

MONTHLY REPORTS – April 2024

Service Development

Transportation and Maintenance

Customer Service and HARTPlus Eligibility Report

Capital Development

Procurement Tracking

Risk Department

Communications and Marketing

Human Resources

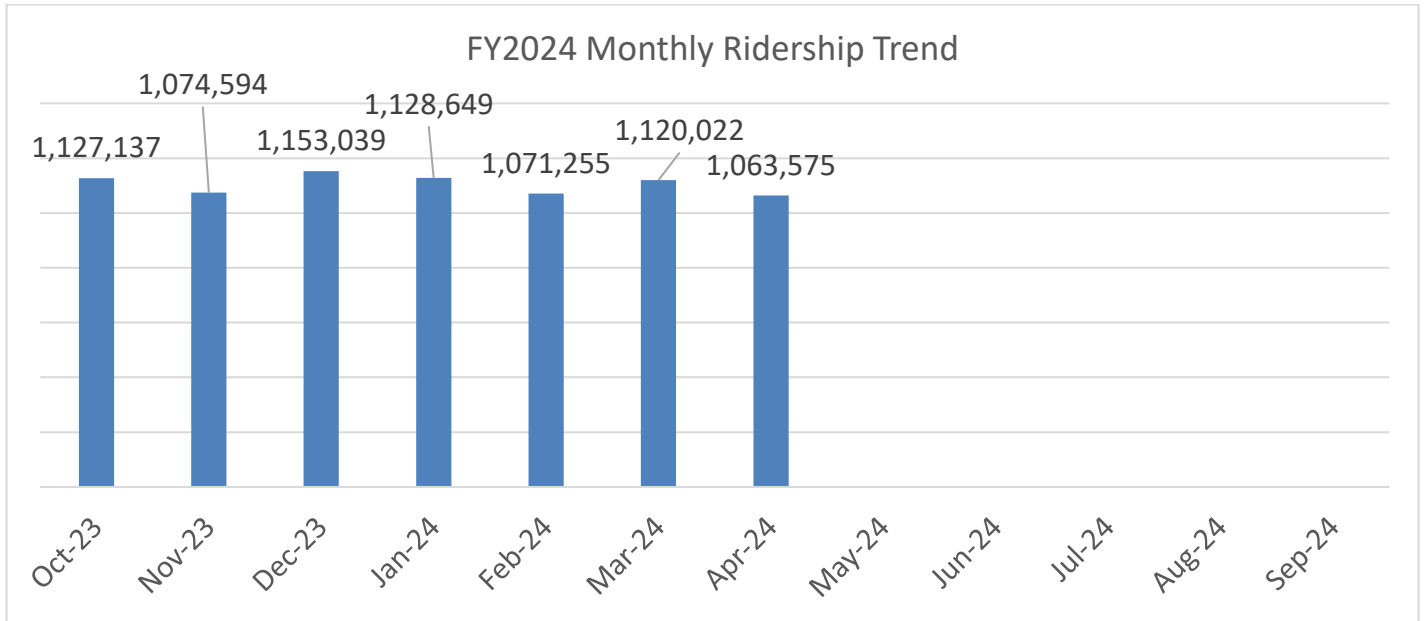
Safety, Security and Training

Information Technology

Finance

Service Development

FY2023 Ridership – All Modes



Fixed Route, Paratransit, and Streetcar Ridership		
Fixed Route Bus		929,524
TECO Streetcar		109,648
ADA Paratransit		16,310
Taxi Voucher		8,093
	Total - All Modes	1,063,575
Wheelchairs on Fixed Route		2,994
Bikes on Buses		10,404

On-Time Performance (OTP)

Bus	70.00%
Total Trips / Trips Completed %	43,112 / 99.62%
Paratransit	
Drop-off	95.92%
Pick-up	82.24%
Total Trips / Trips Completed %	15,161 / 76.13%
Streetcar	
Total Trips / Trips Completed %	4,268 / 99.30%

Fixed-Route Bus Average Daily Ridership

Weekday	34,932
Saturday	22,734
Sunday	17,521

Streetcar Average Daily Ridership

Monday-Thursday	2,944
Friday	4,014
Saturday	5,957
Sunday	4,193

Transportation & Maintenance

A. Fleet Maintenance

Mean Distance Between Failures (Bus / Van)	5,930 / 29,425
PM Compliance (Bus / Para & Flex)	100% / 100%

B. Sanitization / Vehicles Serviced

Fleet	5,027 (Total Vehicles)
Facility	4,294 (Hours)

C. Fleet Statistics

	Number of Vehicles	Total Miles	Preventative Maintenance Completed	Demand Work Orders Completed
Fixed Route	151	592,978	99	597
Flex Service	4	11,494	1	11
Paratransit	79	205,978	13	125
Streetcar	8	4,238	28	26

