

October - December 2013

# Joint Board Program Management Report

## 4<sup>th</sup> 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

### October

- Washington State Ferries commenced sales of a new agency-specific passenger multi-ride product that can be loaded to a standard ORCA card.

### November

- Pierce Transit closed two of its three Customer Service Offices. By consolidating its Customer Services into one location, Pierce Transit reduced expenses and increased efficiency. The Tacoma Dome Bus Shop is now their sole field Customer Service Office.

### December

- Maintenance Release 24 was completed. Work included system modifications necessary to operate the First Hill and South Lake Union Streetcars, and updates to the Cardholder and Agency websites.
  - Pierce Transit introduced its first custom bus routes as a 6-month demonstration. Pierce Transit's Routes 475 and 485 provide service for University Place and Puyallup customers. The service features limited stops, high-back seats, and free WiFi.
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## Customer Service Equipment & Facilities

This table shows equipment quantities and customer facilities supporting the ORCA Regional Program. Figures below are current as of December 31, 2013.

ORCA Resource	In Service	
Active Buses with On Board Equipment		
o CT		224
o ET		49
o KCM		1,396
o KT		108
o PT		167
o ST		243
<b>Total</b>		<b>2,187</b>
Portable Fare Transaction Processors		
o CT		6
o KCM		109
o KT Ferry		10
o Link		86
o PT (not in service)		34
o Sounder		8
o WSF		33
<b>Total</b>		<b>286</b>
Stand Alone Fare Transaction Processors		
o Sounder (ST)		75
o Link (ST)		86
o Swift (CT)		64
o Rapid Ride (KCM)		85
<b>Total</b>		<b>310</b>
3 <sup>rd</sup> Party Revalue Retailer Sites		<b>127</b>
Ticket Vending Machines		
o Sounder Stations		33
o Link Stations		56
o Transit Centers		6
o Customer Sales Offices		1
<b>Total</b>		<b>96</b>
Customer Service Offices	<b>CSOs</b>	<b>CSTs</b>
o CT	1	3
o ET	1	2
o KCM	2	13
o KT	1	3
o PT	1	7
o ST	0	1
o WSF	0	1
<b>Total</b>	<b>6</b>	<b>30</b>
Wireless Portable Customer Service Terminals		<b>6</b>
WSF Turnstiles/Tollbooths		<b>97</b>

## Overview of Customer Activity & Contacts

Measure	October	November	December
<b>Transaction Volume:</b>			
Total Number of Fare Transactions/Boardings on All Services	10,440,284	8,933,426	7,984,103
Number of Cards in Use	368,976	362,912	359,528
<b>Autoload Activity:</b>			
Number of Autoload Transactions	16,593	16,046	14,907
Amount of Autoload Transactions	\$629,680	\$589,048	\$570,749
<b>Cardholder Website Traffic:</b>			
Unique Visitors <sup>1</sup>	66,079	59,561	58,662
Visits <sup>2</sup>	150,161	128,192	122,961
Number of "My ORCA" Accounts Established <sup>3</sup>	533,746	543,112	548,825
Number of Cardholder Transactions Per Month	32,046	27,581	26,367
<b>Customer Contact:</b>			
ORCA Regional Call Center Calls Received	12,833	6,908	9,536
<b>Email Volume:</b>			
ORCA Regional Emails Received	1,567	1,259	1,276
<b>Business Accounts:</b>			
Active Business Accounts	1,764	1,769	1,788

## Customer Activity Continued

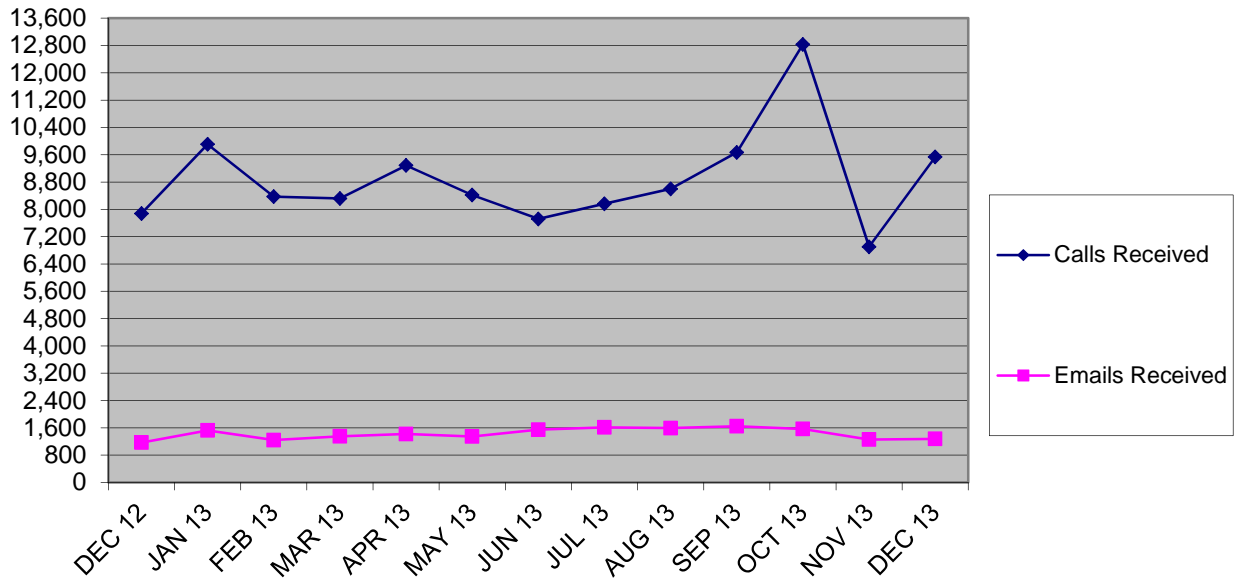
This table highlights ORCA Regional Call Center Calls and Emails Received.

<sup>1</sup> **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.

<sup>2</sup> **Visits** – Number of visits made by all visitors – includes "unique" visitors.

