

FOOTHILL TRANSIT FORWARD



Executive Summary

January 2023



Foothill Transit



Foothill Transit
Serving the Foothill Communities

Foothill Transit

Contents

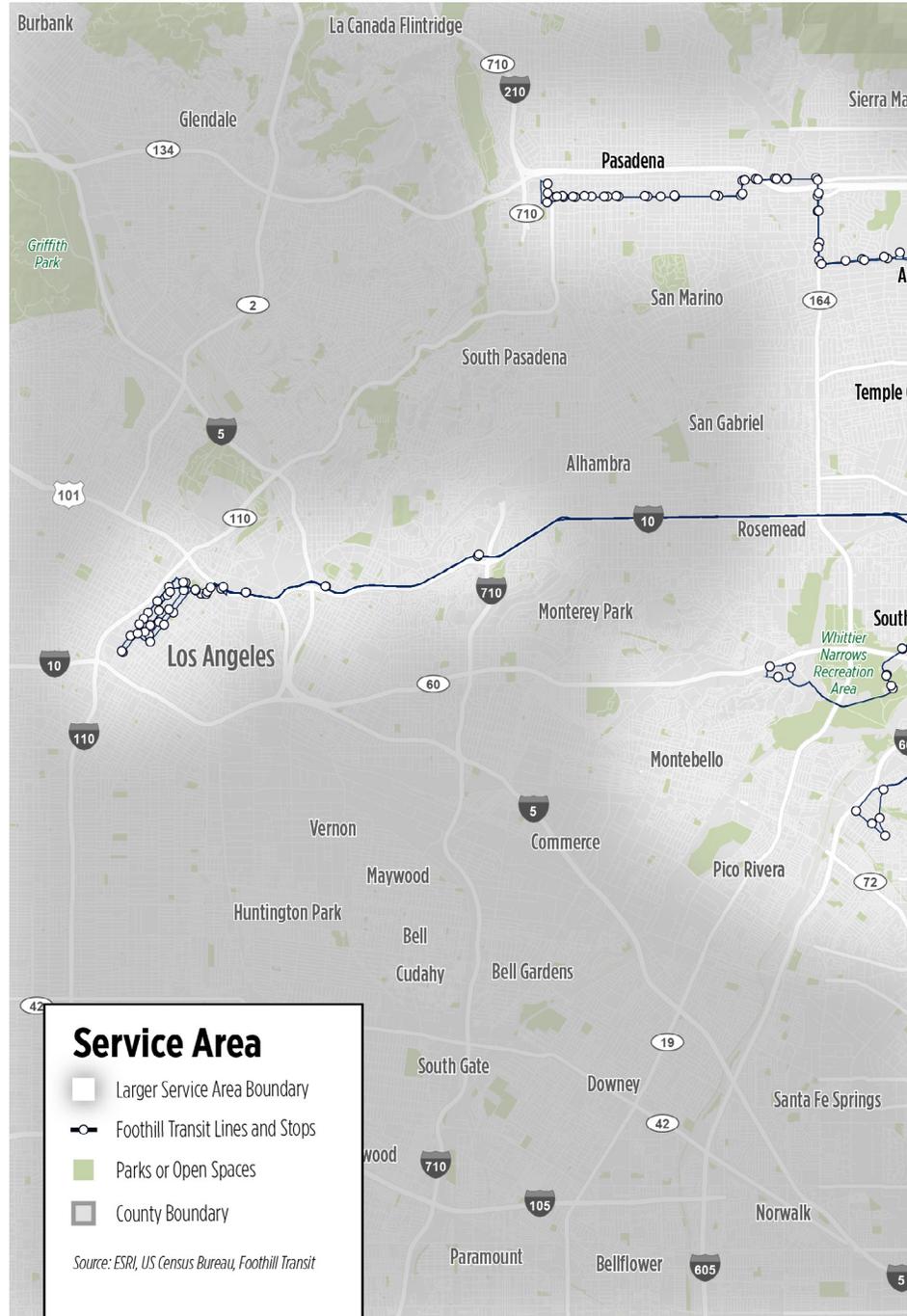
About Foothill Transit Forward	1
Why It's Important	3
State of Foothill Transit	5
Community Outreach	9
The Recommended Network	11
About the Recommended Network	13
What are the Benefits of This Network	15
How Can This Transit Network Benefit Riders	16
Service Expansion Improvements	17

