



City of North Miami Beach, Florida

OFFICE OF THE CITY MANAGER

Wednesday, September 30, 2025

To Whom It May Concern:

On behalf of the City of North Miami Beach, I am pleased to provide this letter of recommendation recognizing the excellent service provided by ProKel Mobility in the operation of our community trolley system.

Since assuming operations in 2020, ProKel has consistently elevated the quality and reliability of our bus shuttle trolley network. They have brought a forward-thinking approach to operations, combining strong day-to-day management with innovative service enhancements that reflect our community's needs. ProKel's commitment to rider experience, safety, and customer care has been evident in every aspect of their work.

Most recently, ProKel has partnered with the City to introduce a series of high-level improvements designed to modernize our system and strengthen regional mobility. These enhancements include the introduction of a modernized fleet, the thoughtful transition of low-demand service areas to more flexible on-demand service zones, and the integration of our trolley system with surrounding regional transit providers, including Miami-Dade Transit and Tri-Rail, through an all-in-one rider app. In addition, ProKel has conducted extensive community outreach—meeting riders where they are with multilingual education campaigns and workshops to ensure every resident remains connected.

These initiatives, coupled with ProKel's proven operational expertise, have positioned North Miami Beach as a leader in innovative municipal transit. Riders now enjoy more consistent service, seamless connectivity with Miami-Dade Transit and Tri-Rail, and improved access to safe, sustainable, and user-friendly transportation options. The City of North Miami Beach is proud to call ProKel Mobility a trusted partner. Their dedication, professionalism, and ability to deliver beyond expectations make them uniquely qualified to operate and enhance community-based transit systems.

Sincerely,

Frandley DeFilie, Ph.D.
City of North Miami Beach
Office of the City Manager
Senior Management Analyst