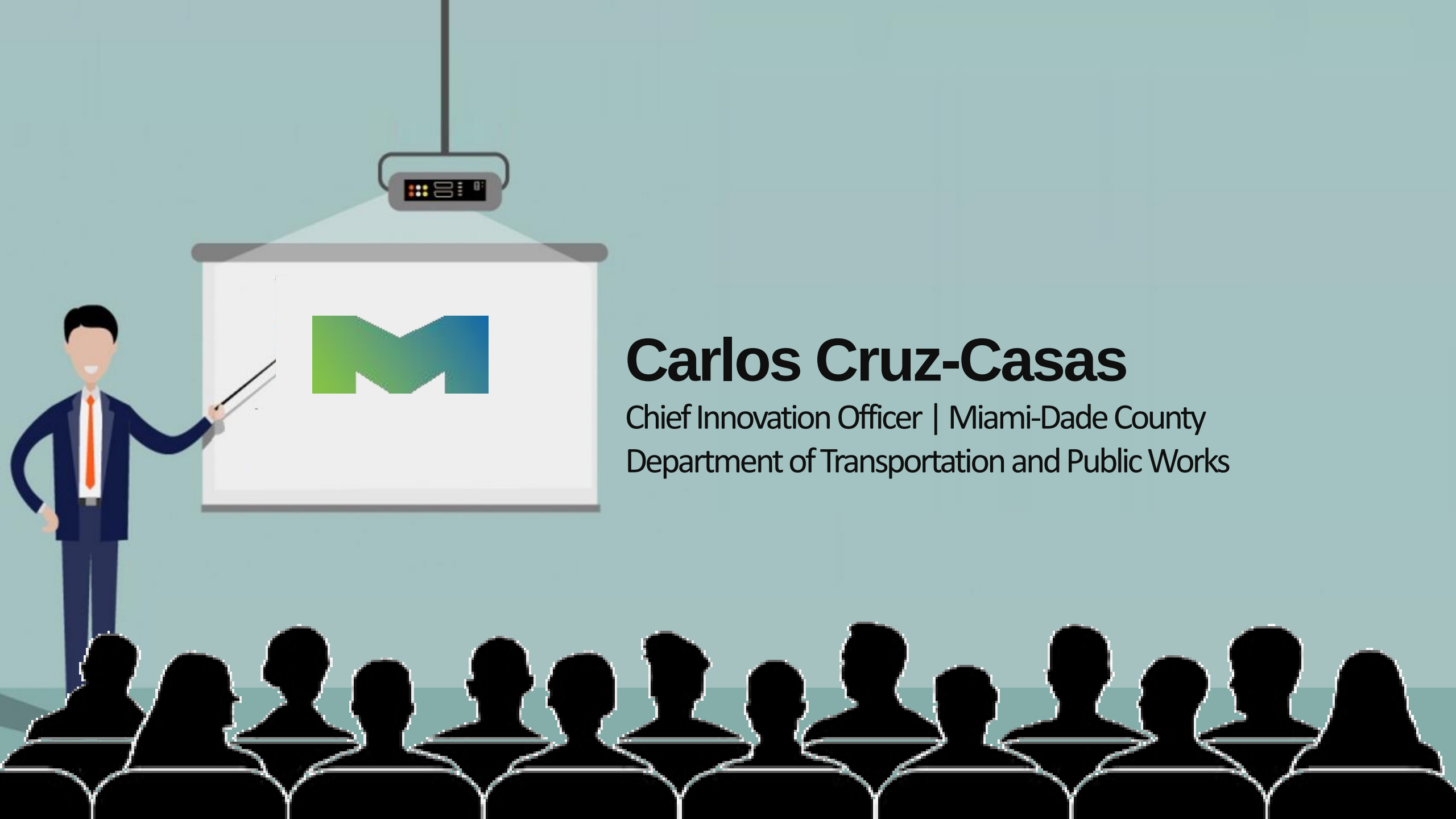
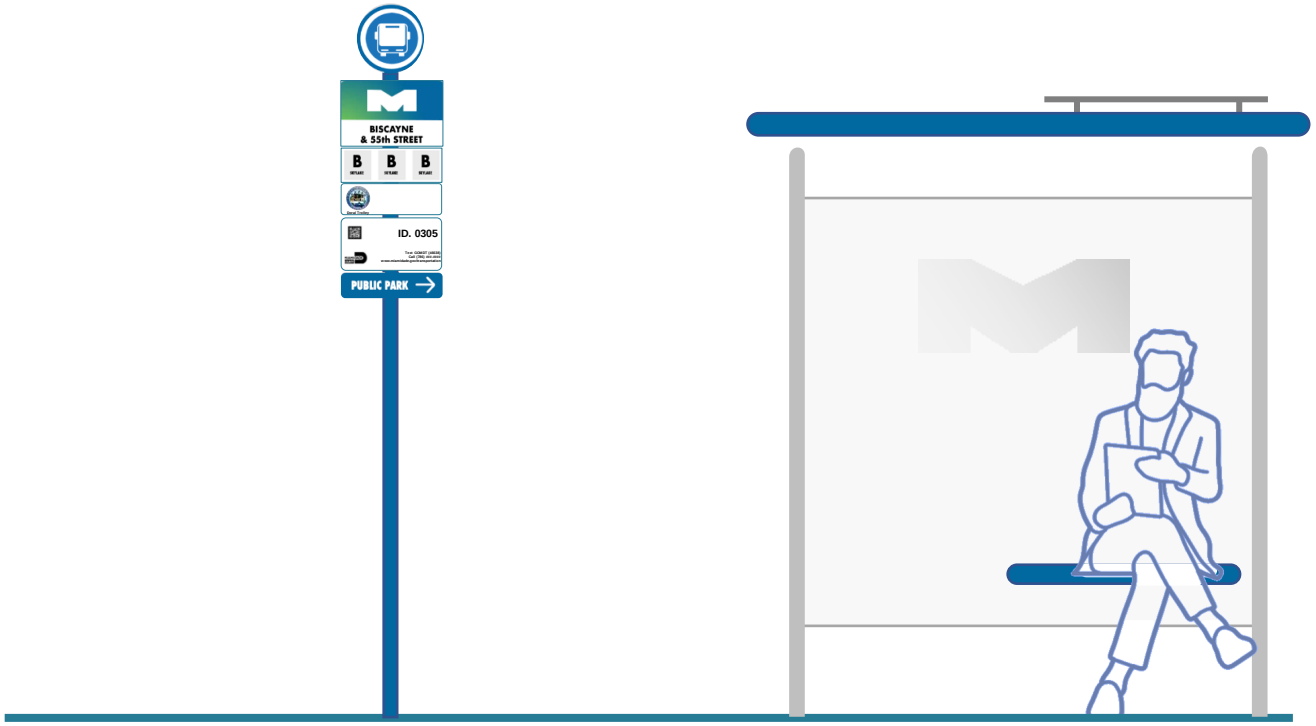


