



**Glendale Safe and Healthy Streets
Pedestrian and Bicyclist Survey Analysis
April 2011**

**ryan snyder
associates**

Table of Contents

Introduction	3
Summary Survey Results.....	3
Survey Analysis.....	4
Question 1: Please describe your work commute (skip if not applicable).....	4
Question 2: Please describe your school commute (skip if not applicable).	4
Question 3: What modes of transportation do you typically use for your work or school commute and how often?.....	5
Question 4: What modes of transportation do you typically use for your non-work / non-school trips and how often?.....	7
Question 5: How often did you walk in the last 6 months (for commuting, recreation, errands, etc.)?.....	9
Question 6: Depending on the purpose of your trip, approximately how long is your average walk?.....	10
Question 7: Why do you walk?	11
Question 8: What are the areas in Glendale where you enjoy walking, and reasons you like walking in those areas?	12
Question 9: Please identify Glendale areas where you think walking conditions should be improved, along with any specific suggestions for improvement.	13
Question 10: Why do you ride a bike? (check all that apply)	14
Question 11: What are your favorite places to ride a bicycle in Glendale and the reasons you like to ride there?	15
Question 12: Please identify areas of Glendale where you think bicycling conditions should be improved, along with specific suggestions for improvement.	16
Question 13: Please rate your bicycling comfort/skill level on a scale from 1 to 10.	17
Question 14: How often did you bike in the last 6 months (for commuting, recreation, errands, etc)?	18
Question 15: Depending upon the purpose of your trip, approximately how long is your average ride? .	19
Question 16: What prevents you from biking more often (check all that apply)?.....	20
Question 17: Do you ever use your bicycle with transit (train, light rail, subway, bus)?	20
Question 18: If you do use your bicycle with transit, how frequently?	21
Question 19: What transit operator(s) do you use with your bicycle (check all that apply)?	21
Question 20: If you do not use your bicycle with transit, what, if any, are the barriers preventing you? ..	22
Question 21: Please indicate areas of Glendale where you would like to see more or improved bicycle parking. Please specify the particular issue at the location, i.e., not enough racks, poor quality, inaccessible, etc.	22
Question 22: What type of bicycling support facility do you prefer on a scale of 1 to 4 (1 being the most preferred, and 4 being the least preferred)?	24
Question 23: Do you mountain bike in the Verdugo Hills, the San Gabriel Mountains, or other areas above Glendale?.....	24
Question 24: If you do mountain bike above Glendale, from which trailheads?	25
Question 25: Do you ride to the trailhead? If yes, briefly describe your route. If no, where do you usually park?	25
Question 26: Would the following improvements influence you to bike more often? (Please rate each improvement by the likelihood of influencing you to bike more often)	26
Question 27: Please prioritize the following encouragement programs (1 being more preferred and 5 less preferred for implementation in Glendale).....	27
Question 28: What is your age range?	27
Question 29: What is your gender?.....	28
Question 30: Do you live in Glendale?.....	28
Question 31: Do you work in Glendale?	28
Question 32: Do you currently attend school in Glendale?.....	29
Question 33: Do you have any additional comments?.....	29

Introduction

The Los Angeles County Bicycle Coalition worked with the City of Glendale to provide a bicyclist and pedestrian survey to the public on the Internet as part of the Glendale Safe and Healthy Streets initiative. The survey was available from February through August 2010, and 294 community members responded. The survey illuminates the needs of pedestrians and cyclists, and how Glendale's streets can be improved to better accommodate both.

The survey asks a number of questions such as why the respondent rides a bicycle; why the respondent walks; how often he / she rides; favorite places to ride; bicycling comfort / skill level; transit operators used in conjunction with bicycling; areas in need of improvement; and areas in need of parking, among others.

The Summary Survey Results illuminates the key findings from the survey, whereas the Survey Analysis illustrates key findings by question.

Summary Survey Results

The key findings from the Glendale Pedestrian and Bicyclist Survey include:

- Survey respondents include a mix of residents, those who work in Glendale, those who travel through Glendale, and other interested parties
- Commutes vary in origin and destination widely, stressing the importance of an integrated citywide network as well as connections to surrounding regions
- Most survey respondents drive alone for their work or school commutes
- Many survey respondents walk and bike for trips outside their work or school commutes
- Respondents walk and bicycle primarily for exercise / health and pleasure
- Aggressive drivers, high car speeds, and lack of bicycle infrastructure are the greatest deterrents to bicycling
- Almost forty percent of respondents use their bicycles in conjunction with transit

Survey Analysis

The following discussion summarizes and analyzes the results of the survey by question.

Question 1: Please describe your work commute (skip if not applicable).

Survey respondents' commutes vary widely in origin and destination. The 200 respondents' trips originate all over Glendale and from other cities in Los Angeles County such as Pasadena, Palmdale, Los Angeles, Tujunga, Chatsworth, Anaheim, Burbank, Alhambra, Altadena, West Hollywood, Santa Clarita, Van Nuys, and North Hollywood. Respondents travel primarily to central business districts, schools, and transit centers. Destinations include Downtown Glendale, Century City, various locations in Downtown Los Angeles, Hollywood, Long Beach, Glendale Community College, Glendale Metrolink Station, Union Station, Central Avenue and Pioneer Drive in Glendale, Commerce, Atwater Village, Universal City, and Burbank. Sixty-three percent of respondents make this trip daily or at least five days a week. The varied origins and destinations of commuters who live in, work in, or pass through Glendale, point to the importance of a network of bikeways and walkways that cover all of Glendale and link to the surrounding region.

Question 2: Please describe your school commute (skip if not applicable).

Only 24 survey takers answered this question, indicating few students in the survey pool. Of these students, 46% commute at least four days per week. Only three respondents begin their school commute outside of Glendale; these respondents begin their trips in Burbank, Alhambra, and Los Angeles. Many school commuters travel to Glendale Community College at Verdugo Road and Mountain Street. Other destinations mentioned by respondents include:

- Glenwood Road and Concord Street (Toll Middle School, Mark Keppel Elementary School, Hoover Senior High School)
- Hill Street and 7th Street, Los Angeles
- Sylmar, CA
- Dunsmore Elementary School
- Hill Avenue and Colorado Boulevard, Pasadena (Pasadena City College)
- Glendora, CA

Much like work commuters, school commuters travel at least five days of the week. Their origins and destinations are primarily in Glendale, again strengthening the need for an integrated citywide bikeways and pedestrian networks.

Question 3: What modes of transportation do you typically use for your work or school commute and how often?

Seventy-one percent of respondents drive alone for work or school trips. However, there are a large percentage of those who also bicycle, with nearly 29% of respondents marking “bike” as a mode they use for work and school trips. The distribution is shown below in Figure 1.

Figure 1: Distribution of Transportation Mode for Work / School Trips

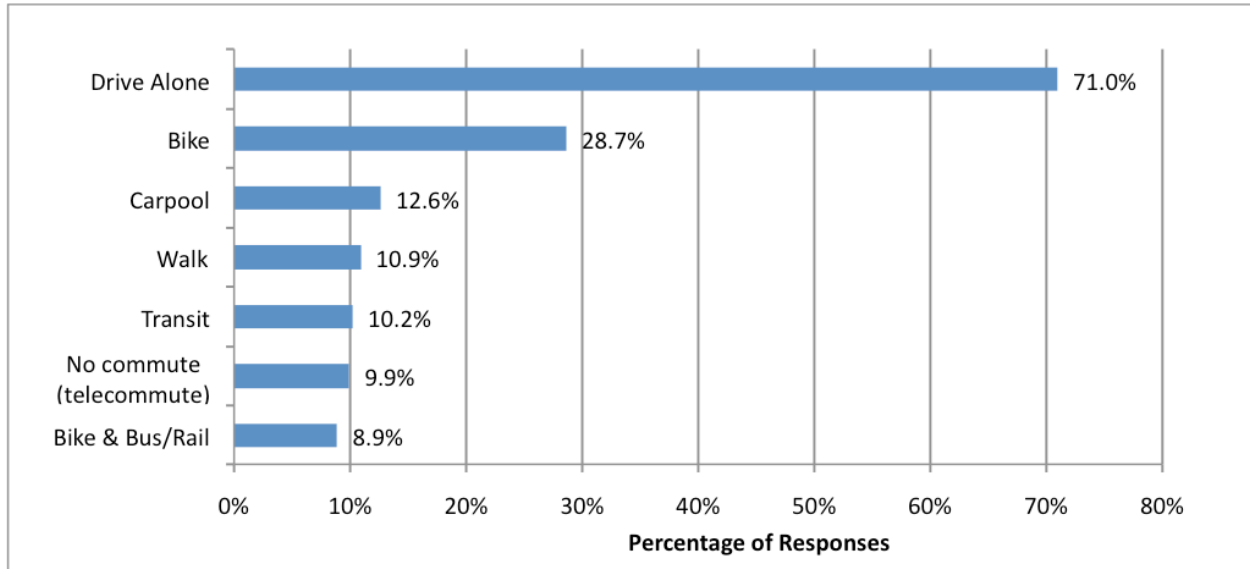
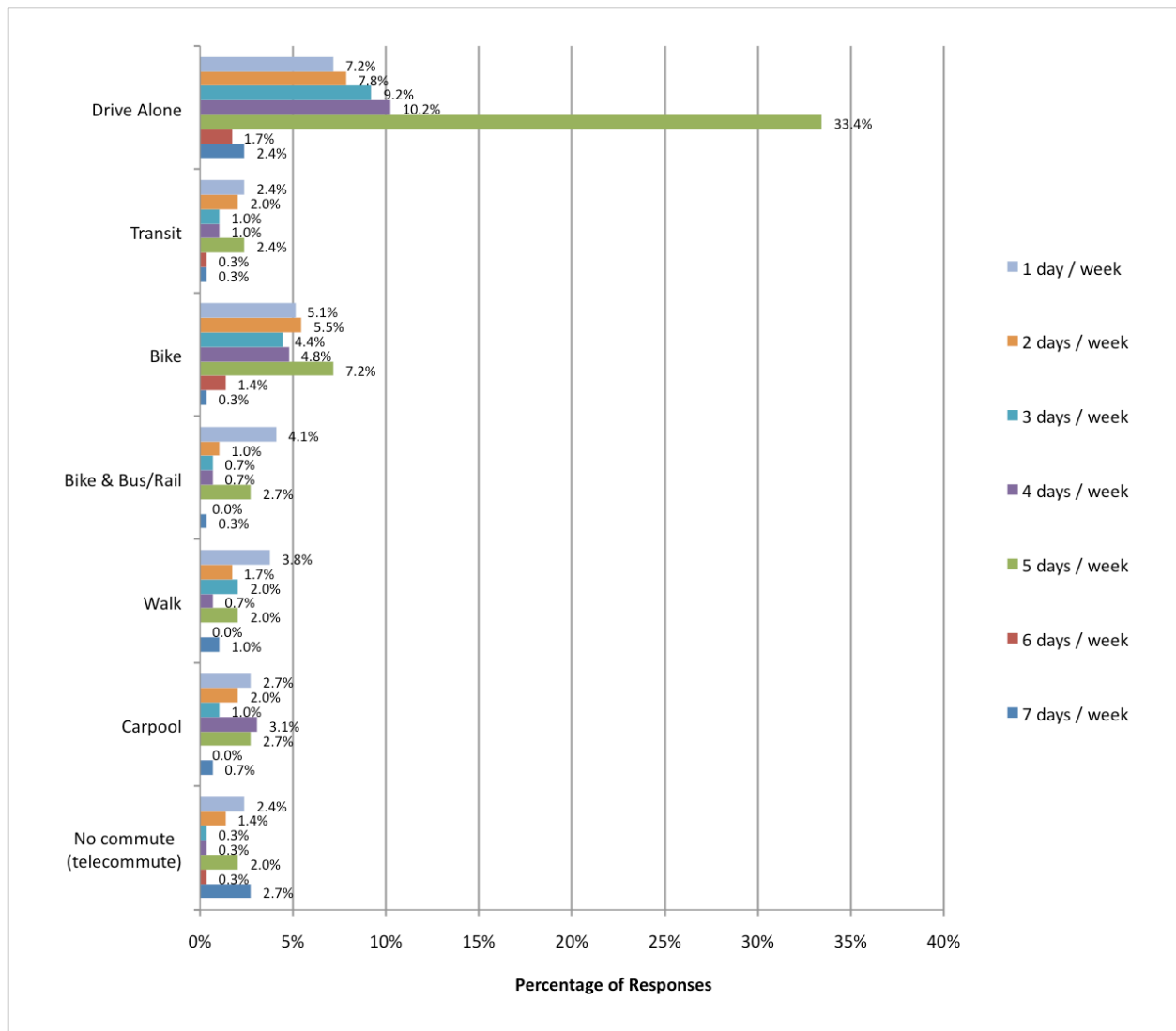


Figure 2 illustrates the distribution of transportation mode by the number of days that mode is used. The majority of respondents drive alone most days of the week. Most respondents that work five days each week drive alone. However, bicycling ranks second as the commute mode of choice for most days per week. About 7% of commuters choose to bicycle five days a week. Commuters choose to drive alone and bike at about the same rates for those that commute to work just one to two days per week. This shows that several respondents switch between modes; they may drive alone for the majority of the week, but choose to bike at least one of their commute days.

