SRTA

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

DATE: **October 29, 2026**

TIME: **10:00 AM**

PLACE: **Microsoft Teams**
Public may participate at Cameron Street or Zarfoss Drive Locations.

PURPOSE: **October 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 September 24, 2026 (Pages 3-5)
5. Communications
    A. Card from York Township Recreation (Page 6)
6. Presentation of the Audit
7. Treasurer's Report
8. Old Business
9. New Business

RESOLUTION 2648 – APPROVING THE REVISION OF THE SRTA HANDBOOK CDH POLICIES PROCEDURES AND DISCIPLINE CODE AND CPTA POLICIES PROCEDURES AND DISCIPLINE CODE (Pages 7-8)

RESOLUTION 2649 – PUBLIC TRANSPORTATION CAPITAL APPLICATION BOARD RESOLUTION TO FILE APPLICATION AND TO CERTIFY LOCAL MATCH (SUPERSEDES RESOLUTION 2624) (Pages 9-11)

RESOLUTION 2650 – ACCEPTING ANNUAL REPORT OF AUTHORITY AUDITORS FROM 2026 (Page 12)

RESOLUTION 2651 – AUTHORIZING CONTRACT AWARD FOR TIRE LEASE PROGRAM (Pages 13-14)

RESOLUTION 2652 – AUTHORIZING PURCHASE OF REPLACEMENT AND EXPANSION VEHICLES (Page 15)

RESOLUTION 2653 – AUTHORIZING CONTRACT AWARD FOR NICE RENEWAL (Pages 16-17)

RESOLUTION 2654 – AUTHORIZING CONTRACT AWARD FOR LAPTOP REPLACEMENT (Pages 18-19)

RESOLUTION 2655 – AUTHORIZING A SOLE SOURCE AGREEMENT WITH ECOLANE FOR CHILD CAR SEAT SCHEDULING ENHANCEMENTS (Page 20)

RESOLUTION 2656 – AUTHORIZING THE ACQUISITION OF THE CELLULAR TOWER EASEMENT SITE AT RELO SUNCHINE PARK SITUATED IN THE CITY OF HARRISBURG, DAUPHIN COUNTY, PA BY RELOCATION AGREEMENT OR THROUGH CONDEMNATION FOR THE HARRISBURG TRANSIT FACILITY PROJECT (Pages 21-22)

RESOLUTION 2657 – APPROVING THE REVISED EXECUTIVE DIRECTOR POSITION DESCRIPTION (Pages 23-30)

Act 44 Action Plan (Page 31)

10. Staff Report

11. Executive Session

12. Adjournment

Next Meeting: **Thursday, November 19, 2026 at 901 N. Cameron St, Harrisburg**
10:00AM – SRTA Board Meeting

SRTA
SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

MINUTES OF SRTA BOARD MEETING
September 24, 2026

Present were board members: Eric Bugaile, Diane Bosak, Jason Graves, Carrie Gray, Keith Martin, Kirk Stoner, LaToya Winfield Bellamy. Jill Nagy, Counsel, was also present.

Administrative Staff and Guests included: Rich Farr, Steve Baldwin, Dave Cook, Rose Cook, David Juba, Charles McBreen, Joseph Schneider, Sherry Welsh, Ben Carber, and Sarah Phillips.

CALL TO ORDER

Vice Chairman Bugaile called the meeting to order shortly after 10:00 a.m.

PUBLIC HEARING – PROGRAM OF PROJECTS

The advertised Program of Projects was presented for public comment. No public comments were received, and the Program of Projects stood as presented.

CHANGES OR MODIFICATIONS TO THE AGENDA

There were no changes or modifications to the agenda.

PUBLIC COMMENT

Ben Carber of Live Well, affiliated with Capital Rehab and Healthcare Center and The Terraces at Capitol on Linglestown Road, requested consideration of extending bus service closer to the facilities to improve transportation access for employees traveling from Harrisburg. Staff advised that the Planning Department would work directly with Mr. Carber to review the request and determine whether an opportunity exists to address the transportation need.

APPROVAL OF MINUTES

Motion to approve the August 27, 2026 meeting minutes was raised by Kirk Stoner, seconded by Jason Graves, and passed unanimously.

COMMUNICATIONS

There were no communications.

TREASURER'S REPORT

The unaudited financial statements for August 2026, the second month of the fiscal year, were reviewed. The following items were highlighted:

- Ridership showed some decreases; fixed-route ridership continues to reflect predictable changes associated with the academic calendar, holidays, and weather events.
- Capital project reporting reflected eight active projects. Financial tracking remained favorable, with no significant concerns noted regarding project timelines.
- Cash on hand remained below the 180-day target due to the annual transition in state operating grant funding. Approximately $4 million in state operating funds was expected once the state funding system reopened.

- The Authority maintains $6.5 million in line-of-credit capacity and has not needed to draw on the line of credit for at least six years.
- Capital expenditures greater than $50,000 included approximately $700,000 for the Parks Maintenance Facility/Harrisburg demolition work, $680,000 for the Milton Facility, $800,000 for the Cumberland Facility, $200,000 for the fare collection system, and $71,000 for the ERP project.
- Local match funds were reported as available for obligations, with limited outstanding county payments associated with specific projects.
- Preventive maintenance was completed at 100% for the second consecutive month.
- Open positions increased from 7.2% in the prior month to 8.0% in August.

The Board also discussed staffing capacity, ridership growth, vehicle maintenance/safety and the use of Uber and Lyft as supplemental transportation providers. Staff noted that riders are evaluated for suitability before being offered transportation through those providers. Operational differences, including assistance with groceries and rider familiarity with rabbittransit drivers, were also discussed.

NEW BUSINESS

RESOLUTION 2639 – INTERAGENCY VEHICLE USE AGREEMENT

Motion was made by LaToya Winfield Bellamy, seconded by Diane Bosak, and passed unanimously.

RESOLUTION 2640 – AUTHORIZING THE PURCHASE OF NEW GILLIG TRANSIT BUSES

Motion was made by Keith Martin, seconded by Jason Graves, and passed unanimously.

