A detailed map of Miami-Dade County, Florida, showing a dense network of bus routes. The routes are color-coded and labeled with numbers such as 17, 27, 32, 36, 37, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300. The map also shows major highways like I-95, I-75, and I-195, and various landmarks and transit stations.

Better Bus Network 1 Year On + ILA Update

Linda Morris, AICP

Chief of Service Planning and Scheduling
dept. of transportation and public works

linda.morris@miamidade.gov

**CITT Annual Municipal Workshop
October 28, 2024**

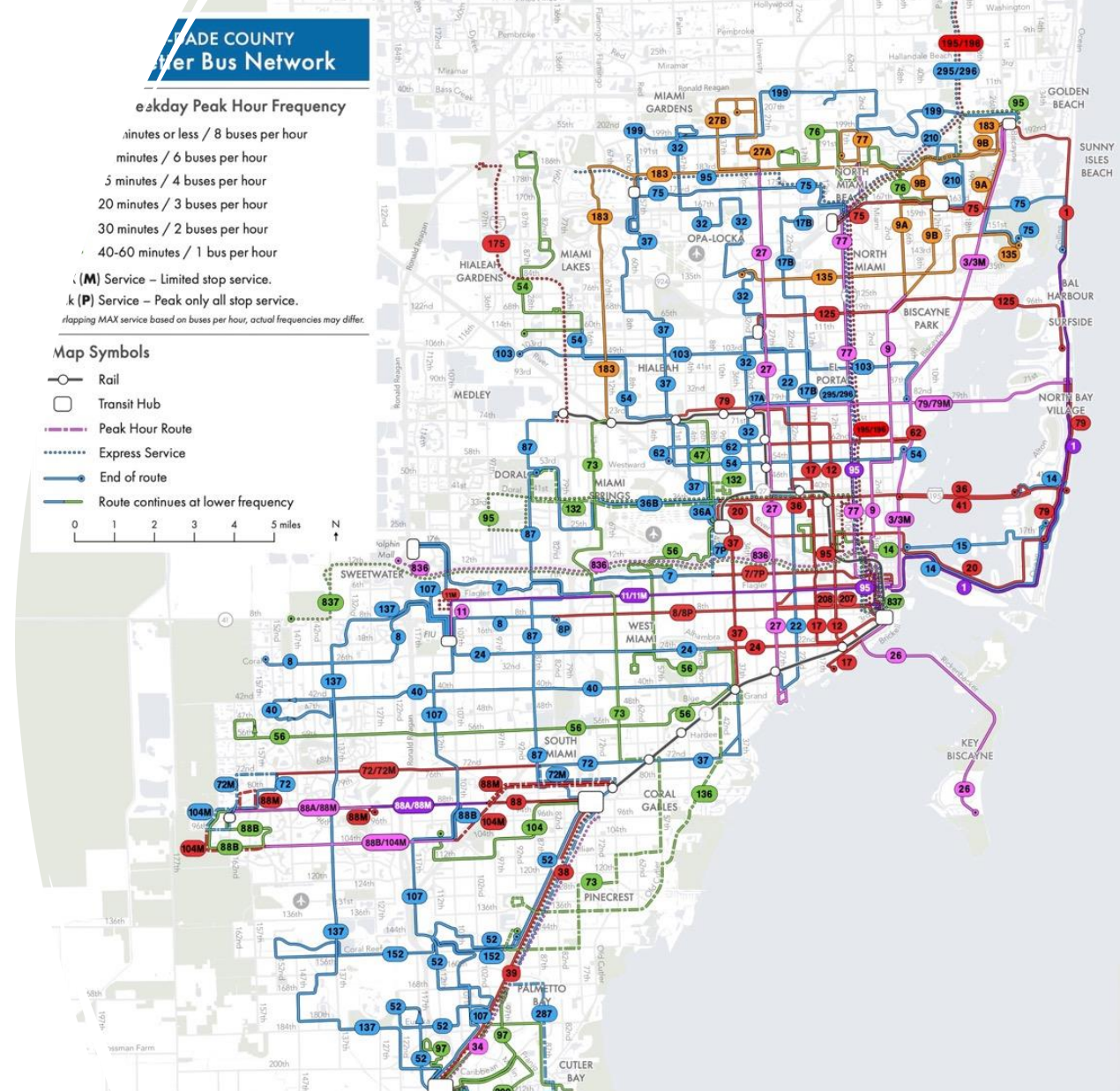
Agenda

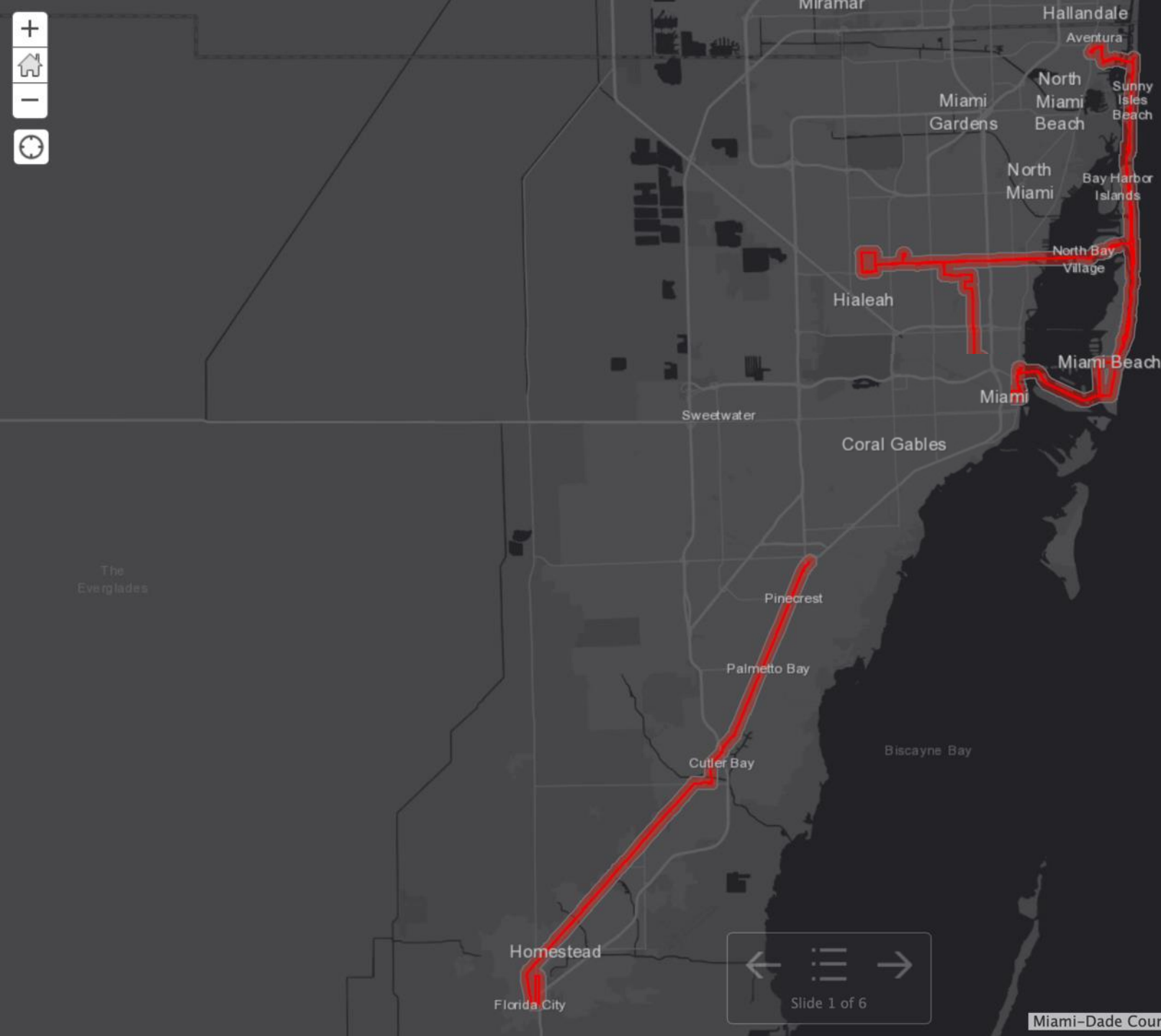
- BBN Recap
- Status and Metrics Update
- Feedback Received
- Filling in the Gaps and Pathway Forward
- Municipal Coordination
- ILA Update



Better Bus Network (Recap)

- Community-led full network redesign
- No major changes since start of Metrorail in 1986
- Re-imagined bus network
 - Increased access to frequent bus routes
 - Improved off-peak service
 - Faster journeys





OLD FREQUENT CORRIDORS WITH A 0.25 MILE BUFFER





The Everglades



NEW FREQUENT CORRIDORS WITH A 0.25 MILE BUFFER



more service beyond the 8:00a.m. to 5:00p.m. commute



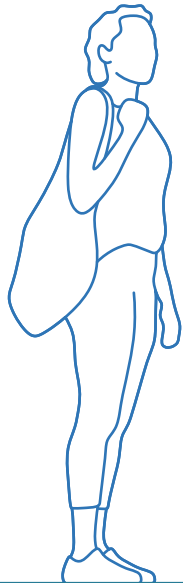
FASTER JOURNEYS

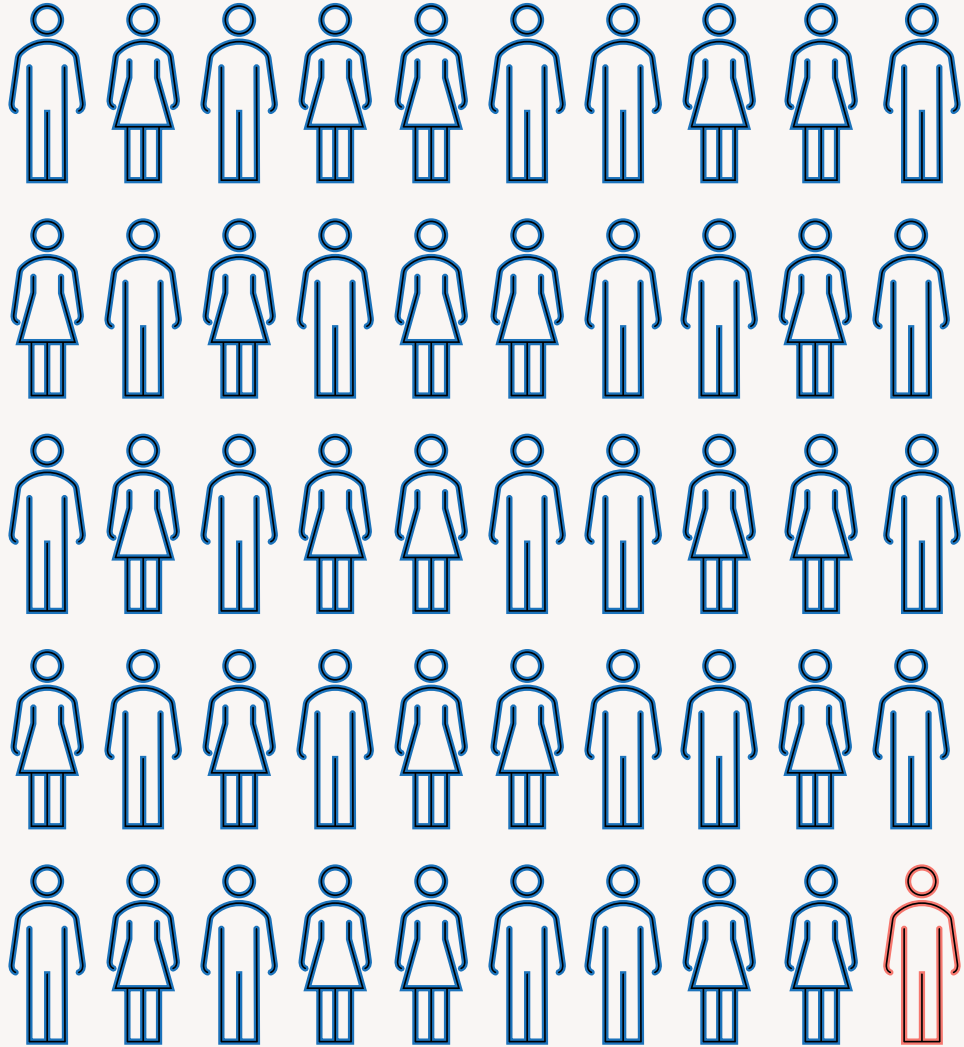
Average wait time.
(estimated as half the time between buses)



