

July - September 2013

Joint Board Program Management Report

3rd 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

July

- The PT Trolley – Get Around Gig Harbor! Demonstration project began July 9, 2013 and operated through September 28, 2013. The project was made possible through cooperation with a Gig Harbor Community Investment Team, which was comprised of the City of Gig Harbor, Gig Harbor Chamber of Commerce, Merchants of Uptown and the Gig Harbor Downtown Waterfront Alliance. Although the fare for this demonstration was simply \$0.25 cash (no ORCA fare equipment on the trolleys), we did accept ORCA cards as a flash pass. On October 14, 2013, the Pierce Transit Board approved this successful service to operate every summer from Memorial Day weekend through Labor Day and it will include ORCA equipment for fare collection.

August

- ORCA To-Go events utilizing the King County Metro and Sound Transit Portable Customer Service Terminals continued throughout the month of August and further schedules are planned for September and October. At ORCA To-Go events, customers can add value to any existing card or obtain a new adult, youth or RRF card in the field. Youth and seniors must provide proof of age. Disabled customers must provide the authorized RRF eligibility form per standard procedures.
- ORCA cards were provided to attendees of the APTA Security Workshop valid August 11 – 16, 2013.

September

- Maintenance Release 23 was promoted to production on September 20th. New work items included functionality to allow King County Metro to sell Taxi Scrip and Human Service Ticket Books at its Customer Service Walk-In Centers and via the Agency Web Site. Washington State Ferries activated new passenger only multi-ride fare products valid for travel on Washington State Ferries. The multi-rides can be loaded to ORCA cards beginning October 1.
- Kitsap Transit had its first ORCA To-Go event on September 26, further events have been scheduled for October.

Customer Service Equipment & Facilities

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

ORCA Resource	In Service	
Active Buses with On Board Equipment		
o CT		224
o ET		49
o KCM		1,369
o KT		116
o PT		167
o ST		243
Total		2,168
Portable Fare Transaction Processors		
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 Fare Transaction Processors		
o Sounder (ST)		75
o Link (ST)		86
o Swift (CT)		64
o Rapid Ride (KCM)		85
Total		310
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 Customer Service Terminals		6
WSF Turnstiles/Tollbooths		113

Overview of Customer Activity & Contacts

Measure	July	August	September
Transaction Volume:			
Total Number of Fare Transactions/Boardings on All Services	8,658,820	8,522,091	8,420,920
Number of Cards in Use	356,812	356,199	368,976
Autoload Activity:			
Number of Autoload Transactions	14,824	16,798	15,824
Amount of Autoload Transactions	\$593,871	\$595,432	\$590,747
Cardholder Website Traffic:			
Unique Visitors ¹	69,765	69,633	71,161
Visits ²	158,074	151,996	155,847
Number of "My ORCA" Accounts Established ³	507,136	516,578	525,910
Number of Cardholder Transactions Per Month	32,106	31,547	30,099
Customer Contact:			
ORCA Regional Call Center Calls Received	8,165	8,601	9,668
Email Volume:			
ORCA Regional Emails Received	1,613	1,593	1,648
Business Accounts:			
Active Business Accounts	1,736	1,744	1,753

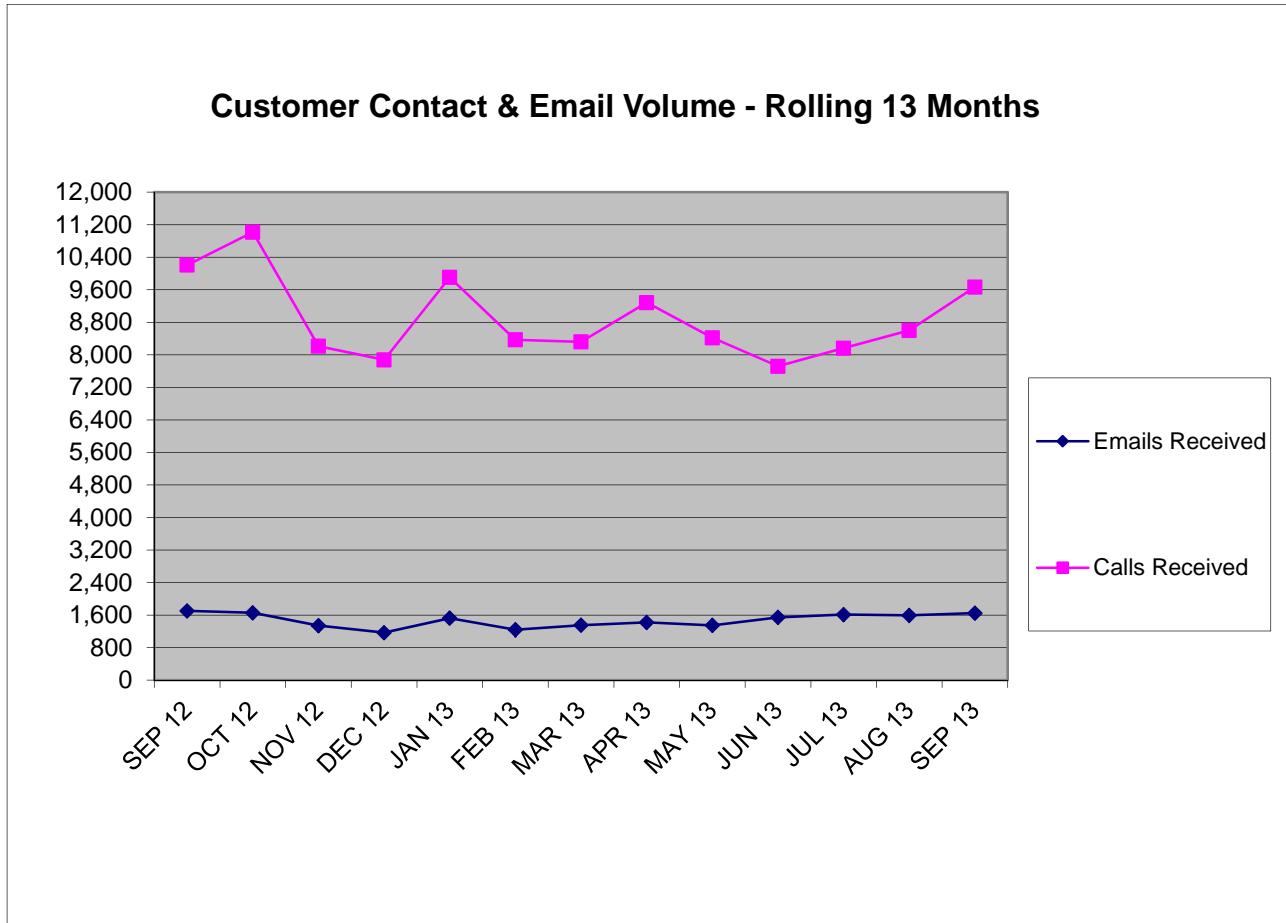
¹ **Unique Visitors** – A unique visitor is defined as an individual who has made at least one hit on one page of the web site during the current reporting period.

