BROWARD COUNTY Transit CONNECTED

2019-2028
Transit Development Plan

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1 Introduction

The Broward County Board of County Commissioners (BOCC) provides a public transportation program through Broward County Transit (BCT) that includes 35 fixed-bus routes, 3 limited-stop routes, 6 express routes, community shuttles serving 19 of Broward's municipalities, and an advanced reservation paratransit service (called TOPS) within its service area. BCT improves the quality of life for Broward County residents and visitors by offering services in a cost-efficient and readily-accessible manner while delivering an intermodal means of travel.

This study was initiated by Broward County to update BCT's Transit Development Plan (TDP) for the 10-year period including Fiscal Years (FY) 2019–2028. This TDP represents BCT's vision for public transportation in its service area during this time period and, at the same time, functions as the strategic guide for public transportation in the community. A major TDP update also allows transit agencies to outline actions to be taken in the following year and to set goals for subsequent years. As a strategic plan, the TDP will identify needs in an unconstrained fashion and for which currently there is no funding.

The most recent 10-year TDP major update for BCT, branded *BCT Connected*, was adopted in September 2013 for FYs 2014–2023. This current major update continues the *BCT Connected* brand and is due to the Florida Department of Transportation (FDOT) by September 1, 2018.

1.1 Objectives of the Plan

The main purpose of this effort is to update the TDP to guide BCT services over the next 10 years, as currently required by State law. Upon completion, this TDP will result in a 10-year plan for transit and mobility needs, cost and revenue projections, and community transit goals, objectives, and policies.

TDP Requirements

Current TDP requirements were adopted by FDOT on February 20, 2007. Major requirements of the rule include the following:

- Major updates must be completed every 5 years, covering a 10-year planning horizon.
- A Public Involvement Plan must be developed and approved by FDOT or be consistent with the approved MPO public involvement plan.
- FDOT, the Regional Workforce Development Board, and the Broward Metropolitan Planning Organization (MPO) must be advised of all public meetings at which the TDP is presented and discussed, and these entities must be given the opportunity to review and comment on the TDP during the development of the mission, goals, objectives, alternatives, and 10-year implementation program.
- Estimation of the community's demand for transit service (10-year annual projections) must use the planning tools provided by FDOT or a demand estimation technique approved by FDOT.

1.2 Organization of Report

The report is broken into nine sections, including this one. Detailed supporting documentation is provided in appendices.

Section 2, Public Involvement Plan presents the Public Involvement Plan prepared for this TDP.

Section 3, Baseline Conditions, analyzes demographic data for BCT's service area. It includes a physical description of the service area, a population profile, and demographic and socioeconomic profiles to assist in the TDP development.

Section 4, **Public Involvement Summary**, presents the results of the public involvement activities conducted during the course of this TDP update.

Section 5, Evaluation of Existing Transit System, presents a profile of BCT's existing services, examines changes to BCT's operating statistics over time, and compares those statistics to other transit systems.

Section 6, **Situation Appraisal**, examines the environment in which BCT operates and discusses potential implications for BCT. Some elements of the situation appraisal are forthcoming in a future version of this document.

Section 7, **Goals and Objectives**, upon completion, will present the goals, objectives, and measures for BCT.

Section 8, **Implementation and Financial Plan**, will present two plans: the Status Quo Plan, which maintains current service levels based on available funding from existing sources, and the Vision Plan, which improves the transit system to better meet the needs of the community and reflects the vision for future transit services as confirmed through this TDP process. For each plan, the proposed service improvements and capital projects are presented, followed by the financial plan to support funding of the identified improvements. Each plan is presented first in a 10-year timeframe, consistent with the planning horizon for this TDP, followed by a 30-year timeframe, which reflects the entirety of the Vision Plan and transit improvements therein.

2 Public Involvement Plan

This section introduces the Public Involvement Plan (PIP) prepared for BCT's FY 2019–2028 TDP. The PIP details the public involvement objectives for the TDP and the variety of public involvement activities to be conducted during the plan update. Outreach for this TDP will involve two distinct groups: stakeholders and the general public. Stakeholders typically are more invested in transit issues, represent a larger organization or interest group, and are viewed as having (or represent a group with) a particular stake in the decisions made with regard to transit in Broward County. Outreach to the general public, including current BCT riders and non-riders, ensures that there is opportunity for everyone to participate in shaping transit decisions in Broward County. BCT also will ensure meaningful participation of minority, low-income, and Limited English Proficiency (LEP) populations. The final PIP can be found in Appendix A. The PIP was approved by FDOT per the compliance letter to BCT dated July 2, 2018. A copy of the compliance letter is also provided in Appendix A.

2.1 Public Involvement Objectives

The public involvement objectives for the FY 2019-2028 TDP, as detailed in the PIP, include the following:

- To develop a multi-faceted communication model that will keep the general public and all stakeholder groups informed about the status of the project.
- To clearly define the TDP purpose and objectives early in the process.
- To identify and document the concerns, issues, and needs of key stakeholders.
- To provide stakeholders with baseline information about the current state of BCT and keep them fully informed throughout the study.
- To encourage participation by all stakeholder groups within the study area while paying special attention to underserved communities.
- To use established community infrastructure (i.e., farmer's markets, shopping centers, and sports arenas) as an opportunity to engage the community and obtain community input.
- To provide frequent opportunities and a consistent access point for community input.
- To identify tools to gather information from stakeholders who cannot participate in meetings, such as via email, questionnaires, telephone surveys, Facebook, Twitter, other social networking tools, etc.
- To respond to community questions and comments when requested and contact information is provided.

2.2 Public Involvement Results

A summary of the public involvement activities conducted during the *Broward Connected* 2019-2028 TDP are summarized in Section 4.

3 Baseline Conditions

This section summarizes existing conditions and demographic characteristics within BCT's service area. Baseline conditions establish the context for the delivery of transit services in Broward County and provide background information needed to understand BCT's operating environment. A service area description, demographic characteristics, land use information, commuting patterns, and roadway conditions are presented. Information and data reflect the most recent information available at the time of preparation of this plan.

3.1 Service Area Description

Broward County is located in southeast Florida and is bordered to the north by Palm Beach County, to the south by Miami-Dade County, and to the west by Collier County and Hendry County. Fort Lauderdale is the largest city in Broward County, with 175,153 residents per 2016 American Community Survey (ACS) estimates, and is the County seat. Other cities with a population greater than 125,000 in 2016 include Coral Springs, Miramar, Hollywood, and Pembroke Pines. Generally, the western portions of the urbanized county consist of single-family residential and commercial uses along major arterials, and the eastern portions are characterized by the barrier island beaches and higher-density downtown areas or urban cores. About two-thirds of Broward County is conservation area, including the Everglades National Park and Big Cypress National Preserve. BCT service operates in the remaining one-third of the county that consists of the urbanized area. Nearly all (99%) of the population in Broward County resides in its 31 cities.

Map 3-1 presents a physical representation of the county and its cities. To better understand the study area conditions and demographic characteristics of Broward County, a review of pertinent information was conducted as part of the TDP update process. The primary sources for this information include the U.S. Census Bureau, ACS, University of Florida's Bureau of Economic and Business Research (BEBR), the Broward County MPO, FDOT, and BCT.

Map 3-1: Study Area
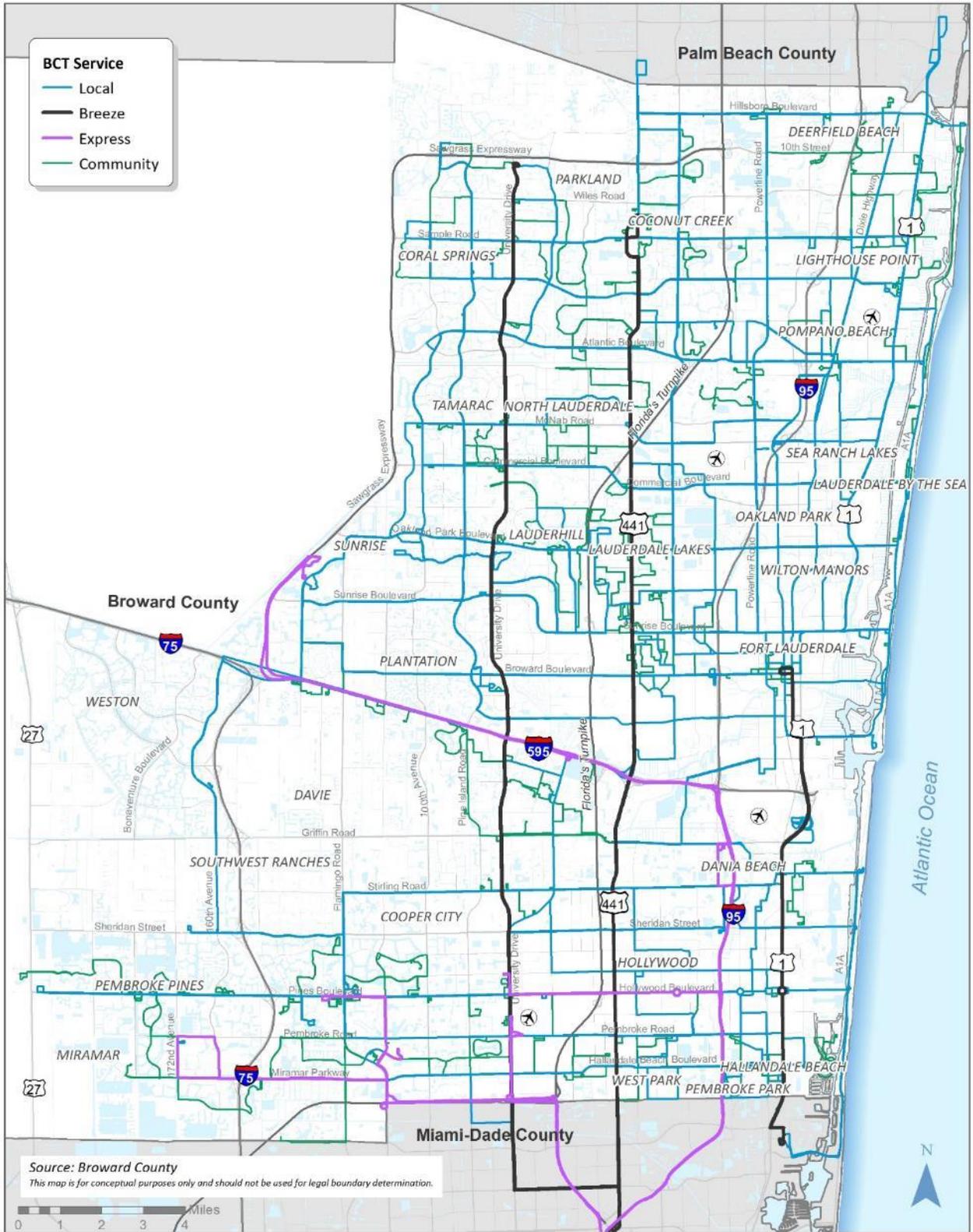
3.2 Population Profile

Population information from the U.S. Census and ACS was used to develop a population profile for the study area. Table 3-1 shows the population levels for Broward County and Florida. Data from the decennial Census and ACS show that the population of Broward County increased from 1.62 million in 2000 to 1.86 million in 2016, a growth of 14.8% over the 16-year period. Growth has remained fairly steady throughout the course of the last 16 years; however, Broward County's population growth during this period was slightly lower the population growth of Florida as a whole. A similar trend is true for growth in the number of households and the number of workers.

Table 3-1: Broward County Population Characteristics

Population Data	2000		2010		2016		% Change (2000–2016)	
	Broward County	Florida	Broward County	Florida	Broward County	Florida	Broward County	Florida
Persons	1,623,018	15,982,824	1,748,066	18,801,310	1,863,780	19,934,451	14.83%	24.72%
Households	654,445	6,337,929	686,047	7,420,802	672,988	7,393,262	2.83%	16.65%
Number of Workers (employed)	758,939	7,221,000	850,849	8,159,000	998,509	9,607,508	31.57%	33.05%
Land Area (sq. mi.)	1,205.40	53,926.82	1,209.79	53,624.76	1,209.79	53,624.76	0.36%	-0.56%
Persons per Household	2.48	2.52	2.55	2.53	2.77	2.70	11.67%	6.92%
Workers per Household	1.16	1.14	1.24	1.10	1.48	1.30	27.94%	14.06%
Persons per Square Mile*	1,346.46	296.38	1,444.93	350.61	1,540.58	371.74	14.42%	25.43%
Workers per Square Mile*	629.62	133.90	703.30	152.15	825.36	179.16	31.09%	33.80%

Source: U.S. Census Bureau, 2000 Census, 2010 Census, 2016 ACS 5-Year Estimates
*Calculated using land area in square miles

Table 3-2 shows growth in population, households, and employment in Broward County from 2000 to 2016. As shown, the growth rate of workers has doubled that of population during this period.

Table 3-2: Broward County Population Trends

Population Data	2000	2010	2016	% Change (2000–2010)	% Change (2010–2016)	% Change (2000–2016)
Persons	1,623,018	1,748,066	1,863,780	7.7%	6.62%	14.83%
Households	654,445	686,047	672,988	4.8%	-1.90%	2.83%
Number of Workers (employed)	758,939	850,849	998,509	12.1%	17.35%	31.57%

Source: U.S. Census Bureau, 2000 Census, 2010 Census, 2016 ACS 5-Year Estimates

Table 3-3 compares population and population density in Broward, Miami-Dade, and Palm Beach counties. Of the three, Broward County has the highest population density, at nearly 10% greater than Miami-Dade County.

Table 3-3: Regional Population and Density (2016)

Location	Population	Density* (Persons per Square Mile)
Broward County	1,863,780	1,540.58
Miami-Dade County	2,664,418	1,404.01
Palm Beach County	1,398,757	710.12

Source: U.S. Census Bureau, 2016 ACS 5-Year Estimates

*Calculated using the total land area for each county in square miles. All three counties have conservation areas where development is either limited or prohibited.

City and Town Population and Trends

Table 3-4 presents the population and population change between 2000 and 2016 for incorporated and unincorporated areas in Broward County. Lauderdale-by-the-Sea, Parkland, and Miramar experienced the highest rate of population growth between 2000 and 2016, at 148.7%, 104.9%, and 83.9% growth, respectively. It is important to note that Lauderdale-by-the-Sea made a significant multi-family property annexation during this time, which is partially responsible for its high growth. In 2009, Parkland experienced a substantial population growth when an area known as "The Wedge" was annexed.

Table 3-4: Broward County Population Trends for Cities, Towns, Villages, and Unincorporated Areas

Municipality	2000	2010	2017	% Change (2000–2017)
Coconut Creek	43,566	52,909	57,395	31.74%
Cooper City	27,939	28,547	33,758	20.83%
Coral Springs	117,549	121,096	127,381	8.36%
Dania Beach	20,061	29,639	31,473	56.89%
Davie	75,720	91,992	100,689	32.98%
Deerfield Beach	64,583	75,018	78,042	20.84%
Fort Lauderdale	152,397	165,521	179,063	17.50%
Hallandale Beach	34,282	37,113	38,746	13.02%
Hillsboro Beach	2,163	1,875	1,911	-11.65%
Hollywood	139,357	140,768	147,212	5.64%
Lauderdale-by-the-Sea	2,563	6,056	6,175	140.93%
Lauderdale Lakes	31,705	32,593	35,094	10.69%
Lauderhill	57,585	66,887	71,178	23.61%
Lazy Lake	38	24	26	-31.58%
Lighthouse Point	10,767	10,344	10,526	-2.24%
Margate	53,909	53,284	57,961	7.52%
Miramar	72,739	122,041	136,246	87.31%
North Lauderdale	32,264	41,023	44,408	37.64%
Oakland Park	30,966	41,363	44,409	43.41%
Parkland	13,835	23,962	31,476	127.51%
Pembroke Park	6,299	6,102	6,368	1.10%
Pembroke Pines	137,427	154,019	163,103	18.68%
Plantation	82,934	84,955	88,619	6.85%
Pompano Beach	78,191	99,845	109,441	39.97%
Sea Ranch Lakes	1,392	670	692	-50.29%
Southwest Ranches*	-	7,345	7,614	3.66%
Sunrise	85,779	84,439	91,865	7.09%
Tamarac	55,588	60,427	63,910	14.97%
Weston	49,286	65,333	66,609	35.15%
West Park*	-	14,156	14,912	5.34%
Wilton Manors	12,697	11,632	**12,662**	-0.28%
Incorporated	**1,493,581**	**1,730,978**	**1,858,964**	**24.46%**
Unincorporated	**129,437**	**16,357**	**15,006**	**-88.41%**
Total	**1,623,018**	**1,748,066**	**1,873,970**	**9.97%**

*Southwest Ranches and West Park were not incorporated in 2000; percent change reflects growth since 2010.
Note: Some increases or decreases in population are due to annexation.
Source: US Census Bureau, 2000 Census, 2010 Census, BEBR 2017 population estimates

Projected Population and Dwelling Unit Growth

The *2018 Florida Statistical Abstract*, prepared by BEBR at the University of Florida, indicates a population projection for Broward County of 2.05 million by 2025, 2.19 million by 2035 (17.1% growth), and 2.3 million by 2045 (22.6% growth). Table 3-5 provides population projections and estimated growth rate from 2017 through 2045.

Table 3-5: Population Estimates and Projections – Broward County

Estimates	Projections					
2017	2020	2025	2030	2035	2040	2045
1,873,970	1,943,800	2,045,800	2,126,900	2,193,900	2,249,300	2,298,200
% change from 2017	3.7%	9.2%	13.5%	17.1%	20.0%	22.6%

Source: 2018 BEBR Florida Statistical Abstract (medium population projections)

Map 3-2 shows population densities by Traffic Analysis Zone (TAZ) for 2019, and Map 3-3 shows population densities by TAZ for 2028. These maps were developed using 2017 Broward County population forecasts prepared for the Broward 2045 Metropolitan Transportation Plan (MTP). Based on the maps, the population is dispersed throughout the county but is particularly concentrated in the core areas of Fort Lauderdale, Lauderdale Lakes, Coral Springs, the barrier islands, along University Drive, and the US 441 corridor. The areas of highest growth are projected to occur in already urbanized areas, especially the areas surrounding the US 441 and US 1 corridors, the core area of Fort Lauderdale, and in various parts of Miramar. Non-residential areas with no population are shown in white.

A similar projection is forecasted for dwelling unit densities, and with notable areas exhibiting high levels of growth in the county along the east of I-95 and adjacent to the US 441 corridor. Maps 3-4 and 3-5 illustrate the forecasted dwelling unit densities for 2019 and 2028, respectively.

Map 3-2: Broward County Population Density (2019)
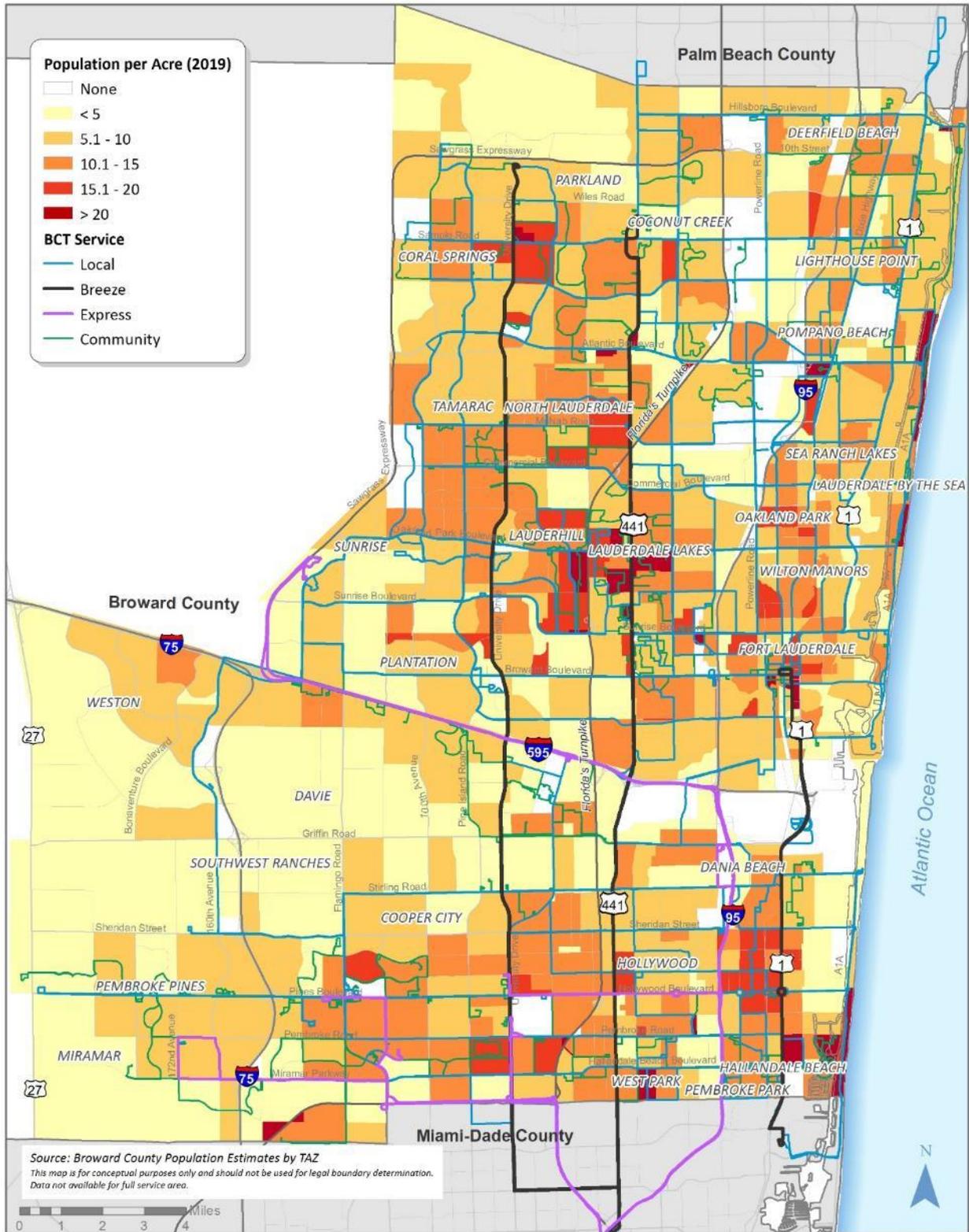
Map 3-3: Broward County Population Density (2028)
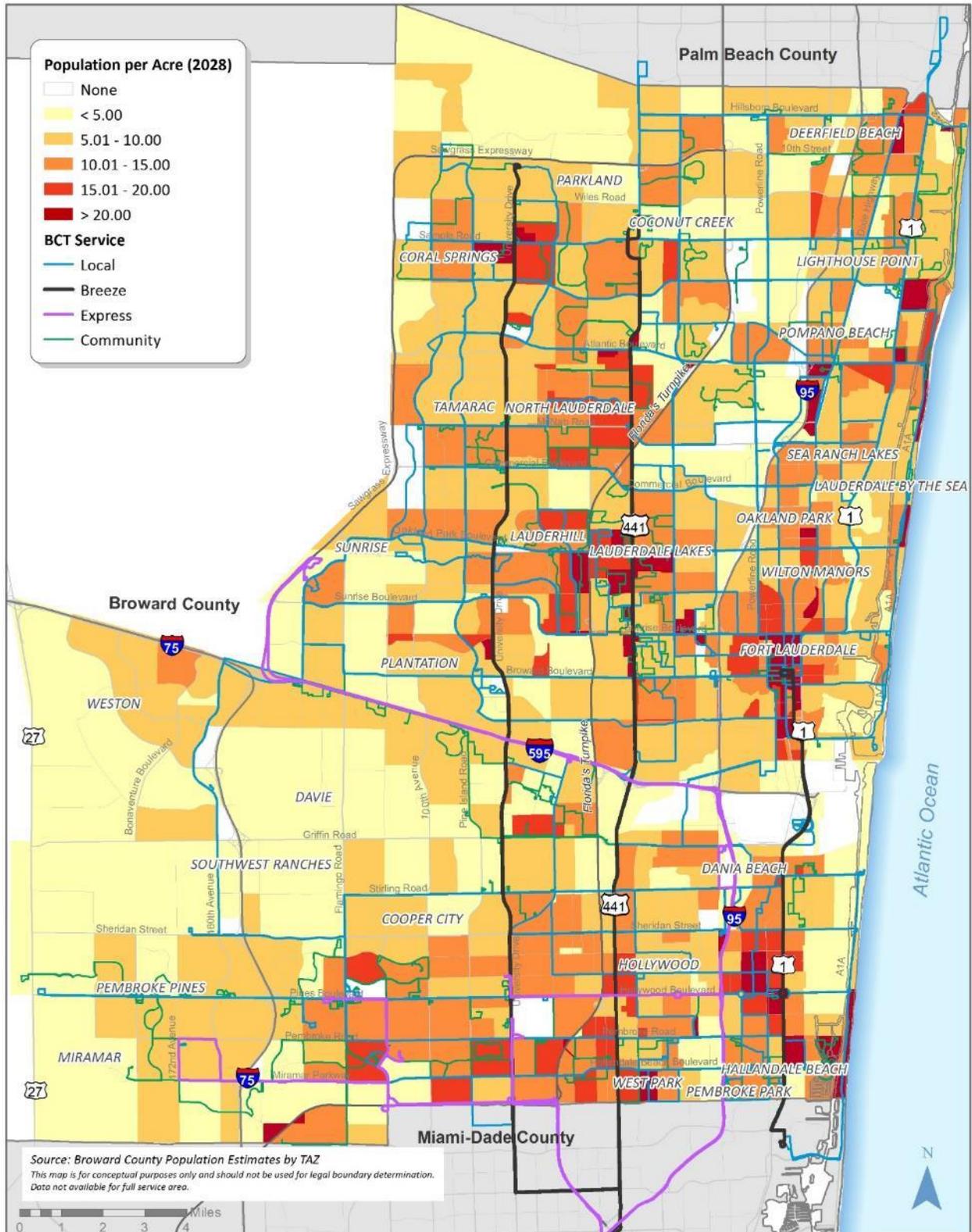
Map 3-4: Broward County Dwelling Unit Density (2019)

Map 3-5: Broward County Dwelling Unit Density (2028)

Source: Broward County Dwelling Unit Estimates by TAZ
This map is for conceptual purposes only and should not be used for legal boundary determination.
Data not available for full service area
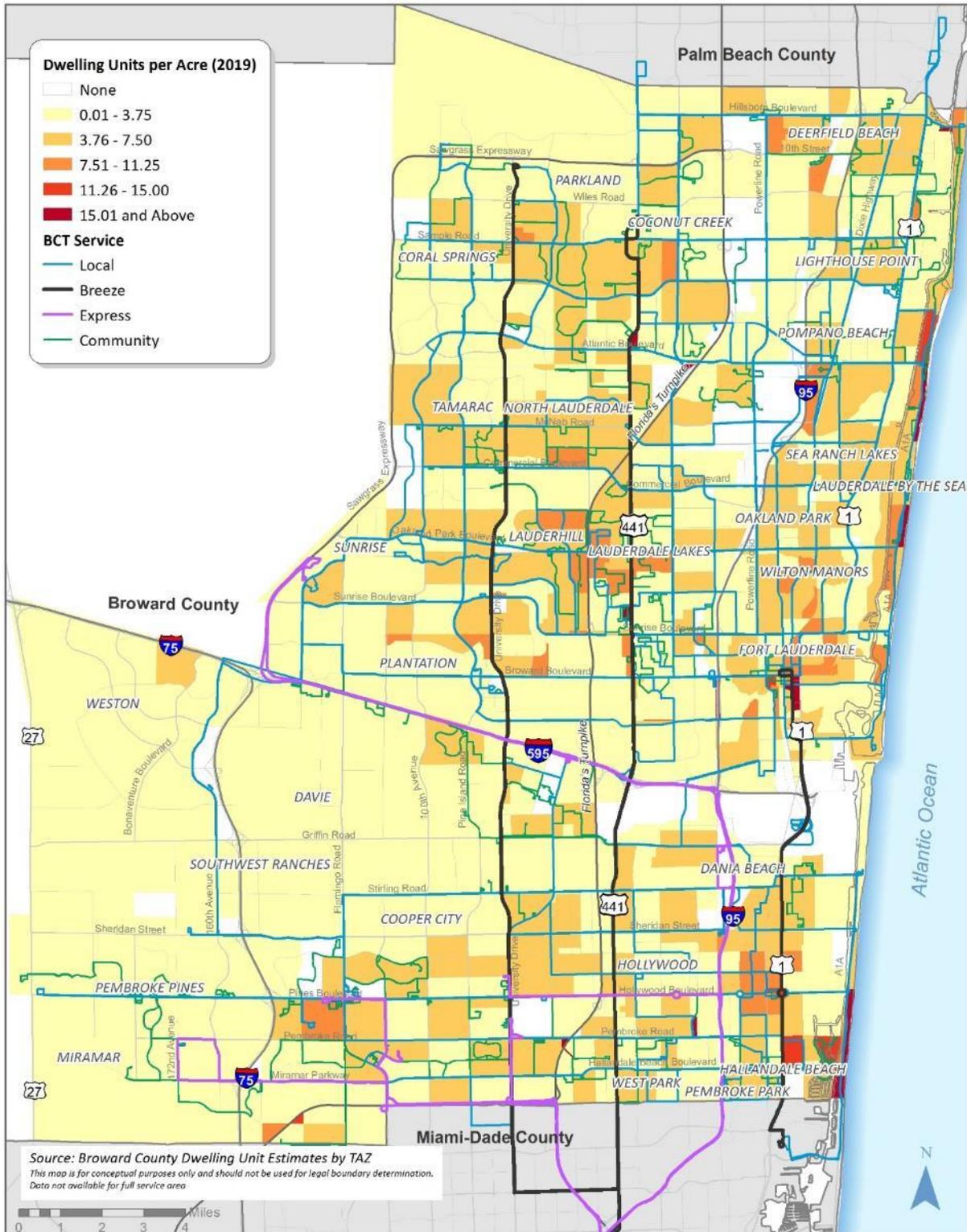
Demographic Profile

This section presents the demographic profile of the BCT service area, including tabular and graphical representations of common indicators for transit dependency, including minority and ethnic populations, youth and older adult populations, and low-income and zero-vehicle households.

Minority Population

Table 3-6 shows the total and percentage share of the minority and non-minority populations in Broward County and Florida. All racial and ethnic groups except non-Hispanic whites, are considered to be a part of the minority population, which includes individuals who may identify racially as white, but ethnically are Latino or Hispanic. As a result, Broward County is a majority-minority county, with a minority population of 61% of the total population, which is significantly higher than Florida's overall minority percentage of 44%. This information is represented geographically in Map 3-6, which shows 145 out of 362 census tracts as majority-minority. The highest concentrations of minority populations are in the south county around Pembroke Pines, in the north county around Lauderdale Lakes, and Pompano Beach.

Table 3-6: Broward County Minority Population

Location	Total Population	Minority Population	Non-Hispanic White Population
Broward	1,863,780	1,132,333	731,447
% of Total	100%	61%	39%
Florida	19,934,451	8,854,025	11,080,426
% of Total	100%	44%	56%

Source: 2016 ACS 5-Year Estimates

Map 3-6: Broward County Minority Population
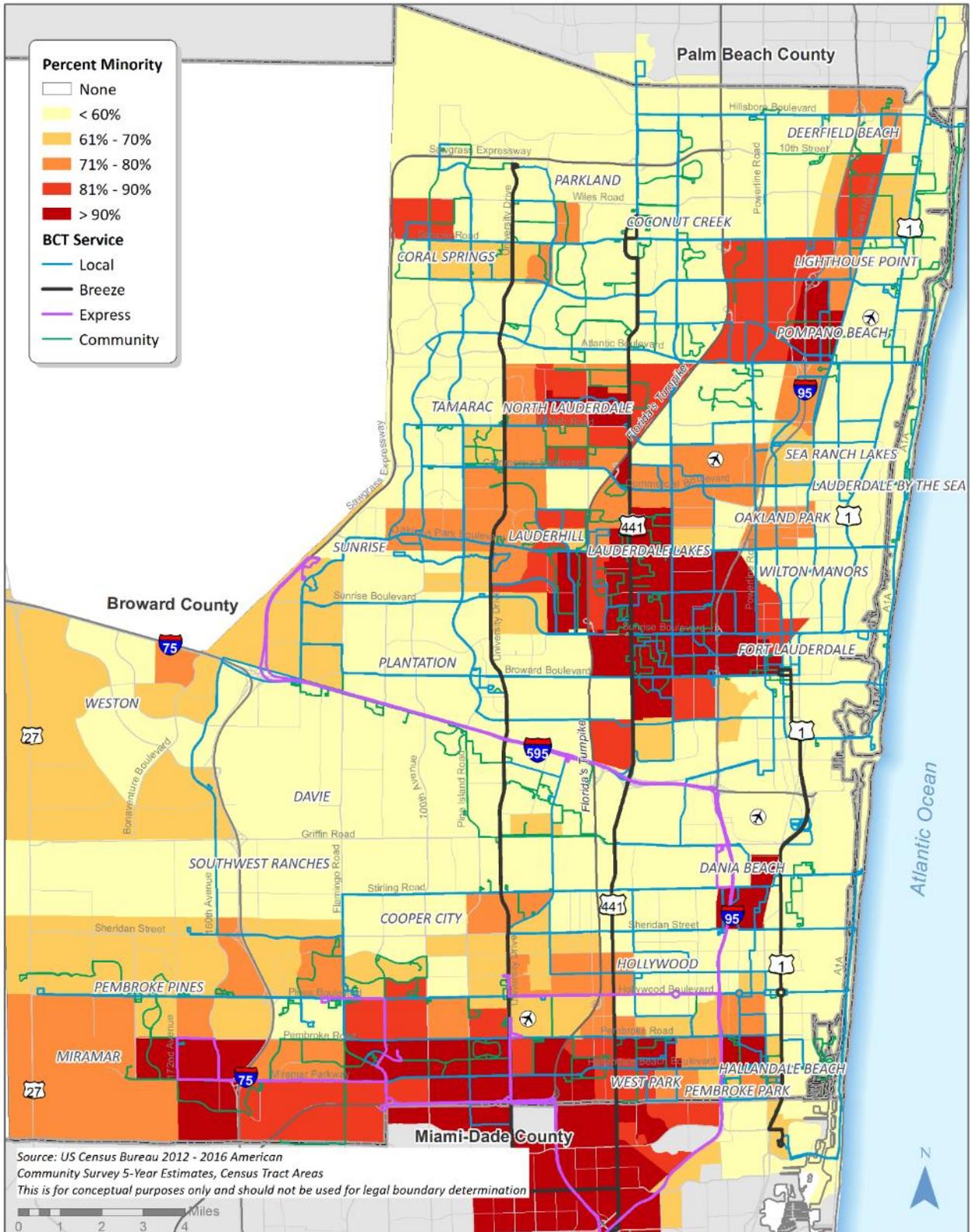
Age Distribution

In terms of age distribution, Broward County is largely reflective of the state, with a slightly larger percentage of youth and working-age adults between the ages of 25 and 64 than the statewide average. The county has a lower share of older adults, with 15.3% age 65 and older, compared to 19% across the state. Table 3-7 compares the 2016 age distribution of Broward County with Florida.

Table 3-7: Age Distribution in Broward County and Florida

Location	Total Population	Under 18 Years	18–24 Years	25–44 Years	45–64 Years	65+ Years
Broward	1,863,780	400,713	156,558	501,357	518,131	285,158
% of Total	100%	21.5%	8.4%	26.9%	27.8%	15.3%
Florida	19,934,451	4,066,628	1,774,166	4,963,678	5,302,564	3,787,546
% of Total	100%	20.4%	8.9%	24.9%	26.6%	19.0%

Source: 2016 ACS 5-Year Estimates

Trends in age distribution since 1990, as shown in Table 3-8, show a slight increase (0.7%) in the proportion of youth population (under age 18) and older working-age adults (age 45–64), with a 9.3% increase since 1990. At the same time, there have been declines in the number of younger adults (age 18–44) (5.3%) and the elderly (age 65+) (4.8%). This decline is a reversal of decades of the elderly constituting an increasing share of the county populations in South Florida. However, Broward is still the third largest county in terms of elderly population, despite ranked 49th in terms of the share of the elderly population to the county population. Maps 3-7 and 3-8 show the distribution of youth and older adults across the county. As indicated, youth under age 16 are concentrated around Dania Beach, Fort Lauderdale, and in the northwest part of the county. Conversely, older adults are largely concentrated along the coast, but also around Pembroke Pines, Tamarac, and Lauderhill.

Table 3-8: Broward County Age Trends, as Percentage of Total Population

Year	Under Age 18	Age 18–44	Age 45–64	Age 65+
1990	20.6%	40.2%	18.6%	20.7%
2000	23.6%	38.6%	21.7%	16.1%
2010	22.4%	35.6%	27.7%	14.3%
2016	21.3%	34.9%	27.9%	15.9%

Source: Bureau of Economic and Business Research, 2017

Map 3-7: Broward County Population under Age 16
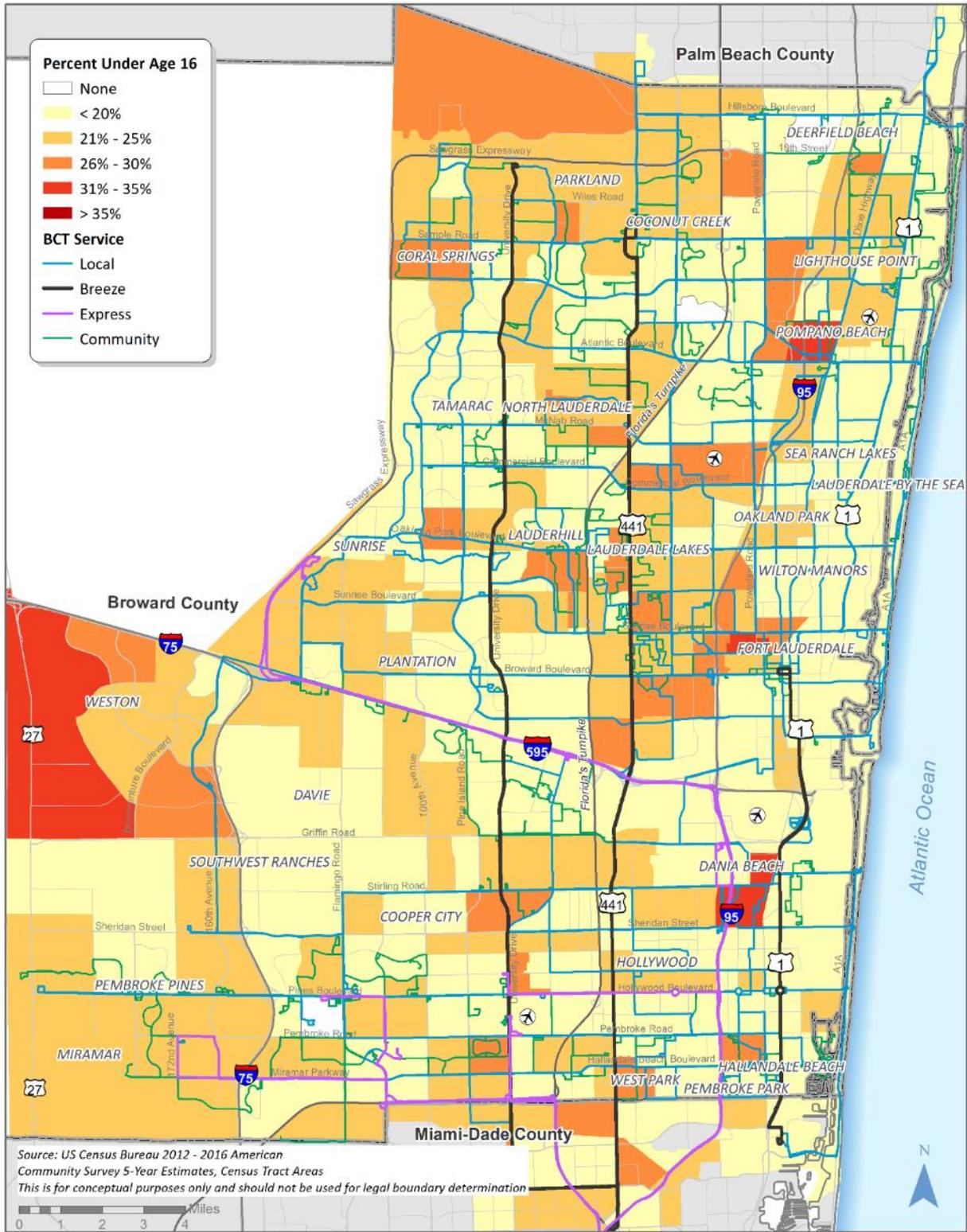
Map 3-8: Broward County Population over Age 60

Source: US Census Bureau 2012 - 2016 American
Community Survey 5-Year Estimates, Census Tract Areas
This is for conceptual purposes only and should not be used for legal boundary determination
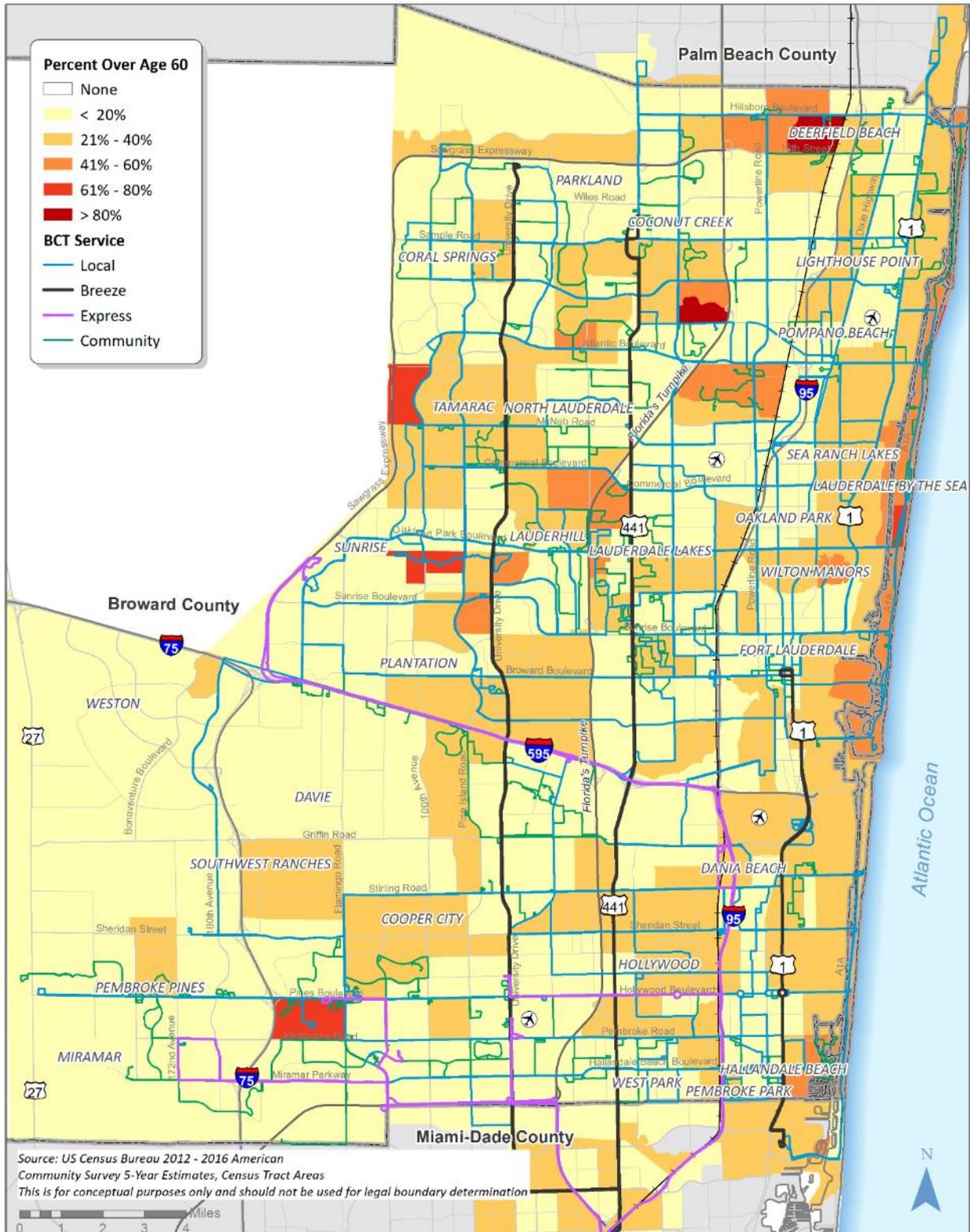
Income

Household income distribution in Broward County, shown in Table 3-9, is similar to Florida, with a slightly higher share of households earning $100,000 or more than the statewide average. This group constitutes one quarter of the households in the county. Conversely, nearly a quarter of county households earn less than $25,000. This figure alone, however, is insufficient to determine poverty as households vary in size. A household of two earning $20,000 a year would be considered to be above the Poverty Guideline (Federal Poverty Level), whereas a family of four would be well below the poverty guideline. The Census Bureau assesses poverty by comparing a household's income over a 12-month period to the poverty threshold (a monetary value) specific to the size of the household. The larger the household, the higher the threshold a household must meet to be considered above the defined poverty threshold.

Table 3-9: Household Income in Broward County and Florida

Location	Total Households	$0 – $9,999	$10,000 – $14,999	$15,000 – $24,999	$25,000 – $34,999	$35,000 – $49,999	$50,000 – $99,999	$100,000+
Broward	672,988	46,024	33,528	72,482	70,015	95,937	199,444	155,558
% of Total	100%	7%	5%	11%	10%	14%	30%	23%
Florida	7,393,262	556,637	398,394	869,520	838,036	1,102,789	2,182,923	1,444,963
% of Total	100%	8%	5%	12%	11%	15%	29%	20%

Source: 2016 ACS 5-Year Estimates

Map 3-9 illustrates concentrations of individuals in poverty throughout the county. High concentrations of poverty, defined by census tracts with greater than 21% of the resident population living in poverty, are located south of Fort Lauderdale-Hollywood International Airport, west of Fort Lauderdale, and along the I-95 corridor around Pompano Beach.

Map 3-9: Broward County Population in Poverty
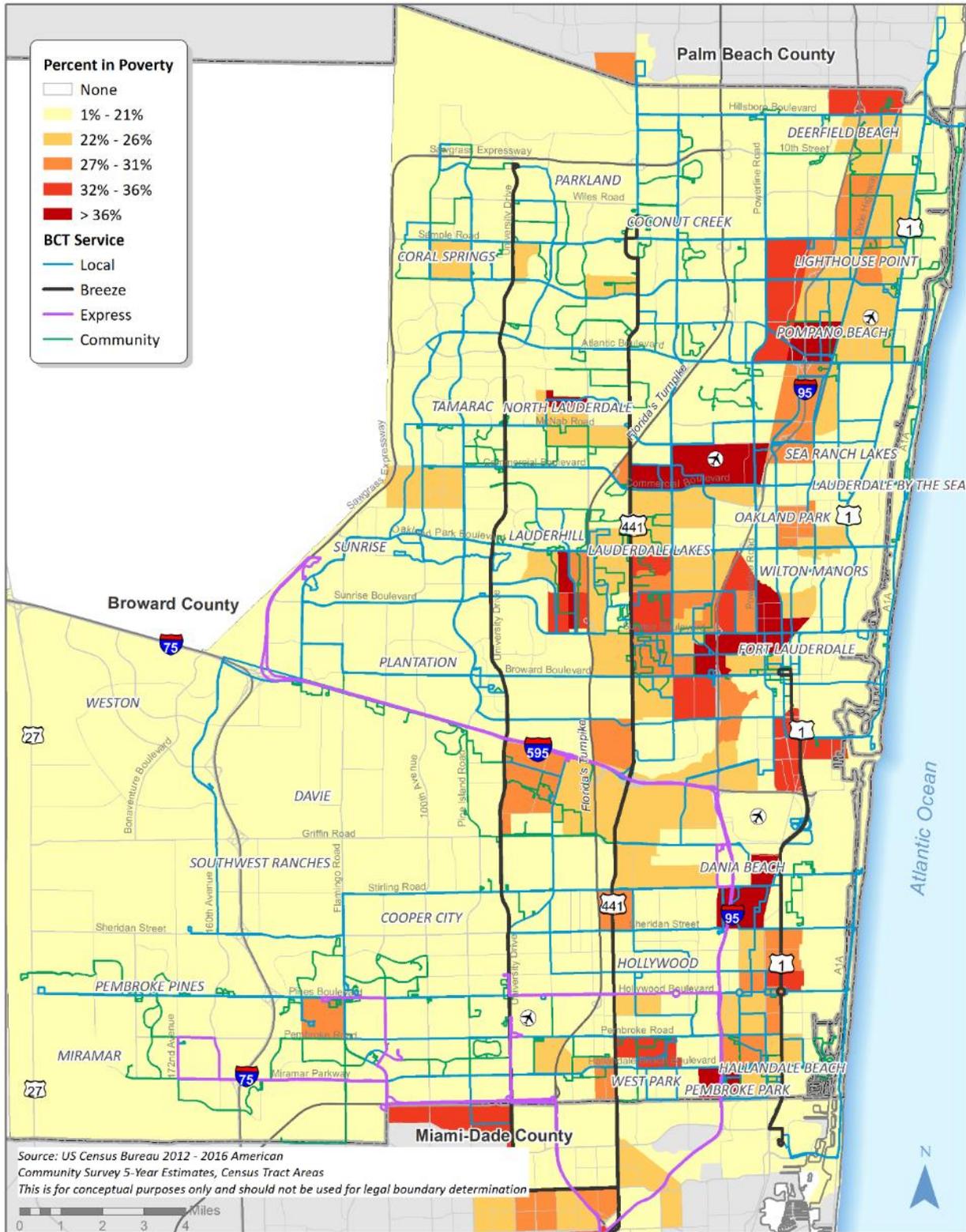
Household Vehicle Availability

Areas with a large percentage of households lacking access to a personal vehicle increases the importance of public transit in those areas. Table 3-10 shows the distribution of vehicle ownership in the county and compared with Florida. Vehicle ownership and the number of vehicles available to a household is nearly identical to state levels. Approximately 8% of households in the county do not have access to a vehicle. Households without access to a vehicle, regardless of household size, may potentially benefit from access to public transit. Nearly half of all households in the county have access to one vehicle or fewer.

With regard to one-vehicle households, however, it is useful to further disaggregate the data. Table 3-11 delineates the number of households by size with access to only one vehicle. It can be assumed that a one-person household with access to one vehicle is moderately independent. However, the greater the size of the household, the more difficult it may be to arrange travel. In Broward County, nearly 20% of all households have two or more individuals with access to only one vehicle. Map 3-10 illustrates the percentage of households that do not own a vehicle by census tract, and shows a high concentration of no-vehicle households around Lauderdale Lakes, Fort Lauderdale, and in areas south of Fort Lauderdale-Hollywood International Airport, along US 1. Many of the areas identified overlap with high-poverty census tracts detailed in Map 3-9. Of note, is Century Village in Pembroke Pines, which was identified as having a higher than average percentage of no-vehicle households, which is likely due to the high concentration of elderly residents, as shown in Map 3-8.

Table 3-10: Households by Number of Available Vehicles

Location	Total Household	Zero	One	Two	Three or More
Broward	672,988	50,475	277,299	251,354	93,860
% of Total	100%	8%	41%	37%	14%
Florida	7,393,262	511,316	3,041,709	2,809,607	1,030,630
% of Total	100%	7%	41%	38%	14%

Source: 2016 ACS 5-Year Estimates

Table 3-11: Broward County One-Vehicle Households by Size

Vehicles	Total Households	1 Person	2 Persons	3 Persons	4 or More
Total One-Vehicle Households	277,299	148,079	76,051	26,990	25,729
% of One-Vehicle Households	100%	53%	27%	10%	9%
% of County Households	41%	22%	11%	4%	4%

Source: 2016 ACS 5-Year Estimates

Map 3-10: Broward County Percentage of Households with Zero Vehicles
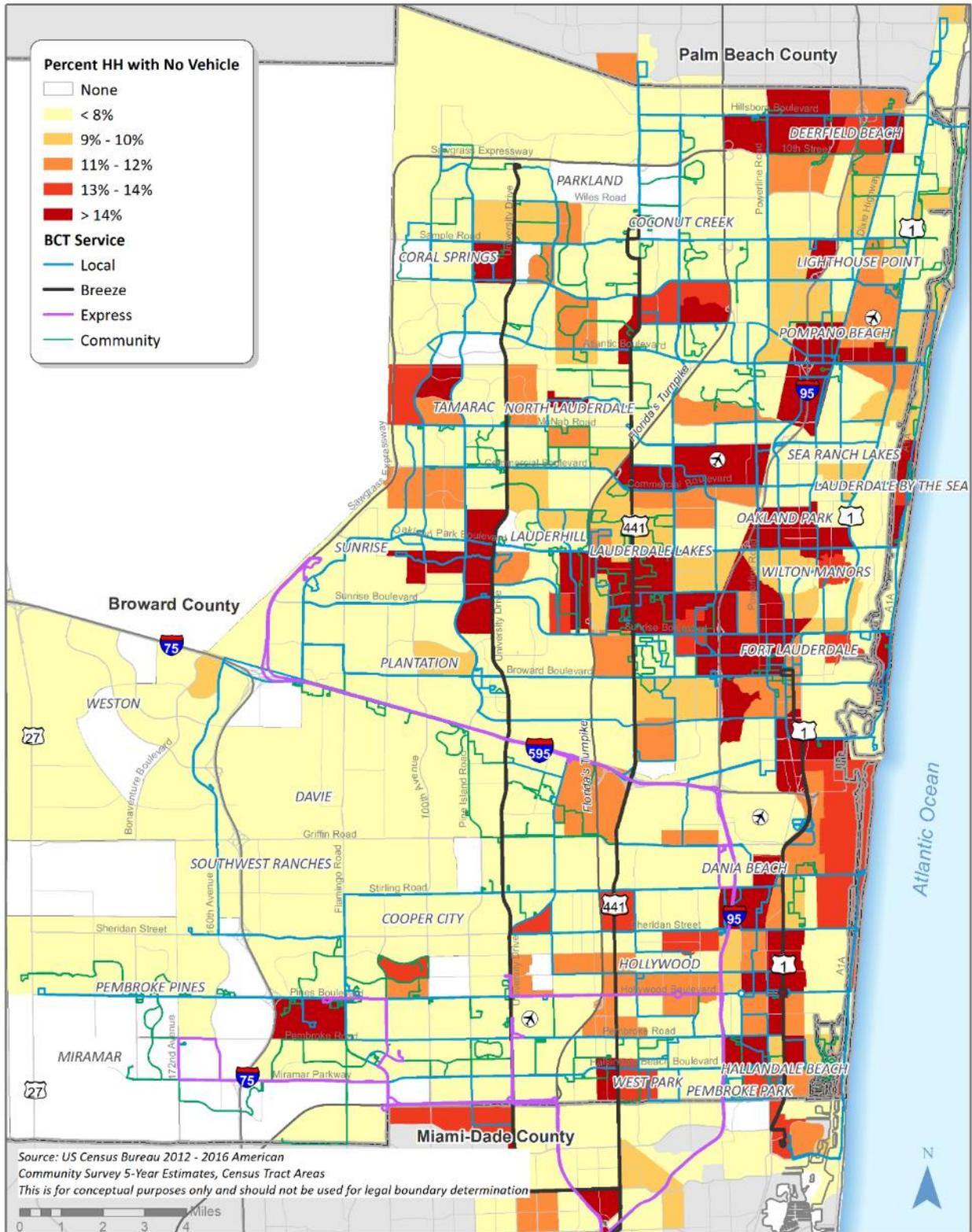
3.3 Transportation Disadvantaged Population Estimates

The estimated number of residents in Broward County who are transportation disadvantaged (TD) is shown in Table 3-12. According to the 2017 Broward County Transportation Disadvantaged Service Plan (TDSP), in 2017, approximately 589,404 individuals, or 32% of the resident population, were classified as TD. A little more than half of the TD population are not older adults but possess other characteristics that may reduce their mobility, such as having a disability, being low-income, or both. A significant percentage (35.9%) of the total TD population who are not older adults are able-bodied, but are low-income; however, older adults make up approximately 45% of the TD population, with the most vulnerable sub-group, those who both have disabilities and are low-income, constituting 2.5% of the total TD population. TD users of all ages with disabilities constitute 35% of the total TD population. The 2023 population projections anticipate a 3.6% increase in the overall TD population.

Table 3-12: Broward County Disadvantaged Population

TD Segments	2017 Population Estimates	% of Total	2023 Population Estimates
Non-elderly/disabled/low income	29,024	4.9%	30,062
Non-elderly/disabled/not low income	80,191	13.6%	83,058
Elderly/disabled/low income	15,001	2.5%	15,538
Elderly/disabled/not low income	82,837	14.1%	85,799
Elderly/non-disabled/low income	20,715	3.5%	21,455
Elderly/non-disabled/not low income	150,238	25.5%	155,611
Non-elderly/non-disabled/low income	211,398	35.9%	218,958
Total General TD Population	**589,404**	**100.0%**	**610,481**
Total Population	1,839,267	32.0%	1,905,041

Source: Broward County Transportation Disadvantaged Service Plan, 2017 Major Update

Labor Force

Table 3-13 shows the total labor force in both Broward County and Florida, with the unemployment rate slightly lower in Broward County compared to the state. The Bureau of Labor Statistics considers employed persons as those over age 16 in the civilian population that had been paid for performing at least one hour of work during the survey period (excluding the Armed Forces). Individuals are counted only once, regardless of the number of jobs they hold. Unemployed persons include persons age 16 and over who are not employed but are actively seeking work and do not include persons who may be unemployed but have given up looking for work.

Table 3-13: Broward County and Florida Employment

Location	Total Labor Force	Employed	Unemployed	Unemployment Rate
Broward	1,026,330	986,586	39,744	3.9%
Florida	10,098,126	9,678,457	419,669	4.2%

Source: Bureau of Labor Statistics, 2017 Annual Averages

Major Employers

The largest industries by employment in Broward County are education/health/social care (20%), management and other professional services (14%), retail (14%), and hospitality services (11%). As shown in Table 3-14, Broward County's employment industry mix is largely reflective of the state as a whole.

Table 3-14: Employment by Industry

Industry	Broward	Florida
Agriculture, Forestry, Fishing & Hunting, Mining	0.2%	1.1%
Construction	6.3%	6.8%
Manufacturing	4.8%	5.2%
Wholesale Trade	3.6%	2.8%
Retail Trade	13.7%	13.3%
Transportation & Warehousing, Utilities	5.4%	5.1%
Information	2.3%	2.0%
Finance & Insurance, Real Estate & Rental And Leasing	8.1%	7.7%
Professional, Scientific, & Management, Administrative and Waste Management Services	13.7%	12.8%
Educational Services, Health Care And Social Assistance	20.6%	21.1%
Arts, Entertainment, & Recreation, Accommodation and Food Services	11.2%	12.3%
Other Services, except Public Administration	5.6%	5.3%
Public Administration	4.2%	4.5%

Source: 2016 ACS 5-Year Estimates

The largest employer in Broward County is Broward County Public Schools (BCPS), which employs more than 30,000 workers, followed by Memorial Healthcare System, Broward Health, Nova Southeastern University, and AutoNation. Although many of the employers listed in Table 3-15 are located at a single site, some, such as BCPS, have employees distributed across various sites throughout the county. In addition, this list only accounts for jobs with business headquarters in Broward, and therefore, may not include large employers like Wal-Mart, who has thousands of employees, because their headquarters are not located within the County.

Employment Density

Maps 3-11 and 3-12 illustrate the forecasted 2019 and 2028 employment density by Micro Analysis Zone (MAZ) for Broward County using employment data developed for the 2045 Broward MTP. Areas currently with the highest employment density include downtown Fort Lauderdale, the Uptown Business District in Fort Lauderdale, and the commercial parks of northwest Fort Lauderdale east of Florida's Turnpike and Commercial Boulevard, the Plantation Midtown District, and Deerfield Beach along the Tri-Rail corridor.

Table 3-15: Broward County Major Employers

Rank	Company	Sector	South FL Employment
1	Broward County Public Schools	Public schools and adult education	31,797
2	Memorial Healthcare System	Hospital district	12,200
3	Broward Health	Hospital district	8,219
4	Nova Southeastern University	University–bachelor, master, and doctoral degrees	7,462
5	Broward County Commission	County government	5,994
6	Broward County Sheriff	County law enforcement	5,378
7	AutoNation	Automotive retailer–corporate HQ	4,000
8	American Express	Commercial and consumer financial services, traveling consulting	3,500
9	City of Fort Lauderdale	City government	2,568
10	Spirit Airlines	Air carrier	1,800
11	Citrix	Leading software developer of interactive platforms	1,700
12	JM Family Enterprises, Inc.	Diversified automotive provider	1,685
13	Kaplan	Online educational provider	1,665
14	Actavis	Developer, manufacturer, distributor of generic pharmaceuticals	1,620
15	City of Hollywood	City government	1,485
16	Broward College	State college	1417 FT, 3507 PT
17	DHL Express	Air courier services	1,400
18	Rick Case Automotive Group	Automotive sales and services	1,379
19	Ultimate Software	Professional and financial computer software	1,327
20	City Furniture	Home furniture retailer	1,266
21	The Castle Group	Community association management	1,100
22	City of Miramar	City government	1,085
23	City of Pembroke Pines	City government	1071 FT, 394 PT
24	Sitel	Customer service center	1,000
25	Patriot National	Insurance	988
26	Point Blank Enterprises	Manufacturing and distribution of protective solutions for military and law enforcement	974
27	Centene	Provides a portfolio of services to government sponsored healthcare programs	877
28	Sun Sentinel Co.	Publishes/prints daily/weekly newspapers, niche publications, commercial printing	800
29	Zimmerman	Advertising agency	650
30	Weatherby Healthcare	Staffing and recruiting	457

Note: FT = full time, PT = part time employees.

Source: Greater Fort Lauderdale Alliance, Largest Employers - Ranked by Employees and Largest Public Sector Employers (Government and Tax assisted), 2017.

Map 3-11: Broward County Employment Density (2019)
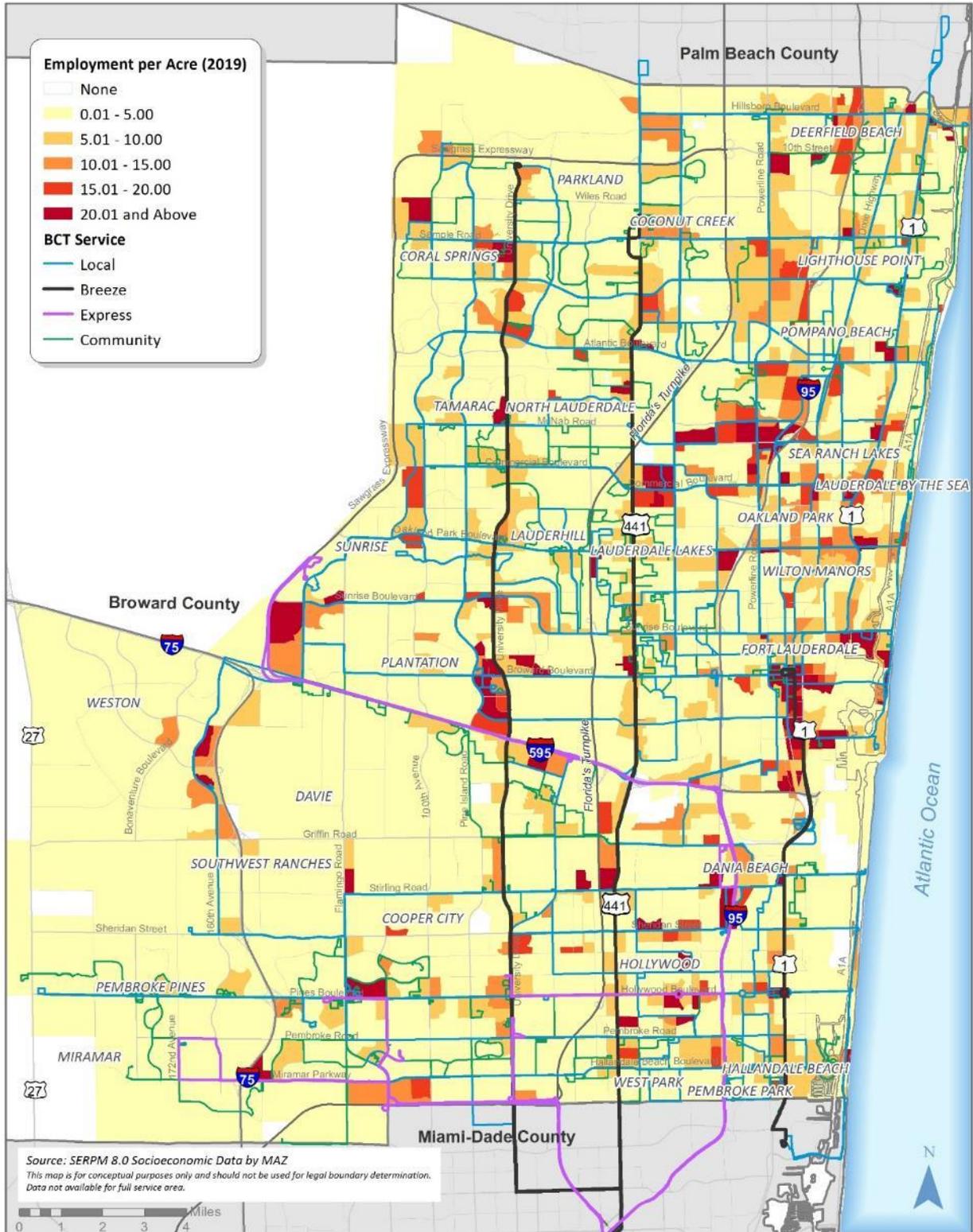
Map 3-12: Broward County Employment Density (2028)
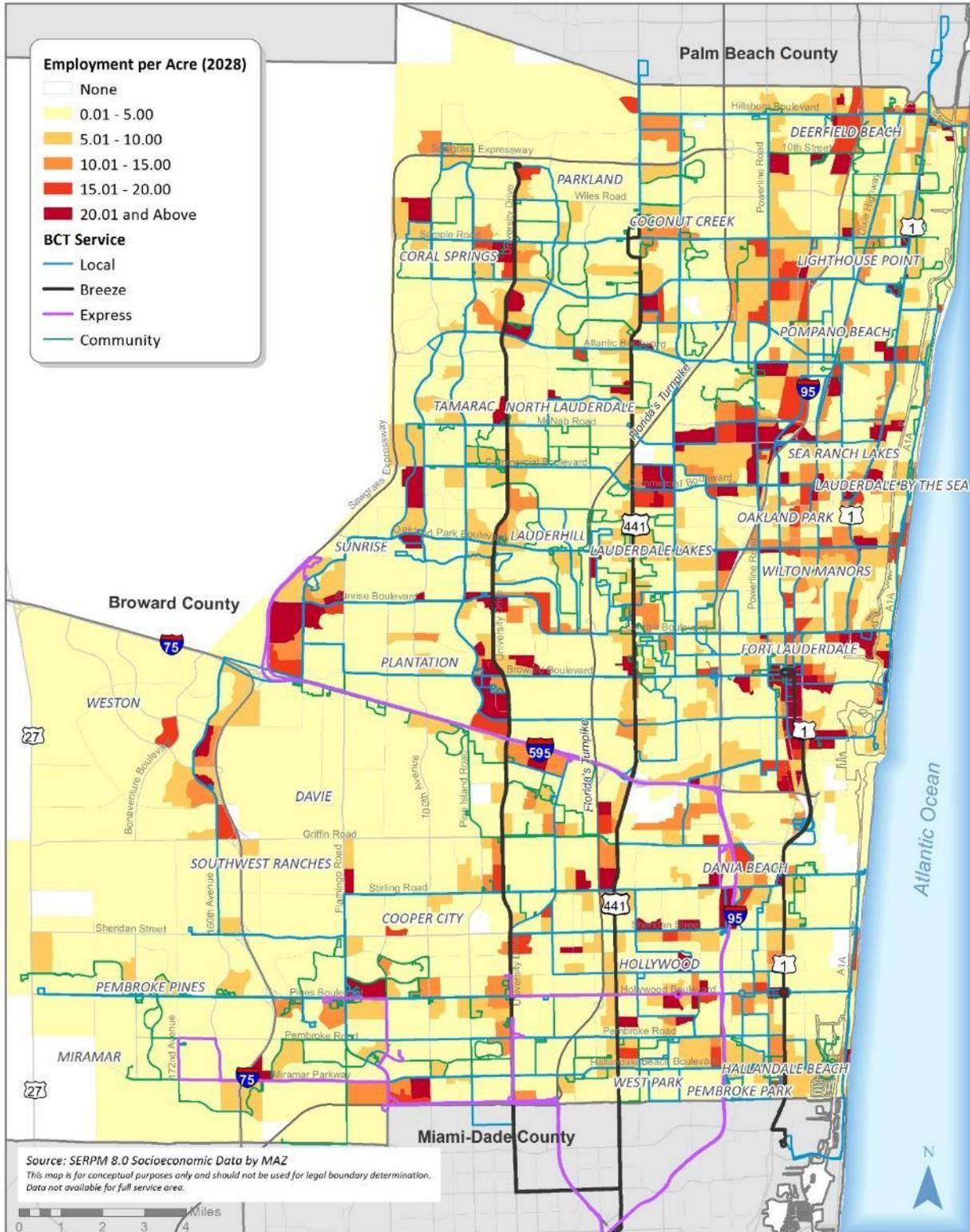
3.4 Journey-to-Work Characteristics

Commuting Patterns

Table 3-16 shows the commuting patterns of Broward County workers in 2010 and 2015. The majority of Broward County workers, about 62%, both lived and worked in Broward County. Approximately 19% of Broward County workers lived in Miami-Dade County, and 8% commuted from Palm Beach County. Broward County workers traveling from other nearby counties or elsewhere outside southeast Florida constituted the remaining 7.5% of all workers in Broward County. Comparing the 2010 Broward workforce to 2015, the relationship between Broward, Miami-Dade, and Palm Beach counties remained largely the same, although a slightly higher share of the county workforce, 1%, also live in Broward County. Of note is a moderate 2.5% decrease in Broward County workers who resided in "Other" counties, or long-distance commuters.

Table 3-16: County of Residence for Broward Workers

Year/Broward Residents		Total	Broward	Miami-Dade	Palm Beach	St. Lucie	Martin	Monroe	Other
2015	# of Workers	758,721	480,343	150,022	72,053	1,716	1,787	811	51,989
	% of Total	100.00%	63.31%	19.77%	9.50%	0.23%	0.24%	0.11%	6.85%
2010	# of Workers	671,842	418,761	130,108	56,946	1,539	1,502	828	62,158
	% of Total	100.00%	62.33%	19.37%	8.48%	0.23%	0.22%	0.12%	9.25%

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2010 & 2015 data selection

Table 3-17 displays the county of work for Broward residents in 2010 and 2015. Similar to the previous table, Broward County has a strong commuting relationship with Miami-Dade and Palm Beach Counties. There has been a slight increase in the share of Broward residents commuting to Miami-Dade County to work, at roughly 1.25%. Similar to the decreasing number of Broward workers commuting long-distances, there are also fewer Broward residents who are commuting long-distances as well, as the "Other" category has decreased 1.5%. When the two tables are analyzed together, both show an increasing blend of workers commuting between the three-county area of Broward, Miami-Dade, and Palm Beach, with a concurrent decrease in long-distance commuters who either live or work between Broward and the other counties. .

Table 3-17: County of Work for Broward Residents

Year/Broward Workers		Total	Broward	Miami-Dade	Palm Beach	St. Lucie	Martin	Monroe	Other
2015	# of Workers	744,748	480,343	119,187	71,118	4,676	2,409	3,095	63,920
	% of Total	100.00%	64.50%	16.00%	9.55%	0.63%	0.32%	0.42%	8.58%
2010	# of Workers	651,120	418,761	96,150	61,299	3,923	2,397	2,814	65,776
	% of Total	100.00%	64.31%	14.77%	9.41%	0.60%	0.37%	0.43%	10.10%

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2010 & 2015 data selection

Travel Time to Work

Table 3-18 details the average travel time for workers in Broward County compared to the typical Florida resident. In general, Broward County commute times are longer than the typical Florida resident. In Broward County, only 7.5% of employed residents can reach work within 10 minutes, which is lower than the comparable state figure. In fact, 55.4% of Broward residents can travel to work within 30 minutes, compared with 60.1% of Florida residents. More than 8% of Broward residents have commute times greater than 60 minutes.

Table 3-18: Travel Time to Work

Location	< 10 Minutes	10–19 Minutes	20–29 Minutes	30–44 Minutes	45–59 Minutes	> 60 Minutes
Broward	7.5%	24.8%	23.1%	26.8%	9.5%	8.3%
Florida	9.3%	27.8%	23.0%	23.9%	8.6%	7.5%

Source: 2016 ACS 5-Year Estimates

Means of Travel to Work

As shown in Table 3-19, nearly four out of every five workers in Broward County drive alone to work, which is commensurate with Florida as a whole. Three percent of workers take public transportation, which is moderately higher than the statewide figure. Carpooling, walking/biking, and other forms of travel to work are comparable to the statewide average mode shares.

Table 3-19: Travel Mode to Work

Location	Drive Alone	Carpool	Public Transportation	Walk/ Bike	Work from Home	Other
Broward	79.4%	9.4%	3.0%	1.9%	4.9%	1.5%
Florida	79.5%	9.3%	2.1%	2.2%	5.4%	1.5%

Source: 2016 ACS 5-Year Estimates

Roadway Conditions

Maps 3-13 and 3-14 depict roadway level-of-service (LOS) during peak travel periods in Broward County in 2017 and 2040, respectively. Level of service is a measure that describes the quality of traffic service along a given roadway segment. A large component in evaluating a roadway's LOS is the volume of cars compared to the design capacity of the roadway. As this ratio approaches 1.0, congestion increases and travel speeds decrease, resulting in diminished levels of service. Additional factors, such as the number of lanes, travel speed, and density of traffic contribute, to formulating LOS scores, which are based on a scale of "A" (free-flow) to "F" (failing with significant delays).

In the 2017 LOS map, roadway segments with scores of "D" or worse are primarily found east of I-95 and south of I-595. Severely congested roadways that extend across the county become more congested closer to Miami, particularly around Hollywood. Otherwise, most roadways in 2017 were categorized as "C," exhibiting near free-flow traffic with minor restrictions on traffic movement. However, as the 2040

LOS map demonstrates, a significant increase in the number of roads receiving a failing grade (LOS of "F") during peak travel periods is projected across the county, with heavy concentrations of congested roadways occurring east of Florida's Turnpike. This means that traffic demand exceeds capacity during peak travel periods, resulting in a breakdown in traffic flow. The widespread deterioration of roadway LOS throughout Broward County's roadway system will significantly impact all facets of BCT service and likely result in service delays, diminished on-time performance, and higher operating costs to maintain transit service levels due to slower operating speeds.

3.5 Tourism

Hospitality and tourism play a significant role in the South Florida region and Broward County/Fort Lauderdale in particular. According to the Greater Fort Lauderdale Convention and Visitors Bureau, in 2017, more than 13.8 million domestic and international tourists visited Fort Lauderdale, contributing nearly $8 billion to the local economy. Both the domestic and international tourism markets increased by nearly 5% between 2016 and 2017. In 2016, total tourist tax collections in Broward County totaled over $60.4 million.

3.6 Land Use Characteristics

FDOT's TDP guidelines promote the review of ongoing and anticipated residential and commercial development activities. Broward County and its municipalities have established land use and zoning maps to guide future developments in the county. Broward County is considered 'built out'. The 2017 Broward County Land Use Plan, BrowardNEXT, is an ongoing effort from the Broward County Planning Council that includes changes to the land use plan such as the County's new emphasis on Activity Centers. These activity centers consolidate the Local Activity Centers/Regional Activity Centers/Transit Oriented Corridors/Transit Oriented Development designated areas and closely match up with major hubs and service areas that are serviced by BCT. Map 3-15 shows the existing land uses in Broward County, and Map 3-16 presents future land use designations.

Map 3-13: Broward County 2017 Roadway LOS
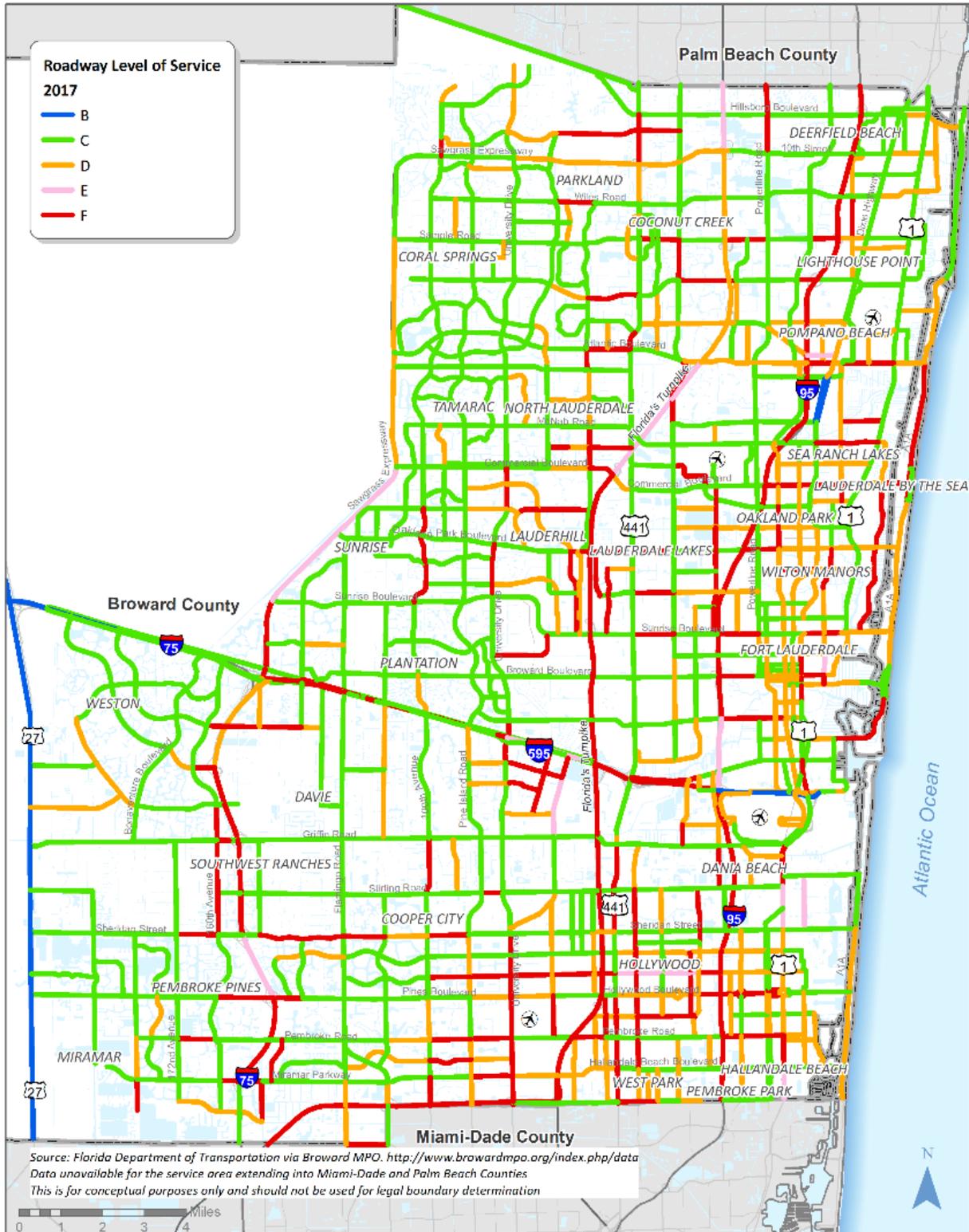
Map 3-14: Broward County 2040 Roadway LOS
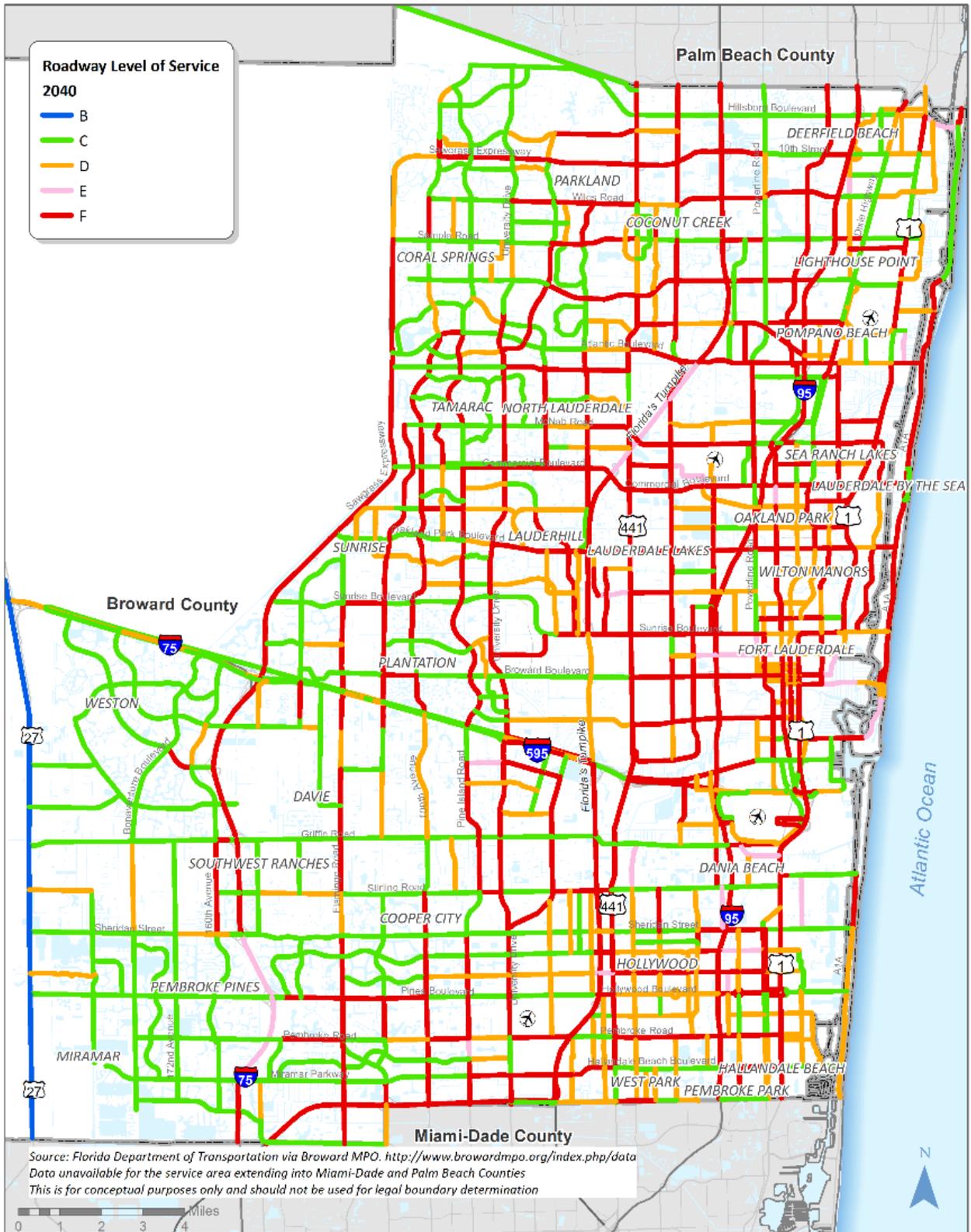
Map 3-15: Broward County Existing Land Use
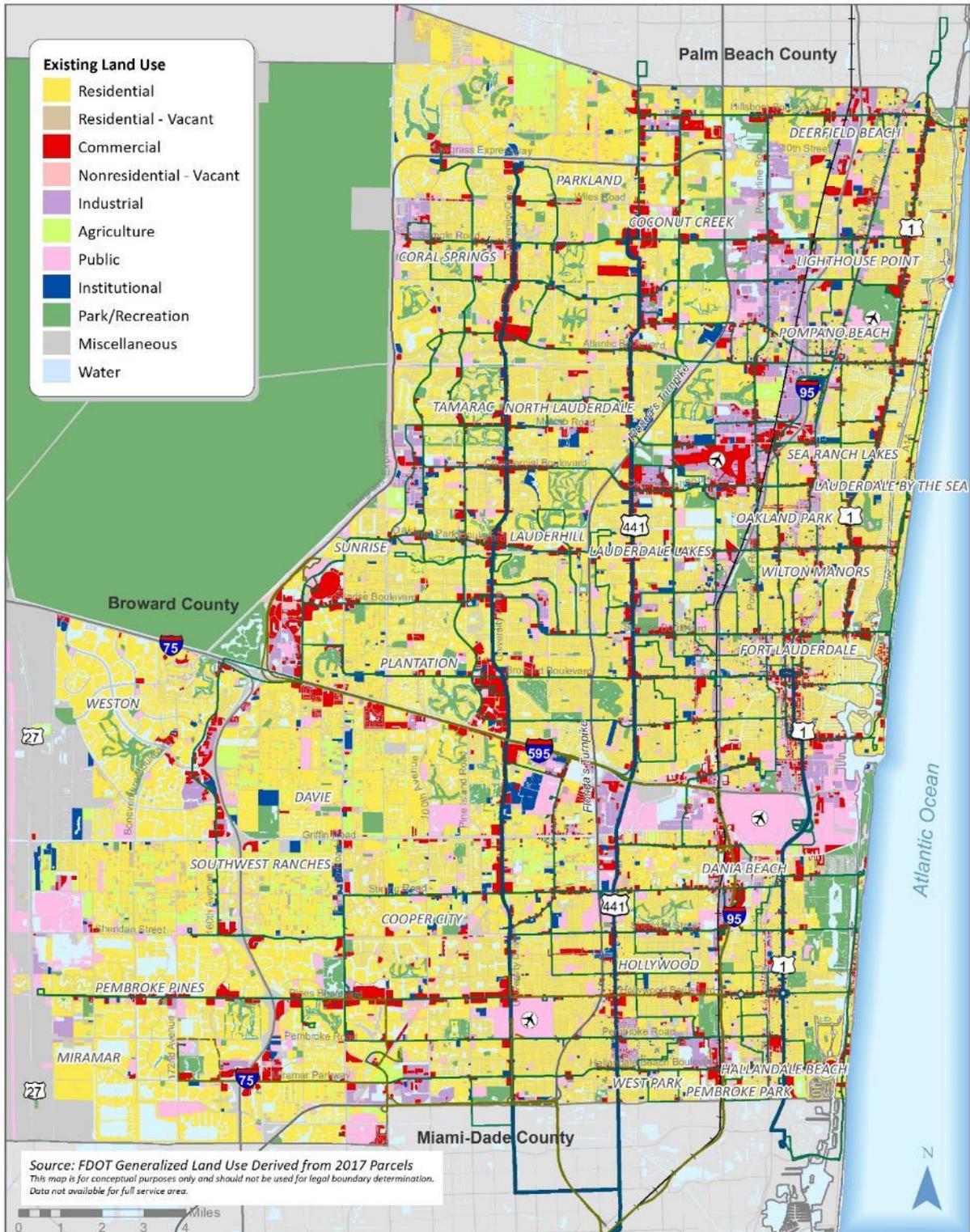
Map 3-16: Broward County Future Land Use

Source: Broward County Planning Council GIS Portal August 2018
This map is for conceptual purposes only and should not be used for legal boundary determination.
Data not available for full service area.
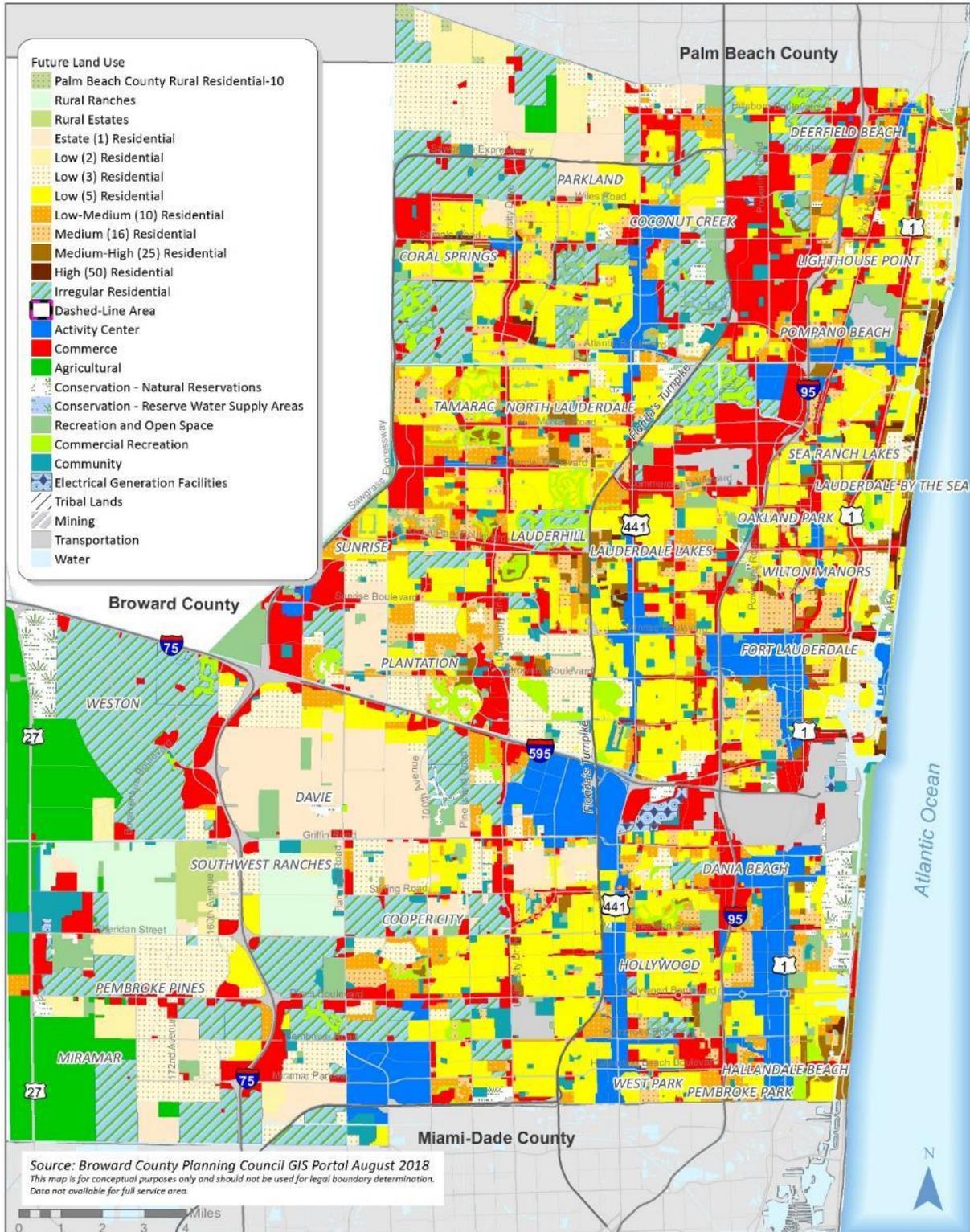
3.7 Market Assessment

The TDP market assessment includes an evaluation from two different perspectives—the discretionary market and the traditional market, the two predominant rider markets for bus transit service. Analytical tools for conducting each market analysis include a Density Threshold Assessment (DTA) for the discretionary market and a Transit Orientation Index (TOI) for the traditional market. These tools can be used to determine whether existing transit routes are serving areas of the county considered to be transit-supportive for the corresponding transit market. The transit markets and the corresponding market assessment tool used to measure each are described below.

Discretionary Market Assessment

The discretionary market refers to potential riders living in higher-density areas of the county that may choose to use transit as a commute or transportation alternative. The DTA conducted used industry-standard thresholds to identify the areas within Broward County that experience transit-supportive residential and employee density levels today as well as in the future. Broward County socioeconomic dwelling unit and employment data developed as part of the 2045 Metropolitan Transportation Plan, or MTP (previously knowns as the Long Range Transportation Plan, or LRTP) were used to conduct the DTA. Dwelling unit and employment data from the year 2017 obtained from the Broward County Population Forecast Model and employment data developed for the 2045 Broward MTP, respectively, were used to conduct the DTA.

Three density thresholds were developed to indicate whether an area contains sufficient density to sustain some level of fixed-route transit operations:

- Minimum Investment – reflects minimum dwelling unit or employment densities to consider basic fixed-route transit services (i.e., local fixed-route bus service).
- High Investment – reflects increased dwelling unit or employment densities that may be able to support higher levels of transit investment (i.e., increased frequencies, express bus) than areas meeting only the minimum density threshold.
- Very High Investment – reflects very high dwelling unit or employment densities that may be able to support higher levels of transit investment (i.e., premium transit services) than areas meeting the minimum or high density thresholds.

Table 3-20 presents the dwelling unit and employment density thresholds associated with each threshold of transit investment.

Table 3-20: Transit Service Density Thresholds

Level of Transit Investment	Dwelling Unit Density Threshold[1]	Employment Density Threshold[2]
Minimum Investment	4.5–5 dwelling units/acre	4 employees/acre
High Investment	6–7 dwelling units/acre	5–6 employees/acre
Very High Investment	≥8 dwelling units/acre	≥7 employees/acre

[1] TRB, National Research Council, TCRP Report 16, Volume 1 (1996), Transit and Land Use Form, November 2002, MTC Resolution 3434 TOD Policy for Regional Transit Expansion Projects.

[2] Based on a review of research on the relationship between transit technology and employment densities.

Maps 3-17 and 3-18 illustrate the results of the 2019 DTA analysis and identify areas that support different levels of transit investment based on existing dwelling unit and employment densities. The analysis indicates that the employment-based discretionary transit market is dispersed throughout Broward County. Corridors such as US 441, US 1, Pines Boulevard/Hollywood Boulevard, University Drive, and Dixie Highway consistently have "high" to "very high" employment-related transit investment areas. The more-dispersed clusters of "high" and "very high" transit investment areas can be observed near major highways and corridors such as I-75 in Weston, Sawgrass Expressway in Sunrise, I-595 near University Drive, Powerline Road, and US 1 in Fort Lauderdale.

Dwelling unit-based discretionary areas with "high" to "very high" transit investment opportunities are generally dispersed on the eastern and northern halves of the region, especially along the beaches, Lauderhill, Lauderdale Lakes, Deerfield Beach east of I-95, the areas surrounding downtown Fort Lauderdale, and Hallandale Beach and Hollywood near US 1.

Map 3-17: Dwelling Unit Density Threshold Assessment (2019)

Map 3-18: Employment Density Threshold Assessment (2019)

Source: SERPM 8.0 Employment Data by MAZ
Broward County Population Forecast Model by TAZ (Only Broward Available)
This map is for conceptual purposes only and should not be used for legal boundary determination.
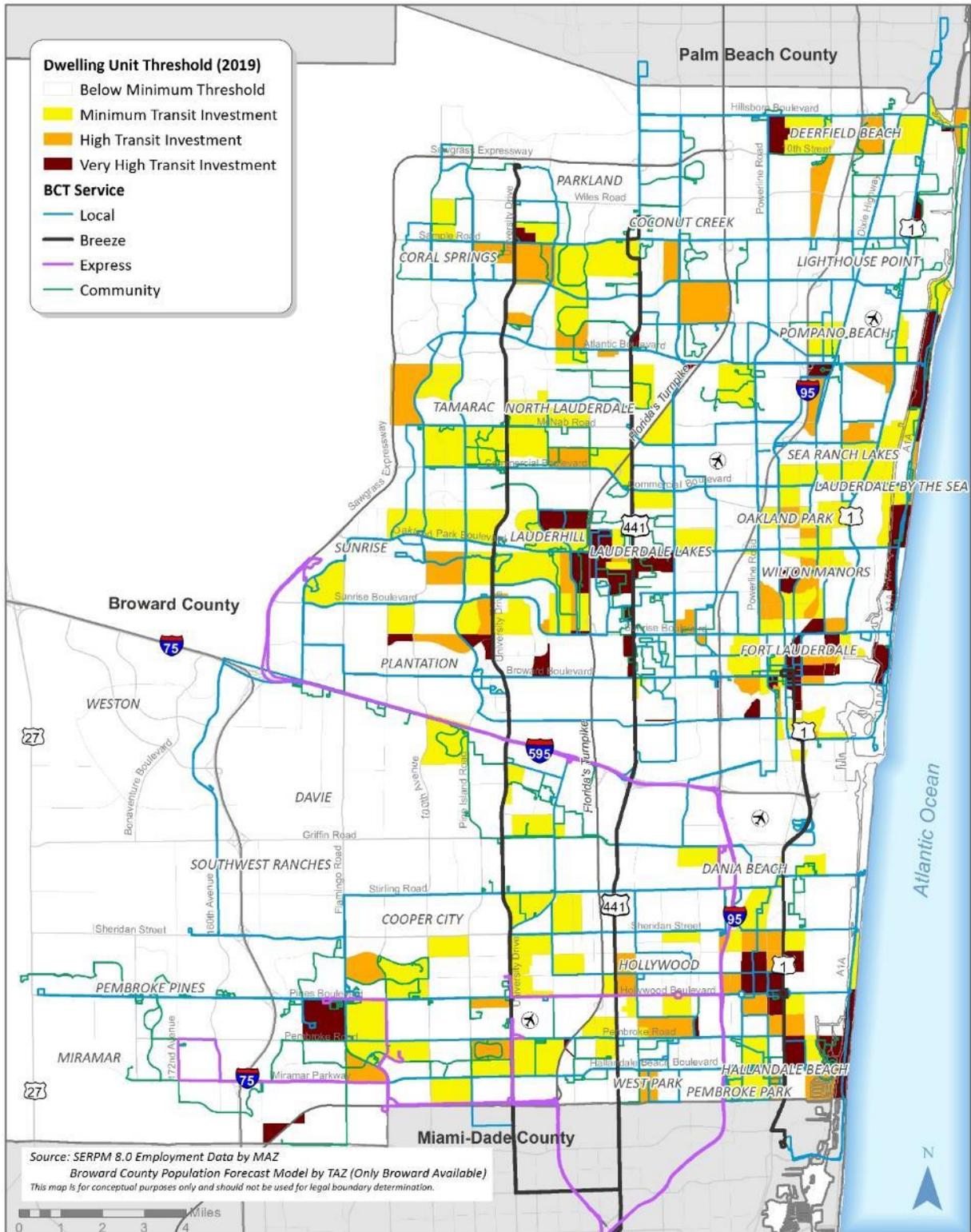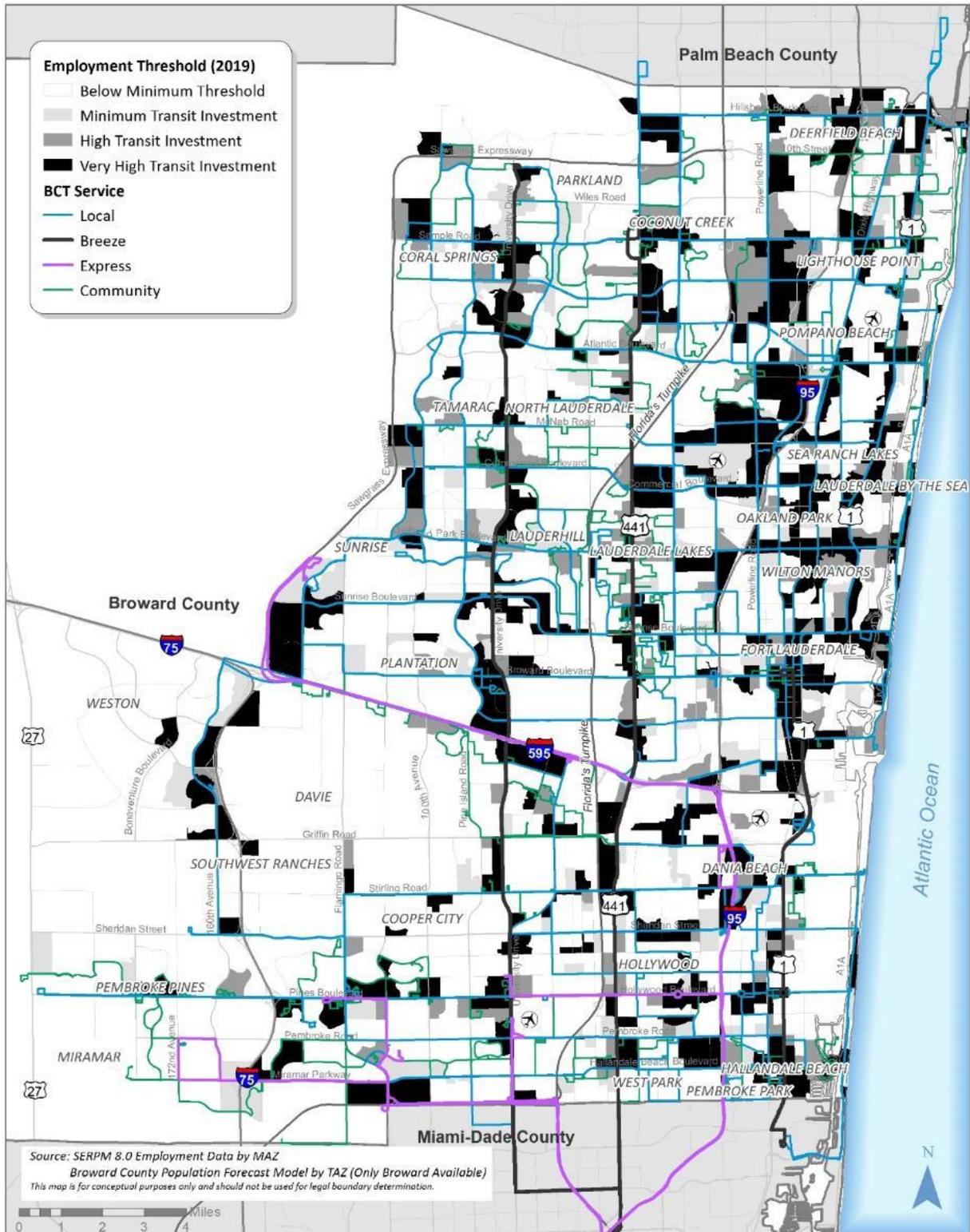
Traditional Market Assessment

A traditional transit market refers to population segments that historically have had a higher propensity to use transit and are dependent on public transit for their transportation needs. Traditional transit users include older adults, youth, and households that are low-income and/or have no vehicles. A Transit Orientation Index (TOI) assists in identifying areas of the county where a traditional transit market exists. To create the TOI for this analysis, demographic 2016 ACS 5-Year Estimates were compiled at the block group level and categorized according to each block group's relative ability to support transit based on the prevalence of specific demographic characteristics. Four population and demographic characteristics that are traditionally associated with the propensity to use transit were used to develop the TOI and include:

- Proportion of population age 65 and over (older adults)
- Proportion of population ages 10 - 14 (youth)
- Proportion of population below poverty level ($25,000 for family of 4)
- Proportion of households with no vehicles (zero-vehicle households)

Using data for these characteristics and developing a composite ranking for each census block group, each area was ranked as 1, 2, 3, or 4 (with 1 being low and 4 being high) in their respective levels of transit orientation. Using results from the BCT On-Board Survey, a customized TOI analysis for Broward County was created by applying weights to better reflect Broward County conditions. Criteria weighting is as follows:

- 12.5% to youth (age 10 - 14)
- 12.5% to older adults (age 65 and over)
- 25% to zero vehicle households
- 50% to households in poverty

Map 3-19 illustrates the TOI, reflecting areas throughout the county with varying traditional market potential. Also shown is the existing transit route network to exhibit how well BCT covers those areas.

The high-scoring transit markets are dispersed throughout the county. Despite widespread variability in the TOI, there are some clear concentrations of higher scores along the major urban arterials, i.e., Atlantic, Commercial, Oakland Park, and Sunrise boulevards. Areas east of I-95 between Broward and Sunrise boulevards have a high clustering of 3- and 4-level TOI values, aligning with Fort Lauderdale's downtown. The surrounding downtown area is dominated by households below poverty level, zero-vehicle households, and, to a lesser extent, a higher proportion of youth population. Coastal communities in northeastern Broward County have shares of older adults.

Pembroke Pines includes Century Village located at the city's center. Century Village is a gated community that caters predominantly to older adults who have a low rate of vehicle ownership. West Pembroke Pines is comprised of mostly single-family housing subdivisions and any higher TOI values can

be attributed to youth populations and proximity to schools. The urban context is similar in Weston, which is dominated by single-family housing and a large youth population. Block groups south of I-595 in Davie are mostly low-income multi-family housing. Tamarac, Parkland, and Deerfield Beach's high TOI areas are mostly older-adult households without vehicles. Aston Gardens at Parkland Commons in Parkland represents a high TOI area, with a concentration of older adults. The same occurs with St. Andrew Towers in Coral Springs, showing a high TOI index due to low-income senior housing. Lighthouse Point and Pompano Beach share a diverse age range as well as neighborhood clusters of poverty-level households. The same trend holds for the Hallandale Beach/Pembroke Park area along US 1. Existing bus routes generally seem to reach the full extent of transit markets; however, the connectivity of routes and first/last mile trips may still be unfulfilled in certain areas.

White areas in Map 3-19 represent areas that have been manually classified as low-density, and therefore not suitable for a TOI. Per US Census Bureau definitions, areas with a density lower than 100 persons per square mile are not considered urban. Low density areas defined by this criteria were reclassified as the color white. Additionally, this methodology controls for areas such as airports and commercial zones where land uses are non-residential and population values are low.

Map 3-19: Transit Orientation Index

4 Public Involvement Summary

This section summarizes public involvement activities conducted since the 2013 TDP Major Update, as well as the types of activities undertaken or planned for this 2018 TDP Major Update. The input received during the outreach activities conducted to-date for the *BCT Connected* 2019-2028 TDP Major Update are detailed herein. As discussed in Section 2, the first step in the public involvement process was to develop the Public Involvement Plan (PIP) to guide these activities. A copy of the FDOT-approved PIP is provided in Appendix A.

4.1 Summary of Public Involvement Since the 2013 TDP Major Update

The prior TDP Major Update undertaken in 2013 included extensive public outreach activities. These activities included:

- Branding the effort;
- Holding 4 meetings of the Advisory Review Committee;
- Completing 19 stakeholder interviews;
- Creating a web page about the TDP that allowed users to complete a survey and see upcoming outreach events;
- Facilitating 6 discussion group workshops;
- Administering 9,950 surveys using four different mechanisms: intercept, online, on-board, and telephone;
- Attending 20 community events; and
- Presenting to 12 local transportation agencies.

A detailed description of these activities and the results can be found in the "Transit Development Plan Major Update FY 2014-FY 2023" report dated October 2013. The major themes that arose from the outreach efforts include:

- The need for better connections for bicyclists and pedestrians;
- The need for real-time passenger information;
- A desire to focus on increased service and improved service frequency;
- A desire to increase the percentage of hybrid vehicles in BCT's fleet;
- The need to increase system awareness through increased marketing efforts; and
- The recognition that, overall, BCT is doing a good job.

Other issues raised during the 2013 TDP Major Update outreach were the need to improve customer service, especially for paratransit routes, and a desire to see improved stops that offer better protection from the elements and seating. Since the last Major Update, BCT has prepared annual updates to the document. These documents are available on the Broward County website.

Each year Broward County's Marketing and Community Outreach Division participates in a variety of community events to promote awareness of BCT's service. These events reach different audiences, which are classified as follows:

- Schools (K through 12 and college), includes job fairs and outreach to educators
- General
- Families
- Senior Citizens
- Passengers/Customers, includes commuters
- Businesses
- Employees

Table 4-1 provides the number of events held for each audience from October 2013 through June 2018. There are several annual events in which BCT participates each year, including the Broward College Earth Day, Florida Atlantic University Student Orientation, "Dump the Pump" day events, various municipal wellness fairs, and customer appreciation days.