Faster trip with less stops

Travel time savings





49 out of
every 50
have same or better
transit service





Status Update and Key Metrics

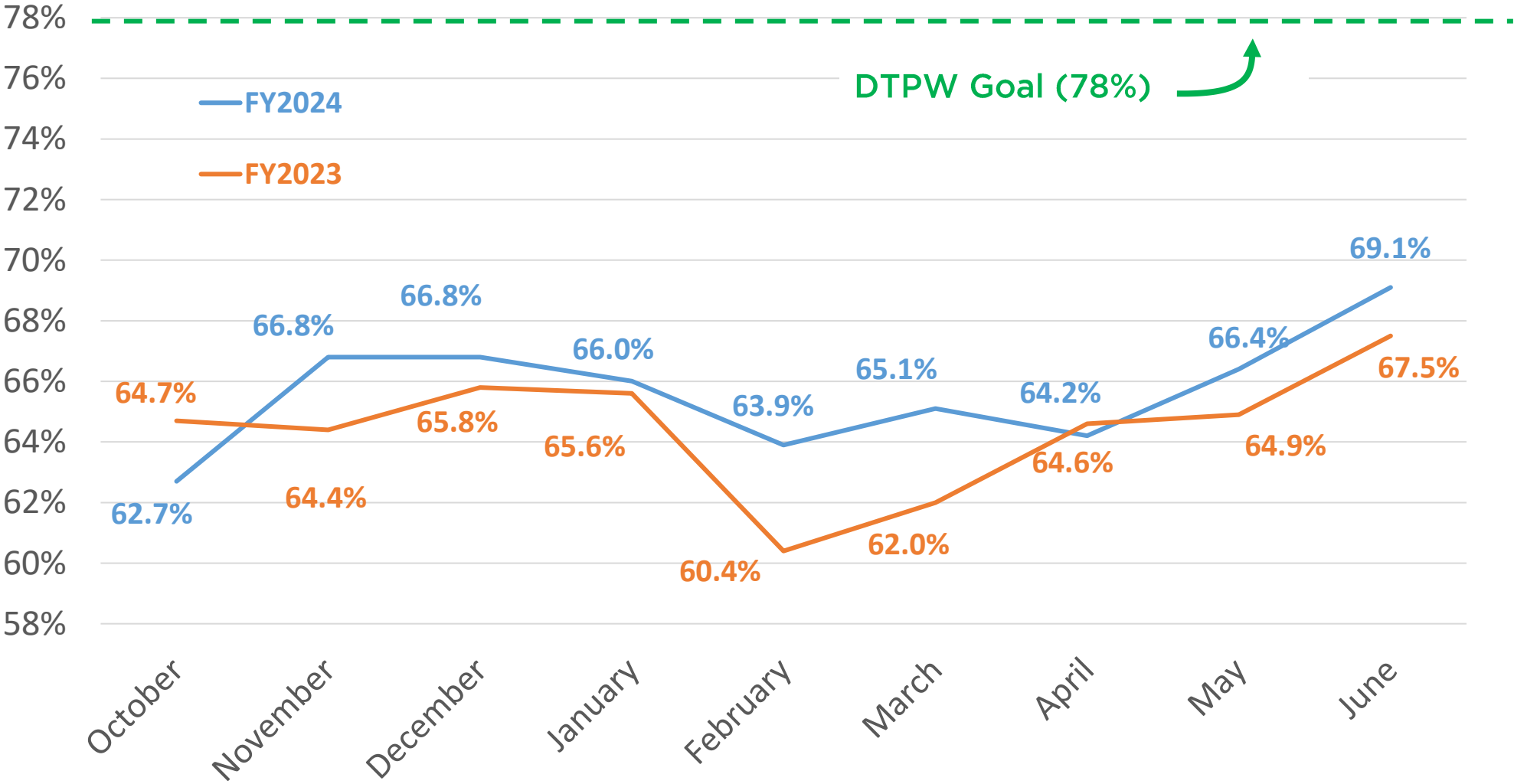


Status Update

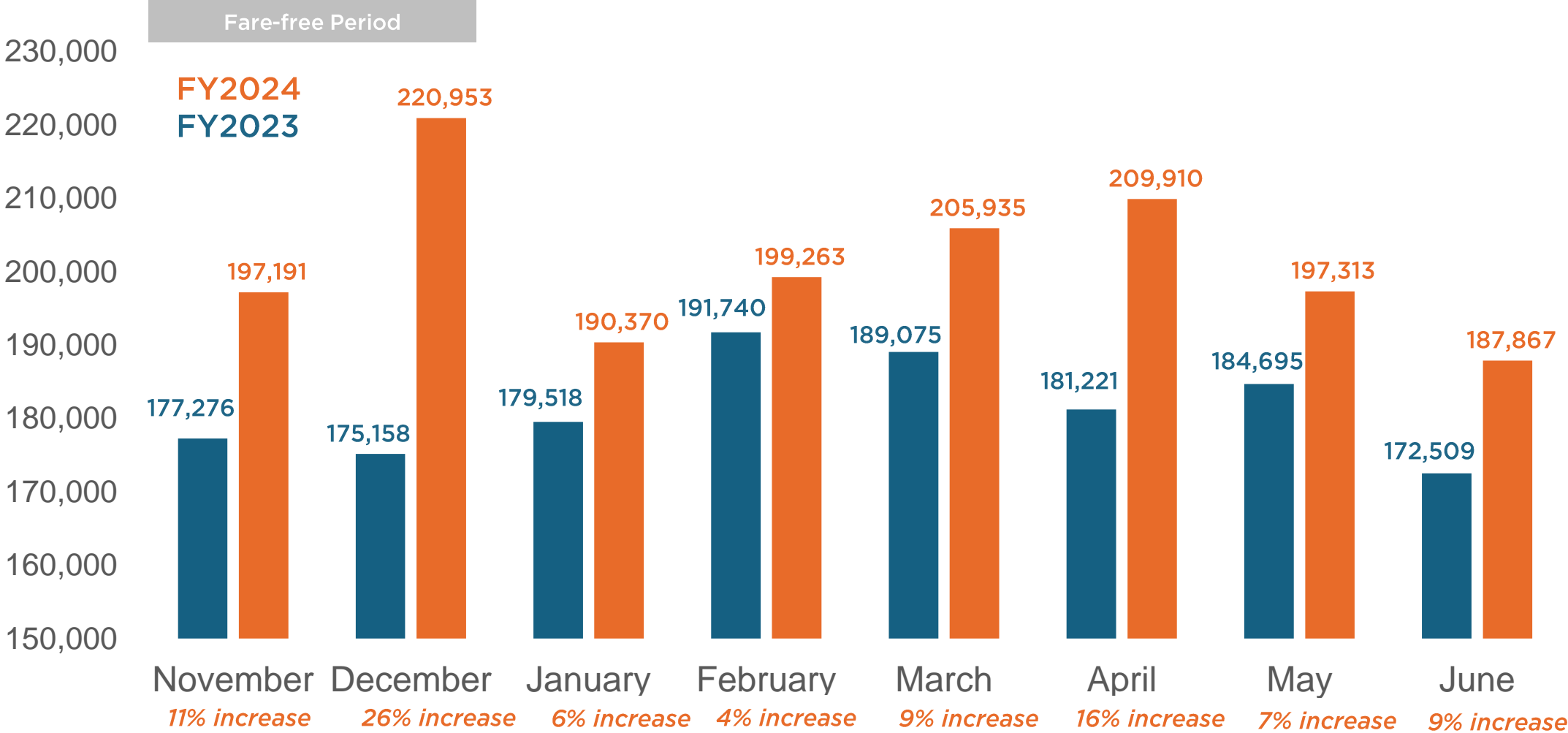
- **Advancing Continuous Improvement Plan...**
 - Service changes, new service launches and municipal realignments
 - Municipal info sessions and staff engagement
 - Outreach staff in field – Transit Connections
- **Tracking data trends...**
 - On-time performance improvements
 - Ridership gains
 - Faster journeys
 - 311 has resumed normal call levels



