



Broward County Transit  
Transit Development Plan FY 2024-33

# Executive Summary

December 2023



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## What is a Transit Development Plan (TDP)?

A Transit Development Plan (TDP) is a Florida Department of Transportation (FDOT) required, 10-year horizon plan. The TDP serves as the basis for defining public transit needs, which is a prerequisite to receive State funds. The TDP Rule (Florida Administrative Code 14-73.001), requires that the TDP be a planning, development, and operational guidance document and, therefore, a strategic blueprint for meeting the mobility needs within a service area.

The Broward County Board of County Commissioners (BOCC) funds a public transportation program through Broward County Transit (BCT) that includes 36 fixed-bus routes, 2 limited-stop Breeze routes, 5 express routes, 52 community shuttles serving 17 of Broward’s municipalities, and a paratransit service (TOPS!) within its service area. BCT improves the quality of life for Broward County residents and visitors by offering services in a cost-efficient and readily accessible manner while delivering convenient travel catering to a variety of users, residents, commuters, and visitors.

This plan was initiated by Broward County to update BCT’s TDP for the 10-year period including Fiscal Years (FY) 2024-2033. This TDP represents BCT’s vision for public transportation in its service area over the 10-year panning horizon and, at the same time, functions as the strategic guide for public transportation in the county. This TDP Major Update continues BCT’s use of the BCT Connected brand and is due to the Florida Department of Transportation by December 15, 2023.

## Requirements

The purpose of the TDP is to strategically guide BCT's growth and expansion over the next 10 years. Development of this TDP included a number of activities including: documentation and analysis of the demographic conditions in BCT's service area; an evaluation of existing transit services in Broward County; market research and extensive public involvement efforts; an analysis of immediate and longer term transit service and capital project needs; and a funding analysis and plan that initiates strategic approaches to maintaining and expanding transit services in Broward County over the next ten years. Current TDP requirements were adopted by FDOT on February 20, 2007, and augmented during the 2023 legislative session.

Major requirements of the rule include the following:

- Major updates must be completed every 5 years, covering a 10-year planning horizon.
- A Public Involvement Plan must be developed and approved by FDOT.
- FDOT, CareerSource Broward, and the Broward MPO must be included in development of the TDP.
- 10-year ridership projections have to be developed.

## Elements of a TDP

As the TDP is a state requirement, there are certain required elements:

- **Operating Conditions:** Review socioeconomic conditions of Broward County to assess transit needs.
- **Existing Services:** Examine efficiency and effectiveness of current transit service by conducting a trend analysis and peer review.
- **Public Input:** Implement a robust Public Involvement Plan to gather input from customers, stakeholders, and the public.
- **Situation Appraisal:** Create a deeper understanding of opportunities and threats to BCT's service, based on local and regional needs as well as national trends.
- **Goals:** Develop actionable goals and objectives for BCT service.
- **Transit Demand & Needs Assessment:** Propose alternative transit solutions to meet transit demand and needs. Proposed alternatives may include service type, infrastructure, technology, plans or policies.
- **Implementation & Financial Plan:** Prioritize alternative solutions over 10-year timeframe and determine costs of improvements.



For more information on each of the elements above, please visit BCT's TDP webpage by scanning the QR code.