RESOLUTION 2641 – AUTHORIZING THE DESTRUCTION OF LEGACY CLIENT RECORDS

Motion was made by Kirk Stoner, seconded by Diane Bosak, and passed unanimously.

RESOLUTION 2642 – AUTHORIZING CONTRACT AWARD FOR TICKET VENDING MACHINE INSTALLATION SITE PREPARATION

Motion was made by Keith Martin, seconded by Kirk Stoner, and passed unanimously.

RESOLUTION 2643 – ADOPTING TITLE VI PROGRAM UPDATE

Motion was made by Diane Bosak, seconded by Kirk Stoner, and passed unanimously.

RESOLUTION 2644 – ACCEPTANCE OF TITLE VI SERVICE STANDARDS AND MOINTORING RESULTS

Motion was made by Jason Graves, seconded by Kirk Stoner, and passed unanimously.

RESOLUTION 2645 – CONTRACT AWARD FOR SERVICE TRUCK REPLACEMENT

Motion was made by Eric Bugaile, seconded by Kirk Stoner, and passed unanimously.

RESOLUTION 2646 – APPROVAL OF AMENDMENTS OT THE SRTA PURCHASING AND PROCUREMENT MANUAL

Motion was made by Diane Bosak, seconded by Kirk Stoner, and passed unanimously.

RESOLUTION 2647 – APPROVAL OF THE AMENDMENTS TO THE SRTA MAINTENANCE PLAN

Motion was made by Keith Martin, seconded by Kirk Stoner, and passed unanimously.

STAFF REPORT

- City of York Event: Staff reported that the Authority participated in a successful event with the City of York in August and was featured as part of the Martin Luther King Jr. Street dedication and recognition event.
- Bloomsburg Fair: Staff provided an update regarding the Authority's involvement with the Bloomsburg Fair as part of its recent outreach activities.
- Pennsylvania Farm Show Transportation:
    - Eric Bugaile asked whether the Authority had plans to provide transportation to the Pennsylvania Farm Show. Staff noted that free transportation had been offered in previous years through financial sponsorship from PSECU. The sponsorship was discontinued when increased hybrid and remote work among state employees.
    - Potential Farm Show Sponsorship: The Board discussed revisiting the Farm Show transportation service, noting that the service had previously been well utilized and buses were frequently full. Staff agreed to explore potential sponsorship opportunities, including the possibility of offering service on selected weekdays when more employees are working on-site.

ADJOURNMENT

The meeting adjourned at 10:51am following the conclusion of the staff report and Board discussion.

Respectfully Submitted,

_____
Thomas Wilson
Secretary

York Township Recreation

Rabbittransit,

Thank you for participating in our Fall Fest and Touch a Truck event on October 10th! The community enjoyed getting to see thebus and interact with the driver. The bus is always a hit! Your participation and support helped to make our event a success.

We hope to continue this partnership in the upcoming years.

Thank you,
York Township Recreation

Carly Jess Chance

RESOLUTION 2648

APPROVING THE REVISION OF EMPLOYEE HANDBOOK FOR SRTA, CDHTA AND CPTA

WHEREAS, the Susquehanna Regional Transportation Authority recognizes the need to establish and maintain clear and consistent employment policies and procedures for managers and employees; and,

WHEREAS, the Authority is committed to equal employment opportunity in all aspects of its employment practices and to maintaining a professional work environment free from unlawful discrimination and harassment; and,

WHEREAS, the Authority is committed to conducting business in an ethical manner and establishing standards designed to prevent actual or potential conflicts of interest; and,

WHEREAS, the Authority periodically reviews and updates its employment policies and procedures to reflect organizational needs, operational practices, regulatory requirements, and other necessary revisions; and,

WHEREAS, as the hiring and managing entity for the Central Pennsylvania Transportation Authority (CPTA) and Cumberland Dauphin Harrisburg Transit Authority (CDHTA), the Authority has also reviewed and revised the applicable CDHTA and CPTA Policies, Procedures and Discipline Code to incorporate similar updates, as appropriate, under the management of the Susquehanna Regional Transportation Authority.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority, that the adoption of the Susquehanna Regional Transportation Authority Employee Handbook be adopted and instituted, and that the corresponding revisions to the CPTA and CDHTA Policies, Procedures and Discipline Codes, as applicable, are also 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 October 29, 2026

Attest:_____ _____

Thomas Wilson
Secretary

Raymond Rosen
Chairman

RESOLUTION 2648

APPROVING THE REVISION OF EMPLOYEE HANDBOOK FOR SRTA, CDHTA AND CPTA

FACT SHEET

- Updated CPTA/CDHTA Authority Staff positions.
- Revised Equal Employment Opportunity Policy.
- Updated Commitment to Talent and Opportunity, replacing the previous Commitment to Diversity.
- Revised Background Checks to include the Federal Bureau of Investigation (FBI) Criminal Background Check.
- Revised Uniform and Appearance.
- Revised Harassment Prevention to align with Equal Employment Opportunity.
- Revised Cell Phones to address wearable technology.
- Revised Transfers to incororate rabbitPay.
- Updated ADA/Passenger Assistance requirements to clarify that Paratransit Operators are responsible for ensuring passengers are properly wearing their seatbelts.
- Updated Family and Medical Leave with travel time.
- Updated Substance Abuse Policy to reflect the policy approved July 23, 2026.

RESOLUTION 2649

PUBLIC TRANSPORTATION CAPITAL APPLICATION (PTCA) BOARD RESOLUTION TO FILE APPLICATION AND TO CERTIFY LOCAL MATCH

(SUPERSEDES RESOLUTION 2624)

The Susquehanna Regional Transportation Authority (SRTA) resolves and certifies that the requested state amount of $8,536,635 of Section 1514 state discretionary trust funds are requested for Fiscal Year 2026-2027 to help pay for projected capital costs, excluding asset maintenance, and that these funds will only be used for this purpose since these funds are ineligible to be used for operating costs. All capital local matching funds shall be collected and available prior to accruing project expenses, committed funds shall be expended in the same fiscal year as the state funds they are matching, and any uncommitted local funds will be used only for capital assistance in a subsequent year.

