

Meeting Summary



ORCA Joint Board Meeting

October 11, 2022 9:00 a.m. – 10:30 a.m.

Santa Fe Conference Room, 401 S. Jackson Street, Seattle, Washington 98104

Microsoft Teams

Joint Board Member /Alternate	ROOT / RPT	Regional Support and Guests
<input checked="" type="checkbox"/> Tim Chrobuck (CT) <input checked="" type="checkbox"/> Tom Hingson (ET) <input checked="" type="checkbox"/> Chrissy Russillo (KCM) Alt <input checked="" type="checkbox"/> Denise Moyle (KT) Alt <input checked="" type="checkbox"/> Mike Griffus (PT) <input checked="" type="checkbox"/> Jason Weiss (ST) Alt <input checked="" type="checkbox"/> Steve Nevey (WSF) Alt	<input checked="" type="checkbox"/> Brittany Esdaile (ROOT) <input checked="" type="checkbox"/> Ashley Bowman (ROOT) <input checked="" type="checkbox"/> Scott Corbridge (RPT) <input checked="" type="checkbox"/> Tim Bowen (ROOT)	

1. CALL THE MEETING TO ORDER

Tom Hingson, Acting Chair, called the meeting to order at 1:32 p.m.

2. JOINT BOARD ROLL CALL AND INTRODUCTIONS

Brittany Esdaile took roll of participating members.

3. PUBLIC COMMENTS

Ashley Bowman reported receiving one public comment that was forwarded to appropriate customer service staff, and one registration for live virtual public comment via computer. The commentor was not in attendance at the meeting so the commentor's written comment was forwarded to the Joint Board.

4. APPROVE MEETING MINUTES

The August 8, 2022, meeting minutes were unanimously approved.

5. BRIEFINGS:

a) ORCA Director Overview (Brittany)

- One finance accountant position is open and expected to be posted by HR soon.
- New Information Security Manager, Robbie Cook, was introduced. Robbie will work on incident response planning and PCI compliance among other bodies of work.
- Q2 budget amounts are increasing to expected amounts. Anticipate further increases in Q3 and Q4. Tracking of costs is within 25% of the projected budget.
- System Operations dashboard compares data for September against prior month. Seeing increased system usage, customer accounts and ridership across the board.
- Major System Incidents: 4. Incidents are related to manual appointment, TRU display and a short system outage, none of which significantly impacted customers.
- KPIs currently monitored by ROOT System Operations team. Now that we have two full months of ridership data available, the ROOT System Operations team and INIT, with input from the Regional Program Team, will develop and design vendor KPIs.

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b) Regional Program Manager Update (Scott)

Two big 100% wins:

1) All legacy card readers, DDU's, TVMs, and hand-held devices are fully transitioned.

2) The retail network launched October 5 at over 200 Albertsons, Safeway, QFC and Fred Meyers stores.

- No technical issues, working with stores to help with some training issues. CT, KCM and ROOT staff visited stores last week.
- Bug fixes will continue to be released on a month or better cadence.
- New features starting to roll out. Current focus for October is on operations and customer facing improvements.
- KPI tracking and Systems Acceptance Testing (SAT) starting in November.
- Agencies are progressing on defining Phase II business requirements and working on policy needs and implementation.
- Tim congratulated the RPT on the retail launch and equipment transition. He asked if virtual card functionality will be under Phase II. Scott said virtual card development was included in Phase 1 scope but was delayed. After full system acceptance and SAT later this year, they will work with INIT to develop solutions and get back on track.
- Chrissy also congratulated Scott then noted three KCM challenges that include a lot of Mail Center manual adjustments, inaccurate reporting, and selling of non-ORCA products sold in Vix system. Scott said they are working together, and all three items are on list of priorities in focus.

c) ROOT System Operations Presentation (Tim Bowen, Deputy Director of ROOT System Operations)

- Shared one-year roadmap summarizing org tiers, progress, and collaboration of efficiencies, innovations, and priorities.
- SysOps and Agency Business Managers meet bi-weekly to discuss issues, improve response, collaboration, and communication channels.
- System Operations: Developing customer centric innovations, coding, and vendor tools to increase functionality, automation, and synchronization. Added monitoring abilities for transparency between system and vendor.
- Major incident readiness: Jason asked about an incident response plan. Tim said the plan includes vendor and agency tracking of system incidents including cause analysis and resolution, and the after-hours response plan.

6. ACTION ITEMS:

- a) Approve 2023 RPT Staffing to be included in the next generation ORCA Capital Budget. Scott requested approval to increase the next generation budget by \$820,000 to support continued funding of the RPT Phase I and Phase II activities through December 31, 2024. Funds will move from the capital project and RPT contingency budgets.

The Joint Board unanimously approved increasing the next generation ORCA Capital Budget by \$820,000 to support RPT staffing through year-end 2024.

7. OTHER BUSINESS

No other business.

8. ADJOURNMENT

The meeting adjourned at 9:44 a.m. The next Joint Board meeting is scheduled for Tuesday, November 8, 2022, from 9:00 a.m. – 10:30 a.m.

DRAFT