PIMS

Community Oversight Panel

8/10/22

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PIMS (Passenger Information Management System)

- What is PIMS
- What will PIMS do?
- When will PIMS arrive?

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What is PIMS?

What is PIMS?

Passenger Information Management System
- A data and communications hub to enable better service for our passengers, including real-time arrival predictions
- A modern, flexible, enterprise solution supporting passenger communications across modes as well as future expansion

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Program Goals

1 Replace & consolidate old, incompatible information systems

2 Build a new, enterprise solution at no net cost to taxpayers

3 Improve accuracy, timeliness and readability of digital signage

4 Provide a unified passenger experience across modes

5 Enhance capability to deliver new types of info. passengers seek

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What will PIMS do?

Enhanced System Capabilities

Passenger Experience

- **Timely** – closer to real time information
- **Accurate** – better arrival predictions
- **Consistent** – unified passenger experience across modes
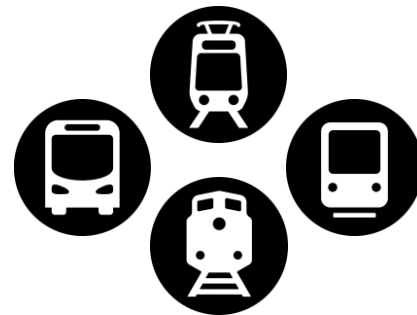- **Adaptable** – quicker integration of new features

Operations

- **Manageable** – one interface w/ new alerting/reporting capability
- **Secure** – compliant with latest information security standards
- **Cost Effective** – enhanced features at no additional cost
- **Future Proof** – supports system expansion, new modes and new information sources

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A Unified Passenger Experience

Across Modes

- Similar look and feel, similar information presented in the same way, whether on Link, Sounder, Tacoma Link (and in the future, BRT)
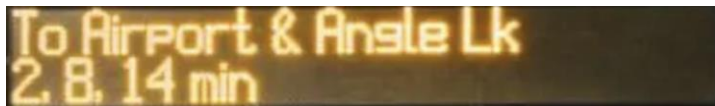
Across Channels

- Similar look and feel and the same sources of information whether looking at onboard signs, platform signs, website, or mobile devices
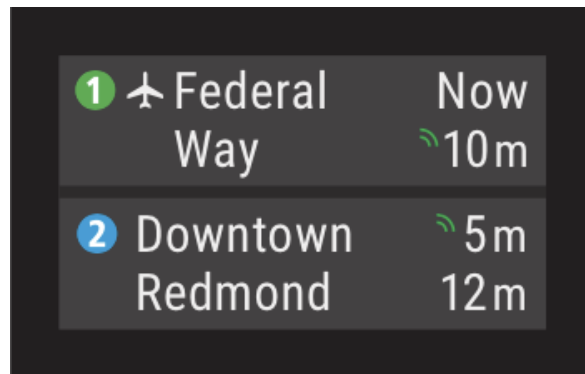
What will PIMS digital signage look like?

Current Experience

PIMS Experience

When will PIMS arrive?

PIMS: Arriving Q4 2022 through Q4 2024

PIMS Factory Acceptance Test

Replace Core Passenger Information System Functions

Link Signage Replacement

On New Platform Signs

Sounder Arrival Predictions

On New Platform Signs + GTFS-RT

Sounder Onboard

On New Onboard Signs

| Q3 2022 | Q4 2022 | Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 |

Tacoma Link Arrival Predictions

On New Platform Signs + Onboard + GTFS-RT

Link Arrival Predictions

On existing platform signage + GTFS-RT

Link Onboard

On New Onboard Signs

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Challenges & Risks

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Challenges

- Sounder uses heavy rail technologies developed in the 1950s and 60s, could encounter integration issues
- Lack of schedule for Tacoma Link poses challenge for GTFS feed used by soundtransit.org, OneBusAway and 3rd party apps

Risks

- If PIMS fails Factory Acceptance Testing this week it will cause delays to implementation
- Onboard system upgrades we have dependencies on projects outside program control

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Thank you.

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