

Meeting Notes – Draft
ORCA Joint Board Meeting – January 10, 2022
11:00 a.m. to 12:30 p.m.

<p>Board Members Attending:</p> <p>Community Transit</p> <ul style="list-style-type: none"> • De Tapia (Alt) <p>Everett Transit</p> <ul style="list-style-type: none"> • Tom Hingson <p>King County Metro</p> <ul style="list-style-type: none"> • Christina O’Claire <p>Kitsap Transit</p> <ul style="list-style-type: none"> • Steffani Lillie (Alt) <p>Pierce Transit</p> <ul style="list-style-type: none"> • Michael Griffus <p>Sound Transit</p> <ul style="list-style-type: none"> • Mary Cummings <p>Washington State Ferries</p> <ul style="list-style-type: none"> • Brian Churchwell (Alt) 	<p>ORCA Operations:</p> <ul style="list-style-type: none"> • Rob Jensen (CT) • Bob Hunter (ET) • Denise Moyle (KT) • Mark Gloss (Ops) • Sunny Knott (KCM) • Mark Eldridge (PT) • Yvette Lopez (ST) <p>Regional Administration:</p> <ul style="list-style-type: none"> • Cheryl Huston (RPA) • Liz Conlon (RPA) • Alan Hecker (RPA) <p>Regional Program Team:</p> <ul style="list-style-type: none"> • Scott Corbridge (RPM) • Kathleen McMurray (RPT) 	<p>Regional ORCA Operating Team:</p> <ul style="list-style-type: none"> • Brittany Esdaile (ROOT) • Ashley Bowman (ROOT) • Chris McKnight (ROOT) • Sunnie Sterling (ROOT) • Tiffany Kauth (ROOT) • Tim Bowen (ROOT) <p>Others in Attendance:</p> <ul style="list-style-type: none"> • Elena Petrova (CT) • Liviu Prisecaru (KCM) • Matt Hansen (KCM) • Randy Boshart (KCM) • Amy Sutherland (Moss Adams) • Laurie Tish (Moss Adams) • Ryan Wheaton (PT) • Amy Pearsall (ST) • Jeff Clark (ST) • Lori Bevier (ST) • Tyler Ramirez (ST) • Chase Smith (Vix)
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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:** One public comment, attached hereto, was emailed to the Joint Board in advance of the meeting.
4. **APPROVE MEETING NOTES:** The December 13, 2021, meeting notes were unanimously approved by the Joint Board.
5. **BRIEFINGS:**
 - a) **Moss Adams ORCA Audit Plan** – Laurie Tish and Amy Sutherland (Moss Adams) summarized the 2021 financial statement audit approach, scope and work underway. The final report will be issued in April.
 - b) **Administrator’s Update** – Cheryl Huston provided the following updates:
 - Vix SOC Audit – Vix is expected to deliver the draft report later this month for agency review. Once final, it will be provided to Moss Adams.
 - Transition work – Vix is making good progress on transition changes. Several items are complete and pending deployment.
 - c) **next gen ORCA Program Update** – Scott Corbridge (RPM) reviewed the dashboard and provided the following project updates:

- Design – Expecting to complete remaining design work next month.
- Training – Operator training started in December and is expected to be completed this month. Customer Service training started last week. All trainings will continue for the next several weeks.
- DARE Project – A combined approach is underway for design and development that will assure continued progress.

Actions Completed:

- Regional vending machine contract in place to procure paper for physical tickets and receipts.
- Technical Consultant Contract extended through 2022.
- System Integrator testing completed.

Project Updates:

- Final Design Review for SI has two outstanding documents but should be done this month.
- Planned Development is 95% complete, there may be more development required as they get through testing and find bugs.
- Field Integration Testing continues with focus on field devices.

Tom Hingson (ET) asked about Vending Machine replacement schedule and preparation. Scott confirmed 'footprint' is the same. TVM replacement begins in April and complete a few weeks after cutover.

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

Staffing: Active recruitment underway for Senior Revenue Analyst and System Administrator positions. ST's Human Resource team to advertise on a wider array of job boards. ST HR will begin recruitment for the ROOT Information Security Manager position. The one remaining financial position should be posted next month.