Figure 2: Distribution of Transportation Mode by Number of Days per Week for Work / School Trips



Question 4: What modes of transportation do you typically use for your non-work / non-school trips and how often?

The results are quite different for non-commute trips. A majority of respondents still drive alone. However, more respondents report bicycling and walking for non-work / non-school trips than they do for work / school trips. Altogether, 120 respondents bicycle seven days a week for non-work trips, and 251 drive alone. Overall, 86 percent drive alone for at least some of their non-work trips, whereas 45 percent also walk, and 40 percent also bike for these non-work trips (shown below in Figure 3). Figure 4 (next page) illustrates that although survey takers choose to drive alone for many non-work trips, many more choose to walk or bicycle. People that bicycle or walk for non-work trips are strong candidates for becoming bicycle and transit commuters.

Figure 3: Distribution of Transportation Mode for Non-work / Non-school Trips

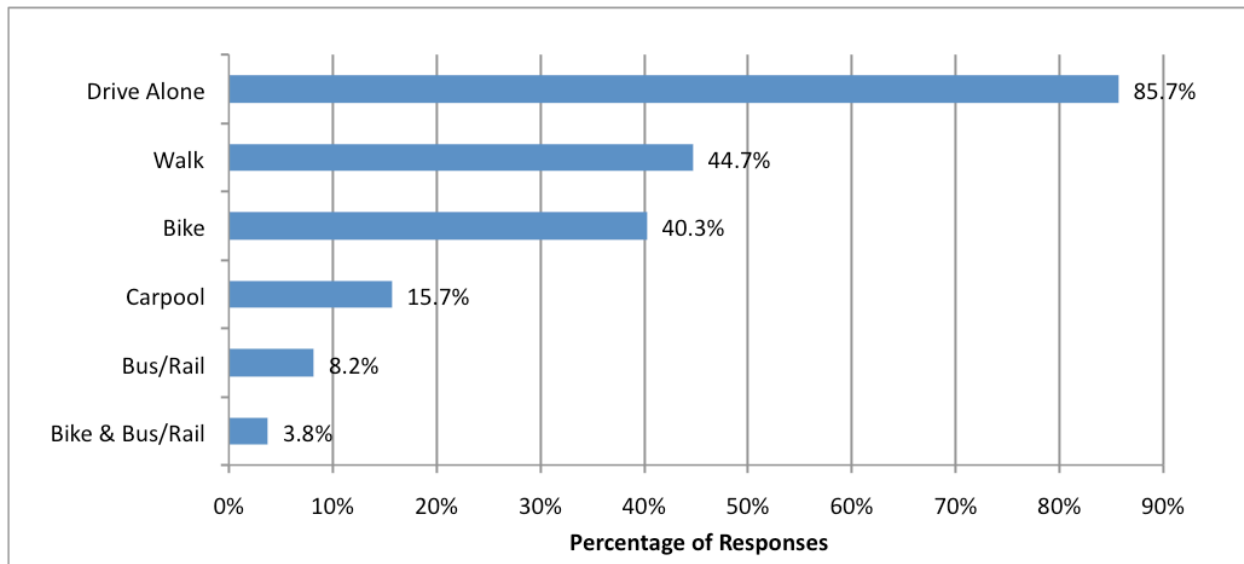
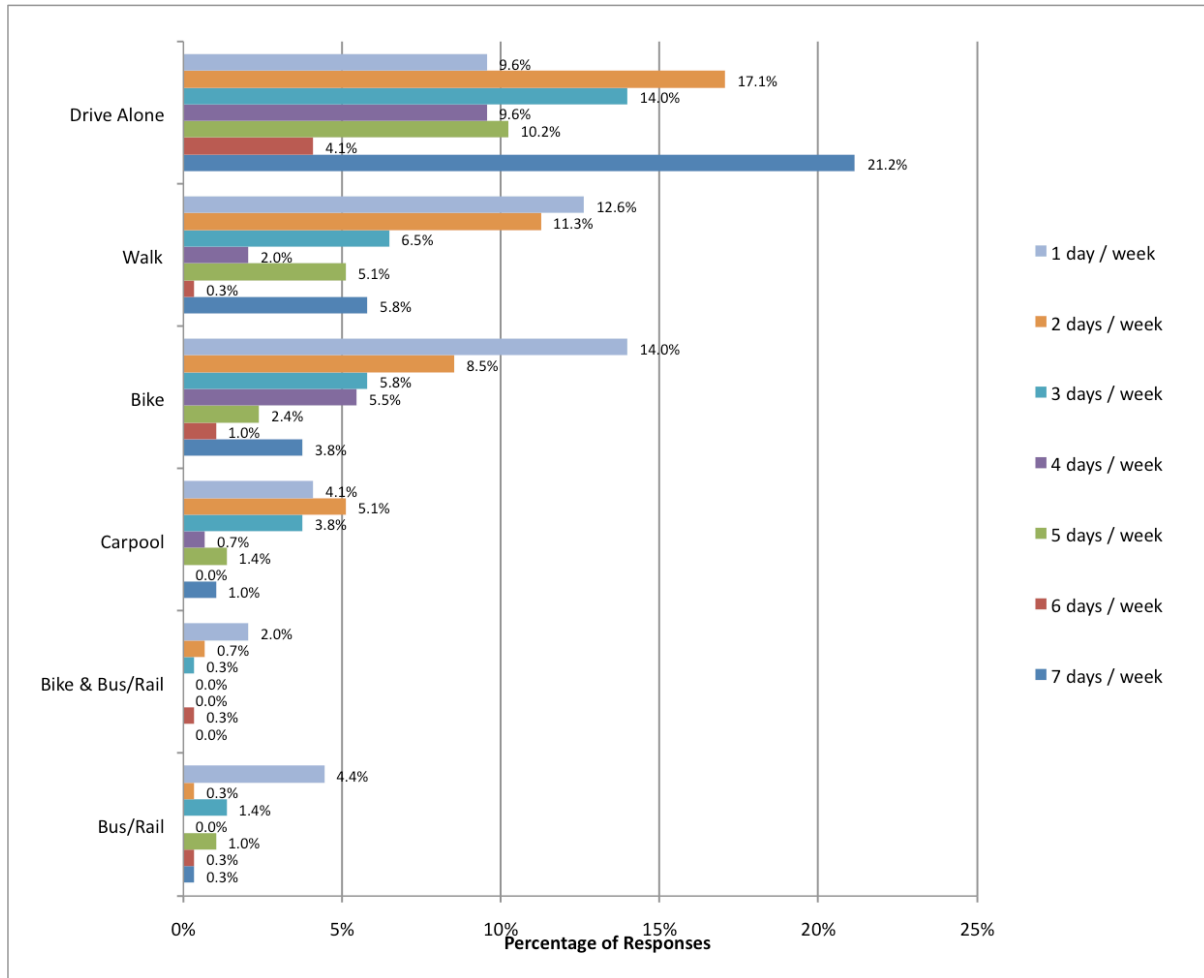


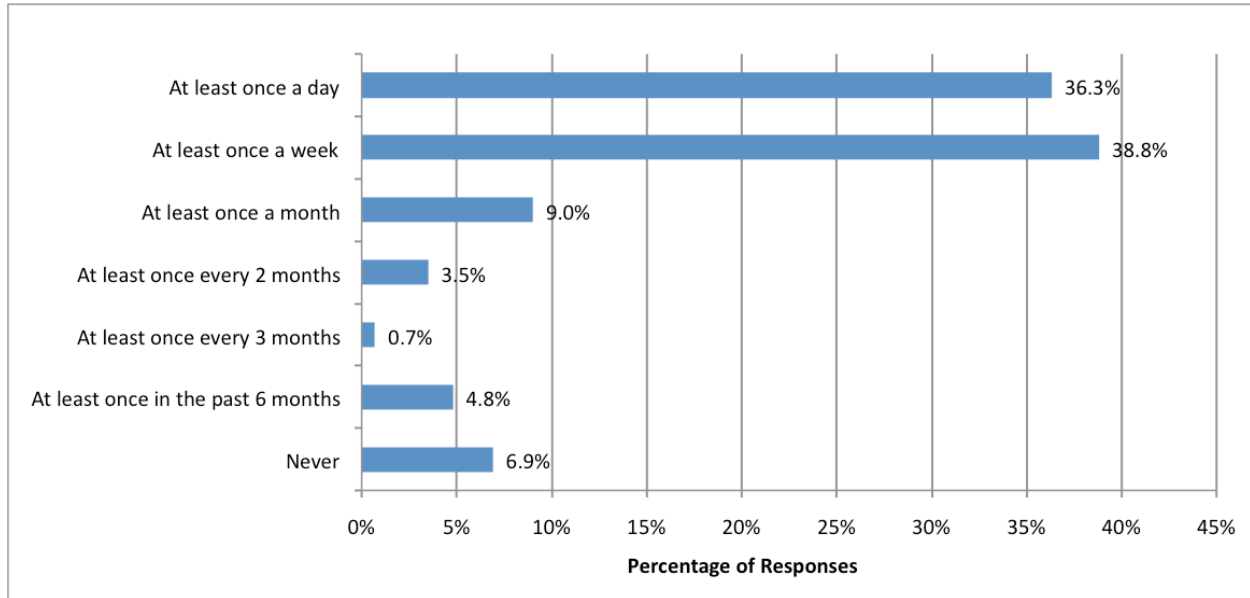
Figure 4: Distribution of Transportation Mode by Number of Days per Week for Non-work / Non-school Trips



Question 5: How often did you walk in the last 6 months (for commuting, recreation, errands, etc.)?

Most survey takers walk at least once a week for some trip. Thirty-six percent walk at least once a day, and another 38.8 percent walk at least once a week. With most survey respondents already walking at least once a week for trips, there is opportunity to encourage this group to take more trips by walking.

