

MONTHLY REPORTS – September 2024

Service Development

Transportation and Maintenance

Customer Service and HARTPlus Eligibility Report

Capital Development

Procurement Tracking

Risk Department

Communications and Marketing

Human Resources

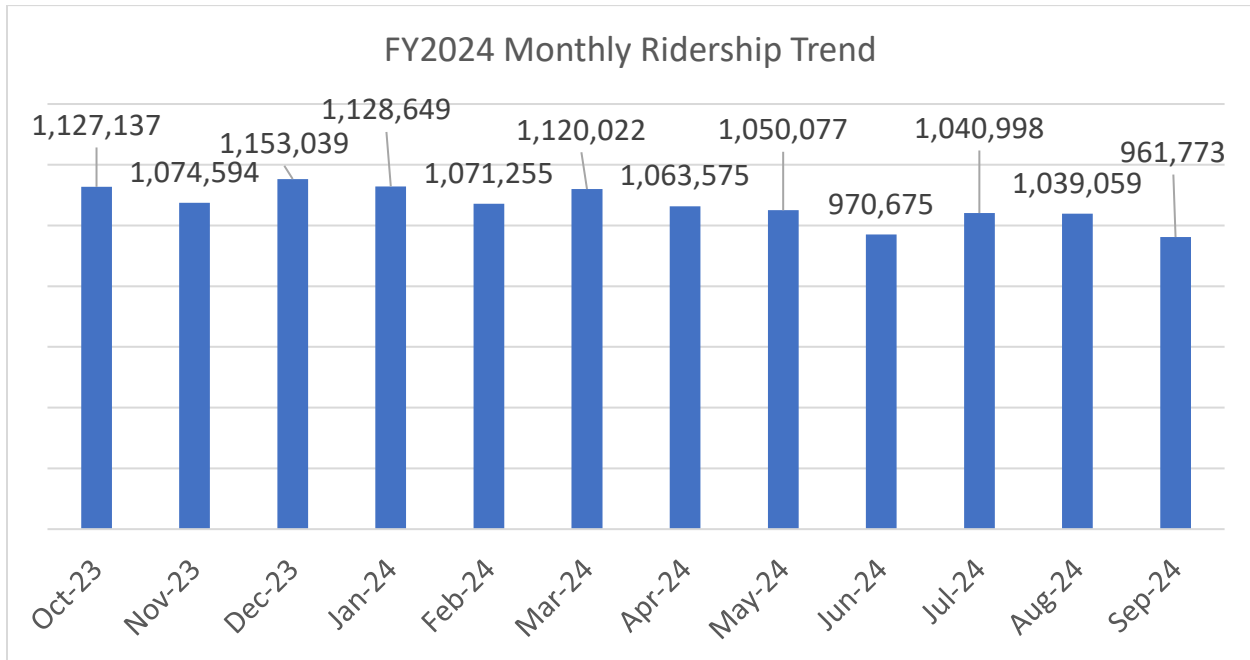
Safety, Security and Training

Information Technology

Finance

Service Development

FY2024 Ridership – All Modes



Fixed Route, Paratransit, and Streetcar Ridership	
Fixed Route Bus	848,031
TECO Streetcar	88,015
ADA Paratransit	13,744
Taxi Voucher	10,068
HART Flex	1,915
Total - All Modes	961,773
Wheelchairs on Fixed Route	2,396
Bikes on Buses	10,075

Fixed-Route Bus Average Daily Ridership

Weekday	35,758
Saturday	23,312
Sunday	19,167

Streetcar Average Daily Ridership

Monday-Thursday	2,406
Friday	3,526
Saturday	5,482
Sunday	3,430

On-Time Performance (OTP)

Bus	66.90%
Total Trips / Trips Completed %	38,638 / 99.70%
Paratransit	95.44%
Drop-off	95.44%
Pick-up	85.87%
Total Trips / Trips Completed %	12,878 / 77.71%
Streetcar	99.69%
Total Trips / Trips Completed %	4,012 / 96.67%

Transportation & Maintenance

Preventative Maintenance Safety Inspections	Goal	Actual
<i>Bus PM Compliance</i>	85%	100%
<i>Para & Flex PM Compliance</i>	85%	100%
Fixed Route Chargeable Vehicle Failures	Goal	Actual
<i>Mean Distance Between Failures</i>	6,000 Miles	6.650
<i>Mean Distance Between Major Mechanical Failures</i>	15,000 Miles	17,265
Paratransit & Flex Chargeable Vehicle Failures	Goal	Actual
<i>Mean Distance Between Failures</i>	5,000 Miles	6.928
<i>Mean Distance Between Major Mechanical Failures</i>	20,000 Miles	14,389
Fleet Availability	Goal	Actual
<i>Fixed Route AM Fleet Availability</i>	80%	82%
<i>Paratransit & Flex AM Fleet Availability</i>	70%	70%
<i>FLEX AM Fleet Availability</i>	70%	100%

Fleet Statistics

Mode	Active Vehicles	Total Miles	Repair Orders Completed
Fixed Route	132	492,454	505
Flex Service	5	1,915	12
Paratransit	78	139,595	145
Streetcar	8	10,141	18

Facilities Maintenance

	Facility Maintenance	Passenger Amenities
Preventative Maintenance Completed	129	84
Demand Work Orders Completed	29	98
Scheduled Projects	4	3
Completed Projects	4	3

Customer Service and HARTPlus Eligibility Report

HART Customer Service Call Center Monthly Report - September 2024

Monthly Inbound Calls

18,768

Avg. Handle Ratio

96%

Avg. Hold

16 Seconds

Avg. Talk Time

2 Minutes 46 Seconds

HARTPlus Trips Booked

13,005

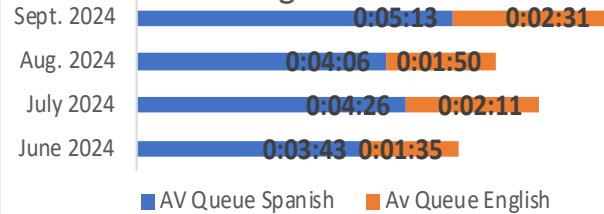
Average Queue Time

English: 00:02:31 Spanish: 00:05:13

Inbound Monthly Calls



Average Queue Time



Total Requests & Complaints

578

% Closed Within 10 Days

88%

Customer Complaints

227

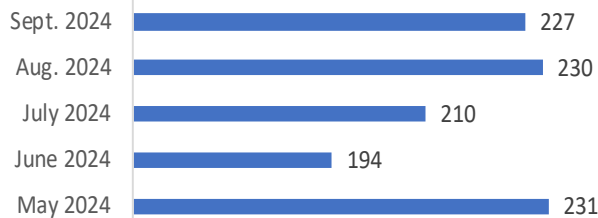
0	ADA
158	Bus
21	Building & Bus Stop Maintenance
5	Customer Service
10	Other: Env., Vehicles & Employees, OBA
10	Safety & Risk
5	TECO Line Streetcar
15	Van
3	Yellow Cab (Yellow 7 Uber 1)

Customer Requests & Comments

351

21	Accounting
14	Commendations: All HART Employees and
49	Flamingo, Moovit & Token App
73	HARTPlus: Subscription, No-Show Disputes,
46	Lost Items
127	Mail Request
18	Public Comment, Service Modification &
2	Reasonable Accommodations
1	Other: Web, Marketing, Etc.

