

April - June 2013

Joint Board Program Management Report

2nd Quarter - 2013



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Report Purpose

The primary audience for this report is the seven agency ORCA Joint Board. The purpose of the report is to provide a high level quarterly overview of the performance of key customer facing system activities. The data presented may be useful to support business decisions such as the deployment of marketing or financial resources for system enhancements. The report may be modified at any time at the Joint Board's request, as our operational experience grows, and/or we introduce system changes.

Key Activities

April

- King County Metro kicked-off full-service mobile sales with the Wireless Portable CST at the April 22nd Westlake Earth Day celebrations.
- New Work included in Maintenance Release 21 allows sales reports to generate using eight new information fields and added Metro RapidRide E-Line stops to the system data base.
- King County Metro mailed a targeted Route 50 promotion package to 12,000 households over the period of April 29 – June 7 (West & South End Seattle). The promotion included a free ORCA card to qualified households.

May

- Effective May 15th, Pierce Transit's Summer Youth Pass is available for purchase. The pass is valid June 1 through August 31 and can be added to a Youth ORCA card at any add value location.
- The ORCA system was selected by a Transit Cooperative Research Program (TCRP) panel for an in-depth case study entitled "Improving Integration Among Multiple Transit Providers". ORCA was selected for its full fare integration and governance model and the number and diversity of partners. Data review is underway and consultant interviews with staff are scheduled for August.
- ORCA card sales were launched at 126 Retail sites (QFC, Rogers Market Place, Saar's, Safeway and Thriftway). Customer response was immediately positive with strong sales. A media release was issued May 15.
- Sound Transit issued 100 ORCA cards for Habitat for Humanity's Americorp's Buildathon May 19 – May 24.

Customer Service Equipment & Facilities

This table shows equipment quantities and customer facilities supporting the ORCA Regional Program. Figures below are current as of June 30th, 2013.

ORCA Resource	In Service	
Active Buses with On Board Equipment		
o CT		224
o ET		49
o KCM		1,341
o KT		116
o PT		167
o ST		243
Total		2,140
Portable Fare Transaction Processor's		
o CT		6
o KCM		109
o KT Ferry		11
o Link		86
o PT (not in service)		38
o Sounder		8
o WSF		40
Total		298
Stand Alone FTP's		
o Sounder (ST)		75
o Link (ST)		86
o Swift (CT)		64
o Rapid Ride (KCM)		86
Total		311
3 rd Party Revalue Retailer Sites		126
Ticket Vending Machines		
o Sounder Stations		32
o Link Stations		61
o Transit Centers		3
o Customer Sales Offices		1
o Non-Link Tunnel Stations		1
Total		98
Customer Service Offices	CSOs	CSTs
o CT	1	3
o ET	1	2
o KCM	2	13
o KT	1	3
o PT	3	7
o ST	0	1
o WSF	0	1
Total	8	30
Wireless Portable CST's		6
WSF Turnstiles/Tollbooths		113

Overview of Customer Activity & Contacts

Measure	April	May	June
Transaction Volume:			
Total Number of Fare Transactions/Boardings on All Services	9,464,400	9,732,988	8,549,453
Number of Cards in Use	342,698	380,223	378,141
Autoload Activity:			
Number of Autoload Transactions	14,225	15,278	15,271
Amount of Autoload Transactions	\$572,861	\$590,740	\$567,221
Cardholder Website Traffic:			
Unique Visitors ¹	61,203	62,880	68,323
Visits ²	135,297	137,173	146,829
Number of "My ORCA" Accounts Established ³	482,733	490,411	498,240
Number of Cardholder Transactions Per Month	29,368	29,588	30,577
Customer Contact:			
ORCA Regional Call Center Calls Received	9,286	8,420	7,720
Email Volume:			
ORCA Regional Emails Received	1,420	1,348	1,545
Business Accounts:			
Active Business Accounts	1,715	1,722	1,729

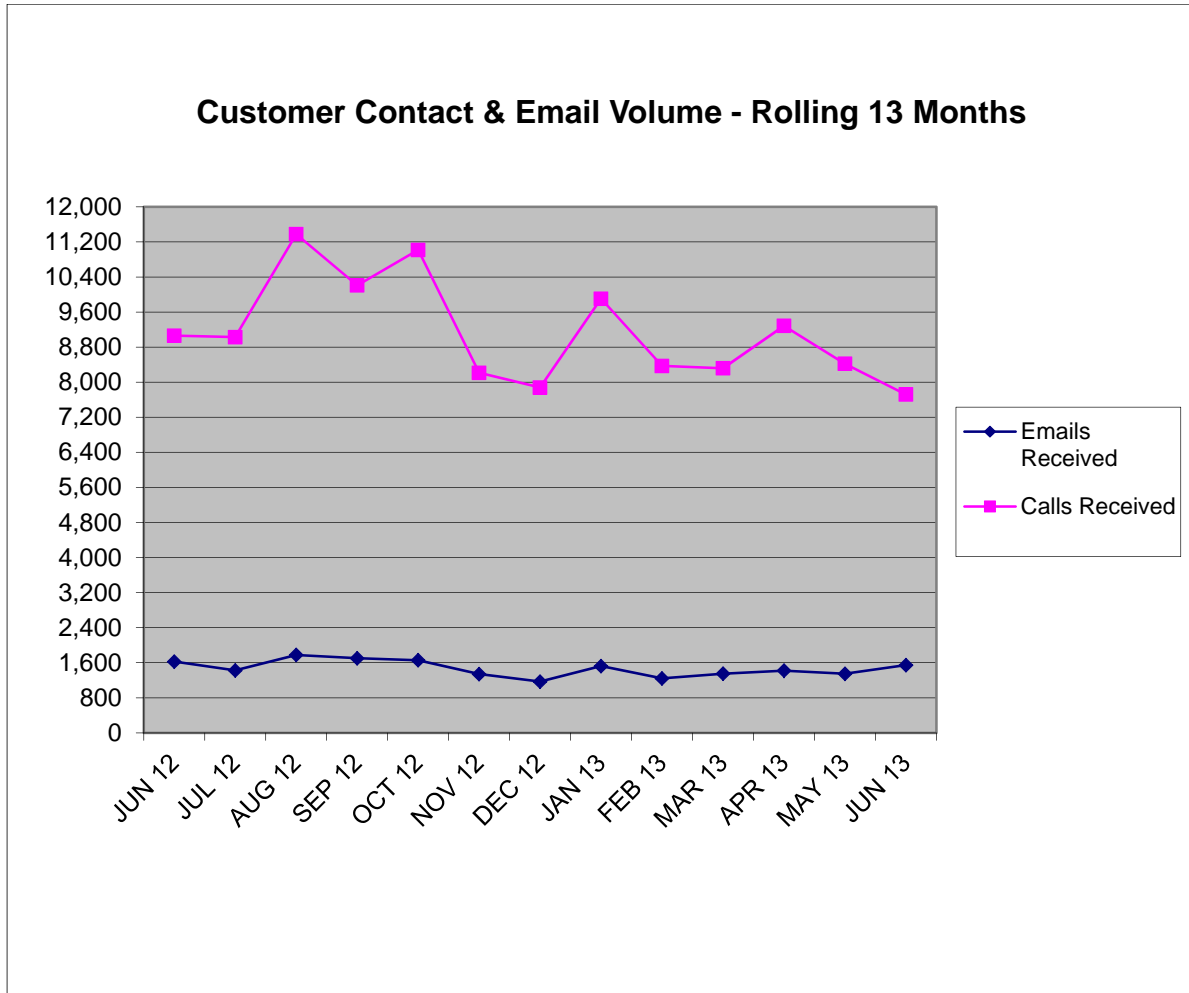
¹ **Unique Visitors** – A unique visitor is defined as an individual who has made at least one hit on one page of the web site during the current reporting period.

