

## ROOT Staff

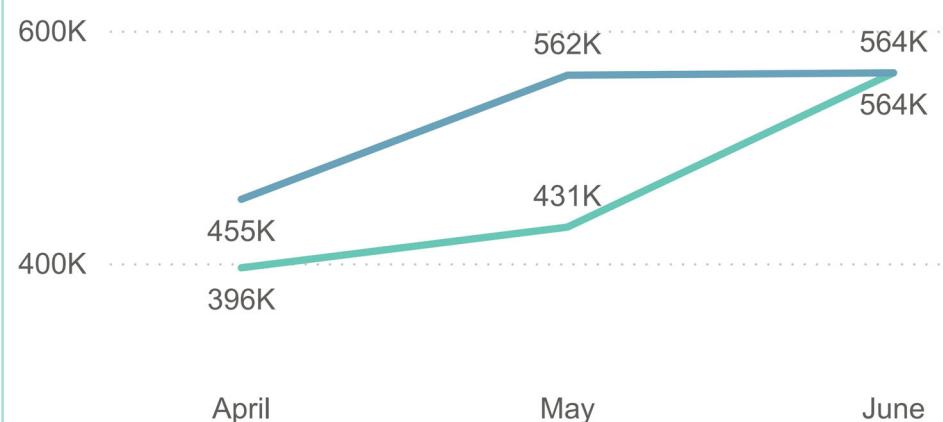
ROOT Branch • Filled • Open



## System Operations

### Distinct ORCA Cards Used By Month

Year • 2024 • 2025

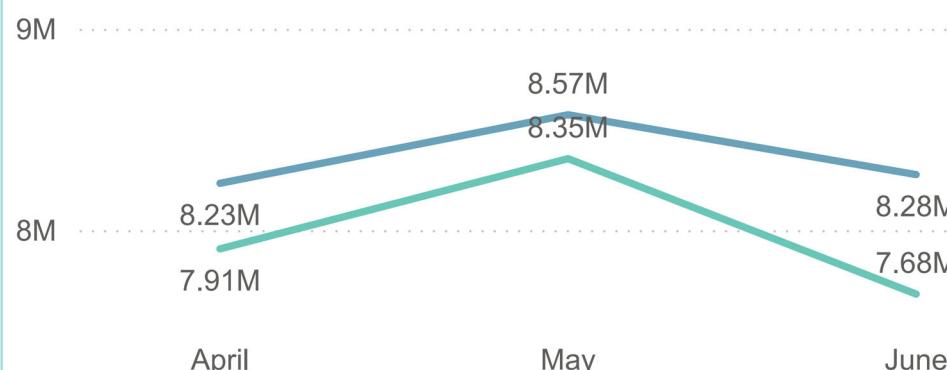


System Component	Uptime for June
Customer Relationship Management (Salesforce)	92.000%
info.myORCA.com	100.000%
myORCA.com	100.000%
Online Validation (internal OVS)	100.000%
System Interface (external API)	100.000%
System Interface (internal API)	100.000%

System	Usage for June
Customer accounts created (new)	48,157
myORCA app users (new)	33,000
myORCA app users (total)	109,000
myORCA.com visits (total)	117,000
Processing time for taps (avg ms)	117

### Tap Count By Month

Year • 2024 • 2025



## Quarterly Operating Budget

2025 through Q1 - Percentage of Actual to Forecasted Budget



## Program Data

### INIT System Performance (KPIs)

Year	Month	Pass	Fail	TBD	Note
2025	March	38	4	2	Bank Card Handling failed 4 months in a row; CST Reliability failed 7 months in a row
2025	April	40	2	2	CST Reliability failed 8 months in a row
2025	May	34	9	1	CST Reliability failed 9 months in a row

### INIT Fixes - June

Release Type	Severity	Number
Fix	Low	2
Fix	Minor	18
Fix	Major	8
Fix	Critical	8
<b>Month Total</b>		<b>36</b>

Critical Outage/Degradation: 3



Joint Board  
July 2025