



BROWARD COUNTY TRANSIT
ANNUAL REPORT FY2024

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MISSION AND VISION



MISSION

To provide safe and reliable transportation solutions that link people, connect communities, support employment, and contribute to the overall economic growth of our region.



VISION

- We are not just a bus company but a multi-modal powerhouse serving two million Broward County residents and hundreds of millions of visitors to one of Florida's largest playgrounds.
- We aspire to be an employer of choice by fostering a work environment grounded in fairness, dignity, and respect.
- We strive to offer exceptional customer service by providing safe, reliable, and dependable public transportation.
- We are dedicated to actively supporting our community, preserving the environment, and owning our destiny.

That's why we come to work every day and do what we do!

WHO WE ARE

The Broward County Board of County Commissioners funds the public transportation program through Broward County Transit (BCT). BCT improves the quality of life for Broward County residents and visitors by offering services in a cost-efficient and readily accessible manner, while providing convenient travel for a variety of users, including residents, commuters, and visitors.

BCT also provides regional connections to major locations in Palm Beach and Miami-Dade Counties.

BCT, and its over 1,300 employees, are proud to serve our community and are committed to delivering a world-class transit system that will soon include new premium high-capacity transit services that are modern, safe, convenient, and reliable.



SYSTEM SNAPSHOT



SCAN QR CODE
TO DOWNLOAD
SYSTEM MAP

CONTEXT

- **2nd** largest transit agency
- One of America's top **40** transit agencies based on passenger trips

FLEET

- **415** fixed-route buses
- **355** paratransit vehicles
- **78** community shuttles

SERVICE AREA

- **410** square mile service area
- **43** total bus routes including **36** fixed routes, **2** limited stop/breeze routes, and **5** express routes
- **52** community shuttle routes in partnership with **17** Municipalities
- **4,663** active transit stops

FACILITIES

- **2** maintenance facilities
- **4** transit centers
- **6** park & ride lots



WE PUT **SAFETY AND
COMMUNITY** FIRST

MESSAGE FROM BROWARD COUNTY MAYOR BEAM FURR

BCT has played a pivotal role in shaping our community for the past 50 years, connecting residents to jobs, healthcare, education, and opportunity. As we celebrate this milestone, we also look ahead to a future defined by innovation, sustainability, and accessibility.

The transformative Premium Mobility Plan (PREMO) is now underway, bringing over 200 miles of premium transit services to Broward County. This historic investment will enhance mobility, reduce congestion, and create new economic opportunities for our residents and businesses. Additionally, the Broward Commuter Rail (BCR) South project is progressing, bringing us closer to a fully connected regional transit network.

I am excited about the future of transportation in our region and proud of the incredible work being done to build a world-class transit system for future generations.

Sincerely,

Beam Furr

Broward County Mayor



BEAM FURR
BROWARD COUNTY MAYOR



BCT's dedication to service, modernization, and community engagement ensures that we are not just moving people—we are moving Broward forward.

BROWARD COUNTY'S COMMISSIONERS

As a department of Broward County, BCT receives policy direction and funding from the Broward County Board of County Commissioners.



BEAM FURR
DISTRICT 6
Mayor



MARK D. BOGEN
DISTRICT 2
Vice Mayor



NAN RICH
DISTRICT 1
Commissioner



MICHAEL UDINE
DISTRICT 3
Commissioner



LAMAR P. FISHER
DISTRICT 4
Commissioner



STEVE GELLER
DISTRICT 5
Commissioner



ALEXANDRA P. DAVIS
DISTRICT 7
Commissioner



ROBERT MCKINZIE
DISTRICT 8
Commissioner



HAZELLE P. ROGERS
DISTRICT 9
Commissioner

MESSAGE FROM BROWARD COUNTY ADMINISTRATOR MONICA CEPERO

Broward County's success is built on collaboration. Every day, our departments work together to deliver essential services, enhance mobility, and improve the quality of life for our residents and visitors. BCT is a prime example of how teamwork and innovation drive progress, ensuring that people can get where they need to go—safely, efficiently, and affordably.

Beyond daily transit operations, BCT continues to show its adaptability and commitment to the community. This past year, BCT provided a special transit service to connect fans with one of Broward's greatest moments—cheering on our Florida Panthers as they made their historic Stanley Cup Finals run. Whether through public events, emergency response efforts, or everyday service, BCT plays an integral role in keeping our county moving.

As Broward County continues to grow, public transportation remains a cornerstone of our region's accessibility and economic development. I am proud of the dedicated professionals at BCT and across all County departments who work together to make Broward a vibrant, connected, and progressive place to live, work, and visit.

With the launch of PREMO—the Premium Mobility Plan—BCT is leading a bold new chapter in regional mobility, focused on transforming into a world-class transit system that meets the needs of our growing community.

Sincerely,
Monica Cepero
Broward County Administrator



MONICA CEPERO
BROWARD COUNTY ADMINISTRATOR

MESSAGE FROM CEO/GENERAL MANAGER COREE CUFF LONERGAN

Welcome to the FY2024 BCT Annual Report!

BCT continues to make significant strides in enhancing and expanding public transportation across Broward County. Over the past year we have:

- Advanced the implementation of PREMO, our transformative transit expansion plan, moving key projects forward to improve connectivity and service reliability.
- Experienced sustained ridership growth across our Fixed-Route, Paratransit, and Community Shuttle services.
- Expanded workforce development initiatives to attract and retain top talent, ensuring a strong foundation for future growth and service excellence.

As we look ahead, BCT is committed to building a more efficient, accessible, and comprehensive transit system that drives economic growth and strengthens our community.

Thank you for being part of this journey. We are excited about what's ahead and look forward to serving you in the years to come.

Sincerely,

Coree Cuff Lonerган

CEO/General Manager



COREE CUFF LONERGAN
CEO/GENERAL MANAGER



*You, our valued customers, remain
at the heart of everything we do.*

ACCOMPLISHMENTS



LAUDERHILL TRANSIT CENTER

FY2024 KEY ACCOMPLISHMENTS



Implemented the PREMO Plan through advancement of key projects, such as BCR South



Increase in total system ridership over FY2023 ridership



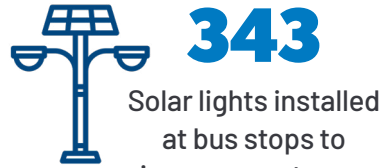
Increase in Paratransit total annual ridership compared to pre-pandemic ridership



Received Energy for Everyone Hero Award from Propane Education & Research Council (PERC)



Onboard surveys collected for the Comprehensive Operational Analysis (COA)



Solar lights installed at bus stops to improve customer safety and experience



Awarded from Federal Transit Administration (FTA) to modernize fleet and infrastructure



Completed BCR South Project Development and Environment (PD&E) and National Environmental Policy Act (NEPA) study



Bus Operators and Mechanics hired



Community events hosted or attended, including outreach events, job fairs, and PREMO events



Security cameras installed system wide



PREMIUM MOBILITY PLAN (PREMO)