² **Visits** – Number of visits made by all visitors.

³ **Number of My ORCA Accounts Established** – Cumulative number of "My ORCA" Accounts established since April 2009.

Customer Activity Continued

This table highlights ORCA Regional Call Center Calls and Emails Received.



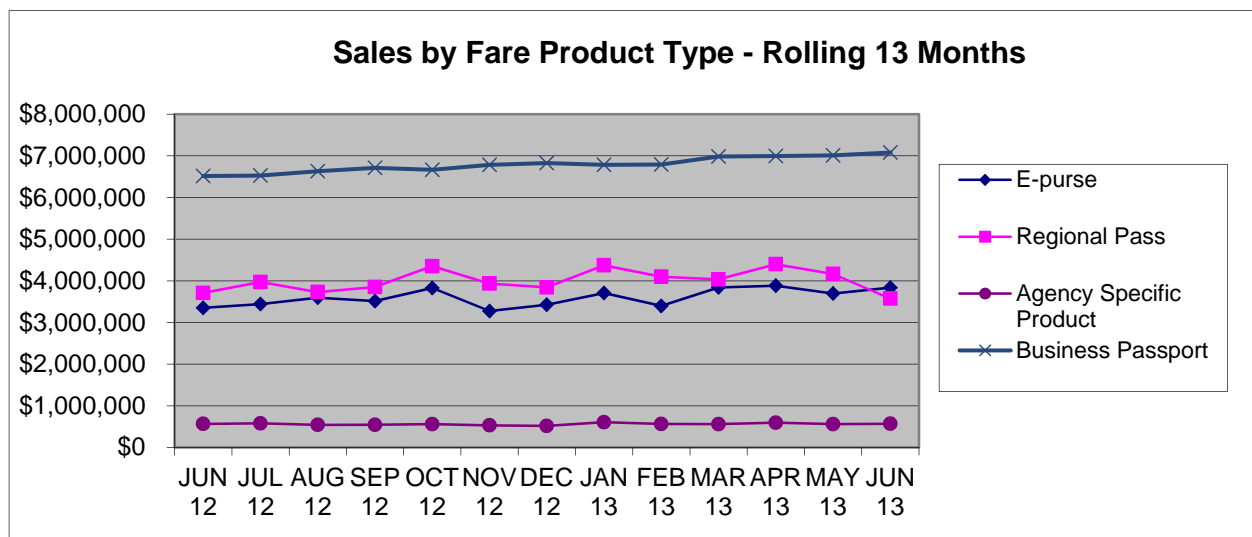
System Operations Performance Data

a) System Operations – Sales by Fare Product Type and Sales Channel/Location

This section shows total ORCA fare product sales distributed by E-purse or pass, and sales by location/channel. This information may support decisions such as the deployment of customer information, marketing resources or management of 3rd party retail outlets. Unless noted otherwise, all sales revenue is based on date of purchase.

i) Revenue by Fare Product Type

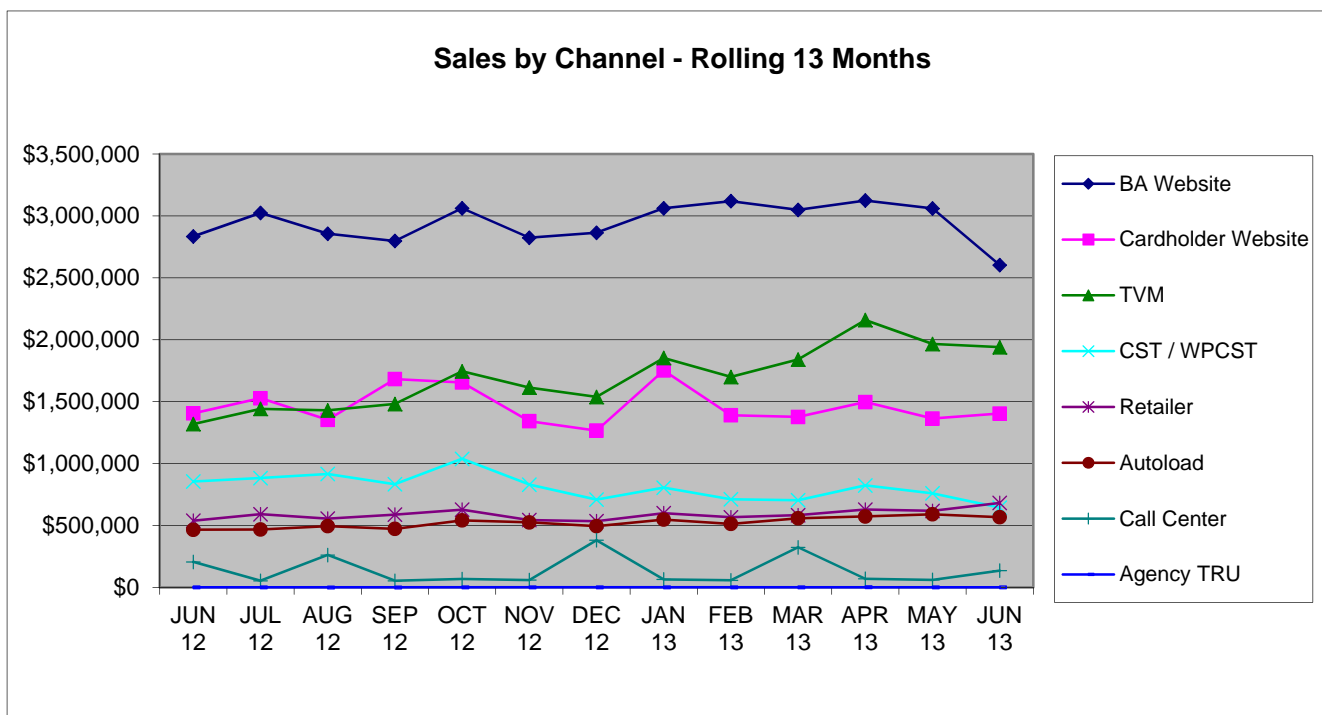
Sales	April	May	June	Total	% of Total Sales
Business Passport ¹	\$6,994,525	\$7,011,928	\$7,081,695	\$21,088,148	45%
E-purse	\$3,883,928	\$3,696,813	\$3,835,508	\$11,416,249	25%
Regional Pass	\$4,399,560	\$4,165,128	\$3,572,712	\$12,137,400	26%
Agency Product	\$594,692	\$560,363	\$569,420	\$1,724,475	4%
Total	\$15,872,705	\$15,434,232	\$15,059,335	\$46,366,272	100%



¹ Business Passport revenue includes both Regional and Agency Passport products and the monthly apportioned revenue equals 1/12th of the transit portion of the annual contract amounts.

ii) Sales by Channel

Sales Channel	April	May	June	Total	% of Total Sales
BA Website ¹	\$3,124,602	\$3,060,630	\$2,602,727	\$8,787,959	34%
TVM	\$2,159,094	\$1,965,733	\$1,940,278	\$6,065,220	24%
Cardholder Website	\$1,497,269	\$1,364,179	\$1,403,892	\$4,265,340	17%
CST / WPCST	\$823,502	\$759,841	\$644,314	\$2,227,657	9%
Retailer	\$628,490	\$618,356	\$682,334	\$1,929,180	7%
Autoload	\$572,861	\$590,740	\$567,221	\$1,730,822	7%
Call Center	\$69,824	\$61,145	\$135,698 ²	\$266,667	1%
Agency TRU	\$2,538	\$1,680	\$1,176	\$5,394	1%
Total	\$8,878,180	\$8,422,304	\$7,977,640	\$25,278,239	100%

