# **SRTA**

#### SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

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DATE: May 26, 2022

TIME: 10:00 AM

PLACE: 310 Allen Road, Carlisle, PA 17013

**PURPOSE: MAY BOARD MEETING** 

#### ORDER OF BUSINESS

- 1. Call to Order
- Changes or Modifications to the Agenda
- 3. Public Comment: Accepted in Person or in Writing
- 4. Approval of Minutes
  - A. Meeting Minutes of April 28, 2022 (Pages 3-6)
- 5. Communications
  - A. MATP monitoring review letter (Page 7)
- 6. YAMPO Transit Committee No Business
- 7. Treasurer's Report (Pages 8-12)
- 8. Resolutions
  - A. RESOLUTION 2221 ADOPTION OF SRTA MANAGEMENT OF RABBITCARES (Page 13)
  - B. RESOLUTION 2222 AUTHORIZING DAUPHIN MOBILE VEHICLE LIFT REPLACEMENT (Pages 14-15)
  - C. RESOLUTION 2223 CONTRACT AWARD FOR SECURITY STAFFING (Pages 16-17)
  - D. RESOLUTION 2224 ADOPTION OF THE TRANSIT ASSET MANAGEMENT PLAN POLICY STATEMENTS (Pages 18-20)
  - E. RESOLUTION 2225 APPROVAL AND RECOMMENDATION OF PERFORMANCE TARGETS TO PLANNING PARTNERS (Pages 21-22)
  - F. RESOLUTION 2226 APPROVAL TO ADVANCE THE PURCHASE OF THE GOODWILL PROPERTY (Page 23-24)
  - G. RESOLUTION 2227 AWARD OF CONTRACTS FOR PROCUREMENT OF JANITORIAL AND OFFICE SUPPLIES (Pages 25-26)
  - H. RESOLUTION 2228 APPROVAL TO EXECUTE A ONE YEAR RIGHT OF WAY AGREEMENT WITH LUMEN ON THE CUMBERLAND VALLEY RAILROAD BRIDGE (Page 27-31)

- 9. Old Business
- 10. New Business
  - A. Strategic Plan (Pages 32-43)
  - B. Management Work Plan Presentation (Pages 44-58)
  - C. Budget Presentation (Pages 59-66)
  - D. RESOLUTION 2229 ADOPTING THE MANAGEMENT WORK PLAN FOR FISCAL YEAR 2022/2023 (Page 67)
- 11. Future Procurements (Page 68)
- 12. Staff Report
- 13. Adjournment

Next Meeting: Thursday, June 30, 2022 901 N. Cameron Street Harrisburg, PA

#### MINUTES OF SRTA BOARD MEETING

April 28, 2022

Present were board members: Raymond Rosen, York County; Keith Martin, York County; Richard Carson, York County; Neil Grover, City of Harrisburg; Richard Kotz, City of Harrisburg; Eric Bugaile, Dauphin County; LaToya Winfield Bellamy, Dauphin County; Kirk Stoner, Cumberland County; and Carrie Gray, Franklin County. Sean Summers, Counsel, was also present.

Administrative Staff Members present were Richard Farr, Executive Director; Angela Bednar, Executive Assistant; Christopher Zdanis, Chief Operating Officer - Harrisburg; Jenna Reedy, Chief of Staff; David Juba, Planning Manager; Jamie Leonard, Chief Human Resources Officer; Stephen Baldwin, Chief Financial Officer; Brian Gillette, Controller; Eric Maguire, Grants and Procurement Manager; Jonathan Brouse, Transit Planner; Miguel Acri-Rodriguez, Transit Planner; Abby Davis, Marketing Manager; Sherry Welsh, Senior Project Manager/rabbitcares Administrator; and Cory Matthews, IT Manager.

#### CALL TO ORDER

The April Board meeting of the Susquehanna Regional Transportation Authority was called to order by Chairman Raymond Rosen at 10:01 AM.

#### CHANGES OR MODIFICATIONS TO THE AGENDA

No changes or modifications to the agenda.

#### PUBLIC COMMENT

No public comment.

#### APPROVAL OF MINUTES

Motion to approve the March 31, 2022, meeting minutes was raised by Keith Martin, seconded by Richard Carson, and passed unanimously.

#### COMMUNICATIONS

Communications were presented to the Board for their review. These communications included:

- A letter from the Adams County Community Foundation for local match for the 1<sup>st</sup> year of the Gettysburg Hanover Connector Pilot Program.
- A letter addressed to Paul Mathis from the PA Department of Labor & Industry Office of Vocation Rehabilitation, as a thank you for providing visually impaired customers with travel training.

#### YAMPO TRANSIT COMMITTEE

There is no YAMPO Transit Committee business.

#### TREASURER'S REPORT

Keith Martin presented the March 2022 Financial Statement and Statistical Notes. Keith Martin noted the following highlights from the report:

- Ridership comparison numbers, as it relates to pre-COVID, continues to see improvement.
- Expenses have slightly increased as we are starting to see the impacts from inflation.
- Last month, Eric Bugaile, requested a comparison on operations for 2020. This information is available, but not represented on the Dashboard. If Board members would like to review these figures, please reach out to Stephen Baldwin.
- The ACT 44 performance measures will now be presented on a quarterly basis due to actual figures being impacted by COVID.

Keith Martin deferred to Stephen Baldwin for further details on the March 2022 Financial Statement and Statistical Notes. Stephen Baldwin noted the following highlights from the report:

- A theme was noted that reflects stability and consistency within the financials with another good month.
- <u>Ridership</u>: Year-to-date ridership continues to improve compared to the same time last year.
   Fixed Route remained 5% above last year and at 54% of pre-COVID ridership. Paratransit is running 29% above the previous year and at 71% of pre-COVID ridership levels. Commuter express rose to 63% above last year and to 30% of pre-COVID levels in the month of March. Microtransit continues to show excellent growth.
- Revenue: Year-to-date Operating revenue remains 14% higher or \$1.7 million higher than budget. This is \$2.6 million or 23% above the same time last year. Operating revenues were 19% over budget.
- <u>Expenses</u>: Year-to-date total expenses are \$2.8 million or 7% better than budget. Total expenses are \$50 thousand or 1% higher than budget. This is where we see the effects of the high level of inflation.
- <u>Subsidy</u>: Year-to-date the Authorities have been able to defer the use of \$4.6 million of budgeted subsidy grant funding for future use. In addition, \$225,000 has been added to the balance of budgeted subsidy grant funding for future use.
- Reserves: SRTA spends \$88,000 a day net of fares collected. CPTA and CDH came into FY 2022 with 26 days cash on hand. SRTA built day's cash on hand to 78 days so far this year. SRTA as a class 3 Authority's target (set by management) is to have reserves between 180 to 300 days.
- <u>Capital Expenditures</u>: Capital expenditures include the York Transfer Center, Zarfoss Roof and the CDH Bus Barn foundation for an approximate total of \$1.1 million.

In addition to the financial statements and statistical notes, the dashboard was reviewed by Keith Martin, which includes a new customer complaint pie chart.

#### **RESOLUTIONS**

RESOLUTION 2214 - CONTRACT AWARD FOR AUDIT SERVICES

Motion to approve was raised by Keith Martin, seconded by Richard Carson, and passed unanimously.

RESOLUTION 2215 – APPROVING THE REVISING OF THE SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY CODE OF CONDUCT

Motion to approve was raised by Richard Carson, seconded by Eric Bugaile, and passed unanimously.

RESOLUTION 2216 - CONTRACT AWARD FOR ENGINEERING SERVICES

Motion to approve was raised by Richard Kotz, seconded by Kirk Stoner, and passed unanimously.

RESOLUTION 2217 – AUTHORIZATION TO PROCURE FIXED ROUTE CNG CUTAWAY VANS BY EXERCISING OUR OPTIONS ON THE CURRENT STATEWIDE CONTRACT

Motion to approve was raised by Richard Carson, seconded by Kirk Stoner, and passed unanimously.

RESOLUTION 2218 – AUTHORIZATION TO PROCURE PARATRANSIT AND MICROTRANSIT ROLLING STOCK BY EXERCISING OUR OPTIONS ON THE CURRENT STATEWIDE CONTRACT

Motion to approve was raised by Richard Carson, seconded by Kirk Stoner, and passed unanimously.

RESOLUTION 2219 - CONTRACT AWARD FOR BACKUP SERVER AND HOSTING SERVICES

Motion to approve was raised by Richard Kotz, seconded by Eric Bugaile, and passed unanimously.

RESOLUTION 2220 – LOCAL TRANSPORTATION ORGANIZATION RESOLUTION CERTIFYING THE LOCAL MATCH FOR STATE OPERATING FINANCIAL ASSISTANCE

Motion to approve was raised by Richard Carson, seconded by Keith Martin, and passed unanimously.

#### **OLD BUSINESS**

Rich Farr presented the Right of Way agreement for the bridge. This is presented as information only and no motion needed at this time.

#### **NEW BUSINESS**

No new business.

#### **FUTURE PROCUREMENTS**

Richard Farr presented a document which references all current and future procurement projects.

#### STAFF REPORT

David Juba presented the quarterly ACT 44 Transit Performance Review Action Plan. David reported no significant items of update, however, noted changes within the IT Plan item and the maintenance software item.

An EEO update was provided by EEO Officer, Sherry Welsh. Currently, the Authority is focusing on race and gender. Figures were reviewed in detail and goals were highlighted. It is requested by the Chairman, that a report be presented to the Board on a bi-annual basis.

Richard Farr presented the following staff updates:

- An appropriations request will be submitted for the Dauphin County Transit Maintenance and Operations facility.
- Data was submitted for restitution for the recent catalytic converter theft. Theft of these parts have caused a few late PMs as vehicles were swapped to accommodate the losses.
- Full service restoration in York, Gettysburg and Harrisburg will begin starting May 1.
- Progress with Veterans Transportation in Franklin County continues. Regular updates will be provided.
- We continue to work through challenges related to the elevator at the Middletown Train Station.
- A reminder that the Ethics Commissions Financial Statement of Interest forms are due by May
   Please return submitted forms to Angela Bednar.
- New Board member, Charles L. Duncan, was appointed to the CDH Board. Charles will replace former Board member Chad Saylor.
- A reminder that the ribbon cutting ceremony for the York King Street Station will take place at 10:00 AM on Monday, May 16.