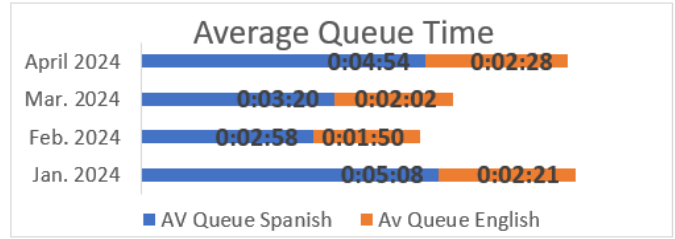
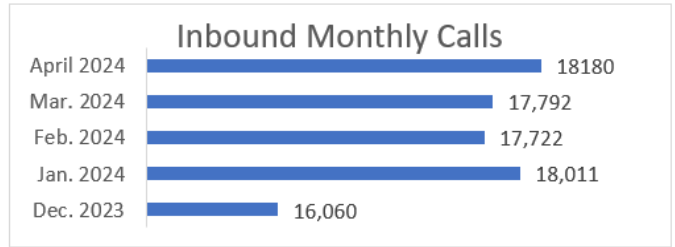
D. Facilities Maintenance

	Facility Maintenance	Passenger Amenities
Preventative Maintenance Completed	163	98
Demand Work Orders Completed	71	186
Scheduled Projects	5	2
Completed Projects	5	2

Customer Service and HARTPlus Eligibility Report

HART Customer Service Call Center Monthly Report - April 2024

Monthly Inbound Calls
18,180
Avg. Handle Ratio
96%
Avg. Hold
19 Seconds
Avg. Talk Time
2 Minutes 57 Seconds
HARTPlus Trips Booked
13,607
Average Queue Time
English: 00:02:28 Spanish: 00:04:54

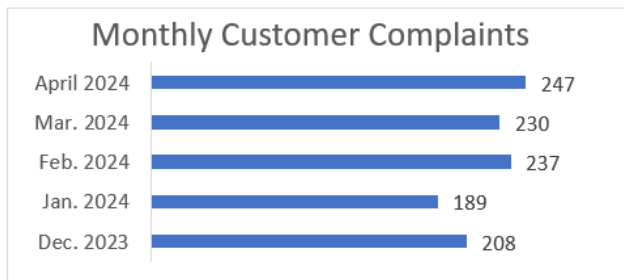


Total Requests & Complaints
678

% Closed Within 10 Days
98%

Customer Complaints	
247	
1	ADA
152	Bus
21	Building & Bus Stop Maintenance
5	Customer Service
11	Other: Env., Vehicles & Employees, OBA
4	Safety & Risk
3	TECO Line Streetcar
42	Van
8	Yellow Cab (Yellow 7 Uber 1)

Customer Requests & Comments	
431	
28	Accounting
25	Commendations: All HART Employees and Services
69	Flamingo, Moovit & Token App
63	HARTPlus: Subscription, No-Show Disputes, Visitor
58	Lost Items
163	Mail Request
19	Public Comment, Service Modification & Questions
5	Reasonable Accommodations
1	Other: Web, Marketing, Etc.



HARTPlus Eligibility Monthly Report			
Activity	New	Recerts	Total
Applications Received	187	70	257
Applications Pending	72	27	99
Applications Processed	115	43	158
Conditional	19	16	35
Unconditional	22	18	40
Temporary	20	2	22
Denied	0	0	0
Withdrawn	3	1	4
Incomplete (UTP)	51	6	57

Appeals Received	0
Visitor Status	6
Suspensions	3
Monthly Certified:	97
Total Certified:	4,403

Active HARTPlus Customers

FY24	4,403
FY23	4,456
FY22	4,199

Capital Development

Basic Transit Infrastructure (BTI) Projects

Projects in Design - Bring the bus stop to ADA compliance

- Memorial Highway at George Road - In Design with Kimley-Horn
- 21st Avenue at 43rd Street - In Design with Kimley-Horn
- 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

- 21st Avenue at 40th Street - In Permitting with Ayres
- Manhattan Avenue at Oklahoma Avenue - In Permitting with Kimley-Horn

Recent Construction Completion and Shelter Installation

- Manhattan Avenue at Oklahoma Avenue
- Hyde Park Avenue & Platt Street (*a.k.a. Tampa Bay Lightning Shelter*)

Total Purchased Shelters	86
Total Shelters Installed	63
Purchased by HART	79
Purchased by Developer	7

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	AngeITrax	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	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
Grand Total			15	\$ 1,433,463