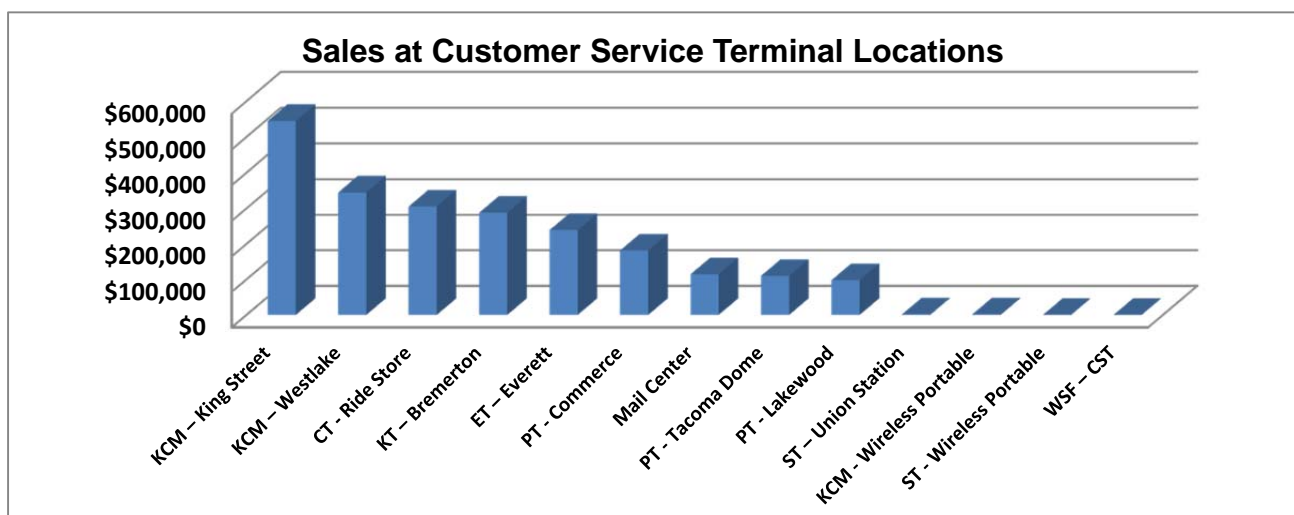


¹ Business Account Regional Passport sales are not included. Passport revenue is shown on page 9.

² The spike in June revenue represents quarterly community college order.

iii) Sales at Customer Service Terminal Locations

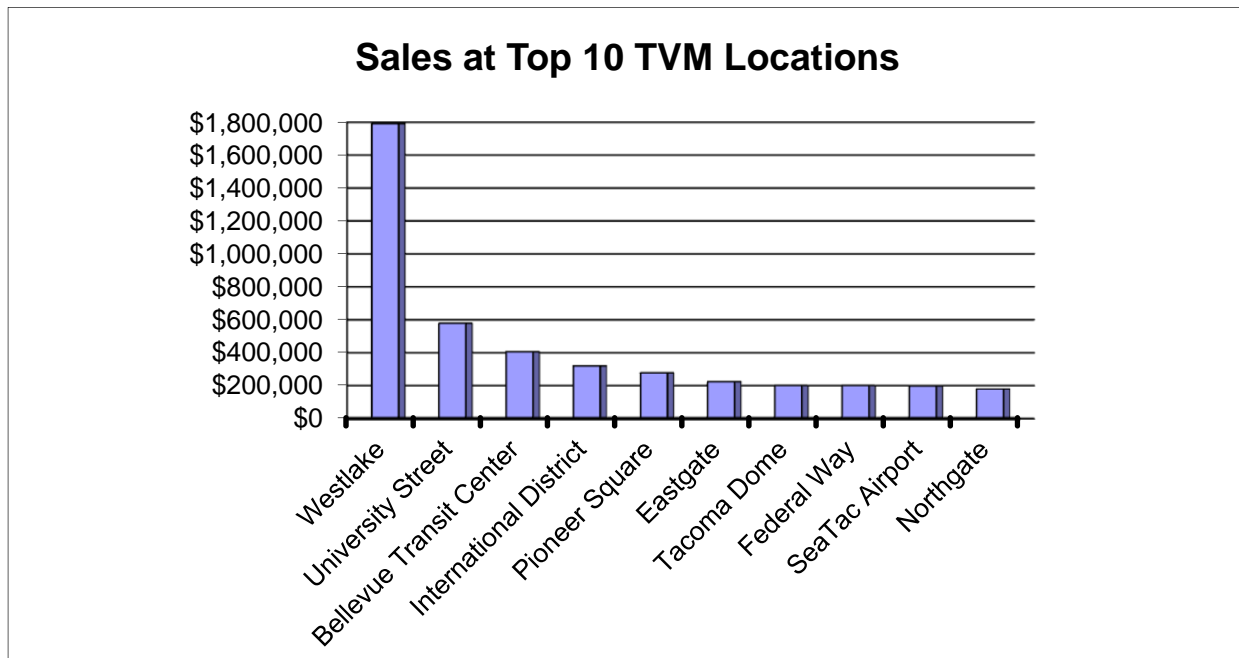
CST Location	April	May	June	Total	% of Total CST Sales	Compared to last Qtr.
KCM – King Street	\$205,693	\$172,728	\$165,992	\$544,413	24%	↑
KCM – Westlake	\$133,377	\$123,608	\$87,545	\$344,530	15%	↓
CT – Ride Store	\$110,810	\$105,435	\$88,923	\$305,168	13%	↑
KT - Bremerton	\$107,404	\$95,392	\$84,988	\$287,784	13%	↑
ET - Everett	\$87,329	\$82,843	\$68,698	\$238,870	10%	↑
PT - Commerce	\$64,777	\$67,448	\$49,199	\$181,424	8%	↑
Mail Center	\$39,170	\$40,523	\$34,695	\$114,388	5%	↓
PT – Tacoma Dome	\$39,431	\$37,608	\$32,868	\$109,907	5%	↑
PT - Lakewood	\$34,886	\$32,819	\$30,111	\$97,816	4%	↓
ST – Union Station	\$484	\$261	\$705	\$1,450	1%	↑
KCM – Wireless Portable	\$141	\$1,176	\$475	\$1,792	1%	↑
ST – Wireless Portable	\$0	\$0	\$115 ¹	\$115	1%	N/A
WSF - CST	\$0	\$0	\$0	\$0	0%	↓
Total	\$823,502	\$759,841	\$644,314	\$2,227,657	100%	↑