#### <u>ADJOURNMENT</u>

The next scheduled Board of Directors meeting will take place on May 26, 2022, at 10:00 AM in Carlisle at 310 Allen Road.

The meeting adjourned into an Executive Session to discuss real estate and personnel matters at 11:23 AM.

Respectfully Submitted,

Richard Kotz Secretary



# DAUPHIN COUNTY PENNSYLVANIA

DEPARTMENT OF

MENTAL HEALTH / AUTISM / DEVELOPMENTAL PROGRAMS

100 CHESTNUT STREET, 1<sup>ST</sup> FLOOR HARRISBURG, PA 17101 (717) 780-7050 (717) 780-7061 FAX BOARD OF COMMISSIONERS CHAD SAYLOR, CHAIRMAN MIKE PRIES, VICE CHAIRMAN GEORGE P. HARTWICK III, SECRETARY

CHIEF CLERK/CHIEF OF STAFF
J. Scott Burford

**DIRECTOR OF HUMAN SERVICES**RANDIE YEAGER

**HUMAN SERVICES SOLICITOR** FREDRICK W. LIGHTY, ESQUIRE

MH/A/DP ADMINISTRATOR ANDREA KEPLER

April 22, 2022

Chris Zdanis, Chief Operations Officer Capital Area Transit (CAT) 901 North Cameron Street Harrisburg, PA 17101

Dear Mr. Zdanis,

On April 14th, 2022, Dauphin County conducted a monitoring review of the Medical Assistance Transportation Program (MATP). The purpose of the visit was to review administrative and programmatic policies and procedures to determine if CAT is meeting MATP requirements. The current fiscal year of 2021-2022 was reviewed.

The monitoring review was attended by Chris Zdanis, CAT and Sufyan Baig, MHADP Administrative Officer, Dauphin County; and Andrea Kepler, Administrator MHADP, Dauphin County.

I am pleased to inform you that there were no findings or recommendations for this monitoring review.

Thank you for your continued compliance with MATP.

Sincerely,

Sufyan Baig Administrative Officer MH/A/DP, Dauphin County

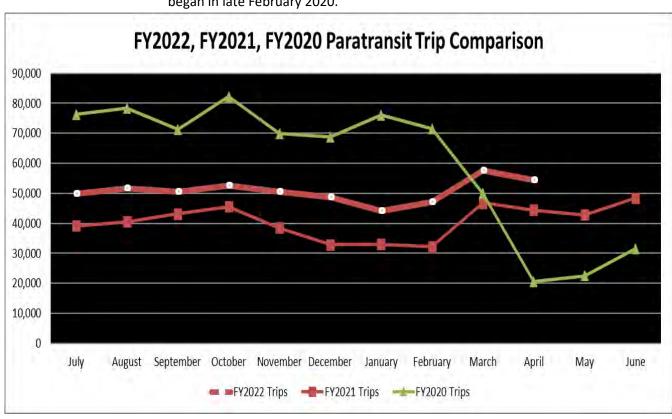
CC: Andrea Kepler, Administrator MH/A/DP, Dauphin County

#### Financial Statement & Statistical Notes for April 2022

- The financial statements, enclosed with these notes, are as of April 30, 2022. They include the consolidation of Susquehanna Regional Transportation Authority (SRTA), Central Pennsylvania Transportation Authority (CPTA) and Cumberland Dauphin Harrisburg Transit Authority (CDH) operations. April is the the tenth month of fiscal year 2022.
- The presented financial statements reflect the adopted fiscal year 2022 budgets for CPTA and CDH combined which included the activity which is now in SRTA.
- A column has been added to the income statement with the previous fiscal year to date information. This column has been shaded in grey to identify that it is intended for comparative purposes only and is not part of the normal income statement presentation.

#### **Ridership**

- > Year to date ridership as of April 30, 2022 (10 months) continued to improve when compared to the same time last year. Here are the details by category. Individual division numbers are reported on the Dashboard:
  - Year to Date through the end of April Fixed Route is running 4% above last year and remains at 54 % of pre-Covid ridership (YTD April 2022 vs. YTD April 2019)
  - Paratransit is 28% above the previous year and at 71% of pre-Covid ridership levels. Here is s graphic representation of Paratransit trips made each month during the last three fiscal years. As you recall the Covid impact on ridership began in late February 2020.



- Commuter Express rose to 66% above last year (YTD) but remained at 30% of pre-Covid levels
- In the Month of April, Microtransit, continued its growth in the newly established Microtransit North operation adding to its continuing strong performance in the Microtransit South operation, bringing us to a year to date ridership to 41% above last year.

#### **Revenue**

- Year to Date (ten months) Operating revenue is 13% or \$1.8 million higher than budget. This is \$2.7 million or 21% above same time last year.
- Current period (April) Operating revenues were 11% over budget

#### **Expenses**

- > Year to Date (ten months) Total Expenses are \$2.7 million or 6% better than budget
- In the current period (April) Total Expenses are \$88 thousand or 2% higher than budget as the Authority used American Rescue Funds to pay for protective barriers for the fixed route drivers.

#### Subsidy

- Year to Date the Authorities have been able to defer the use of \$4.7 million of budgeted subsidy grant funding for future use to provide transportation services.
- In the current period the Authorities added \$79 thousand to the balance of budgeted subsidy grant funding for future use.

#### Reserves

- > SRTA currently has 124 days of cash on hand.
- The Authority's target is to have reserves of 180 days.

#### **Paratransit Division Performance**

Division	REE/(EER)*
York/Adams	(1,635,148)
Perry	(\$57,986)
Montour	\$54,212
Union/Snyder	(\$157,566)
Columbia	\$195,937
Cumberland	\$272,611
Northumberland	\$317,851
Franklin	8,351
CDH	(1,004,969)
All Paratransit Services	(\$2,006,707)

<sup>\*</sup>REE=Revenue in Excess of Expenses; (EER)=Expenses in Excess of Revenue

- > There are no draws on the organization's lines of credit.
- Capital expenditures over \$50,000 for the month were:
  - o Zarfoss Roof \$98,274

### Susquehanna Regional Transportation Authority Income Statement

#### For The Period Ended April 30, 2022

			Period 1	To Da	nte		Yea	r To	Date	1			
			Actual		Current Budget		Actual		Current Budget		Budget Variance		Year To Date April 30, 2021
REVENUE			Actual		Current Buuget		Actual		Current buuget		buuget variance		April 30, 2021
REVENUE	Operating Revenue	ė	1,520,657	\$	1,366,529	ė	15,533,002	ė	13,699,218	ė	1,833,784	ė	12,800,852
	Grant/Contract Inc		2,233,886	\$	3,071,873		23,270,867		31,824,984		(8,554,117)		25,324,046
TOTAL DELICABLE	Grant/Contract inc												
TOTAL REVENUE		\$	3,754,544	\$	4,438,402	\$	38,803,869	\$	45,524,202	\$	(6,720,333)	\$	38,124,898
	Wages	\$	1,817,568		1,961,140		18,349,279		19,826,424		1,477,146		17,464,149
	Benefits	\$	1,140,709	\$	1,246,093		11,541,500		13,524,152		1,982,651		11,329,071
	Services	\$	503,593	\$	242,906		2,684,711		2,429,020	\$	(255,691)		1,966,945
	Fuel	\$	336,981		282,424		3,168,245		2,828,799	\$	(339,446)		2,478,729
	Tires	\$	16,896	\$	26,162		217,987		262,514		44,526		188,931
	Materials and Supp	\$	110,954	\$	124,683		1,350,067		1,251,034	\$	(99,033)		1,236,692
	Utilities	\$	103,091		82,728		974,131		827,283	\$	(146,849)		769,401
	Casualty and Liabili		108,021	\$	124,106		914,132		1,241,103	\$	326,971		1,165,778
	Purchased Transpo		323,382	\$	270,417		2,859,802		2,556,498	\$	(303,304)		2,109,046
	Miscellaneous Expe	\$	12,776	\$	27,865	\$	234,655	\$	278,590	\$	43,935	\$	172,198
	Leases and Rentals	\$	12,097	\$	11,630		84,301	\$	116,300	\$	31,999	\$	100,157
	Passed Through Ex	\$	27,049	\$	25,000	\$	275,928		250,000	\$	(25,928)	\$	220,463
TOTAL EXPENSES		\$	4,513,116	\$	4,425,156	\$	42,654,738	\$	45,391,715	\$	2,736,977	\$	39,201,560
TOTAL NON OPERATING GRANT INCOME **		\$	-	\$	_	\$	523,481	\$	-	\$	(523,481)	\$	313,551
TOTAL NON OPERATING GRANT EXPENSES **		\$	-	\$	-	\$	523,481	\$	-	\$	(523,481)	\$	313,551
REE/(EER)		\$	(758,573)	\$	13,246	\$	(3,850,869)	\$	132,487	\$	(3,983,356)	\$	(260,442)
CAPITAL REVENUES AND EXPENSES													
Capital Grant Income/(R	efund)	\$	244,210	\$	-	\$	5,513,847	\$	-			\$	3,421,933
TOTAL CAPITAL REVENUES AND EXPENSES		\$	244,210	\$	-	\$	5,513,847	\$	-			\$	3,421,933
REE/(EER)		\$	(514,363)	\$	13,246	\$	1,662,978	\$	132,487			\$	2,345,270
NET REE/(EER)		\$	(514,363)	\$	13,246	\$	1,662,978	\$	132,487			\$	2,345,270

