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REGULAR BOARD OF DIRECTORS MEETING

Monday, August 6, 2018, 9:00 AM

Florida Conference Room

HART Administrative Office

1201 East 7th Avenue, Tampa FL 33605

Information not viewable is available upon request - phone: 813-384-6552

or e-mail: petitl@goHART.org

AGENDA

TAB

CALL TO ORDER AND PLEDGE OF ALLEGIANCE

1. APPROVAL OF MINUTES

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PUBLIC INPUT ON AGENDA ITEMS (3 MINUTES PER SPEAKER)

2. DISCUSSION ITEMS

Status of HART Interim Chief Executive Officer.....2-1

David Smith, General Counsel

Federal Transit Administration (FTA) Demand Letter on Ferry Project

Jeffrey C Seward, Interim Chief Executive Officer

PRESENTATIONS

Transit Asset Management Plan Overview

Nico Lindenau, Project Manager, Gannett Fleming, Inc.

Overview:

The purpose of this presentation is to provide an overview of the Hillsborough Transit Authority's (HART) Transit Asset Management Plan (TAMP). The presentation will highlight the Federal Transit Administration's (FTA) Final Rule requirements, a high-level overview of the plan as well as HART's current State of Good Repair, SGR capital needs, 10-year estimated funding levels and required future funding.

Budget Overview

Jeffrey C Seward, Interim Chief Executive Officer

Overview:

The purpose of this presentation is to provide an overview of the Fiscal Year 2019 tentative operating budget.

TAB

Fixed Route and Paratransit Voice of the Customer Survey Results

Kristopher Browning, TransPro

Overview:

HART procured services of TransPro to conduct Wave 5 of the Voice of the Customer (VOC) survey for fixed route service and Wave 1 VOC survey for HARTPlus paratransit service. Summary of the surveys' results will be presented at the Board meeting.

Summary of Customer Concerns

Ruthie Reyes Burckard, Chief Operating Officer

Overview:

Staff will provide an update on various issues that have come before the Board from HART customers.

3. INTERIM CHIEF EXECUTIVE OFFICER'S REPORT

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CHAIR'S REPORTverbal

GENERAL COUNSEL'S REPORTverbal

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PUBLIC INPUT REGARDING GENERAL CONCERNS (3 MINUTES PER SPEAKER)

OLD BUSINESS

NEW BUSINESS

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c. Operations Activities6-5

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ADJOURNMENT

THE HART BOARD PACKET IS AVAILABLE ONLINE AT WWW.GOHART.ORG

Board Members Present (12)

Councilmember Cheri S. Donohue
Adam Harden
Commissioner Pat Kemp
Marvin Knight
Richard A. McClain
David Mechanik
Commissioner Lesley “Les” Miller
Commissioner Sandra Murman
Kathleen Shanahan
Councilman Mike Suarez
Commissioner Stacy White
Melanie Williams

Board Members Absent (1)

C. John Melendez III

Staff Present

Brian Allan
Danielle Arthur
Brooke Basquit
Sylvia Berrien
Vanessa Brooks
Joan Brown
Ruthie Reyes Burckard
Joanne Caceres
Linda Crescentini
Steve Feigenbaum
Kenyatta Lee
Ivan Maldonado
Sandra Morrison
Lena Petit
Jerry Presley
Jeff Seward
Cyndy Zambella

Others Present

David Smith, GrayRobinson
Lisa Barkovic, Holland and Knight
Jeff Boothe, Boothe Transit Consulting
Justin Day, Capital City Consulting
Rich Gold., Holland and Knight
Katina Kavouklis, FDOT
Oscar McDaniel
Sandra Seidel

Sign-in sheets are attached.

CALL TO ORDER

Chair Lesley “Les” Miller called the meeting to order at 9:00 a.m.

APPROVAL OF MINUTES

Director Kemp moved and Director Suarez seconded approval of the June 4, 2018 regular Board of Director meeting minutes. All Board members present voted aye. The motion carried unanimously.

PUBLIC COMMENT ON AGENDA ITEMS (3 MINUTES PER SPEAKER)

No one signed up to speak

APPROVAL OF ACTION ITEMS NOT REVIEWED BY HART BOARD COMMITTEES

- a. **Resolution #R2018-07-36 ~ Authorize the Interim Chief Executive Officer to Purchase up to Eleven 23-Foot Small Cutaway Type Vans with Mobility lifts from Florida Transportation Systems Inc. in the Amount Not-To Exceed \$819,225**

Director Murman clarified that the purchase is for eleven new vans with ten old vans being taken out of service.

- b. **Resolution #R2018-07-37 ~ Authorize the Interim Chief Executive Officer to Dispose of Bus #2501 through Competitive Sale, Public Auction, Insurance Requirements, or in such a Manner to be most Advantageous to HART, and Retain Bus #2512 which had been Previously Approved for Disposal**

- c. **Resolution #R2018-07-38 ~ Certifying the Proposed Ad Valorem Tax Millage Rate for the Fiscal Year 2019 Budget**

- d. **Resolution #R2018-07-39 ~ Authorizing the Interim Chief Executive Officer to Delegate Contracting Officer Authority to the Named Employee in the Finance Department**

Director Shanahan noted that the Resolution #R2018-07-39 was a result of a personnel change, and inquired why the Resolutions #R2018-07-36, #R2018-07-37, and #R2018-07-38 were not vetted through a Committee approval process. She noted that certifying the proposed ad valorem tax is an annual process that should be anticipated.

Jeffery C. Seward, Interim Chief Executive Officer, stated that it was due to the timing of the information HART receives from the Property Appraiser's Office.

Director Murman inquired about the personnel change.

Mr. Seward answered that Alvin Burns left HART to join PSTA.

Director Murman noted significant loss of a Director of Procurement for HART and remarked on a turnover in upper management.

Director Suarez moved and Director Kemp seconded a motion to approve Action Items:

- a. *Resolution #R2018-07-36 ~ Authorize the Interim Chief Executive Officer to Purchase up to Eleven 23-Foot Small Cutaway Type Vans with Mobility lifts from Florida Transportation Systems Inc. in the Amount Not-To Exceed \$819,225;*
- b. *Resolution #R2018-07-37 ~ Authorize the Interim Chief Executive Officer to Dispose of Bus #2501 through Competitive Sale, Public Auction, Insurance Requirements, or in such a Manner to be most Advantageous to HART, and Retain Bus #2512 which had been Previously Approved for Disposal;*
- c. *Resolution #R2018-07-38 ~ Certifying the Proposed Ad Valorem Tax Millage Rate for the Fiscal Year 2019 Budget;*
- d. *Resolution #R2018-07-39 ~ Authorizing the Interim Chief Executive Officer to Delegate Contracting Officer Authority to the Named Employee in the Finance Department.*

All Board Members present voted aye. The motion passed unanimously.

DISCUSSION ITEM

Status of HART Interim Chief Executive Officer

Chair Miller stated that he requested that this item is placed on the agenda to have a further discussion on the status of the Interim CEO. He indicated that the current contract with Interim CEO ends in November. Chair Miller outlined the options for consideration by the Board, one of them is to continue the contract through November and discuss the permanent status of Interim CEO at this meeting or at any other point in time. Another option would be to discuss if HART will be doing a nationwide search at some particular point in time. Chair Miller opened the floor for discussion.

David Smith, HART General Counsel, read into the record an e-mail from Director Melendez who sent his regrets to not able to attend the Board meeting due to a family commitment. He offered his firm and sincere vote of confidence in Jeff Seward becoming HART's CEO.

Director Shanahan said she was a big believer in opportunities of transition, which offer both incumbents and interim leaders to compete with other people to achieve the job; however, she noted her concern about the leadership power shift from Hillsborough to Pinellas County. Director Shanahan added that she viewed the recent adjustments as a step back from innovation in larger transportation space. She pointed out Mr. Seward's strong and capable skill sets; however, she believed that HART should take advantage of the transition to interview other people to have exposure to other options. Director Shanahan remarked that sometimes, when one lives in an area for an extended period of time, they think all the answers are in that area, hence closing off a lot of other opportunities of public policy ideas, new innovative relationships that might be brought to the table. Director Shanahan shared that through her previous involvement with multiple transitions for Governors and Presidents, when incumbents usually welcome the opportunity to have the ability to go through a search process to show their thinking, show what they would do with the organization. She stated that no one should be afraid of a search; and she would welcome Mr. Seward's active participation in a search. Director Shanahan added that, in her opinion, it is an opportunity to get the best candidate with the strategic plan for the area for transportation for HART. Director Shanahan pointed out many interim positions currently existing at HART, probably due to various reasons. She said she did not think a search would be disruptive, pointing out that TBARTA is in the process of executive leadership recruitment and there may be a possibility to piggy back on that process. Director Shanahan encourage the Board members to consider a search and encouraged Mr. Seward to actively engage in that process.

Director Murman concurred with Director Shanahan's comments. She remarked that there is a lot of focus is on HART now, with the new referendum conversation and potentially millions of dollars that could be funneled through the Agency for transit. Director Murman asked is HART was ready for that. She said an executive search will assist in securing the most qualified person at the helm for HART; and Mr. Seward should be part of the competition. Director Murman added that Mr. Seward has done a great job, even though he has not filled the shoes of the previous CEO Katharine Eagan. She noted her concern for the high employee turnover and the selection of new hires who were not as qualified as counterparts in the community. She encouraged the fellow

Board members to support an executive search, to do what is right for HART. Director Murman added that HART provides the service that people rely on in this community, the service that one million people outside the city limits do not even have a chance to have.

Director Murman made a motion to initiate an executive search for HART Chief Executive Officer position effective immediately. Director Shanahan seconded the motion.

Director Suarez spoke in support of the motion on the floor. He indicated that this conversation is less uncomfortable for him, because he informed Mr. Seward in advance of his position on the matter. Director Suarez pointed out that next year will be a transitional year for many, including the County Commissioners, a new Mayor of Tampa, which can affect the make-up of the Board next year. He added that it is important to have a solid CEO in place prior to all the changes. Director Suarez stated that the Board needs to send a message to the federal and state legislature, new Governor, and local governments communicating the Agency's path forward. He said it is a great time to search for the available talent. Director Suarez referred to the history of HART's past CEOs, including Mr. Armijo who brought onboard Mr. Hale and Ms. Eagan, both great leaders who later emerged as HART next CEOs. He said HART is now looking for the people who will rise to the top and will be able to lead. Director Suarez stated that an executive search is in no way a reflection of Mr. Seward's performance, who is a man of high integrity and respected by everyone. He remarked that Mr. Seward's contract is until the end of November, and that allows him to lead the organization as Interim CEO through the search process. Director Suarez said the search will allow to get a good sense of who is out there, who is available and make a much more informed decision.

Director Donohue stated that she would normally support the motion to conduct an executive search; however, she is opposing the motion on the floor. She added that several previously made comments indicate that HART already has a very high caliber fully functioning not interim CEO. She commented that Mr. Seward has not been operating as a placeholder, but instead has acted to change certain unsuccessful elements of Mission MAX or correct the way HART spends federal funding. Director Donohue commented on the high turn over under Mr. Seward's leadership attributing it to the change in leadership style that some employees chose not to follow. Director Donohue noted that it would be a waste of time and money to conduct an executive search when there is a solid leader in place. She expressed appreciation for the increased level of communication the HART Board has been receiving under Mr. Seward's leadership.

Director Kemp expressed her appreciation for Director Donohue's comments and Director Melendez's letter of support. She stated that he has been a strong and competent Interim CEO and would support hiring him permanently. Director Kemp added that Mr. Seward has taken a new fresh approach to leadership, with a sharp fiscal look that is noted and appreciated by many in the community. She gave the example of discontinuing HyperLINK program that has not proven itself to be an effective mode. Director Kemp pointed out that during Mr. Seward's short tenure, HART has received \$10 million that was not previously available, including \$3.5 million for the start of new bus operations which has been critical for the entire region, funding for the enhanced streetcar service and the repurposed funds for the Route 275LX which demonstrated the regional leadership with effective investments. Director Kemp commented that in her research, she has found that Mr. Seward was recognized by the Tampa Bay Business Journal in 2014 as the Government Chief Financial Officer of the Year, and that Mr. Seward holds a Master's degree in Public Administration. She said, in her opinion, many people do not realize the complex dynamics of the

position of the CEO at HART, the Agency that has no government administrator oversight or regular funding. Director Kemp commended Mr. Seward on his accomplishments and supported hiring him on a permanent basis. She commented that she will not support the motion as an executive search would waste resources and money as well as add more instability, while Mr. Seward has earned the job and the Agency needs him.

Director White stated his belief that the Agency will undergo fundamental changes whether a referendum passes or not. He commented that for that reason, the Agency should review all of the options and supported the motion on the floor. Director White noted that Mr. Seward is a very capable executive and asked that Mr. Seward participate in the executive search process.

Director Knight asked if the employees have been surveyed for their thoughts on the performance of Mr. Seward and the state of the Agency. He stated that he would like to know more about the reasons why employees are leaving HART. Director Knight commented that after talking to employees and riders about the service, he understands that Mr. Seward is doing some great things, but stated that he would like to have more information about how the employees and workers feel since they are an important part of the organization. He suggested keeping the contract until November to have more information and tools to measure progress in different areas of concern.

Chair Miller stated his belief that there has not been a survey of employees in the recent past.

Mr. Seward clarified that an employee engagement survey in support of the employee engagement goal approved by the HART Board has just been completed. He added that focus groups have been scheduled to discuss the results of the survey, and staff will share an overview with the Board at the August meeting.

Director Shanahan commented that usually for executive-level reviews, anonymous 360 degree surveys of direct reports are conducted in conjunction with exit interviews which is different from an employee engagement survey.

Director Harden stated that HART is a very well run bus transit agency with a fairly small budget and relatively small funding with a capped millage. He pointed out the current opportunities under the funding possibilities that are of regional nature, referencing the big announcement on a potential train from Orlando to Tampa and local solutions pivoting to extend new technologies and running the Agency more efficiently. Director Harden said a sales tax referendum will be a game changer. He agreed with the majority of comments in favor of an executive search. Director Harden indicated that in his experience as an Executive in the largest division of a publically traded company, this executive search give an opportunity to reach out to a talent for this job. He stated that he was a firm believer that Mr. Seward is the correct candidate based on previous comments and in current environment; however, if the situation would change, it would call for a different set of responsibilities for a CEO. Director Harden added that there is not enough information available at this time. He suggested extending the interim contract to next spring to be able to make an orderly decision once the situation with the referendum is clear.

Director Williams stated from a business standpoint, it would not occur to her to hire an executive position without an outward and inward search, looking for the best candidate. She noted indicated that in the short period of time she has been serving on the HART board, she observed Mr. Seward doing good job. Director Williams commented that tough decisions had to be made after the

departure of the previous CEO based on the financial situation of the Agency, and employees are going to determine if they want to be in this environment compared to where they were before. She noted that Mr. Seward's interim CEO contract is through November and she would like to observe him working through the contract, but is open to a selection process to see who is the best candidate. She said that, in her opinion, Mr. Seward would have an advantage over others considering the work he has been doing. Director Williams pointed out that Mr. Seward was previously HART's CFO and contributed to some of the Agency's successes and made tough decisions. She recommended that his contract continue until November and then revisiting the selection.

Vice Chair McClain stated that his biggest concern is stability. He said he would welcome an executive search, but would like to see Mr. Seward continuing in his interim position at least through November, when the Board would do another evaluation and discuss whether to do a search or hire Mr. Seward as a permanent CEO.

Director Mechanik commented that Mr. Seward has done a fine job and excelled in certain areas, cultivating relationships with the airport and DOT. He said judging by the previous comments, he can sense that there is at least a question of confidence and that was not healthy for the organization either. Director Mechanik noted that if the Board does not proceed with the search, Mr. Seward will have a cloud hanging over his head. He added that even though this may not be the greatest reasons, he was going to support the motion to start the process. Director Mechanik encouraged Mr. Seward to participate in the process. He said that he was not sure if the executive search process will be concluded by the time Mr. Seward's contract expires, and asked the Board to consider extending the current interim contract, assuming the motion passes.

Chair Miller stated that he would not support the motion on the floor. He indicated that he believed that if there is a qualified staff member within the Agency, there is no need to spend enormous amount of money on a search. Chair Miller commented that most agencies have turnover with a change in executive leadership. He stated that he was not in favor of a search.

Chair Miller called for a vote on the motion by Directors Murman and Shanahan.

Directors Knight, Mechanik, Murman, Shanahan, Suarez, and White voted aye. Directors Donohue, Harden, Kemp, McClain, Miller and Williams voted nay. Chair Miller announced that the motion passed six to five.

Director Donohue inquired about the next steps.

Chair Miller asked who will be handling the search by HART staff.

Mr. Smith reported that HART has previously approved a three-year contract with Krauthamer & Associates for executive search and recruitment services in the amount not to exceed \$200,000. He said he recollected that the CEO search would cost approximately \$75,000. Mr. Smith stated that next step could be to authorize staff to negotiate the contract and move forward.

Director Shanahan remarked that she thought TBARTA was using the same firm for their Executive search and, if that is the case, there may be an ability to negotiate with them.

Director Murman suggested appointing an Ad Hoc search committee that will review the scope of work and bring it to the Board's approval to move forward.

Director Suarez moved and Director Murman seconded a motion to instruct the contracted vendor Krauthamer & Associates to move forward with the search and for the HART Board Chair to appoint an Ad Hoc Search Committee.

Director Donohue inquired about the timeline for the executive search.

Chair Miller commented that Mr. Seward's contract ends in November. He remarked that the firm has to find candidates, the Ad Hoc Committee will need to interview them, and make a recommendation to the full Board for potential interviewees at the regular Board meeting.

Director Donohue stated her concern about keeping Mr. Seward in an uncertain status.

Chair Miller asked Mr. Smith's opinion if the firm could complete the search by November 30.

Mr. Smith said he recollected that Krauthamer & Associates were informed of an ambitious timeframe for the search of three to six months. He explained that searches like this depend on the response received which can require additional solicitations. He concluded that the timeframe would be three to six months.

Director Suarez amended his motion to state that the Ad Hoc Committee present its recommendation sat the November regular Board meeting. Director Murman seconded the amendment.

Director Suarez pointed out that Krauthamer & Associates had advanced in the process after the Board approved a contact with them and before Mr. Seward's interim assignment was extended, which should provide an advantage to get the search done.

Director Kemp stated that the timeframe is very unwise. She commented that there is a possibility of a referendum on transit, to have more resources available, and a lot more items in flux that could determine some changes in the organization within next six months. Director Kemp noted that these changes could attract different candidates. Director Kemp suggested not initiate a search until after November.

Directors Murman, Shanahan, Suarez, and White voted aye. Directors Donohue, Harden, Kemp, Knight, McClain, Mechanik, Miller, and Williams voted nay. The motion failed eight to four.

Director White made a motion to have a list of candidates prepared by Krauthamer & Associates by the last Friday in February to be considered at the March Board meeting. Director Kemp seconded.

