

Meeting Notes – Draft
ORCA Joint Board Meeting – July 13, 2020
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"> • Christine O’Claire (Alt) <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"> • 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"> • Bob Hunter (ET) • Rob Jensen (CT) • Sunny Knott (KCM) • Denise Moyle (KT) • Mark Eldridge (PT) • Yvette Lopez (ST) • Jared Fernley (WSF) • Mark Gloss (Ops) • Ulta Slee (Ops) <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>Regional Program Team:</p> <ul style="list-style-type: none"> • Scott Corbridge (RPM) • Adam Vance (RPT) • Owen Woldeit (RPT) <p>Regional ORCA Operating Team:</p> <ul style="list-style-type: none"> • Brittany Esdaile (ROOT) • Ashley Bowman (ROOT) <p>Others in Attendance:</p> <ul style="list-style-type: none"> • Randy Boshart (KCM) • Ryan Wheaton (PT) • Amy Pearsall (ST) • Jason Weiss (ST) • Tyler Ramirez (ST)
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1. CALL THE MEETING AND INTRODUCTIONS: The meeting was called to order by Joint Board Vice Chair, Mary Cummings (ST). Scott Corbridge (RPT) introduced Owen Woldeit, Senior Systems Engineer. Brittany Esdaile (ROOT) introduced Ashley Bowman, Business Manager.

2. JOINT BOARD ROLL CALL: Cheryl Huston (RPA) took roll call of the attending Joint Board members.

3. APPROVE MEETING NOTES: The April 13, 2020 meeting notes were unanimously approved by the Joint Board.

4. BRIEFINGS:

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

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

Preliminary Design Review (PDR) – Review is progressing well with 96% complete. Completion is expected by mid-August.

Final Design Review (FDR) – Accepted 48% of final design documents; completion is expected in October.

Testing – Factory Acceptance Testing (FAT) of devices was a success and they expect results shortly. Production testing is anticipated to be complete by September 30.

Transition/Installation – First adapter install kits will be delivered this month. Upon receipt, installations will begin at Community Transit.

Retail Network – Preliminary design expected to be completed by end of August. The Steering Committee approved the procurement of fare media through the Ready Credit Corporation Contract. Authority to issue a contract change order will be brought before Joint Board in August.

DARe Project – Phase 1 implementation is wrapping up with a soft launch by August 30. Refocused efforts to integrate DARe and next generation ORCA system.

b) ORCA Director Update – Brittany Esdaile (ROOT) provided the following updates:

ROOT Staff – The hiring for two positions are in progress: Marketing/Communication Manager and Systems Operations Deputy Director.

Marketing Strategy – Peer research is being conducted in addition to work with the agencies to help develop the marketing and communications strategy, expected to be completed by year-end.

Unisys Procurement – The procurement is moving forward with Unisys for data storage.

Website Domain – Work to secure the domain is in progress and should be completed in August.

Service Level Agreements / Negotiations – 1) Coordinating with ST departments to set expectations for host agency support; 2) Operating Agreement negotiations underway with INIT; 3) Preliminary work underway on SLA between ROOT and the agencies; 4) Supporting development of the vending machine maintenance agreement between ST and the agencies; and 5) Working with Sunny Knott (KCM) to develop Mail Center and RIDC agreement.

5. ACTION ITEMS:

a) Approved Revised ORCA Privacy Statement – This action approves revisions to section 6 related to the implementation of tokenization. No other content revisions were made.

The revisions to the ORCA Privacy Statement were unanimously approved by the Joint Board.

b) Approved Revised ORCA Incident Response Plan – This action approves the fully revised Incident Response Plan which updates processes and terminology.

The revisions to the ORCA Incident Response Plan were unanimously approved by the Joint Board.

6. ADMINISTRATION REPORT: Cheryl provided the following updates:

Tokenization – An issue was identified late last Friday wherein some customer's value was not loaded properly. Vix reported impacts to about 260 customers. KCM customer service team is working to manually reload value for effected customers. Vix is working to resolve the issue.

2020 PCI Audit – Preparation is underway to define audit scope and schedule. Tokenization work is complete which reduces overall audit scope. Cheryl will update the Joint Board on progress and completion of the audit.

Legacy Work – Once Tokenization and P1 issues are resolved, Vix will complete the final packet of legacy work, which includes KCM/ST reduced fare product and multiple updates to public websites.

7. OTHER BUSINESS

The meeting adjourned at 11:39 a.m.

NEXT JOINT BOARD MEETING: Monday, August 10, 2020, 11:00 a.m. to 12:30 p.m., via Webex.