

MONTHLY REPORTS – August 2024

Service Development

Transportation and Maintenance

Customer Service and HARTPlus Eligibility Report

Capital Development

Procurement Tracking

Risk Department

Communications and Marketing

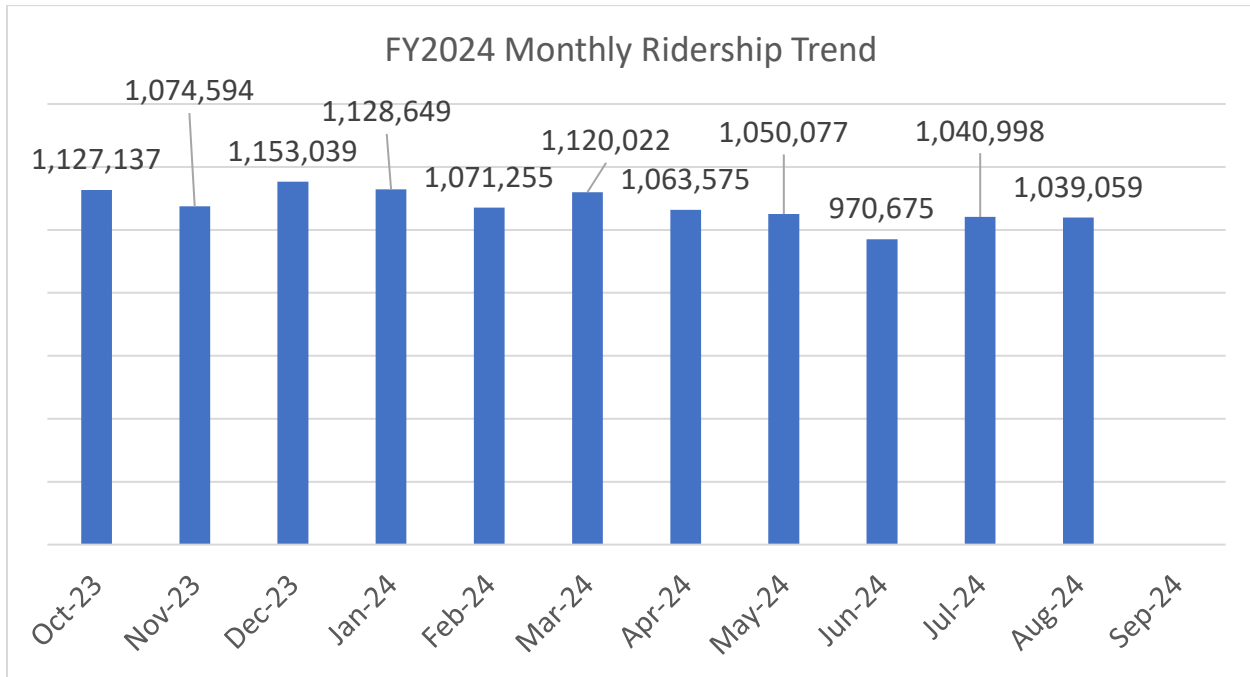
Human Resources

Safety, Security and Training

Information Technology

Service Development

FY2024 Ridership – All Modes



Fixed Route, Paratransit, and Streetcar Ridership	
Fixed Route Bus	911,782
TECO Streetcar	99,977
ADA Paratransit	15,189
Taxi Voucher	9,819
HART Flex	2,292
Total - All Modes	1,039,059
Wheelchairs on Fixed Route	2,863
Bikes on Buses	10,513

Fixed-Route Bus Average Daily Ridership

Weekday	33,589
Saturday	21,746
Sunday	16,966

Streetcar Average Daily Ridership

Monday-Thursday	2,436
Friday	3,459
Saturday	5,686
Sunday	3,212

On-Time Performance (OTP)