# System Profile

## Broward County Characteristics

### Population



**1,934,551**  
People



**11%**  
Growth in 10 Years

### Housing/Community



**732,464**  
Housing Units



**64%**  
Live within 30 minutes  
of work

### Demographics



**17%**  
of Population over  
age 65



**66%**  
Minority Population

### Income/Auto Ownership



**13%**  
Living in Poverty

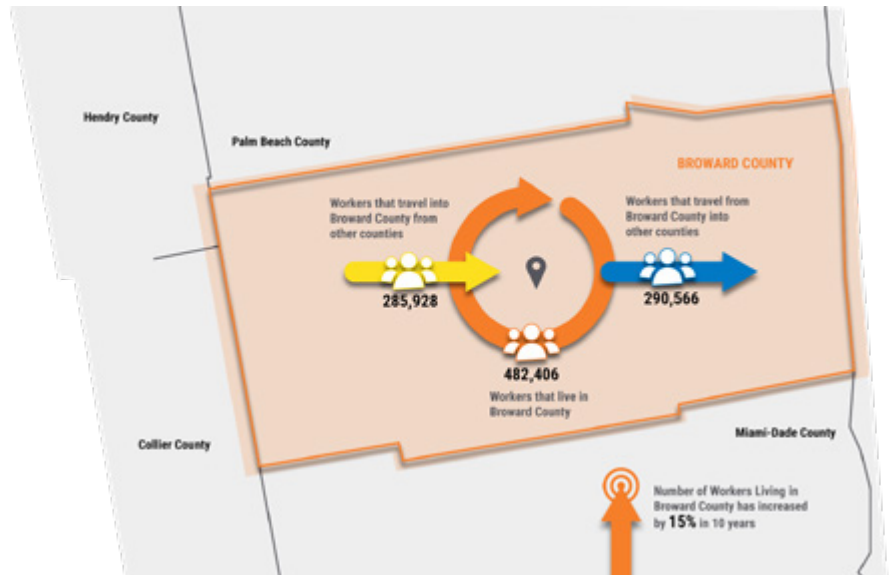


**7%**  
Zero Vehicle  
Households

Source: American Community Survey 2021

As Broward County's population continues to grow, demand for transportation and mobility services also increase. Due to the limited land available for development in Broward County, land uses will require are densifying and intensifying with population growth. The TDP provides a plan for meeting these increased transportation needs with new transit modes and improved service on existing modes. The graphics show the baseline conditions in Broward County.

## Commuting Patterns



The figure above depicts the travel flow of workers from, to, and within Broward County.  
Source: LEHD Origin-Destination Employment Statistics (2020)

## Commuting Modes



**1.1%**  
Walk



**2.1%**  
Transit



**8.8%**  
Carpool



**76.4%**  
Drive Alone



**2.5%**  
Bike, Taxi, Motorcycle  
& Other



**9.1%**  
Work from Home



Work from Home is  
up **76%** since 2019

Source: American Community Survey 2021

## System Characteristics

To prepare a plan for future BCT services, it is necessary to understand the current services and how they are performing. BCT continues to recover ridership lost due to the COVID-19 pandemic, though it is not expected that BCT will recapture all ridership lost to the pandemic based on pre-pandemic services. BCT does, however, believe that it can recapture and surpass pre-pandemic ridership with the implementation of new service and services. Since the pandemic ended, BCT has continued to increase ridership and reinstate discontinued services. Included are the different services provided in Broward County and their characteristics. For fixed route services, the passenger trips per revenue hour for BCT and peer transit agencies are also shown for comparison.

### Systemwide Stats



**21,941,268**

FY 2022 Ridership  
Source: BCT Ridership Report, Sept 2022



**1,062,034**

FY 2021 Revenue Hours  
Source: NTD



**13,706,581**

FY 2021 Revenue Miles  
Source: NTD

### Hours of Service



**6 am - 10pm**

Note: Select services begin as early as 5 am and end as late as 12:40 am.

### Fares



**\$2.00**  
Local/Breeze



**≤\$3.50**  
TOPS!



**\$2.65**  
Express Bus



**FREE**  
Community Shuttle

### Routes (2023)



**36**

Fixed Routes



**52**

Community Shuttle



**19**

Community Shuttle  
Municipal Partners



**5**

Express Routes



**2**

The Breeze Routes

### Annual Ridership (2022)



**18,718,147**

Fixed Route



**1,152,842**

Community Shuttle



**784,552**

Paratransit Service  
Trips



**353,835**

Express



**931,891**

The Breeze

### Passenger Trips per Revenue Hour (FY 2021)

Broward County, FL	13.98
Santa Clara Valley, CA	9.27
San Antonio, TX	15.17
Cincinnati, OH	13.31
Palm Beach County, FL	12.94
Orange County, CA	18.99
Miami-Dade County, FL	19.27
Orlando, FL	12.02
Cleveland, OH	10.8

Source: NTD

# Public Outreach (July - November 2023)

In addition to the data analysis, it is important to understand the needs of Broward County residents. This was accomplished using a robust set of engagement tools as part of the Public Involvement Plan. Included are the tools used and a snapshot of the findings.

