

MONTHLY REPORTS – March 2024

Service Development

Transportation and Maintenance

Customer Service and HARTPlus Eligibility Report

Capital Development

Procurement Tracking

Risk Department

Communications and Marketing

Human Resources

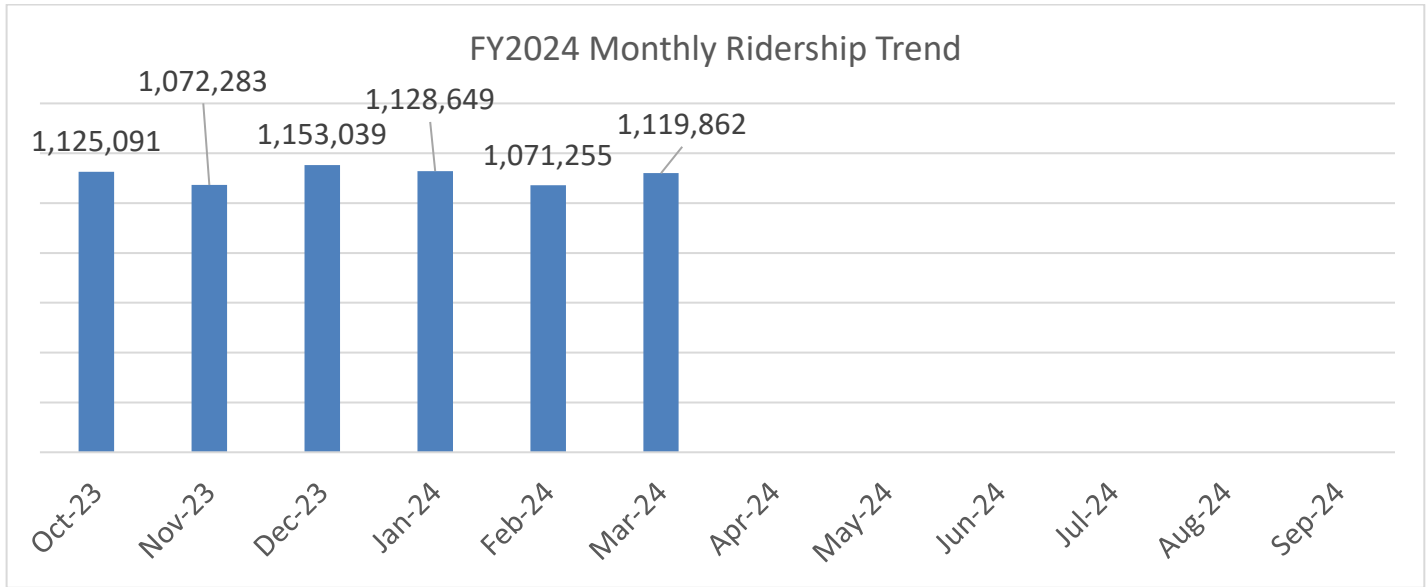
Safety, Security and Training

Information Technology

Finance

Service Development

FY2023 Ridership – All Modes



Fixed Route, Paratransit, and Streetcar Ridership	
Fixed Route Bus	956,619
TECO Streetcar	141,529
ADA Paratransit	14,774
Taxi Voucher	6,940
Total - All Modes	1,119,862
Wheelchairs on Fixed Route	2,648
Bikes on Buses	10,655

On-Time Performance (OTP)

Bus	70.00%
Total Trips / Trips Completed %	43,932 / 99.73%
Paratransit	97.01%
Drop-off	97.01%
Pick-up	85.04%
Total Trips / Trips Completed %	13,533 / 73.57%
Streetcar	99.44%
Total Trips / Trips Completed %	4,464 / 99.73%

Fixed-Route Bus Average Daily Ridership

	Fixed-Route Bus
Weekday	36,044
Saturday	23,100
Sunday	16,839

Streetcar Average Daily Ridership

	TECO Streetcar
Mon-Thurs	3,449
Friday	4,463
Saturday	8,173
Sunday	4,633

Transportation & Maintenance

A. Operations

Bus – On-Time Performance (OTP)	70%
Total Trips / Trips Completed %	43,932 / 99.73%

