

## **MONTHLY REPORTS – January 2024**

**Service Development**

**Transportation and Maintenance**

**Customer Service and HARTPlus Eligibility Report**

**Capital Development**

**Procurement Tracking**

**Risk Department**

**Communications and Marketing**

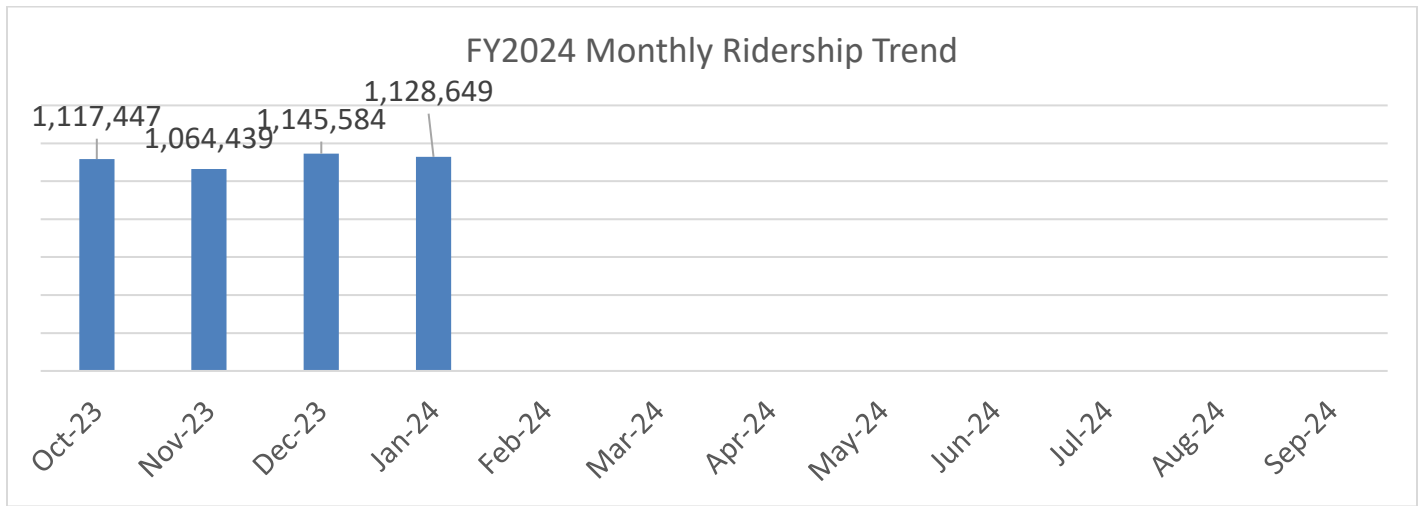
**Human Resources**

**Safety, Security and Training**

**Information Technology**

**Service Development**

**FY2023 Ridership – All Modes**



<b>Fixed Route, Paratransit, and Streetcar Ridership</b>	
Fixed Route Bus	994,981
TECO Streetcar	112,856
ADA Paratransit	14,558
Taxi Voucher	6,254
<b>Total - All Modes</b>	<b>1,128,649</b>
Wheelchairs on Fixed Route	2,552
Bikes on Buses	10,767

**On-Time Performance (OTP)**

<b>Bus</b>	72.90%
<b>Total Trips / Trips Completed %</b>	44,225 / 99.74%
<b>Paratransit</b>	96.79%
Drop-off	96.79%
Pick-up	84.63%
<b>Total Trips / Trips Completed %</b>	13,616 / 72.53%
<b>Streetcar</b>	99.54%
<b>Total Trips / Trips Completed %</b>	4,402 / 99.74%

**Average Daily Ridership**

	Fixed-Route Bus	TECO Streetcar
Weekday	36,286	3,061
Saturday	24,291	6,900
Sunday	19,903	3,716

**Transportation & Maintenance**

**A. Fleet Maintenance Metrics**

<b>Mean Distance Between Failures (Bus / Van)</b>	4,683/ 10,463
<b>PM Compliance (Bus / Para &amp; Flex)</b>	99.2% / 100%

**B. Sanitization / Vehicles Serviced**

<b>Fleet</b>	5,046 (Total Vehicles)
<b>Facility</b>	4389 (Hours)