<sup>\*\*</sup>FindMyRide, CAT TA

### Susquehanna Regional Transportation Authority Balance Sheet

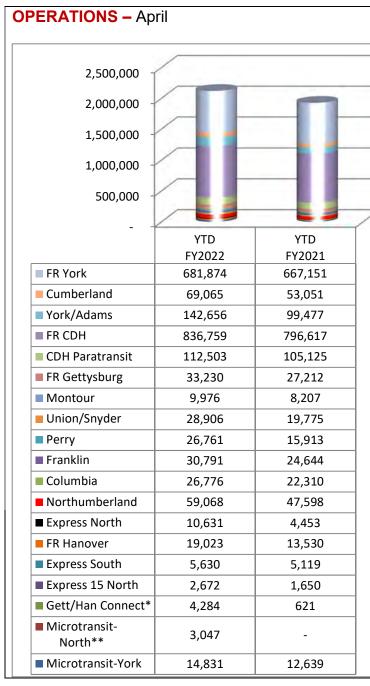
#### As of April 30, 2022

#### ASSETS

CURRENT ASSETS					
CURRENT ASSETS	Unrestricted Cash	\$	11,057,401		
	Restricted Cash	\$	55,483		
	Reserved Cash - Capital Projects	\$	-		
	Accounts Receivable	\$	21,870,435		
	Materials & Supplies Inventory	\$	777,685		
	Prepaid Expenses	\$	954,086		
	Other Current Assets	\$	-		
TOTAL CURRENT ASSETS	other current/back	<u> </u>		\$	34,715,089
TO THE CONNECTO PAGE 15				Ť	3 1,7 13,003
FIXED ASSETS					
	Buildings and Improvements	\$	53,899,916		
	Revenue Equipment	\$	90,284,604		
	Tools and Equipment	\$	6,787,123		
	Accumulated Depreciation	\$	(70,794,276)		
TOTAL FIXED ASSETS (NET)				\$	80,177,367
OTHER ASSETS					
	Pension Asset	\$	75,915		
TOTAL OTHER ASSETS				\$	75,915
TOTAL ASSETS				\$	114,968,371
CURRENT LIABILITIES	LIABILITIES AND NE	TASSETS			
CURRENT LIABILITIES			4.044.207		
Accounts Payable		\$ \$	1,811,307		
Accrued Leave and Payroll		\$	1,611,445		
Accrued Expenses TOTAL CURRENT LIABILITIES		\$	815,267	\$	4,238,019
TOTAL CONNENT EIABIETTES				Ÿ	4,230,013
DEFERRED REVENUE					
Revenue Received in Advance		\$	31,828,701		
TOTAL DEFERRED REVENUE		<u> </u>	51,020,701	\$	31,828,701
TOTAL DELEMINES NEVERTOR				Ť	51,020,701
OTHER LIABILITIES					
Capital Lease Obligation		\$			
Accrued Sick Pay		\$	269,903		
Current Notes Payable		\$	-		
Consortium Buses		\$			
TOTAL OTHER LIABILITIES				\$	269,903
NET ASSETS					
Unrestricted Equity		\$	39,393,848		
Restricted Equity		\$	15,520		
Capital Grants		\$	39,222,380		
TOTAL NET ASSETS				\$	78,631,748
TOTAL LIABILITIES AND NET ASSETS				\$	114,968,371



#### SRTA DASHBOARD - May 2022



## MAINTENANCE – April Preventative Maintenance



162 PMs Complete; 4 Overdue
CDH -38 Completed; 0 Overdue
York -56 Completed; 0 Overdue
Adams - 9 Completed; 0 Overdue
Cumberland -12 Completed; 0 Overdue
Northumberland - 17 Completed; 1 Overdue
Franklin - 6 Completed; 1 Overdue
Columbia - 5 Completed; 0 Overdue
Montour - 2 Completed; 0 Overdue
Union/Snyder -14 Completed; 2 Overdue

Perry - 3 Completed: 0 Overdue

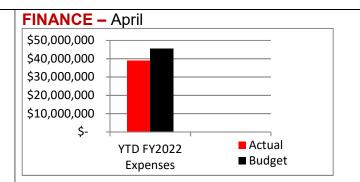
98%

#### **Road Calls:**

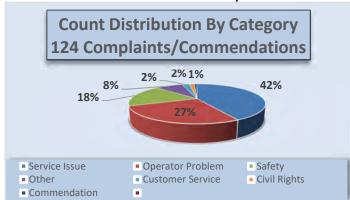
2022 FY2022#		FY2021#
Mechanical 6 130	8	85
Non- Mech. 19 145	32	222

#### SAFETY - April

	Apr 2022	YTD FY2022	Apr 2021	YTD FY2021
Preventable	16	135	16	164
Non- Preventable	5	58	4	51
Passenger Injury	1	10	2	13
Employee Injury	4	34	5	30



#### **CUSTOMER COMPLAINTS - April**



	Apr	YTD	Apr	YTD
	2022	FY2022	2021	FY2021
Total Complaints	133	1,254	63	658

#### **MARKETING** – April

Apr	YTD	Apr	YTD
2022	FY2022#	2021**	FY2021**
20	102	6	78
20	103	0	70
3	33	0	3
134,641	833,312	47,684	458,421
106,715	680,362	37,178	353,104
822	7,579	669	6,715
	2022 20 3 134,641 106,715	2022 FY2022# 20 103 3 33 134,641 833,312 106,715 680,362	2022     FY2022#     2021**       20     103     6       3     33     0       134,641     833,312     47,684       106,715     680,362     37,178

#### ADOPTION OF SRTA MANAGEMENT OF RABBITCARES

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY ("SRTA") BOARD OF DIRECTORS RESOLVES TO ACCEPT THE ROLE OF MANAGEMENT FOR RABBITCARES FOR A PERIOD OF TEN YEARS

WHEREAS, a non-profit entity exists for the benefit of rabbittransit and its ridership and is currently managed by rabbittransit; and,

WHEREAS, due to the management structure between rabbittransit and SRTA, the parties seek to assign the management duties for rabbitcares to SRTA for a period of ten (10) years; and,

NOW THEREFORE, BE IT RESOLVED, the above recitals are incorporated herein as if fully set forth, SRTA accepts the assignment of management duties for rabbitcares for a period of ten (10) years from the effective date of this Resolution.

#### **CERTIFICATION OF OFFICERS**

OF

#### SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

convened meeting of the Susc	3	e copy of a Resolution adop	5 ,
on May 26, 2022.	querianna rregional 11	ansportation Authority Board	i Members neid
•			
	attest:		
Richard Kotz		Raymond Rosen	
Secretary		Chairman	

#### AUTHORIZING DAUPHIN MOBILE VEHICLE LIFT REPLACEMENT

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has recognized that an existing 74,000 pound capacity, mobile vehicle lift system has reached end of life; and,

WHEREAS, the Maintenance Manager has noted the current lift system has repair needs and safety concerns. This lifting machine is used daily for maintenance and repair of various transit vehicles and vehicle systems; and,

WHEREAS, SRTA staff utilized this replacement to evaluate various replacement systems for efficiency, safety, cost, and longevity. Quotes were solicited from multiple lift system vendors and evaluated against lift system functionality; and,

WHEREAS, during maintenance administration research it was determined that a Seventy-four thousand (74,000) pound capacity lift was required to replace the existing unit and it was preferred to have a hydraulically controlled unit compared to a mechanical unit because of operator control, longevity, and machine maintenance considerations; and,

WHEREAS, four (4) quotes were received and there were three which were hydraulically controlled and had the required capacity while one was a mechanically controlled unit with Seventy-two thousand (72,000) pound capacity. Alan Tye and Associates provided a quote of Fifty-seven thousand, three-hundred Dollars, and Zero Cents (\$57,300.00) for a hydraulically controlled unit; and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority to purchase the aforementioned lift system with a purchase price not to exceed Fifty-seven thousand, three-hundred Dollars, and Zero Cents (\$57,300.00).

#### **CERTIFICATION OF OFFICERS**

OF

#### SUSQUEHANNA REGIONAL TRANSPORTION AUTHORITY

I certify that the foregoing is a sound and true copy of a resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board Members held on May 26, 2022.

	attest:	
Richard Kotz	•	Raymond Rosen
Secretary		Chairman

#### **AUTHORIZING DAUPHIN MOBILE VEHICLE LIFT REPLACEMENT**

#### **FACT SHEET**

- These units are wheeled and allow maintenance staff to move a disabled vehicle into a repair bay, position the lift devices at each wheel, then raise the vehicle for diagnosis, repair, and maintenance functions.
- If one repair is not complete and is delayed, the lift can be disengaged and moved to perform maintenance or repair for an alternate vehicle.
- Allows maintenance staff to more quickly access the underside of vehicles without descending into a pit or crawling under vehicles.
  - o Better ergonomics decreases fatigue and reduces injury risk.
  - o Eliminates the safety risks and up keep associated with floor pits.
  - Allows tools, fluid collection, and component hoisting devices to be quickly deployed while all items are on the same plane.
- They are battery powered and remotely operated, so there are no power or control cords between the four units and the building, reducing trip and fall hazards and increasing maintenance staff efficiency.
- Can be used for paratransit vans and fixed route buses. Lifting capacity is a combined 74,000 pounds. The maximum lift capacity of mechanical units was found to be less than the desired capacity. Mechanical units are slower, heavier, and require more preventative maintenance than do hydraulic units.
- Additional units can be utilized to lift longer, or heavier vehicles since the wireless function can be expanded to control multiple units.

#### CONTRACT AWARD FOR SECURITY STAFFING

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) desires to retain a security company to provide contracted security personnel at the King Street Station at specific times during the operating day; and,

WHEREAS, there is a need to have security personnel on site to prevent harassment of transit users, vandalism, and loitering; and,

WHEREAS, SRTA does not have sufficient staff resources to self-perform this work or obtain additional staffing; and,

WHEREAS, quotes were solicited from multiple companies with two providing the requested pricing; and,

WHEREAS, Schaad Detective Agency, Inc. provided the most attractive pricing of Twenty-two Dollars, and Zero Cents per hour while on duty; and,

WHEREAS, there is an anticipated need of sixty-four (64) hours on duty per week with an annual total of three-thousand, three-hundred, twenty (3,328) hours; and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority to award a contract to Schaad Detective Agency for a period of one year not to exceed Seventy-three thousand, two-hundred, sixteen dollars, and Zero Cents.