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

### Customer Contact & Email Volume - Rolling 13 Months



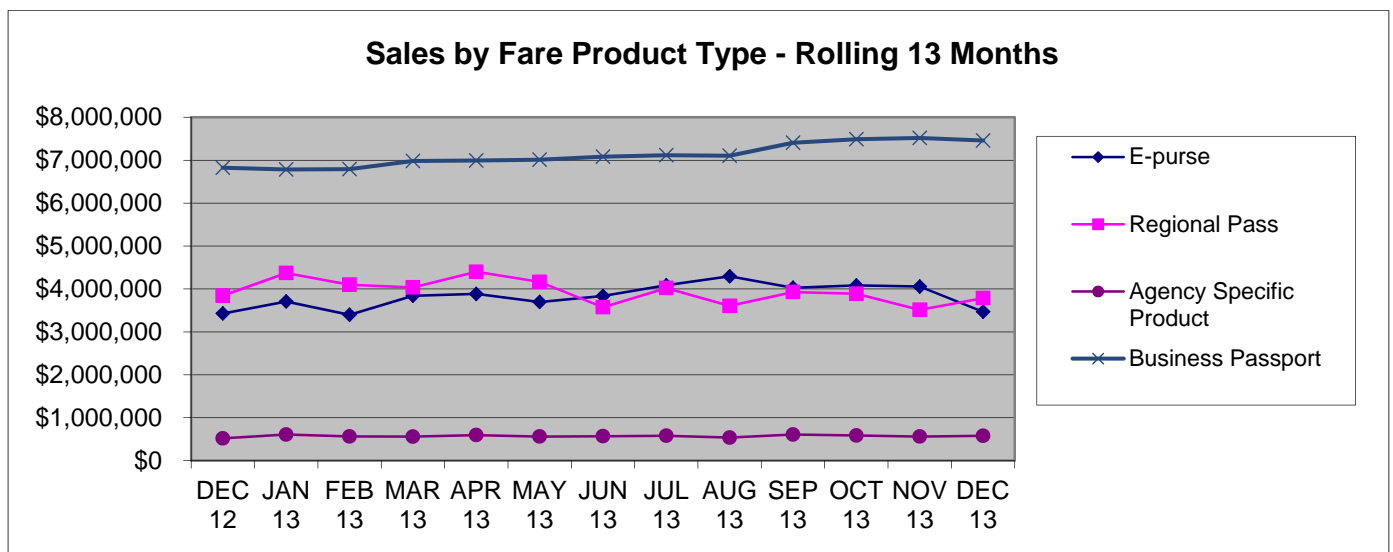
## System Operations Performance Data

### 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 3<sup>rd</sup> party retail outlets. Unless noted otherwise, all sales revenue is based on date of purchase.

#### i) Revenue by Fare Product Type

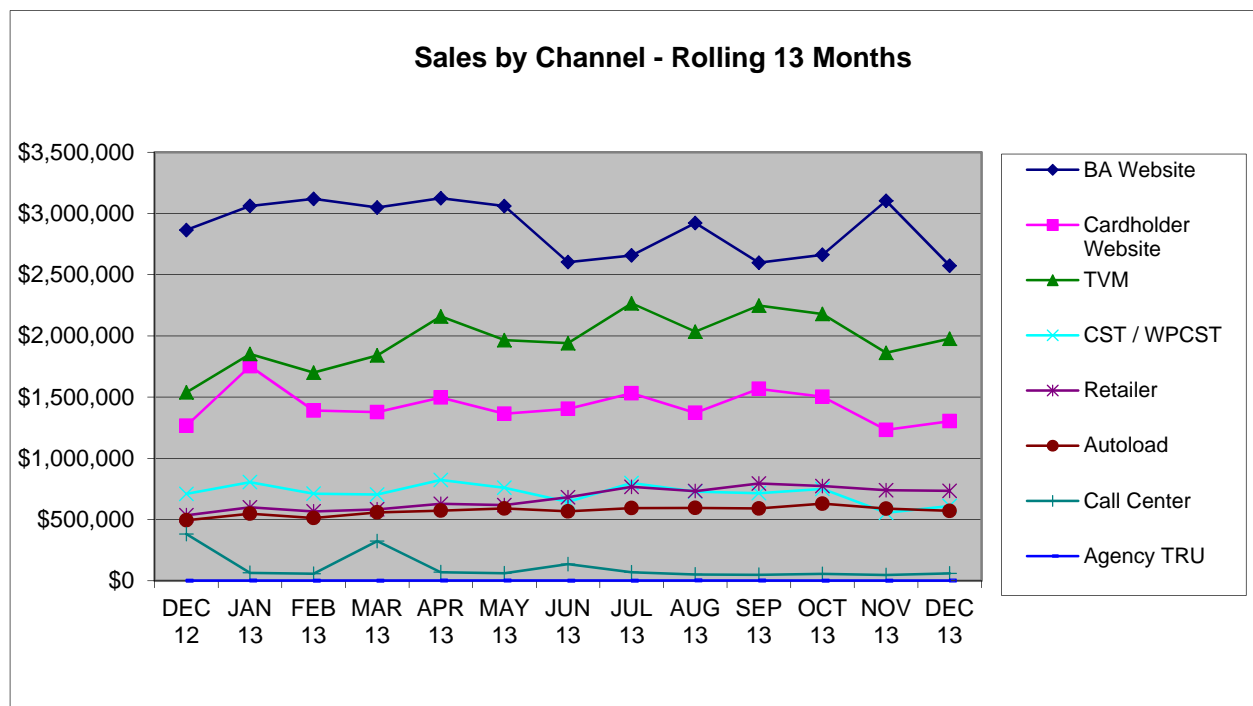
Sales	October	November	December	Total	% of Total Sales
Business Passport <sup>1</sup>	\$7,489,308	\$7,517,542	\$7,458,017	\$22,464,867	48%
E-purse	\$4,081,617	\$4,056,446	\$3,468,871	\$11,606,934	25%
Regional Pass	\$3,888,117	\$3,513,105	\$3,785,617	\$11,186,839	24%
Agency Product	\$585,612	\$561,927	\$577,119	\$1,724,658	3%
<b>Total</b>	<b>\$16,044,654</b>	<b>\$15,649,020</b>	<b>\$15,289,624</b>	<b>\$46,983,298</b>	<b>100%</b>



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

ii) Sales by Channel

Sales Channel	October	November	December	Total	% of Total Sales
BA Website <sup>1</sup>	\$2,662,613	\$3,103,920	\$2,573,062	\$8,339,595	34%
TVM	\$2,178,966	\$1,862,175	\$1,977,512	\$6,018,653	24%
Cardholder Website	\$1,502,693	\$1,232,474	\$1,303,227	\$4,038,394	16%
CST / WPCST	\$749,983	\$555,427	\$610,708	\$1,916,118	8%
Retailer	\$773,871	\$739,856	\$734,688	\$2,248,415	9%
Autoload	\$629,680	\$589,048	\$570,749	\$1,789,477	7%
Call Center	\$56,097	\$47,149	\$59,932	\$163,178	1%
Agency TRU	\$1,443	\$1,429	\$1,729	\$4,601	1%
<b>Total</b>	<b>\$8,555,346</b>	<b>\$8,131,478</b>	<b>\$7,831,607</b>	<b>\$24,518,431</b>	<b>100%</b>

