OPERATIONS AND SAFETY COMMITTEE

Monday, May 18, 2020, 9:00 AM
This is a virtual meeting.
Information not viewable is available upon request through the Clerk of the Board phone: 813-384-6552 or e-mail: petitl@goHART.org

AGENDA

COMMITTEE MEMBERSHIP

Operations and Safety Committee Roles and Responsibilities
Roles and Responsibilities

1. CALL TO ORDER AND PLEDGE OF ALLEGIANCE

2. APPROVAL OF MINUTES

Operations and Safety Committee Virtual Meeting ~ April 20, 2020
Meeting Minutes
Attendance Sheet

3. PUBLIC COMMENT (3 MINUTES PER SPEAKER)

4. PRESENTATIONS

a. Voice of the Customer
   Greg Brackin, Director of Paratransit and Flex Services Ops/ADA

   Overview:
   HART has completed customer satisfaction surveys for Fall of 2019 on both Fixed Route and Paratransit. Over 500 surveys were conducted in December of 2019, on-board HART fixed routes and over 250 HARTPlus customers were surveyed through phone interviews. This is the eighth round for fixed route service and the fourth for HARTPlus.
   Presentation Cover Page
   Presentation

   Colin Mulloy, Director of Safety

   Overview:
This presentation provides an overview of accidents and security altercations for the months of March and April 2020. The presentation will also explain the metrics used for comparison in response to the COVID-19 pandemic.

Presentation Cover Page
Presentation

c. Public Transportation Agency Safety Plan (PTASP) Update
   Colin Mulloy, Director of Safety

   Overview:
   This presentation will provide an update on the PTASP including the background, requirements and timeline.
   Presentation Cover Page
   Presentation

d. Hurricane Preparedness Update
   Colin Mulloy, Director of Safety

   Overview:
   Staff will present how the Agency is preparing for the upcoming Hurricane season.
   Presentation Cover Page
   Presentation

5. ADJOURNMENT
OPERATIONS AND SAFETY COMMITTEE

The role of the Operation and Safety Committee is to review and make recommendations to the full Board of Directors on policies related to the efficient, safe, and reliable operation of HART. The Operations and Safety Committee also provides oversight and strategic direction on safety, security, and emergency management.

Subject Areas:

a. The Operations and Safety Committee reviews and monitors performance indicators for service and operations, including ridership, customer service and satisfaction, customer and employee safety and security standards, practices and procedures, and facility and vehicle maintenance.

b. Ensures that HART’s vehicle purchase, disposition, and fleet management strategies are aligned with the overall organizational vision and goals.

c. Ensure compliance with Title VI and ADA requirements.

d. Ensure compliance with federal as well as state safety and security requirements including but not limited to Safety Management Systems and Transit Asset Management.

e. Review and make recommendations to the full Board of Directors on route and service standards and productivity;

f. Review and recommends adjustments to fare and service structures.

Membership:
The Committee shall be comprised of seven members.

Meeting Frequency:
The Operation and Safety Committee meets on a monthly basis.
Hillsborough Transit Authority
Operations and Safety Committee Virtual Meeting
April 20, 2020

Committee Members Present (6)
Commissioner Pat Kemp
Rich McClain
David Mechanik
Commissioner Kimberly Overman
Councilmember Gil Schisler
Melanie Williams

Staff Present
Danielle Arthur
Sylvia Berrien
Greg Brackin
Joan Brown
Ruthie Reyes Burckard
Christopher Cochran
Dexter Corbin
Lynda Crescentini
Scott Drainville
John Edmondson
Jacqueline Halldow
Lorena Hardwick
Crystal Hundley
Yolanda Jennings
Colin Mulloy
Lena Petit
Carolyn House Stewart
Cyndy Stiglich
Frank Wyszynski

Committee Members Absent (0)
Lynda Crescentini
Scott Drainville
John Edmondson
Jacqueline Halldow
Lorena Hardwick
Crystal Hundley
Yolanda Jennings
Colin Mulloy
Lena Petit
Carolyn House Stewart
Cyndy Stiglich
Frank Wyszynski

Others Present
Julia Mandell, Gray Robinson
Karen Kress, Tampa Downtown Partnership
Raquel Valdez, Hillsborough County

Attendance sheet are attached.

