



CITY OF DORAL

Office of the City Manager

Letter to Council

LTC No.: 007-2024

To: The Honorable Mayor and Members of the City Council

From: Kathie Brooks, Interim City Manager

Date: April 11, 2024

Subject: **City of Doral Senior On-Demand Transit Six-Month Pilot Program with Freebee Update**

The purpose of this Letter to Council (LTC) is to provide the Mayor and City Councilmembers with information on the implementation process and launch date of the Senior On-Demand Transit Pilot Program with Freebee.

Background

The Public Works Department (PWD) is continuously looking for ways to improve services, efficiency and proactiveness, to provide the best possible level of service to the community.

On the March 13, 2024 Council Meeting, the Mayor and Councilmembers adopted Resolution 24-53 (approved 5-0) authorizing the City Manager to enter into a six-month service agreement with Freebee for the establishment of a first-last mile, door to door on-demand transit service pilot program for senior citizens. The Program was scheduled to commence on April 1, 2024, via two (2) Tesla Model X vehicles.

On March 27, 2024, Freebee recommended to the City to commence the Senior On-Demand Pilot Program to begin on April 15, 2024 to allow the PWD, with the assistance of Freebee, provide workshops to the senior community to educate them on the program and explain how

the registration process will be for each individual. This Public outreach process will take about two (2) weeks.

The PWD will host a public workshop on Thursdays, April 11, 2024, at the Government Center first floor multipurpose room from 4:00 PM to 6:00 PM, and on Friday, April 12, 2024, at the Government Center third floor training room from 9:00 AM to 11:00 AM. In addition, a workshop for the Silver Club members will be held during the Silver Club Bingo Night on Friday, April 12, 2024, from 4:30 PM – 6:00 PM. The Public Affairs Department has assisted in creating event flyers that will be posted on all the City's Social Media platforms.

As for the eligibility verification, Freebee advised that residents will be able to call the Freebee dispatch line to create a profile for this program. Freebee team will collect their name, date of birth, email address, and phone number. The Freebee dispatch team will communicate to the passengers that they will need to provide a valid ID upon pick up on their first ride request. Once verified, the riders will no longer need to show their ID moving forward. During the public workshops, Freebee staff will begin the registration process for those Seniors present to confirm information and be verified.

For the length of the program, the Seniors will have the option of requesting the rides through the application or the call-in dispatch. The program is proposed to operate Monday through Thursday from 8:00 AM to 3:00 PM and Fridays from 8:00 AM to 8:00 PM for Seniors 65+.

The PWD has coordinated with the City Police Chief to have the two (2) Tesla vehicles stationed at the Doral Police Training and Community Center where the City has three (3) charging stations. For this program, two (2) of the three (3) EV charging stations will be reserved for Freebee with "Reserve Freebee" parking signs on the fence. PWD will be installing another sign on the fence adjacent to the third parking spot labeling the charger and parking spot as open to the public.

If you have any questions on this matter, please do not hesitate to contact the City Manager's Office or Rita Carbonell, Assistant Public Works Director.

c: Carlos Arroyo, Public Works Director
Rita Carbonell, Assistant Public Works Director
Edna Sibila, Transportation Manager