora Station will improve regional connectivity for residents and employees of Glendora. Reorienting Glendora Transit services to connect with this future transit hub will ensure first and last-mile access for traditional and reverse commuters as well as anyone else wishing to travel beyond city boundaries.

Expanding the utility of Glendora Transit can also increase ridership.

Approximately 2,000 Glendora residents live and work within the city. Many residents likely conduct most of their activities within the city. Redesigning shuttle routes and schedules to provide consistent service from higher-density residential areas to community destinations, such as Glendora Village, Glendora Marketplace, and the future Glendora Station, while maintaining productive school shuttles, would increase the effectiveness of the program.

2 FIXED ROUTE SERVICE

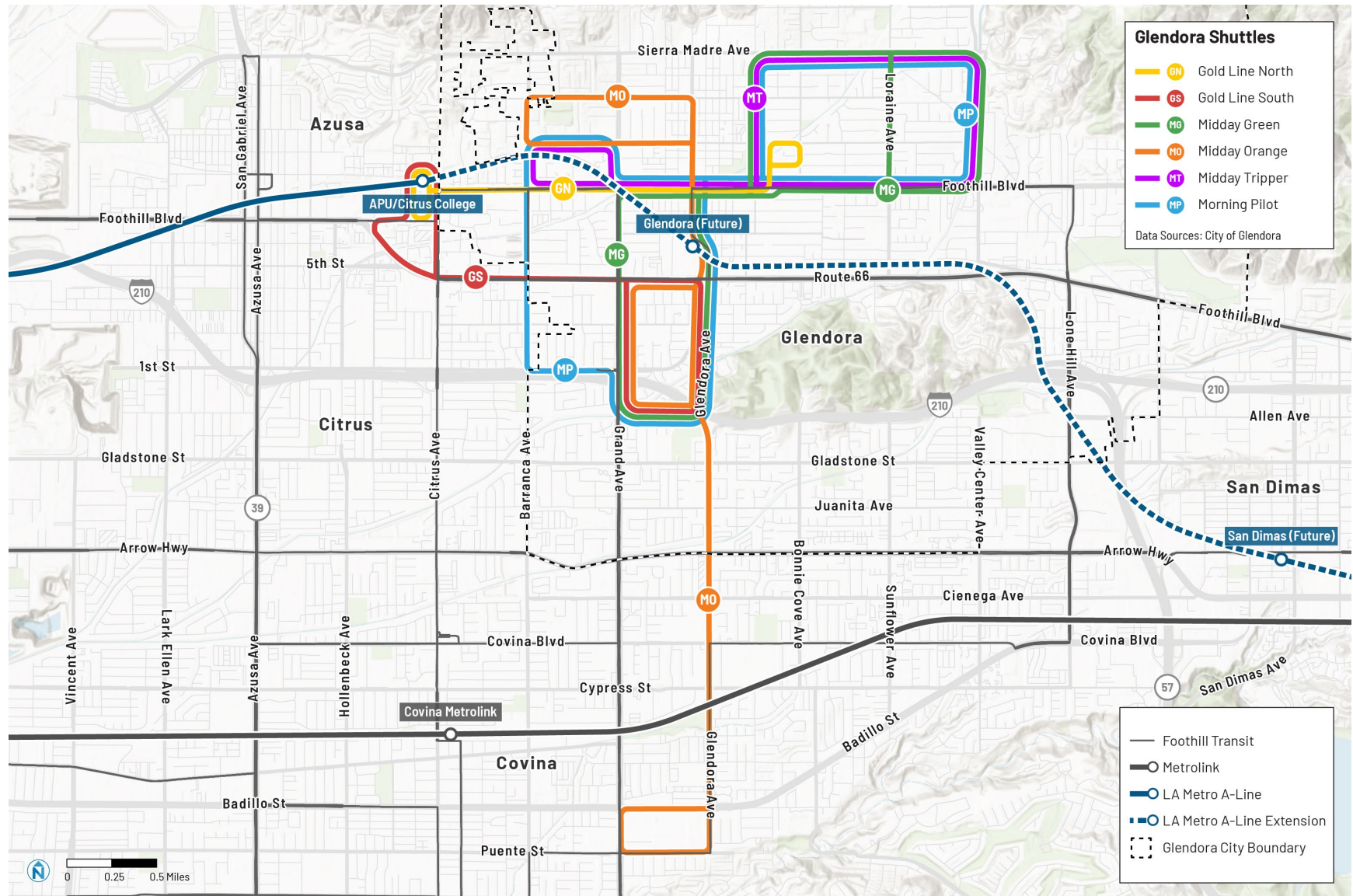
System Overview

Glendora Transit consists of six routes that operate Mondays through Fridays. Core weekday schedules are Monday through Wednesday and Fridays. Shuttle times vary by route and there is no service on holidays. Fixed-routes serve primarily morning commuters traveling to the Metro A Line and midday students traveling between school and home/after school activities. Shuttles can stop at any Foothill Transit stop along the route.

Description of routes:

- **Gold Line North:** Connects the Metro A Line APU/Citrus College Station in Azusa to the Transit Parking Plaza located at E Mountain View Avenue and N Cullen Avenue. The North route primarily travels along Foothill Boulevard.
- **Gold Line South:** Connects locations in South Glendora to the Metro A Line APU/Citrus College Station in Azusa. The South route travels along Route 66 between the Crowther Teen & Family Center and the APU/Citrus College Station.
- **Midday Orange:** During the regular academic year, the Midday Orange shuttle serves students at Royal Oak Middle School, Sandburg Middle School, and Charter Oak High School.
- **Midday Green:** During the regular academic year, the Midday Green provides transportation services to students who attend Goddard Middle School and Glendora High School.
- **Midday Tripper:** During the regular academic year, the Midday Tripper serves students who attend Goddard Middle School, Sandburg Middle School, and Glendora High School.
- **Morning Pilot:** The Morning Pilot route is a temporary shuttle route. Major stops include Glendora High School, Goddard Middle School, and Sandburg Middle School.

Glendora Shuttle Network and Regional Transit

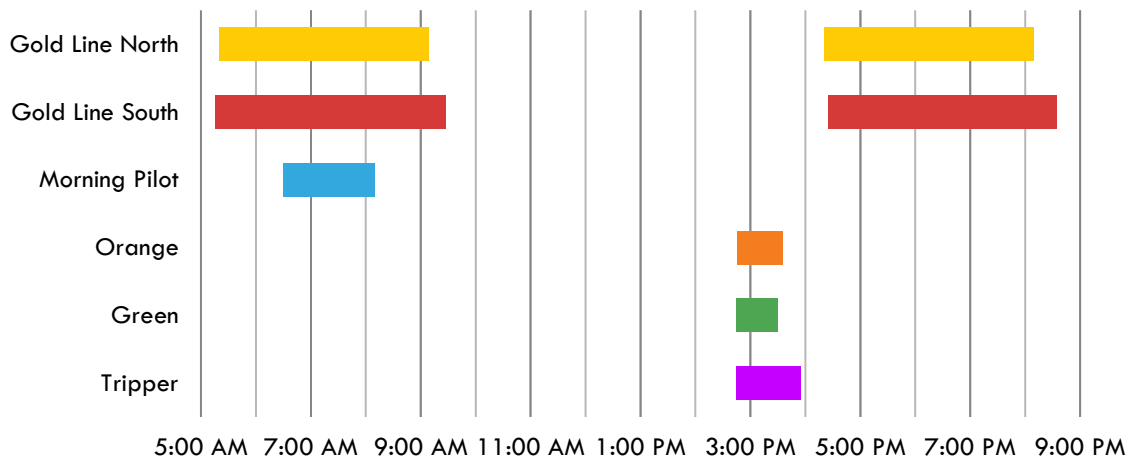


Service Availability

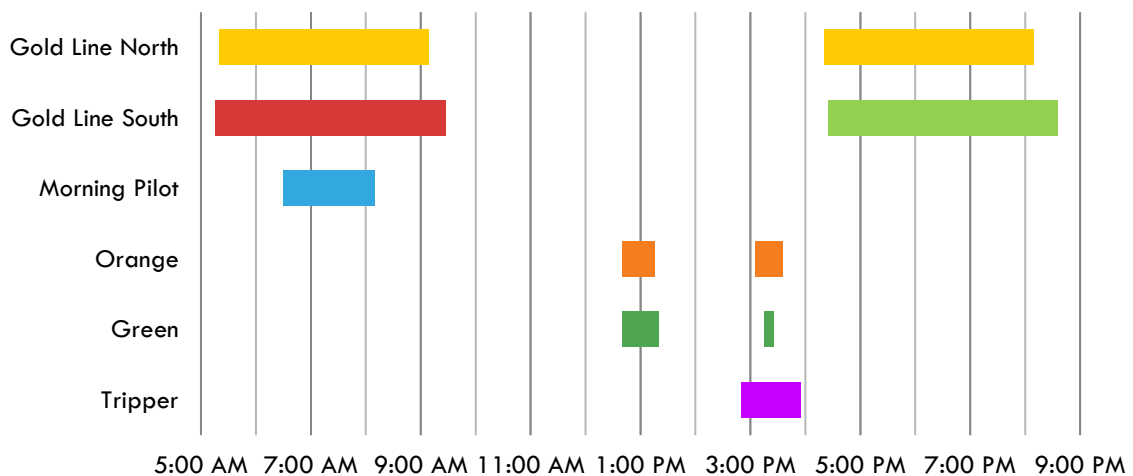
Glendora Transit operates the same service schedule on Mondays through Fridays, except on Thursdays. Thursday service has slightly earlier midday service to accommodate early dismissal from schools. Aside from the Morning Pilot Route, the Gold Line Shuttles, which provides morning and evening service, is oriented toward Metro A Line commuters arriving and departing from APU/Citrus College Station. Midday service, comprising of the Orange, Green, and Tripper Routes, primarily serves students traveling from schools after dismissal.

Foothill Transit provides all-day service in Glendora, except for Line 490 which operates six trips in the morning to downtown LA and ten trips from downtown LA in the evening.

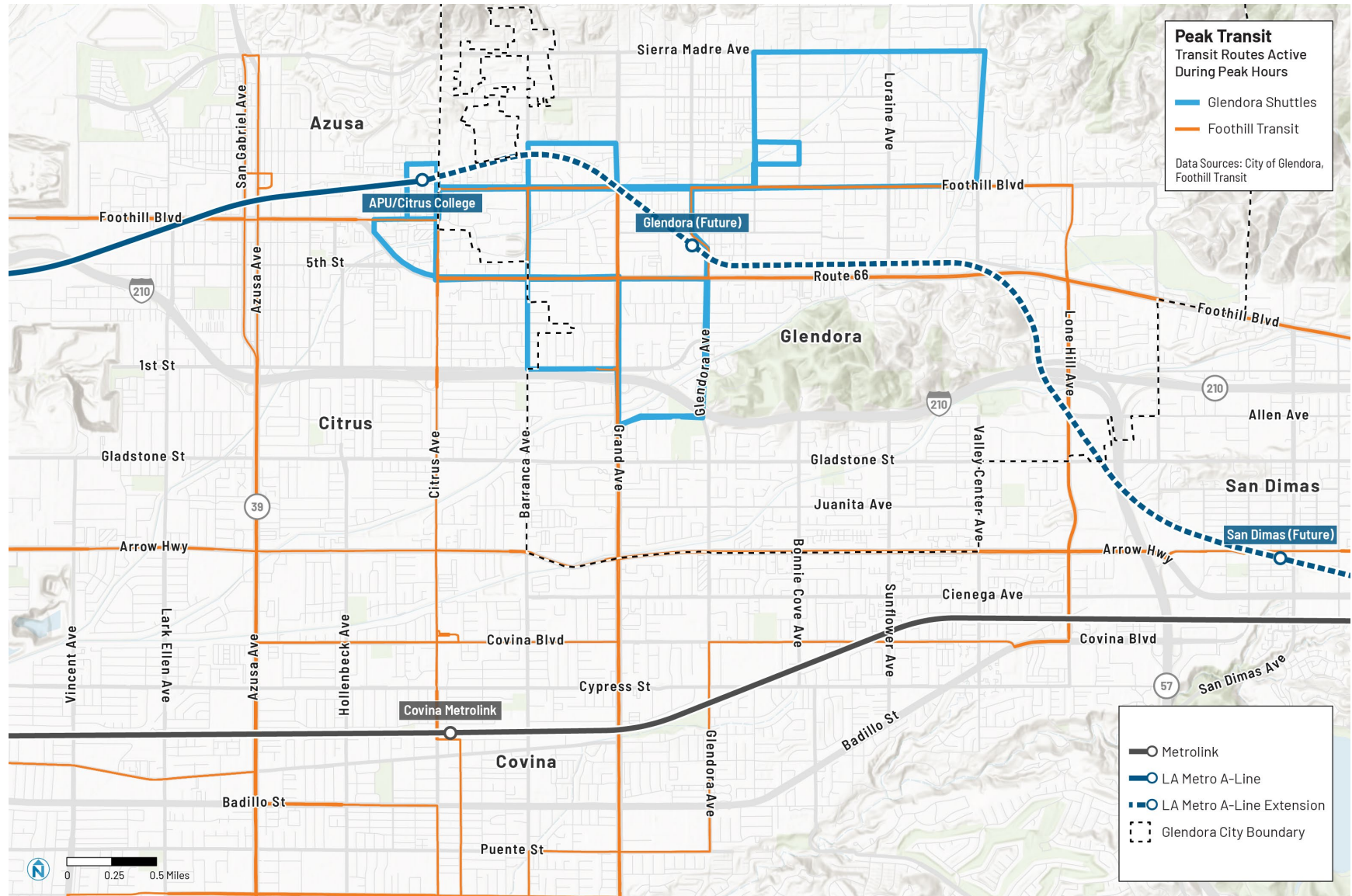
Monday-Wednesday, and Friday Service Availability



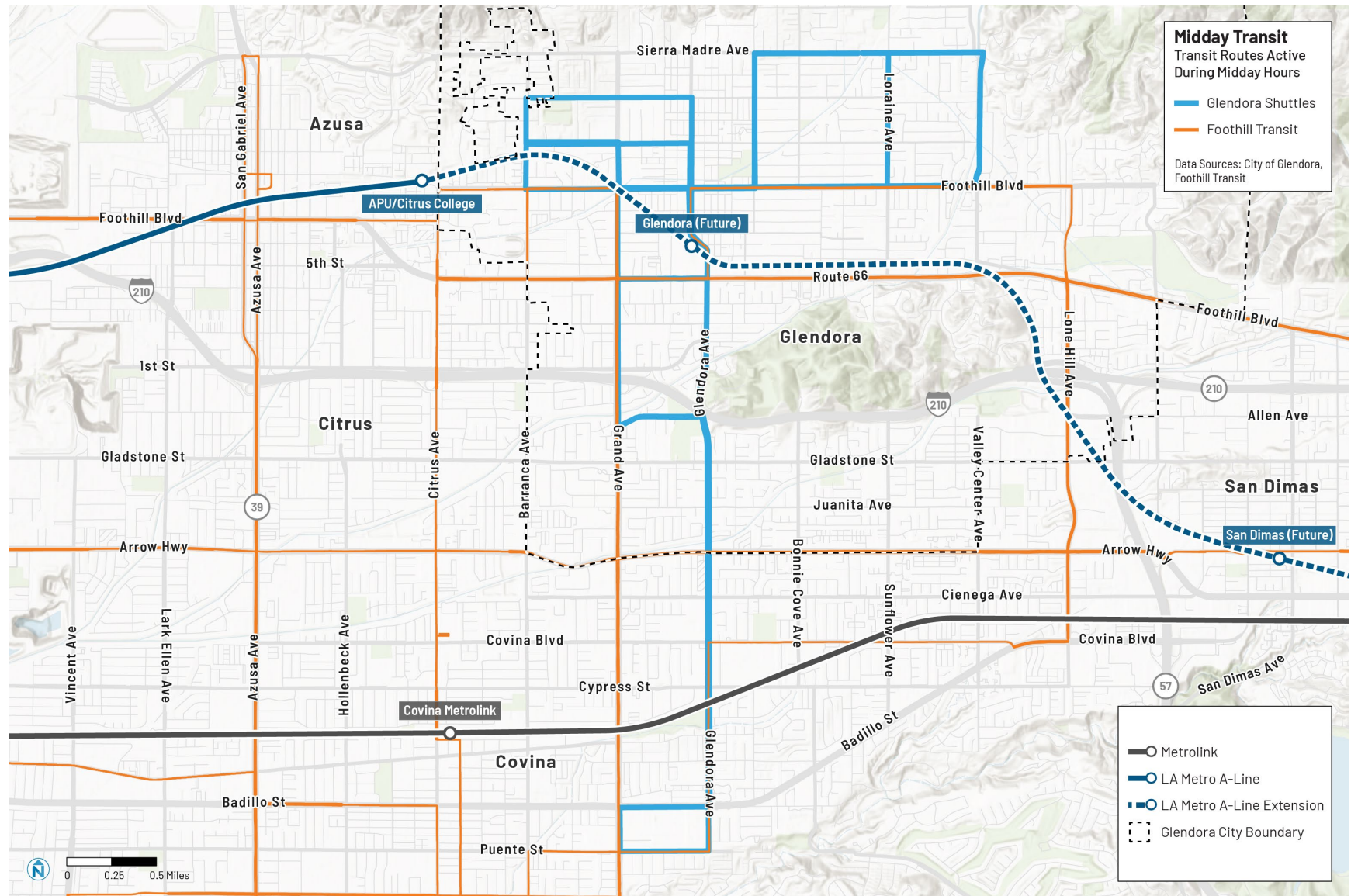
Thursday Service Availability



Peak Transit Service in Glendora

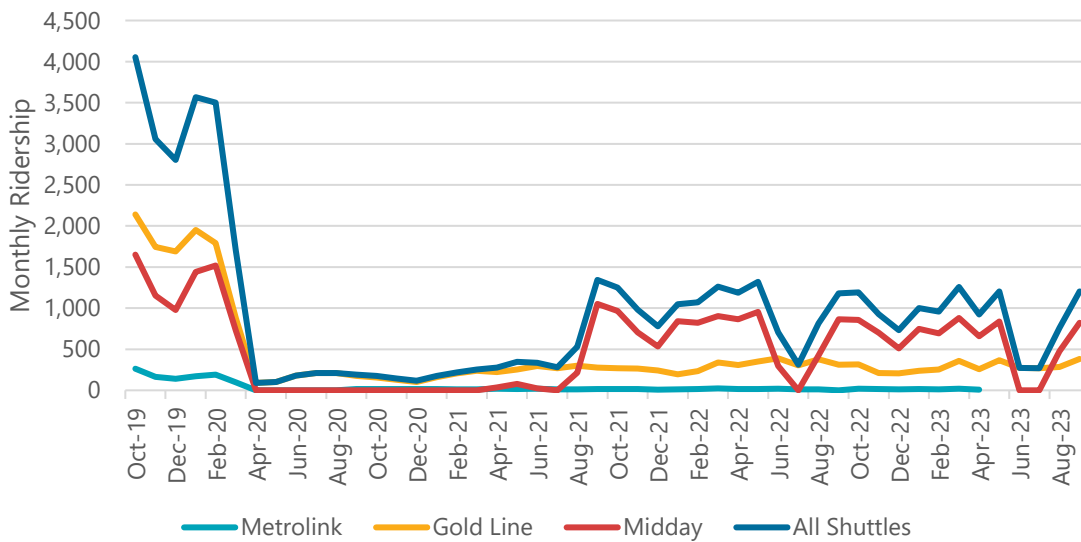


Midday Transit Service in Glendora



Historical Ridership

Like many other transit agencies, ridership on Glendora’s shuttle service plummeted with the onset of the COVID-19 pandemic and has not fully recovered. The Metrolink shuttle had the lowest monthly ridership of Glendora Transit services. Due to this, it was eliminated in May 2023. Ridership on the midday shuttles is slightly over 50% of pre-COVID levels while the Gold Line shuttle ridership is at approximately 20% of pre-COVID levels.



Resources and Ridership

Glendora Transit's highest ridership routes are the Midday Orange and Midday Green. The Morning Pilot Route, introduced by Glendora Transit for the current school year, has the lowest ridership of all routes. A discussion regarding route productivity is included in the "Productivity" section later in this chapter.

All routes require one vehicle to provide scheduled service. Glendora Transit has three service windows (AM peak, midday, and PM peak service).

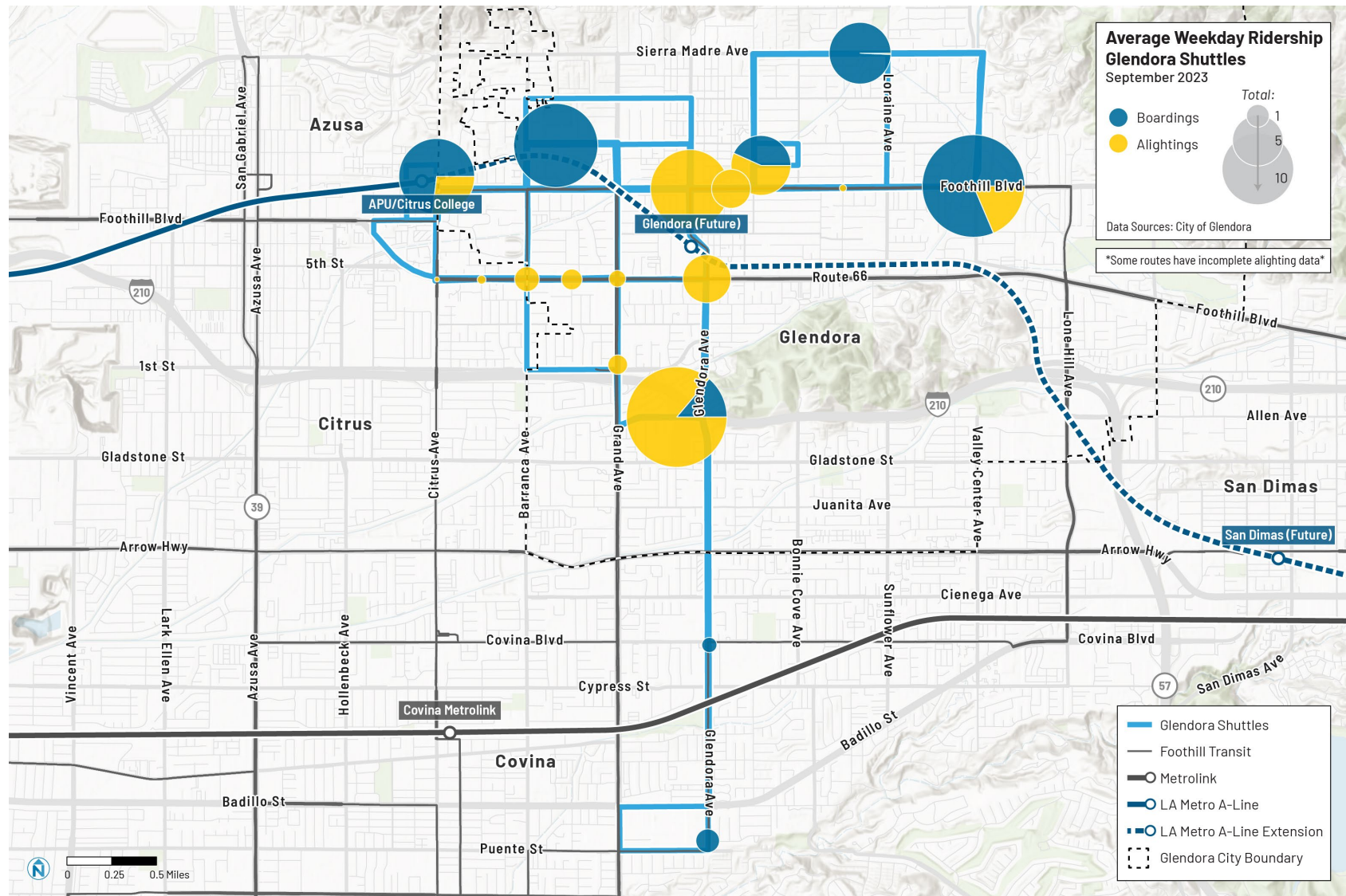
- In the AM peak, with the Gold Line North, Gold Line South, and Morning Pilot routes operating, three vehicles are required.
- In the midday, with the Orange, Green, and Tripper routes operating, three vehicles are required.
- In the PM peak, with the Gold Line North and Gold Line South routes operating, two vehicles are required.

Route	Sept 2023 Revenue Hours	Sept 2023 Ridership	Sept 2023 Avg Daily Ridership	Vehicles Needed
Gold Line North	143.9	142	7	1
Gold Line South	160.3	141	7	1
Midday Orange	26.9	309	15	1
Midday Green	26.5	350	18	1
Midday Tripper	33.4	163	8	1
Morning Pilot	33.9	19	1	1
Daily Total	424.9	1,124	56	3 max at any given time

Ridership Distribution

Ridership in the system is concentrated at a handful of stops. Ridership at five different schools constitutes almost three-quarters of the entire systemwide ridership.

