The Miami-Dade County Department of Transportation and Public Works is the 15th largest public transit system in the country (based on annual vehicle revenue miles) and the largest transit agency in the State of Florida. The Department of Transportation and Public Works also:

- Transports an average (FY 16) of 320,000 passengers weekdays on Metrobus, Metrorail, Metromover, and Special Transportation Services (STS) combined

    FY 16 Breakdown: Bus 208,010 / Rail 72,896 / Mover 33,511 / STS 5,542

- Has 23 accessible Metrorail stations (25-mile dual track system)
- Serves 21 conveniently-located Metromover stations (4.4 miles)
- Has more than 96 Metrobus routes
        Provides approximately 28 million miles of bus route revenue service per year using over 845 buses
- Contracts complimentary paratransit service, STS, using 382 Vehicles
- Provides a 20-mile Bus Rapid Transit (BRT) line that is among the longest in the United States

Miami-Dade County has many sponsored programs that are currently in place to assist portions of the state recognized TD populations. The following Transportation Disadvantaged populations are eligible to be assisted by the CTD's Transportation Disadvantaged Trust Fund.

Transportation Disadvantaged Mobility EASY Card Program:
The distribution of annual EASY Cards to those individuals who are TD eligible. Program participants must 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 in the form of either one month of recent paychecks (within 60 days), a retirement/pension document, or a recent Income Tax Return statement.
- Annual income cannot exceed $18,090.
- Certification of eligibility is only valid for one year, and clients must recertify on an annual basis.

Department of Transportation & Public Works

TRANSPORTATION DISADVANTAGED PROGRAM

MIAMI-DADE COUNTY
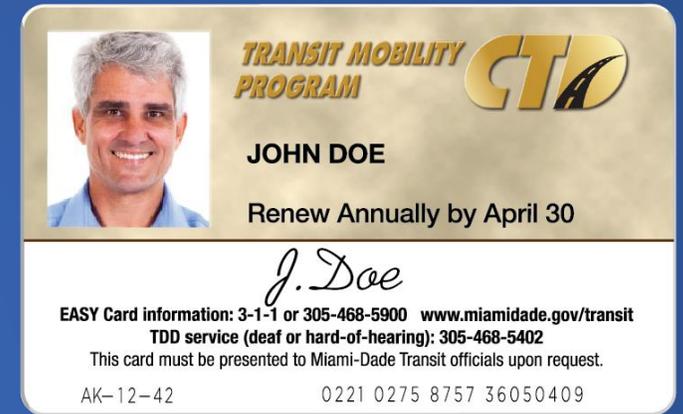
Transportation Disadvantaged EASY Ticket Program:
The distribution of EASY Tickets to eligible TD individuals through applicable 501(c)(3) organizations. Recipients receive EASY Tickets (ranging from a single trip ticket to a monthly card) based on their need.

