



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



## **Project: Cutler Bay Local**

**Project Status/ 6<sup>th</sup> Annual Report** - Reporting Period: July 2017 – July 2018

### **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.

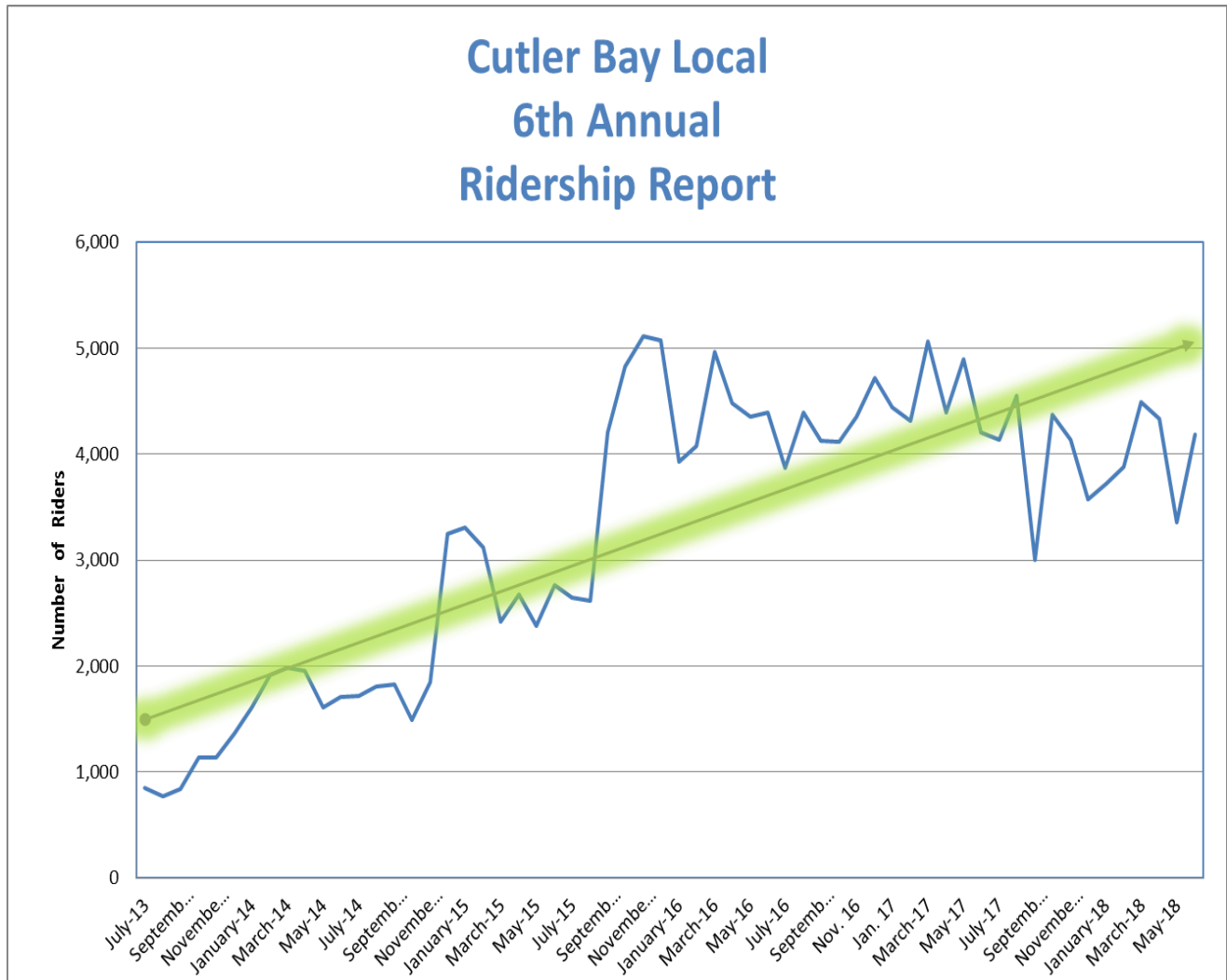


### Town Ridership Per Month

Jul-17	Aug-17	Sep-17	Oct. 17	Nov. 17	Dec. 17	Jan. 18	Feb. 18	Mar-18	Apr-18	May-18	Jun-18
4,137	4,554	2,998	4,370	4,139	3,574	3,718	3,876	4,488	4,335	3,356	4,188