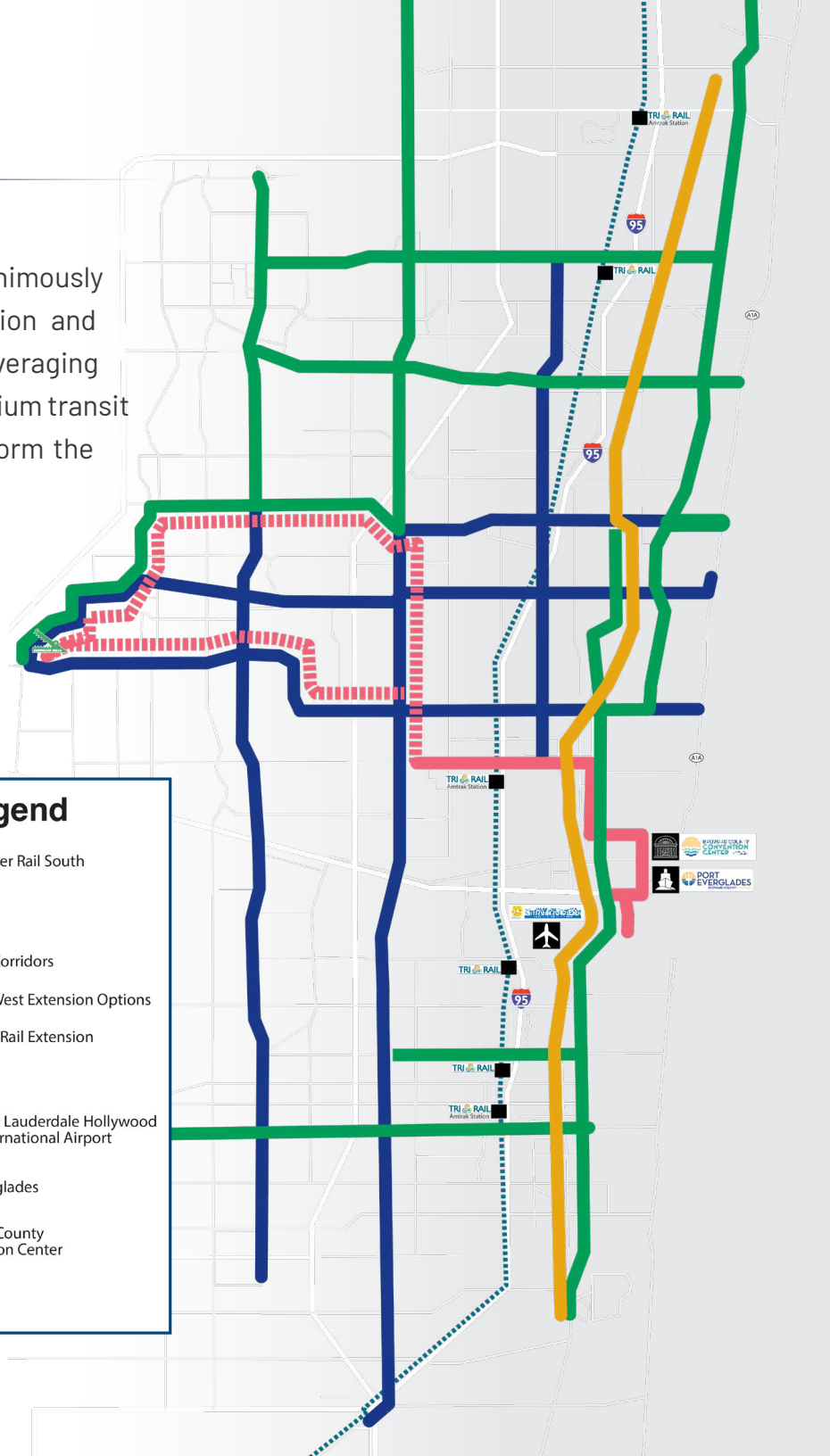
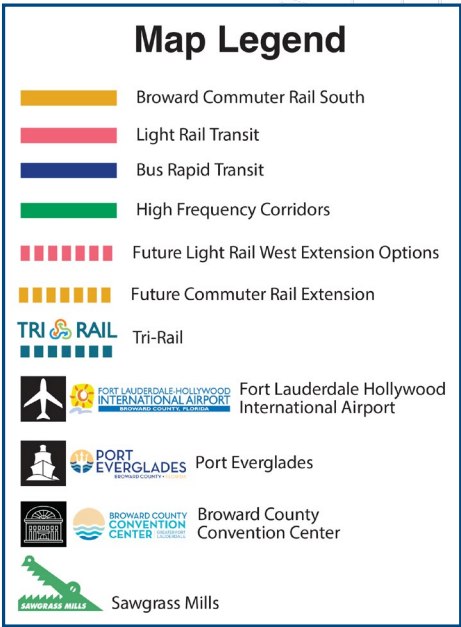
On June 13, 2023, the Broward County Board of County Commissioners unanimously approved the Premium Mobility Plan (PREMO), which establishes a vision and program of projects for a premium transit network in Broward County. By leveraging the Transportation Surtax funds, PREMO will invest over \$4.3 billion in premium transit services in Broward County over the next 15 years and will forever transform the transportation landscape of Broward County.

Strategy

To invest in a countywide network of premium transit services that provide modern convenient mobility that is attractive, safe, reliable, and frequent.

Goals

- Improve Mobility for All
- Implement Comprehensive Transit Solutions
- Integrate and Serve Communities
- Enhance Economic Development and Ensure Financial Stability
- Improve Safety and Security and Ensure Environmental Stewardship



2023 Adopted PREMO Network

Commuter Rail South

11.5 MILES



Light Rail Transit (LRT)

23.3 MILES



Bus Rapid Transit (BRT)

76 MILES



High Frequency Bus

100 MILES



What We Gain

- Over 200 miles of new premium service
- Approximately 23 million annual riders
- Fast, reliable, and convenient transit connections to Broward County’s three major economic engines—the Airport, Seaport, and Convention Center
- A catalyst for economic development
- A foundation for transit-oriented development and affordable housing
- Expanded small business opportunities
- New construction and related jobs
- Expanded intelligent transportation systems (ITS) technology
- Localized aesthetic and architectural enhancements