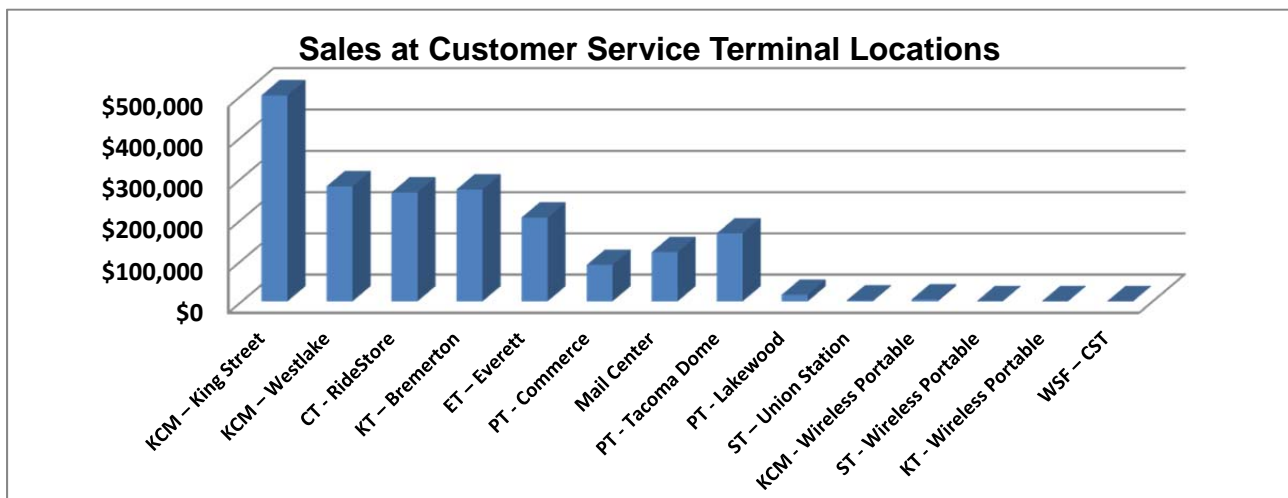


<sup>1</sup> Business Account Regional Passport sales are not included. Passport revenue is shown on page 9.



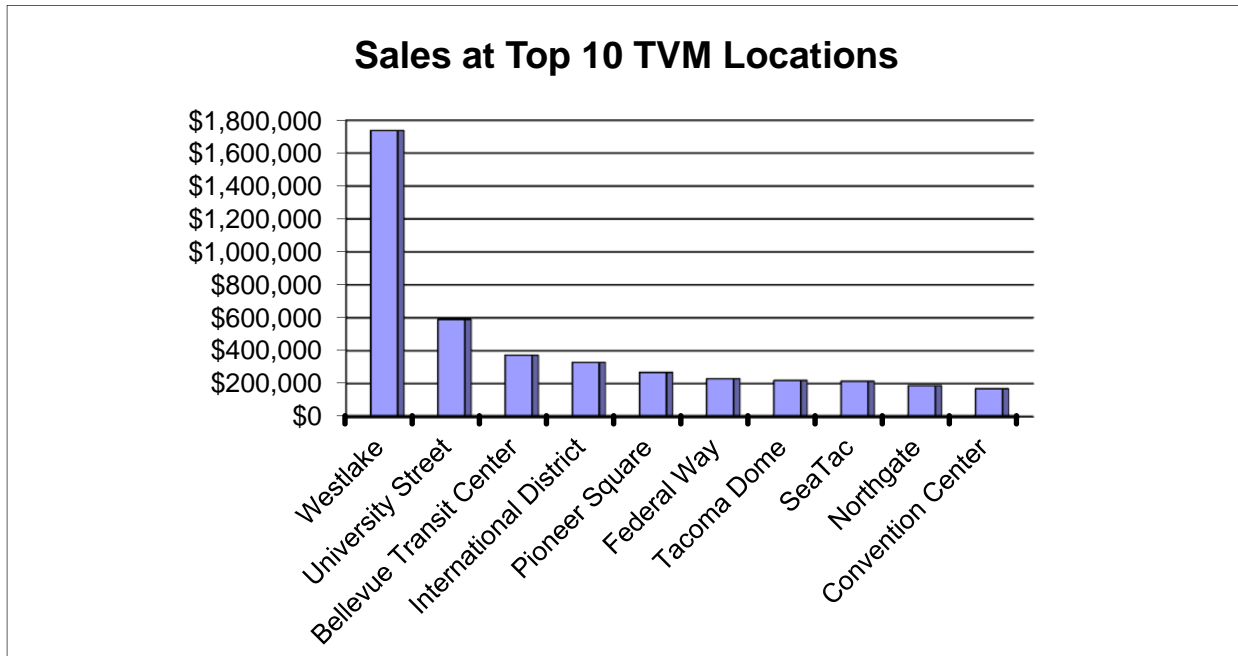
### iii) Sales at Customer Service Terminal Locations

CST Location	October	November	December	Total	% of Total CST Sales	Compared to last Qtr.
KCM – King Street	\$197,889	\$135,312	\$166,225	\$499,426	26%	↓
KCM – Westlake	\$112,136	\$74,149	\$93,213	\$279,498	14%	↓
CT – Ride Store	\$97,725	\$79,204	\$87,882	\$264,811	13%	↓
KT - Bremerton	\$103,298	\$84,952	\$83,733	\$271,983	14%	↓
ET - Everett	\$74,644	\$63,086	\$66,092	\$203,822	10%	↓
PT - Commerce	\$57,141	\$31,334	\$0	\$88,475	4%	↓
Mail Center	\$44,969	\$34,798	\$39,803	\$119,570	6%	↓
PT – Tacoma Dome	\$42,831	\$49,077	\$73,194	\$165,102	8%	↑
PT - Lakewood	\$15,886	\$0	\$0	\$15,886	1%	↓
ST – Union Station	\$1,031	\$901	\$233	\$2,165	1%	↓
KCM – Wireless Portable	\$2,106	\$2,614	\$133	\$4,853	1%	↓
ST – Wireless Portable	\$67	\$0	\$200	\$267	1%	↓
KT – Wireless Portable	\$260	\$0	\$0	\$260	1%	↑
WSF - CST	\$0	\$0	\$0	\$0	0%	↓
<b>Total</b>	<b>\$749,983</b>	<b>\$555,427</b>	<b>\$610,708</b>	<b>\$1,916,118</b>	<b>100%</b>	<b>↓</b>



