Passenger Information Management System

December 2018
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
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 deboard at Tukwila International

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

When train is arriving, train icon appears and is blinking

- Airport & Angle Lake
  - 10m
- 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
- Rider Alerts
PIMS: Connected Solution for the Future

- Tacoma Link Passenger Announcements & Digital Signage
- Sounder Passenger Announcements & Digital Signage
- Link Passenger Announcements & Digital Signage
- BRT Passenger Announcements & Digital Signage
- Parking
- Rider Alerts
- Web/Mobile
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.
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

<table>
<thead>
<tr>
<th>FY 2018</th>
<th>FY 2019</th>
<th>FY 2020</th>
<th>FY 2021</th>
<th>FY 2022</th>
<th>FY 2023</th>
<th>FY 2024</th>
<th>FY 2025</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.6M</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proj. Dev.</td>
<td>Uncommited $1.2M</td>
<td>Agency Administration $0.3M</td>
<td>P.Eng $0.1M</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Illustrative - Not to Scale
PASSENGER INFORMATION MANAGEMENT SYSTEM: Board Approves Increase Project Allocation to Date of $48.0M

Uncommitted $49.2M

Agency Administration $0.3M

2018 2019 2020 2021 2022 2023 2024 2025

Approved  Today’s Action  Future Action
PASSENGER INFORMATION MANAGEMENT SYSTEM: Authorized Project Allocation to Date $49.6M

ILLUSTRATIVE - NOT TO SCALE

Uncommitted $49.2M

Agency Administration $0.3M

2018  2019  2020  2021  2022  2023  2024  2025

批准  今天行动  未来行动
PASSENGER INFORMATION MANAGEMENT SYSTEM: Board Approves Contract $30M

Allocations and Commitments:
- **Construction**: $49.6M
- **P.Eng**: $0.1M
- **Agency Administration**: $0.3M

Uncommitted: $15.2M

Construction: $34M

Future Action: Today's Action: $30M

Timeline:
- 2018: Agency Administration
- 2019: P.Eng
- 2020: Future Action
- 2021: Today's Action
- 2022: Uncommitted
- 2023: $34M
- 2024: $34M
- 2025: $34M
Thank you