Monthly Customer Complaints



Monthly Customer Requests

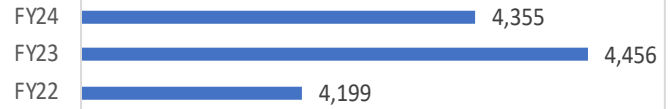


HARTPlus Eligibility Monthly Report

Activity	New	Recerts	Total
Applications Received	234	60	294
Applications Pending	119	29	148
Applications Processed	115	31	146
Conditional	9	4	13
Unconditional	38	17	55
Temporary	16	2	18
Denied	0	0	0
Withdrawn	5	1	6
Incomplete (UTP)	47	7	54

Appeals Received		0
Visitor Status		3
Suspensions		5
Monthly Certified:	86	Total Certified: 4,355

Active HARTPlus Customers



Capital Development**Basic Transit Infrastructure (BTI) Projects****Projects in Design** - Bring the bus stop to ADA compliance

- Hillsborough Avenue at 43rd Street - In Design with Kimley-Horn
- Main Street at Rome Avenue - In Design with McDonald & Burns
- Main Street at Willow Avenue - In Design with McDonald & Burns
- Davis Road Corridor - In Design with Ayers

Projects in Permitting - Bring the bus stop to ADA compliance

- Memorial Highway at George Road

Pre-Construction

- 21st Avenue at 40th Street (Project delayed due to inclement weather)
- 21st Avenue at 43th Street (Project delayed due to inclement weather)

Total Purchased Shelters	87
Total Shelters Installed	71
Purchased by HART	79
Purchased by Developer	8

Procurements Tracking

Sole Source Awards Fiscal Year to Date

Date	Awarded To	Description of Goods/Services	No. Awards	Award Amount
10/18/2023	Power & Systems Innovations	American Power Conversion Symmetra Maintenance Renewal	1	\$ 19,558
11/3/2023	Wendel Architecture P.C.	Tank Design Services	1	\$ 55,000
11/8/2023	Power & Systems Innovations	American Power Conversion Symmetra Modular Battery Replacement	1	\$ 34,551
11/29/2023	AngelTrax	Additional Cameras to be Installed on new CNG buses	1	\$ 41,941
12/5/2023	Swiftly Inc.	Swiftly Annual Maintenance Renewal	1	\$ 235,259
12/19/2023	Trapeze Software Group, Inc.	Trapeze Annual Maintenance Renewal	1	\$ 503,636
12/19/2023	Bonfire Interactive LTD	Bonfire Procurement Software	1	\$ 34,107
1/10/2024	Microsoft Corporation	Microsoft Unified Premier Support Plan	1	\$ 103,018
1/27/2024	B2GNow	B2G Vendor Compliance System Software Renewal	1	\$ 23,940
2/2/2024	Balfour Beatty Infrastructure Inc.	Streetcar Substation Training	1	\$ 20,000
2/5/2024	Gomaco Corporation	DC/DC Converter for Streetcar	1	\$ 38,606
2/6/2024	Innovative Cloud Solutions	Microsoft Great Plains and WorkPlace Renewal	1	\$ 113,434
3/7/2024	Preteckt Connected Buses	Predictive Maintenance Hardware and Subscription Services	1	\$ 44,220
3/27/2024	Sutrak Corp	Streetcar Air Conditioning Parts	1	\$ 136,672
5/2/2024	Urban Transportation Association, Inc.	Automatic Passenger Counter, Complete System	1	\$ 29,520
5/23/2024	Trapeze Software Group, Inc.	Trapeze Training for Planning, Customer Service and Operations	1	\$ 80,461

Date	Awarded To	Description of Goods/Services	No. Awards	Award Amount
6/10/2024	Civic Plus	Annual Software License Renewal	1	\$ 43,084
7/30/2024	Conduent Transport Solutions Inc.	OrbGuide Repairs	1	\$ 12,622
8/15/2024	Robert Half	Temporary Payroll Clerk	1	\$ 20,000
Grand Total			19	\$ 1,589,630

Architectural & Engineering (A&E) General Consultants Task Order Awards Report Collective Not-To-Exceed \$3,000,000

A. Task Orders FY2022

Task Order No.	Award Date	Vendor	Project Description	Award Amount	Amount Remaining
Task Order #1	3/1/2022	WSP USA Inc	Planning & Scheduling	\$ 88,434.07	\$ 2,911,565.93
Task Order #1	Cancelled	HNTB Corporation	Design Services for Renovations of Board Rooms and Offices	\$ -	\$ 2,911,565.93
Task Order #2	5/5/2022	HNTB Corporation	Bus & Bus Transit Grant Application	\$ 33,472.08	\$ 2,878,093.85
Task Order #2	5/13/2022	WSP USA Inc	Transit Development Plan	\$ 219,059.30	\$ 2,659,034.55
Sub Total				\$ 340,965.45	

B. Task Orders FY2023

Task Order No.	Award Date	Vendor	Project Description	Award Amount	Amount Remaining
Task Order #2 Amended	3/2/2023	HNTB Corporation	Raise Grant Support	\$ 59,902.87	\$ 2,599,131.68
Task Order #3	8/7/2023	HNTB Corporation	Neighborhood Access and Equity (NAE) Grant Application	\$ 24,916.34	\$ 2,574,215.34
Task Order #1	8/25/2023	EXP U.S. Services Inc.	Development of Independent Cost Estimate (ICE) for Fixed Route and Paratransit Technology System	\$ 41,902.00	\$ 2,532,313.34
Sub Total				\$ 126,721.21	

