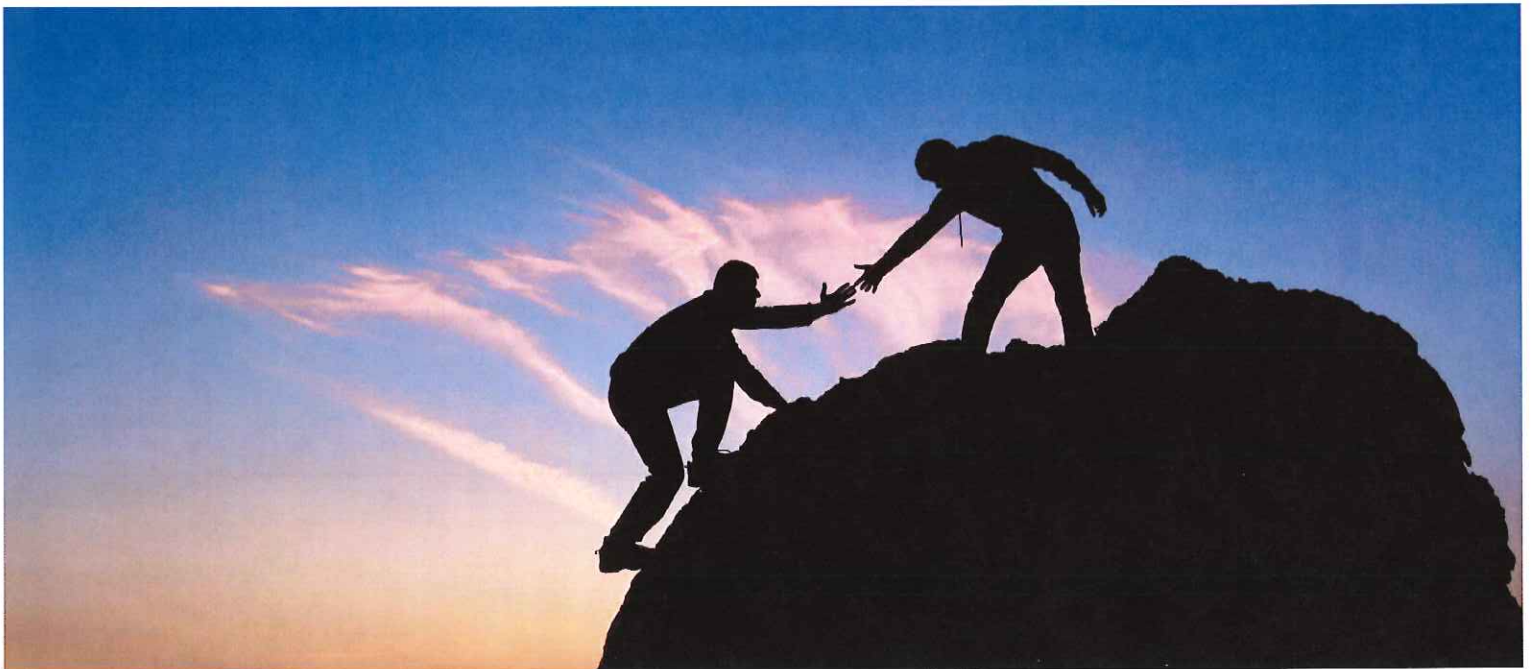


The Miami-Dade County

# TRANSPORTATION DISADVANTAGED SERVICE PLAN

July 1, 2016 through June 30, 2021



FY 2020-21 Annual Update

Prepared by



## **NON-DISCRIMINATION AND AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION**

The Miami-Dade Department of Transportation and Public Works (DTPW) and the Miami-Dade Transportation Planning Organization (TPO) have set a policy that assures that no person shall on the basis of race, color, national origin, sex, age, disability, family, or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity.

It is the policy of the DTPW and TPO to comply with all the requirements of the Americans with Disabilities Act (ADA). To request this document in accessible format, please call (305) 375-4507.

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## LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION

The Miami-Dade TPO (Designated Official Planning Agency) hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), F.A.C., does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

REPRESENTATIVE	MEMBER	ALTERNATE	TERM
1. Chairperson	Vacant	Vacant	Until Elected Term Expires or Replaced by TPO Governing Board
2. Florida Department of Transportation District VI	Raymond Freeman	Gina Victoria	Agency Discretion
3. Florida Department of Children and Families	Vacant	Vacant	Agency Discretion
4. Miami-Dade County School Board	Orlando Alonso	Vacant	Agency Discretion
5. Agency for Persons with Disabilities	Hillary Jackson	Rosa Llaguno	Agency Discretion
6. Florida Department of Veteran Affairs	Vacant	Vacant	Agency Discretion
7. Florida Association for Community Action (FACA), Inc.	Dr. Kent Cheeseboro	Vacant	Agency Discretion
8. Elderly over 60 Years Old	Vacant	Vacant	Three Year Term upon Appointment
9. Disabled Advocate	Vacant	Vacant	Three Year Term upon Appointment
10. Citizen Advocate	Cornell Crews	Vacant	10/31/2019 to 10/30/2022
11. Citizen Advocate/System User	Vacant	Vacant	Three Year Term upon Appointment
12. Children at Risk	Vacant	Vacant	Three Year Term upon Appointment
13. Alliance for Aging, Inc.	Vacant	Vacant	Agency Discretion
14. Private for-Profit Transportation Industry	Jorge Azor	Diana Fletcher	9/29/2018 to 9/28/2021
15. Florida Agency for Health Care Administration	Maria Hernandez	Marielisa Amador / Jerome Hill	Agency Discretion
16. Easter Seals South Florida	Barry Vogel	Vacant	Agency Discretion
17. Local Medical Community/Local Health Department	Vacant	Vacant	Agency Discretion

SIGNATURE:  DATE: 6/9/2021

## ROLL CALL VOTING SHEET

REPRESENTATIVE	MEMBER	VOTE
Chairperson	Vacant	--
Florida Department of Transportation District VI	Gina Victoria	
Florida Department of Children and Families	Vacant	--
Miami-Dade County Public School Board	Orlando Alonso	
Agency For Persons With Disabilities	Evelyn Alvarez	
Florida Department of Veteran Affairs	Vacant	--
Florida Association for Community Action, Inc. (FACA)	Dr. Kent Cheeseboro	
Elderly over 60 Years Old	Vacant	--
Disabled Advocate	Vacant	--
Citizen Advocate	Cornell Crews	
Citizen Advocate/Transportation System User	Vacant	--
Children at Risk	Vacant	--
Alliance for Aging, Inc.	Vacant	--
Private for-Profit Transportation Industry	Jorge Azor	
Florida Agency for Health Care Administration	Maria Hernandez	
Easter Seals South Florida	Barry Vogel	
Local Medical Community/Local Health Department	Vacant	--

The Miami-Dade County Transportation Disadvantaged Local Coordinating Board hereby certifies that an annual evaluation of the Miami-Dade County Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Transportation Disadvantaged Service Plan.

We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on June 09, 2021.

June 9, 2021  
Date

  
\_\_\_\_\_  
Coordinating Board Vice Chairperson

Approved by the State of Florida Commission for the Transportation Disadvantaged (CTD):

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

## GLOSSARY OF TERMS

Term	Acronym	Definition
<b>Agency</b>		An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.
<b>Americans with Disabilities Act</b>	<b>ADA</b>	A federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990.
<b>Actual Expenditure Report</b>	<b>AER</b>	An annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 <sup>th</sup> of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.
<b>Annual Operating Report</b>	<b>AOR</b>	An annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.
<b>Annual Performance Report</b>	<b>APR</b>	An annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the CTD Annual Report.
<b>Commission for the Transportation Disadvantaged</b>	<b>CTD</b>	An independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.
<b>Community Transportation Coordinator</b>	<b>CTC</b>	A transportation entity recommended by a metropolitan (transportation) planning organization, or by the appropriate designated official planning agency as provided for in ss. 427.011-427.017 in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.
<b>Coordination</b>		The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient, and reduces fragmentation and duplication of services.
<b>Coordination Contract/ Coordination &amp; Fare Agreement</b>	<b>CC/CFA</b>	A written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the community transportation coordinator.
<b>Designated Official Planning Agency</b>	<b>DOPA</b>	The official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan (Transportation) Planning Organization. The Transportation Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.



<b>Term</b>	<b>Acronym</b>	<b>Definition</b>
<b>Designated Service Area</b>		A geographical area recommended by a designated official planning agency, subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
<b>Emergency</b>		Any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of transportation services to a designated service area for the transportation disadvantaged population.
<b>Emergency Fund</b>		Transportation disadvantaged trust fund monies set aside to address emergency situations, and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.
<b>Florida Coordinated Transportation System</b>	<b>FCTS</b>	A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, F.S.
<b>Florida Department of Transportation</b>	<b>FDOT</b>	An executive agency of the State of Florida. The CTD is housed under the Florida Department of Transportation.
<b>Local Coordinating Board</b>	<b>LCB</b>	An advisory entity in each designated service area composed of representatives appointed by the transportation planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.
<b>Local Government</b>		An elected and/or appointed public body existing to coordinate, govern, plan, fund and administer public services within a designated, limited geographic area within the state.
<b>Local Government Comprehensive Plan</b>		A plan that meets the requirements of Sections 163.3177 and 163.3178, F.S.
<b>Memorandum of Agreement</b>	<b>MOA</b>	The state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Commission and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.
<b>Transportation Planning Organization</b>	<b>TPO</b>	The organization responsible for carrying out transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3).
<b>Non-sponsored Transportation Disadvantaged Services</b>		Transportation disadvantaged services that are not sponsored or subsidized by any funding source other than the Transportation Disadvantaged Trust Fund.
<b>Public Transit</b>		The transporting of people by conveyances or systems of conveyances, traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmentally or privately owned. Public transit specifically includes those forms of transportation commonly known as "Paratransit".

<b>Term</b>	<b>Acronym</b>	<b>Definition</b>
<b>Purchasing Agency</b>		A department or agency whose head is an ex officio, nonvoting adviser to the commission, or an agency that purchases transportation services for the transportation disadvantaged.
<b>Regional Planning Council</b>	<b>RPC</b>	The organization created under the provisions of Section 186.504, F.S.
<b>Reserve Fund</b>		Transportation disadvantaged trust fund monies set aside each budget year to ensure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.
<b>State Fiscal Year</b>	<b>FY</b>	The period from July 1 through June 30 of the following year.
<b>Public Transportation Agency System Safety Program Plan</b>	<b>PTASP</b>	A documented required by FAC 14-90 by agencies providing public transit services to enable safe and secure transit.
<b>Transportation Disadvantaged</b>	<b>TD</b>	Those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.
<b>Transportation Disadvantaged Funds</b>		Any local government, state, or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement, and maintenance of vehicles or equipment and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.
<b>Transportation Disadvantaged Service Plan</b>	<b>TDSP</b>	An annually updated plan jointly developed by the designated official planning agency and the Community Transportation Coordinator which contains a development plan, service plan, and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.
<b>Transportation Improvement Program</b>	<b>TIP</b>	A staged multiyear program of transportation improvements, including an annual element, which is developed by a metropolitan planning organization or designated official planning agency.
<b>Transportation Operator</b>		One or more public, private for profit or private nonprofit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation development plan.
<b>Transportation Operator Contract</b>		A written contract between the Community Transportation Coordinator and the Transportation Operators, as approved by the Commission that outlines the terms and conditions for any services to be performed.
<b>Trust Fund</b>		The Transportation Disadvantaged Trust Fund authorized in Section 427.0159, F.S., and administered by the Commission.

<b>Urbanized Area</b>	<b>UZA</b>	A city (or twin cities) that have a population of 50,000 or more (central city) and surrounding incorporated and unincorporated areas that meet certain criteria of population size of density.
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## I. DEVELOPMENT PLAN

### A. INTRODUCTION OF SERVICE AREA

#### 1. Background of Transportation Disadvantaged Program

The Florida Commission for the Transportation Disadvantaged (CTD) ([www.dot.state.fl.us/ctd/index.htm](http://www.dot.state.fl.us/ctd/index.htm)) was established to fund and oversee the expansion of transportation services for the disabled, elderly, children-at-risk, and economically transportation disadvantaged population as authorized by Chapter 427, Florida Statutes and Rule 41-2 Florida Administrative Code. The legislation also established a Transportation Disadvantaged (TD) Trust Fund, which receives monies from vehicle registration fees and gasoline sales taxes and may only be used for trips that are not sponsored or subsidized by any funding source other than the TD Trust Fund.