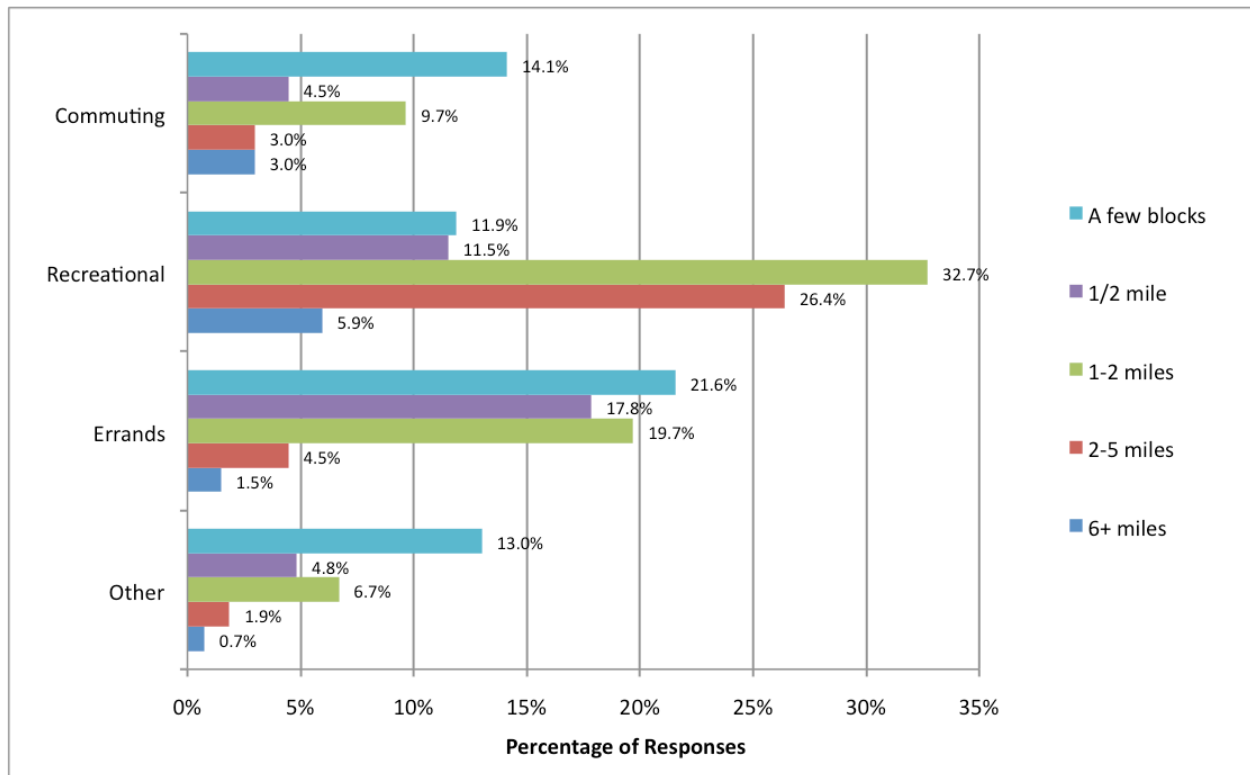
Figure 5: Walking Frequency



Question 6: Depending on the purpose of your trip, approximately how long is your average walk?

Figure 6 shows the distance of walking trips corresponding with trip purpose. As expected, recreational walking trips tend to be the longest; 32.7 percent of trips are one to two miles in length, and 26 percent of trips are two to five miles in length. The majority of commute trips (14.1 percent) are a few blocks long. However, almost 10 percent of commute trips are 1 to 2 miles. About the same percentage of survey takers that walk to run errands do so for distances of about a few blocks, one-half mile, and one to two miles. These results show that depending on the trip purpose, survey takers are willing to walk different distances. Distance traveled is likely influenced by the amount of time available, frequency of the trip, and quality of infrastructure.

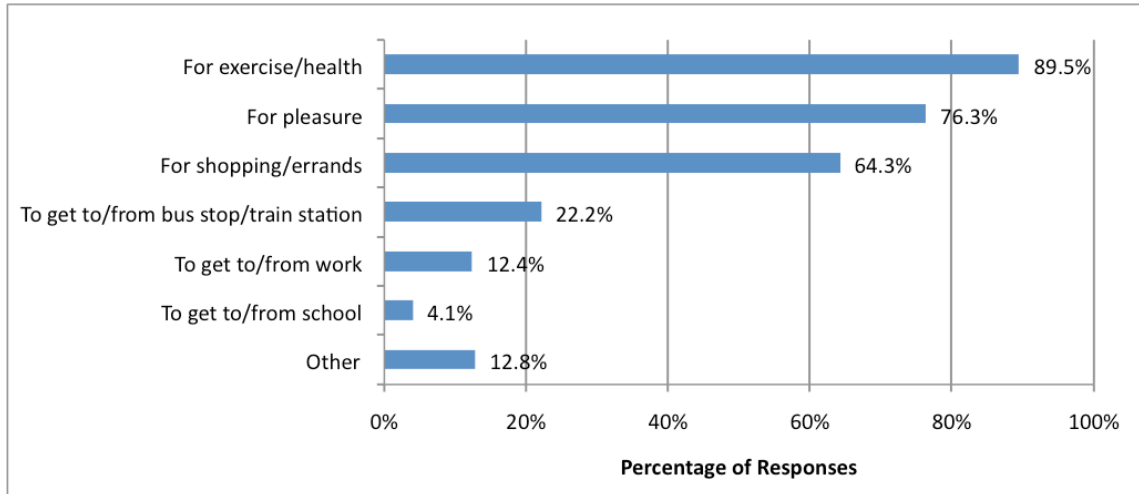
Figure 6: Walking Trip Purpose Distribution by Distance



Question 7: Why do you walk?

Over 89 percent of respondents choose to walk for exercise and health. Seventy-six percent also walk because they enjoy it. As evidenced by Question 6, many survey takers also walk for shopping and errand trips. Of the 12.8 percent who marked “other”, responses included walking the dog, getting their children to school, and visiting neighbors.

Figure 7: Reasons for Walking



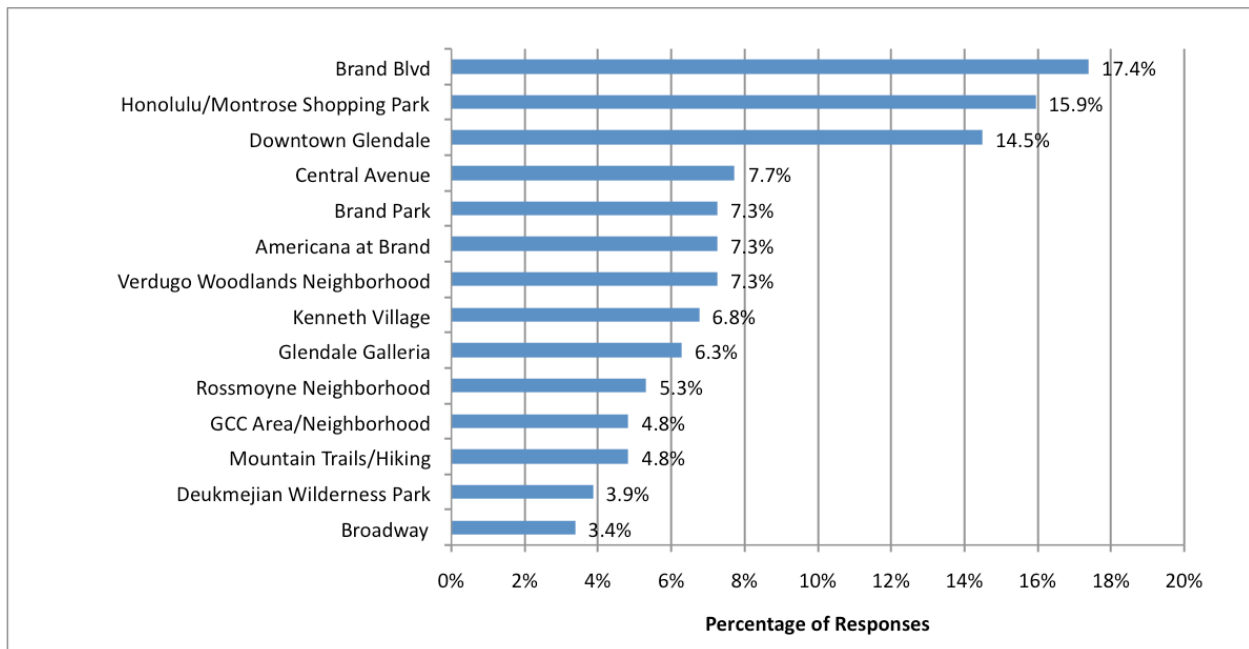
Question 8: What are the areas in Glendale where you enjoy walking, and reasons you like walking in those areas?

Brand Boulevard topped the list of respondents' enjoyable walking areas, with 17.4 percent of survey takers mentioning the area. Honolulu / Montrose Shopping Park area and Downtown Glendale followed. The reasons cited by survey takers include:

- People watching
- Shopping
- Dining and Entertainment
- Cleanliness
- Slow Traffic
- Community Feel
- Landscaping
- Crowds

The reasons cited by survey takers are all characteristics of a walkable community. The areas picked the most are shopping districts that have lots of restaurants, small blocks, wide sidewalks, and a critical mass of people already walking.

Figure 8: Favorite Walking Locations

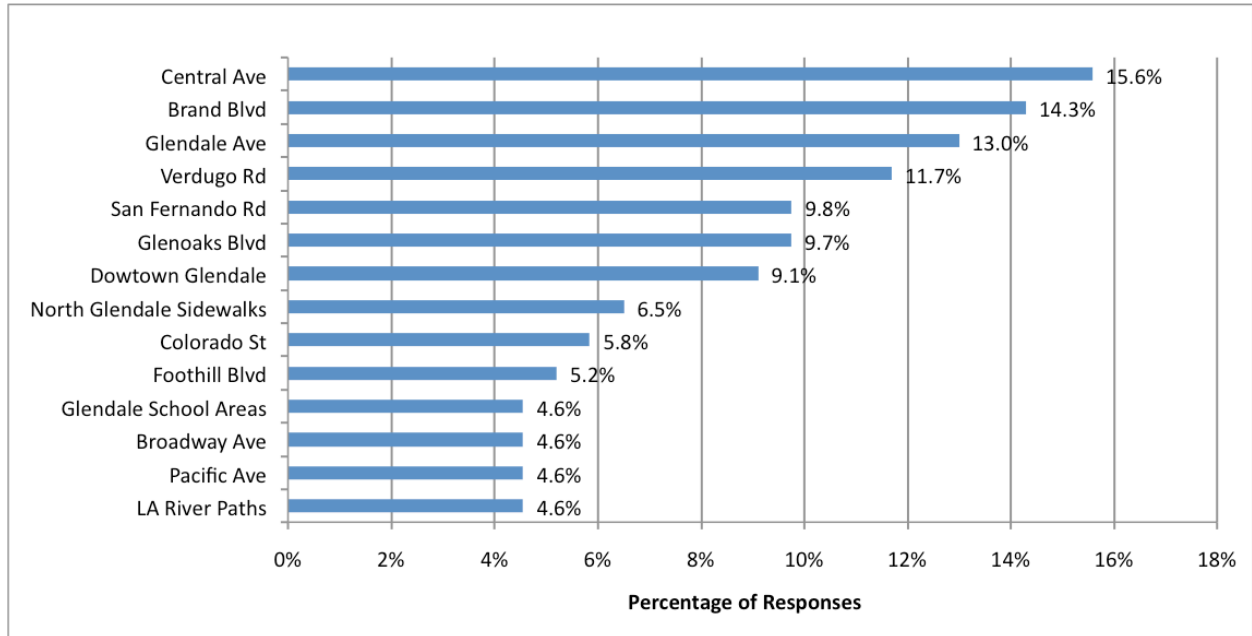


Question 9: Please identify Glendale areas where you think walking conditions should be improved, along with any specific suggestions for improvement.

