



PIMS
*Community
Oversight Panel*
2/14/2022



PIMS (Passenger Information Management System)

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

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



What will PIMS do?

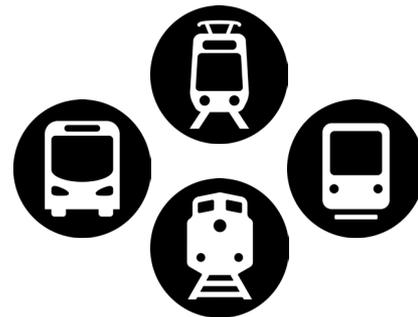
Program Goals

- 1 Replace & consolidate old, incompatible information systems
- 2 Build a new, multi-modal enterprise solution
- 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 information in the future

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?

Legacy Experience

To Airport & Angle Lk
2, 8, 14 min

Departs to Seattle &
SeaTac/Airport

10 min
30 min
40 min

13 - University of Washington

9:48 AM

PIMS Experience

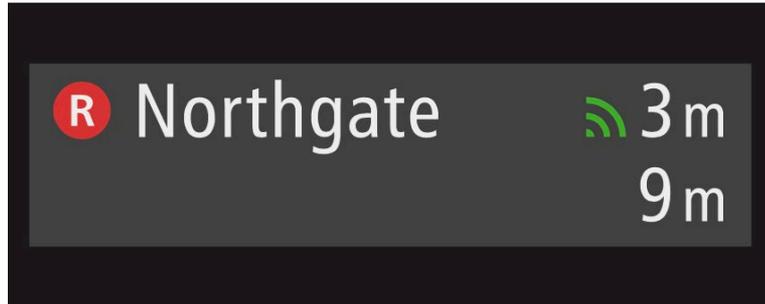
1 ✈ Federal Way Now
10m

1 ✈ Federal Way Now
10m

2 Downtown Redmond 5m
12m

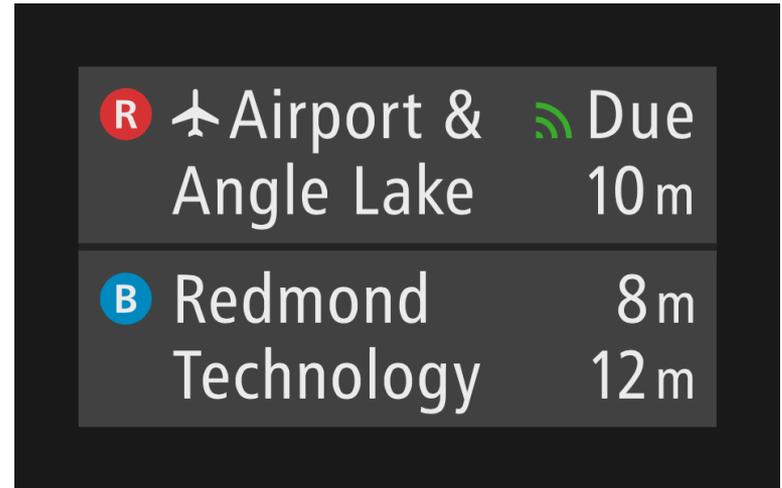
PIMS Visual Language

Arrival Predictions



A dark grey rectangular panel with a black border. On the left, a red circle with a white 'R' is followed by the text 'Northgate'. To the right, a green Wi-Fi signal icon is followed by '3 m' on the top line and '9 m' on the bottom line.

R Northgate	3 m
	9 m

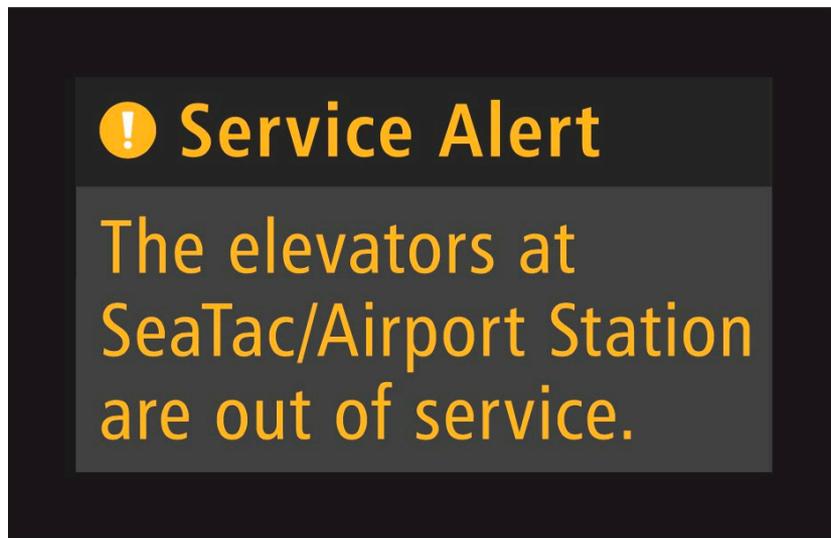
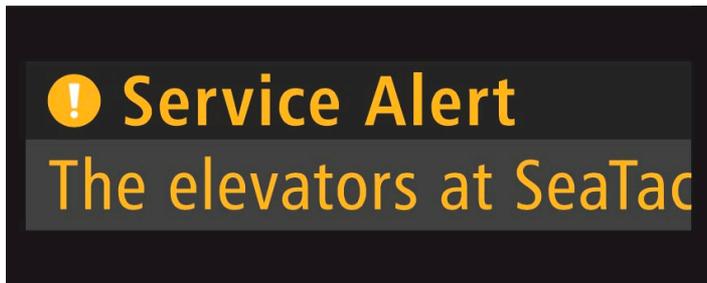


