HART

HILLSBOROUGH TRANSIT AUTHORITY

Community Report FY2025

Delivering Results. Driving the Future.



MISSION

HART TAKES PEOPLE TO THE PLACES THAT ENHANCE THEIR LIVES.

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FROM THE BOARD CHAIR



At HART, technology is only valuable when it makes life better for people. Our new CAD/AVL system — the real-time platform that powers bus location tracking, dispatch communication, and accurate arrival information — is one of the most important investments we are making to improve daily service. It strengthens the experience for both the employees who operate our system and the customers who rely on it.

For our employees, CAD/AVL means greater clarity, support, and safety on the road. Operators no longer have to navigate unexpected detours or incidents alone; dispatch can see what they see and provide instant guidance. Routes and instructions are clearer. Radio traffic is calmer. And when something happens on the road, emergency response is faster and more precise. The system ensures that performance and scheduling decisions are based on facts, not assumptions — creating a fairer, more supportive work environment.

For our customers, CAD/AVL delivers what they have asked for most: predictability they can trust. Real-time arrival information is now more accurate, meaning riders no longer have to guess when the bus will show up or wait unnecessarily in the Florida heat and rain. Service gaps are reduced because dispatch can manage delays proactively. Reroutes and detours are communicated more quickly. The result is a more reliable, transparent, customer-focused service experience.

As a community, CAD/AVL represents something bigger: a commitment to modernization, accountability, and meeting Hillsborough County's expectations for a world-class transit system. It tells our employees, *"We have your back,"* and it tells our customers, *"Your time matters."*

With this technology, HART is building a system you can trust — one that moves with the needs of the community and delivers on our promise of safe, dependable transportation.

Luis Viera
Tampa City Councilman, District 7
Chairman of the HART Board of Directors

FROM THE CEO



As I enter my third year as CEO, I want to take a moment to reflect on the tremendous progress we have made together—and the foundation we are continuing to build for HART's future. When I stepped into this role, our focus was clear: restore stability, rebuild trust, and strengthen the core operations of an agency that has long carried both the hopes and challenges of a growing region.

Over the past two years, we have worked intensely on restoring stability and rebuilding the foundation of the organization—strengthening financial stewardship, filling critical vacancies, modernizing internal systems, and reestablishing HART as an employer of choice. At the same time, we continued the essential work of improving our service through the Comprehensive Operations Analysis (COA), ensuring we deliver a network that is reliable, efficient, and aligned with the needs of a rapidly growing Hillsborough County.

This work is paying off. I am especially proud that 86% of employees say they are proud to work for HART, and 92% believe their job directly contributes to our mission. These results speak volumes about our Team's passion, professionalism, and commitment. They also reflect the meaningful progress we are making to strengthen our culture, support our employees, and modernize how we operate.

This year also marked a major milestone in HART's history: we secured the largest grant award the Agency has ever received—a transformative investment from the U.S. Department of Transportation that positions HART to bring our maintenance campus into this century. This award reflects strong confidence from our federal partners in our vision and our leadership to advance our top capital priority—the Heavy Maintenance Building—now fully funded for Phase I and underway in design. This project will modernize our maintenance campus, providing employees with safer, more functional, and more efficient workspaces while improving fleet reliability, service consistency, and long-term resiliency for our customers.

We are also advancing several long-standing priorities that will transform both the rider experience and the daily experience of our employees.

We are implementing a new Computer-Aided Dispatch (CAD) and Automatic Vehicle Location (AVL) system. For employees, this means clearer real-time communication, more accurate field information, improved dispatch coordination, and fewer system-driven frustrations. For customers, CAD/AVL will enable up-to-the-minute bus tracking, better arrival predictions, and a more reliable service.

We are also upgrading radio communications, a critical improvement that strengthens safety, enhances coordination during incidents, and ensures operators, dispatchers, and supervisors can communicate seamlessly—benefiting both the workforce and the riders who depend on us. And we are expanding HART's fuel tank capacity to improve the Agency resiliency during emergency situations and hurricane season, ensuring we can continue delivering service even in the face of disruptions.

While funding challenges persist, especially as we work to meet the needs of the fourth-fastest-growing county in Florida, we are laying out a strong foundation for the future. These investments—paired with your dedication and the trust of our community—are positioning HART to grow into the world-class transit agency this region deserves.

Together, we are restoring stability, rebuilding confidence, and moving HART forward.