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 #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 Amended	2/9/2024	EXP U.S. Services Inc.	CAD-AVL Evaluation Technical Advisor	\$ 17,581.21	\$ 2,514,732.13
Task Order #1 Amended-Updated	4/18/2024	EXP U.S. Services Inc.	CAD-AVL Evaluation Technical Advisor- Additional Support	\$ 29,170.79	\$ 2,485,561.34
Sub Total				\$ 46,752.00	

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 #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
Sub Total				\$ 367,368.10	

**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
Sub Total				\$ 194,284.15	

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
Sub Total				\$ 90,000.00

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
6/10/2024	Ybor Boardroom AV Upgrade	RFP	Federal	6 months	N/A	\$ 333,514
Grand Total						\$ 40,350,720

Risk Department

Bodily Injury and Property Damage Claims

	March 2024	April 2024	April 2023 Comparison
Opened Claims	13	22	24
Closed Claims	22	26	5
Outstanding Reserves	\$995,201.49	\$802,642.18	\$775,793.03
Total Open Claims	125	123	5

This represents a 3% or \$26,849.15 increase in claim reserves since April 2023. Due to recent jury verdicts, settlement trends, and some under reserved claims, we have adjusted our claim files reserves, especially on litigated files.

Workers' Compensation Claims

	March 2024	April 2024	April 2023 Comparison
Opened Claims	6	2	7
Closed Claims	10	4	8
Outstanding Reserves	\$774,949.23	\$898,142.36	\$593,926.96
Total Open Claims	25	24	31

This represents a 34% or \$304,215.40 increase in claim reserves since April 2023. This increase is attributed completely to one WC claim that recent and unexpectedly developed into a permanent and total disability, or PTD claim. The claim has now been settled and reserves should reflect that next month.

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 April, 2024.

