



Broward County Transit

Computer-Aided Dispatch (CAD) / Automatic Vehicle Location (AVL) Industry Day

July 30th, 2026 | 9:00 AM – 12:00 PM

AGENDA

- **Welcome & BCT Strategy and Goals** – Angelica Love, Deputy General Manager
- **Leadership Program Overview** – Coree Cuff Loneran, CEO/GM of Broward County Transit
- **Project Overview** – George Ross, Sr. IT Project Manager
- **Bus Operations** – Roderick Rule, Acting Assistant General Manager Transit
- **Mechanical Asset Equipment** – Ripton Richards, Assistant General Manager Transit
 - **Onboard Systems** – Brandon Weir, Supervisor Information Systems
 - **Fleet Maintenance & Management** – Jacob Porras, Director of Fleet Services
- **Customer Experience/Control Center** – Eeva Lindroos, Chief Customer Experience Officer
- **Community Shuttle** – Vince Tamagna, Paratransit Program Project Coordinator Senior
- **IT/Integration** – Matthew D'Antonio, Director of Information Technology
- **Business Transformation/Data Analytics** – Lina Kulikowski, Manager Innovation and Business Transformation
- **Capital Program Projects** – Jie Bian, Assistant General Manager Capital Projects
- **Doing Business with Broward County** – Windelle Jean-Pierre, Assistant Manager Purchasing
- **Closing Remarks**
- **Live Q&As**

NEXT-GENERATION CAD/AVL SYSTEM MODERNIZATION PROJECT OVERVIEW

Speaker:

George Ross

Sr. IT Project Manager



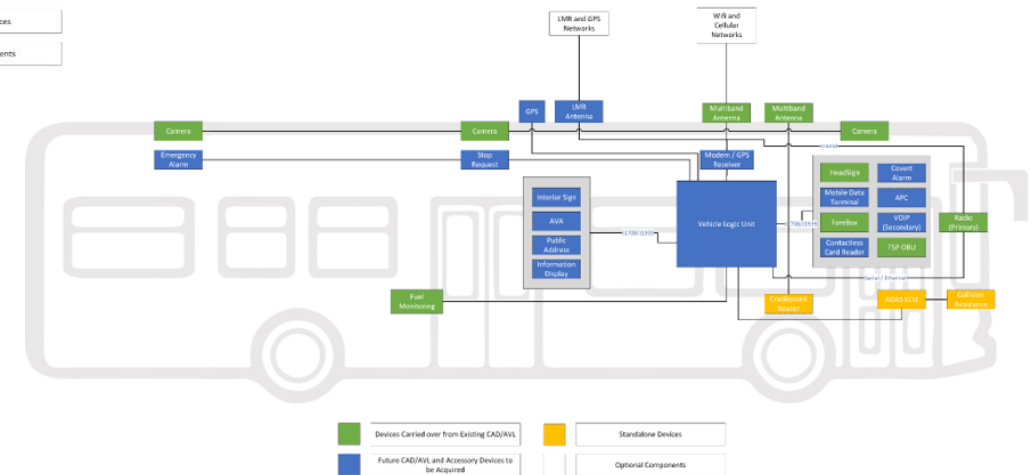
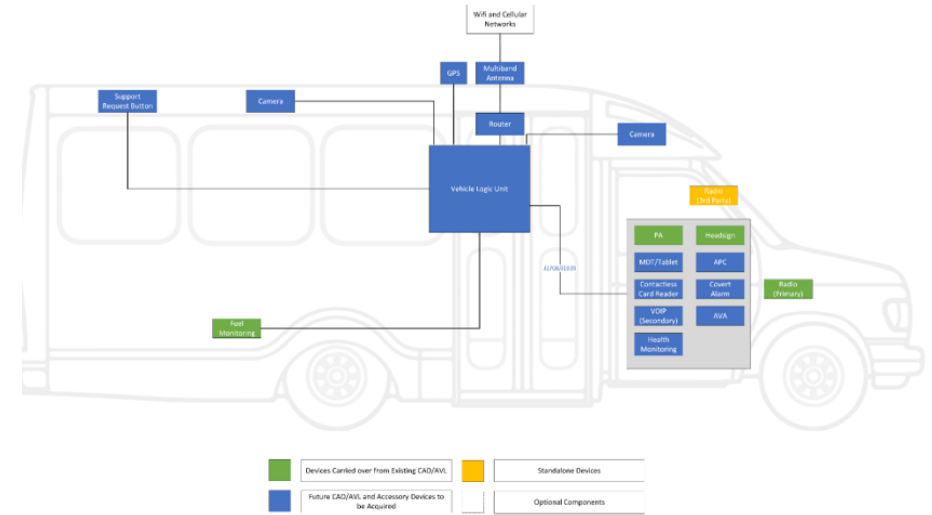
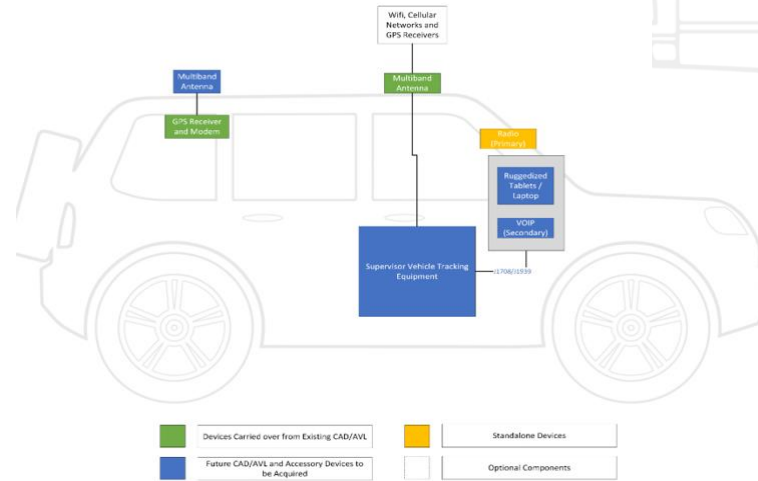
VISION

BCT will modernize its transit technology by deploying a next-generation CAD/AVL platform that strengthens operational coordination, improves service reliability, and enables future enhancements to both operational and customer experience.



GOALS

- Modernize fleet management and dispatching
- Enhance real-time data accuracy to improve the customer experience
- Improve operational efficiency and safety
- Integrate community shuttle operations within the CAD/AVL system
- Provide a scalable foundation that supports future technology, service growth, and evolving customer needs.



KEY OPERATIONAL IMPROVEMENTS

Better Real-Time Awareness

- Ability to track buses at all times
- Improved, more reliable communications
- Easier way to create detours and share information with public

Better System Health and Data Quality

- Health monitoring of buses and CAD/AVL system
- APC Integration
- Improved playback capabilities to support incident analysis, safety reviews, and customer complaint resolution

Better Access to Information

- More/better reports with better access and ownership of data
- Better integration with other systems (i.e., Hastus, GIS, etc.)

CAD/AVL

Why?

- Flexibility of service
- Management of Fleet
- Real-time information
- Perceived Security Increased

Benefits

- More reliable service
- Improved schedule adherence
- Reduced response time to incidents

SYSTEM INTEGRATIONS

Operation Systems

- Hastus Scheduling and Daily Operations System
- AssetWorks Maintenance and Inventory
- FleetWatch Fuel Management
- UTA APC Passenger Counting and Reporting

Administration and Security

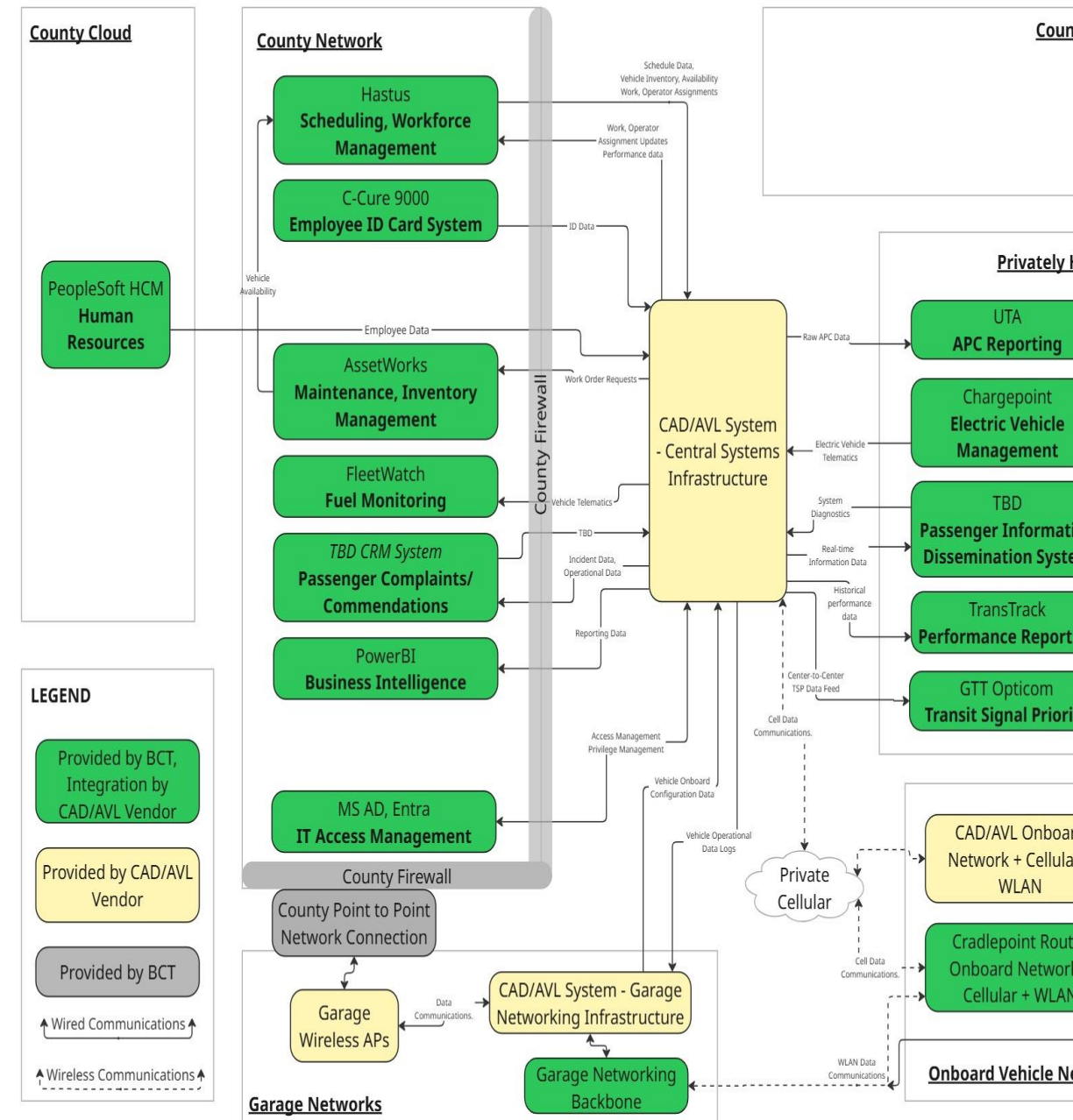
- PeopleSoft HCM Human Resource System
- C-Cure 9000 Employee ID Card System
- Complaints Management System
- TransTrack BI and Reporting System

Communications and Fare System

- Motorola Radios
- Genfare Fare Collection
- Luminator/Interior Signage
- Onboard Video System for Live-Look-In
- Everbridge Emergency Notification
- ChargePoint EV Monitoring

Data & Passenger Information

- APIs
- GTFS/GTFS-Realtime Feeds



EVALUATION CRITERIA OVERVIEW

Key Areas of Focus

- Professional Personnel
- Project Approach
- Past Performance
- Technical Fit
- Functionality Checklist & Demonstrations
- Pricing

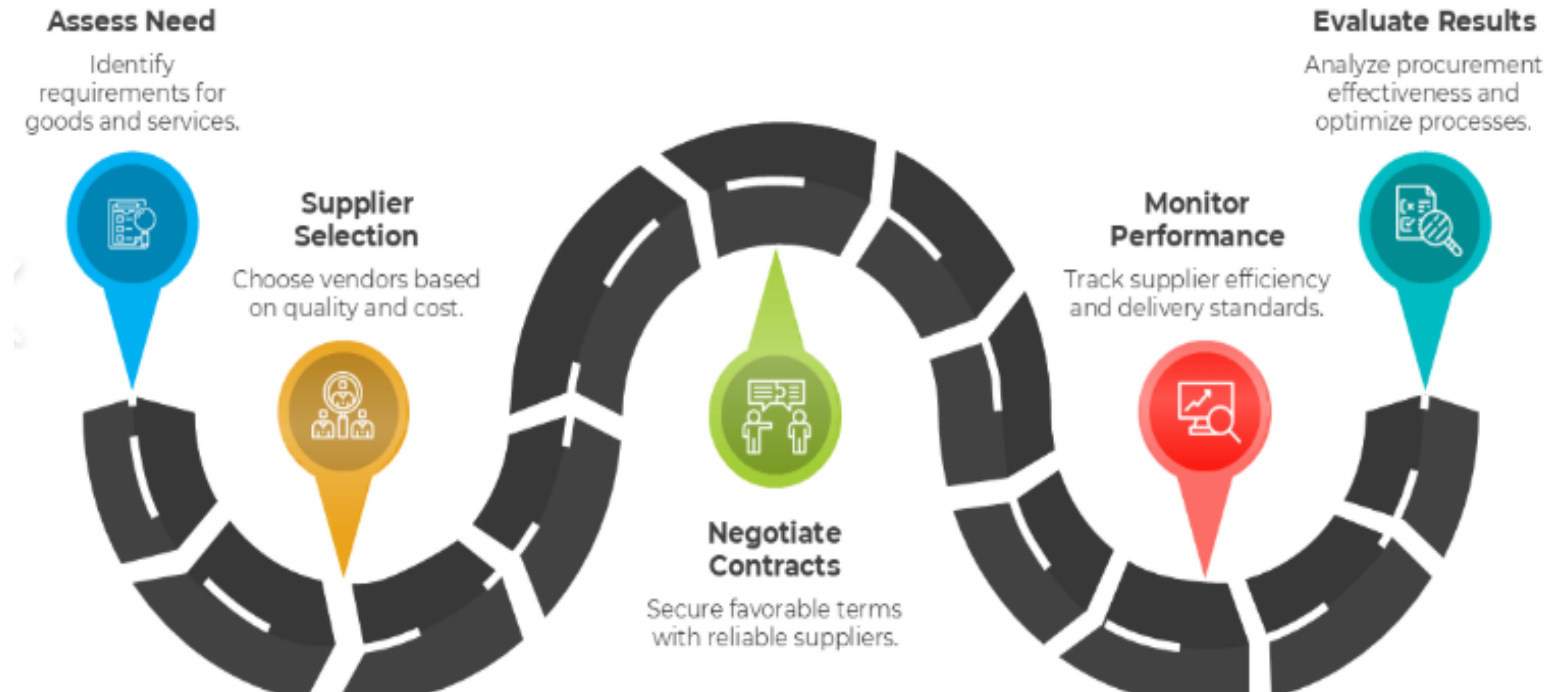


ESTIMATED PROCUREMENT TIMELINE

Key Dates

- RFP Release
 - October 2026
- RFP Q&A Period
 - October – November 2026
- Proposed Deadline
 - November 2026
- Evaluation Window:
 - November 2026 – March 2027
- Award Target:
 - September 2027