Director Shanahan pointed out that the new proposed timeframe will add nine months to the interim status of Mr. Seward. She noted that she done presidential and governor searches within three to six months timeframe. Director Shanahan suggested to discuss this matter with Krauthamer & Associates, they are professionals and can recommend the Board a realistic timeline. She

commented that extending the timeframe till March would mean leaving the CFO position vacancy open and going through hiring and firing employees while under interim leadership. Director Shanahan remarked that there is much interim disruption during a transitional period and this sends a message that the HART Board does not know what they are doing, which will not attract good candidates. Director Shanahan expressed her belief that if a job were earned through a search, a successful candidate would feel empowered to do the job. She noted that there was a tight vote on proceeding with a search, and it is important to move forward expeditiously, utilizing the knowledge shared by the professionals in transportation searches. Director Shanahan encouraged the Board to be inspired by the opportunity to do a search which will allow to learn a lot by talking to both the professionals in the space as well as the other candidates.

Director Shanahan amended the motion to adjust the timeline to have the list of candidates prepared by the end of November to be considered at the December Board meeting. Director Murman seconded.

Director Kemp stressed that it is not the fear for search but rather want for stability. She commented that to do otherwise and rush through the process is not wise.

Director White stated he supports the amendment from the business standpoint.

Director Murman encouraged the Board members to move forward and be decisive, taking for consideration the vision and future of HART.

The question was called on the amendment to the motion by Directors Shanahan/Murman.

Directors Donohue, Harden, Knight, McClain, Mechanik, Miller, Murman, Shanahan, Suarez, White, and Williams voted aye. Director Kemp voted nay. The motion passed eleven to 1.

Chair Miller called for a vote on the motion by Directors White and Kemp.

All Board Members present voted aye. The motion passed unanimously.

Chair Miller asked Mr. Smith if any action was required on Mr. Seward's contract.

Mr. Smith stated that the current contract expires in November so if the process is expected to finish in January, an extension could be considered. He proposed extending the Interim CEO contract until January 31, 2019, to allow for a transition period, in case a different CEO is hired.

Director Murman moved and Director McClain seconded a motion to extend the Interim Chief Executive Officer employment contract to January 31, 2019.

Director Knight stated that his comments come from his concern and passion for the workers. He commented that if Mr. Seward continues on his current path and provides all the necessary tools the Board could make an informed decision making him the next permanent CEO. Director Knight expressed his desire to explore all options.

All Board Members present voted aye. The motion passed unanimously.

Chair Miller stated that he will appoint an Ad Hoc Committee for Executive Search and requested that at least five Board members volunteer to serve on the Committee. He said staff will transmit a memorandum soliciting the Board members' interest and he will be able to make appointments as soon as possible.

PRESENTATIONS

Government Relations 180-Day Action Plan

Mr. Jerry Presley, Senior Manager of Government and Business Relations, presented an overview of the proposed 180-day Action Plan for Government Relations. The Plan detailed key actions that will ensure that HART is actively engaging local, regional, state and federal partners to build support for HART's legislative and funding priorities for 2019 and beyond. Mr. Presley also discussed interim strategies for continuing current State Legislative activities while HART pursues a new contract for services. A full copy of the presentation is available upon request from the Clerk of the Board at petitl@gohart.org.

Mr. Seward reported that staff based the 180-day action plan on the comments received from the Board members. He stated that this year, the Agency will create a legislative priority list through the Legislative and Strategic Planning (LSP) Committee referencing all transit relevant documents from around the region to determine the short- and long-term goals for a strong ask going into next year's session. Mr. Seward commented that, based on an earlier vote, the session will begin at the cusp of the new leadership, but staff will continue development of the plan. He noted that active participation of the LSP Committee members in development of the legislative priorities will add credibility and ownership to the legislative ask.

Vice Chair McClain reported that he had asked that Mr. Seward and Mr. Presley share this presentation with the Board and gather support for the plan. He referenced the trip to Washington, D.C. during which Mr. Seward and he visited with the legislators. Vice Chair McClain pointed out the significant impact of being in touch with the legislative delegation. He encouraged all Board member to continue the active engagement in support of HART

Director Murman pointed out that the LSP Committee has not met for six months, and has not been appraised of the legislative plan. She remarked that the presentation did not focus on the upcoming leadership for Florida House and Senate from the Tampa Bay area, and it is significant, since it elevates the individual asks. Director Murman also inquired HART's level of engagement with TBARTA. Director Murman stated that a partnership federal legislative request with DOT or another partner would be stronger, and that is why it is important for HART to engage in collaborative relationships. Director Murman referred to the presentation slide and inquired how much of \$7 million was new funding.

Mr. Seward stated that all of the money is new except for the \$1.4 million for the route 275LX and \$216,000 for the Route 48.

Director Murman inquired about the timeframe in which the \$7 million was received.

Mr. Presley stated that this funding was received over the course of the recent four to five months.

Director Murman commented that staff has been working on this funding acquisition for a while.

Mr. Seward commented that progress was made only recently.

Director Murman stated that setting priorities is important, especially those geared around how to raise new revenue. She stated her disappointment that staff has not yet scheduled a workshop to discuss ways of raising new revenue. Director Murman stated that she would like a legislative activities update presented to the Board at every Board meeting.

Mr. Seward stated that a legislative update report will be a part of the future Board meetings.

Director Shanahan emphasized importance of consistent, regular, and repetitive engagement with legislative delegation. She stated that having talking points for the Board members would be very useful while they meet with community leaders and participate in conversation around Tampa Bay area. Director Shanahan noted the missed opportunities because of the lack of consistent regular engagement. She commented that the majority of the presentation was an unnecessary job description and stated that she needs to know what specifically the Agency is asking for. Director Shanahan remarked that staff has to provide input for the LSP Committee members to consider while forming the list of legislative priorities for HART and advance them to the Board's approval. She asked about the anticipated timeframe for this process.

Mr. Seward stated that a workshop will happen in August so that the priorities can be presented at the September Board meeting.

Director Murman stated that September would be too late.

Chair Miller commented that no Committee meetings will start until after the elections in November, therefore, September would not be too late.

Director Shanahan commented that legislative priorities is an annual event and at this point in the year, at least a snapshot of priorities should be available. She noted that the leaders are moving around the state, gathering information and she does not know what the HART legislative priorities are. Director Shanahan stated that HART does not have a strategic plan around the next eight years of what is developing in the region. She expressed disappointment in HART operation in silo and lack of the conversation about small, big asks and a strategic plan as well as collaboration with PSTA. Director Shanahan requested that staff share with the Board members talking points of immediate asks.

Chair Miller asked Mr. Seward to have the legislative priorities prepared by the first part of August for the LSP committee to vet out and present at the September Board meeting.

Mr. Seward confirmed that was the established timeframe.

Mr. Presley echoed Director Shanahan's comments about the need for a strategic communication plan. He confirmed that staff will be developing the talking points, and the short, five-year and long-term, 10 year plan moving forward. Mr. Presley stated the immediate need was to solidify the 2019 legislative agenda. He noted that it is imperative not to wait for the legislative session to begin the legislative efforts. He said his goal is to be extremely proactive in working with the

delegation and utilizing the opportunities of having legislators from this region in leadership positions in Tallahassee. Mr. Presley stated that as soon as the 2019 legislative session ends, staff will be meeting with the elected officials to begin planning for 2020, to educate them when projects will be coming forward and to rely on their assistance to secure funding.

Director Shanahan commented that meeting with the legislative delegation during the summer months at their local offices is more impactful. She indicated that she repeatedly expressed her frustration that HART is off schedule with its legislative priority and is not thought of as an agency that has a plan. Director Shanahan spoke about importance of understanding the power of being a speaker the first year and maximizing on the process. She commented that waiting until after the legislative session to have a conversation about the next eight years plan loses three years of the ability to impact the system. Director Shanahan stated that there should be regular meetings of the LSP Committee, and the conversations were to start in April or May.

Vice Chair McClain shared frustrations that the Board members have not had talking points for the three years he has been on the Board. He said he was hoping this is the first step on the right path and encouraged the Board members to stay engaged in the process.

State Government Relations Services Contracts

Cyndy Zambella, Interim Director of Procurement, presented the procurement process for the State Legislative Services and Jerry Presley, Senior Manager of Government and Business Relations, presented the scope of work. A full copy of the presentation is available upon request from the Clerk of the Board at petitl@gohart.org.

Director Kemp moved and Director Suarez seconded the motion to accept staff's recommendations for the State Legislative Services procurement process: to proceed with a competitive solicitation process, to appoint the Chair of the Legislative and Strategic Planning Committee for the oversight process, to use both technical merit and price for evaluation criteria, to advance top firms for presentations to the full Board of Directors, and determine the terms of the contract for the State Legislative Services to be two-year base with two one-year options.

All Board members present voted aye. The motion carried unanimously.

Director Knight left at 10:49am.

Federal Legislative Update

Holland & Knight, along with Boothe Transit Consulting, provided a federal update on HART's FY 2018 federal legislative priorities, overview of pending FY 2019 Transportation funding & the annual appropriations process and expected legislative agenda for the remainder of 2018. The federal consultants also discussed key transportation initiatives and opportunities within the U.S. Department of Transportation. A full copy of the presentation is available upon request from the Clerk of the Board at petitl@gohart.org.

Director Suarez asked if the House Committees Chairs are in transition as a result of setting the time limitation for the chair positions on the Committees.

Rich Gold, Holland and Knight, stated that the time limit is the reason why the Chairman is retiring. He said it was unknown if it will be a Republican or a Democratic speaker nominee and would depend on which party holds the majority.

Jeff Boothe, Boothe Transit Consulting, stated that Sam Graves, the Chair of the Highways and Transit Subcommittee, has been working hard to be considered for the chair of the committee if republicans hold the House. Mr. Boothe reported that Mr. Sam Graves is from Kansas and Peter DeFazio from Oregon is the current minority member if the democrats take the House.

Mr. Gold noted that at the federal level, there has been a strong bipartisan effort on maintaining transit funding, which is seen in the bills and strengthening the capital grant investment program. He commented that transit has been pretty strongly supported in the way that was not possible ten or fifteen years ago.

Director Suarez inquired if there are any Florida members on the Committee.

Lisa Barkovic, Holland and Knight, stated that Marco Rubio is on the Appropriations Committee, and Mario Diaz-Balart on the Transportation and HUD Appropriations subcommittee.

INTERIM CHIEF EXECUTIVE OFFICER'S REPORT

Mr. Seward reported that at the August 6 Board meeting, he will present an overview of the customer comments and the steps staff implemented to address these concerns. He stated that there would be an update on the FY2019 budget. Mr. Seward remarked that staff would plan for an overview of the results of the petition drive and an update of HART TDP that may be required.

CHAIR'S REPORT

Chair Miller had no report.

GENERAL COUNSEL'S REPORT

Mr. Smith stated that the HART Board policies are under revision and should be ready for the Board's approval by October.

HART BOARD COMMITTEE REPORTS

Chair Miller referred the Board members to the materials in the packet.

REPORTS FROM HART BOARD REPRESENTATIVES

Chair Miller referred the Board members to the materials in the packet.

STATUS REPORTS

Chair Miller referred the Board members to the materials in the packet.

PUBLIC INPUT

Sandra Seidel stated that she has been HART customer for 36 years, she has assisted with ADA training for the bus operators, is a member of the ambassador program, and the current Chair of the HART ADA Committee. She said she felt that she has received a lot of disservice over the

past week, with malfunctioning ramps, poor attitude of bus operators, seatbelts not working and United Cab not being able to guarantee availability of an ADA accessible vehicle in a responsible amount of time. Ms. Seidel noted that many of the bus stops are not ADA accessible including those at UATC for the Routes 275LX and 40. Ms. Seidel added that for the last fifteen years HART has been in negotiations with Brandon Town Center to add a slab to make the stop ADA accessible. She noted another problem area at the super Walmart at Brandon Boulevard, where the Department of Transportation had a plan to do road improvements three years ago. She expressed her frustration and concerns for all disabled patrons.

Chair Miller inquired how the issues will be addressed.

Mr. Seward stated that he was not aware of some of the issues reported by Ms. Seidel. He informed the Board members that HART has awarded a contract to TransPro to conduct a paratransit audit and a process analysis of the current paratransit service to identify areas for improvement. Mr. Seward said that HART's Bus Transit Infrastructure (BTI) program is grossly underfunded, leaving many stops not ADA compliant. He noted there has been money spent in other areas that can be re-appropriated to this endeavor, which will be a focus of the Capital Improvement Program (CIP). Mr. Seward stated that he would attend the August ADA Committee meeting and have a follow up conversation with Ms. Seidel. He added that his customer concerns overview that is scheduled for August will address many of the customer concerns. Mr. Seward added that customers bring many paratransit issues before the Board. He committed to moving forward with the audit, engaging with the ADA committee on a plan for the next six months of addressing bus stop issues reprioritizing some of the work. Mr. Seward reiterated that HART will not tolerate the operators who do not provide riders, whether they are physically impaired or not, with the due respect that they deserve. He noted that there is a contractual process in place that has to be followed for disciplinary processes, but, if necessary, contract language will be changed to demonstrate to the employees that HART is serious about their conduct on the road.

Director Mechanik left at 11:02 am.

OLD BUSINESS

Director Murman asked if a report will be brought back to the Board on the empty bus program. She noted that it is unacceptable to run empty buses at 7:00-8:00 p.m.

Mr. Seward stated that staff will prepare a report.

Director Shanahan expressed her frustration about the lack of ability to get control over the ADA situation. She stated it was embarrassing that the organization is unable to resolve this. Director Shanahan commented that HART Board members constitutionally are supposed to be managing risk. She added that if she were a member of the ADA community, she would file suit against the Agency that takes 15 years to put a concrete slab to allow access to a bus to live her life fully. Director Shanahan stated that bringing all stops up to ADA standards should be a mandatory priority for HART. She noted that the ADA constituency is a key customer for public transit. Director Shanahan stated that staff is to be directed to fix the accessibility issues that are being brought to the Board's attention at every meeting.

Director Kemp stated that she was appalled and suggested a budget set aside every year for dealing with the ADA accessibility priorities. She said HART needs to conduct bus top assessment on a regular basis.

Director Harden inquired if the work on the bus stops is contracted out or done internally.

Mr. Seward responded that maintenance of some of the bus stops is managed by the contractor who also plays advertisement on the stops, while other stops are maintained by HART maintenance staff.

Director Harden asked if there is a list of all bus stops, and requested a copy of the list.

Mr. Seward answered affirmatively and stated that a database with pictures has been created and staff is prioritizing renovation and maintenance.

Director Harden requested that Ms. Seidel's concerns be on the list.

Chair Miller requested that the price tags were attached to all items on the list.

Director Kemp suggested that the issue could be a legislative ask.

NEW BUSINESS

Director Shanahan said she met a Proterra representative at a conference she recently attended, and they would be interested to give a presentation to the HART Board on the electric bus technology.

Director Kemp referred to a demonstration with Proterra staff arranged earlier in summer. She asked if staff met the deadline to submit the grant application.

Mr. Seward answered affirmatively and thanked for an additional Proterra contact.

ADJOURNMENT

The meeting adjourned at 11:19 a.m.

ATTEST

**Commissioner Lesley "Les" Miller, Chairperson
HART Board of Directors**

**Councilmember Mike Suarez, Secretary
HART Board of Directors**

**David L. Smith, Esquire
HART Board General Counsel**



STAFF, VISITORS AND MEDIA

REGULAR BOARD OF DIRECTORS MEETING

JULY

16, 2018

NAME	ORGANIZATION <i>**Optional</i>	CONTACT INFORMATION <i>**Optional</i>
Danielle Arthur	Employee	6413
Lena Petit	Employee	6552
Katina Kavouklis	FDOT	(813) 975-6406
Lisa Barkovic	Holland & Knight	202.419.2486
Justin Day	Capital City Consulting	(850) 544-1932
Brooke Basquit	Employee	6385
Sandra Morrison	Employee	6610
Steve Feigenbaum	Employee	6559
Lynda Crescentini	Employee	6592
Cyndy Zambello	Employee	6583
Jerry Presley	Employee	
Oscar MacDaniel	citizen	
Ivan Maldonado	Employee	6423

NAME	ORGANIZATION <i>**Optional</i>	CONTACT INFORMATION <i>**Optional</i>
Kenyatta Lee	Employee	6380
Ruthie Reyes Burckard	Employee	6313
Jeff Seward	Employee	6386
Vanessa Brooks	Employee	6556
Joan Brown	Employee	6580
Joanne Caceres	Employee	
Sylvia Berrien	Employee	6625
Brian Allan	Employee	
Jeff Boothe	Boothe Transit Consulting	
Karl Koch	Holland & Knight	202.419.2486
Rich Gold	Holland & Knight	202.419.2486

DISCUSSION ITEM

Status of HART Interim Chief Executive Officer

BACKGROUND

HART entered into agreement with Jeffrey Seward on December 5, 2017 (Attachment I). On January 8, 2018, the HART Board of Directors voted to extend the term of this employment agreement until November 30, 2018 (Attachment II).

At the April regular Board meeting, the Board voted to conduct a performance review for Mr. Seward, and report results at the May 7 Board meeting. The Board members completed the performance appraisal form for the performance review period from January 2018 through April 2018.

During the May 7, 2018 regular Board meeting, the Board members received a report from the General Counsel, summarizing the performance evaluation ratings (Attachment III).

Mr. Seward received a total average rating of 4.1.

HART Executive Committee met on Tuesday, November 28, to discuss the CEO search and transition strategies. The Executive Committee voted unanimously to approve staff's recommendation to utilize the PSTA executive search contract. This contract has language that allows HART to participate. At the December 4 regular Board meeting, the HART Board of Directors approved the ***Resolution #R2017-12-55~ Authorizing the Chief Executive Officer to Award a Contract for Executive Search & Recruitment Services to Krauthamer & Associates in an Amount Not to Exceed \$200,000 (Five Year Contractual Period: Three -Year Base with Two One-Year Options)*** provided as Attachment IV.

NEXT STEPS

At the July 16 regular Board meeting, the Board members will discuss a status of the Interim CEO.

Prepared by: Lena Petit, Director of Board Relations

Approved by: Kenyatta Lee, Chief Administrative Officer & Interim Chief of Staff

Attachments:

- I. Employment Agreement with Interim Chief Executive Officer
- II. First Amendment to Employment Agreement
- III. General Counsel Report – ICEO Evaluation
- IV. Resolution #R2017-12-55
- V. Chief Executive Officer Job Description
- VI. Letter from THS Board President Eglis to HART Board Chair Miller

**HILLSBOROUGH TRANSIT AUTHORITY
EMPLOYMENT AGREEMENT WITH
INTERIM CHIEF EXECUTIVE OFFICER**

THIS Employment Agreement ("**Agreement**") is made and entered into on this 4th day of December, 2017, by and between the HILLSBOROUGH TRANSIT AUTHORITY, hereinafter referred to as "**HART**" and JEFFREY SEWARD, hereinafter referred to as the "**Employee**".

WHEREAS, the Board of Directors of HART ("**Board of Directors**") is authorized pursuant to Florida Statute §163.565, et seq., and its Charter to enter into contracts on behalf of HART and to appoint and fix the compensation of the Executive Administrator; and

WHEREAS, the Employee was appointed Interim Chief Executive Officer by the Board of Directors on or about December 4, 2017 ("**Effective Date**"); and

WHEREAS, HART desires to employ Employee on an interim basis as Executive Administrator, under the title Interim Chief Executive Officer, and Employee desires such employment; and

NOW THEREFORE, in consideration of the terms and conditions of this Agreement, the parties hereby agree as follows:

Section 1: Duties and Responsibilities

(a) HART agrees to employ the Employee as Interim Chief Executive Officer and the Employee hereby accepts such employment upon the terms and conditions set forth in this Agreement.