Eligibility criteria
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. **Developmental and Intellectual**
   b. Job Referral and Training
   c. Medical and Developmental Assistance
   d. Parent Support and Training for At-Risk Children
   e. Post Hospital Assistance
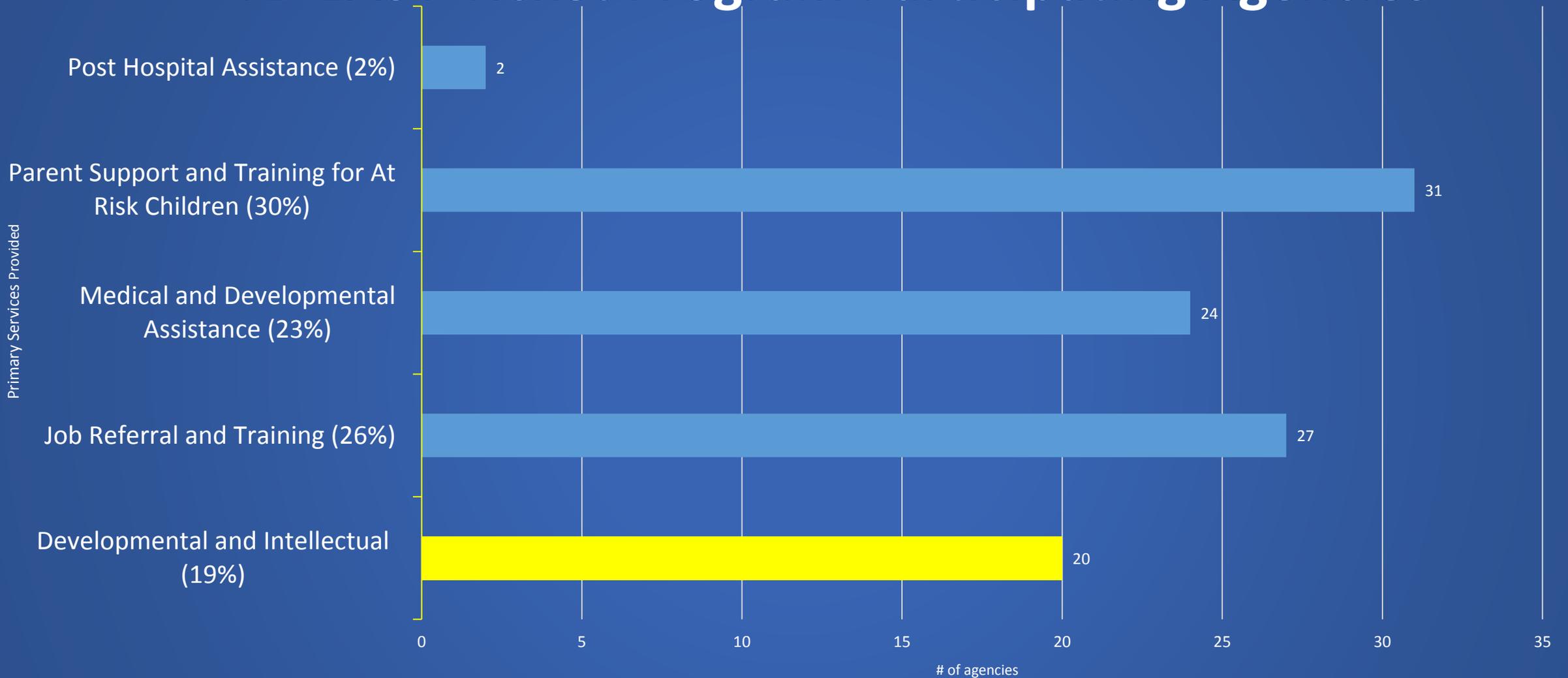
Transportation Disadvantaged Program Monthly Fare Media Distribution*

TD Mobility Monthly Card	Monthly Ticket	Discounted Monthly	Weekly Ticket	Daily Ticket	Single Trip Ticket
14,863	670	899	1,405	3,299	3,897

*June 2017

Note: Over 3.1 million combined rail and bus TD boarding's in FY16

Department of Transportation & Public Works

TRANSPORTATION DISADVANTAGED PROGRAM

MIAMI-DADE COUNTY

TD EASY Ticket Program Participating Agencies

1. Advocate Programs
2. AEDAP (Association of Exchange & Development of Activities & Partnerships)
3. AGAPE Family Ministries
4. Alternative Living for Men/Women
5. Alternative Programs, Inc.
6. Belafonte Talcolcy Care Coordination Program
7. Best of the Bess
8. **BHS-Spectrum Programs**
9. Bootcamp/Work Release
10. Borinquen Health Care Center
11. CAHS-Advocates for Victims Inn Transition South
12. CAHS-Advocates for VictimsInn Transition North
13. CAHS-Community Action & Human Services Coordinated Victims Assistance Center
14. **CAHS-Community Action & Human Services D-Sail**

15. CAHS-Community Action & Human Services-Employment & Training
16. CAHS-Community Action & Human Services-YES Program
17. CAHS-D-Advocates for Victims Program-Safespace North
18. CAHS-D-Advocates for Victims Program-Safespace South
19. **CAHS-Head Start**
20. **Camillus Health Concern**
21. **Camillus House Beckman Hall**
22. **Care 4 U Management, Inc**
23. **Career Source South Florida**
24. **CARRFOUR**
25. **Catholic Charities Centro Hispano**
26. **Catholic Charities New Life**
27. **Center for Family & Child Enrichment**

