



To whom it may concern:

I am pleased to provide this letter of reference for **ProKel**, our trusted ADA shuttle provider, for all major events at **Hard Rock Stadium**. Over the years, ProKel has consistently demonstrated exceptional reliability, professionalism, and dedication to service.

ProKel plays a vital role in ensuring accessible transportation for guests attending a wide range of events, including:

- **Miami Dolphins Football**
- **University of Miami Football**
- **Miami Open Tennis**
- **Formula 1 Miami Grand Prix**
- **Concerts and international soccer matches**
- **FIFA Club World Cup**

Their team is thoroughly trained on all shuttle routes and event logistics, ensuring smooth and efficient operations even during high-traffic, high-attendance events. They are proactive in communication, responsive to last-minute changes, and always prioritize the safety and comfort of our guests with disabilities.

We value ProKel as a key partner in our commitment to accessibility and guest experience. I highly recommend their services to any organization seeking a dependable and professional ADA transportation provider.

Sincerely,

A handwritten signature in blue ink, appearing to read "Merrell Higer".

Merrell Higer
Miami Dolphins



Senior Director, Parking
Hard Rock Stadium
347 Don Shula Drive
Miami Gardens, FL 33056
P: (305) 943-6690