

SRTA

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

DATE: January 25, 2024

TIME: 10:00 AM

PLACE: 901 N. Cameron St. Harrisburg
A Zoom option will also be offered.
Public may participate at Cameron Street or Zarfoss Drive Locations.

PURPOSE: January 2024 Board Meeting

ORDER OF BUSINESS

1. Call to Order - Attorney Jill Nagy

2. Nominating Committee Report

RESOLUTION 2401 – ELECTION OF OFFICERS 2024 (Page 3)

3. Changes or Modifications to the Agenda

4. Public Comment: Accepted in Person or in Writing

5. Approval of Minutes

A. Meeting Minutes of December 21, 2023 (Pages 4-6)

6. Communications

7. YAMPO Transit Committee – No Business

8. Treasurer's Report

9. Old Business

10. New Business

RESOLUTION 2402 - CONTRACT AWARD FOR YORK MAINTENANCE LIFT PURCHASE
(Pages 7-8)

RESOLUTION 2403 - AUTHORIZATION TO EXECUTE OPTION YEAR TWO FOR
INTERCITY BUS PROGRAM CONTRACTS (Pages 9-10)

RESOLUTION 2404 – MUNICIPALITY/AUTHORITY RESOLUTION (Pages 11-14)

RESOLUTION 2405 – ADOPTION OF THE ARTIFICIAL INTELLIGENCE (AI) USAGE
POLICY (Page 15-19)

11. Future Procurements (Page 20)

12. Staff Report

- CPTA ACT 44 Performance Review Action Plan (Page21)

13. Executive Session

14. Adjournment

Next Meeting: **Thursday, February 22, 2024 415 N. Zarfoss Dr York, PA**
10:00AM – SRTA Board Meeting

RESOLUTION 2401

REAFFIRMATION OF THE ELECTION OF OFFICERS FOR 2024

WHEREAS, the Susquehanna Regional Transportation Authority's By-Laws call for an annual meeting and election of officers at its January meeting; and,

WHEREAS, at this meeting the SRTA nominating committee presented a slate of officers to the Board of Directors; and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority that the following board members shall be elected and hold the stated offices for 2024 year:

Chairman	Eric Bugaile
Vice Chairman	Raymond Rosen
Secretary	Thomas Wilson
Treasurer	Keith Martin

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 January 25, 2024.

attest: _____

Thomas Wilson
Secretary

Eric Bugaile
Chairman

SRTA
SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

MINUTES OF SRTA BOARD MEETING

December 21, 2023

Present were board members: Eric Bugaile, Rich Carson, Jason Graves, Carrie Gray, Jarrod Johnson, Rich Kotz, Keith Martin, Raymond Rosen, Kirk Stoner and Tom Wilson.

Guests and Administrative Staff Members present were Stephen Baldwin, Richard Farr, Brian Gillette, Nicole Hansen, Bev Hockenberry, David Juba, Donna Lattimore, Jamie Leonard, Eric Maguire, Cory Matthews, Jill Nagy, Lionel Randolph, Jenna Reedy, Rick Trout, Sherry Welsh and Chris Zdanis.

CALL TO ORDER

The December Board meeting of the Susquehanna Regional Transportation Authority was called to order by Chairman Raymond Rosen at 10:00 AM.

CHANGES OR MODIFICATIONS TO THE AGENDA

There were no changes or modifications to the agenda.

PUBLIC COMMENT

There was no public comment.

APPROVAL OF MINUTES

Motion to approve the December 21, 2023 meeting minutes was raised by Tom Wilson, seconded by Eric Bugaile, and passed unanimously.

COMMUNICATIONS

There were no communications.

YAMPO TRANSIT COMMITTEE

There was no YAMPO Transit Committee business.

TREASURER'S REPORT

Stephen Baldwin presented details on the November 2023 Financial Statement and Statistical Notes. Stephen Baldwin noted the following highlights:

- **RIDERSHIP**: Year to date comparisons to the prior year are as follows:
 - Fixed Route ran 14% above last year.
 - Paratransit was 5% above the previous year.
 - Commuter Express experienced a 9% decrease from last year (YTD).