**iv) Sales at Top 10 Ticket Vending Machine Sites**

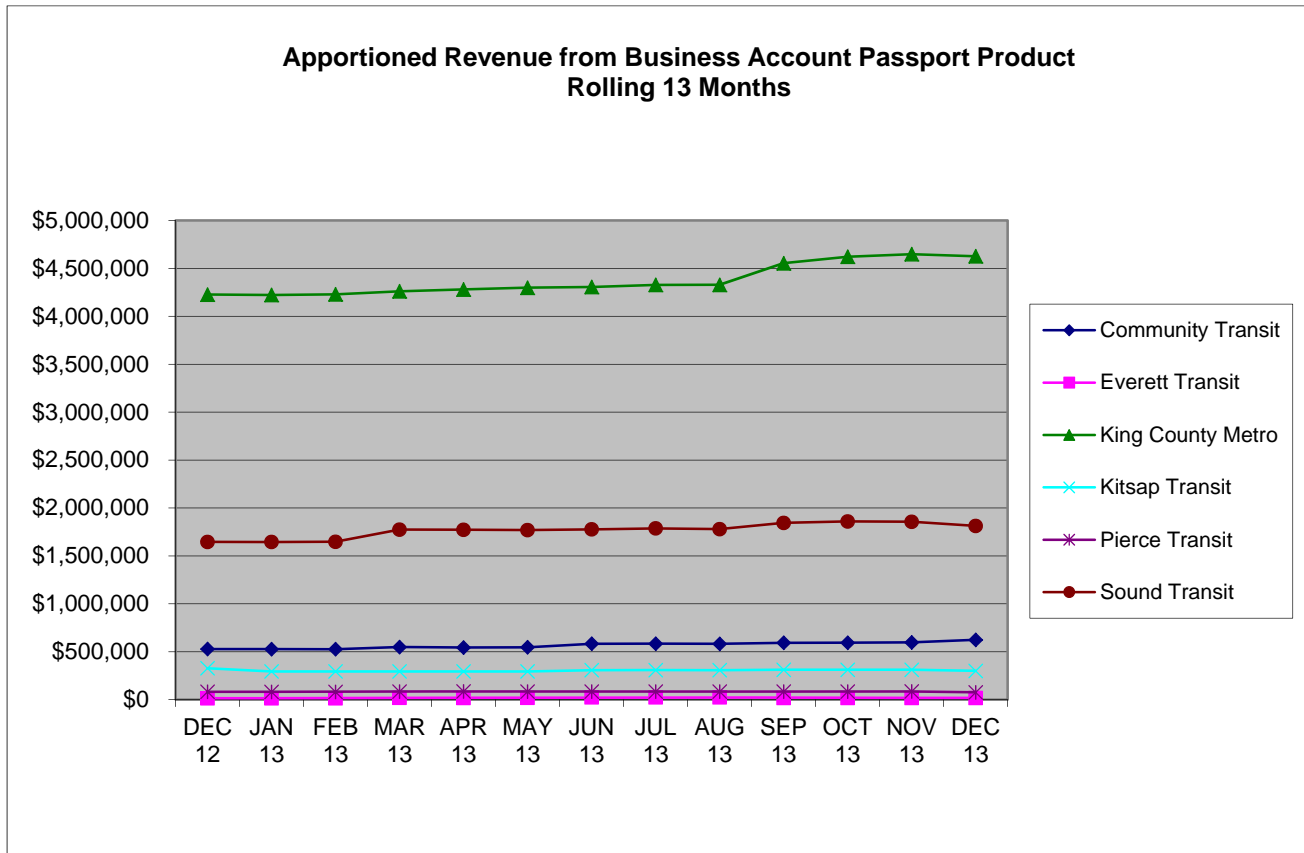
Rank	TVM Location	October	November	December	Total	% of Total TVM Sales <sup>1</sup>	Compared to last Qtr.
1	Westlake Station	\$617,070	\$544,439	\$575,735	\$1,737,244	29%	↓
2	University Street Station	\$216,960	\$174,600	\$197,506	\$589,066	10%	↓
3	Bellevue Transit Center	\$137,117	\$116,652	\$119,539	\$373,308	6%	↓
4	International District	\$116,100	\$104,779	\$108,108	\$328,987	5%	↓
5	Pioneer Square Station	\$101,150	\$78,127	\$89,239	\$268,516	4%	↓
6	Federal Way Transit Ctr	\$81,666	\$76,603	\$72,047	\$230,316	4%	↓
7	Tacoma Dome Station	\$76,816	\$70,694	\$72,464	\$219,974	4%	↓
8	SeaTac Airport	\$73,063	\$66,724	\$75,638	\$215,425	4%	↓
9	Northgate Transit Center	\$71,418	\$58,258	\$58,348	\$188,024	3%	↓
10	Convention Center	\$60,211	\$54,067	\$55,346	\$169,624	3%	↓
	<b>Total</b>	<b>\$1,551,571</b>	<b>\$1,344,943</b>	<b>\$1,423,970</b>	<b>\$4,320,484</b>	<b>72%</b>	<b>↓</b>



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

**v) Apportioned Revenue from Business Account Passport Product**

Agency	October	November	December	Total
Community Transit	\$593,941	\$597,046	\$624,268	\$1,815,255
Everett Transit	\$18,138	\$18,340	\$17,892	\$54,370
King County Metro	\$4,621,738	\$4,648,421	\$4,626,155	\$13,896,314
Kitsap Transit	\$312,087	\$312,114	\$300,384	\$924,585
Pierce Transit	\$84,223	\$85,627	\$76,590	\$246,440
Sound Transit	\$1,859,181	\$1,855,994	\$1,812,728	\$5,527,903
<b>Total</b>	<b>\$7,489,308</b>	<b>\$7,517,542</b>	<b>\$7,458,017</b>	<b>\$22,464,867</b>