C. Task Order FY2024

Task Order No.	Award Date	Vendor	Project Description	Award Amount	Amount Remaining
Task Order #1 Amendment 1	2/9/2024	EXP U.S. Services Inc.	CAD-AVL Evaluation Technical Advisor	\$ 17,581.21	\$ 2,514,732.13
Task Order #1 Amendment 2	4/18/2024	EXP U.S. Services Inc.	CAD-AVL Evaluation Technical Advisor- Additional Support	\$ 29,170.79	\$ 2,485,561.34
Task Order #3	Cancelled	WSP USA Inc	Raise Grant	\$ -	\$ 2,485,561.34
Task Order #4	7/8/2024	WSP USA Inc	Cost Allocation Plan	\$ 28,963.00	\$ 2,456,598.34
Sub Total				\$ 75,715.00	

Bus Transit Infrastructure (BTI) Construction Task Order Awards Report Collective Not-To-Exceed \$5,000,000

A. Task Orders FY2022

Task Order No.	Award Date	Vendor	Project Description	Award Amount	Amount Remaining
Task Order #1	8/17/2022	Flores Construction Co.	Construction landing pads Parsons Avenue Corridor	\$ 55,927.14	\$ 4,944,072.86
Task Order #1	8/24/2022	American Construction Services, Inc of Tampa	Construct bus stop with shelter pad and landing pad 30th Street at Hillsborough Avenue	\$ 59,065.35	\$ 4,885,007.51
Task Order #1	8/26/2022	AJ General Construction Services, Inc	Construct bus stop with shelter pad and landing pad Hillsborough Avenue at Orient Road	\$ 38,272.20	\$ 4,846,735.31
Sub Total				\$ 153,264.69	

B. Task Orders FY2023

Task Order No.	Award Date	Vendor	Project Description	Award Amount	Amount Remaining
Task Order #2	10/25/2022	American Construction Services, Inc of Tampa	Turn-key construction for site improvements at the Casey Road Park and Ride Facility	\$ 87,671.00	\$ 4,759,064.31
Task Order #3	12/9/2022	American Construction Services, Inc of Tampa	Installation of Bus Shelters, Street Furniture, and Amenities	\$ 35,250.00	\$ 4,723,814.31
Task Order #3	12/21/2022	AJ General Construction Services, Inc.	Installation of Bus Shelters, Street Furniture, and Amenities	\$ 27,250.00	\$ 4,696,564.31
Task Order #2	1/5/2023	Flores Construction Co.	Construction Bus Stop with Shelter and Landing Pads Shell Point Road and 24th Street Northeast	\$ 34,300.00	\$ 4,662,264.31
Task Order #4	2/27/2023	American Construction Services Inc of Tampa	Construction Removal and Installation of Bus Shelters	\$ 17,190.00	\$ 4,645,074.31
Task Order #2	3/15/2023	AJ General Construction Services, Inc.	Construction Bus Bays, Shelters Pads, and Landing Pads Tampa Bay Boulevard at Hillsborough Community College Dale Mabry	\$ 201,299.69	\$ 4,443,774.62
Task Order #3	3/16/2023	Flores Construction Co.	Construction Bus Stop with Shelter and Landing Pads West Spruce Street and North Clark Avenue	\$ 34,376.00	\$ 4,409,398.62
Task Order #4	6/23/2023	Flores Construction Co.	Construction Bus Stop with Shelter and Landing Pads, Rowlett Park Drive at Mulberry Drive	\$ 67,449.00	\$ 4,341,949.62

Task Order No.	Award Date	Vendor	Project Description	Award Amount	Amount Remaining
Task Order #5	6/23/2023	Flores Construction Co.	Construction Bus Stop with Shelter and Landing Pads, 34th Street at Lake Avenue Landings	\$ 53,347.00	\$ 4,288,602.62
Task Order #5	7/10/2023	American Construction Services, Inc. of Tampa	Construction Bus Stop with Shelter and Landing Pads, West sides of Falkenburg Road at Martin Luther King Boulevard	\$ 40,866.90	\$ 4,247,735.72
Task Order #4	8/24/2023	AJ General Construction Services, Inc.	Construction Bus Stop with Shelter and Landing Pads, West Himes at Humphrey Street	\$ 66,343.15	\$ 4,181,392.57
Sub Total				\$ 665,342.74	

C. Task Orders FY2024

Task Order No.	Award Date	Vendor	Project Description	Award Amount	Amount Remaining
Task Order #6	10/25/2023	Flores Construction Co.	Construction Bus Stop with Shelter and Landing Pads, Armenia Aveue at Waters Avenue	\$ 75,306.00	\$ 4,106,086.57
Task Order #6	12/5/2023	American Construction Services, Inc. of Tampa	Repair failed and damaged concrete areas located at Dick Greco Plaza Station	\$ 13,167.00	\$ 4,092,919.57
Task Order #7	1/18/2024	American Construction Services, Inc. of Tampa	Rehabilitation of failed and damaged concrete inlets covers at HART Operations Facility	\$ 149,918.00	\$ 3,943,001.57
Task Order #5	1/26/2024	AJ General Construction Services, Inc.	Construction Bus Stop with Shelter and Landing Pads, Columbus Drive at Florida Avenue	\$ 54,347.10	\$ 3,888,654.47
Task Order #6	2/23/2024	AJ General Construction Services, Inc.	Construction Removal and Installation of Bus Shelters	\$ 24,625.00	\$ 3,864,029.47
Task Order #7	4/2/2024	Flores Construction Co.	Construction of Bus Stop, Shelters Pads and Landing Pads, Manhattan Avenue at Oklahoma Avenue	\$ 50,005.00	\$ 3,814,024.47
Task Order #8	8/27/2024	Flores Construction Co.	Construction of Bus Bay, Shelter Pad and Landing Pad, 21st Avenue at 43rd Street	\$ 107,714.00	\$ 3,706,310.47
Task Order #7	9/25/2024	AJ General Construction Services, Inc.	Construction of Bus Stop, Shelter and Landing Pads, 21st Avenue at 40th Street	\$ 45,836.75	\$ 3,660,473.72
Sub Total				\$ 520,918.85	

