



Project: Cutler Bay Local

Project Status/ 8th Annual Report - Reporting Period: July 2019 – June 2020

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, Encompass Health, 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 with the introduction of Saturday service on November 23, 2014. On June 20, 2016, the route alignment was extended to Walmart and the South Dade Transitway serving the SW 112 Avenue Station. During November 2018, Sunday service was started due to a partnership between the Town and the County. On November 25, 2019 the route was extended with a new bus stop added in the Southland Mall

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 20% 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 Transitway with Metrobus service north to Metrorail and south to Florida City.

Monthly Ridership

Note: All County transit, including the Cutler Bay Local, became fare-free on March 22, 2020 due to the COVID-19 pandemic

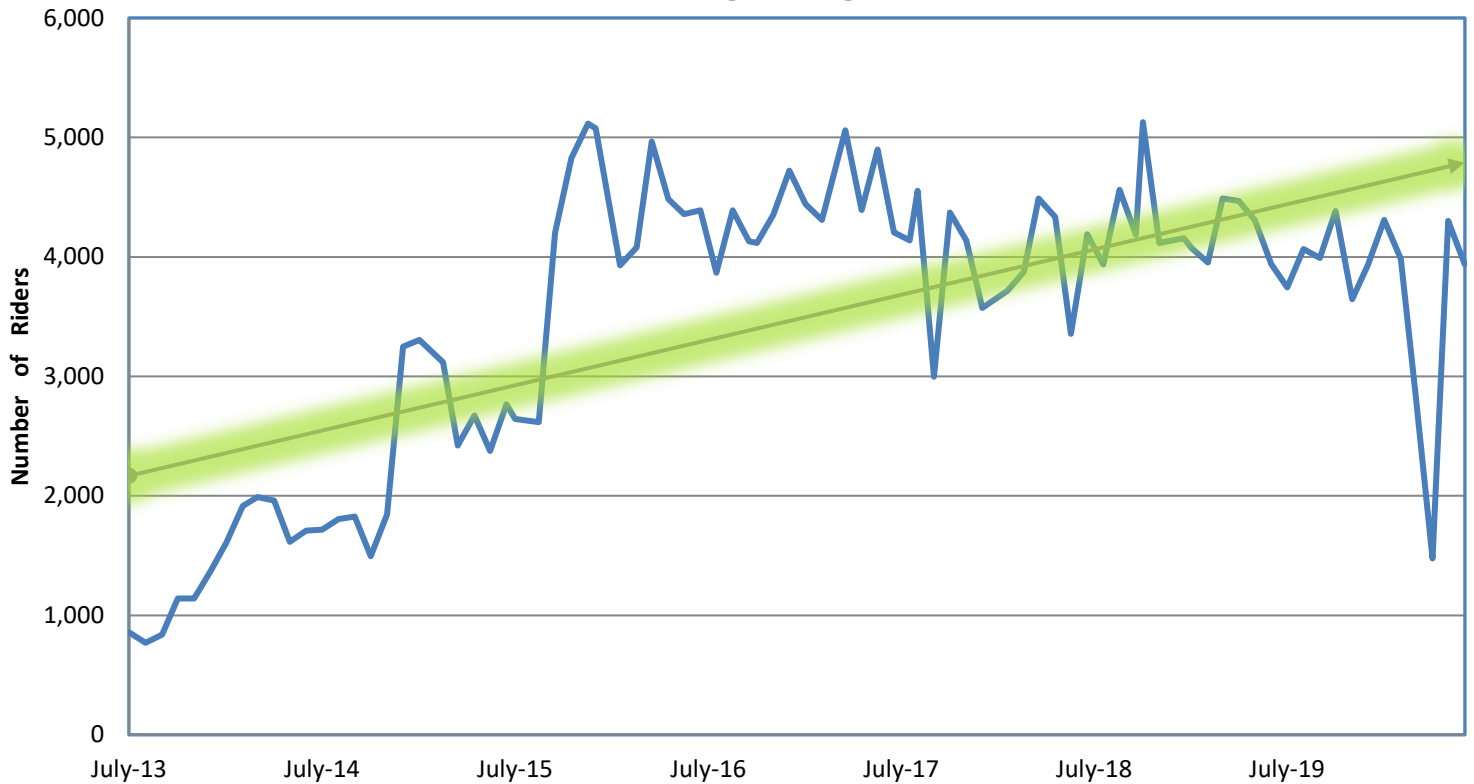
Jul. 2019	Aug. 2019	Sep. 2019	Oct. 2019	Nov. 2020	Dec. 2020	Jan. 2020	Feb. 2020	Mar. 2020	Apr. 2020	May 2019	Jun. 2019
3,745	4,065	3,992	4,385	3,645	3,932	4,310	3,984	2,825	1,476	4,307	3,941