This meeting location was changed from in-person at the HART Administrative Office to a virtual meeting pursuant to Executive Order Number 20-69, issued by the Governor of the State of Florida on March 20, 2020, and section 120.54, Florida Statutes. Due to social distancing, the Board room in the Ybor Administrative Office was only accessible for personnel facilitating the meeting.

CALL TO ORDER AND PLEDGE OF ALLEGIANCE
The meeting was called to order at 9:05 a.m. by Committee Chair Williams. Pledge of Allegiance followed.

Danielle Arthur, Board Administrator, performed the roll call for attendance. Committee members McClain, Overman, Schisler, and Williams were present. Committee members Kemp and Mechanik were absent.

Julia Mandell, HART General Counsel, read the Rules for Committee Participation into the record.

APPROVAL OF MINUTES
Committee member Overman moved and Committee member Schisler seconded approval of the minutes from the February 17, 2020 Operations and Safety Committee Meeting. Ms. Arthur
performed a roll call vote. Committee members McClain, Overman, Schisler, and Williams voted aye. The motion passed unanimously.

**PUBLIC COMMENT ON AGENDA ITEMS (3 MINUTES PER SPEAKER)**

Ms. Mandell read the Rules for Public Participation into the record.

Karen Kress, Tampa Downtown Partnership, spoke about the Committee Action item “c” and requested that HART serve as fiscal agent for the current Downtown Circulator planned through the end of September 2020. She stressed that this action does not require any HART funding because the City of Tampa and FDOT have decided to split the cost of the service, reserving HART funds for a long-term solution in the future. Ms. Kress stated that HART will have the continued commitment of the Tampa Downtown Partnership with work with the Agency, FDOT, City of Tampa, and private sector investors to work on a long-term solution for downtown circulation. She requested that HART remain as fiscal agent for technical reasons and to continue circulation in the downtown area.

Committee members Mechanik and Kemp joined the meeting at 9:20 a.m.

**COMMITTEE ACTION ITEM**

a. **Authorize the Interim Chief Executive Officer to Award a Contract to West Coast Transportation, Inc. for Transportation Services, in an Amount Estimated to be $3,600,000 Based on Current Utilization Averages for One Year with Two One-Year Options**

Committee member Schisler inquired if the calculation of savings done internally or externally to ensure that this option is more fiscally-responsible.

Mr. Brackin explained that the savings are calculated internally by multiplying the number of trips and the average cost per trip, which is at approximately $38 per trip. He continued that the calculation is then compared to the cost of using the external service which provides the savings presented.

Committee member Overman moved and Committee member Schisler seconded a motion to forward the action item Authorize the Interim Chief Executive Officer to Award a Contract to West Coast Transportation, Inc. for Transportation Services, in an Amount Estimated to be $3,600,000 Based on Current Utilization Averages for One Year with Two One-Year Options to the full HART Board of Directors at the Regular Board Meeting on May 4, 2020. Ms. Arthur performed a roll call vote. Committee members Kemp, McClain, Mechanik, Overman, Schisler, and Williams voted aye. The motion passed unanimously.

b. **Authorize the Interim Chief Executive Officer to Award a Contract to BEEP, Inc. an Automated Mobility Service for a Period of One Year, with One Year Option for a Not-to-Exceed Amount of $914,928.38**

Christopher Cochran, Director of Service Development, provided the background of the proposed project and an overview of the procurement process leading to the recommendation for a contract award to BEEP, Inc. A full copy of the presentation is available upon request from the Clerk of the Board at arthurd@gohart.org.
Committee member Overman stated her concern that starting this project in the current emergency situation will adversely affect ridership and attitudes of the service. She asked when the actual demonstration of the service begins.

Mr. Cochran responded that the proposed start date is currently on July 5, 2020; however, it is understood that the community is in an emergency situation so adjustments can be made to the schedule if needed. He stressed that the critical goal of this pilot service is to measure public attitudes, social impact, and the safety of the service.

Committee member Overman inquired about the validity of the project if the traffic downtown does not resume for several months in response to the current pandemic situation.

