TMSC
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MIAMI-DADE DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS

Initiatives to Improve Transit Services

Alice N. Bravo, P.E.
Director

Department of Transportation and Public Works

- DTPW was created to improve the sustainability of our transportation networks as part of a wider goal of creating more vibrant, livable, sustainable cities and improving the quality of life for our residents.

- DTPW provides clean, safe, reliable and convenient public transportation service through its four transit modes:
  - Metrobus – 98 bus routes*
  - Metrorail – 25-mile dual-track, elevated rapid transit system
  - Metromover – 4.4-mile people-mover system
  - Special Transportation Service (STS) – door-to-door, shared-ride service for eligible customers

- DTPW maintains over 7,600 paved lane miles of roadway

- DTPW operates and maintains over 2,800 traffic signals

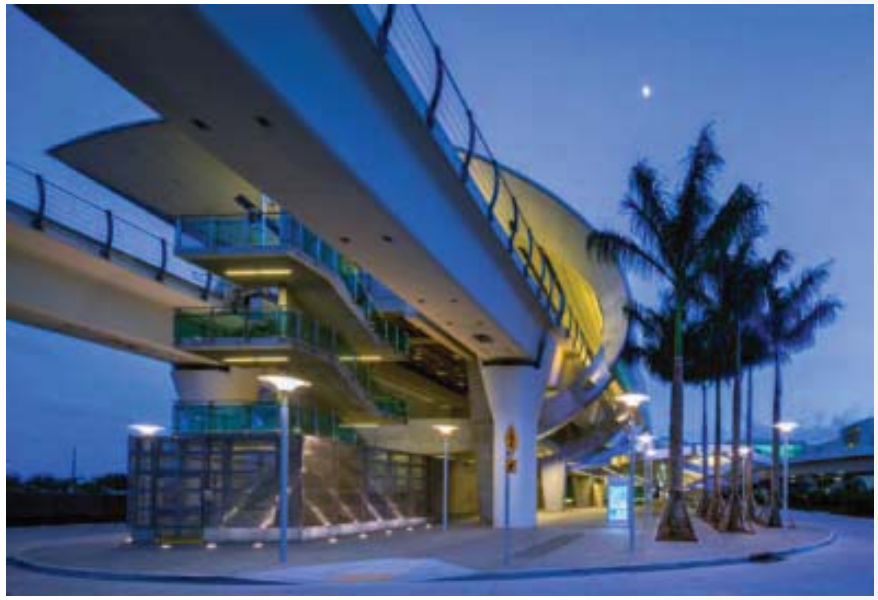
- DTPW maintains over 1 million traffic signs

* (96 operated by DTPW, and 2 contracted)

Improving our transit system

DTPW has been working on a number of countywide initiatives aimed to increase, enhance, and meet the mobility needs of our residents, while creating an infrastructure for the 21st century.

- Clean, safe, reliable, and convenient service
- Upgraded Traffic Management Center
- Synchronized signalized intersections
- Improvement of transit reliability
- Metrorail improvements – reducing commuting time
  - Downtown Express
  - Increased weekend frequency on Orange Line to MIA
- Metrobus improvements:
  - CAD/AVL system
  - Increased travel speeds through the Transit Way in South Dade
  - Deployed Transit Signal Priority on Kendall Drive



- Implement short-term solutions for bottlenecks
- Use innovative technology to reroute traffic

Improving our transit system

DTPW countywide initiatives are aimed to increase, enhance, and meet the mobility needs of our residents. Continue to work on:

- Transportation Network Entities
  - Ordinance for TNEs
  - Strategies with TNEs for first-mile/last-mile solutions
- First and Last-Mile Short-Term Infrastructure Improvements
- People First Initiative
  - Complete Street Manual
- Citizen's Mobility Experience
- Mobile Ticketing

Clean, safe, reliable and convenient service

Aggressively improved bus cleaning service by 200%.

We now have proactive daytime and nighttime protocols.

NIGHTTIME CLEANING

Maintenance increased from meticulously cleaning of 60 buses per night to 180 buses per night, and 100% of buses are swept and/or mopped.

