

Department of Transportation and Public Works (DTPW)
Service Planning and Scheduling Division

Project: Cutler Bay Local



Project Status/ 5th Annual Report - Reporting Period: July 2016 – July 2017

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. In June 2016, the route was modified to serve the busway station located at SW 112 Ave.

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



Ridership by Month:

Total Average Monthly Boarding's Per Quarter

1st QTR 2017

2nd QTR 2017

4,604

4,498

1st QTR 2016

2nd QTR 2016

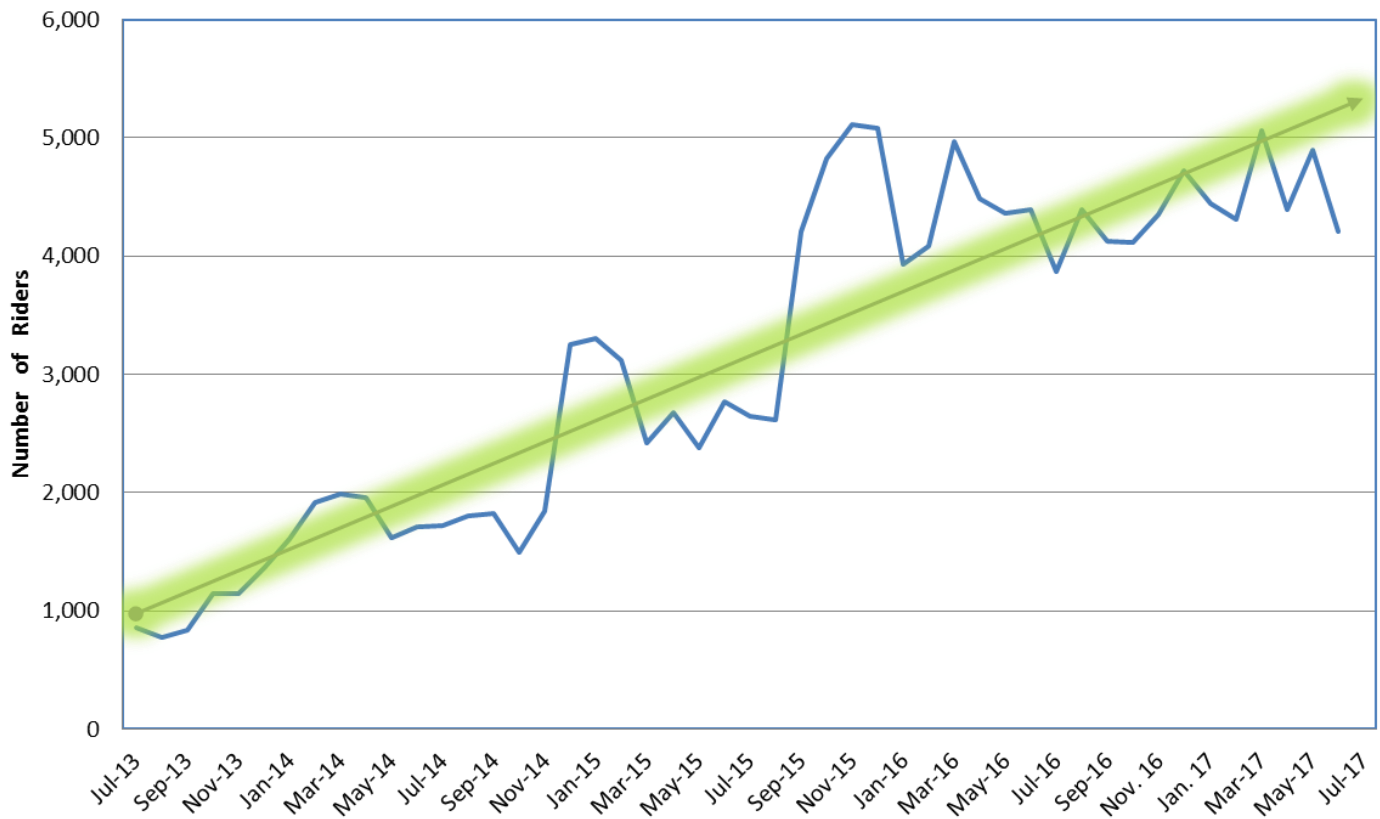
4,325

4,359

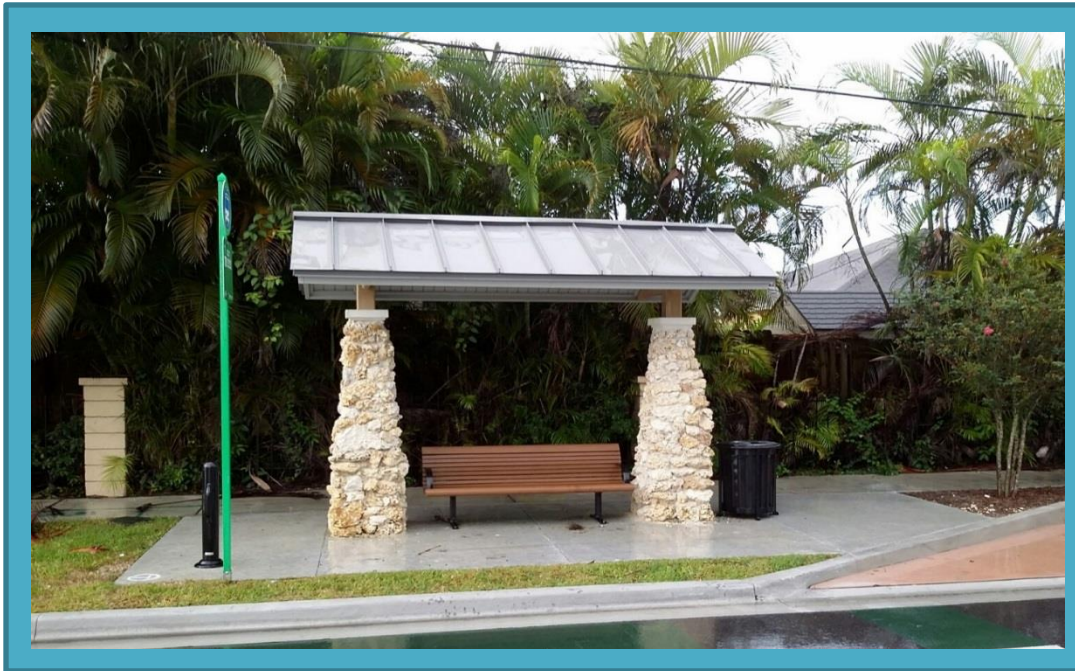
Monthly Ridership

Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
3,868	4,391	4,129	4,116	4,353	4,721	4,442	4,310	5,060	4,392	4,899	4,205

Cutler Bay Local 5th Annual Ridership Report



Cutler Bay's New Bus Shelters Caribbean Boulevard



Mechanical Operational Issues Reported

For the year ending July 2017, 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 manufactures guidelines and is intended to prevent mechanical issues before failures. Buses receive preventive maintenance every 6,000 miles.

- The current mileage is 160,296 as of 7/28/17
- The last year's mileage for the Town's Circulator bus was 128449 (as of 7/13/2016)
- The average miles traveled per month is currently 2,653
- Miles traveled between July 2016 & July 2017 is 31,847

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

Row Labels	Aug-16	Sep-16	Oct-16	Nov-16	Jan-17	Feb-17	Grand Total
MECHANICAL	1	1					2
TRANSMISSION	1	1					2
NON-MECHANICAL	1		1	2	2	1	7
A/C					1		1
FAREBOX	1						1
FUEL			1	1			2
WHEELCHAIR				1	1	1	3
Grand Total	2	1	1	2	2	1	9



<u>CODE</u>	<u>DESCRIPTION</u>
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.