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- Microtransit's ridership was a 30% increase in ridership compared to the same time last year.
- REVENUE: Year to Date Grant and Contract Income is below budget by \$1.3M because less subsidy was required than the budget anticipated.
- EXPENSES: Year to Date Total Expenses are \$2.2 million lower than budgeted.
- Unfilled positions increased by 6 to 74 this month. This is 11% of approved positions. There are 15 candidates who are in the hiring process.
- RESERVES: As of November 30, the Authority's cash balances were consistent with its target to have 180 days cash on hand.
- LINE OF CREDIT: There are no draws on the organization's line of credit.
- CAPITAL EXPENDITURES (over \$50,000)
 - Harrisburg Bus Shelter Project \$201,088
 - 1 York Paratransit Vehicle \$109,204
 - 1 Adams Co. F/R CNG Cutaway Van \$182,263

OLD BUSINESS

There was no old business

NEW BUSINESS

RESOLUTION 2354 - APPROVING THE REVISING OF THE SUSQUEHANNA REGIONAL
TRANSPORTATION AUTHORITY BUSINESS CONTINUITY AND TALENT
MANAGEMENT PLAN

Motion to approve was raised by Tom Wilson, seconded by Rich Carson, and passed unanimously.

RESOLUTION 2355 - APPROVING THE CLIMATE ACTION PLAN AND AUTHORIZING JOINING THE FTA'S
SUSTAINABLE TRANSIT FOR HEALTHY PLANET CHALLENGE

Motion to approve was raised by Tom Wilson, seconded by Rich Carson, and passed unanimously.

FUTURE PROCUREMENTS

The list of procurement projects was reviewed.

SAFETY UPDATE

Rich Farr stated he has added Safety Dashboard to the Agenda with the Board, beginning with this meeting.

STAFF REPORT

The following staff updates were presented. Updates included:

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SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

- Jill Nagy – Extension of the Cumberland-Dauphin-Harrisburg (CDH) charter has been signed. Filing with PennDOT will take place in the next two weeks.
- Jill Nagy – The Franklin Joinder is expected be completed in near future.
- Rich Farr – Rich will be in contact with PennDOT and ask them to brief the Board on two rail projects which are being planned.
- Rich – A Stroller Pilot Project is in the process of being evaluated.
- Rich Farr – Ribbon cutting ceremony for Franklin Veterans Transportation is scheduled for January 17, 2024.
- Rich Farr – RAISE grant: PennDOT expressed interest in becoming a joint applicant of the grant.
- Rich Farr – A presentation by Michael Baker on the CAT Bridge structural study will be held in two weeks.

EXECUTIVE SESSION

The Board went into Executive Session at 10:50AM to discuss real estate and personnel matters. Budget variances may be presented to the board at later meetings for adjustments regarding employee benefits and fare changes at future meetings.

Executive Session adjourned at 11:12AM.

The board meeting returned out of Executive Session at 11:13AM.

Keith Martin, Chair of the Administrative Committee will contact other members of the Administration Committee including Richard Kotz and LaToya Winfield Bellamy to discuss the slate of officers to be presented for 2024 at the January 2024 meeting.

The Board went back into Executive Session at 11:15AM to discuss personnel matters. When the Board adjourns from Executive Session it will not return to the general session.

ADJOURNMENT

The next scheduled Board of Directors meeting will take place on January 25, 2024 at 10:00 AM at 901 N. Cameron St. Harrisburg, PA.

The meeting adjourned at 11:15AM.

Respectfully Submitted,



Richard Kotz
Secretary

RESOLUTION 2402

CONTRACT AWARD FOR YORK MAINTENANCE LIFT PURCHASE

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has a need to add another vehicle lift to the York Maintenance Shop; and,

WHEREAS, the addition of another seventy-four, thousand (74,000) pound lift will increase operational efficiency and safety since this unit will replace floor jacks; and,

WHEREAS, the preferred solution is mobile, wireless, and provides the desired performance improvements it was determined that soliciting quotes was the best procurement method. Three vendors submitted complete and responsive quotes according to Federal and SRTA procurement criteria; and,

WHEREAS, Alan Tye and Associates submitted the least cost quote to provide the lift with specified requirements, delivery, set up, and training. This quoted cost was found to be within two (2) percent of the averaged quotes; and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority to award a contract to Alan Tye and Associates for the supply, delivery, set up, and training for the required lift.

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 January 25, 2024.

