

Meeting Notes – DRAFT
ORCA Joint Board Meeting – October 11, 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"> • Christine O’Claire <p>Kitsap Transit</p> <ul style="list-style-type: none"> • John Clauson <p>Pierce Transit</p> <ul style="list-style-type: none"> • Michael Griffus <p>Sound Transit</p> <ul style="list-style-type: none"> • Mary Cummings <p>Washington State Ferries</p> <ul style="list-style-type: none"> • Brian Churchwell (Alt) 	<p>ORCA Operations:</p> <ul style="list-style-type: none"> • Rob Jensen (CT) • Bob Hunter (ET) • Sunny Knott (KCM) • Mark Gloss (Ops) • Denise Moyle (KT) • Yvette Lopez (ST) <p>Regional Administration:</p> <ul style="list-style-type: none"> • Cheryl Huston (RPA) • Liz Conlon (RPA) • Alan Hecker (RPA) <p>Regional Program Team:</p> <ul style="list-style-type: none"> • Scott Corbridge (RPM) • Adam Vance (RPT) • Kathleen McMurray (RPT) 	<p>Regional ORCA Operating Team:</p> <ul style="list-style-type: none"> • Brittany Esdaile (ROOT) • Ashley Bowman (ROOT) • Chris McKnight (ROOT) • Cortez Brown (ROOT) • Sunnie Sterling (ROOT) <p>Others in Attendance:</p> <ul style="list-style-type: none"> • Elena Petrova (CT) • Janine Joly (KCM) • Amy Pearsall (ST) • Jason Weiss (ST) • Lisa Wolterink (ST) • Tyler Ramirez (ST) • Chase Smith (Vix) • Joe Kunzler (Public)
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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:** Brittany Esdaile (ROOT) 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 September 13, 2021, meeting notes were unanimously approved by the Joint Board.

5. BRIEFINGS:

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

Cheryl acknowledged Vix’s work, in coordination with ST’s team, to support fare collection for Link’s extension to Northgate. She also recognized the work done by Vix to support ORCA fare collection on the Monorail.

2021 PCI Audit – Vix’s final PCI Audit Report on Compliance is due October 15. Once received, the report will be forwarded to the agencies. This is the final PCI audit for the current ORCA system.

next gen Transition – Work is progressing in coordination with Vix and the next gen team.

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

The Field Device Development Plan milestone was completed. Following testing, the balance of development work will continue to resolve any bugs. The Q2 Program Risk and Issues Assessment was also completed.

Upcoming actions include completion of System Integration Testing by month's end. Website testing is in process, CST testing is scheduled for next week and agency training is scheduled to start this month.

Project Status Risks – Scott discussed three areas where risk levels are being closely monitored. He noted that for a project of this size and at this stage, risk is normal. While it may be possible that these risks impact the schedule, they will not impact the Vix Contract close-out by end of 2022.

- Training – Agency staff training is behind due to lack of vendor training materials. This has been escalated with INIT management. Meanwhile, the agencies have begun planning for development of regional training materials.
- Equipment Supply Chain – The team has been monitoring the global chip shortage that will likely impact production of validators. CST peripherals are also delayed in shipping. The SI vendor and the agencies are working to find other suppliers and options for comparable alternatives that meet functional requirements. There has been some progress in the past week.
- Virtual Cards – There have been challenges obtaining scope and schedule from mobile wallet providers as we are competing with other large international projects. In addition, there are early indications the costs may be higher than expected. Meanwhile, design work is progressing.

Tim Chrobuck (CT) asked about the risk to the cutover and John Clauson (KT) raised concern about training schedules. Scott said he is working with the project team on schedule impacts and is regularly discussing options to shorten training timelines.

Tom Hingson (ET) asked for an estimated time, per person, to train staff on the new system. Scott replied it's difficult to answer since training is dependent upon the agency and service. Rough estimates for drivers are 30-60 minutes; customer service staff requires hours of training to learn the new system and interfaces.

Christina (KCM) noted their concerns lie with customer service staff rather than operator training. She encouraged agencies and Joint Board members to continually check in to monitor risks.

- c) **ROOT Operations Dashboard and Director Update** – Brittany Esdaile summarized recent updates to the Operations Dashboard then provided the following program updates:

Staffing: Brittany introduced Cortez Brown, the newly hired SysOps Business Systems Analyst. Cortez will be focused on project implementation, process improvement and reporting. Since last month's report, one position is filled, and two new positions have been posted. The Senior Systems Administrator is expected to be introduced at the November meeting. The Senior Revenue Analyst position was posted today.

Budget – Next quarterly budget updates will be in November.

