



# Microtransit boosts transit connections to strengthen the entire network.

Miami-Dade County uses first- and last-mile microtransit to improve coverage and reduce private vehicle reliance.



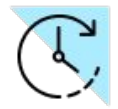
**63%**

of trips are to or from a transit stop



**82%**

of trip proposals contained a bus journey



**60%**

ridership growth from 2022-23

“

Instead of having a four-mile fixed route with 20 bus stops, now we have a dynamic route with a hundred stops, which covers more people and helps connect them to opportunities.”

– Carlos Cruz-Casas,  
**Chief Innovation Officer**

**Location:**

Miami-Dade County, Florida

**Geography:**

Urban

**Use case:**

First-last mile microtransit

## The bottom line.

In 2020, the county introduced MetroConnect, an on-demand service that improves access to grocery stores, healthcare facilities, and educational opportunities by offering first- and last-mile connections to existing fixed-route transit. The service has grown to 11 zones that fill transit gaps and cover 1 million+ potential riders.

## Tell me more.

MetroConnect was built for inclusivity, providing wheelchair-accessible vehicles along with a mobile app available in English, Spanish and Creole. As a fare free service, it is an essential option for riders — 42% of whom make under \$25k annually.

As the service has grown, it has become more efficient and innovative. The cost-per-ride decreased by 23% between 2022 and 2023 while also introducing the largest on-demand public AV service in the United States.