

SRTA

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

DATE: March 26, 2025

TIME: 10:00 AM

PLACE: 901 N. Cameron St, Harrisburg, PA

**A Microsoft Teams option will also be offered.
Public may participate at Cameron Street or Zarfoss Drive Locations.**

PURPOSE: March 2026 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 February 26, 2026 (Pages 3-7)
5. Communications
 - A. Bugaile and Martin appointments (Pages 8-9)
 - B. York County Area Agency on Aging Post Monitoring Follow-up FY 2025-2026 (Page 10)
6. Treasurer's Report
7. Old Business
 - A. Resolution 2607 – Gasoline Contract Update (Page 11)
8. New Business

RESOLUTION 2610 – RECOGNIZING SHAWN WILSON FOR 30 YEARS OF SERVICE (Page 12)

RESOLUTION 2611 – CONTRACT FOR AI VOICE FRONT DOOR (Page 13-14)

RESOLUTION 2612 – AI FRONT DOOR PHASE II (Page 15)

RESOLUTION 2613 - APPROVING THE REVISING OF SRTA HIRING AND MAINTENANCE OF ESSENTIAL REQUIREMENTS AND EMPLOYMENT QUALIFICATIONS/DRIVER POLICY (Page 16-17)

RESOLUTION 2614 – APPROVAL OF AMENDMENTS TO THE SRTA PURCHASING AND PROCUREMENT MANUAL (Pages 18-20)

RESOLUTION 2615 – AUTHORIZING CONTRACT FOR ENTERPRISE RESOURCE
PLANNING (ERP) SOFTWARE (Pages 21-22)

RESOLUTION 2616 – AUTHORIZING CONTRACT AWARD FOR ZARFOSS DOOR
ADDITIONS (Pages 23-24)

9. Future Procurements (Page 25)

10. Staff Report

11. Adjournment

Executive Session

**Next Meeting: Thursday, April 30 at 415 N. Zarfoss Dr, York
10:00AM – SRTA Board Meeting**

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

MINUTES OF SRTA BOARD MEETING

February 26, 2026

Present were board members: Eric Bugaile, Diane Bosak, Carrie Gray, Jason Graves, Richard Kotz, Keith Martin, Raymond Rosen, Kirk Stoner, and LaToya Winfield Bellamy and Jill Nagy, Counsel.

Administrative Staff and Guests included: Steve Baldwin, Dave Cook, Rich Farr, Brian Gillette, Nicole Hansen, David Juba, Jamie Leonard, Trevor Manahan, Jenna Reedy, Bill Shaw, Sherry Welsh and Jason Wolfgang.

CALL TO ORDER

Chairman Rosen called the meeting to order 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, in person or online.

APPROVAL OF MINUTES

Motion to approve the January 22, 2026 meeting minutes was raised by Keith Martin and seconded by Kirk Stoner and passed unanimously.

TREASURER'S REPORT

Steve Baldwin presented the unaudited January 2026 Financial Statement and Statistical Notes.

RIDERSHIP

- Total ridership: 4.7% below the prior year (impacted by snow and extreme cold).
- Fixed Route: 4.7% decrease.
- Paratransit: 6.6% decrease.
- Commuter Express: approximately 0.1% increase (near break-even).
- Microtransit: 14.8% increase over prior year; weather impacted service.

REVENUE & EXPENSES

- Operating subsidy usage is approximately \$1.0 million less than budgeted, driven by lower-than-budgeted expenses and supplemental state funding for rural paratransit.
- Operating expenses are approximately \$308,000 better than budget year-to-date; management expects this to normalize by year-end.

STAFFING

- Vacant positions increased by one during the month to 53 (7.7% of total positions).

RESERVES & LINE OF CREDIT

- Operating liquidity remains consistent with the Authority's target; there were no draws on the line of credit.

CAPITAL EXPENDITURES (>\$50,000)

- Maintenance Facility Project (Milton) – continuing construction activity; additional project payments were issued during the month.
- Harrisburg Property Demolition – substantially completed; final invoices are being processed.
- Paratransit Vehicles – \$570,000

LOCAL MATCH

- Letters were submitted to PennDOT confirming all core local match commitments for the calendar year through December 31.
- Funding for the newly emerging Northern Microtransit service is in place through the end of the fiscal year; staff is working to secure local match for the remainder of the calendar year.

ERP / RESOURCE PLANNING IMPLEMENTATION

- Staff reviewed progress toward selecting and implementing an enterprise resource planning (ERP) system to improve budgeting, reporting, and invoice processing.
- The Board discussed expected benefits including more timely, real-time reporting, electronic invoice/PO matching, and improved data for management dashboards.

