

Meeting Notes - DRAFT
ORCA Joint Board Meeting – February 10, 2020
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"> • John Resha <p>Kitsap Transit</p> <ul style="list-style-type: none"> • Steffani Lillie (Alt) <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"> • Greg Faust (Alt) 	<p>ORCA Operations:</p> <ul style="list-style-type: none"> • Rob Jensen (CT) • Bob Hunter (ET) • Denise Moyle (KT) • Mark Gloss (OPS) • Ulta Slee (OPS) • Mark Eldridge (PT) • Yvette Lopez (ST) • Jared Fernley (WSF) <p>Regional Administration:</p> <ul style="list-style-type: none"> • Cheryl Huston (RPA) • Liz Biber (RPA) • Dan Cunningham (RPA) • Alan Hecker (RPA) • Sunnie Sterling (RPA) <p>next gen ORCA Program:</p> <ul style="list-style-type: none"> • Scott Corbridge (RPT) • Chris Jefferies (RPT) • Kathleen McMurray (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"> • Kristen Veselsky (KCM) • Randy Boshart (KCM) • Matt Hansen (KCM) • Amy Pearsall (ST) • Tyler Ramirez (ST)
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1. CALL THE MEETING TO ORDER & INTRODUCTIONS: Joint Board Chair, John Resha (KCM) called the meeting to order. Sound Transit’s new Joint Board member, Mary Cummings, was introduced.

2. PUBLIC COMMENT: None.

3. APPROVE MEETING NOTES: The December 9, 2019 meeting notes were 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:

Systems Integrator Project – The project is on track and within budget.

Preliminary Design Review (PDR) – Over eighty-seven percent of the Preliminary Design documents have been accepted. Sign-off on the substantial completion of PDR is expected in the first half of March.

Final Design Review (FDR) – Ten percent of FDR documents have been accepted. Several design workshops are planned over the coming months.

Development – Work continues at INIT offices in Germany and Seattle.

Testing – A transition adapter for on-board equipment is being tested on buses at CT and KCM with no major issues thus far. System testing will start with the rest of the devices in the first week of May. Functional device testing will start in the first week of July.

Retail Network Project – Making good progress with no issues to report.

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

Staffing update – Work continues to backfill the vacant hardware lead position. Mike McClure, the software lead, has accepted a new position at Sound Transit. Applicant review is underway for Mike's position. He will remain directly involved on the project team until final design review is complete.

- b) next gen ORCA Q4 2019 Business Rules Report** – Kathleen McMurray (RPT) reported five business rules were approved in Q4 to address E-purse maximum balance increase from \$300 to \$400, ACH payment limits for business accounts, updates to day pass validity period for the account-based system, protection of Contractor IP, and lead agency assignments for business accounts. Work is underway on six additional business rules.

John asked about impact of the maximum balance to programs like future parking permits. Kathleen said the new system is configurable but noted it may affect retailers due to dependencies with vendor.

- c) ORCA Director Update** – Brittany Esdaile (ROOT) provided an update on the Regional ORCA Operations Team development and spoke about evolving mission, goals, staffing structure, and hiring principals. The ROOT will be structured in five departments: Financial Management, Information Security, Marketing and Communications, Regional Program Management, and System Operations

Brittany is hiring two budgeted ROOT positions: Sys Ops Manager and a Business Manager to provide contract administration and vendor management oversight. She will leverage temporary support when feasible.

Brittany then outlined the pros and cons of hiring a full-time marketing and communications manager versus a consultant. The board agreed that hiring a full-time marketing manager was optimal given the work required to build a consistent brand and a focused public campaign. An action item to fund the balance of the position is scheduled at this meeting.

- 5. ACTION ITEM:** Approve 2020 Operating Budget Amendment No.1 - ORCA ROOT Staff – This action allows the Fiscal Agent to move funds from contingency to supplement staff budget.

The 2020 Operating Budget Amendment No. 1 was unanimously approved by the Joint Board.

- 6. ADMINISTRATION REPORT:** Cheryl Huston (RPA) provided the following updates:

Vix SOC Audit – Vix's 2019 SOC is on track with the final report due by February 28. That report will be provided to Moss Adams who is conducting the 2019 audit of the ORCA financials.

PCI Audit – The 2020 PCI Audit is scheduled to begin in late February with the final report on compliance due by the end of May.

Tokenization – Vix will not complete this work prior to the 2020 PCI Audit. Impacts will be discussed at the March Joint Board.

2020 Security Action Plan (SAP) – The agencies are reviewing updates to Vix's 2020 Security Action Plan. The plan includes 2019 Audit Remediation rollover work and proposed security-related work requirements, including Tokenization. Cheryl expects no other system changes in 2021.

Equipment – Vix has hired additional staff to address repair backlog. Progress has been made with repairs to on board devices and portable fare transaction processors. Vix will train agency techs to do some OBFTP repairs and option to do bus commissioning, thus freeing up Vix techs to focus on device repairs.

Transition Planning – Vix and Regional Project Team staff are meeting to discuss required work, schedule, and compensation. Per the Vix Contract Extension Amendment, Vix has option to negotiate Exhibit 9 staff rates.

7. OTHER BUSINESS

The meeting adjourned at 11:58 a.m.

NEXT JOINT BOARD MEETING: Monday, March 9, 2020, 11:00 a.m. to 12:30 p.m. at King Street Center 8th Floor Conference Room.