Table 4-1: Public Involvement Summary (October 2013 – June 2018)

Audience	Number of Events by Year					Total By Audience
	2013/2014	2014/2015	2015/2016	2016/2017	2017/2018*	
Students	26	19	28	20	22	115
General	20	15	17	15	23	90
Families	1	1	3	3	2	10
Senior Citizens	10	5	8	5	6	34
Passengers/ Customers	16	15	5	7	0	43
Businesses	5	9	12	12	5	43
Employees	12	6	13	11	5	47
Yearly Total	90	70	86	73	63	382

*Through early June 2018

On the November 2016 Broward County Election ballot were two questions about raising the local sales tax rate for transportation and infrastructure improvements. Although separate ballot questions, both had to pass with more than 50% "yes" votes to be implemented. Extensive public outreach efforts were undertaken by Broward County, the cities, and the Broward MPO to educate the public about the need for additional funding and the types of projects that would be implemented if the taxes passed. The election results were 51.1% in favor of the transportation sales tax and 38.2% in favor of the infrastructure sales tax. Since the infrastructure sales tax did not pass, neither of the sales taxes were implemented. However, it was clear that a majority of the public was supportive of increasing funding for transportation in Broward County.

4.2 2018 TDP Major Update Public Involvement Activities

Public involvement activities included the following items:

- Creating a brand
- Establishing an Advisory Review Committee
- Conducting an on-board survey
- Conducting stakeholder interviews
- Developing a web page
- Hosting discussion group workshops
- Conducting an online survey
- Conducting telephone surveys
- Hosting community drop-ins
- Giving presentations

Branding

During the last major TDP update in 2013, a brand was developed using the name BCT *Connected*. This branding was continued for the 2018 TDP. The logo, as seen in Figure 4-1 allowed individuals to more readily identify the plan and know when activities related to it were being held.

Figure 4-1: *BCT Connected* Logo

Advisory Review Committee

To ensure that BCT *Connected* was developed in a logical and thoughtful manner, BCT established an Advisory Review Committee (ARC) to oversee its development. Figure 4-2 includes photographs from the first ARC meeting and Table 4-2 lists the members of the ARC. BCT included members of MPO staff and CareerSource Broward, the regional workforce development board, to meet the requirements of rule 14-73.001 which requires BCT to allow these organizations the opportunity to provide comment on the TDP.

Figure 4-2: ARC Meeting Participants

Table 4-2: BCT Connected Advisory Review Committee Members

Name	Agency/Organization
Shirley Snipes	Aging and Disability Resource Center of Broward
Tom Oliff	Broward College
Nicholas Sofoul	Broward County Planning and Development Management Division
James Cromar	Broward Metropolitan Planning Organization
Jamie Connelly	CareerSource Broward
John Renne	Florida Atlantic University
Victor Arias	Hispanic Unity
Francois Leconte	Paramount Broadcasting Communication, LLC.
Jayne Pietrowski	Office of Modal Development, FDOT District 4
Vicki Gatanis	South Florida Regional Transportation Authority
Sidney Calloway	Transit Advocate
Irv Minney	Transit Advocate
Orit Bellis	Broadview Park Civic Association

On-Board Survey

On-Board Survey Overview

The on-board survey for this TDP update was completed by June 3, 2018, with weekday surveying conducted May 15th-May 18th and May 21st-May 23rd, and weekend surveying conducted on May 19th-May 20th and June 2nd-June 3rd. Surveying was conducted on every fixed-route, including community shuttle routes, and targeted 10% coverage of BCT's fixed-route service. Surveyors deployed from BCT's main bus facilities and smaller community shuttle facilities, including, but not limited to:

- Ravenswood Garage, 5440 Ravenswood Rd, Fort Lauderdale, 33312
- Copans Garage, 3201 W. Copans Rd, Pompano Beach, 33069
- Tectrans Community Bus & Regional Offices, 3300 SW 11th Avenue, Fort Lauderdale, FL 33315
- Limousine of South Florida, 2201 NW 16th Street, Pompano Beach, FL 33069
- First Transit, 1600 NE 7th Avenue, Dania Beach, FL 33004

The on-board survey results are used to understand the attitudes, preferences, and habits of current riders for market research purposes. To that end, the survey is not specifically designed for model input or validation.

Trained surveyors were stationed on buses to distribute surveys to passengers. Surveys were provided in Spanish, Haitian Creole, and Portuguese in addition to English.

This section discusses key results from the on-board survey effort, with additional detail provided in Appendix B. A copy of the on-board survey instruments in each language are also provided in Appendix B.

On-Board Survey Results

Survey results were tabulated for all routes in total and by service type: Breeze, express, local, and community shuttle. Table 4-3 summarizes the number of surveys completed by service type and compares it the 2017 system ridership by service type. The number of surveys returned by type of day is summarized in Table 4-4. Approximately 7,200 surveys were completed during the on-board survey effort.

Table 4-3: Completed Surveys by Service Type

Fixed-Route Service Type	Count	Percent of Total	Percent of System Ridership*
Breeze	260	3.6%	5.6%
Community	1,398	19.4%	7.1%
Express	474	6.6%	1.8%
Local	5,067	70.4%	83.0%
Total	**7,199**	**100.0%**	**97.5%**

*Based on September FY2017 YTD data obtained from BCT. Note that paratransit services accounted for 2.5% of System Total Ridership in 2017.

Table 4-4: Completed Surveys by Type of Day

Day	Count	Percent of Total
Weekday	4,179	58.0%
Saturday	1,777	24.7%
Sunday	1,243	17.3%
Total	**7,199**	**100.0%**

Trip Purpose

Respondents were asked about the main purpose of their current trip to understand where people are coming from and going to while using BCT's service. Most respondents ride the bus to/from work. For the overall system, 53% of trips surveyed are for work purposes. Almost 94% of express bus trips are for work purposes, and 64% of Breeze trips. Based on the survey, the trip purpose using local and community shuttle service is more likely to vary than express or Breeze service (see Figure 4-3). For community shuttle service, 23% of trips are for shopping purposes; 15% are for personal business; and another 10% are for visiting/recreation. For local bus service, personal business, shopping, and school are also popular trip purposes. For those respondents indicating "Other" as a trip purpose, responses included church, looking for work, and visiting family.

Transfers

Respondents were also asked how many transfers are required to complete their trip (see Figure 4-4). System-wide, almost 34% of respondents had no transfers while 24% had one transfer. Express riders were the least likely to have a transfer at 19% of respondents. Of Breeze riders, 30% had two transfers

while 25% had just one transfer. Local bus passengers were more likely to have one or two transfers than the average system user, while community shuttle users were closer to the average system user; however, over 40% of community shuttle users have no transfer.

Transfer data obtained from the onboard survey was also sorted to determine if weekend passengers transferred more or less frequently than weekday passengers. As shown in Figure 4-5, the data collected demonstrates that weekend passengers were more likely to transfer than weekday passengers.

Figure 4-3: Trip Purpose by Service Type
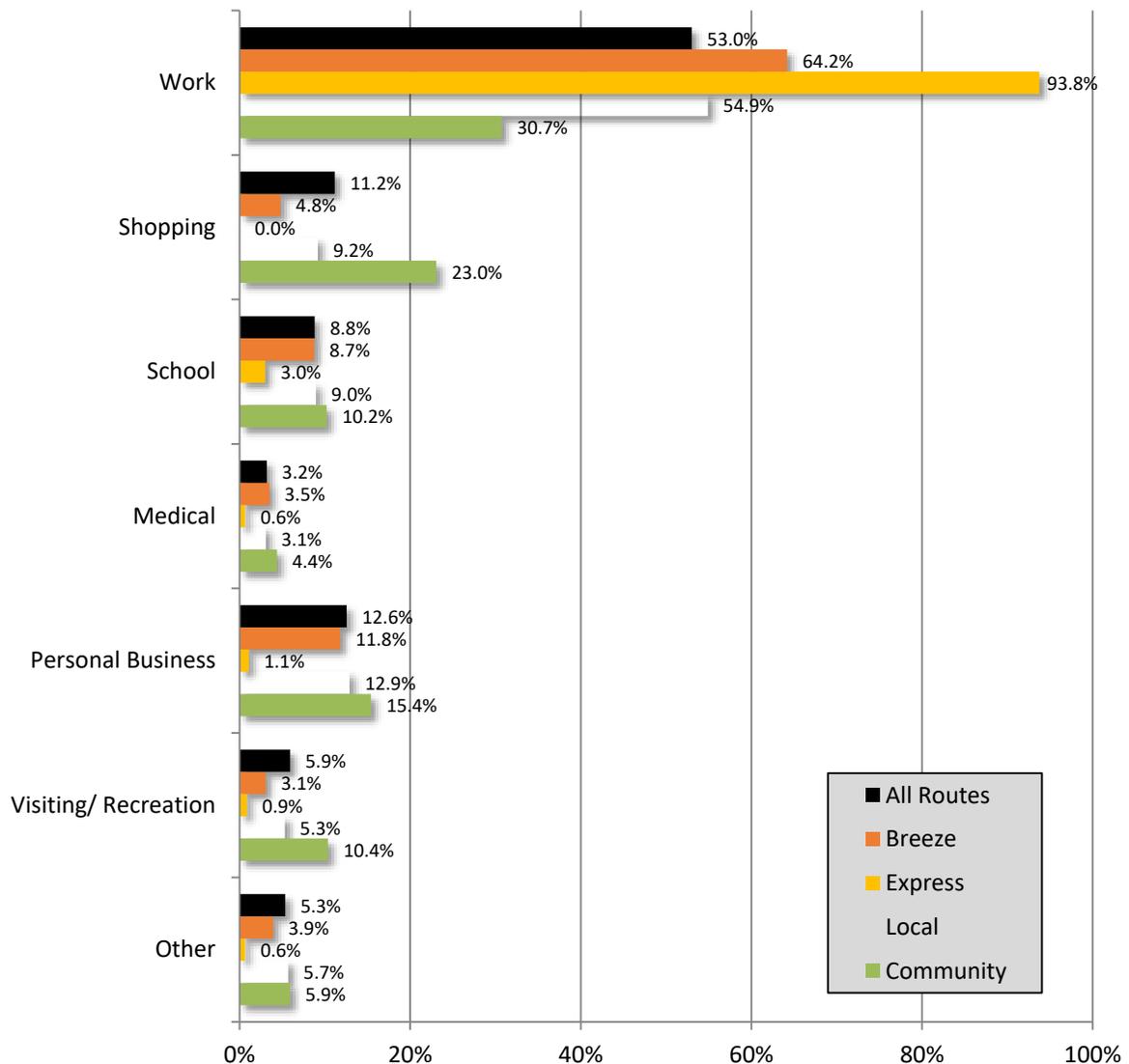
Figure 4-4: Number of Transfers per Trip
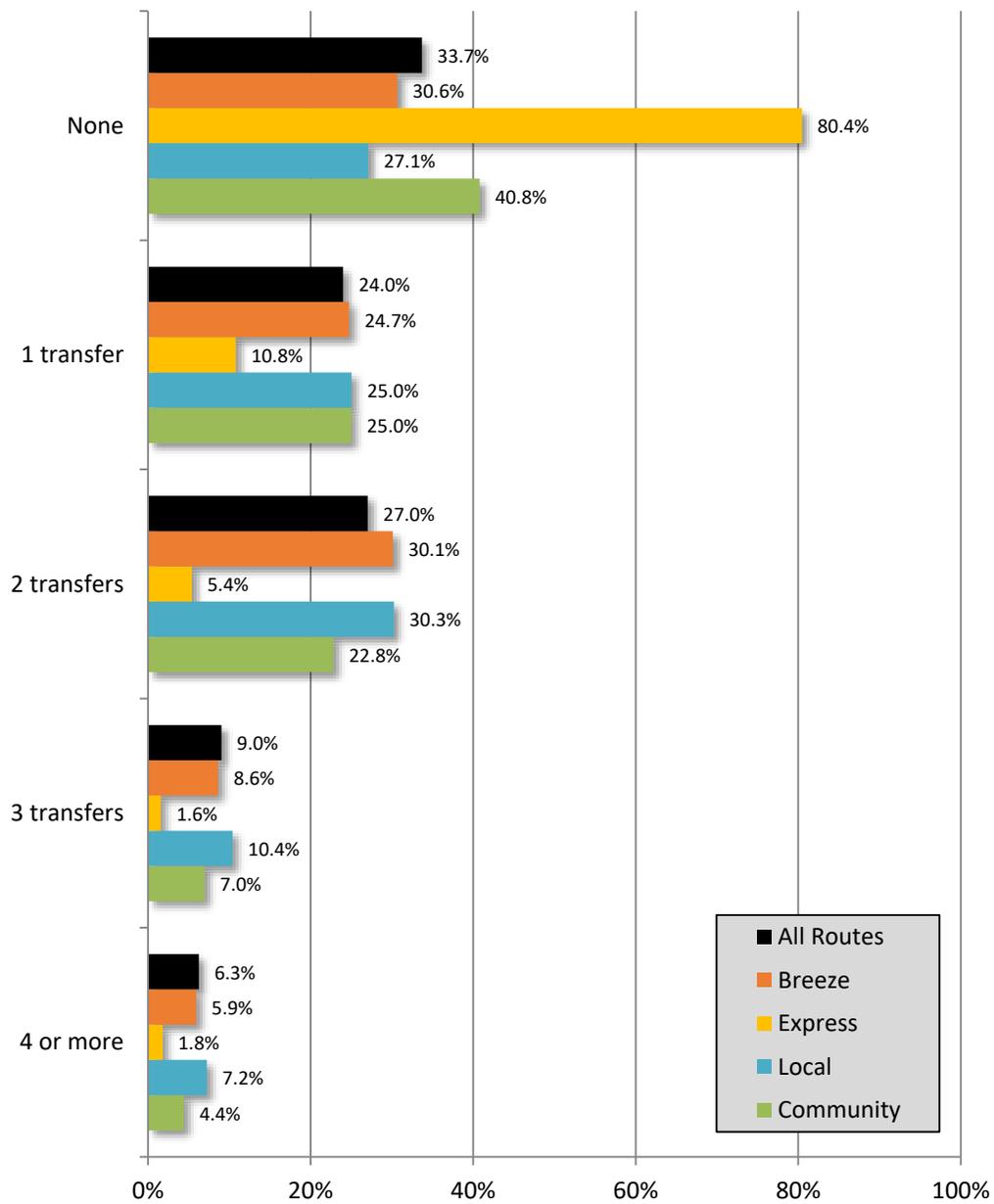
Figure 4-5: Transfers by Type of Day
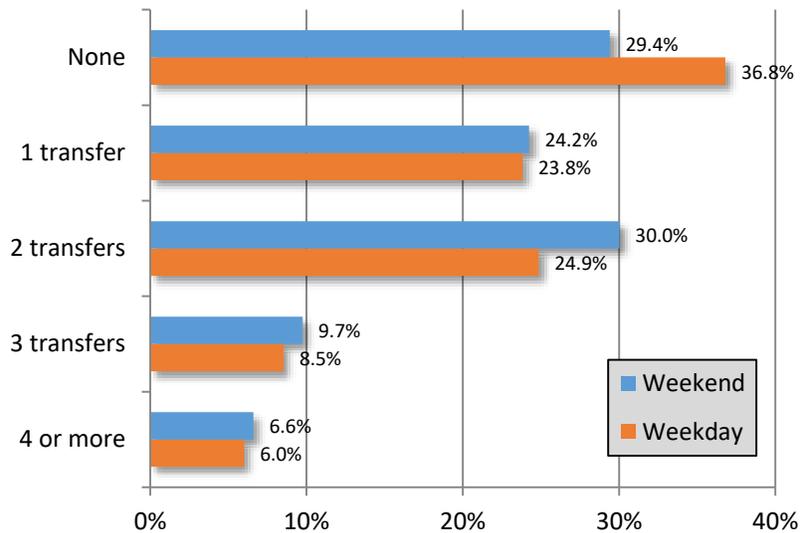
Horizontal bar chart showing transfers by type of day:

Transfers	Weekend	Weekday
None	29.4%	36.8%
1 transfer	24.2%	23.8%
2 transfers	30.0%	24.9%
3 transfers	9.7%	8.5%
4 or more	6.6%	6.0%

Ridership Frequency

When asked about the frequency in which respondents use BCT services, approximately 69% ride four or more days per week across all service types (see Figure 4-6). Express riders are the most likely to ride four or more days per week on average, with over 85% of respondents reporting that they do so. Community shuttle riders were the most likely to be riding two or three days per week.

Figure 4-6: Weekly Ridership Frequency
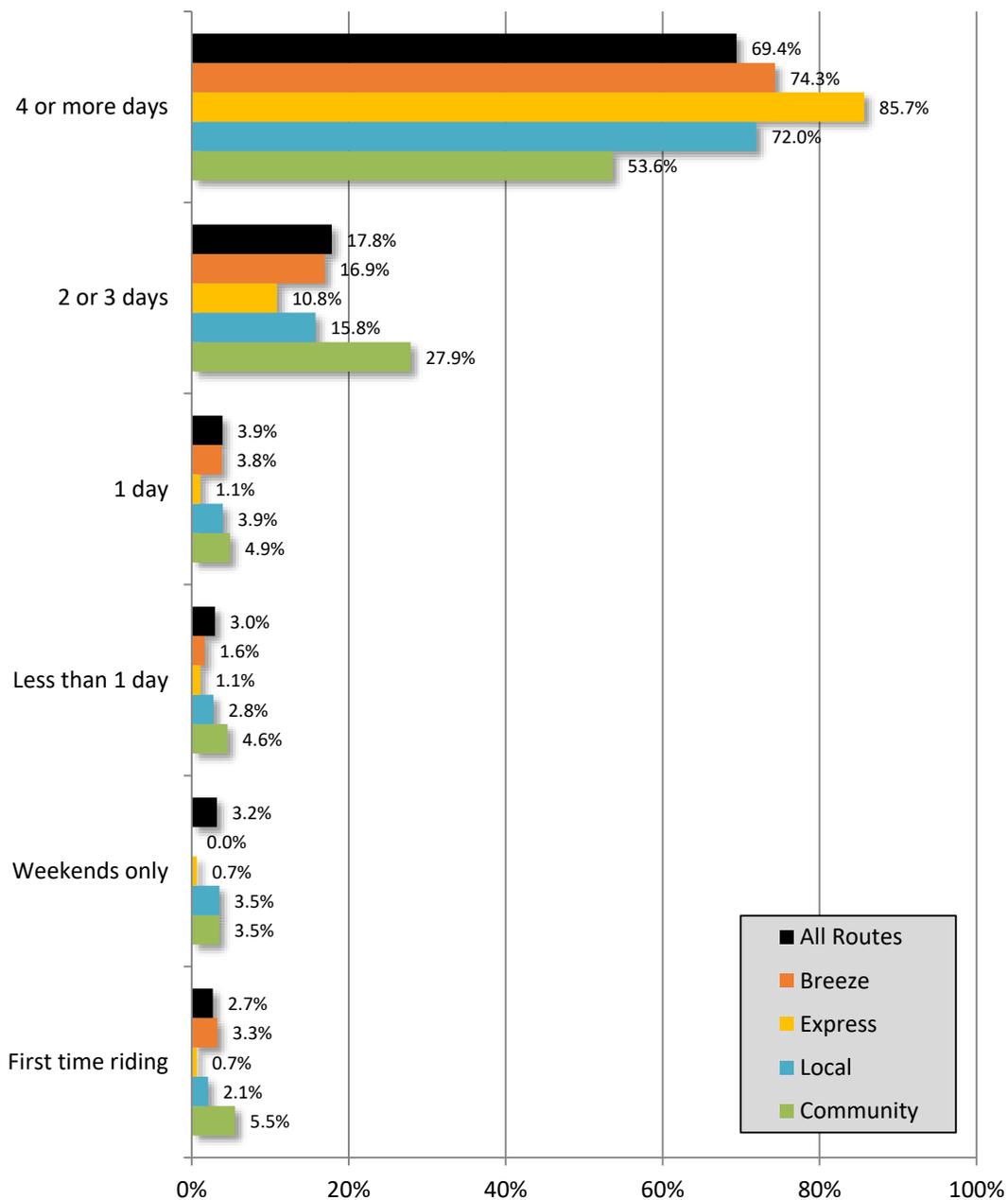
The survey also inquired about the length of time passengers have been using BCT services. As shown in Figure 4-7, the majority have used BCT's service for two years or longer. Express bus passengers, followed by local bus passengers were slightly more likely to be a longer-term user of the system.

Figure 4-7: Ridership History
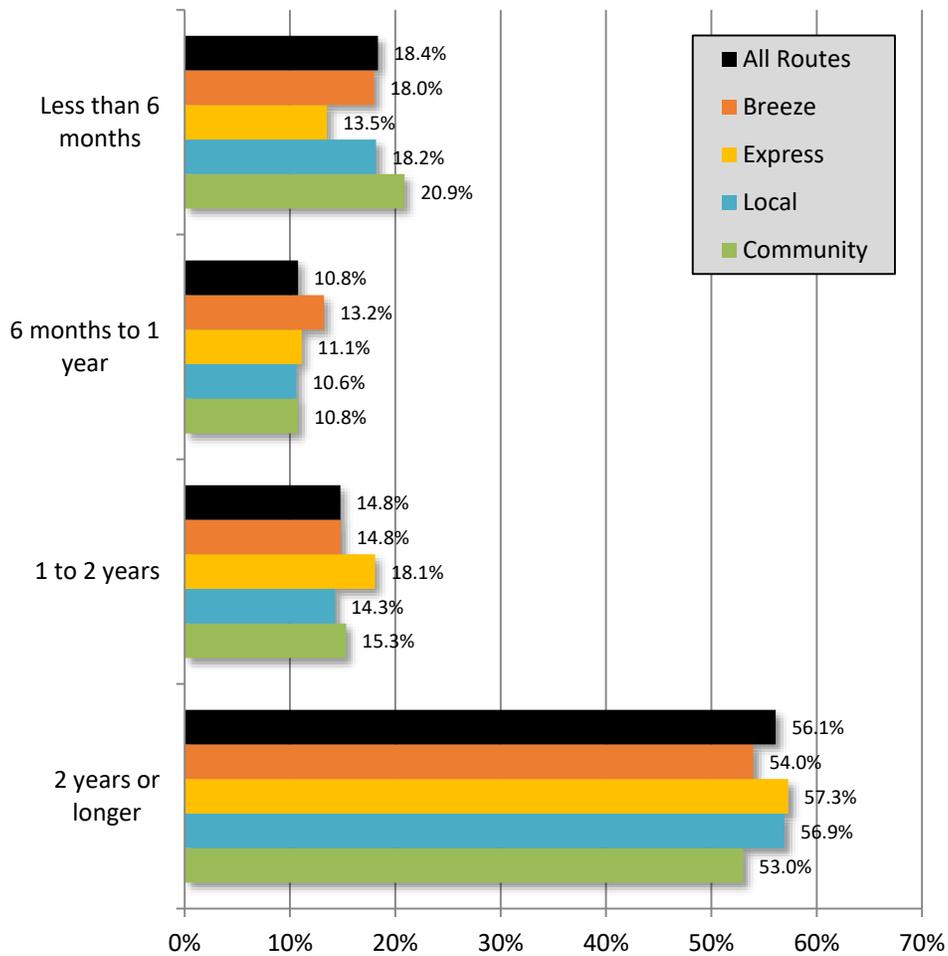
Transit Dependency

Respondents were asked how else they would make their trip if the bus were not available (see Figure 4-8). Across service types, 17% indicated they would ride with someone else if the bus were not available and 13% indicated they would drive themselves. Express bus users were the most likely to drive themselves, at approximately 82%, and community shuttle users were the least likely, at approximately 6%. In total, 13% of passengers indicated they could not make the trip without the bus. For those respondents indicating "Other," responses included Tri-Rail, school bus, skateboarding/bicycling/scootering, or they were unsure. Over 54% of respondents could be considered more transit dependent riders (e.g., those who would otherwise ride with someone, bicycle, walk/wheelchair, or not make the trip).

Figure 4-8: Transit Dependency
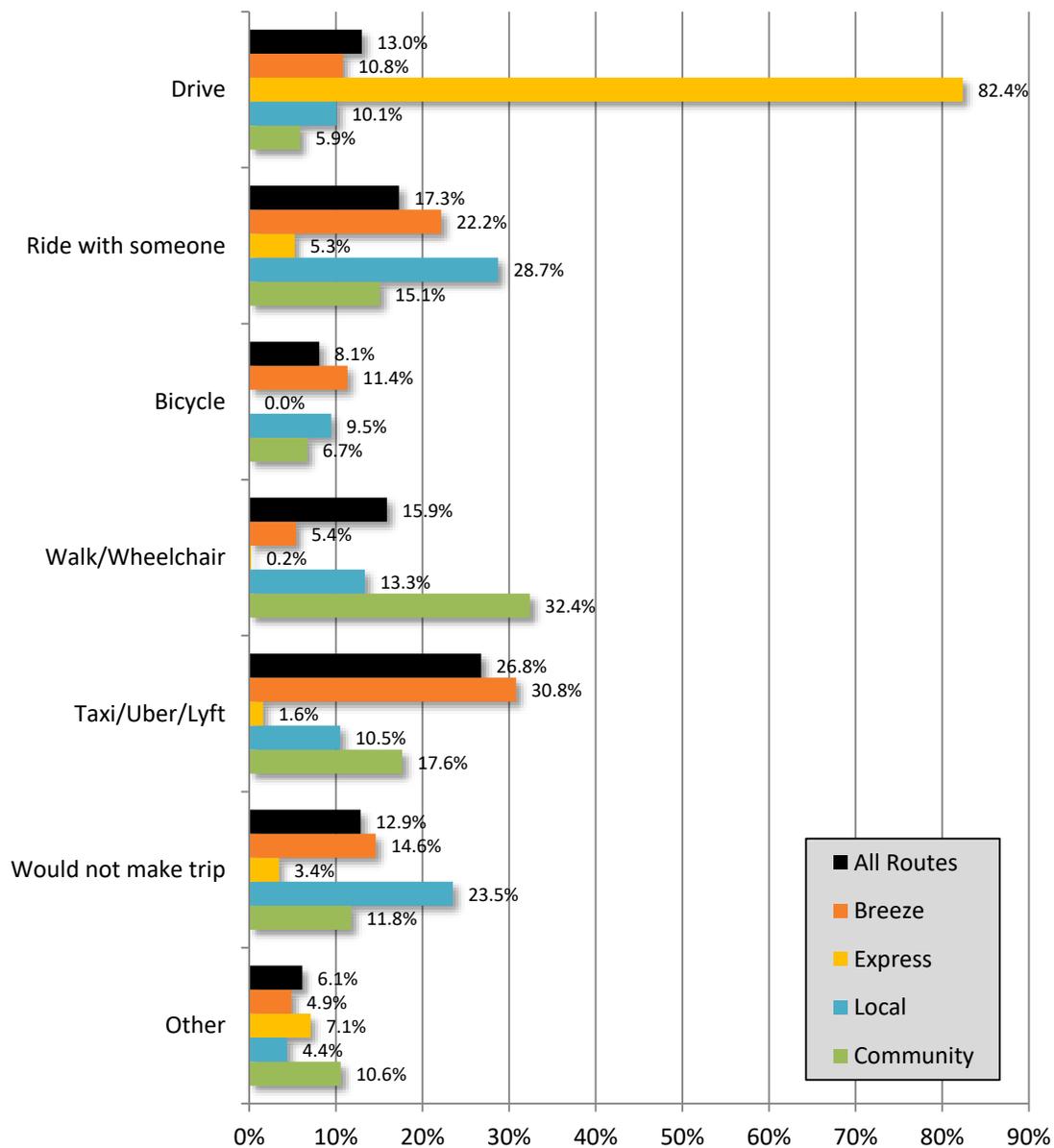
Transit Services/Amenity Improvements

Respondents were asked to indicate how important certain transit services and amenities are to them (Figure 4-9). Using a scale from 1 to 5, with 5 being the most important, the respondents rated 10 different transit services and amenities. On-time performance and more frequent service were rated as the most important improvements system-wide, slightly higher than earlier/later service, bus stop benches/shelters, system safety, and cleanliness of bus. Given the nature of express service and the stops it serves, respondents on express buses were less likely to place more importance on reducing the number of transfers or weekend service or more bus stop shelters/benches, and were more interested

in improving on-time performance and bus cleanliness. The preference of community shuttle passengers generally aligned with the system-wide average for most options; however, community shuttle passengers did not rate the importance of Wi-Fi on buses nor the cost per trip (due to most community shuttle service being free) as high as the average system user. Responses from Breeze and local service passengers also genearlly aligned with the system average, as shown below.

Figure 4-9: Transit Preferences (Average)
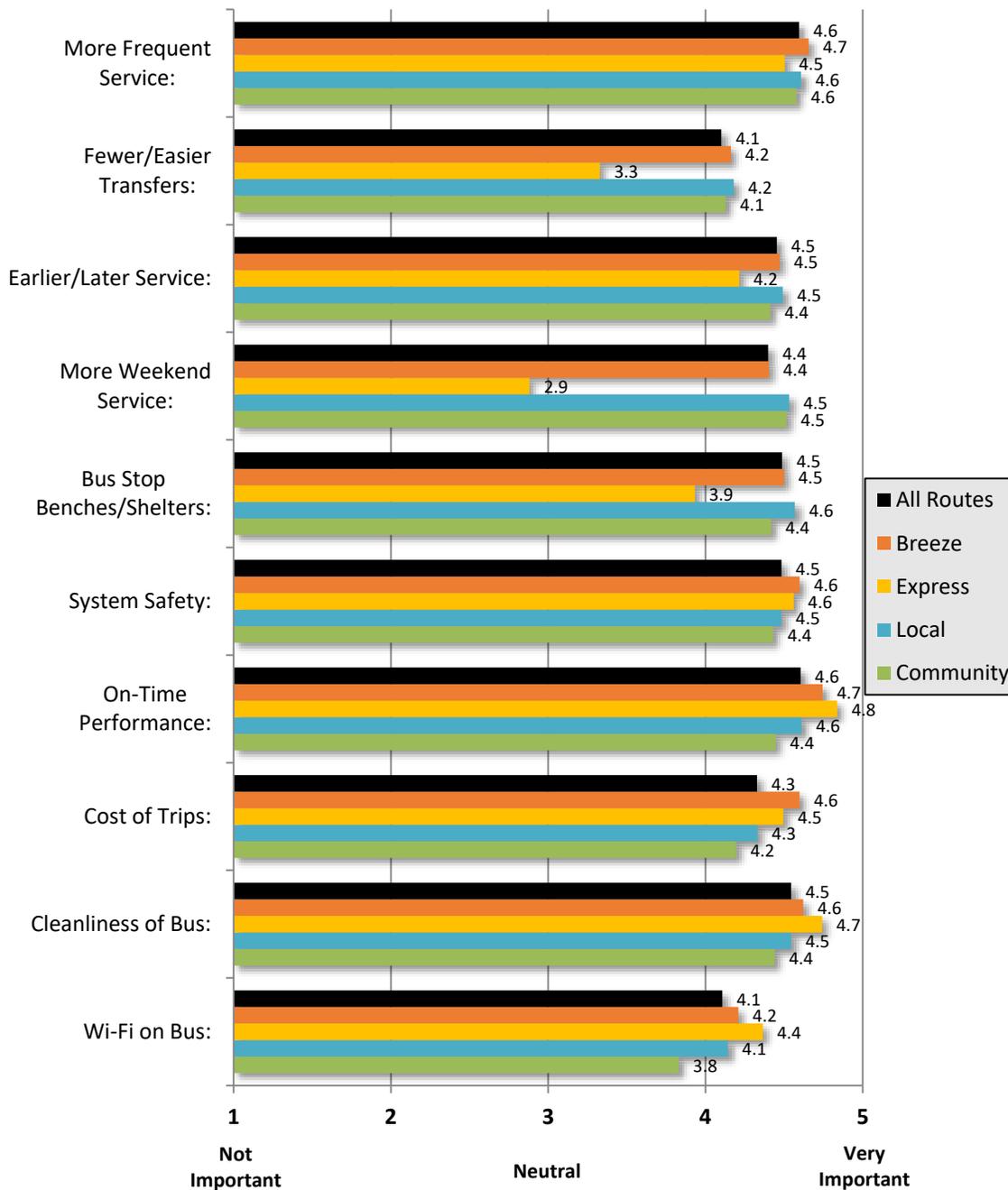
Passenger Demographics

As part of the survey, respondents were asked to provide information about the following categories to help understand the demographic profile of the average BCT rider:

- Household income
- Number of automobiles available in their household
- Ethnicity
- Gender
- Age
- Language

As shown in Figure 4-10, a higher percentage of local and community shuttle passengers have a lower annual household income than Breeze or express service passengers. In addition, the Community shuttle service has the highest proportion of riders with no vehicle availability than any other type of BCT service. System-wide, the male/female split is about equal with slightly more women using the service. A higher percentage of express and community shuttle respondents are women, while a higher percentage of local bus and breeze respondents are male. Furthermore, community shuttle riders are older adults 65 years and older, while express riders are more likely to be working-age.

System-wide, English is spoken in more than 63% of the homes. The express service has the highest proportion of Spanish speakers of all BCT service types, and almost half of its riders speak languages other than English at home, as shown in Figure 4-11. "Other languages" included Haitian Creole, French, Portuguese, and Tagalog.

Figure 4-10: Demographic Summary
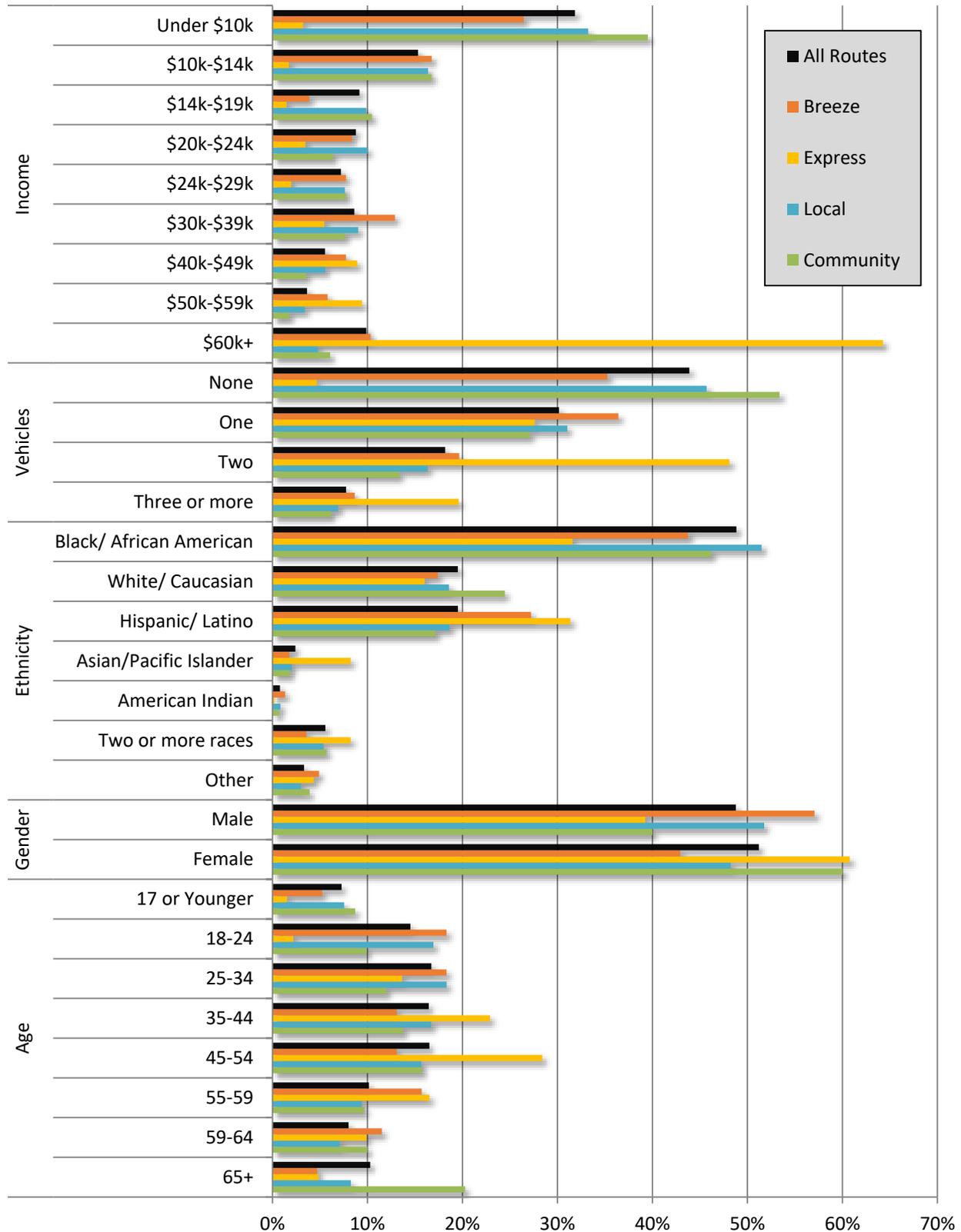
Figure 4-11: Language Spoken at Home by Mode
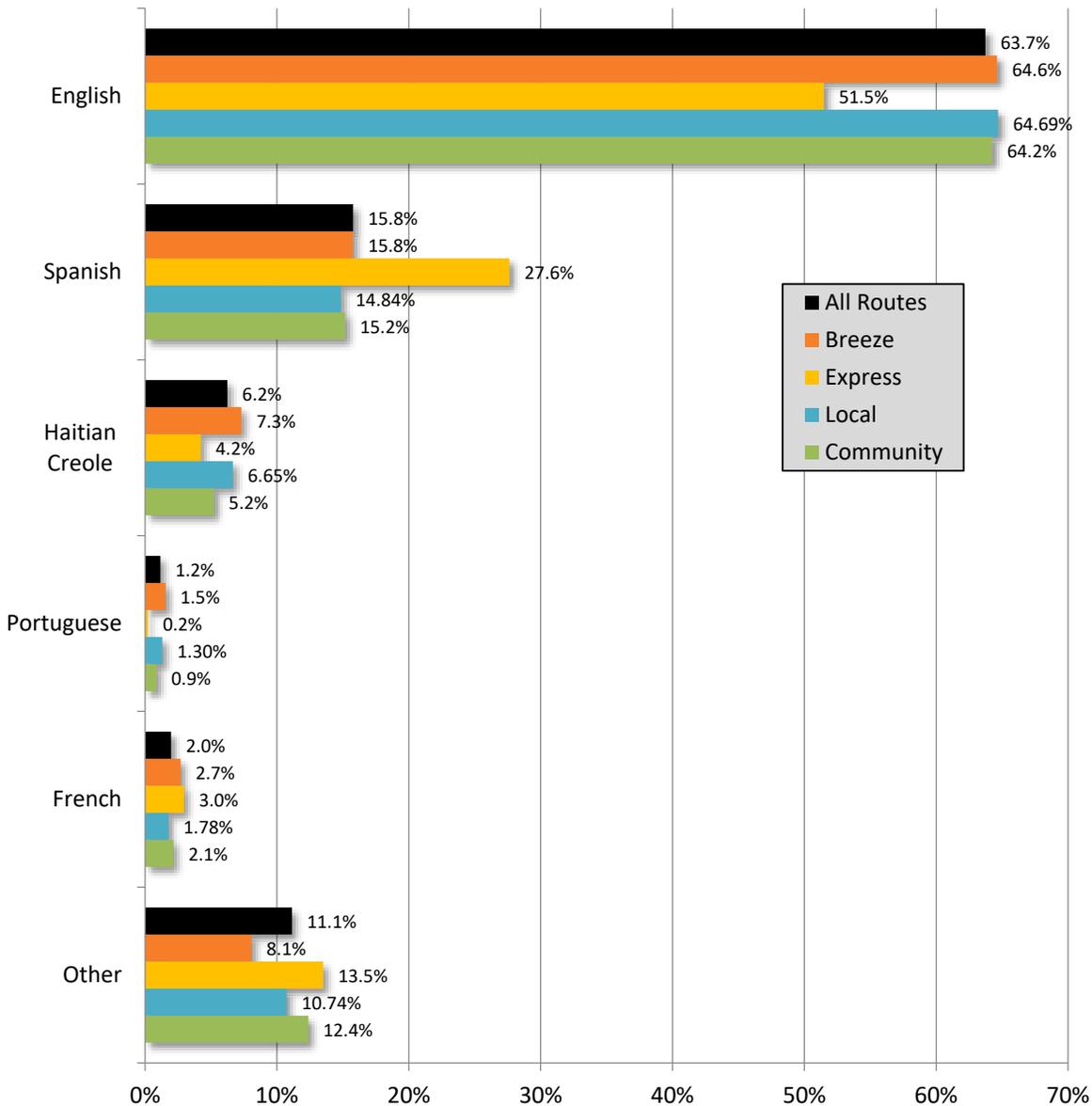
Stakeholder Interviews

Interviews were held with individuals who could provide information regarding transportation issues and/or were viewed as having a particular stake in the decisions made with regard to transportation. Table 4-5 contains a list of the stakeholders that were interviewed and the organizations they represent. Appendix C includes a copy of the stakeholder interview script and summaries of each interview. Common themes from the interviews include:

- Awareness of and support for transit is generally good in the community.

- Need better east-west transit connections.
- Need to improve (reduce) travel times for major routes.
- BCT should do more outreach to involve the community through social media, participation at homeowner's association and other community meetings, etc.

Table 4-5: Stakeholder Interview List and Schedule

Stakeholder Name	Title	Agency/Organization	Interview Date
Eduardo Pineda	Program Manager	Hispanic Unity, Inc.	9/25/18
Richard Blattner	Chair	Broward MPO	8/24/18
Isabel Cosio Carballo	Executive Director	South Florida Regional Planning Council	8/30/18
Edith Lederberg	Executive Director	Aging and Disability Resource Center of Broward	8/24/18
Dan Lindblade	President and CEO	Fort Lauderdale Chamber of Commerce	7/25/18
Jeffry Moquin	Chief of Staff	Broward County Public Schools	8/6/18
Henry Sniezek	Director	Broward County Environmental Protection and Growth Management Department	7/26/18

TDP Webpage

BCT created a webpage for BCT *Connected*. The page introduced the TDP and provided access to the online survey. The final TDP report will be available from this webpage. Figure 4-12 is a screenshot of the webpage.

Discussion Groups

BCT conducted several discussion groups as part of BCT *Connected*. Each discussion group began with a short presentation that introduced the TDP, provided an overview of BCT's existing system, and then would lead into

Figure 4-12: BCT *Connected* Webpage Screenshot

a discussion that catered to the group assembled. Surveys were distributed during each of these events. Table 4-6 provides a list of the discussion groups conducted. Many of the comments gathered during the discussion groups echoed those from the stakeholder interviews, especially the need for improved awareness of BCT's services. Appendix D will include detailed notes gathered from each discussion group in a later version of this document.

Table 4-6: Discussion Group Meetings

Group/Agency	Date	Participants
Broward College – South Campus	8/14/18	10
CareerSource Broward	8/14/18	9
Central County Community Advisory Board	8/15/18	14
Aging and Disability Resource Center of Broward	8/21/18	14
Hispanic Unity	10/29/18	9

Online Survey

A short, seven-question survey was developed for distribution at community drop-ins, discussion groups, presentations, and through the webpage. This survey instrument can be found in Appendix E. A total of 157 surveys were collected during preparation of the TDP.

The first question of this survey asked how often the respondent uses BCT transit services. As seen in Figure 4-13, the majority of the respondents had never used BCT's services. The next highest response rate was from those who said they use the services "once in a while."

Figure 4-13: Use of BCT Services by Survey Respondents
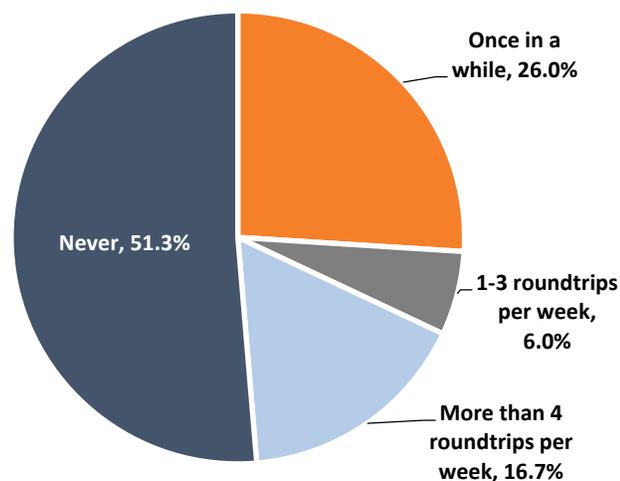
The next question was only for those who answered "Never" to the first question. Table 4-7 shows the results of the responses to this question. Respondents were able to check as many of the options provided that were applicable and were given a space to write in their own reasons. The write-in reasons included a lack of awareness about the service, the lack of a shelter at the nearest bus stop, and lack of familiarity with the service.

Table 4-7: Why Survey Respondents Do Not Use BCT

Group/Agency	# of Responses*
I do not like the bus/I prefer to use my car	46
Travel time is too long	25
Bus hours of operation do not meet my needs	14
No bus stop near my home or destination	14
Prefer to use Transportation Network Companies (TNCs) such as Uber and Lyft	9
I do not think using the bus is safe	7
The cost of the trip (fare) is too expensive	1
Other: (please specify)	
Never knew about the services	1
No shelter	1
I don't know the maps/schedule	1
No bus route provided between home and work	1

*Multiple responses could be selected

The third and fourth questions asked about the importance of specific features to BCT services. The third question was asked of BCT riders and, in the fourth question, non-riders were asked to respond in terms of how likely the improvement was to make them use BCT transit services. Figure 4-14 shows the responses to this question. For BCT riders, the top important features are more frequent service and on-time performance (tied for first place), bus stop benches/shelters, and earlier/later service. For non-riders the top important features are on-time performance, cleanliness of buses, and system safety and more frequent service (tied for third place). The common top response among the groups was the importance of on-time performance.

Figure 4-14: Important Features for BCT Riders and Non-Riders

The fifth question was about support for long-term sustainable funding for public transportation. Over 68% of the respondents indicated support for this by checking "Yes," while 14% did not support it ("No"), and 18% were not sure.

After a sixth question about residential ZIP code, a seventh question asked about smart phone ownership. A significant majority, 91%, of the respondents own a smart phone.

The final question was in regard to being added to the email distribution list and respondents could provide their email if interested.

Telephone Surveys

In addition to the on-board and general survey, two telephone surveys were conducted during the development of the TDP. These surveys were conducted via telephone with registered voters of Broward County. Calls were made to both land line and mobile phone numbers. The questions a mostly differed for each of the surveys. A summary of the full results for each survey are included in Appendix F. The following section provides a brief overview of the telephone surveys and notable results.

Telephone Survey #1

This survey was conducted between June 28 and July 1, 2018. The survey was completed by 400 registered voters and has an overall estimated margin of error of +/- 4.9%. The survey instrument consisted of 23 questions, the last two of which were demographic in nature.

Question 6 of this survey asked respondents to indicate how important it is to improve and expand bus and public transit services in Broward County compared to other needs. As shown in Figure 4-15, over 80% thought that it was either a medium or high priority, with 42.2% ranking it as high.

Figure 4-15: Priority of Improvements to Public Transit
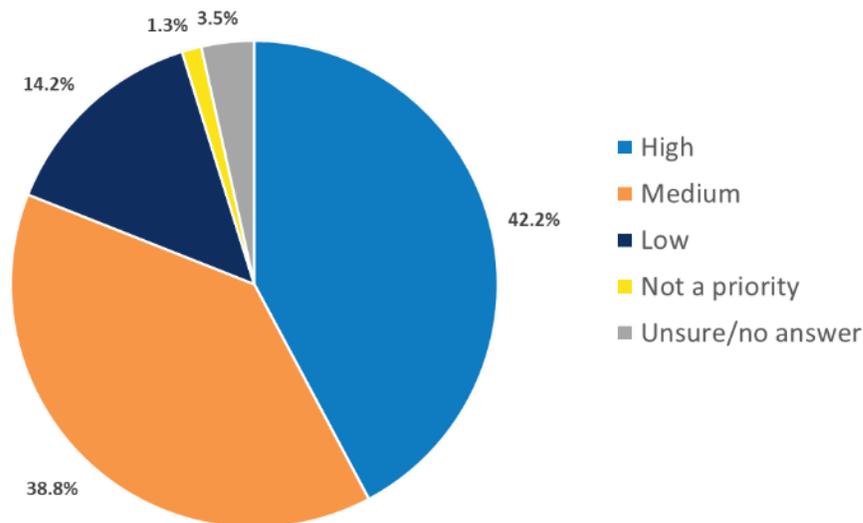
Question 7 asked whether the respondent had heard of BCT and, if so, what their opinion of the agency was. More than three-quarters (76.8%) of the respondents had heard of BCT and 38.1% had a favorable opinion. Figure 4-16 shows the overall responses to this question.

Figure 4-16: Awareness and Opinion of BCT as an Agency
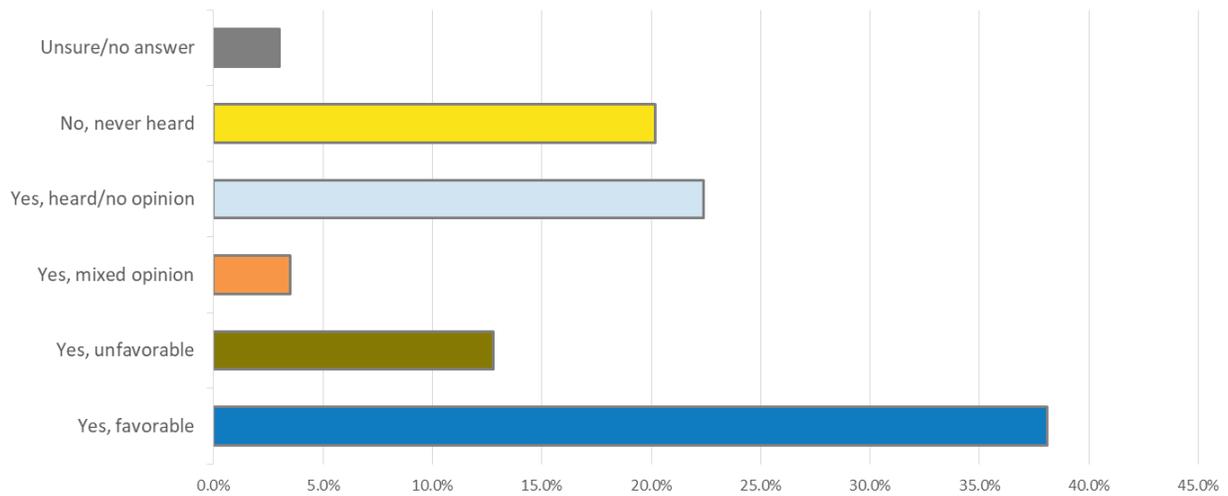
Question 8 asked respondents to rate the services provided by BCT. Over 33% rated the services positively, with 3% selecting "excellent," 30.2% selecting "good," and 25.5% selecting "fair." Eleven percent rated the services negatively, with 7.5% selecting "poor" and 3.5% selecting "very poor." The remaining 30% either were unsure or did not answer or did not have enough information to express an opinion. Figure 4-17 displays this information.

Figure 4-17: Opinion about BCT Public Transit Services

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■ Not enough information/No opinion ■ Unsure/No Answer
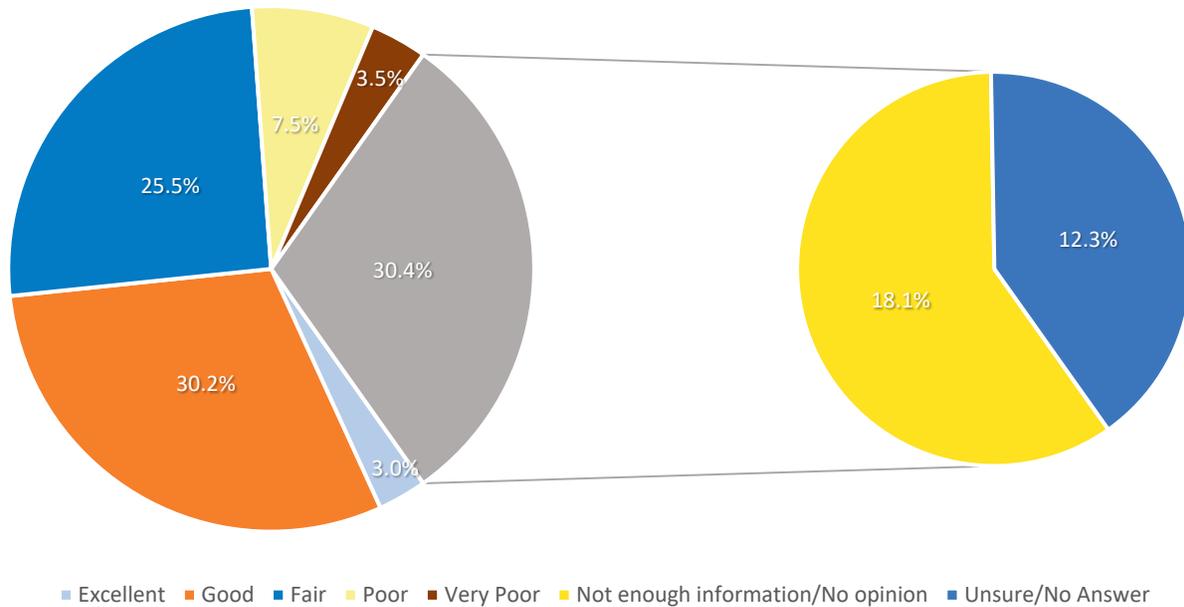
During this first survey, there was a split sample question asking about support for a one-cent increase in the Broward County sales tax to support transit improvements. For both forms of the question, a majority of the respondents replied that they would vote in favor of such an increase. Figure 4-18 shows the results for each version of the question and the consolidated results. Neither of the questions reflected the actual ballot language and were merely designed to test the concept of support for increased funding.

Figure 4-18: Support for One-Cent Increase in Sales Tax
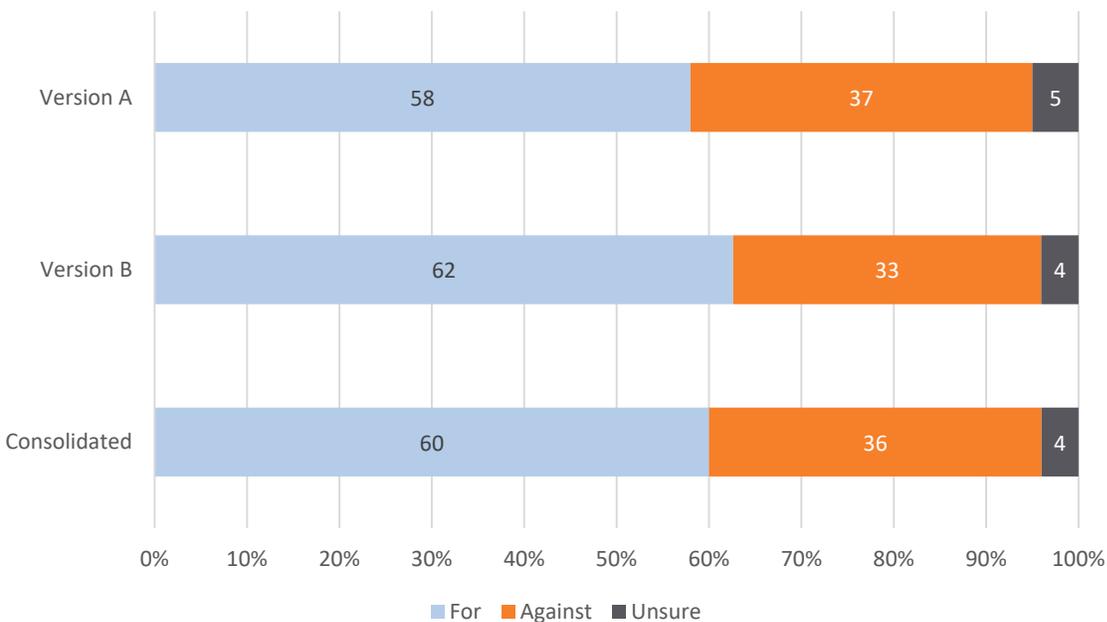
Telephone Survey #2

This survey was conducted between October 10 and 13, 2018. The survey was completed by 401 registered voters and has an overall estimated margin of error of +/- 4.9%. The survey instrument consisted of 24 questions, the last four of which were demographic in nature.

The first four questions asked about the direction of the County and how the respondents accessed information. In terms of the direction of the County, 47.5% felt things were moving in the right direction, while 24.3% said the wrong direction, 6.7% were mixed, and 21.5% were unsure. In terms of how respondents accessed information, the most frequent answer was a mixture of the sources listed, with television and the Internet being the most common. Only 30.5% of the respondents indicated that they read the local newspapers on a frequent basis; while 42.9% indicated that they used social media frequently (not for any specific purpose).

Question 5 asked about awareness of the transportation surtax question on the November ballot. The majority (57.3%) of the respondents were not aware of it. Question 6 read the ballot language and then asked how the respondent would vote, if voting today. A slight majority (51.9%) indicated that they would vote "Yes," 36.8% would vote "No," and 11.3% were unsure. Interestingly, regardless of how they would vote, a greater majority (59.7%) indicated that they believe more funding is needed to improve the transportation system in Broward (question 7). However, respondents were less positive about the impact that an expanded and improved transportation system could have on the quality of life in Broward County, with 37.2% indicating "A lot," 45.6% saying "Somewhat," 13.5% saying "Not at all," and 3.7% being unsure about the impact.

Questions 9 through 14 focused on priorities for using the additional funding. As shown in Figure 4-19 below, each improvement was deemed a priority by the respondents. The highest priorities were expanded transportation options for students, the elderly, and people who could not drive or afford a car, followed by upgrades to traffic signaling equipment on major roads and intersections and new technology to make traffic flow more efficiently. The question about a rail system had two versions that were tested randomly. Option A simply asked about the priority for constructing a rail system for travel within Broward County. Option B expanded this question by adding "to reduce traffic congestion along major corridors" at the end.

Figure 4-19: Priorities for Transportation Funding
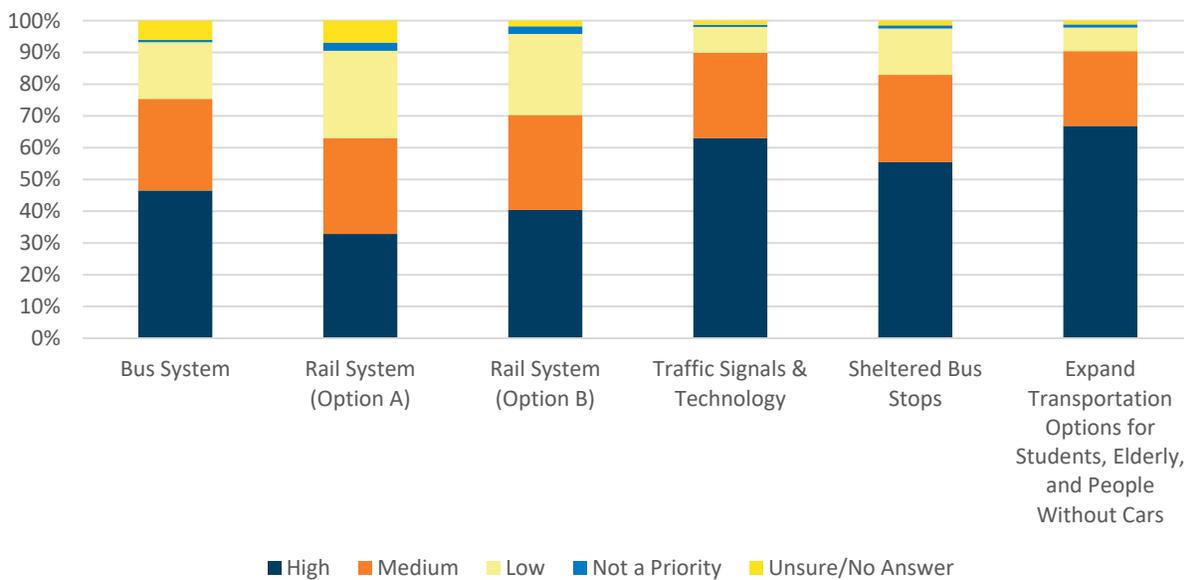
Question 15 asked respondents if they thought more funding for improving public transit was needed, regardless of their support for the ballot question. More than 60% of the respondents agreed that more funding was needed. Question 16 asked how much improvements to the public transit system would improve the quality of life in Broward County. Over 85 percent of respondents indicated that such improvements would either improve "a lot" (40.7%) or "somewhat" (44.6%) the quality of life, while 3.5% were unsure and 11.3% felt it would not improve the quality of life at all.

A second split sample question was asked about the benefits of an improved public transit system. Version A of the question asked respondents if they agreed or disagreed that "even though they may not use public transit in Broward County, most people will, in some way, benefit from an improved system." Over 81% of respondents agreed with this statement, while 17% disagreed and just under 2% were unsure. Version B of the question provided an example benefit of reducing the number of cars on the roads. Again, a majority (72.7%) of the respondents agreed with the statement, while 24.2% disagreed and 3.1% were unsure.

Question 18 asked respondents to rate the quality of public transit in Broward County. The results are shown in Figure 4-20 below and are categorized as 26.8% being positive, 32% fair, 15.2% negative, and 26% unsure.

Figure 4-20: Quality of Public Transit in Broward County
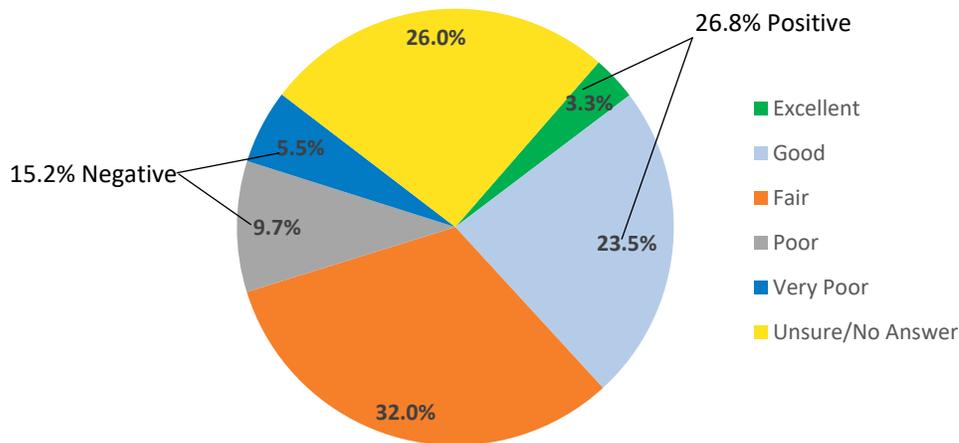
Question 19 asked if improvements were made to the public transit system, and specific examples of improvements were listed, would it make a difference in the respondent's travel habits. Over 69% replied that the improvements would make "no difference" in their travel habits. Approximately 25% indicated that they would be "more likely" to change their travel habits, 4% were "less likely" and 1.9% were unsure. Despite the respondents' unwillingness to change their travel behavior if public transit improvements are implemented, a majority (72.6%) of them agreed that improvements to the bus service will strengthen the economy and create more opportunities for people to work.

Focus Groups

In lieu of conducting a fourth survey, two focus groups were held to better understand the attitudes about transit. The first focus group was held in Hollywood on Monday, October 1, 2018. The group included 10 participants, 5 men and 5 women, from different backgrounds. A copy of the handouts and transcript for this event are included in Appendix G. Key topics discussed during this focus group included the general opinion about Broward County, opinion of transit, ballot language for the transportation surtax, and uses of funding. The following is a brief summary of the discussions surrounding each of these topics.

General Opinion

- Traffic and transportation is one of the most pressing problems facing the County.

Transit Opinion

- Most participants recognized BCT as an agency.
- Majority had not used BCT in the recent past and, therefore, opinions were based on inferences and not direct experience.
- Recommended improvements to the system included traffic light synchronization, widening of existing roadways, and a more extensive transit service.
- Primary challenges of the BCT bus system were not enough stops, too little frequency, and not enough service throughout the day (span of service).
- Several comments were made about the need for improved connectivity between neighboring counties and other transit systems (Tri-Rail and Brightline).

Ballot Language

- Only one participant admitted to being vaguely aware of the upcoming question on the November ballot.
- Two-thirds of the participants indicated that they would support the issue (vote "Yes") after reading the ballot language.
- Primary reasons cited for supporting it were reduction of traffic congestion, traffic signal synchronization, and desire to improve transit for those who rely on it.
- Biggest objections to the language were the 30-year term and the independent oversight board. There was also concern about a similar outcome to the lottery.

Uses of Funding

- Highest priority was to upgrade traffic signal equipment since this would have the greatest impact overall as most people drive cars.
- Ensuring a wide-range of services for people who rely on transit was the second highest priority. As previously noted, this was indicated as a need for others that should be supported.
- Expanding and improving the bus system was the third highest priority, again for others.
- There was moderate support for light rail with half the participants stating it should be a high priority.
- Lowest prioritized uses of funding were sidewalks and bike paths, shuttle services and on-demand rides, and dedicating existing travel lanes for express transit service. The lack of support for sidewalks and bike paths was based on belief that the built environment is too disjointed for it to work and the nature of the community, as a large urban area, was not supportive for this type of travel. Participants did not seem to understand the shuttle services and on-demand rides and indicated it was duplicative of existing services, such as Uber and Lyft. The notion of dedicated

lanes caused concern as it would take a lane from car travel and further exacerbate the congestion problem.

At the end of this focus group, the participants remained steadfast in their views on the ballot language. Most of the participants agreed that something needs to be done to address traffic congestion or it would continue to get worse.

The second focus group was conducted in Fort Lauderdale on Monday, October 22, 2018. This group again included 10 individuals, 5 men and 5 women, from different backgrounds. Copies of the handouts and transcript from this event are included in Appendix G. This group focused on similar topics as the first group with some minor adjustments. The session started with a discussion of the participants' general opinion about Broward County and touched on transportation issues. However, the focus of this event was more on the educational materials developed for the transportation surtax. A summary of the key takeaways from this focus group is provided below.

General Opinion

- Traffic was most prevalent problem.
- In addition to roadway inadequacies, poor driving habits and distracted driving were mentioned as major contributors.
- When asked for solutions, most suggested improving the transit system.
- There were several comments about distrust of government, in general.
- There was no consensus among the group about how information was obtained regarding local government issues. Several participants said through the Internet or social media.

Ballot Language

- After reviewing the language, 6 out 10 said they would vote "yes" on the issue.
- The primary reasons for supporting the ballot initiative was that something needs to be done, while those who opposed it were not convinced the promises would be kept.
- Most participants liked the aspects of the plan highlighted in the ballot language, with the most frequently cited likable element being traffic light synchronization.
- The oversight committee was frequently raised by the group and was a source of confusion for most of them. They wanted to know who would be on it, how it would be appointed, and what it would do.
- About two-thirds of the group said that they were not aware of the ballot initiative prior to the focus group session.

Educational Materials

- Most of the participants responded favorably to the digital media advertisement, specifically preferring the simpler language and the reference to drainage improvements.

- Most of the participants responded favorably to the mail brochure, commenting mostly on the overall design and appeal of it, and also preferring the more definitive information about how the money would be spent.

- The group viewed the educational video three times and wrote down their reactions to it using a questionnaire. They responded favorably to the video, even more so than the previous materials, and found it easy to understand. They specifically referenced the $300 million dollar figure in the first year, the safety component that was included, and the statement that tourists and visitors would help pay for the improvements.

- Overall, very few of the participants had seen these materials prior to the focus group.

At the end of this focus group, when asked to reconsider their votes, the total shifted from 6 in favor and 4 opposed, to 5 in favor and 5 opposed. The primary reason for the change in one vote was distrust and doubt. When asked if more money was needed to improve transportation, all but one participant agreed with the statement. As with the first focus group, this group agreed that the traffic issues would get worse if not addressed.

Community Drop-In Events

BCT hosted several community drop-in events. Photographs from the West Regional Library (left) and Broward College (right) events are displayed in Figure 4-21. For these events, BCT set up a table at selected locations with information about the TDP, distributed surveys, and spoke with interested persons. The input gathered from the surveys and comments are included in the online survey results previously discussed. Table 4-8 provides the dates and locations of the events.

Figure 4-21: Community Drop-In Events

Table 4-8: Community Drop-In Event Details

Location Name & Address	Date	Participants
Northwest Regional Library 3151 N University Drive Coral Springs, FL 33065	August 13, 2018 Monday	20
West Regional Library 8601 W Broward Boulevard Plantation, FL 33324	August 14, 2018 Tuesday	15
Dodge City Center 601 SW City Center Way Pembroke Pines, FL 33025	August 14, 2018 Tuesday	10
Broward College Willis Holcombe Center 111 E Las Olas Blvd, Fort Lauderdale, FL 33301	August 21, 2018 Tuesday	45
The Pines Center 16957 Sheridan Street Pembroke Pines, FL 33331	August 28, 2018 Tuesday	10
Lauderhill Towne Center 6399 West Oakland Park Blvd Lauderhill, Florida 33319	August 27, 2018 Monday	6
Margate Branch Library 5810 Park Drive Margate, FL 33063	August 30, 2018 Thursday	15
Lauderdale-By-The-Sea 4505 Ocean Drive Lauderdale-By-The-Sea, FL 33308	September 21, 2018 Friday	10

Presentations

The final type of activity was presentations to boards and groups. These activities were primarily targeted at groups whose purview is transportation. Table 4-9 provides a list of presentations that occurred for the BCT *Connected* project.

Table 4-9: Presentations

Presentation	Date
SFRTA Planning Technical Advisory Committee (PTAC)	08/15/18
Community Transportation Meeting for the City of Pembroke Pines	10/15/18

Public Involvement Summary

By October 31, 2018, 25 opportunities for individuals to provide input into the development of BCT *Connected* were provided. A total of 8,177 responses were received through the various surveys or participation in focus groups and over 8,200 individuals have been engaged through this process. Table 4-10 summarizes the public involvement efforts for BCT *Connected*.

Table 4-10: Public Involvement Summary

Group/Agency	# of Events
Advisory Review Committee Meetings	3
Community Drop-Ins	8
Stakeholder Interviews	7
Discussion Groups	5
Presentations	2
Total Number of Events	**25**
Surveys/Focus Group	# of Responses
On-board	7,199
Online (completed in-person)	106
Online (completed on-line)	51
Telephone	801
Focus Groups	20
Total Number of Surveys	**8,177**

Map 4-1 shows the distribution of survey efforts (on-board and online surveys only) across Broward County. This map shows that surveys were completed for each zip code within the county and that a majority of the zip codes had 20 or more surveys completed.

As noted in the PIP, the TDP had a number of goals and objectives that BCT would strive to meet during BCT *Connected*. Table 4-11 provides a review of how well these goals and objectives were achieved.

Map 4-1: Distribution of Surveys by Zip Code
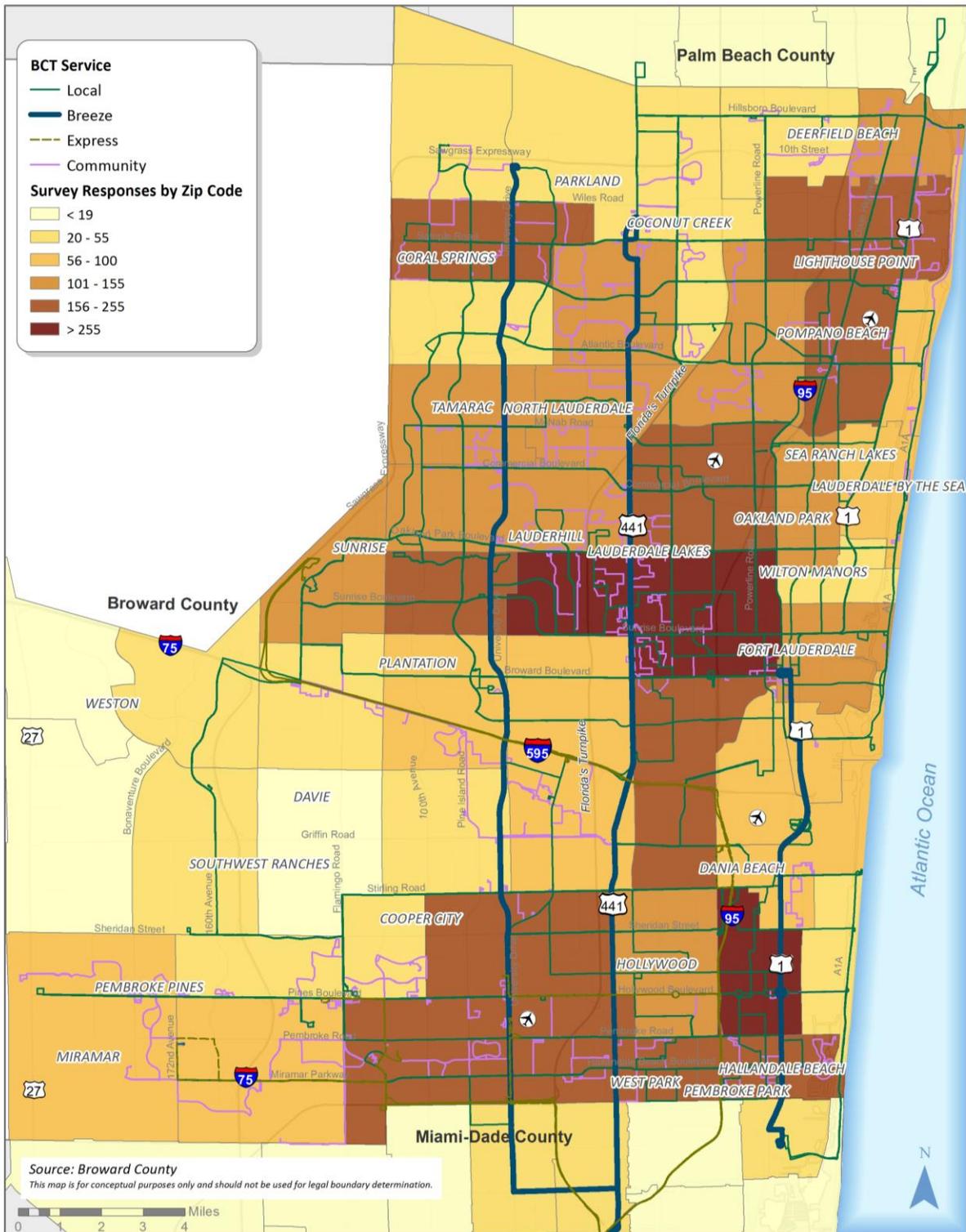
Table 4-11: Public Involvement Evaluation

Public Involvement Goal	Measures	Targets	Results
Goal 1: Early and Consistent Involvement Involve riders, the public, and stakeholders early and regularly in the project.	Schedule adherence.	Zero cancelled events.	Achieved - One event cancelled due to inclement weather. A replacement event was scheduled.
	Number of interactions.	Greater than 5,000 interactions.	Achieved – Over quantifiable 8,200 interactions.
	Number of opportunities provided to participate.	Greater than 10,000 opportunities provided to participate.	Achieved – Through 27 activities, 8,200 measurable interactions were achieved. Additional interactions through the website and other electronic means have occurred, but are not measurable.
Goal 2: Opportunity Provide all BCT riders, citizens, and stakeholders with the opportunity to participate throughout the project, including those in traditionally under-represented populations, such as youth, persons with disabilities, older adults, or those who have limited English proficiency (LEP).	Establishment of a project-specific email address.	Maintenance of a project-specific email address throughout the duration of the project. Review comments and questions received.	Achieved - A project-specific email address was maintained throughout the process. No comments or questions were received through it.
	Map ZIP code data from time-to-time throughout the project to ensure input is from individuals geographically distributed throughout the county.	Participation from at least 90% of all ZIP codes with at least 20 or more participants from 50% of the ZIP codes.	Achieved – Please see figures 4-22 and 4-23. Through the On-Board and Online Surveys, we were able to reach all zip codes in Broward and have at least 20 participations from more than 50% of them.

Table 4-11: Public Involvement Evaluation (cont'd)

Public Involvement Goal	Measures	Targets	Results
Goal 2: Opportunity Provide all BCT riders, citizens, and stakeholders with the opportunity to participate throughout the project, including those in traditionally under-represented populations, such as youth, persons with disabilities, older adults, or those who have limited English proficiency (LEP).	Number of members of the stakeholder database that fall into an under-represented group.	Greater than 5% of stakeholder database members are members of an under-represented group.	Achieved – Over 80% of the outreach efforts were with or included under-represented groups.
	Percent of completed alternative language surveys.	Greater than 5% of returned surveys are alternative language surveys (based on percentage of households where no one over age 14 speaks English.)	Achieved - The On-Board Survey had a response rate of 8% in languages other than English.
	Number of individuals not served due to lack of translation services.	Minimize number of people turned away due to lack of translation services.	Achieved - Nobody was turned away due to lack of translation services.
	Number of languages the website can be translated into.	Greater than four alternative languages.	Achieved - The website was available in five alternative languages, including English.
	Percent of events held at locations accessible by at least one transit route and are ADA accessible.	100% of all events are held at locations accessible by at least one transit route and are ADA accessible.	Achieved - All of the events were held in transit and ADA-accessible locations.
Goal 3: Information and Communication Provide all citizens and interested stakeholder agency groups with clear, timely, and accurate information relating to the project as it progresses.	Number of individuals not provided printed copies when requested**.**	Zero individuals not provided printed copies when requested**.**	Achieved – There were no requests received for hard copy materials.
	Percent of summarized TDP technical documents.	At least four summarized technical documents.	Achieved – All of the tech memos were summarized for the ARC members and an Executive Summary of the TDP was created.

Table 4-11: Public Involvement Evaluation (cont'd)

Public Involvement Goal	Measures	Targets	Results
Goal 3: Information and Communication Provide all citizens and interested stakeholder agency groups with clear, timely, and accurate information relating to the project as it progresses.	Frequency of updates to the TDP website.	Update the TDP website more than once per month.	Achieved - The County's website provided information during the TDP update process, including a link to the online survey. Due to the compressed schedule for this TDP, updates were more limited than initially planned.
	Percent of questions responded to within two business days.	Greater than 75% of questions responded to within five business days.	Achieved - No questions were received outside of events that required a response.
Goal 4: Range of Techniques Use a broad-spectrum of techniques to gather input from a diverse population within the project area	Percent of public outreach opportunities where comment cards are provided.	Greater than 25% of public outreach opportunities have comment cards available.	Achieved – All public outreach events had comment cards available.
	Percent of goals met by the conclusion of the TDP process.	100% of PIP goals met by the conclusion of the TDP process.	Achieved – As indicated above, all targets were met and goals achieved.

5 Evaluation of Existing Transit System

This section provides an overview of the BCT system, including:

- **Existing service**, which includes a description of the current services provided by BCT as well as other transit services that network with and support BCT services.
- **Peer and trend analysis**, which includes a comparison of BCT's performance to similar "peer" transit systems and an analysis of BCT's performance trends over the past five years.

5.1 Existing Service

This section details the different services that BCT oversees, including fixed-route, community shuttle, and paratransit. In addition, other transportation services and neighboring systems that interact with BCT also are discussed with an emphasis on where these connections occur.

Map 5-1 illustrates the distribution of these transit services throughout the county, as well as the accompanying park-and-ride lots, transit terminals, and transfer locations. BCT currently operates 44 fixed-routes (including 35 local routes, 3 limited-stop routes, and 6 express bus routes), community shuttle routes in 19 municipalities, and the TOPS (**T**ransportation **OP**tion**S**) paratransit service within BCT's 410 square mile service area.[1] BCT has an active fleet of 352 regular fixed-route buses, 50 community shuttles, and 206 paratransit vehicles providing these services.

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[1] As of June 2018.

Map 5-1: BCT Fixed-Route Services by Service Type
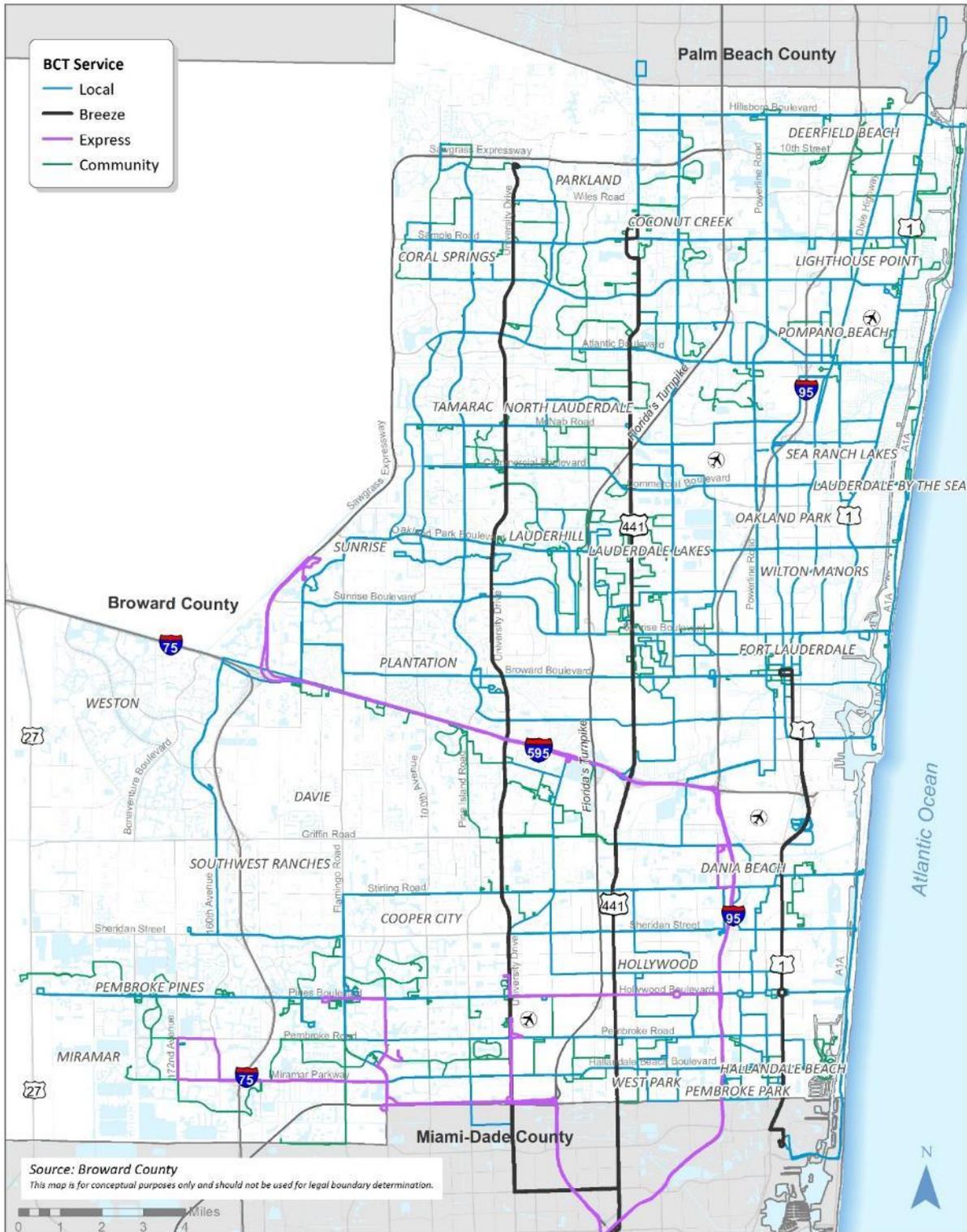
Fixed-Route Service

BCT provides several types of fixed-route bus service that operates along a designated route and with a fixed schedule, including regular fixed-route service, Breeze limited-stop service, and express bus routes. Combined, BCT operates 44 routes on weekdays, 31 routes on Saturdays, and 29 routes on Sundays.

Table 5-1 details the amount of service provided system-wide and the resulting ridership and system performance in terms of riders per revenue hour and mile. BCT provides nearly 48,000 revenue miles and 3,656 revenue hours on a typical weekday. Average weekday passenger trips total about 95,200, which is approximately 63% more than the average Saturday ridership and almost triple (198% more than) the average Sunday ridership. In terms of system performance, passenger trips per mile and per hour are uniform Monday through Saturday, at roughly 2 passenger trips per revenue mile and 25–26 passenger trips per revenue hour. A slight decrease is experienced during Sunday service, for which performance decreases to 1.8 passenger trips per mile and 23 passenger trips per hour.

Table 5-1: 2017 Fixed-Route System Characteristics, Service Day Averages

Service Day	Routes in Operation	Service Span	Revenue Miles	Revenue Hours	Vehicles in Operation	Unlinked Passenger Trips	Pass/Rev Mile	Pass/Rev Hour
Weekday	44	4:30–12:44 am	48,876	3,719	291	95,223	1.9	25.6
Saturday	31	5:00–12:44 am	29,698	2,309	152	58,383	2.0	25.3
Sunday	29	6:00 am–11:40 pm	18,116	1,384	117	31,907	1.8	23.1

Source: NTD 2017 Submittal, Form S-10

Figure 5-1 compares BCT's fixed-route ridership to Broward County's population over the last 30 years. Ridership peaked in 2008 and fluctuated between 36 and 39 million annual passengers until 2014. Since then, ridership has consistently declined, from 38.12 to 28.98 million in 2017, a drop of 24% during this three-year period. While ridership has decreased over the last 10 years, the county's population has increased by 3.6%.

Figure 5-1: Broward County Population and BCT Fixed-Route Ridership
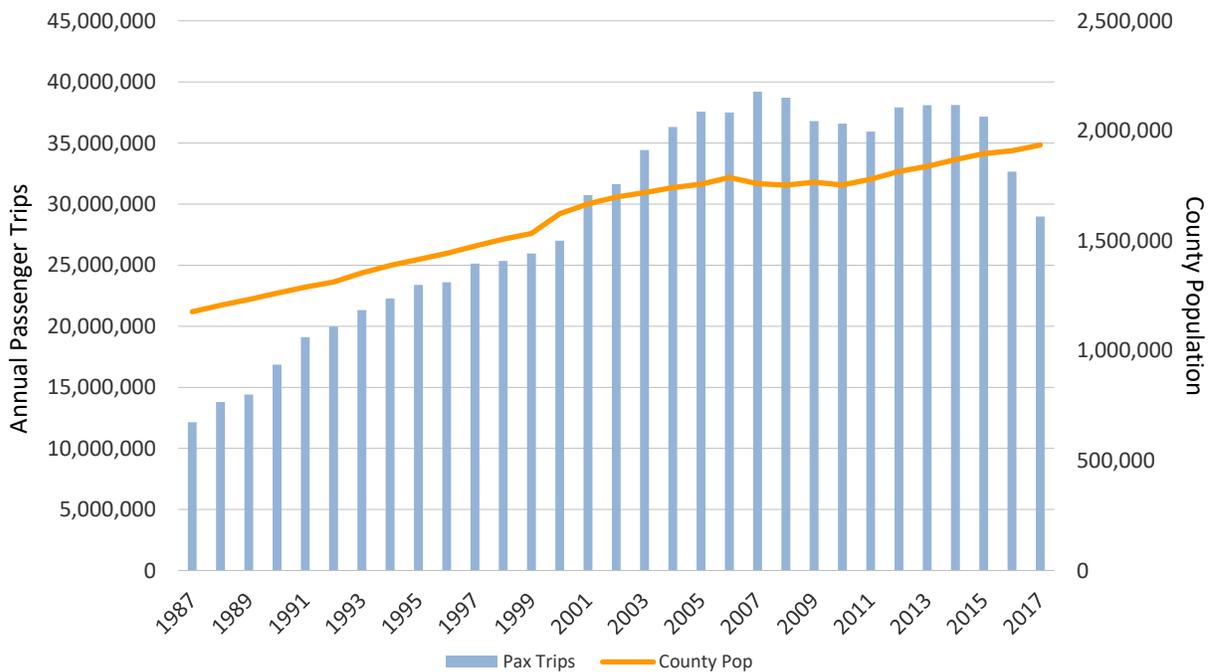
With the exception of its express routes, nearly all of BCT's fixed-routes use one or more of the four major transfer terminals in Broward County. These terminals provide connections between regular fixed-routes, Breeze routes, and community shuttle routes and include:

- Broward Central Terminal at Broward Boulevard and Brickell Avenue
- Lauderhill Transfer Facility at Lauderhill Mall
- West Regional Terminal in Plantation
- Northeast Transit Center in Pompano Beach

Fixed-Route Fares

Complementing the four transfer terminals are additional transfer nodes located throughout the county, most notably at Young Circle in Hollywood, Pompano Citi Centre, Sawgrass Mills Mall, and Pembroke Lakes Mall (see Map 5-1). BCT also serves all seven Tri-Rail stations within Broward County and the Golden Glades Tri-Rail station in north Miami-Dade County. Transfer opportunities to Miami-Dade Transit (MDT) service are available at Golden Glades Tri-Rail station or Aventura Mall. Opportunities to connect with Palm Beach County's transit system, Palm Tran, occurs on select BCT routes along the county line and into Boca Raton and West Boca.

Table 5-2 shows the pricing for the standard one-way cash fare, all-day pass, and 31-day pass for regular fixed-route and express services. Reduced fares are available for older adults (age 65+), youths (age 18 or younger), current college/university students, and persons with a disability or on Medicare. Transfers between BCT regular fixed-routes are free, including transfers from BCT fixed-routes to MDT, Palm Tran, or Tri-Rail shuttles. However, upcharges apply when transferring to express routes or when moving from MDT or Palm Tran routes to BCT fixed-route service.

Table 5-2: Fares for Fixed-Route and Express Services

Service	Standard One-Way Cash Fare	All-Day Pass	31-Day Pass
Regular Fixed-Route	$2.00	$5.00	$70.00
Express	$2.65	N/A	$95.00

Source: BCT

Regular Fixed-Route Service

Of the 44 fixed-routes, 35 are designated as "fixed-route regular service." These routes serve neighborhoods as well as major and minor corridors, with frequent stops and service typically to one or more of the four transfer terminals at which passengers can connect with other fixed-route bus services or commuter or intercity rail services such as Tri-Rail and Brightline. Service is provided throughout the week, with reduced service on the weekends. Table 5-3 details the 35 regular fixed-routes and their operating characteristics.

Table 5-3: Regular Fixed-Route Operating Characteristics, FY 2017

Route	Corridor	Service Day	Service Span	Daily Trips	Peak Frequency (min)	Passenger Trips	Passenger Trips per Hour
1	US1 – South of Broward Terminal	Weekday	5:05 am–12:20 am	107	20	1,556,487	28.7
		Sat	5:20 am–12:20 am	127	15		
		Sun	6:00 pm–10:21 pm	87	20		
2	University Dr	Weekday	5:00 am–12:33 am	104	19	1,577,986	23.1
		Sat	5:00 am–12:33 am	69	35		
		Sun	7:00 am–10:34 pm	48	40		
4	A1A – Dania Beach Blvd to Hallandale Beach	Weekday	5:15 am–10:16 pm	42	51	209,706	12.6
		Sat	6:00 am–9:36 pm	39	48		
		Sun	8:15 am–8:50 pm	32	45		
5	Pembroke Rd to Gulfstream Superstop	Weekday	6:00 am–10:17 pm	45	40	344,229	19.5
		Sat	7:00 am–9:50 pm	30	60		
		Sun	8:00 am–8:50 pm	26	60		
6	Broward Terminal – SR84 – Ravenswood – County Line Rd	Weekday	5:00 am–11:05 pm	55	37	444,941	16.9
		Sat	5:20 am–11:05 pm	35	60		
		Sun	8:20 am–9:13 pm	24	60		
7	Hollywood/Pines Blvd	Weekday	4:55 am–11:25 pm	81	25/50	914,357	23.0
		Sat	5:00 am–11:17 pm	69	30/60		
		Sun	8:40 am–9:28 pm	46	30/60		

Table 5-3: Regular Fixed-Route Operating Characteristics, FY 2017 (cont'd)

Route	Corridor	Service Day	Service Span	Daily Trips	Peak Frequency (min)	Passenger Trips	Passenger Trips per Hour
9	Broward Terminal – Riverland Rd – Davie Rd – Johnson St	Weekday	5:25 am–10:17 pm	43	48	407,722	20.0
		Sat	5:50 am–10:17 pm	33	60		
		Sun	8:30 am–8:10 pm	22	60		
10	US1 – North of Broward Terminal	Weekday	5:10 am–11:56 pm	86	22	959,717	25.1
		Sat	5:10 am–11:22 pm	72	30		
		Sun	8:20 am–9:35 pm	38	41		
11	A1A – Las Olas – Sistrunk Blvd – NW 21st Ave	Weekday	5:00 am–11:47 pm	60	34	693,716	19.0
		Sat	5:00 am–11:21 pm	48	45		
		Sun	7:00 am–9:23 pm	33	57		
12	Sheridan St – Davie Rd – University Dr	Weekday	5:20 am–9:53 pm	33	56	357,205	18.5
		Sat	5:55 am–8:26 pm	29	54		
		Sun	9:50 am–7:53 pm	22	47		
14	Powerline Rd	Weekday	5:00 am–11:57 pm	95	20	991,740	30.8
		Sat	5:36 am–11:05 pm	46	45		
		Sun	7:40 am–8:09 pm	32	45		
15	Griffin Rd to County Line Rd	Weekday AM Peak	5:50 am–10:09 am	16	65	32,125	7.5
		Weekday PM Peak	2:50 pm–7:09 pm	16	65		
16	Stirling Rd – Pembroke Lakes Mall	Weekday	5:45 am–8:45 pm	40	40	212,024	17.7
		Sat	6:00 am–8:45 pm	30	60		
18	SR 7 – South of Lauderhill Mall	Weekday	4:30 am–2:40 am	115	20	1,530,252	30.6
		Sat	5:10 am–12:40 am	129	15		
		Sun	6:00 am–11:40 pm	82	20		
19	SR 7 – North of Lauderhill Mall	Weekday	4:35 am–12:33 am	115	17	1,834,471	38.9
		Sat	5:10 am–12:27 am	128	18		
		Sun	6:15 am–11:27 pm	82	20		
20	NE 18th Ave	Weekday	5:40 am–9:50 pm	41	45	225,801	16.2
		Sat	6:00 am–8:50 pm	30	60		
		Sun	10:00 am–7:45 pm	19	60		
22	Broward Blvd	Weekday	5:00 am–11:55 pm	124	15/30	1,069,704	25.5
		Sat	5:25 am–11:35 pm	68	30/60		
		Sun	8:10 am–9:50 pm	49	30/60		
23	Pembroke Lakes Mall to Sawgrass Mills Mall	Weekday AM Peak	6:10 am–10:20 am	21	44	69,549	12.4
		Weekday PM Peak	3:10 pm–7:40 pm	21	44		
28	Miramar Pkwy/Hallandale Bch Blvd – Aventura Mall	Weekday	5:00 am–12:02 am	71	30	1,012,563	22.8
		Sat	5:35 am–11:58 pm	65	31		
		Sun	8:25 am–9:22 pm	33	45		
30	Davie Blvd/Peters Rd	Weekday	5:30 am–10:35 pm	89	19	529,841	24.1
		Sat	6:00 am–10:35 pm	62	30		
		Sun	9:30 am–7:05 pm	26	45		

Table 5-3: Regular Fixed-Route Operating Characteristics, FY 2017 (cont'd)

Route	Corridor	Service Day	Service Span	Daily Trips	Peak Frequency (min)	Passenger Trips	Passenger Trips per Hour
31	NW 31st Ave/Lyons Rd	Weekday	5:03 am–11:51 pm	70	30	760,414	26.4
		Sat	5:28 am–11:59 pm	42	50		
		Sun	8:50 am–9:16 pm	30	50		
34	Sample Rd	Weekday	5:00 am–10:50 pm	108	16	883,714	25.6
		Sat	5:40 am–10:46 pm	46	43		
		Sun	7:55 am–8:44 pm	33	44		
36	Sunrise Blvd	Weekday	5:00 am–12:30 am	102	18	1,410,660	26.5
		Sat	5:35 am–12:30 am	100	20		
		Sun	7:10 am–9:55 pm	55	30		
40	NW 31st Ave – Sistrunk Blvd – Andrews Ave – 17th St Cswy – A1A	Weekday	5:30 am–11:28 pm	82	20	914,276	28.4
		Sat	5:30 am–11:00 pm	63	30		
		Sun	7:40 am–8:05 pm	37	40		
42	Atlantic Blvd	Weekday	5:20 am–10:55 pm	60	33	480,966	25.3
		Sat	5:40 am–10:19 pm	34	60		
		Sun	8:45 am–8:24 pm	24	60		
48	Hillsboro Blvd	Weekday	5:40 am–9:01 pm	36	55	137,101	14.8
		Sat	6:15 am–9:01 pm	34	55		
50	Wilton Manors Dr – Dixie Hwy	Weekday	5:20 am–12:06 am	102	20	1,160,729	27.6
		Sat	5:30 am–11:10 pm	64	30		
		Sun	7:47 am–8:50 pm	34	45		
55	Commercial Blvd	Weekday	5:50 am–10:06 pm	62	32	579,487	24.7
		Sat	6:00 pm–9:30 pm	40	45		
		Sun	9:00 am–8:00 pm	28	45		
56	Welleby Plaza to Jacaranda Plaza via Sunrise Lakes Blvd	Weekday	6:30 am–7:10 pm	33	45	94,607	15.2
60	Andrews Ave - MLK Blvd/ Coconut Creek Pkwy	Weekday	5:10 am–11:34 pm	94	23	1,049,688	27.8
		Sat	5:20 am–11:23 pm	61	33		
		Sun	9:05 am–11:28 pm	27	50		
62	Riverside Dr – Nob Hill – McNab – Cypress Creek	Weekday	5:00 am–9:34 pm	48	42	512,533	22.0
		Sat	6:20 am–8:07 pm	28	60		
		Sun	8:20 am–8:05 pm	23	60		
72	Oakland Park Blvd	Weekday	5:00 am–12:44 am	132	15	2,256,531	37.5
		Sat	5:21 am–12:44 am	119	15		
		Sun	7:50 am–10:08 pm	71	20		
81	Broward Blvd – SR 7 – Oakland Park Blvd – Inverrary	Weekday	5:10 am–12:32 am	67	35	935,190	23.9
		Sat	5:41 am–12:02 am	62	35		
		Sun	8:00 am–9:15 pm	34	45		
83	Copans Rd/Royal Palm Blvd	Weekday	5:45 am–9:25 pm	51	34	301,374	18.6
		Sat	6:15 am–8:57 pm	30	60		
		Sun	9:00 am–7:46 pm	22	60		
88	Pine Island Rd/Coral Springs Dr	Weekday	5:55 pm–8:42 pm	37	43	159,743	17.8

Source: BCT

Breeze Fixed-Route Service

In addition to fewer stops, BCT's Breeze service is further distinguished from regular fixed-route service in that it operates on major corridors with minimal deviations and fewer bus stops, allowing for faster service by maintaining higher average travel speeds. Two of the three Breeze routes operate all day on weekdays, and Breeze Route 102 operates only during peak travel periods. Table 5-4 presents the operating characteristics of the three Breeze routes.

Table 5-4: Breeze Fixed-Route Operating Characteristics, FY 2017

Route	Corridor	Service Day	Service Span	Daily Trips	Frequency (min)	Passenger Trips	Passenger Trips per Hour
101	US 1 – South of Broward Terminal	Weekday	6:01 am–7:27 pm	76	20	484,617	22.0
102	University Dr	Weekday AM Peak	5:30 am–9:52 am	28	30	187,251	16.6
		Weekday PM Peak	3:25 pm–8:31 pm				
441	SR 7	Weekday	5:10 am–9:01 pm	75	23	1,123,915	31.4

Source: BCT

Express Fixed-Route Service

Complementing the regular and Breeze fixed-routes is express bus service, which provides long-distance commuter service between park-and-ride lots in Broward County and major destinations in Miami-Dade County. Service is conducted with over-the-road buses and primarily follows I-95 and I-595 using the express lanes when available. Currently, BCT offers six express routes, with four serving I-95 and two serving I-595. These routes operate only during the weekday peak travel periods. Most trips operate in the peak direction of travel, heading toward Miami in the morning and returning to Broward County in the evening, with limited reverse peak trips. Table 5-5 presents the operating characteristics of BCT's express routes.

Table 5-5: Express Fixed-Route Operating Characteristics, FY 2017

Route	Corridor	Weekday Service	Service Span	Daily Trips	Frequency (min)	Passenger Trips	Passenger Trips per Hour
106	Miramar Regional Park – I-95 – Civic Center	AM Peak	5:10 am–9:28 am	32	26	110,018	12.3
		PM Peak	3:10 pm– 8:58 pm				
107	Hollywood-Pines – I-95 – Civic Center – DT Miami	AM Peak	5:15 am–9:42 am	19	30	43,689	7.5
		PM Peak	3:40 pm–8:05 pm				
108	Miramar Transit Center – I-95 – Civic Center	AM Peak	5:35 am–8:49 am	30	27	95,337	14.6
		PM Peak	3:05 pm–8:41 pm				
109	CB Smith – Miramar – I-95 – DT Miami	AM Peak	5:35 am–9:49 am	27	20	132,045	15.6
		PM Peak	3:20 pm–8:01 pm				
110	BB&T – I-595 – I-95 – Griffin Tri-Rail – DT Miami – Brickell	AM Peak	5:20 am–9:42 am	25	24	94,242	10.6
		PM Peak	3:00 pm–8:09 pm				
114	BB&T – I-595 – Davie P&R – I-95 – Civic Center	AM Peak	5:05 am–9:06 am	31	21	95,577	11.3
		PM Peak	3:15 pm–9:10 pm				

Source: BCT

Community Shuttle Service

Within Broward County, 19 cities have partnered with BCT to offer fixed-route community shuttle service, providing transfer opportunities to BCT's regular fixed-route service. Community shuttle routes are designed to provide "first/last-mile" service coverage in primarily residential areas. Because of this objective, community shuttle routes are typically less direct and less frequent and have shorter service spans than regular fixed-routes, and most do not operate on Sunday. Community shuttles are also distinct by the fleet type used in service. Some community shuttles, such as those used for the Fort Lauderdale Sun Trolley, have the appearance of a classic trolley, with seating for 30 passengers (not to be confused with a modern trolleybus). Conversely, municipalities such as Hallandale Beach or Davie operate cutaway vehicles with a seating capacity of 16–20 passengers. Most community shuttles are free, although transfers to regular fixed-routes require the applicable fixed-route fare payment. Table 5-6 summarizes BCT's community shuttle service characteristics.

In total, there are **54** total community shuttle routes operating in Broward County as of August 2018. BCT provides operating and capital funding for **50** of these routes. The routes for which BCT currently does not provide operating or capital funding assistance include: Dania Beach – Green (West), Hollywood Beach Line, Hollywood North Downtown, and Margate As.

Table 5-6: Community Shuttle Route Operating Characteristics, FY 2017

Route	Service Day	Service Span	Frequency (min)	Passenger Trips	Passenger Trips per Hour	Fare
Coconut Creek N	Weekday	7:00 am–7:00 pm	60	52,964	8.2	Free
	Saturday	7:00 am–6:00 pm	60			
Coconut Creek S	Weekday	6:30 am–7:00 pm	60	70,480	10.5	Free
	Saturday	6:30 am–6:00 pm	60			

Table 5-6: Community Shuttle Route Operating Characteristics, FY 2017 (cont'd)

Route	Service Day	Service Span	Frequency (min)	Passenger Trips	Passenger Trips per Hour	Fare
Coral Springs-Green	Weekday	8:00 am–6:00 pm	60	34,288	10.5	$0.50
	Weekend	8:00 am–5:00 pm	60			
Coral Springs-Blue	Weekday	8:00 am–6:00 pm	60	41,784	12.8	$0.50
	Weekend	8:00 am–5:00 pm	60			
Dania Beach-Blue (East)	Mon–Sat	9:00 am–5:30 pm	60	21,633	8.3	Free
Dania Beach-Green (West)	Mon–Sat	9:00 am–5:47 pm	60	21,253	7.9	Free
Davie-Green	Weekday	7:05 am–8:05 pm	90	40,603	11.8	Free
	Saturday	8:00 am–4:30 pm	90			
Davie-Blue	Weekday	5:50 am–6:45 pm	45	109,751	18.1	Free
	Sat	8:00 am–5:30 pm	60			
Davie-SFEC Express	Weekday	6:45 am–8:25 pm	30	69,391	11.5	Free
Deerfield Beach 1	Weekday	8:00 am–4:00 pm	60	23,467	12.0	Free
Deerfield Beach 2	Weekday	8:00 am–4:00 pm	60	32,286	16.6	Free
FTL Sun Trolley-Downtown Link	Weekday	7:30 am–6:00 pm	15–20	39,113	10.7	Free
FTL Sun Trolley-Las Olas Link	Fri–Mon	9:30 am–6:30 pm	45	27,790	9.9	$1.00
FTL Sun Trolley-Beach Link	Daily	9:30 am–6:30 pm	45	75,397	10.7	$1.00
FTL Sun Trolley-Neighborhood Link	Weekday	8:15 am–2:30 pm	50	45,203	22.1	Free
Hallandale Beach 1	Mon–Sat	7:00 am–7:00 pm	45	66,312	12.0	Free
Hallandale Beach 2	Mon–Sat	7:00 am–7:00 pm	65	63,960	17.4	Free
Hallandale Beach 3	Mon–Sat	7:00 am–7:00 pm	65	54,765	14.9	Free
Hallandale Beach 4	Daily	7:00 am–7:00 pm	60	49,223	13.4	Free
Hillsboro Beach	Mon, Wed, Fri	9:00 am–5:50 pm	60	18,301	9.2	Free
Hollywood-Beach Line	Mon–Thu	7:00 am–9:00 pm	30-40	10,997	5.8	$1.00
	Fri–Mon	7:00 am–11:00 pm	30-40			
	Saturday	10:00 am–11:00 pm	30-40			
	Sunday	10:00 am–9:00 pm	30-40			
Hollywood–North Downtown	Mon–Thu	7:00 am–9:00 pm	30-40	27,936	5.7	$1.00
	Friday	7:00 am–11:00 pm	30-40			
	Sat	10:00 am–11:00 pm	30-40			
	Sun	10:00 am–9:00 pm	30-40			
Hollywood–South Downtown	Mon–Thu	7:00 am–9:00 pm	30-40	37,003	7.6	$1.00
	Fri–Mon	7:00 am–11:00 pm	30-40			
	Sat	10:00 am–11:00 pm	30-40			
	Sun	10:00 am–9:00 pm	30-40			
Lauderdale-by-the-Sea Pelican Hopper	Mon–Thu	9:00 am–5:25 pm	65	38,077	10.5	Free
	Fri	9:00 am–10:00 pm	40-65			
	Sat	10:00 am–10:00 pm	40-50			
	Sun	8:00 am–10:00 pm	35			
Lauderdale Lakes East/West Route	Weekday	9:00 am–5:55 pm	70	41,692	18.7	Free
Lauderdale Lakes North/South Route	Weekday	9:00 am–5:53 pm	80	48,489	22.2	Free
Lauderhill-Route 1	Weekday	6:30 am–6:30 pm	60	89,295	29.1	Free
Lauderhill-Route 2	Weekday	6:30 am–6:30 pm	35-50	90,158	29.4	Free

Table 5-6: Community Shuttle Route Operating Characteristics, FY 2017 (cont'd)

Route	Service Day	Service Span	Frequency (min)	Passenger Trips	Passenger Trips per Hour	Fare
Lauderhill-Route 3	Weekday	6:30 am–6:30 pm	60	103,980	33.9	Free
Lauderhill-Route 4	Weekday	6:30 am–6:30 pm	60	72,916	23.8	Free
Lauderhill-Route 5	Weekday	8:30 am–8:30 pm	60	95,366	31.2	Free
Lauderhill-Route 6	Weekday	7:00 am–11:00 am; 3:00 pm–7:00 pm	40	39,851	19.5	Free
Lauderhill-Route 7	Weekday	7:00 am–11:00 am; 3:00 pm–7:00 pm	45-50	28,785	14.1	Free
Lighthouse Point	Weekday	9:00 am–3:26 pm	60	11,392	8.0	Free
Margate A	Weekday	7:30 am–4:30 pm	60	23,627	10.3	Free
Margate As	Saturday	7:30 am–4:47 pm	70	3,025	6.3	Free
Margate C	Weekday	7:30 am–4:30 pm	60	33,060	14.5	Free
Margate D	Weekday	7:20 am–4:20 pm	60	33,761	14.8	Free
Miramar-Green	Weekday	6:30 am–6:30 pm	65-80	45,164	15.5	Free
Miramar-Red	Weekday	6:30 am–6:30 pm	80	41,114	14.3	Free
Miramar-Yellow	Weekday	7:00 am–7:00 pm	72	22,953	9.0	Free
Miramar-Orange	Weekday	6:30 am–6:26 pm	90	33,067	11.3	Free
Pembroke Pines-Green	Mon–Sat	7:45 am–7:55 pm	60	49,250	7.2	Free
Pembroke Pines-Gold East	Mon–Sat	7:00 am–7:03 pm	45	78,347	11.6	Free
Pembroke Pines-Gold West	Mon-Sat	7:30 am–7:21 pm	65	35,218	10.0	Free
Pembroke Pines-Blue East	Tue, Wed, Fri	9:00 am–3:25 pm	70	7,981	8.3	Free
Pembroke Pines-Blue West	Tue, Wed, Fri	8:00 am–3:15 pm	70	4,990	4.6	Free
Pompano Beach-Blue	Weekday	9:05 am–5:02 pm	65-75	29,447	14.6	Free
Pompano Beach-Green	Weekday	9:00 am–4:52 pm	68	21,493	10.8	Free
Pompano Beach-Red	Weekday	9:00 am–4:57 pm	65-75	32,470	16.1	Free
Pompano Beach-Orange	Weekday	9:00 am–4:57 pm	68	22,051	11.0	Free
Tamarac Red	Weekday	7:00 am–6:58 pm	60	53,837[2]	14.3	$0.75
Tamarac Red Extension	Tue–Thu	9:00 am–4:55 pm	60			
West Park	Weekday	7:00 am–9:00 am; 3:00 pm–6:12 pm	60	9,628	7.3	Free

Source: BCT

With 54 community shuttle routes operating in the county, annual passenger trips have exceeded 2 million over the past 10 years. However, as shown in Figure 5-2, community shuttle ridership has decreased since 2013, when it peaked at 2.75 million riders. In 2017, community shuttles transported 2.29 million passengers, a decrease of nearly 17% from 2013 and 6% from the previous year.