Structured for Success

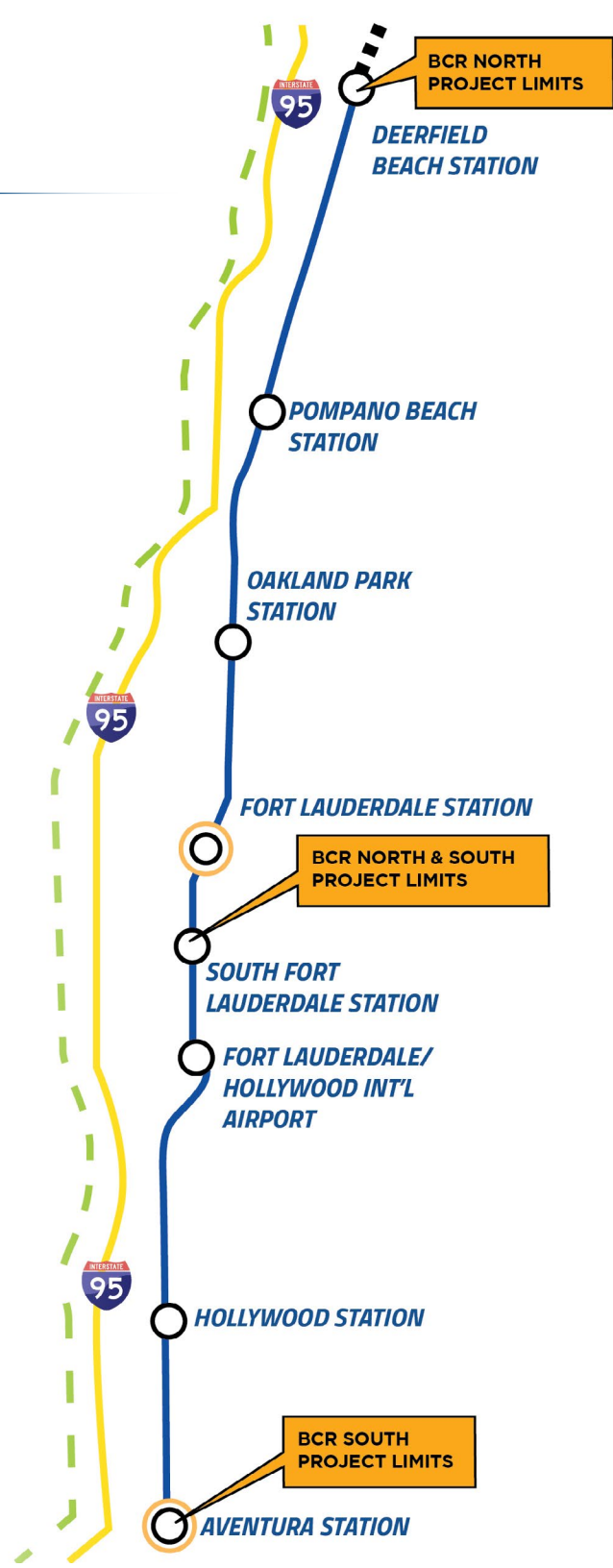
With PREMO established as BCT’s vision, the next priority was to ensure an effective and functional agency structure to deliver the PREMO initiative. In FY2024, BCT implemented BCT 2.0, which reorganized the agency to be well-positioned for future needs in terms of staffing and subject matter expertise. This reorganization involved the establishment of a C-Suite to provide executive-level leadership, the separation of Customer Service from Marketing and Communications, the removal of the Control Center from Operations, and the creation of a Customer Experience Division.

BROWARD COMMUTER RAIL SOUTH

Broward Commuter Rail (BCR) South is a proposed regional commuter rail corridor connecting Miami-Dade and southeastern Broward County. This key PREMO project will increase north-south travel opportunities, accommodate Broward County’s growing population, and encourage sustainable land use and economic development. With BCR North on the horizon, this project gets us one step closer to seamlessly connecting the region.

Project Details

- **Alignment:** Along FEC Railway Corridor between Aventura and the Broward Health Medical Center
- **Project Length:** Approximately 11.5 miles
- **Recommended Station Locations:**
 - o Hollywood Station
 - o Fort Lauderdale/Hollywood International Airport Station
 - o South Fort Lauderdale Station (Broward Health)
- **Service Span:** 5:00 AM – 11:30 PM weekdays and 6:00 AM – 11:30 PM weekends and holidays
- **Anticipated Annual Ridership:** 6 million and up to 7 million (including Miami-Dade County)
- **Projected Opening:** 2030



Advancing BCR South

BCT is proud of the BCR South project’s forward momentum since the Broward County Board of County Commissioners adopted a Locally Preferred Alternative (LPA) in August 2022. That same year, the project was approved into the FTA Capital Investments Grant (CIG) Small Starts Program, and a Project Development and Environment (PD&E) Study was initiated to analyze the environmental effects of the project and develop preliminary engineering and design. These are required steps towards receiving federal funding.

In FY2024, BCT achieved the following milestones in the BCR South project:

- Submitted environmental documents to FTA in late spring 2024
- Hosted 28 public outreach events, including four public information meetings in December 2023 and May 2024
- Received a Finding of No Significant Impact (FONSI) from the FTA on September 5, 2024
- Completed the PD&E study in September 2024 after satisfying all National Environmental Policy Act (NEPA) requirements for the project

COMPREHENSIVE OPERATIONAL ANALYSIS

In July 2023, BCT began a Comprehensive Operational Analysis (COA) study to assess BCT’s operational effectiveness and efficiency and recommend operational enhancements. The COA encompasses the entire BCT service area and every mode of transit, with a focus on ensuring that non-premium services are well covered and effectively linked to the PREMO network. Work on the COA is anticipated to be completed by December 2025. Major outreach efforts for the COA were completed in FY2024, including:

Surveys

In the fall of 2023, BCT conducted an on-board survey on Fixed-Route and Community Shuttle services to gather data for the COA. BCT received over 7,400 complete surveys, which were offered in English, Spanish, and Haitian Creole. BCT also launched an online survey to gather input related to route and other system improvements in February and March of 2024.

Stakeholder Listening Sessions

BCT conducted listening sessions in December 2023 and April 2024 with key stakeholders, implementation partners, and general community members. The listening sessions were an opportunity to hold more in-depth conversations with targeted groups than would be possible at a typical public meeting.

COA Process and Outcomes

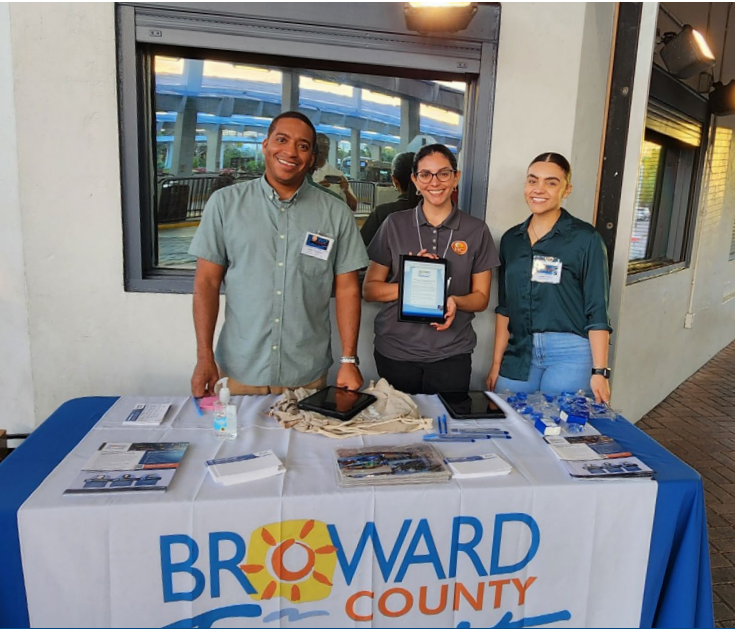


Pop-Up Events

Innovative “pop-up” events were held between February and March 2024. Located at places customers already were at, like BCT transit centers and local community festivals, these “pop-ups” created opportunities to engage with people who may not participate in more traditional meetings.



Mobile Museum



Central Terminal



Plantation West Regional Terminal

SAFETY IMPROVEMENTS

BCT is committed to creating a safe and welcoming environment for customers and employees. BCT undertook multiple initiatives in 2024 to make our system safer for all.

Safety Training

BCT delivered the nationally recognized Welle Training to more than **820 employees**, including all Bus Operators and Transit Supervisors. Welle Training is a behavior safety management program that equips staff with skills needed to prevent and address escalated situations that could lead to confrontation or violence, fostering a safer and calmer environment.

Security Cameras

BCT installed **79 security cameras** throughout our facilities in FY2024. These improvements will help to more quickly identify potential safety situations and dispatch assistance to employees and customers, creating more “eyes on the street.”