Over 15 percent of survey takers mentioned Central Avenue as an area that needs improvement. Specific suggestions for improvement include enforcement of traffic regulations, the need for more crossings, and dealing with large intersections. Although Brand Boulevard was chosen as an area that most people enjoy walking in Question 8, other survey takers also chose it as an area that needs improvement. Survey respondents cite a lack of regulation and the need for cars to yield to pedestrians when crossing. Thirteen percent of survey takers chose Glendale Avenue as an area in need of improvement. They mentioned narrow sidewalks, inconsistent landscaping, and the need for connectivity to Atwater Village and Downtown as it is a main way to get across Glendale. Other suggestions for improvement include:

- Missing sidewalks
- Increased landscaping
- Need for trees and shade
- Bus stops with more amenities
- Lower speed of cars
- More marked crosswalks

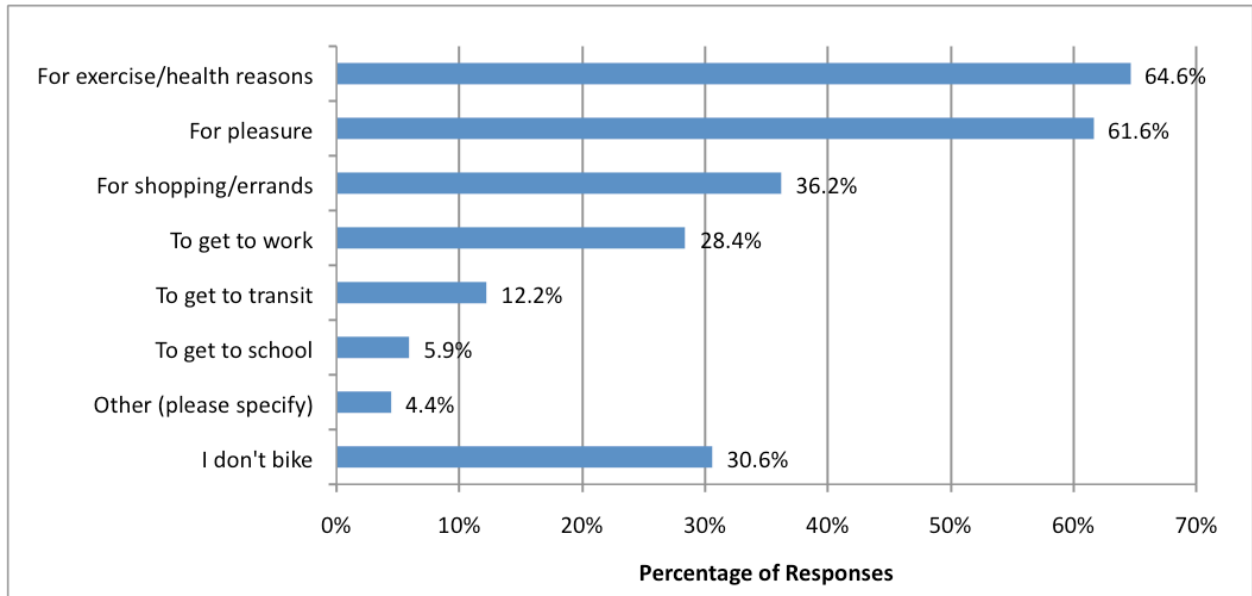
Figure 9: Walking Areas that Need Improvement



Question 10: Why do you ride a bike? (check all that apply)

Over 60% of respondents bicycle primarily for pleasure and exercise. Shopping and errand trips capture the next highest portion of bicycle trips.

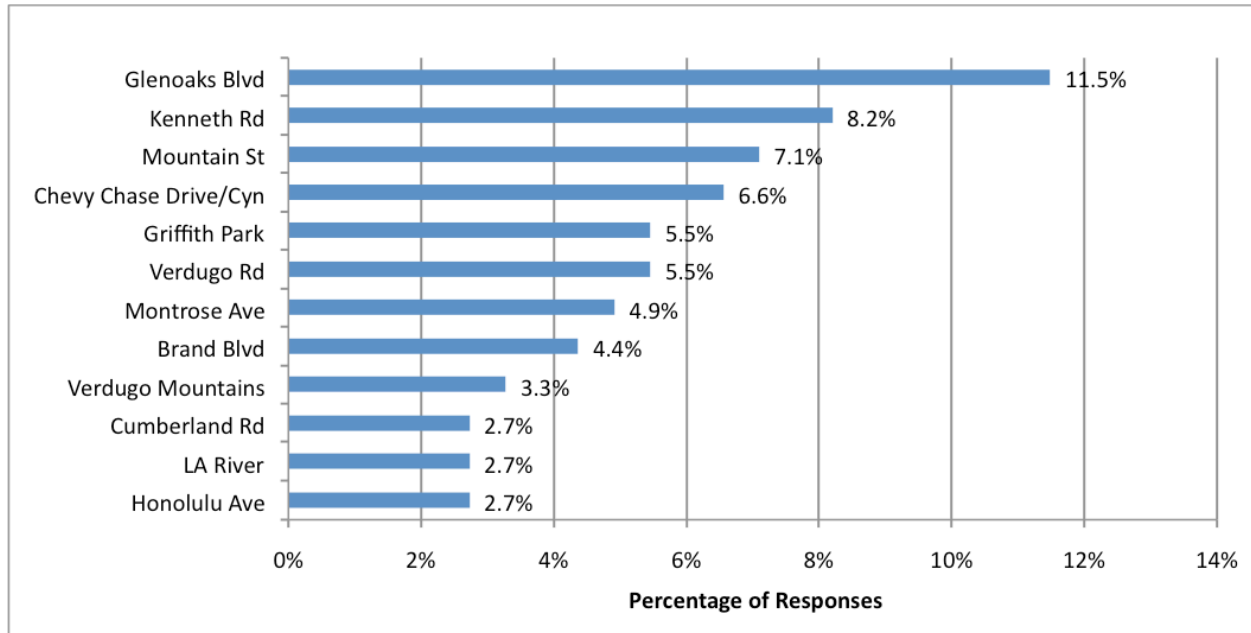
Figure 10: Reasons for Bicycling



Question 11: What are your favorite places to ride a bicycle in Glendale and the reasons you like to ride there?

The figure below shows the most popular places to ride a bicycle in descending order, with Glenoaks Boulevard, Kenneth Road, and Mountain Street leading the list.

Figure 11: Favorite Bicycling Areas



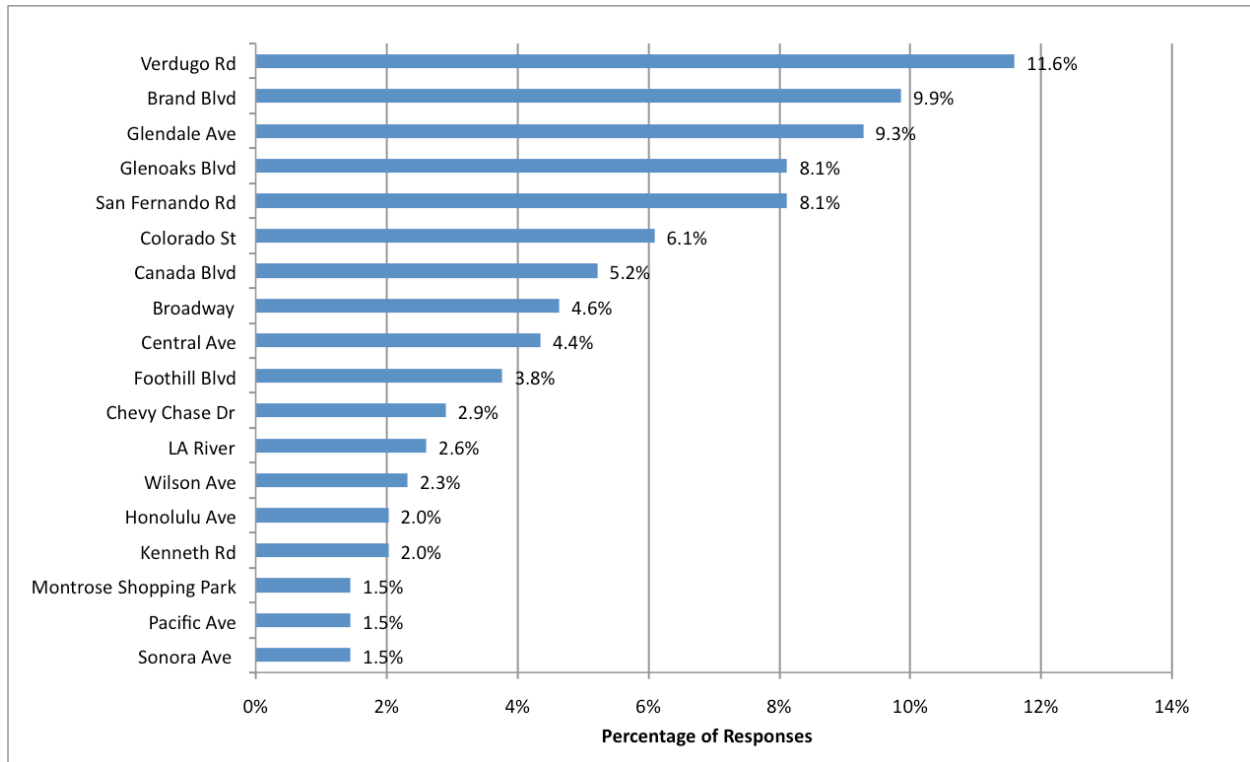
Survey respondents described why they chose these places to ride. The text below displays their answers.

- Glenoaks Boulevard - Bike lane, businesses
- Kenneth Road - Nice ride, slow traffic
- Mountain Street - Wide street, slow traffic
- Griffith Park - Mountain biking, nature
- Verdugo Road - Moderate grade
- Honolulu Avenue (Montrose Business Area) - Peaceful, quiet, restaurants
- Brand Boulevard - Commute, wide lanes
- Chevy Chase Drive - Moderate traffic, businesses and residences

Question 12: Please identify areas of Glendale where you think bicycling conditions should be improved, along with specific suggestions for improvement.

Survey takers suggested numerous areas in Glendale that need improvement. Figure 12 shows the highest percentages of responses, listed in descending order. Verdugo Road, Brand Boulevard, Glendale Avenue, Glenoaks Boulevard, and San Fernando Road stand out as needing the most improvement.

Figure 12: Bicycling Areas that Need Improvement



Survey respondents described the issues that need fixing, and the listing below describes the results in order of places that need improvement.

