CITIZENS' INDEPENDENT TRANSPORTATION TRUST
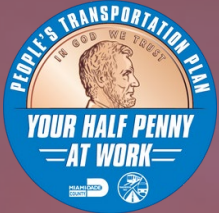
CITT AMBASSADOR PROGRAM

OCTOBER 5, 2023

➤ What is the CITT Ambassador Program

RIDE: Frequent transit riders volunteer to provide feedback about their experiences to help improve Miami-Dade transit services

- Complete surveys as secret shoppers
- Participate in focus groups
- Share transportation information via social media
- Receive and redeem points in Velocia mobile app

⤳ Rate: Receive Points for Transit Surveys

What MDC Service did you board? *

- ● Metrobus
- ○ Metrorail
- ○ Metromover
- ○ Trolley
- ○ On-demand Services

What time did you board? *

[HH : MM] [PM ⌄]

Hour Minutes

If Metrobus, what route did you board ? *

[(example: "112" - only route #)]

Where did you get on the Metrobus? (Nearest intersection, station, or facility name) *

[(example: NW 22nd Ave & NW 79th St)]

Bus stop (example: NW 22nd Ave & NW 79th St) Metrorail Station (example: Earlington Heights) Park & Ride (example: Dolphin Park & Ride) Transit Hub /Terminal (example: West Kendall Transit Terminal)

Where did you get off the Metrobus? (Nearest intersection, station, or facility name) *

[(example: NW 22nd Ave & NW 79th St)]

- ○ Metrobus
- ○ Metrorail
- ○ Metromover
- ○ Trolley
- ○ On-demand Services

What is the condition of the stop or station where you boarded? *

- ○ Excellent
- ○ Good
- ○ Acceptable
- ○ Below expectation

What is the condition of the transit vehicle? *

- ○ Excellent
- ○ Good
- ○ Acceptable
- ○ Below expectation

Rate your feeling of safety/security on the transit vehicle *

- ○ Very safe
- ○ Safe
- ○ Somewhat safe
- ○ Slightly unsafe
- ○ Very unsafe

If Metromover, what was the identification number of the rail-car you boarded? *

[ex: 5]

Inside vehicle near corner of roof/above the window. Outside vehicle on front and back of rail car

What is the condition of the stop or station where you boarded? *
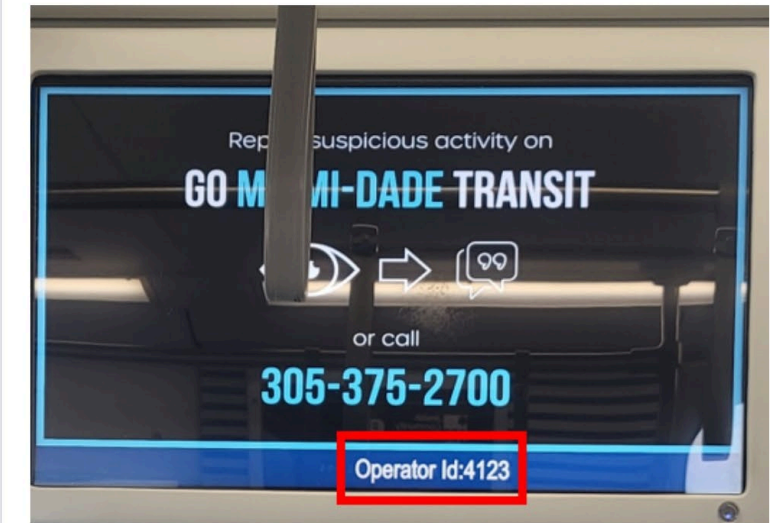
- ○ Excellent
- ● Good
- ○ Acceptable
- ○ Below expectation

What is the condition of the transit vehicle? *

- ○ Excellent
- ○ Good
- ● Acceptable

If Metrorail, did you get the operator's ID#?

