



Mark S. Woodard, Chair
Thomas Scott, Vice-Chair
Tony Muniz, Secretary/Treasurer

Eric Hart, President/CEO

EXECUTIVE COMMITTEE MEETING AGENDA

TSA Boardroom Tampa, FL
12:00 PM
January 23, 2024

Welcome to a meeting with the Tampa Sports Authority. Your participation is appreciated. All meetings are open to the public and are generally held once a month.

PUBLIC COMMENT

The Board has set aside a 15-minute period for public comments. At its discretion, the Board may again hear public comments during the discussion of any agenda item. Public comments shall be limited to 3 minutes per individual, but the Chair may at its discretion, shorten or lengthen the time allowed. Anyone wishing to speak before the Board during the public comment section of the meeting should pre-register by e-mailing meetings@tampasportsauthority.com by 4:00pm the day before the meeting or by filling out a comment card with the TSA staff person in the meeting room. If distributing materials, please have sufficient paper copies to include the Eleven (11) Board Members, the President/CEO, Staff and two copies for the Clerk (17 copies).

The Chair will call on speakers by name. When addressing the Board, please state your name, address, agenda item and speak clearly.

SPECIAL ACCOMODATIONS

Pursuant to provisions of the American with Disabilities Act, any person(s) requiring special accommodations to participate in these meetings is asked contact TSA at (813) 350-6500 or meetings@tampasportsauthority.com at least seven (7) days prior to the meeting.

NOTICES

In accordance with Florida Statue 286.0105, provides that if any person who decides to appeal any decision of the Tampa Sports Authority with respect to any matter considered at this public meeting will need a record of the proceedings and that, for such purpose, may need to hire a court reporter to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is based.

For copies of the agenda or questions regarding this meeting, please contact the Tampa Sports Authority Office at (813) 350-6500, 4201 N. Dale Mabry Hwy., Tampa, FL 33607 or submit a request to: meetings@tampasportsauthority.com.

I. Call to Order and Roll Call

II. Welcome and Introduction

III. Public Comment

IV. Staff Reports

1. Scorecard Update

Informational

V. Old Business

VI. New Business

VII. Adjournment

TAMPA SPORTS AUTHORITY

 **Print**

Meeting Date:

Title: Scorecard Update

Summary: The President/CEO will provide a update on the latest quarterly scorecard results and discuss potential performance goals based on the FY 22-23 results.

Strategic Plan:

Background:

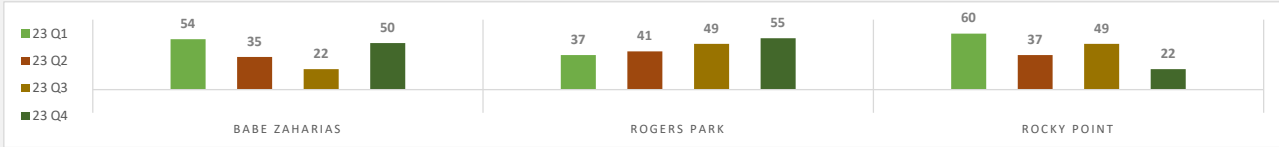
<u>ATTACHMENTS:</u>		
Name:	Description:	Type:
 2023 - TSA Q4 Scorecard.pdf	2023 - TSA Q4 Scorecard	Executive Summary

TSA SCORECARD

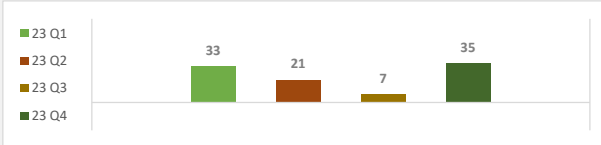
Customer | Community

Net Promoter Score (by calendar quarter)

