



**MIAMI-DADE TRANSIT**  
Service Planning and Scheduling Division



## **Project: Cutler Bay Local**

**Project Status/ 4<sup>th</sup> Annual Report** - Reporting Period: July 2015 – July 2016

### **Description of Service**

The Cutler Bay Local, which began service on September 5, 2012, is the Town of Cutler Bay's municipal circulator route. The route was made possible by the People's Transportation Plan, and is operated by Miami-Dade Transit (MDT). Major destinations served by the Cutler Bay Local are Town Hall, South Dade Government Center, Southland Mall, South Miami-Dade Cultural Arts Center, Social Security Office, South Dade Shopping Center, HealthSouth, Old Cutler Towne Center, and the US 1 business corridor. The Town increased the number of daily trips and expanded service from three days to five days a week on September 30, 2013. Service was increased to six days a week by introducing Saturday service on November 23, 2014. December 2014 was the first full month with service increased to six days a week. On December 2, 2014, the Town held a highly successful second anniversary "Bus Party." In June 2016, the route was modified to serve the busway station located at SW 112 Avenue.



Newly Redesigned Cutler Bay Bus Stop  
(Caribbean Blvd.)

**Background History - The Municipal Program**

The Miami-Dade County Ordinance creating the half-percent transportation Surtax calls for twenty percent of Surtax proceeds to be distributed directly to municipalities on a pro rata basis for use on local transportation and transit projects. Municipalities must apply at least twenty percent of their share of Surtax proceeds toward transit uses and must submit their transportation plans to the County according to established deadlines. Florida Statute 212, Title XIV defines the purposes for which Surtax proceeds may be expended.

**Connectivity**

The Cutler Bay Local was designed to provide an easy way to get around Town and to connect with other Metrobus routes in the area. Cutler Bay residents can connect to the South Miami-Dade Busway with Metrobus service north to Metrorail and south to Florida City.

**Ridership by Month:**

Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	July-16
2,644	2,617	4,202	4,827	5,116	5,076	3,929	4,080	4,967	2,672	4,483	4,357	4,239