Procurement Roadmap

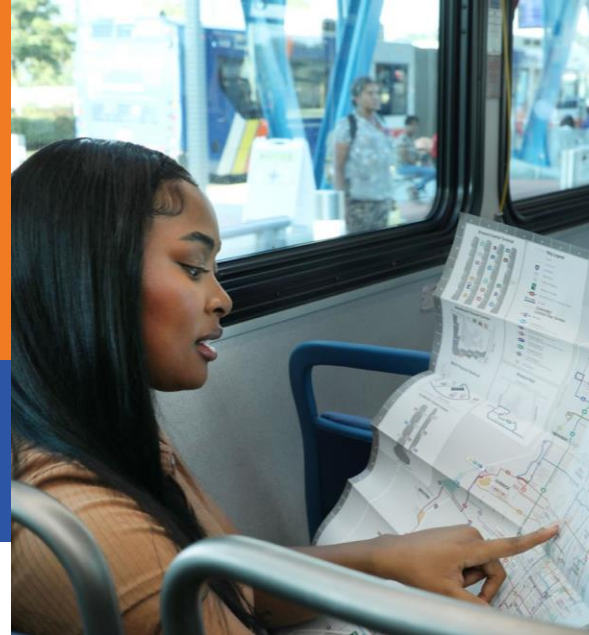


BUS OPERATIONS

Speaker:

Roderick Rule

*Acting Assistant General Manager
of Operations*

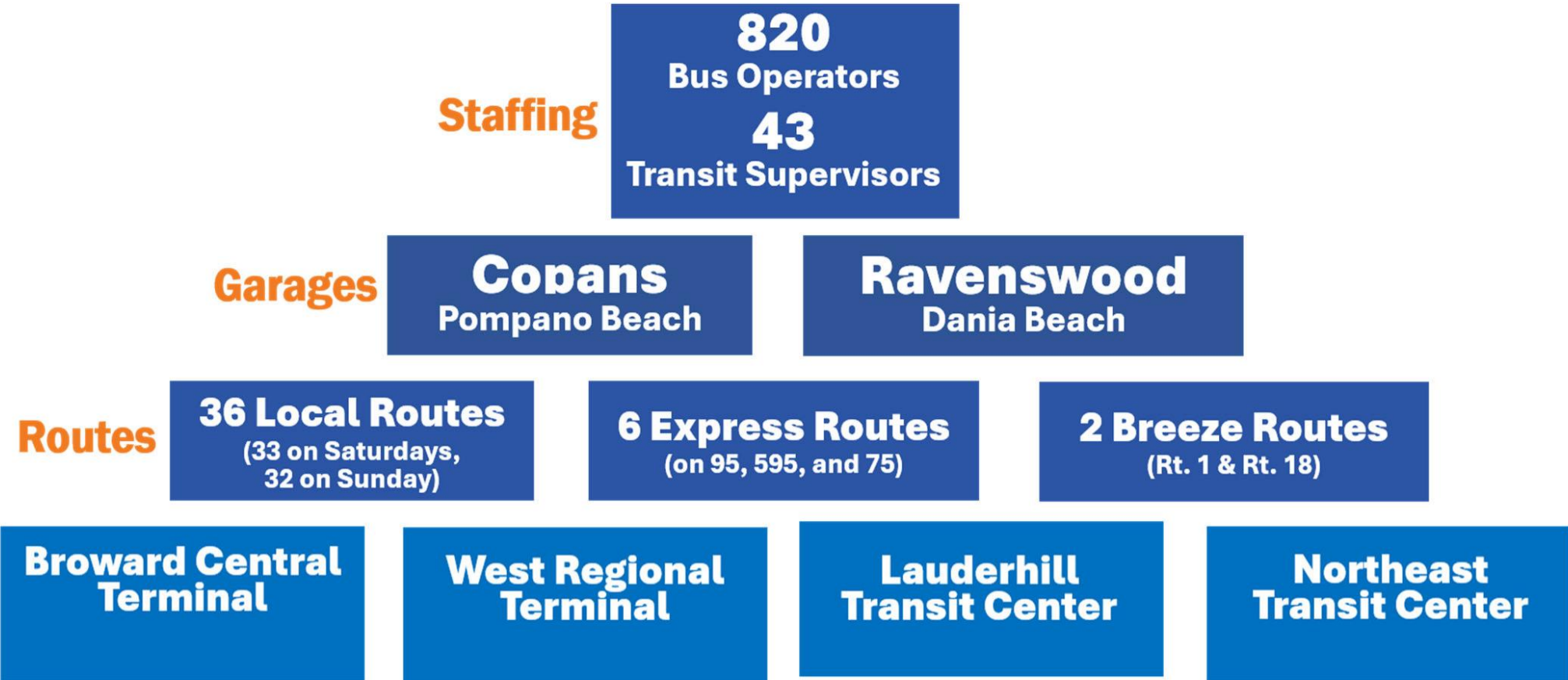


BUS OPERATIONS

**Our Bus Operators
Keep Transit
Rolling!**



BUS OPERATIONS



Five park-and-ride lots and more than 4,000 bus stops throughout Broward County

MECHANICAL ASSET EQUIPMENT

Speakers:

Ripton Richards

Assistant General Manager Transit

Onboard Systems

Brandon Weir

Supervisor Information Systems

Fleet Maintenance & Management

Jacob Porras

Director of Fleet Services



MECHANICAL ASSET EQUIPMENT

On-board Systems

On-board Systems team manages the following on-board hardware:

- CAD/AVL
- Mobile Video Security System
- Two-Way Radio
- Destination Signs
- infoTRANSIT Marketing Displays
- Wireless Networking



MECHANICAL ASSET EQUIPMENT

On-board Systems

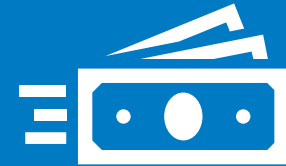
Future CAD/AVL system has integrations to these:



Two-Way Radio



Destination Signs



Farebox

MECHANICAL ASSET EQUIPMENT

Maintenance

• Fleet Makeup:	403
• Future Expansion:	150
• TOTAL:	553

Year/Model	Copans	Ravenswood	Total
2011 Nabi 40'	1	0	1
2011 Nabi 42' Hybrid	4	0	4
2013 Nabi 40'	15	13	28
2013 Nabi 40' Hybrid	10	9	19
2014 Nabi 40'	10	8	18
2015 NFI 60'	17	0	17
2015 MCI D4500 45'	0	5	5
2016 MCI D4500 45'	4	5	9
2018 MCI D4500 45'	11	19	30
2018 Gillig 40'	8	22	30
2020 Gillig 40'	77	43	120
2020 Gillig 35'	20	7	27
2020 MCI D4500 45'	0	5	5
2021 MCI D4500 45'	3	2	5
2021 NFI 60'	4	0	4
2022 Gillig 40'	25	5	30
2022 NFI 60'	12	3	15
2023 MCI Electric 45'	0	2	2
Hybrid 40ft	17	17	34
Future Expansion	100	50	150
TOTAL	338	215	553

MECHANICAL ASSET EQUIPMENT

Non-Revenue Fleet

29

Current Fleet

14

Future Expansion

43

Total

Fleet Composition

- 21 Supervisor SUVs
- 6 Road Service Trucks
- 2 Cargo Van
- 14 Planned Expansion Vehicles

Operational Mission

- Field Supervision
- Emergency Road Calls
- Mobile Maintenance Support
- Operational Oversight
- Support for Future Expansion



CUSTOMER EXPERIENCE/ CONTROL CENTER

Speaker:

Eeva Lindroos

Chief Customer Experience Officer



CUSTOMER EXPERIENCE

Live Passenger Assistance

- Tracking current bus locations during active customer phone calls.

Incident & Delay Tracking

- Monitoring active detours, service interruptions, and mechanical breakdowns.
- Relaying service updates to customers.

Complaint Investigation

- Reviewing basic vehicle history logs to research passenger claims.
- Verifying general schedule adherence for specific route disputes.



CUSTOMER EXPERIENCE

Mandatory Core Functionality

- The system must provide live, continuous vehicle location mapping with automatic page refreshes.
- Software must automatically calculate and display ETA estimates based on current traffic and speed.
- A live feed must display all active detours, service interruptions, and mechanical breakdowns in one place.
- Software must allow agents to select a past date/time and visually replay a vehicle's exact GPS path.
- The system must auto-generate time-stamped logs comparing scheduled times against actual stop arrival times to quickly resolve route disputes.

Wish List

- **CRM Integration:** Entering bus or route info instantly pulls up all related operational delays and active tickets on a single screen
- **Proactive Interruption Alerts:** Immediate, automatic system notifications, for internal and external customers, the moment route changes occur, or vehicle maintenance issues arise.
- **Unified Single Dashboard** preventing agents from toggling between multiple screens during active calls.

CONTROL CENTER

Control Center Use of CAD/AVL - How We Use Our CAD/AVL System

The Broward County Transit Control Center relies on CAD/AVL as its primary operational management tool to monitor, coordinate, and manage daily transit operations in real time.

CURRENT OPERATIONAL USE	SYSTEM REQUIREMENTS
Real-time monitoring of all buses and operators	Accurate, real-time GPS vehicle tracking
Monitor schedule adherence and identify service delays	Automated alerts for early, late, or missed trips
Dispatch road supervisors and service trucks	Integrated dispatch and messaging capabilities
Coordinate detours, bus changes, and emergency response	Interactive mapping with traffic and detour information
Communicate with operators through MDT and radio systems	Reliable MDT, radio, and voice communication integration
Track incidents, alarms, and service disruptions	Integrated incident management and reporting tools
Support special events, weather events, and service restoration	High system availability with redundancy and failover capabilities
Monitor fleet activity and operational performance	Configurable dashboards, reporting, and system integration (HASTUS, APC, Everbridge, CCTV, maintenance systems)

Our operational goal is to provide Controllers with complete real-time situational awareness to support safe, efficient, and reliable transit service while enabling rapid operational decision-making.