To maintain presence on a local level, the CTD has established TD Local Coordinating Boards (LCB) for each service area that: advise them directly on local transportation disadvantaged issues, oversee the responsibilities of their local Community Transportation Coordinator (CTC), review all existing and proposed transportation disadvantaged programs, and recommend the use of funds received from the TD Trust Fund. The Miami-Dade County LCB ([www.miamidadetpo.org/local-coordinating-board.asp](http://www.miamidadetpo.org/local-coordinating-board.asp)) oversees the activities of the service area's CTC.

To assist with their local planning efforts, the CTD appoints a Designated Official Planning Agency (DOPA) for each service area to: staff the local LCB, appoint LCB members, recommend the designation of the service area's CTC, and assist the CTC in the development of the Transportation Disadvantaged Service Plan (TDSP). The Miami-Dade Transportation Planning Organization (TPO) ([www.miamidadetpo.org](http://www.miamidadetpo.org)) is the DOPA for the Miami-Dade County service area.

Since 1990, the CTD has administered and distributed the TD Trust Funds to each established service area within the entire state through CTCs according to an established formula, requiring a ten percent local match. The CTD is responsible for establishing the distribution formula, which is based on several criteria: total service area population, total system vehicle miles, total system passenger trips, and total service area square miles.

Miami-Dade County has many sponsored programs that are currently in place to assist portions of the state recognized TD populations. As a result, the following TD populations are not sponsored by any other funding source, and are therefore eligible to be assisted by the CTD's TD Trust Fund:

1. Up to 150% of the Poverty Level
2. Under 65 years old
3. Cannot receive SSI benefits
4. The following Children At-Risk population(s):

- a. Teen Parents
- b. High Risk Pregnant Women
- c. Post hospital Assistance
- d. Parent Support and training for At-Risk Children
- e. Developmental Assistance
- f. Suicide Prevention

To assist these specific TD populations, the TD Trust Fund dollars are utilized as follows:

- **TD EASY Ticket Program** – the distribution of EASY Tickets to eligible TD individuals through applicable 501(c)(3) organizations. Recipients receive pre-loaded EASY Tickets, which provide the equivalent of one of the following: one trip, daily, weekly, and/or a monthly pass, based on the need.
- **TD Transit Mobility Easy Card Program** – the distribution of annual EASY Cards to those individuals who are TD eligible.

## 2. Community Transportation Coordinator Designation Date/History

The Miami-Dade County Board of County Commissioners (BCC) has been designated as the CTC for the Miami-Dade County service area by the Miami-Dade TPO since 1990. The coordinated area for transportation services includes all urbanized Miami-Dade County, a narrow transit corridor in south Broward County, and from Key Largo to Marathon (Mile Marker 50) in Monroe County.

In 1979 the Miami-Dade County coordinated transportation system for the TD was initiated with the receipt and implementation of an *Urban Mass Transportation Administration, Service, and Methods Demonstration Grant*. The final evaluation report recommended the eventual consolidation of transportation services for the elderly and disabled under a central coordinator. Another report determined that there were approximately 100 private non-profit agencies in the County providing transportation service to elderly and disabled individuals. However, the agencies were reluctant to coordinate their transportation services.

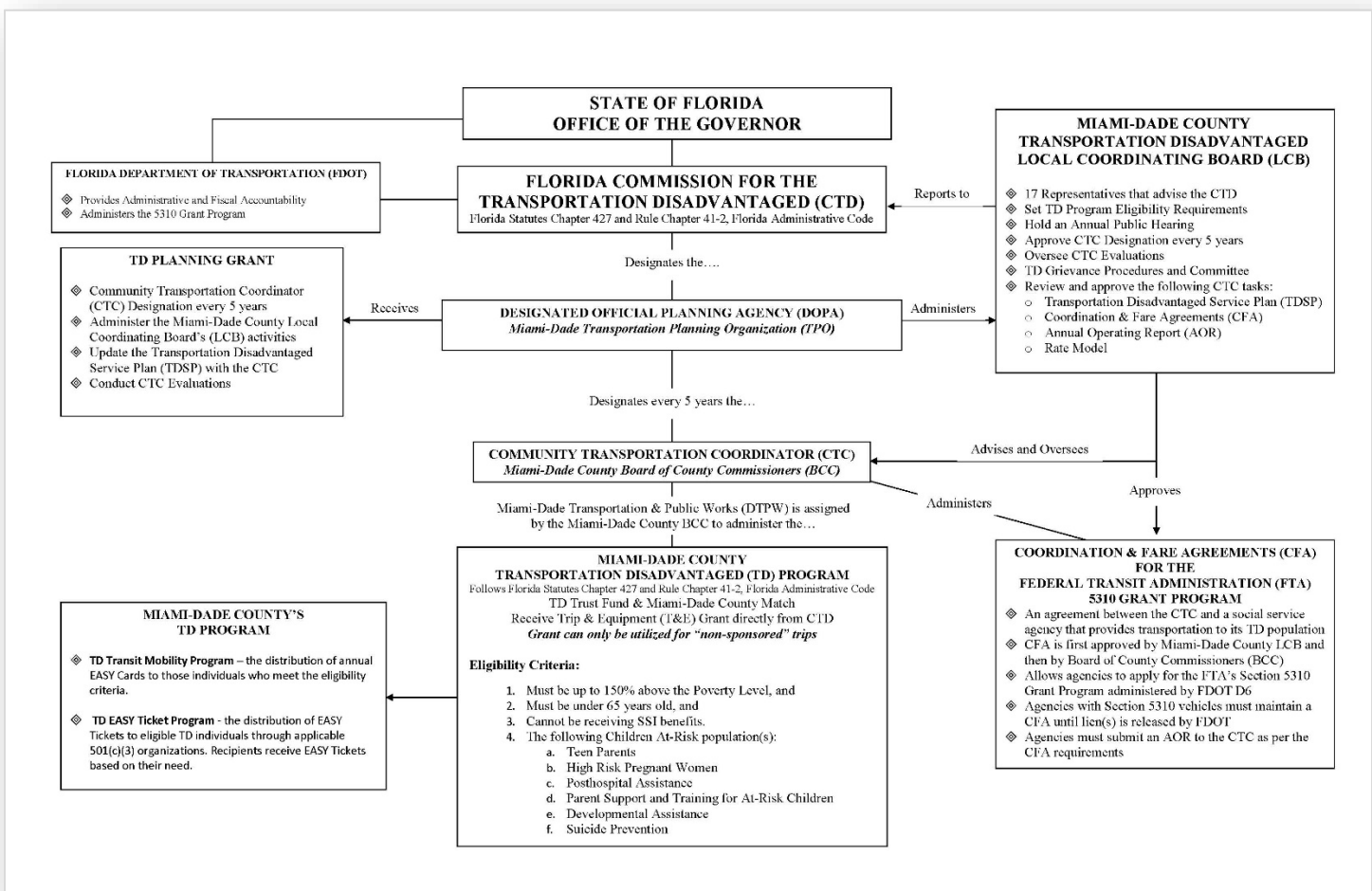
To improve coordination efforts among the various agencies, the Miami-Dade County BCC was officially designated as the CTC by the Miami-Dade TPO on September 11, 1990. Every five years since 1990 the Miami-Dade MPO has designated the BCC as the area's CTC. The Miami-Dade County BCC has then assigned Miami-Dade Transit (MDT), now known as the Miami-Dade Department of Transportation and Public Works (DTPW) ([www.miamidade.gov/transit](http://www.miamidade.gov/transit)), to fulfill the responsibilities of the CTC. This designation requires that the Miami-Dade County BCC, as the CTC, enter into a Memorandum of Agreement (MOA) with the CTD to receive funding from the State's TD Trust Fund via the annual Transportation Disadvantaged Trip and Equipment (T&E) Grant.

The MOA requires the CTC to encourage social service agencies to work together to coordinate, utilize, and maximize the use of existing transportation resources to best serve the TD population. DTPW must enter into "coordination agreements" (aka Coordination & Fare Agreements) with all other operators who transport the disadvantaged population, including recipients of the Federal Transportation Administration's (FTA) Section 5310 Grant Program. This FTA grant funds the use of vehicles for non-profit social service agencies to transport their senior and disabled clients at no cost to the county.

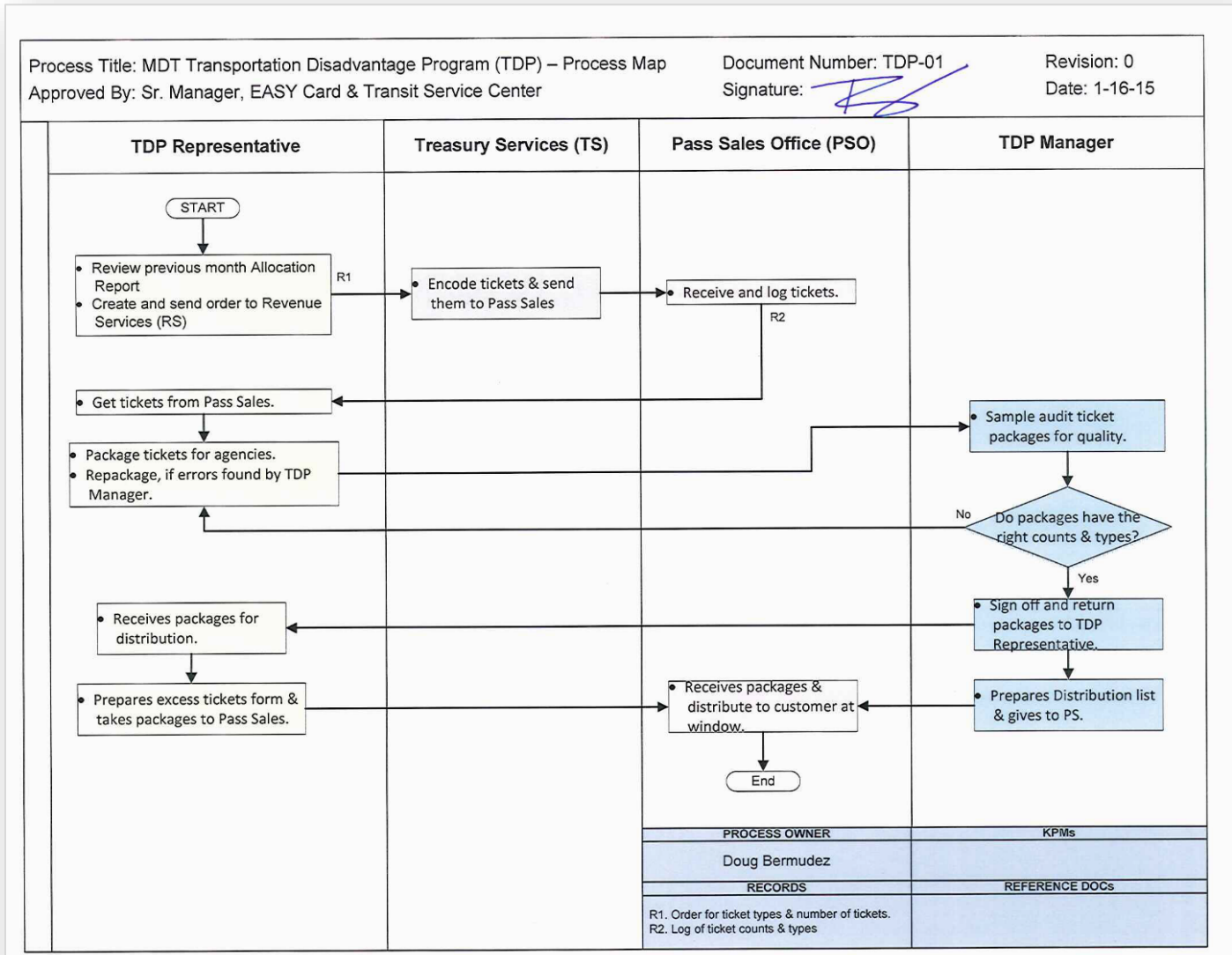
The recent designation process occurred when the Miami-Dade County BCC was again recommended by both the Miami-Dade County LCB and the Miami-Dade TPO Governing Board via Resolutions #44-2020, (*Appendix A*) to be the Miami-Dade County CTC. The CTC then formally designated the Miami-Dade County BCC as Miami-Dade County's CTC on March 30, 2021. On May 5, 2020, the Miami-Dade County BCC then adopted Resolution R-356-20 agreeing to the CTC responsibilities laid out in the MOA for a period beginning July 1, 2021, through June 30, 2026 (*Appendix B*).

