

SRTA

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

DATE: June 22, 2023

TIME: 10:00 AM

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

PURPOSE: June 2023 Board Meeting

ORDER OF BUSINESS

1. Call to Order
2. Changes or Modifications to the Agenda
3. Public Comment: Accepted in Person or in Writing
4. Approval of Minutes
 - A. Meeting Minutes of May 25, 2023 (Pages 3-5)
5. Communications
 - Introduction of new SRTA Board Member, Jason Graves (Pages 6-15)
6. YAMPO Transit Committee – No Business
7. Treasurer’s Report
8. Old Business
9. New Business
 - RESOLUTION 2336 – ACCEPTANCE OF MAY 2023 TITLE VI SERVICE EQUITY ANALYSIS (Pages 16-17)
 - RESOLUTION 2337 - CONTRACT AWARD FOR ACCESS CONTROL AND VIDEO SURVEILLANCE MIDDLETOWN TRAIN STATION AND ZARFOSS BUILDING (Pages 18-19)
 - RESOLUTION 2338 - AWARDED MAINTENANCE MANAGEMENT SOFTWARE CONTRACT FOR FUEL MANAGEMENT (Pages 20-21)
10. Future Procurements (Page 22)
11. Staff Report
12. Executive Session

13. Adjournment

**Next Meeting: Thursday, July 27, 2023, 901 N. Cameron St. Harrisburg, PA
10:00 am – SRTA Board Meeting**

SRTA
SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

MINUTES OF SRTA BOARD MEETING

May 25, 2023

Present were board members: Eric Bugaile, Carrie Gray, Richard Kotz, Keith Martin, Raymond Rosen, Kirk Stoner, Tom Wilson,

Guests and Administrative Staff Members present were Solicitor Jill Nagy, rabbitCARES Chairman Glenn Miller, Stephen Baldwin, Darwin Craul, Richard Farr, Brian Gillette, Nicole Hansen, Bev Hockenberry, David Juba, Jamie Leonard, Damar Lopez, Eric Maguire, Trevor Manahan, Cory Matthews, Jenna Reedy, Sherry Welsh and Christopher Zdanis.

CALL TO ORDER

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

CHANGES OR MODIFICATIONS TO THE AGENDA

There were no changes or modifications to the agenda.

PUBLIC COMMENT

Miss Amber Blalock expressed concern about the proposed relocation of the Harrisburg Transfer Center to Cameron Street, believing it to be out of the way. She suggested four different new proposed locations:

1. First floor of Harrisburg train station
2. Underneath the Mulberry Street Bridge overpass
3. The old post office Downtown Harrisburg
4. PSERS at the South Market Street Bridge

APPROVAL OF MINUTES

Motion to approve the April 27, 2023 meeting minutes was raised by Kirk Stoner, seconded by Tom Wilson, and passed unanimously.

COMMUNICATIONS

There was no communication.

YAMPO TRANSIT COMMITTEE

There was no YAMPO Transit Committee business.

TREASURER'S REPORT

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Keith Martin deferred to Stephen Baldwin for details on the April 2023 Financial Statement and Statistical Notes. Stephen Baldwin noted the following highlights from the report:

- RIDERSHIP: Year to date comparisons to the prior year and to pre-covid levels are as follows:
 - Fixed Route ran 18% above last year and at 68% of pre-covid ridership.
 - Paratransit was 14% above the previous year and 80% of pre-covid ridership levels.
 - Commuter Express was 13% above last year (YTD) but only 36% of pre-covid levels. The Governor's decision to bring more staff back to their offices in Harrisburg beginning in March may have a positive impact on Commuter Express Ridership.
 - Microtransit's ridership was 282% of the same time last year.
- REVENUE: Year to Date Grant and Contract Income is below budget by \$5.9 million because less subsidy was required than the budget anticipated.
- EXPENSES: Year to Date Total Expenses are \$4.3 million or 8% lower than budgeted.
- Unfilled positions are down fifteen (15) from March to a total of fifty-seven (57) or 9% of approved positions.
- RESERVES: As of April 30, SRTA had 107 days of cash on hand. Cash received in May increased the cash on hand to over 165 days. It is the goal of the Authority to maintain 180 days of cash on average.
- LINE OF CREDIT: There are no draws on the organization's line of credit.
- CAPITAL EXPENDITURES (over \$50,000)
 - \$111,241 – 1 Paratransit Vehicle/Radio
- FEATURED INFORMATION
 - We will present the FY 2024 Budget at the Board Meeting

OLD BUSINESS

No old business.

RESOLUTIONS

RESOLUTION 2331 – LOCAL TRANSPORTATION ORGANIZATION RESOLUTION CERTIFYING THE LOCAL MATCH FOR STATE OPERATING FINANCIAL ASSISTANCE

Motion to approve was raised by Eric Bugaile, seconded by Rich Kotz, and passed unanimously.

RESOLUTION 2332 – APPROVAL TO EXECUTE A ONE-YEAR RIGHT OF WAY AGREEMENT WITH LUMEN ON THE CUMBERLAND VALLEY RAILROAD BRIDGE

Motion to approve was raised by Kirk Stoner, seconded by Eric Bugaile, and passed unanimously.

RESOLUTION 2333 – EXECUTING SUPPLY AND CONSTRUCTION CONTRACT WITH PIONEER POLE BUILDINGS, INC.