**Bus Transit Infrastructure (BTI) A&E Design Services Task Order Awards Report
Collective Not-To-Exceed \$2,000,000**

A. Task Orders FY2024

Task Order No.	Award Date	Vendor	Project Description	Award Amount	Amount Remaining
Task Order #1	2/13/2024	Kimley-Horn and Associates, Inc.	Design a Bus Stop, Shelter Pad and Landing Pad on north east corner of Hillsborough Avenue and 43rd Street	\$ 35,476.00	\$ 1,964,524.00
Task Order #2	2/26/2024	Kimley-Horn and Associates, Inc.	Stormwater Assessment - HART Operations	\$ 50,406.00	\$ 1,914,118.00
Task Order #3	2/26/2024	Kimley-Horn and Associates, Inc.	Initial Assessment Review for Documented Categorical Exclusions (DCE) - HART Operations	\$ 40,300.00	\$ 1,873,818.00
Task Order #1	4/15/2024	Burns & McDonnell Engineering Company, Inc.	Bus Stop Infrastructure Design Main Street at Willow Avenue & Rome Avenue Shelter and Landing Pads	\$ 68,102.15	\$ 1,805,715.85
Task Order #1	6/27/2024	Ayres Associates Inc.	Bus Stop Infrastructure Design Shelter and Landing Pads at Intersection of Davis Road at Allen Lane and Davis Road at Copeland Road	\$ 61,659.24	\$ 1,744,056.61
Task Order #4	7/16/2024	Kimley-Horn and Associates, Inc.	Design Services at Operational Control Center (OCC) Expansion Services	\$ 114,928.00	\$ 1,629,128.61
Task Order #4 Amendment 1	9/25/2024	Kimley-Horn and Associates, Inc.	Design Services at Operational Control Center (OCC) Expansion Services - Revised Floor Plan	\$ 10,868.00	\$ 1,618,260.61
Sub Total				\$ 381,739.39	

General Consultant Services – Pinellas Suncoast Transit Authority (PSTA) Piggyback - FY2024

Task Order No.	Award Date	Vendor	Project Description	Award Amount
Task Order #1	12/1/2023	WSP USA	Staff Augmentation	\$ 60,000.00
Task Order #2	12/1/2023	WSP USA	Strategic Services	\$ 30,000.00
Task Order #3	7/30/2024	WSP USA	Comprehensive Operations Analysis (COA)	\$ 450,558.00
Sub Total				\$ 540,558.00

Notice of Solicitations Issued FY24

Release Date Per Procurement Plan	Contract Description	Solicitation Method	Funding	Base Period	Option Period	Estimated Cost
10/16/2023	Streetcar Midlife Rehabilitation Services	IFB	Federal	3	2	\$ 4,105,500
10/31/2023	Chief Negotiator /CBA Negotiations	RFP	Operating	3	2	\$ 308,500
11/20/2023	Industrial, Hardware, Janitorial and Safety Supplies	RFP	Operating	3	2	\$ 1,849,000
11/30/2023	Fogmaker Fire Suppression Inspection and Repair	IFB	Operating	3	2	\$ 500,000
12/8/2023	Roof Coating - Heavy Maintenance Building	IFB	Federal	11 weeks	N/A	\$ 955,406
1/2/2024	Landscaping	RFP	Operating	2	1	\$ 225,000
1/16/2024	Vending & Fresh Micro Market	RFP	Revenue	5	N/A	N/A
2/2/2024	Cisco Webex Flex	RFQ	Operating	3	N/A	\$ 75,000
2/14/2024	Cisco Access Switches	IFB	Federal	N/A	N/A	\$ 132,366
3/8/2024	Paratransit Consultant Services	RFP	Operating	1	1	\$ 70,000
4/10/2024	Commercial Batteries	IFB	Operating	3	2	\$ 2,705,257
4/30/2024	Diesel and Unleaded Fuel	IFB	Operating	1	4	\$ 29,000,000
5/6/2024	Actuarial Services	RFP	Operating	3	2	\$ 44,625
5/24/2024	Executive Search and Recruiting Services	RFP	Operating	2	3	\$ 46,552
6/4/2024	Microsoft Enterprise Renewal	RFQ	Operating	1	N/A	\$ 325,000
6/10/2024	Ybor Boardroom AV Upgrade	RFP	Federal	6 months	N/A	\$ 333,514
7/3/2024	Network Storage	IFB	Federal	6 months	N/A	\$ 87,723

Release Date Per Procurement Plan	Contract Description	Solicitation Method	Funding	Base Period	Option Period	Estimated Cost
7/8/2024	General Consulting Services	RFQS	Grants	3	2	\$ 5,000,000
7/11/2024	Bus Mid-Life Overhall	IFB	Federal	3	2	\$ 4,300,000
7/15/2024	Smartnet Maintenance Agreement Renewal	IFB	Operating	1	N/A	\$ 200,000
7/22/2024	Emerging Technology and Amenities	RFP	State Grant	3	2	\$ 3,713,058
7/24/2024	Rack Migration for Access Layer Switches - 21st Avenue	IFB	Federal	6 months	N/A	\$ 24,350
8/1/2024	Tie Replacement	IFB	State Grant	5	N/A	\$ 213,580
8/28/2024	HVAC for Streetcar Mezzanine	IFB	Federal	1	1	\$ 40,000
9/4/2024	Net/App Storage Controller Head and Drives	IFB	State Grant	6 months	N/A	\$ 54,832
9/19/2024	VMware Renewal	IFB	Operating	1	N/A	\$ 41,649
Grand Total						\$ 54,350,912

Risk Department

Bodily Injury and Property Damage Claims

	August 2024	September 2024	September 2023 Comparison
Opened Claims	12	20	41
Closed Claims	32	24	36
Outstanding Reserves	\$653,803.04	\$656,158.75	\$449,327.56
Total Open Claims	120	122	165

This represents a 32% or \$206,831.19 increase in claim reserves since September 2023.

Workers' Compensation Claims

	August 2024	September 2024	September 2023 Comparison
Opened Claims	5	4	4
Closed Claims	4	4	5
Outstanding Reserves	\$602,769.87	\$429,038.97	\$450,014.09
Total Open Claims	25	28	23

This represents a 4% or \$20,975.12 decrease in claim reserves since September 2023.

Litigation and Claims Committee

In accordance with the HART Board policy (710 Risk Management – Settlement Policy), staff is to notify the Board about all settlements for amounts greater than \$50,000.

No Risk claims were presented to the Litigation and Claims Committee in September 2024.

