

## TRANSIT SERVICE IMPROVEMENTS (FARE PROGRAMS AND BUS SERVICE)

### 1. Golden and Patriot Passport Programs

**Department:** Transit  
**Phase:** On-going  
**Implementation Date:** 1999  
**Funding Source(s):** PTP/Surtax  
**Completion Percentage:** On-going  
**Capital Budget:** N/A



#### PROJECT BACKGROUND

This project was among the original projects approved by voters as part of Exhibit 1 of the People's Transportation Plan (PTP) under Bus Service Improvement Projects.

In 1999, the Miami-Dade County developed the Golden Passport program to provide free transit service for low-income seniors, defined as persons over 65 years with an annual income less than \$22,000. The program began in December 1999, and about 16,000 people enrolled.

The passage of the PTP, in 2002, expanded the Golden Passport to include free transit service to all persons who are receiving Social Security benefits, regardless of age or income level.

In June 2004, the PTP was amended to include the Patriot Passport Program as a three-year demonstration program. The Patriot Passport program allows United States veterans who reside in Miami-Dade County, were honorably discharged, and earn an annual income of \$22,000 or less, to ride transit fare-free.

In November 2007, the Patriot Passport program was made permanent. At the time of the PTP referendum, over 55,000 persons were enrolled. Prior to passage of the PTP, seniors received half fare as required by Federal regulations.

#### PROJECT DESCRIPTION

Expand the Golden Passport program to include free transit service to all persons who are receiving Social Security benefits, regardless of age or income level and initiate Patriot Passport program.

#### PROJECT SCHEDULE/STATUS

As of September 30, 2015, there were 247,157 certified Golden Passport/Patriot Passport customer accounts; this includes 172,502 Golden Passport over 65 years of age, 65,574 Golden Passport under 65 years of age, and 9,081 Patriot Passport customers. There are more than 24,835 active participants of the under 65 Golden Passport program. All participants are required to renew their eligibility every year by presenting state-issued Florida identification or driver's license showing a Miami-Dade County physical address, active Golden Passport EASY Card, and a current year print-out from the Social Security Administration (which verifies continued eligibility).



## **FISCAL IMPACT**

The programs have no direct capital fiscal impact. The foregone revenue impact of the programs is estimated at \$10-12 million annually. This is based on the number of combined bus and rail FY 2014-15 Golden Passport and Patriot Passport boardings (18.9 million on bus and rail combined), then applying similar Metrobus and Metrorail ridership, transfer and monthly pass characteristics as well as the federally required half-fare for seniors. This estimate does not include a fare elasticity calculation (potential reduced ridership in response to new or increased fares).

Analysis of the ridership among Golden and Patriot Passport holders reveals for FY 2014-15 these riders represented 19% (roughly 17.8 million of 94.3 million) of the total Metrobus and Metrorail ridership combined.

The annual operating cost of the programs is estimated at \$97 million, based on the average cost per boarding multiplied by the number of Golden Passport and Patriot Passport boardings. PTP funding, under the unified transit system, represents a portion of overall funding for transit operations and maintenance since the March 2009 Board of County Commissioner's approval of Resolution R-222-09. For FY 2014-15, the total PTP funding established during the budget process was \$95.784 million, which is approximately 19% of the department's total operating budget.

## 2. Metromover Service

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**Department:** Transit

**Phase:** On-going

**Implementation Date:** January 1, 2002

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** On-going

**Capital Budget:** N/A

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### PROJECT BACKGROUND

The Board of County Commissioner's (BCC) approved an amendment which provided for fare-free rides on Metromover for all passengers upon voter-approval of the People's Transportation Plan (PTP). At that time, the Metromover fare was \$0.25 per boarding which generated \$440,830 in revenues on a ridership of 4,768,592.

Metromover is a three-loop, 4.4 mile, elevated, electrically powered, fully automated people mover system, connecting with Metrorail at Government Center and Brickell Stations and with Metrobus at various locations throughout Downtown Miami. The system provides service to 20 stations in the central downtown, Omni, and Brickell areas.

### PROJECT DESCRIPTION

Provide fare free Metromover.

### PROJECT SCHEDULE/STATUS

In 2013, the Metropolitan Planning Organization completed the Metromover System Expansion Study, which was developed in coordination with Miami-Dade Transit and other partner agencies to assess the viability of expanding (and closing the loops of) the Metromover system, to provide greater access, connect underserved markets and improve system efficiency within downtown Miami and the Brickell and arts/entertainment areas. (125-page [Metromover System Expansion Study Final Report](#), 123-page [Appendix](#) and 4-page [Summary](#) are available to download.) As part of the refinement process, estimated capital and operations and maintenance (O&M) costs for the project were developed. A high-level implementation plan and schedule were identified. Metromover ridership was 9,937,592, as of September 30, 2015.

### FISCAL IMPACT

This ongoing program is implemented, and has no direct capital fiscal impact. The foregone revenue impact of the program is estimated at \$2.2 million or more annually. This is based on the number of FY 2014-15 Metromover riders and applying the previous \$0.25 fare, excluding any fare inelasticity calculation (i.e.: a potential reduced ridership in response to new or increased fares).

The estimated annual operating cost of the program is \$25 million, based on the average cost per boarding multiplied by the number of Metromover boardings. PTP funding under the unified transit system represents a portion of overall funding for operations and maintenance since the March 2009 Board of County Commissioner's approval of Resolution R-222-09. For FY 2014-15, the total PTP funding established during the budget process was \$95.784 million, which is approximately 19% of the total operating budget.



### 3. Increase Bus Fleet from 700 to 1,335

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**Department:** Transit

**Phase:** On-going

**Implementation Date:** On-going

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** On-going

**Capital Budget:** See Page 280

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#### **PROJECT BACKGROUND**

The original People's Transportation Plan (PTP) goal was to increase bus fleet from 700 to 1335 buses. As provided in the PTP, municipalities were expected to purchase and operate an additional 200 buses as part of their surtax allocation.

#### **PROJECT DESCRIPTION**

Increase bus fleet from 700 to 1,335. Subsequently, a new goal to increase bus fleet to 1,191 buses was implemented.

#### **PROJECT SCHEDULE/STATUS**

Between 2003 and 2010, Miami-Dade Transit procured 596 new and replacement buses. The bus fleet was increased from 700 to a peak of 1,033 and currently stands at 815 as of September 2015. New bus purchases included 31-foot Optare minibuses (31 passenger seats), 32-foot Optima minibuses (26 passenger seats), 40-foot NABI full-size buses (38 passenger seats) and MCI commuter coaches (55 passenger seats). In 2009, hybrid diesel-electric buses were incorporated into the fleet to include 60-foot articulated buses (60 passenger seats).

These buses continue to meet the need for over-the-road coaches for use on longer commuter routes; full-sized, conventional buses for busy regular and express bus routes; and minibuses for routes where less capacity required (see The number of buses peaked at 1,033, for a project completion rate of 68%, at that time. To date, the municipal portion has not been fully implemented (refer to the [Municipal Activity](#) section of this report for municipal PTP status).