**C. Fleet Statistics**

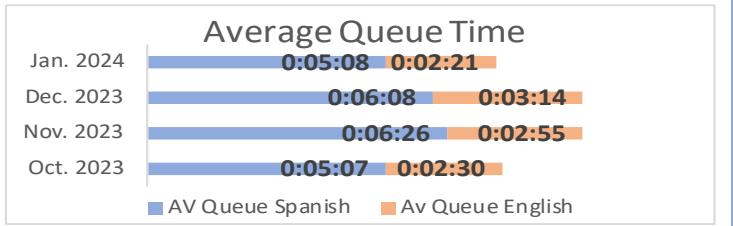
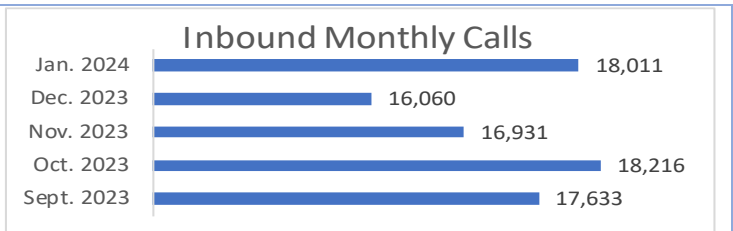
	<b>Number of Vehicles</b>	<b>Total Miles</b>	<b>Preventative Maintenance Completed</b>	<b>Demand Work Orders Completed</b>
<b>Fixed Route</b>	151	608,737	102	667
<b>Flex Service</b>	4	12,332	1	10
<b>Paratransit</b>	79	188,334	15	149
<b>Streetcar</b>	8	11,483	28	20

**D. Facilities Maintenance**

	<b>Facility Maintenance</b>	<b>Passenger Amenities</b>
<b>Preventative Maintenance Completed</b>	54	124
<b>Demand Work Orders Completed</b>	76	118
<b>Scheduled Projects</b>	2	1
<b>Completed Projects</b>	2	1

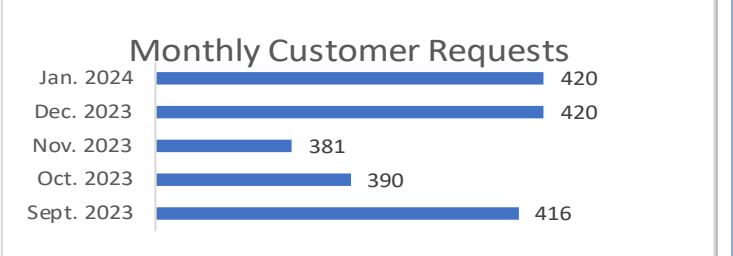
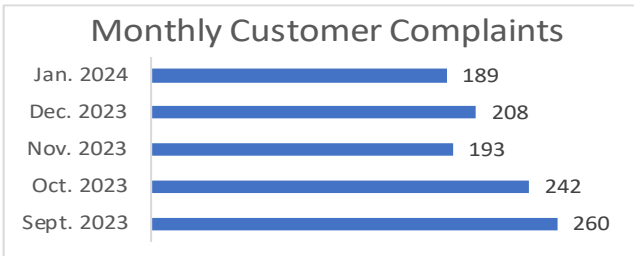
***Customer Service and HARTPlus Eligibility Report***

Monthly Inbound Calls	
18,011	
Avg. Handle Ratio	
96%	
Avg. Hold	
18 Seconds	
Avg. Talk Time	
2 Minutes 54 Second	
HARTPlus Trips Booked	
12,465	
Average Queue Time	
English: 00:02:21 Spanish: 00:05:08	



Total Requests & Complaints	
609	
Customer Complaints	
189	
1	ADA
124	Bus
11	Building & Bus Stop Maintenance
4	Customer Service
14	Other: Env., Vehicles & Employees, OBA
3	Safety & Risk
7	TECO Line Streetcar
18	Van
7	Yellow Cab (Yellow 7 Uber 0)

% Closed Within 10 Days	
96%	
Customer Requests & Comments	
420	
18	Commendations: All HART Employees and
42	Flamingo, Moovit & Token App
109	HARTPlus: Subscription, No-Show Disputes,
34	Lost Items
185	Mail Request
15	Accounting
9	Public Comment, Service Modification &
8	Reasonable Accommodations
0	Other: Web, Marketing, Etc.



