



Broward County Transportation

**Paul Strobis, Assistant General Manager
Paratransit Division**

February 2, 2026

Mission Statement

Broward County Transit's mission is to provide accessible, safe, and reliable transportation solutions that link people, connect communities, support employment and contribute to the overall economic growth of our region.

Summary of Programs Offered

	TOPS Paratransit Service	Rider's Choice Program	Transportation Disadvantage (TD) Bus Pass Program
Service Description	A shared-ride, origin to destination service which includes the entire urbanized area of Broward County, a portion of northern Miami-Dade County and a portion of southern Palm Beach County. Customers can travel with at least one companion and a personal care attendant (PCA). More companions can be accommodated as space allows.	Provides eligible paratransit customers, who voluntarily enroll, the choice of calling a local taxi company or transportation network provider of their choosing from a list of firms that can accept the County's payment card, to arrange their trip. The card is valid for use only in Broward County. There is no program restriction on traveling with companions or PCAs.	The TD bus pass program provides free monthly bus passes to eligible Broward County residents who are low income and need financial assistance to access BCT's fixed route bus service. The bus pass is only the applicant, other travelers must pay a fare.
Who is Eligible	<p>ADA Paratransit Service Program For eligible individuals with physical, cognitive, emotional, visual or other disabilities which functionally prevent them from using the BCT fixed-route bus system permanently or temporarily. Disability alone does not create eligibility for ADA Paratransit Service. The decision is based solely on the applicant's functional ability to use fixed-route buses.</p> <p>Transportation Disadvantaged Program Persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life-sustaining activities. The applicant's income does not exceed 225% of the current Federal Poverty Guidelines.</p> <p>Veterans Clinic Transportation Program Available to all veterans who provide proof of honorary discharge status in Broward County traveling to and from the William "Bill" Kling VA Clinic.</p>	Must be a currently eligible TOPS customer with at least 6 months of TOPS eligibility AND taken at least 50 trips on TOPS.	TD eligibility require the applicant to qualify under current Federal Poverty Level Guidelines, depending on the number of family members in household, at the 225 percent level.
Cost to Customer	The regular Paratransit fare is currently \$3.50. Honorably Discharged United States Veterans traveling to VA Clinics in Broward County receive a discounted fare of \$1.75 one-way. Trips to/from designated nutrition sites are at no charge. Companions pay full fare, PCA's are not charged a fare.	Customers are issued a Rider's Choice payment card which pays up to \$30 of the trip's actual metered fare when traveling with a taxi company within Broward County. The customer is responsible for any fees over the \$30 contribution from Broward County.	No cost to customer

Paratransit Service

TOPS is a shared-ride, origin-to-destination service for persons with physical, cognitive, emotional, visual, or other disabilities which functionally prevent them from using the BCT fixed-route bus system permanently, temporarily or under certain conditions.

Why do we do it?

The Americans with Disabilities Act (ADA) of 1990

- Requires complementary Paratransit transportation services to individuals who, because of a disability, are unable to use the fixed-route bus service.
- The ADA federal regulations establish strict criteria regarding eligibility, service characteristics, and minimum delivery standards.

Florida Commission for the Transportation Disadvantaged

- In 1989, Chapter 427, Florida Statutes, created a coordinated system of transportation disadvantaged services in the state of Florida.
- The Transportation Disadvantaged (FCTD) Trust Fund provides funding for trips for “persons who by age, or disability, or economic status...” are considered to be transportation disadvantaged.
- The Board of County Commissioners, in its role as the Community Transportation Coordinator (CTC) for Broward County, serves the needs of persons who are transportation disadvantaged.

Veteran Clinic Transportation Program

- Beginning in November 2016, Broward County Transit began offering TOPS door-to-door service to and from the William H. Kling VA Clinic for any honorably discharged veteran at a discount fare of \$1.75 per trip.

Paratransit Eligibility

ADA Paratransit Service Program

For eligible individuals with physical, cognitive, emotional, visual or other disabilities which functionally prevent them from using the BCT fixed-route bus system permanently or temporarily. Disability alone does not create eligibility for ADA Paratransit Service. The decision is based solely on the applicant's functional ability to use fixed-route buses. ADA Paratransit not intended to be a comprehensive system of transportation that meets all the needs of persons with disabilities, and it is distinct from medical or human services transportation. The estimated travel time of a TOPS! trip is similar to that same trip, including transfers and walking time, on a fixed-route bus.