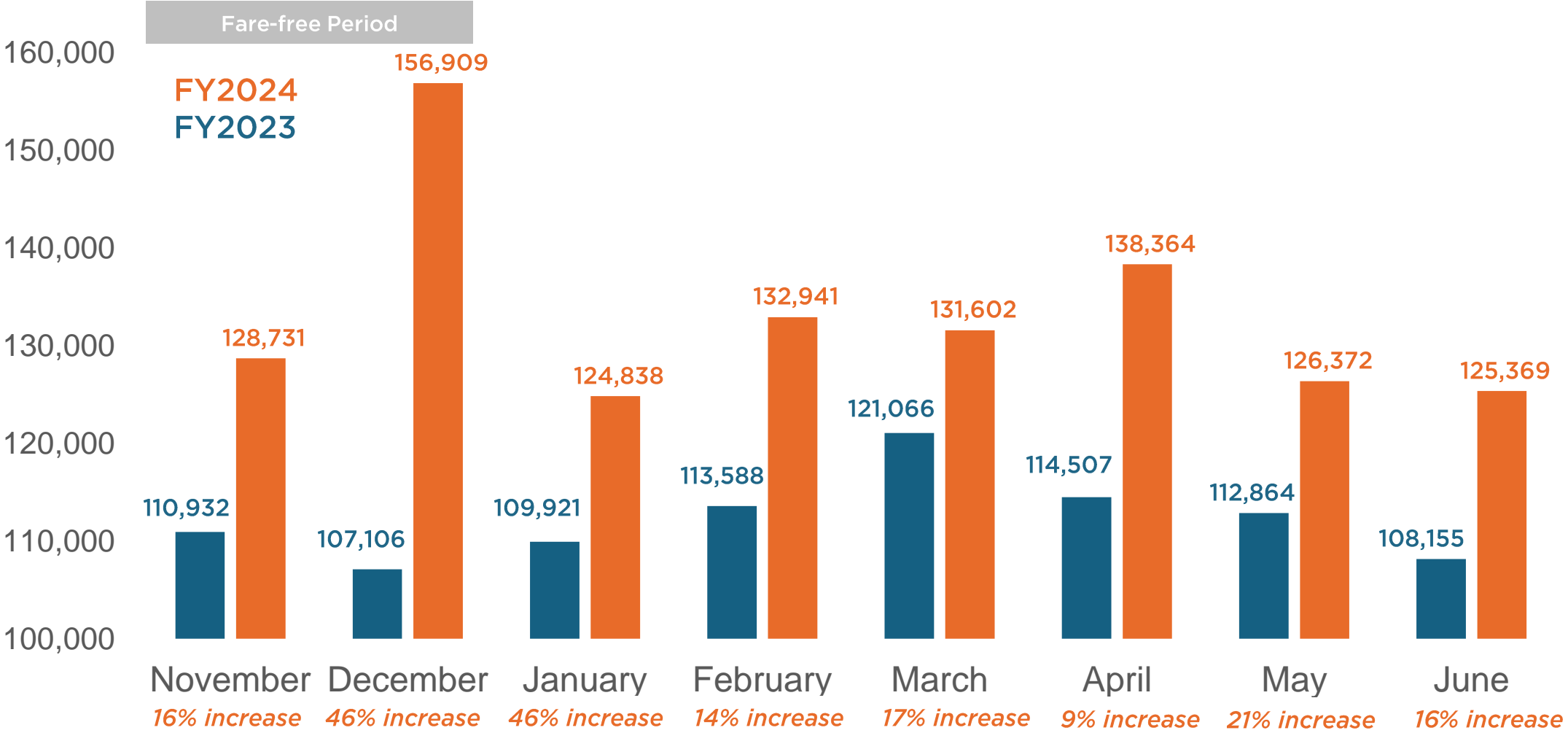
Overall OTP continues to improve



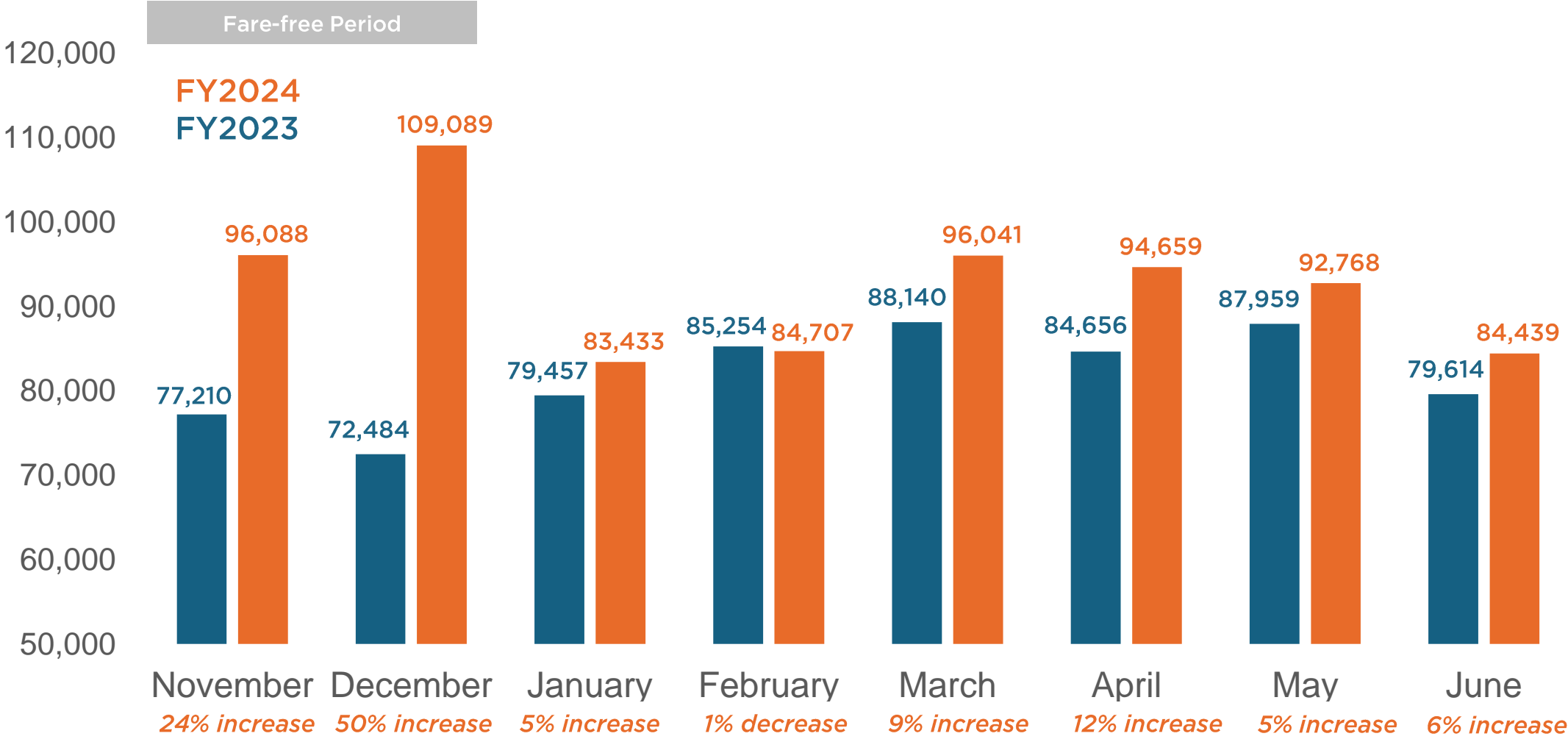
Average weekday ridership has increased



Average Saturday ridership shows even greater gains



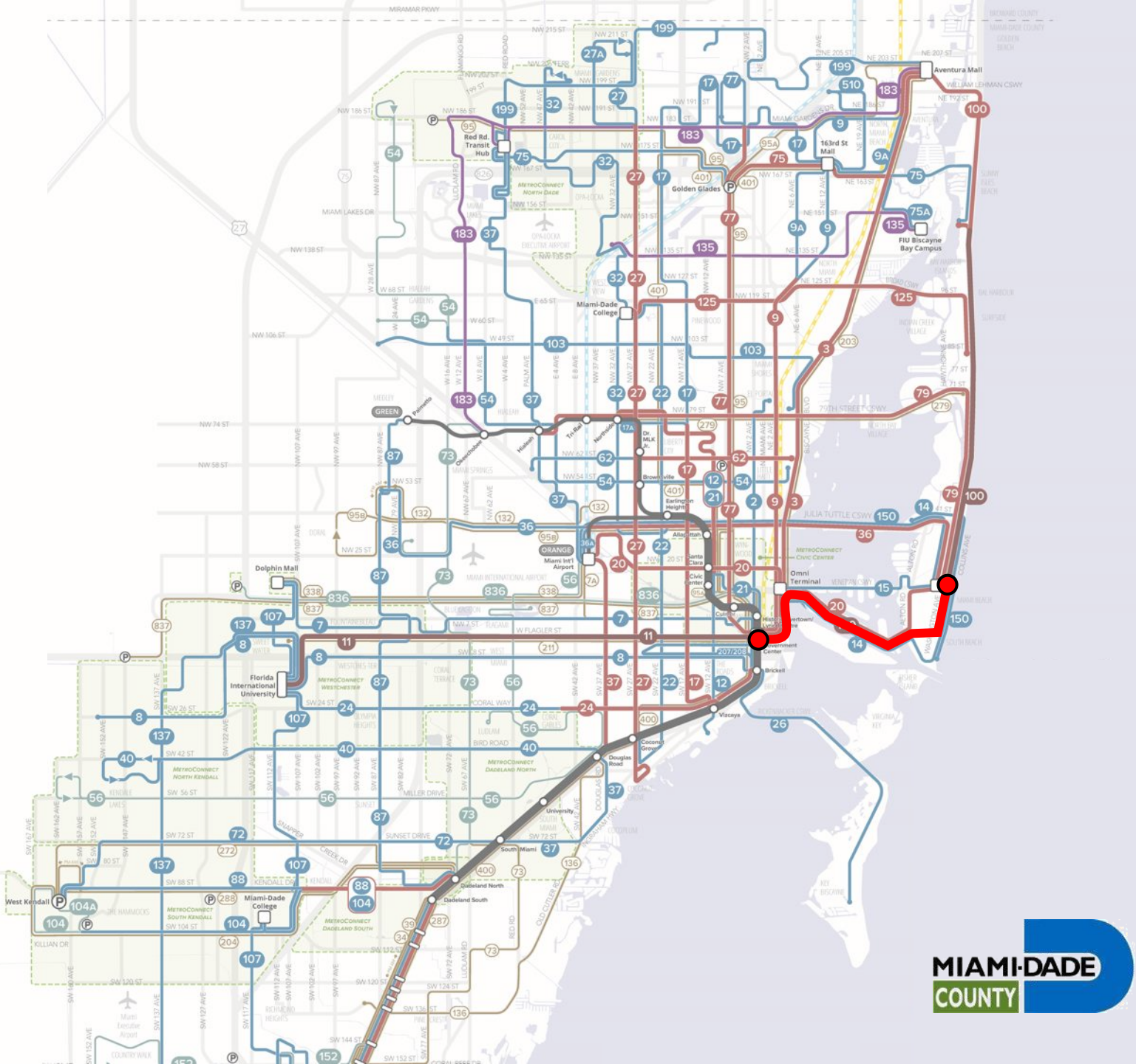
Average Sunday ridership has also increased



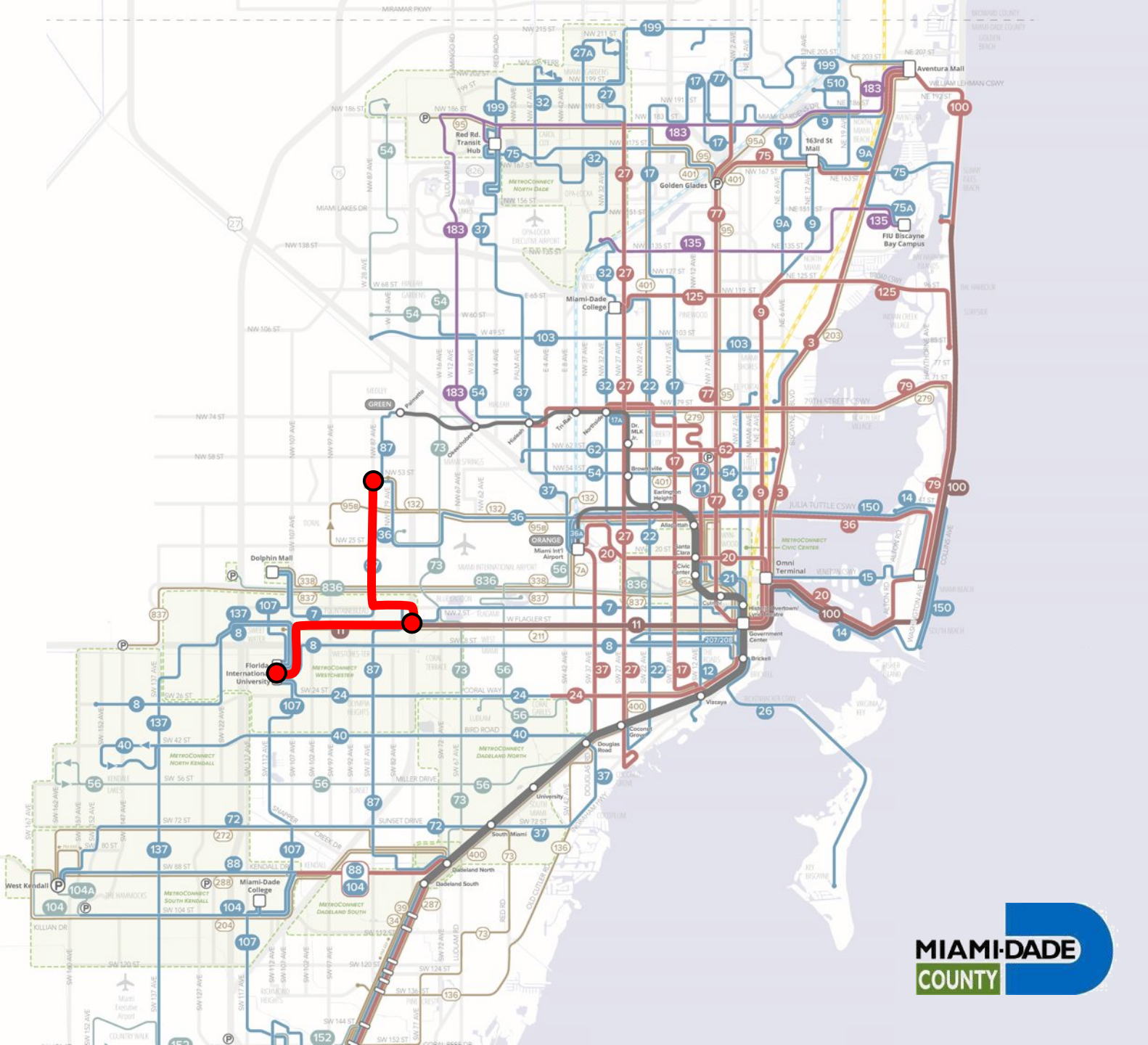
20 minutes saved on roundtrips between Lincoln/Washington and Downtown via Route 100



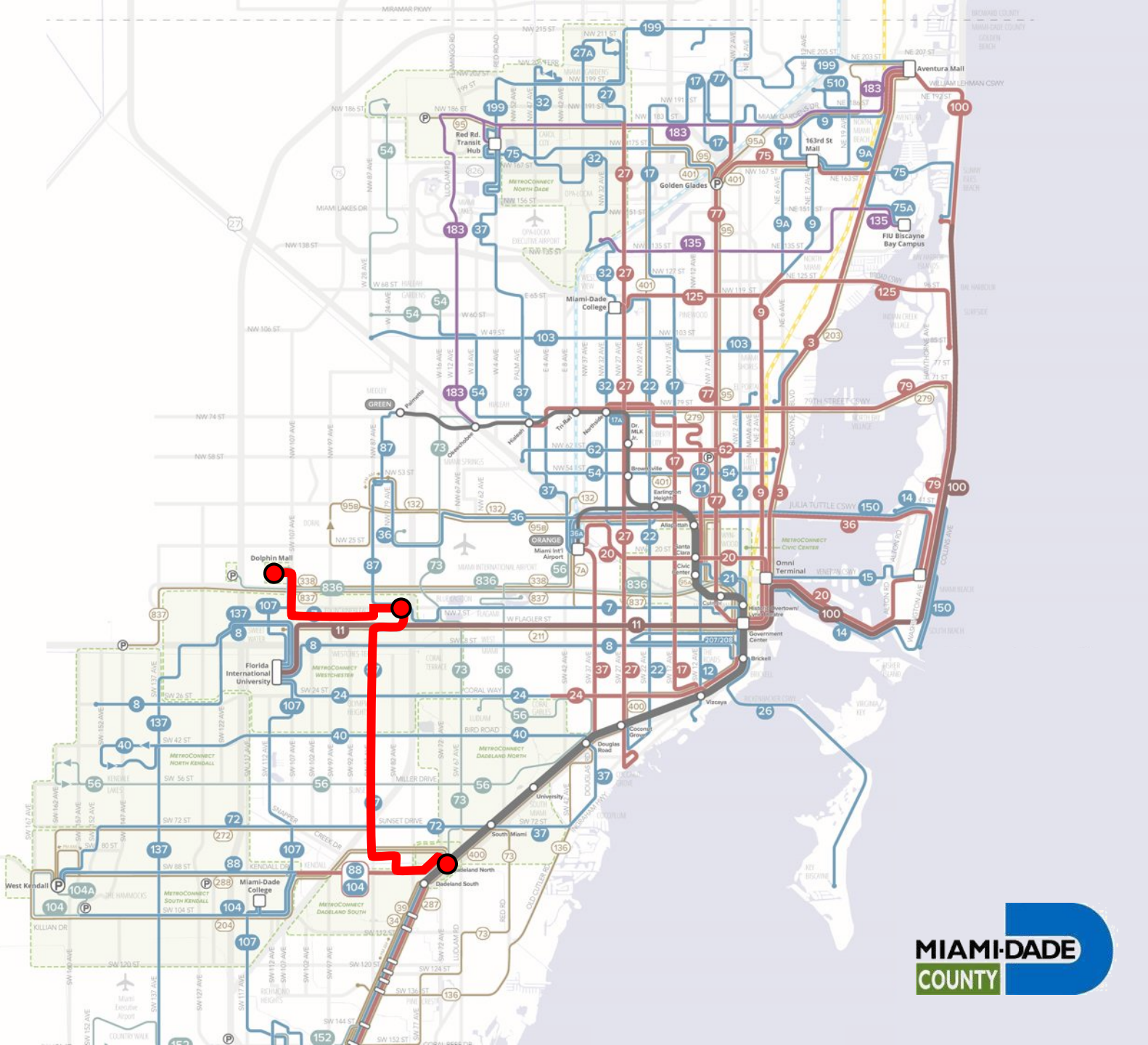
With ~7,000 daily riders on this segment of Route 100, this represents over 2,000 hours of passenger time saved every single day!



32 minutes saved on roundtrips between Doral and FIU via Routes 11 and 87



37 minutes saved
on roundtrips between
Dadeland North and
Dolphin Mall via
Routes 7 and 87