Mr. Cochran answered that the statistical validity of any project takes into account current situations. He noted that there is a baseline established of existing HART ridership downtown in addition to years of historical data of ridership and movement in the downtown area. Mr. Cochran commented that he is confident that the available data can be used to adjust any necessary measurements. He stated that Committee member Overman’s point is well received and staff will take it into consideration moving forward with the project.

Committee member Overman asked if the demonstration for the service will be delayed until the historical benchmark of ridership is reached again.

Mr. Cochran stated that valid numbers should be received once the downtown area opens back up and ridership starts returning to the previous benchmark. He noted that the impact of the pandemic on the whole system is unknown at this time.

Committee member Schisler referred to the funding coming from state grant funds which will be adversely affected by the pandemic situation and asked if the contract is composed in a way that the vendor will not be able to come to HART for any funding that is not received by the state.

Mr. Cochran responded that the funding for this project was committed in 2017 so this money is committed to HART for this project through a signed agreement with FDOT for the funding.

Committee member Schisler asked if this money is in HART’s accounts, referencing the situations when committed funds taken away in emergency situations.

Cyndy Stiglich, Interim Chief Financial Officer, stated that she had a conversation with FDOT the previous Friday about the anticipated impact of the current state of emergency on future funding including grants. She added that, at this time, the state does not anticipate adverse effects for the upcoming fiscal year. Ms. Stiglich echoed that this grant was allocated three years ago and her understanding is that this funding will not be affected.

Committee member Kemp asked for confirmation that the optional one-year extension of the service would be funded through the FDOT grant as well.
Ms. Stiglich explained that this was a $1 million agreement and the amount remaining is approximately $915,000. She further explained that the contract presented is a one-year term with a one-year renewal option not-to-exceed $914,928.38 which is right under the threshold for the amount of money available.

Committee member Kemp stated her belief that many members of the Board are unaware of this project, as a result of an influx of new Board members since the last time that this project was discussed. She noted an autonomous vehicle prototype she rode that only sat six people and still required an operator for safety reasons and inquired if the new vehicle will have the same capacity and require an operator as well.

Mr. Cochran answered affirmatively stating that an operator will be able to take over manual operation at any time if needed as required by law and the contract. He commented that the amount of ridership received from this project is not necessarily the primary goal of the project, but instead the goal is to learn the public’s attitudes towards automation such as if they are willing to accept the service. Mr. Cochran mentioned that surveys will be conducted to measure if the public would be comfortable with vehicles not requiring an attendant on board and the safety benefits would be the most important aspect. He noted that the new vehicle will be able to hold up to eight people.

Committee member Kemp commented that it appears that social distancing will be highly encouraged until the time that a vaccine for the virus can be created and asked for comments on how such a small vehicle could be in operation during this pandemic time.

Mr. Cochran stated that Committee member Kemp’s will be taken under consideration before beginning the operation of the service. He added that he will work closely with other departments within the Agency to determine the best ways to operate this service safely.

Committee member Kemp commented that it does not seem like the appropriate time to launch such a service in the community.

Carolyn House Stewart, Interim Chief Executive Officer, requested that this item be advanced to the full Board, taking into consideration all the valid comments raised, as this is the third attempt to move this project forward. She noted a discussion with FDOT in December regarding the HART commitment to this project with the vendor selected. Ms. Stewart stated that the emergency situation will be taken into considerations, but at this time, there is nothing stopping this project from moving forward into the next step.

Committee member McClain agreed with Ms. Stewart’s comments about advancing the project. He added that while the comments were valid, delaying this project could be reckless as the Agency could lose funding and would not be allowed to continue. He added that the project should continue to move forward despite the pandemic situations. Committee member McClain stated that caveats can always be built into the projects moving forward.

