



# **City of Miami Beach**

## **Mystery Rider Program Manual**

# Table of Contents

Introduction .....	3
Objective .....	3
Background .....	4-6
Routes .....	7-8
Scheduling .....	9-10
Procedure .....	10
Data Analysis .....	11-12
• Calculations .....	12-13
• Sample Reports .....	13-28
Training .....	29
• Training PowerPoint Slides .....	29-46
Agreements & Amendments .....	47
Conclusion .....	47



# Introduction

The purpose of this manual is to communicate how the Mystery Rider Program operates. This includes an explanation of the areas of interest that are assessed, how the scheduling works, how data is analyzed and presented, and what it means for the city. The Mystery Rider Program began the collection of data in FY 2015 via paper; however was automated at the beginning of FY 2016. Bus/Trolley services continue to expand; current services include:

- Alton-West Loop (AWT)
- Collins Link (CLT)
- Middle Beach Loop (MBT)
- North Beach Loop (NBT)
- South Beach Local (SBL)

South Beach local is operated by Miami Dade County; all other trolleys are operated by the City of Miami Beach.



## Objective

To monitor and improve the level of service provided by public transportation, more specifically transit routes that are funded either partially or fully by the city.

# Background

The Mystery Rider Program is an objective measurement of performance ranging from 1.0 (Very Well Maintained) to 6.0 (Not Maintained) and includes assessments for bus/trolley stop amenities, reliability, cleanliness and interior/exterior appearance, customer service, safety, and maintenance. Criteria for each area are listed below:

## Amenities

Bus/Trolley stop in acceptable condition

- Signage firm in the ground (not loose or fallen)
- No litter around stop, bench or shelter
- Visually clear with no signs of graffiti or stickers
- No gum, sticky material or stain on stop, bench or shelter
- Location free of unpleasant odors
- Stop well illuminated at night or located in a visible area

Bus/Trolley stop had the following features

- Bench
- Concrete Pad
- Bus Shelter
- Signage
- Trash receptacle
- None

Signage provided sufficient information about the bus/trolley route

- Name of the route
- Hours of operation
- Stop ID Number
- Map of the route
- Website listed (for additional information)
- Telephone listed (for additional information)

## Reliability

Headway between vehicles (SBL)

- 0-20 minutes
- 21-25 minutes
- 26-31 minutes
- 32-37 minutes
- 38-45 minutes
- More than 46 minutes or did not arrive

Headway between vehicles (AWT)

- 0-13 minutes
- 14-18 minutes
- 19-27 minutes
- 28-36 minutes
- 37-45 minutes
- More than 46 minutes or did not arrive

Headway between vehicles (NBT)

- 0-10 minutes
- 11-15 minutes
- 16-18 minutes

- 19-22 minutes
- 23-25 minutes
- More than 26 minutes or did not arrive

Headway between vehicles (MBT)

- 0-10 minutes
- 11-15 minutes
- 16-18 minutes
- 19-22 minutes
- 23-25 minutes
- More than 26 minutes or did not arrive

Headway between vehicles (CLT)

- 0-10 minutes
- 11-15 minutes
- 16-18 minutes
- 19-22 minutes
- 23-25 minutes
- More than 26 minutes or did not arrive

**Appearance / Cleanliness Interior and Exterior**

Exterior appearance of the vehicle

- Paint/colors looked noticeable/crisp
- No dust on body of vehicle
- Applicable branding observed
- No body defects on vehicle
- LED signs (digital destination signs) functional and providing accurate info
- Text on vehicle readable

Driver's appearance acceptable

- Uniform
- Name tag or badge
- Hair/beard trimmed and neat
- Shirt tucked in
- Odor unnoticeable/acceptable
- Closed toe shoes

Interior of vehicle clean condition

- No litter on floor or seats
- No dust or deterioration visible on window interiors
- No pests observed
- No unpleasant odor (trash, urine, defecation)
- No graffiti
- Garbage disposal available

**Customer Service**

- Greeted with a smile
- Responded to customer in a courteous manner
- Assistance provided upon request or not assistance requested
- Driver announced major intersections or automated stop announcers functional
- Bus not left unattended (except to assist disabled passengers)
- Driver did not argue with passengers

**Safety**

- No abrupt stops or speeding
- Waited for passengers to be secured behind yellow line before moving
- Obeyed traffic laws
- Not eating or drinking while driving
- Not using a cell phone while driving
- No personal belongings obstructing the visual of roadway or the operation of the vehicle controls

#### **Maintenance**

- Acceptable inside temperature
- Functional seat
- Functional interior lighting
- No mechanical issues notices
- No visibly loose or broken interior items
- No visibly loose or broken exterior items

The results of the assessments are used to monitor the impacts of recently implemented initiatives to target areas for future improvements, and assure the quality of services. Quarterly sample sizes are set to ensure no greater than  $\pm 5.0$  percentage point sampling error given the 95% confidence level.