Safety Campaigns

In FY2024, BCT created **72 assets for Safety Tips**, an organic social media campaign that was launched as nine posts across Facebook, X (formerly Twitter), Instagram, and YouTube. The campaign, which included videos, animations, photos, and stories, was viewed over 1.7 million times and reached over 1.2 million users.



COMMITMENT TO ENVIRONMENTAL AND FISCAL SUSTAINABILITY

\$25 Million in Federal Funding for Green Infrastructure

In July 2024, BCT was awarded \$25 million in federal funding through the FTAs Low-and No-Emission program. This grant funding will allow BCT to modernize our fleet and continue BCT’s commitment to sustainability by replacing older diesel vehicles with low emission buses, purchasing on-route chargers, and constructing a solar canopy at the Northeast Transit Center.

PERC Energy for Everyone Hero Award

BCT was awarded the Energy for Everyone Hero award from the Propane Education & Research Council (PERC), a non-profit organization that promotes clean energy initiatives. The award recognized BCT’s commitment to fiscal prudence and environmental responsibility through the operation of near-zero emissions propane Autogas paratransit vehicles. Transitioning from diesel to propane paratransit vehicles in 2014 has generated over \$14 million in costs savings for BCT, allowing the cost of paratransit service to remain affordable for customers.

“Paratransit services are essential for ensuring everyone has access to public transportation, but they can also be the most expensive per-rider option,” said Paul Strobis, Director of BCT’s Paratransit Division. “That’s why we’re constantly exploring innovative solutions to improve efficiency and reduce costs. Converting our fleet to propane Autogas allowed us to achieve both of these goals, while also minimizing our environmental impact”

Award Celebration at BCT’s New Autogas Refueling Station



BUS STOP IMPROVEMENTS

Bus stop improvements made in 2024 demonstrate BCT’s continued commitment to improving the customer experience—ensuring ADA compliance and providing safety and comfort for customers waiting for bus service. Notable examples of these improvements include:



City of West Park Bus Stop ADA Improvements and Shelter Installation: The City of West Park is now home to an improved bus stop with a new five-foot Kaleidoscope shelter, a Hoop bike rack, and side-opening trash can.



Bus Stop Sign and Solar Light Installation: In FY2024, 343 solar lights and 1,641 bus stop signs were installed systemwide. Improving lighting at low-lit bus stop locations throughout the County provides additional safety for waiting customers and reduces inadvertent pass-bys by allowing operators to see customers waiting on the bus.



City of Plantation Shelter and Amenity Installation: In the City Of Plantation, ADA improvements were made at six bus stops in addition to the installation of seven bus shelters, four benches, six bike racks, and six trash cans.

NEW BUS BAYS

Bus bays provide a safe, designated area to load and unload customers out of traffic and create space for multiple buses at bus stops, facilitating easy transfers between routes. Two new bus bays were added in FY2024, one near the intersection of Sunrise Blvd. and Birch Rd. and one at State Road 7 and Turtle Creek Dr.

Sunrise Blvd. Bus Bay: At this location, the roadway was widened and the bus shelter and street lighting relocated to accommodate a new bus bay. Improvements at the site included installing a bus shelter pad, a boarding and alighting pad, sidewalk connections to the existing sidewalk, and the relocation of a drainage inlet and reconnection.

Turtle Creek Dr. Bus Bay in Coral Springs: At this location, a bus shelter pad and shelter relocation, a boarding and alighting pad, sidewalk connections to existing sidewalk, signing and pavement markings, and drainage system reconnections were installed.



FACILITY IMPROVEMENTS



West Copans Redevelopment Project

In the fall of 2024, BCT announced plans to redevelop the existing West Copans Operations & Maintenance Facility. This project includes the complete rehabilitation and reconstruction of the existing project site. The state-of-the-art facility will include a new 200,000-square-foot (two-story) administration/operations and maintenance building and a 16,900-square-foot training center featuring cutting-edge driving simulators and in-person learning spaces. The project site redevelopment

also incorporates advanced stormwater and drainage systems to mitigate flood risks, improves vehicular and pedestrian circulation, increases parking capacity for staff, includes Crime Prevention Through Environmental Design (CPTED) based security improvements, and adds facility equipment to accommodate emerging vehicle technology. 100% construction documents have been completed and are pending submission for the acquisition of permits.



“This project is more than just a facility upgrade; it’s a testament to our dedication to innovation and environmental responsibility,” said Coree Cuff Lonergan, CEO/General Manager of BCT. “By investing in this modern infrastructure, we’re not only improving our operations but also enhancing the overall quality of life for Broward County residents.”

Lauderhill Transit Center Fence Installation

This project consists of a new aluminum property boundary fencing system with two lockable rolling gates that were installed at the North and South ends of the existing Lauderhill Transit Center. The perimeter fencing system provides an important safety improvement by controlling pedestrian access to and from the transit center, while maintaining access for the various utility companies and the City of Lauderhill’s Fire Department.

Ravenswood Bus Operations & Maintenance Facility Improvements

In FY2024, two projects were implemented to improve operations at the Ravenswood Bus Operations and Maintenance facility, which include:

- Demolishing and pouring new concrete slabs and installing new trench drains to mitigate ponding issues at the Ravenswood Garage.
- Demolishing and replacing automotive fluid delivery piping throughout the bus maintenance facility which were previously leaking.

Miramar Park and Ride Fiber Infrastructure Installation

Fiber infrastructure and conduit were installed at the Miramar Park and Ride Facility to prepare to integrate the facility into the county-wide information network. This upgrade will enhance the customer experience by ensuring the seamless distribution of relevant content, such as general information, security updates, upcoming events/activities, or upcoming storms.



MIRAMAR PARK AND RIDE

ATTRACTING AND RETAINING TALENTED EMPLOYEES

Employee Recruitment

BCT Human Resources attended nine community job fairs in 2024, interacting with approximately 20,000 people from the community. BCT was able to educate attendees on the various career choices at BCT and the benefits of working for Broward County. As a result of BCT’s employee recruitment efforts, 192 Bus Operators and Mechanics were hired in FY2024.

New Junior Mechanic Position

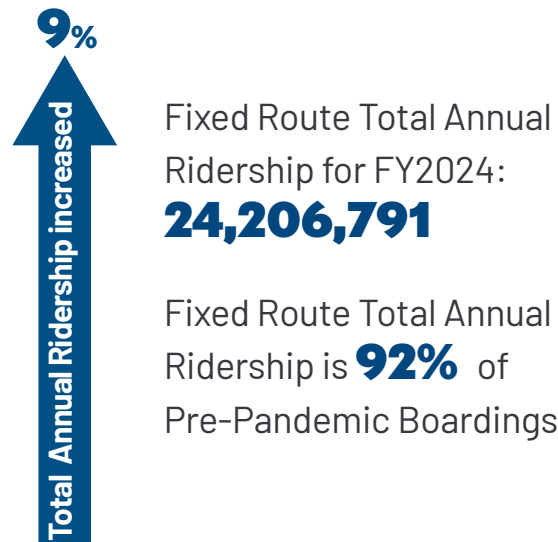
BCT had the opportunity to recruit for and onboard 12 Junior Mechanics, a new position in Bus Maintenance. The Junior Mechanic position provides a career path for Coach Service Attendants by providing experience that can lead to a future Mechanic position and later Skilled Trade Supervisor and higher management positions. The opportunities for growth are limitless as employees apply themselves and develop into their roles. This new position has also attracted female candidates—BCT is proud to have the first two female Junior Mechanics join the team.