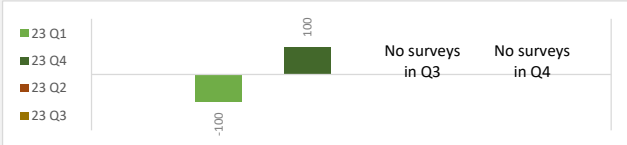
Golf Courses



RJS - Non Bucs Events

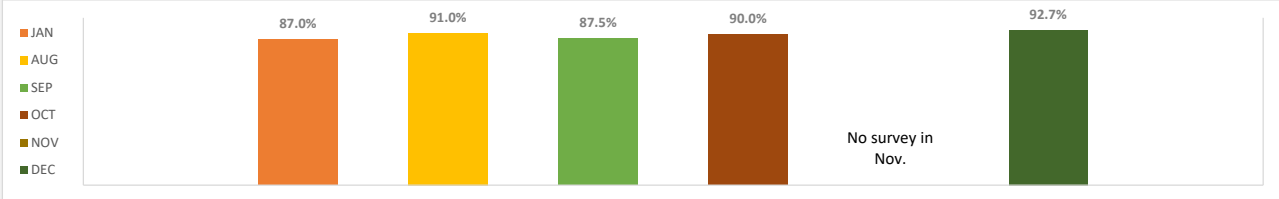


SportsPlex



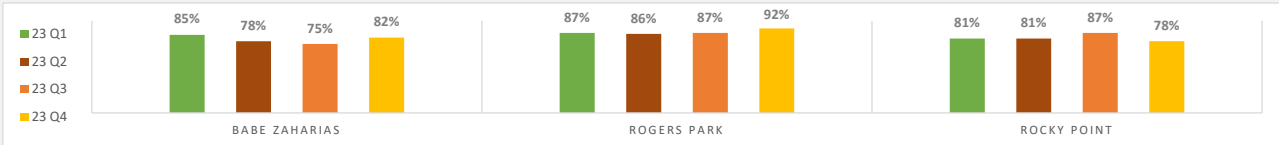
Overall Satisfaction Rating - RJS Bucs Games (by month)

Overall Satisfaction Rating (%s Excellent + % Good)

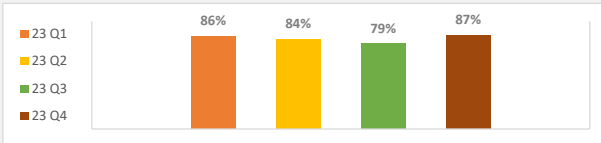


Facility Quality Rating (%s Excellent + % Good)