COMMUNITY SHUTTLE

Speaker:

Vince Tamagna

*Paratransit Program Project
Coordinator Senior*



18 Municipal Partnerships with Broward County Transit

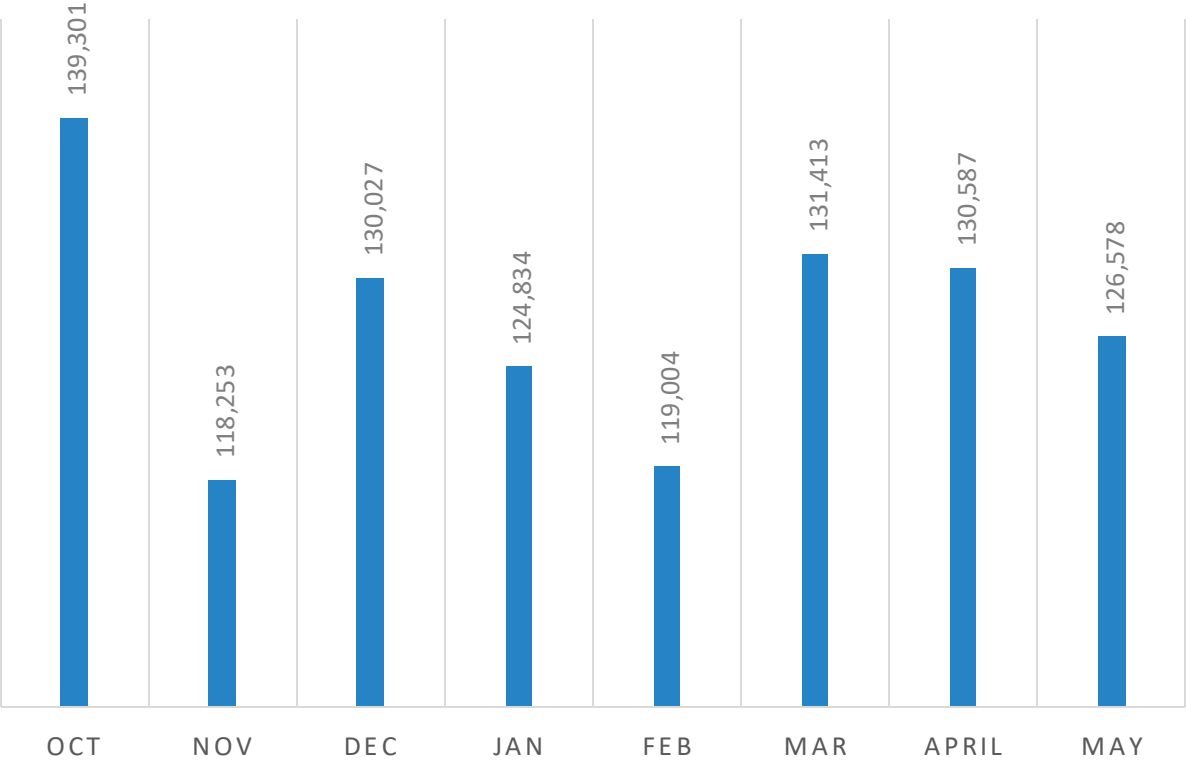


PROGRAM MANAGEMENT

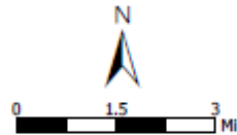
1,019,997 RIDES AND GROWING



FISCAL YEAR 2026 RIDERSHIP



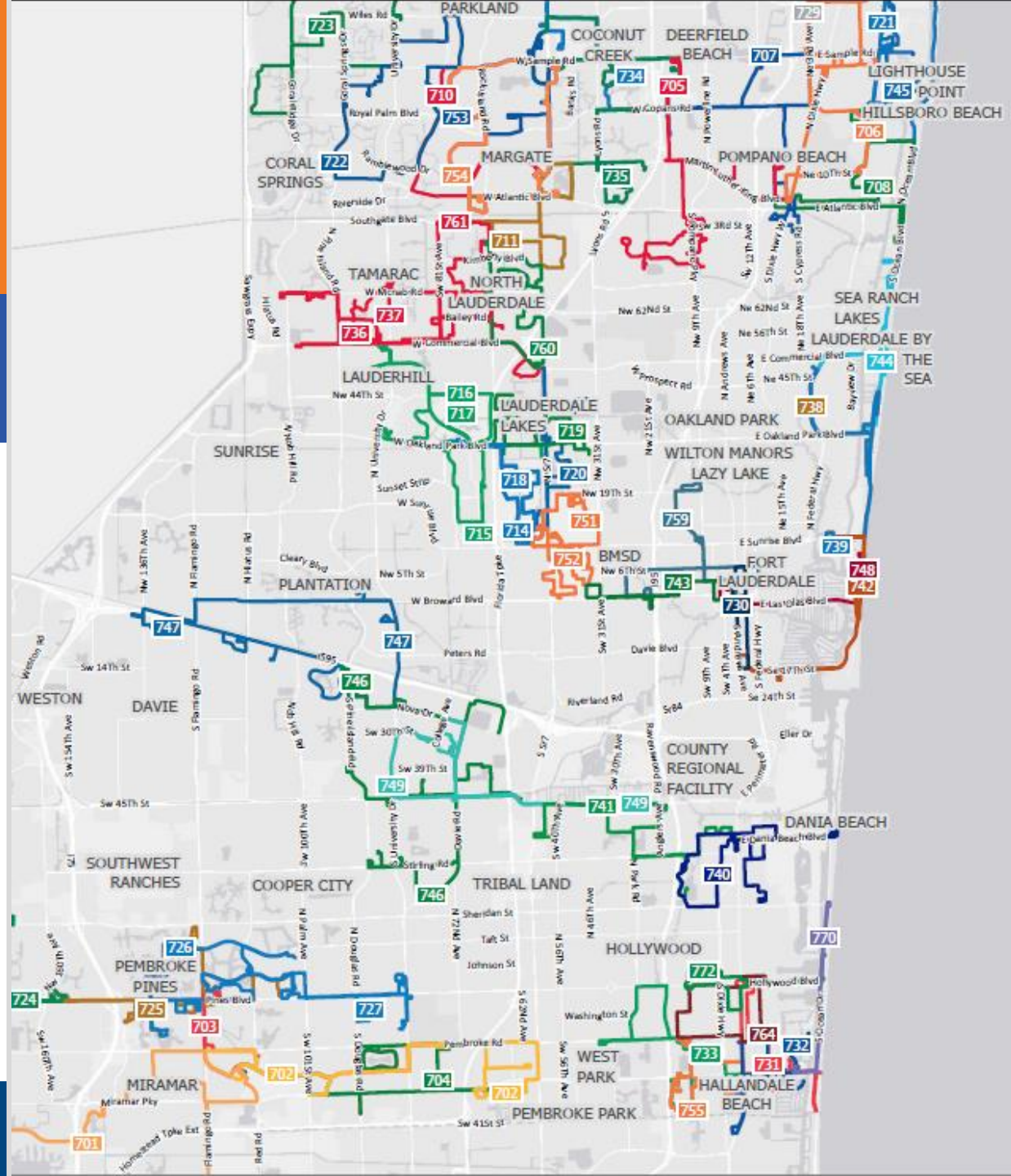
COMMUNITY SHUTTLE SYSTEMS MAP



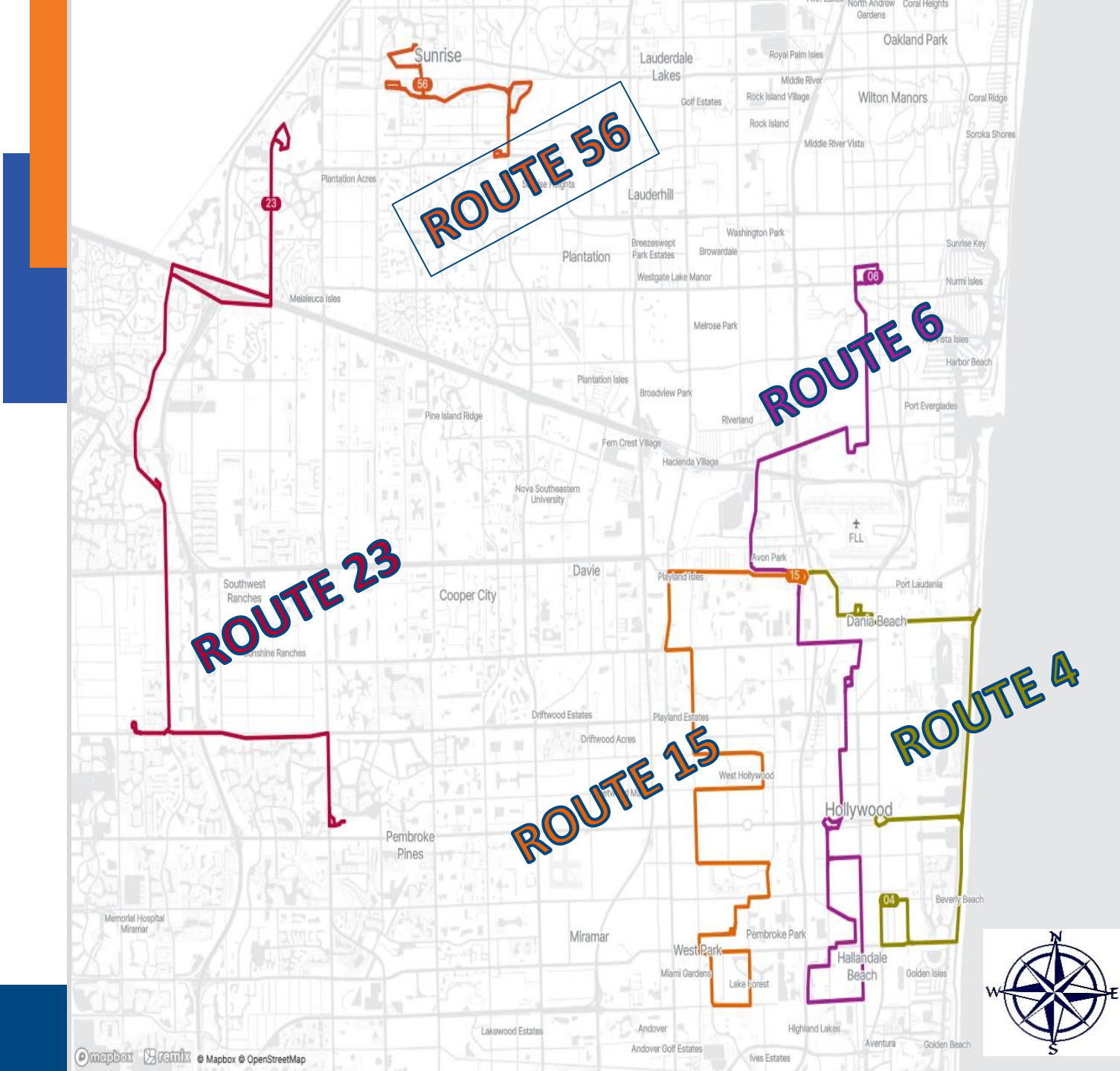
Created By: BCT Service and Strategic Planning Division
Date: 5/9/2023

Disclaimer

This map is for conceptual purposes only and should not be used for legal boundary determination.



CONTRACTED ROUTES SYSTEM MAP



IT/INTEGRATION

Speaker:

Matthew D'Antonio

Director of Information Technology



IT/INTEGRATION

CAD/AVL: Technology Partner

- Modernize our operations
- Revolutionize the customer experience
- Unlock new innovations



IT/INTEGRATION

CAD/AVL: Our Foundation for a Countywide Data Platform

- Mobility as a Service (MaaS) and Smart Parking
- E-911 and Computer Aided Dispatch
- Traffic Signal Priority & Adaptive Signal Control
- Airport and Port Operations



IT/INTEGRATION

CAD/AVL: Brainstorming Sessions

- Digital signage allows riders to choose less crowded buses based on estimated passenger occupancy (low/med/high)
- Share route capacity and real-time arrivals outside major parking areas
- Road closures automatically update bus routing



IT/INTEGRATION

Key IT Priorities

“One throat to choke” support model

Secure API-first architecture

Avoid proprietary interfaces

Granular role-based access with audit capability

High availability

IT/INTEGRATION

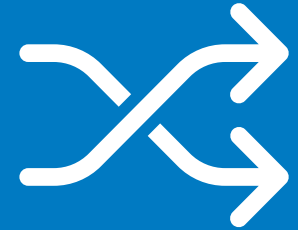
Integration Opportunities within Transit



**Agents can view live
bus locations in CRM
while assisting callers**



**Telecom automatically
include vehicle location
and trip data**



**Event attendees receive
transit recommendations
based on congestion**

IT/INTEGRATION

IT Takeaway

Today	Tomorrow	Future
Real-time visibility	Data-driven decisions	Exceptional guest experience
A system to track buses	Integrate in clever ways	Limitless innovation

IT/INTEGRATION

**“Technology doesn’t
transform
organizations.
Partnerships do.”**



BUSINESS TRANSFORMATION/ DATA ANALYTICS

Speaker:

Lina Kulikowski

*Manager Innovation and
Business Transformation*



BUSINESS TRANSFORMATION/DATA ANALYTICS

Vision and Capabilities



Cultivate a data-driven decision-making culture to support Performance Management and Process Improvement



Support a modern analytics ecosystem for real-time and historical insights



Support standard and user-defined KPIs for service performance monitoring and improvements

BUSINESS TRANSFORMATION/ DATA ANALYTICS CORE

Reporting & Dashboard Features

- Canned reports and Customizable reports
- Power BI Dashboards
- Provide **actionable** information
 - Measure (what is happening?)
 - Insight (why is this happening?)
 - Action (What can be done to bring improvements?)



BUSINESS TRANSFORMATION/DATA ANALYTICS

Data Management & Integration



Data accuracy



Data completeness



Data availability



Integration with 3rd party applications

CAPITAL PROGRAM PROJECTS

Speaker:

Jie Bian

*Assistant General Manager, Engineering
and Planning*

*Capital Delivery and Infrastructure
Maintenance Division*



PREMO OVERVIEW

Strategy

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



PREMO OVERVIEW

Goals

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



PREMO OVERVIEW

What do we gain?

- Over 200 miles of new premium service
- Approximately 23 million annual ridership
- 100% low emission bus fleet
- New Intelligent Transportation Systems (ITS) technology
- Localized aesthetic and architectural enhancements

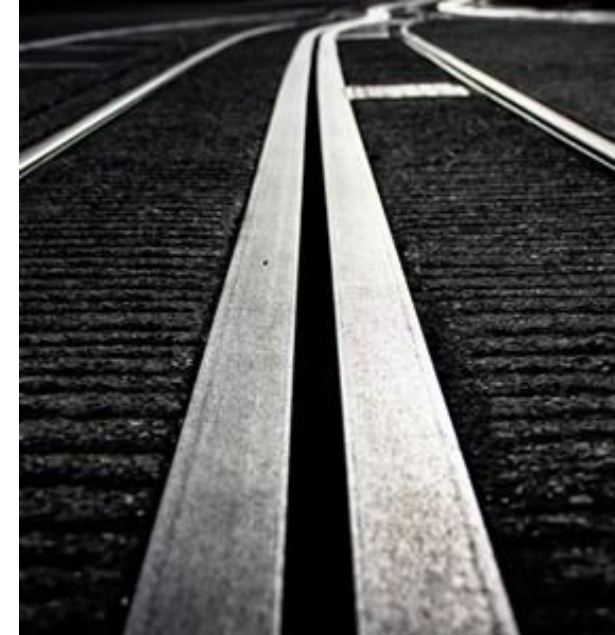


PREMO OVERVIEW

Connecting Activity Centers

With direct connections to the Airport, Seaport, and Convention Center; Broward County will be one of the leading intermodal transit providers in the country.

