Board Members Attending:	*ORCA Operations:*		*Regional ORCA Operating Team:*	
Community Transit	• Rob Jensen	(CT)	• Brittany Esdaile	(ROOT)
• Tim Chrobuck	• Bob Hunter	(ET)	• Chris McKnight	(ROOT)
	• Sunny Knott	(KCM)	• Erin O'Connell	(ROOT)
Everett Transit	• Denise Moyle	(KT)	• Tim Bowen	(ROOT)
• Tom Hingson	• Mark Eldridge	(PT)		
	• Yvette Lopez	(ST)	*Others in Attendance:*	
King County Metro	• Roger Hair	(WSF)	• Elena Petrova	(CT)
• Christine O'Claire			• Matt Hansen	(KCM)
	Regional Administration:		• Ryan Wheaton	(PT)
Kitsap Transit	• Cheryl Huston	(RPA)	• Jason Weiss	(ST)
• John Clauson	• Liz Conlon	(RPA)	• Lisa Wolterink	(ST)
	• Alan Hecker	(RPA)	• Mattelyn Tharpe	(ST)
Pierce Transit	• Tiffany Kauth	(RPA)	• Tyler Ramirez	(ST)
• Michael Griffus			• Chase Smith	(Vix)
	Regional Program Team:		• Gary Googins	(Vix)
Sound Transit	• Scott Corbridge	(RPM)	• Amos Amin	(Public)
• Mary Cummings	• Adam Vance	(RPT)		
	• Kathleen McMurray	(RPT)		
Washington State Ferries				
• Brian Churchwell (Alt)				

1. **CALL THE MEETING:** The meeting was called to order by Joint Board Chair, Christine O'Claire (KCM).

2. **JOINT BOARD ROLL CALL AND INTRODUCTIONS:** Christine introduced Michael Griffus, Pierce Transit's new Chief Executive Officer and Joint Board representative. 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, and a second comment, received during the meeting, is attached hereto.

4. **APPROVE MEETING NOTES:** The August 9, 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 was received. Vix is working on access and user control documentation in advance of submitting the final report in mid-October.

    next gen Transition – Work in coordination with Vix and the next gen team is going well and progressing as expected.

    b) **ROOT Operations Dashboard and Director Update** – Brittany Esdaile (ROOT) noted recent changes to the Operations Dashboard then provided the following program updates:

    Staffing: An offer was accepted for the Sys Ops Team's Business Analyst position and they should be on board by month-end. Recruitment is underway for the Senior Treasury Analyst. There are five positions to be filled by year's end.

Budget: The Q3 budget update will be presented at the November Joint Board meeting.

Master Service Agreements: ROOT Operations and Vending Machine O&M Agreements are complete and awaiting standard approval at the October meeting of the Sound Transit Board.

Current focus is on KCM's Administrative Services Agreement for the Mail Center and RIDC (Regional Inventory Distribution Center), and on INIT's End User Maintenance Agreement. Both are tentatively scheduled for action at the November Joint Board meeting.

Operational Readiness – Brittany explained how the quadrant's list and subcategories were updated to include granular tasks from the bottom up for each of the milestone categories. Those categories are divided into what is needed for operations launch, regional policies and procedures, system operations readiness and information security. The breakdowns reflect the areas of expertise within the ROOT. Each category is supported by subcategories of individual milestones tracked live on the Power BI dashboard that agency staff can access.

Upcoming Topics –

- o   Action to approve the ORCA Privacy Statement is scheduled for October Joint Board.

- o   Tim Bowen (ROOT) will provide SysOps Team overview at the November Joint Board.

- o   Progress report on remaining service agreements, policies and procedures and corresponding business rules.

Brittany said more actions are forthcoming, particularly in November thru February as we prepare for Operations. She acknowledged the partnerships and significant work underway between her team and the Business Managers.

Tom Hingson (ET) asked about the off-track note for Systems O&M with INIT. Brittany explained that they are not yet in position to execute that agreement. INIT had expected to execute the agreement post launch/post warranty after full system acceptance but are now in agreement that it's needed before launch.