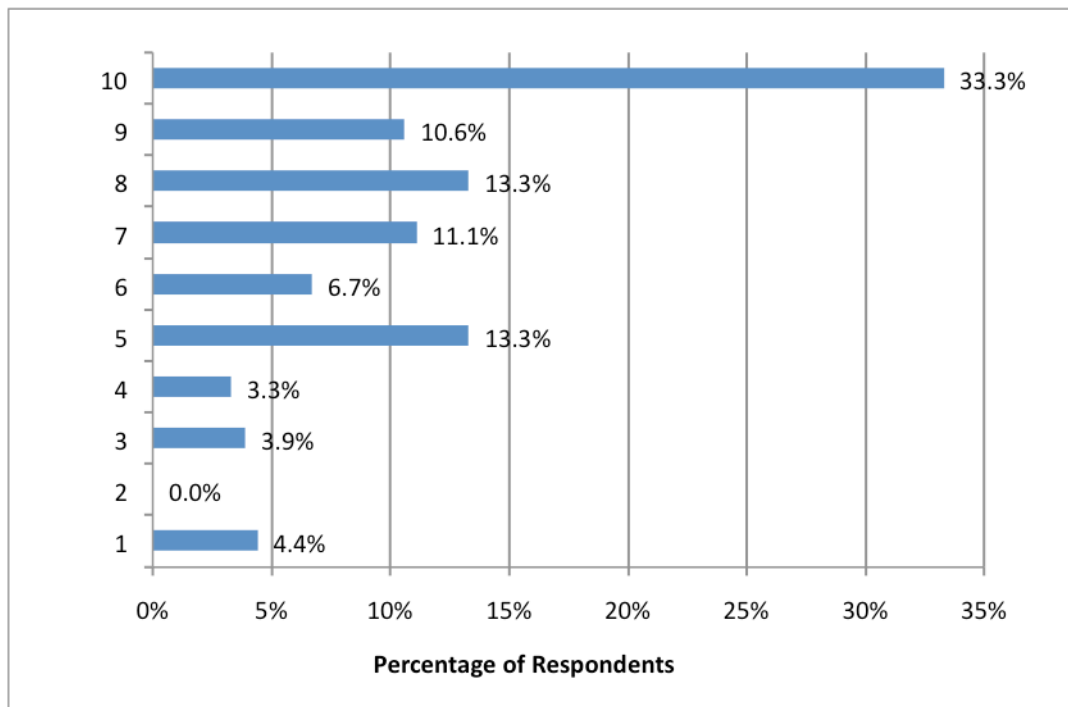
- Verdugo Road - Traffic enforcement, resurfacing, road diet
- Brand Boulevard - Diagonal parking is dangerous, bike lanes
- Glendale Avenue - Sharrows or bike lane, speeds too fast, aggressive drivers
- Glenoaks Boulevard - Speeding, traffic enforcement, incomplete bike lane, widen lane
- San Fernando Road - Resurfacing, bike lanes
- Colorado Street - Bike lanes, resurfacing, signs and road markings indicating share the road
- Canada Boulevard - Change grates (gaps are too wide), share the road signs, bikeway
- Broadway - Too narrow, lack of bicycle parking
- Central Avenue - Bike lanes
- Glendale Boulevard - Bike lanes, resurfacing
- Foothill Boulevard - Continue bike lane in Glendale, shade or coverage

- Chevy Chase Drive - Bike lanes or sharrows
- Los Angeles River - Create better access points, river path
- Honolulu Avenue - Bike lanes or signs
- Kenneth Road - Resurfacing, speeding
- Montrose Shopping Area - Bicycle parking

Question 13: Please rate your bicycling comfort/skill level on a scale from 1 to 10.

Most survey respondents feel very comfortable riding a bicycle, with over 33% selecting “10” or “Extremely Comfortable.” The majority of respondents express feeling somewhat comfortable to very comfortable. We can interpret several findings from these results. First, despite most respondents feeling very comfortable riding, few bicycle to work or school. Second, primarily existing cyclists might have answered the survey, and we may not be capturing those who would like to ride, but currently do not.

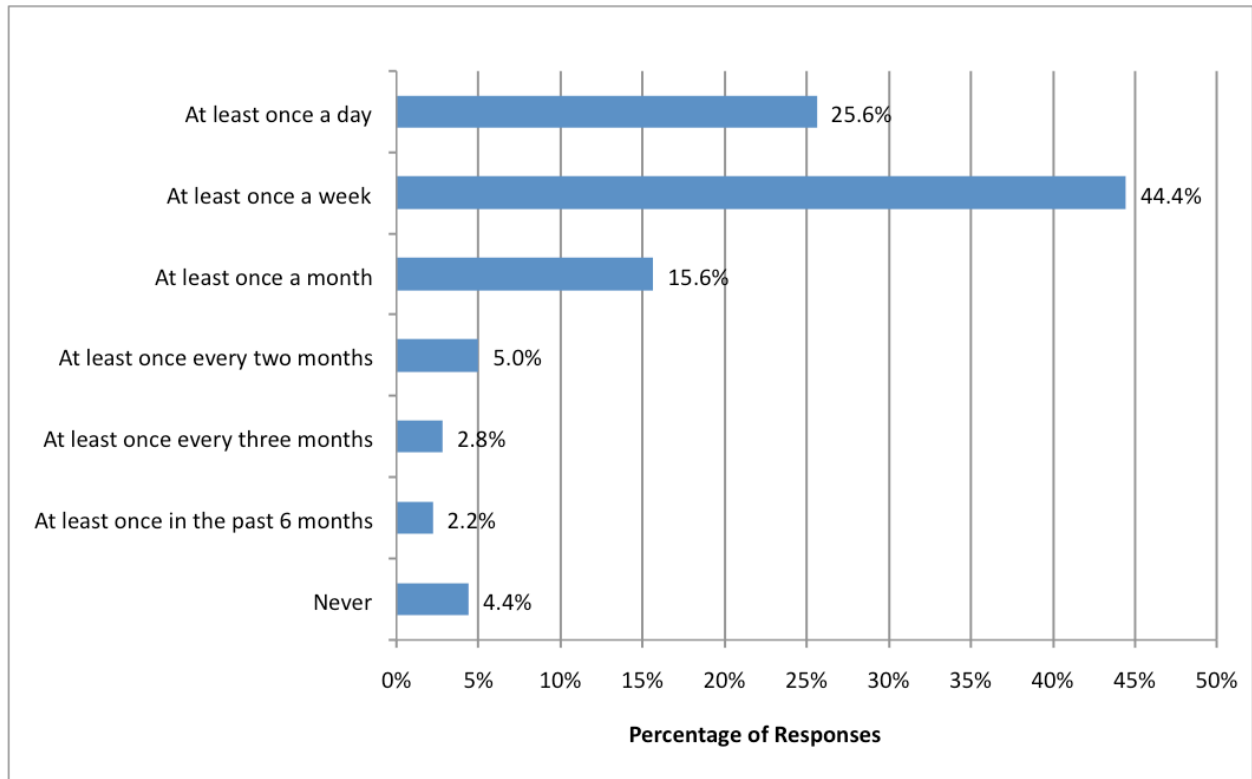
Figure 13: Bicycling Comfort / Skill Level



Question 14: How often did you bike in the last 6 months (for commuting, recreation, errands, etc)?

Forty-four percent of respondents ride their bike at least once a week. Given that non-commute trips comprise the largest portion of respondents' bicycle trips, many of those who said they bicycle once a week are likely doing so for non-work / non-school trips.

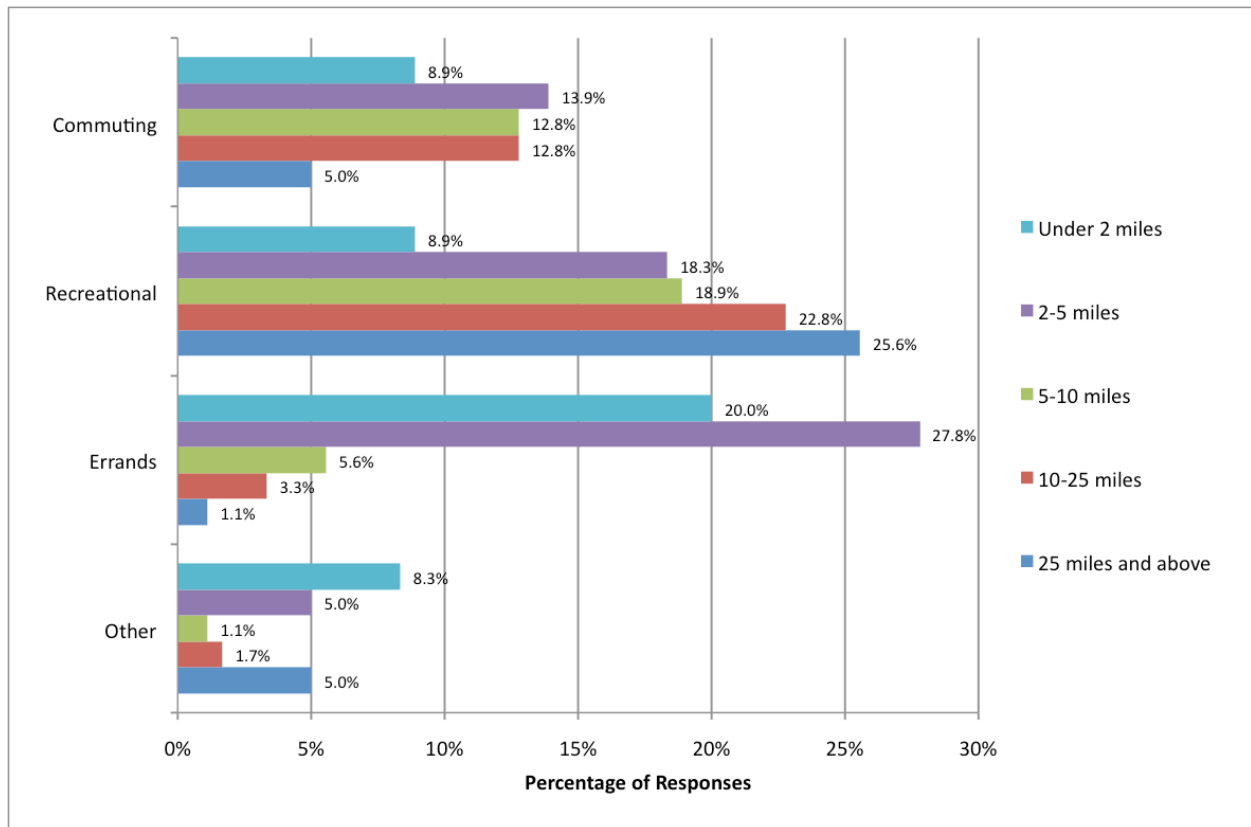
Figure 14: Bicycling Frequency



Question 15: Depending upon the purpose of your trip, approximately how long is your average ride?

Survey respondents ride with varying trip lengths depending upon trip purpose. Errands completed by bicycle tend to be the shortest, with over 75% of trips being fewer than five miles. Recreational trips comprise the greatest number of long trips, with 27% being 25 miles and above. Commute trip lengths vary the most, with trips of 2 to 5 miles, 5 to 10 miles, and 10 to 25 miles, each capturing about one-quarter of all commute trips.

