

## Summary of Feedback Received during Speak Up Broward's 22 Speakers Bureau Engagements from December 10, 2013 through April 2, 2014



### **Broward County Transit (BCT):**

- ✓ Concerns for the safety of children – particularly young women, at-risk young adults, and youth with special needs - when they are on buses and at bus terminals or bus stops.
- ✓ Explore implementation of queue-jumping technology for buses.
- ✓ Transportation Options Program (known as TOPS) that serves people with special needs could use more analysis and an overhaul. It is currently leaving young people waiting for long periods of time which leads to being late and missing work.
- ✓ Develop a program for non-profits to get bus passes for clientele through deeply discounted or free bus passes.
- ✓ Accurate signage at bus shelters is needed – there are none in braille.
- ✓ A representative from PACE Center for Girls suggested that Broward County reinstate provision of discount bus passes to low-income families. The federally-funded program was scaled back to only offer bus passes to homeless and should be expanded to include at-risk students, low-income girls, and other low-income families. More funding would be needed and this should be advocated for.
- ✓ Today's buses do not have the capacity to accommodate more than three bicycles.
- ✓ Reference was made to the recent article about Broward County Transit bus drivers' accident rate and the fact that there is an accountability issue with the operator.
- ✓ Immediate concerns include TOPS and Para-transit programs, namely discounts to offset financial cost and dependable transportation services for disadvantaged riders.

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- ✓ Bus shelters should be secure and weather proof, there should be more programs to offset financial cost, and more routes overall.
- ✓ Administrators voiced concerned with TOPS customer service. We were advised that the TOPS drivers are consistently off schedule leaving many of the ARC adults stranded during morning and evening hours.
- ✓ A request was made for an app to alert riders of delays so they have adequate time to prepare alternate means of transportation.
- ✓ Reduced bus service to Tri-Rail has made using Tri-Rail very inconvenient. A former rider now has to rely on driving to Miami. More people would ride Tri-Rail if there was better access.
- ✓ The bicycle lifts on the buses are very helpful. You can get to work using the bus and bike without getting sweaty.
- ✓ Bus routes are not efficient it needs to be improved. (I don't like to drive but the routes are not direct, too many connections to get to desired destinations).
- ✓ The cost of public transportation is expensive if you have a large family. A daily pass is \$4.00 per person and if you have four children it cost \$20.00 for the day and it takes too long to get where you are going.
- ✓ A child's fare is based on height versus age in Broward. Other cities such as New York the fare is based on age. Families with tall children are penalized.
- ✓ TOPS is not an effective transportation solution for the disabled. The scheduling operations should extend beyond 5pm, recurring appointments cannot be scheduled, and eligibility is only for one year which is a hardship for an individual with lifetime disability. TOPS should use a debit card system, similar to the sun pass. The wait time to get picked up after appointments is too long for clients with severe disabilities.
- ✓ There is a desire for more express bus service during peak hours.
- ✓ We need better technology linking transportation options. Let the customer cost out the routes and the time to use BCT.
- ✓ More express bus service is needed with extended hours of service. Service is not close to neighborhoods. There are not connections.
- ✓ Add Sunday service to the #19 bus route.
- ✓ Disabled residents should have more transportation options.
- ✓ Current routes are not direct; poor connectivity wastes time.

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- ✓ We need more buses, more frequent service, and better connectivity.
- ✓ Service should be more family friendly. Reduce the cost of BCT transit for children
- ✓ We need a search engine for bus routes.
- ✓ There should be better amenities at bus stops.
- ✓ There should be free transfers from one bus to another.
- ✓ Broward should take examples from cities with more mature transit systems.
- ✓ We would like more community bus service.
- ✓ There should be better connections.
- ✓ BCT needs increased weekend services and better services for the disabled.
- ✓ Broward County dramatically reduced its funding to cities for community bus service. Cities do not have the funds to improve or increase services.
- ✓ Access to Broward Transit services is a problem. The service should not be more than ¼ mile from the residence or neighborhood to the bus stop.
- ✓ Sunday community bus services are needed.
- ✓ Seniors need more accessible community bus service to City Hall.
- ✓ Reduce bus service headways to 10-15 minutes, making service more appealing to the public.

### **South Florida Regional Transportation Authority (SFRTA) / Tri-Rail:**

- ✓ There are concerns about how "The Wave" will interfere with the marine activity. Is the marine community involved to ensure the impacts on marine activity are minimized? How will "The Wave" schedule coordinate with the on demand service at the Andrews Avenue and Third Avenue bridges?
- ✓ The Wave will increase traffic congestion in the downtown area.
- ✓ Reduced bus service to Tri-Rail has made using Tri-Rail very inconvenient. A former rider now has to rely on driving to Miami. More people would ride Tri-Rail if there was better access.
- ✓ The lack of connectivity to Tri-Rail makes it inconvenient to use.

### **Florida Department of Transportation (FDOT):**

- ✓ Why invest in public transportation when the roads are already paid for except for maintenance?