Scott Drainville
Chief Executive Officer
Hillsborough Transit Authority (HART)

BOARD OF DIRECTORS



Councilmember Luis E. Viera
Chair, Representing the City of Tampa



Commissioner Joshua Wostal
Vice Chair, Representing Hillsborough County



Councilmember Gil Schisler
Secretary, Representing the City of Temple Terrace



Commissioner Donna Cameron Cepeda
Representing Hillsborough County



Councilmember Alan Clendenin
Representing the City of Tampa



Gary Hartfield
Representing Hillsborough County



Thomas Hobbs
State of Florida



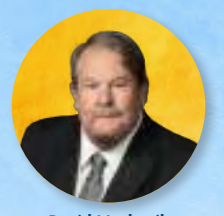
John King, Jr.
Representing Hillsborough County



Marvin Ray Knight
Representing Hillsborough County



Brian McElfatrick
State of Florida



David Mechanik
Representing the City of Tampa



Commissioner Christine Miller
Representing Hillsborough County



Commissioner Gwen Myers
Representing Hillsborough County



Adam Nebrich
Representing Hillsborough County



Melanie S. Williams
Secretary, Representing the City of Tampa

EXECUTIVE LEADERSHIP



Scott Drainville
Chief Executive Officer



Richard Campbell
Chief Safety Officer



Jacquie Halldow
Chief Administrative Officer



Brian Horn
Chief Financial Officer



Sean McCarthy
Chief Operations Officer



Brenda Bailey
Director of Legal Services



Lena Petit
Director of Executive Office & Board Support

SERVICE PROFILE

13,262,125
TOTAL RIDERSHIP
ALL MODES PROJECTED FOR FY2026



32,835
AVERAGE WEEKDAY BUS RIDERSHIP
PROJECTED FOR FY2026

34
ROUTES

2,100+
FACILITIES & STOPS

OUR FLEET

138 BUSES

83 VANS

9 STREETCARS

Data as of September 2025

MAJOR INITIATIVES



Heavy Maintenance Facility: Phase 1 Moves Forward

HART is advancing with the design procurement phase for its new Heavy Maintenance (HM) Facility, part of the larger Integrated Services Campus master plan—a major milestone in modernizing HART's operations.

Key Project Highlights:

- **Stormwater remediation** to enhance site sustainability and resilience
- **State-of-the-art service lanes** to improve transit vehicle maintenance and efficiency
- **Security enhancements** to better protect our assets, facilities, and team members

In FY25, HART was awarded the **largest grant in our history — a $23.4 million RAISE Grant** from the U.S. Department of Transportation! This transformational funding supports Phase 1 of the Maintenance Site Remediation and Facility Modernization Project, setting the foundation for a more efficient, sustainable future for Hillsborough County's transit system.

Goodbye, Paper Passes! HART Transitions to Flamingo Fares.

HART retired paper passes in 2025 after more than 45 years, marking a major milestone in the agency's efforts to modernize fare payment and enhance the customer experience. This transition followed a significant regional investment in Flamingo Fares, HART's smartcard and e-fare payment system.



Flamingo Fares became even more convenient with the launch of Contactless Payments, allowing riders to pay by simply tapping a debit or credit card or using mobile wallets such as Google Pay or Apple Pay on the Flamingo Fares reader. The system also includes daily and monthly fare capping, ensuring riders always receive the best possible fare by never paying more than the daily maximum.

In FY25, Flamingo Fares usage increased by 93%, with over 3.7 million trips taken using the system — a strong indicator of customer adoption and satisfaction with HART's modernized fare payment options.

Route 1 Fare-Free Pilot Delivers Lasting Improvements

Tampa Councilwoman Lynn Hurtak championed a $1.65 million fare-free pilot for HART Route 1 running from January 5, 2025, through January 4, 2026. The pilot increased frequency to every 15 minutes during peak hours and aimed to grow ridership and improve on-time performance along the future Bus Rapid Transit (BRT) corridor.

The initiative has been a resounding success. Through September 2025, Route 1 ridership rose 42% year-over-year, reaching 1,187,316 trips, with 5,000 daily weekday trips. For comparison, the Sun Runner, Tampa Bay's first BRT service (with a dedicated lane), averages roughly 2,000 daily trips. Route 1 on-time performance improved by 6.2%—from 66.2% in 2024 to 72.4% in 2025.



MAJOR INITIATIVES

Customer feedback reflects strong community support

- 80.7% of riders plan to continue using Route 1 after fares return.
- 68.5% ride three or more days per week.
- Top destinations include work, grocery/ shopping, and healthcare services.