### Total Average Monthly Boardings Per Quarter

1 <sup>st</sup> QTR 2017	2 <sup>nd</sup> QTR 2017	3 <sup>rd</sup> QTR 2018	4 <sup>th</sup> QTR 2018
4,604	4,498	4,027	3,959



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



## Cutler Bay's New Bus Shelters



Bus Shelter Location: SW 207 ST and SW 85 AVE



Bus Shelter Location: 9830 Caribbean BLVD

## Mechanical Operational Issues Reported

For the year ending July 2018, 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 as of 08/26/18: **192,410**
  - July 28, 2017 mileage recorded: **160,296**
  - July 13, 2016 mileage recorded: **128,449**
- The average miles traveled per month: **2,676**
  - 2016-2017 average per month: **2,653**
- Total miles traveled between July 2017 thru August 2018: **32,113**

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

Mechanical Issues Count of Incident #	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Feb-18	Mar-18	Apr-18	May-18	Grand Total
AIR							1			1
ENGINE	1	2	1	3	1		1		1	10
FUEL									1	1
STRONG ODOR					2					2
TRANSMISSION				2	1	1				4
UNDERCARRIAGE								1		1
WHEELCHAIR				1						1
<b>Grand Total</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>20</b>



Bus Shelter Location: Caribbean BLVD and Anchor RD



<u>CODE</u>	<u>DESCRIPTION</u>
<b>Mechanical</b>	
ENG1	ENGINE NO START
ENG2	ENGINE STALLS
UND2	NOISY UNDERCARRIAGE

<b>Non-Mechanical</b>	
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	TYPE	DIV.	DEPT.	INCIDENT DETAILS
20170829	Complaint	CORAL WAY	Coral Way Chief/Super.	CALLER STATED THAT THE BUS RT#200 THE OP WAS DRIVING EXTREMELY FAST SLAMMING ON BREAKS, FLYING AROUND CORNERS AND EXCELERATING VERY FAST THE PAX SAID THE OP TURNED THE CORNER SO FAST SHE ALMOST FLEW OUT OF HER SEAT  RT#200, RUN#3313, VEH#12303, BADGE#3222
20171002	Service Request	Administrative	Service Planning	PASSENGER WOULD LIKE FOR MDT TO HAVE THE SAME OP FOR THE ROUTE 200 ALL THE TIME.
20171002	Complaint	CORAL WAY	Coral Way Operations	CALLER WAS WAITING FOR THE RTE 200 TRAVELING E/B ON SW 184TH STREET/ US1, BUS SCHEDULE 415PM/3313 WAS A NO SHOW BUS. IT'S AN ONGOING PROBLEM. PLEASE LOOK INTO THIS MATTER.
20170915	Complaint	Administrative	Information Technology Service	3:20PM SB FRM CIVIC Female driver of Metrorail who was in 161 at this time started screaming and banging on window of Metrorail at a passenger who was talking on the phone. This was unnecessary. All she had to do was ask him nicely but instead she made a big show and everyone felt uncomfortable. This is inappropriate behavior. There was also a man in the "driver cabin" with her who could've asking him nicely to be quite. Not sure what his purpose is there. All he did was stand there and talk. That is more distracting than the person on the cell phone.
20170822	Complaint	CORAL WAY	Coral Way Chief/Super.	PAX STATED SHE WAS LOCATED ON US1 / BELVIEW DR WHEN RTE 200 CAME TO THE STOP AND FAIL TP STOP AT 3:04 PM. PAX STATED OKAY COOL MAYBE HE DIDN'T SEE ME, SO WHEN HE CAME BACK TO THE STOP AT 4:04 PM OP WAS IN THE MIDDLE LANE AND PAX STATED HE SAW HER AND HE FAIL TO STOP ONCE AGAIN. RUN# 3223, BAD# 6766, VEH# 03149
20170920	COMMENDATION	CORAL WAY	Coral Way Chief/Super.	CALLER STATES THAT HE WAS RIDING BUS 200 ABOUT FIVE MINUTES AGO, OPID 3451. CALLER STATES HE'S A HISP GENTLEMAN, IN HIS LATE 50'S OR EARLY 60'S . CALLER STATES HE IS IN A W/C , AND DISABLED, HAS BEEN RIDING THE BUS SINCE 1999. STATES THIS BUS OP ALWAYS FASTEN HIM IN WHERE THE W/C WHEELS DON'T WOBBLE, CHAIR DOESNT MOVE.
20170724	COMMENDATION	CORAL WAY	Coral Way 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 .
20170806	Service Request	Administrative	Service Planning	My comment is the limited use of the route 200 on weekends and the unavailability it has on Sundays. It's quite a hassle not having the bus goes in the direction I need to travel to on Sundays given the fact I work there and the route 70 is of no help because the only have two buses that travel to the plaza and you never know what bus is heading there. It's basically a guessing game. I'm sure this is a problem for others an handicap alike. Please resolve this!

