



## ***Project: Cutler Bay Local***

***Project Status/ 7<sup>th</sup> Annual Report*** - Reporting Period: July 2018 – June 2019

### **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.

## Monthly Ridership

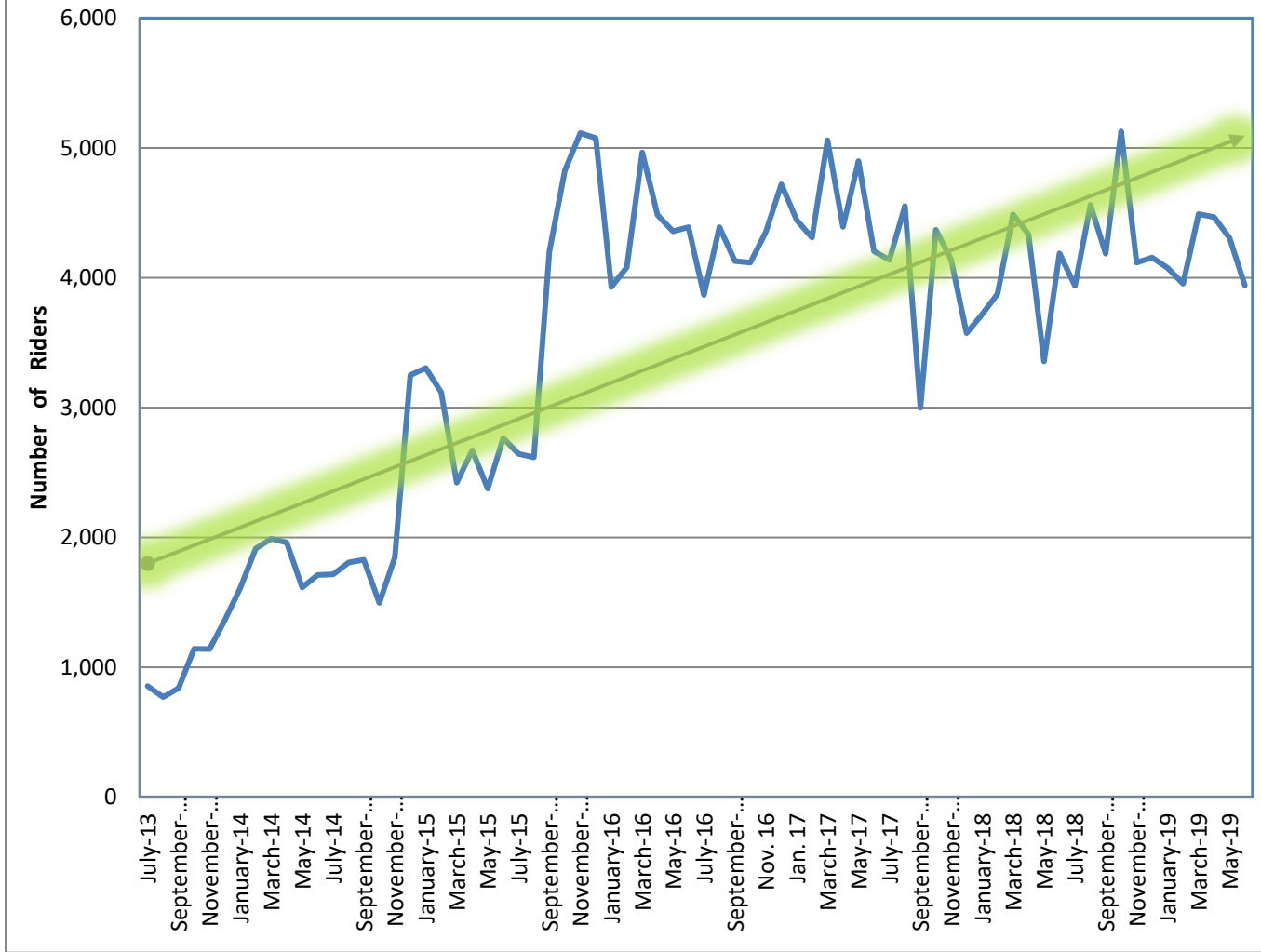
Jul. 2018	Aug. 2018	Sep. 2018	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019	Feb. 2019	Mar. 2019	Apr. 2019	May 2019	Jun. 2019
3,957	4,562	4,186	5,128	4,118	4,156	4,075	3,954	4,490	4,467	4,307	3,941

## Total Average Monthly Boarding's Per Quarter

3rd QTR 2018	4th QTR 2018	1st QTR 2019	2nd QTR 2019
4,235	4,467	4,173	4,238



## Cutler Bay Local 7th Annual Ridership Report



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



## 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 and Bus Information

For the year ending July 2019, 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.