Master Service Agreements:

- ROOT Operations Agreement – Awaiting one signature.

- Vending Machine O&M Agreement – She anticipates having this agreement ready for agency signatures by month's end.
- KCM Administrative Services Agreement for the Mail Center and Regional Inventory Distribution Center (RIDC) – This agreement is on track for action at the November Joint Board.
- INIT End User Maintenance Agreement (EUMA) – A draft agreement was received. ROOT is working with INIT to negotiate and draft the System O&M Agreement. This agreement is expected to be completed prior to launch. The structure is changing and may include an added agreement or may be put under a parent agreement.

Operational Readiness – Milestone categories are broken down by areas of ROOT expertise based on subtask data. Progress has been made on all categories.

Marketing – Advertising and customer communications are on track. The Regional Marketing Committee, Public Information Officers, and Business Managers are working collaboratively with ROOT to be ready for start of public communication.

Project Delivery – Brittany thanked Scott for the overview of launch risks and applauded the Regional Program Team for staying focused despite challenges.

SysOps Readiness – Tim Bowen's (ROOT) team has been working collaboratively with regional SMEs to plan and get processes in place.

InfoSec Critical Processes – The outside consultants will provide the final preparedness report later this month. As ROOT identifies work to complete before launch, the number of milestones will increase.

Next Month –

- KCM Service Agreement – This agreement is scheduled for approval.
- System Operations Overview – Tim Bowen will provide an overview of his team's work and progress towards their goals.
- Marketing Campaign – Chris McKnight (ROOT) will begin providing monthly briefings summarizing elements of customer, marketing and advertising campaigns that start in November.
- Updates on Service Agreements, policies, procedures, and business rules.

Tim asked about regional effort to secure a Regional Call Center for processing payments by phone. Chris said the Call Center Manager, Chrissy Russillo (KCM), is working with Sunny Knott (KCM) on options and she will keep the Joint Board updated.

Retail Network Update – Kathleen McMurray (RPT) reported the final design review is scheduled in December. Communication strategies for retailers and retail customers are under development. The new network will launch after the INIT backend is operational and field equipment is installed. Current and next gen retailers will operate concurrently for a short period.

There will be a minimum of 250 overall retail locations, which includes all current retailers. Field integration testing will confirm transactions and settlement are processing as expected, and also confirm that retail staff are ready to serve customers. A pilot test will then be conducted with a larger number of retailers.

A team led by Tyler Ramirez (ST) worked with vendors to focus on underserved communities using statistical analysis and economic population data.

Tom encouraged the team to look into adding smaller grocery stores and Kathleen said the network can support independent locations.

ACTION ITEM: Approve next generation ORCA Privacy Statement – Brittany requested approval of the next generation Privacy Statement. The statement was built upon the current ORCA Privacy Statement and modified to comply with current RCWs and aligned with the new system. One administrative edit will be made to add “Authority” to Kitsap Transit’s legal name.

The next generation ORCA Privacy Statement was unanimously approved by the Joint Board.

6. OTHER BUSINESS:

- Congratulations to Sound Transit for the launch of Link light rail services to Northgate.

The meeting adjourned at 11:55 a.m.

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

ORCA Joint Board Meeting 2021-10-11
Public Comment Submission

Submission:

Joe Kunzler

10 Oct. 2021

ORCA Joint Board

EmailtheORCAJB@soundtransit.org

Dear ORCA Joint Board and CCs;

A couple of thoughts for you this month. I'll be acute.

#1. Where was NextGenORCA at the NorthgateLink launch? I looked and looked for you. Would have been a good time for you to make outreach to transit enthusiasts about what's coming. 2022 is going to be a F-22 of a shock to people when this Next Gen ORCA comes online, and it seems you missed the opportunity to bring folks with you to joining in the foundational changes to come at high speed if not warp speed. Don't rely on transit boardmembers or transit executive directors to do the outreach for you; that's where we transit activists come in. I can explain over coffee and doughnuts.

#2. On your privacy policy: I hope the privacy policy is strengthened a bit to make compliance with RCW 42.56.330(5) the norm and not discretionary. We don't need another [ORCALeak of almost Wikileaks proportions](#) here that divided transit advocates and caused a lotta problems. I'd say it helped derail a good transit candidate from getting on King County Council and harmed the ST3 campaign efforts. Sorry I have to be the rhetorical heavy; but that's part of my job description. At least I don't have to lecture most of you about vaccinating from Covid19... just Community Transit and I appreciate the vaccine mandate up there.

#3: THAT SAID, I have been and remain patiently optimistic about ORCA Next Gen. Just so that's clear.

Very thoughtfully;

Joe A. Kunzler

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