## Engagement



**11**

Stakeholder Interviews



**5**

Public Meetings



**3**

Discussion Groups



**3**

Advisory Review Committee Meetings

## Rider Survey Results (Aug-Sept 2023)

**3800+**

Rider Survey Responses



**82%**  
English



**11.5%**  
Spanish



**6%**  
Haitian Creole



**<1%**  
Portuguese

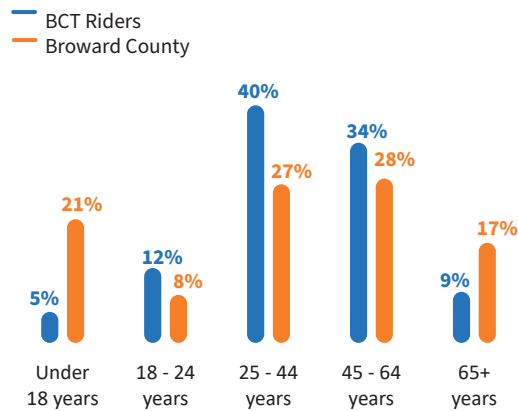


**>50%**  
of BCT Trips are for Work



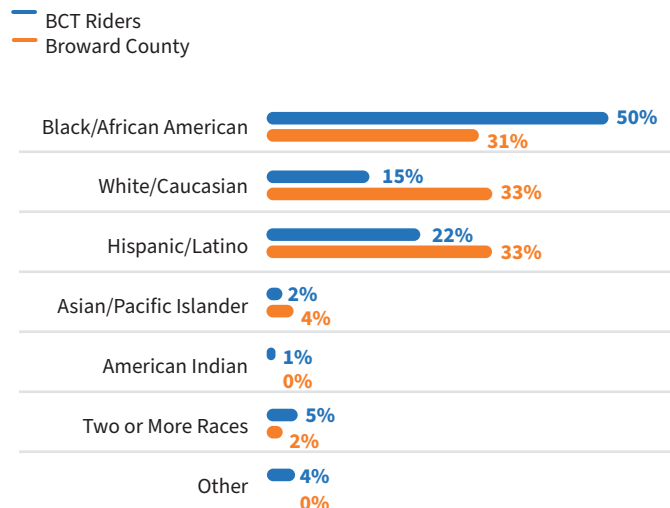
**48%**  
of riders have been riding BCT for 2 or more years

### Age Groups



Note: Totals may not sum to 100% due to rounding.  
Note: Children may be under-represented in passenger survey results.

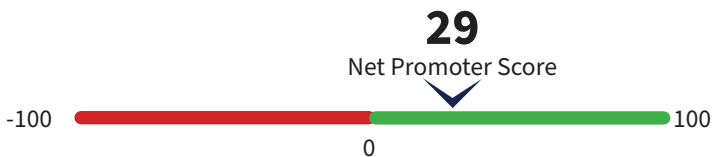
### Race Makeup






Note: Totals may not sum to 100% due to rounding.

## Customer Loyalty



During the on-board survey, BCT measured Customer Loyalty by asking customers, "How likely are you to recommend BCT services to a friend or colleague?" The responses to this question were used to determine a Net Promoter Score which is calculated by subtracting the percentage of detractors (those who would not recommend services) from the percentage of promoters (those who would recommend). The Net Promoter Score can range from -100 to +100, with higher scores indicating a more positive perception. BCT scored very well with a 29, indicating a strong level of loyalty from its customer base.