Further, the SRTA Board of Directors resolves and certifies that in Fiscal Year 2026-2027 that local, or if applicable private, cash matching funds of no less than $290,475 will be provided to match the requested amount of state Section 1514 discretionary trust funds.

I Raymond Rosen, Chairman of the SRTA Board of Directors, do hereby certify that the foregoing is a true, and correct copy of the Resolution adopted at a regular meeting of SRTA Board of Directors held the day of October 29 of 2026.

Raymond Rosen, Chairman (Date)

Thomas Wilson, Secretary (Signature of Attester) (Date)

PUBLIC TRANSPORTATION CAPITAL APPLICATION (PTCA) BOARD RESOLUTION TO FILE APPLICATION AND TO CERTIFY LOCAL MATCH
(SUPERSEDES RESOLUTION 2624)

FACT SHEET

This resolution supersedes Resolution 2622 and updates the Fiscal Year 2026–2027 State 1514 and local match amounts to reflect the addition of funding for rolling stock replacement and Lemoyne Transfer Center projects. The updated projects are highlighted below.

The previously approved State 1514 share was $6,722,403 and the local match requirement was $224,028. The State 1514 share is now $8,536,635 with the local match requirement increasing to $290,475.

Local Capital Match Projects:

- State 1514 Discretionary: $8,536,635
- Local Match: $290,475

Project ID	Activity Name	Cost	Federal 5307 / 5339	Federal 5310	State 1514 Disc	State 1517.1 CNG	State 1516 CTC	Local
2026-15	Fixed Route Vehicle Replacement	$3,589,645	$2,871,714	$0	$694,777	$0	$0	$23,154
2026-07	York and Adams Facilities Improvement	$3,300,000	$0	$0	$1,596,787	$0	$1,650,000	$53,213
17432	Replace 11 SR < 30FT Buses	$1,582,238	$0	$732,360	$0	$0	$849,878	$0
2026-11	York and Adams Security Upgrade	$1,575,000	$0	$0	$762,103	$0	$787,500	$25,397
2026-03	Systemwide Software (Enhancements & Renewal)	$900,000	$0	$0	$435,487	$0	$450,000	$14,513
2026-13	York Fixed Route Bus Equipment	$860,000	$0	$0	$832,265	$0	$0	$27,735
2026-13	Harrisburg Fixed Route Bus Equipment	$860,000	$0	$0	$832,265	$0	$0	$27,735
2026-07	Dauphin Facilities Improvements	$850,000	$0	$0	$411,293	$0	$425,000	$13,707
2026-09	York Shelter Replacement	$750,000	$600,000	$0	$145,162	$0	$0	$4,838

Project ID	Activity Name	Cost	Federal 5307 / 5339	Federal 5310	State 1514 Disc	State 1517.1 CNG	State 1516 CTC	Local
2026-09	Harrisburg Shelters/Stops	$750,000	$600,000	$0	$145,162	$0	$0	$4,838
17450	Replace Four Transit Vans for Microtransit	$620,000	$496,000	$0	$120,001	$0	$0	$3,999
2026-04	Stop Hopper Expansion	$480,000	$384,000	$0	$92,904	$0	$0	$3,096
17440	Transit Vans	$467,244	$0	$0	$0	$0	$467,244	$0
2026-02	IT Equipment	$425,000	$0	$0	$205,646	$0	$212,500	$6,854
2026-06	Dauphin Shop Tools and Equipment	$330,000	$240,000	$0	$58,065	$0	$30,000	$1,935
2026-07	Northumberland Facilities Improvement	$300,000	$0	$0	$0	$0	$300,000	$0
2026-11	Northumberland Security Upgrade	$300,000	$0	$0	$0	$0	$300,000	$0
2026-09	Adams Bus Route Signage	$200,000	$0	$0	$193,550	$0	$0	$6,450
2026-09	Hufnagle Park Bus Stop	$100,000	$0	$0	$96,775	$0	$0	$3,225
2026-11	Harrisburg Security Upgrade	$100,000	$0	$0	$48,387	$0	$50,000	$1,613
2026-06	York Shop Tools and Equipment	$60,000	$0	$0	$29,032	$0	$30,000	$968
2026-02	Data Center/Storage Expansion	$40,000	$0	$0	$19,355	$0	$20,000	$645
2026-12	Camera	$7,000	$0	$0	$3,387	$0	$3,500	$113
2026-16	Fixed Route 35-40 FT Bus replacements	$11,408,433	$9,126,362	$0	$943,644	$1,306,980	$0	$31,447
2026-17	Lemoyne Transfer Center	$1,827,950	$742,680	$0	$870,588	$0	$0	$35,000
	TOTALS	**$31,682,510**	**$15,060,756**	**$732,360**	**$8,536,635**	**$1,306,980**	**$5,575,622**	**$290,475**

RESOLUTION 2650

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, 2026; 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 29, 2026.

attest:_____ _____

Thomas Wilson
Secretary

Raymond Rosen
Chairman

RESOLUTION 2651
AUTHORIZING CONTRACT AWARD
FOR TIRE LEASE PROGRAM

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) identified a need to establish a tire lease program for three hundred fifty-seven (357) vehicles supporting heavy-duty transit and paratransit operations; and,

WHEREAS, SRTA issued Invitation for Bids (IFB) 20260115 – Tire Lease on August 11, 2026, with Bids due September 28, 2026 in accord with Federal, Commonwealth, and SRTA procurement rules; and,

WHEREAS, SRTA received one (1) Bid from Goodyear Tire and Rubber Company, which was determined to be the only responsive and responsible Bidder; and,

WHEREAS, the Contract shall include new tires, delivery, disposal, inventory management, technical support, warranty administration, and related tire supplies required facilitate tire use; and,

WHEREAS, the Contract shall have a two (2) year base term from June 1, 2027 through May 31, 2029, with up to three (3), one (1) year options, for a maximum of five (5) years; and,

WHEREAS, pricing for the base term shall remain fixed, with payment based on actual mileage accrued in accordance with the Contract, and the estimated base Contract value is Seven-hundred, one-thousand, four-hundred, thirty-four Dollars ($701,434); and,

NOW, THEREFORE BE IT RESOLVED by the Board of Directors that the Executive Director is authorized to award a Contract for the tire lease program to Goodyear Tire and Rubber Company at its accepted Bid rates. The award shall provide for a two (2) year base term and up to three (3), one (1) year options exercisable by SRTA by written Amendment.

