

Meeting Notes – Draft
ORCA Joint Board Meeting – October 12, 2020
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"> • John Resha <p>Kitsap Transit</p> <ul style="list-style-type: none"> • John Clauson <p>Pierce Transit</p> <ul style="list-style-type: none"> • Susan Dreier <p>Sound Transit</p> <ul style="list-style-type: none"> • Mary Cummings <p>Washington State Ferries</p> <ul style="list-style-type: none"> • Greg Faust (Alt) 	<p>ORCA Operations:</p> <ul style="list-style-type: none"> • Melinda Adam (ET) • Rob Jensen (CT) • Sunny Knott (KCM) • Denise Moyle (KT) • Mark Eldridge (PT) • Yvette Lopez (ST) • Jared Fernley (WSF) • Mark Gloss (Ops) • Ulta Slee (Ops) <p>Regional Administration:</p> <ul style="list-style-type: none"> • Cheryl Huston (RPA) • Liz Biber (RPA) • Dan Cunningham (RPA) • Alan Hecker (RPA) • Sunnie Sterling (RPA) <p>Regional Program Team:</p> <ul style="list-style-type: none"> • Scott Corbridge (RPM) 	<p>Regional ORCA Operating Team:</p> <ul style="list-style-type: none"> • Brittany Esdaile (ROOT) • Ashley Bowman (ROOT) <p>Others in Attendance:</p> <ul style="list-style-type: none"> • Randy Boshart (KCM) • Janine Joly (KCM) • Ryan Wheaton (PT) • Alex Di Giacomo (ST) • Amy Pearsall (ST) • Tyler Ramirez (ST) • Jason Weiss (ST) • Lisa Wolterink (ST) <p>Members of the Public:</p> <ul style="list-style-type: none"> • Kelsey Mesher (Transportation Choices) • Mikel Mahalay
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1. **CALL THE MEETING:** The meeting was called to order by Joint Board Chair, John Resha (KCM).
2. **JOINT BOARD ROLL CALL AND INTRODUCTIONS:** Cheryl Huston (RPA) took roll of the attending Joint Board members.
3. **PUBLIC COMMENTS:** None.
4. **APPROVE MEETING NOTES:** The August 10, 2020, meeting notes were unanimously approved by the Joint Board.
5. **BRIEFINGS:**
 - a) **Administrator Update** – Cheryl provided the following updates:

Tokenization – On 10/9, Vix deployed a partial fix for the online transaction issues which resulted in a reduction of the occurring issue. Vix is expected to fully resolve the issue in the next 4-5 weeks.

PCI Audit – Vix completed the 2020 audit and provided a remediation plan. While Tokenization reduced the audit scope, Vix is still non-compliant primarily due to lack of change management documentation.
 - b) **next gen ORCA Project Dashboard and Update** – Scott Corbridge (RPM) reviewed the monthly dashboard and provided the following project updates:

Schedule – Discussed delays with vendor and the feasibility of moving some operational functionality to the transition phase.

Budget – No changes; spending on track.

System Integrator Project – We have accepted 98% of Preliminary Design documents with one left to review. Over 60% of Final Design documents have been accepted. Development work continues at INIT's offices in Germany and Seattle. INIT will bring on a third-party vendor to support their Accessibility Compliance Plan.

Testing – The first major phase of testing is complete. Factory Testing which includes First Article Configuration Inspection (FACI), Factory Acceptance Testing (FAT), and Production Acceptance Testing (PAT) has been accepted and signed off. Functional testing of back-office applications is scheduled for completion in October. Third-party application testing is scheduled in November. The first round of Customer Relationship Management Functional Unit Testing (CRM FUT) was completed in September and focused on general customer functionality and case management. The second round of CRM FUT will focus on institutional accounts.

Transition/Installation – Initial adapter kits have been delivered to CT and KCM.

Retail Network Project – Preliminary design is expected to be completed in November. Change Order No. 1 was executed with Ready Credit Corporation for the procurement of next gen ORCA fare media.

DARe Project – With the soft launch of legacy reports, DARe has six of the eleven reports ready for agency use. The last five reports will be ready by mid-October. The team will renew focus to support transition and migration from legacy to next gen ORCA data.

Vix Contract Termination – The Vix Contract terminates on December 31, 2022. The Steering Committee and Site Managers are assessing transition risks. A briefing will be provided to the Joint Board at their December meeting.

c) ORCA Director Update – Brittany Esdaile (ROOT) provided the following updates:

Staffing Updates – Interviews are underway for the Deputy Director of System Operations, the last hire for 2020. The process is on track and a recommendation is expected in the next several weeks.

Service Level Agreements – Brittany and Ashley Bowman (ROOT) are developing five separate service-level agreements in coordination with the agencies and service providers.

- 1) Systems Integrator (INIT) O&M Service Provider
- 2) Agency Service Provider – Sound Transit Vending Machine Maintenance Agreement
- 3) Agency Service Provider – Sound Transit Host Agency Support to the ROOT
- 4) Agency Service Provider – King County Metro Regional Mail Center and Regional Inventory and Distribution Center
- 5) ROOT/Regional Service Provider

Marketing Update – Chris McKnight (ROOT) has made good progress and has received regional approval of the card design and retail packaging. Work is also underway on the pre-site launch site, and updates to the 'elevator pitch'. Chris is working with the Public Information Officers, Regional Marketing Committee, Business Managers and other regional staff.

Phase 2 Prioritization – Brittany is forming a regional subcommittee to revisit future project phases.

Policy and Decision Approval Model – A decision approval process model is in development that includes three goals: clarity of the decision path, efficient decision processes, and transparency and regional sharing of decisions.

The ORCA Capital Budget Policy will be presented for action at the next Joint Board meeting.

6. ACTION ITEM: Approve ORCA Information Security Policy – Brittany requested approval of the ORCA Information Security Policy. The Policy allows security standards and procedures to be created. INIT requires the approved policy to continue their security related work.

Approval of the Information Security Policy was unanimously approved by the Joint Board.

7. OTHER BUSINESS:

The meeting adjourned at 11:41 a.m.

NEXT JOINT BOARD MEETING: Monday, November 9, 2020, 11:00 a.m. to 12:30 p.m., Webex.