



# MIAMI BEACH TROLLEY

## PASSENGER SURVEY

### EXECUTIVE SUMMARY



#### PREPARED BY

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# MARLIN

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MIAMI BEACH  
TROLLEY

# PASSENGER SURVEY

1,240  
TOTAL



SURVEY RESPONSES



733  
ONBOARD



507  
ONLINE



1,094  
RIDERS

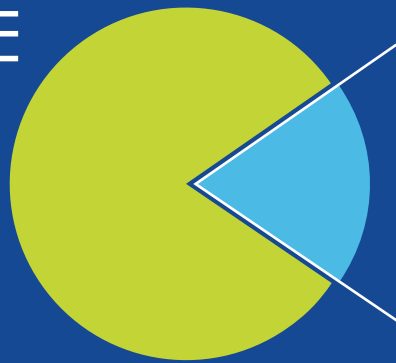


146  
NON-RIDERS

## WHO USES THE TROLLEY?

"The trolley provides a convenient means of transportation to local residents."

81%  
RESIDENTS



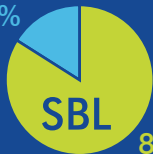
19%  
VISITORS

WHAT ROUTES DO VISITORS USE?



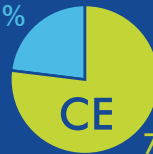
## RIDERSHIP BY ROUTE

16%



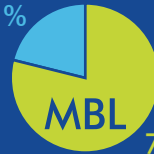
84%

23%



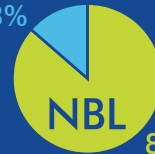
77%

21%



79%

13%



87%

■ Residents  
■ Visitors

## PRIMARY PURPOSE?

42%

LEISURE/TOURISM  
(Restaurants, Beach, Sightseeing)



OVER  
29%  
FOR WORK



26%  
OF PASSENGERS  
Regularly use 2 or more routes



■ South Beach Loop (SBL)  
■ Collins Express (CE)  
■ Middle Beach Loop (MBL)  
■ North Beach Loop (NBL)

OVER  
40%  
OF PASSENGERS



RIDE THE TROLLEY  
DAILY

OVER  
90%  
WALK TO/FROM TROLLEY





## A QUICK LOOK



**71%**  
PASSENGERS

USE THE  
**MIAMI BEACH APP**  
for real-time tracking/planning of their route

WHILE  
**78%**



OF THOSE THAT USE THE APP  
**ARE SATISFIED**

THE TROLLEY  
**REDUCES**  
TRAFFIC

APPROXIMATELY  
**5,373 VEHICLE TRIPS**  
TAKEN OFF THE ROAD DAILY



BEFORE THE  
TROLLEY, OVER  
**30%**

Made the Trip using the  
**MIAMI-DADE**  
TRANSIT BUS



FOR OVER  
**36%**  
OF PASSENGERS

Their primary mode is a personal vehicle, yet they choose to  
**RIDE THE TROLLEY**



**85%**  
SATISFIED WITH THE  
**SERVICE**  
of the Trolley

**80%**  
SATISFIED WITH THE  
**RELIABILITY**  
of the Trolley

**68%**  
SATISFIED WITH THE  
**FREQUENCY**  
of the Trolley



## DIVERSE DEMOGRAPHICS

The respondents who participated range in age, language, employment, income and people/vehicles in each household.





MIAMI BEACH  
TROLLEY

# ENCUESTA DE PASAJEROS

1.240

TOTAL



ENCUESTAS COMPLETADAS



733

A BORDO



507

POR INTERNET



1.094

PASAJEROS



146

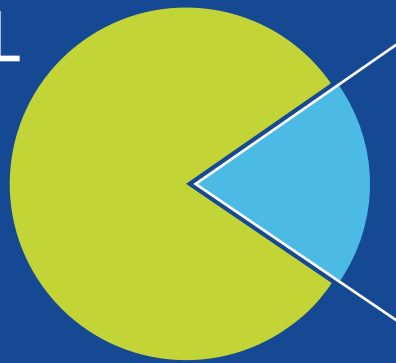
NO USUARIOS

## ¿QUIÉN USA EL TROLEBÚS?

"El Trolebús ofrece un medio de transporte conveniente para los residentes."

81%

RESIDENTES



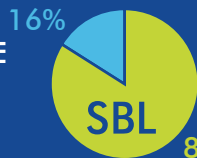
19%

VISITANTES

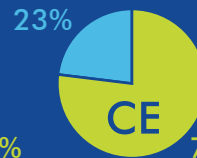
¿CUÁLES RUTAS USAN LOS VISITANTES?



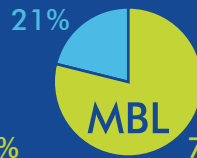
CANTIDAD DE PASAJEROS POR RUTA



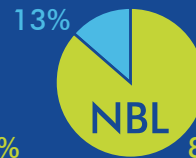
84%



77%



79%



87%

■ Residentes  
■ Visitantes

## PROPÓSITO PRINCIPAL

42%

ENTRETENIMIENTO/TURISMO

(Restaurantes, Playa, Paseo)



MÁS DE 29%

PARA IR AL TRABAJO



26%

DE LOS PASAJEROS Regularmente usan 2 o más rutas



■ South Beach Loop (SBL)  
■ Collins Express (CE)  
■ Middle Beach Loop (MBL)  
■ North Beach Loop (NBL)

MÁS DEL

90%

CAMINAN HACIA/DESDE EL TROLEBÚS



MÁS DEL

40%

DE LOS PASAJEROS



USAN EL TROLEBÚS A DIARIO



# UN BREVE RESUMEN



**71%**  
PASAJEROS

USAN LA APLICACIÓN DE

**MIAMI BEACH APP**

para información real al planificar sus viajes

MIENTRÁS QUE

**78%**



DE QUIENES USAN LA APP

**ESTÁN SATISFECHOS**

EL TROLEBÚS  
**REDUCE**  
EL TRÁFICO

APROXIMADAMENTE

**5.373 VIAJES EN VEHÍCULOS**

SON RETIRADOS DE LAS VÍAS DIARIAMENTE



ANTES DEL  
TROLEBÚS, MÁS DE



**30%**

Realizaron sus viajes usando los Autobuses de

**MIAMI-DADE**



PARA MÁS DE

**36%**

DE LOS PASAJEROS

Su principal forma de transporte es un vehículo personal;  
sin embargo, ellos elijen

**USAR EL TROLEBÚS**



**85%**

ESTÁN SATISFECHOS CON  
**EL SERVICIO**  
del Trolebús

**80%**

ESTÁN SATISFECHOS CON  
**LA CONFIABILIDAD**  
del Trolebús

**68%**

ESTÁN SATISFECHOS CON  
**LA FRECUENCIA**  
del Trolebús



**DEMOGRAFÍA DIVERSA**

Los pasajeros que participaron en la encuesta varían en edad, idioma, condición laboral, ingreso y número de personas/vehículos en el hogar.





**FOUR**  
WEEKS  
&  
**1,240**  
PASSENGERS





# INTRODUCTION

In the Fall of 2019, the City of Miami Beach (CMB) contracted with MARLIN Engineering Inc. (MARLIN) to conduct a bilingual survey of Miami Beach trolley passengers and the general public for the purpose of continuing to improve and provide efficient transportation services for the community.

The Free Trolley was initiated in 2014, with a single route, and has been expanded significantly over the years to include four routes covering the City including the South Beach Loop, Middle Beach Loop, North Beach Loop, and Collins Express. Ridership has grown tremendously with the service expansions - from 42,551 riders in November of 2014 on one route (the North Beach Loop) to 439,696 riders in November of 2019 on all four routes. In FY 18/19 The trolley provided service to for over five million passenger trips.

Transit rider surveys are a proven tool for operating agencies to better understand the needs of their clientele and to operate service more efficiently. This effort is the first survey of the CMB trolley service with all four routes in operation. The survey focused on:

- » understanding the passenger point of view,
- » understanding non-passenger point of view,
- » what mode was used prior to trolley service,
- » obtaining a better understanding of the trolley's connectivity,
- » does the passenger have opportunities to use other modes?
- » comfort and convenience of service,
- » trip origins and destinations, and,
- » utilization of the City's trolley tracker App.

The survey took place over four weeks in October and November 2019 - 1,240 individuals took the survey (1,094 trolley passengers and 146 non-passengers) either in person (733) or online (507).



# KEY TRENDS & OPPORTUNITIES



The survey results provide feedback for the City to review from both residents, tourists, passengers and non-passengers. Of the survey participants, 81% are residents of South Florida and 19% are visitors.

The participants were asked what route they typically take and over 26% of survey participants take more than one route. This finding tends to indicate that passengers are familiar with the system and utilize various routes, although this could also indicate that riders cannot get where they need to go on one route and have to transfer to another trolley to get to their final destination. The South Beach Loop is the most popular route.

**40% of trolley passengers ride the trolley every day and over 90% walk to and from their trolley stop. Pedestrian safety and amenities should remain a priority for the City.**

Passengers were asked their most frequent origin and destination trolley stops. The survey found the most popular stops to be Lincoln Road at Washington Avenue (51 responses), Washington Avenue at 17th Street (50 responses), Collins Avenue at 72nd Street (50 responses), and Alton Road at Lincoln Road (38 responses). Noting the most popular stops and providing additional amenities is important in continuing to meet the needs of riders in terms of comfort and access. Many passengers stated that they ride the trolley frequently taking multiple trips getting on and

off at different locations. This demonstrates the popularity of the trolley for many local trips to various destinations.

Survey respondents were asked to rate their satisfaction with the service, reliability and frequency of the trolley. 85% were satisfied with the service, 80% were satisfied with the reliability, and 68% were satisfied with the frequency.

71% of respondents use the trolley tracker App. This indicates the ease of use and informative nature of the App. Real-time tracking information provides passengers with a visualization of where the trolleys are on the route. Integrating this information with other real time transportation information (Miami-Dade Transit, Bike-share availability, Freebee access, etc.) could continue to increase transit use and reduce passenger wait and travel times.

78% of respondents are satisfied with the trolley tracker App. Multiple suggestions were provided with feedback to improve the App. Suggestions include updating the App to make it more reliable and accurate and better differentiating the routes visually.

When passengers were asked how they made the trip before the trolley existed, or if the trolley did not exist how would they make the trip, the top choices were Miami-Dade Transit (30.6%), walk (27.2%), taxi/Uber/Lyft (21.1%) and drive personal vehicle (19.6%). 43.8% of survey participants selected drive personal vehicle, ride with friend/family, or



taxi/Uber/Lyft. With this information and using an average vehicle occupancy of 1.2 and daily trolley ridership of 14,721, if the trolley did not exist, approximately 5,373 additional vehicle trips would be added to the City's roadways daily.

The primary mode of transportation for the survey participants was a personal vehicle (36.5%), walk (21.1%), Miami-Dade Transit (17.6%) and the trolley (10.7%). For passengers that selected personal vehicle as their primary mode, they are choosing to take the trolley over their personal vehicle.

The responses were also analyzed by route. In looking at the data by route, the Collins Express services the most visitors at 38%. The North Beach Loop services the least at 13%. The South Beach Loop services 28% of visitors and the Middle Beach Loop Services 21% of visitors. Satisfaction with the trolley's reliability was highest on the North Beach and Middle Beach Loops at 87%. The South Beach Loop was the lowest at 75%. 37% of passengers on the North Beach Loop were not aware of the trolley tracker app, while 28% of South Beach Loop passengers were not aware of the App.

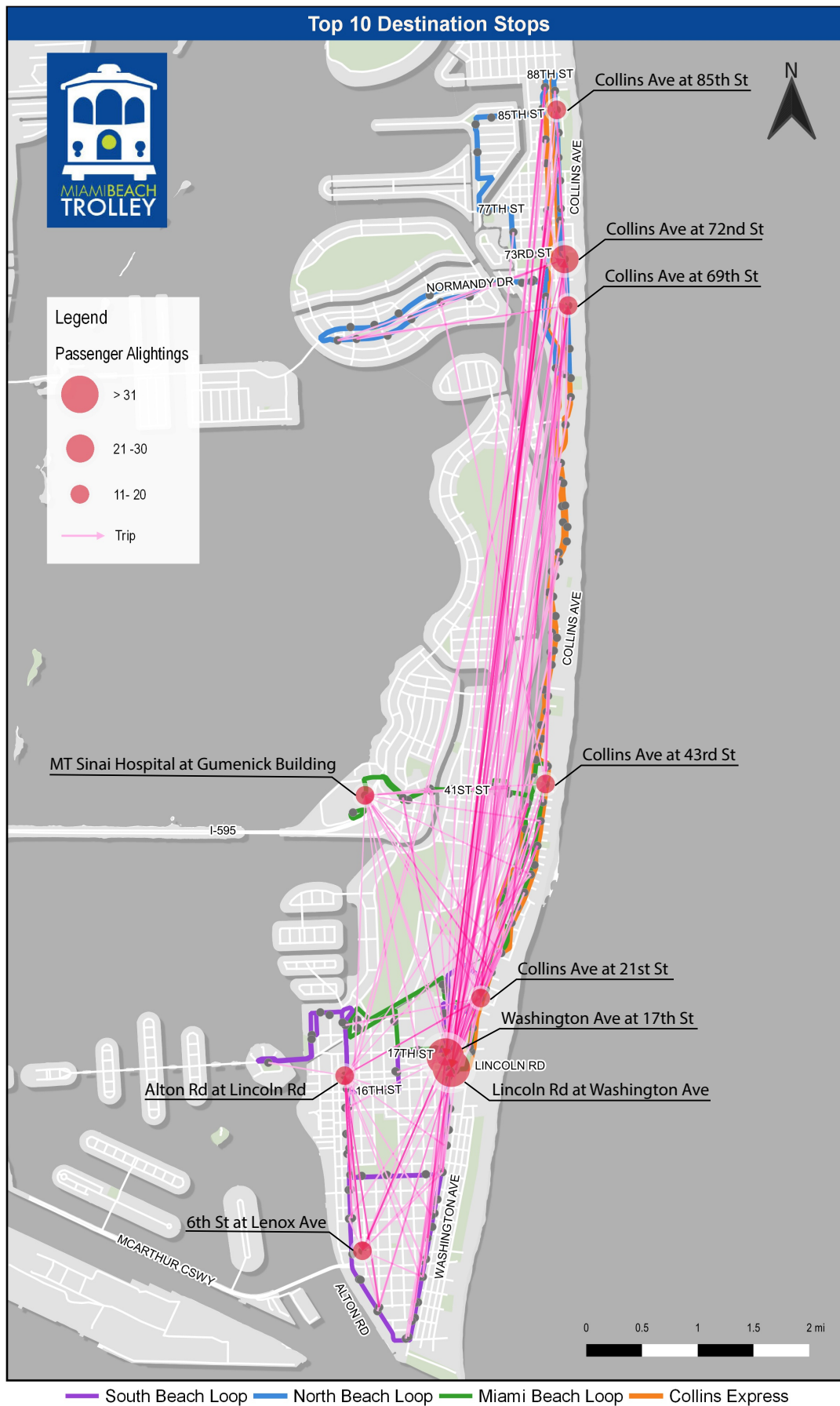
Many riders opted out of the demographic questions. However, the information collected supported the collective observation of the survey team in that—the trolley ridership is diverse including persons of all ages and cultural backgrounds, many languages were utilized including English, Spanish, French, Mandarin, Portuguese, German,

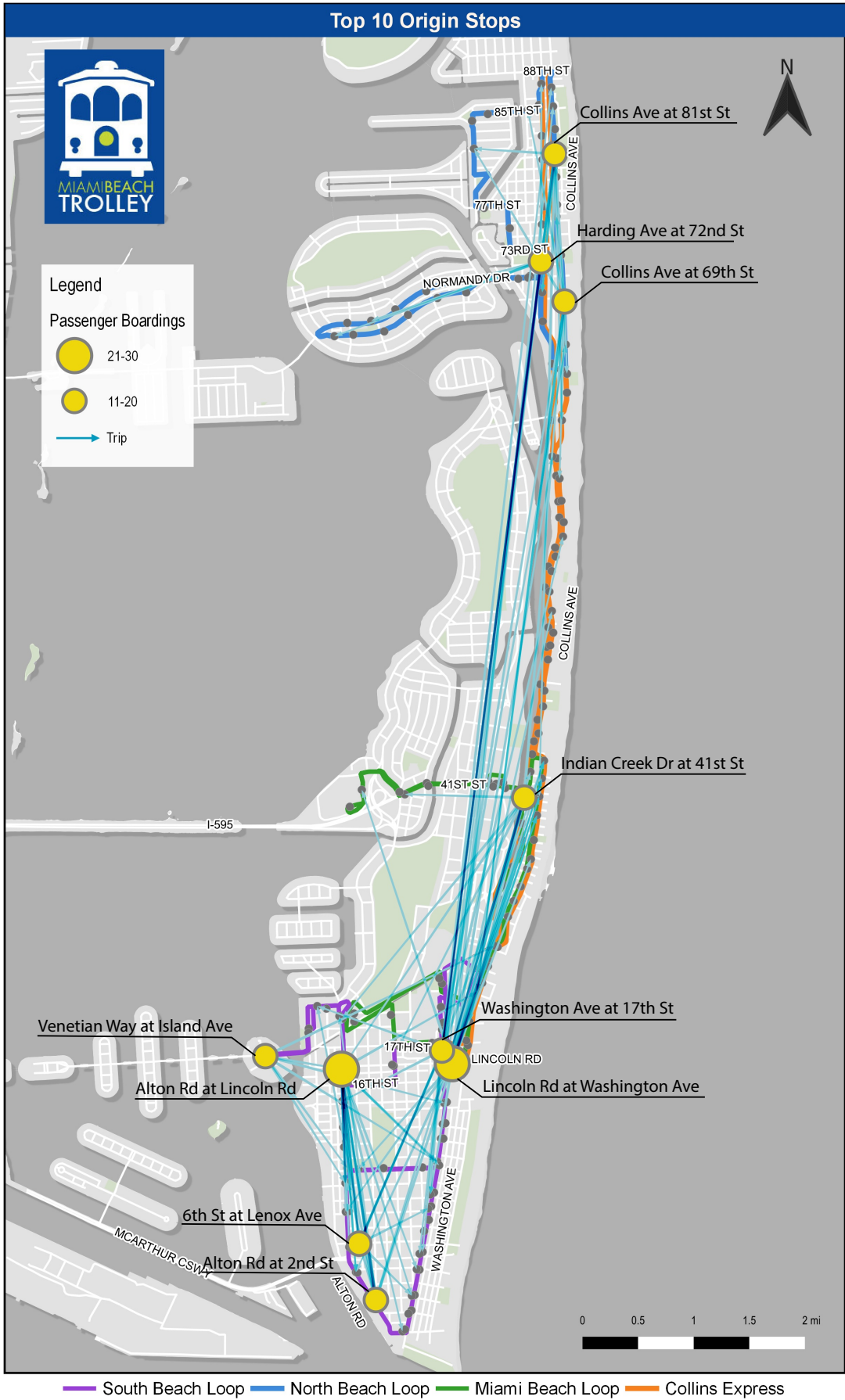
Italian, Polish, and Hungarian and that 22% of participants shared that their household does not have a vehicle indicating the need for robust transit services in the community.

575 unique comments and suggestions were received. The team organized them into multiple categories: routes and stops, drivers, frequency and schedule, capacity, cleanliness and homelessness, trolley design, compliments, wayfinding and App. Many of the comments were positive and many provided constructive criticism. Suggestions included providing a service to downtown Miami, more driver communication with passengers when the trolley is stopped for any length of time, more frequent service, more trolleys on Collins Express to alleviate crowding, better designed trollies with shorter steps and more comfortable seats, and a more environmentally-friendly trolley that represents the aesthetics of Miami Beach. It will be important to consider these comments and suggestions as the City makes decisions about future service.

Of the 146 survey participants who do not use the trolley, their primary mode of transportation is their personal vehicle. The highest-ranking reasons for not riding the trolley include: the trolley not going where they needed to go, trip would be faster by car and because of homeless activity. The non-passengers also stated that they would opt to ride the trolley if it was faster than driving and had more frequent service. Other participants indicated that they would never use the trolley.









## TROLLEY PASSENGER SURVEY • PICKUP AND DROPOFF LOCATIONS



\* Map represents pickup and dropoff locations identified from the Miami Beach Trolley Passenger Survey conducted from October 22, 2019 through November 15, 2019



## ON THE STREET

MARLIN sent a team of four people into the field and covered two routes a day for four hours each day for a total of 14 days over four weeks starting October 22, 2019 and ending November 15, 2019. All of the routes were covered at varying times of day and on different days of the week. Surveys were taken on tablets both on-board and at the trolley stops. The participants were chosen randomly by the survey team.

