PIMS Update

Rider Experience and Operations Committee

05/04/23

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Why are we here today?

Passenger Information Management Systems (PIMS)

- Reminder: What is PIMS?

- Timeline and Status

- What to Expect

- Key Risks and Issues

Information only – no action required

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PIMS Reminder

Board Direction in December 2018

Introduce a new Passenger Information Management System

- Resolution R2018-42 to fund the program
- Motion 2018-164 to award the first contract
- Transition 3 outdated disparate systems to a unified, modern solution capable of supporting our future growth

Sounder
Passenger
Announcements &
Digital Signage
2000

Tacoma Link
Passenger
Announcements
2003

Link
Passenger
Announcements &
Digital Signage
2008

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What is PIMS?

Passenger Information Management System

A modern, flexible, enterprise solution supporting passenger communications across modes as well as future expansion

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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)
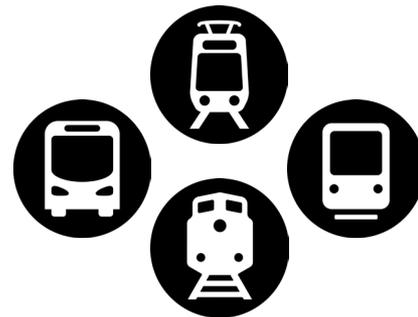
Across Channels

- Similar look and feel and the same sources of information whether looking at onboard signs, platform signs, website, or mobile devices

Enhanced System Capabilities

Passenger Experience

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

Operations

- **Manageable** – one interface w/ new alerting/reporting capability
- **Secure** – compliant with latest information security standards
- **Future Friendly** – supports system expansion, new modes and new information sources

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Timeline

Program Timeline
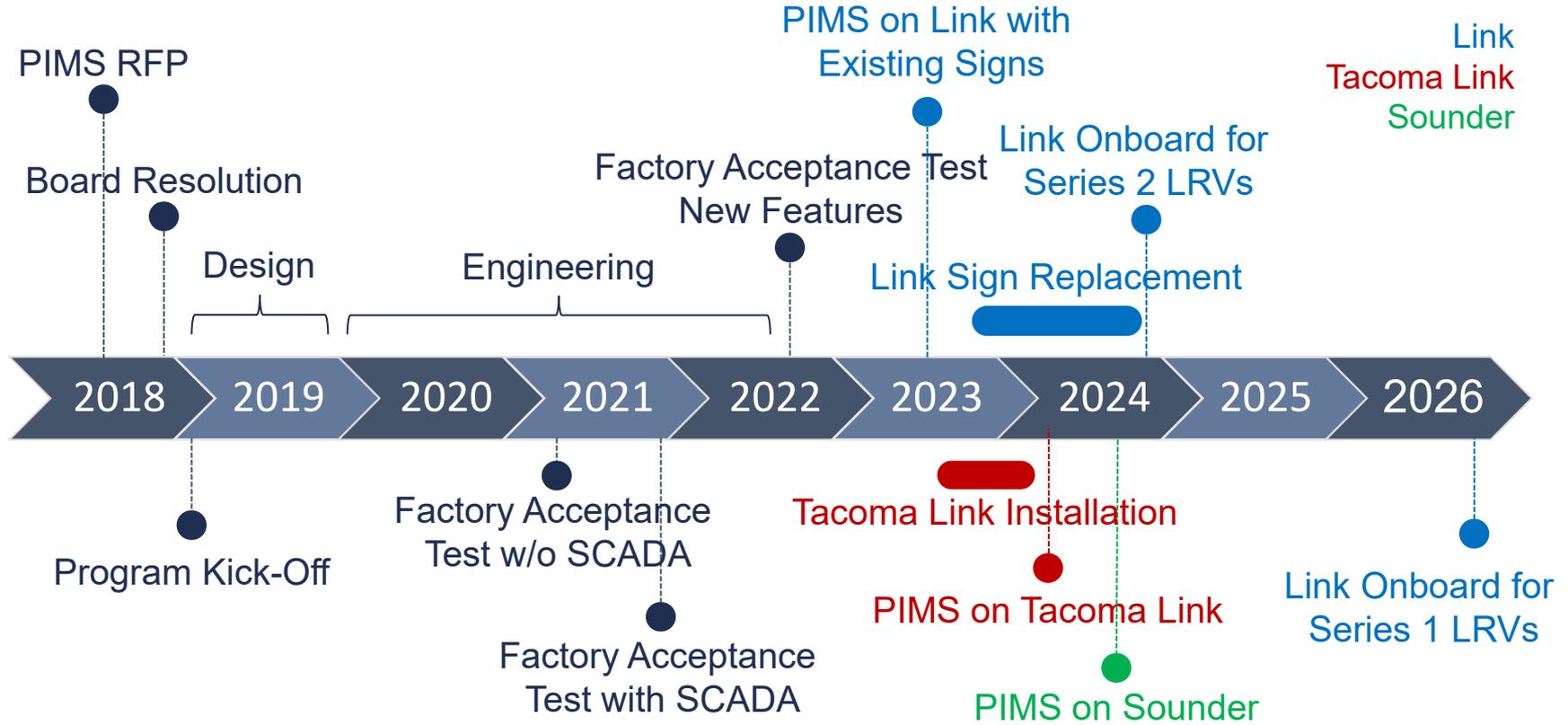
When will PIMS Px features arrive?