Stop	Sept 2023 Monthly Boardings	Percent of Systemwide Boardings
Transit Plaza	61	6%
Gold Line Station	165	15%
Teen Center	55	5%
Goddard Middle School	149	14%
Glendora High School	337	31%
Sandburg Middle School	303	28%
Royal Oak Middle School	22	2%
Charter Oak High School	9	1%
Total	1,101	100%



Productivity

Productivity is measured differently depending on the type of service being provided.

Typically, routes with all-day service are measured in boardings per vehicle revenue hour. Boardings, or ridership, is the number of people that board a transit vehicle. Revenue hours is the amount of time the bus operates in service, including recovery time and operator breaks at the end of each trip. Routes with service for just a few hours in a day or just a few trips a day are typically measured in boardings per vehicle trip (as denoted in the published schedule).

Since Glendora Transit's routes do not fall into the same bucket, both measures of productivity were computed for each route.

As a general rule of thumb, routes averaging 10 to 15 boardings per revenue hour are considered productive services. Regardless of the metric used, the Midday Orange and Midday Green routes are Glendora Transit's most productive services.

Route	Sept 2023 Ridership	Sept 2023 Revenue Hours	Passengers per Revenue Hour	Sept 2023 Vehicle Trips	Passengers per Trip
Gold Line North	142	143.90	1.0	480	0.3
Gold Line South	141	160.32	0.9	380	0.4
Midday Orange	309	26.93	11.5	40	7.7
Midday Green	350	26.50	13.2	44	8.0
Midday Tripper	163	33.40	4.9	60	2.7
Morning Pilot	19	33.85	0.6	60	0.3

Service Reliability

Based on a sample of on-time performance data from September 2023, schedule adherence across all of Glendora Transit's routes was very high and no on-time performance issues were identified.

Fleet

There are three active vehicles dedicated for shuttle service. Glendora Transit is currently working to integrate two electric vehicles into the fleet once the charging infrastructure has been installed at their new bus base. Dial-A-Ride vehicles are used to supplement the shuttle fleet when vehicles are out of service for maintenance.

Vehicle Number	Year	Make/Model	Propulsion	Rider Capacity	Anticipated Retirement
418	2011	Ford El Dorado	CNG	26	2023
419	2014	Ford Aerostar	Gas	16	2023
421	2015	Chevrolet Arboc	CNG	18	2026
510	2022	Greenpower EV250	Electric	21	2032
511	2022	Greenpower EV250	Electric	21	2032



Fares

Glendora Transit charges the following fares: adults pay \$1.00 per trip, K-12 students pay \$0.75 per trip, and seniors and people with disabilities pay \$0.50 per trip. Riders can use cash or a TAP card to pay for fares.

Gold Line North

The Gold Line North Shuttle operates peak-only weekday service between the Glendora Transit Parking Plaza to the APU/Citrus College A Line Station. It is primarily designed for commuters looking to park, ride, and connect to the A Line. The shuttle operates every 20 minutes in the morning from 5:20 AM and 9:09 AM and in the afternoon from 4:20 PM to 8:09 PM.

Schedule

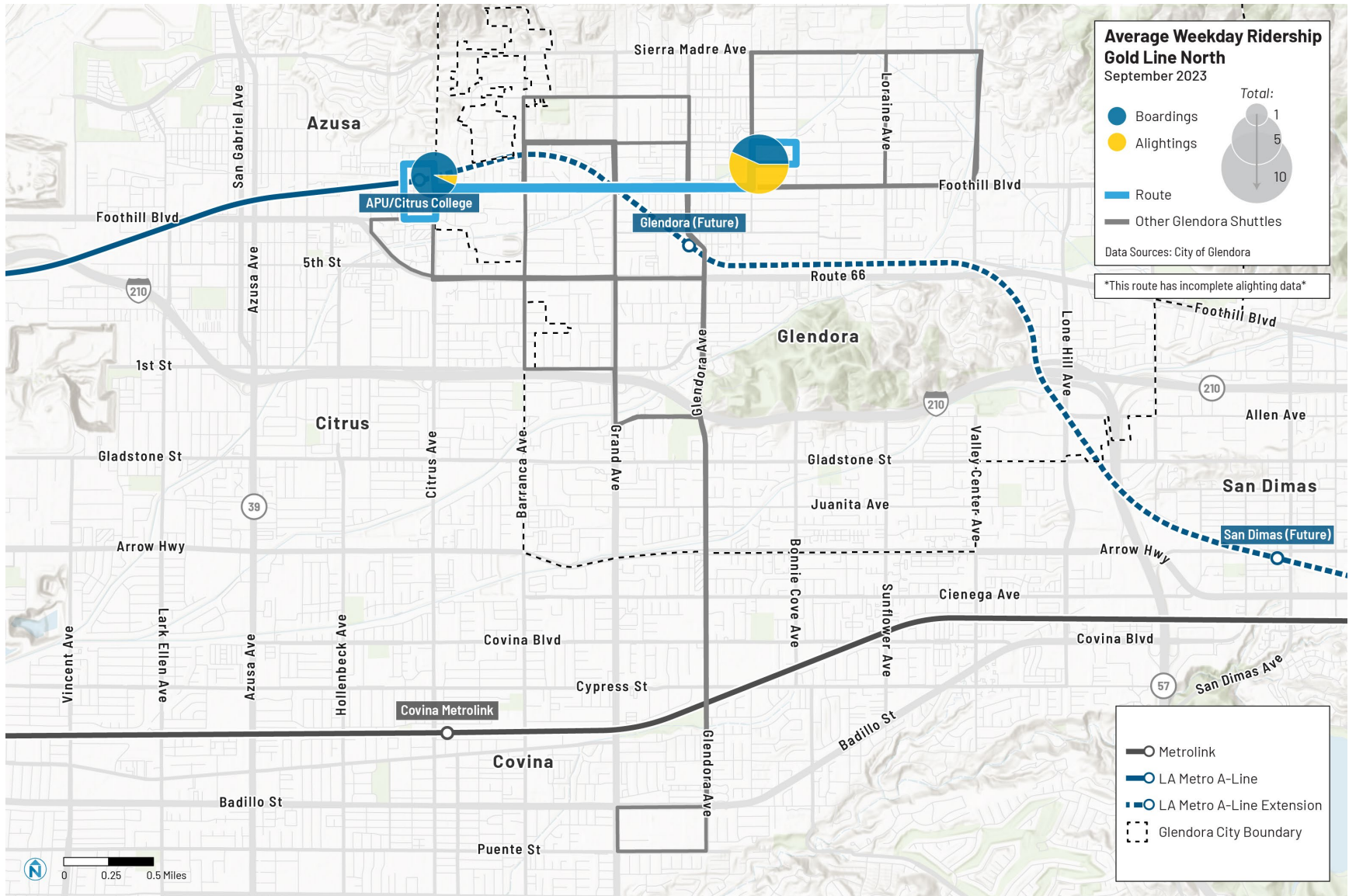


Ridership Activity

There is only boarding activity at the two ends of the route, indicating the market for this service is predominantly commuters using the shuttle to connect to the A Line.

Performance

- Average Weekday Boardings: 7
- Average Passengers per Revenue Hour: 1.0
- Average Passengers per Trip: 0.3



Gold Line South

The Gold Line South Shuttle operates peak-only weekday service between the Crowther Teen and Family Center to the APU/Citrus College A Line Station. It is primarily designed for commuters connecting to the APU/Citrus College A Line. The shuttle operates every 30 minutes in the morning from 5:15 AM and 9:27 AM and in the afternoon from 4:25 PM to 8:35 PM.

Schedule

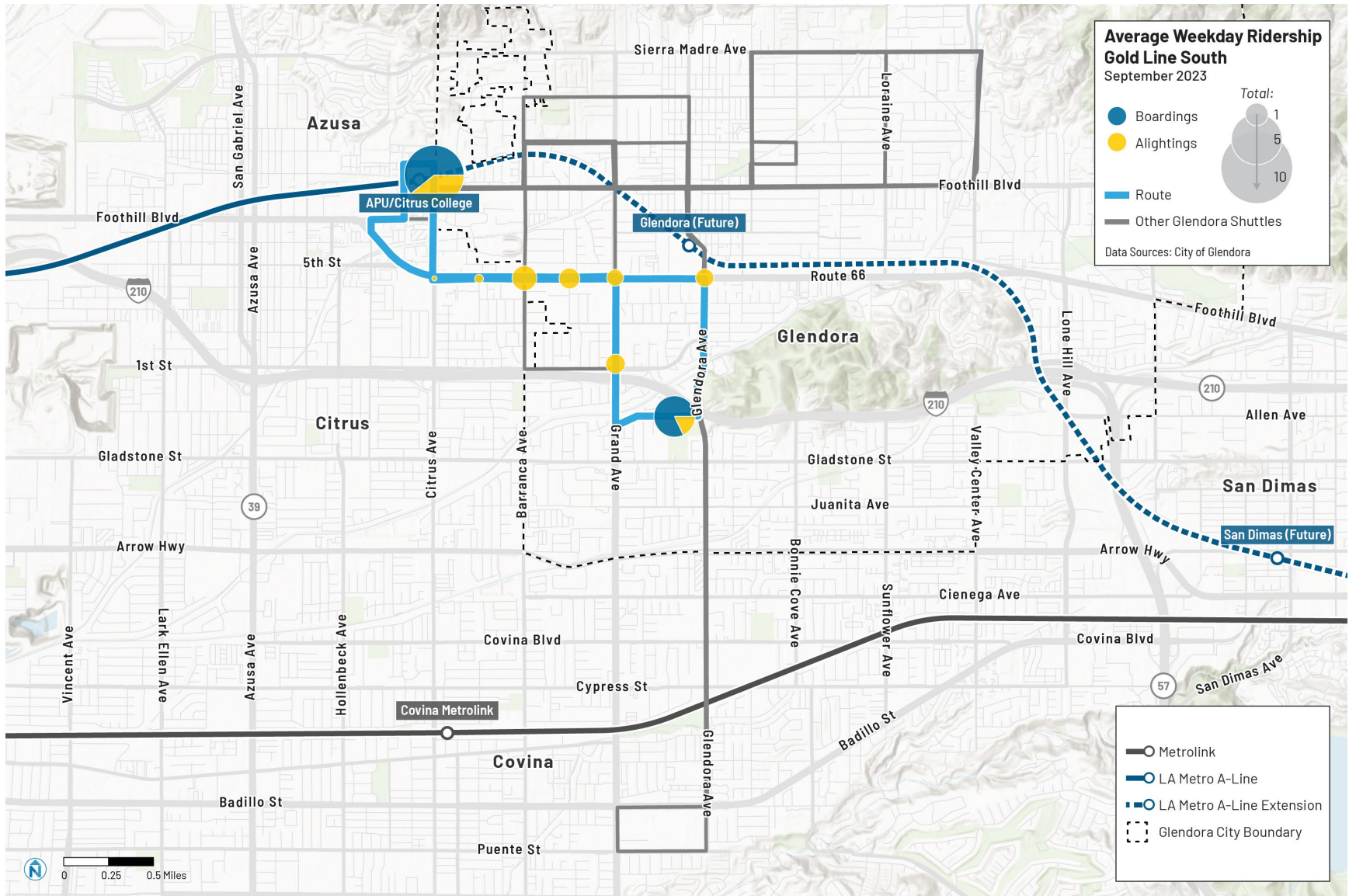


Ridership Activity

Boarding activity is concentrated at both ends of the line, indicating the predominant market for this service is commuters using the shuttle to connect to the A Line. There is also some alighting activity along Route 66. Ridership reports indicate these passengers are coming from the A Line Station in the afternoon. Riders from the A Line station have the option of either riding Foothill Transit Line 284 or this route and are likely choosing to use whichever service comes first.

Performance

- Average Weekday Boardings: 7
- Average Passengers per Revenue Hour: 0.9
- Average Passengers per Trip: 0.4



Orange

The Orange Shuttle operates midday weekday service during the academic school year to students who attend Royal Oak Middle School, Sandburg Middle School, and Charter Oak High School. The route also makes stops in downtown Glendora, the Glendora Library, and the Crowther Teen and Family Center. The core weekday schedule includes two trips, operating between 2:45 PM and 3:35 PM. On Thursdays, one shortened trip (Sandburg Middle School only) departs at 12:40 PM and one full trip departs at 1:05 PM.

Schedule

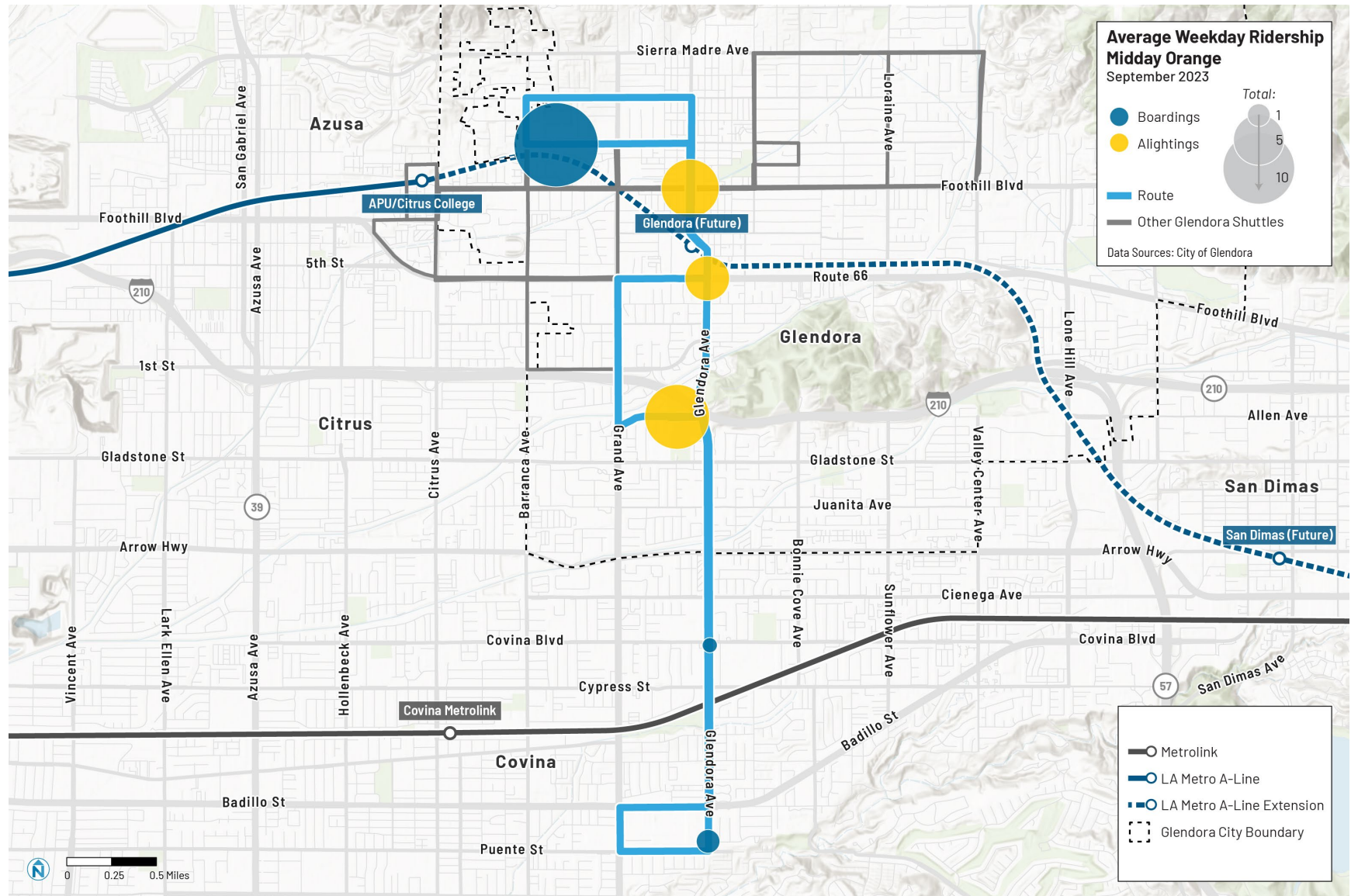


Ridership Activity

Almost 90% of the route’s average weekday boardings are at Sandburg Middle School (14 riders). The Royal Oak Middle School and Charter Oak High School stops have an average of one boarding per day. Approximately 79% of alightings are for the Crowther Teen and Family Center and the Downtown/Library stop, indicating students are predominantly using this route for after school activities.

Performance

- Average Weekday Boardings: 15
- Average Passengers per Revenue Hour: 11.5
- Average Passengers per Trip: 7.7



Green

The Green Shuttle operates midday weekday service during the academic school year to students who attend Goddard Middle School and Glendora High School. The route makes stops in downtown Glendora, the Glendora Library, and the Crowther Teen and Family Center. The core weekday schedule includes two trips, operating between 2:45 PM and 3:30 PM. On Thursdays, two trips operate between 12:40 PM and 1:20 PM, and one shortened trip (Glendora High School only) departs at 3:15 PM.

Schedule

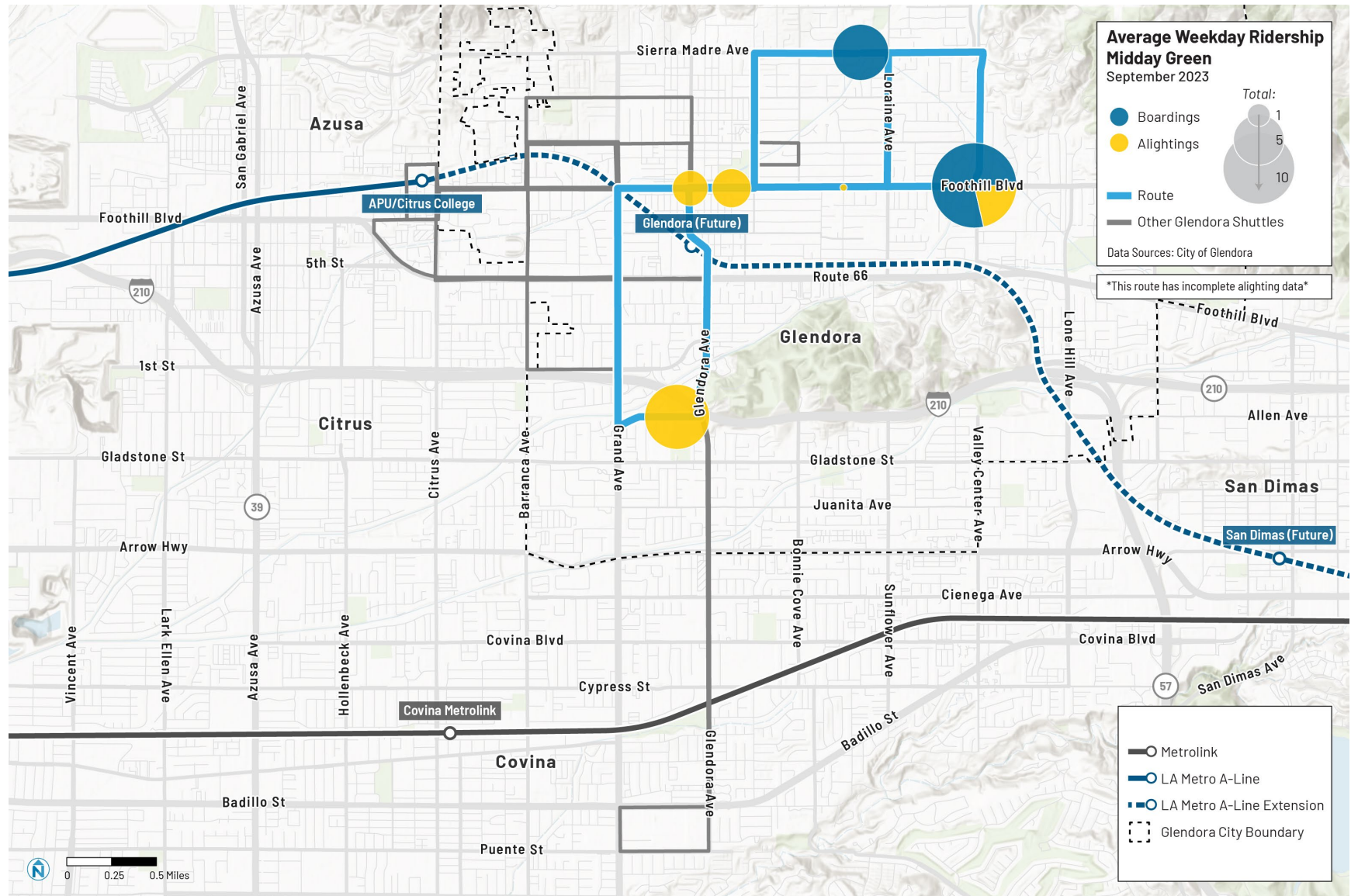


Ridership Activity

All the route’s average weekday boardings are at Goddard Middle School and Glendora High School. Approximately 64% of alightings are for the Crowther Teen and Family Center and the Downtown/Library stop, indicating students are predominantly using this for after school activities. Approximately 18% alightings are at the Foothill Transit stops along Foothill Boulevard.

Performance

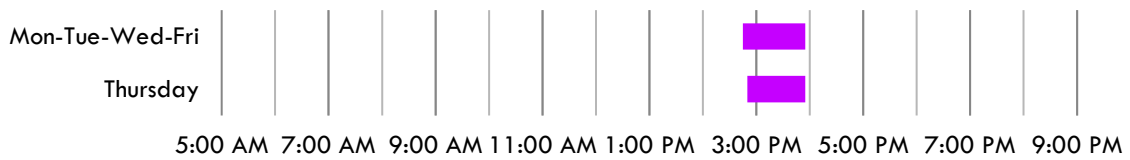
- Average Weekday Boardings: 18
- Average Passengers per Revenue Hour: 13.2
- Average Passengers per Trip: 8



Tripper

The Tripper Shuttle operates midday weekday service during the academic school year to students who attend Goddard Middle School, Sandburg Middle School, and Glendora High School. The route makes stops in downtown Glendora and the Glendora Library. The core weekday schedule includes three trips, operating between 2:45 PM and 3:55 PM. On Thursdays, three trips operate between 2:50 PM and 3:55 PM.

Schedule

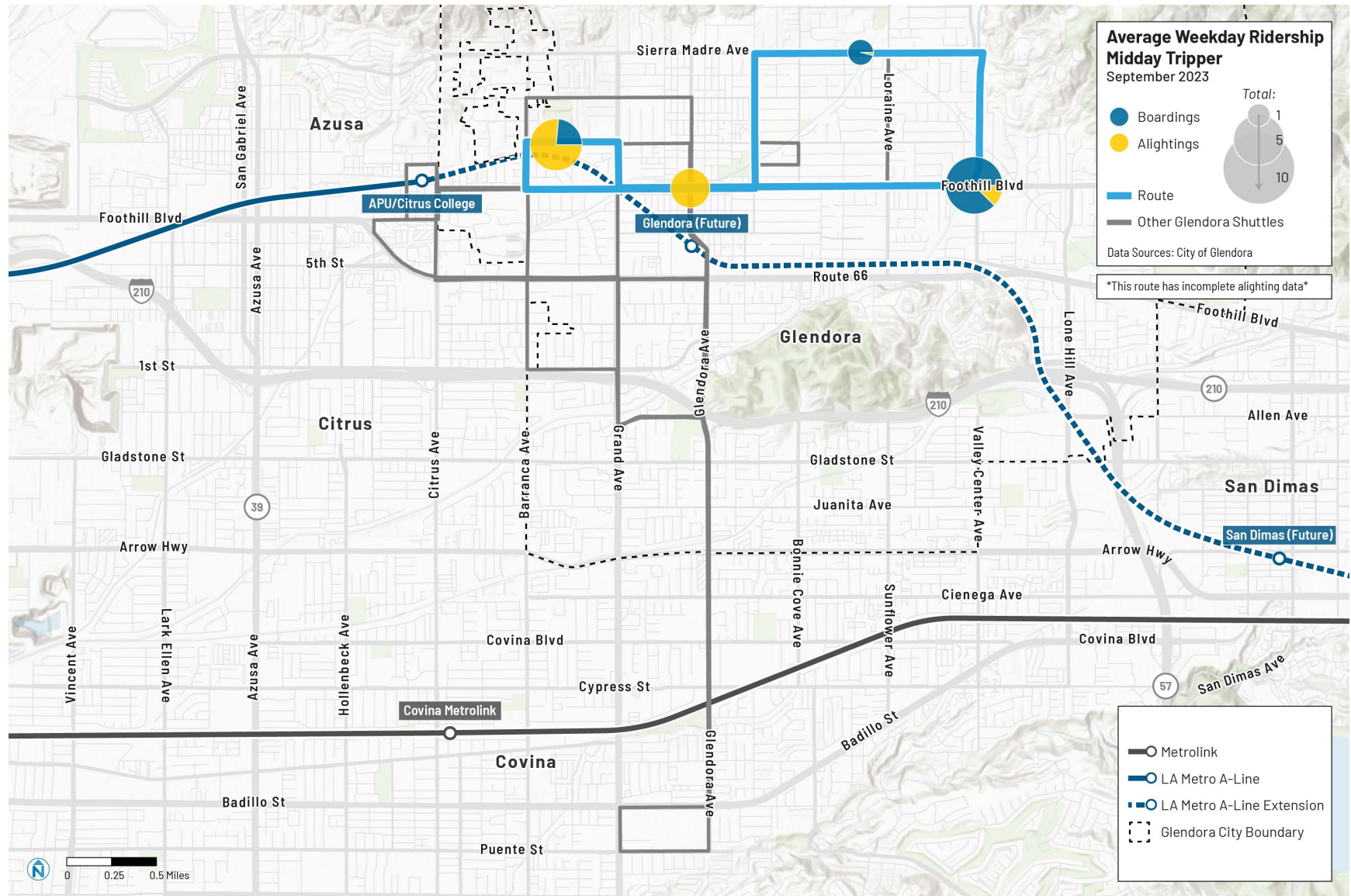


Ridership Activity

The majority of boardings (70%) of boardings are at Glendora High School. Approximately 61% of alightings are at Goddard Middle School, Sandburg Middle School, and Glendora High School. Approximately 38% of alightings are at the Library/Downtown stop.