Through PREMO we have a unique opportunity to connect Broward County's three major economic engines with fast, reliable and convenient transit service.



PREMO Network

Mode	Miles
Commuter Rail South	26
Light Rail Transit (LRT)	23.3
Bus Rapid Transit (BRT)	76
High Frequency Bus	100



Broward Commuter Rail South

Project Overview:

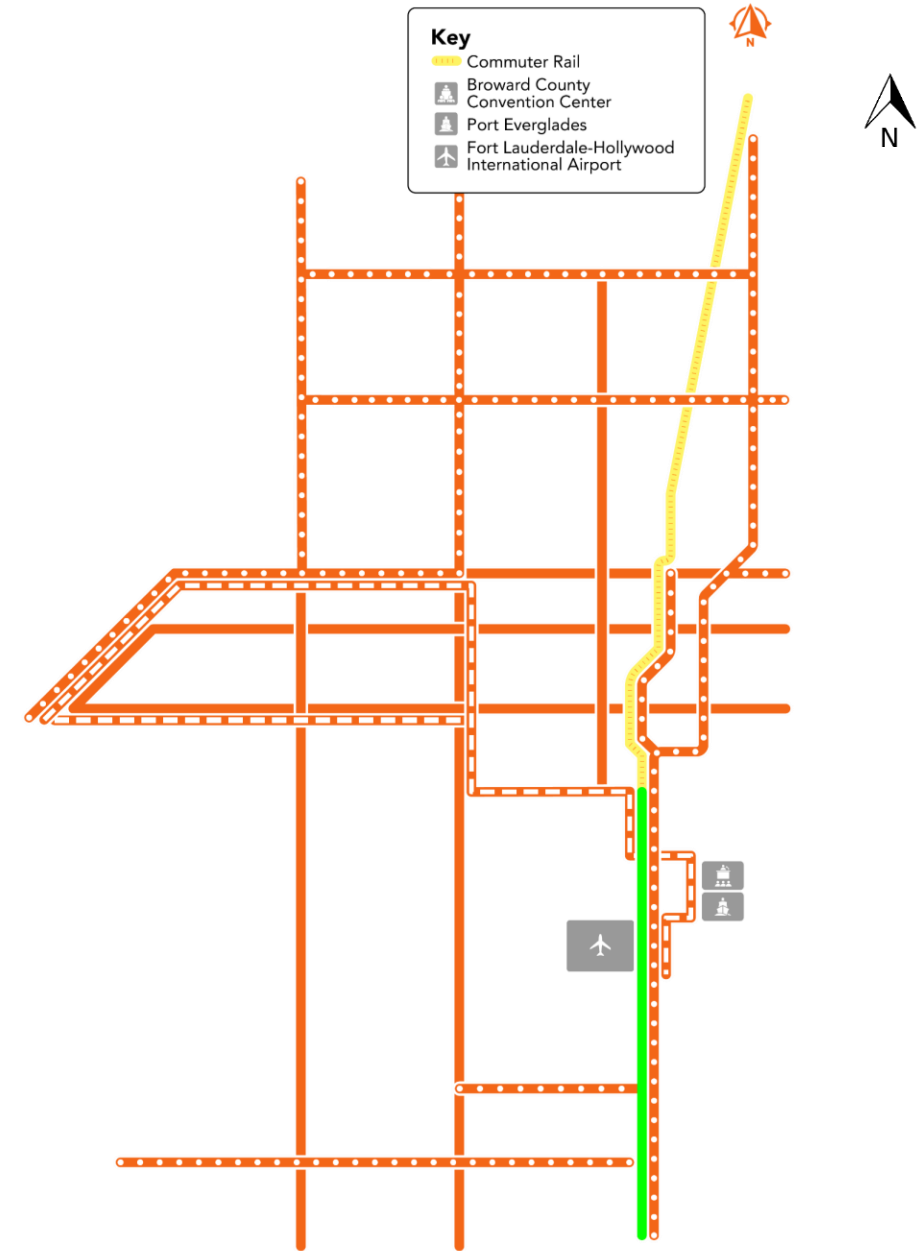
Provides a regional connection between Broward and Miami-Dade Counties. Includes:

- 10.5 miles of commuter rail on the Florida East Coast (FEC) Railway corridor
- Three stations in Hollywood, Fort Lauderdale-Hollywood International Airport and Fort Lauderdale.

Anticipated Annual Ridership: 5 to 6 million trips including Miami-Dade

Projected Opening: EOY 2032

Estimated Investment: \$712M



The Connector

Project Overview:

Initial segment connects the Fort Lauderdale-Hollywood International Airport, Port Everglades, and the Broward County Convention Center. Includes:

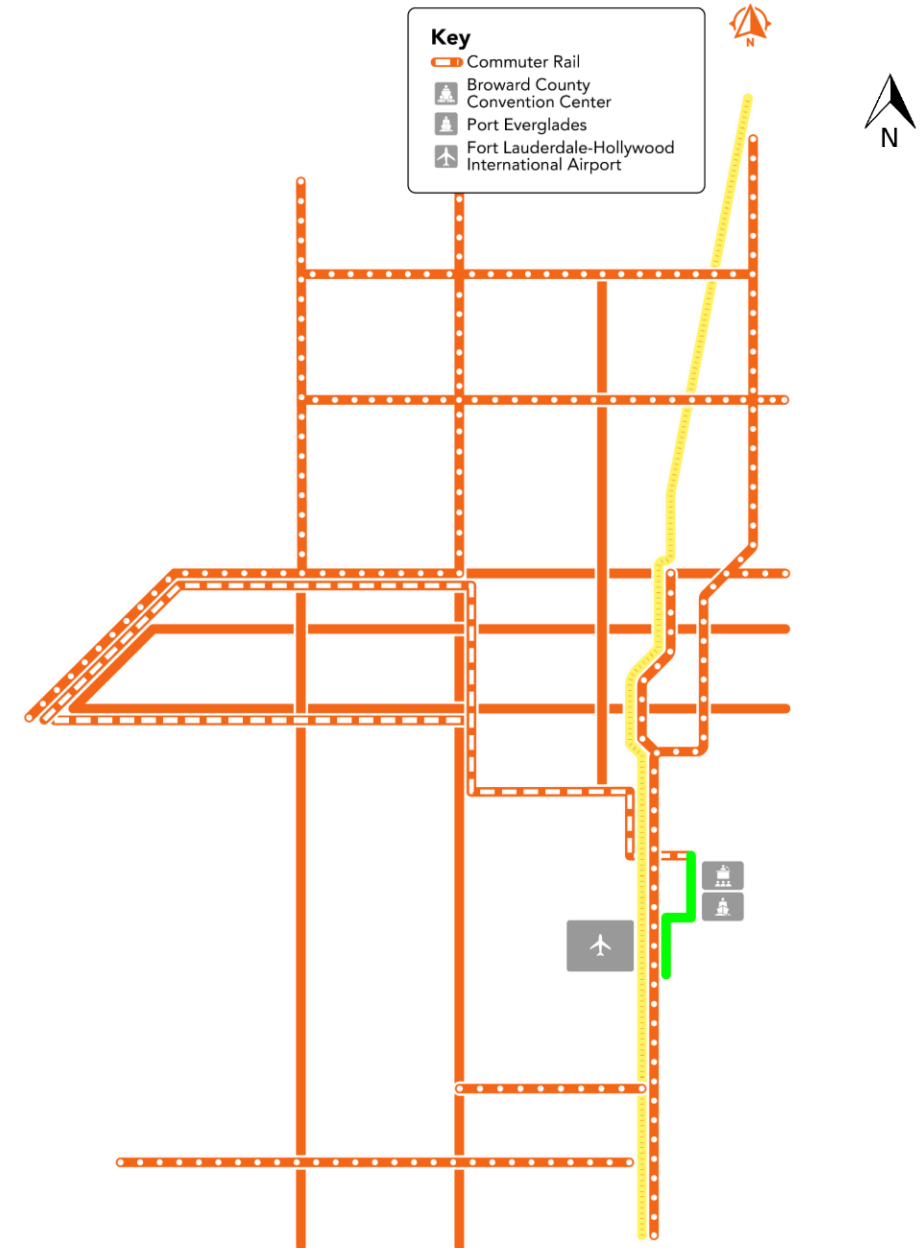
- 3.5 miles of Light Rail Transit (LRT)
- Three stations
- Elevated guideway primarily on Broward County property
- Maintenance facilities location to be determined
- Consideration for future extensions along Broward Boulevard, State Road 7 with east-west connections along Sunrise or Commercial Boulevards, after future performance and studies validate needs

Anticipated Annual Ridership: 130K - 665K

Projected Opening: EOY 2032

Estimated Investment: \$1.56B*

*Does not include permanent light rail maintenance facility/property acquisition costs.



Downtown Connection LRT

Project Overview:

Segment connects the Fort Lauderdale-Hollywood International Airport, Port Everglades, the Broward County Convention Center along SE 17th Street and then north to Downtown Fort Lauderdale. Includes:

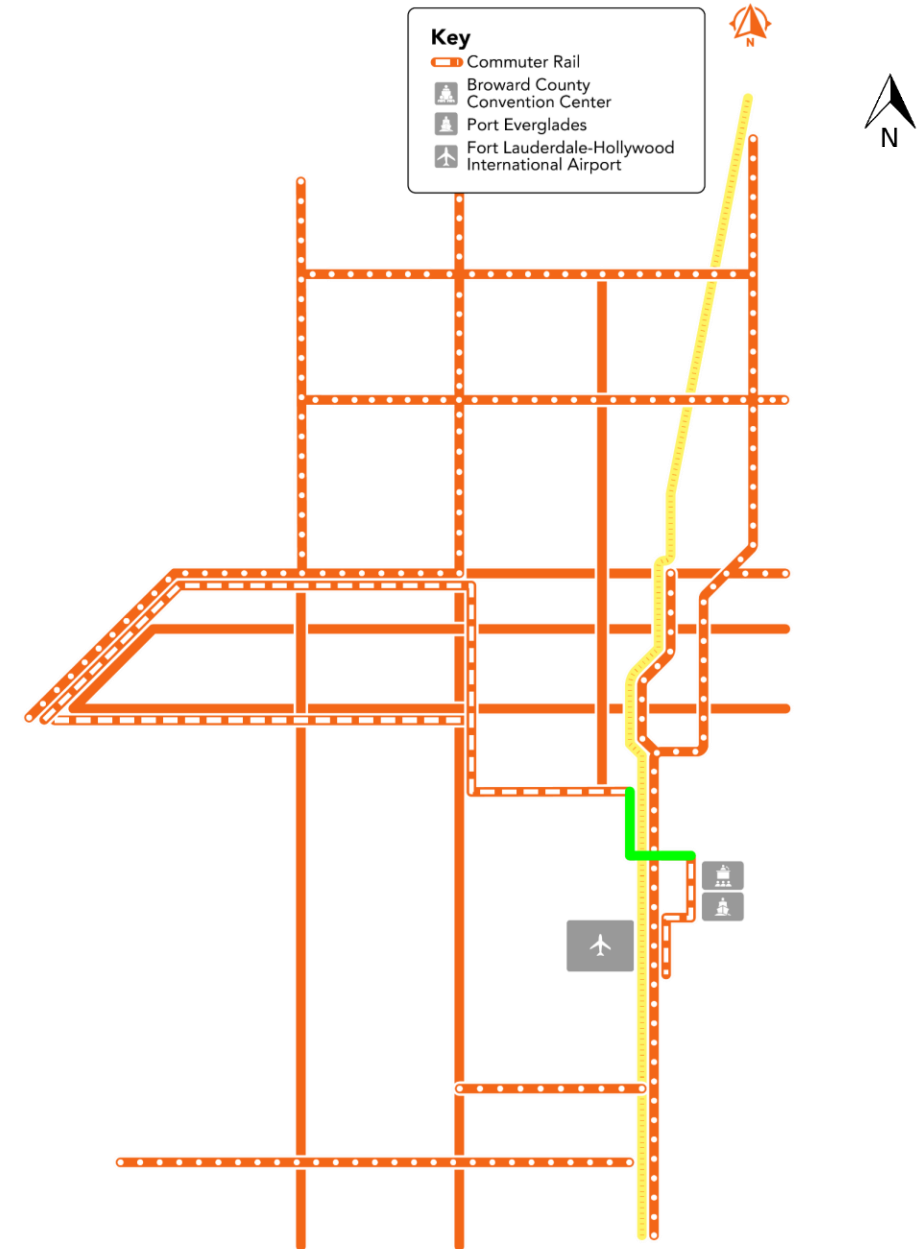
- 3 additional miles of Light Rail Transit (LRT)
- Tracks and stations at street level
- Consideration for future extensions along Broward Boulevard, State Road 7 with east-west connections along Sunrise or Commercial Boulevards, after future performance and studies validate needs

Anticipated Annual Ridership: 1.7M - 2.7M

Projected Opening: EOY 2034

Estimated Investment: \$442M*

*Does not include permanent light rail maintenance facility/property acquisition costs.