**vi) Revenue by Pass Product**

<b>PASS</b>	<b>October</b>	<b>November</b>	<b>December</b>
Everett Transit Monthly Reduced Fare Pass	\$1,044	\$972	\$1,044
Kitsap Transit Full Fare Pass	\$40,000	\$37,000	\$37,800
Kitsap Transit Reduced Fare Pass	\$46,675	\$50,000	\$45,275
Kitsap Transit Worker/Driver Full Fare Pass	\$4,800	\$3,825	\$3,900
Metro Monthly Access Pass	\$40,725	\$33,975	\$37,620
Metro Monthly Vanpool Pass 1 Zone	\$35,550	\$35,280	\$37,620
Metro Monthly Vanpool Pass 2 Zone	\$37,152	\$35,424	\$36,720
Pierce Transit Summer Youth Pass	\$0	\$0	\$0
PugetPass \$0.50	\$720	\$684	\$684
PugetPass \$0.75	\$281,961	\$263,925	\$282,987
PugetPass \$1.00	\$21,312	\$20,088	\$20,700
PugetPass \$1.25	\$85,950	\$56,655	\$64,170
PugetPass \$1.50	\$29,430	\$30,294	\$28,566
PugetPass \$1.75	\$5,922	\$5,670	\$5,166
PugetPass \$2.00	\$193,968	\$166,536	\$177,264
PugetPass \$2.25	\$259,443	\$234,171	\$245,835
PugetPass \$2.50	\$1,499,130	\$1,332,090	\$1,448,640
PugetPass \$2.75	\$124,740	\$109,890	\$125,334
PugetPass \$3.00	\$562,248	\$534,276	\$553,392
PugetPass \$3.25	\$20,358	\$18,486	\$20,709
PugetPass \$3.50	\$373,338	\$338,436	\$369,306
PugetPass \$3.75	\$58,185	\$53,460	\$61,155
PugetPass \$4.00	\$215,712	\$202,176	\$217,872
PugetPass \$4.25	\$81,090	\$74,664	\$85,833
PugetPass \$4.50	\$20,736	\$19,602	\$23,004
PugetPass \$4.75	\$19,836	\$20,691	\$22,743
PugetPass \$5.00	\$2,700	\$3,600	\$3,420
PugetPass \$5.25	\$27,972	\$25,137	\$26,460
PugetPass \$5.50	\$3,366	\$2,574	\$2,376
Business Passport <sup>1</sup>	\$7,489,308	\$7,517,542	\$7,458,017
WSF Central Sound Monthly Pass	\$340,672	\$328,313	\$338,747
WSF Central Sound Passenger 10 Ride	\$2,659	\$3,102	\$3,608
WSF Fauntleroy – Southworth Monthly Pass	\$11,425	\$10,799	\$10,173
WSF Fauntleroy – Southworth Passenger 10 Ride	\$0	\$98	\$0
WSF Mukilteo – Clinton Monthly Pass	\$14,846	\$14,476	\$15,523
WSF Mukilteo – Clinton Passenger 10 Ride	\$192	\$154	\$347
WSF Port Townsend – Coupeville Monthly Pass	\$164	\$82	\$0
WSF Vashon Island Monthly Pass	\$9,585	\$8,262	\$8,659
WSF Vashon Island Passenger 10 Ride	\$123	\$165	\$83
<b>Grand Total</b>	<b>\$11,963,037</b>	<b>\$11,592,574</b>	<b>\$11,820,752</b>

<sup>1</sup> Business Passport revenue includes both Regional and Agency Passport products and the monthly apportioned revenue equals 1/12<sup>th</sup> 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	Q3 2013	Q4 2013	Q4 2013 # of Locations
Bartell Drugs	\$327,586	\$300,530	1
QFC	\$746,629	\$737,217	42
Roger's Market Place	\$20,229	\$19,907	1
Saar's MarketPlace	\$165,214	\$193,721	7
Safeway	\$952,015	\$983,338	73
IGA/Thriftway	\$44,753	\$41,248	2
<b>Total</b>	<b>\$2,256,426</b>	<b>\$2,275,961</b>	<b>126</b>

### iii) Top 10 Individual Retail Locations by Sales Volume

Current Rank	Retailer/Location	Q4 Store Sales	% of Total Retailer Sales <sup>1</sup>
1	Bartell Drugs, Seattle - Downtown	\$300,530	13%
2	Saar's Market Place, Lakewood	\$94,527	4%
3	QFC, Seattle - Broadway Market	\$61,748	3%
4	Safeway, Harvard Market	\$52,456	2%
5	Safeway, Bainbridge Island	\$48,192	2%
6	QFC, Seattle – University Village	\$42,807	2%
7	Safeway, Seattle – Greenwood Ave	\$42,086	2%
8	Safeway, Seattle – NW Market	\$40,975	2%
9	Safeway, Lynnwood HWY 99	\$38,518	2%
10	QFC, Northgate	\$37,540	2%
	<b>Total</b>	<b>\$759,379</b>	<b>34%</b>

<sup>1</sup> The percentage is calculated based on the total sales at 126 Retailer locations.

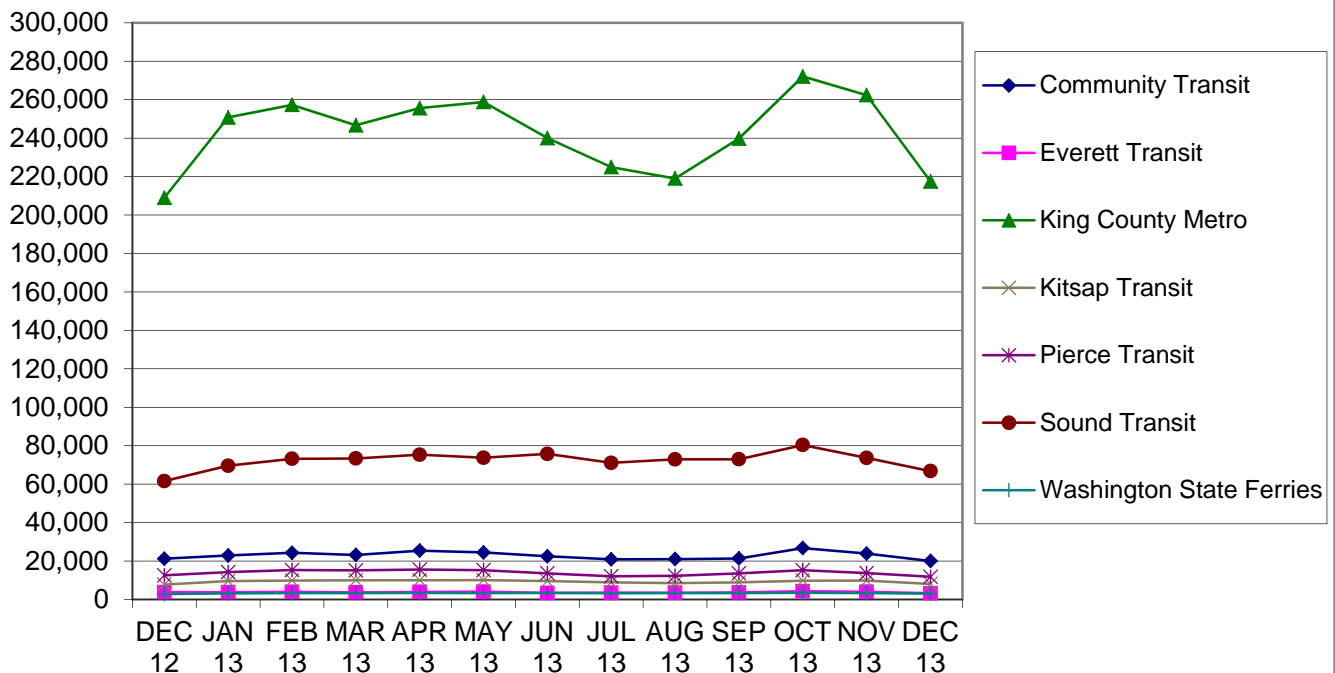
### c) System Operations – Ridership Transactions/Boardings