HARTPlus Eligibility Monthly Report			
<b>Activity</b>	<b>New</b>	<b>Recerts</b>	<b>Total</b>
<b>Applications Received</b>	<b>New</b>	<b>Recerts</b>	<b>Total</b>
<b>Applications Pending</b>	173	59	232
<b>Applications Processed</b>	60	19	79
Conditional	113	40	153
Unconditional	16	11	27
Temporary	27	21	48
Denied	17	0	17
Withdrawn	1	0	1
Incomplete (UTP)	4	0	4
	48	8	56

Appeals Received	0
Visitor Status	5
Suspensions	0
<b>Certified:</b>	<b>92</b>
<b>YTD Certified:</b>	<b>4,431</b>

**Active HARTPlus Customers**

FY24	4,431
FY23	4,456
FY22	4,199

**Capital Development**

**Basic Transit Infrastructure (BTI) Projects**

**Projects in Permitting**

- Manhattan Avenue at Oklahoma Avenue  
Bring the bus stop to ADA compliance.  
- In Permitting
- 21<sup>st</sup> Avenue at 40<sup>th</sup> Street  
Bring the bus stop to ADA compliance  
- In Permitting

**Projects in Design**

- Memorial Highway at George Road  
Bring the bus stop to ADA compliance— Developer-funded improvement.  
- In Design with Kimley-Horn.
- 21<sup>st</sup> Avenue at 43<sup>rd</sup> Street  
Bring the bus stop to ADA compliance  
- In Design with Kimley-Horn.
- Hillsborough Avenue at 43<sup>rd</sup> Street  
Bring the bus stop to ADA compliance  
- In Procurement for design.

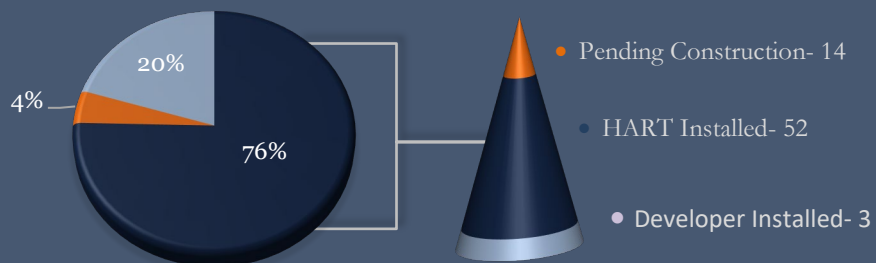
**Projects in Pre-Construction**

- Columbus Drive at Florida Avenue  
Bring the bus stop to ADA compliance.  
– Permitted by the City, Construction schedule to start mid -March 2024 — Contractor: AJ Construction

**Recent Completion of Shelter Data & Installation(s)**

- Himes Avenue at Humphrey Road & Armenia Avenue at Waters Avenue — **Completed**

Total Purchased Shelters- 69  
Total Shelters Installed- 55  
  
Purchased by HART- 63  
Purchased by Developer- 6



**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	Trapeze Annual Maintenance Renewal	1	\$ 503,636
12/19/2023	Bonfire Interactive LTD	Bonfire Procurement Software	1	\$ 34,107
<b>Grand Total</b>			<b>7</b>	<b>\$ 924,053</b>

**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
<b>Sub Total</b>				<b>\$ 340,965.45</b>	

**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
<b>Sub Total</b>				<b>\$ 126,721.21</b>	

**C. Task Order FY2024**

No task orders issued.

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

**A. Task Orders FY2022**

<b>Task Order No.</b>	<b>Award Date</b>	<b>Vendor</b>	<b>Project Description</b>	<b>Award Amount</b>	<b>Amount Remaining</b>
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
<b>Sub Total</b>				<b>\$ 153,264.69</b>	



**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
<b>Sub Total</b>				<b>\$ 665,342.74</b>	

**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
<b>Sub Total</b>				<b>\$ 88,473.00</b>	

**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
<b>Sub Total</b>				<b>\$ 90,000.00</b>

**A. 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
11/30/2023	Fogmaker Fire Suppression Inspection and Repair	IFB	Operating	3	2	\$ 500,000
11/20/2023	Industrial, Hardware, Janitorial and Safety Supplies	RFP	Operating	3	2	\$ 1,849,000
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
<b>Grand Total</b>						<b>\$ 7,943,406</b>

**Risk Department**

**Bodily Injury and Property Damage Claims (valued as of 1/31/2024)**

	<b>December 2023</b>	<b>January 2024</b>	<b>January 2023 Comparison</b>
<b>Opened Claims</b>	10	13	19
<b>Closed Claims</b>	14	45	7
<b>Outstanding Reserves</b>	\$344,622.76	\$980,042.28	\$796,851.01
<b>Total Open Claims</b>	134	140	111