B. Fleet Maintenance Metrics

Mean Distance Between Failures (Bus / Van)	5,341 / 12,489
PM Compliance (Bus / Para & Flex)	92.63% / 89.47%

C. Sanitization / Vehicles Serviced

Fleet	5,089 (Total Vehicles)
Facility	4,289 (Hours)

D. Fleet Statistics

	Number of Vehicles	Total Miles	Preventative Maintenance Completed	Demand Work Orders Completed
Fixed Route	151	608,914	95	650
Flex Service	4	11,736	2	11
Paratransit	79	187,334	17	132
Streetcar	8	11,560	28	29

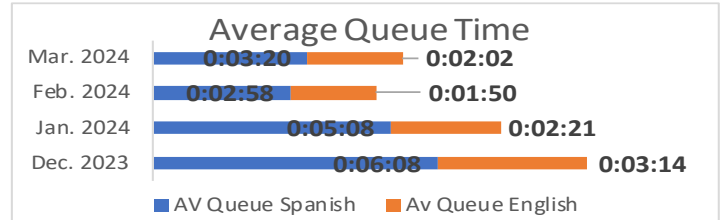
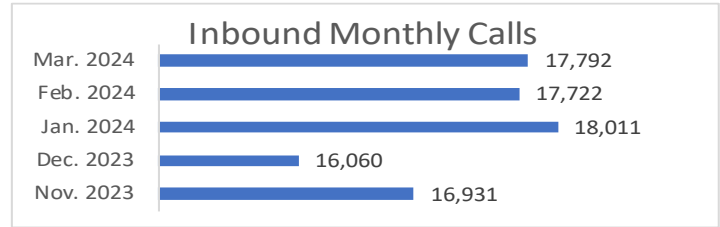
E. Facilities Maintenance

	Facility Maintenance	Passenger Amenities
Preventative Maintenance Completed	116	158
Demand Work Orders Completed	59	147
Scheduled Projects	3	2
Completed Projects	3	2

Customer Service and HARTPlus Eligibility Report

HART Customer Service Call Center Monthly Report - March 2024

Monthly Inbound Calls
17,792
Avg. Handle Ratio
96%
Avg. Hold
19 seconds
Avg. Talk Time
3 Minutes 34 Second
HARTPlus Trips Booked
12,643
Average Queue Time
English: 00:02:02 Spanish: 00:03:20



Total Requests & Complaints
679

% Closed Within 10 Days
97%

Customer Complaints
230
3 ADA
145 Bus
18 Building & Bus Stop Maintenance
7 Customer Service
13 Other: Env., Vehicles & Employees, OBA
7 Safety & Risk
3 TECO Line Streetcar
31 Van
3 Yellow Cab (Yellow 3 Uber 0)

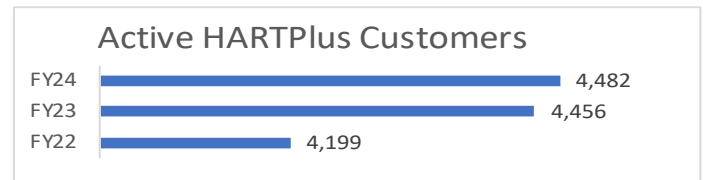
Customer Requests & Comments
449
13 Accounting
21 Commendations: All HART Employees and
53 Flamingo, Moovit & Token App
111 HARTPlus: Subscription, No-Show Disputes,
59 Lost Items
171 Mail Request
17 Public Comment, Service Modification &
3 Reasonable Accommodations
1 Other: Web, Marketing, Etc.



HARTPlus Eligibility Monthly Report

Activity	New	Recerts	Total
Applications Received	195	69	264
Applications Pending	58	25	83
Applications Processed	137	44	181
Conditional	19	15	34
Unconditional	35	20	55
Temporary	28	1	29
Denied	2	0	2
Withdrawn	13	0	13
Incomplete (UTP)	40	8	48

Appeals Received	0
Visitor Status	5
Suspensions	4
Monthly Certified:	118
Total Certified:	4,482



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 Completion of Shelter Data & Installation(s)

