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

Board Members Attending:
- Community Transit, Tim Chrobuck
- Everett Transit, Tom Hingson
- King County Metro, Christina O'Claire
- Kitsap Transit, Steffani Lillie (Alt)
- Pierce Transit, Ryan Wheaton (Alt)
- 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

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 February 14, 2022, meeting notes were unanimously approved by the Joint Board.

5. **BRIEFINGS:**

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

   Vix's final 2021 SOC Audit Report was distributed to the agencies and will be shared with Moss Adams to use for the ORCA Financial Statement.

   Transition work is going well.

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

   o Risks – As reported last month, testing identified a large number of bugs. RPT and INIT are working to prioritize and fix the majority and those critical ahead of code freeze. Tim Chrobuck (CT) asked if the bug situation was being reduced or triaged. Scott said the number of bugs is coming down. RPT continues to work with the Agencies and OSC to prioritize.

   o Testing – RTB and ROOT are focusing on migration/transition testing to ensure accounts migrate accurately and are handled properly in the new system. As with the above items, if there are large findings we will need agencies help prioritizing to avoid increased risks to the cutover schedule. Pilot testing is ongoing. The initial results will be used to resolve issues ahead of launch.

   o Training – Agency trainings are ongoing.

- Agency Readiness – Sites, staff, testing and placement of new devices, and processes on all fronts need to be ready to start operating the new system. The first five vending machines were installed last week.

c) **ROOT Operations Dashboard and Director Update** – Brittany Esdaile (ROOT) commended Scott and the RPT team for the simultaneous management of all phases of the new system and then provided the following updates:

Staffing: The Senior Revenue Analyst will be introduced at the April 11 meeting. An offer has been extended for the System Administrator position. Active recruitment is still underway for Billing Analyst and Information Security Manager.

Budget: Next quarterly budget update is scheduled for the May 9 meeting.

Master Service Agreements: The Business Account Agreement and the INIT System Operation and Maintenance Agreement are progressing and on track. The Retail Operating Agreement is less of a current focus as the retail network comes online after system launch.

Operational Readiness: ROOT is on track to reach 80% completion of milestones across all categories ahead of launch. As we head into pilot, SysOps is making good progress on systems and critical processes including website and app account. The Service Desk has been created to handle service requests, incident and problem reporting, and change management. Test processes are ready for test and release. Brittany acknowledged the SysOps team's hard work in support of the Regional Program Team in advance of the launch.

Pending Actions:

- April
  - ORCA Terms of Use
  - INIT System Operating and Maintenance Agreement
  - Vending Machine Operating and Maintenance Agreement
  - Change Order for virtual cards
- May
  - Records Management Policy
  - Public Records Disclosure Policy
  - Joint Board Procedures Manual

d) **ROOT Marketing** – Chris McKnight (ROOT) provided an update on work that is complete or underway. The recent advertising campaign has resulted in increased web traffic and social media followers. Outreach work is in progress. Retail customer communications and retail store transition kits are being delivered this week. Transition brochures will be distributed to the agencies soon.

6. **ACTION ITEM:**

a) **Approve ORCA Information Security Incident Response Plan** – Brittany Esdaile reviewed the action and plan that establishes framework for handing incident responses. It also establishes guidance for clearly defined roles and responsibilities. Future updates will be reviewed by InfoSec-ORCA Advisory Committee.

The ORCA Information Security Incident Response Plan was unanimously approved by the Joint Board.

Approve ORCA Data Privacy Policy Revisions – Cheryl Huston reviewed the action which revises the current policy to align with new system terminology. These data release requirements follow

Washington State law to protect a cardholder's personal information. This requirement and agency guidelines have not changed since the original policy was adopted.

Upon approval, the agencies will review and update current data release business procedures.

The ORCA Data Privacy Policy Revisions were unanimously approved by the Joint Board.

7. **OTHER BUSINESS:**

o Christina noted it is Transit Operator Week and encouraged taking the time to thank your operators.

The meeting adjourned at 2:17 p.m.

NEXT JOINT BOARD MEETING: Monday, April 11, 2022, 1:30 to 3:00 p.m., MS Teams.

Joe Kunzler

ORCA Joint Board
EmailtheORCAJB@soundtransit.org

14 March 2022

Dear ORCA Joint Board;

Just wanted to reach out acutely this month. Looking forward to beta testing for you the ORCA Next Gen soon.

Also waiting for that draft public disclosure policy to come out. I hope you will give concerned citizens time to give ample public input on it.

Best of luck in any event to all involved!

Strategically;

Joe A. Kunzler
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