28. **Center for Independent Living of S. FL**
29. **Chapman Partnership**
30. **Community Health of South Florida**
31. **Concept House**
32. Concerned African Women
33. **Easter Seal Society of Miami- Dade County**
34. Eckerd Project Bridge
35. Educate Tomorrow
36. Eleventh Judicial Court- Dependency Drug Court Recovery
37. Eleventh Judicial Court-Adult Drug Court Program
38. Eleventh Judicial Court-Felony Jail Diversion
39. Eleventh Judicial Court-Jail Diversion Program
40. Empower U

Department of Transportation & Public Works

TRANSPORTATION DISADVANTAGED PROGRAM

MIAMI-DADE COUNTY

TD EASY Ticket Program Participating Agencies

41. **Epilepsy Foundation of South Florida**
42. Federation of Families-Miami Chapter, INC.
43. **Fellowship House COMPASS**
44. Fellowship House Naranja
45. **Fellowship House Psycho-Social Rehab Program**
46. FIU (Upward Bound Program)
47. FSU Young Parent Project
48. Gang Alternative
49. Gang Alternative Uplift Little Haiti Partnership Service
50. GATE Program
51. Glory House
52. Goulds Coalition of Ministers & Lay Persons Inc.
53. Greater Miami Service Corps
54. Hialeah Housing Authority
55. **Hope Center, UCP**

56. Hope City Center, Inc.
57. International Rescue Committee
58. Jewish Community Services- JCS-Mentoring Program
59. Jewish Community Services- JCS-Project Hope
60. Jewish Community Services- JCS-Sexual Minority
61. Jewish Community Services of South Florida
62. Jewish Community Services-JCS-Tops
63. Juvenile Services
64. Kristi House
65. MDC Back to Work Program (Single Stop)
66. MDC-Foster & Adoptive Parent Association
67. **MDCPS-Central High- Emotionally/Behavioral Disabled Program**
68. MDCPS-Project Search
69. **MDCPS-Project Up-Start**

70. MEYGA
71. Miami Beach Homeless Outreach
72. Miami Beach Housing Authority
73. Miami Beach PAL Program
74. Miami Children's Initiative
75. Miami Rescue Mission
76. NANA-Employ Miami-Dade
77. NANA-Goulds Business Resource Center
78. New Hope CORPS
79. New Horizons Family Safety Net First Responders Service Partnership

Department of Transportation & Public Works

TRANSPORTATION DISADVANTAGED PROGRAM

MIAMI-DADE COUNTY

TD EASY Ticket Program Participating Agencies

80. **New Horizons Mental Health Homeless Division**
81. Olivia Baker RJW Academy of Arts/Science
82. Omega Power and Praise Ministries, Inc.
83. PHCD Resident Service Division
84. PSS-Spring4Ward
85. Regis House
86. Richmond Height Community Association, Inc.
87. Riverside Christianity Ministries
88. Salvation Army
89. South Florida 4U
90. South Florida Homeless Interfaith
91. **St. Albans' Child Enrichment Center**
92. St. Thomas UniversityGO!Allez!Vamos!
93. Sundari Foundation/Lotus House
94. **Thelma Gibson Health**

95. Thomas Armour Youth Ballet
96. Transition, Inc.
97. Trauma Resolution Center
98. **UM-Debbie School**
99. Urgent Inc
100. Veterans Affairs Homeless
101. **Veterans Affairs Mental Health Program**
102. Veterans Affairs Social Work Services
103. Victim Response Inc. The Lodge
104. Village South

Miami-Dade County Special Pass Programs
(Sponsored)

Miami-Dade County offers other transportation assistance programs such as the Golden and Patriot Passport EASY Card, Discounted Fare card or Commuter Reduced Fare. Program participants must adhere to the following requirements:

Golden Passport (for those 65 years of age or OVER)
If you are a senior citizen 65 years and over and are a permanent Miami-Dade resident, you are eligible to ride transit free with a Golden Passport EASY Card.