Attest:

Thomas Wilson
Secretary

Eric Bugaile
Chairman

RESOLUTION 2402

CONTRACT AWARD FOR YORK MAINTENANCE LIFT PURCHASE

FACT SHEET

- Steril Koni brand
- 4 column lift, picks vehicle wheels allowing for more efficient under body work.
- 74,000lbs total capacity, can lift a commuter bus
- Warranty
 - 1 year on labor
 - 2 years on parts
 - 5 years on cylinders
 - Lifetime on carriage rollers

RESOLUTION NO. 2403

AUTHORIZATION TO EXECUTE OPTION YEAR TWO FOR INTERCITY BUS PROGRAM CONTRACTS

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has been engaged by PennDOT to administer the Intercity Bus Program; and,

WHEREAS, the second year of the negotiated contracts with the Intercity Bus Program contractors providing the services is due to conclude in the next two months; and,

WHEREAS, the term of the Agreements with the contractors may be extended through mutual agreement of SRTA and the Contractor for up to four extensions of one year each on the same terms and conditions unless additional terms are required based upon operational needs of the program or mutually agreeable to the parties, which shall be communicated sixty (60) days prior to the expiration date, excepting cost per vehicle revenue-mile and revenue recovery (i.e., net operating cost, fee for service), which will be renegotiated three months before the Agreement's current expiration; and,

WHEREAS, on October 2, 2023, SRTA communicated its intention to exercise the second of four extension options; and,

WHEREAS, the approved funding levels for the third year of the Agreement are contingent upon the availability of federal and state funding; and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority to grant the Executive Director and designated staff the authority to execute the contract's option year two of four.

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, January 25, 2024.

attest:

Thomas Wilson
Secretary

Eric Bugaile
Chairman

RESOLUTION NO. 2403

AUTHORIZATION TO EXECUTE OPTION YEAR TWO FOR INTERCITY BUS PROGRAM CONTRACTS

FACT SHEET

- Original authorization to negotiate and award contracted services was approved through Board Resolution 2111.
- There are currently two contracted service providers, Fullington and Greyhound operating a selection of the ten (10) routes funded through the Intercity Bus Program.
- Annual operational funding for 2024-2025 for the ICB program's ten (10) routes is not to exceed \$4,916,262, an increase of \$260,216 (5%) over 2023-24, pending final execution of the option year two agreements:
 - Fullington's 2024-25 funding to operate seven (7) routes is \$ \$3,451,696, an increase of \$299,947 (9.5%) over 2023-24.
 - Greyhound's 2024-25 funding to operate three (3) routes is \$1,464,566, a decrease of \$42,250 (-2.8%) under 2023-24.
- The Intercity Bus Program contracted rates are based on a net operating cost per mile basis.
- The 2024-2025 rates, negotiated by SRTA staff, have been reviewed and received concurrence from PennDOT's Bureau of Public Transportation.

ICB 2024-25 Budget

The Fullington Auto Bus Company		2024-25 Intercity Bus Service					Operating Cost		Revenue			2024-25 Net Operating Cost (Fee for Service)	
		Daily		Annualized									
Route	Endor Route	One-way Route Miles	One-way Trips	Days per Week	Weeks	Route Miles	Per Route Mile	Annual	Fare Per Route Mile	Other per Route Mile	Annual	Annual	Per Mile
Pittsburgh - State College	C1 - FAB 60	201	2	7	52.14	146,722	\$6.59	\$966,898	\$1.99	\$0.00	\$292,543	\$674,355	\$4.60
Williamsport - Easton	C2 - FAB 10	143	2	7	52.14	104,384	\$6.59	\$687,892	\$3.50	\$0.00	\$365,714	\$322,179	\$3.09
State College - Wilkes Barr	C3 - FAB 80	156	2	7	52.14	113,874	\$6.59	\$750,428	\$1.24	\$0.00	\$141,347	\$609,081	\$5.35
Pittsburgh - Bradford	C4 - FAB 60	187	2	7	52.14	136,503	\$6.59	\$899,552	\$2.02	\$0.00	\$275,150	\$624,401	\$4.57
Williamsport - Harrisburg	C5 - FAB 26	108	2	7	52.14	78,836	\$6.59	\$519,527	\$1.99	\$0.00	\$157,067	\$362,460	\$4.60
Williamsport - Philadelphia	C6 - FAB 20	204	2	7	52.14	148,912	\$6.59	\$981,329	\$3.45	\$0.00	\$513,052	\$468,277	\$3.14
Scranton - Harrisburg	C7 - FAB 77	145	2	7	52.14	105,844	\$6.59	\$697,513	\$2.90	\$0.00	\$306,569	\$390,944	\$3.69
FABCO Total		1,107	14	7	52.14	835,074	\$6.59	\$5,503,139	\$2.46	\$0.00	\$2,051,443	\$3,451,696	\$4.13
Pittsburgh-Harrisburg	C1-GLI 4690	255	2	7	52.14	185,785	\$7.05	\$1,309,784	\$3.86	\$0.00	\$717,130	\$592,654	\$3.19
Pittsburgh-Erie	C2-GLI 4637	151	2	7	52.14	110,230	\$7.05	\$777,122	\$2.30	\$0.00	\$253,529	\$523,593	\$4.75
Philadelphia-Scranton	C3-GLI 7955	164	2	7	52.14	119,355	\$7.05	\$841,877	\$4.14	\$0.00	\$493,558	\$348,319	\$2.92
GLI Total		569	6	7	52.14	415,370	\$7.05	\$2,928,783	\$3.53	\$0.00	\$1,464,217	\$1,464,566	\$3.53
ICB Program Total		1,676	20	7	52.14	1,250,444	\$6.74	\$8,431,922	\$2.81	\$0.00	\$3,515,660	\$4,916,262	\$3.93