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*[2] BCT reports Tamarac ridership figures cumulatively.

Figure 5-2: Community Shuttle Ridership
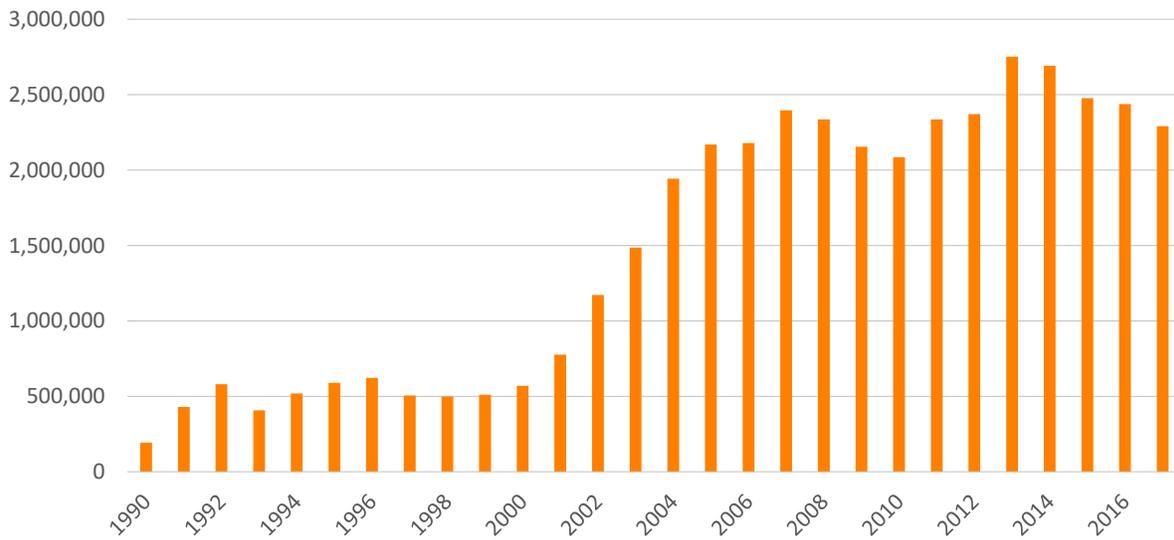
Source: FTIS Urban iNTD for 1990 – 2015, BCT Division for 2016-2017

Paratransit Service

BCT provides paratransit service to those with ambulatory, cognitive, and other disabilities that prevent them from independently using fixed-route service through the TOPS program. The fleet consists of 206 vehicles, 138 of which can transport 10 passengers or 3 passengers with wheelchairs, and another 68 vehicles capable of transporting 3 passengers or one wheelchair passenger. TOPS is available during the same service hours as fixed-route service. Trips are available anywhere within Broward County and between any eligible origin and destination pairs within ¾ mile of a BCT fixed-route in Miami-Dade and Palm Beach counties. All trips must be scheduled online or via telephone in advance before 5:00 pm one day prior to travel (but not more than three days in advance). Intended to mirror fixed-route service for eligible residents, paratransit trips are scheduled such that they are comparable to the travel time the trip would have taken on regular fixed-route service. The Americans with Disabilities Act (ADA) requires that paratransit service be comparable in length to an identical trip on the fixed-route system, including the time needed to travel to the bus stop, wait for the bus, ride the bus, transfer, and travel from the final stop to the ultimate destination. The TOPS one-way undiscounted fare is $3.50 and must be paid to the driver upon boarding the vehicle. First Transit, Inc., and SuperShuttle (operating as Transportation America) operate TOPS under contract to BCT.

Figure 5-3 details TOPS ridership over the past 27 years, peaking in 2004 with 1,326,400 passenger trips and then declining through 2014, when BCT recorded 640,819 passenger trips. This decline reversed in 2016, when BCT recorded 758,798 trips and increasing further to 806,274 in 2017, an increase of roughly 21% more passenger trips since 2014. Passenger trips include customers and their personal care attendants or companions.

Figure 5-3: Paratransit Ridership
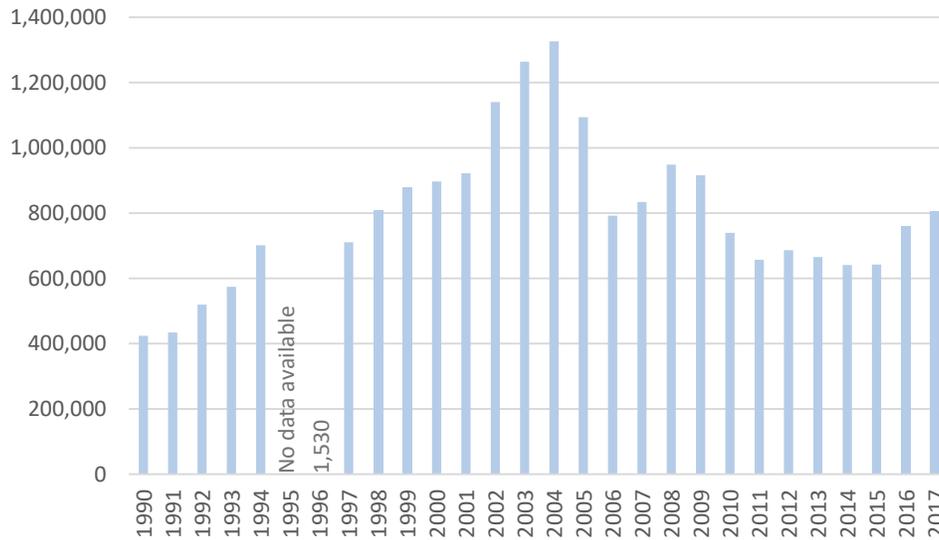
Other Service Providers

In addition to fixed-route and paratransit services, BCT customers can access neighboring transit systems such as MDT and Palm Tran and commuter/intercity rail (Tri-Rail and Brightline) service.

MDT and Palm Tran

Currently, BCT Routes 10, 19, and 48 connect with one of three Palm Tran routes in northern Broward County or southern Palm Beach County. There are a greater number of BCT connections to MDT, as both transfer opportunities occur at established transfer terminals and offer connections to Tri-Rail. These connections to other transit systems and their respective routes are detailed in Table 5-7.

Table 5-7: 2017 MDT and Palm Tran Connections

Location	BCT Routes	Connecting System	Connecting Routes
Golden Glades Tri-Rail Station	18, 102, 441	MDT, Tri-Rail	E, 22, 77, 95, 246, 277
Aventura Mall	1, 28, 101	MDT	E, S, 3, 9, 93, 95, 183
Mizner Park	10	Palm Tran	1, 91, 92
The Cove Shopping Center	48	Palm Tran	92
Sandalfoot Cove Blvd	19	Palm Tran	91, 92

Source: BCT, MDT, Palm Tran, Tri-Rail

Figures 5-4 through 5-7 show ridership trends over the last 30 years for MDT bus, rail, and monorail and Palm Tran buses. MDT bus ridership has fluctuated between 65 million and 85 million over the last 10 years and has been decreasing since 2012. Ridership on both MDT rail and monorail have seen a steady increase since 1984. Monorail ridership has increased drastically with some minor fluctuations over the

last 30 years. In 1986, ridership on the monorail was under 2 million and has reached over 10 million in 2016. Palm Tran bus ridership experienced rapid increase from 1996 to 2014. However, similarly to MDT bus ridership, ridership on Palm Tran buses has been decreasing since 2013.

Figure 5-4: MDT Bus Ridership (1984-2016)
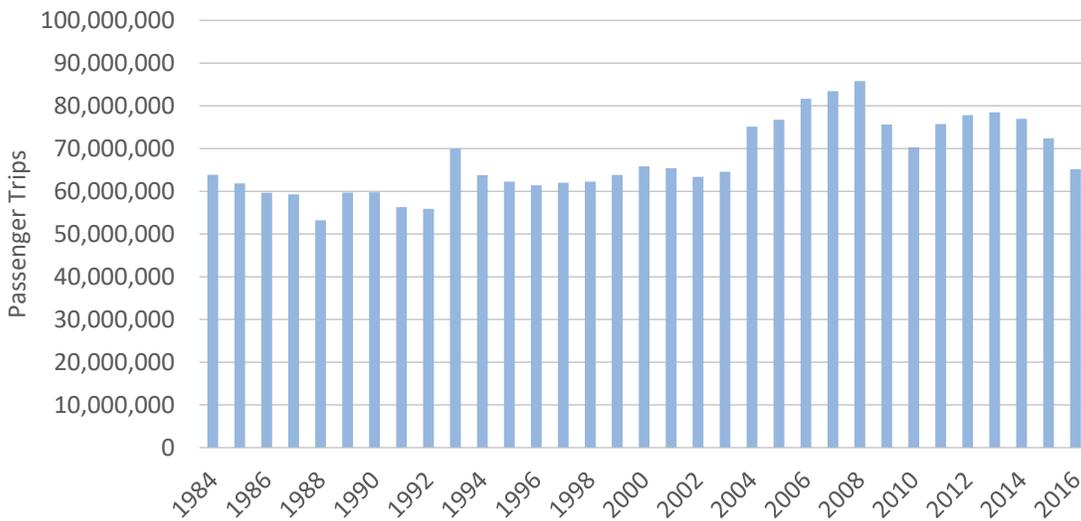
Source: FTIS Urban iNTD for all years

Figure 5-5: MDT Rail Ridership (1984-2016)
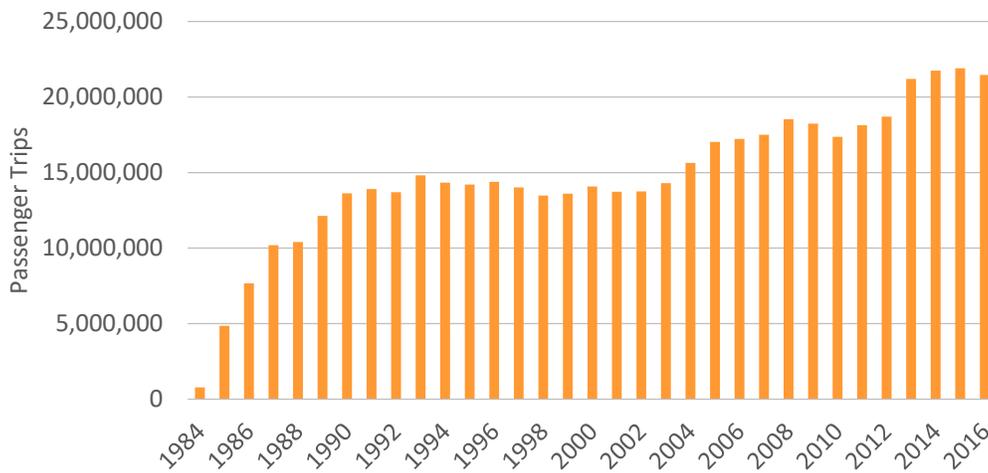
Source: FTIS Urban iNTD for all years

Figure 5-6: MDT Monorail Ridership (1986-2016)
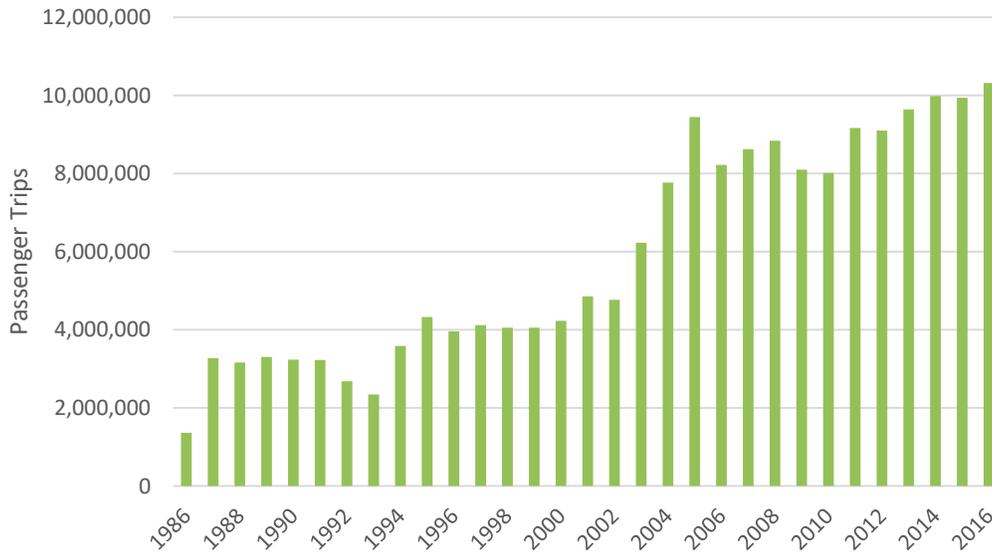
Source: FTIS Urban iNTD for all years

Figure 5-7: Palm Tran Bus Ridership (1984-2016)
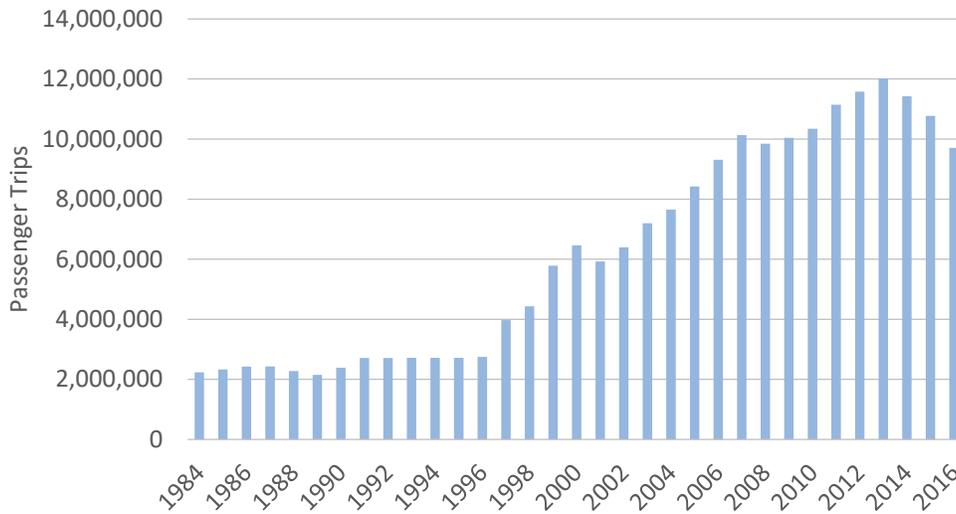
Source: FTIS Urban iNTD for all years

Tri-Rail

The South Florida Regional Transportation Authority (SFRTA) operates the Tri-Rail commuter rail service that connects Palm Beach, Broward, and Miami-Dade counties with service between Miami International Airport and Mangonia Park in Palm Beach County. Weekday service operates between 4:00 am and 11:35 pm, with trips departing every 20 minutes in the peak periods and hourly during the off-peak period. In the northbound direction, service begins at 4:15 am and ends at 11:35 pm, whereas service in the southbound direction begins at 4:00 am and ends at 10:35 pm. Weekend service runs hourly from 5:50 am to 6:50 pm in the northbound direction, with one additional northbound evening trip ending by 11:00 pm. In the southbound direction, weekend service runs hourly from 5:17 am to 6:17 pm, with one additional southbound evening trip ending by 11:45 pm. Tri-Rail fares are based on distance traveled, ranging from $2.50 one-way for travel within a single zone to $6.90 one-way for travel through six zones. Transfers to BCT fixed-route service from Tri-Rail stations are $0.50. Of the 18 Tri-Rail stations, 7 are in Broward County and are all served by BCT fixed-route service. In addition, several stations in the county are served by Tri-Rail Commuter Connectors, which provide free shuttle service between the stations and nearby destinations, such as the Fort Lauderdale-Hollywood International Airport. Table 2-8 details these connections between the seven Broward County Tri-Rail stations (and Golden Glades in Miami-Dade County) and local transit services.

Table 5-8: 2017 SFRTA Connections

Tri-Rail Station	SFRTA Shuttle	BCT	Community Shuttle	MDT
Deerfield Beach	DB 1, DB 2	48	Deerfield Beach Express	
Pompano	PB 1	34	Pompano Beach Blue	
Cypress Creek	CC 1,CC 2, CC 3	14, 60, 62		
Fort Lauderdale	FL 1, FL 2, FL 3	9, 22, 81	Sun Trolley Neighborhood Link	95 Express Broward Blvd – Civic Center, 95 Express Broward Blvd
Fort Lauderdale/ Hollywood Intl. Airport at Dania Beach	FLA 1, SFEC	4, 6, 15, 16, 595 Express (110)	Dania Beach	
Sheridan Street	SS 1	12		95 Express Sheridan St – Civic Center, 95 Express Sheridan St
Hollywood		7, 95 Express (107)	Hallandale Beach 3, Hollywood Train to Trolley	
Golden Glades*		18, 441 Breeze, Univ. Breeze (101)		E, 22, 77, 246 (Night Owl), 277, 95 Express Golden Glades

*Located in Miami-Dade County
Source: South Florida Regional Transportation Authority

Figure 5-8 shows SFRTA shuttle bus ridership from 2004 to present. As seen in the figure, in 10 years, ridership on shuttle buses has increased from under 50,000 in 2004 to over 1 million in 2014. Ridership has slowly increased each year since then. Figure 5-9 shows that ridership on commuter rail has fluctuated, but experienced an overall increase for the last 30 years.

Figure 5-8: SFRTA Shuttle Bus Ridership (2004-2016)
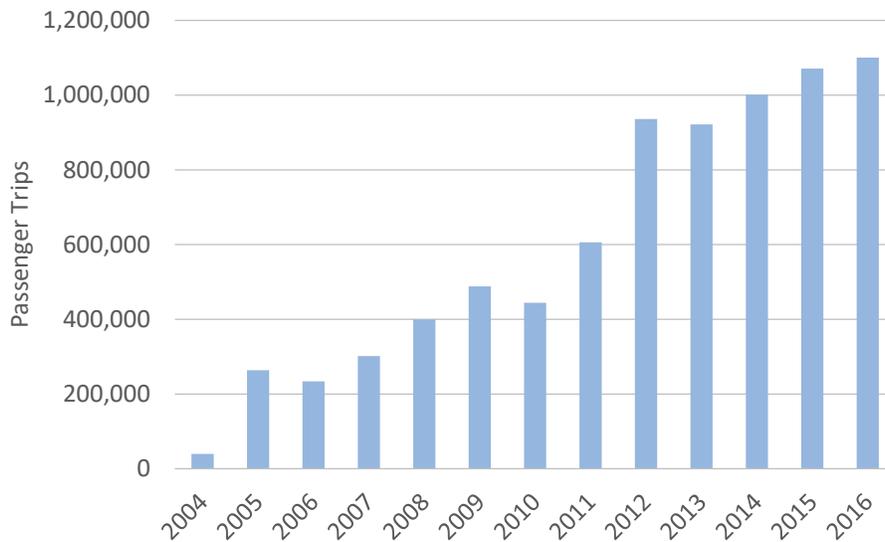
Source: FTIS Urban iNTD for all years

Figure 5-9: SFRTA Commuter Rail Ridership (1989-2016)
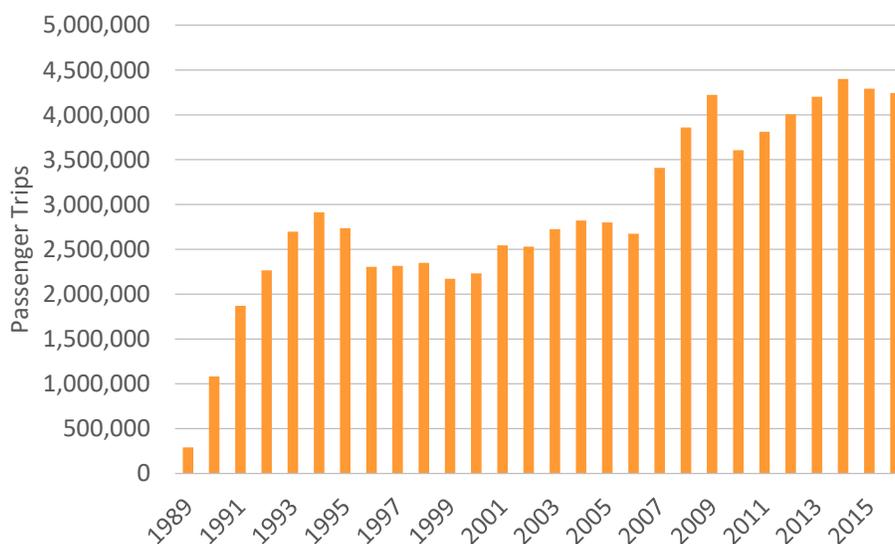
Source: FTIS Urban iNTD for all year

Brightline

In 2018, All Aboard Florida, a subsidiary of Florida East Coast Industries (a private real estate company), began intercity rail service between West Palm Beach and downtown Miami, with an intermediate stop in Fort Lauderdale. Paralleling much of the existing Tri-Rail commuter rail, Brightline offers faster travel times with fewer stops. Currently, eight daily roundtrips between West Palm Beach and Miami are provided, with an additional round trip on Fridays. There are plans to extend the rail service first to Orlando and then to Tampa in the future. Initial ridership figures indicated that nearly 75,000 passengers rode Brightline during the first quarter of 2018.[3]

The Fort Lauderdale Brightline station is the only one in Broward County and is located next to Broward Central Terminal, which provides connections to 17 BCT regular fixed-routes.

Private Transportation Service Providers

In addition to the paratransit services provided by BCT, a number of private entities provide transportation service throughout Broward County to address the needs of the low-income, older adult, and disabled populations. These organizations include non-profit human service agencies, hospitals, senior centers, school districts, and universities. In addition, for-profit taxi/shuttle companies operate service in the county. TNCs such as Uber and Lyft also are growing in popularity. These and other providers are listed in Table 5-9.

Table 5-9: Additional Broward County Private Transportation Service Providers

Organization / Business Name	Street Address	City
A&B Advance Transportation	4060 Galt Ocean Mile	Fort Lauderdale
A1A Airport & Limousine	1990 NW Boca Raton Blvd	Boca Raton
ABC Limousine	300 S Pine Island Rd	Fort Lauderdale
ACTS – Agency for Community Treatment Services, Inc.	4612 N 56th St	Tampa
Ambassador Taxi Services, Inc.	201 W Sunrise Blvd	Fort Lauderdale
American Taxi	300 W Sunrise Blvd, #7	Fort Lauderdale
Amtrak	200 Southwest 21st Terrace	Fort Lauderdale
AMT – Allied Medical Transport	5896 Rodman St	Hollywood
Ann Storck Center	1790 SW 43rd Way	Fort Lauderdale
ARC Broward-Achievement and Rehabilitation Center	10250 NW 53rd St	Sunrise
Archways, Inc.	919 NE 13th St	Fort Lauderdale
Austin Hepburn Senior Mini Center	750 NW 8th Ave	Hallandale Beach
B & L Service, Inc. dba Yellow Cab of Fort Lauderdale	PO Box 950	Fort Lauderdale
BARC Housing, Inc.	10250 NW 53rd St	Sunrise
Broward Airport Taxi dba Broward Taxi	2106 N Dixie Hwy	Hollywood

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[3] Source: www.railwayage.com, July 2, 2018, https://www.railwayage.com/passenger/brightline-ridership-shows-steady-gains/

Table 5-9: Additional Broward County Private Transportation Service Providers (cont'd)

Organization / Business Name	Street Address	City
Broward Children's Center, Inc.	200 SE 19th Ave	Pompano Beach
Cerebral Palsy Adult Home, Inc.	1405 NE 10th St	Dania Beach
Cordiality Transportation	1500 Weston Rd	Weston
Daniel D Cantor Senior Center	5000 Nob Hill Rd	Sunrise
Douglas Gardens North	705 SW 88th Ave	Pembroke Pines
Fred Lippman Multi-Purpose Center	2030 Polk St	Hollywood
Friendly Checker Cab Company	2223 Pembroke Pines	Hollywood
Go Airport Shuttle (Yellow Airport Limousine Service)	221 W Oakland Park Blvd	Fort Lauderdale
Greyhound	515 NE 3rd St	Fort Lauderdale
Gulf Coast Jewish Family & Community Services	14041 Icot Blvd	Clearwater
Henderson Mental Health /John Aquino	4740 N State Rd	Lauderdale Lakes
Inktel Direct – Tops Reservation Center	13975 NW 58th Ct	Miami Lakes
Intercity Taxi	1255 S Flagler Ave	Pompano Beach
Lyft	Various	
Lucanus Developmental Center	6411 Taft St	Hollywood
Megabus	Sheridan Street Tri-Rail Station	Hollywood
Medex Transportation, Inc.	2025 Harding St	Hollywood
Medicaid Subcontracted Transportation Provider – TMS of Brevard, Inc.	13825 Icot Blvd, #613	Clearwater
Miramar Satellite Senior Center	6700 Miramar Pkwy	Miramar
Northeast Focal Point Senior Center	227 NW 2nd St	Deerfield Beach
Northwest Focal Point Senior Center	6009 NW 10th St	Margate
NW Federated Woman's Club	2185 NW 19th St	Fort Lauderdale
Quality Community Services, Inc.	3700 Georgia Ave, #10-C	Palm Beach
Rayfield Family Literacy	427 S SR 7	Hollywood
Red Coach	Fort Lauderdale-Hollywood International Airport (between Terminals 1 & 2 on arrivals level)	Fort Lauderdale
Soref Jewish Community Center	6501 W Sunrise Blvd	Plantation
Southeast Focal Point Senior Center	3081 Taft St	Hollywood
St. Elizabeth Gardens	801 NE 33rd St	Pompano Beach
St. Joseph's Tower	3475 NW 30th St	Lauderdale Lakes
Sunrise Community, Inc.	5450 Stirling Rd	Davie
Sunrise Opportunities, Inc.	5450 Stirling Rd	Davie
Super Shuttle	200 NE 2nd St	Fort Lauderdale
Sylvia L. Poitier & Theodora S. Williams Senior Center	2185 NW 19th St	Fort Lauderdale
Tender Loving Care Transportation Services, Inc.	611 NW 31st Ave	Pompano Beach
TMS Management Group, Inc.	13825 Icot Blvd, #613	Clearwater
Total Intervention Early Services	4699 N SR 7	Tamarac
Uber	Various	
United Cerebral Palsy of Broward County, Inc.	3117 SW 13th Ct	Fort Lauderdale

Table 5-9: Additional Broward County Private Transportation Service Providers (cont'd)

Organization / Business Name	Street Address	City
USA Executive Taxi of South Florida	250 Florida Ave	Fort Lauderdale
USA Transportation	3017 Ravenswood Rd, #103	Fort Lauderdale
Water Taxi	Various	
Woodhouse, Inc.	1001 NE 3rd Ave	Pompano Beach

5.2 Trend Analysis and Peer System Review

To assess how efficiently BCT provides fixed-route and paratransit service and how effectively those services meet the needs of its customers, a trend and peer analysis was conducted. A trend analysis is a tool used to evaluate changes in performance over a given timeframe, and a peer analysis provides a comparison between BCT and transit agencies of similar characteristics during a single year. Taken together, these analyses provide important insights into the financial and operational health of an organization.

This section presents a summary of key findings of trend and peer analyses of BCT's fixed-route and demand-response operations. To complete these analyses, various performance measures were derived from the most recently available National Transit Database (NTD) data. The trend analysis was conducted over a five-year period (FYs 2013–2017), and the peer analysis was conducted for FY 2016. FY 2016 NTD data were used for the peer analysis because FY 2017 data were not available for all peer agencies at this time of this analysis. However, BCT provided its FY 2017 NTD report submittal which allowed that data to be included in the trend analysis.

For both the peer and trend analyses, three categories of indicators and performance measures were analyzed:

- *General Performance Measures* indicate overall levels of service supplied and consumed, as well as general financial and service area characteristics.
- *Service Effectiveness Measures* indicate how many passengers are served per unit of service provided, how well an agency deploys its resources, and the degree to which service is provided within the service area.
- *Service Efficiency Measures* indicate the extent to which cost efficiency is achieved, or the costs in relation to units of service provided and benefits realized.

The trend and peer system analyses are organized by the type of measure or indicator and include statistics, figures, and tables to illustrate BCT's performance over the past five years and in comparison to the selected peer cohort. The following sections provide a summary of the peer selection process, a definition of the selected performance measures, highlights by performance measure, and finally a summary of key findings.

Peer System Selection

The peer review provides an opportunity for BCT to compare its system-wide effectiveness and efficiency indicators with other peer transit systems to determine how well BCT is performing compared to similar and "aspirational" transit agencies. The list of potential peers in Table 5-10 was developed using a peer selection methodology developed by Tindale Oliver using 2016 NTD reports and BCT staff input. In Tindale Oliver's experience, peer groups typically comprise six to eight peers. Selected performance indicators, effectiveness measures, and efficiency measures are then used to illustrate the performance of BCT's fixed-route system relative to the peer group.

The peer systems for selection were drawn from the pool of transit agencies within the Sunbelt states (KY, GA, FL, AL, NC, SC, TN, CA, AZ, NM, VA, TX, LA, and OH). All transit systems in these states were analyzed based on eight indicators—six operating characteristics (average speed, passenger trips, revenue miles, revenue hours, vehicles operated in maximum service, and total operating expense) and two exogenous variables (service area population, and service area population density). To select the systems most comparable with BCT, each indicator's value for BCT was used as a base number. From this, 80%, 90%, 110%, and 120% of BCT indicator values were calculated, respectively. Potential peers were then assigned a score for each of the indicators based on the following criteria:

- Peers falling between 90% and 110% of the BCT value were awarded 1.0 point.
- Peers falling between 80% and 90% of the BCT value or between 110% and 120% were awarded 0.5 points.
- Peers falling below 80% or above 120% of the BCT value were awarded 0.0 points.

The total score for each of the indicators by corresponding peers were then summed based on the above criteria. While some of these peers operate other modes like commuter rail and light rail, these performance measures report the motorbus mode only.

Table 5-10: Peer System Group Performance Statistics

Transit Agency	Agency Abbreviations	State	Average Speed (RM/RH)	Passenger Trips	Revenue Miles	Service Area Population	Service Area Population Density	Total Operating Expense	Vehicles Operated in Maximum Service	Revenue Hours
Alameda-Contra Costa Transit District	AC Transit	CA	10.56	51,026,025	17,683,122	1,425,275	3,916	348,144,434	381	1,674,663
Central Florida Regional Transportation Authority	LYNX	FL	13.96	24,932,947	14,777,315	2,134,411	840	89,701,885	250	1,058,271
Miami-Dade Transit	MDT	FL	11.58	65,150,553	28,242,594	2,496,435	8,158	348,009,841	709	2,438,266
Orange County Transportation Authority	OCTA	CA	11.65	32,278,185	12,047,428	3,077,903	6,648	140,593,670	266	1,034,267
Board of County Commissioners, Palm Beach County, Palm Tran, Inc.	Palm Tran	FL	14.87	9,707,356	7,230,007	1,268,782	3,476	58,843,785	130	486,055
Santa Clara Valley Transportation Authority	VTA	CA	11.61	32,195,504	15,518,418	1,927,888	5,572	242,711,833	392	1,336,767
VIA Metropolitan Transit	VIA	TX	13.42	37,773,828	21,832,408	1,825,502	1,505	168,001,726	378	1,626,694
Broward County Transit Division	**BCT**	**FL**	**13.21**	**32,444,727**	**15,077,587**	**1,869,425**	**4,560**	**105,058,545**	**273**	**1,141,018**

Source: NTD, 2016

Peer and Trend Analysis Findings – Fixed-Route

Fixed-Route Performance Review Measures

Table 5-11 lists the performance measures by category used in the fixed-route peer and trend analysis.

Table 5-11: Fixed-Route Peer and Trend Analysis Performance Measures

General Performance	Service Effectiveness	Service Efficiency
- Service Area Population - Passenger Trips - Passenger Miles - Vehicle Miles - Revenue Miles - Total Operating Expense - Vehicles Available in Maximum Service - Total Gallons Consumed	- Revenue Miles per Capita - Passenger Trips per Capita - Passenger Trips per Revenue Mile - Passenger Trips per Revenue Hour - Vehicle System Failures - Revenue Miles between Failures	- Operating Expense per Capita - Operating Expense per Passenger Trip - Operating Expense per Passenger Mile - Operating Expense per Revenue Mile - Operating Expense per Revenue Hour - Farebox Recovery Ratio - Revenue Miles per Vehicle Mile - Revenue Miles per Total Vehicles - Average Fare Paid

General Performance Measures

General performance measures gauge the overall system operating performance. Figures 5-10 through 5-18 present fixed-route performance indicators for BCT and its peers for FY 2016, along with BCT's five-year trend for FYs 2013-2017.

Service Area Population

Service area population represents the total potential market for transit service. As defined in the NTD reporting guidelines, service area population is determined using a 3/4-mile buffer around the fixed-route transit network. BCT's service area population has increased over 5% since 2013, and ranked 5th out of the 8 peers in 2016, or 8% below the peer group average.

Figure 5-10: Fixed-Route Service Area Population
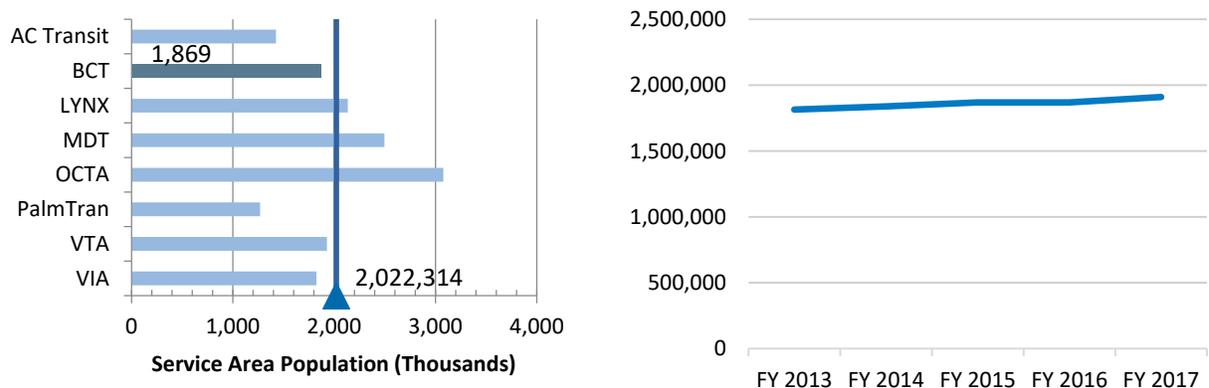
Passenger Trips

Unlinked passenger trips represent the total passengers who board transit vehicles, regardless of how many transfers a passenger makes. This method of counting ridership provides a complete picture of the total market demand for transit service. Like many agencies across the US in recent years, BCT has experienced a decline in ridership productivity. BCT ranks 5th out of the 8 peers, with approximately 32.7 million passenger trips in FY 2016, which is approximately 14% below the peer group average. Based on 2012-2016 NTD data, BCT's passenger trip decline of 14.6% matches closely to the peer group average decline of 14.4%.

Figure 5-11: Fixed-Route Passenger Trips
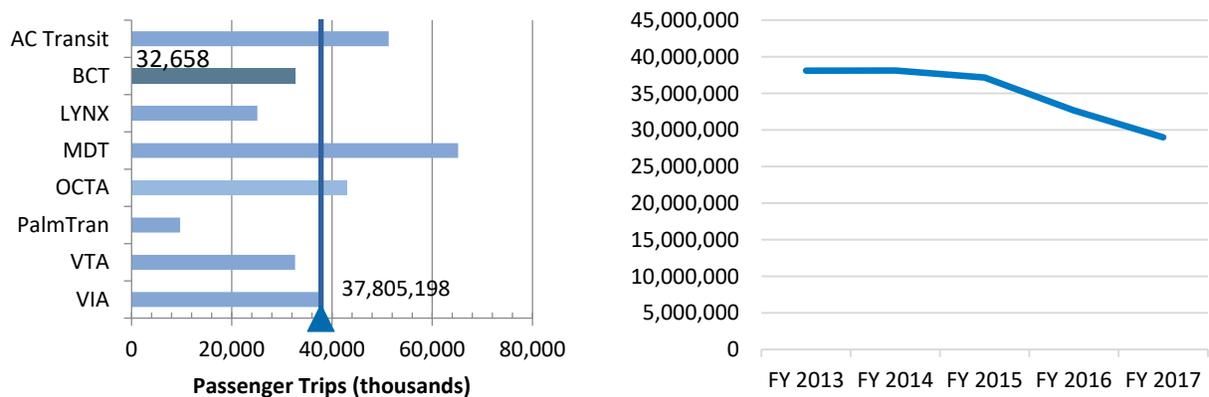
Passenger Miles

Passenger miles traveled (PMT) represents the cumulative sum of the distances ridden by each individual transit rider. This measure is calculated by multiplying total unlinked trips by the average passenger trip length, which is typically derived from survey sampling. Total PMT has declined by about 23% since 2013, which is directly linked to the loss in ridership, as average trip length has remained

nearly stable during the same timeframe. Among the peer group, BCT ranks 5th in terms of PMT at 12% below the peer average.

Figure 5-12: Fixed-Route Passenger Miles
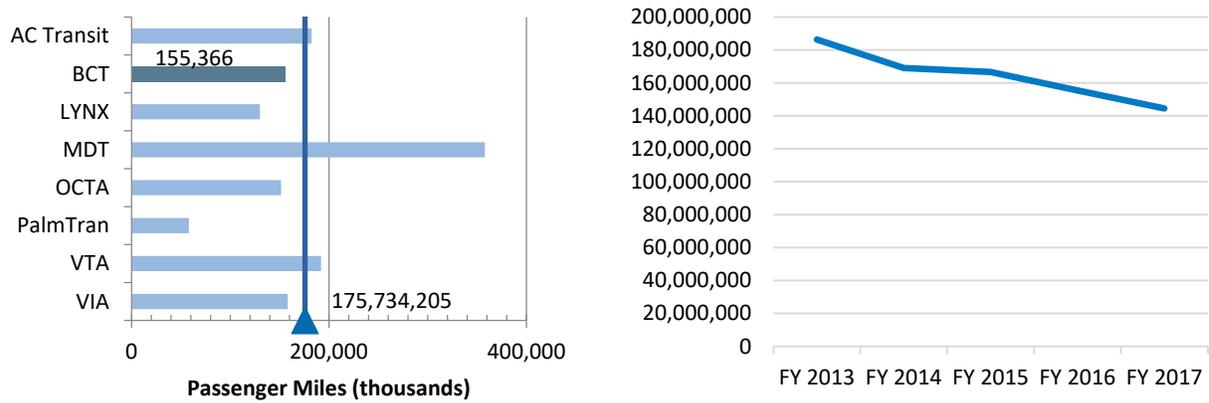
Vehicle Miles

Vehicle miles is a measure of service supply that tracks the total miles that a transit vehicle travels when passengers are on-board plus when passengers are not on board (deadhead miles). After increasing steadily for three years, BCT's fixed-route vehicle miles operated decreased between 2016 and 2017, with a net change of about 5% since 2013. BCT's vehicle miles operated ranks 6th out the peer group and 13% below the peer group average.

Figure 5-13: Fixed-Route Vehicle Miles
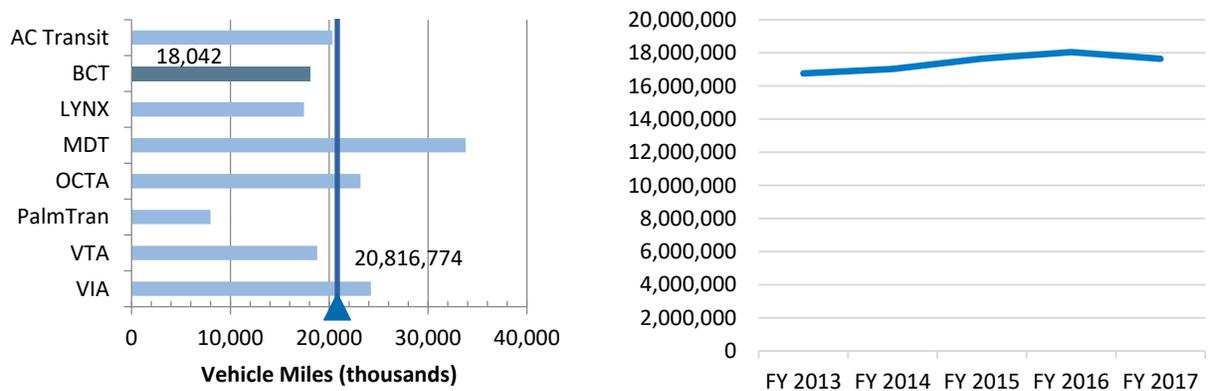
Revenue Miles

Whereas vehicle miles measure total service supply, revenue miles measure only the mileage that is operated while a bus is carrying passengers in revenue service and exclude deadhead miles. The trend curve for this measure closely resembles that of vehicle miles over the five-year period. Between 2013

and 2017, there was a 5.7% increase in revenue miles operated. BCT ranks 7th of the peer groups for this measure, or about 15% below the peer mean.

Figure 5-14: Fixed-Route Revenue Miles
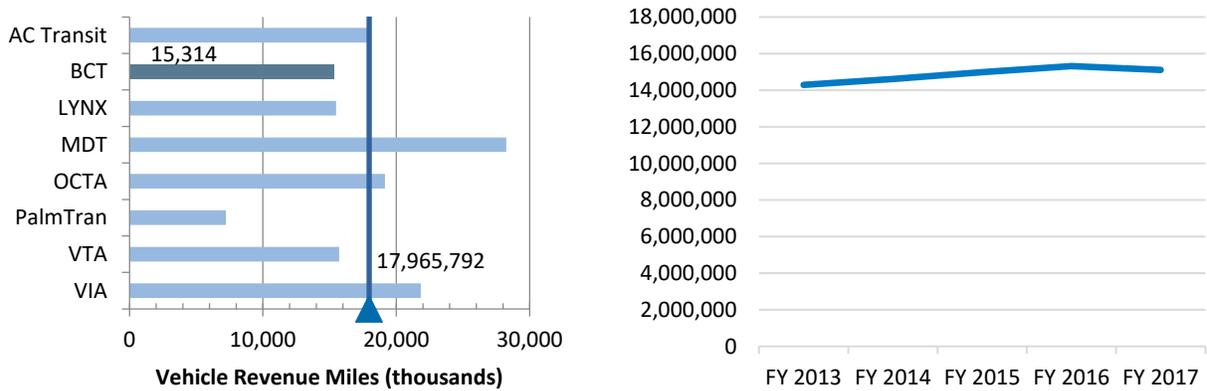
Vehicle Hours

Vehicle hours represent the total hours each vehicle is in operation. Like vehicle miles, this includes both revenue and non-revenue, or deadhead, activity. Vehicle hours supplied increased sharply from 2013 to 2016 before tapering off between 2016 and 2017 for a total five-year increase of 12%. BCT's total vehicle hours supplied is about 21% below the peer average.

Figure 5-15: Fixed-Route Vehicle Hours
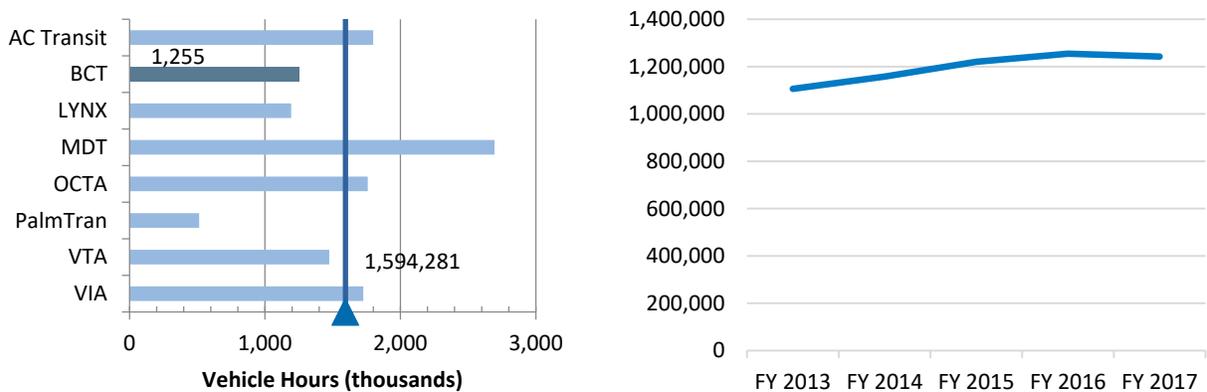
Revenue Hours

Revenue hours measure the aggregate time each vehicle spends in service carrying passengers. The change in BCT's revenue hours from 2013 to 2017 follows the same pattern as the other supply variables, whereas supply increased through 2016 and declined in the last year. Total revenue hours

operated increased 13% over the five-year period. BCT ranks 6th in terms of revenue hours out of the peer group and 21% below the peer average.

Figure 5-16: Fixed-Route Revenue Hours
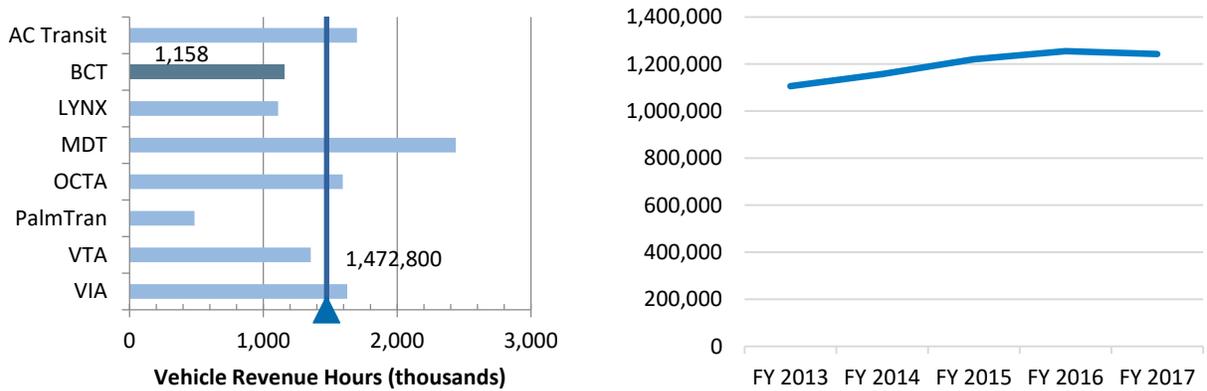
Total Operating Expense

Total operating expenses include all costs associated with operating the transit agency, including vehicle operations, vehicle and non-vehicle maintenance, and administrative costs. As reported by NTD, these costs are not normalized to a base year; instead, they are listed in then-year dollars. BCT's operating expenses fluctuated between 2013 and 2017 but increased overall by about 11% during the period. Among the peer group, BCT's annual operating expenses are about half of the peer average; it ranks 6th out of the eight peers.

Figure 5-17: Fixed-Route Total Operating Expense
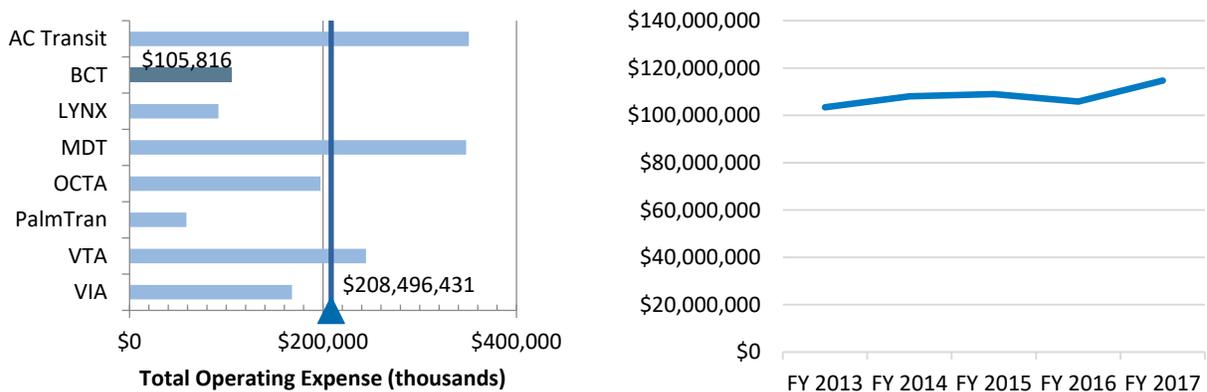
Vehicles Operated in Maximum Service

Vehicles operated in maximum service, or peak vehicles, is another indication of service supply that measures the number of vehicles an agency operates in peak service. BCT's peak vehicle requirement

increased nearly 10% over the five-year period. BCT operates a smaller fleet compared to most of its peers, at 28% below the peer average.

Figure 5-18: Fixed-Route Vehicles Operated in Maximum Service
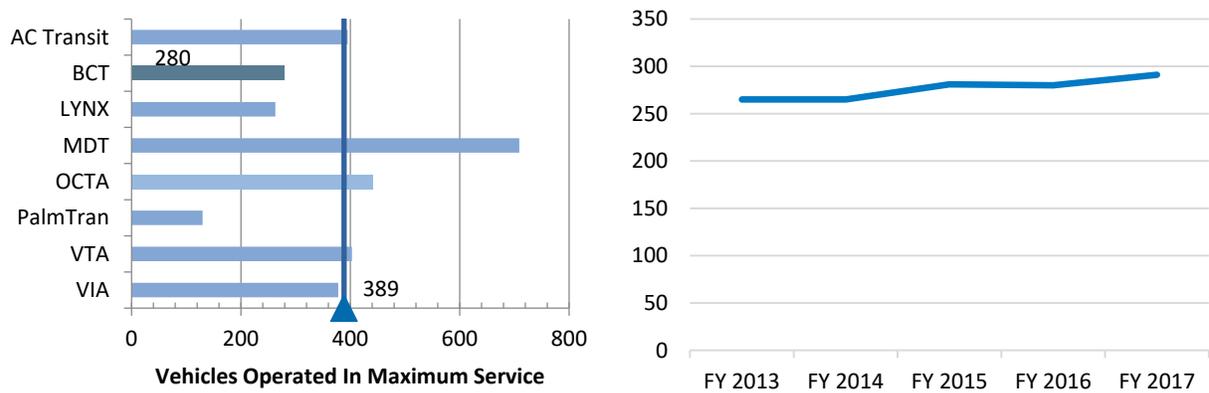
Service Effectiveness Measures

Service effectiveness measures indicate the extent to which service-related goals are being met and are represented by variables such as vehicle miles per capita, passenger trips per revenue hour, and vehicle system failures. Figures 5-19 through 5-24 present the trend and peer analyses for these effectiveness measures.

Revenue Miles per Capita

Revenue miles per capita is derived from the total revenue miles operated and service area population. It measures the supply of service provided relative to the total population and can also be interpreted as the extensiveness of the service provided. BCT's revenue miles per capita increased by nearly 4% between 2013 and 2016 before declining sharply, resulting in a roughly neutral change over the five-year period. BCT's service coverage in terms of revenue miles per capita is about on-par with the peer group, ranking 4th out of the eight peers and 9% below the peer average.

Figure 5-19: Fixed-Route Revenue Miles Operated per Service Area Capita
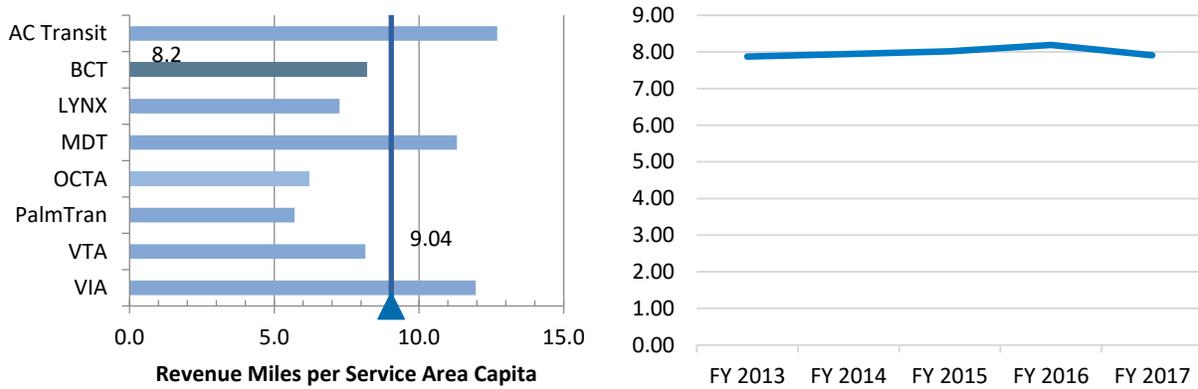
Passenger Trips per Capita

Passenger trips per capita is calculated by dividing the total transit boardings by the service area population. This measure of service effectiveness quantifies transit utilization within the service area and is typically higher when public transportation is emphasized and/or there are large transit-dependent populations in the service area. In Broward County, ridership per service area capita has decreased nearly 30% since 2013. However, BCT ranks near the middle of its peer group in this regard, at 8% below the peer average.

Figure 5-20: Fixed-Route Passenger Trips per Service Area Capita
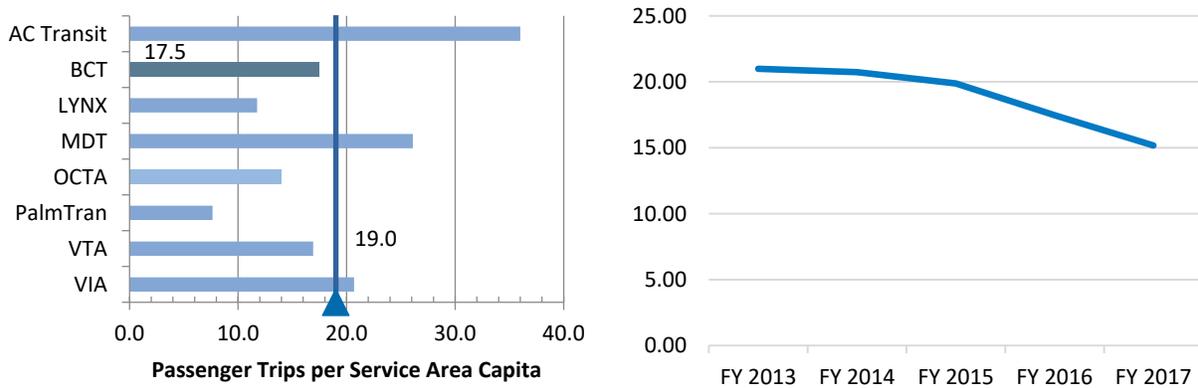
Passenger Trips per Revenue Mile

Passenger trips per revenue mile is calculated by dividing transit boardings by revenue miles and is a measure of demand relative to service supplied. BCT's passenger trips per revenue mile have decreased nearly 30% since 2013. Although this is a substantially greater decline than the national average of 15% over the same time period, BCT's trips per revenue mile, at 2.1, is about 5% above its peer group average. BCT ranks 4th out of the eight peers.

Figure 5-21: Fixed-Route Passenger Trips per Revenue Mile
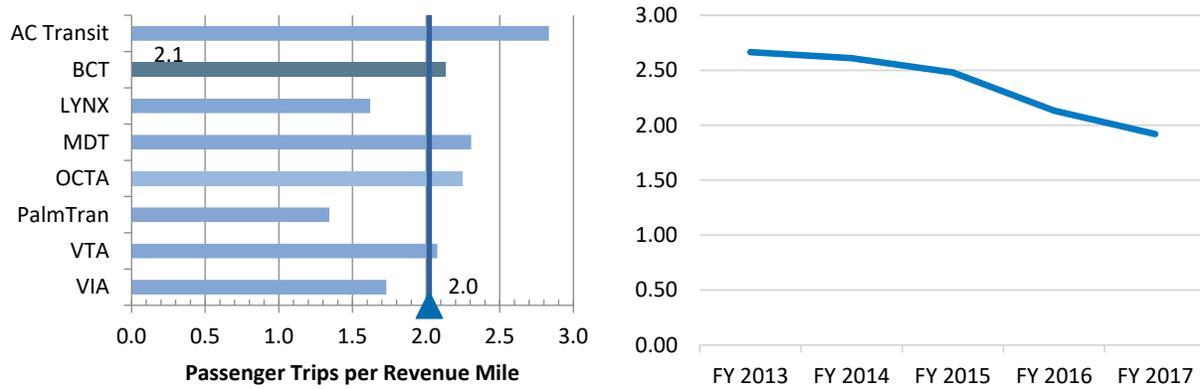
Passenger Trips per Revenue Hour

Passenger trips per revenue hour is another effectiveness measure that quantifies demand relative to service supply. This measure can help evaluate the amount of resources consumed in providing service. The trend curve for passenger trips per revenue hour is similar to trips per revenue mile, decreasing about 33% since 2013. However, BCT ranks 2nd among its peers and 14% above the peer average for this measure.

Figure 5-22: Fixed-Route Passenger Trips per Revenue Hour
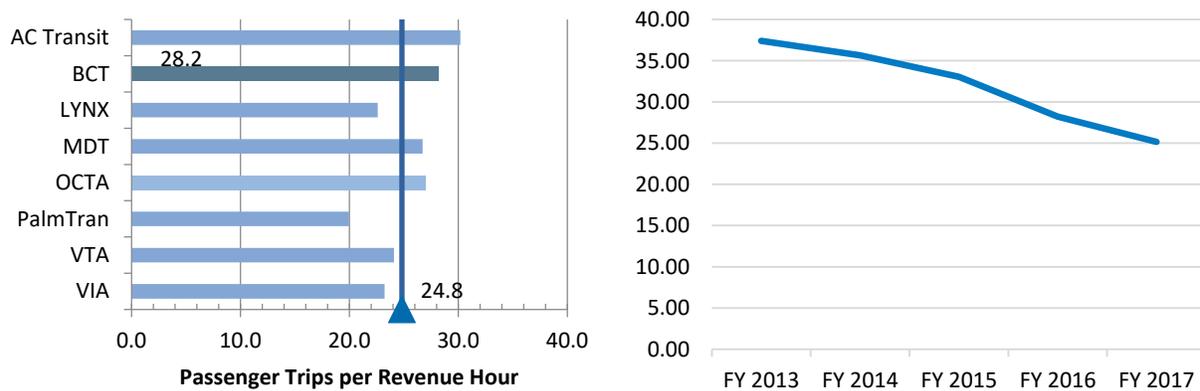
Vehicle System Failures

A vehicle system failure is a measure used to quantify the number of instances that a mechanical failure on a revenue vehicle prevents the vehicle from completing a scheduled trip or starting the next trip either due to safety concerns or local agency policy. A low number of vehicle system failures helps to ensure the long-term viability and stability of the service and reduces overall costs in terms of both maintenance and the number of spare vehicles required. BCT's total system failures increased

substantially since 2013; this may be due, in part, to changes the definition of system failures or reporting methodology, as BCT's average fleet age has not increased substantially, nor has maintenance spending decreased, over the same period. Compared to its peers, BCT is second lowest in terms of total system failures, at 62% less than the peer average.

Figure 5-23: Fixed-Route Vehicle System Failures
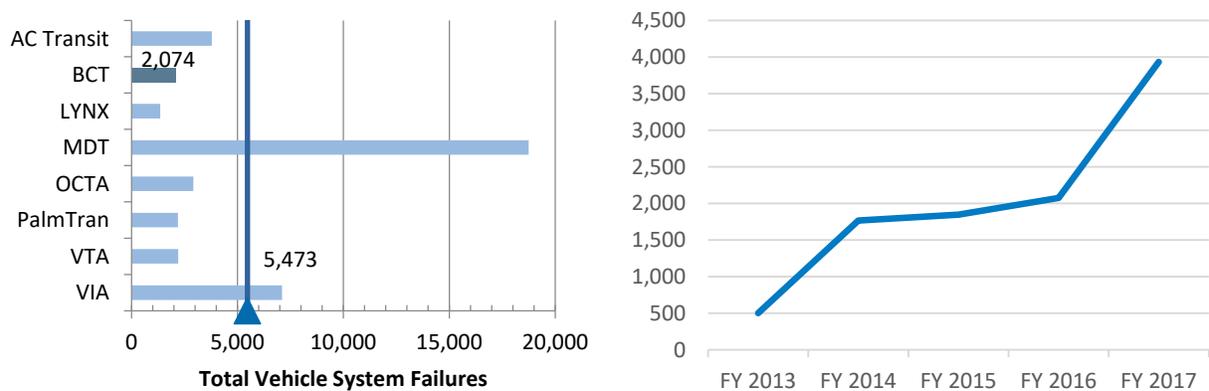
Revenue Miles between Failures

Revenue miles between vehicle system failures measures the rate at which failures occur in service. This reflects several factors, including maintenance quality and fleet age, and can impact revenue and ridership due to vehicle failures and service shortages. BCT's revenue miles between failures has decreased significantly since 2013, but, as noted in the previous section, this may be due to a different reporting method in earlier years. BCT still compares favorably in this regard to its peers, ranking second and 37% above the peer average.

Figure 5-24: Fixed-Route Revenue Miles between Failures
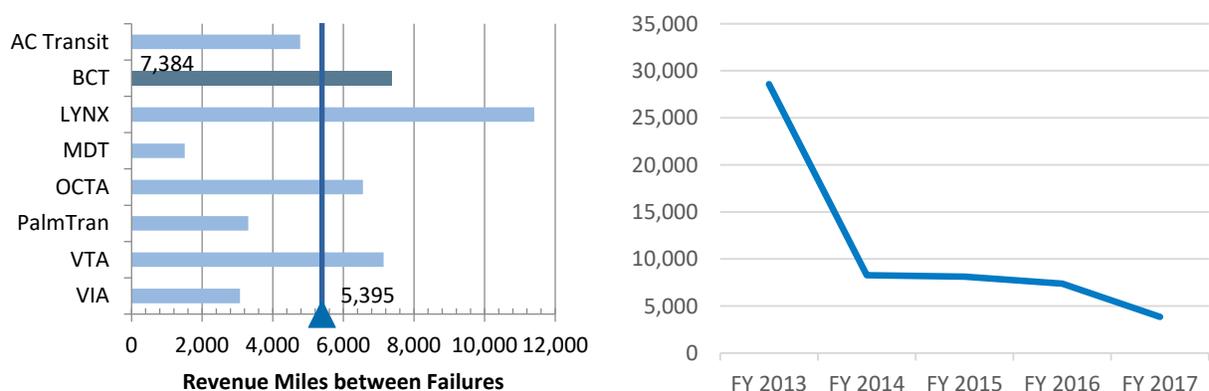
Service Efficiency Measures

Service efficiency measures are used to evaluate and monitor the use of resources and how the system is performing relative to the financial investment in it. Figures 5-25 through 5-34 present the efficiency measures for BCT's trend and peer analysis.

Operating Expense per Capita

Operating expense per capita reflects the resource commitment to transit by the community. In other words, the financial resources invested per person on public transportation. After a decline from 2014 to 2016, operating expense per capita increased overall by 5% over the five-year period. BCT's investment of $56.60 per person in 2016 was 48% below the peer group average and 6th out of the 8 peers.

Figure 5-25: Fixed-Route Operating Expense per Capita
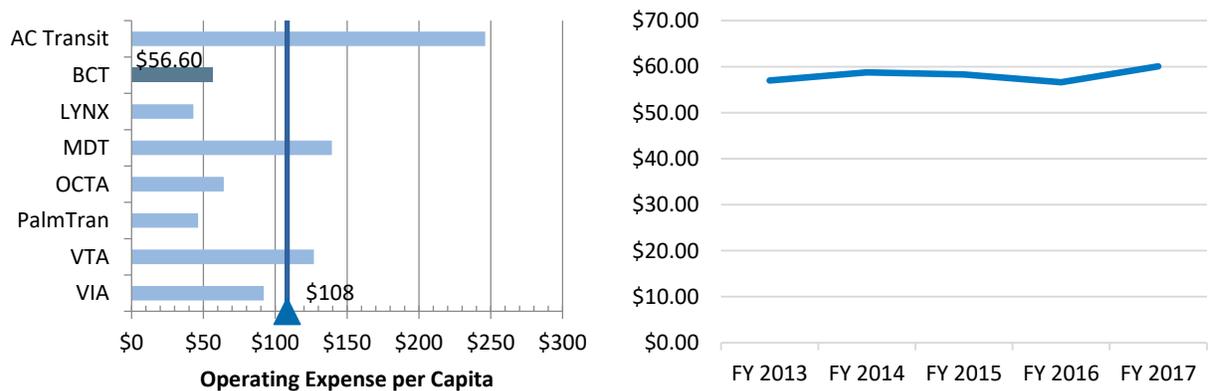
Operating Expense per Passenger Trip

Operating expense per passenger trip measures the efficiency of transporting riders. This measure often is considered a key indicator of comparative performance, as it reflects both the efficiency with which service is delivered and the market demands for the service. Whereas operating expense per passenger trip has increased 45% since 2013, BCT's 2016 cost of $3.24 per trip is nearly half of the peer average, making it the most cost efficient of the peers in this category.

Figure 5-26: Fixed-Route Operating Expense per Passenger Trip
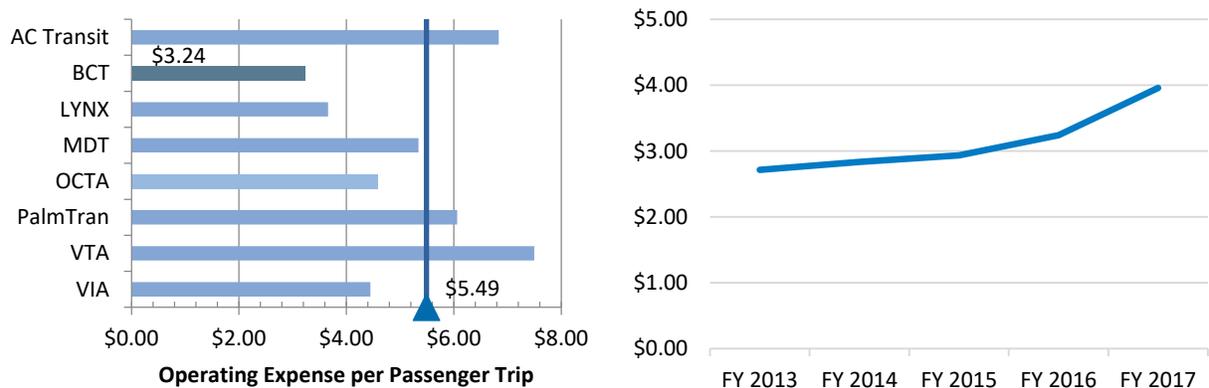
Operating Expense per Passenger Mile

Operating expense per passenger mile measures the impact of trip length on the system's performance since operators provide trips of differing lengths. Despite increasing by 43% since 2013, BCT has the lowest cost per passenger mile of its peer group. In 2016, its cost per passenger mile was 42% below the peer average of $1.18.

Figure 5-27: Fixed-Route Operating Expense per Passenger Mile
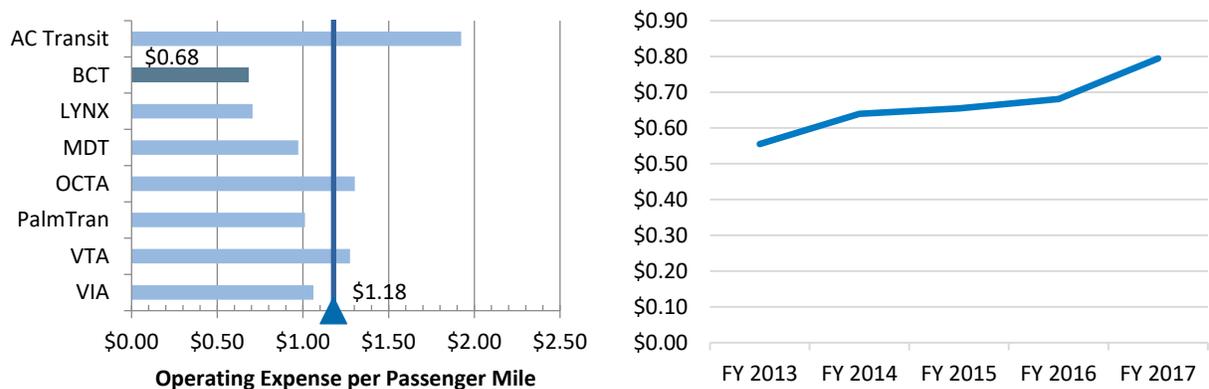
Operating Expense per Revenue Mile

Operating expense per revenue mile indicates how efficiently transit service is delivered. BCT's cost efficiency per revenue mile decreased up to 2016, followed by a sharp increase between 2016 and 2017. Although BCT showed nearly a 5% increase over the five-year period, it ranks 2nd among its peers, at nearly 40% below the peer average.

Figure 5-28: Fixed-Route Operating Expense per Revenue Mile
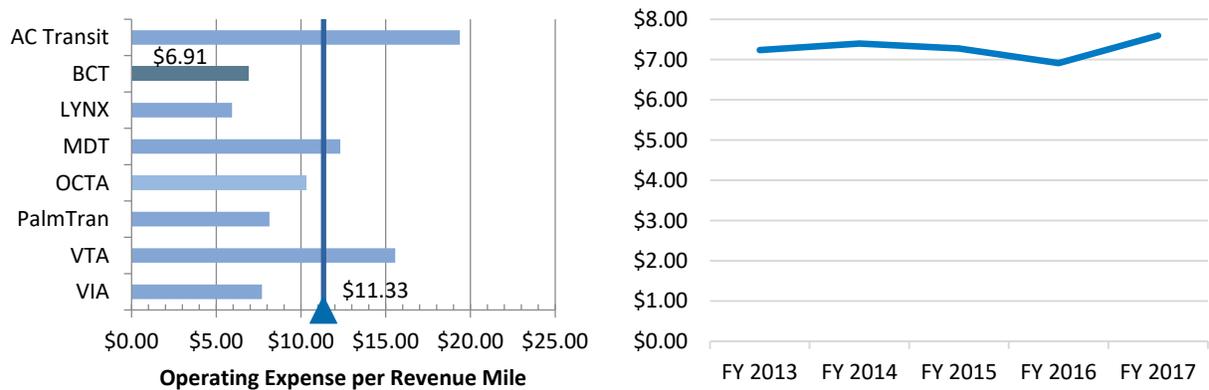
Operating Expense per Revenue Hour

Another key indicator of cost efficiency is operating expense per revenue hour of service provided. BCT's operating expense per revenue hour decreased by 2% over the five-year period, indicating that it made improvements during this overall time period affecting operational efficiency. Moreover, BCT's cost per revenue hour is 33% below the peer average, or 2nd out of the 8 peers in this category.

Figure 5-29: Fixed-Route Operating Expense per Revenue Hour
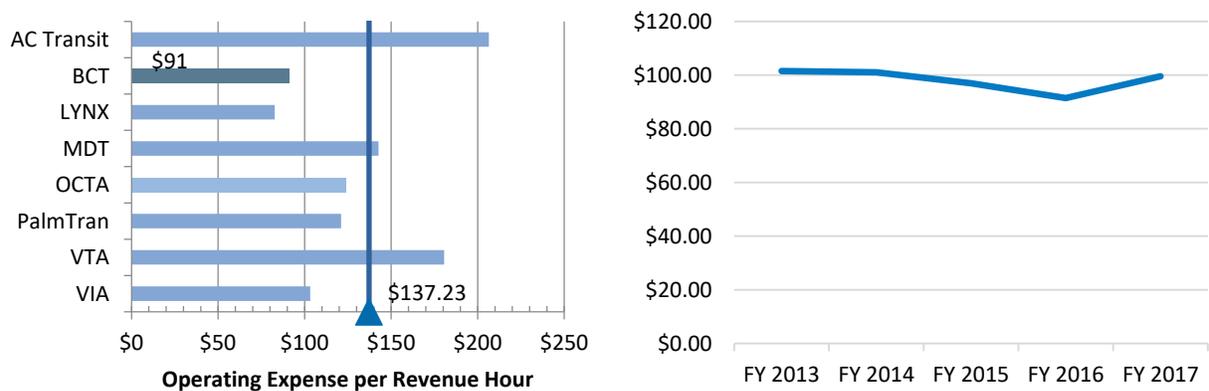
Farebox Recovery Ratio

Farebox recovery measures how much of an agency's operating cost is covered by farebox revenue. This measure is influenced by a number of factors including changes to operating costs, fare prices, availability and use of discounted fares, transfer rates, and ridership. BCT's farebox recovery ratio declined nearly 5% since 2013; however, it is still the highest among its peer group. A detailed farebox recovery ratio report is included as Appendix H.

Figure 5-30: Fixed-Route Farebox Recovery Ratio
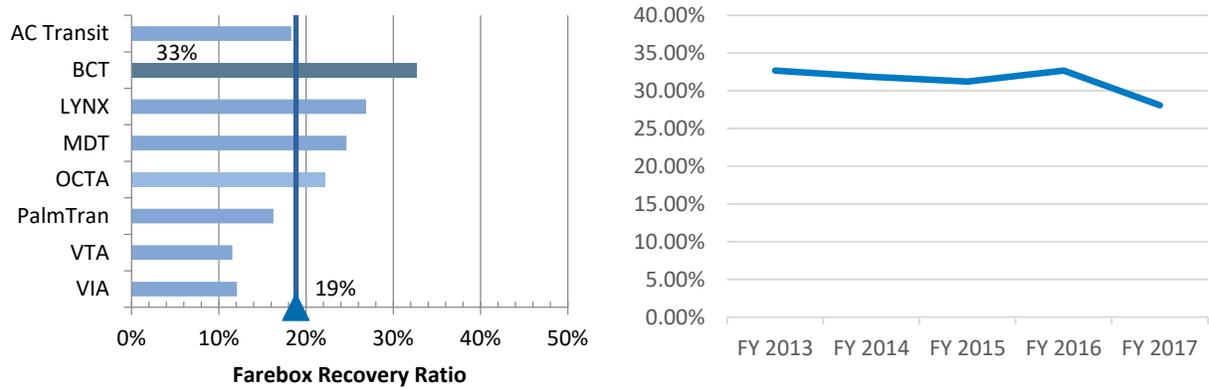
Revenue Miles per Vehicle Mile

Revenue miles per vehicle mile is a measure of vehicle utilization. A higher ratio of miles traveled to total vehicle miles generally indicates higher system productivity. However, garage location, training needs, and other considerations influence this ratio. BCT's revenue miles per vehicle mile increased slightly since 2013, at 0.4%. There is minor disparity among the peers, and BCT falls within 2% of the peer average.

Figure 5-31: Fixed-Route Revenue Miles per Vehicle Mile
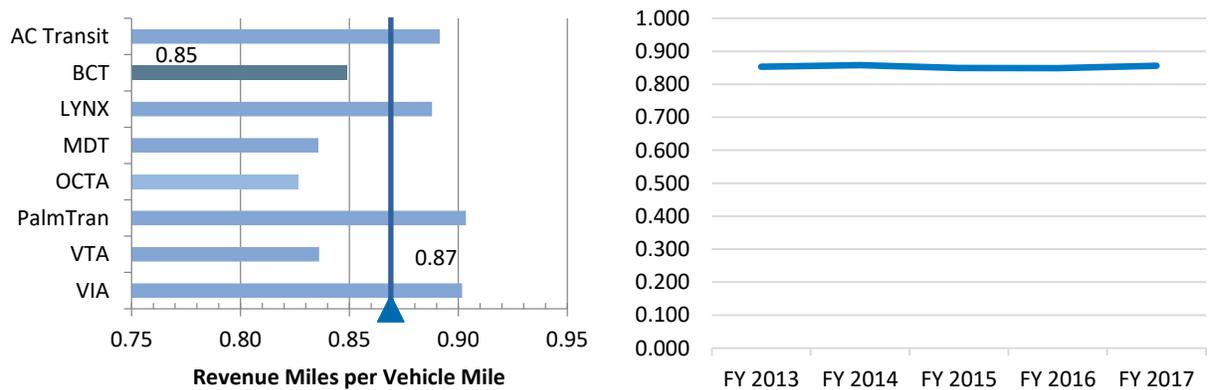
Revenue Miles per Total Vehicles

Revenue miles per total vehicles is another measure of vehicle utilization. BCT's fixed-route fleet utilization has decreased since 2013, nearly 6% over the five-year period; however, BCT is above average compared to its peers at 8% above the peer average.

Figure 5-32: Fixed-Route Revenue Miles per Total Vehicles
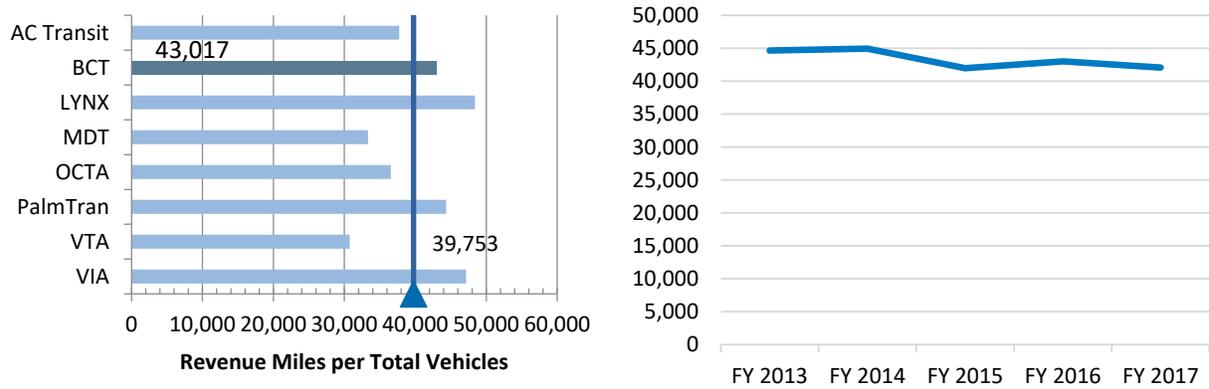
Vehicle Miles per Gallon

Vehicle miles per gallon measures an agency's fuel economy and applies only to diesel- and gasoline-powered vehicles. BCT's fuel economy has decreased about 2% since 2013. BCT is 4% below the peer average; however, there is little disparity among the peer group in this category.

Figure 5-33: Fixed-Route Vehicle Miles per Gallon
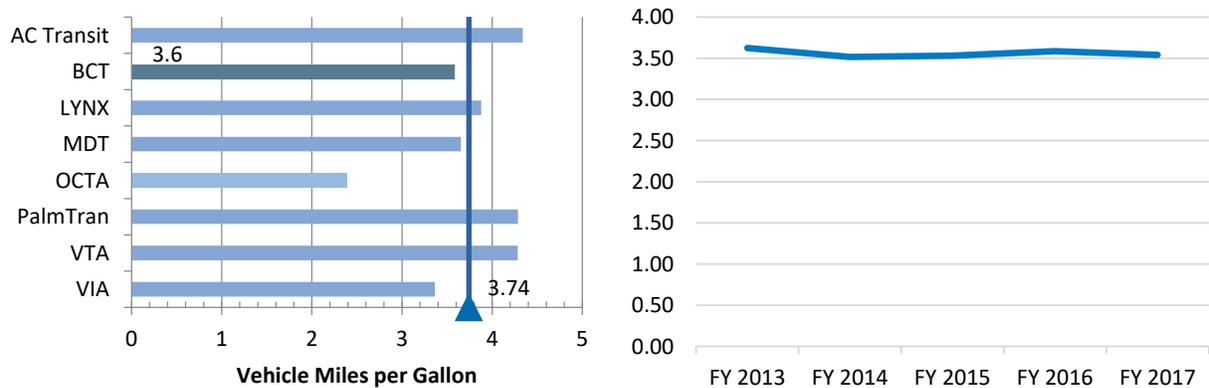
Average Fare Paid

Average fare is calculated by dividing the total passenger fare revenue by total passenger trips. The average fare is influenced by discounted and multi-trip fares and transfers. BCT's average fare increased by 21% since 2013 and is 6% greater than the peer average.

Figure 5-34: Fixed-Route Average Fare Paid
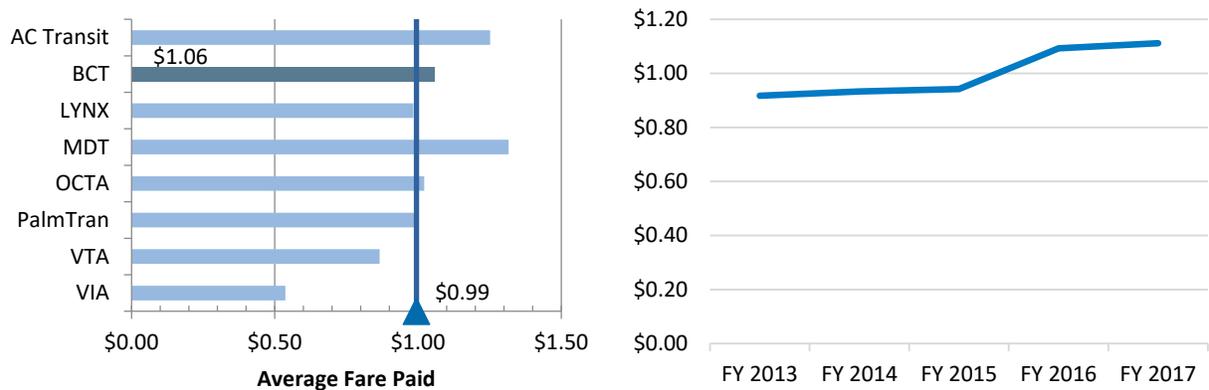
Fixed-Route Peer and Trend Analysis Summary of Key Findings

The peer and trend analysis results provide insight into the efficiency and effectiveness of BCT's fixed-route operation over time and compared to its industry peers. A summary of key findings is provided as follows:

- **BCT's fixed-route ridership has declined since 2013 despite a general increase in service provided.** During 2013–2017, BCT's fixed-route ridership declined by 24% despite a 13% increase in vehicle revenue hours provided. Although BCT experienced a more rapid ridership decline than other agencies, it is not unique in this regard. Nationally, ridership was down 12% between 2013 and 2017, and vehicle revenue hours and miles provided increased by 5% and 3%, respectively.[4]

- **Service effectiveness, as measured by passenger trips per vehicle revenue hour and vehicle revenue mile provided, also decreased since 2013 due to the ridership decline.** Ridership per revenue hour declined by 33%, and ridership per revenue mile declined by 28% over the five-year period, about twice the national average.[5] BCT reduced its service levels in 2017, which helped to slow the rate of productivity decline from the prior year. BCT's fixed-route service ranks in the top half of its peer group.

- **Despite a decline in ridership productivity per capita, Broward County's investment in transit increased at commensurate levels with the change in population since 2013.** Broward County's population steadily grew each year over the five-year period; however, even with an increase of approximately 100,000 residents, ridership per capita sharply declined, with significant drops in 2016 (12%) and 2017 (13%), for a total decline of 28%. Operating expense and revenue hours provided per capita, however, generally increased proportionately with population at 5% and 8%, respectively, compared to a 5% increase in service area population since 2013. Compared to

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[4] Source: NTD Monthly Module Adjusted Data Release, FY2013–FY2017, all motorbus reporters.
[5] Source: NTD Monthly Module Adjusted Data Release, FY2013–FY2017, all motorbus reporters.

its peers, however, Broward County provided slightly less service per capita and its total investment, as measured by operating expenses per capita is nearly half that of its peers.

- **BCT maintained its cost efficiency despite the sharp ridership decline and compares positively in this regard compared to its peers.** Fixed-route operating expenses increased each year except for a small decline in 2016 (3%), for an 11% increase over the five-year period. Although the ridership decline led to a 46% increase in operating expense per passenger trip since 2013, factors such as declining fuel costs allowed BCT to keep its cost efficiency factors relatively stable over the five-year period. In fact, BCT's cost per revenue hour declined only 2% overall since 2013. However, due to ridership declines and increasing operating expenses in 2017, farebox revenue and farebox recovery ratio were down 8% and 6%, respectively, over the five-year period. Another notable factor that contributes to declining productivity is service speeds. BCT's average speed in revenue service decreased 7% since 2013. BCT ranks among the top of its peer group in terms of cost efficiency and effectiveness.

Peer and Trend Analysis Findings – TOPS Demand Response

Peer and trend analyses for BCT's TOPS demand response paratransit operation were conducted using the same methodology and data sources as the fixed-route analyses. This following section documents the performance measures analyzed and the key findings for each.

Demand Response Performance Review Measures

Table 5-12 lists the performance measures by category used in the demand response peer and trend analyses.

Table 5-12: Paratransit Peer and Trend Analysis Performance Measures

General Performance	Service Effectiveness	Service Efficiency
• Passenger Trips • Passenger Miles • Vehicle Miles • Revenue Miles • Total Operating Expense • Vehicles Operated in Maximum Service	• Passenger Trips per Revenue Mile • Passenger Trips per Revenue Hour	• Operating Expense per Passenger Trip • Operating Expense per Passenger Mile • Operating Expense per Revenue Mile • Operating Expense per Revenue Hour

General Performance Measures

Peer and trend analyses findings for BCT's TOPS demand response general performance measures are outlined in the following sections. Figures 5-35 through 5-40 present paratransit performance indicators for BCT and its peers for FY 2016, along with BCT's five-year trend for FYs 2013–2017.

Passenger Trips

Despite a more significant decrease in fixed-route ridership, BCT's demand response ridership increased 16% since 2013. This increase is also well above the national average change in demand-response ridership over the same period (-1.5%). BCT ranks towards the bottom of its peer group in terms of demand response ridership, at 31% below the peer average.

Figure 5-35: Demand-Response Passenger Trips
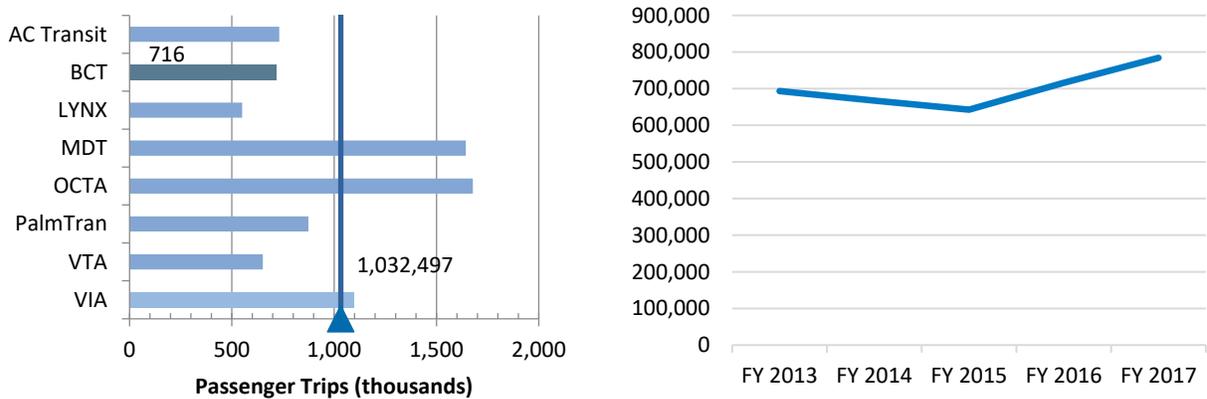
Passenger Miles

BCT's demand response passenger miles increased 27% since 2013. However, as noted in the next two sections, BCT's quantity of service provided also increased substantially over this period. BCT ranks 6th out of the peers, at 35% below the peer average in this category.

Figure 5-36: Demand-Response Passenger Miles
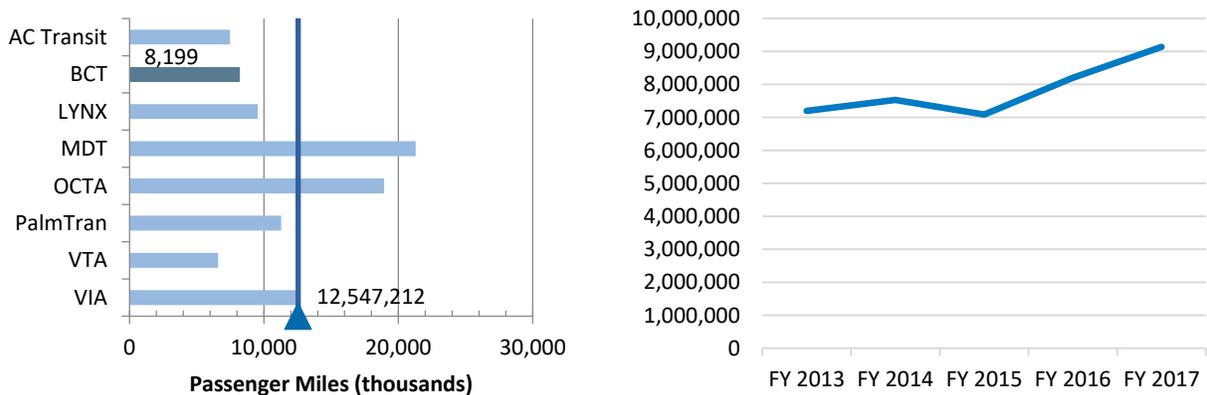
Vehicle Miles

The total vehicle miles traveled, including non-revenue or deadhead miles, for BCT's paratransit operation increased 41% since 2013. This is due to the increasing demand for TOPS service, noted previously. However, BCT remains in the bottom half of the peer group in this regard, at 14% below the peer average.

Figure 5-37: Demand-Response Vehicle Miles
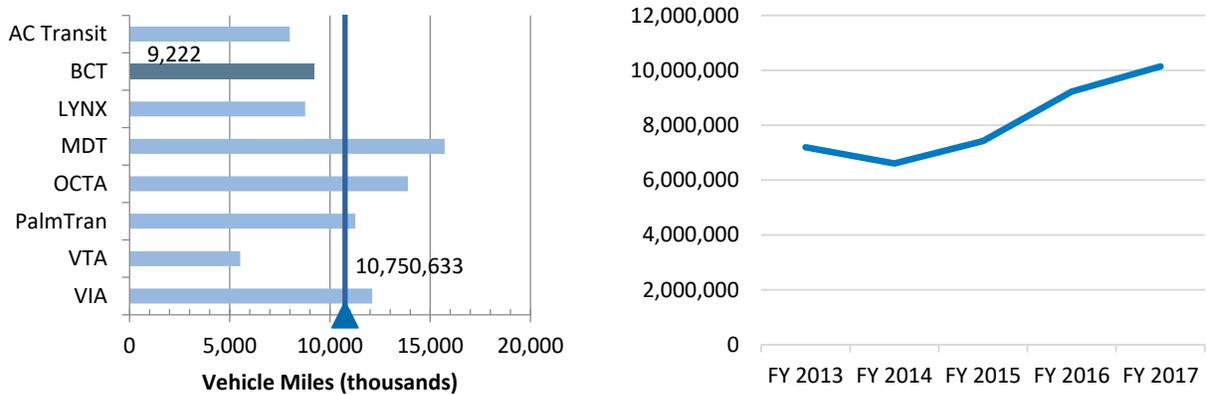
Revenue Miles

BCT's demand response revenue miles operated showed a similar trend over the five-year period, although at a slightly lower rate. Total revenue miles decreased between 2013 and 2014 before beginning an upward trend in 2015 and ending the period nearly 30% above 2013 levels, indicating a large increase in quantity of service provided. BCT is 6th out of the 8 peers and 21% below the peer average in terms of revenue miles operated.

Figure 5-38: Demand-Response Revenue Miles
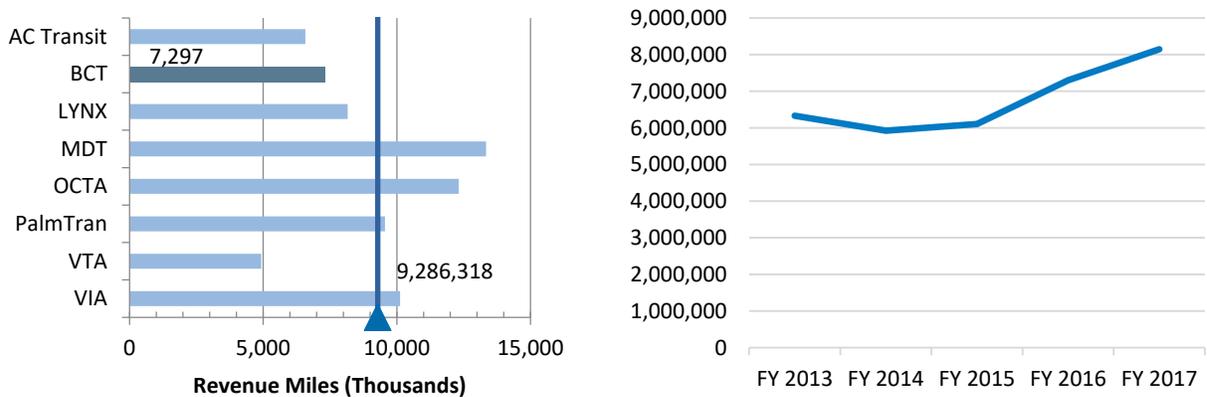
Total Operating Expense

Change in demand response operating expenses since 2013 reflect the increase in quantity of service provided. Operating expenses increased nearly 50% since 2013. However, BCT's demand response operating budget is still near the bottom of the peer group, at 44% below the peer average.

Figure 5-39: Demand-Response Total Operating Expense
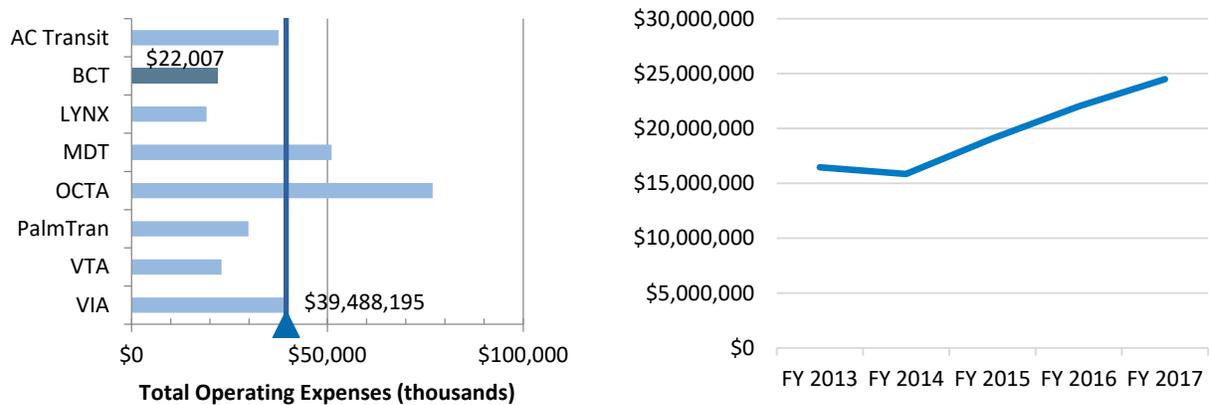
Vehicles Operated in Maximum Service

Although quantity of service provided in terms of revenue miles increased substantially since 2013, the number of BCT's demand response vehicles operated in peak service remained relatively stable over the five-year period indicating a more efficient use of the existing vehicle fleet to handle the increased demand. Peak vehicles increased 3% since 2013. BCT ranks 7th out of the peers and is 31% below the peer average.

Figure 5-40: Demand-Response Vehicles Operated in Maximum Service
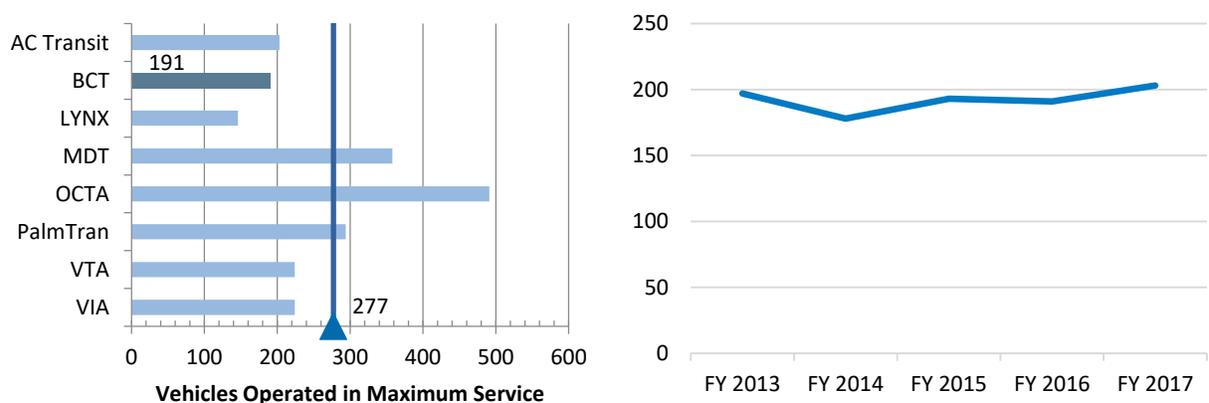
Service Effectiveness Measures

BCT's demand response service effectiveness measures relative to a five-year trend and its peer group are documented Figures 5-41 and 5-42.

Passenger Trips per Revenue Mile

BCT's demand-response effectiveness, as measured according to passenger trips per revenue mile, decreased about 12% since 2013. There is little variance among the peers, however, and BCT ranks 6th at 11% below the peer average.

Figure 5-41: Demand-Response Passenger Trips per Revenue Mile
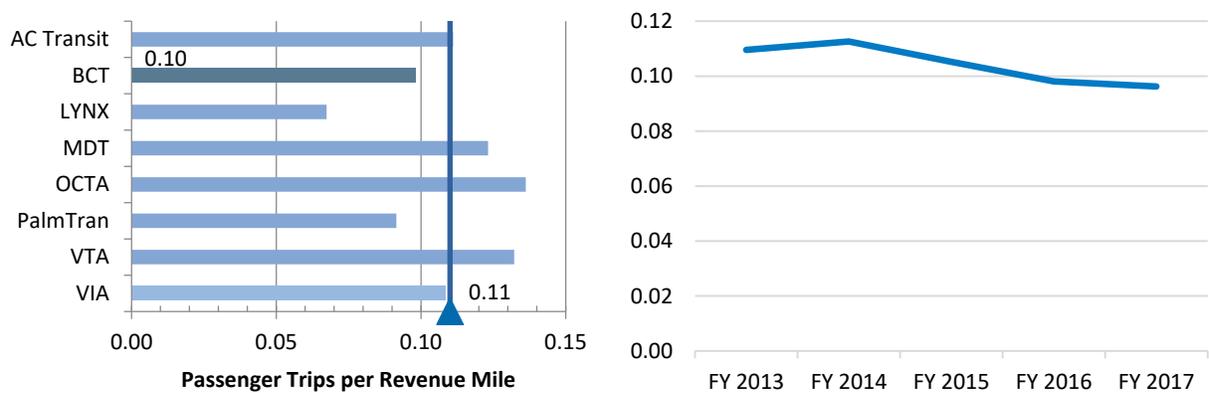
Passenger Trips per Revenue Hour

Passenger trips per revenue hour decreased at a similar rate since 2013 as trips per revenue mile, declining approximately 11%. This decrease in service effectiveness showed signs of improvement, however, between 2016 and 2017. Among its peers, BCT ranks towards the middle of the group, at 5% below the peer average.

Figure 5-42: Demand-Response Passenger Trips per Revenue Hour
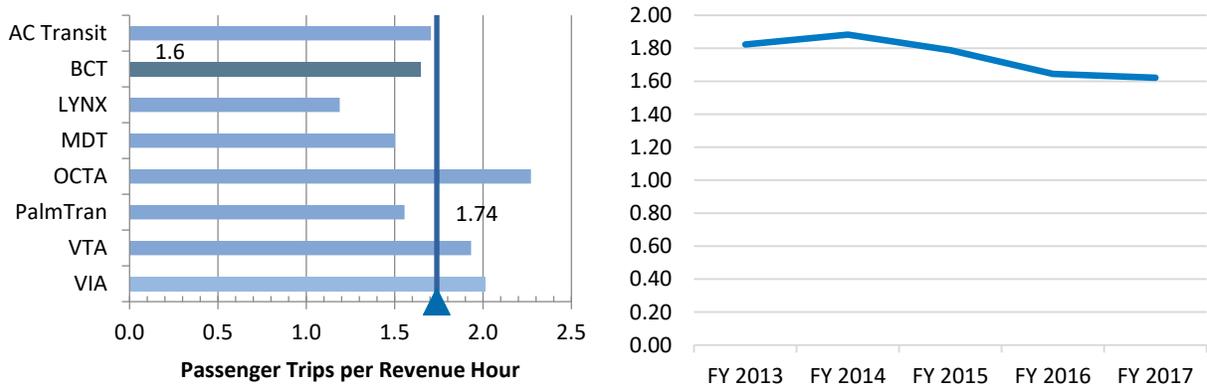
Service Efficiency Measures

BCT's demand response service efficiency measures relative to a five-year trend and its peer group are documented in Figures 5-43 through 5-46.

Operating Expense per Passenger Trip

BCT's cost efficiency increased substantially since 2013. Over the five-year period, operating expense per passenger trip increased 32%; however, this upward trend began to slow in 2015. Of its peers, BCT delivers its demand-response service at the lowest cost per hour, at 20% below the peer average.

Figure 5-43: Demand-Response Operating Expense per Passenger Trip
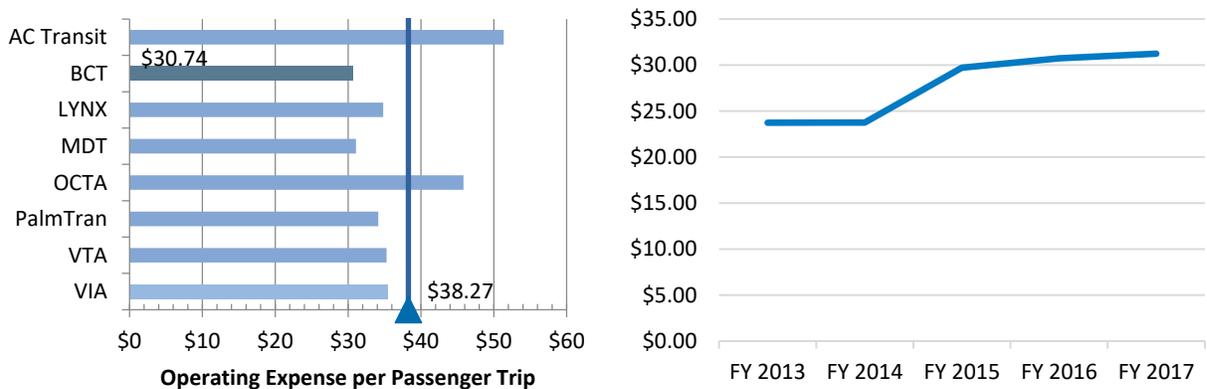
Operating Expense per Passenger Mile

On a per-passenger-mile basis, BCT's demand response costs have increased 17% since 2013. BCT is in the upper half of the peer group in terms of operating expense per passenger mile, at 17% below the peer average.

Figure 5-44: Demand-Response Operating Expense per Passenger Mile
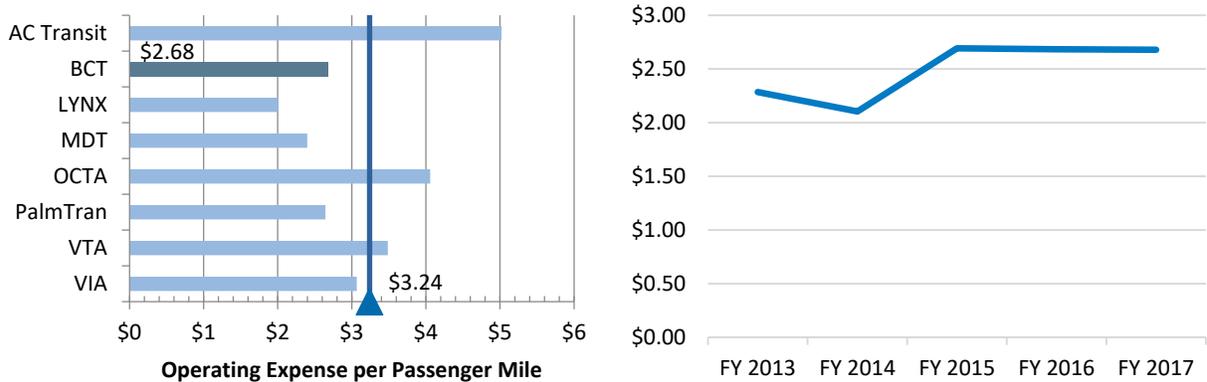
Operating Expense per Revenue Mile

BCT's demand response operating expense per revenue mile increased 16% since 2013. The majority of this increase occurred prior to 2016, when cost efficiency began to improve over the last two years of the period. BCT is among the top of its peer group at nearly 30% below the peer average.

Figure 5-45: Demand-Response Operating Expense per Revenue Mile
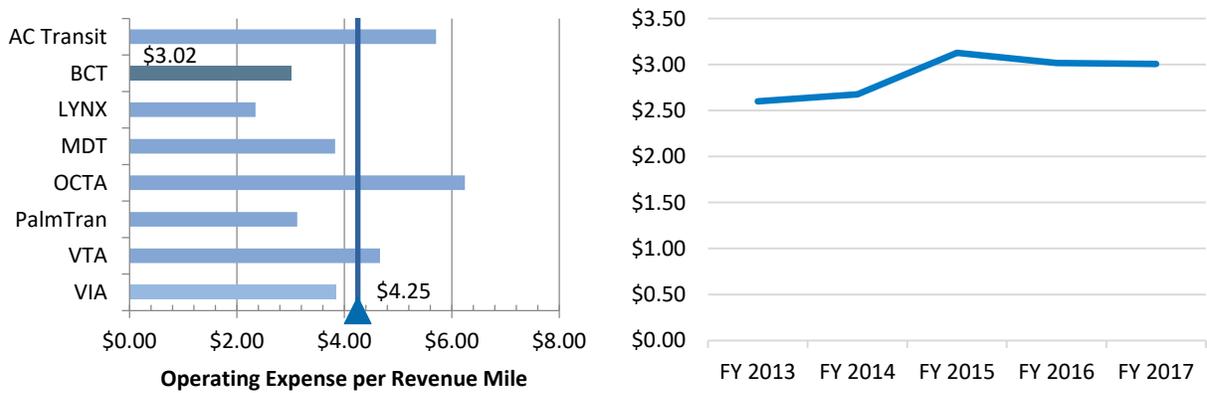
Operating Expense per Revenue Hour

A similar trend is observed in terms of demand-response cost efficiency per revenue hour. Demand-response operating expenses per revenue hour increased substantially before tapering off in 2016 and ending the five-year period up 17%. BCT is 25% below the peer average in this category.

