

A low-angle shot of a white and blue Sound Transit train at a station platform. The train has a teal and blue wave-like graphic on its side. The platform has a glass and metal roof structure. The train's windows reflect the sky and the platform.

Passenger Information Management System

December 2018

 **SOUNDTRANSIT**

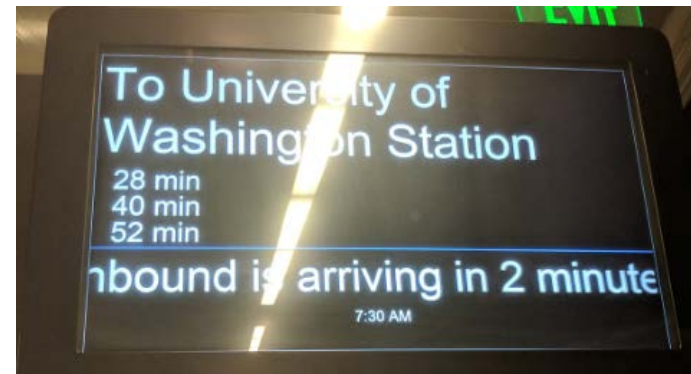
What is PIMS?

Passenger Information Management System

- A data and communications hub to enable better service for our customers
- A modern, flexible, enterprise solution supporting passenger communications across modes and future expansion



Program Goals



- 1 Replace & consolidate end-of-life, incompatible information systems
- 2 Build a new, enterprise solution *at no net cost*
- 3 Improve accuracy, timeliness and readability
- 4 Provide a unified experience across transit modes and communications channels
- 5 Enhance ability to deliver types of information



PIMS Customer Signage Experience

Avgang Departures		
Avgang Departure	Tog til Destination	Forv. Expected
13:37	Lillehammer	14:47
14:21	Eidsvoll	15:08
14:37	Lillehammer	14:53
14:45	Oslo Airport	14:47

DEPARTURES		
N°	Destination	Time
8	Bus Station	1 min
17	Park North	5 min
25	Swindon Bus Station	10 min
8	GW Hospital	14:37

Abfahrt Departure		
Zeit	Time/temps	Ziel Destination
15:27	ICE 691	Frankfurt (Oder)
15:28	ICE 1507	Leipzig
15:30	ICE 1209	München Hbf
15:34	ICE 693	Mannheim
15:38	EC 376	Stralsund
15:44	RE 38316	Stralsund



Unified Customer Experience



Capitol Hill Station

For your safety, please stand behind the yellow line.

Service Alert

The elevators at SeaTac/Airport Station are out of service. Please disembark at Tukwila International

EMERGENCY

Security has received a bomb threat for Capitol Hill Station. Exit station immediately.

R	✈ Airport & Angle Lake		10m
B	Redmond Tech. Center		8m 12m

When train is arriving, train icon appears and is blinking

R	✈ Airport & Angle Lake		Due 10m
B	Redmond Tech. Center		8m 12m



PIMS: Benefits

Customer Experience

- **Timely** – closer to real time information
- **Accurate** – better arrival predictions
- **Consistent** – universal design across modes and channels
- **Adaptable** – quicker integration of new features

Operations

- **Manageable** – new alerting and reporting capability
- **Secure** – complies with information security standards
- **Cost effective** – enhanced features and capabilities for no additional cost
- **Futureproof** – supports future expansion, new modes and new information sources



Current State: Isolated Systems

Sounder
Passenger
Announcements &
Digital Signage
2000



Rider Alerts



Tacoma Link
Passenger
Announcements
2003



Link
Passenger
Announcements &
Digital Signage
2008





PIMS: Connected Solution for the Future

PIMS



Current State or PIMS?

These systems will need to be replaced in the next couple years, for the same cost we can either continue with what we have today or we can build something better





