

SRTA

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

DATE: July 25, 2024

TIME: 10:00 AM

PLACE: Zoom Only

Meeting ID: 893 9276 0094

Passcode: 005317

Public may participate at Cameron Street or Zarfoss Drive Locations.

PURPOSE: July 2024 Board Meeting

ORDER OF BUSINESS

1. Call to Order
2. Changes or Modifications to the Agenda
3. Public Comment: Accepted in Person or in Writing
4. Approval of Minutes
 - A. Meeting Minutes of May 23, 2024 (Pages 3-5)
5. Communications
 - A. Cumberland County Board Appointment: Diane Bosak (Page 6)
6. Treasurer's Report
7. Old Business
8. New Business

RESOLUTION 2427 – RENEWAL OF AGREEMENT WITH SHIPPENSBURG UNIVERSITY, SHIPPENSBURG UNIVERSITY STUDENT SERVICES, INC., AND SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY (Page 7)

RESOLUTION 2428 – CONTRACT AWARD FOR VANPOOL PILOT (Pages 8-9)

RESOLUTION 2429 - CONTRACT AWARD FOR SYSTEM WIDE SOFTWARE PROCESS IMPROVEMENT (Pages 10-11)

RESOLUTION 2430 - CONTRACT AWARD FOR CALL CENTER SOFTWARE (Pages 12-13)

Future Procurements (Page 14)

9. Staff Report

- Transit Development Plan Presentation
- Report on Recruitment Action Plan (Pages 15-16)
- Act 44

10. Executive Session

11. Adjournment

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

SRTA
SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

MINUTES OF SRTA BOARD MEETING

May 23, 2024

Present were board members: LaToya Winfield Bellamy, Eric Bugaile, Rich Carson, Jason Graves, Carrie Gray, Jarrod Johnson, Keith Martin, Kirk Stoner and Tom Wilson. Jill Nagy, Counsel, was also present.

Guests and Administrative Staff Members present were Rich Farr, Keith Gerstner, Brian Gillette, Nicole Hansen, Bev Hockenberry, David Juba, Jamie Leonard, Eric Maguire, Trevor Manahan, Jenna Reedy, Bonnie Stine, Rick Trout and Sherry Welsh.

CALL TO ORDER

Chairman Bugaile called the meeting to order at 10:00am.

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 April 25, 2024 meeting minutes was raised by Rich Carson, seconded by Tom Wilson, and passed unanimously.

COMMUNICATIONS

Rich Farr shared an email received by WellSpan Health, as they have a summer internship program in Hershey. rabbittransit provides transportation from Harrisburg to Hershey for some of the students where transportation was a barrier.

TREASURER'S REPORT

Brian Gillette presented details on the April 2024 Financial Statement and Statistical Notes. He noted the following highlights:

- **RIDERSHIP**: Year to date comparisons to the prior year are as follows:
 - Fixed Route ran 10% above last year.
 - Paratransit was 3% above the previous year.
 - Commuter Express experienced a 1% increase from last year (YTD).
 - Microtransit's ridership was an 11% increase in ridership compared to the same time last year.

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- REVENUE: Year to Date Grant and Contract Income is below budget by \$597,000 because less subsidy was required than the budget anticipated.
- EXPENSES: Year to Date Total Expenses are \$1.98 million lower than budgeted.
- Unfilled positions increased by 7 to 73. Approved positions remained the same.
- RESERVES: 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): There were no capital expenditures over \$50,000 during the month of April.

OLD BUSINESS

There was no old business.

NEW BUSINESS

RESOLUTION 2420 – AUTHORIZATION TO PROCURE PARATRANSIT CUTAWAY VANS AND
MICROTRANSIT VANS BY EXERCISING OUR OPTIONS ON THE CURRENT
STATEWIDE CONTRACT UPON PENNDOT GRANT APPROVAL

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

RESOLUTION 2421 – ADOPTING THE MANAGEMENT WORK PLAN FOR FISCAL YEAR 2024/2025

Rich Farr reviewed the Management Work Plan.

Brian Gillette reviewed the budget supporting the Work Plan.

Motion to approve was raised by Keith Martin, seconded by Tom Wilson, and passed unanimously.