CAPITAL PROJECTS UPDATE / DASHBOARD

Staff presented Version #3 of the major capital projects dashboard, which tracks project timelines and spending.

- Harrisburg Facility Demo: The project is essentially complete and tracking in the green.
- Milton Maintenance Facility: Approximately 49% complete versus 56% planned; spending is aligned with progress and remains in the green.
- Fare Collection Project: Timeline is behind schedule due to vendor supply chain delays (farebox manufacturing/chip availability); first shipment is expected within the next few weeks. The Board noted that the adjusted installation timing will occur in warmer months.
- Radio Upgrade: Newly added to the dashboard; slightly behind in timeline, with limited funds distributed to date and spending status in the green.

SRTA DASHBOARD METRICS

- Bicycle boardings: 16,173 riders brought bicycles on-board during the month.
- Preventive maintenance: 98% completion rate.
- Franklin County maintenance reporting: staff noted invoice/work order closure delays impacting reporting; corrective actions are underway.

OLD BUSINESS

There was no old business.

NEW BUSINESS

RESOLUTION 2606 – Award of Contract for Heavy Duty Vehicles (Statewide Joint Procurement)

Motion: Keith Martin; Second: Kirk Stoner; Passed unanimously.

RESOLUTION 2607 – Gasoline Contract

The Board authorized staff to execute the fuel contract in a dynamic market.

SCTA led a joint procurement with rabbittransit and Lebanon Transit.

A motion to approve was made by Kirk Stoner, seconded by Jason Graves, and passed unanimously.

RESOLUTION 2608 – Award of Contract for Drug and Alcohol Screening (Statewide Procurement)

A motion to approve was made by Kirk Stoner, seconded by Keith Martin and passed unanimously.

RESOLUTION 2609 – Award of Contract for Cisco

A motion was made by Eric Bugaile, seconded by Keith Martin and passed unanimously.

FUTURE PROCUREMENTS

The list of planned procurements was reviewed. No additional questions were raised.

STAFF REPORT

EEO PLAN UPDATE

Staff reported that federal guidance changes have delayed the Board's planned EEO Program presentation. The Board will continue operating under the existing plan until updated requirements are issued.

A motion to table the EEO Plan update until Fall 2026 was made by LaToya Winfield Bellamy, seconded by Keith Martin, and passed unanimously.

PUBLIC COMMENT PROCEDURES – LEMOYNE TRANSFER CENTER

Staff reported that public comment received during the Lemoyne Transfer Center engagement process provided useful input, including pedestrian and bicycle access needs. Staff will incorporate public engagement into internal procedures for outward-facing projects, regardless of funding source.

VANPOOL LAUNCH

Staff reported a public launch event for the vanpool program and noted five prospective vanpools in line.

SERVICE REQUEST FOLLOW-UP

Staff provided follow-up on a prior customer request regarding a bus stop location. Due to the lack of safe sidewalks and private property constraints, the request could not be accommodated; the customer was notified and the matter was closed.

EXECUTIVE SESSION

The Board entered Executive Session to discuss personnel matters.

ADJOURNMENT

The public portion of the meeting was adjourned at 10:57am following completion of the agenda

Respectfully Submitted,

Thomas Wilson
Secretary

YORK COUNTY BOARD OF COMMISSIONERS

COMMISSIONERS
JULIE WHEELER, PRESIDENT
J. SCOTT BURFORD, VICE PRESIDENT
DOUG HOKE, COMMISSIONER



CHIEF CLERK
CLAIR DOLL

CHIEF FINANCIAL OFFICER
TYLER CHRONISTER

SOLICITOR
JONELLE HARTER ESHBACH

YORK COUNTY ADMINISTRATIVE CENTER
28 E. Market Street, York, PA 17401
P: 717-771-9964 F: 717-771-9804

December 17, 2025

Keith Martin
415 N. Zarfoss Drive
York, PA 17404

Dear Mr. Martin:

It is with pleasure that we, the Board of County Commissioners, officially notify you of your reappointment to the Susquehanna Regional Transportation Authority for a 5-year term, effective January 1, 2026, to December 31, 2030, to serve at the pleasure of the Commissioners. This is in accordance with an action taken at the Commissioners' General Meeting held December 17, 2025.

We are sure you will receive much gratification during your tenure and wish to express our appreciation to you for your willingness to serve the community in this capacity. Kindest regards and best wishes for a successful term. Thank you for working to build a better York County.

