ORCA Update
Informational Briefing
Rider Experience & Operations Committee
5/6/21
Why we are here

- To brief the ST Board and Rider Experience & Operations Committee about project progress
- To inform the Board of the anticipated launch phases
- To orient the Board to the ST relationships to ORCA
- To provide context to the Board for the Administrative Host Services Agreement motion (Motion No. M2021-29) to follow
Why are we replacing ORCA?

1. Improved customer experience
2. Updated technology
3. Future innovation
## Project progress

<table>
<thead>
<tr>
<th>Icon</th>
<th>Stage</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>🛒</td>
<td>All major procurements complete</td>
<td></td>
</tr>
<tr>
<td>✒️</td>
<td>Final Design substantially complete</td>
<td></td>
</tr>
<tr>
<td>🚢</td>
<td>Development &gt;70% complete</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>System Integration and Field Testing underway</td>
<td></td>
</tr>
<tr>
<td>📍</td>
<td>Transition planning with Agencies ongoing</td>
<td></td>
</tr>
<tr>
<td>🗣️</td>
<td>Training starting this fall</td>
<td></td>
</tr>
<tr>
<td>🛒</td>
<td>Vending Machines arriving in Seattle</td>
<td></td>
</tr>
<tr>
<td>📝</td>
<td>Researching next phase of projects</td>
<td></td>
</tr>
</tbody>
</table>
# Customer-facing launch phases

<table>
<thead>
<tr>
<th>Current ORCA</th>
<th>New website and mobile app</th>
<th>More payment options</th>
<th>Retire current card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Today</td>
<td>Early 2022</td>
<td>Late 2022</td>
<td>2023 or later</td>
</tr>
</tbody>
</table>

## PAYMENT METHOD
- **Current ORCA**
  - Legacy
- **New website and mobile app**
  - Next gen
- **More payment options**
  - 2X (Vending)
  - (Tap to pay)
- **Retire current card**
  - (Tap to pay)
Future ORCA ecosystem

1. ORCA Agencies
   - Customers
     - CT
     - ET
     - KCM
     - KT
     - PT
     - ST
     - WSF

2. INIT
   - Systems integrator

3. Ready Credit
   - Retail network

4. KCM
   - Service provider: Card inventory mgmt

5. ST
   - Service provider: Vending machine maintenance

6. ST
   - Host agency and administrative services
Thank you.

soundtransit.org