PIMS Pre-Production Acceptance
Replace Core Passenger Information System Functions

Link Platform Sign Replacement
On New PIMS Platform Signs

Tacoma Link Installation

PIMS on Tacoma Link

Link Arrival Predictions
On Existing Platform Signs + GTFS

Link Onboard Messaging - Series 2 LRVs
On New PIMS Onboard Signs

PIMS on Sounder

Link Onboard Messaging - Series 1 LRVs
On New PIMS Onboard Signs

Link
Tacoma Link
Sounder

Timeline: Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2025 | Q2 2025 | Q3 2025 | Q4 2025 | Q1 2026 | Q2 2026 | Q3 2026 | Q4 2026

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PIMS for *Link Passengers*

PIMS Pre-Production Acceptance
Replace Core Passenger Information System Functions

Link
Tacoma Link
Sounder

Link Platform Sign Replacement
On New PIMS Platform Signs

| Q1 2023 | Q2 2023 | Q3 2023 | Q4 2023 | Q1 2024 | Q2 2024 | Q3 2024 | Q4 2024 | Q1 2026 | Q2 2025 | Q3 2025 | Q4 2025 | Q1 2026 | Q2 2026 | Q3 2026 | Q4 2026 |

Link Arrival Predictions
On Existing Platform Signs + GTFS

Link Onboard Messaging - Series 2 LRVs
On New PIMS Onboard Signs

Link Onboard Messaging - Series 1 LRVs
On New PIMS Onboard Signs

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PIMS for Tacoma Link Passengers

PIMS Pre-Production Acceptance
Replace Core Passenger Information System Functions