- o Nebraska Avenue at Columbus Drive Shelter Install – (2 Stops)
- o Columbus Drive at Florida Avenue Shelter Install – (1 Stops)
- o Armenia Avenue at Waters Avenue – (2 Stops)
- o Rowlett Park Drive at Mulberry Street – (2 Stops)
- o 34th Street at Lake Avenue at Mulberry Street – (1 Stops)

Total Purchased Shelters	69
Total Shelters Installed	63
Destroyed Shelter	1
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
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
3/1/2024	Preteckt Connected Buses	Predictive Maintenance Hardware and Subscription Services	1	\$ 44,220
Grand Total			13	\$ 1,267,271

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
Sub Total				\$ 17,581.21	

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	\$ 94,840.00	\$ 3,998,079.57
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	\$ 3,943,732.47
Task Order #6	2/23/2024	AJ General Construction Services, Inc.	Construction Removal and Installation of Bus Shelters	\$ 24,625.00	\$ 3,919,107.47
Sub Total				\$ 262,285.10	

**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
Sub Total				\$ 126,182.00	

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	RFP	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
Grand Total						\$ 39,970,654

Risk Department

Bodily Injury and Property Damage Claims

	February 2024	March 2024	March 2023 Comparison
Opened Claims	9	13	24
Closed Claims	39	22	5
Outstanding Reserves	\$1,381,008.67	\$995,201.49	\$775,793.03
Total Open Claims	131	125	145

This represents a 22% or \$219,408.46 increase in claim reserves since March 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

	February 2024	March 2024	March 2023 Comparison
Opened Claims	6	6	8
Closed Claims	6	10	5
Outstanding Reserves	\$415,360.92	\$774,949.23	\$592,013.62
Total Open Claims	24	25	32

This represents a 24% or \$182,935.61 increase in claim reserves since March 2023. This increase is attributed completely to one WC claim that recent and unexpectedly developed into a permanent and total disability, or PTD claim.

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 March 2024.

