

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



			
All major procurements complete	Final Design substantially complete	Development >70% complete	System Integration and Field Testing underway
			
Transition planning with Agencies ongoing	Training starting this fall	Vending Machines arriving in Seattle	Researching next phase of projects

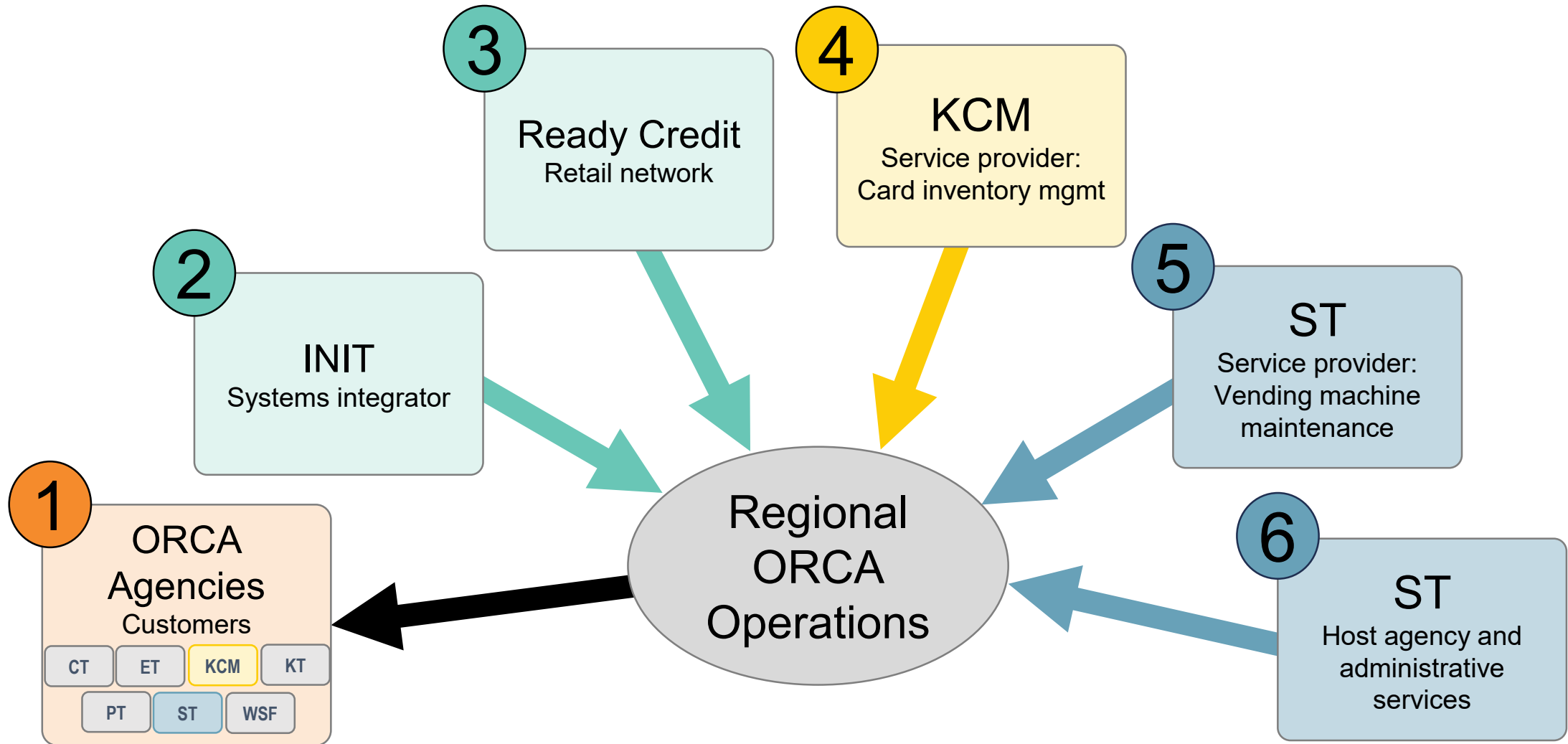
Customer-facing launch phases



	Current ORCA	New website and mobile app	More payment options	Retire current card
	Today	Early 2022	Late 2022	2023 or later
PAYMENT METHOD			<p>(Tap to pay)</p>	<p>(Tap to pay)</p>
INTERFACE			<p>2X</p>	

■ Legacy ■ next gen

Future ORCA ecosystem



Thank you.



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