

Joint Board Meeting
February 14, 2022

Briefing: Individual 2022 Performance Goals for ORCA Director

The Joint Board Performance Evaluation Committee has reviewed and concurs with the individual 2022 performance goals for the ORCA Director.

1. Deliver a solid fare payment system, including delivery of all high-value features, enabling equitable customer fare payment, in the spring of 2022.
2. Equip the ORCA Agencies for successful launch, performing proactive communication and making customer-first decisions, as measured by scores of 2.0 or higher on the 2022 ROOT Values Survey.
3. Develop clearly defined and effective operational processes, with a minimum of 80% of financial management and system operations support processes complete and accepted by ORCA Agencies prior to cutover; and 100% complete by December 31, 2022.
4. Provide quality customer service to ORCA Agencies by delivering holistic performance monitoring and active issue tracking, as measured by hitting over 50% of the incident response and resolution time targets indicated in the ROOT-ORCA SLA for the period of 2022 following transition completion.
5. Ensure the secure operation of ORCA by establishing a regionally accepted support model by summer 2022 and delivering all of the high priority ISMS components by the end of 2022.
6. Support the ROOT with effectively budgeted resources and staff to enable the ROOT's performance with the ORCA Agencies, as measured by the ROOT dashboard, keeping the quarterly post-launch operations spending against forecasted budget within 25% of the target.
7. Promote and cultivate a collaborative, inclusive, and respectful ROOT team culture, maintaining wellness of the team during the system launch year with an anticipated peak workload, as measured by >75% favorable scores on relevant questions in the annual Sound Transit employee engagement survey.