Kindest regards and best wishes for a successful term!

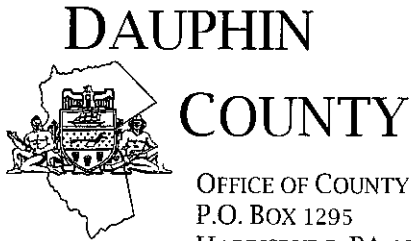
Sincerely

Julie Wheeler, President

J. Scott Burford, Vice President

Doug Hoke, Commissioner

Cc: Richard Farr, Executive Director, Rabbitt Transit



OFFICE OF COUNTY COMMISSIONERS
P.O. BOX 1295
HARRISBURG, PA 17108
717-780-6300

*BOARD OF COMMISSIONERS
Justin Douglas, Chairman
Mike Pries, Vice Chairman
George P. Hartwick III, Secretary*

*CHIEF CLERK/CHIEF OF STAFF
Eric Hagarty*

February 12, 2026

Eric Bugaile
313 Short St.
Harrisburg, PA, 17112

Dear Mr. Bugaile:

Congratulations on your appointment to the Cumberland-Dauphin-Harrisburg Transit Authority & Susquehanna Regional Transportation Authority!

The Dauphin County Board of Commissioners were honored to approve your appointment at the February 4, 2026, Public meeting. We are humbled by your interest and commitment of time and energy to this important endeavor.

Please find enclosed a Certificate of Appointment, which reflects your term of service.

The Board thanks you for your willingness to serve and looks forward to great work ahead.

Sincerely,

A handwritten signature in black ink, appearing to read "JD", written over a horizontal line.

Justin Douglas
Chairman
Dauphin County Board of Commissioners

Enc.

The County of York

COMMISSIONERS

JULIE WHEELER, PRESIDENT
SCOTT BURFORD, VICE PRESIDENT
DOUG HOKE, COMMISSIONER



DEPUTY CHIEF CLERK
CLAIR DOLL

CHIEF FINANCIAL OFFICER
TYLER CHRONISTER

SOLICITOR
JONELLE HARTER ESHBACH

YORK COUNTY AREA AGENCY ON AGING MARK W. SHEA, DIRECTOR

March 16, 2026

Mr. Richard Farr, Executive Director
rabbittransit
415 Zarfoss Drive
York, PA 17404

Dear Mr. Farr:

On behalf of the York County Area Agency on Aging's contract monitoring team, I would like to thank Eva for her cooperation and hospitality during the annual contract monitoring conducted at your agency on Wednesday March 4, 2026.

For the 2025-2026 contract monitoring period, the YCAAA contract monitoring team assessed operating procedures for adherence to the Specific Service Requirements as contained in Appendix B of your contract. During the on-site visit, the areas of Administrative Requirements, Vehicle Safety, Service Requirements and Staffing Requirements were reviewed. Data collected from these four areas was weighted and then quantified to yield a score. A score of 80% or greater in each area is considered within the range of contractual compliance, and therefore, does not necessitate submission of a corrective action plan. At this time, rabbittransit is within the range of contractual compliance earning an overall score of 100%. Individual scores are as follows:

- 100% in Administrative Requirements
- 100% Vehicle Safety
- 100% in Service Requirements
- 100% in Staffing Requirements

Thank you for continuing to provide this much-needed public service. Please convey our appreciation to your staff for their commitment to serving our consumers. They are valuable partners in our endeavors to improve the quality of life for our older adults.

If you have any questions or concerns, please do not hesitate to contact me directly at (717) 852-4902 ext. 1076.

Sincerely,

Jennifer A. Green
Administrative Officer I
York County Area Agency on Aging

cc: Damar Lopez, Director of Customer Service & Mobility Services, rabbittransit
Eva Bazemore, Customer Service Supervisor, rabbittransit
Shane Moore, Customer Service & Mobility Manager, rabbittransit

2401 Pleasant Valley Road · Suite 200 · York, Pennsylvania 17402
(717) 771-9610 · 1-800-632-9073 · Fax (717) 771-9044
"EQUAL OPPORTUNITY EMPLOYER"