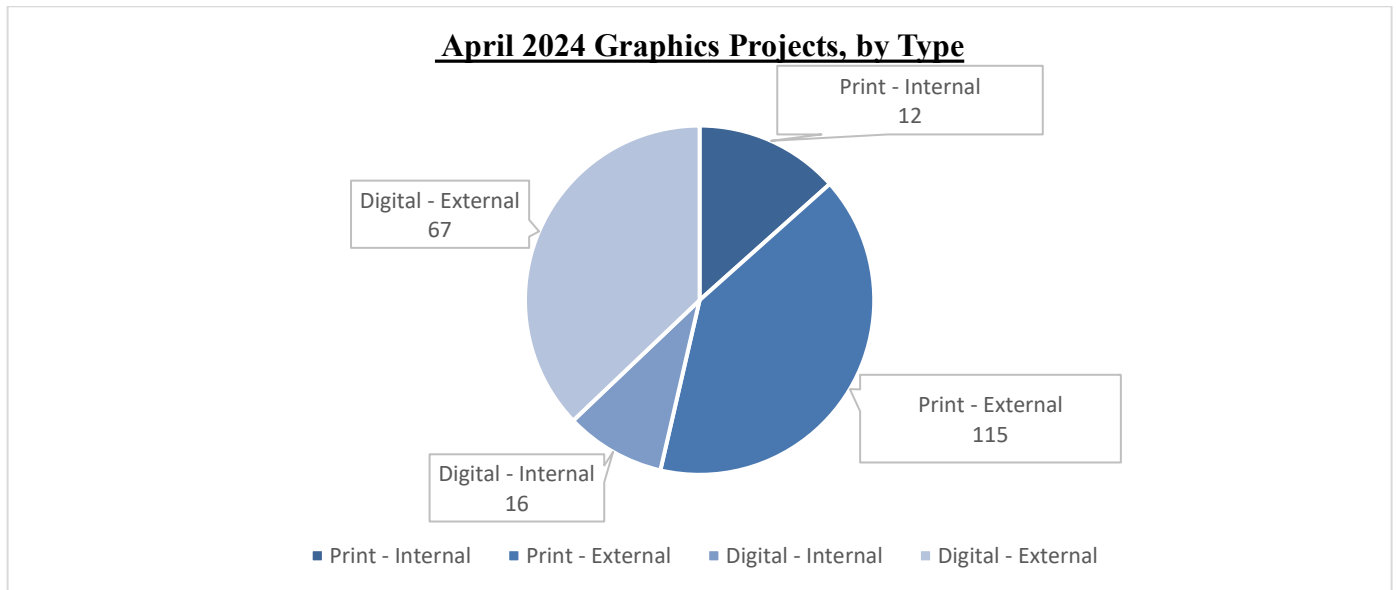
Communications and Marketing

Creative Services

	April 2024	YTD *
Graphics Projects completed **	215	867

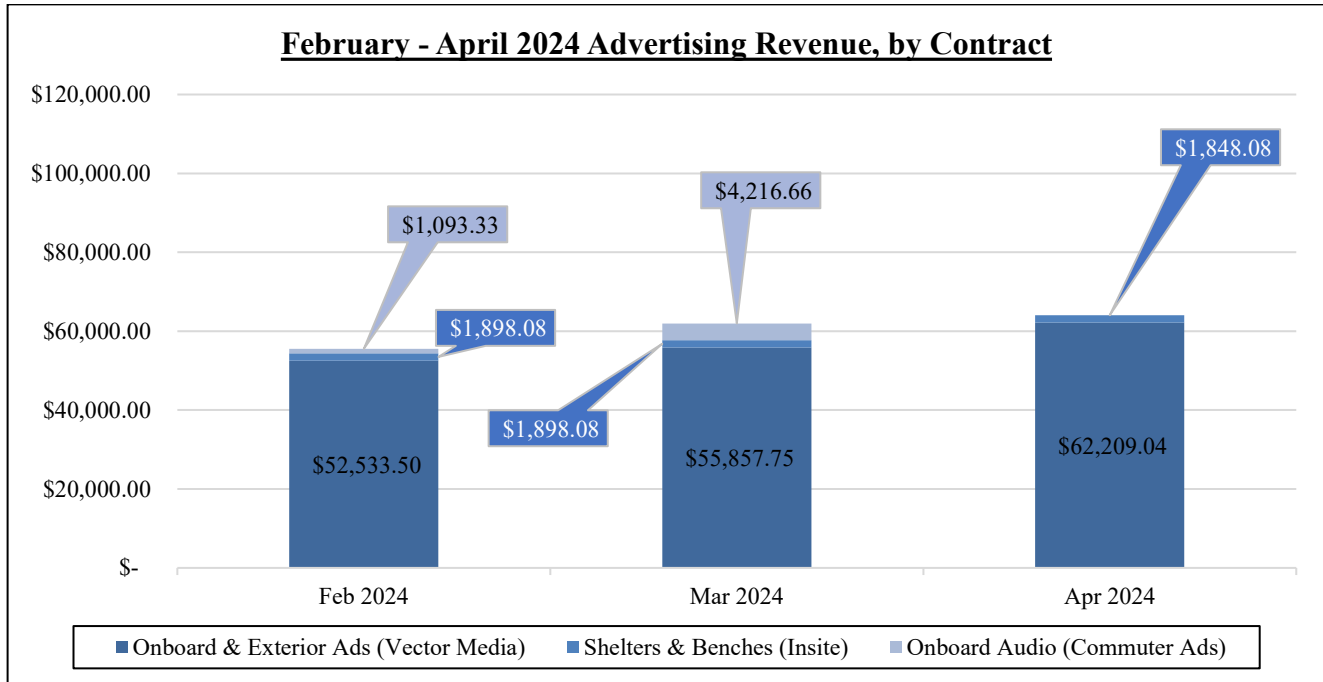
*YTD = Fiscal Year-to-Date (Oct 2023-Sept 2024)

**Developed in-house by Marketing in support of HART initiatives

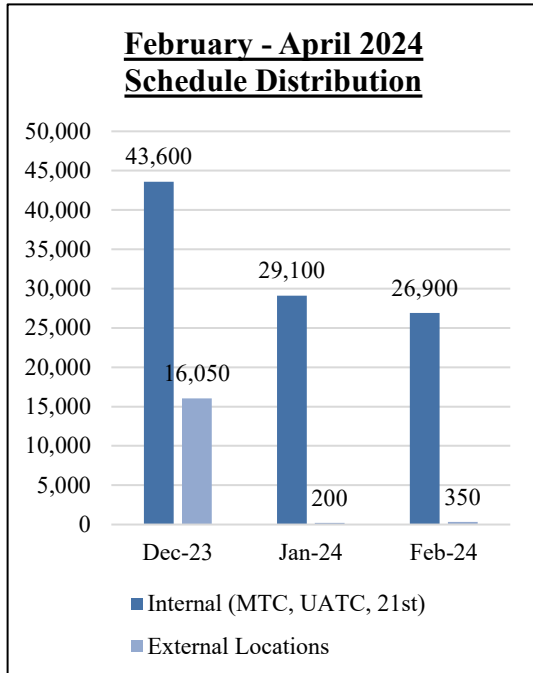


Creative Services Projects Highlights	
Autism Awareness Month Collateral	Save the Date - HART Pathways to Business Expo
Flock to Flamingo this Earth Day Material	Paint Your Heart Out Volunteer Event Material
May Service Changes Collateral	Coolant Safety Procedure Collateral