*This represents a 23% or \$183,191.27 increase in claim reserves since January 2023. Due to recent jury verdicts, settlement trends some under reserved claims, we have adjusted our claim files reserves, especially on litigated files. We also realized our Loss Run did not include a claim which has already been approved for payment, but not yet paid, in the amount of \$300,000. That claim has been reopened and included in current reserves*

**Workers' Compensation Claims (valued as of 1/31/2024)**

	<b>December 2023</b>	<b>January 2024</b>	<b>January 2023 Comparison</b>
<b>Opened Claims</b>	1	5	5
<b>Closed Claims</b>	1	3	2
<b>Outstanding Reserves</b>	\$437,906.03	\$427,259.09	\$582,109.74
<b>Total Open Claims</b>	19	21	26

*This represents a 27% or \$154,850.65 reduction in claim reserves since January 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.

In the month of January, no Risk claims were presented to the Litigation and Claims Committee.

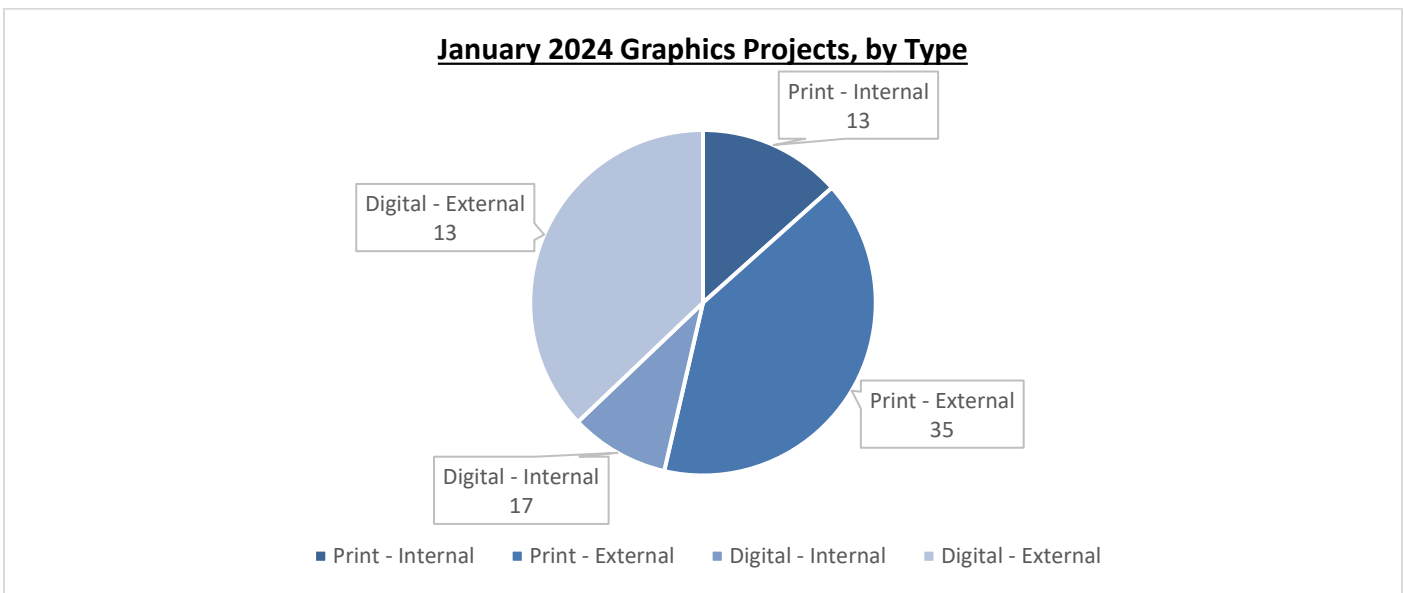
**Communications and Marketing**

**Creative Services**

	January 2024	YTD *
Graphics Projects completed **	78	468

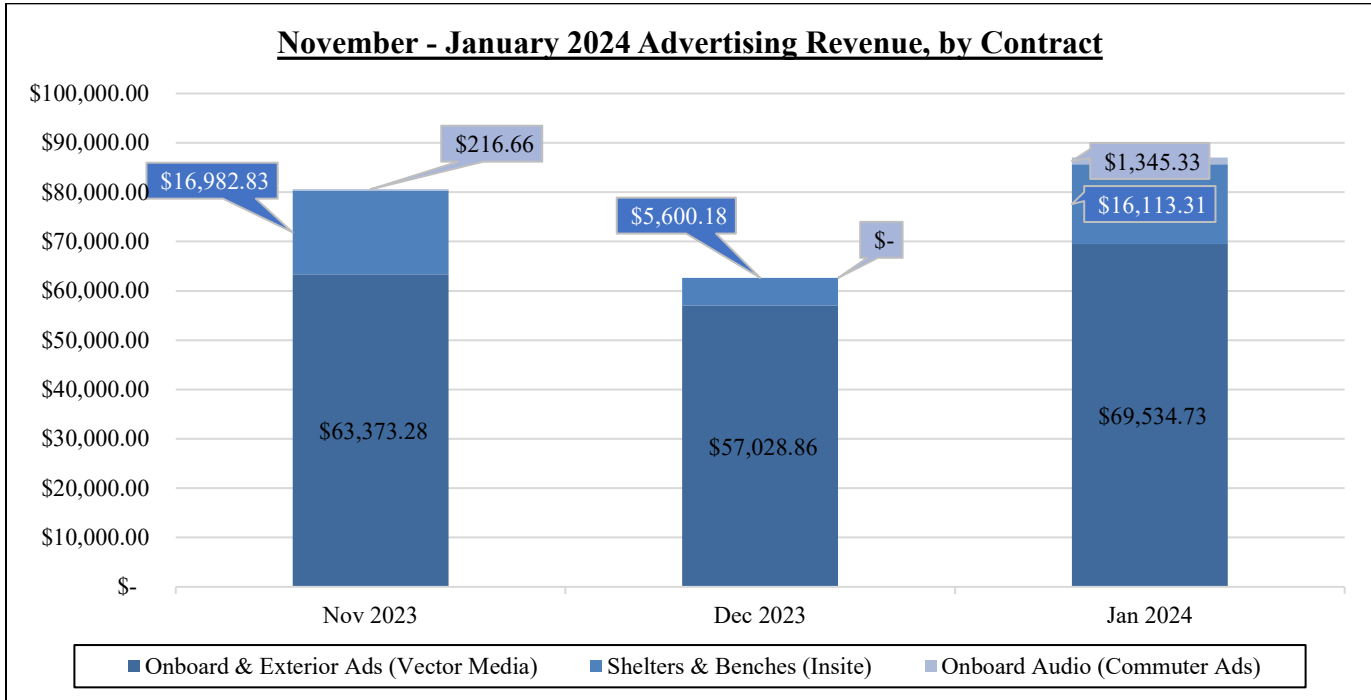
\*YTD = Fiscal Year-to-Date (Oct 2023-Sept 2024)

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

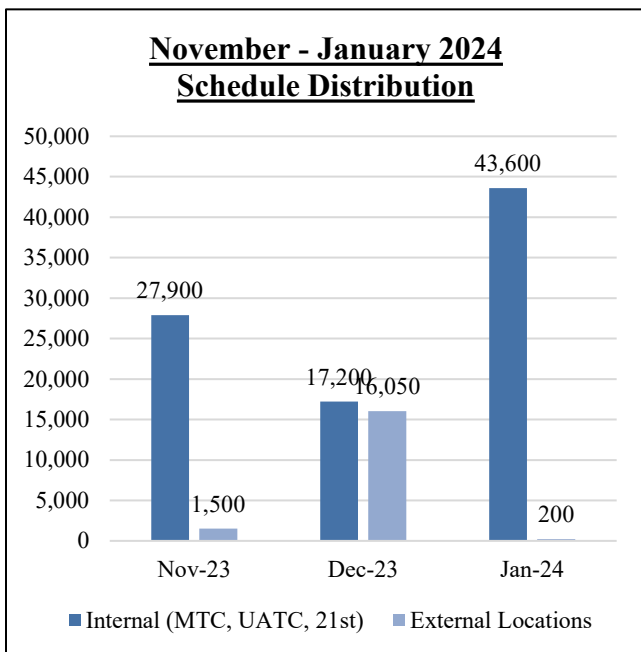


January 2024 Creative Services Projects Highlights	
HART FY24 Legislative Priorities Sheet	Gasparilla Bus Service Detour Collateral
Freedom Riders Revolutionized Transit - Bus Wrap	HART MLK Edition Ad - Florida Sentinel
Employee Town Hall Meeting Collateral	HCC Student Transit Deal Spring Semester Material