RESOLUTION NO. 2607

GASOLINE CONTRACT - PRE-AWARD AUTHORITY

FACT SHEET

- Bids opened March 18, 2026 at 3:00PM
- Resolution No. 2607 authorized the Susquehanna Regional Transportation Authority (SRTA) Executive Director to award the least cost Bidder the Contract for delivery of 87 Octane Gasoline to the least cost responsive and responsible Bidder
- Contract award approved by South Central Transportation Authority (SCTA)
- Contract awarded to Gutman Energy of Belle Vernon, Pennsylvania
- Six bids were received in response to the invitation for bid
 - Campbell Oil Company, Elizabethtown, NC
 - Edris Oil Service, York, PA
 - Gresham Petroleum Company, Fort Wayne, IN
 - Guttman Energy, Belle Vernon, PA, Sunoco LLC, Newtown Square, PA
 - TOCA, Keller, TX
 - The bids received were evaluated based on the criteria described in the IFB
- Pricing for Delivery 4/1/26 to 9/30/26
 - Campbell Oil Co \$ 2.9003
 - Edris Oil Service \$ 3.085
 - Gresham Petroleum Co \$ 3.0190
 - **Guttman Energy \$ 2.7900**
 - Sunoco, LLC \$ 2.9028
 - TOCA, LLC \$ 4.0370
- Pricing for Delivery 10/1/26 to 3/31/27
 - Campbell Oil Co \$ 2.5053
 - Edris Oil Service \$ 2.5580
 - Gresham Petroleum Co \$ 3.0190
 - **Guttman Energy \$ 2.4120**
 - Sunoco, LLC \$ 2.6921
 - TOCA, LLC \$ 5.0700
- Projected SRTA gasoline consumption
 - Harrisburg 83,000 to 101,000 gallons
 - York 314,000 to 376,000 gallons

RESOLUTION NO. 2610

**HONORING FIXED ROUTE OPERATOR SHAWN WILSON
FOR 30 YEARS OF SERVICE**

WHEREAS, Shawn Wilson began his public service as a Fixed Route Operator with the Cumberland Dauphin Harrisburg Transit Authority in 1996; and,

WHEREAS, the year 2026 marks 30 years of dedicated and outstanding public service to the Authority; and,

WHEREAS, throughout his tenure, Shawn Wilson has exemplified positivity, kindness, and a commitment to exceptional customer service, earning the respect and admiration of colleagues and passengers alike; and,

WHEREAS, his dedication to safety, reliability, and the overall mission of the Authority has been truly commendable and has not gone unnoticed;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority that it formally acknowledges and expresses deep appreciation for the exemplary service and goodwill that Shawn Wilson has brought to his role as a Fixed Route Operator of the Cumberland Dauphin Harrisburg Transit Authority.

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 March 26, 2026.

Attest: _____
Thomas Wilson
Secretary

Raymond Rosen
Chairman

RESOLUTION 2611

**AUTHORIZING CONTRACT FOR AI VOICE FRONT DOOR
SOFTWARE AND SUPPORT**

WHEREAS, the Susquehanna Regional Transportation Authority (“SRTA”) issued Request for Proposals (RFP) No. 20250630 – AI Voice Front Door on December 5, 2025, to procure a voice-first artificial intelligence system to improve customer access and reduce call center demand across multiple service lines; and,

WHEREAS, proposals were due on January 12, 2026, and seventeen (17) proposals were received; and,

WHEREAS, following initial evaluation, six (6) firms were advanced to the demonstration phase, and subsequent committee scoring and evaluation resulted in three (3) firms being invited to submit Best and Final Offers (BAFOs); and,

WHEREAS, proposals were evaluated based on demonstration performance, system integration capability, implementation approach, and overall value to SRTA; and,

WHEREAS, ET&T achieved the highest overall demonstration score and provided the strongest combination of operational fit, integration with existing systems, vendor support, and implementation practicality; and,

WHEREAS, ET&T submitted a BAFO representing the best value to SRTA, with a five-year total contract amount of One Million One Hundred Seventy-Six Thousand Five Hundred Thirty-One Dollars (\$1,176,531), inclusive of implementation, integrations, platform fees, usage, and support; and,

WHEREAS, funding for this project is available within SRTA’s approved operating budget; and,

NOW, THEREFORE BE IT RESOLVED, that the Board of the Susquehanna Regional Transportation Authority hereby authorizes the Executive Director to execute a contract with ET&T for the AI Voice Front Door system in an amount not to exceed One Million One Hundred Seventy-Six Thousand Five Hundred Thirty-One Dollars (\$1,176,531), subject to final contract negotiations and legal review; and,

BE IT FURTHER RESOLVED, that the Executive Director is authorized to take all actions necessary to implement this contract.