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



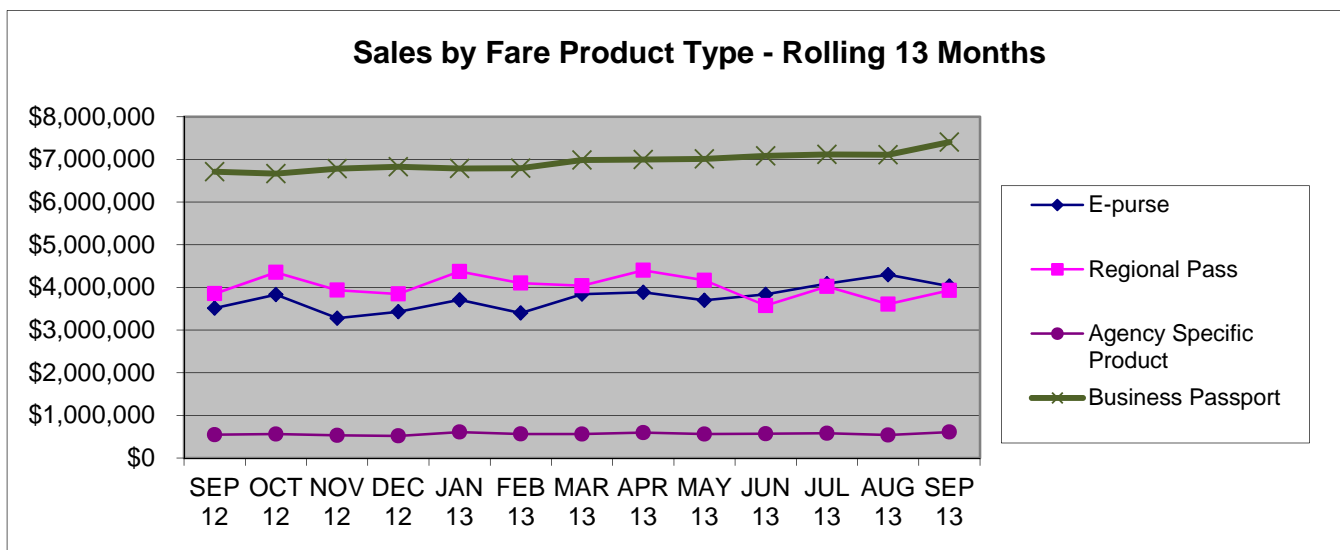
System Operations Performance Data

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

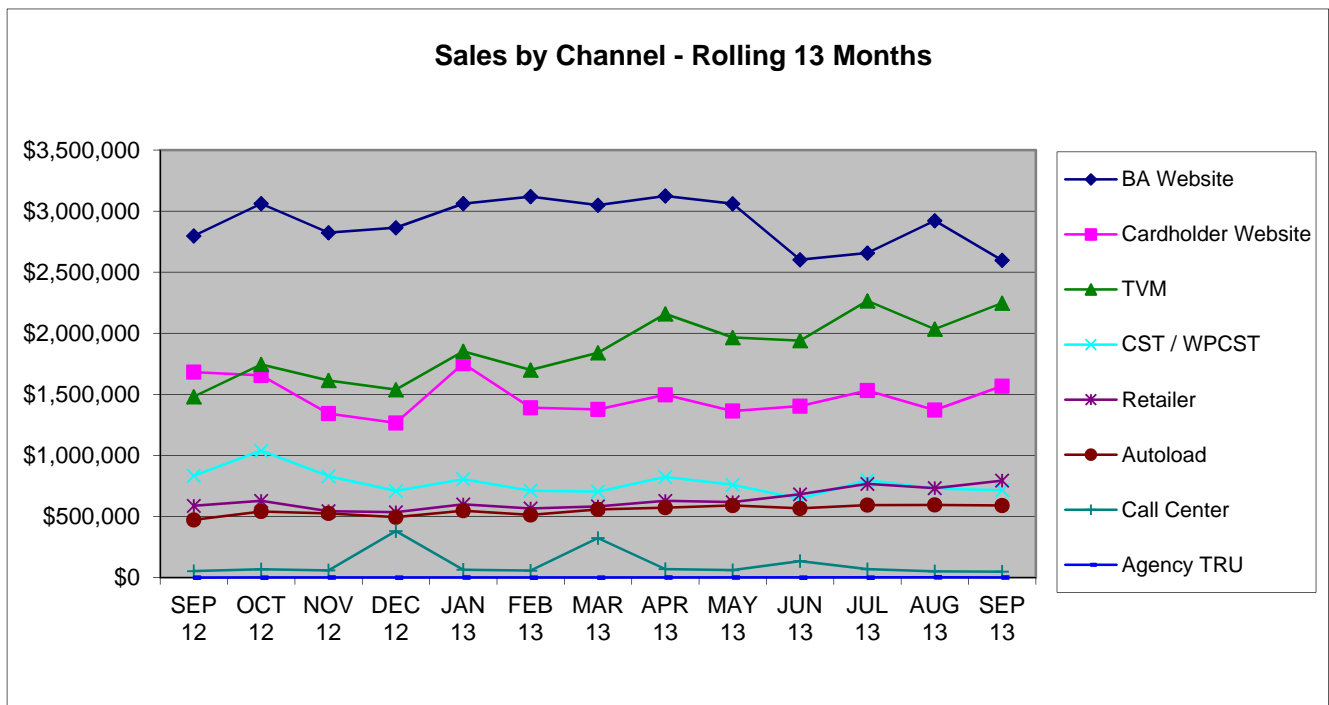
Sales	July	August	September	Total	% of Total Sales
Business Passport ¹	\$7,115,408	\$7,106,163	\$7,405,199	\$21,626,770	46%
E-purse	\$4,085,486	\$4,295,699	\$4,028,835	\$12,410,020	26%
Regional Pass	\$4,020,750	\$3,605,841	\$3,927,843	\$11,554,434	24%
Agency Product	\$578,971	\$537,691	\$607,536	\$1,724,198	4%
Total	\$15,800,615	\$15,545,394	\$15,969,413	\$47,315,422	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

