

Meeting Notes – Draft
ORCA Joint Board Meeting – July 12, 2021
11:00 a.m. to 12:30 p.m.

<p>Board Members Attending:</p> <p>Community Transit</p> <ul style="list-style-type: none"> • Tim Chrobuck <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"> • John Clauson <p>Pierce Transit</p> <ul style="list-style-type: none"> • Ryan Wheaton (Alt) <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) • Sunny Knott (KCM) • Denise Moyle (KT) • Mark Eldridge (PT) • Yvette Lopez (ST) • Mark Gloss (OPS) <p>Regional Administration:</p> <ul style="list-style-type: none"> • Cheryl Huston (RPA) • Liz Conlon (RPA) • Dan Cunningham (RPA) • Alan Hecker (RPA) • Tiffany Kauth (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) • Erin O’Connell (ROOT) • Ken Poitras (ROOT) • Sunnie Sterling (ROOT) • Tim Bowen (ROOT) <p>Others in Attendance:</p> <ul style="list-style-type: none"> • Elena Petrova (CT) • Randy Boshart (KCM) • Matt Hansen (KCM) • Janine Joly (KCM) • Amy Pearsall (ST) • Jason Weiss (ST) • Chase Smith (Vix) • Gary Googins (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. Tim Bowen (ROOT) introduced the new Sys Ops IT Operations Engineer, Ken Poitras (ROOT).
3. **PUBLIC COMMENTS:** One public comment, attached hereto, was emailed to the Joint Board in advance of this meeting.
4. **APPROVE MEETING NOTES:** The June 12, 2021, meeting notes were unanimously approved by the Joint Board.
5. **BRIEFING:**
 - a) **Administrator Update** – Cheryl provided the following updates:
 - Next gen transition work is progressing with Vix.
 - 2021 PCI Audit – As mentioned last month, Vix’s auditor had delays due to remote work resources. They’ve completed initial testing. Vix is scheduled to deliver the draft PCI Audit Report on Compliance (ROC) by 8/15 and the final report by 8/30.
 - b) **next gen ORCA Program Dashboard and Update** – Scott Corbridge (RPM) provided the following project updates:
 - PDR** – INIT has resubmitted the Accessibility Compliance Plan. While greatly improved, it is not quite ready for approval. This is the final PDR document.
 - FDR** – At 92%, FDR is substantially complete.

Development – The website, CST, and transition/migration related software are the remaining work under development. Overall, development is at 80% complete.

Testing –

- **System Integration Testing (SIT)** – Retesting for SIT is expected to wrap-up by end of July. Work is on track to hit key milestone dates. While lagging behind, the customer website and the transition/migration related software are progressing.
- **Field Integration Testing (FIT)** – Testing has unofficially started with KCM and CT installing INIT equipment, not just transition adapters, on some coaches. Testing will start at the other agencies soon.
- **Back Office Environment Testing** - INIT has built out the production environment where the bulk of FIT testing will occur. The developers will begin installation of the applications.
- **Change Management Testing Process** – RPT is developing change management process to ensure processes go smoothly during testing and meet regional needs.

Transition/Installation – Adapter kits installations are on schedule.

Retail Network Project – Final design review is ongoing. Work on two change orders (CO) is underway. The first CO will update card chips to the latest version (EV3). The second CO will improve the customer experience at existing retail networks during transition. Albertsons and InComm (Ready Credit Corp), have an agreement in place for Albertsons/Safeway to remain part of the ORCA retail network.

DARe Project – Work continues with INIT and Vix to support transition/migration from legacy to next gen ORCA. Good progress has been made and will allow INIT to start testing the migration of Vix system data. Design workshops and agency interviews for DARe reports with INIT are underway. A comprehensive reports catalog is under development.

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

Staffing:

- **Sys Ops IT Operations Engineer** – Ken Poitras was hired as ROOT's IT Engineer.
- **Senior Treasury Analyst** – Interviews were conducted; finalists will be selected next week.
- **Business News Analyst and Senior Systems Administrator** - The positions approved at the July Joint Board should be posted later this month.

Christina asked how the region can help broadcast and recruit for the open positions. Brittany plans to share postings for circulation with the Business Managers and ORCA Steering Committee.

Budget: The quarterly budget update will be provided at the August 9 meeting. A new budget item has been added for Information Security. This includes preparedness and analysis work underway with consultants to develop documentation, system set-up, appropriate staffing, responsibilities, and best practices.

Financial Management: As part of financial system and processes readiness, ROOT will work with an outside auditing consultant in preparation for conducting the actual audit.

Regional Policies/Procedures: Work continues on the documents needed pre-launch which has increased by 10% due to approval of the Regional Operating Budget at the last meeting. Working on establishing 10 documents before we launch.

6. ACTION ITEMS:

- a) **Authorize Committee to Recommend Joint Board Operations and Meeting Procedures** – Brittany noted this action will likely not go forward today. The proposed action would authorize the Joint Board to develop guidelines for conducting business. The establishment of Joint Board procedures is referenced in the 2019 Interlocal Agreement. This is an opportunity to document and improve processes as we're changing systems.

Tim Chrobuck (CT) noted that without more details about what's broken or needs fixing, he's unwilling to support a Joint Board committee just to consolidate information. He recommends tabling until next month when the content and scope are clear. He supports a scope developed at the staff level with input from Cheryl and the Site Managers. He voiced concern that once a committee starts, they never go away. He also noted the Joint Board's strength is that all members have an equal voice.

Mary Cummings (ST) supports the action and is willing to serve on the committee. She noted the transition allows a natural time to take steps to consolidate the procedures, and favors an interim committee.

Tom Hingson (ET) supports the action and said it was important to document procedures.

John Clauson (KT) supports the action but agrees nothing is broke. He said it's worth reviewing at transition and favors an advisory group versus a committee. He said the work could be done by senior staff with input by the Joint Board as needed. He suggested adding an annual policy review.

Christina said she's willing to participate on the committee.

Brittany will revise the action to incorporate the Joint Board's feedback.

The action was tabled until the August 9 meeting.

- b) **Approve the ROOT Operations Master Service Agreement** – Brittany noted this action will be moved to the August 9 meeting as one agency needed to conduct final review. As referenced in the 2019 Interlocal Agreement, this action allows the ROOT Director to establish a mid-layer agreement to provide guidelines on what functions the ROOT will do for the region.

John said KT can't support the action as the timing of the review wasn't sufficient to get legal input.

Going forward, Brittany will integrate a review timeline that includes legal review.

The action was tabled until the August 9 meeting.

7. OTHER BUSINESS: Christina suggested including a moment at each meeting to focus on values.

The meeting adjourned at 12:18 p.m.

NEXT JOINT BOARD MEETING: Monday, August 9, 11:00 a.m. to 12:30 p.m., Webex.

ORCA Joint Board Meeting 2021-07-12
Public Comment Submission(s)

Joe Kunzler

July 9 2021

RE: Comments for 12 July 2021 JB Mtg

Joe A. Kunzler here. Good to see in the meeting packet things are moving along for Next Gen ORCA and mostly in the green.

growlernoise@gmail.com