Transportation Disadvantaged Program

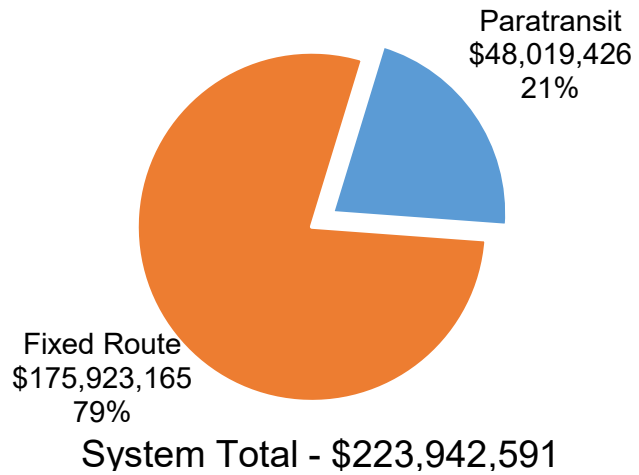
Persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life-sustaining activities. The applicant's income does not exceed 225% of the current Federal Poverty Guidelines.

Veterans Clinic Transportation Program

Available to all veterans who provide proof of honorary discharge status in Broward County, traveling to and from the William "Bill" Kling VA Clinic.

Paratransit Division

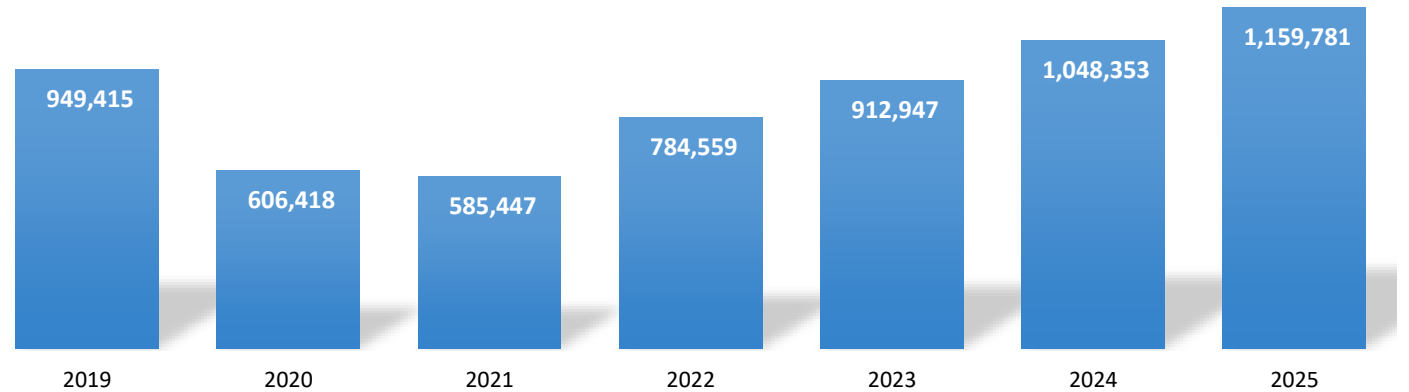
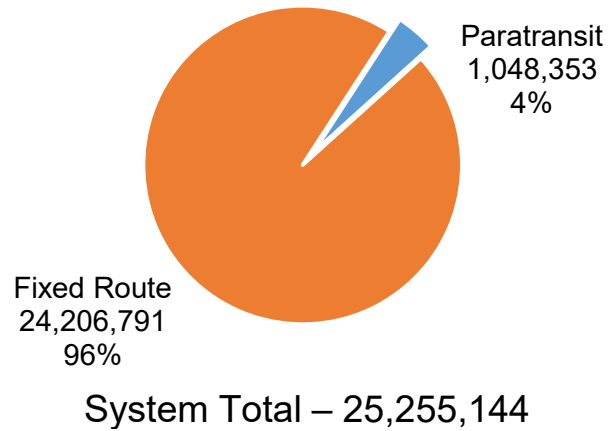
FY2024 Operating Expenses