Golden Passport (for Social Security Beneficiaries 64 years of age or UNDER)
If you are a Social Security beneficiary and permanent Miami-Dade resident, you are eligible to ride transit free with a Golden Passport EASY Card

Patriot Passport
Disabled veterans who are permanent residents of Miami-Dade will be eligible to apply for a Patriot Passport EASY Card. Veterans who are permanent residents of Miami-Dade and whose annual income is $28,841 or less may be eligible to ride transit free with the Patriot Passport EASY Card based on their military discharge category.

Discount Fare
People with disabilities are also able to ride Metrobus and Metrorail at the discount fare with a Discount Fare EASY Card. This unique card allows the user to pay only half of the regular fare each time.

Commuter Reduced
Miami-Dade County residents, whose annual income is between $18,090 and $24,120 qualify for a specially-coded EASY Card that will allow them to ride Metrobus and Metrorail at half fare.

Miami-Dade County
Special Pass Programs
(Sponsored)

Program	Active Accounts (Used within 12 months)
Golden Passport (Over 65 years of age)	182, 122
Golden Passport (64 years of age or UNDER)	20,550
Patriot Passport	2,212
Discount Fare	4,290
Commuter Reduced	919
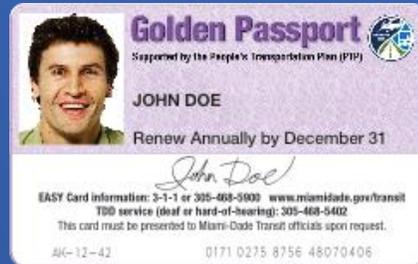
Department of Transportation & Public Works

TRANSPORTATION DISADVANTAGED PROGRAM

MIAMI-DADE COUNTY

Miami-Dade County
Special Pass Programs cont.
(Sponsored)

Challenges

Potential Impact of over 200,000 in Miami-Dade County without these <u>Sponsored Programs</u>

Unmet Needs for the TD Program continues to grow annually

No credit for locally sponsored transportation programs that serve the transportation disadvantaged community.

No additional funding to assist the unmet needs of the TD population in Miami-Dade County

Department of Transportation & Public Works

TRANSPORTATION DISADVANTAGED PROGRAM

MIAMI-DADE
COUNTY

EASY Pay Miami App

With the EASY Pay mobile app, users can purchase fare tickets right from the palm of their hands and on the go. Customers can ride Metrorail or Metrobus without the added need for a paper ticket or plastic card all you need they need is their smartphone.

Rider Benefits:

- The "EASY Pay Miami app" is free to download in the Apple Store or Google Play
- No need to carry cash or purchase a paper ticket.
- Buy tickets on your phone anytime, anywhere.
- Includes Trip Planning Features
- Manage your tickets directly from the app.
- Purchase up to ten tickets at a time and save some for later!
- As of 7/12/2017, Total App Downloads – **27,627**

South Florida Regional Interoperability Smartcard Project

(Miami-Dade, Broward, Palm Beach and Tri-Rail)

Currently

✓ Regional Monthly Pass *(Miami-Dade and Tri-Rail)*

✓ Miami-Dade County honors various Transfer Policies for Transportation Ticket Holders within the County

Future Enhancements

✓ Seamless Fixed Route Travel in the South Florida Region

✓ Regional EASY Pay Miami App and Trip Planner

✓ Wearable and contactless bank cards

✓ Integration with Third Parties i.e, Uber/Lyft/Bikeshares

EASY Card Fare Collection System

- **EASY** Card and **EASY** Ticket system is a successful multi-modal/multi-agency contactless smart card solution
  - Fare collection media for Metrorail, Metrobus, and Tri-Rail Commuter Train
  - Installed in 2009 with many industry advances included
  - Upgraded from magnetic strip cards eliminated paper ticket transfers
- System provided by Cubic Transportation Systems, who have delivered innovative solutions to many large transit agencies like London, Washington DC, and Chicago