RESOLUTION NO 2404
MUNICIPALITY/AUTHORITY RESOLUTION

BE IT RESOLVED by authority of the Susquehanna Regional Transportation Authority (SRTA) Board of Directors, who represent the counties of Adams, Cumberland, Columbia, Dauphin, Franklin, Perry, Montour, Northumberland, Snyder, Union and York, and it is hereby resolved by authority of the same that the Executive Director/CEO of SRTA be authorized and directed to sign the attached agreement on its behalf and the Chief Operating Officer be authorized and directed to attest the same.

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 January 25, 2024.

Attest:

Thomas Wilson
Secretary

Eric Bugaile
Chairman

**SRTA Municipality/Authority Resolution
Fact Sheet**

Form BPR-1 (Oct 10)

Department Use Only



pennsylvania
DEPARTMENT OF TRANSPORTATION

Agreement No: _____

User ID Code: _____

AGREEMENT TO AUTHORIZE
ELECTRONIC ACCESS TO PENNDOT SYSTEMS
(POLITICALSUBDIVISIONS)

THIS INTERGOVERNMENTAL AGREEMENT, made and entered into this _____ day of _____, by and between the Commonwealth of Pennsylvania, acting through the Bureau of Project Delivery of the Department of Transportation, hereinafter referred to as DEPARTMENT,

AND

Susquehanna Regional Transportation Authority
(NAME OF APPLICANT)

901 N. Cameron Street, Harrisburg, PA 17101
(REGISTERED OR PRINCIPAL OFFICE LEGAL ADDRESS OF APPLICANT)

<u>872253759</u>	<u>1-800-632-9063</u>
(FEDERAL ID NUMBER)	(PRINCIPAL OFFICE PHONE NUMBER)

hereinafter referred to as APPLICANT, a political subdivision of the Commonwealth of Pennsylvania, acting through its proper officials.

WHEREAS, the APPLICANT desires to register as a DEPARTMENT business partner to be permitted electronic access to the **Engineering and Construction Management System** (hereinafter referred to as "System" whether singular or plural) for the purposes of entering information into and exchanging data with the System; and

WHEREAS, the DEPARTMENT, in furtherance of the powers and duties conferred on it by Section 2002 of the Administrative Code of 1929, as amended, 71 P.S. Section 512, to design and construct state highways and other transportation facilities and to enter into contracts for this purpose, is willing to permit the APPLICANT to electronically submit technical proposals, invoices, engineering plans, designs and other documents necessary to design and construct transportation projects as part of the DEPARTMENT'S program to use the System; and

WHEREAS, Sections 2001.1 of the Administrative Code of 1929, as amended (71 P.S. §§ 511.1) authorizes the DEPARTMENT, through the Secretary of transportation, to enter into all necessary contracts and agreements with the proper agencies of any governmental, federal, state or political subdivision, "for any purpose connected in any way with the Department of Transportation of the Commonwealth of Pennsylvania."

NOW, THEREFORE, in consideration of the foregoing premises and the mutual promises expressed in this document, and intending to be legally bound, the parties agree as follows:

1. The APPLICANT is responsible for furnishing and assuming the total costs of all software and hardware necessary to connect to the System. Such software shall include an operating system, an Internet browser and any software needed to operate a modem. The APPLICANT is responsible for the procurement and cost of any data communications lines required to connect to the System. The APPLICANT is responsible for the cost of telephone lines and usage.
2. The APPLICANT will permit access to the System as the DEPARTMENT shall direct.