CERTIFICATION OF OFFICERS
OF
SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

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attest:

Thomas Wilson,	Raymond Rosen
Secretary	Chairman

RESOLUTION 2651
AUTHORIZING CONTRACT AWARD
FOR TIRE LEASE PROGRAM

FACT SHEET

- One (1) Bid was received from Goodyear Tire and Rubber Company. The tire lease program shall cover 357 vehicles.
- The two (2) year base term shall run from June 1, 2027 through May 31, 2029, with three (3), one (1) year options available to SRTA. Base-term pricing shall remain fixed. Requested option-year price adjustments shall be reviewed by SRTA against the then-current Producer Price Index (PPI) and require SRTA approval.
- Mileage figures provided for the tire lease program

Vehicle category and mileage basis	Miles
Paratransit vehicle miles	8,333,364
Heavy-duty vehicle miles	3,030,403
Total Planning Mileage	11,363,767

- The lease cost includes the following materials, all provided by Goodyear:
  - Balancing media for heavy-duty vehicles.
  - Balancing weights for paratransit vehicles.
  - Valve stems and cores.
  - Tire patch materials.
- SRTA shall perform tire mounting and balancing. Goodyear shall furnish the required tires and related materials and provide delivery, disposal, inventory management, technical support, and warranty administration in accordance with the IFB.
- The mileage figures are planning information and do not guarantee future mileage or Contract value. Charges shall be based on actual mileage and the accepted Contract rates.
- Contract Values

Contract Term Estimated Cost	Cost
Base Contract Term	$701,434
Option Year Terms	$1,158,618
Total Estimated Cost	$1,860,053.66

- Tire billing rates

Rate per Mile

	Base Term		Option Terms		
Size	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**
20575R16	$ 0.0049500	$ 0.0051000	$ 0.0052520	$ 0.0054100	$ 0.0055720
22575R16	$ 0.0038940	$ 0.0040100	$ 0.0041300	$ 0.0042540	$ 0.0043820
22570R195	$ 0.0069600	$ 0.0071700	$ 0.0073840	$ 0.0076040	$ 0.0078340
27570R225	$ 0.0081040	$ 0.0083460	$ 0.0085980	$ 0.0088540	$ 0.0091200
30585R225	$ 0.0078160	$ 0.0080500	$ 0.0082920	$ 0.0085400	$ 0.0087980
31580R225	$ 0.0093500	$ 0.0096300	$ 0.0099200	$ 0.0102180	$ 0.0105240

RESOLUTION 2652

AUTHORIZING PURCHASE OF REPLACEMENT PARATRANSIT VEHICLES

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has determined there is a need to purchase three (3) vehicles to support paratransit replacement service; and,

WHEREAS, three (3) Ford E-450 Phoenix cutaway vehicles will be purchased from Coach and Equipment Bus Sales, Inc. at a total cost not to exceed Four Hundred Forty-Eight Thousand, Three Hundred, Eighty Dollars ($448,380.00); and,

WHEREAS, this purchase will be made under the vehicle contract previously awarded pursuant to the Contract Award for Cutaway Vehicles approved by the SRTA Board of Directors on May 29, 2025, following a joint procurement with forty-three (43) other Pennsylvania transit agencies; and,

WHEREAS, this purchase is being made in accordance with applicable Federal Transit Administration (FTA), Commonwealth of Pennsylvania, and SRTA procurement requirements; and,

NOW, THEREFORE BE IT RESOLVED by the Board of Directors that SRTA is authorized to purchase three (3) Ford E-450 Phoenix cutaway vehicles for paratransit replacement under the previously awarded vehicle contract with Coach and Equipment Bus Sales, Inc., in a total amount not to exceed Four Hundred Forty-Eight Thousand, Three Hundred, Eighty Dollars ($448,380.00).

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 October 29, 2026.

attest: _____

Thomas Wilson,
Secretary

_____

Raymond Rosen
Chairman

RESOLUTION 2653

AUTHORIZING CONTRACT AWARD FOR NICE RENEWAL

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has a need to renew its existing NICE Call Center management software for a two (2) year period to maintain Customer Service operations; and,

WHEREAS, Call Center staff and administrators are trained on the existing NICE platform, which operates with Novelvox case management software and will need to operate with the newly acquired AI Voice Front Door software; and,

WHEREAS, replacing the existing platform would require implementation of new software, integration with Novelvox and the AI Voice Front Door, and retraining of Call Center staff and administrators; and,

WHEREAS, the Sole Source Procurement was conducted in accordance with Federal Transit Administration (FTA), Commonwealth of Pennsylvania, and SRTA procurement requirements to avoid substantial duplication costs and unacceptable delay associated with replacing the existing Call Center platform; and,

WHEREAS, the renewal includes software, support services, network connectivity, and associated fees and surcharges for continued Call Center operations; and,

WHEREAS, the supporting procurement documents identify a total renewal amount of Nine Hundred Eighty-Seven Thousand, Seven Hundred Eleven Dollars and Four Cents ($987,711.04), subject to final verification of the pricing and completion of the required procurement determinations; and,

NOW, THEREFORE BE IT RESOLVED, that the SRTA Board of Directors authorizes the Executive Director to enter into a sole source contract with NICE for a two (2) year renewal of the existing Call Center management software and associated services in an amount not to exceed Nine Hundred Eighty-Seven Thousand, Seven Hundred Eleven Dollars and Four Cents ($987,711.04).

