



10/28/2025

To Whom It May Concern:

On behalf of the **City of Coral Springs**, I am pleased to provide this letter of recommendation recognizing the **outstanding service provided by ProKel Mobility** in the operation of our **Community Shuttle Bus Program**.

ProKel assumed responsibility for our Green and Blue Bus routes, which had previously faced workforce shortages, missed trips, and declining reliability. From the outset, **ProKel delivered stability, professionalism, and a renewed sense of confidence** in our system. Their ability to **quickly build a reliable local workforce**, implement operational enhancements, and engage directly with our community has transformed the Coral Springs shuttle network into one of the **most efficient and rider-focused systems in the region**.

Equally important, ProKel has maintained an **above-average on-time performance record**, ensuring dependable and safe service that our riders can count on. The company upholds an **excellent safety record**, with full compliance with **FDOT and Florida Administrative Code Chapter 14-90**, reflecting their commitment to the highest standards of operational safety and regulatory responsibility. In addition, ProKel's **maintenance program** has proven exemplary, demonstrating great care for the City's assets—protecting public investment, extending vehicle life, and minimizing service interruptions.

Most recently, **ProKel upgraded and modernized our system** by introducing the **RideKel App**, which allows passengers to view buses live in real time and plan trips throughout the county. The app integrates **Broward County Transit routes**, helping riders seamlessly connect between the City's shuttle network and regional transit options. **ProKel's RideKel App and Trip-Planning Software** represent a **state-of-the-art mobility platform**—the first of its kind in Broward County—showcasing all transportation modes in the region that connect with our shuttle services. This innovation has positioned **Coral Springs as one of the most technologically advanced municipal transit programs in the county**.

ProKel Mobility consistently delivers exceptional service to our passengers, and their program managers are always responsive and accessible. Moreover, the company's leadership team—including regional directors and vice presidents—remain personally engaged, **frequently visiting Coral Springs to ensure operational excellence and community satisfaction**.

Based on the quality of service and performance demonstrated, the **City of Coral Springs proudly and confidently recommends ProKel Mobility** to provide transportation services for any transit agency or municipality seeking a **professional, community-driven, and technologically forward partner**.

Sincerely,

Jay Walsh, CPRP | Employee Services Manager | City of Coral Springs