

**Meeting Notes – Draft**  
**ORCA Joint Board Meeting – December 14, 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>• John Resha</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>• Greg Faust (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>• Sunny Knott (KCM)</li> <li>• Denise Moyle (KT)</li> <li>• Mark Eldridge (PT)</li> <li>• Yvette Lopez (ST)</li> <li>• Jared Fernley (WSF)</li> <li>• Ulta Slee (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> <li>• Tim Bowen (ROOT)</li> </ul> <p><b>Others in Attendance:</b></p> <ul style="list-style-type: none"> <li>• Janine Joly (KCM)</li> <li>• Matt Hansen (KCM)</li> <li>• Melissa Bailey (KCM)</li> <li>• Randy Boshart (KCM)</li> <li>• Ryan Wheaton (PT)</li> <li>• Amy Pearsall (ST)</li> <li>• Jason Weiss (ST)</li> <li>• Kayla Schoonhoven (ST)</li> <li>• Lisa Wolterink (ST)</li> <li>• Travis Carbon (ST)</li> </ul> <p><b>Members of the Public:</b></p> <ul style="list-style-type: none"> <li>• Joe Kunzler</li> <li>• Derek Owen</li> </ul>
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1. **CALL THE MEETING:** The meeting was called to order by Joint Board Chair, John Resha (KCM).
2. **JOINT BOARD ROLL CALL AND INTRODUCTIONS:** Cheryl Huston (RPA) took roll of the attending Joint Board members. Brittany Esdaile (ROOT) introduced Tim Bowen, ROOT Deputy Director of System Operations.
3. **PUBLIC COMMENTS:** One public comment, attached hereto, was emailed to the Joint Board in advance of this meeting.
4. **APPROVE MEETING NOTES:** The October 11, 2020, meeting notes were unanimously approved by the Joint Board.
5. **BRIEFINGS:**
  - a) **Administrator Update** – Cheryl provided the following updates:
    - Vix Contract Extension – The agencies have confirmed there are no plans to extend the Vix contract beyond the 12/31/2022 term.
    - Tokenization – The online transaction issue has been mitigated and will be fully resolved following Maintenance Release (MR) 42 deployment.
    - AWS Migration – Vix is working with the agencies on migration from Rackspace to Amazon Web Services (AWS), scheduled for Q1 2021.
  - b) **next gen ORCA Project Dashboard and Update** – Scott Corbridge (RPM) reviewed the monthly dashboard and provided the following project updates:

System Integrator Project – Accepted 98% of Preliminary Design documents with goal to complete in January 2021. Accepted 65% of Final Design documents, others are close to approval. Of the remaining documents, less than ten are system design documents and the rest are related to operations. Consultant and agency workshops are ongoing. System development is over 60% complete. Work continues at INIT's offices in Germany and Seattle and with INIT's Subcontractors.

Testing - First major phase is complete. First Article Configuration Inspection (FACI), Factory Acceptance Testing (FAT), and Production Acceptance Testing (PAT) have been accepted and signed off. Functional Unit Testing (FUT) is nearly complete.

Transition/Installation 2021 Schedule –

- System Integration Test (SIT): March
- Field devices: July/October
- CRM: September/November
- INIT back-office applications: October
- INIT third party applications: December
- Remaining: CST and Website

Retail Network Project – Preliminary design will be complete by year end. Final design review is ongoing. Change Order 1 was executed with Ready Credit Corporation for the procurement of next gen ORCA fare media.

DARe Project – Completed the soft launch for legacy ORCA.

Staffing Updates – New hires: Mark Lindner, DARe Consultant; Paul Kulchenko, ORCA Applications Lead; and Owen Woldeit, Fares System Senior Systems Engineer.

**2020 Year in Review** – Scott highlighted 2020 Regional Program and Steering Committee accomplishments and milestones.

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

Marketing Update – Chris McKnight (ROOT) finalized the brand strategy, card design and retail packing in coordination with the Business Managers and Regional Marketing Committee. A new customer website domain name has been secured that will allow customers to view project status. The landing page taglines are expected to be final by 1Q 2021. Work is also underway with the Public Information Officers and other regional staff on planning for communication and community outreach.

Phase 2 Projects Look Ahead – Established a Phase 2 project committee to establish processes, plan timeline criteria, identify list of projects and scopes, vendor input, and project selection. Regular updates will be provided to the Joint Board.

Service Level Agreements (SLA) – Brittany and Ashley Bowman (ROOT), in coordination with the agencies and service providers, are making good progress on drafting SLAs.