RESOLUTION 2422 – APPROVAL TO ADVANCE THE ACQUISITION OF THE COMMONWEALTH
PROPERTY LOCATED AT CAMERON AND STATE STREET

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

RESOLUTION 2423 – ADOPTION OF THE SRTA UNACCOMPANIED MINOR POLICY

Motion to approve was raised by Keith Martin, seconded by Tom Wilson, and passed unanimously.

RESOLUTION 2424 – CONTRACT FOR AWARD ENGINEERING SERVICES

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

RESOLUTION 2425 – APPROVING MUTUAL AGREEMENT WITH THE CENTRAL PENNSYLVANIA
TRANSPORTATION AUTHORITY

Motion to approve was raised by Keith Martin, seconded by LaToya Winfield Bellamy, and passed unanimously.

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RESOLUTION 2426 – APPROVING MUTUAL COOPERATION AGREEMENT WITH THE CUMBERLAND
DAUPHIN HARRISBURG TRANSIT AUTHORITY

Motion to approve was raised by LaToya Winfield Bellamy, seconded by Kirk Stoner, and passed unanimously.

STAFF REPORT

Rich Farr presented the following staff updates:

- Chris Zdanis has resigned as Chief Operating Officer with rabbittransit
- PPTA is advocating that the Governor's Budget reallocate 1.7% of the sales tax to be dedicated for public transportation.

FUTURE PROCUREMENTS

The list of procurement projects was reviewed.

ADJOURNMENT

The next scheduled Board of Directors meeting will take place on June 27, 2024 at 10:00 AM at 415 N. Zarfoss Dr, York.

The meeting adjourned at 10:53AM.

Respectfully Submitted,

Thomas Wilson
Secretary



Commissioners of Cumberland County

Kelly Neiderer, Chairman . Jean Foschi, Vice Chairman . Gary Eichelberger, Secretary

June 26, 2024

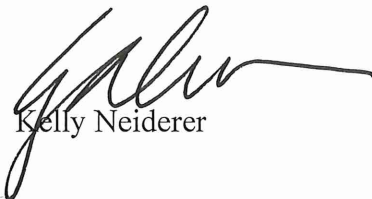
Ms. Diane Bosak
1075 Pebble Court
Mechanicsburg, PA 17050

Dear Ms. Bosak:

At the Finance Meeting on June 26, 2024 we unanimously moved to appoint you to serve on the Susquehanna Regional Transportation Authority for a three (3) year term, effective June 26, 2024 and expiring on June 25, 2027.

We very much appreciate your willingness to serve on this Board.

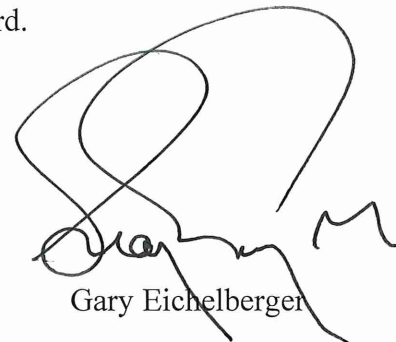
Sincerely,
CUMBERLAND COUNTY BOARD OF COMMISSIONERS



Kelly Neiderer



Jean Foschi



Gary Eichelberger

/alw

RESOLUTION NO. 2427

**RENEWAL OF AGREEMENT WITH SHIPPENSBURG UNIVERSITY, SHIPPENSBURG
UNIVERSITY STUDENT SERVICES, INC., AND SUSQUEHANNA REGIONAL
TRANSPORTATION AUTHORITY**

WHEREAS, Susquehanna Regional Transportation Authority wishes to maintain the working agreement with Shippensburg University and Shippensburg University Student Services, Inc. (SUSSI) for the Raider Regional Transit (RRT) bus service on and around the University Campus; and,

WHEREAS, the service will operate 52 weeks a year not to exceed 3,500 hours of service; and,

WHEREAS, the public fare for this service is \$1.30 per boarding and free for all Shippensburg University ID cards; and,

WHEREAS, Shippensburg University and the Shippensburg University Student Services, Inc. (SUSSI) will pay four combined payments of \$26,875 for a total of \$107,500 for the 2024-2025 academic year.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors that the Executive Director be authorized to execute the Shippensburg Raider Regional Transit agreement for the period of September 1, 2024 to August 31, 2025.