3. The APPLICANT will implement appropriate security measures to insure that only authorized employees of the APPLICANT will have access to and enter data into the System. The APPLICANT agrees to assign only its current employees User Identification Internet System access codes ("User ID codes") provided to the APPLICANT by the DEPARTMENT. The APPLICANT agrees to assign a separate and distinct User ID code to each current employee who will concur in awards, sign contracts and approve payments. The APPLICANT agrees to accept full responsibility for controlling the User ID codes that the APPLICANT assigns to the employees of the APPLICANT. The APPLICANT agrees to deactivate an employee's User ID code immediately upon the employee's separation and/or dismissal from the employ of or association with the APPLICANT. The APPLICANT agrees that the APPLICANT'S employees may not share User ID codes. The APPLICANT agrees to be liable for the items negligently submitted under one of its assigned User ID codes and for the negligent submissions, actions or omissions of anyone using a User ID code of the APPLICANT or the APPLICANT'S employee.
4. The DEPARTMENT shall make provisions for the APPLICANT to obtain initial training for the System. This training may not include any non-System program topics, nor may it include training on any other computer hardware or software, including, but not limited to, operation of a personal computer.
5. The DEPARTMENT will make reasonable attempts (barring unforeseen interruptions due to calamity, natural disaster or technical impossibility) to make the System available for on-line access 24 hours per day, seven days per week. The DEPARTMENT will provide support only during normal business hours of the DEPARTMENT offices (7:30 AM until 4:30 PM.)
6. This Agreement shall continue until terminated by either Party, at any time, without cause, within fifteen (15) days upon receipt of written notice thereof. Any material breach of this Agreement by either Party shall entitle the other Party to terminate this Agreement without prejudice to its rights or remedies available at law or in equity. Upon termination or expiration of this Agreement, the APPLICANT shall cease and shall cause its users to cease attempts to access the System.
7. The APPLICANT shall comply with the current versions of the following:
- Right to Know Law, attached as Exhibit A
 - Contractor Integrity Provisions, attached as Exhibit B
 - Americans with Disabilities Act, attached as Exhibit C
 - Contractor Responsibility Provisions, attached as Exhibit D
 - Nondiscrimination/Sexual Harassment Clause, attached as Exhibit E
 - Offset Provision, attached as Exhibit F
8. This Agreement embodies the entire understanding between the DEPARTMENT and APPLICANT and there are no contracts, agreements, or understanding with reference to the subject matter hereof which are not merged herein.

ATTEST:

Susquehanna Regional Transportation Authority

(Print APPLICANT'S Name)

1/15/2024

(Signature)

(Date)

Trevor Manahan

Print Name

Chief Operating Officer

(Title)

BY:

1/15/2024

(Signature)

(Date)

Richard Farr

Print Name

Executive Director/CEO

(Title)

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF TRANSPORTATION

BY:

(DEPARTMENT Signatory and Date)

APPROVED AS TO LEGALITY AND FORM

BY:

Chief Counsel

DATE

Preapproved form:

OGC No. 18-FA-28.0

Approved OAG 02/11/2022

eMAIL COMPLETED AGREEMENT TO:

RA-PD-BPREISTRATION@pa.gov

For questions call 855-783-8330 and
reference BP Registration / ECMS Help
Desk.

RESOLUTION 2405

ADOPTION OF THE ARTIFICIAL INTELLIGENCE (AI) USAGE POLICY

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) recognizes that AI technology is becoming increasingly prevalent in everyday work practices; and,

WHEREAS, SRTA understands the potential transformative impacts of AI on the work of the Authority; and,

WHEREAS, SRTA is committed to advancing new technology in a responsible and ethical fashion, while protecting privacy and security; and,

WHEREAS, this AI policy aims to begin to define our principles, guidelines and best practices regarding the development, deployment, and usage of AI within our organization;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority that the Artificial Intelligence (AI) Usage Policy be adopted.

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 January 25, 2024.

Attest:

Thomas Wilson
Secretary

Eric Bugaile
Chairman

RESOLUTION 2405

ADOPTION OF THE ARTIFICIAL INTELLIGENCE (AI) USAGE POLICY

FACT SHEET:

RF

You

Why should a municipal authority board of directors consider adopting a policy on generative AI Chatbots, such as ChatGPT?

ChatGPT

Municipal authority boards of directors may consider adopting a policy on generative AI chatbots, like ChatGPT, for several reasons:

1. **Enhanced Citizen Engagement:** Chatbots can provide a user-friendly interface for citizens to interact with municipal services. They can answer queries, provide information, and offer assistance, leading to improved citizen engagement and satisfaction.
2. **Efficiency and Cost Savings:** Automation through AI chatbots can streamline routine tasks and processes, reducing the workload on municipal staff. This can lead to cost savings and allow employees to focus on more complex and critical tasks.
3. **24/7 Availability:** AI chatbots operate round the clock, providing citizens with access to information and services at any time. This can be especially beneficial for emergencies, service requests, or inquiries outside regular office hours.
4. **Consistent and Accurate Information:** Chatbots are programmed to provide consistent and accurate information. This ensures that citizens receive reliable responses, reducing the likelihood of misinformation.
5. **Data Collection and Analysis:** Chatbots can collect data on citizen interactions, preferences, and common issues. This data can be valuable for municipal authorities to identify trends, improve services, and make data-driven decisions.
6. **Accessibility:** AI chatbots can enhance accessibility for citizens with disabilities. They can be designed to provide information in various formats, making it easier for a diverse range of individuals to access municipal services.
7. **Scalability:** As the population grows or during peak times, AI chatbots can handle a large volume of inquiries simultaneously. This scalability ensures that citizens receive timely responses, even during periods of high demand.
8. **Promotion of Digital Transformation:** Adopting AI chatbots reflects a commitment to embracing digital technologies and keeping pace with advancements in service delivery. It signals a willingness to leverage technology for the benefit of citizens.
9. **Feedback and Improvement:** Chatbots can be continuously improved based on user feedback and evolving needs. This iterative process allows municipal authorities to enhance the performance and capabilities of the chatbot over time.

When considering the adoption of AI chatbots, municipal authorities should also take into account ethical considerations, data privacy, and the potential impact on employment.

Developing a clear policy helps address these concerns and ensures responsible and effective implementation of generative AI chatbots in municipal services.

Source: Chat.openai.com

Artificial Intelligence (AI) Usage Policy

Purpose

At Susquehanna Regional Transportation Authority, we recognize the immense potential of Artificial Intelligence (AI) and its transformative impact on various aspects of our operations. With the increasing popularity of generative AI such as Open AI's ChatGPT, Google's Bard and AI Technologies, it has become necessary to outline the proper use of such tools while working at the Susquehanna Regional Transportation Authority. As we embrace this cutting-edge technology, we are committed to adopting AI responsibly and ethically to ensure its benefits for our organization. While we remain committed to adopting new technologies to aid our mission when possible, we also understand the risks and limitations of generative AI chatbots/AI technologies and want to ensure responsible use. Our goal is to protect employees, clients, suppliers, customers and the Authority from harm. This AI policy aims to define our principles, guidelines and best practices regarding the development, deployment, and usage of AI within our organization. It outlines our commitment to uphold ethical standards, protect privacy and security, promote transparency, and foster innovation.

Overview

While AI technologies can be used to perform a variety of functions, this policy addresses only the use of a web-based interface to ask or "prompt" the chatbot in a conversational manner to find answers to questions or to create or edit written content.

Some examples of what could be created using an AI chatbot include:

- Emails and letters.
- Blog posts, reports and other publications.
- Sales and advertising copy.
- Policies and job descriptions.
- Spreadsheet calculations.
- Foreign language translations.
- Coding development or debugging.
- Document or information sorting.
- Outlines or summaries of internal or external information.

There are, however, risks in using this technology, including uncertainty about who owns the AI-created content and security/privacy concerns with inputting proprietary Authority information or sensitive information about an employee, client, customer, etc., when interacting with the chatbot. Additionally, the accuracy of the content created by these technologies cannot be relied upon, as the information may be outdated, misleading or—in some cases—fabricated.

Eligibility

This policy applies to all employees of the Susquehanna Regional Transportation Authority and to all work associated with the Authority that those employees perform, whether on or off Authority premises.

Policy

The use of generative AI chatbots/AI technologies will largely be allowed while performing work for SRTA. Company email addresses, credentials or phone numbers can be used to create an account with these technologies. No personal information or proprietary Authority data may be submitted (copied, typed, etc.) into these platforms.

Employees wishing to use generative AI chatbots should discuss the parameters of their use with their manager. Managers may verbally approve, deny or modify those parameters as best meets Authority policy, legal requirements or other business needs.

All AI chatbot-generated content must be properly cited, as must the use of AI chatbot-generated content when used as a resource for Authority work, except for general correspondence such as email.

All AI-generated content must be reviewed for accuracy before relying on it for work purposes. If a reliable source cannot be found to verify factual information generated by the chatbot, that information cannot be used for work purposes.

Any violation of this policy may result in disciplinary action, up to and including termination.

Principles

1. **Ethical Use:** We pledge to use AI technologies in a manner that respects individual rights, human dignity, and societal norms. Our AI applications will not discriminate based on race, gender, ethnicity, religion, or any other protected characteristics.
2. **Data Privacy and Security:** We will adhere to strict data protection protocols and ensure that personal and sensitive information used by AI systems is handled with the utmost care and in accordance with policy.
3. **Transparency and Explainability:** We will strive to make AI systems transparent and understandable, particularly in instances where the decisions made by AI algorithms may impact individuals or the organization. Users should have insights into how AI models arrive at their conclusions.
4. **Collaboration and Innovation:** We are committed to collaborating with industry partners, researchers, and policymakers to promote responsible AI development and share best practices that can benefit the wider AI community.