Performance

- Average Weekday Boardings: 8
- Average Passengers per Revenue Hour: 4.9
- Average Passengers per Trip: 2.7



Funding and Expenditures

Glendora Transit's shuttle service is funded predominantly by local funds. Only approximately 1.3% of the FY 2023 operating cost was covered by fares collected. Cost per trip is about \$37, while the cost per revenue hour is about \$79.

	FY 2023 Ridership	FY 2023 Rev Hours	FY 2023 Operating Cost	FY 2023 Normalized Cost
Cost per Trip	10,733		\$400,402.64	\$37.31
Cost per Revenue Hour		5,062.01		\$79.06

3 DIAL-A-RIDE SERVICE

Overview

Glendora's Dial-A-Ride service is a shared ride, curb-to-curb service for Glendora residents ages 62 and older and residents younger than 62 who are unable to independently use public transit due to disability. The ADA Complementary Paratransit service for LA County residents is run by Access (described in the following chapter) and is only eligible to people with disabilities.

Span of Service and Fares

Service hours are 8:00 AM – 5:00 PM on weekdays and 9:00 AM – 2:00 PM on weekends. The cost for Dial-A-Ride within the City of Glendora is \$0.50 for a one-way trip. Trips to Azusa, Covina, and San Dimas are \$1.50 one-way. Trips to Baldwin Park, Duarte, Pomona, and West Covina are \$4.00 one-way.

Policy Overview

The Dial-A-Ride travels outside of city limits to approved medical facilities for medical appointments only. Approved medical facilities include:

- Casa Colina Azusa
- Casa Colina Pomona
- City of Hope (Duarte)
- Inter-Community Hospital (Covina)
- Kaiser Permanente Baldwin Park Medical Center
- Kaiser Permanente San Dimas Medical Offices
- Kaiser Permanente Irwindale Medical Offices
- Pomona Valley Hospital
- Queen of the Valley Hospital (West Covina)
- San Dimas Hospital

Eligibility

Residents ages 62 and older, or residents who are unable to independently use public transportation due to a disability must apply and be approved to use Dial-A-Ride. Individuals wishing to qualify based on disability complete a Supplemental Application which includes a doctor’s note and signature indicating the disability and explicitly describing how it prevents the applicant from using regular transit service. Only full eligibility is granted, no conditional or temporary eligibility.

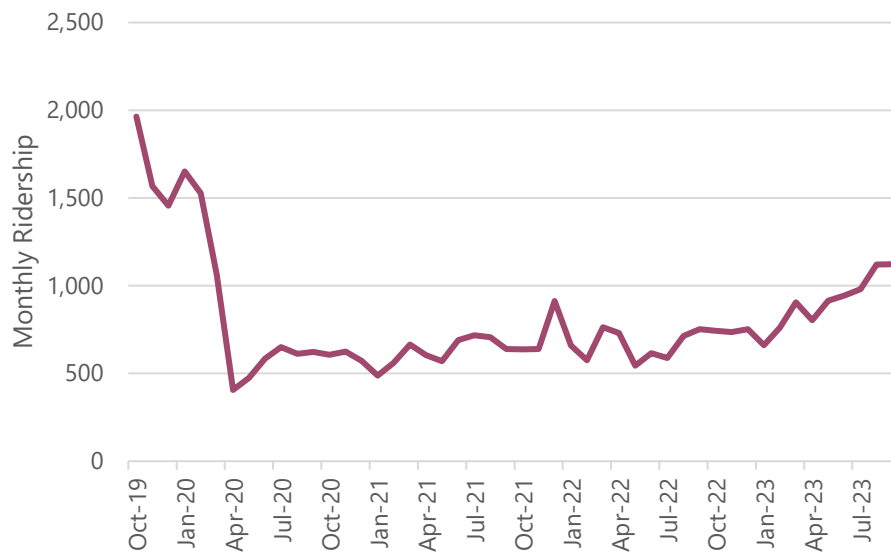
The city notes that as of September 2023, 92% of individuals qualified based on age, with the remaining 8% qualifying based on disability.

Reservations

Residents may book Dial-A-Ride trips online with the city’s trip reservation system or by calling the Glendora Transportation Center to schedule.

Historical Ridership

Similar to Glendora’s shuttle service, Dial-A-Ride ridership also dropped due to the pandemic. As of September 2023, ridership is at roughly 57% of October 2019 numbers.



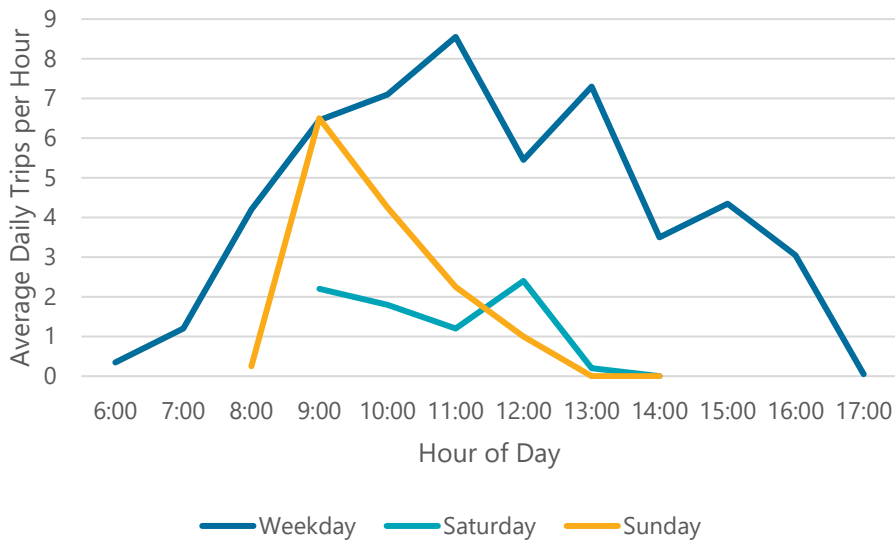
Resources and Ridership

Weekdays are the highest ridership days for Dial-A-Ride service, followed by Sundays.

Weekday Dial-A-Ride trips peak during the midday (11 AM to 1 PM). On Saturdays, trips peak in the early morning (9 AM) and at lunchtime (Noon). Trips on Sundays are predominantly concentrated during the 9:00 hour.

	Sept 2023 Revenue Hours	Sept 2023 Ridership	Sept 2023 Avg Daily Ridership
Weekday	645.3	1,035	52
Saturday	33.4	33	7
Sunday	16.1	55	14

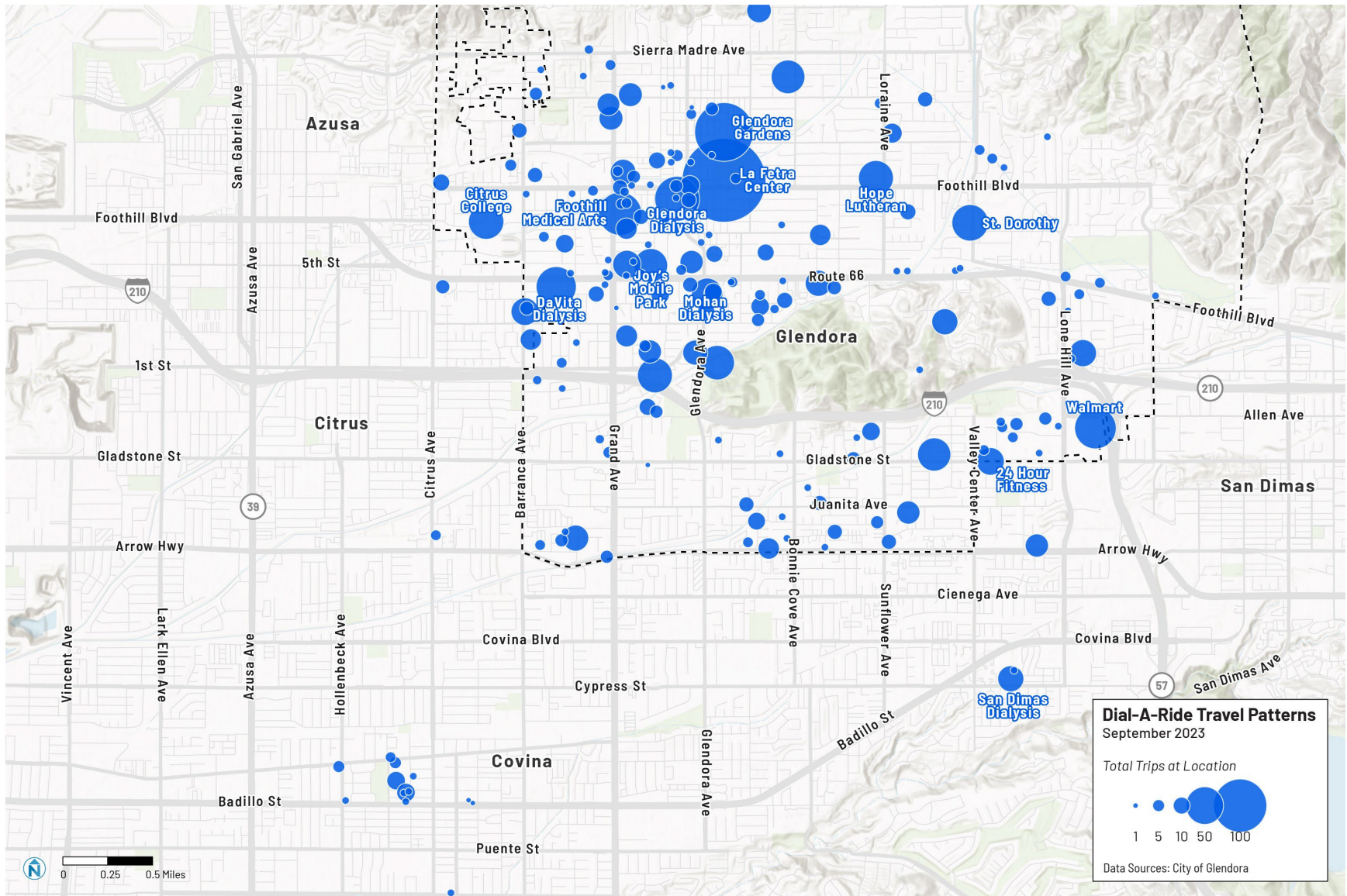
Temporal Distribution of Dial-A-Ride Trips

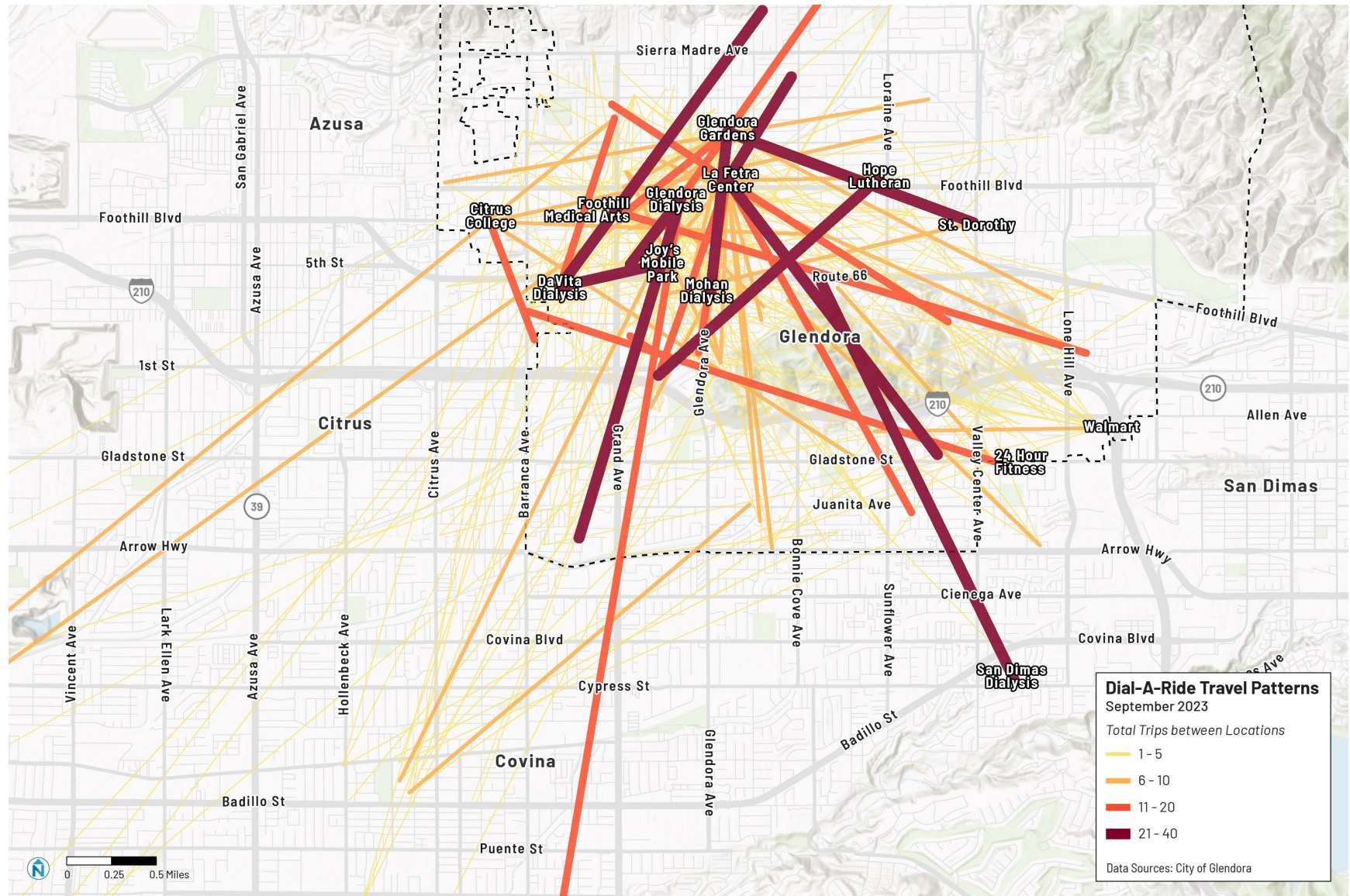


Travel Patterns

The most popular Dial-A-Ride trip locations are near downtown Glendora near Glendora Gardens apartments, La Fetra Center, and several medical centers. As per the program's policy, trips outside of Glendora city limits are limited to health clinics, including Inter-Community Hospital in Covina and San Dimas Hospital.

Total trips between locations show which travel patterns are most common. Dial-A-Ride trips commonly start or end at a residence and connect travelers to health clinics, activity centers, or shopping.





Productivity and On-Time Performance

Productivity for demand response services is typically measured in passengers per revenue hour. As a rule of thumb, two or more passengers per revenue hour is considered productive service. Four passengers per revenue hour is considered the upper limit of any demand response service.

	Sept 2023 Ridership	Sept 2023 Revenue Hours	Passengers per Revenue Hour
Weekday	1,035	645.3	1.6
Saturday	33	33.4	1.0
Sunday	55	16.1	3.4

In September 2023, on-time performance for Dial-A-Ride was 96.5%.

Fleet

There are six active vehicles dedicated for Dial-A-Ride service. No more than five vehicles are in service at any one time.

Vehicle Number	Year	Make/Model	Rider Capacity	Anticipated Retirement
313	2014	MV 1	3	2024
314	2018	V-Ford Transit 350, Nor Cal Van	10	2026
315	2019	Dodge Caravan	8	2029
316	2019	Dodge Caravan	8	2029
317	2021	Class V Ford Transit 350	8	2031
318	2021	Class V Ford Transit 350	8	2031



Funding and Expenditures

Glendora Transit’s Dial-A-Ride service is funded predominantly by local funds. Only approximately 0.7% of the FY 2023 operating cost was covered by fares collected. Cost per trip is about \$68, while the cost per revenue hour is about \$79, both of which are higher than for fixed route service.

	FY 2023 Ridership	FY 2023 Rev Hours	FY 2023 Operating Cost	FY 2023 Normalized Cost
Cost per Trip	9,276		\$633,924.73	\$68.34
Cost per Revenue Hour		8,018.2		\$79.06

4 REGIONAL TRANSIT

Aside from the service provided by the City of Glendora, there are four other transit agencies that provide fixed-route and paratransit service within or adjacent to the City of Glendora. This chapter includes a summary of service provided by the following providers:

- LA Metro
- Foothill Transit
- Metrolink
- LA Access

LA Metro A Line

LA Metro is the region's largest transit agency. LA Metro operates the A Line, a light rail service that operates from Azusa to Long Beach via downtown Los Angeles. Currently, the City of Glendora provides fixed-route service to the current terminus at the APU/Citrus College Station. An extension of the A Line to Pomona is anticipated to open in 2025 and would include a station in Glendora near the intersection of S Vermont Avenue and W Ada Avenue.

The A Line currently operates from 3:30 AM to 1:00 AM seven days a week. On weekdays, trains arrive every 8 minutes during the AM and PM peak, every 10 minutes during the midday, and every 20 minutes in the early morning and late evening. On weekends, trains arrive every 10 minutes from 7:00 AM to 7:30 PM, and every 20 minutes at all other times.

Fares on all LA Metro services are \$1.75 per trip. Seniors and people with disabilities pay \$0.75 per trip during peak times and \$0.35 per trip at all other times. LA Metro has the GoPass program that allows individuals at qualifying K-12 schools and colleges to ride transit for free. Unfortunately, no high schools or middle schools serving Glendora participate in the program. Citrus College is the only higher education institution in Glendora who participates. Various other pass products are available which reduce the cost per ride.



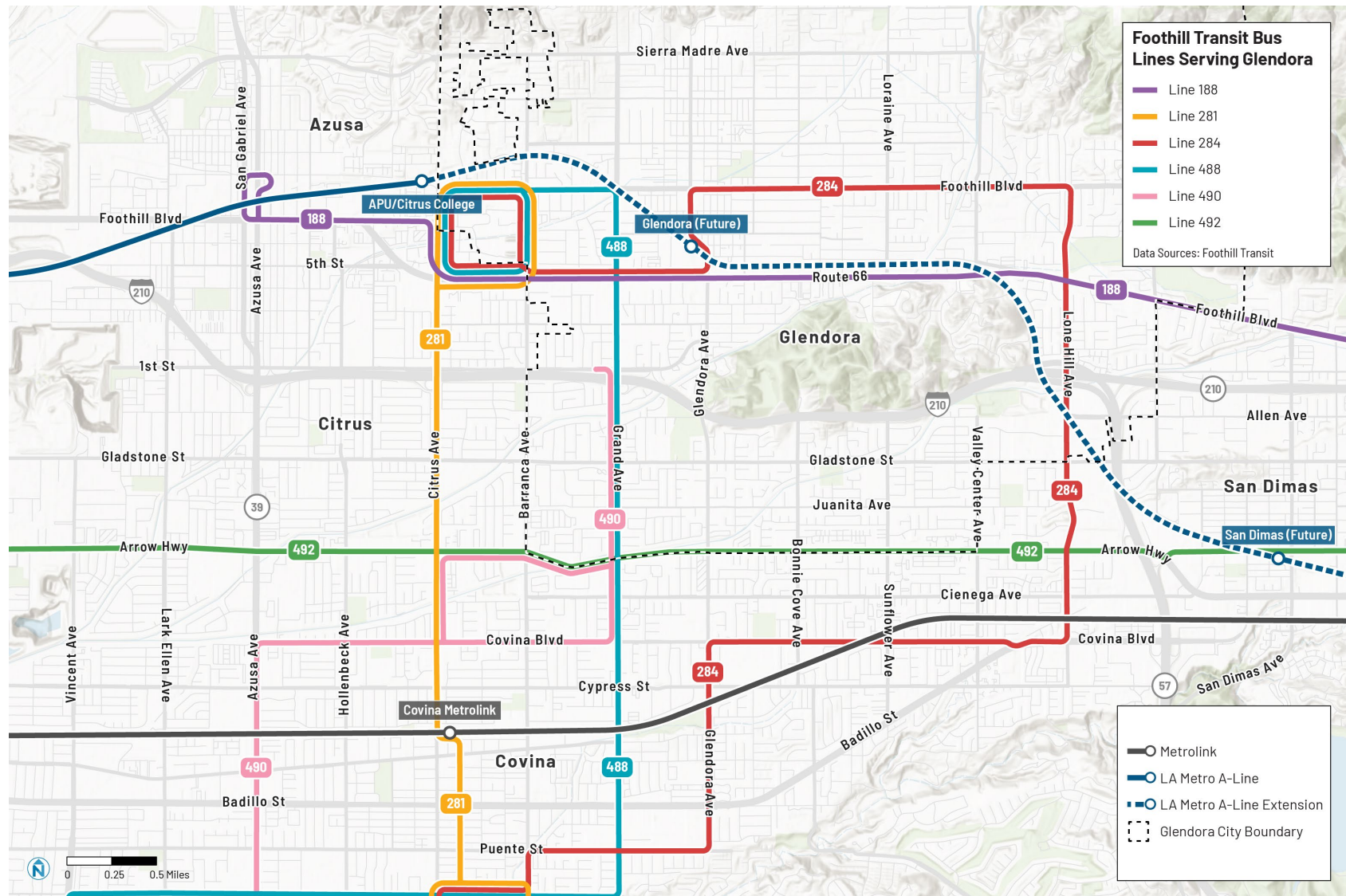
Glendora Station under construction

Foothill Transit

Foothill Transit is the provider for the San Gabriel Valley. Foothill Transit provides some service in the city of Glendora, as listed in the table on the following page.

Fares on the Foothill Transit lines, except Line 490, are \$1.75 per trip. Seniors and people with disabilities pay \$0.75 per trip. K-12 riders pay \$1.00 per trip with a valid student ID card issued by Foothill Transit (this is separate from LA Metro's GoPass which is also accepted by Foothill Transit). Citrus College students ride for free, while Azusa Pacific University students can ride for \$1.00 with a special Photo ID TAP card issued by Foothill Transit. One-way fares on Line 490 cost \$5.50 per trip. Various pass products are available which reduce the cost per ride.

Line	Span of Service	Weekday Frequency	Weekend Frequency
188 – Azusa – Claremont – Montclair Transit Center	Weekdays: 4:00 AM – 12:45 AM Weekends: 5:15 AM – 12:15 AM	Peak: 15 mins Off-Peak: 20-30 mins	30 mins
281 – Glendora – Azusa – West Covina – Puente Hills Mall	Weekdays: 5:00 AM – 11:00 PM Weekends: 5:45 AM – 7:30 PM	30 mins	60 mins
284 – Glendora – San Dimas – Covina – West Covina	Weekdays: 6:00 AM – 8:30 PM Weekends: 6:15 AM – 6:15 PM	60 mins	45 minutes from 10:45 AM – 3:45 PM, 90 minutes at all other times
488 – Glendora – West Covina – El Monte Station	Weekdays: 4:15 AM – 10:15 AM Weekends: 6:45 AM – 11:15 PM	Peak: 30 mins Off-Peak: 60 mins	60 mins
490 (Express) – Grand Ave Park & Ride – Downtown Los Angeles	Weekdays: 4:45 AM – 7:45 AM (pickups in Glendora), 4:15 PM – 7:45 PM (drop-offs in Glendora) Weekends: No service	6 morning trips from Glendora 10 afternoon trips to Glendora	N/A
492 – El Monte Station – Arcadia – Montclair Transit Center via Arrow Hwy	Weekdays: 4:30 AM – 11:15 PM Weekends: 6:00 AM – 10:30 PM	Peak: 20-30 mins Off-Peak: 30 mins	30 mins from start of service to approx. 7 PM, then every 60 mins



Metrolink

Metrolink is the regional rail operator for the greater Los Angeles area. They operate the San Bernardino Line which runs south of Glendora. The closest station to Glendora is the Covina Station.

The San Bernardino Line currently operates seven days a week, with more service on weekdays. On weekdays, trains operate from 3:45 AM to 11:15 PM. Service is oriented with peak service towards downtown LA in the morning and out of downtown LA in the afternoon. During the morning and evening rush, trains arrive every 20 to 30 minutes in the peak direction. At all other times and in the non-peak direction during rush hour, trains arrive about once an hour. There are a few two-hour gaps in service during the midday.

