

**Meeting Notes – Draft**  
**ORCA Joint Board Meeting – January 11, 2021**  
**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>• Rob Jensen (CT)</li> <li>• Charles Davis (CT)</li> <li>• Bob Hunter (ET)</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> </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> </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>• Randy Boshart (KCM)</li> <li>• Janine Joly (KCM)</li> <li>• Matt Hansen (KCM)</li> <li>• Laurie Tish (Moss Adams)</li> <li>• Spencer Stevenson (Moss Adams)</li> <li>• Ryan Wheaton (PT)</li> <li>• Alex DiGiacomo (ST)</li> <li>• Amy Pearsall (ST)</li> <li>• Jason Weiss (ST)</li> <li>• Tyler Ramirez (ST)</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.
3. **PUBLIC COMMENTS:** None.
4. **APPROVE MEETING NOTES:** The December 14, 2020, meeting notes were unanimously approved by the Joint Board.
5. **BRIEFINGS:**
  - a) **Moss Adams ORCA Audit Plan** – Laurie Tish and Spencer Stevenson (Moss Adams) summarized the 2020 financial statement audit approach, scope and work underway. The final report will be issued mid-April along with a management letter.
  - b) **Administrator Update** – Cheryl provided the following updates:
    - AWS Migration** – Vix’s migration to AWS is underway and scheduled for mid-February.
    - PCI Audit** – Vix has completed the 2020 PCI audit. The agencies and Vix will discuss findings this week then the Security Review Board will convene on February 14. Further details of Vix’s audit performance will be discussed in Executive Session.
  - c) **next gen ORCA Project Dashboard and Update** – Scott Corbridge (RPM) reviewed the monthly dashboard and provided the following project updates:
    - Preliminary Design Review (PDR)** – PDR is almost complete. INIT has signed an agreement and counter-signed an agreement with Tamman.

**Final Design Review** – To date, 65% of the Final Design documents are complete. Of the remaining documents, less than 10 are system design documents, the rest are related to operations.

**Testing** – Functional Unit Testing (FUT) is nearly complete. CST testing is scheduled for February.

**Transition/Installation** – Transaction testing with the adapters is ongoing and progressing nicely at CT and KCM. Other agencies' adapter kits are being built. Kathleen McMurray (RPT) is coordinating training with INIT and the agencies. INIT plans to use their subcontractor to start installations.

**DARe Project** – Two major areas of focus include working with INIT and Vix to support transition and migration of data from legacy to next gen ORCA.

John requested that Scott, Brittany and Cheryl, be as flexible as possible to keep things moving. And that the Steering Committee keeps the Joint Board informed if help is needed.

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

**Staffing** – No changes other than today's proposed Action Item.

**Service Level Agreements (SLAs)** – The number of SLAs to establish terms, conditions and financial requirements has increased to seven (one master, four regional SLAs, and two commercial SLAs).

**Elevator Pitch (next gen ORCA Overview)** – ROOT is working with agency change agents on an updated ORCA overview for internal use. Brittany will circulate the final version to the change agents for the agencies' immediate use.

**Phase 2 Project** – In December, a subcommittee of the ORCA Steering Committee ratified the list process, prioritization criteria, and timeline used for each project in an effort to retain transparency as they cycle through iterations. Also discussed was the Phase 2 timeline prioritization and decision making process. In February, they will confirm evaluation criteria, solidify the list process and get a handle on the timeline for completing the stages of work. Before entering the Operations Phase, the next focus will be updating policies and documents such as the Terms of Use and Privacy Statement, and by May, updating the Operating Budget Policy.

**6. ACTION ITEM: Authorize ROOT Director to Hire in Advance of SLA Execution** – Brittany requested authority to hire staff ahead of the SLA execution. She noted the net impact will not increase the budget. She shared a presentation outlining the rationale, SLA framework progress, benefits and scope of the request.

The four requested positions are:

- 1) Marketing and Communications Project Manager: Will support Chris McKnight (ROOT) on content management, mobile app, social media, and day-to-day marketing execution.
- 2) System Operations IT Operations Engineer: Will support Tim Bowen (ROOT) for operations day-to-day support so they don't miss opportunities with Phase I input, enhancements, capabilities, and automation. This position will also contribute to testing and software phase changes.
- 3) Financial Management - Senior Treasury Analyst and Financial Management - Deputy Director: These two positions are existing legacy roles that will be reclassified to a next generation role. The rationale includes fiscal responsibility in support of financial transaction planning for legacy and next gen teams.

Regarding the master SLA, Brittany anticipates completion by June. Cheryl noted legacy staffing needs will be accessed during development of the 2022 Operating Budget. John asked when agencies will engage in

the framing and early drafting of SLAs. Brittany said briefings have already started with the Business Managers and have also started with KCM and ST regarding their respective SLAs.

Authorization for the ROOT Director to hire four staff in advance of the SLA execution was unanimously approved by the Joint Board.

**7. OTHER BUSINESS:** Review Draft 2021 Goals for ROOT Director – Mary Cummings (ST) reported the performance evaluation committee met to work on evaluation goals and performance timeline. She reviewed Brittany's draft performance objectives. There were no questions. Mary noted these 2021 goals will be finalized in January.

**8. EXECUTIVE SESSION:** The Joint Board went into Executive Session at 12:23 p.m. to discuss issues related to contractor performance/audit findings pursuant to RCW 42.30.110(1)(a)(ii). Executive Session ended at 12:45 p.m.

The meeting adjourned at 12:47 p.m.

**NEXT JOINT BOARD MEETING:** Monday, February 8, 2021, 11:00 a.m. to 12:30 p.m., Webex.