Motion to approve was raised by Kirk Stoner, seconded by Tom Wilson, and passed unanimously.

RESOLUTION 2334 – ADOPTION OF THE SRTA UNACCOMPANIED MINOR POLICY

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SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

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

RESOLUTION 2335 – ADOPTING THE MANAGEMENT WORK PLAN FOR FISCAL YEAR 2023/2024

Rich Farr reviewed the Management Work Plan.

Steve Baldwin reviewed the budget supporting the Work Plan.

Motion to approve was raised by Keith Martin, seconded by Kirk Stoner, and passed unanimously.

RABBITCARES PRESENTATION

Sherry Welsh and rabbitcares Board Chairman, Glenn Miller held a rabbitcares presentation.

PERFORMANCE REVIEW ACTION PLAN REPORT

Rich Farr announced this will be a new reporting item quarterly.

FUTURE PROCUREMENTS

The list of procurement projects was reviewed.

STAFF REPORT

The following staff updates were presented by Richard Farr. Updates included:

- 2023 Board Survey for Strategic Plan
- Received additional CARES Act funds, which will be part of the new building

There was conversation regarding in person vs zoom board attendance. It was a general consensus among the Board Members to encourage in-person attendance at the meetings and use Zoom only as a backup.

ADJOURNMENT

The next scheduled Board of Directors meeting will take place on June 22, 2023, at 10:00 AM at 415 N. Zarfoss Dr. York, PA 17404

The meeting adjourned at 11:42 AM.

Respectfully Submitted,



Richard Kotz
Secretary

INTER

OFFICE

MEMO

To: HARRISBURG CITY COUNCIL
From: Michael Parker, City Clerk
LEGISLATIVE APPROVAL FORM

Date: April 10, 2023

LEGISLATIVE APPROVAL FORM/CERTIFICATE OF ACCEPTANCE

BILL NO. -2023 RESOLUTION NO. 39-2023

THE ABOVE LISTED ITEM WAS WRITTEN AND PREPARED FOR FINAL INTRODUCTION AT THE HARRISBURG CITY SOLICITOR'S OFFICE ON:

Neil A. Grover
City Solicitor

04/10/2023
Date

Requested by Department/Bureau: MAYOR / BUSINESS ADMINISTRATION

Department/Bureau Contact Person: DAN HARTMAN

For Action on or before:

The attached was received in the Office of the City Clerk for introduction on

Received by: Michael G. Parker

Date: 4/10/2023

RESOLUTION NO. 39 - 2023

Moved by: President Bowers

A Resolution appointing Mr. Jason Graves to serve on the Board of the Susquehanna Regional Transportation Authority.

WHEREAS, the Susquehanna Regional Transportation Authority (“SRTA”), a joint municipal transportation authority, is organized under the Municipality Authorities Act, 53 Pa. C.S. 5601, *et seq.*; and

WHEREAS, the purpose of SRTA is to carry out the operation of mass transportation service, and all other transit and transportation related services, to the Counties of York, Adams, Franklin, Dauphin, Cumberland and the City of Harrisburg (the “City”), and for any Pennsylvania municipality who calls upon SRTA for assistance; and

WHEREAS, pursuant to the Articles of Incorporation of SRTA, the City shall appoint two members to the Board of SRTA; and

WHEREAS, the Mayor has been notified by SRTA of a vacancy in a current City term;

WHEREAS, the Mayor, pursuant to the Municipality Authorities Act, has appointed Mr. Jason Graves to serve as a SRTA Board member for the City to serve the remainder of a five (5) year term that began on December 1, 2022; and

WHEREAS, Mr. Graves has consented to this appointment; and

YEAS		NAYS
	MS. DANIELS MS. GREEN MR. LAWSON MR. MAJORS MS. RAWLS MR. RODRIGUEZ MS. BOWERS	
Yeas _____		
Nays _____		

WHEREAS, Mr. Graves is well suited to serve as a member of the SRTA Board, as he is the Director of Business Development and the LERTA Administrator for the City. A copy of his resume is attached hereto as Exhibit “A.”

President of City Council

NOW, THEREFORE, ~~Attest~~ AND IT IS HEREBY RESOLVED BY THE COUNCIL OF THE CITY OF HARRISBURG, that the appointment ~~City Clerk~~ on Graves to the Board of the Susquehanna Regional Transportation Authority for the remainder of a five (5) year term is hereby approved.

Approved
 Returned to City Council with objections

BE IT FURTHER RESOLVED that the appointment of Mr. Jason Graves to the Board of SRTA is effective immediately and shall continue until a successor is appointed.

I second this resolution: Councilman Lawson

RESOLUTION NO. 39 -2023

YEAS		NAYS
/	MS. DANIELS	
/	MS. GREEN	
/	MR. LAWSON	
/	MR. MAJORS	
/	MS. RAWLS	
/	MR. RODRIGUEZ	
/	MS. BOWERS	
YEAS	7	
NAYS	0	

Passed by City Council 5/23/23

Dannelle L Bowers

President of City Council

Attest

Michael J Parker

City Clerk

Approved

Return to City Council with objections

EXHIBIT “A”

Qualification Summary

Innovative, detail-oriented, and well-organized professional, with comprehensive work experience and solid adeptness in delivering administrative operations and information management across diverse areas of operations. Equipped with proven expertise in utilizing and maximizing time and resources to administer operational objectives and improve productivity and overall performance. The reflection of my passion is based on my imagination skill set. I firmly believe that having a sense of diversity, Respecting others opinion, and team work will help bring any project to life in any environment.

