Meeting Notes - DRAFT
ORCA Joint Board Meeting – September 9, 2019
11:00 a.m. to 12:30 p.m.
King Street Center, 8th Floor Conference Room

Board Members Attending:	*ORCA Operations:*		*Others in Attendance:*	
Community Transit	• Rob Jensen	(CT)	• Curtis Pierce	(Four Nines)
• Emmett Heath	• Bob Hunter	(ET)	• Doug Weathers	(Four Nines)
	• Sunny Knott	(KCM)	• Tim Chrobuck	(CT)
Everett Transit	• Denise Moyle	(KT)	• Amy Gardner	(INIT)
• Tom Hingson	• Mark Gloss	(OPS)	• David Steigleiter	(INIT)
	• Ulta Slee	(OPS)	• Thomas Schmidt	(INIT)
King County Metro	• Mark Eldridge	(PT)	• Stefano La Rossa	(INIT)
• John Resha	• Yvette Lopez	(ST)	• Janine Joly	(KCM)
	• Jared Fernley	(WSF)	• Alex Di Giacomo	(ST)
Kitsap Transit			• Amy Pearsall	(ST)
• Steffani Lillie (Alt)	*Regional Administration:*		• Jason Weiss	(ST)
	• Cheryl Huston	(RPA)	• Lisa Wolterink	(ST)
Pierce Transit	• Liz Biber	(RPA)		
• Susan Dreier	• Alan Hecker	(RSE)		
Sound Transit				
• Michael Harbour	*next gen ORCA Program:*			
	• Brittany Esdaile	(RPM)		
Washington State Ferries	• Kathleen McMurray	(RPT)		
• Greg Faust (Alt)	• Scott Corbridge	(RPT)		
	• Adam Vance	(RPT)		

1. CALL THE MEETING TO ORDER & INTRODUCTIONS: The meeting was called to order by Joint Board Chair, John Resha (KCM).

2. PUBLIC COMMENT: None.

3. APPROVE MEETING NOTES: The June 10, 2019 meeting notes were unanimously approved by the Joint Board.

4. BRIEFINGS: Next gen ORCA Project Update and Dashboard – Brittany Esdaile (RPM) reviewed the monthly dashboard and provided the following updates:

Program Schedule – Approaching substantial completion of preliminary design. While critical path for devices is on track, the schedule for back office has slipped.

Staff Open House – Following a successful Open House for KCM/ST staff, the RPT is heading to ET/CT on September 19; KT, PT, WSF dates are to be determined.

DARe Project – DARe team conducted regional User Acceptance Testing and are using feedback to improve products for the next round of testing.

Systems Integrator Project – Accepted 70% of Preliminary Design Review (PDR) documents and plan to sign off on substantial PDR completion by end of October. INIT will host Final Design Review workshops at their Germany office in November. Design work has also begun for the customer mobile application.

Retail Network Project – The project kicked off in July and the design document process is underway.

Staffing Update – Initial Regional Program Manager (RPM) interviews are scheduled next week. The position will remain posted until filled. Kathleen McMurray (RPT) will serve as interim Regional Program Manager while Brittany is on leave and until the position is filled. Other posted positions include IT Manager (ROOT) and Transition Lead who will help guide the transition and stay on top of the various integration projects.

Operations Organizational Model – Concurrently, as ORCA Director, Brittany is working on the conceptual model for the Regional ORCA Operations Team using input and research from other transit peers and information gathered from meetings at each agency. The proposed model will be presented in Q1 2020.

Q2 2019 Business Rules (BR) Report – Kathleen McMurray presented the status noting the list of business rules were either approved by the Site Managers or ORCA Steering Committee. There were none that required Joint Board approval. There will be policy decisions in 2020 that will require Joint Board approval. Two rules of note: 1) non-English languages were confirmed to be Chinese, Korean, Russian, Spanish, Tagalog, and Vietnamese, and may add Somali; and 2) the account-based system needs to accommodate a negative E-purse balance to address offline transactions.

5. ACTION ITEMS:

a) **Approve INIT Contract Change Order – Upgraded Vending Machine Bill and Coin Handling Units** – Scott Corbridge (RPT) summarized request to upgrade to a larger and more durable bill and coin handling unit. The $950k capital cost will be paid by agencies ordering vending machines, with ST absorbing over 95% of those cost. The $559k Operation and Maintenance cost will be regionally shared.

Sue Dreier (PT) asked about data that supports a good return on the investment. Scott said he projects 10-12 years of future use. Greg Faust (WSF) asked about the cost analysis. Brittany said they looked at amount of cash used with the understanding that a cash option needs to remain for customers. Scott noted they may be able to install some credit card-only vending machines, after assessing impact of mobile app transactions.

The INIT Contract Change Order was unanimously approved by the Joint Board.

b) **Approve ORCA Privacy Statement Revisions** – Cheryl Huston (RPA) summarized revisions which include updating legal names for KCM, PT and WSF; adding CT and ET to low income eligible services; removing obsolete websites; adding CT, ET, and ST to list where Personally Identifying Information (PII) is collected under low income programs; and other minor edits.

Revisions to the ORCA Privacy Statement unanimously approved by the Joint Board.

c) **Approve ORCA Terms of Use Revisions** – Cheryl summarized revisions which include updating legal names for KCM, PT and WSF; adding CT and ET to low income eligible services; removing obsolete websites; modifying youth Autoload and website references; and other minor edits.

Revisions to the ORCA Terms of Use were unanimously approved by the Joint Board.

6. ADMINISTRATION REPORT: Cheryl provided the following updates.

ORCA Leadership Team (OLT) – At the September OLT meeting Vix presented another round of resource changes and provided status for tokenization. Vix reported new work will now be under the Vix development team in Melbourne. They are also adding several new staff in Seattle. Our key resources, Angelo and Chyna, will be in Perth. It is unclear that they will continue ORCA work though Vix indicated they would. Vix also reported tokenization testing would start in October and be in production by February 2020. This is another in a series of delays in implementing this work which must be completed prior to Vix beginning work on the 2020 PCI Audit in late February.

Tokenization – Once Vix conducts their tests, agencies have several weeks to test. Vix has indicated Ness representatives and a Quality Assurance person will be on site in the Regional Test Bed to resolve issues as they arise.

PCI Audit – Vix is making progress on 2019 PCI Audit Remediation work. The new virtual test bed, scheduled to be implemented in the next few weeks, will allow Vix to work concurrently on security work without impacting ongoing agency work in the Regional Test Bed.

Vix SOC Audit – No significant changes from last year; Clark Nuber will conduct the audit again this year. Kickoff is in November and the final report is due by February 28, 2020.

7. OTHER BUSINESS

Potential APTA meeting conflict with the October 14 Joint Board meeting. Cheryl will coordinate with Transit Executives staff to determine status of October Joint Board meeting.

The meeting adjourned at 11:41 a.m.

NEXT JOINT BOARD MEETING: Monday, October 14, 2019, 11:00 a.m. to 12:30 p.m. at King Street Center 8th Floor Conference Room.