CERTIFICATION OF OFFICERS
OF
SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

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attest: _____ _____

Thomas Wilson,
Secretary

Raymond Rosen
Chairman

RESOLUTION 2653

AUTHORIZING CONTRACT AWARD FOR NICE RENEWAL

FACT SHEET

- **Purpose:** Maintain the existing Call Center platform used by Customer Service staff and Administrators. The renewal supports continued operations while SRTA completes the connections needed for the newly acquired AI Voice Front Door.
- **Existing Systems:** NICE operates with Novelvox case management software. The NICE platform will also need to operate with the AI Voice Front Door software provided by ET&T.
- **NICE CXone Functions**
    - Provide automated telephone menus and call routing.
    - Record calls for quality review and training.
    - Report call volume, wait times, and staff performance.
    - Support staff scheduling and staffing forecasts.
    - Manage email, chat, and text interactions alongside telephone calls

RESOLUTION 2654

AUTHORIZING CONTRACT AWARD FOR LAPTOP REPLACEMENTS

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has a need to replace laptops which have reached end of life and add additional units to improve employee productivity; and,

WHEREAS, SRTA requested pricing from fifteen (15) Pennsylvania Department of General Services (DGS) contracted vendors supplying HP computers on September 25, 2026, issued a follow-up request on October 1, 2026, and required quotes by October 5, 2026; and,

WHEREAS, SRTA received two (2) quotes, from TeleComm Business Solutions, Inc. and Advanced Office Systems, both determined to be responsive and responsible; and,

WHEREAS, TeleComm Business Solutions, Inc. submitted the lowest quote at Two Thousand, Three Hundred Sixty-Two Dollars and Seventy-Six Cents ($2,362.76) per laptop, for a total of Seventy Thousand, Eight Hundred Eighty-Two Dollars and Eighty Cents ($70,882.80); and,

WHEREAS, SRTA compared the quotes to its Independent Cost Estimate and to one another and determined the quoted price to be fair and reasonable; and,

WHEREAS, the purchase will be made through DGS Contract No. 4400022282, awarded through a competitive procurement process, and this procurement was conducted in accordance with Federal Transit Administration (FTA), Commonwealth of Pennsylvania, and SRTA requirements; and,

NOW, THEREFORE BE IT RESOLVED by the Board of Directors that the Executive Director is authorized to award a contract to TeleComm Business Solutions, Inc., the lowest cost responsive and responsible vendor, for thirty (30) laptop computers in the amount of Seventy Thousand, Eight Hundred Eighty-Two Dollars and Eighty Cents ($70,882.80).

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 29, 2026.

attest: _____

Thomas Wilson,
Secretary

_____

Raymond Rosen
Chairman

RESOLUTION 2654

AUTHORIZING CONTRACT AWARD

FOR LAPTOP REPLACEMENT

FACT SHEET

- Project: 20260720 – Laptop Refresh. Purchase of thirty (30) HP business-class touchscreen laptops to replace laptops which have reached end of life and add additional units to improve employee productivity.
- Procurement: DGS contracts are awarded through a competitive procurement process. SRTA requested quotes from fifteen (15) DGS contracted vendors on September 25, 2026, with follow-up on October 1, 2026. Quotes were due October 5, 2026. This procurement was conducted in accordance with FTA, Commonwealth of Pennsylvania, and SRTA requirements.
- Quotes received: TeleComm Business Solutions, Inc. – $2,362.76 per unit; $70,882.80 total. Advanced Office Systems – $2,372.00 per unit; $71,160.00 total.
- Recommended award: TeleComm Business Solutions, Inc., the lowest cost responsive and responsible vendor. Its quote is $277.20 below the other responsive quote and $21,712.20 below the $92,595.00 Independent Cost Estimate.
- Equipment requirements: HP EliteBook business-class laptops with Windows 11 Pro; current-generation Intel Core Ultra 7 or AMD Ryzen AI 7 processor; minimum 32 GB DDR5 memory; minimum 512 GB NVMe SSD; 16-inch WUXGA touchscreen; integrated 1080p webcam or better; Wi-Fi 6 or better; and Bluetooth.
- Support: The TeleCom pricing form includes a three-year HP Care Pack with offsite support and accidental damage protection.
- Delivery: Within sixty (60) days after issuance of the Purchase Order, to 415 North Zarfoss Drive, York, Pennsylvania 17404.
- Contract: DGS Contract No. 4400022282. SRTA shall issue a Purchase Order. No prepayment is permitted; payment terms are thirty (30) days.

RESOLUTION 2655

AUTHORIZING A SOLE SOURCE AGREEMENT WITH ECOLANE FOR CHILD CAR SEAT SCHEDULING ENHANCEMENTS

WHEREAS, the Susquehanna Regional Transportation Authority is the contracting agency for a Department of Human Services grant funded car seat pilot project supporting Pennsylvania's Medical Assistance Transportation Program; and

WHEREAS, the pilot requires enhancements to the existing Ecolane platform to match passengers requiring agency-provided child car seats with appropriately equipped vehicles, account for vehicle capacity, and support utilization reporting across the rabbittransit, Indigo / Indiana County, and Cambria County databases; and

WHEREAS, Ecolane is the established scheduling platform for the participating databases and is used by almost all transit systems in Pennsylvania, and the Authority has identified no viable market alternative for this enhancement because replacement of the underlying platform would be cost prohibitive; and

WHEREAS, Ecolane proposes a one-time development charge of $60,000 for the scope described in the Statement of Work, with the core enhancement intended to be included under existing licensing without a separate recurring license or core implementation fee; and

WHEREAS, funding for the project has been provided by DHS;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority that the Executive Director be authorized to award a contract with Ecolane the pilot enhancement at a total amount not to exceed $60,000.

