BOARD OF DIRECTORS REPORT

To:	David A. Genova, General Manager and CEO	Date: July 7, 2016
From:	Heather Copp, CFO/AGM, Finance & Administration	GM
Date:	July 7, 2016	Board Meeting Date: July 12, 2016
Subject:	SmartCard Project Update	Information

The Stored Value MyRide Card is a product that can be purchased by the general public currently enrolled in the public pilot program to pay for transit fares on fixed route buses and rail platforms. Stored Value is provided on reloadable plastic cards encoded with chips. These cards can be loaded with certain dollar amounts and used much like a debit card. Once the card is loaded, it can be used to board bus or rail until the dollar amount on the card is less than the fare needed. Additional value can be loaded onto the card at RTD retail outlets.

Starting the morning of Monday January 4th, cards were being dispersed to the public pilot program participants at the RTD retail outlets. For the first twenty-five weeks and as of June 26th, a total of 1,870 cards were issued of which 1,480 (79%) were full fare and 370 (21%) were discount cards. The average initial stored value loading is $44.59with a total value loaded including reloads of $190,400. There have been 59,860 boardings using these MyRide cards with fare payment value of $130,700   Of these boardings; 69% were local, 29% regional and 2% airport.

Program Monitoring and Decision Points (Next 3 months)

- July 15th   Weekly Program Monitoring Report to AGMs
- July 22nd   Weekly Program Monitoring Report to AGMs
- July 22nd   Third-Party Program Assessment Monthly Presentation
- July 29th   Weekly Program Monitoring Report to AGMs
- August 5th   Weekly Program Monitoring Report to AGMs
- August 12th   Weekly Program Monitoring Report to AGMs
- New Date   MyRide Public Portal Released to the Public
- August 19th   Weekly Program Monitoring Report to AGMs
- August 19th   Third-Party Program Assessment Monthly Presentation
- August 26th   Weekly Program Monitoring Report to AGMs
- September 2nd   Weekly Program Monitoring Report to AGMs
- September 9th   Weekly Program Monitoring Report to AGMs
- September 16th   Weekly Program Monitoring Report to AGMs
- September 23rd   Weekly Program Monitoring Report to AGMs
- September 23rd   Third-Party Program Assessment Monthly Presentation

Element	Status	Prior Period Activities	Next Period Activities
Program Components			
External Hosting of SMT environment	🟢 Green (no change)	The service provider for this hosting is NewPush. They have been hardening the environment and are in the processes of confirming that they meet Payment Card Industry (PCI) compliance standards.	Disaster Recovery environment will be deployed in July – August. Delay testing the Disaster Recovery environment until the independent security assessment is complete.
Handheld Smart Media Readers (HSMR)	🟡 Yellow (no change	Transit Police have enough devices for daily operations. Transit Security Officers are receiving HSMRs as they are trained.	A 30-day Reliability, Maintainability, Accuracy Test (RMAT) will be started when the test plan is provided by Xerox and approved by RTD.
Merchant Retail Point of Sale (RPOS)	🟡 Yellow (no change)	RTD in active discussions with King Soopers and Albertsons-Safeway. Site surveys for RPOS installations at King Soopers has been progressing. Finalize location and deployment plans for the first test RPOS installation at Albertsons-Safeway. Albertsons-Safeway reviewing terms and conditions agreement with their legal department.	RTD reviewing terms and conditions comments from Albertsons-Safeway with legal department. Expect to complete King Soopers site surveys.
Stabilization and Enhancement of Current Operating Pass System (ECO, College and Neighborhood)	🟡 Yellow (no change)	Currently there are approximately 265,000 active cards in the pass programs. For a variety of reasons, there have been a small percentage of these cards that require an administrative action to extend their usability. Remediation was made to some of these cards in March 2016 which yielded positive results. Challenges continue to remain and for this reason, the status is shown as yellow.	RTD and Xerox continue to monitor. Issues are documented and reviewed weekly with the Xerox Technical Team.

Element	Status	Prior Period Activities	Next Period Activities
Program Components			
MyRide Public Portal Enhancements	🔴 Red (Previously Yellow)	This MyRide portal allows the public to self-administer their MyRide cards. The MyRide web portal has cyber security vulnerabilities that need to be remediated.	MyRide Web Portal availability to the public is delayed.
Ride Sponsor and Back Office Portal Upgrade	🟡 Yellow (no change)	To address Cybersecurity issues and to extend the life of the system, the middleware and framework software must be upgraded for this portal functionality. The work is underway and proceeding as planned with no roadblocks.	Continue requirements gathering exercise. Work with Xerox to advance the software upgrade after the MyRide Web Portal Enhancements are complete.
Cybersecurity	🔴 Red (Previously Yellow)	NewPush has remediated items from their PCI security audit. They are reassessing to confirm. Xerox provided security assessment report for the MyRide portal. Xerox is performing a Payment Card Industry (PCI) compliance assessment of the system.	Xerox performing security remediation. Third party vendor, hired by RTD, to perform an independent security assessment.
ADA Reviews	🟡 Yellow (no change)	The Ride Sponsor Web Portal received the ADA changes provided by Xerox. Xerox conducted a follow-up ADA audit of MyRide web portal.	Perform remediation prior to release of MyRide web portal.

Status Indicator Legend

🟢 (Green) No current or anticipated issues impacting scope, budget or schedule

🟡 (Yellow) Current or anticipated issue with minor variance in scope, possible increase in budget or possible delay

🔴 (Red) Project is at risk in one or more areas (cost, schedule, resources) and progress is delayed. Action must be taken to remediate the problem.

Prepared by:
Tonya Anderson, SMT Project Administrator
Eric Farrington, Program Manager, IT

Approved by:

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Heather Copp, CFO/AGM, Finance & Administration   7/7/2016