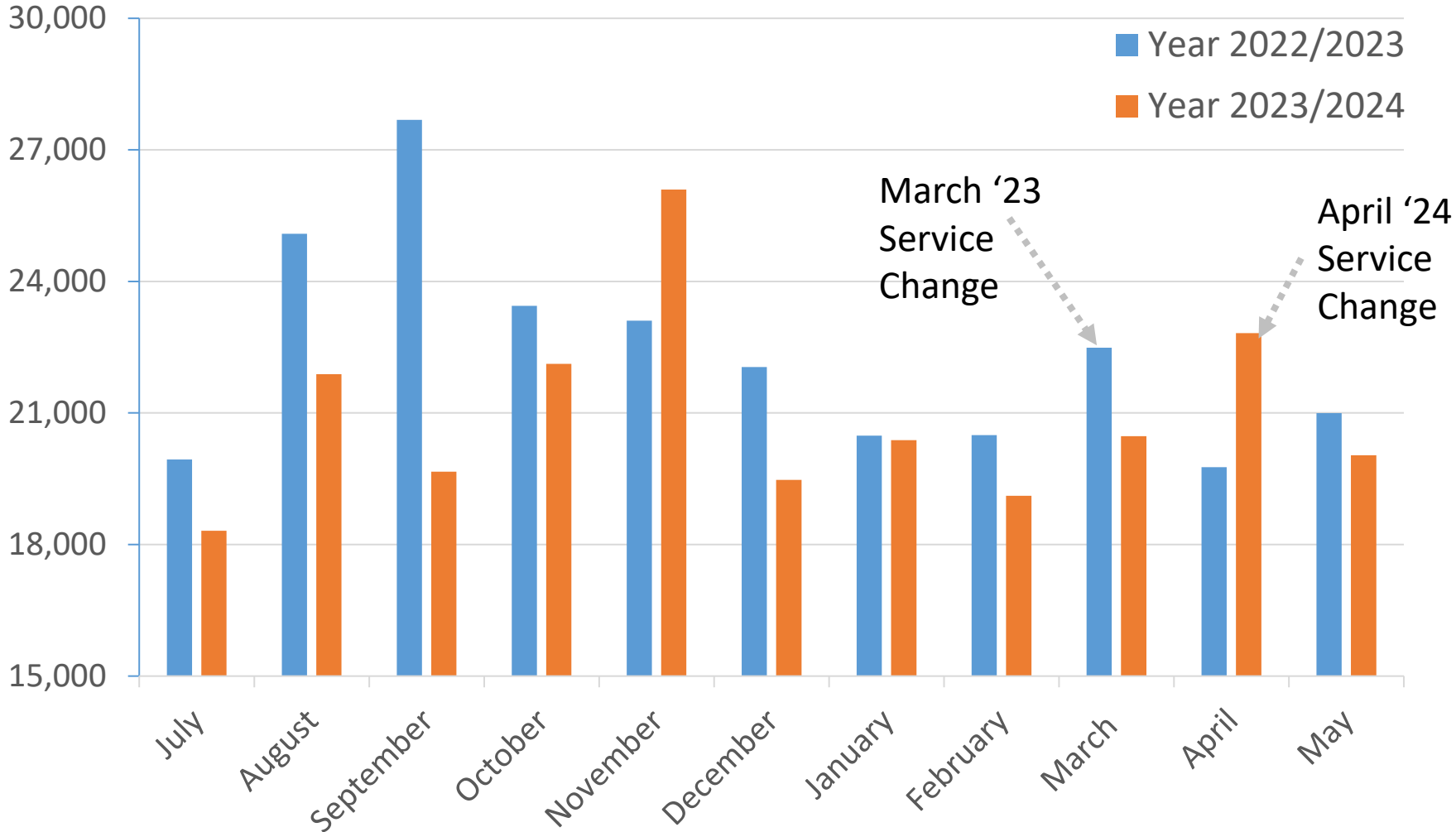




Feedback



311 Calls



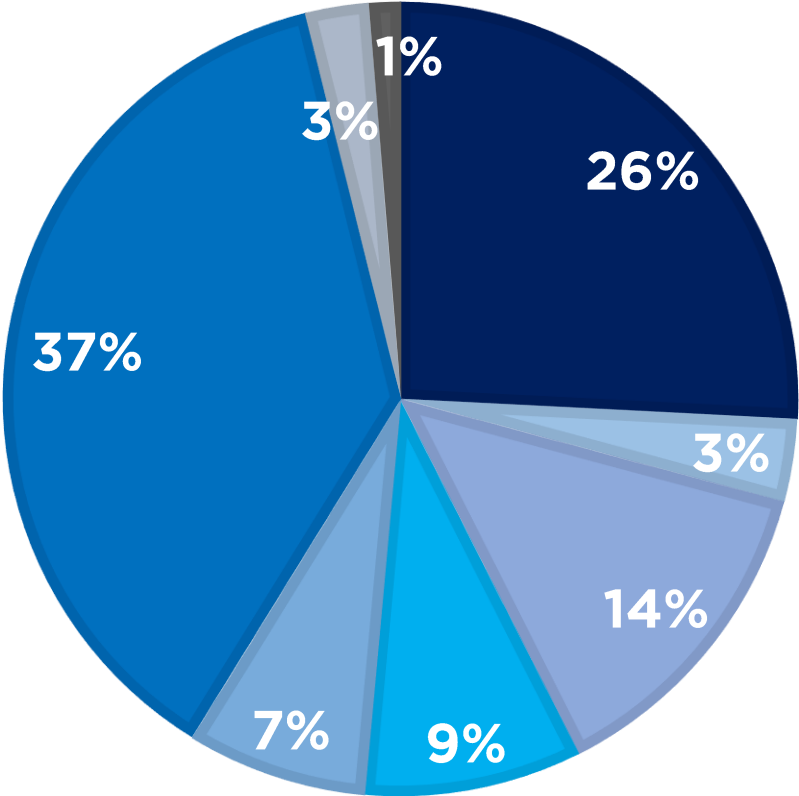
TOTAL transit calls resumed regular volumes



We are listening to feedback from our riders and the broader community - Total

311 calls
Emails
Community Sessions
Municipal Input

5,178 comments
from **3,931** people
(Oct 3 - May)



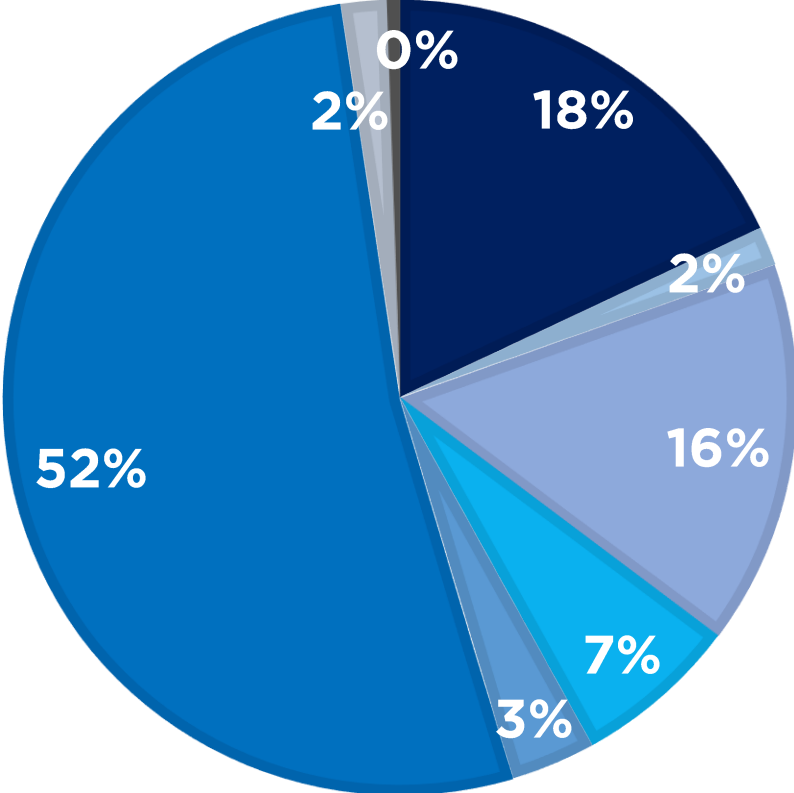
Route Discontinued/Changed Schedule
Bus Stop
Walk further
Overcrowding
Transfers
Amenities, Signs, Buses
MetroConnect



We are listening to feedback from our riders and the broader community

311 calls
Emails
Community Sessions
Municipal Input

2,950 comments
from **2,147** people
(Jan- Jun)



Route Discontinued/Changed Schedule
Bus Stop
Walk further
Overcrowding
Transfers
Amenities, Signs, Buses
MetroConnect



Operational Issues

Passenger Experience

Fleet

- Proterra - 10% of fleet down
- Parts Supply Chain

Operators

- Operator Shortage

Missed Trips

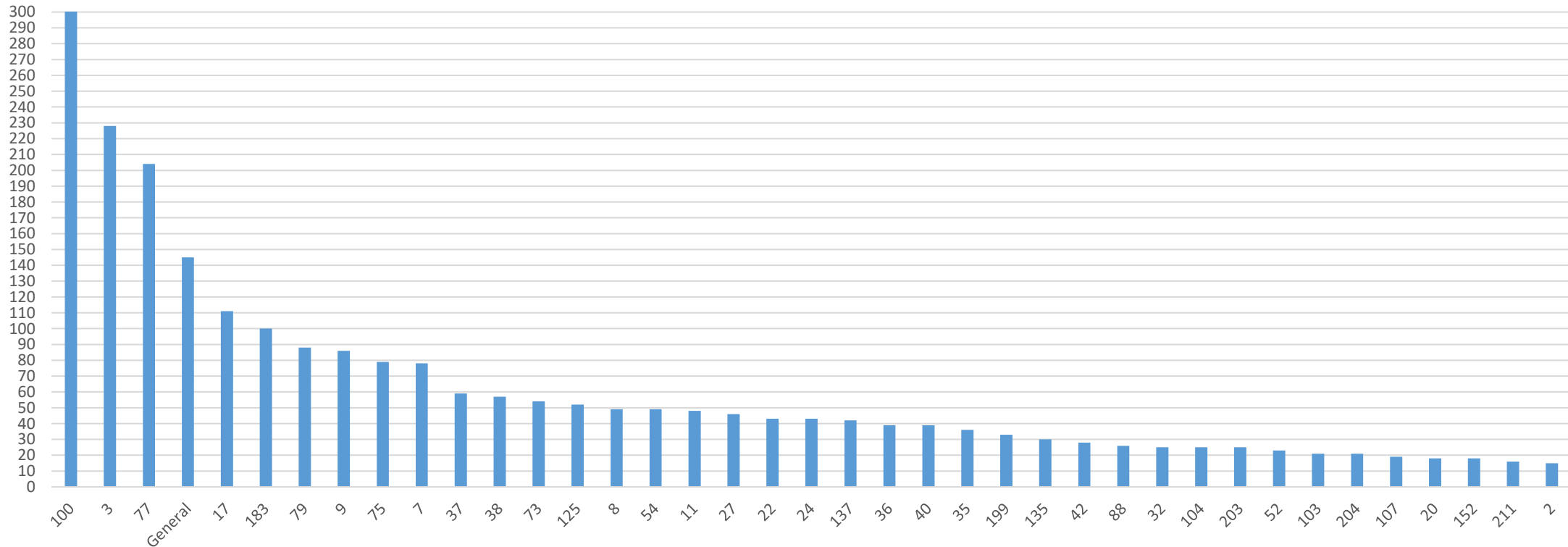
“My bus was overcrowded”

“My bus didn’t come for an hour”

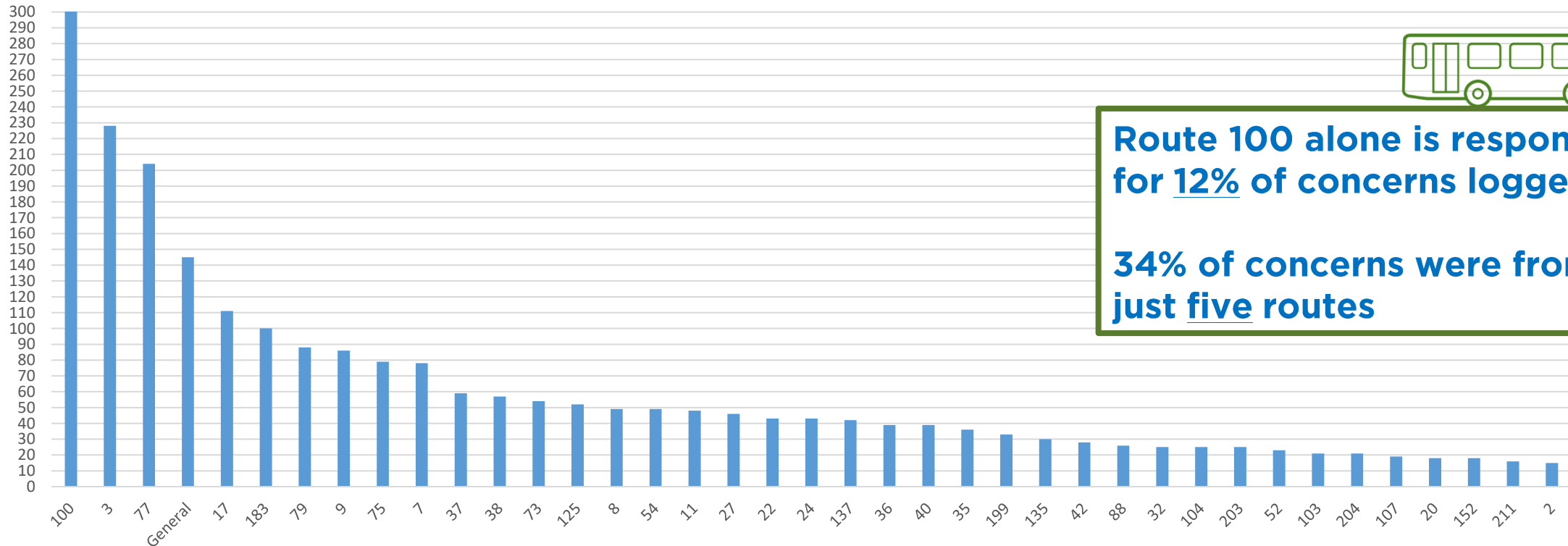
“My route is never every 15 minutes”