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 220,216 (approximately 2,317 miles per month)

### Previous mileage readings

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



Bus Shelter Location: Old Cutler Road and Franjo Road

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

Ir #	Date	Bus	Trouble reported	Details
288173	JAN 2	12301	Engine stall	Repl 12302 w/ lost time
209026	JAN 13	12301	Engine stall	Repl 12302 no lost time
293351	FEB 1	12301	Accident	No injuries
293677	FEB 4	12303	Access door	No lost time
295653	FEB 15	12303	A/c	Repl 12302 no lost time
332723	MAY 23	12303	Low oil	Repl 12302 no lost time
338104	JUN 23	2175	Turbo	Repl 2019 stand by bus
339366	JUN 30	12303	Unk alarm	No lost time
340386	JUL 5	12302	Flat tire	End of run no lost time
341025	JUL 9	12301	Accident	Bus swerved to avoid car no injuries
342795	JUL 18	12301	Accident	Car rear ended bus no injuries no damage to bus

### 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. 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 51,300 riders who rode the Cutler Bay Local, the county received a very small number of calls (about 50 calls – approximately 4 calls per month).

## July 2018 – June 2019

FB TYPE	DIV.	DEPT.	INCIDENT DETAILS
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Caller stated that he and three other paxs were on the Route # 200 yesterday. When about 3:07 p.m. The bus was approaching 87 Ave an Emergency vehicle was coming WB at the intersection and the car in front of the bus came to a stop, but the bus rear-ended the car. Caller stated that the driver of the car came out to look at the back of his car, then came onto the bus and asked if everyone was okay. Caller stated that that the Bus OP did not check on them. The driver of the car and the Bus OP spoke in Spanish shook hands then he left. The Bus OP still did not ask if they were okay. Caller is elderly and stated that today his neck is hurting from the impact. Referred to Risk Management.
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	As per caller route 200 leaving old cuttler rd / franjo at 8:40 am was a no show. Caller says that now she's late for work. Run # 3294, v # 12303, badge # 3644
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	ROUTE 200 407P bus never came to sw 184th st & us-1 states the pax VEH#12301 RUN#3294 BADGE#6552
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Pax called and stated that the op of the route 200 clockwise that is scheduled to be at SW 207 st/85 pass at 407pm refused to fasten all of four wheels of his wheel chair and told him that she was only required to fasten one strap. Caller states that initially op was not even going to fasten the one she did fasten run 3944 badge 2615 veh 12303
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Pax stated he wait for the # 200 bus going n/b at sw 211 st sw 112 ave at 10:50 the bus come late 5 min everyday caller said op take to long at publix run 3290 veh 12303 badge 1804
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	The passenger reported the bus scheduled at 10:20am did not come at SW 207 St / 85 Ave  Bus # 200 / direction CW / run 3290 / veh. 12303
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	NO LOC PROV 1:21pmcomments: The driver of this bus 1804 is a friendly driver approaching people with a beautiful smile very polite to the customer excellent services ROUTE 200 VEH#1804 RUN#1804
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Caller stated that the bus op of rt#200 at sw 216th st and sw 97th ave the bus op was early he came at 11:24 am and should have been there at 11:30 am stated the caller .  Rt#200, run#3290, veh#12301, badge#3644
<b>Service Request</b>	Administrative	Passenger Facility	Passenger would like to know if a bus stop could be put at us1 /186th st where the bus 200 travels northbound. DIDN'T GIVE NAME/NUMBER
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Passenger said the bus 200 at 211 st sw 112 ave at 3:53 pm, op is not htere yet and it is 4:14 pm now.  Veh 12303 badge 6280 run 3294
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Passenger said the bus 200 at 184 st us1 at 4:07 pm, the bus did not show