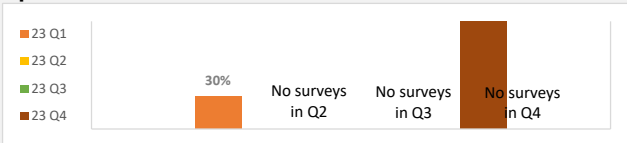
Golf Courses



RJS - Non Bucs Events

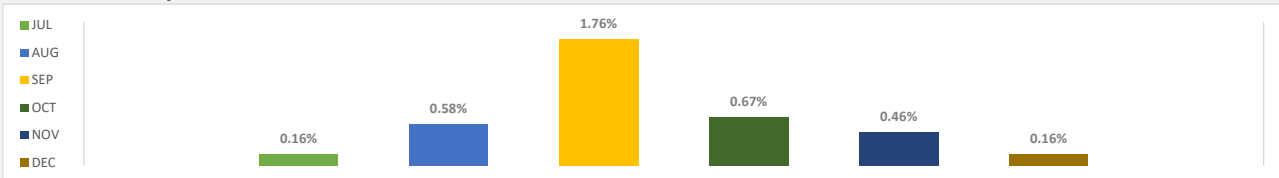


SportsPlex

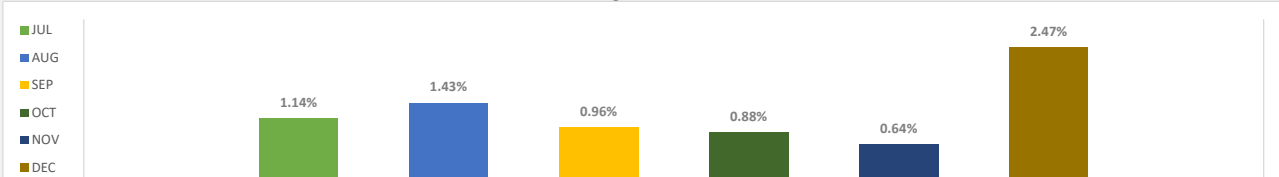


Social Media

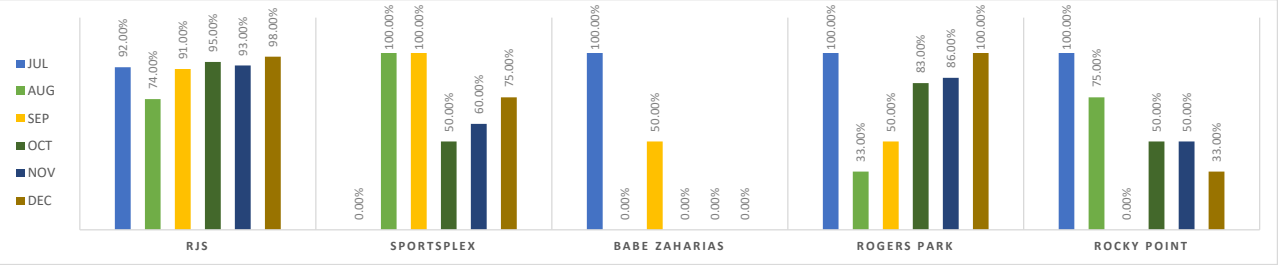
Social Media Amplification Rate (rate at which followers share TSA content)



Social Media Audience Growth Rate (rate at which TSA is obtaining new followers)

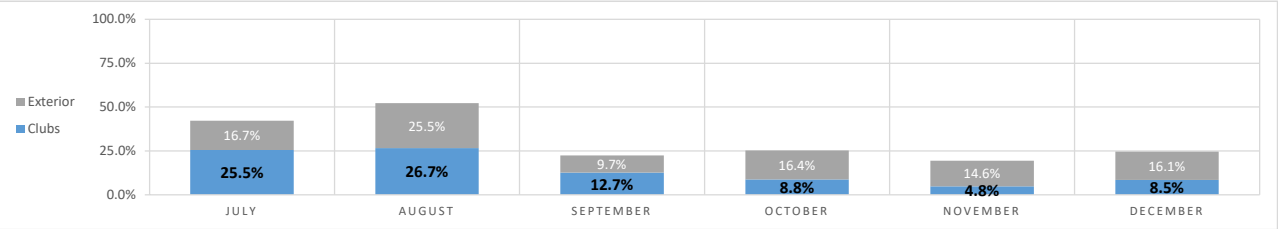


Positive Google Ratings (% 4s & 5s)