Total Average Monthly Boarding's Per Quarter

3rd QTR 2019	4th QTR 2019	1st QTR 2020	2nd QTR 2020
3,934	3,987	3,706	3,241



Cutler Bay Local 8th Annual Ridership Report



Note: The highlighted line in the above chart indicates a linear ridership trend line.



Cutler Bay's Decorative Bus Shelters



Decorative Bus Shelter: Caribbean Boulevard West of SW 87



Decorative Bus Shelter: Old Cutler Road North of SW 92 Avenue

Mechanical Operational Issues and Bus Information

For the year ending June 2020, the following mechanical issues occurred throughout the year (see chart below) and were addressed with little or no interruption in service: wheelchair ramp issues, transmission problems, check engine light and other miscellaneous preventative maintenance issues.

The County has an extensive preventive maintenance program that follows manufactures guidelines and is intended to prevent mechanical issues before failures. Buses receive preventive maintenance every 6,000 miles.

The current mileage is 303,773 (for the original vehicle wrapped to look like a trolley)

Previous mileage readings

- 220,216 miles as of 2019
- 192,410 miles as of 2018
- 160,296 miles as of 2017
- 128,449 miles as of 2016



Decorative Bus Shelter: Old Cutler Road in front of Old Cutler Town Center

Summary Explanation of Down Time for the Town's Circulator Bus:

Incident #	Date	Bus #	Issue	Status
339920	JULY 2,2019	12303	WHEELCHAIR RAMP	REPL 12302, NO LOST TIME
341025	JULY 10	12303	ACCIDENT BUS/OBJECT	12301, TIME LOST 99 MILES LOST 31.2
352726	SEPT 16	12303	INJURED PASSENGER	NO LOST TIME
354464	SEPT 27	12303	PASSENGER DISTURBANCE	NO LOST TIME
355771	OCT 5	12303	ROUGH RIDE	REPL 12302 NO LOST TIME
356019	OCT 7	12303	TRANSMISSION JUMPS GEAR	REPL 12302 NO LOST TIME
356181	OCT 8	12303	LIGHTS-TURN SIGNAL	REPT 12302 NO LOST TIME
357429	OCT 16	12303	PASSENGER PROBLEM	NO LOST TIME
362939	NOV 24	12303	ENGC-CHECK CODES	REPL 2077 TIME LOST 46 MILES LOST 14
363029	NOV 25	12303	SCHEDULE ADHERENCE CHECK	NO LOST TIME
365447	DEC 12	12303	SICK OR INJURED OPERATOR	NO LOST TIME
366400	DEC 19	12303	CHECK ENGINE LIGHT	REPL 18222 NO LOST TIME
368283	DEC 31	12303	CHECK ENGINE LIGHT	REPL 19156 NO LOST TIME
369136	JAN 5, 2020	12303	CHECK ENGINE LIGHT	REPL 12302, NO LOST TIME
371119	JAN 16	12303	PASSENGER DISTURBANCE	NO LOST TIME

Summary Explanation of Down Time for the Town’s Circulator Bus:				
Incident #	Date	Bus #	Issue	Status
373037	JAN 26	12303	CHECK ENGINE LIGHT	REPL 4139, CANCEL TRUCK BUS RTG TO THE GARAGE
76471	FEB 12	12303	FUEL GAUGE “LOW FUEL”	REPL 19234 NO LOST TIME
382596	MAR 15	12303	NO A/C/OPERATOR FAN	REPL 2187 NO LOST TIME

3-1-1 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. 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.