Total Eligible Customers: 18,453
 Transported Customers: 8,965
 Cost per trip \$45.80

4,430 - Total Applications (New, Recert, Visitors)
 3,253 - New
 2,456 - Completed Evaluation (24% Abandon Rate)
 32 - Found Not eligible (less than 1%)

FY2024 Ridership



Paratransit Fleet



Alternative Clean Fuels

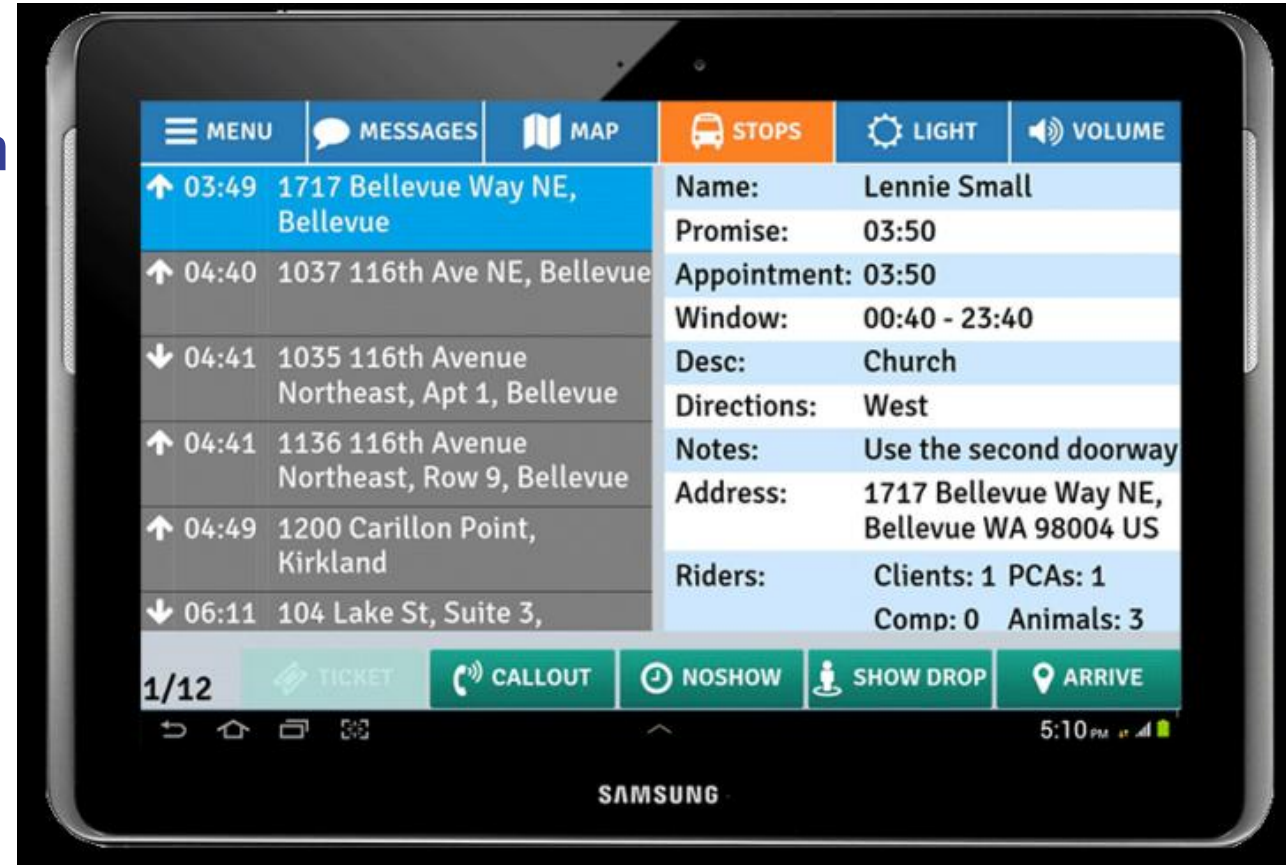


It's Clean

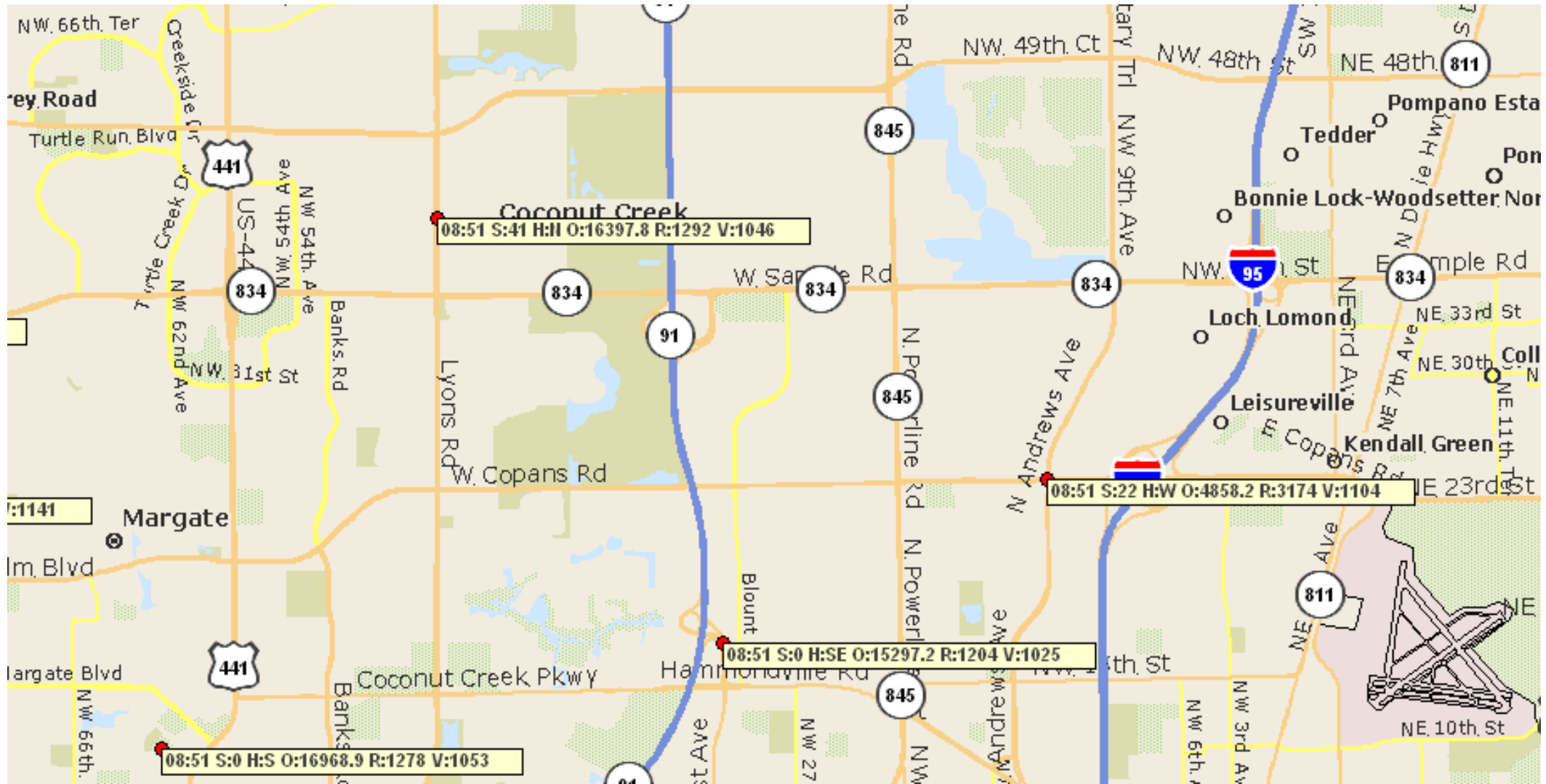
- 24% reduction in Greenhouse Gas (GHG) emissions.
- 20% reduction in Nitrogen Oxide (NOx) emissions.
- 60% reduction in Carbon Monoxide (CO) emissions.