Figure 5-46: Demand-Response Operating Expense per Revenue Hour
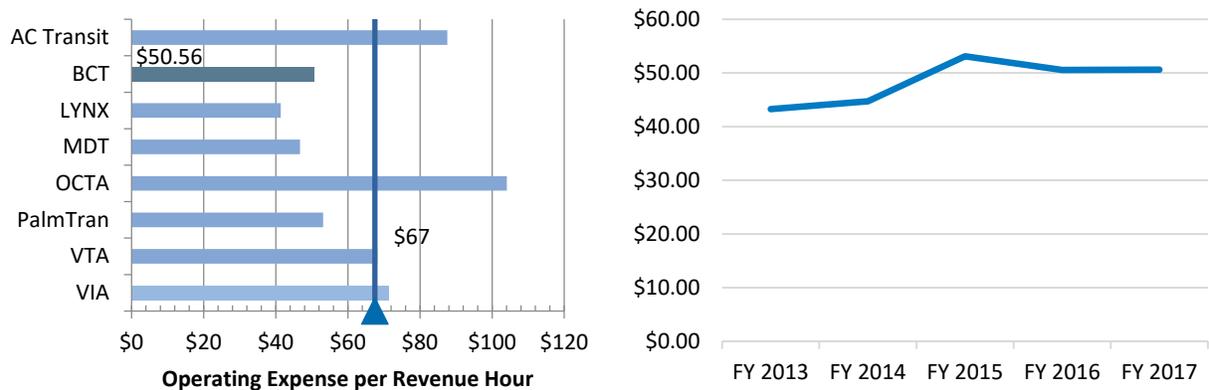
Demand-Response Peer and Trend Analysis Summary of Key Findings

A summary of key findings for the demand-response peer and trend analysis is as follows:

- **Demand-response ridership increased substantially from 2013–2017**. Despite a sharp downward trend in fixed-route ridership, demand-response ridership increased by 16% since 2013. Over this same period, national demand-response trends have largely been flat, declining about 1.5% since 2013.

- **BCT's demand-response service effectiveness declined since FY 2013**. Ridership per vehicle revenue hour and vehicle revenue mile increased from FY 2013 to FY 2014, but, thereafter, rapidly declined in subsequent years, by 11% and 12%, respectively, over the five-year period. National averages also declined, but at the lesser rates of 7% and 3%, respectively. BCT is slightly below average compared to its peer cohorts in terms of service effectiveness on a ridership per hour and mile basis.

- **BCT's demand-response cost efficiency declined between FY 2013 and FY 2017, but appears to be stabilizing**. BCT's demand-response operating expense per passenger trip, per vehicle revenue hour, and per vehicle revenue mile generally increased each year and were up over the five-year period (32%, 17%, and 16%, respectively). The five-year trend began to stabilize from FY 2016 to FY 2017, indicating that improvements were being made to contain demand-response costs. Like its fixed-route service, BCT's demand-response cost efficiencies compared positively to its peer group, with each indicator in the top half of the cohort and well below the peer average.

6 Situation Appraisal

Major TDP updates requires an analysis of the contextual environment in which the transit agency operates, also referred to as a situation appraisal. To develop an understanding of the transit context in Broward County and surrounding counties and possible implications for BCT to consider in this TDP, the following elements were assessed and presented as the situation appraisal within this section.

- Review of relevant plans, studies, and programs at all levels of government
- Results of technical evaluation performed as part of the transit development planning process
- Outcomes of discussions with BCT staff and administration
- Input gathered through public involvement activities

6.1 Review of Plans and Policies

Table 6-1 provides a summary of the key findings and considerations from each plan, program, or study reviewed as part of this effort and to be considered during the situation appraisal.

Table 6-1: Summary of Plans Review

Plan/Program/Study Reviewed	Geographic Applicability	Most Recent Update/ Timeframe	Responsible/ Partner Agencies	Overview	Key Considerations for the Situation Appraisal
Fixing America's Surface Transportation (FAST) Act	Federal	October 2015	U.S. DOT	• Five-year funding for nation's surface transportation infrastructure, including transit systems and rail transportation network. Provides long-term certainty and more flexibility for states and local governments, streamlines project approval processes, and maintains a strong commitment to safety.	• Increases dedicated bus funding by 89% over the life of the bill. • Provides both stable formula funding and a competitive grant program to address bus and bus facility needs. • Reforms public transportation procurement to make federal investment more cost effective and competitive. • Consolidates and refocuses transit research activities to increase efficiency and accountability. • Establishes a pilot program for communities to expand transit through the use of public-private partnerships. • Provides flexibility for recipients to use federal funds to meet their state of good repair needs. • Provides for the coordination of public transportation services with other federally-assisted transportation services to aid in the mobility of older adults and individuals with disabilities.
Clean Air Act of 1990	Federal	Revisions to National Ambient Air Quality (NAAQS) proposed in 2010; not yet implemented	U.S. Environmental Protection Agency (EPA)	• The Clean Air Act of 1990 and subsequent amendments determine the NAAQS for six pollutants, including carbon monoxide and ozone.	• Broward County is currently classified as an attainment area. • Enhanced transit options reduce travel by single-occupant vehicle, helping Broward County to remain classified as an attainment area.
Title VI and Environmental Justice (EJ) Circulators	Federal	EJ Circulator, effective August 15, 2012 Title VI Circulator, effective October 1, 2012	U.S. DOT, FTA	• The EJ Circular issued by FTA provides recipients of FTA financial assistance with guidance for incorporating EJ principles into FTA-funded plans, projects, and activities. The revised Title VI Circular includes the removal of several references to EJ, which are now incorporated into the separate EJ Circular, to better understand the distinctions between Title VI and EJ.	• BCT is required to submit Title VI programs every three years as a transit provider operating 50 or more fixed-route vehicles in peak service and located in an urbanized area of more than 200,000 persons. BCT also is required to evaluate service and fare equity changes or monitor transit service for Title VI impacts. • BCT's public involvement plan should incorporate outreach designed to encourage meaningful participation from members of the EJ population.
DOT Livability Initiative and Federal Sustainable Communities Program	Federal	Partnership for Sustainable Communities formed in 2009	U.S. DOT, FTA, U.S. Department of Housing and Urban Development (HUD), and EPA	• The goal of this joint-initiative is to improve access to affordable housing, better transportation choices, and lower transportation costs while protecting the environment – essentially making communities throughout the United States more livable.	• The US DOT and FTA support a number of policies and initiatives intended to help communities improve livability and overall quality of life, including programs to encourage Transit Oriented Development (TOD) enhanced mobility options, etc.
Florida Transportation Plan: Horizon 2060 (FTP)	State	2010	FDOT	• The Florida Transportation Plan (FTP) looks at a 50-year transportation planning horizon and calls for a fundamental change in how and where Florida invests in transportation.	• The FTP supports the development of state, regional, and local transit services through a series of related goals and objectives, emphasizing new and innovative approaches by all modes to meet the needs today and in the future.

State of Florida Transportation Disadvantaged Five-Year/Twenty-Year Plan	State	November 2007	Florida Commission for the Transportation Disadvantaged (CTD)	• The purpose is to accomplish cost-effective, efficient, unduplicated and cohesive transportation disadvantaged services within its respective service area.
				• The plan, required under the Florida Statutes, includes the following elements:
				  • Explanation of the Florida Coordinated Transportation System
				  • Five-Year Report Card
				  • Florida Office of Program Policy Analysis and Government Accountability Review
				• Strategic Vision and Goals, Objectives, and Measures
					• Short-term strategic vision includes developing and field-testing a model community transportation system for persons who are Transportation Disadvantaged.
					• Long-range strategic vision includes developing a universal cost-effective transportation system with a uniform funding system and services that are designed and implemented regionally throughout the state.

Table 6-1: Summary of Plans Review (cont'd)

Plan/Program/Study Reviewed	Geographic Applicability	Most Recent Update/ Timeframe	Responsible/ Partner Agencies	Overview	Key Considerations for the Situation Appraisal

Broward County Transportation Disadvantaged Service Plan (TDSP) Major Update	Broward County	September 2017	Broward MPO and Broward County Transportation Department	• As required by the Florida Commission for the Transportation Disadvantaged, the TDSP contains development, service, cost/revenue allocation and rate structure justification components.
				• A large portion of this TDSP analyzes the county's paratransit program, TOPS. In order to improve service delivery, TOPS aims to enhance service standards, responsiveness to client input, and partnerships with local community agencies.
					• The plan points out the large senior population of Broward County and notes that 32% of the county's population are considered transportation disadvantaged (TD).
					• Challenges to Broward County include cost of service, funding allocation, meeting demand, and regionalization.
					• The TDSP lists five goals with sub-objectives to meet public transit demand in Broward:
					  • Goal 1 – ensure availability of transportation services to persons who are transportation disadvantaged.
					  • Goal 2 – ensure the transportation disadvantaged program is delivered in the most effective and efficient manner.
					  • Goal 3 – ensure that safe and quality service is provided through the system.
					  • Goal 4 – secure necessary funding to support the TD program.
					  • Goal 5 – ensure TD program accountability.

FDOT FY 2019-2023 Work Program	State (specific project list developed for FDOT District Four and Broward County)	FDOT Adopted February 14, 2018	FDOT	• The Five-Year Work Program is developed annually by FDOT and is a project-specific list of transportation activities and improvements developed in cooperation with the Broward MPO and local transportation agencies. • The Work Program must be consistent, to the maximum extent feasible, with the capital improvement elements of local government comprehensive plans.	• A summary of transit projects by type of work found in the adopted FY 2019-2023 Work Plan was compiled for consideration in the TDP update. • Types of transit projects included in the FY 2019-2023 Work Program include Miramar Blvd and Hiatus Road park-and-ride lot, preliminary engineering and capital for park-and-ride on Davie Road and I-595.
Tri-Rail Coastal Link Study	Regional	Project Development Phase	FTA, Southeast Florida Transportation Council, FDOT, SFRTA, Broward MPO, BCT, Palm Tran, Palm Beach TPA, Miami-Dade TPO, Miami-Dade Transit (MDT), Treasure Coast Regional Planning Council (TCRPC), and), South Florida Regional Planning Council (SFRPC)	• The SFECC Study proposes reintroducing passenger service along an 85-mile stretch of the Florida East Coast (FEC) Railway corridor between downtown Miami and Jupiter.	• This regional corridor connects to the existing bus systems, including BCT, Palm Tran, and MDT, and rail transit systems including both Tri-Rail and Metrorail. • There are nine proposed stations in Broward including Hallandale Beach, Hollywood Boulevard, Dania Beach, Fort Lauderdale-Hollywood International Airport, Government Center in Fort Lauderdale, Wilton Manors, Oakland Park Boulevard, Atlantic Boulevard, and Hillsboro Boulevard. • The environmental phase of the two-year Project Development phase is scheduled to start in 2018, following preparation of necessary technical documentation. Currently, Project Development is completely funded, while construction is not. • BCT is a Project Partner on this study and sits on the Executive Steering Committee.

Table 6-1: Summary of Plans Review (cont'd)

Plan/Program/Study Reviewed	Geographic Applicability	Most Recent Update/ Timeframe	Responsible/ Partner Agencies	Overview	Key Considerations for the Situation Appraisal
All Aboard Florida (Brightline)	Regional	In Operation	Private Initiative led by Florida East Coast Industries	• All Aboard Florida has implemented a privately owned, operated, and maintained intercity higher speed passenger rail service between Miami and West Palm Beach. The ultimate plan extends the service along the existing FEC between West Palm Beach and the Space Coast with the creation of new tracks into Orlando.	• Construction and operation requires coordination between with FEC and local transit/transportation agencies (including BCT) regarding connecting service at stations (including the currently operating Fort Lauderdale station). • Service between West Palm Beach and Fort Lauderdale Stations began in January 2018, and service to Miami began in May 2018. "Phase II" construction between West Palm Beach and Orlando is underway. • The Fort Lauderdale Station is located in Downtown with nearby linkages to BCT, Sun Trolley, and the proposed SFECC Coastal Link
95 Express Managed Lanes (Phase 2)	Regional	In Operation	FDOT	• 95 Express Phase 2 extended the existing express lanes north from Golden Glades interchange in Miami-Dade County to Broward Boulevard in Broward County.	• The extension of the 95 Express lanes from the Miami-Dade County line to Broward Boulevard allows BCT's 95 Express route to travel at higher average travel speeds via uninterrupted express lanes.
I-75 Express Managed Lanes	Regional	In Operation	FDOT	• Express lanes along 28 miles of the I-75 and State Road (SR) 826 (Palmetto Expressway) corridors, from just south of the SR 836 (Dolphin Expressway), in Miami-Dade County, to I-595 in Broward County.	• The I-75 Express lanes from the SR 826 to I-595 allows future routes for BCT to travel at higher average travel speeds via uninterrupted express lanes. In late-2019, BCT will begin Express Bus service on the I-75 Managed Lanes from Sunrise to the Miami Intermodal Center (MIC).
Regional Transit System Master Plan (RTSMP)	Regional	Adopted 2015	South Florida Transportation Council (SEFTC)	• A key component of the SEFTC-led 2040 Southeast Florida Regional Transportation Plan (2040 RTP). • Identifies the most significant regional investment needed to meet travel demands throughout the Southeast Florida region.	• The RTSMP provides a thorough analysis of unmet transit travel demands and other regional transit opportunities in the three-county region. • The RTSMP proposes a "many centers" approach to regional transit which connects smart growth areas with activity centers, focusing on major north-south and east-west corridors.
Regional Interoperability Fare/Mobile Ticketing	Regional	2019-2020	FDOT, BCT, SFRTA, MDT, and Palm Tran	• A prior study evaluated a regional fare card using smart card technologies for BCT, SFRTA, MDT, and Palm Tran, along with evaluating the business case and total cost drivers associated with realizing the technical integration solution. • The Mobile Ticketing project is a proposed system that allows fare payment via mobile devices on BCT buses and/or at key transfer locations. The Broward MPO is a funding partner in this initiative. • An additional goal of the Mobile Ticketing project will be to improve interoperability with the Tri-Rail, MDT and Palm Tran fare systems, improving customer convenience and assisting with faster boarding times.	• SFRTA and MDT utilizing EASY Card system; BCT and Palm Tran now accept SFRTA transfer ticket. • Final installation of the Regional Interoperability Fare/Mobile Ticketing is scheduled for 2019-2020. • A motion to approve an agreement between Broward County and Genfare, a Division of SPX Corporation, for Transit Mobile Ticketing and Fare Card Interoperability System was approved February 6, 2018. The fare system will replace BCT's current fare collection system with new fareboxes that can accept conventional forms of fare payments (cash and passes) as well as mobile tickets and the existing Miami-Dade and SFRTA EASY Card.

Table 6-1: Summary of Plans Review (cont'd)

Plan/Program/Study Reviewed	Geographic Applicability	Most Recent Update/ Timeframe	Responsible/ Partner Agencies	Overview	Key Considerations for the Situation Appraisal
Broward County Comprehensive Plan (Complete Streets Update)	Broward County	Adopted in 2014	Broward County, Broward County Planning Council	• The Broward County Comprehensive Plan is the primary policy document concerning land use, transportation, and other planning matters for unincorporated Broward County. The Broward County Planning Council is responsible for county-wide land use planning and the land use element of the comprehensive plan.	• The Comprehensive Plan Transportation Element defines the County's Transportation Concurrency Program, providing a concurrency designation for multi-modal transportation districts, which assign secondary priority to vehicle mobility and primary priority to travel and interconnectivity of alternative modes. • Establishes minimum headways for transit in various districts within the County. • This update established that the County will attempt to implement the recommendations from the Broward County Complete Streets Guidelines in order to achieve a fully connected transportation system. This includes but is not limited to design guidelines and codes that would support or promote TSP, queue jumps, dedicated lanes, and enhanced pedestrian access. The county will utilize the Broward County "Complete Streets Team" to review and recommend changes to various standards and municipal codes to bring them closer to the Complete Streets Guidelines.
BrowardNext (Land Use Plan)	Broward County	Adopted in 2017	Broward County	• BrowardNEXT is the update of the Countywide Comprehensive Plan and Land Use Plan with a primary focus on County operated regional facilities and services, and the Broward Municipal Services District.	• The Land Use Plan component was adopted on April 25, 2017. Current efforts are to update all mandatory and optional Comprehensive Plan elements to ensure consistency with the Land Use Plan which focuses on climate change resiliency, targeted redevelopment, multi-modal, natural resource protection, affordable housing, disaster planning, and intergovernmental partnership. • The BrowardNEXT approach is to use plain language, focus on high priorities and implementation, eliminate duplicate policies, consolidate similar objectives, establish performance/monitoring measures, show examples of policy implementation, include data and illustrations, and offer mobile-friendly documents.
BrowardNext 2.0 (Comprehensive Plan)	Broward County	In Progress	Broward County	• The Comprehensive Plan serves as the guide for decision-making and helps set a course for the County over the next decade. The Plan presents a vision of the County's future and recommends goals, objectives and policies for implementation.	• The Comprehensive Plan document covers the following topics: transit and mobility, affordable housing, climate change mitigation and adaptation, regional economic development, environmental protection, enhancement and protection of recreation and open space areas, and disaster preparedness. • The BrowardNEXT approach is to use plain language, focus on high priorities and implementation, eliminate duplicate policies, consolidate similar objectives, establish performance/monitoring measures, show examples of policy implementation, include data and illustrations, and offer mobile-friendly documents.
Broward County Trafficways Plan	Broward County	Amended 2016	Broward County, Broward County Planning Council	• The Broward County Trafficways Plan serves as the roadway right-of-way preservation plan for Broward County. • Dedication of right-of-way may be required through the development review process to provide for an adequate regional roadway network.	• The Broward County Trafficways Plan identifies adequate right-of-way for the regional road network that is required to ensure that necessary facilities are or can be put into place to support vehicular, transit, bicycle, and pedestrian modes of travel.

Table 6-1: Summary of Plans Review (cont'd)

Plan/Program/Study Reviewed	Geographic Applicability	Most Recent Update/ Timeframe	Responsible/ Partner Agencies	Overview	Key Considerations for the Situation Appraisal
Mobility Hubs	Broward County	Program Update Adopted in May 2018	Broward MPO, Municipalities, Broward County, FDOT, and SFRTA	• Created in the Broward MPO's 2035 Long Range Transportation Plan, the Mobility Hub program focuses investments in areas with a critical point for trip generation or transfers within the transit system and high development potential. • The Hub concept has evolved as the Broward MPO has worked with partner agencies and local governments to emphasize pedestrian and bicycle connections, secure and comfortable places to wait for transit, and safe and easy transfers between routes. These improvements in public spaces provide the framework for private investment in places where people live, work, and play.	• There are several areas that have Mobility Hubs in progress: • Downtown Fort Lauderdale – Final Design underway • Hollywood Blvd./SR 7 – 30% Design underway • Cypress Creek – Master Plan Completed • Plantation – Master Plan underway • Pembroke Pines – Master Plan underway • Candidate Mobility Hub locations consider the following criteria for prioritization: ○ Market Readiness – Market readiness is based on existing land uses and the Market Assessment results, along with existing and potential trip generation, and zero-car households to capture the need for multimodal options. ○ Network Readiness - Network readiness is measured by the Transit Network and Transit Availability Scores. The Transit Network Score is calculated by summing the average stop-level daily ridership of all transit routes that stop within a half-mile of a candidate location. The Transit Availability Score is calculated by summing the number of transit vehicles per hour serving the candidate location in the peak period.
Fast Forward Fort Lauderdale (Vision 2035)	City of Fort Lauderdale	2013	City of Fort Lauderdale	• Fast Forward Fort Lauderdale is a vision plan for the future direction of the community. It involved a high level of public engagement to hear what residents demand.	• The vision statement focuses on connectivity, resilience, community, tourism, business, education, and multiculturalism. • The connectivity component promises seamless movement through a safe transportation system, prioritizing pedestrians. Public response showed less than half of residents feel safe walking in the city and even less are content with bicycle facilities. • Connectivity themes are further subdivided into complete streets, public transit, connected development, and traffic/congestion.
Municipal Comprehensive Plans	Local Governments within Broward County	Ongoing	Broward Municipalities	• Each city is required to have a comprehensive plan in accordance with state requirements. Furthermore, as Broward County controls future land uses through the Broward County Planning Council, each city plan adopted must conform to the land use policy set forth by the Broward County Planning Council and Broward NEXT.	• The majority of cities in Broward County have enacted specific land use designations that promote transit-supportive policies by establishing various guidelines related to mixed-used, housing, transit, and pedestrian access. These designations are Local Activity Center (LAC), Regional Activity Center (RAC), Transit Oriented Corridor (TOC), and Transit Oriented Development (TOD). • The cities that have areas designated as one or more of these land use categories are Coconut Creek, Coral Springs, Dania Beach, Davie, Deerfield Beach, Fort Lauderdale, Hallandale Beach, Hollywood, Lauderdale Lakes, Lauderhill, Margate, Miramar, Oakland Park, Pembroke Pines, Plantation, Pompano Beach, Sunrise, Tamarac, West Park, and Wilton Manors.

Table 6-1: Summary of Plans Review (cont'd)

Plan/Program/Study Reviewed	Geographic Applicability	Most Recent Update/ Timeframe	Responsible/ Partner Agencies	Overview	Key Considerations for the Situation Appraisal
Commitment 2040 (Broward MPO Long Range Transportation Plan)	Broward County	2014	Broward MPO	• Commitment 2040 is focused on transit, bicycle, pedestrian, and roadway projects that promote economic strength, environmental conservation, and improved quality of life. • The Mobility Hub concept from *Transformation 2035* is updated in this plan by altering the typology and screening process for Hub locations to leverage improvements.	• Decreased funding for transportation projects since the previous LRTP has led to prioritization of scalable, localized improvements. The plan focuses on funding maintenance of existing facilities (87%) rather than new construction (13%). • Funding is generally equally allocated among the four program areas: technology advancements, complete streets, safety/security, and sustainability initiatives. • A "report card" will be created to measure the progress of the plan objectives. • The 2040 Cost Feasible Plan includes 15 replacement vehicles for Sun Trolley, increase the number of buses and other transit infrastructure along Oakland Park Boulevard, allocate funding to enhance bus service on University Drive • BCT will work with Broward MPO staff to ensure that transit projects identified in this TDP update for FY 2019-2028 will be incorporated into the 2045 LRTP Needs Plan, as appropriate
Commitment 2045 (Broward MPO Long Range Transportation Plan)	Broward County	In Progress	Broward MPO	• This plan is the five-year update to Commitment 2040 and will incorporate additional planning factors set forth by the FAST Act, passed in 2015. These two new planning factors are system resiliency and encouraging tourism, which will be used as criteria during the planning process to achieve the MPO's three stated goals to move people and goods, strengthen the community, and create jobs.	• Preliminary survey results from public outreach show an emphasis on high capacity transit options. Further updates to high capacity and rapid transit corridor priorities are expected in late 2018 and into 2019.
Broward County Climate Change Action Plan 2015	Broward County	2015	Broward County	• In June 2008, the Broward County BOCC formed the Broward County Climate Change Task Force. The mission of the Task Force was to develop recommendations for a coordinated countywide strategy in mitigating the causes and addressing local implications of global climate change. • The Broward County Climate Change Action Plan 2015, contains nearly 100 strategic actions to be implemented by 2020. Recommendations are separated into the categories policy, natural systems, water supply, energy resources, built environment, and community outreach.	• 85% of the 2010 Plan was initiated/completed. The overarching goals of the updated plan are to reduce greenhouse gas emissions by 2% by 2020 and increase the resilience of the community to the effects of climate change. • Actions within the plan relating to transit include: integrating bike share with Complete Streets, increasing share of trips on transit, reduce county fleet fuel consumption, promote transit-oriented development, and include transportation planning in adaptation discussions. 85%
Regional Climate Change Action Plan	Regional	2012	Southeast Florida Regional Climate Change Compact	• The Compact is a collaborative effort among Palm Beach, Broward, Miami-Dade, Monroe Counties, their municipalities and partners to develop a regional action plan for Southeast Florida to reduce greenhouse gas emissions and adapt to regional and local impacts of a changing climate.	• The Regional Climate Change Action Plan establishes seven goals to categorize the 110 action items identified by the Plan. One of the goals is to "reduce greenhouse gas emissions by planning, designing, and prioritizing walkable, affordable communities supported by sustainable multimodal transportation options." There are 16 action items associated with this goal that address both land use policy and multimodal infrastructure investment strategies. • The Regional Climate Change Action Plan recognizes that there are more than 100 entities in the four-county region that exercise governance over transportation planning, operation, and investment decisions. Continued enhancement of mobility options and land use policy to support alternative modes will require inter-regional coordination among these agencies, including BCT.

Table 6-1: Summary of Plans Review (cont'd)

Plan/Program/Study Reviewed	Geographic Applicability	Most Recent Update/ Timeframe	Responsible/ Partner Agencies	Overview	Key Considerations for the Situation Appraisal
Fort Lauderdale – Hollywood International Airport Master Plan	Broward County	2010 (Note an updated plan is underway and anticipated to be completed in March 2019)	Broward County	• The objective of the report is to plan the terminal airport area facilities through 2020.	• Development at the airport is to accommodate future connections to local and regional transit service. • http://www.broward.org/Airport/Community/MasterPlan/Pages/default.aspx
Port Everglades Master Plan	Broward County	2014 (Note an updated plan is underway and anticipated to be completed in March 2019)	Broward County	• The goal of the plan is to create a plan to maximize market share and revenue through a realistic 5-year facility development program within a framework of 10- and 20- year vision plans.	• The master plan assesses the market for the Port's four business lines: containerized cargo, non-containerized cargo, liquid bulk, and cruise ships. • The plan cites a regional economic benefit provided by the port's water-based imports which reduces transportation impacts from truck and rail miles. • Connection with the airport for cruise passengers is important to the Port. • - http://www.porteverglades.net/construction/master-vision-plan/
Seven50 Regional Plan	Broward County	2014	South Florida Regional Planning Council – Treasure Coast Regional Planning Council	• Led by the South Florida and Treasure Coast Regional Planning Councils and the Southeast Florida Regional Partnership (SFRP). The SFRP is a voluntary, broad-based and growing collaboration of more than 200 public, private, and civic stakeholders from the Southeast Florida region. • The HUD-funded plan led a series of public summits, workshops, online outreach, and high-impact studies to identify a blueprint for growing the Southeast Florida region into a prosperous and desirable place for the next 50 years and beyond.	• Identified the need to develop and maintain multimodal, interconnected trade and transportation systems to support a globally competitive economy and focus on improvement. • Created a set of future trend analyses, planning strategies, and advisory recommendations for common challenges facing the region, as well as a long-term, shared vision with measurable goals. • The Seven50 vision is a voluntary undertaking requiring incremental steps toward building a resilient region spanning the topics of economic growth, livability, arts/culture, environment, climate/energy resilience, and inclusive leadership.
Broward MPO Congestion Management Process/Livability Planning Studies (Hollywood/Pines Boulevard Multimodal Corridor Study)	Hollywood/ Pines Boulevard Corridor from the Young Circle to US 27	2014	Broward MPO, in coordination with the Cities of Hollywood and Pembroke Pines, and other state, regional and local agencies	• The Broward MPO's integration of Congestion Management Processes and Livability Planning focus on enhancing the quality of life by reducing congestion, improving safety and increasing mobility and livability along the corridor. • The Hollywood Pines Corridor Study Area includes a major east-west travel corridor (Hollywood/Pines Boulevard) served by several BCT/Breeze routes, as well as connections to I-95 Express, Tri-Rail, and potential the FEC corridor.	• The Hollywood Pines Corridor Project identifies ways to improve transit operations and transit supportive land uses through short and long-term strategies and improvements. • The plan includes recommended strategies to improve transportation conditions for four primary modes of travel (pedestrian, bicycle, transit, and roadway) plus a multimodal section to integrate efficient transfers between modes into the transportation network • Transit-based strategies include 9 recommended bus benches; 56 trash receptacles, 35 bus shelters; removing access path obstacles for bus stop accessibility; fare side bus bays on SW 210th Avenue, SW 172nd Avenue (EB), Flamingo Road (WB) Hiatus Road (WB), Palm Avenue (WB), and University Drive; headway reductions for Route 2, 5, and 7 from 60 to 30 minutes; and Route 7 Limited Stop service from Pembroke Lakes Mall to Downtown Hollywood NTC.

Table 6-1: Summary of Plans Review (cont'd)

Plan/Program/Study Reviewed	Geographic Applicability	Most Recent Update/ Timeframe	Responsible/ Partner Agencies	Overview	Key Considerations for the Situation Appraisal
SR 7 Multimodal Improvements Corridor Study	SR7 from Miami-Dade County to Sample Road	2016	Broward MPO	• The purpose of this study is to identify short-, mid-, and long-term infrastructure, safety, and operational improvements for SR7, a critical regional roadway and transit corridor in Broward County. The study area includes a 1 mile wide corridor centered on SR 7 that runs approximately 21 miles in length from just south of the Miami-Dade County Line to north of Sample Road.	The study resulted in identified projects based on the following: • Priority 1 Tier: Short-term systemic improvements to be completed in under five years and are generally consistent with new FDOT standards and/or common low-cost safety countermeasures that would typically be retrofitted into existing roadways as part of resurfacing projects, signal maintenance, or programmatic, proactive pedestrian safety improvements. • Project Tier 2: Mid-term network connectivity projects that are generally consistent with the Broward MPO's countywide Mobility Projects program and, for the most part provide for bicycle lanes, sidewalk projects, and shared use pathways along SR 7 or along collector and arterial roadways connecting to the SR 7 corridor. • Project Tier 3: Longer-term "hot spot" intersection improvements to address safety and efficiency for transit users and buses. Recommendations include concepts to modify several major intersections/Mobility Hubs along the corridor to provide for reduced right turn radii, bus bypass lanes, and bus/pedestrian islands with queue-jump infrastructure. Intersections along SR 7 recommended for improvements include: Miramar Parkway/Hallandale Beach Blvd, Davie Blvd, Broward Blvd, Oakland Park Blvd, Commercial Blvd, and Atlantic Blvd.
Broward Complete Streets Initiative	Broward County	In progress	Broward MPO	• The MPO initiative is intended to move forward active projects or identify, prioritize, and implement future investment in projects that meet the complete streets principles adopted by the Broward Complete Streets Guidelines.	• The Complete Streets Initiative is an ongoing educational process that is supported by several Broward County organizations. • Projects that have been submitted for the Broward MPO's Mobility Program are currently being vetted for eligibility for the Complete Streets Master Plan. • Implementation of projects, particularly with regards to road diets will involve BCT and BCTED.
Oakland Park Boulevard Transit Alternatives Analysis Study	Oakland Park Boulevard Corridor from the Sawgrass Expressway to SR A1A	Locally Preferred Alternative Approved 2014	FDOT, BCT, SFRTA, Broward MPO, and affected municipalities	• This is a multi-agency project to evaluate premium transit projects along the high-ridership Oakland Park Boulevard corridor from the Sawgrass Expressway to SR A1A. • Study outcomes identified the most feasible and effective transit projects that will improve mobility, congestion, and better link points of connection.	• The study evaluated short- and long-term transit mode alternatives and operational improvements. The Locally Preferred Alternative (LPA) consisted of limited stop Enhanced Bus in Business Access and Transit Lane with transit signal priority treatments, queue jumps, and bus islands. The limited stop Enhanced Bus service identified in the LPA would have 15 minute frequencies and all day service, while local bus service operates all day on 15 minute service frequencies. • BCT served on the Technical Advisory Committee (TAC) for this study. • Recommended short and long term improvements were officially approved by Broward MPO and related agencies in early 2014.
Oakland Park Boulevard Transit Design	Oakland Park Boulevard Corridor from the Sawgrass Expressway to SR A1A	In Progress, estimated completion date TBD.	FDOT, BCT, SFRTA, Broward MPO, and affected municipalities	• This transit corridor study aims to enhance the passenger/pedestrian experience, improve transit service reliability and travel time; and encourage transit oriented development.	• Undetermined impact as funding for the short-term and long-term improvements have yet to be finalized.

Table 6-1: Summary of Plans Review (cont'd)

Plan/Program/Study Reviewed	Geographic Applicability	Most Recent Update/ Timeframe	Responsible/ Partner Agencies	Overview	Key Considerations for the Situation Appraisal
University Drive Mobility Improvements Planning Study	University Drive Corridor, from Sample Road to NW 215th Street	Some projects under construction in 2018, see Broward MPO webpage for more details.	BCT, SFRTA, Broward MPO, FDOT, MDT, and affected municipalities	• This study evaluated mobility improvements and transit projects along University Drive, from Sample Road in Broward County to south of the Miramar Parkway at NW 215th Street in Miami-Dade County.	• The short and long term improvements set out to enhance the travel experience for all; improve the convenience and comfort of transit service; improve safety and comfort for pedestrians and cyclists; and encourage walkable, transit-friendly development. • The locally preferred alternative (LPA) was chosen from nine multimodal transportation alternatives. The LPA includes key features like sidewalk connectivity and construction; buffered bicycle facilities; additional signalized pedestrian crossings; enhanced bus service; preferential transit treatments; bus stop relocation; improved bus stop amenities; pedestrian accessibility mobility hub development on 30th Street and Sunset Strip; traffic signal synchronization, improving transit service to an Enhanced Bus Service with Route 2 and Route 102 buses arriving every 30 minutes throughout the day, relocating bus stops closer to intersections at select locations, introducing transit signal priority, mobile ticketing, queue jumps, enhanced bus stations and bus islands. BCT sat on the Project Advisory Committee (PAC) for this study.
Central Broward East-West Transit Study	Central Broward County	Locally Preferred Alternative approved by the Broward MPO in October 2012	Broward MPO, FDOT, SFRTA and BCT	• Project goal is to develop a premium transit service in Central Broward County. • Study area boundaries include the central part of Broward County, located between Oakland Park Boulevard in the north, the Weston-Sawgrass area in the west, Griffin Road/Stirling Road in the south, and the Intracoastal Waterway in the east.	• The Broward MPO approved the Griffin Road Alternative in October 2012, which evaluates a combination of premium bus and modern streetcar services. • Premium bus will be considered from Sunrise to the South Florida Education Center. Both premium bus and modern streetcar will be considered from the South Florida Education Center to the Griffin Road Tri-Rail Station. Modern Streetcar will provide service to the Fort Lauderdale-Hollywood International Airport, downtown Fort Lauderdale connecting with the Broward Boulevard Tri-Rail Station.
MDT 2017 TDP SMART Plan	Miami-Dade and Broward County	2017 for TDP, SMART Plan component is ongoing	MDT	• The Strategic Miami Area Rapid Transit (SMART) Plan is an infrastructure investment program that will significantly improve transportation mobility with an emphasis on transit service.	• The North Corridor proposes new rapid transit service. The study is being studied as a part of the SMART Plan. It will have a new transit terminal and park-and-ride facility at the northern end of the project to provide a connection to Metrobus and BCT routes at NW 215th Street. The PD&E study is scheduled for completion by mid-2018. The project is only partially funded and the implementation year is TBD. This service will directly benefit patrons utilizing the BCT Route 2 and the University Breeze Limited Stop route. BCT will explore sending these two routes to serve MDT's proposed park-and-ride. • The Northeast Corridor proposes New Rapid Transit Service from Downtown Miami to Aventura via US 1. The PD&E is being conducted by FDOT D-4. The project is partially funded and the implementation year is TBD. This service will directly benefit patrons using BCT Routes 1/US 1 Breeze/28 that currently serve the same transfer location as MDT at the Aventura Mall.
I-75 Express Bus Service	Service from west Broward/I-75 area into Miami-Dade County	In late-2019.	BCT, in partnership with FDOT, will operate service	• The overall purpose of the projects (I-75 and SR 826 Express Lanes) is to improve mobility, relieve congestion, provide additional travel options, enhance transit services, accommodate future growth and development in the region, enhance emergency evacuation, and improve system connectivity between key limited access facilities in South Florida.	• Express Bus Service operating costs are projected to be funded by toll revenue from the completed Managed Lanes project. • In May of 2019, BCT will begin Express Bus service on the I-75 Managed Lanes from Sunrise to the MIC. The number, cost and type of buses to provide this service have not yet been identified.

Table 6-1: Summary of Plans Review (cont'd)

Plan/Program/Study Reviewed	Geographic Applicability	Most Recent Update/ Timeframe	Responsible/ Partner Agencies	Overview	Key Considerations for the Situation Appraisal
SR 7/US 441 Project Development and Environment (PD&E) Study	SR 7/US 441 from SR 834/Sample Road to SR 808/Glades Road	2014	FDOT	• This PD&E study addressed operational and capacity needs along SR 7/US 441 from Sample Road to Glades Road, including evaluations of the inclusion of premium (dedicated) transit lanes, bicycle and pedestrian needs, and safety.	• The purpose of this study is to analyze traffic/land use data; perform an environmental analysis, develop engineering concepts, conduct a noise study, and perform a financial analysis. • This PD&E Study considers an evaluation of premium transit within the corridor, as well as recommend a build/no-build alternative based on the findings. • The preferred alternative is transportation system management which includes improvements in bicycle and pedestrian facilities, park-and-ride, transit service, intersections, and operations.

US 1 Bus Rapid Transit Improvements Study	US 1 (between downtown Fort Lauderdale and Aventura Mall)	2015	BCT, Broward MPO, FDOT, MDT, Miami-Dade MPO, SFRTA, and affected municipalities	• BCT received a $686,000 FTA Earmark to study BCT's third busiest bus route by daily trip activity. Current BCT local service (Route 1) in this corridor experiences overcrowding, faces unmitigated traffic congestion and consequently suffers from unreliable travel times.
				• This study is a critical step in pursuing beneficial short and medium-term premium transit service and technology improvements that can be applied to the corridor.
					• The study goals were to:
					  ○ Improve transit travel time in a highly-utilized transit travel corridor;
					  ○ Improve transit service reliability;
					  ○ Meet existing and projected transit capacity needs;
					  ○ Enhance the transit passenger experience utilizing transit on corridor;
					  ○ Encourage sustainability, livability and transit-oriented development concepts and efforts along the corridor.
					• The US 1 Breeze route was modified to provide all-day, 20-minute frequency service on weekdays between Broward Central Terminal and Aventura Mall in 2015.

Broward Boulevard Corridor Transit Study	Broward Boulevard from US 1 to Pine Island Road	2018	FDOT, Broward MPO, BCT, SFRTA, and affected municipalities	• The purpose of this study is to explore transit options for the Broward Boulevard corridor to improve mobility, relieve congestion, and improve air quality.	• Selected Alternative included adding an overlay service on BCT Route 22 that only stops at high demand stops. A longer-term Alternative includes dedicating curb lanes of Broward Boulevard from SR 7 to Andrews Avenue as Business Access and Transit (BAT) lanes. • In January 2019, BCT will begin Limited Stop service along Broward Blvd, called the Broward Breeze, from Sawgrass Mills Mall to Broward Health Medical Center. Connections will provided to BCT's Central Terminal and the Broward Blvd Tri-Rail Station.
Broward Boulevard Gateway Implementation Plan	Broward Boulevard from NE 8th Avenue to NW 27th Avenue	2012	City of Fort Lauderdale, Fort Lauderdale DDA, Fort Lauderdale Transportation Management Authority, Fort Lauderdale Community Redevelopment Agency (CRA), SFRPC, Broward County, Broward MPO, FDOT, and BCT	• The project goal is to improve mobility, accessibility, connectivity, and quality of life through specific implementable projects along Broward Boulevard, with the goal of creating a gateway to downtown Fort Lauderdale.	• The plan lists ten specific goals which aim to create a high-quality pedestrian realm with wide, shaded sidewalks; urban development with a sense of place; mixed uses; safe and attractive transit and bicycle facilities; and convenient transportation choices. • The plan explores Broward Boulevard as a series of unique segments acting as gateways to their own unique district and treats each segment of the corridor differently.

Table 6-1: Summary of Plans Review (cont'd)

Plan/Program/Study Reviewed	Geographic Applicability	Most Recent Update/ Timeframe	Responsible/ Partner Agencies	Overview	Key Considerations for the Situation Appraisal
BCT Shelters and Amenities Program	Broward County	2010	Broward County, BCT	• Program objective is to increase the number of shelters, seating areas, and transit amenities at BCT bus stops at a minimum of 679 bus stop locations with identified funding.	• This countywide action plan will increase the number of shelters and transit amenities at bus stops; plan includes specific shelter designs adopted by Broward County and affected municipalities. • Bus stops are prioritized based on daily ridership figures, right-of-way availability, site safety, ADA accessibility and connecting pedestrian accessibility (sidewalks). • Currently, BCT has 4,574 bus stops throughout the system. 497 of these stops had bus shelters before BCT started the current shelter expansion program. • At the end of the current program in 2017, BCT added 606 new shelters, including trash cans and bike racks throughout the system, and 69 sites received benches/trash cans/bike racks only. At the end of reporting year 2017, 1,103 bus stops have shelters system-wide.

6.2 Socioeconomic Trends

Population and employment growth drive the demand for both fixed-route and demand response public transportation in a community. Key socioeconomic trends in Broward County are summarized below:

- Broward County's population grew by nearly 15% between 2000 and 2016, or slightly less than 1% per year. Broward County's population is expected to grow by nearly 23% by 2045, adding over 400,000 residents.

- The number of employed persons in Broward County grew by 31.5% between 2000 and 2016, or a rate of nearly 2% per year.

- Transportation disadvantaged populations (elderly, disabled, low-income) comprise a sizable share of Broward County's population. In total, 589,000 residents were designated as transportation disadvantaged in 2017, or 32% of the total county population. By 2023, the transportation disadvantaged population is expected to increase by 3.6% to over 600,000 residents.

Implications – Increasing population and employment will continue to increase travel demand throughout Broward County. As a component of the County's overall multimodal transportation network, BCT will need to adapt to shifting travel dynamics to meet the future travel needs and help alleviate traffic congestion. Moreover, increasing rates of transportation disadvantaged populations will not only require BCT to potentially increase paratransit service levels, but also evaluate its fixed-route infrastructure and service delivery to ensure that it adequately serves all customers.

6.3 Travel Markets

Travel markets dictate the types and volume of trips customers make using public transportation. The TDP market assessment documented in Technical Memorandum 1 evaluated the discretionary transit market and traditional transit market. The discretionary market typically reflects riders that have the means to utilize single-occupancy modes, but choose to use transit as a matter of preference. The discretionary market is highly correlated with high-density land uses and is measured using a Density Threshold Assessment (DTA), which looks at both dwelling unit density and employment density throughout the BCT service area. The traditional transit market reflects riders that must rely on public transportation for daily travel needs. The traditional market is measured based on demographic indicators that typically predict transit dependency and is evaluated using the Transit Orientation Index (TOI). A third transit market, regional commuter, refers to the demand for work-based travel to and from other counties in the region. The following observations were made pertaining to the county's transit travel markets:

Discretionary Market

- The employment-based discretionary transit market is dispersed throughout Broward County. Corridors such as US 441, US 1, Pines Boulevard/Hollywood Boulevard, University Drive, and Dixie Highway have densities warranting high to very high transit investment. Other dispersed pockets of high and very high transit investment areas are located near major highways and corridors, such as Sawgrass Expressway in Sunrise, I-595 near University Drive, Powerline Road, and US 1 in Fort Lauderdale.

- Dwelling unit-based discretionary areas with densities warranting high to very high transit investment are dispersed on the eastern and northern halves of the county, especially along the beaches, Lauderhill, Lauderdale Lakes, Deerfield Beach east of I-95, the areas surrounding Fort Lauderdale, and Hallandale Beach and Hollywood near US1.

- Areas exhibiting both high and very high dwelling unit and employment density thresholds are dispersed throughout the service area. However, contiguous areas of both residential and employment density tend to exist along the eastern border of the county, near downtown Fort Lauderdale and along the I-95 and US 1 corridors.

- The existing BCT fixed-route network serves most of the high and very high transit investment areas. However, with a transit mode share of 3%, BCT should actively seek to expand its discretionary market share.

Traditional Market

- The areas of highest transit orientation are generally dispersed throughout the county, but there are some concentrations along the major urban arterials including Oakland Park and Sunrise boulevards and State Road 7/US 441. Areas between State Road 7/US 441 and US 1 between Broward and Sunrise boulevards show clusters of higher TOI values. The area surrounding downtown Fort Lauderdale is dominated by households below poverty level, zero vehicle households, and, to a lesser extent, a higher proportion of youth population. Other pockets of highly transit oriented populations exist in Pompano Beach, West Park, and Deerfield Beach.

- The traditional market is BCT's largest of the three transit market segments. BCT's existing local bus network generally serves the full extent of the highest-ranked traditional transit markets, as well as most medium-high markets as measured by the TOI.

Regional Market

- Longer-distance, inter-county work commuters make up the regional transit market. Broward County has a strong commuting relationship with Miami-Dade and Palm Beach counties. Approximately 63% of employed Broward County residents work in Broward County, while 20%

commute to Miami-Dade County, and just under 10% commute to Palm Beach County. In terms of Broward County's workforce, 16% of employees commute in from Miami-Dade County, and 9.5% commute from Palm Beach County.

- BCT currently operates six commuter express bus routes serving various park-and-ride lots throughout the county with service to Miami via I-95 and I-595 and utilizing managed lanes where available. MDT also provides five commuter express bus routes to Broward County via I-95.

Implications – Like many transit agencies throughout the United States, BCT is experiencing ridership declines in recent years across all market segments. There are many factors contributing to these declines including changes in travel patterns, dispersed development patterns, low fuel prices, lower auto ownership costs, and strong growth in shared-use mobility services such as Uber and LYFT. While some of these factors are outside its ability to control, BCT should seek to strengthen its core services targeting traditional riders while identifying improvements that will help expand its share of the discretionary and regional markets.

6.4 Land Use

Development patterns and density are a primary driver of transit demand. Population and employment densities along a route determine how many people will be able to access transit and ultimately influence the level of service that can be efficiently supported in a given area. Areas with higher densities and mixed-use development tend to support greater frequencies of service, while lower density, single-use areas are typically better suited to lower-frequency fixed-route service or alternative modes such as flexible routes or demand-response service. Urban design also influences effective transit service, as areas with gridded street networks and pedestrian infrastructure tend to promote walkability and access to bus stops. The following observations were made regarding Broward County's existing and planned land use and development patterns:

- Broward County is unique among Florida's counties in that the County's Charter gives it control over both land use plans (through the Broward Planning Council) and the provision of public transportation service (through BCT). This allows for greater collaboration of land use and transportation issues, which is reflected in the County's recent #BrowardNEXT land use plan that focuses future growth along transit corridors.

- Due to geographic constraints to the east and west and adjacent counties to the north and south, Broward County is virtually built-out with little vacant land left to build on. As a result, Broward County has increased its population density by 14% since 2000, adding approximately 200 persons per square mile. Moreover, Broward County has the highest population density in the region, at nearly 10% greater than Miami-Dade County and more than twice the density of Palm Beach County. Employment density has also increased significantly, up over 30% since 2000.

- Increased density is reflected in the County's future land use plan, which will be necessary to accommodate the anticipated growth in the coming years. Medium-high and high-density residential development is anticipated in the communities along the beaches, as well as in downtown Fort Lauderdale and dispersed pockets along major corridors, with commercial development planned along major corridors.

Implications – Transit will play an essential role in facilitating future growth and increased density in Broward County by providing an alternative, high-capacity transportation mode. Broward County's 2017 Land Use Plan promotes "Smart Growth" principles and establishes strategies centered on focusing new development around major transit corridors and hubs.

6.5 Regional Transportation Issues

Various regional transportation issues and programs impact BCT's funding and operations. These issues are discussed in the following sections.

2018 Transportation Surtax Referendum

On November 6, 2018, Broward County voters approved a one-percent surtax to fund countywide transportation projects. In the last 10 years, 62 of Florida's 67 counties have levied one or more of the 9 available local discretionary sales surtaxes, or local option sales taxes. Broward County was one of the few counties that had not passed such a local option sales tax. The approved surtax revenues will supplement a declining gas tax and invest in much needed infrastructure improvements to accommodate anticipated growth. Projects included in the Surtax plan include widening roads, traffic signal changes using real time information, fiber optic cables, a countywide traffic video system, additional sidewalks and bike lanes, street lighting, school safety zones, drainage along roadways, bus service enhancements, and future technology adaptation.

Among the transit improvements to be funded through the sales tax are local bus service enhancements including route extensions, realignments, and increased frequencies and service spans, new local routes, new rapid bus routes on seven corridors, and approximately 26 miles of light rail transit. These capital improvements would result in a bus fleet increase from 359 to 642 vehicles, a new downtown intermodal center, 1,400 new bus stops and 2,250 new shelters, 5 new neighborhood transit centers, 5 new neighborhood bus shelters, and other maintenance facility and systems upgrades.

In addition to providing a source of capital funding, the 1-cent transportation surtax will provide operating funds used to pay for ongoing operations and maintenance expenses for all existing fixed-route and community shuttle services.

Implications – The penny surtax will provide a significant infusion of capital and operating funds into the BCT budget. This would allow for a transformational expansion of BCT's existing bus services as well as development of a major capital program inclusive of light rail and bus rapid transit corridors. More discussion on the Surtax plan, including projects is provided in Section 8.

Brightline

Brightline is an intercity high-speed rail system operated by All Aboard Florida, a wholly owned subsidiary of Florida East Coast Industries. Brightline opened and began operating of its first segment between downtown West Palm Beach and downtown Ft. Lauderdale on January 13, 2018, with 37-44 minutes travel time between these two locations. A second segment operating between downtown Ft. Lauderdale and downtown Miami opened on May 19, 2018, with 28-35 minutes travel time between these two locations. Future plans include extension of the line north to a multi-modal terminal located at the Orlando International Airport southern terminal. The Ft. Lauderdale Brightline station is located adjacent to the BCT Central Terminal with connections to 16 local bus routes and 1 Breeze bus route. Brightline operates 16 northbound and 16 southbound trips daily at 60-minute service frequency. Northbound service operates between 7:13 a.m. and 12:27 a.m., while southbound service operates between 5:30 a.m. and 10:14 p.m. (August, 2018).

Implications – If the Brightline expands service levels and destinations in the future, BCT will likely serve an increasing role in providing connecting service to and from the Brightline.

Public Involvement

Feedback from current users and non-users of transit services in Broward County provided valuable input into the TDP process. BCT utilized a variety of methods to solicit input, as summarized below.

- **Advisory Review Committee:** BCT established an Advisory Review Committee (ARC) to oversee the TDP process. The ARC was comprised of representatives from a broad array of agencies that coordinate with BCT or are major stakeholders, as well as individual transit advocates.
- **Community Drop-In Events:** BCT hosted several community drop-in events where agency staff set up tables to share information about the TDP, distribute surveys, and discuss the plan with interested persons. Through August 2018, 8 drop-in events were held throughout the county with over 100 total participants.
- **Presentations:** Several presentations to boards and groups were conducted to update the community and stakeholders on the TDP process and outcome.
- **On-Board Survey:** The on-board survey for the TDP was conducted during the month of May 2018, with completion in early June 2018. The survey was conducted on a sample of every BCT fixed-route and community shuttle, with a target of 10% coverage of BCT's daily fixed-route operation. The survey yielded important insights into the attitudes, travel preferences, and habits of current BCT riders.
- **Stakeholder Interviews:** Interviews were conducted with individuals who could provide information regarding transportation issues and/or were viewed as having a particular stake in the decisions made with regard to transportation. A total of 7 stakeholder interviews were conducted through August 2018.
- **Discussion Groups:** Discussion groups were conducted as part of the BCT *Connected process*. Each discussion group began with a short presentation that introduced the TDP and provided an

overview of BCT's existing system, followed by a discussion that catered to the group assembled. Through August 2018, 5 discussion groups were conducted with representatives of agencies/organizations representing a range of interests.

- **Online Survey:** A short, seven-question survey was developed for distribution at community drop-ins, discussion groups, presentations, and through the webpage. This survey provided questions that could be answered by both BCT riders and non-riders. A total of 157 surveys were collected during preparation of the TDP.
- **Telephone Surveys:** In addition to the on-board and online surveys, two telephone surveys were conducted during the TDP development process. These surveys were conducted via telephone with registered voters of Broward County to ask a variety of questions pertaining to transit and transit-funding.
- **Focus Groups:** In lieu of conducting a fourth telephone survey, two focus groups were held to better understand the attitudes about transit. Key topics discussed during the focus groups included the general opinion about Broward County, opinion of transit, ballot language for the transportation surtax, and uses of funding. A total of 20 people participated between the two focus groups.

BCT facilitated 25 opportunities to provide input into the development of *BCT Connected.* More than 8,175 surveys were completed and over 8,200 individuals were engaged through the outreach process.

Coordination with Other Transit Agencies

BCT coordinates with its regional counterparts Palm Tran in Palm Beach County and Miami-Dade Transit in Miami-Dade County, as well as with the regional commuter rail provider, SFRTA, to facilitate connections to and from BCT routes. As noted in Section 1.7, BCT and its partners are currently in the process of upgrading fare interoperability across the region to more efficiently facilitate transfers between operators. Other recent coordination efforts include:

- Coordination with MDT regarding service levels, bus layover areas and facility requirements at the new Aventura Mall Bus Terminal.
- Coordination with MDT regarding service schedules and connectivity for the I-595 and I-95 express routes into Miami-Dade County serving Miami Civic Center and downtown Miami, including temporary routing for upcoming I-75 express bus and bus stop locations.
- Continued schedule coordination at transfer connection locations in Palm Beach and Miami-Dade counties.

6.6 Technology Assessment

In the situation appraisal for the 2013 TDP Major Update, technology improvements were noted as an important priority to improve the customer experience and enhance operational efficiency. Since then, BCT has made progress toward implementing a number of technology upgrades across its system. Below is a summary of BCT's current and recently-implemented technology initiatives.

- **Regional Fare Interoperability:** BCT is in the process of implementing regional fare interoperability on its bus fleet. The goal is to improve interoperability across the region's transit providers, including Tri-Rail, Miami-Dade Transit, and Palm Tran, to enhance customer convenience and improve boarding times. Implementation of this program is scheduled for 2019-2020.
- **Mobile Ticketing Collection System:** In addition to improving regional fare integration, BCT is in the process of procuring and implementing a mobile ticketing system that allows fare payment via mobile devices on BCT buses. Final implementation is scheduled for 2019-2020.
- **Real-Time Travel Information:** BCT rolled out the MyRide Broward app in 2017, which allows customers to view bus locations and next arrival in real time at each stop throughout the system via a mobile device or online. In addition, 84 electronic signs displaying real-time arrival information were installed in select locations throughout the system through 2017.
- **Automatic Vehicle Location (AVL) Upgrade:** BCT deployed a new AVL system in 2017. As part of this program, the new AVL system is integrated with a new yard management system that tracks vehicles and vehicle status inside BCT's bus yards.

6.7 Organization and Governance Assessment

An assessment of BCT's organizational structure was conducted to ensure that staffing levels are sufficient to support enhancements to the transit network. The organizational assessment includes a general review of current staffing levels by major employment category as identified per NTD reporting requirements. The review includes a comparison of BCT staffing levels to those of previously identified peer agencies.

Organizational Structure

BCT operates within Broward County's Department of Transportation. According to 2016 NTD data, BCT has a total of 1,051 employees. As a County department, BCT is governed by the Broward County BOCC, which serves as the transit agency's oversight board. The BOCC consists of nine Commissioners elected by district in partisan elections. The BOCC appoints the County's Chief Executive Officer, called the County Administrator in Broward County, who implements BOCC-approved programs and directs the functions of County government. Figure 6-1 displays the organizational structure of Broward County Transportation Department and where BCT fits into the overall structure.

Figure 6-1: Broward County Department of Transportation Organizational Structure
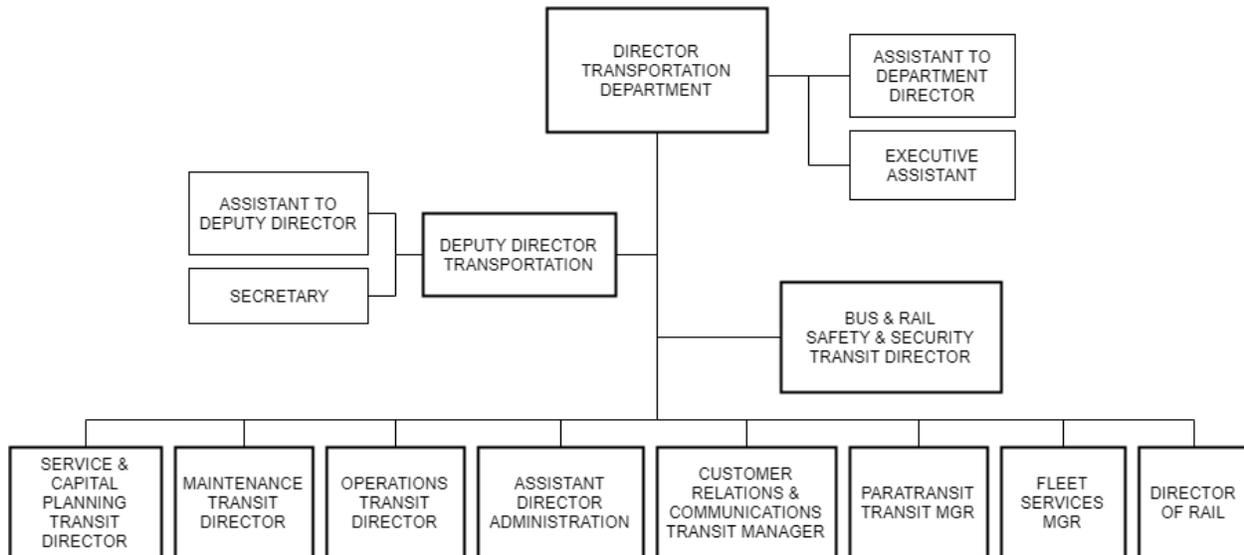
Source: Broward County

National Staffing Practices and/or Key Peer Experiences

A peer review of staffing was performed to compare BCT's staffing levels with similarly-sized transit agencies of similar size. The staffing data for all agencies were obtained from the 2016 NTD, which contains the most recent data released by the Federal Transit Administration (FTA). The peer review compares the number of full-time equivalent operations, maintenance, and administrative employees staffed by each agency, in addition to transit service statistics, such as revenue hours, revenue miles, and peak vehicles. Because of the variability in system size among the transit agencies, full time equivalent (FTE) data for each employee category was normalized by a corresponding transit service statistic: operations staff by revenue hours, maintenance staff by revenue miles, and administrative staff by peak vehicles.

Table 6-2 shows the performance statistics and staffing levels for BCT and its six peer transit agencies. This table includes the average and standard deviation for each variable. Table 6-3 compares BCT staffing levels in each staff category to the peer system averages. BCT operates with fewer staff compared to the peer averages across all staff categories. Table 6-4 shows the number of staff that BCT would employ if BCT's FTE were equivalent to the peer agency "FTE per Operational Characteristics" shown in Table 6-3." From this calculation, BCT operates with 31 fewer operations employees, 56 fewer maintenance employees, and 1 fewer administrative employees than if BCT were operating at the peer agency average FTE per operational characteristics.

Table 6-2: BCT Staffing Level Peer Review

Transit Agency	Revenue Hours	Revenue Miles	Peak Vehicles	Operating Employees FTEs	Maintenance Employees FTEs	Administrative Employees FTEs
BCT	**1,157,552**	**15,314,000**	**280**	**751**	**193**	**107**
LYNX	1,110,721	15,489,924	263	690	164	94
VTA	1,354,373	15,712,032	403	1,036	345	140
VIA	1,626,694	21,832,408	378	975	356.34	197
OCTA	1,594,021	19,147,597	442	703	176.04	104
AC Transit	1,699,472	18,105,981	395	1,327	353	241
MDT	2,438,266	28,242,594	709	1,883	556	199
Palm Tran	486,055	7,230,007	130	355	93	70
Average	1,472,800	17,965,792	389	996	292	149
Standard Deviation	597,310	6,434,881	177	498	158	64

Table 6-3: BCT Staffing versus Peer System Staffing

Employee Category	Employee FTEs	Operational Characteristics		FTE per Operational Characteristic	
BCT					
Operating	751	1,157,552	Revenue Hours	6.49	10,000 Revenue Hours
Maintenance	193	15,314,000	Revenue Miles	1.26	100,000 Revenue Miles
Administrative	107	280	Peak Vehicles	3.82	10 Peak Vehicles
Peer System Average					
Operating	996	1,472,800	Revenue Hours	6.76	10,000 Revenue Hours
Maintenance	292	17,965,792	Revenue Miles	1.62	100,000 Revenue Miles
Administrative	149	389	Peak Vehicles	3.84	10 Peak Vehicles

Table 6-4: BCT Staff Shortfall and Surplus

Employee Category	BCT Current Employee FTEs	Projected BCT FTEs Based on Peer System Average	BCT Shortfall/Surplus versus Peer System Average
Operating	751	782	-31
Maintenance	193	249	-56
Administrative	107	108	-1

Note: Projected BCT FTEs calculated based on the FTE per Operational Characteristic figures in the prior table, multiplied by BCT operational characteristics for each category.

Organizational Assessment Summary

The organizational assessment shows that BCT has fewer employees across all staffing categories than many of its peer agencies of similar size. The maintenance category shows the largest shortfall compared to the peer system average. This analysis echoes the findings of the previous organizational assessment, which concluded that BCT was short in all categories compared to peer agency averages, according to the 2011 NTD. These results may indicate that BCT operates more efficiently than its peer agencies, but it may also suggest that the agency is understaffed with the greatest need among its maintenance staff. This will be an important consideration for the growth of the agency with the recent passage of the Transportation Surtax Referendum in November 2018.

7 Goals and Objectives

The identification of goals and objectives for a transit agency is a fundamental but critical step in the preparation of a TDP. It is necessary for establishing the framework within which the agency will pursue its established TDP-inspired vision over time. BCT went through the goal-setting process during the agency's previous TDP major update and staff indicated a desire to retain the prior goals and objectives and modify them as necessary reflect the agency's current situation and vision for the future. As such, this technical memorandum presents the updated goals and objectives.

It is important to note that a key input to the update of these goals and objectives is the range of comments and policy issues that have been identified during the TDP's public outreach process. As documented in the TDP's Public Involvement Plan, many discussions have been held with community leaders, key stakeholders, the Advisory Review Committee, BCT staff, and the general public, among other organizations and individuals. The issues highlighted during these discussions provided additional context for the update of the BCT goals. In addition, this list of goals has been supplemented by an examination of existing transit-related policies assembled from Broward County's *Fiscal Year 2019 Adopted Operating Budget*, the Broward County Commission's *FY 2016-2020 Commission Strategic Plan (Updated 2018)*, Broward County's comprehensive plan, as well as results from an on-board survey of BCT passengers and two (2) household telephone surveys of randomly-selected residents.

7.1 Definitions

In developing original goals and objectives, or even modifying existing ones, it is beneficial to consider the definitions of these items to ensure that they are prepared in an appropriate manner. As such, following are general definitions of the terms to consider when developing when developing "goals" and "objectives":

- Goal – A long-term end toward which programs or activities are ultimately directed.
- Objective – A specific, measurable, intermediate end that is achievable and allows measurement of progress toward a goal.

7.2 BCT Mission Statement

Broward County Transit's mission is to provide safe and reliable transportation solutions that link people, connect communities, support employment and contribute to the overall economic growth of our region.

7.3 Goals

The updated goals for BCT remain focused on five interrelated policy areas important to the effective operation of a transit system. These include:

- Promoting economic development and livability through transit investments;

- Making BCT a transportation provider of choice for current and potential customers;

- Achieving financial stability and efficiency;

- Developing a BCT workforce that is highly qualified, efficient, productive, and dedicated to safety, security, and customer service excellence; and

- Implementing a capital program plan to maintain State of Good Repair and introduce new technologies

These are consistent with the agency's prior goals outlined in its FY 2014-2023 Transit Development Plan, as well as the Transportation Element objectives included in the County's current Comprehensive Plan. Table 7-1 illustrates the relationship consistencies between the policy areas and the County's current Comprehensive Plan. Compared to the prior TDP goals, there has been only one modification to Goal 4, in which the words "safety and security" were added to better reflect the agency's commitment to these policies.

Table 7-1: Consistency of BCT Goals with the County's Comprehensive Plan

Updated BCT Goals	Broward County Comprehensive Plan Transportation Element Objectives											
	3.1	3.2	3.3	3.4	3.5	3.6	3.7	3.8	3.9	3.10	3.11	3.12
1. Promote and Advocate Economic Development and Livability through Transit Investments		✓	✓	✓	✓	✓	✓		✓		✓	✓
2. Make BCT a Transportation Provider of Choice for Current and Potential Customers		✓	✓			✓	✓		✓		✓	✓
3. Achieve Financial Stability and Efficiency				✓		✓						
4. Develop a BCT Workforce that is Highly Qualified, Efficient, Productive, and Dedicated to Safety, Security, and Customer Service Excellence	✓		✓			✓						✓
5. Implement a Capital Program Plan to Maintain State of Good Repair and Introduce New Technologies		✓	✓	✓		✓						✓

Goal 1

Goal 1: Promote and Advocate Economic Development and Livability through Transit Investments

Public transportation is a critical component in the support of both regional economic vitality and growth and livability principles. Transit services can help support increased economic activity by providing mobility for an expanded workforce while also working in conjunction with local area land use regulations (in the form of planning, zoning, and design standards) to encourage high density, mixed use development around transit nodes. Broward County is especially interested in this last concept and is implementing Complete Streets enhancements and transit-supportive land use changes and

development on major corridors, which can help provide economic benefit by promoting infill/redevelopment and by enhancing the value of existing land uses. This goal seeks to ensure that BCT continues to coordinate with the County and other partners in supporting the ongoing economic development and livability activities in the region.

In the case of livability, which seeks to make communities more livable and sustainable by integrating and balancing economic, social, and environmental needs, transit services can employ "green" practices in capital infrastructure design and construction, ensure energy-efficient vehicles, and employ strategies to encourage land use and transit-oriented development designed to increase ridership. BCT is also committed to creating a culture of sustainability in its administrative and operational facilities.

Table 7-2: BCT Transit Development Plan Goal 1

Goal 1	Promote and Advocate Economic Development and Livability through Transit Investments
Objective 1.1	Advocate regional connectivity by promoting BCT's role as a transit service provider
Objective 1.2	Coordinate to link multimodal transportation and land use decisions
Objective 1.3	Integrate BCT's service planning efforts with other local and regional plans
Objective 1.4	Develop long-range transportation services beneficial to the region
Action 1.1	Promote transit as a benefit to the business community
Action 1.2	Become an active participant in organizations with local and regional partners with a focus on economic development and livability
Action 1.3	Actively work with local communities to ensure that transit is an integral part of the comprehensive planning process
Action 1.4	Monitor development for new transit markets in coordination with local and regional organizations

Goal 2

Goal 2: Make BCT a Transportation Provider of Choice for Current and Potential Customers

This goal focuses on the delivery of a transit service that presents a high level of quality to all of its customers. Meeting this goal includes such aspects as clean and well-maintained vehicles, frequent and on-time service, accessible bus stops and facilities with appropriate infrastructure, and even real-time passenger information at transfer centers and/or on mobile devices, among others. The key policy objectives under this goal address these aspects using selected metrics that relate to such considerations. It is important to recognize that the various aspects of service focused on for this goal come from much of the public input received during the community outreach efforts of this TDP.

Table 7-3: BCT Transit Development Plan Goal 2

Goal 2   Make BCT a Transportation Provider of Choice for Current and Potential Customers
Objective 2.1   Increase frequency of service to meet customer demand
Objective 2.2   Expand coverage of services to meet customer demand
Objective 2.3   Improve productivity of services
Objective 2.4   Improve customer service
Objective 2.5   Maintain proactive communication with customers and stakeholders
Objective 2.6   Improve the perception of public transportation
Action 2.1 Monitor customer complaints on a regular basis and determine trends
Action 2.2 Monitor and improve on-time performance
Action 2.3 Enhance marketing and community involvement campaigns
Action 2.4 Monitor low-performing routes against performance standards
Action 2.5 Invest in capital projects that will improve customer satisfaction and convenience
Action 2.6 Coordinate with regional partners to create an interoperable fare collection system

Goal 3

Goal 3: Achieve Financial Stability and Efficiency

This goal focuses most importantly on BCT's long-term financial stability. The pursuit and securement of a dedicated funding source has come up during some of the outreach activity discussions, and this would be an important activity in the successful achievement of this particular goal. From key stakeholder interviews that were conducted, some of the ideas for possible sources of dedicated local revenue for transit include sales tax and other matching state and federal revenues. Regardless of the ultimate source, the goal for the dedicated funding would be to establish an annually-occurring stream of resources that would enable BCT to meet its many needs brought on by existing and growing demand, as identified for the time period of this plan, as well as address other needs that may arise in the future.

Table 7-4: BCT Transit Development Plan Goal 3

Goal 3 Achieve Financial Stability and Efficiency	
Objective 3.1	Work with community stakeholders and partner agencies to identify and secure new matching funding sources for transit.
Objective 3.2	Ensure business practices provide funding partners and stakeholders with the maximum benefit for their investment
Objective 3.3	Increase farebox recovery and ridership
Action 3.1	Present annually updated reports on BCT's unfunded programs
Action 3.2	Work with community stakeholders to develop a coordinated approach to seeking and/or maintaining a dedicated funding source for transit
Action 3.3	Actively seek additional and sustainable funding and policy opportunities for new and expanded services

Goal 4

Goal 4: Develop a BCT Workforce that is Highly Qualified, Efficient, Productive, and Dedicated to Safety, Security, and Customer Service Excellence

BCT is dedicated to being an exemplary employer that continues to hold its staff to the highest standards. It is important for BCT to continue to develop a culture of accountability that is demanded at all levels of employment. This goal statement includes safety and security to better reflect BCT's operating policies and align with the County's budget goals and federal guidelines.

Table 7-5: BCT Transit Development Plan Goal 4

Goal 4 Develop a BCT Workforce that is Highly Qualified, Efficient, Productive, and Dedicated to Safety, Security, and Customer Service Excellence	
Objective 4.1	Attract, recruit, and retain professional, diverse, and skilled employees
Objective 4.2	Promote opportunities for continuous training to support workforce development
Objective 4.3	Promote accountability with a focus on customer service and safety as a culture
Action 4.1	Monitor workplace safety
Action 4.2	Reduce preventable operator accidents
Action 4.3	Implement all aspects of BCT safety and security plans
Action 4.4	Provide opportunities for supplemental training and employee recognition

Goal 5

Goal 5: Implement a Capital Program Plan to Maintain State of Good Repair and Introduce New Technologies

BCT is dedicated to maintaining its capital assets in good operating condition in order to provide for a safe and pleasant experience by the passenger. Capital assets include rolling stock, facilities, and information technology (IT) equipment. For rolling stock, this goal includes a commitment to maintain a younger average fleet age. It also includes a commitment to strive for a 25-percent hybrid ratio in the vehicle fleet.

Table 7-5: BCT Transit Development Plan Goal 5

Goal 5 Implement Capital Program Plan to Maintain State of Good Repair and Introduce New Technologies	
Objective 5.1	Replace vehicles according to established life cycles
Objective 5.2	Maintain all vehicles and facilities in a state of good repair
Objective 5.3	Practice and promote the enhancement of environmental sustainability as a culture
Objective 5.4	Implement new Information Technologies to enhance provision of customer service
Action 5.1	Manage the average age of vehicles within FTA guidelines
Action 5.2	Improve system reliability by improving mean distance between road failures
Action 5.3	Develop and implement a 10-year capital improvement plan
Action 5.4	Create and maintain schedules for capital asset inspections and ensure that critical inspection recommendations are completed in a timely manner
Action 5.5	Construct all new facilities to "green building" standards for energy efficiency and sustainable design

7.4 Summary

The goals and policy objectives presented herein reflect the strategic focus of BCT in its transit development planning process and are purposely designed to address the broad concepts of transit system operation that were identified using public and stakeholder outreach during the initial goal-

setting process. Consequently, the policy objectives and related actions range in their level of specificity. It is envisioned that these goals and objectives, and accompanying actions, will provide the framework with which BCT can continue to grow, develop, and operate its various transit services so that they will continue to benefit BCT's stakeholders and patrons.

8 Implementation and Financial Plan

This final section of the TDP presents two alternative scenarios for future transit service in Broward County: the Status Quo Plan and the Vision Plan.

In the **Status Quo Plan**, the focus is on maintaining current service levels based on available funding from existing sources.

The **Vision Plan** focuses on improving the transit system to better meet the needs of the community and reflects the vision for future transit services as confirmed through this TDP process. The Vision Plan accounts for the anticipated Broward County Transportation Surtax revenue that will begin accrual in January 2019.

For each plan, the proposed service improvements (operating component) and capital projects (capital component) are presented, followed by the financial plan to support funding of the improvements presented. When presenting each plan herein, an initial 10-year component (consistent with the planning horizon for this TDP for FYs 2019-2028) is presented, followed by a 30-year component including FYs 2019-2048. For the Vision Plan, this longer timeframe reflects the entirety of the Surtax plan and associated transit improvements therein. For the Status Quo Plan, the existing service levels are carried out for the 30-year period in order to compare to the Vision Plan.

8.1 Status Quo Plan

The Status Quo Plan provides that the current BCT system remain operational over the next 30 years. Service improvements that are funded but not yet operational are also included in the Status Quo Plan. Key elements of the Status Quo Plan are illustrated on Map 8-1 and include:

- Maintenance of existing fixed-route service levels.

- Maintenance of existing paratransit service levels while also accommodating moderate growth based on identified needs.

- Addition of the I-75 Express Route that will provide peak period service along new managed lanes on I-75 in western Broward County from the Sunrise Park-and-Ride to the Miami Intermodal Center (MIC) and Miami International Airport. This service is anticipated to begin operating in late 2019.

- Addition of the new Broward Breeze route between Sunrise and downtown Fort Lauderdale. This service is anticipated to begin operating in January 2019.

Map 8-1: Status Quo Plan Network
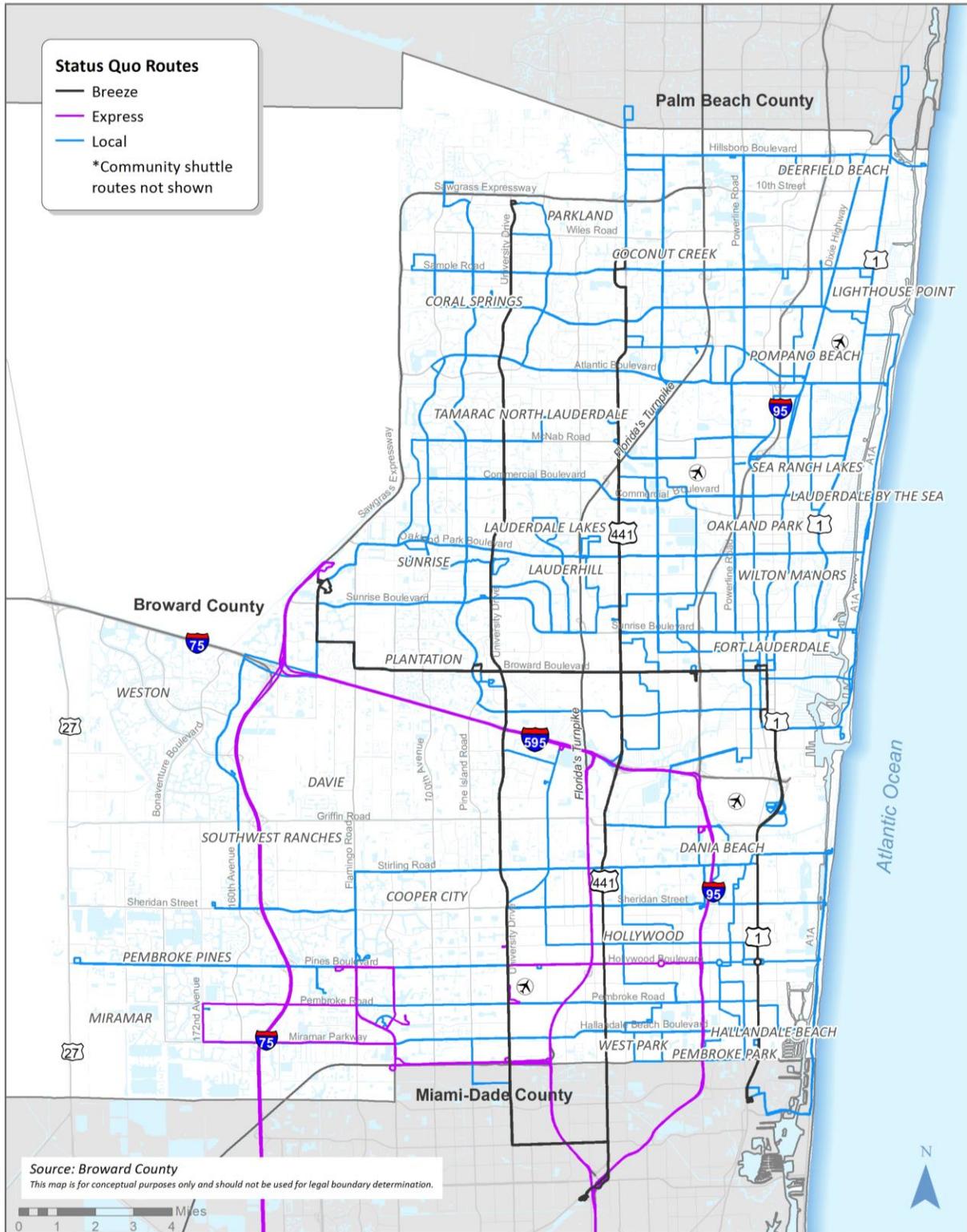
- Employing Mobility on Demand (MOD) services, which use information, real time data, and predictive analysis to provide travelers with transportation choices that best serve their needs and circumstances. There is a wide range of potential MOD applications, which can include more flexible routing options in certain areas where existing transit service may not be sufficient; first/last mile connections to and from the transit network; formal partnerships with Transportation Network Companies (TNCs) such as Uber and Lyft, other third-party providers, or other ride-sharing options to supplement service in specific areas or during specific times of day; and a range of technology applications. BCT is examining the implementation of MOD service(s) that best fit the community and system need in the short term.

- Capital projects necessary to operate and maintain the existing fixed-route and paratransit service levels. These projects are described in more detail under the Status Quo Plan capital component below.

The Status Quo Plan assumes costs will continue to increase with inflation over the 30-year timeframe and no new revenue sources will be added to the budget, although existing revenue sources may increase over time due to inflation or other factors, based on historical trends and/or planned service levels. The Status Quo Plan budget, including annual inflation rates by cost and revenue category, were developed by BCT in conjunction with the Broward County Office of Management and Budget (OMB). The operating and capital components of the Status Quo Plan are presented in more detail below.

Status Quo Plan Operating Component

Status Quo Plan Operating Costs

The Status Quo Plan includes operating costs provided by BCT staff associated with the following categories.

- Personal Services: This includes salaries and fringe benefits for all BCT staff related to fixed-route service at the current staffing levels.

- Other Operating Expenses: This includes expenses to operate BCT services, such as utilities, minor supplies, etc., and excludes fuel or contractual payments, which are captured in other budgetary line items.

- Fixed-Route Fuel: This includes the cost for fueling fixed-route vehicles and associated support vehicles.

- Rail Division Administration: This includes administration expenses (personal, fringe benefits, etc.) related to these services.

- Paratransit Provider Contracts: This funds the contractual cost of paying a third-party operator for paratransit services.

- Paratransit Personal Services: This includes salaries and fringe benefits for BCT staff under the paratransit program at the current staffing levels.

- Paratransit Other Operating Expenses: This provides payment for the third-party operator who manages the eligibility of paratransit passengers.

- Paratransit Fuel: This includes the costs for fueling all paratransit vehicles.

- South Florida Regional Transportation Authority (SFRTA): This line item serves as a continuation of the current annual operating assistance funding that Broward County provides to SFRTA.

Status Quo Plan Operating Revenues

The Status Quo Plan includes operating revenues provided by BCT staff associated with the following categories.

- Farebox Revenues: This line item represents fares collected from existing services.

- General Fund (Ad Valorem): This includes Broward County General Fund revenue, which is primarily funded with property taxes and used for transit operating services.

- Gas Tax: This includes revenues from state and local taxes paid by purchasers of gasoline and other fuels.

- State Block Grant Funds: This grant program revenue is provided by FDOT annually to assist with funding fixed-route transit services.

- State Transportation Disadvantaged (TD) Funds: This grant program revenue is provided by FDOT annually to assist with funding paratransit services.

- Miscellaneous Revenues: These revenues include those from advertising at BCT facilities and on BCT buses.

Status Quo Plan Capital Component

The Status Quo Plan provides for capital projects that are funded and in progress and that are critical to ensuring current BCT system levels are maintained over the next two years.

Status Quo Plan Capital Costs

The Status Quo Plan includes capital costs provided by BCT staff associated with the following categories.

- Fixed-Route Vehicle Replacement: Each vehicle in BCT's fleet has a certain useful life and will need to be replaced when its useful life is reached. The fixed-route replacement vehicle costs are based on the age of BCT's current fleet and their replacement cycles. BCT is moving towards an expanded electric fleet and plans to purchase a number of electric buses over the next 10 years. Associated charging infrastructure will also be installed at BCT's facilities to support this new energy-efficient technology.

- Paratransit Vehicle Acquisition: This includes the cost to replace paratransit vehicles having reached their useful life and to purchase additional vehicles to support the program's moderate growth included in the Status Quo Plan. These vehicles are used by BCT's third-party contractors that operate the paratransit system.

- Parts and Preventative Maintenance: Based on current purchasing levels, the cost of fixed-route vehicle parts and preventative maintenance are projected and included in the Status Quo Plan.

- Tire Leasing: Based on current fleet numbers, BCT staff projected the annual cost of leasing tires for the fleet.

- Infrastructure-related costs:

  o Bus Shelter/Amenities: BCT will continue to work with municipalities to identify needed bus stop improvements throughout the system. These improvements may be infrastructure-related, such as providing/replacing shelters and bike racks, signage, or other amenities; enhance pedestrian connectivity to the bus stop; or improve accessibility of the bus stop.

  o B-Cycle Bike Sharing Program: BCT will continue to work with municipalities to identify station locations for this popular bike-sharing program.

  o Miramar Park-and-Ride: The design and construction phases of this new park-and-ride facility will continue in 2019-2020.

  o Lauderhill Mall Transit Center: The design phase for the new Lauderhill Mall Transit Center will continue in 2019. The planned facility will serve 5 fixed routes and 3 community shuttle routes and feature 10 bus bays. The transit center will also house restrooms, ticket/pass sales, enhanced security and trip planning services. Final bidding, permitting and construction for this facility will occur in 2019-2020.

- Information Technology (IT) Improvements-related costs:

  o Mobile Ticketing/ Regional Interoperable Fare: The Mobile Ticketing project is a proposed system that allows fare payment via mobile devices on BCT buses and/or at key transfer locations. An additional goal of the Mobile Ticketing project will be to improve interoperability with Tri-Rail, Miami-Dade Transit, and Palm Tran fare systems, improving customer convenience and accelerating boarding times. Final installation and roll-out is scheduled for 2019-2020.

  o Sample Road Queue Jumper Pilot Project: In 2018-2019, FDOT and BCT will continue to design and test transit Queue Jumper (QJ) technology at a few key intersections along Sample Road. This technology will be tested for potential travel time savings on Route 34 and possible future application on this and other corridors as part of BCT's proposed Rapid Bus system described under the Vision Plan later in this section.

- Plans and Studies include:

  o Planning-Level Studies: This line item includes various planning studies, such BCT's next Comprehensive Operational Analysis (COA) to start in 2019, and the next major TDP update due in five years. A COA is an in-depth review of how each route operates to identify areas of improvements to maximize efficiency of service.

Status Quo Plan Capital Revenues

The Status Quo Plan includes capital revenues provided by BCT staff associated with the following categories.

- Transfers from the Transit Operating Fund are assumed during the first four years of the plan.

- Concurrency Fund: These revenues are collected from development impact fees and used to fund capital transportation improvements throughout the county.

- Federal 5307 Section Revenues: The amount of available 5307 revenue for capital is based on historical funding levels.

Status Quo Plan 10-Year Summary

Table 8-1 summarizes the annual costs and revenues associated with operating and capital components of the first 10 years of the Status Quo Plan (FYs 2019-2028), as well as the 10-year total. This information is also illustrated in Figure 8-1. As shown, there is anticipated to be $1.69 billion in operating costs and $1.33 billion in operating revenues during the 10-year period, producing an operating shortfall of $357 million. For the capital component, there is anticipated to be $340.5 million in costs and $251.3 million in revenue during the initial 10-year period, producing a capital shortfall of $89.2 million.

Overall, the Status Quo Plan will produce a shortfall of $446.4 million during the 10-year period, indicating that current (2018) revenue streams are not sufficient to support the existing system. However, the addition of the revenue from the recently approved Transportation Surtax allows BCT to balance this former funding shortfall starting in 2019.

Figure 8-1: 10-Year Status Quo Plan Annual Cost and Revenue Summary
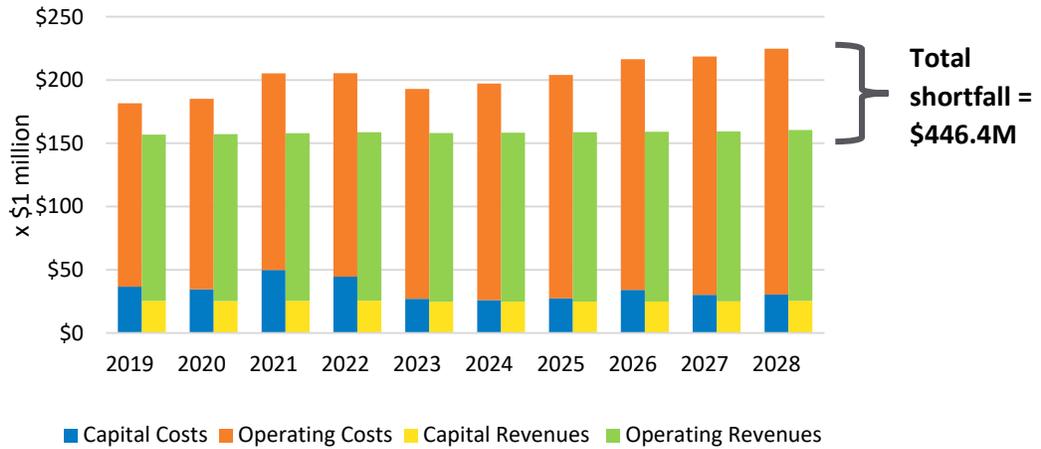
Status Quo Plan 30-Year Plan Summary

Table 8-2 provides the 30-year total costs and revenues for the Status Quo Plan based on 2018 estimated revenue streams. As shown, there is anticipated to be $7.30 billion in operating costs and $4.22 billion in operating revenues during the 30-year period of FYs 2019-2048, producing a shortfall of $3.07 billion. For the capital component, there is anticipated to be $1.13 billion in capital costs and $837.5 million in capital revenues during the 30-year period of FYs 2019-2048, producing a shortfall of $289.5 million. However, as noted above, the addition of the revenue from the recently approved Transportation Surtax allows BCT to cover this former funding shortfall starting in 2019.

Table 8-1: Status Quo 10-Year Financial Plan (FYs 2019-2028)

Operating Plan Element	2019	2020	2021	2022	2023
Operating Costs					
Personal Services	$82,715,896	$85,197,371	$87,753,292	$90,385,894	$93,097,471
Other Operating Expenses	$13,989,878	$14,131,125	$14,273,784	$14,417,870	$14,563,397
Fuel (Fixed-Route)	$12,189,552	$12,658,964	$12,962,838	$13,368,881	$13,233,934
Rail Division Administration	$1,172,223	$1,721,934	$1,773,592	$1,826,800	$1,881,604
Paratransit Provider Contracts	$26,672,953	$28,352,348	$30,153,343	$32,135,356	$34,206,391
Paratransit Personal Services	$915,825	$943,299	$971,598	$1,000,746	$1,030,769
Paratransit Other Operating Expenses	$134,800	$134,800	$134,800	$134,800	$134,800
Paratransit Fuel	$2,999,189	$3,119,156	$3,243,922	$3,373,679	$3,508,626
SFRTA	$4,235,000	$4,235,000	$4,235,000	$4,235,000	$4,235,000
Total Operating Costs	*$145,025,314*	*$150,493,997*	*$155,502,169*	*$160,879,025*	*$165,891,991*
Operating Revenues					
Farebox Revenues - Bus	$30,998,080	$30,998,080	$30,998,080	$30,998,080	$30,998,080
General Fund (Ad Valorem)	$26,989,050	$26,989,050	$26,989,050	$26,989,050	$26,989,050
Gas Tax	$58,146,000	$58,146,000	$58,146,000	$58,146,000	$58,146,000
State Operating Block Grant	$9,463,471	$9,936,644	$10,433,777	$10,955,690	$11,100,150
State TD Grants - Paratransit	$3,928,001	$3,967,281	$4,006,954	$4,047,023	$4,087,494
Miscellaneous Revenues	$1,850,000	$1,911,050	$1,974,115	$2,039,260	$2,106,556
Total Operating Revenues	*$131,374,602*	*$131,948,105*	*$132,547,976*	*$133,175,104*	*$133,427,330*
Operating Plan Balance	**($13,650,712)**	**($18,545,892)**	**($22,954,194)**	**($27,703,921)**	**($32,464,662)**
Capital Plan Element	**2019**	**2020**	**2021**	**2022**	**2023**
Capital Costs					
Fixed-Route Vehicle Replacement	$10,162,090	$9,755,610	$7,244,350	$9,299,170	$8,938,112
Paratransit Vehicle Acquisition	$7,807,600	$3,128,280	$3,193,780	$2,040,980	$1,996,440
Parts and Preventative Maintenance	$3,205,460	$3,016,940	$3,255,400	$3,234,800	$3,331,844
Tire Leasing	$1,829,280	$1,884,160	$1,940,680	$1,998,900	$2,058,867
IT Improvements	$4,772,130	$3,215,780	$5,229,985	$3,786,550	$6,430,877
Bus Stop and Shelter Infrastructure	$7,740,800	$12,820,633	$27,902,848	$22,987,266	$3,076,883
Planning Studies	$1,050,000	$800,000	$1,000,000	$1,150,000	$1,250,000
Total Capital Costs	*$36,567,360*	*$34,621,403*	*$49,767,043*	*$44,497,666*	*$27,083,023*
Capital Revenues					
Transfer from Transit Operating Fund	$1,143,280	$920,080	$947,670	$976,100	$0
Transfer from the Concurrency Fund	$3,000,000	$3,090,000	$3,182,700	$3,278,181	$3,376,526
Federal 5307 for Capital	$21,272,730	$21,272,730	$21,272,730	$21,272,730	$21,272,730
Total Capital Revenues	*$25,416,010*	*$25,282,810*	*$25,403,100*	*$25,527,011*	*$24,649,256*
Capital Plan Revenues Minus Costs	**($11,151,350)**	**($9,338,593)**	**($24,363,943)**	**($18,970,655)**	**($2,433,767)**
Total Status Quo Plan Operating & Capital Surplus/(Deficit)	*($24,802,062)*	*($27,884,485)*	*($47,318,137)*	*($46,674,576)*	*($34,898,428)*

Source: Broward County Transit.

Note: The operating and capital (vehicle replacement) costs associated with the community shuttle program have been included under the Vision Plan.

Table 8-1: Status Quo 10-Year Financial Plan (FYs 2019-2028) (cont'd)

Operating Plan Element	2024	2025	2026	2027	2028	10-Year Total
Operating Costs						
Personal Services	$95,890,398	$98,767,108	$101,730,121	$104,782,021	$107,087,226	$947,406,798
Other Operating Expenses	$14,710,379	$14,858,831	$15,008,767	$15,160,203	$15,311,805	$146,426,039
Fuel (Fixed-Route)	$13,093,589	$12,947,630	$12,795,833	$12,637,963	$12,976,057	$128,865,239
Rail Division Administration	$1,938,052	$1,996,193	$2,056,079	$2,117,761	$2,181,294	$18,665,531
Paratransit Provider Contracts	$36,427,163	$38,808,425	$41,370,789	$44,151,527	$46,933,073	$359,211,368
Paratransit Personal Services	$1,061,692	$1,093,542	$1,126,349	$1,160,139	$1,185,662	$10,489,620
Paratransit Other Operating Expenses	$134,800	$134,800	$134,800	$134,800	$136,148	$1,349,348
Paratransit Fuel	$3,648,971	$3,794,930	$3,946,727	$4,104,597	$4,268,780	$36,008,578
SFRTA	$4,235,000	$4,235,000	$4,235,000	$4,235,000	$4,235,000	$42,350,000
Total Operating Costs	*$171,140,044*	*$176,636,459*	*$182,404,464*	*$188,484,011*	*$194,315,045*	*$1,690,772,521*
Operating Revenues						
Farebox Revenues - Bus	$30,998,080	$30,998,080	$30,998,080	$30,998,080	$31,308,061	$310,290,781
General Fund (Ad Valorem)	$26,989,050	$26,989,050	$26,989,050	$26,989,050	$27,258,941	$270,160,391
Gas Tax	$58,146,000	$58,146,000	$58,146,000	$58,146,000	$58,146,000	$581,460,000
State Operating Block Grant	$11,211,152	$11,323,263	$11,436,496	$11,550,861	$11,666,369	$109,077,872
State TD Grants - Paratransit	$4,128,369	$4,169,652	$4,211,349	$4,253,462	$4,295,997	$41,095,582
Miscellaneous Revenues	$2,176,072	$2,247,883	$2,322,063	$2,398,691	$2,477,848	$21,503,538
Total Operating Revenues	*$133,648,723*	*$133,873,928*	*$134,103,037*	*$134,336,144*	*$135,153,215*	*$1,333,588,164*
Operating Plan Balance	($37,491,321)	($42,762,531)	($48,301,427)	($54,147,867)	($59,161,830)	($357,184,357)
Capital Plan Element	2024	2025	2026	2027	2028	10-Year Total
Capital Costs						
Fixed-Route Vehicle Replacement	$9,206,255	$9,482,443	$9,766,916	$10,059,924	$10,214,421	$94,129,291
Paratransit Vehicle Acquisition	$1,996,440	$3,157,100	$8,771,760	$4,108,160	$4,005,980	$40,206,520
Parts and Preventative Maintenance	$3,431,799	$3,534,753	$4,014,686	$4,215,920	$4,279,159	$35,520,761
Tire Leasing	$2,120,633	$2,184,252	$2,249,780	$2,317,273	$2,352,032	$20,935,857
IT Improvements	$5,203,457	$4,455,050	$4,578,712	$4,278,561	$5,203,457	$46,940,435
Bus Stop and Shelter Infrastructure	$3,169,190	$3,264,266	$3,362,194	$3,463,059	$3,169,190	$91,054,256
Planning Studies	$900,000	$1,300,000	$1,300,000	$1,700,000	$900,000	$11,740,000
Total Capital Costs	*$26,027,775*	*$27,377,864*	*$34,044,048*	*$30,142,897*	*$26,027,775*	*$340,527,120*
Capital Revenues						
Transfer from Transit Operating Fund	$0	$0	$0	$0	$0	$3,987,130
Transfer from the Concurrency Fund	$3,477,822	$3,582,157	$3,689,622	$3,800,310	$3,914,320	$34,391,638
Federal 5307 for Capital	$21,272,730	$21,272,730	$21,272,730	$21,272,730	$21,485,457	$212,940,027
Total Capital Revenues	*$24,750,552*	*$24,854,887*	*$24,962,352*	*$25,073,040*	*$25,399,777*	*$251,318,795*
Capital Plan Revenues Minus Costs	($1,277,223)	($2,522,978)	($9,081,696)	($5,069,857)	($4,998,265)	($89,208,325)
Total Status Quo Plan Operating & Capital Surplus/(Deficit)	($38,768,544)	($45,285,508)	($57,383,123)	($59,217,724)	($64,160,095)	($446,392,682)

Source: Broward County Transit.
Note: The operating and capital (vehicle replacement) costs associated with the community shuttle program have been included under the Vision Plan.

Table 8-2: Status Quo 30-Year Financial Plan (FYs 2019-2048)

Operating Plan Element	10-Year Total (FYs 2019-2028)	30-Year Total (FYs 2019-2048)
Operating Costs		
Personal Services	$947,406,798	$3,660,194,846
Other Operating Expenses	$146,426,039	$486,948,233
Fuel (Fixed-Route)	$128,865,239	$473,940,996
Rail Division Administration	$18,665,531	$79,036,087
Paratransit Provider Contracts	$359,211,368	$2,254,737,873
Paratransit Personal Services	$10,489,620	$40,525,417
Paratransit Other Operating Expenses	$1,349,348	$4,377,170
Paratransit Fuel	$36,008,578	$168,209,300
SFRTA	$42,350,000	$127,050,000
Total Operating Costs	*$1,690,772,521*	*$7,295,019,922*
Operating Revenues		
Farebox Revenues - Bus	$310,290,781	$1,006,556,820
General Fund (Ad Valorem)	$270,160,391	$876,377,257
Gas Tax	$581,460,000	$1,744,380,000
State Operating Block Grant	$109,077,872	$368,528,520
State TD Grants - Paratransit	$41,095,582	$136,635,092
Miscellaneous Revenues	$21,503,538	$92,419,215
Total Operating Revenues	*$1,333,588,164*	*$4,224,896,904*
Operating Plan Balance	**($357,184,357)**	**($3,070,123,018)**
Capital Plan Element	10-Year Total (FYs 2019-2028)	30-Year Total (FYs 2019-2048)
Capital Costs		
Fixed-Route Vehicle Replacement	$94,129,291	$376,828,568
Paratransit Vehicle Acquisition	$40,206,520	$164,268,523
Parts and Preventative Maintenance	$35,520,761	$135,954,847
Tire Leasing	$20,935,857	$76,139,277
IT Improvements	$46,940,435	$164,042,662
Bus Stop and Shelter Infrastructure	$91,054,256	$167,735,221
Planning Studies	$11,740,000	$42,016,974
Total Capital Costs	*$340,527,120*	*$1,126,986,071*
Capital Revenues		
Transfer from Transit Operating Fund	$3,987,130	$3,987,130
Transfer from the Concurrency Fund	$34,391,638	$142,726,247
Federal 5307 for Capital	$212,940,027	$690,759,281
Total Capital Revenues	*$251,318,795*	*$837,472,658*
Capital Plan Revenues Minus Costs	**($89,208,325)**	**($289,513,413)**
Total Status Quo Plan Operating & Capital Surplus/(Deficit)	***($446,392,682)***	***($3,359,636,431)***

Source: Broward County Transit

As shown in Figure 8-2, operating expenditures make up the majority of the Status Quo Plan. The distribution of operating versus capital costs is fairly consistent when comparing the initial 10 years of the plan and the entire 30-year period. The slightly higher percentage of capital costs in the first 10 years is expected given a few additional capital projects necessary to support existing services that are funded in the early years of the plan.

Figure 8-2: Status Quo Plan Cost Distribution (10-Year vs 30-Year Plans)

10-Year Costs & Revenues: Capital Costs, 17%; Operating Costs, 83%

30-Year Costs & Revenues: Capital Costs, 13%; Operating Costs, 87%
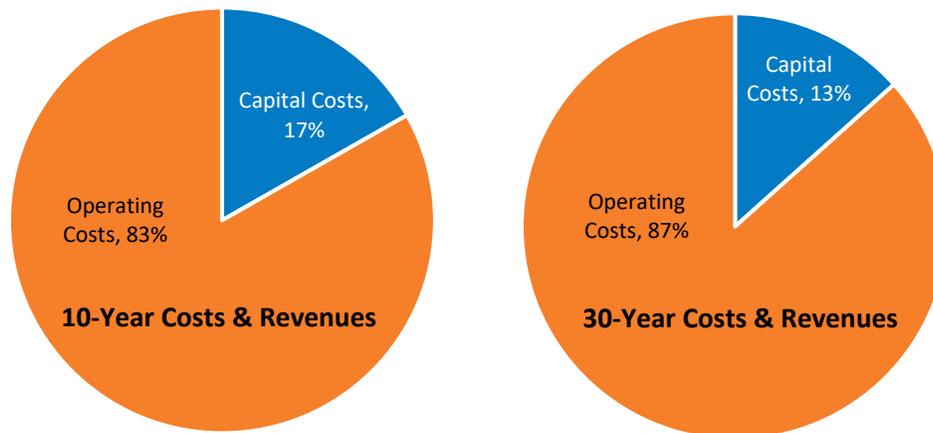
8.2 Vision Plan

The 30-Year Vision Plan includes service improvements and capital projects that will improve the transit system beyond current levels of service and funding capabilities. Utilizing 2018 revenue stream estimates, all Vision Plan improvements and projects remain unfunded. However, the addition of the revenue from the recently approved Transportation Surtax allows BCT to balance both the Status Quo and Vision Plan funding shortfall starting in 2019.

This section presents the Vision Plan service plan (operating component) and capital project components, and the financial plans supporting balanced funding of the Vision Plan. The initial 10 years of the Vision Plan, consistent with the planning horizon of this TDP, is presented first, followed by the 30-Year Vision Plan. The Vision Plan budget, including annual inflation rates by cost and revenue category, were developed by BCT in conjunction with the Broward County Office of Management and Budget (OMB).

10-Year Vision Plan

This section presents the operating and capital improvements and resulting financial plan supporting the improvements identified in the Vision Plan for FYs 2019-2028. Map 8-2 illustrates the new routes and service improvements included in the 10-Year Vision Plan and in service by the end of 2028.

Map 8-2: 10-Year Vision Plan (2028) Network
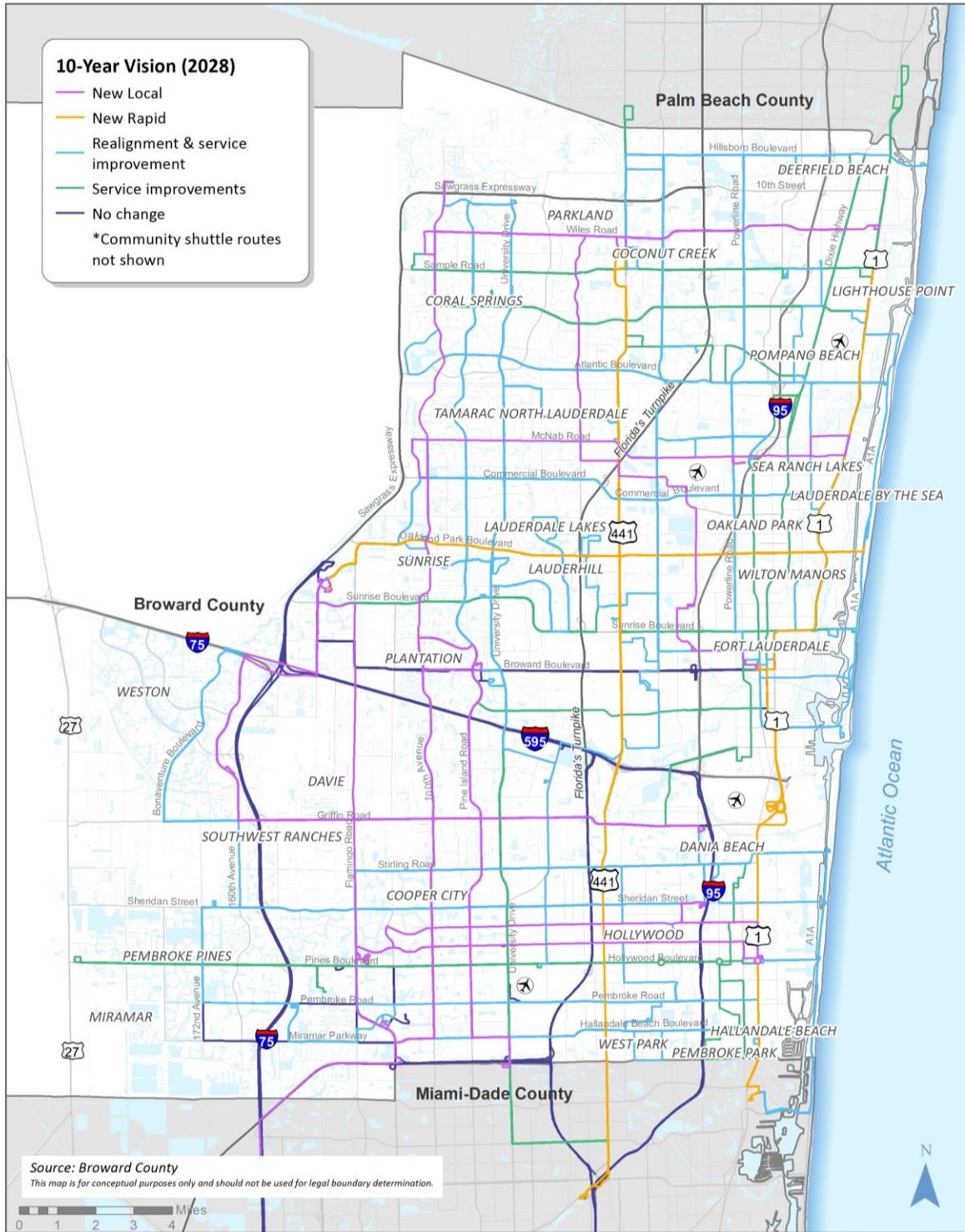
Vision Plan 10-Year Service Plan (Operating Component)

The service improvements included in the 10-Year Vision Plan are described in this section and are consistent with those published in the first 10 years of the 30-year Surtax plan.

Maintain Existing Fixed-Route Service

The existing fixed-route system plus funded service improvements, including the I-75 Express and Broward Breeze service, presented in the Status Quo Plan will be maintained in the Vision Plan. Improvements to existing routes above existing service levels within the Vision Plan are discussed separately below.

Maintain Existing Paratransit Service

The paratransit service levels presented in the Status Quo Plan, which includes moderate growth (4-8% a year at a minimum) from current levels, will be maintained in the Vision Plan.

Community Shuttle System

The operating cost of the existing community shuttle program (54 routes under a partnership among BCT and 19 municipalities) will be maintained in the Vision Plan. In addition, the operating costs of new community shuttle routes (with new partner municipalities) and expanded community shuttle routes or service (with existing partners) is included in these costs.

FY 2019-2028 Local Bus Service Plan

The 10-year Vision Plan includes improvements and adjustments to fixed-route bus service to improve efficiency and increase service levels. These are presented in Table 8-3 and include:

- Weekday headway improvements on 27 routes
- Weekend headway improvements on 26 routes
- Service span increases on 37 routes
- Route realignments and extensions on 22 routes
- New local bus service on 10 new routes
- Provision of 30-minute maximum peak service frequency on all local routes within the 10-year period

Table 8-3: Vision Plan Local Bus Service Plan (FYs 2019-2028)

Year in Service	Routes with Weekday Headway Increases	Routes with Weekend Headway Increases	Routes with Service Span Increases	Route Realignment & Extensions	New Local Routes
2019	2, 88, 102	2, 19	2, 4, 19, 101, 102	2, 19, 48, 56, 102	Taft St (from Pembroke Lakes Mall to Young Circle)
2020	1, 11, 42	11, 42	11, 42, 72	11, 42	Rock Island Rd (from Broward Central Terminal to Wiles Rd)
2021	23, 28	23, 28	1, 18, 28, 36	23, 28	Nob Hill Rd (from West Regional Terminal to Holmberg Rd)
2022	55, 62	55, 62	22, 55, 62	55, 62	McNab Rd (from US 1 to Hiatus Rd)
2023	10, 14, 20	10, 14, 20	10, 14, 20	10, 14, 20	Flamingo Rd (from NW Miami-Dade County to Sawgrass Mills Mall)
2024	5, 16	5, 16, 50, 60	5, 16, 50, 60	4, 5, 16	Douglas/Pine Island Rd (from Miramar Town Center to West Regional Terminal)
2025	9, 12, 31, 40, 81	9, 12, 31, 40, 81	9, 12, 31, 40, 81	9, 12, 31, 40, 81	Johnson St (from Pembroke Lakes Mall to Young Circle)
2026	36, 48	34	15, 34, 48		Griffin Rd (from Griffin Rd Tri-Rail Station to Sawgrass Mills Mall)
2027	6, 56	6, 56	6, 7, 23, 56		Wiles Rd (from Coral Ridge Dr to US 1)
2028	15, 83, 88	15, 83, 88	30, 83, 88		Palm Ave/Nob Hill Rd (from Miramar Town Center to West Regional Terminal)

<u>FY 2019-2028 Rapid Bus Service</u>

Rapid Bus is characterized by having more frequent service than current Breeze routes (10- or 15-minute frequencies), limited stops with the bus operating in mixed traffic or semi-exclusive BAT (business access and transit) lanes, real-time information signage, Transit Signal Priority (TSP) technology, branding, upgraded stations, and additional station-area amenities. Rapid Bus services are planned to replace Breeze routes operating in the same corridor, although complementary local fixed routes will continue service. As previously shown in Map 8-2 and summarized in Table 8-4, there are three Rapid Bus corridors designated for service in the first 10 years of the Vision Plan, including inter-county service to Miami-Dade County.