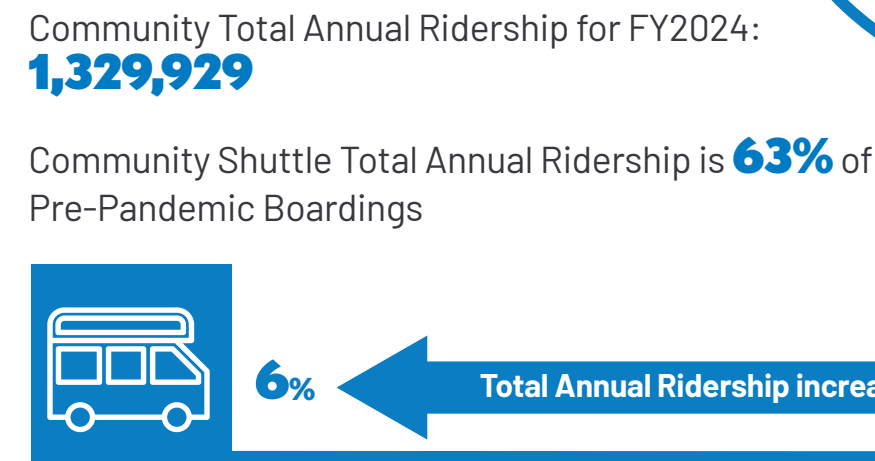
BCT BY THE NUMBERS

FY2024 BY THE NUMBERS

FIXED ROUTE



COMMUNITY SHUTTLE



PARATRANSIT



Paratransit Total Annual Ridership for FY2024: **1,054,400**

Paratransit Total Annual Ridership is **111%** of Pre-Pandemic Boardings



SYSTEM TOTALS

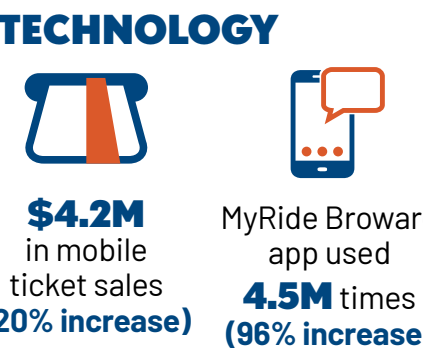
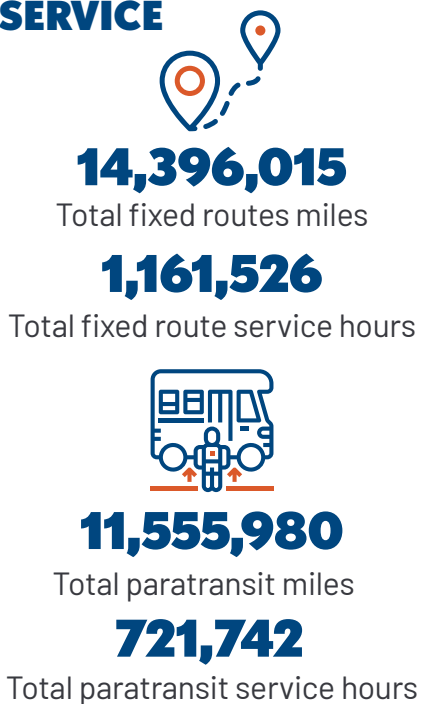


Total Annual Ridership for FY2024: **26,591,120**

System Total Total Annual Ridership is **90%** of Pre-Pandemic Boardings



SERVICE

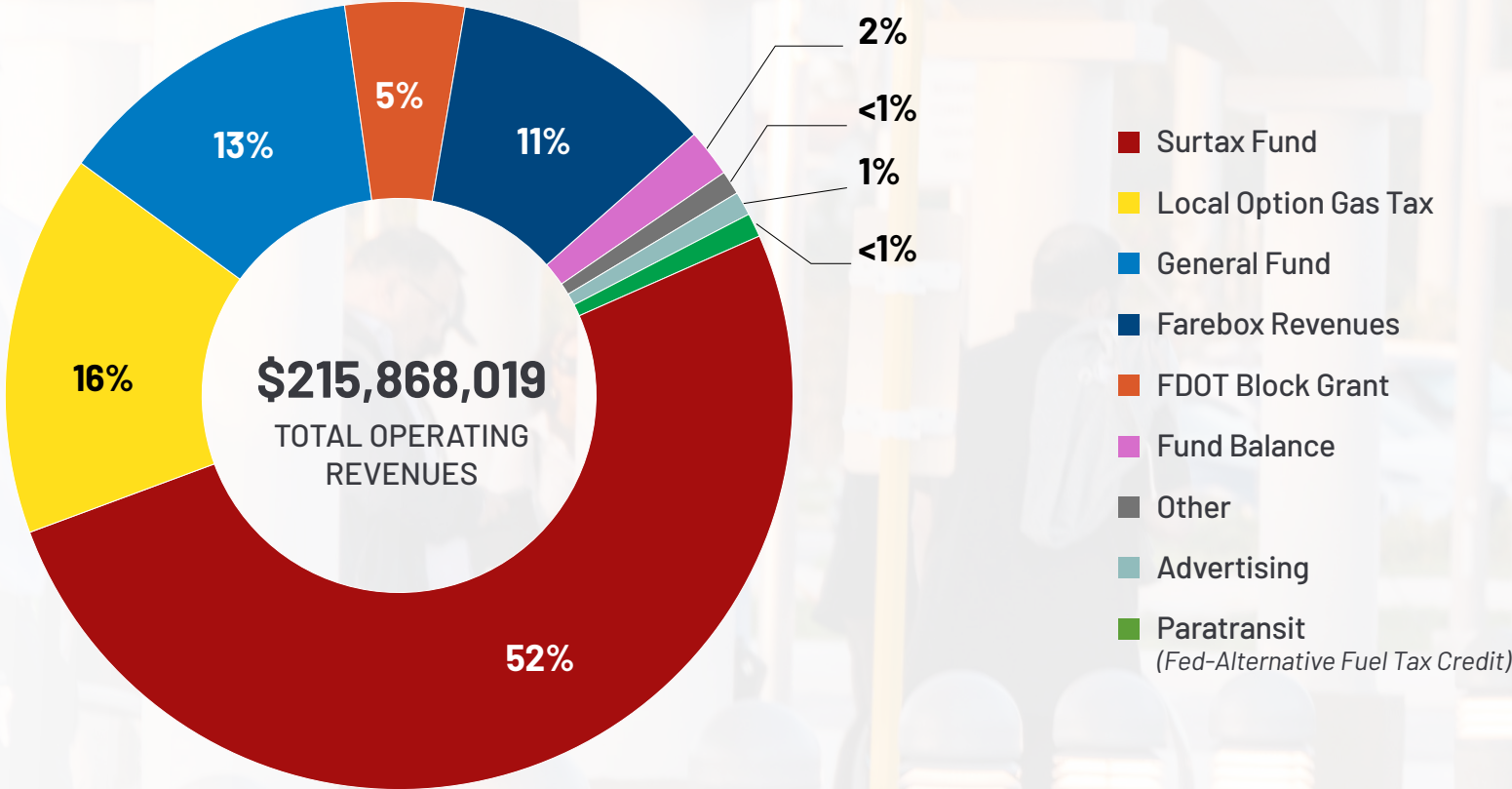


FINANCIAL PICTURE

FY2024 BCT Operating Revenues

The largest source of BCT operating revenue in FY2024 was the Transportation Surtax Fund (52%). The Transportation Surtax, adopted by the voters of Broward County in 2018, provides BCT with a long-term dedicated revenue source that can be used for existing services, new service enhancements, and the future operations of new modes of transit to be implemented by the PREMO plan.