Board Actions

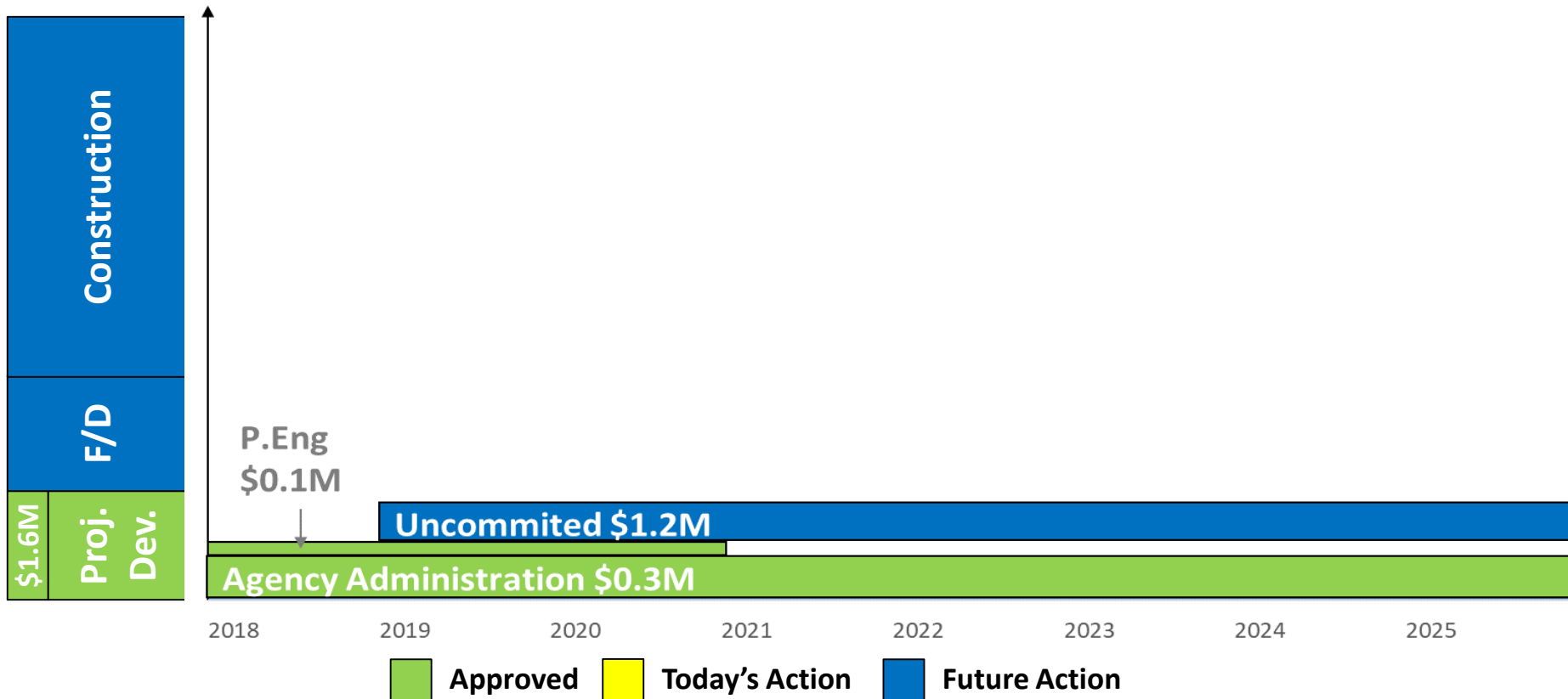
To build PIMS there are 2 board actions today:

- 1 Resolution No. R2018-42 to fund the program
- 2 Motion No. M2018-164 to award the first contract