Prior to the development of the schedule, ridership data and adjacent land uses were analyzed to ensure a balance of riders to include workers, residents and tourists.

A bilingual pamphlet was developed with a QR code link for passengers that preferred taking the survey later and/or sharing the survey. Reusable grocery bags printed with the City of Miami Beach

trolley logo were utilized to encourage persons to take the survey. The survey team collectively observed that it was an effective tool.

Each two-person survey team had at least one bilingual Spanish/English speaker and as previously mentioned the survey was made available in both Spanish and English. Passengers were either asked the questions directly or handed the tablet to take the survey themselves. A total of 733 passenger surveys were taken by the survey team in the field. The survey was also posted online and the City's social media outreach provided a link to the online survey - 507 surveys were taken online.

Utilizing Raosoft online software and based on the daily ridership of each route with a 95% confidence level and 7% confidence interval, the initial goal of 697 surveys was exceeded.





## SURVEY QUESTIONS

The survey consisted of a total of 28 questions including 18 questions for passengers and five for non-passengers with six optional sociodemographic and socioeconomic questions for everyone.

The survey data was collected using Survey Monkey. MARLIN staff compiled the raw data from the four surveys (English onboard, Spanish onboard, English online, and Spanish online) and filtered the data.

# DRIVER INTERVIEWS

Trolley driver interviews were conducted to receive input on the implementation of an effective survey, observed modes of access to the service, Miami-Dade Transit transfers and observed rider profiles. Six interviews were held in total - four interviews were held in person on September 24, 2019, and two were held over the phone on October 4, 2019. The drivers interviewed represented the evening drivers from four routes.

The interview consisted of 26 questions in the following categories: passengers, service, and bus stops/routes/operations. The drivers' experience with the City ranged from two months to five years. Two of the drivers had over 30 years of experience driving buses.

The drivers noted that passengers were diverse including school children, seniors and tourists and they experience approximately 2-6 wheelchairs and from none to six bikes per shift. The drivers indicated that they frequently respond to questions and/or have conversations with passengers. From these interactions they learned that many of the passengers transfer from North Beach and Middle Beach Loops to and from the Collins Express and from the South Beach Loop to and from the Middle Beach Loop and Collins Express. Some riders transfer to Miami-Dade Transit to travel north toward Aventura or to the Airport or downtown Miami. The drivers also listed the multiple reasons

passengers are taking the trolley including work, school, shopping and that the tourists use the trolley to familiarize themselves with the City. Locals are very familiar with the App while tourists also use it after they learn about it.

The drivers suggested some recommendations to improve service including additional trolleys for special events, advertising aimed toward tourists, more trolleys on the Collins Express route, better shade and more seating at stops. One driver mentioned that passenger confusion sometimes arises when there is a trolley stop for another route and his trolley route does not use that stop. Drivers noted that good communication was key to maintain good spacing between vehicles. The issue of how to deal with the homeless when they get aggressive was also brought up as a safety concern for both drivers and passengers.







# CURRENT TRANSIT LANDSCAPE



# BETTER BUS PROJECT

The Better Bus Project, an advocacy-led and community-driven bus system redesign, began in June 2019 with the goal of redesigning the County's bus transit system for ridership growth through creating more effective service, while remaining budget neutral.

The Better Bus Project has presented two concepts to the City of Miami Beach: a coverage concept focusing on high-frequency bus service in the urban core through integration of county and municipal services and ensuring that everyone who currently has access remains within a quarter mile of service, and a ridership concept focusing on maximizing access to jobs and frequent service through reallocation of service from low density areas and low performing routes to high density areas and high performing routes.

The changes proposed for the City trolley service under both concepts assume a wider stop spacing. Recommendations related to the ridership concept include elimination of the 11th Street Loop, Collins Park and Belle Isle segments, in addition to increased frequency on the South Beach Loop.

Also proposed is the elimination of the Middle Beach Loop, increased frequency of service along the Collins Express, with no proposed changes to the North Beach Loop.

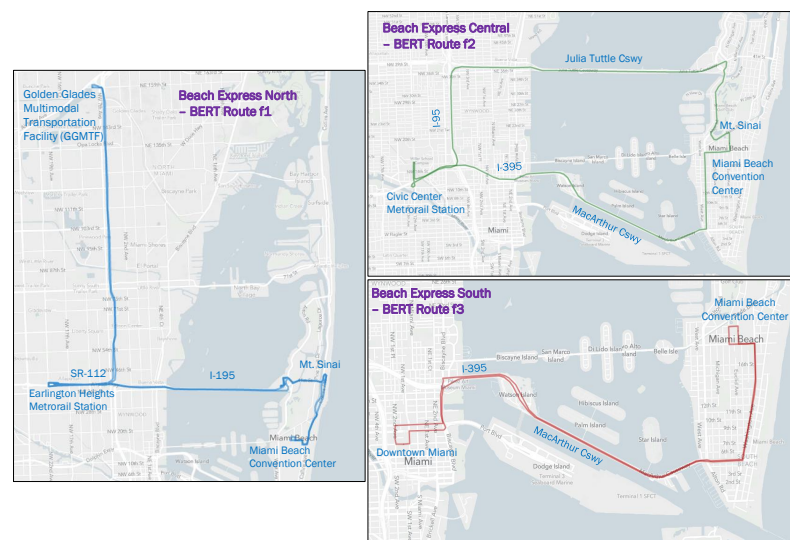
Recommendations related to the coverage concept include elimination of the 11th Street Loop, Collins Park and Belle Isle, in addition to increased frequency on the South Beach Loop. Also proposed are decreased frequency of service and eliminating the segment along 17th Street, Meridian Avenue, Dade Boulevard and 21st Street on the Middle Beach Loop. In addition, increased frequency of service on the Collins Express with no proposed changes to the North Beach Loop.

At the October 30, 2019 meeting, the City Commission adopted Resolution 2019-31073, accepting recommendations of the Neighborhood/Community Affairs Committee and approving the ridership concept of the Better Bus Project, provided that the South Beach trolley service to Belle Isle is retained. The Board of the County Commission is anticipated to vote on the final Countywide plan Spring/Summer of 2020.

## SMART PLAN

The Strategic Miami Area Rapid Transit (SMART) Plan is an infrastructure program of projects aimed at significantly improving transportation mobility in Miami-Dade County and the South Florida Region. The SMART Plan will expand transit options along six key corridors within the region, including the City of Miami Beach.

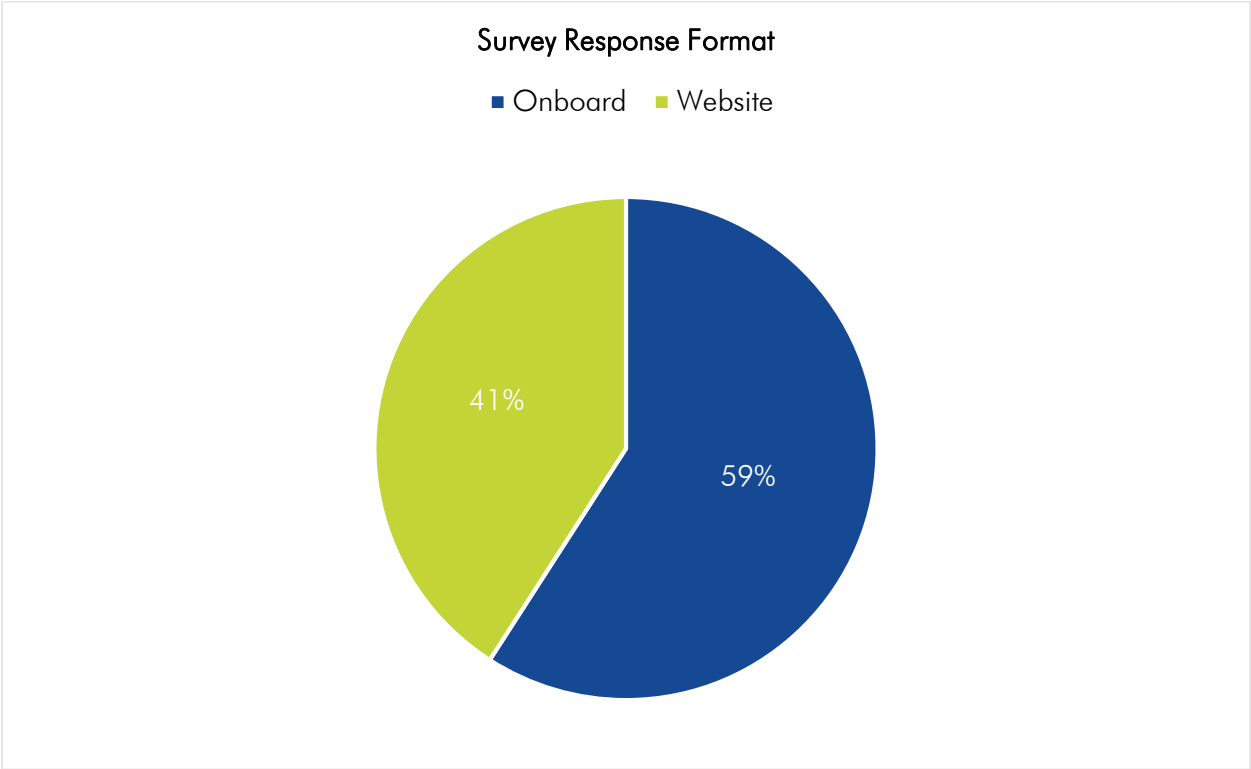
Bus Express Rapid Transit (BERT), with service slated to begin by Fiscal Year (FY) 2023, will connect Miami Beach at the Convention Center to the mainland with three routes: Beach Express North to the Golden Glades, Beach Express Central to the Civic Center Metrorail Station and Beach Express South to Downtown. Longer term, four options are being considered for the Beach Corridor including Monorail, Metromover, Bus Rapid Transit, and Light Rail.





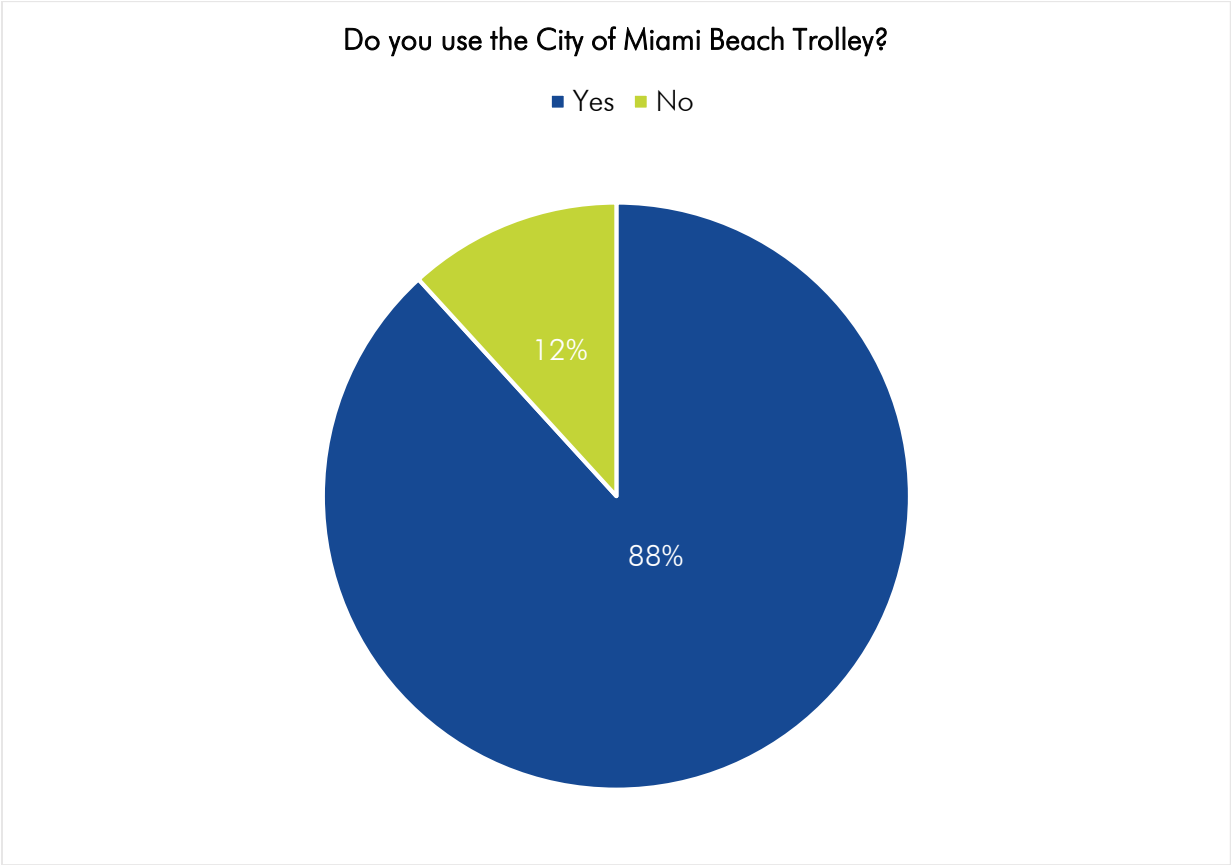
# SURVEY RESULTS

## City of Miami Beach Trolley



Survey Response Format	Frequency	Percent
Onboard	733	59.1%
Website	507	40.9%
Total	1240	100.0%

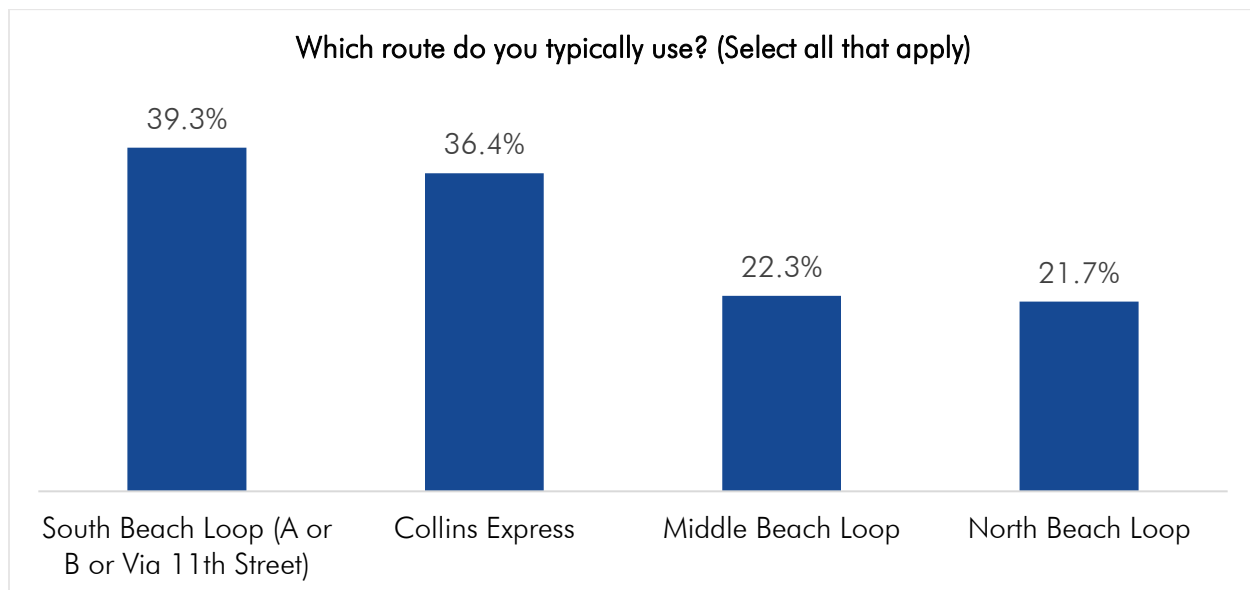
# Q1. Do you use the City of Miami Beach Trolley?



Do you use the City of Miami Beach Trolley?	Frequency	Percent
Yes	1094	88.2%
No	146	11.8%
Total	1240	100.0%



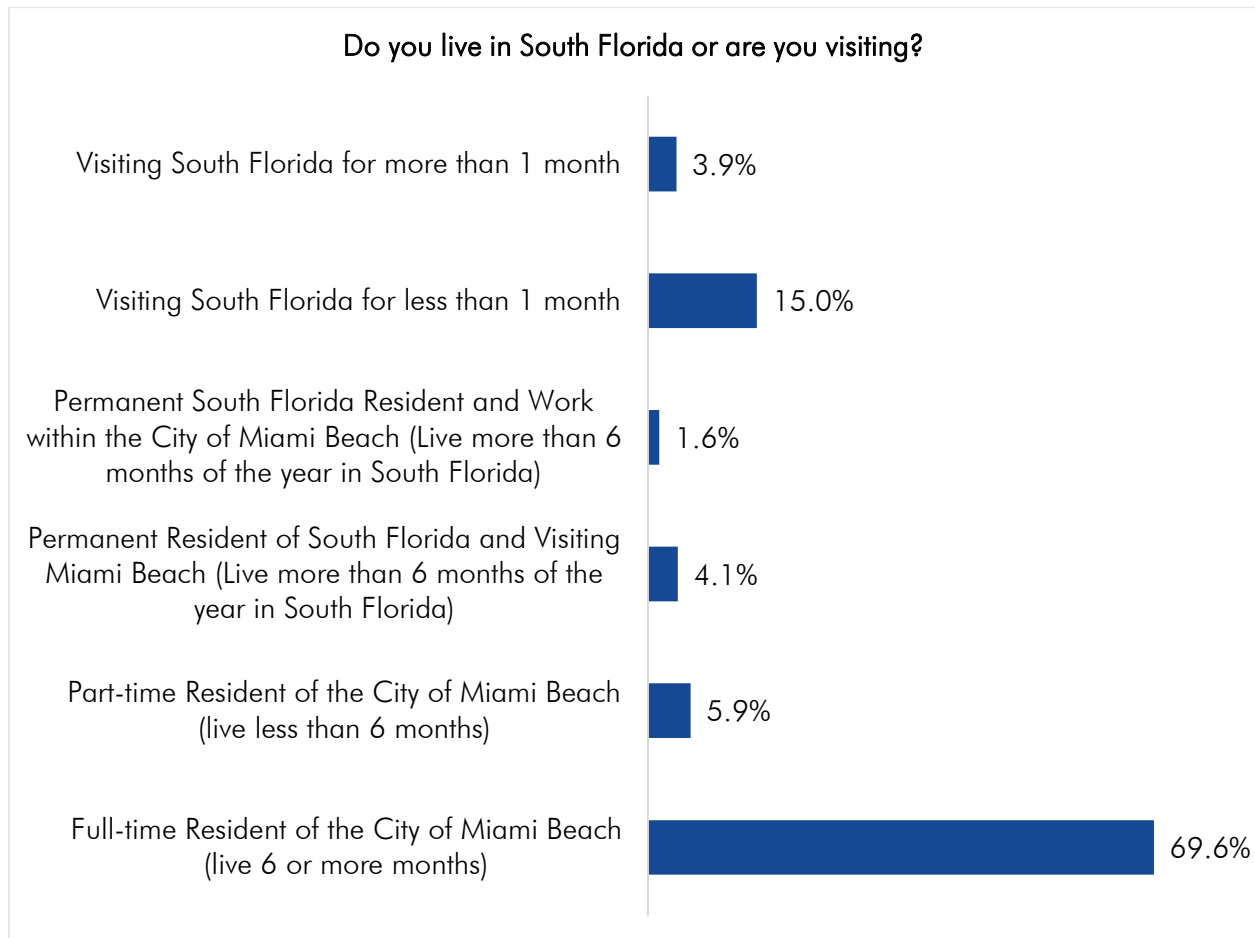
## Q2. Which route do you typically use? (Select all that apply)



Which route do you typically use? (Select all that apply)	Frequency	Percent
South Beach Loop (A or B or Via 11th Street)	487	39.3%
Collins Express	451	36.4%
Middle Beach Loop	277	22.3%
North Beach Loop	269	21.7%

- 334 people responded that they regularly use 2 or more routes, with 94 of those people regularly using 3 routes, and with 35 of those regularly using 4 routes

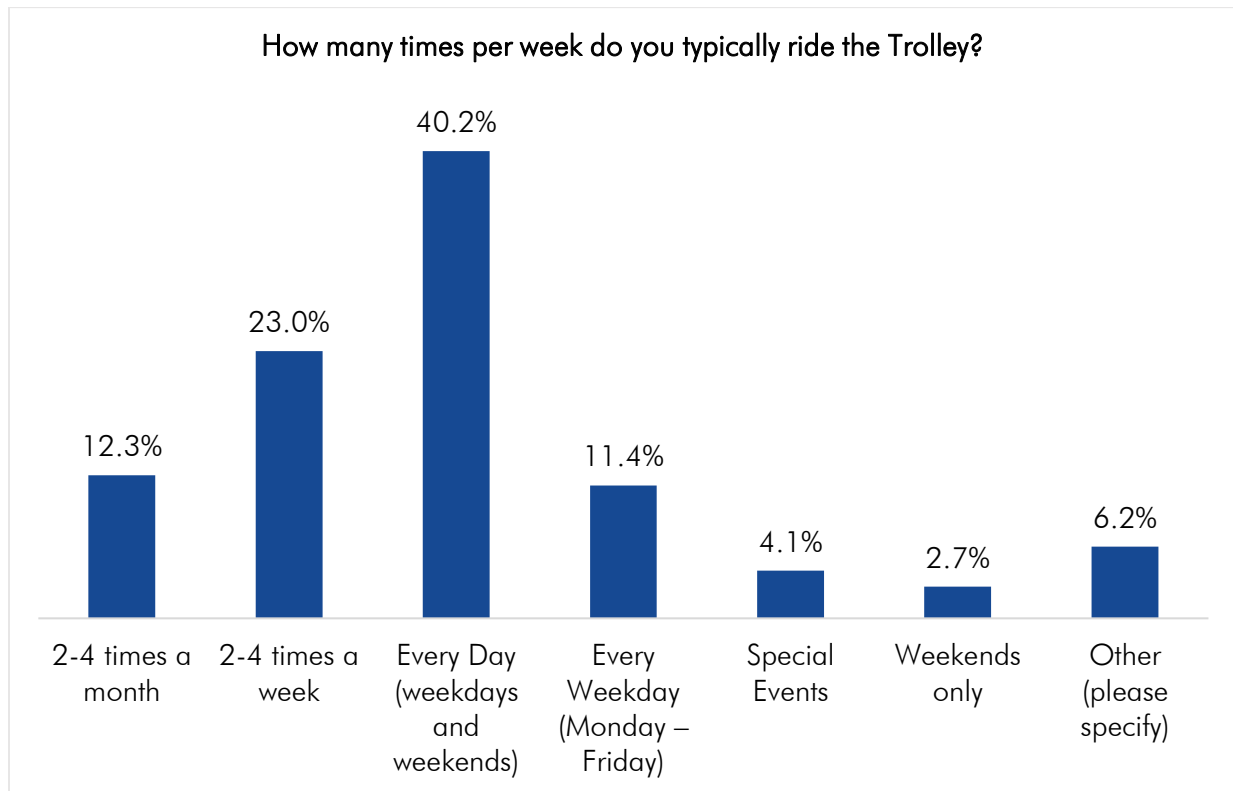
### Q3. Do you live in South Florida or are you visiting?