¹ Test transactions

iv) Sales at Top 10 Ticket Vending Machine Sites

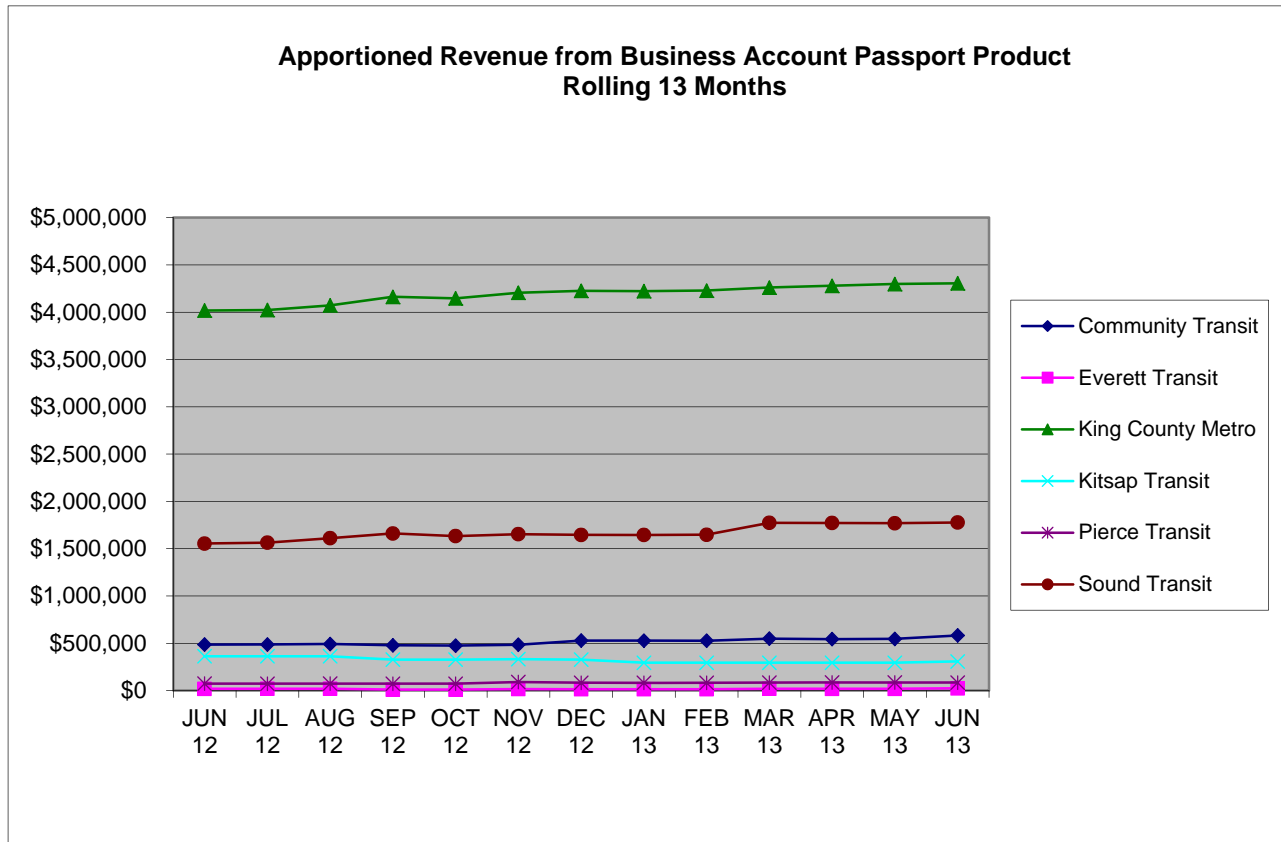
Rank	TVM Location	April	May	June	Total	% of Total TVM Sales ¹	Compared to last Qtr.
1	Westlake Station	\$631,807	\$590,330	\$569,161	\$1,791,298	30%	↑
2	University Street Station	\$204,107	\$190,977	\$184,590	\$579,674	10%	↑
3	Bellevue Transit Center	\$153,926	\$123,314	\$128,947	\$406,187	7%	↑
4	International District	\$107,776	\$102,902	\$109,863	\$320,541	5%	↑
5	Pioneer Square Station	\$96,731	\$93,126	\$87,860	\$277,717	5%	↑
6	Eastgate Transit Center	\$131,656	\$47,230	\$45,577	\$224,463	4%	↑
7	Tacoma Dome Station	\$70,554	\$67,786	\$63,909	\$202,249	3%	↑
8	Federal Way Transit	\$65,110	\$68,549	\$68,115	\$201,774	3%	↑
9	SeaTac Airport	\$58,959	\$66,278	\$73,725	\$198,962	3%	↑
10	Northgate Transit Center	\$59,554	\$60,232	\$60,184	\$179,970	3%	↑
	Total	\$1,580,180	\$1,410,724	\$1,391,931	\$4,382,835	73%	↑



¹ The percentage is calculated based on the total sales at 32 sites with TVM's.

v) Apportioned Revenue from Business Account Passport Product

Agency	April	May	June	Total
Community Transit	\$544,106	\$546,131	\$582,897	\$1,673,134
Everett Transit	\$18,335	\$18,377	\$23,575	\$60,287
King County Metro	\$4,280,144	\$4,298,471	\$4,305,885	\$12,884,500
Kitsap Transit	\$294,336	\$294,544	\$307,942	\$896,822
Pierce Transit	\$85,393	\$84,847	\$84,770	\$255,010
Sound Transit	\$1,772,211	\$1,769,558	\$1,776,626	\$5,318,395
Total	\$6,994,525	\$7,011,928	\$7,081,695	\$21,088,148



vi) Revenue by Pass Product

PASS	April	May	June
Everett Transit Monthly Reduced Fare Pass	\$963	\$990	\$729
Kitsap Transit Full Fare Pass	\$43,700	\$42,800	\$41,450
Kitsap Transit Reduced Fare Pass	\$56,350	\$41,825	\$37,175
Kitsap Transit Worker/Driver Full Fare Pass	\$4,500	\$3,525	\$3,975
Metro Monthly Access Pass	\$35,100	\$36,630	\$33,795
Metro Monthly Vanpool Pass 1 Zone	\$46,620	\$44,550	\$37,800
Metro Monthly Vanpool Pass 2 Zone	\$39,204	\$36,720	\$37,044
Pierce Transit Summer Youth Pass	\$0	\$3,744	\$16,380
PugetPass \$0.50	\$540	\$432	\$558
PugetPass \$0.75	\$295,650	\$298,998	\$234,522
PugetPass \$1.00	\$21,024	\$23,364	\$21,204
PugetPass \$1.25	\$86,355	\$64,260	\$59,535
PugetPass \$1.50	\$30,078	\$30,564	\$17,442
PugetPass \$1.75	\$8,316	\$8,064	\$6,741
PugetPass \$2.00	\$215,568	\$201,312	\$174,168
PugetPass \$2.25	\$299,295	\$276,048	\$234,657
PugetPass \$2.50	\$1,726,560	\$1,608,390	\$1,348,290
PugetPass \$2.75	\$141,570	\$139,887	\$122,067
PugetPass \$3.00	\$629,964	\$621,000	\$558,252
PugetPass \$3.25	\$23,400	\$23,400	\$19,071
PugetPass \$3.50	\$422,226	\$390,978	\$349,524
PugetPass \$3.75	\$70,065	\$64,665	\$57,645
PugetPass \$4.00	\$246,096	\$239,760	\$216,432
PugetPass \$4.25	\$98,532	\$87,363	\$78,948
PugetPass \$4.50	\$21,546	\$22,356	\$21,222
PugetPass \$4.75	\$24,282	\$24,624	\$20,691
PugetPass \$5.00	\$2,340	\$2,520	\$2,340
PugetPass \$5.25	\$34,965	\$34,965	\$27,027
PugetPass \$5.50	\$1,188	\$2,178	\$2,376
Business Passport ¹	\$6,994,525	\$7,011,928	\$7,081,695
WSF Central Sound Monthly Pass	\$332,791	\$316,291	\$325,734
WSF Fauntleroy – Southworth Monthly Pass	\$11,011	\$10,087	\$11,781
WSF Mukilteo – Clinton Monthly Pass	\$14,846	\$14,243	\$14,906
WSF Port Townsend – Coupeville Monthly Pass	\$81	\$81	\$162
WSF Vashon Island Monthly Pass	\$9,526	\$8,877	\$8,489
Grand Total	\$11,988,777	\$11,737,419	\$11,223,827

¹ Business Passport revenue includes both Regional and Agency Passport products and the monthly apportioned revenue equals 1/12th of the transit portion of the annual contract amounts.

b) ORCA Retailer Report

This section shows ORCA retail sales by quarter, the number of retailer locations by quarter and ORCA sales transactions by retailer. Top ten (10) retailer locations based on total ORCA sales are also shown. Sales figures are based on settlement date.

i) Total ORCA Sales Transactions by Retailer (All locations)