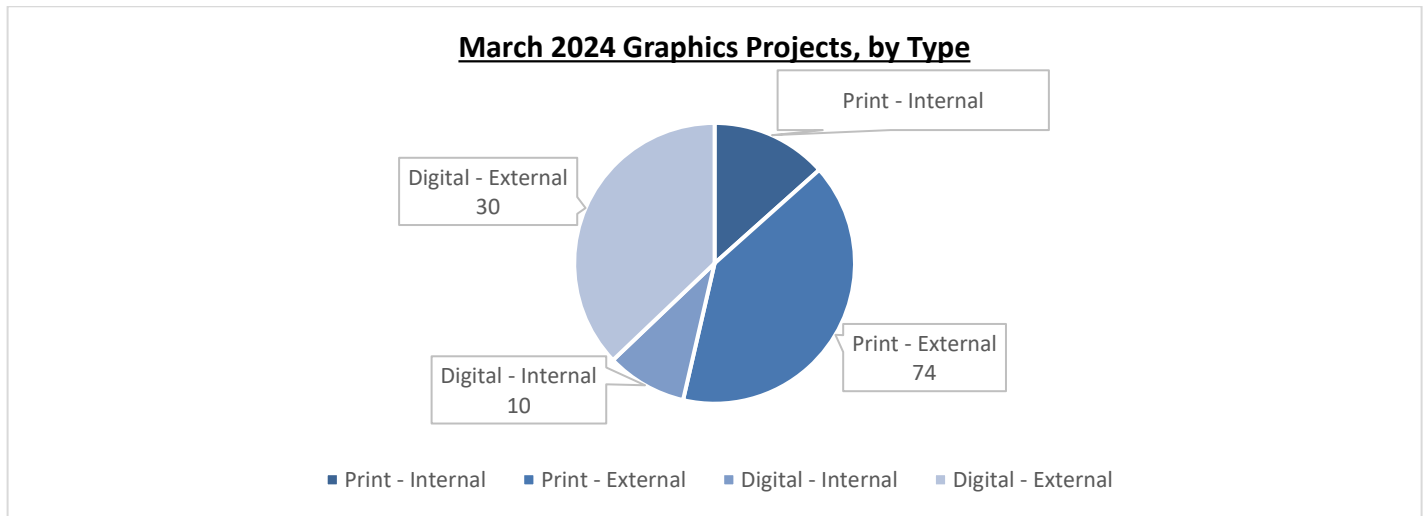
Communications and Marketing

Creative Services

	March 2024	YTD *
Graphics Projects completed **	126	652

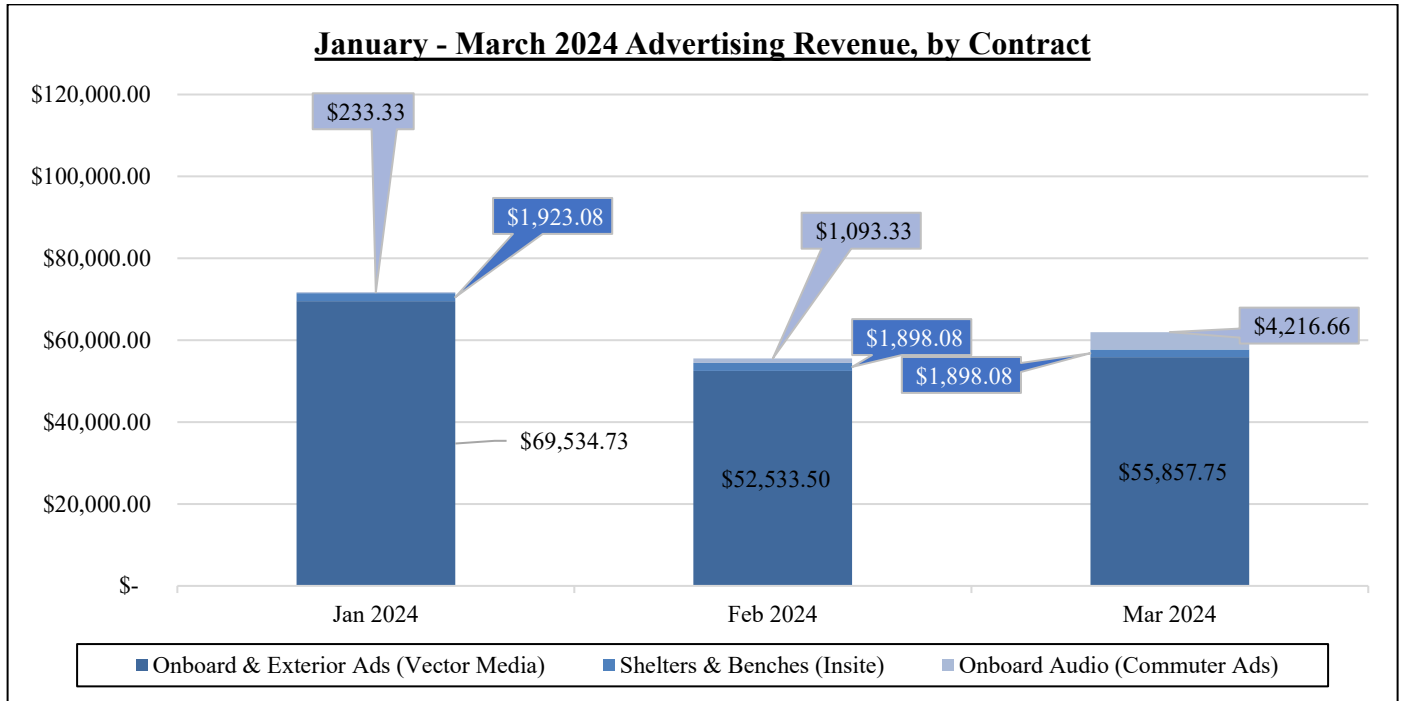
*YTD = Fiscal Year-to-Date (Oct 2023-Sept 2024)