**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 March 26, 2026.

Attest: _____
Thomas Wilson
Secretary

Raymond Rosen
Chairman

RESOLUTION 2611

AUTHORIZING CONTRACT FOR AI VOICE FRONT DOOR SOFTWARE AND SUPPORT

FACT SHEET

- The system will
 - Answer inbound calls immediately without hold times, using natural language voice interaction
 - Authenticate riders and access account information in real time
 - Provide trip status and ETA information for paratransit and fixed-route services
 - Schedule, modify, or cancel paratransit trips, including handling more complex booking scenarios
 - Respond to common customer inquiries, including service information, eligibility, and program details
 - Support Spanish and Limited English Proficiency (LEP) riders through multiple language capabilities
 - Seamlessly transfer customers to live staff when needed, with full context of the interaction
- Operational Impact
 - Reduces call center volume and wait times
 - Improves customer access across all service lines
 - Allows staff to focus on complex or high-value interactions
 - Provides consistent, 24/7 customer service availability
 - Establishes a scalable foundation for future digital and AI-driven services
 - Allow call center staffing to remain level as ridership and demands increase.

BOARD RESOLUTION NO. 2612

**AUTHORIZATION TO ENTER INTO AGREEMENT FOR AI VOICE FRONT DOOR –
PHASE 2 IMPLEMENTATION OVERSIGHT**

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) is committed to advancing innovative, accessible, and efficient customer service solutions that improve mobility and enhance the rider experience; and,

WHEREAS, SRTA has initiated development of an AI Voice Front Door solution designed to improve call handling performance, reduce wait times, enhance multilingual access, and ensure compliance with ADA, Section 508, and WCAG accessibility standards; and,

WHEREAS, Phase 2 of the AI Voice Front Door project focuses on structured implementation oversight, including governance alignment, integration validation across Ecolane and NICE CXone systems, user acceptance testing (UAT), risk management, go-live readiness, and post-launch optimization; and,

WHEREAS, a proposal has been received for a three-phase implementation oversight engagement spanning approximately sixteen (16) to twenty (20) weeks, at a total not-to-exceed cost of Sixty-Five Thousand Dollars (\$65,000), inclusive of mobilization, build and integration oversight, and go-live optimization support; and,

WHEREAS, the Board of Directors recognizes the importance of disciplined project governance, measurable performance metrics, and structured risk mitigation to ensure successful deployment and long-term operational sustainability of this technology investment; and,

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Susquehanna Regional Transportation Authority hereby authorizes the Executive Director to enter into an agreement with O3World for Phase 2 Implementation Oversight of the AI Voice Front Door project in an amount not to exceed \$65,000, and to execute all necessary documents consistent with this authorization;

**CERTIFICATION OF OFFICERS OF THE SUSQUEHANNA REGIONAL
TRANSPORTATION AUTHORITY**

I certify that the foregoing is a true and correct copy of a Resolution adopted at a legally convened meeting of the Susquehanna Regional Transportation Authority Board of Directors held on March 26, 2026.

Attest: _____
Thomas Wilson, Secretary

Raymond Rosen, Chairman

RESOLUTION NO. 2613

APPROVING THE REVISING OF THE SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY HIRING AND MAINTENANCE OF ESSENTIAL REQUIREMENTS (RETENTION) AND EMPLOYMENT QUALIFICATIONS/DRIVER POLICY

WHEREAS, the Susquehanna Regional Transportation Authority wishes to adopt guidelines and policies as they support the Authority's values of Safety, Service and Stewardship, and,

WHEREAS, the Susquehanna Regional Transportation Authority has undertaken the creation, review, and compilation of employee policies to establish a consistent collection of expectations; and,

WHEREAS, in accordance with Medical Assistance Transportation Program Standards & Guidelines, operators will need to have Federal Bureau of Investigation Criminal Background Check; and,

WHEREAS, SAFTI requires the Susquehanna Regional Transportation Authority to have a policy stating essential qualifications; and,

WHEREAS, as the hiring and managing entity for Cumberland Dauphin Harrisburg Transit Authority and Central Pennsylvania Transportation Authority, the hiring standards adopted herein shall apply to those entities under the management of Susquehanna Regional Transportation Authority; and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority, that the revision of the Susquehanna Regional Transportation Authority Hiring and Maintenance of Essential Requirements (Retention) and Employment Qualifications/Driver Policy be adopted and instituted.