Clean, safe, reliable and convenient service

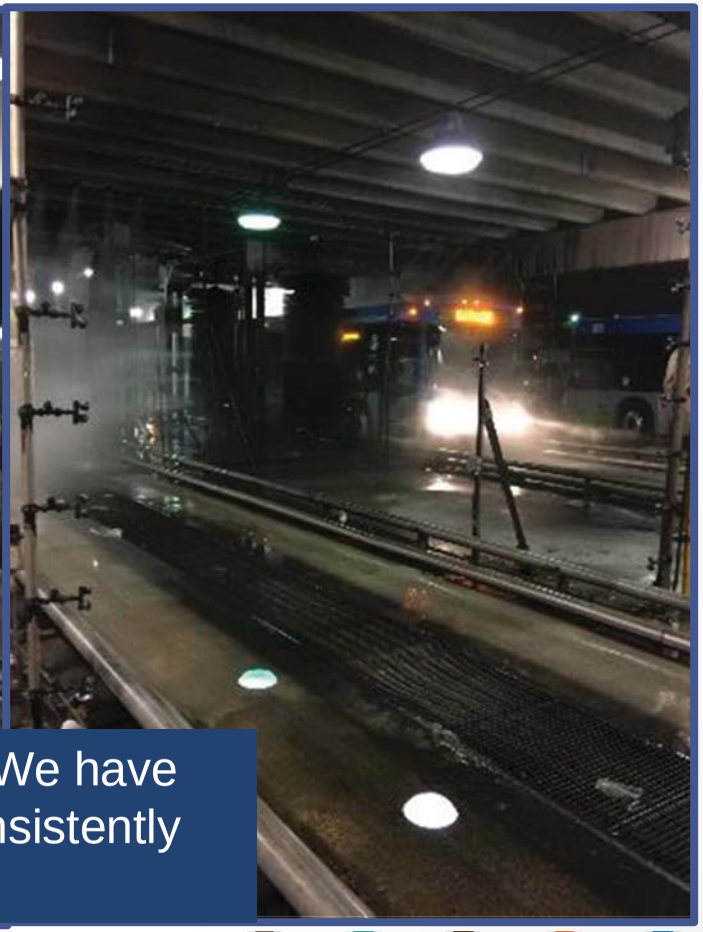
NIGHTLY

the following items are inspected/detailed-cleaned:

- Defect Reporting
- Deodorizer
- Removal of:
  - Graffiti
  - Gum
  - Litter
- Operator's area
- Fire extinguisher and escape hatches
- Destination signs
- Passenger signal cords
- Wall and advertising panels
- Rear A/C wall panel, including vents
- Windows, windshield, and mirrors
- Grab rails
- Seats
- Window sills
- Floors
- Stepwells
- Wheel well covers
- Doors
- Fare collection equipment
- Bellows
- Foreign/body substances
- Wheels
- Dash area
- Miscellaneous

Clean, safe, reliable and convenient service

NIGHTTIME CLEANING



Each bus is washed 3 times per week. We have ensured that the washing equipment consistently works

Clean, safe, reliable and convenient service

DAYTIME CLEANING

Before Sept. 2015, there was **no** daytime cleaning.

As of Sept. 2015, approximately 165 buses are cleaned at the garages after returning from morning service.

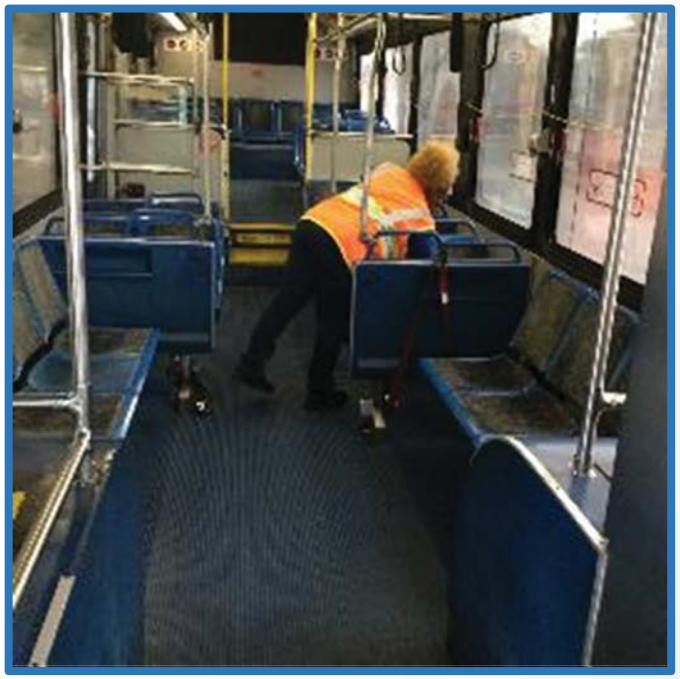
Clean, safe, reliable and convenient service

DAYTIME CLEANING

Prior to Sept. 2015, buses were not being cleaned at major transfer points.

After Sept. 2015, buses in service had trash removed when they arrived at the following locations:

- Dadeland North Metrorail Station
- Dadeland South Metrorail Station
- South Miami Metrorail Station
- Brickell Metrorail Station
- Steven P. Clark Government Center
- Central Business District
- Adrienne Arsht Metromover Station
- Miami International Airport
- 167th Street Terminal
- Aventura Mall Terminal