### 3. Organization Chart

The following organizational flow chart identifies those entities involved in the provision of services to the Miami-Dade County non-sponsored TD community:



The following is the TD EASY Card Program flow chart:



#### 4. Consistency Review of Other Plans

The TD planning process developed in Miami-Dade County is in accordance with County and State Statutes. It is an integral part of the overall transportation planning process and is reviewed by all the appropriate committees and boards.

The development of the documents listed below, is based on a well-established process for the planning and programming of transportation improvements. The process includes adhering to the established transportation goals, on-going monitoring and evaluation of the existing service, and service needs in developing modifications and improvements, community meetings, and public hearings.

**a. Local Government Comprehensive Plan**

The Miami-Dade TPO and the Miami-Dade County Regulatory and Economic Resources Department (RER) assist in the preparation of the transportation element and develops the mass transit sub-element of the *Comprehensive Development Master Plan (CDMP)*. The Miami-Dade County CDMP contains twelve planning elements and can be viewed in the following link <http://www.miamidade.gov/planning/cdmp.asp>. The two major traffic circulation and mass transit sub-elements of the general transportation element set levels of service for the implementation of surface transportation improvements of the roadway network and mass transit system, respectively. The transportation element is administratively reviewed by the Florida Department of Community Affairs, and then adopted as the current traffic circulation and mass transit elements of the CDMP. A major review and update of the CDMP is completed every seven years. There is also a semiannual CDMP amendment process for periodic review of the development capacity of the urban area.

**b. Commission for the Transportation Disadvantaged 5 and 20-Year Plan**

The Florida Commission for the Transportation Disadvantaged's (CTD) 5 and 20 Year Plan, located at <https://ctd.fdot.gov/aboutus.htm> sets forth goals, objectives, and a plan of action as follows:

- Develop a permanent stream of state funding that leverages local and federal dollars and is enough to meet current and future TD needs.
- Reduce the cost, where possible and appropriate, of TD services.
- The CTD will continue to seek funding and support collaborations to meet all trip requests within the law.
- Establish a statewide transportation disadvantaged system that functions seamlessly by coordinating service and operations across local government lines and that is flexible enough to accommodate and link special riders with providers.
- Require TD as a component of local comprehensive planning.



**c. Transit Development Plans (TDP)**



Miami-Dade Department of Transportation and Public Works' (DTPW) TDP, referred to as "MDT10Ahead", presents the 10-year service plan addressing operational and capital improvements for Miami-Dade County's transit system. It includes an assessment of the need for improved or expanded transit services. The plan presents the funded and unfunded transit needs of the agency. State and federal requirements for transportation services for the disadvantaged, including the Americans with Disabilities Act (ADA) of 1990, are addressed in the plan. This document is developed in a continuous, comprehensive, and cooperative planning process (3-C), and is consistent with the Miami-Dade County CDMP, the five-year Transportation Improvement Program (TIP), and the Long Range Transportation Plan (LRTP).

It is located at [www.miamidade.gov/transit/mdt-10-ahead.asp](http://www.miamidade.gov/transit/mdt-10-ahead.asp)

South Florida Regional Transit Authority's (SFRTA) TDP, referred to as "SFRTA: Building Stronger Connections", documents the investments that SFRTA is committed to making over the next ten years, as well as its vision for additional priorities and improvements through FY 2028.



The SFRTA Forward process presents a great opportunity

for the agency to: reinvigorate its identity and reassess its mission, address the mobility needs of a growing and dynamic region, and continue building partnerships to advance transportation projects in the South Florida region and beyond. Many transit projects and concepts are included throughout of the updated SFRTA Forward, including some near-term projects that are poised to have a significant positive impact.

It is located at [https://media.tri-rail.com/Files/About/SFRTA/Planning/Reports/SFRTA%20-%20TDP%20MAJOR%20UPDATE%202019-2028\\_compressed.pdf](https://media.tri-rail.com/Files/About/SFRTA/Planning/Reports/SFRTA%20-%20TDP%20MAJOR%20UPDATE%202019-2028_compressed.pdf).

**d. Strategic Regional Policy Plan**

The *Strategic Regional Transit Plan* is developed by the South Florida Regional Transit Authority (SFRTA) that examines the trends and conditions affecting the south Florida Region, and can be viewed at <https://www.tri-rail.com/pages/view/reports>.<sup>1</sup> This examination includes the review of institutional roles and activities, and the identification of potential challenges as well as opportunities facing the region. The trends and conditions analysis provides a basis, along with input from the regional community, for constructing a regional vision. The areas of strategic concern encompass virtually all aspects of growth and development; they specifically address land use and public facilities, natural resources of significance, economic development, affordable housing, emergency preparedness, and regional transportation.

**e. Long Range Transportation Plan**

The *Long Range Transportation Plan (LRTP)* is updated every five years to meet legal requirements and to identify needed changes to the previously adopted plan. The Miami-Dade TPO's 2045 LRTP was developed to guide transportation investments in Miami-Dade County through the next twenty years with the purpose of achieving the best possible mobility connections for Miami-Dade County's transportation system. The Miami-Dade LRTP includes highway, transit, freight, and non-motorized components, a truly multimodal plan that covers a broad range of issues including the environment, economic development, mobility, safety, security, and quality of life.

The 2045 LRTP commenced in March 2018 and involved a major update of the 2040 LRTP, which was adopted in October 2014. The 2045 LRTP's primary purpose was to assist citizens, businesses, and elected officials in cultivating their transportation vision for the County through the next 26 years. The 2045 LRTP, which was adopted by the Miami-Dade TPO Governing Board on September 26, 2019, now serves as an instrument to identify the needed improvements to the transportation

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<sup>1</sup> Note that links to SFRTA's existing reports are currently unavailable on their website and documents can be requested in an alternate format by contacting them at 1-800-874-7245 or 1-800-273-7454 (TDD).



network, and provides a long-term investment framework to address current and future challenges.

In light of Miami-Dade’s bright and prosperous future as a global hub, the 2045 LRTP is focused on Providing Mobility Options as Miami undergoes a transformative growth to understand “Who We Are and Where We’re Going”. The plan is also guided by a comprehensive vision to: “implement the SMART Plan and to provide reliable transportation and mobility choices while supporting sustainable, equitable, livable communities.”

The 2045 LRTP was guided by eight goals which are driven by three performance measurements categories, each of which represented a specific element of how the transportation system should evolve, or in some cases, be preserved, over the next 20 years. The Miami-Dade 2045 LRTP is guided by Federal and State Planning Requirements and Expectations. The Fixing America’s Surface Transportation (FAST) Act carried forward many planning initiatives from the Moving Ahead for Progress in the 21st Century Act (MAP-21) and added new requirements to the LRTP process. The formulation of the LRTP goals also involved extensive stakeholder involvement by the 25 members that make up the TPO Governing Board, the 18 county and municipal agency directors that make up the Transportation Planning Council, the 31 planning agency staff comprising the LRTP Steering Committee, and the general public.

**THE 2045 LRTP GOALS ARE:**

- 1** Maximize Mobility Choices Systemwide,
- 2** Increase the Safety of the Transportation System for All Users,
- 3** Increase the Security of the Transportation System for All Users,
- 4** Support Economic Vitality,
- 5** Protect and Preserve the Environment and Quality of Life and Promote Energy Conservation,
- 6** Enhance the Integration & Connectivity of the System, Across & Between Modes, for People and Freight,
- 7** Optimize Sound Investment Strategies for System Improvement and Management/Operations, and
- 8** Improve and Preserve the Existing Transportation System.

The plan can be viewed at <https://miamidade2045lrtp.com/>.

**f. Transportation Improvement Program**

Federal regulation requires, as part of the metropolitan planning process, that the Miami-Dade TPO develop a *Transportation Improvement Program* (TIP). The TIP includes a five year priority list of federally funded projects and all other transportation projects funded with state and/or local monies, and be viewed at [www.interactip.com](http://www.interactip.com).

The TIP is a staged, multi-year program that prioritizes transportation improvement projects for federal, state, and local funding. The TIP is also the capital improvements element of the LRTP and has a role in putting the LRTP into action.

The TIP must be consistent with the *Long Range Transportation Plan (LRTP)*, and in order for transportation projects to receive federal funds they must be included in the TIP. This document is prepared in cooperation with state and public transit operators and is approved by the TPO Governing Board and the Governor. This document becomes part of the *State Transportation Improvement Program (STIP)*. The TIP document is prepared every year to fulfill federal statutory requirements, which provide that, as a condition to receiving federal funding, each urbanized area

will have a continuing planning process that result in plans and programs consistent with the comprehensively planned development of the urbanized area.

The priorities established by this document express the policy decision(s) of the TPO as to the order in which transportation improvements will be advanced during the program period. This document also fulfills federal requirements in that the included projects are derived from the area's LRTP for inclusion in the program.

The projects in the TIP are grouped into major categories, with order of priority established within each category insofar as possible or applicable. The groupings are established primarily by virtue of funding source and implementing responsibility. The major categories are as follows:

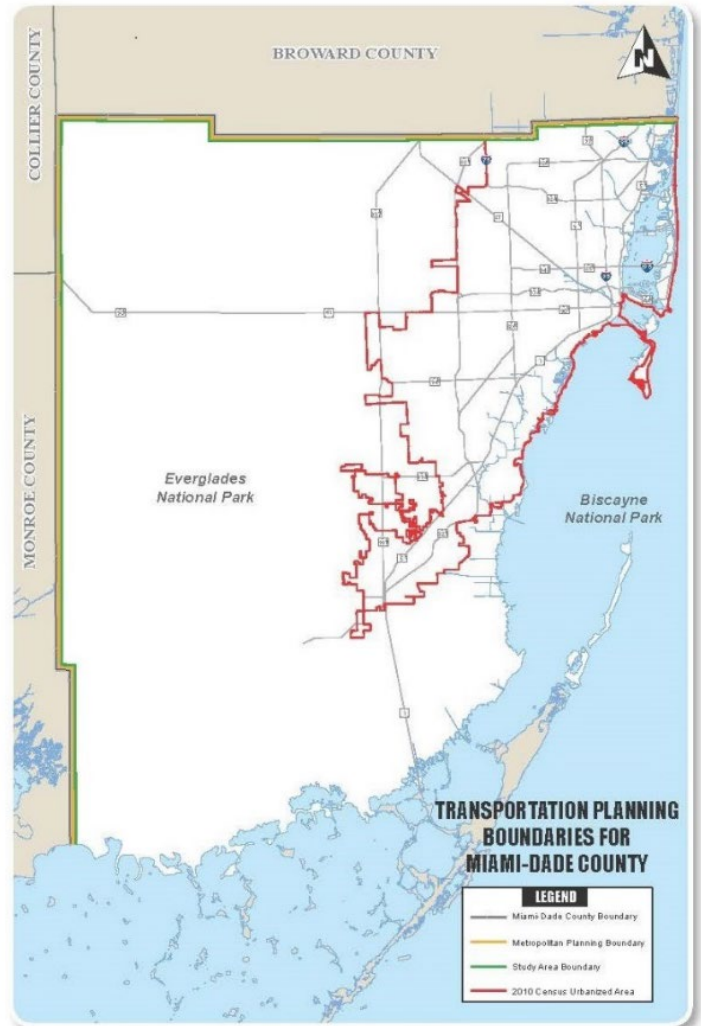
- State Transportation System and Major Projects
- Multimodal Transit Improvements (MDTA)
- Secondary Roads
- Road Impact Fee
- Local Option Gas Tax
- Private Sector
- Aviation Department Airport Improvements
- Multimodal Port Development (Seaport)
- Florida's Turnpike Enterprise
- Non-Motorized Component
- Federally Funded Projects
- Strategic Miami Area Rapid Transit (SMART) Plan
- South Florida Regional Transportation Authority
- Intelligent Transportation Systems (ITS)
- Transportation Disadvantaged Related Projects
- Congestion Management Projects
- Miami-Dade Expressway Authority (MDX) Improvements
- Unfunded Priority Needs
- Freight-Related Transportation Improvements
- Multimodal People's Transportation Plan (PTP)