[ex: 7541]

On Metrorail, it is displayed at bottom of video monitor on each rail car.
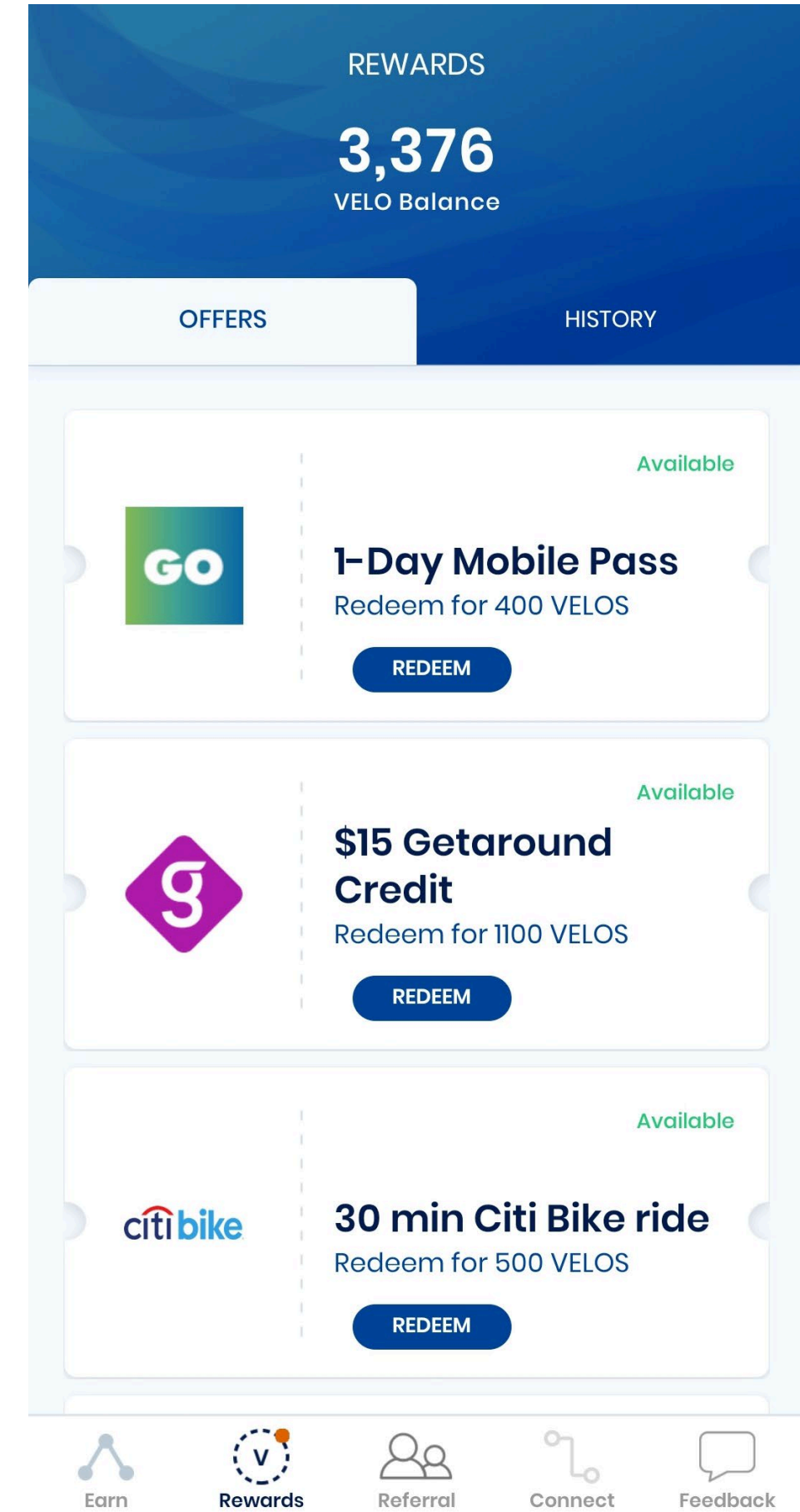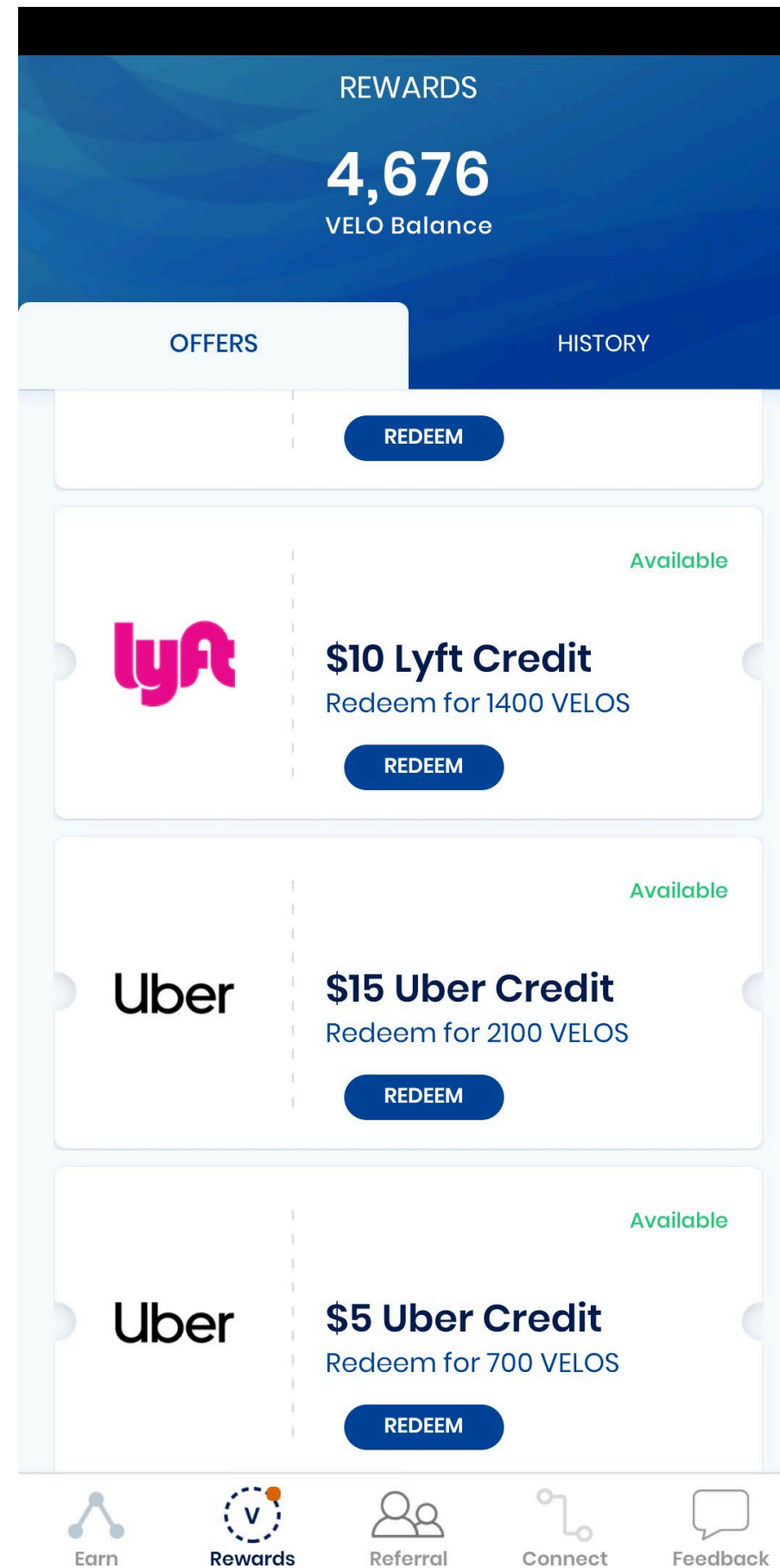
How well did the GO MDT Transit app function today? *

