

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

<p>Board Members Attending:</p> <p>Community Transit</p> <ul style="list-style-type: none"> • Tim Chrobuck (Alt) <p>Everett Transit</p> <ul style="list-style-type: none"> • Tom Hingson <p>King County Metro</p> <ul style="list-style-type: none"> • None <p>Kitsap Transit</p> <ul style="list-style-type: none"> • John Clauson <p>Pierce Transit</p> <ul style="list-style-type: none"> • Susan Dreier <p>Sound Transit</p> <ul style="list-style-type: none"> • Tracy Butler <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) • Sunny Knott (KCM) • Denise Moyle (KT) • Mark Gloss (OPS) • Ulta Slee (OPS) • Mark Eldridge (PT) • Jared Fernley (WSF) <p>Regional Administration:</p> <ul style="list-style-type: none"> • Cheryl Huston (RPA) • Liz Biber (RPA) • Alan Hecker (RSE) <p>next gen ORCA Program:</p> <ul style="list-style-type: none"> • Scott Corbridge (RPM) • Chris Jefferies (RPT) <p>Regional ORCA Operating Team:</p> <ul style="list-style-type: none"> • Brittany Esdaile (ROOT) 	<p>Others in Attendance:</p> <ul style="list-style-type: none"> • Randy Boshart (KCM) • Matt Hansen (KCM) • Amy Pearsall (ST) • Jason Weiss (ST)
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1. CALL THE MEETING TO ORDER & INTRODUCTIONS: The meeting was called to order by Joint Board Vice Chair, Tom Hingson (ET). Jason Weiss (ST) introduced the next gen ORCA Program Manager, Scott Corbridge (RPT). Scott introduced Chris Jeffries (RPT) the next gen Transition and Integration Manager.

2. PUBLIC COMMENT: None.

3. APPROVE MEETING NOTES: The September 9, 2019 meeting notes were unanimously approved by the Joint Board.

4. BRIEFINGS:

a) Next gen ORCA Project Update and Dashboard – Scott Corbridge (RPT) reviewed the monthly dashboard and provided the following updates:

ORCA Open House – A second open house is scheduled for agency staff in February. All agency staff are encouraged to attend to view project status, view devices before installation and provide feedback to the project team.

Preliminary Design Review (PDR) – Over 83% of design documents have been accepted. Substantial completion of PDR is expected by year-end with full completion of PDR in first quarter 2020. Design work has also begun for the customer mobile application.

Final Design Review (FDR) – During workshops at INIT’s headquarters in Germany, the team completed a large portion of FDR workshops, mainly focusing on back-office design. The design process will continue through the coming months with plans to hold several more workshops in Seattle. To date, 8% of FDR documents have been accepted.

Development – Development has started with Ebrose, the contractor for the fare inspection validators. Several design documents have been accepted.

Testing – The testing phase has officially started with the successful First Article Testing Configuration Inspection (FACI) of the Driver Display Unit (DDU). Other device testing will start in third quarter 2020.

Retail Network Project – The Retail Network Project Plan was recently accepted. Development and review of design documents continues with workshops scheduled in February.

DARe Project – Implementation continues. A second User Acceptance Test will occur in March.

Staffing Update – Chris Jefferies was hired as Transition and Integration Manager. Chris has 20 years of experience delivering and maintaining fare collection systems and several years of experience working with the ORCA agencies. The process of backfilling Scott's former position as Hardware Lead is underway. The position will now have a focus on testing.

2019 Year in Review – Scott highlighted 2019 Regional Program and Steering Committee accomplishments and milestones.

Tom Hingson asked about fare stacking options for groups or families. Scott said the ORCA Steering Committee decided against that functionality after discussions on impact to fare simplification. Tom encouraged the team to come up with creative ideas to provide group fares.

Cheryl Huston (RPA) reported on the initial transition meeting with RPT and Vix to identify required work for transition from legacy to the next gen system.

b) ORCA Director Update – Brittany Esdaile (ROOT) provided an update on the Regional ORCA Operations Team development:

ROOT Organizational Model – Brittany is working on structure of ROOT combining peer research, industry best practices and agency feedback. She has been meeting with each agency to better understand their operating and service model. A conceptual model will be presented to the Joint Board in first quarter 2020.

ROOT Staffing – The two budgeted positions, Project Analyst and IT Operations, will be filled in 2020. An additional position, communications/marketing lead, was originally scheduled to be hired in 2021; Brittany will seek Joint Board approval to fill the position in 2020. Other key work includes development of Service Level Agreements and Maintenance Agreements.

5. ACTION ITEMS: None.

6. ADMINISTRATION REPORT: Cheryl provided the following updates:

Tokenization – Vix and agencies are preparing test data for the tokenization solution. Testing is expected to take several weeks continuing into February. Completion of this work is now expected by April.

PCI Audit – The Security Review Board meets this week to review progress on the 2019 audit remediation and to discuss preparation for the 2020 PCI Audit. The 2020 audit timeline may shift to allow implementation of tokenization.

Vix SOC Audit – Clark Nuber is conducting the audit. Their SOC Audit Report is due by February 28.

Retail – Bartell Drugs closed their downtown Seattle location November 15. Sunny Knott (KCM) worked to implement a retailer agreement with Kress IGA Supermarket at 3rd & Pike, maintaining a key downtown location for ORCA customers.

7. OTHER BUSINESS

The meeting adjourned at 11:37 a.m.

NEXT JOINT BOARD MEETING: Monday, January 13, 2020, 11:00 a.m. to 12:30 p.m. at King Street Center 8th Floor Conference Room.