Do you live in South Florida or are you visiting?	Frequency	Percentage
Visiting South Florida for more than 1 month	40	3.9%
Visiting South Florida for less than 1 month	153	15.0%
Permanent South Florida Resident and Work within the City of Miami Beach (Live more than 6 months of the year in South Florida)	16	1.6%
Permanent Resident of South Florida and Visiting Miami Beach (Live more than 6 months of the year in South Florida)	42	4.1%
Part-time Resident of the City of Miami Beach (live less than 6 months)	60	5.9%
Full-time Resident of the City of Miami Beach (live 6 or more months)	711	69.6%
<b>Total</b>	<b>1022</b>	<b>100.0%</b>



## Q4. How many times per week do you typically ride the Trolley?

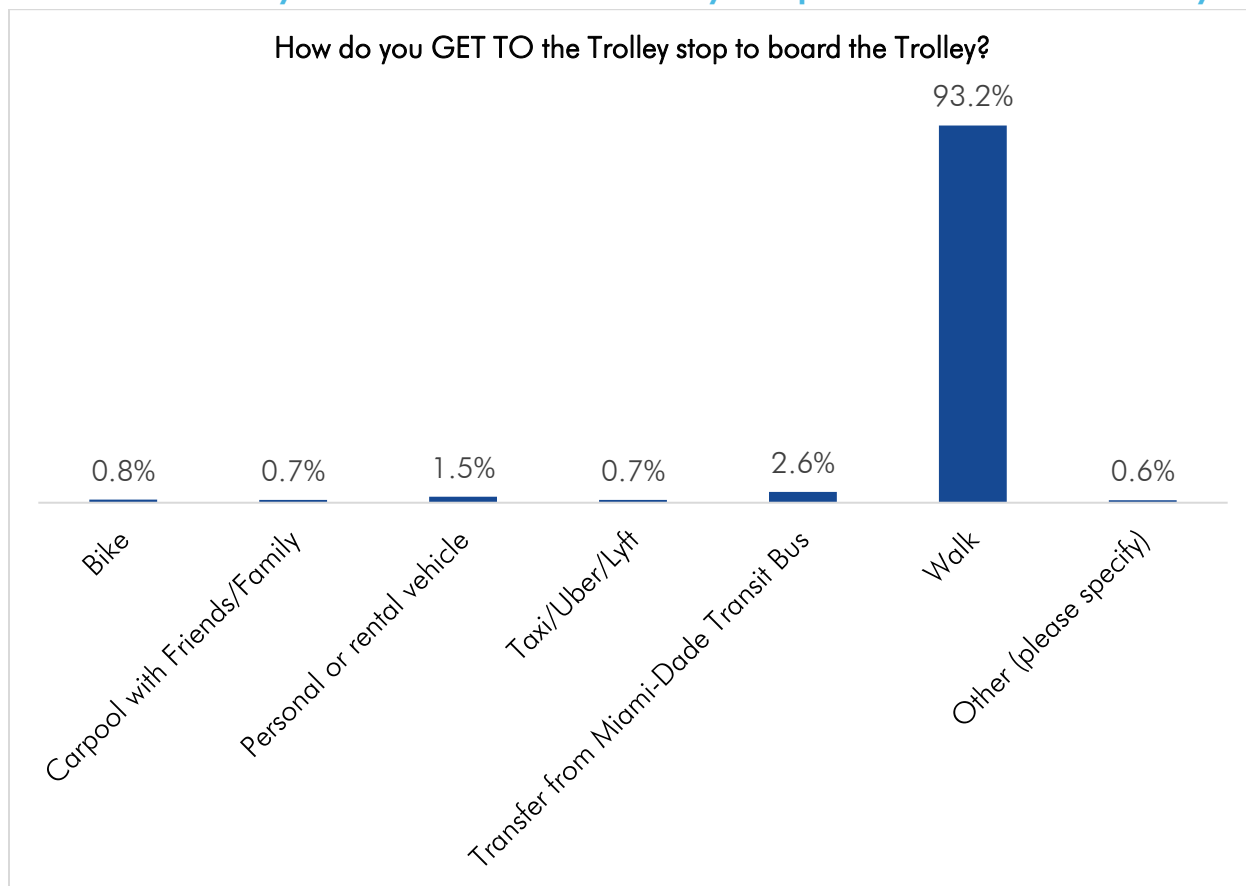


How many times per week do you typically ride the Trolley?	Frequency	Percentage
2-4 times a month	126	12.3%
2-4 times a week	235	23.0%
Every Day (weekdays and weekends)	411	40.2%
Every Weekday (Monday – Friday)	117	11.4%
Special Events	42	4.1%
Weekends only	28	2.7%
Other (please specify)	63	6.2%
<b>Total</b>	<b>1022</b>	<b>100.0%</b>

Other (please specify)	Frequency
First time	16
Occasionally	7
6 times	3
2nd time	2
6 times a year	2
Vacation	2
1-2 times a week	1
1-2 times per month	1
2-10 x per week	1
4 days	1
About once a week	1
Once a month with disastrous experience	1
As a visitor I will travel for four days in the trolley	1
Erratically	1
From time to time when needed	1
I almost don't use because it doesn't go to West Ave	1
Infrequently	1
Just here for vacation	1
Just visiting most of the places in within three days	1
Mt Sinai appointment	1
No longer use as it's difficult for handicapped	1
Once	1
Once during a visit	1
Once every few months	1
Only this trip	1
Randomly, but maybe 4/5 times a month	1
Seldom use it	1
Today	1
Total 6 days we be in Miami so full 6 days we try to use trolley	1
Trolley schedule is the determining factor as I have other choices with Metro Buses	1
Trolley service should be cancelled we use too much of our hard-earned tax dollars on this. our taxes are too high look to save money	1
Twice a month	1
When convenient	1
When I have friends, who don't use a bike.	1
When I have to go park far from where I live 65 Collins and my 4-year-old and I take long ride home	1
When I need to shop for food at Publix on the Bay, I use the "B" loop from South Beach	1
When I'm in town every other day	1



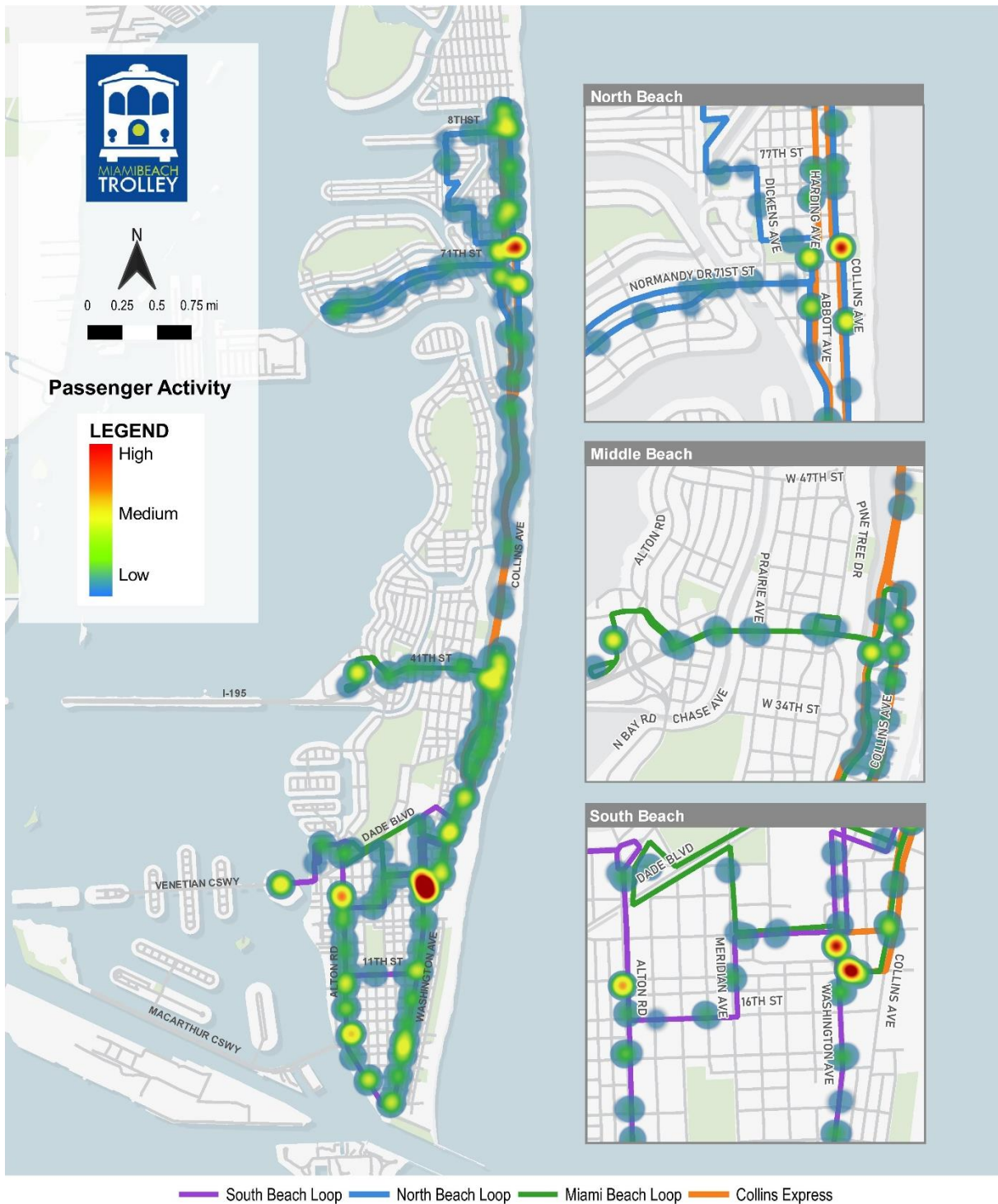
## Q5. How do you GET TO the Trolley stop to board the Trolley?



How do you GET TO the Trolley stop to board the Trolley?	Frequency	Percentage
Bike	8	0.8%
Carpool with Friends/Family	7	0.7%
Personal or rental vehicle	15	1.5%
Taxi/Uber/Lyft	7	0.7%
Transfer from Miami-Dade Transit Bus	27	2.6%
Walk	952	93.2%
Other (please specify)	6	0.6%
<b>Total</b>	<b>1022</b>	<b>100.0%</b>

Other (please specify)	Frequency
First time visit to Florida	2
Skateboard	1
Walk or Skateboard	1
Wheelchairs	1
Trolley	1

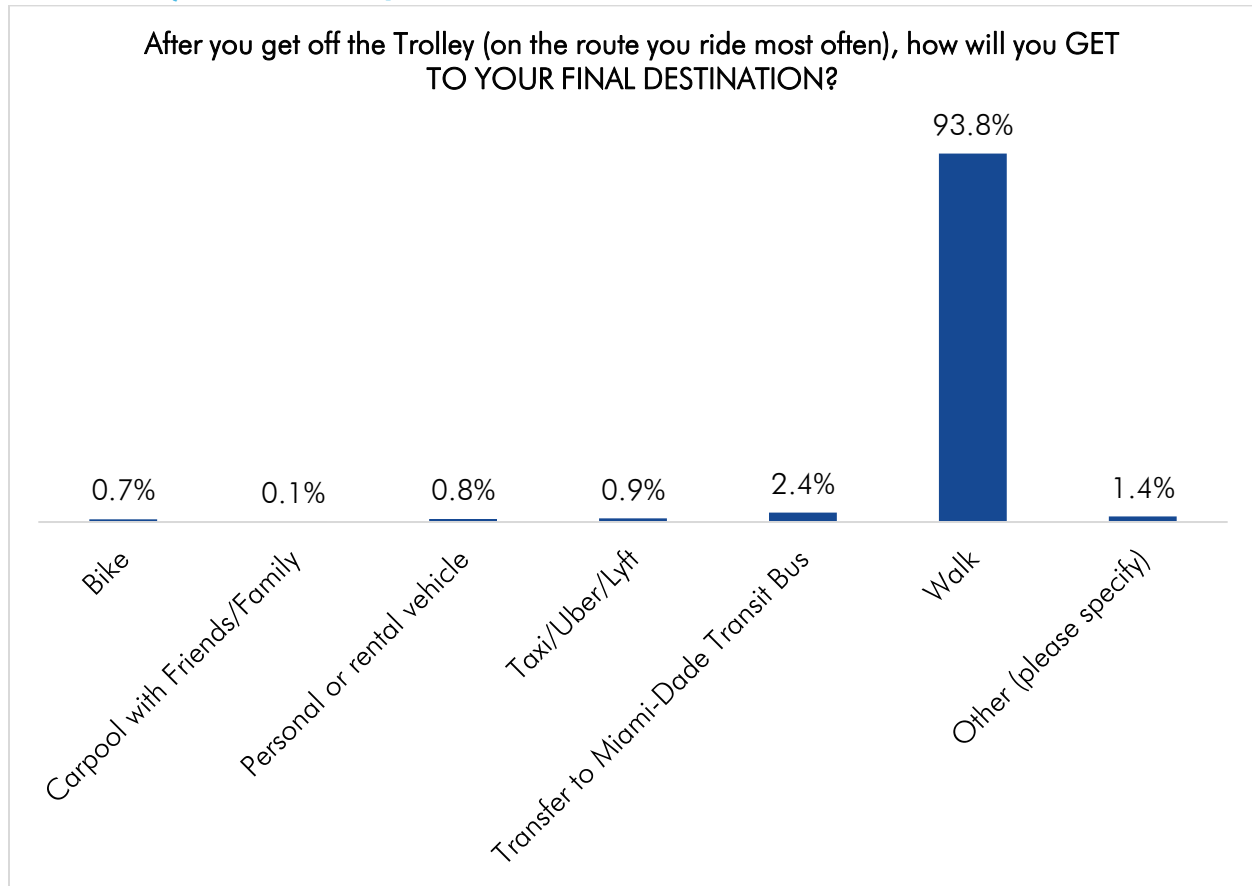
## Q6 & Q7. For the route you ride most often, where does the Trolley pick you up/drop you off?



\* Map represents pickup and dropoff locations identified from the Miami Beach Trolley Passenger Survey conducted from October 22, 2019 through November 15, 2019



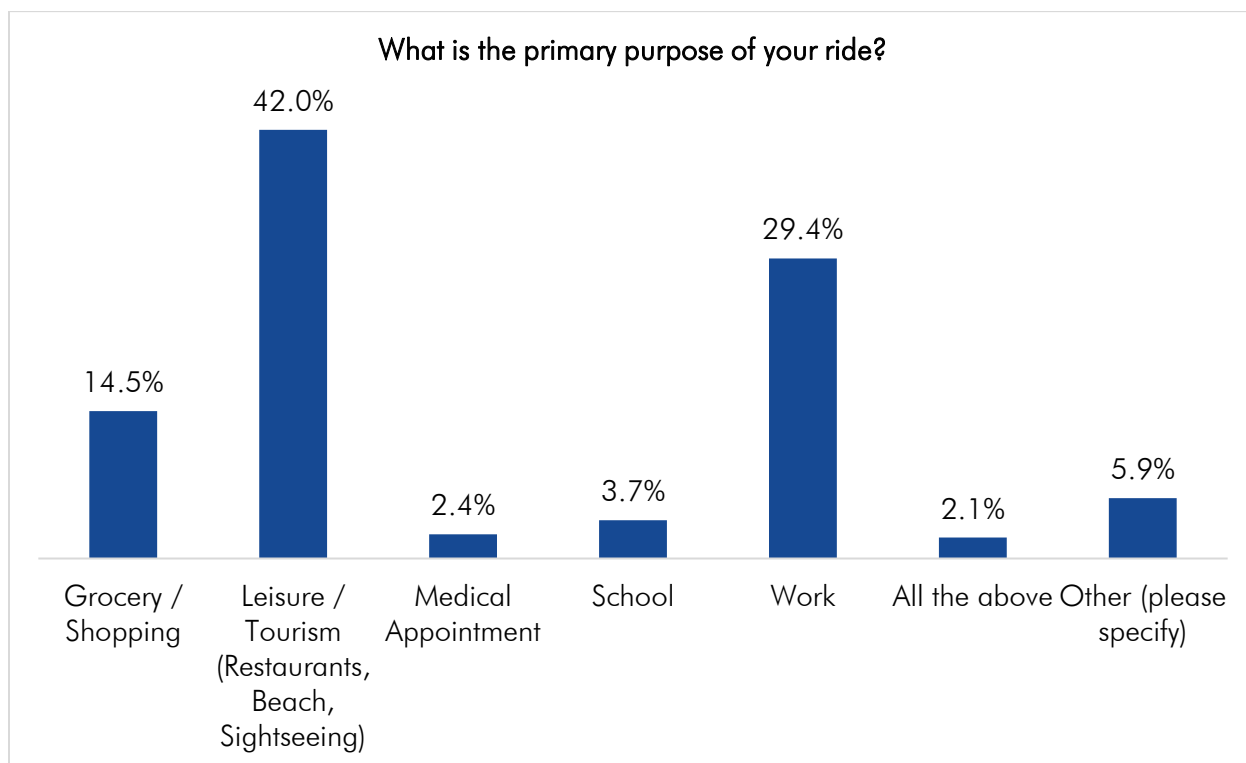
## Q8. After you get off the Trolley (on the route you ride most often), how will you GET TO YOUR FINAL DESTINATION?