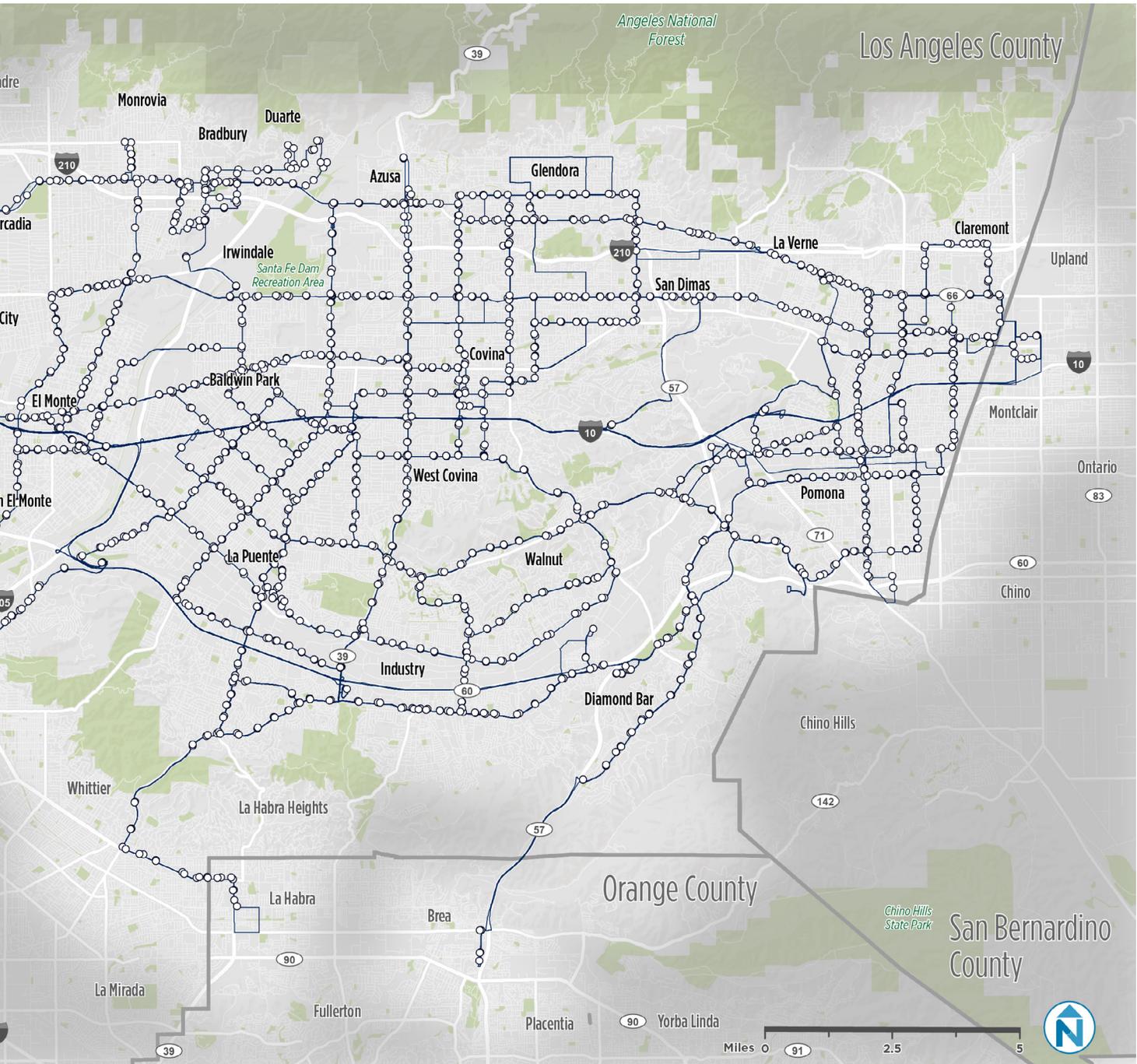
About Foothill Transit Forward

In April 2021, Foothill Transit kicked off a Comprehensive Operational Analysis (COA) of the agency's transit network, operations, and policies. Branded as Foothill Transit Forward, the COA is designed to examine Foothill Transit service to identify improvements that would enhance customer travel, improve efficiency, and strengthen connections to other transit providers.



Following a year and a half of technical analysis and community outreach, the Recommended Network puts forth a series of improvements that has the potential to increase ridership while enhancing mobility throughout the Foothill Transit service area. Foothill Transit will begin implementing the Recommended Network starting in 2023.





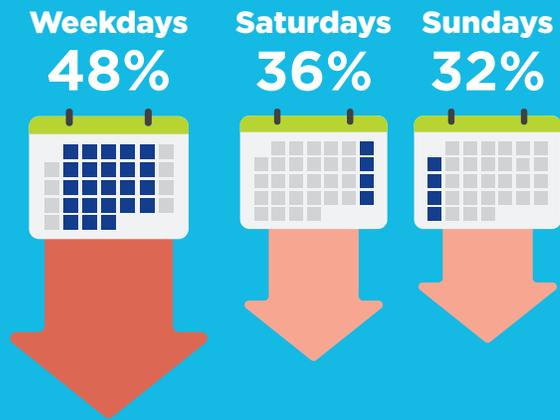
Why It's Important

Travel patterns have changed due to COVID-19

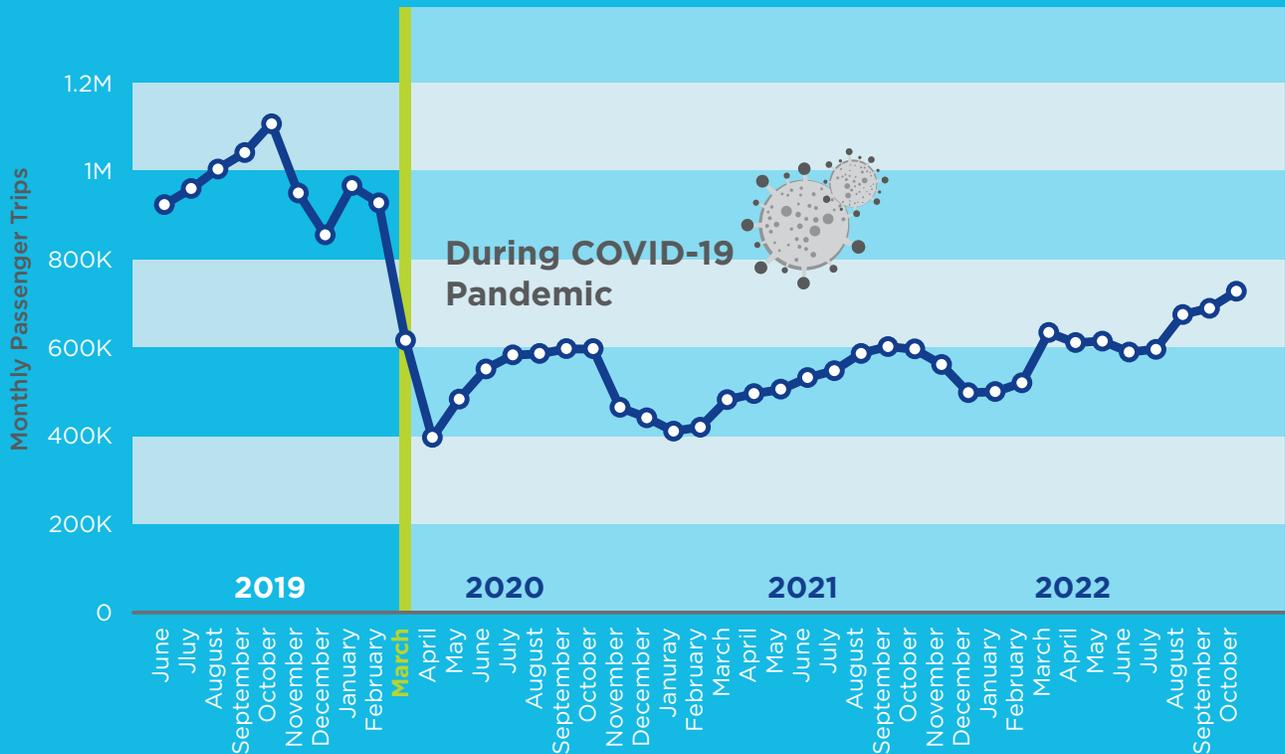
New travel patterns have developed as the world emerges from the COVID-19 pandemic. Work from home and hybrid work have upended the traditional commuter market while college travel has largely recovered. Midday and weekend travel rebounded more quickly following the pandemic, indicating more resilient trip types. Foothill Transit must adapt to these changing travel patterns to stay relevant and get people where they need to go.