(b) Employee shall, and agrees to perform in good faith, the duties and responsibilities of Chief Executive Officer as provided herein.

(c) Employee shall maintain his office at the headquarters of HART.

(d) Employee shall supervise and manage the affairs of HART under the direction of the Board of Directors, and shall perform such other duties and responsibilities as may be assigned from time-to-time by the Board of Directors.

(e) The Employee shall report to and be accountable to the HART Board of Directors, by and through its Chairman ("**Chairman**"), for the satisfactory performance of his duties.

Section 2: Conditions of Employment

(a) Employee shall devote his entire productive time, attention, skill and energies to the business of HART, subject to the policies, supervision and direction of the Board of Directors.

(b) Employee shall not, during the term of this Agreement be engaged in any other business unless such other activity has been authorized in writing by the HART Board of Directors. Activities involving State or National trade organizations are considered the business of HART.

The provisions of this paragraph are not intended to restrain Employee from normal civic activities, professional and academic studies, publication activities, or time in such activities. The Employee may do minimal part-time work, such as lecturing or expert testimony if authorized by the Chairman.

(c) Upon the request of HART, Employee shall furnish to HART an application for fidelity bond acceptable to a surety named by HART. The cost of the bond, if any, shall be borne by HART.

Section 3: Term of Employment

Subject to the provisions for termination set forth in Section 5 of this Agreement, the term of Employee's employment under this Agreement shall continue until June 1, 2018. The term of employment may be extended at any time during its term by mutual written agreement of HART, as authorized by the Board of Directors, and Employee.

Section 4: Compensation

As compensation to Employee for the services rendered to HART, Employee shall be paid a base salary at an annual rate of One Hundred Eighty Thousand and NO/100 Dollars (\$180,000.00) starting as of the Effective Date.

(a) Employee shall accrue annual leave at the rate accrued by senior employees pursuant to HART's employment policies.

(b) HART agrees to purchase, or be self-insured, for Officer's Liability Insurance covering the Employee in an amount, set by the Board of Directors at its discretion, and equal to that provided for the members of the Board of Directors.

(c) Employee shall not receive deferred compensation during his interim employment under this Agreement.

(d) Employee shall additionally be entitled to the conditions of employment which are, from time to time, available generally to other non-bargaining unit employees of HART, excluding cost-of-living changes to his base salary, but including without limitation, merit

evaluations and possible resulting increases, and dental or other group insurance, disability benefits, holidays, sick leave, and participation in HART's other deferred compensation plans, pension and retirement program, in addition to those items of additional compensation specifically set forth herein. Sick leave, which is accumulated by the Employee, shall be treated consistently with the policy for said leave applicable to non-bargaining unit employees.

(e) Consistent with paragraph (d) above, HART shall pay any applicable premiums to the same degree as other non-bargaining employees provided. In addition, HART shall reimburse Employee for an annual Executive Physical performed in Hillsborough County, to the extent that said expense is not covered by insurance.

(f) HART shall reimburse Employee for reasonable and necessary expenses of the Employee incurred in the performance of his duties and responsibilities as set out in this Agreement upon presentation, in accordance with HART's procedures for determining authenticity and reasonableness of expenses and based upon detailed statements of such expenses.

(g) HART shall pay dues, memberships, and associated expenses related to the performance of his duties. The payment of such expenses is a general benefit to HART, serves the best interests of HART and shall not be considered as compensation to Employee. Employee shall be entitled to accumulate frequent flyer miles and hotel affinity program rewards.

(h) The Employee's designation of beneficiary for any and all benefits, which survive his death, is attached to this Agreement and by reference made part hereof as **Exhibit A**. The Employee may, at his discretion, change the designated beneficiary by notifying HART in writing of the change without affecting any other provision of this Agreement.

Section 5: Termination/Suspension

- (a) This Agreement may be terminated:
- (i) by mutual agreement of Employee and HART, and upon such terms and conditions as are agreed to in writing by Employee and HART;
 - (ii) by the adoption of a resolution approved by the affirmative vote of the Board of Directors for the removal of Employee as Interim Chief Executive Officer;
 - (iii) by resignation of Employee, provided Employee shall have provided ninety (90) days written notice, unless the parties otherwise agree in writing;
 - (iv) by HART if Employee is unable to perform his duties and

responsibilities because of sickness, accident, injury, mental incapacity, or health for a period of three (3) successive months; and

(v) by the death of the Employee.

(b) HART may suspend the Employee with full pay and benefits by the adoption of a resolution setting forth the reasons for the suspension approved by the affirmative vote of the Board of Directors.

(c) Notwithstanding the foregoing, nothing in this Agreement shall limit the rights and remedies the parties may otherwise have in the event of a breach of this Agreement by the other party not cured within thirty (30) days from the notice of such breach.

Section 6: Compensation after Termination

(a) If this Agreement is terminated under Section 5(a)(ii) by the adoption of a resolution and the grounds for Employee's termination are "for cause", HART shall have no further obligation under this Agreement other than as specifically provided herein, and said termination shall be effective as set forth in said resolution. "For cause" is defined as the following:

- (i) Misconduct by the Employee as defined in Section 443.036, Florida Statutes;
- (ii) Employee's willful, deliberate and intentional breach of duties, obligations or policies of HART;
- (iii) Employee's willful, deliberate and intentional violation of Part III, Chapter 112, Florida Statutes, Code of Ethics for Public Officers and Employees;
- (iv) Employee's continued neglect of duties or obligations required of the Interim Chief Executive Officer after written notice of same;
- (v) Employee's continued violation of HART's written rules and policies (including any codes of conduct, employee handbooks, etc.) after written notices of same;
- (vi) Employee's commission of any criminal act amounting to a felony or any act of moral turpitude while employed as Interim Chief Executive Officer of HART;
- (vii) Employee's conviction of an illegal act in his public or private capacity involving theft, fraud, misappropriation or embezzlement of funds;

(viii) Employee's engagement in acts, which would constitute grounds for immediate dismissal of any employee by HART under HART policies, now existing or as may be subsequently enacted.

(b) If the grounds for Employee's termination under Section 5(a)(ii) are other than those set forth in the preceding Section 6(a), HART shall retain Employee in his previous job position with HART as the Chief Financial Officer and at his salary as of the Effective Date hereof with any applicable cost of living adjustments with full benefits including the normal accrual of leave of any kind.

(c) If this Agreement is terminated under Section 5(a)(iii), HART shall have no obligations under this Agreement other than providing such benefits to Employee as other employees of HART would be entitled to upon resignation.

(d) If this Agreement is terminated under Section 5(a) (iv) by Employee's disability or under Section 5(a) (v) by death of Employee, HART shall provide the same benefits as HART provides to its other senior management personnel for such a termination.

Section 7: Performance of Standards and Evaluation

(a) **Performance Standards and Evaluation for Merit Increase.** The Board of Directors shall annually review the Employee based upon the performance standards currently applicable to the performance of the Chief Executive Officer of HART. These standards may be updated and/or elaborated by the Board of Directors. The Board of Directors may elect to grant a merit increase at the level budgeted for non-bargaining unit employees based on a determination that applicable performance standards have been achieved or exceeded.

(b) **Time of Evaluations.** Each of the above evaluations will, to the extent feasible, take place within six (6) to twelve (12) weeks after the end of each fiscal year unless the date for same is otherwise extended by the Board of Directors, and shall take effect on the first day of the new fiscal year, unless the Board of Directors specifically denotes differently.

Section 8: Hold Harmless

To the extent permitted under the Florida Law, HART shall hold harmless Employee from any claim or legal action arising out of Employee's actions as Interim Chief Executive

Officer of HART. Legal fees to defend the Employee will be paid by HART at the point expenses are incurred. If Employee is determined by a court to be guilty of breaking the law, Employee shall repay HART for all fees and costs expended in defending Employee.

Section 9: Other Terms and Conditions

(a) Any notice to HART under this Agreement shall be furnished in writing by Employee to the Chairman at the business address on file. Any notice to Employee under this Agreement shall be furnished in writing by HART to Employee at _____, or such address as she shall specifically provide to the Chairman and General Counsel. All such notices must be sent by first-class mail or delivered in person by messenger or by some means, which evidences receipt of the information, by the recipient for such purposes.

(b) This Agreement contains the entire agreement of the parties and supersedes any prior agreements or understandings whether oral or written.

(c) This Agreement can only be changed, terminated or modified by written agreement executed by both parties.

(d) This Agreement is personal to Employee and cannot be assigned to any other person.

(e) This Agreement shall be binding upon and inure to the benefit of the Employee's executors and heirs.

(f) This Agreement shall be interpreted, construed and applied according to the Laws of Florida. Venue for any action shall be in Hillsborough County.

(g) The invalidity or unenforceability of a particular provision of this Agreement shall not affect the other provisions hereof and the Agreement shall be construed in all respects as if such invalid or unenforceable provision were omitted.

(h) The waiver by either party of a breach of any provision of this Agreement by the other shall not operate or be construed as a waiver of any subsequent breach by that party.

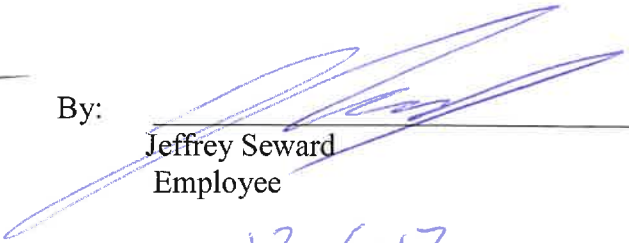
(i) In the event, during the term of this Agreement, HART or any part thereof, should be liquidated or dissolved, or should discontinue its normal operations for any reason, or assigned in any way, resulting in the termination of Employee then the total compensation due under Section Four of this Agreement remaining unpaid shall be considered a debt of HART and shall not be discharged by reason of any of the stated events.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the date aforesaid.

By: 

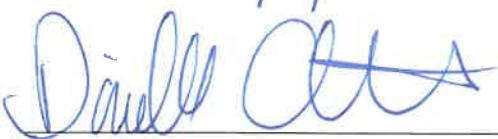
Lesley "Les" Miller, Chairman
HART Board of Directors

Date: 12/4/17

By: 

Jeffrey Seward
Employee

Date: 12-5-17



Witness:



Witness:



Witness:



Witness:

Approved as to form


HART General Counsel

Date: 12-4-2017

- Exhibits:**
- A. Position Description
 - B. Beneficiary (ies)

Exhibit A DESIGNATED BENEFICIARY

This attachment is an integral part, and by reference made part of the Employment Agreement between HART and Jeffrey Seward effective 12-4-17, 2017.

I, Jeffrey Seward, hereby designate THERESA SEWARD as a beneficiary of any funds due me under the provisions of this contract should termination be by death.

In the event of the death of THERESA SEWARD, I designate the administrator of my Will to receive the funds and distribute same for benefit of JORDAN SEWARD.

By: 

Date: 12-5-17


Witness:


Witness:

**FIRST AMENDMENT TO
HILLSBOROUGH TRANSIT AUTHORITY
EMPLOYMENT AGREEMENT WITH
INTERIM CHIEF EXECUTIVE OFFICER**

THIS First Amendment to Employment Agreement (“**Amendment**”) is made and entered into on this ___ day of January, 2018, by and between the HILLSBOROUGH TRANSIT AUTHORITY, hereinafter referred to as “**HART**” and JEFFREY SEWARD, hereinafter referred to as the “**Employee**”. HART and Employee may hereinafter also be referred to collectively as “**Parties**” or individually as “**Party**.”

WHEREAS, the Board of Directors of HART (“**Board of Directors**”) is authorized pursuant to Florida Statute §163.565, et seq., and its Charter to enter into contracts on behalf of HART and to appoint and fix the compensation of the Executive Administrator; and

WHEREAS, the Employee was appointed Interim Chief Executive Officer by the Board of Directors on or about December 5, 2017 (“**Effective Date**”); and

WHEREAS, the Board of Directors and Employee entered into that certain Hillsborough Transit Authority Employment Agreement with Interim Chief Executive Officer (“**Employment Agreement**”) on the 5th day of December, 2017; and

WHEREAS, the Board of Directors on January 8, 2018 voted to extend the Term of Employment of Employee, as defined in Section 3 of the Employment Agreement; and

WHEREAS, the Board of Directors and Employee wish to enter into this Amendment in order to amend the Employment Agreement as provided herein; and

NOW THEREFORE, in consideration of the terms and conditions of this Amendment, and other good and valuable consideration, the Parties hereby agree as follows:

Section 1: Reaffirmation of Terms and Provisions

All of the terms, conditions and covenants of the Employment Agreement are hereby ratified and restated herein and are in full force and effect between the Parties except as otherwise provided herein.

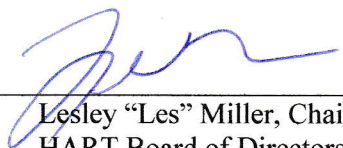
Section 2: Extension of Employment

Subject to the provisions for termination set forth in the Employment Agreement as altered by this Amendment, the term of Employee’s employment under the Employment Agreement shall continue until November 30, 2018. The term of employment may be extended at any time during its term by mutual written agreement of HART, as authorized by the Board of Directors, and Employee.

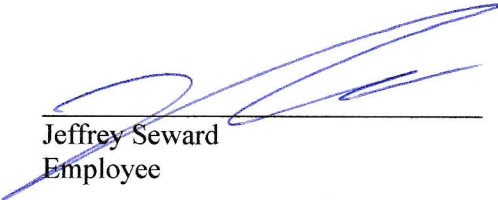
Section 3: Termination

Notwithstanding any provision contained in the Employment Agreement and this Amendment, the Employment Agreement as extended and modified by this Amendment may be terminated by HART or Employee upon providing thirty (30) days’ notice in writing to the other Party.

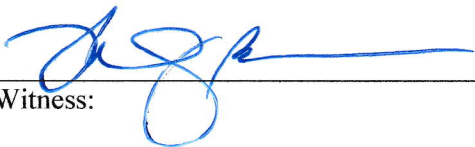
IN WITNESS WHEREOF, the Parties hereto have executed this Amendment on the date aforesaid.

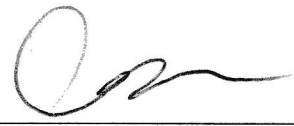
By: 


Lesley "Les" Miller, Chairman
HART Board of Directors
Date: 2/5/18

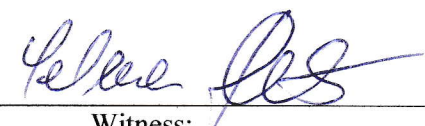
By: 

Jeffrey Seward
Employee
Date: 1-12-18

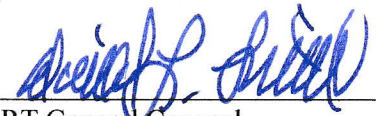
Witness: 

Witness: 

Witness: 

Witness: 

Approved as to form



HART General Counsel
Date: 1-24-18

GENERAL COUNSEL'S REPORT

HART Interim Chief Executive Officer's Performance Evaluation

OVERVIEW

Performance appraisal provides an opportunity for each Board member of the Hillsborough Transit Authority (HART) to formally review, document, and recognize accomplishments for the Interim Chief Executive Officer (ICEO).

BACKGROUND

HART entered into agreement with Mr. Seward on December 5, 2017. On January 8, 2018, the HART Board of Directors voted to extend the term of this employment agreement until November 30, 2018.

At the regular April Board meeting, the Board voted to conduct a performance review for Jeffrey C. Seward, and report results at the May 7 Board meeting. The Board members completed the performance appraisal form for the performance review period from January 2018 through April 2018.

DISCUSSION

Rating Criteria & Explanation

The evaluation form rates employee performance in eight different work trait areas, and gives the option of entering comments related to each category. These comments may include responses to specific questions and any observations you believe appropriate and pertinent to the rating period. Separately, space was provided for an optional narrative evaluation, the opportunity to provide additional feedback. Each work trait has a rating range from "1" to "4" points. Each work trait is described and a rating explanation is given on the evaluation form; the following criterion determines each rating level:

1 = Unacceptable Performance

The incumbent does not meet the performance expectations and/or demonstrates an unacceptably poor level of competency in the evaluation area. Significant improvement in the short-term is required. *This rating describes the employee whose performance consistently is below expectations. The employee may actually be doing things that negatively affect others' performance or put HART at risk.*

2 = Needs Improvement:

The incumbent demonstrates only a moderate level of proficiency in the required competency. Additional training or commitment is required. *This rating describes the employee who meets only the minimum position requirements and whose performance needs improvement through development, experience and/or application.*

3 = Meets Expectations:

The incumbent generally meets performance expectations while demonstrating proficiency in the required competency. *This rating describes the employee whose overall performance is good but still has room for growth.*

4 = Exceeds Expectations:

The incumbent exceeds performance expectations while demonstrating a high level of proficiency in the required competency. *This rating describes the employee who has surpassed expected results in a substantial manner on the objective.*

5 = Outstanding Performance:

The incumbent far exceeded expected results on the objective such that the organizational goals were achieved that otherwise would not have been. *This rating is used as recognition for extraordinary accomplishments that have significant impact on the organization, meet or exceed expectations in spite of unusually challenging circumstances, or created results that pave the way for others and/or are used as a model.*

The average ratings for Interim Chief Executive Officer per Performance Dimension are listed below:

- 1 Professional Skills and Status
- 2 Relations with Board Members
- 3 Policy Execution
- 4 Communication
- 5 Citizen Relations
- 6 Communication
- 7 Supervision and Leadership
- 8 Fiscal Management
- 9 Intergovernmental / Community Relations

Summary of the ratings

Staff received nine completed evaluation forms. Directors Knight and White abstained from the ICEO performance evaluation.

Director Donohue – 4.31

Director Harden – 3.84

Director Kemp – 5.0

Director McClain – 3.43

Director Mechanik – 4.95

Director Melendez – 4.68

Director Miller – 4.88

Director Murman – 2.86

Director Shanahan – 2.92

Director Suarez – 4.09

Mr. Seward received a total average rating of 4.1.

NEXT STEPS

Present the performance evaluation rating summary for the Board’s review and discussion.

Prepared by: Lena Petit, Director of Executive Office and Board Support

Approved by: David L Smith, General Counsel

ATTACHMENT

	Donohue	Harden	Kemp	Knight	McClain	Mechanik	Melendez	Miller	Murman	Shanahan	Suarez	White	Averages Per Metric
Professional Skills and Status	4.4	3.6	5.0		3.4	4.6	5.0	4.4	2.6	2.8	4.0		3.98
Relations with Board Members	4.0	4.0	5.0		3.2	5.0	4.8	5.0	3.0	2.6	4.0		4.06
Policy Execution	4.0	3.75	5.0		3.5	5.0	5.0	5.0	3.0	2.75	4.0		4.1
Communication	4.4	4.0	5.0		3.4	5.0	4.6	5.0	3.0	2.8	4.0		4.12
Citizen Relations	4.25	4.0	5.0		3.5	5.0	4.0	5.0	2.5	3.0	3.75		4.0
Supervision and Leadership	4.2	4.0	5.0		3.4	5.0	4.2	5.0	2.8	2.8	4.0		4.04
Fiscal Management	4.2	3.6	5.0		3.6	5.0	5.0	5.0	3.4	4.0	5.0		4.38
Intergovernmental/Community Relations	5.0	3.8	5.0		3.4	5.0	4.8	4.6	2.6	2.6	4.0		4.1
	4.31	3.84	5.0		3.43	4.95	4.68	4.88	2.86	2.92	4.09		4.1 Averages Per Director
													4.1 Total Average



BOARD ACTION ITEM

Resolution #R2017-12-55~ Authorizing the Chief Executive Officer to Award a Contract for Executive Search & Recruitment Services to Krauthamer & Associates in an Amount Not to Exceed \$200,000.00 (Five Year Contractual Period: Three -Year Base with Two One-Year Options)

OVERVIEW

With the departure of the current CEO, HART is in need of an experienced executive search and recruitment firm.