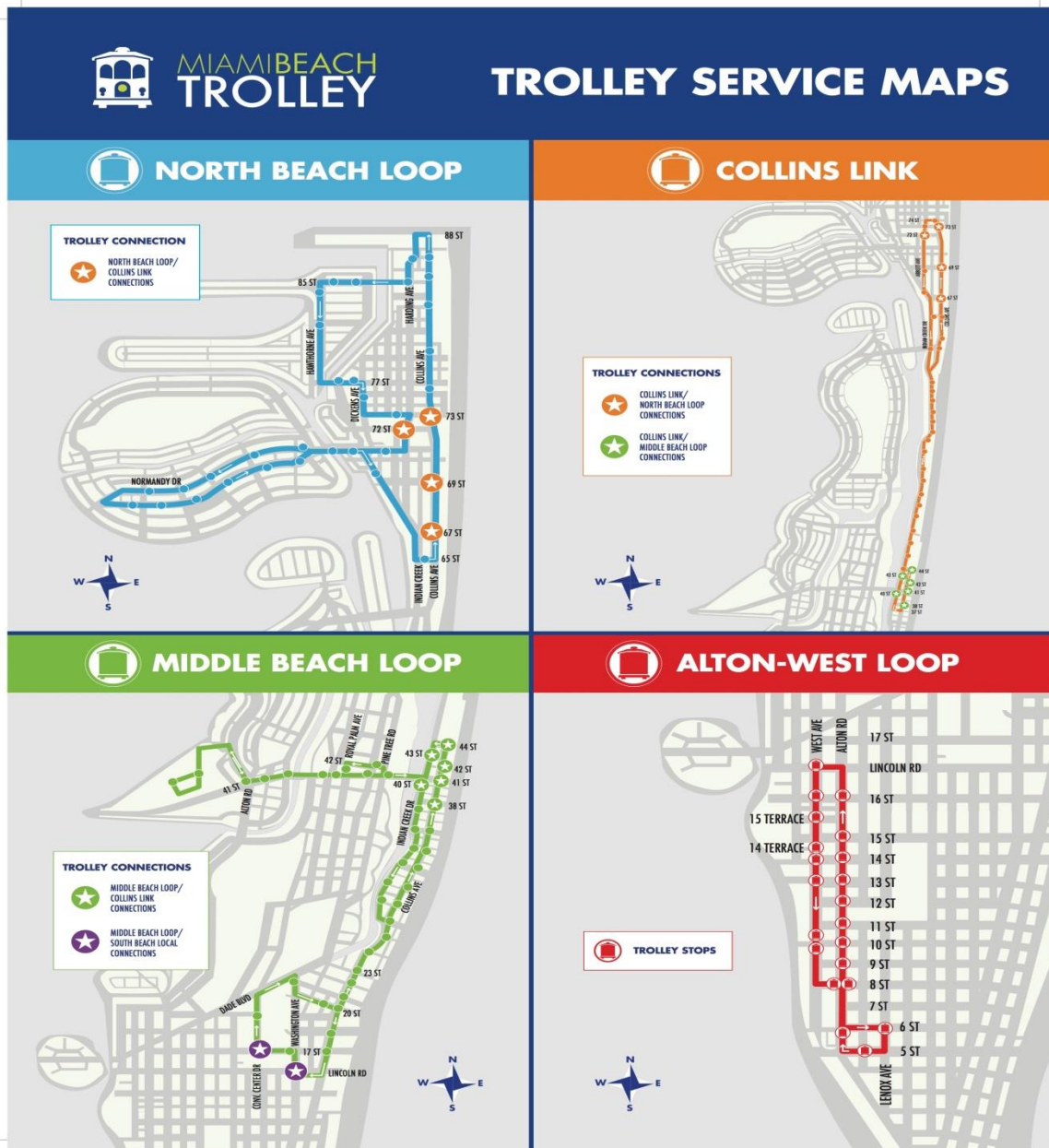


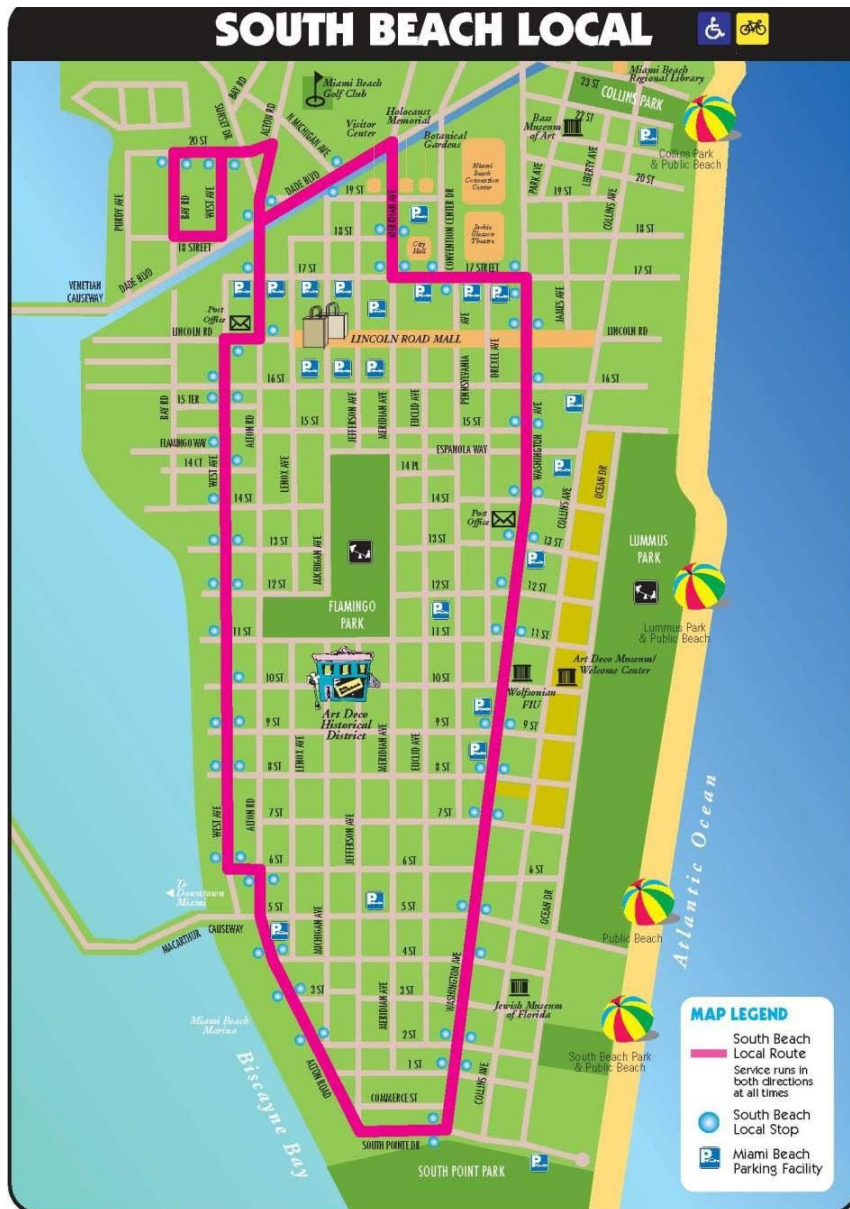


# Routes

The Mystery Rider Program evaluates the following bus/trolley routes:

- Alton-West Loop (AWT)
- Collins Link (CLT)
- Middle Beach Loop (MBT)
- North Beach Loop (NBT)
- South Beach Local (SBL)
- South Beach Trolley (SBT) (Under development)







# Scheduling

Mystery Rider assessments are scheduled in 4 hour increments based on the shifts below:

Monday to Saturday (all routes):

- I. 8:00AM to 12:00PM (AM SHIFT) (Morning)
- II. 12:00PM to 4:00PM (PM1 SHIFT) (Early Afternoon)
- III. 4:00PM to 8:00PM (PM2 SHIFT) (Night)
- IV. 8:00PM to 12:00AM (PM3 SHIFT) (Late Night)

Sunday

-AWT, NBT, MBT, CLT:

- I. 8:00AM to 12:00PM (AM SHIFT) (Morning)
- II. 12:00PM to 4:00PM (PM1 SHIFT) (Early Afternoon)
- III. 4:00PM to 8:00PM (PM2 SHIFT) (Night)
- IV. 8:00PM to 12:00AM (PM3 SHIFT) (Late Night)

-SBL:

- I. 10:00AM to 12:00PM (AM SHIFT) (Morning)
- II. 12:00PM to 4:00PM (PM1 SHIFT) (Early Afternoon)
- III. 4:00PM to 8:00PM (PM2 SHIFT) (Night)
- IV. 8:00PM to 12:00AM (PM3 SHIFT) (Late Night)

Shifts are scheduled in 4 hour increments based on time of the day to enable statistically valid components. For statistical validity, each assessment must be properly distributed; otherwise the sample size would be small and produce inaccurate results.

Based on the calculated sample size for assessments per quarter (see page 11), we will have 48 weekday assessments per quarter and 45 weekend assessments per quarter. We can evenly distribute the 48 weekday assessments over the 4 different 4 hour increments so that there is 12 assessments every 4 hour increment. This way there is an even distribution among the different times of day. Now the question becomes how to distribute 12 assessments over 5 different routes. Routes have varying headway times, so one assessment in one route can evaluate twice as many stops as one assessment in another route. The following table analyzes how many stops one assessment can evaluate in a given route:

Name	Headway Time	# of Stops	Stops per assessment	Assessments required (4 hours)
AWT	13 minutes	21	18	1.16
CLT*	10-15 minutes	47	24	1.95
MBT	10 minutes	47	24	1.95
NBT	10 minutes	37	24	1.54
SBL	20 minutes	42/39	12	3.5

\* The goal for the Collins Link Trolley is 10-15 minutes but its best to calculate for 10 minutes because otherwise we are more likely to over sample, which is not necessary since there is already a large amount of shifts scheduled for this route.

By scheduling 4 assessments in South Beach Local and 2 in every other route, we obtain a distribution that would return about the same number of evaluations per route (48). Notice that 2 assessments in the Alton West route would return less than 48; Alton West is also the route with the least amount of stops so it is not necessary to add another shift if the same stops will be evaluated multiple times.

Now that we have a distribution for the weekday population, we need to distribute for the weekend population. Since the weekend requires 45 assessments, we can model it after the distribution used for the weekdays and remove 3 assessments. The best place to remove assessments from is the South Beach Local Morning shift since it does not operate until 10a.m. on Sundays. Due to this, South Beach Local assessors assess Alton West during the 2 hour period South Beach Local is unavailable. For this reason we may remove one assessment from Alton West and two assessments from South Beach Local during this time.

This is how the assessments would be distributed every quarter:

Name	Mon - Fri					Sat –Sun					Total
	I	II	III	IV	Total	I	II	III	IV	Total	
AWT	2	2	2	2	<b>8</b>	1	2	2	2	<b>7</b>	15
CLT	2	2	2	2	<b>8</b>	2	2	2	2	<b>8</b>	16
MBT	2	2	2	2	<b>8</b>	2	2	2	2	<b>8</b>	16
NBT	2	2	2	2	<b>8</b>	2	2	2	2	<b>8</b>	16
SBL	4	4	4	4	<b>16</b>	2	4	4	4	<b>14</b>	30
Total	12	12	12	12	<b>48</b>	9	12	12	12	<b>45</b>	93

Note: South Beach local has more assessments because of the larger headway time.

Note: for South Beach Local, any surplus time should be used to transfer to Alton-West or North Beach.

## Procedure

Once an individual has been trained and scheduled for a Mystery Ride, they will follow these steps:

1. Go to the Transportation Department (located at 1688 Meridian Avenue Suite 801) to receive an Easy Card (if doing South Beach Local).
2. Collect key and use the designated City vehicle (if doing North Beach Trolley). Vehicle #15901, located at 17<sup>th</sup> Street Garage in the top floor.
3. Go to the departure point and start Mystery Rider Assessment.

Please note the following:

- Mystery Riders do not board the first vehicle in order to keep track of headway correctly.
- Mystery Riders continue to complete assessments in the same direction for the complete 4 hour shift.
- Departure location should also be the final location of a shift.
- The last ride must end within 20 minutes of a shift's end in the departure point.

# Data Analysis

## Scores:

Yearly quarter reports and fiscal year reports help to monitor the data collected every quarter. We review average scores that range from 1.0 to 6.0, with 1.0 being the best possible score. The city's goal is for 90% of the assessments to receive a score of 2.0 or better and all assessments to score 1.5 or better.

The data reports are used to identify positive/stable performance and criteria below expectations. We are able to identify routes or hours to address poor performance and implement strategies to improve.

## Sample Size:

Weekdays and weekends are often compared in the data reports, these can be considered their own individual populations with their own different sample sizes. To determine the sample size to be utilized, three factors were taken into account: population size, confidence level, and margin of error.

- **Population:** There are a total of 5 trolley routes assessed over 4 different 4-hour increments and 260 weekdays in a year, 104 weekend days in a year. Multiplying the number of trolley routes, the number of 4-hour increments and the number of days in a year yields **5,200** (weekdays) and **2,080** (weekends). In other words, to assess every route, every available shift every day of the year, it would take 5,200 weekday assessments and 2,080 weekend assessments per year; 7,280 total. This number is much too large and that is why a valid sample size is needed.
- **Confidence Level:** A confidence level is a percentage that expresses how sure the results can be. This tells us how often the true percentage of the population would lie within the confidence interval that is to be calculated. For example, a 90% confidence level allows us to claim that 90% of the time, the true mean would be within the confidence interval. The most common confidence level is **95%**. A higher confidence level requires a larger sample size.
- **Margin of Error:** The margin of error (also known as the confidence interval) is a percentage displayed with a plus or minus symbol. This is what allows the data to have some room for acceptable error. For example, if we claim the mean score is 2.0, we would be wrong whenever the mean is not 2.0. But a confidence interval allows us to say the true mean lies within an interval (such as between 1.8 and 2.2) and this claim would be least likely to be incorrect. A higher margin of error results in a larger interval and this would require a smaller sample size. A lower margin of error is preferred to obtain more accurate results since the data would be within a smaller interval, however it would require a larger sample size.

Together, these factors can determine a proper sample size and present the data in a way so that we can claim that we are, for example, 95% confident the true mean score of a population lies within 1.8 and 2.2.

The sample size is determined through the following formulas:

The first formula determines a sample size when the population is unknown.

$$SS = \frac{(Z - score)^2 \times 0.25}{ME^2}$$

The second formula determines a new, or updated, sample size that takes population into account.

$$New\ SS = \frac{SS}{1 + ((SS - 1)/Pop)}$$

- SS = sample size
- Z-score = number that corresponds to a given confidence level. For 95% we use 1.96
- 0.25 = product of the standard deviation times 1 minus the standard deviation. Because the standard deviation is unknown, we use 0.5 and the product of  $0.5 \times (1 - 0.5) = 0.25$
- ME = margin of error; 5% is 0.05, 7% is 0.07, etc.
- Pop = population

Once we have a final sample size, we divide that number by 4 to determine our quarterly sample size.

$$SS\ per\ Quarter = \frac{New\ SS}{4}$$

The following are sample sizes required based on the chosen margin of errors.

	Margin of Error	Mystery Rider Sample Size (Assessments per Quarter)
Weekdays	7%	48
Weekends	7%	45
Total	5%	93*

\* 93 is the sum of 48 and 45. Our calculations tell us we need a sample size of 92 or higher; 93 satisfies this condition.

This means that we can individually present data for the weekdays and weekends with a  $\pm 7\%$  margin of error. But we can present the collective data, which includes every day of the week, with a  $\pm 5\%$  margin of error.

