



MIAMI-DADE TRANSIT
Service Planning and Scheduling Division



Project: Cutler Bay Local

Project Status/ Annual Report May 2013

Reporting Period: Sept 2012 – May 2013

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). All major destinations in Cutler Bay are served by the Cutler Bay Local: 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, Old Cutler Towne Center. See Exhibit 1a-b. The route operates Monday, Wednesday and Friday from 8 a.m. to 5 p.m.

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

Background History - About 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

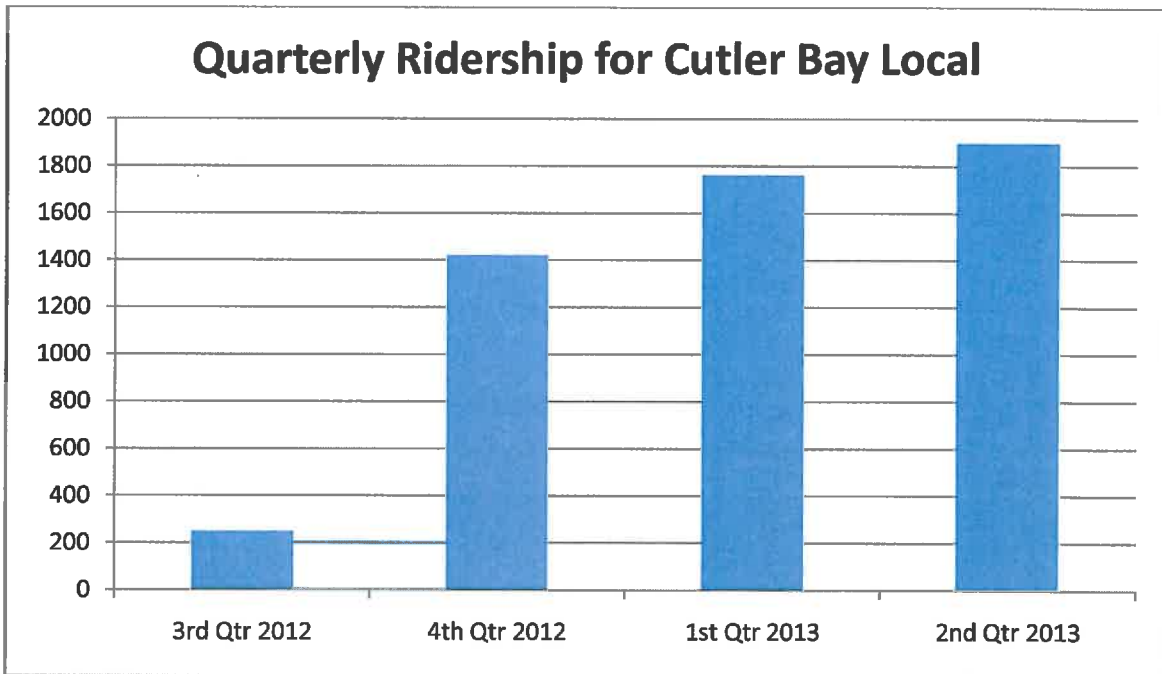
The Cutler Bay Local was designed to provide an easy way get around Town and to connect with a variety of other Metrobus routes. Cutler Bay residents can connect with the South Miami-Dade Busway with Metrobus service north to Metrorail and south to Florida City.

Operational – Ridership Data

Average daily operating data for each quarter of the reporting period are shown below. Note: in the 3rd quarter of 2012 ridership is only for the month of September.

Boarding's Per Quarter

<u>3rd QTR 2012</u>	<u>4th QTR 2012</u>
250	1,424
<u>1st QTR 2013</u>	<u>2nd QTR 2013</u>
1,764	1,901



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

As shown is Exhibit 2 is a chart providing more detail monthly ridership data along with a linear ridership trend line.

Operational – Issues

As shown on Exhibit 3 lists all events related to the operation of the Cutler Bay Local including mechanical related problems and phone complaints. Exhibit 4 shows the complaints received by 311.