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 March 26, 2026

Attest: _____
Thomas Wilson
Secretary

Raymond Rosen
Chairman

Fact Sheet: RESOLUTION NO. 2613

Hiring and Maintenance of Essential Requirements (Retention)

Effective Date: March 26, 2026

Overview

The updated policy reflects targeted enhancements to strengthen compliance, risk management, and hiring controls, particularly for safety-sensitive positions. Changes are primarily focused on background screening, clarification of requirements, and removal of outdated provisions.

Key Changes Summary

1. Strengthened Background Check Requirements

- NEW: Addition of FBI Criminal Background Check requirement for operators
- Aligns with Medical Assistance Transportation Program (MATP) Standards & Guidelines
- Expands beyond prior reliance on standard criminal history checks

2. Removal of Temporary “Start Now” Hiring Provision

- REMOVED: Temporary hiring provision that allowed candidates to begin in an observation status prior to full background clearance
- Provision had a sunset date (September 28, 2023) but remained in prior document

3. Clarification and Formalization of Background Screening Scope

- UPDATED LANGUAGE:
 - Explicit inclusion of:
 - FBI background checks (operators)
 - Criminal history
 - Child abuse clearance
 - Credit checks (where applicable)
- More clearly defines post-offer/pre-employment screening expectations

4. Minor but Important Language Clarifications

- Standardization of terminology (e.g., “Motor Vehicle Report (MVR)” vs. “MVR”)
- Clarified phrasing around:
 - Driving eligibility
 - Hiring criteria
 - Safety-sensitive requirements

5. Administrative and Governance Updates

- Updated effective date and revision history
- Added reference to new Board Resolution (2026 adoption)

RESOLUTION NO. 2614

**APPROVAL OF AMENDMENTS TO THE SRTA PURCHASING AND
PROCUREMENT MANUAL**

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) maintains a Purchasing and Procurement Manual to guide the acquisition of goods and services in a manner that promotes transparency, accountability, competition, and responsible stewardship of public resources; and,

WHEREAS, SRTA receives and administers funding from federal, state, and local sources, including programs administered through the Federal Transit Administration, and therefore must maintain procurement policies that comply with applicable federal regulations, including the requirements of 2 CFR Part 200; and,

WHEREAS, the SRTA Purchasing and Procurement Manual has been reviewed and updated to strengthen alignment with federal procurement standards, enhance internal controls, clarify procurement procedures and thresholds, and improve administrative functionality for SRTA operations; and,

WHEREAS, the proposed amendments support continued compliance with federal and state procurement requirements while ensuring that SRTA's procurement practices remain efficient, transparent, and responsive to the operational needs of a regional public transportation authority; and,

NOW, THEREFORE, BE IT RESOLVED, that the Board of the Susquehanna Regional Transportation Authority hereby approves the amendments to the SRTA Purchasing and Procurement Manual as presented.

CERTIFICATION OF OFFICERS

OF

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

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Attest: _____
Thomas Wilson
Secretary

Raymond Rosen
Chairman

RESOLUTION NO. 2614 Fact Sheet

Updated Summary of Substantive Changes

SRTA Purchasing & Procurement Manual – Draft 3/16/2026

1. Expanded Federal Procurement Compliance

The manual strengthens alignment with FTA and Uniform Guidance (2 CFR Part 200) including requirements for full and open competition, procurement documentation, and maintaining a written procurement history.

2. Updated Procurement Thresholds and Methods

Procurement categories and thresholds are clarified:

- Micro-purchases: up to \$13,200
- Small purchases: \$13,200 – \$24,500
- Large purchases: over \$24,500 requiring formal procurement procedures.

3. Independent Cost Estimate and Price/Cost Analysis Requirements

All procurements must include an Independent Cost Estimate (ICE) prior to solicitation and price or cost analysis to verify pricing is fair and reasonable.

4. Contract Type Restrictions and Controls

The manual now includes clearer rules regarding contract structures: Explicit prohibition of cost-plus-percentage-of-cost contracts, Detailed requirements and restrictions for time-and-materials contracts, including written justification and ceiling prices.

5. Rolling Stock Procurement Requirements

New provisions govern the purchase of transit vehicles and equipment, including: prohibition of geographic preference, cooperative purchasing requirements, Buy America compliance, pre-award and post-delivery audits.

6. Small and Disadvantaged Business Participation

Affirmative steps are added to promote participation by: small businesses, minority-owned businesses, women-owned businesses, labor surplus area firms.

7. Domestic Preference Requirements

The manual incorporates compliance with FTA Buy America and the Build America, Buy America Act (BABA) when federal funds are used.

8. Recovered Materials Procurement Requirements

The policy now includes requirements to procure EPA-designated products containing recycled materials when applicable.