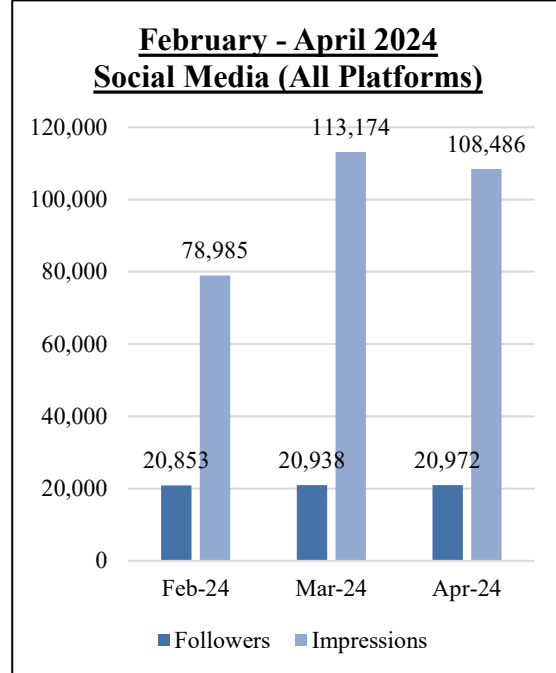
Transit Advertising



Field Marketing



Social Media



Media/External Communication

Press Releases/Community Communication	Date
E-Blast – HART April Service Changes Postponed	4/12/24
E-Blast – Earth Day 2024 Promo	4/19/24
Release – HART April Service Changes Postponed	4/12/24

Recent Media Coverage	URL
Spectrum News 9 Pandemic-era program that let kids and teens ride HART buses for free ends	https://baynews9.com/fl/tampa/news/2024/04/11/hart-youth-pass
Tampa Bay Business Journal TECO Line Streetcar nears ridership record	TECO Line Streetcar nears ridership record - Tampa Bay Business Journal (bizjournals.com)
Tampa Beacon Things to do around Tampa & Wesley Chapel: April 18-24	https://www.tampabeacon.com/local-events/things-to-do-around-tampa-wesley-chapel-april-18-24/article_49864f6c-f83b-11ee-b335-fb91335427d3.html
Money (Streetcar referenced) The 50 Best Places to Live in the U.S.	https://money.com/best-places-to-live/ybor-city-florida/
Tampa Bay Business Journal Tampa Bay's proposed regional transportation board may exclude transit agencies	https://www.bizjournals.com/tampabay/news/2024/04/30/future-mpo-board-makeup-discussions.html
Tampa Bay Business Journal Downtown Tampa parking occupancy rates decrease	https://www.bizjournals.com/tampabay/news/2024/04/26/downtown-tampa-occupancy-rates.html
Spectrum News 9 HART service changes for May	TVEyes Media Monitoring Suite - [Transcript]
ABC Action News HART service changes go into effect	TVEyes Media Monitoring Suite - [Transcript]
WFLA Mayor Castor: Brightline, high speed rail service to Tampa is critical	https://www.wfla.com/news/hillsborough-county/mayor-castor-brightline-high-speed-rail-service-to-tampa-is-critical/
Tampa Bay Business Journal Tampa's Green Spine to be expanded north in Ybor City	https://www.bizjournals.com/tampabay/news/2024/05/10/green-spine-2024-extension-ybor-city.html
Tampa Beacon Hillsborough commissioners come together on half-penny sales tax	https://www.tampabeacon.com/news/hillsborough-commissioners-come-together-on-half-penny-sales-tax/article_fc98f250-fe97-11ee-a192-0fa4dc88b6eb.html
Creative Loafing DeSantis signs bill banning state money from going to local public-transit advertising	https://www.cltampa.com/news/desantis-signs-bill-banning-state-money-from-going-to-local-public-transit-advertising-17566877