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

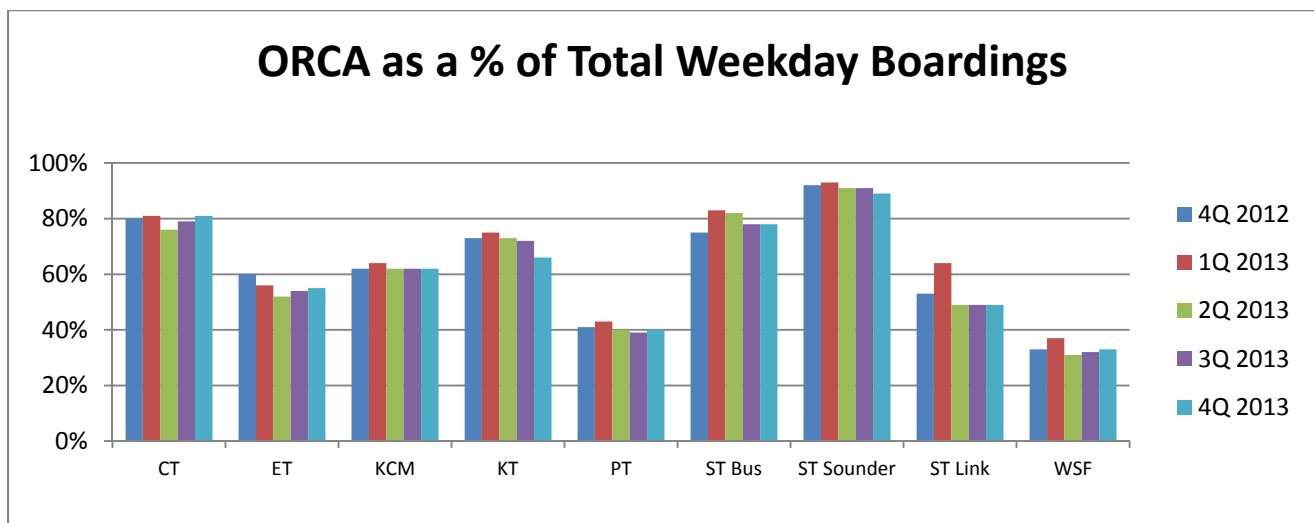
Agency	October	November	December
Community Transit	26,762	23,861	20,017
Everett Transit	4,311	4,019	3,248
King County Metro	272,084	262,382	217,497
Kitsap Transit	9,770	9,791	8,228
Pierce Transit	15,205	13,719	11,808
Sound Transit	80,333	73,662	66,800
Washington State Ferries	3,499	3,329	3,058
<b>Total</b>	<b>411,964</b>	<b>390,763</b>	<b>330,656</b>

Average Weekday ORCA Boardings - Rolling 13 Months



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

Agency	Average Weekday ORCA Boardings December	Average Weekday Total Boardings (ORCA & Non-ORCA) December	ORCA as a % of Total Weekday Boardings December
Community Transit	20,017	24,692	81%
Everett Transit	3,248	5,933	55%
King County Metro	217,497	352,743	62%
Kitsap Transit	8,228	11,037	75%
Pierce Transit	11,808	29,210	40%
Sound Transit Bus	41,042	52,385	78%
Sound Transit Sounder	9,720	10,913	89%
Sound Transit Link	16,038	32,825	49%
Washington State Ferries	3,058	9,242	33% <sup>1</sup>
<b>Total</b>	<b>330,498</b>	<b>528,980</b>	