#### **FISCAL IMPACT**

Funding expended is \$135 million.

#### 4. Increase Current Service Miles from 27 Million Miles to 44 Million Miles and Operating Hours from 1.9 Million Hours to 3.3 Million Hours

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**Department:** Transit

**Phase:** On-going

**Implementation Date:** On-going

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** On-going

**Capital Budget:** N/A

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#### **PROJECT BACKGROUND**

This project was among the original projects approved by voters as part of Exhibit 1 of the People's Transportation Plan (PTP) under Bus Service Improvement Projects.

Prior to the 2002 vote, there were 84 bus routes in the transit network. In order to provide the same frequency of service, additional buses were needed on the routes to compensate for longer run times due to increased traffic congestion. The increase in bus service was accomplished by increasing frequencies on existing routes, adding completely new routes in areas without service and adding new service to accommodate changing travel patterns.

#### **PROJECT DESCRIPTION**

Increase current service miles from 27 million miles to 44 million miles and operating hours from 1.9 million hours to 3.3 million hours.

#### **PROJECT SCHEDULE/STATUS**

As of September 2015, there are 91 bus routes, representing an increase of 10%, excluding two contracted routes. Due to budgetary limitations, and implementation of service standards evaluation, total revenue miles and operating hours were decreased – primarily with underperforming routes. In 2007, miles peaked at 38.1 million for a project completion rate then of 65%, and service hours peaked at three million, a 76% project completion rate.

Current bus service miles are 28.6 million, or 10% of the targeted increase, and operating hours are at 2.4 million, or 36% of the targeted increase.

These levels are adjusted from the planned 44 million miles and 3.3 million hours, respectively. However, there may be future opportunities to increase service miles/operating hours to accommodate future enhanced bus service along the NW 27th Avenue and East/West Corridors. Although there are no plans to increase the current miles or hours, if the service miles and operating hours were increased to 44 million (15.0 additional) and 3.3 million (0.9 additional), respectively, the approximate annual cost increase would be \$167 million.

#### **FISCAL IMPACT**

A total of \$404.946 million was expended between 2003 and 2010, inclusive of increasing off peak and weekend service (Project #6, page 44), and more frequent peak service and certain 24 hour service (Project #7, page 45).



The department continues to evaluate the effectiveness and efficiency of service routes and related economies relative to locally established service standards. The evaluation process compares existing routes with peer routes with respect to average boardings per revenue-hour and net cost per passenger. Using these measures, routes below half the average effectiveness and those with greater than double the average net costs per boarding are examined and services adjusted accordingly without creating undue hardship to passengers. This continuous review and adjustment allowed MDT to reduce service miles by 0.1 million in FY 2014-15, which is a slight decrease from the Initial FY 2011-16 Five-Year Plan, while retaining the same operating hours.

## 5. Utilize Minibuses on All New Bus Routes and in Neighborhood/Municipal Circulator Shuttle

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**Department:** Transit

**Phase:** On-going

**Implementation Date:** On-going

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** On-going

**Capital Budget:** N/A

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### **PROJECT BACKGROUND**

This project was among the original projects approved by voters as part of Exhibit 1 of the People's Transportation Plan (PTP) under Bus Service Improvement Projects.

With the adoption of the PTP, an ambitious sequence of bus service improvements and system expansions were programmed for Miami-Dade County. Through new routes and system expansions, the system service hours, route miles, and bus fleet were implemented.

### **PROJECT DESCRIPTION**

Utilize minibuses on all new bus routes and in neighborhood/municipal circulator shuttle service.

### **PROJECT SCHEDULE/STATUS**

This program was implemented and is continuously adjusted to achieve maximum efficiency. The use of minibuses is dependent with vehicle capacity and demand (ridership). Since PTP inception, 36 routes were implemented and 13 of these routes have since been discontinued.

Minibuses are currently operated on 11 of the remaining 23 routes which are neighborhood-type circulating routes or routes whose ridership warrant a minibus. Since it is not cost feasible to assign full-size buses to all new routes, because the ridership may dictate otherwise, the department has no plans to do so.

### **FISCAL IMPACT**

To assign minibuses to the remaining 12 routes which already have full-size buses, would increase operations and maintenance costs approximately \$13.6 million/year to provide the same passenger capacity.



6. Add Midday, Saturday and Sunday Service within 30 days of Approval of a Dedicated Funding Source using Existing Buses

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**Department:** Transit

**Phase:** Complete

**Implementation Date:** 2002

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** 100%

**Capital Budget:** N/A

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**PROJECT BACKGROUND**

This project was among the original projects approved by voters as part of Exhibit 1 of the People's Transportation Plan (PTP) under Bus Service Improvement Projects.

With the adoption of the PTP, an ambitious sequence of bus service improvements and system expansion was programmed for Miami-Dade County. Through new routes and system expansions, the system service hours, route miles, and bus fleet were implemented.

**PROJECT DESCRIPTION**

Add Midday, Saturday and Sunday Service within 30 days of Approval of a Dedicated Funding Source using Existing Buses.

**PROJECT SCHEDULE/STATUS**

The commitment was kept within 30 days of the November 2002 vote. These bus system improvements began immediately after the adoption of the PTP. Within one week of the vote, Miami-Dade Transit implemented 24 service improvements to add midday, Saturday and Sunday service to routes that did not have such service previously. Adding or increasing weekday, midday and weekend service is an ongoing effort, subject to the service standards evaluation process discussed in miles/hours increase (Project #3, page 40).

**FISCAL IMPACT**

A total of \$60 million was expended between 2003 and 2010 and is included in the \$404 million "funding expended" figure in Project #4, page 41. This implemented project has an annual fiscal impact of \$8.5 million and is currently included in the department's Operating budget.



## 7. Provide 15 Minutes of Better Bus Service During Rush Hour; 30 Minutes or Better During Other Periods; 24-hour Service in Certain Major Corridors

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**Department:** Transit

**Phase:** On-going

**Implementation Date:** On-going

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** On-going

**Capital Budget:** N/A

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### PROJECT BACKGROUND

This project was among the original projects approved by voters as part of Exhibit 1 of the People's Transportation Plan (PTP) under Bus Service Improvement Projects.

With the adoption of the PTP, an ambitious sequence of bus service improvements and system expansion was programmed for Miami-Dade County. Through new routes and system expansions, the system service hours, route miles, and bus fleet were implemented.

### PROJECT DESCRIPTION

Provide 15 Minutes or Better Bus Service during Rush Hour; 30 Minutes or Better During Other Periods; 24-hour Service in Certain Major Corridors.

### PROJECT SCHEDULE/STATUS

After passage of the PTP, many routes received more frequent headways. Some headways were later reduced or eliminated due to fiscal constraints, implementation of the truer grid system and/or service not being warranted according to service standards. Currently, there are 93 total bus routes, 91 directly operated and two contracted.