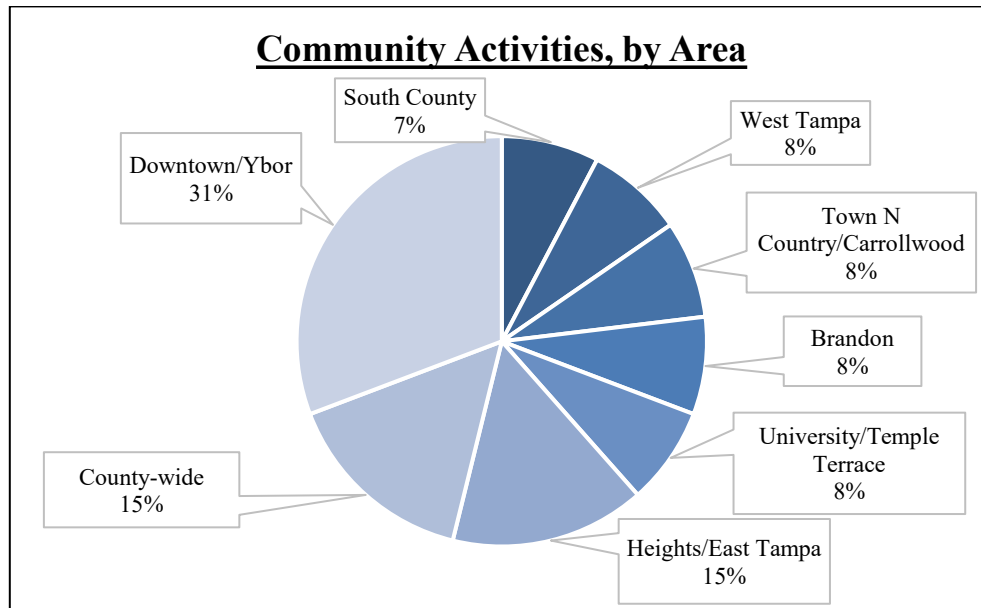
Community & Business Engagement

	April 2024	YTD *
Activities attended	13	77
# People engaged **	524	4,871
# People reached ***	3,196	28,853

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

** represents who interacted directly with staff

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



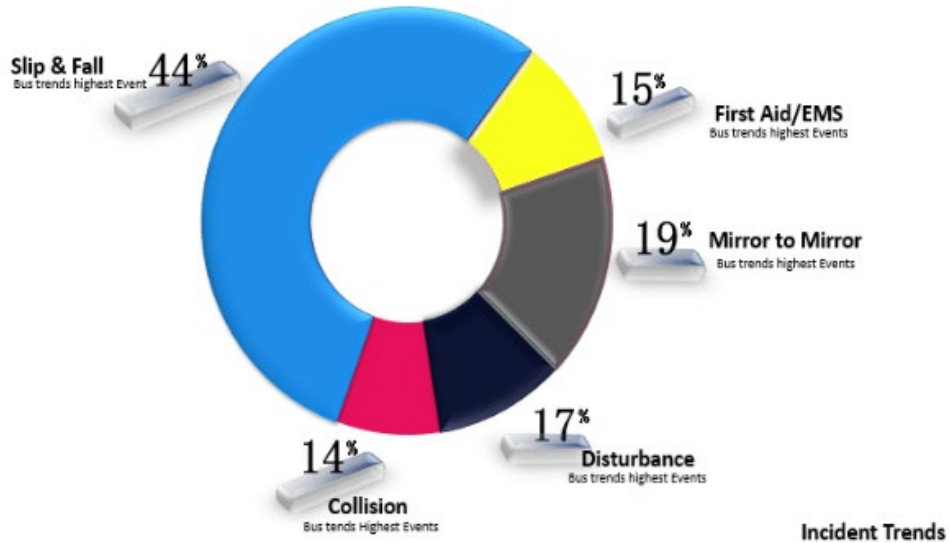
Community Activity Highlights	
Delores McCloud Head Start Bus Presentation	Hillsborough Community College SouthShores Job Fair
GTE Financial Community Partners Ambassador Night	Hillsborough County Sheriff's Department Homeless Outreach
The National Association for the Advancement of Colored People (NAACP) Expo & Community Olympics	The George Edgecomb Bar Foundation 41st Annual Scholarship Banquet
Leadership Hillsborough Behind the Scenes Streetcar Barn Tour	19 th Annual Tampa Bay Caribbean Carnival
Onyx Magazine Benchmarking Tampa	Town N Country Senior Center Outreach

Human Resources

Employee Snapshot as of April 26, 2024	
Total Head Count	767
New Hires	21
Terminations	6
Current Vacancies	27

