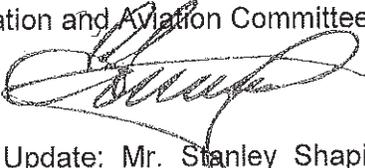


Memorandum



Date: September 2, 2014

To: Honorable Commissioner Dennis C. Moss
Chairman, Transportation and Aviation Committee

From: Carlos A. Gimenez
Mayor 

Subject: Miami-Dade Transit Update: Mr. Stanley Shapiro, Route 123 (South Beach Local)
Customer Complaints

TAC
Agenda Item no. 7(B)

This report is provided in response to statements made by Mr. Stanley Shapiro during the Transportation and Aviation Committee (TAC) meeting on May 14, 2014. Detailed below is a re-cap of the concerns and issues Mr. Shapiro raised and Miami Dade Transit's (MDT) response to each.

General Overview – Mr. Stanley Shapiro and Route 123 Concerns

Mr. Shapiro is an avid transportation advocate. He is a long-time member of MDT's Special Transportation Service (STS) and a frequent rider of our Miami Beach routes. Several months prior to the May 14th TAC meeting, Mr. Shapiro requested data showing the number of service interruptions where the bus was not replaced prior to the end of service. The requested information was forwarded to Mr. Shapiro for the months of December 2013 and January 2014. No additional requests were made by Mr. Shapiro, until the TAC meeting.

Issues Presented at the TAC Meeting:

1. The Route 123 (South Beach Local) buses are not clean: Mr. Shapiro stated that the Route 123 buses are not clean. However, MDT has not received information for any specific incidents/details (i.e., bus number, date, time, etc.) from Mr. Shapiro. Several staff members rode this route at various times during the months of May and June and at no time did staff observe dirty buses. Staff was instead met with compliments on both the service and quality of the vehicles by passengers.

Please note that MDT buses are swept daily, washed twice per week and receive detailed cleanings every three (3) weeks.
2. MDT should conduct a survey of buses to understand how they are performing: MDT does not conduct formal surveys. However, Route 123 is monitored daily by Bus Traffic Controllers via Automated Vehicle Locators (AVL), a stationary Transit Operations Supervisor (TOS) at Lincoln Road and roving supervisors along the route.
3. Provide the names of persons forwarding false information on the number of bus breakdowns: No MDT staff has provided false information to Mr. Shapiro. The data which Mr. Shapiro requested and received is accurate and traceable through verifiable Bus Maintenance records.
4. Is there a contract which penalizes people who release inoperable buses: Routine bus maintenance service is performed in-house by County staff and is not contracted out to a vendor. Staff does not release inoperable buses. All buses go through a pre-trip inspection prior to being released for service. This includes checking multiple bus mechanical systems as required by FDOT State regulation 1490.

MDT fully appreciates any and all opportunities to assess and evaluate the quality of the services provided to our valued ridership. Further, staff routinely welcomes feedback from riders and they are

Honorable Chairwoman Rebeca Sosa
and Members, Board of County Commissioners
Page No. 2

encouraged to immediately report concerns to 311 and include the date, time, bus number, route number, etc. so that staff can address any issues raised immediately.

Should you have any additional questions or concerns, please contact Ysela Llort, MDT Director at (786) 469-5411.



Alina. T. Hudak
Deputy Mayor