

Meeting Notes – DRAFT
ORCA Joint Board Meeting – November 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"> • Christina O’Claire <p>Kitsap Transit</p> <ul style="list-style-type: none"> • Denise Moyle (Rep) <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) • Sunny Knott (KCM) • Mark Gloss (Ops) • Mark Eldridge (ST) • 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) • Kathleen McMurray (RPT) 	<p>Regional ORCA Operating Team:</p> <ul style="list-style-type: none"> • Brittany Esdaile (ROOT) • Ashley Bowman (ROOT) • Chris McKnight (ROOT) • Corey Waldner (ROOT) • Cortez Brown (ROOT) • Erin O’Connell (ROOT) • Ken Poitras (ROOT) • Sunnie Sterling (ROOT) • Tim Bowen (ROOT) <p>Others in Attendance:</p> <ul style="list-style-type: none"> • Elena Petrova (CT) • Janine Joly (KCM) • Matt Hansen (KCM) • Randy Boshart (KCM) • Alex Di Giacomo (ST) • Amy Pearsall (ST) • Jason Weiss (ST) • Tiffany Kauth (ST) • Tyler Ramirez (ST) • Chase Smith (Vix)
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1. **CALL THE MEETING:** The meeting was called to order by Joint Board Chair, Christina O’Claire (KCM).
2. **JOINT BOARD ROLL CALL AND INTRODUCTIONS:** Cheryl Huston (RPA) took roll of the attending Joint Board members.
3. **PUBLIC COMMENTS:** No comments received.
4. **APPROVE MEETING NOTES:** The October 11, 2021, meeting notes were unanimously approved by the Joint Board.
5. **BRIEFINGS:**
 - a) **Administrator’s Update** – Cheryl Huston provided the following updates:
 - next gen Transition – Business is going well with the RPT and Vix as they work on transition change requests for the new system.
 - 2021 PCI Audit – Vix submitted the Report on Compliance (ROC). Of eight items needing remediation Vix has already remediated seven; one item can’t be fixed without major redesign work. Vix is in the process of submitting documentation to the Regional Security Engineer. This completes Vix’s 2021 PCI Audit ROC report.
 - b) **next gen ORCA Program Dashboard and Update** – Scott Corbridge (RPM) summarized the dashboard and provided the following project updates:

Field Device Development – Systems Integration (SI) development work completed last month. A new milestone will be added for Field Integration Testing.

Transition Adapter Installation – As of last week the installations are over 90% complete.

Program Status Box – Restated continued risks.

- Virtual Card – Making progress with all vendors. Schedule is expected by mid-December.
- Global Supply Chain – Also a big risk though down a little as next gen vendors have received some order confirmations from their suppliers.
- Customer CST Peripherals – Still some risk due to shipping delays.
- Training – The System Integrator has not provided the prerequisite materials needed to support the training schedule. The RPT is working with INIT and the agencies to establish a new timeline to allow for quality training implementation.

Actions Completed –

- The Launch Gating Criteria Plan was approved by the Steering Committee.
- Additional SI testing was completed over the last month.
- A large delivery of Retail Network documents is under review.

Project Updates – Pilot testing and detailed planning is underway.

DARe Project – DARe released a reports catalog for agency review.

Christina noted KCM is able, ready, and willing to bring new ideas and get staff trained as quickly as possible. She would like to see clear interim and final milestones to hold INIT accountable for training deliverables.

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

Staffing: The Senior SysOps Administrator position has been filled. Tim Bowen (ROOT) will introduce Corey Waldner during his presentation. Five more positions are planned, three for financial management and two for SysOps. In spite of the current recruitment challenges, the goal is to fill at least one position and have two more posted by year end.

Budget: Spending is at 76% in comparison with the actual forecasted budget. It's down one point from last quarter but still within a reasonable range. We are in a period of underspending for the rest of 2021. This is attributed to previous expectation that we would incur substantial system expenditures in Q4 2021. We now know will not be the case.