Fares vary based on distance traveled. A one-way fare costs \$5.75 from the Covina Station to LA Union Station. Seniors and people with disabilities ride at a discounted rate. Various pass products are available which reduce the cost per ride. Students age 18 and under ride free as part of the Student Adventure Pass.

LA Access

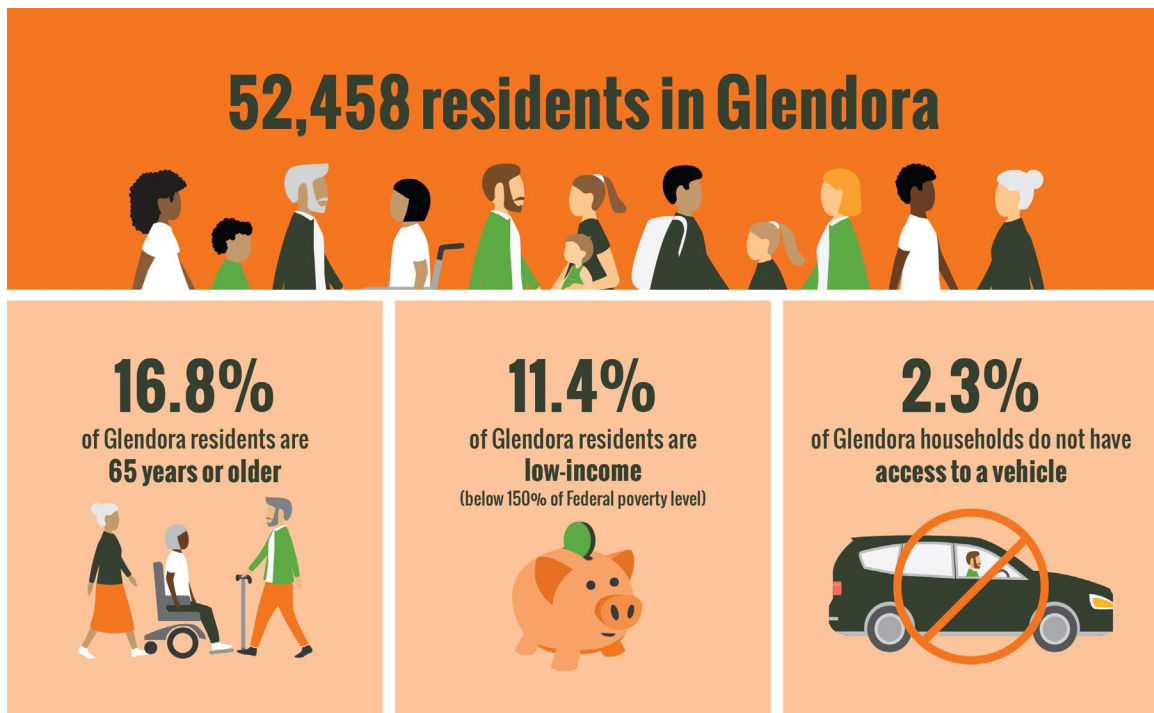
LA Access is the ADA paratransit provider for Los Angeles County. Their service area includes $\frac{3}{4}$ of a mile around bus and train routes operated by all transit providers in the county. LA Access requires individuals to apply for eligibility to use their services. Unlike Glendora's Dial-A-Ride service which is open to individuals age 62 and older plus people with disabilities, LA Access only grants eligibility to people with disabilities.

LA Access requires trips to be booked one day in advance. Reservations are given a 20-minute pickup window; for example, if a pickup is scheduled for 10 AM, the vehicle may arrive anytime between 10:00 AM and 10:20 AM. Fares vary based on distance traveled, ranging from \$2.75 to \$3.50.

5 MARKET CONDITIONS

Market conditions reveal transit demand in Glendora and in nearby cities. The market analysis examines underlying demand based on major destinations, where people are traveling, population density, job density, and other demographic factors. This section uses data from U.S. Census American Community Survey (ACS) 2021 5-year Estimates and the Longitudinal Employer-Household Dynamics Origin-Destination Employment Statistics (LODES) for the County of Los Angeles and City of Glendora.

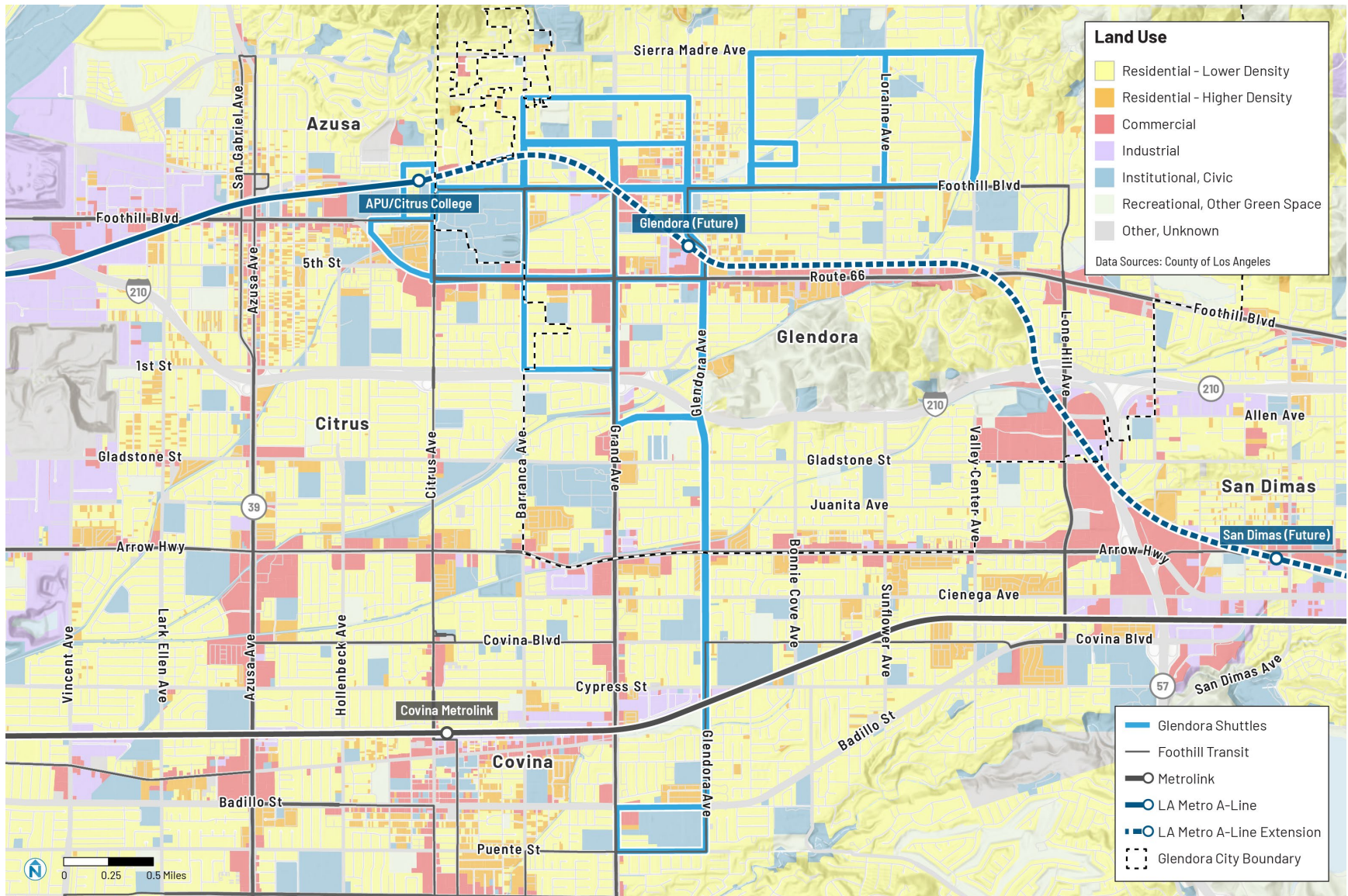
Glendora Community Characteristics



Land Use

Transit and land use work together to support strong, sustainable communities. Transit demand and ridership is typically higher in places with higher concentrations of jobs and housing. Other land use factors that influence a traveler's decision to use public transit include accessibility to key destinations, distance that can be walked or biked, and diversity in land uses and buildings.

According to the Glendora Community Plan 2025 Land Use Element, the city is nearly completely developed with only 0.3% of developable land remaining vacant. Most of Glendora is zoned low-density residential. Commercial and industrial zoning is concentrated along Route 66, Arrow Highway, and CA-57. Industrial and civic zones, which include schools, the hospital, cemeteries, and public buildings, are scattered throughout the city. High density commercial corridors are served by Foothill Transit or supplemented by Glendora shuttles. City shuttle routes also serve low density residential areas in the north and southwest parts of the city.

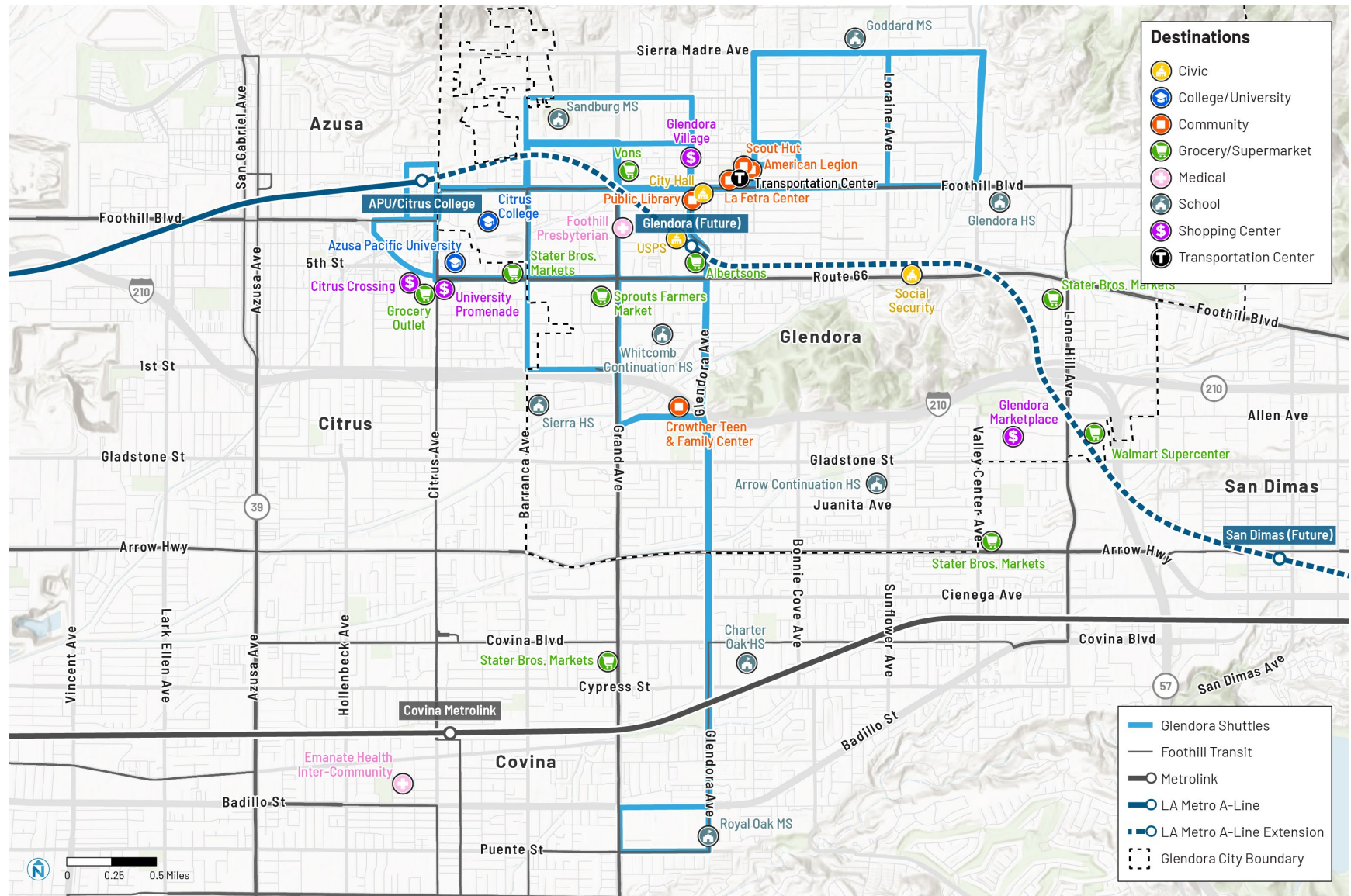


Major Activity Centers

Major activity centers, such as universities, shops, grocery stores, community centers, and social services, are key destinations for transit riders. Many activity centers are clustered around northwest and downtown Glendora and are served by multiple fixed-route shuttles.

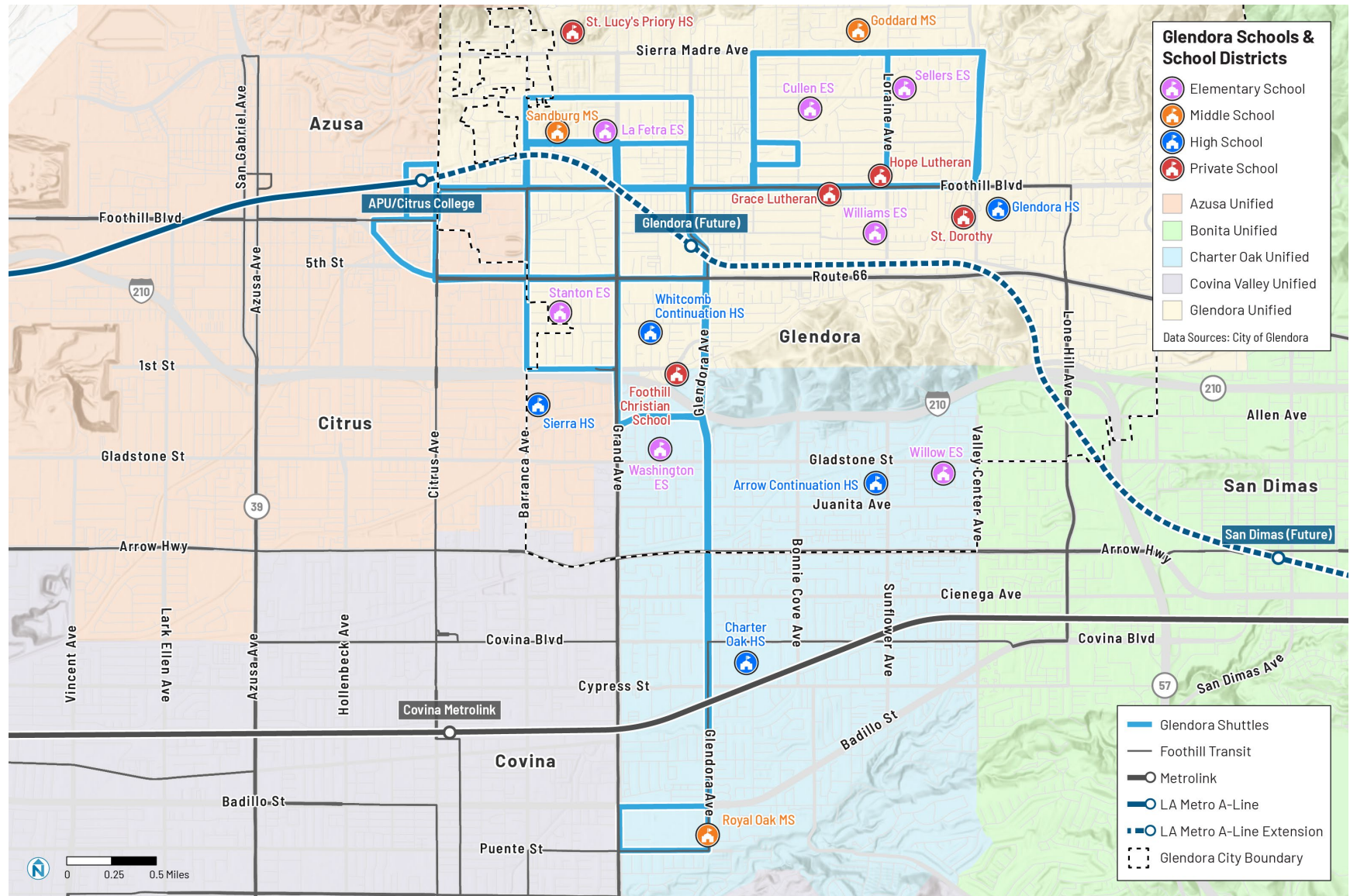
Important destinations in Glendora include:

- Community Centers like the Crowther Teen & Family Center, or the La Fetra Center provide various recreational and community classes for youth and older adults
- Higher education institutions, including Citrus College and Azusa Pacific University which have average enrollments of 16,400 students annually and over 7,000 students per semester, respectively
- Foothill Presbyterian, a full-service hospital and major employer
- Social Security Office on Route 66, served by Foothill Transit



School Districts

Glendora has two primary school districts, Glendora Unified and Charter Oak Unified, and is supplemented by Azusa Unified and five private schools. Nearly all middle and high schools in Glendora Unified and Charter Oak Unified are located along or within 0.25 miles of a fixed-route service, with the exception of Arrow Continuation High and St. Lucy's Priory High. The Midday Orange Shuttle serves students that attend schools outside of city boundaries to the south, specifically Royal Oak Middle School and Charter Oak High School.



Demographic and Socio-Economic Factors

To assess the current demand for transit, the plan looks at population densities, job densities, and current commuter-flow patterns.

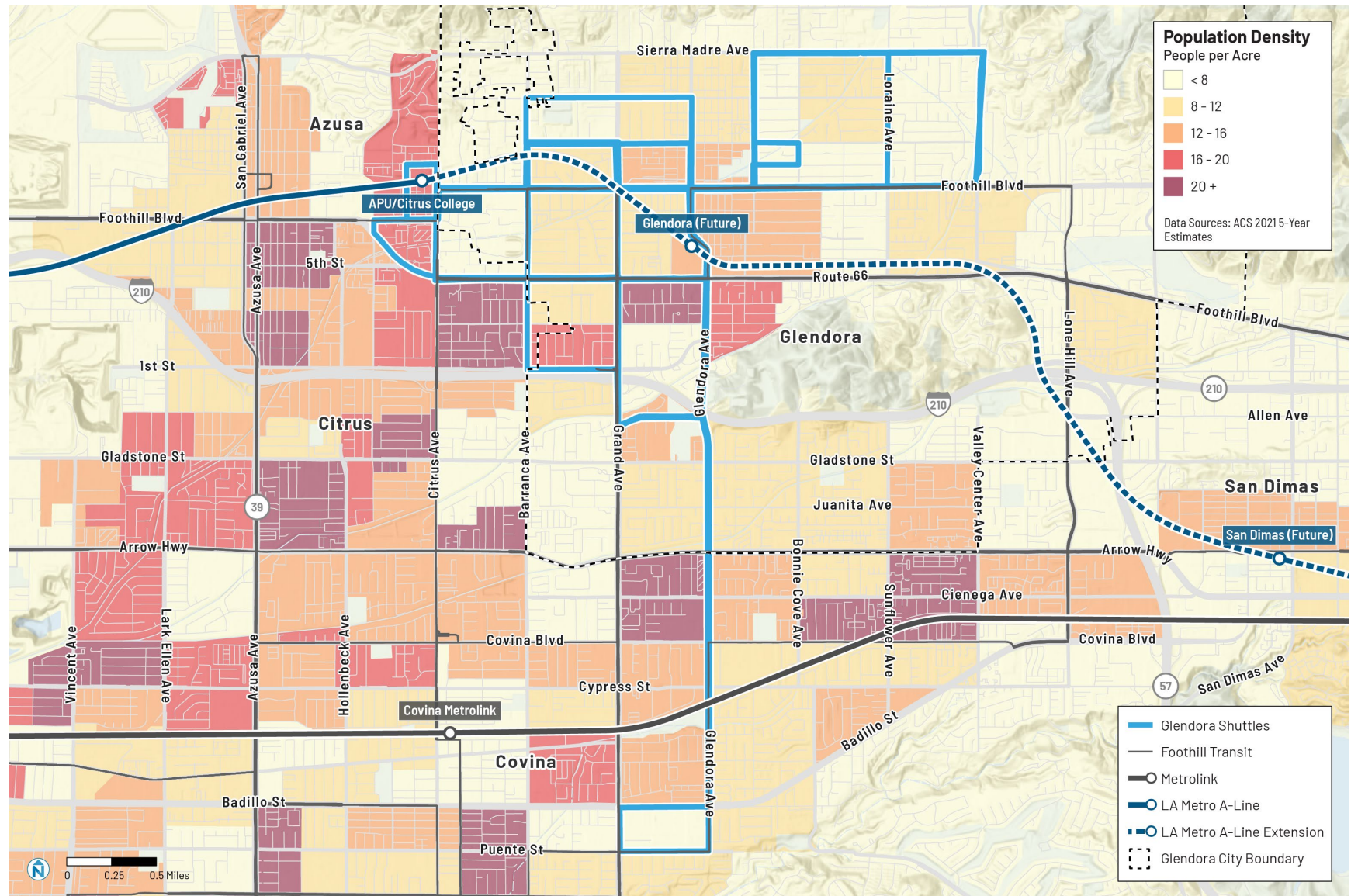
Category	Why It's Important
Population Density	Population density is generally the best indicator for transit demand. High-density residential areas have more people within walking distance to major corridors that can support more frequent transit service than low-density areas.
Older Adults	Older adults (age 65 and older) may no longer be comfortable driving or are no longer able to drive. Transit allows them to live independent lives, access healthcare, and meet essential needs without the cost of owning, maintaining, and driving a vehicle. Older adults are typically a growth market for paratransit rather than fixed-route transit.
Younger Adults	Younger adults (ages 18-24) are often enrolled in college or just entering the workforce and may not be able to afford to own and operate a personal vehicle.
Disability	People with disabilities may be more likely to rely on transit and paratransit services to meet their transportation needs and maintain an independent lifestyle.
Low-Income Population	Lower-income households tend to use transit more because it is less expensive than owning, maintaining, and driving a personal vehicle.
Zero-Vehicle Households	Households with limited or no access to personal vehicles are likely dependent on transit to access employment, shopping, education, and other basic needs.
Vehicles per Capita	Households with fewer vehicles are more likely to depend on transit options for daily commute and other travel to meet basic needs.
Transit Need Index	The transit need index combines overall population and job density with socioeconomic factors like low-income, low-wage jobs, and vehicle ownership as the greatest determinants of transit use.

Population Density

Places with more people living closely together typically have the highest demand for transit.

Within Glendora city boundaries, areas to the west and south of Route 66 have the highest population densities. These areas are served by the Morning Pilot, Midday Orange, Gold Line South, and Midday Green Shuttles.

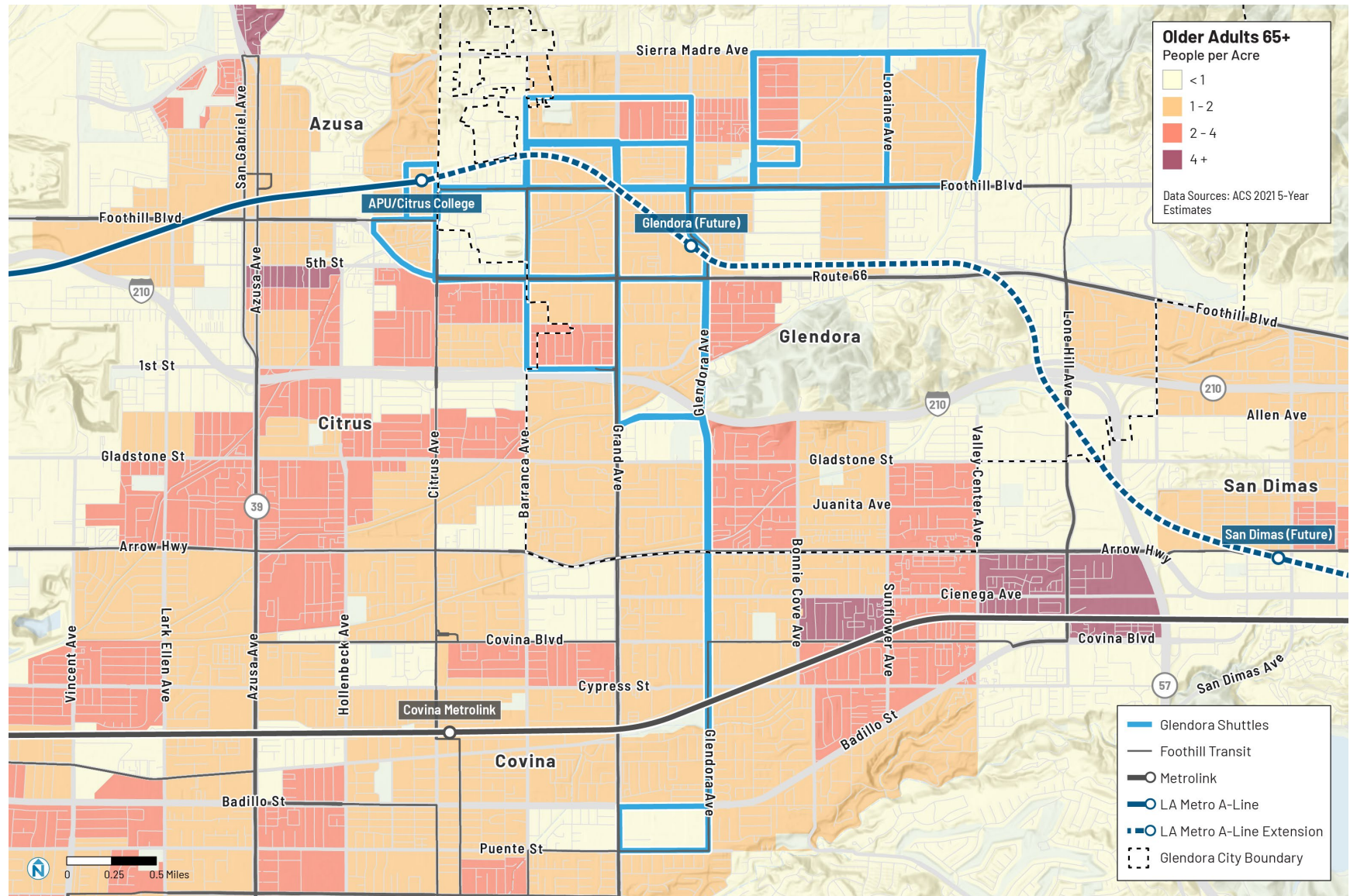
Outside of city boundaries, Covina and Azusa and Citrus (unincorporated LA County) have high population density, particularly in areas surrounding APU/Citrus College.