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

FDR –
- ○   **System Integrator** – Two documents remaining, the Accessibility Compliance Plan and Transmission System to DARe Design. Both are expected to be completed this month or early next month.

- ○   **Development** – Overall, more than 90% of development work is complete. Both the customer service terminal testing and transition work, from legacy to new system, should wrap up in the next two months.

Pilot Testing – Scott plans to share a detailed pilot plan with the agencies next month and then update the Joint Board in November.

Transition/Installation – Over 70% of the vending machines were delivered to INIT's Seattle warehouse and 15% were delivered to ST's warehouse. The balance should arrive by month-end.

Training – The first training class is anticipated this week. Some training mitigation is ongoing as INIT and the agencies work together on "Training the Trainer".

Christina is interested in getting training materials from INIT, especially for customer service staff. Scott noted his team is working with INIT to get the training materials in agency hands so everyone feels they are well trained in advance of launch.

Retail Network – A Change Order is in progress to update the ORCA cards to the latest version of chip technology.

DARe Update – Initial reports are under development with results expected soon.

d) **Transition Adapter Installations** – Brittany said she asked Scott to showcase his prototype as an example of great team innovation that benefits the region and allows for a seamless customer experience. The prototype adapter was Scott's idea, worked on in partnership with INIT.

Scott outlined the initial adapter installation plan, challenges, benefits, progress and device visuals. He said the agencies and INIT are still working to further reduce transition time and customer impacts. The adapter reduces the time when the two systems would run in parallel without jeopardizing the ability to pull data from the Vix system. Over 85% of the region's coaches have the adapter installed with the remaining to be completed before year's end. Scott held up the aluminum prototype he built in his garage with help from his father.

Christina noted this is a big moment for transition and thanked Scott for developing the prototype. She then asked the agencies to share their thoughts.

Tom said the improvement and ergonomic design were great. He also praised Scott for the reduction in transition time thereby reducing operator stress.

Mary Cummings (ST) also thanked Scott for this work, and for the creativity, passion and commitment from him and his father, which allows us to significantly reduce the transition period.

Tim Chrobuck (CT) noted the initial operation design was done while Scott worked as an engineer for CT. He praised Scott and his father for great work and to INIT for being receptive to the idea.

Scott acknowledges his team's commitment and the agencies for their willingness to be flexible. He noted that other concurrent work is focused on reducing the transition time frame.

e) **ACTION ITEM: Authorize Sound Transit to Execute Contract with Carahsoft Technology Corporation for Twilio SMS and Email Services** – Ashley Bowman (ROOT) said the purpose of the action is to contract with Carahsoft to provide Twilio email and text messaging services. INIT has previously worked with Twilio to set up these services. The agencies will be invoiced on a per message rate covered under the next gen ORCA Operating Budget.

Authorization for Sound Transit to execute the Contract with Carahsoft Technology was unanimously approved by the Joint Board.

6. **OTHER BUSINESS:**

   o ST's Link light rail services to Northgate start in October.

The meeting adjourned at 11:56 a.m.

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

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ORCA Joint Board Meeting 2021-09-13

Public Comment Submission(s)

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1. **Joe Kunzler** – received September 10, 2021

    Dear ORCA Joint Board;

    I read the presentation on how you are getting the ORCA readers installed via a new transition adapter. Nicely done. Please keep up the good work!

    Also, I ask that you please plan some outreach on Northgate Link launch day - 2 October! I'll be looking for your organization.

    Thoughtfully;

    Joe A. Kunzler

    growlernoise@gmail.com

2. **Amin Amos** – received September 13, 2021

    Hi,

    I don't have a specific question, just that this is my first time writing into this board and a hopeful comment: I hope that the new ORCA system can find some use if transit, at some point, becomes fare free for everyone that uses it.

    Thank you!

    Amin Amos

    aminamos15@gmail.com