



MIAMI-DADE TRANSIT
Service Planning and Scheduling Division

DRAFT REPORT



Project: Cutler Bay Local

Project Status/ 2nd Annual Report - Reporting Period: June 2013 – June 2014

Description of Service

The Cutler Bay Local which began service on September 5, 2012, is the Town of Cutler Bay's municipal circulator route, made possible by the People's Transportation Plan, and operated by Miami-Dade Transit (MDT). Major destinations in Cutler Bay area served by the Cutler Bay Local are The Town of Cutler Bay Town Hall, South Dade Government Center, Southland Mall, South Miami-Dade Cultural Arts Center, Social Security Office, South Dade Shopping Center, Health South on Old Cutler Road, and the Old Cutler Towne Center. See Exhibit 1a-b. The Town increased the number of daily trips and expanded service from three days a week to five days a week on September 30, 2013.

Cutler Bay website: www.cutlerbay-fl.gov/

Background History - The Municipal Program

The Ordinance creating the half-percent transportation Surtax calls for 20 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 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

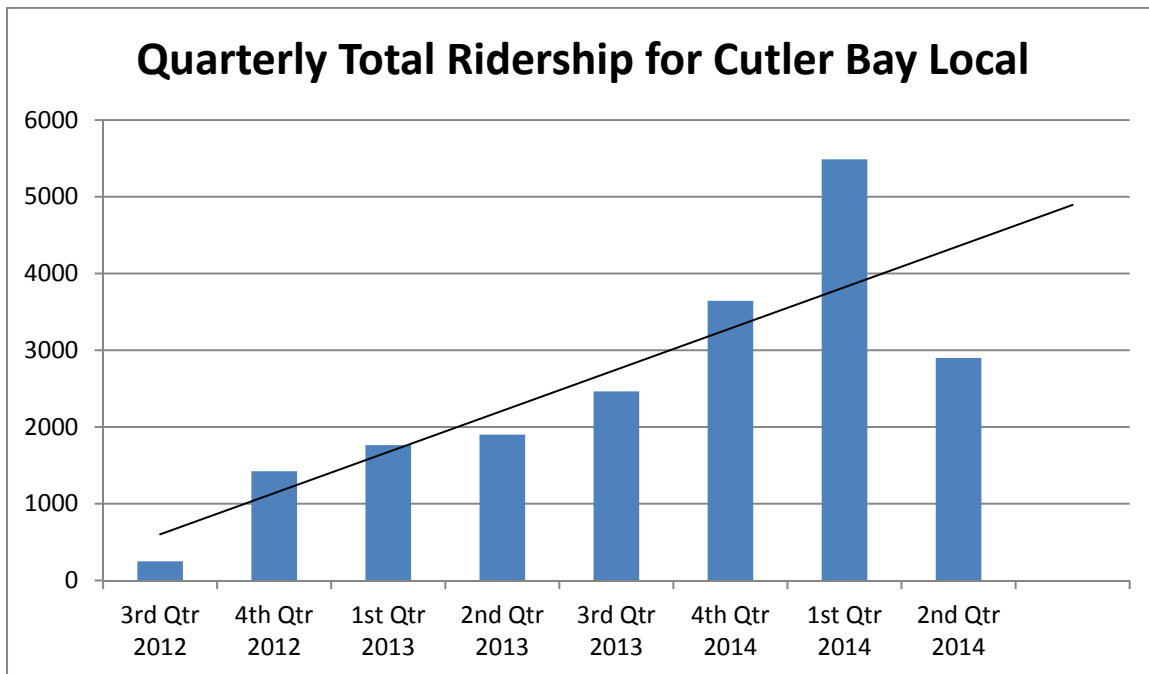
The Cutler Bay Local was designed to provide an easy way to get around Town and to connect with other Metrobus routes in the area. Cutler Bay residents can connect to the South Miami-Dade Busway with Metrobus service north to Metrorail and south to Florida City.

Operational – Ridership Data

Ridership data for each quarter of the reporting period are shown below.

Total Boardings Per Quarter

<u>3rd QTR 2013</u>	<u>4th QTR 2013*</u>
2,464	3,644
<u>1st QTR 2014</u>	<u>2nd QTR 2014**</u>
5,488	2,900



Notes: The Cutler Bay Local only operated for one month in the 3rd quarter of 2012.

*4th quarter of 2013 is the first quarter that service was operated five days a week.

**2nd quarter of 2014 will be updated once June 2014 data is released.

As shown in the chart, a linear ridership trend line has been inserted.

Operational Issues

For the year ending June 2014, the mostly frequently reported passenger concerns were:

- 10 mechanical/maintenance issues related to bus #12303
- 3 mechanical issues to other buses
- 1 bike left on rack
- 1 video request
- 1 Operator Service Improvement Report (Traffic Delay)
- 1 Injured Operator (wrist injury)
- Road construction delays
- Traffic Delays

Some typical examples of mechanical issues may include noisy brakes, radio issues, misc. alarms, and AVL

311 Calls & Emails

For the year ending June 2014, the most frequently reported passenger concerns were:

- 3 Bus Early
- 1 Bus Late
- 4 No pick up
- 2 Wheel Chair Issues
- 10 Service related to lineup changes (i.e., Route 70 – removal weekday service in Saga Bay)
- 1 Commendation
- 7 Driver related
- 14 Misc. issues