Older Adults

Transit provides a safe and low-cost alternative to driving a personal vehicle. Many older adults choose to transition from driving a personal vehicle to transit due to health, cost, and/or safety reasons.

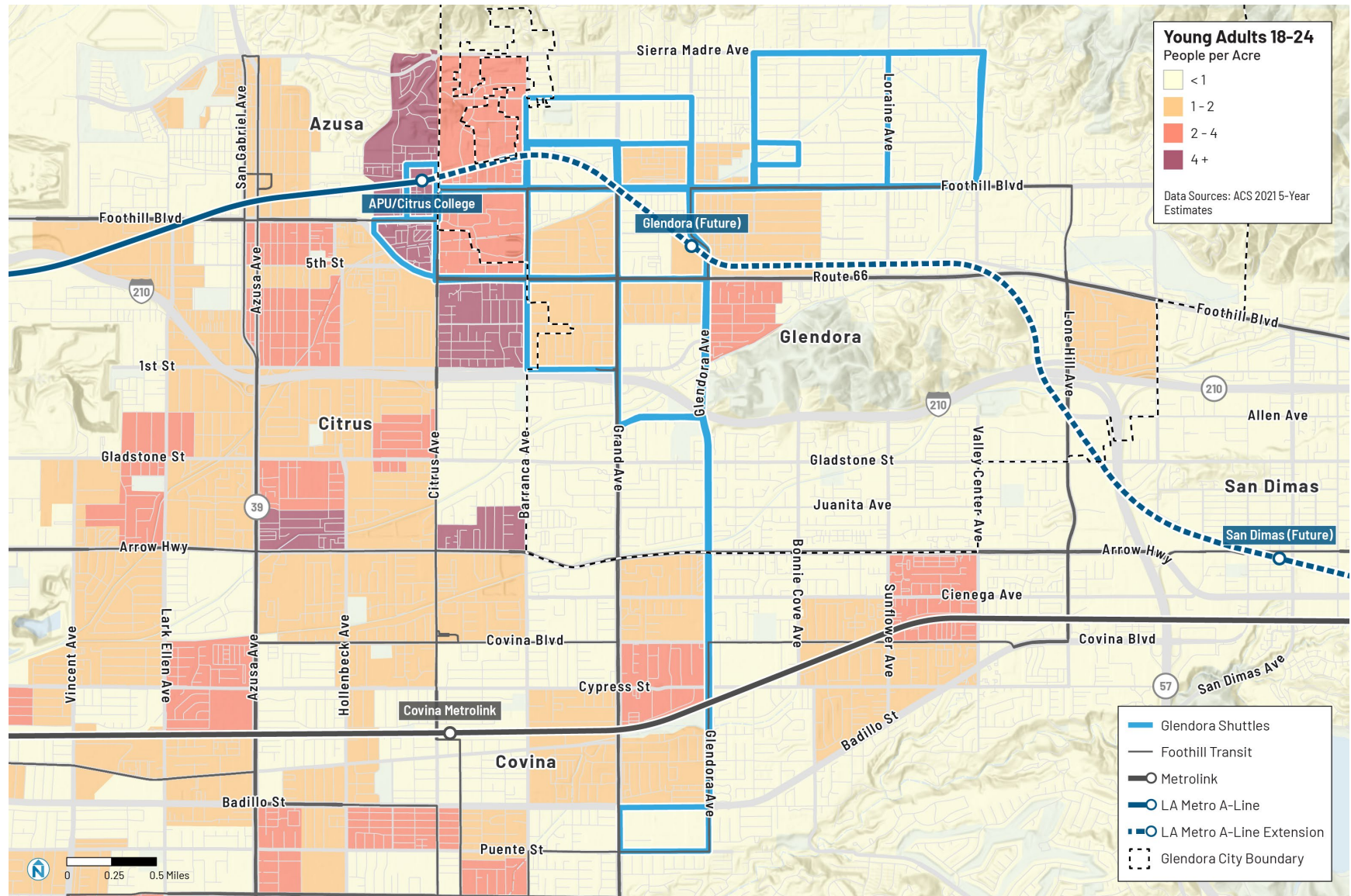
Older adults live throughout Glendora and live in higher density areas to the west and south of the city.



Young Adults

Young adults are less likely than their middle-aged counterparts to own a personal vehicle and are more likely to consider transit as a viable transportation option.

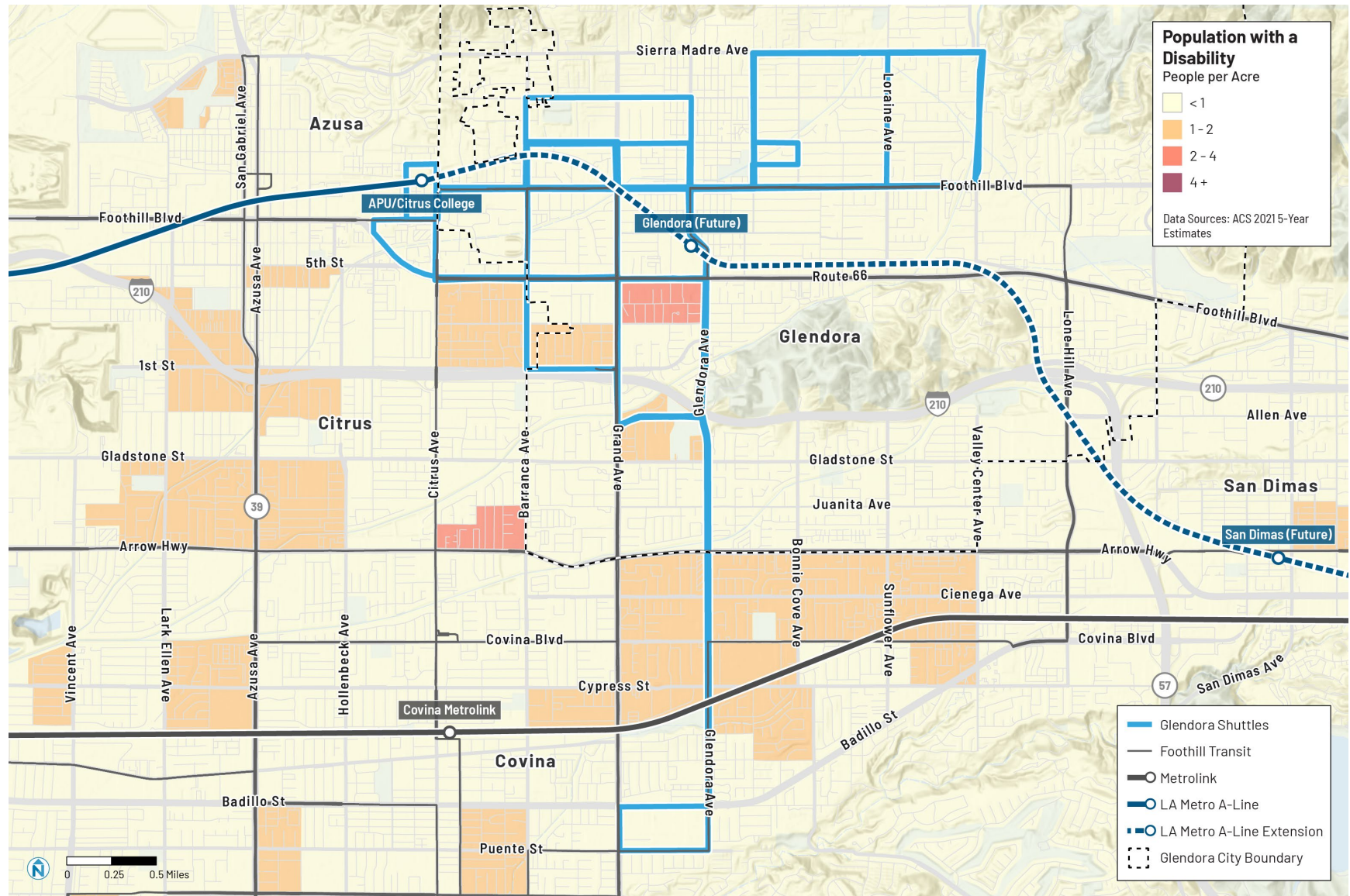
Young adults are most densely concentrated in areas near Citrus College and Azusa Pacific University. Other areas with a higher density of young adults are near Glendora Village and the future Glendora A Line Station, which are generally zoned for higher-density residential housing. These areas are also well served by existing transit service including Glendora shuttles, Foothill Transit, and the Metro A Line.



Persons with Disabilities

People with disabilities may be unable to operate a vehicle or feel more comfortable on public transportation. Transit stops must also accommodate persons with disabilities.

Areas with a higher density of people with disabilities generally correlates with the areas with high overall population density. This includes parts of western Glendora, which are near current fixed-route services, and areas south of the city.

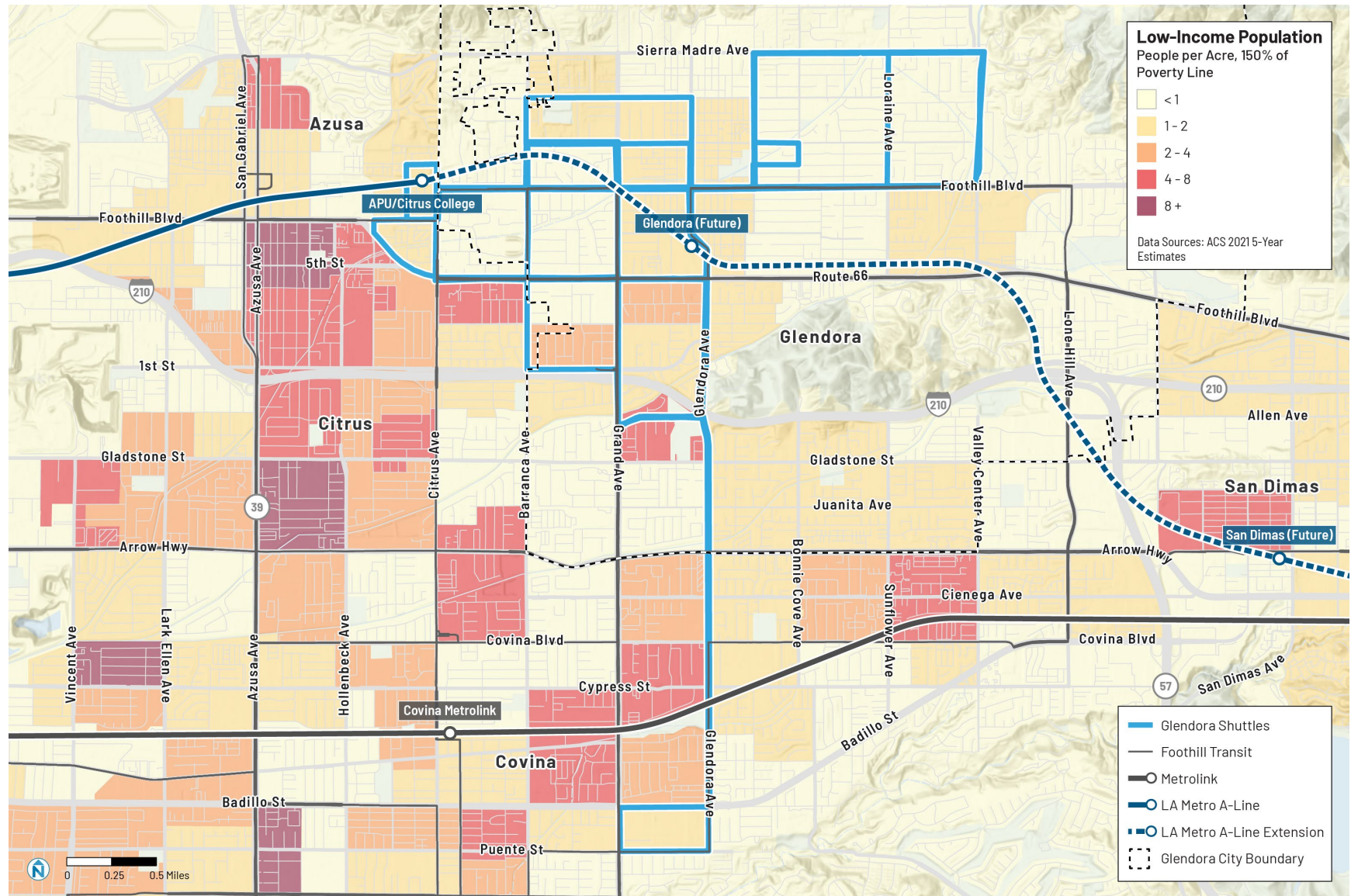


Low-Income Population

Traditionally, low-income populations are less likely to own or have access to a vehicle and more likely to use public transit as their sole means of transportation. Access to transit serves as a critical connection to employment, retail, and other services.

Generally, Glendora has lower densities of low-income population than neighboring cities of Azusa and Covina. Within city limits, the highest concentration of low-income populations is near the Crowther Teen & Family Center.

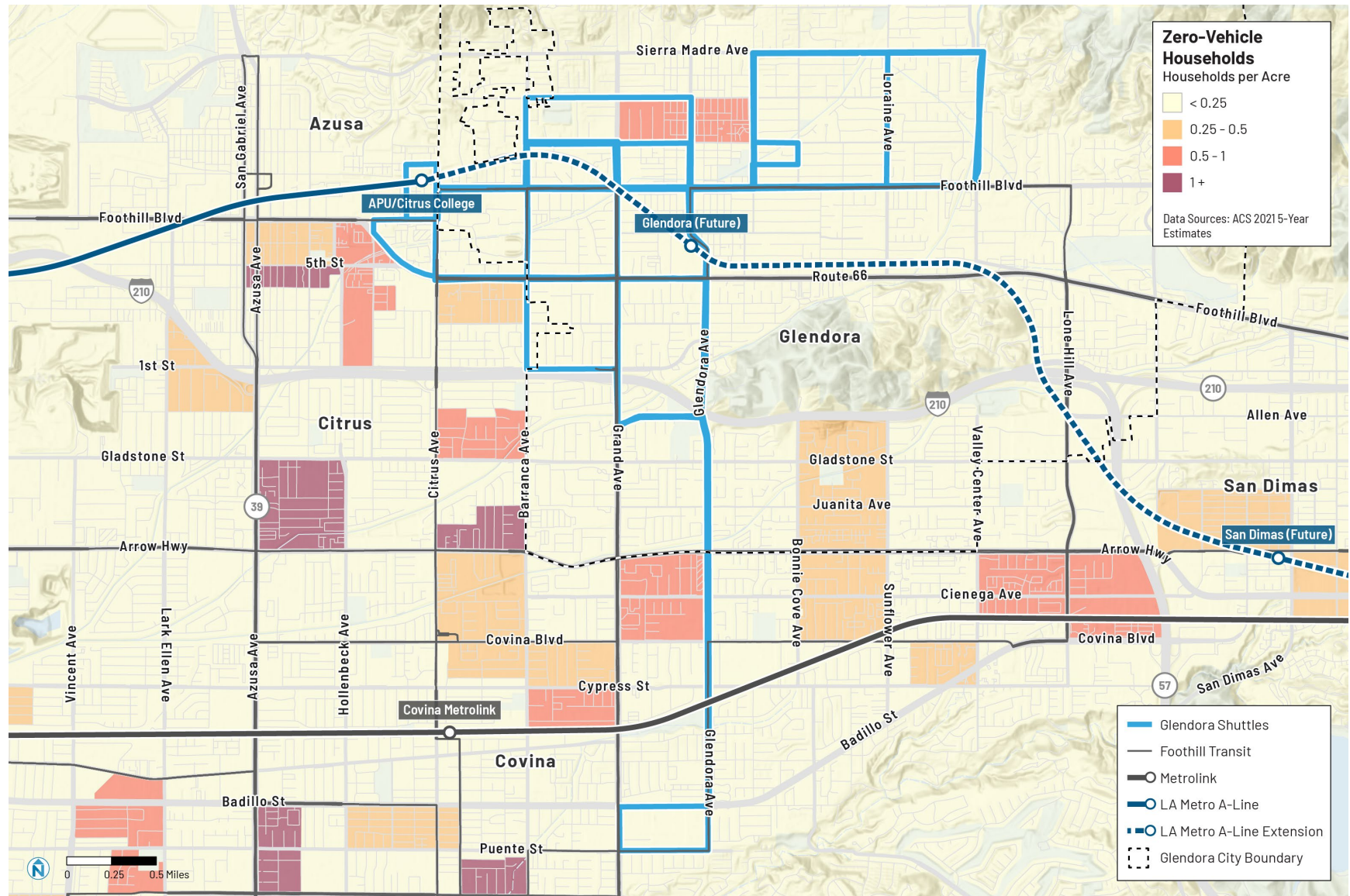
Outside of city limits, higher densities of low-income populations are located near APU, Citrus College, and areas with mobile homes. The neighborhood near the Teen & Family Center is served by existing fixed-route shuttle services.



Zero-Vehicle Households

Residents with limited vehicle access are more likely to use public transportation as their sole means of transportation.

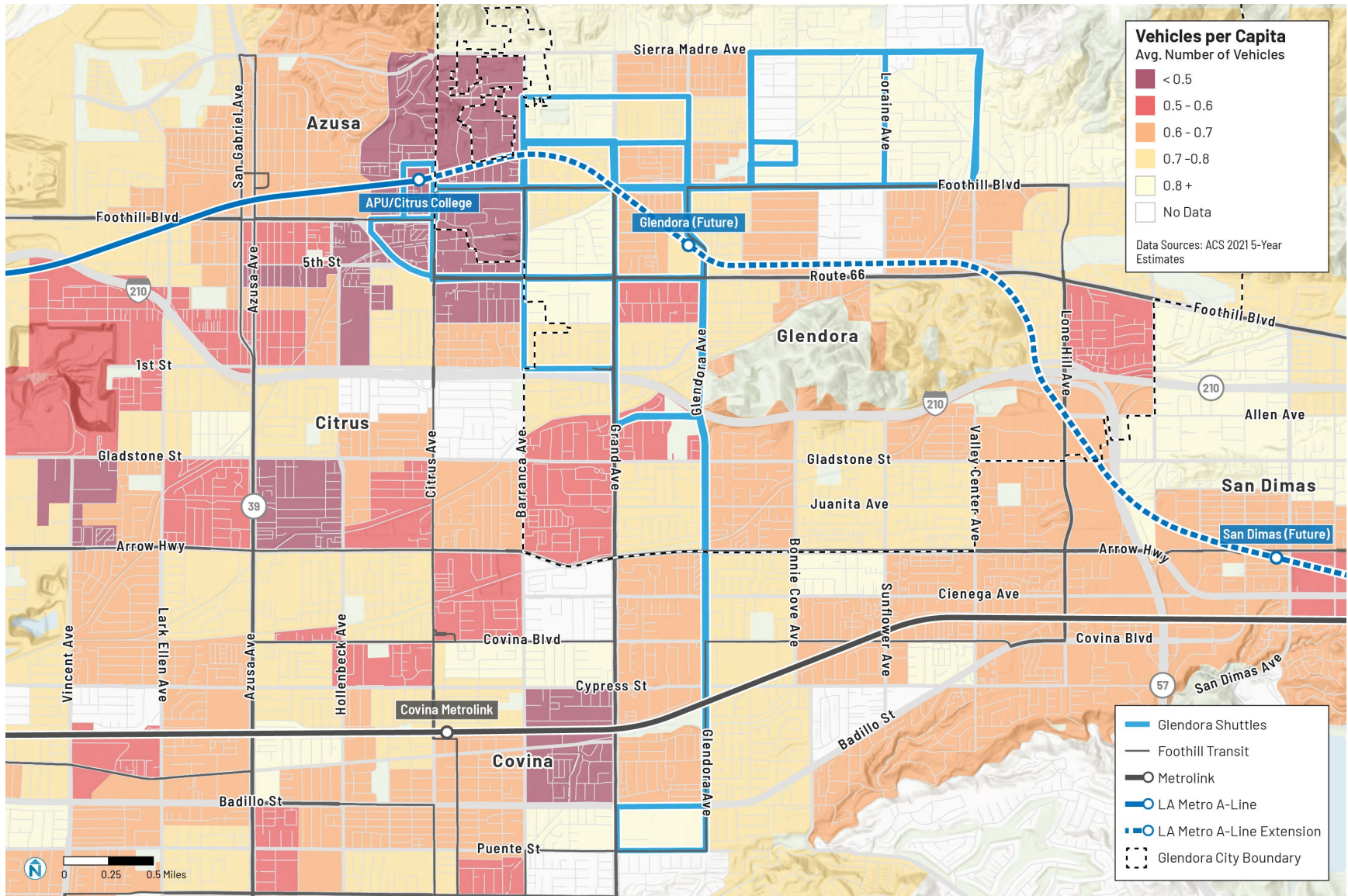
Over 95% of Glendora households own at least one vehicle. Areas of higher concentration of zero-vehicle households are north of Glendora Village and neighborhoods near Gladstone Park in the south.



Vehicles per Capita

In addition to the areas with zero-vehicle households depicted in the previous map, areas with fewer average vehicles per capita may also need increased transit service.

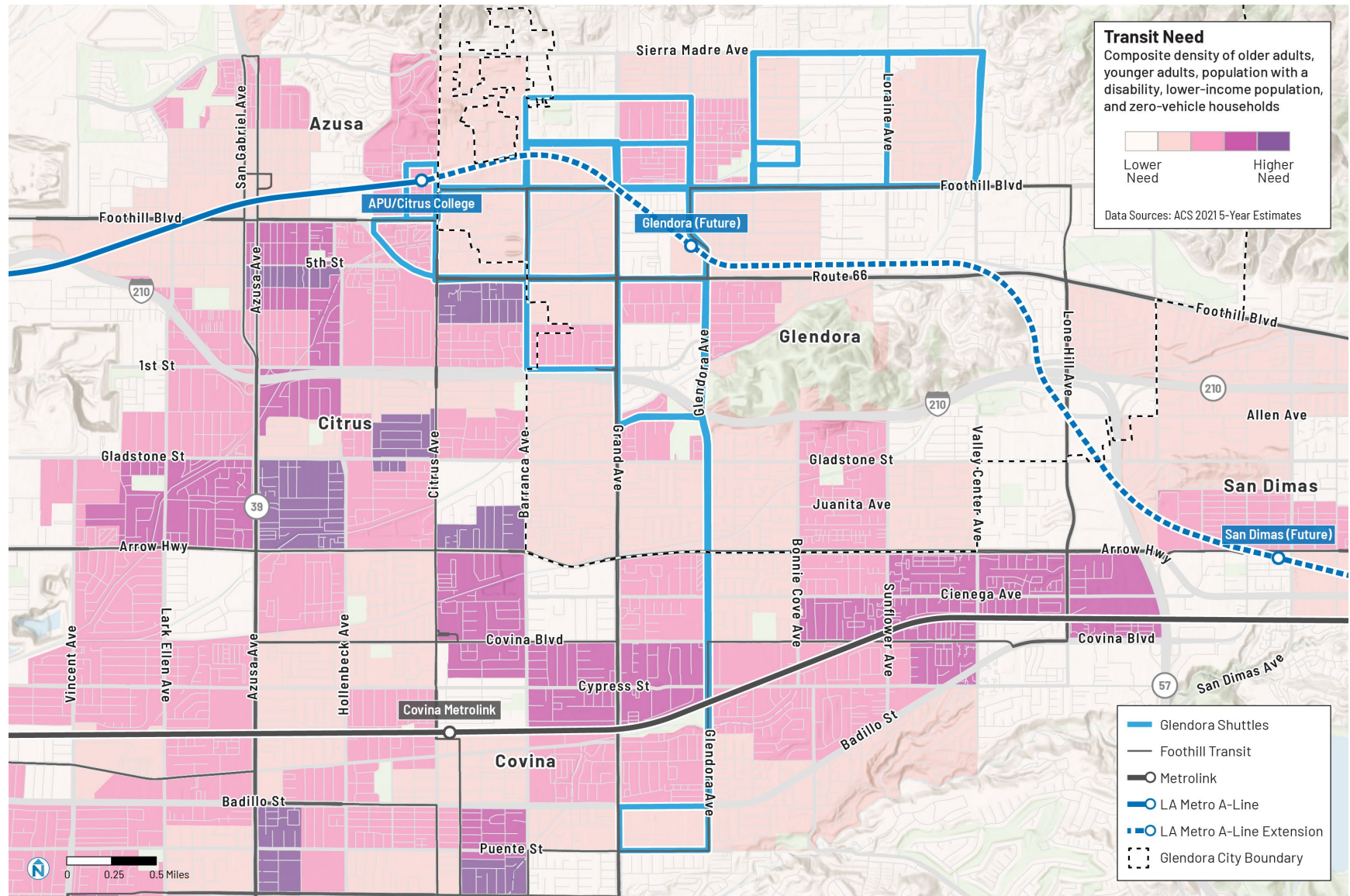
The average number of vehicles per capita reveals lower vehicle ownership rates in areas near APU and Citrus College. Other areas with lower vehicle ownership rates include areas south and southwest of Glendora Village and in areas east near Lone Hill Avenue.