## Calculations:

For weekday sample size

Population: 5,200

Z-score: 1.96 (for 95%)

ME: 7%

SS: 196

New SS: 188.9

SS per Quarter (rounded up): 48

$$SS = \frac{(1.96)^2 \times 0.25}{0.07^2} = 196$$

$$New\ SS = \frac{196}{1 + (195/5200)} = 188.9$$

$$SS\ per\ Quarter = \frac{188.9}{4} = 47.2$$

For weekend sample size

Population: 2,080

Z-score: 1.96 (for 95%)

ME: 7%  
 SS: 196  
 New SS: 179.2  
 SS per Quarter (rounded up): 45

$$SS = \frac{(1.96)^2 \times 0.25}{0.07^2} = 196$$

$$New\ SS = \frac{196}{1 + (195/2080)} = 179.2$$

$$SS\ per\ Quarter = \frac{179.2}{4} = 44.8$$

For total sample size  
 Population: 5,200 + 2,080 = 7,280  
 Z-score: 1.96 (for 95%)  
 ME: 5%  
 SS: 385  
 New SS: 366  
 SS per Quarter (rounded up): 92

$$SS = \frac{(1.96)^2 \times 0.25}{0.05^2} = 385$$

$$New\ SS = \frac{385}{1 + (384/7280)} = 365.7$$

$$SS\ per\ Quarter = \frac{365.7}{4} = 91.4$$

## Sample Reports:

The following is a sample report to serve as an example of how the data is presented. These reports present average scores and percentages based on different factors such as by year, quarter, time of day, day of the week and trolley route.

### Terminology:

- Factor: a factor is an area of interest. We have 6 different factors; Stop Amenities, Reliability, Appearance/Cleanliness, Customer Service, Safety, and Maintenance.
- Sub-Factor: a sub-factor is the term we used to differentiate different questions within a factor. Stop Amenities and Appearance/Cleanliness have 3 sub-factors. The other factors contain one sub-factor. There is a total of 10 sub-factors.
- Factor Score: the average score of an individual factor.
- Overall Score: average score of all factors.
- Agency: city or county that operates a given trolley. City of Miami Beach (CMB) operates the Alton West, Collins Link, Middle Beach, and North Beach trolleys. Miami Dade County (MDC) operates South Beach Local.

### Report #1:

Tables 1 and 2 (Report #1) analyze both Factor Scores and Overall Scores by Years and Quarters, respectively.

The following formulas are assigned a color arrow and letter to clarify which formulas are being used in the sample reports.



Factor Scores of one sub-factor are determined by using the following formula:



$$\text{Factor Score} = \frac{x}{n}$$

X = sum of all sub-factor scores  
N = number of assessments

Factor Scores of three sub-factors are determined by the following formula:



$$\text{Factor Score} = \frac{x}{3n}$$

X = sum of all sub-factor scores  
N = number of assessments

Overall Scores are determined by the following formula:



$$\text{Overall Score} = \frac{F}{6}$$

F = sum of all factor scores  
6 = number of factors

Table 3 (Report #1) analyzes the percentage of assessments that meet the target score of 2.0 or better by quarters. Table 4 (Report #1) does the same but compares the different routes instead of quarters.

Percentages of assessments that meet the 2.0 target (for Factors with one sub-factor) are determined by the following formula:



$$\text{Percentage} = \frac{x}{n} \times 100$$

X = number of assessments with a score of 2.0 or better  
N = number of assessments

Percentages of assessments that meet the 2.0 target (for Factors with three sub-factors) are determined by the following formula:



$$\text{Percentage} = \frac{x}{3n} \times 100$$

X = number of assessments with a score of 2.0 or better  
N = number of assessments

Overall percentage scores are determined by the following formula:

$$\text{Overall Percentage} = \frac{X + Y}{10}, X = (a1 \times 3) + (a2 \times 3)$$

X = the sum of every factor with 3 sub-factors (a) multiplied by 3

$$X = (a1 \times 3) + (a2 \times 3) \dots$$



Y = the sum of every factor with one sub-factor  
10 = number of sub-factors

Fiscal Year Averages for a certain factor can be determined by adding the quarter percentage scores of the same factor (from Table 3) and dividing by 4.













$$\text{FY \% Avg} = X/4$$

X = the sum of all quarter's percentage scores of a factor in a year  
4 = number of quarters in a year







Please note: an overall percentage and Fiscal Year percentage average cannot be determined by taking the average of the percentages.

## Report #1






Overall Miami Beach Transit Index Score for All Routes by Factor (Target=1.5)

		Year				
		2015	2016	2017	2018	2019
C	 Overall	2.38	2.12	-	-	-
 B  A  Appearance / Cleanliness  B  A	 Stop Amenities	3.81	3.39	-	-	-
	 Reliability	2.22	2.11	-	-	-
	Appearance / Cleanliness	2.53	2.15	-	-	-
	 Customer Service	1.87	1.81	-	-	-
	 Safety	1.25	1.36	-	-	-
	Maintenance	2.59	1.90	-	-	-


Overall Miami Beach Transit Index Score for All Routes by Factor (Target=1.5)

		Fiscal Year			
		Q1	Q2	Q3	Q4
C 		2.19	2.11	2.07	2.04
 B  A  B  A 	Stop Amenities	3.65	3.21	3.44	3.03
	Reliability	2.10	2.26	2.04	2.03
	Appearance / Cleanliness	2.27	2.22	1.96	2.02
	Customer Service	1.70	1.62	2.11	1.96
	Safety	1.12	1.26	1.67	1.64
	Maintenance	2.31	2.07	1.24	1.53

Overall Miami Beach Transit Index Percent Meeting Target of 2.0 by Factor (Target = 90%)

F		Fiscal Year				
		Q1	Q2	Q3	Q4	
 Overall		60.9	65.9	68.6	72.0	
E	 Stop Amenities	30.4	43.6	44.2	53.0	
	D  Reliability	71.2	67.2	72.4	73.8	
	Appearance/Cleanliness	61.4	64.3	74.3	75.3	
E		Customer Service	83.1	85.4	74.1	79.8
		Safety	98.9	95.1	86.8	87.3
D		Maintenance	79.5	87.7	97.8	94.5

Overall Percent of Transit Routes Meeting Score of 2.0 by Route (Target = 90%)

		FY% AVG	Route					
			Alton West Trolley	Collins Link Trolley	Middle Beach Trolley	North Beach Trolley	South Beach Trolley	"South Beach Local"
 G	Stop Amenities	40.6	29.5	-	-	60.1	-	33.5
	Reliability	71.1	65.2	-	-	67.4	-	74.5
	Appearance/Cleanliness	67.3	63.2	-	-	72.0	-	66.0
	Customer Service	81.2	65.2	-	-	82.3	-	84.9
	Safety	93.4	92.3	-	-	96.6	-	92.2
	Maintenance	87.8	83.4	-	-	93.1	-	86.3

## Report #2:

Table 1 (Report #2) uses the same formulas as Table 1 from Report #1. This Table compares the Factor Scores of all Factors by Day Type, Time of Day, and Quarter of the Year.

Table 2 (Report #2) uses the same formulas as Table 3 from Report #1. This Table compares percentage of assessments that meet the target scores for all Factors by Day Type, Time of Day, and Quarter of the Year.

### REPORT #2 Miami Beach Transit Index Score for All Routes by Factor, Day of Week & Time of Day (Target=2.0)

Miami Beach Transit Index Score for All Routes by Factor, Day of Week & Time of Day (Target=1.5)

<div><div></div><div>B</div></div>	Stop Amenities		FY	Fiscal Year			
	C → Overall	3.35	3.60	3.20	3.44	3.04	
	(8am-4pm)- Day Type						
	Weekday	3.28	3.59	3.09	3.31	2.74	
	Weekend	3.46	4.00	3.31	3.69	3.05	
	(4pm-12am)- Day Type						
	Weekday	3.39	3.51	3.25	3.49	3.32	
Weekend	3.48	3.69	3.28	3.58	-		
<div><div></div><div>A</div></div>	Reliability		FY	Fiscal Year			
	C → Overall	2.11	2.09	2.25	2.03	2.04	
	(8am-4pm)- Day Type						
	Weekday	2.17	2.04	2.34	2.29	2.14	
	Weekend	2.35	1.88	2.56	2.23	2.53	
	(4pm-12am)- Day Type						
	Weekday	1.99	2.28	2.22	1.71	1.78	
Weekend	1.92	2.05	1.87	1.67	-		
<div><div></div><div>B</div></div>	Appearance		FY	Fiscal Year			
	C → Overall	2.15	2.28	2.22	1.96	2.02	
	(8am-4pm)- Day Type						
	Weekday	2.08	2.25	2.15	1.85	1.89	
	Weekend	2.26	2.83	2.08	2.04	2.24	
	(4pm-12am)- Day Type						
	Weekday	2.14	2.18	2.29	2.02	2.09	
Weekend	2.37	2.41	2.38	2.17	-		
<div><div></div><div>A</div></div>	Customer Service		FY	Fiscal Year			
	C → Overall	1.82	1.72	1.63	2.11	1.95	
	(8am-4pm)- Day Type						
	Weekday	1.60	1.53	1.39	1.83	1.73	
	Weekend	1.96	2.04	1.41	2.15	2.38	
	(4pm-12am)- Day Type						
	Weekday	2.05	2.02	1.72	2.41	2.02	
Weekend	2.05	1.90	2.13	2.25	-		

## Report #2 (Continued)

Safety	FY	Fiscal Year			
		Q1	Q2	Q3	Q4
<b>C</b> → Overall	1.38	1.14	1.26	1.67	1.65
(8am-4pm)- Day Type					
Weekday	1.27	1.11	1.20	1.50	1.46
Weekend	1.43	1.21	1.15	1.65	1.74
(4pm-12am)- Day Type					
Weekday	1.54	1.18	1.25	1.88	1.80
Weekend	1.36	1.15	1.47	1.58	-

Maintenance	FY	Fiscal Year			
		Q1	Q2	Q3	Q4
<b>C</b> → Overall	1.87	2.32	2.07	1.23	1.53
(8am-4pm)- Day Type					
Weekday	1.87	2.29	2.12	1.13	1.43
Weekend	1.89	2.88	2.13	1.27	1.41
(4pm-12am)- Day Type					
Weekday	1.82	2.16	2.08	1.35	1.67
Weekend	2.05	2.49	1.89	1.25	-