Exhibit 1a

Exhibit 1b



MAJOR DESTINATIONS

- 1 South Dade Shopping Center (SW 184 St / US 1)
- 2 Shopping Center (US 1 / Marlin Rd)
- 3 Southland Mall (US 1)
- 4 Town of Cutler Bay Town Hall (Caribbean Blvd / SW 107 Ave)
- 5 South Miami-Dade Cultural Arts Center (SW 211 St)
- 6 South Dade Government Center (SW 211 St)
- 7 Health South on Old Cutler Road
- 8 Old Cutler Towne Center (Old Cutler Rd / 92 Ave)

LEGEND

- 1 Major Destination
- Cutler Bay Circulator Route
- 35 Miami-Dade Transit Bus Route

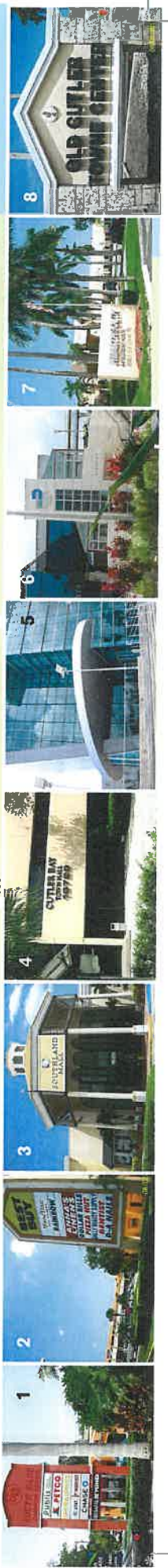
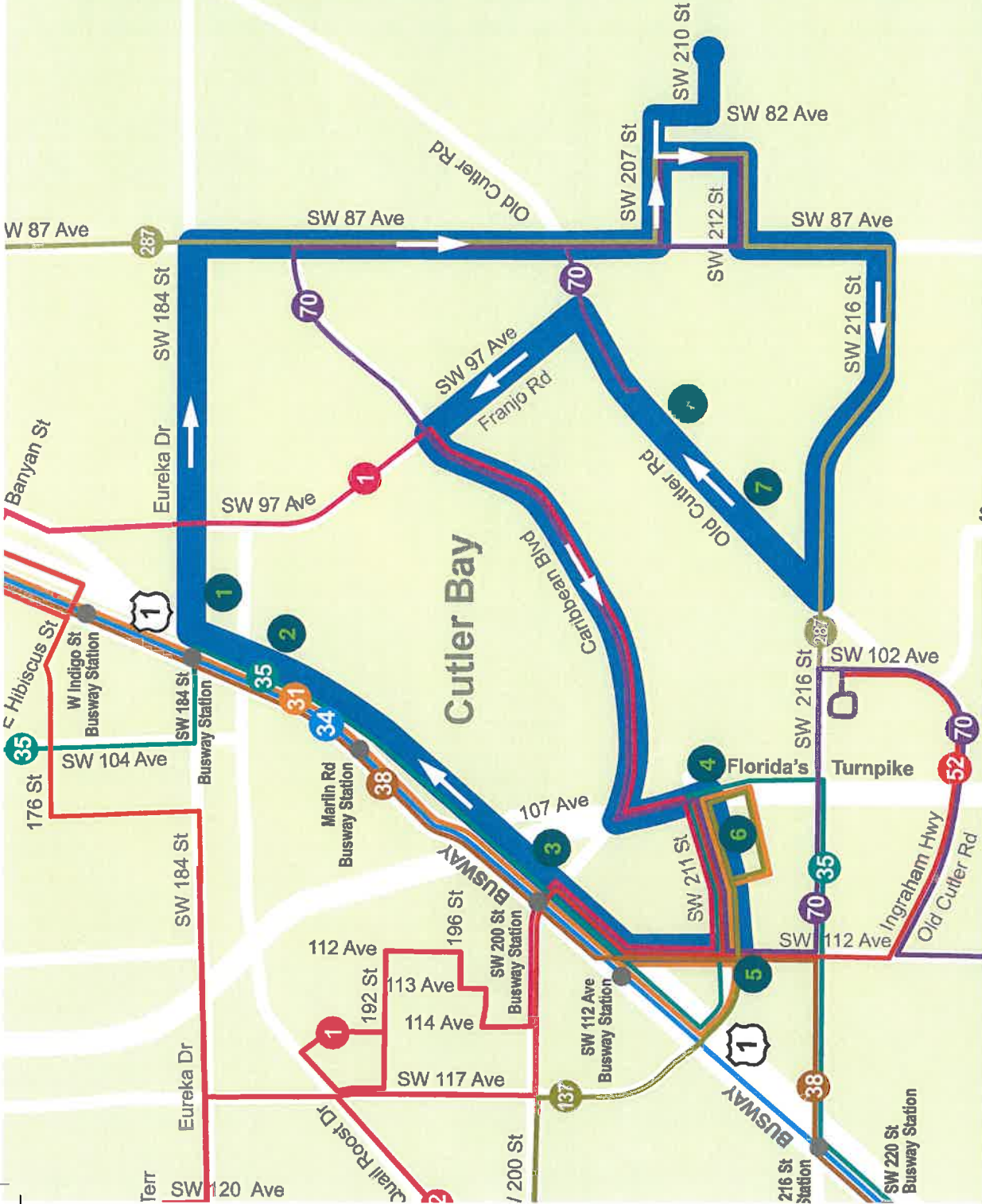
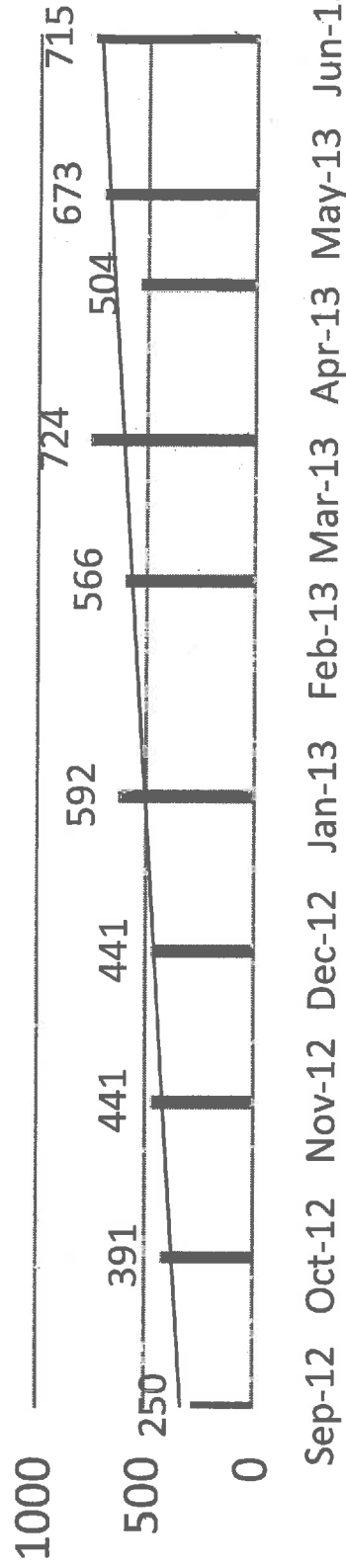