Link
Tacoma Link
Sounder

Tacoma Link SCU and Sign Installation

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

Engineering

PIMS on Tacoma Link

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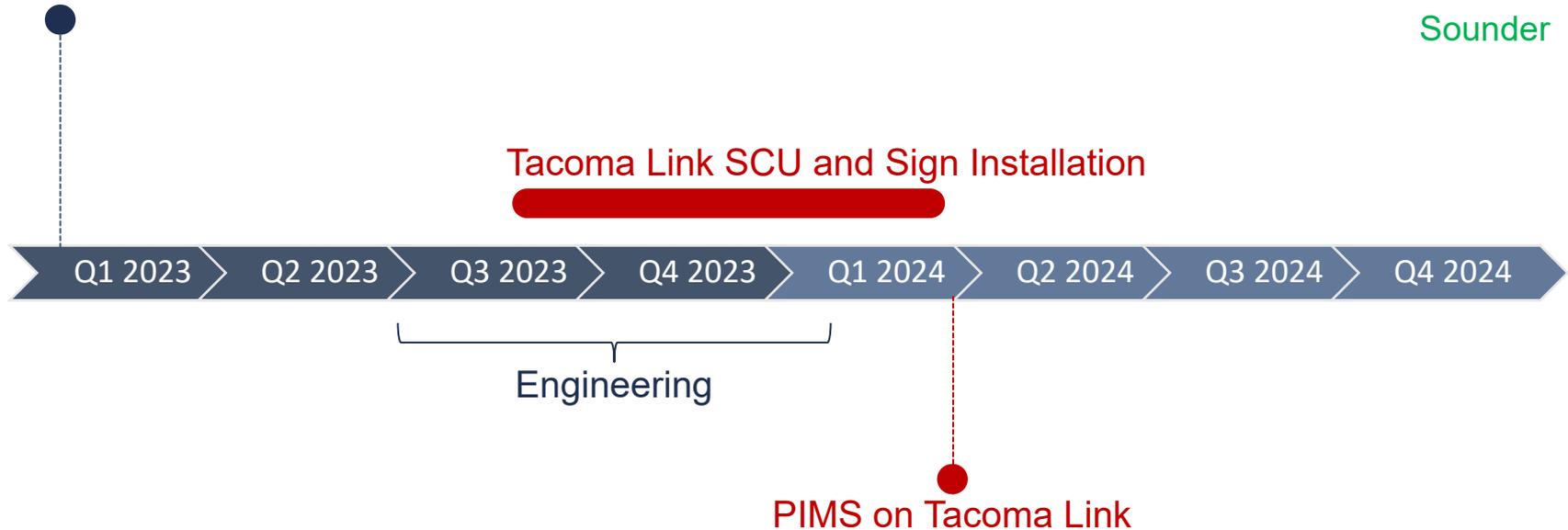
PIMS for *Sounder Passengers*

PIMS Pre-Production Acceptance
Replace Core Passenger Information System Functions

Link
Tacoma Link
Sounder

Sounder Onboard Sign Installation

Sounder Station Sign Installation

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

Engineering

PIMS on Sounder

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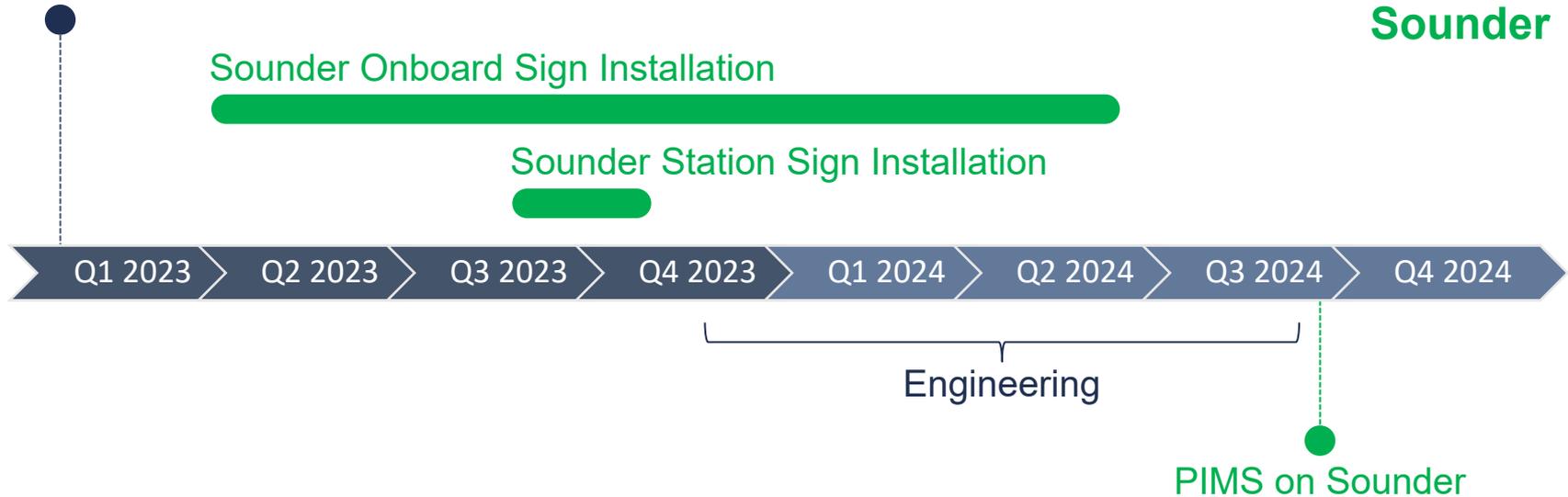
What to expect: near future