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 29, 2026.

attest:_____ _____

Thomas Wilson	Raymond Rosen
Secretary	Chairman

RESOLUTION 2656

AUTHORIZING THE ACQUISITION OF THE CELLULAR TOWER EASEMENT SITE AT STRELO SUNSHINE PARK SITUATED IN THE CITY OF HARRISBURG, DAUPHIN COUNTY, PENNSYLVANIA BY RELOCATION AGREEMENT OR THROUGH CONDEMNATION FOR THE HARRISBURG TRANSIT FACILITY PROJECT

WHEREAS, in order to better support and maintain mass transit in Dauphin County/City of Harrisburg and for the benefit of the citizens of the Susquehanna Regional Transportation Authority ("SRTA") service area, the SRTA is authorized and empowered to acquire, build and construct a transportation Facility for maintenance, storage, dispatching and attendant uses for the transit system who opens and operates a neighboring property, utilizing real estate located at 901 N. Cameron Street and attendant surrounding properties shown on Exhibit "A";

WHEREAS, the purchase of said property and attendant future use of such property will take place pursuant to the power granted to SRTA and the Pennsylvania Department of Transportation under a grant of monies for said property acquisition; and

WHEREAS, SRTA has money in a segregated into a separate account for the payment of just compensation and/or the cost for relocation as established by the parites; and

WHEREAS, the property that SRTA intends to acquire is based upon an existing land lease/easement area occupied by American Tower Company, for use by SRTA, members of the public and business invitees as the case may be; and

WHEREAS, the Pennsylvania Eminent Domain Code, as amended, enables the Authority to appropriate and condemn properties pursuant to the procedures set forth in the Code. See, 26 Pa. Stat. Ann. § 1-101, et seq. or to a relocation fee agreed upon by the Tenant and SRTA in lieu of condemnation; and

WHEREAS, the SRTA Board of Directors have determined that it is in the best interest of SRTA to acquire the leasehold/easement interest in the Property at this time for the relocation sum due to the location of the cellular tower and have caused engineering to occur for a relocation area which has been fully studied and can accommodate a similarly situated cellular tower.

WHEREAS, time is of the essence in this transaction and efforts at providing relocation have been concluded, but there has not been final disposition of relocation agreements despite a meeting of the minds; and

NOW, THEREFORE; BE IT RESOLVED, be it resolved by SRTA and it is hereby resolved by authority of the same, that the acquisition of the leasehold/easement interest of American Tower Company at the Strelo Sunshine Park cellular tower location, Harrisburg, PA by Eminent Domain or relocation cost in lieu of condemnation according to the law is authorized for the construction of a transit facility, with attendant vehicle storage and uses, on the its parcel depicted on Exhibit "A" and for relocation as determined by all parties to an appropriate location on the SRTA site that will not interfere with SRTA's intended use;

BE IT FURTHER RESOLVED, the Executive Director and counsel for the Board are hereby empowered to represent the Board of Directors as part of any sales transaction and/or closing and any Relocation Agreements that may be part of the consideration for the acquisition of leasehold/easement interest of real estate.

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

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

BE IT FURTHER RESOLVED, that if any part of this Resolution is considered unconstitutional or illegal, the remaining provisions shall remain in full force and effect.

ENACTED and EFFECTIVE this 29th day of October, 2026 BY THE BOARD:

_____ _____

Attest Chair

RESOLUTION 2657

APPROVING THE REVISED EXECUTIVE DIRECTOR POSITION DESCRIPTION

WHEREAS, the Board of Directors of the Susquehanna Regional Transportation Authority ("SRTA" or "Authority") is responsible for establishing the duties, responsibilities, and delegated authority of the Executive Director; and

WHEREAS, the Board desires to maintain a position description that clearly defines the Executive Director's role in managing the Authority, implementing Board direction, and administering the Authority's programs and operations; and

WHEREAS, a revised Executive Director position description has been presented to the Board for review and approval; and

WHEREAS, the Board intends that the duties and authority described therein be exercised in accordance with applicable law, the Authority's governing documents, and Board policies, including the Authority's procurement policy, while preserving matters reserved to the Board;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority that the Executive Director position description is hereby approved and incorporated into the Authority's personnel records, effective upon adoption of this resolution.

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 29, 2026.

attest:_____ _____

Thomas Wilson
Secretary

Raymond Rosen
Chairman

Department: Executive
Type of Employee: At-Will
Safety Sensitive: No

Date Approved: October 2026
FLSA Status: Exempt
EEO-4 Classification: Officials & Administrators

Position Description

Executive Director

Reports to: Board of Directors

Job Summary (Role in organization):

The position is critical in assisting the Susquehanna Regional Transportation Authority in meeting our mission of mobility. The impact of public transportation runs much deeper than a trip from point A to point B. We are the means for which people have access to experiences that alter their lives in meaningful ways. Our culture of innovation and stewardship champions that mission. This leader is responsible for providing executive level management and strategic direction of the Transit Authority. Strategic management decisions are made daily that affect transit and the traveling public. These decisions require understanding of all aspects of a situation, analyzing options for effective solutions and the ability to negotiate and advance legislative, management and public relations issues and processes. This position must be knowledgeable in all areas of the operation and must be capable of modifying the operations system when needed to improve efficiency or to respond to regulatory changes. Develops and modifies the Authority's short- and long-range plans; responsible for establishing metrics for analysis and implementation of change initiatives to meet service objectives.

Key/Reporting Relationship/Direct Reports:

This position reports to the Board of Directors. This position receives broad guidelines and sets priorities for self and staff. The Executive Team which include Chief of Staff, Chief Operating Officers, Chief Human Resources Officer, and Chief Financial Officer report to this position.

Essential Duties and Responsibilities:

Achieves the Authority's mission by bringing innovative ideas and management to the Authority; establishing objectives and priorities to organization's functions that are aligned with the mission and vision; translates big picture transit vision and goals into realistic plans; gaining insight and suggestions from subordinates, staff and other stakeholders; initiating, coordinating, and enforcing new strategic initiatives; and monitoring and analyzing changes.