Ms. Stiglich stated that this grant is currently in the extension process and a requirement of that process is having an executed contract with a vendor. She noted that the implementation can be amended but there has to be an executed contract showing HART investment in the project for the funding to be extended.
Committee member McClain moved and Committee member Schisler seconded a motion to forward the action item Authorize the Interim Chief Executive Officer to Award a Contract to BEEP, Inc. an Automated Mobility Service for a Period of One Year, with One Year Option for a Not-to-Exceed Amount of $914,928.38 to the full HART Board of Directors at the Regular Board Meeting on May 4, 2020. Ms. Arthur performed a roll call vote. Committee members Kemp, McClain, Mechanik, Overman, Schisler, and Williams voted aye. The motion passed unanimously.

c. **Authorize the Interim Chief Executive Officer to Execute a Memorandum of Understanding (MOU) Between Hillsborough Transit Authority (HART) and Tampa Downtown Partnership to Assist with Operating the Tampa Downtown On-Demand Transportation Service from April 1 through September 30, 2020 in a Not-to-Exceed Amount of $186,000**

Mr. Cochran provided a summary of the extended agreement and demonstrated how staff is addressing the short-term and long-term plans. A full copy of the presentation is available upon request from the Clerk of the Board at arthurd@gohart.org.

Committee member Kemp noted that she has been questioning the rationale for this service, as HART has not implemented fixed route service in the downtown area, at a lower cost. She commented that she would like to see that service moving forward. Committee member Kemp asked if the RFP mentioned would be for a service that would start after September.

Mr. Cochran explained that the RFP is going through extensive reviews and should be released in the immediate future. He added that the service projected in the RFP would begin on October 1, 2020, so there would be no lapse in operations from the service proposed in this Committee Action item and the service planned to start October 1, 2020.

Ms. Stewart stated that the discussion at the meeting is for the MOU for the extension of the downtown on-demand service and that staff will return to the committee with a more in-depth presentation on the new service planned for October 1, 2020.

Committee member Kemp pointed out that the RFP for the October 1, 2020 service mentioned should be presented to the Strategic Planning and External Relations Committee before being released because it does involve planning a service for the future of HART. She commented that nationwide, on-demand services are doing far worse than fixed route transportation.

Committee member Schisler asked for confirmation that HART is only acting as a fiscal agent and not contributing any funds to this project.

Mr. Cochran confirmed that HART is not contributing any funds and is only acting as a fiscal agent for the funds since the grant is not transferrable.

Ms. Stiglich explained that the $96,000 is through a FDOT grant executed last year and it cannot be transferred outside of the Agency. She continued that the Tampa Downtown Partnership has subsequently found another $96,000 that will be channeled through HART. Ms. Stiglich summarized that HART will then pay the Tampa Downtown Partnership and submit that invoice.
to FDOT for reimbursement. She stated that the $186,000 from local funding sources will be paid directly to the Downtown Partnership as a demonstration of the required match.

Committee member Overman asked for a confirmation that the extension proposed is for on-demand service, but that the service will change after October 1, 2020 if HART seeks an extension of further funds from this same grant.

Mr. Cochran answered affirmatively and stated that staff is working with partners to leverage as much FDOT funding as possible. He noted that he would prefer not to share too much information as this will be released as an RFP in the near future.

Committee member McClain left the meeting at 10:10 a.m.

Committee member Mechanik stated that staff has made it clear that HART funding is not being utilized in this request and therefore, the Committee Action Item is just to maintain the status quo in the interim until the new service can start on October 1, 2020.

Mr. Cochran answered affirmatively stating that the goal is that there will be no gap in service.

Committee member Schisler moved and Committee member Overman seconded a motion to forward the action item Authorize the Interim Chief Executive Officer to Execute a Memorandum of Understanding (MOU) Between Hillsborough Transit Authority (HART) and Tampa Downtown Partnership to Assist with Operating the Tampa Downtown On-Demand Transportation Service from April 1 through September 30, 2020 in a Not-to-Exceed Amount of $186,000 to the full HART Board of Directors at the Regular Board Meeting on May 4, 2020. Ms. Arthur performed a roll call vote. Committee members Kemp, Mechanik, Overman, Schisler, and Williams voted aye. The motion passed unanimously.