Technology

- ADEPT Paratransit Software
- Mobile Data Computer system
- Automatic Vehicle Location system
- Integrated Voice response system



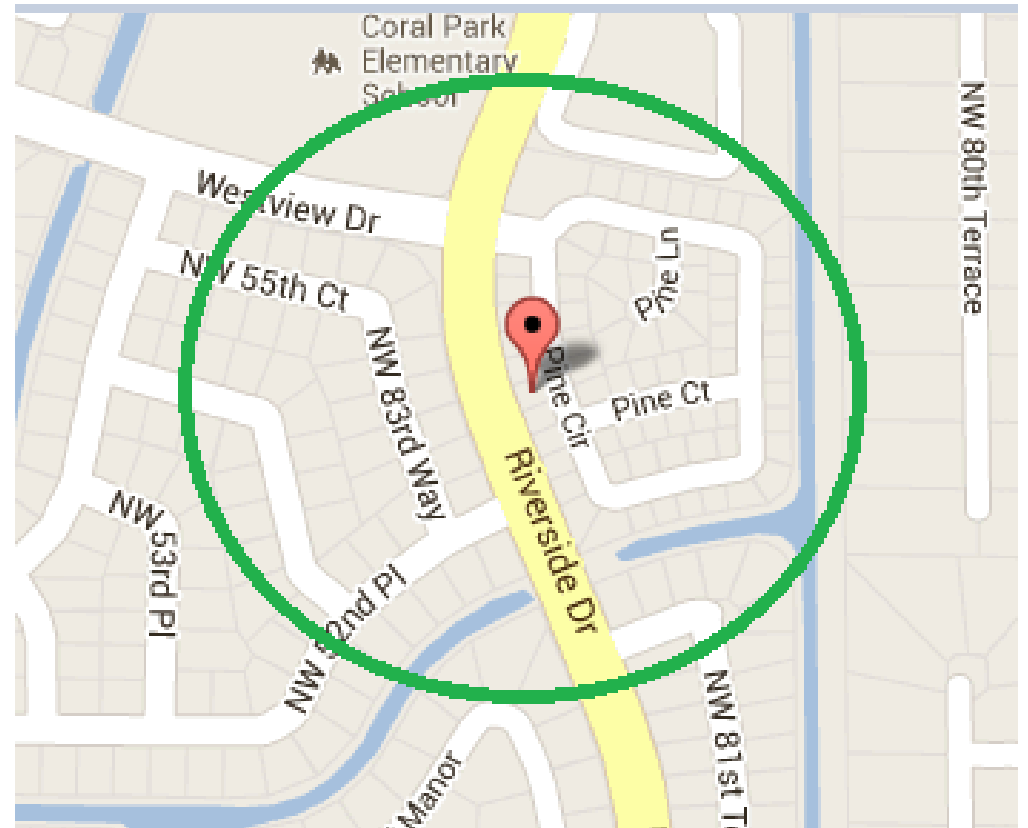
Automatic Vehicle Location



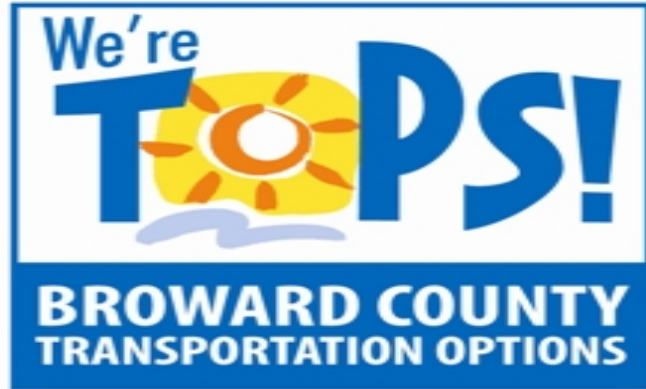
The TOPS! Integrated Voice Response System

Day of Service Arrival Notification - Outbound Calls

On the Day of Service, an automated Arrival Notification call will be sent to the client when the van is 5-10 minutes away or within 3-5 miles of the residence



www.MyTopsTrips.org



Welcome to the TOPS Online Trip Management Website.

The My Tops Trips website is a self-management tool where TOPS customers can make trip reservations, cancel trips, check status of existing reservations, and view trip histories.

Please contact TOPS reservations by phone to set up addresses that can be selected on this website to request a trip. If you have previously traveled to an address on TOPS then the address will be available. You can set up 10 addresses to be used for online reservations.