ORCA Retailer	Q1 2013	Q2 2013	Q2 2013 # of Locations
Bartell Drugs	\$310,178	\$314,683	1
QFC	\$506,512	\$593,544	42
Roger's Market Place	\$15,116	\$17,832	1
Saar's MarketPlace	\$173,829	\$175,478	7
Safeway	\$708,421	\$769,352	73
Thriftway	\$41,905	\$43,973	2
Total	\$1,755,961	\$1,914,862	126

iii) Top 10 Individual Retail Locations by Sales Volume

Current Rank	Retailer/Location	Q2 Store Sales	% of Total Retailer Sales ¹
1	Bartell Drugs, Seattle - Downtown	\$314,683	16%
2	Saar's Market Place, Lakewood	\$80,872	4%
3	QFC, Seattle - Broadway Market	\$57,621	3%
4	QFC, Seattle - Harvard Market	\$47,729	2%
5	Safeway, Bainbridge Island	\$41,206	2%
6	QFC, Seattle – University Village	\$34,650	2%
7	Safeway, Lynnwood HWY 99	\$34,593	2%
8	QFC, Northgate	\$31,351	2%
9	Safeway, Renton	\$31,237	2%
10	Safeway, Seattle – NW Market	\$30,160	2%
	Total	\$704,102	37%

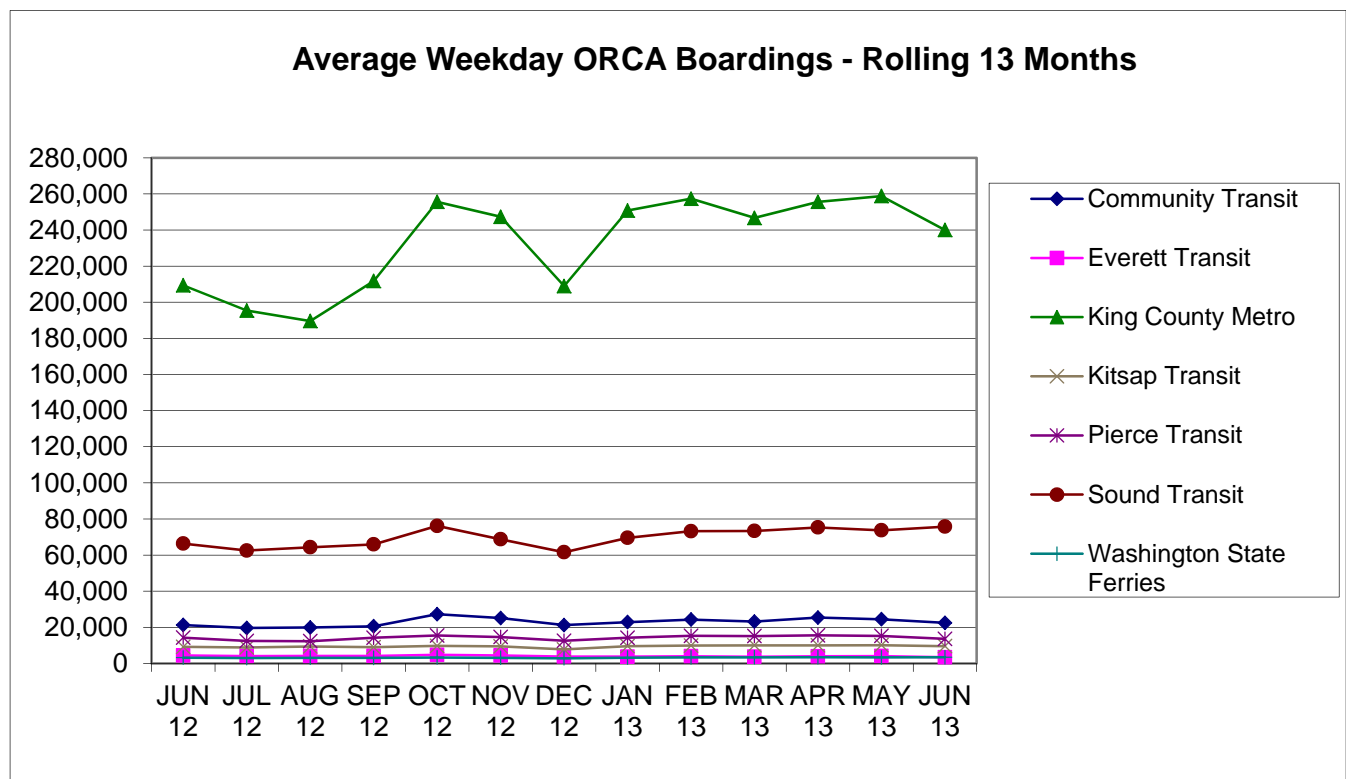
¹ The percentage is calculated based on the total sales at 126 Retailer locations.

c) System Operations – Ridership Transactions/Boardings

This section shows the average weekday ORCA boardings by Agency and the share of those trips to each Agency’s total boardings. This data supports the annual calculation of the regional share of program operating expenses for individual agencies.

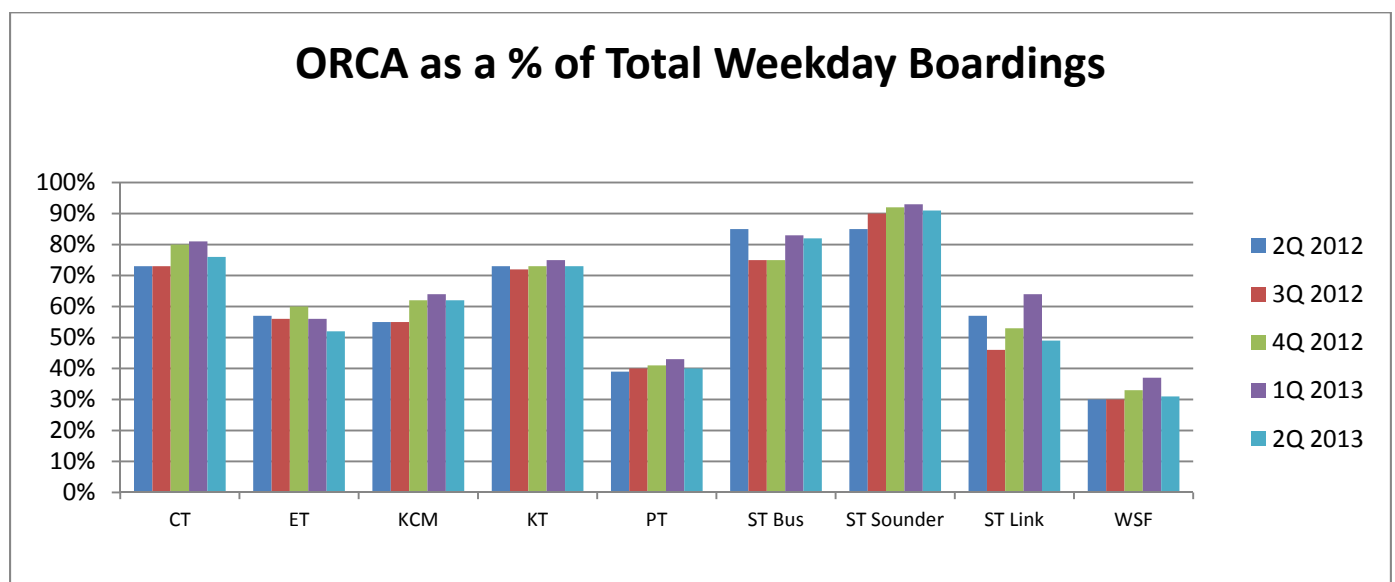
i) Average Weekday ORCA Boardings by Month

Agency	April	May	June
Community Transit	25,409	24,450	22,482
Everett Transit	3,938	4,060	3,401
King County Metro	255,618	258,812	240,024
Kitsap Transit	10,029	10,083	9,570
Pierce Transit	15,568	15,256	13,599
Sound Transit	75,325	73,718	75,742
Washington State Ferries	3,418	3,343	3,401
Total	389,305	389,722	368,219



ii) ORCA Average Weekday Boardings as a Percentage of Average Weekday Total Boardings

