

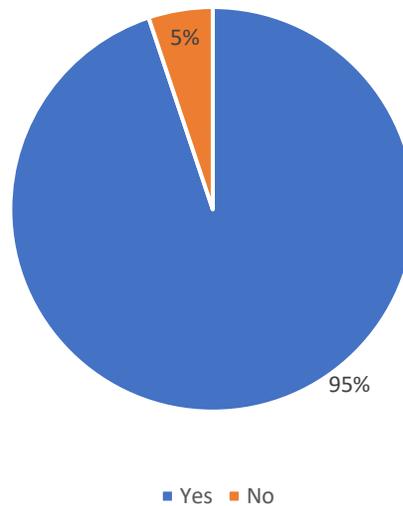


## Better Bus Survey Results

At the onset and throughout the Better Bus Project, surveys were conducted to better understand what transit riders in Miami-Dade were looking for in their transit system. Transit riders were surveyed online and in-person on the bus and at stations to better understand their needs and opinions of the proposed plan.

The following charts and graphs summarize key responses received during the 2021 survey that helped guide the redesign of the Miami-Dade County bus system. In total, 2,185 individuals responded to the survey; however, to better understand the needs and desires of passengers, the following responses are based on the 1,811 responses who stated they used transit.

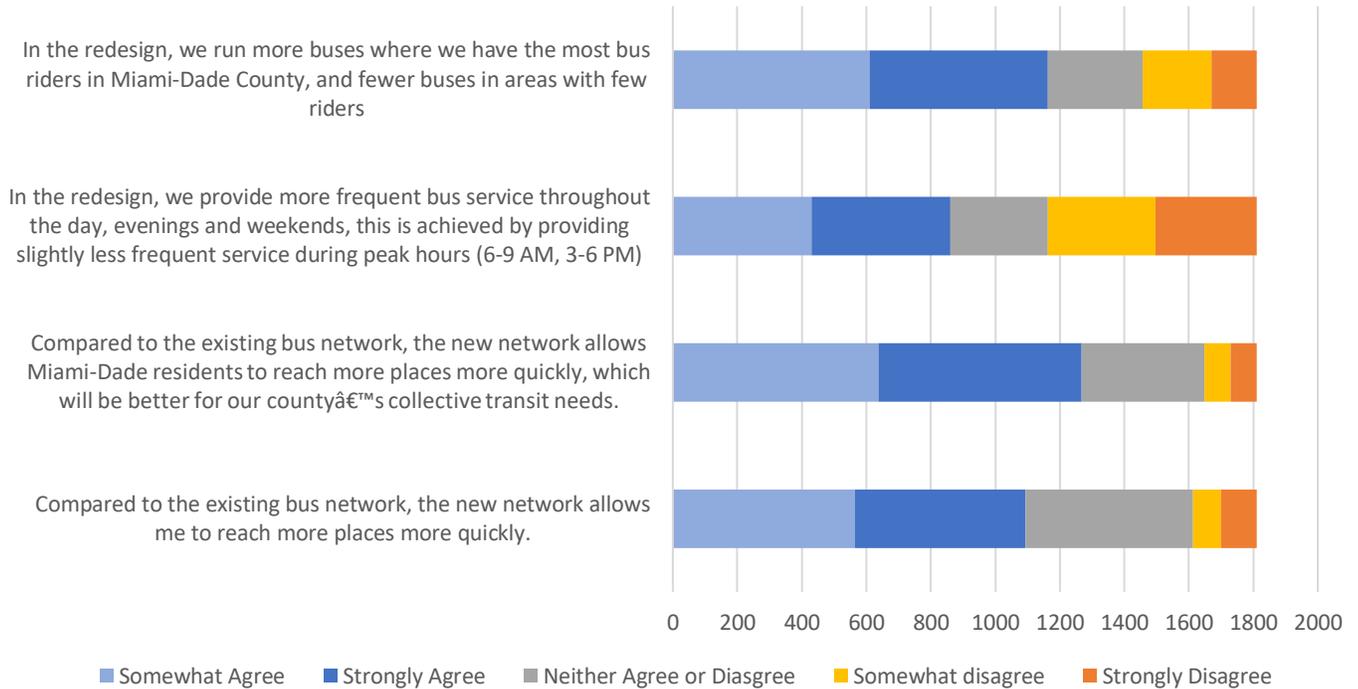
Do you support a better bus system where buses arrive more often, travel faster, and are more useful for more people, even if that means changing some routes?



