

# Meeting Summary



## ORCA Joint Board

October 14<sup>th</sup>, 2025 9:00 a.m. – 10:30 a.m.

705 5th Avenue S #200, Seattle, Washington 98104

Rosa Parks Conference Room, First Floor

### Joint Board Members

### ROOT / RPT

### Regional Support and Guests

<input checked="" type="checkbox"/> Chris O’Claire (KCM) Chair <input checked="" type="checkbox"/> Nadia Anderson (ST) Vice-Chair <input checked="" type="checkbox"/> Charles Stearns (CT) <input checked="" type="checkbox"/> Brandon Hilby (ET Alt.) <input checked="" type="checkbox"/> John W. Clauson (KT) <input checked="" type="checkbox"/> Mike Griffus (PT) <input checked="" type="checkbox"/> Jeff Masumoto (WS DOT Alt.)	<input checked="" type="checkbox"/> Chris McKnight <input checked="" type="checkbox"/> Ashley Bowman	<input checked="" type="checkbox"/> Kristen Veselsky (KCM)
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### 1. CALL THE MEETING

Chris O’Claire called the meeting to order at 9:00 am

Chris O’Claire expressed excitement about open payments being delivered prior to the world cup. Chris O’Claire welcomed new alternate Joint Board member, Jenna Forty, who will be representing WS DOT starting in November.

### 2. JOINT BOARD ROLL CALL AND INTRODUCTIONS

Chris McKnight called roll of participating members.

### 3. PUBLIC COMMENTS

Ashley Bowman reported that there were no written public comments submitted prior to the meeting, and no one signed up to speak virtually or in-person.

### 4. Consent Items

- a) Approve Prior Meeting Minutes – September 2025
- b) Approve Voucher Certification – September 2025

The consent items were unanimously approved by the ORCA Joint Board.

### 4. BRIEFINGS:

- a) Open Payments Project Update:

Chris McKnight presented an update on the open payments project. Much of the core testing is complete. There is a phased rollout plan starting with an internal pilot followed by a small public pilot. ROOT is coordinating with agencies on the rollout plan. Testing and the pilot are variables that will determine the launch date.

Chris O’Claire added that the launch date is not set but the goal is to launch in the first quarter of 2026. She also expressed gratitude for the ROOT staff working on this project.

- b) ORCA Director Overview:

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Chris McKnight presented an overview of the Joint Board dashboard. Boardings are up 14% year to date. Revenue continues to grow (considering seasonal ridership changes). The annual customer satisfaction survey will be launched soon. Open payments is currently ROOT's top priority. Outstanding tickets to resolve system issues have been reduced by half and the remaining tickets are low priority tickets. The number of planned and delivered software releases have increased (3-4 this year, only 1 last year). There was one major outage related to MOBILEsymon which was resolved in 15 hours. Customer service terminals were updated by INIT, which caused problems with customers being able to pay. The terminals reached end of life last year. The Regional Product Team and System Operations Team have kept on top of charging INIT for unmet KPIs related to CSTs, MOBILEsymon and server response times. The operating budget section of the dashboard is current through Q2.

Chris O'Claire expressed appreciation for ROOT holding INIT accountable.

## 5. ACTION ITEMS:

- a) Approve revised NBR-047 Affiliate Agreement Terms for Monorail

Kristen Veselsky presented the action to approve the revised NBR-047 affiliate agreement terms for Monorail. Monorail is currently the only ORCA affiliate and is sponsored by KCM. The terms of the agreement being considered by the ORCA Joint Board are those that impact that region.

Chris O'Claire expressed appreciation for Kristen, the City of Seattle and Monorail for the collaborative work on this agreement.

The action to approve revised NBR-047 affiliate agreement terms for Monorail was unanimously approved by the ORCA Joint Board.

- b) Approve revised NBR-001 Transfer Rules for E-Purse

Ashley Bowman presented the action to approve revised NBR-001 transfer rules for e-purse. This NBR has not been updated since 2005 when it was approved by the ORCA Joint Board for the next gen ORCA system. The new addition to the NBR is to add an exception for Monorail.

Charles Stearns asked what the timeframe is to develop a communications plan around this change. Kristen Veselsky explained that communications are planned within the next couple months. There will be no communication about this change until the contract is signed by all parties. Chris O'Claire added that staff on all sides have been working hard and creatively on this agreement. She expressed appreciation that Monorail wants to continue to be part of ORCA. She would like the region to work on bringing additional services into the ORCA system.

The action to approve revised NBR-001 transfer rules for e-purse was unanimously approved by the ORCA Joint Board.

## 6. OTHER BUSINESS

Chris O'Claire mentioned that the regional fare forum is coming to a close and a report will be generated and will lead to fare policy changes. She expressed the importance for ROOT to be part

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of these discussions as the technology providers. She is looking forward to hearing more information on the open payments project in the coming months.

## **7. ADJOURNMENT**

Chris O'Claire adjourned the meeting at 9:28 am. The next ORCA Joint Board meeting is scheduled for Wednesday November 12<sup>th</sup>, 2025, at 1:00 p.m.