After you get off the Trolley (on the route you ride most often), how will you GET TO YOUR FINAL DESTINATION?	Frequency	Percentage
Bike	7	0.7%
Carpool with Friends/Family	1	0.1%
Personal or rental vehicle	8	0.8%
Taxi/Uber/Lyft	9	0.9%
Transfer to Miami-Dade Transit Bus	24	2.4%
Walk	945	93.8%
Other (please specify)	14	1.4%
<b>Total</b>	<b>1008</b>	<b>100.0%</b>

Other (please specify)	Frequency
Trolley	6
Skateboard	1
Triple home	1
I'm there	1
Walk or skateboard	1
Wheelchairs	1
Taxi or walk	1
Walk or it depends on	1
No answer	1

## Q9. What is the primary purpose of your ride?



What is the primary purpose of your ride?	Frequency	Percentage
Grocery / Shopping	147	14.5%
Leisure / Tourism (Restaurants, Beach, Sightseeing)	427	42.0%
Medical Appointment	24	2.4%
School	38	3.7%
Work	299	29.4%
All the above	21	2.1%
Other (please specify)	60	5.9%
<b>Total</b>	<b>1016</b>	<b>100.0%</b>

Other (Please Specify)	Frequency
Life	10
Visiting family/friends	3
All not school	2
Banking	2
Afterschool activities	1
Appointment/visits to friends, class	1
Both work and leisure	1
Community resources	1
Commuting	1



Depends	1
Different beaches and shopping or entertainment	1
Drop kids off	1
Errands	1
Everyday Life	1
Fun	1
Getting around	1
Going home	1
Gym	1
Hair salon, visiting friends	1
Homeless	1
I run north and then take trolley back. Workout	1
leisure, grocery, bike riding, appointments	1
Library	1
Lincoln road shopping	1
Local transportation to avoid car usage	1
Many reasons library other	1
Move around for transfer	1
My first idea to use the trolley was for sightseeing and leisure, then I found it indispensable when I needed to visit a family member in the hospital and now I use it when I need to make several short trips around my home to do errands, instead of using the car.	1
My kid loves it, we also use it when the place we are heading doesn't have parking space available	1
My son lives there ... I spend a lot of time with him ...	1
not parking in s. beach	1
Parking space	1
Relaxing, work and leisure	1
Religious services	1
Ride	1
Senior center	1
Shopping and life	1
Shopping, going to events, meetings, Lincoln Road, and the library	1
South Beach Victory Garden	1
Take daughter to Pre-K and home	1
Take my son to swimming class	1
To pick up a car at National Car Rental	1
To pick up my kid	1
Transportation	1
Usually going to city hall	1
Visit the north Shore park	1
whatever	1

# SATISFACTION WITH THE TROLLEY

Q10 – Q12. How satisfied are you with the overall SERVICE/ RELIABILITY/ FREQUENCY of the Trolley?



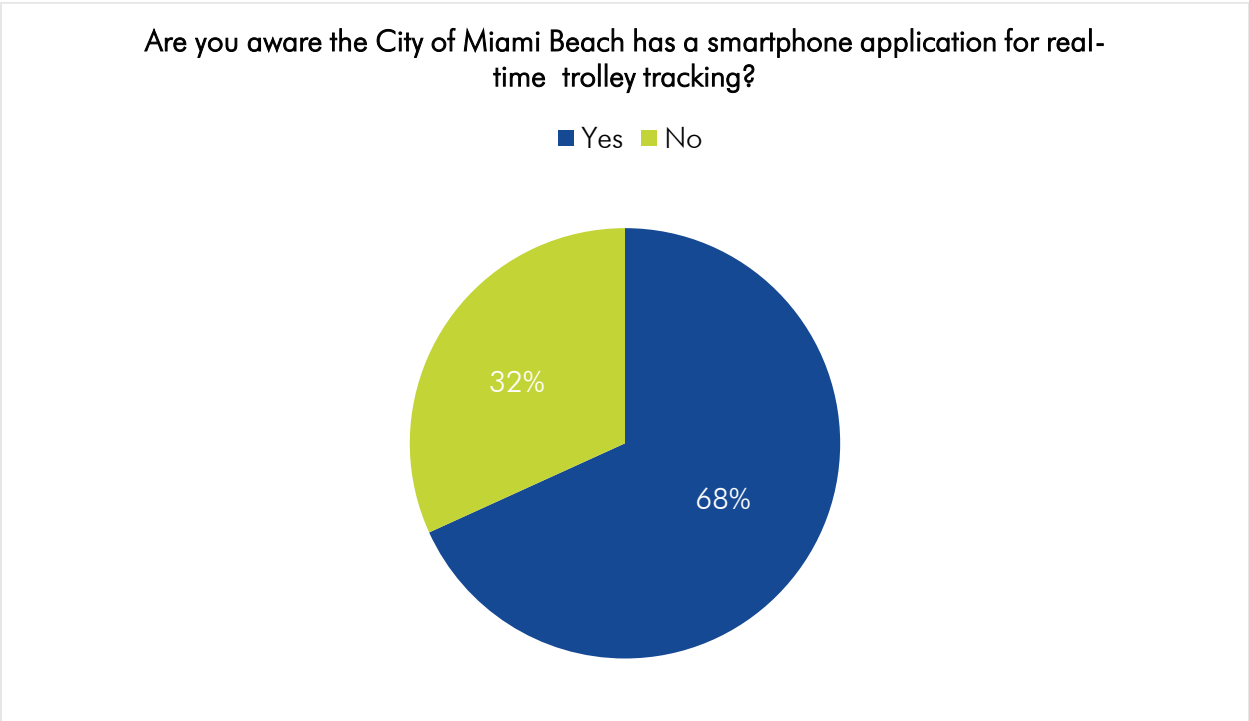
Passenger's Satisfaction	SERVICE		RELIABILITY		FREQUENCY	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
Very satisfied	503	49.4%	440	43.4%	297	29.1%
Satisfied	363	35.6%	376	37.1%	396	38.9%
Neither satisfied nor dissatisfied	78	7.7%	111	10.9%	159	15.6%
Dissatisfied	51	5.0%	68	6.7%	136	13.3%
Very dissatisfied	24	2.4%	19	1.9%	31	3.0%
<b>Total</b>	<b>1019</b>	<b>100.0%</b>	<b>1014</b>	<b>100.0%</b>	<b>1019</b>	<b>100.0%</b>

- 85.0% of the responders are satisfied with the overall SERVICE of the Trolley
- 80.5% of the responders are satisfied with the overall RELIABILITY of the Trolley
- 68.0% of the responders are satisfied with the overall FREQUENCY of the Trolley



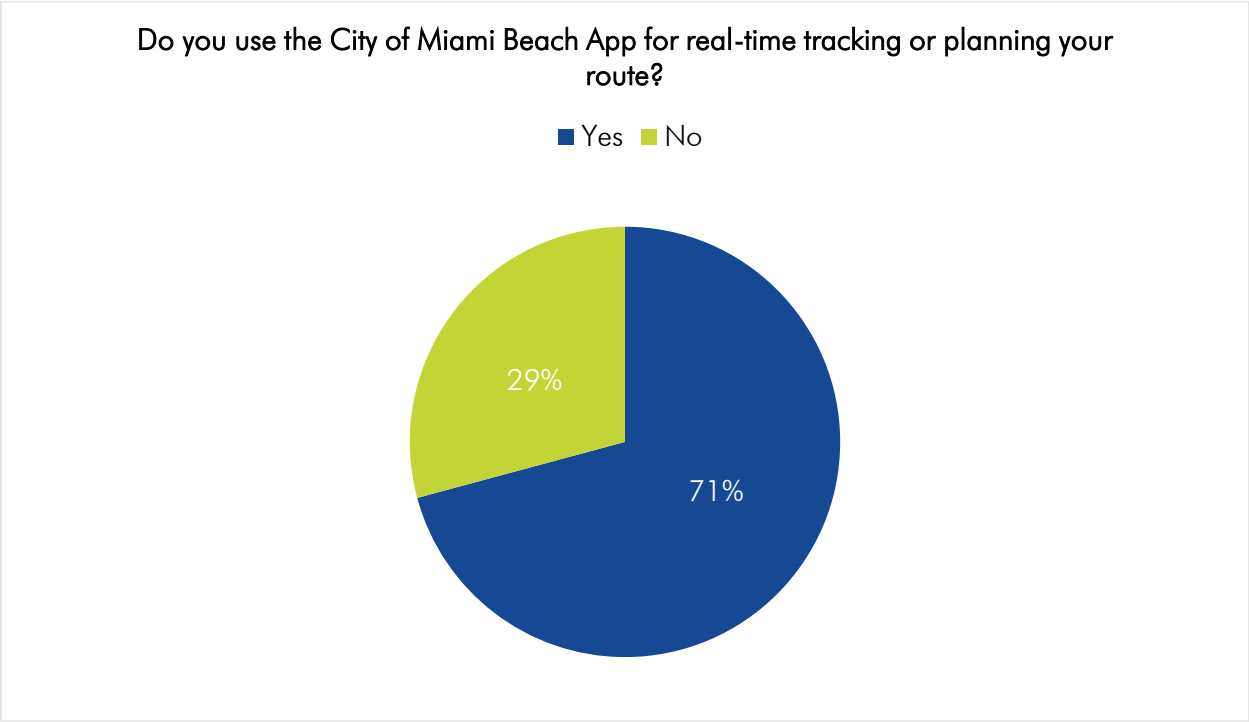
# TROLLEY APP

## Q13. Are you aware the City of Miami Beach has a smartphone application for real-time trolley tracking?



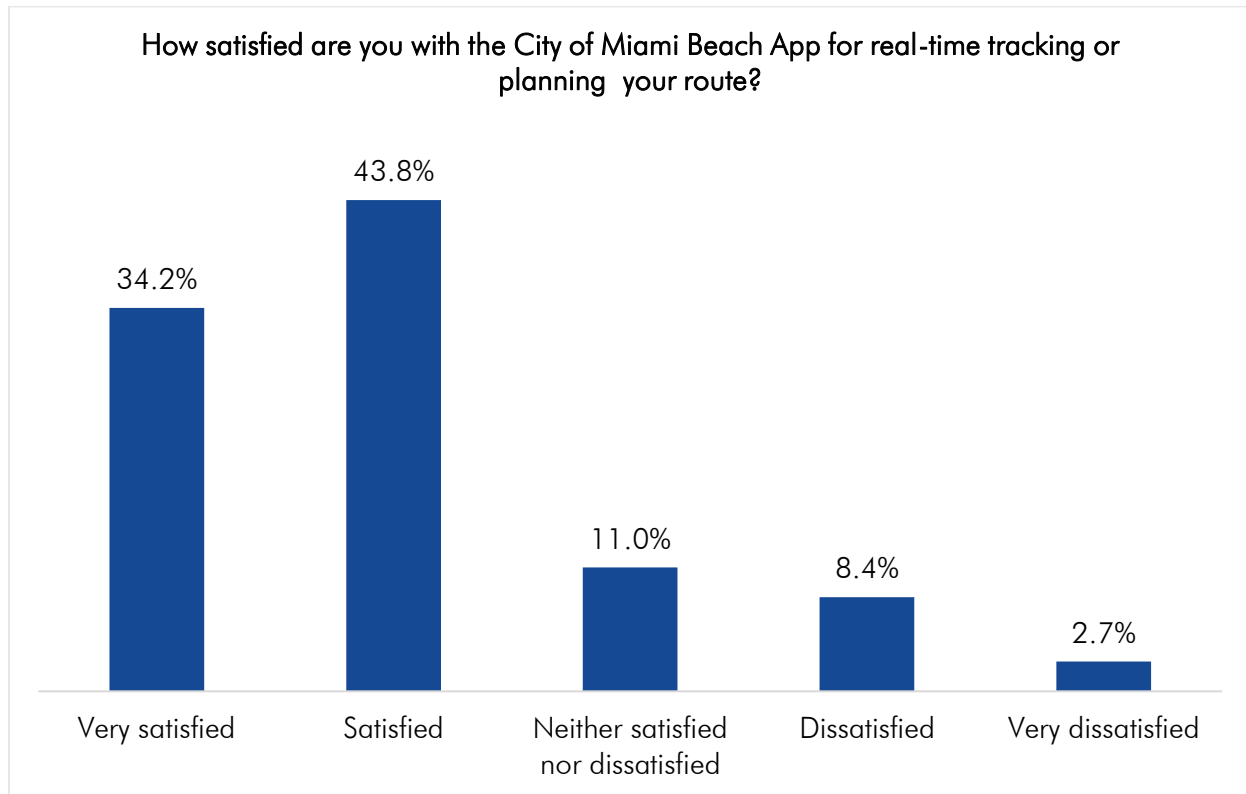
Are you aware the City of Miami Beach has a smartphone application for real-time trolley tracking?	Frequency	Percentage
Yes	695	68.2%
No	324	31.8%
Total	1019	100.0%

Q14. Do you use the City of Miami Beach App for real-time tracking or planning your route?



Do you use the City of Miami Beach App for real-time tracking or planning your route?	Frequency	Percentage
Yes	490	70.8%
No	202	29.2%
Total	692	100.0%

## Q15. How satisfied are you with the City of Miami Beach App for real-time tracking or planning your route?

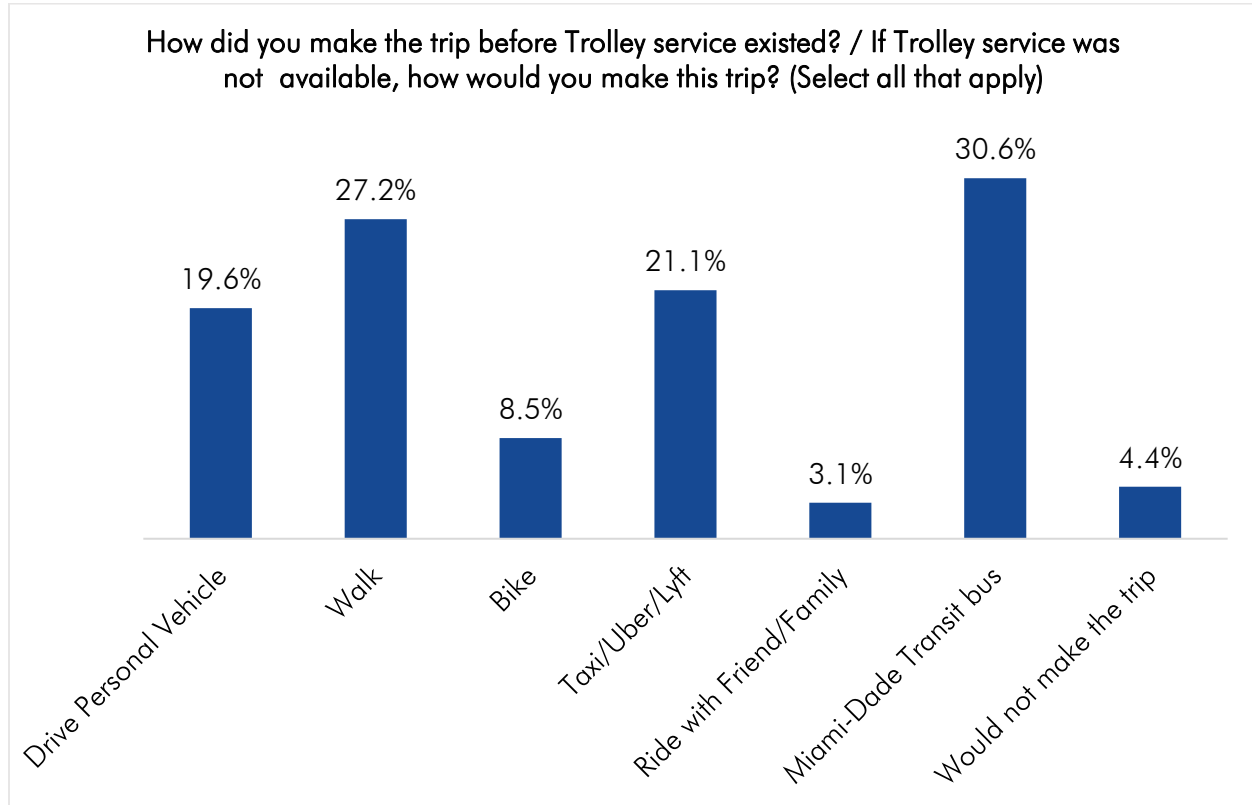


How satisfied are you with the City of Miami Beach App for real-time tracking or planning your route?	Frequency	Percentage
Very satisfied	167	34.2%
Satisfied	214	43.8%
Neither satisfied nor dissatisfied	54	11.0%
Dissatisfied	41	8.4%
Very dissatisfied	13	2.7%
<b>Total</b>	<b>489</b>	<b>100.0%</b>

- 78% of the responders are satisfied with the City of Miami Beach Smartphone Application for real-time tracking of the Trolley



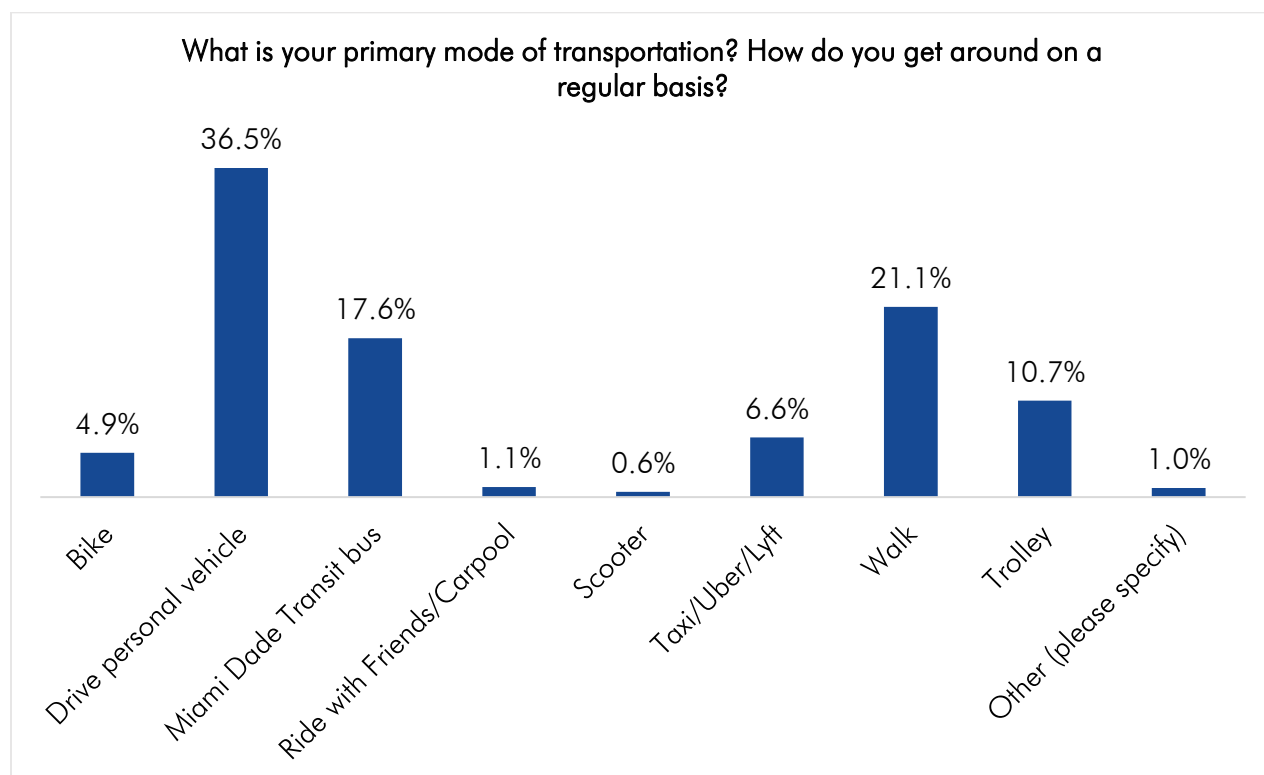
**Q16. How did you make this trip before the Trolley service existed? / If Trolley service was not available, how would you make this trip? (Select all that apply)**



How did you make this trip before the Trolley service existed? / If Trolley service was not available, how would you make this trip? (Select all that apply)	Frequency	Percentage
Drive Personal Vehicle	243	19.6%
Walk	337	27.2%
Bike	106	8.5%
Taxi/Uber/Lyft	262	21.1%
Ride with Friend/Family	38	3.1%
Miami-Dade Transit bus	380	30.6%
Would not make the trip	55	4.4%
Other (Specify)	38	3.1%

Other (Specify)	Frequency
South Beach Local – Quarter (\$0.25) bus	11
Hotel reception	2
A	1
A great service called the South Beach Local (which used to be called the Electro wave)	1
Before we had 2 options: the local bus and the trolley that would go up and down on We	1
Bus and trolley	1
Didn't live here	1
Do the same errand out of the area, where parking is easier	1
Electro wave Bus	1
First time	1
First time	1
Freebie	1
I do not drive anymore so I would need to depend on family	1
I used to use the West Ave route and the South Beach Local was super helpful	1
In Miami yes, I use taxi or bus. But Florida other cities prefer to rent a vehicle	1
Local bus	1
Local Bus 25 cent fair, please bring it back!	1
Miami Beach Local 25 cent bus	1
My car	1
Na	1
R	1
Rental	1
Scooter	1
Was not here before trolleys	1
Wasn't living here	1
West Ave bus	1
West Ave free trolley	1
Wheelchair	1

## Q17. What is your primary mode of transportation? How do you get around on a regular basis?



What is your primary mode of transportation? How do you get around on a regular basis?	Frequency	Percentage
Bike	49	4.9%
Drive personal vehicle	365	36.5%
Miami Dade Transit bus	176	17.6%
Ride with Friends/Carpool	11	1.1%
Scooter	6	0.6%
Taxi/Uber/Lyft	66	6.6%
Walk	211	21.1%
Trolley	107	10.7%
Other (please specify)	10	1.0%
<b>Total</b>	<b>1001</b>	<b>100.0%</b>



Other (please specify)	Frequency
Depend upon family	1
Depends on distance so either drive or walk	1
Girlfriend drives	1
Not from here	1
Public transport and uber	1
Rental Car	1
skateboard	1
Visitors	1
Walk, Skate or Uber (depending on length of	1
you need to allow for several answers. bus/	1
<b>Total</b>	<b>10</b>

## Q18. Do you have any feedback or suggestions to improve the Miami Beach Trolley?

### Routes and Stops

64 RESPONSES

1. Go to downtown
2. Please create an Alton Road route from Mount Sinai down to Lincoln Road. Also have the drivers' rest stops at the end/beginning of each loop and not at random stops.
3. Keep trolley on Belle Isle.
4. Change route; get rid of inefficient 11th Street routes. Too many stops by 20th Street. The stops are too close to one another.
5. The trolley has too many stops making the ride take a very long time. I love having a pick up / end point in Belle Isle. That is very important.
6. It needs to link South Beach with the mainland Miami.
7. Eliminate the 11th Street cross over and trips to Belle Isle to increase frequency of service.
8. More stops.
9. Middle Beach Loop has many turns on the north bound direction. Please make the route more direct.
10. Fine tune routes. Stop at Lincoln road on South side of Alton.
11. More different loops.
12. Change the routes.
13. Trolleys for other routes.
14. Need North Beach route to go further north.
15. It would be good to have a trolley that takes you on the other side of the bay, I know it is two different cities but can't Miami Beach agree with Miami and have a trolley that cross over too and connect with the other trolleys?
16. Need a connection to downtown Miami.
17. Would like to see the old South Beach Local route put back in service. It was more direct to the beach and supported the needs of permanent residents, rather than focused on getting tourists to Lincoln Road.
18. Mid Beach Trolley needs to be expanded. It should service Alton Road. Mid Beach is underserved by the Trolley. I feel that Mid Beach is the neglected sector of the city.
19. Moving the stops from West to Alton is counter-productive.
20. Route that runs the entire length of Miami Beach from North Beach to South Pointe without having to change trolleys.
21. Stops are too close, makes them slow. Improve the routes. Why the "U" up to 42nd Street on Middle Beach west?
22. Eliminate the 9th Street stop B loop. Eliminate one of the three loops going to Belle Isle.
23. Definitely keep the local circulators. I used to live in South Beach and used the local shuttle often. It's a great way to get around and I've always seen lots of residents use it (maybe not so much around Washington Avenue). May want to work with the county on the connector route from north to mid to south.