Communications and Marketing

Highlighted Projects

Creative Services Project Highlights	
Emergency Weather Service Material	Paper Fare Card Elimination Hearing Collateral
HART FY2025 Budget Brochure	Budget Summary FY2025 Ad
Notice of Proposed Tax Increase Ad & Hearing	HART FY22 FY23 Performance Measures Ad

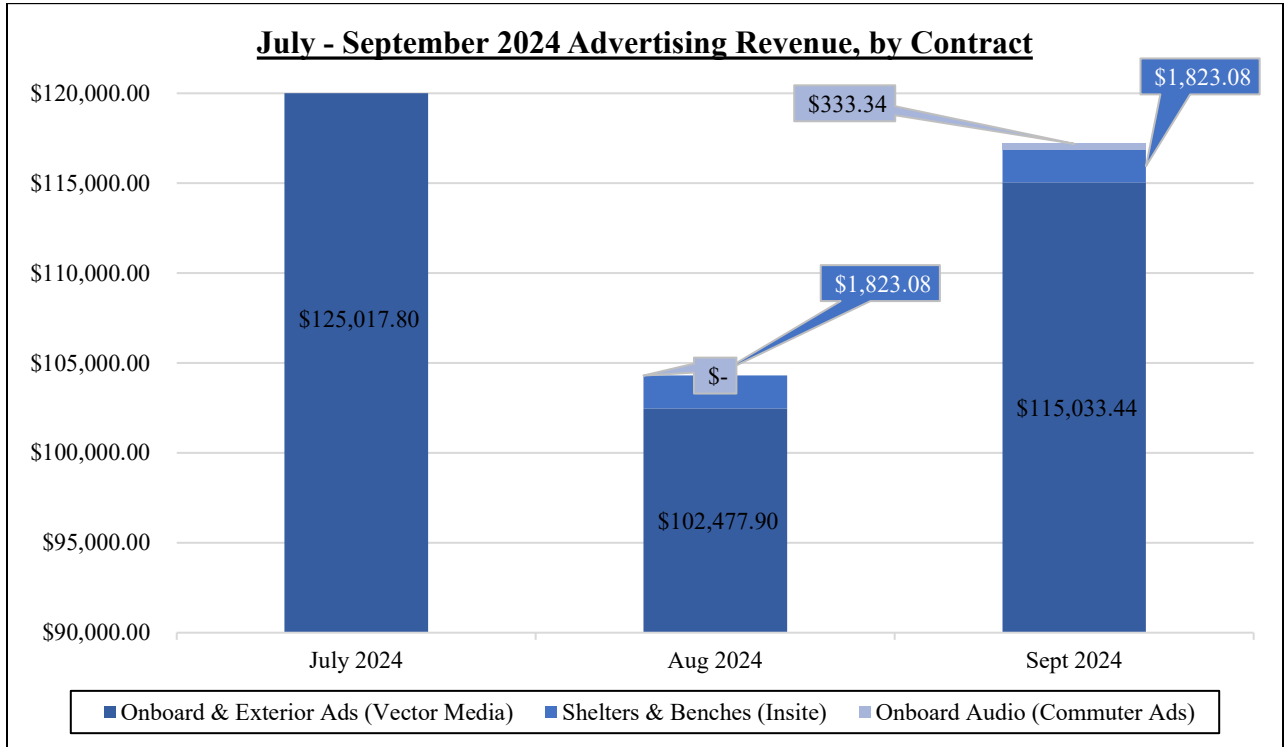
Media/External Communication

Press Releases/Community Communication	Date
Media Release – Route 1 Fare-Free	9/21/24
Media Release – Streetcar Live Returns for 2024!	9/23/24
Media Release – HART Media Advisory Helene Storm Update #1	9/24/24
Media Release – Helene Storm Update #2	9/25/24
Media Release – Helene Storm Update #3	9/26/24

Recent Media Coverage	URL
WTSP	Tampa to offer free fares for HART bus route wtsp.com
Tampa Bay Business Journal	Tampa City Council questions HART's efficiency - Tampa Bay Business Journal (bizjournals.com)
That's So Tampa	City Council considers fare-free service on HART's most popular route - That's So Tampa (thatssotampa.com)
Osprey Observer	Eye On Business — Hillsborough Seeking HART Rep Osprey Observer
Tampa Bay Business Journal	Tampa transit projects receive \$1M federal boost - Tampa Bay Business Journal (bizjournals.com)
That's So Tampa	Tampa's wild Streetcar Live concert series returns this fall - That's So Tampa (thatssotampa.com)
WMNF 88.5 FM	Pinellas and Hillsborough Counties issue mandatory evacuation orders for Zone A ahead of Helene - WMNF 88.5 FM
Tampa By Times	Here's why Hillsborough should vote yes to extend the Community Investment Tax (tampabay.com)

Tampa Bay Business Journal	HART wants 'financial guardrails' on \$1.5M fare-free bus trial from USF to downtown Tampa - Tampa Bay Business Journal (bizjournals.com)
83Degrees Media	Streetcar Live concert series returns to Tampa (83degreesmedia.com)

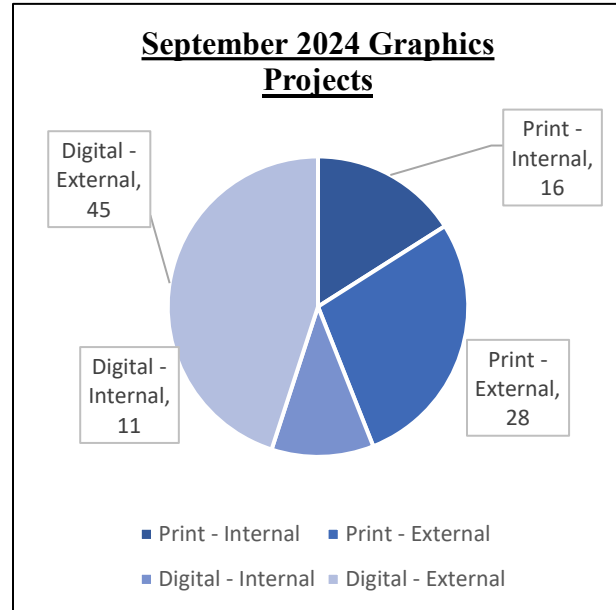
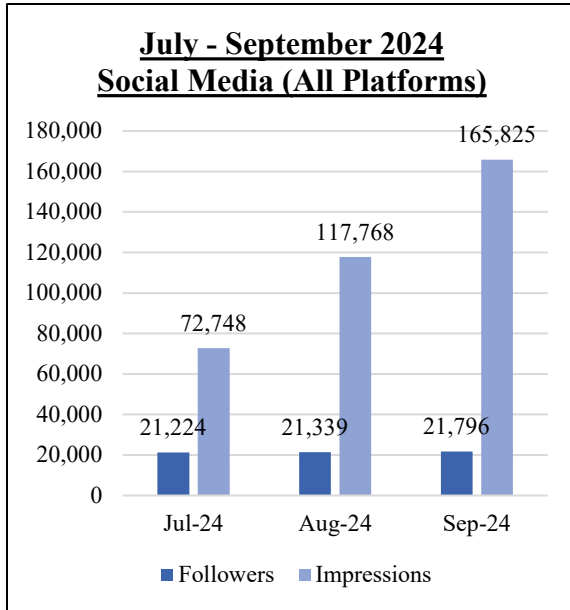
Transit Advertising



