FY2027 Org Performance Scorecard

Mission: HART connects people to the places that enhance their lives.

Vision: To be a valued investment and a trusted community partner by providing transportation services with excellence

Area of Focus	Measure	Definition	Goal	Actual Performance Results			
				Q1	Q2	Q3	Q4
Customer Experience **HART improves Customer Satisfaction through comprehensive measurement and targeted enhancements**	**Scheduled Service Delivery**	Percentage of scheduled trips completed.	99%				
	On-Time Performance by Mode	Percentage of trips operating within the established on time performance standard	77% - Bus				
			99% - Streecar				
			90% - Paratransit				
	Operator Service Quality	Percentage of customers who agree or strongly agree with the statement "Operator was good at their job"	Baseline 74%				
	Customer-Reported Real-Time Information Accuracy	Percentage of customers who agree or strongly agree that "the predictions in the app for when the vehicle was arriving were accurate".	49.9%<				
	Vehicle Availability	Percentage of the active fleet available to meet scheduled peak-service requirements	80%				
	Fixed Route Fleet Reliability	Mean distance between major mechanical failures for fixed-route vehicles.	> 15,000 miles				
	Preventive Maintenance Compliance	Percentage of scheduled preventive maintenance inspections completed within the required mileage or time interval each quarter	minimum 80%				
Community Value **HART achieves annual growth in positive community sentiment about its value to Hillsborough County**	**Value to the Community**	Percentage of community members who agree or strongly agree that HART provides value to Hillsborough County.	Establish baseline				
	Access to Employment and Essential Destinations	Percentage of community members who agree or strongly agree that HART provides meaningful access to employment, healthcare, education, shopping, and other essential destinations.	Establish baseline				
	Small Business Enterprise Participation	Percentage of eligible contracting dollars awarded to certified Small Business Enterprise firms	meet or exceed 3%				
Employee Development & Organizational Excellence **HART invests in employees and systems to achieve Agency outcomes and strategic plan goals**	**Employee Alignment with HART's Mission**	Percentage of employees who agree or strongly agree with the statement, "I feel that my job contributes to HART's mission of serving the community."	92% or higher				
	Effective Supervisor Communications	Percentage of employees who agree or strongly agree with the statement, "My supervisor communicates important information clearly and timely."	73% or higher				
	Employee Understanding of Leadership Deci	Percentage of employees who agree or strongly agree with the statement, "I understand how decisions made by leadership affect my role."	79% or higher				
	Leadership Visibility and Accessibility	Percentage of employees who agree or strongly agree with the statement, "Leadership is visible and accessible to frontline staff."	65% or higher				
	Critical-Position Retention	Percentage of employees in designated positions critical to safe and reliable service delivery who remain employed during the fiscal year.	95.00%				
	Critical Vacancy Rate	Percentage of designated critical positions that are vacant	7.7% or lower				
Financial Stewardship **HART uses public dollars responsibly and protects long-term financial capacity**	**Budget to Actual Variance**	Annual operating expense variance to budget	3%	reported annually		reported annually	
	Annual Financial Audit	HART will have a clean auditing opinion from the annual independent audit	reported annually				
	Fund Balance Reserves	Maintain 90 days of operating expenses (reported annually)	reported annually				
	Admin costs (state requirement)	20% or less than the annual state average (reported annually)	reported annually				
	Operational Cost per revenue hour by mode	reported annually, based on cost allocation as recommended by FDOT study	reported annually				
Safety and Security **HART fosters a culture where customers and employees feel safe and secure.**	**Preventable Vehicle Collision Rate by Mode**	Number of preventable vehicle collisions per 100,000 vehicle miles, reported separately by mode.	Bus: ≤1.4				
			Van: ≤0.2				
			Streetcar: ≤0.7				
	Customer Onboard Safety Confidence	Percentage of customers who agree or strongly agree with the statement, "I felt safe while waiting for my ride.."	Baseline 69.6%				
	Customer Stop Environment Confidence	Percentage of customers who agree or strongly agree with the statement, "The stop/station provided a comfortable place to wait."	Baseline 42.5%				
	Employee Workplace Safety Confidence	Percentage of employees who agree or strongly agree with the statement, "I feel safe doing my job."	Baseline 76%				
	Workers' Compensation Lost-Time Incident Rate	Annualized number of workers' compensation incidents resulting in seven or more calendar days away from work per 100 full-time employees.	<4.00				
	Assaults & Harassments Against Transit Workers	Number of reportable assaults and harassment incidents involving HART employees	0.8 reportable customer accidents per 100,000 customers				