

**Meeting Notes – Draft**  
**ORCA Joint Board Meeting – August 10, 2020**  
**11:00 a.m. to 12:30 p.m.**

<p><b>Board Members Attending:</b></p> <p><b>Community Transit</b></p> <ul style="list-style-type: none"> <li>• Tim Chrobuck</li> </ul> <p><b>Everett Transit</b></p> <ul style="list-style-type: none"> <li>• Tom Hingson</li> </ul> <p><b>King County Metro</b></p> <ul style="list-style-type: none"> <li>• Christine O’Claire (Alt)</li> </ul> <p><b>Kitsap Transit</b></p> <ul style="list-style-type: none"> <li>• John Clauson</li> </ul> <p><b>Pierce Transit</b></p> <ul style="list-style-type: none"> <li>• Susan Dreier</li> </ul> <p><b>Sound Transit</b></p> <ul style="list-style-type: none"> <li>• Mary Cummings</li> </ul> <p><b>Washington State Ferries</b></p> <ul style="list-style-type: none"> <li>• Brian Churchwell (Alt)</li> </ul>	<p><b>ORCA Operations:</b></p> <ul style="list-style-type: none"> <li>• Bob Hunter (ET)</li> <li>• Rob Jensen (CT)</li> <li>• Denise Moyle (KT)</li> <li>• Mark Eldridge (PT)</li> <li>• Yvette Lopez (ST)</li> <li>• Jared Fernley (WSF)</li> <li>• Mark Gloss (Ops)</li> </ul> <p><b>Regional Administration:</b></p> <ul style="list-style-type: none"> <li>• Cheryl Huston (RPA)</li> <li>• Liz Biber (RPA)</li> <li>• Dan Cunningham (RPA)</li> <li>• Alan Hecker (RPA)</li> <li>• Sunnie Sterling (RPA)</li> </ul> <p><b>Regional Program Team:</b></p> <ul style="list-style-type: none"> <li>• Scott Corbridge (RPM)</li> <li>• Adam Vance (RPT)</li> <li>• Kathleen McMurray (RPT)</li> </ul>	<p><b>Regional ORCA Operating Team:</b></p> <ul style="list-style-type: none"> <li>• Brittany Esdaile (ROOT)</li> <li>• Ashley Bowman (ROOT)</li> <li>• Chris McKnight (ROOT)</li> </ul> <p><b>Others in Attendance:</b></p> <ul style="list-style-type: none"> <li>• Matt Hansen (KCM)</li> <li>• Randy Boshart (KCM)</li> <li>• Ryan Wheaton (PT)</li> <li>• Amy Pearsall (ST)</li> <li>• Jason Weiss (ST)</li> <li>• Tyler Ramirez (ST)</li> </ul> <p><b>Members of the Public:</b></p> <ul style="list-style-type: none"> <li>• Joe Kunzler</li> </ul>
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1. **CALL THE MEETING:** The meeting was called to order by Joint Board Vice Chair, Mary Cummings (ST).
2. **JOINT BOARD ROLL CALL AND INTRODUCTIONS:** Cheryl Huston (RPA) took roll call of the attending Joint Board members. Brittany Esdaile (ROOT) announced Chris McKnight was hired as the new Marketing and Communications Manager.
3. **APPROVE MEETING NOTES:** The July 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:

Systems Integrator Project – Have accepted 98% of the Preliminary Design documents from our Systems Integrator. Have accepted 50% of Final Design documents with several being only a few comments away from approved. Workshops will continue over the coming months. Development work continues at INIT’s offices in Germany and Seattle.

Testing – First Article Configuration Inspection (FACI) and Factory Acceptance Testing (FAT) completed with a few exceptions. Production Acceptance Testing (PAT) should be complete by the end of September. Functional Unit Testing (FUT) for devices completed in July; back office application testing is scheduled for October.

Transition/Installation – Initial adapter kits have been delivered, with installation beginning at CT.

Retail Network Project – Development/review of design documentation continues. Preliminary design is scheduled to be completed by the end of August.

DARe Project - DARe Phase 1 implementation is wrapping up with a soft launch in August.

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

Staffing Updates – The new Marketing/Communications Manager, Chris McKnight, will continue outreach with regional agencies, vendor and peer agencies to develop and support the marketing plan. Chris will participate on the Regional Marketing Committee starting this month. The Deputy Director of Systems Operations position will be posted next week. This will be the final hire in 2020.

Service Level Agreements (SLA) – For the past month, the SLA focus was on vending machine maintenance. The next focus will be developing a vendor strategy and establishing service expectations.

Domain – With unanimous approval by the ORCA Steering Committee, the domain name MyORCA.com was secured for the customer facing website.

Retail Network – ST has developed a racial equity tool and have asked to pilot the tool to guide the selection of future retail locations for the next gen ORCA retail network.

Organizational Change Management Training – Brittany completed training last month. One of the key takeaways was providing more communication with the agencies, CEOs and other stakeholders.

**5. ACTION ITEM:** Authorize Ready Credit Corporation Contract Change Order - Fare Media Procurement – Kathleen McMurray (RPT) requested authority for ST to process a network service contract change order that allows procurement of ORCA cards through the life of the contract.

Authority for Sound Transit to process the Ready Credit Change Order was unanimously approved by the Joint Board.

**6. ADMINISTRATION REPORT:** Cheryl provided the following updates:

Tokenization – Vix recently identified the root cause of the P1 tokenization as a development flaw. Vix is working with their development team and Cybersource to identify the solution.

2020 PCI Audit – Vix is collecting evidence and progressing on the PCI Audit which is expected to be completed the first week of September.

**7. OTHER BUSINESS:**

The meeting adjourned at 11:32 a.m.

**NEXT JOINT BOARD MEETING:** Monday, September 14, 2020, 11:00 a.m. to 12:30 p.m., Webex.