- Armed with in-depth familiarity in all administrative principles, concepts, regulations, practices, and analytical methods and techniques.
- Skilled at analyzing and compiling data and information, coupled with the ability to plan, design, and implement projects.
- Accustomed to handling and completing assigned tasks efficiently within fast-paced and constantly changing environments.
- Capable of promoting mission accomplishment through practical and effectual recommendations as well as advisory services through problems, policies, and plans programs.
- Optimistic with a positive, can-do attitude; able to face complex challenges and deal well with constructive criticism; and possess strong professional values.
- Build relationships, utilize networks and local centers of influence to identify, and support underserved entrepreneurs.

Professional Experience

City of Harrisburg | Dir. Business Development; LERTA Administrator | Harrisburg, PA. (Present)

Work with the Dir. Economic Development, City of Harrisburg departments, local business, and city residents to promote the business and economic development interests within the community. This position will include working with all noted departments in providing guidance to individuals and companies to establish, relocate, or expand their businesses throughout the City of Harrisburg. This includes assistance in the planning and coordination of community development projects, assisting business and residential applicants with local and State permitting processes, and providing research for city and county sponsored projects. Dir. Business Development assists with plans, organizes, monitors, manages, and evaluates economic development business development project activities. Responsibilities include: coordinating, directing, and implementing programs and projects that support commercial, office, and industrial development; workforce development; the attraction of and assistance to domestic and international businesses; development of public facilities and infrastructure; small business development initiatives; and/or other economic development, redevelopment, or capital improvement programs or projects.

Essential Duties:

- Directs economic development initiatives to achieve the goals and objectives outlined by the Economic Development Plan and guided by the Economic Development.
- Assisting in the development of short and long term economic and community development plans, as well as the gathering of information and preparation of studies, reports, and recommendations to achieve such goals. This will involve the preparation and maintenance of information on utilities, taxes, zoning, transportation, community services, financing tools, and incentives, in order to respond to requests for information for economic development purposes, and the coordination with other departments and agencies as need.
- Assists with negotiation and the management of professional service contracts, property sales or acquisition, and economic development negotiations, as assigned.

Small Business/Business Development

- Help to grow and develop a business base to provide employment to residents within The City of Harrisburg.
- Long-term economic sustainability with business attraction efforts to help Harrisburg generate new and retain existing businesses.

WMBE

- Utilize different ways to inform potential minority businesses about opportunities within The City of Harrisburg.
- Ways to help build new business relationships through networking with various other industries, associations, and shared ideas on how to improve participation.

Planning/Zoning/Housing

- Identify areas within the City where affordable housing/Mix-use could be used.
- Explore opportunities and challenges for each area where the need could be met.

Transportation

- Assist in creating a more efficient Eco-system and provide improved and expanded assistance for those in need of public transportation.

Services and Resources

- Promote initiatives for needed resources & services in the communities and neighborhoods throughout The City of Harrisburg.

L.E.R.T.A. (Local Economic Revitalization Tax Act Program)

- As L.E.R.T.A. administrator I assist applicants with the Tax Abatement Program which provides a financial incentive for improving a property. Owners of commercial, industrial or residential property who are planning improvements to an existing structure or planning to build on a vacant lot are encouraged to apply for tax abatement. If the improvements you make to your property result in the County increasing the assessment on your property (which normally causes your taxes to go up) tax abatement provides temporary relief from these additional City, Dauphin County and Harrisburg School District real estate taxes. Full taxation of the increased value of your property is deferred for a period of time based on the type and value of improvements.

City Revitalization and Redevelopment Plan:

- Performing economic development duties in The City of Harrisburg with private, public, and local developers; developing management plans including current and critical path schedules for public improvement and private revitalization projects; meeting and working with citizen committees, special interest groups, non-profit organizations, and neighborhood groups concerning the city economic development and redevelopment; partnering with the community and area association groups to address business assistance, business attraction, business retention, and parking management; and developing and managing projects and programs that support revitalization and economic growth.

Communication:

- Communicates with the general public, other city employees, management, public officials, business owners, real estate executives, human resource directors, bankers, developers, and technical staff in order to negotiate complex agreements, communicate needs of multiple parties, develop programmatic activities, present reports and recommendations, and explain projects. Create and develop constructive interfacing relationships with strategic public, private, financial, and education partners. Makes presentations to business owners, developers, management, and public officials to promote economic development activities. Prepares memos, detailed analytical documents, management reports, and project status reports in order to communicate program success, explain complicated ideas, and describe complex projects.
- Attend professional development workshops and conferences to keep abreast of trends and developments in the field of economic development, and to represent the interest of The City of Harrisburg on matters related to economic development.
- Serves as a member of economic development groups or various staff committees, to promote economic and community development at the local, State or Federal level, as deemed necessary or appropriate.

Skills

Event Planning and Coordination | Program and Project Development | Research Information and Report Generation | Strategic Concepts and Design | Process and Productivity Improvement | Leadership and Team Building | Communication and Collaboration Management | Telecommunications | Project Management | Public Speaking | Relationship Building | Training | Team Leadership

Citizens Bank | Small Business Relationship Banker (PA Notary) | Harrisburg, PA.