Bus	68.20%
Total Trips / Trips Completed %	42,919 / 99.85%
Paratransit	96.94%
Drop-off	96.94%
Pick-up	88.09%
Total Trips / Trips Completed %	14,153 / 79.27%
Streetcar	99.22%
Total Trips / Trips Completed %	4,472 / 99.01%

Transportation & Maintenance

Preventative Maintenance Safety Inspections	Goal	Actual
<i>Bus PM Compliance</i>	85%	99%
<i>Para & Flex PM Compliance</i>	85%	100%
Fixed Route Chargeable Vehicle Failures	Goal	Actual
<i>Mean Distance Between Failures</i>	6,000 Miles	4,168
<i>Mean Distance Between Major Mechanical Failures</i>	15,000 Miles	10,419
Paratransit & Flex Chargeable Vehicle Failures	Goal	Actual
<i>Mean Distance Between Failures</i>	5,000 Miles	9,459
<i>Mean Distance Between Major Mechanical Failures</i>	20,000 Miles	24,829
Fleet Availability	Goal	Actual
<i>Fixed Route AM Fleet Availability</i>	80%	80%
<i>Paratransit & Flex AM Fleet Availability</i>	70%	66%
<i>FLEX AM Fleet Availability</i>	70%	79%

Fleet Statistics

Mode	Active Vehicles	Total Miles	Repair Orders Completed
Fixed Route	132	625,135	970
Flex Service	5	11,579	10
Paratransit	78	187,054	208
Streetcar	8	11,575	29

Facilities Maintenance

	Facility Maintenance	Passenger Amenities
Preventative Maintenance Completed	126	77
Demand Work Orders Completed	51	133
Scheduled Projects	4	3
Completed Projects	4	3

Customer Service and HARTPlus Eligibility Report

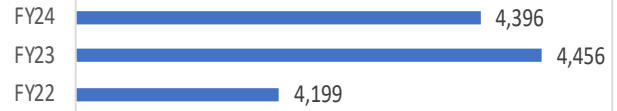
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115	HARTPlus: Subscription, No-Show Disputes,																																																					
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HARTPlus Eligibility Monthly Report

Activity	New	Recerts	Total
Applications Received	206	63	269
Applications Pending	87	26	113
Applications Processed	119	37	156
Conditional	7	6	13
Unconditional	35	21	56
Temporary	27	1	28
Denied	3	0	3
Withdrawn	9	1	10
Incomplete (UTP)	38	8	46

Appeals Received	0
Visitor Status	5
Suspensions	3
Monthly Certified:	97
Total Certified:	4,396

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 (Schedule to begin work Mid Sept)
- 21st Avenue at 43th Street (Schedule to begin work Mid Sept)

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	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 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
6/10/2024	Civic Plus	Annual Software License Renewal	1	\$ 43,084
7/30/2024	Conduent Transport Solutions Inc.	OrbGuide Repairs	1	\$ 12,622
Grand Total			18	\$ 1,569,630

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 #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 #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
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
Sub Total				\$ 370,871.39	

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, Jantorial 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
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

Release Date Per Procurement Plan	Contract Description	Solicitation Method	Funding	Base Period	Option Period	Estimated Cost
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
Grand Total						\$ 50,263,443

Risk Department

Bodily Injury and Property Damage Claims

	July 2024	August 2024	August 2023 Comparison
Opened Claims	11	12	33
Closed Claims	19	32	35
Outstanding Reserves	\$628,640.69	\$653,803.04	\$440,421.90
Total Open Claims	131	120	159

This represents a 33% or \$213,381.14 increase in claim reserves since July 2023.

Workers' Compensation Claims

	July 2024	August 2024	August 2023 Comparison
Opened Claims	4	5	4
Closed Claims	6	4	12
Outstanding Reserves	\$468,498.04	\$602,769.87	\$492,960.88
Total Open Claims	22	25	24

This represents a 18% or \$109,808.99 increase in claim reserves since August 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 August, 2024.