**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 July 25, 2024.

attest: _____

Thomas Wilson
Secretary

Eric Bugaile
Chairman

RESOLUTION 2428

CONTRACT AWARD FOR VANPOOL PILOT

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has identified the need to provide additional Transit Service in addition to existing Fixed Routes to serve Asset Limited, Income Constrained, Employed (ALICE) populations located in Cumberland, Dauphin, and York Counties with transportation needs related to second and third shift work requirements; and,

WHEREAS, SRTA evaluated possible solutions to provide this necessary service and it was determined that contracting a third-party to provide the service, vehicles, and support was the most beneficial option for SRTA ridership; and,

WHEREAS, a Request for Proposals (RFP) was determined to be the best method to obtain a Contract for this specialized service. The program was designed and a model was developed by SRTA; and,

WHEREAS, the RFP was released according to Federal, State, and SRTA procurement criteria with a total of eleven (11) firms requesting the solicitation, with one (1) firm submitting a Proposal. PENRAC, LLC d/b/a Commute with Enterprise (CWE) submitted a responsive and responsible Proposal. The remaining firms which requested the solicitation, but did not submit a response were surveyed to determine why those firms did not submit Proposals. It was found that those firms did not have the ability to support third shift operations, did not have an organizational model to support this service, or was not generally a fit for their organization; and,

WHEREAS, the CWE Proposal was reviewed and determined to responsive and responsible; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority to award a contract to PENRAC, LLC d/b/a Commute with Enterprise (CWE) with an annual not to exceed value of One-hundred thousand Dollars and Zero Cents (\$100,000).

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 July 25, 2024.

Attest:

Thomas Wilson
Secretary

Eric Bugaile
Chairman

RESOLUTION 2428 CONTRACT AWARD FOR VANPOOL PILOT

FACT SHEET

- Program will be funded with state funds.
- The vanpools will not compete with existing services.
- Anticipated to supply six (6) total vehicles which will have the capacity to support up to thirty (30) persons.
- Each rider's monthly out of pocket cost will be comparable to a monthly bus pass cost.
- CWE will provide information relative to ridership, which will be reported by SRTA and may result in funding increases, which may provide additional Vanpool Service.
- CWE will market the program in collaboration with SRTA.
- Vehicles will carry both the CWE and SRTA branding.
- Proposal and Interview Results:

Proposal Score ¹		Interview Score ²		Overall Score		
Average Points	Total Received Points	Average	Received Points	Average Overall Score	Total Received Points	Total Available Points
152.80	764.00	158	79%	156	1,239	1,600

RESOLUTION 2429
CONTRACT AWARD FOR SYSTEM WIDE SOFTWARE
PROCESS IMPROVEMENT

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has identified the need to improve current business software utilization and plan for future software replacements and additions which will increase systemness throughout SRTA. This effort will result in greater operational and administrative efficiency; and,

WHEREAS, SRTA determined that there was a need to identify a Contractor to perform process evaluation, software capability analysis, develop a plan to best utilize existing software, replace end of life software, and determine future software needs; and,

WHEREAS, SRTA developed a project scope along with project criteria and determined that a Request for Proposals (RFP) was to be the best method to find a firm with experience and expertise to evaluate and develop the necessary plan; and,

WHEREAS, the RFP was released according to Federal, State, and SRTA procurement criteria. A total of seventeen (17) firms requested the specifications, with two (2) submitting responsive and responsible bids, Appalachia Technologies and Collective Intelligence. The remaining firms were surveyed to determine why they chose not to submit Proposals. It was determined that other firms did not have capacity to add another client or assumed that there were not SRTA resources sufficient to support their efforts; and,

WHEREAS, the Appalachia Technologies Proposal received the highest score and supplied a price determined to be fair and reasonable. This quote was found to be Nineteen percent (19%) less than the Independent Cost Estimate (ICE); and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority to award a contract to Appalachia Technologies for the evaluation of current software use and the development of a plan to improve software use efficiency with a not to exceed value of Two-hundred, eighty-two thousand, six-hundred, Dollars and Zero Cents (\$282,600.00).