Transit Need

Transit need is a composite of population densities that are more likely to use or rely on transit, including older adults, younger adults, population with a disability, lower-income population, and zero-vehicle households.

The highest density of transit need populations are in the western and southern areas within or adjacent to city limits. Most of these areas are served by current fixed-route shuttle services and Foothill Transit.



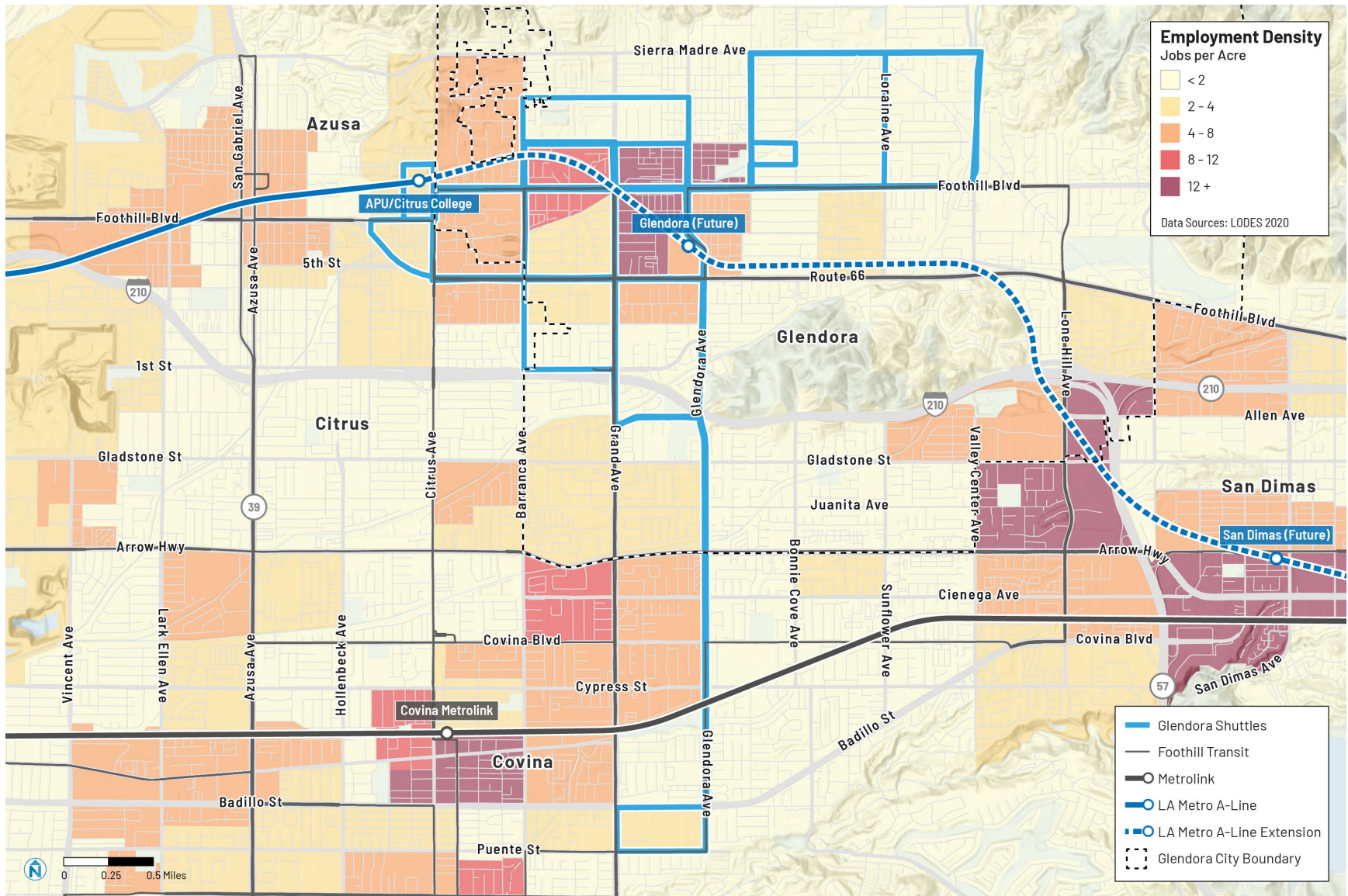
Employment

Category	Why It's Important
Employment Density	The density of workplaces is an important indicator of where transit services are needed. Transit is typically most useful to riders in places where many jobs are close together.
Employment by Sector	Transit connections are essential to support job accessibility. Some of the largest employers in Glendora include shopping centers, APU, Citrus College, the City of Glendora, and the hospital.
Commercial Jobs	Commercial jobs include retail which typically pay less and include shifts that start and end outside of traditional work hours.
Education Jobs	Schools are both major employers as well as major destinations for youth and young adults. Education jobs have predictable work schedules and often include early commute times.
Healthcare Jobs	Medical centers are both major job centers and important destinations for residents. Healthcare centers tend to stay open 24 hours a day with some workers traveling during non-traditional hours.
Low-Wage Jobs	Lower wage workers are less likely to have access to a personal vehicle and are more likely to have non-traditional work hours, outside of 9-5 on weekdays.
Regional Work Locations of Glendora Residents	Daily commuter travel flows are strong indicators of transit demand since travel to and from work often account for the most frequent and predictable types of trips.
Transit Supportive Areas	Areas with high population and job densities indicate transit supportive areas since travel to and from work often account for the most frequent and predictable trips.

Employment Density

Employment density indicates where people use transit to commute to work and where people will ride transit for basic needs, such as buying goods, seeking medical care, and connecting with others at community centers.

Places with higher concentration of jobs correlate with commercial zoning. This includes Glendora Village downtown, shopping areas near I-210 and CA-57, Glendora Marketplace, Lone Hill Shopping Center, and Foothill Village in San Dimas. These areas are near fixed-route shuttles and Foothill Transit routes. Other areas with higher employment density include APU, Citrus College, and corporate campuses near Arrow Highway.

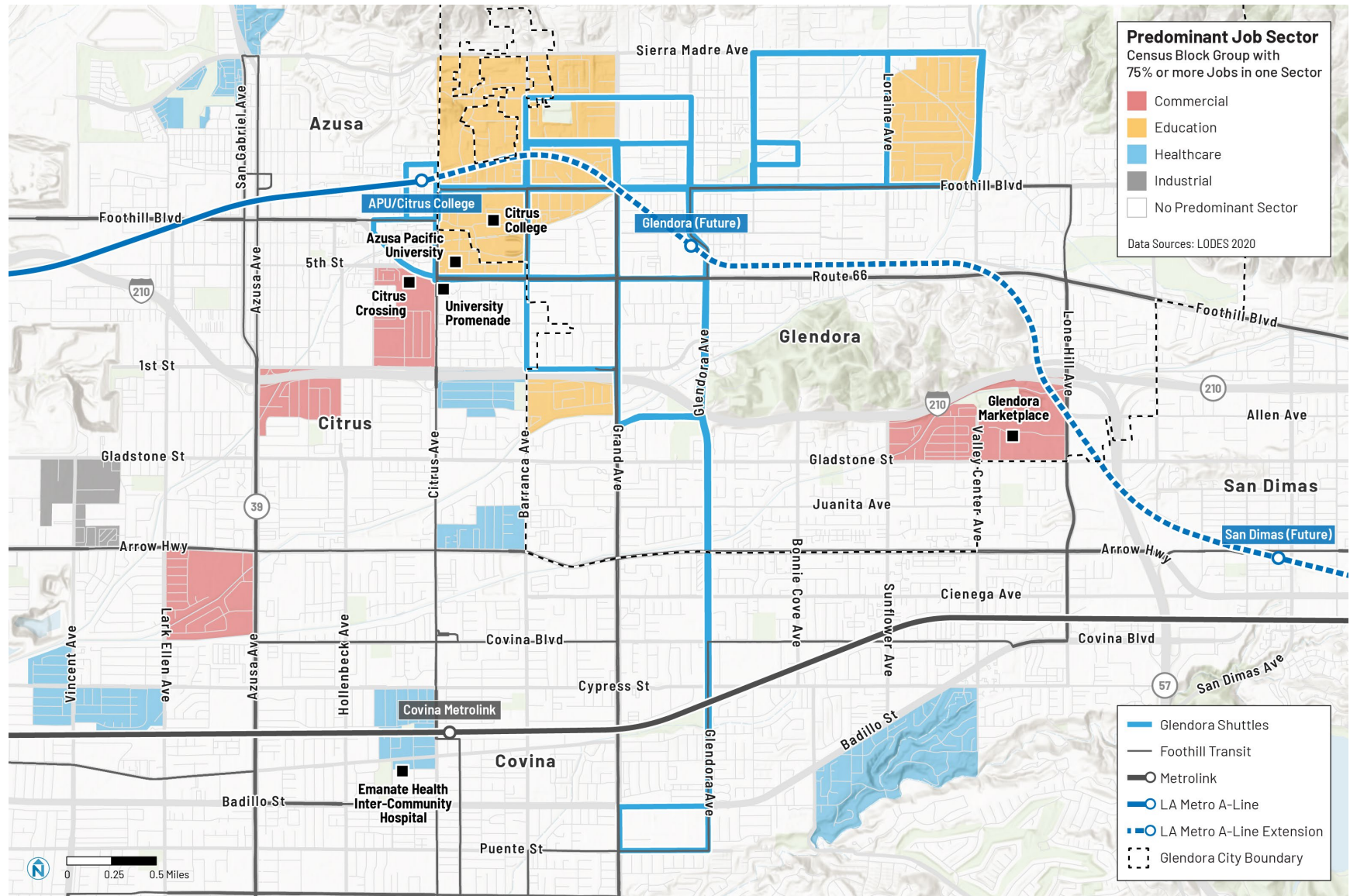


Employment by Sector

The dominant job sectors include commercial, education, healthcare, and industrial jobs. Commercial jobs, including retail jobs, are concentrated near major shopping destinations like Glendora Marketplace or Citrus Crossing.

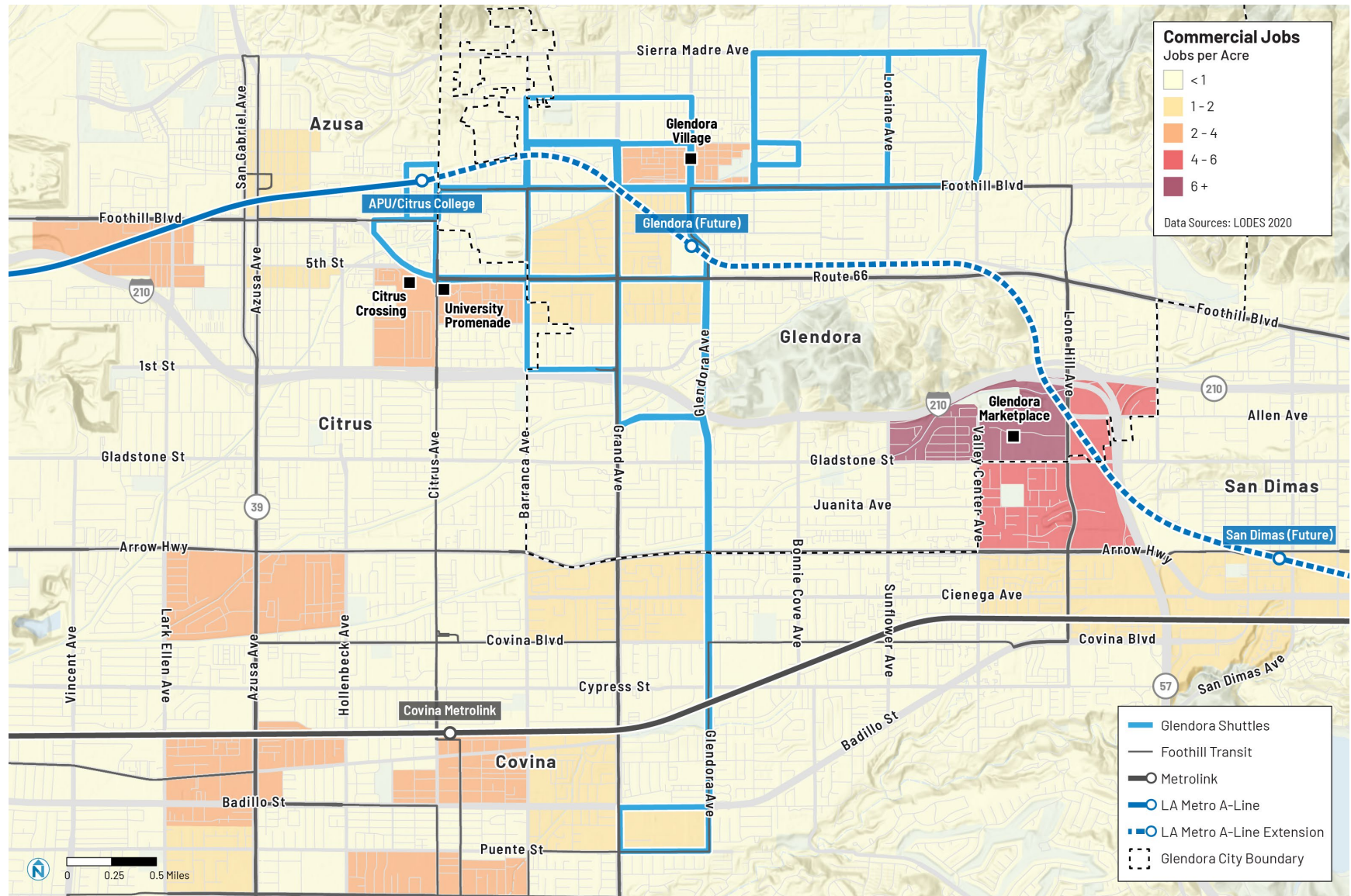
Education is the predominant job sector near APU and Citrus College. While healthcare and industrial jobs are present in Glendora, these are not dominant jobs in any specific Census tract within the city.

According to Glendora's Community Development Department, most of Glendora's workers (67%) are in for-profit positions, which may include retail, private hospitals or healthcare, and industrial jobs. Approximately 15% of Glendora's employed population works in local, state, and federal government jobs. The remaining working population is employed in non-profits, are self-employed, or are unpaid family workers.



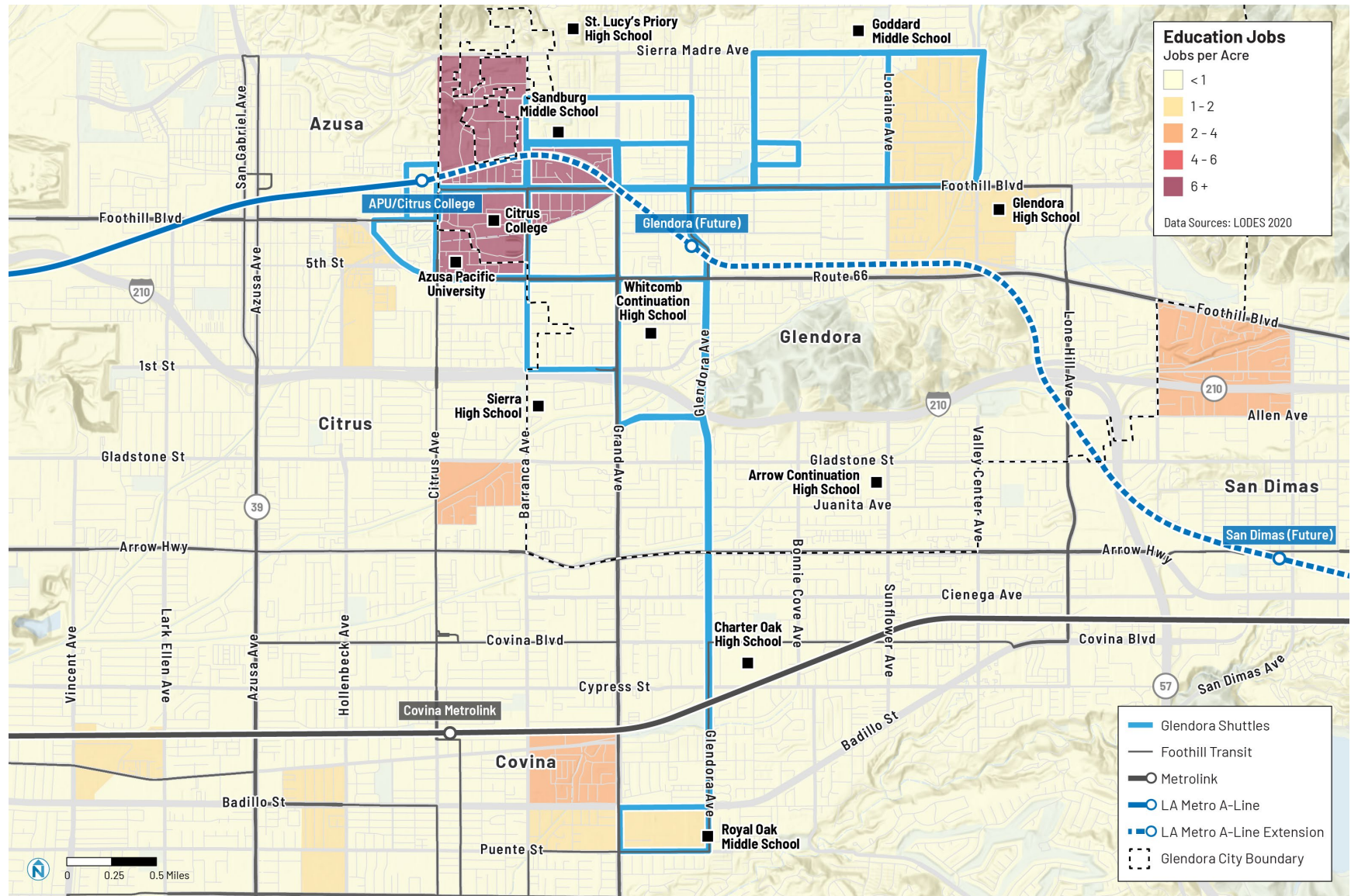
Commercial Jobs

The highest concentration of commercial jobs is in the southeast area of the city near Glendora Marketplace and adjacent shopping centers. The current fixed-route shuttle service does not travel to this area, but Foothill Transit does. A higher density of commercial jobs is also located near Glendora Village downtown which is served by Glendora shuttles.



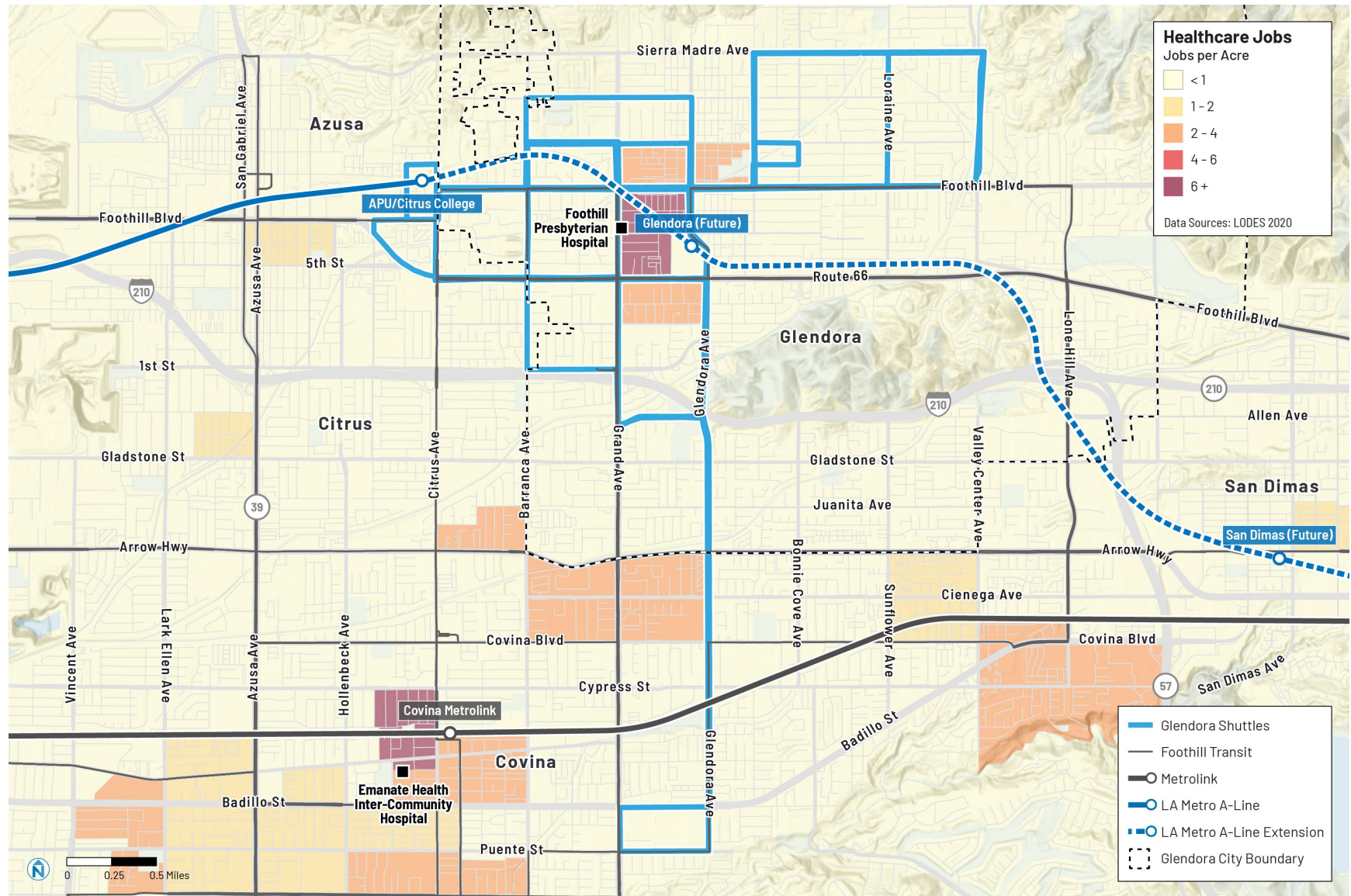
Education Jobs

Education jobs are concentrated near Citrus College and Azusa Pacific University. The universities are located adjacent to the current end-of-line for the Metro A line. The Metro station, APU, and Citrus College are served by the current Gold Line North and Gold Line South shuttles. Within Glendora city limits, there is also a moderate concentration of education jobs near Glendora High School.