Ridership Decline by Day Type

(June 2019 to June 2021)



Foothill Transit Monthly Ridership



Operator shortages have made it more difficult to provide service

Foothill Transit, like other agencies throughout the country, is experiencing an operator shortage that is making it difficult to maintain existing levels of service. Developing an efficient network helps Foothill Transit maximize the amount of service that can be provided with its available workforce.



Roadmap of improvements

Even before the pandemic, Foothill Transit had a limited budget with which to implement improvements. The Recommended Network provides Foothill Transit with a list of improvements that are within budget, and is supported by the public and backed up with data. Further service expansion improvements were also identified should Foothill Transit secure additional operations funding.

New L Line (Gold) service

The extension of the L Line to Pomona, projected to open in 2025, will improve regional transit connectivity within Foothill Transit's service area. Foothill Transit's bus network must adapt to avoid duplication of service and serve as a first/last mile connection to the new stations.



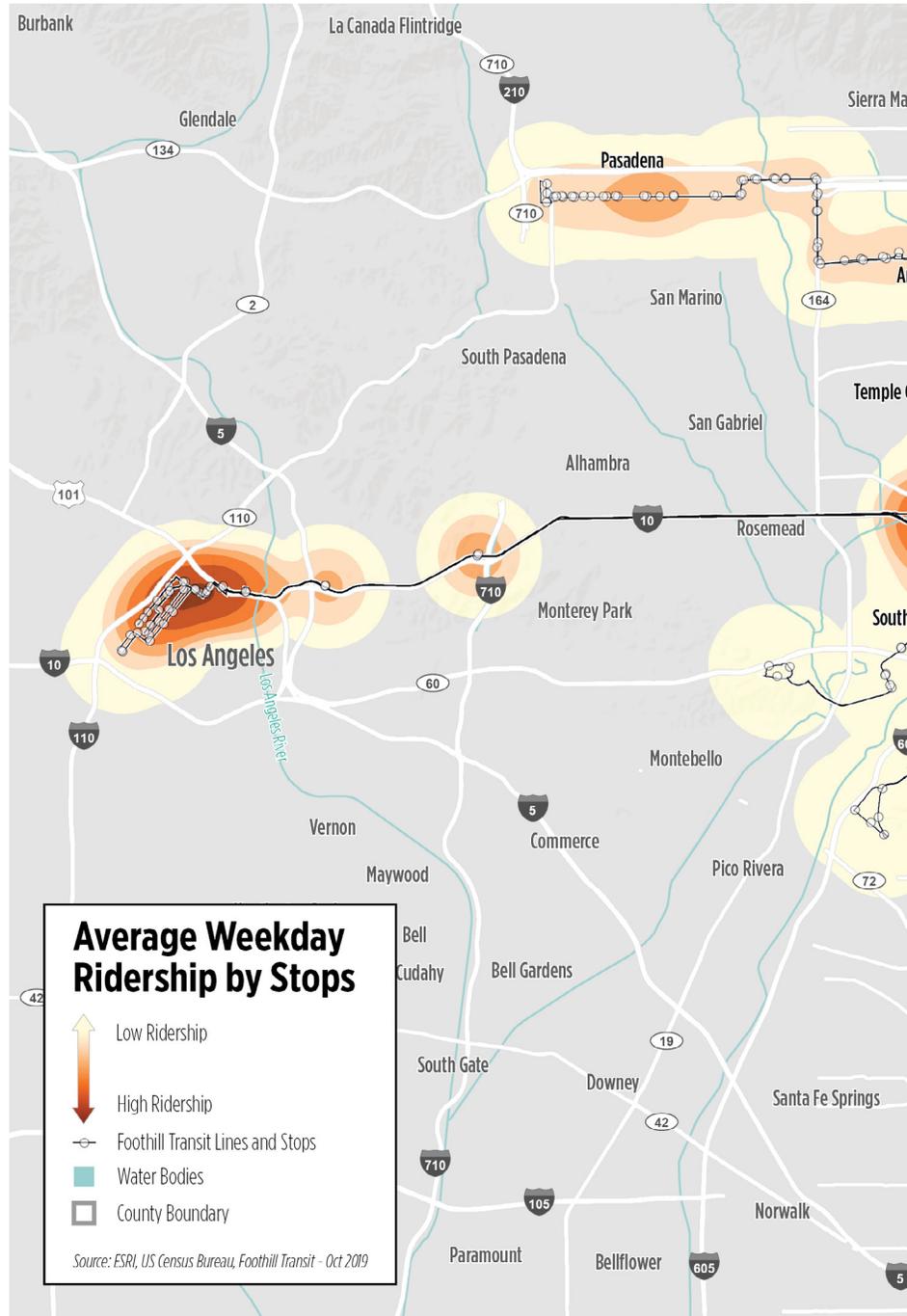
State of Foothill Transit

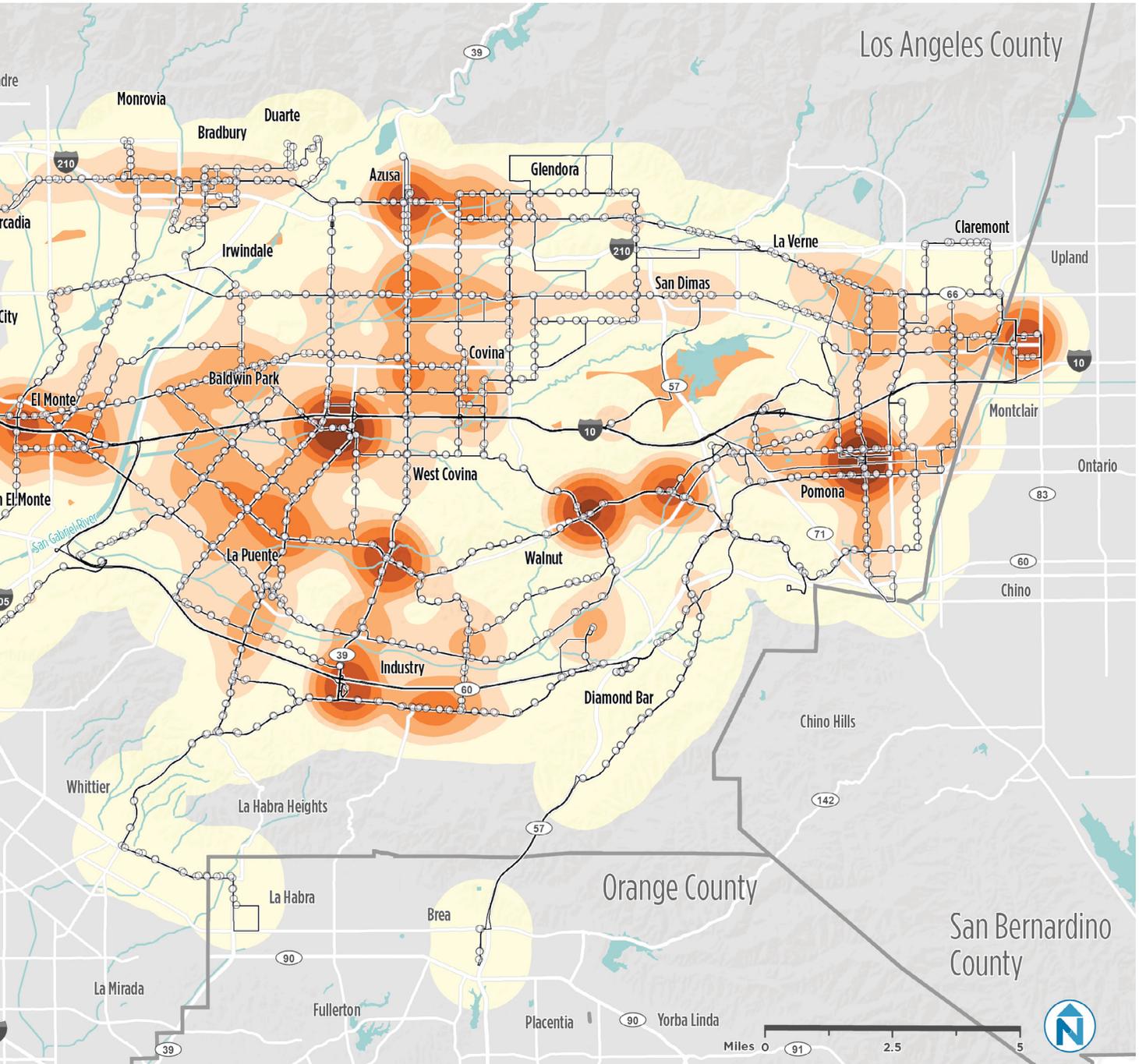
As of November 2022, Foothill Transit operates a network of 38 fixed routes serving the San Gabriel and Pomona Valleys. Foothill Transit operates only fixed route services, comprised of local, express, local-express (Silver Streak), and school service. Paratransit service is offered by Los Angeles County's Access Services.

The highest ridership areas in Foothill Transit's network are predominantly at transit centers where passengers may be transferring between lines or transferring to rail. Downtown Los Angeles is also a high ridership area owing to its regional draw for employment, education, and recreation.

In October 2019,
Foothill Transit had more than

42,000
average weekday
boardings





Productivity

Some lines are very productive (over 20 boardings per vehicle revenue hour) while others are not (8 boardings per vehicle revenue hour or less).

Average weekday productivity:

Local lines plus Silver Streak

16.4

passengers per revenue hour



Express lines

14.4

passengers per trip



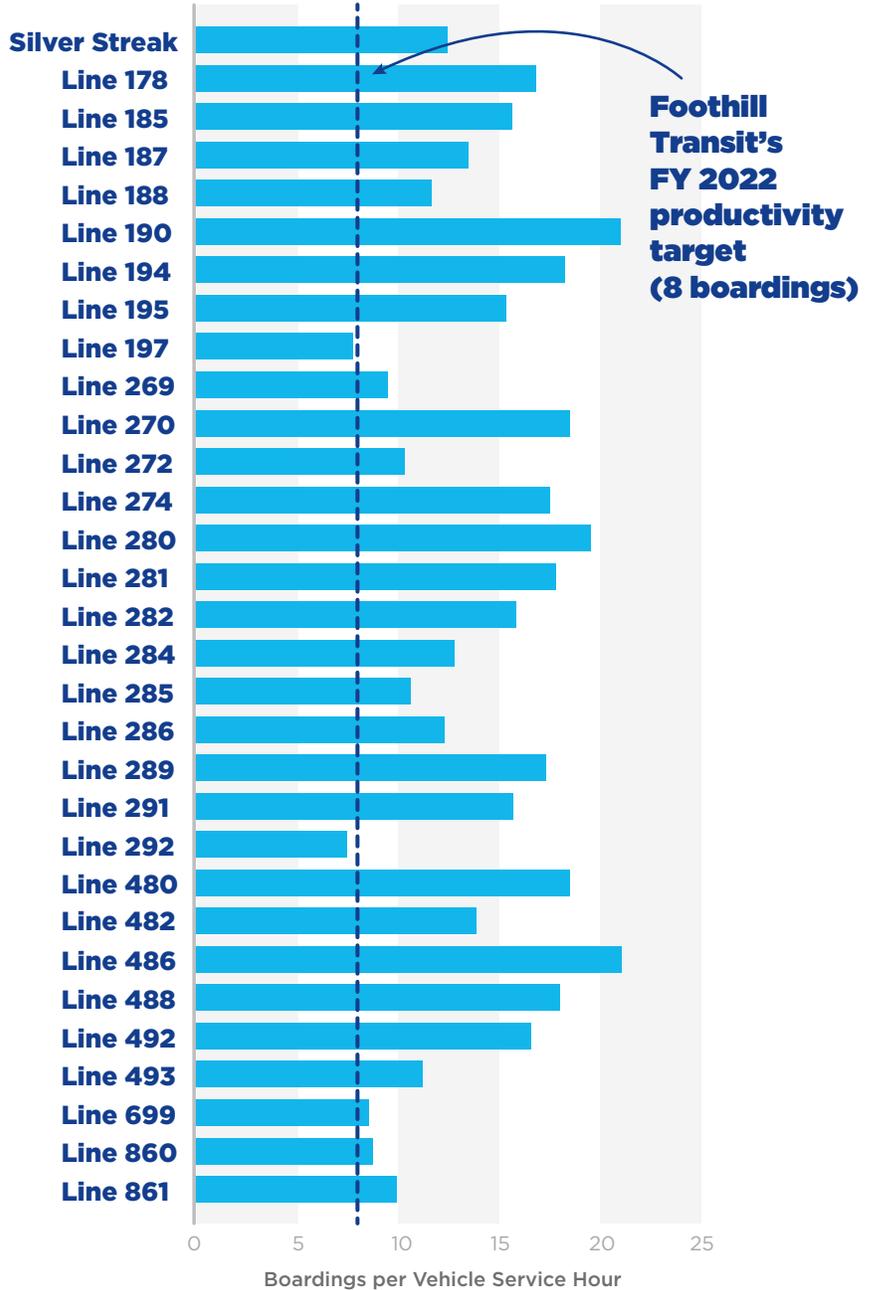
School services

10.5

passengers per trip



Weekday Productivity by Line



Source: Oct 2019 data

On-Time Performance

Foothill Transit has an on-time performance standard of 75%. Eight lines fail to meet this standard on any day of the week. On-time performance on Saturdays is also noticeably worse than on weekdays or Sundays.

Systemwide on-time performance averages:

Weekdays



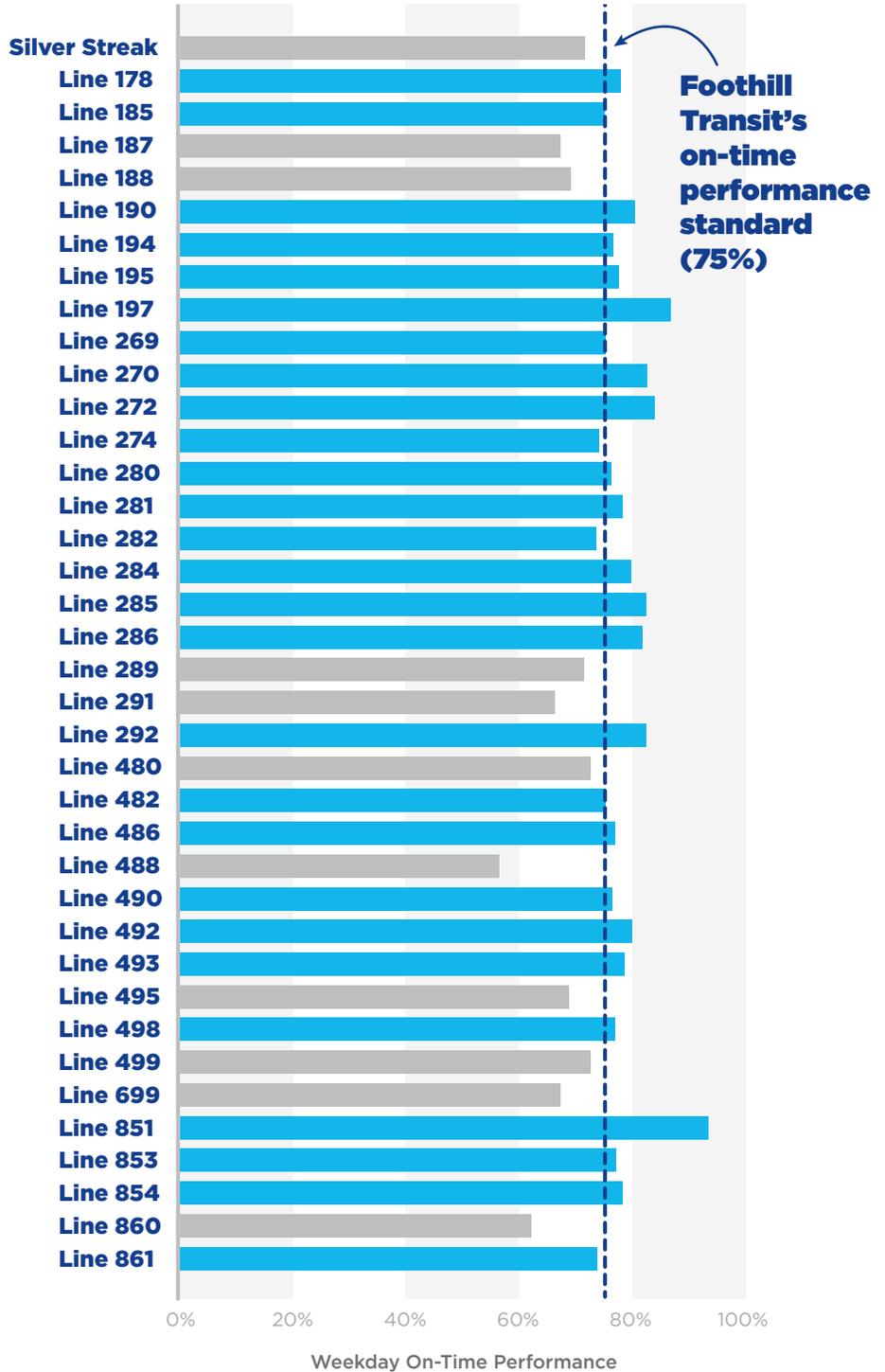
Saturdays



Sundays



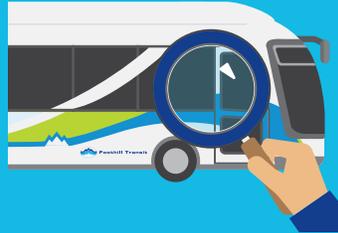
Weekday On-Time Performance



Source: Oct 2019 data

Community Outreach

Public outreach was an important component of Foothill Transit Forward. Outreach activities were conducted throughout the project, with efforts concentrated into **two distinct phases**.



PHASE 1

Identify priorities and ideas for improvement



PHASE 2

Present the recommended network for review and comment

Outreach by the Numbers



2 virtual public workshops
with **49** participants



5 virtual stakeholder discussions
with **34** participants



12 in-person pop-ups
with **480** participants



3 surveys administered
with **4,653** participants



199,000 ad views
from **electronic advertising**

Phase 1 Outreach