COVID Update	
Number of staff members who tested positive this month.	0

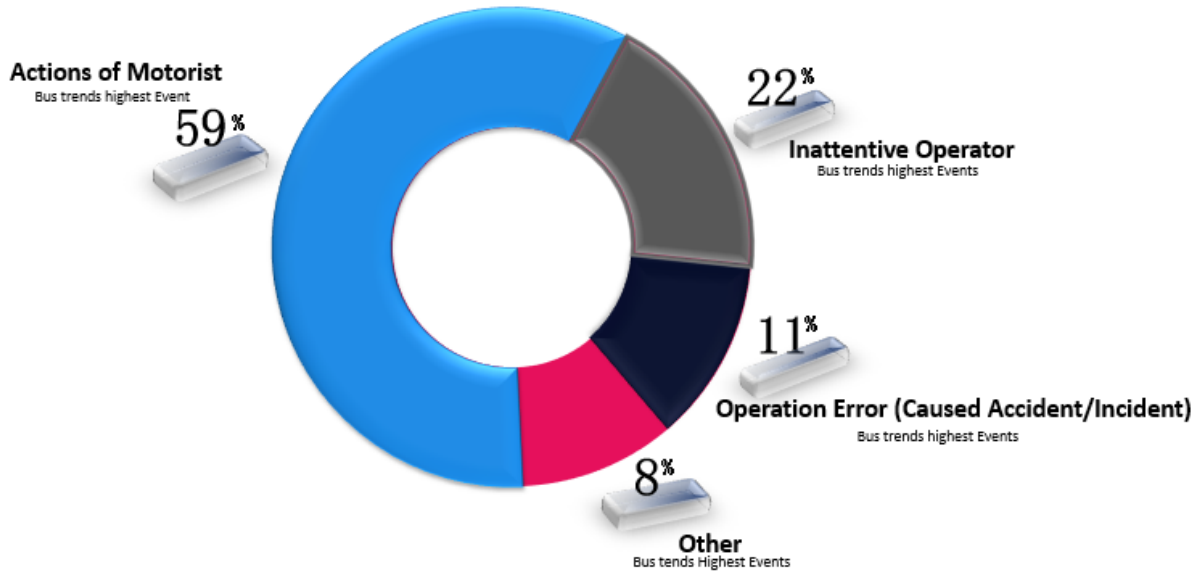
Safety, Security, and Training



Nature of Incident	Number of Incidents
Collision	12
Disturbance (yelling or disruption in service)	15
First Aid/EMS	13
Mirror to Mirror	10
Slip & Fall	38
Additional Captured Events	
Alcohol/Drug Paraphernalia	2
Animal	1
Assault	6
Bicycle Damage	1
Bike Rack Malfunction/Issues	1
BIOHAZARD	4
Damage Report	8
Employee Injury	2
Fare (Refusal to pay or Underpays Fare)	4
First Aid Only	1
Fixed Object/Mirror	5
HART Employee Complaint	14
HART Hits POV	1
Hazardous Material Spill	1
Improper Radio Procedures	2
Lost and found	1
Mechanical Malfunction	1

Missed Hard Meet	4
Near Miss	4
No Damage	5
Non- Physical Assault	4
Other	13
Patron Closed in Door	2
Patron Complaint	8
Patron Injury Report	3
Pedestrian/Unauthorized Foot Traffic	1
Physical Altercation Report	3
Physical Assault Non-Employee	1
Pole Dewirement	2
Pov Strikes HART	4
Projectiles	3
Property Damage	1
Security	1
Student Behavior	3
Supervisor Report/Complaint	1
Trespass From System Non-Violent	1
Trespass From System Violent	1
Vandalism	6
Verbal Altercation Report	2
Verbal Assault	2
Weapon (must be properly identified)	1
Wheelchair Securement Issues	2
Witness to an Event	7
TOTAL Number of Incidents	226

Root Cause Analysis



Root Cause Analysis

<u>Root Cause</u>	<u>Number of Incidents</u>
Action of Motorist	22
City of Tampa (Infrastructure/Signage Impediment)	1
Equipment Failure	1
Machines and Equipment	1
Operator – Inattentive	8
Operation Rule Violation	1
Other	3
Pedestrian Actions	1
Operator Error (Wrong decision was made causing incident Accident)	4
Instruction or requirements followed	1
TOTAL Number of Incidents	43

Information Technology (IT)

- Completed the refresh of HART's Radio hut uninterruptible power supply (UPS) infrastructure. HART's Radio hut supports communications for our bus operators, road supervisors and facilities maintenance employees.
- Completed the CAD/ AVL requirements / scope for Para / Flex with the project management department.
- Working with FDOT and The City Tampa on a Traffic Signal Priority (TSP) pilot project. We are planning on testing TSP on 13 fix route buses for the initial pilot.
- Planning and design phase of upgrading our Trapeze application suite now scheduled for Q1 FY25.
- Final phase of upgrading our Automatic Passenger Counter (APC) application. This application is used by our planning and scheduling department for determining ridership data.
- Planning phase of migrating HART's DNS records to support a more redundant infrastructure.
- Working with 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.
- Working on deploying Multifactor authentication (MFA) which will adds a layer of cyber security protection to the sign-in process for HART's bargaining employees.
- Processed 486 Service Desk tickets in the month of April 2024. 293 in total were closed fast track with 160 closed in less than 24 hours. As of April 30, 2024, there were 33 Service Desk tickets pending.