Creative Services

	September 2024	FY24 YTD
Graphics Projects completed **	88	1264

Social Media



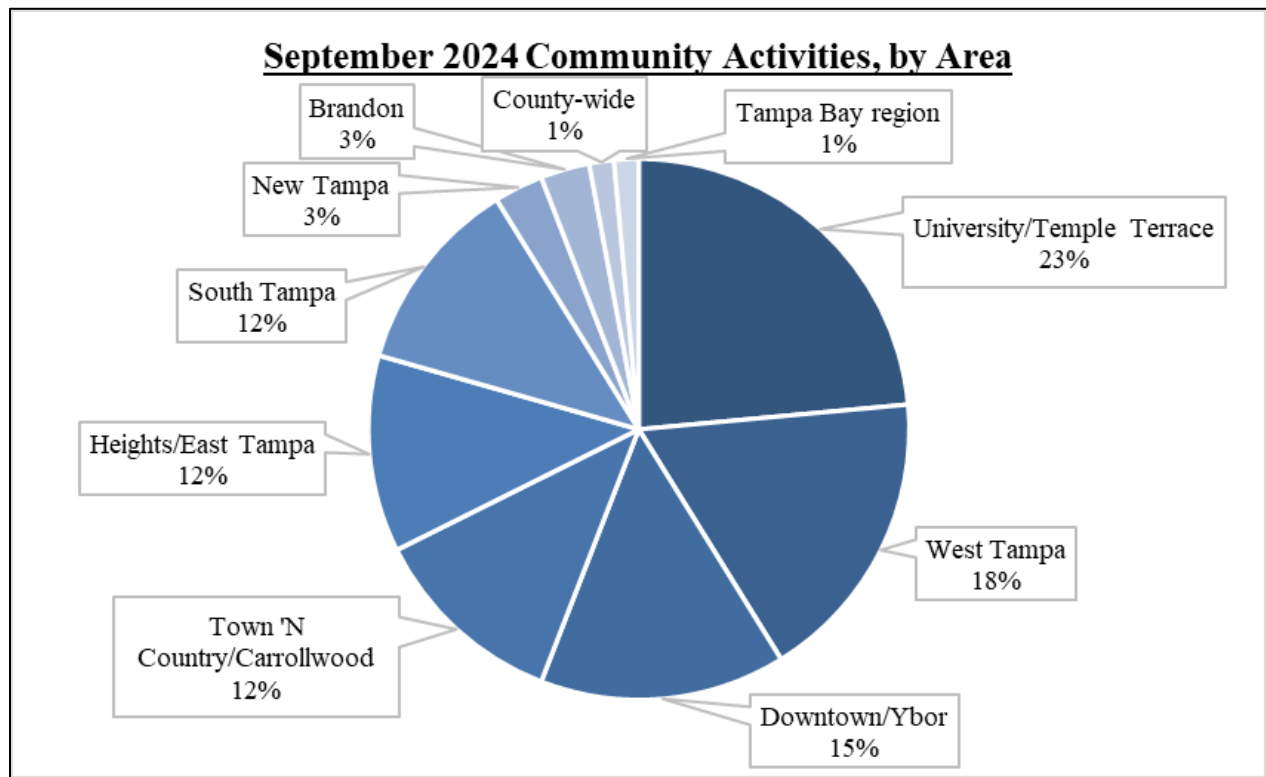
Community & Business Engagement

	September 2024	YTD *
Activities attended	4	129
# People engaged **	85	8,022
# People reached ***	2,375	37,511

*YTD = Fiscal Year-to-Date (Oct 2023-Sept 2024)

**Engages represents who interacted directly with staff

*** Reached represents who were exposed to HART’s brand visibility through various communication channels



Community Activity Highlights	
Tampa Downtown Partnership Annual Meeting	Hillsborough County NAACP Freedom Fund sponsorship
Visit Tampa Bay Keys to Success Meeting	Ybor Chamber Membership Luncheon

HART Paper Fare Card Elimination & Fare Structure Change

PUBLIC HEARING AND COMMUNITY OUTREACH

HART is considering fare changes, including paper fare card elimination, changes in streetcar fare, and fare capping adjustments. The transition to Flamingo Fares, our smartcard and e-fare system, as the primary method to pay your HART fare, would go into effect on **January 2, 2025**. The proposal aims to modernize fare collection, enhance convenience, and improve the rider experience.

HART staff will be at Transit/Transfer Centers over the next few months to collect feedback and discuss the proposed changes with riders.

PUBLIC HEARING

Marion Transit Center 1211 N. Marion St. | Tampa, FL 33602 **Thursday, September 19, 2024** 5 p.m. - 7 p.m.

SEPTEMBER COMMUNITY OUTREACH

Marion Transit Center 1211 N. Marion St. Tampa, FL 33602	Monday, September 9, 2024 through Thursday, September 12, 2024 6:30 a.m. - 8:30 a.m. 4 p.m. - 6 p.m.
University Area Transit Center 13110 N. 27th St. Tampa, FL 33612	Monday, September 9, 2024 through Thursday, September 12, 2024 6:30 a.m. - 8:30 a.m. 4 p.m. - 6 p.m.
Netpark Transfer Center 5003 N. 56th St. Tampa, FL 33610	Monday, September 9, 2024 through Thursday, September 12, 2024 6:30 a.m. - 8:30 a.m. 4 p.m. - 6 p.m.
Northwest Transfer Center 8951 W. Waters Ave. Tampa, FL 33615	Monday, September 9, 2024 through Thursday, September 12, 2024 6:30 a.m. - 8:30 a.m. 4 p.m. - 6 p.m.
Britton Plaza Transfer Center 3944 S. Dale Mabry Hwy. Tampa, FL 33611	Monday, September 9, 2024 through Thursday, September 12, 2024 6:30 a.m. - 8:30 a.m. 4 p.m. - 6 p.m.
Yukon Transfer Center 400 E. Yukon St. Tampa, FL 33604	Monday, September 9, 2024 through Thursday, September 12, 2024 6:30 a.m. - 8:30 a.m. 4 p.m. - 6 p.m.
Westshore Plaza Transfer Center 250 Westshore Plaza Tampa, FL 33609	Monday, September 9, 2024 through Thursday, September 12, 2024 6:30 a.m. - 8:30 a.m. 4 p.m. - 6 p.m.
Wiregrass Park-n-Ride 28183 Legacy Blvd. Wesley Chapel, FL 33543	Tuesday, September 10, 2024 & Wednesday, September 11, 2024 6 a.m. - 8 a.m.
Brandon Mall Stop 459 Brandon Town Center Dr. Brandon, FL 33511	Tuesday, September 10, 2024 & Wednesday, September 11, 2024 6:30 a.m. - 8:30 a.m.
Tampa International Airport Stop Rental Car Facility	Tuesday, September 10, 2024 & Wednesday, September 11, 2024 6:30 a.m. - 8:30 a.m.
International Plaza Stop Boy Scout Blvd. @ Lois Ave. Tampa, FL 33609	Tuesday, September 10, 2024 & Wednesday, September 11, 2024 10 a.m. - 12 p.m.