Master Service Agreements:

- Vending Machine O&M Agreement – The agreement is fully executed.
- ROOT Operations Agreement – The agreement is awaiting final signature.
- INIT Agreement – Ashley Bowman (ROOT) is taking the lead and working with INIT's legal staff on moving the System Operation and Maintenance Agreement (SOMA). Originally

planned as a high-level agreement with a number of sub-agreements (for hardware and software), it's now changed to make SOMA a more comprehensive parent agreement. The INIT sub agreements are listed on the dashboard to reflect the format change. The parent agreement requires Joint Board approval; the sub-agreements will be managed by the Business Managers.

- Business Account and Retail Network agreements – Plan is in place to establish these two agreements, but they are currently a lesser priority.

Operational Readiness:

- Financials – Sunnie Sterling (ROOT) is making great strides with her team on financial systems and reporting.
- Marketing – This has now been expanded from one to four milestones. There has been a lot of activity within promotion and change management categories. The Marketing Plan is 100% complete.
- Project Delivery – A lot of notable progress by Scott's team in testing and field installation.
- SysOps – System and critical processes milestone categories are advancing towards completion.
- InfoSec – In response to the Information Security Preparedness Analysis, critical policies and critical processes milestones have been identified. Progress continues across the board, particularly on the Incident Response Plan.

Upcoming:

- Four Nines Technology Contract Extension – The Contract's original term was 2016 through 2021, with five one-year extension options. The amount of funds added for the contract extension options will determine if the Steering Committee or Joint Board need to approve the extension.
 - Terms of Use – Will bring for approval in December or January.
 - Vending Machine Cost Allocation – Will bring for approval in December or January.
- d) **ROOT System Operations Overview** – Brittany introduced Tim Bowen (ROOT) to provide a team update. She noted Tim is well-rounded, has a lot of expertise across a lot of areas, is measured, reasonable, and a great partner with the region. Tim shared a brief overview of the newly formed ROOT SysOps Team, highlighting staff organization, ROOT functions provided to the region, and work with vendors as well as information security functions. He introduced Corey Waldner (ROOT) who was hired two weeks ago for the SysOps Administrator position. Other team members are Cortez Brown and Ken Poitras.
- e) **ROOT Marketing Campaign** – Chris McKnight (ROOT) provided an update of pre-launch marketing activities. He spoke about the ridership campaign, business outreach and regional alignment of communication channels to communicate upcoming changes. ORCA will have a regional media presence. Press releases will communicate key customer messaging. Outreach activities will continue up to launch. Messaging will be targeted to underrepresented areas in media and print materials. Ads will be in multiple languages.

Brittany noted Chris will provide a standing update at the monthly Joint Board meetings until launch.

6. ACTION ITEMS:

- a) **Authorize Termination of Three-Party Escrow Services Agreement** – Cheryl requested authority to terminate the Three-Party Agreement. With the new system launch pending, Vix and the Site Managers support the termination. If authorized, Cheryl will forward a written notice of termination Iron Mountain. Approval by Vix and the agencies will be executed via DocuSign.

Tom Hingson (ET) asked what the financial implications were to terminate and if a refund or rebate was forthcoming. Cheryl said the annual contract is \$2,000 per year and is paid through 2021. There will be no charges in 2022.

Authorization to terminate the Three-Party Escrow Services Agreement was unanimously approved by the Joint Board.

- b) **Authorize Regional Service Provider Agreement for KCM-ORCA Administrative Services** – Sunny Knott (KCM) requested authorization of the agreement for KCM-provided administration services to the region that includes Mail Center and card stock storage. Agencies will share the costs per the regional cost-sharing formula. The Business Managers and ORCA Director support the execution of the Agreement.

Authorization for the Regional Service Provider Agreement for KCM-ORCA Administrative Services was unanimously approved by the Joint Board.

7. **OTHER BUSINESS:** None.

8. **EXECUTIVE SESSION:** The Chair announced the end of regular business at 11:56 a.m. The Joint Board then went into Executive Session to discuss security risk issues related to specific system vulnerabilities and other information pursuant to RCW 42.30.110(1)(a)(ii). Executive Session ended at 12:26 p.m.

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