Nearly all respondents support a better bus system where buses arrive more often, travel faster and are more useful for more people, even if it means changing some routes. This is the foundational goal of the plan.



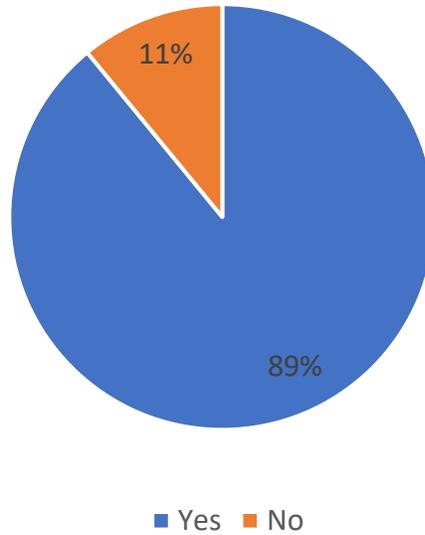
## Questions About the Principles of the Proposed Better Bus Network



The majority of respondents agreed with the principle that the new network allows Miami-Dade residents to reach more places more quickly, which will be better for our county's collective transit needs. Over half of respondents agreed with the principle that the new network allows them to reach more places more quickly than the existing network. Less than half agreed with the principle to provide more service in the midday, evening and weekends even if that means slightly less service in the peaks. Finally, most respondents agreed with the principle to run more buses in areas where have the most bus riders, and fewer in areas where we have few riders. These results are encouraging that transit riders agree with the foundational principles of the new network.

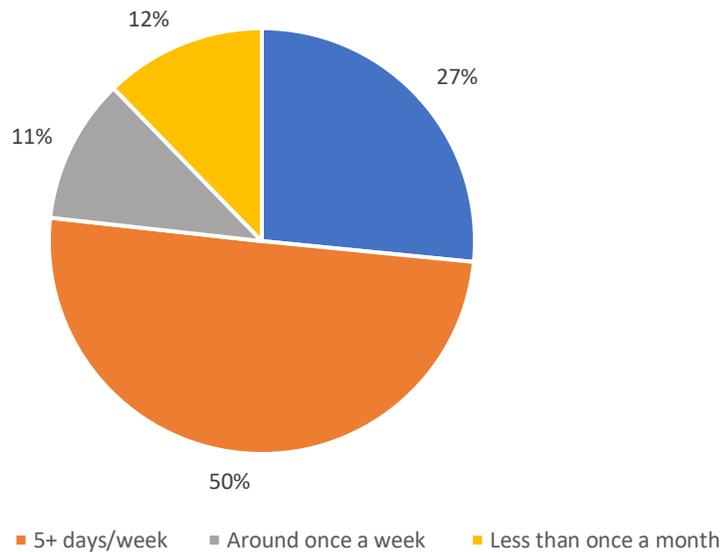


Having reviewed the proposed Better Bus Network, would you like to see the changes implemented?