CERTIFICATION OF OFFICERS
OF
SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

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Attest:

Thomas Wilson
Secretary

Eric Bugaile
Chairman

RESOLUTION 2429
CONTRACT AWARD FOR SYSTEM WIDE SOFTWARE
PROCESS IMPROVEMENT

FACT SHEET

- This project consists of two distinct phases.
 - Phase 1 will consist of evaluating and documenting existing conditions, which will inform decisions and recommendations for report generation.
 - Phase 2 will be the efforts related to the implementation of the developed plan.
 - Phase 1 costs will total One-hundred, sixty one thousand, four-hundred, fifty Dollars and Zero Cents (\$161,450.00).
 - Phase 2 costs will total One-hundred, twenty-one thousand, one-hundred, fifty Dollars and Zero Cents (\$121,150).
- Firm will evaluate workflows and current processes to better align work functions with software.
- The firm will provide a report detailing existing conditions and improvement recommendations.
- The project will focus on developing effective processes that can save time, scale and use resources efficiently.
- There will be an action plan to improve workflows and serve as a training tool for current and future employees.
- This process will identify and provide recommendations to reduce cyber security threat risks.
- Processes and business functions will be evaluated for automation to reduce errors and increase efficiency.

RESOLUTION 2430
CONTRACT AWARD FOR CALL CENTER SOFTWARE

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has identified the need for call center management software integration and,

WHEREAS, SRTA currently utilizes two products, NovelVox and Nice INContract. Both products function as desired and users are proficient. SRTA determined that integrating the products would be beneficial to SRTA and customers who are calling into the call center; and,

WHEREAS, SRTA examined several solutions and it was determined that the best solution was to contract with NovelVox to provide on-going maintenance service and perform the necessary integration services to allow for efficient use of the two (2) call center products; and,

WHEREAS, SRTA determined that a Sole Source procurement was the only option to purchase the needed service and a Cost Analysis and Sole Source Justification were created and evaluated in alignment with Federal, State, and SRTA procurement criteria; and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority to award a contract to NovelVox NA Inc. with a not to exceed value of One-hundred, sixteen, five-hundred, forty-Dollars and Zero Cents (\$116,540.00).

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Attest:

Thomas Wilson
Secretary

Eric Bugaile
Chairman

RESOLUTION 2430
CONTRACT AWARD FOR CALL CENTER SOFTWARE

FACT SHEET

- 50 users including customer service and dispatch in both Dauphin and York Counties.
- Allows users to interact with telephone, direct messages, and emails from one computer dashboard.
- Allows managers and customer service personnel to track user efficiency and productivity.
- The combined products will allow users to more quickly resolve customer questions and issues.
- The quoted cost was found to be 28% less than the Independent Cost Estimate predicted cost.