Training

All employees wishing to use these technologies will be trained on the proper use of generative AI chatbots/AI technologies in the workplace. We will provide ongoing training in the AI development and deployment to ensure employees understand and adhere to our AI policy and ethical guidelines.

Ethical Use

Employees must use generative AI chatbots/AI technologies in accordance with all SRTA's conduct and antidiscrimination policies. These technologies must not be used to create content that is inappropriate, discriminatory or otherwise harmful to others or the Authority. Such use may result in disciplinary action, up to and including termination.

Monitoring

SRTA's Authority Equipment, Computer Use Policy and relevant monitoring policies still apply when using generative AI chatbots with company equipment.

At SRTA, we view AI as a tool for positive change and progress. We reaffirm our commitment to responsible and ethical AI usage, fostering innovation, and leveraging technology to create a better future for our organization.

Current and Future Procurement Projects

Name	Type	Released	Questions Due	Bid/ Proposal Due	Contract Start	Value	Notes	Notes
TASK ORDER - CAMERON STREET BUS SHELTER	Task Order					\$ 8,000.00	Design	
20220331 - Cameron Shelter	IFB	TBD					KCI design and solicitation	
20220428 - York Transfer Center Call Box	Small Quote	4/28/2022				\$ 12,000.00	Need quotes for concrete cutting and repour	
20220826 - Fare Collection	TBD				TBD	\$ 1,400,000.00	RFI In Concert with 14 other agencies	
20221019 - Dauphin Service Truck	Small Quote					\$ 120,000.00		Waiting on Dealer Availability
20221115 - CRM Software	RFP	TBD				TBD		
20221130 - Engine Coolant Recovery Machine	Small Quote					\$ 12,000.00	Need Information	
20230302 - Remote Site WiFi	RFP	5/19/2023	6/12/2023	6/26/2023	No Proposals	\$ 60,000.00	Need information for Franklin County Now	
20230310 - Dauphin Service Truck Lift Gate	Small Quote					TBD		
20230313 - Systemwide Radio Upgrade	TBD					\$ 1,800,000.00		
20230316 - Zarfoss Door Repairs	TBD					\$ 35,000.00		
20230405 - Zarfoss Compressor	RFP					\$ 20,000.00		
20230411 - Call Center Software	RFP	5/1/2023	6/1/2023	6/22/2023	9/1/2023	\$ 165,000.00	\$50,000 Remaining in Grant	
20230511 - PTASP Software	RFP	9/25/2023	11/6/2023	12/11/2023	2/26/2024	TBD		
20230517 - York Boardroom Tech Upgrade	TBD					TBD	Need Information	No Grant Money Available
20230603 - Headsets - Microphones	Micro Purchase					TBD	Need to confirm Thin Client Use	Paused
20230609 - Lemoyne Bus Shelter (Site Construction)	RFQ					\$ 30,000.00		
20230616 - Locust Lane ADA Access	RFQ					\$ 60,000.00		
20230725 - Radio Replacement Consulting	Small Quote							
20230726 - Fare Box Replacement	RFP					TBD		
20230807 - Renewal Natural Gas	RFP					TBD		
20230811 - York AC Machine	TBD					TBD		
20230824 - Zarfoss Line Stripe	TBD					TBD		FEDERAL
20230825 - Zarfoss Backflow Preventers	Small Quote					\$ 20,000.00		FEDERAL
20230825 - Zarfoss Roof Gutters	Small Quote					\$ 20,000.00		
20230907 - York Adams Paratransit Subcontractor	Small Quote					TBD		
20230919 - Vanpool Pilot 2023	RFP					\$ 100,000.00		
20230922 - York Switch Replacement	IFB					\$ 84,235.00		FACILITIES-2024-0047
20231016 - Zarfoss Shop Sink	TBD					TBD		
20231017 - Zarfoss Dispatch Acoustic Improvement	TBD					\$ 27,843.00		
20231018 - Franklin Internet Access	Small Quote					TBD	Need informatino from end user	
20231024 - System Wide Software Process	RFP					\$ 110,000.00		
20231108 - Training Computers	TBD					TBD		
20231110 - Training Material	TBD					TBD		
20231113 - Safety Training Devices	TBD					TBD		
20231113 - System Wide AED Devices	TBD					TBD		
20231116 - Eyewash Station Replacement	Micro Purchase					\$ 1,074.50		FACILITIES-2024-0044
20231116 - Facilities Trailer Purchase	Small Quote					\$ 10,000.00		
20231130 - Compressor Maintenance	Small Quote					\$ 20,000.00		Operating
20231207 - System Wide Tablet Replacement	TBD					\$ 500,000.00		No current funding
20231211 - System Wide Para Subcontractors	IFB					TBD		Operating
20231211 - Maintenance Scanners	Small Quote					\$ 12,000.00		
20231215 - York Maintenance Lift Replacement	Small Quote					\$ 60,000.00		
20231215 - York Plasma Cutter	Small Quote					\$ 2,000.00		
20231219 - ICB Website Design	Small Quote					\$ 10,800.00		FACILITIES-2024-0056
20240109 - Engineering RFP	RFP					TBD		
20240112 - W. Milton Facility	TBD					TBD		
In Process Total						\$ 4,699,952.50		