FINANCIAL IMPACT

Funding for this contract is HART general revenues, as appropriated in the FY2018 and future HART operating budget.

PROCUREMENT CONSIDERATION

HART Executive Committee met on Tuesday, November 28, to discuss the CEO search and transition strategies. The Executive Committee voted unanimously to approve staff's recommendation to utilize the PSTA executive search contract, pending its approval at December 6 PSTA Board meeting. This contract has language that allows HART to participate.

Following direction by the Executive Committee, the Procurement department formed an evaluation committee to review the proposals from the PSTA executive search solicitation that had prior national CEO search experience. The selected firms were KL2 and Krauthamer & Associates. The same evaluation criteria that was used in the initial solicitation was also used in the evaluation of the aforementioned firms.

The proposals were evaluated by an evaluation committee of three members from HART: Brooke Basquit, Director of Human Resources & EEO Officer, Greg Brackin, Director of Operations Support-ADA Officer, and Lena Petit, Director of Executive Office & Board Support. The evaluation criteria specified below was used to identify the most qualified firm to perform the services.

Evaluation factors were weighted 700 points for technical and 300 points for pricing for a total of 1,000 points as follows:

- Firm and Staff Qualifications 400
- Management Plan and Schedule 300
- Price 300

The evaluation committee met on November 30, 2017, to discuss its findings and potentially rescore the proposals based upon discussion of findings by the group. Scores for the firms were as follows:

	KL2 Connects LLC	Krauthamer & Associates
TOTAL TECH SCORE (Max Score 700 Points)	638	693
PRICE (Max Score 300 Points)	300	210
TOTALS (Tech + Price = 1000 Points Max)	938	903
RANKINGS	1	2

Best and Final Offers (BAFOs) were requested of the two firms, which resulted in the following final scores:

	KL2 Connects LLC	Krauthamer & Associates
TOTAL TECH SCORE (Max Score 700 Points)	638	693
PRICE (Max Score 300 Points)	300	210
TOTALS (Tech + Price = 1000 Points Max)	938	903
RANKINGS	1	2

Prices for this service is at a fixed flat fee, plus expenses with no additional markup.

Based on the fact that Krauthamer & Associates has a technical superior score of over 50 points, staff feels it is in the best interest of the Authority to award this contract to Krauthamer & Associates.

NEXT STEPS

Upon the Board of Directors' approval of this action item, staff will enter into the contract with Krauthamer & Associates.

Prepared by: Brooke Basquit, Director of Human Resources & EEO Officer
Al Burns, Director of Procurement & Contract Administration

Reviewed by: Jeffrey Seward, Chief Financial Officer
Kenyatta Lee, Chief Administrative Officer

Approved by: Katharine Eagan, AICP, Chief Executive Officer

Attachment: Resolution #R2017-12-55

RESOLUTION NO. #R2017-12-55

A RESOLUTION AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO AWARD A CONTRACT FOR EXECUTIVE SEARCH & RECRUITMENT SERVICES TO KRAUTHAMER & ASSOCIATES IN AN AMOUNT NOT TO EXCEED \$200,000.00 (FIVE YEAR CONTRACTUAL PERIOD: THREE -YEAR BASE WITH TWO ONE-YEAR OPTIONS) CONTINGENT ON FINAL APPROVAL OF THE PSTA PROCUREMENT BY THE PSTA BOARD ON DECEMBER 6, 2017.

WHEREAS, the Hillsborough Transit Authority (HART) has a need for executive search and recruitment services; and

WHEREAS, HART will utilize the PSTA professional recruiting contract; and

WHEREAS, two proposals were evaluated by an Evaluation Committee in accordance with the solicitation provisions; and

WHEREAS, Krauthamer & Associates submitted the highest rated, technical proposal; and

WHEREAS, the prices were determined to be fair and reasonable; and

WHEREAS, funding for these services will be appropriated in the annual operating budget;

NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE HILLSBOROUGH TRANSIT AUTHORITY THAT:

Section 1. The Chief Executive Officer is authorized to award a contract for executive search and recruitment services to Krauthamer & Associates in an amount not to exceed \$200,000.00 (five year contractual period: three -year base with two one-year options)

Section 2. Proper officers of HART are authorized to do all things necessary and required in order to implement the terms of the aforementioned contract.


Section 3. This resolution shall take effect immediately upon its adoption.

PASSED AND ADOPTED BY THE BOARD OF DIRECTORS OF THE HILLSBOROUGH TRANSIT AUTHORITY ON DECEMBER 4, 2017.

ATTEST:



**Councilmember Mike Suarez, Secretary
HART Board of Directors**



**Commissioner Lesley "Les" Miller, Chairperson
HART Board of Directors**



**David L. Smith, Esquire
HART Board General Counsel**

ACTION ITEM



Professional Recruiting Contracts



Action: Award Contracts to Sunshine Enterprise USA LLC, Krauthamer & Associates, Renee Narloch & Associates, Juri Solutions, Slavin Management Consultants, KL2 Connects, LLC, and TransPro Consulting in an Amount Not to Exceed \$300,000 Per Firm for the Duration of the Contracts.

CONSENT OR ACTION ITEM

Staff Resource: Larry Longenecker, Director of HR
Alvin Burns, Director of Procurement

Finance & Performance Mgmt.

Background:

- PSTA may have current and future needs for recruiting services that will conduct national searches for the most qualified individuals to fill various positions.
- On August 11, 2017 a Request for Proposal (RFP) was issued in compliance with PSTA's procurement policies. The solicitation was posted on PSTA's website and DemandStar with direct notices sent to PSTA's supplier list.
- The term of the contract shall be for three years from award of contract, with two one-year options not to exceed five years.
- On September 19, 2017 seven proposals were received.
- Review factors were:
 - Qualifications of the firm (400 points)
 - Management Plan and Schedule (300 points)
 - Proposed Fee (300 points)
- The Evaluation Committee met on October 26, 2017 to discuss its evaluation findings and was provided an opportunity for rescoring proposals based upon discussion of findings by the Committee.
- All proposals were deemed responsive and prices considered fair and reasonable.
- A responsibility review was conducted on each of the seven firms.
- The contracts do not guarantee any amount of work or expenses. Anytime PSTA needs a professional recruiting service, a task order will be issued based on the

firms' expertise and agreed upon pricing.

Fiscal Impact:

- Recruitments are conducted on an as-needed basis with the recruitment cost usually offset by the salary vacancy savings for the recruited position. In addition an estimate for recruiting costs is included in the annual operating budget.
- It is proposed that each firm be contracted for up to five years (three initial years plus two additional option years at the direction of the PSTA CEO with Board notification) or \$300,000 in allocated task orders per firm, whichever comes first.

Recommendation:

- Award contracts to Sunshine Enterprise USA LLC, Krauthamer & Associates, Renee Narloch & Associates, Juri Solutions, Slavin Management Consultants, KL2 Connects, LLC, and TransPro Consulting in an amount not to exceed \$300,000 per firm for the duration of the contract.



**HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY
JOB DESCRIPTION**

Job Title:	Chief Executive Officer	Pay Grade:	E-10
Division:	Executive	Job Code:	16728
Department:	Executive	FLSA/EEO:	Exempt
Reports To:	Board of Directors	Supervises:	Executive Team

GENERAL SUMMARY

The Chief Executive Officer (CEO) works under authority granted by the Hillsborough Area Regional Transit Authority (HART) Board of Directors and is responsible for directing the business of HART with the objective of providing efficient, safe and reliable transit services to the public and ensuring that these operations and activities are carried out within the policies, budgets, and program limitations. Establishes short and long-range objectives, plans and policies subject to the approval of the Board of Directors. Plans, administers, directs, oversees, and evaluates the activities and operations of HART including the bus, rail, and administrative operations. Represents the interests of HART with customers, community stakeholders, and governmental officials. Responsible for developing a high performing organizational culture to carry out the mission and vision for HART.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following is intended to describe the general nature and level of work being performed. This is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position

Strategic Development

- Plans transit operations strategy, policy and objectives consistent with established short and long-term performance and productivity goals and objectives for HART.
- Coordinates with staff in the analysis and assessment of statistical data, information and studies relating to industry trends and internal operational performance.
- Designs plans to increase utilization of transit services. Prepares and presents organizational development, growth and general operational plans to the governing board for approval.
- Discerns proper courses of action for the implementation of established HART strategies.
- Produces plans regarding staffing, departmental support and operations performed to incorporate strategy, and communicates information to appropriate staff for timely and effective implementation.
- Provides strategic vision for developing innovative programs to address transportation needs.
- Plans and implements new projects, programs and initiatives to build a more effective, sustainable and sound organization.

Operations Management

- Directs and coordinates staff and/or consulting/contracted efforts in the performance of specified operations and program implementation. Ensures all activities relating to transit programs are conducted in accordance with established policies and procedures.
- Through consultation with appropriate staff, prepares and presents plans for the negotiation and execution of contracts, leases or other agreements involving the commitment of HART resources, facilities and/or personnel.
- Oversees the acquisition, development, operation, maintenance, repair and improvement of HART facilities and equipment.
- Oversees and coordinates with appropriate staff in the development and implementation of short and long-term operations plans.
- Regularly evaluates, formulates and administers approaches to maximize available financial resources to implement innovative transit solutions.

Personnel Management

- Coordinates and approves the selection and proper performance of all HART positions, ensuring staffing levels are maintained for maximum efficient operational output.
- Monitors the maintenance of a highly qualified and effective staff.
- Establishes metrics and evaluates the performance of all direct reports.

Budget Management

- Directs the formulation of annual operating and capital budgets for HART. Directs the adherence to specified budgets to maintain maximum overall productivity.
- Evaluates operational facilities necessitating capital investments and formulates corresponding cost-effective strategies to implement necessary improvements.
- Amends and presents to the governing board proposed expenditure modifications, changes or additions as necessary to facilitate optimal organizational performance.

Marketing and Communications

- Directs activities and promotions to optimize the success of multimodal transit services to achieve community and national awareness of HART.
- Represents HART interests through travel, meetings, industry-related committees, and community involvement.
- Communicates with local, state and national governmental agencies to foster strong working relationships and promote HART interests.
- Maintains current knowledge of trends in the transit industry.
- Engages in meaningful dialogue and delivers presentations to promote the interests and services of HART.
- Maintains open communications with the Board of Directors related to organizational matters in a timely and accurate manner.
- Develops and maintains an effective marketing plan to support the service planning process, promoting HART and increasing ridership.

MINIMUM QUALIFICATIONS:

Education and Experience:

- A bachelor's degree from an accredited college or university is required with major course work in transportation administration, public administration, business administration, or a closely related field.
- Ten (10) to twelve (12) years of increasingly responsible transit-related experience.
- Minimum of eight (8) years management experience, preferably in public transportation or public administration, including five (5) years in an executive management position with supervisory responsibilities, preferably over two or more departments.

Knowledge, Skills and Abilities:

- Experience with developing high performing teams.
- Experience with obtaining funding for organizational operations from other governmental agencies, public-private partnerships (P3) and other creative funding opportunities.
- Experience as a change agent, operating at the highest level of an organization.
- Direct experience working within government and political environments, and in working with lobbyists, elected officials and labor union leaders.
- Experience working with and reporting to a governing board.
- Experience with proven success in organizational transformation resulting in improved efficiency and effectiveness and enhanced brand value.

Licenses/Certifications:

- Must be able to obtain and maintain a valid Florida Driver's License within 10 days of hire or moving to the State of Florida.

SAFETY:

Physical Demands/Work Environment:

- Work is performed in a standard office environment. Incumbent may sometimes be located in an outdoor, street, community or shop environment.
- Subject to standing, walking, bending, reaching, stooping, and lifting of objects up to 25 pounds.
- Occasional exposure to chemicals, noise, and outdoor elements.
- Subject to all weather conditions.

HART promotes a safe and healthy work environment and provides appropriate safety and equipment training for all personnel as required.

ADA Compliance: HART is committed to equal employment opportunity for all persons, regardless of race, color, creed, national origin, sex, age, marital status, sexual orientation, gender identity or expression, disability, veteran status or other status protected by Federal or State laws. Reasonable accommodations are available to persons with disabilities during the application process and/or interview process in accordance with the Americans with Disabilities Act.



Tampa Historic Streetcar, Inc.
P.O. Box 2389
Tampa, FL 33601

June 26, 2018

Mr. Lesley "Les" Miller, Chairman
HART Board of Directors
601 East Kennedy Boulevard, second floor
Tampa, FL 33602

RE: Jeff Seward and Streetcar Funding

Chairman Miller:

On behalf of the Tampa Historic Streetcar, Inc. Board of Directors, I want to commend your Interim CEO Jeff Seward for taking the unprecedented initiative to secure significant additional funding for streetcar operations over the next three years.

When Mr. Seward informed us the award, as a result of his negotiations over a period of months with FDOT, we were all amazed and delighted. In conjunction with the Streetcar Extension Study, we now have a real opportunity to improve significantly rail transit service in our Urban Center in partnership with the City of Tampa and FDOT.

As you well know, additional funding at that level will allow us to provide enhanced streetcar service all day and every day. Residents and visitors will have the opportunity to experience the kind of rail transit service enjoyed by great American city centers.

Our Board has been impressed with Mr. Seward's energy, astuteness and creativity; and are confident of him and his team's ability to quickly develop an effective Operations and Marketing Plan to implement full streetcar service, for the first time, when our next fiscal year begins in October 2018.

Sincerely,

Michael M. English, AICP
President, Board of Directors

SYSTEM SPONSORS:

**HSBC • TECO, Tampa Electric an EMERA Company • Bright House Networks
SunTrust Bank • Tampa Design Interiors • Tampa-Ybor City Street Railway Society • HART**

INTERIM CHIEF EXECUTIVE OFFICER REPORT

Monthly ICEO Activities Report - Legislative Update

During the month of July 2018, staff engaged in the following activities to further government and business relations for HART:

➤ Key events/meetings:

- July 2 Met with Procurement staff re State Government Relations contract
- July 2 Met with HART staff re Bus/Bus Facilities grant opportunities
- July 3 Met with Christina Baker re All for Transportation Initiative
- July 3 Met with Beth Alden, Mike Peterson and HART staff re Southshore bus service
- July 10 Met with Eric Reynolds (Proterra) and HART staff re Low-No grant electric buses
- July 10 Attended Bus and Bus Facilities Grant webinar
- July 10 Attended joint meeting with HART, City of Tampa, HMPO and HCCPC staff re FTA Pilot TOD Planning Grant
- July 11-23 Developed and submitted FTA TOD Planning Grant application
- July 13 Attended 275LX Launch event at TIA
- July 13 Attended meeting with Mark Sharpe and Clarence Eng and HART staff re proposed Innovation District circulator
- July 16 Met with Holland and Knight staff, Director McClain and Jeff Seward re federal legislative activities
- July 16-18 Attended Floridians for Better Transportation Summer Camp event in St. Petersburg
- July 18 Attended St. Pete Chamber Popcorn and Politics event in St. Petersburg
- July 19 Met with Aakash Patel, Hillsborough BCC candidate
- July 20 Attended Tiger Bay Club's Hillsborough BCC Candidate lunch event
- July 20 Attended Tampa Bay Transit Forum at TIA Marriot
- July 20 Attended Democratic Candidate Meet-n-Greet event in Brandon, FL
- July 24 Attended State Govt. Relations RFP Pre-bid Conference session.
- July 24 Participated in conference call with Vertical Bridge re potential cell tower location agreements
- July 24 Attended Ybor City Development Corp Board meeting
- July 24-27 Developed Bus/Bus Facilities Grant application for MTC facility repairs
- July 26 Attended North Tampa Chamber event with Jeff Seward re 275LX presentation
- July 27-31 Developed Bus/Bus Facilities Grant application for Heavy Maintenance facility construction
- July 31 Met with HART senior staff re proposed transportation sales tax initiative impacts

➤ Key Project/Program Updates:

❖ **Government Relations**

- ✓ 2019 Legislative/Funding Agenda – Staff will begin working with the Legislative and Strategic Planning Committee in August to develop a draft legislative agenda that identifies HART Capital Improvement Plan, programmatic and policy priorities for 2019.
- ✓ GR Coordinated Communication Plan – Staff will begin working with Legislative and Strategic Planning Committee and the Communications and Marketing Division in August to develop a coordinated communication strategy for promoting HART legislative/funding agenda and development of quality informational tools.
- ✓ FY2019/2020 State-Local Lobbying Contract – The RFP was released on July 17. Staff held a Pre-bid Conference with interested vendors on July 24; offers are due on August 15. The RFP review committee will be formally established on August 17. The team members have been selected and are awaiting instructions. Evaluation Rankings and Review Team recommendation will be collected on September 4 and a report issued on September 14. The Board will award the bid at its September 24 meeting. The start date is anticipated no later than October 1, 2018.
- ✓ TB Regional Transit Feasibility Study – Staff is working with the Communications and Marketing Division to develop a public outreach strategy in partnership with Jacobs Engineering to promote public input into the proposed recommendations of the study. Staff is closely monitoring the issue and working to promote more local BRT and alternative transit options as a part of the plan.

❖ **Business Relations**

- ✓ Public-Private Partnership Database – Staff developed a complete database for all active and proposed public-private partnerships engaged by HART. Staff will maintain the database as needed to ensure the document remains up-to-date and relevant.
- ✓ Business Relations Advisory Committee (BRAC) – Staff is to establish a business advisory committee that will provide HART with needed guidance and direction for improving relations with the TB Business community and creating new opportunities for public-private partnerships. This project is in its infancy. Staff is actively meeting with local business groups to determine interest and feasibility of the BRAC. The feedback received has been very positive and many groups have offered to assist in identifying leaders to serve on the group.
- ✓ Business Relations Coordinated Communication Plan – Staff will work with HART Board of Directors, Communications and Marketing Division, and BRAC to develop a coordinated communication plan for promoting HART’s public-private partnership agenda and developing quality informational tools.

❖ **Private-Public Partnership (P3) Projects**

- ✓ *Innovation District's Up-Towner Project* – On July 13, staff met with Mark Sharpe and Clarence Eng with the Innovation District regarding project private sector financing. The planned circulator service within the Innovation District is designed to serve both business and public needs. The District continues to develop funding partnerships to support the project.
- ✓ *Downtown Tesla Transfer Project* – HART staff has been working to develop an MOU agreement with the Downtowner in order to transfer four Teslas. Legal staff has developed a draft agreement for the project and it is under review by HART staff and Tampa Downtown Partnership. Additional adjustments have been made to the document and the final document is anticipated by July 31 to be presented to the Board for approval.