The focus of Phase 1 outreach was to introduce the project to the public and gather input on how the Foothill Transit network could be improved. Phase 1 outreach was conducted in September and October of 2021.

A variety of outreach activities were conducted to reach a diverse cross-section of riders and non-riders. The outreach effort included virtual events, in-person pop-up events, and surveys.



What We Heard



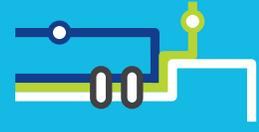
More frequent service



Service reliability (on-time performance)



Speed of service



Service coverage

Phase 2 Outreach

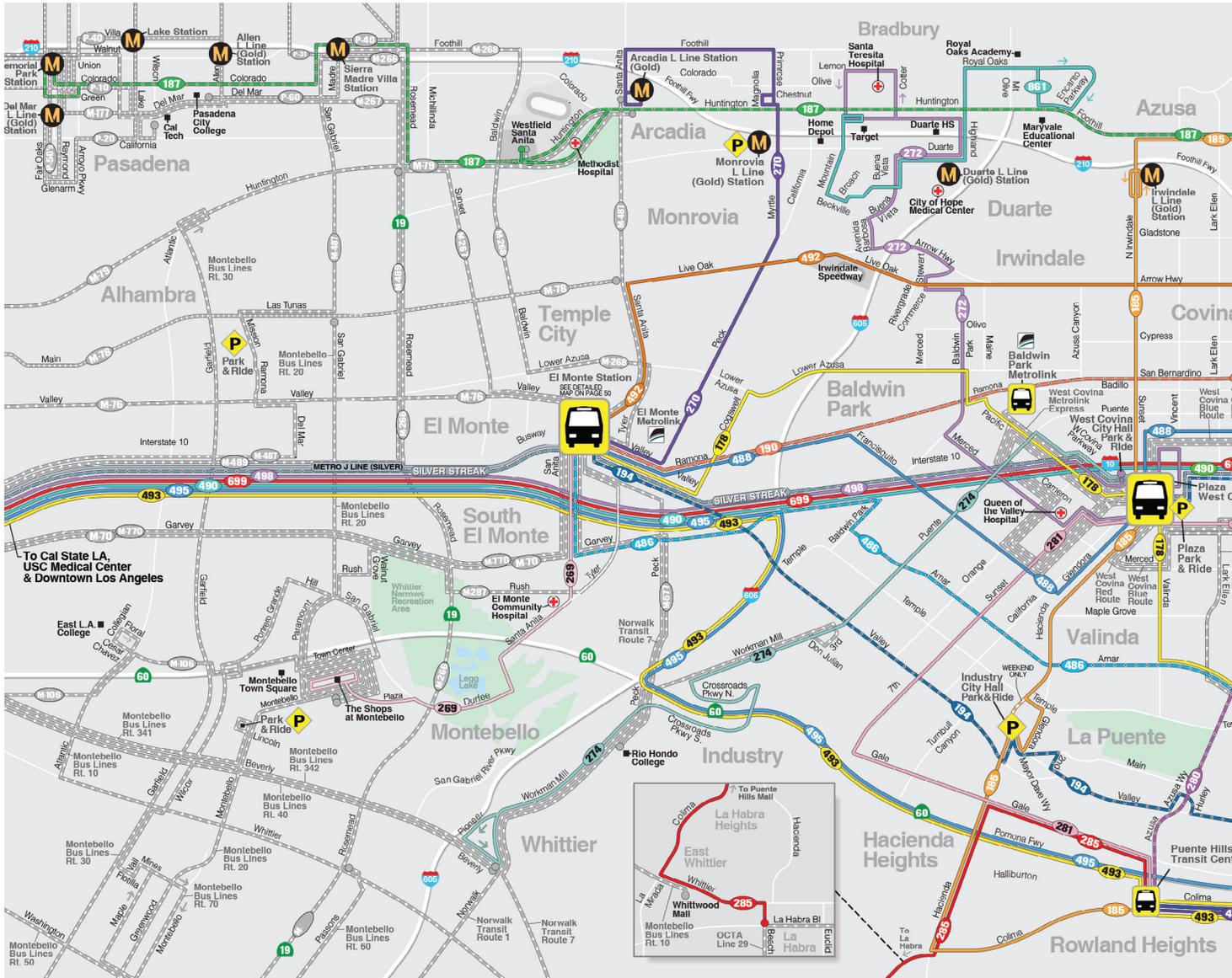
The focus of Phase 2 outreach was to present the public with proposed changes to the network and ask them to provide feedback. Phase 2 outreach was conducted in September and October 2022. Similar to Phase 1 outreach, a variety of outreach activities were conducted to reach a diverse cross-section of people. A survey was also conducted to get direct feedback on the proposed changes.