CPTA Act 44 Transit Performance Review Action Plan - January 2024

Actions to Increase Passengers / Revenue Hour	CPTA Action Plan	Progress Report Update(s)
1. Assess alternative transportation options for southern York County as part of the next TDP update.	CPTA anticipates a TDP update in 2022. Based on the outcome of the TDP update, rabbittransit will prepare a pilot funding application that will be submitted to PennDOT should opportunities be identified.	No significant changes or updates since previous reporting.
2. Continue to work with municipalities experiencing population growth and new commercial development to include a CPTA review of proposed site development plans.	CPTA is heavily engaged in local and regional planning organizations and has recently been a working member of PPTA's "Build a Better Bus Stop" Project which worked to prepare transit oriented development language for agencies to revise and tailor to their regional needs. Further, CPTA seeks to continue efforts to find third-party funding partners as state and federal resources don't allow for adequate source expansions.	Ongoing. Efforts have been expanded to incorporate new public right-of-way accessibility guidelines (PROWAG) guidance issued by the U.S. Access Board in August 2023 into planning efforts.
Actions to Increase Operating Revenue / Revenue Hour	CPTA Action Plan	Progress Report Update(s)
1. Continue to monitor its fixed-route farebox recovery and maintain a satisfactory fare recovery level.	CPTA does maintain and monitor farebox recovery and will evaluate a potential change in fare and farebox collection policy. Special consideration will need to be given for pandemic / post-pandemic consumer needs and ability to pay. It is worth noting that this element may see significant updates with the coordination of CAT and rabbittransit services.	No significant changes or updates since previous reporting.
Actions to Contain Operating Costs / Revenue Hour	CPTA Action Plan	Progress Report Update(s)
1. Develop a more detailed strategic IT plan that defines desired IT specifications, interdepartmental information flow, and an investment plan.	CPTA requests assistance from PennDOT in the providing of templates, a framework, or technical expertise in the development of such a plan with consideration given to the coordination of CAT and rabbittransit services in terms of timeline factors.	Agency issued a request for proposals (RFP) for consulting services to review the internally prepared IT plan framework and to guide the implementation process. Proposals are currently due February 12, 2024.
2. Update its cost allocation plan to equitably assign costs across divisions, including other service lines like non-public transportation, CAT management, and 4Ride.	The authority will evaluate this recommendation, but has not identified any compelling reasons that the current model is not effective. CPTA's current model does allocate costs across divisions, including non-public transportation, but does not for fee for non-direct transportation services under an agreement such as the CAT management and 4Ride agreements CPTA would request PennDOT to provide expanded guidance to direct efforts.	Based on 2023 PennDOT Annual Audit and Supplemental forms process submitted for last fiscal year and associated cost allocation model, we consider this matter closed.
3. Develop standards and monitor mechanic efficiency for routine tasks.	Preliminarily anticipate deployment of new maintenance software in early 2022. CPTA is in the process of drafting a procurement for a new maintenance software. Further, CPTA will identify in the required scope of work or functionality evaluation the capability of the system to meet monitoring and reporting needs.	No significant changes or updates since previous reporting.
Other Actions to Improve Overall Performance	CPTA Action Plan	Progress Report Update(s)
1. Implement a formal capital planning process agency-wide that it can use to identify and prioritize CPTA's short and long-term capital needs.	Preliminarily anticipate deployment in FY2021-2022 planning cycle. The authority does have a formal capital planning process in place, but recognizes the reviewer recommendation to expand this with CAT services in mind.	No significant changes or updates since previous reporting.