Current and Future Procurement Projects

	Name	Type	Released	Questions Due	Bid/ Proposal Due	Contract Start	Value	Notes	Notes
Current Projects	TASK ORDER - CAMERON STREET BUS SHELTER	Task Order					\$ 8,000.00	Design	
	20220331 - Cameron Shelter	IFB	TBD				TBD	KCI design and solicitation	
	20220428 - York Transfer Center Call Box	Small Quote					\$ 12,000.00	Need quotes for concrete cutting and repour	
	20230313 - Systemwide Radio Upgrade	TBD					\$ 1,800,000.00	RFP Development	
	20230517 - York Boardroom Tech Upgrade	TBD					TBD		No Grant Money Available
	20230609 - Lemoyne Bus Shelter (Site Construction)	RFQ					\$ 30,000.00	Waiting on Engineer/Project Manager	
	20230616 - Locust Lane ADA Access	RFQ					\$ 60,000.00	Bids Returned	
	20230726 - Fare Box Replacement	RFP	2/22/2024	2/14/2024	4/10/2024	TBD	\$ 2,282,000.00	Ongoing Evaluation	
	20230807 - Renewable Natural Gas	RFP	5/14/2024		8/5/2024		TBD		
	20230919 - Vanpool Pilot 2023	RFP	1/30/2024	2/22/2024	3/14/2024	TBD	\$ 100,000.00	Resolution this meeting	
	20231024 - System Wide Software Process	RFP	12/14/2023	1/5/2024	2/12/2024	TBD	\$ 110,000.00	Resolution this meeting	
	20231110 - Training Material	TBD					TBD	Waiting on Project Manager	
	20231113 - Safety Training Devices	TBD					TBD	Waiting on Project Manager	
	20231116 - Facilities Trailer Purchase	Small Quote					\$ 10,000.00	Waiting on Project Manager	
	20240112 - W. Milton Facility	TBD	TBD				TBD		
	20240129 - MTS HVAC Maintenance	Small Quote					\$ 4,700.00	Waiting on Contract Return	
	20240229 - Computer-Communication Expansion	TBD					TBD	Waiting on Project Manager	
	20240301 - Driver Inspection Reports	TBD					\$ 40,000.00	Waiting on Project Manager	
	20240308 - Franklin - Cumberland WiFi	TBD					TBD	Waiting on Project Manager	
	20240320 - Remote Video Surveillance	TBD					TBD	Waiting on Project Manager	
	20240326 - HVAC Maintenance	IFB					TBD	No Bids	
	20240326 - York Call Boxes	TBD					TBD	Waiting on Project Manager	
	20240402 - Zarfoss Building Automation								
	20240409 - Security Staffing	TBD					TBD	Waiting on Project Manager	
	20240425 - Zarfoss Maintenance Heaters	TBD					TBD	Waiting on Engineer	
	20240507 - Fleet Management Electrical Work	Small Quote					\$ 11,000.00	Need Quotes	
	20240516 - Adams Transfer Painting	Small Quote					\$ 1,600.00	Waiting on Project Manager	
	20240610 - MTS Signage Additions								
	20240612 - Call Center Voice Software	TBD					TBD	Project On Hold - Project Manager 07/03/2024	
	20240620 - Dauphin Postage Machine	Micro Purchase					\$ 3,021.22		DAUPHIN-2024-1165
	20240620 - Statewide Bus Purchase	TBD							
	20240624 - AI Purchase	TBD						Waiting on Project Manager	
	20240624 - HTC Camera Additions	TBD					TBD	Waiting on Engineer	
	20240626 - York-Adams Call Boxes	TBD						Waiting on Project Manager	
	20240628 - Call Center Software	Sole Source					\$ 116,540.00	Resolution This Meeting	
	20240703 - Adams Office Security	TBD					TBD		
	20240708 - York Transfer Drain Repair	TBD					TBD		
	20240716 - Storm Grate Tool	Small Quote					\$ 2,500.00		
In Process Total							\$ 4,591,361.22		

Report on Recruitment Action Plan

July 17, 2024



Summary:

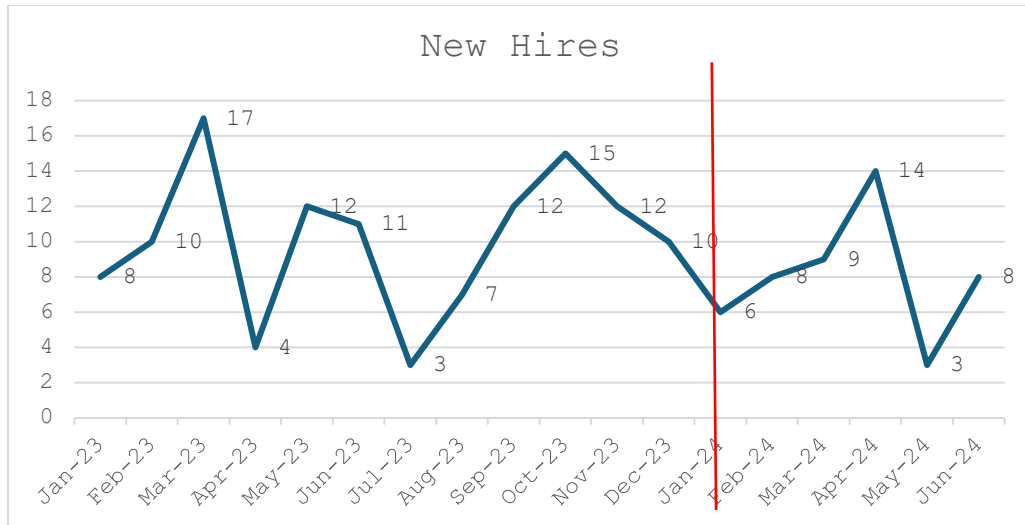
The Authority had been struggling to attract and retain employees, especially operators. A plan was developed to increase wages, with a greater focus on non-cba shared ride operators, in an attempt to reduce turnover and improve hiring. The plan was implemented in January 2024 and would be funded through a shared ride fare increase that was scheduled to be implemented in July of 2024. The plan also included additional resources from PennDOT to bridge the wage increase to the revenue a fare increase would generate. The report is to communicate early results from the implementation of the rate change.