❖ **Grants/Funding Projects**

- ✓ *HART Grants Team* – Staff continues to meet as needed to review and consider potential funding opportunities for HART.
- ✓ *VW Settlement Grants* – Staff continues researching the opportunities that exist within the VW Settlement program to fund the replacement of older diesel engine buses or retrofit HART buses with new engines that provide emission reduction opportunities.
- ✓ *2018 FTA No-Low Emissions Grant* – HART is awaiting feedback and a decision from FTA on award status.
- ✓ *2018 FTA Pilot TOD Planning Grant* – HART- in partnership with the City of Tampa, HMPO and HCCPC submitted an application on July 23 for the planning grant to study TOD opportunities along the proposed local BRT route along Nebraska/Florida/Fowler Avenues and the proposed City of Tampa Streetcar extension project.
- ✓ *2018 FTA Bus/Bus Facilities Grant* – Staff is actively working to submit applications for bus/van replacement funds, MTC facility repair funds and construction funds for the proposed Heavy Maintenance Facility. The deadline for the grant is August 6, 2018.

❖ **Other Projects**

- ✓ *HART and Tampa Bay Foundation for Architecture and Design (TBFAD) 2018-19 Bus Wrap Community Art Contest* – HART and Tampa Bay Foundation for Architecture and Design (TBFAD) are conducting an employee selection poll during the month of August to determine a top-voted design favorite. The winner will be presented to the Board of Directors for final approval/selection in September. HART staff will then coordinate with TBFAD, the selected artist and Vector Media to produce and install the design wrap by December 2018. HART will place the selected bus for the design wrap into operational service from January through December 2019.
- ✓ *HART Capital Improvements Plan Team* – Staff continues to develop an internal work team to plan, prepare and manage HART's Capital Improvement needs. The process has been delayed by the grant process. Team members will include at least one representative for each department that will have a role in determining proposed CIP projects (Service Planning, Finance, Maintenance, Government Relations, T&I, among others). The group is charged with

developing a formal CIP to actively pursue funding opportunities in an organized, efficient and effective manner. The first meeting is planned for late August.

- ✓ *HART Stadium Shuttle Service* –HART plans to offer park and ride service to the public wishing to attend five NFL games at Raymond James Stadium starting November 2018. Business relations staff will actively participate in the planning process, identify and, where possible, secure sponsors for the service.

Government Relations Meetings

August 1 – Meeting with Council member Yvonne Yolie Capin (Tampa)

August 14 – TBARTA TMC meeting

August 14 – Greater Tampa Chamber of Commerce Political Hob Nob

August 16 – YCDC Transportation and Infrastructure Committee meeting

August 16 – Greater Brandon Chamber of Commerce Political Hob Nob event

Business Relations Meetings

August 10 – Downtown Partnership Transportation Committee meeting

August 23 – Tampa Bay Business Club Expo

August 28 – YCDC Board meeting

Prepared by: Jerry Presley, Sr. Manager of Government and Business Relations

Approved by: Jeffrey C Seward, Interim Chief Executive Officer

REPORT FROM HART BOARD REPRESENTATIVES

Tampa Historic Streetcar, Inc. ~ July 2018

The Tampa Historic Streetcar, Inc. (THS) Board of Directors held its regular meeting on July 18, 2018. The Board approved the minutes from the June 20, 2018 regular Board meeting.

The following is a recap of the key items that were discussed:

The THS Board of Directors invited FDOT District 7 Secretary David Gwynn to thank him for the assistance in receiving the FDOT funding for fare-free enhanced streetcar service. Secretary Gwynn expressed his hopes that the enhanced service will build better ridership for a possible modernization and extension to provide another transportation option for downtown commute.

HART Interim CEO Jeff Seward presented the changes in the FY2019 tentative budget, and the proposed service level which includes changes of free fares, additional service, and marketing. HART Director of Budget and Grants Cyndy Zambella presented the details of FY19 tentative operating activity budget.

The THS Board of Directors approved the scope of work for the redesign of the current website, www.tecolinestreetcar.org. The website will take approximately eight weeks until completion in which the marketing committee will be engaged through the process.

The Board members received the monthly compliance and performance reports.

If you wish to view the Board packet for the THS Board of Directors Meetings in their entirety, please visit http://www.tecolinestreetcar.org/board/th_s_board_packet.pdf

Prepared by: Danielle Arthur, HART Administrative Assistant

Approved by: Michael English, THS Board President

STATUS REPORT ~ FINANCIAL HIGHLIGHTS

Period Ending June 30, 2018

Key Information Points:

- We are 75% through the Fiscal Year with our target to trend as closely to that as possible with expenditures;
- Year to date operating expenses are at 80% of the annual budget.

Key Takeaways:

- Revenues are ahead of target due to timing of Ad Valorem receipts;
- Projected savings from implementation of Mission MAX service redesign are trending less than expected, primarily due to parts and supplies and bus stop maintenance. Also, new service was already implemented in anticipation of receiving an additional \$2.3 million in County funds, which contributes to the increase in Operator personnel services;
- Operational Contract Services is at 79%, when normalized for timing of contract payments, which is slightly higher than target.



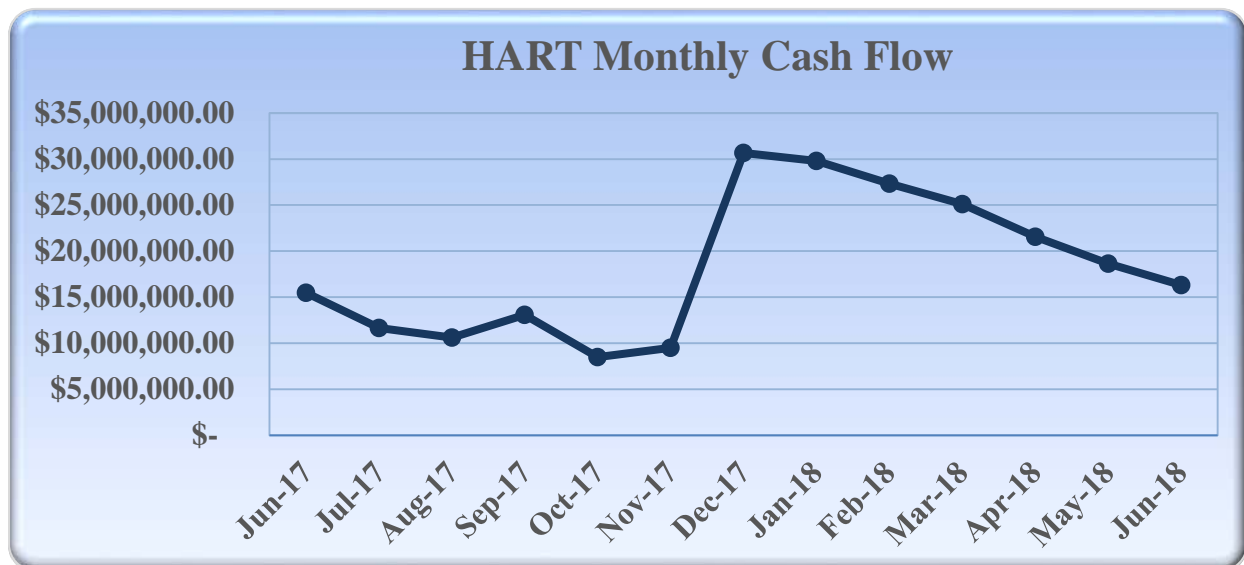
All Mode Major Revenues							
	Fiscal Year 2018				Fiscal Year 2017		
	Annual Budget	YTD Actual	Budget to Actual	% of Budget collected to date	Annual Budget	YTD Actual	% of Budget collected to date
Operating Revenues:							
Total Fare (Cash) Revenues	\$3,462,602	2,328,382	(\$1,134,220)	67%	\$4,717,010	2,959,450	63%
Total Pass Revenues	10,418,155	7,122,763	(3,295,392)	68%	12,614,728	7,873,305	62%
Advertising Income	828,367	665,705	(162,662)	80%	755,770	601,936	80%
Interest Income	80,000	224,509	144,509	281%	84,466	97,159	115%
Other Income	774,330	626,200	(148,130)	81%	476,683	421,869	89%
Ad Valorem	40,112,746	40,682,398	569,652	101%	34,788,573	37,498,478	108%
Federal Operating Grants	11,411,608	657,432	(10,754,177)	6%	12,342,000	502,227	4%
State Operating Grants	5,379,360	3,779,180	(1,600,180)	70%	5,827,256	4,872,250	84%
Local Operating Contributions	650,000	2,871,670	2,221,670	442%	650,000	558,504	86%
Tampa Historic Streetcar, Inc.	633,728	487,426	(146,302)	77%	458,877	486,775	106%
Fund Balance - Operating	(3,183,506)	0	3,183,506	0%	0	0	0%
Total Operating Revenues	\$70,567,390	\$59,445,665	(\$11,121,725)	84%	\$72,715,363	\$55,871,952	77%

All Mode Major Expenses							
	Fiscal Year 2018				Fiscal Year 2017		
	Annual Budget	YTD Actual	Budget to Actual	% of Budget expended to date	Annual Budget	YTD Actual	% of Budget expended to date
Operating Expenses:							
Salaries and Wages	\$36,399,248	\$29,364,845	(\$7,034,403)	81%	\$36,735,562	\$31,199,335	85%
Fringe Benefits	13,059,708	\$10,281,879	(2,777,829)	79%	10,529,491	\$10,896,662	103%
Fuel and Oil	3,324,951	3,084,399	(240,552)	93%	5,199,962	2,965,979	57%
Parts and Supplies	3,504,584	3,244,412	(260,172)	93%	4,720,991	2,852,104	60%
Operational Contract Services	4,925,243	4,148,074	(777,169)	84%	4,600,701	3,608,200	78%
Administrative Contract Services	1,612,533	1,153,261	(459,272)	72%	1,882,290	1,128,824	60%
Legal Services	690,905	286,354	(404,551)	41%	610,595	251,203	41%
Marketing and Printing	533,935	253,869	(280,066)	48%	691,477	340,268	49%
Insurance Costs	3,447,475	2,458,872	(988,603)	71%	3,042,804	1,299,282	43%
Utilities	1,061,145	708,667	(352,478)	67%	1,010,530	824,811	82%
Taxes and Fees	145,351	92,150	(53,201)	63%	229,304	123,787	54%
Other Expenses	2,007,663	1,441,852	(565,812)	72%	3,461,656	2,378,203	69%
Total Operating Expenses	\$70,567,390	\$56,518,633	(\$14,048,757)	80%	\$72,715,363	\$57,868,657	80%

Cash in the Bank Overview

HART’s cash is managed in two accounts; for the primary account HART utilizes the State of Florida’s local government investment pool, Florida PRIME, as its primary source of cash holdings. Considered low-risk and conservative in its investment strategy, Florida PRIME allows HART to attain a higher yield compared to that of a typical bank cash-flow concentration account. The second account is a concentration account at Bank of America for receiving deposits and managing Payroll and Accounts Payable disbursements. The graphic below depicts the cash on hand as of the day listed, as it is fluid and changes day to day.

CASH ON HAND (as of 6/30/18)	
<u>Account</u>	<u>Total</u>
Bank of America	\$ 1,929.06
Florida Community Bank	\$ 3,884,219.41
SBOA	\$ 12,432,986.62
Total	\$ 16,319,135.09
CURRENT CASH BALANCE	\$ 16,319,135.09



Prepared by: Joan Brown, Director of Financial Operations

Approved by: Jeffrey C. Seward, Interim Chief Executive Officer

STATUS REPORT

Ridership and Productivity ~ June 2018

June 2018 Ridership

All mode ridership declined 9.7% compared to June 2017. It does appear from the FY2018 month-to-month comparison (Attachment page 2 - 3) that the downward trend may be bottoming out.

Mode	June FY 2017	June FY 2018	Percentage Change	Total Year FY 2017 ¹	Total Year FY 2018	% Change
Local, MetroRapid, & Express Bus²	1,007,055	895,841	-11.0%	9,866,877	8,617,993	-12.7%
<i>Weekday</i>	802,434	628,882	-21.6%	7,559,117	6,160,406	-18.5%
<i>MetroRapid</i>	40,289	72,689	80.4%	384,079	655,252	70.6%
<i>Weekday Express</i>	19,479	30,919	58.7%	174,850	300,300	71.7%
<i>Total Weekday</i>	862,202	732,490	-15.0%	8,118,046	7,115,958	-12.3%
<i>Saturday inc. MetroRapid and Express</i>	86,700	102,538	18.3%	878,385	874,600	-0.4%
<i>Sunday inc. MetroRapid and Express</i>	58,153	60,813	4.6%	670,446	627,435	-6.4%
Streetcar	19,043	27,415	44.0%	230,301	239,582	4.0%
Paratransit ³	11,775	12,860	9.2%	117,657	127,514	8.4%
Taxi Voucher ⁴	6,582	5,449	-17.2%	47,876	56,752	18.5%
Flex ⁵	6,533	7,485	14.6%	64,706	67,225	3.9%
Total All Modes	1,050,988	949,050	-9.7%	10,327,417	9,109,066	-11.8%

Highlights

- In the case of bus ridership, it is unfair to compare June 2018 to June 2017. The services are reconfigured and it is a classic case of comparing “apples to oranges”. This report attachment has a new page titled “Monthly Comparisons”.

¹ Fiscal Year runs October 1 through October 30.

² Local and connector, express, and streetcar ridership are taken from HART Finance Department GFI reports.

³ HART Operations Department Trapeze reports.

⁴ Taxi invoice

⁵ HART Operations Trapeze reports

Average Daily Ridership			
	Weekday	Saturday	Sunday
October	40,253	21,224	14,905
November	39,112	21,301	14,088
% +/-	-2.83%	0.36%	-5.48%
December	38,075	21,838	14,467
% +/-	-2.65%	2.52%	2.69%
January	36,459	21,762	13,745
% +/-	-4.24%	-0.35%	-4.99%
February	39,626	22,907	15,295
% +/-	8.69%	5.26%	11.28%
March	37,005	21,003	15,619
% +/-	-6.61%	-8.31%	2.12%
April	37,533	20,680	14,607
% +/-	1.43%	-1.54%	-6.48%
May	36,076	20,775	13,888
% +/-	-3.88%	0.46%	-4.92%
June	34,880	20,508	15,203
% +/-	-3.31%	-1.29%	9.47%

In comparing FY 2018 month-to-month, we take note that the ridership has become fairly stable. The conclusion being that the trend toward declining ridership may be nearing an end. Productivity numbers are also beginning to rise.

- June 2018 streetcar ridership is up 44.0% compared to June 2017. Streetcar is up 4.0% year-to-date to the comparable period in FY 2017.
- May 2018 HARTPlus ridership is up 9.2% compared to June 2017. Taxi voucher service is down 17.2% compared to June 2017. Combined, HART Plus and taxi trips totaled 18,309 and represent a -0.3% decline from June 2017.

Cost per Passenger

Cost per passenger is presented as **non-audited numbers** and subject to restatement. Cost per passenger can vary when presented as a single month because expenses encumbered will vary depending on items acquired and billing cycles. **Year-to-date is more pertinent** and the numbers will 'smooth out' as the year progresses and present a truer picture of actual cost.

The table below is the FY 2018 comparison to FY 2017 for June:

June 2018				
	Bus + Flex Month*	Bus + Flex FY YTD*	Paratransit Month*	Paratransit FY YTD*
FY 2017 – October - June	\$5.55	\$5.06	\$32.37	\$28.30
FY 2018 – October - June	\$6.83	\$5.75	\$34.11	\$27.65
% Change	23.1%	13.6%	5.4%	-2.3%

*Not adjusted to revenue

Ridership and Productivity Reports

On the following ridership and productivity report (Attachment), service is broken into three groups: local routes, express routes, and flex routes. Each group is ranked ‘first to worst’ for the current fiscal year in passengers per revenue hour. Routes in red are routes that fall 60% or below the average for their group. Routes in blue are routes that are 75% or above the average for the group. **One cautionary note: local routes from FY 2017 to FY 2018 are not necessarily comparable. Most local routes were changed in the MissionMax process. For example, Route 9 in FY 2017 is considerably different than Route 9 in FY 2018 and comparing FY 2017 Route 9 to FY 2018 Route 9 are not true comparisons. In FY 2018 ridership comparisons to the prior year should be based on the aggregate or total count.**

Paratransit Reports

Paratransit Riders – June

June	Disabled Patrons	Personal Care Attendants	Companions	Children	Total Passengers	Subscriptions	Wheelchair Trips
FY 2017	10,281	1,258	229	7	11,775	4,854	3,315
FY 2018	11,079	1,476	278	27	12,860	4,529	3,547
% Change	7.8%	17.3%	21.1%	385.7%	9.2%	-6.7%	7.0%

Trip Cancellations – June

Type of Cancellation	June FY 2017	June FY 2018	% Change
Advanced Cancellations	1,448	1,418	-2.1%
Same Day Cancellations	1,110	1,091	-1.7%
No Shows	240	239	-0.4%
Patron/Dispatch Error Cancellations	67	65	-3.0%
Other Cancellations	6	14	233.3%
Total Trip Cancellations/No Shows	2,871	2,827	-1.5%
Total Suspensions Per No-Show Policy	2	0	-100.0%

Trip Purpose - June

June	Employment	Education	Medical/Hospital/Adult Day Care	Recreation	Shopping	Other
FY 2017	1,620	688	5,727	1,070	615	2,055
FY 2018	1,894	621	5,765	1,457	792	2,331
% Change	16.9%	-9.7%	0.7%	36.2%	28.8%	13.4%

HARTPlus Certifications – June

June	Certified	Total Certified
FY 2017	98	3,474
FY 2018	105	3,869
± Change	7.1%	11.4%

On-Time Performance – June

June	Month	Year-to-Date
FY 2017	98.90%	97.60%
FY 2018	98.83%	97.81%
± % Change	-0.1%	0.2%

Prepared by: Steve Feigenbaum, Director of Service Development

Reviewed by: Ruthie Reyes Burckard, Chief Operating Officer

Approved by: Jeffery Seward, Interim Chief Executive Officer

Attachment: Ridership and Productivity Report

**HART Services Ridership Summary
June 2018
Attachment**

HART Service	Ridership, FY 2017 vs FY 2018			Monthly Ridership Comparison		
	Year-to-Date			June	June	% Change
	FY 2017	FY 2018	% Change	FY 2017 Ridership	FY 2018 Ridership	
Fixed Route Bus	9,866,877	8,617,993	-12.7%	1,007,055	895,841	-11.0%
TECO Streetcar	230,301	239,582	4.0%	19,043	27,415	44.0%
ADA Paratransit	117,657	127,514	8.4%	11,775	12,860	9.2%
Taxi Voucher	47,876	56,752	18.5%	6,582	5,449	-17.2%
HART Flex	64,706	67,225	3.9%	6,533	7,485	14.6%
All Mode Total	10,327,417	9,109,066	-11.8%	1,050,988	949,050	-9.7%
Wheelchairs on Fixed Route	36,724	34,724	-5.4%	3,885	3,759	-3.2%
Bikes on Buses	169,331	154,271	-8.9%	18,628	16,922	-9.2%
U-Pass Program	316,237	219,368	-30.6%	30,252	21,459	-29.1%

