

BCT Connected

BROWARD COUNTY TRANSIT

Transit Development Plan, Annual Update

2021 – 2030



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The Broward County Transit (BCT) 2019–2028 Transit Development Plan (TDP), known as *BCT Connected*, serves as the strategic guide for public transportation in Broward County over the next 10 years. Development of the TDP included a number of activities: documentation of study area conditions and demographic characteristics, evaluation of existing transit services in Broward County, market research and public involvement efforts, development of a situation appraisal and needs assessment, and preparation of a 10-year TDP document that provides guidance during the 10-year planning horizon. This plan was adopted by the Broward County Board of County Commissioners (BCC) on December 11, 2018.

This document serves as the second annual progress report to *BCT Connected*. This update will identify achievements within the past fiscal year (2020), identify plans and services for the upcoming fiscal year (2021) and provide recommendations for all subsequent years, including the new tenth year (2030).

TDP REQUIREMENTS

BCT Connected is consistent with the requirements for the State of Florida Public Transit Block Grant (PTBG) program, a program enacted by the Florida Legislature to provide a stable source of funding for public transit. The PTBG program requires public transit service providers to develop and adopt a 10-Year TDP using the requirements formally adopted by the Florida Department of Transportation (FDOT) on February 20, 2007 (Rule 14-73.001 – Public Transit). Chief requirements of the rule include the following:

- Major updates must be completed every five years, covering a 10-year planning horizon.
- A public involvement plan must be developed and approved by FDOT or be consistent with the approved Metropolitan Planning Organization (MPO) public involvement plan.
- FDOT, the Regional Workforce Development Board, and the MPO must be advised of all public meetings where 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 be made using the planning tools provided by FDOT or a demand estimation technique approved by FDOT.
- Consistency with the approved local government comprehensive plans and the MPO’s Long Range Transportation Plans (LRTP) is required.

An additional requirement for the TDP was added by the Florida Legislature in 2007 when it adopted House Bill 985. This legislation amended Section 341.071 of the Florida Statutes (FS), requiring transit agencies to “... specifically address potential enhancements to productivity and performance which would have the effect of increasing farebox recovery ratio.” FDOT subsequently issued guidance requiring the TDP and each annual update to include a one- to two-page summary report on the farebox recovery ratio, and strategies implemented and any plans to improve (raise) the ratio (see Appendix A).

TDP ANNUAL UPDATE CHECKLIST

This TDP Annual Update meets the requirement for a major TDP update in accordance with Rule 14-73.001 – Public Transit, Florida Administrative Code (F.A.C.). Per this code, TDP Annual Updates are required to document the following:

- Past year’s accomplishments compared to the original implementation program;
- Analysis of any discrepancies between the plan and its implementation for the past year and steps that will be taken to attain original goals and objectives;
- Any revisions to the implementation program for the coming year;
- Revised implementation program for the tenth year;
- Added recommendations for the new tenth year of the updated plan;
- A revised financial plan; and
- A revised list of projects or services needed to meet the goals and objectives, including projects for which funding may not have been identified.

ORGANIZATION OF REPORT

The report is broken into five sections, including this one. Additional documentation (Farebox Recovery Report) is provided in Appendix A.

Section 2, Overview and Accomplishments for 2020 documents BCT’s system characteristics and public transportation accomplishments since the adopted BCT TDP Major Update in 2018. **Section 3, Goals and Objectives Update and Assessment for 2020**, illustrates BCT’s performance and future steps in implementing the overall goals and objectives since the adopted BCT TDP Major Update in 2018. **Section 4, Implementation Plan for 2021-2030**, demonstrates BCT’s continued efforts and improvements in implementing the overall *BCT Connected* plan for the new fiscal year (2021) and the new tenth year (2030). **Section 5, Financial Plan: 2021-2030**, outlines BCT’s updated Financial Plan’s for 2021-30.

The *BCT Connected FY 2020-29 Annual Update*, serves as the second annual progress report to the FY 2019-28 *BCT Connected* Major TDP effort. This section will identify achievements within the past fiscal year (2020). Plans and services for the upcoming fiscal year (2021), and recommendations for the new tenth year (2030) will be provided in Section 4.

BCT SYSTEM OVERVIEW

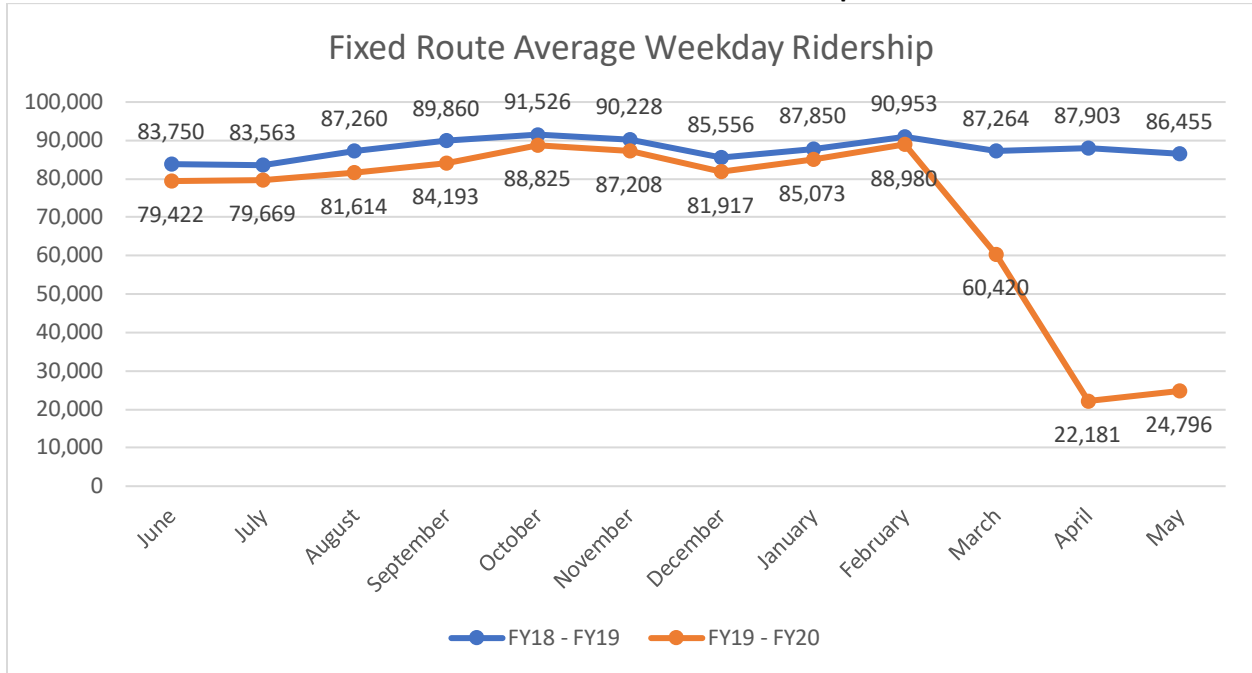
Broward County Transit (BCT) is the major public transportation provider in Broward County. BCT provides public transportation services in Broward County, with service to downtown Miami and southern Palm Beach County. Fixed-route and Express bus services include 46 weekday routes, 33 Saturday routes, and 32 Sunday routes. Fixed routes provide connections to the community’s multimodal transportation network as well as to system-wide connections at four transfer terminals: Broward Central Terminal (downtown Fort Lauderdale), West Regional Terminal (Plantation), Lauderhill Mall Transfer Facility (Lauderhill), and Northeast Transit Center (Pompano Beach). Major transfer locations can be found at Westfield Mall, Downtown Miami, Golden Glades, Aventura Mall, Young Circle, Fort Lauderdale – Hollywood International Airport, seven Tri-Rail stations, Sawgrass Mills Mall, Galt Ocean Mile, and Pompano Citi Centre (see Map 2-1).

In addition to regular fixed-route bus services, BCT also operates Breeze and Express service, coordinates Community Shuttle service (see Map 2-2), and provides paratransit service. Breeze serves limited stops along the route at major intersections only, with headways of 20 minutes all day (on State Road 7/US 441 and US 1) and 30 minutes during morning and afternoon peak travel hours on University Drive and Broward Blvd. Express bus service travels along the Managed Lanes network on either I-95 or I-595 to Downtown Miami and Brickell Financial District, or I-75 to the Miami Intermodal Center (MIC) on weekdays during morning and afternoon peak travel hours. Free commuter park-and-ride locations are available for express bus customers at eight sites. BCT continues to be the major coordinator and funding source for the Community Shuttle Program, which operates in 18 municipalities in Broward County with 65 vehicles.

BCT Fixed Route Ridership

BCT’s fixed route system (including Breeze and Express) ridership decreased 17.4 % in the twelve-month period ending in May 2020 (see Table 2-1). It should be noted that BCT experienced a significant reduction in ridership March - May 2020 due to the COVID-19 pandemic. In late-March 2020, BCT reduced service levels by 35%. This was done by operating a “modified” Saturday schedule six (6) days a week; i.e. regular Saturday schedule M-S, no Breeze service, and 30-minute express service M-F, and a regular Sunday schedule. At the height of the pandemic, BCT lost roughly 75% of its average weekday ridership. The average weekday ridership across BCT’s system pre-pandemic was approximately 88,000. In April that dropped to approximately 22,000 daily riders. We have seen some encouraging increases since that time but expect to end FY20 with about 25% less riders than in FY19. Please note that due to normal seasonal dips we see over the summer, we do not believe that that 25% is necessarily all attributed to the pandemic; particularly when trended over the entire fiscal year. It is also important to note that in mid-September 2020, BCT suspended the I-75 Service due to low ridership.