Fares return on January 5, 2026, the City of Tampa will continue funding Route 1 service improvements, maintaining 15-minute weekday frequency, and enhancing evening and weekend service to every 20 minutes..

HART Launches Comprehensive Operations Analysis (COA)

In FY25, HART engaged engineering firm WSP to conduct a Comprehensive Operations Analysis (COA) to thoroughly evaluate and assess the agency's service network. The goal of the COA was to identify opportunities to improve operational efficiency, service effectiveness, and overall quality. The analysis examined key performance metrics—such as cost, schedule adherence, and ridership—to optimize processes, reduce costs, enhance the customer experience, and support employee satisfaction.



As part of the COA process, HART incorporated both customer and employee feedback. A Customer Survey was launched to better understand travel patterns and service needs, and a proposed list of service changes was developed and presented to the public for consideration ahead of implementation in summer 2026. Key recommendations included increasing frequency on Route 9 (15th/30th St.), improving reliability on Route 34 (Hillsborough Ave.), and adjusting or discontinuing select routes to enhance efficiency and align service levels with ridership demand. To further engage the community, HART staff conducted 15 public meetings and outreach sessions in September – October 2025 to gather feedback on the proposed changes.

Following this outreach, staff began reviewing the collected feedback and will present final recommendations to the HART Board in January 2026, with implementation planned for summer 2026.

Transforming How HART Tracks, Communicates, and Delivers Service

HART's Computer-Aided Dispatch and Automatic Vehicle Location (CAD/AVL) Modernization Project is progressing well, with early design completed and field assessments now finished. A small pilot group of buses will begin testing the new system in early 2026.

This upgrade will replace HART's current CAD/AVL technology from 2007, which is beyond its useful life. The new system will bring modern real-time GPS tracking, improved communication between buses and dispatch, and better monitoring of vehicle performance to strengthen service reliability and responsiveness.

By combining advanced dispatch tools with accurate GPS information, the upgraded system will help HART respond to incidents more quickly, manage resources more efficiently, and plan service using better data. It will also improve the customer experience through more reliable bus arrival information, clearer onboard announcements, and real-time service updates available across multiple platforms.

MAJOR INITIATIVES

Modernizing HART's Fleet for the Future

Fleet Transition & Grants

Progress continued in FY25 toward HART's transition to a cleaner, more sustainable fleet. HART purchased eight 40-foot CNG buses with expected delivery in mid-2027. HART also submitted an FY25 Low/No Emission and Bus Facilities Grant application for $32 million to replace 33 diesel buses.

For Paratransit and HARTFlex services, HART purchased 14 Ford Transit cutaway vehicles (delivery expected late 2025), and authorized up to 36 SUVs for HARTPlus service. The new SUVs will supplement the existing paratransit vans, providing a more versatile fleet to better serve riders, especially during high-demand periods. Other purchases included seven SUVs for Non-Revenue Vehicles (NRV), and a 5310 PTGA grant ($840,000) to replace up to four Flex vans.



Upgrading Tampa's Historic Streetcars

HART made major progress this year in modernizing Tampa's historic streetcar fleet. The program includes a full "mid-life overhaul"— a comprehensive rebuild that refreshes the vehicles inside and out so they can continue operating safely and reliably for many years. In FY25, one streetcar completed its full overhaul, passed all required testing, and returned to service. Five more are now in the rebuild process, supported entirely through federal funding.



These overhauls upgrade critical systems, improve ride comfort, enhance safety, and extend the life of the fleet. For riders and the community, this means a smoother, more reliable streetcar experience and a stronger, more resilient system serving Downtown, Channelside, Water Street, and Ybor City.

1.3 Million Rides and Counting: Tampa's Streetcar Delivers

Tampa's historic Streetcar remains one of the city's most popular transportation options, carrying more than 1.3 million trips—among the highest totals in its history. Its strong ridership underscores its role as a vital connector for residents, workers, and visitors across Downtown, Channelside, Water Street, and Ybor City. This growth shows how essential the system is to the community, providing free, reliable service that supports local businesses and strengthens mobility in the downtown core.

Ridership data also highlights the Streetcar's critical role during major events. It carried about 25,000 riders during the NCAA Women's Final Four, 9,250 during Red Bull Flugtag, and 8,827 during Gasparilla. These numbers show how the Streetcar reduces congestion and moves large crowds safely and efficiently during Tampa's biggest events.