A dark grey rectangular panel with a black border, divided into two horizontal sections. The top section has a red circle with a white 'R', an airplane icon, the text 'Airport & Angle Lake', a green Wi-Fi signal icon, and '10 m'. The bottom section has a blue circle with a white 'B', the text 'Redmond Technology', and '12 m'.

R ✈ Airport & Angle Lake	10 m
B Redmond Technology	12 m

PIMS Visual Language, cont.

Service Alerts



PIMS Visual Language, cont.

Emergency



PIMS signs now being installed at 1 Line stations

Columbia City



International District



When will PIMS arrive?

PIMS: now arriving on Link

Link 1 Line Sign Replacement

PIMS data on new PIMS platform signage



Link Arrival Predictions

PIMS data on existing platform signage + GTFS-RT

PIMS: now arriving on Link

Link 1
PIMS data on

Q2 2023

Q3 2023

Q4 2023

Q1 2024

Link

Link Arrival Pred

PIMS data on existing platform si



Daniel Heppner

@Danielhep



I believe this is the first time @SoundTransit has had accurate realtime information, including on signage, during a temporary service disruption. Despite the frustrating delays, the new PIMS system seems to be showing its abilities finally. Pics from new signs @ Columbia City



2:28 PM · Jan 24, 2024 · 16.6K Views

Q1 2026

Q2 2026

Q3 2026

Q4 2026

PIMS: arriving on Link in 2024

Link 1 Line Sign Replacement

PIMS data on new PIMS platform signage



Link 1 Line (LLE)

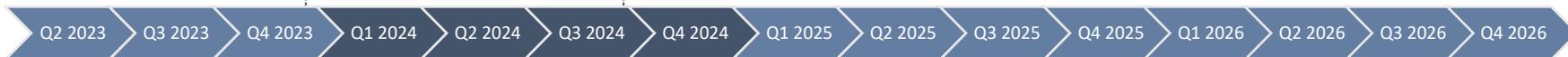


Link 2 Line (ELSL)



Link Arrival Predictions

PIMS data on existing platform signage + GTFS-RT



PIMS: arriving on Link in 2025

Link 1 Line Sign Replacement

PIMS data on new PIMS platform signage



Link 1 Line (LLE)



Link 2 Line (ELSL)



Link 2 Line



Link 2 Line (DRLE)



Link Arrival Predictions

PIMS data on existing platform signage + GTFS-RT



Link Onboard

PIMS data on new onboard signs

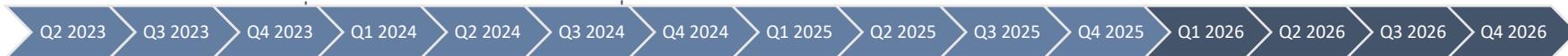
PIMS: arriving on Link in 2026

Link 1 Line Sign Replacement

PIMS data on new PIMS platform signage



Link 1 Line (LLE)



Link 2 Line (ELSL)



Link 2 Line



Link 2 Line (DRLE)



Link Arrival Predictions

PIMS data on existing platform signage + GTFS-RT



Link Onboard

PIMS data on new onboard signs

PIMS: arriving through 2026 on Link

Link 1 Line Sign Replacement

PIMS data on new PIMS platform signage



Link 1 Line (LLE)



Link 2 Line (ELSL)



Link 2 Line



Link 2 Line (DRLE)



Link Arrival Predictions

PIMS data on existing platform signage + GTFS-RT



Link Onboard

PIMS data on new onboard signs

Challenges & Risks

Challenges & Risks

Challenges

- Track access on Link is increasingly difficult, and the DSTT is especially constrained, making for slow work in the DSTT
- Multiple constraints from expansion projects and outside considerations are also impacting sign installation

Risks

- Onboard system upgrades have dependencies on projects outside program control, these projects have incurred delays and may incur additional delays

Questions?

Thank you.



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