## B. SERVICE AREA PROFILE/DEMOGRAPHICS

### 1. Land Use

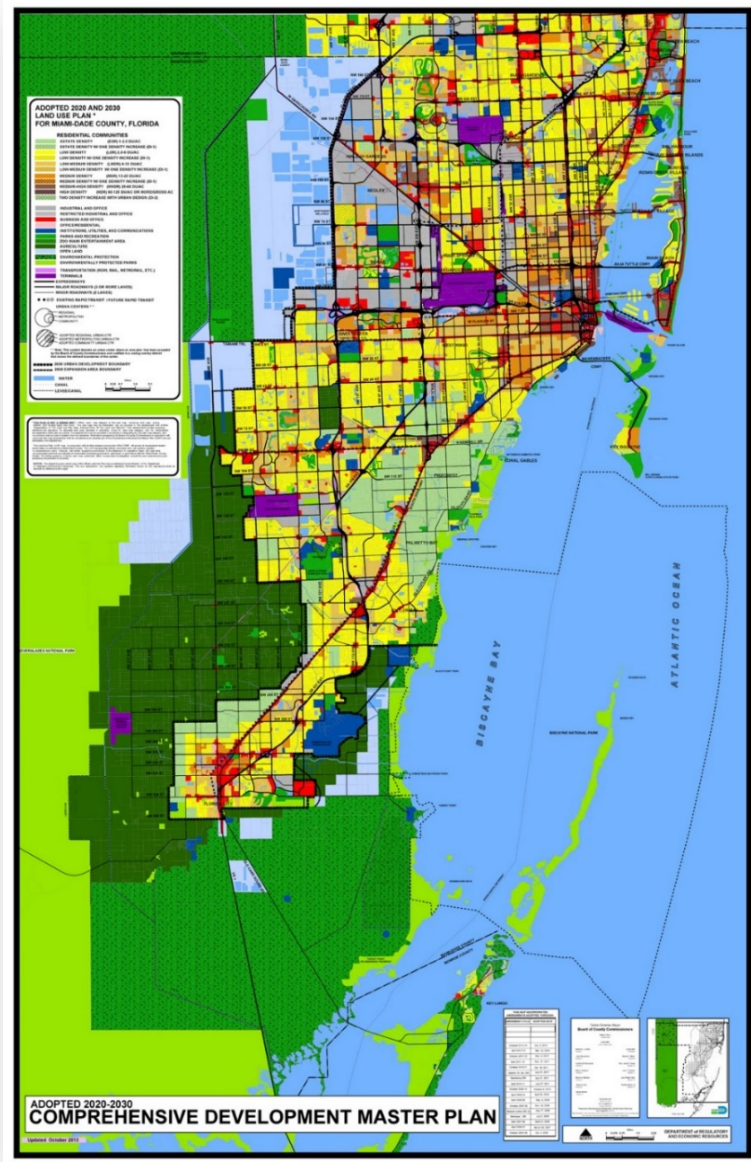
Miami-Dade County encompasses more than 2,000 square miles of land but only over 430 square miles are within the Urban Development Boundary (UDB), cradled between two national parks: Everglades National Park and Biscayne National Park. The Transportation Planning Boundaries for the Miami-Dade TPO, as depicted in this map, overlap with the Miami-Dade County Boundaries. Both the Metropolitan Planning Boundary and the Study Area Boundary coincide with the administrative boundaries for Miami-Dade County. Everglades National Park land is protected land for which the TPO has no jurisdiction. However, all planning on federal land is coordinated with the TPO and the appropriate agencies and jurisdictions. Existing land use is divided into nine areas for Miami-Dade County:

1. Residential
2. Commercial and Office
3. Industrial
4. Institutional
5. Parks and Recreation
6. Transportation and Communication Utilities
7. Agriculture and Open Land
8. Waterways
9. Environmentally Protected



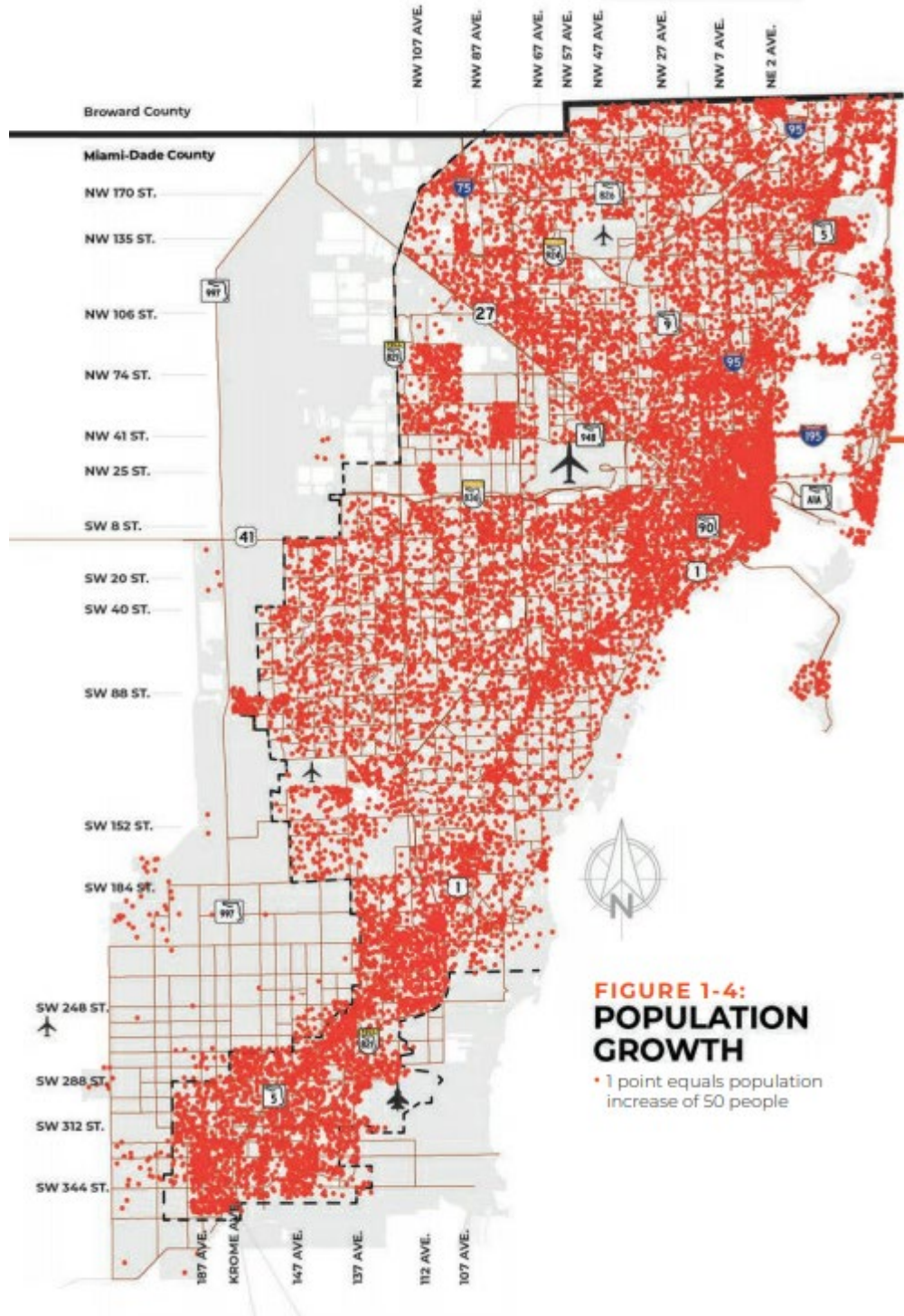
Miami-Dade County objectives and policies in the Land Use Element of the Comprehensive Development Master Plan (CDMP) emphasize concentration and intensification of the development around activity and urban centers located in the areas having high countywide multimodal accessibility and along the major transit corridors that link them.

The CDMP establishes that land uses in these areas shall be planned and developed in the manner that is compatible with and supports the use of transit systems and alternative transportation modes that accommodate a concentration and variety of uses and activities, which will attract large numbers of both residents and visitors. Specific land uses promoted in these areas include: special attractions, educational centers, regional retail centers, and hospitals.



## 2. Population/Composition

Miami-Dade County is, the most populous county in Florida, with approximately 2.71 million residents in 2019, and is expected to grow by over 29% by 2045 to over 3.5 million. The residents of Miami-Dade County, along with visitors, equates to a substantial demand on the transportation system. Projected growth can be expected to worsen already congested conditions on the County's roadways without proportional improvements to the transportation system.



People QuickFacts (US Census)	Miami-Dade County	Florida
<i>Population</i>		
Population estimates, July 1, 2019, (V2019)	2,716,940	21,447,737
Population estimates base, April 1, 2010, (V2019)	2,497,993	18,804,564

Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	8.80	14.2
<i>Age and Sex</i>		
Persons under 5 years, percent, July 1, 2019, (V2019)	5.80	5.40
Persons under 18 years, percent, July 1, 2019, (V2019)	20.20	19.90
Persons 65 years and over, percent, July 1, 2019, (V2019)	16.20	20.50
<i>Race and Hispanic Origin</i>		
White alone, percent, July 1, 2019, (V2019)	78.80	77.30
Black or African American alone, percent, July 1, 2019, (V2019) (a)	17.90	16.90
American Indian and Alaska Native alone, percent, July 1, 2019, (V2019) (a)	0.30	0.50
Asian alone, percent, July 1, 2019, (V2019) (a)	1.70	3.00
Native Hawaiian and Other Pacific Islander, percent, July 1, 2019, (V2019) (a)	Z	0.10
Two or More Races, percent, July 1, 2019, (V2019)	1.20	2.20
Hispanic or Latino, percent, July 1, 2019, (V2019) (b)	69.10	26.10
White alone, not Hispanic or Latino, percent, July 1, 2019, (V2019)	13.0	53.50
<i>Population Characteristics</i>		
Veterans, 2014-2018	50,015	1,452,967
Foreign born persons, percent, 2014-2018	53.3	20.50
<i>Housing</i>		
Housing units, July 1, 2018, (V2018)	1,031,995	9,547,305
Owner-occupied housing unit rate, 2014-2018	51.60	65.00
Median value of owner-occupied housing units, 2014-2018	268,200	196,800
Median selected monthly owner costs -with a mortgage, 2014-2018	1,765	1,466
Median selected monthly owner costs -without a mortgage, 2014-2018	608	492
Median gross rent, 2014-2018	1,257	1,128
<i>Families and Living Arrangements</i>		
Households, 2014-2018	870,051	7,621,760
Persons per household, 2014-2018	3.07	2.65
Living in same house 1 year ago, percent of persons age 1 year+, 2014-2018	87.90	84.30
Language other than English spoken at home, percent of persons age 5 years+, 2014-2018	74.30	29.10
<i>Education</i>		
High school graduate or higher, percent of persons age 25 years+, 2014-2018	81.50	88.00
Bachelor's degree or higher, percent of persons age 25 years+, 2014-2018	28.80	29.20
<i>Health</i>		

With a disability, under age 65 years, percent, 2014-2018	5.90	8.60
Persons without health insurance, under age 65 years, percent	19.50	16.00
<i>Economy</i>		
In civilian labor force, total, percent of population age 16 years+, 2014-2018	62.40	58.30
In civilian labor force, female, percent of population age 16 years+, 2014-2018	56.70	54.10
Total accommodation and food services sales, 2012 (\$1,000) (c)	7,696,552	49,817,925
Total health care and social assistance receipts/revenue, 2012 (\$1,000) (c)	17,547,353	124,061,425
<i>Transportation</i>		
Mean travel time to work (minutes), workers age 16 years+, 2014-2018	32.20	27.40
<i>Income and Poverty</i>		
Median household income (in 2018 dollars), 2014-2018	48,982	53,267
Per capita income in past 12 months (in 2018 dollars), 2014-2018	26,838	30,197
Persons in poverty, percent	16.00	13.6