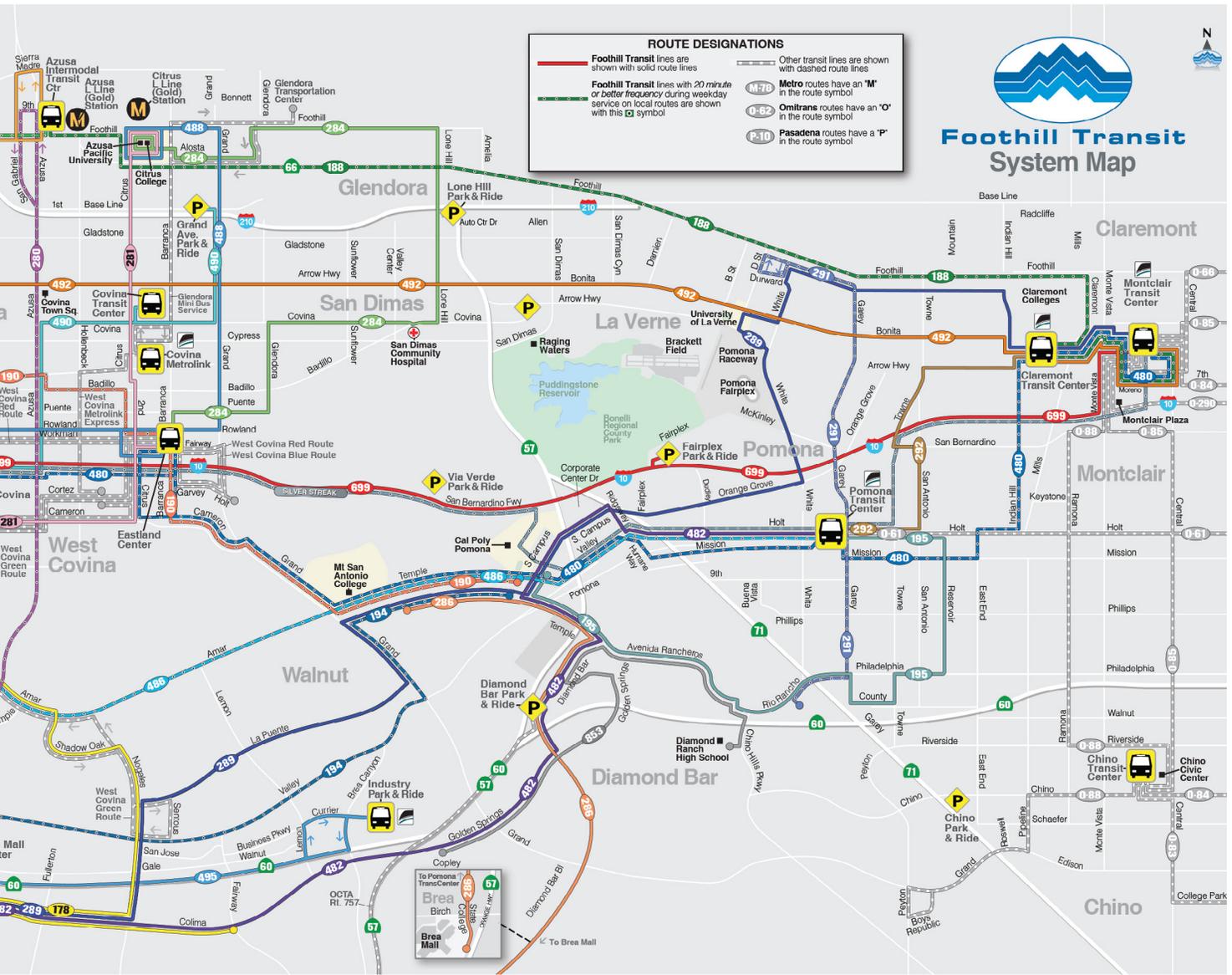


What We Heard

Conversations with the public at pop up events, virtual stakeholder meetings, and the virtual public workshop, as well as responses from the survey, showed strong support for most of the changes presented. Support was strongest for changes that improve frequency, extend the span of service, streamline service, and improve connectivity to college campuses. Feedback from the public also resulted in minor tweaks being made to the Recommended Network to address concerns.

The Recommended Network





About the Recommended Network

The Recommended Network was developed based on the opportunities identified in the market assessment, travel demand analysis, and the analysis of how existing service operates. It also reflects public input through a combination of market research, stakeholder discussions, and public outreach. It invests service where service is needed most, using an equitable approach. The Recommended Network is cost-constrained, meaning it only includes improvements that Foothill Transit can fund using its existing and planned operating budget.

The Recommended Network is a first step toward responding to customer desires and regrowing ridership post-pandemic. The Recommended Network also provides the framework for future service additions, which may require additional resources.

Highlights of Recommended Changes



15 Lines have no change



23 Lines have a change
in alignment, frequency, and/or span of service



3 Lines would operate more frequently
Lines 190 and 194 would have more frequent midday service on weekdays. An extended Line 289 covering portions of Line 197 would operate more frequently during the weekday AM and PM peaks.



2 Lines would operate with later service
Line 292 would see later weekday service while an extended Line 289 would operate with later service seven days a week.



4 Lines would operate faster with more direct service
Lines 178, 281, 292, 482 would have more streamlined alignments. Transfers to/from Lines 178 and 482 would also be easier due to more consistent schedules throughout the day.



