Meeting Notes – DRAFT
ORCA Joint Board Meeting – August 9, 2021
11:00 a.m. to 12:30 p.m.

Board Members Attending:	*ORCA Operations:*		*Regional ORCA Operating Team:*	
Community Transit	• Rob Jensen	(CT)	• Brittany Esdaile	(ROOT)
• De Tapia (Alt)	• Bob Hunter	(ET)	• Ashley Bowman	(ROOT)
	• Sunny Knott	(KCM)	• Chris McKnight	(ROOT)
Everett Transit	• Denise Moyle	(KT)	• Erin O'Connell	(ROOT)
• Tom Hingson	• Mark Eldridge	(PT)	• Sunnie Sterling	(ROOT)
	• Yvette Lopez	(ST)	• Tim Bowen	(ROOT)
King County Metro	• Mark Gloss	(OPS)		
• Chrissy Russillo (Alt)			*Others in Attendance:*	
	Regional Administration:		• Elena Petrova	(CT)
Kitsap Transit	• Cheryl Huston	(RPA)	• Janine Joly	(KCM)
• John Clauson	• Liz Conlon	(RPA)	• Randy Boshart	(KCM)
	• Dan Cunningham	(RPA)	• Matt Hansen	(KCM)
Pierce Transit	• Alan Hecker	(RPA)	• Amy Pearsall	(ST)
• Ryan Wheaton (Alt)	• Tiffany Kauth	(RPA)	• Jason Weiss	(ST)
			• Lisa Wolterink	(ST)
Sound Transit	*Regional Program Team:*		• Chase Smith	(Vix)
• Mary Cummings	• Scott Corbridge	(RPM)	• Kara Todd	(Public)
	• Kathleen McMurray	(RPT)	• Trevor Yarnall	(Public)
Washington State Ferries				
• Brian Churchwell (Alt)				

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:** Brittany Esdaile (ROOT) took roll of the attending Joint Board members.

3. **PUBLIC COMMENTS:** None received.

4. **APPROVE MEETING NOTES:** The July 13, 2021, meeting notes were unanimously approved by the Joint Board.

5. **BRIEFINGS:**

   a) **Administrator Update** – Cheryl Huston (RPA) provided the following updates:

   2021 PCI Audit – Vix's draft PCI Audit Report on Compliance (ROC) is expected by 8/31. Resource issues have delayed progress for Vix and CoalFire.

   Tokenization – Vix has wrapped up Tokenization work except for one issue that Vix was unable to resolve. The agencies have mitigation in place to manage impacts to transactions if they occur.

   next gen ORCA Transition Team – Transition work is progressing. Vix and the next gen team are working on transition change requests and work related to the transition period.

   b) **next gen ORCA Program Dashboard and Update** – Scott Corbridge (RPM) reviewed the dashboard then provided the following project updates:

   FDR – Only three development work documents remaining, two are system-design related needed for development work and are almost done.

Development – More than 85% of development is complete.

System Integrator Training – INIT will provide first training classes mid-September.

Testing –

o **System Integration Testing (SIT)** – Testing is complete except for some additional retesting scheduled to wrap up in the coming weeks and months.

o **Field Integration Testing (FIT)** – Ongoing focus on field device testing with INIT installing and testing back office applications on vehicle and coaches.

o **Pilot Testing** – Detailed planning is underway for the final testing before system launch. Scott will share the plan with the agencies by the end of August.

Transition/Installation – All adapter kits are scheduled to be delivered by 8/30. Installation is going well. Over 70% of vending machines have arrived at INIT's Seattle warehouse. Onboard and wayside validators are on track to arrive in September.

Retail Network Project – Final design is scheduled to be done by 9/30.

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

Staffing:

o **Senior Treasury Analyst** – An offer was accepted.

o **Business News Analyst** and **Senior Systems Administrator** – Both positions are posted. Phone interviews are underway. All agencies are encouraged to help network for these positions.

Budget: Q2 2021 numbers indicate budget is on target at 77% of actual expenses compared to budget forecasts.

Master Service Agreements: The ROOT and Vending Machine Master Service Agreements are complete and scheduled for action today. Brittany credited Ashley Bowman's leadership on development and coordination with the agencies.

Operational Readiness – The InfoSec Preparedness Analysis is 75% complete. The analysis helps frame the tasks to complete before launch.