#### **CERTIFICATION OF OFFICERS**

OF

#### SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

I certify that the foregoing is a sound and true copy of a resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board Members held on May 26, 2022.

	attest:	
Rich Kotz,		Raymond Rosen
Secretary		Chairman

# RESOLUTION 2223 CONTRACT AWARD FOR SECURITY STAFFING

#### **FACT SHEET**

- Uniformed security will be present at the King Street Station
  - o 5:00 AM through 9:00 AM Monday through Sunday
  - 7:00 PM through 11:00 PM Monday through Saturday
- No security staffing necessary on holidays to include: New Year's Day, Easter Sunday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.
- There will be a highly visible security presence to discourage harassment of transit users, vandalism, and loitering. Security personnel will patrol the platforms and ensure a safe, pleasant experience for transit users.
- Schaad Detective Agency will supervise personnel, provide uniforms, and supply a lettered vehicle for patrol use.
- Additional quotes were not available because of vendor staffing shortages and vendor obligations.

Security Service Description	Hourly Rates	Firm	Annual Total <sup>1</sup>				
Armed with vehicle	\$ 40.00	Sheep Dog	\$ 133,120.00	High			
Unarmed with vehicle	\$ 30.00	Sheep Dog	\$ 99,840.00	Medium			
Unarmed with vehicle	\$ 22.00	Schaad Dectective	\$ 73,216.00	Low			
	\$ 30.67	Average	\$ 102,058.67	Average			
1 - 64 hours per week for !	1 - 64 hours per week for 52 weeks.						

## ADOPTION OF THE TRANSIT ASSET MANAGEMENT PLAN POLICY STATEMENTS

WHEREAS, the Central Pennsylvania Transportation Authority (CPTA) and Cumberland-Dauphin-Harrisburg Transit Authority (CAT) have contractually assigned the responsibilities of their combined assets to the Susquehanna Regional Transportation Authority (SRTA); and,

WHEREAS, SRTA owns, operates, or manages one hundred and one (101) or more vehicles in revenue service during peak regular service across any one non-fixed route mode and is thus a TIER ONE (1) provider according to 49 CFR 625.5 Definitions; and,

WHEREAS, CPTA and CAT are recipients of Federal financial assistance under 49 U.S.C. Chapter 53 and own, operate, or manage capital assets used for providing public transportation; and,

WHEREAS, SRTA has developed a TAM Plan consistent with the requirements of a TIER ONE (1) provider as defined in 49 CFR 625.25 Transit Asset Management Plan requirements; and,

WHEREAS, SRTA included the following TAM policy statement in the TAM Plan in accordance with 49 CFR 625(b)(5):

The Susquehanna Regional Transportation Authority shall implement a transit asset management plan with the primary purpose of connecting the core principles of the agency with the regulatory requirements of MAP-21.

Safety will be enhanced through the analysis of lifecycle costs, and risks in correlation with other components to determine the appropriate capital prioritization. Assets that have proven to be unreliable through data-driven decision making tools will be removed from service at a higher priority level than those of a comparable nature. Recognizing this in conjunction with the current useful life modeling will reduce the potential for unseen security challenges.

Service will be enhanced through the promotion of an office culture that prioritizes effective management business practices and tools. The employment of the TAM plan further shifts the mentality towards SMART goals. Further, the standardization of practices shall promote the opportunity for improved expertise across the agency through collaboration and coordination.

Stewardship will be enhanced as financially unstable vehicles can be given the attention at regular intervals rather than as issues are arising. This proactive model will employ quality assurance through a combination of appropriate tools, technology, and training.

This has the potential to significantly reduce road calls and unscheduled maintenance to enhance resource dedication.

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) included the following State of Good Repair policy statement in the TAM Plan in accordance with 49 CFR 625(b)(5):

SRTA commits to the adherence to the following criteria when making State of Good Repair (SOGR) decisions. It is in the interest of the agency, public, and community at large that assets be maintained in an appropriate manner consistent with the highest standards. An asset may be utilized so long as it maintains compliance with the following four objectives:

- 1. If the asset is in a condition sufficient for the asset to operate at a full level of performance;
- 2. The asset is able to perform its manufactured design function;
- 3. The use of the asset in its current condition does not pose an identified unacceptable safety risk and/or deny accessibility; and
- 4. The life-cycle investment needs of the asset have been met or recovered, including all scheduled maintenance, rehabilitation, and replacements.

In any circumstances where an asset is not compliant with this language SRTA will remove this asset from service until such time the issue can be remedied.

NOW, THEREFORE, BE IT RESOLVED the Board of Directors of SRTA adopt the 2022 Transit Asset Management (TAM) Plan Policy Statements.

#### **CERTIFICATION OF OFFICERS**

OF

#### SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

I certify that the foregoing is a sound and true copy of a Resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board Members held on May 26, 2022.

	attest:	
Richard Kotz	Raymond Rosen	
Secretary	Chairman	

## ADOPTION OF THE TRANSIT ASSET MANAGEMENT PLAN POLICY STATEMENTS

#### **FACT SHEET**

- The Transit Asset Management (TAM) Plan is required to be updated every four (4) years, inclusive of review and revision of performance measures.
- Per the FTA, performance measures and associated targets help transit agencies to quantify the condition of their assets, which facilitates setting targets that support local funding prioritization.
- Historically, CPTA was a Tier 1 agency and CAT was a Tier 2 agency participating in the State Group TAM Plan.
- SRTA staff have combined the agency asset information of CPTA and CAT to create a unified SRTA TAM Plan, inclusive of all Tier 1 required elements.
- The policy statements identified above remain the same from the original TAM plan and are simply revised for the transition from Central Pennsylvania Transportation Authority (CPTA) to Susquehanna Regional Transportation Authority (SRTA).

## APPROVAL AND RECOMMENDATION OF PERFORMANCE TARGETS TO PLANNING PARTNERS

WHEREAS, the Central Pennsylvania Transportation Authority (CPTA) and Cumberland-Dauphin-Harrisburg Transit Authority (CAT) have contractually assigned the responsibilities of their combined assets to the Susquehanna Regional Transportation Authority (SRTA); and,

WHEREAS, CPTA and CAT are recipients of Federal financial assistance under 49 U.S.C. Chapter 53 and own, operate, or manage capital assets used for providing public transportation; and,

WHEREAS, SRTA has developed a Transit Asset Management (TAM) Plan and Public Transportation Agency Safety Plan (PTASP) in accordance with regulatory guidance; and,

WHEREAS, these plans require SRTA to coordinate state of good repair (SOGR) and safety performance targets with relevant local and state planning organizations with functions relative to investment prioritization; and,

WHEREAS, the Board of CPTA is designated as the Transit Committee for the York Area Metropolitan Planning Organization (YAMPO); and,

NOW, THEREFORE, BE IT RESOLVED the Board of Directors of SRTA approve the 2022 TAM and PTASP Performance Targets and recommend coordination with applicable Metropolitan Planning Organizations (MPOs) for their acceptance.

#### **CERTIFICATION OF OFFICERS**

OF

#### SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

I certify that the foregoing is a sound and true copy of a Resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board Members held on May 26, 2022.

	attest:	
Richard Kotz	Raymond Rosen	
Secretary	Chairman	

#### **FACT SHEET**

- SRTA staff will seek acceptance of the associated performance measurements at the following MPOs:
  - Adams County Transportation Planning Organization (ACTPO)
  - Harrisburg Area Transportation Study (HATS)
  - York Area Metropolitan Planning Organization (YAMPO)
- SRTA will work to notify the following MPOs of these performance targets:
  - Franklin County Metropolitan Planning Organization (FCMPO)
  - SEDA-Council of Governments (SEDA-COG)
- TAM Performance Targets:

	SRTA TAM Performance Targets	
Asset Category	Performance Measure	Target Percent
Rolling Stock	Age - % of revenue vehicles within a particular asset class that have met or exceeded their ULB	23%
Equipment	Age - % of service vehicles/ equipment that have met or exceeded their Useful Life Benchmark (ULB)	18%
Facilities	<u>Condition</u> - % of facilities with a condition rating below 3.0 on a the FTA Transit Economic Requirements Model (TERM) Scale	13%

#### • PTASP Performance Targets:

PTASP Safety Targets			
Performance Measure	Fixed Route Targets	Non-Fixed Route Targets	
Fatalities (annual reported events)	0	0	
Fatalities (per 100k VRM)	0	0	
Injuries (annual reported events)	7	9	
Injuries (per 100k VRM)	0.39	0.18	
Safety Events (annual reported events)	6	10	
Safety Events (per 100k VRM)	0.34	0.21	
System Reliability	9.75	0.99	

#### APPROVAL TO ADVANCE THE PURCHASE OF THE GOODWILL PROPERTY

WHEREAS, the Susquehanna Regional Transportation Authority ("SRTA") is in great need of an expanded, modern and cost efficient facility; and,

WHEREAS, the current facility was built 118 years ago and does not support current maintenance needs or alternative fuels; and,

WHEREAS, PennDOT conducted a detailed site analysis study to determine property availability near the core operations to assist in cost containment of paid driver hours related to deadhead. The study indicated that there are few properties that could support the operations and most were not for sale; and,

WHEREAS, it was determined that Goodwill was in need of selling its property that is adjacent to the 901 N. Cameron Street property consisting of roughly 6.15 Acres located along North Cameron, North 12th, and Monroe Streets, in the City of Harrisburg, PA. The subject of the work under review is further identified as Dauphin County Tax Parcels 08-030-014-000-0000, 08-030-008-000-0000, 08-030-003-000-0000, 08-030-009-000-0000, 08-030-004-000-0000, and 08-031-009-000-0000; and.

