



**SOUTH FLORIDA
REGIONAL
TRANSPORTATION
AUTHORITY**

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September 30, 2025

To Whom It May Concern:

It is my privilege to provide this letter of recommendation on behalf of the South Florida Regional Transportation Authority (SFRTA), recognizing the outstanding work of ProKel Mobility in the operation of our Tri-Rail Commuter Bus services.

As the agency responsible for the Tri-Rail commuter rail system serving Miami-Dade, Broward, and Palm Beach counties, SFRTA relies on strategic operating partners to ensure seamless, safe, and efficient first- and last-mile connectivity for our riders. ProKel has been a critical partner in this mission, most notably through their management of the Fort Lauderdale-Hollywood International Airport (FLL) shuttle connection and related commuter bus services.

Since assuming these responsibilities, ProKel has consistently demonstrated exceptional reliability, responsiveness, and innovation. They have maintained superior on-time performance, upheld rigorous safety and maintenance standards, and ensured a high-quality rider experience. Just as importantly, they have proven to be flexible and proactive—working collaboratively with SFRTA staff to address operational challenges, adjust service to evolving rider needs, and go above and beyond the requirements of their contract.

Through their efforts, ProKel has enhanced regional connectivity by making it easier for thousands of South Florida residents, commuters, and visitors to access Tri-Rail services. Their ability to align operations with SFRTA's broader multimodal transit objectives has directly contributed to improved customer satisfaction, increased ridership, and stronger community confidence in our services.

In every respect, ProKel has proven to be a trusted, results-driven operator that shares our commitment to safe, efficient, and customer-focused public transportation. I have no hesitation in recommending ProKel Mobility as a highly capable and dependable service provider for any transit operation.

Sincerely,

David W. Dech
Executive Director