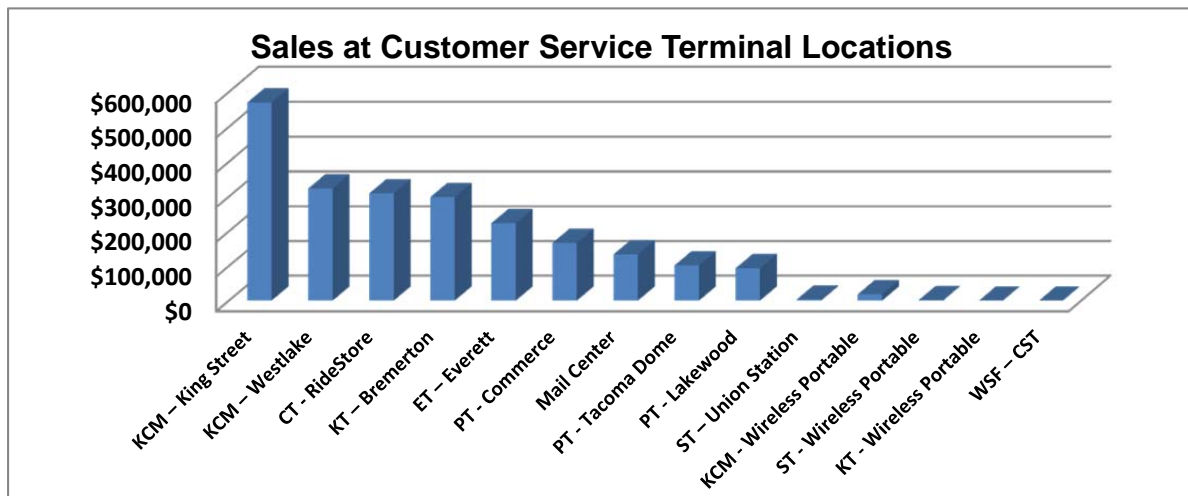
Sales Channel	July	August	September	Total	% of Total Sales
BA Website ¹	\$2,657,296	\$2,921,744	\$2,597,824	\$8,176,864	32%
TVM	\$2,265,757	\$2,034,460	\$2,247,468	\$6,547,685	25%
Cardholder Website	\$1,531,792	\$1,371,576	\$1,567,455	\$4,470,823	17%
CST / WPCST	\$798,485	\$728,516	\$715,642	\$2,242,643	8%
Retailer	\$767,192	\$732,700	\$794,409	\$2,294,301	9%
Autoload	\$593,871	\$595,432	\$590,747	\$1,780,050	7%
Call Center	\$69,513	\$51,723	\$49,013	\$170,249	1%
Agency TRU	\$1,301	\$3,080	\$1,656	\$6,037	1%
Total	\$8,685,207	\$8,439,231	\$8,564,214	\$25,688,652	100%



¹ Business Account Regional Passport sales are not included. Passport revenue is shown on page 5.

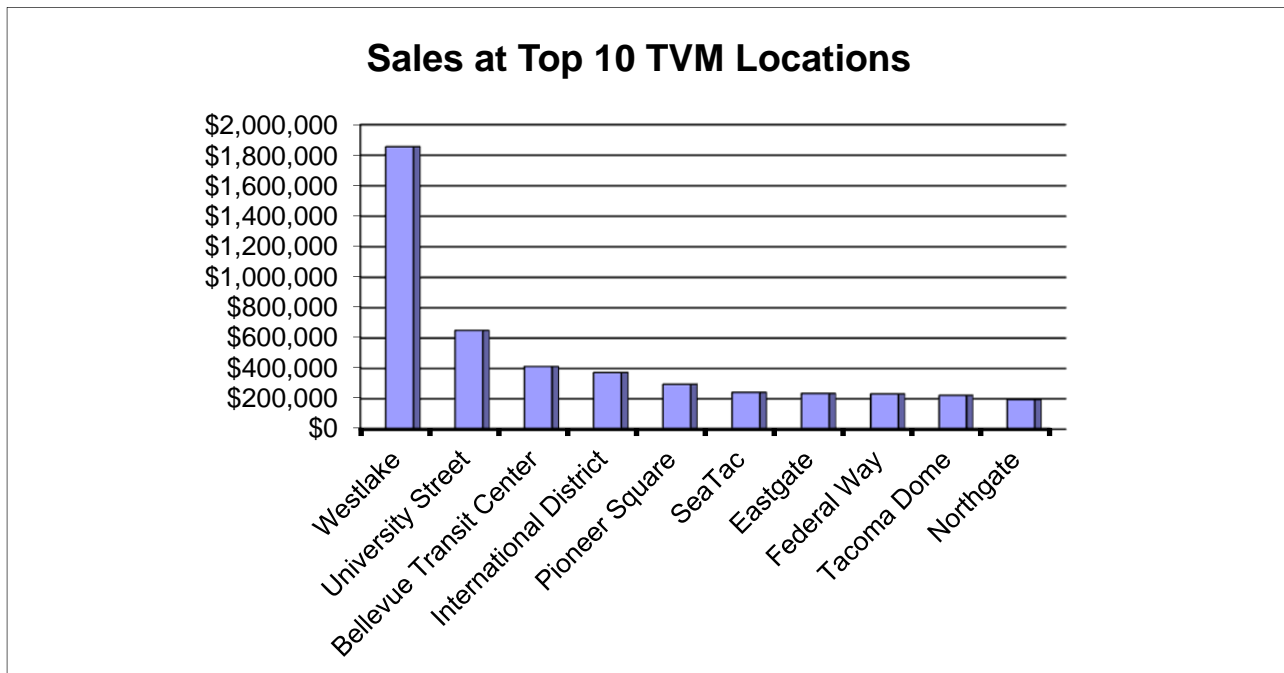
iii) Sales at Customer Service Terminal Locations

CST Location	July	August	September	Total	% of Total CST Sales	Compared to last Qtr.
KCM – King Street	\$197,020	\$192,023	\$180,489	\$569,532	25%	↑
KCM – Westlake	\$119,214	\$105,260	\$98,884	\$323,358	14%	↓
CT – RideStore	\$113,773	\$94,560	\$101,113	\$309,446	13%	↑
KT - Bremerton	\$109,879	\$92,629	\$96,037	\$298,545	13%	↑
ET - Everett	\$76,814	\$74,167	\$72,473	\$223,454	9%	↓
PT - Commerce	\$60,829	\$56,751	\$48,889	\$166,469	7%	↓
Mail Center	\$42,783	\$44,839	\$45,779	\$133,401	5%	↑
PT – Tacoma Dome	\$35,459	\$35,104	\$31,100	\$101,663	5%	↓
PT - Lakewood	\$33,309	\$28,691	\$31,399	\$93,399	4%	↓
ST – Union Station	\$1,603	\$1,042	\$560	\$3,205	1%	↑
KCM – Wireless Portable	\$6,717	\$2,907	\$8,771	\$18,395	1%	↑
ST – Wireless Portable	\$986	\$510	\$71	\$1,567	1%	↑
KT – Wireless Portable	\$0	\$33	\$77	\$110	1%	N/A
WSF - CST	\$99	\$0	\$0	\$99	1%	↑
Total	\$798,485	\$728,516	\$715,642	\$2,242,643	100%	↑