Carlos Cruz-Casas

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

Raonel Rodriguez
Manager of Passenger Amenities

Nicholas Duran
Transit Alliance Miami

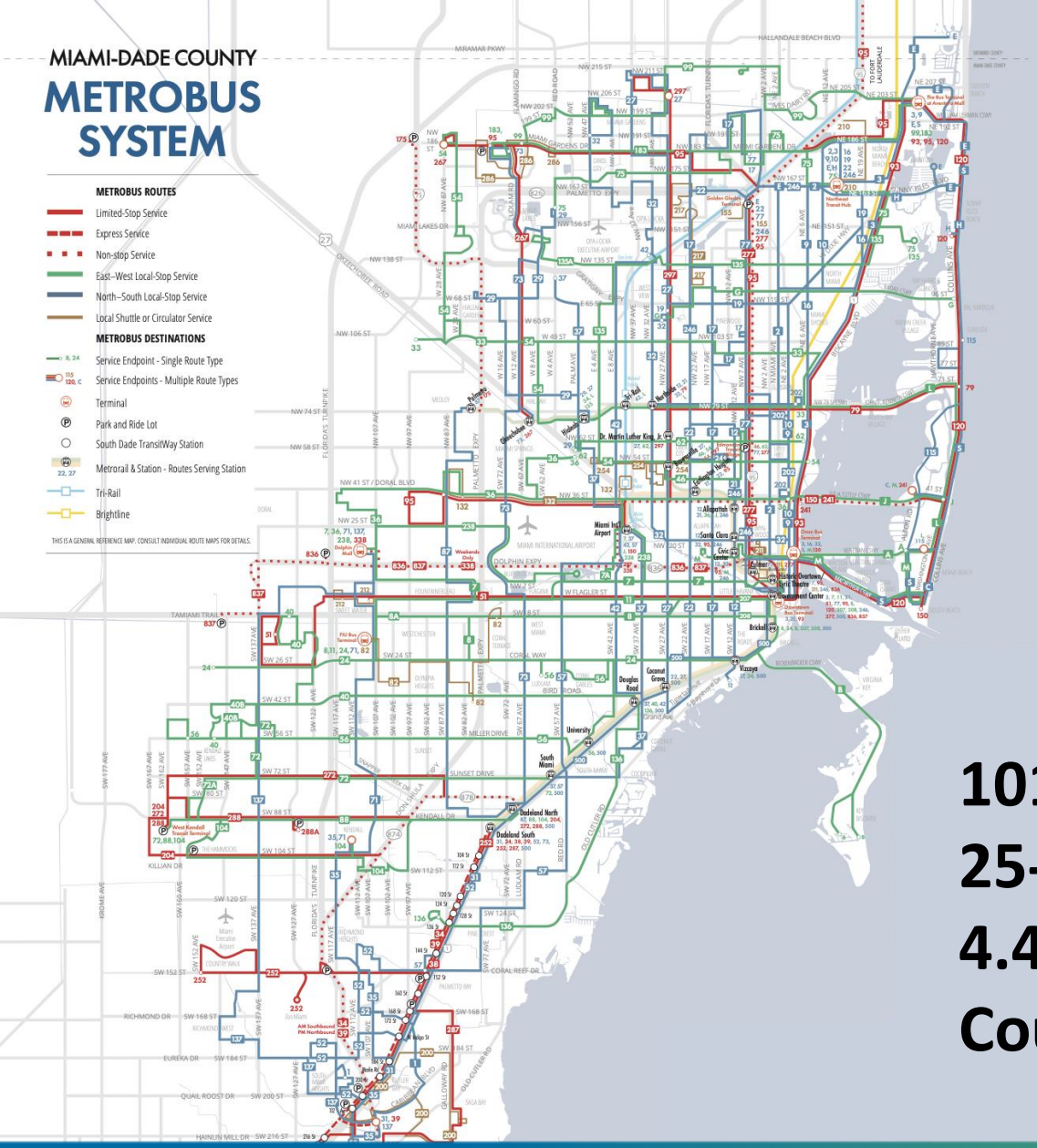
Linda Morris
Chief of Service Planning & Scheduling

Toni Phansang
Systems Support Manager

Boon-choo Tan
Systems Support Manager

Jarice Rodriguez
Principal Planner at the Office of Innovation

Julian Guevara
Municipal Manager at the Office of Innovation



101 bus routes

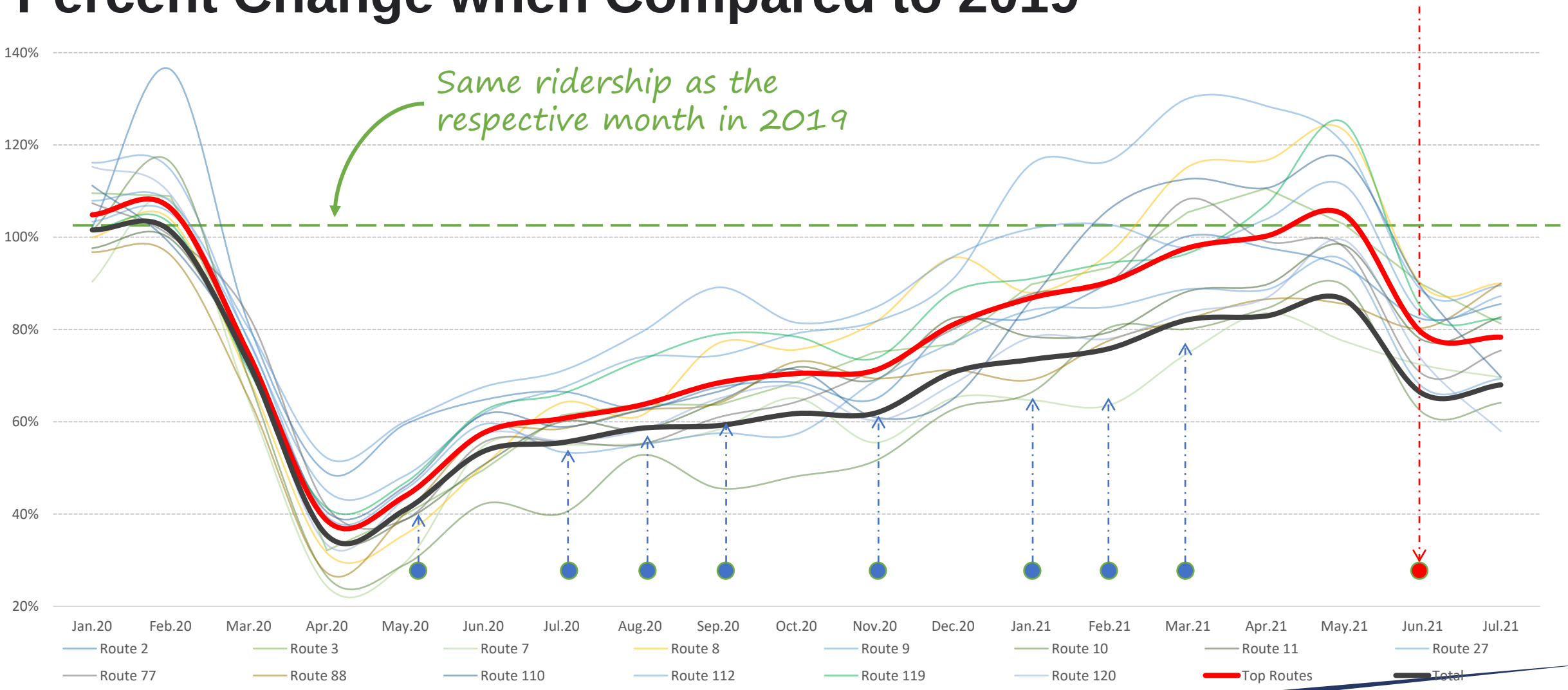
25-mile elevated heavy rail

4.4-mile elevated automated peoplemover

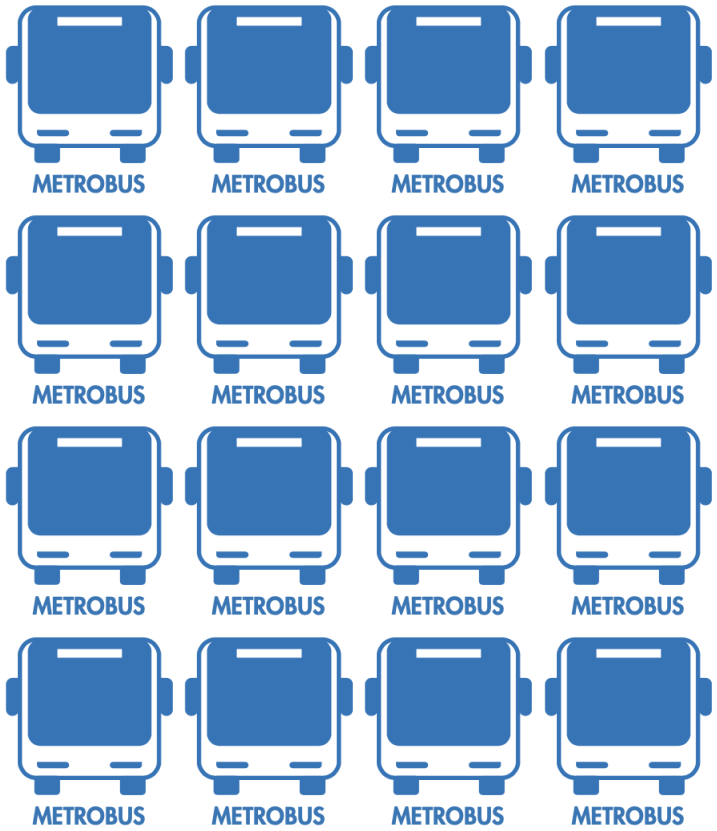
Countywide paratransit program

MIAMI-DADE COUNTY

Percent Change when Compared to 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