Table 8-4: 10-Year Vision Plan Rapid Bus Corridors (FYs 2019-2028)

Primary Corridor	Terminus #1	Terminus #2	Implementation Year
US 441	Sample Rd	Golden Glades (Miami-Dade County)	2021
Oakland Park Blvd	Sawgrass Mills Mall	SR A1A	2024
US 1	Sample Rd	Aventura Mall (Miami-Dade County)	2027

New Light Rail Transit (LRT) System

The 30-Year Vision Plan includes 26.1 miles of LRT service. The exact corridors where this service will operate are to be determined by BCT, in partnership with the Broward MPO's 2045 Metropolitan Transportation Plan (MTP) process, which will be completed in late 2019. Each corridor will need to be studied in more detail before any approval for LRT service. Costs associated with anticipated studies and subsequent planning, design, and construction of the LRT system need to be accounted for prior to service implementation. Therefore, the 10-Year Vision Plan includes start-up costs for the LRT system starting in 2023.

Public Works Projects

The Surtax plan includes numerous roadway and multimodal projects, such as bike lanes/complete streets, school safety projects, sidewalks, etc. The operating/maintenance costs for these projects are included as a line item in the Surtax financial plan. Details on these multimodal projects can be found on the County's *Penny for Transportation* webpage at: http://www.broward.org/pennyfortransportation/Pages/default.aspx

Increased Transit Security

BCT does not currently have its own security force but works closely with the Broward Sheriff's Office to provide transit security. With increased transit service levels in the Vision Plan comes a need for additional security on vehicles and at transit stations and other facilities. The Vision Plan includes annual funding for enhanced security services starting in 2019.

Vision Plan 10-Year Capital Component

The capital projects included in the 10-Year Vision Plan are described in this section and are consistent with those published in the first 10 years of the 30-year Surtax financial plan.

- Vehicles and capital projects to maintain existing fixed-route and paratransit services, as described in the Status Quo Plan.

- Purchase of new vehicles for all existing community shuttle services in addition to expanded services from existing and new partner municipalities.

- New vehicles required to implement the Local Bus Service Plan and new Rapid Bus service in FYs 2019-2028. Annual costs associated with purchasing these vehicles is determined based on the service implementation schedule.

- New or upgraded bus stop infrastructure for the over 1,400 bus stops planned along the 10 new local bus routes.

- New infrastructure, stations, and vehicle acquisition associated with the new LRT service.

- The capital costs associated with the Public Works projects previously described.

- New and/or improved infrastructure associated with the new Rapid Bus service including but not limited to bus stops, BAT lanes, real-time information signage, TSP, and additional station-area amenities. This does not include vehicle costs, which are accounted for above.

- Other new transit infrastructure and facilities that include the following:

  o New/replacement bus shelters (approximately 75 per year, or 750 total during the 10-year time period).

  o System-wide implementation of new/upgraded transit technology and IT investments.

  o Design and construction of two additional or upgraded park-and-ride lots (out of six total) for Express Bus, Rapid Bus, or the LRT network within the 10-year timeframe. Locations will be determined based on analysis of system and customer needs for such facilities.

  o Design and construction of a third operations and maintenance facility, which is critical to supporting the expanded bus fleet in this Vision Plan. BCT estimates that a 2019-22 Design and Construction schedule for such a facility will be needed to meet the demands of expanded service.

  o Modernization and expansion of the Copans Road facility campus. This includes major rehabilitation of the site to be completed in 2019-23, including major reconstruction of most facilities on the site and the addition of expanded bus storage space to accommodate fleet growth.

  o Design and construction of a modernized multimodal transit facility at the existing Broward Central Terminal in downtown Fort Lauderdale.

  o Design and construction of two (out of five total) neighborhood transit centers. Locations and services will be determined based on analysis of system and customer needs for such facilities.

- The Vision Plan assumes annual funding for additional planning studies (TDPs, COA, and other studies) and passenger surveys above those included in the Status Quo Plan.

Vision Plan 10-Year Financial Plan

Table 8-5 summarizes the annual costs and revenues associated with the operating and capital components of the first 10 years of the Vision Plan (FYs 2019-2028), as well as the 10-year total. This annual information is also illustrated in Figure 8-3.

Table 8-5: Vision 10-Year Financial Plan (FYs 2019-2028)

Operating Plan Element	2019	2020	2021	2022	2023
Operating Costs					
Status Quo - Existing Transit Operations	$114,302,548	$117,944,394	$120,998,506	$124,234,444	$127,011,406
Paratransit Operations	$30,722,766	$32,549,604	$34,503,664	$36,644,581	$38,880,586
New Bus Service Plan	$13,147,623	$18,341,056	$26,562,060	$38,894,543	$46,352,084
New LRT	$0	$0	$0	$0	$6,584,227
Public Works	$0	$167,350	$798,263	$1,460,824	$2,034,271
Transit Security - Operations	$2,000,000	$2,060,000	$2,121,800	$2,185,454	$2,251,018
Total Operating Costs	*$160,172,937*	*$171,062,403*	*$184,984,293*	*$203,419,846*	*$223,113,590*
Operating Revenues					
Status Quo - Existing Transit Operations	$127,446,601	$127,980,824	$128,541,022	$129,128,080	$129,339,836
Paratransit Operations (FL CTD Grants)	$3,928,001	$3,967,281	$4,006,954	$4,047,023	$4,087,494
State Block Grants - New Bus	$854,596	$1,192,169	$1,726,534	$2,528,145	$3,012,885
State Block Grants - New LRT	$0	$0	$0	$0	$427,975
All Other New Revenues	$363,543	$408,021	$573,677	$821,600	$3,311,240
Farebox Revenues - New Bus	$3,023,953	$4,218,443	$6,109,274	$8,945,745	$10,660,979
Farebox Revenues - New LRT	$0	$0	$0	$0	$987,634
Total Operating Revenues	*$135,616,694*	*$137,766,738*	*$140,957,461*	*$145,470,594*	*$151,828,043*
Operating Plan Balance	*($24,556,244)*	*($33,295,665)*	*($44,026,832)*	*($57,949,253)*	*($71,285,547)*
New Surtax Funding for Operating	**$24,556,244**	**$33,295,665**	**$44,026,832**	**$57,949,253**	**$71,285,547**
Capital Plan Element	**2019**	**2020**	**2021**	**2022**	**2023**
Capital Costs					
Status Quo - Existing Transit Capital	$28,759,760	$31,493,123	$46,573,263	$42,456,686	$25,086,583
Paratransit Vehicles	$7,807,600	$3,128,280	$3,193,780	$2,040,980	$1,996,440
New Bus Service Plan - New Vehicles	$9,922,464	$4,542,284	$15,790,113	$8,433,090	$8,686,083
New LRT Infrastructure	$29,744,318	$89,232,955	$89,232,955	$126,331,036	$37,098,082
New LRT Vehicles	$0	$0	$27,864,539	$0	$0
Public Works	$0	$7,930,917	$50,284,704	$58,262,128	$49,264,418
New BRT/Rapid Bus Infrastructure	$20,000,000	$20,600,000	$32,039,180	$11,364,361	$11,705,292
New Transit Infrastructure/Technology	$31,225,000	$55,310,374	$70,482,622	$34,970,604	$11,911,260
Planning Studies/Passenger Surveys	$2,275,222	$2,343,479	$2,413,783	$2,486,197	$2,560,782
Total Capital Costs	*$129,734,364*	*$214,581,410*	*$337,874,938*	*$286,345,082*	*$148,308,939*
Capital Revenues					
Status Quo - Existing Transit Capital	$25,416,010	$25,282,810	$25,403,100	$25,527,011	$24,649,256
FTA Section 5339 Grants (New)	$86,989	$117,817	$165,582	$233,397	$271,486
FTA Formula Grants (New Bus)	$730,710	$989,659	$1,390,885	$1,960,533	$2,280,485
FTA Formula Grants (New LRT)	$0	$0	$0	$0	$390,187
FTA SGR Formula Grants (New LRT)	$0	$0	$0	$0	$0
Other New Public Works Grants	$3,000,000	$3,000,000	$3,000,000	$3,000,000	$3,000,000
FTA/FDOT New Starts/Small Starts Grants	$0	$0	$0	$19,476,493	$19,476,493
Other New Discretionary Grants	$0	$0	$0	$0	$0
Total Capital Revenues	*$29,233,709*	*$29,390,285*	*$29,959,567*	*$50,197,434*	*$50,067,908*
Capital Plan Balance	*($100,500,655)*	*($185,191,125)*	*($307,915,371)*	*($236,147,648)*	*($98,241,031)*
New Surtax Funding for Capital	**$100,500,655**	**$185,191,125**	**$307,915,371**	**$236,147,648**	**$98,241,031**
Projected 1-cent Surtax Revenue	*$202,998,260*	*$357,392,936*	*$367,042,545*	*$376,952,694*	*$387,130,417*
(Less 5% of Total Surtax Revenue)*	*($10,149,913)*	*($17,869,647)*	*($18,352,127)*	*($18,847,635)*	*($19,356,521)*
Remaining Annual Surtax Revenue	**$192,848,347**	**$339,523,289**	**$348,690,418**	**$358,105,059**	**$367,773,896**
(Capital & Operating Deficit)	*($125,056,899)*	*($218,486,790)*	*($351,942,203)*	*($294,096,901)*	*($169,526,579)*
Total Broward County Contingency (5%)	*$0*	*$10,149,913*	*$17,869,647*	*$24,979,613*	*$25,475,121*
City Allocation (min 10% of Surtax revenue)					
Direct Funding of Community Shuttle**	*$13,294,397*	*$10,501,259*	*$11,473,843*	*$10,915,028*	*$12,637,660*
City Projects	*$0*	*$122,744,798*	*$23,395,199*	*$42,298,979*	*$174,815,505*
City Project Contingency	*$0*	*$4,166,666*	*$0*	*$4,166,666*	*$4,166,666*
Total City Allocation	*$13,294,397*	*$137,412,723*	*$34,869,042*	*$57,380,673*	*$191,619,831*

Table 8-5: Vision 10-Year Financial Plan (FYs 2019-2028) (cont'd)

Operating Plan Element	2024	2025	2026	2027	2028	10-Year Total
Operating Costs						
Status Quo - Existing Transit Operations	$129,867,417	$132,804,761	$135,825,800	$138,932,948	$141,791,381	$1,283,713,605
Paratransit Operations	$41,272,626	$43,831,698	$46,578,665	$49,551,063	$52,523,664	$407,058,915
New Bus Service Plan	$59,535,519	$72,027,953	$80,629,668	$95,290,129	$103,798,953	$554,579,587
New LRT	$6,781,753	$6,985,206	$7,194,762	$25,842,110	$26,617,373	$80,005,431
Public Works	$2,726,711	$3,402,167	$3,995,275	$4,538,220	$4,900,769	$24,023,850
Transit Security - Operations	$2,318,548	$2,388,105	$2,459,748	$2,533,540	$2,609,546	$22,927,759
Total Operating Costs	*$242,502,575*	*$261,439,889*	*$276,683,918*	*$316,688,009*	*$332,241,685*	*$2,372,309,146*
Operating Revenues						
Status Quo - Existing Transit Operations	$129,520,354	$129,704,276	$129,891,689	$130,082,682	$130,857,218	$1,292,492,581
Paratransit Operations (FL CTD Grants)	$4,128,369	$4,169,652	$4,211,349	$4,253,462	$4,295,997	$41,095,582
State Block Grants - New Bus	$3,869,809	$4,681,817	$5,240,928	$6,193,858	$6,746,932	$36,047,673
State Block Grants - New LRT	$440,814	$454,038	$467,660	$1,679,737	$1,730,129	$5,200,353
All Other New Revenues	$4,118,149	$4,884,076	$5,417,051	$7,419,947	$7,981,552	$35,298,856
Farebox Revenues - New Bus	$13,693,169	$16,566,429	$18,544,824	$21,916,730	$23,873,759	$127,553,305
Farebox Revenues - New LRT	$1,017,263	$1,047,781	$1,079,214	$3,876,316	$3,992,606	$12,000,815
Total Operating Revenues	*$156,787,927*	*$161,508,069*	*$164,852,714*	*$175,422,732*	*$179,478,194*	*$1,549,689,165*
Operating Plan Balance	($85,714,649)	($99,931,820)	($111,831,204)	($141,265,27)	($152,763,49)	($822,619,981)
New Surtax Funding for Operating	$85,714,649	$99,931,820	$111,831,204	$141,265,277	$152,763,492	$822,619,981
Capital Plan Element	2024	2025	2026	2027	2028	10-Year Total
Capital Costs						
Status Quo - Existing Transit Capital	$24,031,335	$24,220,764	$25,272,288	$26,034,737	$26,392,062	$300,320,600
Paratransit Vehicles	$1,996,440	$3,157,100	$8,771,760	$4,108,160	$4,005,980	$40,206,520
New Bus Service Plan - New Vehicles	$17,893,330	$13,822,598	$7,457,621	$18,854,221	$6,473,282	$111,875,085
New LRT Infrastructure	$222,588,490	$222,588,490	$264,342,708	$41,754,218	$250,525,306	$1,373,438,557
New LRT Vehicles	$0	$62,723,567	$0	$0	$0	$90,588,106
Public Works	$48,443,350	$57,251,501	$56,518,103	$42,647,172	$81,764,651	$452,366,945
New BRT/Rapid Bus Infrastructure	$20,866,933	$21,492,941	$22,137,730	$15,201,241	$15,657,278	$191,064,956
New Transit Infrastructure/Technology	$13,094,001	$16,880,317	$20,980,924	$17,130,861	$17,687,797	$289,673,760
Planning Studies/Passenger Surveys	$2,637,606	$2,716,734	$2,798,236	$2,882,183	$2,968,649	$26,082,870
Total Capital Costs	*$351,551,485*	*$424,854,012*	*$408,279,369*	*$168,612,794*	*$405,475,006*	*$2,875,617,398*
Capital Revenues						
Status Quo - Existing Transit Capital	$24,750,552	$24,854,887	$24,962,352	$25,073,040	$25,399,777	$251,318,795
FTA Section 5339 Grants (New)	$340,542	$399,871	$434,521	$498,462	$527,114	$3,075,780
FTA Formula Grants (New Bus)	$2,860,555	$3,358,914	$3,649,977	$4,187,080	$4,427,754	$25,836,551
FTA Formula Grants (New LRT)	$390,187	$390,187	$390,187	$1,346,330	$1,346,330	$4,253,409
FTA SGR Formula Grants (New LRT)	$0	$0	$0	$0	$0	$0
Other New Public Works Grants	$3,000,000	$3,000,000	$3,000,000	$3,000,000	$3,000,000	$30,000,000
FTA/FDOT New Starts/Small Starts	$116,858,957	$149,788,830	$132,516,789	$15,657,832	$93,946,990	$547,722,383
Other New Discretionary Grants	$25,927,132	$26,097,928	$25,288,137	$25,593,162	$19,909,179	$122,815,538
Total Capital Revenues	*$174,127,926*	*$207,890,616*	*$190,241,963*	*$75,355,905*	*$148,557,144*	*$985,022,457*
Capital Plan Balance	($177,423,559)	($216,963,396)	($218,037,406)	($93,256,888)	($256,917,862)	($1,890,594,942)
New Surtax Funding for Capital	$177,423,559	$216,963,396	$218,037,406	$93,256,888	$256,917,862	$1,890,594,942
Projected 1-cent Surtax Revenue	$397,582,938	$408,317,677	$419,342,255	$430,664,495	$442,292,437	$3,789,716,653
(Less 5% of Total Surtax Revenue)*	($19,879,147)	($20,415,884)	($20,967,113)	($21,533,225)	($22,114,622)	($189,485,833)
Remaining Annual Surtax Revenue	**$377,703,791**	**$387,901,793**	**$398,375,142**	**$409,131,271**	**$420,177,815**	**$3,600,230,820**
(Capital & Operating Deficit)	**($263,138,208)**	**($316,895,216)**	**($329,868,610)**	**($234,522,165)**	**($409,681,354)**	**($2,713,214,923)**
Total Broward County Contingency (5%)	$25,984,007	$26,506,633	$27,043,370	$27,594,599	$28,160,741	$213,763,644
City Allocation (min 10% of Surtax revenue)						
Direct Funding of Community Shuttle**	$17,088,392	$10,693,690	$16,350,432	$12,915,224	$14,111,379	$129,981,305
City Projects	$86,683,039	$49,518,735	$41,361,948	$69,598,661	$27,906,402	$638,323,267
City Project Contingency	$4,166,666	$4,166,666	$4,166,666	$4,166,666	$0	$29,166,662
Total City Allocation	**$107,938,097**	**$64,379,091**	**$61,879,046**	**$86,680,551**	**$42,017,781**	**$797,471,234**

Source: Broward County Transit. *A 5% reserve of gross revenues is maintained for contingencies. **Includes operating and capital funding.

Based on existing revenue streams in 2018, there is anticipated to be $2.37 billion in operating costs and $1.55 billion in operating revenues during the 10-year period, producing a shortfall of $822.6 million. For the capital component, there is anticipated to be $2.88 billion in capital costs and $985 million in capital revenues, producing a shortfall of $1.89 billion.

Overall, the Vision Plan will produce a shortfall of $2.71 billion during the 10-year period. However, the addition of the revenue from the recently approved Transportation Surtax allows BCT to balance this potential funding shortfall starting in 2019.

Figure 8-3: 10-Year Vision Plan Annual Cost and Revenue Summary
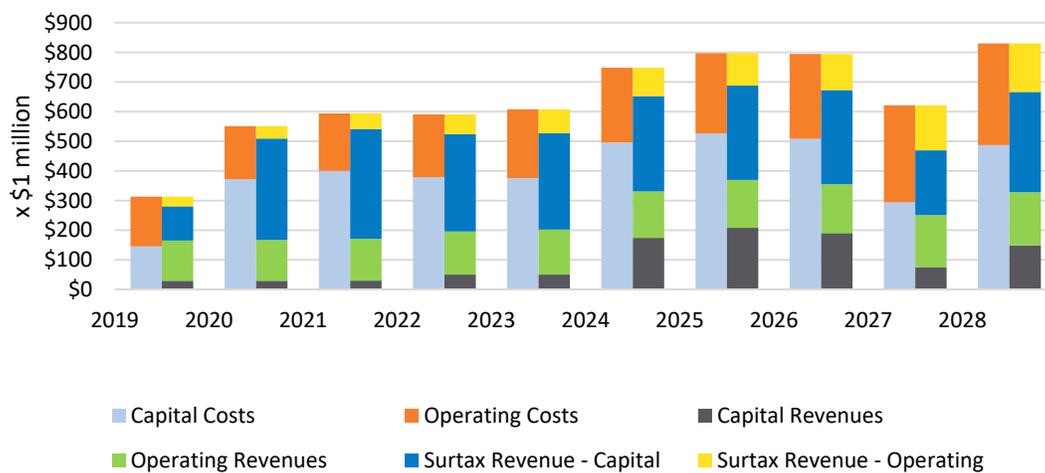
Figure 8-4 illustrates the distribution of the total operating costs by category, while Figure 8-5 illustrates the distribution of the total capital costs by category for the 10-Year Vision Plan.

Figure 8-4: 10-Year Vision Plan Total Operating Costs by Category[6]

10-Year Operating Costs = $2.5 Billion

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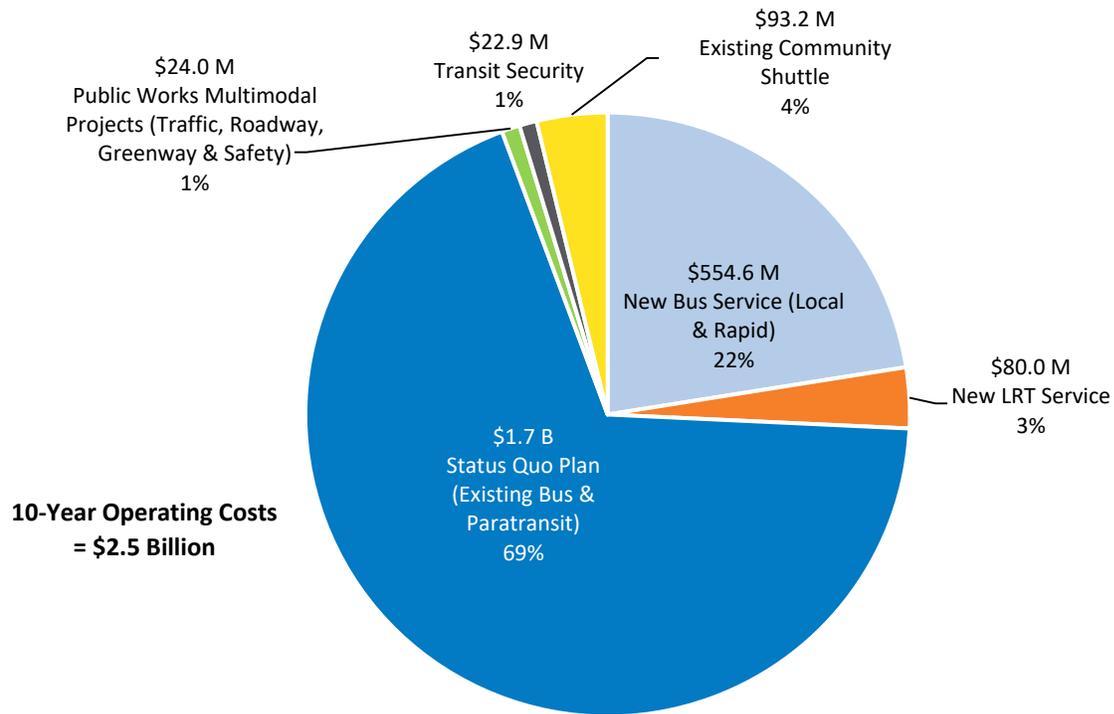
[6] This figure illustrates a higher total than the operating cost subtotal previously presented in Table 8-5 as it includes the operating costs of the community shuttle program.

Figure 8-5: 10-Year Vision Plan Total Capital Costs by Category[7]

$29.2 M
City Contingency
1%

$403.2 M
Broward County
Contingency
10%

$36.8 M
Community Shuttle
Replacement Vehicles
1%

$638.3 M
City Projects
16%

$26.1 M
Planning Studies
1%

$289.7 M
New Transit
Infrastucture (Shelters,
Facility, Intermodal
Centers, PNRs, etc.)
7%

$191.1 M
New Rapid Bus
Infrastructure
5%

$452.4 M
Public Works Multimodal Projects (Traffic,
Roadway, Greenway & Safety)
11%

$340.5 M
Status Quo Plan
(Existing Bus &
Paratransit)
8%

$111.9 M
New Bus Service
Vehicles
3%

$1.5 B
New LRT Infrastructure
& Vehicles
37%

**10-Year Capital Costs =
$4.0 Billion**

In addition to the operating and capital revenues identified in the Status Quo Plan for existing fixed-route and paratransit service, the Vision Plan includes the following new revenue sources:

Operating revenues:

- Additional State Block Grant Funds for new local bus, Rapid Bus, and LRT services.
- Additional farebox revenue generated from new local bus, Rapid Bus, and LRT services.
- Miscellaneous new revenue from anticipated increased advertising revenue on BCT's existing and planned bus fleet, facilities, and LRT system included in the Vision Pan.
- 1% Surtax revenue.

Capital revenues:

- Federal Transit Administration (FTA) Section 5339 (Bus and Bus Facilities) Formula Funds for new vehicles.
- FTA State of Good Repair Funds for new LRT infrastructure.
- FTA/FDOT New Starts/Small Starts Grant Funds for new LRT and Bus Rapid infrastructure.
- Other miscellaneous FTA and FDOT discretionary grant programs for transit capital.
- 1% Surtax revenue.

---

[7] This figure illustrates a higher total than the capital cost subtotal previously presented in Table 8-5 as it includes the capital costs associated with the community shuttle program and other city projects and the Broward County contingency and City Project contingency amounts.

The Vision Plan assumes that the Surtax revenues will balance the operating and capital shortfalls noted above, creating a balanced 10-Year Vision Plan.

Figure 8-6 illustrates the distribution of the total operating revenues by category, while Figure 8-7 illustrates the distribution of the total capital revenues by category for the 10-Year Vision Plan.

Figure 8-6: 10-Year Vision Plan Total Operating Revenues by Category[8]

$915.8 M
Transportation Surtax
37%

$1.3 B
Status Quo Plan
Revenues
54%

$139.6 M
Additional Farebox
Revenues
6%

$35.3 M
All Other New Revenue
1%

$41.2 M
New State Block
Grants
2%

**10-Year Operating
Revenues = $2.5 Billion**

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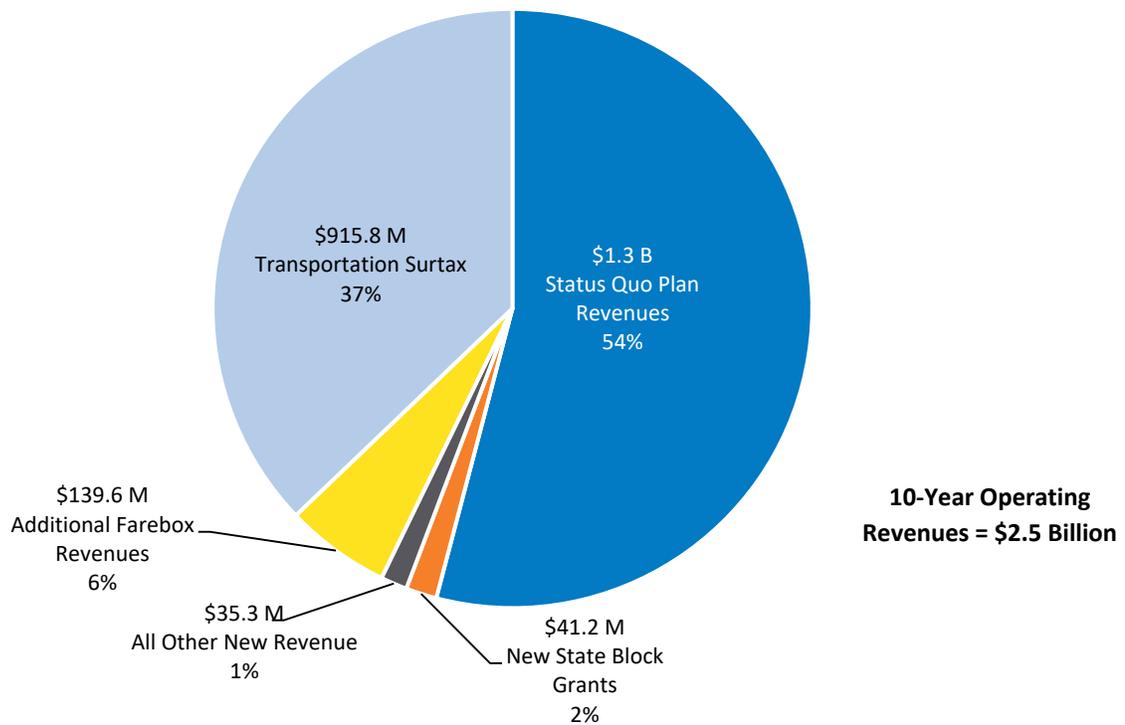
[8] This figure illustrates a higher total than the operating revenue subtotal previously presented in Table 8-5 as it includes the Surtax revenue to fund the operating costs of the community shuttle program.

Figure 8-7: 10-Year Vision Plan Total Capital Revenues by Category[9]

$29.2 M
City Contingency
(Surtax)
1%

$251.3 M
Status Quo Plan
Funds
6%

$33.2 M
New Federal Formula
Grants
1%

$403.2 M
Broward County
Contingency (Surtax)
10%

$30.0 M
Other New Public
Works Grants (FDOT,
MPO, FHWA)
1%

$547.7 M
FTA/FDOT New
Starts/Small Starts
Grants
14%

$2.6 B
Transportation Surtax
(excluding contingency
amounts)
64%

10-Year Capital Revenues =
$4.0 Billion

$122.8 M
Other New
Discretionary Grants
3%

30-Year Vision Plan

The 30-Year Vision Plan includes the service and capital improvements previously discussed in the first 10 years of the Vision Plan, in addition to those presented below. Map 8-3 illustrates the 30-Year Vision Plan improvements. Map 8-4 illustrates the existing community shuttle system that will remain funded under the 30-Year Vision Plan.

- FY 2029-2048 Local Bus Service Plan, which includes improvements to local bus service in terms of headway increases, service span increases, and route realignments/extensions. However, outside of weekday headway increases to Routes 28 and 81 identified in 2029, the improvements to be made to specific routes have not yet been determined beyond the initial 10 years of the Vision Plan.

- FY 2029-2048 Rapid Bus service, which includes new Rapid Bus service being implemented in four corridors, as shown in Table 8-6.

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[9] This figure illustrates a higher total than the capital revenue subtotal previously presented in Table 8-5 as it includes the Surtax revenue to fund the capital costs of the community shuttle program and other city projects and the Surtax revenue set aside for the Broward County contingency and City Project contingency line items.

Map 8-3: 30-Year Vision Plan (2048) Network
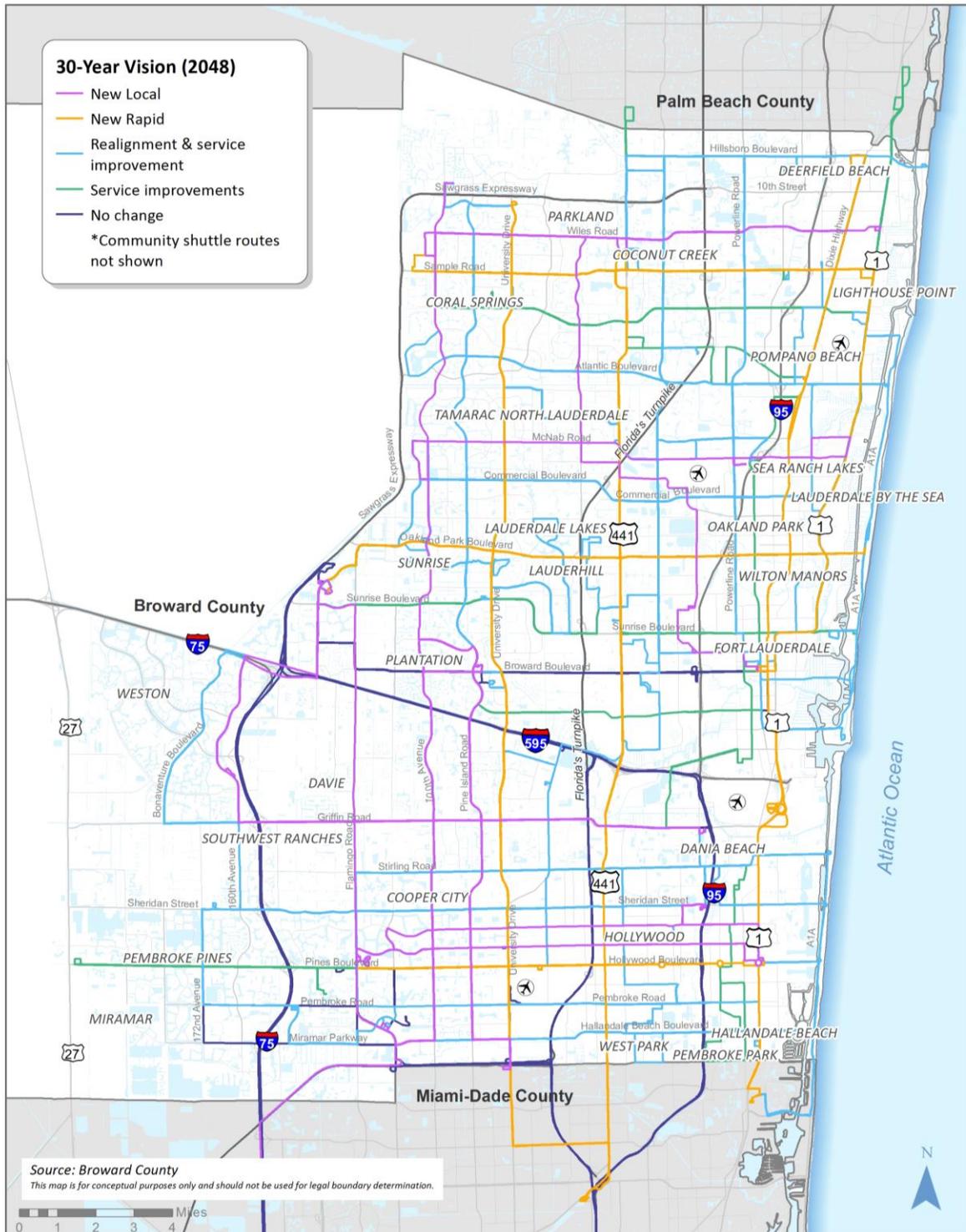
Map 8-4: Vision Plan-Funded Community Shuttle Network
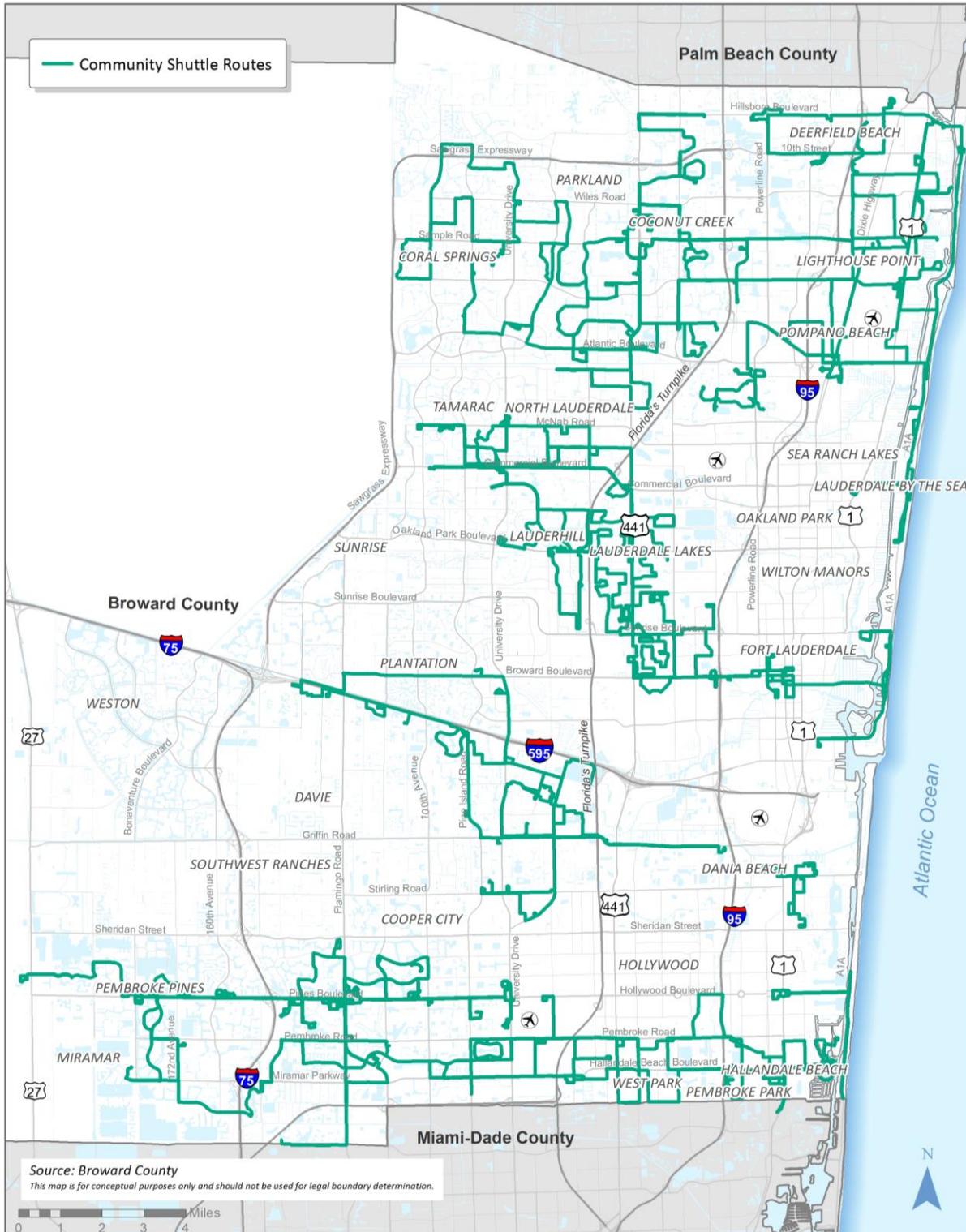
Table 8-6: 30-Year Vision Plan Rapid Bus Corridors (FYs 2029-2048)

Primary Corridor	Terminus #1	Terminus #2	Implementation Year
Hollywood/Pines Blvd	Pembroke Lakes Mall	Young Circle	2030
University Dr	Golden Glades	Sample Rd	2033
Sample Rd	Coral Ridge Dr	US 1	2036
Dixie Highway	Hillsboro Blvd	Broward Central Terminal	2039

- Continued design and construction of the LRT service beyond the first 10 years of the Vision Plan. As previously mentioned, the exact corridors where this service will operate are to be determined in the next few years.

- Replacement vehicles for new services implemented within the first 10 years of the Vision Plan as they reach their useful life in the last 20 years of the Vision Plan.

- Purchase of new and replacement vehicles for all existing community shuttle services in addition to expanded services from existing and new partner municipalities.

- Continued acquisition of new vehicles to implement the Local Bus Service Plan and new Rapid Bus service in FYs 2029-2048. Annual costs associated with purchasing these vehicles is determined based on the service implementation schedule.

- Continuation of new infrastructure, stations, and vehicle acquisition associated with the new LRT service.

- Continuation of Public Works roadway and multimodal projects.

- New and/or improved infrastructure associated with the new Rapid Bus service in the four new corridors.

- Continued improvements to existing bus shelters (approximately 75 per year, or 1,500 total during the remaining 20 years of the Vision Plan).

- Continued system-wide implementation of new/upgraded transit technology and IT investments.

- Design and construction of the remaining four additional or upgraded park-and-ride lots for Express Bus, Rapid Bus, or the LRT network. Locations will be determined based on analysis of system and customer needs for such facilities.

- Design and construction of the remaining three neighborhood transit centers. Locations and services will be determined based on analysis of system and customer needs for such facilities.

- Continued annual funding for additional planning studies and passenger surveys above those included in the Status Quo Plan.

- Direct funding of the existing community shuttle Program, increasing BCT community shuttle operating funding from $2.6 million to $7.5 million annually and funding the complete purchase and replacement of community shuttle vehicles.

Vision Plan 30-Year Plan Summary

Table 8-7 compares the 10-year and 30-year total costs and revenues for the Vision Plan. For the 30-year Vision Plan, there is anticipated to be $13.43 billion in operating costs and $6.18 billion in operating revenues during FYs 2019-2048, producing a shortfall of $7.25 billion. For the capital component, there is anticipated to be $6.73 billion in capital costs and $2.65 billion in capital revenues during the 30-year period, producing a shortfall of $4.08 billion. However, the addition of the revenue from the recently approved Transportation Surtax allows BCT to cover this potential funding shortfall starting in 2019.

As shown in Figure 8-8, the Vision Plan is more balanced in terms of operating versus capital expenditures than the Status Quo Plan (which is primarily operating), particularly within the first 10 years of the plan. This is due to the up-front capital investment required for the new and expanded services in the early years of the plan, as well as the other capital projects identified to support the existing and expanded system.

Table 8-7: Vision 30-Year Financial Plan (FYs 2019-2048)

Operating Plan Element	10-Year Total (FYs 2019-2028)	30-Year Total (FYs 2019-2048)
Operating Costs		
Status Quo - Existing Transit Operations	$1,283,713,605	$4,827,170,163
Paratransit Operations	$407,058,915	$2,467,849,760
New Bus Service Plan	$554,579,587	$4,410,485,324
New LRT	$80,005,431	$1,417,566,886
Public Works	$24,023,850	$210,473,592
Transit Security - Operations	$22,927,759	$95,150,831
Total Operating Costs	*$2,372,309,146*	*$13,428,696,555*
Operating Revenues		
Status Quo - Existing Transit Operations	$1,292,492,581	$4,088,261,812
Paratransit Operations (FL CTD Grants)	$41,095,582	$136,635,092
State Block Grants - New Bus	$36,047,673	$286,681,546
State Block Grants - New LRT	$5,200,353	$92,141,848
All Other New Revenues	$35,298,856	$351,240,271
Farebox Revenues - New Bus	$127,553,305	$1,014,411,624
Farebox Revenues - New LRT	$12,000,815	$212,635,033
Total Operating Revenues	*$1,549,689,165*	*$6,182,007,227*
Operating Plan Balance	**($822,619,981)**	**($7,246,689,328)**
New Surtax Funding for Operating	**$822,619,981**	**$7,246,689,328**
Capital Plan Element	**10-Year Total (FYs 2019-2028)**	**30-Year Total (FYs 2019-2048)**
Capital Costs		
Status Quo—Existing Transit Capital	$300,320,600	$962,717,549
Paratransit Vehicles	$40,206,520	$164,268,523
New Bus Service Plan - New Vehicles	$111,875,085	$208,226,329
New Bus Service Plan - Repl. Vehicles	$0	$370,447,855
New LRT Infrastructure	$1,373,438,557	$2,145,799,008
New LRT Vehicles	$90,588,106	$194,290,841
Public Works	$452,366,945	$1,445,131,915
New BRT/Rapid Bus Infrastructure	$191,064,956	$396,749,505
New Transit Infrastructure/Technology	$289,673,760	$737,550,537
Planning Studies/Passenger Surveys	$26,082,870	$108,244,632
Total Capital Costs	*$2,875,617,398*	*$6,733,426,694*
Capital Revenues		
Status Quo - Existing Transit Capital	$251,318,795	$837,472,658
FTA Section 5339 Grants (New)	$3,075,780	$16,984,854
FTA Formula Grants (New Bus)	$25,836,551	$142,672,770
FTA Formula Grants (New LRT)	$4,253,409	$53,051,568
FTA SGR Formula Grants (New LRT)	$0	$62,953,800
Other New Public Works Grants	$30,000,000	$90,000,000
FTA/FDOT New Starts/Small Starts Grants	$547,722,383	$815,141,042
Other New Discretionary Grants	$122,815,538	$632,470,793
Total Capital Revenues	*$985,022,457*	*$2,650,747,485*
Capital Plan Balance	**($1,890,594,942)**	**($4,082,679,210)**
New Surtax Funding for Capital	**$1,890,594,942**	**$4,082,679,210**
Projected 1-cent Surtax Revenue	$3,789,716,653	$15,629,448,616
(Less 5% of Total Surtax Revenue)*	($189,485,833)	($781,472,431)
Remaining Annual Surtax Revenue	**$3,600,230,820**	**$14,847,976,185**
(Capital & Operating Deficit)	**($2,713,214,923)**	**($11,329,368,538)**
Total Broward County Contingency (5%)	$213,763,644	$960,414,552
City Allocation (min 10% of Surtax revenue)		
Direct Funding of Community Shuttle**	$129,981,305	$539,665,526
City Projects	$638,323,267	$2,700,000,000
City Project Contingency	$29,166,662	$100,000,000
Total City Allocation	*$797,471,234*	*$3,339,665,526*

*Source: Broward County Transit. *A 5% reserve of gross revenues is maintained for contingencies. **Includes operating and capital funding.*

Figure 8-8: Vision Plan Cost Distribution (10-Year vs 30-Year Plans)

Operating Costs, 38% — Capital Costs, 62%
10-Year Costs & Revenues

Operating Costs, 55% — Capital Costs, 45%
30-Year Costs & Revenues
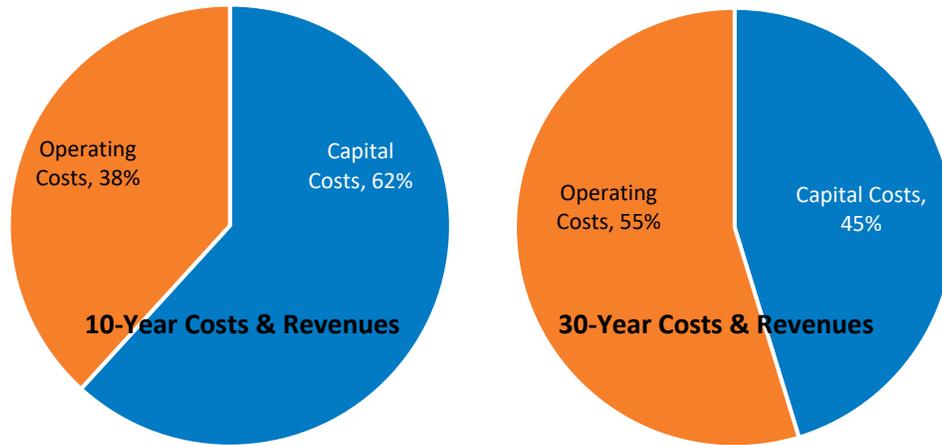
Figure 8-9 illustrates the distribution of the total operating costs by category, while Figure 8-10 illustrates the distribution of the total capital costs by category for the 30-Year Vision Plan.

Figure 8-9: 30-Year Vision Plan Total Operating Costs by Category[10]

$210.5 M Public Works Multimodal Projects (Traffic, Roadway, Greenway & Safety) 1%

$95.2 M Transit Security 1%

$386.8 M Existing Community Shuttle 3%

$4.4 B New Bus Service (Local & Rapid) 32%

$7.3 B Status Quo Plan (Existing Bus & Paratransit) 53%

$1.4 B New LRT Service 10%

30-Year Operating Costs = $13.8 Billion

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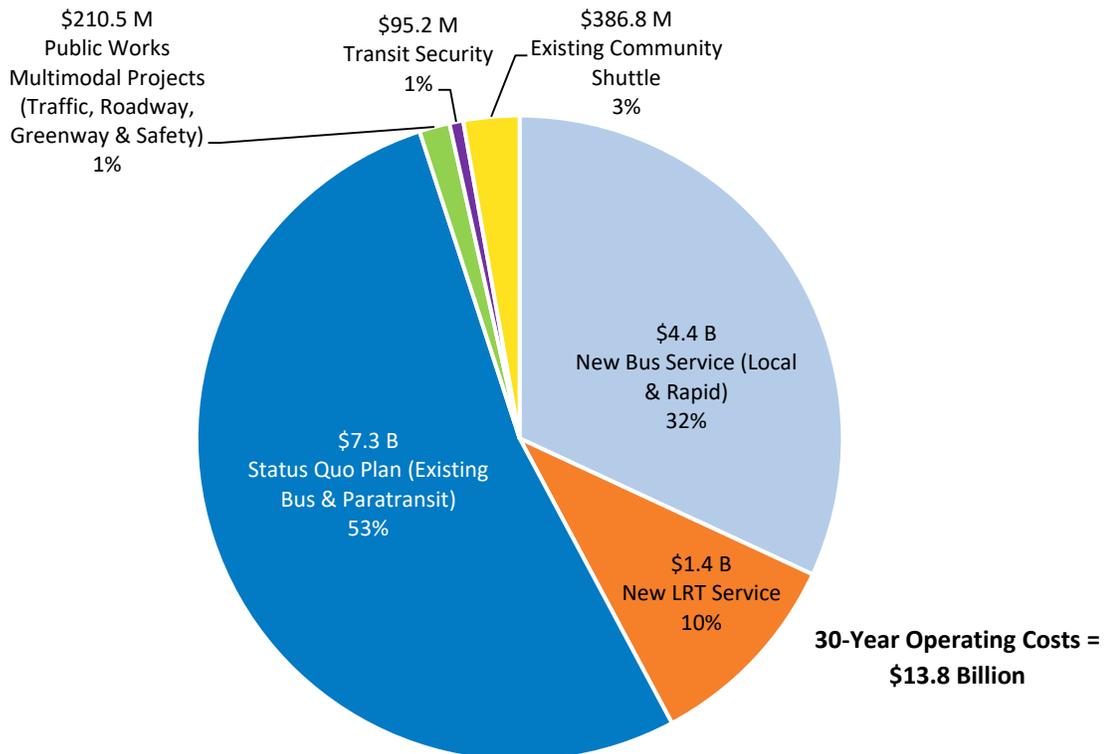
[10] This figure illustrates a higher total than the operating cost subtotal previously presented in Table 8-7 as it includes the operating costs associated with the community shuttle program.

Figure 8-10: 30-Year Vision Plan Total Capital Costs by Category[11]

30-Year Capital Costs = $11.4 Billion

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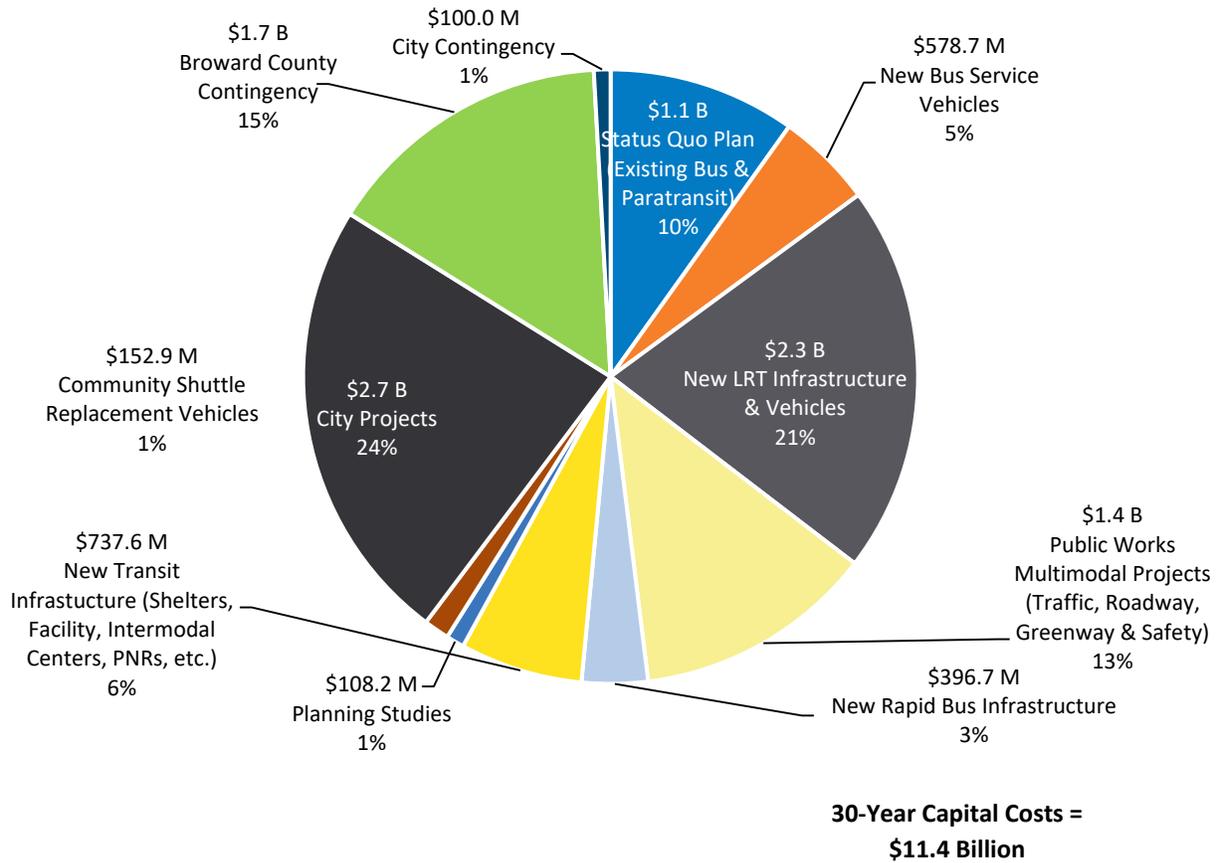
[11] This figure illustrates a higher total than the capital cost subtotal previously presented in Table 8-7 as it includes the capital costs associated with the community shuttle program and other city projects and the Broward County contingency and City Project contingency amounts.

Figure 8-11 illustrates the distribution of the total operating revenues by category, while Figure 8-12 illustrates the distribution of the total capital revenues by category for the 30-Year Vision Plan.

Figure 8-11: 30-Year Vision Plan Total Operating Revenues by Category[12]

30-Year Operating Revenues = $13.8 Billion

- $4.2 B Status Quo Plan Revenues 31%
- $7.6 B Transportation Surtax 55%
- $378.8 M New State Block Grants 3%
- $351.2 M All Other New Revenue 2%
- $1.2 B Additional Farebox Revenues 9%

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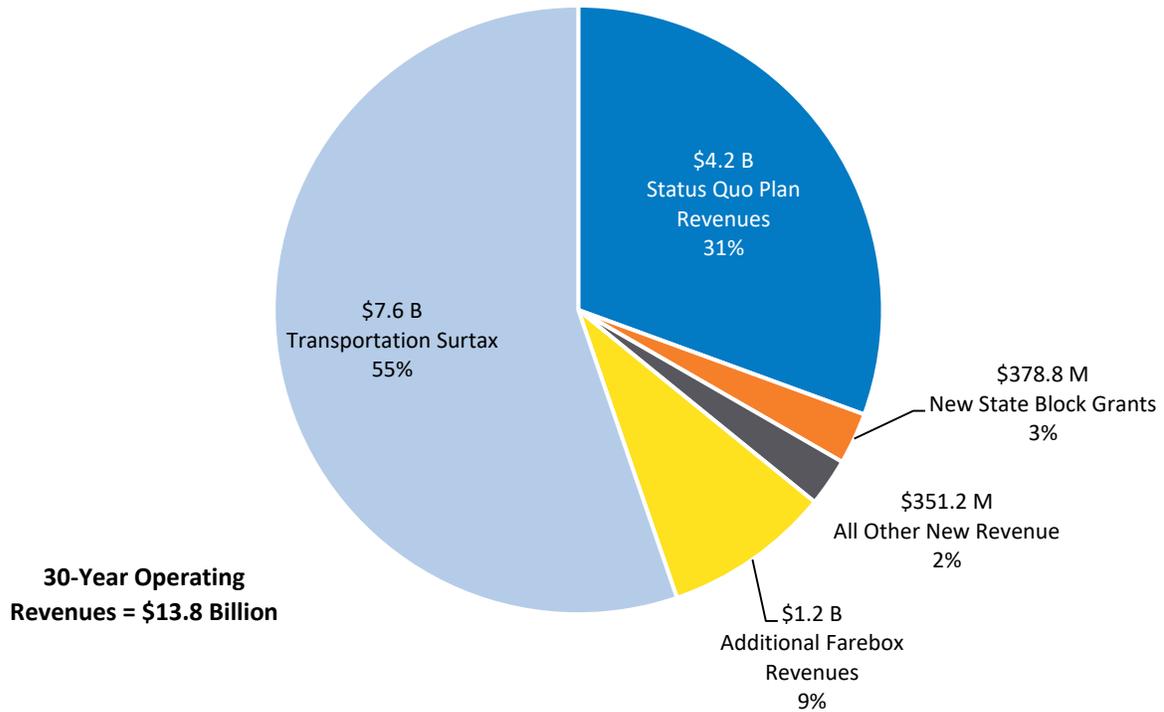
[12] This figure illustrates a higher total than the operating revenue subtotal previously presented in Table 8-7 as it includes the Surtax revenues to fund the operating costs of the community shuttle program.

Figure 8-12: 30-Year Vision Plan Total Capital Revenues by Category[13]

$100.0 M
City Contingency (Surtax)
1%

$837.5 M
Status Quo Plan Funds
7%

$275.7 M
New Federal Formula Grants
2%

$90.0 M
Other New Public Works Grants (FDOT, MPO, FHWA)
1%

$1.7 B
Broward County Contingency (Surtax)
15%

$815.1 M
FTA/FDOT New Starts/Small Starts Grants
7%

$632.5 M
Other New Discretionary Grants
6%

$6.9 B
Transportation Surtax (excluding contingency amounts)
61%

30-Year Capital Revenues = $11.4 Billion

8.3 Transit Demand Analysis

Projected ridership demand for fixed-route transit services over the next 10 and 30 years for both the Status Quo Plan and Vision Plan was analyzed. The projections were prepared using T-BEST (Transit Boardings Estimation and Simulation Tool) Version 4.4, a FDOT-approved ridership estimation software.

T-BEST Overview

T-BEST is a comprehensive transit analysis and ridership-forecasting model that can simulate travel demand at the individual route level. The software was designed to provide near- and mid-term forecasts of transit ridership consistent with the needs of transit operational planning and TDP development. In producing model outputs, T-BEST also considers the following:

- *Transit network connectivity* – The level of connectivity between routes within a bus network—the greater the connectivity between bus routes, the more efficient the bus service becomes.

- *Spatial and temporal accessibility* – Service frequency and distance between stops—the larger the physical distance between potential bus riders and bus stops, the lower the level of service utilization. Similarly, less frequent service is perceived as less reliable and, in turn, utilization decreases.

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[13] This figure illustrates a higher total than the capital revenue subtotal previously presented in Table 8-7 as it includes the Surtax revenues to fund the capital costs of the community shuttle program and other city projects and the Surtax revenue set aside for the Broward County contingency and City Project contingency line items.

- *Time-of-day variations* – Peak-period travel patterns are accommodated by rewarding peak service periods with greater service utilization forecasts.

- *Route competition and route complementarities* – Competition between routes is considered. Routes connecting to the same destinations or anchor points or that travel on common corridors experience decreases in service utilization. Conversely, routes that are synchronized and support each other in terms of service to major destinations or transfer locations and schedule benefit from that complementary relationship.

Appendix I provides a detailed discussion of the methodology, model assumptions and limitations, and the data used to produce the ridership forecasts.

Ridership Forecasts

Prior to forecasting transit ridership for future service, a baseline validation model must be prepared. The transit route network for all existing BCT routes was created to reflect 2017 conditions, the validation year for the model. Using the inputs, assumptions, and 2017 route-level ridership data obtained from BCT as described in Appendix I, the T-BEST model was validated. Using the 2017 validation model as the base model, T-BEST ridership forecasts for five scenarios were developed, which are consistent with the implementation plans discussed previously in this section and include:

- Existing Status Quo Plan (2019 ridership)—This serves as the "baseline" annual ridership for the existing system today, plus the funded I-75 Express and Broward Breeze service included in the Status Quo Plan.

- 10-Year Status Quo Plan (2028 horizon year)—This reflects the annual ridership based on the Status Quo Plan network at the end of the 10-year TDP planning period.

- 30-Year Status Quo Plan (2048 horizon year)—This estimates the annual ridership based on the Status Quo Plan network at the end of the 30-year planning period.

- 10-Year Vision Plan (2028 horizon year)—This estimates the annual ridership for the Vision Plan network at the end of the 10-year TDP planning period and includes new services to be implemented between 2019 and 2028.

- 30-Year Vision Plan (2048 horizon year)—This estimates the annual ridership for the Vision Plan network at the end of the 30-year planning period and includes new services to be implemented between 2019 and 2048.

Table 8-8 summarizes the system-wide annual ridership for the Status Quo Plan network in 2019, 2028, and 2048 derived from T-BEST. As shown, the system total annual ridership is expected to increase by 16% at the end of the 10 years and by 55% at the end of the 30-year period.

Table 8-8: BCT Annualized Ridership and Growth Rates—Status Quo Plan

Ridership Period	Existing Status Quo (2019)	10-Year Status Quo (2028)	Total Growth in Annual Ridership	30-Year Status Quo (2048)	Total Growth in Annual Ridership
Weekday	23,562,398	26,932,092	14.3%	35,387,501	50.2%
Weekend	2,520,768	3,401,938	35.0%	4,972,873	97.3%
Total	**26,083,166**	**30,334,030**	**16.3%**	**40,360,374**	**54.7%**

Source: Ridership estimates by time period/based on the T-BEST model
Note: Estimates include community shuttle ridership

Table 8-9 summarizes the system-wide annual ridership for the Vision Plan network in 2028 and 2048 derived from T-BEST. These numbers are compared to the 2019 ridership for the existing Status Quo Plan network to understand changes in ridership from the current system if the improvements in the Vision Plan are implemented over time. The ridership analysis suggests a higher increase in annual ridership over time if the improvements in the Vision Plan are implemented. As shown, the system total annual ridership is expected to increase by 30% at the end of the 10-year period and 89% at the end of the 30-year period.

Table 8-9: BCT Annualized Ridership and Growth Rates—Vision Plan

Ridership Period	Existing Status Quo (2019)	10-Year Vision (2028)	Total Growth in Annual Ridership	30-Year Vision (2048)	Total Growth in Annual Ridership
Weekday	23,562,398	29,960,025	27.2%	41,948,120	78.0%
Weekend	2,520,768	3,897,386	54.6%	7,421,814	194.4%
Total	**26,083,166**	**33,857,411**	**29.8%**	**49,369,934**	**89.3%**

Source: Ridership estimates by time period/based on the T-BEST model
Note: Estimates include community shuttle ridership

It should be noted that, although T-BEST is an important tool for evaluating improvements to existing and future transit services, model outputs do not account for latent demand for transit that could yield significantly higher ridership. In addition, T-BEST cannot display sensitivities to external factors such as an improved marketing and advertising program, changes in fare structure, fuel prices, parking supply, walkability, and other local conditions and, correspondingly, model outputs may over-estimate demand in isolated cases.

Whereas T-BEST provides ridership projections at the route and bus stop levels, its strength lies more in its ability to facilitate relative comparisons of ridership productivity. As a result, model outputs are not absolute ridership projections, but rather are comparative for evaluation in actual service implementation decisions. In addition, FTA-sponsored premium transit corridor studies normally provide a more detailed analysis of ridership projections for a corridor or study area.

Appendix A: Public Involvement Plan

2019 - 2028
Transit Development Plan

Public Involvement Plan

Tindale Oliver

May 2018

Revised August 2018

TABLE OF CONTENTS

1.0 Introduction

1.1 Public Involvement Plan Purpose

Broward County Transit (BCT) is preparing its transit development plan (TDP), which will provide a guide for development of the transit system over the next 10 years. As required by state statute, BCT is undergoing a major update to its TDP, which is required every five years.

The TDP is a strategic guide for public transportation agencies for a 10-year period. It represents BCT's vision for public transportation in its service area during this time period. Specifically, a TDP includes the following major elements:

- Public involvement plan and process
- Base data compilation and analysis (review of demographic and travel behavior characteristics of the service area)
- Performance evaluation of existing services
- Situation appraisal (transit agency strengths and weaknesses; external barriers and opportunities; estimation of demand for transit)
- Goals and objectives
- Transit demand and mobility needs
- Development of proposed transit enhancements (funded and unfunded)
- Ten-year implementation plan
- Ten-year financial plan (projected costs and revenues)
- Other strategic issues specific to a given study area

Consistent with the TDP preparation guidelines from the Florida Department of Transportation (FDOT), it is understood that the initial five years of a TDP will be characterized by substantially greater detail than the subsequent five years. The latter part of the planning horizon is intended to be more strategic in nature. While 10 years is the required minimum to be covered in the TDP for funding purposes, BCT may choose to develop a plan that goes beyond the 10-year timeframe.

1.2 Project Team

The following have been identified as components of the project team.

- **Executive Committee**: The Executive Committee will manage the project on behalf of BCT. The Executive Committee's primary role is to provide strategic direction and approval to the Consultant Team. The Executive Committee will coordinate with the Consultant Team on at least a monthly basis, approve major deliverables, coordinate and review all materials for presentation to the Advisory Review Committee (ARC), and generally oversee the project's progression. The Executive Team members include BCT's Barney McCoy and Jonathan Roberson.

- **Consultant Team**: The Consultant Team will conduct day-to-day study activities and manage the study schedule and budget. It will report to the Executive Committee on a bi-monthly basis and the ARC on a periodic basis. The Consultant Team will be overseen by Joel Rey from Tindale Oliver.

The team will be supported by staff from Tindale Oliver, Connetics Transportation Group (CTG), Florida Opinion Research (FOR), ServiceEdge Solutions (SES), and Rapid Staffing (RSI).

- **Advisory Review Committee**: To ensure the project proceeds in adherence with local objectives and needs, the ARC will review and provide comment on all major deliverables. The Committee will be composed of representatives from major stakeholder groups, as agreed upon by the Executive Committee.

Table 1-1 contains a list of key team members by organization.

Table 1-1: Key Team Members

Team Member	Organization	Title/Role
Executive Committee *(optional committee members noted with an *)*		
Barney McCoy	BCT	Service and Capital Planning Director
Jonathan Roberson	BCT	Senior Planner
Tara Crawford*	BCT	Senior Planner
Gwendolyn Belton*	BCT	Marketing, Customer Relations and Communications Manager
Jacque-Ann Isaacs*	BCT	Community Transit Officer
Consultant Team		
Bill Ball	TO	Principal-in-Charge
Joel Rey	TO	Project Manager
Richard Dreyer	TO	Quality Assurance
Tim Crobons	CTG	Quality Assurance
Randy Farwell	TO	Task Manager
Taylor Cox	TO	Task Manager
Jessica Mackey	TO	Task Manager
Asela Silva	TO	Task Manager
Justin Willits	TO	Task Manager
Jill Quigley	TO	Public Involvement Manager
Paul Fallon	FOR	Opinion Polling Manager
Advisory Review Committee		
Shirley Snipes	Aging and Disability Resource Center of Broward	
Tom Oliff	Broward College	
Nicholas Sofoul	Broward County Planning and Development Management Division	
James Cromar	Broward Metropolitan Planning Organization	
Jamie Connelly	CareerSource Broward	
John Renne	Florida Atlantic University	
Victor Arias	Hispanic Unity	
Francois Leconte	Paramount Broadcasting Communication, LLC.	
Jayne Pietrowski	Office of Modal Development, FDOT District 4	
Vicki Gatanis	South Florida Regional Transportation Authority	
Sidney Calloway	Transit Advocate	
Irv Minney	Transit Advocate	
Orit Bellis	Broadview Park Civic Association	

2.0 Coordination

This section highlights the coordination to be undertaken to ensure communication with various stakeholders. It also examines this plan's relationship with the Broward Metropolitan Planning Organization (MPO) Public Involvement Plan (PIP).

2.1   Stakeholders

Outreach will focus on two distinct groups: stakeholders and the general public. Stakeholders are typically more informed regarding transportation issues and are viewed as having a particular stake in the decisions made with regard to transportation. Outreach to the general public ensures that there is opportunity for everyone to participate in shaping transportation decisions in Broward County, whether they are identified as a particular stakeholder or not.

The term "stakeholders" refers to groups such as the following:

- Elected officials,
- Workforce development boards,
- Bicycle and pedestrian groups,
- Commuter support groups,
- Health and human services organizations,
- City and county staff and agencies,
- Neighborhood associations,
- Service and community organizations,
- Organizations representing the transportation disadvantaged (e.g., older adults, persons with disabilities, minority groups, the disenfranchised, etc.),
- Non-profit organizations,
- Chambers of Commerce and economic development organizations,
- Small and large business owners,
- Professional associations,
- School and university representatives,
- Tourism representatives,
- Media representatives, and
- State and federal agencies (e.g., environmental, planning, or transportation agencies).

2.2   Broward MPO

The TDP rule requires that the transit agency either develop its own PIP and have it approved by FDOT or it must use the MPO's PIP. The Broward MPO PIP was developed to cover all MPO needs and, as such, is a general document. BCT has elected to develop its own PIP to provide a more detailed description of the public involvement activities specifically to be undertaken during the development of the TDP.

The Broward MPO's PIP objectives include the following:

- Inform the public of transportation meetings and other events;
- Educate the public regarding their role in the transportation planning and decision-making process;
- Involve the public by providing opportunities early and often in the transportation planning and decision-making process;
- Reach out to all communities in the planning area to inform, educate, and involve; with special emphasis on those communities with people who have been underrepresented and/or underserved; and
- Improve the public involvement process.

In addition to adhering to the MPO's objectives, BCT will include an MPO representative on the ARC. It will also coordinate with MPO staff (and all other ARC members) to add any recommended stakeholders to BCT's stakeholder database. These activities are described in more detail in Section 3.

3.0 Public Involvement Activities

3.1 Public Involvement Objectives

This project's public involvement objectives include the following:

- To develop a multi-faceted communication model that will keep the general public and all stakeholder groups informed about the status of the project.
- To clearly define the TDP purpose and objectives early in the process.
- To identify and document the concerns, issues, and needs from the key stakeholders.
- To provide stakeholders with baseline information about the current state of BCT and keep them fully informed throughout the study.
- To encourage participation of all stakeholder groups within the project area while paying special attention to underserved communities.
- To use established community infrastructure (i.e., farmer's markets, shopping centers, and sports arenas) as an opportunity to engage the community and get community input.
- To provide frequent opportunities and a consistent access point for community input.
- To identify tools to gather information from stakeholders who cannot participate in meetings, such as via emails, questionnaires, telephone survey, Facebook, Twitter, other social networking tools, etc.
- To respond to community questions and comments when requested and contact information is provided.

3.2 Public Involvement Activities

The following public involvement activities will be undertaken during the TDP development process. Each public involvement activity type indicates the timeframe for its completion. These timeframes may be adjusted, in consultation with BCT staff, to ensure the most appropriate timing for the project. See Figure 1-1 for the project schedule overview. Refer to Appendix B, for more information on public engagement opportunities and dates.

3.2.1 Branding

The first step for public involvement will be to develop an updated, but consistent brand for the TDP. Like the prior TDP Major Update, the brand will include a unique name, logo, and color scheme that will assist individuals in recognizing materials related to the Broward 2018 TDP update. This type of recognition allows for more efficient communication between the project team and the public and stakeholders. The project name and logo will be developed in consultation with BCT staff for the 2018 TDP update.

Figure 3-1: Schedule

		April	May	June	July	August	September	October	November	December	January	February	March
		2 9 16 23 30	7 14 21 28	4 11 18 25	2 9 16 23 30	6 13 20 27	3 10 17 24	1 8 15 22 29	5 12 19 26	3 10 17 24 31	7 14 21 28	4 11 18 25	4 11 18 25
Task 1	**ESTABLISH ARC & PROJECT SCHEDULE**												
1.1	Establish and formalize logistics of Advisory Review Committee (ARC).	▪											
1.2	Prepare study management plan.	▪											
1.3	Prepare draft and final ARC work plan.	▪											
1.4	Prepare draft and final TDP project schedule.	▪											
1.5	Facilitate kickoff meeting with BCT staff.	▪											
1.6	Facilitate meetings with ARC (4)				▪		▪ ▪						
Task 2	**DEVELOP & IMPLEMENT PUBLIC INVOLVEMENT PLAN**												
2.1	Summarize previous public transportation outreach activities.	▪											
2.2	Conduct & summarize new public involvement activities.												
	Incorporate relevant on-board survey and outreach results.	▪											
	Conduct stakeholder interviews. (15)	▪											
	Conduct 4 discussion group workshops. (4)		▪										
	Conduct public opinion/polling survey effort.			▪		▪		▪	▪				
	Develop and manage web site and social media outreach.		▪ ▪ ▪	▪ ▪ ▪	▪ ▪								
	Conduct customer satisfaction survey (included in on-board).		▪ ▪										
2.3	Conduct public workshops and presentations.												
	Broward County Board of County Commissioners (3)		▪	▪			▪						
	Workforce One/Broward Alliance Board (2)			▪			▪						
	Broward MPO Board of Directors (2)			▪			▪						
	Broward MPO Technical Advisory Committee (TAC) (2)			▪			▪						
	Broward MPO Citizens Advisory Committee (CAC) (2)			▪			▪						
	Broward County Coordinating Board (BCCB) (2)			▪			▪						
	Broward League of Cities (1)												
	SFRTA Planning Technical Advisory Committee (PTAC) (2)			▪			▪						
	Public workshops/outreach events (9)		▪ ▪ ▪										
Deliverables	**Prepare TDP Public Involvement Plan**												
	Prepare draft TDP PIP for BCT.	▪											
	Prepare draft TDP PIP for FDOT.	▪											
	Prepare final TDP PIP.		▪										
Task 3	**BASE DATA COMPILATION & ANALYSIS**												
3.1	Compile socio-demographic and other existing conditions.		▪ ▪										
3.2	Compile existing transportation and transit data and conditions.												
	Conduct on-board survey of BCT fixed-route system.		▪ ▪	▪									
	Conduct on-board survey of BCT community bus system.		▪	▪									
	Perform historical data review.		▪										
Deliverables	**Prepare draft Technical Memorandum #1 (Tasks 1 - 3).**				▪								
	Review and approval of TM #1 by BCT, ARC, and FDOT.				▪								
Task 4	**IDENTIFY & EVALUATE EXISTING TRANSIT SERVICE**												
4.1	Prepare inventory of existing transit services.			▪									
4.2	Conduct trend analysis of BCT fixed-route service.			▪									
4.3	Conduct peer review analysis of BCT fixed-route service.			▪									
Deliverables	**Prepare Technical Memorandum No. 2.**			▪									
	Review and approval of TM #2 by BCT, ARC, and FDOT.			▪									

		April					May				June				July					August				September				October					November				December					January				February				March			
		2	9	16	23	30	7	14	21	28	4	11	18	25	2	9	16	23	30	6	13	20	27	3	10	17	24	1	8	15	22	29	5	12	19	26	3	10	17	24	31	7	14	21	28	4	11	18	25	4	11	18	25

Task 5 — SITUATION APPRAISAL

5.1	Review relationship to other plans and documents.
5.2	Assess BCT transit information technology systems and policy assessment.
5.3	Assess BCT organizational/governance.
Deliverables	Prepare Technical Memorandum #3.
	Review and approval of TM #3 by BCT, ARC, and FDOT.

Task 6 — ESTIMATE TRANSIT DEMAND & MOBILITY NEEDS

6.1	Facilitate meeting with BCT and FDOT to discuss methodology.
6.2	Prepare methodology memo for FDOT review and written approval.
6.3	Estimate transit demand and mobility needs.
6.4	Identify and assess needs for transit services.
6.5	Identify & evaluate alternatives.
Deliverables	Prepare Technical Memorandum #4.
6.7	Review and approval of TM #4 by BCT, ARC, and FDOT.

Task 7 — REVIEW/UPDATE TRANSIT GOALS, OBJECTIVES, & POLICIES

7.1	Integrate situation appraisal and previous public input.
7.2	Develop draft goals and objectives.
Deliverables	Prepare Technical Memorandum #5.
	Review and approval of TM #5 by BCT, ARC, and FDOT.

Task 8 — PREPARE TEN-YEAR TRANSIT DEVELOPMENT PLAN

8.1	Prepare BCT ten-year service and capital needs sections.
8.2	Prepare BCT ten-year policy and funding plans.
8.3	Economic Impact Analysis
8.4	Prepare BCT annual farebox recovery report.
8.4	Conduct public workshops (2) & presentations (included in Subtask 2.3).
8.5	Prepare draft TDP report and executive summary.
Deliverables	Review and approval of draft report/exec summary by BCT, ARC, and FDOT.
	Prepare final TDP report and executive summary.

Final TDP Submission & Closeout with FDOT

3.2.2   Stakeholder Interviews

Since the understanding of local conditions should include knowledge of the perceptions and attitudes of community decision-makers and leaders towards transit, the Consultant Team will conduct 15 interviews of key stakeholders as part of the public involvement process. The Consultant Team will work with BCT staff to identify appropriate individuals to interview. The Consultant Team will then schedule and conduct the interviews using an interview script that will be developed and submitted to BCT for review prior to the first interview. Each stakeholder will be given a Briefing Packet that will provide information on the purpose of the TDP, ways to stay involved, and other pertinent information. Should BCT staff be interested in conducting additional stakeholder interviews, the Consultant Team will include those summaries in the analysis.

Table 3-1 provides a list of potential stakeholders for interview. The list will be modified as necessary.

Table 3-1: Intended Participants for Stakeholder Interviews

Stakeholder Organization
Aging & Disability Resource Center of Broward County
Broward County Environmental Protection and Growth Management Department
Broward County Public Schools
Broward Alliance
Broward Metropolitan Planning Organization (chair)
Broward Sierra Club
The Coordinating Council of Broward
Fort Lauderdale Chamber of Commerce
Hispanic Unity
NAACP of Fort Lauderdale/Broward
South Florida Regional Planning Council

Schedule: To be determined, but likely to occur between June and August 2018.

3.2.3   Discussion Group & Public Workshops

To obtain additional public input for the TDP process, we propose to conduct a total of four (4) discussion group workshops that will be held around the county to ensure representation that is geographically distributed. These workshops typically involve a smaller group of participants (8–12 persons) in an intimate meeting setting that permits more in-depth discussion about issues and needs. The four workshops will be held in areas that coincide with BCT's existing service area. To generate interest and participation, we will work with BCT staff and the ARC to identify and invite potential participants to each workshop. The four workshops will be held on two separate days, with two workshops conducted on each day, primarily in the evening hours to help encourage participation. Potential workshop candidates may include members from the business, health, social service, and education communities, as well as local chambers of commerce, the local visitors' bureau, and active stakeholders groups. While representatives from these organizations most likely would represent "non-user" views, it also will be important to notify current BCT patrons of all the workshops so that the "user" perspective is represented as well. At the workshops, a variety of techniques will be used to encourage participation and elicit perceptions, ideas, preferences, and other input that is important to inform the TDP process. For example, the Nominal Group Technique could be used to identify potential transit improvement concepts, and then dot-polling and/or

resource allocation exercises can be applied to the identified concepts to help set preferences on improvement priorities.

In addition to the discussion group workshops, our team also will convene nine (9) open house-style workshops in the county in conjunction with other local events that would already draw a crowd (e.g., a farmer's market, art festival, community center event, etc.). While these were intended to be split between collecting input and disseminating results, it is now intended to use all of these workshop during the early stages of the TDP effort to better identify needs throughout the county. We will have information boards and surveys available at these workshops to help collect input from participants. It is important to note here that BCT staff will be responsible for the legal advertisements of all public meeting events and activities, as necessary, as well as for acquiring and scheduling any meeting spaces/venues that will be needed throughout the outreach process.

Schedule: To be determined, but likely to occur between June and August 2018.

3.2.4   Social & Electronic Media Outreach

The Consultant Team will develop content on a regular basis to be uploaded to BCT's website. The Consultant Team will work closely with BCT staff to identify what should be uploaded to the site. Quick response (QR) codes will be used on marketing materials to drive participants to the project website.

The Team also will use social media to reach interested parties. Building on BCT's use of Facebook, information about upcoming events and updates to the website will be coordinated for release through social media outlets.

Schedule: Continuous throughout project.

3.2.5   Telephone Polling Survey

The Consultant Team will work with BCT staff and the ARC to prepare for the completion of four (4) 400-respondent telephone survey that will seek specific public input on the TDP elements and other issues as directed by BCT staff. The survey instrument that will be used for this research effort is envisioned to consist of approximately 26 data points, including demographic questions. Conference calls with BCT staff will be used to discuss survey content, formulate questions, and finalize the instrument. The countywide survey will use a sample frame consisting of Broward County residents. It is envisioned that the sample frame will be sufficiently representative of the entire county such that it will be possible to geographically stratify results and analyze them by county commission districts.

Once the survey has been finalized and an appropriate sample of households has been acquired, the team will prepare for conducting the survey interviews by programming the instrument and training interviewers and supervisors in the proper methods of conducting the telephone interviews to complete the surveys. The telephone interviews will then be completed by 400 respondents. After completion of the survey administration effort, the interview results will be processed and checked for completeness and consistency. The final, cleaned survey response database then will be used to conduct frequency and selected cross-tabulation analyses. The results of these analyses will be documented in summary form, along with associated tables, graphics, and pertinent interpretations, and incorporated into the study's final presentations.

Schedule: To be determined, but likely to occur between June and November 2018.

3.2.6   On-Board Survey

The Consultant Team will conduct an on-board survey of 10 percent of BCT's scheduled fixed-route bus trips to obtain information related to the attitudes, preferences, and habits of current riders for market research purposes (i.e., the survey will not be specifically geared for model input or validation). The on-board survey methodology and implementation will be coordinated closely with BCT staff to ensure that study objectives are met and data collection efforts are efficiently integrated with BCT operations.

In addition, the survey form will be developed in conjunction with the Executive Committee and will draw on BCT's 2013 TDP Major Update survey questionnaire to promote consistency of questions and response cohorts. This will facilitate subsequent comparative analysis of results over time. Prior to beginning the on-board survey process, the Consultant Team staff will meet with BCT operations staff to ensure a clear understanding of the methodology, process, and timeframe.

Based on current ridership levels, it is expected that the Consultant Team will print and distribute up to 20,000 on-board survey instruments to bus patrons to cover at least 10 percent of all routes and runs for all times of day for a representative weekday, Saturday, and Sunday of service. The survey will be scheduled to account for peak-season activity in the county and ensure no conflicts with school breaks or holidays. The survey forms will be printed on card stock in English and, as necessary, a limited run will be printed as Spanish, Portuguese, and Haitian/Creole translation versions. The number of translated surveys was examined based on the previous TDP to ensure a proper number of printing needs, which included 6.3% Spanish, 1.3% Haitian Creole, and 0.1% Portuguese.

The Consultant Team will recruit and train survey personnel and assign them to survey runs during the course of a one- or two-week period for survey distribution.

Schedule: Completed in May 2018.

3.2.7   Presentation Boards

The Consultant Team will develop presentation boards for use as permanent and mobile exhibits for the project. Temporary exhibits can be provided for venues such as churches, civic associations, and community organization meetings. Materials will encourage observers to visit the project website.

Schedule: Continuous throughout project.

3.2.8   Meetings & Presentations

Throughout the life of the project, the Consultant Team will host meetings and presentations with the ARC, FDOT, MPO Board and committees, Public Transportation Advisory Committee (PTAC), Board of County Commissioners (BCC), CareerSource Broward, and others. Table 3-2 provides a projection of when specific meetings and presentations will take place.

Table 3-2: Presentation Schedule by Track

	Stage 1 Project Introduction	Stage 2 Needs Identification	Stage 3 Alternative Plans Prioritization	Stage 4 Final Recommendations
Technical Track				
ARC	√	√	√	√
Overview Track				
Broward County Board of County Commissioners	√ (opt.)	√ (opt.)		√
Workforce One		√		√
Broward MPO Board of Directors		√ (opt.)		√
Broward MPO Technical Advisory Committee		√ (opt.)		√
Broward MPO Citizens Advisory Committee		√ (opt.)		√
Broward League of Cities				√
SFRTA Planning Technical Advisory Committee		√		√
Discussion Group/Public Workshops		√		√

3.3   Documentation

A summary of each public involvement event will be completed directly after each event. These summaries will be compiled into a single document at the end of the process. Appendix A contains a copy of the Public Involvement Summary Form.

3.4   Title VI

Under Title VI of the Civil Rights Act of 1964, as amended, as recipients of federal financial assistance, the Broward County Board of County Commissioners, without regard to race, color, or national origin, operate and plan for transit services so that: transit benefits and services are available and provided equitably, transit services are adequate to provide access and mobility for all, opportunities to participate in the transit planning and decision-making process are open and accessible, and that remedial and corrective actions are taken to prevent discriminatory treatment of any beneficiary.

In accordance with BCT's Title VI Program, ensuring meaningful participation of minority and low-income populations throughout the TDP process is a major objective of this PIP. The following steps will be taken to provide meaningful access and participation of our Title VI protected populations.

- Stakeholder interviews, discussion groups, and meetings will be conducted with organizations and qualified representatives that can articulate the transportation needs of low-income, minority, disabled, and transportation disadvantaged populations.
- On-board rider surveys will be created with a Title VI emphasis to give BCT a deeper understanding of the needs of minority and low-income passengers. The information collected in these surveys also will be utilized when assessing the impact of future major service changes with respect to Title VI protected populations.
- Involvement from grassroots and local organizations such as churches, homeowner associations, social, and professional organizations will be encouraged.

- Meeting locations and times will be sensitive to the needs of each community to ensure access and participation by as many people as possible, including being located with convenient access to BCT bus stops.

- TDP materials will be available online and in printed form in multiple languages including English, Spanish, Haitian/Creole, and Portuguese.

- A notification that includes the protections under Title VI of the Civil Rights Act of 1964, as amended, will be included at each outreach event.

3.5   Special Outreach

Because there are groups of individuals who may not be able to participate easily in conventional public outreach events, the project team will offer opportunities for them to participate. Some individuals may have difficulty attending an event due to disabilities, lack of transportation, lack of childcare, etc. These individuals also may have difficulty accessing content on the internet either due to a disability or lack of access. Generally, this special outreach would occur when a member of the public with such an issue reaches out to staff (or a member of the Consultant Team) and makes a request. The Consultant Team then would coordinate with BCT Staff to follow-up with such individuals who cannot attend in person or access information through the website to participate in the process.

3.6   Limited English Proficiency

BCT is concerned about gathering input from individuals with limited English proficiency (LEP). To the extent possible, the Consultant Team will make Spanish-speaking individuals available to assist with public outreach events. The Consultant Team will translate the most pertinent materials (e.g., project fact sheet, project map, surveys) into Spanish, Portuguese, and Haitian/Creole. When translating surveys for the on-board effort, the Consultant Team will use Table 1-4 to assist in determining when a greater number of non-English surveys are needed and in what language.

Table 3-3: On-board Survey Completion by Language

Language	Completed Surveys	Language Distribution of Completed Surveys
English	8,226	92.3%
Spanish	563	6.3%
Haitian Creole	117	1.3%
Portuguese	7	0.1%
Total	**8,913**	**100.0%**

Source: Broward County 2013 TDP

The website also will indicate that individuals may e-mail questions and comments in Spanish, Portuguese, or Haitian/Creole. Questions will be responded to in these respective languages, and comments will be translated into English and recorded. The Consultant Team will also make patrons aware that the BCT TDP website uses Microsoft Translator and Google Translate, which translate web-based content into the language of your choice.

Should an individual be interested in providing input at an event and the Consultant Team cannot accommodate their need for a language other than English, the Consultant Team will attempt to get the individual to email the TDP email address set up for BCT TDP's use. After receiving written comment, it can be translated and addressed.

PROTECTIONS OF TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 AS AMENDED

Any person or group(s) who believes that they have been subjected to discrimination because of race, color, or national origin, under any transit program or activity by Broward County Transit (BCT), may call (954) 357-8481 to file a Title VI discrimination complaint or write to Broward County Transportation Department, Director of Bus and Rail Safety, One N. University Drive, Ste 3100A, Plantation, Florida 33324.

4.0 Performance Evaluation Measures

4.1   Performance Evaluation Measures

The following performance measures will be used to measure the effectiveness of BCT public outreach efforts with regard to the TDP.

Table 4-1: Performance Evaluation Measures

Public Involvement Goal	Strategy	Objectives	Measures	Targets
Goal 1: Early and Consistent Involvement Involve riders, the public, and stakeholders early and regularly in the project.	Stratify a variety of public involvement and outreach activities to provide opportunity throughout the project.	Prepare and maintain a public involvement schedule that includes a variety of activities throughout the duration of the project.	Schedule adherence.	Zero cancelled events.
	Increase the number of individuals providing input and requesting information as the project progresses through development.	Catalog the number of interactions throughout the project. Interactions are defined as input received through face-to-face communication with a TDP team member, completion of a TDP survey, emailing a question, etc.	Number of interactions.	Greater than 5,000 interactions.
	Increase the number of opportunities provided to participate as the project progresses through development.	Catalog the number of opportunities provided to participate throughout the project. Providing an opportunity to participate is defined as one-way communication between the TDP Team and the potential participant. Examples include sending out newsletters, posting TDP material on a website, posting a TDP notice in a newspaper, etc.	Number of opportunities provided to participate.	Greater than 10,000 opportunities provided to participate.

Public Involvement Goal	Strategy	Objectives	Measures	Targets
Goal 2: Opportunity Provide all BCT riders, citizens, and stakeholders with the opportunity to participate throughout the project, including those in traditionally under-represented populations, such as youth, persons with disabilities, older adults, or those who have limited English proficiency (LEP).	Provide multiple opportunities for input so that if a person cannot attend a meeting or activity in person, he/she can still provide input via the website or a secondary forum.	Establish a project-specific email address so participants can submit comments and questions any time.	Establishment of a project-specific email address.	Maintenance of a project-specific email address throughout the duration of the project. Review comments and questions received.
	Ensure participation from people who live in all parts of the county.	Request ZIP code information from all public involvement participants.	Map ZIP code data from time-to-time throughout the project to ensure input is from individuals geographically distributed throughout the county.	Participation from at least 90% of all ZIP codes with at least 20 or more participants from 50% of the ZIP codes.
	Provide opportunity for traditionally under-represented groups to participate.	Identify under-represented groups early in the process and include members in the stakeholder database.	Number of members of the stakeholder database that fall into an under-represented group.	Greater than 5% of stakeholder database members are members of an under-represented group.
	Provide opportunity for non-English speaking individuals to participate.	Provide printed survey materials in English, Spanish, Portuguese, and Haitian/Creole.	Percent of completed alternative language surveys.	Greater than 5% of returned surveys are alternative language surveys (based on percentage of households where no one over age 14 speaks English.
	Provide opportunity for non-English speaking individuals to participate.	Provide translators at meetings where persons with LEP are expected.	Number of individuals not served due to lack of translation services.	Minimize number of people turned away due to lack of translation services.
	Provide opportunity for non-English speaking individuals to participate.	Provide a language translation function on TDP website.	Number of languages the website can be translated into.	Greater than four alternative languages.
	Provide opportunity for persons with disabilities to participate.	Ensure in-person events are held at locations accessible by at least one transit route and are ADA accessible.	Percent of events held at locations accessible by at least one transit route and are ADA accessible.	100% of all events are held at locations accessible by at least one transit route and are ADA accessible.
Public Involvement Goal	Strategy	Objectives	Measures	Targets

Goal 3: Information and Communication Provide all citizens and interested stakeholder agency groups with clear, timely, and accurate information relating to the project as it progresses.	Provide information in accessible format.	Provide printed copies of materials when requested by those who do not have access to the internet.	Number of individuals not provided printed copies when requested.	Zero individuals not provided printed copies when requested.
	Provide regular updates on the TDP's progress.	Provide summaries of technical information in a format that is easily understood by the public.	Percent of summarized TDP technical documents.	At least four summarized technical documents.
	Provide regular updates on the TDP's progress.	Update the TDP website on a regular basis.	Frequency of updates to the TDP website.	Update the TDP website more than once per month.
	Provide opportunities for the public to ask questions.	Establish means for the public to submit questions via the website and in-person.	Percent of questions responded to within two business days.	Greater than 75% of questions responded to within five business days.
Goal 4: Range of Techniques Use a broad-spectrum of techniques to gather input from a diverse population within the project area	Provide opportunity for the public to critique public involvement opportunities.	Provide comment forms that participants can submit in writing or via website during the TDP process.	Percent of public outreach opportunities where comment cards are provided.	Greater than 25% of public outreach opportunities have comment cards available.
	Employ the techniques identified in this PIP to provide a broad range of opportunities.	Assess whether or not the goals of this PIP have been met.	Percent of goals met by the conclusion of the TDP process.	100% of PIP goals met by the conclusion of the TDP process.

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Appendix A (PIP): Public Involvement Summary Form

The form on the following page will be used after each public involvement event to describe the outreach undertaken and the input received.

<Meeting Title> Summary

<div align="right">

Date
Time
Location/Address
Type of Event

</div>

Participants:

<Name, Affiliation>

Summary:

<Summary of activities>

Action Items:

<Summary of action items>

Performance evaluation:

How many people participated?

Was the event location ADA accessible?

Was the event location served by at least one transit route?

Were materials provided in a language other than English?

Were comment cards provided at this event?

Appendix B (PIP): Public Involvement Schedule

The dates within the Public Involvement Plan are tentative and will be updated as the project and coordination with Broward County and BCT staff advances.

Table B-1: Public Involvement Schedule

Task	Number of Public Involvement Activities	Dates (2018)
Conduct stakeholder interviews	11	July—August
Conduct discussion group workshops	4	August
Public workshops/outreach events	9	August
Conduct on-board survey of BCT fixed-route system	1	May 15—June 3
Conduct on-board survey of BCT community bus system	1	May 15—June 3

Appendix B: On-Board Survey Results

This appendix provides more detailed results of the on-board survey and origin and destination information.

The on-board survey for this TDP update was completed by June 3, 2018, with weekday surveying conducted May 15th-May 18th and May 21st-May 23rd, and weekend surveying conducted on May 19th-May 20th and June 2nd-June 3rd. Surveying was conducted on every fixed-route, including community shuttle routes, and targeted 10% coverage of BCT's fixed-route service. Surveyors deployed from BCT's main bus facilities and smaller community shuttle facilities, including, but not limited to:

- Ravenswood Garage, 5440 Ravenswood Rd, Fort Lauderdale, 33312
- Copans Garage, 3201 W. Copans Rd, Pompano Beach, 33069
- Tectrans Community Bus & Regional Offices, 3300 SW 11th Avenue, Fort Lauderdale, FL 33315
- Limousine of South Florida, 2201 NW 16th Street, Pompano Beach, FL 33069
- First Transit, 1600 NE 7th Avenue, Dania Beach, FL 33004

The on-board survey results are used to understand the attitudes, preferences, and habits of current riders for market research purposes. To that end, the survey is not specifically designed for model input or validation.

Trained surveyors were stationed on buses to distribute surveys to passengers. Surveys were provided in Spanish, Haitian Creole, and Portuguese in addition to English.

Survey results were tabulated for all routes in total and by service type: Breeze, express, local, and community shuttle.

Completed Surveys

Table B-1 summarizes the number of surveys completed by service type and compares it the 2017 system ridership by service type. The number of surveys returned by type of day is summarized in Table B-2. Approximately 7,200 surveys were completed during the on-board survey effort.

Table B-1: Completed Surveys by Service Type

Fixed-Route Service Type	Count	Percent of Total	Percent of System Ridership*
Breeze	260	3.6%	5.6%
Community	1,398	19.4%	7.1%
Express	474	6.6%	1.8%
Local	5,067	70.4%	83.0%
Total	**7,199**	**100.0%**	**97.5%**

*Based on September FY2017 YTD data obtained from BCT. Note that paratransit services accounted for 2.5% of System Total Ridership in 2017.

Table B-2: Completed Surveys by Type of Day

Day	Count	Percent of Total
Weekday	4,179	58.0%
Saturday	1,777	24.7%
Sunday	1,243	17.3%
Total	**7,199**	**100.0%**

Access to Bus Stop

Respondents were asked how they traveled to the bus stop. For the overall system, approximately 69% walked to the bus stop, as shown in Figure B-1. Express passengers were more likely to drive themselves to the bus stop and park. Overall, just under 10% of passengers transferred from another BCT route. Nearly 6% of Breeze riders transferred from Miami-Dade Transit. For those respondents indicating "Other," the primary means of accessing the stop was by bicycle, skateboard, wheelchair, or taxi/Uber.

For those who walked to the bus stop, more than 68% (see Figure B-2) of them walked three or fewer blocks.

Figure B-1: Access to Bus Stop

Walked
- All Routes: 69.3%
- Breeze: 56.6%
- Express: 25.9%
- Local: 72.6%
- Community: 74.6%

Got a Ride
- All Routes: 8.1%
- Breeze: 11.6%
- Express: 14.0%
- Local: 7.5%
- Community: 7.5%

Drove Myself
- All Routes: 4.5%
- Breeze: 2.0%
- Express: 50.3%
- Local: 1.0%
- Community: 1.0%

Transferred from BCT Route
- All Routes: 9.9%
- Breeze: 15.7%
- Express: 1.7%
- Local: 11.2%
- Community: 7.6%

Transferred from Community Bus Route
- All Routes: 2.1%
- Breeze: 3.5%
- Express: 1.1%
- Local: 1.6%
- Community: 3.9%

Transferred from Miami-Dade Transit Route
- All Routes: 1.3%
- Breeze: 5.6%
- Express: 2.8%
- Local: 1.2%
- Community: 0.4%

Transferred from Palm Tran Bus
- All Routes: 0.5%
- Breeze: 0.5%
- Express: 0.2%
- Local: 0.5%
- Community: 0.3%

Transferred from Tri-Rail Commuter Train
- All Routes: 0.7%
- Breeze: 0.0%
- Express: 0.9%
- Local: 0.6%
- Community: 1.3%

Transferred from Tri-Rail Connector Shuttle
- All Routes: 0.4%
- Breeze: 0.0%
- Express: 0.4%
- Local: 0.3%
- Community: 0.7%

Other
- All Routes: 3.3%
- Breeze: 4.5%
- Express: 2.6%
- Local: 3.5%
- Community: 2.8%

Legend: All Routes, Breeze, Express, Local, Community

Figure B-2: Blocks Walked to Bus Stop
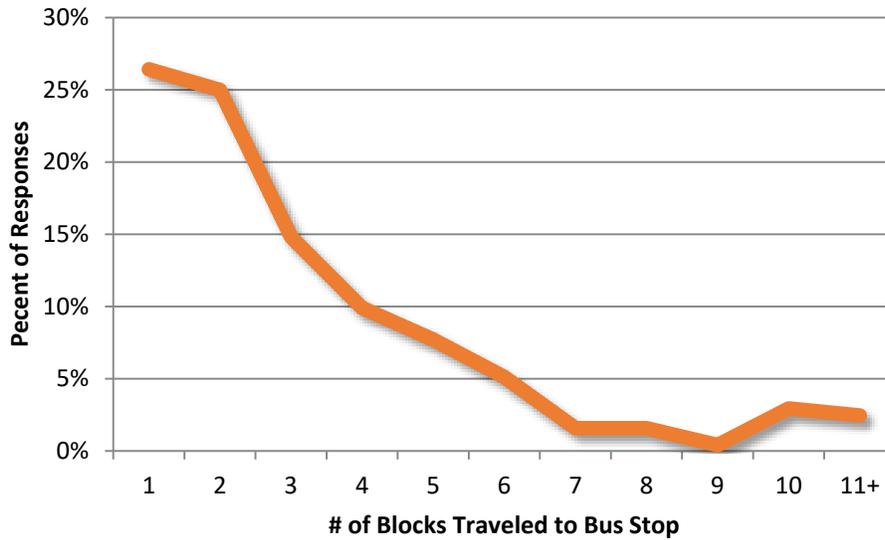
Origin and Destination

Respondents were asked to provide ZIP codes and/or place descriptions for their origin and destination. For place locations that could be identified and located within a ZIP code, ZIP codes were assigned. Map B-1 shows the greatest number of origins occurring in the central portion of Broward County east of US 441 and west of Andrews Avenue, as well as areas of Pompano Beach, Coral Springs, and Hollywood. The greatest number of destinations occur near the Lauderhill Mall, which is centrally located in Broward County, as shown in Map B-2.

Map B-1: Origin ZIP Codes

Map B-2: Destination ZIP Codes
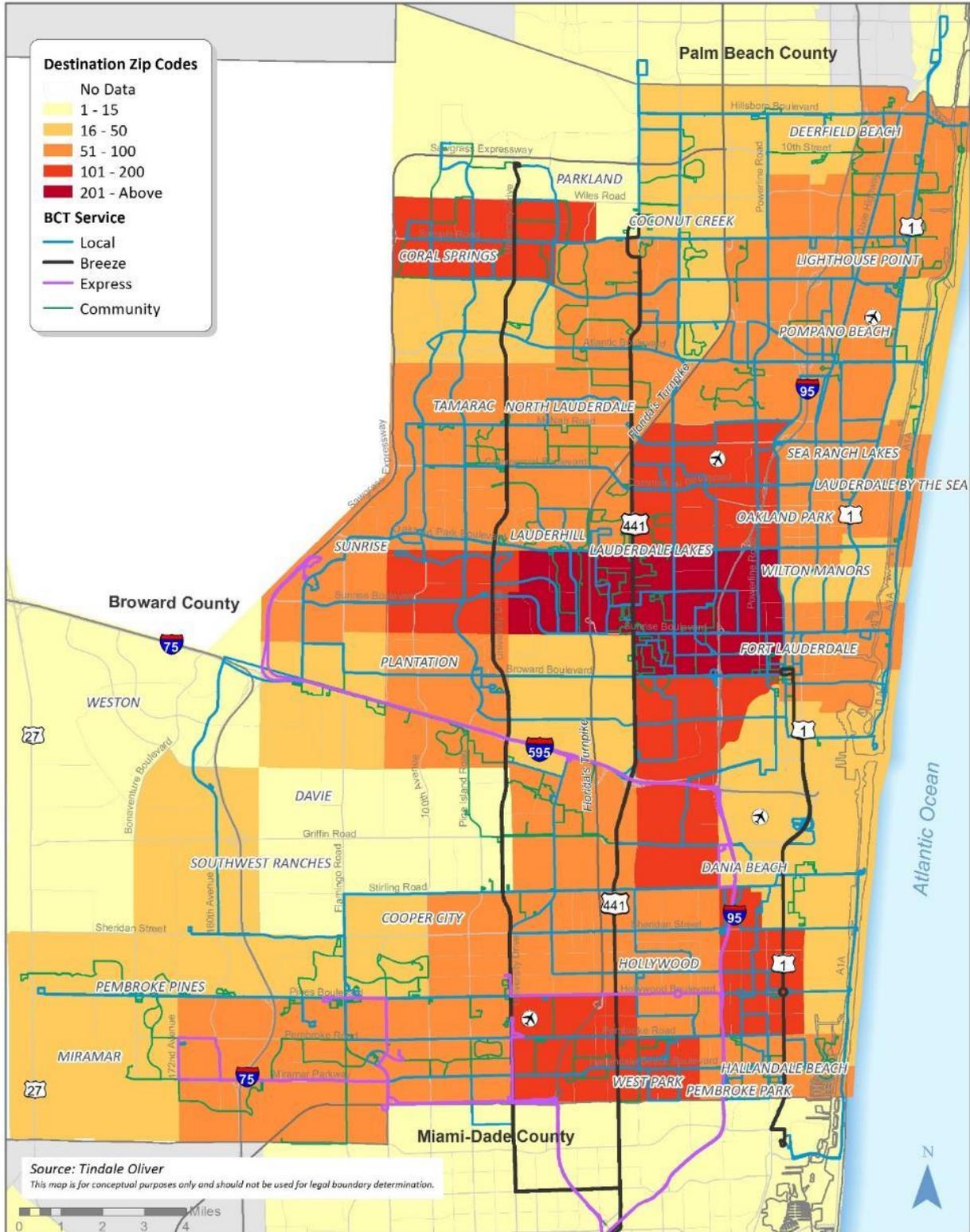
Fare Payment

Figure B-3 shows how respondents paid for their transit trip. Overall, almost 41% of respondents paid the regular cash fare. Breeze riders were the most likely to use the all-day pass. Express riders were the most likely to use the 31-day Adult or the 10-ride pass. Since many community shuttles do not charge a fee, these passengers indicated "Other" as a response. For respondents who chose "Other," the following reasons were also given: employee, family, or annual passes, or free shuttles to BCT services.

Figure B-3: Fare Payment
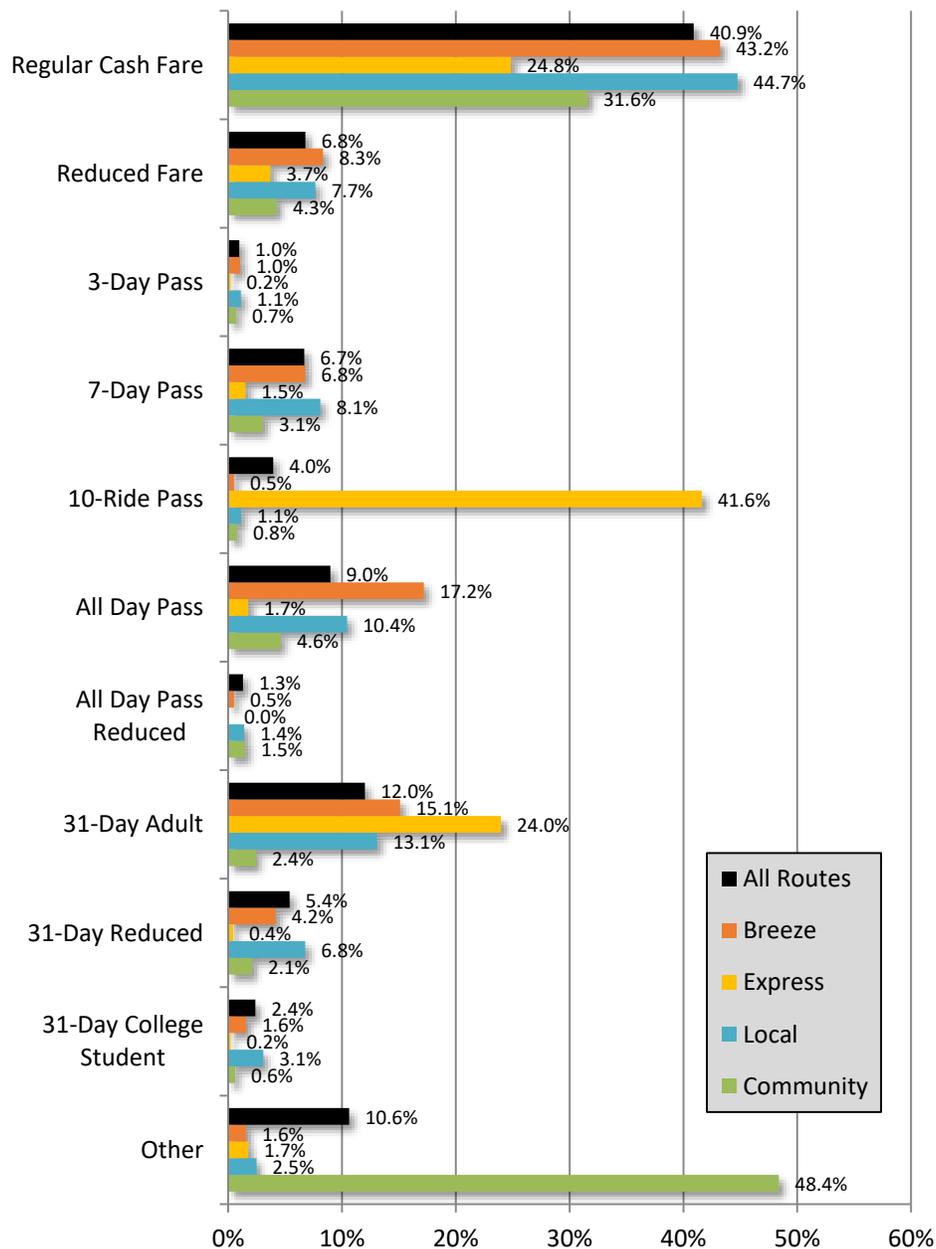
Figure B-4 provides a breakdown of fare payment type based on age. Based on the survey results, younger riders are more likely to pay full cash fare than older patrons. Seniors are more likely to pay a reduced fare or use a free community shuttle (e.g., "Other"). Payment with one of the 31-day adult passes were most popular with respondents age 25 to 64.