This project is implemented as follows: Peak every 15 minutes is 29% implemented; Off-peak every 30 minutes is 55% implemented; 24 hours is 100% implemented. There is a slight status change from this year's Five-Year Plan Update versus the Initial FY 2011-16 Five-Year Plan where 15 minutes peak bus service increased one percentage point and 30 minutes peak declined five percentage points, while retaining the same operating hours. The ability to retain the same operating hours reflects the continuous review and adjustment based on traffic and travel times as noted in project number above.

### FISCAL IMPACT

To adjust all headways, the approximate annual cost would be \$33 million to have all routes brought to peak headways of 15 minutes or better and \$60 million to have all routes brought to midday headways of 30 minutes or better. The \$124 million expended for this project is also included in the miles/hours increase shown in the \$404 million "funding expended" figure in Project #4, page 41.

Metrorail and Metromover 24 hour service were discontinued and replaced by overnight Metrobus service per PTP Amendment Board of County Commissioner's Resolution R-421-04 in 2004, a net savings of \$3.15 million annually.



## 8. Replace Buses on a Systematic Basis to Reduce Operating Cost and Increase Reliability

**Department:** Transit

**Phase:** On-going

**Implementation Date:** On-going

**Funding Source(s):** PTP-Surtax/FDOT/FTA

**Completion Percentage:** On-going

**Capital Budget:** See Page 280

### PROJECT BACKGROUND

This program was implemented as a result of the Peoples' Transportation Plan (PTP) and is ongoing through the County's Bus Replacement/Expansion Plan.

The bus fleet is continuously aging. A bus replacement plan is necessary to ensure compliance with the Federal Transit Agency's (FTA's) bus retirement criteria (500,000 miles/12 years of service life).

### PROJECT DESCRIPTION

Replace Buses on a Systematic Basis to Reduce Operating Cost and Increase Reliability.

### PROJECT SCHEDULE/STATUS

The systematic replacement of buses and the addition of new buses lowered the average age of the bus fleet. The department is committed to continuously replacing older, less reliable vehicles with new environmentally friendly vehicles. A total of 43 diesel/electric hybrid buses are scheduled for deployment in late 2016. The average fleet age was as low as 4.5 years in FY 2006 and 10.9 years as of June 20, 2016. The newer fleet and the introduction of an improved Bus Maintenance Program increased fleet reliability.

Prior to implementation of the PTP, the mean distance between road calls (a measure of reliability) was 2,053 miles. The fleet improvements, namely systematic replacement of buses, and maintenance program enhancements substantially improved the system's performance. In FY 2015-16, the mean distance between road calls was 3,330 after reaching 5,039 miles in 2010.

The department has developed the below Bus Replacement/Enhancement schedule, through 2021, for the aging bus fleet.

Year	Total Replacement/Enhancements		
	30 ft	40 ft	60 ft
<b>2017</b>	0	104	12
<b>2018</b>	0	110	0
<b>2019</b>	0	185	0
<b>2020</b>	0	13	0
<b>2021</b>	75	0	0

Source: DTPW Metrobus Fleet Management Plan, 2015.

### Compressed Natural Gas Bus Retrofit

After evaluating various alternative fuels, the department desires to transition its bus fleet to clean-burning, Compressed Natural Gas (CNG). In 2015, a Request for Proposals (RFP) was issued to purchase/lease 300 CNG buses. The procurement process is currently ongoing. The CNG program objectives to be achieved by the selected Proposer(s) include the following:

1. Design, build finance, operate and maintain CNG fuel service stations;
2. Upgrade existing County infrastructure including upgrading and/or converting maintenance facilities and existing fuel stations to provide CNG;
3. Purchase and/or lease CNG powered buses;
4. Supply CNG; and
5. Generate revenue for the County through the sale of CNG to third parties

#### **FISCAL IMPACT**

The department budgeted \$422 million for the FY 2015-16 Capital Plan (see attachment #7, page 271 ) period for bus fleet replacement through FY 2019-20.

A total of \$135.102 million was expended between 2003 and 2010. In addition to purchasing buses for service expansion under the PTP (see Project #4, page 41).



## 9. Construct Bus Pull-out Bays on Major Streets to Expedite Traffic Flow

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**Department:** Transit

**Phase:** On-Hold

**Implementation Date:** N/A

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** 24%

**Capital Budget:** N/A

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### **PROJECT BACKGROUND**

This project was among the original projects approved by voters as part of Exhibit 1 of the People's Transportation Plan (PTP) under Bus Service Improvement Projects.

Buses operate on busy streets without pull-out bays. Typically, buses stop in the right lane of traffic to pick up and drop off passengers. As a result, buses block the right lane at bus stops, reduce traffic flow and add to congestion. To address this issue, bus pull-out bays are built to allow buses to pick up and drop off passengers out of the flow of traffic. In 2002, 186 bus pull-out bays were earmarked for construction improvements.

### **PROJECT DESCRIPTION**

Construct bus pull-out bays on major streets to expedite traffic flow.

### **PROJECT SCHEDULE/STATUS**

This project is partially implemented and is currently on hold. In February 2008, this project was placed on hold due to budgetary limitations. The department continues to actively identify locations where bus pull-out bays could be constructed.

### **FISCAL IMPACT**

To date, 44 bus pull-out bays have been completed or 24% of the total cost of \$1.286 million. The estimated cost to construct the remaining 142 bus pull-out bays is \$4.250 million.

10. Implement Grid System for Bus Service (North-South and East-West) on Major Streets and Avenues with Circulator Service Feeding Mainline Bus Service and Rapid Transit Lines

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**Department:** Transit

**Phase:** Partially Implemented

**Implementation Date:** December 1, 2009

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** 50%

**Capital Budget:** N/A

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**PROJECT BACKGROUND**

This project was among the original projects approved by voters as part of Exhibit 1 of the People's Transportation Plan (PTP) under Bus Service Improvement Projects.

While a modified grid system was in place at Miami-Dade Transit prior to the passage of the PTP, the Service Efficiency and Realignment Restructuring Initiative (SERI) implemented a trunk and feeder style system which resulted in a truer grid system.

**PROJECT DESCRIPTION**

Implement grid system for bus service (North-South and East-West) on major streets and avenues with circulator service feeding main line bus service and rapid transit lines.

**PROJECT SCHEDULE/STATUS**

This first phase of this project is completed. In November 2012, notice-to-proceed was issued to begin work on Phase 2. The purpose of the Transit Service Evaluation Study – Phase 2 is to evaluate the current bus system, identify service efficiencies and design a grid-oriented route network. The results of this study will identify a service plan that maximizes the efficiency and effectiveness of the system.

The final product will be a schedule-ready detailed plan which includes estimated impact on ridership, resources, and operating cost. The recommendations are expected to be implemented incrementally, long-term, over several line-ups.

**FISCAL IMPACT**

An overall reduction in service/routes and provided a savings of approximately \$12.300 million.



## 11. Expand the Bus Passenger Shelter Program throughout Miami-Dade County

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**Department:** Transit

**Phase:** On-going

**Implementation Date:** On-going

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** On-going

**Capital Budget:** N/A

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### PROJECT BACKGROUND

This project was among the original projects approved by voters as part of Exhibit 1 of the People's Transportation Plan (PTP) under Bus Service Improvement Projects.