Additional options to provide feedback:

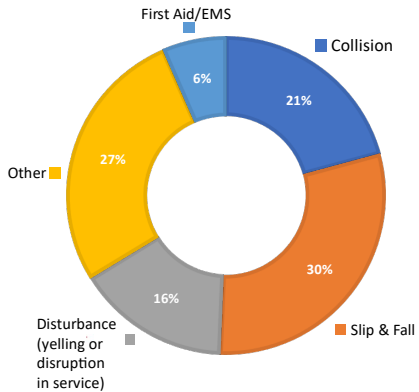
- online at GoHART.org/FareChange
- call HART Customer Service at **(813) 254-4278**
- send mail to: **HART Planning & Scheduling, 1201 E. 7th Avenue, Tampa, FL 33605**



Human Resources

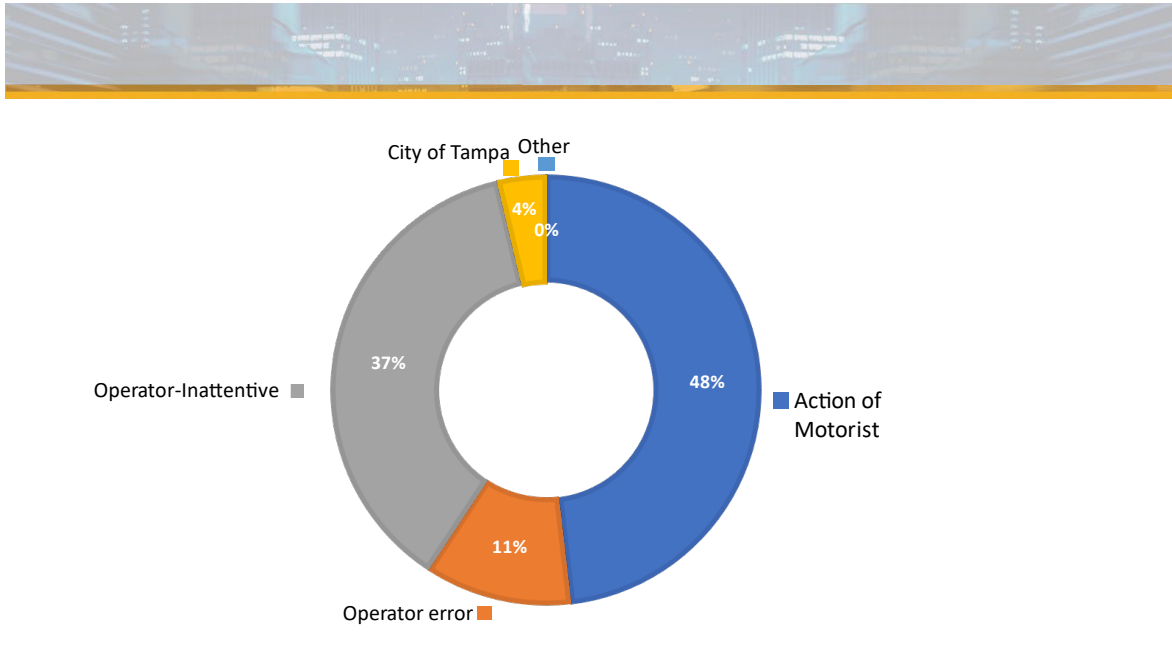
HUMAN RESOURCES	
Employee Snapshot as of September 27, 2024	
Total Head Count	749
New Hires	48
Terminations	12
Current Vacancies	24

Safety, Security, and Training



<u>Nature of Incident</u>	<u>Number of Incidents</u>
Collision	16
Slip & Fall	23
Disturbance (yelling or disruption in service)	12
Other	21
First Aid/EMS	5
<i>Additional Captured Events</i>	
Assault	4
BIOHAZARD	2
Crime	0
Damage Report	3
Debris on Right of Way	0
Fare (Refusal to pay or Underpays Fare)	7
First Aid Only	0
Fixed Object/Mirror	7
HART Employee Complaint	4
HART Hits POV	1
Mirror to Mirror	1
Missed Hard Meet	3
Non- Physical Assault	1
Patron Closed in Door	1
Pole Dewirement	0
Pov Strikes HART	2
Projectiles	0
Split Switch	0
Tree (Branches/Bushes)	0
Trespass From System Violent	0
Vandalism	3
Verbal Altercation Report	12
Verbal Assault	5
Weapon (must be properly identified)	0
TOTAL Number of Incidents	133

Root Cause Analysis



<u>Root Cause</u>	<u>Number of Incidents</u>
Action of Motorist	13
Operator – Inattentive	10
City of Tampa	1
Imprudent Customer Actions	1
Equipment Failure	0
Other	1
Operator Error (Wrong decision was made causing incident Accident)	3
TOTAL Number of Incidents	29

Information Technology (IT)

- Completed the pilot with FDOT and The City Tampa testing Traffic Signal Priority (TSP) pilot project on 13 fixed route buses for the initial pilot. The IT team will be working on rolling out the TSP to our fix route buses which will give HART TSP (Traffic Signal Priority) on 325 road intersections throughout the county.
- Completed the Streetcar interlock security camera system.
- In the process of migrating the HART websites to a new location for redundancy and cost savings.
- Final deployment of new access layer switches at our 21st Ave location data center, replacing the end-of-life access layer switches.
- User application training has started for our Trapeze application suite upgrade project. This user training will run through the month of September.
- Final phase of upgrading our Automatic Passenger Counter (APC) application. This application is used by our planning and scheduling department for determining ridership data.
- Deploying phase of migrating HART's DNS records to support a more redundant infrastructure.
- In collaboration with the maintenance department and Hillsborough County Sheriff's Office (HCSO) and Communications International (CI) (they are a consultant for the County's Radio system) to upgrade HART's radio infrastructure.
- Final deployment stage for Multifactor authentication (MFA) to support any remote connections to HART's infrastructure. Deployed Multifactor authentication (MFA) which will add a layer of cyber security protection to the sign-in process for HART's bargaining employees.
- Processed 278 Service Desk tickets in the month of September 2024. 177 in total were closed fast track with 93 closed in less than 24 hours. As of September 30, 2024, there were 8 Service Desk tickets pending.