PRESENTATIONS

a. Voice of the Customer

Committee member Overman moved and Committee member Schisler seconded a motion to postpone the presentation Plant City Transit Master Plan Study to the next Strategic Planning and External Relations Committee Meeting. Ms. Arthur performed a roll call vote. Committee members Kemp, Mechanik, Overman, Schisler, and Williams voted aye. The motion passed unanimously.

b. Monthly Safety and Security Update

Colin Mulloy, Director of Safety, provided an overview of accidents and security altercations for the months of February and March 2020. A full copy of the presentation is available upon request from the Clerk of the Board at arthurd@gohart.org.

c. COVID-19 Response

Mr. Mulloy and Ruthie Reyes Burckard, Deputy Chief of Transportation, provided an overview of initiatives implemented throughout the transit system from the beginning of the Declaration of
Emergency due to COVID-19. A full copy of the presentation is available upon request from the Clerk of the Board at arthurd@gohart.org.

Committee Chair Williams thanked Mr. Mulloy for his detailed and thorough presentation.

Committee member Kemp stated that it is very important how HART responds to this situation and commended Mr. Mulloy for his leadership through this uncharted territory. She noted the media response to the HART efforts; and asked if staff had any comments to the criticism raised in regards to the Route 1 frequency and the social distancing signs on the seats.

Ms. Stewart responded that the route one has a 30-minute frequency and additional buses have been added to plug holes in the service. She added that staff is emphasizing personal responsibility among the public to support HART in the efforts of social distancing by not sitting in the seats with designated signs.

Committee member Kemp stressed that it is really important for the Board and public to understand this process and what is being done in response to it.

Committee member Overman commended HART staff noting that they deserve the same recognition as first responders. She referred to recommendation made by the Emergency Policy Group that all citizens should wear face coverings when in public and suggested signage that encourages the recommendation for the riders. Committee member Overman stated that there was an employee that tested positive for COVID-19 and asked for a description of the potential exposure.

Mr. Mulloy stressed that face coverings are being strongly recommended to all employees and the Agency is working to ensure that face coverings will be made available.

Ms. Stewart stated that she receives a daily report of employee absences and the reasons for those absences.

Committee member Kemp asked how many Operators are currently employed for comparison to the 45 reported absences.

Ms. Stewart answered that there are currently 360 Operators employed at HART.

**ADJOURNMENT**
The meeting adjourned at 10:50 a.m.
# BOARD ATTENDANCE LOG

**Meeting:** Operations and Safety Committee Meeting  
**Date:** 04/20/2020

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<tr>
<th>NAME</th>
<th>PRESENT</th>
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<tr>
<td><strong>COMMITTEE MEMBERS</strong></td>
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<tr>
<td>Melanie Williams - CHAIR</td>
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<td>David Mechanik – VICE CHAIR</td>
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<td>Joined at 9:20 a.m.</td>
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<td>Commissioner Pat Kemp</td>
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<td>Commissioner Kimberly Overman</td>
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<td>Councilman Gil Schisler</td>
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| **OTHER BOARD MEMBERS PRESENT** |         |        |                                |
| Mayor Jane Castor             |         |        |                                |
| Adam Harden                   |         | X      |                                |
| Marvin Knight                 |         |        |                                |
| Commissioner Lesley “Les” Miller |       |        |                                |
| Kathleen Shanahan             |         |        |                                |
| Commissioner Mariella Smith   |         |        |                                |
| Councilmember Luis Viera      |         |        |                                |

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<th><strong>STAFF PRESENT</strong></th>
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<td>Danielle Arthur</td>
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<td>Gregory Brackin</td>
<td>Raquel Valdez, Hillsborough County</td>
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Voice of the Customer

While ridership continues to be a challenge, truly understanding how HART is performing in the eyes of its customers, to ensure that future expansion or enhancement meets those quality standards, was not collected. Previously, the quality of service being provided to our patrons was measured by the complaint based Key Performance Indicator (KPI) of 10 or less complaints per 100,000 passengers.

A more immersive customer satisfaction measurement system was created to truly assess the Voice of the Customer (VOC). HART acquired professional services to perform a process oriented, engaging and immersive approach to creating and implementing a comprehensive VOC measurement system that can be maintained by internal HART management once the program has been developed and implemented.