**A** → (points to Safety table)  
**A** → (points to Maintenance table)  
**G** ↑ (points to Maintenance table)

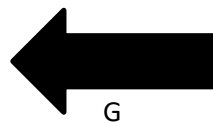
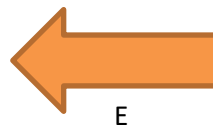
**REPORT# 2 Miami Beach Transit Index Percent Meeting Target Score of 2.0 by Factor, Day of Week & Time of Day (Target=90%)**

Miami Beach Transit Index Percent Meeting Target Score of 2.0 by Factor, Day of Week & Time of Day (Target=90%)

			Stop Amenities
Q1- Day and Time			
Weekday	(8am-4pm)		31.26
	(4pm-12am)		34.71
Weekend	(8am-4pm)		20.00
	(4pm-12a)		37.07
Q2- Day and Time			
Weekday	(8am-4pm)		45.79
	(4pm-12am)		43.22
Weekend	(8am-4pm)		38.26
	(4pm-12a)		44.68
Q3- Day and Time			
Weekday	(8am-4pm)		46.60
	(4pm-12am)		43.92
Weekend	(8am-4pm)		39.74
	(4pm-12a)		36.11
Q4- Day and Time			
Weekday	(8am-4pm)		59.68
	(4pm-12am)		45.79
Weekend	(8am-4pm)		54.90
	(4pm-12a)		-

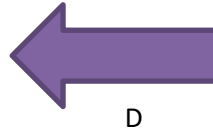
			FY % Avg
Day and Time			Stop Amenities
Weekday	(8am-4pm)		39.88
	(4pm-12am)		40.58
Weekend	(8am-4pm)		40.50
	(4pm-12a)		35.98



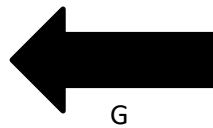
## Report #2 (Continued)

Miami Beach Transit Index Percent Meeting Target Score of 2.0 by Factor, Day of Week & Time of Day (Target=90%)

		Reliability
Q1- Day and Time		
Weekday	(8am-4pm)	73.28
	(4pm-12am)	67.01
Weekend	(8am-4pm)	79.17
	(4pm-12a)	71.79
Q2- Day and Time		
Weekday	(8am-4pm)	59.60
	(4pm-12am)	70.89
Weekend	(8am-4pm)	58.97
	(4pm-12a)	82.98
Q3- Day and Time		
Weekday	(8am-4pm)	64.08
	(4pm-12am)	83.53
Weekend	(8am-4pm)	65.38
	(4pm-12a)	83.33
Q4- Day and Time		
Weekday	(8am-4pm)	70.48
	(4pm-12am)	81.31
Weekend	(8am-4pm)	61.76
	(4pm-12a)	-

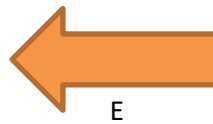


		FY % Avg Reliability
Day and Time		
Weekday	(8am-4pm)	69.10
	(4pm-12am)	75.90
Weekend	(8am-4pm)	64.63
	(4pm-12a)	76.88

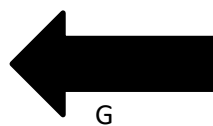


Miami Beach Transit Index Percent Meeting Target Score of 2.0 by Factor, Day of Week & Time of Day (Target=90%)

		Appearance/Cleanliness
Q1- Day and Time		
Weekday	(8am-4pm)	61.35
	(4pm-12am)	66.32
Weekend	(8am-4pm)	51.39
	(4pm-12a)	58.12
Q2- Day and Time		
Weekday	(8am-4pm)	65.32
	(4pm-12am)	64.56
Weekend	(8am-4pm)	64.10
	(4pm-12a)	61.70
Q3- Day and Time		
Weekday	(8am-4pm)	76.38
	(4pm-12am)	71.37
Weekend	(8am-4pm)	74.36
	(4pm-12a)	77.78
Q4- Day and Time		
Weekday	(8am-4pm)	76.83
	(4pm-12am)	73.83
Weekend	(8am-4pm)	75.49
	(4pm-12a)	-



		FY % Avg Appearance/Cleanliness
Day and Time		
Weekday	(8am-4pm)	64.43
	(4pm-12am)	67.87
Weekend	(8am-4pm)	64.63
	(4pm-12a)	60.12

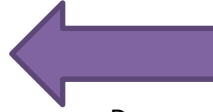




## Report #2 (Continued)

Miami Beach Transit Index Percent Meeting Target Score of 2.0 by Factor, Day of Week & Time of Day (Target=90%)

			Customer Service
Q1- Day and Time			
Weekday	(8am-4pm)		90.52
	(4pm-12am)		67.01
Weekend	(8am-4pm)		66.67
	(4pm-12a)		82.05
Q2- Day and Time			
Weekday	(8am-4pm)		91.92
	(4pm-12am)		77.22
Weekend	(8am-4pm)		94.87
	(4pm-12a)		76.60
Q3- Day and Time			
Weekday	(8am-4pm)		79.61
	(4pm-12am)		64.71
Weekend	(8am-4pm)		80.77
	(4pm-12a)		75.00
Q4- Day and Time			
Weekday	(8am-4pm)		87.62
	(4pm-12am)		78.50
Weekend	(8am-4pm)		67.65
	(4pm-12a)		-
			FY % Avg
Day and Time			Customer Service
Weekday	(8am-4pm)		85.39
	(4pm-12am)		74.50
Weekend	(8am-4pm)		75.51
	(4pm-12a)		76.30



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## Report #2 (Continued)

Miami Beach Transit Index Percent Meeting Target Score of 2.0 by Factor, Day of Week & Time of Day (Target=90%)

			Safety
Q1- Day and Time			
Weekday	(8am-4pm)		99.14
	(4pm-12am)		96.91
Weekend	(8am-4pm)		100.00
	(4pm-12a)		100.00
Q2- Day and Time			
Weekday	(8am-4pm)		96.97
	(4pm-12am)		94.94
Weekend	(8am-4pm)		100.00
	(4pm-12a)		87.23
Q3- Day and Time			
Weekday	(8am-4pm)		89.32
	(4pm-12am)		83.53
Weekend	(8am-4pm)		88.46
	(4pm-12a)		83.33
Q4- Day and Time			
Weekday	(8am-4pm)		94.29
	(4pm-12am)		76.64
Weekend	(8am-4pm)		97.06
	(4pm-12a)		-



D

			FY % Avg
			Safety
Day and Time			
Weekday	(8am-4pm)		95.59
	(4pm-12am)		90.16
Weekend	(8am-4pm)		95.92
	(4pm-12a)		94.80



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Miami Beach Transit Index Percent Meeting Target Score of 2.0 by Factor, Day of Week & Time of Day (Target=90%)

			Maintenance
Q1- Day and Time			
Weekday	(8am-4pm)		81.47
	(4pm-12am)		84.54
Weekend	(8am-4pm)		58.33
	(4pm-12a)		69.23
Q2- Day and Time			
Weekday	(8am-4pm)		88.89
	(4pm-12am)		87.34
Weekend	(8am-4pm)		87.18
	(4pm-12a)		89.36
Q3- Day and Time			
Weekday	(8am-4pm)		100.00
	(4pm-12am)		96.47
Weekend	(8am-4pm)		92.31
	(4pm-12a)		100.00
Q4- Day and Time			
Weekday	(8am-4pm)		94.34
	(4pm-12am)		96.26
Weekend	(8am-4pm)		91.18
	(4pm-12a)		-



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			FY % Avg
			Maintenance
Day and Time			
Weekday	(8am-4pm)		81.16
	(4pm-12am)		84.34
Weekend	(8am-4pm)		76.87
	(4pm-12a)		72.25



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### Report #3:

Table 1 uses the same formulas as Table 1 from Report #1. This table compares the Factor Scores of all Factors by Time of Day, Agency (CMB or MDC), and Quarter of the Year.

Table 2 uses the same formulas as Table 3 from Report #1. This table compares percentage of assessments that meet the target scores for all Factors by Time of Day, Agency (CMB or MDC), and Quarter of the Year.

Table 3 uses the same formulas as Tables 1 & 4 from Report #1. This table looks at the scores and percent of trolleys meeting reliability target score by Time of Day, Day Type, and Quarter of the Year.

#### REPORT #3 Transit Score For CMB Trolleys & MDC South Beach Local by Factor, Agency & Time of Day (Target=2.0)

Transit Score For CMB Trolleys & MDC South Beach Local by Factor, Agency & Time of Day (Target=1.5)

Stop Amenities	FY Score	Fiscal Year			
		Q1	Q2	Q3	Q4
CMB- Time of Day					
(8am-4pm)	3.04	3.27	3.05	3.26	2.47
(4pm-12am)	3.06	3.36	2.87	2.93	2.82
MDC- Time of Day					
(8am-4pm)	3.55	4.00	3.22	3.46	3.21
(4pm-12am)	3.64	3.82	3.39	3.76	3.74

Reliability	FY Score	Fiscal Year			
		Q1	Q2	Q3	Q4
CMB- Time of Day					
(8am-4pm)	2.34	2.21	2.51	2.47	2.34
(4pm-12am)	2.27	2.28	2.61	2.13	2.14
MDC- Time of Day					
(8am-4pm)	2.08	1.84	2.33	2.17	2.12
(4pm-12am)	1.77	2.13	1.92	1.51	1.47

Appearance	FY Score	Fiscal Year			
		Q1	Q2	Q3	Q4
CMB- Time of Day					
(8am-4pm)	2.10	2.20	2.05	2.13	1.93
(4pm-12am)	2.08	2.17	2.06	1.93	2.04
MDC- Time of Day					
(8am-4pm)	2.13	2.41	2.19	1.76	2.00
(4pm-12am)	2.26	2.33	2.41	2.09	2.14

Customer Service	FY Score	Fiscal Year			
		Q1	Q2	Q3	Q4
CMB- Time of Day					
(8am-4pm)	1.80	1.68	1.47	2.28	1.97
(4pm-12am)	2.09	2.09	1.68	2.50	2.10
MDC- Time of Day					
(8am-4pm)	1.55	1.46	1.35	1.68	1.80
(4pm-12am)	2.02	1.85	1.94	2.34	1.95