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

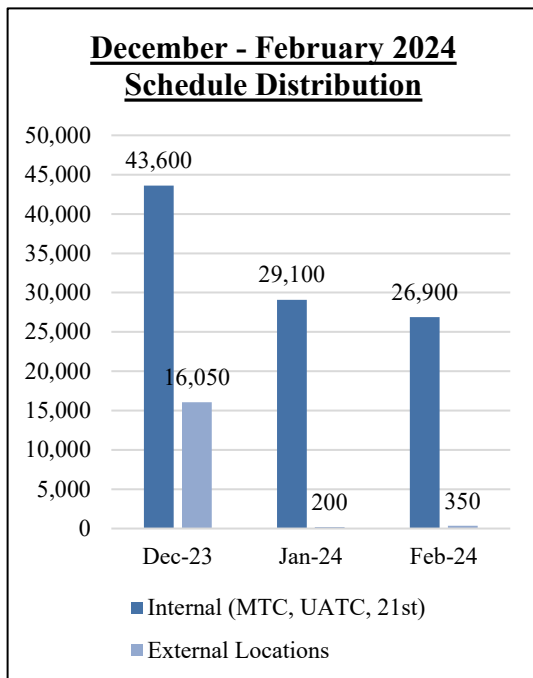


Creative Services Projects Highlights	
Transit Employee Appreciation Day Collateral	Tampa Bay Business Journal Power 100 HART Ad
Upcoming HART Service Changes Material	George Edgecomb Bar Association Gala HART Ad
HART Youth Pass Returning April 1st Material	St. Patrick's Day Parade Detours Collateral

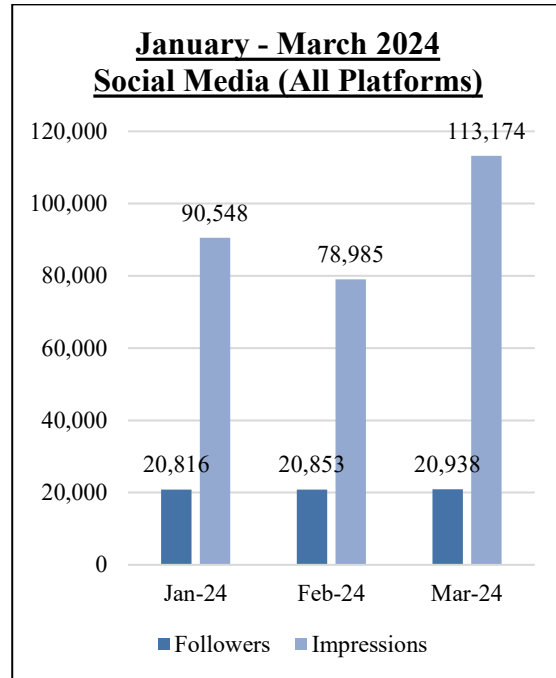
Transit Advertising



Field Marketing



Social Media



Media/External Communication

Press Releases/Community Communication	Date
Press Release – HART and Commissioner Gwen Myers to Host Women's Health and Wellness Fair	3/02/24
E-Blast – HART and Comm. Myers to Host Women’s Health & Wellness Fair	3/05/24
E-Blast - HART Youth Fare is Returning	3/21/24
Press Release – The HART Youth Pass Returns April 1	3/26/24

Recent Media Coverage	URL
FOX 13 HART to reinstate Youth Pass for Hillsborough County Youth	TVEyes Media Monitoring Suite - [Transcript]
WTSP (CBS) HART Youth Pass Returns for Hillsborough County Youth	http://mms.tveyes.com/PlaybackPortal.aspx?SavedEditID=727b5771-090e-4584-8487-441f31f34658
Bay News 9 HART to reinstate Youth Pass for Hillsborough County Youth	http://mms.tveyes.com/PlaybackPortal.aspx?SavedEditID=49c3d562-4dd6-495d-8d58-0c1bfaba35ac
WFLA (NBC) HART to reinstate Youth Pass for Hillsborough County Youth	http://mms.tveyes.com/PlaybackPortal.aspx?SavedEditID=0e3f0e41-d6e9-4a4e-9d8a-a4887ac28cca
Tampa Bay Business Journal Power 100: Scott Drainville, CEO, Hillsborough Area Regional Transit Authority	bizjournals.com/tampabay/c/power-100-2024-tampa-bay-influential-leaders/22588/power-100-scott-drainville-ceo-hillsborough-area-regional-transit-authority.html
WMNF 88.5FM Data shows Tampa streetcars are most efficient in the nation. HART hopes they stay that way	Data shows Tampa streetcars are most efficient in the nation. HART hopes they stay that way - WMNF 88.5 FM
Tampa Bay Business Journal HART's transit project to USF excluded from latest round of federal grants	HART misses on federal grant for rapid transit service - Tampa Bay Business Journal (bizjournals.com)
Creative Loafing The official Tampa version of 'Monopoly' includes local favorites like Bayshore, Gasparilla and more	The official Tampa version of 'Monopoly' includes local favorites like Bayshore, Gasparilla and more Tampa Creative Loafing Tampa Bay (cltampa.com)
Tampa Bay Business Journal Anti-transit legislative effort could pose threats to Tampa Bay projects	Anti-transit bills pose threats to Tampa Bay projects - Tampa Bay Business Journal (bizjournals.com)
WUSF Here's how money from the defunct Hillsborough transportation tax will be spent	How money from defunct Hillsborough transportation tax will be spent WUSF