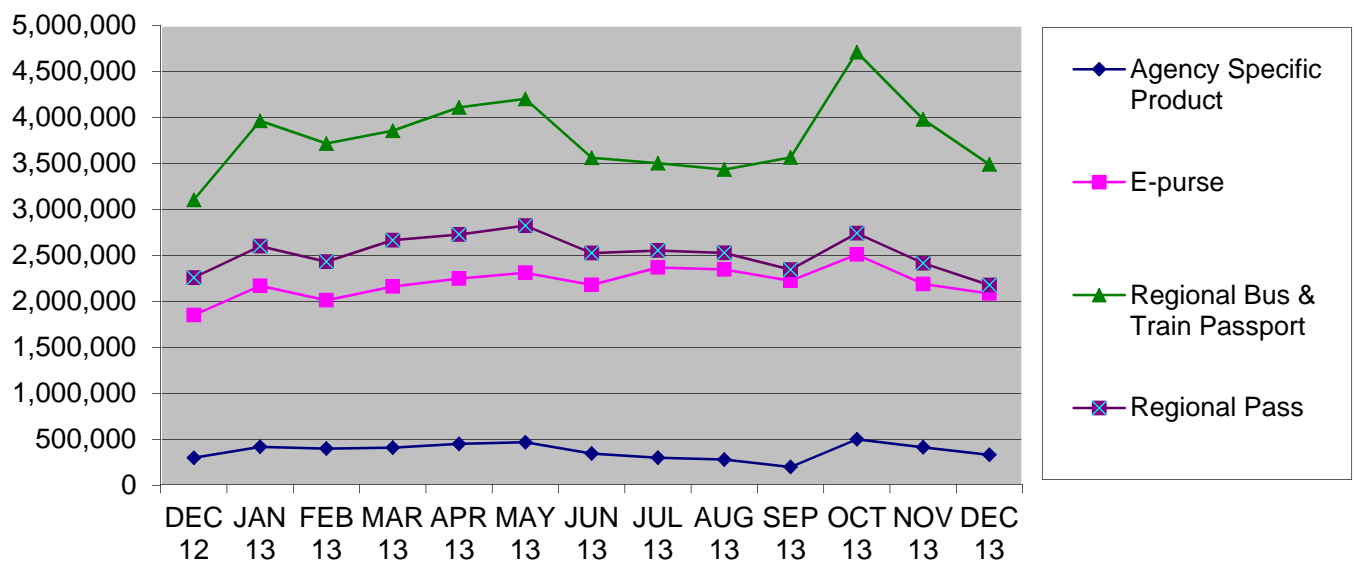


<sup>1</sup> WSF's ORCA as a % of Total Weekday Boardings is for passenger fares only. It does not include vehicle fares.

iii) ORCA Boardings by Product Type

Boardings	October	November	December	Total	% of Total Boardings
Regional Bus & Train Passport	4,710,030	3,979,481	3,490,118	12,179,629	44%
Regional Pass	2,742,354	2,416,035	2,178,691	7,337,080	27%
E-purse	2,510,947	2,190,076	2,087,105	6,788,128	25%
Agency Specific Product	502,751	415,696	334,174	1,252,621	4%
<b>Total<sup>1</sup></b>	<b>10,466,082</b>	<b>9,001,288</b>	<b>8,090,088</b>	<b>27,557,458</b>	<b>100%</b>

ORCA Boardings by Product Type - Rolling 13 Months

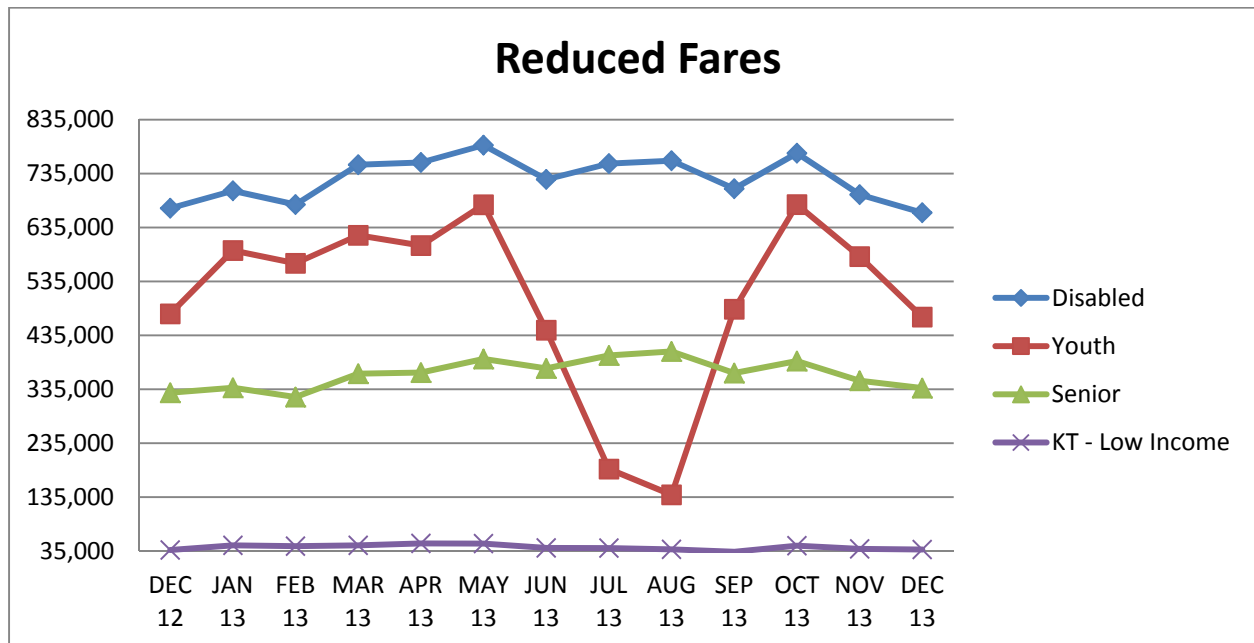
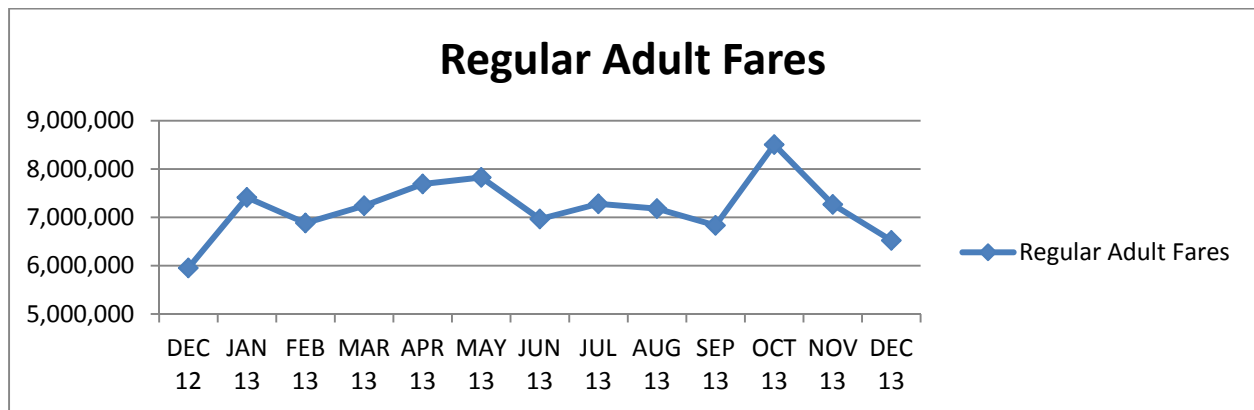


<sup>1</sup> A single boarding may include multiple product types.