Communications and Marketing

Highlighted Projects

Creative Services Project Highlights	
HART Hiring Event Collateral	Human Resources August Info Sessions Collateral
Paper Fare Card Elimination Outreach Material	August 4th Service Changes Material
HCC Student Transit Deal Fall Semester Collateral	Impact Fee Funding Public Hearing Material

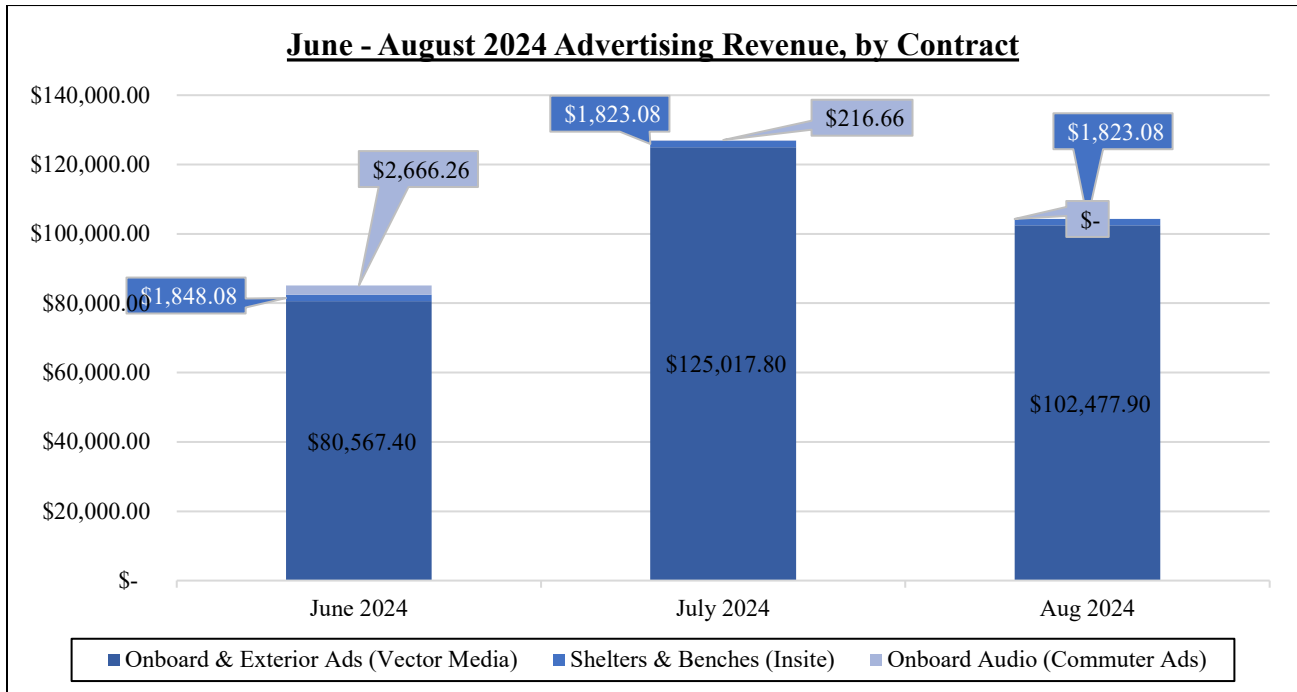
Media/External Communication

Press Releases/Community Communication	Date
Media Release – HART Youth Pass	8/06/24
E-Blast – HART Youth Pass	8/06/24
Media Release – Pathways to Business Event	8/09/24
E-Blast – Pathways to Business Event	8/09/24
E-Blast – HART Hiring Event	8/12/24
Media Release – HART Hiring Event	8/17/24
E-Blast – Streetcar Survey	8/20/24
Media Release – Fare Change/Pass Elimination Outreach	8/20/24

Recent Media Coverage	URL
Tampa Bay Business Journal	HART seeks public input on paper card elimination
Tampa Bay Times	A free bus between USF and downtown Tampa? A trial may be in the works
ABC Action News	Hillsborough County leaders make the pitch for renewing half-cent sales tax
WTSP	Hillsborough transit tax refund notices are real wtsp.com

