

Meeting Notes – Draft
ORCA Joint Board Meeting – December 13, 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"> • De Tapia (Alt) <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"> • 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) • Denise Moyle (KT) • Mark Gloss (Ops) • Mark Eldridge (PT) • Yvette Lopez (ST) • Jared Fernley (WSF) • Roger Hair (WSF) <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) • Corey Waldner (ROOT) • Erin O’Connell (ROOT) • Sunnie Sterling (ROOT) • Tess Pacheco (ROOT) • Tiffany Kauth (ROOT) • Tim Bowen (ROOT) <p>Others in Attendance:</p> <ul style="list-style-type: none"> • Elena Petrova (CT) • Matt Hansen (KCM) • Amin Amos (Public) • Amy Pearsall (ST) • Chris Jefferies (ST) • Jason Weiss (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: Brittany Esdaile (ROOT) took roll of the attending Joint Board members.

3. PUBLIC COMMENTS: No comments received.

4. APPROVE MEETING NOTES: The November 8, 2021, meeting notes were unanimously approved by the Joint Board.

5. BRIEFINGS:

a) Administrator’s Update – Liz Conlon (RPA) provided the following updates on behalf of Cheryl Huston (RPA):

Transition work with Vix and the next gen team is progressing as expected. The Vix Contract Extension period begins January 1, 2022, with the flat monthly fee in effect through the end of Contract, December 31, 2022.

b) next gen ORCA Program Update – Scott Corbridge (RPM) provided the following project updates:

Program Status Box – Restated continued risks:

- Virtual Cards – Some progress and continuing discussions with mobile wallet providers.
- Global Supply Chain Risk – Reconfirmed orders for launch are on track and allow for an acceptable spare ratio.

- Training – With support from Kathleen McMurray (RPT) and agency resources, Train the Trainer is now scheduled. Training materials are being prepared for January and February trainings.
- Schedule – The regionally approved cutover timeline is Spring 2022. Analysis indicates limited to no impact on dependent projects or current contracts.
- System Integrator – Ongoing testing and training are underway. Field Integration Testing in the production environment is starting.
- Retail Network – Work continues on final design with Ready Credit Corporation.
- Field Device Development – Systems Integration development work completed last month. A new milestone will be added for Field Integration Testing.
- DARE Project – Progress is being made on report development and further report definitions.

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

Staffing: Tiffany Kauth (ROOT) Senior Financial Reporting Analyst was introduced. Sunnie Sterling (ROOT) is scheduling preliminary candidate interviews for the Senior Revenue Analyst and is seeking regional staff to participate on the hiring panel. The final SysOps position will be posted this week. Two remaining positions are expected to be hired in early 2022. Agencies are encouraged to share and network as these positions are posted.

Budget: The Q4 2021 budget update is scheduled for the February Joint Board meeting.

Master Service Agreements:

- ROOT Operations Agreement – Executed.
- King County Metro-ORCA Administrative Services Agreement – Executed.
- Business Account Agreement – The drafting team of ROOT, KCM and PT staff are making good progress on the agreement which will come before the Joint Board in Q1 2022.
- INIT System Operation and Maintenance Agreement – This agreement is also coming to the Joint Board in Q1 2022. INIT will provide a revised draft that will be circulated for review, by legal then by the agencies.
- System Operation and Maintenance Agreements (SOMA) – The structure of the INIT subagreements has changed a bit and are now about 50% complete.

Operational Readiness:

- Steady progress across most categories, including project delivery, SysOps systems, and all financial milestones. Excellent progress has been made with setting up banking and merchant accounts in preparation for launch.
- Significant progress on marketing content attributed to the marketing team getting content management system access and training.
- SysOps critical processes have advanced the setup of asset management, incident, problem, and change management, as well as completing some crypto key management work.

- InfoSec Critical Policies and Processes categories are a little off track. We are using both our technical consultants to help fill in staffing gaps as well as the SysOps team to drive the critical pieces ahead of launch. The Incident Response Plan is targeted for late Q1 2022 action.

- **Other:**

- Change Agents – The Site/Business Managers and ORCA Steering Committee met with ORCA agencies' leaders last week. Lots of excitement about continued promotion within the ORCA partner agencies, as well as finding opportunities for Joint Board members to use their platform to engage staff at all levels regarding ORCA changes. Brittany encouraged the agencies' change agents to share the tools and artifacts with frontline and customer service staff at all levels to help get the word out. It is important that staff come into training with some awareness about what to expect.
- One-year contract extension options for 2022 are in place with Estrada for data support, and with Four Nines and their subs for technical consulting.

ROOT Marketing Campaign – Chris McKnight (ROOT) provided an update noting they are on schedule and on budget for all their activities. The myorca.com marketing website continues to be available to internal staff and customers and includes the ability to sign up for alerts and updates, including the monthly newsletter for both agency staff and the public detailing changes and updates. The marketing site has over 5,000 visitors and of those visitors, 8% have signed up for updates.

Transit campaign advertising for vehicles, stations and waysides are scheduled to begin in February 2022. Community outreach is ongoing. Rider, business and retailer content is on track and includes brochures, direct mail and videos.

- d) **2021 in Review** – Brittany and Scott highlighted 2021 Regional Program and Steering Committee accomplishments and milestones. Each panelist highlighted and thanked staff for their contributions to ORCA.

6. ACTION ITEMS: None.

7. OTHER BUSINESS:

John Clauson (KT) voiced frustration with the technical difficulties. Christina will work with administration team to assess public meeting options.

Tom Hingson (ET) asked about public comment regarding more fare free transit services. He noted ET is seeing more interest in fare-free service, and asked if this group is willing to discuss next year. Christina noted that fare policy is not typically managed by this body. She will verify where that discussion should take place.

The meeting adjourned at 12:03 p.m.

NEXT JOINT BOARD MEETING: Monday, January 10, 2022, 11:00 a.m. to 12:30 p.m., Webex.