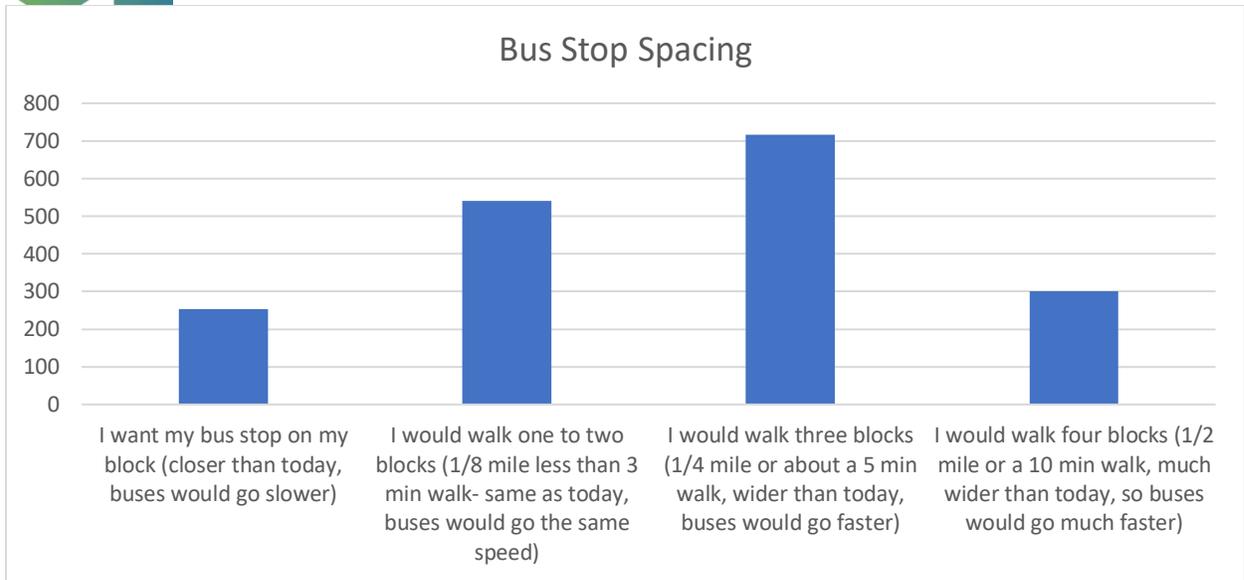


Nearly 90% of respondents want to see the proposed in the Better Bus Network implemented.