Leveraging business acumen, as a Small Business Relationship Banker I work closely with both personal and small business customers to fully understand and support their financial needs. I help develop and strengthen relationships to recommend appropriate financial products and services that add real value for the customer, in addition to helping businesses thrive. As part of a branch-based team, you will identify new opportunities to enhance small business goals, particularly with business up to \$500K in annual sales, and partner closely with the Business Banking team.

- Actively promoted and sold bank products and services with a focus on building new and maintaining existing business relationships, resulted in an increased customer base.
- Relentlessly maintained a robust database of prospects through cold calling, networking with business owners, and working closely with internal departments, resulting in achieved set goals.
- Engaged customers to gain understanding of customer needs and identify cross sell opportunities that increased company's profitability.
- Managed accounts in excess of \$1.5 million in annual revenue, including lending in excess of \$500,000.
- Resolved a variety of complex client issues and reconstruction of accounts to maintain customer relationships efficiently.
- Coach and develop staff members on all aspects of successful new customer acquisition, relationship management through deepening and retention of Premier clients.
- Creatively look for ways to cultivate long-term relationships with new and existing CDFIs, Non-Profits, and other community organizations, leveraging internal resources.
- Provide the best in client advice and service and develop the relationship to ensure a seamless client experience. Build collaborative relationships with partners, including Branches, Home Lending, Chase Wealth Management, Merchant Services, and Card, to provide our clients the best solutions for all of their financial needs.
- Discover the personal financial goals and needs of business clients. Partner across lines of business (Citizens Bank Wealth Management, Home Lending, Branch Teams) to connect clients with specialists who can help meet their financial needs.

Skills

Customer Service | Data Entry | Documentation | Leadership | Networking | Event Planning | Knowledge of Citizens Bank Products and Services | Knowledge of FDIC Regulations

Verizon | Solution Specialist | Lancaster, PA.

As a Verizon Solution Specialist, I used outstanding sales expertise, passion for VZW technology and customer interaction skills to create the ultimate in-store experience. As the driving force in building customer loyalty and growing our existing customer base, you'll deliver superior customer service and proactively contact existing customers to ensure they're getting the most out of our products and services.

- Analyze customer needs and present value-added solutions.
- Properly activate the new device such as cellular and internet capable devices on the VZW network.
- Inspire and excite customers about how our solutions can impact their lives.
- Ensure that our customers leave our stores with the best solutions for their needs.
- Deliver the best product set-up and coaching experience possible.
- Provide our customers with a basic understanding of the functionality of the products and accessories they purchase so that they can immediately enjoy their new solutions.
- Attend both formal and informal training to better understand our retail store operations and keep up with company, market, and industry trends.
- Support daily business operations, including processing customer transactions and auditing cash receipts daily.
- Stay current on all sales processes, products, services, promotions, company policies and general knowledge of the business.

Skills

Billing | Customer Service | Data Entry | Documentation | Leadership | Network Quality | Selling | Phone Skills | Answer Phones | Knowledge of Verizon Wireless Systems | Products and Services

LG Electronics U.S.A. | Market Source | Product Marketing Specialist | Pennsylvania

As the Product Specialist I'm there to help drive sales for our client within retail locations by, training, and building relationships at all levels and supporting clients, such as Verizon, AT&T, Metro PCS, T-Mobile, Best Buy, Wal-Mart. Product Specialist work in cooperation with Regional Managers, Retail, Indirect and Big Box Store Managers, Indirect Account Managers and Store Sales Specialists to align key client sales messages with Carrier and Big Box objectives and revenue drivers. In this role, one must possess a high level of product knowledge across all client offerings and maintain a similar level of understanding of all Carrier and Big Box related services and distribution networks. The Product Specialist is empowered to exert constructive control and influence over their territories to ensure that activities are concentrated where the highest revenue opportunities lie.

- Maximize store sales and in-store presence and establish Brand advocacy through strategic training and salesmanship.
- Build and maintain strong professional relationships with in-store personnel that can be leveraged for increased sales.
- Educate and train locations on our client's products, programs and promotions.
- Coordinate and conduct in-store sale days to drive product knowledge and sales growth.
- Ability to manage territory to specific sales numbers and business plans.
- Suggest ways to improve process or marketing at POS.
- Learn and effectively execute new launch materials/products and collaborate with management on performance goals.
- Analyze data to identify sales trends and create actionable solutions.
- Support local and/or national events/trade shows as needed to push the brand.
- Creating strategies to build relationships using outlets such as; Press releases, brochures, social media, email campaigns, and attending community events.
- Work with carrier and dealer agent leadership to anticipate and solve concerns and plan for upcoming events, seasonal changes, new product launches, etc.

Skills

Customer Service | Data Entry | Documentation | Leadership | Knowledge of LG Products and Services | Selling | Leadership | Networking | Event Planning

RITE AID | Hardware Coordinator | Inventory Management | Shiremanstown, PA.

The primary purpose of this position is to support the department hardware procurement and deployment and processing of orders and maintaining inventory integrity. The incumbent is required to perform all tasks in observance of Rite Aid's brand and strategy and adhere to our core values and service attributes. Perform all duties in a safe manner consistent with corporate policies and state and federal laws, equipment repair, and invoicing activities.