Depending on the nature of the issue, investigator may escalate the issue to an appropriate supervisor, manager 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 or 720,000 – 840,000 on an annual basis. Phone calls are usually answered in 1 to 3 minutes.

Of the approximate 45,000 riders who rode the Cutler Bay Local, the county received a very small number of calls (about 10 calls – approximately 1 call per month).

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	DIV.	DEPT.	INCIDENT DETAILS
Complaint	CORAL WAY	CoralWay Chief/Super.	PASSENGER COMPLAINED RE: ROUTE 200 CUTTING IN FRONT OF HIS VEHICLE. PASSENGER WAS DRIVING EAST ON FRANJO RD WHEN BUS OPERATOR CUT HIM OFF. INCIDENT HAPPENED ON 01/07/2020 AROUND 4:45 PM.
Complaint	CORAL WAY	CoralWay Chief/Super.	PAX COMPLAINED RE: ROUTE 200 TRAVELING CLOCKWISE BOUND ON SW 200 ST AND SCHEDULED TO PASS BY AT 8:40AM MORE THAN 10 MINUTES LATE.
Complaint	CORAL WAY	CoralWay Chief/Super.	CALLER STATED THAT THE BUS STOP SIGN NEEDS TO BE REPLACED AT SW 212TH ST AND SW 87TH AV
Complaint	CORAL WAY	Bus Passenger Amenities	CALLER STATED THAT THE BUS STOP SIGN NEEDS TO BE REPLACED AT SW 212TH ST AND SW 87TH AV
Complaint	CORAL WAY	CoralWay Chief/Super.	CALLER UPSET STATES CHILD TRYING TO TAKE BUS 200, AT BUS STOP SIGN 9767, SW 212TH ST/87TH AVE
Complaint	CORAL WAY	CoralWay Chief/Super.	ON SW 184 ST SCHEDULED TO PASS BY & BUS DID NOT SHOW UP. PAX STATES THIS HAPPENED LAST SATURDAY AS WELL
Complaint	CORAL WAY	CoralWay Chief/Super.	BUS IS ALWAYS LATE ON THE WEEKEND. HE IS CURRENTLY WAITING FOR THE BUS AT SW 87 AVE AND SW 190 ST..THE BUS LAST TRACKED WAS 42 MIN BEHIND SCHEDULE. CALLER STATES HE IS GETTING TO WORK LATE TOO OFTEN BECAUSE EOF THIS ROUTE BEING LATE
Complaint	CORAL WAY	CoralWay Chief/Super.	CALLER SAID THE BUS WAS DEAD HEADING DOWN SW 64 AVE SW 38 STREET AT 4:20 PM
Complaint	CORAL WAY	CoralWay Chief/Super.	CITIZEN REPORTS THAT THE OPERATORS SPEEDS A LOT WHEN TRAVELING THROUGH THE RESIDENTIAL NEIGHBORHOOD AREA LOCATED AT SW 205 ST & 89 AVE
Complaint	CORAL WAY	CoralWay Chief/Super.	CITIZEN TAKES THIS ROUTE OFTEN AND IS ELDERLY. SHE STATES THE DRIVE DRIVES AGGRESSIVELY AND BRAKES VERY HARD. SHE STATES HE'LL BRAKE UP TO 3 TIMES IN A ROLE AND ALL HER GROCERIES FALL OUT OF HER CART.

Mobility Hub Plan-Public Involvement

Town of Cutler Bay and Miami-Dade County Department of Transportation staff participated in Public Involvement Workshops at local center for seniors and Town Hall to discuss future Mobility Hubs Plan.



First Public Involvement Workshop
Cutler Bay Town Hall
April 30, 2019



Second Public Involvement Workshop
Pine Woods Villa
September 23, 2019