Prior to the adoption of the PTP in November 2002, only 454 (11%) of the 4,018 bus stops in Unincorporated Miami-Dade County had bus passenger shelters. Bus stops located in municipalities were not included in the program as municipalities are responsible for providing their own bus shelters and other passenger amenities at the bus stops within their municipal boundaries.

### PROJECT DESCRIPTION

Expand the bus passenger shelter program throughout Miami-Dade County. The bus shelter program is revenue-generating and there is no cost to Miami-Dade County.

### PROJECT SCHEDULE/STATUS

This program is ongoing.

Since 2002, an additional 577 bus shelters were installed, for a September 2015 total of 1,032 bus shelters located throughout Unincorporated Miami-Dade County. Miami-Dade Transit is planning to install an additional 200 bus shelters over the next five years using the cantilever shelter design. Please refer to the next project item for further discussion of electronic signs incorporated in the new Bus Passenger Shelter Program.

### FISCAL IMPACT

The contractor is required to perform work with monetary benefits to the County estimated at \$6.5 million, which includes the manufacture and installation of 200 new cantilever bus shelters, and the repainting of the 1,032 existing bus shelters over the course of the initial five-year contract term. The manufacture and installation of real-time electronic signs at approximately 125 bus shelters will cost \$0.775 million.

## 12. Enhance and Expand Transit Bus Stop Signage Countywide; Incorporate Information Technology at Bus Stop and Rail Stations

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**Department:** Transit

**Phase:** On-going

**Implementation Date:** On-going

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** On-going

**Capital Budget:** See Page 279

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### **PROJECT BACKGROUND**

This project was among the original projects approved by voters as part of Exhibit 1 of the People's Transportation Plan (PTP) under Bus Service Improvement Projects.

This on-going program is to replace or newly install signs that display route information, schedules, fares, maps and general transit information in English, Spanish and Creole.

### **PROJECT DESCRIPTION**

Enhance and expand transit bus stop signage countywide; incorporate information technology at bus stop and rail stations.

### **PROJECT SCHEDULE/STATUS**

Miami-Dade Transit (MDT) has replaced or newly installed a total of over 10,000 new bus stop signs. As of September 30, 2015, all of 8,946 bus stops feature new bus stop signage in the program that began July 2004.

The County is now overcoming several challenges in facilitating predictive arrival information to MDT riders. The PTP and other funding sources are supporting investments in infrastructure for: "real time" communication between vehicles and the back office; legacy systems replacement with more modern, flexible and expandable technology, and integration among MDT, traffic and other systems with the internet.

**Train Tracker** is a completed project. This software application provides useful transit information such as service alerts, rail and mover station information and elevator/escalator status. In 2007, a Train Tracker pilot was launched utilizing all in-house resources with a display at the Government Center station of next train arrival times. The subsequent production level of the Train Tracker service launched in 2008 is 100% implemented and allows users to see, via the web and on mobile devices, the estimated time of arrival of the next train. In September 2011, MDT deployed the "MDT Tracker", a free downloadable application ("app") in the Apple store, which provides real-time accurate Metrorail arrival/departure and Metrobus/Metromover route and schedule information. In July 2012, Train Tracker was updated to incorporate the new orange line to the Miami International Airport arrival information. In addition, next train information is now incorporated in Electronic Signage Information System (ESIS), discussed on page 53. In August 2012, MDT deployed a similar free downloadable "app" for the Android platform. The apps enhance customer service and the ridership experience by providing riders with the most up-to-date and accurate route and schedule information, free of charge.



MDT deployed a real-time **Metromover Tracker** System using the same web-based technology which is available via computer desktops, cell phones/smart phones, personal digital assistants (PDAs) and tablets. Metromover Tracker will augment the existing production Train Tracker previously launched by allowing users to see, via the web and on mobile devices, the estimated time of arrival of the next Metromover train. The software application will provide other useful transit information when using a mobile device, such as localized service alerts including mover station information and elevator/escalator status. Implementation was expected by October 2013. The actual date that Mover Tracker system went live was May 2014, and was developed entirely in-house.

A Bus Tracker System pilot project was implemented on the Kendall Cruiser utilizing all in-house resources. MDT advertised the RFP in December 2011 to implement a "state-of-the-art" real-time Bus Tracking System, which will be accessible via the internet, cellphones/smartphones, PDAs and electronic signs at select bus stops. The MDT Bus Tracker system is similar to the Train Tracker which will provide bus patrons with accurate real-time predictive arrival and departure information.

MDT plans full implementation of the Computer Aided Dispatch/Automated Vehicle Locator (**CAD/AVL**) with **Bus Tracker System** technology project by upgrading and replacing the on-board, back-office and communications hardware and software – the systems currently used to manage and monitor the transit fleet. The project will facilitate delivery of real time bus predictive arrival/departure via Web, to mobile devices and Electronic signs, using the County's satellite/radio technologies. The related workforce management system is also funded and addressed in the separate Transit Operations Systems (TOS) project, page 199.



Upgrading and replacing this infrastructure will greatly improve managing and dispatching transit fleet by providing real time service performance, vehicle diagnosis, alerts (on demand or subscription); enabling remote video look in and on-board public announcements; and centralizing incident management. In November 2013, Contract RFP808, CAD/AVL Replacement Project with Kendall Drive Signalization System, was awarded by the Board of County Commissioners. Key functions of the CAD/AVL include emergency alarms and incident management for Metrobus, Metrorail and Metromover fleets. The technology will also provide real-time information designed to improve bus bunching and service schedules. The contracted solution creates a countywide, dedicated infrastructure for real-time vehicle data communication leveraging the County's radio re-banding initiative.

The contract also provides for 75 solar-powered bus stop electronic signs having five-year hardware warranty, plus a three-year warranty period commencing after system acceptance and up to seven years of maintenance and post-production support after expiration of the warranty period. The County also negotiated several significant technical and commercial enhancements, valued at nearly \$3 million, included in the contract such as Infotainment Pilot on 10 buses for in-vehicle digital advertising; added seven (for a total of 10) years of software escrow; remote monitoring of excessive vehicle idling; and addition of bus stop amenities to bus stop inventory database. Full implementation is targeted for December 2015 versus June 2015 targeted completion reflected in the FY 2015-20 Five-Year Plan Update. Timing was not indicated in the Initial FY 2011-16 Five-Year Plan for CAD/AVL project. As of September 30, 2015, CAD/AVL replacement is 30% complete as assessed by project manager of amount of work done, not by amount of expenditure; and estimated at \$17.1 million total project cost including the maintenance/warranty which is \$3.3 million. The estimate is the same as \$17.142 million estimate in FY 2015-20 Five-Year Plan Update.

Through the new Bus Passenger Shelter Program (previous item, page 50), selected bus shelters will be equipped with electronic signs allowing the dissemination of predictive arrival/departure information. Bus shelter locations in unincorporated Miami-Dade County will be equipped with predictive arrival Light-Emitting Diode (LED) signs located at



major bus transfer points, Metrorail stations, park-and-ride lots and at those key transit destinations served by multiple bus routes.

