

Meeting Notes – Draft
ORCA Joint Board Meeting – March 8, 2021
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"> • John Resha <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"> • No representative 	<p>ORCA Operations:</p> <ul style="list-style-type: none"> • Rob Jensen (CT) • Bob Hunter (ET) • 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) • Kathleen McMurray (RPT) 	<p>Regional ORCA Operating Team:</p> <ul style="list-style-type: none"> • Brittany Esdaile (ROOT) • Ashley Bowman (ROOT) • Chris McKnight (ROOT) • Tim Bowen (ROOT) <p>Others in Attendance:</p> <ul style="list-style-type: none"> • Matt Hansen (KCM) • Ryan Wheaton (PT) • Amy Pearsall (ST) • Tyler Ramirez (ST) • Jason Weiss (ST) • Chase Smith (Vix)
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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 January 11, 2021, meeting notes were unanimously approved by the Joint Board.
5. **BRIEFING:**
 - a) **Administrator Update** – Cheryl provided the following updates:

AWS Migration– While Vix’s server migration to AWS on February 21 was successful, a few customer-facing issues arose the following week. Those were resolved by February 26. Vix is working to resolve the last 6 of 12 report issues identified in preparation for migration. Three other work items that were on hold until the migration was completed, will now be scheduled for implementation.

SOC Audit Report – Vix delivered the 2020 SOC Audit Report which is in agency review. Similar to 2019, the findings include a lack of change management documentation. Cheryl, Sunnie Sterling (RPA), and Alan Hecker (RSE) will meet this week with Vix, Clark Nuber, and Moss Adams to discuss the report.
 - b) **next gen ORCA Project Dashboard and Update** – Scott Corbridge (RPM) reviewed the monthly dashboard and provided the following project updates:

Project Status

Scott noted we are one year away from the new system launch. He cautioned that work ahead may be harder on the phased project and some key work could be moved to a later phase to stay on schedule. Work is underway to help customers adapt to the new system.

KCM conducted a new system kickoff meeting for staff which was very well attended with an excellent level of engagement. John thanked Scott for his help with advance preparation.

Scott reminded everyone that change agents are available to help with any questions. Scott shared a quote, "If everyone is moving forward together, then success takes care of itself."

CT has successfully completed installation of all transition adapters.

Tim Chrobuck (CT) noted this is a huge project and encouraged Scott to not add scope and to stay on schedule.

Testing – Functional Unit Testing (FUT) was completed. System Integration Testing (SIT) is underway for the next several weeks and will be followed by additional testing in June.

DARe Project – Next gen ORCA work is progressing.

Retail Network Project – Working through final design review.

- c) **ROOT Operations Dashboard and Director Update** – Brittany Esdaile (ROOT) introduced the new Operations dashboard and provided the following program updates:

Staffing – Two positions are posted: IT Operations Engineer and Marketing Project Manager. Work is underway at ST to reclassify the legacy Financial Management Deputy to the ROOT position. Recruitment will start for the Treasury Analyst next month.

Service Level Agreements (SLA) – There are now eight SLAs as the INIT SLA was split into two agreements, one for O&M for INIT's software, and one for all other system O&M aspects. For the other six, three SLAs are on track and the other three are progressing. Focus is on the ROOT Operations SLA content, outlining functions and services in parallel with development of the 2022 Operations Budget.

John noted the importance of the master SLAs and asked that the Business Managers be provided with an outline of the general details and expectations sooner rather than later. Brittany said she and Ashley are working on a master template with input from the Business Managers.

Operational Readiness – Lots of work is in progress to prepare for handoff, launch and new system acceptance. Under tasks to have set-up prior to launch, each milestone reflects a high-level picture of the percentage completed. For KPIs shown as risk, the team is actively working with INIT.

Phase II Update – A Phase II Committee is meeting monthly to develop project criteria and lay the groundwork for future project selection processes. Next steps: Approval of a decision process later this month, Phase II scoping in Q2, and feedback development for each project's impact. Before launch, a recommended list of Phase II projects will be used to set up actions and budgets, and focus on what's to come after the launch.

Sue Dreier (PT) said she was happy with the dashboard and Brittany's expansion on INIT status.

Tim noted the importance of having the Security Policy so far along. Brittany said once completed, they will also have a security policy task list.

d) **Business Rule Update** – Kathleen McMurray (RPT) summarized work on business rules conducted over the past few months, including rules within context of design documents. Work is also underway with Business Managers and the ORCA Steering Committee to develop business rules for a Group Fare Product and for Card Fees.

6. ACTION ITEM: Approve Business Rule NBR-039 Authority to Submit Equipment Orders – This business rule grants the Site Managers/Business Managers as the sole authority to submit their agency's equipment orders to the ROOT.

NBR-039 Authority to Submit Equipment Orders was unanimously approved by the Joint Board.

7. OTHER BUSINESS: John congratulated Susan Dreier (PT) on her upcoming retirement and thanked her for her years of service on the Joint Board.

The meeting adjourned at 11:55 a.m.

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