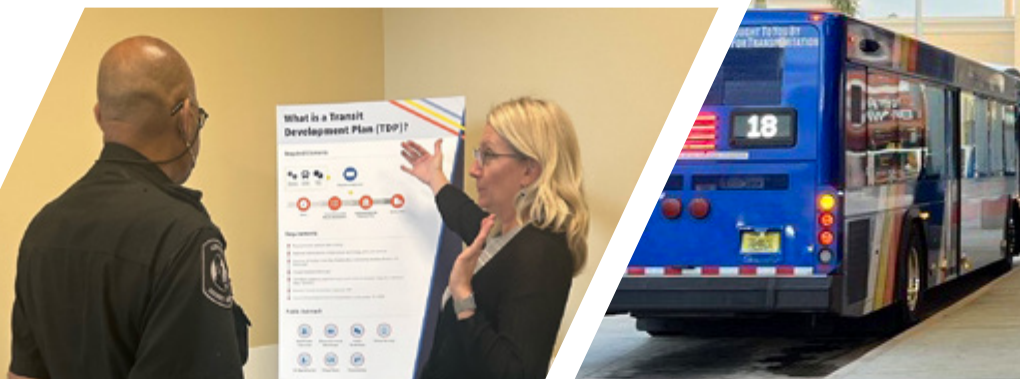
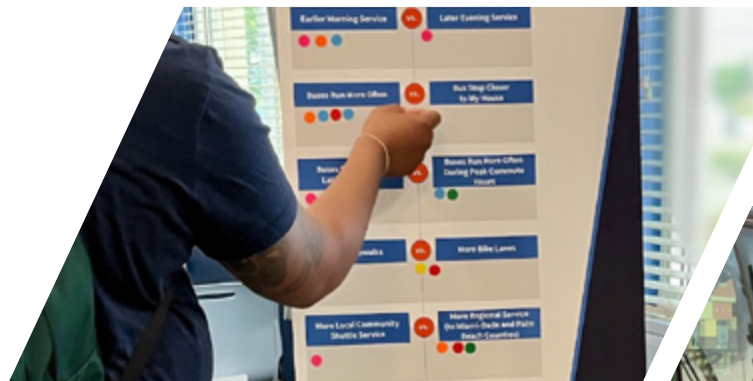
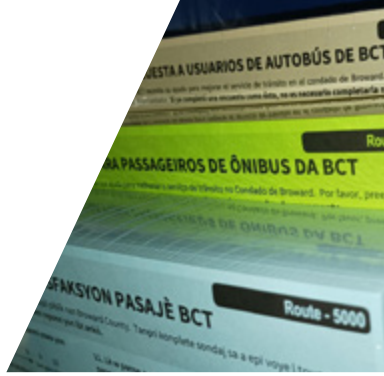


## Top 3 Customer Requested Improvements

-  Earlier/later hours of service
-  Improved on-time performance
-  Increased frequency of service

## Highest and Lowest Customer Ratings

-  Comfort of buses
-  Bus Benches and Shelters





## BCT Goals

Establishing goals are not only a requirement of the TDP rule, but establishes a framework within the agency. BCT worked with its TDP Advisory Review Committee to establish five (5) goals for the TDP. The goals emphasize many of the agency’s existing priorities and outline new priorities for improvements based on transit needs.



**1**  
Improve safety and security



**2**  
Improve mobility for all and implement equitable transit solutions



**3**  
Strive to be an employer of choice



**4**  
Ensure resiliency and maintain a state of good repair



**5**  
Support economic development and ensure financial sustainability



# Future Improvements

Based on the current operating conditions in Broward County, a review of post-pandemic ridership, transit systems plan and public input received, the following section highlights BCT's future transit improvements.

## Service Improvements

Premium Project	Implementation Year										
	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	
Sample Road High Frequency Bus			█	█	█	█	█	█	█	█	█
Hollywood Boulevard High Frequency Bus			█	█	█	█	█	█	█	█	█
US 1/Federal Highway South High Frequency Bus				█	█	█	█	█	█	█	█
US 1/Federal Highway North High Frequency Bus				█	█	█	█	█	█	█	█
Broward Commuter Rail				█	█	█	█	█	█	█	█
Atlantic Boulevard High Frequency Bus					█	█	█	█	█	█	█
Sheridan Street High Frequency Bus					█	█	█	█	█	█	█
Oakland Park Boulevard Bus Rapid Transit					█	█	█	█	█	█	█
Airport-Seaport-Convention Center Light Rail Transit					█	█	█	█	█	█	█
Dixie Highway High Frequency Bus						█	█	█	█	█	█
SR 7/US 441 Bus Rapid Transit							█	█	█	█	█
Downtown Connection Light Rail Transit								█	█	█	█
Powerline Road Bus Rapid Transit										█	█

- Implement Comprehensive Operations Analysis (COA) recommendations
  - Restore service hours discontinued due to COVID on the local bus, express and Breeze networks
  - Implement new service, increase frequency, and add weekend service
- Implement microtransit (on-demand ride-hailing app) in Town of Hillsboro Beach, Broward Municipal Services Districts – Central County and Broadview, City of West Park, and City of Hollywood

## Infrastructure Improvements

- Continue transition to 100% electric bus fleet
- Transition TOPS! fleet from propane to renewable propane
- Continue to upgrade bus stops and add shelters
- Add new stop and station infrastructure related to the premium services added under PREMO