- ○ Excellent
- ● Acceptable
- ○ Below commuter expectation
- ○ N/A (Did not use)

My overall experience today was *

- ○ Excellent
- ● Acceptable
- ○ Below expectations

➤ Rewards

Redeem VELOS (points) in-app for these popular rewards →

➤ The Collected Data: What it tells us

➢ Overall, the system is functioning well, but there's room for improvement

➢ Escalators and elevators not working

➢ Operator IDs not posted

➢ More visible security on trains

➢ Positive interactions with operators are noticed and appreciated

Importance to Municipalities

✓ We will start sharing the data with municipalities through Mariana Price, Municipal Program Manager until Power BI Dashboard is online

✓ Data can be used to help in identifying any maintenance issues

✓ Share positive feedback with staff members you can readily identify from the reports

✓ Incorporate suggestions related to passenger amenities to your plans for improvements or upgrades to stops

➤ Frequent Transit Riders Can Become CITT Ambasssadors

✓ QR Code on CITT Ambassador card in folder

✓ Visit miamidade.gov/citt-ambassador

✓ Online application form

✓ Transit workers: avoid potential conflicts of interest

✓ Ride 3 – 5 times weekly

✓ Online tutorials available

✓ Recognition for top performers

Thank you!
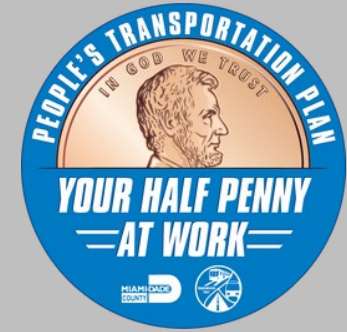
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