iv) Sales at Top 10 Ticket Vending Machine Sites

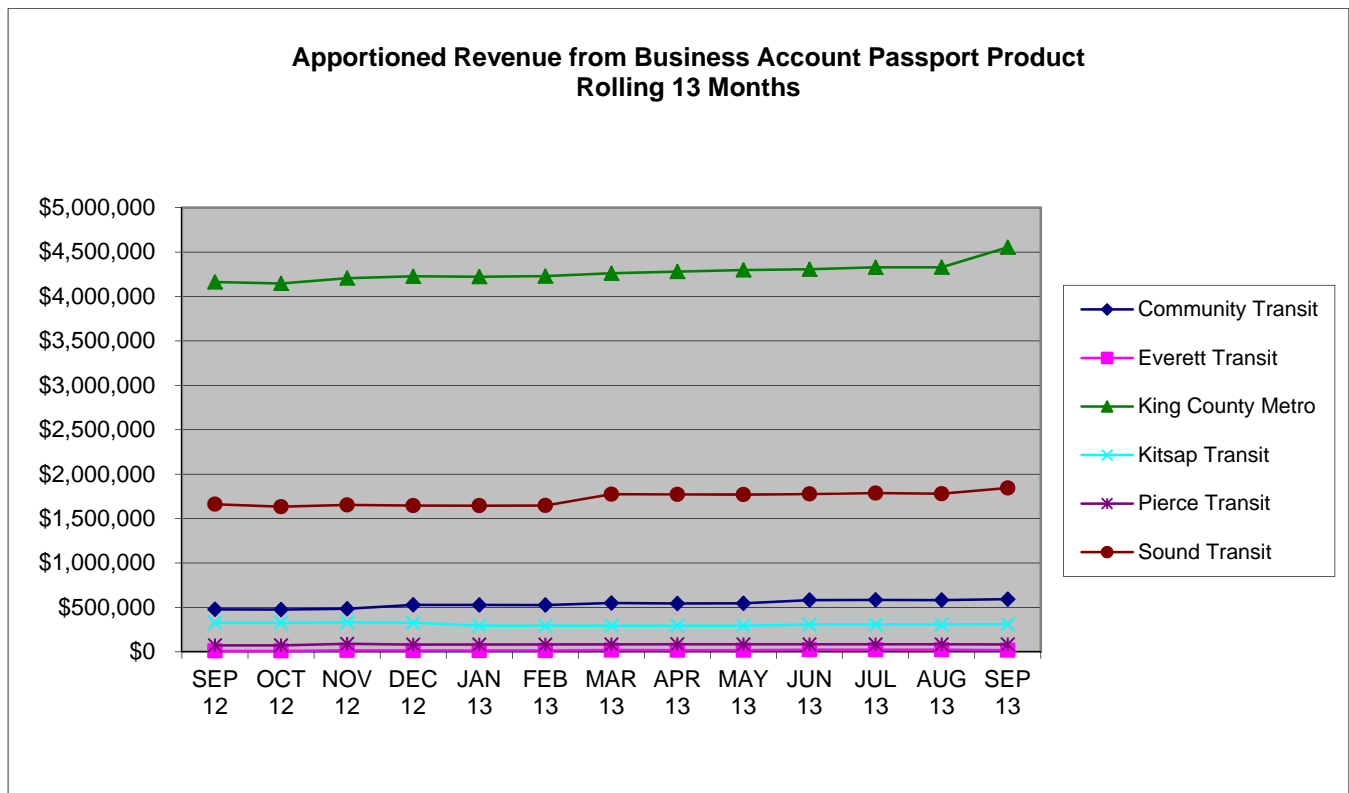
Rank	TVM Location	July	August	September	Total	% of Total TVM Sales ¹	Compared to last Qtr.
1	Westlake Station	\$655,312	\$594,297	\$606,099	\$1,855,708	28%	↑
2	University Street Station	\$231,913	\$205,384	\$213,209	\$650,506	10%	↑
3	Bellevue Transit Center	\$140,504	\$128,299	\$143,915	\$412,718	6%	↑
4	International District	\$130,983	\$118,896	\$123,508	\$373,387	6%	↑
5	Pioneer Square Station	\$107,210	\$94,813	\$93,972	\$295,995	5%	↑
6	SeaTac Airport	\$83,565	\$81,758	\$77,621	\$242,944	4%	↑
7	Eastgate Transit Center	\$56,881	\$39,047	\$140,152	\$236,080	4%	↑
8	Federal Way Transit Ctr	\$77,388	\$76,010	\$78,730	\$232,128	4%	↑
9	Tacoma Dome Station	\$75,430	\$72,974	\$75,425	\$223,829	3%	↑
10	Northgate Transit Center	\$66,575	\$57,340	\$71,255	\$195,170	3%	↑
	Total	\$1,625,761	\$1,468,818	\$1,623,886	\$4,718,465	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	July	August	September	Total
Community Transit	\$584,082	\$582,439	\$592,933	\$1,759,454
Everett Transit	\$23,587	\$23,659	\$18,111	\$65,357
King County Metro	\$4,327,962	\$4,328,622	\$4,554,240	\$13,210,824
Kitsap Transit	\$308,211	\$307,921	\$311,587	\$927,719
Pierce Transit	\$84,911	\$84,544	\$84,153	\$253,608
Sound Transit	\$1,786,655	\$1,778,978	\$1,844,175	\$5,409,808
Total	\$7,115,408	\$7,106,163	\$7,405,199	\$21,626,770