24. I'd like to have a route that goes from Alton and 16th stop, right on 17th and down to Washington. Then loop back up to Fifth Street shops, then back on Alton towards 16th.
25. Wish it was easier to get from the west side to the east side without having to go south or north first.
26. Also, there should be more areas that it runs.
27. Please don't cut service to Collins St Library. Most of the time trolley frequency is OK, would like to see less time to wait.
28. Collins Express is better and more reliable.
29. Please have trolley run along Pinetree Drive near 28th Street since the 115 and 117 routes have been discontinued.
30. Can you coordinate the connection points of the trolleys so the transfer wait time is less and travel smoother? Thank you.
31. Keep the Venetian stops and add one by Trader Joes somewhere.
32. Extend Middle Beach route to new Trader Joe's and Publix by the Bay stores.
33. Needs a better schedule. Not enough service on high use South Beach Loops A and B. Get rid of hardly used 11th Street crossover because it's a waste of taxpayer money.
34. I would use the trolley much more if there was a true express route from north beach to south beach like it existed before. Now it takes too long and is not worth the aggravation.
35. Yes there should be a shorter service from the area by the 80th Collins and going around the fountain back to Indian Creek to turn to 65 Collins.
36. I live on Belle Island; why must I go to Publix instead of going south on West Avenue like the route used to?
37. We need something similar to the South Beach Local route. That goes through West Avenue. There are more residents, hotel and restaurants on West than Alton.
38. Cross into North Bay Village.
39. Keep the Belle Isle trolley service.
40. South Beach Loop should separate the portion to Sunset Harbour and Venetian as a separate route to make the South Beach Loop move faster.
41. It would be great if it went further north to 130th Street.
42. Add Pine Tree Drive to route.
43. Rename the Alton Road - 16th Street stop. Call it the Alton Road - 16th Street/Lincoln Road stop. It's confusing the way it is, especially for tourists.
44. Needs to go Middle Beach Alton Road side.
45. Have a trolley go to Government Center downtown Miami.
46. A north bus stop by Surfside.
47. The routes make no sense. Make it direct. I don't mind walking more as long as it gets me there faster.
48. The looping around certain neighborhoods adds too much time to get places. I would rather have more direct routes and change trolleys.
49. North Beach trolley isn't not reliable.
50. It shouldn't have many frequent stops.
51. Add stop shelter on Alton and 4th going north. Trolley should go to Scott Rakow Youth Center.
52. More stops.



53. Be sure to keep the 11th Street crosstown route - it has been the missing piece of the system up to now!
54. There should be a route connecting middle beach to south beach, Youth Center, the library, 41st Street, etc.
55. Need trolley for Venetian Islands.
56. Connect it to the City of Miami with a stop at the Omni / Adrienne Arsht Metromover Station.
57. They should make a route going all the way from South Beach until the end of North Beach, without the need to transfer.
58. We need a bus stop in Collins Avenue and 83rd Street for Collins Express.
59. They should extend the Collins Express until 94th Street near Publix.
60. Route goes into residential too much. It should stay on main roads for faster transportation. The frequency could be better.
61. The service is good in general terms. But the Middle Beach Loop is a mess. Drivers stop for too long in each bus stop and you lose too much time.
62. More bus stops.
63. The trolley tends to stop way too many times during a route creating a very slow commute time. Literally a ten minute drive turns into a forty-five minute trolley ride. Also, the Collins express has way too many stops. Collins express trolley tends to stop at stops that are not intended for the Collins express trolley. The commute time from north to south is so long (an hour or more) that I would never take it to work or time-sensitive events.
64. Improve routes to better connect.

## Drivers

### 69 RESPONSES

1. Drivers should obey stop lights. They run yellow and red lights every single day. One of these days they are going to hit someone.
2. Get better drivers! They either don't speak any English, are horrible drivers, and/or have a bad attitude...
3. More drivers that care about the passengers. Drivers aren't letting the passengers out on their stop or not picking up at the stop. The slow driving of fifteen miles per hour makes me late for work. Please focus more on efficiency of the drive and purpose - going to destination and picking up passengers.
4. Also, the drivers will sometimes pass you, and not stop at the station. This has happened to me several times.
5. Hire friendlier drivers.
6. Drivers should know their route.
7. Yes, the one time I took the trolley the driver got off the bus and waited about twenty minutes before returning. I think there was an issue with the air conditioning but he never said a word to the passengers. He just got off the bus, stood on the sidewalk, and started using his phone. The guests didn't know what to do. We just waited and waited. Some got off and left. While it certainly wasn't his fault if there was a problem, he should have informed the guests as to what was going on. Many guests got off and entered a trolley that pulled up behind us only to have to re-board our trolley in hopes it would start again. Eventually, it did.
8. Some drivers are abnormally slow and stop at every stop even if no one is there or getting off

9. Train the drivers to have better communication and customer service skills.
10. Trolley drivers need to be better trained. Fluent English should be mandatory for all drivers. Tourists are constantly asking questions about the system and either not receiving an answer or receiving erroneous information.
11. Most of the trolley drivers are extremely friendly and helpful to riders, which is expected, and I have no complaints about this aspect of the service. However, you have too many drivers that simply cannot communicate sufficiently in English to answer basic rider/tourist questions (I speak Spanish and some drivers have difficulty communicating in both languages). Then you have a few drivers that drive so slowly that it's not practical for me to board as I could walk to my destination quicker, and I have reported this previously through the app. There are unfortunately two or three drivers which in my opinion pose a threat to the safety of pedestrians and vehicular traffic in general.
12. Some drivers jerk too much and do not lower step.
13. Insist drivers pull up to curb.
14. How come the drivers need to stop for a fifteen minute smoke break? I took the trolley today and it will stop for four minutes every three bus stops. It took us almost one hour from North Beach to Lincoln Road. The trolley arrived to Lincoln Road at 6:35 pm. Then, why does it stop in the middle of the street instead of approaching the sidewalk? Stopping the entire traffic for nothing.
15. Drivers take ten minutes on the stops, especially the North shore at 7:00am in Biarritz Drive.
16. Drivers should be more considerate of older passenger walking with canes, such as lowering the step for them when boarding. Also picking up more passengers when the trolley is already full. There is no more space. Need more trolleys in the South Beach Loop to run later than 12:00am.
17. Drivers can be rude.
18. Bus drivers should wait a little longer, sometimes bus stops are short.
19. Drivers need to stop holding up traffic so much by driving so slowly in lanes trying to move.
20. Sometimes the drivers drive too slow on Collins Avenue, interrupting the normal flow of traffic for other vehicles.
21. Better drivers.
22. More friendly drivers.
23. More English speaking drivers.
24. Some drivers are great and others drive way too fast, aren't safe, and don't stop for passengers. I have had to flag them down to stop and sometimes they won't stop and I have a small child. Thank you.
25. Employ nicer drivers. Some of them are very rude.
26. Teach the drivers to smile!
27. Drivers need a promotion.
28. Drivers should wait until passenger is sitting down to start moving the trolley.
29. Service is erratic. Drivers do not seem well trained and many do not speak English.
30. Drivers should have some capability of speaking English.
31. Sometimes the driver drives fast and it catches up with the previous trolley for the same route.
32. Drivers drive too slow. At least keep pace with the buses!
33. Teach the drivers to keep a general distance between trolleys and not have them all bunched up at times. Plus the drivers are constantly getting off at both Publix stops and holding up the

route for extended periods. It's unacceptable. If they need to stretch and use facilities then hire one or two more drivers. Let there be a rotation where the drivers get off for a scheduled break with another driver waiting to resume the route.

34. Hire only drivers with a good level of English.
35. More polite drivers. In South Beach all drivers should speak English to be able to understand and help tourists.
36. Professional drivers and faster service.
37. Make sure the drivers can get along in English to help tourists.
38. For some of the drivers to not push the brake so hard. Some of the other riders were getting car sick.
39. Drivers need to know more about operation of vehicle and need more air conditioning in the summer.
40. Many of the drivers have an inappropriate comportment. The way they respond to passengers shows they have no idea of customer service. They're the image of the City of Miami Beach. On some occasions I have seen how rude they are with disabled people.
41. Some of the trolley drivers drive extremely slow, making the trip excessively long.
42. Encourage drivers to be more friendly, pleasant and courteous. Drive more slowly over rough roads.
43. Yes. Some drivers don't stop when latch is pulled.
44. Make the drivers wait when they see people trying to make the trolley. Several times I have had the driver take off when I was steps away. I have even chased it on foot with no success. This is my main reason to avoid the trolley. Bad vibes.
45. Train your drivers on how to deal with unruly passengers. Several months ago I was repeatedly called a "nigger" by another passenger. The driver did nothing until I and other passengers demanded that she be removed. I wrote to Miami Beach about this and never received a response. Such behavior should not be allowed.
46. Also better customer service oriented drivers with neat appearance.
47. Hire professional drivers and not drug addicts, drivers who don't even know where the stops are, and the chain smokers that you've got now. This is the very bottom of the bus driving profession. Be responsive to passenger's complaints because you currently are not. And stop that ridiculous 15 minute smoke break that can be anywhere. It leaves people stranded. Buy real and decent vehicles because currently they're ridiculously uncomfortable, unergonomic, and dangerous. Make tourists pay at least one dollar!
48. Some drivers don't respect traffic laws.
49. Training the drivers in good customer service. And make sure they know English.
50. I understand the drivers need breaks, but perhaps you could list when they are due for their break or have them announce it rather than rudely stopping and getting off the bus without notice.
51. My first experience the trolley driver stopped twice within ten minutes for over twenty minutes total and wouldn't finish her route because her shift was done. The trip took twice as long. Many tourists were confused and it wasn't professional. She should keep driving or time it better.
52. Monitor the drivers more. My husband had five broken ribs from an aggressive trolley driver. And there are too many homeless on board.

53. Yes your time table for drivers suck, your too slow and your drivres slow and don't speak English
54. The drivers are allowed to stop anytime and usually spend over ten minutes at Publix. Their stops should be more scheduled in order to not affect ridership.
55. Driver talk too much.
56. Friendlier drivers.
57. Better drivers.
58. Drivers can be rude.
59. Please address rude drivers. When customers need answers to questions, such as directions, I've noticed that some drivers seem unwilling to help. Bad attitude.
60. Sometimes drivers take long time to commute and the timings are uneven.
61. Driver stop for longer than necessary.
62. Sometimes the driver doesn't stop.
63. Drivers are mostly incompetent. They allow the homeless to sleep on the trolley, but not all are bad.
64. Drivers aren't safe. They run red lights on the regular and make dangerous right on red turns with pedestrians crossing, cutting them off. They also speed through resident neighborhoods. It's only a matter of time before someone gets hit by one of these trolley drivers and the city gets sued. Drivers need to be taught to drive safely and to yield to pedestrians.
65. One driver is rude.
66. Frequently the trolley stops at Publix on 20th for breaks (ten to fifteen minutes). This is not presented on the online application and results in long delays in reaching a planned destination. Riders need to be able to know when breaks are scheduled. (Even when sitting on the trolley the driver doesn't always tell passengers how long the break will last.)
67. Drivers can be arrogant.
68. Drivers should know how to give explanations and directions in various languages.
69. The drivers skip bus stops and sometimes they stop to get food.

## FREQUENCY and SCHEDULE

### 175 RESPONSES

1. More frequent trolleys.
2. More frequent trolleys.
3. The schedule frequency is very inferior to the South Beach Local.
4. Could run a little more frequently.
5. South Beach trolley on Washington - going North and South usually has long waiting times.
6. Trolleys more often, especially the Collins Express which is better for the residents.
7. Using the trolley has been frustrating at best. They are commonly grouped together, so waiting for one can take time. Yes I use the App so that I don't need to wait as long, but then they are frequently full and don't stop. I would say I end up walking at least fifty percent of the time.
8. Increase frequency during special events and peak hours.
9. Have them actually run on a schedule. Can't tell you how many times they're just bunched up back to back, instead of spread throughout the route.
10. Final trips at 12:00am.



11. More reliable loops.
12. Keep to the schedule.
13. Better frequency.
14. Extending the trolleys timing.
15. Trolleys often bunch up so there are two in a row then none for twenty-five to fifty minutes.
16. Also in peak season it would be better to add trolleys.
17. The time for the bus service after 95 is until 7:00pm. It should be the same for every city.
18. Too many breaks. Start earlier on Sunday at 7:00am.
19. Late night bus availability.
20. Work until later hours.
21. More often service.
22. Trolley isn't always on time.
23. The North Beach Loop isn't good in terms of frequency and service.
24. Maybe have trolley stop at 2:00am on the weekends?
25. Schedule until 12:00am.
26. Wish the trolley was more frequent between, like ten minutes.
27. Also improve frequency. It takes too long in between rides.
28. Sunday's not available at early hours.
29. Literally too many trolleys back to back behind each other.
30. Too frequent on 41st Street and Alton Road to Mount Sinai. Trolleys get backed up on the route and just park at the curb in front of residences with the motor running, spewing fumes into residences.
31. I think it could be interesting to create a schedule for each line. It can happen to wait for a trolley for more than twenty minutes or more. It could be interesting to find a regularity (for example a trolley each fifteen minutes).
32. The trolleys are still bunching up and arriving in a caravan after a long delay. The dispatcher should see this and space them out.
33. More frequent trolleys. Run later into the night on weekends.
34. It should run more often and be more reliable, understanding that traffic has a lot to do with the reliability.
35. It gets full a lot of time; maybe have them come by more often.
36. More frequent trolleys, especially the Collins Express.
37. More often.
38. Inconsistent.
39. Need more.
40. When things are going on, such as the Wallcast, extra trolleys should be available.
41. More often.
42. Better frequency of trolleys and later evening hours.
43. They are always together! You wait more than thirty minutes and then three of them appear together!
44. Monitor the distances so two trolleys don't go at once, one after another in the same route. Add trolley in the most used routes, events. Review connection from South Beach (3-4 main stops (S. Point park, 5th and Ocean, 10th and Alton, Lincoln-Washington) - Downtown (Omni and Bayside).
45. Add 11th Street trolley in other direction. Add more A & B trolley during busy times.

46. More trolleys more often.
47. Too many stops and too close to one another. Times can be uneven.
48. More frequency.
49. More frequent stops, less crowded trolleys, more reliable schedule.
50. I wish the trolley ran more frequently or could be spread out across the route evenly. For example, a twenty-five minute wait for the next, followed by a second and third in the next few minutes.
51. More frequency on the 11th Street route.
52. Need to keep the schedule and be more frequent.
53. Trolley wait time is horrible. Sometimes I have to wait more than thirty minutes for a trolley. That's unacceptable. We need more trolleys. I give the service less than one star.
54. Too often the trolleys are overcrowded and are unable to pick up extra passengers. More trolleys are needed on these routes at peak times and holiday weekends
55. Frequency.
56. More frequency would be great.
57. Less waiting time.
58. More frequent service.
59. The wait times can be long. Improve frequency.
60. Keep on a set schedule... lots of gaps between some trolley runs.
61. More buses. Sometimes I waited up to thirty minutes for a trolley, especially the loop through 11th Street.
62. I have to wait a little longer for trolley.
63. It used to be more frequent than it is now.
64. Yes, study the busy time and put more trolleys on those times.
65. Yes. We frequently look at the trolley as a last resort due to the lack of frequency. Many times we can arrive at our destination quicker by walking or in a similar time frame. Our family would use the trolley more and replace other trips (such as car, especially in inclement weather) if the frequency was increased on South Beach Route A/B. Previous SBL bus was more reliable and had greater frequency.
66. More Collins Express trolleys are needed. They are usually full on weekends and event days and had to wait two or three to even get on.
67. More trolleys so that waits aren't so long. With more trolleys more people likely to ride as the reliability and wait times improve.
68. The schedule is not consistent and often have to wait too long.
69. Add additional trolleys to the Collins Express Loop.
70. Increase frequency!
71. The frequency is a disgrace....my husband and I call it "the slow boat to China"!
72. Sometimes they stop for too long or they aren't properly spread.
73. More trolleys would help with wait times.
74. I would love a more frequency in the South Beach Loop via 11th Street. The wait is so long sometimes.
75. Add more frequency
76. More trolleys on route.
77. More trolleys.
78. More trolleys.

79. More frequent service.
80. Increase frequency.
81. More routes and more trolleys, especially the Collins Express.
82. Increase the frequency.
83. More busses should come to Belle Isle.
84. Deal with the bunching. You get two trolleys within a few minutes and then a long wait. Increase the frequency. Especially when they are full in the evening and you don't get on the first. It's often better to walk.
85. They need to stop having two or three in a row just a few feet apart. The A and B need additional trolleys. Often the nearest is over twenty blocks away.
86. Takes too long to go all the way around. There should be trolleys that go similar route but in opposite direction.
87. Make them more frequent for shorter wait times. I still don't understand the 11th Street route. Does it turn left or right on Alton? Sometimes it turns left and other times right which is confusing.
88. Better dispatching so they are not always bunched one after the other.
89. More frequent, especially on weekends. It can get very crowded.
90. Add a few trolleys, especially the routes that fill up like Collins Express.
91. There shouldn't be back-to-back trolleys going in one direction. I had three trolleys go in the same direction and it wasn't my route. It was ridiculous. They should run every fifteen minutes and on schedule.
92. Increase the frequency.
93. We need more frequency, especially on the loop.
94. More frequent.
95. More frequent and better routes.
96. The trolley takes twenty to thirty minutes to arrive which is too long. The trolleys often travel in tandem which should never happen.
97. For the trolley to be successful service needs to be much more reliable. Often the app will tell me it will be twenty minutes until a trolley arrives. That's too long a wait. Trolley needs to run consistently every ten minutes. I'd rather pay for a better, frequent service than a complimentary trolley that is unreliable.
98. Make connections more frequent and reliable. It often takes three hours to travel from Collins and 65th to 1st Street in South Beach and vice versa.
99. The trolleys tend to run together too often, rather than being distributed around the route. This can lead to very long wait times, especially on the Collins route.
100. I wish for frequent and on-schedule transportation.
101. Frequency used to be fifteen minutes and now its thirty minutes.
102. Frequency.
103. More frequency.
104. Maybe more trolleys.
105. Frequency during peak times.
106. I love the trolley but they get bunched up on occasion. There were three trolleys simultaneously arriving at a stop on Washington Avenue and I was confused and got on the wrong one. They should deliberately space themselves out so there are consistent wait times. Almost an hour seems ridiculous.