- Determine printer parts orders for all Repair Depots, compile quantities, and create/expedite purchase orders with Lexmark in order to meet repair demands.
- Determine status of all exchangeable/maintainable Lexmark parts for all Repair Depots and follow up with depots and Lexmark Parts department to ensure the appropriate stock levels and charge for parts.
- Track and prepare hardware, software, and equipment invoices for payment.
- Assist the Hardware Specialist with creating purchase orders, processing orders and equipment returns to designated vendors, and providing order processing and support to other repair facilities.
- Interface with hardware and software support vendors to coordinate meetings.
- Provide hardware support on a first-level support basis, such as compiling e-form requests, pulling equipment orders for Field Technicians, and performing other equipment order fulfillment activities.
- Make calls and distribute information in response to verbal and written requests.
- Compile, copy, sort, file and fax documents.
- Compose short correspondence and enter data into spreadsheets or databases.
- Shipping materials, parts, and equipment through shipping services via FedEx and UPS.
- Develop and manage stock inventory levels for manufacturing components based on usage and customer stocking programs.
- Based on incoming customers' orders, required ship dates, and available component inventory
- Provide reports on a regular basis on key metrics related to supplier delivery performance
- Issue purchase orders to component suppliers based on actual production demands and purchase forecasts

Skills

Customer Service | Data Entry | Documentation | Leadership | Products and Services | Quality Control
Training | Customer Service | Inventory Management

Harrisburg School District | Explorer Program Instructor | Harrisburg, PA.

I taught the basics of photography, graphic design, and basic drawing skills to students K-12. I developed conceptual thinking and artistic element arrangement to communicate a visual message for photography, corporate identity, product packaging, advertising layout, and related projects. I was responsible for developing in each student an interest in and the ability for creative expression in visual terms, using skills and techniques of artistic expression consistent with school guidelines; to develop aesthetic understandings and appreciations; to discover and develop talents of each student.

- Teach knowledge and skills in art, including drawing, painting, lettering, and art history.
- Instruct students in citizenship and basic subject matter specified in state law and administrative regulations and procedures of the school.
- Provide instruction by which students develop aesthetic concepts and appreciations and the ability to make qualitative judgments about art.
- Provide individual and small-group instruction to adapt the curriculum to the needs of students with varying intellectual and artistic abilities, and to accommodate a variety of instructional activities.
- Demonstrate techniques in activities such as drawing and painting, photography, and graphic design.

Skills

Event Planning | Documentation | Networking | Training | Time Management

Whirlpool Corporation | Regional Account Manager | Washington, D.C./ MD/ VA / PA

I provided in-store support of Whirlpool appliances in big box retailers. Promoted brand loyalty through sales training, direct selling and display management of 24 locations throughout Washington DC, Northern Virginia, Maryland and Southern Pennsylvania. Prioritized key client marketing objectives to be executed during regular general visits, training activities, or assisted selling activities. Liaise between customers and cross-functional internal teams to ensure the timely and successful delivery of our solutions according to customer needs. Manage and develop client accounts initiate and maintain favorable relationship with clients. Responsible for leading a team of Account Managers dedicated to meeting the operational needs of assigned client segments.

- Establish and secure a new business and commercial set-up with key account customers in the US market in line with Whirlpool's Commercial strategy through community outreach.
- Responsible for delivering in the commercial agenda with key customers, achieving budgeted revenue, margin and balance of sales target with assigned customers.
- Develop sales with existing customers and to further strengthen our market position.
- Responsible for budget, target and forecast for assigned customers and secure ROI.
- Plan and execute product launches according to market plan to achieve agreed target.
- Communicated the progress of monthly/quarterly initiatives to internal and external stakeholders.

- P&L responsibility: Function as the product owner of the major appliance business unit. Work to translate leadership objectives into a prioritized initiative roadmap, quarterly plans, and sprint plans for the business.
- Partner with other business units D2C merchandising managers (major laundry appliances, small appliances & CPG) to drive Ecommerce synergies and growth across the business units.
- Provide people leadership for a merchant, setting direction and coaching on merchandising initiatives to drive the business.
- Define and support in building the desired consumer experience and a robust audience-specific, value proposition. Leverage qualitative and quantitative sources of data, partner with the brand, insights, and analytics teams as needed to drive a deep understanding and empathy for the consumer.

Skills

Customer Service | Data Entry | Documentation | Leadership | Whirlpool Products & Services Quality Control | Event Planning | Selling

PNC Bank | Financial Consultant | Harrisburg, PA.

Analyzed and determined the financial needs of each customer, matches this need to the appropriate product or service; grows profitable customer relationships based upon customer satisfaction. Opened new accounts, processes loan applications and closes loans according to guidelines. Worked with sector sales manager to meet business development goals for the branch, building and cultivating broad-based, profitable relationships with customers.