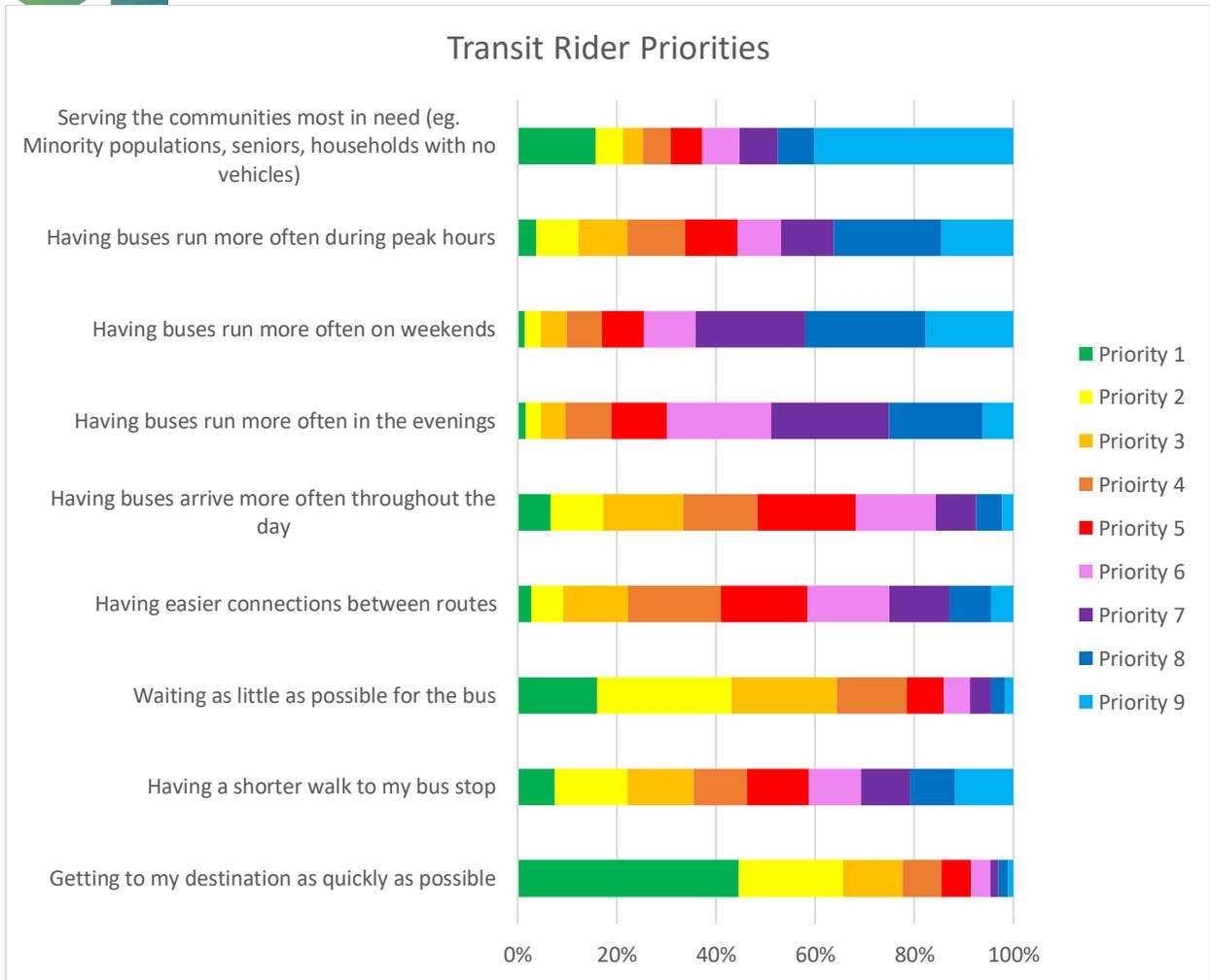
How Often do you Ride Transit



Half of those who responded to the survey ride transit five or more days a week, with a further 27% riding between two and four days a week so the survey reflects opinions from those riding the service frequently.



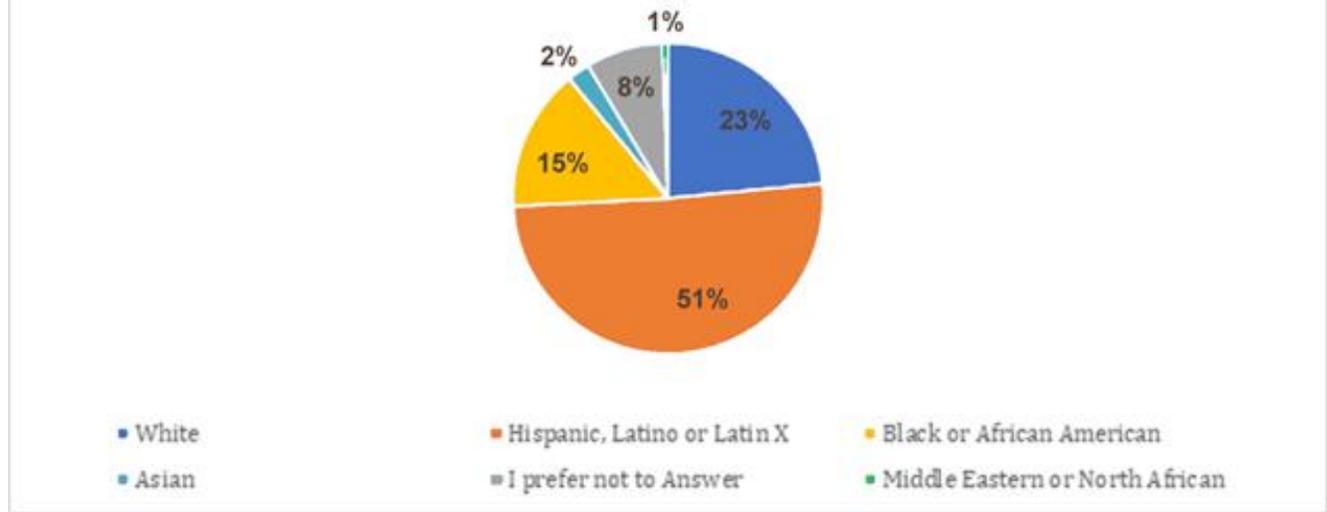
Most respondents were willing to walk three blocks, about a 5 min walk so that the bus could go faster than it does today.