WHEREAS, SRTA as a governmental agency is authorized to acquire property in lieu of condemnation for its governmental purpose; and

WHEREAS, the purchase would provide immediate relief to our current space needs as the Goodwill property has sufficient space to support our training program, administrative support, storage and employee and visitor parking; and,

WHEREAS, the property will be purchased with state funds and the authority has secured FTA approval that the purchase will not preclude any future federal investment as part of any potential future development of the property; and,

WHEREAS, the appraisal and review appraisals have been completed and PennDOT has reviewed them; and,

WHEREAS, the SRTA Board of Directors have determined that it is in the best interest of SRTA to acquire the Property at this time at is fair market value; and,

NOW THEREFORE, BE IT RESOLVED, that the Board of Directors authorize the Executive Director to begin negotiations with Goodwill to purchase the adjacent properties and satisfy the regulations of PennDOT and any other applicable agency concerning property acquisition and to work with PennDOT to secure state funds and execute any state grant needed for the project; and,

BE IT FURTHER RESOLVED, that the Board of Directors authorize the Executive Director, that based on successful negotiations, execute all documents required to make the purchase. The purchase details including all cost and grants will be reviewed with the Board Chairman and Vice Chairman and the authority solicitor prior to settlement; and,

BE IT FURTHER RESOLVED, the property that SRTA intends to acquire is in the form of fee title in lieu of condemnation for use by SRTA, members of the public and business invitees as the case may be; and,

.

BE IT RESOLVED, by SRTA by authority of the same, that the acquisition of fee title of the above referenced Goodwill Property, by purchase in lieu of condemnation according to the law is authorized for the construction of buildings and/or facilities in keeping with their governmental purpose concerning Dauphin County Parcel Numbers 08-030-014-000-0000, 08-030-008-000-0000, 08-030-003-000-0000, 08-030-000-0000, 08-030-000-0000, 08-030-000-0000, and 08-031-009-000-0000; and,

BE IT FURTHER RESOLVED, that the Executive Director and counsel for the Board are hereby empowered to represent the Board of Directors as part of any sales transaction and/or closing and any Lease Agreements that may be part of the consideration for the purchase of real estate; and,

BE IT FURTHER RESOLVED, that the Executive Director and counsel for the Board are empowered to represent the Board of Directors in any administrative hearing and/or municipal hearing as part of the due diligence to ensure the Property meets the needs of SRTA; and,

BE IT FURTHER RESOLVED, that the provisions of this Resolution are severable. If any provision, sentence, clause, phrase, section or part thereof shall for any reason be found unconstitutional, illegal or invalid, such unconstitutionality, illegality or invalidity shall not affect or impair any of the remaining provisions, sentences, clauses, phrases, sections or parts thereof, but the same shall remain if effect. It is hereby declared to be the intent of SRTA that this Resolution shall stand notwithstanding the invalidity of any part included herein.

# CERTIFICATION OF OFFICERS OF SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

	and true copy of a Resolution adopted at a legally Regional Transportation Authority Board Members held on
Way 20, 2022.	
	attanti
	attest:
Richard Kotz	Raymond Rosen
Secretary	Chairman

## AWARD OF CONTRACTS FOR PROCUREMENT OF JANITORIAL AND OFFICE SUPPLIES

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) purchases a significant number of janitorial and office supply items on an ongoing basis; and,

WHEREAS, the Authority saw the opportunity to purchase in bulk and realize cost savings to standardize products utilized across locations; and,

WHEREAS, a Request For Quotes was released March 16, 2022 and was due April 22, 2022; and,

WHEREAS, this procurement complies with the SRTA Procurement Guidelines when entering contracts for solicited quotes; and,

WHEREAS, five (5) entities submitted quotes for janitorial and office supplies; and,

WHEREAS, one-hundred (100) distinct items were evaluated with a combined 2021 cost of sixty-eight thousand, six-hundred, seventeen Dollars (\$68,617); and,

WHEREAS, the entities submitting bids, four were successful in garnering some aspect of the janitorial and office supply needs; and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority to award a contract to each firm for the supply of those items for which it provided the lowest Quoted price.

#### **CERTIFICATION OF OFFICERS**

OF

#### SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

I certify that the foregoing is a sound and true copy of a resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board Members held on May 26, 2022.

	attest:	
Richard Kotz	Raymond Rosen	
Secretary	Chairman	

## AWARD OF CONTRACTS FOR PROCUREMENT OF JANITORIAL AND OFFICE SUPPLIES

#### FACT SHEET

- The organization is not formally contracting for any janitorial or office supplies.
- This Resolution grants management the ability to award contracts to those firms that tendered responsive and responsible bids on a per-item basis.
- The resulting contract awards to each supplier will be for a period of one (1) year with option years two (2) through five (5).
  - The initial contract will expire in April 2023.
  - o Option years are at the sole discretion of SRTA.
  - The Vendor can notify SRTA of price changes for subsequent years by January 31, of the current contract year.
- Companies submitted not to exceed value bids. The values includes a twenty (20) percent buffer.
  - o Americhem \$5,230.00
  - o Bortek Industries \$1,700
  - o Guernsey \$ 15,070
  - o Mason \$47,100
- There has been an increase in janitorial and office supply costs over the last year and this effort is an attempt to create cost savings and ensure the best use of public funding.

## APPROVAL TO EXECUTE A ONE-YEAR RIGHT OF WAY AGREEMENT WITH LUMEN ON THE CUMBERLAND VALLEY RAILROAD BRIDGE

WHEREAS, the Cumberland-Dauphin-Harrisburg Transit Authority owns the Cumberland Valley Railroad Bridge over the Susquehanna River in Harrisburg, PA; and,

WHEREAS, the Authority has historically provided right of way agreements for the placement of utilities on the bridge; and,

WHEREAS, the Authority was contacted by Lumen, a technology company, for the placement of fiber optic cable on the bridge; and,

WHEREAS, the Authority as begun the evaluation of the disposing of the bridge and therefore is not in a position to offer a long-term right of way agreement; and,

WHEREAS, Lumen has agreed to enter into a one-year agreement with the Authority; and,

NOW THEREFORE BE IT RESOLVED by the Board of Directors that a one (1) year right of way agreement be offered to Lumen in the amount of \$15,618.

# CERTIFICATION OF OFFICERS OF SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

I certify that the foregoing is a sound and true copy of a Resolution adopted at a legally

convened meeting of the Sus May 26, 2022.	quehanna Regional Transportation Authority Board Members held on
	attest:
Richard Kotz	Raymond Rosen
_	•
Secretary	Chairman

#### **RIGHT OF WAY AGREEMENT**

KNOW ALL MEN BY THESE PRESENTS that, SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY (SRTA), 901 N. Cameron Street, Harrisburg, PA 17105, a Municipal Authority (hereinafter called "GRANTOR"), does hereby for itself and its successors and assigns, grant unto LUMEN, a Louisiana corporation, whose principal place of business is located at 100 Century Link Drive Monroe, LA 71203 (hereinafter called "COMPANY," which term shall include its affiliates, subsidiaries and parent entity), its successors, assigns and lessees, a nonexclusive right-of-way and easement, including all privileges and authority to construct, reconstruct, maintain and operate its telecommunications facilities (hereinafter the "Facilities") over and along the property which said Granter owns or in which it has any interest located on the Grantor's Susquehanna River Bridge, said bridge being formerly owned by Cumberland Valley Rail Road (hereinafter the "Bridge"). The Bridge crosses the Susquehanna River from Mulberry Street, in the City of Harrisburg, Dauphin County, to the southern part of City Island and on to a point in the Borough of Lemoyne County of Cumberland, Commonwealth of Pennsylvania; and along the public highways adjoining the said property, including the right of unlimited ingress and egress to and from the said Facilities for any of the aforesaid purposes. This Agreement shall commence upon execution of the Agreement by both parties and continue for one (1) year. Parties may agree to extend the agreement at any time. Should the agreement not be extended, the Company will remove its property within 30 days of the conclusion of the agreement. Upon removal, the company will send a letter certifying that the equipment is no longer in use. TO HAVE AND TO HOLD this right of way and easement unto Company together with the right, from time to time, to assign and convey this right of way and easement, and the rights granted hereunder, freely, in whole or in part.

At the time of execution of this Right Of Way Agreement by both parties, Company shall pay to Grantor the sum of \$15,618 as full and complete consideration for the rights granted herein.

Grantor hereby approves the engineering specifications relative to the placement of the Facilities, attached hereto and incorporated herein as <a href="Exhibit A">Exhibit A</a>. Should Grantor determine that Company's Facilities require either temporary or permanent relocation of the Facilities due to scheduled maintenance or repair of structural damage, Grantor will provide Company with a minimum of sixty (60) days prior written notice of said relocation. Company will assume complete responsibility for the relocation, removal or maintenance of the Company owned Facilities.

Company shall install its conduits under the ballast and base materials in the body of the bridge. Company may not install manholes, handholes, or pull boxes under the track.

Company shall be responsible for ensuring that the track stability is not compromised by Company's construction or maintenance activities.

Company shall be responsible for performing (at its own cost) all maintenance and repairs of its facilities.

The Company agrees to indemnify and hold harmless the Grantor from and against any and all claims, demands, damages, or causes of action for property damages or personal injury that are caused by: (a) any activity, work, or thing done or permitted by such indemnifying party in or about the easement area; (b) any negligent acts of such indemnifying party, or the employees, agents or contractors of such party, unless said actions are a direct result of the Grantor's gross negligence or willful misconduct.

Company shall ensure that its employees, contractors and subcontractors engaged in construction of its Facilities shall have had safety training and confined space training and work in full compliance with OSHA and railroad worker rules.

Amtrak has a right-of-way agreement on the east end of the bridge. Company is responsible to coordinate with Amtrak for any work within their right-of-way.

After completion of construction Company shall provide Grantor with "as-built" drawings that depict the construction and location of Company's facilities.

No portion of this agreement can be assigned or transferred, except by written approval of SRTA. The Company must notify SRTA with any change of ownership. Failure to notify SRTA of any ownership change will result in SRTA removing the equipment from the bridge without need to notify the company and at the companies expense.

This Agreement shall be governed and construed under the laws of the Commonwealth of Pennsylvania.

