Carlos Cruz-Casas
Chief Innovation Officer | Miami-Dade County
Department of Transportation and Public Works
Introduction to Miami-Dade Project

- Intro
  Carlos Cruz-Casas & Marta Viciedo
- Miami-Dade Transit Service
- Better Bus Network
- Transit Rider Experience
- Miami-Dade Project
Miami-Dade County Team

Carlos Cruz-Casas  
*DTPW Chief Innovation Officer*

Marta Viciedo  
*Transit Alliance Miami*

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*Manager of Passenger Amenities*

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*Systems Support Manager*

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*Systems Support Manager*

Jarice Rodriguez  
*Principal Planner at the Office of Innovation*

Julian Guevara  
*Municipal Manager at the Office of Innovation*
101 bus routes
25-mile elevated heavy rail
4.4-mile elevated automated peoplemover
Countywide paratransit program
Percent Change when Compared to 2019

Same ridership as the respective month in 2019
What we Learned

- **Frequency** truly matters
- **Consistent Service** all day is key
- We can **reallocate** services effectively without creating a disparate impact
- **Data** is readily available to help us make important decisions

Elements of a good transit network work. Always.
Collaborative Effort

Transit Alliance
Jarrett Walker & Associates
Department of Transportation and Public Works
Local stakeholders and partner agencies
Riders and Residents
Public Engagement

• Online Survey
• Community Meetings
• Stakeholder Meetings
• Text Message Line
• Phone Scheduler
• Email Desk
• At Stop
49 out of every 50 will have same or better transit service
5-minute walk

EXISTING FREQUENT CORRIDORS WITH A 0.25 MILE BUFFER
PROPOSED FREQUENT CORRIDORS WITH A 0.25 MILE BUFFER

5-minute walk
2021 SURVEY RESULTS

Having reviewed the proposed Better Bus Network, would you like to see the changes implemented?

89% Yes
11% No

(From >1,800 transit user respondents)
How far can I travel in 45 minutes from Coconut Grove at noon?

- 60% more jobs: 105,000
- 165% more residents: 216,000
Faster Journeys

Average wait time.
(estimated as half the time between buses)

Existing

Proposed

Faster trip with less stops

Travel time savings

ID. 0305
Text  GOMDT (46638)
Call (786) ### - ###
www.miamidade.gov / transportation
Doral Trolley
Transit Experience

Long Wait Times. not everyone will have access to a frequent service
“Better bus stops create better transit.”

“Great bus stops encourage ridership and improve the experience of taking the bus.”

“A bus shelter is not a luxury; it provides a basic level of comfort and dignity to people waiting for transit.”

source: https://transitcenter.org/publication/sorry-to-superb/
From Sorry to Superb: Everything You Need to Know about Great Bus Stops

Riders ranked simple amenities like bus stop benches, schedules, and safe street crossings as essential as shelters.

source: https://transitcenter.org/publication/sorry-to-superb/
Missed Opportunity
The Miami-Dade Project

**The Ask**

- *obtain knowledge of how heat impacts transit use*

**What we know**

- *local temperatures, ridership by stop, transit service*

**What we don’t know**

- *how long riders wait for transit, the experienced heat*

**How it will be used**

- *prioritize investments, focus on greater impacts*

**Better rider experience**
The Miami-Dade Project

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Better rider experience
7,500 bus stops
Transit Amenities

- Shelter with solar panels
- Night Light
- Advertising Panel **
- Bench
- Wheelchair dedicated space
- Bike racks ***
- Route Information
- Trash can
Transit Rider Considerations
Understanding the Impacts of Extreme Heat

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How it will be used
prioritize investments, communicate with riders, focus on greater impacts

Better rider experience
Big Data. Made Easy.
The first big data platform for public transit

- Highly accurate real-time passenger information
- Understand and analyze network in real time and historically
- Quickly visualize data to build consensus past, present, and future
Miami-Dade County setup

Static GTFS
A single static GTFS with information on all services

AVL
- Clever Devices
- TSO Mobile
- Swiftly Onboard App
- ETA Transit (Coral Gables)

Realtime Passenger info
- GOMDT app
- Google Maps
- Transit app
- SMS text-for-ETA app
- 10 other applications (Via, Lyft, digital signs, etc)

Historical data analytics
- GPS Playback
- OTP
- Run Times
- Speed Map

Real-time operations tools
- Live Operations

source: Swiftly’s presentation at the 2021 Annual Municipal Workshop
GO MIAMI-DADE TRANSIT (MDT) TEXTS

• Metrobus riders can access real-time tracking information by texting their bus stop number to GOMDT (46638).

• There is also an interactive voice service available for riders that rather call.
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