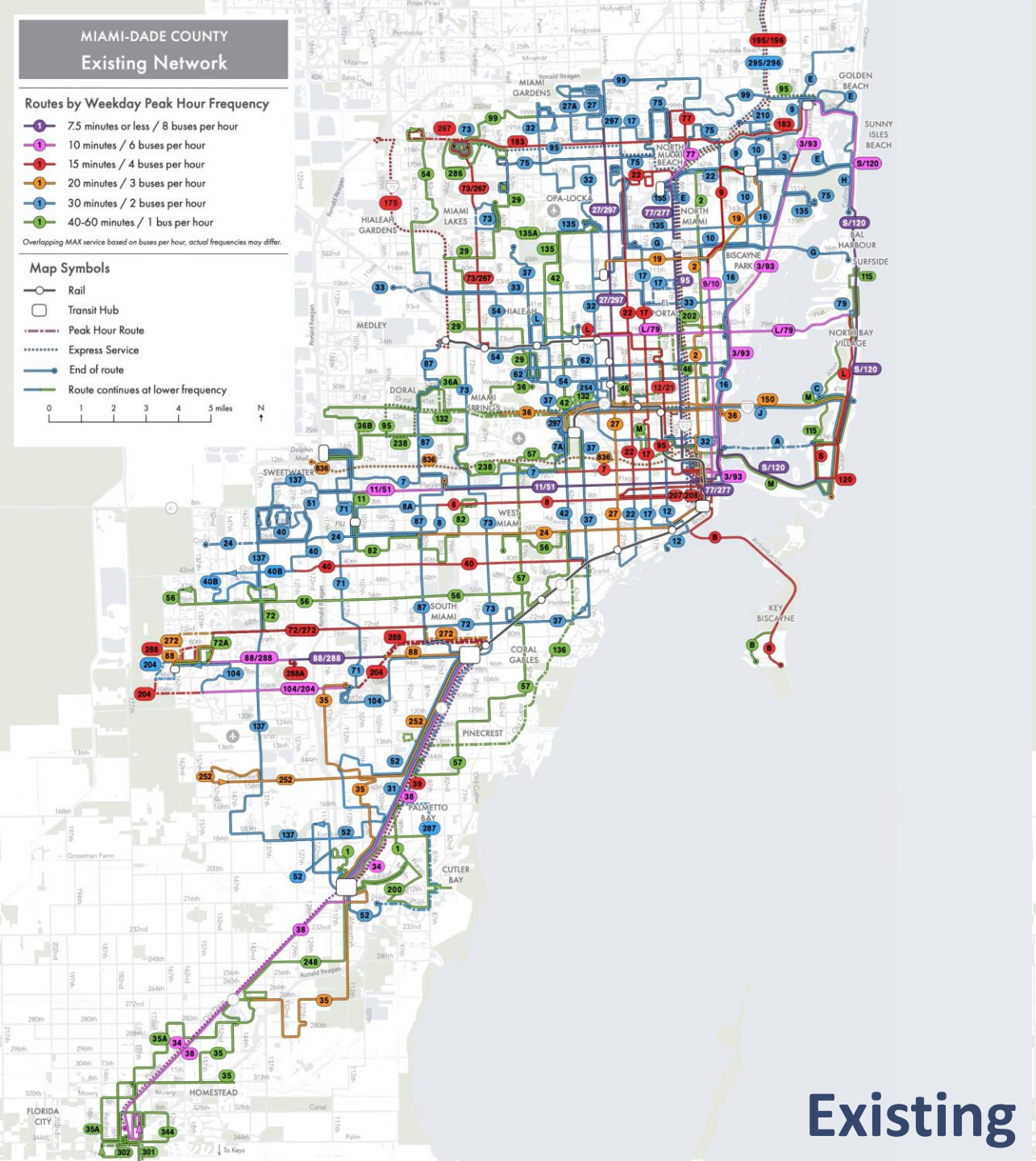
...