INCIDENT DATE	TYPE	DIV.	DEPT.	INCIDENT DETAILS
20171007	Complaint	CORAL WAY	Coral Way Chief/Super.	Citizen located on SW 212 ST @ SW 87 AVE waiting for route 200 clockwise. Citizen claims that she was at the bus stop since 3:10 pm, bus was scheduled to pass at 3:20 pm. And Vehicle shows on BRVMS at 3:40 on Franjo Rd and Old Cutler RD. citizen claims this is not the first time, this is an ongoing issue with new operator
20171009	Complaint	CORAL WAY	Coral Way Chief/Super.	CALLER STATES BUS OP DRIVING 200 BUS SCH TO REACH HIS STOP AT 1:54PM, DIDNT REACH HIM UNTIL 2:00PM, OPID 6766, HISP MALE DRIVING.CALLER STATES BUS OP DRIVING SLOW, AS A TURTLE. CALLER STATES THE BUS OP TOLD THEM HE GETS PAID \$25.00 HOUR TO DRIVE. CALLER WAS WAITING NEAR 211TH ST/112TH AVE.
20171024	Complaint	CORAL WAY	Coral Way Chief/Super.	as per caller the route 200 from sw 211 st s dixie hwy scheduled 1:53 pm was no show caller says that they been out there since just before 1:30 pm
20171024	Complaint	CORAL WAY	Coral Way Chief/Super.	CALLER WAS WAITING FOR ROUTE 200 ON SW 212 ST/ 87 AVE...PAX CLAIMS SHE WAS WAITING SINCE BEFORE 2:15PM, BUT CALLED AT APPROX 3:15PM BECAUSE THE BUS STILL HADN'T SHOWN UP.
20171031	Complaint	CORAL WAY	Coral Way Chief/Super.	driver states she was driving east bound on SW 216 ST and Old Cutler Rd at 8:10 am at the left lane, she states the op was in the right lane and tried to make a left on Old Cutler Rd but came into her lane and cut her off. caller states the op was laughing at her after he did it.
20171016	Complaint	Administrative	Contracts/Special Events/Other	PAX STATED HE BOARDED RTE 200 AT 8:40 AM ON OLD CUTLER RD/ FRANJO RD AND THE BUS SMELLED LIKE CIGARETTES. PAX STATED THE SMELL WAS TERRIBLE.
20171214	Service Request	Administrative	Service Planning	<p>The citizen resides at Cutler Bay area where runs Bus # 200. The passenger is a frequent rider to and from Cutler Bay, Cutler Ridge and Saga Bay</p> <p>The passenger explained there is assigned one bus only to run 3313 that circulates once an hour. The resident would like MDT assigns two buses to the service because when the bus failed to come residents get stranded and must wait at least two hours for a bus.</p>
20180315	Service Request	Administrative	Service Planning	CALLER IS REQUESTING THAT THE ROUTE 200 RUN ON SUNDAYS...CALLER SAYS THAT HE HAS ELDERLY FAMILY MEMBERS WHO LIVE @ 21369 SW 85 AVE, AND SAYS THAT THEY LIKE TO USE THE BUSES TO RUN ERRANDS AND GO TO CHURCH...BUT SINCE THE BUS DOES NOT RUN ON SUNDAYS, THEY HAVE NO WAY OF LEAVING THE HOUSE TO GET AROUND...CALLER THINKS IT WOULD BE VERY BENEFICIAL FOR THE ELDERLY PAXS IF THE ROUTE 200 RAN ON SUNDAYS AS WELL.