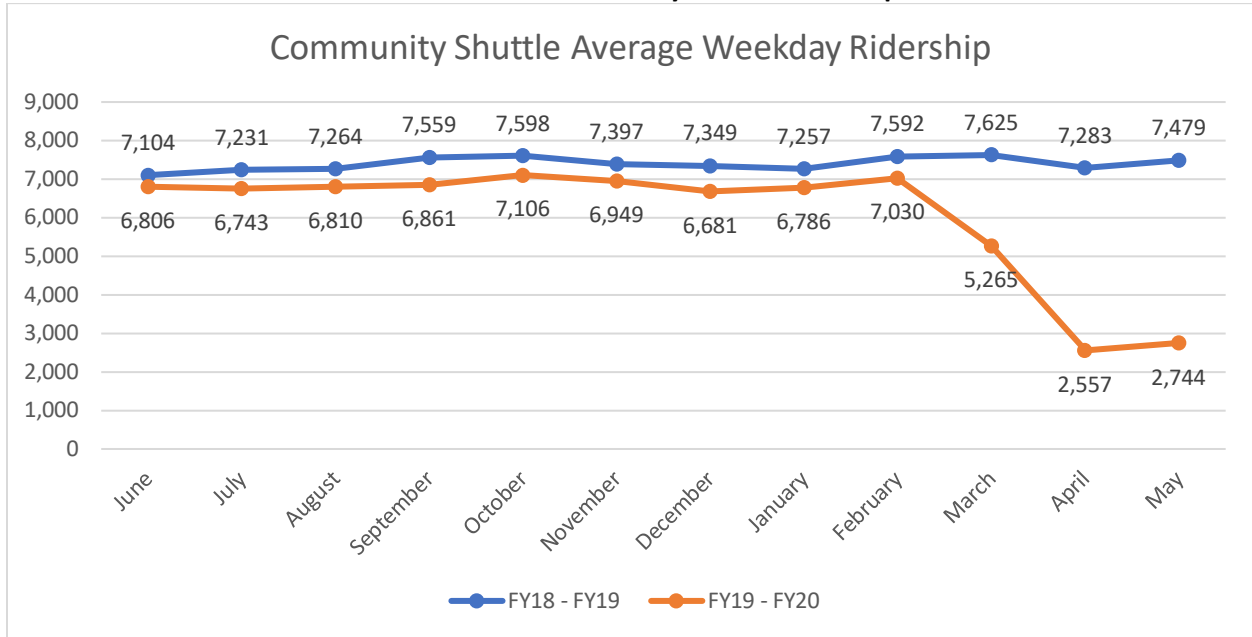
Table 2-1: BCT Fixed-Route Ridership



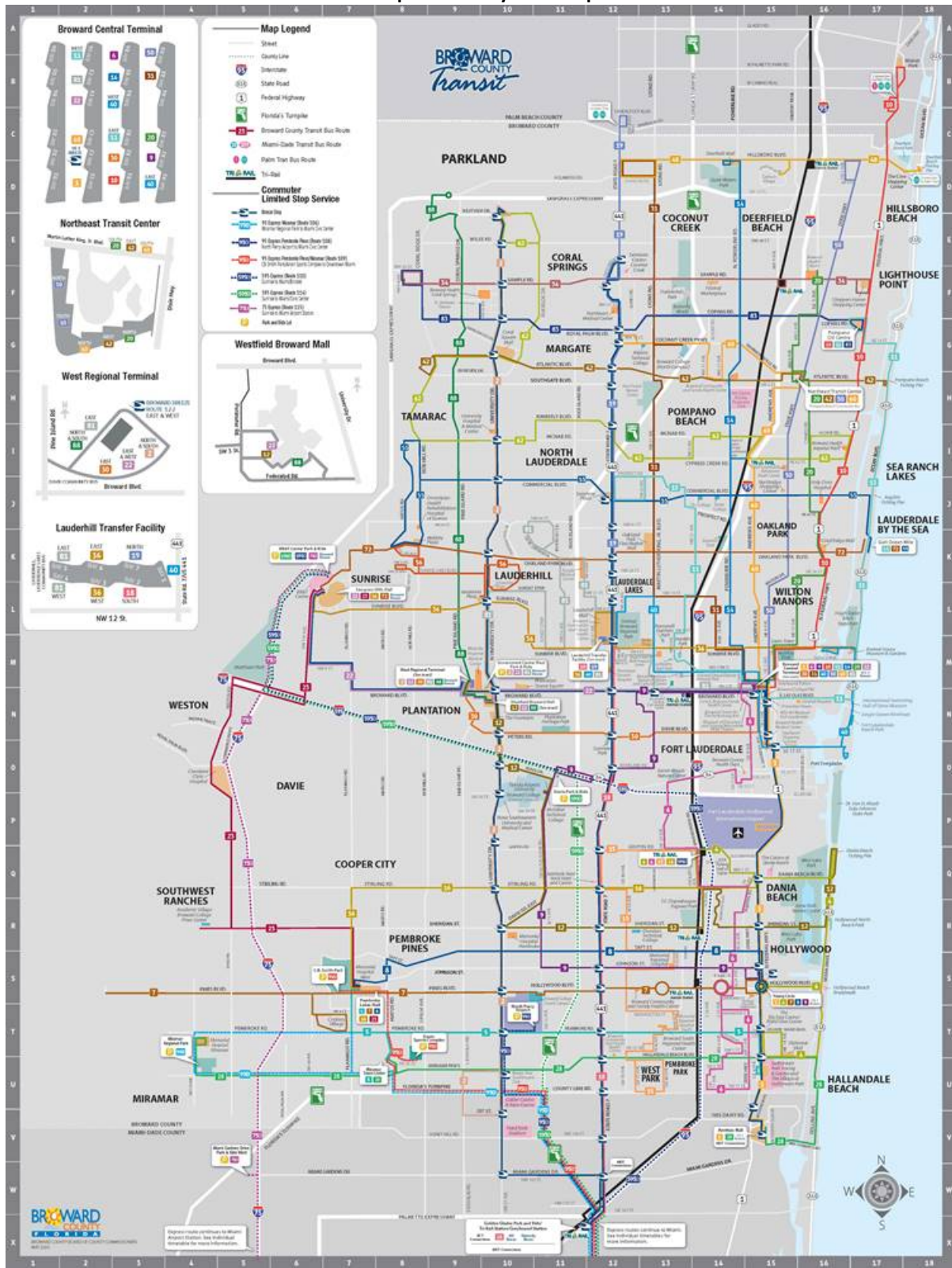
BCT Community Shuttle Ridership

Ridership for BCT-subsidized Community Shuttle service decreased 18.7 % in the twelve-month period ending in May 2020 (see Table 2-2). It should be noted that BCT experienced significant reduction in ridership in April 2020 due to the COVID-19 pandemic. In late-March, BCT reduced service levels by 35%. At the same time, partnering municipalities in the Community Shuttle Program significantly reduced service levels as well that were city-specific; i.e. some cities have different service hours, service spans, and service days. Whereas some cities reduced services levels, others suspended service completely. All in all, the cities saw a 66% reduction in their average daily ridership. The average weekday ridership across the Community Shuttle Program pre-pandemic was approximately 7,600. In April that dropped to approximately 22,000 daily riders. Although the ridership for Community Shuttle is much more sensitive than the fixed routed system, we have seen some increases in recent months. It is expected that ridership in the program will be down double-digits as well for the fiscal year, but as with BCT’s fixed route service, we do not believe that the loss is attributable solely to the pandemic.

Table 2-2: BCT Community Shuttle Ridership



Map 2-1: BCT System Map



Map 2-2: Community Shuttle System Map

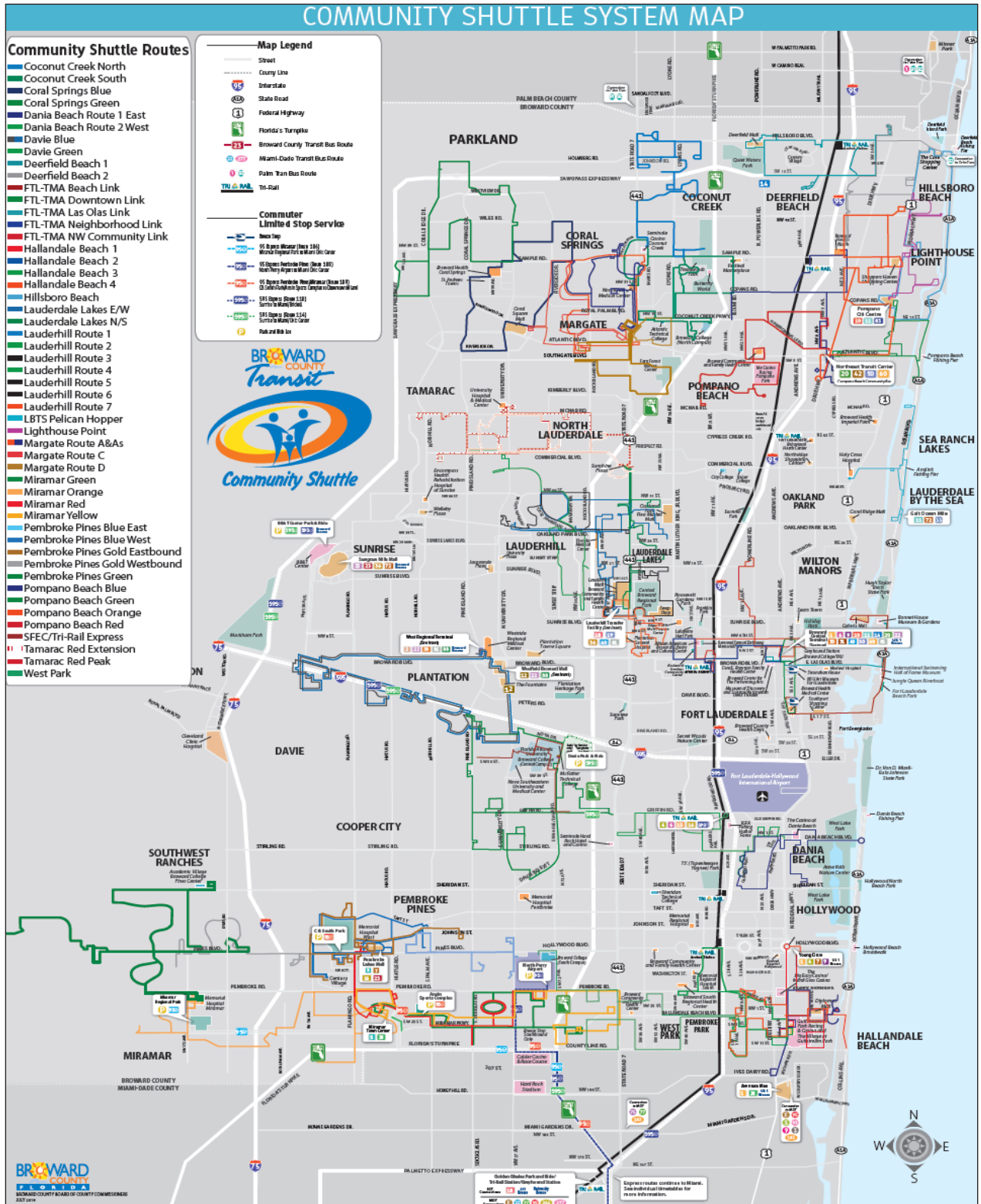


Table 2-3: BCT Fixed-Route Ridership

BCT Fixed Route	June 2018 - May 2019	June 2019 - May 2020	% change	Notes on Major Changes
Route 1	1,470,927	1,212,102	-17.6 %	
US 1 Breeze	448,628	377,563	-15.8 %	
Route 2	1,394,961	1,132,243	-18.8 %	
University Breeze	193,576	137,578	-28.9 %	
Route 4	180,075	166,736	-7.4 %	
Route 5	294,529	249,592	-15.3 %	
Route 6	387,891	315,944	-18.5 %	
Route 7	810,717	666,127	-17.8 %	
Route 8	*	58,991	*	*Route started service in Sep. 2019
Route 9	368,798	294,239	-20.2 %	
Route 10	908,204	719,455	-20.8 %	
Route 11	645,704	498,191	-22.8 %	
Route 12	305,989	283,258	-7.4 %	
Route 14	919,541	752,011	-18.2 %	
Route 15	23,833	21,826	-8.4 %	
Route 16	197,991	204,543	3.3 %	
Route 18	1,407,451	1,236,473	-12.1 %	
Route 19	1,747,613	1,471,778	-15.8 %	
441 Breeze	995,291	759,598	-23.7 %	
Route 20	205,869	174,657	-15.2 %	
Route 22	972,132	823,774	-15.3 %	
Broward Breeze	10,083	25,250	150.4 %	
Route 23	67,442	49,499	-26.6 %	
Route 28	872,732	712,506	-18.4 %	
Route 30	507,162	398,561	-21.4 %	
Route 31	685,595	597,748	-12.8 %	
Route 34	827,717	673,693	-18.6 %	
Route 36	1,382,437	1,066,995	-22.8 %	
Route 40	858,191	668,050	-22.2 %	
Route 42	455,159	367,093	-19.3 %	
Route 48	117,096	94,697	-19.1 %	
Route 50	1,076,764	886,241	-17.7 %	
Route 55	585,452	510,948	-12.7 %	
Route 56	84,538	72,811	-13.9 %	
Route 60	999,095	815,112	-18.4 %	
Route 62	494,396	444,918	-10.0 %	
Route 72	2,053,317	1,612,993	-21.4 %	
Route 81	870,250	744,388	-14.5 %	
Route 83	269,717	219,762	-18.5 %	
Route 88	154,454	165,016	6.8 %	
I-95 X (106) – Mir. Reg. Park/Mia.	123,608	102,049	-17.4 %	
I-95 X (107) – Pembroke/Mia.	27,814	0	-100 %	*Route discontinued in Feb. 2019
I-95 X (108) – Perry Airport/Mia.	104,809	96,603	-7.8 %	
I-95 X – (109) CB Smith/Mia.	146,818	119,012	-18.9 %	
I-595 X (110) – BB&T Ctr./Miami	101,629	82,082	-19.2 %	
I-595 X (114) – Westgate/Miami	103,339	91,359	-11.6 %	
I-75 X (115) - 75 Express	*	673	*	*Route started service in Jan. 2020
Unknown	3,183	2,731	*	*Route # unknown per farebox data
SYSTEM TOTALS:	26,862,518	22,177,469	-17.4 %	

Table 2-4: Community Shuttle Ridership

Community Shuttle Routes Supported By BCT	June 2018 - May 2019	June 2019 - May 2020	% change	Notes on Major Changes
Coconut Creek - N Route	34,188	26,191	- 23.4 %	
Coconut Creek - S Route	47,856	39,631	- 17.2 %	
Coral Springs - Green Route	25,160	23,349	- 7.2 %	
Coral Springs - Blue Route	29,684	25,255	- 14.9 %	
Dania Beach - East Route (Blue)	22,061	19,963	- 9.5 %	
Dania Beach - West Route (Green)	19,462	14,391	- 26.1 %	
Davie - Green Route	25,134	18,095	- 28.0 %	
Davie - SFEC	71,350	59,290	- 16.9 %	
Davie - Blue Route	91,756	86,749	- 5.5 %	
Deerfield Beach - Route 1	20,725	16,018	- 22.7 %	
Deerfield Beach - Route 2	27,330	19,671	- 28.0 %	
Ft. Lauderdale - Downtown Link	45,405	29,417	- 35.2 %	
Ft. Lauderdale - Las Olas Link	23,184	12,210	- 47.3 %	
Ft. Lauderdale - Beach Link	81,798	51,547	- 37.0 %	
Ft. Lauderdale - Galt Ocean A	NIS	NIS	*	*BCT funding discontinued Nov. 2017
Ft. Lauderdale - Galt Ocean B	NIS	NIS	*	*BCT funding discontinued Nov. 2017
Ft. Lauderdale - Neighborhood Link	27,035	23,411	- 13.4 %	
Ft. Lauderdale - NW Community Link	4,347	52,049	1,097.4 %	
Hallandale Beach - Route 1	98,412	69,954	- 28.9 %	
Hallandale Beach - Route 2	60,381	52,613	- 12.9 %	
Hallandale Beach - Route 3	65,994	54,230	- 17.8 %	
Hallandale Beach - Route 4	65,624	45,282	- 31.0 %	
Hillsboro Beach	5,956	10,342	73.6 %	
Hollywood - Beach Line	7,480	NIS	- 39.5 %	*Svc. discontinued by City June, 2019
Hollywood - North Downtown	30,623	1,321	- 95.7 %	*Svc. discontinued by City July, 2019
Hollywood - South Downtown	40,099	1,512	- 96.2 %	*Svc. discontinued by City July, 2019
Lauderdale Lakes - Route 1 (East/West)	44,508	42,267	- 5.0 %	
Lauderdale Lakes - Route 2 (North/Sou.)	54,768	47,604	- 13.1 %	
Lauderdale By-The-Sea	32,830	25,104	- 23.5 %	
Lauderhill - Route 1	85,531	73,497	- 14.1 %	
Lauderhill - Route 2	80,236	66,480	- 17.1 %	
Lauderhill - Route 3	105,696	86,436	- 18.2 %	
Lauderhill - Route 4	83,146	69,174	- 16.8 %	
Lauderhill - Route 5	84,672	68,594	- 19.0 %	
Lauderhill -Route 6	32,875	25,185	- 23.4 %	
Lauderhill - Route 7	29,223	26,495	- 9.3 %	
Lighthouse Point	11,514	8,679	- 24.6 %	
Margate - Route A	26,354	26,168	- 0.7 %	
Margate - Route C	32,038	30,411	- 5.1%	
Margate - Route D	31,302	29,056	- 7.2 %	
Margate - Route A (Sat.)	2,787	2,910	4.4 %	
Miramar - Green Route	39,377	27,275	- 30.7 %	
Miramar - Orange Route	25,560	20,587	- 19.5 %	
Miramar - Red Route	35,192	27,568	- 21.7 %	
Miramar - Yellow Route	19,106	13,712	- 28.2 %	
Pembroke Pines - Green	48,692	43,187	- 11.3 %	
Pembroke Pines - Gold East	79,936	63,643	- 20.4 %	
Pembroke Pines - Gold West	42,550	41,024	- 3.6 %	
Pembroke Pines - Blue West	8,815	8,125	- 7.8 %	
Pembroke Pines - Blue East	8,152	8,322	2.1 %	
Pompano Beach - Blue Route	21,189	15,527	- 26.7 %	
Pompano Beach - Green Route	18,906	17,749	- 6.1 %	
Pompano Beach - Red Route	25,450	26,669	4.8 %	
Pompano Beach - Orange	15,662	12,672	- 19.1 %	
Tamarac - Red	48,440	36,704	- 24.2 %	
West Park	5,859	4,805	- 18.0 %	
SYSTEM TOTALS:	2,151,410	1,748,120	- 18.7 %	

BCT System Ridership Highlights

For 2020, overall ridership on BCT’s four layers of service (Local, Breeze, Express, Community Shuttle) decreased -17.5% (see Table 2-3).

