

Memorandum



Date: June 13, 2011

RTC

Agenda Item No. 7B

To: Honorable Chairman Joe A. Martinez
and Members, Board of County Commissioners

From: Alina T. Hudak
County Manager

Subject: Report – Special Transportation Services for Senior Citizens at Miami International Airport

The following information regarding the age and volume of passengers traveling through Miami International Airport (MIA) is provided pursuant to a request by Commissioner Javier D. Souto during the May 9, 2011, Regional Transportation Committee (RTC).

The various data fields show a mix of airport users as collected by Unison in May 2010 as part of MIA's customer satisfaction survey. Unison surveyed three groups – Domestic Departing passengers, Arriving International passengers, and Meeters/Greeters (non-travelling users picking up or dropping off MIA passengers). Included in this report is general information on assistance services provided to senior citizens by the Miami-Dade Aviation Department (MDAD) and its airline partners.

Passenger Age Breakdown*

<u>Age</u>	<u>Departing Pax</u>	<u>International</u>	<u>Meeters/Greeters</u>
Under 25	16%	12%	12%
25 to 34	25%	23%	25%
35 to 44	19%	25%	25%
45 to 54	18%	19%	21%
55 to 65	15%	14%	12%
Over 65	7%	6%	6%

*Percentages are approximate

Providing assistance for the elderly and travelers with special needs is important to MDAD. Miami International Airport and its airline partners provide numerous options for these passengers. MDAD provides pre-security multi-passenger trolley service between the North and South Terminals. Passengers can also easily transit the terminal via moving walkways located on the third level of the main building. In the North Terminal, a rooftop automated people mover (APM) with four stations recently opened to facilitate passenger connections within Concourse D. The Concourse D Skytrain, as it is called, has the capacity to transport 9,000 passengers per hour. Additionally, American Airlines provides trolley service covering the entire one-mile Concourse.

Accommodations include curbside skycaps that provide wheelchair service for patrons who pre-arrange assistance. This service can also be pre-arranged at the airline counters. MIA's airlines offer pre-arranged wheelchair service to their passengers. Pre-arranged wheelchairs are obtained curbside. The Transportation Security Administration (TSA) works closely with wheelchair providers to expedite security screening for people using wheelchairs, moving them to the head of the security line.

Assistant County Manager