INCIDENT DATE	TYPE	DIV.	DEPT.	INCIDENT DETAILS
20171109	Complaint	CORAL WAY	Coral Way Chief/Super.	WHEEL CHAIR PASSENGER SAID THE BUS 200 AT MARLIN RD AND THE BUS WAY AT 1:10 PM, HE SIGNALLED THE OP AND HE DID NOT STOP.
20171113	Complaint	CORAL WAY	Coral Way Chief/Super.	passengers have been waiting for the route 200 located on old cutler road and Franjo road since 8:30am and no bus showed up-passengers left stop at 9:00am
20180523	Complaint	CORAL WAY	Coral Way Maintenance	as per caller the route 200 from sw 212 st sw 85 ave scheduled 10:00 am the bus itself caller says that its jerking and the way its handling is not how a bus show caller is a regular rider and knows she's not a mechanic  or a specialist on automobile but she fills like there something wrong with the bus. she told the operators and nothing it's been done.
20180411	Complaint	CORAL WAY	Coral Way Chief/Super.	CALLER STATES HE'S GOING TO LOOSE HIS JOB OVER MIAMI DADE COUNTY BUSES NOT SHOWING UP. CALLER WAITING AT MARLIN RD/BUSWAY FOR BUS 200 I TOLD PAX'R ABOUT BRVMS BRAKES SMOKING.
20180321	Service Request	Administrative	Service Planning	PASSENGER SAID SHE WOULD LIKE FOR MDT TO PUT A BUS STOP AT 214 ST SW 86 PL WHERE THE BUS 200 RUNS
20180411	Complaint	CORAL WAY	Coral Way Operations	PASSENGER SAID THE BUS 200 IS ALWAYS BROKEN
20180620	Complaint	CORAL WAY	Coral Way Chief/Super.	route 200 old cutler /franjo Comments: The driver ever day at the stop listed above takes a long break almost 20 minutes long going out doing who knows what and it makes me and everyone else late. The drivers for the 200 need to be heavily monitored. veh#12303 run#3290 badge#1804
20171214	Complaint	CORAL WAY	Coral Way Chief/Super.	The citizen waited for Bus #200[ clockwise / run 3313 / veh. 06131] at Old Cutler Rd / Franjo Rd since 12:30pm.  The passenger reported the bus scheduled at 12:40pm did not come.
20171127	Complaint	CORAL WAY	Coral Way Chief/Super.	SW 216TH ST/87TH PL ROUTE 200 3:38PM After I was picked up at my stop the driver kept passing empty stops until she stopped at the stop right outside public and she gets up gets her phone and leaves the bus. It's been 10 minutes and I need to get to southland mall in a hurry to catch the 31. The Cutler bay local drivers do this all the time and it already cost me a job interview once. Fix this problem.
20180402	Complaint	CORAL WAY	Coral Way Chief/Super.	20595 OLD CUTLER 9AM Comments: elderly passenger states when bus stopped to let out passengers, the door in back did not open and pager tried to push and the driver screamed disrespectfully at passenger. Anonymous
20180619	Complaint	CORAL WAY	Coral Way Chief/Super.	PAX STATED SHE WAS WAITING ON THE # 200 BUS GOING 12:40 PM THE BUS DID NOT LEAVE UNTIL 10:50 AM THIS MADE THE LADY LATE FOR WORK