MAJOR INITIATIVES

Building Better Bus Stops Across Hillsborough County

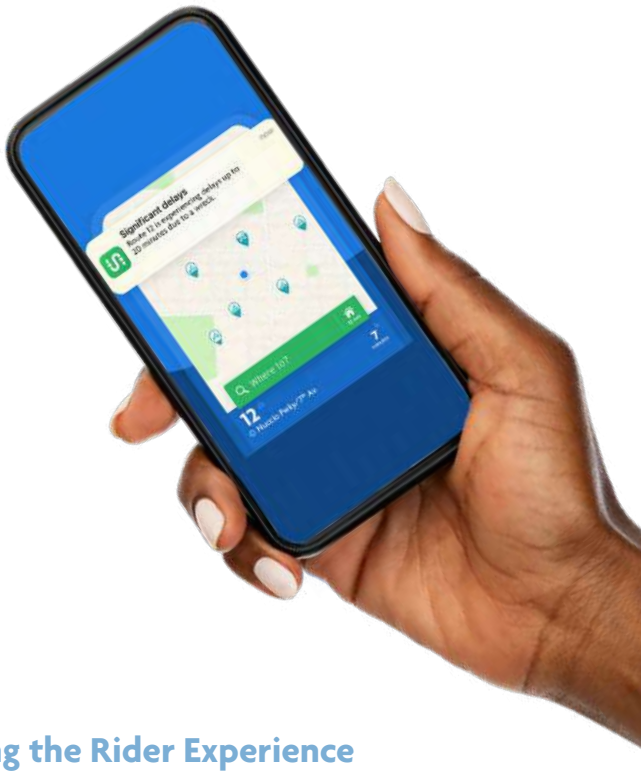
HART is investing approximately $5 million HART is investing approximately $5 million countywide to improve the comfort, safety, and accessibility of bus stops through the Basic Transit Infrastructure (BTI) Program, supported by a Community Investment Grant secured by Representative Kathy Castor. These upgrades will make riding the bus easier and more welcoming for customers across the region.

Countywide improvements include the design and construction of 50–60 upgraded bus stops ($2.7 million), the purchase and installation of 60 new shelters ($1.2 million), new ADA features, and Braille or push-button announcements. HART is also preparing to launch Real-Time Displays and other new bus stop technology—an additional $4.1 million investment that, pending Board approval, will begin in early 2026 and provide riders with more accurate, up-to-the-minute service information.

East Tampa saw major progress in FY25 with 17 new shelters installed, seven upgraded bus stops completed, and six more moving through engineering and design. This represents a $908,013 investment in safer, more comfortable stops for the community.

Together, these improvements reflect HART's commitment to building a more accessible, convenient, and rider-focused transit system for all of Hillsborough County.





Enhancing the Rider Experience with the Transit App

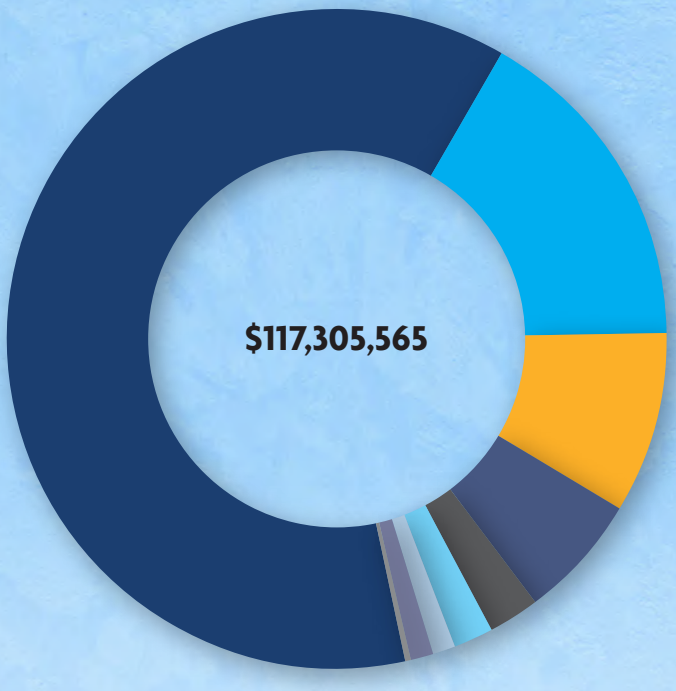
In 2025, HART transitioned away from OneBusAway Tampa and partnered with Transit App, giving customers an easier, faster way to plan their trips and stay informed on the go. The app offers real-time bus and streetcar maps, step-by-step GO guidance, detour updates, and service alerts—all within a HART-branded, ad-free experience.