After the Transportation Surtax, the largest sources of FY2024 operating revenues were the Local Option Gas Tax (16%), General Fund (13%), Farebox Revenues (11%), FDOT Block Grants (5%), and the Fund Balance (2%). Advertising, the Paratransit Fuel Tax Credit, and Other revenue sources each made up less than 1% of operating revenue.

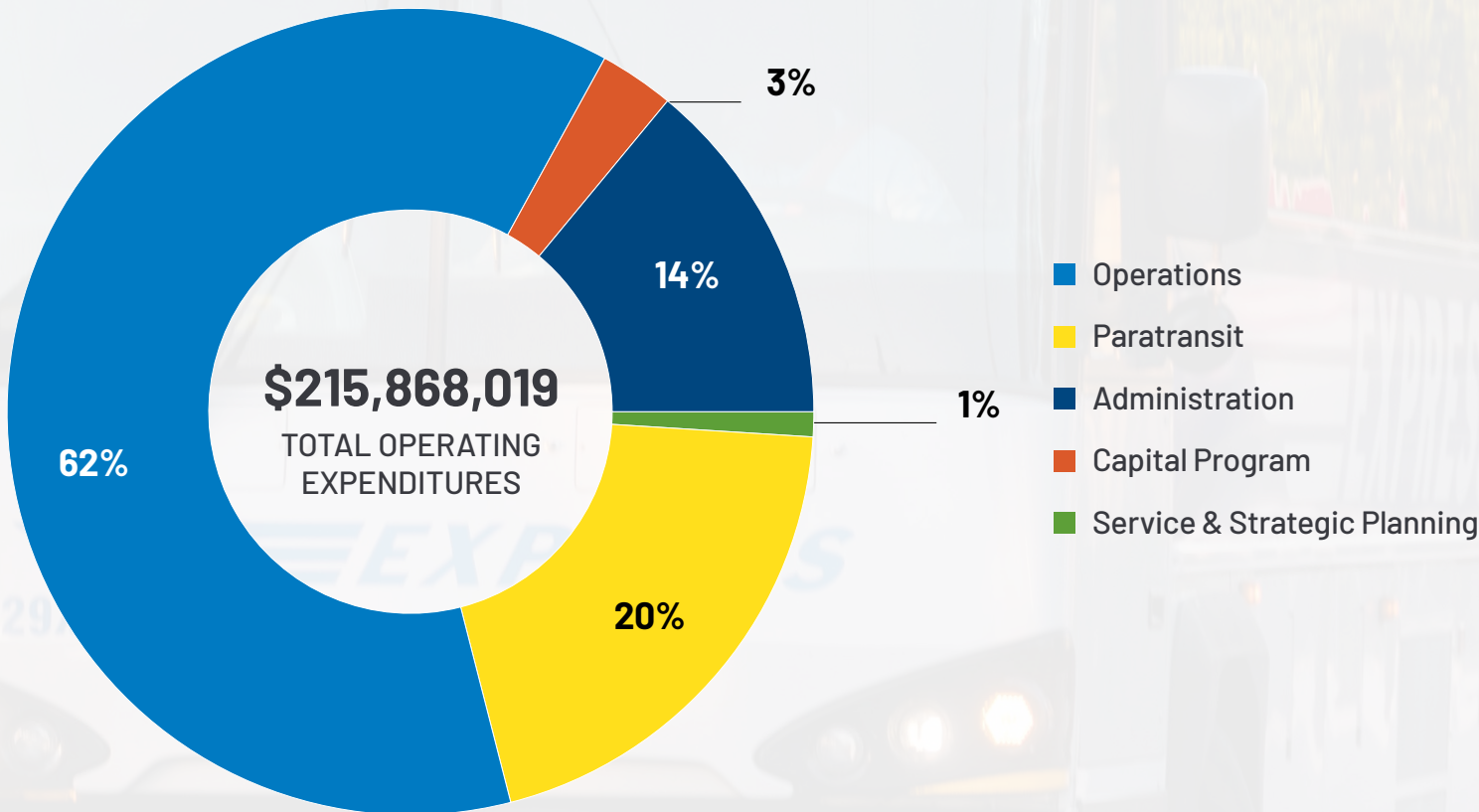


*Percentages in this section may not total 100 due to rounding; actual numbers total 100%

FY2024 BCT Operating Expenditures

BCT operating expenditures focus primarily on providing public transit services, accounting for 82% of the total, with Bus Operations accounting for 62% and Paratransit Operations accounting for 20%.

Administrative expenses account for 14% of the total, with the remaining 4% of expenses used for the Capital Program and Service and Strategic Planning Program.