A handful of routes are generating a large share of concerns received



A handful of routes are generating a large share of concerns received

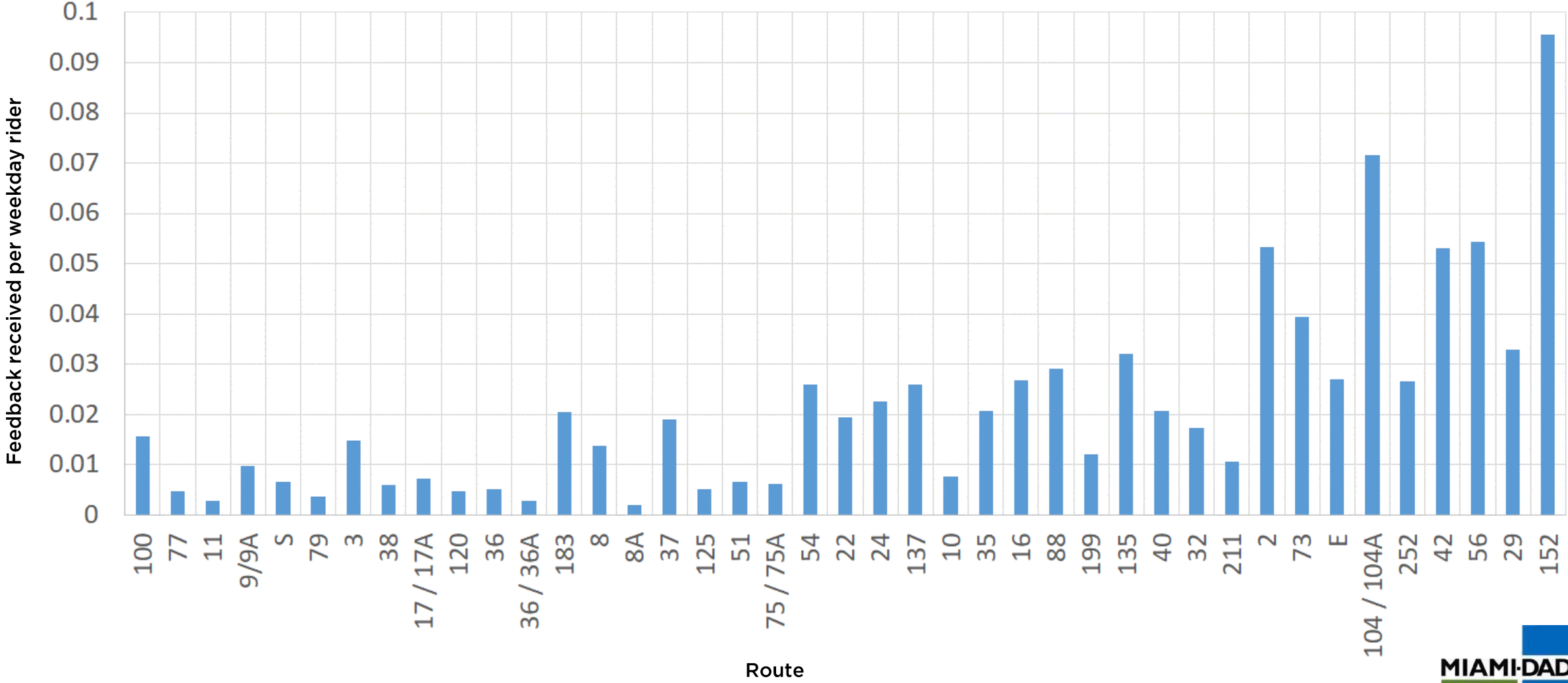


Route 100 alone is responsible for 12% of concerns logged

34% of concerns were from just five routes

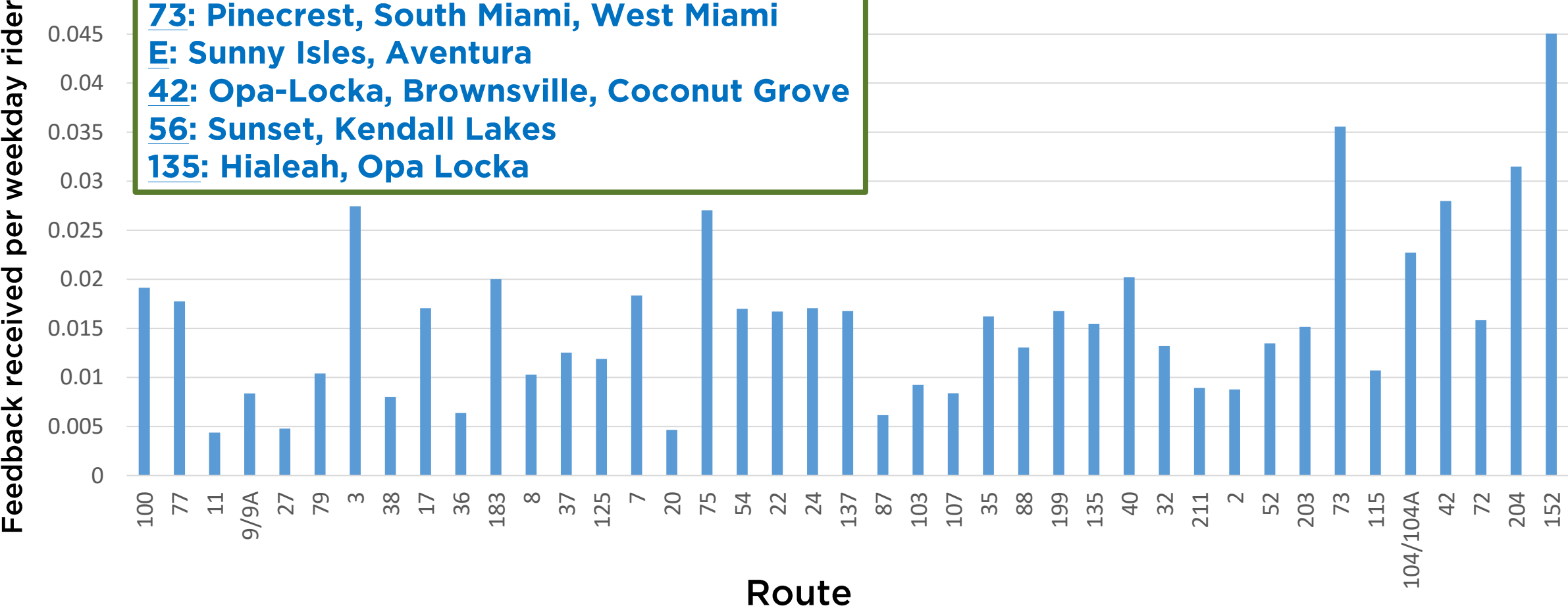


Normalizing the route data (concerns per rider) reveals concentrations in key areas

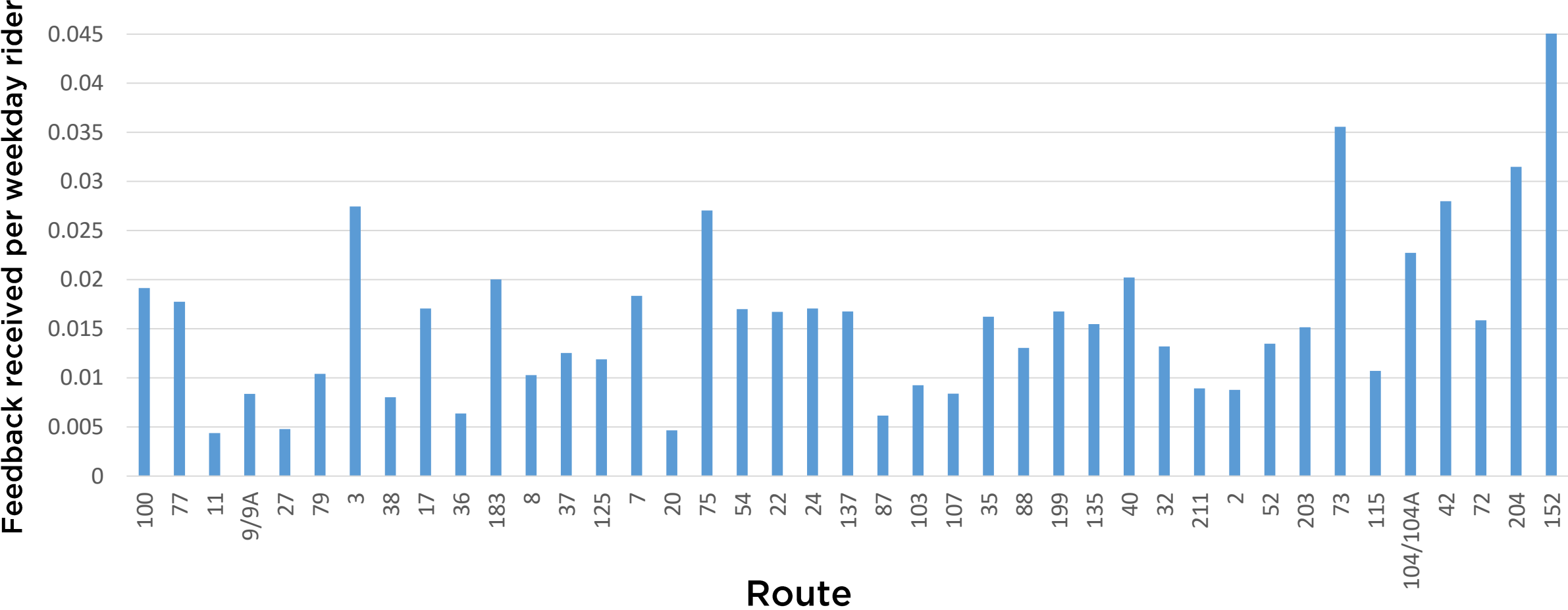


Normalizing the route data (concerns per rider) reveals concentrations in key areas

152: Country Walk, Richmond Heights
204: Hammocks, West Kendall
73: Pinecrest, South Miami, West Miami
E: Sunny Isles, Aventura
42: Opa-Locka, Brownsville, Coconut Grove
56: Sunset, Kendall Lakes
135: Hialeah, Opa Locka