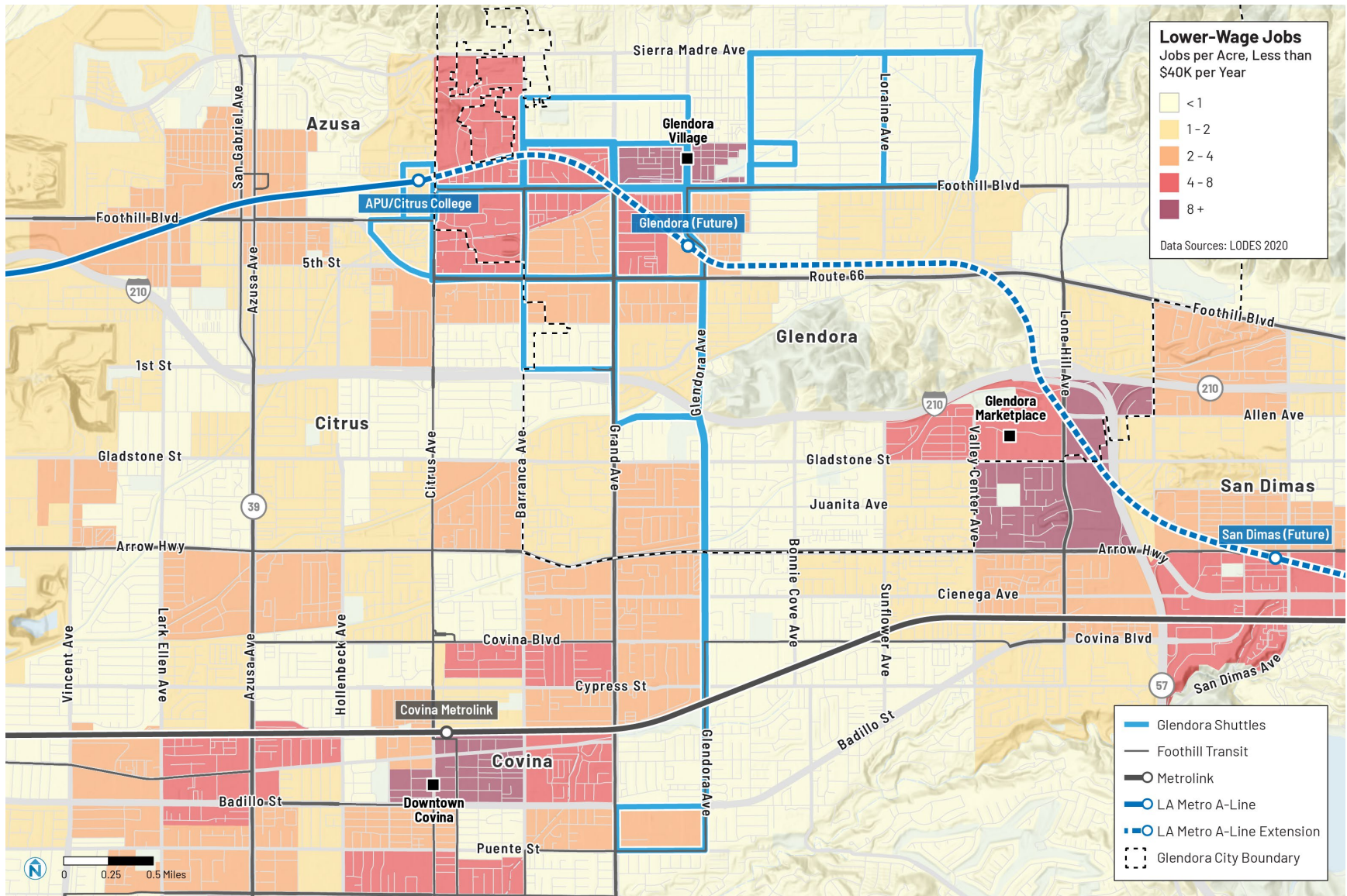
Healthcare Jobs

The highest concentration of healthcare jobs is near Foothill Presbyterian Hospital, which provides a wide range of health services including a 24-hour emergency department. The hospital is currently located along the Midday Green fixed-route service and near the future Glendora Metro Station. Healthcare jobs are also centered around the Emanate Health Inter-Community Hospital in Covina which is near the Covina Metrolink station.



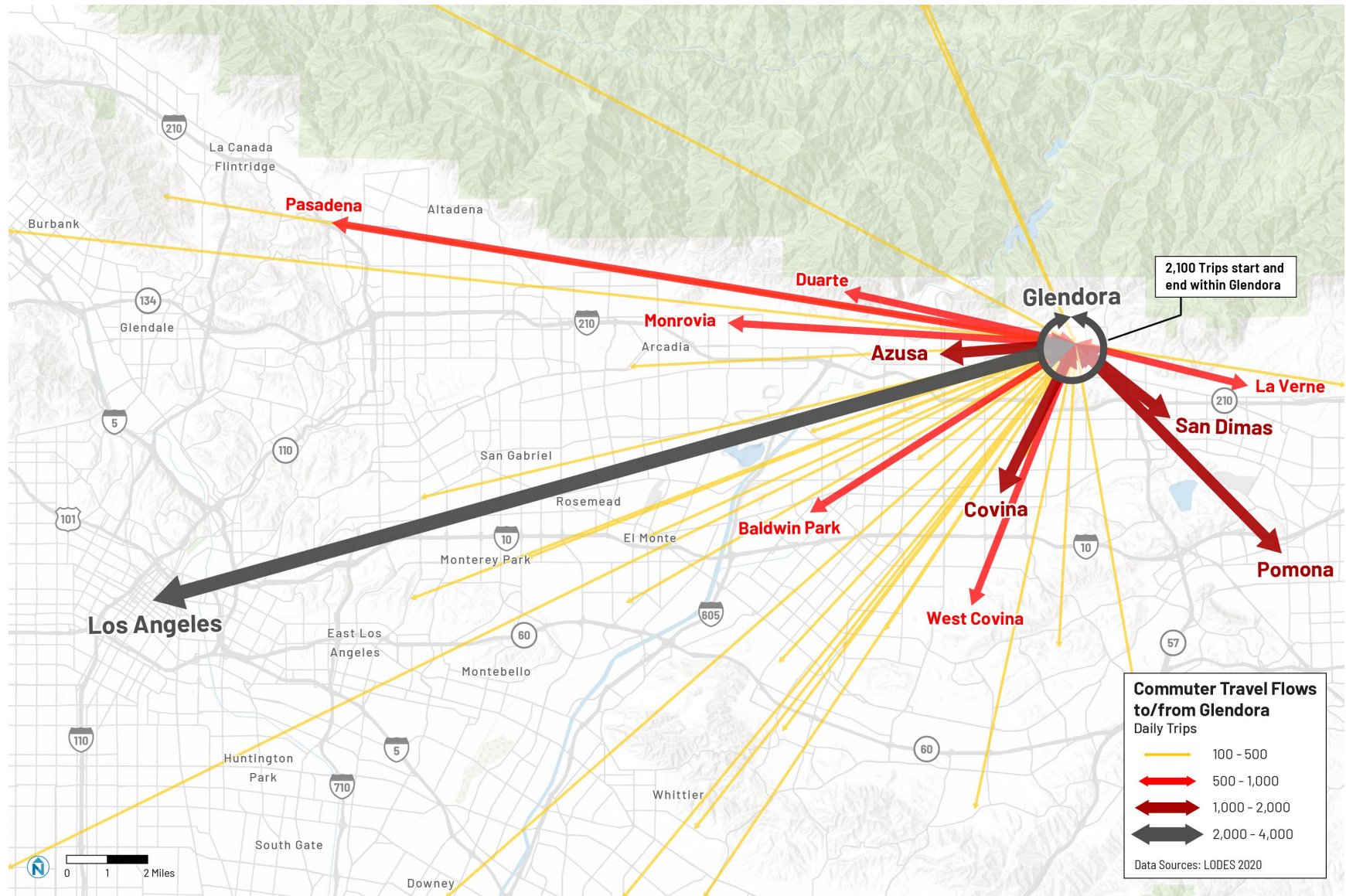
Low-Wage Jobs

Low-wage employment densities can indicate areas where enhanced transit service may be needed due to varying vehicle ownership levels and non-traditional working hours showing the need for extended hours of service. High concentrations of low-wage jobs are present near Glendora Village, APU, Citrus College, and Glendora Marketplace.



Regional Work Locations of Glendora Residents

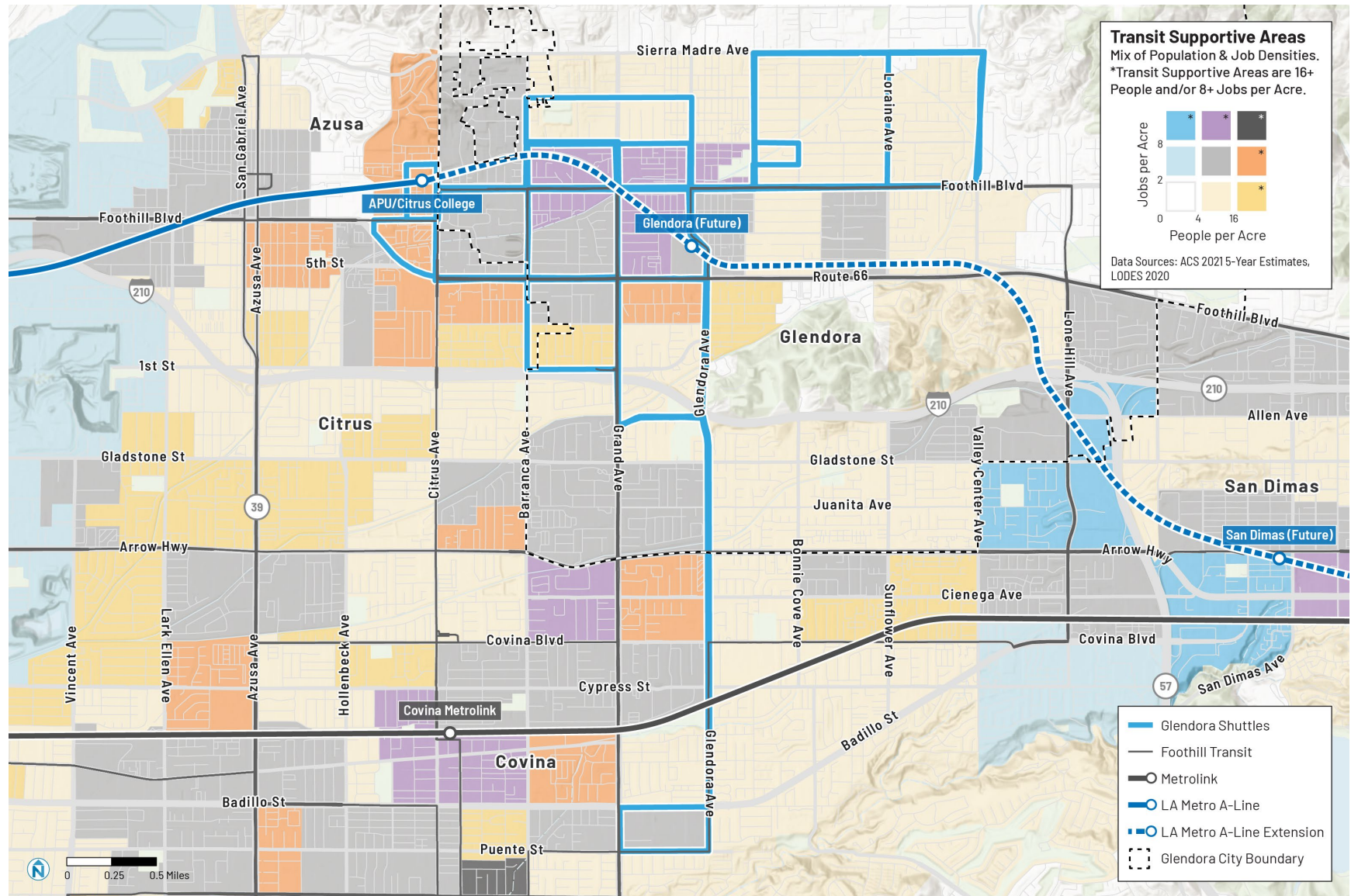
Existing travel patterns show where there is significant travel demand to and from the city. Using LODES (origin-destination) data, the following map shows commute flows to and from Glendora and surrounding areas. Over 2,100 trips start and end within Glendora. The largest share of workers who commute from Glendora travel to Los Angeles. Azusa, Covina, Pomona, and San Dimas have the next highest number of trips with 1,000-2,000 daily trips between Glendora and each respective city.



Transit Supportive Areas

Areas with high population and job densities are indicators of potentially high transit demand since travel to and from work often account for the most frequent and predictable types of transit trips.

Areas in purple and dark orange near Glendora Village and the future Metro A Line extension have the highest concentrations of both employment and population. Most of Glendora's residential areas have medium population density and low jobs per acre (light orange). Conversely, Glendora Marketplace has high employment but low population density (blue).



6 COMMUNITY OUTREACH

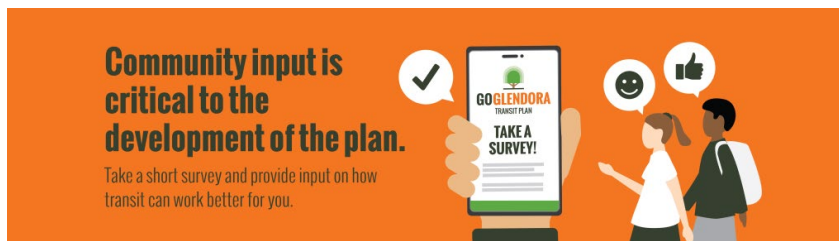
In January and February 2024, a community survey was conducted that included both riders and non-riders. The intent of the survey was twofold:

- 1) Understand how riders were using existing Glendora Transit services and collect their thoughts on how transit could be improved.
- 2) Understand what could encourage individuals to take transit if they were not already regular riders.

Survey Methodology

In total, the survey collected 255 responses – 154 were collected online, 47 while on-board shuttles, and 54 via phone calls with Dial-A-Ride users. On-board surveys were conducted over two days, while the Dial-A-Ride phone surveys and the online surveys were collected over the course of a few weeks. The online version of the survey was available in English, Spanish, Arabic, and Chinese, while the on-board survey was available in English and Spanish.

Flyers promoting the survey via QR codes and website URLs were posted at locations throughout the city including La Fetra Center, City Hall, and on buses. The survey was also advertised online on school district email newsletters, the city's transportation website, and the city's social media platforms.



Key Takeaways

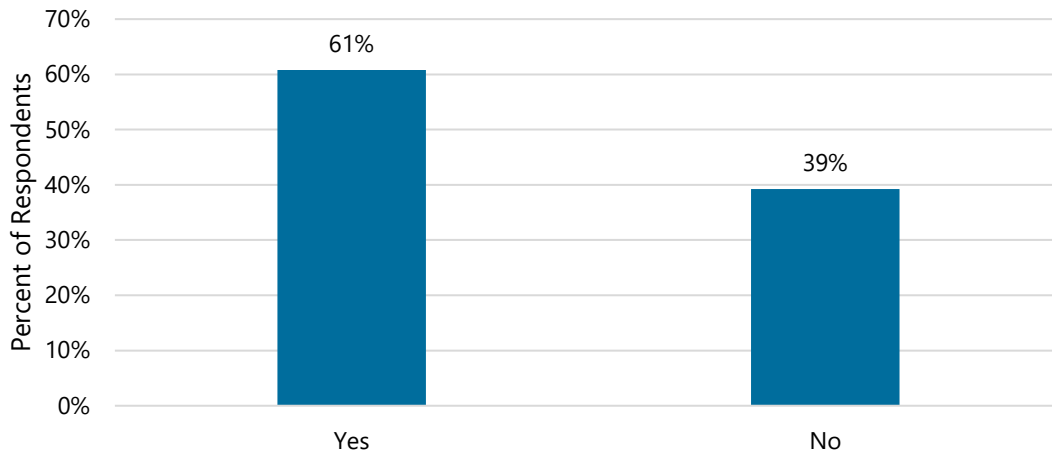
The following summarizes key takeaways from the survey:

- More than half of survey respondents (61%) are transit riders, with the remaining 39% being not transit riders. Of those who said they rode Glendora Transit, 55% are shuttle riders and 45% are Dial-A-Ride users.
- The majority of survey respondents (86%) said they are “satisfied” or “very satisfied” with Glendora Transit.
- Both frequent transit riders and non-transit riders desire more transit connections to local destinations in Glendora such as:
 - Glendora Village
 - Businesses along Arrow Highway and Grand Avenue
 - Finkbiner Park
 - Various elementary schools
- Respondents also desire connections to other cities, including Alhambra, Arcadia, Claremont, Irwindale, Los Angeles, Pasadena, Pomona, San Fernando Valley, and West Covina. It should be noted that while Glendora Transit may not serve all of these destinations, they may be served by LA Metro or Foothill Transit.
- Dial-A-Ride passengers desire more booking appointments and spend less time waiting to get picked up.
- Glendora community members use transit for a variety of trips such as:
 - School
 - Work
 - Medical/dentist appointments
 - Shopping
 - Recreational activities
 - Religious activities
 - Volunteering
- The top three reasons why non-transit riders do not use transit are:
 - Long travel times to reach their destinations
 - A preference for driving
 - Inadequate service coverage to their desired destinations

Transit Usage

Of all the survey respondents, 61% used Glendora Transit or Foothill Transit in the past year (155 respondents).

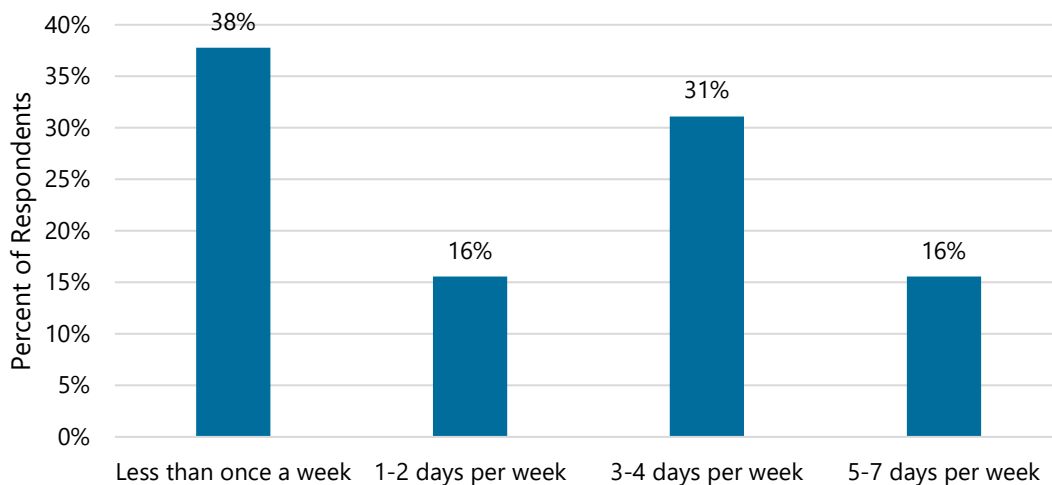
Have you used transit in Glendora in the past year? This can include Glendora Transit or Foothill Transit. (N = 255)



Foothill Transit Usage

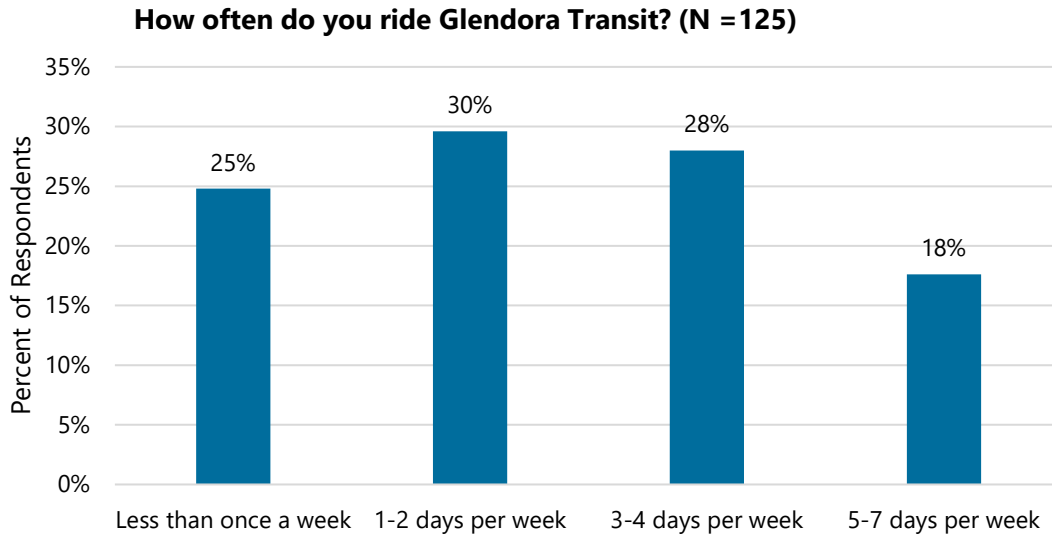
About two-thirds of survey participants who stated they ride transit do not use Foothill Transit. Of those who ride Foothill Transit, slightly more than half of survey respondents (54%) use the service two days or less per week. Respondents noted they typically ride Lines 187, 188, 281, 284, 488, and 492.

How often do you ride Foothill Transit? (N=45)



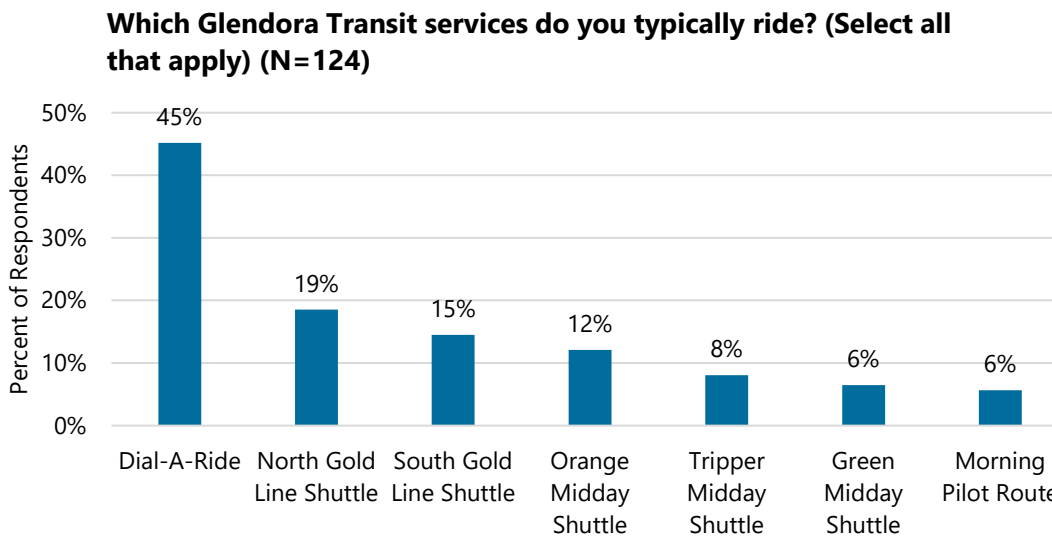
Glendora Transit Usage

Out of the respondents who stated they ride Glendora Transit, slightly more than half (55%) ride less said they ride two or fewer days per week.



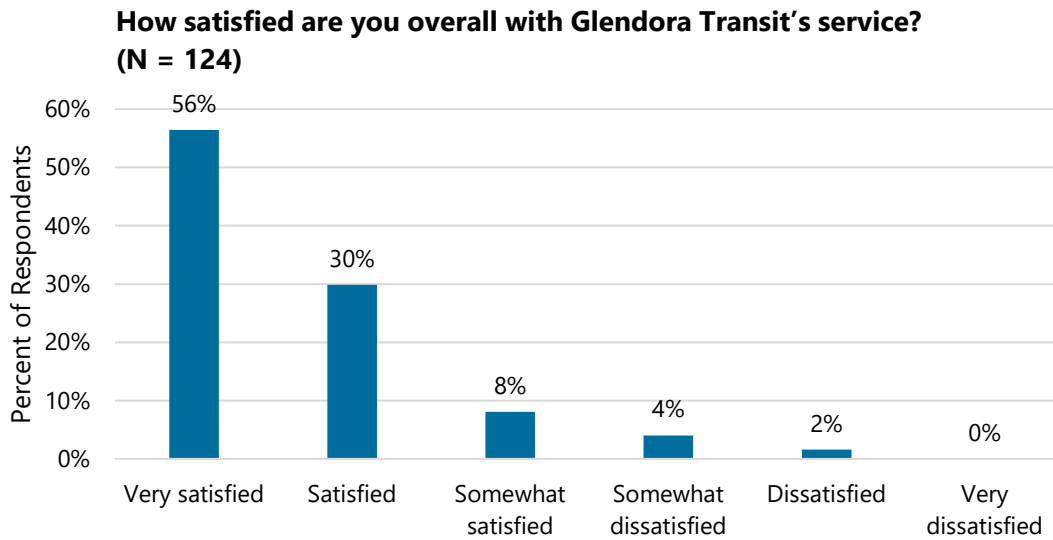
Approximately 45% of respondents are Dial-A-Ride riders.

Approximately 34% of survey respondents ride either the North Gold Line Shuttle (19%) or South Gold Line Shuttle (15%). Midday Shuttle riders constitute approximately 26% of survey respondents.



Glendora Transit Satisfaction

Most survey participants are satisfied with Glendora Transit – 86% report being very satisfied or satisfied.