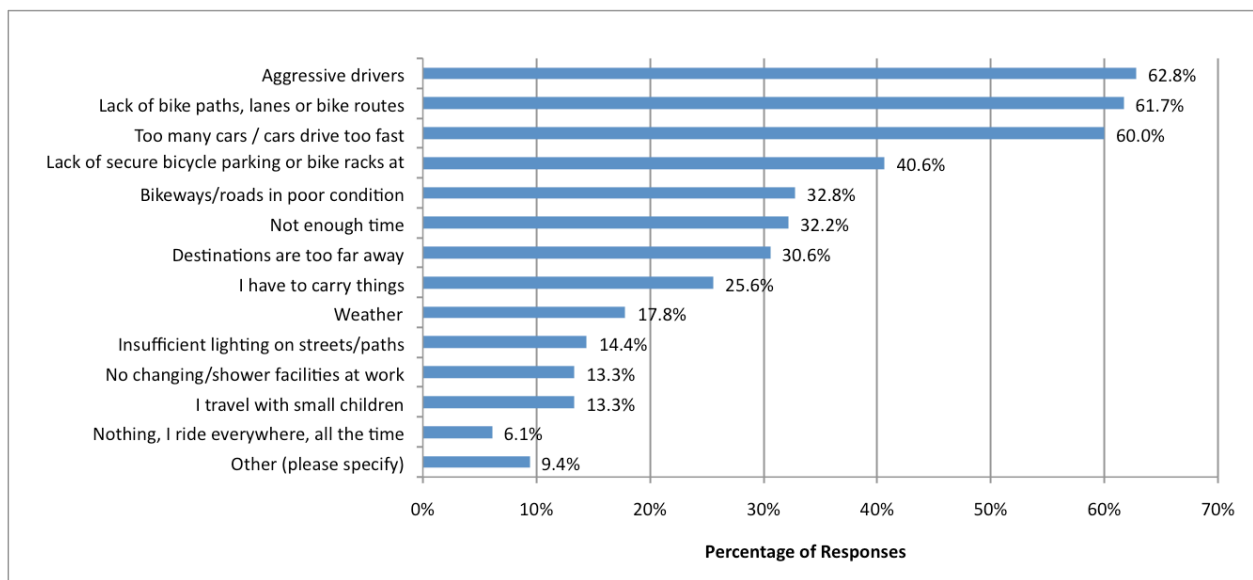
Figure 15: Bicycling Trip Purpose Distribution by Distance



Question 16: What prevents you from biking more often (check all that apply)?

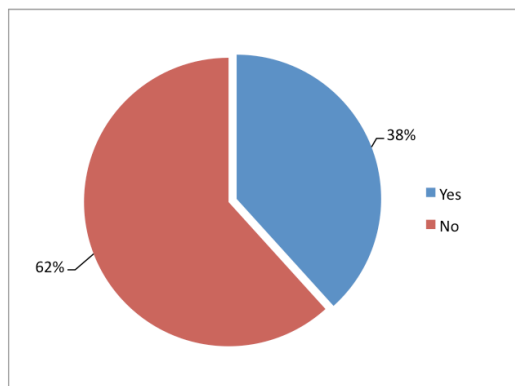
A lack of bikeways, aggressive drivers, and fast cars discourage bicycling more than any other factors. Respondents listed bikeways / roads in poor condition as the fifth greatest deterrent to cycling. All responses point out the need for safer and better routes to cycle on. The lack of secure bicycle parking or racks at destinations ranks fourth in the list of issues that discourage people from cycling more. The City of Glendale can address many of these deterrents through the implementation of a Bicycle Master Plan. While the City may not be able to address some of the barriers listed such as lack of time, distance, or weather, as cyclists become more adept, these may become less of a problem.

Figure 16: Deterrents to Bicycling



Question 17: Do you ever use your bicycle with transit (train, light rail, subway, bus)?

Figure 17: Bicycle Use with Transit

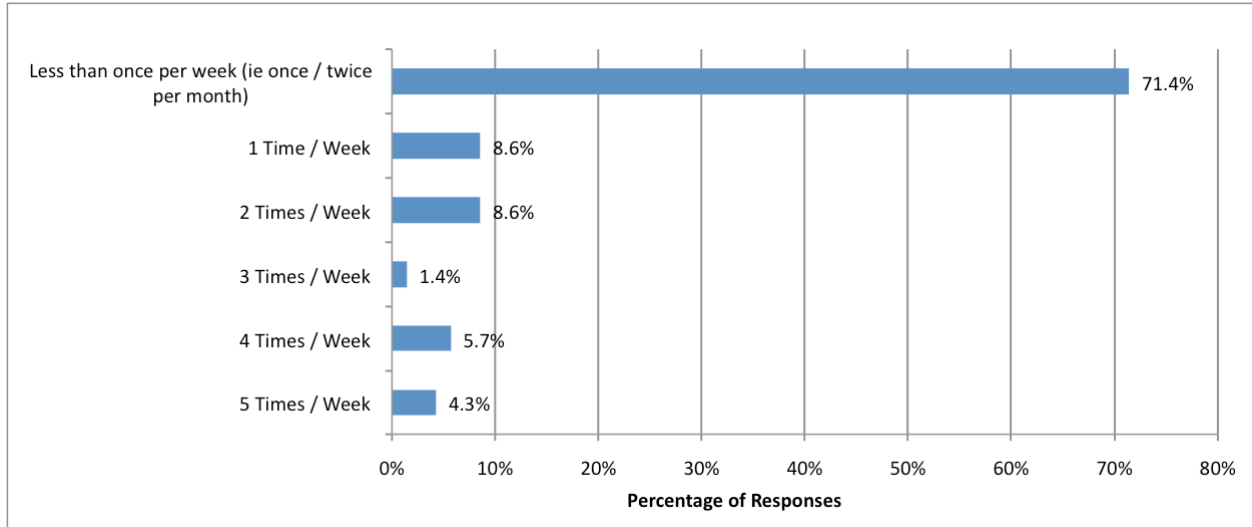


As shown in Figure 17, 38% of respondents report using their bicycle with transit.

Question 18: If you do use your bicycle with transit, how frequently?

Of those who do use their bicycles in conjunction with transit, 71% do so less than once per week. Only four percent of those who use bicycles with transit do so for the full five-day workweek.

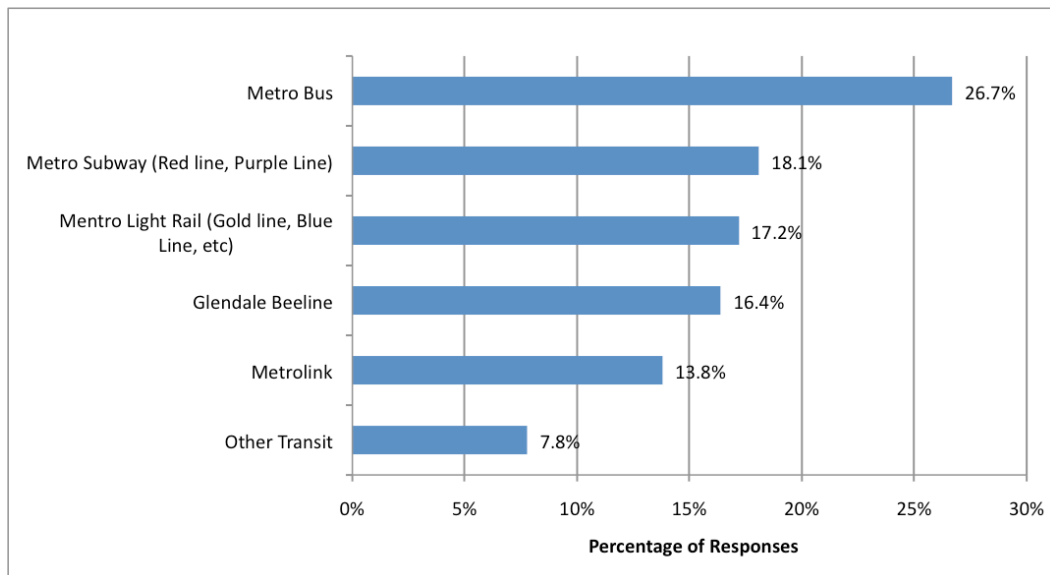
Figure 18: Bicycle Use with Transit Frequency



Question 19: What transit operator(s) do you use with your bicycle (check all that apply)?

Of those who use their bicycle with transit, the majority uses the Los Angeles County Metropolitan Transportation Authority (Metro) buses. Cyclists use the Glendale Beeline, Metro Subway and Metro Light Rail roughly the same, followed by Metrolink and others.

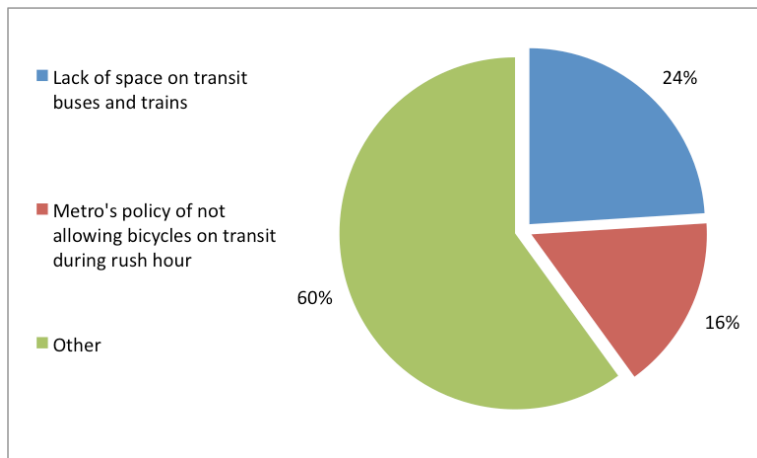
Figure 19: Bicycle Use with Transit Operators



Question 20: If you do not use your bicycle with transit, what, if any, are the barriers preventing you?

Many factors prevented survey respondents from using their bicycle with transit. Of 19 respondents, six cited the lack of space on transit buses and trains as the primary reason for not bringing their bicycles on transit. Four respondents cited Metro’s policy of not allowing bicycles on certain rail lines during rush hour as a barrier. Other respondents listed hours of transit operation, insufficient transit, and distance to transit from home for commuting, as other reasons for not using their bicycles with transit.

Figure 20: Deterrents to Bicycle Use with Transit



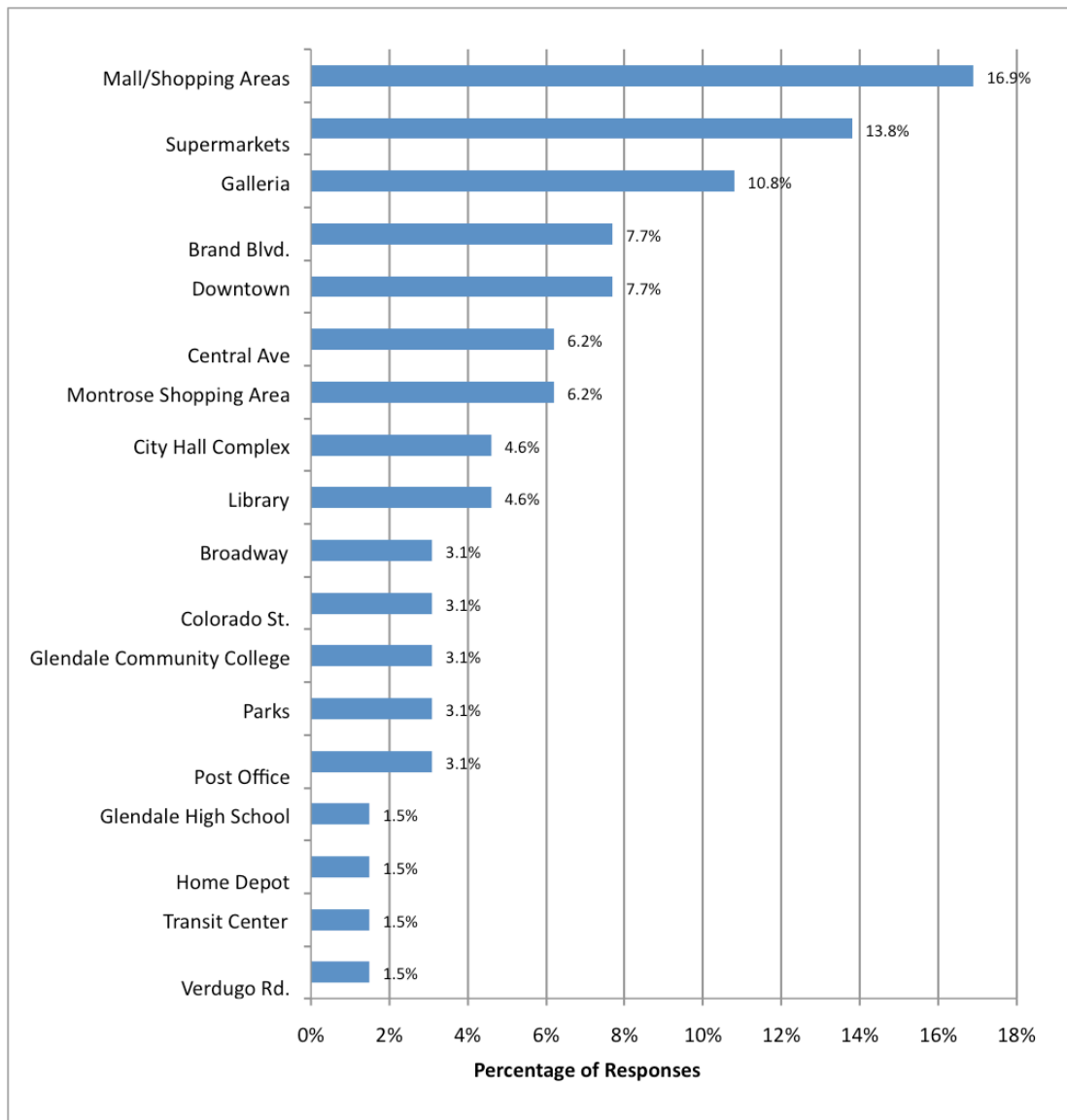
Question 21: Please indicate areas of Glendale where you would like to see more or improved bicycle parking. Please specify the particular issue at the location, i.e., not enough racks, poor quality, inaccessible, etc.