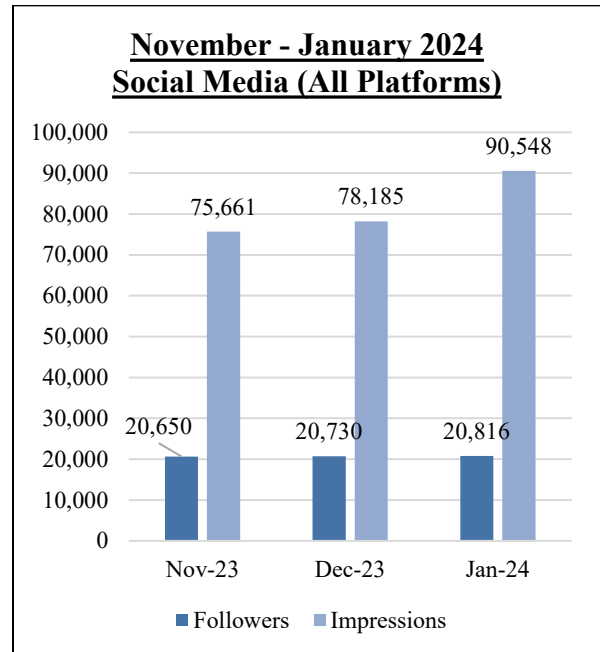
**Transit Advertising**



**Field Marketing**



**Social Media**



**Media/External Communication**

<b>January 2024 Press Releases/Community Communication</b>	<b>Date</b>
Press Release – HART Board Re-elects Councilman Viera as Chair	1/08/24
E-Blast - Tap & FlaminGO into the New Year!	1/12/24
Press release - Sail to Gasparilla on HART and the TECO Line Streetcar!	1/22/24
E-Blast - Sail to Gasparilla on HART and the TECO Line Streetcar!	1/23/24

<b>December 2023 Media Coverage</b>	<b>URL</b>
<b>Tampa Bay Business Journal</b> Tampa Bay’s Power 100, influential business leaders	<a href="https://www.bizjournals.com/tampabay/news/2024/01/31/tampa-bay-power-100-business-leaders.html">https://www.bizjournals.com/tampabay/news/2024/01/31/tampa-bay-power-100-business-leaders.html</a>
<b>Florida Sentinel</b> HART Board Re-elects Councilman Viera As Chair	<a href="https://flsentinel.com/?p=131863">https://flsentinel.com/?p=131863</a>
<b>Tampa Bay Times</b> Tampa’s Gasparilla 2024: Your guide to navigating the parade and events	<a href="https://www.tampabay.com/life-culture/entertainment/2024/01/12/gasparilla-tampa-guide-tips-parade/">https://www.tampabay.com/life-culture/entertainment/2024/01/12/gasparilla-tampa-guide-tips-parade/</a>
<b>WFLA</b> Your Ultimate Guide to Gasparilla 2024	<a href="https://www.wfla.com/news/gasparilla/your-ultimate-guide-to-gasparilla-2024/">https://www.wfla.com/news/gasparilla/your-ultimate-guide-to-gasparilla-2024/</a>
<b>Tampa Bay Business Journal</b> HART scores \$2.1M federal grant for providing service during Hurricane Ian	<a href="https://www.bizjournals.com/tampabay/news/2024/02/06/hart-scores-grant-hurricane-ian.html">https://www.bizjournals.com/tampabay/news/2024/02/06/hart-scores-grant-hurricane-ian.html</a>
<b>Tampa Bay Business Journal</b> HART loses federal appeal in Jewish synagogue case	<a href="https://www.bizjournals.com/tampabay/news/2024/01/17/hart-first-amendment-appeal-decided-by-court.html">https://www.bizjournals.com/tampabay/news/2024/01/17/hart-first-amendment-appeal-decided-by-court.html</a>
<b>Tampa Bay Business Journal</b> HART keeps GrayRobinson as general counsel as policy changes loom	<a href="https://www.bizjournals.com/tampabay/news/2024/02/05/hillsborough-h-transit-attorney-representation.html">https://www.bizjournals.com/tampabay/news/2024/02/05/hillsborough-h-transit-attorney-representation.html</a>
<b>Tampa Bay Times</b> Legislature, give Hillsborough back its transportation taxes	<a href="https://www.yahoo.com/news/legislature-hillsborough-back-transportation-taxes-140800821.html">https://www.yahoo.com/news/legislature-hillsborough-back-transportation-taxes-140800821.html</a>
<b>Tampa Bay Business Journal</b> Voters expected to decide fate of Hillsborough's community investment tax in November	<a href="https://www.bizjournals.com/tampabay/news/2024/02/15/hillsborough-commissioners-support-cit-renewal.html">https://www.bizjournals.com/tampabay/news/2024/02/15/hillsborough-commissioners-support-cit-renewal.html</a>
<b>CATO Institute</b>	<a href="https://www.cato.org/blog/taxpayers-pay-10-each-urban-streetcar-ride">https://www.cato.org/blog/taxpayers-pay-10-each-urban-streetcar-ride</a>