Osprey Observer	HART Offers Free Rides To Safety During Emergencies Osprey Observer
WUSF	One of HART's most popular bus routes could be free to ride soon WUSF
Spectrum News 9	Spectrum News 9 story on Route 1 possibly being fare-free
Tampa Bay Business Journal	Brightline Tampa expansion could be a decade away
83Degrees Media	Tampa may fund fare-free year on busy HART route connecting downtown, USF
Trains Magazine	Tampa streetcar looks to maintain free fares as ridership soars - Trains Magazine

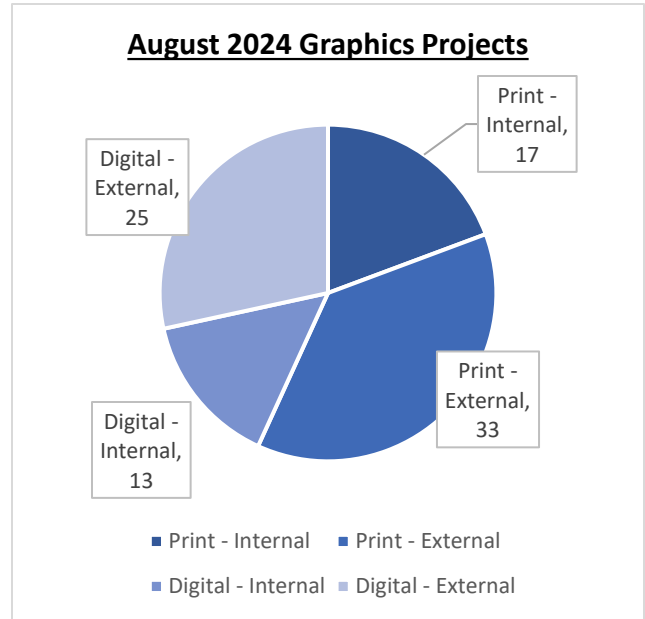
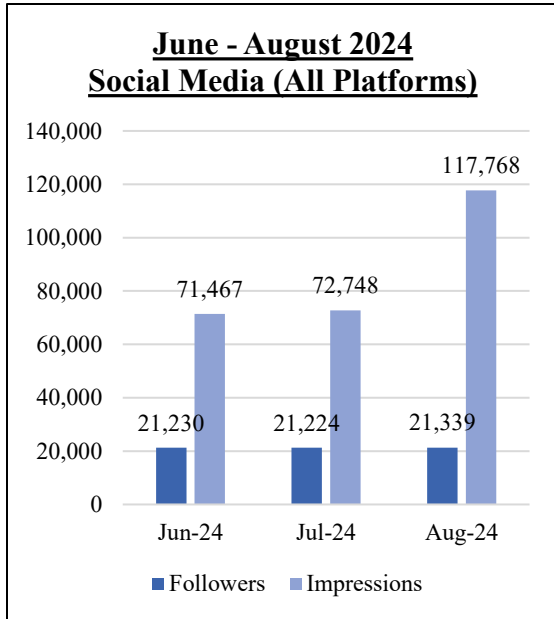
Transit Advertising