PASSENGER INFORMATION MANAGEMENT SYSTEM: Authorized Project Allocation to

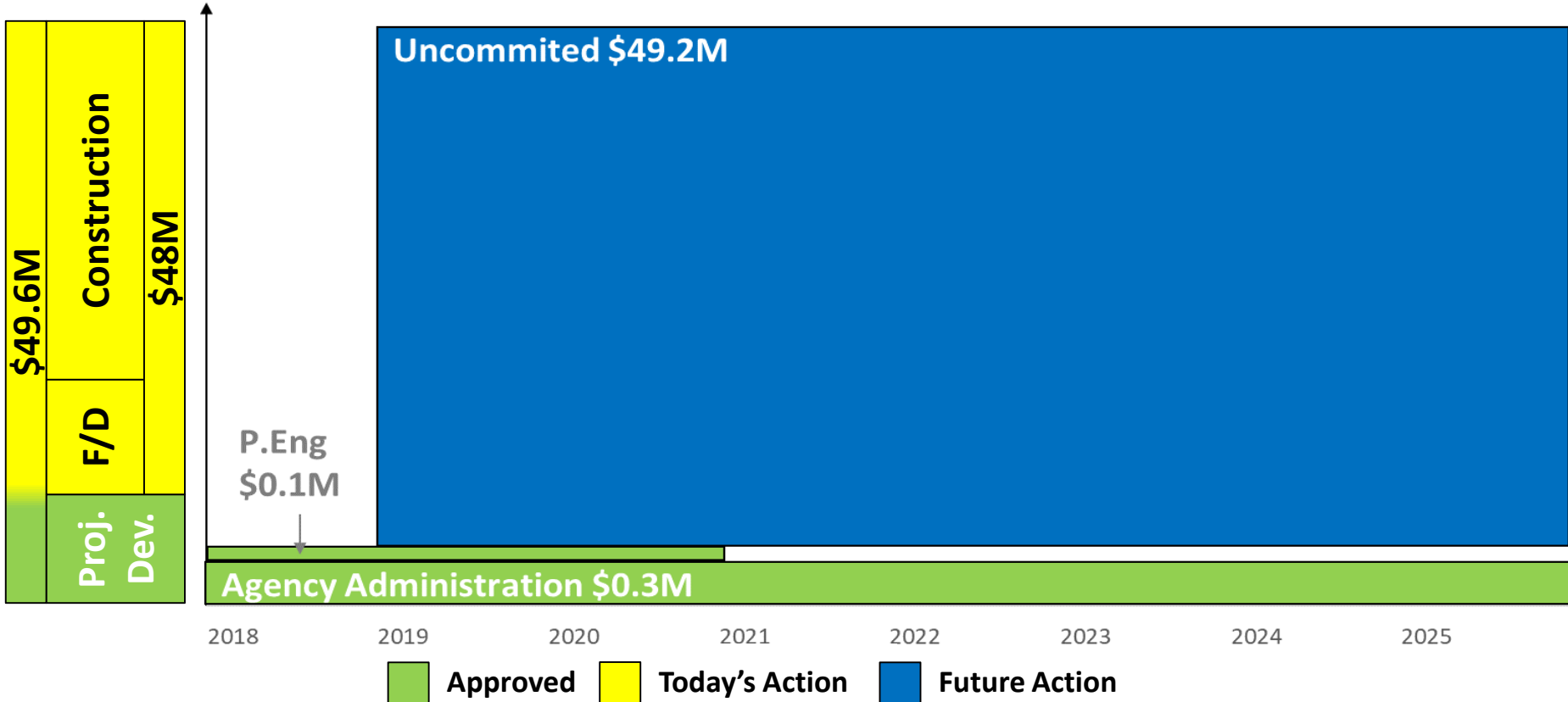
Date \$1.6M

ALLOCATION \$ COMMITMENTS



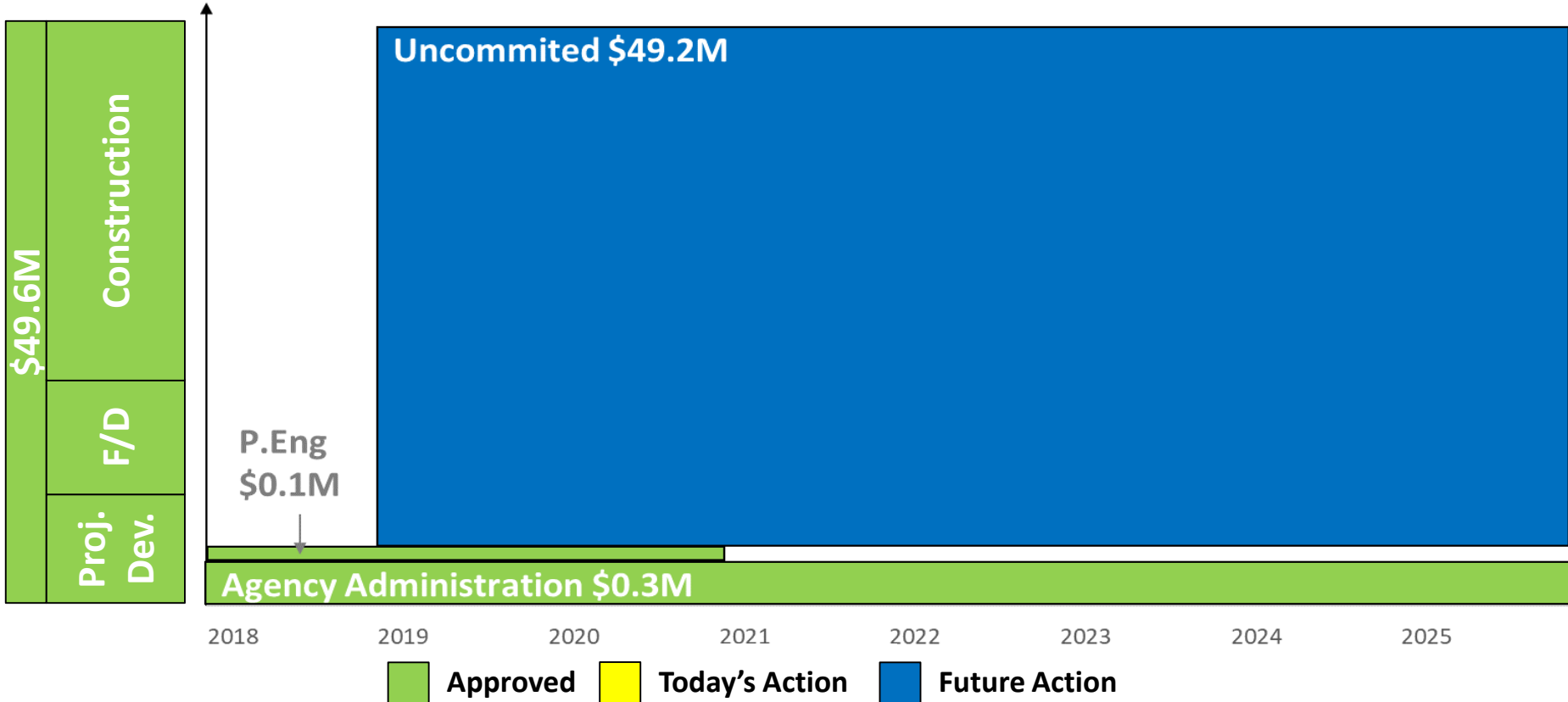
PASSENGER INFORMATION MANAGEMENT SYSTEM: Board Approves Increase Project Allocation to Date of \$48.0M