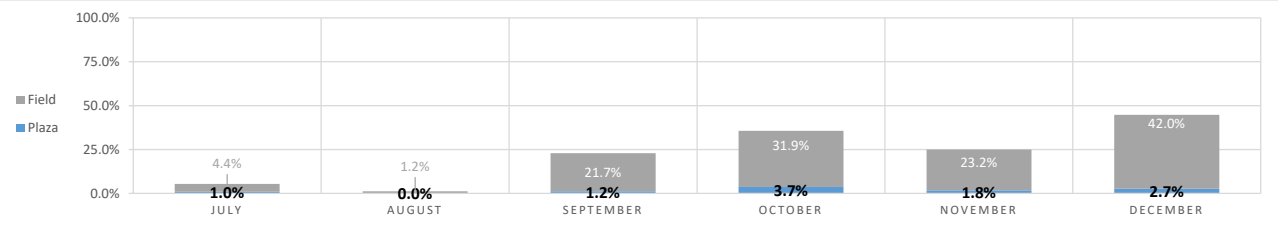


Operational

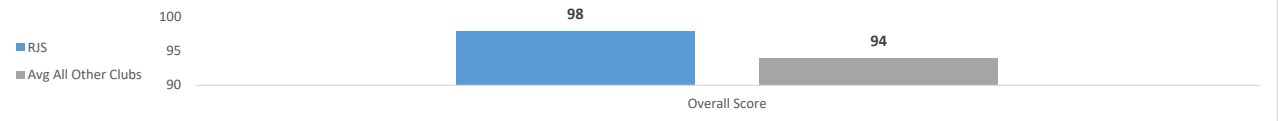
RJS Utilization Rate



SportsPlex Utilization Rate



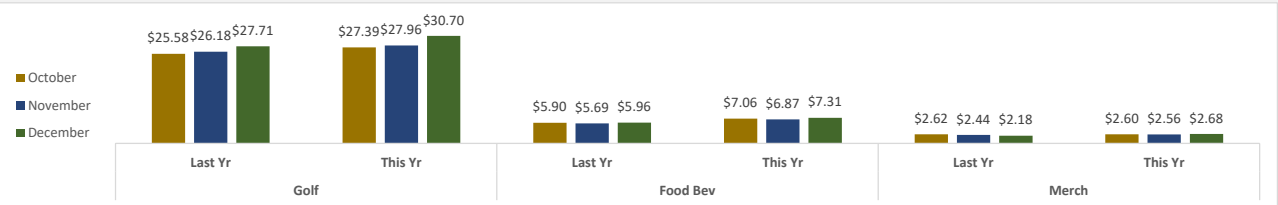
NFL Security Best Practices Score (Annual as of January 2023)