- 107. Perhaps a few more trolley cars during peak hours.
- 108. I'd like a higher frequency.
- 109. More frequency.
- 110. Dispatch is terrible. Frequently there are two out of four trolleys in one spot. And the wait for one is a long time. I know it is expensive but you need at least one more trolley on route A and B on the south beach route. Trolley is way too crowded when it finally arrives!
- 111. Waiting time is long. Especially the B route.
- 112. More frequency for Collins.
- 113. Routes take too much time. Often crowded and at times too full to accept additional passengers.
- 114. Bigger vehicles or more frequency. Lots of times they are full to capacity.
- 115. Need more trolley cars. They get full & people waiting get bypassed because cars are packed, so we end up having to walk or drive.
- 116. Waiting time is long.
- 117. Also need to have the trolleys run more frequently and more spaced out.
- 118. Frequency.
- 119. Add more trolley.
- 120. More frequent.
- 121. Add trolley.
- 122. Add more trolleys.
- 123. Improve frequency.
- 124. More trolleys.
- 125. More trolley.
- 126. More trolleys. The frequency is bad.
- 127. More trolleys to save time.
- 128. Better frequency.
- 129. Frequency is not so good.
- 130. Increase number of trolleys.
- 131. Frequency and more trolleys.
- 132. Yes. I'd love to have more trolleys available at the South Beach Loop. As it is, there're four covering the area (as far as I can see when I'm using the app to track and it shows in the map). Especially during the weekends, where we are enjoying the outside or simply doing groceries for the coming week, sometimes the amount of wait is over thirty minutes. The app is not always reliable as well, there were plenty of times where it shows the next trolley coming in fifteen minutes (example) and after five minutes this time hasn't changed at all. And then, out of nowhere, the app will show that the trolley is approaching even though it was fifteen minutes away a few minutes before. Which means that if you're home waiting to go out, you have to wait even more for the next one to come.
- 133. Add additional trolleys so the wait time isn't so long.
- 134. More trolleys!
- 135. Frequency.
- 136. Please add an additional trolley to A & B to decrease the wait times.
- 137. Frequency could be five to ten minutes.
- 138. More often on weekends.
- 139. Better coordination and frequency.



140. More often.
141. Bigger busses and more frequency.
142. Need more trolley service on north beach loop.
143. Have more trolleys in service during busy weekends, especially down on South Beach.
144. Better frequency.
145. Higher frequency for the South Beach A and B loop at night.
146. More in Miami.
147. Adding more trolleys in Miami will be helpful.
148. More trolleys.
149. More trolleys in other areas in Miami.
150. More frequency.
151. More frequency because it reaches capacity and it doesn't stop mainly between 17th and 25th Street.
152. More frequency.
153. More frequency and better agility.
154. More frequency in peak hours.
155. To control the time for drivers, especially when they are going ahead or behind time. We lose too much time waiting because they are going ahead or behind schedule.
156. More frequency.
157. More frequency in peak hours.
158. More frequency.
159. More frequency in Alton Road for South Beach Loop A and B.
160. The frequency is very low and it was more effective when it passed through West Avenue.
161. More frequency.
162. More trolleys.
163. More frequency.
164. More frequency.
165. More punctuality and organization.
166. More punctuality and organization.
167. More frequency.
168. More frequency.
169. More buses.
170. More buses at night.
171. More trolleys at night.
172. More trolleys.
173. A ten minute frequency would be better.
174. Sometime two buses arrive at the same time.
175. More frequent trolleys.

## Capacity

### 16 RESPONSES

1. Less crowded.
2. Trolleys are packed during peak hours so much that drivers have to deny passengers.

3. The trolley has outgrown itself. It's time we invest in larger vehicles. When you choose to use a trolley, you don't know if there will be any room and you may not be able to ride.
4. The trolley should not be packed. It's standing room only. It's not safe, it's dangerous.
5. Bus gets too crowded,
6. The Collins loop is always full southbound after 63rd Street. There should be a few seats reserved for Middle Beach riders.
7. More trolleys or longer/bigger trolleys for Collins Express because it's always packed.
8. Had people over the white line when Collins was super crowded.
9. Set limit for people. Too crowded sometimes. Once it's filled don't take more people.
10. The Collins Express gets packed and by the time it gets around 65th it doesn't even stop anymore for the lack of space in the car.
11. Too crowded.
12. Crowded.
13. Crowded.
14. Crowded on Collins.
15. Crowded Collins Express.
16. Longer trolley since it gets packed.

## Cleanliness and Homelessness

### 37 RESPONSES

1. I love the trolley as a great way to hop around Miami Beach with my young daughter, but I haven't taken it in a while because last time I was on there was a flasher (the driver did notice at the end of the route and she bravely yelled at him to get off), and there are homeless people sleeping on the back benches sometimes. I guess they are entitled to be there, but the unpredictability of these types of riders does diminish my appetite for the trolley. I used the trolley on weekends with my daughter, instead of my car (which I use now, say, to get to Lincoln Road or down Washington).
2. Security feels lacking with homeless and criminals getting on and terrorizing everyone.
3. There are always homeless people riding. Some of them are scary.
4. Concerned with the cleanliness of trolley and the rise in number of homeless and unruly people. Not being addressed by the drivers. At times do not feel safe so I have gotten off before my destination.
5. To eliminate the homeless and addicts that ride all day long, disturbing passengers, and sometimes little kids.
6. Many people who ride trolley are gross. I saw a man spit on the trolley floor and sometimes the trolley smells like pee.
7. Trolley is dirty. Many homeless people.
8. When the service started, the busses were clean and pleasant. It didn't take long for them to look rundown and dirty.
9. No homeless people sleeping on it would be great.
10. There's homeless people sleeping.
11. Stop the homeless from using bus as hotel.
12. Trolleys are very dirty. They are not clean with those stinky cushions. It's a shame.
13. Better cleaning.

14. Yes, the trolley needs to be cleaner.
15. Sometimes a distinctive smell is troubling me and many of the passengers. In this situations, instruct driver to open a window to clear the bad smell. Even though we report drivers many of them they don't care much. These are not complaints. I am trying to help the city to improve their commute services. Thanks.
16. Homeless ride it around and around the route.
17. Keep homeless people out. Sometimes it's very unsafe and unpleasant. Tourists get scared.
18. The trolley is very dirty and there are scary homeless people on the trolley at all times, please fix that! It is a terrible experience for visitors to our city and we should all be embarrassed.
19. Better control of homeless riders.
20. Sometimes the trolleys are quite dirty, better cleaning but also better cleaning at the bus stops benches, I know it is not you but maybe you can pass it along.
21. Please try to make the trolleys more on time and cleaner.
22. Maybe be a little cleaner.
23. No homeless in trolley.
24. Cleaning and pest control need to be a priority.
25. The only problem with the trolley is the homeless people. They get on all the time and the smell is terrible, not only any disease anyone or tourists can catch on the trolley.
26. Had bad smell due to an unkempt person. Clothes smelled like it all day.
27. The smell. People sleep. Not clean.
28. Bad smell. Open windows on the trolley would be great.
29. Cleaner trolleys needed. Current models are mobile homeless shelters and are often dirty.
30. Dirty.
31. Upkeep. You need to fix those trolleys!! It is sad we have to ride in a dirty trolley.
32. Too many homeless.
33. Personal hygiene of some passengers.
34. Many homeless and drunks.
35. More cleanliness.
36. More cleanliness.
37. Cleaner trolleys.

## Trolley Design

### 58 RESPONSES

1. Add bathrooms.
2. The Trolleys are ugly as hell. Tacky, low class truly awful. Inside are horrendous. A terrible contrast to the classy image of so many places here in the hood. If I was responsible for the program I would ditch those hideous things at the first opportunity I had (in other words, when in need to order new ones) and chose something like an airstream bus or a retro bus like the old greyhound ones, but with new technology obviously. Just for if it was not clear, the current Trolleys are awful because they pretend to be something they are not, inside they look like a cheap Wendy's shop of the seventies. They are a total disgrace.
3. Get trolleys without steep steps and hard seats.
4. The trolleys with stairs are very difficult and unsafe for seniors. Despite the availability of the handicap lift it takes too long compared to the A and B route ramp.

5. Bigger trolleys with more capacity.
6. There is really nowhere to hang on to.
7. They jerk all over, are slow, and unattractive.
8. Equip the trolley with better steps to assist the disabled and elderly for boarding purposes.
9. The trolley needs two doors. The one door is inefficient and takes too long for people to exit then enter in one door.
10. The trolley is archaic in design.
11. A bus that is easier to board.
12. Wi-Fi doesn't work.
13. Turn down the air conditioning. It's often too cold on trolleys.
14. They travel too slowly.
15. Different trolleys will maintain different air conditioning settings. You almost can't sit without a jacket.
16. Elevated train is faster (does not deal with traffic) and can fit more people.
17. The center steps are very steep when getting off.
18. Trolley Wi-Fi is often inoperative. Trolleys are almost always too cold; you could save money by raising the thermostat temperature setting.
19. They drive super slow.
20. Better shocks because it's a bad bumpy ride. Or at least invest in more cushions.
21. Stairs on some buses too steep, especially if you have mobility issues.
22. North, South, and Middle trolleys' stairs are too steep. Impossible to get in.
23. I know it is too late, but whomever made the contract for those trolleys should be fired! First of all, Miami is a forward motion city, sleek, modern, futuristic, fashionable city, etc. These trolleys are so ugly that you could not come up with an uglier solution. Ugh. Plus they are dirty looking and not environmental. You should have electric ones. And the seats are terrible. It is a pure embarrassment to ride these monsters. Good day.
24. New units, some of them are pretty old.
25. The air conditioning on the trolleys is always too cold.
26. Better busses.
27. Air conditioning.
28. The Trolley tends to be very slow.
29. Bigger trolley.
30. Better seating on trolley
31. More hand straps to the Collins Express Trolleys.
32. Remove the uncomfortable and unsafe slippery plastic cushions. Bare wood is better.
33. The air conditioning.
34. Create color coded trolley lines rather than the extremely confusing long names. Keep it basic, paint the trolleys their route color. It would also add to the colorful community where we live.
35. I'm an infrequent user, mostly special events, but I pass the trolleys every day in South Beach and they are mostly full. That's a good thing. I would like to see them be a little more upscale looking, such as all white, and super clean with no advertisements for a more sophisticated brand for the beach.
36. The seats are not very comfortable.
37. Seats cushion always slipped off. We need better seats. Thank you



38. Please either remove the cushions added to wooden seats or buy something that fits! They are too big and bulky to seat one properly. They extend out past the seat-very uncomfortable to sit comfortably and pushes one out of seat and doesn't fit into natural sitting position.
39. More air conditioning.
40. Air conditioning.
41. Some buses are old. The South Beach Local that belonged to transit was bigger and better.
42. Air conditioning.
43. Make it handicapped accessible.
44. The design of the trolley is ridiculous retro archaic (we are not San Francisco in the year 1910). The free bus was much better designed. Those wooden benches are archaic.
45. Trolley is too cold.
46. Doors are unsafe, they locked once and trapped me in. Needs to be safer, doesn't matter that it's free.
47. Steps are too steep, difficult to use especially for the elderly.
48. Better air conditioning.
49. Fix the stairs.
50. More seats.
51. Great initiative and good use of my tax dollars! But the vehicles are very impractical and uncomfortable, largely because they only have one door and get very crowded. As soon as a couple of elderly citizens board with their groceries or if a wheelchair comes on board, other passengers are "trapped" in the back and boarding/getting off is difficult and time-consuming. The old South Beach Local buses were much more comfortable!
52. Security cameras.
53. To enlarge and renew the trolleys. To place more doors for boarding and aligning.
54. To improve the trolleys, modernize and update them. We are in the 21st century. They are very uncomfortable and it's very easy to fall. Put modern electrical vehicles or give subsidies for the regular bus.
55. The steps are too steep.
56. Also it would be nice if you started transitioning those buses to a more green solution, such as electric or hybrid, or a little train.
57. Air conditioning.
58. Yes. Get better brakes. I was thrown from my seat when the trolley had to stop abruptly a few weeks ago. I can show you the scars.

## Compliments

### 62 REPONSES

1. Staff on the Miami Beach Trolleys have been great and the service is very much appreciated!
2. I think it's great. Awesome!
3. Keep it going! Freebee too!
4. Good to go!
5. I have talked to the tourists and they all love the service.
6. All good.
7. The best driver is the lady on the trolley N 8, Middle Beach on the mornings.
8. Very happy with the service at this time.

9. Just keep the trolley clean and organized with nice and quiet passengers the service is mostly fast and nice.
10. Blessing that we have the trolley. Saves a lot of money on the bus.
11. It's great.
12. Perfect service! Thank you.
13. Keep the trolley running.
14. Good service.
15. I do find the trolley drivers friendly and helpful. The trolleys are clean.
16. They're fine and get me where I need to go.
17. Great service overall.
18. All good.
19. Everything is good.
20. Very good.
21. Keep it up.
22. Love the app.
23. The staff/drivers are very good and nice.
24. Useful and free.
25. Very reliable. Frequency is great.
26. Good work.
27. Overall it's pretty awesome service.
28. No everything perfect.
29. In general I love the Collins Express Loop from Surfside to South Beach.
30. No it's good.
31. Very much satisfied.
32. It's great.
33. Good service.
34. None. It's excellent and keep up the great work!
35. Very happy with trolley.
36. Love the service, convenient for locals.
37. Good.
38. Cool.
39. Keep driving.
40. None. Excellent.
41. Very easy and free.
42. Good.
43. Keep it in service.
44. It's free and convenient.
45. Great for free.
46. Satisfied with the frequency and the service is good. The trolley attendants are very helpful.
47. Satisfied with the service. But no idea on other routes.
48. I'm very satisfied.
49. Good attention to elderly.
50. It works very well as it is.
51. Excellent.
52. It's a very good and nice service.

53. Good service.
54. Really good.
55. Finally, you run a wonderful service and riders should be grateful.
56. Love the service.
57. Very good. It's excellent for what I need. Bus drivers are great.
58. Good service and drivers.
59. Really great drivers.
60. It's very good and efficient. Drivers are nice.
61. Drivers are awesome.
62. My experience was a very good one. The drivers were great acting as hosts to the City. Cordial, smiling and always eager to explain and guide tourists or residents like myself that are not very savvy with the routes or stops.

### Wayfinding and App 60 RESPONSES

1. The routes are not very clear. We need more information and a better app.
2. The signage is terrible. The different loops and names are hard for any visitor to understand. There should be route plans inside the vehicle and at all stops.
3. Remove all of the advertisements blocking the windows, so I can see out. Particularly important at night!
4. My trolley tracker has the trolley at Alton and 15th Street, in this exact same position for the past ten months. I guess I need to change a setting to get the tracker to work but I don't know how.
5. Make app match timing better.
6. The routes are too complicated and could be simplified. Thanks!
7. The app is not always accurate. I hear many visitors complaining about this.
8. The trolley app is just as bad. The app might say the trolley is coming in five minutes but the trolley never comes at the indicated time. The most unreliable.
9. Sometimes the app jumps and changes ten to twenty minutes suddenly. There should be a way for drivers to factor in any breaks or bathroom stops so you can see a more accurate arrival time.
10. A more modern iPhone app.
11. Updated app.
12. The app is awful as it does not work well, is clunky, needs upgrading.
13. Export real time tracking to the major map/transit application. The local Miami Beach tracker is ugly and awkward.
14. Mobile application.
15. I'm color blind. I have difficulty visualizing the trolley route maps. I'll appreciate if you would differentiate the routes with more easily distinguishable colors or marking, especially where they overlap. Otherwise, all is well and thank you for providing this service!
16. Your route system is extremely cumbersome to use and understand. Your overall map of the system is confusing. The entire system needs to be rethought, starting with the routes and the maps. They aren't clear at all and I have lived on the Beach for decades.
17. Unfortunately the app is not very accurate.

18. Make sure the app works.
19. Make the routes more visible on the outside of the trolley, like color designated routes. It's hard to understand what clockwise/counter clockwise means. Colors would be easier to understand.
20. Better signage to understand routes.
21. The signage routes are hard to understand.
22. The app is sometimes unreliable. Delays on weekends to intentionally slow routes are unnecessary. Drivers taking a break at stop #194 is fine, just let passengers know what to expect.
23. Make maps and routes more clear. Show stops on board in trolley
24. Make the app user friendly. And better signage is needed for the trolleys.
25. I find the tracking on the app very unreliable!
26. Improve the app.
27. Make them observe rules of road. Far too many times the trolley stops in the middle of road creating much more traffic than it is resolving. Create better and more recognizable trolley/bus stops.
28. The app needs to be improved. Too slow and gets frozen consistently.
29. The routes are hard to figure out. The destination displayed along with the route would be helpful. I still have to ask the South Beach drivers where they're going.
30. Fix the app. The real time tracking hasn't worked in a month and I've reported to drivers and on the app. Also when someone submits a complaint on the app, there should be an email receipt. Now they just go to some void that is never addressed.
31. The trolley should clearly show what direction it's going. It doesn't. Will it go north, will it go south? It is so confusing for me a resident and worse for visitors. You need to remake your trolley app. It is not accurate. It is very frustrating. It's as if no one is paying attention. Please fix the App to show real time trolleys.
32. The County bus tracker is more user friendly. I generally prefer the county bus system, but will take the trolley if it arrives before the bus.
33. More positive advertising. Locals going to work, school, going for a work out, tourist getting around. Somehow, people think that only the elderly, poor, and homeless ride the trolley. I'm a photographer and would love to help out with showing a more positive view of the trolley (public transportation) system.
34. The app is very slow in moving through the stops of the routes.
35. Trolley numbers should be visible on the mobile app, just like they are on a computer.
36. Cleaner uniforms, better signage for tourist as sometimes their questions can take up valuable time from those who depend on getting to work on time.
37. The South Beach routes are very confusing to me. Also they tend to drive very slow (slower than buses) and block traffic often. I like the service, but think the route could be simplified and the driving could be better.
38. Mobile application.
39. The app tracking function used to be pretty easy to use when the route went down West Avenue. Now that the trolleys go up and down Alton in both directions, and do that loop pattern over by Sunset Harbor, I find it very difficult to open the app and understand which trolley will be appearing where/when. I wish a graphic designer and user interface designer could collaborate to make the tracking clear and easy to understand. I live just a few blocks



from my favorite pickup spot, so with the old simpler routes and app, I could perfectly time my walk to the trolley stop. I love using the trolley to reduce my carbon footprint, but again, the new routes and corresponding tracker make it very hard to understand. I realize budgets are probably an issue, but I wish the trolley came every ten minutes.

40. Clearer route map.
41. Hard to read the map to get directions as to where the trolley goes. Miami Beach trolleys should be on the Miami Dade transit app.
42. The app is confusing and the trolley map is useless. Who can figure out that mess of lines and colors?
43. Use basic color for routes.
44. Information about the time next bus is coming.
45. Fix the app.
46. The real time system is inaccurate, shows times that are not valid. Map routes are not easy to understand and have a poor user interface. Even this survey in English didn't work for weeks.
47. Better marketing.
48. Overall it is utterly confusing, and the map is useless.
49. The app could be more user friendly.
50. Need more advertising for app.
51. Better signage in much simpler terms. Very difficult to understand where trolley is going on what route.
52. Make the app more user friendly to track the trolley.
53. The app does its job but it's awful.
54. The trolleys should have bigger signs identifying their routes. They are hard to read from a distance of more than fifty feet.
55. Put it real-time on google maps please!
56. South Beach Loop doesn't really explain the direction. Better signage.
57. To know time.
58. To indicate the route, especially at 11th Street to know if it will go south or north on Alton Road.
59. Mobile application.
60. Graphics could improve to understand connections clearly.