Table 2-5: BCT Ridership Totals by Service Type

BCT Service Layer	June 2018 – May 2019	June 2019 - May 2020	% change	Notes
Local Routes*	24,606,923	20,385,702	- 17.2 %	*All BCT local routes
Breeze Routes*	1,647,578	1,299,989	- 21.1 %	*All BCT Breeze routes
Express Routes*	608,017	491,778	- 19.1 %	*All BCT I-95, I-595 and I-75 Express routes
Community Shuttle*	2,151,410	1,748,120	- 18.7 %	*All BCT-funded svc.
SYSTEM TOTAL:	29,013,928	23,925,589	- 17.5 %	

Broward County Transportation Surtax and the TDP

On November 6, 2018 Broward County voters approved a 30-year, one-cent transportation surtax for a multimodal transportation project plan. Projects funded in the plan include:

- All unfunded capital and operating needs from the BCT 2019-28 TDP
- Broward County roadway, bridge, traffic signalization, school zone safety, greenway, other multimodal needs
- Full capital and operating funding of existing Community Shuttle system with 18 cities
- Potential to fund over 700 municipal-based multimodal transportation projects submitted to Broward County that met the State’s Transportation Surtax Statute

With the passage of the surtax plan in November, there are many recent updates to the program:

- Collection of the surtax began on January 1, 2019, with the County receiving the first revenue distribution in mid-March 2019.
- The Appointing Authority identified in the Ordinance was seated in January and completed their nomination and selection process in March. The Independent Transportation Surtax Oversight Board held its first meeting on April 25, 2019 where it approved the FY 2019 budgetary requests and proposed projects.
- All surtax-funded BCT projects must go before the Oversight Board for review and approval, annually, to coincide with the County’s budget process.
- All BCT projects approved by the Oversight Board are then submitted to its governing board (Broward County Board of County Commissioners) for final approval (approved by Board in September 2019).

Additional information on the Surtax Plan can be found at the following link:

<http://www.broward.org/PennyForTransportation/Pages/default.aspx>

BCT SERVICE AND CAPITAL PLAN ACCOMPLISHMENTS IN 2020

The following outlines BCT's transit service and transit capital project accomplishments for 2020. This section meets the requirement of an Annual TDP Update in accordance with Rule 14-73.001 – Public Transit, Florida Administrative Code (F.A.C.), particularly the Annual Update codes that require BCT to document the following:

- Past year's accomplishments compared to the original implementation program;
- Analysis of any discrepancies between the plan and its implementation for the past year and steps that will be taken to attain original goals and objectives.

This section will review the progress on the service and capital projects that were stipulated for start or completion in last year's 2019-28 TDP Major Update. A similar review of the Goals and Objectives will occur in Section 3.

BCT Service Plan Accomplishments in 2020

As part of BCT's adopted 2019-28 TDP Service Plan (see Table 2-4) and surtax plan, BCT planned to focus on the following initial improvements for 2020:

1. Increase in bus frequency for better service on other local routes;
2. Implementation of two new bus routes on Rock Island Road and Nob Hill Road; and
3. Expansion of service hours to meet the needs of BCT customers and requests from the business community

However on March 9, 2020, Governor DeSantis declared a State of Emergency for the State of Florida due to the COVID-19 Pandemic. As a result, Broward County and BCT implemented the following:

- March 23, 2020- Social distancing guidelines were implemented with mandatory wearing of masks or facial coverings
- March 24, 2020- Fare collection was temporarily suspended with customers using rear door boarding
- March 28, 2020- Service reductions were implemented

Due to the pandemic and its devastating effects on ridership, BCT was unable to implement the majority of the elements proposed in last year's annual update. As also shown in last year's annual update, BCT had plans to implement new service in May 2020 and September 2020. At the on-set of the pandemic, however those plans changed and the service planned for May was pushed to September, and the service planned for September was pushed out to the spring of 2021. However, as the conditions continued to deteriorate, those plans changed again to not implementing any new service in 2020 and pushing all new service plans for 2020 to 2021. Due to the ridership loss, the understandably slow growth once things started to re-open, and the fiscal impact due to lost revenues from the economy essentially coming to a stand-still, it was decided in the early summer of 2020 that there would be no new service or growth in BCT's system until FY 2023.

New service implemented in 2020 is listed in Table 2-7 and was done so, per last year’s annual update in January 2020; prior to the pandemic. Items added or changed in 2020 are noted in orange. Highlights include:

Expansion of Service Hours: 1,300 annual revenue hours of new service added for Route 72 as part of surtax-funded implementation program (see Table 2-5 for details). New service was deployed during January 2020. See Map 2-3 for details on all proposed and implemented service for 2020.

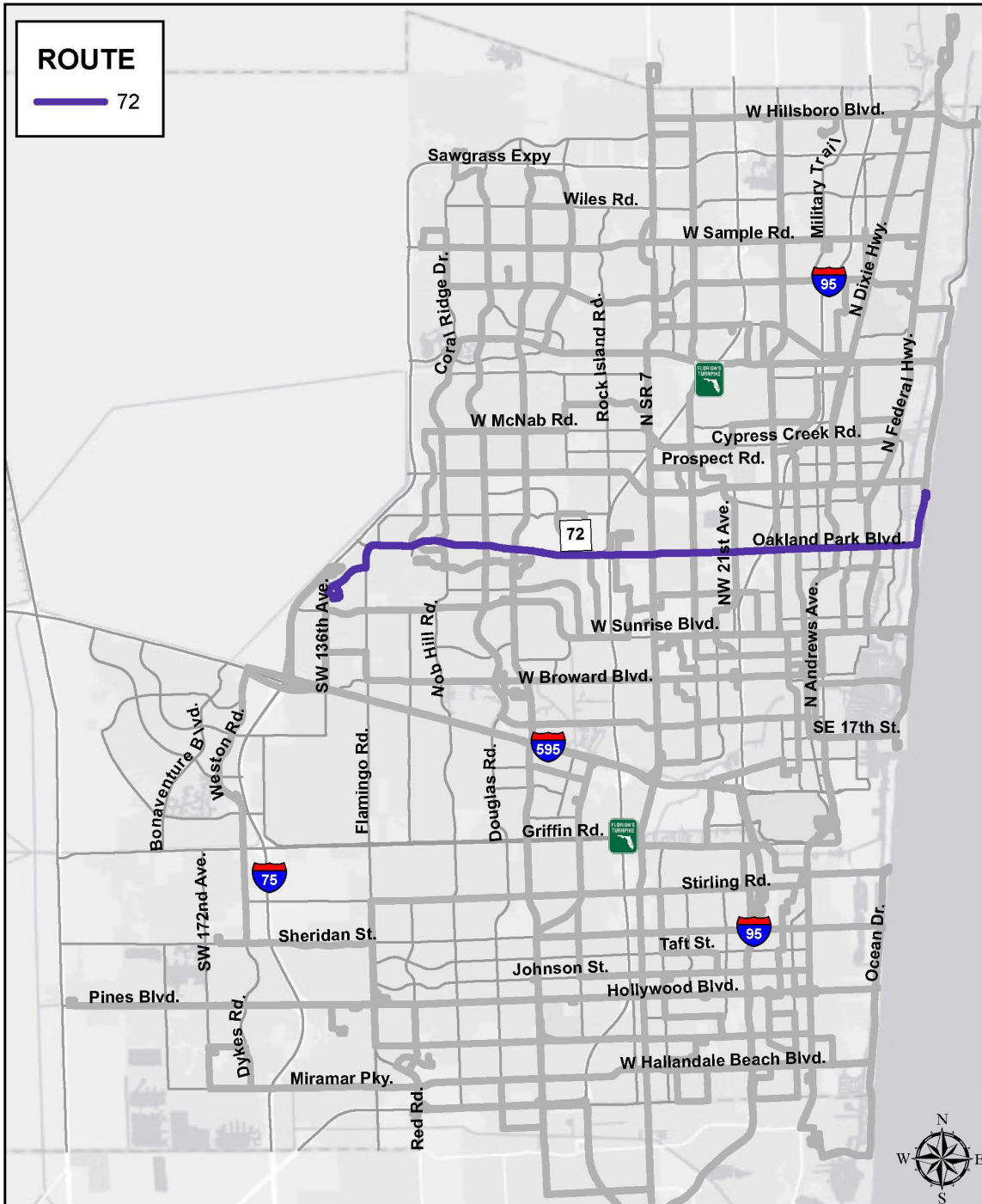
Table 2-6: BCT 2020-29 TDP Service Plan

Fiscal Year	Weekday Headway Increase	Weekend Headway Increase	Running Time Enhancements	Service Span Increase	Restored Route Service	Route Realignment & Extensions	New Local/Breeze Routes	New Rapid Bus-BRT Routes
2020	1,11,42	11,42		11,42,72		11,42	Rock Island	
2021	23,28	23,28		1,18,28, 36		23,28	Nob Hill	US 441
2022	55,62	55,62		22,55,62		55,62	McNab	
2023	10,14,20	10,14,20		10,14,20		10,14,20	Flamingo	
2024	5,16	5,16,50,60		5,16,50,60		4,5,16	Douglas	Oakland Park
2025	9,12,31,40,81	9,12,31,40,81		9,12,31, 40,81		9,12,31,40,81	Johnson	
2026	36,48	34		15,34,48			Griffin	
2027	6,56	6,56		6,7,23,56			Wiles	US 1
2028	15,83,88	15,83,88		30,83,88			Palm	
2029	28,81							

Table 2-7: BCT FY 2020 Service Plan Implementation

Route	Corridor(s)	Weekday Headway	Saturday Headway	Sunday Headway	Service Span Increase	Running Time	Route Realignment & Extensions	New Local or Breeze Route	Highlights/ Notes
JANUARY 2020									
72	Oakland Park Blvd.	Jan-20			Jan-20	Jan-20			Weekday headway increases, Sat and Sun service span increase
MAY 2020									
5*	Pembroke Rd.								*Postponed due to COVID-19 pandemic
11	Las Olas Blvd/ Galt Mile								*Postponed due to COVID-19 pandemic
13	Rock Island Rd.								*Postponed due to COVID-19 pandemic
48*	Hillsboro Blvd.								*Postponed due to COVID-19 pandemic
SEPTEMBER 2020									
9*	Young Circle to Broward Central Terminal								*Postponed due to COVID-19 pandemic
21*	Nob Hill Rd								*Postponed due to COVID-19 pandemic
42	Atlantic Blvd.								*Postponed due to COVID-19 pandemic
		Service improvement that was in original 2019-28 TDP Service Plan for 2020 implementation							
		Proposed new service changes for 2020.							

Map 2-3: BCT January 2020 Service Improvements



BCT Community Shuttle Accomplishments for 2020

Since 1991, BCT has been partnering with numerous Broward cities in providing Community Shuttle Transportation Services. These services provide a key link in BCT’s regional transportation network, allowing wheelchair-accessible mini-bus circulation into city neighborhoods and destinations more difficult to serve with larger buses. By the end of FY2019 BCT continued to provide partial capital and operating/maintenance funding support for 18 cities:

- Coconut Creek
- Coral Springs
- Dania Beach
- Davie
- Deerfield Beach
- Fort Lauderdale
- Hallandale Beach
- Hillsboro Beach
- Lauderdale-by-the-Sea
- Lauderdale Lakes
- Lauderhill
- Lighthouse Point
- Margate
- Miramar
- Pembroke Pines
- Pompano Beach
- Tamarac
- West Park

In 2020, BCT finalized the process of implementing transportation surtax-specific partnerships for existing and expanded Community Shuttle services. First, BCT Community Shuttle service partnership agreements were adopted to reflect full surtax funding for the total capital and operating/maintenance costs of the existing service in operation in the 18 communities listed above. In addition, BCT continues to provide technical staff support and assistance (including training, service planning, scheduling, printing of bus schedules, and purchase of shuttle stop signs).

The second major Community Shuttle activity in 2020 was to be the surtax-funded expansion of the overall Community Shuttle Program (CSP). In 2019, BCT reached out to Broward County municipalities with an invitation to apply for expanded or new service. To date, BCT has received applications for new service from North Lauderdale, Oakland Park, and Plantation. In addition, requests for expanded service were received from existing partners, including Coconut Creek, Deerfield Beach, Fort Lauderdale, and Hallandale Beach. Service applications were evaluated in 2019 with the expectations of implementation in FY20. The pandemic and its effects have postponed new service implementation until FY21 if not beyond. (see Ch. 4).

BCT Rapid Bus/Bus Rapid Transit (BRT) Plan Accomplishments for 2020

In the 2020-29 TDP and 30-year transportation surtax plan, three Rapid Bus/Bus Rapid Transit (BRT) projects were scheduled for implementation (see Table 2-4):

- State Road 7/US 441 (2021)
- Oakland Park Blvd. (2024)
- US 1 (2027)

In 2020, BCT continued the planning phase for the implementation of BRT service. BCT wanted to take a fresh look at the system through recommendations from the Comprehensive Operations Analysis (COA) and System Revisioning (SR), and Transit Systemwide Study, Plan, and Preliminary Design (TSSPPD). The latter, formally known as the Transit Corridor Investment Study (TCIS), was to examine fixed guideway and mixed-traffic alternatives for the first BRT corridor and make recommendations which may or may not be SR 7/US 441 and Oakland Park Blvd. The overall goal of the TSSPPD study is to, at a minimum, examine the Rapid Bus/BRT concepts that were included in the 30-year transportation surtax plan approved by the voters. The Rapid Bus/BRT concept was assigned \$2M per mile (on each corridor) in surtax capital funds and associated Operating & Maintenance funds for the following premium transit investments:

- 10/15-minute Weekday service on all corridors
- Limited stop service (stops located every ½-1 mile apart)
- Transit signal priority and queue jump systems
- Enhanced stations and related amenities
- Level boarding stations
- Branded vehicles and stop locations

The Rapid Bus/BRT concept for BCT is intended, at a minimum, to meet the Federal Transit Administration (FTA) definition of Corridor-Based BRT. Where possible, additional FTA-defined Fixed Guideway BRT and Light Rail Transit (LRT) elements will be analyzed for each corridor. It is expected that the TSSPPD will begin in 2021 (see Ch. 4) and have a 12 to 14-month schedule to completion. BCT expects to award a contract for the TSSPPD in late 2020.

BCT Rail Plan Accomplishments for 2020

In 2020, BCT continued with the process of initiating a rail study. The purpose of the rail study was to complete an analysis that identifies the potential 26 miles of LRT network corridors to be developed in the next thirty years per the 30-year Transportation Surtax plan. This effort was to include a robust community and public involvement process and expected to begin in 2020 (see Ch. 4) with an 18 to 24-month schedule to completion. It is key to note here that based on a reassessment of internal priorities and in the interest of leveraging resources and efforts, in 2020 the rail study effort initially called the Rail Network Corridor Study (RNCS) was combined with the TCIS to streamline the process. This combined effort is now the TSSPPD and will not only recommend a corridor(s) for BRT suitability but LRT as well. BCT expects to award a contract for the TSSPPD in late 2020.