Exhibit 2

Cutler Bay Local - Monthly Ridership



Month	Monthly Ridership	Linear (Monthly Ridership)
Sep-12	250	
Oct-12	391	
Nov-12	441	
Dec-12	441	
Jan-13	592	
Feb-13	566	
Mar-13	724	
Apr-13	504	
May-13	673	
Jun-13	715	

 Monthly Ridership
  Linear (Monthly Ridership)

Exhibit 3

Miami Dade Transit

Report Date: Monday, July 01, 2013

IR#	IR DATE	IR TIME	BUS #	SYM CODE	ROUTE	RUN	DIVISION	LOGON ID	OPERATOR ID	NATURE
789167	6/26/2013	13:02:58	12303	DTOUR	200	3310	BUSCW	NELOMSV	2477	ROAD CONSTRUCTION / BLOCK
777245	4/24/2013	8:07:41	12303	NPF	200	1522	BUSCE	WEBWILL	2780	ENG STALLED
775353	4/15/2013	10:58:37	3114	VIDEO	200	1522	BUSCE	RDABNEY	2561	VIDEO REQ.
775353	4/15/2013	10:58:37	3114	VIDEO	200	1522	BUSCE	RDABNEY	2561	VIDEO REQ.
764487	2/25/2013	7:45:40	12303	ACCA	200	1522	BUSCE	RDABNEY	2561	VEH.#2 HIT VEH.#1
760509	2/8/2013	10:46:09	12303	SIC1	200	1522	BUSCE	DAVIDW	3160	SICK OPER
730016	10/1/2012	8:19:44	12303	RUNL	200	1522	BUSCE	VDW	3122	OP LOST/16 MIN LATE
728747	9/24/2012	8:01:55	12303	SCH1	200	1522	BUSCE	AA1	1989	METER ALARM ON
727461	9/18/2012	7:10:15	4208	ARN	200	1316	BUSCE	WEBWILL	6038	A TWO PAX BIKE STOLEN
727428	9/17/2012	20:06:08	12303	VIDEO	200	1522	BUSCE	NAJARRO	1989	311 CALL - PAX. COMPLAINT
727428	9/17/2012	20:06:08	12303	VIDEO	200	1522	BUSCE	NAJARRO	1989	311 CALL - PAX. COMPLAINT
727360	9/17/2012	15:23:37	12303	VIDEO	200	1522	BUSCE	NAJARRO	1989	311 - PAX. COMPLAINT
727360	9/17/2012	15:23:37	12303	VIDEO	200	1522	BUSCE	NAJARRO	1989	311 - PAX. COMPLAINT
727308	9/17/2012	11:22:32	12303	SCH1	200	1522	BUSCE	DTORRES2	1989	SCHED ADH

Exhibit 4

EMPLOYEE INVOLVED	EMPLOYEE NO.	INVESTIGATED BY Aguilar, Ricardo	TELEPHONE 305-637-3741	DATE 10-12-12
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REPLY TO CUSTOMER

SUMMARY OF ACTION TAKEN

SUBJECT **89694**

- COMMENDATION
- COMPLAINT
- INQUIRY
- LOST + FOUND
- OTHER

NUMBER

CUSTOMER SERVICE REPORT

93250

DATE RECEIVED 12-26-12	TIME RECEIVED 14:17	DATE LOGGED 12-26-12	DIV / DEPT CEBus / CEChiefS	REFERRED TO	TARGET DATE 01-09-13
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DATE OF INCIDENT 12-26-12	TIME OF INCIDENT 14:00	VEHICLE NO. 12303	TYPE OF BUS Bus	ROUTE 200	DIRECTION
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LOCATION AND TIME OF BOARDING	LOCATION OF INCIDENT s dixie hwy @ eureka dr	LOCATION AND TIME OF ALIGHTING
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EMPLOYEE DESCRIPTION	
<input type="checkbox"/> M <input type="checkbox"/> F	

DETAILS **Caller claims route 200 failed to make a right turn onto Eureka @ s dixie hwy at 2:00pm and made a right north of Eureka onto a back street and re-appearing on Eureka @ Linda St causing the oper to miss the callers stop. Caller says when she took this bus earlier today she had to assist the oper with where to turn on this route, because the oper did not know or understand the map, oper making u-turns in the middle of s dixie hwy @ marlin rd. Caller is very upset that she now has to wait an hour for the next bus. 311Sup/Virginia notified and req playback & video. run #1522, vehicle # 12303, badge # 2780**

CUSTOMER NAME	ADDRESS	TELEPHONE	TAKEN BY
	ZIP/POSTAL CODE	BUS:	tajt
		RES:	
		CELL: 7863724046	

INVESTIGATION
Awaiting video to complete investigation

EMPLOYEE INVOLVED ALVARENGA, MARCO	EMPLOYEE NO. 2780	INVESTIGATED BY Walden, Phillip - CE	TELEPHONE 305-638-7470	DATE 12-31-12
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REPLY TO CUSTOMER

SUMMARY OF ACTION TAKEN

SUBJECT **93276**

- COMMENDATION
- COMPLAINT
- INQUIRY
- LOST + FOUND
- OTHER

NUMBER

CUSTOMER SERVICE REPORT

94128

DATE RECEIVED 01-17-13	TIME RECEIVED 13:05	DATE LOGGED 01-17-13	DIV / DEPT CEBus / CEChiefS	REFERRED TO	TARGET DATE 01-31-13
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DATE OF INCIDENT 01-16-13	TIME OF INCIDENT 11:00	VEHICLE NO. 12303	TYPE OF BUS Bus	ROUTE 200	DIRECTION
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LOCATION AND TIME OF BOARDING	LOCATION OF INCIDENT sw 211 st/112 ave	LOCATION AND TIME OF ALIGHTING
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EMPLOYEE DESCRIPTION	
<input type="checkbox"/> M <input type="checkbox"/> F	