The locations most identified as needing more or improved bicycle parking are shown in the figure on the next page. Respondents most often cited shopping destinations, followed by places where people run errands. The bullet-pointed list below identifies the problem at each location.

- Mall / Shopping Areas – lack of parking, poor quality
- Supermarkets (Whole Foods, Trader Joe’s, etc) - lack of parking, poor quality
- Glendale Galleria - lack of parking, safety, accessibility
- Americana - lack of parking
- Post Office - lack of parking
- Glendale High School - lack of parking
- Montrose Shopping Area - lack of parking
- Hospital - lack of parking
- Broadway - lack of parking
- Library - safety
- Parks - lack of parking, safety

- Colorado - lack of parking
- Transit Center - more lockers, racks
- Brand Boulevard - lack of parking, inaccessible
- Central Avenue - lack of parking
- City Hall Complex - lack of parking, lockers
- Glendale Community College - lack of parking, safety

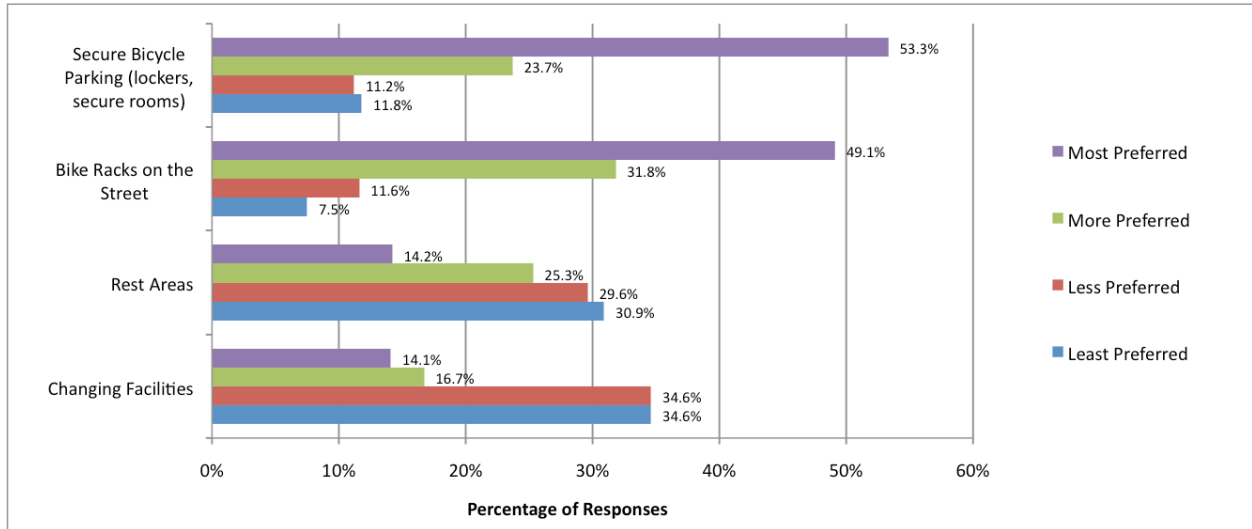
Figure 21: Areas in Need of Improved Bicycle Parking



Question 22: What type of bicycling support facility do you prefer on a scale of 1 to 4 (1 being the most preferred, and 4 being the least preferred)?

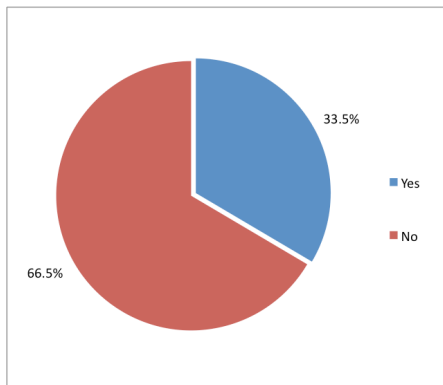
As shown below in Figure 22, respondents ranked their most preferred bicycling support facilities out of four available facilities. Respondents strongly prefer secure bicycle parking and bicycle racks on the street over other options. Respondents want more rest areas and changing facilities but less so than some form of bicycle parking.

Figure 22: Bicycling Support Facility Preferences



Question 23: Do you mountain bike in the Verdugo Hills, the San Gabriel Mountains, or other areas above Glendale?

Figure 23: Mountain Biking

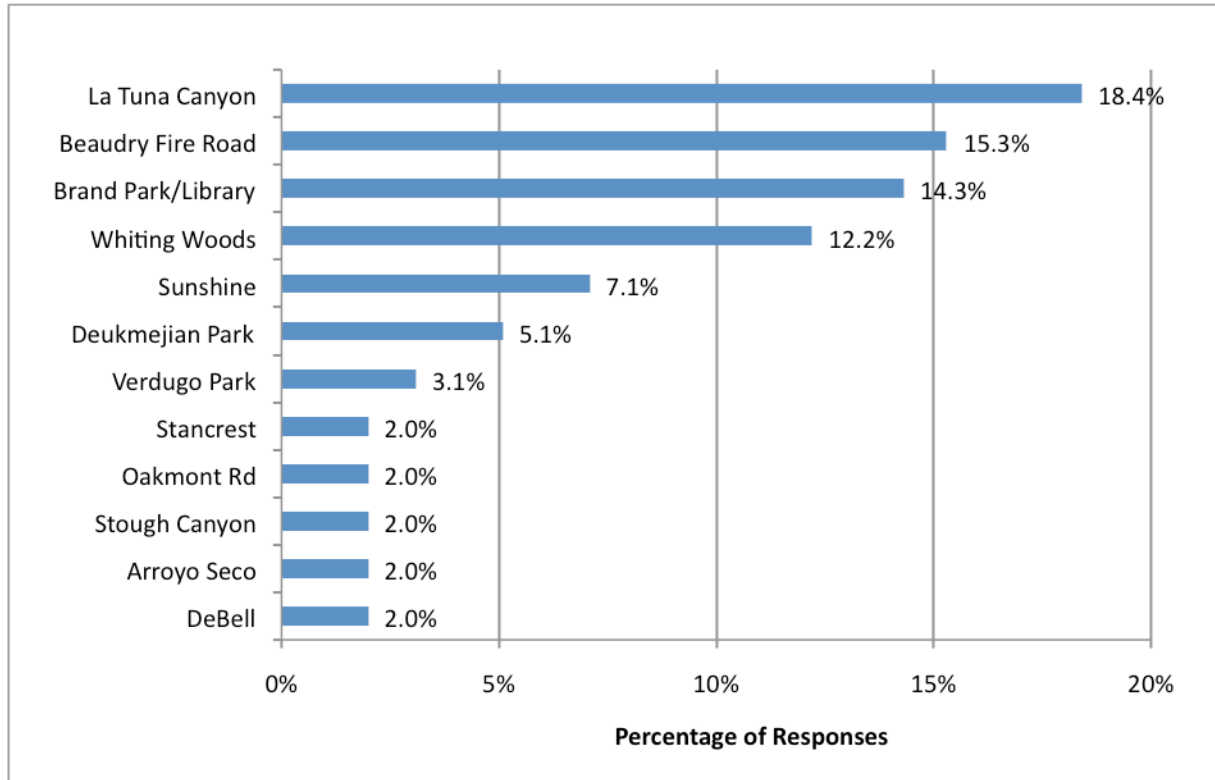


Altogether, 34% of respondents mountain bike in the mountains and hills above Glendale.

Question 24: If you do mountain bike above Glendale, from which trailheads?

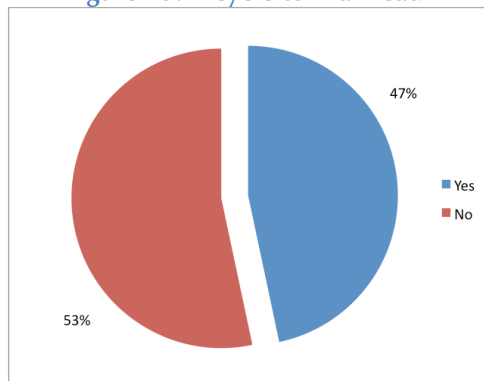
Survey respondents identified numerous places they use to access fire roads and other paths for mountain biking. Figure 24 below lists the most popular places. La Tuna Canyon, Beaudry Fire Road and Brand Park / Library are the most popular. Fourteen other trailheads were listed by one respondent each (not included in chart). This indicates that mountain bicyclists access fire roads and trails at locations without formal trailheads.

Figure 24: Mountain Biking Trailheads



Question 25: Do you ride to the trailhead? If yes, briefly describe your route. If no, where do you usually park?