HART has finished the eighth Fixed Route Customer Satisfaction Survey and the fourth Paratransit Customer Satisfaction Survey. These surveys are conducted twice a year and during the same time frame to ensure information is consistent.

Statistical data is able to be compared to our previous performance scoring as well as compared to industry standards from across the nation. Departmental tasks are developed to address those areas of concern and customer perceptions of our service.

Future plans include the expansion of the VOC surveys into the Streetcar Division during the third quarter of FY20.

Prepared by: Danielle Arthur, Board Administrator
Reviewed by: Greg Brackin, Director of Paratransit and Flex Services Ops/ADA
Approved by: Carolyn House Stewart, Interim Chief Executive Officer
Voice of the Customer

Fixed Route - Round 8  
HARTPlus - Round 4

Presenter: Greg Brackin  
Director of Paratransit and  
Flex Services Ops/ADA

Operations and Safety Committee Meeting  
May 18, 2020
CUSTOMER SURVEYS

Voice of the Customer

Shows transit agencies how to establish customer expectations, prioritize metrics that matter most, and drive positive action.

- Customer Focus Groups
- Satisfaction Surveys
- Survey Results Reporting
- Customer Satisfaction Employee Training
- Bus Cleanliness Programs
- TransDash Industry Benchmarking

A process to understand what the customer is thinking and how the transit agency can best respond to those perceptions

Better Customer Service Results In ...

- Increased Employee Engagement
- Increased Organizational Success
- Increased Customer Satisfaction
- Improved Customer Service Skills
HART 4 Key Areas of Focus

Customer Experience: Customer-centric initiatives, increasing customer satisfaction

Financial Performance: Financial sustainability, improving service productivity

Employee Success: Organization realignment, engagement, talent development

Community Value: Community sentiment, partnerships
Response Rates

**Fixed Route:**

537 completed surveys (503 English, 34 Spanish)

6 days in the field (December 3-8, 2019)

Every 5th rider interviewed on the selected route

Statistically valid at the 95% confidence level +/- 4.23%

Representative sampling of every 5th customer by route, time of day, and day of week

**HARTPlus:**

253 completed surveys (215 customers, 38 caregivers)

13 days of phone surveys (December 2-18, 2019)

Statistically valid at the 95% confidence level +/- 5.76%

Random sample of active HARTPlus customers

Based on HART’s average daily fixed route ridership of 36,702 (Dec. 2019), a total of 380 surveys is needed to achieve 95% +/- 5% confidence.

Based on HARTPlus’ active customers of 2,016 (May-Oct 2019), a total of 323 surveys is needed to achieve 95% +/- 5% confidence.
# Net Promoter Score (NPS)

## Net Promoter Score Overview

<table>
<thead>
<tr>
<th>Route Type</th>
<th>NPS</th>
<th>% Change from Prior Wave</th>
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<tbody>
<tr>
<td>Fixed Route</td>
<td>51%</td>
<td>19%</td>
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<tr>
<td>HART Plus</td>
<td>70%</td>
<td>3%</td>
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**HART’s NPS is 96% above an industry sampled average**

*NPS among paratransit customers is typically higher than fixed route. The industry sampled average for paratransit is 61%.*
Fixed Route Net Promoter Score:

NPS: One Question. One Formula. One Number. Countless Insights. One Number

Net Promoter Score (NPS) = % Promoters - % Detractors

*Net Promoter Score (NPS) = % Promoters - % Detractors

NPS: 51*

NPS is 51 due to rounding
• HART’s Net Promoter Score increased by 19% from W7 Spring 2019 and shows an upward trend from Fall 2018.
HARTPlus Net Promoter Score

- Customers continued to rate the NPS for HARTPlus very highly in W4 Fall 2019. However, there has been a downward trend, a 3% decrease compared to W3 Spring 2019 and an 8% decrease compared to W1 Spring 2018.

![NPS by Survey Wave](chart.png)
HART customers’ impression of on-time performance is **16% higher** than the industry sampled average.

HART’s actual on-time performance is **4% higher** than customer impressions.

81% of customers required 2 or more transfers in Fall 2019, a **6% decrease** from Spring 2019.

