

THE CITY OF CORAL GABLES



The City Beautiful

OFFICE OF CITY COMMISSIONER

CITY HALL 405 BILTMORE WAY
CORAL GABLES, FLORIDA 33134

Alice Bravo, Director of Transportation & Public Works
Overtown Transit Village North
701 NW 1st Court
Miami, FL 33136

December 14, 2018

Dear Ms. Alice Bravo:

As a Miami Dade County resident, TPO Board Member, and representative for the residents of Coral Gables, I would like to bring the following issue to your attention.

Recently, a resident and employee of the City of Coral Gables named Carlos Oliver came to visit me during my open office hours to discuss an issue he has claimed to have been experiencing since summer 2018. Mr. Oliver is disabled and relies on Special Transportation Services (STS) as his primary form of transportation.

During our meeting, Mr. Oliver explained a series of incidents in which STS services had longer than usual wait times. Many of his co-workers in the City of Coral Gables can attest to Mr. Oliver's delayed pick-ups in addition to multiple acquaintances of his who share similar experiences with STS.

The most recent incident occurred on November 26, 2018 where he experienced over a 2.5 hour wait time. According to the informational materials listed on the Miami Dade County website, STS fees are \$3.50 each way and it is the rider's responsibility to wait up to 30 minutes. My primary concern with this issue is that Mr. Oliver is a Miami-Dade tax payer who not only pays taxes but also pays the fees set by STS services which equates to an average of \$2,100 a year. In addition, Mr. Oliver uses a wheelchair and long wait times make him vulnerable to Miami's unpredictable weather conditions.

I write you this letter because I firmly believe that public transportation should always be safe and reliable to all residents, especially when it is the primary form of transportation of those who cannot operate a vehicle due to a disability. I have high hopes that in the future we plan a better transportation network to improve the level of service to individuals with disabilities and we should incorporate such a vision in the SMART plan, which has failed to be implemented due to lack of leadership.

In Mr. Oliver's case it appears that STS services are not meeting the standards of Miami-Dade County and is not serving its citizens to its fullest potential. I request for Miami Dade County to investigate this issue and commit its resources to address this matter.

Regards,

Vince Lago, Vice Mayor

CC: County Mayor Carlos Gimenez and County Commission
Chairman Esteban Bovo and TPO Board Members