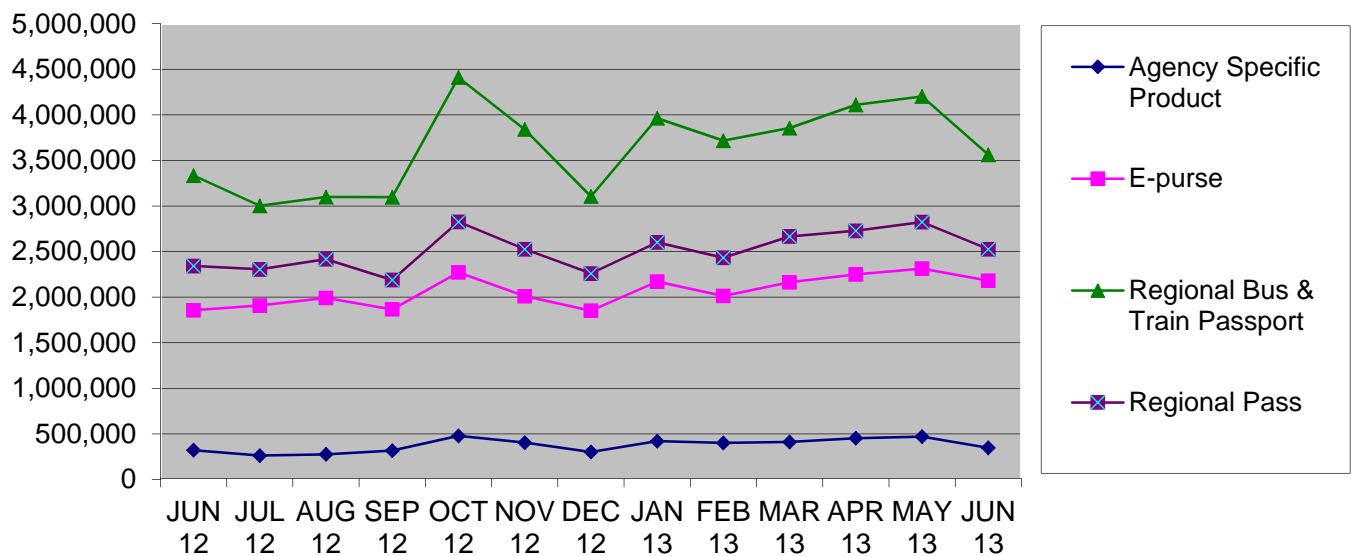
Agency	Average Weekday ORCA Boardings June	Average Weekday Total Boardings (ORCA & Non-ORCA) June	ORCA as a % of Total Weekday Boardings June
Community Transit	22,482	29,650	76%
Everett Transit	3,401	6,549	52%
King County Metro	240,024	388,775	62%
Kitsap Transit	9,570	13,092	73%
Pierce Transit	13,599	34,267	40%
Sound Transit Bus	47,582	58,239	82%
Sound Transit Sounder	10,839	11,953	91%
Sound Transit Link	17,321	35,030	49%
Washington State Ferries	3,401	11,019	31%
Total	368,191	588,574	62%



iii) ORCA Boardings by Product Type

Boardings	April	May	June	Total	% of Total Boardings
Regional Bus & Train Passport	4,109,814	4,201,890	3,562,089	11,873,793	42%
Regional Pass	2,728,238	2,824,551	2,526,742	8,079,531	29%
E-purse	2,249,750	2,313,238	2,180,689	6,743,677	24%
Agency Specific Product	453,646	471,157	348,389	1,273,192	5%
Total¹	9,541,448	9,810,836	8,617,909	27,970,193	100%

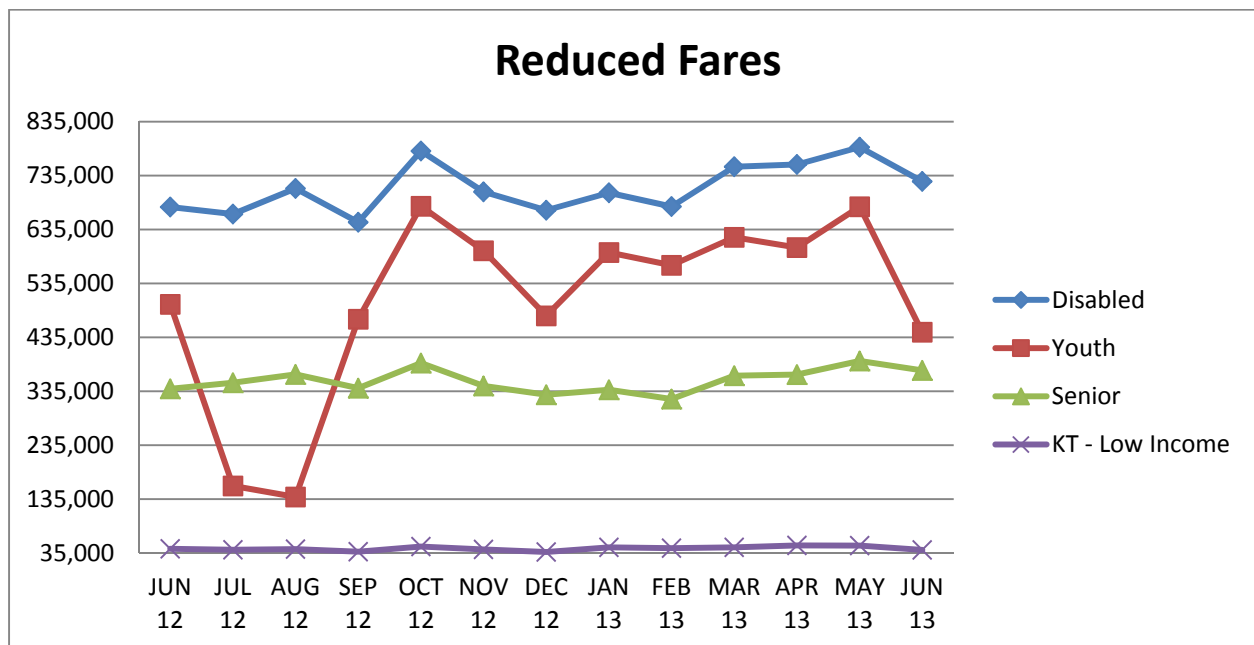
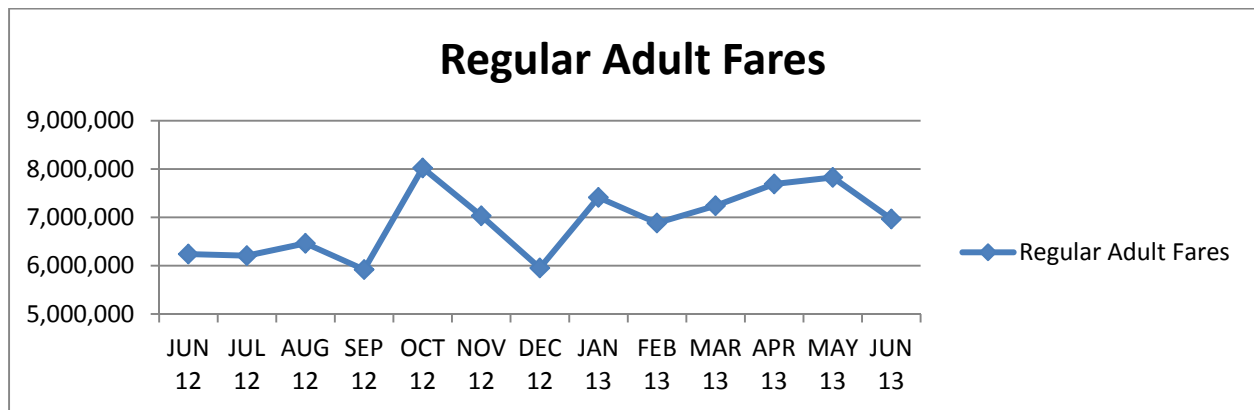
ORCA Boardings by Product Type - Rolling 13 Months