Safety	FY Score	Fiscal Year			
		Q1	Q2	Q3	Q4
CMB- Time of Day					
(8am-4pm)	1.35	1.14	1.37	1.60	1.53
(4pm-12am)	1.35	1.12	1.23	1.70	1.59
MDC- Time of Day					
(8am-4pm)	1.26	1.10	1.06	1.50	1.52
(4pm-12am)	1.60	1.23	1.37	1.91	1.98



# Report #3 (Continued)



Maintenance	FY Score	Fiscal Year			
		Q1	Q2	Q3	Q4
CMB- Time of Day					
(8am-4pm)	1.86	2.18	2.18	1.21	1.45
(4pm-12am)	1.87	2.13	1.90	1.50	1.65
MDC- Time of Day					
(8am-4pm)	1.89	2.52	2.09	1.12	1.40
(4pm-12am)	1.86	2.42	2.04	1.27	1.69

REPORT #3 Transit Percent For CMB Trolleys & MDC South Beach Local Meeting Target Score of 2.0 by Factor, Agency & Time of Day (Target=90%)

Transit Percent For CMB Trolleys & MDC South Beach Local Meeting Target Score of 2.0 by Factor, Agency & Time of Day (Target=90%)

	Stop Amenities
FY Score	41.80
Q1- CMB- Time of Day	
(8am-4pm)	42.01
(4pm-12am)	37.44
Q1- MDC- Time of Day	
(8am-4pm)	17.96
(4pm-12am)	32.78
Q2- CMB- Time of Day	
(8am-4pm)	52.35
(4pm-12am)	58.70
Q2- MDC- Time of Day	
(8am-4pm)	37.60
(4pm-12am)	38.95
Q3- CMB- Time of Day	
(8am-4pm)	47.52
(4pm-12am)	56.67
Q3- MDC- Time of Day	
(8am-4pm)	43.90
(4pm-12am)	36.82
Q4- CMB- Time of Day	
(8am-4pm)	66.04
(4pm-12am)	58.50
Q4- MDC- Time of Day	
(8am-4pm)	47.98
(4pm-12am)	35.06



### Report #3 (Continued)

Transit Percent For CMB Trolleys & MDC South Beach Local Meeting Target Score of 2.0 by Factor, Agency & Time of Day  
(Target=90%)

	Reliability
FY Score	71.4
Q1- CMB- Time of Day	
(8am-4pm)	69.2
(4pm-12am)	68.4
Q1- MDC- Time of Day	
(8am-4pm)	78.6
(4pm-12am)	68.3
Q2- CMB- Time of Day	
(8am-4pm)	61.4
(4pm-12am)	61.3
Q2- MDC- Time of Day	
(8am-4pm)	58.0
(4pm-12am)	80.0
Q3- CMB- Time of Day	
(8am-4pm)	61.7
(4pm-12am)	73.3
Q3- MDC- Time of Day	
(8am-4pm)	65.9
(4pm-12am)	88.1
Q4- CMB- Time of Day	
(8am-4pm)	65.8
(4pm-12am)	69.4
Q4- MDC- Time of Day	
(8am-4pm)	71.2
(4pm-12am)	91.4

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Transit Percent For CMB Trolleys & MDC South Beach Local Meeting Target Score of 2.0 by Factor, Agency & Time of Day  
(Target=90%)

	Appearance/Cleanliness
FY Score	67.8
Q1- CMB- Time of Day	
(8am-4pm)	63.8
(4pm-12am)	64.9
Q1- MDC- Time of Day	
(8am-4pm)	56.9
(4pm-12am)	62.8
Q2- CMB- Time of Day	
(8am-4pm)	65.5
(4pm-12am)	67.7
Q2- MDC- Time of Day	
(8am-4pm)	64.6
(4pm-12am)	62.1
Q3- CMB- Time of Day	
(8am-4pm)	68.8
(4pm-12am)	75.6
Q3- MDC- Time of Day	
(8am-4pm)	80.1
(4pm-12am)	70.6
Q4- CMB- Time of Day	
(8am-4pm)	79.9
(4pm-12am)	75.5
Q4- MDC- Time of Day	
(8am-4pm)	72.7
(4pm-12am)	72.4

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### Report #3 (Continued)

Transit Percent For CMB Trolleys & MDC South Beach Local Meeting Target Score of 2.0 by Factor, Agency & Time of Day (Target=90%)

	Customer Service
FY Score	81.0
Q1- CMB- Time of Day	
(8am-4pm)	80.0
(4pm-12am)	61.8
Q1- MDC- Time of Day	
(8am-4pm)	96.8
(4pm-12am)	83.3
Q2- CMB- Time of Day	
(8am-4pm)	94.7
(4pm-12am)	87.1
Q2- MDC- Time of Day	
(8am-4pm)	91.4
(4pm-12am)	73.7
Q3- CMB- Time of Day	
(8am-4pm)	66.0
(4pm-12am)	63.3
Q3- MDC- Time of Day	
(8am-4pm)	87.8
(4pm-12am)	67.2
Q4- CMB- Time of Day	
(8am-4pm)	84.9
(4pm-12am)	73.5
Q4- MDC- Time of Day	
(8am-4pm)	80.3
(4pm-12am)	82.8

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Transit Percent For CMB Trolleys & MDC South Beach Local Meeting Target Score of 2.0 by Factor, Agency & Time of Day (Target=90%)

	Safety
FY Score	92.9
Q1- CMB- Time of Day	
(8am-4pm)	98.5
(4pm-12am)	98.7
Q1- MDC- Time of Day	
(8am-4pm)	100.0
(4pm-12am)	96.7
Q2- CMB- Time of Day	
(8am-4pm)	96.5
(4pm-12am)	93.5
Q2- MDC- Time of Day	
(8am-4pm)	98.8
(4pm-12am)	91.6
Q3- CMB- Time of Day	
(8am-4pm)	87.2
(4pm-12am)	86.7
Q3- MDC- Time of Day	
(8am-4pm)	90.2
(4pm-12am)	82.1
Q4- CMB- Time of Day	
(8am-4pm)	95.9
(4pm-12am)	87.8
Q4- MDC- Time of Day	
(8am-4pm)	93.9
(4pm-12am)	67.2

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### Report #3 (Continued)

Transit Percent For CMB Trolleys & MDC South Beach Local Meeting Target Score of 2.0 by Factor, Agency & Time of Day (Target=90%)

	Maintenance
FY Score	88.6
Q1- CMB- Time of Day	
(8am-4pm)	87.7
(4pm-12am)	86.8
Q1- MDC- Time of Day	
(8am-4pm)	70.6
(4pm-12am)	71.7
Q2- CMB- Time of Day	
(8am-4pm)	82.5
(4pm-12am)	93.5
Q2- MDC- Time of Day	
(8am-4pm)	92.6
(4pm-12am)	86.3
Q3- CMB- Time of Day	
(8am-4pm)	97.9
(4pm-12am)	93.3
Q3- MDC- Time of Day	
(8am-4pm)	98.8
(4pm-12am)	98.5
Q4- CMB- Time of Day	
(8am-4pm)	93.2
(4pm-12am)	95.9
Q4- MDC- Time of Day	
(8am-4pm)	94.0
(4pm-12am)	96.6

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Overall Trolley Reliability by Time of the Week for All Routes (Target=1.5)

	FY Score	Fiscal Year			
		Q1	Q2	Q3	Q4
Day Type					
Weekday	2.10	2.11	2.30	2.03	1.95
Weekend	2.16	1.98	2.18	2.05	2.53
Time of Day					
(8am-4pm)	2.20	2.03	2.41	2.28	2.24
(4pm-12am)	1.97	2.21	2.09	1.70	1.78

	Fiscal Year			
	Q1	Q2	Q3	Q4
Weekday- Time of Day				
(8am-4pm)	2.04	2.34	2.29	2.14
(4pm-12am)	2.28	2.22	1.71	1.78
Weekend- Time of Day				
(8am-4pm)	1.88	2.56	2.23	2.53
(4pm-12am)	2.05	1.87	1.67	1.78

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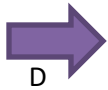
# Report #3 (Continued)

Percent of Trolleys Meeting Reliability Target Score of 2.0 for All Routes by Time of the Week (Target =90%)

	Q1- Day Type		Q2- Day Type		Q3- Day Type		Q4- Day Type	
	Weekday	Weekend	Weekday	Weekend	Weekday	Weekend	Weekday	Weekend
Reliability	70.7	74.6	64.6	72.4	72.6	71.1	75.7	61.8

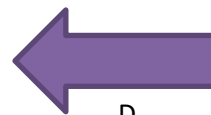
  

	Q1- Time of Day		Q2- Time of Day		Q3- Time of Day		Q4- Time of Day	
	(8am-4pm)	(4pm-12am)	(8am-4pm)	(4pm-12am)	(8am-4pm)	(4pm-12am)	(8am-4pm)	(4pm-12am)
Reliability	73.83	68.38	59.42	75.40	64.34	83.51	68.35	81.31

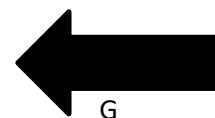


Percent of Trolleys Meeting Reliability Target Score of 2.0 for All Routes by Time of the Week (Target =90%)

			Reliability
Q1- Day and Time			
Weekday	(8am-4pm)		73.28
	(4pm-12am)		67.01
Weekend	(8am-4pm)		79.17
	(4pm-12a)		71.79
Q2- Day and Time			
Weekday	(8am-4pm)		59.60
	(4pm-12am)		70.89
Weekend	(8am-4pm)		58.97
	(4pm-12a)		82.98
Q3- Day and Time			
Weekday	(8am-4pm)		64.08
	(4pm-12am)		83.53
Weekend	(8am-4pm)		65.38
	(4pm-12a)		83.33
Q4- Day and Time			
Weekday	(8am-4pm)		70.48
	(4pm-12am)		81.31
Weekend	(8am-4pm)		61.76
	(4pm-12a)		-



FY Score			Reliability
Day and Time			
Weekday	(8am-4pm)		69.10
	(4pm-12am)		75.90
Weekend	(8am-4pm)		64.63
	(4pm-12a)		76.88



## Report #4:

This report uses the same formulas as Table 3 from Report #1. This report compares percentage scores of individual routes by Day Type, Time of Day, and Quarter of the Year.