HARTPlus customer satisfaction with customer service calls being answered promptly decreased **16%** from Spring 2019.
Most satisfaction metrics stayed the same or increased in addition to the percentage of customers who believe service has improved over the past year.

**Customers are most satisfied with:**
- The HART system providing value to the community (92%) (*New question*)
- Bus operating on the days I need them (89%) (ISA - 73%)
- Ease of gathering information about HART routes and services (87%) (ISA - 79%)
- The price of fares being reasonable (87%) (ISA - 72%)

**Customers are least satisfied with:**
- Cleanliness of bus shelters (56%) (ISA - 52%)
- Bus cleanliness (65%) (ISA - 60%)
- On-time performance (69%) (ISA - 62%)

*Industry Sampled Average= ISA*
Safety on the vehicle and vehicles arriving on time and are the most important elements of service to HARTPlus customers.

Customers are most satisfied with:
- Feeling safe when boarding the vehicle (97%)
- Feeling safe when riding the vehicle (96%)
- Call Center Representatives being helpful, knowledgeable and courteous (96%)

Customers are least satisfied with:
- Their calls being answered promptly (65%)
- Vehicles arriving on time (83%)
Next Steps

- Review information gathered during the survey process
- Develop a plan of action
- Create Steering Committees to address identified issues and concerns
- Investigate and address route concerns during Transit Development Plan Comprehensive Analysis
- Reallocate resources to address needs
QUESTIONS OR COMMENTS
Voice of the Customer

Fixed Route - Round 8
HARTPplus - Round 4

Presenter
Greg Brackin
Director of Paratransit and Flex Services Ops/ADA

Operations and Safety Committee Meeting
May 18, 2020
PRESENTATION

Monthly Safety and Security Update – March 2020

This presentation will provide an overview of accidents and security altercations during the month of March 2020 as well as describe the metrics that will be used for comparison in response to COVID-19.

Prepared by: Colin Mulloy, Director of Safety
Approved by: Carolyn House Stewart, Interim Chief Executive Officer
Agenda

• March Accident Analysis
• March Verbal/ Physical Altercations
• Action Items
• Questions
Accidents Analysis

March 2020

### Bus Accident Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Object / Mirror</td>
<td>15</td>
</tr>
<tr>
<td>POV Strikes HART</td>
<td>15</td>
</tr>
<tr>
<td>POV Rear End HART</td>
<td>11</td>
</tr>
<tr>
<td>HART Hits POV</td>
<td>4</td>
</tr>
<tr>
<td>HART Rear Ends POV</td>
<td>2</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>3</td>
</tr>
</tbody>
</table>

### Para Accident Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Object / Mirror</td>
<td>1</td>
</tr>
<tr>
<td>POV Strikes HART</td>
<td>1</td>
</tr>
<tr>
<td>POV Rear End HART</td>
<td>0</td>
</tr>
<tr>
<td>HART Rear Ends POV</td>
<td>0</td>
</tr>
</tbody>
</table>

### Streetcar Accident Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Object</td>
<td>1</td>
</tr>
</tbody>
</table>
Physical/Verbal Altercations

**Physical Altercations**
March: None

**Verbal Altercations**
March: 6

**Threatening language**
March: 1

**Offensive language/behavior**
March: 5

*No Occurrences for Paratransit in March 2020*
Action Items

• Performance Analysis Meeting (May 7)
• Post Event Refresher Training (Ongoing)
• Quarterly Bus Operator Safety Training (June/July)
• Human Trafficking Program
QUESTIONS OR COMMENTS
Monthly Safety and Security Update
March 2020

Presenter
Colin Mulloy
Director of Safety

Operations and Safety Committee Meeting
May 18, 2020
PRESENTATION

Public Transportation Agency Safety Plan (PTASP) Update

This presentation provides an update on the Federal Transit Administration (FTA) final rule for Public Transportation Agency Safety Plans as authorized by the Moving Ahead for Progress in the 21st Century Act (MAP–21). This final rule requires operators of public transportation systems such as HART that receive Federal financial assistance under 49 U.S.C. Chapter 53 to develop PTASPs based on the Safety Management System approach.

