

**Meeting Notes – Draft**  
**ORCA Joint Board Meeting – May 10, 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>• Christina O’Claire</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>• Sunny Knott (KCM)</li> <li>• Denise Moyle (KT)</li> <li>• Mark Eldridge (PT)</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 Conlon (RPA)</li> <li>• Dan Cunningham (RPA)</li> <li>• Alan Hecker (RPA)</li> <li>• Tiffany Kauth (RPA)</li> </ul> <p><b>Regional Program Team:</b></p> <ul style="list-style-type: none"> <li>• Scott Corbridge (RPM)</li> <li>• Adam Vance (RPM)</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>• Erin O’Connell (ROOT)</li> <li>• Sunnie Sterling (ROOT)</li> <li>• Tim Bowen (ROOT)</li> </ul> <p><b>Others in Attendance:</b></p> <ul style="list-style-type: none"> <li>• Amy Pearsall (ST)</li> <li>• Jason Weiss (ST)</li> <li>• Lisa Wolterink (ST)</li> <li>• Mattelyn Tharpe (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 Vice Chair, Mary Cummings (ST).
2. **JOINT BOARD ROLL CALL AND INTRODUCTIONS:** Cheryl Huston (RPA) took roll of the attending Joint Board members.
3. **PUBLIC COMMENTS:** One public comment, attached hereto, was emailed to the Joint Board in advance of this meeting.
4. **APPROVE MEETING NOTES:** The April 12, 2021 meeting notes were unanimously approved by the Joint Board.
5. **BRIEFING:**
  - a) **Administrator Update** – Cheryl noted business as usual and provided the following updates:
    - 2021 PCI Audit – Vix is working on the PCI audit due to be completed by May 31.
    - next gen ORCA Transition – Vix is working with the next gen team on several required changes for next gen transition. Weekly meetings are underway and work is progressing.
    - 2020 SOC Audit Report – Vix’s SOC audit remediation plan has been delivered to the agencies.
  - b) **next gen ORCA Program Dashboard and Update** – Scott Corbridge (RPM) reviewed the next gen dashboard and provided the following project updates:
    - PDR** – The one outstanding system integration design document was received on May 9. Approval is expected.
    - FDR** – Two of the five documents system design documents are expected to be approved this month.
    - Development** – Over 75% complete. With work planned in May and June, development should be largely completed, including back office development.

**Testing** – User base testing went well. Testing for website and software is lagging a bit in development so will be conducted in development sprints through July.

**Transition/Installations** – Lots of good progress. Adapter installations complete at CT, ET, KT and ST; KCM is over 27% complete; PT is over 15% complete.

**Retail Network** – Albertsons and Safeway signed an exclusive agreement with InComm, our retail vendor's competitor. However, Ready Credit has worked with InComm to include these stores in our network.

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

**Staffing:**

- Marketing Project Manager – Chris McKnight (ROOT) introduced the new Marketing Project Manager, Erin O'Connell (ROOT). Erin has hit the ground running and already created content and started managing projects.
- Senior Treasury Analyst – This position is now posted.
- IT Operations Engineer – Brittany plans to bring a request to the June Joint Board meeting to authorize recruitment for the Sys Ops Analyst and Engineer positions under the direction of Tim Bowen (ROOT).
- Service Management Request – Identified request for one additional planned FTE position to support centralized billing and account management. This is included in the 2022 budget.

**Budget Development** – The budget is currently at 60% of the 2021 forecasted spending. This is attributed to not being in the Operations phase, hiring delays for SI Engineer, and DARE's ability to optimize growth and storage expenses, as well as shutting down parts of the reporting infrastructure. Expenses are expected to increase each quarter as we move into transition phase.

**Master Service Agreements** – Agreement progress is currently not at risk.

- Administration Service Provider Agreement for Agency Host Services – Action to approve is on today's agenda. Sound Transit is scheduled to bring this to their Board later this month.
- VM O&M agreement – The draft agreement was sent to the Business Managers on May 5.
- ROOT Operations Master Service Level Agreement – A detailed list of ROOT functions was circulated to the Business Managers on May 5. That list will serve to frame the foundation of the agreement and how the agencies and ROOT will work together. A second round of reviews will occur later this month.

**Operational Readiness** – Steady team progress across the board. Notable progress on change control and pre-launch marketing items. A new task to develop policy and procedures was added to the dashboard. These will include policies for Capital Budget, Operating Budget and Records Management, in addition to Joint Board procedures. These items will come before the Joint Board as we approach launch.

d) **Draft 2022 ORCA Regional Operating Budget** – Sunnie Sterling (ROOT) summarized key assumptions of the 2022 draft operating budget and noted some items are still under development. During the Q1 2022 transition period, both systems will operate concurrently. The 10% contingency

applies to the next gen budget since legacy will be ramping down in 2022. The final budget will be presented for adoption at the June 10 meeting.

Chris O'Claire asked Sunnie to expand on COVID-19 recovery elements as many agencies are looking for federal funding allocations that must move quickly.