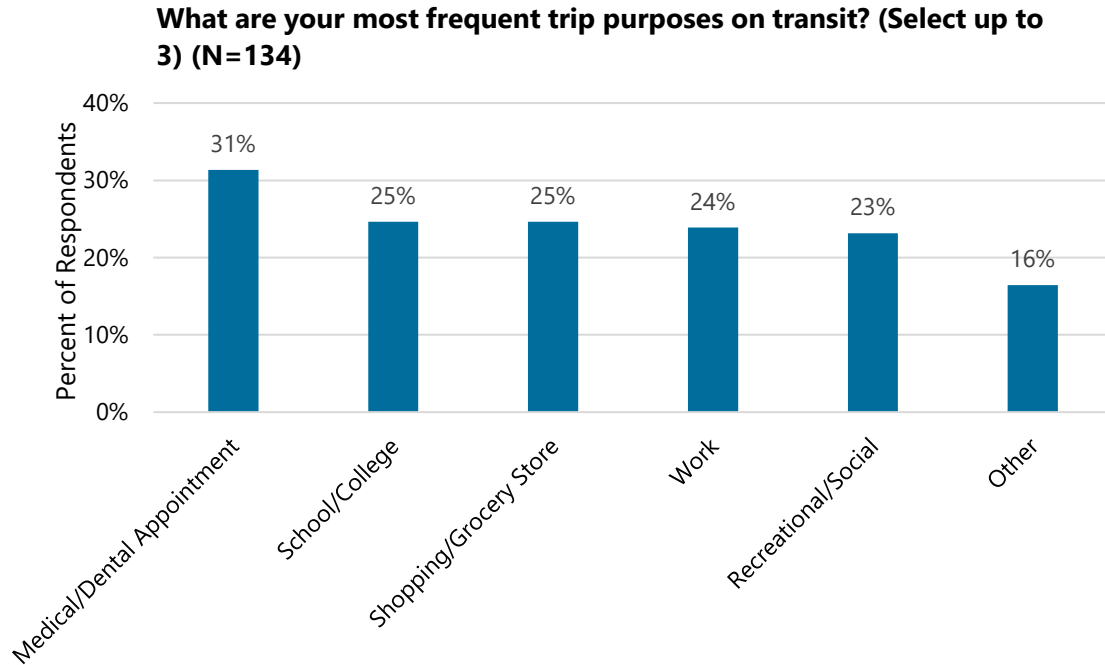


Open-ended comments:

- "Luis, the driver - excellent person, always on time, very helpful."
- "I have been enjoying the service you give after school."
- "I really appreciate the shuttle service and driver, Ernie!"
- "Rose is spectacular."

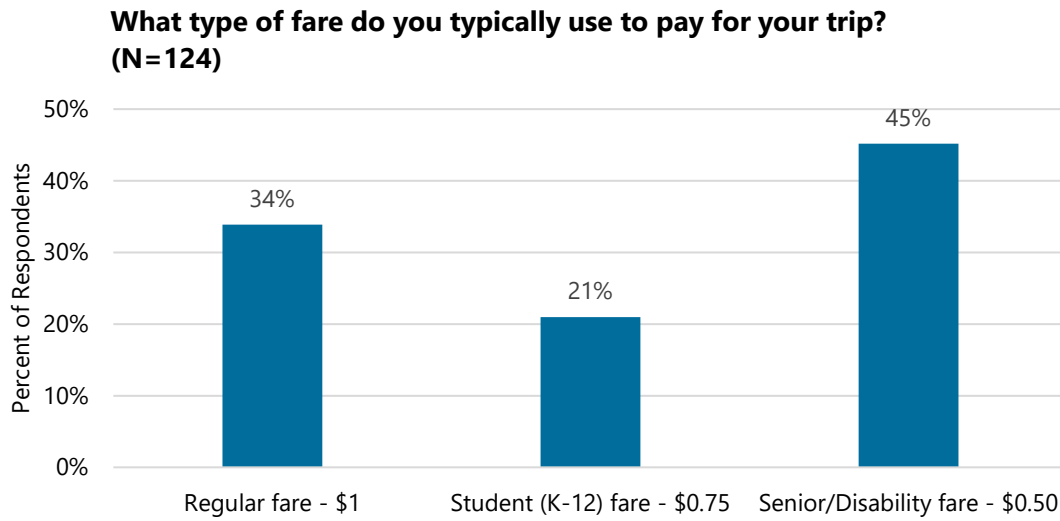
Frequent Transit Trip Purposes

A diverse variety of trips are being taken on transit. The most common trip types are for medical or dental appointments (31%). About 25% of respondents state they take transit to work, school, college, shopping, grocery stores, or recreational and social activities. Common responses for other purposes included attending church, volunteering, or visiting the salon.



Fare Type

About 45% of respondents pay for a senior/disability fare (\$0.50), 34% pay the \$1 regular fare, and 21% pay the student (K-12) fare of \$0.75.

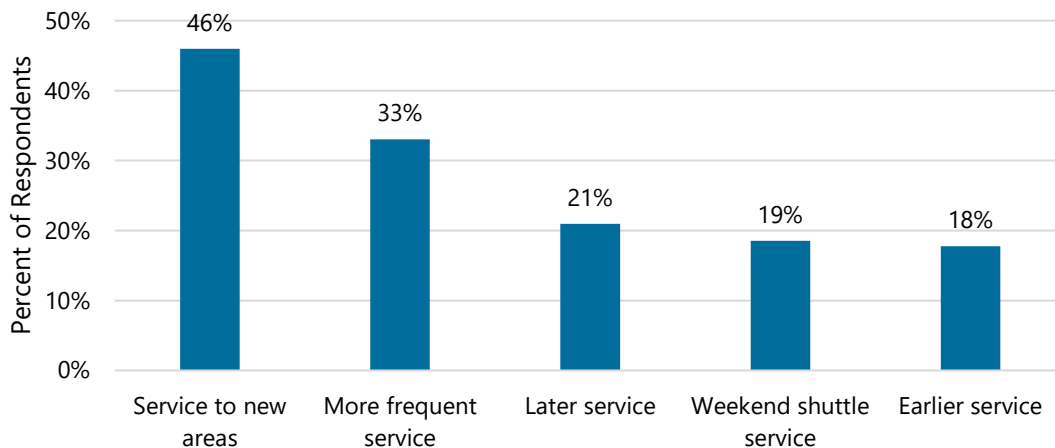


Potential Service Improvements

Respondents who ride transit were asked what kinds of potential improvements they would like to see for Glendora Transit. The top requested improvements were:

- Service to new areas (46% of survey respondents). Some responded they would like to travel to neighboring cities such as Arcadia, Claremont, Irwindale, Pasadena, Pomona, and West Covina.
- Some respondents cited local destinations, including Finkbiner Park, Walgreens, elementary schools, and locations along Arrow Highway and Grand Avenue. It should be noted that while Glendora Transit may not serve all of these destinations, they may be served by LA Metro or Foothill Transit.
- More frequent service (33% of respondents). The midday shuttles operate on a few trips on each route, while the Gold Line Shuttle routes operate with 20 or 25 minute frequencies.
- Later service (21% of respondents) – Currently, the Gold Line Shuttle routes end service at 8:30 PM.

**Which potential service improvements are most important to you?
(Select up to 3)**

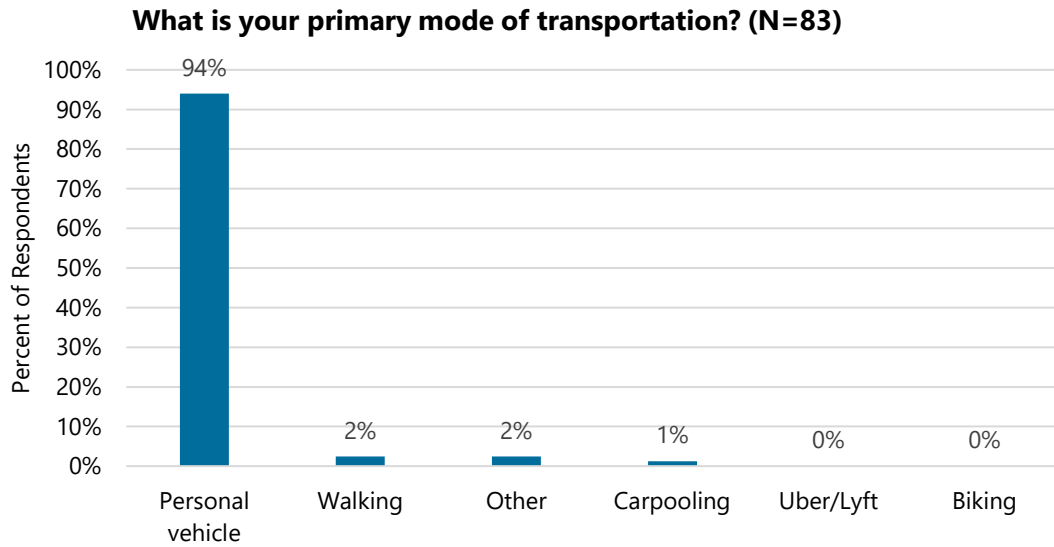


Open-ended comments:

- "Dramatically increase frequencies on all bus lines please."
- "I want transit to [go to] Glendora Village regularly."
- "The Dial-A-Ride is hard to set up an appointment and is not always available."
- "Not enough shuttles on Sundays for seniors after church to go to restaurants and pick [them] up."

Non-Rider Mode of Transportation

Understanding the travel patterns of non-transit riders is vital for the City of Glendora to develop improvements that might encourage more people to take transit. When asked what their primary mode of transportation is, most non-transit riders responded they drive their personal vehicles, while only a small percentage carpool, walk, or scooter in Glendora.



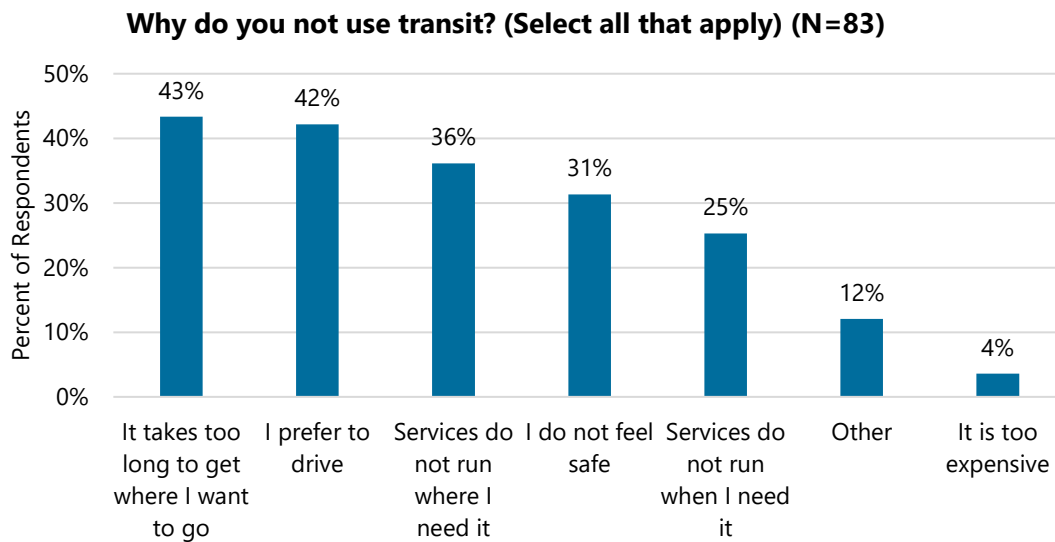
Barriers to Riding Glendora Transit

The top three reasons for respondents not using public transit include:

- Long travel times to reach their destinations
- A preference for driving
- Inadequate service coverage to their desired destinations

Other factors that respondents listed that prevent them from riding transit include:

- Lack of awareness of the service
- Inconvenience



Open-ended comments:

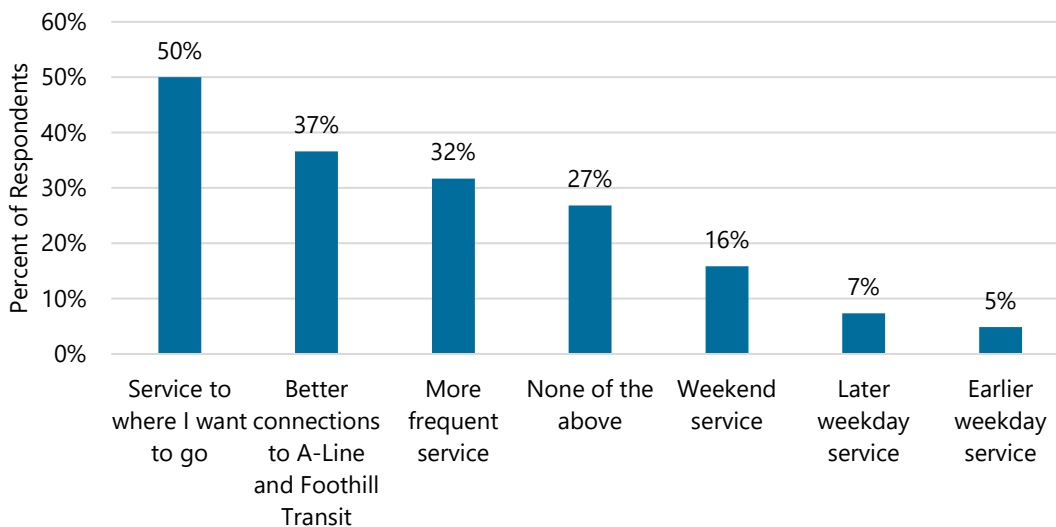
- "Single mom can't afford."
- "[It's] inconvenient for my life style."
- "Not aware of what is available."
- "Need a bus connection closer to my house."

Service Improvements for Non-Riders

About half of the respondents would consider taking public transit if services reached their desired destinations such as downtown Los Angeles, Westfield Santa Anita Mall in Arcadia, Alhambra, Pasadena, and San Fernando Valley. While Glendora Transit does not serve these locations, other transit agencies such as LA Metro and Foothill Transit have services that connect riders to those cities.

Respondents also mentioned they want transit services to serve local destinations such as Glendora Village and elementary schools. Some participants suggest that reducing the number of transfers and better information on Glendora Transit would create a better transit experience. A security presence was mentioned several times, although specifics were not provided by respondents.

What would encourage you to try public transit, or use it more often? (Select all that apply) (N=82)



Open-ended comments:

- "Public transit should be usable in the town and allow residents to actually spend their time in the community without using their cars. Walking is hard when it's over 80 degrees as there's barely any trees or green areas to provide relief."
- "Probably need more marketing about what is available and where you can go. Suggest where people can go and how easy it is."
- "Would like more bus stops in the neighborhoods so I don't need to walk >10 min to one (e.g. Seattle has a nice system)."

Other Feedback

Survey participants shared other feedback for Glendora Transit. Common themes included:

- Dial-A-Ride
 - Long wait times on the phone
 - More booking appointments
 - Long wait times to get picked up
- Shuttles
 - TAP machines on shuttles sometimes does not work
 - Long wait times to get picked up at shuttle stops

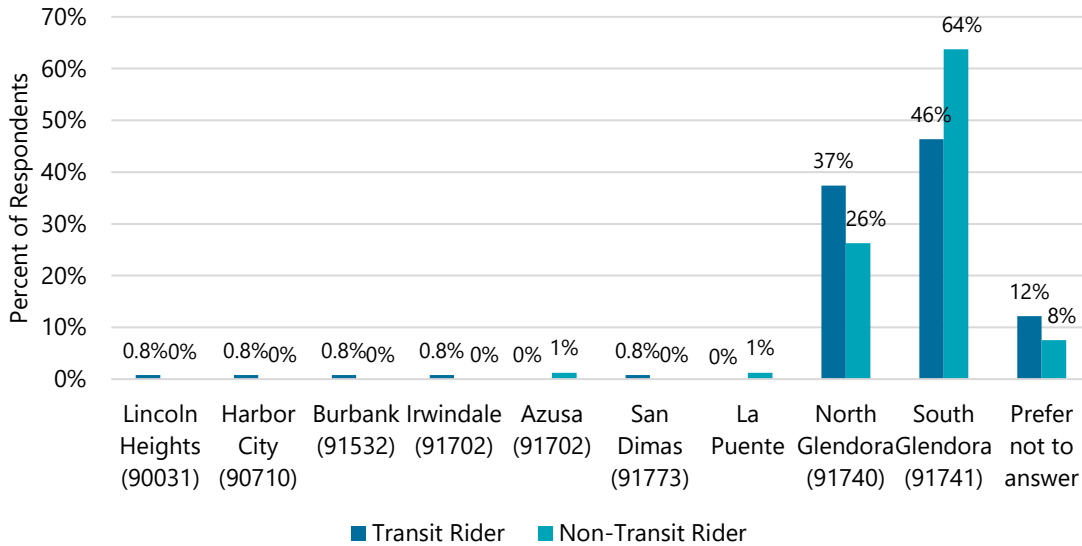
Additional comments that were shared by survey respondents outside of the Glendora Transit's scope included:

- Request to add more protected bike lanes in the city
- Request to repave Route 66 and Sierra Madre Avenue from Azusa city boundary to Grand Avenue
- Concern of personal safety at the Metro A Line Azusa/APU Citrus Station
 - Request to increase security at the Metro station
- Lack of maintenance and cleanliness of Metro trains

Survey Respondent Demographics

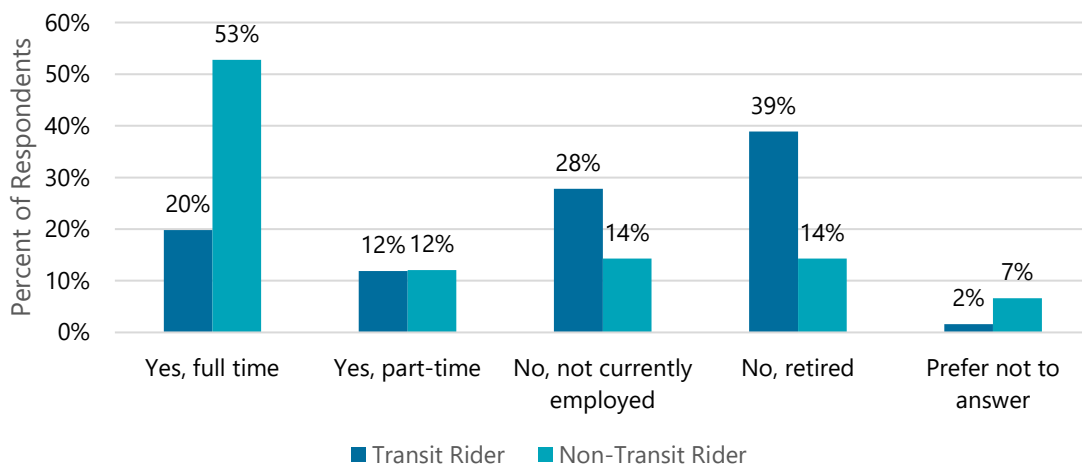
Most survey respondents live in Glendora. There are slightly more respondents (transit riders and non-transit riders) in South Glendora than North Glendora. Very few respondents live in other areas, including Lincoln Heights, Harbor City, Burbank, Irwindale, Azusa, and La Puente.

What zip code do you live in? (N=203)

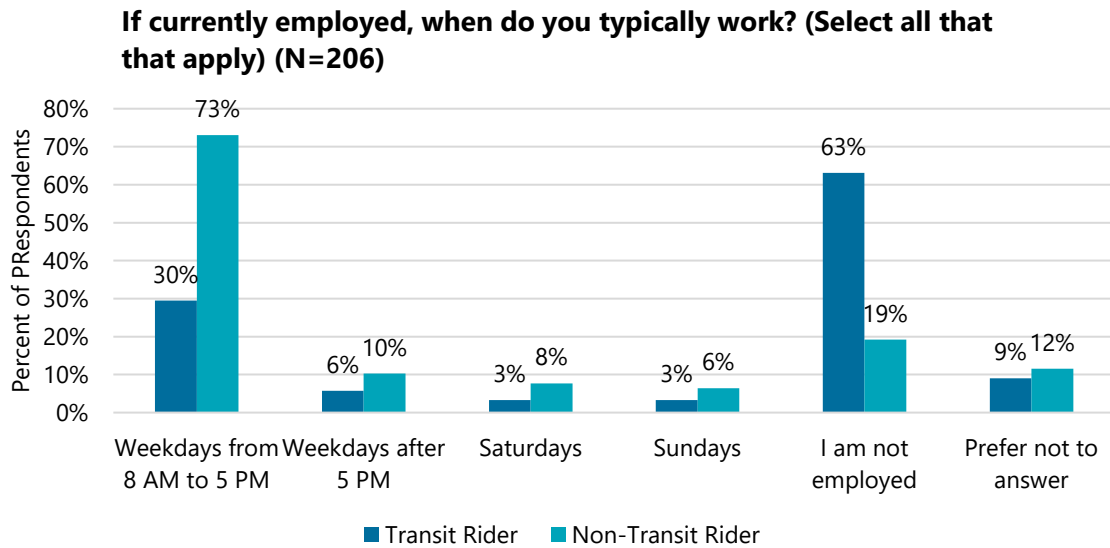


Non-transit riders are more likely to be working full or part-time (65%) compared with transit riders (32%). Most transit riders are retired (39%) or are currently not working (28%).

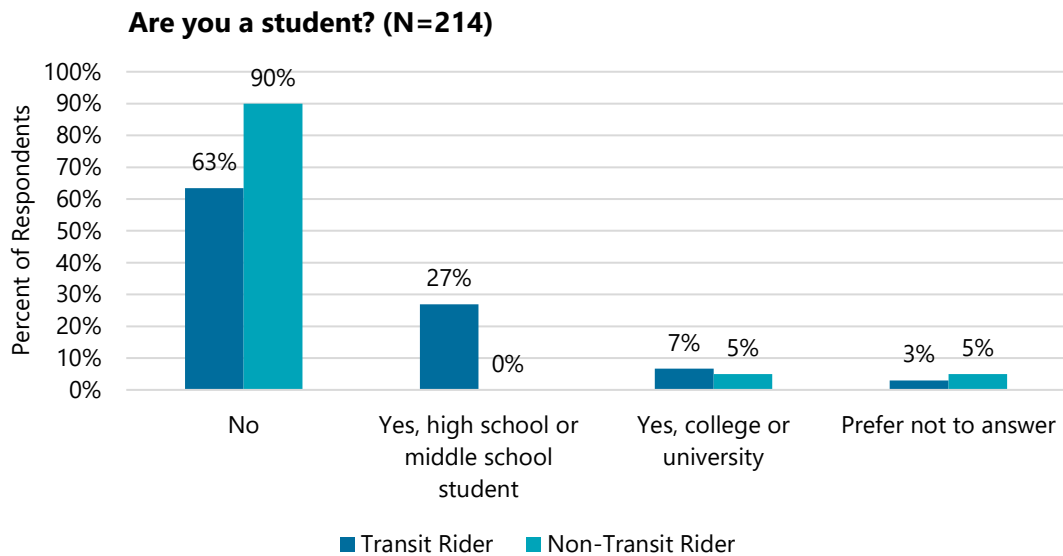
Are you currently employed? (N=217)



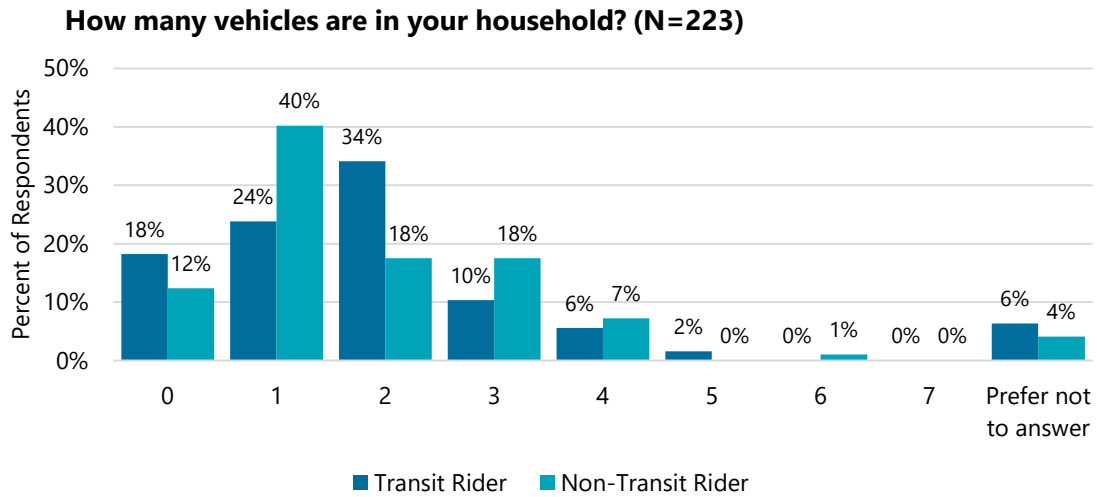
Among those who are employed, weekdays between 8 AM to 5 PM was the most popular time period to be working. Non-transit riders were slightly more likely to work on weekdays after 5 PM, and on Saturdays and Sundays.



The majority of respondents are not students. Among transit riders, 27% of respondents noted they are in middle or high school, which is a core market for Glendora Transit’s midday shuttle routes. College students are a small proportion of both the rider and non-rider groups.



About 18% of respondents do not have access to a vehicle and rely on transit. However, there is a larger percentage of respondents who have access to a vehicle but opt to take transit.



The survey received responses from people ranging in age from under 18 to 85+. The age distribution of transit riders skews slightly younger due to the large portion of young adults that are a core market for Glendora Transit.