- 1) Systems Integrator (INIT) O&M Service Provider – Working with INIT to define roles under an Operations and Maintenance Agreement. Expect to have the parent agreement ready in January or 1Q 2021.
- 2) Agency Service Provider – Sound Transit Vending Machine Maintenance Agreement. Working with ST's Contract and Procurement Department on drafting the final stages of agreement before it goes to the Business Managers for review.
- 3) Agency Service Provider – Sound Transit Host Agency Support to the ROOT/Regional Service Provider. Brittany will provide more structure detail at the January 11, 2021 Joint Board.
- 4) Agency Service Provider – King County Metro Regional Mail Center and Regional Inventory and Distribution Center - In early stages of outlining SLA expectations and creating SLA

agreement in coordination with ST's Contract and Procurement, HR, Legal and Facilities Departments.

- 5) ROOT/Regional Service Provider.
- 6) Agency SLA – Outlines the terms and relationship amongst the agencies.
- 7) Business Accounts SLA - A kick-off meeting was held with the Business Managers on December 9 to discuss this SLA which defines lead agency responsibilities for Business Accounts.

Strategic Hiring Exception – Britany provided advance notice that in January she will be requesting an exception for hiring three ROOT positions for Financial Management, Marketing/Communication, and the Operations Support staff.

- d) **ROOT Director Performance Evaluation Process** – John and Mary Cummings (ST) presented process for evaluation of the ROOT Director's performance. Since ST is the host for the ROOT, Mary proposed using ST's performance standards for setting smart goals, competency areas, and scores for ranking performance. John noted a three-member committee would be established to provide performance feedback and report to Joint Board.

## 6. ACTION ITEMS:

- a) **Establish Performance Evaluation Committee** – Following the Performance Evaluation Process briefing, four members volunteered to serve on the evaluation committee. It was agreed that John Resha, Mary Cummings, Tom Hingson (ET) would serve on the committee with Tim Chrobuck (CT) serving as alternate.

Approval to establish the Performance Evaluation Committee was unanimously approved by the Joint Board.

- b) **Approve ORCA Regional Capital Budget Policy** – Brittany stated the action establishes a capital budget policy for management of the budget. The policy will supersede all prior policy(s) and was supported by the Business Managers.

Approval of the ORCA Regional Capital Budget Policy was unanimously approved by the Joint Board.

- c) **Approve ORCA Regional Capital Shares for Project 01** – Brittany requested approval to reestablish the capital shares for Project 01 which allows the shares to live through all phases of Project 01. As a new project commences, a new table will be inserted to reflect the agency shares for that project. Multiple projects and phases will run in parallel and each will have that project's capital shares reaffirmed.

Approval of the ORCA Regional Capital Shares for Project 01 were unanimously approved by the Joint Board.

## 7. OTHER BUSINESS:

The meeting adjourned at 12:08 p.m.

**NEXT JOINT BOARD MEETING:** Monday, January 11, 2021, 11:00 a.m. to 12:30 p.m., Webex.

**Joint Board – Public Comment Submissions  
December 14, 2020**

1. Joe A. Kunzler

*First, I'm grateful you finally went to an e-mail public comment policy. I'm going to urge you to keep that post-pandemic. Or develop an oral public comment policy that requires all comments address ORCA issues only. You can read Tackling Tsimmerman on Amazon Smile & Kindle for why...*

*Second, as this comment likely didn't get to you I think it would be helpful to reach out to Transportation Choices Coalition for an on the public record "Transit Chat" about Next Generation ORCA in the new year. I have been on a Zoom conference calls with them & fellow transit advocates and some of us have deep, outstanding concerns about inputs to ORCA & ORCA Next Gen.*

*Third, regarding the ROOT Director Evaluation, a long time ago in a more sane time I relied on Mrs. Brittany Esdaile for technical advice. I really, sincerely ask please as a supporter of Puget Sound Public Transit you keep the whip-smart strict professional around. Mrs. Esdaile's, to use a NFL term, er release from our part of TransitWorld would be a huge loss of technical knowledge and ethical leadership just as ORCA Next Gen is about to come online. The Board may reach out to me for details.*

*Fourth, really hopeful for ORCA Next Gen to come online. Hope we can get a low income fare for Washington State Ferries (WSF) plus ORCA Next Gen used at all WSF terminals. I also hope for a seamless transit riding experience from Everett to Tacoma. At least if WSF could also use ORCA Next Gen at Anacortes for the San Juans and Anacortes-Sidney run, then only two apps should be needed to pay for transit along the I-5 corridor from Lakewood to Blaine. For the record: The second app would be for Whatcom Transportation Authority and Skagit Transit.*

*I think that's enough public comment, eh? I'll do my best to tune into the meeting today.*