INCIDENT DATE	FB TYPE	FB SUBTYPE	DIV.	DEPT.	INCIDENT DETAILS
20160806	Complaint	SR-Early	CORAL WAY	CoralWay Chief/Super	caller stated that route 200 schderuled 3:28 pm came by early caller says that the bus most of come by appr. 10min before the scheduled time, caller got to the stop at 3:20 pm. run # 3970 v # 05176 badge # 3777
20160817	Commendation	CM-BusOps	CORAL WAY	CoralWay Chief/Super	PASSENGER IS COMMENDING THE EFFORTS OF BUS OPERATOR DANIEL ANZELMO BADGE # 2092 FROM THE CORAL WAY GARAGE. PAX STATED MR. ANZELMO WAS DRIVING ROUTE 200 ON 08-17-2016 AROUND 5:23 PM AT SW 85 AVE/212 ST. PASSENGER SAID THIS BUS OPERATOR WAS COURTEOUS AND ASSISTING PASSENGERS WITH THEIR NEEDS AND ALWAYS ON TIME.
20160804	Complaint	SR-NoShow	CORAL WAY	CoralWay Chief/Super	CALLER IS PLACING A COMPLAINT ON THE ROUTE 200 FOR BEING A NO SHOW. CALLER STATES HE ARRIVED AT 207 ST SW 82 AVE 9:00AM AND THE BUS WAS SCHEDULED TO PASS AROUND 9:20AM. RUN#3317 VEH#12303 BADGE#2092
20160930	Complaint	SR-NoShow	CORAL WAY	CoralWay Chief/Super	pax states that she was waiting for route 200 local @ sw 87 ave & old cutler road. bus scheduled to arrive at 9:07am. bus did not show up run# 3317 veh# 12303 badge# 2092
20161115	Commendation	CM-BusOps	CORAL WAY	CoralWay Chief/Super	Comments: Dear sir or madam: I want to thank the driver of cutler bay local Daniel scenario for an excellent job. for helping g elders on wheelchair with kindness demostraning been an example!e of for the rest of metro Dade transitemployees. veh#12303 run#3317 badge#2092
20161123	Complaint	SR-Nopickup	CORAL WAY	CoralWay Chief/Super	PAX STATED SHE WAS LOCATED ON SW 212 ST/ 87 AVE AT 11:32 AM WHEN RTE 200 PASSED RIGHT BY HER AND FAILED TO STOP. PAX STATED SHE WAS WAVING HER HAND FOR THE BUS TO STOP, BUT HE DIDN'T. RUN# 3330, BAD# 6213, VEH# 12303
20160930	Complaint	SR-NoShow	CORAL WAY	CoralWay Chief/Super	PASSENGER COMPLAINED RE: ROUTE 200-CL 9-30-2016 SCHEDULED TO PASS BY SW 211 ST/112 AVE AT 8:53 AM NEVER SHOWED UP. RUN # 3317 VEHICLE # 12303 BADGE # 2092
20161021	Complaint	SR-NoShow	CORAL WAY	CoralWay Chief/Super	pax located on sw 211 st and sw 112 ave waiting for the cutler bay local 200 bus. pax states he has been there waiting for over an hour the route at 1:53 pm accodring to pax did not pass by, it is now 2:31 pm the next bus shows is 4 min behind should be coming aroun 2:53 pm + 4 min according to BRVMS bagde # 2092 vehicle # 12303 run # 3317
20161121	Complaint	SR-Nopickup	CORAL WAY	CoralWay Chief/Super	10:40 AM CALLER STATED THAT THE BUS RT#200 AT OLD CUTLER RD AND FRANJO RD DID NOT STOP TO PICK UP THE PAX AND SPEEDING BY, THERE WERE 5 PEOPLE AND 4 WERE ELDERLY AND DID NOT EVEN LOOK AT THE BUS STOP RT#200, RUN#3330, VEH#12303, BADGE#3544
20161017	Complaint	OB-Xtalk	CORAL WAY	CoralWay Chief/Super	PX SAYS THERE IS A MALE PX WHO EVERYDAY BOARDS THE BUS AND TALKS TO THE OP ON THE BUS. OP ANZELMO, BADGE#2092, RUN#3317, VEH#12303
20170125	Complaint	SR-NoShow	CORAL WAY	CoralWay Chief/Super	PASSENGER STATED THAT SHE WAS WAITING FOR THE BUS 200 TRAVELING NORTHBOUND ON SW 112TH AVE/211TH ST FROM 9:00AM UNTIL 11:44AM AND STILL NO BUS. CALLED BCT) MR.WILLIAMS AND WAS TOLD TO PULL THE AVL. REQUESTING VIDEO/AVL PLAYBACK
20170104	Complaint	PS-Other	Administrative	Service Planning	It will be of a huge service to have Sunday bus service on 200 Cutler Bay route. Even if it will be limited hours.
20170127	Complaint	SR-Late	CORAL WAY	CoralWay Chief/Super	pax states that he was waiting for route 200 cutler bay local @ old cutler road & franjo road. bus scheduled to arrive at 8:40am. bus arrived late to the stop at 9:03am run# 3330 veh# 06362 badge# 2092
20170127	Complaint	SR-Other	CORAL WAY	Coral Way Operations	CALLER WAS WAITING FOR THE RTE 200 TRAVELING E/B, ANYTIME SHE TAKES THE RTE 200 , IT'S EITHER LATE, NO SHOW OR PART OF A BREAKDOWN. PLEASE LOOK INTO THIS MATTER.