¹ A single boarding may include multiple product types.

iv) ORCA Boardings by Passenger Type

Passenger Type	April	May	June	Total	% of Total
Adult	7,692,488	7,828,519	6,966,309	22,487,316	81%
Disabled	755,649	787,736	724,366	2,267,751	8%
Youth	601,706	677,306	444,530	1,723,542	6%
Senior	366,037	391,181	373,821	1,131,039	4%
KT – Low Income	48,901	48,653	40,719	138,273	1%
Total	9,464,781	9,733,395	8,549,745	27,747,921	100%

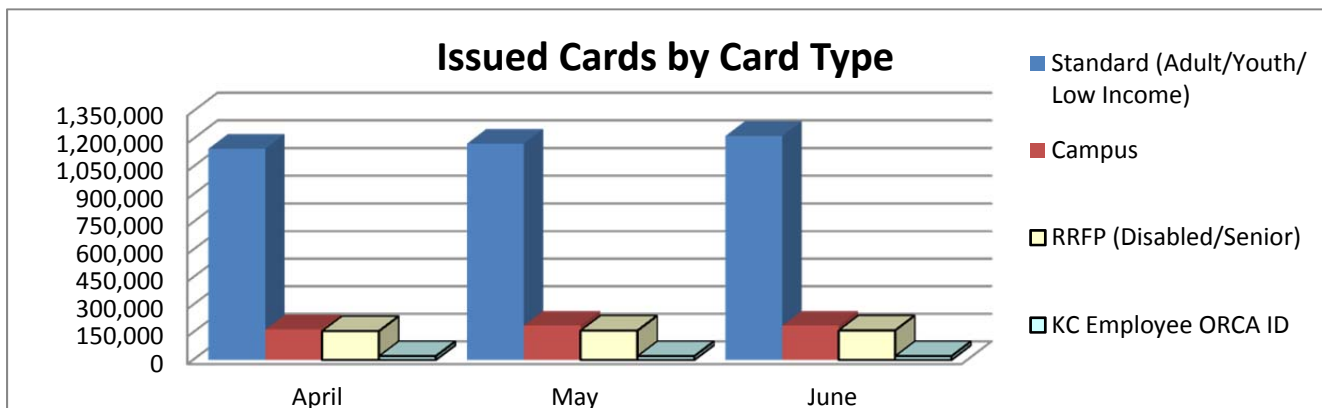


d) System Operations – ORCA Cards in Circulation and in Use by Type

This section provides information on issued ORCA cards in circulation and the actual usage of ORCA cards on Agency services. This information helps Agencies track ORCA card use and assist in their evaluation of their card distribution/outreach strategies. Cards “in circulation” are cards that have been issued but may not have been used during the quarter. Cards “in use” have been tapped at least once during the reported month.

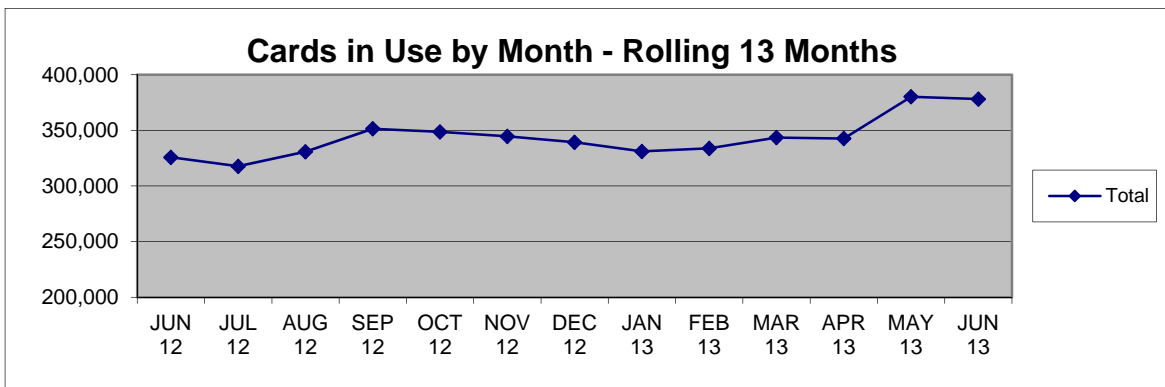
i) Cumulative Number of Issued Cards (in circulation) since April 2009

Card Type	April	May	June
Standard (Adult/Youth/Low Income)	1,148,173	1,175,749	1,217,729
Campus	165,945	187,426	187,426
RRFP (Disabled/Senior)	157,410	160,385	161,471
KC Employee ORCA ID	20,785	20,785	20,785
Total	1,492,313	1,544,345	1,587,411



ii) Card in Use by Month

Cards in Use	April	May	June
Total	342,698	380,223	378,141



Customer Education Activities

This table highlights Customer Education Activities (April - June 2013)

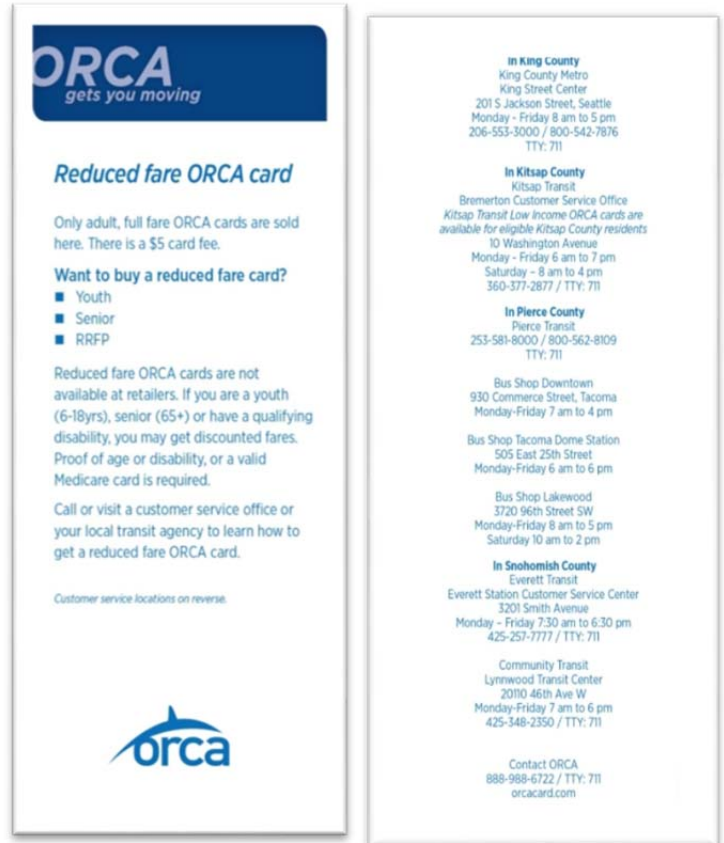
	April	May	June
Advertising	<p>Community Transit retail promotion: Bus advertising and kiosk panels at transit centers</p> <p>Pierce Transit: Agency-specific Summer Youth Pass product and youth ORCA card sales promotion April through July</p>	<p>Pierce Transit: ORCA retail card sales website promotion, coach posters, signage at stores</p>	<p>Pierce Transit: Created and mailed Passport product promotion to 1,700 Tacoma employers, through partnership with Downtown On the Go!</p>
Outreach	<p>Metro wrapped a dedicated van for ORCA To-Go program and staff have uniforms for ORCA To-Go events</p> <p>Metro kicked-off full-service mobile sales outreach efforts at Earth Day celebration in Westlake</p>		
Fare Policy	<p>Metro redesigned fares and ORCA web content including a new tab for the ORCA To-Go program</p> <p>http://metro.kingcounty.gov/fares/index.html</p> <p>website includes contact for requesting the ORCA To-Go van and link to events page. A schedule of upcoming public events where the mobile van will be is on Metro's events page</p> <p>http://metro.kingcounty.gov/events</p>		
Other		<p>Metro added directional signage for the new Eastgate Park & Ride TVM</p> <p>Pierce Transit: Trained retail staff for ORCA card sales, provided marketing materials</p>	



Pierce Transit Youth Pass Product & Youth ORCA Cards Sales Promotion



Rack Card – Reduced fare



ORCA
gets you moving

Reduced fare ORCA card

Only adult, full fare ORCA cards are sold here. There is a \$5 card fee.