- Acquires and deepens the branch customer base through a variety of proactive sales and service activities.
- Manages the customer experience by identifying opportunities to improve the customer's financial wellbeing.
- Collaborates with ecosystem partners to grow customer's share of wallet. Positions PNC solutions to drive new revenue and customer loyalty.
- Drives proactive sales conversations through Internal and outbound interactions with a defined sales process including outbound calling, service to sales, teller interactions, appointment setting and effective lobby engagement, ultimately elevating client loyalty. Delivers a full PNC conversation with every client interaction to identify appropriate PNC solutions. Leverages ecosystem partnerships as well as community Centers of Influence to acquire, expand and retain relationships.
- Creates customer loyalty and grows customer share of wallet through a differentiated customer experience. Performs lobby engagement activities to connect with customers and position PNC products to meet their needs. Educates customers on options for managing financial transactions by leveraging technology, tools and resources.
- Applies product and procedural knowledge to identify, mitigate and solve customer problems effectively to drive customer loyalty.
- Manages risk through adherence to all policies and procedures, demonstrating sound judgment within established limits. Demonstrates a heightened scrutiny to identify and avoid loss. Participates in branch daily operations, ensuring they are completed in an efficient and accurate manner.
- Customer Focused - Knowledgeable of the values and practices that align customer needs and satisfaction as primary considerations in all business decisions and able to leverage that information in creating customized customer solutions.
- Managing Risk - Assessing and effectively managing all of the risks associated with their business objectives and activities to ensure they adhere to and support PNC's Enterprise Risk Management Framework.

Skills

Customer Service | Data Entry | Documentation | Event Planning | Knowledge of PNC Bank Products and Services
Knowledge of FDIC Regulations | Networking | Leadership

Ronald H. Brown Charter School | Assistant Director OASIS After School | Alternative ED Program | Head Basket Ball Coach, Substitute Teacher | Skill Review Studies | Harrisburg, PA.

Planned instructional programs based upon the needs and abilities of assigned students. Gave encouragement to students in a manner designed to enhance their self-worth and help them to reach their maximum learning potential. I was responsible for helping students learn subject matter and skills that will contribute to their development. The position is accountable for planning a program of study and instructing the class at the designated time to learn that program of study. Critical areas currently include; preparing class assignments, establishing objectives for all lessons, assessing student's accomplishments, and providing purposeful assignments for teacher paraprofessionals and/or volunteers in concert with the objectives and educational mission.

- Provide effective instruction in all curricular areas as assigned by the building principal in accordance with district approved curriculum.
- Prepare for program of study assigned and show written evidence of planning and preparation upon request of immediate supervisor.

- Provide instruction and support for individual student differences and collaborate with appropriate professional staff to address individual or group needs and make recommended modifications or accommodations.
- Provide a positive learning environment that is consistent with instructional goals and appropriate student achievement.
- Demonstrate ability to communicate effectively with parents, students, community and other staff.
- Accurately assess student progress, maintain records, and communicate with appropriate staff and/or parents regarding academic progress, special needs and concerns related to students.
- Maintain confidentiality regarding student records and classroom affairs as required by law, district policy, and administrative regulation.
- Maintain a substitute folder and lesson plans in accordance with building procedures.
- Assist the administration in implementing all policies and/or rules governing student life and conduct, and develop reasonable rules of classroom behavior and procedures, and maintain order in the classroom in a fair and just manner.
- Plan and supervise purposeful assignments for teacher paraprofessionals and/or volunteers cooperatively with school/district consultants.
- Comply with regulations and provisions specific to working with exceptional students, including but not limited to Giftedness, IEP's, Section 504 service contracts and Health Plans.

Education

North Carolina Agricultural and Technical State University | Greensboro, NC. | 1998 - 2001
Major: Visual Arts | Minor: Art History

Lincoln University | Oxford, PA. | 1997- 1998
Major: Fine Arts / Studio Arts

Volunteer Experience

The PA State Gear Up Program (Gaining Early Awareness and Readiness for Undergraduate Program) Lecturer / Videographer | Harrisburg, PA.

I discussed and showed examples of photography, painting, video production, and graphic design. I also provided video presentations with interviews and activities from events throughout the year. The footage I recorded captured students, teachers, and various staff members giving their take on the day's events.

Camp Curtain YMCA Black Achievers Program | Visual Arts Instructor | Harrisburg, PA.

I taught a visual arts program at Harrisburg Area Community College grades 9-12 interested in foundations of graphic design. I introduced the beginning concepts that allowed students to see the computer as a tool for design. I showed student basic tools within Adobe Creative Suite to create visual design concepts.

RESOLUTION NO. 2336

ACCEPTANCE OF MAY 2023 TITLE VI SERVICE EQUITY ANALYSIS

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) is a recipient of federal funding primarily from the Federal Transit Administration (FTA); and

WHEREAS, consistent with Title VI of the Civil Rights Act of 1964 and guidance per FTA’s Circular 4702.1B, SRTA is committed to:

- Providing services without regard to race, color, or national origin,
- Promoting the full and fair participation of affected populations in transit decision making,
- Preventing denial, reduction, or delay in benefits related to programs and activities that benefit minority or low-income populations, and

WHEREAS, a Title VI service equity analysis began in May 2023 to evaluate the discontinuation of the Route CY and investigate alternative opportunities for a new Route L; and

WHEREAS, in accordance with Title VI requirements and guidelines for FTA recipients, SRTA conducted the necessary service equity analysis to determine whether such changes impose disparate impact on minority populations or disproportionate burden on low-income populations; and

WHEREAS, in the course of this analysis, no statistically notable disparate impact or disproportionate burden was identified; and

WHEREAS, the discontinuation of the Route CY is recommended and the establishment of a new Route L is not recommended at this time; and

NOW THEREFORE BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority, that in accordance with Title VI of the Civil Rights Act of 1964, and associated Title VI programs, that the service equity analysis and associated recommendations be formally accepted.