## Other

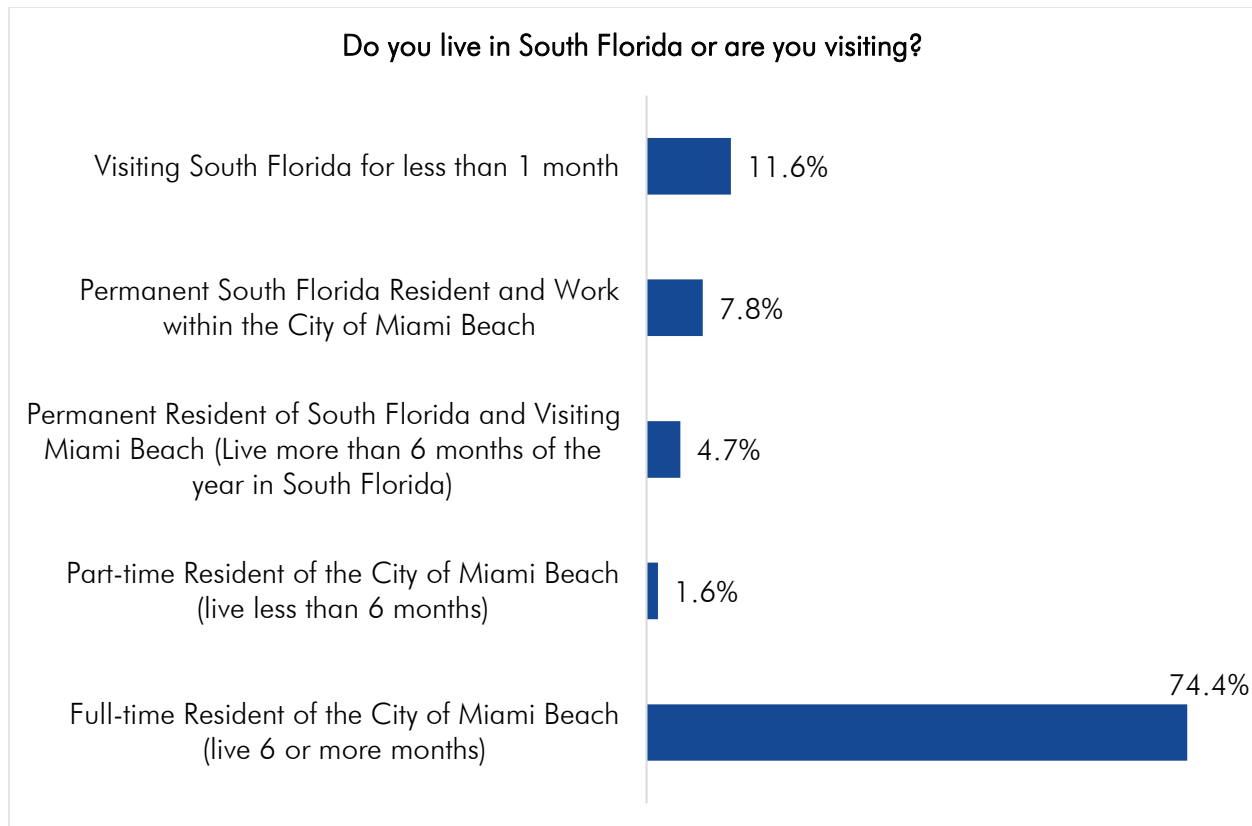
### 34 RESPONSES

1. Cater to the residents and heed feedback
2. Yes cancel it eleven million a year now is too much
3. Connect to double-decker fun/sun buses running every five minutes connecting to trolleys
4. Dedicated lanes.
5. It is frustrating that the trolley is packed to the doors with regular workers throughout the day and evening. Our thoughts were this was for tourists, visitors, and residents.
6. It has become very crowded with tourists.
7. More respect of the rules.
8. Monitor passengers by police, sometimes too many mental people bothering women & elderly on ride!

9. We need dedicated bus and trolley lanes! This would drastically increase trolley effectiveness.
10. Weekend service needs work.
11. Get rid of the trolley and bring back the local bus. The trolley is unsafe, impractical for elderly/disabled, uncomfortable, and unreliable. It's an insult to Miami Beach residents who need to be places on time.
12. Charge a small fee to keep.
13. Your marketing campaign for tourists has worked and now the locals are pushed out.
14. Driving more often.
15. Bring back our bus!
16. There are a lot of shady characters on the trolley especially late at night. Maybe charge twenty-five cents per rider.
17. Passengers are selfish and believe good service deserves a thank you.
18. Certain times it takes break.
19. Better behavior of people.
20. Fine but not sure as a daily basis.
21. Keep them cold.
22. To comply with the schedules.
23. Use the money spent on this Trolley for true Miami Beach and Miami Connection!
24. More preventive maintenance.
25. No dogs unless they're service dogs.
26. There are too many tourists and they need to be charged.
27. Start charging people to use it.
28. I would gladly pay instead of free trolley. Charge everyone even
29. Animals in the bus.
30. To begin improve the translator. First it says "you" (formal) and then "you", more respect to our language.
31. The trolley doesn't seem to move very fast and seems best for moving around a neighborhood versus from either end of city limits.
32. Tired of driving, retired driver of 18-wheeler. Don't like when trolley just sits at a stop.
33. Also I love that they're free, but if it was an inexpensive pass that residents and guests that would work too.
34. I did prefer the local in conjunction with the trolley.

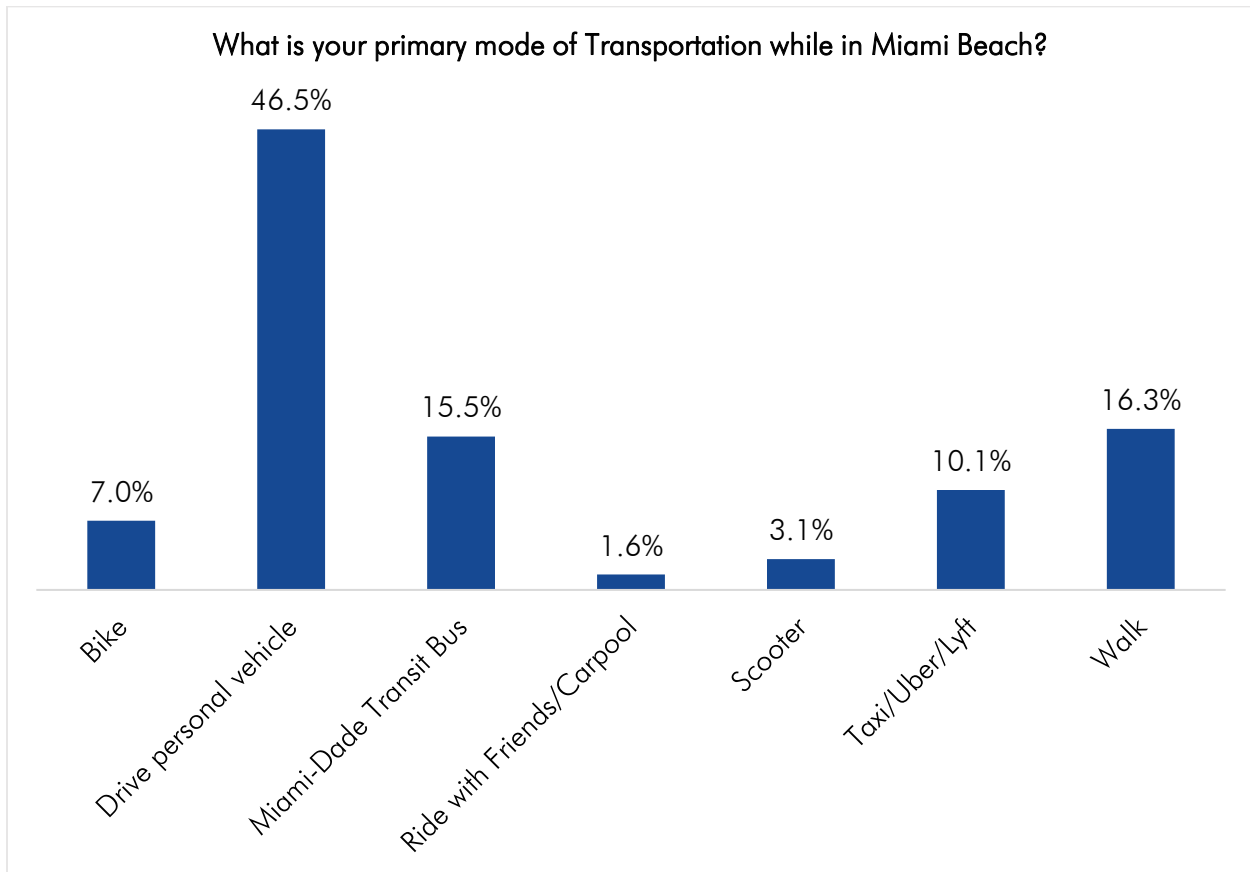
# \*\*\*RESPONDENTS WHO DO NOT USE TROLLEY\*\*\*

Q19. Do you live in South Florida or are you visiting?



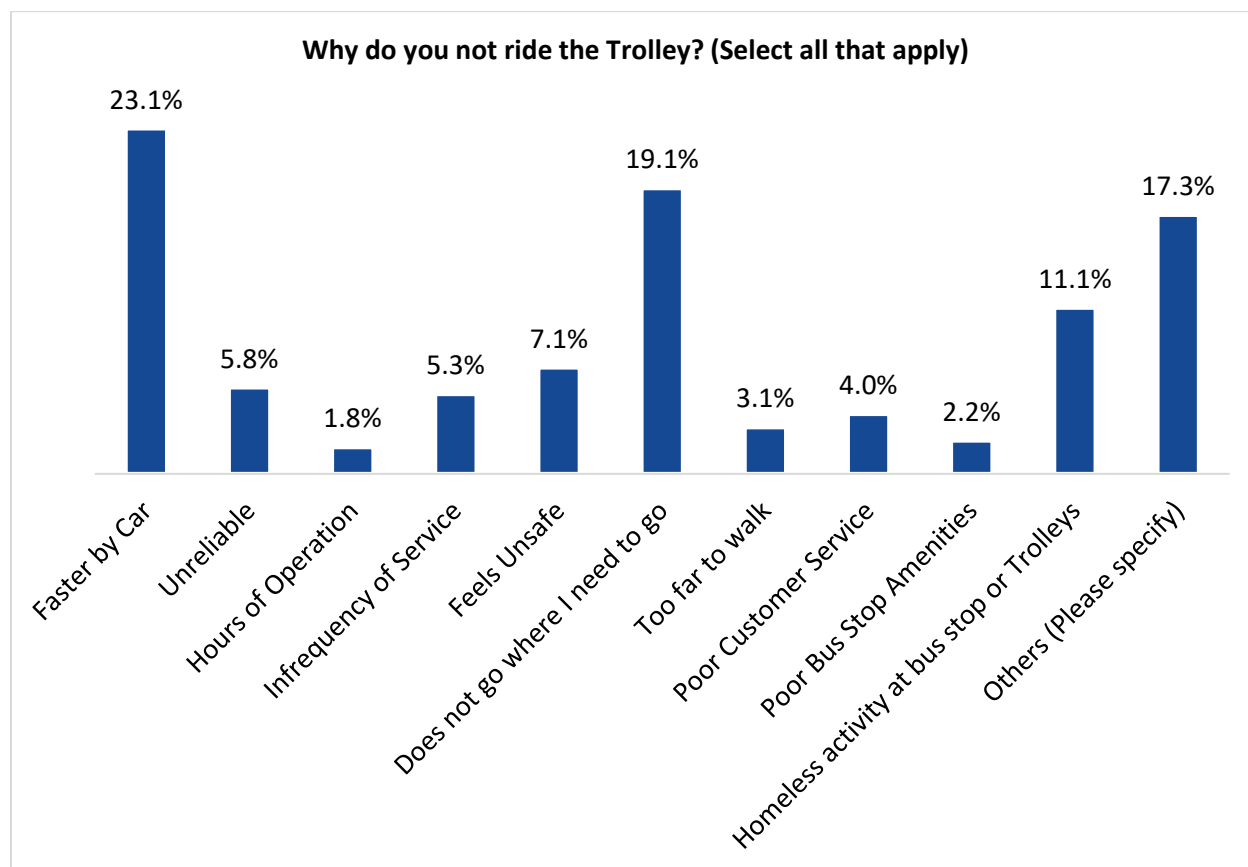
Do you live in South Florida or are you visiting?	Frequency	Percentage
Visiting South Florida for less than 1 month	15	11.6%
Permanent South Florida Resident and Work within the City of Miami Beach	10	7.8%
Permanent Resident of South Florida and Visiting Miami Beach (Live more than 6 months of the year in South Florida)	6	4.7%
Part-time Resident of the City of Miami Beach (live less than 6 months)	2	1.6%
Full-time Resident of the City of Miami Beach (live 6 or more months)	96	74.4%
<b>Total</b>	<b>129</b>	<b>100.0%</b>

## Q20. What is your primary mode of Transportation while in Miami Beach?



What is your primary mode of Transportation while in Miami Beach?	Frequency	Percentage
Bike	9	7.0%
Drive personal vehicle	60	46.5%
Miami-Dade Transit Bus	20	15.5%
Ride with Friends/Carpool	2	1.6%
Scooter	4	3.1%
Taxi/Uber/Lyft	13	10.1%
Walk	21	16.3%
<b>Total</b>	<b>129</b>	<b>100.0%</b>

## Q21. Why do you not ride the Trolley? (Select all that apply)

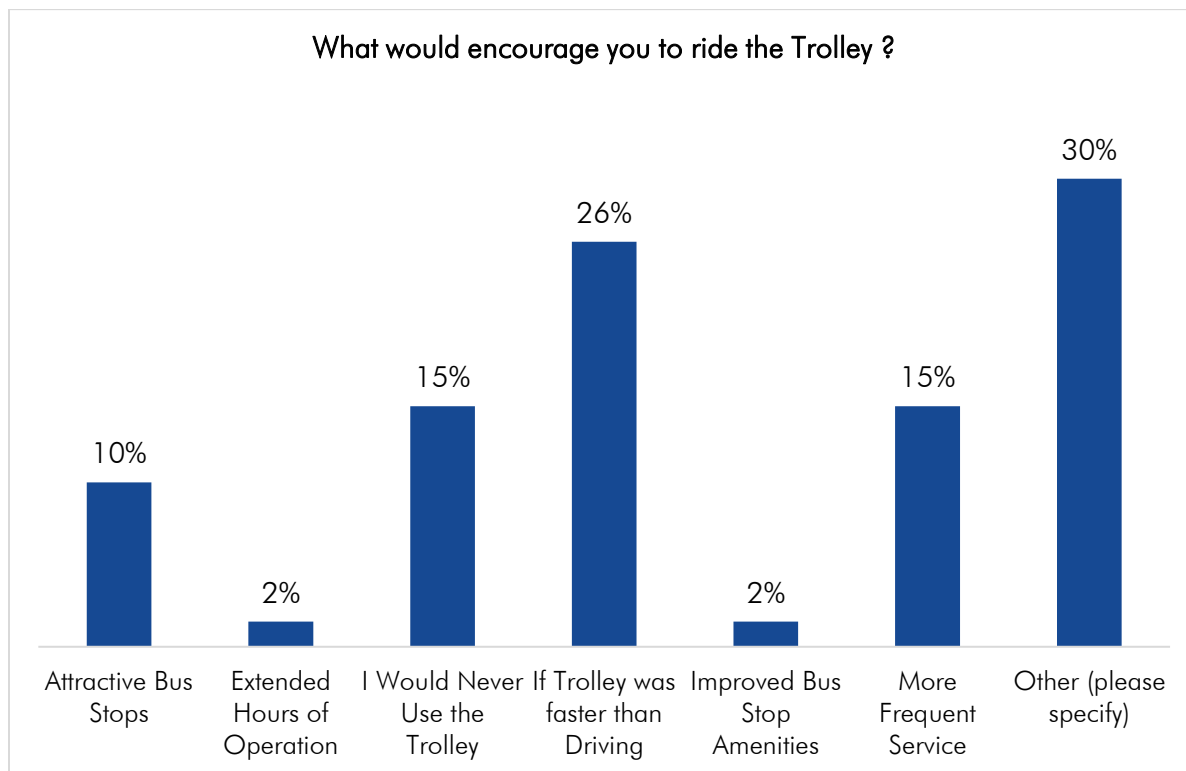


Why do you not ride the Trolley? (Select all that apply)	Frequency	Percentage
Faster by Car	52	23.1%
Unreliable	13	5.8%
Hours of Operation	4	1.8%
Infrequency of Service	12	5.3%
Feels Unsafe	16	7.1%
Does not go where I need to go	43	19.1%
Too far to walk	7	3.1%
Poor Customer Service	9	4.0%
Poor Bus Stop Amenities	5	2.2%
Homeless activity at bus stop or Trolleys	25	11.1%
Others (Please specify)	39	17.3%
<b>Total</b>	<b>225</b>	<b>100.0%</b>



Other (please specify)	Frequency
I don't know the service	2
Because I either walk or bike to my destinations	1
Bicycle more convenient	1
Bus drivers go too fast. lousy drivers.	1
Do not understand the routes (I used to use the trolley before)	1
Does not go down West Avenue where most residents live.	1
Doesn't go north to at least Haulover, where I can transfer to other	1
First time tourist	1
Handicap and hard to walk to Trolley stops	1
I don't know where trolley stop by	1
I live at 3060 Alton Rd, there is no trolley on this residential	1
Inconvenient	1
It is information Trolley for tourists. They hop on the trolley	1
Lack of knowledge of routes	1
Like to walk	1
Missing an application with real time arrival times	1
Moves too slow	1
Not aware of routes and schedules	1
Not aware of the routes or where to pick it up.	1
Not for me	1
Not goes by Alton road middle beach	1
Not sure of times and stops have not looked into it much	1
Not very comfortable	1
Pollutes	1
Prefer to walk	1
Route stops are not clear, Hours are not clear, Route is not clear	1
Routes are not convenient.	1
Tourist	1
Seems like a gimmick.	1
Stop too far away	1
The drivers drive so slowly it takes longer	1
Too large trolleys clog our neighborhood streets	1
Unattractive	1
Uncomfortable	1
Uncomfortable seating - 1890's style seating with slats and caus	1
Unsure of routes and inconvenience of waiting.	1
Very slow	1
Walking is better for health	1

## Q22. What would encourage you to ride the Trolley?



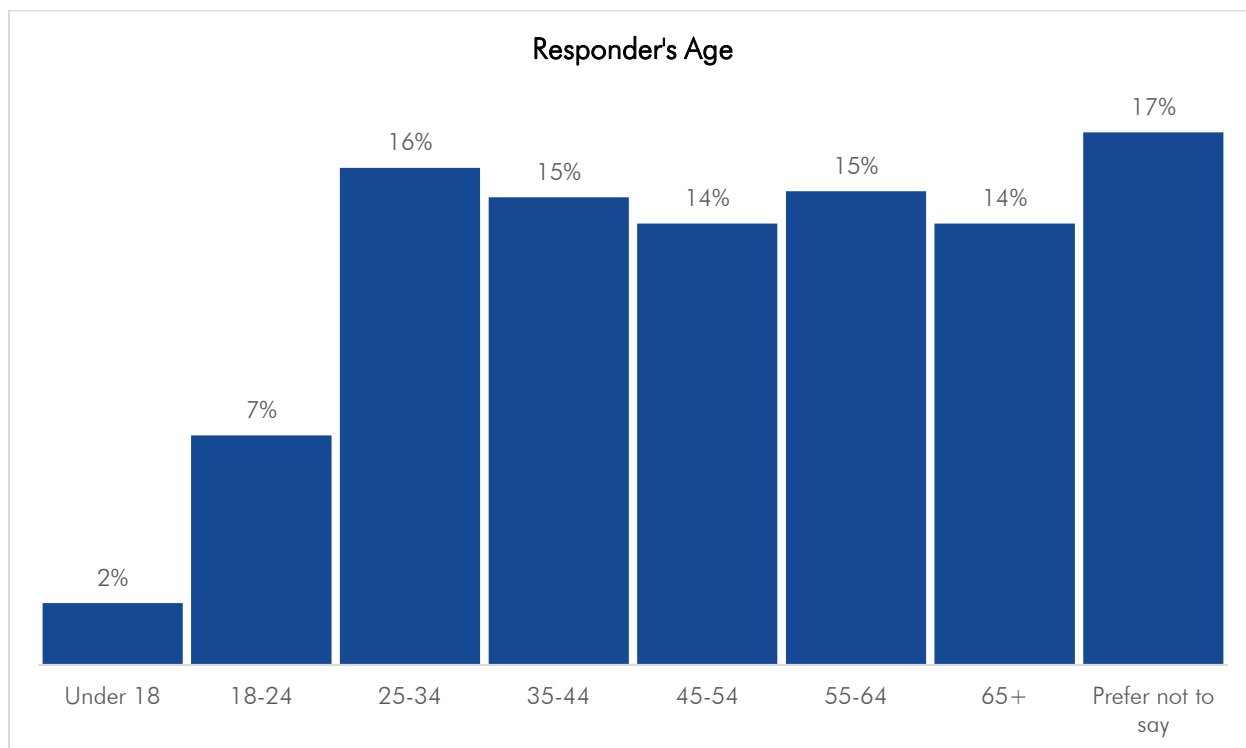
What would encourage you to ride the Trolley?	Frequency	Percentage
Attractive Bus Stops	13	10%
Extended Hours of Operation	2	2%
I Would Never Use the Trolley	19	15%
If Trolley was faster than Driving	32	26%
Improved Bus Stop Amenities	2	2%
More Frequent Service	19	15%
Other (please specify)	37	30%
<b>Total</b>	<b>124</b>	<b>100.0%</b>