Testing PIMS on Link

Full Alignment Testing During Revenue Service

# *What will new PIMS signs look like?*

Current Signs

PIMS Signs

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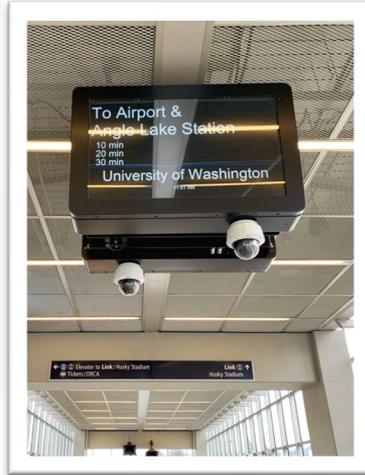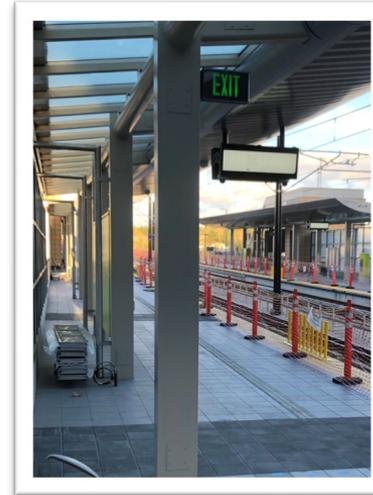
What will PIMS sign content look like?

Current Experience
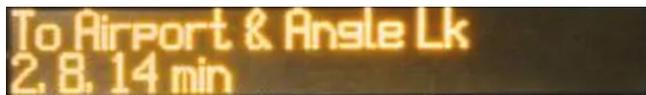
PIMS Experience
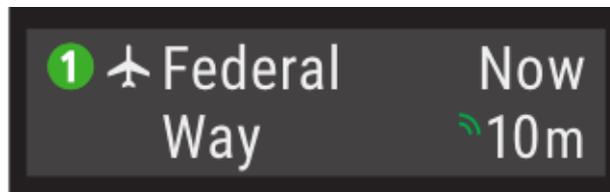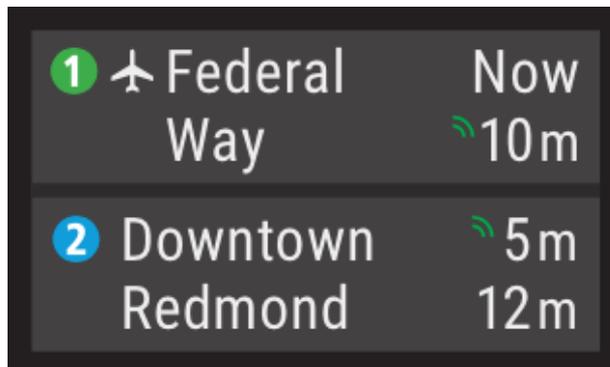
Key risks and issues

Key Risks, Issues & Mitigations

"Don't take every challenge as a problem, take every problem as a challenge"

- Readiness for East Link Starter Line testing

- Readiness for public launch

- Post launch defects

- User Proficiency on the new system

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Changes Arriving Soon!

Thank you.

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