Report regularly to the Board of Directors on all matters pertaining to the executive level management and strategic direction of the Authority and activities of the staff in Implementing Board Policy. Executes contracts authorized by the Board of Directors through resolution. Work closely with the Board to develop goals for SRTA's team to implement. Develop, and submit for Board approval, an annual budget and work plan that advances the organization's strategic plan.

Performs ministerial and administrative duties on behalf of the Board of Directors with regard to duties not otherwise held by the Board by law or Board policy.

Authorized to investigate, evaluate, negotiate, and advance projects, partnerships, transactions, and other initiatives consistent with the Authority's mission. This includes executing applications, consents, authorizations, preliminary agreements, and related documents necessary to facilitate planning, due diligence, coordination, and development of proposals without separate Board approval for each document.

Actions shall conform to applicable law, the Authority's procurement policy, approved budgets, and other Board-adopted policies, including applicable spending limits, competitive procurement requirements, and approval procedures.

The Executive Director shall maintain records of documents executed under this delegation and keep the Board informed of material actions.

Achieves organization's financial goals by monitoring and enforcing budgets, evaluating costs, making recommendations and initiating corrective actions. Prepares all grant applications and acting as prime contact for state funding agencies.

Advances the mission of mobility by building community support and advocating for legislative and regulatory actions that support community transportation.

Serves the customer by organizing and developing the Authority services. Serves as a liaison with local transportation providers and social service agencies.

Ability to generate new, innovate and visionary approaches and solutions to transit related issues, including grants sources and public/private partnerships to transit funding challenges. Brings a perspective on emerging and leading transit trends and best practices.

Partners to build alliances and collaborates across boundaries to build strategic relationships. Brings diverse leaders together to discuss and resolve regional transportation issues. Inspires actions without relying solely on authority.

Drives external communications and relationship by developing and nurturing mission-critical relationship with labor, the media, business, political leaders, community groups, advisory groups and the public.

Foster, instill, promote, and maintain a rider-centric culture that embraces diversity, multi-culturalism, inclusion, equity, and equality at all levels of the organization.

Accomplishes staff results through ability to lead team through change processes; communicating job expectations; appraising job results, ensuring staff's performance evaluations are tied to established goals; coaching, counseling, and developing a highly effective inter-disciplinary team; and enforcing consistency, policies and procedures. Responsible for Executive Team members to include Chief of Staff, Chief Operating Officers, Chief Human Resources Officer, and Chief Financial Officer.

Responsible for oversight and account executive for all federal and state regulatory requirements, including but not limited to SMS, TAM, EEO, DBE, ADA and Title VI.

Ensures good employee relations and CBA/legal compliance by listening for input from others; seeking mutual understanding on problems involving collaboration, keeping subordinates advised of critical issues, and developing written procedures. Communicates with union officials to answer /clarify CBA issues, and investigates work rule or CBA violations with supervisors. Resolves first step of disciplinary procedure for operators according to CBA and policies. Notifies Human Resources for all suspensions, termination, grievances or actions involving issues such as but not limited to FMLA, ADA, & discrimination. Prepares/directs investigation and documentation for disciplinary grievances, arbitrations, and next step problem solving for non-union employees. Collaborates with the Chief Human Resources Officer and Counsel to prepare and hear grievances, arbitrations, and other legal hearings.

The Executive Director is authorized to investigate, evaluate, negotiate, and advance projects, partnerships, transactions, and other initiatives consistent with the Authority's mission. This includes executing applications, consents, authorizations, preliminary agreements, and related documents necessary to facilitate planning, due diligence, coordination, and development of proposals without separate Board approval for each document. Actions shall conform to applicable law, the Authority's procurement policy, approved budgets, and other Board-adopted policies, including applicable spending limits, competitive procurement requirements, and approval procedures. The Executive Director shall maintain records of documents executed under this delegation and keep the Board informed of material actions.

Contributes to the team by assisting in training employees.

Preserves historical reference by establishing and maintaining a record-keeping system, documenting procedures and decisions, maintaining required documentation, and ensuring delivery of documents as necessary. Compiles and maintains a procedure system and organized office to ensure continuity of position.

Maintains trust, confidence and protects the organization by keeping information confidential and disclosing only on a need to know basis; ensuring high ethical standards; fosters a spirit of respect, trust and cooperation; using good customer service skills with both internal and external customers; and upholding the organization's reputation in the community.

Ensures communication and positive image of Authority by reviewing critical incidents, exceptions to policy and/or goal achievement with Board of Directors.

Maintains cooperative relationship with coworkers and management by communicating necessary information, responding to requests, building rapport; and participating in problem solving methods.

Contributes to effective communications within the organization by establishing and maintaining effective communication lines with all staff members and general public. Keeps management and staff informed of critical information needed to ensure smooth operations.

Maintains professional and technical knowledge/skills by attending educational workshops; reviewing professional publications; establishing personal networks;

participating in professional societies and using the performance appraisal system to assess personal strengths and development needs to accomplish the strategic goals of the organization. Maintain a leadership role in industry trends and technologies in order to bring new systems, ideas and approaches to the system.

Additional Tasks: Contributes to SRTA team effort by performing other assigned duties as needed.