Local stakeholders and partner agencies

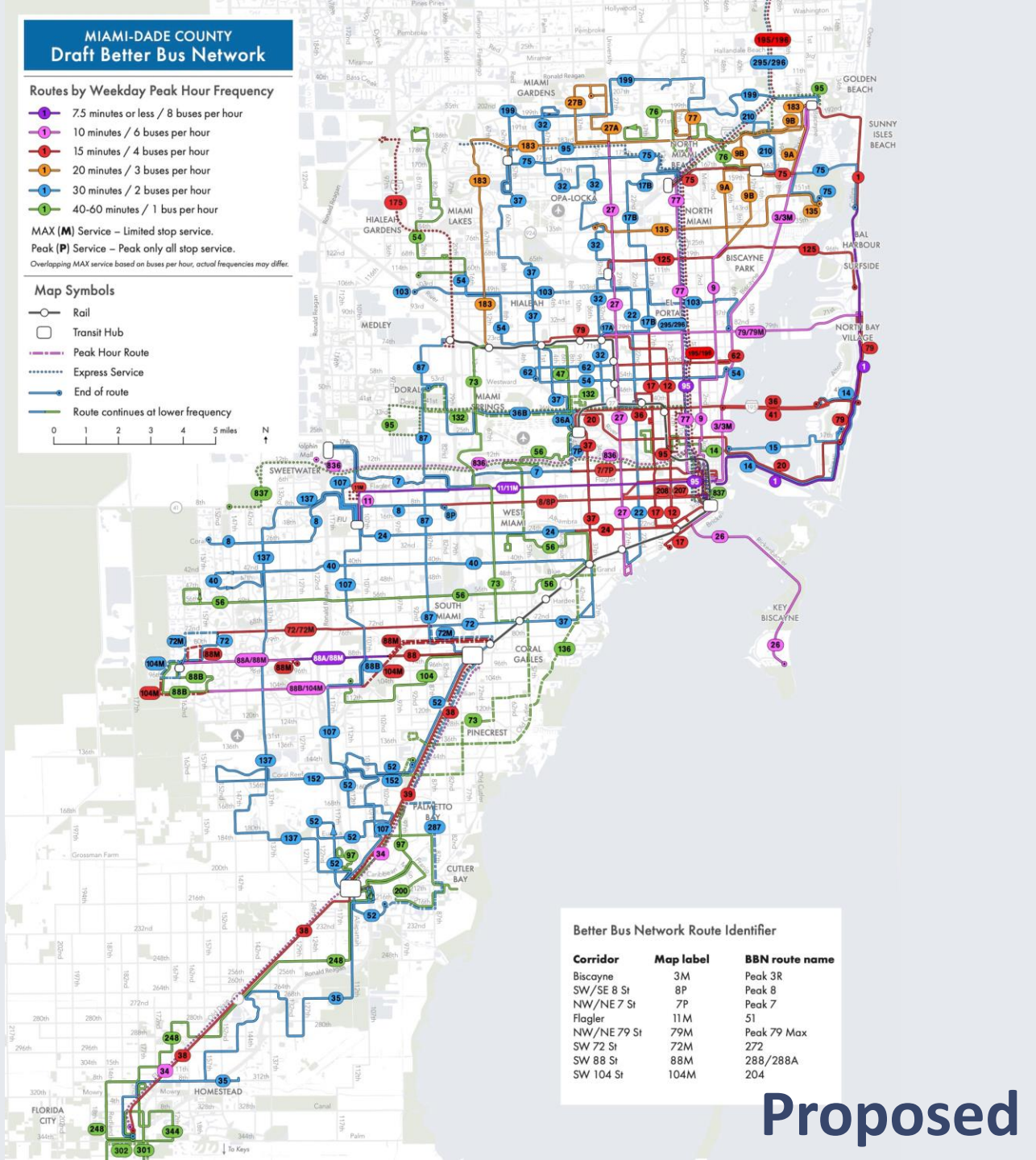
Riders and Residents

Public Engagement

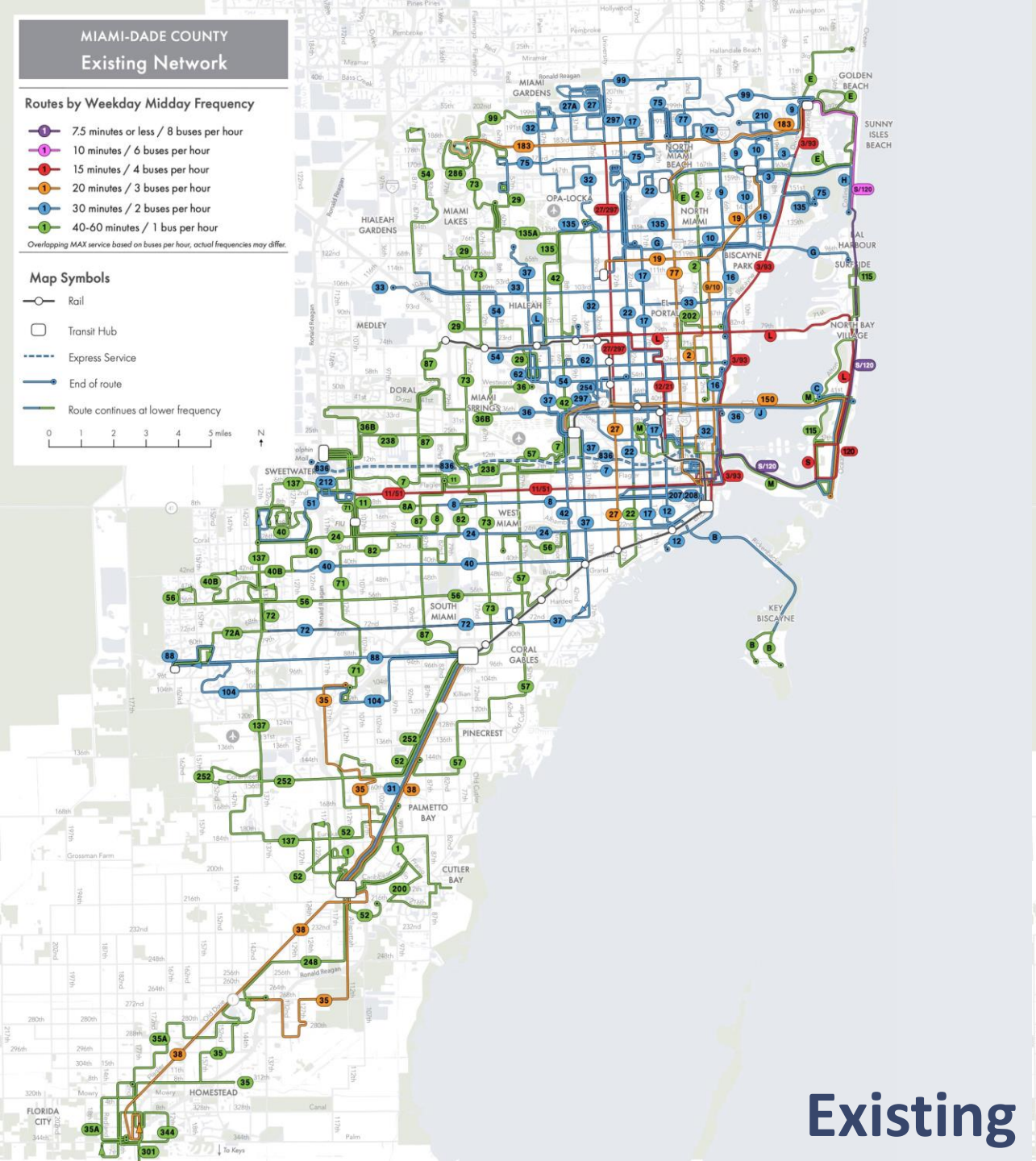
- Online Survey
- Community Meetings
- Stakeholder Meetings
- Text Message Line
- Phone Scheduler
- Email Desk
- At Stop