Creative Services

	August 2024	FY24 YTD
Graphics Projects completed **	88	1,252

Social Media



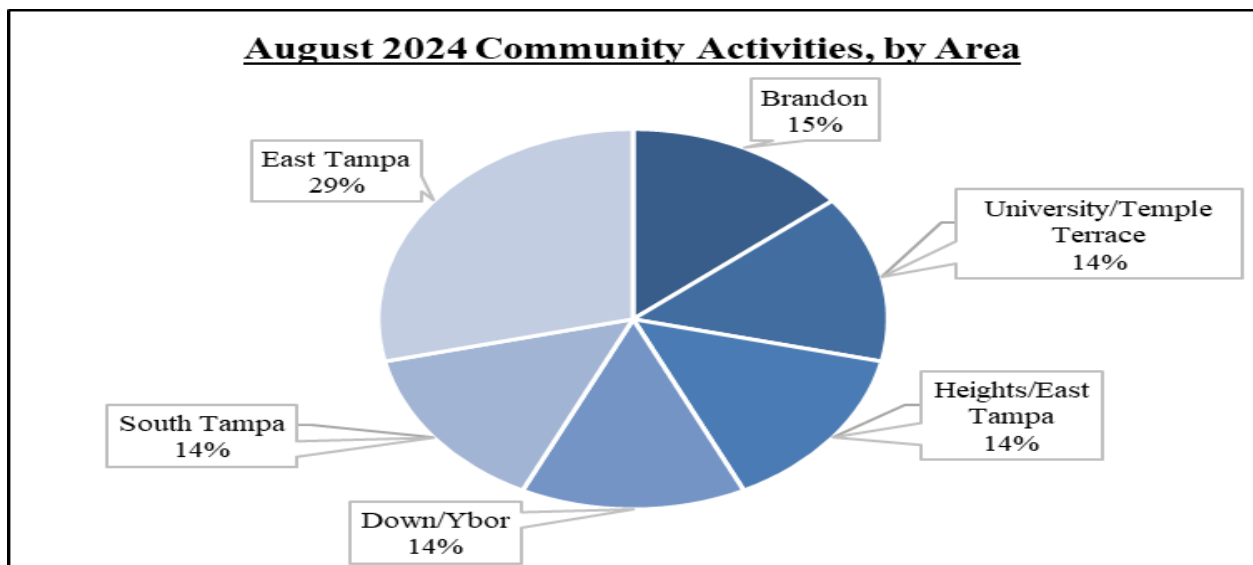
Community & Business Engagement

	August 2024	YTD *
Activities attended	7	125
# People engaged **	884	7,937
# People reached ***	1083	35,136

*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

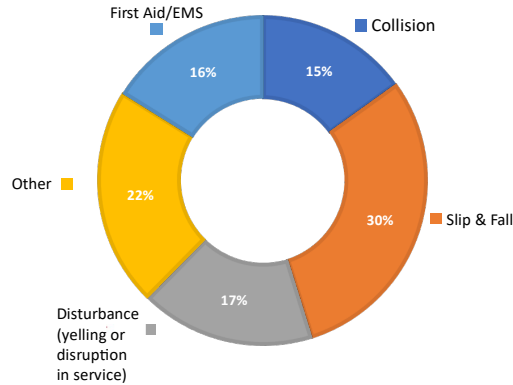


Community Activity Highlights	
Hurricane Preparedness Presentation at Patrician Arms	Back to School Resource Fair at University Area CDC
Back to School Bash at Tampa Housing Authority	Back to School Bash at College Hill Church of God and Christ
Summer Youth Program Presentation at MacDill Youth Center	Hurricane Preparedness Presentation at Children’s Board Resource Center Brandon
Children with a Vision Back to School Bash at Regan Park	