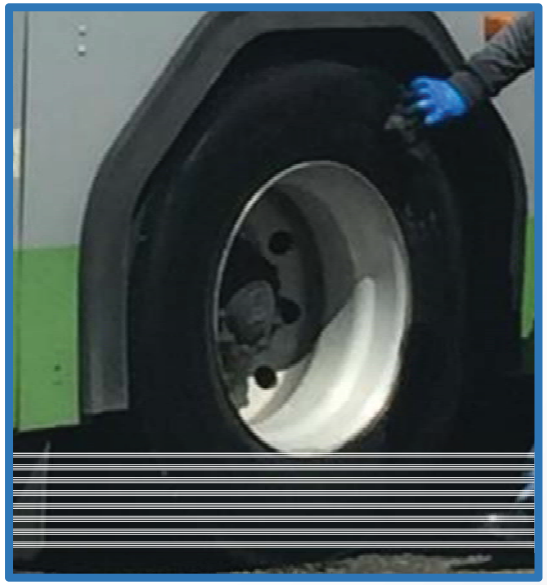
Clean, safe, reliable and convenient service

RIM CLEANING IMPROVEMENT

Now 25% of rims are cleaned on a nightly basis

Past

Present



Clean, safe, reliable and convenient service

SEAT IMPROVEMENTS

Now **95%** of buses have the new molded plastic seats

Past:
All buses had cloth seats.

Present:
Over 500 buses have new seats.
New buses are ordered
with molded plastic seats.

Clean, safe, reliable and convenient service

EXTERIOR CLEANING

We have improved the exterior appearance of most of the buses in our Metrobus fleet. Buses were wrapped to give them a cleaner, fresh new look. This is faster and less expensive than painting.

Past

Present

640 out of 847 buses have been wrapped. The remaining buses were either recently painted or are new.

Clean, safe, reliable and convenient service

Adding new buses to Metrobus fleet

Over 70% of the Metrobus fleet is past its useful life.

DTPW has placed into service newer buses, and is acquiring more buses, to upgrade its aging bus fleet.

The following are DTPW's bus replacement efforts:

- In 2014, 35 new buses were added
  - 30 hybrid-electric 40' buses
  - 5 diesel 40' buses
- In 2015, 43 new buses were added
  - All hybrid, articulated 60' buses
- In 2016, 11 new buses will be added
  - All hybrid, articulated 60' buses
- In early 2017, 5 new buses will be added
  - All diesel 40' buses
- In addition, DTPW is in the process of working in procuring up to 300 Compressed Natural Gas buses, and 33 electric buses (with the option for additional electric buses), as well as 10 hybrid 60' buses

These new are equipped with state-of-the-art technology, such as CAD/AVL for real time tracking and WI-FI

Clean, safe, reliable and convenient service

Increased cleaning efforts at our Metrorail stations.

- Pressure cleaning
- Additional heavy cleaning throughout the stations, including escalators and elevators
- Weekly inspections
- Installation of pigeon mesh/deterrent
- Refurbishment of original architectural elements, such as fountains at the University and Vizcaya stations
- Better landscape maintenance

Full survey of deficiencies has taken place and implementation of upgrades and repairs are underway.

Clean, safe, reliable and convenient service

ENHANCED SECURITY

In an effort to ensure the continued and enhanced safety of transit riders, DTPW has:

- Between Dec. 2015 and Jan. 2016, DTPW added over **100,000 annual hours** of armed security to the system
- The additional armed security presence consisted of more security officers:
  - Positioned at select Metrorail Stations
  - Performing random patrols on Metrorail, Metromover and Metrobus vehicles

Clean, safe, reliable and convenient service

ENHANCED SECURITY

Upgrade of the CCTV system

Allocations from the Federal Transportation Administration (FTA) Formula Grant funds have allowed DTPW to continue to upgrade its current Closed-Circuit Television (CCTV) system to state-of-the-art, high definition cameras, which provide coverage throughout the system.

When completed, DTPW will have the ability to view the system through nearly 1,400 cameras.

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Clean, safe, reliable and convenient service

ENHANCED SECURITY

MDT Transit Watch App

In April 2016, the Department launched the MDT Transit Watch app.

The application provides information in real-time enabling riders to report security incidents anonymously, without having to actually communicate the information out loud.

Riders still have the option of calling the Transit Watch hotline to report an incident.

Clean, safe, reliable and convenient service

National Recognition

In April 2016, the U.S. Transportation Security Administration (TSA) commended the Department for achieving the **TSA's highest rating for transit security.**

The TSA awarded its "Gold Standard" to DTPW for achieving a high rating on the administration's 2015 Baseline Assessments for Security Enhancement (BASE) and for building a strong security program.

Clean, safe, reliable and convenient service

Rate Your Ride
Let us know how we're doing

DTPW, on October 2015, launched the Rate Your Ride initiative.

Transit riders are now able to provide feedback on how we're doing. The app allows them to rate us from 1 to 5 (5 being the highest score) on the following categories:

- Cleanliness
- Convenience
- Reliability
- Courteous service
- Amenities

The decals with the QR code are found in buses, and on Metrorail and Metromover trains.

This option is also available via the Miami-Dade Transit Tracker app.

Thank you for your interest in the Miami-Dade County's Transportation Initiatives

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