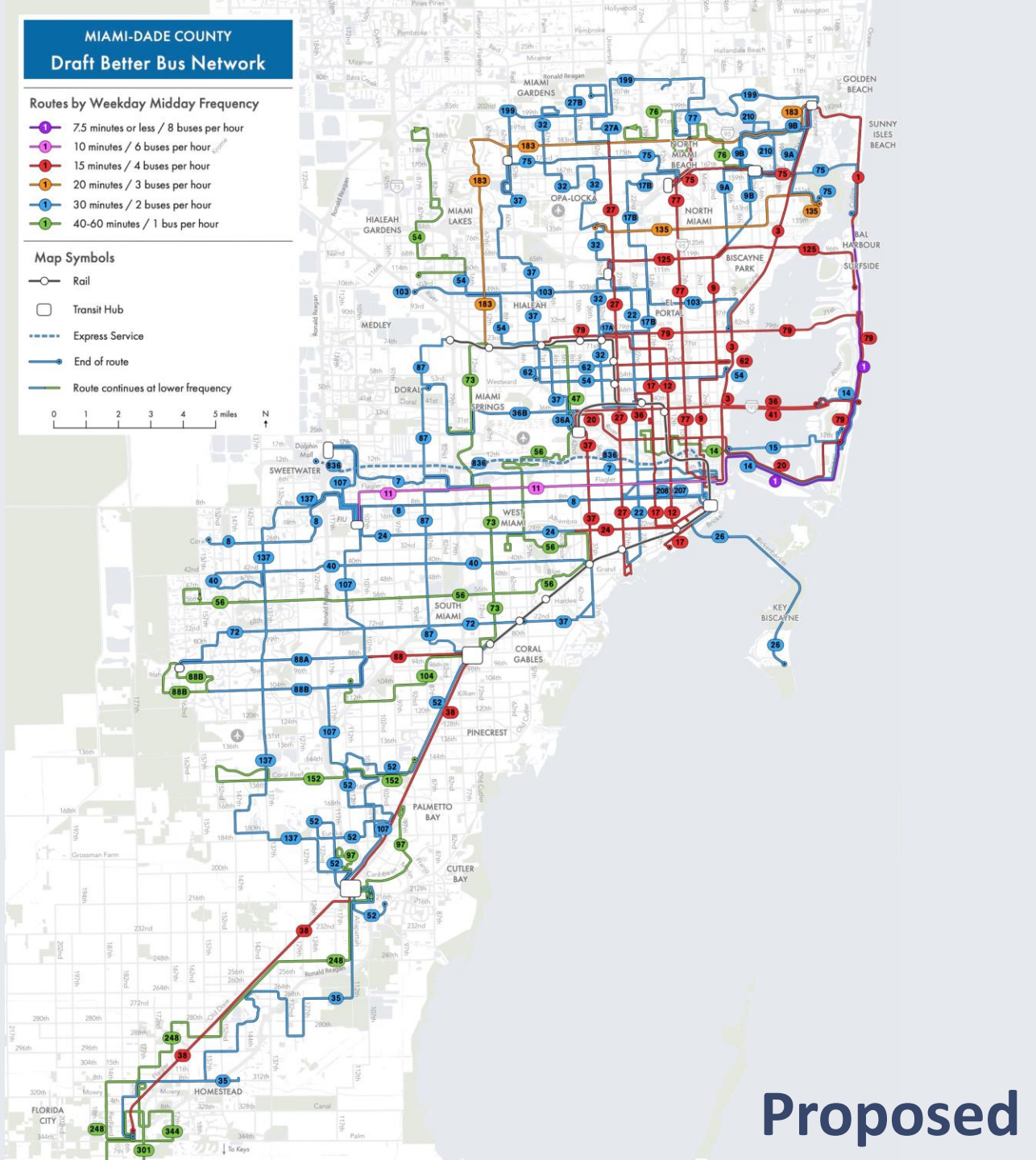


Existing



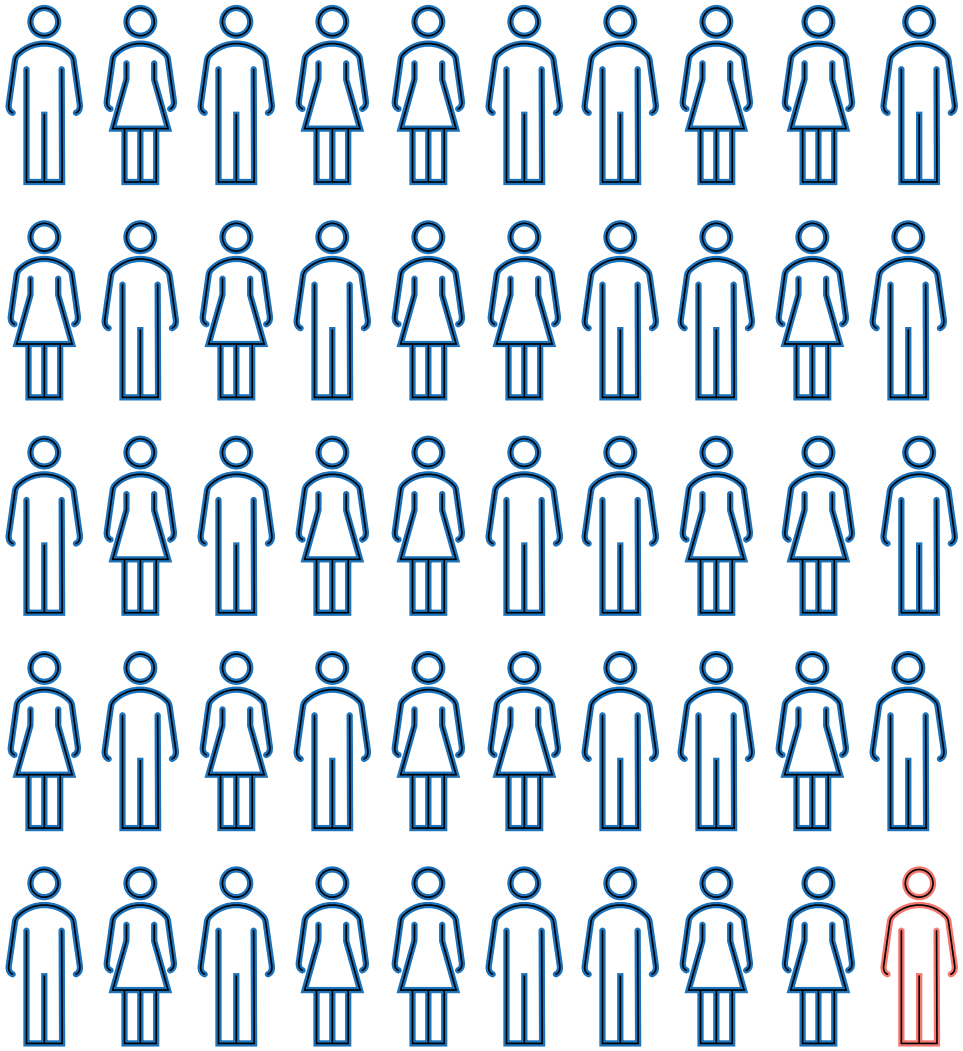
Proposed



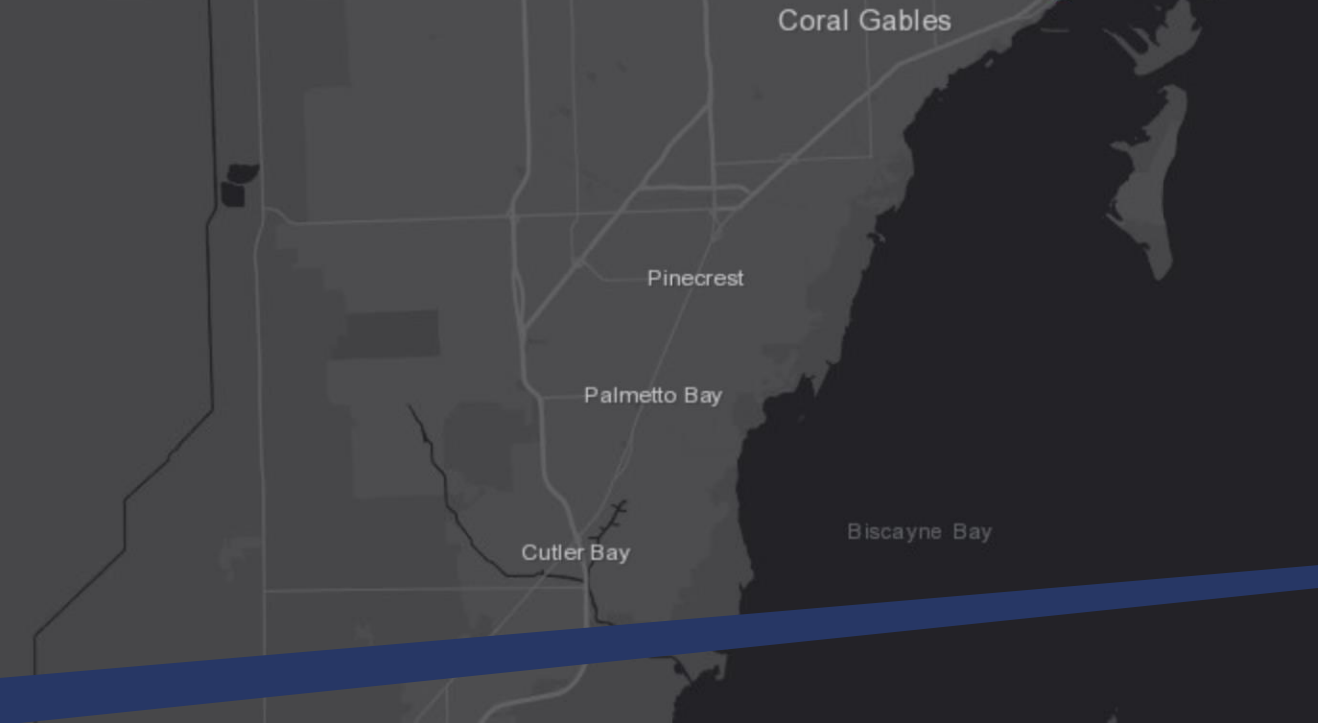


Existing

Proposed



49 out of every 50 will have same or better transit service



EXISTING FREQUENT CORRIDORS WITH A 0.25 MILE BUFFER

Better Bus Network

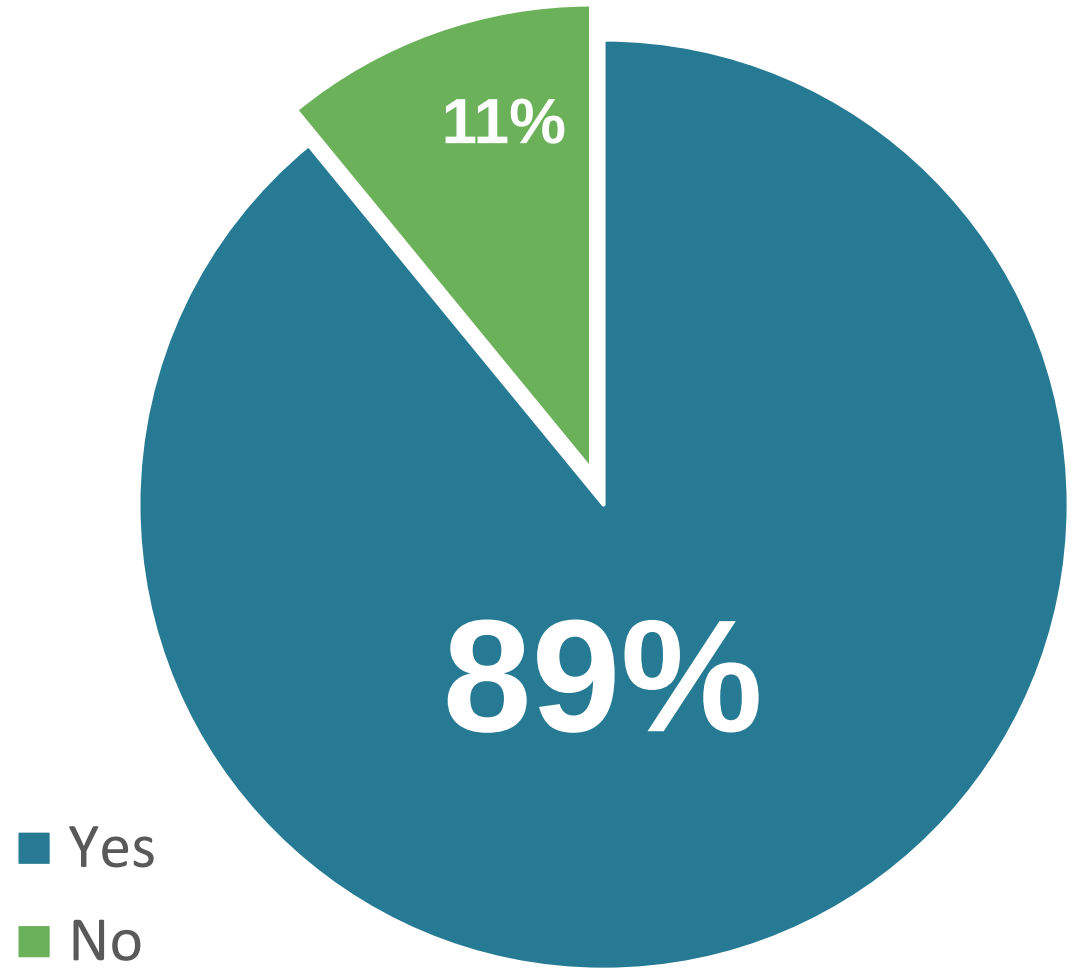