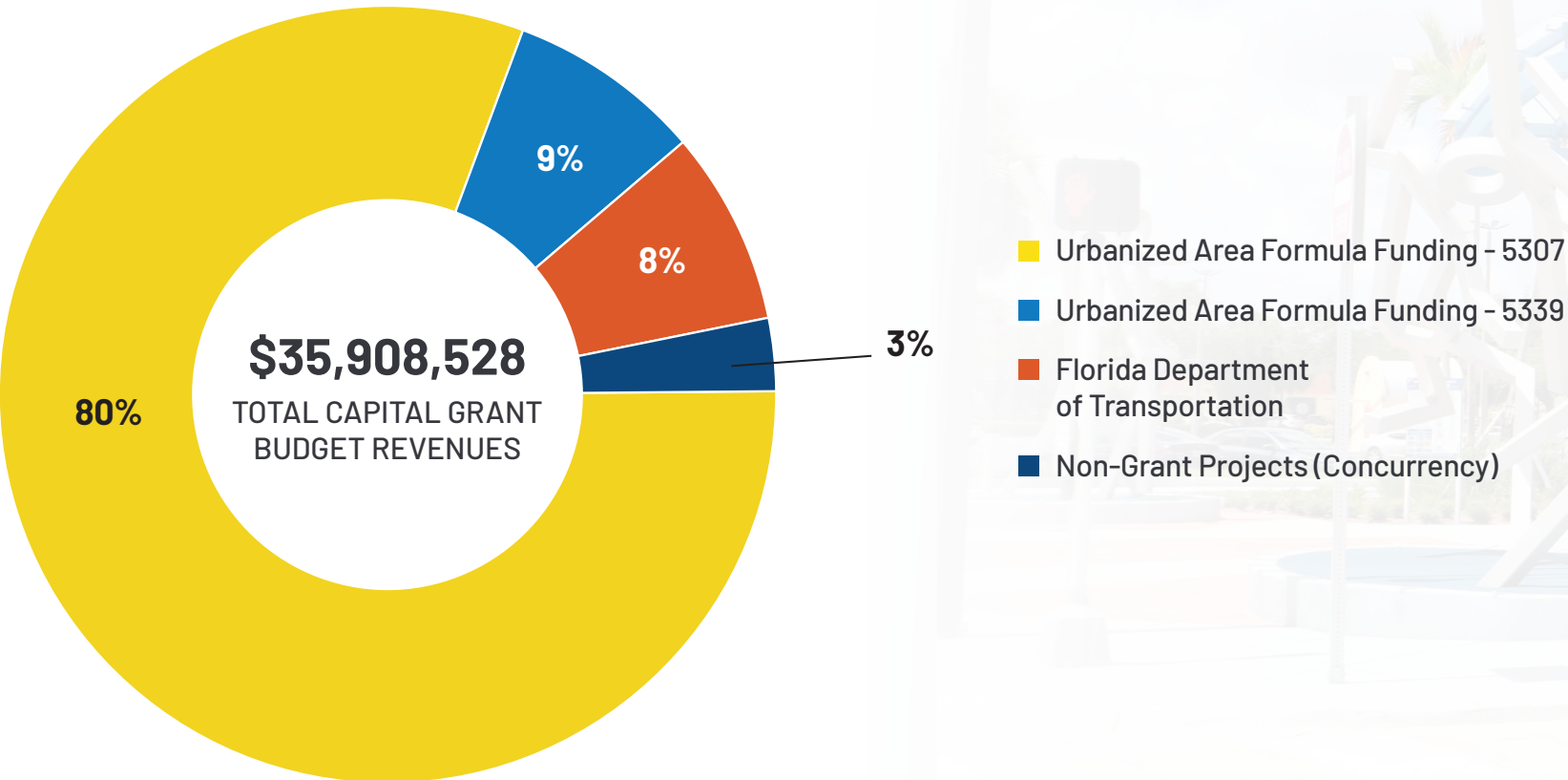
FY2024 BCT Capital Program

The Transportation Surtax Capital Budget and Capital Grants Budget provide the funding for the various projects included in Broward County Transit’s Capital Program.

FY2024 Capital Grant Budget Revenues

Federal and State grants, as well as local Concurrency Funds, are the revenue sources for BCT’s Capital Grant Budget. The largest Capital Grant Budget area is Federal Transit Administration (FTA) Urbanized Area Formula Funding, also known as Section 5307

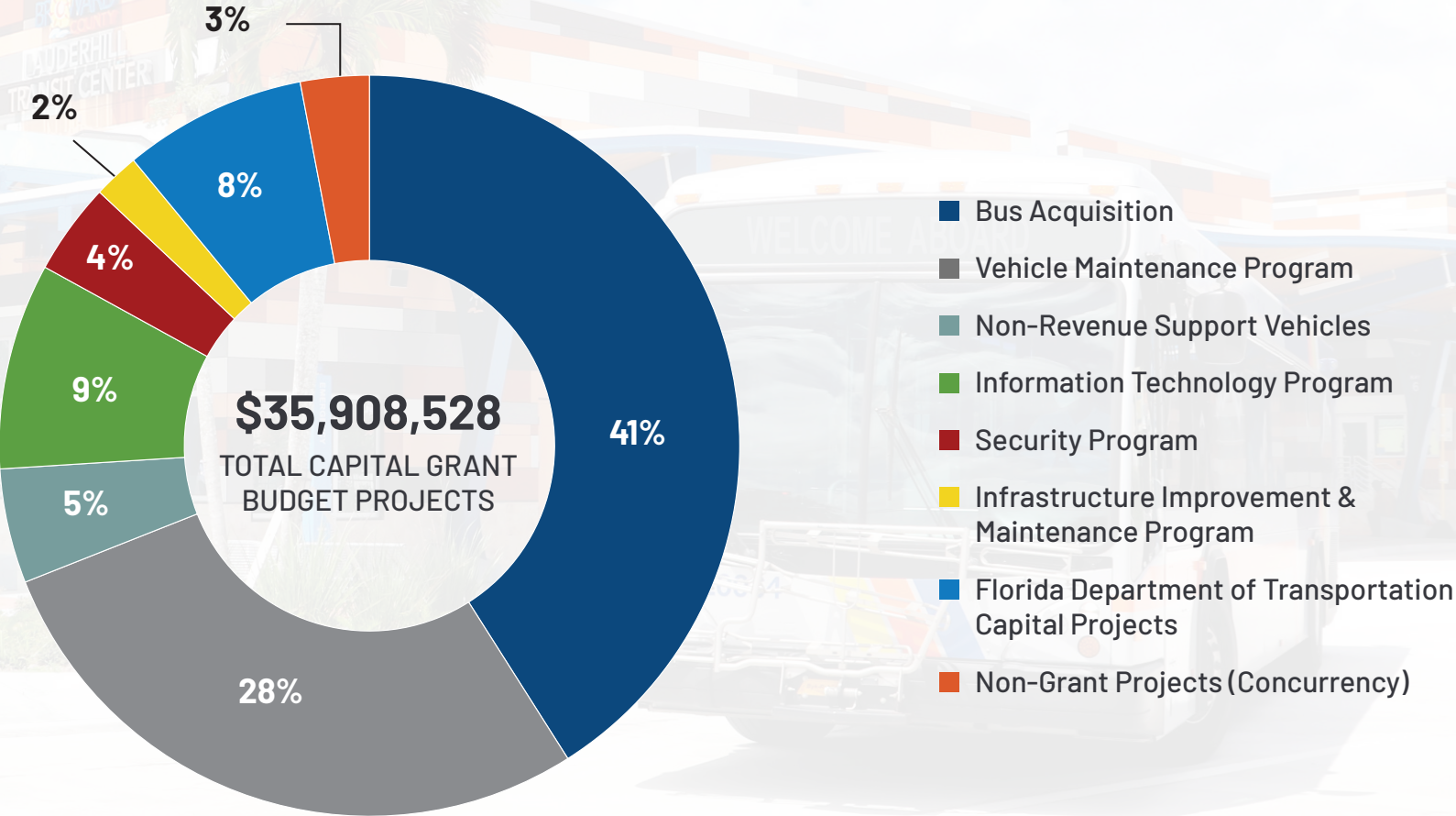
funding, at 80%. Buses and Bus Facilities, also known as Section 5339 funding (9%), FDOT Grants (8%), and Local Concurrency Funding (3%) make up the remaining revenue.



FY2024 Capital Grant Budget Projects

The Capital Grant Budget is primarily focused on the purchase and maintenance of buses and vehicles (74%), followed by projects for the Information Technology Program (9%), FDOT