Other (please specify)	Frequency
A route closer to the beach	1
Advertising. Show me it's better to use	1
Application with real time arrival times	1
Better advertisement	1
Better bus drivers	1
Better variety of stops	1
Closer	1
Don't know	1
Easier communication to request stop (like on bus)	1
Extended service north to at least Haulover or 163rd st, so people can transfer to MDT routes H	1
Feeling safe	1
First time tourist	1
I need to travel from 47 St. to Lincoln road and would have to take 2 separate routes with no nea	1
If I did not have to walk a mile to get it	1
If I understood the route map better	1
If I was more sure about stops, pick-up times, etc.	1
If it felt safer, if people had to scan their ID to use it.	1
If it went by my area (Alton road north)	1
If it were convenient for me	1
If they would put stops closer to my final stop	1
If trolleys were moved back to West Ave off Alton Ave	1
Improve Safety Boarding and Exiting	1
Less homeless, polite drivers, faster	1
More eco- and traffic-friendly vehicles	1
More mainland stops	1
More routes	1
More sensible routes	1
More stops	1
No talking to Bus Driver - let him/her do his job. It is too slow	1
Nothing really. It's just for short hope and slows regular bus service.	1
Nothing. I want the city to stop funding this boondoggle.	1
Only visiting	1
Really nothing....call for pick up would work	1
safer mode of transport and not a vehicle for the homeless	1
Safer ride and drivers	1
the trolley never comes, so improvement for SOBE loop	1
You have to change 3 times to go from south beach to Normandy isles. It also slows down traffic.	1
<b>Total</b>	<b>37</b>

# DEMOGRAPHIC QUESTIONS

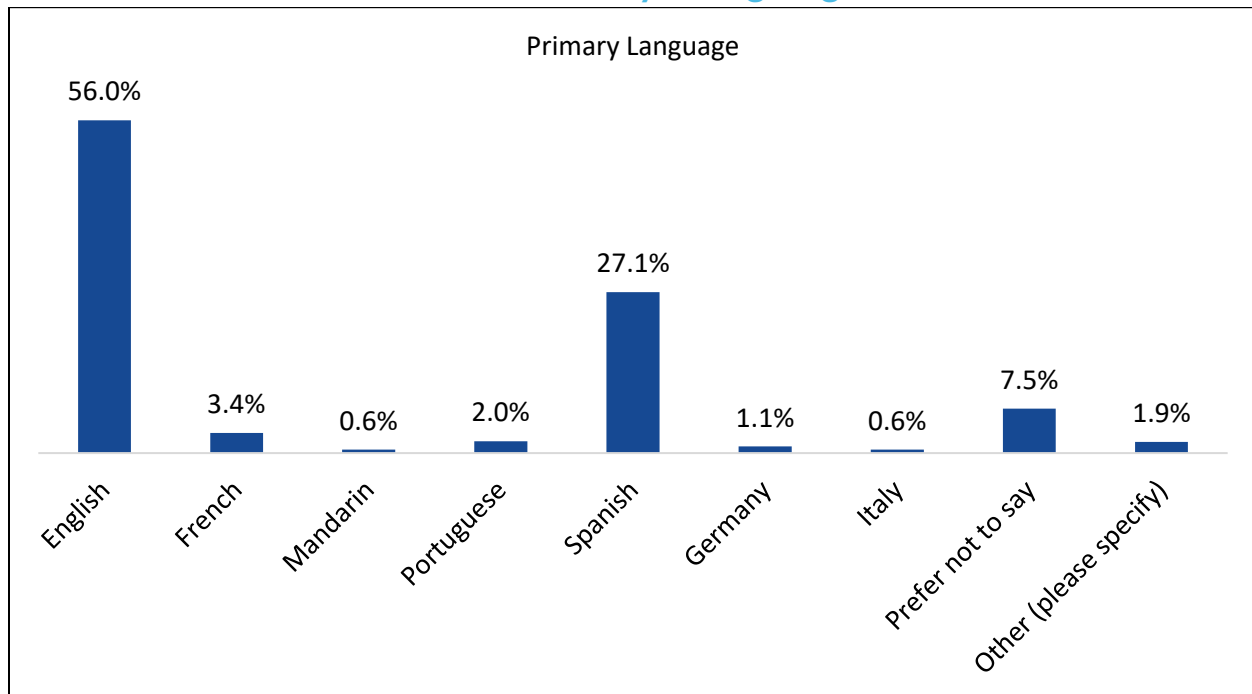
(NOTE THAT THESE QUESTIONS WERE OPTIONAL AND NOT ALL SURVEY TAKERS PARTICIPATED)

## Q23. Age



Age	Frequency	Percentage
Under 18	21	2%
18-24	78	7%
25-34	169	16%
35-44	159	15%
45-54	150	14%
55-64	161	15%
65+	150	14%
Prefer not to say	181	17%
Total	1069	100.0%

## Q24. Primary Language

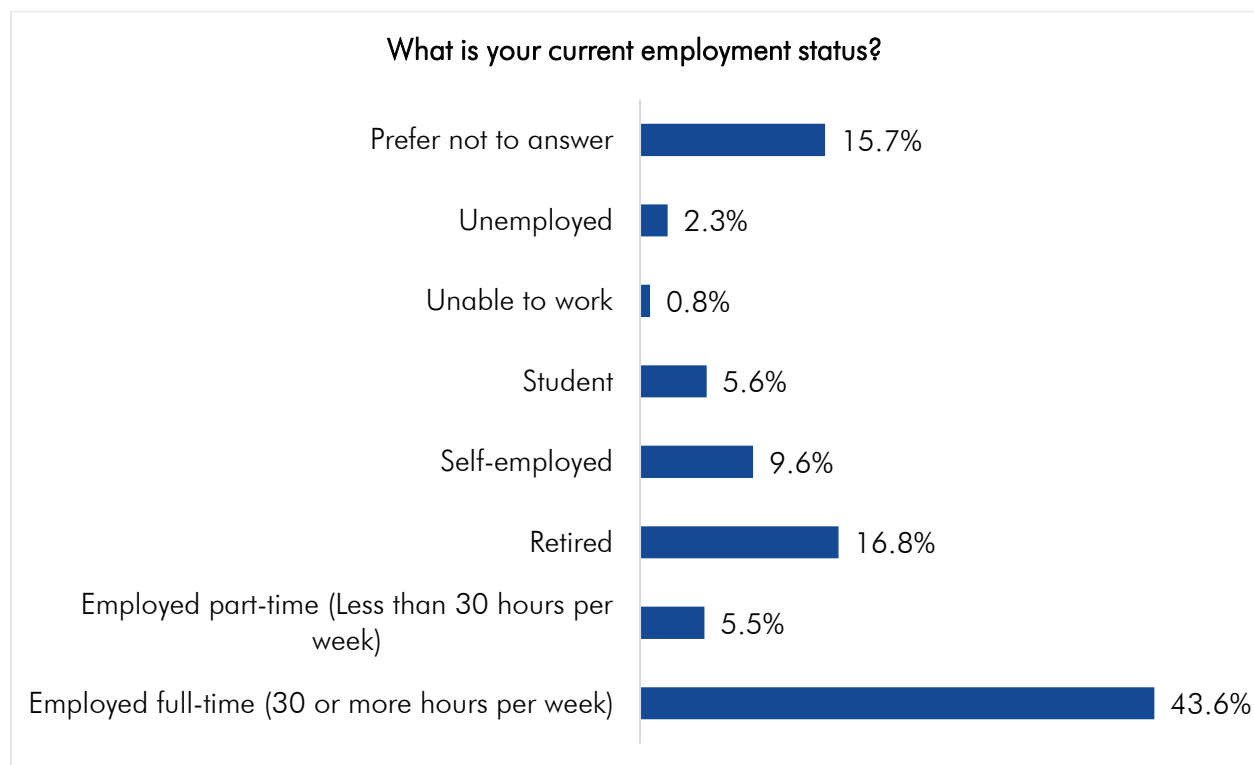


Primary Language	Frequency	Percentage
English	597	56.0%
French	36	3.4%
Mandarin	6	0.6%
Portuguese	21	2.0%
Spanish	289	27.1%
German	12	1.1%
Italian	6	0.6%
Prefer not to say	80	7.5%
Other (please specify)	20	1.9%
<b>Total</b>	<b>1067</b>	<b>100.0%</b>

Primary Language	Frequency
Polish	5
Hungarian	5
Dutch	3
Swedish	3
Croatian	1
Czech	1
Russian	1
Yiddish	1
<b>Total</b>	<b>20</b>

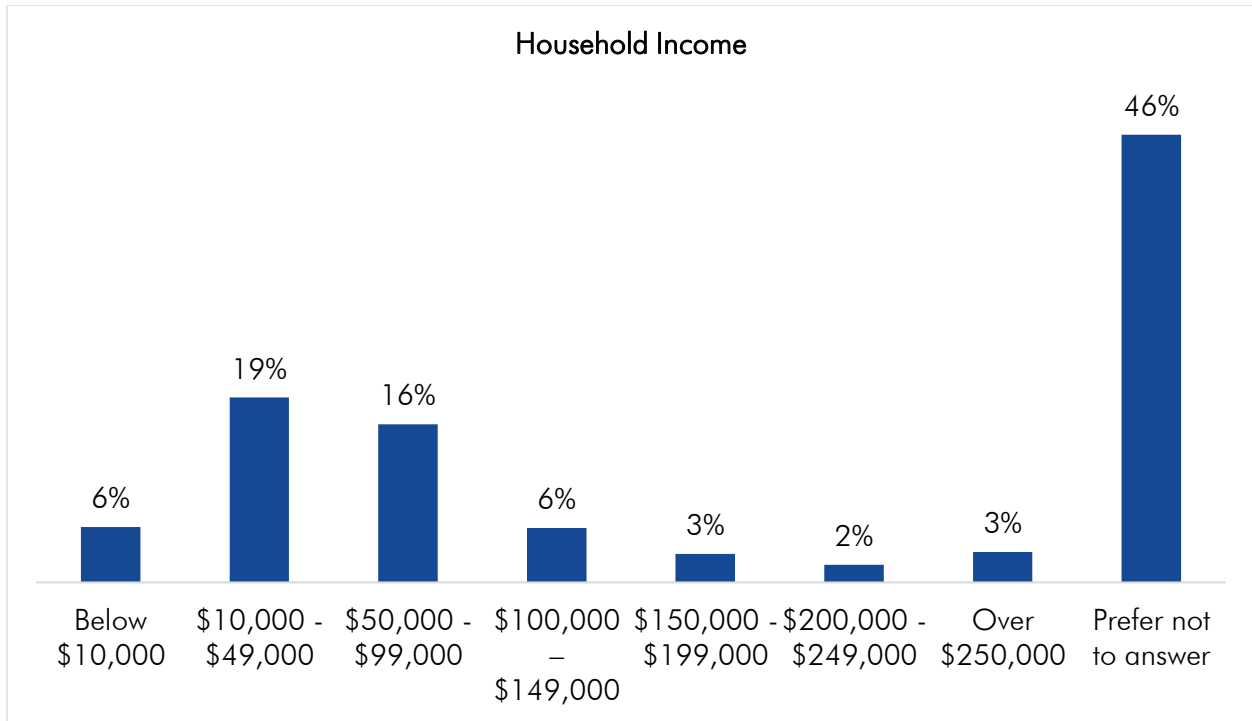


## Q25. What is your current employment status?



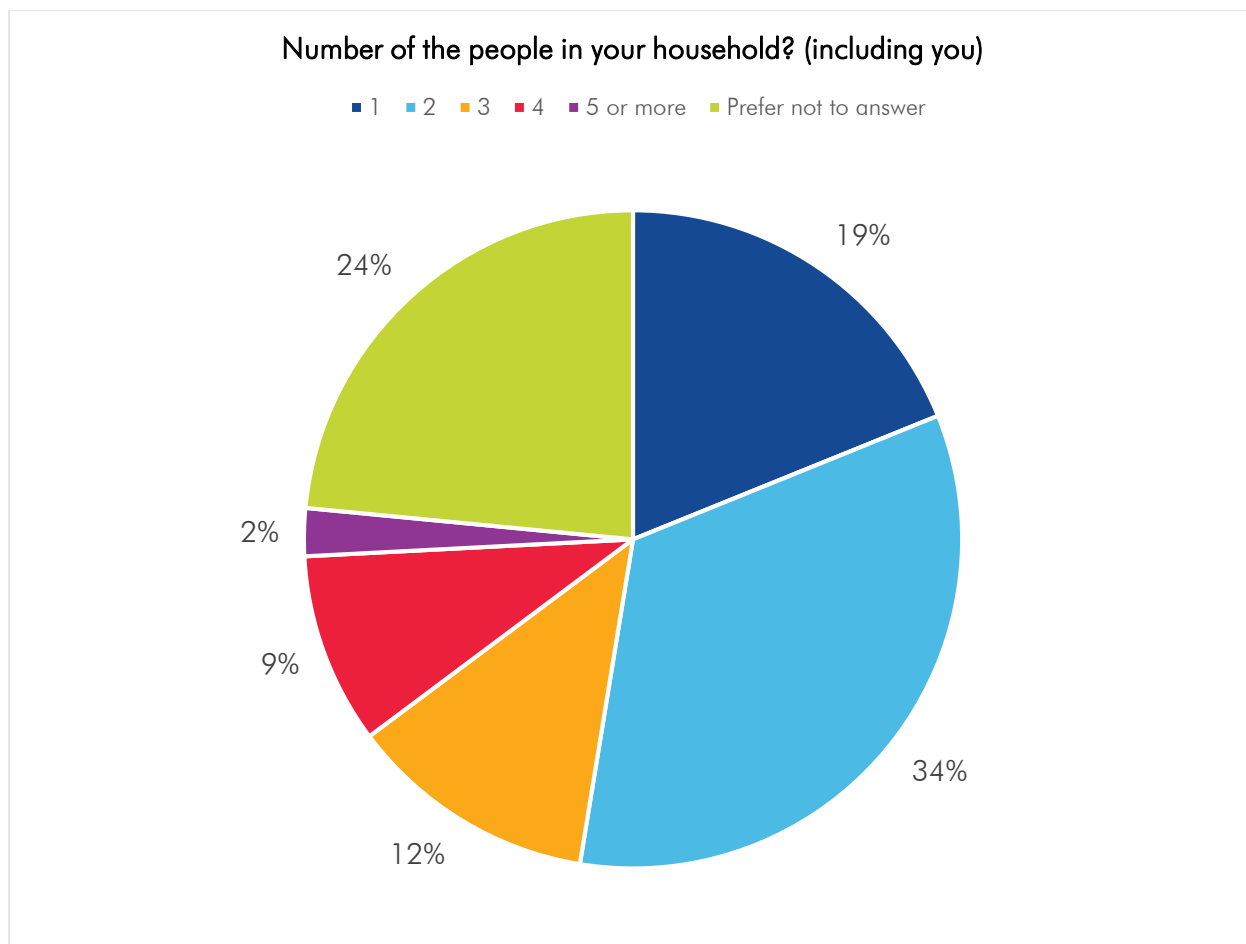
What is your current employment status?	Frequency	Percentage
Prefer not to answer	167	15.7%
Unemployed	25	2.3%
Unable to work	9	0.8%
Student	60	5.6%
Self-employed	102	9.6%
Retired	179	16.8%
Employed part-time (Less than 30 hours per week)	58	5.5%
Employed full-time (30 or more hours per week)	464	43.6%
<b>Total</b>	<b>1064</b>	<b>100.0%</b>

## Q26. Household Income



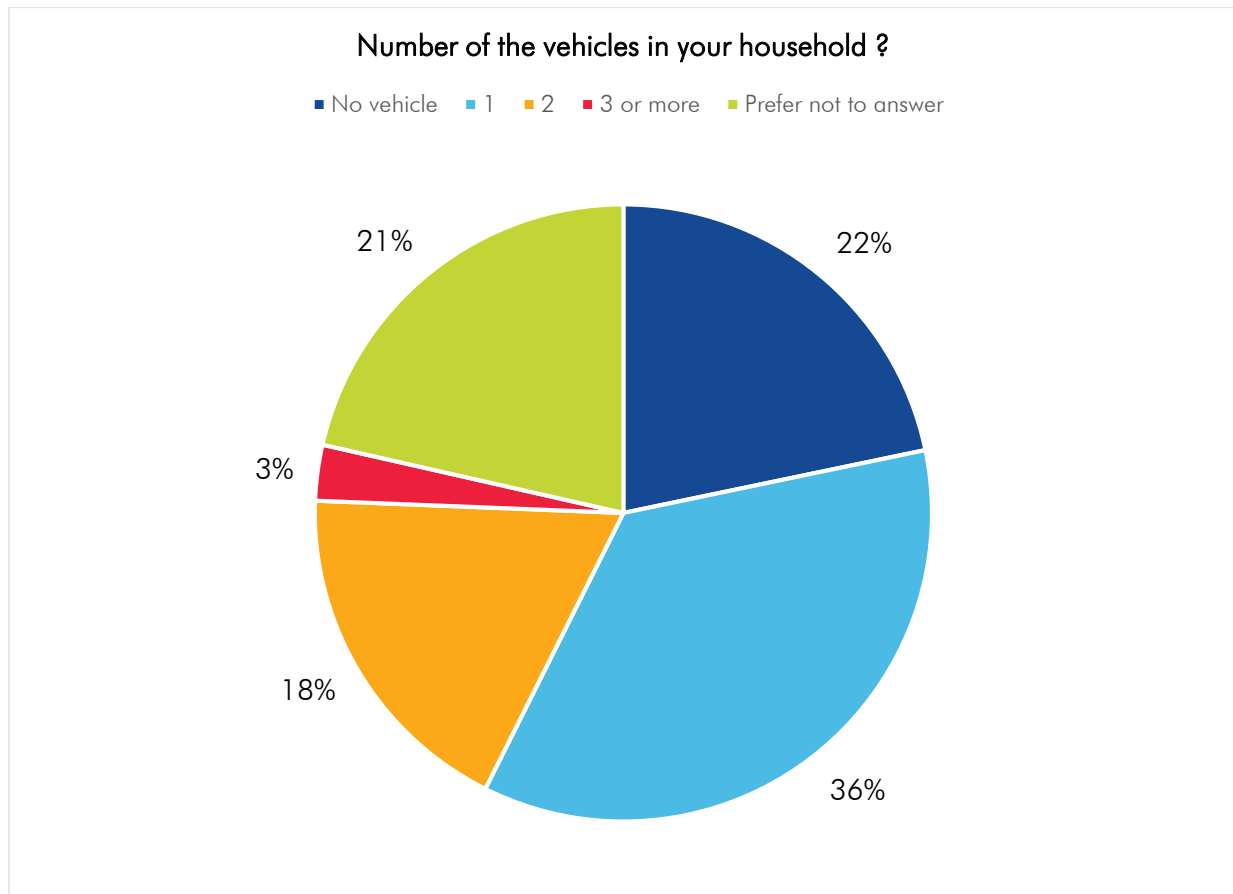
Household Income	Frequency	Percentage
Below \$10,000	60	6%
\$10,000 - \$49,000	200	19%
\$50,000 - \$99,000	171	16%
\$100,000 – \$149,000	59	6%
\$150,000 - \$199,000	31	3%
\$200,000 - \$249,000	19	2%
Over \$250,000	33	3%
Prefer not to answer	484	46%
<b>Total</b>	<b>1057</b>	<b>100.0%</b>

## Q27. Number of the people in your household? (including you)



Number of the people in your household? (including you)	Frequency	Percentage
1	201	18.9%
2	359	33.7%
3	130	12.2%
4	100	9.4%
5 or more	25	2.3%
Prefer not to answer	250	23.5%
<b>Total</b>	<b>1065</b>	<b>100.0%</b>

## Q28. Number of the vehicles in your household?



Number of the vehicles in your household?	Frequency	Percentage
No vehicle	231	21.7%
1	379	35.7%
2	194	18.3%
3 or more	31	2.9%
Prefer not to answer	228	21.4%
<b>Total</b>	<b>1063</b>	<b>100.0%</b>

# APPENDICES

[Appendix A.](#) Comparison of Onboard and Online Surveys

[Appendix B.](#) English Survey

[Appendix C.](#) Spanish Survey

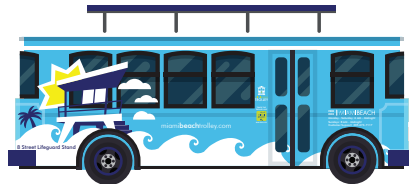
[Appendix D.](#) Pamphlet

[Appendix E.](#) Driver Interviews Summary

[Appendix F.](#) Raw Survey Data Excel Table

[Appendix G.](#) Summary by Route





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