INCIDENT DATE	FB TYPE	FB SUBTYPE	DIV.	DEPT.	INCIDENT DETAILS
20170127	Complaint	OA-Other	Administrative	Service Planning	CALLER STATES CUTLER BAY LOCAL NEEDS MORE STOPS, IN THE AREA OF 216TH ST/SW 87TH AVE, 211TH ST/87TH AVE. PLEASE PUT MORE STOPS OUT IN THAT AREA!! CALLER STATES THIS NORTH AND SOUTH BOUND!
20170123	Complaint	SR-NoShow	CORAL WAY	CoralWay Chief/Super	pax states that he was waiting for route 200 on franjo road & old cutler road. bus scheduled to arrive at 8:40am. bus did not show up run# 3330 veh# 06369 badge# 7059
20170123	Complaint	SR-NoShow	CORAL WAY	CoralWay Chief/Super	PAX STATES THAT SHE WAS WAITING FOR ROUTE 200 @ US 1 & MARLIN ROAD. BUS SCHEDULED TO ARRIVED AT 8:53AM. BUS DID NOT SHOW UP RUn#3330 VEH# 06369 BADGE# 7059
20170515	Complaint	SR-Other	CORAL WAY	CoralWay Chief/Super	PAX STATES HE BOARDED THE ROUTE 200 ON OLD CUTLER SW 216 ST AROUND 3:30 PM AND THE OPERATOR WAS HAVING A CONVERSATION A FEMALE PAX STANDING ABOVE THE YELLOW LINE WHILE OPERATING THE VEHICLE. RUN#3330 VEH#12303 BADGE#2092
20170515	Complaint	DS-Other	CORAL WAY	CoralWay Chief/Super	CALLER STATED THAT THE BUS OP OF RT#200 AT US 1 / SW 200TH ST IS ALLOWING PASSENGERS TO STAND BEYOND THE YELLOW LINE AND TALK TO HIM (THE OP) THIS IS THE SECOND TIME THE CALLER HAS CALLED IN TO REPORT THIS BUS OP DOING THE SAME THING RT#200, RUN#3330, VEH#12303, BADGE#2092
20170522	Complaint	OB-Xtalk	CORAL WAY	CoralWay Chief/Super	PASSENGER COMPLAINED RE: ROUTE 200 ON 05-22-2017. PASSENGER STATED BUS OPERATOR PICKED UP AN AMERICAN MALE PAX AT THE SOUTHLAND MALL AND THE PASSENGER STAYS STANDING WITHIN THE YELLOW LINE TALKING TO THE BUS OPERATOR. PASSENGER STATED THIS IS VERY PRONE TO ACCIDENTS. PASSENGER TALKING TO BUS OPERATOR GOT OFF OLD SW 92 AVE / 210 ST AT 5:17 PM.
20170522	Complaint	OB-Xtalk	CORAL WAY	CoralWay Chief/Super	PX SAYS IT'S THE SECOND TIME HE FILES A COMPLAIN ON THE SAME OP IN REFERENCE TO HIM TALKING WITH A FEMALE PX ALONG THE ROUTE. OP ANZELMO, BADGE#2092, RUN#3330, VEH#12303,