WMNF 88.5 FM DeSantis OKs a transportation package including prohibiting state money from going into local public transit advertising	<u>DeSantis OKs a transportation package including prohibiting state money from going into local public transit advertising - WMNF 88.5 FM</u>
FOX 13 Hillsborough commissioners move forward with putting Community Investment Tax renewal on November ballot	<u>Hillsborough commissioners move forward with putting Community Investment Tax renewal on November ballot (fox13news.com)</u>

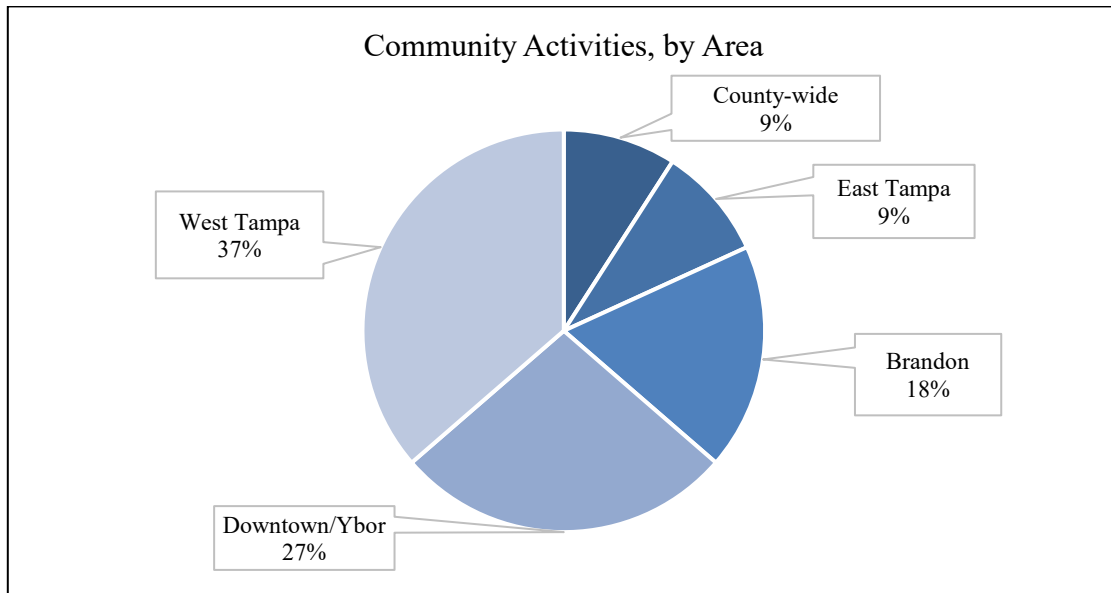
Community & Business Engagement

	March 2024	YTD *
Activities attended	11	64
# People engaged **	1,116	4,347
# People reached ***	7,002	25,657