vi) Revenue by Pass Product

PASS	July	August	September
Everett Transit Monthly Reduced Fare Pass	\$1,044	\$909	\$882
Kitsap Transit Full Fare Pass	\$42,700	\$37,850	\$45,000
Kitsap Transit Reduced Fare Pass	\$44,875	\$42,550	\$50,550
Kitsap Transit Worker/Driver Full Fare Pass	\$4,500	\$4,200	\$4,050
Metro Monthly Access Pass	\$37,080	\$36,360	\$31,770
Metro Monthly Vanpool Pass 1 Zone	\$38,340	\$36,918	\$40,950
Metro Monthly Vanpool Pass 2 Zone	\$36,828	\$35,208	\$37,476
Pierce Transit Summer Youth Pass	\$5,256	\$0	\$0
PugetPass \$0.50	\$720	\$540	\$468
PugetPass \$0.75	\$276,993	\$287,388	\$256,473
PugetPass \$1.00	\$23,364	\$21,744	\$20,628
PugetPass \$1.25	\$65,115	\$39,690	\$82,350
PugetPass \$1.50	\$14,526	\$23,220	\$30,024
PugetPass \$1.75	\$6,615	\$5,733	\$6,174
PugetPass \$2.00	\$193,536	\$181,800	\$184,320
PugetPass \$2.25	\$279,288	\$230,931	\$260,658
PugetPass \$2.50	\$1,564,020	\$1,356,210	\$1,513,170
PugetPass \$2.75	\$131,670	\$117,216	\$125,631
PugetPass \$3.00	\$595,512	\$554,256	\$582,876
PugetPass \$3.25	\$22,581	\$18,018	\$22,581
PugetPass \$3.50	\$390,600	\$354,942	\$390,852
PugetPass \$3.75	\$62,235	\$53,325	\$63,450
PugetPass \$4.00	\$227,232	\$211,104	\$225,648
PugetPass \$4.25	\$86,139	\$76,347	\$85,221
PugetPass \$4.50	\$22,194	\$21,222	\$23,490
PugetPass \$4.75	\$22,572	\$19,836	\$22,059
PugetPass \$5.00	\$3,060	\$2,160	\$1,800
PugetPass \$5.25	\$30,996	\$27,783	\$27,594
PugetPass \$5.50	\$1,782	\$2,376	\$2,376
Business Passport ¹	\$7,115,408	\$7,106,163	\$7,405,199
WSF Central Sound Monthly Pass	\$331,897	\$309,730	\$358,921
WSF Central Sound Passenger 10 Ride	\$0	\$0	\$127
WSF Fauntleroy – Southworth Monthly Pass	\$12,243	\$10,626	\$11,785
WSF Mukilteo – Clinton Monthly Pass	\$15,088	\$14,122	\$15,298
WSF Port Townsend – Coupeville Monthly Pass	\$243	\$81	\$82
WSF Vashon Island Monthly Pass	\$8,878	\$9,137	\$10,604
WSF Vashon Island Passenger 10 Ride	\$0	\$0	\$41
Grand Total	\$11,715,130	\$11,249,695	\$11,940,578

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. Our retailer network sold 8,970 ORCA cards for a sales total of \$35,880.

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

ORCA Retailer	Q2 2013	Q3 2013	Q3 2013 # of Locations
Bartell Drugs	\$314,683	\$327,586	1
QFC	\$593,544	\$746,629	42
Roger's Market Place	\$17,832	\$20,229	1
Saar's MarketPlace	\$175,478	\$165,214	7
Safeway	\$769,352	\$952,015	73
Thriftway	\$43,973	\$44,753	2
Total	\$1,914,862	\$2,256,426	126

iii) Top 10 Individual Retail Locations by Sales Volume

Current Rank	Retailer/Location	Q3 Store Sales	% of Total Retailer Sales ¹
1	Bartell Drugs, Seattle - Downtown	\$327,586	15%
2	Saar's Market Place, Lakewood	\$75,435	3%
3	QFC, Seattle - Broadway Market	\$64,074	3%
4	QFC, Northgate	\$55,919	2%
5	Safeway, Harvard Market	\$52,889	2%
6	Safeway, Bainbridge Island	\$50,595	2%
7	QFC, Seattle – University Village	\$47,735	2%
8	Safeway, Seattle – Greenwood Ave	\$43,733	2%
9	Safeway, Lynnwood Hwy 99	\$41,405	2%
10	Safeway, Seattle – NW Market	\$39,431	2%
	Total	\$798,802	35%

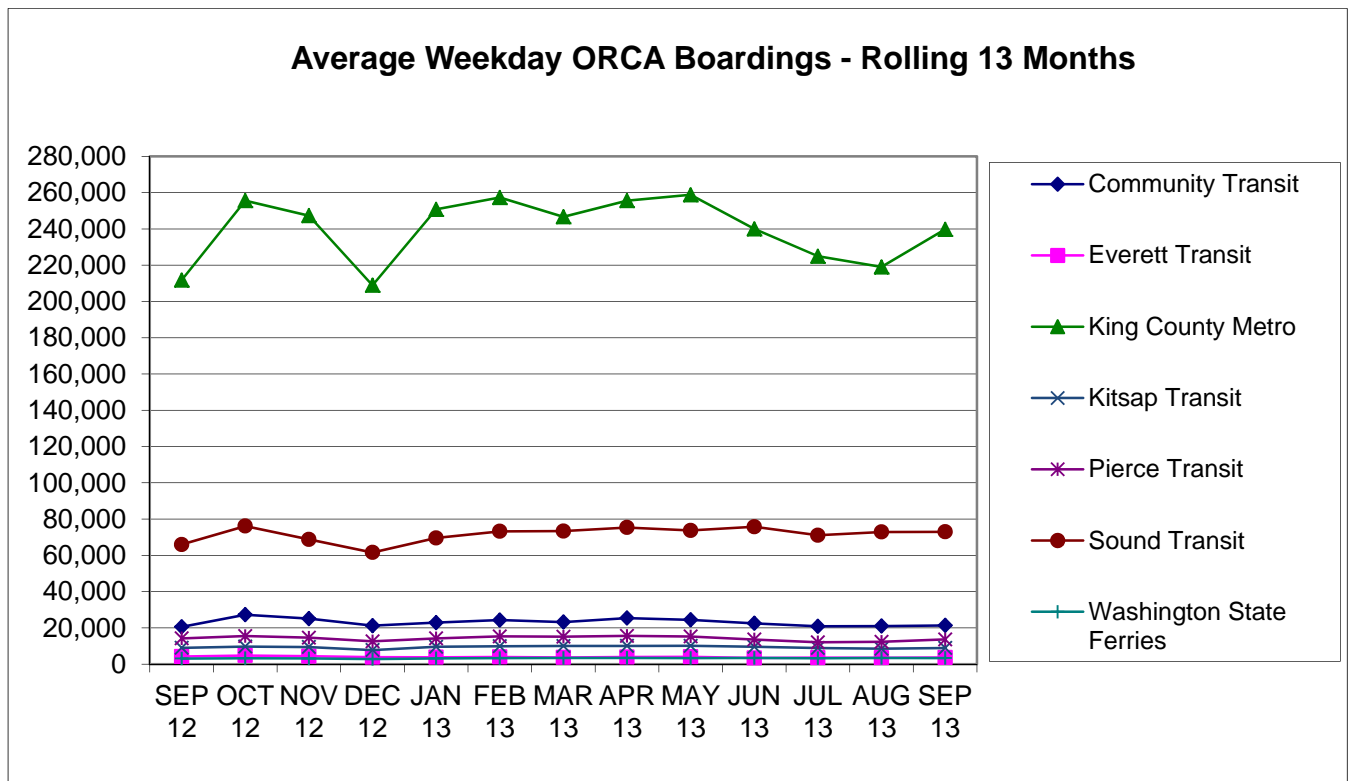
¹ The percentage is calculated based on the total sales at 126 Retailer locations.

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.