REPORT #4 Percent of Stops Meeting Target Score of 2.0 by Route & Time of Day (Target=90%)

FY Score 2.0 Target=90%

FY% Avg

			Target=90%
Alton West Trolley - Day and Time			
Weekday	(8am-4pm)		60.57
	(4pm-12am)		58.94
Weekend	(8am-4pm)		56.72
	(4pm-12a)		51.11
Collins Link Trolley - Day and Time			
Weekday	(8am-4pm)	-	-
	(4pm-12am)	-	-
Weekend	(8am-4pm)	-	-
	(4pm-12a)	-	-
Middle Beach Trolley - Day and Time			
Weekday	(8am-4pm)	-	-
	(4pm-12am)	-	-
Weekend	(8am-4pm)	-	-
	(4pm-12a)	-	-
North Beach Trolley - Day and Time			
Weekday	(8am-4pm)	75.60	
	(4pm-12am)	72.31	
Weekend	(8am-4pm)	68.84	
	(4pm-12a)	76.26	
South Beach Trolley - Day and Time			
Weekday	(8am-4pm)	-	-
	(4pm-12am)	-	-
Weekend	(8am-4pm)	-	-
	(4pm-12a)	-	-
**South Beach Local ** - Day and Time			
Weekday	(8am-4pm)	64.68	
	(4pm-12am)	64.65	
Weekend	(8am-4pm)	64.52	
	(4pm-12a)	61.79	

QUARTER=1

			Target=90%
Alton West Trolley - Day and Time			
Weekday	(8am-4pm)		58.49
	(4pm-12am)		60.00
Weekend	(8am-4pm)		48.72
	(4pm-12a)		51.11
Collins Link Trolley - Day and Time			
Weekday	(8am-4pm)	-	-
	(4pm-12am)	-	-
Weekend	(8am-4pm)	-	-
	(4pm-12a)	-	-
Middle Beach Trolley - Day and Time			
Weekday	(8am-4pm)	-	-
	(4pm-12am)	-	-
Weekend	(8am-4pm)	-	-
	(4pm-12a)	-	-
North Beach Trolley - Day and Time			
Weekday	(8am-4pm)	73.04	
	(4pm-12am)	62.89	
Weekend	(8am-4pm)	48.75	
	(4pm-12a)	85.71	
South Beach Trolley - Day and Time			
Weekday	(8am-4pm)	-	-
	(4pm-12am)	-	-
Weekend	(8am-4pm)	-	-
	(4pm-12a)	-	-
**South Beach Local ** - Day and Time			
Weekday	(8am-4pm)	57.39	
	(4pm-12am)	61.43	
Weekend	(8am-4pm)	55.46	
	(4pm-12a)	59.60	

QUARTER=2

			Target=90%
Alton West Trolley - Day and Time			
Weekday	(8am-4pm)	58.57	
	(4pm-12am)	51.28	
Weekend	(8am-4pm)	52.54	
	(4pm-12a)	-	
Collins Link Trolley - Day and Time			
Weekday	(8am-4pm)	-	
	(4pm-12am)	-	
Weekend	(8am-4pm)	-	
	(4pm-12a)	-	
Middle Beach Trolley - Day and Time			
Weekday	(8am-4pm)	-	
	(4pm-12am)	-	
Weekend	(8am-4pm)	-	
	(4pm-12a)	-	
North Beach Trolley - Day and Time			
Weekday	(8am-4pm)	73.85	
	(4pm-12am)	74.29	
Weekend	(8am-4pm)	71.11	
	(4pm-12a)	74.62	
South Beach Trolley - Day and Time			
Weekday	(8am-4pm)	-	
	(4pm-12am)	-	
Weekend	(8am-4pm)	-	
	(4pm-12a)	-	
**South Beach Local ** - Day and Time			
Weekday	(8am-4pm)	65.30	
	(4pm-12am)	64.26	
Weekend	(8am-4pm)	62.42	
	(4pm-12a)	62.06	

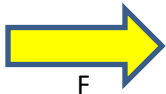
QUARTER=3

			Target=90%
Alton West Trolley - Day and Time			
Weekday	(8am-4pm)	61.76	
	(4pm-12am)	61.54	
Weekend	(8am-4pm)	61.00	
	(4pm-12a)	-	
Collins Link Trolley - Day and Time			
Weekday	(8am-4pm)	-	
	(4pm-12am)	-	
Weekend	(8am-4pm)	-	
	(4pm-12a)	-	
Middle Beach Trolley - Day and Time			
Weekday	(8am-4pm)	-	
	(4pm-12am)	-	
Weekend	(8am-4pm)	-	
	(4pm-12a)	-	
North Beach Trolley - Day and Time			
Weekday	(8am-4pm)	72.50	
	(4pm-12am)	81.54	
Weekend	(8am-4pm)	-	
	(4pm-12a)	70.00	
South Beach Trolley - Day and Time			
Weekday	(8am-4pm)	-	
	(4pm-12am)	-	
Weekend	(8am-4pm)	-	
	(4pm-12a)	-	
**South Beach Local ** - Day and Time			
Weekday	(8am-4pm)	71.67	
	(4pm-12am)	65.59	
Weekend	(8am-4pm)	70.63	
	(4pm-12a)	67.50	

# Report #4 (Continued)

## QUARTER=4

		Target=90%
Alton West Trolley - Day and Time		
Weekday	(8am-4pm)	72.50
	(4pm-12am)	57.65
Weekend	(8am-4pm)	60.00
	(4pm-12a)	-
Collins Link Trolley - Day and Time		
Weekday	(8am-4pm)	-
	(4pm-12am)	-
Weekend	(8am-4pm)	-
	(4pm-12a)	-
Middle Beach Trolley - Day and Time		
Weekday	(8am-4pm)	-
	(4pm-12am)	-
Weekend	(8am-4pm)	-
	(4pm-12a)	-
North Beach Trolley - Day and Time		
Weekday	(8am-4pm)	82.05
	(4pm-12am)	80.94
Weekend	(8am-4pm)	75.88
	(4pm-12a)	-
South Beach Trolley - Day and Time		
Weekday	(8am-4pm)	-
	(4pm-12am)	-
Weekend	(8am-4pm)	-
	(4pm-12a)	-
**South Beach Local ** - Day and Time		
Weekday	(8am-4pm)	70.81
	(4pm-12am)	66.03
Weekend	(8am-4pm)	67.69
	(4pm-12a)	-



# Training

The following are slides from the Mystery Rider Training Presentation

## DESCRIPTION

- **What is the Mystery Rider Program?**

On going survey to provide an objective rating of public transportation's reliability, customer service, safety, cleanliness and maintenance.



# OBJECTIVE

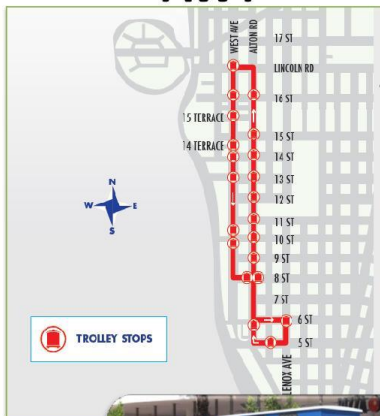
- **What is the goal of the program?**

To monitor and improve the level of service provided by public transportation, more specifically transit routes that are funded either partially or fully by the city.



## CITY'S TROLLEY SERVICE

### AWT



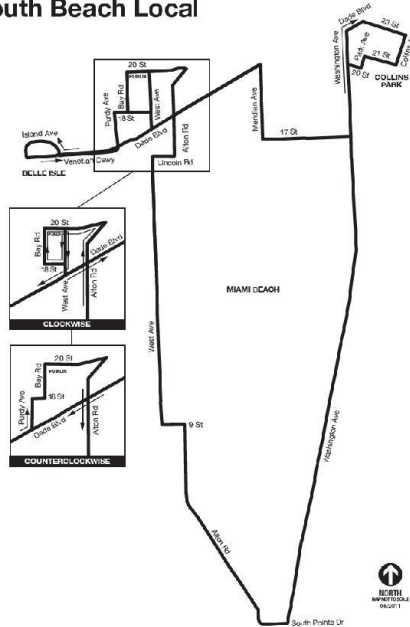
### NBT



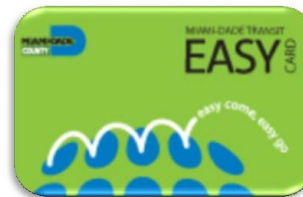


# COUNTY'S CIRCULATOR SERVICE

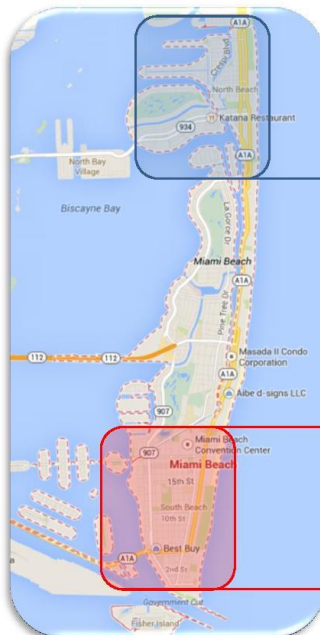
## South Beach Local



## SBL



# PROGRAM COVERAGE AREA



## NBT

North Beach Trolley



## SBL

South Beach Local



## AWT

Alton West Trolley



# MYSTERY RIDER'S TASK

## What do Mystery Riders do?

Rate the experience of using public transportation, including:

- Bus/Trolley stop location
  - Cleanliness
  - Availability of Information
  - Amenities
- Reliability (on-time performance)
- Cleanliness
- Safety
- Customer Service
- Maintenance



## SCHEDULE

DATE	TIME OF WEEK	TIME OF DAY	SHIFT	START TIME	STOP TIME	STATION	NAME AND LAST NAME	AGE	AGE*	SEX*
Tuesday, October 7, 2020	Weekday	Night	PM3	8:00PM	12:00AM	A				
Thursday, October 8, 2020	Weekday	Evening	PM3	12:00PM	5:00PM	B				
Sunday, October 11, 2020	Weekend	Night	PM3	8:00PM	12:00AM	A				
Monday, October 12, 2020	Weekday	Evening	PM3	12:00PM	5:00PM	C				
Wednesday, October 14, 2020	Weekday	Evening	PM3	8:00PM	12:00AM					

\* If you are a Mystery Rider, please select your age group (A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z) and your gender (M, F, O).  
 \* If you are a Mystery Rider, please select your age group (A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z) and your gender (M, F, O).  
 \* If you are a Mystery Rider, please select your age group (A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z) and your gender (M, F, O).