9. Formal Contract Closeout Procedures

A structured contract closeout process was added requiring verification of deliverables, financial reconciliation, asset tracking, and federal record retention requirements.

10. New Change Order Governance Structure (Section 9.2)

A detailed framework for contract change orders and modifications has been added, including:

- Required evaluation of scope, cost, and contractor performance before approving changes.
 - Mandatory documentation including: written description of the change, Independent Cost Estimate, contractor proposal, price or cost analysis, scope verification to avoid a “cardinal change.”

11. Executive Director Authority for Change Orders; The manual establishes a clear approval thresholds.

RESOLUTION No. 2615

AUTHORIZING CONTRACT FOR ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has determined there is a need for Enterprise Resource Planning (ERP) software to streamline, create efficiency, and support financial management, human capital management, and operational functions; and,

WHEREAS, SRTA issued a Request for Proposals (RFP) on June 17, 2025, with submissions due by August 11, 2025, in accordance with Federal, Commonwealth, and SRTA procurement requirements; and,

WHEREAS, SRTA received and evaluated six (6) proposal submissions using predetermined scoring criteria; and,

WHEREAS, three (3) firms, Infor, Fourth Square, and Highstreet, scored such that they were invited for interviews and demonstrations, based on predetermined interview and demonstration scoring criteria added to the proposal scoring results; and,

WHEREAS, based on overall scores, Infor and Highstreet were invited to submit Best and Final Offers (BAFOs); and,

WHEREAS, final evaluation considered proposal scoring, interview scoring, BAFO pricing, and overall value over the five (5) year contract term; and,

WHEREAS, Highstreet achieved the highest overall combined score and was determined to provide the best value to SRTA, with a total maximum contract value of Five-million, Two-hundred twenty-one thousand, Eight-hundred, Forty-two Dollars and Zero Cents (\$5,221,842.00); and,

NOW, THEREFORE BE IT RESOLVED by the Board of Directors that SRTA is authorized to award a contract to Highstreet for Enterprise Resource Planning (ERP) software and implementation services, for up to a five (5) year term, with a total maximum contract value of Five-million, Two-hundred twenty-one thousand, Eight-hundred, Forty-two Dollars and Zero Cents (\$5,221,842.00).

**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 March 26, 2026.

attest:

Thomas Wilson
Secretary

Raymond Rosen
Chairman

RESOLUTION No. 2615

AUTHORIZING CONTRACT FOR ENTERPRISE RESOURCE PLANNING

FACT SHEET

- Proposal Scoring

Bidder	Total Points	Overall Percentage
Bourntec	788.0	78.80%
Infor	831.0	83.10%
Fourth Square	847.0	84.70%
Tyler Technologies	736.0	73.60%
Phoenix	788.0	78.80%
Highstreet	854.0	85.40%
	0	0.00%
	0	0.00%
Average	807.3	80.73%

Total Possible Points 1000

- Interview Scoring

Bidder	Total Points	Overall Percentage
Fourth Square	667.0	55.6%
Highstreet	1020.0	85.0%
Infor	940.0	78.3%
Average	875.6	73.0%

Total Possible Points 1000

- Combined Scoring

Bidder	Total Points	Overall Percentage
Fourth Square	1,514.0	75.7%
Highstreet	1,874.0	93.7%
Infor	1,771.0	88.6%
Average	1,719.6	85.98%

Total Possible Points 2,000

- Infor and Highstreet total costs were within 10% of one another.
- This system will consolidate information from various sources into one platform with analysis capability.
- Also includes Human Capital Management capabilities to streamline human resources functions.
- The contract shall be for an initial term of five (5) years, with one optional additional five (5) year term at a fixed cost.

RESOLUTION NO. 2616

AUTHORIZING CONTRACT AWARD FOR ZARFOSS DOOR ADDITIONS

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has determined there is a need to add glass storefront doors to the driver breakroom hallway and kitchenette, a personnel door to the receiving area, and a transom to the vestibule in the driver breakroom at the Zarfoss facility to support operational functionality and to increase heating and cooling efficiency; and,

WHEREAS, SRTA issued a Request for Quotes (RFQ) on January 13, 2026, with submissions due by February 13, 2026, in accordance with Federal, Commonwealth, and SRTA procurement requirements; and,

WHEREAS, SRTA received one (1) quote while thirty-four (34) firms obtained the solicitation; and,

WHEREAS, SRTA issued follow-up communication to document takers to determine why no additional quotes were submitted and received no responses; and,

WHEREAS, the quote received was determined to be responsive and responsible; and,

WHEREAS, the total contract value is Sixty-Seven Thousand, Forty-Eight Dollars (\$67,048) which has been determined to be a fair and reasonable cost; and,

NOW, THEREFORE BE IT RESOLVED by the Board of Directors that SRTA is authorized to award a contract for Zarfoss Door Additions to the sole responsive and responsible bidder, in the amount of Sixty-Seven Thousand, Forty-Eight Dollars (\$67,048).