Fare Collection Modernization Project
# All-Inclusive Trip Planner & Payment App

- Create an account-based system that has the flexibility to work across different fare structures and transportation providers
  - Purchase transit tickets/passes
  - Reload **account**(s) cards instantly via mobile
- Eliminate the need to carry **EASY Card** for "Pay As You Go"
  - Use Near Field Communication (NFC) enabled smartphones, wearables and contactless bank cards
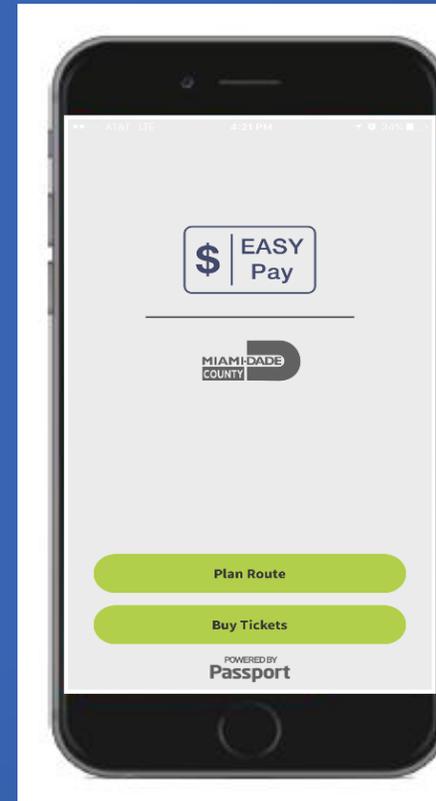
Fare Collection Modernization Project
All-Inclusive Trip Planner & Payment App

- Plan trip with other transit services, **first and last-mile services**, (i.e. ride-share, car-share, bike-share) and parking
  - examples of integrated trip planners are GoLA, GoDenver, Moovel (fka Ridescout), and Swiftly, among others (2018)
- Users can plan their trips and get real time service notifications
- **Cross-promotions** with other agencies and private businesses
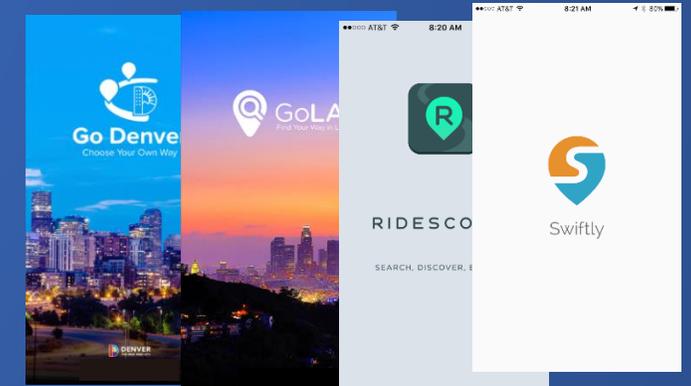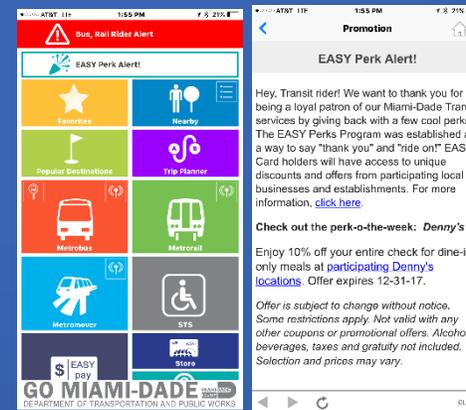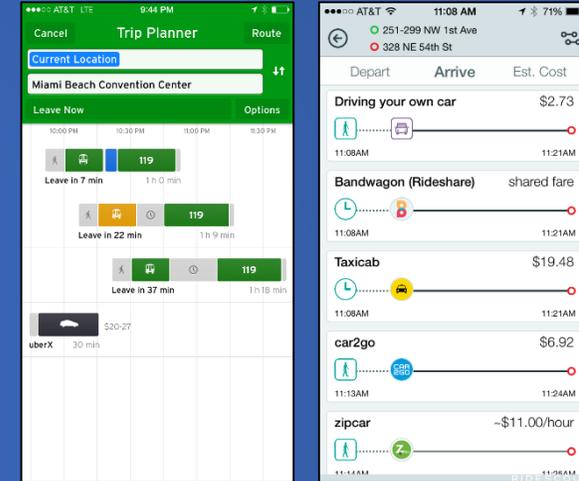
Miami-Dade Transportation and Public Works

Special Transportation Service (STS)

WHAT IS STS?