Fixed Route Detail	FY 2017 vs. FY 2018			Monthly Ridership Comparison		
	Complete Fiscal Year			June	June	% Change
	FY 2017	FY 2018	% Change	FY 2017	FY 2018	
Number of Weekdays	191	188	-1.6%	22	21	-4.5%
Number of Saturdays	39	42	10.5%	4	5	25.0%
Number of Sundays	43	43	0.0%	4	4	0.0%
No Service or Emergency Closure Days	0	0	0.0%	0	0	0.0%
Total Service Days	273	273	0.0%	30	30	0.0%
Weekday Local Ridership	7,559,117	6,160,406	-18.5%	802,434	628,882	-21.6%
Weekday MetroRapid Ridership	384,079	655,252	70.6%	40,289	72,689	80.4%
Weekday Express Ridership	174,850	300,300	71.7%	19,479	30,919	58.7%
Total Weekday Ridership	8,118,046	7,115,958	-12.3%	862,202	732,490	-15.0%
Saturday Ridership inc. MetroRapid and weekend express	878,385	874,600	-0.4%	86,700	102,538	18.3%
Sunday Ridership inc. MetroRapid and weekkd express	670,446	627,435	-6.4%	58,153	60,813	4.6%
Weekday Average Ridership	39,577	32,768	-17.2%	36,474	29,947	-17.9%
Weekday MetroRapid Ridership	2,011	3,485	73.3%	1,831	3,461	89.0%
Weekday Average Express Ridership	915	1,597	74.5%	885	1,472	66.3%
Combined Weekday Average Ridership	42,503	37,851	-10.9%	39,191	34,880	-11.0%
Saturday Average Ridership	22,523	20,824	-7.5%	21,675	20,508	-5.4%
Sunday Average Ridership	15,592	14,592	-6.4%	14,538	15,203	4.6%

Calculations are subject to monthly adjustment/restatement

HART Services Ridership Summary
June 2018
Attachment

FY 2018 Month to Month Comparisons

Route	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
1	89,577	80,146	81,309	79,872	83,897	84,573
5	40,161	35,847	35,553	35,337	36,650	34,322
6	110,622	103,812	100,344	100,857	98,623	101,849
7	19,687	13,886	12,099	13,521	14,190	14,713
8	38,487	36,233	36,445	33,692	32,564	34,330
9	35,835	25,556	28,539	27,497	28,187	28,779
12	76,942	71,893	75,248	71,054	75,078	75,524
14	18,188	19,675	21,213	20,980	20,174	22,600
15	28,246	27,306	28,807	26,873	26,325	29,198
16	26,976	29,598	28,149	28,953	30,278	28,770
17	6,570	7,642	8,248	7,524	7,794	8,019
19	27,717	24,180	25,176	23,974	22,064	22,501
30	40,340	34,475	32,735	31,943	28,300	30,908
31	5,736	5,641	5,255	5,564	5,188	6,125
32	31,072	24,975	25,510	25,308	26,181	26,023
33	19,087	16,741	16,002	16,382	15,851	17,373
34	75,177	76,297	74,583	72,350	74,714	80,827
35*						
36	36,520	32,525	31,143	30,760	29,209	31,377
37	30,792	31,721	28,915	31,023	30,397	28,228
38	9,705	12,034	10,912	10,512	10,869	12,669
39	59,812	53,613	54,982	52,145	53,164	54,218
42	25,775	33,700	31,942	31,287	31,091	32,018
45	25,561	19,892	20,381	19,648	20,285	18,099
46	9,352	7,245	7,093	6,825	7,378	8,772
96	2,393	2,102	1,887	1,964	1,642	1,896
97	148	119	122	199	91	113
400	84,546	89,669	93,592	91,146	94,311	98,915
20X	2,419	2,263	1,608	2,025	1,818	1,159
24LX	4,512	3,826	3,244	4,272	4,110	5,620
25LX	3,253	3,229	2,338	2,859	3,090	3,622
51LX	990	918	721	890	730	875
60LX*	14,278	17,008	17,345	16,385	14,113	6,667
75LX	230	341	395	363	343	346
360LX	11,430	15,076	15,649	15,314	15,251	16,202
Total	1,012,136	959,184	957,484	939,298	945,328	981,625

*Route 35 created out of 60LX 2/25/2018

HART Services Ridership Summary June 2018 Attachment

Route	Apr-18	May-18	Jun-18	
1	81,900	81,245	79,698	-1.90%
5	33,666	33,101	31,692	-4.26%
6	99,903	100,425	94,827	-5.57%
7	14,991	13,845	12,304	-11.13%
8	33,981	34,024	32,006	-5.93%
9	29,269	30,082	30,750	2.22%
12	69,906	67,974	62,013	-8.77%
14	23,996	25,184	23,122	-8.19%
15	29,223	30,445	26,196	-13.96%
16	27,867	26,577	23,968	-9.82%
17	8,595	8,842	7,300	-17.44%
19	20,632	20,995	20,233	-3.63%
30	29,200	30,740	28,631	-6.86%
31	5,492	4,824	5,096	5.64%
32	26,133	25,183	23,150	-8.07%
33	17,533	17,476	15,573	-10.89%
34	77,639	77,168	74,515	-3.44%
35*	14,891	15,422	14,289	-7.35%
36	30,720	30,132	27,575	-8.49%
37	25,725	26,555	24,926	-6.13%
38	11,349	11,143	11,220	0.69%
39	51,986	51,425	46,776	-9.04%
42	32,422	33,198	31,326	-5.64%
45	18,288	17,656	17,279	-2.14%
46	8,402	8,156	7,949	-2.54%
96	1,780	1,732	1,374	-20.67%
97	103	187	57	-69.52%
400	85,640	86,565	91,077	5.21%
20X	1,071	1,125	955	-15.11%
24LX	4,777	4,945	4,895	-1.01%
25LX	3,579	4,044	3,352	-17.11%
51LX	736	881	652	-25.99%
60LX*	6,693	6,466	6,274	-2.97%
75LX	316	293	308	5.12%
360LX	15,552	18,158	14,483	-20.24%
Total	943,956	946,213	895,841	-5.32%

*Route 35 created out of 60LX 2/25/2018

	Average Daily Ridership		
	Weekday	Saturday	Sunday
October	40,253	21,224	14,905
November	39,112	21,301	14,088
% +-	-2.83%	0.36%	-5.48%
December	38,075	21,838	14,467
% +-	-2.65%	2.52%	2.69%
January	36,459	21,762	13,745
% +-	-4.24%	-0.35%	-4.99%
February	39,626	22,907	15,295
% +-	8.69%	5.26%	11.28%
March	37,005	21,003	15,619
% +-	-6.61%	-8.31%	2.12%
April	37,533	20,680	14,607
% +-	1.43%	-1.54%	-6.48%
May	36,076	20,775	13,888
% +-	-3.88%	0.46%	-4.92%
June	34,880	20,508	15,203
% +-	-3.31%	-1.29%	9.47%

HART Services Ridership Summary
 June 2018
 Attachment

Hours and Miles by Mode

	FY 2017	FY 2018	% Change	June FY 17	June FY 18	% Change
Bus Vehicle Hours	511,152	470,410	-7.97%	57,682	52,994	-8.13%
Bus Revenue Hours	482,842	451,034	-6.59%	54,495	50,725	-6.92%
Bus Vehicle Miles	6,791,942	5,961,055	-12.23%	766,052	682,575	-10.90%
Bus Revenue Miles	6,115,982	5,481,040	-10.38%	690,400	625,015	-9.47%
Flex Vehicle Hours	16,410	16,264	-0.89%	1,891	1,810	-4.28%
Flex Revenue Hours	14,292	14,186	-0.74%	1,645	1,571	-4.50%
Flex Vehicle Miles	252,789	249,579	-1.27%	28,854	27,376	-5.12%
Flex Revenue Miles	189,722	188,707	-0.53%	21,630	20,717	-4.22%
Paratransit Vehicle Hours	90,723	94,595	4.27%	9,682	9,838	1.61%
Paratransit Revenue Hours	76,906	79,401	3.24%	8,136	8,223	1.07%
Paratransit Vehicle Miles	1,298,680	1,330,219	2.43%	133,966	131,326	-1.97%
Paratransit Revenue Miles	1,125,495	1,146,631	1.88%	114,715	112,900	-1.58%
Taxi Revenue Hours*	16,132	22,904	41.98%	2,331	1,930	-17.20%
Taxi Revenue Miles*	193,582	274,870	41.99%	27,974	23,158	-17.22%
Streetcar Vehicle Hours	10,674	9,458	-11.39%	1,032	1,054	2.13%
Streetcar Revenue Hours	10,608	9,405	-11.34%	1,026	1,048	2.14%
Streetcar Vehicle Miles	57,205	51,041	-10.78%	5,522	5,686	2.97%
Streetcar Revenue Miles	56,694	49,415	-12.84%	5,520	5,506	-0.25%
HART System Vehicle Hours	645,091	613,631	-4.88%	72,618	67,626	-6.87%
HART System Revenue Hours	600,780	828,896	37.97%	67,633	63,497	-6.12%
HART System Vehicle Miles	8,594,198	7,591,894	-11.66%	962,368	870,121	-9.59%
HART System Revenue Miles	7,681,475	6,875,251	-10.50%	860,239	787,296	-8.48%

*Vehicle and Revenue hours/miles for Taxi Voucher are equal

Calculations are subject to monthly adjustment/restatement

**HART Services Ridership Summary
June 2018
Attachment**

		FY 17 June Weekday Average	FY 18 June Weekday Average	% Change	FY 18 June Saturday Average*	FY 18 June Sunday Average*		Y-T-D Ridership	Y-T-D Bus Vehicle Trips	Y-T-D Riders per Bus Trip
	Local Routes*									
1	Florida Avenue	3,048	3,131	2.7%	1,773	1,272		742,217	29,762	24.9
5	40th St.	1,347	1,258	-6.7%	694	453		316,329	16,437	19.2
6	56th St.	3,472	3,629	4.5%	2,245	1,848		911,262	27,269	33.4
7	West Tampa/HCC Dale Mabry	1,151	499	-56.6%	199	207		129,236	15,660	8.3
8	Progress Village/Brandon	1,357	1,273	-6.2%	692	453		311,762	15,407	20.2
9	15th - 30th Streets	1,940	1,217	-37.2%	627	513		264,494	16,039	16.5
12	22nd Street	2,141	2,313	8.1%	1,728	1,198		645,632	25,509	25.3
14	Armenia - Howard	444	875	97.1%	597	443		195,132	18,500	10.5
15	Columbus Drive	1,185	1,022	-13.7%	548	497		252,619	14,545	17.4
16	Waters to Rowlett	744	947	27.3%	548	334		251,136	15,250	16.5
17	Port Tampa - Britton Plaza	NA	272	NA	197	152		70,534	8,816	8.0
19	Downtown - TGH - South Tampa	1,150	729	-36.6%	604	475		207,472	16,442	12.6
30	Kennedy Blvd. - TIA	1,842	1,059	-42.5%	760	647		287,272	21,056	13.6
31	South Hillsborough	208	243	16.9%				48,921	4,348	11.3
32	MLK - TIA	1,314	932	-29.1%	486	289		233,535	15,712	14.9
33	Fletcher Ave	864	647	-25.1%	195	252		152,018	16,461	9.2
34	Hillsborough Ave. - NWTC	2,390	2,869	20.0%	1,787	1,331		683,270	26,258	26.0
35	NWTC - TIA	NA	582	NA	297	146		60,375	7,084	8.5
36	Dale Mabry Hwy.	1,588	1,145	2.5%	484	277		279,961	15,688	17.8
37	Brandon - Netpark	1,117	1,022	#VALUE!	323	465		258,282	16,015	16.1
38	Mango - Netpark	NA	385	NA	374	316		100,413	9,041	11.1
39	Busch Blvd.	2,377	1,770	-25.6%	1,317	758		478,121	17,577	27.2
42	Fowler Ave.	NA	1,242	NA	671	471		282,759	15,651	18.1
45	Yukon - Westshore	1,186	691	-41.7%	348	256		177,089	15,586	11.4
46	Brandon Blvd.	543	308	-43.3%	193	131		71,172	12,042	5.9
96	In-Towner	88	65	-25.6%				16,770	4,153	4.0
97	In-Towner - Saturday	NA	NA	NA	11			1,139	696	1.6
400	Nebraska Avenue MetroRapid	2,137	3,461	62.0%	2,220	1,822		815,461	37,010	22.0
2	Nebraska Ave.*	2,073	NA	NA				14,544	523	27.8
4	Palma Ceia/South Dale Mabry*	384	NA	NA				1,538	145	10.6
10	Cypress St.*	211	NA	NA				1,073	140	7.7
18	30th St*	1,286	NA	NA				7,835	363	21.6
41	Sligh Ave.*	359	NA	NA				2,202	150	14.7
57	UATC/Temple Terrace/Netpark*	667	NA	NA				3,918	213	18.4
	Group Total	38,613	33,587	-13.0%	19,916	15,001		8,275,493	455,548	18.2
	FLEX Routes									
570	Brandon Flex	49	54	10.1%	41			13,187	3,178	4.1
571	South County Flex	25	33	30.3%				6,218	5,264	1.2
572	Northdale Flex	127	140	10.3%	55			27,507	7,024	3.9
573	Town 'N Country Flex	31	29	-7.5%				5,423	2,632	2.1
574	South Tampa Flex	48	84	76.0%				14,890	4,324	3.4
	Group Total	280	340	21.3%	96			67,225	22,422	3.0

**HART Services Ridership Summary
June 2018
Attachment**

	Express and Limited Express Routes*									
20X	Lutz Express	65	45	-30.8%				14,443	753	19.2
24X	Fishhawk - MacDill AFB	214	233	8.9%				40,201	1,518	26.5
25LX	Mac Dill AFB Express	146	160	9.6%				29,366	1,156	25.4
51X	New Tampa - Downtown Express	38	31	-18.4%				7,393	756	9.8
60LX	Brandon-Tampa-TIA-NWTC	NA	242	NA	177	76		105,229	8,895	11.8
75LX	S. County Shopper Tue. Thurs.	NA	15	NA				2,935	736	4.0
360LX	Brandon - Tampa - MacDill	NA	567	NA	414	126		137,115	8,756	15.7
21LX	Temple Terrace Express*	45	NA	NA				189	20	9.5
22X	North Brandon Express*	44	NA	NA				125	20	6.3
27LX	South Brandon Express*	58	NA	NA				341	25	13.6
28X	East Hillsborough Express*	26	NA	NA				90	10	9.0
47LX	South County Express*	53	NA	NA				215	20	10.8
53LX	South County Via 301*	105	NA	NA				606	120	5.1
61LX	NW Hillsborough*	39	NA	NA				177	20	8.9
200X	Clearwater Express*	53	NA	NA				197	50	3.9
	Group Total	886	1,293	45.9%				338,622	22,855	14.8
	*Current routes only									

	Streetcar									
800	TECO Streetcar	575	480	-16.5%	3,079	485		239,582	19,599	12.2

Calculations are subject to monthly adjustment/restatement

* Route Discontinued effective October 8

**HART Services Ridership Summary
June 2018
Attachment**

Local Routes	Ridership, FY 2017 vs. FY 2018				Ridership, FY 2017 vs. FY 2018				Route productivity, Passengers per Revenue Hour & Mile (YTD)							
	Monthly		June		FY 2017		FY 2018		FY 2017		FY 2018		FY 2017		FY 2018	
	FY 2017	FY 2018	% Change	FY 2017	FY 2018	% Change	FY 2017	FY 2018	% Change	Passengers per Revenue Hour	Passengers per Revenue Mile	Passengers per Revenue Hour	Passengers per Revenue Mile	Passengers per Revenue Hour	Passengers per Revenue Mile	
42 - Fowler Ave.*	NA	31,326	NA	NA	282,759	NA	NA	NA	NA	27.44	NA	NA	2.825			
6 - 56th Street	92,958	94,827	2.0%	923,309	911,262	-1.3%	28.62	26.69	2.311	26.69	2.311	2.255				
12 - 22nd Street	60,467	62,013	2.6%	627,823	645,632	2.8%	26.02	25.56	2.394	25.56	2.394	2.338				
1 - Florida Avenue	79,038	79,698	0.8%	761,481	742,217	-2.5%	27.39	25.34	2.463	25.34	2.463	2.299				
400 - Nebraska-Fletcher MetroRapid	40,289	91,077	126.1%	384,079	815,461	112.3%	16.20	24.18	1.312	24.18	1.312	2.037				
38 - Mango - Netpark*	NA	11,220	NA	NA	100,413	NA	NA	NA	NA	22.51	NA	1.504				
34 - Hillsborough Avenue	63,032	74,515	18.2%	614,926	683,270	11.1%	29.25	22.51	2.379	22.51	2.379	1.782				
39 - Busch Boulevard	59,620	46,776	-21.5%	606,039	478,121	-21.1%	24.56	21.99	1.812	21.99	1.812	1.570				
37 - West Brandon/Netp@rk	28,050	24,926	-11.1%	280,994	258,282	-8.1%	19.89	21.97	1.367	21.97	1.367	1.456				
5 - 40th Street	35,650	31,692	-11.1%	334,078	316,329	-5.3%	21.50	19.50	1.756	19.50	1.756	1.636				
16 - Waters - Rowlett	18,106	23,968	32.4%	171,961	251,136	46.0%	26.05	18.92	2.222	18.92	2.222	1.696				
30 - Town 'N Country/Airport	50,123	28,631	-42.9%	487,989	287,272	-41.1%	15.83	18.02	1.185	18.02	1.185	1.665				
15 - Columbus Drive	30,526	26,196	-14.2%	295,415	252,619	-14.5%	17.40	17.58	1.298	17.58	1.298	1.541				
9 - 15th Street	47,970	30,750	-35.9%	491,753	264,494	-46.2%	27.13	16.64	2.474	16.64	2.474	1.507				
19 - Downtown - TGH - South Tampa	29,556	20,233	-31.5%	289,467	207,472	-28.3%	14.85	16.56	1.308	16.56	1.308	1.594				
17 - Port Tampa - Britton Plaza*	NA	7,300	NA	NA	70,534	NA	NA	NA	NA	16.24	NA	1.501				
32 - Dr. Martin Luther King Jr. Boulevard	33,765	23,150	-31.4%	339,549	233,535	-31.2%	21.68	15.60	1.645	15.60	1.645	1.251				
8 - Progress Village/Brandon	34,021	32,006	-5.9%	327,044	311,762	-4.7%	15.08	15.22	1.102	15.22	1.102	1.105				
36 - Dale Mabry Hwy./Himes Avenue	40,578	27,575	-32.0%	385,888	279,961	-27.5%	17.96	14.72	1.621	14.72	1.621	1.368				
14 - Armenia -- Howard	10,972	23,122	110.7%	105,336	195,132	85.2%	14.45	14.32	1.146	14.32	1.146	1.155				
45 - Yukon - Westshore	30,059	17,279	-42.5%	322,223	177,089	-45.0%	16.66	13.61	1.444	13.61	1.444	1.120				
NWTC - TIA	NA	14,289	NA	NA	60,375	NA	NA	NA	NA	13.01	NA	0.928				
7 - West Tampa/HCC	29,360	12,304	-58.1%	310,543	129,236	-58.4%	20.64	12.70	1.801	12.70	1.801	1.254				
46 - Brandon Blvd.	13,478	7,949	-41.0%	125,126	71,172	-43.1%	12.42	11.54	0.926	11.54	0.926	0.787				
33 - Fletcher Avenue	22,279	15,573	-30.1%	200,974	152,018	-24.4%	17.70	10.83	1.494	10.83	1.494	1.027				
31 - South Hillsborough County	4,567	5,096	11.6%	43,600	48,921	12.2%	7.68	8.79	0.356	8.79	0.356	0.417				
96 - Intownier - Weekdays	1,937	1,374	-29.1%	18,209	16,770	-7.9%	8.96	8.32	1.140	8.32	1.140	1.000				
97 - Intownier - Saturday	71	57	-19.7%	1,218	1,139	-6.5%	5.04	3.33	0.725	3.33	0.725	0.480				
2 - Nebraska Avenue**	60,720	NA	NA	568,110	14,544	-97.4%	29.00	28.92	2.769	28.92	2.769	2.779				
4 - Palma Ceia/MacDill AFB**	8,440	NA	NA	74,269	1,538	-97.9%	10.77	8.51	1.016	8.51	1.016	0.809				
10 - Cypress Street**	4,637	NA	NA	42,521	1,073	-97.5%	11.46	11.03	1.298	11.03	1.298	1.260				
18 - 30th Street**	32,764	NA	NA	312,688	7,835	-97.5%	17.87	17.32	1.605	17.32	1.605	1.564				
41 - Sligh Avenue**	7,898	NA	NA	83,194	2,202	-97.4%	14.85	15.01	1.060	15.01	1.060	1.077				
57 - UATC/Temple Terrace/Netp@rk**	16,645	NA	NA	158,861	3,918	-97.5%	22.25	18.69	1.177	18.69	1.177	1.133				
999 - Public Service	-	-	NA	3,360	3,878	NA	NA	NA	NA	NA	NA	NA				
System Total	987,576	864,922	-12.4%	9,692,027	8,279,371	-14.6%	20.81	19.75	1.705	19.75	1.705	1.647				