(a) Includes persons reporting only one race

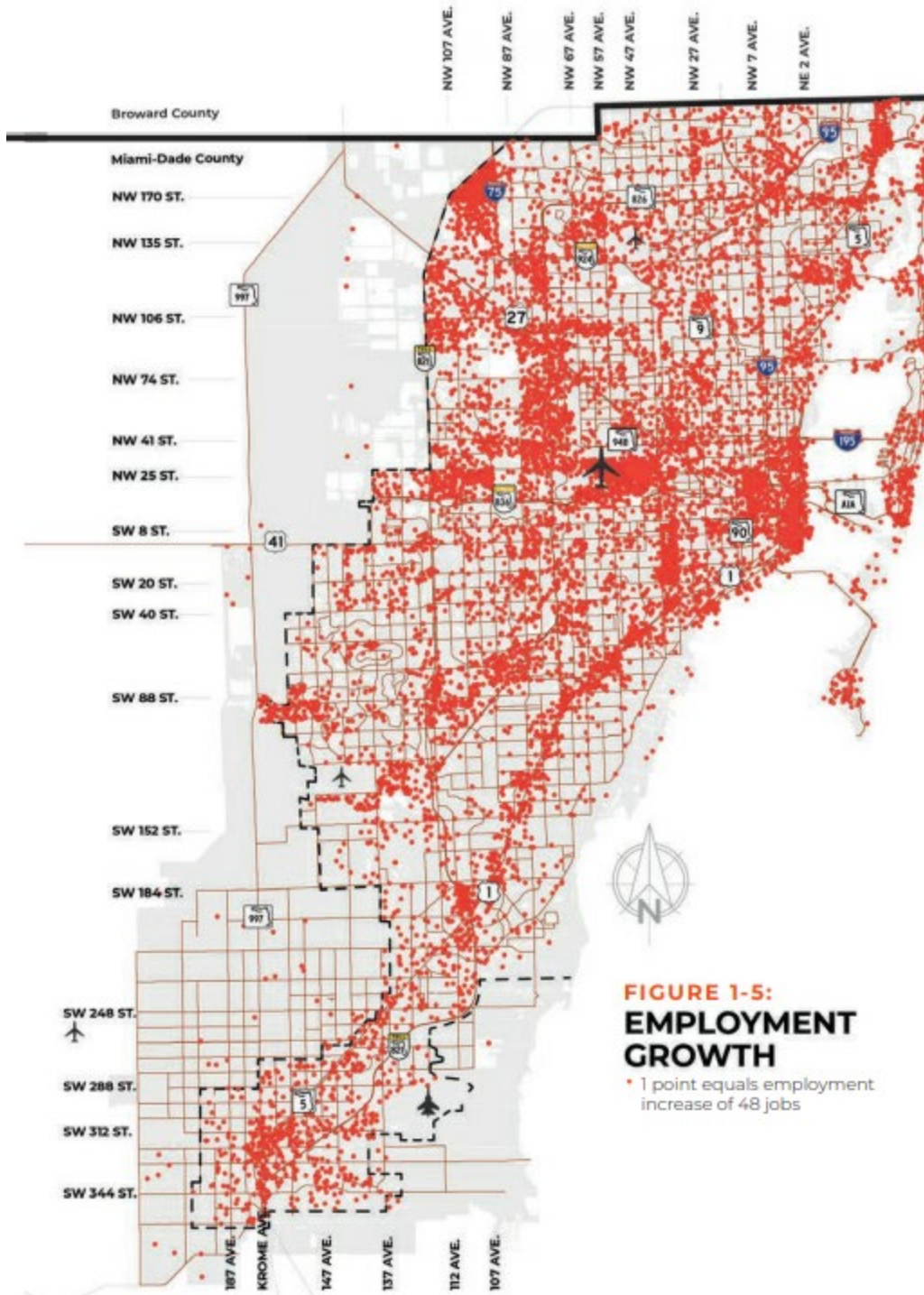
(b) Hispanics may be of any race, so also are included in applicable race categories

(c) Economic Census - Puerto Rico data are not comparable to U.S. Economic Census data

Z: Value greater than zero but less than half unit of measure shown

### 3. Employment

Total employment in Miami-Dade County in 2015 was approximately 1.3 million and is expected to keep pace with population growth with a growth of 38 percent through 2045 to 1.8 million.



In addition to tourism, Miami-Dade County has a diverse employment industry that includes: industries of agriculture, fisheries, forestry, mining, construction, manufacturing, transportation, communications, public utilities, trade, finance, insurance, real estate, personal entertainment, recreational services, information, professional services, educational, health, social services, public administration, and other services.



Business QuickFacts (US Census)	Miami-Dade County	Florida
Total employer establishments, 2019	86,855	574,512
Total employment, 2019	995,962	8,860,042
Total employment, percent change, 2018-2019	-0.5%	2.2%
Total nonemployer establishments, 2018	557,833	2,388,050
All firms, 2012	468,185	2,100,187
Men-owned firms, 2012	239,190	1,084,885
Women-owned firms, 2012	187,379	807,817
Minority-owned firms, 2012	371,158	926,112
Nonminority-owned firms, 2012	83,563	1,121,749
Veteran-owned firms, 2012	25,461	185,756
Nonveteran-owned firms, 2012	432,417	1,846,686

#### 4. Major Trip Generators/ Attractors

The following are Miami-Dade County’s “Major Trip Generators” broken down into the following categories:

- Special Attractors
- Healthcare Facilities
- Retail Centers
- Employment Centers
- Educational Facilities
- Parks

DTPW’s “Major Trip Generators” as listed in the *Transit Development Plan (TDP)* can be seen in *Appendix C*.

#### 5. Inventory of Sponsored Transportation Services

As per Chapter 427, State Statute, the general TD population includes those who because of physical or mental disability, income status, or age are unable to transport themselves, or children who are disabled or high-risk or at risk as defined in s.411.202. Miami-Dade Transportation and Public Works (DTPW) currently provides, through the County’s General Fund and/or the People’s Transportation Plan (PTP) funding, the following sponsored programs:

- **Special Transportation Service (STS)** – is a shared-ride public transportation service of Miami-Dade County in compliance with the complementary paratransit service provisions of the Americans with Disabilities Act (ADA) of 1990. The system is operational at the same times as conventional transit, 24 hours a day, 7 days a week with a base trip fare of \$3.50 a trip. STS is offered to people whose physical or mental disabilities prevent their independent use of accessible public transportation.



- **Patriot Passport** - All honorably discharged veterans who are permanent residents of Miami-Dade and whose annual income is \$31,100 or less are eligible to ride transit free with the Patriot Passport EASY Card. The Patriot Passport expires annually on the last day of the month printed on card.
- **Golden Passport** - If you are a senior citizen 65 years and older or under 65 years receiving Social Security Benefits and are a permanent Miami-Dade resident, you are eligible to ride transit free with a Golden Passport EASY Card.
- **ADA Free Fare** - Allows STS certified individuals the choice of paying the \$3.50 fare in order to use Paratransit or use the conventional transit system free of charge. The program was implemented in December 1995 in an attempt to cope with the escalating costs of providing STS trips, making use of buses in our accessible system.
- **Half Fare** - Individuals that have a Medicare card and/or approved Medicare Code, or school children under the age of 18 and enrolled in school (with a DTPW student permit or K-12 EASY Card) are permitted to ride for half fare, on the conventional transit system, with no restrictions on hours or days of the week. Individuals that are 65 years and over that live outside of Miami-Dade County are eligible for half fare.
- **Commuter Reduced Fare Program** - Miami-Dade County residents, whose annual income is between 150% and 200% of the federal poverty level qualify for a specially-coded EASY Card that will allow them to ride Metrobus and Metrorail at half fare. Users obtain Commuter Reduced Fare EASY Card with either a 1-month pass for \$56.25, a 7-day pass for \$14.60, a 1-day pass for \$2.80, or cash value to ride at half fare whenever they board a bus or train.
- **Pre-schoolers** - Pre-schoolers taller than 42 inches can obtain a pre-school identification. Parents or guardians of pre-schoolers must provide child's birth certificate and proof of guardianship, and a picture identification of the parent or guardian. Those children less than 42 inches tall ride for FREE when accompanied by an adult.



## C. SERVICE ANALYSIS

### 1. Forecasts of Transportation Disadvantaged Population

The following Miami-Dade County TD population forecasting information was derived from CUTR's "Forecasting Paratransit Services Demand" document prepared for the CTD:

<b>General TD Population Forecast</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Estimate non-elderly/disabled/ low income	48,582	49,145	49,715	50,291	50,875	51,465	52,061	52,665
Estimate non-elderly/ disabled/not low income	88,852	89,882	90,924	91,979	93,045	94,124	95,216	96,320
Estimate elderly/disabled/low income	34,799	35,203	35,611	36,024	36,442	36,864	37,292	37,724
Estimate elderly/ disabled/not low income	99,525	100,679	101,846	103,027	104,222	105,431	106,653	107,890
Estimate elderly/non-disabled/low income	54,280	54,910	55,547	56,191	56,842	57,502	58,168	58,843
Estimate elderly/non-disabled/not low income	208,012	210,424	212,864	215,333	217,830	220,356	222,911	225,496
Estimate low income/not elderly/not disabled	422,434	427,332	432,288	437,301	442,372	447,502	452,691	457,941
<b>TOTAL GENERAL TD POPULATION</b>	<b>956,483</b>	<b>967,575</b>	<b>978,795</b>	<b>990,146</b>	<b>1,001,628</b>	<b>1,013,243</b>	<b>1,024,993</b>	<b>1,036,879</b>
<b>TOTAL POPULATION</b>	<b>2,662,149</b>	<b>2,693,020</b>	<b>2,724,250</b>	<b>2,755,841</b>	<b>2,787,799</b>	<b>2,820,127</b>	<b>2,852,831</b>	<b>2,885,913</b>

## 2. Needs Assessment

Reviewing the projections in the above table, the following two key observations are evident in accessing the needed assistance from the State’s TD Trust Fund dollars for Miami-Dade County:

1. The current total population is around 2.7 million, with a TD population of around 950,000.
2. The total population is expected to increase to almost 2.9 million people by 2023, with an estimated TD population of over 1 million.

According to the 2010 Census, within Miami-Dade County the median household income is \$43,605 and 17.2% of the population lives at or below poverty status (this includes families with and without children and individuals). In addition, the cost of gas, vehicle maintenance, parking, and highway tolls impact the working poor resulting in many who will not or cannot utilize their vehicles to travel to work sites, job opportunities, training, day care, and other daily activities.

## 3. Barriers to Coordinator

One of the greatest barriers to TD coordination, is finding out how to reach out to the TD population. The TD population, especially those who live at or below the poverty level and are in most need of assistance.

**D. GOALS, OBJECTIVES, AND STRATEGIES**

The Miami-Dade County LCB, Miami-Dade TPO, and the CTC are all dedicated to achieving the following:

<b>MIAMI-DADE COUNTY LOCAL COORDINATING BOARD</b>		
<i><b>Task</b></i>	<i><b>Reference</b></i>	<i><b>Due Date</b></i>
Adopt Meeting Minutes	41-2.012(5)(a)	Annually/Quarterly
Elect the Vice Chairperson	41-2.012(2)	Annually/1st Quarter
Review Membership Roster	41-2.012(5)(a)	Annually/1st Quarter
Review and Adopt By-Laws	41-2.012(5)(a)	Annually/1st Quarter
Grievance Committee Appointments	41-2.012(5)(c)	Annually/1st Quarter
Approve AOR Data	41-2.007	Annually/1st Quarter
Approve Meeting Schedule	41-2.012(2)	Annually/2nd Quarter
Approve Coordination & Fare Agreements (CFA)	41-2.011	Annually/2nd Quarter
Approve CTC Evaluation	41-2.012 (5)(b)	3rd Quarter of Years 1-4
Approve T&E Grant Rate Model	41-2.012	Annually/3rd Quarter
Approve CTC Designation by Miami-Dade MPO	41-2.010	Every Fifth Years/3rd Quarter
Approve TD Service Plan (TDSP)	41-2.011	Annually/4th Quarter
Hold Annual Public Hearing	41-2.012	Annually/4th Quarter

<b>MIAMI-DADE TPO</b>		
<i><b>Task</b></i>	<i><b>Reference</b></i>	<i><b>Due Date</b></i>
Perform CTC Selection	41-2.010	Every five (5) years
Perform CTC Evaluation	41-2.012 (5)(b)	Years 1-4
Prepare LCB Meeting Agendas and Minutes	Planning Contract	Quarterly
Advertise LCB Meetings in the Florida Administrative Report	Planning Contract	Quarterly
Review AOR Data and submit to LCB for Approval	Planning Contract	September 15th
TD Service Plan (TDSP) Updates	41-2.011(3)	Annually/4th Quarter
	41-2.011(9)	

	41-2.009(4)	
Planning Grant Application	41-2.014(2)(b)	April 1st
Submit Progress Report & Reimbursement Invoice	Planning Contract	Quarterly

<b>MIAMI-DADE COUNTY COMMUNITY TRANSPORTATION COORDINATOR</b>		
<b><i>Task</i></b>	<b><i>Reference</i></b>	<b><i>Due Date</i></b>
CTC Memorandum of Agreement (MOA)	41-2.010	Every 5 years
Administer the Miami-Dade County TD Program	41-2	For a 5-year period
Trip & Equipment Grant Application	41-2.014(2)(a)	Annually
Submit Annual Operation Report (AOR) to LCB	41-2.007(7)	Annually/1st Quarter
	41-2.007(8)	
	41-2.0011(4)	
	41-2.0162(3)	
Submit Coordination & Fare Agreements (CFA) to LCB	41-2.011	Annually/2nd Quarter
Submit T&E Grant Rate Model to LCB	41-2.011	Annually/3rd Quarter
Submit TD Service Plan (TDSP) to LCB	41-2.011	Annually/4th Quarter

**E. IMPLEMENTATION SCHEDULE**

Implementation of these goals, objectives, and strategies for the Miami-Dade County TD Programs are shown in the above tables.