Other Planning Accomplishments for 2020

In 2020, BCT postponed the Comprehensive Operations Analysis (COA) and Service Revisioning (SR) study due to COVID. At the point it was postponed, the RFP was actually set for Board approval to advertise.

The overall goal of the COA is to develop a plan that will enhance the efficiency and effectiveness of the existing and planned BCT system in an ever-changing transit market environment. The COA will provide a detailed review of BCT's existing operations and services in order to enhance service quality for existing and potential customers, provide practical strategies to increase ridership and productivity of the existing and

projected system needs, update BCT's service and productivity standards, update BCT's route and stop-by-stop data sets, and provide strategies for financial efficiencies and operational improvements.

A Service Revisioning (SR) effort will take a fresh look at Broward County's transit system, given existing transit facilities and expanded financial resources, and design a new County transit system for existing and planned expansion of fixed route, community shuttle, express services, and planned Rapid Bus/Bus Rapid Transit (BRT) and Light Rail Transit (LRT). Additional Mobility on Demand (MOD) solutions will be analyzed and incorporated as well. The consultant team will be tasked to evaluate the current system and develop creative recommendations in the near, mid and long-term, and design a financially sustainable future transit system that will grow ridership while supporting commitments made in the 30-year transportation surtax plan. An important element for this effort will include a comprehensive on-board survey that will provide both service-related and attitudinal data. In light of the extensive public involvement and outreach as part of the COA/SR, the current operating environment would preclude that based on safety concerns. Due to the pandemic this effort has been postponed.

COVID-19 Impacts

As a side note, the current operating environment is uncharted territory for not only BCT but every transit operator across the country. In light of early projections and optimism that ridership would return, based on the longevity and effects for the foreseeable future, there is a lot of uncertainty. BCT feels that although we have seen some increases in ridership since our lowest point in March 2020, we expect to end the fiscal year down about 25% from FY2019.

At this point, our future is uncertain with regards to service plans we initially planned to implement over the next five (5) years. We are projected to have a \$600 million shortfall in surtax funding, as such we are not sure currently what the next five (5) years will mean with respect to service. Although the majority of our ridership is a captured market and the mode-split has historically been near 2% in Broward County, the number of businesses that have closed coupled with layoffs could have much longer effects than initially anticipated. Will there be a shift in demographics, jobs, or even working and commuting patterns? BCT has placed all fixed-route service expansions and new service on hold. There will be no growth in the system over the next two (2) fiscal years and then very conservative growth (3% per year) in FY23, FY24, and FY25.

BCT Capital Plan Accomplishments for 2020

In 2019, BCT implemented many key portions of the annual Capital Plan (see Table 2-5 below) from last year's 2019-28 TDP Annual Update. Highlights include:

Table 2-8: BCT FY 2019 Capital Plan Implementation

Planned Improvement	Planned Implementation Year	2020 Progress
Bus Shelter/Stop Replacement-Upgrades	2020	88 shelters installed in nine municipalities.
Bus Stop/Pedestrian Improvements	2020	41 bus stops/bus stop pedestrian access areas improved.
Bus Stop Sign Replacement Program	2020	2665 new bus stops signs installed in 2020
Bus Fleet Upgrades/Replacement	2020-21	147 new buses ordered in 2019. 139 buses delivered as of September 2020; 115 currently in service. The balance expected to be delivered October 2020. Five (5) MCI's ordered in March 2020 with expected delivery January 2021. Four (4) 60' articulated buses ordered in March 2021 with an expected delivery in December 2020. 42 buses purchased for Community Shuttle with expected delivery in spring 2021.
Paratransit Fleet Upgrades/Replacement	2010-21	146 new paratransit vehicles ordered in 2019. 60 new paratransit vehicles ordered in 2020.
Electric Buses/Infrastructure Expansion	2020-21	Twelve (12) 40' electric buses ordered with expected delivery Summer 2021. Associated charging infrastructure to be installed by June 2021.
West Regional Terminal Access and Pedestrian Improvements	2020	Construction started in March 2020 and is expected to be complete by October 2020.
Broward Breeze Transit Signal Priority (TSP) System Implementation	2019-20	Implemented in March 2020.
B-Cycle Expansion	2020-21	No new stations were added in 2020
Fleet Wi-Fi Deployment	2020-21	BCT began Wi-Fi deployment program for all BCT buses in 2019. This deployment will continue into 2020.
Powerline Rd. Median & Bus Only Signal	2020-21	Addition of new turn signal and access improvements on Powerline Rd. for SB Rt. 14. Design complete, Construction in 2020-21 anticipated.
Sample Rd. Queue Jumper Pilot Project	2020-21	This FDOT-led Design Phase and testing of Queue Jumper technology at select intersections was constructed in 2019. This project is still in the testing phase. Implementation is expected to be late 2020 or early 2021.
Mobile Ticketing and Interoperable Fare Collection System	2019-20	BCT's Mobile Ticketing App debuted in late 2019. On-going efforts are to optimize the system.
Miramar Park and Ride	2020-21	Construction starts September 2020. Site expected to be operation in late 2021.
Lauderhill Mall Transit Center	2019-20	Construction began in March 2020. Facility expected to be operation in March 2021.
I-75 Express Park and Ride Lot #1	2019-20	This project is no longer viable due to objections from Weston City Commission and subsequent removal of funding from the UPWP by the BMPO.
Copans Campus Rehabilitation & Upgrade	2020-21	Demolition of buildings 1 and 2. Next phase includes new parking reconfiguration, parking garage, security improvements, paint booth/detailing station, electrical infrastructure, 400-space parking garage, training building, renovations of buildings 2 and 4, NEPA. Major modernization/expansion of the facility is funded by Grant and Surtax funds.
I-75 Express Park and Ride Lot #2	2024	Site in Pembroke Pines under review in 2019.

Bus Fleet Upgrades/Replacements: In 2019, BCT ordered 147 new 40' buses. 82 of these buses are to replace current vehicles in use. The remaining 65 buses will be used for new bus service implemented as part of the surtax implementation program. In addition, 12 electric buses for an electric bus program were also purchased. The purchase of 146 new propane-fueled paratransit vehicles was initiated in 2019 and received between October 2019 and June 2020. The purchase of an additional 60 new propane-fueled paratransit vehicles was initiated in September 2020 with an expected delivery prior to the end of the calendar year. State funded vehicles included an order of five (5) MCI's to support the express service and four (4) articulated buses for use on some of BCT's heaviest corridors. FDOT funds 100% of the operating and maintenance for the express service through the collection of tolls on the managed lanes and an FDOT TRIP Grant funded the purchase of the articulated buses with a match from Broward County.

Mobile Ticketing/Regional Interoperable Fare: In 2019, BCT launched its new Mobile Ticketing App which allows customers to access BCT fare products via their personal electronic device. In addition, BCT is working with other major public transportation providers in the region (Miami-Dade Transit, Palm Tran, SFRTA) to develop the capability of selling each of these agency's fare products on BCT's App. Likewise, BCT is working with these agencies to ensure that BCT's fare products can all be purchased seamlessly on all other agency fare apps. Finally, the four agencies are also developing Regional Pass mobile fare products that will allow a passenger to ride multiple transportation systems using the same fare product. It is the agency's plan to continue with the optimization of the platform.

Lauderhill Mall Transit Center: Construction on this facility started in March 2020 with an expected completion date of March 2021. The planned facility will serve five (5) fixed-route and three (3) community shuttle routes and feature ten (10) bus bays. The transit center will also house restrooms, ticket/pass sales, enhanced security and assistance with trip planning.

Bus Shelter/Bus Stop Upgrades: In 2020, BCT installed 118 new bus shelters throughout the BCT system. Shelters installed include the following locations: Broward College (6), Coconut Creek (8), Coral Springs (5), Deerfield Beach (1), Hollywood (11), Lauderdale Lakes (5 – *Prefabricated*), Lauderdale Lakes (3 – *Cast-in-Place*), Lauderdale by the Sea (5), Miramar (1 – *Cast-in-Place*), North Lauderdale (22), Plantation (3 – *Cast-in-Place and 1-Cast-in-Place @ West Regional Terminal*), Pompano Beach (19), Broward Municipal Services District (23) and West Park (5). With these additions, there are now 1,219 bus shelters in place throughout the BCT system.

Broward B-Cycle Program: BCT's Broward B-Cycle bike sharing program saw its largest increase in ridership in its history during State FY2020. There were 53% more annual trips in 2020 (57,625 annual trips) compared to 2019 (37,670 annual trips). Ridership actually grew during the COVID-19 pandemic, most likely due to the decrease in vehicular traffic, which is great for the riders and for the environment. Another factor may also be the popularity of the pedal-assist electric (E-Assist) bikes that were introduced in 2019.

At the on-set of the pandemic, the e-scooters were taken out of Fort Lauderdale, and as a result, B-Cycle ridership saw a huge increase. Bikes and station equipment are currently being replaced as they are nine (9) years old and rusted out due to the harsh environment. Broward County recently met with the City of Fort Lauderdale in the hopes of opening more B-Cycle stations.

Broward B-Cycle is part of the County’s transportation system, and they have not been closed at any point during the pandemic; just as we didn’t stop running our bus system. The bikes and station kiosks are disinfected every morning and when they are rebalancing the bike system, B-Cycle staff are wearing masks when servicing the bikes and stations. They have been following recommended CDC protocols for sanitizing the system and any possible touchpoints and also include information on their website and kiosk recommending users also take personal actions to protect themselves including hand washing and social distancing.

TRANSIT STRATEGIES AND PARTNERSHIPS: 2020

In 2020, BCT engaged in a number of local and regional strategies and partnerships that highlight BCT’s overall goals and objectives in improving and expanding public transportation services and accessibility in BCT’s service area. Table 2-6 highlights the subcommittees and/or studies from 2020. Many of these studies/projects/committees will continue into 2021.

Table 2-9: BCT FY 2020 Transportation Study/Committee Participation

Study/Project/Committee	BCT Participation
Community Shuttle Quarterly Forum	Lead Agency
Central County Community Advisory Board	Partner Agency
City of Fort Lauderdale TOD Technical Working Group	Partner Agency
Next Stop Ft. Lauderdale Planning Study	Partner Agency
Regional Express Bus Team	Partner Agency
Broward MPO Technical Advisory Committee (TAC)	Member
Broward MPO Citizen Advisory Committee (CAC)	Meeting Attendee
SFRTA Planning Technical Advisory Committee (PTAC)	Member
Broward County ITS Coordinating Committee (DITTO)	Partner Agency
Regional TSM&O Subcommittee	Partner Agency
Broward MPO Complete Streets Advisory Committee	Technical Advisory Committee Member
Broward County Complete Streets Team	Partner Division
Broward County Comprehensive Plan Update (Broward NEXT)	Partner Agency
Broward MPO Integrated Corridor Management (ICM) Study	Partner Agency
Broward MPO Mobility Hub Project	Partner Agency
FDOT I-95 Corridor Mobility Planning Project	Partner Agency
Southeast Florida Clean Cities Coalition	Partner Agency
FDOT D4/D6 Traffic Management Incident Team (TIM)	Partner Agency
Southeast Florida Transportation Council (SEFTC): Regional Transportation Technical Advisory Committee (RTTAC)	RTTAC Member
Multi-Modal Level of Service Technical Working Group	Member
Golden Glades Park & Ride Public Outreach Advisory Committee	Partner Agency
US-1 South Transit Signal Priority (TSP) Implementation	Partner Agency
Aerial Connectivity Study along I-595 Corridor Project Advisory Committee (PAC)	Partner Agency
FDOT Non-Motorized Data Collection Project	Partner Agency

The following section describes BCT's progress in June 2019 – May 2020 with the Goals and Objectives developed and adopted in the major TDP update, *BCT Connected* (2019-28). The five Goals and Objectives described below were developed and adopted in order for BCT to best implement the overall transit vision of *BCT Connected*. This section meets the requirement of an Annual TDP Update in accordance with Rule 14-73.001 – Public Transit, Florida Administrative Code (F.A.C.), particularly the Annual Update codes that require BCT to document the following:

- Past year’s accomplishments compared to the original implementation program;
- Analysis of any discrepancies between the plan and its implementation for the past year and steps that will be taken to attain original goals and objectives

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.

Table 3-1: Goal 1 with Objectives, Actions and Measures

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
	<u>Action 1.1</u> Promote transit as a benefit to the business community
	<u>Action 1.2</u> Become an active participant in organizations with local and regional partners with a focus on economic development and livability
	<u>Action 1.3</u> Actively work with local communities to ensure that transit is an integral part of the comprehensive Planning process
	<u>Action 1.4</u> Monitor development for new transit markets in coordination with local and regional organizations
	<u>Performance Measures:</u>
	<ul style="list-style-type: none"> • Community Shuttle Ridership • Community Shuttle Partners • B-Cycle Trips and Stations • Passenger Transfers Accepted from Other Transit Agencies • Meetings and Presentations to the Community

For Goal 1, BCT continued to meet with members of the community and public as demonstrated in the number of meetings/presentations made. Due to poor ridership and the inability to maintain 7.1 passengers per hour, the City of Hollywood, per the Inter-Local Agreement, lost County funding on two (2) of their community shuttle routes. As ridership on the 3rd ride started to decline, the City elected to leave the Community Shuttle Program and opting instead to pursue Micro-Transit as an option. Broward B-Cycle Program: BCT’s Broward B-Cycle bike sharing program saw its largest increase in ridership in its history during State FY2020. There were 53% more annual trips in 2020 (57,625 annual trips) compared to 2019 (37,670 annual trips). Ridership grew during the COVID-19 pandemic, most likely due to the decrease in vehicular traffic, which is great for the riders and for the environment. Another factor may also be the popularity of the pedal-assist electric (E-Assist) bikes that were introduced in 2019. Finally, transfer activity with surrounding systems (Tri-Rail, Palm Tran, Miami-Dade Transit) declined as overall systemwide ridership had declined.