Broward Boulevard LRT

Project Overview:

Segment connects Downtown Fort Lauderdale to US 441/SR 7. Includes:

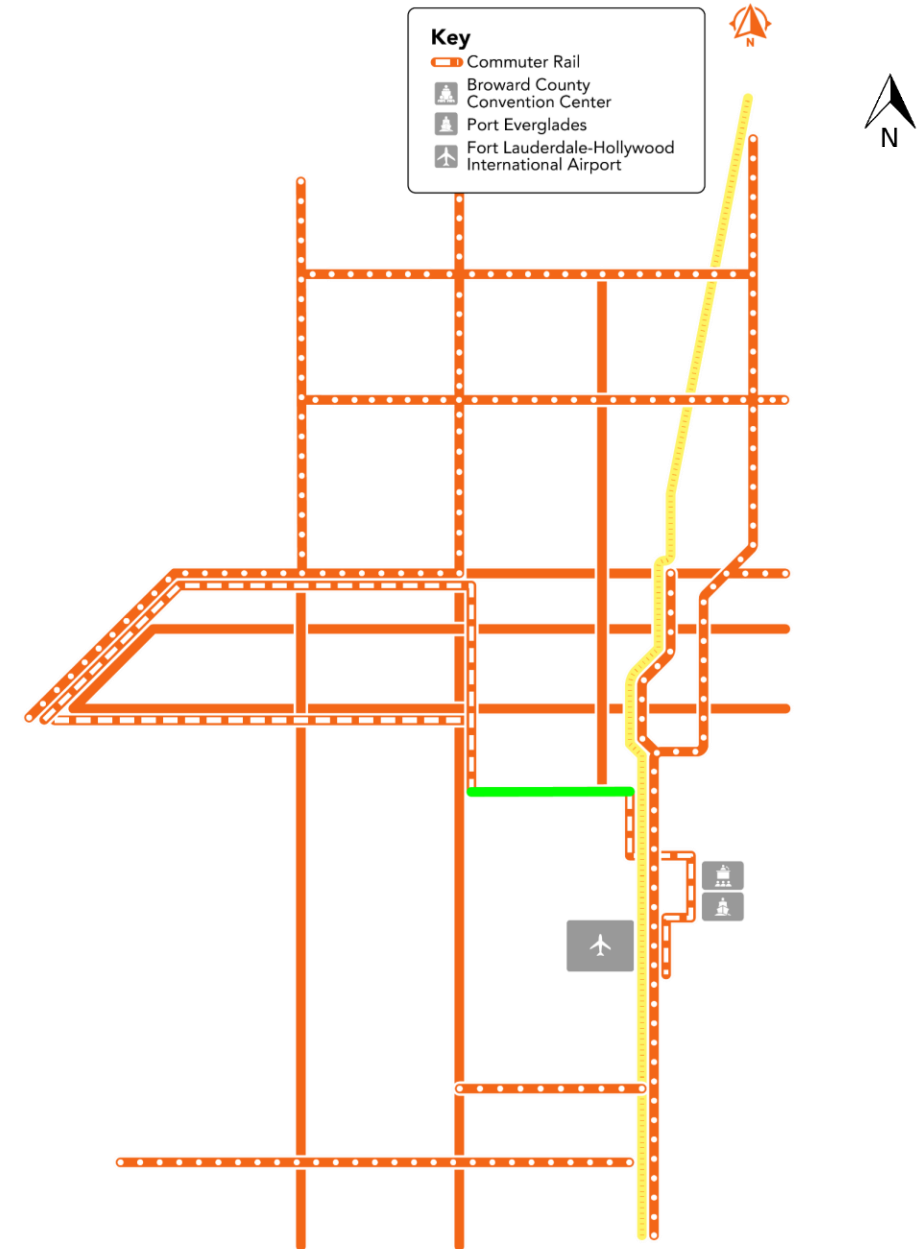
- 4 additional miles of Light Rail Transit (LRT)
- Consideration for extension east-west to State Road 7 north with extensions along Sunrise or Commercial Boulevards, after future performance and studies validate needs

Anticipated Annual Ridership: 1.5M -3.3M without west extension

Projected Opening: EOY 2035

Estimated Investment: \$930M*

*Does not include permanent light rail maintenance facility/property acquisition costs.



Oakland Park Blvd BRT

Project Overview:

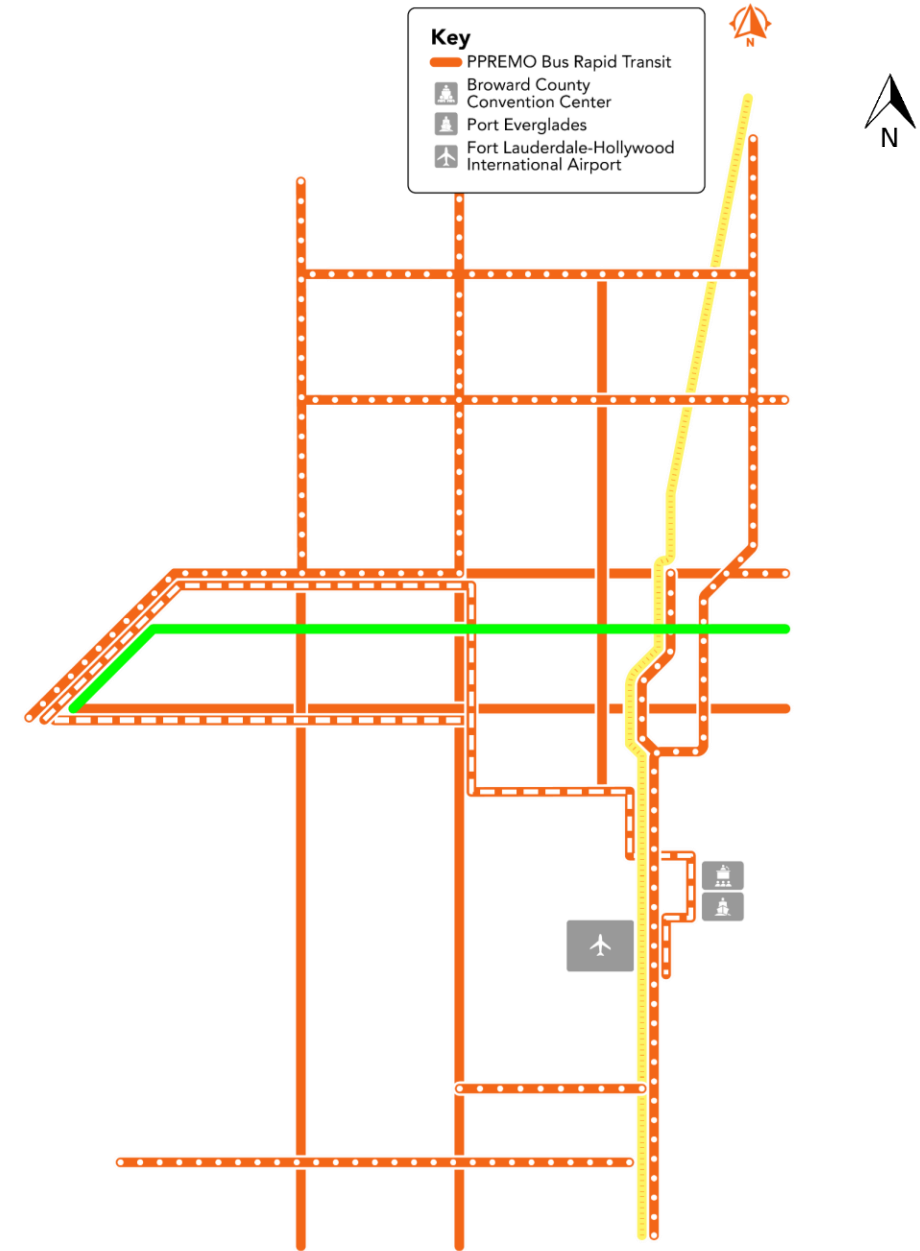
Connects activity centers between A1A and Sawgrass Mills Mall.
Includes:

- 15 miles of Bus Rapid Transit (BRT) along Oakland Park Boulevard
- Approximately 16 branded stations
- Exclusive transit lanes where feasible
- Supplemental fixed route local service

Anticipated Annual Ridership: 2.4M - 3.2M

Projected Opening: EOY 2030

Estimated Investment: \$285M



US441/SR 7 BRT

Project Overview:

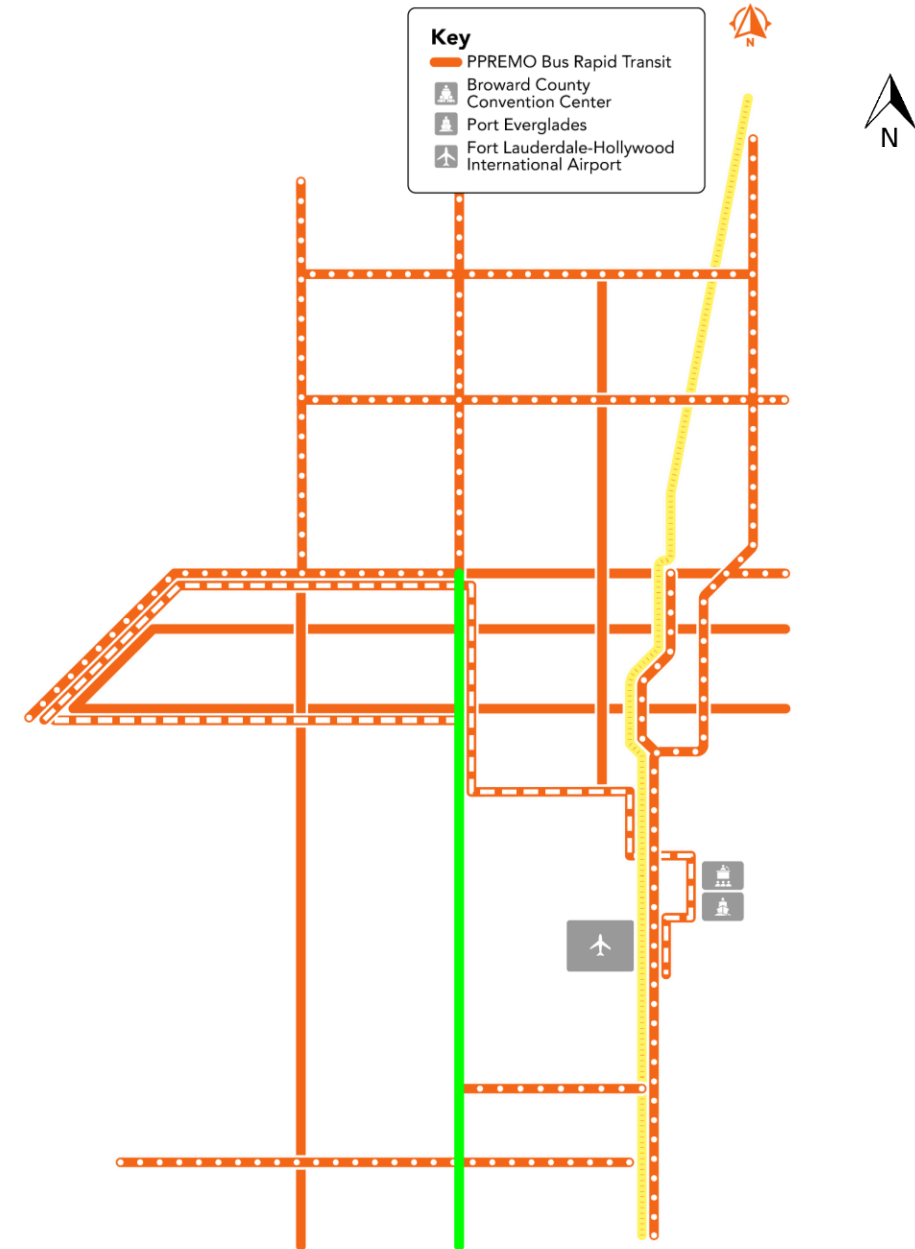
Connects activity centers between Commercial Boulevard and County Line Road. Includes:

- 15 miles of Bus Rapid Transit (BRT) along US441/SR 7 from Commercial Boulevard to County Line Road
- Supplemental High Frequency service from Sample Road to Commercial Boulevard
- Approximately 16 branded stations
- Exclusive transit lanes where feasible
- Potential Light Rail connections

Anticipated Annual Ridership: 1.6M - 3M

Projected Opening: EOY 2033

Estimated Investment: \$236M



Powerline Road BRT

Project Overview:

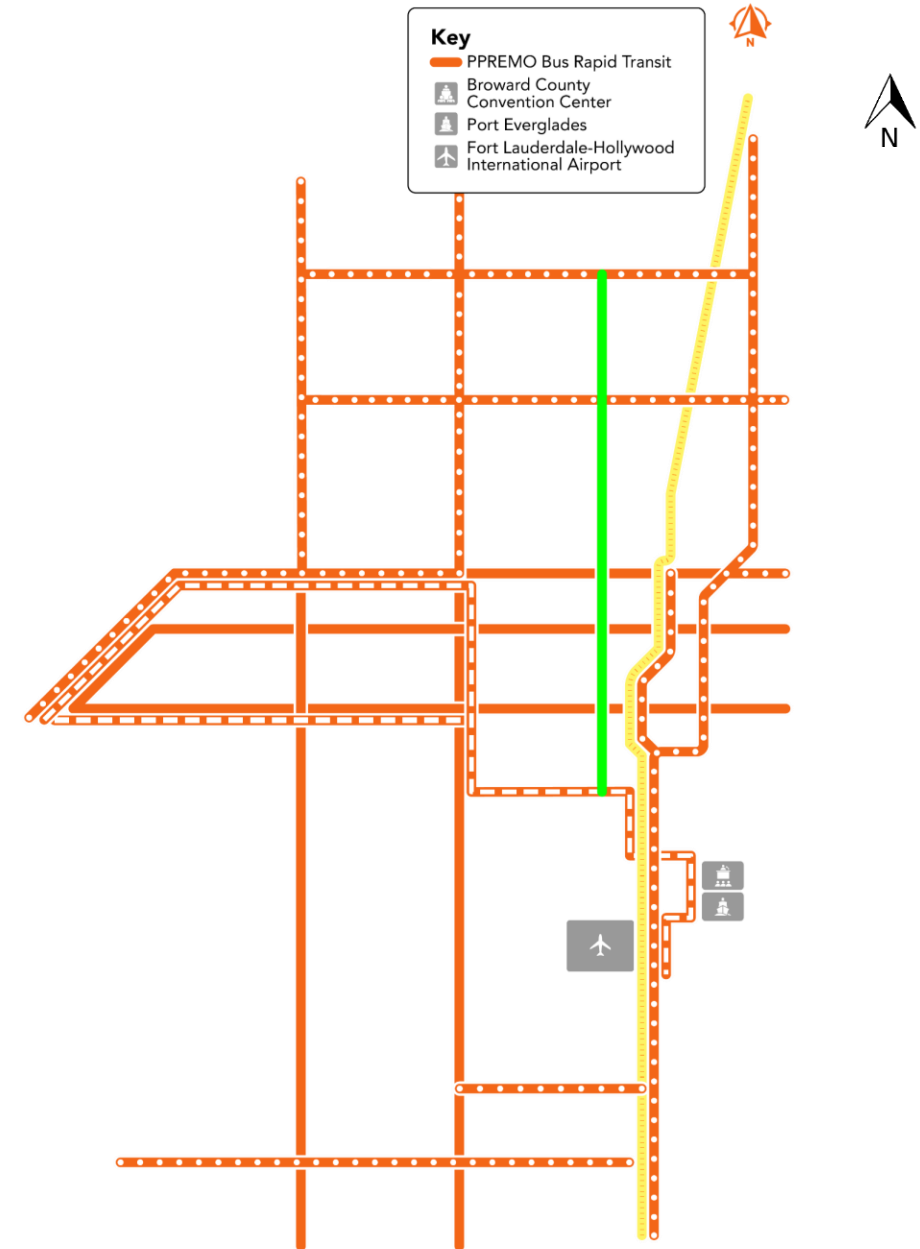
Connects activity centers between Broward Boulevard and Sample Road.
Includes:

- 10.5 miles of Bus Rapid Transit (BRT) along Powerline Road
- Approximately 10 branded stations
- Exclusive transit lanes where feasible
- Supplemental fixed route local service

Anticipated Annual Ridership: 1.4M - 2.5M

Projected Opening: Early 2034

Estimated Investment: \$203M



University Drive BRT

Project Overview:

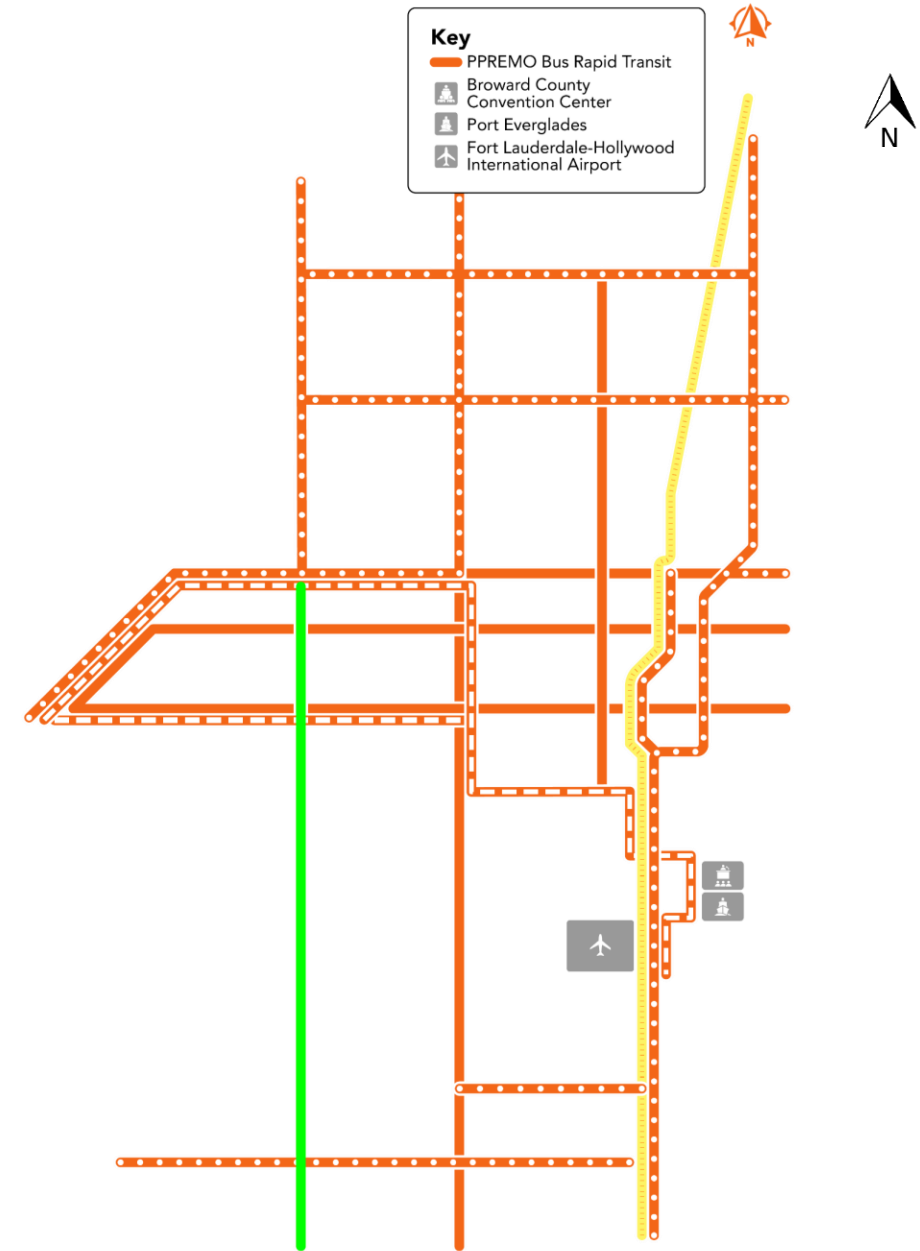
Transit improvements between Sample Road and County Line Road.
Includes:

- 16 miles of Bus Rapid Transit (BRT) along University Drive from Commercial Boulevard to County Line Road
- Supplemental High Frequency service from Sample Road to Commercial Boulevard
- Approximately 16 branded stations
- Exclusive transit lanes where feasible

Anticipated Annual Ridership: 2M - 3M

Projected Opening: Mid 2034

Estimated Investment: \$334M



Commercial Boulevard BRT

Project Overview:

Connects activity centers between A1A and Sawgrass Mills Mall.

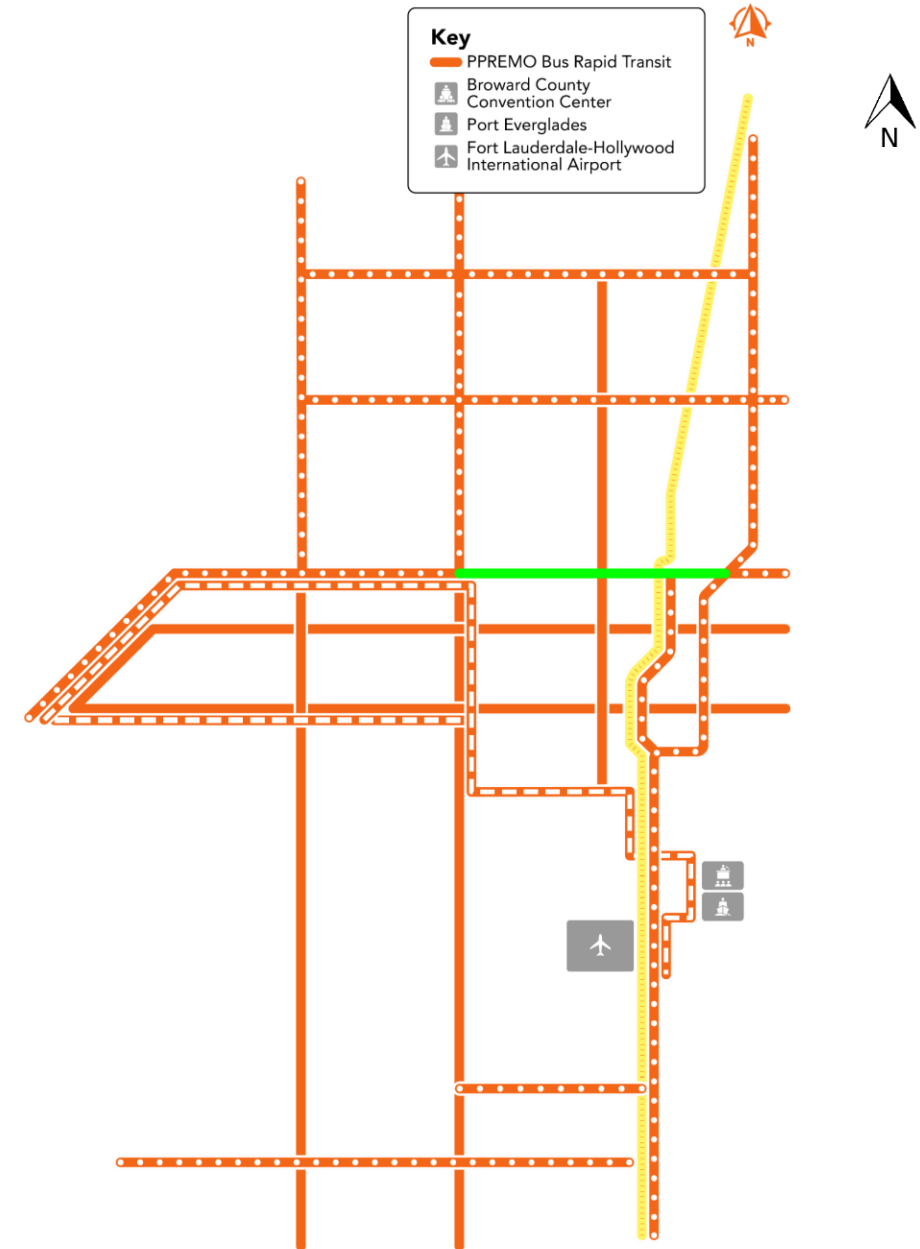
Includes:

- 5.5 miles of Bus Rapid Transit (BRT) along Commercial Boulevard from US 1 to US441/SR 7
- Supplemental High Frequency service from US441/SR7 to Sawgrass Mills Mall
- Approximately 10 branded stations
- Exclusive transit lanes where feasible
- Potential Light Rail Extension

Anticipated Annual Ridership: 600K - 900K

Projected Opening: EOY 2035

Estimated Investment: \$113M



Sunrise Boulevard BRT

Project Overview:

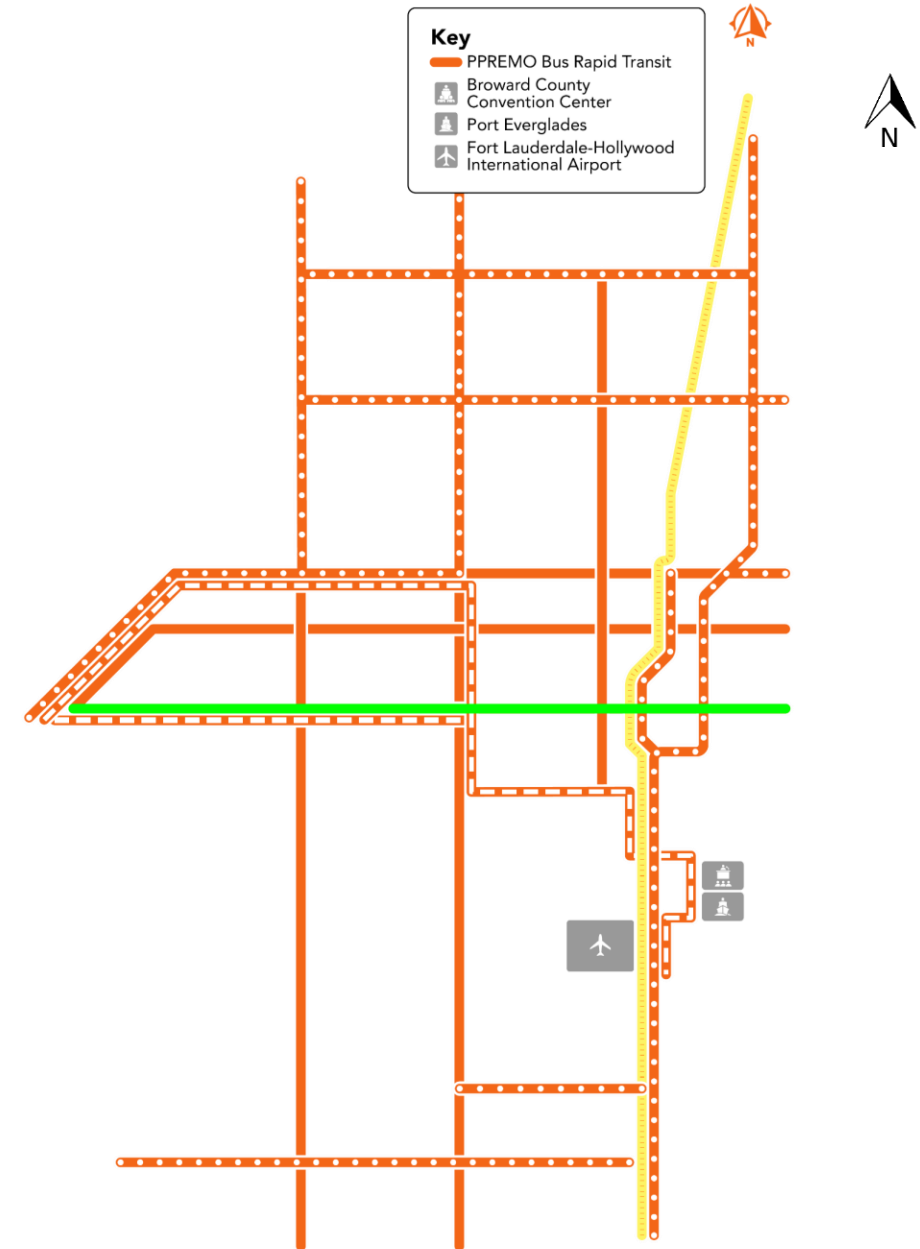
Transit improvements between activity centers from A1A to Sawgrass Mills Mall. Includes:

- 14 miles of Bus Rapid Transit (BRT) along Sunrise Boulevard between US 1 and Sawgrass Mills Mall
- Approximately 12 branded stations
- Exclusive transit lanes where feasible
- Potential Light Rail Extension

Anticipated Annual Ridership: 1.7M - 2.6M

Projected Opening: EOY 2036

Estimated Investment: \$240M



Proposed 15 Year Program Implementation Schedule

Corridor	Service	Schedule																		Project Duration	Current Status	Target Revenue Service
		2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040			
Broward Commuter Rail South	Commuter Rail																			2023-2032	PD&E	2032
Oakland Park Blvd.	BRT																			2023-2030	PD&E	2030
The Connector	LRT																			2025-2032	PD&E	2032
Downtown Connection	LRT																			2027-2034	Planning	2034
Broward Blvd LRT	LRT																			2028-2035	Planning	2035
US 441 / SR 7	BRT																			2025-2033	Planning	2033
Powerline Rd.	BRT																			2026-2034	Planning	2034
University Dr.	BRT																			2026-2034	Planning	2034
Commercial Blvd.	BRT																			2027-2035	Planning	2035
Sunrise Blvd.	BRT																			2028-2036	Planning	2036

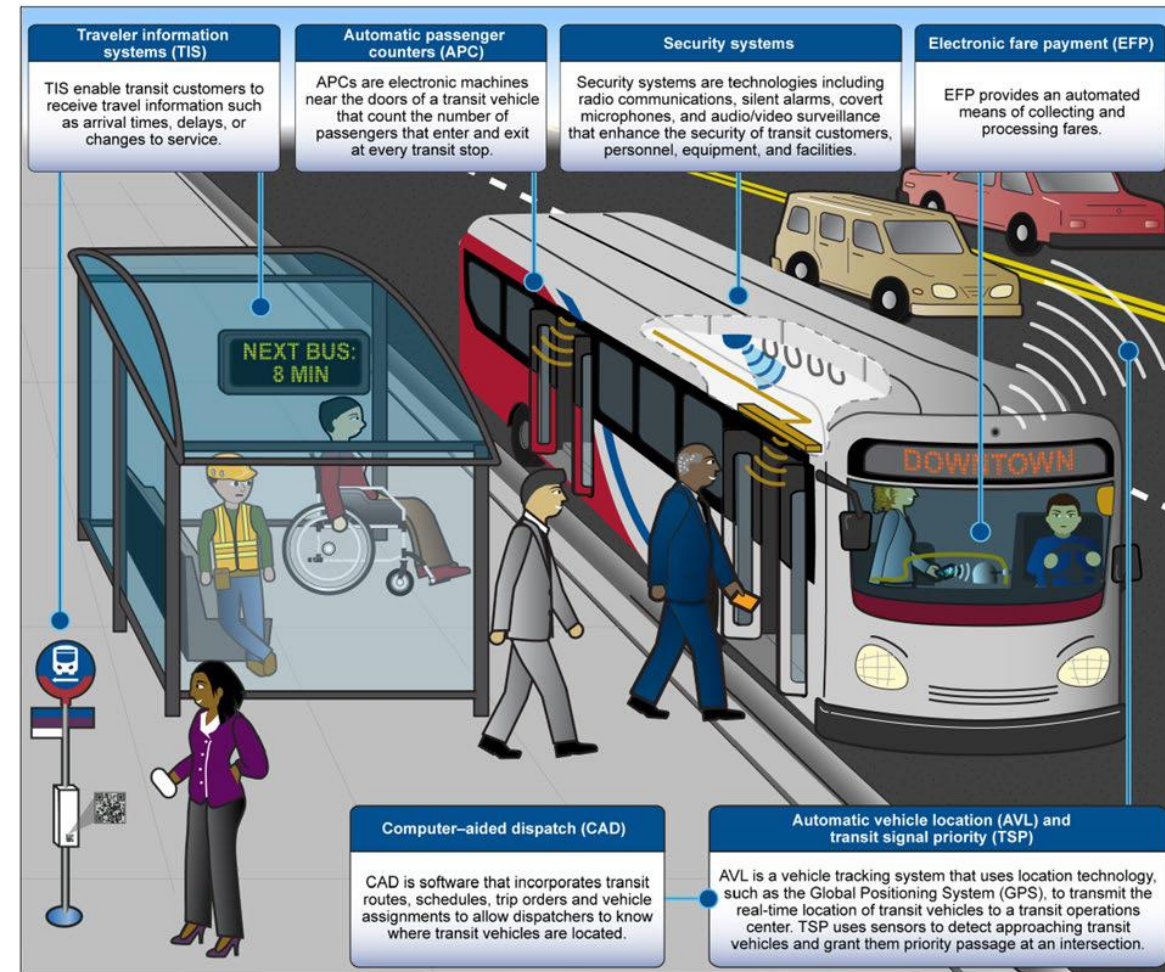
PREMO SUMMARY

- This transformational effort will redefine service delivery, mobility and connectivity throughout Broward County
- At the end, we will have:
 - Over 200 miles of new premium service (Commuter Rail, Light Rail, Bus Rapid Transit and High Frequency)
 - Connections between the Major County Activity Centers and Communities
 - Enhanced Economic Development Potential



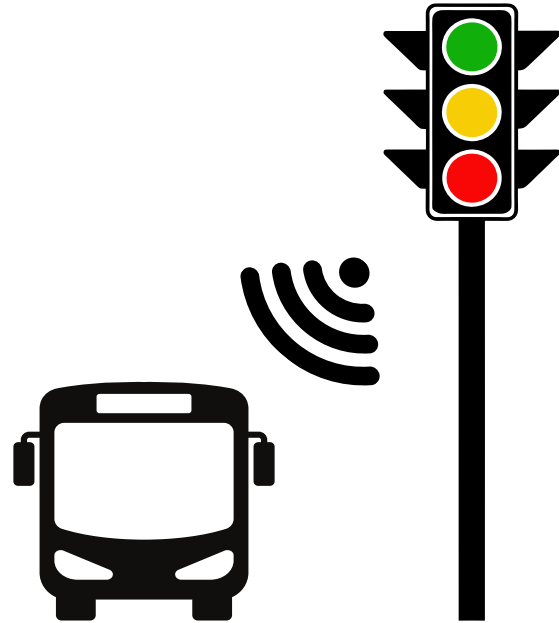
INTELLIGENT TRANSPORTATION SYSTEMS (ITS) IN BRT

- **Computer-Aided Dispatch & Automatic Vehicle Location Replacement (CAD-AVL) – Hardware/Software**
CAD/AVL is essential to operations, providing real-time vehicle tracking and supporting reliable service delivery.
- **Automatic Passenger Counters (APC) – Hardware/Software**
APC data is critical for market analysis, performance reporting, and securing transit funding.
- **Passenger Information Screens – Signage**
Passenger Information Screens provide riders with real-time arrival information and service alerts, enhancing the digital customer experience.
- **Fare Collection Systems – Digital Customer Experience Enhancements**
Future initiatives may include open payment fare models and installation of rear-door boarding validators for BRT. Ongoing collaboration with Genfare to enhance mobile fare payment features.



TRANSIT SIGNAL PRIORITY (TSP)

- Modifies traffic signal timings
- Reduces delays caused by red lights



Transit Signal Priority



DOING BUSINESS WITH BROWARD COUNTY

Speaker:

Windelle Jean-Pierre

Assistant Manager Purchasing



HOW TO DO BUSINESS WITH BROWARD COUNTY?



REGISTER

Register as a Vendor in
Euna Procurement (BPro)



REVIEW

Review Project
Description



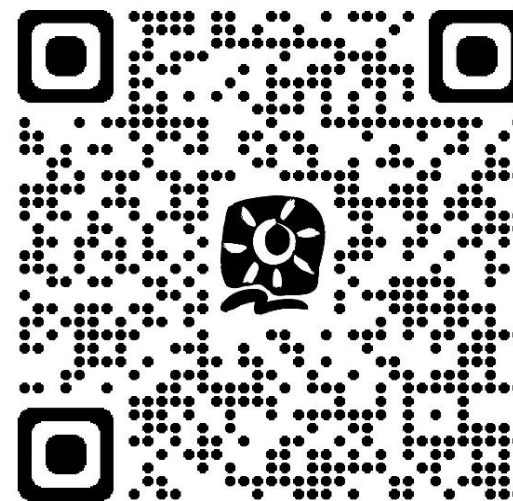
RESEARCH

Research Current Contracts
& Past Solicitations

WHERE TO REGISTER?

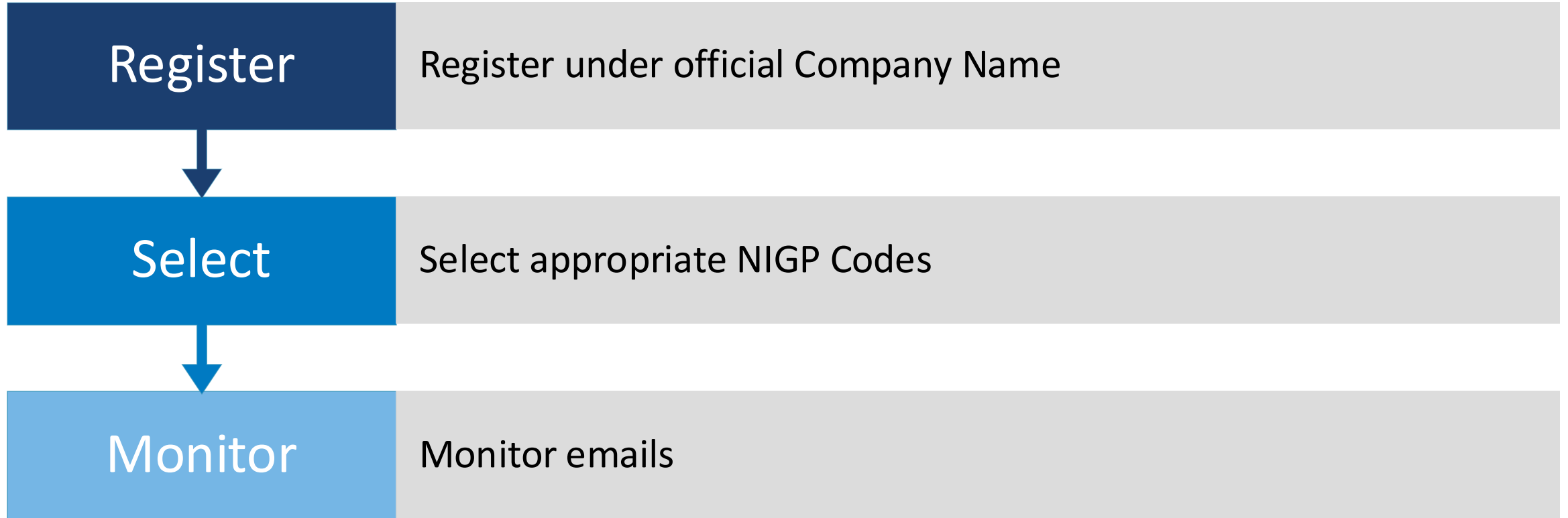


SCAN QR CODE
TO LEARN MORE



BROWARD.ORG/PURCHASING

HOW TO REGISTER?



SOLICITATION REQUIREMENTS

- Review Project Description
- Requested Information
- Solicitation Provisions/Requirements
- Locate Instructions to Vendors Document
- Broward County Ordinances
- Bond Requirements
- Insurance Requirements
- FTA Requirements
- Licensing Requirements
- FDOT Pre-Qualification/Certificate of Qualifications Requirements



WHAT TO LOOK FOR?