By August 2025, the Transit App reached 12,744 monthly users, a 66% increase since its launch in January.

As a Transit Royale customer, HART provides riders with enhanced features such as visualized detours, personalized notifications, and a premium navigation experience—making it easier than ever for customers to travel confidently throughout Hillsborough County.

FINANCIALS

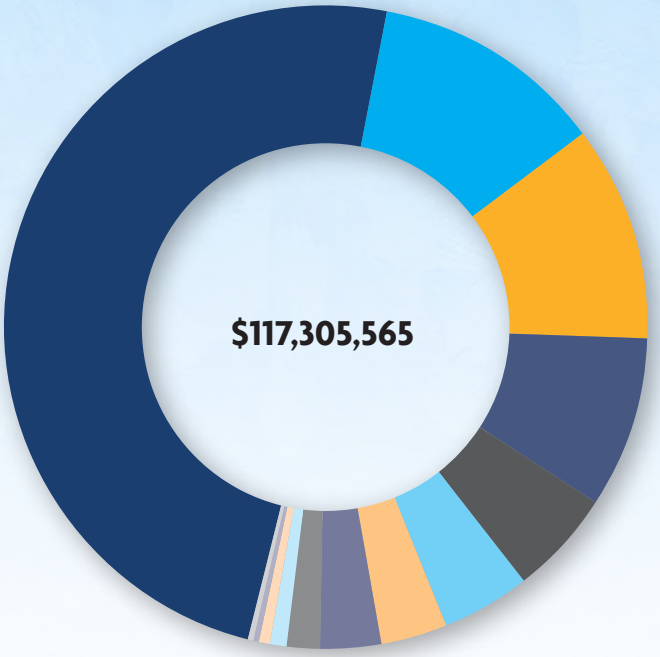
Operating Revenues Summary



- Ad Valorem Tax Revenue **$77,716,458**
- Federal Operating Grants **$20,710,168**
- Fare/Pass Revenues **$11,201,461**
- State Operating Grants **$7,771,319**
- Tampa Historic Streetcar, Inc. **$3,184,624**
- Interest Income **$2,362,900**
- Advertising Income **$1,500,000**
- Local Contributions **$1,351,000**
- Other Income **$499,342**

Fund Balance/ Transfer to Capital ***-$4,877,262***
Ad Valorem Transfer to Capital ***-$4,114,445***

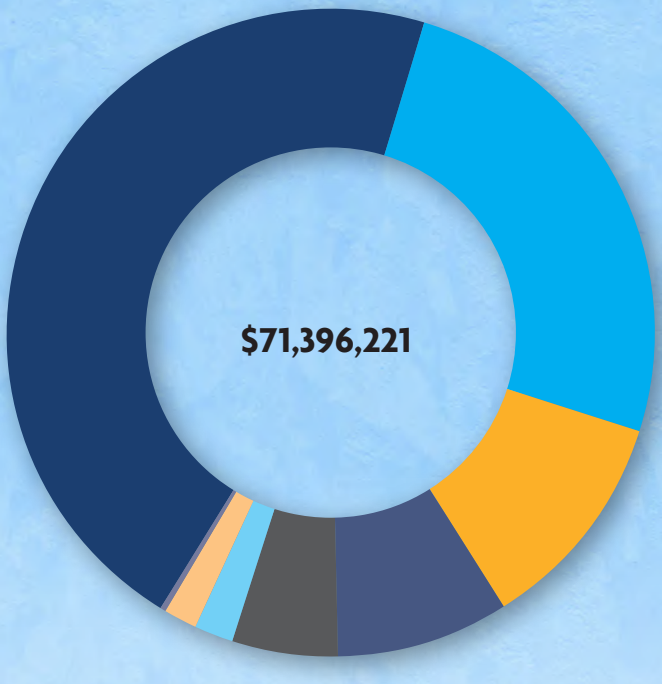
Operating Expenses Summary



- Salaries and Wages **$57,407,953**
- Health Care **$13,726,066**
- Fringe Benefits **$12,772,123**
- Operational Contract Services **$10,099,777**
- Parts and Supplies **$6,251,440**
- Fuel and Oil **$5,185,628**
- Administrative Other **$3,975,918**
- Insurance Costs **$3,325,401**
- Administrative Contract Services **$2,002,929**
- Utilities **$1,226,304**
- Legal Services **$500,000**
- Marketing and Printing **$477,843**
- Taxes and Fees **$354,183**