Broward County Transit – TOPS! Program

Please sign in

Email Or Client Id

Password

[I forgot my password](#) [Create an account](#)

www.MyTopsTrips.org

BROWARD COUNTY
TRANSPORTATION OPTIONS

Broward County Transit -- TOPS! Program

Welcome PAUL STROBIS | [Sign in](#)

Wednesday, April 8, 2020

[Dashboard](#) [Account](#) [Support](#)

Current Trips

Date/Time	Trip Id	Status	Details
Wednesday 04/08/2020 Promised Pickup Time - 08:00 AM Requested Pickup Time - 08:00 AM Pickup Window - 08:00 AM - 08:30 AM	16447496	Scheduled	Pickup - 1 N University Dr.PLANTATION Drop-off - 7209 NW 88th Ave.TAMARAC Fare - \$0.00 Cancel Trip Map Trip Copy Trip
Thursday 04/09/2020 Promised Pickup Time - 08:00 AM Requested Pickup Time - 08:00 AM Pickup Window - 08:00 AM - 08:30 AM	16448641	Scheduled	Pickup - 1 N University Dr.PLANTATION Drop-off - 7209 NW 88th Ave.TAMARAC Fare - \$0.00 Cancel Trip Map Trip Copy Trip
Friday 04/10/2020 Promised Pickup Time - 08:00 AM Requested Pickup Time - 09:00 AM Pickup Window - 08:00 AM - 08:30 AM	16449862	Scheduled	Pickup - 1 N University Dr.PLANTATION Drop-off - 7209 NW 88th Ave.TAMARAC Fare - \$0.00 Cancel Trip Map Trip Copy Trip
Saturday 04/11/2020 Promised Pickup Time - 08:00 AM Requested Pickup Time - 08:00 AM Pickup Window - 08:00 AM - 08:30 AM	16450852	Scheduled	Pickup - 1 N University Dr.PLANTATION Drop-off - 7209 NW 88th Ave.TAMARAC Fare - \$0.00 Cancel Trip Map Trip Copy Trip

Past Trips

View Past: of trips [Print Past Trips](#)

Date/Time	Trip Id	Status	Details
Tuesday 04/07/2020 Promised Pickup Time - 08:00 AM Requested Pickup Time - 09:00 AM Pickup Window - 08:00 AM - 08:30 AM	16446402	Scheduled	Pickup - 1 N University Dr.PLANTATION Drop-off - 7209 NW 88th Ave.TAMARAC Fare - \$0.00 Copy Trip Map Trip

[Schedule a new trip](#)

Profile

Paul Strobis
(954) 553-4287
Status: Active

Summary

Member Since: 2013

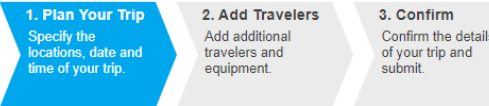
BROWARD COUNTY
TRANSPORTATION OPTIONS

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1. Plan Your Trip

Specify where you'd like to go and at what time.

Round-trip One-way

From [↔](#)

To [Map](#)

Depart Arrive

at :

From [↔](#)

To [Map](#)

Depart Arrive

at :

[← Back](#)

[Next →](#)

Rider's Choice Program

- The Rider's Choice program provides eligible paratransit customers, who voluntarily enroll, the choice of calling a local taxi company or transportation network provider of their choosing from a list of firms that can accept the County's payment card, to arrange their trip
- Unlike paratransit, the Rider's Choice trips can be a same-day, direct to the customer's destination, and free to the customer if below the \$30 per trip subsidy provided.
- Customers are issued a Rider's Choice payment card, which pays up to \$30 of the trip's actual metered fare when traveling with an authorized taxi company within Broward County. The card is valid for use only in Broward County.
- Must be a currently eligible TOPS customer with at least 6 months of TOPS eligibility AND have taken at least 50 trips on TOPS.

TD Bus Pass Program

The TD bus pass program is for eligible Broward County residents who are unable to use Broward County Transit's (BCT) fixed-route bus service as a result of having low income.

TD services require the applicant to qualify under current Federal Poverty Level Guidelines, depending on the number of family members in the household, at the 225 percent level.

Individuals are approved for a 1-year period of time and a 31-day BCT fixed-route bus pass is provided each month to Broward residents at no charge.



Questions?