Blue = Routes performing 75% or higher above the local system average

Red = Routes performing 60% or lower than the local system average

* - Route begun October 8, 2017

** - Route discontinued October 8, 2018

Calculations are subject to monthly adjustment/restatement

Source: HART Ridership Reports and Trapeze Scheduled Service Revenue Hour Report

75% of Local System Average	14.81
60% of Local System Average	11.85

**HART Services Ridership Summary
June 2018
Attachment**

FLEX Routes	Ridership, FY 2017 vs. FY 2018 Monthly			Ridership, FY 2017 vs. FY 2018 Year-to-Date			Route productivity, Passengers per Revenue Hour & Mile (YTD)			
	FY 2017	FY 2018	% Change	FY 2017	FY 2018	% Change	FY 2017 Passengers per Revenue Hour	FY 2018 Passengers per Revenue Hour	FY 2017 Passengers per Revenue Mile	FY 2018 Passengers per Revenue Mile
	May	May								
Northdale FLEX	2,984	2,845	-4.7%	29,578	27,507	-7.0%	8.57	8.10	0.738	0.696
South Tampa FLEX	1,056	1,729	63.7%	10,373	14,890	43.5%	4.10	6.16	0.371	0.464
Brandon FLEX	1,241	1,558	25.5%	11,339	13,187	16.3%	3.68	4.28	0.297	0.363
South County FLEX	560	727	29.8%	5,750	6,218	8.1%	2.15	2.25	0.122	0.138
Town N' Country FLEX	692	626	-9.5%	7,666	5,423	-29.3%	2.99	2.14	0.210	0.152
System Total	6,533	7,485	14.6%	64,706	67,225	3.9%	4.53	4.74	0.341	0.356
							75% of Local System Average	3.56		
							60% of Local System Average	2.84		

Blue = Routes performing 75% or higher above the FLEX system average

Red = Routes performing 60% or lower than the FLEX system average

Calculations are subject to monthly adjustment/restatement

**HART Services Ridership Summary
June 2018
Attachment**

Express Routes	Ridership, FY 2017 vs. FY 2018			Ridership, FY 2017 vs. FY 2018			Route productivity, Passengers per Revenue Hour & Mile (YTD)					
	Monthly			Year-to-Date			FY 2017			FY 2018		
	FY 2017	FY 2018	% Change	FY 2017	FY 2018	% Change	Passengers per Revenue Hour	Passengers per Revenue Hour	Passengers per Revenue Hour	Passengers per Revenue Hour	Passengers per Revenue Hour	Passengers per Revenue Hour
24LX - Fishhawk/Riverview/MacDill AFB Express	4,704	4,895	4.1%	42,590	40,201	-5.6%	16.60	21.66	0.475	0.770	0.770	
25LX - South Brandon/MacDill AFB Limited Express	3,201	3,352	4.7%	34,012	29,366	-13.7%	11.69	19.57	0.418	0.835	0.835	
20X - Lutz Express	1,441	955	-33.7%	12,456	14,443	16.0%	17.40	16.91	0.733	0.844	0.844	
360LX - Brandon-Tampa-MacDill AFB*	NA	14,483	NA	NA	137,115	NA	NA	12.20	NA	NA	0.805	
60LX - Brandon-Tampa-TIA-NWTC*	NA	6,274	NA	NA	105,229	NA	NA	11.35	NA	NA	0.613	
51LX - New Tampa Express	838	652	-22.2%	8,476	7,393	-12.8%	9.37	7.77	0.295	0.331	0.331	
75LX - S. County Shopper Tues. & Thurs.*	NA	308	NA	NA	2,935	NA	NA	4.15	NA	NA	0.170	
21LX - UATC/Temple Terrace/Downtown**	984	NA	NA	8,297	189	NA	12.45	NA	0.714	NA	NA	
22X - Dover/Brandon Express**	969	NA	NA	8,760	125	NA	13.19	NA	0.633	NA	NA	
27X - Fishhawk/South Brandon Express**	1,287	NA	NA	14,912	341	NA	13.98	NA	0.547	NA	NA	
28X - East County Express**	568	NA	NA	5,958	90	NA	20.80	NA	0.617	NA	NA	
47LX - Southshore Limited Express**	1,157	NA	NA	11,691	215	NA	11.76	NA	0.413	NA	NA	
53LX - South County/Brandon via 301 Limited Express**	2,302	NA	NA	20,560	606	NA	4.36	NA	0.230	NA	NA	
61LX - NW Hillsborough Limited Express**	868	NA	NA	7,116	177	NA	8.56	NA	0.412	NA	NA	
200X - Clearwater Express**	1,160	NA	NA	9,086	197	NA	6.32	NA	0.244	NA	NA	
System Total	19,479	30,919	58.7%	183,914	338,622	84.1%	10.17	12.7	0.428	0.688	0.688	

Blue = Routes performing 75% or higher above the express system average

Red = Routes performing 60% or lower than the express system average

Calculations are subject to monthly adjustment/restatement

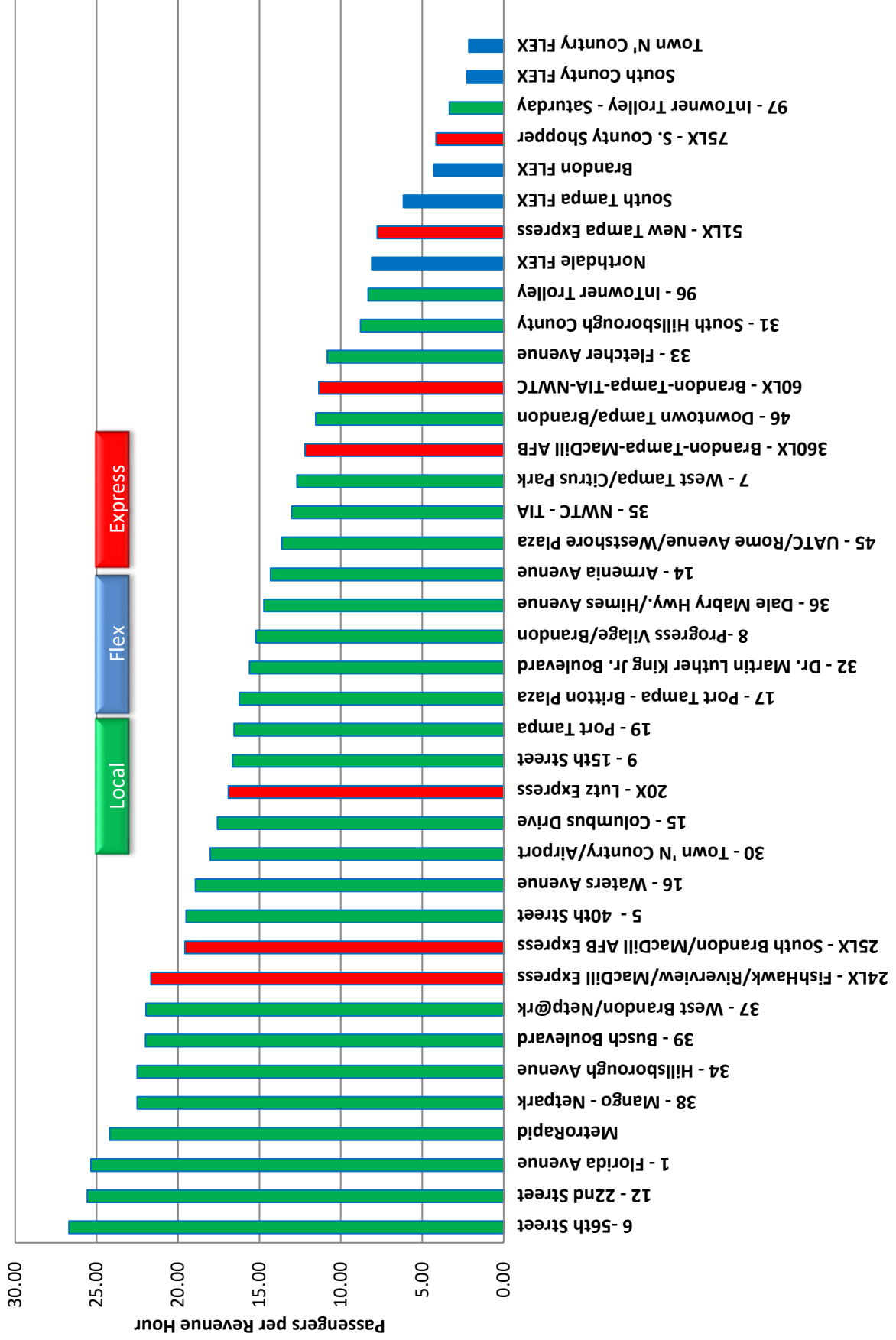
* - Route begun October 8, 2017

** - Route discontinued October 8, 2018

75% of Local System Average	9.53
60% of Local System Average	7.62

Passengers per Revenue Hour per Route

FY 2018 (10/1/2017 - 6/30/2018)



STATUS REPORT

HART 2018 Success Plan Achievement Levels ~Third Quarter

SUMMARY

This report provides a summary of the attainment level of the adopted 2018 HART Organizational Performance Scorecard (HOPS) during the third quarter of Fiscal Year 2018.

DISCUSSION

The HART FY2018 Success Plan is the culmination of several months of planning and departmental collaboration with HART leadership. The Success Plan incorporates:

- New HART Mission and HART Vision
- FY 2018 Outcome Goals
- FY 2018 Work Plan, made up of strategic areas of focus and specific tactics
- FY 2018 HART Organizational Performance Scorecard (HOPS) for measuring progress.

At the September 25, 2017, regular Board meeting, the HART Board adopted Resolution #R2017-09-38, approval of HART Outcome goals for fiscal year 2018. These Outcome Goals are the integral part of carrying out the HART mission “*to take people to places that enhance their lives*”, and deliver on the vision to invite, inspire and implement sustainable and innovative transportation.

Work Plan Operating Tactics

The work plan is the tactical expression of the five strategic areas of focus. FY2018 HOPS has 14 metrics (see chart below) to monitor organizational performance over the course of the year. The established tactic levels are directly measurable and the organization’s level of attainment is updated by staff on a monthly basis and reported to the Board quarterly.

CONCLUSION

The Outcome goals of Sustainable Financial Performance, Excellence in Customer Experience, Community Connection, and Employee Success will be measured based on the quarterly surveys and reported at the end of the FY2018.

The performance results for the Outcome Goal of Service Productivity for the third quarter of FY2018 is reported in Attachment I.

Prepared by: Lena Petit, Director of Board Relations

Reviewed by: Kenyatta Lee, Chief Administrative Officer and Interim Chief of Staff

Approved by: Jeff Seward, Interim Chief Executive Officer

Attachment: HOPS achievements – Third Quarter of FY2018

FY2018 PERFORMANCE October 2017 through June 2018		
Tactic Name	Second Quarter Milestones	Owner
Service Productivity	<p>1a - Implement Mission MAX service changes.</p> <p>1b - Implement a formal cross-functional service productivity process.</p> <p>1c - Implement safety program to reduce preventable accidents and incidents, including internal and external communication plans.</p> <p>1c - Present recommendations to successfully implement SMS based on FTA requirement.</p>	<p>Operations</p> <p>1a - Staff developed a timeline and an action plan for Phase 2 of the TDP/COA including identifying cost, projected revenue and ridership, vehicle and full time employees (FTE) requirements. Staff presented to the Board the Phase 2 projects that meet the federal and/or HART guidelines for public involvement for authorization to conduct outreach and public hearings. Conducted public outreach and a public hearing.</p> <p>1a - Staff implemented new markup on February 25, 2018 to better align service changes and add service enhancements funded by the BOCC. Next service changes is scheduled for July 1, 2018.</p> <p>1b - Staff regularly conducted review meetings to evaluate the quarter metrics and discuss areas for improvement.</p> <p>1c - In the third quarter, staff rolled out SAFE Campaign safety program. The focus of SAFE is on distracted driving, fixed object collision, cell phone usage and slip, trips & falls for preventable accident/incident reduction.</p> <p>1c - SMS implementation recommendations from earlier success plan deliverables will be presented to Chiefs on June 27.</p>
Sustainable Financial Performance	<p>2a - Develop a Strategically-Aligned Budget, Improve Monthly and Quarterly Budget Reporting and Ownership of Department Level Budgets.</p>	<p>Finance</p> <p>2a - At the June 4 regular Board meeting, staff presented preliminary FY2019 budget philosophy to the HART Board of Directors.</p>

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	<p>2b - Identify and Executive New Non-Taxpayer Streams of Sustainable Revenue. Present and prioritize recommendations for future revenue generation opportunities and strategies.</p> <p>2c - Develop Fund Balance Plan</p>		<p>2a - FY18 budget to actual reports are reviewed monthly with departments to identify areas of potential overspending and to prepare for FY2019 spending needs and budget development.</p> <p>2b - Staff has been researching viable opportunities for non-taxpayer revenue streams. Signed agreements to install ATMs at Transit Centers and streetcar stops. Installation has begun. Sr. Manager of Government and Business Relations will provide monthly updates starting June 2018.</p> <p>2c - Fund Balance Revitalization Plan was discussed as part of the FY2019 Operational Budget overview. During the May 21 F&A Committee, staff reported on continued plan to strengthen HART fund balance and prepare for the impact of the home stead exemption in FY2020.</p>
<p>Excellence in Customer Experience</p>	<p>3a - Continue Development of Innovative Programs.</p> <p>3b - Enhance Streetcar Experience.</p> <p>3b - Enhance Streetcar Experience.</p>	<p>Operations</p>	<p>3a - Staff released the RFP for Paratransit Customer Choice Program - Taxi Voucher. At the April 2, 2018 regular HART Board meeting, successful bidders West Coast Transportation D/B/A Yellow Cab Company and Gulf Coast Transportation, Inc. were awarded the contracts for one year term, with one one-year renewal option. United Cab began service on June 4, 2018. Completed.</p> <p>3b - Completed installation of Flamingo farecard readers on nine streetcars in December 2017. Installation and testing of Connected Vehicle technology started in January of 2018.</p> <p>3b - Pursuing establishment of new collaborations with private businesses, staff is working with Vector Media for revenue generating projects (Crown Royal; Pabst Blue Ribbon Beer; 14 Hands Winery; Anheuser Beer (for renewal). THS Board initiated discussion on amending the HART Advertising policy to remove the regional limitations and</p>

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	<p>3c - Conduct Voice of the Customer Survey.</p>		<p>attract potential clients. Staff will work with a vendor on the Streetcar TECO Line website redesign.</p> <p>3b - Staff secured \$150,000 from CRAs for enhanced streetcar service: \$120,000 used to fund free rides on Saturdays, \$30,000 will be used for special events service. Staff continues current and develops new marketing campaigns promoting streetcar events, such as Winter Polar Express, Free Fourth Friday of a Month, Free Rides on Saturdays, and campaigns in support of Gasparilla Art and Music festival, Streetcar LIVE. Successful pilot program "free Saturdays" has experienced 97% increase over the same days in prior years. Staff will continue exploring opportunities for other pilots in FY2019.</p> <p>3c - At the February 5 regular Board meeting, the three-year contract, with one two-year option to Conduct the Voice of the Customer (VOC) Surveys to TransPro Consulting Inc. was unanimously approved. Staff held kick off meetings and finalized the survey questions. VOC survey was conducted in April 2018. Awaiting tabulation of the statistics from TransPro. Presentation scheduled for September 10, 2018.</p> <p>3c - Staff will be developing and implementing a community strategy plan for customers based upon results.</p>
<p>Community Connection</p>	<p>4a - Construct a Methodology to Measure and Communicate Community Value.</p>	<p>Executive</p>	<p>4a - Contract for the Voice of the Community Survey was awarded to HCP. During the kick off meeting, staff and the vendor identified the philosophy and the targeted audience to assess the community and stakeholders' awareness and perceptions of HART services. The survey questions are finalized, HCP staff has now spoken with 37 stakeholders; and moved into analysis as well as preparation for the online survey starting the week of June 11.</p>

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	<p>4a - Review metrics, effectiveness of communications, update key messages and communication plan.</p> <p>4b - Enhance the Process to Ensure Business Opportunities for Small & Disadvantaged Companies.</p>		<p>4a –Marketing Support team Jones Worley presented the influencer outreach at the May 7 regular Board meeting.</p> <p>4b – Comprehensive DBE training for all staff members is under development. A more in-depth training will follow for those employees who are more involved in the process. FAQs are provided to staff.</p>
<p>Employee Success</p>	<p>5a - Develop a Performance-Based Employee Evaluation System.</p> <p>5b - Develop Organizational Programs in Support of Employer of Choice Initiative.</p> <p>5b - Develop Organizational Programs in Support of Employer of Choice Initiative.</p> <p>5c - Develop and deliver Organizational Training Program.</p>	<p>Administration</p>	<p>5a – Human Resources work with ADP to introduce and develop a program to train evaluator on the performance evaluation system. The initial launch took place in December 2017, with additional training and full implementation projected completed in early 2018.</p> <p>5b - Staff conducted the Voice of Employee survey during March 19 - April 13, 2018. Based on the results, the employee communications plan will be developed.</p> <p>Employee total rewards statements were distributed in January 2018.</p> <p>5c - Training and HR staff are working together to review the Training Needs Assessment and job descriptions to formulate the Authority’s organizational training plan. Presentation to Chiefs is scheduled for June 27.</p>