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 June 22, 2023.

attest: _____

Richard Kotz
Secretary

Raymond Rosen
Chairman

RESOLUTION NO. 2336

ACCEPTANCE OF MAY 2023 TITLE VI SERVICE EQUITY ANALYSIS

Fact Sheet:

- The Board approved, via Resolution 2327 in May 2023, SRTA staff to proceed with a Title VI service equity analysis based on the triggering of a major service change threshold. Those criteria include any of the following:
 - Reduction of 25% or more in the route miles traveled on a regularly scheduled service.
 - Establishing a new transit route.
 - Discontinuing any transit route in its entirety
- The Route CY was to be evaluated based on the intent to discontinue the route following the relocation of the predominant ridership generator and public-private partner, Chewy.
- The Route L was to be evaluated based on the intent to establish a new route to service the displaced riders who were offered employment to the Lewisberry facilities along with access to the other ridership generators within the industrial park.
- During the course of the analysis, both proposed changes triggered a major service change threshold, but did not impose a disparate impact on minority populations or a disproportionate burden on low-income populations.
- Public hearings, and meetings were conducted to solicit public feedback in this process within the public comment period. Through the posted public comment period, a collection of twenty-one (21) comments were documented and reviewed for consideration. None of these comments ultimately we tied directly to the changes to the proposed action plan. Several comments came from passengers through operators after the public comment period had closed. The Authority reviewed the informal comments and concluded that the early morning leg of route that connects 17th and Derry to the transfer center is needed and will remain.
- The proposed discontinuation of the Route CY was recommended in the analysis.
- The proposed establishment of the Route L was not recommended in the analysis. This change from proposal was based on changes to the public-private partnership opportunity and revised understanding of anticipated service demand.

RESOLUTION 2337

CONTRACT AWARD FOR ACCESS CONTROL AND VIDEO SURVEILLANCE - MIDDLETOWN TRAIN STATION AND ZARFOSS BUILDING

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) has a need to add video surveillance capability and electronic access control to Middletown Train Station (MTS) along with the need to enhance the failing system within the Zarfoss building; and,

WHEREAS, the addition of electronic access control will increase operational efficiency and enhance security by eliminating physical keys and allowing for remote door unlocking by SRTA staff. The addition of additional surveillance cameras to the MTS will allow for enhanced safety for users, reduced vandalism, and ensure any potential issues are documented for loss protection or prosecution purposes. The added surveillance cameras at the Zarfoss building will replace failed cameras on the current system, view areas currently not covered, and merge with the system planned to replace the current, obsolete video camera system; and,

WHEREAS, a Request For Quotes (RFQ) was determined by SRTA to be the best method to engage an installation contractor, obtain the necessary equipment, and required features best utilizing public funding. The RFQ was developed and advertised according to Federal and SRTA procurement criteria with three firms submitting complete and responsive quotes; and,

WHEREAS, the Authority received three quotes and Reliant IT provided the least-cost quote providing the necessary equipment, installation, and support. This quote was found to be sixteen percent (16%) less than the Independent Cost Estimate (ICE) average cost; and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority to award a contract to Reliant IT for the installation of access control and surveillance equipment at the Middletown Train Station and Zarfoss building with a not to exceed value of One-hundred, five-thousand, three-hundred, seventy-one Dollars and ninety-five Cents (\$105,371.95).

**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 June 22, 2023.

attest: _____

Richard Kotz
Secretary

Raymond Rosen
Chairman

RESOLUTION 2337

CONTRACT AWARD FOR ACCESS CONTROL AND VIDEO SURVEILLANCE - MIDDLETOWN TRAIN STATION AND ZARFOSS BUILDING

FACT SHEET

- Middletown Train Station
 - Access Control to be added to six doors
 - Four cameras will be replaced to allow for enhanced security on the platform, parking lot, and ticket area. These cameras will also be used as a management tool to ensure there are no snow or ice conditions and the area is properly maintained.
 - One camera will be added to cover an area previously not covered.
 - The cellular modems will be replaced with a connection to Comcast for cost savings and improved communication.
- Zarfoss Building will have five cameras added to cover the dispatch windows in the breakroom and bus barn, allow for viewing of the doors under the front canopy, and one maintenance shop so dispatchers can see the telephone and bays.

RESOLUTION 2338

**AWARDING MAINTENANCE MANAGEMENT SOFTWARE CONTRACT
FOR FUEL MANAGEMENT**

WHEREAS, the Susquehanna Regional Transportation Authority (SRTA) established a contract for the purchase, installation, and support of Fleet Management software, which has provided greater efficiency and increased accuracy relative to fuel consumption and fleet mileage reporting in addition to providing vehicle diagnostic trouble codes; and,

WHEREAS, SRTA released a Request for Proposals August 8, 2022, and publicly advertised the opportunity in accordance with required Federal and State purchasing requirement, with responses due September 19, 2022. Three Proposals were received; and,

WHEREAS, AssetWorks provided the highest scoring Proposal and subsequently was invited for an interview with SRTA administrators. After the interview, SRTA administrators invited AssetWorks representatives to participate in Contract negotiations to finalize specific project details; and,

WHEREAS, SRTA administrators and AssetWorks representatives settled final terms suitable to both parties; and,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Susquehanna Regional Transportation Authority to award the contract for the installation of necessary hardware, software, and maintenance to AssetWorks, Inc. in the amount to not to exceed \$280,413.