Sunnie said they look at each agencies' ridership as an estimation of how recovery will progress over the next 1-2 years. They may want to increase ridership projections for next year if recovery happens more quickly. She added that federal grant funding tied to 2022 ridership is hard to estimate at this time. Sunnie agreed to closely track the situation.

## 6. ACTION ITEM:

- a) Approve Exception for Calculating 2022 ORCA Operating Shares – Sunnie asked for exception approval to use 2019 ridership for calculating the 2022 operating shares. Use of 2019 ridership was proposed due to the significant ridership decreases and revenue inconsistencies that occurred in 2020 due to COVID-19 impacts.

Approval to use 2019 ridership for calculating 2022 ORCA Operating Shares was unanimously approved by the Joint Board.

- b) Authorize Sound Transit to Execute Marketing Creative Services Contract – Chris McKnight requested approval for ST to execute a one-year time/material contract that includes four optional one-year extensions with Green Rubino. The contract is a NTE amount of \$1,034,035, without any contingency. Works allows for creative and design services for marketing and advertising activities including launch products and marketing campaigns. The consultant activities will be managed by ROOT. This action authorizes ST to be reimbursed for costs incurred each month.

Approval for the ROOT Director to authorize ST to execute the marketing and creative services contract with Green Rubino was unanimously approved by the Joint Board.

- c) Authorize Sound Transit Administrative Host Services Agreement – Brittany requested authorization enabling her to execute and administer an agreement between ORCA and ST for host services (HR, legal, contract, IT support). She will establish more granulated details between the ROOT and the relevant ST departments. The agreement will be reviewed annually to make necessary adjustments.

Approval for the ROOT Director to authorize and execute the Sound Transit Host Services Agreement was unanimously approved by the Joint Board.

- d) Nominate and Approve Joint Board Officers and Term – Brittany requested board nominations for the Joint Board officer positions of Chair, Vice Chair and Acting Vice Chair for a two-year term rather than the typical one-year term. Reasoning for the two-year term is to avoid changes or interruptions during system launch and transition period. The Joint Board requested the action be split into two requests, officer nominations first, then term.

Nominations: Mary Cummings volunteered to continue in the Vice Chair role. Tom Hingson nominated Mary for the Chair role and recommended Chris move into the Vice Chair role. Chris noted she is open and willing to serve as Chair but also open to serving as Vice Chair. Tom would like to continue in his role as acting Vice Chair.

After discussion, nominees for Chris O'Claire as Chair, Mary Cummings as Vice Chair, and Tom Hingson as Acting Vice Chair, were unanimously approved by the Joint Board.

Term (one or two-year): Tim Chrobuck (CT) noted his preference for staying with the one-term. Chris asked if there were any reasons to change the term. Brittany said it was intended to avoid any disruption during transition but agreed the one-year term has never been an issue.

After discussion, the one-year term was unanimously approved by the Joint Board.

- e) Approve Business Rule (BR) 301 ORCA Card Fees – Cheryl requested approval for BR 301 which changes the youth ORCA card issuance fee from \$5 to \$0, effective June 1, 2021; and aligns the issuance fee for all reduced fare ORCA card fees. This BR addresses the card fees after cutover to the next gen ORCA system, when the new or replacement fee for adult cards will be \$3 and the youth card replacement fee will be \$3.

Approval for Business Rule (BR) 301 ORCA Card Fees was unanimously approved by the Joint Board.

- f) Approve ORCA Terms of Use Revisions – Cheryl requested approval for the ORCA Terms of Use revision to reflect the youth ORCA card issuance fee change under BR 301. No other changes were requested.

Approval of the ORCA Terms of Use revision was unanimously approved by the Joint Board.

**7. OTHER BUSINESS:** None.

The meeting adjourned at 12:09 p.m.

**NEXT JOINT BOARD MEETING:** Monday, June 13, 11:00 a.m. to 12:30 p.m., Webex.

**ORCA Joint Board Meeting 2021-05-10**  
**Public Comment Submission(s)**

**Joe Kunzler**

8 May 2021

RE: JAK Comments for 2021-05 Orca Joint Board

Joe A. Kunzler here.

First, thanks for stapling my comments to the Joint Board Minutes - much appreciate.

Second, I went over the thick packet for this meeting.

a) Cringing the launch timeline is *not* part of this packet. At least we still have the ORCA Next Gen Dashboard.

b) Speaking of the Dashboard, what is SI Field Integration Testing Kickoff? Is that when beta testing can begin because I sure would sincerely like to beta test.

c) Re: ROOT Oops Dashboard, well I hope the INIT KPI Reporting can be resolved.

Third, I am now fuming this e-mail address is not on the ORCA Joint Board Meeting Agenda webpages. This is Boardmember Durkan-levels of opaque governance, do better please. Please fix!

Thanks for reading. There you go.

Thoughtfully submitted;

Joe A. Kunzler

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