## II. SERVICE PLAN

### A. OPERATIONS

#### 1. TD Population Eligibility & Certification Requirements

The Miami-Dade County CTC utilizes the TD Trust Fund's dollars to meet state requirements of providing service to only those TD populations that are not sponsored or subsidized by any other funding source. To accomplish this, the eligible TD population within Miami-Dade County that is not sponsored is as follows:

1. Up to 150% above the Poverty Level
2. Under 65 years old
3. Cannot receive SSI benefits
4. The following Children At Risk population(s):
  - a. Teen Parents
  - b. High Risk Pregnant Women
  - c. Post hospital Assistance
  - d. Parent Support and training for At risk Children
  - e. Developmental Assistance
  - f. Suicide Prevention

To assist these populations, there are two distinct TD Programs established as follows (*Appendix D*):

- **TD EASY Ticket Program** - the distribution of EASY Tickets to eligible TD individuals through 501(c)(3) agencies whose clients meet the above eligibility criteria. These agencies must adhere to the following procedures to be part of this program:
  - Every three years an agency must comply with the following certification process:
    - Complete a "TD Easy Ticket Program Application" form.
    - Host a pre-qualification site visit by CTC staff.
    - If the agency is pre-qualified by the CTC, the application is submitted to the Miami-Dade County LCB for final review and approval.
    - A representative from the agency is required to be present at the LCB meeting during the agency's application review session to answer any questions from the Board.
  - Once approved by the CTC and LCB, the following requirements must be adhered to:
    - Agencies' clients must provide a valid state-issued Florida Driver's license or Florida ID showing a Miami-Dade County physical address.
    - Agencies' clients must provide proof of income in the form of either a recent social security statement (SEQY), two recent paychecks (within 60 days), retirement/pension document, or a recent Income Tax Return statement.
    - Agencies must provide the appropriate state required reporting information on a monthly basis.

- Crisis Management Exception (Victims of Domestic Violence): In the event that a client is represented by a TD approved agency for crisis management and cannot furnish the above-mentioned documents due to the immediate need of the client, the client must meet the following eligibility requirements:
  - Attestation form from the agency representing the client
  - Demographics of the client, including; name, date of birth, address, social security, number, etc.
  - Referral source if applicable; law enforcement, Department of Children and Families, etc.
  - Documented reason for the use of the TD pass; transport to shelter, hospital, court house, etc.
  - Cannot use more than 2 passes without providing further documentation of progress toward obtaining the primary eligibility requirements.

The TD Program understands and respects the integrity and confidentiality of every client. Please be assured that client confidentiality will be maintained. A list of participating 501(c)(3) agencies can be found in *Appendix E*.

➤ **TD Transit Mobility Easy Card Program** – the distribution of annual EASY Cards to those individuals who meet the above eligibility criteria and adhere to the following certification requirements:

- Clients must complete a "TD Easy Card Program Application" form.
- Clients must provide a valid state-issued Florida Driver's license or Florida ID showing a Miami-Dade County physical address.
- Clients must provide proof of income. Proof of income includes but is not limited to two recent paychecks (within 60 days), or a retirement/pension document, or a recent Income Tax Return statement, or W2 form.), retirement/pension document, a recent Income Tax Return statement, or W2 form.
- Certification of eligibility is only valid for one year, and clients must recertify on an annual basis.
- Once certified clients may pick up their TD EASY Card at the Golden Passport Office located at the Government Center Metrorail Station, 111 NW First Street, Miami, 33128.
- Hours of operation at the Golden Passport Office are Monday to Friday, 8 a.m. to 4:30 p.m., excluding holidays.
- A fee will be assessed for lost and/or stolen cards (\$5 for 1st incident, \$20 for 2<sup>nd</sup> incident, and \$50 for 3rd incident), and anything after that will result in suspension for one year from the date of infraction.

**2. An explanation of the exact type of passes and their respective service rates can be found under "Service Rates Summary" on Page 36. Types, Hours, and Days of Service**

DTPW provides fixed route service, at the maximum, approximately 24-hours a day, 365 days a year utilizing full size (40 foot), articulated (60 foot), and mini-buses. They provide service to all major medical, shopping, and educational facilities, as well as industrial, commercial, and tourist areas. The fixed guideway systems, consisting of Metrorail and Metromover, operate from 5:00 AM to 12:00 midnight, 365 days a year. The Metrobus system is 100% accessible on all routes throughout the County.

**For Transit Service Updates related to COVID-19 please refer to Appendix H.**

### 3. Accessing Services

DTPW operates an accessible Metrorail and Metromover system. To access the DTPW fixed-route, riders are encouraged to call, or use TTY/TDD or Florida Relay System (711), to contact the DTPW transit information hotline, or Miami-Dade County’s 3-1-1 call center, to obtain route information. 311 transit information is available six days a week from 7:00 AM to 8:00 PM Monday through Friday, and 8:00 AM to 5:00 PM on Saturday.

Individual route guides and brochures containing transit information for the elderly and disabled are available and mailed free of charge. All printed brochures and route guides are available at various libraries, shopping mall information centers, and transit outlets throughout Miami-Dade County. Route guides are available in Braille, if requested.

### 4. Transportation Operators and Coordination Contractors

The following is a list of thirty-nine (39) Coordination Contractors who have a current, active Coordination and Fare Agreement (CFA) (*Appendix F*):

	<b>Agency</b>	<b>Contact</b>	<b>Address</b>
1	<b>Allapattah Community Action, Inc.</b>	<b>Patricia Miro-Turnes</b> <i>Miriam Urra, Executive Director</i>	2257 NW N. River Drive Miami, FL 33125
2	<i>Association for Retarded Citizens, South Florida, Inc. dba</i> <b>The ARC of South Florida - Adult and Children Programs</b>	<b>Gabriel Parra</b> <i>Michael Messer, CEO</i>	5555 Biscayne Blvd. Miami, FL 33137
3	<b>Better Way of Miami, Inc.</b>	<b>Sam Goldberg</b> <i>Chief Financial Officer</i>	800 NW 28 <sup>th</sup> Street Miami, FL 33127
4	<b>Borinquen Health Care Center, Inc.</b>	<b>Juan Cruz</b> <i>Director of Operations</i>	3601 NE 4th Ct, Miami, FL 33137
5	<b>Camillus House, Inc.</b>	<b>Shelley-Ann Glasgow</b> <i>Director of Grants</i>	1603 NW 7 <sup>th</sup> Avenue Miami, FL 33136
6	<b>Citrus Health Network, Inc.</b>	<b>Remigio Pando</b>	4175 West 20 Avenue Hialeah, FL 33012
7	<b>CMB Visions</b>	<b>Chandra McClain</b>	16201 SW 95 Avenue, Suite 309, Miami, FL 33157
8	<b>Community Habilitation Center, Inc. a.k.a WOW Center</b>	<b>Natalia Laver,</b> <i>Executive Director</i>	11450 SW 79 <sup>th</sup> Street Miami, FL 33173
9	<b>Community Health of S. Fla</b>	<b>Kenneth Gould</b>	10300 SW 216 <sup>th</sup> St., Miami, Fl. 33190
10	<b>Concept Health Systems, Inc. aka Concept House</b>	<b>Frank Marchante</b> <i>Executive Director</i>	162 NE 49 <sup>th</sup> Street Miami, FL 33137
11	<b>Easter Seals South Florida, Inc.</b>	<b>Christine Sainvil</b>	1475 NW 14 Avenue Miami, FL 33125
12	<b>Empowering Youth</b>	<b>Andrea Wanza</b>	1031 Ives Dairy Road Suite 228 Miami, FL 33179
13	<b>Family Resource Center of South Florida, Inc.</b>	<b>Idania Lemus</b>	1393 SW 1 <sup>st</sup> St, Miami, Fl. 33135
14	<i>Psycho-Social Rehabilitation Center, Inc. aka Fellowship House</i>	<b>Christina Garcia-Menocal</b> <b>Stephanie Feldman</b>	5711 S. Dixie Hwy. S. Miami, FL 33143



	<b>Agency</b>	<b>Contact</b>	<b>Address</b>
15	<b>Florida PACE Centers, Inc. (affiliated with Miami Jewish Health Systems)</b>	<b>Ruben Gil</b>	5200 NE 2 <sup>nd</sup> Avenue Miami, FL 33137
16	<b>Friendship Circle</b>	Russel Eckert	8700 SW 112th St, Miami, FL 33176
17	<b>Fresh Start of Miami-Dade, Inc.</b>	Sandra McQueen-Baker Executive Director	18441 N.W 2 Avenue Miami Gardens, FL 33056
18	<b>Goodwill Industries of South Florida, Inc.</b>	<b>Rosemary Mullins</b>	2121 NW 21 Street Miami, FL 33142
19	<b>Hebrew Homes Health Network</b>	Dr. William Zubikof	1800 NE 168 <sup>th</sup> St, Suite 200, Miami, FL. 33162
20	<b>City of Hialeah Gardens</b>	Ada Morales	10001 NW 87 <sup>th</sup> Ave Hialeah Gardens, FL 33016
21	<b>Hialeah Housing Authority</b>	<i>Vitia Pena</i>	75 East 6 <sup>th</sup> Street Hialeah, FL 33010
22	<b>Hialeah-Miami Springs Rotary Charitable Foundation, Inc./City of Miami Springs</b>	<b>Nancy Voye</b>	Miami Springs Senior Center 343 Payne Drive Miami Springs, FL 33166
23	<b>Jesse Trice Community Health Center, Inc.</b>	<i>Fabian Thurston</i>	5361 NW 22 Ave, Miami, FL 33142
24	<b>Jewish Community Services of South Florida, Inc.</b>	<b>Maria Saiz</b>	833, 6 <sup>th</sup> Street Miami Beach , FL 33161
25	<b>Miami Learning Experience School</b>	<b>Kevin Grace</b>	5651 SW 82 <sup>nd</sup> Ave, Miami, FL. 33143
26	<b>Little Havana Activities and Nutrition Centers of Dade County, Inc.</b>	<b>Mayra Albelo</b>	700 SW 8 <sup>th</sup> Street Miami, FL 33130
27	<b>MACTown, Inc.</b>	<b>Sabrina Dillard</b>	6250 NE 1sr Place Miami, FL 33138
28	<b>Miami Bridge Youth and Family Services, Inc.</b>	<b>Dorcas Wilcox</b>	2810 NW S. River Dr. Miami, FL 33125
29	<b>Miami Cerebral Palsy Residential Services, Inc.</b>	<b>Jeff Cornett</b>	2200 NW 107 Avenue Miami, FL 33172
30	<b>Miami Jewish Health Systems (affiliated with Florida PACE)</b>	<b>Ruben Gil</b>	5200 NE 2 <sup>nd</sup> Avenue Miami, FL 33137
31	<b>Miami Lighthouse for the Blind and Visually Impaired, Inc. aka Florida Association of Workers for the Blind, Inc.</b>	<b>Heidy Farinas</b>	601 SW 8 Avenue Miami, FL 33130
32	<b>North Miami Foundation for Senior Citizens' Services, Inc.</b>	<b>Debbie Kleinberg,</b>	620 NE 127 Street N. Miami, FL 33161
33	<b>Sunrise Community</b>	<b>Kirk Zaremba</b>	9040 Sunset Drive Suite F Miami, FL 33173
34	<b>Sundari Foundation (Lotus House)</b>	<b>Yalsy Catalan</b>	217 NW 15 <sup>th</sup> Street Miami 33136