## Technology Improvements

- Security upgrades
- In-Bus signage
- On-Board contactless payments (Credit/Debit cards and smartphones)
- Tablets for maintenance diagnostics
- Power Business Intelligence Reporting Systems
- Radio System Digital upgrade analysis
- Large monitor enhancements
- Upgrades on End of Service Life server infrastructure
- Automatic Passenger Counters (APCs)

## Plans & Policies

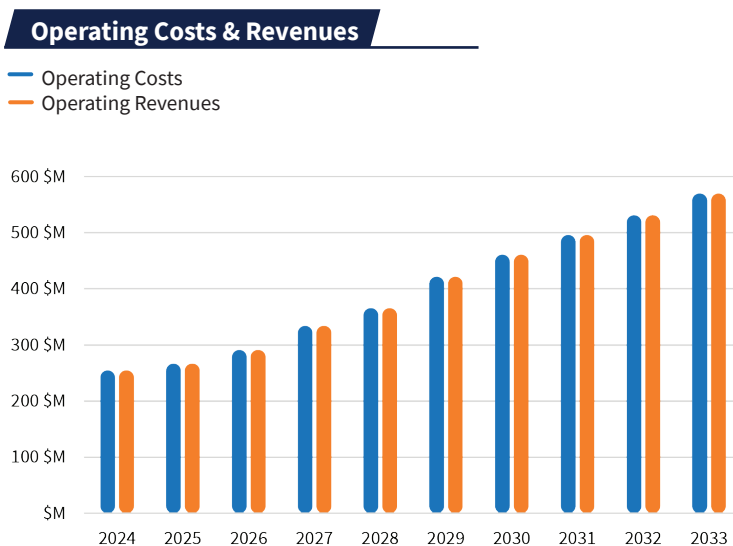
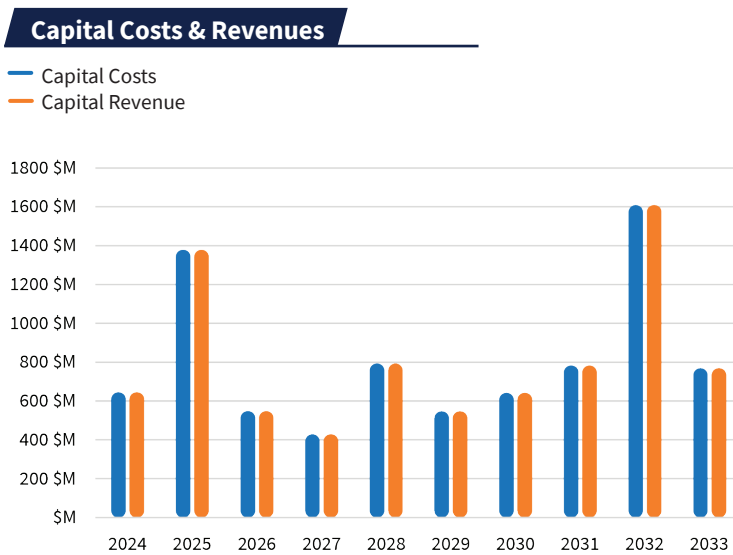
- Complete Comprehensive Operations Analysis (COA) and System Optimization (SO) plan to enhance the efficiency and effectiveness of the existing and planned BCT system

# Financial Plan

With the planned improvements, BCT presents the following capital and operating finance plans which include the addition of transit service. The capital plan includes costs for new and replacement vehicles, repairs to current infrastructure, new infrastructure in support of PREMO services, and technology upgrades. Due to the nature of capital investments, expenditures vary from year to year. Over the 10-year period, BCT is projected to expend over \$8.2 billion<sup>1</sup> on capital items.

The operating plan includes expenditure for daily operations of the system. Expenditures for operations increase due to inflation, a new labor agreement, and the addition of new services over time. Over the 10-year period, BCT is projected to spend almost \$4.0 billion on operating expenses.

It is important to note that a finance plan is not a budget. Each year, BCT will prepare an annual budget for submission and approval by the Broward Board of County Commissioners.



<sup>1</sup>The \$8.2 billion of capital costs includes direct capital expenditures of \$5.8 billion and a transfer to the Transit Operating Fund of \$2.4 billion.

Broward County Transit would like to thank all of the elected leaders, stakeholders, customers, members of the public, and staff who contributed to this Transit Development Plan.



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[www.broward.org/BCT/pages/transitdevelopmentplan.aspx](http://www.broward.org/BCT/pages/transitdevelopmentplan.aspx)

