Memorandum   MIAMI-DADE COUNTY

Date: **February 3, 2020**

To: Honorable Chairwoman Audrey M. Edmonson
        and Members, Board of County Commissioners

From: Carlos A. Gimenez
        Mayor

Subject: Golden and Patriot Passport Webpage for Renewal or Replacement of damaged
         EASY Cards – Directive No. 191078

On June 4, 2019, the Board of County Commissioners (Board) approved Resolution No. R-618-19, directing the County Mayor to provide a report concerning implementing a plan to provide flexible options for current Golden Passport and Patriot Passport EASY Card holders to renew and replace a lost, stolen, or damaged card. The Resolution also directed a review of the County's Golden Passport and Patriot Passport Program websites be done to provide user-friendly assistance and ensure that information on eligibility and documentation requirements is accurate.

The Golden Passport was created to provide fare-free public transportation services to those residents of Miami-Dade County age 65 and older or those residents who are Social Security beneficiaries. The Patriot Passport Program was created to provide fare-free transportation services to service disabled veterans and those veterans who fall below a certain income threshold. Currently, there are 191,485 Golden Passport (65 and older), 16,977 Golden Passport (Social Security Beneficiary) and 1,457 Patriot Passport active users.

Golden Passport and Patriot Passport cardholders currently have several options available to renew or replace their existing EASY Card Passports.

- In person by visiting the Golden Passport Office (111 NW 1st Court, Miami, FL 33128 Lobby)

- At a 3-1-1 Service Center:

  North Dade Justice Center
  15555 Biscayne Boulevard
  North Miami Beach, FL 33160

  Herbert S. Saffir Permitting and Inspection Center (PIC)
  11805 SW 26 Street
  Miami, FL 33175

  South Dade Justice Center
  10710 SW 211 Street
  Cutler Bay, FL 33189

- By visiting one of the select City of Miami Neighborhood Enhancement Team (NET) offices:

Allapattah 6301 NE 2 Avenue Miami, FL 33125	Little Havana 1300 SW 12 Avenue Miami, FL 33129
Flagami 135 NW 7 Street Miami, FL 33126	Overtown NET 1490 NW 3 Avenue, Suite 112-B Miami, FL 33136
Little Haiti 6301 NE 2 Avenue Miami, FL 33138	

- By mail (P.O. Box 01-9005 Miami, FL 33101); email (specialpass@miamidade.gov); and fax (305) 375-1192.

In addition to current renewal and replacement options, a web-based application has been developed by Miami-Dade County Information Technology Department (ITD) for Golden Passport and Patriot Passport cardholders to renew or replace lost, stolen or damaged EASY Cards, upload required documentation for renewal, make payments for required replacement fees and check the status of a submitted renewal or replacement application. This application may be accessed at https://www.miamidade.gov/transit/library/golden-passport-application.pdf

Also, at the June 4, 2019 meeting, the Board approved Resolution R619-19 to reduce replacement costs for lost, stolen or damaged Golden Passport and Patriot Passport Easy Cards. The Golden Passport and Patriot Passport webpage fee schedule, new/renewal application, and replacement form information was updated in June 2019. The income limit for the Patriot Passport changes annually and the website is updated accordingly.

Pursuant to Ordinance No.14-65, this memorandum will be placed on the next available Board Meeting.

If additional information is required, please contact Alice N. Bravo, P.E., Director, Department of Transit and Public Works, at (786) 469-5406.

c: Abigail Price-Williams, County Attorney
        Geri Bonzon-Keenan, Assistant County Attorney
        Jennifer Moon, Deputy Mayor, Office of the Mayor
        Alice N. Bravo, P.E., Director, Department of Transportation and Public Works
        Linda L. Cave, Acting Director, Clerk of the Board
        Eugene Love, Agenda Coordinator
        Yinka Majekodunmi, CPA, Commission Auditor