Finance

BUDGET TO ACTUAL

All Mode Revenues				
	Year to Date 4/30/24			
	Annual Budget	YTD Actual	Budget to Actual Fav (Unfav)	% of Budget
<u>Operating Revenues:</u>				
Ad Valorem	\$ 72,865,413	\$ 72,833,437	\$ (31,976)	100%
Ad Valorem transfer to Capital	-	-	-	0%
Federal Operating Grants	33,552,108	9,262,688	(24,289,420)	28%
State Operating Grants	6,906,138	571,830	(6,334,308)	8%
Fare Revenues	8,797,549	5,534,626	(3,262,923)	63%
Local Operating Contributions	1,317,750	768,867	(548,883)	58%
Advertising Income	1,500,000	583,112	(916,888)	39%
Other Income	579,998	1,744,489	1,164,491	301%
Tampa Historic Streetcar, Inc.	941,012	-	(941,012)	0%
Interest Income	751,000	1,497,808	746,808	199%
Fund Balance Transfer to Fund Reserve	(18,522,188)	(10,000,000)	8,522,188	54%
Total Operating Revenues	\$ 108,688,780	\$ 82,796,857	\$ (25,891,923)	76%
All Mode Expenses				
	Year to Date 4/30/24			
	Annual Budget	YTD Actual	Budget to Actual Fav (Unfav)	% of Budget
<u>Operating Expenses:</u>				
Salaries and Wages	\$ 54,388,999	\$ 32,131,640	\$ 22,257,359	59%
Fringe Benefits	24,155,645	15,671,738	8,483,907	65%
Fuel and Oil	4,969,632	2,204,828	2,764,804	44%
Parts and Supplies	6,145,664	1,577,342	4,568,322	26%
Operational Contract Services	9,899,461	5,791,400	4,108,061	59%
Administrative Contract Services	2,197,416	2,231,736	(34,320)	102%
Legal Services	802,317	187,511	614,806	23%
Marketing and Printing	297,336	217,759	79,577	73%
Insurance Costs	3,255,064	4,333,615	(1,078,551)	133%
Utilities	1,117,678	627,733	489,945	56%
Taxes and Fees	264,448	78,442	186,006	30%
Administrative Other	1,195,120	576,565	618,555	48%
Total Operating Expenses	\$ 108,688,780	\$ 65,630,309	\$ 43,058,471	60%

FINANCIAL HIGHLIGHTS

Key Information Points:

- This status report covers seven months (58%) of the Fiscal Year 2024.
- Total year to date revenue is 76% of budget
- Total year to date operating expense is 61% of budget

2024 Revenue:

- Ad Valorem revenue is currently in excess of 100% 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
- 2024 Federal Operating Grants YTD and 2024 State Operating Grants unfavorable variance to budget is due to the timing of expenditures and the requests for reimbursement.
- Fare Revenues are trending slightly above budget at 68% YTD
- Advertising income – Unfavorable variance is due to the minimum guarantee being waived for 1st quarter of FY 2024.
- Other income favorable variance is due to \$1.2M in alt fuel tax credit being recognized in current year that wasn't budgeted.
- 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.
- Interest income is favorable to budget due to higher than budgeted interest rates.

2024 Expenses:

- Total expenses are trending on target at 60%.
- Fringe is coming in at 65% of budget due to an insurance claims cost of \$1.3M that occurred in April.
- Fuel and Oil is at 44% of budget due to lower than budgeted fuel costs.
- Parts and Supplies are at 26% of budget due to a system technical issue in the Great Plains and Trapeze interface. This is being researched and will be resolved.
- Administrative Contract services are at 102% of budget due to timing of the payment of contracts.
- Marketing and printing are at 73% of budget due to the timing of expenses.
- Insurance costs are at 133% of budget due to higher than budgeted insurance claims year to date.

CASH POSITION

HART cash is managed in two banking accounts. The tables below depict HART’s operating and reserve cash position as of April 30, 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 As of 4/30/2024	Cash on Hand As of 4/30/2023		
Operating Cash on Hand				
General Prime	\$ 21,193,109	\$20,733,731		
Checking Synovus	12,334,471	2,542,655		
Operating Cash on Hand	\$ 33,527,580	\$ 23,276,386		
	Bank Balance As of 4/30/2024	Required Reserves	Surplus (Defecit)	
Reserves				
Restricted for Capital	\$ 4,831,586	\$ 4,500,000	\$ 331,586	
Restricted for Operating Reserves	28,085,044	27,172,195	912,849	
Restricted for Designated Risk	3,582,039	3,523,000	59,039	
Restricted for Designated Medical Liability	626,000	626,000	-	
Restricted for FTA Liability	1,306,599	-	1,306,599	
Total Reserves	\$ 38,431,268	\$ 35,821,195	\$ 2,610,073	
TOTAL CASH (operating and reserves)	\$ 71,958,848			

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 expenses. Per the 2024 budget, an additional \$18,552,188 will be added to the 9/30/23 reserve balance in FY24. YTD FY24, \$10M has been added to reserves, totaling to the balance of \$28,085,044 listed above.

Reserves for Designated Risk and Medical Liabilities 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.