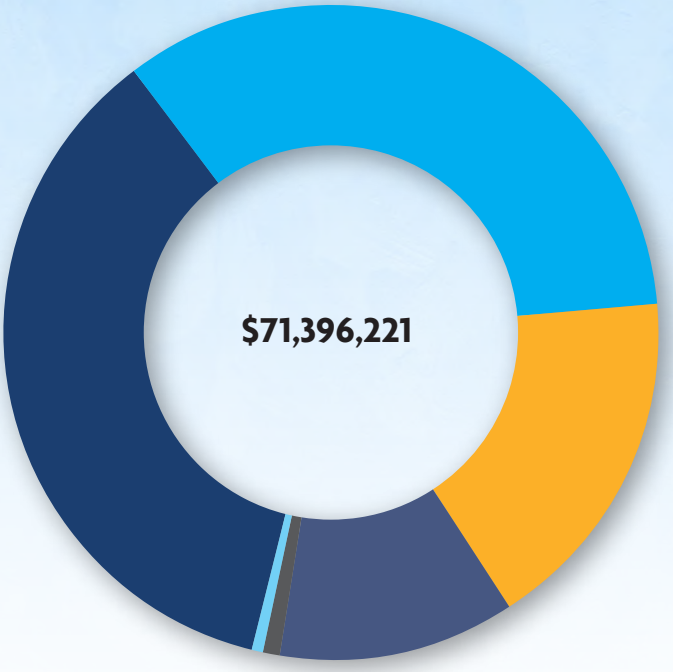
FINANCIALS

Capital Projects Revenue Summary



- FTA Discretionary Grants **$32,688,247**
- FTA Urbanized Area Formula (5307) **$18,072,875**
- Florida Department of Transportation **$7,802,738**
- Capital Reserves **$6,202,080**
- Community Project Funding **$3,700,000**
- FTA Bus and Bus Facilities Formula (5339) **$1,483,081**
- FTA State of Good Repair Formula (5337) **$1,097,200**
- Section 2005b Pilot TOD Land Use Planning **$350,000**

Capital Projects Expense Summary



- Rolling Stock/Maintenance **$25,318,162**
- Facilities/Construction **$24,132,991**
- Technology **$12,155,825**
- Bus Stops/Shelters **$8,388,038**
- Planning/Studies **$800,000**
- Safety/Security **$601,205**

HART IN THE COMMUNITY



HART's Community Engagement team builds and strengthens relationships across Hillsborough County through education, outreach, and partnerships that promote awareness of transit services. In FY25 (October 2024–September 2025), the team participated in 226 activities, directly engaging 11,941 residents and reaching an estimated 45,673 people through events, meetings, presentations, and sponsorships.

Major highlights included participation in WEDU Be My Neighbor Day, Tampa Bay Black Heritage Festival, Senior Day in the Park, Santa Fest & MLK Parades, and Back to School events at local universities and community organizations. The team also maintained strong partnerships with organizations such as Tampa Downtown Partnership, Visit Tampa Bay, Westshore Alliance, and the CDC of Tampa, ensuring equitable outreach across all communities.

Streetcar Fare Public Meetings: In November 2024, Community Engagement gathered public feedback on the proposed TECO Line Streetcar fare through station pop-ups, a public hearing, and multiple feedback channels, receiving 512 comments—with most supporting keeping the service fare-free.

Black History Tours 2025: The mobile outreach program, themed "Black History Moving Through Transportation," visited 15 schools and reached over 3,300 students, introducing youth to transit and highlighting African American contributions to transportation.



RECOGNITION





Florida Triple Crown ROADeo

- 1st Place Overall, Fixed Bus – Operator Guarionex Falero Ramos

Million Milers honored (2 Million: Marion Wells; 1 Million: Sonia Andrango, Gabrielle Aris, Alfred Eady, Antonia Haywood, Michael Lewis, Leroyal Peoples, DeAngelo Sanders, Jorge Sandoval).

Recipient of the **GFOA Distinguished Budget Presentation Award** for the FY25 budget

American Graphic Design Awards

- HART Community Report (Category: Annual Reports)
- HART Transit Worker Appreciation (Category: Signs & Environmental Graphics)
- HART Celebrates Hispanic Heritage Bus Wrap (Category: Surface Graphics)



VISION

TO BE THE HIGHEST CUSTOMER RANKED MOBILITY PROVIDER IN THE TAMPA BAY REGION.

HART | GoHART.org