Figure 25: Bicycle to Trailhead

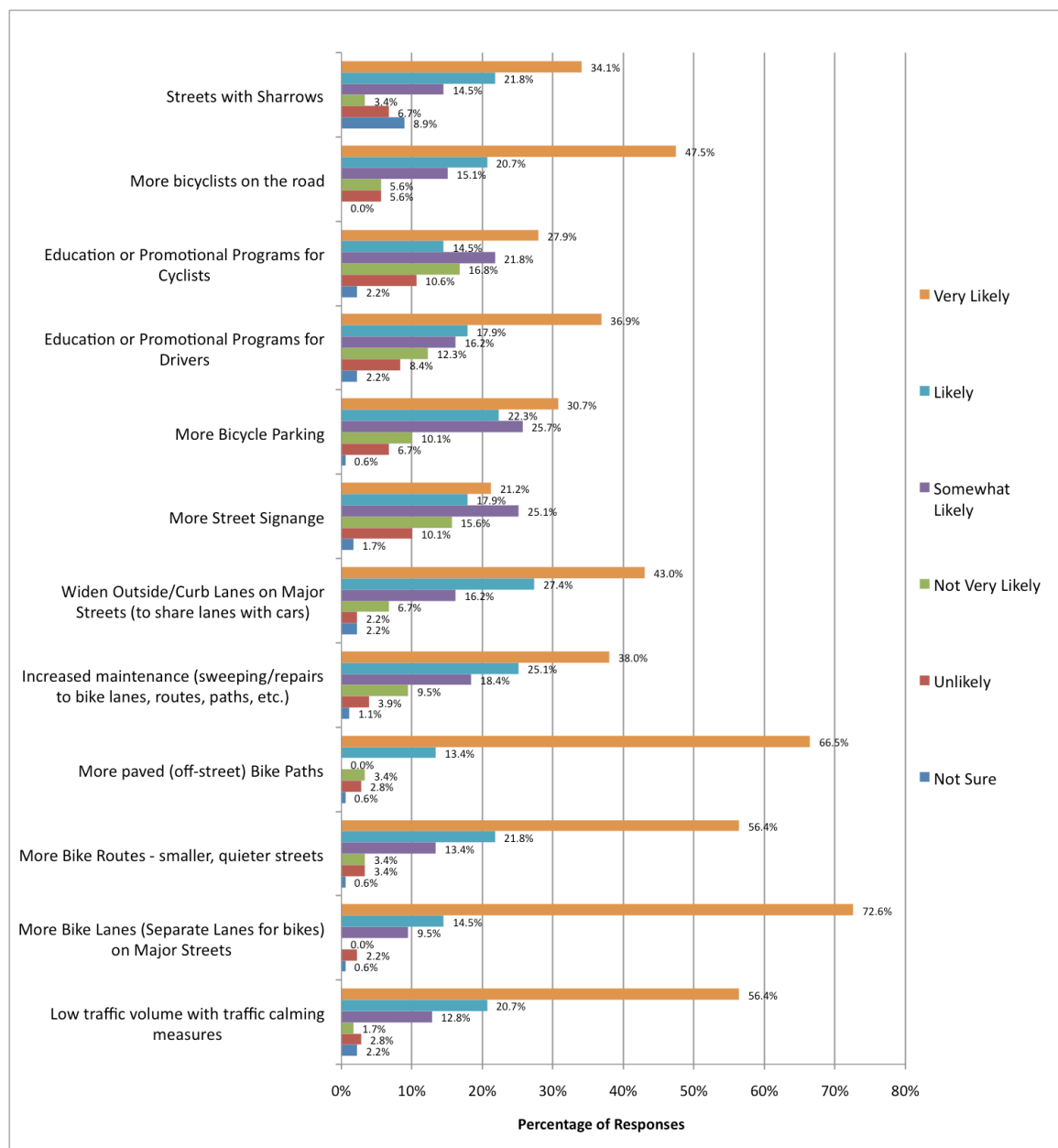


Forty-seven percent of respondents bicycle to a trailhead prior to going for their ride. Those that drive typically park in the parking lot, Deukmejia Park, on streets in the nearby neighborhood, near the Rose Bowl, and San Fernando Park.

Question 26: Would the following improvements influence you to bike more often? (Please rate each improvement by the likelihood of influencing you to bike more often)

Survey respondents identify bike lanes on major streets as the greatest improvement the City of Glendale can make to improve bicycling and to potentially increase the number of cyclists. Other important improvements include paving more bike paths, bike routes on smaller and quieter streets, and decreasing traffic volumes with traffic calming measures. Several respondents indicated that more bicyclists on the street would encourage them to bicycle more. This confirms our findings from Question 16 that strongly indicate the need for safer and better routes to bicycle on. Figure 26 summarizes all of the findings.

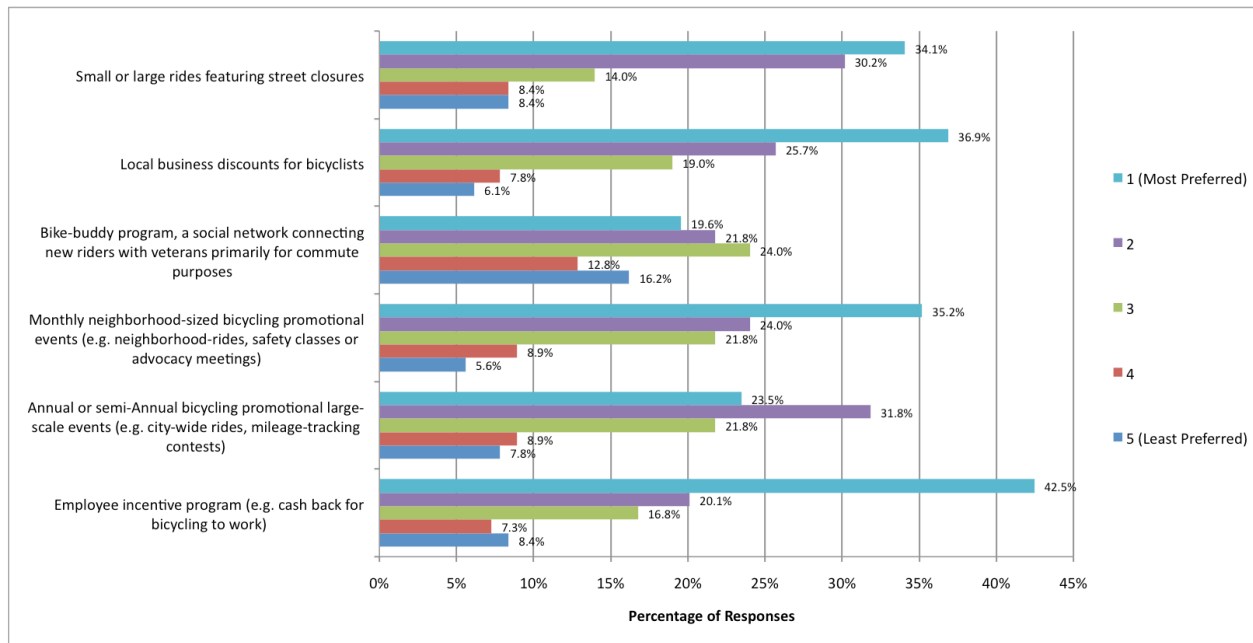
Figure 26: Improvements that Influence Bicycling Frequency



Question 27: Please prioritize the following encouragement programs (1 being more preferred and 5 less preferred for implementation in Glendale).

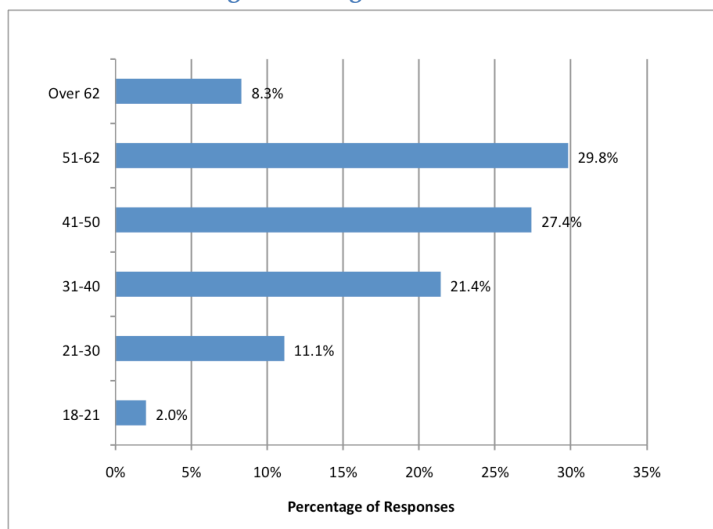
Survey respondents would like to see all encouragement programs implemented to some degree. Survey respondents most prefer employee incentive programs and local business discounts for bicyclists. Their second preference is for monthly neighborhood promotional events and rides with street closures. The bike buddy program is the least preferred program.

Figure 27: Encouragement Programs Prioritization



Question 28: What is your age range?

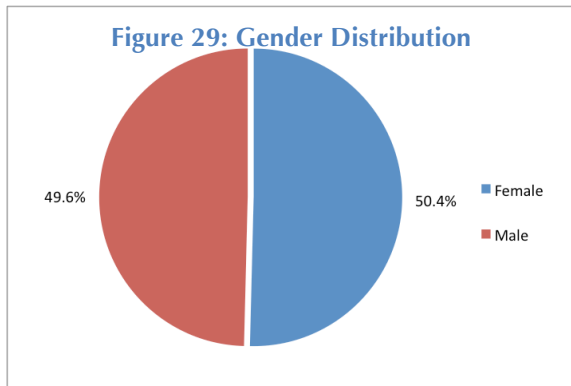
Figure 28: Age Distribution



Nearly two-thirds of the survey takers were over the age of 40. Over 85% of the survey respondents were over the age of 30. Given the likelihood that many cyclists are younger than 30, the survey results may be skewed towards older cyclists.

Question 29: What is your gender?

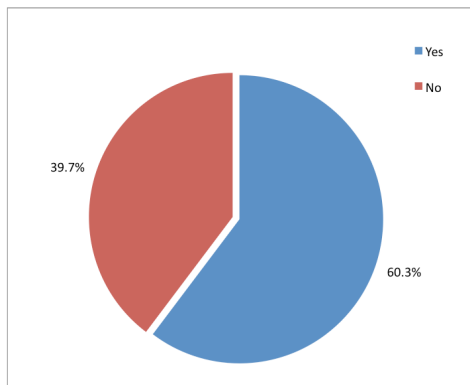
Since 127 females responded and 125 males responded, the survey was gender balanced.



Question 30: Do you live in Glendale?

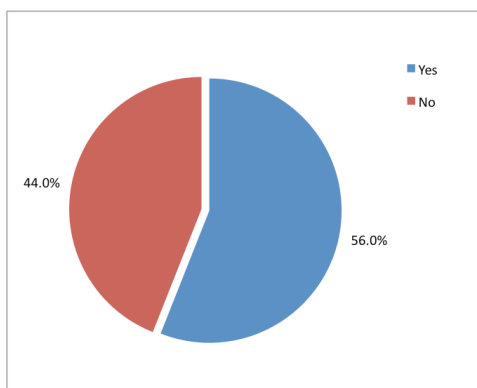
About 60 percent of survey respondents reside in Glendale.

Figure 30: Percentage of Glendale Residents



Question 31: Do you work in Glendale?

Figure 31: Percentage of Glendale Workers

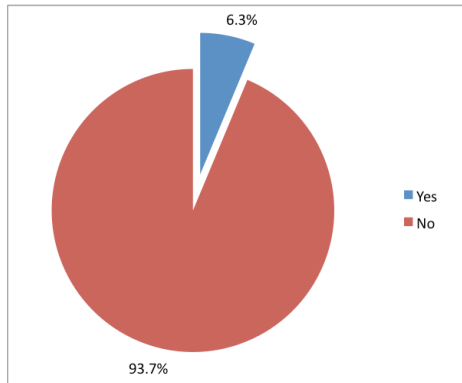


Fifty-six percent of respondents work in Glendale. The survey captured many residents and those who may be able to commute to Glendale from outside the City.

Question 32: Do you currently attend school in Glendale?

Only 6.3 percent of the survey respondents attend school in Glendale.

Figure 32: Percentage of Glendale School Attendees



Question 33: Do you have any additional comments?

About one-third of respondents chose to write an additional comment. Comments include:

- "There are still a lot of aggressive drivers and a lot of difficult streets to bike on depending on what time of day you're biking"
- "There is no way to get across the city safely by bike."
- "I would like to see the police department more aware of pedestrians, especially those in wheelchairs. They need to be aware of the dangers we face when crossing the street."
- "Let's make Glendale safe and comfortable with fewer cars on the road!"
- "Glendale needs much more frequent traffic, read speed limit, enforcement. Cars routinely speed through my neighborhood, neglect stop signs, at all hours of the day."
- "As a frequent user of roads for cycling (commuting and recreational) around the Pasadena and Glendale areas (in general this foothill region) the best measure that could be taken is to install more bike lanes on roads (striped, distinct from car lane). In my opinion this would provide a comfortable and safe space on roads for new cyclists and help current ones be able to navigate around Glendale more easily."