YOU WILL SELECT DATES/SHIFTS BASED ON YOUR AVAILABILITY

The schedule ensures that surveys are random and samples stay statistically valid.

Four shifts are available to the Mystery Riders:

- 8:00AM to 12:00PM (AM SHIFT) (Morning)
- 12:00PM to 4:00PM (PM1 SHIFT) (Early Afternoon)
- 4:00PM to 8:00PM (PM2 SHIFT) (Night)
- 8:00PM to 12:00AM (PM3 SHIFT) (Late Night)

Monday - Sunday



# PROCEDURE

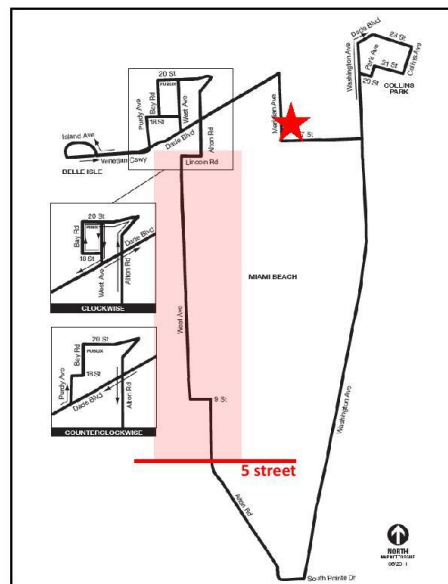
Once you have been trained and scheduled for a Mystery Ride, you will follow these steps:

1. Go to the Transportation Department at City Hall and get your Easy Card
2. Get a City vehicle (if doing North Beach Trolley)
3. Get to the departure point and start your Mystery Rider Questionnaire\*  
***(remember that you must not board the first vehicle in order to track headway correctly)***

\* Please remember that the departure location should also be your final destination once your shift is over.



## DEPARTURE POINTS



# DEPARTURE POINT NBT



Route Travels



(Clockwise)



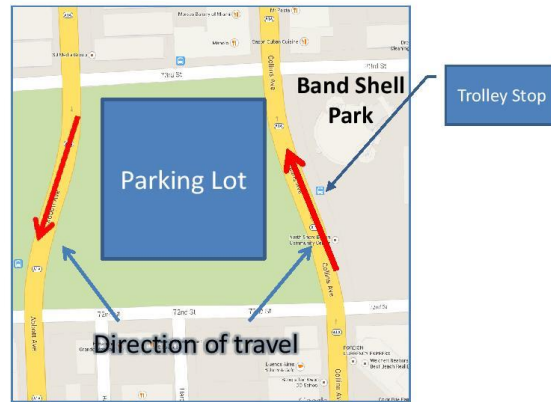
# NORTH BEACH TROLLEY

Travels in counterclockwise direction along the following streets (in this order):

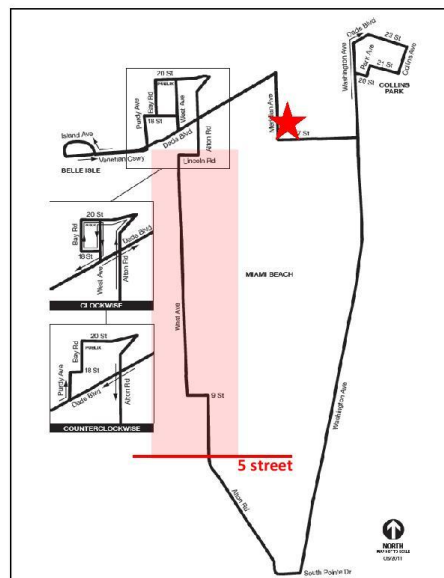
- 65 Street
- Collins Avenue
- 88 Street
- Harding Avenue
- 85 Street
- Hawthorne Avenue
- 77 Street
- Dickens Avenue
- Normandy Drive
- Biarritz Drive
- 71 Street
- Indian Creek Drive



# DEPARTURE POINT NBT



# DEPARTURE POINT SBL/AWT





# DEPARTURE POINT SBL/AWT

**20 St/Bay Rd (CtrclckWise)**



**Washington Avenue (ClckWise)**



# ALTON WEST TROLLEY

This route travels on a counterclockwise direction along the following streets (in this order):

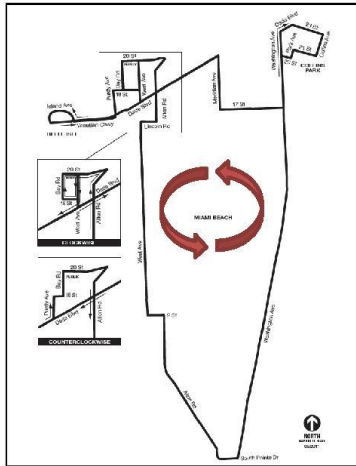
- Lincoln Road
- West Avenue
- 6 Street
- Lenox Avenue
- 5 Street
- Alton Road



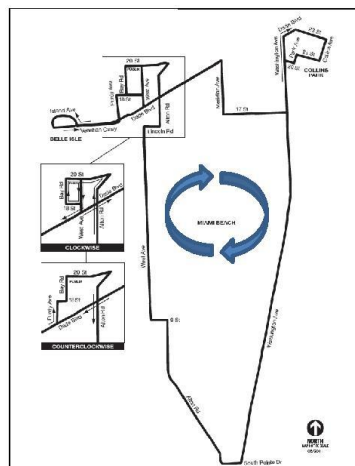
# SOUTH BEACH LOCAL (SBL)

- Direction of Travel:

**20 St/Bay Rd (CtrclckWise)**

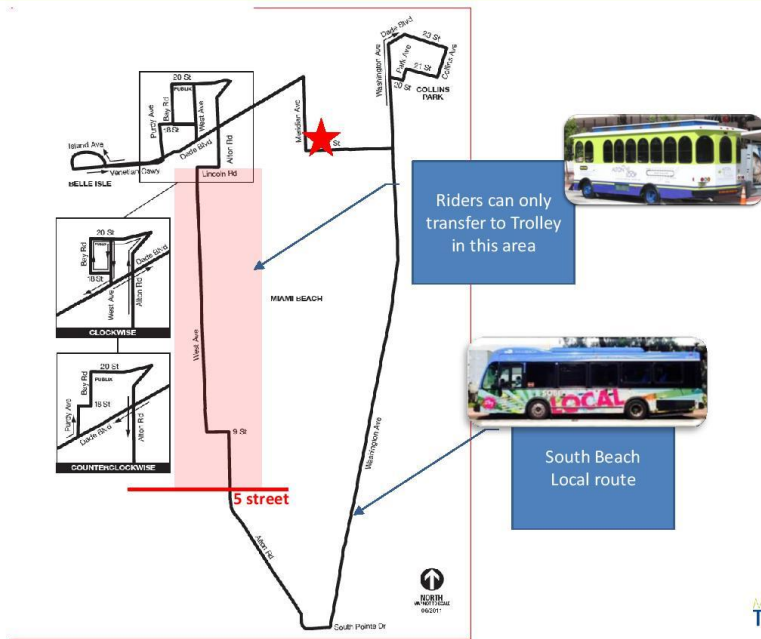


**Washington Avenue (ClckWise)**



17

## TRANSFER POINTS

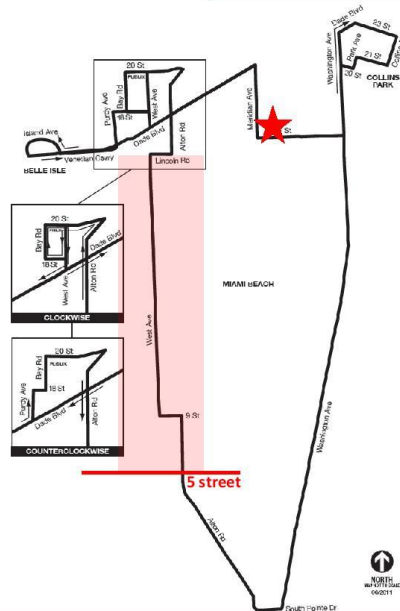




# TRANSFER POINTS

You may transfer from/to Trolley at the following stops:

- Alton Rd @ 6 St
- Alton Rd @ 8 St
- Alton Rd @ Lincoln Rd
- West Ave @ Lincoln Rd
- West Ave @ 16 St
- West Ave @ 15 Terr.
- West Ave @ 14 Ct
- West Ave @ 13 St
- West Ave @ 11 St
- West Ave @ 10 St
- West Ave @ 9 St



Departure Point



NORTH  
UPPER CASE  
ONLY



## USEFUL INFORMATION

Keep in mind that you must return to your departure point by the end of your shift. If you have completed your sequence, continue to complete assessments in the same direction of travel until you reach the departure point, where your mystery ride will end.

**You shall not exceed the period of time you are scheduled for, your last ride must end at the departure point within 20 minutes from shift end.**



# USEFUL INFORMATION

## Useful Tips:

- 1 complete SBL cycle = Approx. 45 minutes
- 1 complete AWT cycle = Approx. 30 minutes
- 1 complete NBT cycle = Approx. 55 minutes

## BE AWARE!

The SBL route performs a layover at Bay Rd and 20 St. This means that vehicles will stay at this location for nearly 15 minutes before resuming the route.