A new transit hub at Mt. San Antonio College

would serve as a terminus for the new Line 286 and provide easy connections to Lines 190, 194, 289, and 486



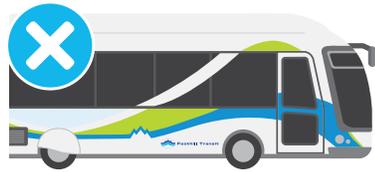
Lines 272, 274, and 291 would be adjusted

to better serve retail in Pomona, West Covina, and Duarte. Line 195 would be adjusted to cover portions of the old Line 291.



Silver Streak would serve Cal Poly Pomona

on weekdays from 7 AM to 7 PM



Lines 282 and 851 with duplicative service would be eliminated

Customers would continue to have access to other Foothill Transit service nearby.



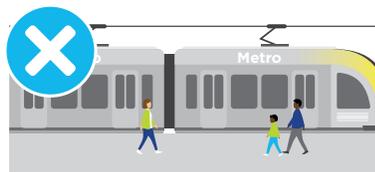
Lines 853 and 854 would be combined

to improve productivity and reduce peak operator needs



Line 498 would be shortened

to Plaza West Covina due to low ridership



Line 499 would be discontinued

when the L Line (Gold) extension opens



Lines 860 and 861 would be combined

into a single, bi-directional route (Line 861) in Duarte to improve efficiency and make the service easier to understand



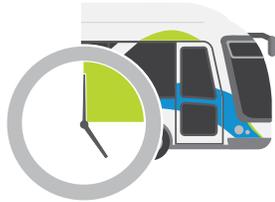
New connection to the L Line (Gold)

in La Verne (new Line 289) and improved connections in Duarte (Lines 272 and new Line 861)

What are the Benefits of This Network?



Improved access to retail



More frequent service



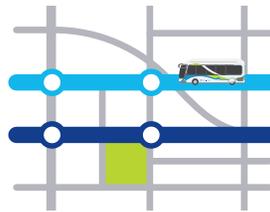
Later Service



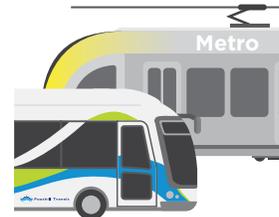
Faster service



Better connection to college campuses



Reduced duplication of service



Improved connections to the L Line (Gold)

TITLE VI EVALUATION

An equity analysis was conducted to ensure that key equity populations maintained access to transit with the Recommended Network. This analysis used Foothill Transit's definition of disparate impact and disproportionate burden. Using the 2020 American Community Survey 5-Year Estimate Block Group data, the evaluation compared both the existing and recommended transit networks, examining the population within 1/4 mile of all bus stops. The results did not identify any disparate impact or disproportionate burden.



How Can This Transit Network Benefit Riders?

Jill

Jill works at Puente Hills Mall and usually has to run to catch the last Line 289 bus at 7:25 PM. When she misses that bus, she must take an Uber to get home. Later Line 289 service helps Jill keep transportation expenses down.



Ramon

Ramon is a student at Cal Poly Pomona but lives in Los Angeles. New Silver Streak service to Cal Poly Pomona would cut his three-hour one-way trip, with two transfers, in half.

Mei Lin

Mei Lin takes Line 281 from West Covina to Glendora every day for work. The southbound deviation to serve the Covina Transit Center adds five minutes to her travel time and often results in her missing her connecting bus at Eastland Center. Eliminating that deviation improves on-time performance and helps her get home earlier.



Service Expansion Improvements

The Recommended Network was developed considering the financial constraints of Foothill Transit to implement any service increases. Public outreach and the market assessment identified more potential improvements than could be funded within the existing budget.

Implementation of these service expansion improvements would require Foothill Transit to secure additional operating funds and increase its fleet size to accommodate a larger peak pull. The service expansion improvements should be viewed as a road map of future service enhancements Foothill Transit can implement after the Recommended Network is in place.

Public outreach included multiple surveys, in person discussions, and stakeholder interviews. Several consistent themes were heard throughout the Foothill Transit Forward process.



Keep buses running on schedule

Reliability was important for both existing riders and potential riders.



Frequency of service on weekdays

Frequency is a key to making service more convenient for both existing and potential riders.



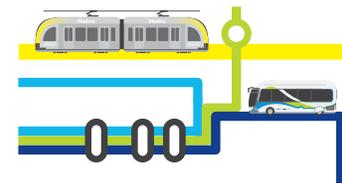
Frequency of service on Saturdays

For existing riders and people going to work on weekends, Saturday frequency is a key to making service more convenient.



Later weekday service

Service workers in particular identified difficulties in getting back from work because service does not operate late enough.



Service coverage

including new/improved lines to future L Line (Gold) stations

Access to the new and extended L Line (Gold) stations was identified as an opportunity to leverage the regional investment in transit.

Service Improvement

Recommendations

Estimated Annual Reveue Hours **Change in Peak Vehicle Requirement**

Upgrade **all weekday lines** to operate at least **every 30 minutes between 5AM and 9PM**

60,700

+16

Improved Frequency



Improve number of lines with **frequent (every 20 minutes) weekday service** (Lines 190, 194, 492)

18,800

0

Improve frequency on select lines to **every 30 mins on Saturday from 8AM to 8PM** (Lines 190, 194, 269, 270, 281, and 488)

7,800

0

Improve frequency on select lines to **every 30 mins on Sunday from 8AM to 8PM** (Lines 190, 194, 269, 270, 281, and 488)

7,600

0

Improved Span of Service



Improve **owl service** (late night/early morning)

600

0

Extend **weekday service** on all local lines **to at least 10PM**

5,900

0

Extend **Saturday service** on all lines **to at least 10PM**

4,100

0

Extend **Sunday service** on all lines **to at least 9PM**

3,000

0

New/Improved Connections to L Line (Gold)



New line connecting **San Dimas Station to Cal Poly Pomona**

8,700

+2