ALLOCATION \$ COMMITMENTS

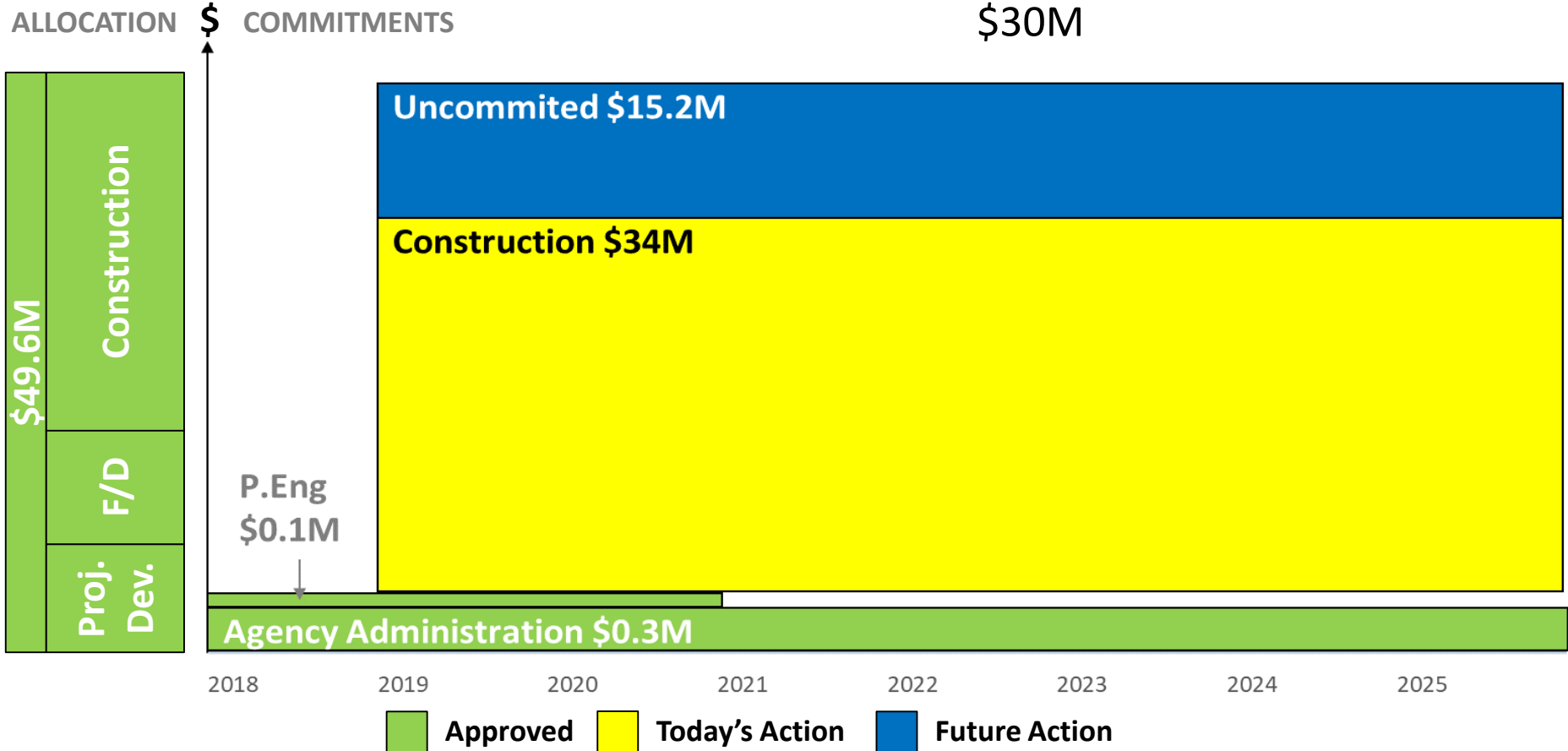


PASSENGER INFORMATION MANAGEMENT SYSTEM: Authorized Project Allocation to Date \$49.6M

ALLOCATION \$ COMMITMENTS



PASSENGER INFORMATION MANAGEMENT SYSTEM: Board Approves Contract \$30M





Thank you