Job requirements:

Requirements listed represent the knowledge, skill, and/or ability, mental/physical demands and work environments required to perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential knowledge, skills, abilities and experience:

- Bachelor's degree or equivalent from an accredited college or university in Transportation, Business Administration, Public Administration or a related field.
- Seven to ten years progressively responsible senior management/executive level experience. Transit or transportation experience is preferred.
- Ability to select, motivate, direct, evaluate, and develop staff. Ability to resolve employment issues and incidents.
- Ability to make decisions for effective end results; combined with collaboration and participative management skills that support team efforts and quality processes.
- Ability to analyze and understand transit systems operations and service areas; the nature of the business; how initiatives will impact the strategic plan, operations, financial resources, and human resources. Ability to visualize creative initiatives and make decisions to ensure optimal resource use, minimize total costs, and maximize value to the customer.
- Knowledge and advanced skills in approaches and systems, which affect the design and implementation of major programs and/ or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical kills effectively.
- Strong computer and Microsoft applications software proficiency. Knowledge of transit systems is preferred.
- Good working knowledge of English, grammar, punctuation, spelling, style, etc. with the ability to read and write reports, policies, and procedures.
- Ability to communicate one-on-one and with small groups, to facilitate meetings, to listen actively, to make and persuade others to accept recommendations, and negotiate contracts. Ability to negotiate and resolve sensitive and controversial issues.
- Ability to solve problems and deal with a variety of changing situations in a timely manner.
- Ability to self-motivated, prioritize tasks, to be detail oriented, organized, accurate, and meet deadlines.
- Ability to work on multiple projects in a fast-paced environment.
- Ability to maintain confidentiality.
- Ability to maintain compliance with the Health Insurance Portability and Accountability Act (HIPAA).

- Ability to establish and maintain effective working relations with staff, outside contacts, and government officials to gain information and support in accomplishing goals.
- Ability to represent the Authority in a professional and positive manner at all times.
- Ability to actively listen, communicate effectively and follow oral and written instructions that are given in English. Ability to complete records. Ability to work with diverse customers.
- Ability to travel for meetings, divisional offices, training purposes or other organizational needs with occasional overnight requirements.
- Work hours may include a nonstandard workweek, overtime, various shifts and weekend work.
- Must meet hiring qualifications of an acceptable driving record and background verification in accordance with SRTA standards.
- Must have regular attendance and punctuality.

Certificates and Licenses Required:

- Must possess valid motor vehicle operator's license that is not under suspension or revocation.

PHYSICAL REQUIREMENTS

Never – 0% Occas.- 33% of time Freq. 45-66% of time Contin. 67-100% of time

Lift/Carry	N	O	F	C
1 to 10 lbs.	☐	☒	☐	☐
11 to 20 lbs.	☐	☒	☐	☐
21 to 50 lbs.	☒	☐	☐	☐
51 to 75 lbs.	☒	☐	☐	☐
76 to 100 lbs.	☒	☐	☐	☐

Push/Pull	N	O	F	C
1 to 10 lbs.	☐	☒	☐	☐
11 to 20 lbs.	☐	☒	☐	☐
21 to 50 lbs.	☒	☐	☐	☐
51 to 75 lbs.	☒	☐	☐	☐
76 to 100 lbs.	☒	☐	☐	☐

Movement	N	O	F	C
Bend/Stoop/Twist	☐	☒	☐	☐
Couch/Squat	☐	☒	☐	☐
Kneel/Crawl	☐	☒	☐	☐
Reach Above Shoulders	☐	☒	☐	☐
Reach Below Shoulders	☐	☒	☐	☐
Repetitive Arm Use	☐	☐	☐	☒
Repetitive Wrist Use	☐	☐	☐	☒
Repetitive Hand Use	☐	☒	☐	☐
a) Grasping	☐	☒	☐	☐
b) Squeezing	☐	☒	☐	☐
Climb Stairs/Ladder	☐	☒	☐	☐
Uneven Walking Surface	☒	☐	☐	☐
Even Walking Surface	☐	☐	☐	☒

Equipment Use/Operation	N	O	F	C
Motor Vehicles	☐	☒	☐	☐
Operate Foot Pedals	☐	☒	☐	☐

Work with/Near	N	O	F	C
Machinery	☒	☐	☐	☐
Electricity	☒	☐	☐	☐
Power Tools	☒	☐	☐	☐
Impact Tools	☒	☐	☐	☐
Chemicals	☒	☐	☐	☐
Fumes	☒	☐	☐	☐
Heights	☒	☐	☐	☐

Environment	N	O	F	C
Indoors	☐	☐	☐	☒
Outdoors	☒	☐	☐	☐
Extreme Heat	☒	☐	☐	☐
Extreme Cold	☒	☐	☐	☐
Dusty	☒	☐	☐	☐
Excessive Noise	☒	☐	☐	☐
Other (explain)	☐	☐	☐	☐

Endurance

Task	Hours at One Time	Total Hours in 8 Hr. Day
Sit	2	8
Stand	2	8
Walk	2	4

Vision Requirements	
Depth Perception	☒
Less than 20 inches	☒
Color Vision	☒
Peripheral Vision	☒

*The physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Safety:
Position requires that employee conducts all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations, programmatic standards, and with any special safety concerns identified by SRTA for use in a particular area or with a client. The employee must identify and familiarize themselves with the Agency Safety Plan and the System Security and Emergency Preparedness Plan. They must also be familiar with specific safety and security requirements for their working area. Employee must not pose a direct threat or significant risk of substantial harm to the safety or health of themselves or others.

Cybersecurity:
All employees are expected to demonstrate an understanding of cybersecurity best practices and appropriate technology use in the workplace. This includes safeguarding sensitive information, following organizational security policies, recognizing potential cyber threats, and responsibly using technology and digital resources. Employees should remain vigilant in protecting Authority data and be open to ongoing training and updates related to cybersecurity and technological advancements relevant to their role.

General Sign-off
This job description does not constitute an employment agreement between SRTA and the employee and SRTA's management reserves the right to assign or reassign duties and responsibilities to this job at any time.

I have read and understand this general sign-off and job description.

Signature: _____
Date: _____

Susquehanna Regional Transportation Authority Act 44 Action Plan - October 2026 Update

Actions to Retain and Promote Ridership	SRTA Action	Progress Report Update(s)
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.	Anticipate use of FY2026 performance data, reviewed and analyzed during end of year reporting, to generate baseline for minimum standards and targets. Ongoing Key Performance Indicator (KPI) processes have been prioritized, but have significant overlap in process.
Actions to Ensure Long-Term Financial Sustainability	**SRTA Action**	**Progress Report Update(s)**
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.	Efforts continue to implement ERP solution to faciliate integration of systems and softwares. Project has been awarded since last update and is actively being worked on.