Strategy	Metric	Performance Goals	Performance Results	Goal Points	Earned Points
Service Productivity	Fixed Route Bus & HARTFlex Cost Recovery	21.4%	17.64%	9	0
	Fixed Route Bus Customers per Mile	1.7641	1.59	6	0
	Fixed Route Bus Customers per Trip	20.42	17.58	6	0
	Fixed Route Customers per Revenue Hour	21.51	19.20	6	0
	HARTPlus Cost Recovery	11.00%	9.70%	.667	0
	HARTPlus Cost per Trip	\$30.60	\$26.94	.667	0
	HARTPlus Customers per Hour	1.82	1.61	.667	0
	HARTFlex Customers per Mile	.3061	0.36	.5	0.5
	HARTFlex Customers per Trip	2.5	3	.5	0.5
	TOTAL				30
Sustainable Financial Performance	Annual Net Revenue	>2% than baseline		3	
	Multi-Year Projected Net Revenue (5-Year)	>2% than baseline		2	
	# of Days Cash Reserve	≥90 days		10	
	Year End Fund Balance	≥.5% growth		10	
	Self-Generated Revenue	3% growth		5	
	TOTAL				30
Excellence In Customer Experience	Fixed Route Net Promoter Score	35		12	
	HARTPlus Net Promoter Score	25		1	
	HARTFlex Net Promoter Score	35		.5	
	Fixed Route On-Time Performance	77%	78%	3.5	3.5
	HARTPlus On-Time Performance	87%	98%	1	1
	Perception of Safety & Security	88%		2	
	TOTAL				20
Community Connection	% of Hillsborough Co. residents who feel HART does a good job	TBD		0	
	% of Hillsborough Co. residents who feel HART provides value	TBD		0	
	% of Hillsborough Co. who feel HART is an industry leader in innovation	TBD		0	
	% of customers using HART to access jobs	65%		5	
	% of customers using HART to access education	13%		5	
	TOTAL				10
Employee Success	Employee Engagement Level	65%		10	
	% of Employee Performance Goals Achieved	TBD		0	
	Training Hours per Employee	TBD		0	
	TOTAL				10
OVERALL PERFORMANCE SCORE				100	

MONTHLY INFORMATION REPORT*Procurement & Contracts Administration Activity Report ~ June 2018***A. Full & Open Acquisitions in Process**

Solicitation	Item/Service	Value
IFB-30202	Reman Cummins Engine Contract	\$412,586.17
IFB-30624	FY19 Fuel Contract - Diesel/Unleaded	\$3,957,063.11
IFB-31393	Street Car Barn Door replacement Track #5	\$95,000.00
IFB-31424	Bus Shelter Moves	\$64,750.00
RFP-22928	Call for Proposal for Cell Tower Project	\$1.00
RFP-23892	E&D HM facility F04-0167	\$1,196,817.00
RFP-30249	ITS Consultant Services	\$50,000.00
RFP-30324	BTI GEC- A&E Services for BTI Projects	\$160,000.00
RFP-30647	Autonomous Mobility Service	\$900,000.00
RFP-30775	RFP for FMLA Administration	\$30,000.00
RFP-31038	Florida Nebraska Fowler BRT Study	\$2,500,000.00
RFP-31443	State Government Relations Services	\$55,000.00
RFQ-30114	Line Breaker Parts	\$9,235.90
RFQ-31261	LawBase Software for Legal Department	\$10,000.00
RFQ-31291	Route Schedule Book - July 1, 2018 Mark-Up	\$3,960.00
RFQ-31504	TID - Adobe Creative Cloud All Apps	\$6,119.16
RFQ-31523	One HART - Independence Day BBQ	\$4,500.00
TO-31477	Task Order 15 - Buccaneers Stadium Shuttle Pilot (VC-000645)	\$16,695.00
TO-31506	ADA Changes (VC-000421)	\$1,422.00
Contract Mod-31514	HART Employee Engagement Survey - Focus Group (VC00000710)	\$3,500.00
Contract Mod-30693	Actuarial Services Self-Insured GL & WC Programs (VC-000455)	\$8,925.00
Contract Mod-30694	Actuarial Services Self-Insured Health Plans (VC-000454)	\$17,356.50

B. Open Contracts:

Currently there are 121 open contracts under administration, including Task Orders.

C. Processed Purchase Orders Under \$25,000 = \$599,204

161 Standard Purchase Orders totaling \$345,597

94 Inventory Purchase Orders totaling \$253,607

D. Unauthorized Procurements:

There were no unauthorized procurements made in the month of June 2018.

E. Emergency Procurement:

Solicitation	Item/Service	Value
EMERGENCY-31472	Bus Seat Reconfiguration	\$536,410.00

Prepared by: Darlene Lollie, Procurement Analyst

Reviewed by: Cyndy Zambella, Interim Director of Procurement
and Contracts Administration

Approved by: Jeffrey Seward, Interim Chief Executive Officer

MONTHLY INFORMATION REPORT

Maintenance Activities ~ June 2018

Fleet Maintenance

Fixed Route

Total Miles	Preventative Maintenance Completed	Demand Work Orders Completed
724,551	222	366

Paratransit

Total Miles	Preventative Maintenance Completed	Demand Work Orders Completed
132,406	24	52

Flex Service

Total Miles	Preventative Maintenance Completed	Demand Work Orders Completed
16,185	3	12

Streetcar Maintenance

Streetcar

Total Miles/Trips	Preventative Maintenance Completed	Demand Work Orders Completed
Miles – 5,617 Trips – 2,080	12	22

Facility Maintenance

- Preventative Maintenance Tasks Completed – 69
- Demand Work Orders Completed – 131

Scheduled Projects

- Annual fire sprinkler inspection for the HART Administrative Office and Streetcar facility.
- Quarterly fire sprinkler inspection for the HART Operations facility, including the Preventative Maintenance building.
- Apply for the Annual General Use Permit with the City of Tampa.
- Pump out trench drains and oil water separators at the HART Operations facility, including the Preventative Maintenance building.

Completed Projects

- Extreme Painting completed minor painting of interior Administrative Walls at the HART Operations facility.
- Garland Roofing completed the waterproof sealing of exterior walls at the HART Operations facility.

Passenger Amenities

- Preventative Maintenance Tasks Completed – 37
- Demand Work Orders Completed – 147

Scheduled Projects

- Shelter Removals as a result of Mission MAX.
- Install signage for the Tampa International Airport car rental facility.

Completed Projects

- Bus shelter solar light program: Route 16 stop ID 3437 for Rowlette Parkway and Waters at end of line.
- Bus stop maintenance: repaired 12 bus stops for various routes due to downed or damaged stops. Installed 43 new stops for the Route 48 and Route 275LX. Removed 26 stops for deleted routes and adjusted 31 stops for Route 48 and Route 275LX. Repaired eight stops due to damaged or missing ID tags or hardware.
- Preventative maintenance shelter washing: pressure washed and cleaned 29 HART shelters and eight MetroRapid shelters.
- Benches and trash receptacles: installed two new trash receptacles per customer requests. Repaired 13 trash receptacles due to corrosion control and minor maintenance. Installed two benches as per HART customer request at Tampa and Cass and Tampa and Twiggs. Removed two benches from the Route 48 at Fowler and 53rd Street. Removed one bench from the Route 9.

Prepared by: Scott Drainville, Director of Maintenance

Reviewed by: Ruthie Reyes Burckard, Chief Operating Officer

Approved by: Jeffrey Seward, Interim Chief Executive Officer

MONTHLY INFORMATION REPORT

Operations Activities ~ June 2018

Transportation Highlights

- During the month of June, Operations staff actively engaged in preparation for the Hurricane season by participating in a Hurricane Table Top exercise with other HART departments.
- Negotiations for the Teamsters contract began with the goal of a new contract by the end of the fiscal year.
- Staff participated in a County Mass Casualty Exercise organized by the Hillsborough County Emergency Management. The exercise focused on a scenario that disrupted ground transportation, utilities and affected continuum of care for health service providers. HART, along with other transportation providers, provided transportation and logistics to over 200 participants.

Operations Support Highlights

- HART participated in the University Area Community Develop Corporation Monthly Community Safety and Wellness committee meeting. HART recently joined as an Associate member of this coalition to promote ongoing efforts to improve the quality of life in the University Area community.
- Southeastern Guide Dogs Association visited the HART facility where training was conducted for current class of service animals. The dogs were given access to buses and paratransit vans in order to become familiar with the elements of transit.

Customer Service / Paratransit Monthly Highlights

- **Equipment upgrade** – All Customer Service Representatives received laptops, new headsets and were set up with softphones. This new technology will greatly help while relocating during an emergency.
- **IVR** – Ongoing testing was deployed for the automated system that calls HARTPlus patrons approximately 10 minutes before arrival. This service has been temporarily stopped and TID is troubleshooting errors.
- **Professional Development** – Team members with a high percentage of time in “Not Ready” met in February to discuss possible causes and best practices. As a result, all CSRs but one, are on average with the rest of their peers.

Customer Service Inquires

Customer Requests/Concerns					
Inbound Calls	15,879	Open Customer Requests	438	Closed Customer Requests	296

Travel Training, Meetings and Outreaches

- **Realizing Exceptional Achievements at a Community Hospital**

REACH is a Hillsborough County Public School Adult Education Program for students with disabilities that provides training and support to young adults. They have incorporated HART Travel Training into their program.

- **The Spring of Tampa Bay**

This is a shelter for abused and battered women who come to Tampa from different places. This monthly outreach is to connect and provide information to new residents about the services that HART provides and answer questions that they may have about getting around town on HART services.

- **Rocky Creek Village**

This is a monthly outreach to provide information and answer questions residents of the community have about HART.

Certifications

HARTPlus Monthly Report			
Activity	New	Recerts	Total
Applications received	143	57	200
Applications Pending	37	18	55
Applications Processed	106	39	145
Conditional	28	15	43
Unconditional	36	22	58
Temporary	3	1	4
Denied	4	0	4
Withdrawn	12	0	12
Incomplete (UTP)	23	1	24
Suspensions: 0	Certified: 105	YTD Certified: 3869	

Service Development Highlights

- Service changes for the July 1 implementation including the launch of Routes 48 (Temple Terrace) and 275LX (Wesley Chapel/New Tampa Limited Express) was completed. Staff presented Route 275LX at Pasco County MPO meeting.
- Staff continued work on the FY 2019 – FY2028 Transit Development Plan update including funded and unfunded plans.
- The BRT Study RFP has been advanced to procurement and published. Staff anticipates a July opening with an August selection.

- Staff worked with the Enterprising Latinas group in continuing to develop a South County circulator plan; and with the Tampa Innovation Alliance on the development of the Uptowner circulator through the Innovation District.

Service Planning Highlights

County and Municipal Land Use Activities

HART staff reviewed 10 City of Tampa and 17 Hillsborough County proposed projects during May 2018. Improved pedestrian access was recommended for all projects.

Planning Commission- Hillsborough County Comprehensive Plan Amendments

Staff reviewed three amendments. The Comprehensive Plan Amendment (CPA #18-08) will authorize legal non-conforming mobile home parks to develop at a higher density in the urban service area (USA). This will impact the Hillsborough County Land Development changes to streamline the zoning process for affordable housing projects within USA. This will encourage affordable housing development within the USA where there is a closer proximity to transit.

Prepared by: Ivan Maldonado, Director of Transportation
Gregory Brackin, Director of Operations Support – ADA Officer
Steve Feigenbaum, Director of Service Development

Reviewed by: Ruthie Reyes Burckard, Chief Operating Officer

Approved by: Jeffrey Seward, Interim Chief Executive Officer

MONTHLY INFORMATION REPORT

Administration Activities ~ June 2018

Human Resources

- The month of June 2018 had a turnover rate of 1.96%, which is up 0.09% from the previous month but is down 0.05% from the same period a year ago. The year-to-date turnover rate is 4.62% in 2018.

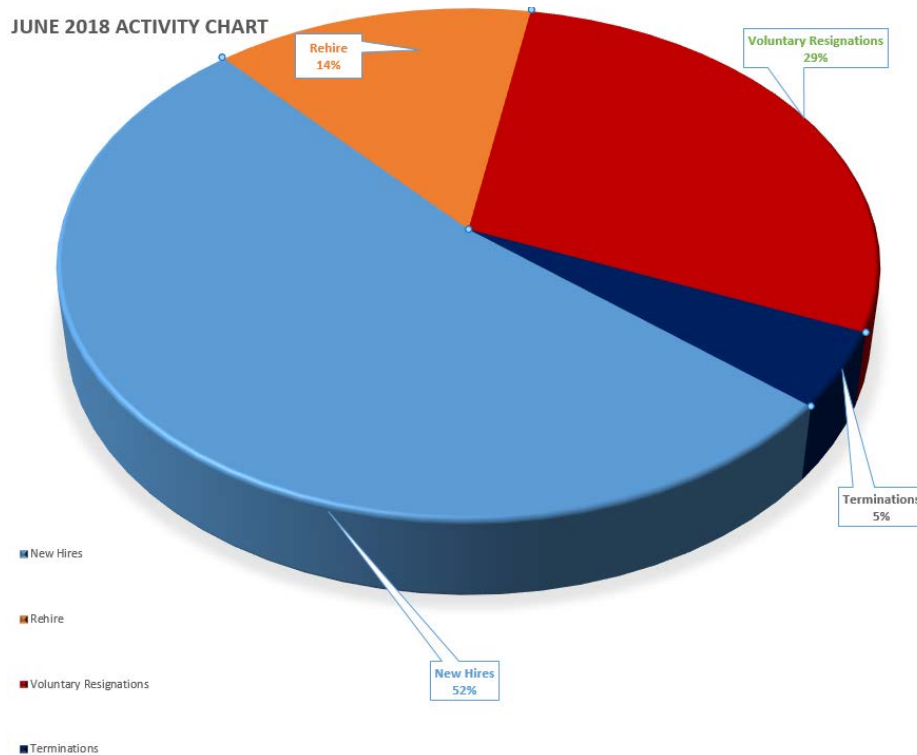
June 2018 Activity

Type of Activity	Bargaining	NB	Total
New Hires	9	2	11
Rehire	3	0	3
Reinstated	0	0	0
Transfer	0	0	0
Reduction in Force	0	0	0
Voluntary Resignations	5	1	6
Retirement	0	0	0
Deceased	0	0	0
Terminations	1	0	1
Promotions	0	0	0
Reclassification	0	0	0
Status Change	0	0	0
Grand Total:	18	3	21
As of June 30, 2018 there were 744 active (non-temporary) employees of which 118 are Non-Bargaining and 626 are Bargaining			
<i>NOTE: The reporting reflects a full calendar month.</i>			

Turnover Report – June 2018

Division	# of Separations*		
	Bargaining	Non-Bargaining	Total
Executive	0	0	0
Administration	0	1	1
Finance	0	0	0
Operations	6	0	6
HART Monthly Turnover Total	6	1	7

*Includes: Voluntary Resignations, Retirement, Terminations, and Death



- The Human Resources Department held ten focus group sessions to hear the thoughts and ideas of employees about key issues identified in the employee engagement survey conducted by CPS HR Consulting. The focus groups solicited ideas for potential ways for HART to take actions in response to targeted areas.
- One HART celebrated Diversity Day that included various food samples, drinks and displays designed to help employees understand and appreciate the diversity of our work environment. The theme centered around the 32 countries participating in the 2018 FIFA World Cup. Over 300 employees came to sample the different food sample and view the displays exhibited that day.

Technology and Innovation

- The Technology and Innovation (T&I) Department processed 276 Service Desk tickets in June 2018. Total of 168 were closed with 91 closed in less than 24 hours. As of June 30, 2018, there were 10 pending Service Desk tickets.
- The T&I Department completed deployment of laptops to the Customer Services Representatives (CSRs) as part of the Disaster Recovery plan. The laptops will give the CSRs ability to work in alternate locations in case of a disaster. In addition, our CSRs are now trained on the new softphone software that allows their laptops to function as their desk phone for incoming and outgoing calls from any location with internet access.
- The T&I Department deployed a redundant internet circuit for our 21st Ave and our Ybor office locations as part of our Disaster Recovery Plan. This redundant internet circuit will support

two main office locations during a disaster if our main internet circuit fails as we experienced during Hurricane Irma.

Safety and Security/Training

- The Safety Department created and distributed Emergency Management binders containing the most current information for disaster and emergency preparedness. Key and essential personnel will have access to data in this consolidated binder in a portable format.
- The Safety Department conducted tabletop exercises for fixed route, paratransit and streetcar operations.
- The Safety Department staff completed a lighting assessment in key areas and on specific routes to ensure safety of our patrons and operators.
- Staff partnered with Tampa Police Department on concerns along the Nebraska Avenue Corridor
- Staff gave a presentation at the Florida Public Transit Association on the HART FY2018 Success Plan FTA SMS Framework tactic as an industry best practice.

Communications and Marketing

- Marketing completed 51 projects in support of HART initiatives to include the development of collateral pieces for upcoming service changes and new Routes 275LX and 48 which included: July 1 service changes newsprint ads, patron notifications, Route 275LX Campaign Bus Wrap, Route 275LX outreach brochures/digital ads/newsprint ads/billboards and event materials for the Ribbon Cutting for Route 275LX at the Tampa International Airport.
- Community Engagement participated in 20 activities throughout Hillsborough County, including street teams for the July service changes. 80% of the activities were outreaches and the remaining were sponsorship events and meetings. June’s activities focused on Downtown/Ybor (40%), University/Temple Terrace (20%), and Heights/East Tampa (20%) audiences, with additional events in New Tampa, West Tampa, and county-wide. The engagements reached 1,455 people through various communication channels, of which 800 communicated directly with HART Community Engagement staff.
- June is the second month of the new contract year (three years with two one-year options) for Vector Media, formerly Direct Media USA (Transit Advertising). Revenue is split 63% HART and 37% Vector Media with a guaranteed monthly amount of \$56,784.

	Total Sales	HART 63%	Guaranteed
Current month sales	\$138,213	\$87,074	\$56,784
Year to date sales	\$119,845	\$75,502	\$56,784

- HART received revenue of \$10,275 for June from Signal Outdoor (Shelter Advertising). There are 408 shelters in inventory with a total of 816 panels. 731 (90%) of the 816 panels are sold.

Month	18-Mar	18-Apr	18-May	18-June
# of Shelter Panels	818	818	822	816
Panels Sold	728	690	749	731
% Panels Sold	89%	84%	91%	90%
Monthly Revenue	\$10,225	\$10,225	\$10,225	\$10,275
Revenue to Date	\$123,250			

- Revenue generated in June from Commuter Advertising (premier provider of GPS based short form audio and text scroll advertising on transit vehicles) totaled \$1,170. YTD revenue for this contract period is \$11,374. Annual guaranteed payment to HART is \$20,000.

Prepared by: Brooke Basquit, Director of Human Resources & EEO Officer
Vanessa Brooks, Director of Communications and Marketing
Dexter Corbin, Director of Technology and Innovation
Colin Mulloy, Director of Safety

Reviewed by: Kenyatta Lee, Chief Administrative Officer and Interim Chief of Staff

Approved by: Jeffrey C. Seward, Interim Chief Executive Officer