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 March 26, 2026.

attest:

Thomas Wilson
Secretary

Raymond Rosen
Chairman

RESOLUTION No. 2616
AUTHORIZING CONTRACT AWARD
FOR ZARFOSS DOOR ADDITIONS

FACT SHEET

- Lunchroom and Kitchenette Improvements
 - Storefront door will close off the hallway between the driver breakroom and the Board Room.
 - Storefront door will separate the kitchenette and hallway outside of the Board Room.
 - Goal: Reduce noise from the driver breakroom and kitchenette which negatively impacts use of the Board Room and the Training Room.
- The receiving area door will reduce the need to open the large, overhead door in the receiving area to accept deliveries with the goal of reducing the heating costs.
- Transom for the driver break room vestibule will reduce temperature impacts when the outside doors are opened within the driver break room.

Current Activity

Name	Type	Released	Questions Due	Bid/ Proposal Due	Contract Start	Value	Notes	Grant Number
20240808 - NorCo Lift Replacement	IFB					\$ 89,000.00	Waiting on Engineer	Maintenance 2022-2023-1.
20240814 - NorCo Maintenance Storage								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	
20250214 - King Street Stormwater Repair	IFB	3/28/2025	5/2/2025	5/12/2024	6/2/2025	\$ 14,000.00	In Process	Funding?
20250225 - ERP Software	RFP	6/17/2025	7/7/2025	8/11/2025	3/30/2025	\$ 2,376,195.00	In Process Evaluation Phase	
20250617 - Admin Vehicle Replacement	Contract							Funding?
20250617 - Service Trucks	Contract							Funding?
20250630 - Call Center AI	RFP	12/12/2025	12/19/2025	1/26/2026	3/30/2026	\$ 355,200.00	In Process Evaluation Phase	
20250715 - Janitorial Supply	TBD					\$ 165,000.00	Waiting on Project Manager	Operating
20250729 - Pension Fund Replacement	RFP					\$ 63,000.00	Delayed	Operating
20251015 - Fuel Management Support							Waiting on Project Manager	
20251209 - Zarfoss Door Additions	IFB	1/13/2026	2/3/2026	2/13/2026	3/3/2026	\$ 41,000.00	Resolution This Meeting	
20260108 - Office Expansion	RFP	3/9/2026	3/26/2026	4/6/2026	6/1/2026	\$ 132,000.00		CAT 23-24 #9532 /CPTA 23-24 #9628
20260108 - Predictive Maintenance Software	RFI					\$ -		No Cost
20260108 - Dauphin Maintenance Tools	Small					TBD		CAT 24-25 #13136
20260114 - Paratransit SubContractor	RFP						In Process	Operating
20260115 - Gasoline Contract	IFB	3/5/2026	3/4/2026	3/18/2026	3/19/2026	\$ 2.91	Resolution This Meeting	Operating
20260115 - Tire Lease	IFB						In Process	Operating
20260128 - West Shore Transfer Center	IFB						Waiting on Engineer	CAT 24-25 #13144 / d202502
20260202 - TVM Site Prep	IFB						Waiting on Engineer	
20260211 - Zarfoss Fire Alarm Testing	Micro Purchase						Waiting on Project Manager	
20260212 - Dauphin Door Curtains	IFB/Costars						Waiting on Project Manager	
20260217 - Computer Replacement	IFB/Costars					\$ 65,000.00	In Process	
20260218 - Elevator Maintenance	RFQ	3/4/2026	3/26/2026	4/2/2026	5/1/2026	\$ 176,000.00	In Process	Operating
20260224 - Heavy Vehicle Inspections	RFP	3/2/2026	3/16/2026	4/3/2026	5/3/2026			
20260304 - NICE Integrations							In Process	
20260305 - Vault Installation Air Supply	Small					\$ 2,415.00	Waiting on Cost	
20260306 - Ecolane Integrations							In Process	
20260311 - NorCo AC Machine							Waiting on Project Manager	

In Process Total \$ 3,626,812.91