MIAMI-DADE COUNTY

PROPOSED FREQUENT CORRIDORS WITH A 0.25 MILE BUFFER

Better Bus Network

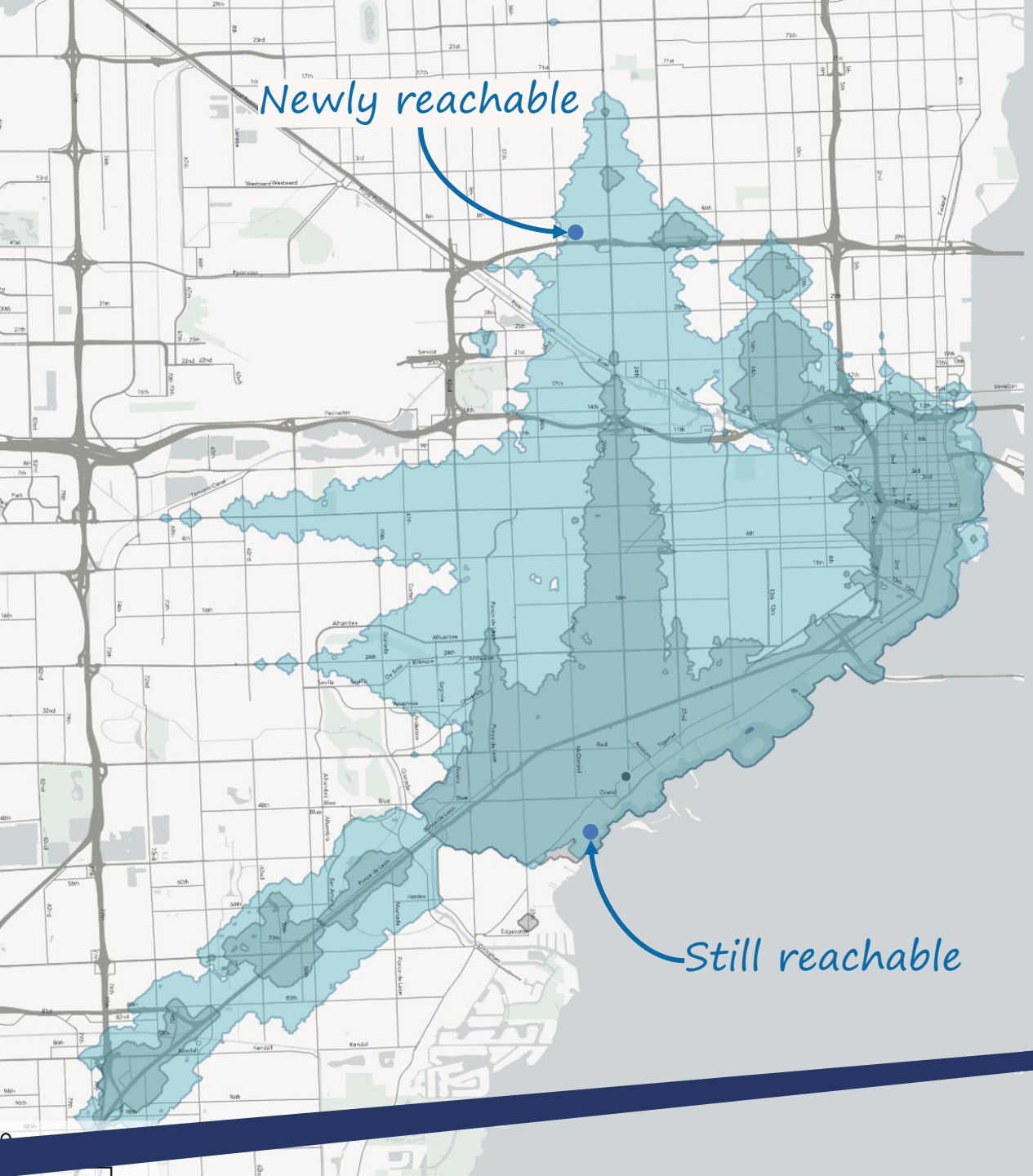
MIAMI-DADE COUNTY

2021 SURVEY RESULTS



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

(From >1,800 transit user respondents)



How far can I travel in **45 minutes** from **Coconut Grove** at noon?