iv) ORCA Boardings by Passenger Type

Passenger Type	October	November	December	Total	% of Total
Adult	8,504,689	7,266,470	6,522,214	22,293,373	81%
Disabled	772,876	696,005	662,343	2,131,224	8%
Youth	677,647	581,034	468,971	1,727,652	6%
Senior	387,452	350,812	337,120	1,075,384	4%
KT – Low Income	44,843	38,878	37,654	121,375	1%
<b>Total</b>	<b>10,387,507</b>	<b>8,933,199</b>	<b>8,028,302</b>	<b>27,349,008</b>	<b>100%</b>

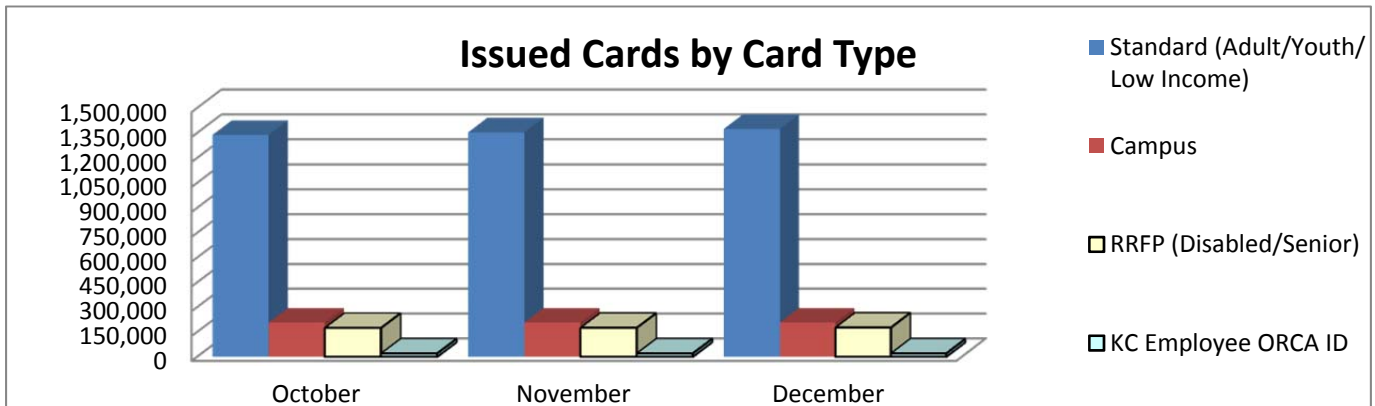


**d) System Operations – ORCA Cards in Circulation and in Use by Type**

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.

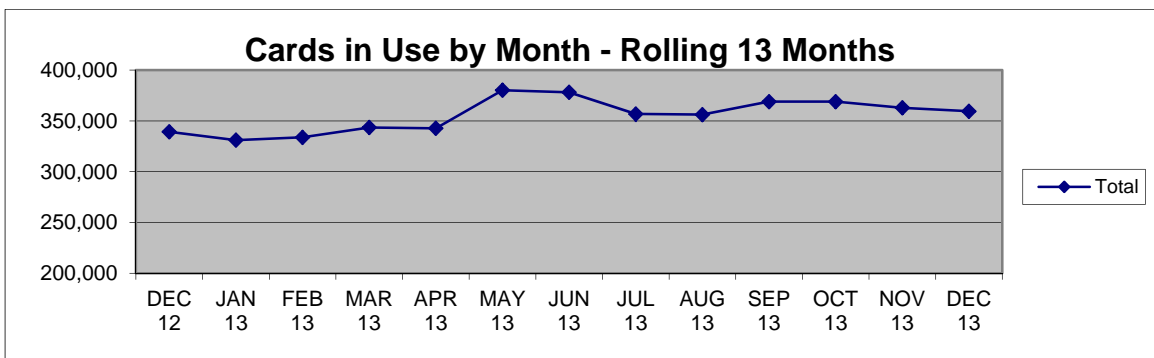
**i) Cumulative Number of Issued Cards (in circulation) since April 2009**

Card Type	October	November	December
Standard (Adult/Youth/Low Income) <sup>1</sup>	1,338,093	1,354,135	1,374,714
Campus	207,078	207,128	208,048
RRFP (Disabled/Senior)	174,967	175,393	177,059
KC Employee ORCA ID	20,785	20,785	20,762
<b>Total</b>	<b>1,740,923</b>	<b>1,757,441</b>	<b>1,780,583</b>



**ii) Cards in Use by Month**

Cards in Use	October	November	December
<b>Total</b>	<b>368,976</b>	<b>362,912</b>	<b>359,528</b>



<sup>1</sup> Standard passenger types

## Customer Education Activities

This table highlights Customer Education Activities (October - December 2013)

	October	November	December
<b>Outreach</b>	<ul style="list-style-type: none"> <li>• Sound Transit, King County Metro and Kitsap Transit scheduled multiple ORCA To-Go events utilizing the Portable Customer Service Terminals.</li> <li>• Sound Transit distributed 123 ORCA cards for National Federation of Fire Chaplains conference October 26-31. The ORCA cards were loaded with \$5.50 E-purse. Card recipients have agreed to complete a survey about their experience with the ORCA card and regional transit services</li> <li>• Sound Transit hosted the Rail-Volution conference October 20-23 and distributed 1,300 ORCA cards. King County Metro and Community Transit are participating partners. Conference attendees received an ORCA card loaded with Regional Bus/Train Passport Pass valid October 20-24 inserted in the <i>Guide to Getting Started</i> card sleeve.</li> <li>• Pierce Transit ran a direct mail promotion from October 18*31. Recipients of the mailer can request a free, no fare loaded ORCA card either by mail or in person at the Tacoma Dome Station Bus Shop.</li> </ul>	<ul style="list-style-type: none"> <li>• King County Metro scheduled eight ORCA To-Go events utilizing the Portable Customer Service Terminals</li> </ul>	<ul style="list-style-type: none"> <li>• Sound Transit provided 100 ORCA cards for "Visit Seattle" promotion December 18 through January 31, 2014. Fifty ORCA cards will be loaded with \$5.50 E-purse and 50 cards will have no fare loaded. Cards will have <i>Visit Seattle</i> logo on the back.</li> <li>• King County Metro scheduled four ORCA To-Go events utilizing the Portable Customer Service Terminals.</li> </ul>

## Pierce Transit Route Promotion - November 2013

### 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](http://piercetransit.org) for details.

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

## ORCA Tap Video - December 2013



### ORCA Rail-Volution Transit Pass Cover and Holder



### Rail-Volution Cover - Waiting for the Interurban



### Rail-Volution Cover - Fish Ladder at Ballard Locks





## 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