



DANIELLA LEVINE CAVA
MAYOR
MIAMI-DADE COUNTY

May 19, 2023
Paul Bloom
Chief Operating Officer
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Ensuring all residents and visitors can access County services including our public transit system is a top priority for my administration and a core obligation to our community. I share the public's profound and growing frustration about the significant challenges with elevator and escalator outages at transit stations – which have made parts of our transit system entirely inaccessible to riders with limited mobility.

Public trust in our services – and in our commitment to address deficiencies with County facilities swiftly – is paramount. For the last several months Miami-Dade County has sought answers from Schindler Group and an action plan to restore accessibility at our transit stations, but unfortunately the extended down times remain an ongoing problem. This failure to provide equal access to all riders is unacceptable and requires immediate solutions.

It's particularly critical that we address the continued outages at stations where both the elevator and escalator are out of service, providing no alternative to riders who are unable to take the stairs.

Following our latest meeting this week, please find a summary of staff's concerns and several immediate next steps.

Summary of concerns

The Schindler Group currently holds two maintenance contracts for conveyance systems with Miami-Dade County including 143 units in Department of Transportation and Public Works (DTPW) facilities. While the majority of the units are included in the legacy contract with the Schindler Group, 27 units (15 elevators and 12 escalators) were assumed under emergency contract E10230 on June 10, 2022. It is worth noting that at the time of emergency contract execution, only two units were suffering major outages (Eleventh Street Station and Fifth Street Station). When the contract was assumed, Schindler conducted an assessment of all units resulting in proposals for these two units which were reviewed and executed by DTPW in an expedited manner. Since approval of these proposals, the department has approved numerous proposal for these two units. To date, both units are still inoperable and the schedule has been delayed several times. Further, units at the Financial District Station, School Board Station, and Adrienne Arsht Center Station became inoperable in Fall 2022 while Schindler was responsible for the units under the emergency contract.

There are growing concerns with the extended outages at various sites and in particular about the failures of multiple conveyances at vulnerable sites that have left impaired patrons with no access on or off the platform.

Currently, Schindler is holding the system at approximately 95.5% in-service; however, both contracts held by Schindler require availability of no less than 98% for each escalator, and 99% for each elevator on a monthly basis. The current in-service percentages required in the contract are not being met at this time. County staff has identified the following sites as the most vulnerable throughout the system due to lack of redundancy in conveyance units:

- Adrienne Arsht Center Station – Escalator inoperable for 217 days
- School Board Station – Escalator inoperable for 204 days
- Financial District Station – Escalator out for 199 days
- Eleventh Street Station – Escalator inoperable for 384 days
- Fifth Street Station – Elevator inoperable for 365 days

There should not be any period of time when both elevator and escalators are inoperable for an extended period at a single transit station. To address these delays and ensure that all transit patrons can access our facilities, we are requesting Schindler adhere to the following responsiveness and performance standards for transit conveyance systems and immediately take the following actions:

- All major outstanding repairs for units currently out of service that can be repaired must be completed within 30 days, and moving forward, any other units that become inoperable should be repaired within 30 days
- Minor repairs must be completed within one hour of formal notification from DTPW
- Schindler should provide daily communication with DTPW staff to provide scheduled dates for website updates and deployment of station signage
- Schindler should have representation at daily check-in calls with the Mayor's office to provide updates on current health of the system and ongoing repairs
- Any changes or delays to repair schedules must be communicated to DTPW immediately so that we can adjust and inform the public. Shifting repair timelines have remained a challenge and erode public trust in our commitment to rectify these issues, and staff is looking to pursue damages as stipulated into our contract based on delays to the projected repair schedules.

Further, I have directed staff to evaluate and present all options for my consideration to ensure the units that can no longer be fixed are replaced expeditiously. These options include but not limited to allowing Schindler to replace these units or contract with other elevator service providers on an emergency basis. Our main consideration for this work is the speed with which these providers can replace the units.

Additionally, I have directed our staff to assess conditions of stations and determine what repairs and enhancements are needed from an infrastructure perspective. South Florida weather means the units in these stations are subject to harsh conditions and deteriorate faster than those installed inside buildings, and I have asked staff to explore all possible options for repairs and hardening of these facilities – including seeking state and federal funding – to make improvements and retrofits where needed in order to enhance the lifespan of our conveyances moving forward.

Finally, we are also exploring options to enhance our current efforts to provide alternatives to riders with limited mobility unable to access certain stations, including expediting roll-out of the GoConnect system to provide more seamless on-demand transportation.

We appreciate your swift attention to the concerns in this letter as we work together to do everything possible to restore public access to our transit facilities.

Sincerely,



Daniella Levine Cava

Mayor

c: Jimmy L. Morales, Chief Operations Officer, Office of the Mayor
Office of the Mayor Senior Staff
Eulois Cleckley, Director and CEO, DTPW
Namita Uppal, Director, Strategic Procurement Department
Alex Muñoz, Director, Internal Services Department
Josiel Ferrer-Diaz, P.E., Deputy Director & Chief Operations and Maintenance Officer, DTPW