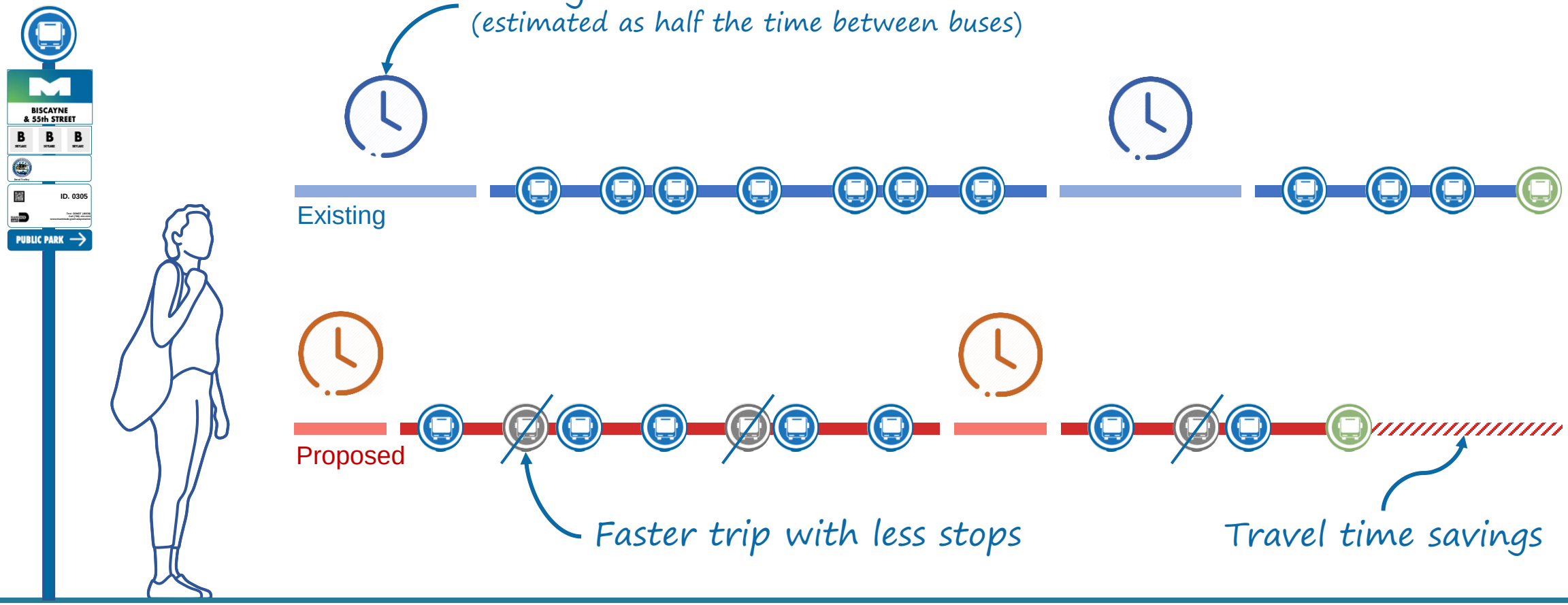
60% more jobs 105,000

165% more residents 216,000

Better Bus Network

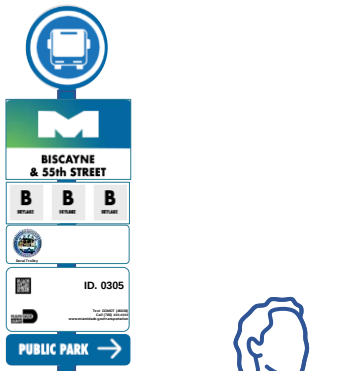
MIAMI-DADE COUNTY

Faster Journeys



Transit Experience

Long Wait Times.
not everyone will have access to a frequent service



TransitCenter

From Sorry to Superb: Everything You Need to Know about Great Bus Stops

"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/

TransitCenter

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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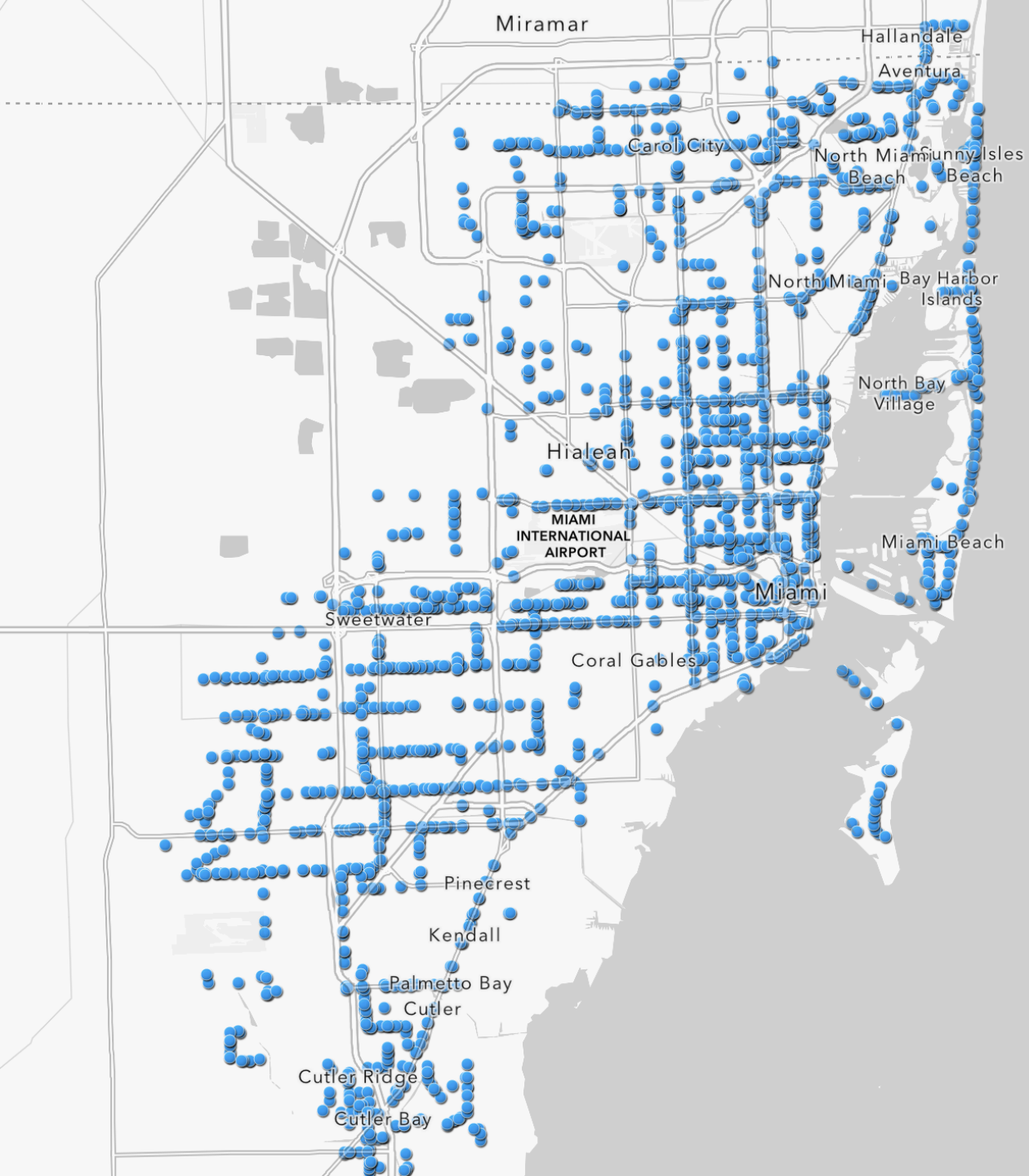
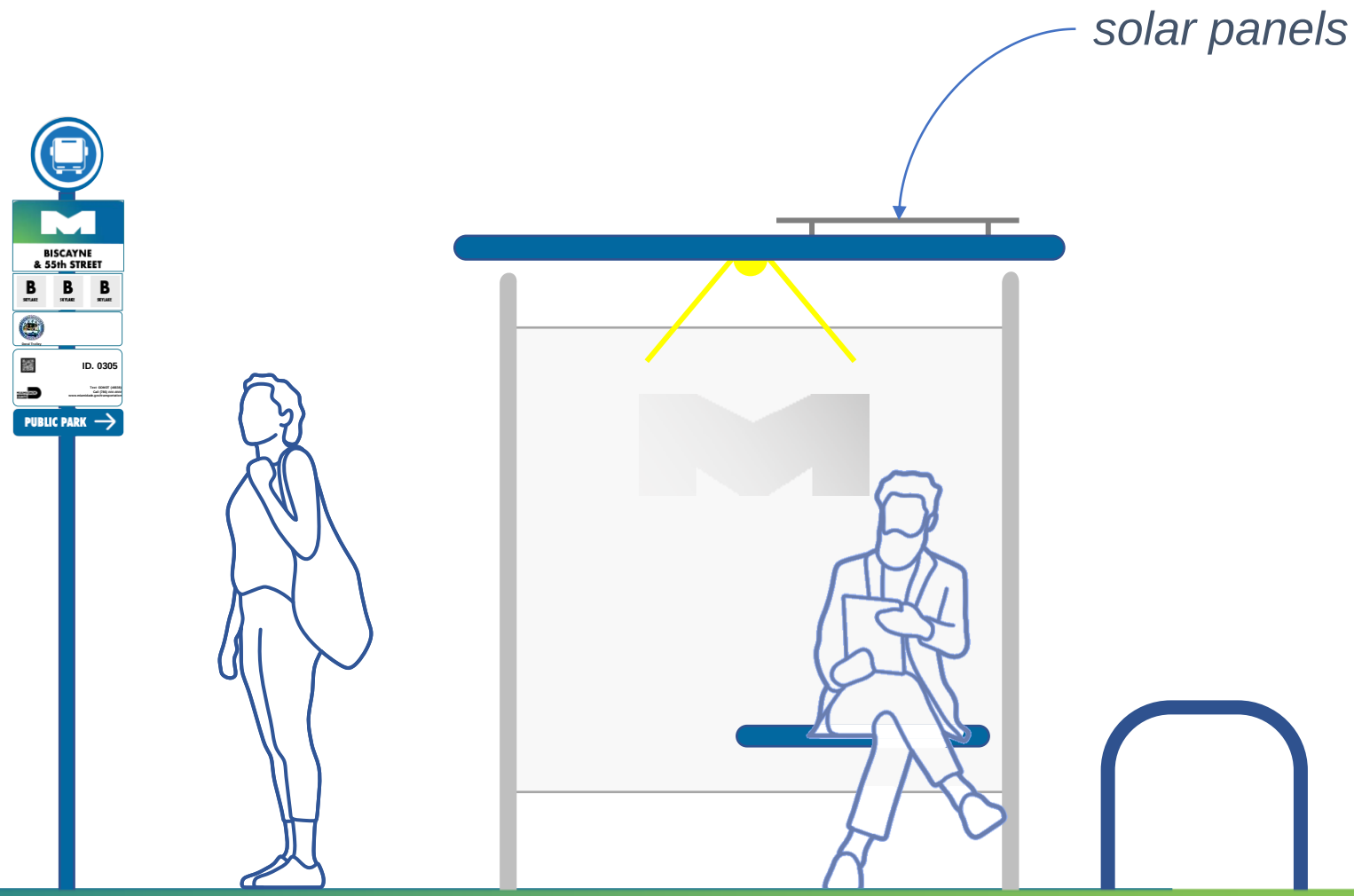