DETAILS	<p>PAX CALLED AND STATED THAT THE OP OF THE ROUTE 200 THAT WAS SCHEDULED TO LEAVE SW 211 ST/112 AVE AT 1100 AM FAILED TO FASTENED THE STRAPS TO THE WHEEL CHAIR WHEELS. THE WHEEL CHAIR PAX CHAIR WAS UNSECURED DURING THE RIDE AND CALLER ASKED HER WHY DIDN'T SHE STRAP HIM DOWN AND SHE REPLIED THAT SHE DOES NOT HAVE TO, IT IS ELECTRONIC. WHEN WHEEL CHAIR PAX GOT OF THE BUS CALLER SAYS THAT THE OP NEVER UNFOLDED THE SEAT IN THE AREA THE THE WHEEL CHAIR SAT AT AND A PAX WITH A WALKER TRIED TO LET THE SEAT DOWN AND WAS NOT ABLE TO AND HE SAT SOME WHERE ELSE RATHWELL, #2561</p>
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CUSTOMER NAME FANELL, KATE	ADDRESS	TELEPHONE	TAKEN BY
	ZIP/POSTAL CODE	BUS:	jagilb
		RES:	
		CELL: 3052530641	

INVESTIGATION

EMPLOYEE INVOLVED RATHWELL, KRISTI	EMPLOYEE NO. 2561	INVESTIGATED BY Ford, Quencia - CE Ops.	TELEPHONE 305-654-6572	DATE 01-17-13
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REPLY TO CUSTOMER

SUMMARY OF ACTION TAKEN

- COMMENDATION
- COMPLAINT
- INQUIRY
- LOST + FOUND
- OTHER

NUMBER

CUSTOMER SERVICE REPORT

94137

DATE RECEIVED 01-17-13	TIME RECEIVED 12:43	DATE LOGGED 01-17-13	DIV / DEPT CEBus / CEChiefS	REFERRED TO	TARGET DATE 01-31-13
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DATE OF INCIDENT 01-16-13	TIME OF INCIDENT 11:00	VEHICLE NO. 0	TYPE OF BUS Bus	ROUTE 200	DIRECTION
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LOCATION AND TIME OF BOARDING	LOCATION OF INCIDENT	LOCATION AND TIME OF ALIGHTING
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EMPLOYEE DESCRIPTION	
<input type="checkbox"/> M <input checked="" type="checkbox"/> F	

DETAILS **passenger stated that she / elderly wheelchair passenger boarded the bus 200 on sw 211th st/ 112th ave traveling clockwise at 11:00am and when wheelchair boarded the operator didn't secure him. when asked why are you not strapping down the wheelchair passenger and the operator's response was that it was electronic and the wheelchair doesn't need to be secured down. passenger said that the alarm when off when the operator didn't secure the wheelchair and it stayed on until the wheelchair got off. passenger was scared he only had one leg and was trying to hold in place due to the operator's jerking when she stopped. passenger said that this operator was very nasty and had no concerns or compassion for the elderly's and the handicaps. VEHICLE#123003/ BADGE#2561/ RUN#1522**

CUSTOMER NAME , JUDY	ADDRESS	TELEPHONE BUS: RES: CELL: 3053163288	TAKEN BY sbyrd
	ZIP/POSTAL CODE		

INVESTIGATION
Operator was counseled and reminded to follow policies and procedures. She was also advised to contact bus traffic control for instructions.

