

Regional Service Provider Agreement Next Gen ORCA

*Rider Experience and Operations Committee
10/7/21*











Why we are here

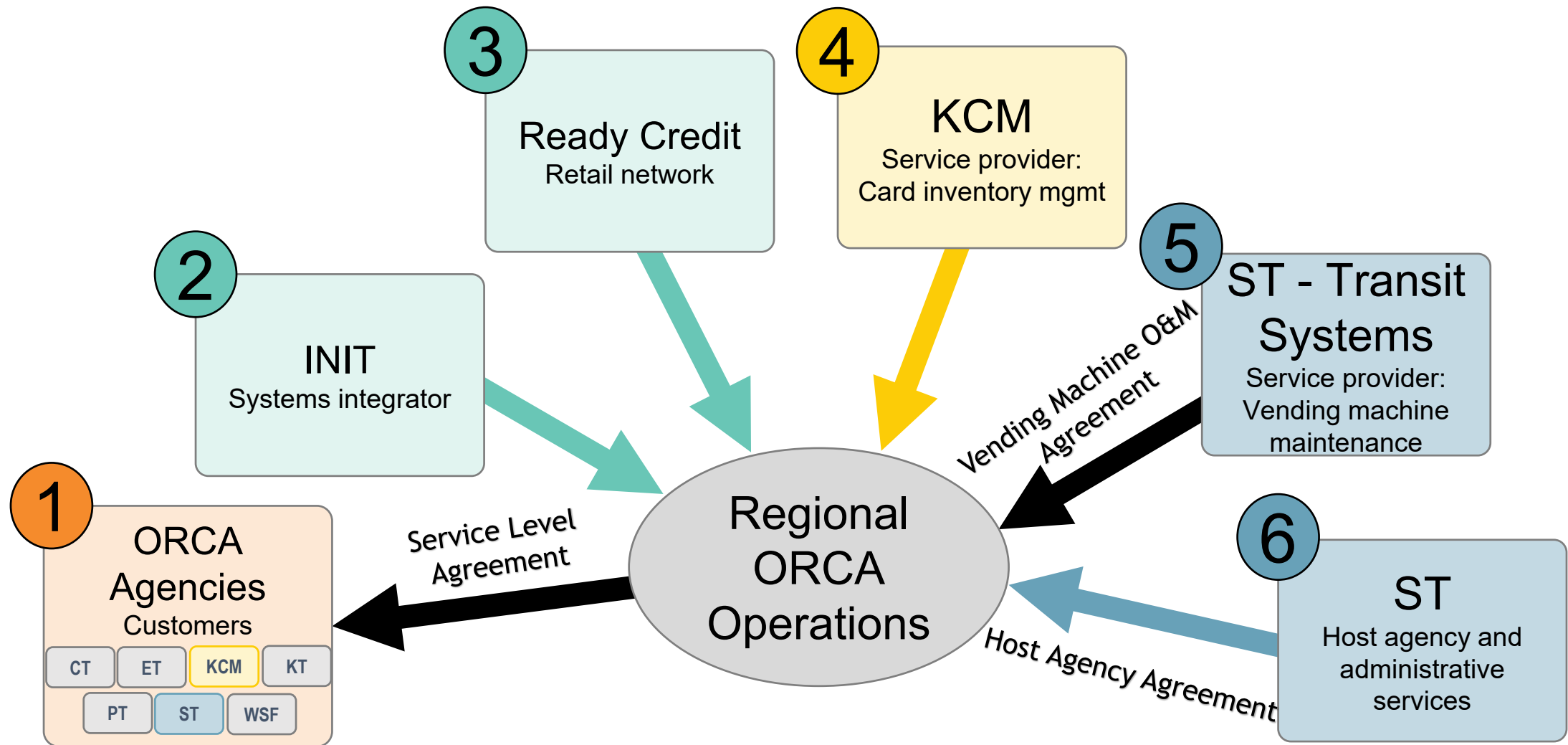
- To provide progress on Next Gen ORCA.
- Describe the relationship of operating entities and agreements in Next Gen ORCA.
- To review operations and maintenance service provider agreement elements in preparation for the region transitioning to Next Gen ORCA.
- Today we are here to inform a future decision to provide authority for the CEO to establish a service agreement between Transit Systems and agency partners in vending machine maintenance and repair.

Next Gen Progress



			
<p>Final Design substantially complete</p>	<p>Development >90% complete</p>	<p>Transition Adapters and infrastructure installation in progress</p>	<p>System Integration and Field Testing underway</p>
			
<p>Transition planning with Agencies ongoing</p>	<p>Training starting this fall</p>	<p>Vending Machines and Validators arriving in Seattle</p>	<p>Researching next phase of projects</p>

Future ORCA Ecosystem





Regional Services Provided

Field Services

- Preventive Maintenance
- Corrective Maintenance
- Stock Replenishment
- Sticker Replacement

Shop Services

- Return Materials Authorization
- Asset and Stock Stores Management

Out of Scope

- Vandalism
- Revenue Servicing
- Common Areas Degradation

Service Expansion and Invoicing



- 114 vending machines managed today, additional 26 for agency partners.
- Sound Transit will bill ROOT quarterly for services.
- Fixed fee structure on per vending machine basis.
- Yearly assessment of work performed to assess operating costs.

Timeline

- Initial deployment of Next Gen ORCA hardware Q4 of 2021.
- Sound Transit's legacy hardware swap Q1 2022.
- Servicing of Next Gen equipment starts at back-office cutover in early 2022.

Thank you.



 [soundtransit.org](https://www.soundtransit.org)



Costs and Service Hours

Vending Machine O&M Service Fees	
Service	Quarterly Cost per VM
Field maintenance services	\$ 1,367
Asset management services	\$ 161
Sub Total	\$ 1,528
Overhead (15%)	\$ 229
Total	\$ 1,758

- ✓ New TVM installation requests scheduled and agreed upon as a Task Order.
- 🏠 Yearly assessment of actuals, costs subject to change.
- 🏢 Overhead includes business management, invoice management, reporting, etc.

Out of Scope Rates

Fully burdened Hourly Rates for Task Orders

	Hourly Rate
Field Technician – regular rate	\$ 90
Field Technician – overtime rate	\$ 135
Field Technician – holiday rate	\$ 180
Materials and equipment	Determined at time of request and incorporated into task order



Operating Window and Service Objectives

- Monday - Friday, 8 am - 4 pm, Excluding Holidays.

Severity Category	Timeline for Resolution	Metric
Sev 1: Complete Outage	45 Min Response 12 Hour Resolution	85%
Sev 2: Degradation	1 Hour Response 16 Hour Resolution	85%
Sev 3: Non-Critical Task	8 Hour Response 10 Business Day Resolution	85%



Op Repair Work Center Services

- Return Materials Authorization.
- Asset and stock stores management.
- Shop hardware and software testing.