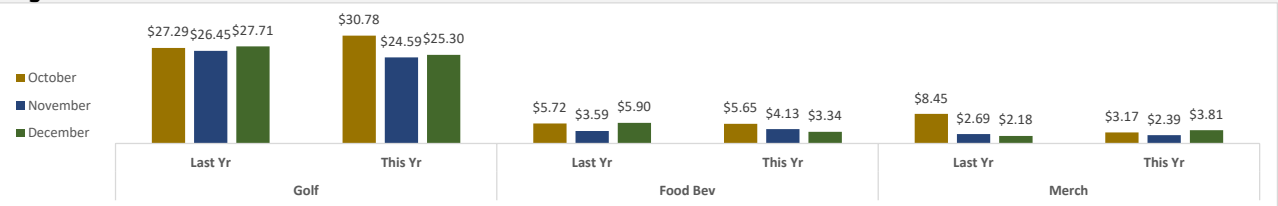
Financial

Golf Revenue Per Capita

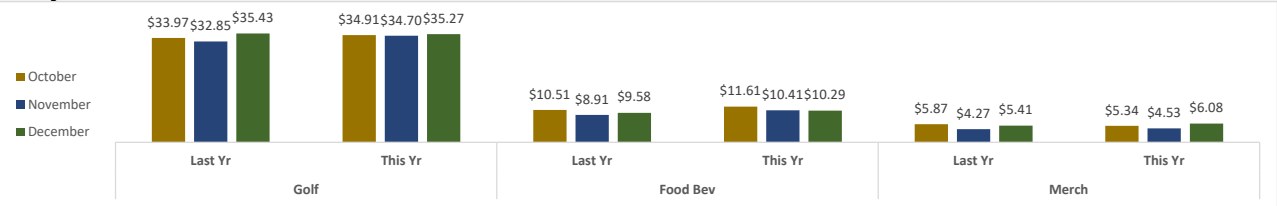
Babe Zaharias



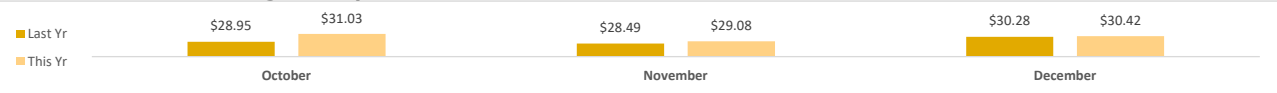
Rogers Park



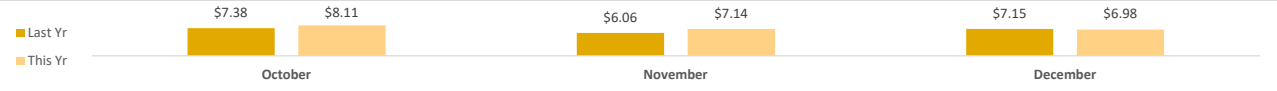
Rocky Point



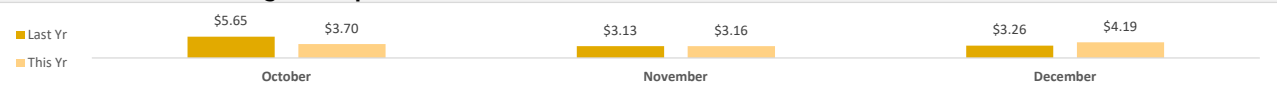
Last Year v. This Year Average Per Caps - Golf



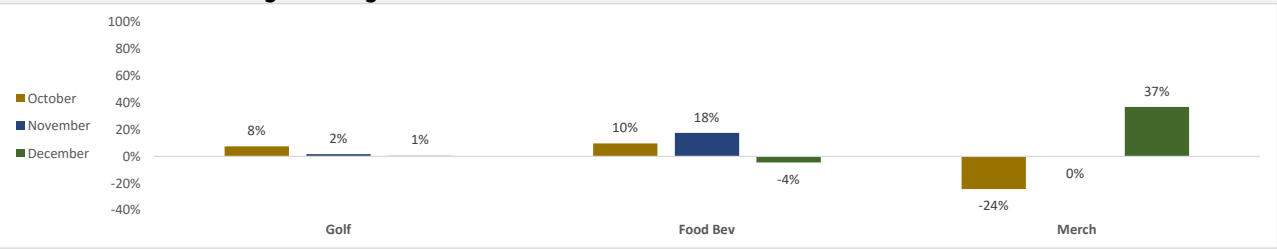
Last Year v. This Year Average Per Caps - Food and Beverage



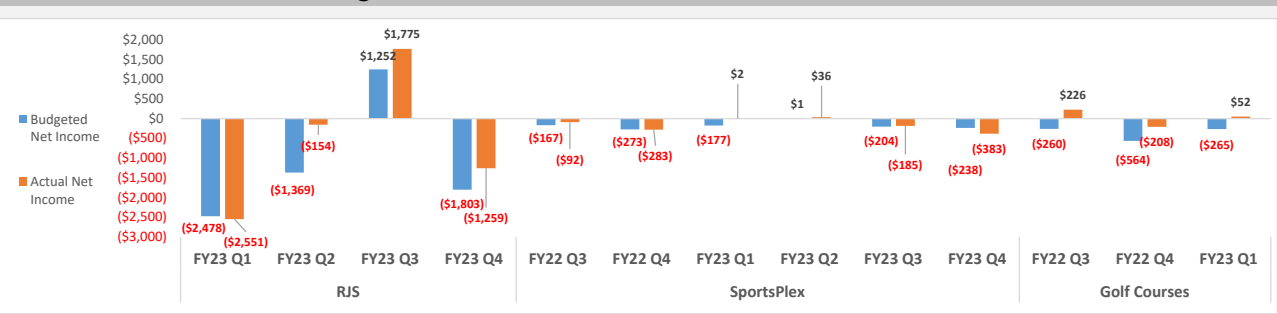
Last Year v. This Year Average Per Caps - Merchandise



Last Year v. This Year Average % Change - All Courses



Net Income Performance to Budget (rounded, in thousands)

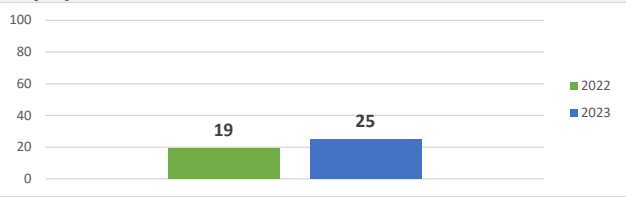


Clean Financial Audit

2020: YES	2021: YES	2022: YES
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Learning | Growth

Employee Net Promoter Score (NPS)



Employee Satisfaction Index (ESI)

