

SRTA

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

DATE: October 30, 2025

TIME: 10:00 AM

PLACE: 415 N. Zarfoss Rd, York PA
A virtual option will also be offered.
Public may participate at Cameron Street or Zarfoss Drive Locations.

PURPOSE: October 2025 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 September 25, 2025 (Pages 3-5)

5. Presentation of the Annual Audit

RESOLUTION 2536 – ACCEPTING ANNUAL REPORT OF AUTHORITY AUDITORS
(Page 6)

6. Communications
 - A. Thomas Wilson reappointment to CPTA Board

7. Treasurer's Report

8. Old Business

9. New Business

RESOLUTION 2537 – ACCEPTANCE OF THE ACT 44 PERFORMANCE REVIEW
AND APPROVAL OF THE SRTA ACTION PLAN
(Pages 7-8)

RESOLUTION 2538 – AUTHORIZATION TO ENTER INTO A PROFESSIONAL SERVICES
AGREEMENT WITH O3 WORLD, LLC (Pages 9)

Future Procurements (Page 10)

10. Staff Report

11. Executive Session

12. Adjournment

Next Meeting: **Thursday, November 20, 2025 at 901 N. Cameron St. Harrisburg PA**
10:00AM – SRTA Board Meeting

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MINUTES OF SRTA BOARD MEETING

September 25, 2025

Present were board members: Diane Bosak, Eric Bugaile, Jason Graves, Carrie Gray, Raymond Rosen, Kirk Stoner, Tom Wilson, LaToya Winfield Bellamy and Jill Nagy, Counsel, was also present.

Guests and Administrative Staff Members present included: Steve Baldwin, Rich Farr, Brian Gillette, Bev Hockenberry, David Juba, Trevor Manahan, Jenna Reedy, Joseph Schneider, Bill Shaw, Sean Summers, Rick Trout, Felicia Trujillo and Jason Wolfgang.

CALL TO ORDER

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

PUBLIC HEARING

The FFY 2026 Program of Projects was presented and given a forty (40) day public comment period. No comments were received. The Program of Projects will stand as presented.

CHANGES OR MODIFICATIONS TO THE AGENDA

There were no modifications to the Agenda.

PUBLIC COMMENT

There was no public comment.

APPROVAL OF MINUTES

Motion to approve the August 28, 2025 meeting minutes was raised by Raymond Rosen, seconded by Tom Wilson, and passed unanimously.

COMMUNICATIONS

There were no communications.

TREASURER'S REPORT

Steve Baldwin presented details on the August 2025 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 a 5% decrease over last year.
 - Paratransit had a 5% decrease over last year.
 - Commuter Express experienced a 2% increase from last year.

SRTA
SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

- Microtransit's ridership was a 15% increase compared to the same time last year.
- REVENUE: Grant and contract income is \$1.1 million below budget because less subsidy has been required than the budget anticipated. Lower than budgeted spending or Operating Costs (Expenses) account for the preponderance of the subsidy savings.
- EXPENSES:
 - August expenses are less than the approved budget by \$857,000, due to savings from purchased transportation and wages.
 - Unfilled positions increased by 2 during the month to 50 or 7% of total vacancies.
- RESERVES: The Authority's cash balance is consistent with its target to have 180 days cash on hand.
- LINE OF CREDIT: There were no draws on the organization's line of credit.
- CAPITAL EXPENDITURES (over \$50,000): The capital expenditures over \$50,000 this month are listed below.
 - Milton Lot \$581,445
 - Harrisburg Transfer Center \$ 62,278
 - Mobile Ticketing Project \$210,991

Motion to approve the Treasurer's Report was raised by Kirk Stoner seconded by Raymond Rosen and passed unanimously.

OLD BUSINESS

There was no old business.

NEW BUSINESS

Rich Farr requested to move the October 23, 2025 Board meeting to October 30, 2025. The majority of Board members are available and the meeting will be rescheduled with the appropriate public notice advertised.

STAFF REPORT

Rich Farr presented the following staff updates:

- The Fixed Route Survey Opportunities for Improvement Alignment with the Management Work Plan for Fiscal Year 2025-2026. Mr. Farr will share the results with the Board after the Board meeting.
- The ACT 44 Performance Review was discussed. During the October Board meeting, there will be a Resolution to adopt the Performance Review. Mr. Farr will send the full report to Board members, so they have the opportunity to give feedback at the October Board meeting.

ADJOURNMENT

Raymond Rosen made a motion to adjourn the meeting. The motion was seconded by Kirk Stoner and moved without exception.

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SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

The next scheduled Board of Directors meeting will take place on October 30, 2025, at 10:00 AM at 415 N. Zarfoss Dr, York.

The meeting adjourned at 10:33AM.