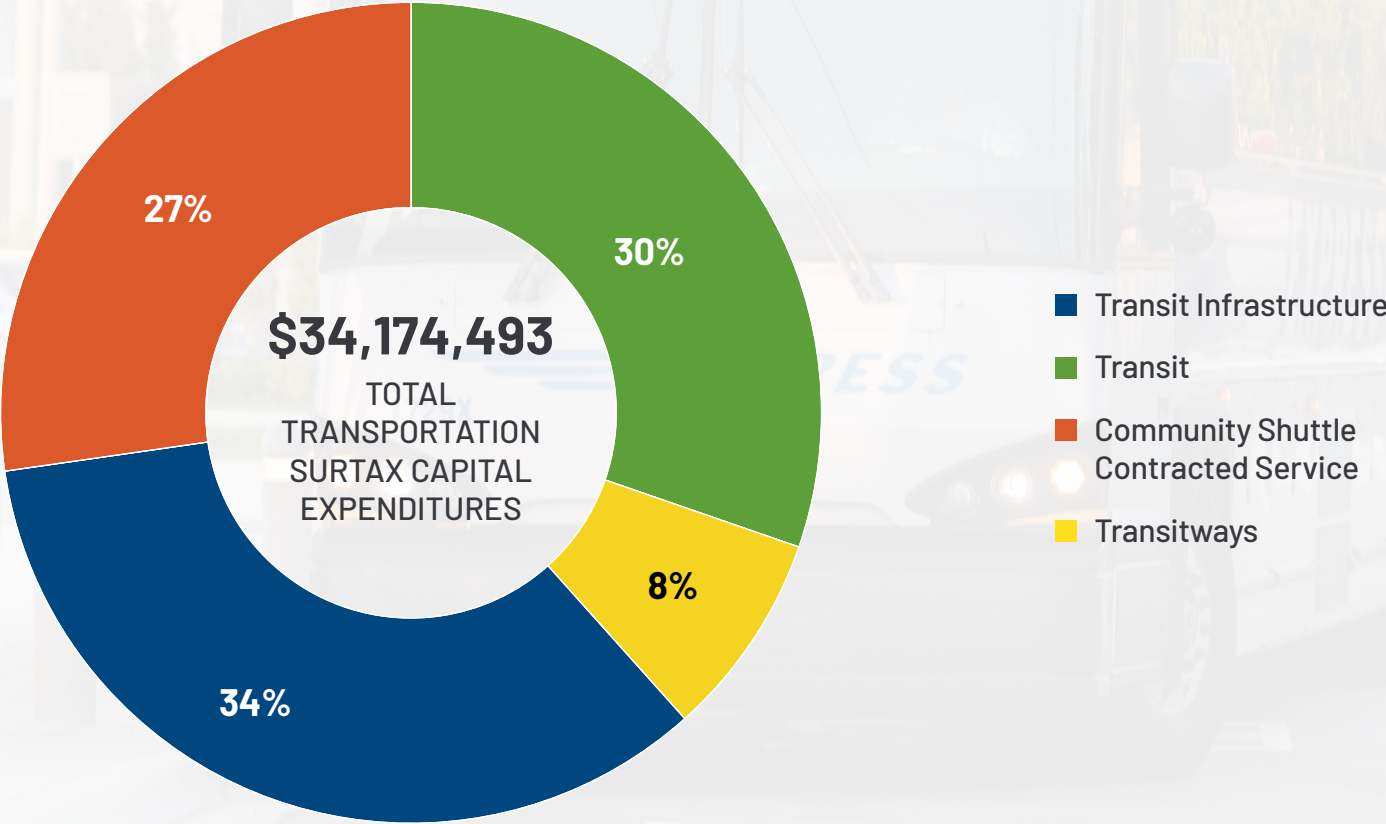
Projects (8%), Security Program investments (4%), Local Concurrency Projects (3%), and the Infrastructure Improvement & Maintenance Program (2%).



Transportation Surtax Capital Expenditures

The Transportation Surtax provides a long-term, sustainable funding source that can be used for individual Capital projects and to leverage other Federal and State Capital Grants. In FY2024, Transportation Surtax Capital expenditures totaled \$34.2 million. Transit Infrastructure projects accounted for 34% of this total, Transit Projects (Buses, Vehicles, and Planning)

accounted for 30%, Community Shuttle Contracted Services accounted for 27%, and Transitways (Bus Rapid Transit and Light Rail Transit) accounted for 8%. The Transportation Surtax provided funding for PREM0 projects such as the Oakland Park Blvd. BRT PD&E and design process.

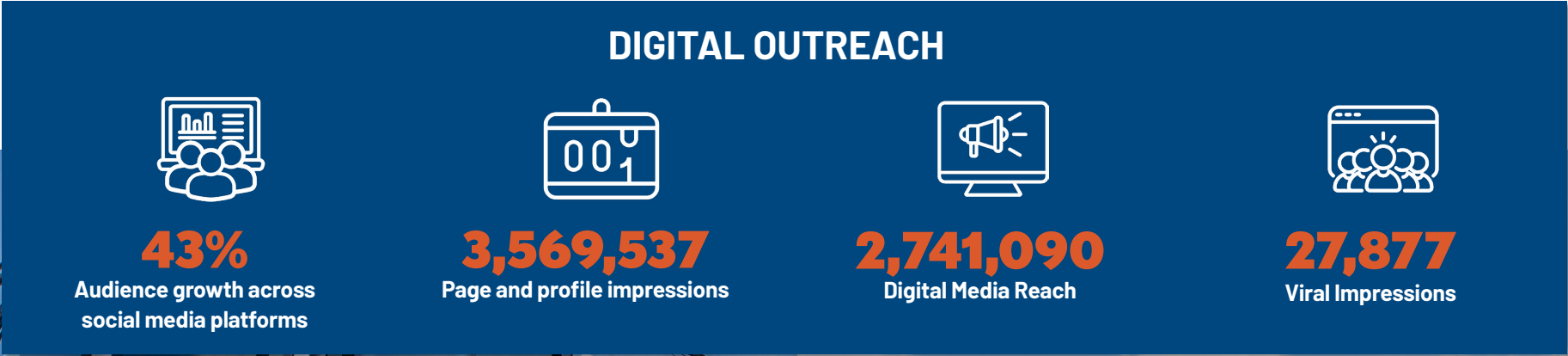


LAUDERHILL TRANSIT CENTER

BCT IN THE COMMUNITY

BCT’s commitment to our community is highlighted by our sustained and innovative engagement initiatives. In FY2024, BCT hosted or participated in **85 community events**, which included 30 PREMO events, 9 job fairs, and 46 outreach events. The outreach

events encompassed initiatives such as parades, community service projects, mobile museums, and rides to Florida Panthers games. BCT also continued to expand digital outreach efforts, allowing us to connect with even more members of our community.



BCT IN THE COMMUNITY

Broward County’s Ride to the Playoffs

The Florida Panthers victory in the playoffs was monumental and even historic when the team won its first national championship in the history of the franchise. In preparing for a significant show of support in attendance to home games and, subsequently, to the victory celebration, BCT provided express service during the finals and to the championship parade.

With a push to take public transportation to the championship celebration from both the franchise and local government entities to prevent traffic congestion, fans enthusiastically responded to the call. Nearly 4,000 fans used BCT, generating a spike in ridership for the month of June 2024, and attracting customers who typically may not have considered public transit as a viable option to use.



OUR TEAM



BCT is made up of over **1,300 transit professionals** working to take people to where they need to go—when they need to be there. BCT is proud to employ a workforce that looks like the community we serve. Additionally, **women make up 36%** of our workforce, which is 10 percentage points higher than the national average for the transit industry, according to 2023 data from the Bureau of Labor Statistics.



BCT operators are the greatest!!
- BCT Customer

MOVING BCT FORWARD

BCT's accomplishments this year position Broward County and BCT for a bright future.

We can look forward to:

- Continuing to advance the BCR South project through the FTA Capital Investment Grants New Starts Program to secure federal funding
- Completion of the Comprehensive Operational Analysis (COA) by December 2025 to provide the plan for improving route efficiency and new innovative services
- Implementation of over 200 miles of new high-capacity premium transit services over the next 15 years
- Adoption of a Locally Preferred Alternative (LPA) for BCR North

These initiatives and many other new projects ensure that BCT will achieve its mission of:



Supporting
employment



Linking
people



Connecting
communities



Providing safe and
reliable transportation
solutions



Contributing to the
overall economic growth
of our region





broward.org/BCT