The **Electronic Signage Information System (ESIS)** is to "provide excellent riding environment for transit passengers."



MDT is implemented wireless connectivity and "Next Train" arrival information (i.e., incorporating Train Tracker) at all station platforms. As part of this project, MDT is replaced the existing analog clock units at station platforms with state-of-the-art Liquid Crystal Display (LCD) signs capable of reading information in a wide array of formats. These enclosures house two (2) wireless radios each (one private, one public) which will provide patrons and MDT staff wireless internet access at the station platforms. With this implementation, it will also be possible to provide real-time arrival times,

emergency information, elevator/escalator status, advertising and other service announcements (dynamic messaging). This information will also be provided in an audible format to support Americans with Disabilities Act (ADA) compliance.

ESIS will include 196 LCD signs at 23 Metrorail stations, which includes eight LCD signs at the Airport station. The system also can accommodate advertising messages for help to offset its cost. The ESIS contract was awarded the first quarter of 2011. The first electronic signs were installed at the Airport and Earlington Heights stations and became operational in July 2012, along with opening of the Orange Line. Electronic signs were installed at the Government Center the fourth quarter of 2012, and signs at all 23 stations were installed by September 2013. (Compared to FY 2012-17 Five-Year Plan Update reported expected completion by August 2013; timing not indicated in the Initial FY 2011-16 Five-Year Plan for this individual aspect.) There are also electronic kiosks at several stations providing real time information and other passenger amenities like trip planning.



**Free public Wi-Fi** is now deployed on all Metrorail and Metromover cars, plus 133 buses on Express Routes (as of June 2011, 100% implemented). Free public Wi-Fi is also being phased-in at all Metrorail stations, and is currently available at the AirportLink and Earlington Heights Stations.

**Kendall Drive Signalization** formerly was the Traffic Signal Priority (TSP) item – through integration with the County's Advanced Traffic Management System (ATMS), major corridors and vehicles will be equipped with TSP technology allowing for improved on-time performance in bus services. MDT is implementing the signalization system through the CAD/AVL Replacement contract described above. This system enables all MDT buses with the on-board technology to automatically interface with traffic signals and allows priority passage of buses by extending the green phase to improve on-time performance for buses through signalized intersections on the Kendall Drive corridor – as well as five additional corridors identified in the Original Exhibit 1 of the PTP. The other corridors are NW 27<sup>th</sup> Avenue, State Road 836, Flagler, Biscayne and Douglas Road.

The \$2.320 million American Recovery and Reinvestment Act (ARRA) funding for this aspect of the project scope was shifted from the Kendall Enhanced Bus Service project. While the ARRA funding was originally acquired to only enable TSP on the Kendall Corridor, through contract negotiations for the RFP808 CAD/AVL replacement procurement, the ARRA funding has been leveraged to enable the TSP capability on the entire MDT fleet and all six corridors. The full implementation of Kendall Drive Signalization is completed. Funding required to implement ESIS is \$5.6 million, to be funded by State Joint Participation Agreement (JPA), Local Option Gas Tax (LOGT), CBS Contract and ARRA; Wi-Fi on Bus and Rail Vehicles, \$324,967 funded by MDT Operating; and CAD/AVL Replacement overall total \$17.7 million including \$11.6 million Surtax funding for CAD/AVL and for Kendall Drive Signalization portion, \$2.32 million funded by ARRA. The ESIS operating and maintenance cost is estimated at \$618,588, and revenue from sale of advertising through the CBS contract is estimated at \$180,000.

**FISCAL IMPACT**

Under the contract provisions of the new bus passenger shelter program contract Request for Proposal (RFP), the County will receive a Minimum Monthly Guarantee payment for the term of the contract or a percentage per month of monthly gross advertising revenues from the vendor, whichever is greater. The contractor is required to perform work with monetary benefits to the County estimated at \$6.5 million, which includes the manufacture and installation of 200 new cantilever bus shelters, and the repainting of the 1,032 existing bus shelters over the course of the initial five-year contract term. The manufacture and installation of real-time electronic signs at approximately 125 bus shelters will cost \$0.775 million.

Aspect	Implemented	Funding	
		Expended	To complete
Enhancement of bus stop signage	91%	\$1,619,489	\$160,138
Train Tracker System	100%	\$0	\$0
Bus Tracker System (now within CAD/AVL Replace)	38%	\$6,986,000	\$18,645,000
Electronic Signage Information System (ESIS)	100%	\$2,560,896	\$0
Wi-Fi on Rail, Mover and Express Bus	100%	\$324,967	\$0
Traffic Signal Prioritization (TSP) (now Kendall Drive Signalization)	100%	\$2,320,000	\$0
Metromover Tracker System	100%	\$0	\$0
<b>Total:</b>	--	\$10,715,352	\$13,380,138

### 13. Expand Transit Public Information Program through Enhanced Marketing and Advertising

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**Department:** Transit

**Phase:** On-going

**Implementation Date:** On-going

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** On-going

**Capital Budget:** N/A



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#### **PROJECT BACKGROUND**

As part of the Peoples' Transportation Plan (PTP), Miami-Dade Transit (MDT) expanded and improved its customer information and marketing initiatives to increase ridership and ensure the community is advised and educated on transit improvements, new projects and programs.

#### **PROJECT DESCRIPTION**

Expand transit's public information program through enhanced marketing and advertising.

#### **PROJECT SCHEDULE/STATUS**

This ongoing program is implemented.

Extensive marketing campaigns supported new bus routes and continued to promote routes such as the 27th Ave Orange Max, the Miami Beach/Airport Flyer, the I-95 Dade-Broward Express, the Kendall Cruiser, the 267 Ludlum Limited as well as the 238 Weekend Express. These services were promoted through advertising on in-house devices, such as bus shelters, exterior and interior bus and rail, and through press releases, direct mail, and advertising in locally-targeted newspapers.

MDT has designed and produced a Visitor Guide appealing specifically to tourists initiating their trip from the MIA Metrorail station and the Orange Line. This Visitor Guide highlights selected tourist destinations accessible via Metrorail, Metrobus and Metromover.

Transit programs such as the College and Corporate Discount Programs, Bike and Ride Program, K-12 and the Golden and Patriot Passport Programs, continue to be publicized at transit facilities and on MDT's public website. MDT also distributes information at all Metrorail stations, bus facilities, transit kiosks, as well as in local government offices and at private companies. Publications also can be ordered by phone or online.

#### **FISCAL IMPACT**

The program has an annual fiscal impact of \$379,000 and is included in MDT's Operating budget. Since the inception of the PTP, MDT has spent over \$5.2 million to promote transit.



