

# eNews

# EXPRESS

A 95/595 Express Bus Service Update

October 2017

## Why Express Bus Newsletter?

The Florida Department of Transportation (FDOT) and Broward County Transit (BCT) appreciate your choice to use the Express Bus for your work commute and for helping to reduce the number of vehicles on the highways during peak hours. Because of you and over 3,800 other Express Bus riders, more than 200,000 miles of travel is reduced daily by not driving alone.

In the spring of this year, a regional express bus survey was distributed to all riders asking for feedback on the service. Although there were many positive comments that were shared, we also understand that improvements must be made to provide the best experience for you while riding transit. In response, we created this newsletter that will update you on some of the new efforts we are focusing on. Each newsletter will be posted on the [95express.com](http://95express.com) and [595expressbus.com](http://595expressbus.com) websites.



## New Coach Buses Coming

FDOT and BCT are excited to announce over 25 new commuter coach buses will be incorporated into the Express bus fleet beginning the end of this year, 2017, to enhance rider experience. These buses will further improve the Express bus trip experience for our customers. When these new coach buses arrive, they will be placed on the Express routes with the heaviest ridership first and the other Express routes will follow. Additional buses will be purchased in the following year.

## Keeping on Schedule

BCT is constantly reviewing schedules and routes to improve our service. Due to traffic congestion on I-95 and I-595, accidents, construction detours and unforeseen mechanical difficulties, the buses may not always be on time. FDOT and BCT have formed committees to address the timeliness of the buses and what can be done to improve service.

We are making a concerted effort to improve communication to our bus operators regarding changes that may impact the route such as, construction detours or accidents. BCT supervisors are diligent in their efforts to quickly inform drivers of any changes. Also, additional bus operators are being trained on the Express bus routes to better serve our customers.

It is BCT's goal to always provide an on-time, convenient, and enjoyable travel experience for our valued customers.



## Keeping the Express Buses Clean for a Better Ride

BCT staff has implemented new procedures to improve the level of cleanliness on express buses. This includes detailing the buses, cleaning seat cushions, windows, floors and sidewalls, pest control and other maintenance issues on a regular basis. A new exterminator has been hired to aggressively treat the buses.

To help keep our buses as clean as possible, please do not bring food or beverages onboard. Our goal is to continue to provide clean buses for all customers.

## Stay Informed

Not only do we believe it is important for us to reach out to you with new updates, but your feedback and comments are important to us. When contacting us either via e-mail or phone, please include the date, time, location, route and bus number in addition to any comments you may have. This will allow us a better opportunity to follow-up.

Soon our customers will be able to use a voice-activated system that will provide real-time information by calling our **Customer Service Center at 954-357-8400**, as well as have the option to speak to a live customer service agent.



**Contact BCT**  
Phone: (954) 357-8400  
Web: [www.Broward.org/BCT](http://www.Broward.org/BCT)