**Total Average Monthly Boarding's Per Quarter**

**3<sup>rd</sup> QTR 2015**

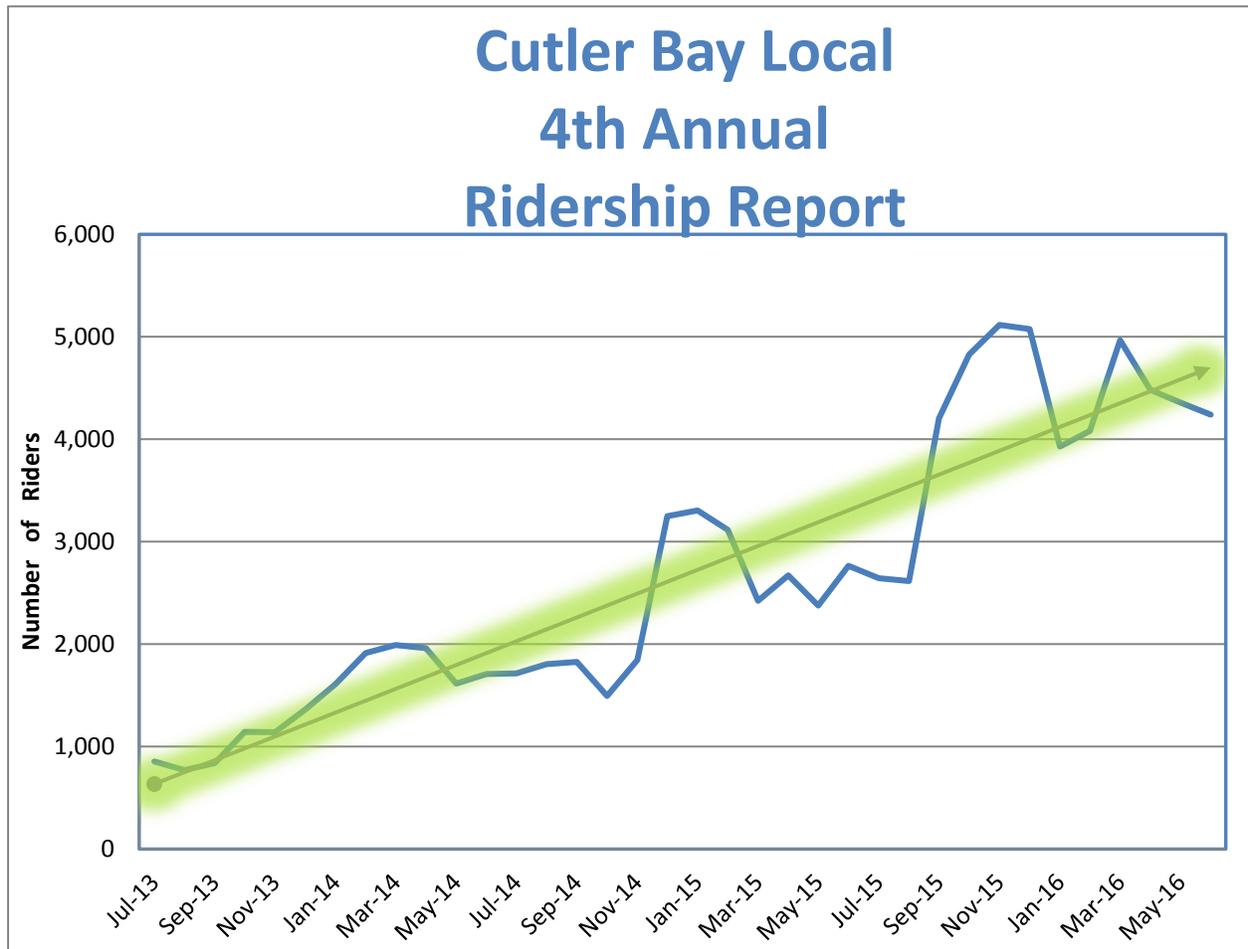
**4<sup>th</sup> QTR 2015**

3,154	5,006
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**1<sup>st</sup> QTR 2016**

**2<sup>nd</sup> QTR 2016**

4,325	4,359
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Note: The highlighted line in the above chart indicates a linear ridership trend line which illustrates that the ridership of the Cutler Bay Local Route continues to grow with time and changes to service levels.

## Cutler Bay's New Bus Shelters – (Old Cutler Road)





## Mechanical Operational Issues Reported

For the year ending July 2016, the following mechanical issues occurred throughout the year (see chart below) and were addressed with little or no interruption in service: noisy breaks, engine not starting, noisy undercarriage, no a/c, meter problems, problems with the accelerator and other miscellaneous preventative maintenance issues.

MDT's extensive preventive maintenance program follows manufacturer's guidelines and is intended to prevent mechanical issues before failures. Buses receive preventive maintenance every 6,000 miles.

- The current mileage for the Town's Circulator bus is 128,449 (as of 7/13/2016)
- Last year the mileage was 83,971.
- The average miles traveled per month is currently 3,706
- Last year, the monthly average miles traveled per month was 2,540.
- Miles traveled between July 2015 & July 2016 is 44,478.



Summary explanation of down time for the Town's Circulator bus:

Category	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Grand Total
<b>Mechanical</b>	1			2		2	1	1	1					8
ENG1								1						1
ENG2				2		2	1		1					6
UND2	1													1
<b>Non-Mechanical</b>		2	1	2		1		1			1			8
A/C1		1		1										2
BRA9											1			1
ENGE		1	1					1						3
FBU0						1								1
FUE1				1										1
<b>Grand Total</b>	1	2	1	4	0	3	1	2	1	0	1	0	0	16

**CODE**

**DESCRIPTION**

**Mechanical**

ENG1 ENGINE NO START  
 ENG2 ENGINE STALLS  
 UND2 NOISY UNDERCARRIAGE

**Non-Mechanical**

A/C1 NO A/C / OPERATOR FAN  
 BRA9 BRAKES NOISY  
 ENGE ENGINE ELECTRICAL  
 FBU0 METER, MISC DEFECT  
 FUE1 ACCELERATOR / NO POWER



### 311 Calls –

The Miami-Dade County 3-1-1 Answer Center provides a fast, simple, and convenient way for residents to get information on local government services such as transit. The table below provides a summary of the calls received related specific to the Cutler Bay Local. Calls are answered in English, Spanish, and Haitian Creole.