	Agency	Contact	Address
35	United Cerebral Palsy Association of Miami, Inc. a.k.a. Hope Center	Karen Knoblock	1411 NW 14 <sup>th</sup> Avenue Miami, FL 33125
36	University of Miami, Mailman Center for Child Development (Debbie School) aka Debbie Institute	Yolanda Alvarez-Reyes	1601 NW 12 <sup>th</sup> Avenue Miami, FL 33136
37	University of Miami, Perinatal C.A.R.E. Program	Dr. Elana Mansoor	1120 NW 14 Street Suite 1252 Miami, FL 33136
38	Third Wave Volunteers	Dr. Alison Thompson	3566 Vista Ct, Miami, FL 33133
39	Prosperity Social & Comm Dev.	Nadege Vilsaint	1175 NE 125th St, Miami, FL 33161

## 5. Vehicle Inventory

Miami-Dade County TD Program participants utilize the fixed route service with the following vehicle inventory available to them:

- Metrobus = 767 buses
- Metrorail = 136 trains
- Metromover = 26 trains

## 6. System Safety Program Plan Certification

The Public Transportation Agency Safety Program Plan (PTASP) is required, approved, and monitored by the Florida Department of Transportation (FDOT). The DTPW Director must certify to the State of Florida FDOT, annually, that the PTASP is being implemented as required by state laws, F.S.S. 341.061: FDOT Rules 14-15.017 and 14-90."

DTPW was organized and chartered to provide safe, reliable, and effective transportation service to the citizens of Miami-Dade County. The DTPW Office of Safety and Security is empowered and authorized to develop, implement, and administer a comprehensive, integrated, and coordinate system safety program. This includes a specific plan to identify, prevent, control, and resolve unsafe conditions during design, construction, testing, operations, maintenance, and disposal of DTPW transportation systems. Safety is a primary concern that affects all levels of DTPW activities, including planning, design, construction, testing, and operations and maintenance of all DTPW transportation systems. Therefore, all DTPW personnel and contractors are charged with the responsibility of ensuring the safety of DTPW passengers, employees, and property. Goals and objectives of the SSPP are as follows:

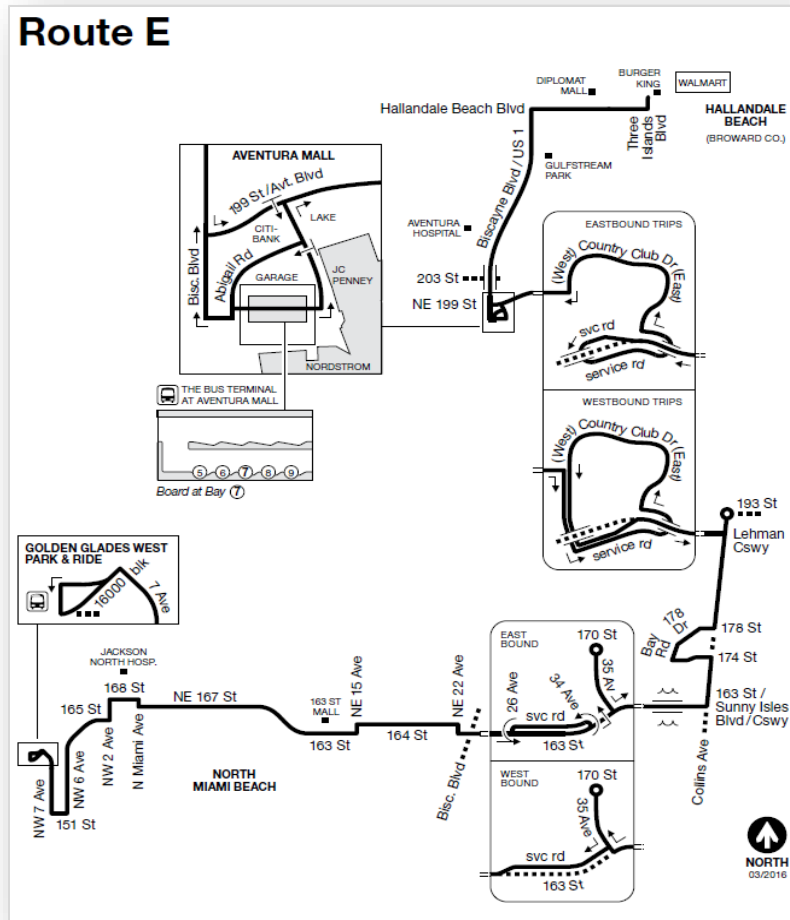
- Identify and eliminate or control hazards to employees, patrons and public.
- Ensure that the DTPW working environment meets or exceeds all government and industry occupational health and safety standards and practices.
- Investigate all major accidents/incidents and identify and document accident causes, to track the implementation of corrective actions to prevent recurrence.

- Ensure effective response by DTPW and emergency response agencies to all DTPW related emergencies.
- Integrate safety and hazard control measures into all DTPW department and division activities.
- Ensure safety of DTPW passengers, personnel and all who come in contact with the transit system, and DTPW equipment and facilities will be overriding and paramount in system design and operating considerations and environment.
- Provide specific and continual attention to the safety aspects of all system elements.
- Ensure health and safety provisions for maintenance and operational personnel and employed contractors meet those required by local, state and federal regulatory authorities.
- Ensure, for all transit construction activities, that the highest safety standards and practices for public works projects are met, and that the public shall not be exposed to safety hazards from DTPW construction or demolition activities by public or private entities.
- Ensure, for all non-transit construction activities, which may impact the safety of transit passengers, DTPW employees or property; that safety standards are employed by the public and private entities involved in construction or demolition. Utilize methods and equipment to reduce or eliminate hazards impacting the transit systems, as appropriate, during the permit or plan review process.

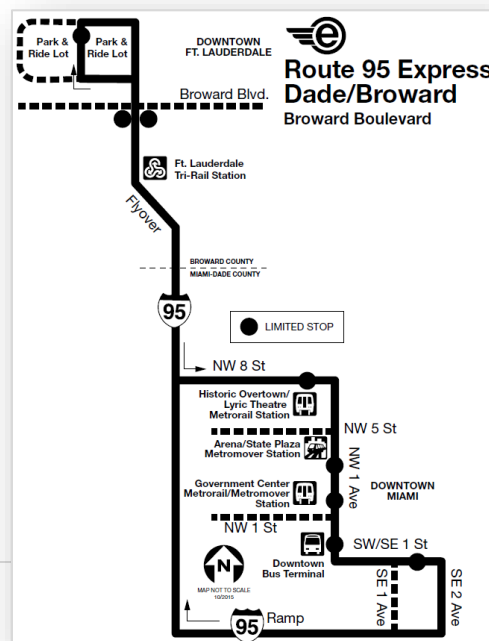
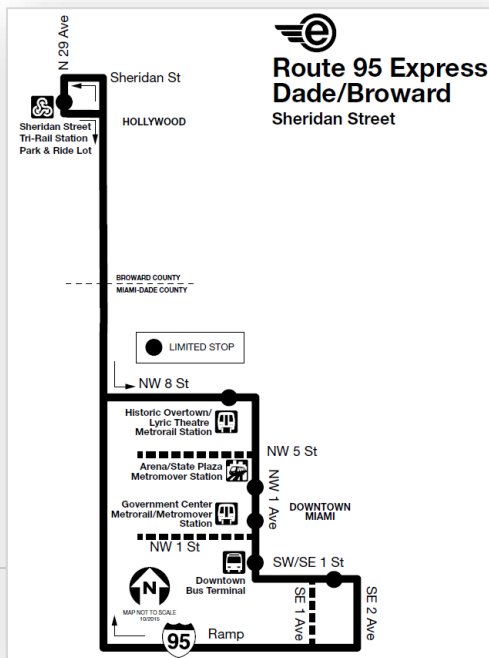
## 7. Intercounty Services

DTPW operates wheelchair accessible conventional transit into nearby areas of the neighboring counties as follows:

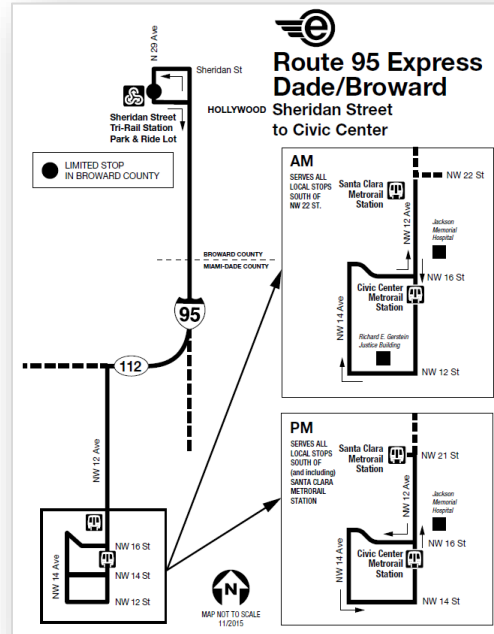
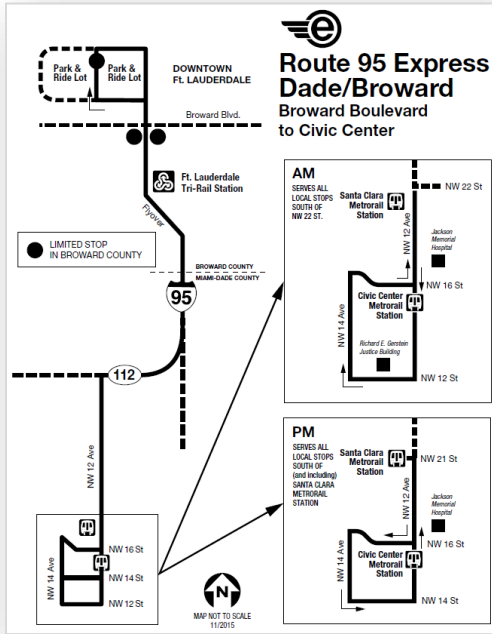
- **Route 105 (E)** provides service between Golden Glades Miami and the Diplomat Mall in Hallandale Beach, Broward County.



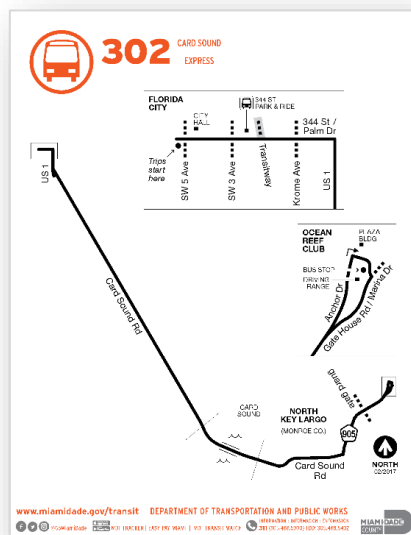
- **Route 95 Dade Broward Express** travels from **Downtown Miami** to stops north at **Sheridan Street** in Hollywood and at **Broward Boulevard** in Fort Lauderdale (*Please Note: Service was suspended on these Commuter Express routes on March 27, 2020. These routes remain suspended, no date certain for reinstating service*)



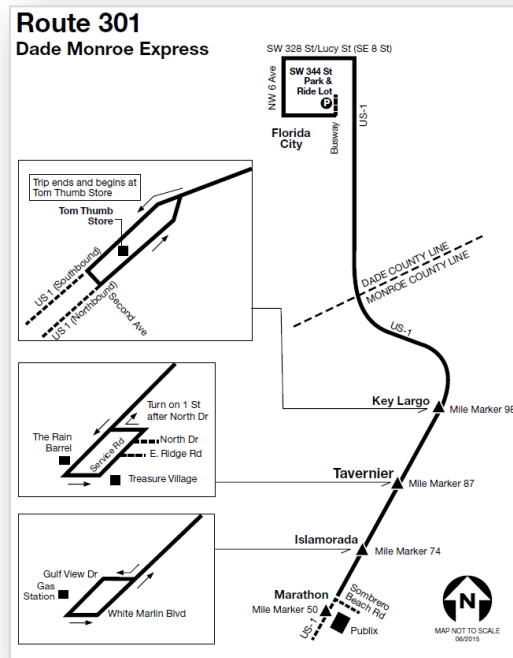
- **Route 95 Dade Broward Express** travels from **Civic Center** to stops north at **Sheridan Street** in Hollywood and at **Broward Boulevard** in Fort Lauderdale.