Table 3-2: 2020 Goal 1 Performance Assessment

	Performance Measure	2020 Target	2020 Performance	Status
Goal 1: <i>Promote and Advocate Economic Development and Livability Through Transit Investments</i>	Community Shuttle Ridership	2,546,690 Annual Ridership	1.75M trips	↓
	Community Shuttle Partners	Maintain 19 Partners	18 Partners	↓
	B-Cycle Trips	Annual Increase in Trips	19,955 more trips in 2019-20	↑
	B-Cycle Stations	1 New Station Annually	No New Stations	↓
	Transfers Accepted	Growth Annually	-21.7% Less Transfers Accepted	↓
	Public Meetings/Presentations	Minimum of 70 Annually	75 Meetings/Presentations	↑

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

This goal focuses on the delivery of high-quality transit services to all existing and potential transit customers (see Table 3-3 below). In order to meet this goal, BCT has focused on many important areas of service delivery such as improved On-Time Performance (OTP), upgraded bus stops/improvements, more/upgraded supportive amenities and increasing outreach to customers via social media.

Table 3-3: Goal 2 with Objectives, Actions and Measures

Goal 2: Make BCT a Transportation Provider 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
	<u>Action 2.1</u> Monitor customer complaints on a regular basis and determine trends
	<u>Action 2.2</u> Monitor and improve on-time performance
	<u>Action 2.3</u> Enhance marketing and community involvement campaigns
	<u>Action 2.4</u> Monitor low-performing routes against performance standards
	<u>Action 2.5</u> Invest in capital projects that will improve customer satisfaction and convenience
	<u>Action 2.6</u> Coordinate with regional partners to create an interoperable fare collection system
	Performance Measures:
	<ul style="list-style-type: none"> • System Enhancements • On-Time Performance • Total Passengers per Revenue Hour • Transit Market Share • Transit Amenities • Website Visits • MyRide App Usage • Number of Customer Service Calls Answered • Fixed Route Complaints • Paratransit Complaints

Many targets were met or exceeded during 2019 - 2020 for this goal (see Table 3-4 below). The addition of 1300 new service hours system-wide in January 2020 allows us to meet our goal but is substantially less than what was planned and funded (see Ch. 2). In addition, Broward County’s total Transit Market Share (% of total commuters who utilize public transportation) remains above the set target. Finally, BCT improved a larger number of bus stop areas for enhanced pedestrian access and comfort.

For other measures, BCT fell short on targets. It should be noted that OTP has trended upwards over the last two Quarters (68.3%, 74.1%), demonstrating some consistent improvement. We think this is due in part to reduced traffic associated with the pandemic. The remainder of the measures and targets were missed relating to customer service and complaints and will be closely monitored in 2021. Finally, the use of BCT’s MyRide website declined. App usage wasn’t calculated because BCT has not been able to track app usage since October 2019 due to a technical update associated with the platform vendor. In spite of that, there would have certainly been pandemic related impacts as well.

Table 3-4: 2020 Goal 2 Performance Assessment

	Performance Measure	2020 Target	2020 Performance	Status
Goal 2: Make BCT a Transportation Provider of Choice for Current and Potential Customers	Service Enhancements	Annual Increase in New Rev. Hrs.	1,300 New Hrs.	↑
	On-Time Performance (OTP)	Maintain 73.0% OTP or Above	70.4% OTP avg.	↓
	Total Pass. Per Rev. Hour (PPH)	25.5 PPH Minimum	17.9 PPH	↓
	Transit Market Share	2.0% ACS Commuter Market Share	2.7 % Share	↑
	Bus Stop Upgrades	Annual Increase	100 Bus Stops	↑
	Website Visits	Avg. 410,000 Visits per Month	194,029 mon. avg.	↓
	MyRide App Usage	% Increase in MyRide Webpage Visits	10.6% Decrease	↓
	No. of Customer Svc. Calls Answered	400,000 Annually	350,811 answered	↓
	Fixed Route Complaints	16.5 or less per 100K passengers	37.9 /100K	↓
	Paratransit Complaints	4,000 Annually	5,303 Complaints	↓

Goal 3: Achieve Financial Stability and Efficiency

The focus of this goal is to maintain BCT's financial stability and efficiency (see Table 3-5 below). Critical to achieving this goal is to maintain and improve the operations that increase financial efficiency for the existing system, securing matching new funding for all system needs, and continuing to expand fares and bus pass sales.

Table 3-5: Goal 3 with Objectives, Actions and Measures

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
	<u>Action 3.1</u> Present frequently updated reports on BCT’s unfunded programs
	<u>Action 3.2</u> Work with community stakeholders to develop a coordinated approach to seeking and/or maintaining a dedicated funding source for transit
	<u>Action 3.3</u> Actively seek additional and sustainable funding and policy opportunities for new and expanded services
	Performance Measures:
	<ul style="list-style-type: none"> • Ridership • Cost per Fixed Route Passenger • Cost per Paratransit Passenger • Farebox Recovery • Subsidy per Fixed Route Passenger • Bus Pass Sales

For Goal 3, BCT had significant challenges that resulted in inefficiencies and a disappointing year overall. Ridership, Farebox Recovery, as well as Bus Passes Sold all decreased, while all the Cost measures increased with the exception of “Paratransit Cost per Passenger”. This is no doubt due to COVID-19 and its negative impact on ridership as well as BCT temporarily suspending fares at the end of March. Although BCT expects to resume fare collection and return to a “full-service” schedule eventually, the foreseeable future remains unclear with respect to both. It is expected that coming studies will provide direction and make recommendations to assist with both.

Table 3-6: 2020 Goal 3 Performance Assessment

	Performance Measure	2020 Target	2020 Performance	Status
Goal 3: Achieve Financial Stability and Efficiency	Ridership	27.5M Annual Ridership	22.2M trips	↓
	Cost per Fixed Route Passenger	\$3.75 / Passenger Trip	\$4.98 / Passenger Trip	↓
	Cost per Paratransit Passenger	\$28.21 / Passenger Trip	\$27.25 / Passenger Trip	↑
	Farebox Recovery	27 % Farebox Recovery	15.7 % Farebox Recovery	↓
	Subsidy per Fixed Route Passenger	\$2.85 / Passenger Trip	\$4.24 / Passenger Trip	↓
	Bus Pass Sales	430,000 Annually	246,776 passes sold	↓

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

BCT is dedicated to remaining 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 goals and federal guidelines.

Table 3-7: Goal 4 with Objectives, Actions and Measures

Goal 4: Develop a BCT Workforce that is Highly Qualified, Efficient, Productive, and Motivated to 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 Present frequently updated reports on BCT's unfunded programs
	Action 4.2 Work with community stakeholders to develop a coordinated approach to seeking and/or maintaining a Dedicated funding source for transit
	Action 4.3 Actively seek additional and sustainable funding and policy opportunities for new and expanded services
	Action 4.4 Provide opportunities for supplemental training and employee recognition
	Performance Measures:
	<ul style="list-style-type: none"> • Preventable Accidents • Employee Workdays Lost to Injury • Number of FTA Random Drug Tests • Number of FTA Random Alcohol Tests

For Goal 4, BCT has seen some progress in safety including a reduction in Preventable Accidents and an increase in Random Drug Tests and Alcohol Tests (see Table 3-8 below).

Table 3-8: 2020 Goal 4 Performance Assessment

Goal 4: Develop a BCT Workforce that is Highly Qualified, Efficient, Productive, and to Customer Service Excellence	Performance Measure	2020 Target	2020 Performance	Status
	Preventable Accidents	0.90 / 100K Miles	0.77 / 100K Miles	↑
	Employee Workdays Lost to Injury	.80 /No. of Injuries per 100K trips	0.85 / 100K Trips	↔
	FTA Random Drug Tests	320 Annually	361 Tests Taken	↑
	FTA Random Alcohol Tests	120 Annually	154 Tests Taken	↑

Goal 5: Implement 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.

Table 3-9: Goal 5 with Objectives, Actions and Measures

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 (IT) to enhance provision of customer service
	<u>Action 4.1</u> Manage the average age of vehicles within FTA guidelines
	<u>Action 4.2</u> Improve system reliability by improving mean distance between road failures
	<u>Action 4.3</u> Develop and implement a 10-year capital improvement plan
	<u>Action 4.4</u> Create a schedule for capital asset inspections and ensure that critical inspection recommendations are Completed in a timely manner
	<u>Action 4.5</u> Construct all new facilities to "green building" standards for energy efficiency and sustainable design
	Performance Measures:
	<ul style="list-style-type: none"> • Distance Between Mechanical Failures • Preventable Maintenance Inspections • Average Age of Rolling Stock • Alternative Fuel / Hybrid Fleet

For Goal 5, BCT trended upward by performing above the target for Preventive Maintenance Inspections (PMI), but declined slightly with the percentage of the fixed route fleet that is of hybrid technology. It is notable that the Age of Rolling Stock figure should continue to trend down in the next few years as BCT began delivery of 147 new fixed route buses in 2020. In addition, many aging buses will be retired from the active fleet. Please note, the age of rolling stock has not accounted for the new vehicles received as of yet because of NTD guidelines to reporting inventory.

Table 3-10: 2020 Goal 5 Performance Assessment

<i>Goal 5: Implement Capital Program Plan to Maintain State of Good Repair and Introduce New Technologies</i>	Performance Measure	2020 Target	2020 Performance	Status
	Distance Between Mechanical Failures	Minimum of 6.050 Miles	2.416 Miles	↓
	Preventable Maintenance Inspections	Minimum of 2,900 Annually	3,096 Inspections	↑
	Age of Rolling Stock	Maintain 7 Year Avg. Age	7.78 Years	↔
	Alternative Fuel / Hybrid Fleet	Maintain 25% Hybrid Fleet	23.0 %	↔

The following outlines BCT's transit service and transit capital development project implementation program for 2021-30, including the upcoming fiscal year (2021) and for the new tenth year (2030).

This section meets the requirement of an Annual TDP Update in accordance with Rule 14-73.001 – Public Transit, Florida Administrative Code (F.A.C.), particularly the Annual Update codes that require BCT to document the following:

- Any revisions to the implementation program for the coming year;
- Revised implementation program for the tenth year;
- Added recommendations for the new tenth year of the updated plan;
- A revised financial plan; and
- A revised list of projects or services needed to meet the goals and objectives, including projects for which funding may not have been identified.

HIGHLIGHTS OF BCT'S 2021-30 IMPLEMENTATION PLAN

In the 2019-28 TDP, BCT's Implementation Plan was divided into a Status Quo Plan and Vision Plan needs sections. Status Quo needs were defined as needs critical to keeping buses on schedule and capital facilities in a State of Good Repair. Over time, BCT projected that existing funding sources would not keep up with the cost and number of Status Quo needs in the system, causing funding shortfalls over the life of the plan if new funding was not identified.

For the Vision Plan component, the 2019-28 TDP identified numerous service and capital needs that go beyond State of Good Repair and scheduled maintenance. The Vision Plan identified the following expansion needs:

- BCT Fixed Route Bus Service Expansion
- Community Shuttle Service - Full Funding of Existing Program and Service Expansion
- New Light Rail Transit (LRT) Infrastructure and Service
- New Rapid Bus/BRT Infrastructure and Service
- New Planning Studies
- New Fixed Route Buses and Paratransit Vehicles
- New Transit Infrastructure

With the passage of the transportation surtax plan by voters in 2018, funding has now become available for BCT to implement all aspects of the previously unfunded Status Quo and Vision Plan needs identified in the 2019-28 TDP. The following sections will highlight BCT's transit service and transit capital development project implementation program for 2021-30, including the upcoming year (2021), and the new tenth year (2030).

BCT SERVICE AND PLANNING ACTIVITIES FOR 2021-30

The following section provides updates on service and capital projects that are funded and planned for 2021-30. Key service and capital projects that are funded for the new fiscal year (2021) are noted.

BCT Fixed Route Service Plan for FY 2021

There will be no new service improvements in FY 2021. As mentioned in other chapters of this update, the effects of the pandemic have been devastating to BCT's ridership and revenues. The intent behind the new service and service expansion was to grow ridership. BCT has not fully recovered its existing ridership base, and with no definitive timeline on how long the pandemic will be a part of the operating environment, we have no clear picture of the future at this point. There are simply too many unknown variables. BCT will use this time to plan and prepare.

BCT Community Shuttle Service Plan for FY 2021

As detailed in Ch. 2, BCT will continue to partner with the municipalities to provide community shuttle service. In addition to 100% operations and maintenance funding, BCT will provide technical staff support and assistance (including training, service planning, scheduling, printing of bus schedules, and purchase of shuttle stop signs) and municipalities will continue to either directly operate or contract to operate the service.

BCT invited Broward County municipalities in 2019 to apply for expanded or new Community Shuttle service. BCT received applications for service from potential new municipal partners North Lauderdale, Oakland Park, and Plantation. Proposed service includes:

1. North Lauderdale – East and West routes
2. Oakland Park – Route 1
3. Plantation – East Route, Mid-Town Route, West Route

In addition, requests for expanded service were received in 2019 from several existing Community Shuttle partners, including Coconut Creek, Deerfield Beach, Fort Lauderdale, and Hallandale Beach. Proposed service includes:

1. Coconut Creek – Butterfly Express
2. Deerfield Beach – Express 1
3. Fort Lauderdale – Beach Link, Downtown Link, Las Olas Link, Neighborhood Link, Airport Link, Galt Link
4. Hallandale Beach – Route 1, Route 2, Route 3, Route 4

A new element for BCT will include Micro-Transit as BCT plans to initiate a Micro-Transit Pilot Program in partnership with three communities in FY 2021. Micro-Transit is generally defined as a Demand Response Transit service that allows customers to have flexible mobility options within a given zone or service area. Communities where Micro-Transit will be developed include:

1. Broward Municipal Services District – Central County and Broadview Park
2. Hillsboro Beach
3. West Park

The pandemic delayed both the review process and finalization of service plans in addition to the capital (bus) needs to support the new service requests. It is expected that the review of these service proposals will conclude in FY21 with service to possibly start in FY21 as well.

BCT Rapid Bus/Bus Rapid Transit (BRT) Activities for FY 2021

The BCT-led Transit Corridor Implementation Study (TCIS) will examine fixed guideway and mixed-traffic BRT and LRT alternatives for two corridors. It is expected that the TCIS will begin in early 2021 and has an 18-24-month schedule to completion.

BCT Rail Plan for FY 2021

The BCT-led Rail Corridor Study will provide an analysis that identifies the potential 26 miles of LRT network corridors to be developed in the next thirty years per the surtax plan (see Ch. 2). This effort will include a robust community and public involvement process. It is expected that the study will begin in 2021 and continue to completion into 2022.