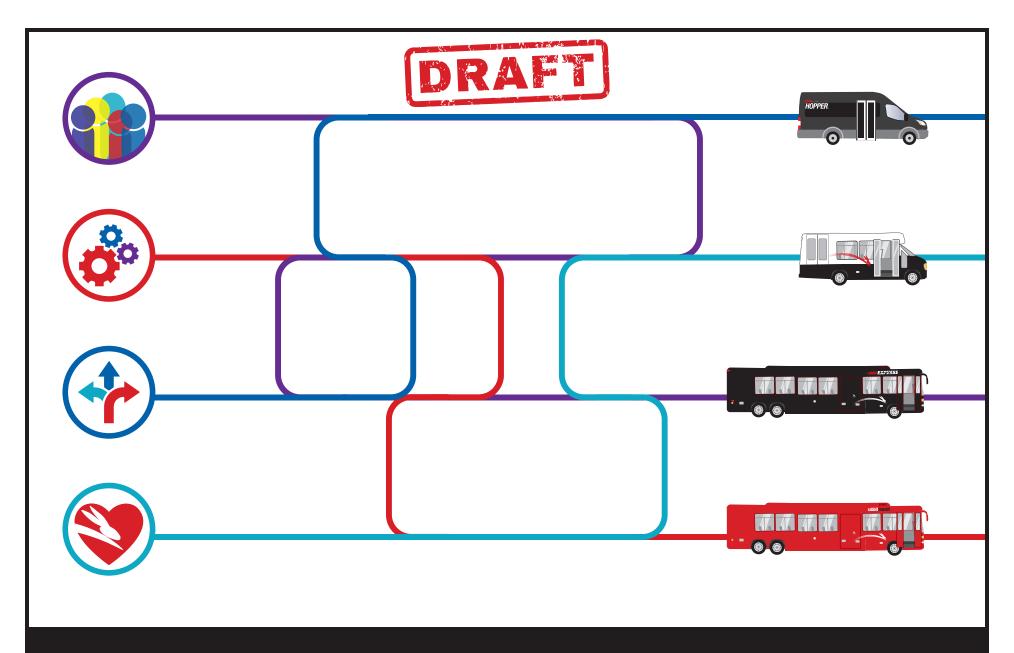
This Agreement constitutes the entire agreement between the parties and shall supersede all previous negotiations, commitments, representations and writings written or oral. Any alteration or amendment to this Agreement shall be acceptable only if presented in writing and signed by the party against whom enforcement of same is sought.

ame by its proper officers, this 2	26 day of May, 2022.	
ATTEST:		
Pichard Kota Cocrotany	Paymond Roson, Chairman	
Richard Kotz, Secretary SRTA	Raymond Rosen, Chairman SRTA	
ATTEST:		
Signature	Signature	

Printed Name, Title

Printed Name, Title

IN WITNESS WHEREOF, Grantor has caused this Agreement to be executed in its corporate





2022-25 | STRATEGIC PLAN SUMMARY





During the Fall of 2021 and Spring of 2022, the **rabbittransit** leadership team and Board of Directors came together to strategize and plan for their organization's future. Sessions with the full board and staff members were facilitated in addition to the **rabbitcares** Board of Directors. This document is intended as both a snapshot in time to be referred to in the future as well as an initial attempt to guide the organization as it prepares for that future. It reflects the cumulative input of staff and board members whose total time commitment exceeds several hundred hours.

Thank you to all staff, stakeholders and Board members that participated in this process. Your time, commitment and vision in service of **rabbittransit**'s mission enables the organization's success.

### **MESSAGE FROM THE DIRECTOR**

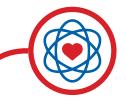




**Vision:** rabbittransit is a champion for mobility, changing our world one ride at a time.



**Mission:** Mobility is an essential need in order to experience a high quality of life. **rabbittransit** dedicates itself to providing its constituents safe, reliable and customer-centered mobility services consistent with the stewardship of its resources.



Core Values: Safety, Service, Stewardship

Serving Adams, Columbia, Cumberland, Dauphin, Franklin, Harrisburg City, Montour, Northumberland, Perry, Snyder, Union and York





**PEOPLE FIRST** 

rabbittransit remains committed to its stakeholders and is dedicated toward fostering an equitable, diverse and inclusive environment for staff and volunteers that prioritize their development, training, upskilling and enhancement.



**CUSTOMER EXPERIENCE** 

Continuously improving our customers' experience involves a better understanding of them, mapping their desired experience(s) and creating meaningful ways to measure our performance against both internal and external standards while ensuring equity of service.



**EXCELLENCE**IN OPERATIONS

Our commitment to excellence in operations ensures that we will continually seek to be an organization looked to and modeled by agencies nationwide.



rabbittransit understands that the world is changing rapidly and we are committed to evolving into a more agile organization that's adept at peering around corners to position itself for what's next instead of what's now.

### **STRATEGIC PRIORITES**





### **PEOPLE FIRST**

rabbittransit remains committed to its stakeholders and is dedicated toward fostering an equitable, diverse and inclusive environment for staff and volunteers that prioritize their development, training, upskilling and enhancement.

#### **STRATEGIES**

- Creation of a Diversity Council to reflect the varied lenses and viewpoints from each departmental staff segment.
- Strategic Talent Evaluation to anticipate and prepare for the workforce needs of tomorrow.
- Enhancement of employee engagement through diverse tactics and continuous investment.
- Continued Board Development through a framework of education and professional development including emphasis on diversity, equity and inclusion.





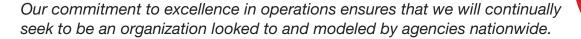
#### **CUSTOMER EXPERIENCE**

Continuously improving our customers' experience involves a better understanding of them, mapping their desired experience(s) and creating meaningful ways to measure our performance against both internal and external standards while ensuring equity of service.

- Development of Rider Profiles based on data related to specific rider populations to better understand and serve their needs.
- Adaptation to changing Rider Demographics by adjusting offerings or past practices.
- Reduction of cognitive or emotional barriers to provide a superior experience.
- Investment in Future-Ready Infrastructure to meet riders' current and future needs.
- Exploration of High Intensity Transit Lines balancing frequency compared to geographic reach.



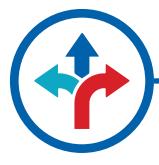
#### **EXCELLENCE IN OPERATIONS**





- Optimize Operations by enhancing evaluation criteria and methodology to inform decisions on service adjustment.
- Explore Modernization of Fare Collection system evaluating financial and operational efficiencies.
- Identify opportunities to increase Data Automation.
- Emphasize Data Health and Analysis including collection and utilization of data to assist the organization with its operations and benchmarking.
- Cybersecurity Awareness and Action to identify and proactively address cybersecurity threats.





#### **AGILITY & THE FUTURE OF TRANSPORTATION**

rabbittransit understands that the world is changing rapidly and we are committed to evolving into a more agile organization that's adept at peering around corners to position itself for what's next instead of what's now.

- Shape future of transportation through the advancement of innovative mobility initiatives.
- Explore opportunities for "reverse access" of products and services offering a non-traditional means of access.
- Evaluate status and potential impact of autonomous rolling stock for the future.
- Advocate for sustainable funding models.



rabbitcares is a 501 c (3) entity and the charitable organization of rabbittransit that was developed and operates today based on the premise that we need to be responsive to the individual rider, not just the masses. That is, we need to address not what we assume is the need, but what we hear are the needs—from the riders themselves.



#### rabbitcares:

- Offers a link for riders to easily reach and inform decision-makers of existing barriers.
- Builds inclusion and collaboration into our work so that we can address needs identified by the partnership.
- Works with the partnership to identify solutions to the needs/barriers and seeks funding sources to support those efforts.
- Provides a mechanism to serve populations that fall outside of traditional transportation funding streams.

#### rabbitcares





**VISION** 

Creating a community where everyone has mobility opportunities.



**MISSION** 

**rabbitcares** is a nonprofit organization advancing affordable and convenient mobility solutions that allows all Central Pennsylvania's residents to connect to their most basic needs.



**CORE VALUES** 

Innovation, Inclusion, Integrity

rabbitcares



#### rabbitcares



- Fare Abatement Initiative Explore funding opportunities to eliminate fare barriers on fixed routes.
- Understanding the Rider Seek opportunities to better assist rabbittransit with understanding
  its rider populations.
- **Communication Enhancement and Elevation** Engage in active communication to stakeholders regarding **rabbitcares**' efforts and initiatives.
- Strategic recruitment of Board Members Seek new rabbitcares board members that represent the entity's expanded geographic footprint.
- **Enhanced Funding Streams** Utilize stakeholder relationships to explore, identify and secure new funding streams.







Raymond Rosen, Chairman
Eric Bugaile, Vice Chairman
Thomas Wilson, Secretary
Keith Martin, Treasurer
LaToya Bellamy, Member
Richard Carson, Member
Carrie Gray, Member
Neil Grover, Member
Richard Kotz, Secretary
Kirk Stoner, Member
Scott Wyland, Member



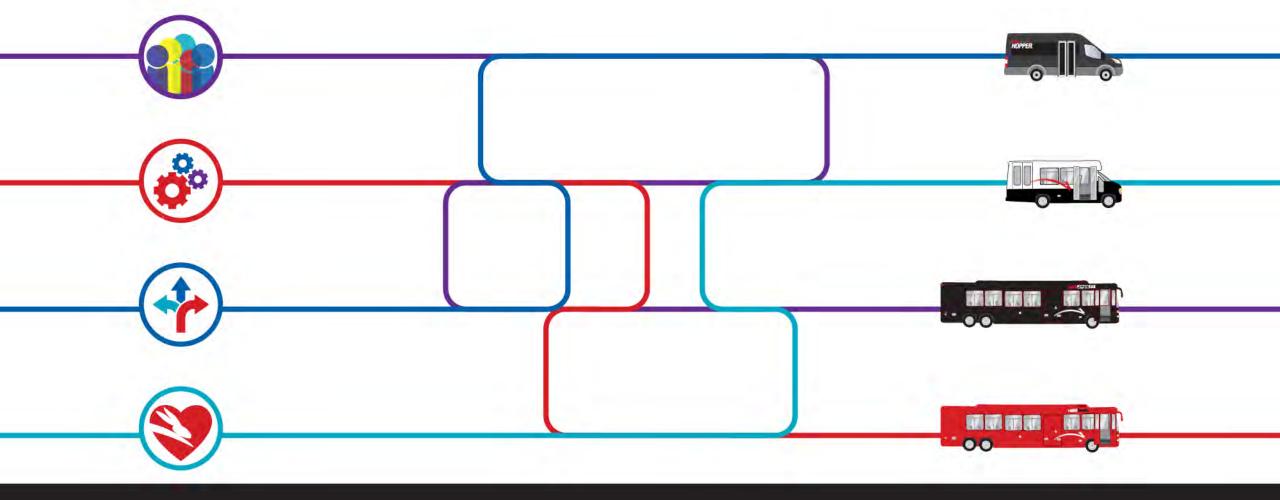
Glenn Miller, Chairman
Carrie Gray, Vice Chairwoman
Thomas Wilson, Secretary
Keith Martin, Treasurer
Darlene Brown, Member
Raymond Rosen, Member

#### **BOARD OF DIRECTORS**



# Management Work Plan 2022-2023

Board of Directors Presentation *May 26, 2022* 





## Management Work Plan 2022-2023

Board of Directors Presentation *May 26, 2022* 

# **Strategic Priorities**



**People First** 



**Customer Experience** 



**Excellence in Operations** 



**Agility & The Future of Transportation** 



# **People First**

rabbittransit remains committed to its stakeholders and is dedicated toward fostering an equitable, diverse and inclusive environment for staff and volunteers that prioritize their development, training, upskilling and enhancement.