CERTIFICATION OF OFFICERS

OF

SUSQUEHANNA REGIONAL TRANSPORTATION AUTHORITY

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attest: _____

Richard Kotz
Secretary

Raymond Rosen
Chairman

RESOLUTION 2338

AWARDING MAINTENANCE MANAGEMENT SOFTWARE CONTRACT FOR FUEL MANAGEMENT

FACT SHEET

- Currently vehicle mileage and fuel consumption are manually recorded and then entered into the Maintenance Management software. This process is inefficient and introduces recording errors.
- The Proposed system will automatically record vehicle mileage and consumed fuel for most vehicles and sites. This system will also automatically record and flag vehicle diagnostic trouble codes for most revenue vehicles.
- The Proposed software will allow for customized mileage and fuel consumption report generation which will allow for more efficient Federal reporting.
- Each vehicle will be fitted with a transponder to connect the vehicle to the system, though this transponder does not alter the vehicle and can be transferred to replacement vehicles.
- A reading system will be installed near the on-site fueling stations where appropriate.
- SRTA has a current contract with AssetWorks for its fleet management software.
- The Proposals were evaluated and scored by a Chief Operations Officer, the Maintenance Superintendent, Maintenance Manager, Planning Manager, Maintenance Supervisor, and Procurement Analyst. The scoring is as follows:

Evaluator	Asset Works	Fleet Watch	Hafer
1	87	74	43
2	66	46	36
3	62	44	42
4	77	81	33
5	56	49	42
6	95	85	69
Average Earned	74	63	44
Total Earned	443	379	265
Possible	600	600	600
Score	73.83%	63.17%	44.17%

Current and Future Procurement Projects

Name	Type	Released	Questions Due	Bid/ Proposal Due	Contract Start	Value
20220218 - Zarfoss Compressor	Small Quote	TBD				\$ 20,000.00
20220311 - Fleet Management Software	RFP	8/8/2022	8/29/2022	9/19/2022	TBD	\$ 400,000.00
TASK ORDER - CAMERON STREET BUS SHELTER	Task Order					\$ 8,000.00
20220328 - Dauphin Oil-Water Separator	IFB	10/19/2022	11/3/2022	11/15/2022		\$ 300,000.00
20220331 - Cameron Shelter	IFB	TBD				
20220411 - Plumbing Maintenance Contract RFP	RFQ	4/19/2022	5/5/2022	5/23/2022	7/6/2022	\$ 10,000.00
20220428 - York Transfer Center Call Box	Small Quote	4/28/2022				\$ 12,000.00
20220611 - York Vending RFP	RFP	7/25/2022	8/22/2022	9/5/2022	10/14/2022	TBD
20220712 - Genfare Boxes - FastFare Conversion	Sole Source					\$ 1,400,000.00
20220809 - Dauphin Admin Vehicle Lights	Small Quote					TBD
20220815 - Union County Lot Cameras	Small Quote					\$ 35,000.00
20220826 - Fare Collection	RFI	3/23/2023	4/5/2023	5/18/2023		NA
20221004 - Uniform RFP	RFP					
20221019 - Dauphin Service Truck	Small Quote					\$ 120,000.00
20221025 - Franklin Lot Security	TBD					TBD
20221115 - CRM Software	RFP	TBD				TBD
20221122 - General Contracting	RFP					TBD
20221130 - Engine Coolant Recovery Machine	Small Quote					\$ 12,000.00
20230124 - King Street Heat- Plumbing Repair	TBD					TBD
20230209 - Dauphin Wheel Coating	Small Quote					TBD
20230302 - Remote Site WiFi	RFP					TBD
20230308 - MTS - Zarfoss Camera Installation	RFQ	3/24/2023	4/27/2023	5/11/2023		\$ 116,000.00
20230309 - Zarfoss Lobby Repair	small Quote					\$ 1,975.00
20230310 - Dauphin Service Truck Lift Gate	Small Quote					TBD
20230313 - Systemwide Radio Upgrade	RFI					\$ 1,800,000.00
20230316 - Zarfoss Door Repairs	TBD					\$ 35,000.00
20230316 - York Replacement Jack	Micro Purchase				4/24/2023	\$ 1,056.20
20230317 - Zarfoss Video Servers	TBD					TBD
20230405 - Zarfoss Compressor	TBD					TBD
202304004 - Dauphin Refridgerator	Micro Purchase					\$ 1,500.00
20230411 - Call Center Software	TBD					TBD
20230420 - Ford Diagnostic Tool	Small Quote					
20230420 - Rugged Laptops	Small Quote					\$ 8,825.04
20230504 - System Wide Standing Desks	Small Quote					\$ 29,000.00
20230505 - Dauphin Chair Replacement	Micro Purchase					\$ 3,444.00
20230511 - PTASP Software	TBD					TBD
20230512 - Northumberland Roof Replacement	RFQ					\$ 60,000.00
20230515 - Dauphin Security Additions	Small Quote					\$ 10,000.00
20230516 - Thin Client Replacement	TBD					TBD
20230517 - York Boardroom Tech Upgrade	TBD					TBD