*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



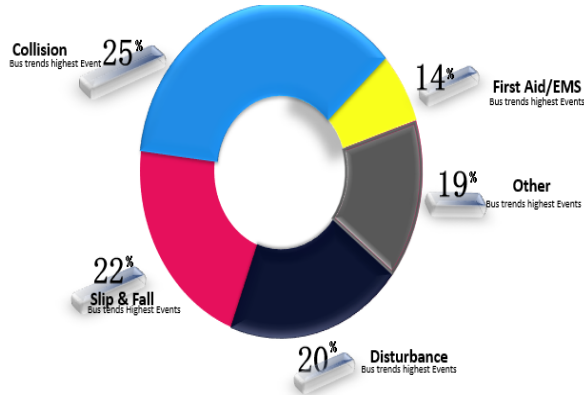
Community Activity Highlights	
City of Tampa Senior Day in The Park	HART Women's History Month Health Fair
Hillsborough Community College Health Fair	Girl Scouts of West Central Florida Women of Distinction Luncheon
Garrett A. Morgan Shadow Day	Tampa Bay Chamber 18th Annual Women of Influence Luncheon
WEDU PBS Kids Be My Neighbor Day	Leadership Hillsborough Charity Golf Event
HART services presentation	Latino Coalition Community Partners Meeting
City of Tampa Senior Day in The Park	HART Women's History Month Health Fair

Human Resources

Employee Snapshot as of March 29, 2024	
Total Head Count	753
New Hires	8
Terminations	15
Current Vacancies	23

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

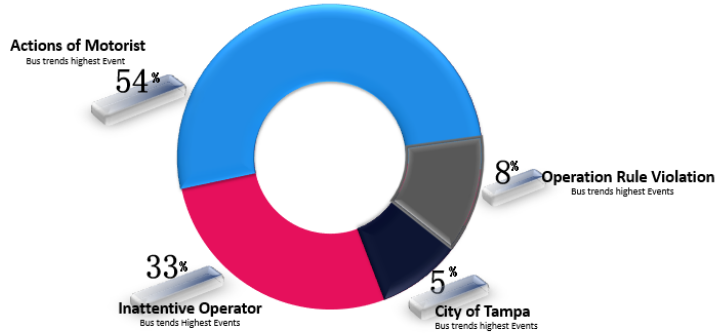
Safety, Security, and Training



Incident Trends

<u>Nature of Incident</u>	<u>Number of Incidents</u>
Collision	21
Slip & Fall	19
Disturbance (yelling or disruption in service)	17
Other	16
First Aid/EMS	12
<i>Additional Captured Events</i>	
Animal	1
Assault	1
Bike Rack Malfunction/Issues	2
BIOHAZARD	1
Crime	1
Damage Report	4
Debris on Right of Way	1
Employee Injury	1
Fare (Refusal to pay or Underpays Fare)	2
FGTS Collision Rail Grade Crossing	3
First Aid Only	1
Fixed Object/Mirror	11
HART Employee Complaint	7
HART Hits POV	1
Lift/Ramp Issues	1
Mirror to Mirror	11
Missed Hard Meet	6
No Damage	2
Non- Physical Assault	2
Other	16
Patron Closed in Door	1
Pedestrian/Unauthorized Foot Traffic	1
Pole Dewirement	2
Pov Strikes HART	3
PPE Compliant / Noncompliance	1
Projectiles	1
Runaway Report (Police must be involved)	1
Split Switch	1
Student Behavior	1
Tree (Branches/Bushes)	1
Trespass From System Non-Violent	2
Trespass From System Violent	1
Vandalism	2
Vehicle Breakdown	2
Verbal Altercation Report	5
Verbal Assault	2
Weapon (must be properly identified)	2
Wheelchair Securement Issues	2
Witness to an Event	1
TOTAL Number of Incidents	176

Root Cause Analysis



Root Cause Analysis

<u>Root Cause</u>	<u>Number of Incidents</u>
Action of Motorist	21
Operator – Inattentive	13
Operation Rule Violation	3
City of Tampa	2
Imprudent Customer Actions	1
Equipment Failure	1
Other	1
Operator Error (Wrong decision was made causing incident Accident)	1
TOTAL Number of Incidents	43

Information Technology (IT)

- Completed the upgrade of our Trapeze EAM application, EAM is used by HART's maintenance department for parts inventory and work orders.
- Refreshed 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.
- CAD/ AVL requirements / scope for Para / Flex with the project management department.
- FDOT and The City Tampa plan to test Traffic Signal Priority (TSP) pilot project on 13 fixed route buses for the initial pilot.
- Planning and design phase of upgrading our Trapeze application suite 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.
- IT in collaboration with other departments worked with the 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 adds a layer of cyber security protection to the sign-in process for HART's bargaining employees.
- Processed 420 Service Desk tickets in the month of March 2024. 211 in total were closed fast track with 178 closed in less than 24 hours. As of March 31, 2024, there were 31 Service Desk tickets pending.