- **Route 302 (Card Sound Express)** serves southern Miami-Dade and northern Monroe Counties. It is an express route from Florida City via Card Sound Road to the Ocean Reef Resort in Key Largo. The service is 2 trips each peak period from 5:30 to 8:30 in the AM, and 2 trips, from 2:35 to 5:35 in the PM, 7-days a week.



- **Route 301 (Dade-Monroe Express)** serves southern Miami-Dade County from the S.W. 344th Street Busway Park and Ride Lot and serving the Super Wal-Mart in Florida City to US-1 Mile Marker 50 in Marathon via the Overseas Highway (US-1). Service is between 5:10 AM to 1:10 AM, 7 days a week.



The CTC has not experienced issues in providing service into Monroe County. Prior to the implementation of the two above WAGES routes (301 and 302) cost-efficient conventional transit service was non-existent in the Upper Keys. The CTC continues to discuss subsidizing the cost of extending this route with local employers of Monroe County and the Monroe County Board of County Commissioners.

## 8. Emergency Preparedness and Response

The CTC provides the major source of transportation during disasters and emergencies. CTC staff works closely with the Emergency Management section of the Miami-Dade County Fire Rescue Department and the Miami-Dade County School Board in the coordination of evacuation and relocation of Miami-Dade County residents. The application for individuals with "Special Needs" is kept updated and made available in English, Spanish, and Creole.

## 9. Public Involvement/Education Efforts/Marketing

The CTC works closely with Career Source South Florida, South Florida Commuter Services, and FDOT District Six in marketing the conventional transit system. Special information centers, maps, and materials have been designed to facilitate the transit needs of South Florida Workforce One Stop Center customers.

The fact that the DTPW is the CTC has been beneficial for transportation disadvantaged persons, case workers, teachers, instructors, and counselors to obtain transit information and assistance. The entire

coordinated system is under the administration of the Director of DTPW. There are a variety of documents, brochures, and maps available to the disadvantaged population with information regarding STS, routes, the "Golden Passport", fares, and general transit information.

In addition, CTC staff participates on numerous panels, committees, boards, fairs, and programs serving the disadvantaged (see list below). Through this participation, both staff and clients from numerous agencies, schools, senior programs, and sheltered workshops have been made aware of the various transportation programs for TD non-sponsored trips. The CTC is currently providing transportation assistance for approximately 150 agencies in Miami-Dade County. The CTC coordinates with the following programs that provide services, referrals, are advocates for, or represent the transportation disadvantaged:

- Career Source South Florida
- Catholic Charities of the Archdiocese
- Community Action and Human Services Dept.
- Lighthouse for the Blind
- Emergency Management, Special Needs
- Miami-Dade County Public Schools, Exceptional Student Programs
- Department of Veteran Affairs
- Department of Children and Families
- FDOT Section 5310 Grant Review
- Easter Seals of South Florida
- The Salvation Army
- Jewish Community Services of South Florida
- Camillus Health Concern
- Miami-Dade County Homeless Trust
- STS Riders Advisory Group
- Eleventh Judicial Court System
- Switchboard of Miami
- Jackson Memorial Hospital
- Epilepsy Foundation of South Florida

All information regarding resources to transport the disadvantaged is made available to the staff of agencies participating at these meetings.

## **10. WAGES**

In the event that DTPW experiences a surplus in TD Mobility passes, DTPW staff will conduct outreach to participating TD program agencies that help individuals associated with WAGES program and/or that work unconventional hours.

## **11. Future Projects**

The Travel Training Freedom Navigator App & Travel Training Project, "The Freedom Navigator", will be a mobile app that provides people with visual, hearing, physical, and cognitive disabilities the freedom to navigate public transit. The app will use readily commercially available technologies such as GPS, Smart Phones, Real-Time Transit Tracking App, among others. There are various apps that do individual components of this, but none do it all. The goal is to combine it all into one "free" downloadable app that will have visual and voice recognition and can be used by all transit users, but will benefit the disabled community the most. To deploy the Freedom Navigator app, staff will perform on-site travel training at adult day centers, senior centers, as well as at medical clinics. Additionally, these trainers will go to specific locations that serve patrons with disabilities such as The Miami Lighthouse for the Blind, Visually Impaired, and the Miami Deaf Center.

## **12. Service Standards**

The following are DTPW's service standards for the TD Program on the fixed route system:

- **EASY Cards Renewals** - Renewals are performed either in person, online, by mail, e-mail or fax. To renew in person clients must bring the required documents to the Golden Passport Office. To renew by mail, e-mail or fax, copies of the required documents must be forwarded to DTPW with the correct address, which must be current and correct in the computer system.  
Mail: Miami-Dade Transit Special Pass Programs  
P.O. Box 01-9005  
Miami, FL 33101  
Online: <https://www.miamidade.gov/apps/dtpw/easycardservicesapp>  
Fax: Special Pass Programs (305) 375-1192  
Email: [SpecialPass@miamidade.gov](mailto:SpecialPass@miamidade.gov)
- **Pictures on EASY Cards** - A new application requires that a picture of the patron be taken at the Golden Passport Office or submitted online for placement on the newly issued Transit Mobility EASY Card.
- **EASY Card Suspensions** - A fee will be assessed for lost and/or stolen cards (\$5 for 1st incident, \$20 for 2nd incident, and \$50 for 3rd incident), and anything subsequent to that will result in suspension for one year from the date of infraction.

Where applicable to the fixed route service, the CTD's required service standards are followed by the CTC:

- Local toll free phone number
- Vehicle Cleanliness
- Passenger/Trip Database
- Adequate seating
- Driver Identification
- Passenger Assistance
- No Smoking, Eating and Drinking
- Two-way Communications
- Air Conditioning/Heating
- Billing Requirements
- CPR/1st Aid
- Driver Criminal Background Screening

### **13. Local Complaint and Grievance Procedure/Process**

Participants in the TD program can contact DTPW at (786) 469-5028 for more information or to register a complaint.

### **14. Community Transportation Coordinator Monitoring Procedures**

The CTC is monitored by the Miami-Dade County LCB. The LCB reviews the service standards set by the CTC, and the information provided in the Annual Operating Report (AOR) to determine whether or not the CTC has achieved its objectives and is providing cost-efficient, reliable transportation to the transportation disadvantaged community.



## 15. Coordination Contract Evaluation Criteria

Vehicles owned by agencies with Coordination & Fare Agreements (CFA) and operating Section 5310 vehicles are monitored on an annual basis by independent consultants under contract to the Florida Department of Transportation (FDOT). The items checked are as follows:

- Vehicle maintenance and trip logs
- Current certificate of insurance
- “Department of Transportation” painted on exterior of vehicle
- Vehicle title listing DOT as 1st lien hold
- An internal vehicle number
- Safety mechanism including lights, tires, and fire extinguisher
- Condition of interior and exterior of the vehicle
- Current photo of vehicle displayed

The driver’s license and vehicle inspections are the same for Section 5310 vehicle operators as they are for the coordinated contract operators. This process is coordinated through the Miami-Dade County Regulatory and Economic Resources (RER) Department.

The CTC requires that agency staff receiving vehicles from the Section 5310 Grant Program provide and maintain a CFA, and submit an Annual Operating Report (AOR). Their CFA must contain a copy of the agency's drug testing policy, first aid policy, and a list of vehicles utilized for transportation of their disadvantaged clients. In addition, the CTC monitors all complaints received regarding agency service and operator behavior.

## B. COST/REVENUE ALLOCATION AND RATE STRUCTURE JUSTIFICATION

### 1. Service Rates Summary

The CTC administers the Automatic Fare Collection System (AFCS), which consists of the (blue) EASY Ticket and the (green) EASY Card. The EASY Ticket has a life span of 60 days, while the EASY Card has a life span of 20 years, and both can hold the value of DTPW’s Fare Media. The following are the CTC’s TD Program service rates, which are set by the Miami-Dade County Board of County Commissioners (BCC):



TD EASY Ticket Program:

- |                                 |          |
|---------------------------------|----------|
| ○ Bus Pass – Monthly            | \$112.60 |
| ○ Bus Pass Discounted – Monthly | \$56.35  |
| ○ Bus Pass – Weekly             | \$29.35  |
| ○ Bus Pass – Daily              | \$5.75   |
| ○ Bus Pass - One Trip           | \$2.35   |

- TD Transit Mobility Easy Card Program  
Bus Pass Easy Card – Monthly \$112.50

All fares for the fixed route service can be found in *Appendix G*.

## 2. Rate Model Worksheets

The Rate Model worksheets are compiled annually by the CTC, and are presented to the Miami-Dade County LCB for review and approval.

### III. QUALITY ASSURANCE CTC EVALUATION PROCESS

The CTC is evaluated annually by the Miami-Dade County LCB. The LCB reviews the service standards set by the CTC, and the information provided in the Annual Operating Report (AOR) to determine whether or not the CTC has achieved its objectives and is providing cost-efficient, reliable transportation to the transportation disadvantaged community. The next CTC evaluation process will occur during FY 2016-17.

## **APPENDIX A**

# **MIAMI-DADE COUNTY LCB & MIAMI-DADE TPO GOVERNING BOARD DESIGNATION RESOLUTIONS**

**APPENDIX B**

**MIAMI-DADE COUNTY  
FY 2021-2022  
MEMORANDUM OF AGREEMENT (MOA)**

## **APPENDIX C**

### **DTPW MAJOR TRIP GENERATORS**

## **APPENDIX D**

# **TD TRANSIT MOBILITY EASY CARD PROGRAM DOCUMENTS**

## **APPENDIX E**

### **TD EASY TICKET PROGRAM PARTICIPATING 501(C)(3) AGENCIES**

**APPENDIX F**

**COORDINATION & FARE AGREEMENT (CFA)**  
**TEMPLATE**



## **APPENDIX G**

### **DTPW FARE GUIDE**

## **APPENDIX H**

### **Transit Service Updates in Response to COVID-19**

## **Transit Service Updates in Response to COVID-19**

**All Transit riders must wear face coverings, per Miami-Dade County [Emergency Order 20-20](#). Riders in violation of this order will be denied boarding or removed from our transit system.**

**The following actions have been taken to ensure the safety of transit operators, employees and riders:**

- Suspended fares for all Miami-Dade Transit services, including parking fees, until June 1, 2021
- Auto reloads for monthly pass customers are also suspended
- Metrobus customers are once again required to board through the vehicle's front entrance. Accommodations for riders with disabilities will continue to be made
- Paratransit in-person certification interviews have been suspended until further notice (Paratransit applications and supporting medical documentation are accepted via email: [paratransit@miamidade.gov](mailto:paratransit@miamidade.gov) or fax 786-469-5033)
- Converting the current cabin partition for operators into a full-enclosure shield on all 767 Metrobuses, limiting unnecessary interactions between operators and passengers
- Blocked seats closer to operator's cabin to ensure social distancing
- Distributed masks to maintenance and construction employees
- Distributed surgical masks, KN95 masks, plastic face shields, hand sanitizer bottles, gloves and wipes to operators
- Increased cleaning schedules for all vehicles, which are also being disinfected several times a day
- Employees over 65 or with underlying medical conditions were offered to stay at home with pay or work from home
- Began temperature checks for all employees and visitors at all garages and facilities
- Purchased additional tables and rented tents for bus maintenance garages to enable social distancing between employees
- Service adjustments are not reflected on the schedule posted online. Please track your trip via the [Go Miami-Dade Transit app](#) via the map feature