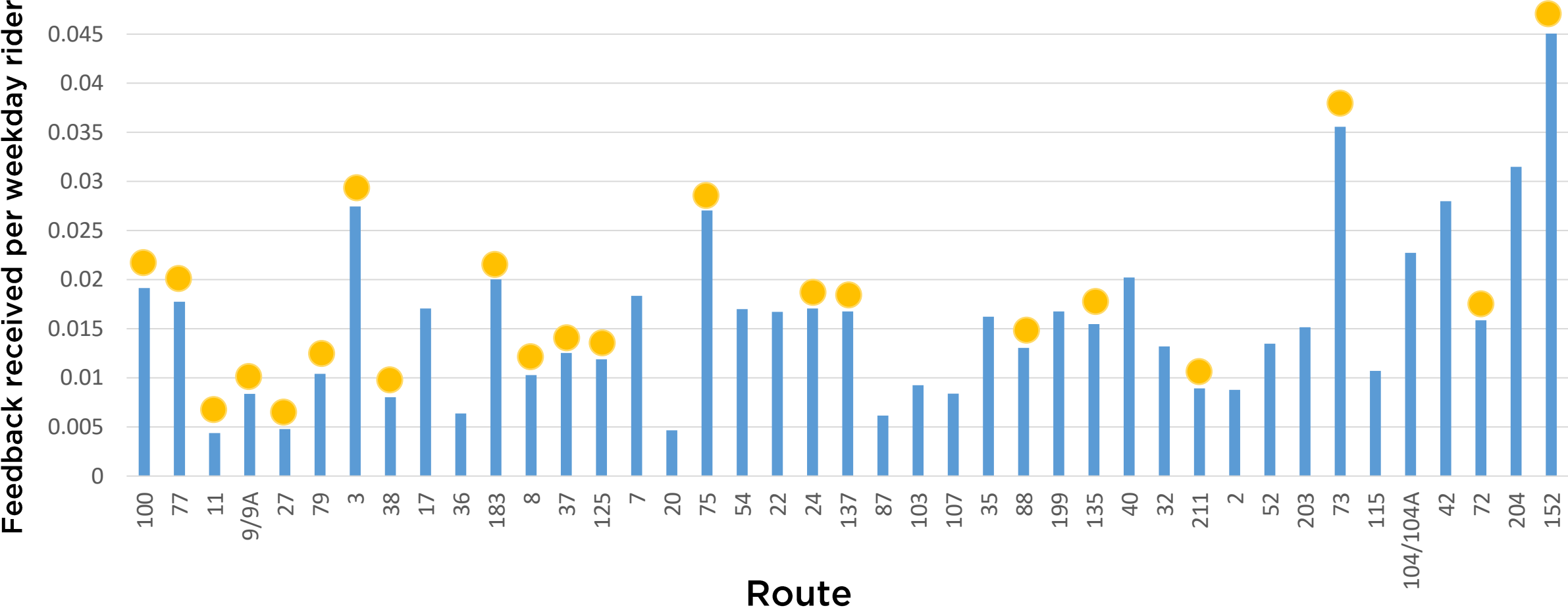


Service adjustments being implemented throughout 2024 will help address concerns



Service adjustments being implemented throughout 2024 will help address concerns

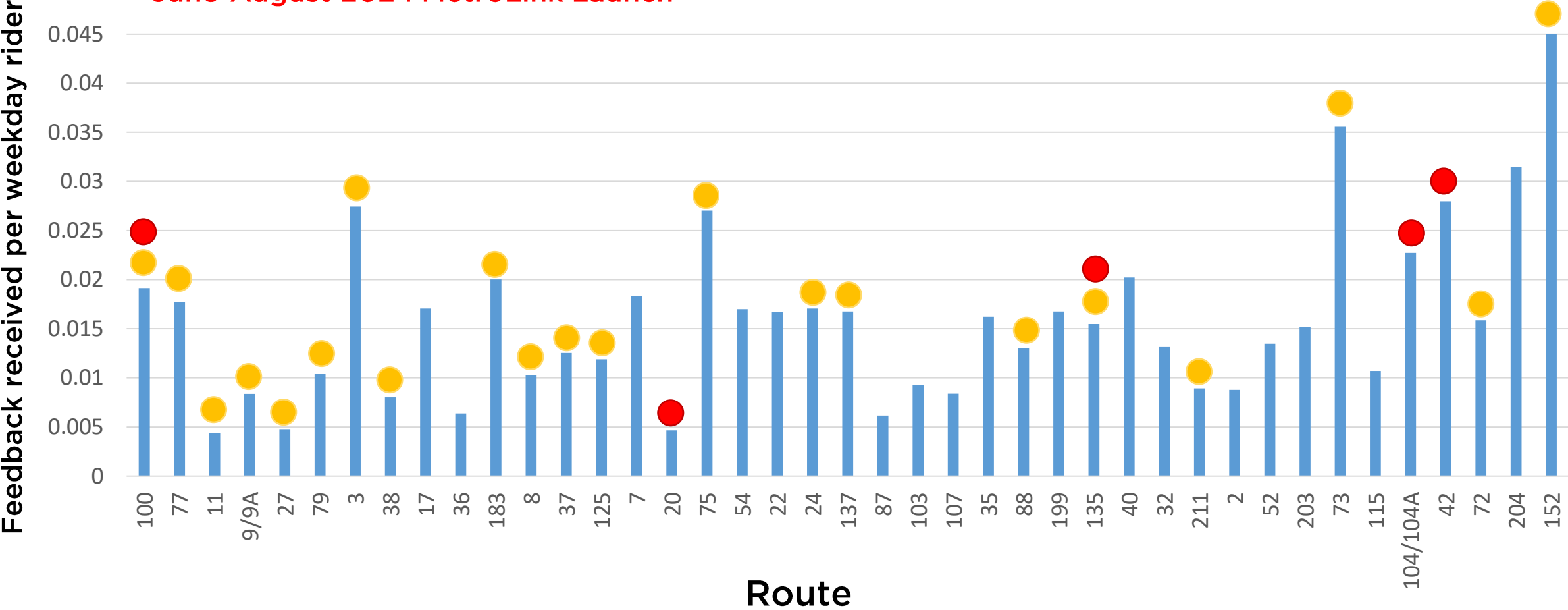
April 2024 Improvements



Service adjustments being implemented throughout 2024 will help address concerns

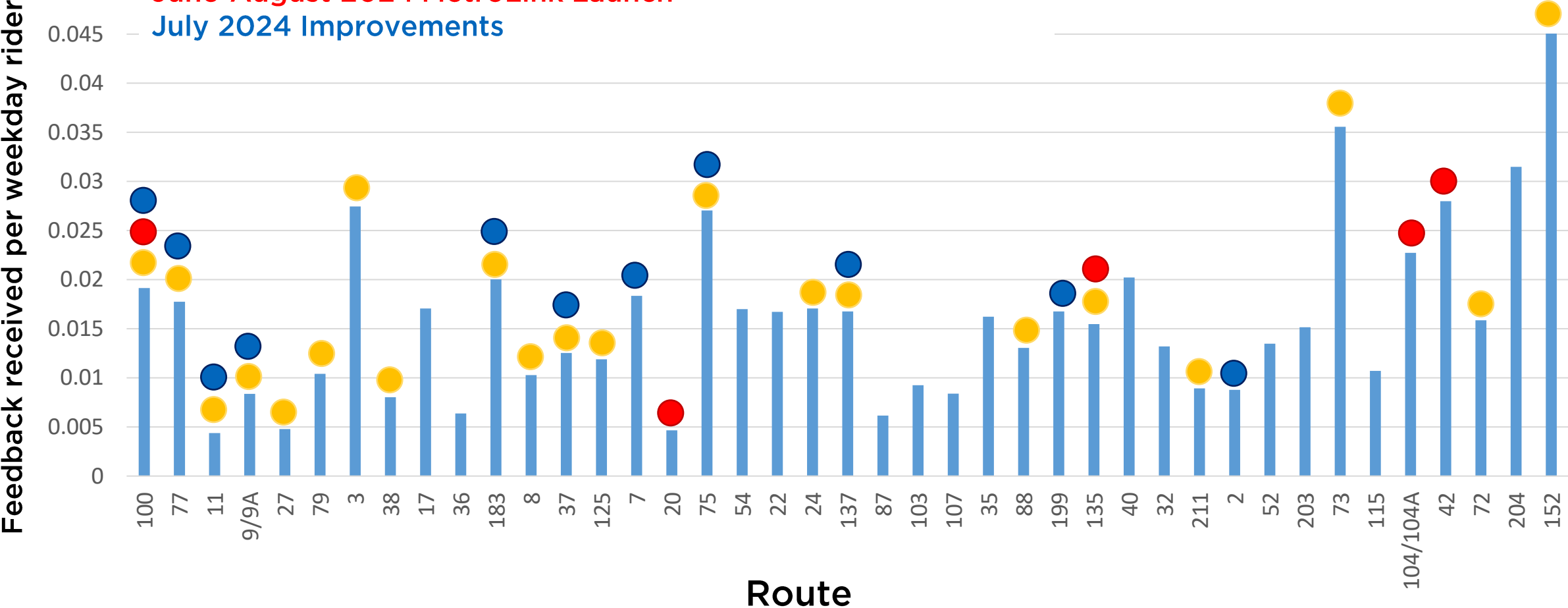
April 2024 Improvements

June-August 2024 MetroLink Launch



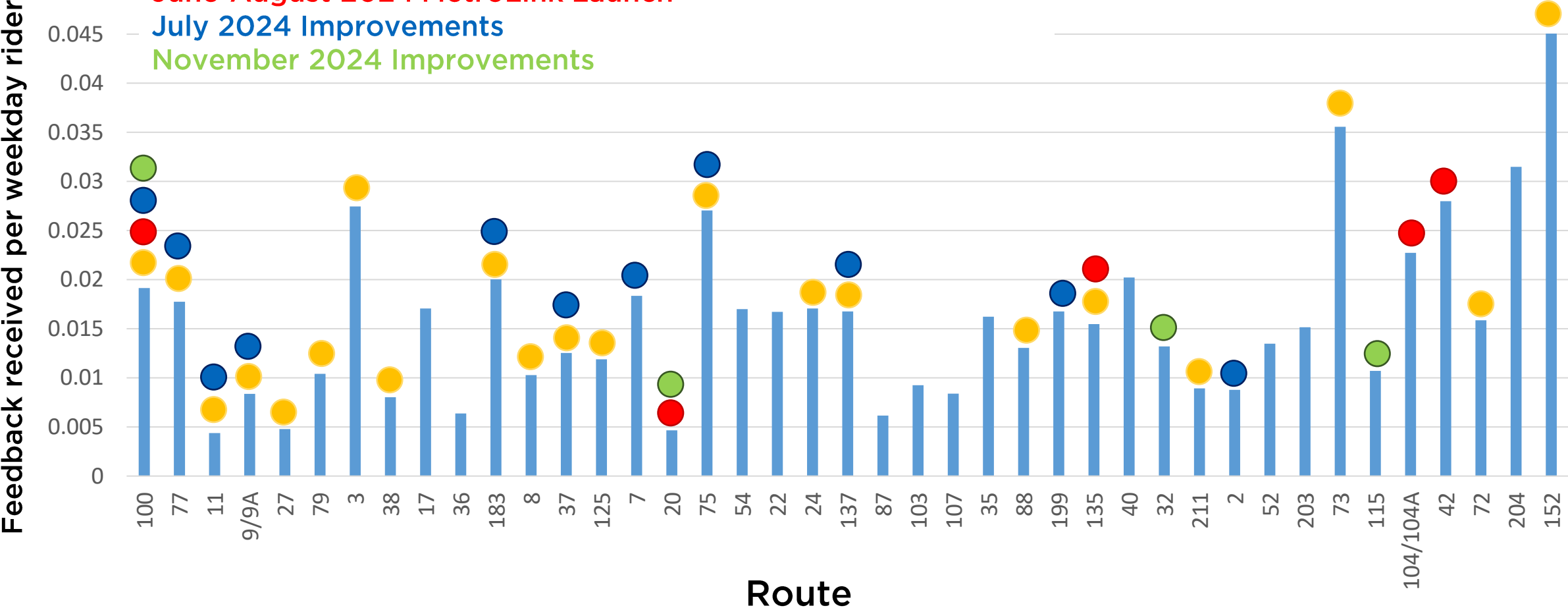
Service adjustments being implemented throughout 2024 will help address concerns

April 2024 Improvements
June-August 2024 MetroLink Launch
July 2024 Improvements

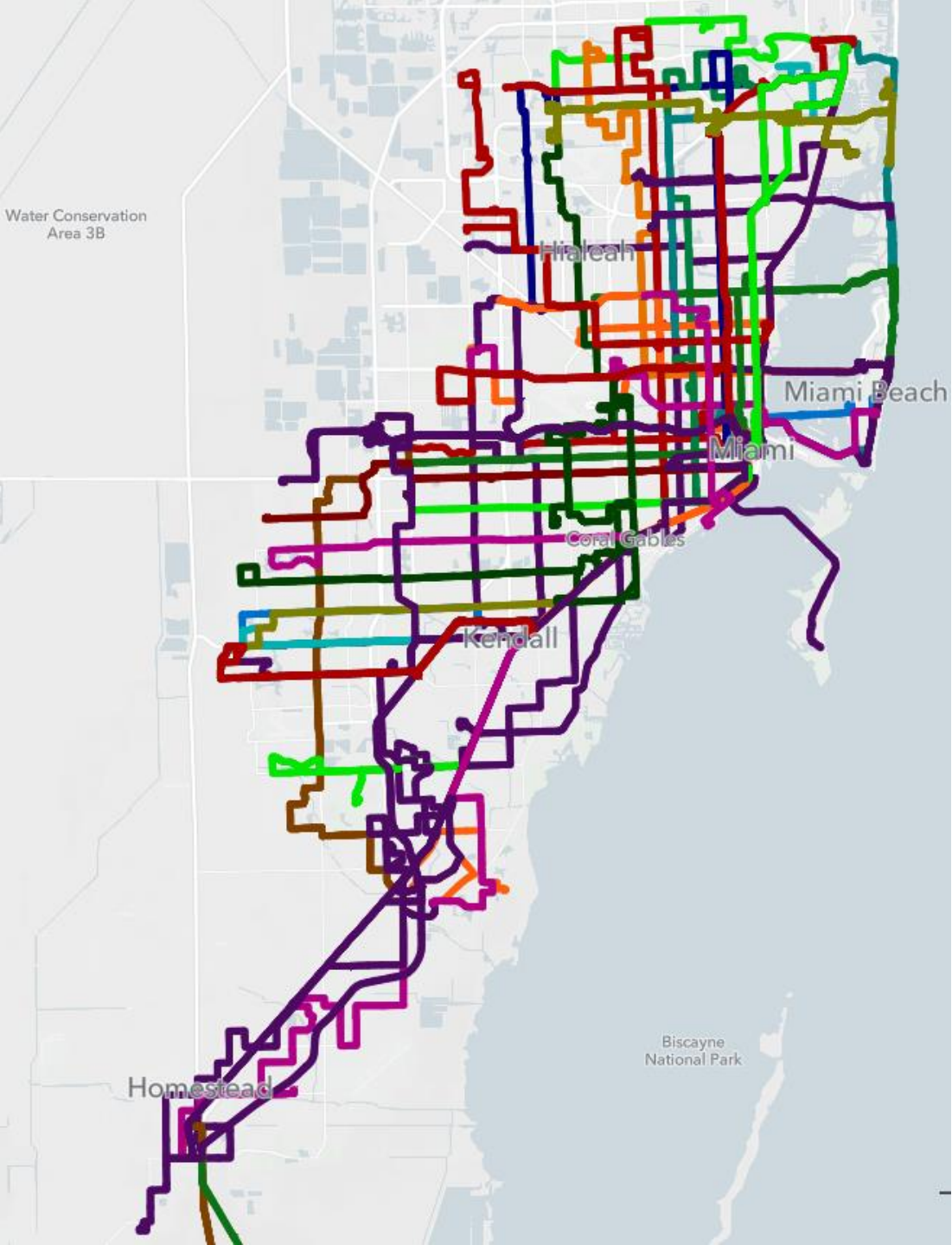


Service adjustments being implemented throughout 2024 will help address concerns

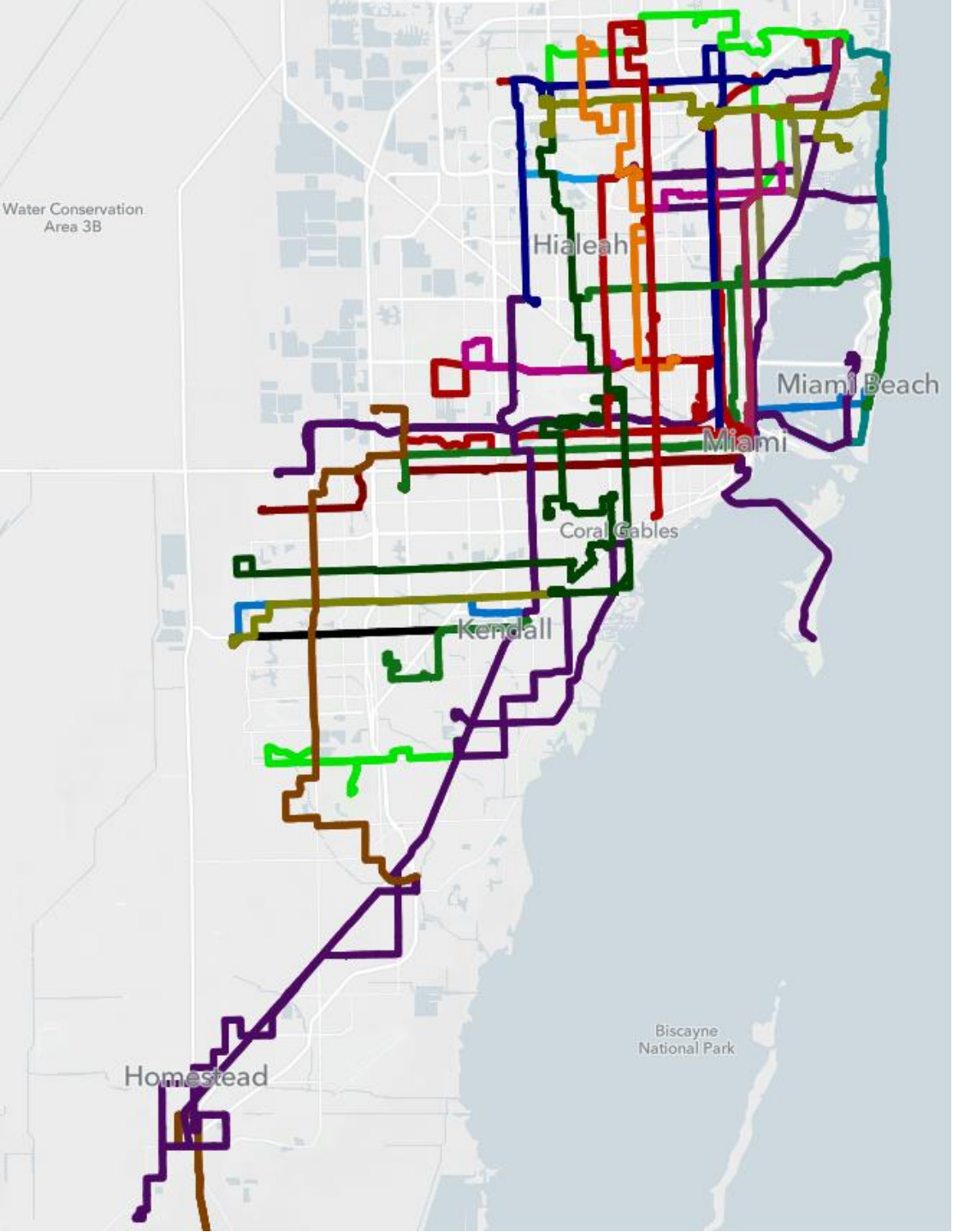
April 2024 Improvements
June-August 2024 MetroLink Launch
July 2024 Improvements
November 2024 Improvements



