

Meeting Notes – Draft
ORCA Joint Board Meeting – February 14, 2022
1:30 p.m. to 3:00 p.m.

Board Members Attending:

- Community Transit, Tim Chrobuck
- Everett Transit, Bob Hunter (Alt), Tom Hingson
- King County Metro, Christina O’Claire
- Kitsap Transit, John Clauson
- Pierce Transit, Michael Griffus
- Sound Transit, Mary Cummings
- Washington State Ferries, Brian Churchwell (Alt)

Regional Program Presenters/Panelists Attending:

- Regional Administration, Cheryl Huston
 - Regional Program Team, Scott Corbridge
 - Regional ORCA Operating Team: Brittany Esdaile and Chris McKnight
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1. CALL THE MEETING: The meeting was called to order by Joint Board Chair, Christina O’Claire (KCM).

2. JOINT BOARD ROLL CALL AND INTRODUCTIONS: Cheryl Huston (RPA) took roll of the attending Joint Board members.

3. PUBLIC COMMENTS: No comments received.

4. APPROVE MEETING NOTES: The January 10, 2022, meeting notes were unanimously approved by the Joint Board.

5. BRIEFINGS:

a) Administrator’s Update – Cheryl Huston provided the following updates:

Transition work is progressing with several items ready to deploy closer to the cutover weekend.

The Vix 2021 draft SOC Audit is expected this week for agency review. The final report, due by February 28, will then be distributed to the agencies and to Moss Adams.

b) next gen ORCA Program Update – Scott Corbridge (RPM) reviewed the dashboard, actions completed and provided the following project updates:

- Field Integration Testing – Kicked off official scripted testing last week. As expected, multiple bugs were identified. RPT is working with INIT to prioritize resolution of bugs in coordination with the Steering Committee and Business Managers.
- Pilot Testing – Work is underway to recruit users and prepare for pilot testing which starts in March.
- Transition Adapter Installation – Installation is fully completed. Focus now moves to deployment of production hardware for pilot and pre-installation ahead of cutover.
- Training – Making good progress because of regional collaboration to improve training sessions and training manuals.
- Retail Network – Implementation occurs after launch but still on track and moving forward.

- c) **ROOT Operations Dashboard and Director Update** – Brittany Esdaile (ROOT) reviewed the Operations Dashboard then provided the following program updates:

Staffing: Interviews are progressing for Senior Revenue Analyst and System Administrator. Active recruitment is underway for Billing Analyst and Information Security Manager. Anticipate filling all four positions by March meeting. ROOT has no plans to hire any additional staff in 2022.

Budget: The Q4 2021 update reflects underspending largely due to the 2021 budget originally anticipating a large number of next gen ORCA transactions in Q4. The annual spending was 68% of the overall budget, down from the prior quarter of 76%.

Master Service Agreements:

- The Business Account Agreement and the INIT System Operation and Maintenance Agreement are both progressing. There have been no substantial updates as the team's focus has shifted to prelaunch testing and critical operational readiness items. Both agreements are expected to be transmitted for agencies' review by end of February.
- The Retail Network will come online in a phased approach starting in mid-July.

Operational Readiness: Over last month, seeing an average 8% increase of milestone progress across all categories which leads to their target goal of having 80% achieved ahead of launch. Notable areas of progress were made in Financial Reporting, Marketing Promotion and Change Management, and InfoSec Critical Policies.

Brian Churchwell (WSF) asked if the operation readiness goal of 100% would be reached by launch, and if there was a need for more agency resources to move categories along. Brittany confirmed the overall goal was to hit 80% across all critical item categories by launch with 100% completion by year-end. Brittany recognized the significant engagement from the Business Managers, agency subject matter experts and regional staff.

Pending Actions:

- March
 - Incident Response Plan
 - ORCA Terms of Use
 - Data Privacy Policy
 - Master Service Level Agreement
- April / May
 - INIT System O&M Agreement
 - Records Management Policy
 - Public Records Disclosure Policy
 - Master Service Level Agreements
 - Joint Board Procedures Manual

- d) **ROOT Marketing** – Chris McKnight (ROOT) provided an update and shared visual examples of vehicle and station advertising at each ORCA agency. The ad campaign runs through June. Over 2,200 ads were placed across the region.

Chris also noted that outreach to business accounts has started, and retailer communication planning is nearly completed. Rebranded public information and transition brochures will be ready for agencies to order in March. Press releases and the paid media campaign kicks off in April.

Tom Hingson (ET) asked if business account customers could use the app for payment. Brittany said business accounts and their employees have the option to pay with the app or a physical card.

e) Individual 2022 Performance Goals for ORCA Director – Mary Cummings (ST) reminded members that a Performance Evaluation Committee was established by the Joint Board in 2021. Mary, Christina and Tom were tasked with conducting performance evaluations and confirming annual goals for the ORCA Director. As reported at the last meeting, the committee completed the annual performance review. They have also now approved Brittany's 2022 performance goals aligned with the ORCA strategic plan under ROOT oversight. A mid-year review will be done post-launch.

6. ACTION ITEM: Approve Regional Information Security Model – Brittany Esdaile reviewed the action that establishes a Regional Information Security ORCA Advisory Committee and clarifies the role of the Information Security Manager who will report to the ORCA Director.

The Regional Information Security Model was unanimously approved by the Joint Board.

7. OTHER BUSINESS:

- Christina raised the importance of supporting the Regional Team, ROOT and agency staff during the challenging period heading into launch. She noted KCM is starting a newsletter to outline transition changes for their staff.
- Christina reiterated the Joint Board's purpose to support the technology associated with implementation and operations of the Regional Fare Payment System but not to set fare policy. As more policy-oriented issues are raised within the agencies and at the state level, those policy discussions need an appropriate venue. Christina is working with executive leadership to confirm that venue. She announced this today for transparency for staff and the public.

The meeting adjourned at 2:23 p.m.

NEXT JOINT BOARD MEETING: Monday, March 14, 2022, 1:30 to 3:00 p.m., MS Teams.