EMPLOYEE INVOLVED RATHWELL, KRISTI	EMPLOYEE NO. 2561	INVESTIGATED BY Torres, Manuel - CE	TELEPHONE 305-638-7470	DATE 02-15-13
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REPLY TO CUSTOMER

SUMMARY OF ACTION TAKEN

SUBJECT **94163**

- COMMENDATION
- COMPLAINT
- INQUIRY
- LOST + FOUND
- OTHER

NUMBER

CUSTOMER SERVICE REPORT

95359

DATE RECEIVED 02-11-13	TIME RECEIVED 11:36	DATE LOGGED 02-11-13	DIV / DEPT Admin / ServPlan	REFERRED TO Alperstein, Steve	TARGET DATE 02-25-13
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DATE OF INCIDENT 02-11-13	TIME OF INCIDENT 11:36	VEHICLE NO. 0	TYPE OF BUS Bus	ROUTE 200	DIRECTION
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LOCATION AND TIME OF BOARDING	LOCATION OF INCIDENT BLACK POINT MARINA	LOCATION AND TIME OF ALIGHTING
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EMPLOYEE DESCRIPTION	
<input type="checkbox"/> M <input type="checkbox"/> F	

DETAILS	<p>CALLER STATES HE WOULD LIKE TO REQUEST THAT ROUTE #200 CONTINUE ITS SERVICE SOUTH ON SW 87TH AVE FROM SW 212TH ST PAST 216TH ST UP TO BLACK POINT MARINA. CALLER STATES THIS PARK SHOULD BE ENJOYED BY THOSE IN THE AREA AND IS NOT BECAUSE NO LOCAL SERVICE IS PROVIDED.</p>

CUSTOMER NAME	ADDRESS	TELEPHONE	TAKEN BY
	ZIP/POSTAL CODE	BUS:	yuximiq
		RES:	
		CELL:	

INVESTIGATION	<p>MDT deeply regrets any passenger inconvenience unfortunately at the current time due to MDT is unable to implement your suggestion at this time. However, your suggestion will be kept on file for future consideration. Thank you</p>

EMPLOYEE INVOLVED	EMPLOYEE NO.	INVESTIGATED BY Alperstein, Steve	TELEPHONE 305-637-3742	DATE 05-13-13
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REPLY TO CUSTOMER

SUMMARY OF ACTION TAKEN

SUBJECT **95385**

- COMMENDATION
- COMPLAINT
- INQUIRY
- LOST + FOUND
- OTHER

NUMBER

CUSTOMER SERVICE REPORT

97663

DATE RECEIVED 04-01-13	TIME RECEIVED 13:24	DATE LOGGED 04-01-13	DIV / DEPT CEBus / CEChiefS	REFERRED TO	TARGET DATE 04-15-13
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DATE OF INCIDENT 04-01-13	TIME OF INCIDENT 14:00	VEHICLE NO. 0	TYPE OF BUS Bus	ROUTE 200	DIRECTION
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LOCATION AND TIME OF BOARDING	LOCATION OF INCIDENT SW 82ND AVE & 210TH ST	LOCATION AND TIME OF ALIGHTING
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EMPLOYEE DESCRIPTION	
<input type="checkbox"/> M <input type="checkbox"/> F	

DETAILS	<p>CALLER STATED THAT THERE IS A STOP LOCATE AT SW 210TH ST & SW 82 ND AVE. CALLER WANTED TO GET OF AT SW 79TH AVE & 210TH ST, BUT SHE WAS TOLD THAT WASN'T A STOP. CALLER WITNESS TODAY THAT THE OPERATOR LET OFF 3 PEOPLE AT THAT STOP. CALLER WAS FURIOUS BECAUSE DIFFERENT OPERATORS ARE DOING DIFFERENT THINGS. BADGE# 3779 RUN# 1522 VEH# 12303</p>

CUSTOMER NAME	ADDRESS	TELEPHONE	TAKEN BY
		BUS:	EARNEST
	ZIP/POSTAL CODE	RES:	
		CELL:	

INVESTIGATION	<p>Operator was counseled and reminded of the policies and procedures. Operator was also advised of future possible action.</p>

EMPLOYEE INVOLVED SNIPES, LAKEISHA	EMPLOYEE NO. 3779	INVESTIGATED BY Torres, Manuel - CE	TELEPHONE 305-638-7470	DATE 04-24-13
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REPLY TO CUSTOMER