Total DTPW Service



Service Adjusted April-July

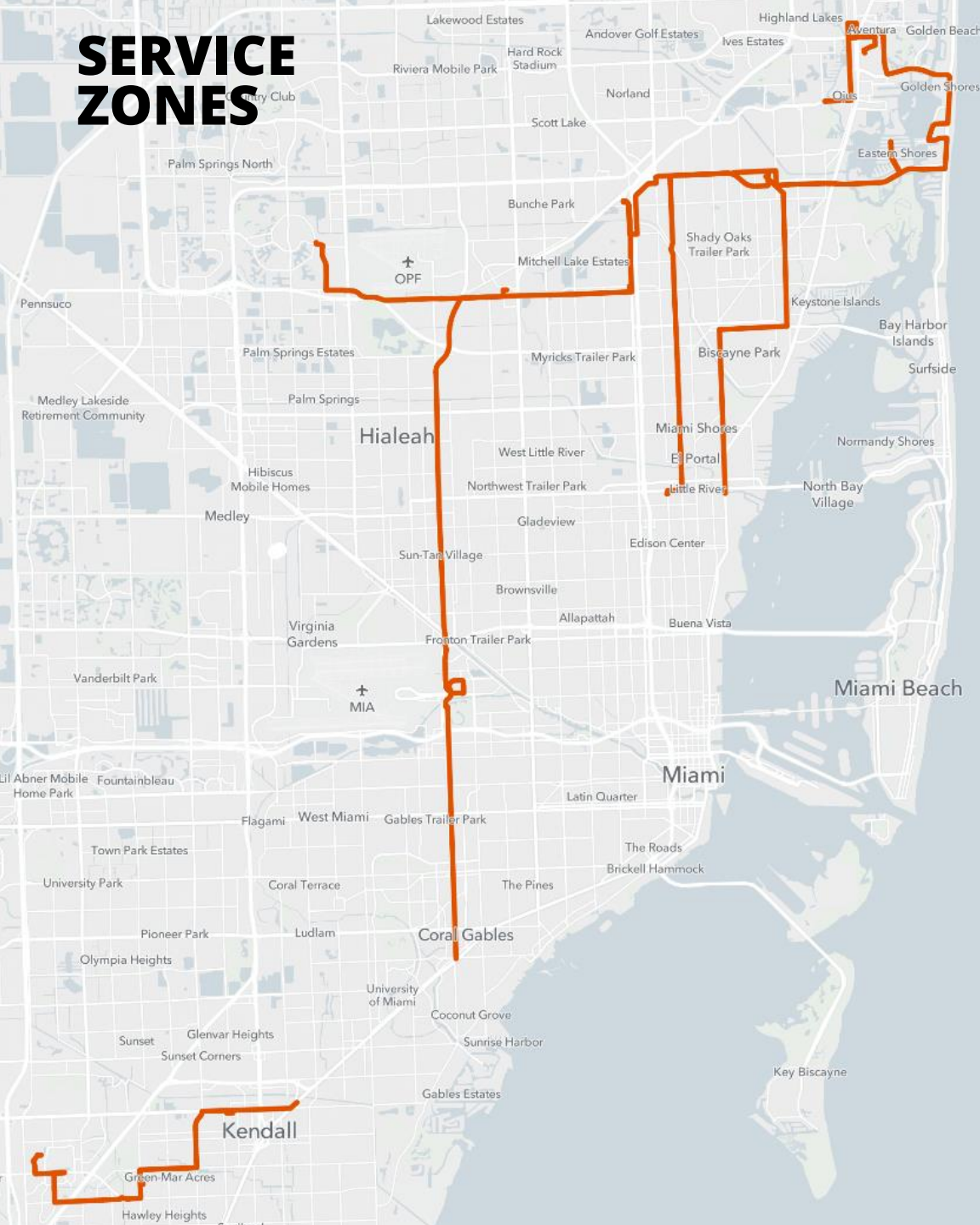




Filling in the Gaps and Pathway Forward



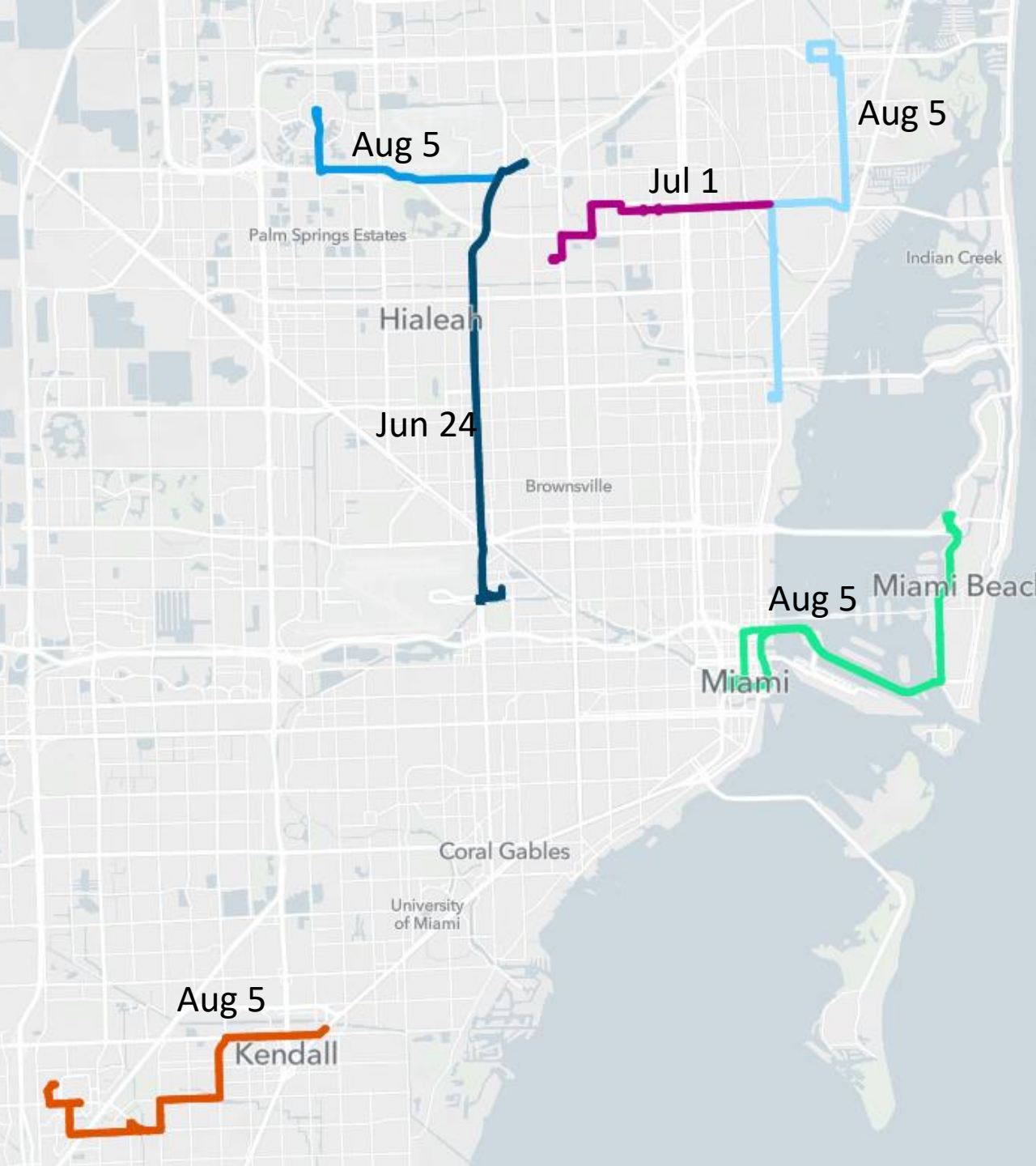
SERVICE ZONES



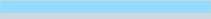





Uber Vouchers

- Sign up with link on program website
- Up to \$25 – instant discount, no upfront cost to rider
- Seven days a week 6 a.m. to 10 p.m.
- Buffer of 500 feet from old route
- Hail a ride via smartphone or by calling 786-469-5555
- Old route segments include E, 2, 9, 16, 42, 104, 135

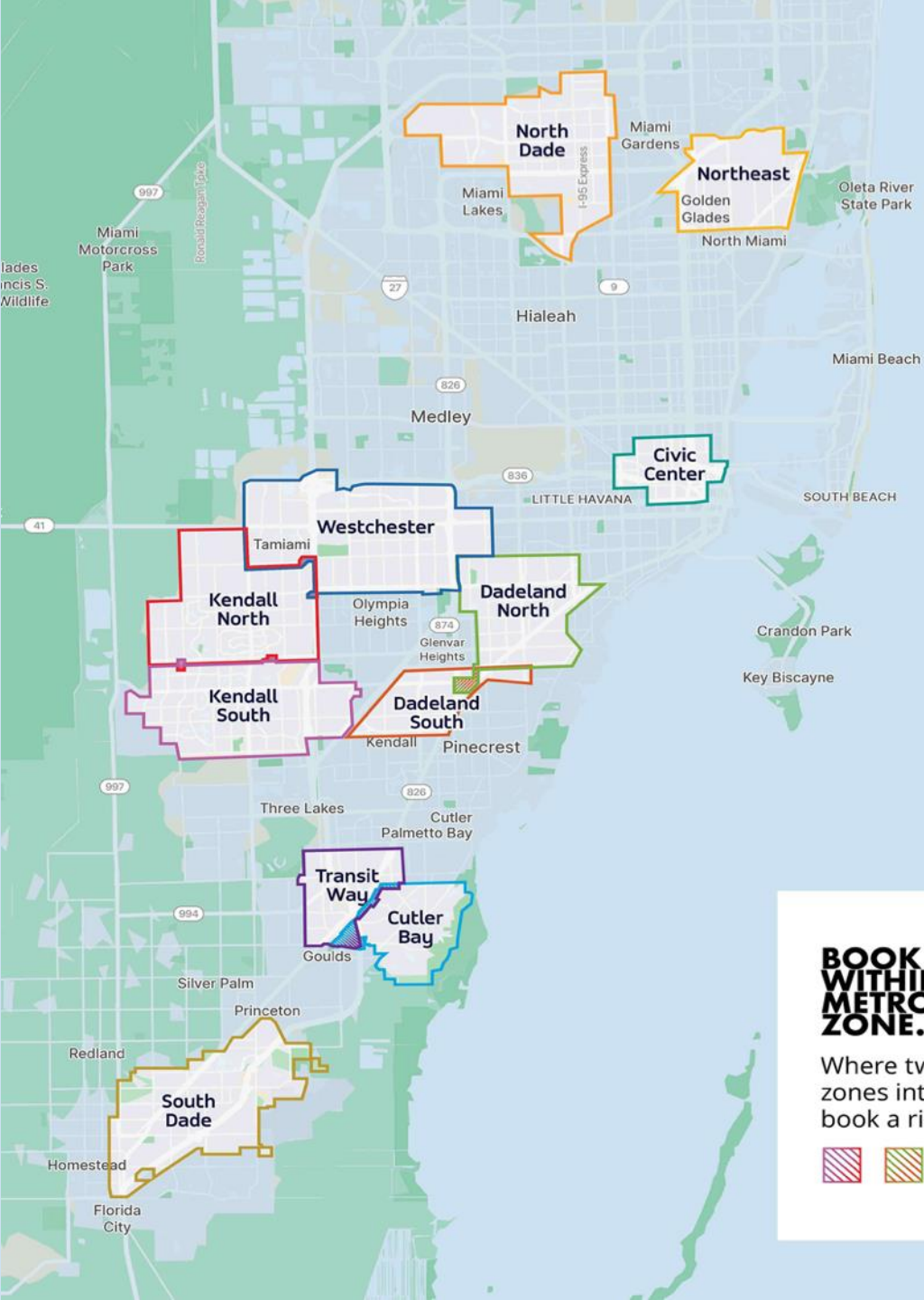
METROLINK



- Le Jeune 
- NOMI West 
- NOMI 
- Opa-Locka 
- Alton Rd 
- Killian 



Mobility Makeover Better Bus Network + MetroConnect



*50 vehicles providing
On-Demand Transit Services*

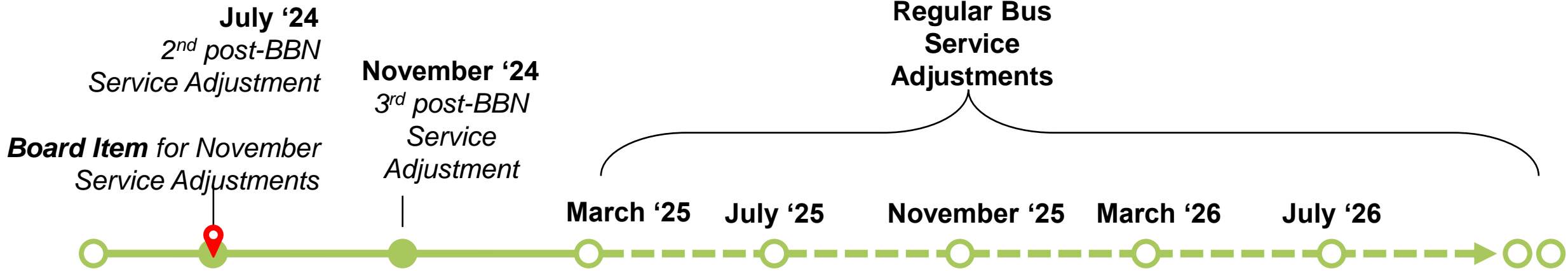
**BOOK A RIDE
WITHIN ANY 1
METROCONNECT
ZONE.**

Where two MetroConnect zones intersect, you may book a ride in either zone.