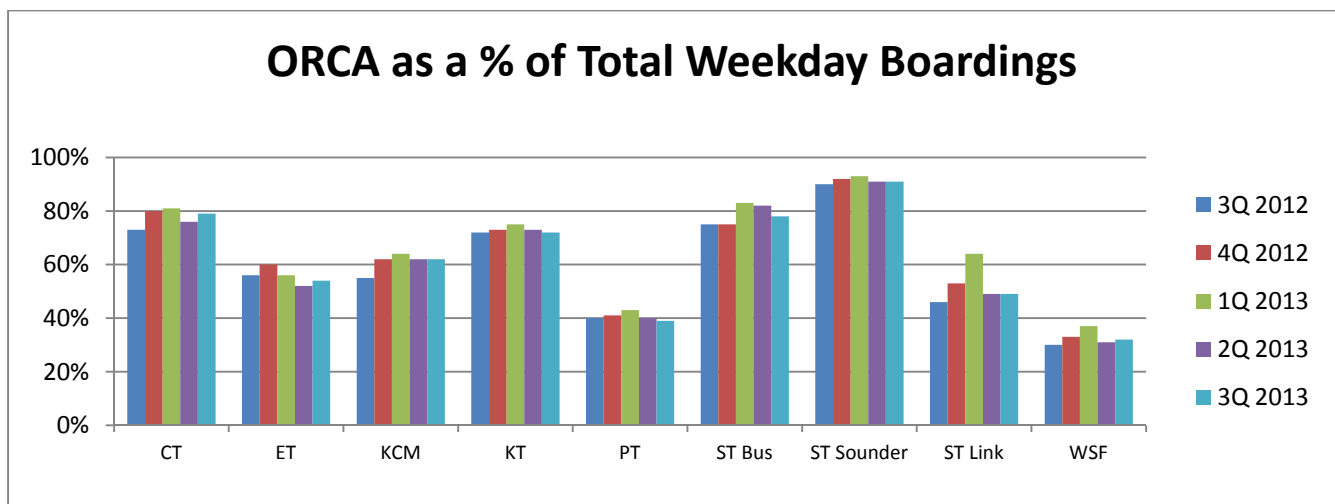
i) Average Weekday ORCA Boardings by Month

Agency	July	August	September
Community Transit	20,866	21,008	21,349
Everett Transit	3,571	3,535	3,653
King County Metro	224,950	219,029	239,786
Kitsap Transit	8,885	8,516	8,908
Pierce Transit	12,046	12,289	13,609
Sound Transit	71,063	72,883	72,945
Washington State Ferries	3,251	3,381	3,331
Total	344,632	340,641	363,581



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

Agency	Average Weekday ORCA Boardings September	Average Weekday Total Boardings (ORCA & Non-ORCA) September	ORCA as a % of Total Weekday Boardings September
Community Transit	21,349	26,972	79%
Everett Transit	3,653	6,753	54%
King County Metro	239,786	385,768	62%
Kitsap Transit	8,908	12,344	72%
Pierce Transit	13,609	34,997	39%
Sound Transit Bus	45,553	58,514	78%
Sound Transit Sounder	10,750	11,818	91%
Sound Transit Link	16,642	33,902	49%
Washington State Ferries	3,331	10,344	32% ¹
Total	363,581	571,068	62%

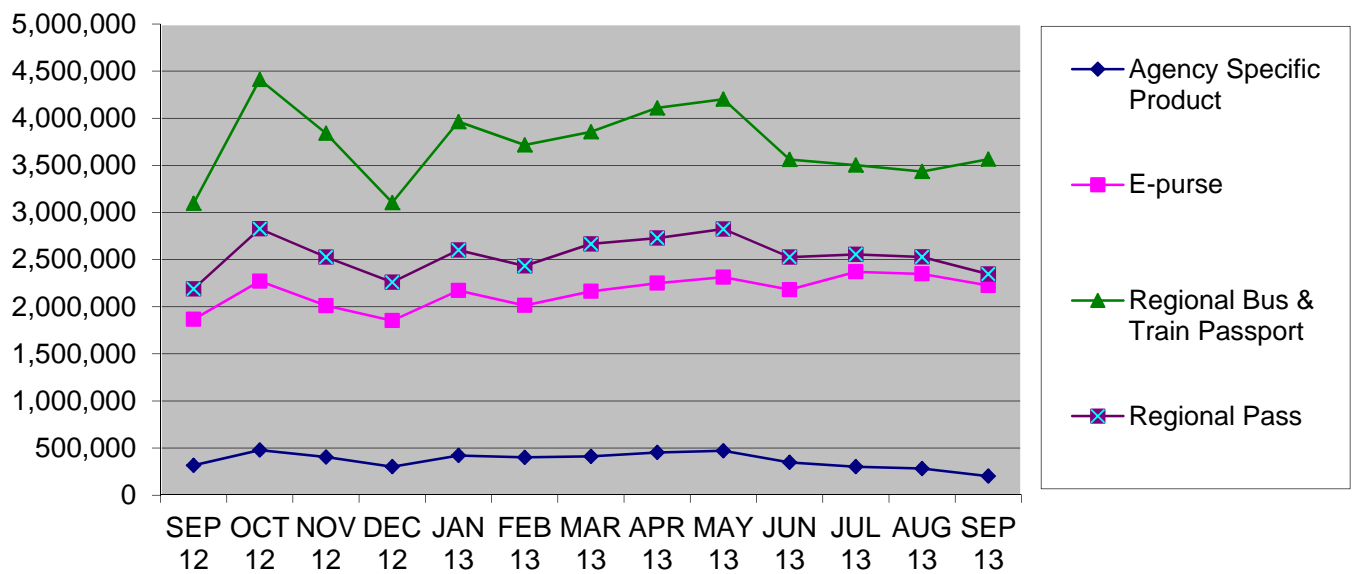


¹ WSF's ORCA as a % of Total Weekday Boardings is for passenger fares only. It does not include vehicle fares.

iii) ORCA Boardings by Product Type

Boardings	July	August	September	Total	% of Total Boardings
Regional Bus & Train Passport	3,502,689	3,434,438	3,565,258	10,502,385	41%
Regional Pass	2,554,976	2,528,443	2,346,570	7,429,989	29%
E-purse	2,370,115	2,348,361	2,224,963	6,943,439	27%
Agency Specific Product	302,690	283,023	202,300	788,013	3%
Total¹	8,730,470	8,594,265	8,339,091	25,663,826	100%