Finance

BUDGET TO ACTUAL

Period Ending March 31, 2024				
All Mode Revenues				
	Year to Date 3/31/24			
	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	4,571,183	(28,980,925)	14%
State Operating Grants	6,906,138	334,836	(6,571,302)	5%
Fare Revenues	8,797,549	4,160,117	(4,637,432)	47%
Local Operating Contributions	1,317,750	549,063	(768,688)	42%
Advertising Income	1,500,000	493,509	(1,006,491)	33%
Other Income	579,998	25,307	(554,691)	4%
Tampa Historic Streetcar, Inc.	941,012	-	(941,012)	0%
Interest Income	751,000	1,181,450	430,450	157%
Fund Balance Transfer to Fund Reserve	(18,522,188)	(10,000,000)	8,522,188	54%
Total Operating Revenues	\$ 108,688,780	\$ 74,148,902	\$ (34,539,879)	68%
All Mode Expenses				
	Year to Date 3/31/24			
	Annual Budget	YTD Actual	Budget to Actual Fav (Unfav)	% of Budget
<u>Operating Expenses:</u>				
Salaries and Wages	\$ 54,388,999	\$ 25,684,291	\$ 28,704,708	47%
Fringe Benefits	24,155,645	13,202,774	10,952,871	55%
Fuel and Oil	4,969,632	2,024,724	2,944,908	41%
Parts and Supplies	6,145,664	2,899,657	3,246,007	47%
Operational Contract Services	9,899,461	3,594,691	6,304,770	36%
Administrative Contract Services	2,197,416	1,988,152	209,264	90%
Legal Services	802,317	172,894	629,423	22%
Marketing and Printing	297,336	158,458	138,878	53%
Insurance Costs	3,255,064	2,473,972	781,092	76%
Utilities	1,117,678	490,858	626,820	44%
Taxes and Fees	264,448	77,154	187,294	29%
Administrative Other	1,195,120	442,236	752,884	37%
Total Operating Expenses	\$ 108,688,780	\$ 53,209,861	\$ 55,478,919	49%

FINANCIAL HIGHLIGHTS

Key Information Points:

- This status report covers six months (50%) of the Fiscal Year 2024.
- Total year to date revenue is 68% of budget
- Total year to date operating expenses is 49% of budget

2024 Revenue:

- Ad Valorem revenue is currently at 100% of budget due to the timing of the Ad Valorem taxes which are primarily received in the first 6 months of the fiscal year.
- 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.
- Advertising income – Unfavorable variance is due to the minimum guarantee being waived for 1st quarter of FY 2024.
- Other income unfavorable variance is due to the timing of the receipt of the Alternative Fuel Tax Credit and the claims recoveries for buses and shelters.
- 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 157% favorable to budget due to higher than budgeted interest rates.

2024 Expenses:

- Total expenses are trending close to target
- Fuel and Oil is at 41% of budget due to lower than budgeted fuel costs.
- Insurance costs are at 76% 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 March 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 As of 3/31/2024	Cash on Hand As of 3/31/2023
Operating Cash on Hand		
General Prime	\$ 21,097,370	\$ 20,687,675
Checking Synovus	11,319,247	6,505,016
Operating Cash on Hand	\$ 32,416,617	\$ 27,192,691

	Bank Balance As of 3/31/2024	Required Reserves	Surplus (Defecit)
Reserves			
Restricted for Capital	\$ 4,809,759	\$ 4,500,000	\$ 309,759
Restricted for Operating Reserves	27,856,816	27,172,195	684,621
Restricted for Designated Risk	3,664,384	3,523,000	141,384
Restricted for Designated Medical Liability	626,000	626,000	-
Restricted for FTA Liability	1,300,696	-	1,300,696
Total Reserves	\$ 38,257,655	\$ 35,821,195	\$ 2,436,460

TOTAL CASH (operating and reserves) \$ 70,674,272

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 reserve in FY24. To date \$10M has been added to reserves, totaling to the above balance of \$27,856,816.

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.