- Creation of a Diversity Council to reflect the varied lenses and viewpoints from each departmental staff segment to inform practices and policies.
  - Define scope and role of Council
  - Identify prospective members
  - Review and update organizational Diversity, Equity and Inclusion statement
  - Participate in creation of employee engagement tactics
- Strategic Talent Evaluation to anticipate and prepare for the workforce needs of tomorrow.
  - Evaluate External Market/Internal Conditions
  - Develop Future List of New Positions and Skillsets
  - Deploy hiring processes and structure to increase diverse candidates



# **People First**

rabbittransit remains committed to its stakeholders and is dedicated toward fostering an equitable, diverse and inclusive environment for staff and volunteers that prioritize their development, training, upskilling and enhancement.

- Enhancement of employee engagement through diverse tactics and continuous investment.
  - Identify training framework to advance diversity, equity and inclusion within the workplace
  - Implement empathy-based training to support employees and riders
  - Development and execution of a calendar of events targeted toward social engagement and employee appreciation
  - Evaluate Paylocity Community Feature and Community Groups as tools
- Continued Board Development through a framework of education and professional development including emphasis on diversity, equity and inclusion.
  - Creation of Board Development Plan
  - Individual Meetings with Board Members to identify opportunities for organizational development based on expertise and areas of interest.



# **Customer Experience**

Continuously improving our customers' experience involves a better understanding of them, mapping their desired experience(s) and creating meaningful ways to measure our performance against both internal and external standards while ensuring equity of service.

- Development of Rider Profiles based on data related to specific rider populations to better understand and serve their needs.
  - Identify and obtain technical assistance for Human-Centered Design strategy and Customer Journey Mapping
  - Explore partnership with local university
  - Deploy engagement tactics to collect data
- Adaptation to changing Rider Demographics by adjusting offerings or past practices.
  - Research app possibilities to leverage real-time data collection to assist in building rider profiles
  - Evaluate digital experience for customers and all customer journey touchpoints along mobility experience path
  - Evaluate insights gleaned from human-centered design data collection



# **Customer Experience**

Continuously improving our customers' experience involves a better understanding of them, mapping their desired experience(s) and creating meaningful ways to measure our performance against both internal and external standards while ensuring equity of service.

- Reduction of cognitive or emotional barriers to provide a superior experience.
  - Explore creation of Transit Ambassador or Bus Buddy Program
  - Explore creation of a Behavior Health Pilot Program
    - Convene PPTA Forum for discussion of scope
    - Review environmental scanning results for best practices including program goals
    - Evaluate staffing resources needed and identify funding
    - Review past incidents and trends to determine initial scope



# **Customer Experience**

Continuously improving our customers' experience involves a better understanding of them, mapping their desired experience(s) and creating meaningful ways to measure our performance against both internal and external standards while ensuring equity of service.

- Investment in Future-Ready Infrastructure to meet riders' current and future needs.
  - Seeking Technical Assistance funding for a review of current transit amenities, with specific attention to bus shelters and ADA accessibility along fixed route corridors.
  - Scale and implement statewide "Build a Better Bus Stop" program.
    - Secure necessary engineering and ADA technical support
  - Create Mobility Corridor with robust amenities.
- Exploration of High Intensity Transit Lines balancing frequency compared to geographic reach.
  - Develop criteria to be used to determine placement and evaluate effectiveness on an ongoing basis.
  - Evaluate impact and/or expansion of Microtransit.



# **Excellence in Operations**

Our commitment to excellence in operations ensures that we will continually seek to be an organization looked to and modeled by agencies nationwide.

- Optimize Operations by enhancing evaluation criteria and methodology to inform decisions on service adjustment.
  - Assessing frequency compared to geographic reach based on rider input. (see CE High intensity corridors)
- Explore Modernization of Fare Collection system evaluating financial and operational efficiencies.
  - Evaluate multiple options including:
    - Incentivize conversion to mobile only for multi-trip passes
    - Multi-tier fare structure
    - Fare abatement initiative



# **Excellence in Operations**

Our commitment to excellence in operations ensures that we will continually seek to be an organization looked to and modeled by agencies nationwide.

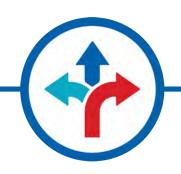
- Emphasize Data Health and Analysis including collection and utilization of data to assist the organization with its operations and benchmarking.
  - Identify relevant and meaningful datasets
    - Signal prioritization project impact to on-time performance
  - Formulate Key Performance Indicators, Daily Performance Indicators and general metrics
  - Review and update data privacy policies
    - Incorporate best in class industry standards
    - Align with existing cyber liability coverage
    - Confirm compliance with any state or federal privacy laws and guidelines



# **Excellence in Operations**

Our commitment to excellence in operations ensures that we will continually seek to be an organization looked to and modeled by agencies nationwide.

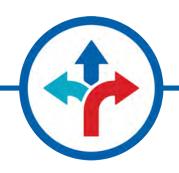
- Cybersecurity awareness and action to identify and proactively address cybersecurity threats.
- Identify data-centric opportunities to increase data automation or collaboration.
  - CRM Solution: Customer Relationship Management database solution to more effectively manage its partner stakeholders
  - Evaluate if an Enterprise Resource Planning (ERP) system is viable
- Develop 5-year IT Investment Plan 2022-2027



## **Agility & The Future of Transportation**

rabbittransit understands that the world is changing rapidly and we are committed to evolving into a more agile organization that's adept at peering around corners to position itself for what's next instead of what's now.

- Shape future of transportation through the advancement of innovative mobility initiatives.
  - Environmental Scanning for ideation or application of new business models
  - Annual Staff Discussion Reserve time quarterly or annually for staff to engage in futurefocused discussions
  - Evaluate Pilot Opportunity for improved health outcomes through transportation
  - Expand and Implement 4Ride Projects
- Explore opportunities for "reverse access" of products and services offering a nontraditional means of access.
  - Identify society-wide shifts in service deliveries and impact (i.e. telemedicine, drone delivery of medicines/food, etc.)



## **Agility & The Future of Transportation**

rabbittransit understands that the world is changing rapidly and we are committed to evolving into a more agile organization that's adept at peering around corners to position itself for what's next instead of what's now.

- Evaluate status and potential impact of autonomous rolling stock for the future.
  - Participate in Pennsylvania AV Summit
  - Coordinate with PennDOT for updates from AV Council
- Advocate for sustainable funding models.
  - Develop Shared Ride Fare increase plan
  - Obligate Federal funding
  - Identify infrastructure funding plan
  - Finalize 12-year operating and capital plan
  - Plan for Consumer Price Index (CPI) 8.5-12% increase



## rabbitcares

rabbitcares was developed and operates today based on the premise that we need to be responsive to the individual rider, not just the masses. That is, we need to address not what we assume is the need, but what we hear are the needs - from the riders themselves.

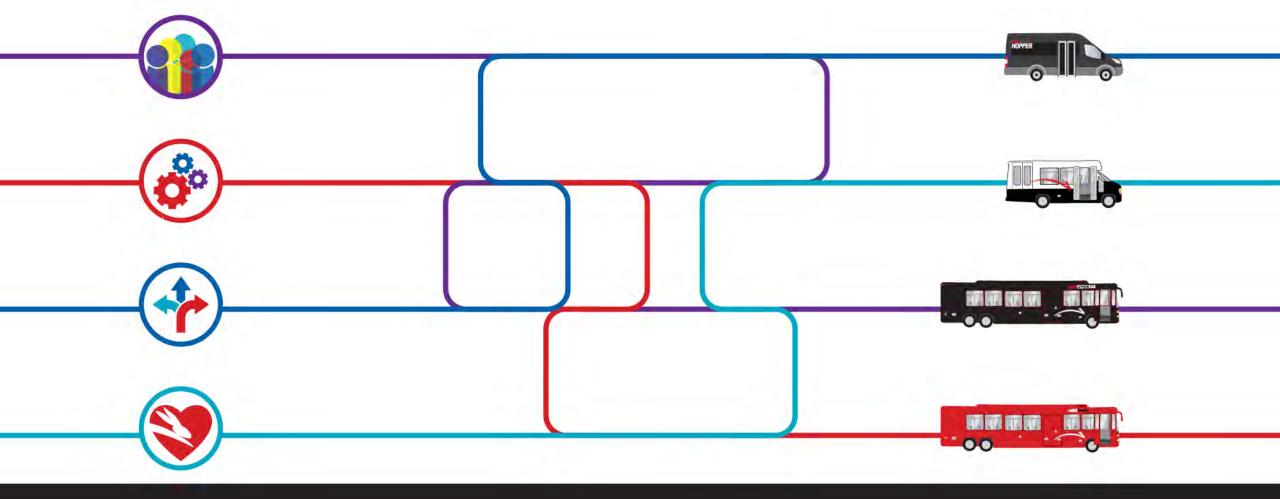
- Fare Abatement Initiative Explore funding opportunities to eliminate fare barriers on fixed routes.
- Understanding the Rider Seek opportunities to better assist rabbittransit with understanding its rider populations.
- Communication Enhancement and Elevation Engage in active communication to stakeholders regarding rabbitcares' efforts and initiatives.