Figure B-4: Fare Payment by Age Cohort

	17 or Younger	18 to 24	25 to 34	35 to 44	45 to 54	55 to 59	60 to 64	65+
■ Other	13%	7%	8%	9%	9%	10%	12%	22%
■ 31-Day College Student	1%	9%	3%	2%	1%	0%	1%	1%
■ 31-Day Reduced	9%	6%	3%	4%	5%	6%	8%	9%
■ 31-Day Adult	2%	5%	13%	15%	19%	18%	13%	5%
■ All Day Pass Reduced	2%	1%	1%	1%	1%	1%	2%	4%
■ All Day Pass	3%	10%	12%	11%	9%	8%	7%	5%
■ 10-Ride Pass	1%	1%	3%	5%	7%	6%	6%	1%
■ 7-Day Pass	3%	5%	8%	8%	8%	8%	6%	1%
■ 3-Day Pass	1%	1%	1%	1%	1%	0%	1%	0%
■ Reduced Fare	15%	5%	1%	2%	4%	7%	9%	26%
■ Regular Cash Fare	51%	51%	46%	43%	36%	36%	35%	26%
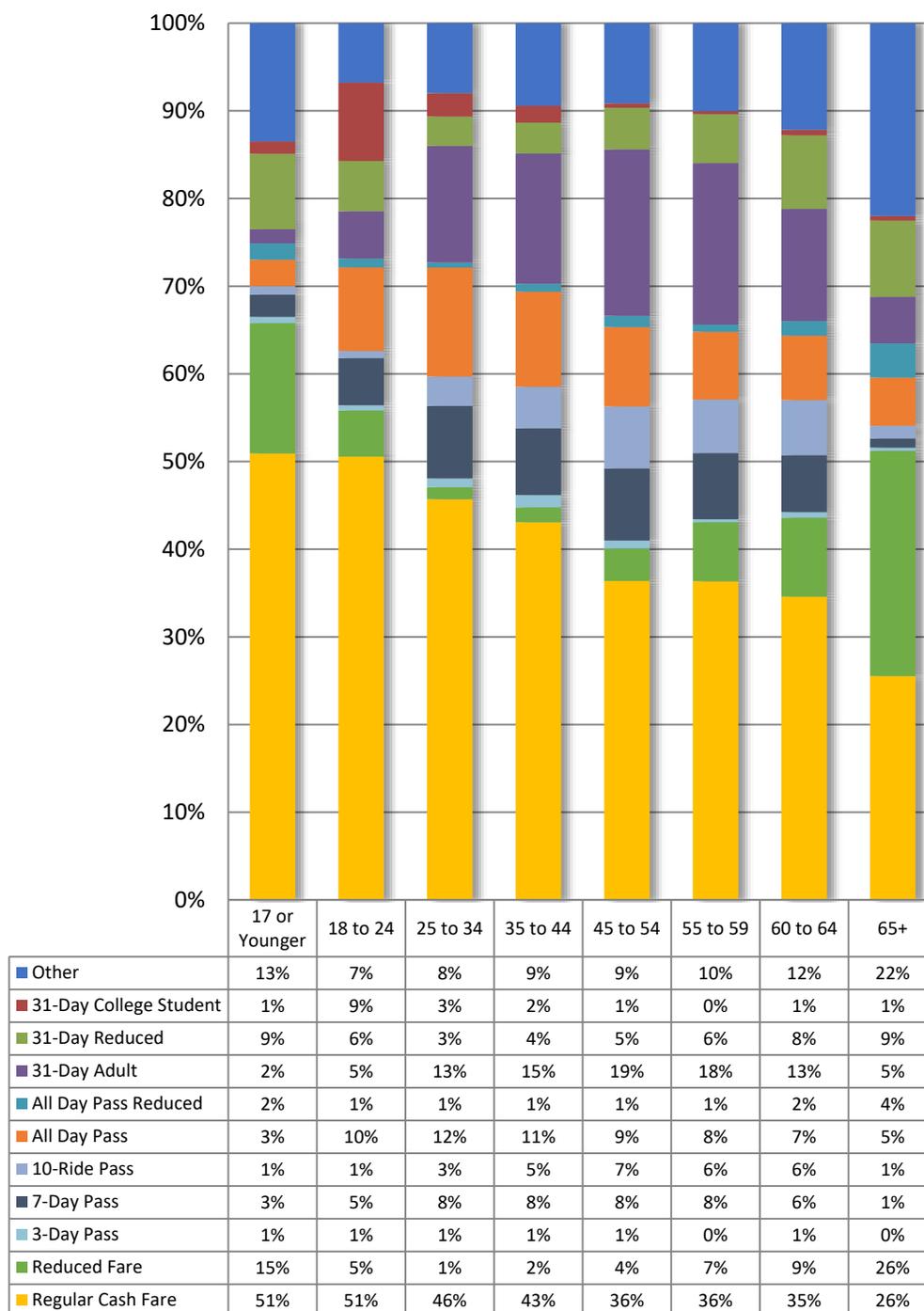
Figure B-5 provides a breakdown of payment type based on household income level. For the most part, income did not significantly affect fare payment type. Those in the higher income brackets were slightly more likely to use the 31-day Adult pass and 10-ride passes, with the largest difference being that households with greater than $60,000 in annual income were more likely than any other income cohort to use the 10-ride pass.

Figure B-5: Fare Payment by Income Cohort
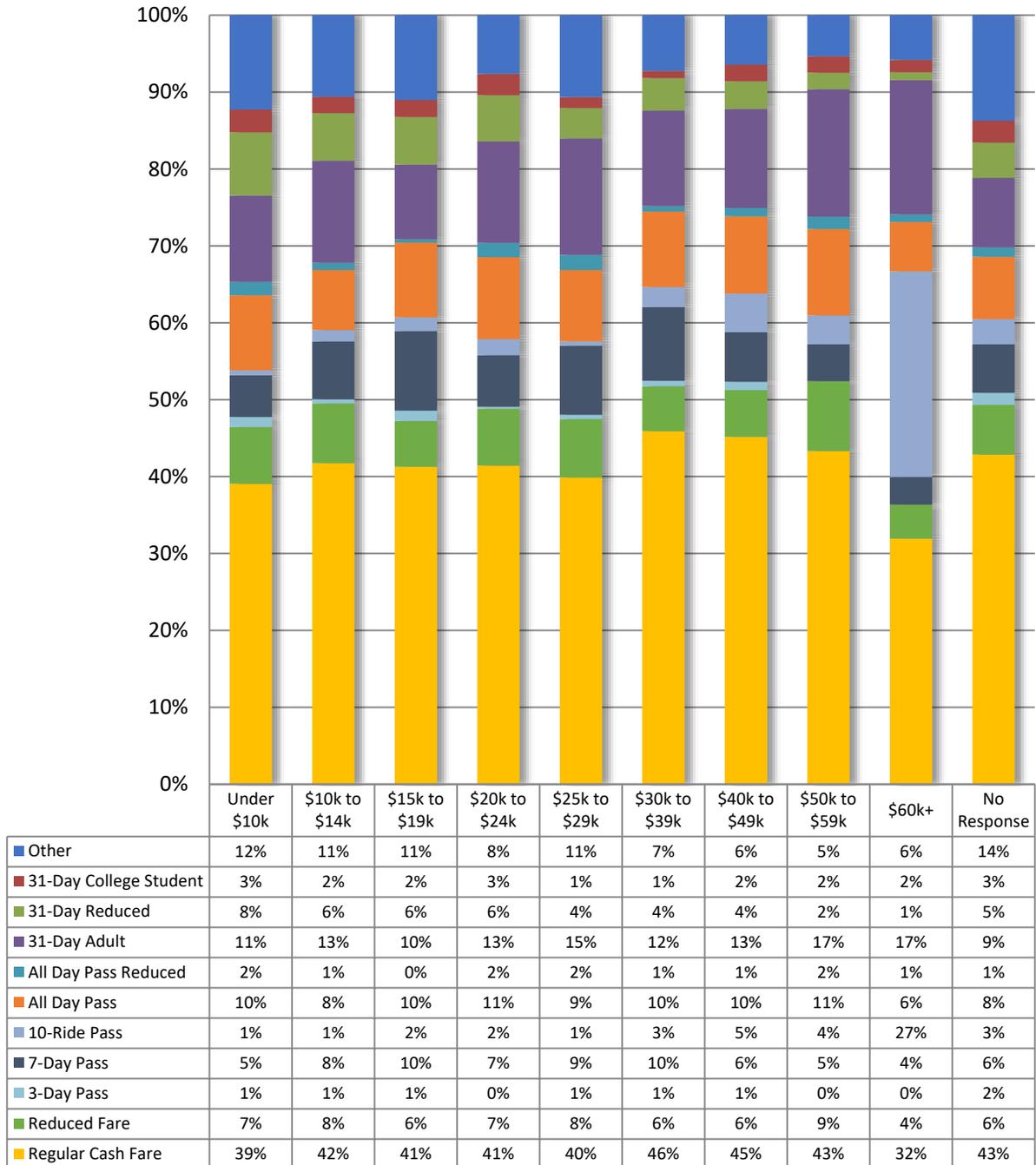
	Under $10k	$10k to $14k	$15k to $19k	$20k to $24k	$25k to $29k	$30k to $39k	$40k to $49k	$50k to $59k	$60k+	No Response
Other	12%	11%	11%	8%	11%	7%	6%	5%	6%	14%
31-Day College Student	3%	2%	2%	3%	1%	1%	2%	2%	2%	3%
31-Day Reduced	8%	6%	6%	6%	4%	4%	4%	2%	1%	5%
31-Day Adult	11%	13%	10%	13%	15%	12%	13%	17%	17%	9%
All Day Pass Reduced	2%	1%	0%	2%	2%	1%	1%	2%	1%	1%
All Day Pass	10%	8%	10%	11%	9%	10%	10%	11%	6%	8%
10-Ride Pass	1%	1%	2%	2%	1%	3%	5%	4%	27%	3%
7-Day Pass	5%	8%	10%	7%	9%	10%	6%	5%	4%	6%
3-Day Pass	1%	1%	1%	0%	1%	1%	1%	0%	0%	2%
Reduced Fare	7%	8%	6%	7%	8%	6%	6%	9%	4%	6%
Regular Cash Fare	39%	42%	41%	41%	40%	46%	45%	43%	32%	43%

Trip Purpose

Respondents were asked about the main purpose of their current trip to understand where people are coming from and going to while using BCT's service. Most respondents ride the bus to/from work. For the overall system, 53% of trips surveyed are for work purposes. Almost 94% of express bus trips are for work purposes, and 64% of Breeze trips. Based on the survey, the trip purpose using local and community shuttle service is more likely to vary than express or Breeze service (see Figure B-6). For community shuttle service, 23% of trips are for shopping purposes; 15% are for personal business; and another 10% are for visiting/recreation. For local bus service, personal business, shopping, and school are also popular trip purposes. For those respondents indicating "Other" as a trip purpose, responses included church, looking for work, and visiting family.

Transfers

Respondents were also asked how many transfers are required to complete their trip (see Figure B-7). System-wide, almost 34% of respondents had no transfers while 24% had one transfer. Express riders were the least likely to have a transfer at 19% of respondents. Of Breeze riders, 30% had two transfers while 25% had just one transfer. Local bus passengers were more likely to have one or two transfers than the average system user, while community shuttle users were closer to the average system user; however, over 40% of community shuttle users have no transfer.

Transfer data obtained from the onboard survey was also sorted to determine if weekend passengers transferred more or less frequently than weekday passengers. As shown in Figure B-8, the data collected demonstrates that weekend passengers were more likely to transfer than weekday passengers.

Figure B-6: Trip Purpose by Service Type

Trip Purpose	All Routes	Breeze	Express	Local	Community
Work	53.0%	64.2%	93.8%	54.9%	30.7%
Shopping	11.2%	4.8%	0.0%	9.2%	23.0%
School	8.8%	8.7%	3.0%	9.0%	10.2%
Medical	3.2%	3.5%	0.6%	3.1%	4.4%
Personal Business	12.6%	11.8%	1.1%	12.9%	15.4%
Visiting/ Recreation	5.9%	3.1%	0.9%	5.3%	10.4%
Home	0.0%	0.0%	0.0%	0.0%	0.0%
Other	5.3%	3.9%	0.6%	5.7%	5.9%
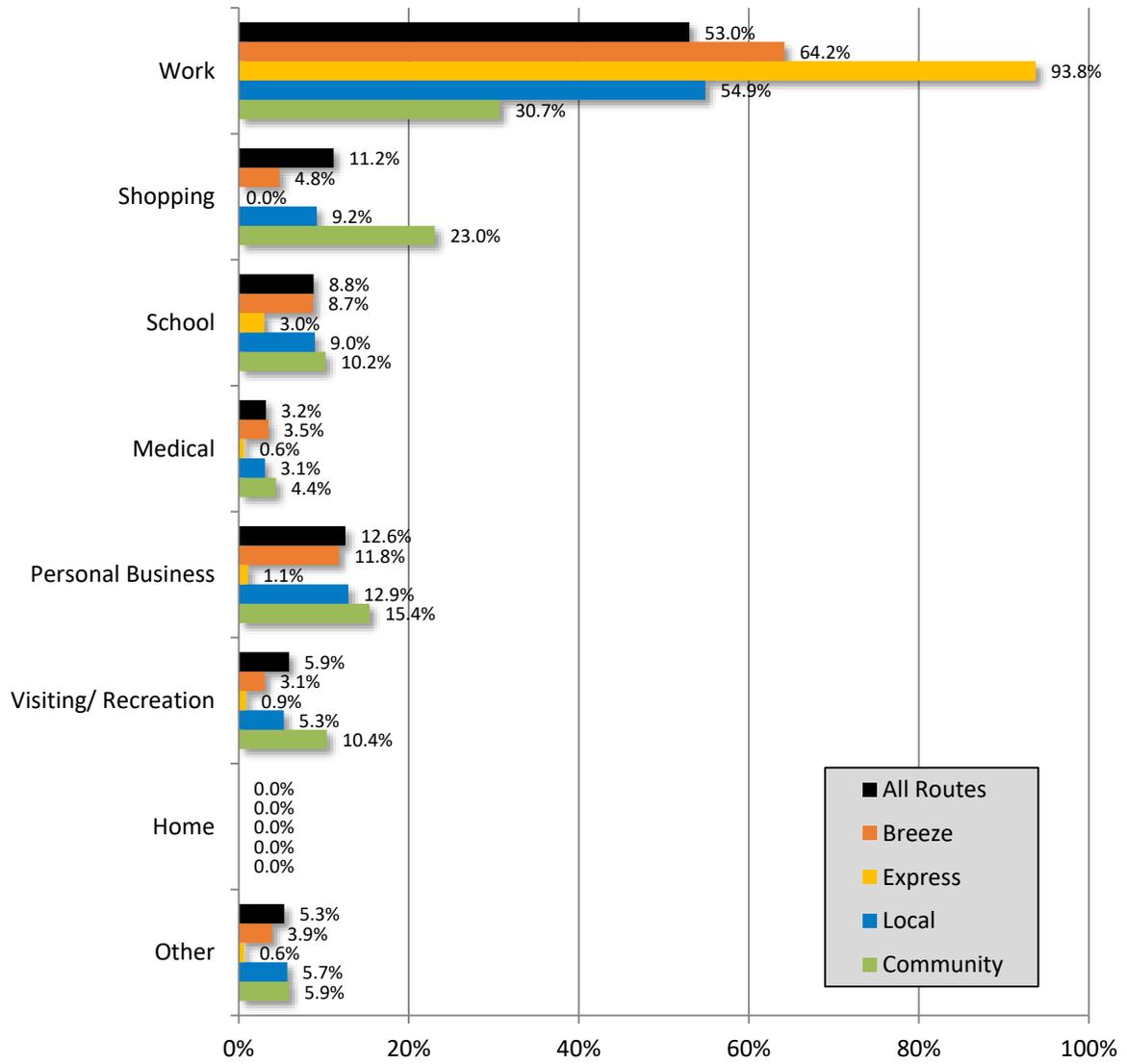
Figure B-7: Number of Transfers per Trip

Chart data:

None
- All Routes: 33.7%
- Breeze: 30.6%
- Express: 80.4%
- Local: 27.1%
- Community: 40.8%

1 transfer
- All Routes: 24.0%
- Breeze: 24.7%
- Express: 10.8%
- Local: 25.0%
- Community: 25.0%

2 transfers
- All Routes: 27.0%
- Breeze: 30.1%
- Express: 5.4%
- Local: 30.3%
- Community: 22.8%

3 transfers
- All Routes: 9.0%
- Breeze: 8.6%
- Express: 1.6%
- Local: 10.4%
- Community: 7.0%

4 or more
- All Routes: 6.3%
- Breeze: 5.9%
- Express: 1.8%
- Local: 7.2%
- Community: 4.4%

Legend: All Routes, Breeze, Express, Local, Community

Figure B-8: Transfers by Type of Day
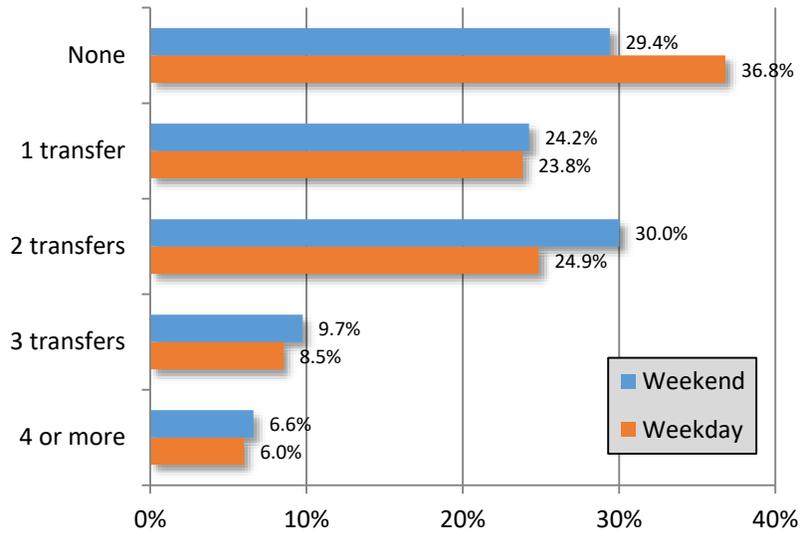
Chart data:

Transfers	Weekend	Weekday
None	29.4%	36.8%
1 transfer	24.2%	23.8%
2 transfers	30.0%	24.9%
3 transfers	9.7%	8.5%
4 or more	6.6%	6.0%

Ridership Frequency

When asked about the frequency in which respondents use BCT services, approximately 69% ride four or more days per week across all service types (see Figure B-9). Express riders are the most likely to ride four or more days per week on average, with over 85% of respondents reporting that they do so. Community shuttle riders were the most likely to be riding two or three days per week.

Figure B-9: Weekly Ridership Frequency
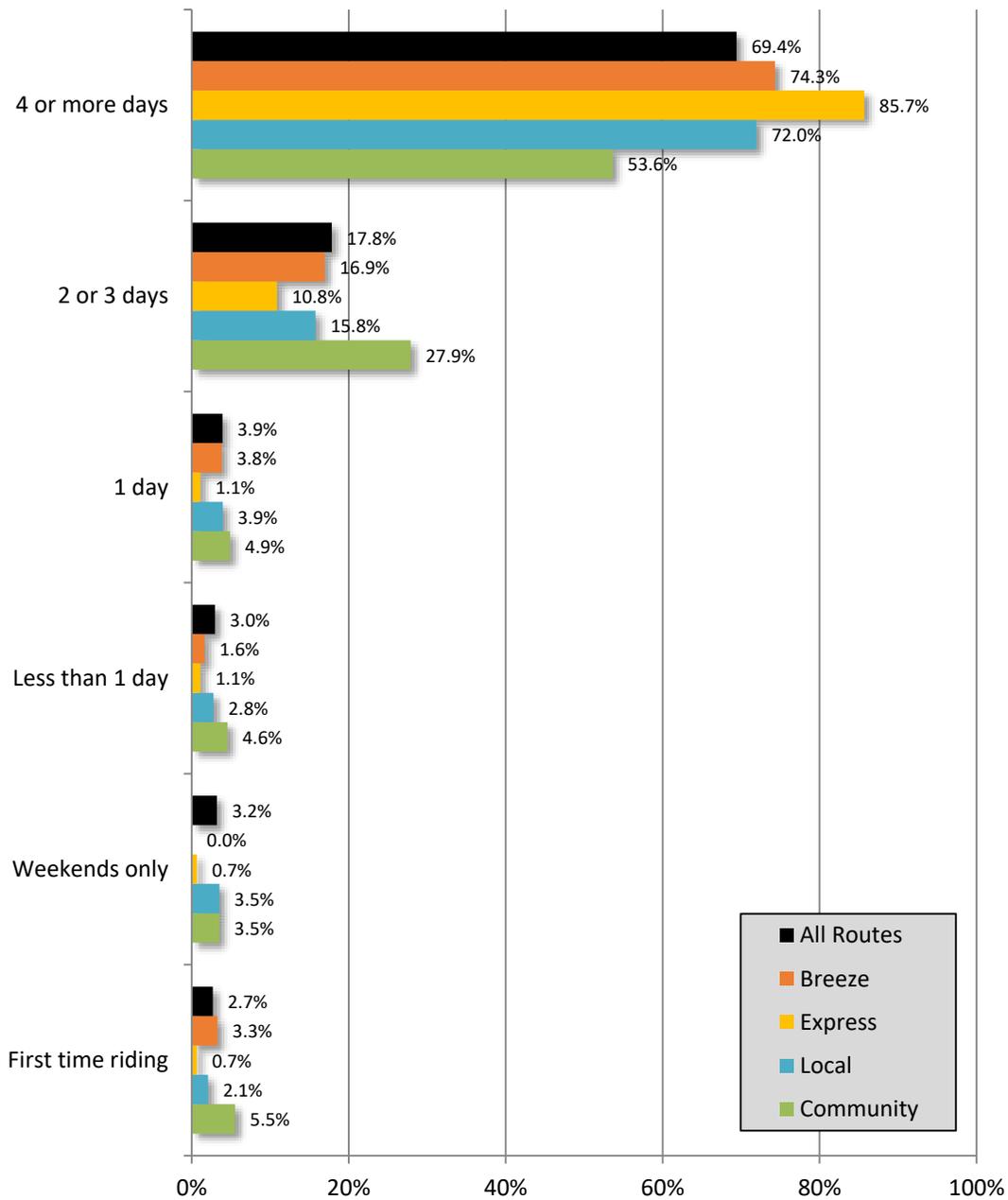
The survey also inquired about the length of time passengers have been using BCT services. As shown in Figure B-10, the majority have used BCT's service for two years or longer. Express bus passengers, followed by local bus passengers were slightly more likely to be a longer-term user of the system.

Figure B-10: Ridership History
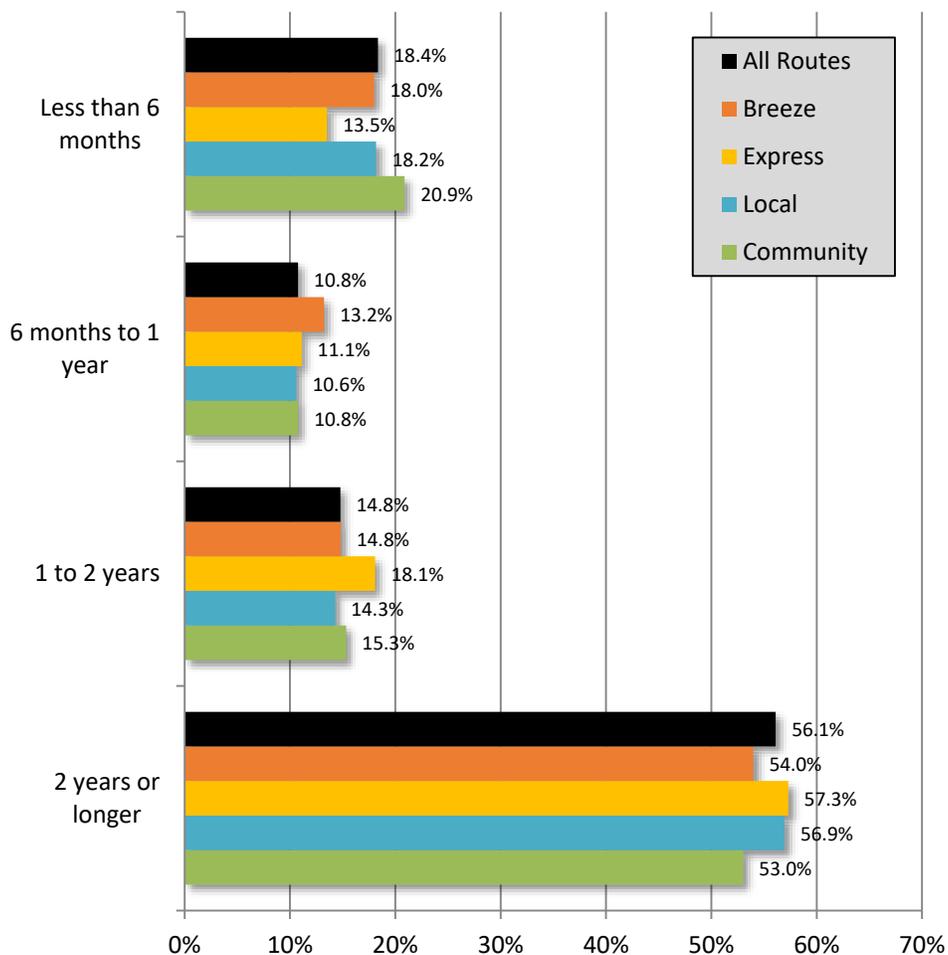
Chart legend: All Routes (black), Breeze (orange), Express (yellow), Local (blue), Community (green)

Less than 6 months
- All Routes: 18.4%
- Breeze: 18.0%
- Express: 13.5%
- Local: 18.2%
- Community: 20.9%

6 months to 1 year
- All Routes: 10.8%
- Breeze: 13.2%
- Express: 11.1%
- Local: 10.6%
- Community: 10.8%

1 to 2 years
- All Routes: 14.8%
- Breeze: 14.8%
- Express: 18.1%
- Local: 14.3%
- Community: 15.3%

2 years or longer
- All Routes: 56.1%
- Breeze: 54.0%
- Express: 57.3%
- Local: 56.9%
- Community: 53.0%

Transit Dependency

Respondents were asked how else they would make their trip if the bus were not available (see Figure B-11). Across service types, 17% indicated they would ride with someone else if the bus were not available and 13% indicated they would drive themselves. Express bus users were the most likely to drive themselves, at approximately 82%, and community shuttle users were the least likely, at approximately 6%. In total, 13% of passengers indicated they could not make the trip without the bus. For those respondents indicating "Other," responses included Tri-Rail, school bus, skateboarding/bicycling/ scootering, or they were unsure. Over 54% of respondents could be considered more transit dependent riders (e.g., those who would otherwise ride with someone, bicycle, walk/wheelchair, or not make the trip).

Figure B-11: Transit Dependency
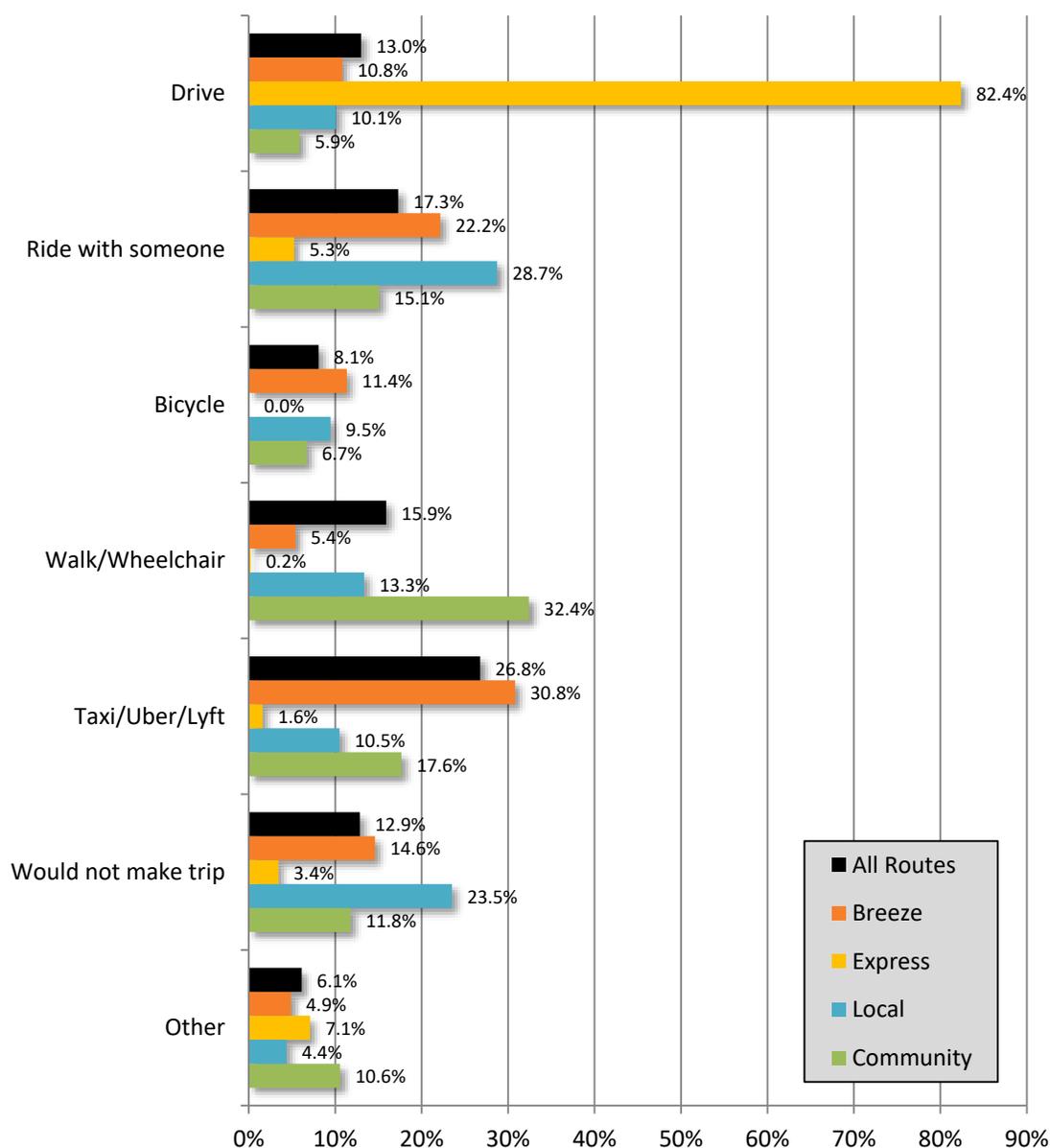
Transit Services/Amenity Improvements

Respondents were asked to indicate how important certain transit services and amenities are to them (Figure B-12). Using a scale from 1 to 5, with 5 being the most important, the respondents rated 10 different transit services and amenities. On-time performance and more frequent service were rated as the most important improvements system-wide, slightly higher than earlier/later service, bus stop benches/shelters, system safety, and cleanliness of bus. Given the nature of express service and the stops it serves, respondents on express buses were less likely to place more importance on reducing the number of transfers or weekend service or more bus stop shelters/benches, and were more interested

in improving on-time performance and bus cleanliness. The preference of community shuttle passengers generally aligned with the system-wide average for most options; however, community shuttle passengers did not rate the importance of Wi-Fi on buses nor the cost per trip (due to most community shuttle service being free) as high as the average system user. Responses from Breeze and local service passengers also genearlly aligned with the system average, as shown below.

Figure B-12: Transit Preferences (Average)
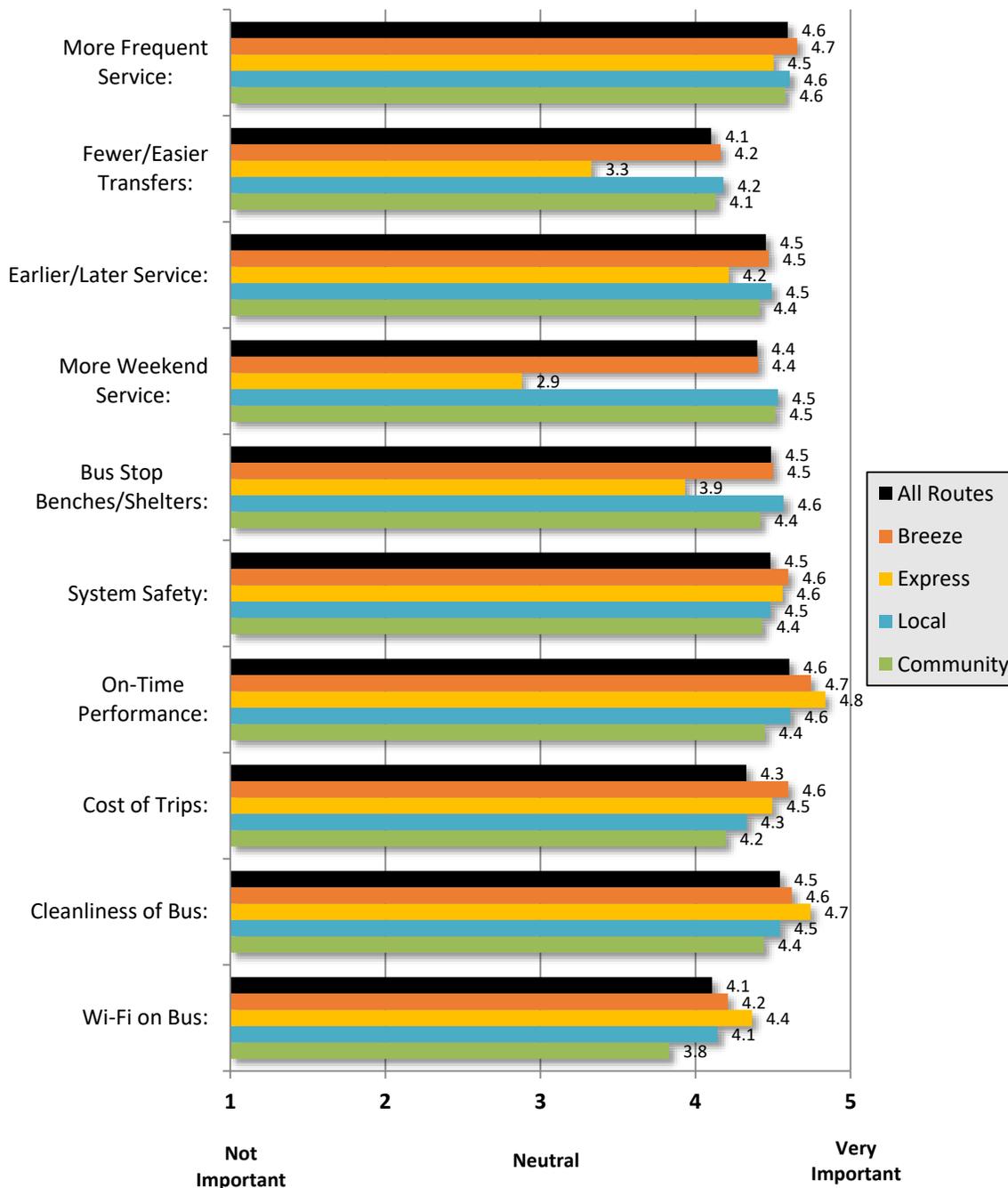
Passenger Demographics

Respondents were asked to provide information about the following categories:

- Household income
- Number of automobiles available in their household
- Ethnicity
- Gender
- Age
- Language

Figures B-13 through B-19 display the results of these questions. A higher percentage of local and community shuttle passengers have a lower annual household income than Breeze or express service passengers. In addition, the community shuttle service has the highest proportion of riders with no vehicle availability than any other type of BCT service. In contrast, a significant proportion of express users have household incomes over $60,000 per year. Express users are also more likely to have an automobile available in their household (most commonly two automobiles).

System-wide, Black/African American was a more prevalent response among the provided race/ethnic categories. Express riders are more likely to be Hispanic than any other ethnicity. Also, White/Caucasian was the most prevalent among riders of the community shuttle service. For those responding "Other," responses included Haitian, Jamaican, West Indian, Indian, and Italian, among others.

System-wide, the male/female split is about equal with slightly more women using the service. A higher percentage of express and community shuttle respondents are women, while a higher percentage of local bus and breeze respondents are male.

Based on respondent's age, it is observed that express riders are more likely to be between 35 and 54. System-wide, the greatest number of riders are between the ages of 25 and 34 (16.7%), followed by ages between 35 and 44 (16.5) and between 45 and 54 (also 16.5%). Furthermore, community shuttle riders are older adults 65 years and older, while express riders are more likely to be working-age.

Figure B-18 displays answers to the question, "Do you speak a language other than English at home?" System-wide, exactly 40% responded in the affirmative to this question; while English is spoken in more than 63% of the homes. Figure B-19 breaks down the languages spoken at home by mode. Express riders have the highest percentage of respondents that speak a language other than English at home, with over 27% speaking Spanish. "Other languages" included Haitian Creole, French, Portuguese, and Tagalog.

Figure B-13: Annual Household Income

Chart legend:
- All Routes (black)
- Breeze (orange)
- Express (yellow)
- Local (blue)
- Community (green)

Under $10k
- All Routes: 31.8%
- Breeze: 26.5%
- Express: 3.2%
- Local: 33.2%
- Community: 39.5%

$10k-$14k
- All Routes: 15.3%
- Breeze: 16.8%
- Express: 1.7%
- Local: 16.4%
- Community: 16.8%

$15k-$19k
- All Routes: 9.2%
- Breeze: 3.9%
- Express: 1.5%
- Local: 9.9%
- Community: 10.5%

$20k-$24k
- All Routes: 8.8%
- Breeze: 8.4%
- Express: 3.5%
- Local: 10.0%
- Community: 6.4%

$25k-$29k
- All Routes: 7.2%
- Breeze: 7.7%
- Express: 2.0%
- Local: 7.6%
- Community: 7.8%

$30k-$39k
- All Routes: 8.6%
- Breeze: 12.9%
- Express: 5.5%
- Local: 9.0%
- Community: 7.7%

$40k-$49k
- All Routes: 5.5%
- Breeze: 7.7%
- Express: 8.9%
- Local: 5.6%
- Community: 3.6%

$50k-$59k
- All Routes: 3.6%
- Breeze: 5.8%
- Express: 9.4%
- Local: 3.4%
- Community: 1.8%

$60k+
- All Routes: 9.9%
- Breeze: 10.3%
- Express: 64.3%
- Local: 4.8%
- Community: 6.1%

Figure B-14: Household Vehicle Ownership

Figure B-14 data (All Routes, Breeze, Express, Local, Community):

- None: 43.9%, 35.3%, 4.7%, 45.7%, 53.4%
- One: 30.2%, 36.4%, 27.6%, 31.0%, 27.1%
- Two: 18.2%, 19.7%, 48.1%, 16.3%, 13.3%
- Three or more: 7.8%, 8.7%, 19.6%, 6.9%, 6.2%
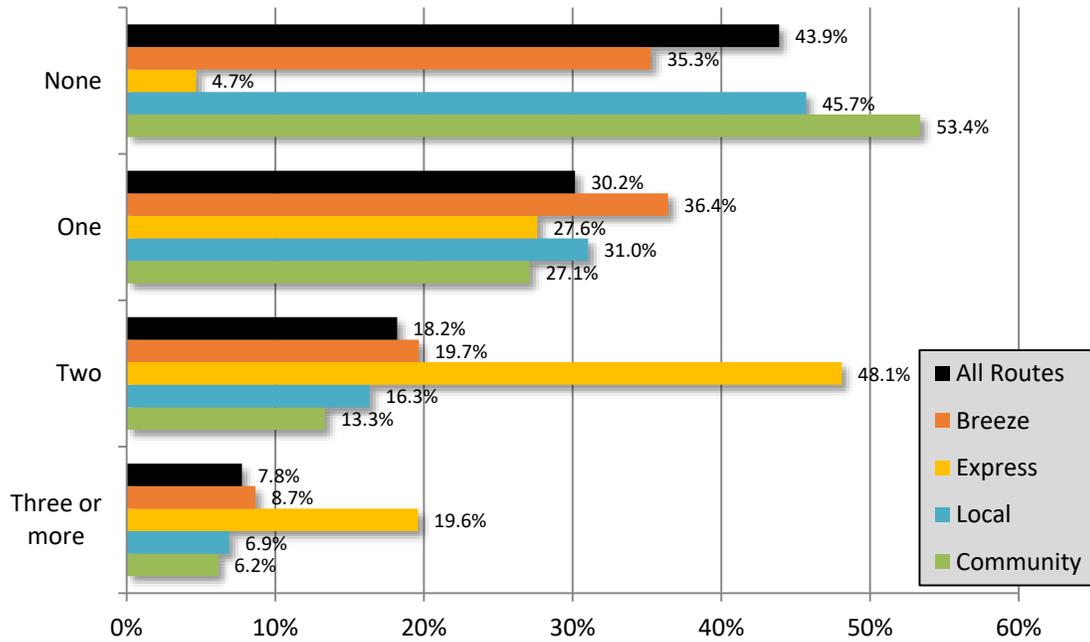
Figure B-15: Race/Ethnicity

Figure B-15 data (All Routes, Breeze, Express, Local, Community):

- Black/African American: 48.8%, 43.8%, 31.6%, 51.5%, 46.2%
- White/Caucasian: 19.5%, 17.4%, 16.0%, 18.6%, 24.5%
- Hispanic/Latino: 19.5%, 27.2%, 31.4%, 18.7%, 17.2%
- Asian/Pacific Islander: 2.4%, 1.8%, 8.2%, 2.0%, 1.8%
- American Indian: 0.8%, 1.3%, 0.2%, 0.8%, 0.7%
- Two or more races: 5.6%, 3.6%, 8.2%, 5.4%, 5.7%
- Other: 3.3%, 4.9%, 4.3%, 3.0%, 3.9%

Figure B-16: Gender

Male
- All Routes: 48.8%
- Breeze: 57.1%
- Express: 39.2%
- Local: 51.8%
- Community: 40.0%

Female
- All Routes: 51.2%
- Breeze: 42.9%
- Express: 60.8%
- Local: 48.2%
- Community: 60.0%

Figure B-17: Age

17 or Younger
- All Routes: 7.3%
- Breeze: 5.2%
- Express: 1.5%
- Local: 7.6%
- Community: 8.7%

18-24
- All Routes: 14.5%
- Breeze: 18.3%
- Express: 2.2%
- Local: 17.0%
- Community: 9.9%

25-34
- All Routes: 16.7%
- Breeze: 18.3%
- Express: 13.7%
- Local: 18.3%
- Community: 12.0%

35-44
- All Routes: 16.5%
- Breeze: 13.1%
- Express: 22.9%
- Local: 16.7%
- Community: 13.7%

45-54
- All Routes: 16.5%
- Breeze: 13.1%
- Express: 28.4%
- Local: 15.7%
- Community: 15.7%

55-59
- All Routes: 10.2%
- Breeze: 15.7%
- Express: 16.5%
- Local: 9.4%
- Community: 9.7%

59-64
- All Routes: 8.0%
- Breeze: 11.5%
- Express: 9.9%
- Local: 7.1%
- Community: 10.0%

65+
- All Routes: 10.3%
- Breeze: 4.7%
- Express: 4.8%
- Local: 8.3%
- Community: 20.3%

Figure B-18: Frequency of Language Other than English Spoken at Home

- All Routes
- Breeze
- Express
- Local
- Community

Yes
- All Routes: 40.0%
- Breeze: 41.7%
- Express: 50.8%
- Local: 39.4%
- Community: 37.8%

No
- All Routes: 60.0%
- Breeze: 58.3%
- Express: 49.2%
- Local: 60.6%
- Community: 62.2%

Figure B-19: Language Spoken at Home by Mode

Legend:
- All Routes (black)
- Breeze (orange)
- Express (yellow)
- Local (blue)
- Community (green)

English
- All Routes: 63.7%
- Breeze: 64.6%
- Express: 51.5%
- Local: 64.69%
- Community: 64.2%

Spanish
- All Routes: 15.8%
- Breeze: 15.8%
- Express: 27.6%
- Local: 14.84%
- Community: 15.2%

Haitian Creole
- All Routes: 6.2%
- Breeze: 7.3%
- Express: 4.2%
- Local: 6.65%
- Community: 5.2%

Portuguese
- All Routes: 1.2%
- Breeze: 1.5%
- Express: 0.2%
- Local: 1.30%
- Community: 0.9%

French
- All Routes: 2.0%
- Breeze: 2.7%
- Express: 3.0%
- Local: 1.78%
- Community: 2.1%

Other
- All Routes: 11.1%
- Breeze: 8.1%
- Express: 13.5%
- Local: 10.74%
- Community: 12.4%

Note: The total responses include those from Figure B-18 plus information on the language the survey form was completed on if the respondent did not specify the language spoken at home. Therefore, the percentages in this figure may be higher than those in Figure B-18.

The following information in this appendix includes samples of the on-board survey instrument in English, Spanish, Haitian Creole, and Portuguese.

BCT RIDER SURVEY

DEAR RIDER: BCT needs <u>your</u> help to provide improved transit service in Broward County. Please complete this survey and return it to the surveyor. **If you have already filled out a survey, you do not need to fill out another one.**

1. What is the main purpose of your trip today?
- 1 ___ Work
- 2 ___ Shopping
- 3 ___ School
- 4 ___ Medical
- 5 ___ Personal Business
- 6 ___ Visiting/Recreation
- 7 ___ Other _____

2. How did you get to the bus stop where you got on this bus?
- 1 ___ Walked ___ Blocks
- 2 ___ Got a Ride
- 3 ___ Drove Myself
- 4 ___ Transferred from BCT Route ____
- 5 ___ Transferred from Community Bus Route _____
- 6 ___ Transferred from Miami-Dade Transit Bus Route ____
- 7 ___ Transferred from Palm Tran Bus Route ___
- 8 ___ Transferred from Tri-Rail Commuter Train ___
- 9 ___ Transferred from Tri-Rail Connector Shuttle _____
- 10 ___ Other _____ (specify, such as bicycle, etc.)

3. What is the name or zip code of the place you are COMING FROM now?

_____ OR ⎕⎕⎕⎕⎕
Name of Place or Business (e.g., Holy Cross Hospital)   Zip Code

4. What is the name or zip code of the place you are GOING TO now?

_____ OR ⎕⎕⎕⎕⎕
Name of Place or Business (e.g., Holy Cross Hospital)   Zip Code

5. How did you pay for your fare on this bus?
- 1 ___ Regular Cash Fare
- 2 ___ Reduced Fare (Senior/Youth/Disabled/Medicare)
- 3 ___ 3-Day Pass
- 4 ___ 7-Day Pass
- 5 ___ 10-Ride Pass
- 6 ___ All Day Pass
- 7 ___ All Day Pass Reduced (Senior/Youth/Disabled/Medicare)
- 8 ___ 31-Day Adult
- 9 ___ 31-Day Reduced (Senior/Youth/Disabled/Medicare)
- 10 ___ 31-Day College Student
- 11 ___ Other (specify) _____

6. How many transfers will you make on this one-way trip?
- 1 ___ 1
- 2 ___ 2
- 3 ___ 3
- 4 ___ 4 or more
- 5 ___ None

7. How many days a week do you ride BCT?
- 1 ___ 4 or more days
- 2 ___ 2 or 3 days per week
- 3 ___ 1 day
- 4 ___ Less than one day
- 5 ___ Weekends only
- 6 ___ First time riding

8. How would you make this trip if the bus were not available?
- 1 ___ Drive
- 2 ___ Ride with someone
- 3 ___ Bicycle
- 4 ___ Walk/Wheelchair
- 5 ___ Taxi/Uber/Lyft
- 6 ___ Would not make trip
- 7 ___ Other _____

9. How long have you been riding BCT?
- 1 ___ Less than 6 months
- 2 ___ 6 months to 1 year
- 3 ___ 1 to 2 years
- 4 ___ 2 years or longer

10. Please indicate how important each of the following features are to your enjoyment of BCT services.

Please indicate	Very Important		Neutral		Not Important
More Frequent Service	5	4	3	2	1
Fewer/Easier Transfers	5	4	3	2	1
Earlier/Later Service	5	4	3	2	1
More Weekend Service	5	4	3	2	1
Bus Stop Benches/Shelters	5	4	3	2	1
System Safety	5	4	3	2	1
On-Time Performance	5	4	3	2	1
Cost of Trips	5	4	3	2	1
Cleanliness of Buses	5	4	3	2	1
Wi-Fi on Buses	5	4	3	2	1

11. For each of the following types of services, please indicate where you would like to see new or improved services?
- 1 ___ Express service from _____ to _____
- 2 ___ New service from _____ to _____
- 3 ___ New or enhanced community bus service Where? _____
- 4 ___ More Frequency. Which routes? ___ , ___ , ___
- 5 ___ Add later service
- 6 ___ Other _____

For statistical purposes, tell us a little about yourself. All replies are confidential.

12. Your age is...
- 1 ___ 17 years or under
- 2 ___ 18 to 24 years
- 3 ___ 25 to 34 years
- 4 ___ 35 to 44 years
- 5 ___ 45 to 54 years
- 6 ___ 55 to 59 years
- 7 ___ 60 to 64 years
- 8 ___ 65 years or more

13. You are: 1 ___ Female   2 ___ Male

14. Your ethnic origin is...
- 1 ___ Black/African American
- 2 ___ White/Caucasian
- 3 ___ Hispanic/Latino
- 4 ___ Asian/Pacific Islander
- 5 ___ American Indian or Alaska Native
- 6 ___ Two or more races
- 7 ___ Other (specify) _____

15. How many working motor vehicles are available in your household?
- 1 ___ One
- 2 ___ Two
- 3 ___ Three or more
- 4 ___ None

16. Your total annual household income is...
- 1 ___ Less than $10,000
- 2 ___ $10,000 to $14,999
- 3 ___ $15,000 to $19,999
- 4 ___ $20,000 to $24,999
- 5 ___ $25,000 to $29,999
- 6 ___ $30,000 to $39,999
- 7 ___ $40,000 to $49,999
- 8 ___ $50,000 to $59,999
- 9 ___ $60,000 or more

17. Do you speak a language other than English at home?
- 1 ___ No 2 ___ Yes (specify language): _____

THANK YOU FOR COMPLETING THE SURVEY

ENCUESTA A USUARIOS DE AUTOBÚS DE BCT

ESTIMADO USUARIO: BCT necesita su colaboración para prestar un servicio todavía mejor en el Condado de Broward. Por favor complete esta encuesta y devuélvala al encuestador. **Si ya completó una encuesta como ésta, no es necesario completarla nuevamente.**

1. ¿Cuál es el propósito principal de su viaje hoy?
1 ___ Trabajo
2 ___ Compras
3 ___ Estudios
4 ___ Médico
5 ___ Asuntos personales
6 ___ Visita/Recreación
7 ___ Otro _____

2. ¿Cómo llegó a la parada de autobús donde se subió hoy?
1 ___ Caminé ___ cuadras
2 ___ Me trajeron en automóvil
3 ___ Manejé un automóvil
4 ___ Transferido de la ruta de autobús ___ de BCT
5 ___ Transferido de la ruta de autobús comunitario ___
6 ___ Transferido de la ruta de autobús ___ de Miami-Dade Transit
7 ___ Transferido de la ruta ___ de Palm Tran
8 ___ Transferido del tren Tri-Rail
9 ___ Transferido del autobús conector de Tri-Rail
10 ___ Otro (especifique, por ejemplo: bicicleta, etc.): ___

3. ¿Cuál es el nombre o el código postal del lugar donde comenzó este viaje?

_____ O ⊔⊔⊔⊔⊔
Nombre del lugar (ej: Holy Cross Hospital)   Codigo postal

4. ¿Cuál es el nombre o el código postal de su destino final?

_____ O ⊔⊔⊔⊔⊔
Nombre del lugar (ej: Holy Cross Hospital)   Codigo postal

5. ¿Cómo pagó el pasaje o la tarifa de este autobús?
1 ___ Tarifa regular en efectivo
2 ___ Tarifa reducida (Anciano/Jóven/Discapacitado/Medicare)
3 ___ Pase de 3 días
4 ___ Pase de 7 días
5 ___ Pase para 10 viajes
6 ___ Pase Diario (1-Dia)
7 ___ Pase Diario reducido (Anciano/Jóven/Discapacitado/Medicare)
8 ___ Pase de 31 dias para Adulto
9 ___ Pase de 31 dias reducido (Anciano/Niño/Discapacitado/Medicare)
10 ___ Pase de 31 días para estudiantes universitarios
11 ___ Otro (especifique) _____

6. ¿Cuántos transbordos/transferencias realizará en este viaje?
1 ___ 1   2 ___ 2   3 ___ 3   4 ___ 4 o más   5 ___ Ninguno

7. ¿Cuántos días por semana usa el servicio de BCT?
1 ___ 4 o más días
2 ___ 2 ó 3 días por semana
3 ___ 1 día
4 ___ Menos de un día cada semana
5 ___ Sólo fines de semana
6 ___ Es la primera vez

8. ¿Cómo haría este viaje si el servicio de autobús no estuviese disponible?
1 ___ Manejando
2 ___ Viajaría con alguien
3 ___ Bicicleta
4 ___ Caminando/Silla de ruedas
5 ___ Taxi/Uber/Lyft
6 ___ No haría el viaje
7 ___ Otro _____

9. ¿Desde hace cuánto tiempo usa el servicio de BCT?
1 ___ Menos de 6 meses
2 ___ 6 meses a 1 año
3 ___ 1 a 2 años
4 ___ 2 años o más

10. Indique cuán importantes son para usted cada una de las características a continuación sobre los servicios de BCT.

Por favor indique. . .	Muy importante		Neutro		No es importante
Servicio más frecuente	5	4	3	2	1
Menos transbordos y más fáciles	5	4	3	2	1
Servicio más temprano/tarde	5	4	3	2	1
Más servicios los fines de semana	5	4	3	2	1
Paradas con asientos y techo	5	4	3	2	1
Seguridad del sistema de autobús	5	4	3	2	1
Desempeño puntual	5	4	3	2	1
Costo de los viajes	5	4	3	2	1
Limpieza de los autobuses	5	4	3	2	1
Wi Fi en los autobuses	5	4	3	2	1

11. Para cada tipo de servicio a continuación, indique aquello que desearía como servicio nuevo o mejorado
1 ___ Servicio expreso de ___ a ___
2 ___ Servicio nuevo de ___ a ___
3 ___ Servicio nuevo o ampliado de autobus comunitario ¿Dónde? ___
4 ___ Más frecuencia. ¿Cuáles rutas? ___ , ___ , ___
5 ___ Extender servicio hasta más tarde
6 ___ Otro _____

Para fines estadísticos, cuéntenos un poco sobre sí mismo(a). Todas las respuestas son confidenciales.

12. Su edad es...
1 ___ 17 años o menos
2 ___ 18 a 24 años
3 ___ 25 a 34 años
4 ___ 35 a 44 años
5 ___ 45 a 54 años
6 ___ 55 a 59 años
7 ___ 60 a 64 años
8 ___ 65 años o más

13. Usted es:
1 ___ Mujer   2 ___ Hombre

14. Su origen étnico és...
1 ___ Negro/Afro-americano
2 ___ Blanco/Caucasiano
3 ___ Hispano/Latino
4 ___ Asiático/Habitante de las islas del Pacífico
5 ___ Indio Americano o nativo de Alaska
6 ___ Dos o más orígenes
7 ___ Otro (especifique): _____

15. ¿Cuántos vehículos están disponibles en su casa?
1 ___ Uno
2 ___ Dos
3 ___ Tres o más
4 ___ Ninguno

16. Su ingreso familiar anual total es de...
1 ___ Menos de $10,000
2 ___ $10,000 a $14,999
3 ___ $15,000 a $19,999
4 ___ $20,000 a $24,999
5 ___ $25,000 a $29,999
6 ___ $30,000 a $39,999
7 ___ $40,000 a $49,999
8 ___ $50,000 a $59,999
9 ___ $60,000 o más

17. ¿En su casa se habla otro idioma además del inglés?
1 ___ No
2 ___ Sí (especifique): _____

GRACIAS POR COMPLETAR LA ENCUESTA

BROWARD COUNTY Transit

BCT sondaj sou moun ki monte

Chèr MOUN KAP MONTE OTOBIS: BCT bezwen èd pou bay pi bon sèvis otobis la nan Broward County. Tanpri, ranpli sondaj sa a epi voye li tounen baye moun ki fe sondaj la. Si w te deja ranpli yon sondaj, ou pa bezwen ranpli yon lòt

1. Ki bi prensipal ou nan vwayaj ou jodi a?
- 1 ___ Travay
- 2 ___ Fe maket
- 3 ___ Lekol
- 4 ___ Medikal
- 5 ___ Biznis Pesonel
- 6 ___ Vizite/Rekreyasyon
- 7 ___ Lot Rezon _____

2. Kijan ou te vin nan estasyon bis kote ou te monte otobis?
- 1 ___ Te mache ___ blòk
- 2 ___ Te resevwa yon woulib
- 3 ___ Te kondwi tèt mwen
- 4 ___ Transfere nan Route ki soti nan BCT_____
- 5 ___ Transfere nan Route ki soti Kominote Otobis _____
- 6 ___ Transfere nan Route Tranzit ki soti nan Miami-Dade Otobis ___
- 7 ___ Transfere nan trans Otobis ki soti nan Palm Beach
- 8 ___ Transfere nan traje tren ki soti nan Tri-Rail____
- 9 ___ Transfe ki soti nan Tri-Rail navet konekte
- 10 ___ Lot mwayin_____(presize, tankou bisiklèt, elatriye)

3. Ki non oswa kòd postal plas la kote ou soti kounye a?

_____ OSWA | | | | |

Non plas la oswa Biznis la (e.g., Holy Cross Hospital)   Kod Postal

4. Ki non oswa kòd postal plas kote ou prale kounye a?

_____ OSWA | | | | |

Non plas la oswa Biznis (e.g., Holy Cross Hospital)   Kod Postal

5. Kijan out e peye pou pri tike nan otobis sa a?
- 1 ___ Lajan kach pri regilye
- 2 ___ Pri redwi aje/Jèn/ moun ki andikape/ Medicare
- 3 ___ 3-jou pas
- 4 ___ 7-jou pas
- 5 ___ 10-monte pas
- 6 ___ Tout jou pas
- 7 ___ Tout jou pas redwi (aje/jen/moun ki andikape/Medicare)
- 8 ___ 31-Jou granmoun
- 9 ___ 31-jou redwi (aje/jen/moun ki andikape/Medicare)
- 10 ___ 31-Jou elev kolej
- 11 ___ Lot jou (Presiz)_____

6. Konbyen transfè ou pral fè nan yon sel vwayage sa a?
- 1 ___ 1
- 2 ___ 2
- 3 ___ 3
- 4 ___ 4 oswa plis
- 5 ___ Okenn

7. Konbyen jou nan semèn la ou monte BCT?
- 1 ___ 4 oswa plis jou
- 2 ___ 2 oswa 3 jou nan semen
- 3 ___ 1 jou
- 4 ___ pi piti ke yon jou
- 5 ___ wikenn selman
- 6 ___ Monte pou premye fwa

8. Kouman ou ta fè vwayaj sa a si otobis la pa te disponib?
- 1 ___ Kondwi
- 2 ___ Pran roulid
- 3 ___ Bisiklet
- 4 ___ Mache/chez woulant
- 5 ___ Taksi
- 6 ___ Pata kafe voyage sa a
- 7 ___ Lot mwayen_____

9. Depi konbyen tan ou ap monte BCT?
- 1 ___ Pi piti ke 6 mwa
- 2 ___ 6 Mwa a 1 nan
- 3 ___ 1 a 2 zan
- 4 ___ 2 Zan oswa plis

10. Tanpri endike kouman enpòtan nan chak karakteristik sa yo ke ou renmen nan sèvis BCT yo.

Tampri endike	Tre Enpotan		Net		Pa Enpotan
Sevis plis souvan	5	4	3	2	1
Mwens transfe pli fasil	5	4	3	2	1
Pi bone/Pita Sevis	5	4	3	2	1
Plis Sevis nan wikenn	5	4	3	2	1
Otobis Stop ban /Abri yo	5	4	3	2	1
Sekirite system	5	4	3	2	1
Pefomans tan otobis la	5	4	3	2	1
Pri voyaj la	5	4	3	2	1
Lapwopte nan otobis yo	5	4	3	2	1
Wi Fi nan otobis la	5	4	3	2	1

11. Pou chak nan kalite sevis sa yo, tanpri endike ki kote ou ta renmen wè nouvo sèvis oswa amelyore?
- 1 ___ Sevis Rapid de _____ a _____
- 2 ___ Sevi Nouvo de _____ a _____
- 3 ___ Nouvo oswa améliorée sèvis Kominote Otobis Ki Kote?
- 4 ___ Le pli souvan. Ki rwout ? _____ , _____ , _____
- 5 ___ Pwolonje pita sèvis
- 6 ___ Lot moyen _____

Pou bi estatistik,pale nou yon ti kras de ou. Tout repons yo konfidansyèl.

12. Laj ou se……
- 1 ___ 17Tan oswa pi piti
- 2 ___ 18 a 24 tran
- 3 ___ 25 a 34 tran
- 4 ___ 35 a 44 tran
- 5 ___ 45 a 54 tran
- 6 ___ 55 a 59 tran
- 7 ___ 60 a 64 tran
- 8 ___ 65 kan a plis

13. Ou se: 1 ___ Fi   2 ___ Gason

14. Orijin etnik ou a se...
- 1 ___ Nwa
- 2 ___ Blan/Blan Net
- 3 ___ Panyòl / Latino
- 4 ___ Azyatik / Abitan Zil Pasifik
- 5 ___ Endyen Ameriken oswa Natifnatal Alaska
- 6 ___ de Oswa plis ras
- 7 ___ Lot ras (Presize)_____

15. Konbyen machin ki disponib nan kay la?
- 1 ___ Yon
- 2 ___ De
- 3 ___ Twa oswa plis
- 4 ___ Okenn

16. Total revni anyèl nan kay la
- 1 ___ Pi piti ke $10,000
- 2 ___ $10,000 a $14,999
- 3 ___ $15,000 a $19,999
- 4 ___ $20,000 a $24,999
- 5 ___ $25,000 a $29,999
- 6 ___ $30,000 a $39,999
- 7 ___ $40,000 a $49,999
- 8 ___ $50,000 a $59,999
- 9 ___ $60,000 a plis

17. Eske Ou pale yon lòt lang ke angle nan kay la?
- 1 ___ Non
- 2 ___ Wi (Presize lang la): _____

MÈSI POU SONDAJ LA OU RANPLI

PESQUISA COM USUÁRIOS DE ÔNIBUS DA BCT

PREZADO USUÁRIO DE ÔNIBUS: A BCT precisa da <u>sua</u> colaboração para prestar um serviço ainda melhor no Condado de Broward. Favor concluir esta pesquisa e devolvê-la ao pesquisador. **Se você já preencheu uma pesquisa desta, não é necessário preencher outra.**

1. Qual é o principal propósito da sua viagem de hoje?

- 1 ___ Trabalho
- 2 ___ Compras
- 3 ___ Estudos
- 4 ___ Médico
- 5 ___ Negócios pessoais
- 6 ___ Visitação/Recreação
- 7 ___ Outro_____

2. Como você chegou ao ponto de ônibus onde você embarcou hoje?

- 1 ___ Caminhei ___ quadras
- 2 ___ Peguei uma carona
- 3 ___ De carro
- 4 ___ Transferido da rota do ônibus ____ do BCT
- 5 ___ Transferido da rota do ônibus comunitário ____
- 6 ___ Transferido da rota do ônibus ____ de Trânsito de Miami-Dade
- 7 ___ Transferido do ônibus da Palm Tran
- 8 ___ Transferido do trem interurbano Tri-Rail
- 9 ___ Transferido do ônibus circular conector Tri-Rail
- 10 ___ Outro (especificar, tipo, bicicleta, etc.)

3. Qual é o nome ou o CEP do lugar de onde você está VINDO agora?

_____ | | | | |
Nome do lugar ou empresa (ex: Holy Cross Hospital) OU CEP

4. Qual é o nome ou o CEP do lugar para onde você está INDO agora?

_____ | | | | |
Nome do lugar ou empresa (ex: Holy Cross Hospital) OU CEP

5. Como você pagou pela passagem deste ônibus?

- 1 ___ Tarifa à vista normal
- 2 ___ Tarifa reduzida (Idoso/Criança/Deficiente/Saúde Pública)
- 3 ___ Passe de 3 dias
- 4 ___ Passe de 7 dias
- 5 ___ Passe para 10 viagens
- 6 ___ Passe para todos os dias
- 7 ___ Passe reduzido para todos os dias (Idoso/Criança/Deficiente/Saúde Pública)
- 8 ___ Adulto, 31 dias
- 9 ___ Reduzido ___ 31 dias (Idoso/Criança/Deficiente/Saúde Pública)
- 10 ___ Estudante universitário 31 dias
- 11 ___ Outro (especifique) _____

6. Quantas tranferências você fará nesta viagem de ida?

1 ___ 1   2 ___ 2   3 ___ 3   4 ___ 4 ou mais   5 ___ Nenhum

7. Quantos dias por semana você usa o transporte da BCT?

- 1 ___ 4 ou mais
- 2 ___ 2 ou 3/semana
- 3 ___ 1 dia
- 4 ___ Menos de um
- 5 ___ Só fins de semana
- 6 ___ É a 1ª vez que uso

8. Como você faria esta viagem se o ônibus não estivesse disponível?

- 1 ___ De carro
- 2 ___ De carona
- 3 ___ De bicicleta
- 4 ___ A pé/Cadeira de rodas
- 5 ___ Táxi/Uber/Lyft
- 6 ___ Não faria a viagem
- 7 ___ Outro_____

9. A quanto tempo você usa o transporte da BCT?

- 1 ___ Menos de 6 meses
- 2 ___ 6 meses a 1 ano
- 3 ___ 1 a 2 anos
- 4 ___ 2 anos ou mais

10. Favor indicar qual a importância de cada um dos recursos abaixo para você nos serviços da BCT.

Favor indicar. . . .	Muito importante		Neutro		Não é importante
Serviços mais frequentes	5	4	3	2	1
Menos e mais fáceis transferências	5	4	3	2	1
Serviço mais cedo/mais tarde	5	4	3	2	1
Mais serviço nos fins de semana	5	4	3	2	1
Ponto de ônibus com bancos e teto	5	4	3	2	1
Segurança no sistema	5	4	3	2	1
Desempenho pontual	5	4	3	2	1
Custo das viagens	5	4	3	2	1
Limpeza dos ônibus	5	4	3	2	1
Wi Fi nos ônibus	5	4	3	2	1

11. Para cada tipo de serviço abaixo, favor indicar onde você gostaria de ver novos serviços ou melhorados?

- 1 ___ Serviço expresso de _____ a _____
- 2 ___ Novo serviço de _____ a _____
- 3 ___ Novo serviço ou ampliado do ônibus comunidade Onde? _____
- 4 ___ Mais frequêntes. Quais rotas? ____ , ____ , ____
- 5 ___ Estenda o serviço até mais tarde
- 6 ___ Outro _____

Para fins de estatística, fale um pouco sobre si mesmo. Todas as respostas são confidenciais.

12. Sua idade é...

- 1 ___ 17 anos ou menos
- 2 ___ 18 a 24 anos
- 3 ___ 25 a 34 anos
- 4 ___ 35 a 44 anos
- 5 ___ 45 a 54 anos
- 6 ___ 55 a 59 anos
- 7 ___ 60 a 64 anos
- 8 ___ 65 anos ou mais

13. Você é: 1 ___ Mulher   2 ___ Homem

14. Sua origem étnica é...

- 1 ___ Negra/Afro-americano
- 2 ___ Branca/Caucasiana
- 3 ___ Hispânico/Latino
- 4 ___ Asiática/Habitante das ilhas do Pacifico
- 5 ___ Índio Americano ou nativo do Alaska
- 6 ___ Duas ou mais raças
- 7 ___ Outra (especifique)_____

15. Quantos veículos de trabalho há na sua casa?

- 1 ___ Um
- 2 ___ Dois
- 3 ___ Três ou mais
- 4 ___ Nenhum

16. A renda total familiar por ano é de...

- 1 ___ Menos de $10.000
- 2 ___ $10.000 a $14.999
- 3 ___ $15.000 a $19.999
- 4 ___ $20.000 a $24.999
- 5 ___ $25.000 a $29.999
- 6 ___ $30.000 a $39.999
- 7 ___ $40.000 a $49.999
- 8 ___ $50.000 a $59.999
- 9 ___ $60.000 ou mais

17. Você fala outro idioma além do inglês na sua casa?

- 1 ___ Não
- 2 ___ Sim (especifique-os): _____

OBRIGADO POR CONCLUIR A PESQUISA

Appendix C: Stakeholder Interviews

BCT Connected Stakeholder Interview Questions

2019-2028 Transit Development Plan (TDP)

General Perceptions:

1. What is your perception of transit's role in the community?
2. How much awareness of and support for transit is there in the community? Have the levels of awareness and support changed in the last few years?
3. What do you believe BCT is doing well?
4. What do you believe can be done better?

BCT Vision:

1. Are there areas currently not served or under-served by transit that should receive a higher priority? If so, where?
2. Are there any local development and/or land use policies that should be changed to help the transit system reach its goals?
    i. *Example: Changing current land use and/or zoning requirements to enable increased densities and more intense land uses.*
3. How can local consensus be reached on the levels of development and types of land use that are acceptable?
4. As growth continues to occur, should there be a specific focus on mixed-use and transit-oriented development?
5. What should transit's role be in the planning and application of affordable housing?
6. What improvements are needed in the transit system to attract more riders and meet community goals? Specify where? Why?
    i. *Examples: Increased service frequency, later service, premium transit services, park-and-ride lots combined with express bus service*
7. Should BCT be looking at new areas for transit service (i.e., geographic coverage), or should it concentrate on areas with existing service (i.e., enhanced efficiency)?

Public Outreach:

1. At a time of increasing community priorities and needs, do you think it is possible to appropriately educate the public on transit and its importance in the creation of a livable community? How can this best be achieved?
2. Are there any best practice outreach techniques with which you are familiar or that your organization has used successfully in the past that may have applicability in helping explain the vision of the planned transit improvements?

3. We are creating a stakeholder database for this project. The database will be used to provide updates on the BCT Connected process and public involvement opportunities. Are there individuals or groups in your District that need to be a part of this database?
4. What is your residential ZIP code?

Interview Summaries

General Perceptions

Transit's Role in the Community

- Critical; one of the most important subjects in the community since without it people cannot get around to jobs, doctor appointments. Critical to have a solid system for our communities.
- My perception of transit in Broward County is to provide safe and secure transportation options to all residents of Broward County.
- Transit is a key part of mobility in the community; that being said it seems hard to use, meaning it takes a long time (longer than driving), there isn't enough coverage, not sure the connections are easy, and there is a lack of protection from the elements. There are lots of opportunities for improvement. Transit plays a role in all aspects of a community: economic, financial, activity levels, environmental benefits, etc.
- They are there to augment individuals who have transportation needs.
- To serve the transit disadvantaged population.
- To provide a clean and safe environment where people can move freely from place to place. Providing more options for transit use. More the better!
- BCT plays a major role in the ability for Broward's residents and visitors to get from point A to point B. BCT is hampered by not have enough funds, which inhibits their ability to provide more service.

Awareness and Support for Transit

- Not enough awareness; sometimes have clients that qualify for different programs and they don't apply; once partners like HU make them aware they apply; mentioned TOPS as one of the programs that there isn't enough awareness of that. HU plays an important role. Could get more support and information from BCT; most of information comes through word-of-mouth and not from BCT themselves. Maybe he needs to be added to newsletter or information that is provided.
- Support varies by community as was seen in the 2016 vote for the sales tax. It passed in the areas that depend on transit. Many communities are ripe for better public transportation options and there is an urgent need in those communities. Ridership is influenced by the economy and the financial viability of the family. Most people will buy a car as soon as they are able to afford it. What does that say about a bus? Express Bus service would not be as popular if regular buses were being used instead of the nicer vehicles.

- There is a lot of awareness and support for transit in the community. However, it just depends on what level the transit is being conveyed to the general public. In addition, there has been a great level of support for transit but it is clearly undefined.
- Transit support and awareness has improved since the recession within Broward County. In addition, transit is generally supported in Broward County by offering a safe and reliable alternative to transportation. However, the overall system and connections could see improvement.
- The level of awareness has improved. There has been more discussion of east-west connections, as well as express buses which includes 595 connections. Overall, awareness is noticeable on websites but it still needs improvement.
- There is greater support for transit from the people who don't use it because they see it as a way to get more people of the road and out of their way.
- Have the levels of awareness and support changed in the last few years? The community is aware that transit exist in the county, but not as knowledgeable of the different options that are available. As transit options change to meet the needs of different target groups (seniors, working professionals, students) the level of awareness may increase/decrease.

What BCT Does Well

- BCT strives to provide a mix of transportation options to the community.
- Referred to previous answer about getting people from point A to point B in terms of what BCT is doing well. Otherwise there isn't much that is being done well.
- BCT has improved technology by becoming more modern and adapting to newly improved vehicles.
- The strategies BCT is using to become more comprehensive is an improvement. However, infrastructure constraints are limiting the services.
- Capacity is good but there is a significant east-west coverage issue, specifically to the barrier islands. In addition, there continues to be a congestion issue on I-95 which makes it difficult for future transit related projects.

What BCT Could Do Better

- There is an unmet need for premium transit. There was discussion about the proposed BRT and rail corridors. The need to provide better connectivity to the first and last mile is critical. There is also a need to better link land use and transit within the ½ mile around station areas. This led to a discussion about the need for affordable housing and transit oriented development being the best opportunity to establish it moving forward. However, there is a need for permanent affordable housing and this needs to be addressed as well through coordination between the affordable housing agencies and the developers.
- Greater east-west connections and more of an emphasis on multi-modal transit solutions, as well as technology.

- Believe there are some areas, like west Pines, Davie, Cooper City where they may not be enough coverage. Would like for us to become like Amsterdam so would like to see more bike lanes and messaging for respecting bicycles, etc. Believes this benefits transportation as well as health, environment and pollution.
- It's like we are stuck in the 1960s. For what could be done better, the following ideas were offered.
  - There is a need to reimagine transit in Broward and BCT is a key player in this, from basic bus service to new technologies. BCT should be developing and driving a transportation master plan for the County. In terms of specific improvements, all buses should have enunciator panels, real time information should be provided at stops and on the buses, and stops need to offer shelter and a place to sit. The current system discourages riders.
  - The status of the Transportation Director is not as high as it should be, and not in terms of the organizational chart, in terms of the type of person that should be in the position. The person in this role needs to be a visionary, a risk taker, an out-of-the-box thinker, and a fighter. As an example, the recently proposed ATMS system in Miami-Dade was raised. This project will help both drivers and transit. This is an example of a transportation director's job, moving both people and transit faster.
  - The TOPS program is another opportunity for employing new technology. Understand that the demand for this service is growing and it is a very expensive service to provide. Talked about a pilot program that was done with Uber that did not work out because the Uber drivers were not equipped to deal with individuals with ambulatory needs.
- Incorporating technology like apps and mostly timely service.
- BCT should address the general perceptions identified by the public.
- Connecting east-west portions of Broward County.
- More education to the general community of available transportation options.

BCT Vision

Areas Not Served or Under-Served

- No. BCT target is accurate in identifying service needs throughout the county.
- The issue continues to be east-west.
- Increase growth areas in downtown cores to support future transit investments.
- There must be an increased effort to connect east-west areas, as well as north portions of Broward County that are underserved. In addition, there needs to be a focus to connect north portions of Broward County to downtown by minimizing connections.
- No specific suggestions about where improvements are needed, just need to make what we have works better. Discussed the misconception about people who use transit and the need to break through the barrier of the unknown. Talked about creating single page sheets that helped people get to downtown Miami, for example. Mentioned Google Maps as a source for this

information. This led to a discussion about the regional fare policy and on-going coordination related to it. Jonathan Roberson was complimented on his participation in the SEFTC RTAC committee and his review of the regional transit work.

Development or Land Use Policy Changes

- Doesn't think there is a need to change policies as believe most cities know what is needed to support transit. Recommended that BCT review the Mobility Hubs work from the Broward MPO and the transit work for the Regional Transportation Plan. There is a need to develop a new vision for TOD that is middle density focused as opposed to high rises. This type of development would be focused on building a community with safe streets. This is the first step to making TOD more palatable. There is also a need for employment to be focused along the transit corridors and ensuring that the pattern of development (urban design) supports transit use as opposed to traditional cul-de-sac.
- Yes, planners at all levels need to ensure there is access to public transportation from their projects. Would like to see us get to not requiring parking spaces as part of developments. However, there would need to be circulators to get people around their neighborhoods and beyond. The discussion returned to the need for circulators in cities to serve new development. Interviewee indicated that they did not understand how the current community shuttle system is handled when the ridership drops below the required number. It seems to be that the opposite of what is needed is done; frequency is cut down. Is there any evaluation of the route done to see if it could be restructured to pick up more riders? The interviewee talked about the situation with a circulator that was not performing well and a private contractor was sought to run it. There is also a shuttle from the Tri-Rail station to the beach that is not working well and he doesn't believe it is advertised well. However, in five years when the planned development in a specified location comes online, it may need to be revisited and tried again.

How Consensus Can Be Reached on Development and Land Use Types

- It is the planners' job to build this consensus by reaching out to the community and informing them of the benefits of this type of development.
- Yes, they can be reached by developing master plans, involving key stakeholders, public engagement. Things are taking too long to get implemented!
- They can be reached by focusing on major transportation corridors and major service areas within Broward County.
- Thinks that this can be achieved by talking to the people and explaining to them the benefits of compact development and TOD. It needs to be a process, not just a one-time deal. Suggested tapping into younger people for ways to better engage with future users of the system. Also a need to reach out to the elderly. Suggested reviewing the technology used for the US-1 study in West Palm Beach.
- Education is key to reaching a local consensus.

Focus on Mixed Use and Transit-Oriented Development

- Yes, there needs to be a focus on development.
- Yes and interviewee discussed several relevant examples. Including residential in a development is necessary. There was discussion about including BCT in the redevelopment process to ensure the mobility hubs would be consistent with their operational parameters. This led to a discussion about BCT's operational philosophy and the concern that it is not the best one for the community's needs.
- There is a need for mid-level density development, more 4-5 story and not so much skyscrapers as is happening in Miami and Hollywood. Need to be aware of existing community character and address that when planning TOD. Gentrification is a real concern.
- Yes, definitely! The focus needs to be on multi-modal in the urban core. In addition, there needs to be more options for connectivity to regional transportation systems.
- Yes, there needs to be a focus on infill development.

Transit's Role in Affordable Housing

- This is a significant role for transit in Broward County because it helps the population who are transit disadvantaged.
- Transit should play a major role in the discussion and planning of affordable housing. In order to achieve affordable housing, transportation options are a must in the equation.

Improvements to Attract Riders and Meet Community Goals

- More increased service frequency, and improved on time arrival/departure targeting the working professional. There should be a focus to connect West Palm Beach and Miami. In addition, this will help improve traffic traveling northbound and southbound on I-95.
- Clean efficient services with alternatives that minimize time. There needs to be better east-west coverage.

Focus on New Areas or Improve Existing Service

- The focus should remain on improving existing areas and creating best practices before looking at new locations.

Public Outreach

Education on Public Transit and Livable Communities

- Yes, it is possible to appropriately educate the public on transit and its importance in the creation of a livable community. How can this best be achieved? (1) Assess the community and individual status, (2) set strategies/goals to meet/determine needs.

Best Practices

- Seek to meet individuals where they most often congregate (church, community center, HOA meetings, health fairs, conferences).
- Leverage social media. How does BCT come to the citizens? Citizens are not going to go to a website.
- Agencies should have higher level staff reach out to communities, HOA's, civic groups, etc. This initiative makes an impact on members of the public who are willing to listen.

Additional Stakeholders

- Mayor Frank Ortis
- MPO district members
- Developers, business and real estate communities. Specific suggestions were Broward Workshop, Chamber of Commerce, Urban League, Minority Business Association, and Realtors Association.
- The Broward Workshop, all chamber of commerce, members in the religious community, etc.
- HOA's, civic associations, small groups, members at the low city level.
- Transit Director for Broward County schools and all Broward County Public Schools
- The Coordinating Council of Broward and Nan Rich.
- ADRC funded projects

Miscellaneous Comments

- Tri-Rail Coastal Link needs to be included on the sales tax plan.
- Riding transit should not be a misery.
- Need to look at who they allow to purchase advertising as this is sometimes off-putting. Need to think about the image being presented.
- Better transit funding is needed.
- Need to consider the effects of climate change and provide more shelters to offer shade to riders.
- Streets (especially major arterials like Hollywood Blvd) need to be made safer for pedestrians to cross. Perhaps consider pedestrian bridges or an alternative.

Appendix D: Discussion Group Summaries

Aging & Disability Resource Center (ADRC) Discussion Group Summary
August 21, 2018
2:00 – 3:30 p.m.
ADRC of Broward, 5300 Hiatus Road, Sunrise, FL 33351
Discussion Group

Participants:

Paul Strobis, BCT
Tim Crobons, CTG
Jill Quigley, Tindale Oliver
See sign in sheet for other participants

Summary:

Mr. Crobons presented an overview of the Transit Development Plan purpose and requirements, five-year major update and annual minor updates, public involvement activities performed during the major TDP update, and how to get involved (e.g., survey, website, e-newsletter, and social media). The presentation included an overview of existing BCT service ridership, numbers of vehicles serving the County, community shuttle service serving 19 municipalities, and connections to Palm Tran, Miami-Dade Transit, Tri-Rail, and Brightline services. A brief review of the existing BCT fare structure was presented. A series of slides were presented reflecting the results of the on-board survey conducted on the fixed-route, community shuttle, express, and Breeze services. These slides addressed alternatives to BCT service, trip purpose, community shuttle trip purposes, frequency of use, rider characteristics (age, gender, ethnicity, automobile ownership, income), and rider prioritization of important features of transit services.

At the end of the presentation, an open discussion ensued addressing how ADRC clients currently use BCT services, current service needs (strengths and weaknesses of existing service), and how BCT can better serve the ADRC clients.

What is the perception of transit in the community?

One participant noted that she liked the different ads on the buses that promote different organizations.

Another participant explained that many of her clients who use TOPS complain about it not showing up on time or at all and that the process to use it is really challenging. This sentiment was repeated by several others in the room.

There was significant discussion about the application process, specifically the length of the application form and its complexity. A suggestion was made to place the application form online.

- Mr. Strobis addressed these comments by explaining the application process, eligibility for TOPS, and the need to complete a comprehensive assessment of each applicant to determine the individual's eligibility.

Several participants had questions about TOPS' ability to pick up clients in gated communities or high-rise buildings.

- Mr. Strobis responded that unless there was some sort of physical barrier that prevented the vehicle from accessing the area, the service should be from door-to-door.

One participant complimented TOPS for the excellent service it provides. She suggested that every agency have at least one staff member who is familiar with the TOPS application so they can explain it properly to the seniors and assist them with completing the form and making travel arrangements. She commented that the drivers appear to need more training as do the call center staff.

- Mr. Strobis offered TOPS staff to assist with training their employees on the process. He addressed the on-time performance issue, explaining that ridership has grown by double digits and that they have lost some of their providers. Mr. Strobis explained that once they drop somebody off, they have to provide them with a ride back home and that many times if the rider's appointment does not stick to the original schedule, TOPS has to re-route another driver to pick that person up.

Many of the participants found Mr. Strobis' explanations helpful and expressed an interest in having a member of his staff come to their agencies and provide training. Mr. Strobis provided them with an email address, paratransit@broward.org, to send requests for training.

The following are the TOPS-related questions that were asked during the session and Mr. Strobis' responses to each.

- What is the county going to do to address the growing 80 year old plus population?
  - Mr. Strobis discussed the Penny for Transportation program and explained that if it passes it will fund the on-going demand for TOPS with $2.4 billion.
- Does the state provide support for transportation services for the elderly?
  - Mr. Strobis explained the Transportation Disadvantaged program that provides approximately $4.5 million in grant funds.
- Why do free bus passes have to be recertified every six months?
  - Mr. Strobis clarified that they had to be renewed annually and that it was a requirement of the grant.
- Can TOPS provide assistance to individuals to complete the application process?
  - Mr. Strobis explained that the TOPS staff is not large enough to accommodate these types of requests.
- What are other reasons that the service may be late?
  - Mr. Strobis talked about capacity and mentioned the number of requests they had received the previous Friday, drivers that do not show up for work, accidents, and congestion.
- How much does a TOPS vehicle cost?

- o Mr. Strobis stated that vehicles with a wheelchair lift cost about $84,000 and the smaller vehicles are around $42,000.
- Are TOPS drivers supposed to assist riders with getting on the bus?
  - o Mr. Strobis explained that they are supposed to provide this assistance.
- Can partner agencies receive funding from BCT if they provide transportation services?
  - o Mr. Strobis answered that there is such a program and that if an agency is a non-profit with vehicles, they can obtain an hourly subsidy from BCT to transport their own clients on their vehicle. Mr. Strobis stated that BCT is always looking for new partners.
- What is the turn-around time for getting TOPS training?
  - o Mr. Strobis replied that it was pretty quick. He explained that there is even training available to assist riders who may be fearful of using the bus and who are not eligible for TOPS service.

Mr. Crobons redirected the discussion to focus on the BCT system in general and these additional topics were discussed.

The need for additional and better shelters was raised. Mr. Strobis explained that there is a formula for determining where shelters go and that there is a plan to continue to install them in the locations where they are warranted. Mr. Strobis also explained that cities have to accept maintenance responsibility and available right-of-way is required. These are the two issues that tend to slow down the process of shelter installation. Mr. Crobons noted that BCT has installed a significant number of new shelters in the past several years.

There was comment that the service is not as easy to use as Uber or Lyft. Mr. Crobons explained the new MyRideBroward app and that it seeks to provide the same type of information as Uber or Lyft. When asked if there was a similar app for TOPS, Mr. Strobis replied that there was not.

There was significant discussion about a recent pilot project where taxis were used instead of TOPS vehicles. Mr. Strobis described the program, which gives users a credit card to take a taxi for up to 2 trips per day. The credit card pays for the first $15 of the trip; however, if the trip only costs $5 then that counts as the one trip. The program started with 56 applicants and has grown to 115. It has produced about 5,000 taxi trips since February. The following questions were asked.

- How many miles does $15 cover? About 5.5 miles
- Who schedules the rides? The rider does.
- Which cab companies are participating? There are 4 firms accepting the cards. The reason there are not more companies accepting the card is due to the technology required (the card reader).
- Will this ever be expanded to all TOPS riders? That depends on how the pilot turns out. The pilot program ends in January 2019 and the Board of County Commissioners will decide if they want to continue it.

Mr. Crobons re-engaged the group in a discussion about the BCT services as a whole. There was discussion about the need for more express bus routes. The participants felt that these were easier to use than the local routes due to the fewer number of stops. There was a specific request for more express buses coming back into Broward from Miami-Dade.

A question was asked about plans to engage in any public-private partnerships, such as using Brightline as part of the system. The response was "Not at this time."

The final question was about the restoration of routes that were cut during the recession and whether the sales tax would enable those routes to be restored. Mr. Strobis said that there were no plans for this at the present time and that it would have to be looked into further if the sales tax passes.

Mr. Crobons thanked everybody for attending and the meeting ended.

More space on back →

Broward County Transit Connected
Aging & Disability Resource Center Discussion Group
August 21, 2018, 2:00 p.m.
ADRC, 5300 Hiatus Road, Sunrise, FL

BROWARD COUNTY Transit
CONNECTED

	Name	Organization	E-mail Address	Would you like to be added to BCT's electronic newsletter distribution list?	Residential ZIP Code
1	LizABETH MIGUEL	City of Hallandale Beach Human Servic	lmiguel@cohb.org	yes	33009
2	Jimmisha Sampson	City of West Park	jsampson@cityofwestpark.org		
3	Rosa Villasenor	NARS	Rvsillafa@yahoo.com	No	33071
4	Sherry Wilson	NE Focal Point	jwilson@deerfield-brch.com	yes	
5	Michael Mordkes	Alzheimers Association	mmordkes@alz.org	Yes	33309
6	Milena Oblinger	BHN	moblinger@browardhealth.org	Yes	33063
7	Katrina Davan poet	City of Miramar	Kdavanpoet@miramarfl.gov	Yes	33305
8	Michael Pearson	ALZ Assn.	mpearson@alz.org	yes	33309
9	MARTHA MARTIN	ADRC	Martinm@adrcbroward.org	yes	33351
10	MARY Howry	TRM Network Special Library	mhowrey@gmail.com	Yes	33324
11	Sue Clements	BC-BUSD	SClements@broward.org	Yes	33324
12	Lisa Van Voorhis	South FL Institute on Aging	lvanvoorhis@thesofia.org	yes	33305
13	Maya Harvey	David Posnack JCC	MHARVEY@DPJCC.ORG	yes	33004
14					
15					

Broward College – South Campus Discussion Group Summary
August 14, 2018
11:00 a.m. – 12:30 p.m.
Broward College, South Campus, 7200 Pines Boulevard, Building 68, Room 191 (Student Activity Room), Pembroke Pines, FL 33024
Discussion Group

Participants:

Jonathan Roberson, BCT
Tim Crobons, CTG
Sean McTague, CTG
See sign in sheet for other participants

Summary:

Mr. Crobons presented an overview of the Transit Development Plan purpose and requirements, five-year major update and annual minor updates, public involvement activities performed during the major TDP update, and how to get involved (e.g., survey, website, e-newsletter, and social media). The presentation included an overview of existing BCT service ridership, numbers of vehicles serving the County, community shuttle service serving 19 municipalities, and connections to Palm Tran, Miami-Dade Transit, Tri-Rail, and Brightline services. A brief review of the existing BCT fare structure was presented including requirements for college student bus passes and where they can be purchased. A map was presented showing current Broward College campus locations and transit service to each campus. Additionally, information regarding college fares from peer systems was presented reflecting the various approaches to college student fares. A series of slides were presented reflecting the results of the on-board survey conducted on the fixed-route, community shuttle, express, and Breeze services. These slides addressed alternatives to BCT service, trip purpose, school trips by service type, frequency of use, college pass use, rider characteristics (age, gender, ethnicity, automobile ownership, income), and rider prioritization of important features of transit services.

At the end of the presentation, there was an open discussion addressing how Broward College students currently use BCT services to access campuses, current service needs (strengths and weaknesses of existing service), and how BCT can better serve the student body at Broward College.

What improvements can be made to better serve Broward College Students?

- Students are used to being driven in cars, so it is an easier transition to go to Uber than it is to go to public transit. Education programs need to be conducted in area high schools, including after-school programs, so that students are exposed to taking public transit before they transition to Broward College. The real-time information provided by Uber should be provided by BCT.
    - o Mr. Roberson explained that BCT does have a real-time bus locator app called MyRideBroward. He explained how to access this app and how to get information on

the next bus at any bus stop in the system. It was noted that students may not be aware of this app and that there is a need for marketing this app.

- Pembroke Grove and University have no shelters. Passengers either get baked in the sun or soaked in the rain.
  - o Mr. Roberson explained that BCT has installed over 800 additional shelters in the last 5 years, but there are over 5,000 stops in the county. He agrees that BCT needs to install more. Lighting at the stops is typically solar, since electrical is too dangerous.
- There is a desire to have direct bus routes operating between Broward College campuses. Broward College is a generally a commuter school with most students arriving by automobiles. Although not quantified, there are many Broward College students traveling daily between campuses to attended classes. Many students share classes between South Campus and the partnership centers, as well as between the South and Central campuses.
  - o Mr. Roberson stated that BCT is looking at 30-minute service on Route 9 between the South and Central campuses.   He also mentioned that BCT was looking at a new route that would operate from Central Campus along Griffin Road to the Downtown Campus, though this route would require additional funds.
- Miramar West is the largest center and does not have bus service. It is larger than Downtown and Pines Center and is anticipated to remain the largest for the foreseeable future. There is talk of more centers opening in the eastern communities. However, transportation between South and Central campuses is the most important.
- Additionally, Broward College staff members agreed for the need for direct bus service between campuses. These staff also asked about the potential for more hubs other than Broward Central Terminal, specifically in the southwest.
  - o Mr. Roberson mentioned that Miramar Town Center requested BCT to no longer utilize its property as a transfer hub; however, he acknowledged the need for another hub in southwest Broward County, which needs better service. There are plans for a new mall in North Miami-Dade County and there are discussions with MDT regarding service between the Miramar area and the future mall.
- Broward College staff stated a need for students to know about the MyRideBroward app immediately before the beginning of a semester.
  - o Mr. Roberson agreed and asked whether BCT is part of student orientation.
  - o Ms. Yolanda Brown stated that the app should be part of orientation, but mentioned that orientation, overall, is being pared back. She agreed that the app is the best way to get students interested in the service, more so than a traditional brochure or website.
- Broward College staff members mentioned that the college has held events in the past with BCT presentations.
  - o Mr. Roberson stated that BCT has always and will continue to do those events.
- In response to a question about the ability of the app to show transfers, Mr. Roberson stated that the app cannot show every trip, but the bus icon will show the direction of the route and the next three trips. Unfortunately, to go between most campuses, you would need to transfer.
  - o Mr. Crobons reiterated the need to have better communication with the students about how to navigate between the campuses. Students need to know their options and possibly adding a tab on the student website would help.

- Broward College staff raised the idea of providing transit incentives for students. What if they get free rides now and then? Ms. Yolanda Brown stated approximately 75% of the student body are on financial aid.
  - Mr. Roberson stated that one incentive is the reduced monthly pass, which is $50 dollars a month.
  - Several Broward College staff members countered that $50 a month is too much for some students. Another raised the prospect of providing a semester pass.
  - Mr. Crobons agreed that is a good idea, but cautioned that for many students, paying for a semester pass would be too much financially for a student to pay upfront.
  - Mr. Roberson recounted past experience of providing $50 fare passes at multiple locations, which led to a significant increase in fraudulent use of student passes. At one point, student pass use may have exceeded the number of college students in the county. So, passes are now sold only on campus and require proof of enrollment; however, he agreed that there should probably be more locations where students can access passes.
- Broward College staff stated that passes are no longer sold at the campus bookstores (which have a Barnes & Noble affiliation).
- Ms. Yolanda Brown stated that Broward College is very much focused on a need to increase the visibility of BCT.
- Mr. McTague asked whether parking permits are required for students.
  - Ms. Yolanda Brown confirmed that parking permits are required and are paid for through student activity fees
  - Mr. Crobons and Mr. Roberson raised the possibility of increasing these fees to pay for transit passes that would be available to students. Mr. Crobons mentioned other transit systems work with other higher education systems, such as University of Florida, to provide transit passes to all students via school fees.
  - Ms. Yolanda Brown stated that there is no desire to increase fees, particularly under the new school president. Such an approach would have to go to the Board of Trustees. She believes that UF serves a very different student body (more affluent) from Broward College.
- Mr. Crobons asked how many of Broward College's students use transit.
  - Ms. Yolanda Brown indicated she did not know.
  - Mr. Roberson stated that BCT is going to be doing a more in-depth survey for rider types (students included) where it would be a good idea to figure out how many students are using the service. Someone would be stationed at the campuses, talking to people. One of the questions would be "How many people would pay for a pass and for how much?"
- Mr. Crobons asked whether the College surveys students. Is there a mechanism for this?
  - Ms. Yolanda Brown stated that they conduct a survey every year about various issues. Miramar West is always an issue with regard to public transit. If BCT wants a survey to be done, this can possibly be done through some activity that the students are attending.

Mr. Crobons thanked everybody for attending and the meeting ended.

Broward County Transit *Connected*
Broward College - South Campus Discussion Group
August 14, 2018, 11:00 a.m.
Broward College - South Campus, 7200 Pines Boulevard, Pembroke Pines, FL

	Name	Organization	E-mail Address	Would you like to be added to BCT's electronic newsletter distribution list?	Residential ZIP Code
16	Sonya Johnson	Broward College Speech	sjohnso2@broward.edu	no	33317
17	Aquilla Copeland	Broward Colly Stat Succss	Lcopela@broward.edu	No	33445
18	Raalyn B-Oldman	BC - South	rbailey20@broward.edu	no	33312
19	Cynthia Edwards	BC-South	Crobins4@broward.edu	No	33317
20	Winitchka Robinson	BC-SOUTH Campus	Wrobinso@broward.edu	NO	33025
21	Brandon Neison	BC-South	bnelson1@broward.edu	NO	33025
22	Lisa Smith Dada	BC-South	lsmithdada@broward.edu	no	33024
23	Leandro Pineda	BC-South	Lpineda@broward.edu	No	33014
24	Yolanda Brown	BC	ybrown1@broward.edu	No	33317
25	Jose Lopez	BC	jlopez1@broward.edu	No	33076
26					
27					
28					
29					
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CareerSource Broward Discussion Group Summary
August 14, 2018
2:00 p.m. – 3:00 p.m.
Career Source Broward, 7550 Davie Road Extension, Hollywood, FL 33024
Discussion Group

Participants:

Jonathan Roberson, BCT
Tim Crobons, CTG
Sean McTague, CTG
See sign in sheet for other participants

Summary:

Mr. Crobons presented an overview of the Transit Development Plan purpose and requirements, five-year major update and annual minor updates, public involvement activities performed during the major TDP update, and how to get involved (e.g., survey, website, e-newsletter and social media). The presentation included an overview of existing BCT service ridership, numbers of vehicles serving the County, community shuttle service serving 19 municipalities, and connections to Palm Tran, Miami-Dade Transit, Tri-Rail, and Brightline services. A brief review of the existing BCT fare structure was presented. Additionally, information regarding peer city college fares was presented reflecting the various approaches to addressing college student fares. A series of slides were presented reflecting the results of the on-board survey conducted on the fixed-route, community shuttle, express, and Breeze services. These slides addressed alternatives to BCT service, trip purpose, frequency of use, rider characteristics (age, gender, ethnicity, automobile ownership, and income), and rider prioritization of important features of transit services.

At the end of the presentation an open discussion ensued addressing how BCT can help CareerSource staff get their clients to work. Where are the jobs? Where are your clients going? What are the transportation issues hindering them from gaining employment?

- Several attendees mentioned that prospective job seekers often leave from CareerSource dressed for interviews only to have to stand in the hot sun or inadequate shelter from the rain. Additionally, many of the shelters are used by the homeless, which can leave bad odors on the clothes of others nearby and can negatively affect the applicant's state of mind.
- There were several comments about the design of the bus stops.
    - Black metal benches are uncomfortable to use in unshaded areas at stops.
    - Non-enclosed and limited-cover shelters result in passengers getting soaked from the blowing rain.
    - People often do not stand right at the stop and often stand behind the shelter in order to be in the shade. This results in passengers waiting behind a shelter, which makes it hard to watch for an arriving bus and drivers often pass riders because they cannot see them at the stop.
- There was discussion about the cities' role in the installation of shelters.

- A participant mentioned that they use Route 7 and that the Hollywood police do come by periodically to ask the homeless to move from the stops.
  - Mr. Roberson shared their concerns. He stated that BCT partners with the cities to keep shelters clean.
- There was further discussion about the paradox of attractive shelters: if the shelters are too attractive then it attracts homeless, which renders them unusable.
- A participant described their experience taking the University Breeze for several months and how at the Golden Glades Interchange there is no rest room. Further, the service should be operated all-day as well.
- There was mention of too few express routes.
- There was discussion about the MyRideBroward app, which several participants felt was not of good quality. There was specific mention of the app jumping around way too much.
- There is a desire for better real-time information on par with Uber.
- There were complaints about bus drivers refusing to wait when they see someone running. This is also an issue at night, when the bus drivers cannot see passengers. Somebody mentioned that the drivers told them to flash their phone to signal the bus driver.
- The bus stop near the Hollywood location of CareerSource needs a shelter
- Mr. Crobons and Mr. Roberson asked, "Where are you seeing people getting jobs in Miami? Where do they need to go?"
  - The response was that the jobs are around 79th Street, Aventura, and Downtown Miami.
    - Mr. Roberson stated BCT will be adding an express bus on I-75 next year to the Miami Intermodal Center.
    - The largest job center BCT saw in the data in Miami is the airport area. On par with the downtown. The problem with southwest Broward is that it lacks a connection north of Pembroke Pines.
- The assumption at one point was that the western end of the county did not need transit, but the dynamics have changed.
  - Mr. Roberson said that is the type of information needed for the TDP. He explained that several new east-west and north-south routes are being proposed as part of the Transportation Surtax Plan for southwest Broward. These routes have not been approved yet, but the surtax referendum plan identifies these kinds of improvements. It would double the size of the fleet and fill in the grid, expand the community shuttles. FDOT wants to upgrade Golden Glades and install restrooms.
  - BCT is in the process of adding solar power to bus stops/shelters. The surtax plan would add 2,000 more shelters. Each city likes their own design, however, which makes the work and speed of implementation complicated.
- What about third shifts routes? Can service run from 11:00 p.m. to 7:00 a.m.?
  - Mr. Roberson replied that BCT currently operates until about midnight on the best routes. When Miami-Dade did night-owl service, it was poorly utilized. He asked whether starting service earlier, with a gap between 1:00 a.m. through 5:00 a.m., would help. There was general agreement from the participants.

- o Participants commented on the Downtowner in Tampa as an example of a service that could be operated in the gap hours in the middle of the night to help people get home from third shift jobs (those ending between 1 and 5 a.m.).
- o Other examples of options discussed include: St. Petersburg (PSTA) subsidizes Uber and Lyft, NeighborLink routes in Orlando, which is a flex service – consideration is being given to converting these to Uber/Lyft zones.
- Malls close very early here in Florida. If transit service runs later, would malls stay open later? (It was not possible to respond to this question as there were no representatives from area malls at the meeting.)
- Have you had sessions like this with other businesses?
    - o Mr. Roberson said that there are plans for a new mall in North Miami-Dade County and that BCT is having discussions with MDT regarding service between the Miramar area and the future mall.
    - o He further explained that BCT partners with large businesses. BCT has also heard, for example, that FLL (airport) needs more than just one route. Does CareerSource get a lot of people wanting to work there? The response was, "Yes."
- Broward Workshop is a group of 100 business owners. Have you worked with them?
    - o Mr. Roberson replied that BCT has been working with them and that they supported the 2016 surtax effort.
- A lot of clients do not have access to transit so they are forced to drive without a license or insurance. The legal problems snowball from there.
- What about car affordability? Participants said that car insurance is the biggest problem. The car might be paid for, but the insurance is too expensive, so they either take the bus or simply drive without insurance.
    - o Mr. Roberson discussed a program in Michigan where a client was given $5K to get a car in those areas unserved by transit. It was controversial because the transit agency was involved, but these people simply could not all be served by transit.
    - o One participant mentioned that there is the IBA program at the Urban League where they will give you money to buy a car or make rent, etc.
- The majority of clients are on public assistance, cash assistance, food stamps, unemployment. They cannot afford a $70 monthly bus pass. Unemployment payments are insufficient with only $270 weekly. Some may be able to afford their own pass, but not passes for the kids. There might be 3-4 kids, there is not enough money for them to ride the bus with their parents. If there is a single mom with a couple kids, the bus pass for herself is not going to be enough. Maybe have special passes for the public assistance group. We only pay for transit for people on welfare transition. One out of eight groups of clients.
- There was a suggestion for a Monday through Friday pass for students and a comment that in Maryland students are able to travel for free during certain time periods.
- There was significant discussion about drivers refusing to offer the discounted fare and the additional burden this places on people when the bus does not come frequently.
- There was a suggestion that the bus should be marketed more towards the children and be made viable for families, as well as for the elderly.

- o Mr. Crobons asked what the appropriate age to educate kids on transit was. The response was at the age of 5.
- The biggest thing BCT should be selling is safety and trust. We have the best drivers, we are reliable, kid friendly, etc. You want to tell them that there is Wi-Fi and air-conditioning.
- There was concern expressed about a lack of sidewalks at bus stops.
- Mr. Roberson asked whether people are seeking out jobs in areas where the CareerSource Broward offices are located (Oakland Park, Coconut Creek, and Hollywood) or all over. The response was all over, although folks may be sent to these offices based on zip code and job location, as well.
- There was a comment that the population has outgrown the existing system and that there is a need for growth of the system, especially more east-west connections.
- It was suggested that BCT try to attract parents with teenagers to push them to take transit because car insurance is incredibly expensive for young drivers. This could be a new focus group.
  - o There is no doubt that a better network would appeal to all age groups.
- There was a question about BCT passes working on MDT buses and a statement that the transfer policy is onerous.
  - o Mr. Roberson stated that BCT is looking, in collaboration with three other agencies, at a regional pass. Miami-Dade and Tri-Rail have combined their fare technology, but not Palm Tran and BCT.
- There was discussion about how onerous it is to get a card for the disadvantaged program. There were specific concerns about where the passes have to be picked up and theft of the passes sent by mail.
  - o Mr. Roberson noted that BCT has pulled back on locations that sell passes, especially the college passes, which were being heavily abused.
  - o A suggestion was offered to have locations across the county were people could pick-up their bus passes, a will call type situation at maybe check cashing locations
- Do your clients have phones? The response was "yes," but not always smart phones.
- Need USB chargers on the buses.

Mr. Crobons thanked everybody for attending and the meeting ended.

Broward County Transit Connected
CareerSource Broward Discussion Group
August 14, 2018, 2:00 p.m.
CareerSource Broward, 7550 Davie Boulevard, Hollywood, FL

Name	Organization	E-mail Address	Would you like to be added to BCT's electronic newsletter distribution list?	Residential ZIP Code
1	Debbh Brugh	CSBD- South	dbrugy@careersourcebroward.com	YES	33014
2	Julie Azran	CSBD - South	JAzran@careersourcebroward.com	yes	33312
3	Colette Eadie	CSBD, South	ceadie@careersourcebroward.com	yes	33322
4	Michael Watson	" Main	MWatson@careersourceB	yes	33056
5	Rashawn Olivier	CSBD South	rolivier@careersourcebroward.com	yes	33127
6	Cheryl West	CSBD- South	cwest@careersourcebroward.com	No	33169
7	Steven Breslin	CSBD - South	sbreslin@careersource-broward.com	No	33334
8	Charlie Raagonale	CSBD South	CRagonatt@careersourcebroward.com	No	33021
9	Heidi Gillsby	CSBD South	RGuftis@careersourcebroward.com	yes	33024
10					
11					
12					
13					
14					
15					

Central County Community Advisory Board (CCAB) Discussion Group Summary

August 15, 2018
6:00 p.m. – 8:00 p.m. (Entire meeting time, not length of TDP discussion)
Lafayette Hart Park Community Center, 2851 NW 8 Road, Fort Lauderdale, FL 33311
Discussion Group

Participants:

Barney McCoy, BCT
Tim Crobons, CTG
Sean McTague, CTG
See sign in sheet for other participants

Summary:

Mr. Crobons presented an overview of the Transit Development Plan purpose and requirements, five-year major update and annual minor updates, public involvement activities performed during the major TDP update, and how to get involved (e.g., survey, website, e-newsletter, and social media). The presentation included an overview of existing BCT service ridership, numbers of vehicles serving the County, community shuttle service serving 19 municipalities, and connections to Palm Tran, Miami-Dade Transit, Tri-Rail, and Brightline services. A brief review of the existing BCT fare structure was presented. A series of slides were presented reflecting the results of the on-board survey conducted on the fixed-route, community shuttle, express, and Breeze services. These slides addressed alternatives to BCT service, trip purpose, frequency of use, rider characteristics (age, gender, ethnicity, automobile ownership, income), and rider prioritization of important features of transit services.

At the end of the presentation a few of the Board members had questions and comments.

- Board Member Marquis Curry employs several people and stated how difficult it is for his employees to get to work. The buses are infrequent and often require transfers. They would like better service.
- Reverend Jesse Scipio asked about fares. What do they pay for in the bus system? Tires, fuel?
  - Mr. Crobons responded that fares are applied toward operating the system. They also include drivers' wages, maintenance costs, etc. However, fares do not cover the entire operating cost of the system, only a fraction.
- Citizens and the board are concerned about more and better shelters.
  - Mr. Crobons explained that BCT has installed several hundred shelters over the past few years and plan to install more, but there are over 5,000 stops in the system.
- Reverend Jesse Scipio mentioned that some shelters are quite nice, compared to others.
  - Mr. Crobons explained that shelters vary and are the result of negotiations between the city, the right-of-way owner, and BCT. This results in shelter designs that are influenced by the city. He explained that sometimes the city does not have sufficient right-of-way available to place a shelter or the private property owner does not want to provide right-of-way for the shelters.
- A resident mentioned the homeless at the shelters.

- o Mr. Crobons mentioned that the city and BCT typically communicates with the local police force to ensure that bus shelters are for passengers only.
- One resident asked whether the surtax would pay for more community routes into the neighborhoods, which they feel has been neglected by BCT.
  - o Mr. Crobons indicated questions about the surtax should be directed to BCT.
- One resident voiced concern about voicing support for the surtax and how the neighborhood would pay for the surtax, but see little benefit.

CENTRAL COUNTY
COMMUNITY ADVISORY BOARD

QUARTERLY MEETI[NG]
LAFAYETTE HART PARK COMMUNIT[Y CENTER]

August 15, 2018
6:00PM

Name	Neighborhood, Organization or Agency	Phone Number	E-Mail Address (Please Print)
Gwen Belton	TRANSIT		
Marlene Coleman	B. Garden		
Tom Nunziato	TRANSIT		
Lavern Mitchell			
Susan Monroe			smonroe2001@gmail.com

Broward County Board of County Commissioners
BROWARD COUNTY

CENTRAL COUNTY
COMMUNITY ADVISORY BOARD

QUARTERLY MEETING
LAFAYETTE HART PARK COMMUNITY CENTER

August 15, 2018
6:00PM

Name	Neighborhood, Organization or Agency	Phone Number	E-Mail Address (Please Print)
Tarnell Carroll	TRANSIT (BCT)	954 357 8347	tcarroll@broward.org
Wendy Jerkins	Washington Park	404 219 8998	wJerkins@aol.com
Rodney Watkins	Parks + Recreation	954-357 7970	rwatkins@broward.org
TE [illegible]	Hart Park	9549378889	

Broward County Board of County Commissioners
BROWARD COUNTY

Hispanic Unity Discussion Group Summary

October 29, 2018
10:00 – 11:30 a.m.
Hispanic Unity, 5840 Johnson Street, Hollywood, FL 33021 (Presentation actually held at 5811 Johnson Street, Hollywood, FL 33021)
Discussion Group

Participants:

Paul Strobis, BCT
Tim Crobons, CTG
Paola Baez, Tindale Oliver
Jill Quigley, Tindale Oliver
See sign in sheet for other participants

Summary:

Eduardo Pineda from Hispanic Unity started the meeting by explaining the reason for the meeting and asking the participants from Hispanic Unity to introduce themselves. The majority of the group are Disaster Case Managers. There was one individual who worked with Hispanic Unity's clients on public benefits and another individual who works with everybody since they sit at the front desk.