<p>Taxpayers Pay \$10 for Each Urban Streetcar Ride (<i>TECO Line Streetcar most efficient in the nation</i>)</p>	
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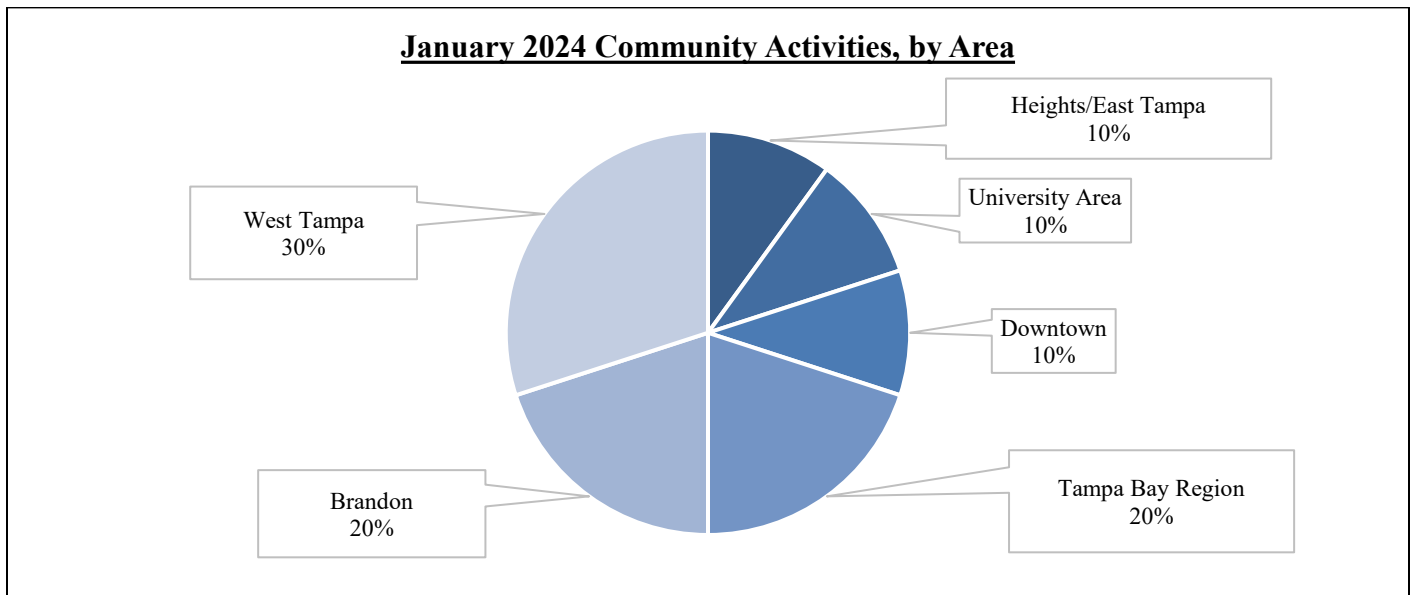
**Community & Business Engagement**

	January 2024	YTD *
Activities attended	10	40
# People engaged **	305	1,584
# People reached ***	5,940	13,447

\*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



<b>January 2024 Community Activity Highlights</b>	
Martin Luther King Jr. Parade Gala	Hillsborough County Community College Welcome Back Days
Tampa Bay Black Heritage Music Festival	Hillsborough County Sheriff's Office Homeless Outreach
44 <sup>th</sup> Annual Martin Luther King Jr. Leadership Breakfast	South Tampa Chamber of Commerce Breakfast with the Mayor
Day of Hope Hillsborough Community College	1st Quarter UACDC Partners Coalition Gathering

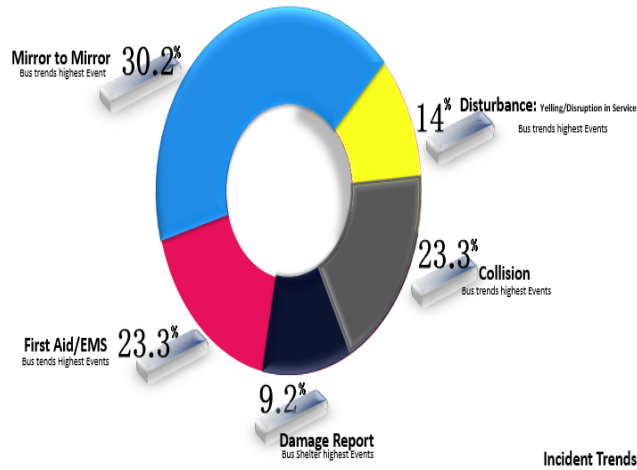


Human Resources

<b>HUMAN RESOURCES</b>	
<b>Employee Snapshot as of January 26<sup>th</sup></b>	
Total Head Count	766
New Hires	19
Terminations	9
Current Vacancies	23