## rabbitcares

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- Strategic recruitment of Board Members Seek new rabbitcares board members that represent the entity's expanded geographic footprint.
- Enhanced Funding Streams Utilize stakeholder relationships to explore, identify and secure new funding streams.





# Management Work Plan: Proposed 2023 Budget Board of Directors Presentation May 26, 2022



## **Contextual Assumptions**

- Anticipate economy entering recession mid-year
  - Experiencing inflationary rates from 8.5-12%
- Service Restoration
  - Paratransit -13% Growth
  - Fixed Route 2.5 % Growth
- Microtransit Growth 65%
- New Initiatives
  - Inter City Bus Route Management
  - Geisinger and UPMC Transportation Coordination



## **Budget Achievements**

- Supports Management Work Plan
- Maintains Targeted Reserves
- Accommodates Service Restoration and New Initiatives
- Current Year Operating Grants Exceed Expenses



# Initiatives to Support Management Work Plan

- More Robust Employee Training
- Stronger Employee Retention Efforts
- Enhanced Employee Recruitment Programs
- Diversity, Equity and Inclusion Emphasis
- Hardening and Expansion of Technology and Systems
- Managing Ongoing Consolidation Issues and Opportunities



# Susquehanna Regional Transportation Authority Proposed 2023 Budget

REVENUE		ı	FY2023 Budget	F	Y2022 Projected		FY2022 Budget	% Change FY23 Budget/FY22 Projected	% Change FY23 Budget/FY22 Budget
	Operating Revenue	\$	22,415,308	\$	19,056,789	¢	19,815,567	17.6%	13.1%
	operating nevertue	7	22,413,300	7	13,030,703	7	13,013,307	17.070	13.170
	Grant/Contract Income	\$	41,206,538	\$	34,939,939	\$	34,856,461	17.9%	18.2%
TOTAL REVENUE		\$	63,621,846	\$	53,996,729	\$	54,672,028	17.8%	16.4%
EXPENSES									
	Wages	\$	27,548,449	\$	22,923,973	\$	23,974,766	20.2%	14.9%
	Benefits	\$	15,712,128	\$	14,283,753	\$	16,054,472	10.0%	-2.1%
	Services	\$	3,411,728	\$	2,908,157	\$	2,914,827	17.3%	17.0%
	Fuel	\$	4,905,637	\$	4,265,771	\$	3,419,139	15.0%	43.5%
	Tires	\$	300,297	\$	268,123	\$	317,886	12.0%	-5.5%
	Materials and Supplies	\$	1,718,237	\$	1,652,151	\$	1,514,734	4.0%	13.4%
	Utilities	\$	1,207,842	\$	1,161,387	\$	992,739	4.0%	21.7%
	Casualty and Liability Costs	\$	1,074,815	\$	1,074,815	\$	1,489,321	0.0%	-27.8%
	Purchased Transportation	\$	6,708,116	\$	4,734,651	\$	3,061,275	41.7%	119.1%
	Miscellaneous Expenses	\$	369,798	\$	295,839	\$	334,320	25.0%	10.6%
	Leases and Rentals	\$	250,000	\$	96,272	\$	139,560	159.7%	79.1%
	Passed Through Expenses	\$	414,798	\$	331,839	\$	300,000	25.0%	38.3%
	Cost Allocation	\$	-	\$	-	\$	-	n/a	n/a
TOTAL EXPENSES		\$	63,621,846	\$	53,996,729	\$	54,513,039	17.8%	16.7%
									PAGE 63
REE/(EER)		\$	0	\$	(0)	\$	158,989	-232.2%	-100.0%



## **Key Metrics**

• Increase in Total Expenses 17.8%

Offsetting Revenue

Additional Paratransit Fares 10.0%

Inter-City Bus Grant 3.0%

Geisinger/UMPC Coordination 1.0%

Microtransit Growth <u>.6%</u>

- Increase in Subsidy usage 3.2%
- 2023 Operating Grants in excess of needed Subsidy = \$ 625,000



## Wages

• Increase (+\$4.6M)

20.2%

10.0%	
3.3% (mid-year ass	umption)
2.5%	
1.9 %	
1.5%	
1.0%	
	3.3% (mid-year ass 2.5% 1.9 % 1.5%

- \* to accommodate Service Restoration and Microtransit growth
- \*\* open positions early in the year



## Other Expenses

- Benefits (+\$1.4M) 10% informed by history
- Services (+500K) 17% Anticipated increase in Consulting expense for new initiatives
- Fuel (+650K) 15% Additional Miles (service restoration) + price pressure
- Purchased Transportation (+\$2M) 48% Inter-City Bus and Easton Contract
- Leases and Rentals (+150K) 160% Carlisle Office Relocation
- Pass through expenses (+80K) 25% MATP Mileage Reimbursement increase
- Miscellaneous (+70K) 25% Training and Staff Development

#### **RESOLUTION 2229**

## ADOPTING THE MANAGEMENT WORK PLAN FOR FISCAL YEAR 2022/2023

WHEREAS, the Management Work Plan for FY2022-2023, which includes the proposed operating budget, and management objectives, was reviewed with the Susquehanna Regional Transportation Authority Board of Directors as a whole at the May 26, 2022, Board of Directors meeting; and,

WHEREAS, the proposed Management Work Plan for FY2022-2023 presents reasonable assumptions regarding the operation and investment in Authority assets, in the midst of responding to and trying to recover from the COVID-19 pandemic;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority that it adopts the Management Work Plan for FY2022/2023.

#### **CERTIFICATION OF OFFICERS**

OF

#### SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

I certify that the foregoing is a sound and true copy of a Resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board Members held on May 26, 2022.

	attest:	
Richard Kotz	Raymond Rosen	
Secretary	Chairman	

#### **Current and Future Procurement Projects**

Current and Future Procurement Projects									
Name	Туре	Released	Questions Due	Bid/ Proposal Due	Contract Start		Value		
20220110 - Engineering RFP	RFP	1/31/2022	2/18/2022	3/28/2022	5/31/2022	TBD-	- Task Order Dependent		
20211217 -rabbit Dispatch Area Remodel	Small Quote	Need Quotes				\$	50,000.00		
20211227 - Zarfoss Fire Pump	Small Quote				5/1/2022	\$	17,000.00		
20220217 - Stand up Desks	small Quote					\$	17,000.00		
20220218 - Zarfoss Compressor	Small Quote	TBD				\$	20,000.00		
20220228 - SRTA Tire Lease IFB	RFQ	3/24/2022	4/25/2022	5/23/2022	7/6/2022				
20220302 - Northumberland Electric Installation	Small Quote	3/2/2022				\$	1,700.00		
20220304 - HTC Bus Stop Renovation	IFB	5/12/2022	5/26/2022	6/15/2022	7/6/2022	\$	550,000.00		
20220307 - Janitorial Supply	RFQ	3/16/2022	4/1/2022	4/22/2022	5/6/2022	\$	68,000.00		
20220311 - Cumberland Temporary Office	IFB	TBD				\$	150,000.00		
20220311 - Fleet Maintenance Fuel Modules	RFP	TBD				\$	300,000.00		
TASK ORDER - CAMERON STREET BUS SHELTER	Task Order					\$	8,000.00		
20220314 - York Transfer Securtiy Staffing	Small Quote	3/14/2022		4/25/2022		\$	73,000.00		
GFI/Fare Collection	Sole Source	TBD				TBD			
20220328 - Dauphin Oil-Water Separator	IFB	TBD				\$	300,000.00		
20220331 - Cameron Shelter	IFB	TBD							
20220405 - Dauphin Jumper Pack									
Zarfoss HVAC Maintenance	Small Quote	4/25/2022				\$	12,000.00		
20220411 - Plumbing Maintenance Contract RFP	RFQ	4/19/2022	5/5/2022	5/23/2022	7/6/2022	\$	10,000.00		
20220420 - Emigsville-Shrewsbury Camera Install RFP	RFP	5/3/2022	5/26/2022	6/14/2022	7/11/2022	\$	87,000.00		
20220421 - York Back Up System	Small Quote					\$	54,587.08		
20220412 York Transfer Center Access Points	Small Quote	4/12/2022		4/12/2022		\$	6,430.00		
20220421 - York Viewing Station	Small Quote	4/21/2022		5/3/2022		\$	3,400.00		
20220428 - York Transfer Center Call Box	Small Quote	4/28/2022				\$	12,000.00		
20220504 - Dauphin Lift Replacement	Small Quote			5/16/2022					
20220506 - HVAC Maintenance	RFP	5/11/2022	6/6/2022	6/17/2022	7/7/2022	\$	20,000.00		
20220512 - York Transfer Center Cleaning	Small Quote					\$	4,938.90		
					In Process Total	\$	1,765,055.98		
Shop Supply Contract - Dauphin/York	IFB	TBD				Nee	d Informaton		
Zarfoss Cameras	Small Quote	TBD				\$	35,000.00		
20211223 - rabbit Pressure Washing/ Window Cleaning	TBD	Need Quotes							
Zarfoss, Transfer Center, Board Road, and Elm Drive Snow Removal	IFB	June							
Vending Service- Zarfoss	RFP	June				??			
20220317 - Cameron Street Shelter	IFB					TBD			
Vehicle Parts Bids Contracts expire 12/31/2022	IFB	October				\$	300,000.00		
Call Center Recording Software									
Northumberland Cameras	Small Quote					\$	35,000.00		
York Operations Printer/Scanner/Copier Replacement	TBD					\$	15,000.00		
Northumberland WiFI	Small Quote					\$	60,000.00		
Fuel Management Software	RFP								
MTS - Mobilitiy Transport Services Paratransit	TBD								
					Future Total	\$	445,000.00		

Combined Total \$

2,210,055.98