Finance
BUDGET TO ACTUAL

Revenues				
	Year to Date 7/31/24			
	Annual Budget	YTD Actual	Budget to Actual Fav (Unfav)	% of Budget
<u>Operating Revenues:</u>				
Ad Valorem	\$ 72,865,413	\$ 73,774,911	\$ 909,498	101%
Ad Valorem transfer to Capital	-	-	-	0%
Federal Operating Grants	33,552,108	18,411,005	(15,141,103)	55%
State Operating Grants	6,906,138	4,628,026	(2,278,112)	67%
Fare Revenues	8,797,549	8,037,146	(760,403)	91%
Local Operating Contributions	1,317,750	1,098,125	(219,625)	83%
Advertising Income	1,500,000	1,010,121	(489,879)	67%
Other Income	579,998	1,962,840	1,382,842	338%
Tampa Historic Streetcar, Inc.	941,012	-	(941,012)	0%
Interest Income	751,000	2,350,446	1,599,446	313%
Fund Balance Transfer to Fund Reserve	(18,522,188)	(18,522,188)	-	100%
Total Operating Revenues	\$ 108,688,780	\$ 92,750,432	\$ (15,938,348)	85%
Expenses				
	Year to Date 7/31/24			
	Annual Budget	YTD Actual	Budget to Actual Fav (Unfav)	% of Budget
<u>Operating Expenses:</u>				
Salaries and Wages	\$ 54,388,999	\$ 45,693,342	\$ 8,695,657	84%
Fringe Benefits	24,155,645	21,945,267	2,210,378	91%
Operational Contract Services	9,899,461	7,007,204	2,892,257	71%
Parts and Supplies	6,145,664	4,778,335	1,367,329	78%
Insurance/Claims	3,255,064	4,340,537	(1,085,473)	133%
Fuel and Oil	4,969,632	3,160,407	1,809,225	64%
Administrative Other	1,195,120	1,990,612	(795,492)	167%
Administrative Contract Services	2,197,416	888,224	1,309,192	40%
Legal Services	802,317	230,881	571,436	29%
Utilities	1,117,678	932,207	185,471	83%
Marketing and Printing	297,336	256,453	40,883	86%
Taxes and Fees	264,448	127,046	137,402	48%
Total Operating Expenses	\$ 108,688,780	\$ 91,350,515	\$ 17,338,265	84%

FINANCIAL HIGHLIGHTS

Key Information Points

- This status report covers ten months (83%) of the Fiscal Year 2024.
- Total year to date revenue is 85% of budget
- Total year to date operating expense is 84% of budget

2024 Revenue

- Ad Valorem revenue is currently at 101% of budget due to the timing of the Ad Valorem taxes which are primarily received in the first 4 months of the fiscal year. Total Ad Valorem revenue for 2024 is projected to be \$74M.
- The unfavorable balance in the 2024 Federal Operating Grants is due to the timing of the receipt of grants.
- The unfavorable balance in the 2024 State Operating Grants is due to the timing of expenditures.
- Fare Revenues are trending slightly above budget at 91% YTD.
- Advertising income – Unfavorable variance is due to timing of the receipt of revenue payments and the minimum guarantee being waived by the advertising contractor for 1st quarter of FY 2024 (\$185,000) due to restrictions placed on them.
- Other income favorable variance is due to \$1.4M in prior years alternative fuel tax credit being recognized in current year.
- Funding for the Tampa Historic Streetcar will be billed to the City of Tampa in the 4th quarter of FY2024. The amount billed is the reconciling amount to cover any deficits incurred in the operations of the streetcar. The Tampa Historic Streetcar funding will be billed to the City of Tampa in the 4th quarter of FY2024.
- Interest income is favorable to budget due to higher than anticipated interest rates.
- Fund balance transfer to reserve was completed in July.

2024 Expenses:

- Total expenses are at 84%, just slightly above target of 83%
- Salaries have been trending slightly at or above budget all year. YTD July, payroll is at 84% of budget.
- Fringe has been trending above budget all year due to higher than budgeted claims. (Fringe includes health, dental, life and accidental death & disability insurance). YTD July, fringe benefits are at 91% of budget.
- Insurance costs are at 133% of budget due to higher than budgeted insurance claims year to date. Note: this line item is for all insurance costs excluding health, dental, life and accidental death and disability insurance as reflected in fringe benefits.
- Fuel and Oil is at 64% of budget due to lower than budgeted fuel costs. Administrative Other are at 167% of budget due to property appraiser fees and tax collector commissions that were not included in the FY24 budget. Additional projected expenses for these fees through year end are projected at \$150,000.

CASH POSITION as of July 31, 2024

HART cash is managed in two banking accounts. The tables below depict HART’s operating and reserve cash position as of July 31, 2024

The Synovus account which is used for operations, is a concentration checking account for the receipt of deposits and the management of Payroll and Accounts Payable disbursements.

The Florida PRIME accounts are used for reserves and general surplus operating cash on hand. Florida PRIME is the State of Florida’s local government investment pool. Considered low-risk and conservative in its investment strategy, Florida PRIME allows HART to attain higher yield interest compared to that of a typical bank account.

Required Reserves are based on Board policy.

	Cash on Hand			Cash on Hand
	As of			As of
	7/31/2024			7/31/2023
Operating Cash on Hand				
General Prime	\$ 11,436,525			\$11,011,341
Checking Synovus	9,989,138			2,838,615
Operating Cash on Hand	\$ 21,425,663			\$ 13,849,956
		Bank Balance		
	As of	Required	Surplus	
Reserves	7/31/2024	Reserves	(Defecit)	
Restricted for Capital	\$ 4,898,747	\$ 4,500,000	\$	398,747
Restricted for Operating Reserves	37,321,031	27,172,195	10,148,836	
Restricted for Self-Insurance Risk Reserve	2,962,567	2,935,080	27,487	
Restricted for Self-Insurance Medical Reserve	711,872	705,000	6,872	
Restricted for FTA Liability	1,324,761	-	1,324,761	
Total Reserves	\$ 47,218,978	\$ 35,312,275	\$	11,906,703
TOTAL CASH (operating and reserves)	\$ 68,644,641			

Reserves for Capital is set aside for capital program matching funds.

Per policy, the Restricted for Operating reserves account should equal 90 days of operating expense or \$27,172,195. Per the 2024 budget, \$18,552,188 will be added to the operating reserve in FY24. As of July 31, 2024, the entire amount of \$18,552,188 has been added to the reserve resulting in a balance of \$37,321,031 representing a surplus of \$10.1M.

Self-insurance for risk and self-insurance for medical are calculated annually based on the actuarial report.

Reserves for FTA liability is not required by Board policy but is set aside for repayment to FTA in the event of loss or destroyed federally funded assets.