			veh 12301 badge 6651 run 3294
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Famle passenger with serious allergic reactions to dogs, reports that the operator of route 200 traveling on us 1 from sw 188 st at about 305 pm, allowed another passenger to board bus with a dog which had a rope tied around its neck that did not appear to be a service animal on the bus. She says she had to leave the bus to find another ride home. She would like the operators to be more informed on how to handle issues concerning service animals. Run 3294 bus 12303 badge 3644
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Pax stated she was waiting on the # 200 bus going n/b at 1:40 pm the opwas late by 5 min this made the pax late for hwr appt run 3294 veh 12305 badge 6280
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	The passenger suggested the operator be more careful when starting and stopping the bus to avoid passengers loose balance on the bus.  Bus # direction CW / run 3290 / veh. 12303
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Female passenger would like to commend the operator of route 200. She says she boarded the bus at sw 200 st and us 1 at about 930 am and the operator was very helpful, kind to all the passengers and a pleasure to ride with.
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Passenger said the bus 200 cl at 211 st sw 112 ave at 12:53 pm the bus did not show  veh 12301 run 3294 badge 6396
<b>Complaint</b>	Administrative	Passenger Facility	Passenger said the bus stop at 20425 old cuttler rd where the bus 200 travels, the site is dirty because a homeless man sleeps on the bus stop and there are human waste. Please clean the bus very well because the homeless sits on the disable seat. Disinfect the bus and the site with bleach. Op check the tires before getting on the expressway
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Complaint Type:: Metrobus Service Time: 4:50 PM Enter Date of Incident: : 03-04-2019 ROUTE 200 LOCAL RUN 3294 RUDE DRIVER, KICKED OUT PAX ON OCTR AND FRANJO RD. PAX BOARDED BUS ON SW 184TH ST & US1. ONCE DRIVER GOT TO OCTR & FRANJO HE ASKED PAX WHERE SHE WAS GOING AND SHE TOLD HIM TO 211ST (SOUTHLAND) AND HE TOLD HER NO, HE DOESNT GO THERE, THAT IS THE LAST STOP AND THAT SHE HAD TO GET OFF THERE. SHE ASKED ABOUT ANOTHER BUS POSSIBLY THE 31 OR 35 THAT SHE MAY TAKE TO GET HER TO HER DESTINATION AND THE DRIVER TOLD HER NO IN A VERY RUDE MANNER. CITIZEN IS UPSET AND STATES DRIVER NEEDS TO BE ADDRESSED. 311 AGENT- MELISSA M badge#3644
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Passenger stated that she took the bus 200 traveling northbound on sw 211th st/112th ave at about 2:55pm and the operator was very nice,very helper to passengers and a very good driver to be riding with.passenger said that she was very impress with this operator for the way it was with the passengers /wheelchair passengers.passenger felt that this operator needed 5to be recognized for a job well done. Vehicle#12303/badge#1804/run#3290