# BUS/TROLLEY STOP AMENITIES

Bus/Trolley Stop Amenities:	
Bus/Trolley stop had the following features? Please check all that apply	
<input type="checkbox"/>	Bench
<input type="checkbox"/>	Concrete Pad
<input type="checkbox"/>	Shelter
<input type="checkbox"/>	Signage
<input type="checkbox"/>	Trash Receptacle
Please check observation of the following:	
<input type="checkbox"/>	MDT Lollipop Sign
<input type="checkbox"/>	Trolley Sign
<input type="checkbox"/>	Old Style Concrete/Wood Bench
<input type="checkbox"/>	Modern Style Bench



# BUS/TROLLEY STOP AMENITIES

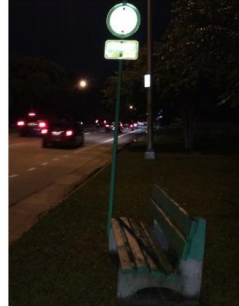
**Bus/Trolley Stop Amenities:**

Bus/Trolley stop in acceptable condition? Please check all that apply

- ☐ Signage firm in ground or secured to post (not loose or fallen)
- ☐ No litter around stop, bench or shelter
- ☐ Visually clear with no signs of graffiti or stickers
- ☐ No gum, sticky material or stain on stop, bench or shelter
- ☐ Location free of unpleasant odors
- ☐ Stop well illuminated at night or located in a visible area
- ☐ Usable to ride/no entry ticket

Please check observation of the following:

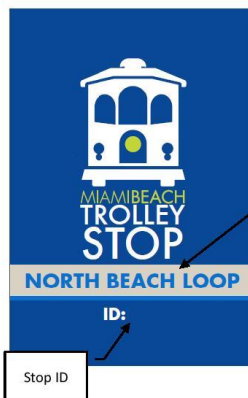
- ☐ Graffiti/stickers/stain on bench
- ☐ Graffiti/stickers/stain on stop post
- ☐ Urination or Defecation Smell
- ☐ Broken Concrete Pad
- ☐ Obstructed view of approaching bus
- ☐ Stop not illuminated at night
- ☐ Broken bench



# TROLLEY SIGNAGE

Signage provided sufficient information about the bus/trolley route? Please check all that apply

- ☐ Name of the route
- ☐ Hours of operation
- ☐ Stop ID number
- ☐ Map of the route
- ☐ Website listed (for additional information)
- ☐ Telephone listed (for additional information)



Name of route

Map of route

Telephone Number



Hours of operation

Website



# MIAMI-DADE TRANSIT SIGNAGE

Signage provided sufficient information about the bus/trolley route? Please check all that apply

<input type="checkbox"/>	Name of the route
<input type="checkbox"/>	Hours of operation
<input type="checkbox"/>	Stop ID number
<input type="checkbox"/>	Map of the route
<input type="checkbox"/>	Website listed (for additional information)
<input type="checkbox"/>	Telephone listed (for additional information)



Hours of operation

Website



Name of route

Telephone Number

Map of route

Stop ID



## RELIABILITY



Keep track of time!

Reliability:

Headway between vehicles? Please select one option

<input type="radio"/>	0 - 20 minutes
<input type="radio"/>	21 - 26 minutes
<input type="radio"/>	27 - 32 minutes
<input type="radio"/>	33 - 38 minutes
<input type="radio"/>	39 - 45 minutes
<input type="radio"/>	More than 45 minutes or did not arrive

Please check observation of the following:

<input type="checkbox"/>	Bunching of Same Route
<input type="checkbox"/>	Broken Bus
<input type="checkbox"/>	Heavy Traffic
<input type="checkbox"/>	Roadway Construction
<input type="checkbox"/>	Special Event





# RELIABILITY

You must let one bus pass you prior to starting the clock if you:

- Change route
- Change Direction
- Went to the restroom and are not sure if you missed the bus or forgot to set your watch

In all other cases, start the clock as soon as you are dropped off.

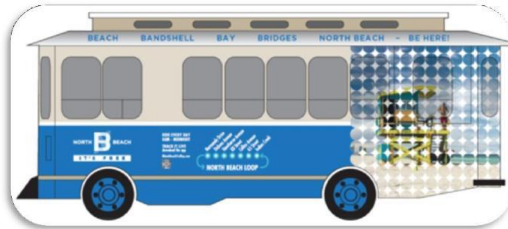


# CLEANLINESS

Appearance:	
Exterior appearance of the vehicle acceptable? Please check all that apply	
<input type="checkbox"/>	Paint/colors looked noticeable/crisp
<input type="checkbox"/>	No dust on body of vehicle
<input type="checkbox"/>	Applicable branding observed
<input type="checkbox"/>	No body defects on vehicle
<input type="checkbox"/>	LED signs (digital destination) signs functional and providing accurate information
<input type="checkbox"/>	Text on vehicle readable
<input type="checkbox"/>	Unable to rate/no criteria met



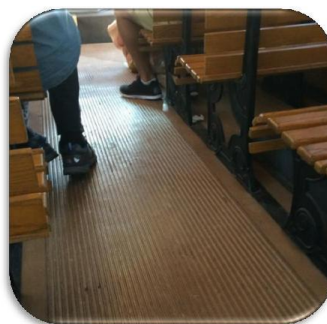
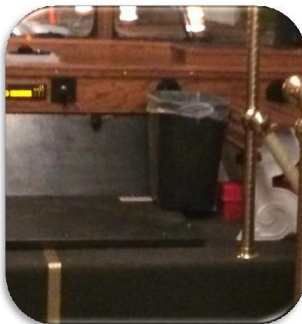
# BRANDING/LED



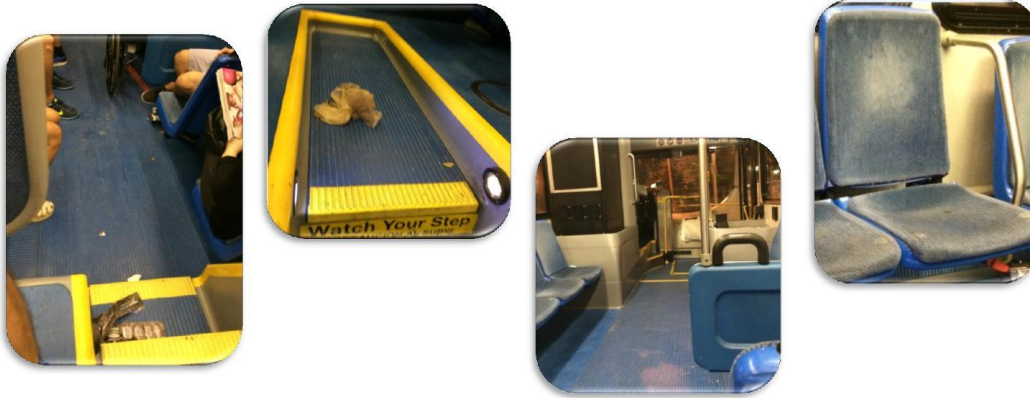
# CLEANLINESS

Interior of the vehicle in clean condition? Please check all that apply	
<input type="radio"/>	No litter on floor or seats
<input type="radio"/>	No dust or deterioration visible on window interiors
<input type="radio"/>	No pests observed
<input type="radio"/>	No unpleasant odor (trash, urine, defecation)
<input type="radio"/>	No graffiti
<input type="radio"/>	Garbage disposal available
<input type="radio"/>	Unable to rate/no criteria met

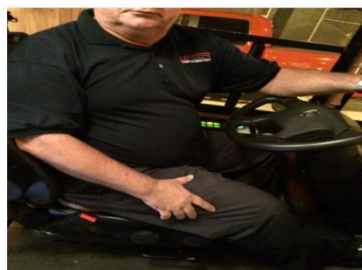
Please check observation of the following:	
<input type="checkbox"/>	Coffee cup or food observed on dashboard
<input type="checkbox"/>	Obscene graffiti
<input type="checkbox"/>	Graffiti located on vehicle walls
<input type="checkbox"/>	Graffiti located on vehicle seat
<input type="checkbox"/>	Stain or gums on seats
<input type="checkbox"/>	Roaches



# CLEANLINESS



# DRIVER'S APPEARANCE



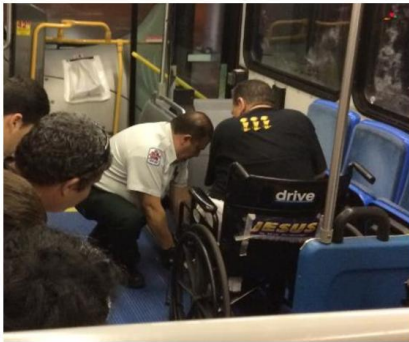
Driver's appearance acceptable? Please check all that apply	
<input type="radio"/>	Uniform
<input type="radio"/>	Name tag or badge
<input type="radio"/>	Hair/Beard trimmed and neat
<input type="radio"/>	Shirt tucked in
<input type="radio"/>	Odor unnoticeable/acceptable
<input type="radio"/>	Closed toe shoes





# CUSTOMER SERVICE

Customer Service:	
Driver	helpful and courteous? Please check all that apply
<input type="radio"/>	Greeted with a smile
<input type="radio"/>	Responded to customer in a courteous manner
<input type="radio"/>	Assistance provided upon request or no assistance requested
<input type="radio"/>	Driver announced major intersections or automated stop announcers functional
<input type="radio"/>	Bus not left unattended (Except to assist disabled passengers)
<input type="radio"/>	Driver did not argue with passengers



As you come in, you must engage the driver with one of the following greetings:

Good Morning/Good Afternoon/Good Evening



# STOP ANNOUNCEMENTS



- Change in direction
- Major intersections
- Points of interest



# SAFETY AND SECURITY

## Safety:

Driver followed regulations? Please check all that apply

- ☐ No abrupt stops or speeding
- ☐ Waited for passengers to be secured behind yellow line (seated or firmly holding railings) before moving the vehicle
- ☐ Obeyed traffic laws (stop signs, signals, no turn on red sign, yield to pedestrian)
- ☐ Not eating or drinking while driving
- ☐ Not using a cellphone while driving
- ☐ No personal belongings obstructing the visual of roadway or the operation of vehicle



# MAINTENANCE OF EQUIPMENT

## Maintenance:

Vehicle's equipment in overall good condition? Please check all that apply

- ☐ Acceptable inside temperature (75 degrees Fahrenheit)
- ☐ Functional seat (not broken or torn cloth)
- ☐ Functional interior lighting
- ☐ No mechanical issues noticed
- ☐ No visibly loose or broken interior items
- ☐ No visibly loose or broken exterior items



# Agreements & Amendments

- Resolution No 2016-29269
- Amendment No. 3
- Amendment No. 4
- Interlocal Agreement Between Miami-Dade County and the City of Miami Beach For the Provision of Public Transportation Services For the operation of the South Beach Trolley

## Conclusion

The Mystery Rider program is utilized to communicate the status of the level of service regarding trolley services in Miami Beach. The results, ranging from 1.0 (very well maintained) to 6.0 (not maintained), provide an understanding of what criteria perform well and which do not. By analyzing the results, changes can be made in order to improve areas in need of improvement so that the City of Miami Beach may provide better quality public transportation. Quarterly data is shared with the commission via LTC with input from responsible department(s) regarding opportunities to improve performance.