INCIDENT DATE	TYPE	DIV.	DEPT.	INCIDENT DETAILS
20180714	COMMENDATION	CORAL WAY	Coral Way Chief/Super.	as per caller the operator of the route 200 that service the saga bay area the operator is a very nice and professional operator when the bus get to the calusa cove apartment the elderly pax there have to exit the bus with bag of grocery and the operator helps them exit the bus with the bags caller says that's very kind off him and the reason why he's calling today is cause he found out that he's was going to losses he's job cause of the fact that he's been helping out the elderly pax's in this area. caller says that you should think about that because MDT needs more operator like him that are a good imaged to the MDT. caller's name is. William Quintanilla ( 305) 972-0545 operator's name is. Clark L Rodkey badge # 3649
20180702	Complaint	CORAL WAY	Coral Way Chief/Super.	ROUTE 200 245P OLD CUTLER TWN CNTR Comments: This specific driver, though he is very polite, tends to be the only one that runs law on this route. All other drivers arrive and leave on the scheduled times. He tends to take an extended break time as well leaving up to 10 minutes late every time i take this route with this specific driver. It has caused me to miss my next bus connection a few times and seems to be becoming a habit.
20180706	Complaint	CORAL WAY	Coral Way Chief/Super.	PAX STATES; I have already complained about this 200 driver and no action has been taken. He takes 20 minute breaks constantly to get himself a sandwich made at Publix and to play on his tablet. While he's gone people board the bus without paying and when he gets back and is alerted to the people not paying he does nothing. While he's driving right now in fact as he's done before he's eating the sandwich. He's eating while driving. I do not feel sage with this driver and if an accident occurs I will be suing Miami Dade County transit for every dime. ROUTE 200, NB, SW 216 ST & 87 PL
20180725	COMMENDATION	CORAL WAY	Coral Way Chief/Super.	Comments: pax is commending the efforts of the bus operator badge # 1804 route 200 cutler bay local. pax board on sw 87 ave & sw 216 st approx 11:26am. pax states that the bus operator is very friendly; courteous; great customer service; help other needs; every time she boards on the bus with the same bus operator is with same great attitude; wish all the bus operator would be like him
20180725	COMMENDATION	CORAL WAY	Coral Way Chief/Super.	PASSENGER IS COMMENDING BUS OPERATOR LUIS M. AVILA BADGE # 1804 FROM CORAL WAY GARAGE. PAX BOARDED ROUTE 200 CL AT SW 212 ST/85 AVE AROUND 11:25 AM ON 07/25/2018. PASSENGER WAS IMPRESSED AT THIS OPERATOR'S CUSTOMER SKILLS. BADGE # 1804
20180716	Complaint	CORAL WAY	Coral Way Chief/Super.	as per caller the route 200 leaving the Publix on old cutler rd. /old cutler town center scheduled 9:40 am is always leaving late at 10:00 am caller says that this operator if he doesn't leave early he leaves late 20 minutes past the scheduled Hr.
20180716	COMMENDATION	CORAL WAY	Coral Way Chief/Super.	The citizen is satisfied with the operator (badge 1804) due to his diligence attitude toward the passengers. She said he is charming and professional when treating passengers.



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 2017-July 2018

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

## Town of Cutler Bay Town Wide Bus Shelter Improvements Phase I





## Community Outreach

On October 5, 2017, Miami-Dade Transit staff attended the 2017 Cutler Bay Senior High School Open House, promoting the Student Easy Pass program. Thru this program, students are able to ride the Cutler Bay Circulator bus for only 10¢.



On August 28, 2017, Miami-Dade Transit staff attended the Town's 2017-18 iPrep Executive Internship Program Parent Orientation Night, promoting the Student Easy Pass program. Thru this program, students are able to ride the Cutler Bay Circulator bus for only 10¢.