			operators name:luis m avila badge#1804
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Pax has been waiting from a quarter to 4 up until 4:15pm and had to get an uber. She called 311 earlier and found out the driver was just sitting at old cutler rd. Once she arrived to old cutler in an uber she saw the driver on the phone and asked him what happened and he just responded that he was late. Badge #6412 older gentleman with glasses and dark hair and he is not the usual driver. BDG# 6412 RUN# 3294 VEH# 12301
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Passenger is commending the efforts of bus operator carmelo oliveras badge # 3644 from the coral way garage. Mr. Oliveras was driving route 200 on 03/26/2019. Passenger stated this bus operator is always on time, polite and have great customer skills with elder people.  Run # 3294 vehicle # 12303 badge # 3644
<b>Complaint</b>	Administrative	Passenger Facility	Bus stop # 3710 is dirty and smells like urine. Old cutler rd at old cutler tw n cntr
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Male passenger would like to commend the operator of route 200 for being very kind and respectful to the senior passengers.  Run 3290 bus 12303 badge 1804
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	As per caller the route 200 from sw 216 st sw 92 ave scheduled 3:27 pm was no show caller says that last weekend was the same thing caller had to take uber to get to work. Run # 3944 v # 12301 badge # 3644
<b>Service Request</b>	Administrative	Service Planning	Passenger would like fro mdt to have the bus 200 runs every half an hour
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Caller states he boarded the route 200 from souhtland mall around 12:40pm and the operator of that route was speeding and making hard stops causing several passengers to fall.  Run#3290 vehi#12303 badge#1804  video requested
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Passenger stated that she boarded the bus 200 traveling southbound from sw 216th st/92nd ave at about 11:23am and passengers says that this operator greets the passengers as they board,friendly to the passengers and that it is a joy to ride with this operator.also he is very helper to the passengers.  Vehicle#12303/badge#1804/run#3290  operators name:luis m avila badge#1804
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Passenger said the bus 200 cl at 212 st sw 85 ave at 9:20 am, passenger said op is superior to other ops, he is fabulous, he is aware of the needs of elderly passengers, assists the community. Please keep this op in route 200. All the passengers are very happy to see him  veh 12303 badge 1804 run 3290

<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Caller stated the op of rte 200 is a nice guy but he has to realize he has a lot of elderly passengers who rides the bus. The op drives the bus very fast and when he turns corners the paxs has to hild on for dear life. Caller stated he doesn't want the op to get into any trouble at all, just slow down somewhat.
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Passenger is commending the efforts of bus operator luis avila badge # 12301 from the coral way garage. Passenger boarded the route cutler bay local on 09/18/2018 and said he is impressed by the way this young bus operator handles elder when boarding the bus. Run # 3290 vehicle # 12301 badge # 1804
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Passenger said the bus 200 at franjo /carebean the op avila is the best and the passengers are very upset because op will be removed from the route. Op is very helpful with the elderly passengers and guides people in this area veh 12303 badge 1804 run 3290
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Service: Metrobus  Incident Date: October 09, 2018 Incident Time: 4:45 PM  Boarding Location: Kendall and 137 Direction of Travel: East Destination: Route: Select Route Vehicle #: 12303  Comments: The bus was traveling eastbound in the right turn lane approaching 137 ave. It continued east on kendall in the turn lane crossed kendall. Not even buses are allowed to ignore right turn lanes. There have been several bus accident at this intersection for the same reason. Your dept is lucky that no one was turning on the dedicated right turn lane from 137 ave northbound. Luckily no one was hurt or killed. VEH#12303 RUN#3290 BADGE#1804
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Caller is placing a complaint on the operator of the route 200 for failing to stop for pick up on us1 & marlin rd around 11:47am.  Run#3944 vehi#12303 badge#2615
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Pax is placing a complaint on the operator of the route 200 for failing to stop for pick up for her and her kids on 216 st sw 97 ave around 12:20pm.  Run#3944 vehi#12303 badge#2615
<b>Commendation</b>	Administrative	Contracts/Special Events/Other	Passenger said the bus 200 cl at franjo/old cuttle rd, op is very pleasant, helpful, he is patient, kind  op : aviles or avila he has glasses and dark hair
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Caller stated that the OP of Route # 200, is such a very courteous driver and very kind to his paxs. Caller stated that he is usually punctual and professional.
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Caller stated that the OP of Route # 200, Run # 3294, Bus # 12303 is always on time and when he runs late he apologizes. Caller stated that he is very courteous and