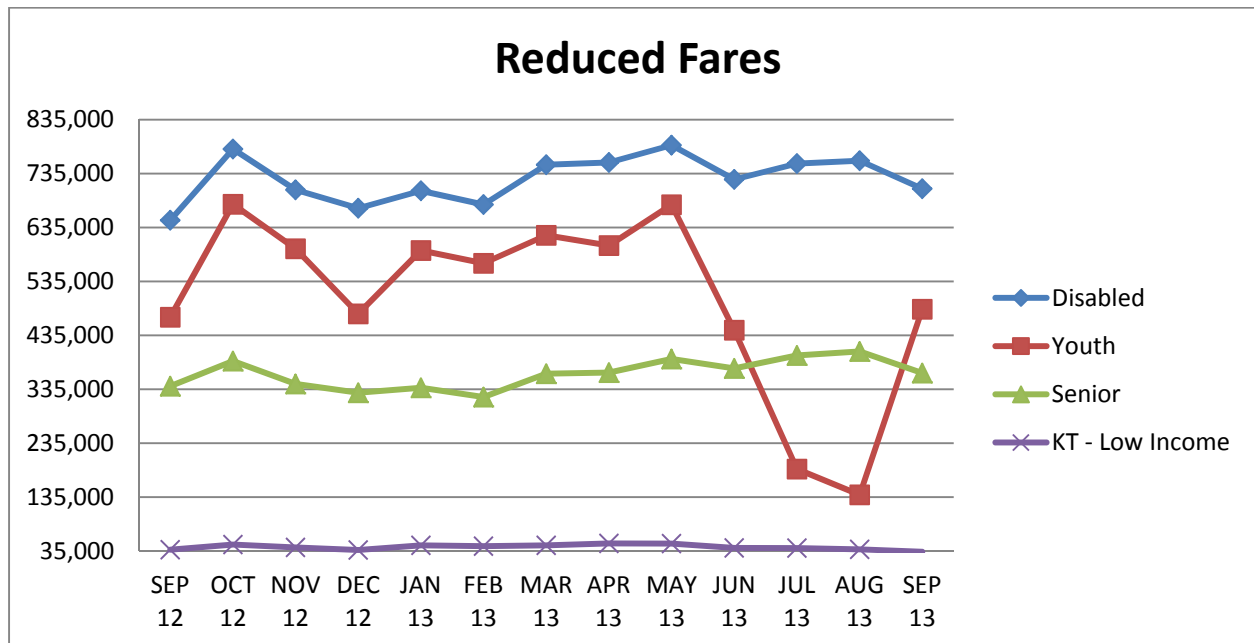
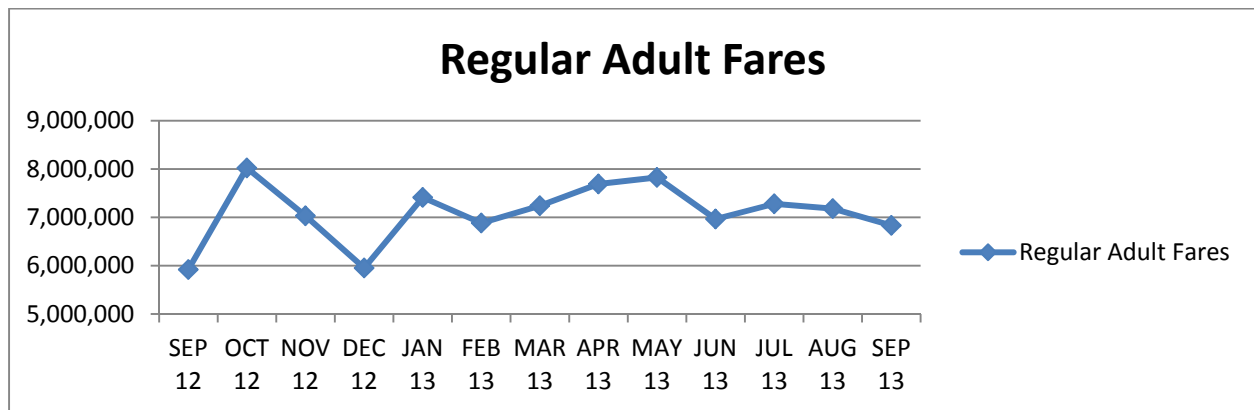
ORCA Boardings by Product Type - Rolling 13 Months



¹ A single boarding may include multiple product types.

iv) ORCA Boardings by Passenger Type

Passenger Type	July	August	September	Total	% of Total
Adult	7,280,431	7,180,922	6,831,886	21,293,239	83%
Disabled	753,573	759,074	707,106	2,219,753	9%
Youth	186,990	139,145	483,574	809,709	3%
Senior	397,693	405,176	365,214	1,168,083	4%
KT – Low Income	40,310	38,039	33,476	111,825	1%
Total	8,658,997	8,522,356	8,421,256	25,602,609	100%

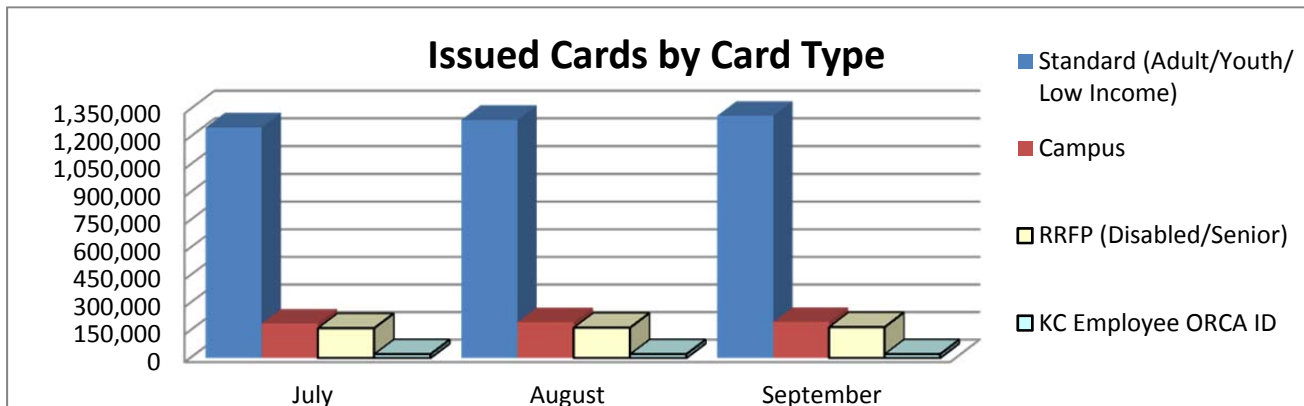


d) System Operations – ORCA Cards in Circulation and in Use by Type

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.