Other Planning Activities for FY 2021

Due to the COVID-19 pandemic, the Comprehensive Operations Analysis (COA) and Service Revisioning (SR) has been postponed, and a new date to start has not been set at this time. The overall goal of the COA/SR is to develop a plan that will enhance the efficiency and effectiveness of the existing and planned BCT system in an ever-changing transit market environment. The COA will provide a detailed review of BCT's existing operations and services in order to enhance service quality for existing and potential customers, provide practical strategies to increase ridership and productivity of the existing and projected system needs, update BCT's service and productivity standards, update BCT's route and stop-by-stop data sets, and provide strategies for financial efficiencies and operational improvements. An important element for this effort will include a comprehensive on-board survey that will provide both service-related and attitudinal data.

The SR effort will take a fresh look at Broward County's transit system, given existing transit facilities and expanded financial resources, and design a new County transit system for existing and planned expansion of fixed route, community shuttle, express services, and planned Rapid Bus/BRT and LRT. Additional Micro-Transit and other Mobility on Demand (MOD) solutions will be analyzed and incorporated as well. The consultant team will be tasked to evaluate the current system and develop creative recommendations in the near, mid and long-term, and design a financially sustainable future transit system that will grow ridership while supporting commitments made in the 30-year transportation surtax plan.

In 2020 BCT started efforts to hire a general planning consultant; a first for BCT. This GPC will allow the agency to be flexible, more efficient, and expedient by having access to resources and subject matter experts that 1)BCT does currently have on staff or 2)BCT has on staff but due to competing priorities is not able to complete work or take on new tasks. This contract will select two (2) firms and will provide support to the agency in:

1. Capital Project Planning/Development
2. Transportation Planning/Analysis
3. Environmental Planning
4. Economic Development Planning
5. Public Involvement/Outreach
6. Marketing
7. Grants Compliance/Monitoring/Development
8. Organizational Assessment/Development
9. Security/Safety Planning/Assessments

This contract is currently in procurement and expected to be awarded in late 2020. It is funded \$2 million annually for five (5) years.

TRANSIT CAPITAL PROGRAMS FOR FY 2021-30

The following sections highlight BCT’s Capital Budget priorities for 2021-30. This includes capital projects funded by existing funds (Federal Transit Administration, Broward County Transportation Concurrency) and new projects funded entirely by new surtax funds (see Table 5-1 and 5-2 in next Section for details).

Despite the fact that service expansion has been placed on hold for the next two (2) fiscal years, Broward County is continuing to move forward with many of the capital projects funded by the surtax. In addition to putting money into the local economy many of these projects were needed for SOGR and to better position the existing BCT system to be more efficient. In addition, some of these projects will be needed when the agency begins to grow service.

FTA Grant-Funded Capital Projects

One of BCT’s critical sources of funding for the FY 2021-30 Transit-Grant-Funded Program comes from Section 5307 grant agreements with the Federal Transit Administration (FTA). Projects expected to be funded and active in FY 2021-30 include:

1. Bus and Vehicle Acquisition/Replacement/Maintenance Program
 - New fixed route buses
 - New transit support vehicles
 - Capital and preventative maintenance
 - Tire leasing
2. Infrastructure Improvement/Maintenance Programs
 - Countywide bus stop infrastructure improvements

3. Security-Related Programs
 - Capital program for maintenance and replacement of security cameras and vehicle surveillance systems
4. Information Technology Programs
 - Maintenance and licensing of software and hardware including mobile radio communications systems
5. Administrative and Contractual Costs
 - Planning studies
 - Project management expenses, IT support, and miscellaneous capital items.

Transit Concurrency-Funded Capital Program

The Transit Concurrency Program is funded with fees collected from developers that are transferred to the County Transportation Trust Fund. Capital projects with Concurrency funding in 2021-30 include:

1. Lauderhill Transit Center (Construction)
2. Bus Stop and Shelter Improvements
3. New Buses (Grant Match)
4. Construction Management Division Project Managers
5. Copans Rd. Maintenance Building HVAC Renovation/Design
6. Copans Rd. Operations Building Restroom Expansion

Transportation Surtax Capital Program for FY 2021-30

Funding for this section of BCT's FY 2021-30 Capital Program comes from transportation surtax revenue (see Table 5-1 and 5-2 in next Section 5 for Capital Financial Plan details). Surtax-funded capital projects approved for 2021-30 include:

1. New Transit Infrastructure
 - IT Enhancements
 - Funds are programmed for In-Bus Signage, On-Board Contactless Payments (Credit/Debit Cards and Smartphones), Tablets for inventory management, Power Business Reporting Systems, Radio System Digital Upgrade Analysis, Microsoft Portfolio Project Management Services, Large Monitor Enhancements, Mobile Workforce Laptops.
 - Security Enhancements
 - Funds are programmed for Apollo Bus Video Refit and Video Storage System, Security Gate Software, Switch Hardware Replacement, Antivirus for Network Attached Storage, Peripheral Device Management, and Orion Secured Socket Layer.
 - Local Bus Infrastructure
 - Funds are programmed for construction/installation of new bus stops and stop-area access for two (2) new local bus routes.
 - Bus Shelters
 - For FY 2021, funds are programmed for the installation of 107 new bus shelters in the BCT system. This includes the 75 programmed for FY21 in addition to 32 locations

that were not installed in FY20 due to the pandemic and associated permitting delays. Shelters are planned for installation in the following communities: Coconut Creek (4), Cooper City (10), Coral Springs (10), Dania Beach (12), Hollywood (10), Lauderdale-by-the-Sea (2), Pembroke Pines (15) and Tamarac (12). Once the 75 shelters are installed, BCT will have 1,294 (1,326 including the 32 from FY20) bus shelters throughout the BCT system. Funds for additional shelters (location and amount TBD) are also programmed for FY 2022-30.

- Park and Ride Lots
 - Funds are programmed for new Park and Ride Lots, locations TBD.
- Third Maintenance Facility
 - Funds are programmed for a new Operations/Maintenance facility to support new surtax-funded service.
- Downtown Intermodal Center
 - Funds are programmed for a new Downtown Intermodal Center.
- Other Intermodal Centers
 - Funds are programmed for new Regional Transit Centers. Locations TBD.
- 2. New Light Rail Transit (LRT) Infrastructure
 - Rail System Planning and Study/Rail Corridor Construction Phase I
 - Funds are programmed for a corridor study as part of Phase 1.
 - Rail System Planning and Study/Rail Corridor Construction Phase II
 - Funds are programmed for Phase II of LRT development.
 - New LRT Vehicles
 - Funds are programmed for the purchase of New LRT Vehicles.
- 3. New Bus Rapid Transit (BRT)/Rapid Bus Infrastructure
 - New BRT Planning and Study/Rapid Bus Construction Phase I
 - Funds are programmed for the Transit Corridor Implementation Study (TCIS) as part of Phase I.
 - New BRT Planning and Study/Rapid Bus Construction Phase II
 - Funds are programmed for Phase II of BRT implementation.
- 4. Bus and Other Vehicles
 - Fixed Route Buses (for new service and replacement needs)
 - Paratransit Vehicle Acquisition
- 5. Planning Studies
 - Funds are programmed for the Service Revisioning/Comprehensive Operational Analysis (COA) and General Planning Consultant (GPC) planning studies.
- 6. Community Shuttle Capital and Operating
 - Capital and operating funding is programmed for all existing and new Community Shuttle service.

BCT FY 2021-30 SERVICE PLAN

The following section provides updates on the remaining service projects planned for the timeframe of the 2021-30 TDP Annual Update.

BCT Bus Service Plan for 2021-30

For 2021-30, many system-wide bus service improvements were planned and fully funded by transportation surtax revenue (see Table 4-2 below). Service planned for FY 2021-30 included:

- 7 new Local Bus Routes*
- 4 new Rapid Bus/BRT routes*
- Weekday Headway expansion on 27 Local Bus Routes*
- Weekend Headway increases on twenty-five Local Bus Routes*
- Service Span increase on 36 Local Bus Routes*
- Realignment or Extension of 16 Local Bus Routes*

*Please note: This includes service that was not implemented in FY20, service that will not be implemented in FY21-FY22, and service that is unknown for FY23-FY25.

Seeing that BCT did not implement the majority of the new service planned for FY20, Map 4-1 represents BCT's service network as it was initially planned in March 2020. It also acknowledges, as stated on page 26, there will be no new service for FY21. The decision to move forward with the infrastructure to support the service initiatives served two (2) purposes; 1) support the local economy in light of the pandemic induced unemployment and 2) position BCT and the system to be ready to move forward with future service increases.

Likewise, with regard to Map 4-2, it represents corridors for Rapid Bus Routes as identified in the original Transportation Surtax Plan in addition to BCT's Express Network. It is key to note here that the TSSPPD will vet all corridors identified in the Transportation Surtax Plan for suitability before financial investments are made and then make recommendations. Oakland Park Blvd and SR7 were initially identified as the potential first two (2) corridors for BRT service. As mentioned in Ch. 2, the expectation is for the TCIS to make the recommendations for the corridors to receive BRT service.

COVID-19 Impacts

The current operating environment is uncharted territory for not only BCT but every transit operator across the country. In light of early projections and optimism that ridership would return, based on the longevity and effects for the foreseeable future, there is real uncertainty. BCT feels that although we have seen some increases in ridership since our lowest point in March 2020, we expect to end the fiscal year down about 25% from FY2019.

At this point, our future is uncertain with regards to service plans we initially planned to implement over the next five (5) years. We are projected to have a \$600 million shortfall in surtax funding, as such we are

not sure currently what the next five (5) years will mean with respect to service. Although the majority of our ridership is a captured market and the mode-split has historically been near 2% in Broward County, the number of businesses that have closed coupled with layoffs could mean many things good and bad. Will there be a shift in demographics, jobs, or even working and commuting patterns? BCT has placed all fixed-route service expansions and new service on hold. There will be no growth in the system over the next two (2) fiscal years and then very conservative growth in FY23, FY24, and FY25.

In the fall of 2019, Broward County decided to present the Transportation Surtax Oversight Board (TSOB) a Five Year Plan for project approval and then make annual updates as needed over that period. The Five-Year Plan that was presented to and approved by the TSOB on August 13, 2020 included funding for service at **FY21-No Growth, FY22-No Growth, FY23-3% Growth, FY24-3% Growth, and FY25-3% Growth**. This is considered very conservative and a significant service reduction from what was initially placed, programmed, and approved by voters in the Surtax Plan. In terms of overall service, this represents approximately 40,000 hours of service annually. The new local bus routes alone have service hours between 40,000 and 60,000. What becomes clear with the approved budget is that unless ridership and revenues rebound, BCT may have to make hard decisions in FY23, FY24, and FY25; i.e. take care of needs in the existing system or plan and implement growth.

These are very hard decisions to make as the maintenance for the existing system will require additional investments. These needs were represented in the past in BCT's Vision Plan. In the original Surtax Plan as approved by the voters, BCT planned for significant service growth in addition to maintaining the existing system over the next 10 years. The current environment has dictated a total growth of 9% over the next five (5) years. BCT remains hopeful though that these programmed and funded investments will be productive as the long-term effects of the pandemic are still fluid and yet to be seen. Years FY26-FY30 have been left as originally planned for no other reason than 1) too much is unknown at this point and 2) it was the plan as approved by voters. It is expected, though that one (1) LRT corridor will be identified in FY21 at which time BCT will begin efforts for a both BRT and LRT implementation.

The planning efforts/studies BCT plans to implement in FY21 are expected to provide direction for how and where our system should grow and at what rate. We believe that a certain percentage of our ridership may never return and those that do return may not use the system in the same manner. We believe that the need for transit still exists and are hopeful that the planning efforts will yield a blueprint to successfully serve new markets, operate, and grow in the post-COVID world.

Table 4-1: BCT 2021-30 Service Plan

Fiscal Year	Weekday Headway Increase	Weekend Headway Increase	Running Time Enhancements	Service Span Increase	Restored Route Service	Route Realign & Extensions	New Local Routes	New Rapid Bus/BRT or Express Routes
2021	No Expansion	No Expansion	No Expansion	No Expansion	No Expansion	No Expansion	No Expansion	No Expansion
2022	No Expansion	No Expansion	No Expansion	No Expansion	No Expansion	No Expansion	No Expansion	No Expansion
2023	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
2024	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
2025	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
2026	36,48	34		15,34,48			Griffin	
2027	6,56	6,56		6,7,23,56			Wiles	US 1
2028	15,83,88	15,83,88		30,83,88			Palm	
2029	28,81							
2030								Pines/Hollywood

Rapid Bus/BRT Service Implementation

The demand for Rapid Bus/BRT services on BCT’s priority corridors remains in the Service Plan (see Table 4-3). Rapid Bus is characterized by having a higher level of service than current BCT Breeze routes (including 10 or 15-minute frequencies), less bus stops, real-time information signage, Transit Signal Priority (TSP), branding, upgraded stations and additional station-area amenities. Rapid Bus services would replace Breeze routes operating in the corridor, although local fixed route service will continue in each corridor (see Map 4-4 for the Rapid Bus/BRT Network).

As detailed in Ch. 2, BCT began the planning phase for the implementation of the Rapid Bus/BRT service in 2019 and continued into 2020. The initial planning effort was called the Transit Corridor Implementation Study (TCIS). That effort is now called the Transit Systemwide Study, Plan, and Preliminary Design (TSSPPD). The goal is the same; i.e. to examine fixed guideway and mixed-traffic alternatives for the first alternatives for the first BRT corridor and make recommendations. The Rapid Bus/BRT concept for BCT is intended, at a minimum, to meet the FTA definition of Corridor-Based BRT. Where possible, additional FTA-defined Fixed Guideway BRT and Light Rail Transit (LRT) elements will be analyzed for each corridor. It is expected that the new effort will begin in 2021 and have a 12 to 14-month schedule to completion.

Light Rail Transit (LRT) Service Implementation

As detailed in Ch. 2, BCT began the process of initiating a Rail Network Corridor Study (RNCS) in 2019. Although initially called the RNCS, this effort has been combined with the TSSPPD. There will be an analysis that identifies the potential 26 miles of LRT network corridors to be developed in the next thirty years per the 30-year Transportation Surtax Plan. This effort will include a robust community and public involvement process and expected that to begin in 2020 (see Ch. 4) with an 18 to 24-month schedule to completion.

It is key to note here that based on a reassessment of internal priorities and in the interest of leveraging resources and efforts, in 2020 the RNCS was combined with the TCIS to streamline the process. The result is the TSSPPD which will not only recommend corridors for BRT suitability but LRT as well. In addition, the corridors will be prioritized with recommendations for one (1) BRT corridor and one (1) LRT to move forward to 30% design and associated environmental.