➢ STS is a shared-ride public transportation service of Miami-Dade County in compliance with the complimentary paratransit service provisions of the Americans with Disabilities Act (ADA).

➢ Miami-Dade has contracted with the private transportation provider Transportation America (TA)

➢ TA's subcontractors include Minority Mobile Systems (MMS) and ITRAN Systems to provide STS Services (Contract dates April 1, 2013 through March 31, 2018).

➢ STS provides door-to-door service (service area matches the DTPW fixed route transportation system bus/rail, includes most urbanized Miami-Dade areas and transfer points to Broward and Monroe Counties)

STS EASY Card

An STS EASY Card is issued to approved applicants. The EASY Card provides enhancements such as:

- ✓ MDT Fixed Route Fare Free (Bus and Rail)
- ✓ STS uses a dual card *(DesFire and Proximity RFID)*
- ✓ EASY Tracking of clients once in vehicle thru Long Range RFID Vehicle Readers
- ✓ STS Connect Application "Where's My Ride"

WHO IS ELIGIBLE FOR STS?

➤ Miami-Dade County residents whose permanent physical or mental disabilities prevent / limit their use of accessible public transportation

➤ Miami-Dade County residents with temporary disabilities who are eligible for STS for the duration of their disability period

➤ People with disabilities visiting from out-of-town that are presumed eligible under the ADA legal requirements

STS CERTIFICATION PROCESS

➢Applications can be obtained via email or US mail

Email:

▪ www.miamidade.gov/transit/special-transportation-application

US Mail:

▪Call Paratransit Customer Service Call Center at 786-469-5430 and request application by mail

➢ After the application is completed and signed by a Licensed Florida Physician, the applicant must call 786-469-5000 to request a face to face interview. Transportation is provided free of charge to applicants for face-to-face interviews

STS CERTIFICATION PROCESS cont.

➤ Applicants are interviewed

➤ Based on medical documentation provided at the time of the interview, the applicant will be:
1. Approved
2. Denied
3. Granted certification presumptively (until additional medical documentation is submitted)

STS FACTS

*July 2017

Ridership Population	29,757
Weekday trips (average)	6,000
Weekend trips (average)	2,000
Fleet	382
Average Annual Trips Provided	1.6 million
STS Fare per trip	$3.50
Cost per Trip	Ambulatory $24.53 Wheelchair $35.48

Department of Transportation & Public Works

TRANSPORTATION DISADVANTAGED PROGRAM

MIAMI-DADE
COUNTY

STS VEHICLES

Fleet:* as of July 2017

➢192 - Sedans
➢7 - Mini vans
➢5 - 12 Passengers vans
➢63 – 15 Passenger vans
➢3 - Mini Bus
➢112 – Lift vans

STS SERVICE AREA AND HOURS

The STS program service area match the DTPW fixed route transportation system (bus and rail) and includes most urbanized Miami-Dade County areas. This includes transfer points to Broward and Monroe Counties.

Contract Service hours are seven (7) days a week, twenty four (24) hours a day

OUTREACH

- STS Monthly Riders Meetings

- Commission on Disability Issues of Miami-Dade (CODI)

- Social Worker Network

- Dialysis Centers / Adult Living Facilitates

- Direct contact with agencies that provide service to people
  with disabilities

DTPW Contacts:

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Department of Transportation & Public Works

TRANSPORTATION DISADVANTAGED PROGRAM

MIAMI-DADE
COUNTY

Questions

Department of Transportation & Public Works

TRANSPORTATION DISADVANTAGED PROGRAM

MIAMI-DADE
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