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- ✓ Improvements to the Sawgrass Expressway to address the build-out in the City of Parkland are needed. Build a connection from the Sawgrass Expressway to I-95.
- ✓ The cost of travelling in the Express lanes should be advertised sooner.
- ✓ In one year someone spent an estimated \$2,000 travelling in the Express lane. He suggested that an incentive program be implemented to reward frequent travelers.
- ✓ Is it possible to build overhead lanes on I-95 or I-595 to enhance capacity?
- ✓ When will there be a real-time app to notice users about current conditions on I-595 and I-95 Express Lanes?
- ✓ What are the plans to extend the Sawgrass Expressway? This roadway was originally planned to connect directly into I-95. Is this should be a part of any future plan.
- ✓ Construction of managed lanes on I-95 has made the lanes too narrow and as a result unsafe. How much more narrow can the lanes get?
- ✓ The county and most of the cities have adopted "complete streets" but without the support of FDOT. Without FDOT support conditions related to sidewalks and bike lines will not improve.
- ✓ Managed lanes are too expensive. It's easy for the wealthy to get to their destinations quickly. The width of managed lanes is not sufficient to drive safely. There is no shoulder for emergencies, including the police and tow trucks.
- ✓ Managed lanes are too expensive, what is the logic?

### **Broward County Traffic Engineering Division:**

- ✓ Traffic lights are poorly placed; street crossing is unsafe, lights should be synchronized better.
- ✓ The County needs to synchronize the lights (Hallandale Beach it takes 45 minutes to get from I-95 to US 1 in the evening)

### **Bicycle / Pedestrian:**

- ✓ Bicycle and pedestrian safety should be a focal point in the transportation discussion. Today's buses do not have the capacity to accommodate more than three bicycles. Drivers and roadways are not safe for bicyclist or motor bikes.
- ✓ Nothing has been done to construction safe of bike lanes on the roadways. The bike lanes that have been added are not safe. They are the bike lanes to nowhere. Safety is major concern.
- ✓ Bike lanes are inconsistent, unsafe and conflict with bus lanes.

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- ✓ We need more sidewalks.
- ✓ Add more bike racks.
- ✓ The county needs more sidewalks. Walking in the street is not safe and most neighborhoods do not have sidewalks.
- ✓ Improved bike lanes are needed.
- ✓ Bike lanes are not safe.
- ✓ Street crossing is unsafe, the streets are too wide and lights are not long enough on major thoroughfares to permit seniors and the disabled to cross.
- ✓ The different skill levels of bicyclists make it necessary to provide a variety of options in bicycle facilities. Some people feel safer riding on the sidewalk or a multi-use path, and others are comfortable sharing the road with motor vehicles.

### **Miscellaneous / Other:**

- ✓ Unemployment results for many young adults because of the lack of dependable and accessible transportation.
- ✓ We need to address the politics in transit system planning – how can we improve the communication and direct link between people's voices and elected officials?
- ✓ Rebranding of public transportation in Broward is needed. There is currently a stigma associated with users of public transportation system.
- ✓ New technologies will over time resolve some of the challenges that current transportation studies and plans are expected to solve over the next 20-30 years. A lot can happen in that time. Examples cited included congestion management and safety. New vehicles are being equipped with accident-prevention technology. The use of technology is better capable of controlling traffic flows and increasing throughput. We could make better use of existing express lanes with reverse flow to accommodate peak direction. (Someone pointed out that 595 were reversible lanes.) And technology makes it possible for more people to work from home. Technology will reduce congestion and increase throughput in our future and that needs to be taken into account as we plan for transportation investment. All of these improvements could reduce congestion and allow more flexibility.
- ✓ Attitudes and lifestyles are changing about cars and public transportation. There is no longer a desire to be reliant on cars. Mr. Rose explained that his daughters would rather live elsewhere (in Washington DC and Raleigh NC) because they can get around without a car there. The same choices are not readily available in Broward. Generational changes should be a part of Speak Up Broward's exploration. Make sure to look at the demographics. We believe most of the population growth will occur in southeast and southwest. We need

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solutions for the south end of Broward.

- ✓ The cost of owning a vehicle is out of hand and it continues to increase. Car sharing and Zip-Cars were mentioned as an option for those who do not need a car every day. This has become quite popular in the northeast. Mr. Rose commented that he owns two cars and on most days his car sits in his garage because he works from home and his wife's car sits at her place of business for ten hours per day.
- ✓ Today's transportation system is congested, lacks connectivity, and access to transportation is limited.
- ✓ Potential funding sources in the future should include a portion of the commercial real estate sales tax, and the use of internet sales tax.
- ✓ Water taxis should be examined as part of the transportation solution.
- ✓ The transportation challenges in Broward are primarily going southbound and until there is a rail going east and west, transportation will be congested.
- ✓ There are safety concerns with using public transportation.
- ✓ How is the business community getting involved in the supporting transportation improvements and funding?
- ✓ Better east to west connections are essential to make public transportation more feasible.
- ✓ New residential development on SE 17th St. is going to increase traffic congestion on SE 17th Street. There was no public discussion (in the city) concerning the impact on traffic. What can be done?
- ✓ Broward should have a metro rail like Miami.
- ✓ Broward should have a "zip car" program like other large cities (Miami, New York) so people could use public transportation more often and have access to a car at bus terminals.
- ✓ Disabled residents should have more transportation options.
- ✓ What emergency funding sources are available for residents who cannot get to work?
- ✓ Unkempt shrubs and trees impede visibility of traffic signage exiting Pembroke Lakes Mall (Sears), creating safety concerns.
- ✓ Improved transportation services are needed for the persons with disabilities.
- ✓ Improve connections and accessibility to mass transportation
- ✓ There needs to be better technology linking transportation options. Let the customer cost out the routes.

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- ✓ We should use the equivalent of Vehicle Miles Traveled/Mileage Based User Fees to pay for transportation improvements.
- ✓ There are concerns about cut-through traffic in the Riverside Park neighborhood, and the lack of good sidewalks, bicycle lanes and mass transit.

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