FEEDBACK TYPE	FEEDBACK SUBTYPE	DEPARTMENT	INVESTIGATOR NAME
Service Request	SQ-RepISign	PAXFacil	Rodriguez, Raonel
Complaint	SR-Late	CWChiefS	Aleman, Orlando - CW
Complaint	SR-NoShow	CWChiefS	Aleman, Orlando - CW
Complaint	SR-NoShow	CWOps	Molina, Rene - CW
Complaint	SR-Early	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Late	CWChiefS	Aleman, Orlando - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-Nopickup	CWChiefS	Aleman, Orlando - CW
Complaint	SR-UnACutRoute	CWChiefS	Aleman, Orlando - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-Nopickup	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-Early	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Late	CWChiefS	Aleman, Orlando - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	NEChiefS	Watson, Melvin
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Commendation	CM-BusOps	CWChiefS	Legra, Ruben - CW
Service Request	SQ-RepISign	PAXFacil	Rodriguez, Raonel
Commendation	CM-BusOps	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Late	CWChiefS	Aleman, Orlando - CW
Complaint	SR-NoShow	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Late	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Late	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Late	CWChiefS	Aleman, Orlando - CW
Service Request	SQ-RepISign	PAXFacil	Rodriguez, Raonel
Complaint	SR-Late	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Early	CWChiefS	Aleman, Orlando - CW
Commendation		CWChiefS	Aleman, Orlando - CW
Complaint	SR-NoShow	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Late	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Late	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW

FEEDBACK TYPE	FEEDBACK SUBTYPE	DEPARTMENT	INVESTIGATOR NAME
Complaint	SR-Nopickup	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Joseph, James - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-Nopickup	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-Nopickup	CWChiefS	Legra, Ruben - CW
Complaint	SR-Other	CWChiefS	Legra, Ruben - CW
Complaint	OB-Other	CWOps	Legra, Ruben - OPS - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-Early	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint		CWChiefS	Legra, Ruben - CW
Complaint	OB-Other	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWOps	Molina, Rene - CW
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Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-Nopickup	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-Early	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-Other	CWOps	Molina, Rene - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Commendation	CM-BusOps	CWChiefS	Joseph, James - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Commendation	CM-BusOps	CWChiefS	Joseph, James - CW
Complaint	SR-Late	CWChiefS	Joseph, James - CW
Complaint	SR-NoShow	CWOps	Molina, Rene - CW
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Complaint	SR-NoShow	CWOps	Molina, Rene - CW
Complaint	SR-Late	CWChiefS	Joseph, James - CW
Complaint	SR-Late	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Joseph, James - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-NoShow	CWChiefS	Joseph, James - CW

FEEDBACK TYPE	FEEDBACK SUBTYPE	DEPARTMENT	INVESTIGATOR NAME
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW
Complaint	SR-UnACutRoute	CWChiefS	Joseph, James - CW
Commendation	CM-BusOps	CWChiefS	Aleman, Orlando - CW
Complaint	SR-Discharge	CWChiefS	Joseph, James - CW
Complaint	SR-Other	CWOps	Molina, Rene - CW
Complaint	SR-NoShow	CWChiefS	Joseph, James - CW
Complaint	SR-NoShow	CWChiefS	Legra, Ruben - CW



Once a telephone call is entered into the system, a written summary of the call is sent to an appropriate investigator depending on the nature of the call. The investigator does the follow up, tracking, research and action. Depending on the nature of the issue, investigator may escalate the issue to an appropriate supervisor or Chief. In some cases depending on the nature of the call, a video of the incident may also be requested. The investigator determines the actions to be taken.

On average, Miami-Dade County processes approximately 60,000 - 70,000 Transit related phone calls a month. Phone calls are usually answered in 1 to 2 minutes. For the year ending July 2016, MDT received approximately 94 calls related to the Cutler Bay Local.

**July 2015 - July 2016: Overview of Cutler Bay Local Calls**

Of the 50,596 riders (approximate) who rode on the Cutler Bay Local, MDT received approximately 94 calls (5 of the calls are commendations). So on average, for every 538 riders on the Cutler Bay Local MDT receives one telephone call.

The schedule and map for the Cutler Bay Local are available online at:  
[http://www.miamidade.gov/transit/routes\\_detail.asp?route=200](http://www.miamidade.gov/transit/routes_detail.asp?route=200) or [www.cutlerbay-fl.gov](http://www.cutlerbay-fl.gov)  
 Please contact Miami-Dade Trip Planning & Customer Service at (305) 891-3131 or call 311.