<b>COVID Update</b>	
Number of staff members who tested positive this month.	6

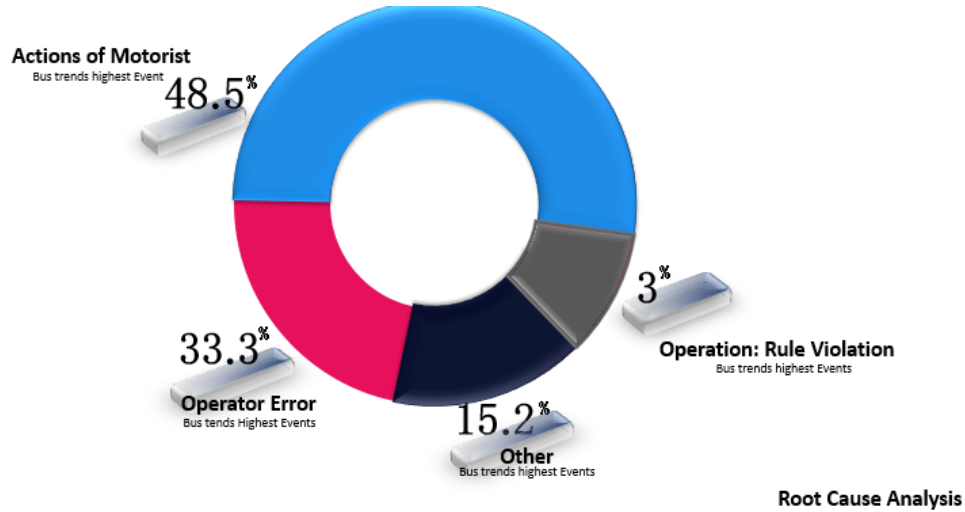
**Safety, Security, and Training**



Incident Trends

<u>Nature of Incident</u>	<u>Number of Incidents</u>
Mirror to Mirror	13
First Aid/EMS	10
Collision	10
Disturbance (Yelling or Disruption in service)	6
Damage Report (Bus Shelter)	4
<b>Additional Captured Events</b>	
Assault	3
BIO Hazard	3
Damage Report	5
Employee Injury	1
Fare Box Issues	2
FGTS Collision Rail Grade Crossing	1
First Aid Only	5
Fixed Object/Mirror	2
HART Employee Complaint	1
HART Hits POV	2
Mechanical Malfunction	3
Medical	4
Missed Hard Meet	1
Near Miss	1
No Damage	3
Patron closed indoor	2
Patron Complaint	4
Pedestrian/Unauthorized Foot Traffic	1
Pole Dewirement	1
POV Strikes HART	3
Projectiles	1
Vandalism	3
<b>TOTAL Number of Incidents</b>	<b>95</b>

### Root Cause Analysis



<u>Root Cause</u>	<u>Number of Incidents</u>
Action of Motorist	16
Operating Rule Violation	1
Operator Error	11
Other	5
<b>TOTAL Number of Incidents</b>	<b>33</b>

### **Information Technology (IT)**

- Information Technology is working on refreshing HART's Data Center uninterruptible power supply (UPS) symmetra infrastructure.
- Information Technology is working on the CAD/ AVL requirements / scope for Para / Flex with the project management department.
- Information Technology is 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 during the week of January 8th 2024.
- Information Technology is in the planning phase of upgrading our Trapeze application suite in Q1 FY24.
- Information Technology is in the deployment / setup phase of upgrading our Automatic Passenger Counter (APC) application.
- Information Technology is in the planning phase of migrating HART's DNS records to support a more redundant infrastructure.
- Information Technology and HART staff are 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.
- Information Technology department started deploying Multifactor authentication (MFA) for our virtual private networks.
- Information Technology is 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.
- Information Technology processed 386 Service Desk tickets in the month of January 2024. 225 in total were closed fast track with 128 closed in less than 24 hours. As of January 31, 2024, there were 33 Service Desk tickets pending.