## 14. Expand on Successful Municipal Circulator Program

**Department:** Transit

**Phase:** On-going

**Implementation Date:** On-going

**Funding Source(s):** PTP/Surtax

**Completion Percentage:** On-going

**Capital Budget:** N/A

This is an ongoing program. There are currently 34 municipalities that are eligible to receive surtax funding with 33 participating in the program. Indian Creek is currently not participating. In 2012, the County executed Interlocal Agreements (ILA) with Miami Gardens, Cutler Bay and Doral for receiving Surtax funds. Municipalities have received approximately \$525 million in Surtax funding since PTP inception until September 2015 (see attachment 3, on page 161). Funding has been expended for direct operating and capital expenses for those municipalities operating circulators, and for those municipalities not directly operating a circulator. Funding has also been expended for items that support transit in areas such as bus shelters along Miami-Dade Transit (MDT) bus routes. A number of municipalities have multi-year debt obligations to complete capital projects.

The 27 municipalities listed below, that operate a circulator, partner with another municipality or with MDT. The City of Miami trolley service was expanded during 2013 (after its launch in April 2012) and the Town of Cutler Bay signed an ILA with MDT to operate a circulator in September 2013. The City of Miami Beach added a new North Beach Trolley service in 2014 that will potentially be supported by City People's Transportation Plan (PTP) funds in the future. The City of Miami Gardens launched its PTP funded circulator in June 2015.

- |                                      |                                      |
|--------------------------------------|--------------------------------------|
| ▪ City of Aventura                   | ▪ Miami Shores Village               |
| ▪ Village of Bal Harbour             | ▪ City of Miami Springs              |
| ▪ Town of Bay Harbor Islands         | ▪ City of North Bay Village          |
| ▪ City of Coral Gables               | ▪ City of North Miami                |
| ▪ Town of Cutler Bay (ILA with MDT)  | ▪ City of North Miami Beach          |
| ▪ City of Doral                      | ▪ City of Opa-locka                  |
| ▪ City of Hialeah                    | ▪ Village of Palmetto Bay            |
| ▪ City of Hialeah Gardens            | ▪ Village of Pinecrest               |
| (ILA with the City of Hialeah)       | ▪ City of Sunny Isles Beach          |
| ▪ City of Homestead                  | ▪ Town of Surfside                   |
| ▪ Town of Medley                     | ▪ City of Sweetwater                 |
| ▪ City of Miami                      | ▪ Village of Virginia Gardens        |
| ▪ City of Miami Beach (ILA with MDT) | (ILA with the City of Miami Springs) |
| ▪ City of Miami Gardens              | ▪ City of West Miami                 |
| ▪ Town of Miami Lakes                |                                      |

The ridership on the municipal circulators now exceeds nine million passenger trips annually overall. It should be noted that many of the municipalities operating circulator systems exceed the 20% minimum transit expenditure requirement (see page 151).

The **City of Aventura** is utilizing a portion of their surtax monies to fund a circulator, the Aventura Express. Transit service consists of routes that connect retail, grocery, and medical centers with a central transfer point at the Aventura Mall. Transfers to any Miami-Dade and/or Broward County Transit route are available at the Mall. Shuttle buses conform to Americans with Disabilities Act (ADA) requirements. In 2006, the City procured new buses and added a fifth route. The City is currently averaging over 22,000 boardings a month.

In addition, the City utilized surtax funds to install bus shelters at Biscayne Boulevard and NE 210th Street and at Yacht Club Drive and has installed ADA compliant curbing to six bus shelters.

The **Village of Bal Harbour** initiated the “Bal Harbour Express” circulator bus system using PTP surtax funds. Recently, the Village expanded their circulator service to include Friday night, Saturday night and weekend service. The Village operates the service through Limousines of South Florida. The shuttle goes through Bay Harbor, Surfside, to Aventura Mall, and to Lincoln Road on Sundays. Additionally, the Village is studying the possibility of purchasing a second bus to meet increased passenger demand.

The **Town of Bay Harbor Islands** operates a highly successful circulator. Town officials have been in discussion with Bal Harbour Village on entering into an ILA for circulator service.

The **Village of Biscayne Park** previously contracted with the City of North Miami to operate the NOMI express circulator system into Biscayne Park. Now the Village is focused on implementing proposed bus shelters.



The Trolley of the **City of Coral Gables**, first implemented on November 25, 2003, now transports over 4,000 passengers per day – a figure that represents an almost four-fold increase over initial program projections. The program not only provides a transportation alternative to residents, commuters and visitors, but it also has reduced the parking demand and number of vehicle trips within the City’s downtown business district. Coral Gables reported nearly 1.2 million boardings in FY 2014-15.

For this successful program, in March 2012 the City through an American Recovery and Reinvestment Act (ARRA) Grant received a new low-floor diesel powered trolley from MDT bringing the fleet to eight trolleys. Coral Gables will have exclusive use of the \$420,000 Trolley for 10 years. It also purchased three new, diesel powered trolleys in 2012 in order to keep pace with ridership demand – at a total cost of approximately \$730,000 with its Surtax funds and a matching Federal Department of Transportation (FDOT) Grant. This will bring the fleet to 11 diesel powered Trolleys. In fact, the City spends all of its surtax allocation to operate the trolley.

The FYs 2013 and 2014 Metropolitan Planning Organization (MPO) Unified Planning Work Program includes the Municipal Grant Program whereby municipalities are granted funds to prepare relevant transportation planning studies, and among the new projects in the Program are the Coral Gables Trolley Master Plan and the Coral Gables Citywide Bicycle and Pedestrian Master Plan.

On September 5, 2012, the **Town of Cutler Bay** began operating their new Cutler Bay Town Circulator Bus. The circulator bus operates on a fixed route that services the residents of the area. For just 25 cents (free for Miami-Dade Transit Golden Age Passport holders) residents of the area can ride the circulator to various locations including the South Miami-Dade Cultural Center and the library, as well as connect with the South Dade Busway. Due to the success of this service, the service was expanded in 2014 to operate six days a week.

The **City of Doral** Trolley was launched on February 1, 2008 and has been available to residents and visitors alike. Since then, the City has added four new trolleys, has an Interlocal Agreement in place with the County for receiving Surtax



funds, and has expanded service with two additional routes which connect to Metrorail. Currently the system has three routes serviced by five trolleys. The City plans to increase fleet to eight trolleys.

The **City of Florida City** is constructing ADA compliant bus shelters citywide. In addition, the City is considering the feasibility of commencing a circulator service and of partnering with the City of Homestead for shuttle service to a future extension of the South Dade Busway.

The **City of Hialeah** operates two routes (Marlin and Flamingo) and partners with the City of Hialeah Gardens to provide much needed service to the citizens of that area. The Hialeah Transit System (HTS) operates eight buses on two linear routes running bi-directional, providing relief from local traffic congestion, reducing parking issues, and connecting to



surrounding areas through the MDT system. The City is the fifth largest municipality in the State of Florida and has an estimated ridership of 414,000 boardings in FY 2014-15.

In fact, boardings on the Flamingo and Dolphin routes have reached over four million since inception. In less than three years after the transit system went into operation, the buses carried their one millionth passenger. The transit system charges \$2.25 for full fare and \$60.00 for a full fare monthly pass. Reduced fare is \$1.10 for students and disabled riders and \$30.00 for a monthly reduced pass. Commuters over 65 ride free with a special Golden Passport pass provided by the County. MDT EASY Cards and Tickets are accepted to enable the

passenger to ride these HTS Circulators without paying any additional fare.

