

Meeting Notes – Draft
ORCA Joint Board Meeting – April 11, 2022
1:30 p.m. to 3:00 p.m.

Board Members Attending:

- Community Transit - Tim Chrobuck
- Everett Transit - Bob Hunter (Alt)
- King County Metro - Chrissy Russillo (Alt)
- 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:

- Moss Adams - Amy Sutherland, Laurie Tish
 - Regional Administration - Cheryl Huston
 - Regional Program Team - Scott Corbridge
 - Regional ORCA Operating Team - Brittany Esdaile, Ashley Bowman, Chris McKnight
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1. CALL THE MEETING: The meeting was called to order by Joint Board Vice Chair, Mary Cummings (ST)

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 March 14, 2022, meeting notes were unanimously approved by the Joint Board. Cheryl noted a correction was made to the Draft Meeting Notes to add the March 14, 2022, public comment.

5. BRIEFINGS:

a) Moss Adams Financial Audit Report – Laurie Tish and Amy Sutherland (MA) summarized the 2021 Audit which resulted in no findings or adjustments. Laurie acknowledged ST’s outstanding personnel, who provided timely cooperation and support.

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

Legacy ORCA work is winding down and transition work is going well. Other than standard monthly security patching, no other system work or changes are anticipated.

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

- Risks – Since last month’s report, half of the bugs identified in testing have been addressed. Most remaining bugs are scheduled or planned to be fixed before cutover. Vendors are doing great work to stay on top of these issues.
- Testing – Migration and transition testing, from legacy to the new system, are going more smoothly with each testing cycle. Business account testing is increasing. Pilot testing is ongoing with over 250 internal and external testers.

- Agency readiness – Seeing good progress.

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

Staffing: The new Senior Revenue Analyst, Augustine Golafale (ROOT), was introduced. The new SysOps Administrator will be introduced at the May 9 meeting. Interviews are underway for the Billing Analyst and the Information Security Manager.

Budget: The Q1 budget update is scheduled for the May 9 meeting.

Master Service Agreements: The Business Account Master Agreement is on the action agenda today. The INIT System Operation and Maintenance Agreement is on hold pending discussions with INIT. After cutover, focus will shift to requirements for the Retail Network Operating Agreement.

Operational Readiness: Considerable progress across all programs. The new Service Desk is testing well, averaging over 300 agency tickets in March. Marketing efforts are nearly complete for pre-launch activities and will soon shift to post launch outreach activities and customer engagement.

Upcoming Actions:

- May
 - 2023 Draft Operating Budget Briefing
 - Joint Board Procedures Manual – Will share Advisory Group comments
 - WA Open Public Meetings Act – Will share recent changes, details, and options for live/in-personal hybrid meetings once the emergency order is lifted.
 - Public Records Disclosure Policy
- June
 - 2023 Final Operating Budget
 - Vending Machine Operating and Maintenance Agreement
 - Change Order for Virtual Cards
 - Records Management Policy
 - INIT System O&M Agreement

e) ROOT Marketing – Chris McKnight (ROOT) provided an update on work completed or underway. The pre-launch public communications are 97% complete. The paid media campaign launches next week. Outreach work for businesses and retail network awareness continues. Two virtual Open Houses are scheduled in May. The team continues to monitor customer in-bound communications and ensure internal staff have the tools and resources to answer customer questions.

6. ACTION ITEM:

a) Approve ORCA Terms of Use – Brittany requested approval of the Terms of Use which clarifies and aligns customer terms and conditions with the new system. The policy will be effective at system launch and will supersede the current legacy Terms of Use. Administrative changes can be made by the ROOT, but substantive changes require Joint Board approval.

The ORCA Terms of Use was unanimously approved by the Joint Board.

b) Approve Master Agreement (Business Accounts) – Ashley Bowman (ROOT) requested approval of the Agreement which allows the designated Lead Agencies to enter into Business Accounts on behalf of themselves and the other agencies. Future changes to the Master Agreement, Attachment B (Choice Agreement) and Attachment C (Passport Agreement) require Joint Board approval. This agreement will supersede the current Business Accounts-Lead Agency Agreement at system launch.

Upon approval of this action, Ashley will request Agency signatures on the Master Agreement.

The Master Agreement (Business Accounts) was unanimously approved by the Joint Board.

- c) **Approve Vending Machine Consumables Cost Methodology** – Ashley requested approval of the cost methodology noting that the specific cost allocation would apply only to the Agencies that own vending machines.

The Vending Machine Consumables Cost Methodology was unanimously approved by the Joint Board.

7. OTHER BUSINESS: None.

The meeting was adjourned at 2:21 p.m.

NEXT JOINT BOARD MEETING: Monday, May 9, 2022, 1:30 to 3:00 p.m., MS Teams.

**ORCA Joint Board Meeting 2022-04-11
Public Comment Submission**

Joe Kunzler

ORCA Joint Board
EmailtheORCAJB@soundtransit.org

April 10, 2022

My only comments for the Joint Board and staff would be it's an honor to be a beta tester for you guys. Happy with everything so far, but I'll use the beta test webform for sharing details.

Grateful;

JOE