When asked about ranking priorities, over 60% of respondents prioritized getting to their destination as quickly as possible as their first or second priority. The second priority for most respondents was waiting as little as possible for the bus with the third being having more buses arrive more often throughout the day. These top three priorities align perfectly with the priorities in the plan.

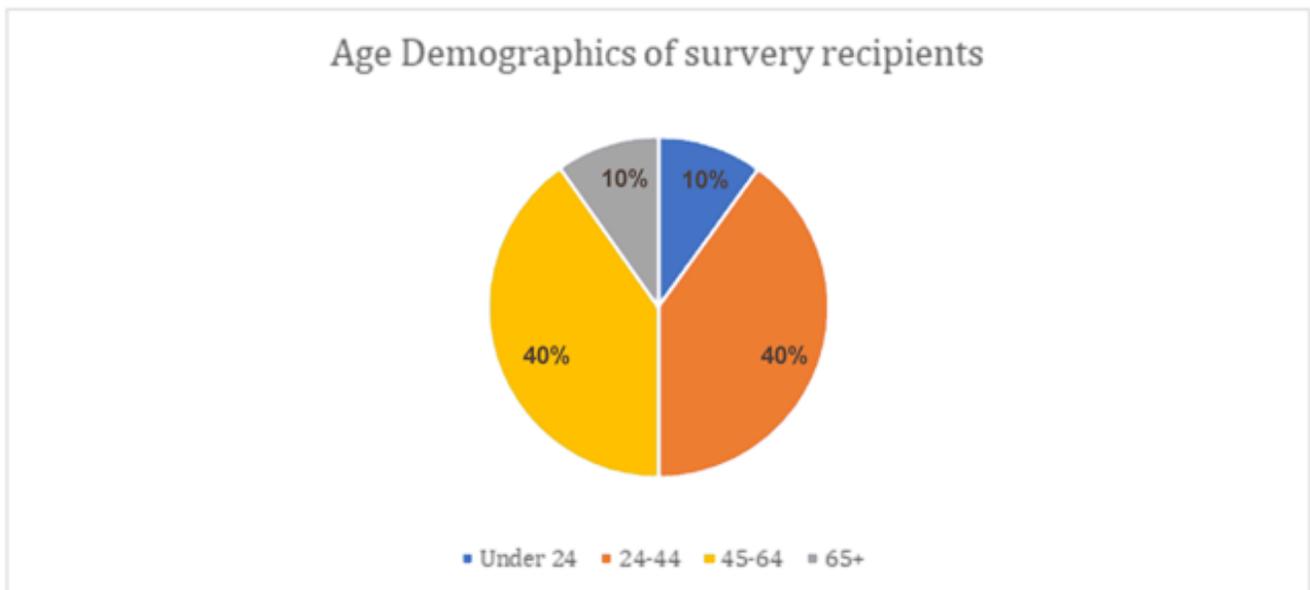


### Race information of survey recipients



The survey results are similar to the results from the Census data for Miami. While the respondents to the survey were majority Hispanics, they were slightly under-represented at only 51%, as opposed to 71% in the local population. Black respondents were also slightly underrepresented with 15% of respondents versus 19%. Meanwhile White respondents were slightly over-represented at 23% when they represent 12% of the population as a whole.

### Age Demographics of survey recipients



The ages for the respondents ranged from under 24 to 65 and over. There is an equal balance in ages 24-44 and 45-64 years of age. There is also a similar balance between under 25 and those 65 and over. This reflects a good mix of ages who took the survey.