Hiring Outcomes:

This report compares the hiring numbers of the Authority for two time periods: before and after the wage increase that was implemented in January 2024.

- The main findings are:
 - The total number of new hires decreased from 121 in the pre-wage increase period (Jan 2023 - Dec 2023) to 48 in the post-wage increase period (Jan 2024 - Jun 2024).
 - The average monthly hires also decreased from 10.08 hires/month to 8 hires/month.
 - The highest and lowest hiring months were March 2023 (17 hires) and July 2023 (3 hires) for the pre-wage increase period, and April 2024 (14 hires) and May 2024 (3 hires) for the post-wage increase period.
 - There seems to be a slight seasonal pattern in hiring, with more hires occurring during spring months (March-May) in both years.
 - There was a drop in hiring immediately after the wage increase, from 10 hires in December 2023 to 6 hires in January 2024.
 - The hiring numbers showed more variability in the pre-wage increase period, while the post-wage increase period was more stable, except for a spike in April 2024.

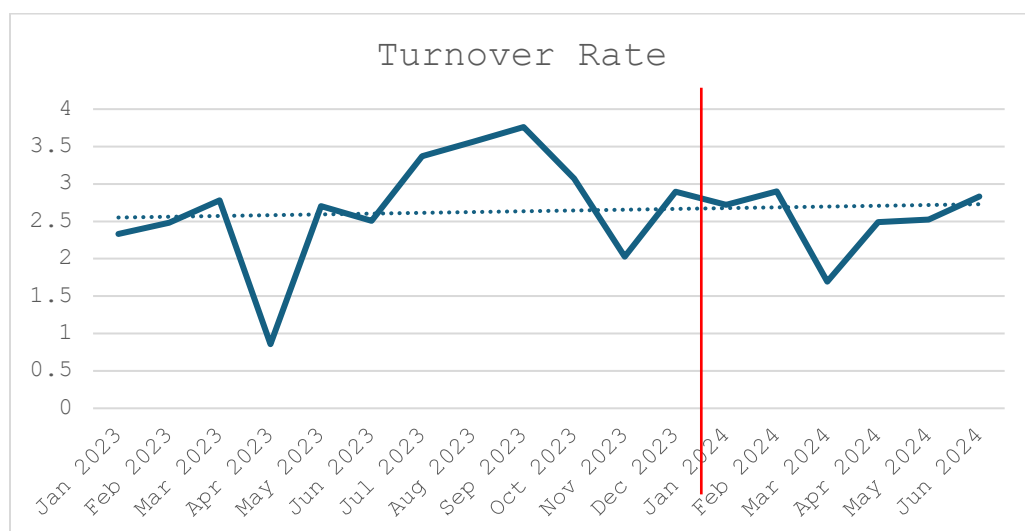
There was no clear upward or downward trend in hiring numbers after the wage increase.



Retainage Outcomes:

This report examines the turnover rates of the Authority for the 12 months before and the 6 months after the wage increase that was implemented in January 2024.

- The main findings are:
 - The wage increase appears to have slightly lowered the average monthly turnover rate, from 2.72% to 2.53%, and reduced the variability of turnover rates, from a range of 2.90 percentage points to 1.21 percentage points.
- However, the year-over-year comparison for the first half of the year shows a slight increase in turnover rates, from 2.28% to 2.53%, which could be due to other factors or normal variation.
- The report also identifies some possible seasonal patterns and outliers in the data. Staff will continue to monitor and evaluate.



The question we cannot answer is, “what would have the results been if no action had been taken?”