Respectfully Submitted,

Thomas Wilson
Secretary

RESOLUTION NO. 2536

ACCEPTING ANNUAL REPORT OF AUTHORITY AUDITORS

WHEREAS, the Board of Directors of the Susquehanna Regional Transportation Authority (SRTA) engaged the Certified Public Accounting firm of RKL LLP to undertake its financial and compliance audit for the fiscal year ending June 30, 2025; and,

WHEREAS, RKL LLP has completed this work, delivered their draft written report to SRTA for SRTA, Cumberland-Dauphin-Harrisburg Transit Authority (CDHTA) and Central Pennsylvania Transportation Authority (CPTA), and made an oral presentation to the SRTA Board of Directors on their findings; and,

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the Susquehanna Regional Transportation Authority accept the draft audit reports for SRTA, CDHTA and CPTA as final, barring no material changes, and that their results be distributed to all necessary parties after final printing.

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 October 30, 2025.

attest: _____
Thomas Wilson
Secretary

Eric Bugaile
Chairman

BOARD RESOLUTION NO. 2537

ACCEPTANCE OF THE ACT 44 PERFORMANCE REVIEW AND APPROVAL OF THE SRTA ACTION PLAN

WHEREAS, the Pennsylvania Department of Transportation (PennDOT), Bureau of Public Transportation, conducted a comprehensive Transit Performance Review (TPR) of the Susquehanna Regional Transportation Authority (SRTA) pursuant to the requirements of Act 44 of 2007, as amended by Act 89 of 2013; and,

WHEREAS, the purpose of the review was to assess SRTA's performance, identify best practices, and outline opportunities for improvement across key areas including financial management, operational efficiency, customer service, and strategic planning; and,

WHEREAS, SRTA has reviewed the Act 44 Transit Performance Review Report and the accompanying Executive Summary, which highlight the Authority's strong community impacts, fiscal stewardship, and operational achievements, as well as areas for continued enhancement such as long-term financial planning, on-time performance monitoring, and microtransit deployment thresholds; and,

WHEREAS, SRTA management has prepared and submitted an Action Plan addressing each of the identified opportunities for improvement, with specific strategies to ensure continued compliance with Act 44 and advancement toward performance targets; and,

WHEREAS, the SRTA Board of Directors has reviewed the Performance Report and the proposed Action Plan and finds them consistent with the Authority's mission, strategic goals, and performance improvement commitments; and,

WHEREAS, SRTA staff will be authorized and directed to submit the approved Action Plan to the Pennsylvania Department of Transportation and to provide periodic progress updates to the Board on the implementation of each item.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the Susquehanna Regional Transportation Authority hereby accepts the Act 44 Performance Review Report and formally approves the SRTA Action Plan dated October 2025 as the Authority's official response and implementation plan.

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 October 30, 2025.

Attest:

Thomas Wilson
Secretary

Eric Bugaile
Chairman

BOARD RESOLUTION NO. 2537

FACT SHEET




Susquehanna Regional Transportation Authority Act 44 Action Plan - October 30, 2025

Actions to Retain and Promote Ridership	SRTA Action	Estimated Initiation Date	Estimated Completion Date
1. Establish a demand threshold to determine when microtransit service may be more efficiently served by fixed-route buses.	SRTA has developed a feasibility model to identify potential candidates for microtransit services, along with a methodology to evaluate the viability of transitioning microtransit to a fixed route. This framework incorporates both quantitative and qualitative criteria to serve as a decision-support tool.	COMPLETE	COMPLETE
2. Continue monitoring opportunities to improve on-time performance.	Identified as a SRTA Management Work Plan action item prior to review, this initiative aligns with Act 44 requirements. A structured workflow has been developed to manage fixed-route on-time performance improvements, incorporating target setting, minimum standards, oversight processes, and interdepartmental coordination, along with a one-year implementation plan.	11/3/2025	11/30/2026
Actions to Ensure Long-Term Financial Sustainability	SRTA Action	Estimated Initiation Date	Estimated Completion Date
1. Conduct a Sources and Uses Analysis as an accounting exercise to track how funds and revenues are applied to operating expenses.	SRTA is currently procuring an Enterprise Resource Planning (ERP) solution to facilitate the integration of key systems and software. A critical part of this transition will involve the refinement of organizational roles and responsibilities. Furthermore, an associated Source and Use Analysis will be conducted as an essential component of this process.	12/1/2025	11/30/2026
2. Engage in long-term financial planning and strategic budgeting to ensure financial sustainability.	SRTA maintains and monitors annual, four-year, and twelve-year financial plans utilizing a format and methodology established by PennDOT contractors. The agency's financial condition is subject to ongoing oversight, with status reports provided to the Board on a monthly basis and comprehensive updates conducted semiannually or as warranted.	COMPLETE	COMPLETE

RESOLUTION NO. 2538

AUTHORIZATION TO ENTER INTO A PROFESSIONAL SERVICES AGREEMENT WITH O3 WORLD, LLC

WHEREAS, the Susquehanna Regional Transportation Authority (“SRTA”) provides public transportation services throughout Central Pennsylvania and continually seeks to improve customer service, operational efficiency, and technology integration to enhance the rider experience; and,

WHEREAS, SRTA has identified a need to engage specialized professional consulting services to support the development and implementation of the AI Voice Front Door Project, an initiative designed to modernize SRTA’s customer communication systems, improve accessibility, and strengthen call center automation capabilities; and,