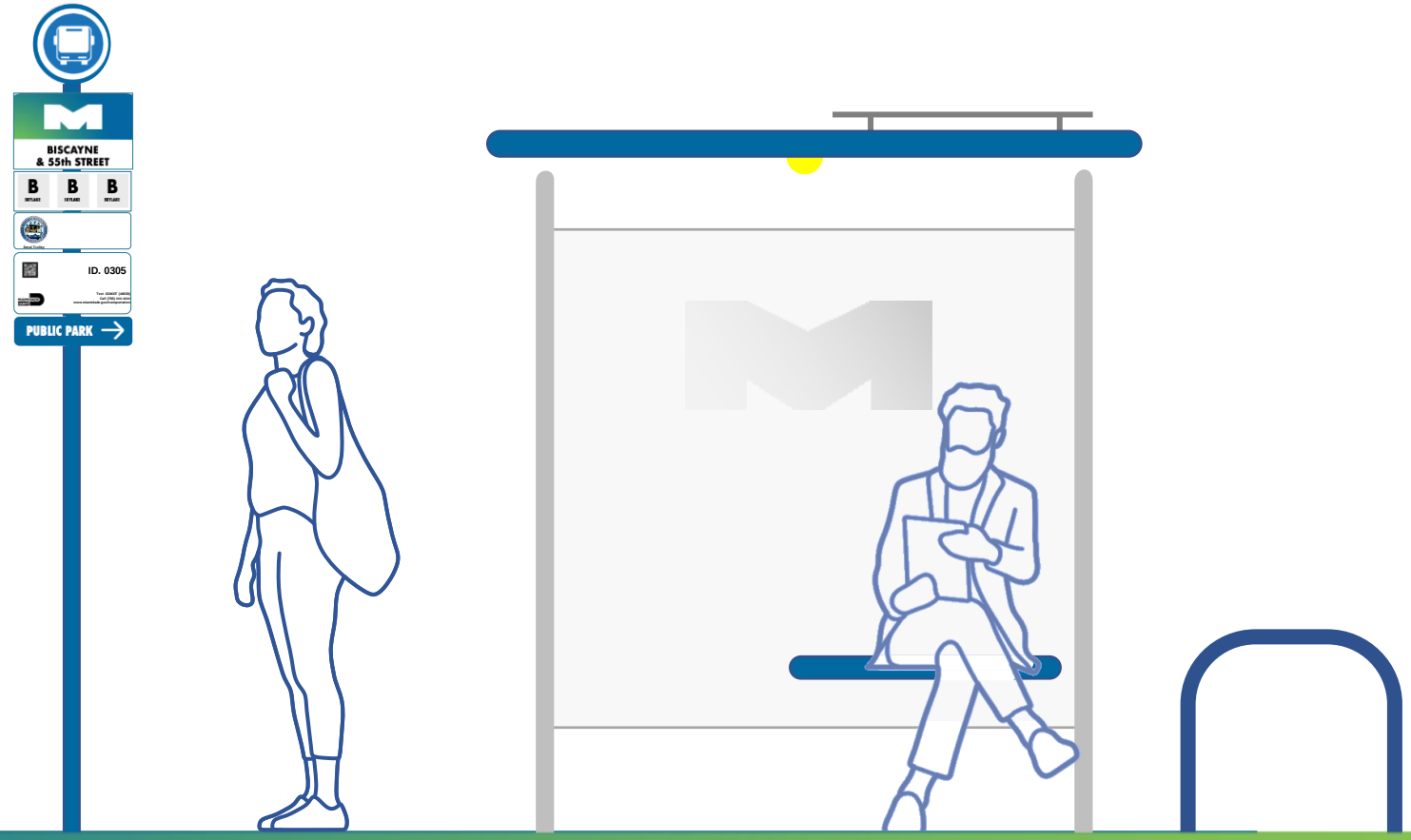
7,500 bus stops

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

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

Better rider experience

MIAMI-DADE COUNTY

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

Swiftly

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

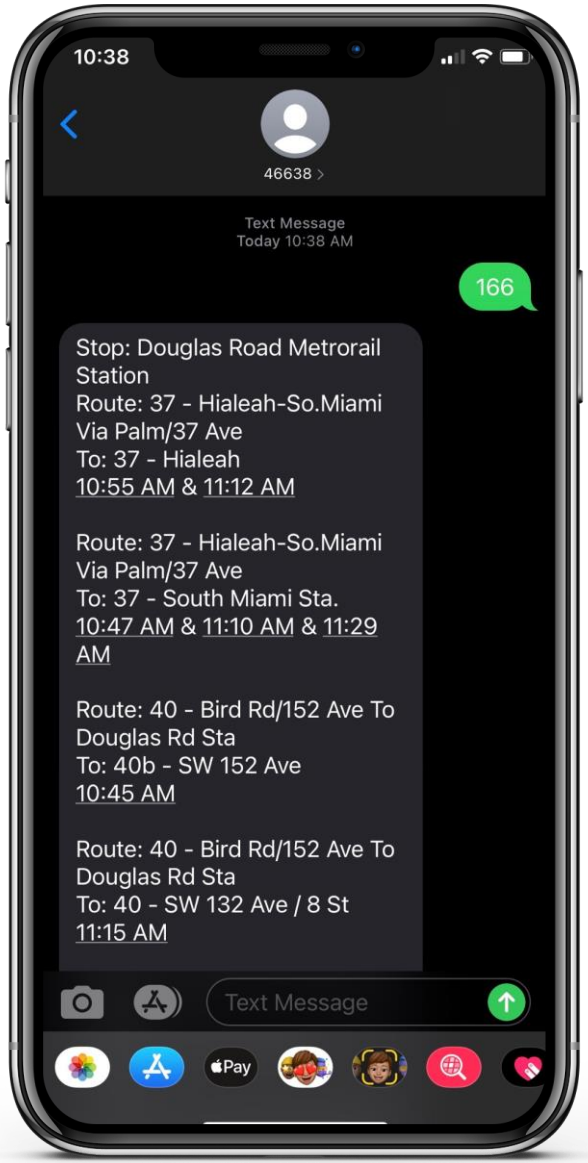
GO

lyft

GO

280

Uber



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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