



What is Glendale OnDemand?

Have you ever used Uber or Lyft to request a ride? If you have, you're already familiar with an on-demand or ridesharing service. Instead of waiting on hold to book your dial-a-ride trip or relying on fixed-route transit at fixed times, you will be able to request rides as-needed from Glendale Transit. If Glendale OnDemand is available in your area, it will show up as a colored card when you open the TransLoc app. Glendale Transit is now offering an on-demand, curb-to-curb dial-a-ride shuttle service offered by the city of Glendale for those residents in the city whose origin and trip destination is north of Thunderbird Road and within the city limits. Within this zone, rides are only \$2.00 one way and offered during the weekday from 7:00 a.m. to 5:30 p.m. as part of a 6-month pilot program. Anyone in the zone can book a trip.

Where can I take Glendale OnDemand?

Glendale OnDemand can take you anywhere within the zone – restaurants, shopping centers, movies, medical offices, music lessons, bus stops. You decide where you want to go – and when. The zone will be within the incorporated boundaries of Glendale that is north of Thunderbird Road.

Ways to book Glendale OnDemand:

- Use the TransLoc app to schedule and pay for your trip. Simply enter your information regarding pickup location and time, destination, and billing.
- Use the TransLoc app to schedule your trip and if you prefer, pay in cash when boarding. Drivers do not carry cash, so please remember to bring exact change.
- You can also schedule a Glendale OnDemand trip by phone by calling Glendale Dial-A-Ride at 623.930.3500 and pay cash when you are picked up.
- You can walk up to a Glendale OnDemand vehicle, if one is located within the zone, just remember to tell the driver where you are going.

Once you book a Glendale OnDemand trip:

- If you are staying in the zone, Glendale OnDemand will take you curb-to-curb.
- If you are leaving the zone, Glendale OnDemand will take you to the transit stops where you will connect to the existing Valley Metro route system.

How much does Glendale OnDemand cost?

Each ride is \$2.00 one-way per rider and can be paid on the TransLoc app or cash onboard. Drivers do not carry cash, so please remember to bring exact change. Children under 5 can ride free.

When does Glendale OnDemand start?

This exciting new service will be serving north Glendale beginning on Monday, March 9, 2020 and will run until Thursday, December 31, 2020.



TransLoc App Pilot Program

Available north of Thunderbird Rd. only





On the TransLoc app, I don't see a card for an on-demand service? What does that mean?

If Glendale OnDemand is in your area of Glendale, it will show up as a colored card when you open the TransLoc app. If you are not seeing one of these colored cards, it's likely one of the following is true:

1. You are currently outside of scheduled service hours (Monday-Friday between 7 a.m. - 5:30 p.m.)
2. You must provide location permissions in the app in order to see the service.

How is this new on-demand service offered by Glendale different from the city's regular dial-a-ride service?

This pilot program is a new way to help modernize traditional dial-a-ride that has been operating in the same manner for many years. No longer will you need to call to book your trip and speak with a dispatcher to schedule your trip. You now can easily and conveniently book this same trip on your smart-phone and pay for your trip at the same time at a time that is convenient for you.

Will OnDemand operate on weekends?

No, this service will not operate on weekends. Saturday and Sunday service within this zone and for the entirety of Glendale is reservation only and request for service (both going and the return trip) must be made by noon on the Friday before the weekend. This can be done by calling Glendale Dial-A-Ride at 623.930.3500.

How is Glendale OnDemand different from other popular on-demand services?

Like other rideshare services, Glendale OnDemand will pick you up and take you where you want to go within the service area, but there are some differences:

- Other on-demand services can use surge pricing to charge more during busier times. The Glendale OnDemand price stays the same all day.
- Other services employ independent operators. Glendale OnDemand are transit professionals employed directly by the city who have undergone rigorous background checks and safety training.
- Glendale OnDemand has safety cameras on the vehicles.
- Glendale OnDemand vehicles are equipped with bike racks for the convenience of passengers.

Do riders on Glendale OnDemand share the vehicle with other passengers?

Yes. As ride requests come into the system, your ride may be grouped with others going to similar destinations within the zone.

How do I connect outside of the zone?

Passengers will be picked up and dropped off curb-to-curb within the zone. Traveling outside of the zone, riders can connect to the existing Valley Metro bus system along most arterial intersections or to other rideshare systems. If your trip would cause you to cross Thunderbird Road you can also call Glendale Dial-A-Ride at 623.930.3500 to book a regular Glendale Dial-A-Ride trip.



How long will I have to wait for my trip?