Prepared by: Colin Mulloy, Director of Safety

Approved by: Carolyn House Stewart, Interim Chief Executive Officer
Public Transportation Agency Safety Plan (PTASPA) Update

Presenter
Colin Mulloy
Director of Safety

Operations and Safety Committee Meeting
May 18, 2020
Agenda

• Public Transportation Agency Safety Plan (PTASP)  
  Background
• Safety Management Systems (SMS)
• Agency Safety Plan Requirement
• HART Timeline
• Questions
PTASP Background

- Congress required operators of public transportation systems that receive FTA funds to develop and implement a Public Transportation Agency Safety Plan (49 U.S.C. § 5329(d))
- Final Rule (49 C.F.R. Part 673) published on July 19, 2018
- Compliance date is July 20, 2020
- Transit agencies must implement a Safety Management System (SMS) by developing and documenting SMS processes in their Agency Safety Plan

*Due to COVID-19, FTA has delayed compliance date to December 31, 2020*
Safety Management System (SMS)

Safety Promotion

Safety Risk Management
(Identify, Assess, Prioritize)

Safety Management Policy
(Commitment)

Safety Assurance
(Mitigate, Measure, Monitor)

(Communication)
Agency Safety Plan Requirements

- Must address all applicable requirements and standards in FTA’s Public Transportation Safety Program
- Must specify a Chief Safety Officer or SMS Executive
- Must be signed by the Accountable Executive
- Must be approved by the agency’s Board of Directors or an Equivalent Authority
<table>
<thead>
<tr>
<th>HART Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>• PTASP/SMS Gap Analysis (Completed)</td>
</tr>
<tr>
<td>• SMS Transition Plan (Completed)</td>
</tr>
<tr>
<td>• PTASP Draft Plan (Completed)</td>
</tr>
<tr>
<td>• FDOT State Safety Oversight Review (May/June 2020)</td>
</tr>
<tr>
<td>• PTASP Employee Outreach (July-August 2020)</td>
</tr>
<tr>
<td>• PTASP Operations and Safety Committee Review (September 2020)</td>
</tr>
<tr>
<td>• PTASP Board Approval (October 2020)</td>
</tr>
<tr>
<td>• FDOT/ FTA Certification (December 2020)</td>
</tr>
</tbody>
</table>
QUESTIONS OR COMMENTS
Public Transportation Agency Safety Plan (PTASP) Update

Presenter
Colin Mulloy
Director of Safety

Operations and Safety Committee Meeting
May 18, 2020
PRESENTATION

Hurricane Preparedness Update

This presentation provides a report on HART emergency management preparation activities leading up to the 2020 Hurricane season. It will include information on both external and internal coordination throughout the county.

Prepared by: Colin Mulloy, Director of Safety
Approved by: Carolyn House Stewart, Interim Chief Executive Officer
Hurricane Preparedness Update

Presenter
Colin Mulloy
Director of Safety

Operations and Safety Committee Meeting
May 18, 2020
## Agenda

- Preparation / Partnerships
- HART and Regional Coordination
- Progressive Service Reductions
- HART Timeline
- Questions
Preparation / Partnerships

- Updated Emergency Plans
- MOU/ MAA
- Training
- Communication
- Deployment Strategies
General Population

- HART
  - Fixed Bus Evacuation Routes
- Hillsborough County School Board
  - Unincorporated Areas

Special Needs

- Sunshine Line (Lead)

Ambulance Services

- AMR
- Transcare
- Sun City Rescue Squad

Ambulance Companies
Level A
• Regular Service

Level B
• Saturday Level of Service
• Routes 20, 24, 24, 75 will not operate

Level C
• Sunday Level of Service
• Routes 20, 24, 25, and 75 will not operate
• HARTFlex and Streetcar will not operate

Level D
• Service discontinued

*Paratransit Service mirrors Fixed Route Service
Timeline

- Coordination with HC EOC, HCSB, Sunshine Line (March – June)
- Update existing Hurricane Plan (April)
- Employee Training (May)
- HART Table Top Exercise (May)
- Actively monitor (June-November)
QUESTIONS OR COMMENTS
Hurricane Preparedness Update

Presenter
Colin Mulloy
Director of Safety