Mr. Crobons presented an overview of the Transit Development Plan purpose and requirements, five-year major update and annual minor updates, public involvement activities performed during the major TDP update, and how to get involved (e.g., survey, website, e-newsletter, and social media). A series of slides addressed the projected growth of Broward County, the travel patterns within and outside of the County, and the trends in paratransit ridership and costs. The presentation included an overview of existing BCT service ridership, numbers of vehicles serving the county, community shuttles serving 19 municipalities, and connections to Palm Tran, Miami-Dade Transit, Tri-Rail, and Brightline services. A brief review of the existing BCT fare structure was presented. A series of slides were presented reflecting the results of the on-board survey conducted for fixed-route, community shuttle, express, and Breeze services. These slides addressed alternatives to BCT service, trip purpose, community shuttle trip purposes, frequency of use, rider characteristics (age, gender, ethnicity, automobile ownership, income), and rider prioritization of important features of transit services.

At the end of the presentation, an open discussion ensued addressing how Hispanic Unity clients currently use BCT services, current service needs (strengths and weaknesses of existing service), and how BCT can better coordinate with the agency.

What is the role of transit in the community?

The role of BCT is to facilitate (meaning to provide service and coordinate with stakeholders) transportation for the community, using various types of vehicles. Another individual stated that BCT's focus is on the poor, based on a past experience at the Broward Central Terminal, and that BCT should provide services for everybody.

In terms of the perception of transit, one individual said that there are trust issues with the system, in terms of on-time performance and safety. This same individual did say that the website worked very well for trip planning. Another individual said, "If you have a car you are not going to use BCT." When questioned about this statement, they explained that the car is easier (right at your house), more comfortable, and faster. This same person explained that their decision to use their car is not a reflection on the quality of BCT's service, which they felt was good. Another individual stated that they would take the express bus service if they had to work in Miami, commenting on how they have seen the bus pass them in the Express Lanes as they were on their way south.

Somebody mentioned seeing the sign for the new MyRide app. Both Mr. Strobis and Mr. Crobons explained how this app works.

Is there support for transit in the community?

One individual said that there was not support for transit due to the distrust of the service, which was previously mentioned, and specifically refers to on-time performance, uncomfortable waiting conditions, and homeless people who may foul the stops and the buses. Mr. Crobons mentioned the referendum and nobody was aware of it. Mr. Strobis explained what the referendum was for and how more information could be found on pennyfortransportation.org. After this discussion, one person indicated that they had seen some information on Facebook about it.

Somebody asked if there is a program for the homeless to help them afford bus service. Mr. Strobis explained about the County's homeless program and how they can apply for reduced fare tickets/passes. The application form is available on the County's website and has to be submitted or mailed in. A follow up question was asked about how these materials are distributed to the homeless if they do not have a mailing address. Mr. Strobis and another participant mentioned that several of the shelters will work with homeless individuals to receive their mail. Mr. Strobis also mentioned that homeless people are able to receive mail at the post office through the general mail.

A similar question was asked about programs for the low income and elderly and Mr. Strobis explained that the same process described for the homeless is followed.

A participant asked about safety issues on the buses and how these are addressed. Mr. Strobis responded that all drivers participate in safety training, that cameras are being placed on buses and this will continue until the entire fleet is covered. He further explained that although BCT does not have its own security force, it works closely with the Broward Sheriff's Office. He mentioned that at this time feed from the cameras are downloaded at the end of the day, but that they were working on soon being able to get live feed. They also mentioned that the driver had a trigger (sort of a panic bottom) to make the Sheriff's Office aware of a situation.

When asked if they were aware of the TOPS program, most attendees indicated that they were. Mr. Strobis mentioned the reduced price bus pass program that is available for non-profit agencies. Mr. Pineda expressed interest in learning more about this program. Since Hispanic Unity purchases buses to provide to their clients, being able to get these passes at a reduced rate was of great interest to them.

A participant asked if there is an age restriction for underage children riding the bus alone. Mr. Strobis replied that there was not an age restriction for riders, although the driver may not allow an unattended

5 year old to board the bus, but a lot of teenagers ride the bus to school and actually qualify for a reduced student pass. Mr. Strobis further explained that BCT's policy is to not charge a fare to riders who are shorter than the farebox machine.

When this same question was asked in regards to TOPS, Mr. Strobis explained the process by which an individual is determined eligible for TOPS service. He explained that there is not an age limit or restriction and that it is based more on an individual's inability to use the fixed-route service. Mr. Strobis also mentioned the travel training that is available through BCT. There was significant interest in this and Mr. Pineda will follow up with Mr. Strobis about the issue. They were specifically interested in having a training completed in Spanish. They mentioned that a training is provided when requested for people to learn to ride the bus, every step from trip planning, scheduling and to actually riding the bus with someone. This service is especially useful for elderly that may have lost the ability to drive. They mentioned this training can be provided for speakers of other languages.

Mr. Pineda asked about the expansion of bike lanes. Mr. Strobis talked about the County's Complete Streets program as well as the MPO's efforts related to Mobility Hubs, and the coordination these agencies have with FDOT, municipalities and Counties for state, city, and county roads, respectively.

One participant asked about training for BCT employees, particularly drivers, regarding cultural sensitivity and empathy. Mr. Strobis mentioned Sunsational training for all BCT employees and the training that both fixed-route and TOPS drivers have to complete prior to being able to drive a BCT vehicle, and that there was also a refresher training requirement. The participant complained about drivers being rude to both riders and other vehicles on the road. It was mentioned that several bus drivers had been observed talking on their phones while driving. These concerns were well addressed by Mr. Strobis who explained that BCT reminds drivers that they are the face of the agency and the first ambassadors for customer service. They understood that sometimes the public can be rude.

Discussion about specific improvements needed or desired included the following:

- Provide more frequent service on weekends.
- Provide hard copies of route schedules provided at bus stops.
- Address on-time performance as Hispanic Unity staff consistently hears about unreliability/lateness of the service from clients.
- Extend bus services later on those routes that end early.
- Address problems with the air conditioning on the buses.
- Make the bus stops more comfortable for passengers waiting on the buses.
- Improve safety throughout the system (at stops, transit centers and on the buses) as some locations do not feel safe now.
- Improve operator attitude and lack of helpfulness by better training bus operators on how to deal better with customers.
- Provide mobile ticketing options as this would be a great benefit. They mentioned that not having exact change is an issue.
- Competition with TNCs as it is cheaper to take Uber of Lyft than to ride the bus if you are a group of 3 or more people.
- Provide charging outlets for phones and other devices.

- Desire to see vehicles use alternative fuels. In response to this Mr. Strobis mentioned the use of propane for the community shuttles and TOPS vehicles and the transition to electric vehicles for the fixed route fleet.

Mr. Pineda closed the discussion by thanking everybody for their participation.

Broward County Transit Connected
Hispanic Unity Discussion Group
October 29, 2018, 10:00 a.m.
Hispanic Unity, 5840 Johnson St., Hollywood, FL 33021

BROWARD COUNTY Transit
CONNECTED

	Name	Organization	E-mail Address	Would you like to be added to BCT's electronic newsletter distribution list?	Residential ZIP Code
1	Ana Rodriguez	HUF	arodriguez@hispanicunity.org	yes	33024
2	Mario Negron	HUF	mnegron@hispanicunity.org	yes	33024
3	Daniel Serrano	HUF	dserrano@hispanicunity.org	yes	33025
4	Guillermina Bagnaria	HUF	gbagnaria@hispanicunity.org		33169
5	Mayra M. Memario	HUF	mhemancles@hispanicunity.org	yes	33023
6	Belalda Acevedo	HuF	macevedo@hispanicunity.org	no	33161
7	Jaime Aponte	HUF	japonte@hispanicunity.org	yes	33034
8	Ines Acosta	HUF/DCM	yacosta@hispanicunity.org	yes	33028
9	Eduardo Pineda	HUF	epineda@hispanicunity.org	yes	33025
10					
11					
12					
13					
14					
15					

Appendix E: Online Survey Instrument

Broward County Transit (BCT) is conducting a survey for our 10-year transit development plan, known as BCT *Connected*. Please complete the following questions to help us understand how we can better serve the residents and visitors of Broward County.

1. How often do you use BCT transit services?

_____Once in a while   _____More than 4 roundtrips per week

_____1-3 roundtrips per week   _____Never

2. IF YOU DO NOT RIDE BCT (answered "Never" in Question 1) why not? (choose all that apply)

_____Travel time is too long   _____The cost of the trip (fare) is too expensive

_____Bus hours of operations do not meet my needs   _____I do not think using the bus is safe

_____No bus stop near my home or destination _____Prefer to Use TNCs such as Uber and Lyft

_____I do not like the bus/prefer to use my car   _____Other (specify)_____

3. IF YOU RIDE BCT, please indicate how important each of the following features is to BCT service offerings.
   IF YOU DO NOT RIDE BCT, please indicate the likelihood that the following improvements would
   encourage you to use BCT transit services.

Improvement	Very Important/ Very Likely		Neutral		Not Important/ Not Very Likely
More Frequent Service	5	4	3	2	1
Fewer/Easier Transfers	5	4	3	2	1
Earlier/Later Service	5	4	3	2	1
More Weekend Service	5	4	3	2	1
Bus Stop Benches/Shelters	5	4	3	2	1
System Safety	5	4	3	2	1
On-Time Performance	5	4	3	2	1
Cost of Trips (Fare)	5	4	3	2	1
Cleanliness of Buses	5	4	3	2	1
Wi Fi on Buses	5	4	3	2	1
Trip Planning Options that Include TNCs such as Uber and LYFT	5	4	3	2	1

4. Would you support long-term sustainable funding for public transportation? _____Yes _____No _____I'm not sure

5. What is your 5-digit residential ZIP code? _____

6. Do you own a smart phone? _____Yes _____No

7. If you would like to be added to our email distribution list, please provide your email address.

_____

If you have further comments, please use the back of the survey. Please return your completed survey to the surveyor. Thank you for your time. For more information, please visit our website at www.broward.org/BCT.

For internal use only
Date:
Event:

Appendix F: Telephone Survey Results

TRANSIT STUDY
Broward County, Florida
6/28/2018 – 7/1/2018
N=400, +/- 4.9%
Registered Voters
(percentages may not add up to 100% due to rounding)

Q. 1. Generally speaking, would you say that Broward County is going in the right direction, or has it gotten off onto the wrong track?

51.5% Right direction
23   Wrong track
5   Mixed/both (volunteered)
20.5   Unsure/no answer

Q. 2. What do you think should be the top priority for county leaders and elected officials to work on right now? Do you think it is...

(randomly rotated)
28%   Improving the quality of public education
10.7   Attracting more businesses and jobs to the area
12   Reducing traffic congestion
15.2   Fighting crime
4   Expanding bus and public transit services…or…
9.2   Lowering taxes
16.6   All/combination (volunteered)
2.2   Other (volunteered)
1   None of them (volunteered)
1   Unsure/no answer

Looking at a couple of these matters a little more closely…

Q. 3. Would you say that the rate of sales taxes in your community is too high, mostly pretty fair or too low?

25.2% Too high
70.7   Pretty fair
1.8   Too low
2.3   Unsure/no answer

Q. 4. Generally speaking, how much of a problem would you say traffic congestion is in Broward County? Is it a very big problem, somewhat of a problem, not much of problem or not a problem at all?

37.3% Very big
44.8   Somewhat

10.7   Not much
4.5   Not a problem
2.7   Unsure/no answer

Q. 5. Over the past few years, would you say that traffic congestion has increased, stayed about the same or decreased?

81.7% Increased
14.8   About the same
2.2   Decreased
1.2   Unsure/no answer

Q. 6. Compared to other public needs and priorities, how important do you think it is to improve and expand bus and public transit services in Broward County? Would you say it is a high, medium or low priority?

42.2% High
38.8   Medium
14.2   Low
1.3   Not a priority (volunteered)
3.5   Unsure/no answer

Q. 7. Prior to this survey, have you ever heard of the agency named Broward County Transit, or BCT, as it is known? Follow-up, if yes: Generally speaking, would you say that you have a favorable or unfavorable opinion of Broward County Transit?

38.1% Yes, favorable
12.8   Yes, unfavorable
3.5   Yes, mixed opinion (volunteered)
22.4   Yes, heard/no opinion (volunteered)
20.2   No, never heard
3   Unsure/no answer

Q. 8. As you may know, BCT operates and oversees the system of buses in Broward County, which includes Breeze Limited Stop Service, and Community Buses, as well as the I-95 and I-595 Express. Generally speaking, how would you rate the bus and public transit services in Broward County? Would you say excellent, good, fair, poor or very poor?

33.2% TOTAL POSITIVE RATING
3   Excellent
30.2   Good

25.5% Fair

11%   TOTAL NEGATIVE RATING
7.5   Poor

3.5   Very poor

18.1% Not enough information/no opinion (volunteered)
12.3   Unsure/no answer

Turning to look at funding for transit services…

Q. 9. Compared to other public needs and priorities for taxes, how important do you think it is to provide additional funding to improve and expand bus and public transit services in Broward County? Would you say it is a high, medium or low priority?

31.7% High
43.6   Medium
22.5   Low
.2   Not a priority (volunteered)
2   Unsure/no answer

Thinking about fund for transit…

(SPLIT SAMPLE - Randomly assigned between versions A and B)

Q. 10A. Would you vote for or against a one-cent increase in the Broward County sales tax, in order to pay for expanded and improved bus services?

58.4% For
36.5   Against
5.1   Unsure/no answer

Q. 10B. Would you vote for or against a one-cent increase in the Broward County sales tax, in order to pay for expanded and improved bus services, more express and community bus services, as well as infrastructure such as walking and bike paths, intersection and road signaling improvements in high traffic areas?

62.8% For
33.3   Against
3.9   Unsure/no answer

Q. 11. Do you agree or disagree with people who say that a sales tax increase is the best way to fund operation and expansion of bus and public transit services within Broward County, because everybody pays it, including tourists, visitors and renters?

60.3% Agree
33.7   Disagree
6   Unsure/no answer

Now I would like to read you some of the various ways that additional funding for public transit service and roadway improvements may be used, if it becomes available. After each one, please tell me if you think it should be a high, medium or low priority. Here's the first one…

(RANDOMLY ROTATED NEXT 8 QUESTIONS)

Q. 12. How much of a priority should it be to…Expand the hours of service, in order to provide transportation for people who work second and third shifts?

55.3%	High
32.8	Medium
9.9	Low
0	Not a priority (volunteered)
2	Unsure/no answer

Q. 13. How much of a priority should it be to…Construct more walking and bike paths?

39.7%	High
36.1	Medium
23	Low
.2	Not a priority (volunteered)
1	Unsure/no answer

Q. 14. How much of a priority should it be to…Increase the frequency of passenger pick-ups, so schedules are more convenient for people who want to commute to and from their places of employment?

56.3%	High
32.2	Medium
9.5	Low
.3	Not a priority (volunteered)
1.7	Unsure/no answer

Q. 15. How much of a priority should it be to…Create more routes to service more areas and make bus travel more convenient?

54.8%	High
33.3	Medium
11	Low
0	Not a priority (volunteered)
1	Unsure/no answer

Q. 16. How much of a priority should it be to…Provide bus and public transit services that are used by students, the elderly and people in the workforce who do not have cars?

75.3% High
18.7   Medium
5.7   Low
0   Not a priority (volunteered)
.3   Unsure/no answer

Q. 17. How much of a priority should it be to…Upgrade traffic signaling equipment on major roads and intersections, so that buses and cars can travel faster along high traffic corridors?

62.1% High
29   Medium
7.4   Low
0   Not a priority (volunteered)
1.5   Unsure/no answer

Q. 18. How much of a priority should it be to…Add signaling equipment for increased safety in school zones?

64.2% High
23.5   Medium
10.8   Low
.2   Not a priority (volunteered)
1.2   Unsure/no answer

Q. 19. How much of a priority should it be to…Dedicate an existing lane on certain streets and roads on the most popular routes that would be used exclusively for public transit, so they could provide express or faster service without being delayed by car traffic?

39.6% High
32.9   Medium
25.7   Low
0   Not a priority (volunteered)
1.7   Unsure/no answer

Q. 20. How much of a priority should it be to…Construct a rail system for travel within Broward County?

41.1% High
30.9   Medium
25.2   Low
.5   Not a priority (volunteered)
2.2   Unsure/no answer

Thinking more about rail service…

Q. 21. If a rail system is built, how often do you think you might use the service for travel within Broward County? Would you say that you will use it very frequently, somewhat frequently, not very frequently, not at all or only on special occasions?

10.7%   Very
18.8   Somewhat
10.3   Not very
25   Not at all
33.3   Special occasions
2   Unsure/no answer

Finally, I have a few short questions for statistical purposes...

Q. 22. I would like to read you a list of age groups. Please stop me when I get to the one you are in.

33.7%   18 to 44
38.7   45 to 64
26.6   65 and older
1   Unsure/no answer

Q. 23. Are you currently employed full-time, working outside the home?

57.8%   Yes
41   No
1.3   Unsure/no answer

Gender:

46%   Male
54   Female

TRANSPORTATION IMPROVEMENT NEEDS STUDY
Broward County, Florida
10/10/2018 - 10/13/2018
N=401, +/- 4.89%
General Election Voters
(percentages may not add up to 100% due to rounding)

FLORIDA
OPINION
RESEARCH

www.FloridaOpinionResearch.com

Q. 1. Generally speaking, would you say that Broward County is going in the right direction, or has it gotten off onto the wrong track?

47.5% Right direction
24.3   Wrong track
6.7   Mixed/both (volunteered)
21.5   Unsure/no answer

Q. 2. At this time, how do you get most of your information and news about local government matters? Is it by...

24.1% Television
3   Radio
20.2   The Internet
8.4   Newspapers…or…
6.9   Social media
34.6   All/combination (volunteered)
2   Other (volunteered)
.2   Do not get/seek news about local government (volunteered)
.5   Unsure/no answer

Q. 3. Including the online versions that are available over the Internet, how often would you say that you read local newspapers? Would you say that you read any of them frequently, occasionally, rarely or not at all?

30.5% Frequently
24.7   Occasionally
21.2   Rarely
23.1   Not at all
.5   Unsure/no answer

Q. 4. How often would you say that you use social media, such as Facebook, Twitter and Instagram? Would you say that you use it frequently, occasionally, rarely or not at all?

42.9% Frequently
17   Occasionally
11.2   Rarely
28   Not at all
.2   Do not have Internet access (volunteered)

.7   Unsure/no answer

Looking ahead to some upcoming elections…

In addition to elections for public offices, there will also be some issues on the ballot, including a tax request for the county transportation system…

Q. 5. Prior to this survey, were you aware that there will be a tax request for the county transportation system on the ballot in November?

41.5% Yes, aware
57.3   No, not aware
1.2   Unsure/no answer

Now I would like to read the language for the tax request for the county transportation system as it will appear on the ballot. When I am done, please tell me how you would vote on it. Please bear with me, as it is a bit long. It asks…

"Shall countywide transportation improvements to reduce traffic congestion, improve roads and bridges…enhance traffic signal synchronization, develop safe sidewalks and bicycle pathways, expand and operate bus and special needs transportation…implement rail along approved corridors, and implement emerging transportation technologies…be funded by levying a thirty year, one percent sales surtax…paid by residents and visitors, with the proceeds held in a newly created trust fund…and all expenditures overseen by an independent oversight board?"

Q. 6. Now, if the election were held today, and you were voting, would you vote yes, for the surtax levy, or no, against it?

51.9% Yes
36.8   No
11.3   Unsure/no answer

Q. 7. Regardless of whether you specifically support or oppose the sales tax increase request to fund transportation system improvements that will be on the ballot in November, do you think more funding is needed to expand and improve the transportation system in Broward County?

59.7% Yes
26.2   No
14.1   Unsure/no answer

Supposing for a moment that more funding is approved…

Q. 8. How much do you think an expanded and improved transportation system can improve the quality of life in Broward County? Would you say a lot, somewhat or not at all?

37.2% A lot

45.6   Somewhat
13.5   Not at all
3.7   Unsure/no answer

Looking at ways additional funding would be used, if it becomes available. After each one, please tell me if you think it should be a high, medium or low priority. Here's the first one…

(RANDOMLY ROTATED NEXT 6 QUESTIONS)

Q. 9. How much of a priority should it be to…Make improvements to the bus system, such as expanding the hours of service each day, increasing the frequency of pick-ups and adding more routes and destinations?

46.5% High
28.8   Medium
17.8   Low
.7   Not a priority (volunteered)
6.1   Unsure/no answer

(SPLIT SAMPLE – randomly assigned to version A or B)

Q. 10A. How much of a priority should it be to…Construct a rail system for travel within Broward County?

32.9% High
30.2   Medium
27.5   Low
2.6   Not a priority (volunteered)
6.9   Unsure/no answer

Q. 10B. How much of a priority should it be to…Construct a rail system for travel within Broward County to reduce traffic congestion along major corridors?

40.4% High
29.9   Medium
25.5   Low
2.4   Not a priority (volunteered)
1.8   Unsure/no answer

Q. 11. How much of a priority should it be to…Upgrade traffic signaling equipment on major roads and intersections, and adding new technology to make traffic flow more efficient?

63.1% High
26.9   Medium
8.1   Low

.7 Not a priority (volunteered)
1.3 Unsure/no answer

Q. 12. How much of a priority should it be to…Construct more bus stops with overhead covers to shield riders from the weather while they are waiting for their buses?

55.5% High
27.5 Medium
14.6 Low
1   Not a priority (volunteered)
1.5 Unsure/no answer

Q. 13. How much of a priority should it be to…Expand transportation options for students, the elderly and people who cannot drive or afford cars?

66.9% High
23.6 Medium
7.4 Low
1   Not a priority (volunteered)
1.2 Unsure/no answer

Q. 14. How much of a priority should it be to…Make it easier to connect between the various types of public transit, such as buses and rail service, in order to have seamless local and regional travel experiences?

51.3% High
30.7 Medium
11.4 Low
2   Not a priority (volunteered)
4.6 Unsure/no answer

Thinking more about public transit for a moment…

Q. 15. Regardless of whether you specifically support or oppose the sales tax increase request to fund transportation system improvements that will be on the ballot in November, do you think more funding is needed to expand and improve public transit, such as bus service, in Broward County?

60.7% Yes
28.7 No
10.6 Unsure/no answer

Q. 16. How much do you think expanded and improved public transit can improve the quality of life in Broward County? Would you say a lot, somewhat or not at all?

40.7% A lot

44.6   Somewhat
11.3   Not at all
3.5   Unsure/no answer

(SPLIT SAMPLE – randomly assigned to version A or B)

Q. 17A. Generally speaking, do you agree or disagree that even though they may not use public transit in Broward County, most people will, in some way, benefit from an improved system?

81.1%   Agree
17.1   Disagree
1.9   Unsure/no answer

Q. 17B. Generally speaking, do you agree or disagree that even though they may not use public transit in Broward County, most people will, in some way, benefit from an improved system, such as by reducing the number of cars on the roads?

72.7%   Agree
24.2   Disagree
3.1   Unsure/no answer

Q. 18. Generally speaking, how would you rate the current quality of the public transit, such as bus service, that is available in Broward County? Would you say excellent, good, fair poor or very poor?

26.8% TOTAL POSITIVE RATING
3.3   Excellent
23.5   Good

32%   Fair

15.2% TOTAL NEGATIVE RATING
9.7   Poor
5.5   Very poor

26%   Unsure/no answer

Q. 19. If improvements are made, such as more routes, longer operating hours and more frequent pick-ups, would you be more or less likely to use bus service in Broward County or would it make no difference in your commuting and travel habits?

24.9%   More likely
4   Less likely
69.2   No difference
1.9   Unsure/no answer

Q. 20. Do you agree or disagree that expanding and improving bus service will strengthen the local economy and create more opportunities for people to work?

72.6% Agree
22.9 Disagree
4.5 Unsure/no answer

Finally, I have a few short questions for statistical purposes...

Q. 21. I would like to read you a list of age groups. Please stop me when I get to the one you are in.

33.5% 18 to 44
38.3 45 to 64
27.2 65 and older
1 Unsure/no answer

Q. 22. Which of the following do you consider to be your main race? Is it...

49.5% White
18.4 African-American
17.4 Hispanic or Latino – skipped next question
3.5 Asian or Indian…or…
6.5 Something else
.5 Mixed race (volunteered)
4.2 Unsure/no answer

Q. 23. Are you of Hispanic origin or descent?

n=331
6.4% Yes
86.1 No
7.5 Unsure/no answer

Q. 24. Are you currently employed full-time, working outside the home?

55.8% Yes
42.9 No
1.3 Unsure/no answer

Gender:

46.5% Male
53.5 Female

Appendix G: Focus Group Materials

Funding For Countywide Transportation System Improvements Through Levy Of Surtax

Shall countywide transportation improvements to reduce traffic congestion, improve roads and bridges, enhance traffic signal synchronization, develop safe sidewalks and bicycle pathways, expand and operate bus and special needs transportation, implement rail along approved corridors, and implement emerging transportation technologies, be funded by levying a thirty year, one percent sales surtax, paid by residents and visitors, with the proceeds held in a newly created trust fund and all expenditures overseen by an independent oversight board?

(MARK JUST ONE BOX)

	Yes
	No

Funding Priorities

1) How much of a priority should it be to use funding to…Upgrade traffic signaling equipment on major roads and intersections, so that buses and cars can travel faster along high traffic corridors?

1. High priority
2. Moderate priority
3. Low priority/not a priority
4. Unsure

2) How much of a priority should it be to use funding to…Expand and improve the bus system, including more routes and longer service hours each day?

1. High priority
2. Moderate priority
3. Low priority/not a priority
4. Unsure

3) How much of a priority should it be to use funding to…Dedicate existing lanes on certain streets and roads on the most popular routes that would be used exclusively for public transit, so they could provide express or faster service without being delayed by car traffic?

1. High priority
2. Moderate priority
3. Low priority/not a priority
4. Unsure

4) How much of a priority should it be to use funding to…Create shuttle service for short-trips and on-demand rides to some destinations?

1. High priority
2. Moderate priority
3. Low priority/not a priority
4. Unsure

5) How much of a priority should it be to use funding to…Construct a light rail passenger train system for travel within Broward County?

1. High priority
2. Moderate priority
3. Low priority/not a priority
4. Unsure

6) How much of a priority should it be to use funding to…Ensure that a wide range of services are available for people who rely on public transit, such as students, the elderly and people in the workforce who do not have cars?

1. High priority
2. Moderate priority
3. Low priority/not a priority
4. Unsure

7) How much of a priority should it be to use funding to…Construct more walking and bike paths?

1. High priority
2. Moderate priority
3. Low priority/not a priority
4. Unsure

Paul: Fort Lauderdale, Florida. October 1, 2018.

Paul: Have him go all the way around. Sir, could you sit here?

Man: Sure.

Paul: Sir, could you sit at that end? Ma'am, could you sit here? Sir, could you go all the way around and sit in that third chair? Sir, could you sit right next to her? Thank you. Ma'am, I'm going to ask you to sit right there at the end. I'm going to clear out a little space here so you can go through this way. It might be a little easier. Ma'am, will you sit here? And ma'am, will you sit in the corner there?

Woman: Where?

Paul: In the corner right there. Yeah. XXX?

Man: Yes.

Paul: Okay, why don't you sit next to XXX if you will? Whichever way is easiest. A little crowded on that end. I apologize. Good afternoon, everyone. My name is Paul, and I'm going to tell you a little bit more about myself in just a moment, but before I do, a couple of quick ground rules. First and foremost, if you have a cell phone or audio pager, go ahead and turn it off. Also, if you have a Bluetooth device that you're wearing, go ahead and turn that off as well. And I'd also ask that you clear the table of anything other than soft drinks, so if you could set that down, I'd appreciate it. Go ahead and turn your nameplates towards me so that I can see them, and stick them out a little bit so I can look past your soft drinks. Thank you. Excellent. For those of you who have never been in a focus group before, it's kind of like a hybrid between a jury trial and a hockey match. What I'm going to do is throw out some issues to talk about, and what I'm interested in is what you know and how you feel. That means there are no right or wrong answers, and if you don't have an opinion about something, that's just as important. Now it's also important to respect the rights of each other to hold differing opinions about the topics that we're going to be discussing. And if somebody is speaking, please let him or her finish before you interject your own comments. Having said that, I'm going to apologize in advance, because I may cut you off from time to time, and I'll do so as diplomatically as I can, but that's just in the interest of making sure that we get to

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hear from everyone about these issues. Now, I should also point out that tonight's session is being recorded. In addition to that, I've got colleagues in back taking notes in case the recorder fails, which has actually happened, believe it or not. But I want to assure you that everything you say tonight will remain completely confidential. In fact, once the session is over and the tape is transcribed, your names will be removed, and from that point forward your participation will be anonymous as well. So feel free to speak as frankly as you like about the issues we're going to be discussing, within the bounds of decorum, of course. Also, I should tell you a little bit about myself in advance of our introductions. One particular important thing is that I am not an expert about any of the subjects that we're going to be discussing. So from time to time, you may ask me questions, and I'll try to answer them as best I can, but I can't make any promises. I should also point out that I'm an independent researcher, which means I have no vested interest in what you're going to say. So feel free to speak as frankly as you like. You can't hurt my feelings. People have tried but nobody has succeeded so far. Can I ask one favor? Could I ask XXX and XXX to switch places?

Woman: Sure.

Paul: Thank you. Create the balance of the room a little better with XXX's jade dress. Better visual aesthetic here. Better vibe.

Man: I shouldn't have worn this red shirt.

Paul: Thank you both for doing that. Now, what I'd like to do is start by going around the room. I'd like each of you to tell me your first name, your current occupation, and just for the heck of it I'd be interested in knowing what your favorite television show is.

Man: Oh, a tough one.

Paul: I'll go ahead and start. My name is Paul, and as you probably surmised, I'm a focus group moderator. I do this all around the country. And my favorite television show is Law & Order. And I'm a bit of a purist. None of the spinoffs for me. I only like the original version that's now in syndication.

Woman: Okay. hello. My name is XXX. I am a health insurance agent. My favorite television show right now I'm binge-watching Once Upon a Time.

Paul: Okay.

Woman: My name is XXX. Most people call me XXX. And I'm a re-insurance auditor. And I like all the Law & Orders.

Paul: Would you like me to call you XXX or XXX?

Woman: XXX.

Paul: Keep me honest.

Woman: Okay.

Man: I'm XXX. Director of software development for a health care company. I guess Modern Family is something I'd watch regularly now.

Paul: Okay. I hear that a lot these days.

Woman: Mm-hmm.

Man: My name's XXX. I'm a real estate appraiser and musician. I live two lives. I also have two favorite TV shows – sorry. One is Formula One racing. And the other is Anthony Bourdain's No Reservations.

Paul: Oh, okay.

Woman: Hi. My name is XXX. I'm a personal shopper. My favorite TV show is Top Chef, and anything cooking.

Paul: Oh, okay. My wife would like you.

Man: I'm XXX. I'm a swimming pool technician. And my favorite show is The Simpsons.

Paul: Thank you, XXX.

Woman: Hi, I'm XXX. I'm a private investigator. And my favorite shows, two of them – Blue Bloods and The Voice, right now.

Paul: Okay.

Man: My name's XXX. Currently I'm a business owner, entrepreneur, and my – at the current time, my TV show would be Shameless.

Paul: Shameless, okay.

Woman: Hi. My name is XXX. I'm a retired college administrator. And my favorite show just went off the air – Big Brother. But I have to change to what's current, 60 Minutes.

Paul: Oh, okay.

Man: My name's XXX. I'm an expediter for the Postal Service. And my favorite show right now would be, oh, God, uh, probably Big Bang Theory.

Paul: Oh, wow. Okay. A lot of different backgrounds and a lot of viewing interests, and I think that will make for some lively conversation. Now what I'd like to do is start by just throwing this out for anybody to answer, but I'm interested in knowing, what are the things that you like most about living in Broward County?

Man: Not being in Dade.

Paul: Not being in Dade.

Man: That was my first thought.

Man: Been there, did that. Don't want to do it anymore.

Paul: Things you like most about living in Broward County.

Man: Warm weather, because I'm from up North, so that's why I came down here in the first place.

Paul: Warm weather. Okay.

Woman: The weather is a big one.

Woman: No shoveling.

Paul: No shoveling. Okay. A couple of votes for the weather.

Woman: Not Dade County.

Paul: Please?

Woman: Not Dade County.

Paul: Not Dade County.

Man: Sort of reminds me of what South Beach was before it got crazy.

Paul: Okay. Other things you like about living in the greater Broward County area?

Woman: Yeah, it's not as congested as Dade.

Paul: Okay. When you say congested, you mean traffic?

Woman: Traffic is –

Paul: Okay.

Man: Parking is easier than most places. If you go to South Beach, it's hard to park there.

Paul: Okay.

Woman: Nice beaches.

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Paul: Nice beaches. Okay. XXX, what about you?

Woman: Um, I just literally just drove from Dadeland area, so when I say, the traffic is better.

Paul: Okay. Traffic is better.

Woman: The driving is a bit better.

Paul: Okay.

Woman: And then –

Paul: So we've heard three votes for the climate and the weather, and about three votes for transportation related topics. What about you, XXX? What's your –

Woman: Safety.

Paul: Safety.

Woman: Mm-hmm.

Paul: Okay. When you say safety, what do you mean by that?

Woman: I feel – you know, I'm from – I just feel because growing up in Broward County, I mean, I feel safer as far as, you know, going out and – because I was raised in Miami. So I know, you know, the environment, how it is over there.

Paul: Okay. Another vote for not Dade County. Okay.

Woman: It has entertainment. I mean, when I moved from New York, what I missed originally was a lot of theater, but now we have, like, the Broward Center. And it does have a lot of venues for concerts, and if you have enough money to go to all of these places it's nice.

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Paul: XXX, I'm going to let you round this out. What would you say is the thing you like the most about living in Broward County?

Man: Definitely centralization, accessibility. You can go to Dade, you can go to Palm Beach, you're in the center. Traffic-wise, it's easy to get around 75, Turnpike, 95, even though I hate 95, but to me that's –

Paul: Okay. Let's look at the other side of the coin for a moment. What are the things you don't like or maybe you're not happy with or maybe you just would like to see done better?

Man: I would say first, like, 95 express lane entry, there's no entry in the middle of Hollywood. You have to drive like down to get on 95.

Paul: Okay. Now let's think a little more globally about Broward County in general. Things you don't like about living in Broward County, or maybe they're just things you'd like to see done better.

Man: The area has become much more congested than it was when I first moved here.

Paul: Okay. And are you referring to traffic congestion?

Man: I'm – just everything.

Paul: Okay. Everything. Okay.

Man: Pembrook Pines, that's where I basically lived from 1979 to now. It's changed so much as far as congestion, traffic, you know, but they've done good things to get the traffic around. So it's a double-edged, you know.

Paul: Other things that you're not so happy with?

Woman: Overbuilding.

Paul: I'm sorry, what did you say, XXX?

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Woman: The airport. I mean, they're doing things, and they seem to continue to try to improve, but it's getting even almost as congested as the Dade airport.

Paul: Okay. So you're unhappy with the airport. A couple of votes for that. I'm sorry?

Man: Hollywood CRA which is, they're pumping a lot of money into the beach, and sort of – and a section of downtown, and sort of neglecting the rest of Hollywood. And being as I don't live on the beach and I don't live downtown, it would be nice if they would spread it a little more equitably around the rest of Hollywood.

Paul: XXX, you had something you wanted to add.

Woman: The huge high rises they're insisting on putting up.

Paul: Okay. And XXX, I saw your hand up.

Man: Lack of family entertainment, like fun things to do, like South Florida, we've got to go to Orlando for an amusement park. But like Broward, any little thing like, what was it, Boomers, or whatever it was called, the one roller coaster – now it's stopping, or it will be stopping.

Paul: XXX, anything new that you would add to this list?

Man: Right off the bat, the congestion. Somehow to plan better for the tourists that do come here, since Broward County is a large tourist attraction, tourist area.

Paul: How would you describe the traffic situation in Broward County?

Man: Well –

Man: Getting worse.

Paul: Getting worse.

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Man: Historically, ever season you can see the difference from the winter time when snowbirds come here. You can see how congested things get. Even now, we're in the beginning of October with – season hasn't even hit Broward County yet for the most part, and it's already very congested.

Paul: What about you, XXX? How would you describe the traffic?

Man: Summer started and –

Man: It's going to get even worse. I mean, to get from like Broward Blvd., you know, thank God that they expanded Broward Blvd. from 95 east, but trying to get from Broward Blvd. to 95 to Andrews, will take you maybe 10, maybe sometimes 15 minutes.

Paul: XXX, what about you? How would you describe the traffic situation?

Man: I mean, I think the traffic is worse, I mean, one suggestion I would have is like the All Aboard Florida train they put in and it was private. It's only stops in downtown and Miami. Should be like someplace in the middle, like maybe the airport or in Hollywood, Aventura. At least one stop, and then people could actually take that more often to get to work.

Man: That's what Metrorail is for. Or Tri-Rail, excuse me.

Man: Tri-Rail doesn't go downtown Miami, though. It does go out west.

Paul: Other impressions of the traffic situation?

Woman: With all the construction they're doing on 95, and I know why they're doing it – I go north. I don't go south. I go Davie Blvd. to Congress Avenue. And it's just crazy. And to me, I don't understand, as much as everybody loves the express lanes, how they can charge on a public road.

Paul: XXX, I saw you nodding in agreement. What did XXX say that really struck a chord with you?

Woman: The construction, like, in Miami, certain express lanes like, I guess, the Turnpike – not Turnpike, more so, but 826 is always under construction, but now it's moving northwestward, so for example, like 441, like that's like a train wreck.

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Paul: Other impressions of the traffic situation?

Man: I feel like there's nobody – I don't know if it's civil engineers or city planners to time the stoplights.

Paul: Okay.

Man: Where I live, they're all out of sync, and honestly, sometimes it will take 30 to 45 minutes to go half a mile in this little string of lights.

Paul: XXX, what's your impression of the traffic situation overall?

Woman: Overall I think that the planning with the construction, I think they do it on purpose. I think they really don't want you on the roads in your car. I think they want you to take public transportation. I think they want you to walk. I think they want you to ride a bike. But in this climate, with this heat, a lot of people can't walk. A lot of people with the rain that comes every day are not going to walk or ride a bike. And I think it's deliberate. I really believe that they put all these buildings up without planning for the traffic, for the sole purpose that more people would ride a bike or more people would walk. South Florida is not made that way.

Paul: Okay. XXX, what about you? What are your impressions of the traffic situation?

Man: I think that mass transit needs vast –

Paul: Well, let's talk about the traffic situation. Just a general impression.

Man: I agree with XXX, with the toll road. You know, the express lanes. I don't see what – if they're going to put the express lane in, instead of putting the express lane, just widen – just widen the road. Adding in an extra lane anyway, you know?

Paul: Okay. XXX, what are your general impressions of the traffic situation?

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Woman: I guess because I'm lucky enough to be like three minutes away from home, from work, and now it has doubled because, yes, the construction that is going on. I feel that every time there's an empty spot or lot or something, there's a need to build something to cover that.

Paul: Okay. A need to build something.

Man: Part of it is, we can't extend going any farther west. I've been down here since 1971, and this place has expanded like a cancer, is the only way I can describe it.

Paul: Okay.

Man: And we absolutely don't have the infrastructure that we need for the amount of people here. And more people keep wanting to move down here.

Paul: Let me ask you this, personalizing this for a second –

Man: When do we pull up the bridge?

Paul: What kind of impact is the current traffic situation having on your lives? Just in general?

Man: That was a huge one for me. The drawbridges that constantly – it's, for me personally, it's an inconvenience. It's every single day.

Paul: Okay. Daily inconvenience.

Man: Daily inconvenience, which I understand. You know, Fort Lauderdale, especially, is –

Man: Yachting capital of the world.

Man: It's understandable. But is it inconvenient? Absolutely, for the people that reside here.

Paul: XXX, what kind of impact is the traffic situation having on your life?

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Woman: Well, let's see. I've been working in Boca since 1985, and it is completely changed since then. I mean, completely changed. It can take me, I'm 26 miles from my front door to work. And it can take me anywhere from a half an hour to I've actually been stuck in traffic for two hours.

Paul: XXX, what about you? What kind of impact is the traffic situation having on your life?

Woman: Well, the main problem I have is in those areas, you know, where they are constructing something, like State Road 7 seems to be continuously being repaired or changed or something. So being caught up in that traffic when I'm trying to get to a meeting or whatever is an issue, but in addition to that, if I'm on 95 and I'm trying to get to a meeting, if there's an accident, forget about it. I can't move.

Paul: XXX, what about you? What kind of impact is traffic having on your life?

Man: Well, it's taking longer for me to get to work and get to home. So I work downtown Miami.

Paul: Okay. Long commutes?

Man: Yeah, but even getting of Broward takes me longer now, partly because, like for some reason, like, I??? always backs up, even though there's nothing going on there. It just slows down there every day.

Man: At Aventura –

Paul: XXX, I think I know the answer since you're three minutes away, but lay it on me. What kind of impact is it having on you?

Woman: Basically, I don't go out much.

Paul: And let me ask you this, then. Is that because of lifestyle preference or do you do it to avoid traffic?

Woman: Yeah, to avoid, to avoid traffic.

Paul: Okay.

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Woman: I set a specific time or day, you know, on Thursdays – I know the traffic is really heavy on Tuesdays and Thursdays, so I know I have to be out of the house earlier.

Paul: XXX, what about you? What kind of impact is traffic having on your life?

Man: Oh, well, it's changed now because I've changed my time that I go in to work, but when I used to have to be at work at 9:30, I worked out Miami also, 22.3 miles from door to door. And if I did not leave the house by 7:15, I was not at work at 9:00. If I left at 7:30, I was at work anywhere between 9:15, 9:30. And if there was an accident, it's taken me up to three hours.

Paul: Okay. I see a couple of heads nodding in agreement. Let me ask you this. What needs to be done to solve the problem? In a word or two.

Man: I think more trains, like more transportation.

Man: Mass transit.

Paul: Mass transit, more trains.

Man: Trains running down I95.

Paul: Trains. Okay. XXX?

Woman: Better – better public transportation.

Paul: Better public transportation.

Woman: Right.

Paul: XXX, what needs to be done to solve the problem?

Woman: I would think –

Paul: Hang on. XXX's got the floor. I'm sorry.

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Woman: I would think that they would need more of a transportation going west, going east, going north, going south. The train stations are great if you work right near that area. But what happens when you get there? As in, how do you get to work unless you could walk it? Or take an Uber? Or take a bus? But it's not connecting. If you don't connect, you really can't live in South Florida without a car.

Paul: So we've got transportation, transit. XXX, what were you going to add?

Man: I think more freeways east to west.

Paul: More freeways.

Man: Across I95.

Paul: XXX, what do you think needs to be done to solve the problem?

Woman: Um, I'm going to go with the public – I'm sorry, were you asking her?

Paul: Yes.

Woman: I would say, I guess, more purposeful when they do, do construction. Like don't start it and like don't finish it.

Paul: Okay. XXX, what were you going to add? I'm sorry.

Woman: I was going to add, you know, public transportation is a wonderful thing, and I'm originally from Chicago where everybody uses public transportation. I've been down here over 40 years, and every focus group that has dealt with this, I've told them the same thing. Your mass transportation is not up to par. Who are you going to – who is going to explain to my boss that –

Paul: Okay, so you want mass transit.

Woman: Mass transit would be nice if it runs –

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Paul: XXX, what would you add?

Man: I think one thing, it's not always beneficial to me, but if they actually got rid of express lanes and made them bus only lanes, I probably would take the bus. I don't take it now because I can beat the bus driving myself in express lanes. If I couldn't, and the bus was faster, I'd probably take the bus downtown instead.

Paul: Let me ask you to do me a favor. I want to talk about – I want to ask you for your impressions of a specific phrase. And it's a two-word phrase. And I'm going to tell you the phrase. Then I want you to write down in a couple of words – maybe a complete sentence – what it means to you. And use the back of your nameplate. And by the way, you can't use either word in the definition. So here's the phrase. It's "transportation system." And I want you to write down what comes to mind and you can't use the word "transportation" or "system." And just write down a short phrase, maybe a complete sentence if you like. No grades for spelling or punctuation.

Paul: Okay. It looks like everyone's done. Let me start with you, XXX. Oh, go ahead and put your nameplates back up and turn them towards me. XXX, what did you write down?

Man: I wrote down "subways."

Paul: Subways.

Man: "Trains and People Movers."

Paul: Okay. Subways, trains and People Movers. XXX, what did you write down?

Woman: I just wrote "needs work."

Paul: I'm sorry?

Woman: Needs work.

Paul: Needs work. That's what came to mind when you heard "transportation system." Interesting. XXX?

Man: I put "mode or means of efficient travel."

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Paul: Mode or means of efficient travel. Okay.

Woman: I wrote "terrible" and "needs vast improvements."

Paul: Okay. XXX, what about you?

Man: I put "a plan that accommodates the majority of the population to get from point A to point B."

Paul: Interesting. XXX, what about you?

Woman: I just put "public."

Paul: Public. Okay. XXX? Or XXX, pardon me.

Man: Yeah, I got "trains and buses that run 24/7."

Paul: Okay. XXX, what did you write down?

Man: There's more – and "traffic lights that are synchronized."

Paul: Oh, okay. Interesting. XXX? I'm sorry.

Man: "Subways, El, trains and buses."

Paul: Okay. Because you're a northerner.

Man: Yeah. El is –

Paul: Yeah. I got that.

Woman: "Reliable ability to move from point A to point B."

Paul: Okay.

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Woman: I put "Takes too long. Not enough."

Paul: Takes too long. Not enough. Okay. It sounds like your definition is a little broader. We started talking about transit, and now we're talking about other things like lights and other systems. Just out of curiosity, what do you think needs to be done to improve the transportation system in general? That is, transit and other aspects?

Man: Needs to be expanded.

Paul: Needs to be expanded.

Man: More funding.

Man: There was one year in South Florida --

Paul: I'm sorry –

Man: More funding.

Paul: More funding? I'm sorry, XXX.

Man: There was one year in South Florida that I lived without a car. And a very busy road, University, where I was at, their main bus ran once per hour. So if you're one minute late, you've got to wait a whole hour. Honestly, a street that busy, should be like every ten minutes.

Paul: Okay. So you're talking about frequency.

Man: Yeah.

Paul: Okay. XXX, what about you? Anything that, moving beyond just transit, when you think of transportation systems, what are other things that need to be done to make the system better?

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Woman: I mean, I think – I've seen it work well in Brickell area. People don't have cars down there, just because like they have the Metro Mover, they have – they have Metro Mover, they have the Tri-Rail, they have the trolleys, they have the buses. And it works if you live in that area. However, like, in Broward, the area's so broad – it's a lot more difficult to get from point A to point B because it's just a large area.

Paul: XXX, what about you? Anything else that you think about when you think about things that need to be done to the transportation system maybe beyond transit?

Woman: Reliability.

Paul: Reliability. Okay.

Woman: It has to be reliable, like you just pointed out. There was a buzz – I'm sorry.

Paul: Any other systems that you think of as part of that family of improvements that might be made to make things better?

Woman: An elevated system would be great.

Paul: An elevated system. Okay. XXX, what about you?

Woman: Uh, basically I'm thinking about my elderly aunt who has to catch the bus, and sometimes she'll complain about how it's so hot outside, it's taking forever, it takes like an hour to get on the bus. And you know, and I worry about her health.

Paul: Okay. Interesting. What about you, XXX?

Woman: Yeah, I was, you know, thinking along the same line. Just a little more convenient.

Paul: More convenience. Okay.

Woman: Even getting to the Tri-Rail, I need to take my car. If I wait on a bus, and if I miss one, then it is an hour or so before the next one.

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Paul: Let me ask you this. What are things that you've recently heard or read about the transportation system in Broward County?

Man: Well, it wasn't too recent. What was it? Maybe two years ago, when they had the penny tax vote.

Paul: Okay.

Man: I remember that was aimed towards public transportation. But it wasn't just public transportation. It had to do with – the thing I had a problem with it is because they wanted to –

Paul: Well, hang on. We can talk about – let's just get a list together of things people have heard recently, okay? That was about two years ago. Anything more recently?

Man: Heard overcrowded, is what I've heard.

Paul: Overcrowded. That's what you've heard. Okay. XXX?

Man: More frequent routes or times of the routes.

Paul: Okay. XXX, have you heard anything recently about the transportation system?

Woman: Brightline, the newest – the newest on – the newest train that they have on the FEC.

Paul: Okay. XXX, what about you?

Man: That they cancelled a trolley – a rail trolley – a light-rail type trolley for downtown Fort Lauderdale.

Woman: Mm-hmm.

Man: Yeah.

Paul: Okay.

Man: Which I'm not necessarily sure that was a great idea.

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Paul: XXX, what about you? Anything you've heard recently?

Man: Not beyond what anyone else has said.

Paul: Okay. XXX? Anything you've heard recently about the transportation system?

Man: No, just overcrowded, and of course, Brightline. It's popular.

Paul: Okay. Let me ask you this. What have you heard about an issue that will be on the ballot in November for the community to decide, related to transportation systems?

Man: I don't know if it's on the ballot, but I did recently read about Fort Lauderdale, the beach area, that they've hit some roadblock, like, in their plan.

Paul: By a show of hands, prior to tonight's session, who knew there was going to be an issue on the ballot in November to fund transportation system improvements in Broward County?

Woman: Kind of.

Paul: Kind of? Okay, I saw a lot of blank stares when I originally asked the question. So I thought it would be wise to circle back around. So has anyone heard anything about it besides XXX?

Man: No.

Paul: Let me ask you, XXX, what have you heard about it?

Woman: Don't quote me, but I heard something about they wanted to not cut schools – take that back – and maybe they know they want to raise the tax in Broward for schools.

Paul: Leave that face down for a second.

Woman: And I'm almost positive that transportation may have been put in there with that.

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Paul: Okay. Leave that face down. Anyone else have this ringing a bell for them?

Man: No. No.

Paul: Leave that face down.

Woman: No.

Paul: XXX?

Woman: I think they raised something, they want to build something going toward Orlando?

Man: That's the Brightline.

Man: That's the Brightline. They want to extend Brightline.

Paul: I am passing something around, and this is actual ballot language that voters in this community will be asked to consider in November. And I'd like to ask you a couple of favors. First and foremost, I'd like you to read through it. And then secondly, in the appropriate box, I'd like you to cast a vote as you would if you were voting. And then I want you to do a third thing. I want you to take your pens, and everyone should have one nearby, I want you to circle anything that jumps out at you because you like it, you don't like it, or you don't understand it. So we're going to read it first, then we're going to cast a vote, and then we're going to circle things we like, don't like, or don't understand. I know this may not be a lot of information. Hold any questions until – or comments – until everyone is done, so we can have a chance to vote on it. And then we'll talk about it.

Man: So do we circle now as we're reading?

Paul: However you like.

Paul: Just take another minute or so, if you will. As I said, once you've completed it, set your pen down so I'll know you're done. Set it down so I'll know you're done.

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Paul: Looks like almost everyone is finished, so in the interest of time I'm going to jump right in. Let me start with you, XXX. How did you say you would vote on this?

Woman: I voted yes on it.

Paul: Okay. How did you vote on it, XXX?

Woman: No.

Paul: Okay. How did you vote on it, XXX?

Man: Yes.

Paul: Okay. How did you vote, XXX?

Man: Yes.

Paul: Okay. How did you vote on it, XXX?

Woman: No.

Paul: Okay. How did you vote on it, XXX?

Man: No.

Paul: Okay. How did you –

Woman: Yes.

Paul: Thank you, XXX. How did you vote on it?

Man: Yes.

Paul: How did you vote on it?

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Woman: Yes.

Man: Yes.

Paul: Yes. Okay. Now, let me – let's do this for a moment. If you voted yes, go ahead and put your nameplate up. And let me start with the folks who voted yes. What is the biggest reason you'd vote yes?

Man: Traffic congestion.

Paul: Traffic congestion.

Man: You can't do these things unless you have funding.

Paul: Okay. Can't do them unless you have funding. Okay.

Man: I think something like the bicycle pathways and rail along the corridor is something I'm interested in.

Paul: Okay.

Man: I'd like more details on what they're going to do with it, but –

Man: New technologies.

Paul: Okay.

Man: Implementing new technologies.

Paul: New technologies. I see a couple of heads nodding in agreement there.

Woman: Technologies and the special needs transportation.

Paul: Okay. What about you, XXX?

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Woman: Getting the funding. That's mine.

Paul: Getting the funding. What about you, XXX?

Man: Traffic signals.

Paul: Traffic signaling.

Man: Yeah.

Paul: Okay. Okay. XXX, what about you?

Woman: I said implement emerging transportation technologies.

Man: Yeah. Yeah. I liked that.

Paul: Okay. XXX? Anything else to add?

Man: I mean, I wasn't pleased about the one percent sales tax increase.

Paul: Okay. Okay. XXX, anything else?

Man: I was going to say, unfortunately, yes.

Paul: Okay. Sounds like a half-hearted vote.

Man: For the greater good.

Paul: Okay.

Man: I understand, you know, it's very expensive to fix our infrastructure.

Man: I'd like to see more details on plans of what they were going to do with it, because it's kind of vague. Like, there's no timelines.

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Man: I would like to see it also used wisely, and the right people using that funding.

Paul: XXX, what about you? Anything else you would add?

Woman: I would agree with the timeline. It's not specific how long it's going to take or –

Paul: Okay. Those of you who voted no, let's turn the attention to you for just a moment. Why did you vote no?

Woman: First of all, you're putting a time limit on it. You're going to voters and saying it's going to be 30 years. You did that with the turnpike. After the turnpike was paid for, there was supposed to be no more tolls, and never turned it back.

Paul: Okay.

Woman: It's one percent of sales tax. You're already getting six percent sales tax, and you're misusing that money to begin with.

Paul: Okay. When you say "you're misusing that money," who are you referring to?

Woman: Part of that tax already goes for roads, already, for road construction and for transportation. It's notorious that that money that is put aside to take care of these projects gets siphoned off.

Paul: Okay. XXX, what about you? Why were you voting no?

Woman: I voted no because they cited eight different reasons how it would be used, but again, they don't tell you how. And I think about 30 years, I think about 30 year mortgages kind of thing, and I'm like, that's a lifetime. And similarly, you don't know how it's being used.

Paul: Okay. Another reference to the length. Okay. Interesting. XXX, what about you?

Man: Um, well, two reasons. One goes along with them with the – well, 30 years, like, what's their plan? Like, I mean, most of Broward County might not be here in 30 years, so why?

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Paul: Okay. Now let me ask you this-

Man: But one other thing –

Paul: Sure.

Man: I don't like about the develop safe sidewalks and bicycle pathways. Everything I've read about that always includes reducing traffic lanes in order to beautify and encourage people to walk and ride their bikes, when realistically how hot it is. I'm not going to show up to work in a hot and sweaty suit – whatever, you know, so.

Paul: Okay. Regardless of how you said you'd vote, and recognizing that this is kind of stiff, formal language, nevertheless – which by the way is required by law – nevertheless, is there anything that jumped out at you because you liked it, regardless of whether you're voting for or against it?

Woman: Well, oh, I'm sorry.

Man: Traffic signals.

Paul: Traffic – okay, traffic signals.

Man: Yeah.

Paul: I'm sorry, did you have something?

Woman: Well, I like the fact that visitors get to pay.

Paul: Visitors get to pay. Okay. Okay.

Woman: Expand and operate bus and special needs transportation. I have a special needs son so I want to know that they're going to expand or that's part of the plan.

Paul: Okay.

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Man: Implementing rail along approved corridors.

Man: Mm-hmm.

Paul: Okay.

Man: Which we don't have and need.

Paul: XXX, I know you're not voting for this. Anything that jumped out at you because you liked it and said, "Well, I may not vote for it, but this is something that would be beneficial nevertheless"?

Woman: I think like buzzwords, like technologies, like increasing something like that, we're in an age of like, we need the newer, better whatever and so forth. And I feel like that's one word that kind of like will draw people in.

Paul: Okay. Did you like that, or where you just making an observation?

Woman: I like technologies, but I was like, "Hmm…"

Paul: Okay. XXX, anything that jumped out at you because you liked it, even though you're not voting for it?

Man: Well, the first thing – improvements to reduce the traffic congestion.

Paul: Okay. Okay. XXX, anything that jumped out at you?

Woman: Yeah, the special needs transportation.

Paul: Okay. Okay. XXX, what about you?

Man: The – improve the roads – you know, the roads and bridges, and again, the traffic signal synchronization – that to me is a big thing, because I mean, you drive University Drive sometimes, and if you don't – if you don't get the – because supposedly they're synchronized – if you don't get the one that's synchronized, you will stop at every single light.

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Paul: What about you, XXX?

Man: I do like technology, but for me that's also a vague term because I work with technology, so I'd like to have some footnotes. I don't mind the summarized paragraph, but I like the footnotes in these little areas to explain it better, like what they actually had in mind for those ideas.

Paul: Okay. XXX, anything that jumped out at you?

Woman: The reducing traffic congestion. And the – where is it – the buses. Expand and operate bus and special needs transportation.

Paul: Okay. That's the fourth time someone's mentioned special needs. Interesting. Now let's look at the other side of the coin. And even if you're voting for it, anything that creates some misgivings or doubt in your mind? Anything you saw there that you didn't like?

Woman: 30 years.

Man: The –

Paul: 30 years? Okay. I'm sorry.

Man: Held in a newly created trust fund. I mean, when they did the lottery, supposedly that was supposed to go to education. Where every penny that went to education, they drew from the general education fund, so it was a wash, you know, so to me, if they're going to put it in a fund, it needs to go specifically for what it's being funded for.

Paul: Okay. If that said "dedicated fund," would that make you feel better?

Man: Yes.

Woman: Yes.

Man: In Broward County? Really.

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Paul: Okay. A lot of people liked that. Dedicated.

Woman: Yeah, I'd like to see how you do that, but –

Paul: XXX, what are things that you didn't like, even though you're voting for it?

Man: Um, I would like to – I second XXX's words. I'd like to see some actual planning. And I'd like to see somebody knowledgeable in charge.

Paul: Okay, so for you it's the absence of information?

Man: Absolutely.

Paul: Okay. Don't let me put words in your mouth.

Man: Not only absence of information, but the leadership that's going to execute these plans.

Paul: Okay. XXX, what about you? Anything that jumped out at you, that you didn't like?

Man: I just think there wasn't enough detail on some of these things, so I don't know how much you can actually put in one of these bills in front of people, but maybe a thesis, like a subsection or a link to go look at it for more information online.

Paul: XXX, what about you? Anything you didn't like in the language?

Man: I don't quite understand why it's overseen by an independent –

Man: Yeah, that was the other thing.

Woman: Yeah.

Paul: You don't like that?

Man: I don't understand it.

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Paul: You don't understand it. Okay. I'm sorry, I saw your hand up, XXX.

Man: Yeah, well, the thing that concerns me is like, for instance, they started spending money on doing a train downtown Fort Lauderdale, and then the next administration comes in and stops it. Now they've already spent money on it. They've already done planning on it. And it's like, "Oh, no, now we're not going to do it." And I can see this happening again.

Paul: Now relate this back to the language. Is there anything that triggered that thought?

Man: Only having lived here since '71.

Paul: XXX, what about you? Anything that jumped out at you that you didn't quite like?

Woman: Just the 30 year. The time.

Paul: 30 year. Okay. What about you, XXX?

Woman: I circled the 30 year, and independent oversight board.

Man: Who appoints the independent oversight board?

Man: How much money are they going to spend? Is there unlimited money available? Can the oversight board take all the money, have nothing left?

Paul: XXX, what about you?

Woman: And I think also, and I think about independent oversight board, I kind of think about the situation that happened at FIU when they basically had the bridge and it's almost like, okay, who can we sell this project for to the cheapest vendor, versus actually doing background checks? That the people who built the bridge that collapsed at FIU, they had had prior bridges that collapsed.

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Paul: Now let me ask you this, and I want you to be honest with me here, is it that you don't like the idea of an independent oversight board, or you don't understand its purpose? Let me start with you, XXX. Don't like or don't understand?

Man: Don't understand.

Paul: XXX?

Woman: I would like more clarification on how they'll be selected, I mean –

Paul: More clarity, okay. XXX?

Man: Same. I would like to see, you know, who is actually going to be in charge.

Paul: Okay. XXX? I keep calling you XXX. I apologize, XXX. I'm sorry.

Man: I'm pretty much the same way. I'm concerned with what their vested interests are.

Paul: So you want to know the mechanics of it. XXX? Bad idea or you just don't understand it?

Man: I don't think it's a bad idea. I just think the overall cost – I wouldn't want all the money to go to the oversight board and having nothing left for the actual funding.

Paul: XXX, what about you?

Woman: I don't like the fact that you would use an independent oversight board.

Paul: Okay. Okay. Go ahead and put your nameplates down. Now I want you to play political prognosticator for a moment. And regardless of how you will vote, I'd just be interested in going around the room and finding out – actually by a show of hands – by a show of nameplates, if you think this will pass in November, go ahead and put your nameplates on their side for just a moment. If you think it will pass in November, irrespective of how you intend to vote, if you think it will pass in November, put your nameplates up.

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Man: It's iffy. Iffy.

Paul: Okay. Why do you think it will pass, XXX?

Woman: Um, I think it – I mean, honestly, like, people could easily like look over it, and see the first, like, sentence – the first part – reduce traffic congestion, and like, not research, because I feel like there's so much jargon that you're getting at the polls.

Paul: Okay.

Woman: Unless you do your research beforehand, you're just kind of like –

Paul: Okay. XXX, why do you think it will pass?

Woman: Yeah, I think it will pass because it does hit a lot of the key buzzwords like traffic congestion and the like. And then it also says one percent sales tax. And over 30 years.

Paul: Okay. XXX, what about you?

Man: I think that a lot of people that have lived here for a while are seeing traffic getting worse, and so they know they have to do something, so they might as well – they probably will invest to make it better in the long term.

Paul: XXX, what about you?

Man: Yeah, I agree. I think you know, I've been here most of my life, and it's just that it's, you know, it's gotten so bad that you have to fix it somehow. And you know, this is a possibility.

Paul: Okay. Those of you who don't think it will pass in November, why do you feel that way?

Man: Just personally feel that the citizens of Broward don't want to see another tax increase. They already tried that last year.

Paul: Okay. Okay. Interesting. Okay.

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Man: Because this is the first I'd ever heard of it, so I don't think – I mean, I don't represent everybody, but I do pay attention, so I'm probably not the only one that's never heard of it.

Man: Yeah.

Man: And the thing that would make me say no, honestly, just from this, and it's probably down at the bottom of the ballot, was the tax increase.

Paul: Okay. Other reasons it might – it might not pass?

Woman: I think the people that do vote in Broward, which that's usually a low turnout to begin with, I don't think they're going to trust it. I don't think they're going to care enough to trust it, and I think it just won't go – I mean, I would vote for it, but I don't think the majority of people will.

Paul: Okay. XXX, what about you?

Woman: It's – you know, it's another one percent sales tax.

Paul: Okay.

Woman: Other counties have done the one percent sales tax, and things have not improved for them, so how is it going to improve for us?

Man: Like Miami had – they have a seven percent, and they do have a Metrorail and they do have some Metro Movers, they do have some stuff there we don't. So it did something.

Woman: But Metrorail's –

Paul: Okay. XXX, what about you?

Woman: I agree.

Paul: I'm sorry?

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Woman: I agree with –

Paul: XXX's got the floor.

Woman: I agree with XXX. The same thing, as far as they're not trusting – every time there's a request, you know, for improvement, it's an increase in tax, so – and then there's nothing done, so – just the trust.

Paul: Okay. By the way, is there anything that you didn't understand, that you looked at and the language was confusing or needs to be clarified?

Man: I don't understand levy.

Paul: Okay. That's just a form of taxation. Okay. Go ahead and turn those over. Leave them face down.

Man: How about if there's going to be any other – is this fund going to be helped in any way – so is there a current tax that's going to help this fund, or only this one percent is going to be the only thing going into the transportation improvements?

Paul: That's a good question. I can tell you this. I know that there are multiple sources such as federal grants and other – and state funding.

Man: That wouldn't hurt to have those details in there to say this is not the only funding for this grant. There's going to be other things feeding this also.

Paul: Okay. Okay. Now, go ahead and put your nameplates down. And using the back of the sheet of paper, I want you to write down another word. Almost like word association here. And once again, I want you to write down in a short phrase or maybe just a single complete sentence what comes to mind, but the phrase is "transit." And write down what comes to mind, and you can use any word except "transit."

Man: Excuse me.

Paul: It looks like everyone is about done, so in the interest of time I want to jump right in. XXX, what did you write down?

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Woman: I did "swiftly moving from one point to another with convenience."

Paul: Okay. XXX?

Woman: I put "buses, trains, planes, automobiles moving people around."

Paul: Okay. XXX?

Man: I put "trains."

Paul: Trains. XXX?

Man: "Lacking" and "public."

Paul: Okay. XXX?

Woman: "Masses, congested, busy, New York."

Paul: Okay. XXX, what about you?

Man: I put "Trains or other things on rails."

Paul: Okay. XXX?

Woman: I put "unaccessible."

Paul: Unaccessible. XXX, what about you?

Man: I just put "transport function."

Paul: XXX, what about you?

Woman: I just put "systems are not connected sufficiently."

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Paul: Okay. And XXX, what did you write down?

Man: "Reliable, convenient, affordable."

Paul: Reliable, convenient, affordable. Let me ask you this. We've talked about two different words right now. If someone came up to you and asked you what is the difference between transit and transportation systems, how would you explain it?

Man: Transit –

Paul: Because as you probably noticed, the word transit is conspicuously absent from this language, and it's something that a lot of you seem to have a sincere interest in seeing expanded and improved in some way. And so, just thinking about how to talk to other friends, relatives, neighbors, how would you explain the differences between –

Man: Transit is moving an object from one point to another. A transportation system would be, you know, an actual system like an automobile or a bus or bus route or a rail system.

Paul: XXX, what about you? What's the difference between transit and a transportation system?

Man: I think transportation is more detailed or broader.

Paul: Okay.

Man: So that can include a lot. But I think of transit or something where the passenger doesn't have to do it themselves. Like on a train.

Paul: Okay. What about you, XXX? Difference between transit and transportation system?

Woman: Transit is moving – is the ability to move people. Transportation system is how all those intersect with each other.

Paul: Okay. Interesting.

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Woman: It's the whole system.

Paul: Okay. XXX, what about you?

Woman: I don't know.

Paul: A whole system, I love that phrase. It's simple but yet elegant. Intriguing. XXX?

Woman: Transportation is a mode. A way. Wherein transit is the verb, or the action, of actually moving someone.

Paul: Okay. What about you, XXX?

Woman: It's about transportation system is an umbrella, and then the transit is coming –

Paul: Okay. Let's talk – XXX, I don't think I asked you. I apologize.

Man: Well, transit is more a verb, and transportation system is the means that that verb gets used.

Paul: Okay. Let's talk about a particular aspect of transit in Broward County for a second. Prior to tonight's session, who has heard of Broward County Transit, or BCT as it is known? By a show of hands. One, two, three, four, five, six, seven, eight, nine. Okay. What are your general impressions of BCT?

Man: I think of Tri-Rail mostly when I think of that.

Man: Buses.

Paul: Buses.

Woman: Buses.

Paul: Buses. Okay. For most of you it's buses. Okay. Let me ask you this. What are things BCT does well?

Man: Um –

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Man: Store the buses when they're not being used.

Paul: Store the buses.

Man: From my own experience in the past years, five years ago, when the time that the bus is scheduled to come, it comes.

Paul: Okay. Okay. Others?

Woman: I mean, their buses look nice. But they're slow.

Paul: Slow?

Woman: Yeah. I mean, if you're moving people and you've got to wait an hour for a bus, it's – it's no longer transit for you.

Paul: Okay.

Woman: It's keeping you back.

Paul: XXX, what about you? General impressions? What are things BCT does well?

Man: I have – from what I understand, because I haven't used it in years, nothing.

Paul: Nothing.

Man: Convenience and time, you know, everything is just terrible.

Paul: XXX, what about you?

Man: I haven't ridden a bus, but I think some of the new software they have that shows you where like at least the trains are coming and some of those things are actually beneficial. I'm guessing they have that for buses too. I haven't seen it.

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Paul: XXX?

Woman: Yeah, going back to special needs, it does provide transportation for –

Paul: Okay. Let me ask you this, then. I have a feeling this is going to be a richer conversation. What are things it needs to do better?

Woman: Timing.

Man: More mobility and maybe –

Paul: Timing.

Man: Have more buses running so you don't have to –

Paul: More buses.

Man: …wait an hour for buses.

Paul: Okay.

Man: Not to mention, have them work 24/7. As an entertainer, I get done sometimes at 1:30, 2:00. If you – it's either Uber or your car. There is no public transpo' at that hour.

Paul: Okay.

Man: More bus stops that go off the road, so they don't stop right in the lane and back up traffic.

Paul: To avoid traffic, okay. Interesting. XXX, what about you?

Woman: I haven't taken a bus in years, but my son used to, years ago, and they didn't run on Sunday, a lot of them.

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Paul: Okay.

Woman: I mean, it's like the world comes to an end. And when he was coming to and from work, I'd have to go pick him up, you know, because he couldn't take a bus because they don't run on Sunday.

Paul: Other things that BCT needs to do better?

Man: Inform the public more.

Paul: Inform the public? Okay.

Woman: Add more routes.

Paul: Add more routes. Okay.

Woman: I don't know if this is still a problem, because I haven't ridden the bus in a very long time, but when I used to ride a bus from time to time, you had to have exact change. And people would get on and we'd have to hold up, so I don't know if that problem was resolved.

Paul: Okay. Let me ask you this. She raises an excellent point there. I want to go around the room and find out when is the last time you rode a Broward County Transit bus? Let me start with you, XXX.

Woman: Oh, my gosh. 20 years ago?

Paul: 20 years ago. XXX?

Woman: It's got to be at least 25 years ago.

Paul: 25 years. XXX?

Man: Never have.

Paul: Never? XXX?

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Man: Same. Never.

Paul: XXX?

Woman: Never.

Paul: Never. XXX?

Man: Probably about three or four years ago.

Paul: Three or four years ago.

Woman: About 40.

Paul: About 40. XXX?

Man: You said the bus, right?

Paul: Yes.

Man: Five years.

Paul: Five years. XXX?

Woman: About 15, 20 years.

Paul: 15, 20 years. XXX?

Man: Never Broward. Dade County, but not Broward.

Paul: Okay. Okay.

Man: That was in high school.

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Paul: What about some of the other systems that BCT operates, like the Breeze limited stop service? Who has used that in the last few years?

Man: Five years ago.

Paul: Five years. Two of you. Okay. What were your impressions of it?

Man: If you caught it, it was fantastic.

Paul: Okay.

Man: Yeah. Same thing.

Paul: Okay. If you caught it, it was fantastic. Okay. What about the community buses? Anyone ridden them in last few years?

Woman: Would that be the trolley in Fort Lauderdale?

Man: Free buses that go around town.

Man: More and more congested.

Paul: More and more congested.

Man: Riders –

Woman: Tri-Rail bus. I've ridden the Tri-Rail.

Paul: Okay. What about the I-95 and I-595 expresses? Who has ridden that?

Man: Every day.

Paul: Oh, you do?

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Man: Yeah.

Paul: Okay.

Woman: I've ridden it.

Paul: Okay. What are your impressions of that?

Woman: I'm not very impressed.

Man: Do you mean the express buses or the express lanes?

Paul: The express bus service.

Man: Oh, sorry.

Paul: Okay.

Woman: I thought you meant the express lanes.

Man: Yeah, I haven't ridden.

Man: You have to have a little sticker.

Paul: Okay. A few moments ago, everyone said they wanted a little more information. And I think this will at least provide a superficial overview. Obviously, with something this extensive, it's going to be incumbent upon you as members of the community to go to the website to learn more about it before you make this decision. But at least I can provide a little bit of a thumbnail sketch overview of what the funding is intended to do. And what I'm interested in knowing is how much of a priority you think each of those proposed plans is to get some idea of how valuable you think they will be. I'm going to reach across you, XXX. Thank you. So what I'd like you to do, and you can go ahead and turn these over as you get them, so I'd like you to read through it. And then I'd like you to go through a second time with your pen, and for each one, I want you to circle the answer that most closely corresponds with how much of a priority you think it should be.

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Woman: Thank you.

Paul: And once again, hold any comments or questions until you're done, and set your pens down and I'll know that you're finished.

Paul: Let's just take about another 30 seconds here.

Paul: Okay. It looks like about everyone is done here, so I'm going to jump right in. What I'd like to do is read each one aloud and then find out by a show of hands how much of a priority you think it is. First is "Upgrade traffic signaling equipment on major roads and intersections so that buses and cars can travel faster along the high-traffic corridors." By a show of hands, who said this was a high priority? One, two, three, four, five, six, seven. Who said it was a moderate priority? Three. Okay. Just out of curiosity, those of you who said it was a high priority, go ahead and put your nameplates on their side for just a moment. I'm just curious why you felt that was a high priority.

Man: Low hanging fruit.

Paul: Low hanging fruit. Why is that?

Man: Well, to upgrade the signaling so that they're running, so that you can go a couple of miles before you have to stop, it seems to me that's about the cheapest thing you can do here.

Paul: Okay. Interesting. XXX?

Man: I think no matter how much public transportation there is, the majority is still going to have their own cars. And since it's the majority, they should be attended to the most.

Paul: Okay. So it will serve the majority of the community?

Man: Mm-hmm.

Paul: Don't let me put words in your mouth. I want to make sure I'm accurately capturing your sentiment. What about you, XXX?

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Woman: It would help with congestion. I mean, if traffic moves a little faster, then you won't have as many delays.

Paul: Okay. XXX?

Man: Definitely helps the congestion, speeds up travel, and saves gas.

Paul: Okay. XXX, what about you?

Man: I feel just like everyone else.

Paul: What – who said the answer that resonated most with you?

Man: Um, one of the – one that resonated with me was the majority.

Paul: Okay.

Man: I can't say – I don't really know exactly how many people travel. It wouldn't be fair to say that people with cars should take precedence. But there are a lot more cars on the road than there are buses, and if we're going to change the whole system and Broward is going to become more metropolitan, then it's going to have to start acting like it and use more public transportation.

Paul: XXX, what about you?

Woman: I think it would be more convenient. I think it would reduce road rage. Because you don't keep stopping at these lights. And people get on each other's nerves – people start cutting over. I mean, at least it will flow, the traffic will flow better.

Paul: Okay. XXX, you said it was a moderate priority. Why not a high priority?

Woman: Um –

Paul: Let me come back to you. XXX, what about you?

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Man: I said it was moderate because I don't see the issues that often. There's occasionally I get stuck at lights a lot of times, like when I'm going down US 1, they seem to be timed – might go faster than normal. I don't know. But they seem to be okay with the timing.

Paul: XXX, what about you?

Woman: I actually put high priority for that.

Paul: Okay. Okay. XXX, what about you?

Woman: I said moderate because when you start timing these signals, people have a tendency to race down these roads.

Paul: Interesting. Okay.

Man: I admit rushing. Someone's got to be on time. I'm rushing. Someone else is going to be now on time because of that in the other direction.

Paul: Okay. Go ahead and put your nameplates down and turn them towards me. Number two. How much of a priority should it be to use funding to expand and improve the bus system including more routes and longer service hours each day? By a show of hands, who said that should be a high priority? Hold those hands up for just a moment. One, two, three, four, five, six, seven, eight. Who said it should be a moderate priority? Two. Okay. Those of you who said it should be a high priority –

Man: Actually, I said low.

Paul: Oh, okay. That's okay. One low and one moderate. Okay. Those of you who said high priority, put your nameplates on their side. Okay. Why is that? Why did you feel that was a high priority?

Man: If they're not convenient, you're not going to use them.

Paul: Okay. I want you to hold that thought. We're going to come back to that at the end. That's a great point. XXX, why did you say it's a high priority?

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Woman: It will be less cars on the road.

Paul: Less cars on the road. Okay. XXX?

Woman: I just feel that people will use it if they can get where they want to go. If they had more hours, you know?

Paul: Okay. XXX, what about you?

Man: I would agree. I think that if the system was expanded that more people would tend to use the bus system or the public transit system.

Paul: Okay. What about you, XXX?

Woman: Yeah, people I know who use the bus are always rushing to get there before 7:00 PM, because the bus system stops or whatever, and so –

Paul: Okay. XXX?

Man: I think if it was more – if it was expanded more, and everything, because I know like in New York, I use it all the time when I go to visit New York. So if it was like New York's I would probably use it 90 percent of the time.

Paul: Okay. What about you, XXX?

Woman: I just like the longer service hours. I mean, it's the flexibility.

Paul: Okay. What about you, XXX?

Woman: People would use it more.

Paul: People would use it more.

Woman: People – people would be off the roads with their cars. I come from Chicago.

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Paul: I have to ask you guys, with the exception of one response, everyone spoke in the second person. That is not "I will use it" but "people will use it." Just out of curiosity, and I want you to be completely frank with me, how many of you feel like if this is accomplished that you might be more likely to use it?

Woman: If they can get to Palm Beach, yeah.

Paul: You'd be more likely?

Woman: Mm-hmm.

Paul: Okay. What about you?

Man: I wouldn't be interested.

Paul: You wouldn't.

Woman: I would.

Paul: You would.

Man: No, as long as I have a car.

Paul: Okay. XXX? Okay. XXX?

Man: I wish that either of my professions would allow it.

Paul: Okay. So you're limited by circumstance.

Man: Yeah.

Paul: Okay. XXX?

Man: So for me, as long as my car is faster, I'm going to take the car. Just like in Chicago, I take the train in Chicago because the train is faster than driving from downtown to the airport.

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Paul: XXX, what about you?

Woman: Mm-hmm.

Paul: Okay. So about four of you might be more likely. Okay. Thank you. Excellent points here. Go ahead and put your nameplates down. And number three. "Dedicate existing lanes on certain streets and roads on the most popular routes that would be used exclusively for public transit so they could provide express or faster service without being delayed by car traffic." Now, by a show of hands, who said this should be a high priority? One. Who said it should be a moderate priority? One, two, three. Who said it should be a low priority? One, two, three. And who was unsure? I'm missing – okay, two. I'm going to open this up for everybody. What do you think of the idea?

Man: The reason why I think it's a good idea is because if the buses aren't faster I'm not going take them. So if you can make the bus faster than me driving someplace, then I'm more likely to take it.

Paul: Okay.

Man: If I can beat it in my car, I'm not going to take the bus.

Woman: I've been to cities that have done this. And I'm a little mixed, especially if you're trying to drive around that city.

Paul: Mixed, okay.

Woman: Okay. Trying to get to streets that aren't dedicated to the bus.

Paul: I get the feeling that you're all ambivalent.

Man: Well, they've got bus lanes in South Miami that run parallel to US 1. And that's a dedicated bus lane. You can't put your car in it. An emergency vehicle is the only other thing that run there. That makes sense down here.

Woman: Mm-hmm.

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Paul: XXX, how did you answer it?

Woman: Well, I said no, mainly –

Paul: You said no?

Woman: Right, I mean, low priority.

Paul: Low. Okay. Thank you.

Woman: Mainly because to me it means at least one lane will not exist for cars anymore.

Paul: Okay.

Woman: So we're already – you know, the cars, the situation is already congested. Now you're cutting off another lane, that's the only reason.

Paul: XXX, what about you?

Man: That's why I'm unsure. This can go two ways. Are they going to – is there room to expand for all the cars to be on the road and have public transportation available in the dedicated lane? Or is it – the dedicated lane going to congest traffic even more?

Paul: Okay.

Man: So, um, if there's some kind of median there, then –

Paul: Okay, let me ask you in a word or two, then, is your only misgiving the loss of a lane?

Woman: Mine, yes.

Man: Mm-hmm.

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Woman: Loss of a street.

Paul: Okay. Okay. Thank you. Let's go to number four. "How much of a priority should it be to use funding to create a shuttle service for short trips and on-demand rides to some destinations?" By a show of hands, who said that should be a high priority? One, two. Who said it should be a moderate priority? Two. Who said it should be a low priority? One, two, three, four, five, six. Let me start with you guys. Low priority. Go ahead and put your nameplates on the side. Okay. Why should it be a low priority?

Man: I think it would create more traffic. It's more specialized so it's like, in addition to taxis and Uber and that, so.

Paul: Okay, so you think it's superfluous essentially? You don't think it's another option that's needed?

Man: Yeah, I think there's enough options already, and that would only make it worse.

Paul: Okay. Interesting. What about you, XXX?

Man: I think for short trips, I think like you get an Uber or like these little scooters are fine with me. I think having – trying to get trolleys to go some places that likely I'd want to go aren't going to happen. So depending on where you want to go, the trolleys might not go there anyway. So I'd rather grab an Uber that goes exactly where I want to go.

Paul: XXX, what about you?

Man: The on demand thing is what I can't see happening.

Paul: Okay. Okay. XXX, what about you?

Woman: I didn't think it was a priority because I feel like similarly to what XXX was saying. You take an Uber or something to go to that place.

Paul: Okay. XXX, what about you?

Woman: It sounded like Uber or a taxi system.

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Woman: Mm-hmm.

Paul: Okay.'

Woman: Which already exist.

Paul: Okay. Okay. Go ahead and put your nameplates down. Number five. "How much of a priority should it be to use funding to construct a light rail passenger train system for travel within Broward County?" By a show of hands, who said it should be a high priority? One, two, three, four, five. Who said it should be a moderate priority? One, two, three, four, five. Those of you who said it's a moderate priority, go ahead and put your nameplates up for just a moment. Why just moderate?

Man: Well, I lived through that when they did it in Salt Lake City, and it really got in the way of cars. Also, there's no more left turns anywhere, parking is much more limited, everything of that sort.

Paul: Yet you didn't say it was a low priority.

Man: I think it can work. It's beneficial to some – those that use it – which are a lot, but still not the majority. So that's why I didn't go all the way. That's why I stuck in the middle.

Paul: XXX, why not a high priority?

Woman: Because I think it's too centralized – specialized – and I don't think – a high priority should be for the majority of people. I just don't think that should be a high priority.

Paul: XXX, what about you?

Man: I think more procedural. I can't – I've already seen light rail be approved and then be removed, and I can see that happening again, where it just turns into an expenditure that doesn't –

Paul: XXX, what about you?

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Woman: You know, I thought about the one that was supposed to be in downtown Fort Lauderdale. That was just too – that was too short and too expensive. It's a very, very expensive proposition.

Paul: Okay.

Woman: And if we were going to do something like this, we should have thought about it years ago.

Paul: Okay. Yet you said it was a moderate instead of a low priority.

Woman: Yes. I mean –

Paul: So there must be something that tilts in favor of the idea.

Woman: It would have to be cost-effective.

Paul: Cost-effective. XXX, what about you? Why not a high priority?

Woman: I think it could be beneficial, but I keep on thinking about reducing traffic. But at the same instance, like if it's not there –

Paul: Okay. Okay.

Man: Can I say one more thing about it?

Paul: Sure.

Man: In order for this kind of transportation to really work, you need congested residential areas, as in the high rises, that you concentrate people in an area so that mass transpo' works. So long as we've got suburbs that stretch out 30 miles, it can't happen.

Paul: Okay. Okay. Go ahead and put your nameplates down, please. Number six. "How much of a priority should it be to use funding to ensure that a wide range of services are available for people who rely on public transit, such as students, the elderly, and people in the workforce who do not have cars?" By a show of hands, who said that should be a high priority? One, two, three, four, five, six, seven. Who said it

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should be a moderate priority? Three. I'm just going to open the floor up for everybody. What is it about this that struck a chord with you?

Man: It doesn't affect me.

Paul: Doesn't affect you. Okay.

Woman: Well, this is your transportation system. You're talking about a wide range of services and making those services interconnect with each other.

Paul: Okay.

Man: I try to be considerate of everyone here, and that's why I answered high priority.

Paul: Okay. Explain that.

Man: I mean, you have – you listed students, elderly, and people in the workforce who do not have cars. Does it affect me? No, it doesn't. But it affects a lot of other people.

Paul: Okay. So – okay, in the interest of others you'd support it.

Man: Absolutely.

Paul: Okay. Okay. Good point. XXX?

Woman: I think that's a lot of the people who do use the public transportation.

Paul: Okay.

Woman: The ones that actually use it, a lot of the students, the elderly, people that don't have cars.

Paul: XXX, what about you?

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Woman: Um, in regards to that question, like, I've done like Lyft before, and I started to realize how many people don't have cars. I've also been like the student before who didn't have a car, and who kind of relied on the bus system in Gainesville. But in the same instance, I realized like, it's beneficial to have an effective bus system.

Paul: XXX, what about you? How did you feel about that one?

Man: I was like stuck between high and medium priority.

Paul: Why is that?

Man: Because I have a car, so it doesn't really affect me, but if it was available for everybody, then I might use it more, you know? That's the thing, you know? So that's why I was, like, hesitating.

Man: Me also. I thought it was kind of maybe a little of a waste of money just because I think long-term people, like when I get older, I can take an Uber or have a self-driving car by that point. And I just actually get my car to go to the doctor. So I think there's going to be less of a need for that as the population ages with newer technology.

Paul: Okay. Number seven. "How much of a priority should it be to use funding to construct more walking and bike paths?" By a show of hands, who said that should be a high priority? One. Who said it should be a moderate priority? No one. Who said it should be a low priority? One, two, three, four, five, six, seven, eight. And how did you answer that one, XXX?

Woman: Unsure.

Paul: Unsure. Just out of curiosity, and I'm going to open this up for anybody to answer, but why is it a low priority or not a priority?

Woman: The bike paths that already exist are not being utilized.

Man: Right.

Paul: Okay. Interesting.

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Woman: Mm-hmm.

Man: For the most part, the weather is brutal.

Paul: Okay.

Man: I would just say, in the future, for the growing population and where our infrastructure is currently, our problems now are only getting worse. They're only going to get worse. The population is starting to grow. I'm sure you guys know what the actual numbers are, year after year, so to make a bike path a priority as opposed to all these other issues, absolutely not.

Paul: XXX, what about you?

Woman: I just – I think, out of everything that it has to be used for, exactly, the priority is very low for this. How many people are actually going to use it?

Paul: Okay.

Woman: I mean, to the general population.

Woman: Yeah, I was concerned – I'm not sure where the walking paths are, outside of in the parks.

Paul: Okay. XXX, what about you?

Man: Again, it's, you know, the bike paths – it's so hot down here. I mean, like I think XXX said it – would I wear – be driving to work in a suit on a bicycle when it's 93 degrees out and it rains every 10 minutes? You know?

Man: It wasn't me, but –

Man: Oh, okay.

Man: I see a lot of people –

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Paul: XXX? Oh, I'm sorry, XXX.

Man: It's all right.

Man: I see a lot of people riding in Weston on the bike paths there. But again, that's not as congested as we get to the east side of the county, where it would be insane, other than maybe in Victoria Park or into the eastern residential sections of Hollywood – to US 1.

Paul: XXX, what about you? You had a comment.

Woman: I think it would work better in college towns than here. It's too dangerous, and I think it would be almost like a waste of money in Broward.

Paul: Okay. I want you to pick up your pens again, and I want you to circle the idea among the seven that you like the most. Then once you're done, I want you to put an X through the one that you like the least. So circle the one that you like the most. Put an X through the one that you like the least.

Paul: Okay. Let me start with you, XXX. Which one did you circle because you liked it the most?

Woman: Number one.

Paul: Okay. What about you, XXX?

Woman: Number two.

Paul: Number two. Thank you. XXX?

Man: Number five.

Paul: Number five. What about you, XXX?

Man: One.

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Paul: One. Thank you. XXX?

Woman: Six.

Paul: Six. What about you?

Man: One.

Paul: One. Okay. XXX?

Woman: Six.

Paul: Six. XXX?

Man: Six as well.

Paul: Six. Okay.

Woman: Two.

Paul: Two.

Man: One.

Paul: One. Okay. And let me go back around this way. Which one did you put an X through because you liked it the least?

Man: Seven.

Paul: Seven. Okay.

Woman: Seven.

Paul: Seven. XXX?

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Man: Uh, seven.

Paul: Okay. What about you?

Woman: Seven.

Paul: Seven.

Man: Four.

Paul: Four. What about you, XXX?

Woman: Seven.

Paul: Thank you.

Man: Uh, four.

Man: Two. Although seven was close.

Paul: XXX?

Woman: Four.

Paul: Four.

Man: Number four.

Paul: Okay. XXX?

Woman: Three.

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Paul: Three. Okay. So the most popular idea here was the idea of upgrading traffic signaling equipment on major roads and intersections so that buses and cars can travel faster along highway corridors. Okay? Now let me ask you this. Supposing that the things on this list are completed, and that the county gets funding in some way or another, what kind of impact do you think it will have on your lives?

Man: Small to moderate for mine, but mostly because when I work, I've got to drive around to go look at other houses, other than the one I'm appraising, or I've got a car full of gear I'm taking to a gig.

Paul: Okay.

Man: And either way, public transpo' just doesn't work for me.

Paul: Okay.

Man: If the light rail connected, if it was down US 1, and it connected to Miami light rail also, then it would actually benefit me. But if it didn't go – if it just stopped at Miami then it wouldn't help me that much.

Paul: How would it impact your life, XXX?

Woman: Um, the traffic light synchronization, that would probably be the most, because as an investigator, I have to be in a car, and if I'm following someone, you know, with the lights – and you don't want to go through a light and cause an accident, you lose a person. I mean, that's it. Job's over.

Paul: XXX, what about you?

Woman: I think if anything, if like there were less traffic, yes, it would be a better ride home.

Paul: Better ride home for you. Okay. XXX, what about you?

Woman: It would be – it would probably be small for me, unless it connected with Palm Beach.

Paul: Okay. XXX, what about you?

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Woman: Not much for me. I just think about my coworkers who have to, like, catch the bus, and I'm like, "Man, they're there for hours."

Paul: Okay. So you could see a benefit even though it isn't for yourself.

Woman: Mm-hmm.

Paul: Is that correct?

Woman: Yes.

Paul: Okay. Interesting. XXX, what about you?

Man: If it connected to Miami, to the areas where I go to when I'm – you know, when I work or visit or whatever – I probably would use it, and I would like it, because then I could sit and read a book. It would be relaxing. I wouldn't have to be tensed up and fight traffic for two hours.

Paul: XXX, supposing that all these things are accomplished, what impact will it have on your life?

Woman: Well, again, I think about my son. It would be perhaps more enjoyable that I can take him on a bus ride or train ride, or whatever, if indeed it was pleasurable.

Paul: Okay. Let me ask you this. What impact will it have on traffic in general if these items are accomplished?

Man: In some areas, positive, some areas, negative.

Paul: Okay.

Man: I don't think there's a flat answer for that for all of Broward County.

Man: You got to make it more like Chicago. I mean, if you make it actually public's faster than driving, people take it.

Man: Right. Absolutely.

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Paul: XXX, I heard –

Woman: The same. If you can make it convenient, and by convenient I mean not an hour waiting for a bus, people are going to use it and it's going to ease traffic.

Paul: Okay. XXX, what about you? What impact will this have on traffic?

Man: I believe that the first issue here, the upgrading traffic signal – for the short term may be convenient for us here. But long-term, I see it as the least effective out of all the other options here, in my personal opinion, with our growing population.

Paul: XXX, generally speaking, if all these things were accomplished, what kind of impact will it have on traffic?

Man: If we can integrate all the public transpo' systems together, I can see it having a positive effect, especially running 24/7, because there's traffic on the road at 2:00 and 3:00 in the morning, where it's bumper to bumper. Because that's the hours I come home from gigs, and I'm shocked at the amount of cars – it's not just the drunks out. It's everybody.

Paul: XXX, what kind of impact will this have on traffic?

Woman: Exactly.

Woman: Um, basically, I guess it's just quicker to get to your destination. Me, coming out of work, with traffic, it's – it's back to back, and I mean, it would just be an easier ride home, quicker ride home.

Paul: What are other aspects of life in Broward County that might in some way be improved if this – if these plans go forward? Anything we haven't talked about yet that you think might be a beneficiary in some way or another?

Man: I think the only way mass transit in Broward County or any county is going to work in Florida, is you have to change the people's mindset to use mass transit, like they do up north. But they do it up north because it's available. So it's a double-edged sword, you know? You have to make it available.

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Woman: It's a convenience up north.

Man: Right.

Woman: I moved here when I was 13. When I lived in Chicago, even at the age of 13, I could get around the city.

Man: Right.

Woman: Using the bus system. When I moved to Florida, I had to ask my mother to take me everywhere.

Man: Absolutely.

Paul: Other aspects of life that might in some way be improved, even if you wouldn't necessarily think of them as being direct beneficiaries of this plan?

Man: I think the bike lanes –

Paul: XXX? I'm sorry.

Woman: I think, like tourism if anything.

Paul: Tourism

Woman: I think that would change things. I see tourists walking around in some areas, and I'm like, okay, if they had like a – say, like a light rail or like better public transportation, I could see them taking the bus, per se.

Paul: XXX, I'm sorry. I didn't mean to cut you off.

Man: No, I was saying, if we had the bike lanes, the people who actually come – that's like a tourist attraction itself to take like bike paths in places that are more nature-y. If you're going to keep a bike path that goes through the woods area away from the road, some people ride those.

Man: And beach.

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Paul: Let me ask you this. What happens if these projects are not approved, or the funding is not approved, and there's – these things are not done? What happens?

Man: Gridlock.

Paul: Gridlock.

Woman: Traffic gets worse.

Paul: Traffic gets worse. Gridlock. XXX?

Woman: We become like California.

Paul: We become like California. XXX, what about you?

Man: Like Houston.

Man: It will be either status quo or get worse.

Paul: It will be status quo or get worse.

Woman: I think the increase in road rage.

Paul: Increase in road rage. Okay. XXX, what about you?

Man: Yeah, definitely an increase – I mean, you just had an incident today in Fort Lauderdale with road rage. It was on the news before I was coming up here. And it's just – it's, you know, definitely more gridlock. Absolutely more gridlock.

Paul: XXX, what about you?

Woman: And more congestion, continue to see that.

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Paul: XXX, what about you? If these aren't done, what happens?

Man: I haven't had enough time to think about that one.

Paul: Okay. What about you, XXX?

Woman: I think people will be more aggravated every day.

Paul: People would be more aggravated every day. Okay. Let me ask you this. I'd like you to do me a favor. Go ahead and pick up that sheet of paper with the ballot issue. Now I want you to look at it again for a second, and you're welcome to vote on it as you did last time, or you're welcome to switch your vote, but I'd like you to cast another vote. And this time, since one of the boxes is marked with an X, just circle yes or no, depending on your preference. But I'd just be interested, now that you've had a chance to reflect on all this, how you might vote on it. So let's take about a minute or so and just cast a vote.

Paul: Okay. let me start by going around the room, and I'd be interested in knowing how you voted this time. Let me start with you, XXX. How did you vote this time?

Woman: Still yes.

Paul: You're still voting yes, okay.

Woman: Still voting no.

Paul: Okay. What about you?

Man: Yes.

Paul: Still voting yes.

Man: Yes.

Paul: Okay.

#

Woman: Still no.

Paul: Still no.

Man: No.

Paul: Okay.

Woman: Yes.

Paul: You're still voting yes.

Man: Yes.

Paul: Okay.

Woman: Still yes.

Paul: Still yes.

Man: Yes.

Paul: Okay. Let me ask you this. Regardless of whether you saw it on a piece of paper, or perhaps one of the other participants mentioned this idea, what is the best idea you heard tonight?

Woman: Expanding the bus system. I still think that's the best idea.

Paul: Expanding the bus system. Okay.

Man: Expanding the systems so that they integrate with each other instead of work independent.

Paul: Okay. Integrating systems. Okay. I see a couple of heads nodding in agreement there.

Man: Put a light rail along US 1. Something I would use.

#

Paul: Okay. XXX, what about you?

Woman: If it went 24/7 like New York.

Paul: Okay.

Woman: I think that would be best, and more people would use it.

Paul: Best idea you've heard tonight, XXX?

Woman: Yes, a system that works more consistently and more interconnected.

Paul: Okay. Interconnected. Okay. What about you, XXX?

Man: Yeah, interconnected, you know, to different counties.

Paul: Okay. XXX, what about you? Best idea you heard tonight.

Woman: Services available for those who don't have cars.

Paul: Okay. Can you repeat that?

Woman: Services available for those who don't have cars.

Paul: Services. Okay. XXX, what about you? Oh, you said integration. I'm sorry. XXX, what about you?

Man: Traffic signal synchronization.

Paul: Traffic signal synchronization. Let me ask you this. I've got one last question. This popped up a number of times, and I just want to make sure I get my head around it, because this not something I normally hear a lot about, and I work a lot in Florida. But for the first time, I'm hearing people say that either they, because of their circumstances, or friends, have been in some way deterred from using public transit

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because of the weather. The heat. And I now see heads nodding in agreement. I'm just curious, what could be done to solve that problem, and how much difference would it make?

Woman: Door to door service.

Paul: Door to door service.

Woman: And I'm going to – I tried the Tri-Rail. I tried using the Tri-Rail. It's a mile to – in Broward – to get to the Tri-Rail. And it's another three miles from the Tri-Rail station in Boca to my company, which I could get on a bus. I can't get on a bus to get to the Broward County one. I have to have somebody drop me off or leave my car. But when I get to Palm Beach, it still drops me four blocks from work, all right? I am hot, sweaty, all right, and if it rains, I am now soaked.

Paul: XXX, you were the first one who brought this up at the start of the session, and it's what caught my attention, so I'd be curious – what do you think needs to be done to solve this problem?

Woman: I think we need – the problem being having people use this?

Paul: Well, XXX said door to door service would be a solution. And you were talking about the fact that you thought it was a deterrent for some people because of the warm weather.

Woman: Right.

Paul: And I'm just curious what you think a good solution would be.

Woman: Well, maybe where they have bus stops they could have overhead.

Paul: Overhead.

Woman: You know, to keep some of the elements out. I mean, it's still going to be hot, but you won't have direct sun on you. If it's raining, it's not going to pour on you. Of course, you still have to get there, but while you're waiting, there could be maybe some kind of protection.

Paul: What would you do, XXX?

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Woman: I agree with the overhead, the far-reaching overhead protection.

Paul: Like a shelter? Is that what you meant, XXX?

Woman: Yeah.

Paul: Okay. Is that what you mean? Okay. What about you, XXX?

Man: Well, I noticed these new shelters that they built on University over here by Davie Road extension. They have a bigger – it's almost like a hut type of thing. So that will definitely keep you away from the elements. And more reliable, and more routes, you know, more convenience, more times.

Paul: Guys, go ahead and pass both sheets forward, if you would. XXX, what about you? What needs to be done to reduce the impact of the weather in deterring people from using transit?

Man: I think having maybe an indoor waiting area, kind of like the Brightline has areas indoors. Every time I've ridden Tri-Rail, it's always been outside waiting like there wasn't really any cover at all.

Paul: Okay. I'm sorry.

Man: Even if it's covered, if you have to wait an hour or 50 minutes, I don't care how covered it is. At 2:00 you're going to be soaked.

Paul: Okay. XXX, what about you? What do we do to make it more comfortable?

Man: I honestly don't think there's a cost-effective solution to the weather. I think that's how it is here. So, you have to accommodate yourself if you can't deal with it. And that includes our leaders and visitors.

Paul: Okay.

Man: I think you may be able to even charge like a premium like a dollar to go inside the air conditioned area or waiting area, because people that are in suits will pay, and people in shorts and T-shirt don't care.

#

Paul: Okay. Well, guys, you've done a fabulous job tonight. I've thrown a lot at you in a very short period of time, and you've done a superb job. The input has been constructive and very thoughtful, and I'm grateful. Now I've got two last favors to ask. First and foremost, go ahead and pick up your nameplates. And secondly, I'm going to ask you to head back out to the front desk. You'll give the receptionist, Diana, your nameplate, and you'll sign something, and you'll receive your honorarium. And with that, we're done, with my thanks. Superb job tonight, everyone. Thank you.

Man: It was fun.

Paul: XXX, it was a pleasure meeting you.

Man: Fun.

Man: Thanks.

Paul: XXX, thanks for coming. XXX, it was a pleasure. Thanks for coming. XXX, very much enjoyed it. Thank you.

Man: You run it –

Paul: Thank you.

Man: All type of focus groups?

Paul: Yeah, yeah.

Man: Card up there?

Paul: They have my information. XXX, it was a pleasure to meet you. XXX, thanks.

Man: Thank you. It was a good session.

Paul: I enjoyed it very much, XXX. Thank you, XXX.

#

Woman: Thank you.

Paul: My pleasure, XXX. Thanks for coming. You did a superb job. I appreciate it.

(end of session)

#

Funding For Countywide Transportation System Improvements Through Levy Of Surtax

Shall countywide transportation improvements to reduce traffic congestion, improve roads and bridges, enhance traffic signal synchronization, develop safe sidewalks and bicycle pathways, expand and operate bus and special needs transportation, implement rail along approved corridors, and implement emerging transportation technologies, be funded by levying a thirty year, one percent sales surtax, paid by residents and visitors, with the proceeds held in a newly created trust fund and all expenditures overseen by an independent oversight board?

(MARK JUST ONE BOX)

☐ **Yes**

☐ **No**

#

#

#

Penny for Transportation
Sponsored ·

Relieve traffic congestion with a #PennyForTransportation. Plans incorporate intersection improvements including resurfacing, sidewalk and ADA updates, pavement markings, mast arm upgrades, drainage improvements, more turn lanes and through lanes, light synchronization, and fiber optic network to increase traffic flow and reduce bottlenecks. Look for the transportation question on your ballot. Learn more at www.PennyForTransportation.com

A PLAN TO
REDUCE TRAFFIC CONGESTION

BROWARD COUNTY FLORIDA | PENNY FOR TRANSPORTATION WHERE LOCAL CHANGE HAPPENS

👍 Like   💬 Comment   ➦ Share

#

PENNY FOR TRANSPORTATION

Where Local Change Happens

Aims To Relieve Traffic
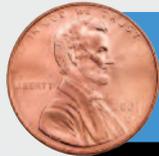
Aims To Improve Pollution

Aims To Expand Alternative Transportation Options

BROWARD COUNTY QUESTION.
The November 6th ballot includes a transportation question (back of page 3) asking voters whether to levy a 1% local option sales tax funding countywide transportation system improvements.

Vote By Mail, Early Voting or on Election Day, November 6th

BROWARD COUNTY
FLORIDA

PENNY FOR TRANSPORTATION
WHERE LOCAL CHANGE HAPPENS

PennyForTransportation.com

A PENNY FOR TRANSPORTATION DESIGNED TO IMPROVE BROWARD'S TRANSPORTATION SYSTEM

Aims To Relieve Traffic Congestion

The plan is designed to bring improvements to our roads and infrastructure including resurfacing, sidewalk and ADA updates, pavement markings, mast arm upgrades, drainage improvements, more turn lanes and through lanes, light synchronization, and fiber optic network to increase traffic flow and reduce bottlenecks.

Aims To Expand Alternative Transportation Options

It is expected to make it easier to use other options to get around including walking, biking, using public transit, skating, and driving. The Plan is also designed to add more green, open space for walking, biking, and recreation across the County.

Aims To Improve Transit Service

The plan is designed to incorporate full funding for existing Community Shuttles and expanded service, full funding for high-demand, specialized transportation services for persons with disabling conditions (Paratransit), and a more reliable, responsive and accessible Transit Service System.

➡ By law, funds can only be spent on eligible transportation projects

➡ An oversight committee of citizens will oversee the funding and plan

➡ Thousands of improvements are planned across the county

➡ If passed, the County and Cities could access billions of state and federal funds that currently go to other communities with local revenue sources

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WHERE LOCAL CHANGE HAPPENS
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Rating the Video

After you see the video, please read through each of the questions below, and answer them by circling the responses that most closely correspond with your opinions about it.

_____

1. Generally speaking, how much do you like the information in the video?

(circle just one)
Very much
Somewhat
Not very much or not at all
Unsure

_____

2. Regardless of how much or little you liked it, how easy was the information to understand?

(circle just one)
Very
Somewhat
Not very or not at all
Unsure

_____

3. Regardless of how much or little you liked it, how useful was the information?

(circle just one)
Very
Somewhat
Not very or not at all
Unsure

_____

4. How does it make you feel about the plan for funding transportation system improvements in Broward County?

(circle just one)
More favorable
Less favorable
No difference
Unsure/mixed opinion

_____

5. In a word or two, what is the thing that you remember most from the video?

Paul: Broward County, Florida. October 22, 2018.

Man: Ready?

Paul: Yep.

Man: Okay. Can they bring food or drink in with them?

Paul: Yeah. Yeah. Make sure they have their nameplates, please.

Man: If I didn't call your name, have a seat out here. We'll be with you in just a minute. This way. And right in here. This is Paul. He's your moderator.

Woman: Hi, Paul.

Paul: Miss, I'm going to ask you to sit right there on the corner.

Woman: Corner?

Paul: Sir, could you sit in that corner?

Man: Sure.

Paul: Sir, could you sit right there? Good to see you. Thanks for coming. Sir, can you come around and sit here? Sir, could you sit right there on that little chair? Ma'am, could you have a seat between those two gentlemen?

Woman: Sure.

Paul: Ma'am, could you have a seat right there in the middle? Ma'am, I'm going to ask you to sit right there if you would.

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Woman: Right here?

Paul: Yes. Ma'am, I'm going to ask you to sit there, and sir, you sit right there. Good evening, everyone. My name's Paul. I'm going to tell you a little bit more about myself in just a moment, but before I do, let me mention, first and foremost, that tonight's session is being recorded. In addition to that, I've got colleagues in back taking notes in case the recorder fails, which has actually happened, but I want to assure you that everything you say tonight is going to remain completely confidential, and once the session's over and the tape has been transcribed, your names will be removed, and from that point forward your participation will be anonymous as well. Means nobody is going to acknowledge your participation or attribute anything to you. As a little bit of a starting point here, I'd like to ask if you've got a cell phone or audio pager, go ahead and make sure it's turned off. I think I just mentioned that, didn't I?

Man: Yes. Yes.

Paul: I'm getting ahead of myself. For those of you who have never been in a focus group before, it's kind of like a hybrid between a jury trial and a hockey match. What I'm going to do is throw out some topics for you to discuss, and what I'm interested in is what you know and how you feel. That means there are no right or wrong answers. And if you don't have an opinion about something, or just don't know anything about the topic, feel free to tell me, because that's just as important. It's also important to respect the rights of each other to hold differing opinions, so if somebody is speaking, let him or her finish before you interject your own comments. Now I'm going to apologize in advance, because from time to time I may cut you off, and I'll do so as diplomatically as I can, but that's just in the interest of ensuring that we get to hear from everyone about these issues. I should also tell you that I have no specialized knowledge or expertise in the topics we're going to be discussing, so if you have questions I may not be able to answer them. Moreover, I may stop you from time to time just to ask you about something that may not be evident to me as an outsider, because I don't live in this area, so if you refer to a street by a nickname, or a building for example, I may have to ask you to clarify that. And I apologize for being a bit of an interloper. Now what I'd like to do is start by going around the room. I'd like each of you to tell me your first name, your current occupation, and just for the heck of it I'd be interested in knowing what your favorite television show is. I'm going to go ahead and start. My name is Paul. I'm a focus group moderator, as you probably surmised. And my favorite television show, and this is an oldie, is "Law & Order". I'm a purist, too. None of the spinoffs. I only like the semi-original version with the semi-original cast.

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Man: My name is XXX. I'm a project manager. And my favorite TV show of all time is probably "Bonanza".

Paul: "Bonanza". Wow. Haven't hear that one in a while.

Woman: My name is XXX. I'm a LCS social worker with a private practice. And my favorite TV show of all time? Of all time? Is that what you said?

Paul: Or just right now, for example. Just curious about your viewing habits.

Woman: Okay. Well, this week I fell in love with a new one. Okay. I can't even think of the name.

Paul: Okay. When it comes to you, just feel free to chime in.

Woman: Okay.

Man: Okay. My name is XXX. XXX.