If you book your trip using the TransLoc app, you will receive real-time predictions as soon as a vehicle has been assigned. Your vehicle will wait at your pick-up point for up to 2 minutes. Shared-ride service times will fluctuate as other rides are booked and cancelled.

How will I know Glendale OnDemand is on the way? Can I track it?

You can track your ride through the TransLoc app. Download the app in the Apple App Store or on Google Play for free. Once you are the next pickup, your ride card will be updated, and you will be able to see the estimated time of arrival updates as your ride moves towards you. If you provide your mobile number in your account, you will also receive text alerts when your ride is on its way.

Who can use Glendale OnDemand?

Anyone in Glendale can use it whose trips starts and ends in the Glendale OnDemand zone. Children 10 years and under must be accompanied on Glendale OnDemand by a fare-paying passenger. Children under the age of 5 can ride free but any passenger over the age of 6 must pay the \$2 fare.

How do I book my trip if my ride (pickup or drop off location) is outside the designated zone north of Thunderbird Road?

If either your origin (pickup location) or your destination (drop off location) is not entirely within the Glendale OnDemand zone you will need to use Glendale Dial-A-Ride to schedule your ride on that service. They can be reached at 623.930.3500 Monday – Friday 7 a.m. to 5:30 p.m.

I don't have a smartphone to book a ride but I want to use this service.

We know that not everyone has a smartphone or an unlimited data plan. Any passenger whose origin and destination is within the travel zone can call Glendale Dial-A-Ride at 623.930.3500 during regular weekday business hours (7:00 a.m. – 5:30 p.m.) and they will book a trip for you and give you an approximate time range that the Glendale OnDemand vehicle will arrive to pick you up at your location. You can then pay for your trip when you board the vehicle.

Can I book a ride on the computer instead of smartphone?

Yes. Go to ondemand.transloc.com. You will need to create an account with Transloc and confirm your email address.

What type of a vehicle is used for Glendale OnDemand?

Glendale OnDemand vehicles are small minibuses and is accessible for all passengers. This vehicle is built with a small bus body on top of a truck chassis. They have a wheelchair lift and seat up to 15 passengers (including the driver). The buses are predominately red/yellow in color will have a city of Glendale logo.

What can I carry onboard Glendale OnDemand?

Packages must weigh less than 50 pounds. Passengers are requested not to bring excessive amounts of packages on the bus. Small carts are allowed on the bus but must be contained in the cart in a safe manner so those items will not fall out while the bus is in operation.



When can I start using Glendale OnDemand?

Starting on Monday, March 9, 2020 for a six-month pilot. Glendale OnDemand will operate five days a week north of Thunderbird Road in the city of Glendale. Rides will be available from 7:00 a.m. to 5:30 p.m. Monday through Friday. The service will end on Friday, September 4th.

Who operates Glendale OnDemand?

This service is operated by the city of Glendale under their Transportation Department.

Can I book group trips with the Glendale OnDemand Mobile App?

Yes, you can book reservations for up to eight riders using the TransLoc app. Enter your information and select the number of passengers in your party. Riders traveling together must board and de-board at the same location with the person who booked the reservation. Each rider needs to pay the \$2.00 fare.

Can I request advanced rides? What if I have a doctors appointment?

No, this service is strictly on-demand and available Monday through Friday from 7:00 a.m. – 5:30 p.m. If you need advanced rides (medical appts., school, etc.) in the on-demand zone or anywhere else in Glendale, please use the city of Glendale Dial-A-Ride service. They can be reached at 623.930.3500 during regular business hours.

How do I download the app?

The app is free to download on the Apple or Google Play stores. Simply type in “transloc” and you will see an icon that says “TransLoc”. It is the app that is a black box with a white bus in the lower right-hand corner. Do not download the “Transloc Rider” app which is an icon with a blue circle. Once you open the TransLoc app you will need to give permission to the app to share your location to access the Glendale OnDemand service. We don’t use your location for anything other than displaying on-demand transit services.

How does ADA reservation service work in the Glendale OnDemand zone?

All passengers who are ADA certified will need to use Glendale Dial-A-Ride. This service can be booked by calling Glendale Dial-A-Ride at (623)930-3515 Monday through Sunday from 8 a.m. to 5 p.m. Request for ADA service can be made up to 14 days in advance.

What happens if I don’t show up for my bus and I paid my fare through the app?

Your card is automatically charged when you book your trip. If you missed your bus and need a refund, please call Glendale Transit at 623.930.3500 during regular business hours.

Do I need to pay with a credit or debit card to use Glendale OnDemand?

No. You can book your trip with Glendale OnDemand and pay the \$2.00 fare to the bus driver when it arrives.