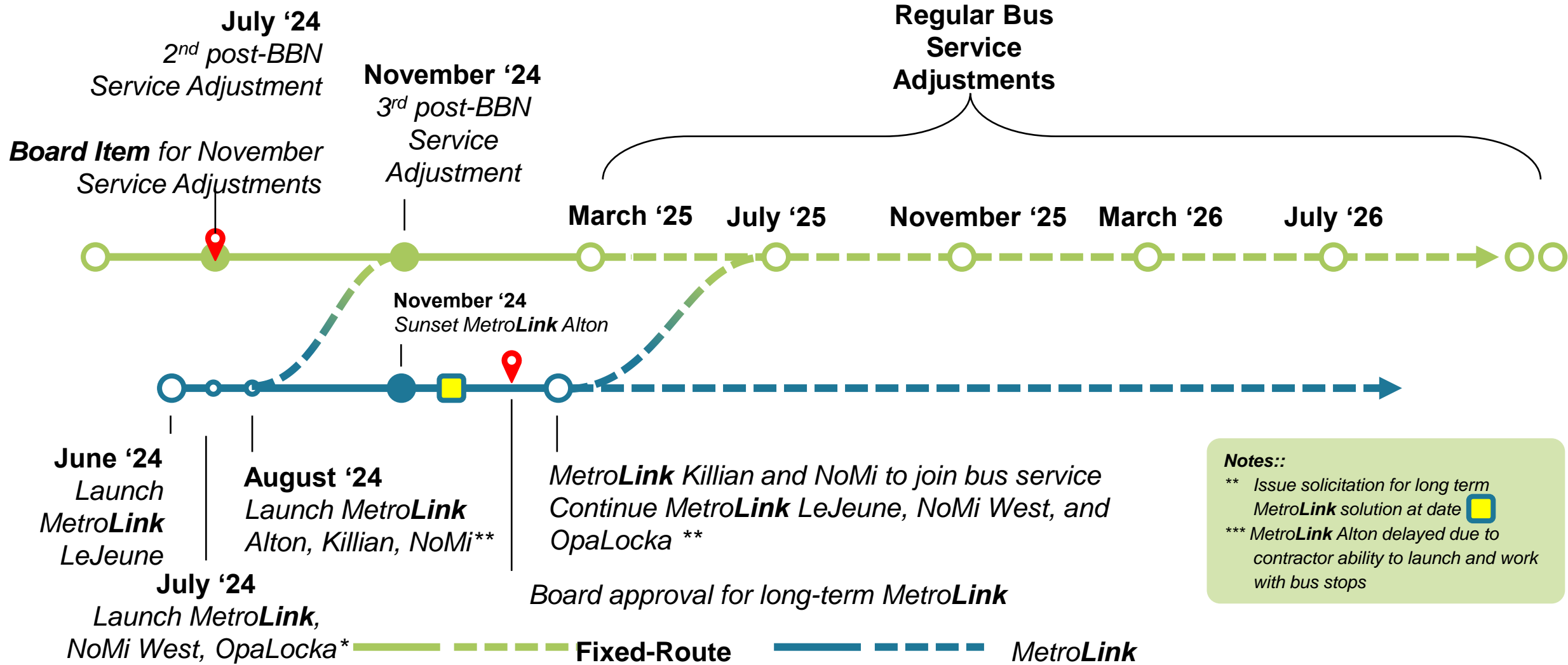
Timeline of Service Adjustments



Fixed-Route MetroLink



Timeline of Service Adjustments/MetroLink





Municipal Coordination

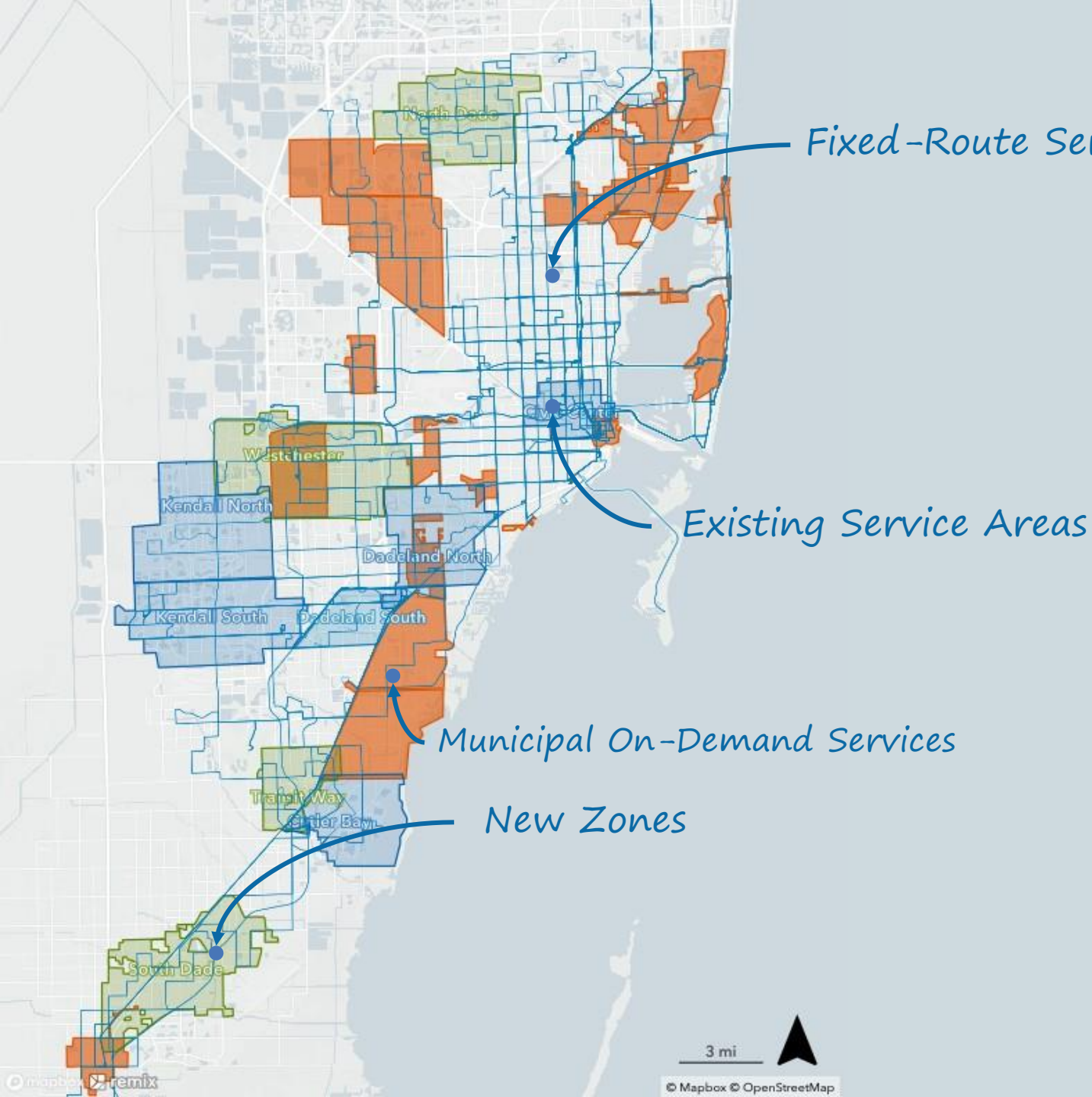


County Partnership with Municipalities

- Fixed Route Realignments to complement County Service
- Trip Planning available County wide
 - ALL Municipal Fixed Route Schedules now in County GTFS
 - Working on General On-Demand Format Specification (GOFs-lite)
- Integrating Real Time GTFS (GTFS-RT)
 - Requirement on ILA
 - Additional costs can be covered by PTP
- Updating Service ILAs
 - Executed more ILAs in 2024



COUNTYWIDE TRANSIT SYSTEM

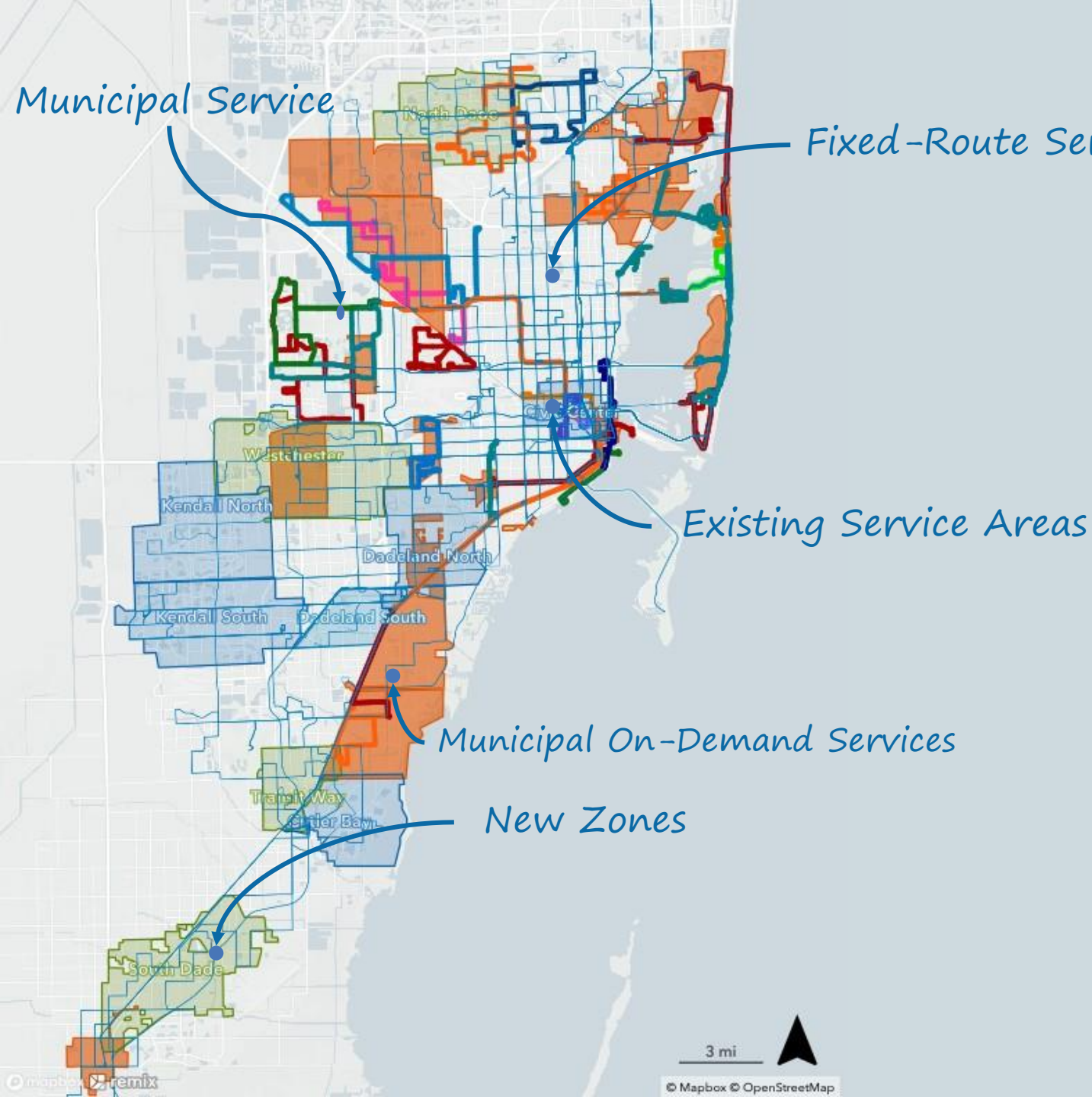


Fixed-Route Service

Existing Service Areas

Municipal On-Demand Services

New Zones



COUNTYWIDE TRANSIT SYSTEM

DATA REQUIREMENTS



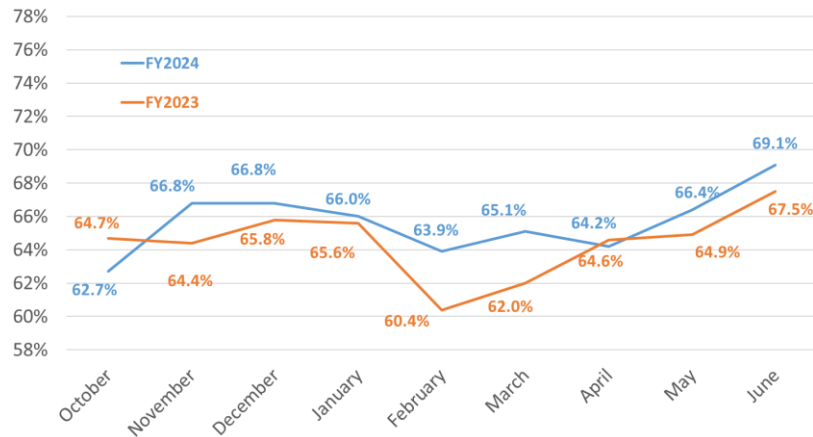
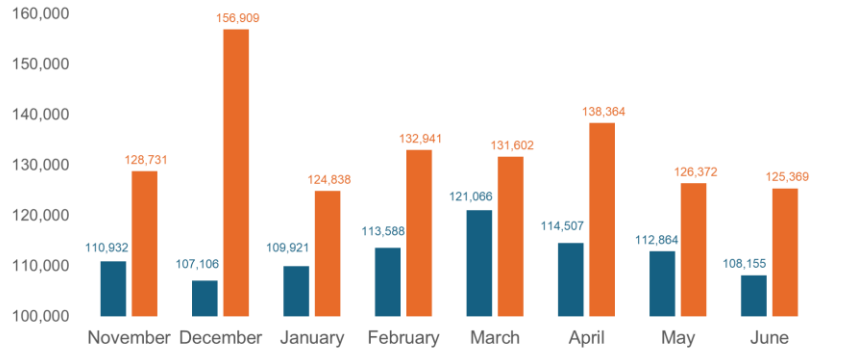
- **Static Schedules - GTFS**

- GTFS – General Transit Feed Specification
- Fixed Route Only
- Allows information displayed on any third party app.

- **Real Time Information – GTFS-RT**

- Currently using Swiftly On-Board App – Contract thru 2023
 - On-time Performance
 - Real-time information
- Miami Gardens and Miami Beach hold separate contracts with Swiftly

Reporting and Data Requirements



- Report information quarterly
 - Ridership
 - On-time Performance
 - Passenger Complaints
- Share real-time information
- Report transit gap or underserved areas within boundaries

ACTION: DTPW to set up quarterly check ins with municipalities



Execute ILA Backlog

- **2022-2023**

- Village of Biscayne Park – On Demand **COMPLETED**
- Town of Cutler Bay – On Demand **COMPLETED**
- City of Hialeah – On Demand **COMPLETED**

- **2024**

- City of South Miami – On Demand **ON HOLD**
- Village of Key Biscayne – On Demand **COMPLETED July**
- City of North Bay Village – On Demand **COMPLETED October**
- City of Homestead – On Demand **November Committee**
- Town of Surfside – On Demand **November Committee**
- Town of Miami Lakes – On Demand **Aiming for Dec Committee**
- Bal Harbour Village – On Demand **Aiming for Dec Committee**

- **2025**

- **YOUR MUNICIPALITY!**



*One Integrated
Mobility Solution.*





Thank you!



Linda Morris, AICP

Chief of Service Planning and Scheduling
dept. of transportation and public works

linda.morris@miamidade.gov