Other efforts include replacing bus benches, adding shelters with better sun protection and meeting with MDT to avoid service duplication and to assist the County in providing better service to area residents. The city has also considered expanding its service to nights.

Recently, utilizing Surtax funds as a match, the City received an MPO grant and State of Florida monies to increase and upgrade its transit fleet. The City will be replacing its current bus fleet next year and increasing the Flamingo route from four to five buses. In total the City will operate nine buses on its two routes.

In 2003, the **City of Hialeah Gardens** entered into an ILA with the City of Hialeah to provide transit service in their municipality. The Marlin route will cost the City of Hialeah Gardens approximately \$206,000 annually.

The **City of Homestead** continues to fund the operation of two circulators that provide free, convenient public transportation to the community. This service creates connectivity between the east and west side of the City, increase pedestrian activity, and alleviate congestion throughout the City of Homestead. The trolley routes effectively complement existing Miami-Dade County Metrobus service in the area and substantially augment public transportation in the City of Homestead. The trolley operates from Monday through Friday from 8 a.m. to 6 p.m. and Saturday and Sunday from 10 a.m. to 2 p.m.

The **Village of Key Biscayne** used PTP funds to construct a bus pull-out bay along southbound Crandon Boulevard in the entry block. In addition, they redesigned the intersection at Crandon Boulevard/Harbor Drive/Ocean Lane Drive with tighter corner radii, longer dedicated turn lanes, wider ADA-compliant sidewalks and curb cuts, well-defined pedestrian crosswalks with countdown lights, bicycle lanes in both directions, and contrasting paver/concrete/asphalt resurfacing, and is performing well for pedestrians and drivers.

The **Town of Medley** is currently using surtax funds to operate a city wide circulator serving residents and visitors.



The **City of Miami** launched its first trolley routes in early 2012. A little more than a year after starting the service, the City has transported over 2.6 million passengers. The Health District and Health District-Stadium routes commenced service in late March of 2012, providing Monday through Saturday service and on Sundays with ball games. The Health District route has stops at the Metrorail station, and links the many hospitals, courthouses, and specialty clinics within the area, while the Stadium loop links the Civic Center Metrorail stop to the Marlins Ballpark.



The Brickell-Biscayne line launched in late April 2012, covering the eastern limits of the City, with service ranging from SW 26 Road and Miami Avenue to the south, and the Omni to the North. This route links major residential districts to commercial hubs, and also provides service between Brickell Metrorail and Brickell Key. Service is provided seven days a week. In 2013, the Biscayne route was extended to the Design District and Midtown to the north, and the Brickell route southward to Vizcaya and Mercy Hospital.

In August 2012, the City launched the Overtown-Health District route, which links the Overtown neighborhood to the Health District. This line is currently serving on average more than 340 riders per day. The Allapattah-Overtown route was launched in November 2012. The City later launched the Coral Way Route in October 2013, which completes the system envisioned in the initial 2009 Trolley System Development Plan. This Coral Way Route runs along Coral Way from Ponce de Leon Boulevard to SW 2nd Avenue, and from West Flagler Street to PortMiami. The City of Miami Trolley System now consists of 34 trolleys operating on seven routes and all fare-free: Allapattah, Biscayne, Brickell, Health District, Overtown, Stadium and Coral Way.

Other transit expenditures are being used on the planning stages for two additional routes along Coral Way and along NW 20 Street. Transit Surtax dollars are also funding the City of Miami on-demand transportation service for the low-income elderly and handicapped. Additionally, the FYs 2013 and 2014 Unified Planning Work Program of the MPO included the Municipal Grant Program whereby municipalities are granted funds to prepare relevant transportation planning studies, and among the new projects in the Program are the Overtown/Wynwood Bicycle-Pedestrian Mobility Plan and the City of Miami Intermodal Plan.

The South Beach Local (SBL) Circulator for the **City of Miami Beach** has been in operation since 2005. This local circulator each year has over 1.3 million boardings. To date the SBL has had over 12.5 million boardings since its inception in 2005. It is a bi-directional transit circulator route providing seven-day service in South Beach. By virtue of its low fares (25 cents since inception), low headways and route selection, it provides a high level of service transit operation for the South Beach area, which is reflected in its increasing popularity and ridership by both residents and visitors alike. The SBL is the forerunner of a major conceptual shift in the provision of transit service within the city, whereby local circulators will interface with trunk routes, which in turn are linked to, or are a component of, routes connecting to mainland Miami-Dade County. By coordinating and combining the transit resources of the City and County, a greater level of service can be provided.

The second Interlocal Agreement between Miami Beach and Miami-Dade, for an initial Five-Year period with two renewal terms of five years each, for MDT to operate the SBL and the City to reimburse a portion of operating cost, is currently being presented for Board approval. In 2011, the City received a grant from the Miami-Dade County MPO for a transit planning study. The feasibility study for a circulator line serving North and Middle Beach has been completed. The City is working to further refine certain aspects of the preferred alternative to better serve the residents and visitors of North and Middle Beach and improve transit connectivity citywide.

The **City of Miami Gardens** launched its People's Transportation Plan (PTP) funded Circulator in June 2015. The City is currently operating two wrapped trolleys and utilizing one spare, when necessary. The Circulator is free, service operates weekdays 7 a.m. to 7 p.m., with east and west routes.



The City of Miami Gardens won the inaugural Street Smarts Award and a cash prize of \$10,000 for advancement of Complete Streets by launching the "Miami Gardens Express", the trolley service funded by the PTP. The award is presented by Neat Streets Miami and The Miami Foundation. Complete Streets is a nationwide initiative that encourages the development of walkable, sustainable communities through an integrated approach to the planning of transportation networks.

The City also perform routine monthly maintenance on all 121 bus shelters throughout the City. On-going repairs and replacements are made to bus shelters and trash receptacles, as contracted.

On March 9, 2004, the Council of the **Town of Miami Lakes** adopted a Transportation Master Plan. Since its inception the Town has instituted a number of steps to implement transit improvements and guidelines specified in the Plan to improve transportation and transit-related development. On December 5, 2005, the Town of Miami Lakes began operating a new shuttle service, which was replaced during a July 2012 soft launch by a free bus operating as a fixed-route circulator providing connections to existing Metrobus stops and Metrorail, via the Ludlam Limited Route, with a terminal point at Main Street. The Miami Lakes Mover runs one route, Monday through Friday during peak morning and evening travel periods. The Town replaced the two buses in 2013 via FDOT grant funding. In addition, the FYs 2013 and 2014 Unified Planning Work Program of the MPO includes the Municipal Grant Program whereby municipalities are granted funds to prepare relevant transportation planning studies, and the Miami-Lakes Origin and Destination Study is among the new projects in the Program.

On October 17, 2006, the **Village of Miami Shores** commenced a new circulator service, the Shores Shuttle. The circulator provides service to business areas and community activity centers.