At next month's meeting, Scott Corbridge will provide a briefing on the transition adapter kit installation and timeline. In the fall, Tim Bowmen (ROOT) will provide a progress report on SysOps Team development.

John Clauson (KT) asked what is used to determine what is at risk or off-track for SysOps, specifically the one KPI item that is behind by 30%. Brittany said risks are determined by tracking expectations against work completed. Brittany noted the new IT Operations Engineer is working on that risk item.

This quadrant of the dashboard will be updated for clarity prior to the next meeting.

d) **next gen ORCA Business Rules Update** – Kathleen McMurray (RPT) had one business rule update. *NBR-008 Card Fees* is specific to next gen ORCA card fees for physical and virtual cards. The Joint Board had adopted *BR 301 ORCA Card Fees* in May, setting issuance and replacement fees for next

gen cards. This business rule clarifies that cardholders will not be charged for converting from a physical card to a virtual card, however, if they revert to a physical card the replacement card fee would apply.

6. ACTION ITEMS:

a) **Approve the ROOT Operations Master Service Agreement** – Brittany noted this agreement is unchanged since the July meeting. The agreement details the support services provided by the ROOT to the ORCA agencies as well as the services and responsibilities the agencies will provide. This agreement will iterate as Operations begin and as the Service Integrator Agreement is established.

The ROOT Operations Master Service Agreement was unanimously approved by the Joint Board.

b) **Approve Business Rule NBR-041 Custom ORCA Card Graphics for Transit Marketing** – Chris McKnight (ROOT) requested approval of NBR-041. This action authorizes the Regional Marketing Committee to review and approve custom card graphics for agency promotions that support transit and increasing ridership. The rule does not authorize the use of ORCA card graphics for non-transit third-party advertising.

Business Rule NBR-041was unanimously approved by the Joint Board.

c) **Approve Sound Transit - ORCA Vending Machine O&M Master Service Agreement** – Ashley Bowman (ROOT) requested approval of this agreement to authorize the agencies that own vending machines to enter into a service provider agreement with Sound Transit.

The Sound Transit - ORCA Vending Machine O&M Master Service Agreement was unanimously approved by the Joint Board.

d) **Authorize INIT Change Order - Vending Machine Spares, Parts, and Components** – Scott noted this action includes two requests: 1) Add $1.9M to NTE Contract Contingency funds in the Regional Capital Budget Contingency to allow for ordering spare parts for maintenance and in case of a catastrophe. 2) Increase the contract capacity funds available for the agreement between ST-INIT in the amount of $3.4M to support a KCM- funded initiative to outfit their coaches with door validators.

The INIT Change Order - Vending Machine Spares, Parts and Components was unanimously approved by the Joint Board.

e) **Approve Business Rule NBR-042 Authorize Approval of Agency-Funded Equipment Orders** – Brittany noted this rule allows the ROOT Director to approve Change Orders and increase the System Integrator NTE amounts as long as it meets the appropriate approval threshold. The Joint Board will continue to be updated regarding any contract changes. This provides greater efficiency and helps avoid using the full regional contingency for single-agency needs.

Tom Hingson (ET) asked if the Joint Board would need to weigh in on agency-specific system changes affecting other agencies. Brittany said this rule applies only to tiered-pricing established by the SI for equipment orders. This rule does not allow for single-agency funded system changes that would have an impact on the rest of the agencies.

Business Rule NBR-042 to authorize approval of agency-funded equipment orders was unanimously approved by the Joint Board.

f) **Authorize an Advisory Group to Recommend Joint Board Operations and Meeting Procedure** – Brittany noted this is an opportunity to document Joint Board meeting and operating procedures in

one place as we move to new system. Revisions to the action since the August meeting include changing committee to a temporary advisory group and adding a reference to rotating members.

The following Joint Board members volunteered to participate on the Operations and Meeting Procedures Advisory Group: Tim Chrobuck (CT), Christina O'Claire (KCM) and Mary Cummings (ST).

Authorization to form an advisory group to recommend Joint Board Operations and Meeting Procedures was unanimously approved by the Joint Board.

7. **OTHER BUSINESS:** None.

The meeting adjourned at 11:49 a.m.

NEXT JOINT BOARD MEETING: Monday, September 13, 2021, 11:00 a.m. to 12:30 p.m., Webex.