Paul: XXX?

Man: Yes. XXX in Spanish. My favorite show –

Paul: What do you do for a living, XXX?

Man: I'm from Puerto Rico. I've been living here for 23 years already. I'm retired. My favorite show, I would say, this time, "Bill Maher".

Paul: "Bill Maher". Okay.

Woman: Hi, everyone. My name is XXX. I am currently unemployed. I don't like to say that because I'm a new mom of a four-month-old.

Woman: So you work.

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Man: That's the hardest job there is.

Woman: Absolutely.

Woman: So that's what I do for now. But my favorite current show has to be "Shameless".

Paul: Okay.

Man: My name is XXX. I'm a hotel manager. And my favorite show, a little eclectic, is "Doctor Who".

Paul: Oh, wow. Okay.

Woman: Oh, I have a favorite too. I have a favorite show. It's "The Graham Norton Show".

Paul: "The Graham Norton Show". Okay. Okay.

Woman: Good evening, everyone. I'm XXX. I'm a business owner. And I really don't watch TV, but when I was really young – or not really young, but before – I liked "Will & Grace".

Paul: Okay.

Man: Hi. My name is XXX. I'm currently a delivery driver at Dominoes. And I think right now I would have to go with "The Late Show with Stephen Colbert" is my favorite show.

Paul: Okay.

Woman: My name is XXX. I'm a serial-entrepreneur. And I guess what I watch the most of is the ID channel.

Paul: Okay.

Woman: What?

Woman: The ID channel.

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Woman: My name is XXX. I do customer service for a publishing clearing house. And I don't really have a favorite TV – but I bounce back and forth – old westerns.

Paul: Oh, wow. Okay.

Woman: "Bluebloods". And I'm a bit of a "Tucker Carlson" fan.

Paul: Oh, you're covering all the bases. Okay.

Man: My name is XXX. I work for ADT as a sales consultant. My favorite TV show is "Power".

Paul: Good. A lot of different backgrounds and a lot of different viewing habits. I think that will make for some lively conversation. By the way, could I ask everyone to turn your nameplates towards me so that I can see them clearly? Thank you very much. Now what I'd like to do to start out, and I'm going to throw this out for anybody to answer, but I'm interested in knowing what are the things that you like about living here in Broward County?

Woman: Oh.

Man: I love – I just love the weather.

Paul: The weather, okay.

Man: And the culture.

Paul: And the culture.

Man: Yeah.

Paul: Okay.

Man: There's always something going on.

Paul: Always something going on.

#

Man: Interesting things locally or within the county.

Paul: Okay. Okay. So we've got –

Woman: Beaches.

Paul: The beaches? Okay.

Woman: The weather, the beaches, and like he said, there's always something to do.

Paul: Okay.

Man: Way of living.

Paul: I'm sorry, could you repeat –

Man: The way of living.

Paul: The way of living. Can you be a little more specific, XXX? Anything in particular about the way of life that you like the most?

Man: Well, the thing is that because I'm retired, I live in a retired community, so peaceful.

Paul: Peaceful.

Man: So my way of living is a peaceful way. So that's why I feel that is the best thing.

Paul: XXX, what would you add to this list?

Man: Unfortunately, I'm in the same boat. I love the weather here and spend a lot of time at the beach. I mean, we love to be in the water. So –

Man: Yeah.

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Paul: XXX, what about you?

Woman: I would say the culture. Different cultures.

Paul: Okay, I heard XXX say that too. Can you be a little more specific?

Woman: I just believe that there's so – it's like a melting pot.

Paul: Oh, okay.

Woman: South Florida is –

Paul: You mean eclectic people?

Woman: Yes.

Paul: Different people? Okay. don't let me put words in your mouth here this evening. XXX, what about you? To round this out, what would you say is the thing you like most about living in Broward County?

Woman: Weather, and it's laid back, it's, you know, it's slowed down.

Paul: Okay. Okay. Now, looking at the flip side of the coin, what are the things that you don't like so much? And maybe they're not grievances. Maybe they're just things that you'd like to see done better or differently. But what are those things you're a little bit unhappy about?

Woman: Too much traffic.

Woman: Construction.

Paul: Traffic. Too much construction.

Man: Driving. Just driving habits. Knowing what the rules are and how you're supposed to interact.

7

\#

Paul: Okay. Driving behaviors. Okay.

Woman: Crime.

Paul: Crime. Okay. Any particular type of crime, XXX?

Woman: No, I think we have it all.

Paul: Oh, we have it all. Okay. XXX, what are things you're not so happy with?

Man: Uh, I mean, I would double down on XXX's comment about people's driving habits. It's – it can be scary out there.

Paul: You're attuned to that because you're a delivery driver.

Man: Oh, yeah. My life's on the line.

Paul: Okay. XXX, what about you? What are things you're not so happy with?

Woman: I've been down here for 30 years, so I mean, I can remember when the driving was only bad during the winter months. Summer months was pretty wide open on the roads, so traffic congestion –

Paul: Traffic congestion.

Woman: Yeah, but that's just what you deal with when you're in such a populated area, and that's what we've become.

Paul: Okay. XXX, what about you?

Man: I mean, me, I break it down with what XXX said. I've been here 12 years now, and what I've saw, the influx of population growth, which causes a lot of traffic, and the driving behavior out there on the road. It's very much, you have to be on your Ps and Qs, and plus with the construction it doesn't help, so.

Paul: Okay. XXX, what about you?

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Man: Cost of living.

Paul: Cost of living. Okay. Any particular aspect of the cost of living?

Man: Cost of our house.

Paul: House – housing costs.

Man: Insurance costs of that house.

Paul: XXX, what about you? Anything you're not so happy with?

Woman: I said traffic.

Paul: That's right. You did. I apologize. XXX, you had something you wanted to add?

Woman: Yeah. Yeah. So when I said it was the construction, I think that what's happening is we're not taking the idea of what Florida is, into consideration. And we're building so much, there's so much concrete that's going over the land, that we're going to run out of water. I mean, when I lived up north, if you bought a piece of land, you had to make sure the "aquifer"? –

Paul: Aquifer, yeah.

Woman: That it got some of the water. And here, it's not going to happen. We're going to run out of water, because we keep – it's concrete, so when it rains, the rain has no place to go.

Paul: So you're worried about the water supply. Now let me ask you this –

Woman: I think that's adding to the temperature too.

Paul: If you could – if you were talking to a public official right now, what would you tell him or her should be the top priority for the next two years? The thing that's most important to accomplish or tackle? XXX?

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Man: I would say as a retired person – I would say they're afraid of people – I mean, the people are afraid of cut the entitlements like Social Security.

Paul: Okay. So you want them to cut the entitlements?

Man: Yes, I am afraid they are – they are planning.

Paul: Oh, you're afraid they're planning to.

Man: Yes. Yes.

Paul: So you want them to preserve them.

Man: Yes.

Paul: Okay. XXX, what would you say is the top thing for local officials to accomplish during the next two years?

Man: I think they need to, obviously, well, again, going back to cost of living, watch the tax increases. I think the tax increases are never-ending, not only on the property tax but on the sales tax side. Just managing to control that. The population is growing. There should be enough new money coming into the area without having to add.

Paul: XXX, what about you?

Woman: Taxes are –

Paul: What would you say is the top thing for local officials to try to accomplish over the next couple of years?

Woman: I think I'm going to switch my prior answer about crime to what XXX said – costs – cost of living.

Paul: Okay.

Woman: Car insurance is really high here.

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Paul: Okay.

Woman: Home insurance is super high. I mean, you can't really do anything without spending most of your paycheck on something – your mortgage, your rent.

Paul: Okay. XXX, you looked like you had something you wanted to add.

Man: Just to throw in as an idea, lately the red tide has been keeping my dad off of the beaches from surfing, and it seems to me like that's – I don't know if that's going to be a one-time thing, but if that were to keep –

Paul: Now relate this back to what you'd like local elected officials to accomplish for the next two years.

Man: Lake Okeechobee.

Man: Clean up the beaches so nothing bad happens.

Paul: Okay. Okay. What about you, XXX? What should be the top priority for the next few years?

Woman: Workforce housing.

Paul: Workforce housing.

Woman: Workforce housing.

Paul: Okay.

Woman: If you can't – they can't afford to live in the city, big companies aren't going to come, and people can't even live in the city. I mean, it's a big issue in urban areas anyway.

Paul: XXX, what about you? Top issue – or top thing to accomplish over the next couple of years.

Woman: Well, I think they need to slow down the building that they're doing.

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Paul: Slow down building. Okay. There are a couple of votes for slowing down building.

Woman: I live out in Coconut Creek –

Paul: A couple of heads nodding in agreement.

Woman: And you know they just put up, 1, 2, 3, 4 – I think 5 apartment complexes in the last year and a half. I don't even know where these people are working. Never mind how they can afford these luxury apartments.

Paul: Let me ask you this. Where do you get most of your information about local matters in the community?

Man: A lot of it is like, as XXX says, like visual – it's in front of you. You drive around and all of a sudden you see new construction coming up, and that's what I meant about –

Paul: Personal observation?

Man: Personal observation.

Paul: Okay. Okay.

Woman: Internet.

Paul: The Internet. We've got personal observation. The Internet.

Woman: Newspapers.

Paul: Newspapers.

Woman: Government websites.

Paul: Government websites.

#

Woman: I get a blast from our – from Coconut Creek every month.

Paul: Okay. XXX?

Woman: I think on Facebook there are groups like in Plantation.

Paul: Social media.

Woman: Social media.

Paul: XXX, what about you?

Man: I'm not really that well informed, I have to say.

Paul: Okay. What about you, XXX?

Man: Well, I would have to say, as far as where I get new information, I do my best to avoid the news.

Paul: Okay.

Man: Because –

Woman: That's why he smiles.

Paul: You can't help absorbing something.

Man: Right.

Paul: And where does it come from? Where do you think you're getting this information?

Man: Personal observation is big for me, and here's one – if I were –

Paul: Hang on. I just want to make a list first. XXX, what about you?

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Woman: TV.

Paul: TV. Okay. And XXX?

Man: I would say the Internet.

Paul: The Internet. XXX?

Man: TV and Internet.

Paul: XXX?

Woman: Newspaper.

Paul: Newspaper. Okay. I want to jump back to traffic for a second. How would you describe the traffic situation in Broward County right now?

Man: Awful.

Woman: Dangerous.

Paul: Awful. Dangerous.

Man: Terrible.

Paul: Terrible. I see heads nodding in agreement.

Woman: And such non – such poor management.

Paul: Poor management. XXX, how would you describe the traffic situation?

Woman: I'm kind of fortunate in that I go against the traffic morning and night.

Woman: So do I.

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Woman: But I just see people that just – they're on their phones, texting.

Man: Oh, yeah.

Man: Oh, Yeah.

Woman: And you know, they'll sit at a light and they're like this. Or they're driving down the road and they're actually looking at their phones, not at the thing. And it's – it's – people have just gotten so self-centered that there's no courtesy left on the road.

Paul: XXX, how would you describe the current traffic situation in Broward County in general? I know it may vary from place to place. But in general.

Woman: Um, like I said, I literally think it's dangerous. Because there's –

Paul: Dangerous.

Woman: Road rage or there's people – even driving here, this one guy didn't want to wait in line because the line was so long. He, like, cut everybody off, and then just – you know, when the light turned green – was a maniac. So it's just –

Paul: What about you, XXX? How would you describe the current traffic situation?

Man: Can I pop back to what I would ask my local elected official to do?

Paul: Sure.

Man: I would ask them to balance the city budget to make sure that the city was in the green.

Paul: Okay, now relate this back to –

Man: Personal observation?

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Paul: Well, no, your assessment of the traffic situation now.

Woman: Oh, I can do that.

Paul: Maybe there's not necessarily a nexus.

Man: Yes, but –

Woman: I can correlate it.

Man: There's not necessarily a correlation between the two, but I know some of our local programs had gotten suspended.

Paul: Okay.

Man: And it was based on budget concerns. So I think the city should be able to spend its money and stay inside of a budget if we have to.

Paul: XXX, how would you describe the current traffic situation?

Man: I came here – let me preface this by saying I've been in this county, I've been in Florida, for the last 16 months – that's all. Very impressed with the highways, the roads.

Paul: Okay.

Man: The layouts. The lights. Everything is good except for the people using the roads.

Paul: Okay.

Man: They are registered to be certified, most of them.

Paul: XXX, how would you describe the current traffic situation?

Woman: Not adequate. It's not keeping up with the population.

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Paul: Could you repeat that? I'm sorry.

Woman: Not adequate.

Paul: Oh, not adequate.

Woman: It's not keeping up with the population.

Paul: What is not keeping up with the population?

Woman: Just expanding to just be able to take care of, you know, all the traffic. 95 is just – something has to be done.

Paul: Let me ask you this. What are solutions that you foresee? What are things that need to be done to reduce the traffic problem or prevent it from getting worse?

Man: I would say bring the people more public transportation.

Paul: Public transportation. I see a couple of heads nodding in agreement.

Man: Because the thing is that sometimes you see this big bus, double bus, two person in there. What that means? Sometimes, of course, in certain hours of the day, but there's some times that you see that so many times. Say, what is going on? They're paying this guy probably, I don't know, probably $40,000 a year to do what?

Paul: Okay. XXX, what about you? What would you say is the thing that needs to be done to reduce traffic congestion or prevent it from getting worse?

Man: Well, I mean, they need – they do need to improve on the transportation – the public transportation.

Paul: Improve it.

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Man: Doing a better job with the monorail and the buses and so forth. And allow them to run. And like, because we're becoming a bigger city down in South Florida. South Florida is expanding. If you can have the same system that New York have, I think it's going to solve a lot of these issues.

Paul: XXX, what about you? What do you think needs to be done?

Woman: Well, I've only taken public transportation once or twice, and the first time I took it I thought I was going to die.

Paul: Just to be clear – just to be clear, is that what you think should be a solution to reducing traffic?

Woman: Well –

Paul: Or are you just adding on to XXX's comments?

Woman: Let me back up. If they could do it, it would be great to have better – more routes that were more direct. But I don't think people are going to give up their cars soon.

Paul: Okay. XXX?

Woman: Yeah, I think it comes down to what I said before, which is management. There's construction that goes on at the weirdest times, the weirdest hours. I don't think – I think it's organization of the construction.

Paul: Better management is needed to reduce traffic.

Woman: Better – better management.

Paul: XXX, what about you?

Man: I think there should be some incentive – have some incentive to carpool, group-up, take people that don't normally travel together, and put them together.

Paul: Carpools. Okay. XXX, what about you? I'll bet you think about this a lot.

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Man: Police enforcement of rules of the road.

Paul: Okay.

Man: Speeding people –

Paul: I see a couple of heads nodding in agreement. XXX, what would you add to this?

Woman: Put more funding into the Bullet. We have to have some fast train systems to keep up going from West Palm to as far as Homestead, Key West, we just – really have to do something about that.

Man: Oh, man. Don't drive to Key West? You get stuck going south on the two-lane road, somebody has one accident, you're in three hours –

Paul: Let me ask you this. What have you heard recently about the transportation system in Broward County?

Woman: Nothing.

Paul: Nothing.

Man: Well, they tried the new train system that's happening.

Paul: New train system.

Man: Between Miami and West Palm Beach.

Woman: Yeah.

Man: And then if that goes well, they're going to expand it farther.

Paul: What have you heard recently about the transportation system, XXX?

Woman: Well, I heard that they put the Bullet, that fast train, from West Palm to Miami. I just –

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Man: Brightline.

Woman: Right, the Brightline.

Woman: Aren't they doing a Wave or something downtown?

Paul: Okay. You're asking about the Wave? XXX, what have you heard?

Woman: What?

Man: Only Brightline, and I actually rode it on Saturday for the first time.

Paul: XXX, what have you heard recently about the transportation system?

Woman: I've heard that Brightline is very effective, but I also heard that it's very dangerous. There have been a couple of accidents.

Paul: Have you heard anything else recently?

Woman: Suicide.

Paul: Leave that face down for a moment. What have you heard, XXX? Leave that face down?

Man: Almost same as her.

Paul: Could you set that on the floor, please?

Woman: Sure.

Paul: XXX, what have you heard recently?

Woman: Just that it's up and running and people are unhappy with it because it's so fast, and they feel that that's what's causing the accidents.

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Paul: Okay. By a show of hands, prior to tonight's session, who knew that there was going to be an issue on the ballot in November for funding of transportation, the transportation system? One, two – hold those hands up. One, two, three, four, five, six, seven. Okay. What have you heard about it?

Woman: Nothing.

Woman: Something like a penny –

Woman: Extra percent on sales tax.

Man: Yeah.

Paul: Okay.

Woman: New sales tax for it.

Man: Yeah.

Man: For expansion, but t's very open-ended is what I heard.

Paul: Okay. Okay.

Man: Two percent, I believe.

Paul: Okay. What else have you heard?

Man: Right? One or two?

Paul: By a show of hands – actually, everyone who said they'd heard about it prior to tonight's session, go ahead and put your nameplates on their side for just a moment. XXX, what have you heard about it?

Woman: I believe the proper amount that I read about was one percent.

Paul: Okay. Anything else?

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Woman: Not to my – not that I can recall.

Paul: XXX, what have you heard?

Man: I just heard that it goes from one to two percent.

Paul: One to two –

Man: Two percent of sales taxes.

Paul: One to two percent. Okay. XXX, what have you heard?

Woman: It's not what I heard. It's my interpretation of what I heard, which is what I heard is that they're going to do a percentage. But that didn't mean anything to me because it didn't tell me where it was going. It was too open-ended for me.

Paul: XXX, what have you heard?

Woman: Basically the same thing that they wanted another penny sales tax to go for transportation.

Paul: Okay. XXX, what have you heard?

Woman: People aren't happy about it and they're kind of stuck in the middle because, you know, you're always taking up the money for the transportation but nothing happens.

Paul: XXX, what have you heard?

Woman: That the one percent, and I also heard that they're going to hold themselves accountable with the county.

Paul: Where do you get your information, XXX?

Woman: Radio.

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Paul: Radio. What about you, XXX?

Woman: Social media.

Paul: Social media. XXX?

Woman: I was reading it, I believe, on the – on social media.

Paul: Social media.

Woman: Yeah.

Paul: XXX, what about you?

Woman: Um, different professional organizations.

Paul: Okay.

Woman: Asking questions about the ballot.

Paul: When you say professional organizations, do you mean like trade unions or –

Woman: Like National Association of Social Workers.

Paul: Oh, okay. Okay. XXX, what about you? Where have you gotten your information?

Man: Mainly social media.

Paul: Social media.

Man: Yeah.

Paul: XXX?

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Woman: Social media blogs.

Paul: Social media blogs. Okay. XXX?

Man: I actually read the ballot and that's really where I saw about it. Other than that, I haven't –

Paul: Okay. Read the ballot. Go ahead and put those nameplates down and turn them towards me. Now I'd like you to flip over the piece of paper in front of you. Everyone should also have a pen within arm's reach if I haven't stolen it. Do you need a pen? Will you pass that down please?

Woman: Sure.

Paul: This is the actual ballot language. And what I'd like you to do is hold any comments until you're done, but I'd like you to read it silently. And once you're done reading it, go ahead and put an X in the box that most closely corresponds with how you would vote on it if the election were held today. And I know this may not be a lot of information, but this is the actual ballot language, so do your level-headed best to cast a vote as you would. And then go back through a second time and circle anything that you like about the ballot language, don't like, or perhaps just don't understand.

Woman: Okay.

Paul: And let's take a minute or two to do this. Hold any comments and questions until you're done. And once you're finished, set your pens down so I'll know you've completed it.

Woman: Okay.

Paul: Let's just take about another 30 seconds or so, in the interest of time.

Woman: Turn it over?

Man: I don't know.

Paul: You can leave it face up. Looks like everyone's about done. I'd like to go around the room and find out how each of you voted. Let me start with you, XXX. How did you vote?

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Man: No.

Paul: You voted no. What about you, XXX?

Woman: Yes.

Paul: Okay . What about you, XXX?

Man: I voted yes.

Paul: You voted yes. What about you, XXX?

Woman: Yes.

Paul: Okay. What about you, XXX?

Man: Yes.

Paul: Okay. What about you, XXX?

Woman: No.

Paul: Okay. What about you, XXX?

Man: Yes.

Paul: Voted yes. Okay.

Woman: Yes.

Paul: Okay.

Woman: No.

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Woman: No.

Paul: Okay. Let's have the yeses put their nameplates on the side for just a moment. Let me start with you. What are the biggest reasons that you decided to vote yes?

Woman: Um, I said yes because I think something has to be done.

Paul: Something has to be done. Okay.

Woman: Yes.

Woman: I voted yes because I believe that it will help with certain things that I've been reading about with issues that have been happening, with some improvements that they tried to implement.

Paul: Okay. Anything in particular that comes to mind?

Woman: Just the Brightline and just casualties that I've read about.

Paul: Okay. Other reasons that people voted yes?

Man   Are you looking for the answers we circled?

Paul: No, no, at this point I'm just curious why you decided to vote yes. XXX, what about you?

Man   I vote yes, and they develop sidewalks and bicycle pathways.

Paul: Okay.

Man   Because I'm a victim of hit and run.

Paul: Oh.

Man   Yes, I was a victim. So I feel that if they increase the safety of that part of –

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Paul: So you want to see the increased pedestrian safety. Is that right?

Man: Yes.

Paul: Okay. Don't let me put words in your mouth here. I just want to make sure I understand what you're saying. Okay. XXX, why are you voting yes?

Man: Uh, I like traffic signal synchronization. That sounded good. Safe sidewalks. It often seems dangerous sometimes. And the independent oversight board made me think it's probably going to work out exactly – close enough to the way it says it's going to work out.

Paul: Okay. XXX, what about you?

Woman: It's needed. We have to do something.

Paul: Have to do something. Okay. Now let me go look at the other side of the coin for a moment. Let me start with you, XXX. Why did you decide to vote no?

Man: Because these are basically the same conversation I hear every two years. Nothing is done about it, so.

Paul: Okay. You've got a little bit of fatigue at this point?

Man: Bit of fatigue at this point. Yes.

Paul: Okay.

Man: It's just words.

Paul: Okay. XXX, what about you?

Woman: It's too general.

Paul: Too general. Okay. XXX?

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Woman: Let's just fix it all, right?

Woman: Something has to be done.

Woman: I don't trust that they're going to do what they say they're going to do. And they're going to also tax us for 30 years. They'll never give it back if they don't do it, or then we'll be taxed forever. Doesn't it say 30 years?

Man: Yes.

Paul: Okay. XXX, what about you?

Man: There's key verbiage I believe that's missing from this. And had that verbiage been there, I would have voted yes, because all these things sound good. But we're missing "and include transparent accountability of where the funds are spent." If you're going to take additional funds from us, show us how they're being applied, because I don't trust Uncle Sam to spend the money.

Woman: Okay. Can I say that what I circled was –

Paul: Well, let's – okay, let's do this in order. And everyone is welcome to answer this, but what are the things that you circled because you liked them? Regardless of whether you're voting yes or no. What are things that you liked?

Woman: I liked the bicycle lanes.

Paul: Bicycle lanes. Okay.

Woman: I'm an avid bike rider and used to be a motorcyclist. And I believe that I am seeing more and more bicycle lanes being improved and implemented in the cities. Different cities across Broward County.

Paul: Okay. Other things that you circled because you liked them? XXX?

Woman: Improve traffic congestion.

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Paul: Okay.

Woman: Or reduce traffic congestion.

Paul: Reduce traffic congestion. Okay. Other things that you liked? XXX?

Man: Improve roads and bridges.

Paul: Okay.

Man: Traffic signal synchronization. And the third one that I circled is independent oversight board.

Paul: Okay. Okay. What about you, XXX? What are things that you liked?

Man: Actually, I didn't circle anything that I liked off of this thing.

Paul: Okay. XXX, what about you?

Woman: Well, I think that working on traffic synchronization would help with the traffic congestion, keep it
                moving in the right direction at the right time. The only thing I like about this is the so-called independent
                oversight board.

Paul: Okay.

Woman: Although it's government and I don't trust it at all.

Paul: Okay. XXX, what about you? What are things that you liked?

Woman: I know we need it, but it's just too open ended. There's nothing, we're going to do this to do that. There's
                no –

Woman: Right.

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Woman: So I think it was purposely written this way.

Paul: Okay.

Woman: So they could be so vague. Because I mean, to do what?

Man: This is – yeah, appeals to everyone. This is going to get everyone to vote.

Woman: Really, it got everybody's yes, right?

Paul: XXX, what are things you circled because you liked them?

Man: You know, I filled that portion. I like a lot of the stuff that's in here.

Paul: Okay.

Man: I mean, I like develop sidewalks. I do like – I just didn't circle it.

Paul: Longing for the transparency reference. XXX, what are things that you – I'm sorry. I asked you already, didn't I? I apologize.

Woman: I also circled implement rail along approved corridors, because I have been noticing like buildings, the last thing that they improve on are the corridors. And they – sometimes I believe people forget the less fortunate, and they think of them last.

Paul: Okay. Anything else that you circled because you liked it? What are things you circled because you didn't like them? Regardless of whether you voted for or against it. XXX?

Man: Reference to the taxation on the residents. I mean, this is a visitors' area. I think that we should tax the guests that are coming, not us, the residents.

Woman: Yeah.

Man: We should be exempt from the taxation.

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Paul: Okay. Two votes for that. XXX?

Woman: Well, what the taxation thing reminded me of was lotteries started for education, and how Florida has lots
           of lotteries and worst education. So I didn't – that's true. So, I didn't trust that. And I also didn't trust the
           newly created trust fund and independent oversight board. That's too – it was too broad and open for me.

Man: Yeah.

Paul: Okay.

Man: Who appoints these independent oversight people? The government people that are being –

Paul: XXX, what about you? What are – XXX, what about you? What are things that you circled because you
           didn't like them?

Woman: Well, I circled a lot. But the most important thing for me was the money, follow the money, and I just did
           not like that – list who that oversight's going to be so that we can vet it or know –

Man: right.

Woman: That's a big, major thing for me, is the money.

Paul: XXX, what are things that you didn't like?

Man: Um, I kind of took it at face value. And I like it.

Paul: Okay. XXX, anything that you didn't like?

Man: Uh, no, the vagueness I didn't like. I didn't really circle it, but just the general vagueness of where it's
           going to go in the end.

Paul: XXX, what about you? Anything you didn't like?

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Woman: I can't say that there was anything that I didn't like.

Paul: Okay. Okay. What are things that you didn't understand or were confused by?

Man: Additional details on an independent oversight board would be –

Woman: No, that wasn't that you didn't understand it. That's exactly the way they wrote it.

Man: Right.

Paul: Okay, what did you not understand about the independent oversight board?

Man: Who –

Paul: Who appoints them?

Man: Who appoints them.

Paul: Okay.

Man: Who do they report to?

Paul: Okay.

Woman: Oh, okay.

Paul: Okay. Other things you didn't understand or you have questions about, XXX?

Woman: Countywide transportation. I mean, where do you start? Which communities do you go to first?

Paul: Okay. XXX, what about you? Anything you didn't understand or had a question about?

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Man: Yes, the one that I didn't understand was also the countywide transportation improvement. I mean, it's pretty much vague to me. It's not giving much information as to what exactly how they plan on doing so to get things done.

Paul: XXX, what about you? Anything you didn't understand or had questions about?

Woman: Again, this is too vague, and I think it's designed that it will appeal to everybody so that they get what they want.

Man: Mm-hmm.

Man: Just vote.

Woman: I've been driving, not every day, but I've been driving on 95, and they're building new lanes and they're fixing the bridges. And they're doing express lanes to try to deal with the construction – to deal with the congestion. They're doing that already. So we're going to get – give them another penny to do what? Now if they said we're going to buy a new traffic signal network, I'd say okay, maybe. Okay? But this is bridges, highways, rails, it's everything. It's too much. And this is what they do to get things passed. They appeal to everybody. Somebody's going to pick everything.

Paul: What do you think – in fact, I want you to write this down in the upper right-hand corner. Find a white spot on the page somewhere, and write down – whether you're for or against it – what do you think is the biggest thing that will be accomplished if this is approved in the community? What is the greatest benefit?

Woman: I voted yes, didn't I?

Man: Benefit – not –

Paul: What is the best thing that will be accomplished? However you want to – however you want to characterize it. But I'm just interested in knowing what you think will be the most beneficial outcome.

Woman: I just changed my vote.

Paul: That's fine.

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Man: There's nothing here –

Paul: I'll tell you what. Just go ahead and write it down in a phrase in the upper right-hand corner. Doesn't have to be a complete sentence.

Man: Oh, okay.

Paul: Just that thing that you think is going to happen if this passes.

Woman: Oh.

Paul: And – actually, no, let's just go with that. What did you write down, XXX?

Man: I didn't write anything down because I don't – even though if this thing's passed, I don't think anything would happen.

Paul: Okay. XXX, what did you write down.

Man: I don't think anything would happen.

Woman: If it passes, I think the only benefit might be an independent oversight board.

Paul: Leave that face down. Okay. And you think that would be the greatest benefit or impact? Okay. What about you, XXX?

Woman: Implementing emerging transportation technologies.

Paul: Okay, the technology? Okay. What about you, XXX?

Man: Emerging transportation technologies.

Paul: Okay. XXX, what about you?

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Woman: I put the word "nothing."

Paul: Nothing. Okay. XXX, what about you?

Man: I said lots of small projects but nothing huge.

Paul: Okay. Interesting. Leave that face down please. XXX, what about you?

Woman: I put better and safer driving options.

Paul: Better and safer driving options. Okay. What about you, XXX?

Man: I said improve the roads and bridges. It's growth, so.

Paul: Okay. Roads and bridges. What about you, XXX?

Woman: I wrote "Nothing as written."

Paul: Okay. Nothing as written.

Woman: And then I changed my vote to no.

Paul: Sure. XXX, what about you?

Man: From what I think will happen if this is passed the way it is, the cost of improvements will increase, requiring additional budget.

Paul: Okay. So let me just – let me just make sure I can encapsulate that. You think if you spend money, it will cost more money.

Man: What I'm saying is if this passes, and all the companies in the area now know that there's funds that are available for this, whatever the project cost was before, there's going to be a little bit more money packed in there, because they know that Uncle Sam has just allocated a budget for it. I think something like this will drive up the cost of whatever it is that the project was set to be in the first place.

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Paul: Okay. Um, do me a favor. Let's switch gears for a second a little bit. Now that you've had a chance to think about this, and some of your recollections may have been a little vague at first, what have you heard about this on social media? Or maybe seen about this?

Woman: Nothing.

Man: I haven't seen this on Facebook or on Instagram or anything.

Paul: Nothing. Nothing. XXX, what about you? Seen any – seen or read anything about this on social media?

Woman: It just makes me think more about Brightline and the emerging technology that they're trying to implement.

Paul: XXX, have you seen or heard anything, read anything about this on social media?

Man: No.

Paul: XXX?

Woman: I'm not a big social media person.

Paul: XXX?

Man: No.

Woman: Yes.

Paul: You have? Okay. What have you heard?

Woman: Well, some for it, some against it. Some of us think where's it going to happen because we're in local groups of a city, and we talk issues.

Paul: XXX, what about you?

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Woman: I've seen it a little bit on social media, but the main information that I have on this is research that I started doing when I got the ballot.

Paul: Okay. XXX, what about you?

Man: No, I haven't seen anything.

Paul: Okay. Do me a favor. Go ahead and turn around the second sheet of paper. It should look like this. This is one iteration – there are actually a couple different ones – this is something that's been on social media now for a couple weeks. You may have seen it in this form or another. What I'd like you to do is read through it very quickly, and take your pen, and once again, circle anything that you like or don't like, and just hold any comments until you're done, and set your pens down once you're finished. Let's take about two or three minutes to do this.

Woman: Wow. Hmm.

Man: Hmm. (inaudible comment)

Paul: Oh, let me ask you this. By a show of hands, who recognizes this? Who has seen it on social media? One person's seen the ad on social media? Okay. Let me ask you, first and foremost, what are your general impressions of this?

Man: I think this – this is not this. This simple thing is, this is, in my opinion, ongoing maintenance.

Paul: Okay.

Man: This is promising great new things.

Paul: Okay.

Man: Kind of goes back to what I said. Nothing new is going to happen. Lots of small projects.

Paul: Okay. Okay. Interesting. Okay.

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Woman: I want to know who that is. Who's "Penny for Transportation"? That's what I wanted to know. That's the first thing I put.

Paul: Okay. What are your impressions, XXX?

Man: I don't know. I haven't changed my mind.

Paul: I'm just curious about your general impressions of this. Is there anything that you like or don't like?

Man: Well, I like the part adding or be more specific saying the lights synchronization, and fiber optic network to increase traffic flow and reduce bottlenecks. I believe that is a good thing, so.

Paul: Okay. XXX, what are your general impressions of this?

Woman: I think it's just a lot of buzz phrases.

Woman: Yes.

Woman: To make you vote yes.

Paul: Okay. XXX, what about you?

Man: It doesn't say independent oversight board, so I'm – I don't know why I would expect this to actually work as planned.

Paul: Okay. Okay. XXX, what about you? What are your general impressions?

Woman: Feels like a bait and switch.

Paul: This feels like a bait and switch. Why is that?

Woman: It does, right?

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Woman: This does not say that.

Paul: Okay.

Woman: At all.

Woman: Mm-hmm.

Paul: Okay. What about you, XXX? What are your impressions?

Woman: To me, it's two different things.

Woman: Mm-hmm.

Woman: This is talking about everything from roads and bridges and everything else like this.

Paul: The ballot language?

Woman: Yeah.

Paul: Okay. I'm sorry. I just wanted to clarify.

Woman: The ballot language is different than this ad for it.

Paul: Okay.

Woman: Okay? This looks like little stuff – which is important, and I underlined two things that was here and here. But this sounds like everything. This sounds a little bit more pinpointed.

Paul: XXX, what are your general impressions of it?

Man: To me this one sounds like a summary of the first page.

Paul: Okay.

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Man: Just like balled into one.

Paul: So you think they're similar?

Man: They're similar. There's more to be read because they actually give you a website to go to if you need more information.

Paul: Okay.

Man: So there's – it's a little vague, but there's more.

Paul: XXX, what are your impressions?

Man: Well, resurfacing is not new construction, and ADA updates – that's Americans with Disabilities Act – so that's government required. I mean, you have to do that anyway. So you don't need additional monies to do that. That should be in the budget already. I like all of these things. How much money are you spending, and where it's going?

Paul: Okay. XXX, what about you?

Woman: Well, again, it sounds – it all sounds good, like the first one sounded good. I just can't help how cynical I am about specifics.

Paul: That's okay. XXX, what about you? What are your general impressions?

Woman: Going off of what XXX was saying, I believe that there's a beginning and an end, and I think this is the beginning. And it's like the first page was the end.

Paul: Okay. What do you mean by that? I –

Woman: Like, to start off, you have to do the smaller things.

Paul: Okay.

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Woman: And then it trickles into becoming larger things.

Paul: Okay. As some people have said, do you think they're different types of pieces of information? That they're not necessarily similar?

Woman: Not necessarily.

Paul: Okay. Okay.

Woman: They're pretty similar.

Paul: Okay. Okay. Let me ask you this. What are things that you liked about it? Good, bad or indifferent – regardless of how you might vote, what are things that jumped out at you because you liked them?

Man: Drainage improvements.

Man: The drainage improvements. Yeah.

Paul: Wow. Okay. Why drainage improvements? That's not necessarily the most captivating thing you'd think of.

Woman: Want the same thing.

Man: Anytime it rains, see, I live in the Coral Springs area, and every time it rains, that's one of the biggest things that you come across. You can't go anywhere because everywhere is flooded.

Woman: Really?

Woman: Mm-hmm.

Man: Yeah. Big time.

Paul: What is it you liked about drainage improvements, XXX? I think you said that as well.

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Man: I did.

Paul: Okay .

Man: I fully feel that we need to do something with excess rain water.

Paul: Okay. XXX, what about you? I think I heard you say you liked drainage improvements as well.

Woman: Right. Right. Yeah, my car actually got flooded because of the rain. My car started freaking out, all the lights going on and off.

Man: Was it hurricane rain or was it just rain?

Woman: No, it was just rain.

Paul: XXX, what about you? I heard you exclaim.

Woman: Well, I underlined drainage improvements.

Paul: Okay. Other things you like besides drainage improvements?

Woman: Reduce bottlenecks.

Paul: Reduce bottlenecks.

Man: Light synchronization, fiber optic network, to increase traffic flow and reduce bottlenecks.

Paul: Okay.

Man: That's an interesting sentence.

Man: Right.

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Man: It's good.

Paul: Okay. A couple of people like synchronization.

Woman: Can I just say that I keep going back to the same thing that I said on the phone when I was called? And that is, the drainage improvements have to do with the same thing as all the concrete that's being built, because there's no place for the water to go.

Woman: Mm-hmm.

Woman: I went out to Weston for the first time, I don't know when, and I couldn't believe, Weston is so far out west that there's no place for the water to go.

Paul: Obviously drainage is an animating issue in this community. XXX, what about you? What are things that you liked?

Man: I would say the same thing that the others liked. Synchronization, fiber, that's a good thing to me.

Paul: Okay. What are things you didn't like, regardless of whether you're for or against this idea?

Woman: Not going for more turn lanes.

Paul: Did not like more turn lanes.

Woman: No.

Paul: Okay.

Woman: Because it goes to say, based off of what everyone was talking about, the lack of driving habits in South Florida. It's like people neglect to use their turn signals. It's just going to cause more accidents.

Paul: Okay. Other things that you didn't like?

Man: Resurfacing should be in the existing budget.

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Man: Exactly.

Man: Sidewalks and ADA updates as was already said, in the existing budget. Pavement markings. We don't put a penny on the tax to stripe a road. That's ridiculous.

Paul: Other things you didn't like, XXX?

Man: Mass storm upgrades then –

Man: Moving arms at like railroad crossings and stuff.

Woman: Oh.

Paul: XXX, did you say you had something to interject? I'm sorry.

Woman: No, no. I'm just agreeing with all that, because most of what's here is like he said, maintenance.

Paul: Okay. XXX, what are things that you didn't like?

Woman: I didn't like that they left off the accountabilities.

Paul: Okay. Why is that?

Woman: Because I want to know – if you're going to do all these things, then I need to know where the money – who's going to oversee it. If you put it here, that's the main thing they should have here.

Woman: Well, this is an ad for this.

Woman: Exactly. That's my point.

Woman: That's what this is.

Paul: Hang on. XXX has the floor for a second. XXX?

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Woman: No, I'm just curious. I mean, what – how do you upgrade that arm? I mean, what more do you have to do to it? It's a thing that goes up and down. I mean, why do we have to upgrade?

Paul: Okay.

Man: Put more in.

Paul: Okay.

Woman: Oh, because of what's going on now.

Paul: And now that you've had a chance to look at it, does anyone recall having seen it?

Woman: No.

Woman: No.

Paul: Is this more familiar? Okay. Go ahead and turn this sheet over and put it face down under the ballot. And you can leave the ballot face up on top. Now here's another piece of information. This is being mailed out to the county residents, and the purpose is to provide you with information and a way to access additional information through the Internet. I want you to do, as we've done before, take a moment or two to review it, then go back through with your pens, circle the things you like, circle the things you don't like, and also circle anything you don't understand. And hold any comments until everyone's done, and let's take about two minutes to do that as well. Pardon me. I'm sorry. Pardon me. Sorry.

Woman: (laughing).

Woman: Were you in the service?

Man: No, ma'am.

Woman: Oh, you carry yourself like that. You're from the south.

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Man: My grandparents are from the south.

Woman: Oh, there's another side.

Paul: Oh, yeah, I apologize. Yeah, this is a two-sided brochure.

Woman: Oh, okay.

Woman: Oh, I see.

Woman: I can write on this, right?

Paul: Yeah, write on it all you like.

Man: If we can't, I'm in trouble, boss.

Paul: Let's just take about another 30 seconds if you will.

Woman: Oh. Hmm.

Paul: Looks like everyone's about done. Let me start out – oh, by the way, could everyone put your nameplates down and turn them towards me? Thank you. First and foremost, by a show of hands, who recalls having seen this? One, two, three. Three have seen it. Okay. Let me ask you this. Regardless of whether you've seen it, what are your impressions of it? Boy, you're raring to go, XXX. I've got to start with you.

Woman: Because the problems that I've had with all of it says, "by law, funds can only be spent on eligible transportation projects." Well, that's a little more specific, but, okay, "an oversight committee of citizens will oversee the funding and planning." Well, that's a little bit more specific.

Paul: Okay, so you like both those things or you don't like them?

Woman: I do.

Paul: Okay. General impressions?

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Woman: I like the transparency of it.

Paul: Okay. What jumped out at you in terms of transparency?

Woman: The funds. The same thing she said. And as far as the first two.

Paul: Okay.

Woman: Have the oversight board of citizens. That's some accountability.

Paul: Other things that jumped out at you, or just general impressions, first and foremost? XXX, it looks like you had something you wanted to add.

Woman: Yeah, thousands of improvements are planned across the county. Really? I mean, it sounds like – I don't know.

Paul: You sound skeptical.

Woman: Yeah, no, definitely.

Paul: Okay.

Woman: And then, if passed, the county and cities could access billions of state and federal funds.

Man: They can access?

Woman: Saying they can't access until we give them more money? I don't get it.

Man: They can access –

Paul: Okay. XXX, what are your general impressions of this?

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Man: It's a piece to expand the base to say yes, because it appeals, it defines more and more segments that you couldn't get to here or here. And it's more in your face. So it's just trying to draw in more and more people. Although it has much the same language in it, it's adding a little here, you know, "by law" this, "thousands of projects" that.

Paul: Okay.

Man: "Oversight committee." It's very broad.

Paul: XXX, what about you? What are your general impressions of it?

Woman: Generally what I get from this is they're trying to go green.

Paul: Green. Okay. Interesting. Okay. XXX, what about you?

Man: Well, I would say it's a better way to – how do I say – this looks like a real ad by a professional.

Paul: A real ad by a professional.

Man: Yeah.

Paul: Okay.

Man: This one looks like more than opinion, blog, this one.

Paul: Keep in mind, that was digital advertising, where this is print advertising, so that's – that may be the medium.

Man: All right.

Paul: Um –

Woman: I have a question.

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Paul: Hang on just a second if you would, XXX. What are the things that you like about this, regardless of whether you're – you favor or oppose this tax? What are the things that jumped out at you because you thought this is a good idea or it's worth exploring?

Woman: Just – just the presentation but not the content.

Paul: Okay, so for you it was aesthetics.

Woman: Yeah, that's the only thing I think I was – my tax dollars, I'm sure, are being spent on it.

Paul: Okay. Other things that you liked about it?

Man: Little bit more transparency.

Paul: Little bit more transparency. Okay. By the way, what is the buzzword that caught your attention – that word that made you feel like it was answering the question you needed –

Woman: "Citizens."

Paul: Citizens. Okay. That same word XXX used. Okay. Other things that you liked about it?

Man: I didn't like that.

Paul: Okay.

Man: The oversight committee, even from this page, you have to be a citizen. If you're not a citizen of the country, you can't do any of that. So –

Paul: I think it means the county.

Man: Not officials.

Man: Okay.

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Man: It's us.

Paul: Okay. Other – we'll talk about the things we don't like in a second. What are the other things you do like? XXX?

Woman: I like that it showed a picture of TOPS. Of course, I know people that use TOPS, which is for disabled, and it's awful. So if they could do something about it, people sit and wait for an hour, an hour and a half, for them to pick them up –

Paul: Other things you like? God bless you. Other things you liked about it?

Man: I thought that the thing about getting billions of state and federal funds – I thought that was unclearly worded, but like, if I look at it, it's suggesting that we would get more money than we're putting into it. So that would be good.

Paul: Okay. Okay. What are things you didn't like about it?

Woman: Can I answer what he just said?

Paul: Sure.

Woman: Because I know that we don't get a lot of funding now because Scott turned down federal funding, and this leads me to believe that we might actually be open to funding with this.

Paul: Okay.

Woman: Can I add a comment to that?

Paul: Sure.

Woman: I think also it made me – from other states, is if you activate that amount, it opens up for more amounts, but you have to spend it or you lose the rest.

Woman: That's right.

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Woman: Yeah, you get matching funds for some of these projects.

Woman: Right.

Paul: What are things you didn't like about it? I see a lot of heads nodding in agreement, by the way, as it comes to matching funding. That's obviously a very intriguing idea.

Woman: It seems like the more material you see, the more information you get. So like now they're talking about pollution.

Paul: Is that –

Woman: Well, that's why I was going to ask –

Paul: Hang on just a second. Is that a good or a bad thing, XXX?

Woman: I don't –

Woman: Where?

Paul: XXX's got the floor, please.

Woman: I don't know if pollution is an issue here or not, but I don't like the fact that they – either it's you give us all the information or you don't. Just don't –

Paul: Okay. XXX, what – XXX?

Woman: This is the actual amendment, right?

Paul: It's the ballot language. And by law, they – it's limited to a certain amount of words, which is why it's as concise as it is.

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Woman: Because this doesn't say anything about pollution, okay? So this is another buzzword over here to try to get another group of people to come in and say yes.

Paul: Okay. Other things you didn't like about it?

Woman: That's what I don't like about it.

Man: Constantly expanding the horizon. It talks – this one talks about adding green space and open space for recreation. That was never part of the original what we read so far.

Paul: Okay.

Man: And the wordage, just as I said before, the whole thing is just blowing up, trying to get more and more support for – vagueness.

Woman: And they're already spending the money. Right there. Thousands of improvements are planned across the country – county. They don't have the money yet, but they're spending it.

Paul: Other things that you didn't like about it?

Woman: I did not like how it states that it aims to relieve traffic congestion. I believe that it could possibly cause the opposite.

Paul: Oh. Okay. Why is that?

Woman: I just feel like all these additional lanes and additional everything could lead to more people wanting to be on the roads, have more cars, and just –

Paul: XXX, you had something you wanted to add?

Man: Just to follow up on the more green open space, that – that looked weird to me because that doesn't sound to me like it follows naturally from a bill that sounds like it's about roads and bridges.

Paul: Okay.

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Man: Green open spaces, by definition, not the roads.

Paul: So you thought that was an incongruent concept?

Man: Yes. Yes.

Paul: Okay. Okay. What about you, XXX? Anything you didn't like?

Man: No. Overall as I say, it's a very good advertisement. To me it's more politics in here than anything else.

Paul: XXX, what about you? Anything that jumped out at you because you didn't really like it?

Man: The improved transit service. What about the rest of the existing transit service? Like the Tri-Rail and the Metro? I mean, those buses and trains break down, the air conditioning goes out, it – that's a problem that needs to be addressed before we add green open space for biking and walking.

Paul: Okay.

Woman: Can I –

Paul: Sure.

Woman: Do they even have to bring in skating? Really? I mean, that's – some even trying to get my nephews to vote as well.

Paul: Um, go ahead and set those down and set them under your growing pile of papers. Make sure your ballot is face up on top. Here's another sheet of paper which I'm going to ask you to turn over in just a moment. While I'm doing that, though, let me ask you – that mail brochure that you just set at the bottom of your stack, how does it make you feel now about this whole concept of funding for transportation system improvements?

Woman: Worse.

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Paul: Worse? Okay.

Woman: I feel better.

Woman: Worse.

Paul: You feel better, XXX. You feel worse. XXX feels worse. XXX, how does it make you feel?

Man: Better.

Paul: Better? Why is that?

Man: Stuff about green, open space makes it sound to me like it's – like that's probably part of the real picture, which I have good associations with people who work on that sort of thing.

Paul: XXX, you said worse. Why is that?

Woman: Because it seems like –

Paul: Leave that face down, please.

Woman: It seems like they don't have a definite plan. They just are kind of like throwing things out there and hoping something sticks.

Man: Mm-hmm.

Woman: That's right. That's right.

Paul: Okay. XXX, how does it make you feel?

Woman: I think it makes me feel the same way. I haven't changed my mind about it.

Paul: Okay. Okay. What about you, XXX?

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Man: I think it's – there's a lot of promises, and I know I'm scared of promises.

Paul: Okay. So it doesn't make you feel as good? Is that what you're saying?

Man: Uh, so-so. I would say 50/50, I'm still in the doubt that they promise too much and then at the end it's going to be the same thing.

Paul: Okay. XXX, how does it make you feel?

Man: Unfortunately.

Woman: It reinforces my "no" vote on the ballot.

Paul: Okay. Okay. XXX, what about you? How does it make you feel?

Man: I just continue to be pessimistic about it, but I'm just skeptical that anything is going to come, so –

Paul: Okay. Why is that?

Man: It didn't change anything one way or another.

Paul: Okay. Okay. What about you, XXX? I just asked you – I'm sorry. I apologize. What about you, XXX?

Woman: Um, I'm going to look at this a little bit more for only one reason.

Paul: Why is that?

Woman: Is the matching funds.

Paul: Okay.

Woman: But to me this is just a bunch of buzzwords to try to get every walk of person out there – the person looking for the green space, the pollution, it's got something for everything, and no specifics.

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Paul: Okay.

Woman: Can I add to that one, XXX?

Paul: What?

Woman: Can I add to what I said?

Paul: Of course.

Woman: I kind of see it back the opposite. I think that they have to go – well, they have to get the money to open up the other money.

Paul: Okay.

Woman: So this is the games they're going to play to throw everything out there. We need this funding to activate the bigger dollars.

Paul: Okay. Boy, you guys have been mentioning matching funding a lot. That's interesting. XXX, what about you? How does it make you feel about the whole idea?

Man: I mean, the whole idea didn't change much for me. The reason why I'm the way that I am in this whole conversation is because I used to be on the road for a very long time as a limousine driver. And a lot of these things have been discussed for the four years that I've been on the road driving. So none of it happened, and that's what I'm saying. So it's bait and switch.

Paul: Bait and switch. Okay, now I want you to turn your attention over there. I'm going to turn the light off in just a second. This is a 30 second spot, it's a public service announcement. I'm going to play it for you three times. And once I'm done, I want you to turn over the sheet of paper in front of you and answer the questions to the best of your ability. Hold any comments and questions until you're done, and then we'll discuss them. So let me go ahead and turn off the lights, and bear with me for a moment. And afterwards I might make shadow animals. What the heck.

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Woman: *Did you know that a penny for transportation in Broward could generate $300 million the first full year – a third from non-county residents? The detailed county-wide transportation plan is designed to invest in technology and projects that reduce traffic congestion, improve school safety zones, offer more transit service, and address street flooding, signal timing, bike and pedestrian safety, and much more. The change in your pocket could help local change happen. Look for the transportation question on the November 6 ballot.*

Paul: Okay. I'm going to go ahead and play it again.

Woman: *Did you know that a penny for transportation in Broward could generate $300 million the first full year – a third from non-county residents? The detailed county-wide transportation plan is designed to invest in technology and projects that reduce traffic congestion, improve school safety zones, offer more transit service, and address street flooding, signal timing, bike and pedestrian safety, and much more. The change in your pocket could help local change happen. Look for the transportation question on the November 6 ballot.*

Paul: Okay. Bear with me one last time.

Woman: *Did you know that a penny for transportation in Broward could generate $300 million the first full year – a third from non-county residents? The detailed county-wide transportation plan is designed to invest in technology and projects that reduce traffic congestion, improve school safety zones, offer more transit service, and address street flooding, signal timing, bike and pedestrian safety, and much more. The change in your pocket could help local change happen. Look for the transportation question on the November 6 ballot.*

Paul: Okay, now, if you would, go ahead and turn over those sheets of paper, and take a moment or two to fill them out, and then we'll chat briefly about them.

Paul: Looks like almost everyone's done, so I'm going to jump right in. Let me start by asking you first and foremost, prior to tonight's session, who recalls having seen this?

Man: Is it out?

Woman: I saw something similar.

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Paul: You saw something similar.

Woman: Yes.

Paul: Okay. Okay. There's actually a shorter version as well, I think – a 15 second version – that may be airing in various places. So one recalls seeing it. Okay. Where did you see it? On the Internet or on Television?

Woman: Two separate places. I heard an ad on the radio and I also saw something on television about a penny for your thoughts. The one penny.

Paul: Okay. Okay. Let me ask you this, first and foremost, question one asks "Generally speaking, how much do you like the information in the video?" By a show of hands, who circled very much? One person. Who said somewhat? One, two, three, four, five, six. Who said not very much or not at all? One. And who was unsure?

Woman: I am.

Paul: Two. Those of you who said very or somewhat, which was seven of you, go ahead and put your nameplates on their side for just a moment. What is the biggest reason that you liked the information very much or somewhat?

Man: It's the first time they've given a real number.

Paul: Real number.

Man: Potential. And still, it's not even a real number. Could generate up to $300 million. One third from non-residents. So that means $200 million coming from the citizens of the county.

Paul: Okay. First time we heard a real number. Okay. What are other things that you liked somewhat or very much about it?

Woman: I just liked the presentation.

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Paul: Presentation. Okay. Interesting.

Woman: That was it.

Man: Yeah, the production company did well.

Paul: Okay.

Woman: Yeah, they did really well.

Man: Yeah.

Woman: That was my point.

Man: Very –

Paul: Other things that you liked? XXX, what about you?

Woman: Well, I liked the presentation of it, and if I – if I didn't read the ballot, that might say, "Hmm, maybe that's a good idea."

Paul: Okay. You liked the presentation. XXX, what about you?

Woman: It's all about school safety.

Paul: School safety jumped out at you. I'm sorry, XXX?

Woman: Capability of generating $300 million for the first year.

Paul: Okay. That caught your attention as well. Okay.

Man: What's $300 million times 30?

Paul: Okay. What about you, XXX?

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Man: I liked – I thought they threw out a lot of nice stuff, but it only somewhat because I didn't necessarily understand why this was all the same ballot initiative.

Paul: Okay. What about you, XXX?

Woman: I think based on what I've been reading, and what I've seen here, that short video was kind of vague for me.

Paul: Okay. It was kind of vague.

Woman: Somewhat.

Paul: XXX, what about you? I know you were nodding in agreement when XXX was talking about the production value. Anything else you liked about it?

Man: No, but this one I saw, I think I go with her – is changed a little bit because it's more clear and more specific.

Paul: More clear and more specific. Anything in particular that jumped out at you that was more incisive?

Man: The $300 million in the first year is –

Paul: XXX, you said you did not like it very much or at all. What would you say is the biggest reason?

Man: I mean, again, to me it's just the same language.

Paul: Okay.

Man: I mean, they just used a good production company to appeal to people's eyes, like everybody here is saying, that the video made more sense to me and so forth, but it's just the same language. It's a bait and switch.

Paul: Okay.

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Woman: Bait and switch, yeah.

Man: Yes.

Paul: Okay. Go ahead and put your nameplates down and turn them towards me. Question number two. "Regardless of how much or how little you liked it, how easy was the information to understand?" By a show of hands, who said it was very easy?

Man: Oh, yeah.

Paul: One, two, three, four, five, six, seven, eight, nine. And how did you answer that one?

Man: Somewhat.

Paul: Somewhat. Okay. And number three, "Regardless of how much or how little you liked it, how useful was the information?" By a show of hands, who said it was very useful? Two. Who said somewhat useful? One, two, three, four. Who said not very or not at all? One, two, three, four. Those of you who said not very or not at all, go ahead and put your nameplates on their side for a moment. What is the most important piece of information that it needed to include that would make you feel like "I now know enough to make an informed decision"?

Woman: I don't think you can do that in 30 seconds.

Paul: Okay. XXX, what about you?

Man: Yeah, I agree with that, but the one thing that I think – to sell this is, how much does $300 million in matching funds really equal? If you said to me "It's going to be $300 million" –

Paul: That's revenue. That's not matching funds. The matching funds would be in addition to the revenue.

Man: What would the matching be –"If voted for, if the county residents vote for the $300 million, we can unlock a billion per year."

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Paul: Okay.

Man: That's kind of an interesting number.

Paul: Okay. Back to matching funds. Interesting. XXX, what about you?

Man: Well, I was –

Paul: Oh, I'm sorry. You said it was very or somewhat informative.

Man: Yeah, very.

Paul: XXX, what was it lacking that you needed to know – that one piece of information that you'd like to hear more about?

Woman: There was nothing. I didn't change my mind. I just thought it was good production.

Paul: Okay. XXX?

Woman: And what I –

Paul: Oh, I'm sorry.

Woman: And I still want to know –

Woman: The concrete again.

Woman: No, no, no. I want to know who is paying for it. Who is paying for this?

Man: We are.

Paul: You are. It's a sales tax.

Woman: No, no, no. Who paid for the –

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Woman: The advertising.

Woman: The advertising?

Paul: This is – this is a county funded public education effort.

Woman: Oh, I see. Okay.

Paul: What about you, XXX? I'm sorry. What is the information that you'd most like to hear more about?

Man: I'm ignorant on the fact of how the county funds get shared. I mean, is this a true program where it's a one-to-one? What the ratio?

Paul: One-to-one. What do you mean by that?

Man: Like, if we spend $200 million on roads, the federal government gives us an additional $200 million?

Man: Match.

Man: Right.

Paul: So you'd like to know more about the matching. Interesting.

Man: Is it an actual match? What's the match percentage? And if all that's in place, are we not taking advantage of it now? I mean, is the program not there now?

Paul: The sales tax isn't in force now. Just so everyone understands that. Okay. Number four. Oh, I'm sorry, XXX. Did you have something to add? I apologize.

Man: Just that the match – talking about the matching funds could help to tie the whole thing together.

Man: Right.

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Paul: Okay. Interesting. Thank you, guys. That's excellent. Number four. "How does it make you feel about the plan for funding transportation system improvements in Broward County?" By a show of hands, who said more favorable? One, two, three. Who said less favorable? One. Who said it made no difference? One, two, three, four, five, six. And okay – let me ask you – those of you who said more favorable go ahead and put your nameplates on their side. Everyone else put them down. Three of you said it made – made you view it more favorably. Who was the third person?

Man: XXX.

Paul: XXX. Okay. XXX, what is the biggest reason it made you feel more favorable?

Man: Because it said it more specific.

Paul: More specific.

Man: Yeah, more specific.

Paul: XXX, what about you?

Woman: I would agree with what XXX just said.

Paul: Okay. Okay. XXX?

Woman: I think the visuals made it more impactful and explained more. So that's why I put more.

Paul: Okay. Okay. Interesting. Okay. Let me go around the room and ask what each of you wrote down in number five, in the area below it. And the question above it is, "In a word or two, what is the thing you remember most from this video?" XXX, what did you write down?

Man: The figure, the $300 million for the first year.

Paul: $300 million. That's captivating. What about you, XXX?

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Woman: My thought when I watched it the second time is, "Now they've added the safety of the children." And it's like a hook.

Paul: Okay.

Woman: And I don't like that.

Paul: Okay.

Woman: I mean, children's safety is important. I have kids at school and "da da da da da". But I just think it's a hook and I don't like it.

Paul: Okay. XXX, what did you write down?

Woman: Generate $300 million.

Paul: Okay. Okay. What about you, XXX?

Man: One penny, because I didn't feel it was telling me what I wanted to know about the initiative. I didn't think it was a – I didn't feel like it was talking about – I wanted to know about the framing. It didn't frame the issue for me very well.

Paul: Okay. XXX, what about you?

Woman: I put $300 million first year, but not because I thought it was a good thing.

Paul: Okay. But that's what you remembered, jumped out at you?

Woman: Yes, that's what jumped out at me.

Paul: Okay. XXX, what about you?

Man: $300 million, one third from new residents – uh, non-residents. Sorry.

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Paul: Okay. One third from non-residents. Okay. What about you, XXX?

Woman: I put visual improvements.

Paul: Visual improvements?

Woman: Basically just the map on the video.

Paul: Oh, okay. Okay. What about you, XXX?

Man: I would say the $300 million.

Paul: Okay. What did you write down, XXX?

Woman: The penny rolling around. I thought that was such good bait. Like, oh, it's only one penny.

Paul: The penny rolling around. Okay. XXX, what did you write down?

Man: Again, I wrote the $300 million. The big part for me was "could" – "could generate." I mean, there's –
         there's no guarantee of how much it's going to generate. We still don't know how much funds are going
         to be there, where they're going to be allocated, and didn't they just raise the sales tax in West Palm? I
         mean, how is that going? Is there anything that we can compare to?

Paul: Okay. Okay. Go ahead and take this sheet of paper and set it at the bottom of the stack. Now, take your
         ballot and put it back on top, but turn it over for a second. And in a couple of words, maybe a phrase,
         maybe a complete sentence, I want you to write down what is the thing that you still need to know – the
         most important thing you still want to know – in order to feel like you can make an informed decision
         when you go to vote?

Woman: We're the only two lefties in the room?

Paul: I think we are.

Woman: We are?

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Man: One seventh, right? Of the population.

Woman: Is it?

Man: I think so.

Paul: Is that the statistic? I haven't heard that one before. Okay. Looks like everyone is finishing up here. XXX, what is the most important thing you still want to know?

Man: Transparency of project cost versus budget spent.

Paul: Okay.

Woman: Very well put.

Paul: XXX, what about you?

Woman: I said specifically how will this happen?

Paul: How will this happen?

Woman: Yeah. How is this – how are these plans going to be taking effect? Same thing as XXX said.

Paul: XXX, what about you? What did you write down?

Man: Uh, how much guarantee we have.

Paul: How much –

Man: Yeah, that this implementing the one cent, like she said, the one cent thing, this is a tiny thing. But we are talking about millions and probably billion dollar, so, yeah.

Paul: XXX, what about you?

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Woman: I wrote, how – how will these plans change our daily lives? And will it improve traffic conditions?

Paul: Okay. Interesting. XXX, what did you write down?

Man: Okay, ready for this one? How much money do we currently spend on improvements from the county budget, and are we replacing these funds or growing these funds by the amendment?

Paul: Okay.

Woman: Very good.

Man: Brilliant.

Paul: XXX, what about you?

Woman: I said the same thing as XXX – the guarantee, which they can't do, so –

Paul: Okay. XXX, what about you?

Man: I wanted to know basically about the independent board. Is it, like, how do we know it's independent? How – is it – how do we know it's not going to be corrupt or something?

Paul: Okay. XXX, what about you?

Woman: Won't know accountability until implemented.

Paul: Can you repeat that? I'm sorry.

Woman: Won't know accountability until implemented.

Paul: Okay. XXX, what about you?

Woman: I put size of expanded budget. What is it now? What is it going to be?

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Paul: Okay. XXX, what did you write down?

Man: Are they really going to act or do the things they say they're going to do?

Paul: Okay. Let me ask you, suppose – supposing this is – supposing that this is rejected by voters, what happens to traffic which was the topic that was weighing most heavily on people's minds here?

Man: We're going to see the same thing. We're going to see the same thing that we're seeing, but with the traffic signal light and the county, in Broward County, I mean, in Miami Dade, they have it, and that has not changed any of their traffic habit with the traffic signal to allow the number of vehicle to come in to the highway and so forth.

Paul: XXX, what – if this is rejected, what do you think happens to traffic?

Woman: I'm out of here.

Woman: I think it's going to stay the same. As we grow, it's going to get a little bit worse.

Paul: Okay.

Woman: But I think the biggest thing that we can do to improve traffic is everybody put their cell phones away.

Paul: XXX, what about you? What is – what happens if this is rejected?

Woman: Get a whole lot worse.

Paul: Get a whole lot worse. Okay.

Woman: Get a whole lot worse.

Paul: XXX, what happens if this gets rejected?

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Man: It's going to be worse, and the bad thing is that by implementing this, is a lottery by itself. We don't know if that's going to happen. If that cent is going to solve or at least improve the problem we have with the traffic.

Paul: XXX, what happens if this is rejected by voters?

Woman: I think the question is, what will happen if it's – it's approved? That's my question.

Paul: Okay. XXX, what about you? What happens if this is rejected? What happens to the traffic situation?

Woman: I think they will just try and figure something else out. And they'll try and get funding from somewhere else.

Paul: Okay. XXX, what about you?

Man: Uh, yeah, much like XXX said, I think they'll have to come up with another method that may be more cost-effective, more smart, more focused to the individual issues, as opposed to painting it with a large brush which is what they're trying to do.

Paul: Okay. Let me ask you this. What – actually, go ahead and turn your sheets back over – your ballots. And I want you to reflect on everything we've discussed tonight. And then, I want you to take your pens, and I want you to cast another vote. And you're welcome to cast the same vote you cast before. You're welcome to change your vote as you see fit. But this time, instead of putting an X, circle the answer that most closely corresponds whether you'd vote yes or no. And let's just take a minute or so to do that.

Paul: Let me start this way. XXX, how did you vote?

Man: No.

Paul: Okay. How did you vote, XXX?

Woman: Still no.

Paul: Still no. XXX?

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Woman: Yes.

Paul: Okay.

Man: Yes.

Paul: Okay.

Woman: No.

Man: Yes.

Paul: Okay.

Woman: Yes.

Man: Yes.

Paul: Okay.

Woman: No.

Man: Negative, Ghost Rider.

Paul: Okay. You were the only one who changed their vote, XXX. Why is that?

Woman: Because I said yes originally because I believe something has to be done.

Paul: Okay.

Woman: But then when I thought about it, it was just – it's too open-ended for me.

Paul: Okay.

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Woman: It's just too open-ended. I didn't trust it.

Paul: I want to throw something out for your consideration here. It's interesting – we started out talking about traffic, and it seemed like that was a theme that we went back to a number of times in a number of different ways. And when we talked about solutions, we started talking about transit, and everyone – or at least a majority of the folks in the room seemed to think that that was an effective solution. Maybe not the only solution, and maybe not a complete cure-all. But there didn't seem to be any dissent about the value of improved and expanded transit. But once the discussion matured, people stopped talking about transit.

Woman: Because nobody does it.

Paul: Why is that? XXX?

Woman: I don't think the question here is whether it's needed or not. I think the question here is, will they do what they say they're going to do with our money?

Man: Right.

Paul: Okay. XXX, what about you? Reflecting on what I've just talked about, why do you think the discussion of transit fell by the wayside?

Man: Because I don't think many of us can relate to riding the transit on a regular basis. We probably all drove here. We have cars. Having spent time in New York City, you have a different situation. You have to ride the transit. It's not optional. Here, it's still optional.

Paul: Let me ask you this. You've had about 90 minutes to talk about this topic and think about it – something you probably haven't spent a lot of time really trying to dissect – how do you feel about transit now as a potential traffic reduction solution?

Man: As I mentioned, I rode the Brightline the other day. I was very impressed. If I had to commute to Miami or Lauderdale or –

Man: West Palm.

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Man: Thank you. West Palm. I would definitely consider doing that again on a regular basis. And I hope that it takes off, because 95 needs the help. But I don't know that you can extrapolate that out to Coral Springs or many of the areas that are serviced, unless you're taking a train and then waiting for a bus and then getting on a bus or an Uber or something like that.

Paul: XXX, first and foremost, why do you think the interest in transit tapered off as the discussion matured?

Woman: Because I think when you – people's money, nothing else matters.

Paul: Okay. And now that you've had about 90 minutes to think about this and solutions, how do you feel about transit now?

Woman: I think transit is, it has – if we're going to solve a lot of what we're doing, we're going to have to do something about this mass transit. I lived in Atlanta, and I caught a bus to get on the train to get to work, but it really solved a lot of the transportation problem. And if you don't do anything about it, it's going to get –

Paul: Okay. XXX, what about you? Why did you think the discussion of transit fell by the wayside as the discussion matured?

Woman: Because we started talking about money and government.

Paul: Okay.

Woman: And accountability.

Paul: And how do you – after thinking about this for 90 minutes, how do you feel about transit now as a solution to what seems to be the most pressing problem in this community?

Woman: Transit system down here needs a lot of work.

Paul: Okay. XXX, what about you? Why do you think the discussion of transit fell by the wayside?

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Man: I mean, just like what I've been saying from the very beginning. It was just action – I mean, the words are there, but the action isn't there, because the Tri-Rail, before the Brightline came out, they mentioned the same thing about the Tri-Rail – how can be better, improve the system and the travel to go from West Palm Beach to Miami Dade to make it smoother, and more people is going to catch that and not have to drive.

Paul: Now that you've had 90 minutes to think about it, what do you think –

Man: Didn't change – didn't change anything.

Paul: Okay.

Man: No.

Paul: And you're –

Man: Nothing will happen.

Paul: Nothing will happen. Okay.

Man: I strongly believe that nothing will happen.

Paul: XXX, now that you've had 90 minutes to think about it, how do you feel about transit as a solution to the pressing traffic problem?

Woman: I think the idea of public transit in South Florida is ludicrous.

Paul: Okay.

Woman: Because of how communities have been built, there is no way to get from one to the other. You talked about Atlanta. Atlanta is a city that's built like a city. New York City is a city that's built – what?

Woman: Metro Atlanta is 14 counties, and –

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Paul: XXX, what about you? How do you feel about transit now as a solution? You had 90 minutes to think about the problem, and heard some of the pitfalls and challenges, and had a bit of time to really contemplate this.

Man: Well, I really believe that by implementing new rules is not as specific the solution, is the whole that can be a solution. But the thing is that we have so many rules and so many orders and specific the city, the county, or the state, that we can improve those things without getting more money. These are – they're programs – I believe in programs that –

Paul: Let me ask you this. I don't mean to stop you, but that's an interesting premise here. And just by a show of hands, how many people agree that the problem can be solved without money?

Man: I don't know how much money –

Paul: And just by a show of hands, who agrees?

Man: That's a tough question, Paul.

Paul: This is not an easy decision, I'm sure. Okay. Let me ask you this then. I know –

Man: Excuse me. But if you are more specific, but having more money, because it is the use of the money that is bad.

Paul: Okay.

Man: Is there an existing budget –

Man: The system, the money that we have as a budget, is enough to solve that problem. But the use of it.

Paul: XXX?

Woman: I still don't think, even if you put the money into it, I don't think it's going to be successful. Because I used to live out West –

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Paul: Now what do you mean by successful?

Woman: Because I don't think people are going to use mass transit. You still have to drive your car to the train station. You still have to – they don't have – like out west, like I used to live in Jacaranda, west of Plantation – there was nothing. I mean, you're lucky if you see a bus, lucky if you see a taxi. I mean, isn't there – how are you going to –

Paul: First time I've heard the word "bus" since 15 minutes into the session. That's interesting.

Woman: Well –

Man: May I?

Paul: Hang on. I think we could talk about this all night. One last question here, for the good of the order. What was the best idea you heard tonight? No matter how you feel about this whole concept, what was the best idea you heard?

Man: Well, not so much of an idea, but I just like what XXX and XXX mentioned. The transparency of how the money is going to be used and who's going to be in charge of it. I think –

Paul: I see a couple of heads nodding in agreement.

Man: Exactly, because the thing is, if we all have an idea who's going to be doing what, and what they're going to be doing, how it's going to be handled, it may bring a different aspect to a lot of people's point of view and what they want to do in going forward with this whole thing.

Paul: Okay. What is the best idea you heard tonight?

Woman: The best idea that I've heard I would say is the idea of less pollution, because that's one major issue that this city encounters. Like, there are too many cars on the road. There are too much – there's too much trash from the people that are throwing things out of their windows.

Paul: Could you start to pass those forms forward? What is the best idea you heard tonight? XXX?

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Woman: Public transit.

Paul: Public transit.

Woman: I think the trains, yeah, that's it.

Paul: Okay. Thank you. Best idea you heard tonight?

Man: Traffic light synchronization.

Paul: Traffic light synchronization.

Woman: Actually that's probably the best for me, too.

Paul: Okay. Three votes for traffic light synchronization?

Man: Yes. Yes.

Woman: The whole time.

Paul: XXX, what was the best idea you heard tonight?

Woman: Um, bottlenecks and traffic –

Paul: Synchronization? Okay. XXX, what was the best idea you heard tonight?

Man: We're to direct it and do an end run around Tallahassee.

Paul: Okay. XXX, what was the best idea you heard tonight?

Man: They're all good ideas. I like the platform – just there are too many details that are missing for me.

Paul: What was the best idea you heard tonight, XXX?

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Woman: Um, the synchronized lighting.

Paul: Synchronized. XXX, what about you? Best idea.

Woman: That was my favorite from the whole – from the get-go.

Paul: Synchronized lighting. Well, guys, you've done a phenomenal job tonight. I know I've thrown a lot at you in a very short period of time, and this is probably a taxing concept to get your head around – that pun was intentional. Just so you know. But you really have done a superb job. This really is a complex matter, and you've given me a lot of thoughtful feedback, and I really appreciate it. I've just got two last favors to ask. First and foremost, go ahead and pick up your nameplates. And secondly, I'm going to ask you to head back out, down the hall. You're going to make a left and then a right, back out to the reception desk, and you're going to sign something and be given your honorariums. And with that, we're finished, with my thanks.

Woman: Thank you very much.

Woman: Thank you.

Paul: XXX, it was a pleasure meeting you. XXX, it was a pleasure meeting you. XXX, that's for coming tonight.

Woman: Thank you very much.

Paul: XXX, thank you for coming. Pleasure meeting you.

Woman: Thank you, Paul.

Paul: My pleasure. XXX, thanks for coming tonight.

Man: Thank you very much.

Paul: XXX, thank you. Really enjoyed it. XXX, thank you. XXX, it was a pleasure. Thanks for coming.

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Man: You got to wonder. You just don't know who's in the –

(end of session)

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Appendix H: Farebox Recovery Report

In accordance with House Bill (HB) 985 passed in 2007, BCT monitors and reports its farebox recovery annually and is providing this year's report as part of the *BCT Connected* 2019-2028 TDP.

Current and Historical Farebox Recovery Ratio

As shown in Figure G-1, BCT's FY 2017 farebox recovery ratio for all fixed-route services was 28.1%. This number represents a 14% decrease from the farebox recovery in FY 2016. However, based on the most recently available National Transit Database (NTD) statistics for FY 2016, BCT continues to outperform its peers when it comes to the farebox recovery ratio (see Figure G-2).

Figure H-1: BCT Farebox Recovery Ratio (FY 2007 – FY 2017)
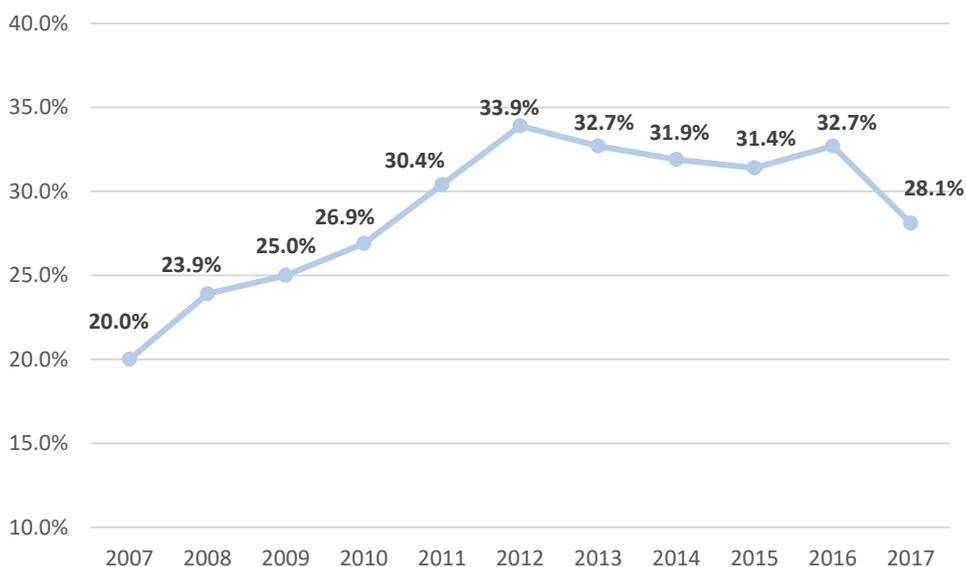
Figure H-2: Peer Agency Farebox Recovery (FY 2016)

Agency	Farebox Recovery
BCT	32.7%
LYNX	26.9%
MDT	24.6%
OCTA	22.2%
AC Transit	18.3%
PalmTran	16.3%
VIA	12.1%
VTA	11.6%
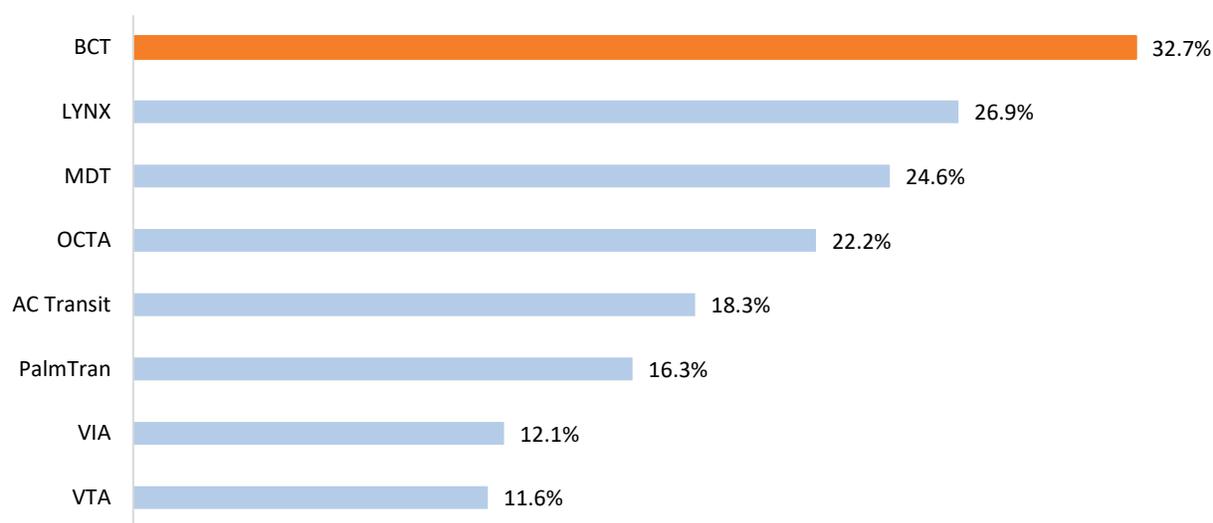
Table G-1 provides an overview of the year-to-year percent change in farebox recovery. Between FY 2007 and FY 2012, farebox recovery steadily increased; however, recently, BCT's farebox recovery has fluctuated. This is likely due to additional operations and maintenance (O&M) expenditures from Board-approved service enhancements occurring at the same time that fixed-route passenger trips have generally declined, thereby impacting fare revenue.

Table H-1: BCT Farebox Recovery Ratio Trends (FY 2007-2017)

FY	Farebox Recovery	Change from Prior Year
2007	20.0%	
2008	23.9%	19.5%
2009	25.0%	4.6%
2010	26.9%	7.6%
2011	30.4%	13.0%
2012	33.9%	11.5%
2013	32.7%	-3.5%
2014	31.9%	-2.4%
2015	31.4%	-1.6%
2016	32.7%	4.0%
2017	28.1%	-14.0%

Existing Fares and Historical Fare Changes

As of August 2016, BCT's one-way fare is $2.00. Currently, BCT offers multiple transit pass options for its riders, which include an unlimited daily pass for $5, a consecutive 3-day pass for $12, an unlimited 7-day pass for $20, a 10-Ride pass for $20, and a 31-day unlimited pass for $70. Table G-2 summarizes BCT's

current fare structure. The express service fares differ from regular fixed-route fares and are also presented in this table.

Table H-2: BCT Current Fare Structure

Customer Type	Fare Type	Current Fare
Adult- Regular Fare	One-way Cash Fare	$2
	3-Day Bus Pass	$12
	7-Day Bus Pass	$20
	10-Day Bus Pass	$20
	All-Day Pass	$5
	31-Day Adult Bus Pass	$70
	Premium Express One-way Cash Fare	$2.65
	Premium Express 10-Ride Bus Pass	$26.50
	Premium Express 31-Day Bus Pass	$95
Discount Fares*	One-way Cash Fare	$1
	All-Day Bus Pass Reduced	$4
	31-Day Bus Pass Reduced	$40
	Premium Express One-way Cash Fare Reduced	$1.30
	31-Day College Bus Pass	$50

Source: http://www.broward.org/BCT/Pages/FaresPasses.aspx
*Those eligible for discount fares include Seniors (65+), persons with disabilities, Veterans, youth, students, and Broward County employees.

From April 1995 to October 2007, a one-way fare ticket on BCT remained at $1.00. Between October 2007 and October 2010, the cost of a one-way fare was increased to $1.75. The increase was in response to the weakening economy, rise in fuel/O&M costs, and preference from BCT riders to increase fares in lieu of additional service cuts. In November 2014, the first step in a two-step fare increase was implemented. The second step of fare increases went into effect October 1, 2015, which increased the cost of a one-way fare to $2.00.

After extensive outreach, budgetary review, and analysis of Title VI impacts to low-income and minority passengers, the Broward County Board of County Commissioners (BOCC) approved a new 3-day pass as an additional fare option. The 3-day pass went into effect on July 1, 2016, and can be purchased for $12. The pass allows for unlimited rides during any three (3) consecutive transit days. This pass is primarily provided for tourists visiting the county as well as residents who could take advantage of the $3 discount of the 3-day pass over separately purchasing three one-day passes ($5 x 3 = $15) on board the bus.

Early in its history, BCT charged riders $0.15 for each transfer they made on the system. In October 2000, BCT eliminated transfer fees. At the same time, BCT began offering one-day unlimited bus passes. In January 2010, BCT began operation of its I-95 express service between Broward County and downtown Miami, with a cost of $2.35 one-way and $85.00 for a monthly pass. Premium express fares increased in November 2014 to $2.65 one-way and $95.00 for a monthly pass. In January 1991, BCT

began offering paratransit services starting at $1.00 per trip. Currently, the service is offered at $3.50 per trip; paratransit fares were not changed as a part of the adopted fare increase in FY 2015.

Scheduled Fare Changes

There are no fare changes currently scheduled.

Strategies That Will Affect the Farebox Recovery Ratio

The 2019-2028 TDP identifies strategies that will be used to maintain a high farebox recovery ratio, including the following:

- Monitor key performance measures for individual fixed-routes.
- Follow regional trends in fare structures and rate to optimize competitiveness of BCT service.
- Ensure that transit serves major activity centers, potentially increasing the effectiveness of service.
- Increase ridership through enhanced marketing and community relations activities, including with major employers, schools, and homeowner associations.
- Minimize costs required to operate and administer transportation services.
- Determine the most cost-effective service type on all major corridors given demand, routings, and coverage areas.
- Increase ridership by increasing the use of technology to enhance the passenger experience.

Appendix I: Ridership Forecasts

This appendix provides detail on the ridership forecast completed as part of the TDP development process.

T-BEST is a comprehensive transit analysis and ridership-forecasting model that can simulate travel demand at the individual route level. The software was designed to provide near- and mid-term forecasts of transit ridership consistent with the needs of transit operational planning and TDP development. In producing model outputs, T-BEST also considers the following:

- *Transit network connectivity* – The level of connectivity between routes within a bus network— the greater the connectivity between bus routes, the more efficient the bus service becomes.

- *Spatial and temporal accessibility* – Service frequency and distance between stops—the larger the physical distance between potential bus riders and bus stops, the lower the level of service utilization. Similarly, less frequent service is perceived as less reliable and, in turn, utilization decreases.

- *Time-of-day variations* – Peak-period travel patterns are accommodated by rewarding peak service periods with greater service utilization forecasts.

- *Route competition and route complementarities* – Competition between routes is considered. Routes connecting to the same destinations or anchor points or that travel on common corridors experience decreases in service utilization. Conversely, routes that are synchronized and support each other in terms of service to major destinations or transfer locations and schedule benefit from that complementary relationship.

The remainder of this appendix describes the model's inputs and assumptions and ridership scenarios performed using the model, followed by a summary of the ridership forecasts produced by T-BEST.

Model Inputs, Assumptions, and Limitations

T-BEST uses various demographic and transit network data as model inputs. The inputs and the assumptions made in modeling the BCT system in T-BEST are presented below. The model used the recently-released T-BEST Land Use Model structure (T-BEST Land Use Model 2018), which is supported by parcel-level data developed from the Florida Department of Revenue (DOR) statewide tax database. The DOR parcel data contains land use designations and supporting attributes that allow the application of Institute of Transportation Engineers (ITE)-based trip generation rates at the parcel level as an indicator of travel activity.

It should be noted, however, that the model is not interactive with roadway network conditions. Therefore, ridership forecasts will not show direct sensitivity to changes in roadway traffic conditions, speeds, or roadway connectivity.

Transit Network

The transit route network for all existing BCT routes was created to reflect 2017 conditions, the validation year for the model. General Transit Feed Specification (GTFS) data for BCT as of September 2017 was obtained from the Florida Transit Data Exchange (FTDE) as the base transit system. The GTFS data include:

- Route alignments
- Route patterns
- Bus stop locations
- Service spans
- Existing headways during peak and off-peak periods (frequency at which a bus arrives at a stop—e.g., one bus every 60 minutes)

The GTFS data were verified to ensure the most recent bus service spans and headways; edits were made as needed. Transfer locations were manually coded in the network properties.

Socioeconomic Data

The socioeconomic data used as the base input for the T-BEST model were derived from ACS Five-Year Estimates (2012–2016), Bureau of Labor Statistics, Bureau of Economic Analysis, 2015 InfoUSA employment data, and 2015 parcel-level land use data from the Florida DOR. Using these data inputs, the model captures market demand (population, demographics, employment, and land use characteristics) within ¼-mile of each stop.

T-BEST uses a socioeconomic data growth function to project population and employment data. Using the Southeast Florida Regional Planning Model (SERPM) socioeconomic data forecasts developed through 2045, population and employment growth rates were calculated. Population and employment data are hard-coded into the model and cannot be modified by end-users. As applied, the growth rates do not reflect fluctuating economic conditions as experienced in real time.

Special Generators

Special generators were identified and coded into T-BEST to evaluate the opportunity for generating high ridership. Broward County Transit special generators include the following, among others:

- University
    - Broward College campuses, Nova Southeastern University, McFatter Technical Center
- Transfer Hub
    - Central Terminal, West Terminal, Airport-Griffin Tri-Rail Station, Young Circle, Pembroke Lakes Mall, The Fountains, Cypress Creek Tri-Rail Station, Lauderhill Mall Terminal, Miramar Town Center, Northeast Transit Center, Pompano City Center

- Shopping Mall
  - Sawgrass Mills, Aventura Mall, Broward Mall, Oakwood Plaza, Galleria Mall, Swap Shop
- Park-and-Ride
  - Golden Glades, I-75 Express Bus Park-and-Ride, Broward Breeze Park-and-Ride
- Hospital
  - Broward Health Medical Center, Memorial Hospital Miramar, Memorial Hospital West, Memorial Hospital Pembroke, Memorial Regional Hospital, Holy Cross Hospital, Northwest Medical Center
- Event Center
  - BB&T Center
- Airport
  - Fort Lauderdale-Hollywood International Airport

T-BEST Model Limitations

It has long been a desire of FDOT to have a standard modeling tool for transit demand that could be standardized across the state, similar to the Florida Standard Urban Transportation Model Structure (FSUTMS) model used by metropolitan planning organizations in developing long range transportation plans (LRTPs). However, whereas T-BEST is an important tool for evaluating improvements to existing and future transit services, model outputs do not account for latent demand for transit that could yield significantly higher ridership. In addition, T-BEST cannot display sensitivities to external factors such as an improved marketing and advertising program, changes in fare service for customers, fuel prices, parking supply, walkability, and other local conditions and, correspondingly, model outputs may over-estimate demand in isolated cases.

Although T-BEST provides ridership projections at the route and bus stop levels, its strength lies more in its ability to facilitate relative comparisons of ridership productivity. As a result, model outputs are not absolute ridership projections, but rather are comparative for evaluation in actual service implementation decisions. T-BEST has generated interest from departments of transportation in other states and continues to be a work in progress that will become more useful as its capabilities are enhanced in future updates to the model. Consequently, it is important for BCT to integrate sound planning judgment and experience when interpreting T-BEST results.

Ridership Forecasts

Using the 2017 validation model as the base model, T-BEST ridership forecasts for five scenarios were developed, which are consistent with the implementation plans discussed previously in the main body of the TDP in Section 8 and include:

- Existing Status Quo Plan (2019 ridership)—This serves as the "baseline" annual ridership for the existing system today, plus the funded I-75 Express and Broward Breeze service included in the Status Quo Plan.

- 10-Year Status Quo Plan (2028 horizon year)—This reflects the annual ridership based on the Status Quo Plan network at the end of the 10-year TDP planning period.

- 30-Year Status Quo Plan (2048 horizon year)—This estimates the annual ridership based on the Status Quo Plan network at the end of the 30-year planning period.

- 10-Year Vision Plan (2028 horizon year)—This estimates the annual ridership for the Vision Plan network at the end of the 10-year TDP planning period and includes new services to be implemented between 2019 and 2028.

- 30-Year Vision Plan (2048 horizon year)—This estimates the annual ridership for the Vision Plan network at the end of the 30-year planning period and includes new services to be implemented between 2019 and 2048.

System-Wide Ridership Forecasts

Table I-1 summarizes the system-wide annual ridership for the Status Quo Plan network in 2019, 2028, and 2048 derived from T-BEST. As shown, the system total annual ridership is expected to increase by 16% at the end of the 10 years and by 55% at the end of the 30-year period.

Table I-1: BCT Annualized Ridership and Growth Rates—Status Quo Plan

Ridership Period	Existing Status Quo (2019)	10-Year Status Quo (2028)	Total Growth in Annual Ridership	30-Year Status Quo (2048)	Total Growth in Annual Ridership
Weekday	23,562,398	26,932,092	14.3%	35,387,501	50.2%
Weekend	2,520,768	3,401,938	35.0%	4,972,873	97.3%
Total	**26,083,166**	**30,334,030**	**16.3%**	**40,360,374**	**54.7%**

Source: Ridership estimates by time period/based on the T-BEST model
Note: Estimates include community shuttle ridership

Table I-2 summarizes the system-wide annual ridership for the Vision Plan network in 2028 and 2048 derived from T-BEST. These numbers are compared to the 2019 ridership for the existing Status Quo Plan network to understand changes in ridership from the current system if the improvements in the Vision Plan are implemented over time. The ridership analysis suggests a higher increase in annual ridership over time if the improvements in the Vision Plan are implemented. As shown, the system total annual ridership is expected to increase by 30% at the end of the 10-year period and 89% at the end of the 30-year period.

Table I-2: BCT Annualized Ridership and Growth Rates—Vision Plan

Ridership Period	Existing Status Quo (2019)	10-Year Vision (2028)	Total Growth in Annual Ridership	30-Year Vision (2048)	Total Growth in Annual Ridership
Weekday	23,562,398	29,960,025	27.2%	41,948,120	78.0%
Weekend	2,520,768	3,897,386	54.6%	7,421,814	194.4%
Total	**26,083,166**	**33,857,411**	**29.8%**	**49,369,934**	**89.3%**

Source: Ridership estimates by time period/based on the T-BEST model
Note: Estimates include community shuttle ridership

Route-Level Ridership Forecasts

Table I-3 and Table I-4 provide the route-level ridership forecasts for the Status Quo Plan and Vision Plan, respectively. The figures shown in these tables represent the sum of the weekday and weekend ridership forecasts for each route, as applicable. The percent growth in annual ridership from the Status Quo 2019 annual ridership figure by route is shown. For new routes implemented after 2019, the percent growth from the base year is not provided as no base year ridership figure is available.

Table I-3: Total Annualized Ridership Estimates (Status Quo Plan)

Route	2019 Status Quo Ridership	2028 Status Quo Ridership	% Growth in Annual Ridership from 2019	2048 Status Quo Ridership	Growth in Annual Ridership from 2019
1	1,316,789	1,692,283	28.5%	2,095,843	59.2%
2	1,261,115	1,435,634	13.8%	1,816,789	44.1%
4	144,635	148,552	2.7%	167,845	16.0%
5	260,496	299,786	15.1%	397,437	52.6%
6	344,067	406,489	18.1%	663,266	92.8%
7	721,172	819,919	13.7%	1,016,162	40.9%
9	323,051	385,960	19.5%	586,483	81.5%
10	781,473	953,907	22.1%	1,190,935	52.4%
11	460,076	394,118	-14.3%	386,203	-16.1%
12	288,713	333,042	15.4%	457,632	58.5%
14	815,931	957,042	17.3%	1,339,705	64.2%
15	27,173	30,771	13.2%	39,225	44.4%
16	162,443	189,057	16.4%	259,645	59.8%
18	1,271,306	1,508,694	18.7%	2,339,550	84.0%
19	1,522,540	1,831,025	20.3%	2,909,934	91.1%
20	191,150	239,284	25.2%	277,987	45.4%
22	890,493	1,047,975	17.7%	1,454,391	63.3%
23	65,031	74,556	14.6%	102,060	56.9%
28	738,080	743,703	0.8%	794,654	7.7%
30	463,402	621,538	34.1%	1,171,517	152.8%
31	611,569	694,407	13.5%	801,911	31.1%
34	692,351	788,108	13.8%	1,039,079	50.1%
36	1,174,864	1,468,149	25.0%	1,986,745	69.1%
40	713,965	749,816	5.0%	596,514	-16.5%
42	397,009	459,333	15.7%	630,240	58.7%
48	96,098	110,693	15.2%	149,204	55.3%
50	967,937	1,234,809	27.6%	1,863,305	92.5%
55	481,810	483,523	0.4%	509,763	5.8%
56	92,186	107,594	16.7%	148,200	60.8%
60	892,598	1,043,232	16.9%	1,283,859	43.8%
62	395,374	437,254	10.6%	530,726	34.2%
72	1,801,868	1,938,736	7.6%	2,420,621	34.3%
81	776,185	874,496	12.7%	1,010,100	30.1%
83	236,508	268,347	13.5%	359,485	52.0%
88	133,707	147,178	10.1%	183,696	37.4%
122	316,365	432,225	36.6%	577,412	82.5%
175	3,983	6,409	60.9%	7,648	92.0%
BCT101	434,489	560,643	29.0%	831,108	91.3%

Table I-3: Total Annualized Ridership Estimates (Status Quo Plan) (Cont'd)

Route	2019 Status Quo Ridership	2028 Status Quo Ridership	% Growth in Annual Ridership from 2019	2048 Status Quo Ridership	Growth in Annual Ridership from 2019
BCT102	159,881	181,278	13.4%	235,024	47.0%
BCT106	97,000	112,703	16.2%	156,054	60.9%
BCT107	37,034	43,411	17.2%	51,202	38.3%
BCT108	86,254	99,736	15.6%	135,310	56.9%
BCT109	106,343	127,100	19.5%	139,213	30.9%
BCT110	78,966	90,095	14.1%	90,787	15.0%
BCT114	89,018	106,070	19.2%	149,915	68.4%
BCT441	896,972	1,051,938	17.3%	1,524,669	70.0%
Coconut Creek N	56,567	62,009	9.6%	75,499	33.5%
Coconut Creek S	63,071	69,654	10.4%	86,949	37.9%
Coral Springs Blue	37,426	41,509	10.9%	51,579	37.8%
Coral Springs Green	30,603	34,099	11.4%	41,641	36.1%
Dania Beach - East	22,515	26,166	16.2%	46,038	104.5%
Dania Beach - West	16,626	18,998	14.3%	25,868	55.6%
Davie - Blue Route	88,750	98,087	10.5%	122,563	38.1%
Davie - Green Route	40,060	45,343	13.2%	60,355	50.7%
Davie SFEC	72,795	80,845	11.1%	102,817	41.2%
Deerfield Beach I	22,421	24,878	11.0%	32,467	44.8%
Deerfield Beach II	33,802	37,793	11.8%	48,228	42.7%
Fort Lauderdale Neighborhood Link	46,010	60,213	30.9%	114,365	148.6%
Ft. Lauderdale - Convention Beach Link 742	63,713	91,185	43.1%	80,934	27.0%
Ft. Lauderdale Downtown Link	54,034	74,374	37.6%	231,298	328.1%
Ft. Lauderdale Las Olas/Beaches	37,570	83,645	122.6%	105,901	181.9%
Hallandale Beach 1	77,722	81,271	4.6%	95,203	22.5%
Hallandale Beach 2	50,348	55,699	10.6%	75,246	49.5%
Hallandale Beach 3	62,567	69,881	11.7%	101,024	61.5%
Hallandale Beach 4	50,661	56,015	10.6%	71,353	40.8%
Hillsboro Beach	17,558	22,747	29.6%	37,357	112.8%
Hollywood Beach Line	19,802	20,384	2.9%	20,186	1.9%
Hollywood North	20,782	24,471	17.8%	37,991	82.8%
Hollywood South	26,608	25,867	-2.8%	25,777	-3.1%
Lauderdale Lakes East/West	34,620	38,250	10.5%	46,488	34.3%

Table I-3: Total Annualized Ridership Estimates (Status Quo Plan) (Cont'd)

Route	2019 Status Quo Ridership	2028 Status Quo Ridership	% Growth in Annual Ridership from 2019	2048 Status Quo Ridership	Growth in Annual Ridership from 2019
Lauderdale Lakes North/South	51,210	58,883	15.0%	79,565	55.4%
Lauderdale-By-The-Sea Pelican Hopper	31,580	37,287	18.1%	50,210	59.0%
Lauderhill 1	93,050	106,809	14.8%	148,015	59.1%
Lauderhill 2	82,336	87,248	6.0%	97,756	18.7%
Lauderhill 3	105,214	113,720	8.1%	134,616	27.9%
Lauderhill 4	75,714	81,438	7.6%	93,644	23.7%
Lauderhill 5	94,046	107,498	14.3%	144,006	53.1%
Lauderhill 6	34,301	40,432	17.9%	66,838	94.9%
Lauderhill 7	27,137	31,980	17.8%	47,221	74.0%
Lighthouse Point	11,928	12,895	8.1%	15,611	30.9%
Margate A	25,691	28,294	10.1%	35,138	36.8%
Margate As	1,383	1,582	14.4%	2,055	48.6%
Margate C	32,817	35,601	8.5%	42,148	28.4%
Margate D	33,990	38,330	12.8%	48,689	43.2%
Miramar Green	50,312	55,468	10.2%	68,996	37.1%
Miramar Orange Route	39,903	50,673	27.0%	61,903	55.1%
Miramar Red	46,903	51,585	10.0%	64,960	38.5%
Miramar Yellow	22,718	25,165	10.8%	31,770	39.8%
Pembroke Pines Blue East	78,921	86,229	9.3%	101,051	28.0%
Pembroke Pines Blue West	14,136	15,406	9.0%	18,476	30.7%
Pembroke Pines Gold	48,063	53,436	11.2%	87,156	81.3%
Pembroke Pines Green	47,220	51,334	8.7%	58,551	24.0%
Pompano Blue	27,215	30,307	11.4%	38,072	39.9%
Pompano Green	21,264	25,300	19.0%	37,397	75.9%
Pompano Orange	21,630	23,872	10.4%	29,610	36.9%
Pompano Red	33,834	38,537	13.9%	53,349	57.7%
Tamarac Red	57,729	63,125	9.3%	77,937	35.0%
West Park	6,820	7,595	11.4%	9,454	38.6%
System Total	**26,083,166**	**30,334,030**	**16.3%**	**40,360,374**	**54.7%**

Table I-4: Total Annualized Ridership Estimates (Vision Plan)

Route	2019 Status Quo Ridership	2028 Vision Plan Ridership	% Growth in Annual Ridership from 2019	2048 Vision Plan Ridership	Growth in Annual Ridership from 2019
1	1,316,789	1,420,794	7.9%	1,905,310	44.7%
2	1,261,115	673,660	-46.6%	1,034,492	-18.0%
4	144,635	-	-100.0%	-	-100.0%
5	260,496	965,535	270.7%	1,126,926	332.6%
6	344,067	461,585	34.2%	879,121	155.5%
7	721,172	871,428	20.8%	842,843	16.9%
9	323,051	127,945	-60.4%	228,332	-29.3%
10	781,473	982,798	25.8%	1,364,045	74.5%
11	460,076	327,620	-28.8%	336,123	-26.9%
12	288,713	261,790	-9.3%	390,596	35.3%
14	815,931	1,090,703	33.7%	1,675,664	105.4%
15	27,173	58,378	114.8%	75,827	179.1%
16	162,443	296,541	82.6%	647,869	298.8%
18	1,271,306	1,512,720	19.0%	2,500,268	96.7%
19	1,522,540	1,739,670	14.3%	3,275,816	115.2%
20	191,150	250,287	30.9%	399,744	109.1%
22	890,493	991,768	11.4%	1,524,960	71.2%
23	65,031	108,194	66.4%	186,778	187.2%
28	738,080	796,106	7.9%	857,356	16.2%
30	463,402	643,450	38.9%	1,221,092	163.5%
31	611,569	344,714	-43.6%	593,058	-3.0%
34	692,351	867,171	25.3%	1,196,851	72.9%
36	1,174,864	1,688,914	43.8%	2,340,433	99.2%
40	713,965	913,875	28.0%	711,437	-0.4%
42	397,009	552,476	39.2%	858,224	116.2%
48	96,098	187,316	94.9%	295,210	207.2%
50	967,937	1,324,648	36.9%	1,907,898	97.1%
55	481,810	493,438	2.4%	557,023	15.6%
56	92,186	196,735	113.4%	322,095	249.4%
60	892,598	1,095,659	22.7%	1,345,388	50.7%
62	395,374	275,435	-30.3%	435,824	10.2%
72	1,801,868	1,896,371	5.2%	1,757,574	-2.5%
81	776,185	953,223	22.8%	1,146,241	47.7%
83	236,508	317,322	34.2%	564,377	138.6%
88	133,707	199,300	49.1%	360,598	169.7%
122	316,365	432,225	36.6%	577,412	82.5%
175	3,983	6,409	60.9%	7,648	92.0%
BCT101	434,489	-	-100.0%	-	-100.0%

Table I-4: Total Annualized Ridership Estimates (Vision Plan) (Cont'd)

Route	2019 Status Quo Ridership	2028 Vision Plan Ridership	% Growth in Annual Ridership from 2019	2048 Vision Plan Ridership	Growth in Annual Ridership from 2019
BCT102	159,881	397,731	148.8%	#N/A	-100.0%
BCT106	97,000	105,585	8.9%	148,134	52.7%
BCT107	37,034	42,740	15.4%	50,955	37.6%
BCT108	86,254	93,634	8.6%	136,970	58.8%
BCT109	106,343	127,534	19.9%	142,693	34.2%
BCT110	78,966	91,328	15.7%	88,706	12.3%
BCT114	89,018	110,460	24.1%	125,990	41.5%
BCT441	896,972	-	-100.0%	-	-100.0%
Coconut Creek N	56,567	65,668	16.1%	87,150	54.1%
Coconut Creek S	63,071	71,949	14.1%	96,439	52.9%
Coral Springs Blue	37,426	42,629	13.9%	58,524	56.4%
Coral Springs Green	30,603	39,751	29.9%	52,457	71.4%
Dania Beach - East	22,515	23,365	3.8%	51,459	128.6%
Dania Beach - West	16,626	20,567	23.7%	33,403	100.9%
Davie - Blue Route	88,750	104,410	17.6%	138,251	55.8%
Davie - Green Route	40,060	41,194	2.8%	67,995	69.7%
Davie SFEC	72,795	89,659	23.2%	125,194	72.0%
Deerfield Beach I	22,421	28,463	26.9%	38,084	69.9%
Deerfield Beach II	33,802	41,068	21.5%	57,299	69.5%
Fort Lauderdale Neighborhood Link	46,010	61,589	33.9%	119,458	159.6%
Ft. Lauderdale - Convention Beach Link 742	63,713	94,251	47.9%	87,896	38.0%
Ft. Lauderdale Downtown Link	54,034	77,836	44.1%	233,884	332.8%
Ft. Lauderdale Las Olas/Beaches	37,570	85,159	126.7%	100,845	168.4%
Hallandale Beach 1	77,722	83,177	7.0%	101,496	30.6%
Hallandale Beach 2	50,348	57,225	13.7%	78,854	56.6%
Hallandale Beach 3	62,567	75,123	20.1%	121,976	95.0%
Hallandale Beach 4	50,661	56,994	12.5%	78,827	55.6%
Hillsboro Beach	17,558	23,032	31.2%	39,728	126.3%
Hollywood Beach Line	19,802	21,854	10.4%	23,719	19.8%
Hollywood North	20,782	25,327	21.9%	45,248	117.7%
Hollywood South	26,608	25,803	-3.0%	26,605	0.0%
Lauderdale Lakes East/West	34,620	44,069	27.3%	52,208	50.8%

Table I-4: Total Annualized Ridership Estimates (Vision Plan) (Cont'd)

Route	2019 Status Quo Ridership	2028 Vision Plan Ridership	% Growth in Annual Ridership from 2019	2048 Vision Plan Ridership	Growth in Annual Ridership from 2019
Lauderdale Lakes North/South	51,210	64,240	25.4%	88,130	72.1%
Lauderdale-By-The-Sea Pelican Hopper	31,580	41,320	30.8%	62,288	97.2%
Lauderhill 1	93,050	121,438	30.5%	171,908	84.7%
Lauderhill 2	82,336	99,016	20.3%	122,532	48.8%
Lauderhill 3	105,214	131,867	25.3%	155,632	47.9%
Lauderhill 4	75,714	89,298	17.9%	107,249	41.7%
Lauderhill 5	94,046	118,155	25.6%	165,403	75.9%
Lauderhill 6	34,301	45,377	32.3%	79,627	132.1%
Lauderhill 7	27,137	35,236	29.8%	55,456	104.4%
Lighthouse Point	11,928	13,123	10.0%	16,678	39.8%
Margate A	25,691	29,941	16.5%	40,351	57.1%
Margate As	1,383	1,626	17.6%	2,509	81.4%
Margate C	32,817	34,829	6.1%	44,699	36.2%
Margate D	33,990	43,479	27.9%	56,335	65.7%
Miramar Green	50,312	56,906	13.1%	76,089	51.2%
Miramar Orange Route	39,903	55,497	39.1%	71,700	79.7%
Miramar Red	46,903	54,701	16.6%	76,974	64.1%
Miramar Yellow	22,718	27,083	19.2%	38,180	68.1%
NEW 1R	-	598,518	N/A	1,546,146	N/A
NEW 2R University	-	-	N/A	550,605	N/A
NEW 34R Sample	-	-	N/A	244,864	N/A
NEW 441 R	-	428,580	N/A	739,714	N/A
NEW 50R Dixie	-	-	N/A	252,834	N/A
NEW 72 Rapid	-	849,035	N/A	1,023,227	N/A
NEW 7R Hollywood Pines	-	-	N/A	405,622	N/A
NEW Douglas Rd	-	150,027	N/A	225,682	N/A
NEW Flamingo Rd	-	142,887	N/A	202,771	N/A
NEW Griffin Rd	-	139,388	N/A	213,473	N/A
NEW Johnson Local	-	664,068	N/A	1,055,162	N/A
NEW McNab Road	-	300,597	N/A	413,768	N/A
NEW NOB HILL	-	206,850	N/A	272,639	N/A
NEW PLM	-	238,524	N/A	328,561	N/A
NEW ROCK ISLAND RD	-	469,701	N/A	765,405	N/A
NEW TAFT RD	-	473,650	N/A	873,012	N/A
NEW Wiles Rd	-	121,253	N/A	159,821	N/A
Pembroke Pines Blue East	78,921	90,630	14.8%	111,920	41.8%

Table I-4: Total Annualized Ridership Estimates (Vision Plan) (Cont'd)

Route	2019 Status Quo Ridership	2028 Vision Plan Ridership	% Growth in Annual Ridership from 2019	2048 Vision Plan Ridership	Growth in Annual Ridership from 2019
Pembroke Pines Blue West	14,136	15,570	10.1%	18,965	34.2%
Pembroke Pines Gold	48,063	55,281	15.0%	89,773	86.8%
Pembroke Pines Green	47,220	52,781	11.8%	59,944	26.9%
Pompano Blue	27,215	31,468	15.6%	45,133	65.8%
Pompano Green	21,264	27,025	27.1%	40,949	92.6%
Pompano Orange	21,630	24,842	14.8%	32,544	50.5%
Pompano Red	33,834	39,794	17.6%	64,358	90.2%
Tamarac Red	57,729	65,762	13.9%	83,768	45.1%
West Park	6,820	9,050	32.7%	12,068	77.0%
System Total	**26,083,166**	**29.8%**	**33,857,411**	**89.3%**	**49,369,934**

Ridership estimates are based on a number of factors in the T-BEST model. Declines can be attributed to a number of simultaneously changing elements like service, route alignment, underlying demographic data, and route competition. For example, the addition of new routes may attract riders from existing routes. Similarly, service decreases may lower the desirability to ride that route.