20170609	Complaint	SR-Nopickup	CORAL WAY	CoralWay Chief/Super	The senior citizen waited for Bus # 200 [clockwise / run 3330 / veh 12303] since 8:45am at SW 211 St / US 1. The passenger reported the operator drove by and did not pick him up even though he wave down the bus.
20170609	Complaint	OB-Other	CORAL WAY	CoralWay Chief/Super	PAX STATED SHE IS IN A WHEELCHAIR RIDER AT 1:35 PM A THE CUTLER BAY TOWN CENTER AND HAS A NEW CHAIR SHE WAS TELLING THE OP HOW TO HOOK HER CHAIR THE RIGHT WAY OP STATERD TALKING RUDE TO HER TELLING HER TO GET OUT THE WAY .PAX SAID SHE JUST DID NOT WONT HIM TO BRAEK HER CHAIR
20170601	Complaint	OB-FailToAssist	CORAL WAY	CoralWay Chief/Super	THE PAX STATES THAT HE BOARD THE 200-CUTLER BAY LOCAL AT 12:00NOON ON SW 87TH PL AND 197TH ST WHEN HE WAS BOARDING THE BUS HE ASK THE OP WAS HE GOING BY THE ADDRESS HE WANTED AND THE OP STATED YES AND TOOK HIM UP TO MARLIN RD/US1 FAR AWAY FROM. HE IS VERY UPSET.. IT CAUSE HIM TO BE LATE FOR HIS JOB.
20170624	Complaint	SR-Early	CORAL WAY	CoralWay Chief/Super	PAX IS PLACING A COMPLAINT ON THE OPERATOR OF THE ROUTE 200 FOR RUNNING EARLY, CALLER WAS WAITING ON OLD CUTLER RD & FRANJO RD FOR THE BUS SCHEDULED AT 9:40AM BUT IT PASSED AT 9:36AM. RUN#3964 VEH#12303 BADGE#2918
20170724	Commendation	CM-BusOps	CORAL WAY	CoralWay Chief/Super	CALLER STATED THAT THE BUS OP OF RT#200 IS SO VERY PROFESSIONAL AND NICE, ALWAYS ON TIME, LETS THE RAMP DOWN WHEN HE NEEDS TO AND EVERY THING, OP ALSO ANSWERS ANY QUESTIONS HE CAN, THE BEST OP THE CALLER HAS EVER RIDDEN WITH . CALLER ALSO STATED SHE DOES NOT WANT TO LOOSE THIS BUS OP .
20170624	Complaint	SR-UnACutRoute	CORAL WAY	CoralWay Chief/Super	PAX IS PLACING A COMPLAINT ON THE OPERATOR OF THE ROUTE 200 FOR CUTTING THE ROUTE. CALLER WAS WAITING ON THE ROUTE 200 SCHEDULED TO LEAVE OLD CUTLER & FRANJO RD AT 8:40AM BUT THE OPERATOR STARTED THE ROUTE FROM 211 ST SW 112 AVE. RUN#3964 VEH#12303 BADGE#2918



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.

July 2016 -July 2017

Of the approximate 50,000 riders (approximate) who rode on the Cutler Bay Local, MDT received a very small number of calls.

Coming Soon in 2018!