WHEREAS, SRTA staff has negotiated a Master Services Agreement (MSA) with O3 World, LLC, a professional technology and consulting firm based in Philadelphia, Pennsylvania, to provide design, consulting, and implementation readiness services for this project, in accordance with the terms presented to the Board; and,

WHEREAS, pursuant to the Pennsylvania Municipality Authorities Act of 1945 (53 Pa. C.S. §5607), procurement exceptions for professional services exist, recognizing that certain contracts—such as those involving specialized technical or professional expertise—are exempt from the competitive bidding process, given the importance of professional judgment, qualifications, and the quality of services over price alone; and,

WHEREAS, following review and evaluation of the proposals and scope, staff recommends awarding the professional services contract to O3 World, LLC, for the scope and fees described in the attached proposal titled “AI Voice Front Door – RFP and Vendor Selection Consulting” and governed under the MSA.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Susquehanna Regional Transportation Authority hereby approves entering into a Master Services Agreement with O3 World, LLC for professional services in support of the AI Voice Front Door initiative, at a total cost not to exceed \$32,000, and authorizes the Executive Director to execute all documents necessary to carry out this agreement.

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 October 30, 2025.

Attest:

Thomas Wilson,
Secretary

Eric Bugaile
Chairman

Current and Future Procurement Projects

Current Activity

Name	Type	Released	Questions Due	Bid/ Proposal Due	Contract Start	Value	Notes	Grant Number
20230313 - Systemwide Radio Upgrade	RFP	3/5/2025	4/7/2025	7/14/2025	11/1/2025	\$ 1,800,000.00	In Process	
20231110 - Training Material	TBD					TBD	Waiting on Project Manager	
20231113 - Safety Training Devices	TBD					TBD	Waiting on Project Manager	
20240320 - Remote Video Surveillance	TBD					TBD	Waiting on Engineer	
20240409 - Security Staffing	TBD					TBD	Waiting on Project Manager	
20240620 - Statewide Bus Purchase	TBD					TBD	David Kilmer Developing	
20240624 - HTC Camera Additions	TBD					TBD	Waiting on Engineer	Funding?
20240626 - York-Adams Call Boxes	TBD						Waiting on Project Manager	
20240722 - MTS Security Repairs							Waiting on Engineer	
20240807 - Paperless MSDS Record							Appalachia?	
20240807 - Maintenance Forklift Replacement	RFP					\$ 51,000.00	In Process	Funding?
20240808 - Systemwide Lift Maintenance	IFB					\$ 45,000.00	Contract	Operating
20240808- NorCo Lift Replacement	IFB					\$ 89,000.00	Waiting on Engineer	Maintenance 2022-2023-1.
20240814 - NorCo Maintenance Storage							Waiting on Project Manager	Funding?
20240823 - Zarfoss Painting	IFB					\$ 148,000.00	In Process	Funding?
20240824 - Remote Generator Monitoring							RFP in development	Funding?
20240910 - System Wide Electrical Contractor	RFP						RFP in development	
20241216 - Surveillance - Access Control						TBD		
20250214 - King Street Stormwater Repair	IFB	3/28/2025	5/2/2025	5/12/2024	6/2/2025	\$ 14,000.00	In Process	Funding?
20250214 - Overhead Door Maintenance	IFB	9/9/2025	9/29/2025	10/8/2025	11/1/2025	\$ 80,000.00	In Process	Operating
20250225 - ERP Software	RFP	6/17/2025	7/7/2025	8/11/2025	10/1/2025		In Process	
20250303 - Call Center Software	Sole Source						On Hold	
20250304 - NorCo Bulk Fluids	Micro Purchase					\$ 23,000.00	Waiting on Project Manager	Funding?
20250305 - York Adams Dauphin Seat Cleaning	Small Quote					\$ 29,000.00	Waiting on Project Manager	Operating
20250318 - Dauphin Shelter Advertising	RFP						Waiting on Project Manager	Revenue
20250409 - Bus Stop Updates	RFP						Waiting on Project Manager	
20250415 - System Wide Security System Upgrades	RFP						Waiting on Engineer	
20250617 - Admin Vehicle Replacement	Contract						Waiting on Project Manager	
20250617 - Service Trucks	Contract						Waiting on Project Manager	
20250626 - Vehicle Maintenance Service	TBD						Waiting on Project Manager	
20250630 - MTS Storage	Micro Purchase					\$ 5,000.00	Waiting on Project Manager	MTS 5307
20250715 - Janitorial Supply	TBD					\$ 165,000.00	Waiting on Project Manager	Operating
Task Order 18 - Zarfoss Sprinkler Upgrade	Contract					\$ 9,775.00	FACILITIES-2026-0013	CPTA-23-24
20250729 - Pension Fund Replacement	RFP					\$ 63,000.00	Delayed Until November	Operating
20251015 - Fuel Management Support								
20251017 - LVT Floor Scrubber								
Task Order 19 - Shelter Study	Task Order						In Process	Funding?

In Process Total \$ 2,521,775.00