Pre-Advertisements



Pre-Bid/Proposal Meetings



Questions and Answer Period



Approved Equals Submission Deadline



Special Instructions



Goal Requirements

LOCAL ORDINANCES



**DBE/CBE
GOALS**



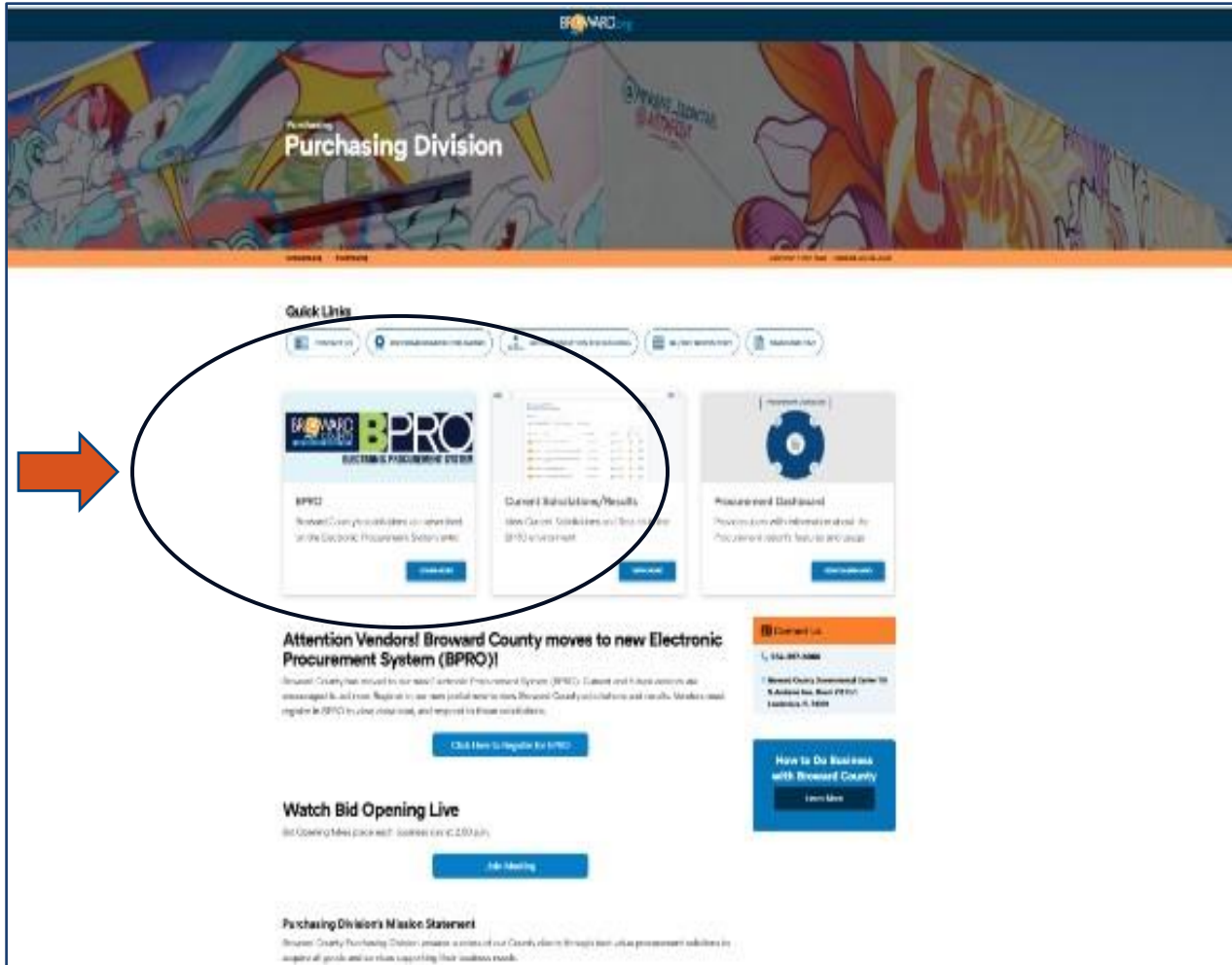
**LOCAL
PREFERENCES**

WAYS TO RESEARCH SOLICITATIONS

- Review currently awarded open-end contracts
- Review advertised solicitations
- Research past contracts in BPro
- Review Active/Archived RFPs



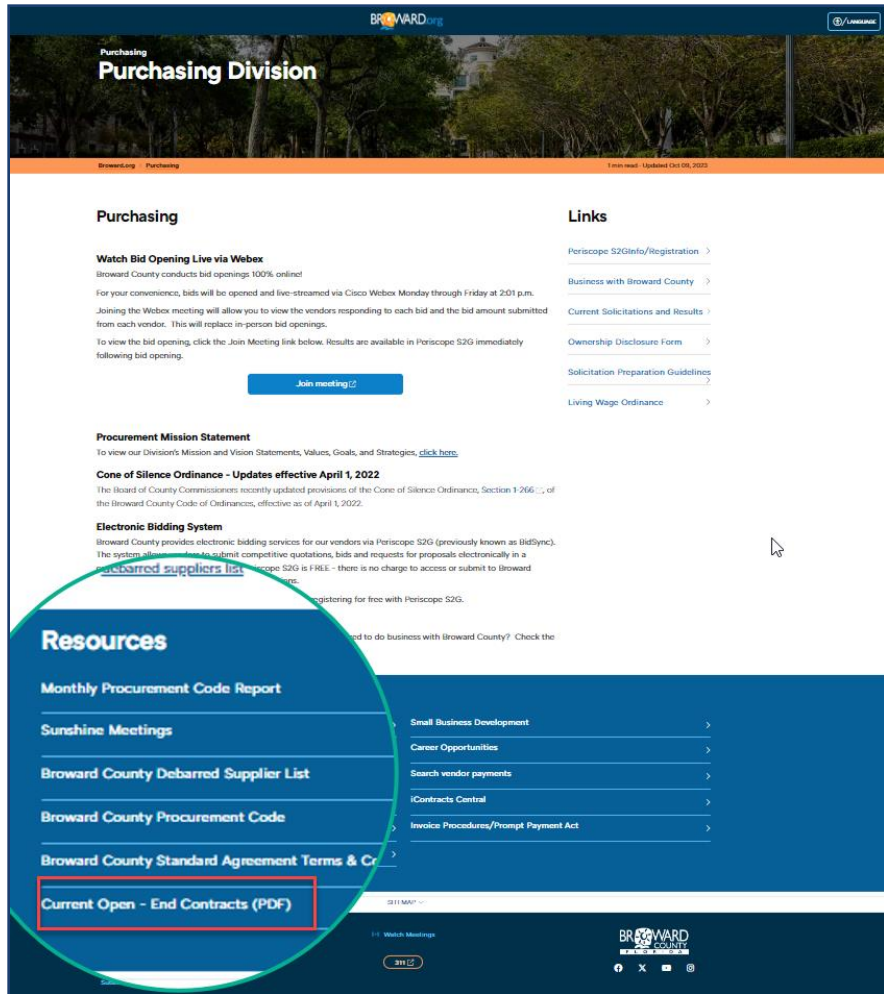
REVIEW ADVERTISED SOLICITATIONS



Website:

www.broward.org/purchasing

REVIEW AWARDED CONTRACTS

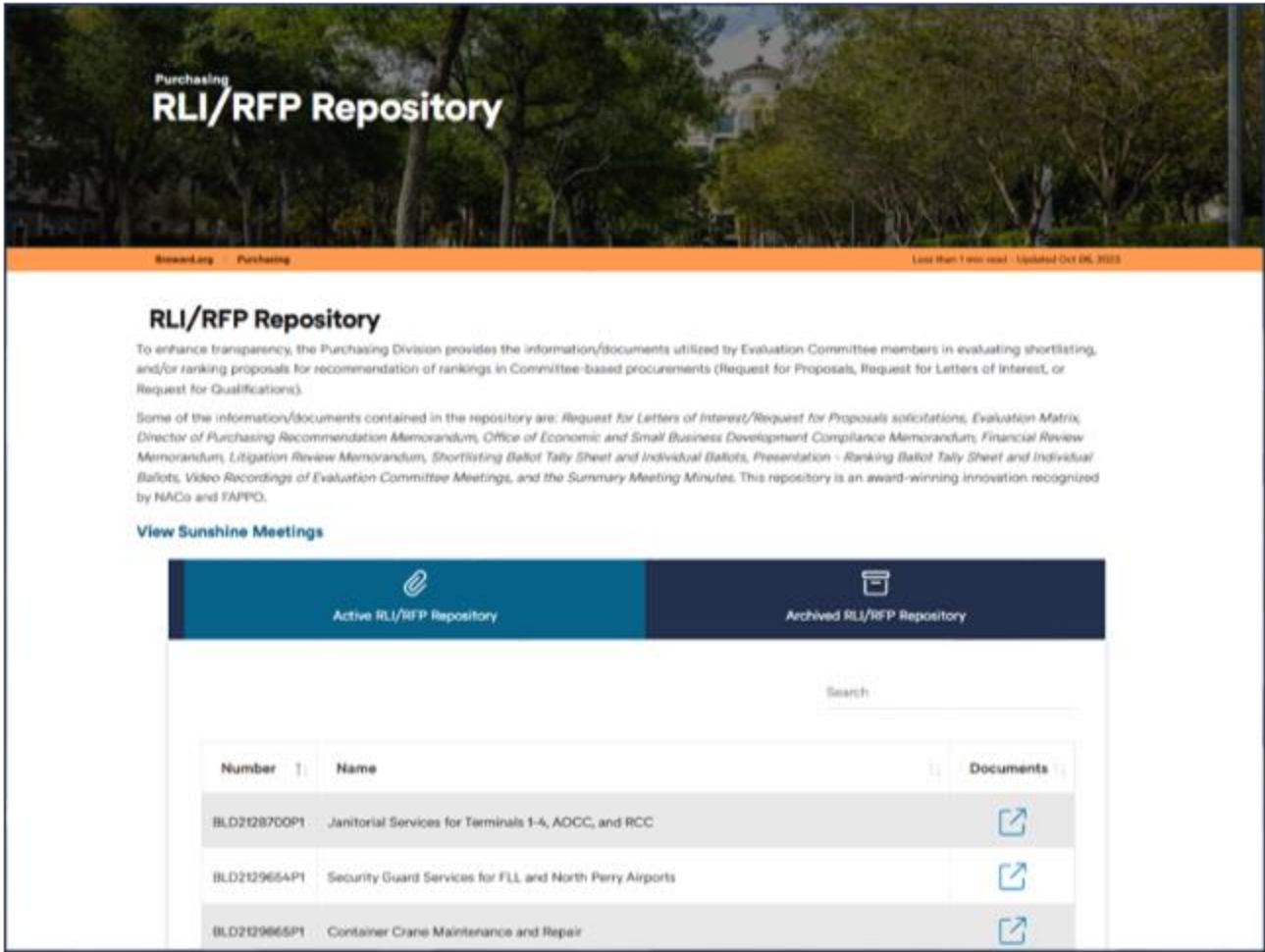


Website:

www.broward.org/purchasing

- Select “Current Open – End Contracts (PDF)”

RESEARCH PAST RFPs

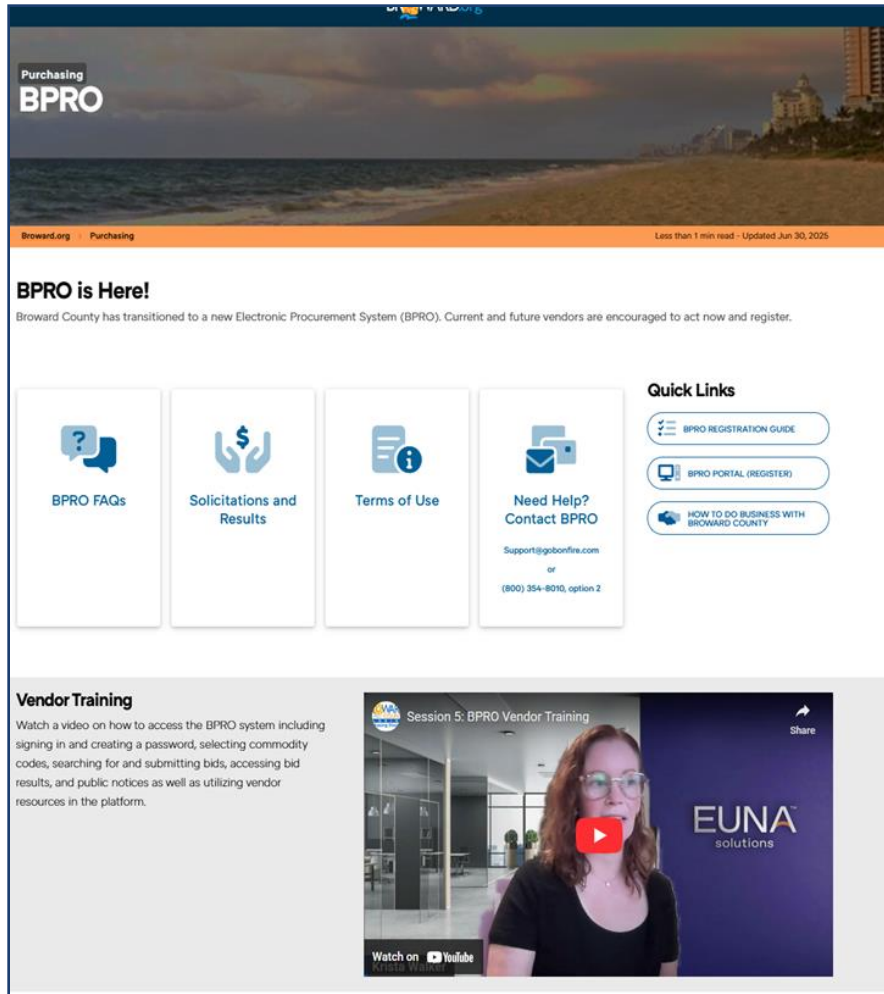


Website:

www.broward.org/purchasing

- Select “RLI/RFP REPOSITORY)”

ELECTRONIC BIDDING SYSTEM: BPRO



- **Broward County Website – Purchasing Division**
(<https://www.broward.org/purchasing/Pages/Default.aspx>)
- **Electronic Bidding System – BPRO**
(<https://broward.bonfirehub.com/portal/?tab=login>)
- **FREE! FREE! FREE!**



A photograph of the Broward County Lauderhill Transit Center. The building features a colorful, pixelated facade in shades of blue, orange, and grey. A large sign on the building reads "BROWARD COUNTY LAUDERHILL TRANSIT CENTER". In the foreground, a white bus with "WELCOME ABOARD" on its destination sign is parked. To the left, there is a modern, abstract sculpture made of white, angular pieces. The scene is set against a blue sky with some clouds. A large, white "Thank You!" text is overlaid in the center of the image.

Thank You!