Budget: The Q4 2021 budget update is scheduled for the February Joint Board meeting. Q4 had some underspending due to project delays.

Master Service Agreements:

- Business Account Agreement and the INIT System Operation and Maintenance Agreement – No major updates; team is making steady progress on both agreements. Anticipate circulating at least one agreement for agency review by end of February.
- Retail Network Agreement – This is not at risk but a lower priority since new retail network comes online a couple of months after cutover.

Operational Readiness: Steady progress in five specific areas. A number of milestones categories are on the edge of being at risk due to the breadth of work ahead of transition but nothing is off track.

- Financial Systems – In process of finalizing banking setup, establishing gateways and conducting test transactions.

- Marketing – Significant progress with marketing campaign. Transit advertising begins in February.
- SysOps – INIT provided system access for user access requests, incidents, and change management for non-field devices. SysOps team has conducted configuration work to move these systems forward.
- InfoSec – Progress on the Incident Response Plan with consultant support, confirmation of cyber liability insurance is underway, and procurement will kick-off for on-call incident response services.

Upcoming Actions:

- Regional Information Security Model – Planned for February JB action.
 - Incident Response Plan – Targeted for JB action in February or March.
 - ORCA Terms of Use – Targeted for JB action in February or March.
 - Master Service Level Agreement – At least one of the agreements is targeted for JB action in March.
- e) **ROOT Marketing Campaign** – Chris McKnight (ROOT) provided an update. Transit advertising launches in February. Chris will bring visuals to the next meeting. Chris is working with a joint committee of agency Public Information Officers and the Regional Marketing Committee. They are finalizing the public communication strategy, including press releases, support events, articles and newspaper stories to help customers prepare for the transition. Other marketing deliverables include customer videos, rebranding of ORCA brochures, customer support content, and an additional series of meetings focused on preparing agency staff for the public marketing campaign.
6. **ACTION ITEM: Approve New Meeting Time for Joint Board Meetings** – Christina proposed changing the regular Joint Board meeting time due to a conflict with KCM Executive Team meetings. Cheryl presented the action to amend the regular meeting time from 11:00 a.m. to 12:30 p.m. to 1:30 p.m. to 3:00 p.m. The meeting will remain on the second Monday of the month. The new time would be effective for the February 14 meeting.

Approval to change the regular meeting time to 1:30 to 3:00 p.m. was unanimously approved by the Joint Board.

7. OTHER BUSINESS:

- Performance Evaluation Committee update – Christina noted that the Committee had completed the 2021 review of the ORCA Director, Brittany Esdaile. Christina thanked Mary Cummings (ST) for her leadership and noted that Brittany is a true leader of her growing team.
- Tom Hingson (ET) said he and Brittany discussed riders not being able to pay multiple fares with a single ORCA card. ET riders use this option more than other ORCA agency. Tom is also reviewing option to increase the age range for children. Discussed current regional consensus model on categories so customers have same experience across the region. More discussion will take place initially at Site Managers then with agency fare policy representatives.

The meeting adjourned at 12:00 p.m.

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

**ORCA Joint Board Meeting 2022-01-10
Public Comment Submission**

Joe Kunzler

ORCA Joint Board
EmailtheORCAJB@soundtransit.org

9 Jan. 2022

Dear ORCA Joint Board and Staff;

Below are my comments for your 10 Jan. 2022 Joint Board meeting. Thanks for the e-mail-the-Board option.

1. I hope you do change your meeting time on Mondays to one that works in the afternoon for you.
2. I ask you please record your meetings for those who can't attend live. Please.
3. As to fare-free discussions as per your draft minutes for December; well the revenue has to be back-filled. I also don't think this is the time or place for any Snohomish County representative to have this conversation when we are talking about a ballot measure in 2024 to merge Everett Transit into Community Transit and double the sales tax rate to 1.2% for hopefully raising Everett Transit service levels. I fully support this effort.

Also I would rather see this Board apply united pressure on Washington State Ferries (WSF) and the State Legislature to adopt a low income fare on our WSF for equity - even if just for walk-on passengers - and be a *responsible* member of the ORCA Pod. No further studies are needed, just go and be *responsible*.

I am and remain excited for Next Gen ORCA. Keep being awesome.

Very strategically;

Joe A. Kunzler
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