SUMMARY OF ACTION TAKEN

SUBJECT **97689**

EMPLOYEE INVOLVED	EMPLOYEE NO.	INVESTIGATED BY Alperstein, Steve	TELEPHONE 305-637-3742	DATE 05-13-13
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REPLY TO CUSTOMER

SUMMARY OF ACTION TAKEN

SUBJECT 97844

- COMMENDATION
- COMPLAINT
- INQUIRY
- LOST + FOUND
- OTHER

NUMBER

CUSTOMER SERVICE REPORT

98324

DATE RECEIVED 04-15-13	TIME RECEIVED 9:40	DATE LOGGED 04-15-13	DIV / DEPT CEBus / CEChiefS	REFERRED TO	TARGET DATE 04-29-13
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DATE OF INCIDENT 04-15-13	TIME OF INCIDENT 9:20	VEHICLE NO. 12303	TYPE OF BUS Bus	ROUTE 200	DIRECTION
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LOCATION AND TIME OF BOARDING	LOCATION OF INCIDENT SW 87th Avenue / SW 212th Street	LOCATION AND TIME OF ALIGHTING
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EMPLOYEE DESCRIPTION	
<input type="checkbox"/> M <input type="checkbox"/> F	

DETAILS	<p>Caller stated that the operator of the route #200 failed to stop for pick up on SW 87th Avenue and SW 212th Street around 9:20 am. Caller stated that she was flagging the bus down and the operator just kept going. Oper. Kristi Rathwell; Badge #2561; Run #1522; Route #200; Veh. #12303; CE</p>

CUSTOMER NAME	ADDRESS	TELEPHONE	TAKEN BY
		BUS:	JWOODS2
	ZIP/POSTAL CODE	RES:	
		CELL:	

INVESTIGATION

EMPLOYEE INVOLVED RATHWELL, KRISTI	EMPLOYEE NO. 2561	INVESTIGATED BY Torres, Manuel - CE	TELEPHONE 305-638-7470	DATE 04-15-13
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REPLY TO CUSTOMER

SUMMARY OF ACTION TAKEN

SUBJECT **98350**

EMPLOYEE INVOLVED	EMPLOYEE NO.	INVESTIGATED BY Ford, Quencia - CE Ops.	TELEPHONE 305-654-6572	DATE 05-07-13
REPLY TO CUSTOMER				

SUMMARY OF ACTION TAKEN

SUBJECT **99197**

EMPLOYEE INVOLVED	EMPLOYEE NO.	INVESTIGATED BY Augustin, Renaud - PF	TELEPHONE 305-889-6743	DATE 05-14-13
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REPLY TO CUSTOMER

SUMMARY OF ACTION TAKEN

SUBJECT **99819**

- COMMENDATION
- COMPLAINT
- INQUIRY
- LOST + FOUND
- OTHER

NUMBER

CUSTOMER SERVICE REPORT

100623

DATE RECEIVED 06-03-13	TIME RECEIVED 8:16	DATE LOGGED 06-03-13	DIV / DEPT CEBus / CEChiefS	REFERRED TO	TARGET DATE 06-17-13
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DATE OF INCIDENT 06-03-13	TIME OF INCIDENT 8:00	VEHICLE NO. 12303	TYPE OF BUS Bus	ROUTE 200	DIRECTION
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LOCATION AND TIME OF BOARDING	LOCATION OF INCIDENT sw 211 st/ 112 ave	LOCATION AND TIME OF ALIGHTING
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EMPLOYEE DESCRIPTION	
<input type="checkbox"/> M <input type="checkbox"/> F	

DETAILS	Caller states she was waiting for route 200 leaving sw 211 st/ 112 ave at 8:00am; pax claims bus did not arrive until approx 8:16am. vehicle #12303, badge #?, run #1522 No op identified in BOSMIS.

CUSTOMER NAME	ADDRESS	TELEPHONE	TAKEN BY
		BUS:	amatos
	ZIP/POSTAL CODE	RES:	
		CELL:	

INVESTIGATION	Unable to ID operator incorrect information provided.

EMPLOYEE INVOLVED	EMPLOYEE NO.	INVESTIGATED BY Ford, Quencia - CE	TELEPHONE 305-654-6572	DATE 06-04-13
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REPLY TO CUSTOMER

SUMMARY OF ACTION TAKEN

SUBJECT **100649**