Want to buy a reduced fare card?

- Youth
- Senior
- RRFP

Reduced fare ORCA cards are not available at retailers. If you are a youth (6-18yrs), senior (65+) or have a qualifying disability, you may get discounted fares. Proof of age or disability, or a valid Medicare card is required.

Call or visit a customer service office or your local transit agency to learn how to get a reduced fare ORCA card.

Customer service locations on reverse.

ORCA

In King County
King County Metro
King Street Center
201 S Jackson Street, Seattle
Monday - Friday 8 am to 5 pm
206-553-3000 / 800-542-7876
TTY: 711

In Kitsap County
Kitsap Transit
Bremerton Customer Service Office
Kitsap Transit Low Income ORCA cards are available for eligible Kitsap County residents
10 Washington Avenue
Monday - Friday 6 am to 7 pm
Saturday - 8 am to 4 pm
360-377-2877 / TTY: 711

In Pierce County
Pierce Transit
253-581-8000 / 800-562-8109
TTY: 711

Bus Shop Downtown
930 Commerce Street, Tacoma
Monday-Friday 7 am to 4 pm

Bus Shop Tacoma Dome Station
505 East 25th Street
Monday-Friday 6 am to 6 pm

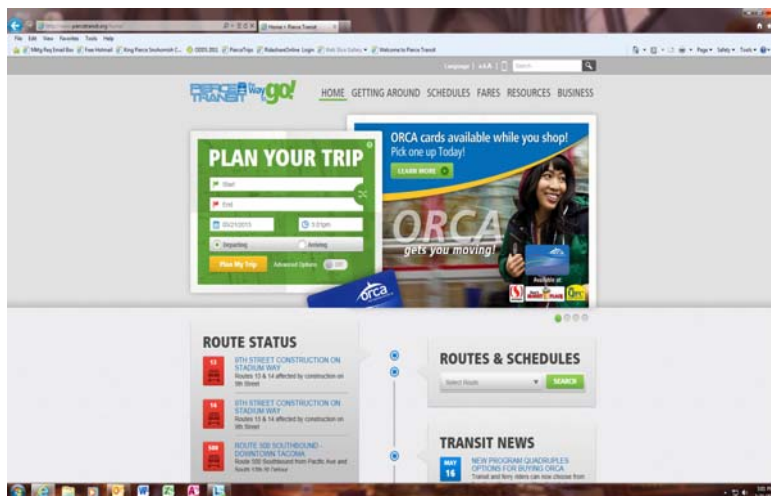
Bus Shop Lakewood
3720 96th Street SW
Monday-Friday 8 am to 5 pm
Saturday 10 am to 2 pm

In Snohomish County
Everett Transit
Everett Station Customer Service Center
3201 Smith Avenue
Monday - Friday 7:30 am to 6:30 pm
425-257-7777 / TTY: 711

Community Transit
Lynnwood Transit Center
20110 46th Ave W
Monday-Friday 7 am to 6 pm
425-348-2350 / TTY: 711

Contact ORCA
888-988-6722 / TTY: 711
orcacard.com

Pierce Transit Retail Card Sales Website Promotion



ORCA cards available while you shop!
Pick one up today!

PLAN YOUR TRIP

From: [input]
To: [input]
Date: [input]
Time: [input]
[Search]

ROUTE STATUS

- 15th STREET CONSTRUCTION ON STADIUM WAY
Routes 15 & 14 affected by construction on 15th Street
- 6th STREET CONSTRUCTION ON STADIUM WAY
Routes 15 & 14 affected by construction on 6th Street
- ROUTE 300 (SOUTHBOUND) - DOWNTOWN TACOMA
Route 300 Southbound from Pacific Ave and South 10th to Tacoma

ROUTES & SCHEDULES

Select Route: [input] [SEARCH]

TRANSIT NEWS

MAY 16
NEW PROGRAM GUIDANCE
OPTIONS FOR USING ORCA
Transit and fare items can now choose from

Retail Sales Promotion



**Buy at
a store**
in your neighborhood



ORCA cards now available at:





\$5 gets you an adult ORCA card.
Add products and use right away:

- E-purse
- Monthly pass

Good on transit in the Puget Sound region.

orcacard.com




Pierce Transit Passport Product Promotion

Employers will:

- Save thousands on the cost of buying transit passes at retail prices
- Save thousands compared to parking costs
- Save time managing monthly passes
- Provide high value benefit to employees for low cost
- Retain great employees and lower turnover costs
- Promote better employee health by offering less stressful commute options
- Improve downtown Tacoma by reducing the number of cars on the road

Program includes:

- ORCA passes for your employees for under \$160/year/employee* (compared to retail of \$2,268!)
- Unlimited rides all day, every day!
- Training and materials to make it easy for employees to understand and try transit
- Downtown On the Go events and programs to encourage your employees to use their ORCA cards
- Incentives, sponsored by Pierce Trips, for employees who use smart commute options
- Ongoing personalized support for lost or new cards
- Emergency Ride Home service
- Vanpool service**

* March 2013 prices for new Area Passport customers located in the Tacoma/Fife/Lakewood area. Prices subject to change at any time prior to agreement execution.
**Includes 100% vanpool fare subsidy on Pierce Transit, Kitsap Transit, King County Metro Transit, and Community Transit vanpool vans. (Custom vanpool pricing may be necessary based on company's current usage.)



Contact us:

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**DOWNTOWN:
On the go!**



Retail Card Sales Poster



ORCA
gets you moving



\$5 gets you an adult ORCA card.
Add products and use right away:

- E-purse
- Monthly pass

Good on transit in the Puget Sound region.

Buy your card here
orcacard.com | 888-988-6722
TTY Relay: 711

Retail Card Sales Decal




BUY HERE
ORCA
gets you moving

Data Sources:

- ORCA Boardings by Product Type
- ORCA Boardings by Fare/Passenger Type
- Fare Card Reliability Report
- Regional Call Center Reports
- Key Performance Indicators Report
- Daily Sales by Participant Report
- Daily Sales by Product Report
- Daily Post Payment Automatic Revalue
- Institutional Regional Pass Revenue Apportionment
- Boardings by Participant Report
- Daily Sales Ad Hoc Report
- Daily Sales by Retailer Report
- ORCA Activity Report
- ORCA Card Inventory Report

Acronyms:

The below table describes the acronyms used in this report.

Acronym	Definition
BA	Business Account
CST	Customer Service Terminal
CT	Community Transit
ET	Everett Transit
FTP	Fare Transaction Processor
KCM	King County Metro
KPI	Key Performance Indicator
KT	Kitsap Transit
OBE	On-Board Equipment
ORCA	One Regional Card for All
PFTP	Portable Fare Transaction Processor
PT	Pierce Transit
RRFP	Regional Reduced Fare Permit
SAFTP	Stand-Alone Fare Transaction Processor
ST	Sound Transit
TRU	Terminal Revalue Unit
TVM	Ticket Vending Machine
WPCST	Wireless Portable CST
WSF	Washington State Ferries