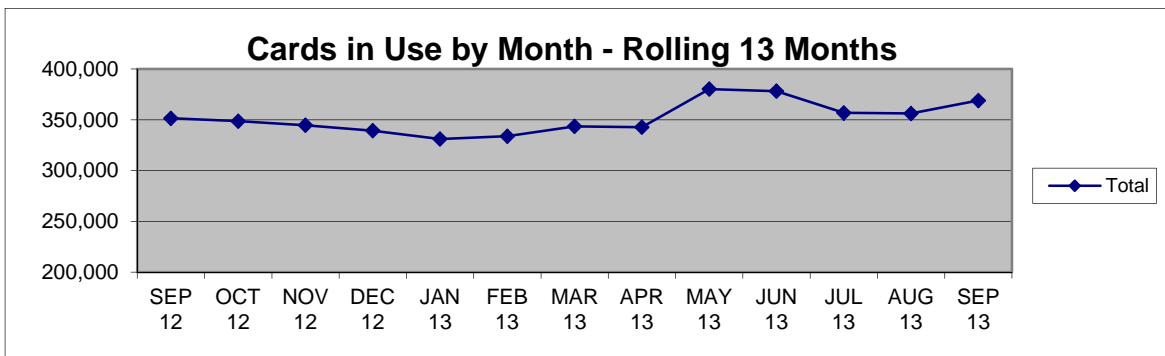
i) Cumulative Number of Issued Cards (in circulation) since April 2009

Card Type	July	August	September
Standard (Adult/Youth/Low Income)	1,251,455	1,292,396	1,314,741
Campus	187,676	195,078	196,578
RRFP (Disabled/Senior)	162,770	165,500	168,242
KC Employee ORCA ID	20,785	20,785	20,785
Total	1,622,686	1,673,759	1,700,346



ii) Card in Use by Month

Cards in Use	July	August	September
Total	356,812	356,199	368,976



Customer Education Activities

This table highlights Customer Education Activities (July - September 2013)

	July	August	September
Advertising	<p>Metro "Spot What's New" promo in Kent, Auburn and Federal Way including custom maps, household mailings, online ads, events and custom city web sites showing all travel options. Incentive was ORCA card with \$10.</p> <p>Pierce Transit continued promoting agency-specific Summer Youth Pass product and youth ORCA card sales through end of the month.</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 ORCA-To-Go visits to more than 27 locations.</p> <p>Sound Transit designed mobile sales unit materials including rack card, banner and signage for machine. Outreach included multiple site visits throughout the summer fair/festival season.</p>	<p>Pierce Transit awarded pre-loaded ORCA cards to people who successfully completed a downtown Tacoma scavenger hunt. Participants were required to ride both a Pierce Transit bus and Sound Transit's Tacoma Link.</p>	
Other	<p>Metro installed ORCA TVM directional signage in the Eastgate Park & Ride garage and also at Freeway stations.</p> <p>Everett Transit's Bus Schedule & Service Guide displays the ORCA logo.</p>	<p>Pierce Transit trained new retail staff on ORCA card sales and provided marketing materials.</p>	

Pierce Transit Direct Mail

1. RIDE Use this FREE PASS!

GOOD FOR UNLIMITED RIDES ON ALL
PIERCE TRANSIT LOCAL ROUTES.
VALID OCTOBER 18-31, 2013.

**TWO WEEK
FREE
PASS**

2. UPGRADE → GET A FREE READY-TO-LOAD ORCA CARD (A \$5 VALUE) BY 11/15/13.

* IF YOU'RE AN ADULT (19-64) – UPGRADE BY MAIL. If you're 19-64, fill out the attached reply card and mail it in for a FREE ready-to-load Adult ORCA card.

* IF YOU QUALIFY FOR A REDUCED FARE – UPGRADE IN PERSON. Youth 18 or younger, Seniors 65 or older, or individuals with a certified disability may visit the Tacoma Dome Station Bus Shop in person to trade in the Free Pass for a special ORCA card. You'll need proof of age or disability. Call 253.581.8000 to speak with a friendly Customer Service Representative to find out what you should bring.

I RODE FOR FREE AND I AGREE, PT IS THE WAY TO GO!

Please send me a Free ORCA card!

Yes, I'm an Adult (19-64) and I used my free Pierce Transit bus pass!

NAME: _____

MAILING ADDRESS: _____

EMAIL: _____

PHONE: _____

DETACH AND MAIL BACK THIS REPLY CARD BY 11/15/13 TO RECEIVE YOUR FREE ORCA CARD.
Original Reply Cards Only – No Photocopies Accepted.

3. LOAD & GO!

Load your ORCA card with a pass for unlimited rides for a month. Or load E-purse, giving you a two-hour transfer privilege – better than cash! Add value to your card online, by phone, at a ticket vending machine, in person at the Tacoma Dome Station Bus Shop or at participating retail outlets. Visit piercetransit.org for details.

While supplies last. Offer valid through 11/15/13.

King County Metro ORCA To-Go

orca
TO-GO!
is coming your way

Take care of all your ORCA needs when ORCA To-Go comes to your neighborhood. ORCA To-Go staff will provide one-on-one personal service to simplify the process so you're ready to ride transit.

What you can do:

- Buy a new card – adult, youth, senior and disabled RRF (bring ID for senior and youth cards)
- Add value to a new or existing ORCA card
- Buy a regional pass for a new or existing ORCA card
- Get help riding transit
- And more

Cash, Visa and MasterCard accepted.

Each month ORCA To-Go travels around King, Pierce and Snohomish counties, stopping at senior centers, major events, fairs and more.

To schedule an ORCA To-go visit, please email ORCAtoGo@soundtransit.org or call 206-398-5265

ORCA gets you moving

By bus, train & ferry – it's the easy way to get there

- Works like cash or a pass
- Tracks different fares and transfers automatically
- Manage your card online with a My ORCA account
- Add value online, via ticket vending machines or a participating retailer
- Register your card to protect your balance

Cash and major credit cards accepted.

To schedule an ORCA To-go visit, please email ORCAtoGo@soundtransit.org or call 206-398-5265

What is RRF?

Seniors, riders with a disability and Medicare card holders may ride at a reduced rate with a valid Regional Reduced Fare Permit (RRFP) ORCA card.*

*Not valid on Paratransit services.

orca
For more information visit orcacard.com or call 1-888-988-6722

Everett Transit Promotion

ORCA Card



ORCA is an electronic card that holds your monthly pass or electronic cash (e-purse) to pay fare. There is an initial \$5 card fee for new ORCA cards. Keep your ORCA card and reload it to avoid the fee! (Regional Reduced Fare Permits cost \$3)

Get your ORCA card today!

Online: www.orcacard.com

By phone: ORCA Customer Service 1-888-988-6722 (ORCA) or TTY Relay: 711

In person: Visit the Everett Station Customer Service Center or visit one of the self-serve fare vending machines at Everett Station, 3201 Smith Ave., Everett. RRFP's and youth ORCA cards can only be purchased at a Customer Service Center. Proof of age is required.

Load your ORCA card

E-purse: Load any amount up to \$300 and the fare will be deducted from the card automatically.

Regional Reduced Fare Permit (RRFP)
See information on Page 4



Monthly pass (Puget Pass or agency only)

The *PugetPass* is a regional pass accepted on six transit systems: Everett Transit, Community Transit, Kitsap Transit, King County Metro, Pierce Transit and Sound Transit. The pass is good at face value for full or partial fare payment.

Agency passes are available on ORCA for Washington State Ferries, King County Metro, Kitsap Transit and Pierce Transit.

Transfers will be integrated into the ORCA card. If you pay your full fare with a pass or money in the e-purse, the card will automatically build in a two-hour transfer window for ET or inter-agency transfers.

The ORCA card may not be used on Para Transit at this time.



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