BCT FINANCIAL PLAN: FY 2021-30

The following section outlines BCT’s capital and operating financial plans for the upcoming year (2021), and all subsequent years, including the new tenth year (2030).

Transit Capital Financial Plan: 2021-30

Funding for BCT’s FY 2021-30 Transit Capital Program is detailed in Table 5-1 and Table 5-2. This Financial Plan details the costs and revenues associated with the 2021-30 Implementation Plan, which was detailed in the previous Chapter (Ch. 4). Highlights of the FY 2021-30 Transit Capital Financial Plan include:

- Capital Costs for 2021-30 are approximately \$3.9B. Capital Program investment highlights include:
 - \$313.4M for the Bus and Vehicle Acquisition/Replacement/Maintenance Program
 - \$33.0M for New Vehicles for New Service
 - \$1.6B for New Light Rail Transit (LRT) Infrastructure and Vehicles
 - \$181.3M for Bus Rapid Transit (BRT)/Rapid Bus Infrastructure
 - \$394.8M for New Transit Infrastructure
 - \$16.7M for Existing Community Shuttle Vehicle replacements
 - \$1.2B for Transfer to Transit Operating Fund

- Capital Revenues for FY 2021-30 are approximately \$3.9B. Capital Program Revenue highlights include:
 - Nearly \$3.0B in transportation surtax revenue
 - \$16.7M in transportation surtax revenue applied to Community Shuttle Vehicles for Existing and New Service
 - \$284.6M from BCT’s existing formula-based Federal Transit Administration (FTA) Grant Funding
 - \$46.6M from the Broward County Transportation Concurrency Fund
 - \$651.8M in future Non-Local Match Funds

Table 5-1: Transit Capital Financial Plan: 2021-25

Capital Plan Element	2021	2022	2023	2024	2025
Capital Costs					
Bus and Vehicle Acquisition/Replacement/Maintenance Program	\$ 24,112,962	\$ 25,047,037	\$ 33,450,458	\$ 38,335,878	\$ 37,737,833
Infrastructure Improvement/Maintenance Programs	716,896	624,275	731,876	639,704	724,275
Security Program	485,861	500,436	507,533	522,759	530,524
Information Technology Program	3,147,921	2,291,892	2,462,545	2,045,241	2,234,268
Administrative and Contractual Costs	-	-	-	-	-
Non-Grant and Concurrency Projects	4,500,340	4,411,850	4,475,206	4,540,462	4,607,676
Paratransit Vehicles	6,114,106	3,958,510	3,770,471	3,863,138	6,064,319
New 30-yr. Bus Service Plan (New Vehicles)	-	-	-	-	-
New LRT Infrastructure	31,406,888	94,220,665	94,220,665	110,611,570	42,877,879
New LRT Vehicles	-	34,420,901	-	-	-
New BRT/Rapid Bus Infrastructure	3,000,000	3,000,000	19,000,000	20,500,000	39,000,000
New BRT Vehicles	-	-	-	33,000,000	-
New Transit Infrastructure (IT/Sec./Maint. Fac./Shelters/NTCs/P-R/Land)	69,432,240	42,402,997	84,624,116	50,843,964	48,243,666
Planning Studies/Passenger Surveys	2,000,000	2,700,000	2,000,000	2,000,000	4,000,000
Transfer to Transit Operating Fund	45,194,800	80,254,286	77,455,105	79,096,242	84,023,214
Total BCT Capital Costs	190,112,014	293,832,849	322,697,975	345,998,958	270,043,654
Capital Revenues					
Transportation Surtax Revenue	157,148,034	195,136,579	233,148,799	230,939,066	196,033,398
Federal Transit Administration	28,463,640	28,463,640	28,463,640	28,463,640	28,463,640
Transfer from Concurrency	4,500,340	4,411,850	4,475,206	4,540,462	4,607,676
Non-Local Match	-	65,820,780	56,610,330	82,055,790	40,938,940
Total BCT Capital Revenues	190,112,014	293,832,849	322,697,975	345,998,958	270,043,654
BCT Capital Revenues Minus Capital Costs	-	-	-	-	-
Total BCT Capital Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	\$ -
Community Shuttle					
Capital Costs					
Community Shuttle - Existing	\$ 2,852,000	-	-	2,016,770	2,076,420
Community Shuttle - New	-	-	-	-	-
Total Community Shuttle Transportation Surtax Capital Costs	2,852,000	-	-	2,016,770	2,076,420
Capital Revenues					
Transportation Surtax Revenue	2,852,000	-	-	2,016,770	2,076,420
Total Community Shuttle Transportation Surtax Capital Revenues	2,852,000	-	-	2,016,770	2,076,420
Community Shuttle Transportation Surtax Capital Revenues Minus Capital Costs	-	-	-	-	-
Total Community Shuttle Transportation Surtax Capital Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	\$ -
Grand Total Capital Costs BCT and Community Shuttle Transportation Surtax	\$ 192,964,014	\$ 293,832,849	\$ 322,697,975	\$ 348,015,728	\$ 272,120,074
Grand Total Capital Revenues BCT and Community Shuttle Transportation Surtax	192,964,014	293,832,849	322,697,975	348,015,728	272,120,074
Grand Total Capital Revenues Minus Capital Costs	-	-	-	-	-

Table 5-2: Transit Capital Financial Plan: 2026-30

Capital Plan Element	2026	2027	2028	2029	2030	10 -Year Total
Capital Costs						
Bus and Vehicle Acquisition/Replacement/Maintenance Program	\$ 32,204,141	\$ 43,313,553	\$ 30,921,849	\$ 24,262,062	\$ 24,044,759	\$ 313,430,532
Infrastructure Improvement/Maintenance Programs	724,275	831,876	639,704	747,768	656,073	7,036,722
Security Program	546,440	562,833	579,718	597,110	615,023	5,448,237
Information Technology Program	2,446,406	2,609,600	2,795,651	2,856,700	3,147,785	26,038,009
Administrative and Contractual Costs						-
Non-Grant and Concurrency Projects	4,676,791	4,746,943	4,818,147	4,890,419	4,963,776	46,631,610
Paratransit Vehicles	8,771,760	4,108,160	4,005,980	4,166,219	4,332,868	49,155,531
New 30-yr. Bus Service Plan (New Vehicles)	-	-	-	-	15,261,123	15,261,123
New LRT Infrastructure	124,832,404	124,832,404	336,728,196	238,382,766	269,712,593	1,467,826,030
New LRT Vehicles	46,489,232	-	98,640,853	-	-	179,550,986
New BRT/Rapid Bus Infrastructure	22,137,730	15,201,241	15,657,278	16,126,997	27,684,677	181,307,923
New BRT Vehicles	-	-	-	-	-	33,000,000
New Transit Infrastructure (IT/Sec./Maint. Fac./Shelters/NTCs/P-R/Land)	36,480,924	17,130,861	17,687,797	13,781,862	14,195,318	394,823,745
Planning Studies/Passenger Surveys	2,798,236	2,882,183	2,968,649	3,057,708	3,149,439	27,556,215
Transfer to Transit Operating Fund	149,767,974	158,663,200	168,553,492	177,399,221	177,944,968	1,198,352,502
Total BCT Capital Costs	431,876,313	374,882,854	683,997,314	486,268,832	545,708,402	3,945,419,165
Capital Revenues						
Transportation Surtax Revenue	353,837,166	293,672,270	527,715,527	372,914,773	401,780,986	2,962,326,598
Federal Transit Administration	28,463,641	28,463,641	28,463,640	28,463,640	28,463,640	284,636,402
Transfer from Concurrency	4,676,791	4,746,943	4,818,147	4,890,419	4,963,776	46,631,610
Non-Local Match	44,898,715	48,000,000	123,000,000	80,000,000	110,500,000	651,824,555
Total BCT Capital Revenues	431,876,313	374,882,854	683,997,314	486,268,832	545,708,402	3,945,419,165
BCT Capital Revenues Minus Capital Costs	-	-	-	-	-	-
Total BCT Capital Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Community Shuttle						
	2026	2027	2028	2029	2030	10 -Year Total
Capital Costs						
Community Shuttle - Existing	2,411,288	2,638,853	-	2,305,519	2,374,685	\$ 16,675,535
Community Shuttle - New	-	-	-	-	-	-
Total Community Shuttle Transportation Surtax Capital Costs	2,411,288	2,638,853	-	2,305,519	2,374,685	16,675,535
Capital Revenues						
Transportation Surtax Revenue	2,411,288	2,638,853	-	2,305,519	2,374,685	16,675,535
Total Community Shuttle Transportation Surtax Capital Revenues	2,411,288	2,638,853	-	2,305,519	2,374,685	16,675,535
Community Shuttle Transportation Surtax Capital Revenues Minus Capital Costs	-	-	-	-	-	-
Total Community Shuttle Transportation Surtax Capital Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Grand Total Capital Costs BCT and Community Shuttle Transportation Surtax	\$ 434,287,601	\$ 377,521,707	\$ 683,997,314	\$ 488,574,351	\$ 548,083,087	\$ 3,962,094,700
Grand Total Capital Revenues BCT and Community Shuttle Transportation Surtax	434,287,601	377,521,707	683,997,314	488,574,351	548,083,087	3,962,094,700
Grand Total Capital Revenues Minus Capital Costs	-	-	-	-	-	-
Grand Total Capital Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

BCT Operating Financial Plan: 2021-30

BCT's Operating Financial Plan for 2021-30 is detailed in Table 5-3 and 5-4 below. This Financial Plan details the costs and revenues associated with the 2021-30 Implementation Plan, which was detailed in the previous Chapter (Ch. 4). Highlights of the plan include:

- Operating Costs for FY 2021-30 are approximately \$2.8B. Operating investment highlights include:
 - \$1.6B for Existing Transit Operations
 - \$451.4M for Paratransit Operations
 - \$514.8M for New Bus Service (including BRT)
 - \$62.3M for New LRT Service
 - \$44.8M for New Transit Security
 - \$167.5M for Community Shuttle Operations
 - \$126.2M for Existing Community Shuttle Operations
 - \$41.3M for New Community Shuttle Operations

- Operating Revenues for FY 2021-30 are approximately \$2.8B. Operating Revenue highlights include:
 - \$1.2B in transportation surtax revenue
 - \$1.1B from Existing Transit Operations revenue (including fares, advertising, State Block Grants)
 - \$52.7M in State Transportation Disadvantaged Program Grants for Paratransit Operations
 - \$56.2M in State Block Grants for new BRT and LRT service
 - \$51.6M from All Other New Revenue (mostly from New Advertising for new services and facilities)
 - \$152.1M in estimated Farebox Revenue for new BRT and LRT Service
 - \$167.5M in transportation surtax revenue for Existing and New Community Shuttle Service Operations

Table 5-3: Transit Operating Financial Plan: 2021-25

Operating Plan Element	2021	2022	2023	2024	2025
Operating Costs					
Existing Transit Operations	\$ 101,764,790	\$ 145,038,455	\$ 149,389,609	\$ 153,404,054	\$ 157,538,934
Paratransit Operations	29,602,050	36,644,581	38,880,586	41,272,626	43,831,698
New Service Plan	-	-	3,897,520	4,014,446	4,134,880
New Light Rail Transit (LRT)	-	-	-	8,138,104	8,382,247
Transit Security - Operations	3,908,370	4,025,621	4,146,390	4,270,781	4,398,905
Total BCT Operating Costs	135,275,210	185,708,657	196,314,104	211,100,012	218,286,663
Operating Revenues					
Transfer from Transportation Surtax Capital Fund	45,194,800	80,254,286	77,455,105	79,096,242	84,023,214
Existing Transit Operations	85,486,500	97,372,899	102,439,271	112,600,077	112,939,349
Paratransit Operations (State Transportation Disadvantaged Program Grants)	4,593,910	4,731,727	4,873,679	5,019,889	5,170,486
State Block Grants - New Bus	-	2,528,145	3,012,885	3,869,809	4,681,817
State Block Grants - New LRT	-	-	427,975	440,814	454,038
All Other New Revenue	-	821,600	3,311,240	4,118,149	4,884,076
Farebox Revenues - New Bus	-	-	4,793,950	4,937,769	5,085,902
Farebox Revenues - New LRT	-	-	-	1,017,263	1,047,781
Total BCT Operating Revenues	135,275,210	185,708,657	196,314,105	211,100,012	218,286,663
BCT Operating Revenues Minus Operating Costs	-	-	-	-	-
Total BCT Operating Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	\$ -
Community Shuttle					
Operating Costs					
Community Shuttle - Existing	\$ 11,054,304	\$ 11,385,933	\$ 11,727,511	\$ 12,079,337	\$ 12,365,204
Community Shuttle - New	3,603,844	3,711,960	3,823,318	3,938,018	4,056,159
Total Community Shuttle MAP Operating Costs	14,658,148	15,097,893	15,550,829	16,017,355	16,421,363
Capital Revenues					
Transportation Surtax Revenue	14,658,148	15,097,893	15,550,829	16,017,355	16,421,363
Total Community Shuttle Operating Revenues	14,658,148	15,097,893	15,550,829	16,017,355	16,421,363
Community Shuttle Operating Revenues Minus Operating Costs	-	-	-	-	-
Total Community Shuttle Operating Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	\$ -
Grand Total Operating Costs BCT and Community Shuttle	\$ 149,933,358	\$ 200,806,550	\$ 211,864,933	\$ 227,117,367	\$ 234,708,026
Grand Total Operating Revenues BCT and Community Shuttle	149,933,358	200,806,550	211,864,934	227,117,367	234,708,026
Grand Total Operating Revenues Minus Operating Costs	-	-	-	-	-
Grand Total Operating Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	\$ -