			professional. Caller thinks that this OP is an asset to MDT
<b>Service Request</b>	Administrative	Passenger Facility	Citizen is requesting bus bench. She states these buses (200 local & 287) are always late and she is 87 years old she cant be standing there in these weather conditions. Please address asap 311 agent - melissa m sw 216th st /92nd ave
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Complaint Type:: Other Bus driver Time: 3:00 PM Enter Date of Incident: : 07-26-2019 This bus driver is ridiculous. He drives way too fast. Operator 3644. The cutler bay max. He drives way too fast. The bus passes BEFORE it is supposed to, so you wind up missing the bus, even when it's on time. Old ladies are dropping stuff, you see them sliding in the seats. Then, he will stop at a stop & just sit there. As if trying to let time pass cause he was going too fast. Not good.
<b>Complaint</b>	CORAL WAY	Coral Way Operations	Passenger states that the bus stop on sw 216th st/87th ave where the bus 200 services.passenger says that the the bus is not coming to that stop and it is a bus stop. .could you please check into this situation.
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Pax would like to give a commendation towards bus operator badge # 3644 route 200 cutler bay circulator board on the bus on belview dr & us 1 approx 4:00 pm. Pax states that the bus operator is very friendly, and professional; delight to be in his presence make the trip very relaxing; he cares about children's and other passengers.  Rte# 200 bdg# 3644
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Wheel chair pax is placing a complaint on the operator of the route 200 on 81 ave sw 207 st around 9:15am for failing to properly secure his wheel chair. Caller states his wheel chair was moving while the operator drove the bus. Run#3294 vehi#12303 badge#1335 video requested
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Time: 2:10 PM 210P CUTLER BAY TOWN PLAZA Enter Date of Incident: : 07-03-2019 The cutler bay local bus driver left 10 Minutes early from the bus stop making me an hour late to work waiting on the next one. I can potentially be fired for being late because of it. VEH#12303 RUN#3260 BADGE 6691
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	Passenger complained re: route 200 on 05/01/2019. Passenge stated there was a homeless person inside the bus smelling bad and as a result the bus operator left a window open, but it was raining and passenger said he was getting wet. Run # 3294 vehicle # 112303 badge # 1335
<b>Commendation</b>	CORAL WAY	CoralWay Chief/Super.	Passenger stated that she boarded the bus 200 traveling southbound from the old cutler rd/franjo rd at about 10:40am and this operator is very professional, always on time since he has had this route. Vehicle#12302/badge#3644/run#3260 operators name:carmelo oliveras badge#3644



<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	<p>Passenger complained re: a homeless passenger that smells real bad. Passenger would like bus operator not to pick up this passenger. Passenger was informed re: mdt policy not to discriminate against anyone, but he insisted in filing this report.</p> <p>Run # 3260 vehicle # 12302 badge # 3644</p>
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	<p>Incident Date: June 07, 2019 Incident Time: 11:31 AM Boarding Location: SW 216 St &amp; SW 87 Place Direction of Travel: North Destination: SW 211 ST &amp; Southland Mall Route: 200 Vehicle #: 12303 Comments: I arrived at the stop I am currently at 4 minutes before the bus should have arrived so either the bus is running very late or it showed up earlier than it should have and if sp the driver needs to be reprimanded and stick to the actual times. I have had it with drivers setting their own times because Miami Dade is too lazy or doesn't care enough to reprimand these people and enforce the schedules. RUN#3294 BDG#3644</p>
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	<p>Route 200 I want to report this bus driver from Cutler Bay system Today at the intersection near US1 and 184 Street, the driver of this bus came on me, forcing me to stop my vehicle, because my car is small and the bus much larger. This reckless and aggressive action is unacceptable to a driver of the Miami Dade public system,It is unacceptable that a county driver does not respect the right of way for others by endangering others The number of the plate is TB6935. And the bus number is 12303 run#3294 badge#3644</p>
<b>Complaint</b>	CORAL WAY	CoralWay Chief/Super.	<p>Male wheelchair passenger says the operator of route 200 at about 130 pm traveling from sw 81 ave and 210 st, failed to secure his wheelchair properly. He says he would move about when the operator made stops. Run 3294 bus 12303 badge 1335</p>
<b>Service Request</b>	Administrative	Passenger Facility	<p>Passenger would like to have a bus stop put at sw 189th st-186th st/us1 for the bus 200 traveling northbound.passenger states that you have to walk to far to a bus stop. Could you please check into this situation.</p>

During November 2018, new Sunday service was started for the Cutler Bay Local. This occurred because of a partnership between the Town and the County.

## Community Outreach

County staff attended the annual open house at the local High School (Sept. 10, 2019) and the Town's Executive Internship for local High School Students. County staff also attended events at local centers for seniors.