Human Resources

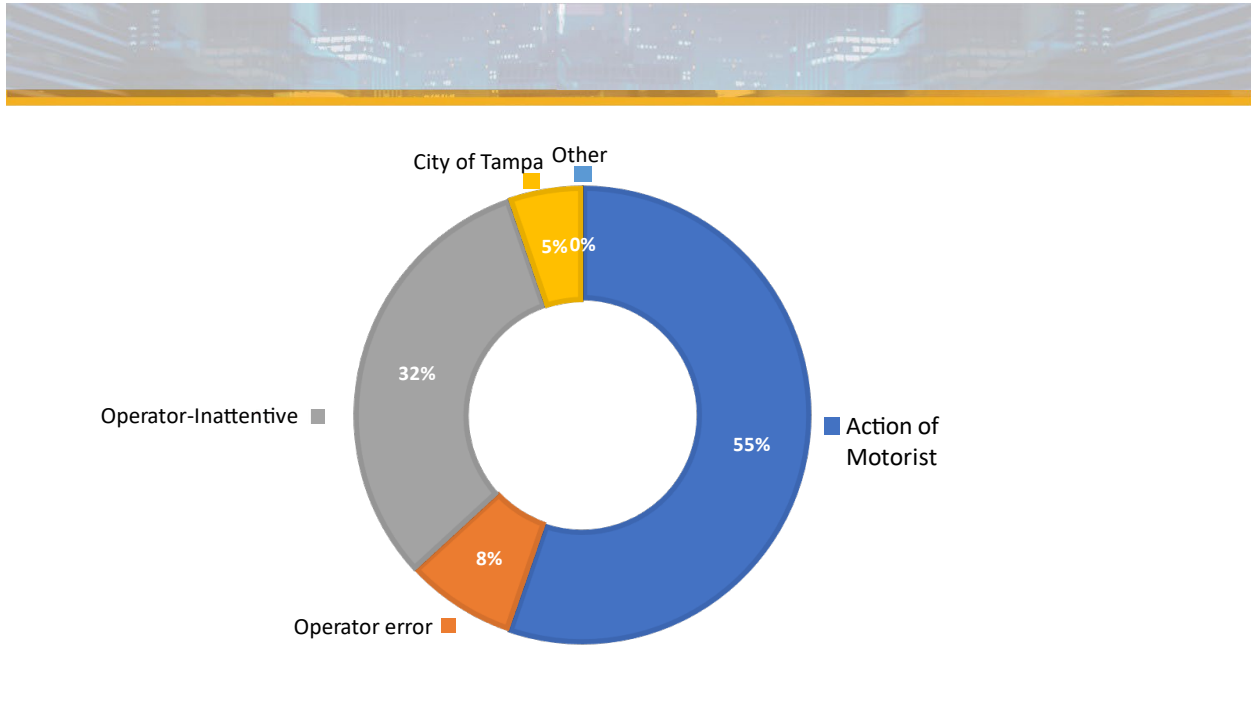
Employee Snapshot	
Total Head Count	762
New Hires	7
Terminations	16
Current Vacancies	24

Safety, Security, and Training



<u>Nature of Incident</u>	<u>Number of Incidents</u>
Collision	14
Slip & Fall	28
Disturbance (yelling or disruption in service)	16
Other	20
First Aid/EMS	15
<i>Additional Captured Events</i>	
Assault	7
BIOHAZARD	2
Crime	1
Damage Report	9
Debris on Right of Way	1
Fare (Refusal to pay or Underpays Fare)	9
First Aid Only	0
Fixed Object/Mirror	9
HART Employee Complaint	6
HART Hits POV	1
Mirror to Mirror	6
Missed Hard Meet	5
Non- Physical Assault	1
Patron Closed in Door	1
Pole Dewirement	2
Pov Strikes HART	8
Projectiles	2
Split Switch	1
Tree (Branches/Bushes)	2
Trespass From System Violent	0
Vandalism	2
Verbal Altercation Report	4
Verbal Assault	1
Weapon (must be properly identified)	3
TOTAL Number of Incidents	176

Root Cause Analysis



<u>Root Cause</u>	<u>Number of Incidents</u>
Action of Motorist	21
Operator – Inattentive	12
City of Tampa	2
Imprudent Customer Actions	0
Equipment Failure	0
Other	0
Operator Error (Wrong decision was made causing incident Accident)	3
TOTAL Number of Incidents	38

Information Technology (IT)

- Currently working with FDOT and The City Tampa testing Traffic Signal Priority (TSP) pilot project on 13 fixed route buses for the initial pilot.
- Working on migrating our HART websites to a new location for redundancy and cost savings.
- Scheduled to upgrade our Streetcar interlock security cameras in early September.
- 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 280 Service Desk tickets in the month of August 2024. 172 in total were closed fast track with 90 closed in less than 24 hours. As of August 31, 2024, there were 18 Service Desk tickets pending.