Table 5-4: Transit Operating Financial Plan: 2026-30

Operating Plan Element	2026	2027	2028	2029	2030	10 -Year Total
Operating Costs						
Existing Transit Operations	\$ 161,797,860	\$ 166,651,796	\$ 171,651,350	\$ 176,800,890	\$ 182,104,917	\$ 1,566,142,654
Paratransit Operations	46,578,665	49,551,063	52,523,664	55,678,645	56,847,897	451,411,475
New Service Plan	80,629,668	95,290,129	103,798,953	110,339,050	112,656,170	514,760,816
New Light Rail Transit (LRT)	8,633,715	8,892,726	9,159,508	9,434,293	9,632,413	62,273,007
Transit Security - Operations	4,530,872	4,666,798	4,806,802	4,951,006	5,099,536	44,805,082
Total BCT Operating Costs	302,170,780	325,052,512	341,940,277	357,203,885	366,340,933	2,639,393,033
Operating Revenues						
Transfer from Transportation Surtax Capital Fund	149,767,974	158,663,200	168,553,492	177,399,221	177,944,968	1,198,352,502
Existing Transit Operations	116,327,529	119,817,355	123,411,876	127,114,232	130,927,659	1,128,436,745
Paratransit Operations (State Transportation Disadvantaged Program Grants)	5,325,601	5,485,369	5,649,930	5,819,428	5,994,011	52,664,030
State Block Grants - New Bus	5,240,927	6,193,858	6,746,932	7,172,039	7,972,595	47,419,007
State Block Grants - New LRT	467,660	1,679,737	1,730,130	1,782,033	1,835,494	8,817,881
All Other New Revenue	5,417,051	7,419,947	7,981,552	8,426,566	9,219,729	51,599,910
Farebox Revenues - New Bus	18,544,824	21,916,730	23,873,759	25,377,982	28,210,722	132,741,638
Farebox Revenues - New LRT	1,079,214	3,876,316	3,992,606	4,112,384	4,235,756	19,361,320
Total BCT Operating Revenues	302,170,780	325,052,512	341,940,276	357,203,885	366,340,933	2,639,393,033
BCT Operating Revenues Minus Operating Costs	-	-	-	-	-	-
Total BCT Operating Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Community Shuttle						
	2026	2027	2028	2029	2030	10 -Year Total
Operating Costs						
Community Shuttle - Existing	\$ 12,736,160	\$ 13,118,245	\$ 13,511,792	\$ 13,917,146	\$ 14,334,660	126,230,293
Community Shuttle - New	4,177,844	4,303,179	4,432,274	4,565,243	4,702,200	41,314,039
Total Community Shuttle MAP Operating Costs	16,914,004	17,421,424	17,944,067	18,482,389	19,036,860	167,544,332
Capital Revenues						
Transportation Surtax Revenue	16,914,004	17,421,424	17,944,067	18,482,389	19,036,860	167,544,332
Total Community Shuttle Operating Revenues	16,914,004	17,421,424	17,944,067	18,482,389	19,036,860	167,544,332
Community Shuttle Operating Revenues Minus Operating Costs	-	-	-	-	-	-
Total Community Shuttle Operating Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Grand Total Operating Costs BCT and Community Shuttle	\$ 319,084,784	\$ 342,473,936	\$ 359,884,344	\$ 375,686,273	\$ 385,377,794	\$ 2,806,937,365
Grand Total Operating Revenues BCT and Community Shuttle	319,084,784	342,473,936	359,884,343	375,686,274	385,377,793	2,806,937,365
Grand Total Operating Revenues Minus Operating Costs	-	-	-	-	-	-
Grand Total Operating Surplus/(Deficit)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Farebox Recovery Report



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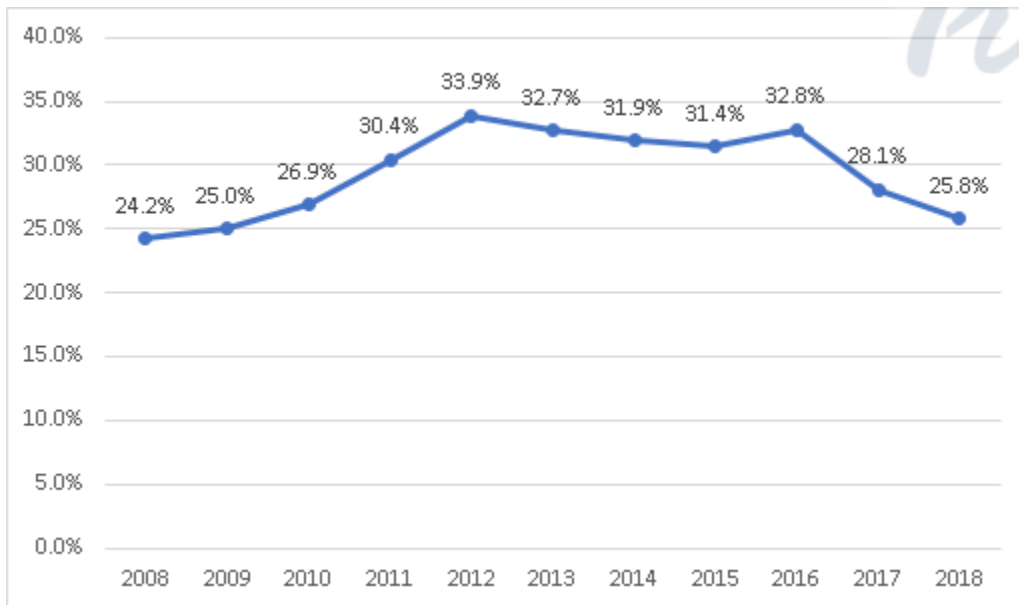
**ANNUAL FAREBOX RECOVERY RATIO REPORT – AUGUST 2020
BROWARD COUNTY TRANSIT DIVISION (BCT)
BROWARD COUNTY, FLORIDA**

In accordance with HB 985 passed in 2007, BCT monitors its farebox recovery report annually and is providing this report as part of the BCT 2021-30 Transit Development Plan (TDP) Annual Update.

CURRENT AND HISTORICAL FAREBOX RECOVERY RATIO

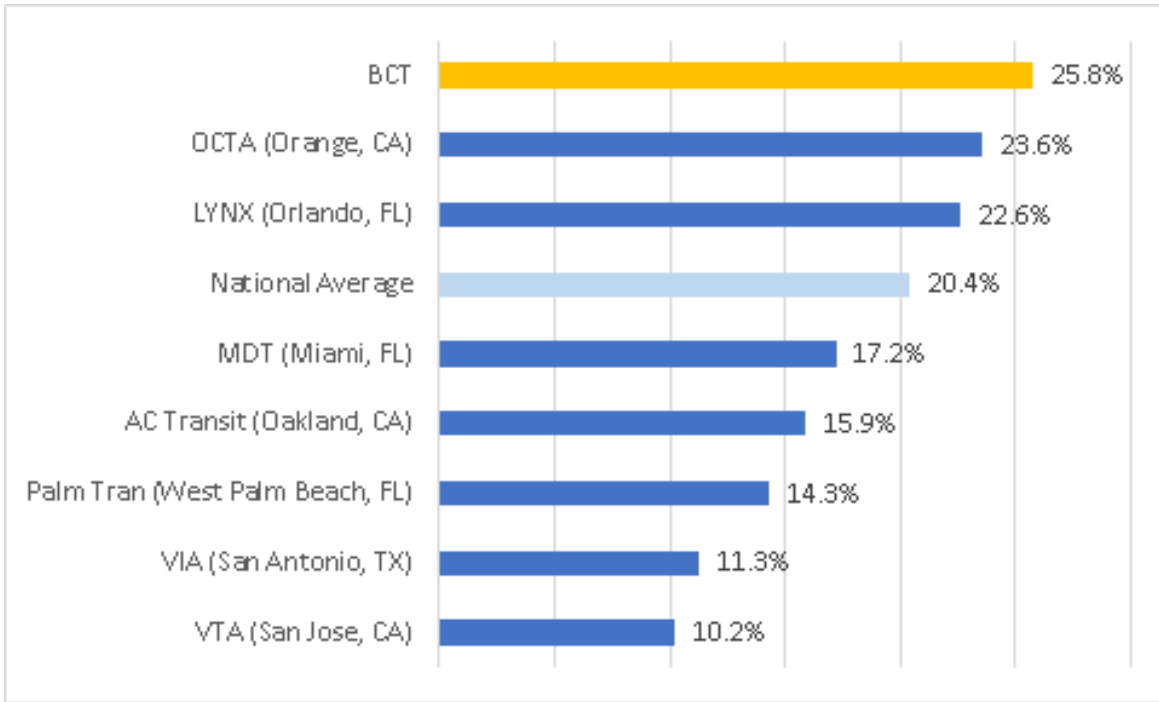
As seen in Figure 1, the farebox recovery ratio for Broward County Transit (BCT) for all Directly Operated Motorbus services in FY 2018 was 25.8 percent. This number shows a -8.2 percent decrease over FY 2017. Based on the most recently available National Transit Database (NTD) statistics, BCT continues to outperform its peers and the national average (for bus operators) in the farebox recovery ratio measure (see Figure 2).

Figure 1: BCT Farebox Recovery Ratio: 2008-2018



Source: NTD (2008-2018)

Figure 2: Peer Agency Farebox Recovery



Source: NTD, 2018 (latest NTD data set available for BCT's Peer agencies).

Table 1 provides an overview of the year-to-year percent change in farebox recovery. Between 2008 and 2018, overall farebox recovery appears to be trending downward overall. The decline for 2013-15 was due to additional O&M expenditures from Board-approved service enhancements combined with fare increases. Declines in FY 2017 & FY 2018 are attributed to system-wide ridership decline. It is key to note that the ridership decline for those years were felt across the country in all transit systems.

Table 1: BCT Farebox Recovery Ratio Trends (FY 2008-2018)

FY	Farebox Recovery	Change from Previous Year
2008	24.2%	-
2009	25.0%	3.3%
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	32.8%	4.5%

2017	28.1%	-14.3%
2018	25.8%	-8.2%

Source: NTD MB Data for BCT (2008-2018)

PRIOR YEAR FARE STUDIES AND CHANGES

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 our 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. 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, Paratransit service is offered at \$3.50 per trip.

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 service days.

As of August 2019, BCT's one-way fare remains \$2.00. Currently, BCT offers multiple transit pass options for its riders, which include an unlimited daily pass for \$5, an unlimited 7-Day pass for \$20, a 10-Ride pass for \$20, and a 31-Day unlimited pass for \$70. Table 2 displays all current fares. Table 3 displays all mobile fares.

Table 2: BCT Current Fare Structure: FY 2019

	Fare Type	Current Cost	Notes
Adult Fares	One-way Cash Fare	\$2.00
	3-Day Bus Pass	\$12.00	Unlimited rides for 3 consecutive days.
	7-Day Bus Pass	\$20.00	Unlimited rides for 7 consecutive days.
	10-Ride Bus Pass	\$20.00	Expires after the 10th ride is taken.
	All-Day Pass	\$5.00	Unlimited rides all day on BCT fixed routes.
	31-Day Adult Bus Pass	\$70.00	Unlimited rides for 31 consecutive days.
	Premium Express one-way cash fare	\$2.65
	Premium Express 10-Ride Bus Pass	\$26.50
	Premium Express 31-Day Bus Pass	\$95.00
Senior, Medicare, and Disability Fares	Fare Type	Current Cost	Notes
	One-Way Cash Fare Reduced	\$1.00	Senior Fares - 65 and older, proof of age required.
	All-Day Bus Pass Reduced	\$4.00	
	31-Day Bus Pass Reduced	\$40.00	
	Premium Express One-Way Cash Fare Reduced	\$1.30	Medicare or Disability Fares - Proof of disability required.
Youth Fares	Fare Type	Current Cost	Notes
	One-Way Cash Fare Reduced	\$1.00
	All-Day Bus Pass Reduced	\$4.00
	31-Day Bus pass Reduced	\$40.00
	Premium Express One-Way Cash Fare Reduced	\$1.30
College Bus Pass	Fare Type	Current Cost	Notes
	31-Day College Bus Pass	\$50.00

Source: BCT (FY 2019)

Table 3: BCT Current Mobile Fare Structure: FY 2019

	Fare Type	Current Cost	Notes
Adult Fares	1 Ride Regular	\$2.00
	1 Ride Premium Express	\$2.65
	All Day Bus Pass	\$5.00	Unlimited rides all day on BCT fixed routes.
	Broward Miami All Day Pass	\$10.65	Unlimited rides all day on BCT & MDT fixed routes.
	3 Day Pass	\$12.00	Unlimited rides for 3 consecutive days.
	7 Day Pass	\$20.00	Unlimited rides for 7 consecutive days.
	10 Ride Regular	\$20.00	Expires after the 10th ride is taken.
	10 Ride Premium Express	\$26.50
	31 Day Pass Regular	\$70.00
	31 Day Pass Premium Express	\$95.00
Senior, Medicare, and Disability Fares	1 Ride Regular Disabled	\$1.00	Senior Fares - 65 and older, proof of age required.
	1 Ride Regular Senior	\$1.00	
	1 Ride Premium Disabled	\$1.30	
	1 Ride Premium Senior	\$1.30	
	All Day Bus Pass Disabled	\$4.00	Medicare or Disability Fares - proof of disability required.
	All Day Bus Pass Senior	\$4.00	
	31 Day Pass Disabled	\$40.00	
	31 Day Pass Senior	\$40.00	
Youth Fares	1 Ride Regular Youth	\$1.00
	1 Ride Premium Youth	\$1.30
	31 Day Pass Youth	\$40.00
	All Day Bus Pass Youth	\$4.00
College Bus Pass	1 Ride Regular College	\$1.00
	31 Day Pass College	\$50.00
	1 Ride Premium College	\$1.30
	All Day Bus Pass College	\$4.00

Source: BCT (FY 2019)

SCHEDULED FARE CHANGES

No fare changes occurred in FY 2020. There are no fare changes scheduled for FY 2021. However, BCT is considering hiring a consultant for a fare study in FY21.

STRATEGIES THAT WILL AFFECT THE FAREBOX RECOVERY RATIO

The 2021-2030 TDP update identifies strategies that will be used to maintain a high farebox recovery ratio, including the following:

- Continued optimization of mobile device ticketing and payment app/system in FY 2021.
- Monitor key performance measures for individual fixed routes.
- Ensure that BCT 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 BCT services.
 - Determine the most cost-effective service type on all major corridors given demand, routings, and coverage areas.
 - Increase ridership by improving and/or increasing the use of technology to enhance the passenger experience. This includes possible autonomous vehicles.
 - Increase ridership by offering more services and new services; i.e. Micro-Transit.

**Please note: It is expected that the effects of the pandemic will have some effects in BCT's overall efficiency until public confidence has been restored and ridership increases. As will be noted in another section in this update, BCT stopped collecting fares in response to safety concerns surrounding the pandemic in March 2020. For the foreseeable future, this policy will remain in place. In addition, the drop in ridership and high unemployment rates will also negatively affect some efficiencies for BCT.

BCT has temporarily suspended the collection of fares to reduce crowding at the farebox to limit the exposure of COVID-19 to its bus operators. Customers are asked to use the rear door of the bus to get on or off.

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