The **City of Miami Springs** utilized Surtax funds to pay for a transit study designed to study the feasibility of providing a circulator for the area. After studying the feasibility of operating a circulator, the City began operating a circulator last year. Additionally, the City contracted with the Village of Virginia Gardens to have the City circulator service the residents of Virginia Gardens.



The **City of North Bay Village** initiated a minibus system in 2004. The City is working with the County on an Interlocal agreement to expand the service outside of North Bay Village. Future plans include Saturday shopping at Aventura Mall, and once a week, the minibus will take patrons to Publix Supermarket in Miami Shores. The minibus runs weekdays with stops every

15 to 20 minutes, and includes major points along East and West Drives on Harbor Island, the Kennedy Causeway and East and South Treasure Drives on Treasure Island. In 2014, the Village began connecting to the new Miami Beach North Beach Trolley service on Normandy Isle.

The **City of North Miami** uses approximately 40% of its Surtax allocation on transit related projects. The NOMI Express is the City's fixed route transit circulator that transports workers, students and visitors throughout the City on weekdays. The service started in 2004 and ridership has increased every year, from approximately 96,000 passengers a year to over 350,000 in 2013. In 2011, the City added a new four-hour route that serves the students and residents alike during the afternoon. The four were retired and replaced with four new buses. Bus wraps were also updated.

In the FY 2012-13, North Miami created a new dedicated hub for the NOMI Express, located in the center of the downtown business district. The hub is being funded with ARRA, as well as Surtax funds, and revised routes will be initiated once the hub is built. This is a result of a surtax funded study that analyzed routes, surveyed riders and created options for future service improvements. Surtax funds are also being combined with ARRA funds for the installation of up to 25 bus shelters at the busiest transit stops in the City.



The **City of North Miami Beach** currently utilizes approximately 20% of the apportioned Surtax funds to operate a free circulator bus, the NMB-Line. The circulator operates weekdays from 8:30 a.m. to 4:30 p.m. The route includes stops at area destinations, such as the Mall at 163rd Street, the Intracoastal Mall, Winn-Dixie supermarket, the NMB Library and Lorenzo's Market. The NMB-Line continues to provide bus-to-bus service in conjunction with the City of Sunny Isles Beach's circulator bus, as well as Miami-Dade County's bus connections.

The **City of Opa-locka** launched its circulator system, a three-mile loop that connects with Tri-Rail and the County bus system, in February 2011, after support and coordination with MDT as well as on the route's development. The service does not charge a fare and operates Monday to Friday, 6 a.m. to 7 p.m., over two routes as a wave-and-ride.

In 2008, the **Village of Palmetto Bay** initiated a new free circulator system servicing the Village and the surrounding area. The Village's IBUS circulator has transported over 9,000 riders on the circulator during the past year. The Village is currently operating a combination bus route identified as Route A (north of SW 152 Street and south of SW 136 Street) and Route B (north of SW 184 Street and south of SW 168 Street) between the hours of 7:00 a.m. and 5:30 p.m. Monday through Friday. The department continues to reconfigure Route A and B to increase ridership on an annual basis.

The department, in conjunction with Village Parks and Recreation Department, implements a fixed route to service park facilities during summer months that are better aligned with MDT Routes, and an off-hours fixed route feeder to service Parks and Recreation's Adult Programming needs. The department expects to continue efforts to boost ridership through marketing/advertising, strategic restructuring of current routes, and the implementation of new routes. The Village in-house its IBUS operations with two part-time staff, thus providing for operational and scheduling flexibility, while continuing to show cost reductions as fuel cost increase.

The Village works continuously with MDT and neighboring municipal agencies on route efficiencies and programming needs to improve ridership throughout the Village. The Village expects to boost ridership with the development of user friendly outreach material, marketing/advertising, and further enhancement of web based information. The Village has a web based shuttle bus tracking system. The Village expects to hire a third part-time IBUS operator to run a fixed route that provides connectivity to nearby high school, middle school, and elementary schools within a two mile radius of the Village. Bus benches with Village logo and sidewalk connectivity along MDT and Village operated bus routes are ongoing. The Village has a proposed capital improvement plan to construct a parking garage which will provide a park-and-ride facility near the U.S. 1 corridor further providing for connectivity to the South Dade Busway thus increasing IBUS ridership. A parking lot circulator turnaround and storage lot for Village buses is scheduled for construction. The installation of Bus Stop signage and ADA compliance at all bus stop locations within the Village is ongoing.

The **Village of Pinecrest** launched its People Mover transit circulator in January 2012 as a free service operating two routes weekdays with convenient County bus connections. On March 17, 2005, the Village held a municipal workshop to hear input from the public regarding the use of PTP Surtax funds in the Village. One of the issues discussed was the consideration of utilizing surtax funds for the purchase of land to develop a park-and-ride for a circulator system. The Village has been working with MDT to use municipal surtax to fund the purchase and construction of a park and park-and-ride site adjacent to the Village.

The **City of South Miami** is studying the feasibility of operating a circulator. In 2005, the City operated a circulator on a trial basis. After the initial six month trial, it was discontinued. However, the City Commission funded a study by the MPO. The study is expected to make recommendations on South Miami possibly partnering with the City of Coral Gables, the University of Miami and South Miami Hospital.



The **City of Sunny Isles Beach** operates a free shuttle-bus service composed of three routes. Seven days per week beginning 8 a.m., it makes a loop around Sunny Isles Beach which includes stops at the



Intracoastal and Aventura Mall. The City now has five buses of its own, including three 2004 buses that cost about \$87,000 each and were purchased with money from the half-penny Surtax. Since service was extended in November 2010, average daily ridership on all three lines is 200 passengers. That number is up from about 150 passengers per day in 2001 when the city ran two buses per day. Furthermore, the City installed bus shelters with matching benches and trash receptacles along Collins Avenue.

The **Town of Surfside** is utilizing Surtax funds to fund the operation of its circulator, providing service to the citizens of the northeast area. The town has been in discussion with both the Town of Bay Harbor Islands and Bal Harbour Village regarding partnering on a circulator system that would benefit and cover all three municipalities.

The **City of Sweetwater** continues its two circulators that operate starting 8 a.m. on Monday through Friday; and from 8:30 a.m. on Saturdays and Sundays. The circulators pick up passengers at nine different stops in a variety of locations throughout the City of Sweetwater. The circulators take passengers to locations such as: supermarkets, City Hall, an educational academy, the Dolphin Mall and recreation centers (i.e., the Mas Canosa Youth Center and the Claude and Mildred Pepper Senior Center). The circulators reported ridership has increased to approximately 250 passenger boardings a day.

The **Village of Virginia Gardens** utilizes surtax monies to fund a circulator operated by the City of Miami Springs through an ILA between the cities.

The **City of West Miami** was able to pay off the capital debt on a much needed Jitney Bus for the initial startup of the City's inner loop transport, which is providing circulator service within the City. Scheduled service is from 8 a.m. to 4 p.m. Monday through Friday. West Miami has two buses (one of them in reserve) with a capacity of 22 passengers and ADA compliant. The City purchased its first wheelchair accessible bus and has expanded its circulator service operations by an additional 20 stops.

