

October - December 2014

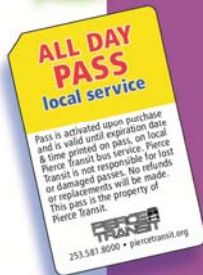
Joint Board Program Management Report

4th Quarter - 2014



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The Pierce Transit All Day Pass

Pierce Transit's All Day Pass is a convenient way to pay once and ride all day! It is good for one passenger, for unlimited rides on Pierce Transit local service until the end of the service day (2:59am).

For immediate use, purchase your All Day Pass on board by inserting exact cash into the farebox. Your pass will be dispensed with an expiration date and time on the back. Use your All Day Pass as you ride PT that day, by sliding it through the magnetic stripe reader on the farebox.

For future use, load a Pierce Transit All Day Pass onto your ORCA card, wherever ORCA cards are revalued. Your ORCA card will store the All Day Pass until you need it, for up to one year. Once activated on board a Pierce Transit bus, you may continue using it on Pierce Transit, until it expires automatically at the end of the service day (2:59am). Details are on piercetransit.org.

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.

4th Quarter Key Activities

October

- Pierce Transit staff gave a presentation on the benefits of ORCA to a senior housing complex near Puyallup Sounder Station. During this presentation, 10 residents purchased and loaded a senior ORCA card.
- Pierce Transit promoted ORCA in both of its direct mail packages, mailed to more than 30,000 households in targeted areas. Fee-waived ORCA cards were offered, and the insert included an agency-specific free bus pass, used as "flash pass" on PT service. PT fulfilled requests for 413 of the free ORCA cards.
- Pierce Transit staff helped promote Downtown on the Go's "Try Transit Month" activities, aimed at growing ridership and teaching people how easy it is to use ORCA. PT also provided loaded ORCA cards for the Rider Recruiter program.
- Sound Transit attended the Renton Housing Authority's Safety and Transportation fair. ST was joined with several other vendors including King County Metro Access, In Motion Rideshare and Feet First and provided information on using public transit and transit/fare education. ST's staff distributed information on how an ORCA card works and offered one-on-one personal service to simplify the process of riding Sound Transit services and trip planning.

November

- Maintenance Release (MR 27.1) was promoted to production. The release included two pieces of new work; a on demand standard report and custom report to help with pricing for large institutional accounts such as the University of Washington, and a correction to fare calculation on Sounder and Link Train service where the fare is calculated for the distance traveled at tap off.
- Pierce Transit staff attended a health fair at a senior housing complex where over 100 residents received new ORCA cards earlier in the year. During this event, an additional seven ORCA cards were issued to seniors.
- Pierce Transit promoted its new, agency-specific All Day Pass, which is available for loading onto ORCA cards, for purchasing with cash onboard PT buses, and for purchasing by certified human service agencies.

December

- In light of Pierce Transit's 12/8/14 elimination of paper transfers, PT staff continued educating riders about the benefits of using ORCA cards loaded with E-purse, regional pass, or agency-specific All Day Passes instead.
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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, 2014.

ORCA Resource	In Service	
Active Buses with On Board Equipment		
o CT		224
o ET		46
o KCM		1,396
o KT		111
o PT		163
o ST		243
Total		2,183
Portable Fare Transaction Processors		
o CT		6
o KCM		109
o KT Ferry		9
o Link		24
o PT (not in service)		34
o Sounder		8
o WSF		33
Total		223
Stand Alone Fare Transaction Processors		
o Sounder (ST)		75
o Link (ST)		86
o <i>Swift</i> (CT)		64
o Rapid Ride (KCM)		85
Total		310
3 rd Party Revalue Retailer Sites		126
Ticket Vending Machines		
o Sounder Stations		33
o Link Stations		56
o Transit Centers		6
o Customer Sales Offices		1
Total		96
Customer Service Offices	CSOs	CSTs
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
Total	6	30
Wireless Portable Customer Service Terminals		6
WSF Turnstiles/Tollbooths		97



Overview of Customer Activity & Contacts

Measure	October	November	December
Transaction Volume:			
Total Number of Fare Transactions/Boardings on All Services	10,850,693	8,848,123	8,756,255
Number of Cards in Use	399,827	384,189	384,896
Autoload Activity:			
Number of Autoload Transactions	18,017	17,015	16,636
Amount of Autoload Transactions	\$707,496	\$644,927	\$656,780
Cardholder Website Traffic:			
Unique Visitors ¹	70,736	64,388	61,729
Visits ²	157,206	140,744	129,097
Number of "My ORCA" Accounts Established ³	624,066	630,237	635,774
Number of Cardholder Transactions Per Month	31,814	28,266	27,999
Customer Contact:			
ORCA Regional Call Center Calls Received	9,855	6,166	7,114
Email Volume:			
ORCA Regional Emails Received	1,314	1,108	1,064
Business Accounts:			
Active Business Accounts	1,876	1,882	1,892

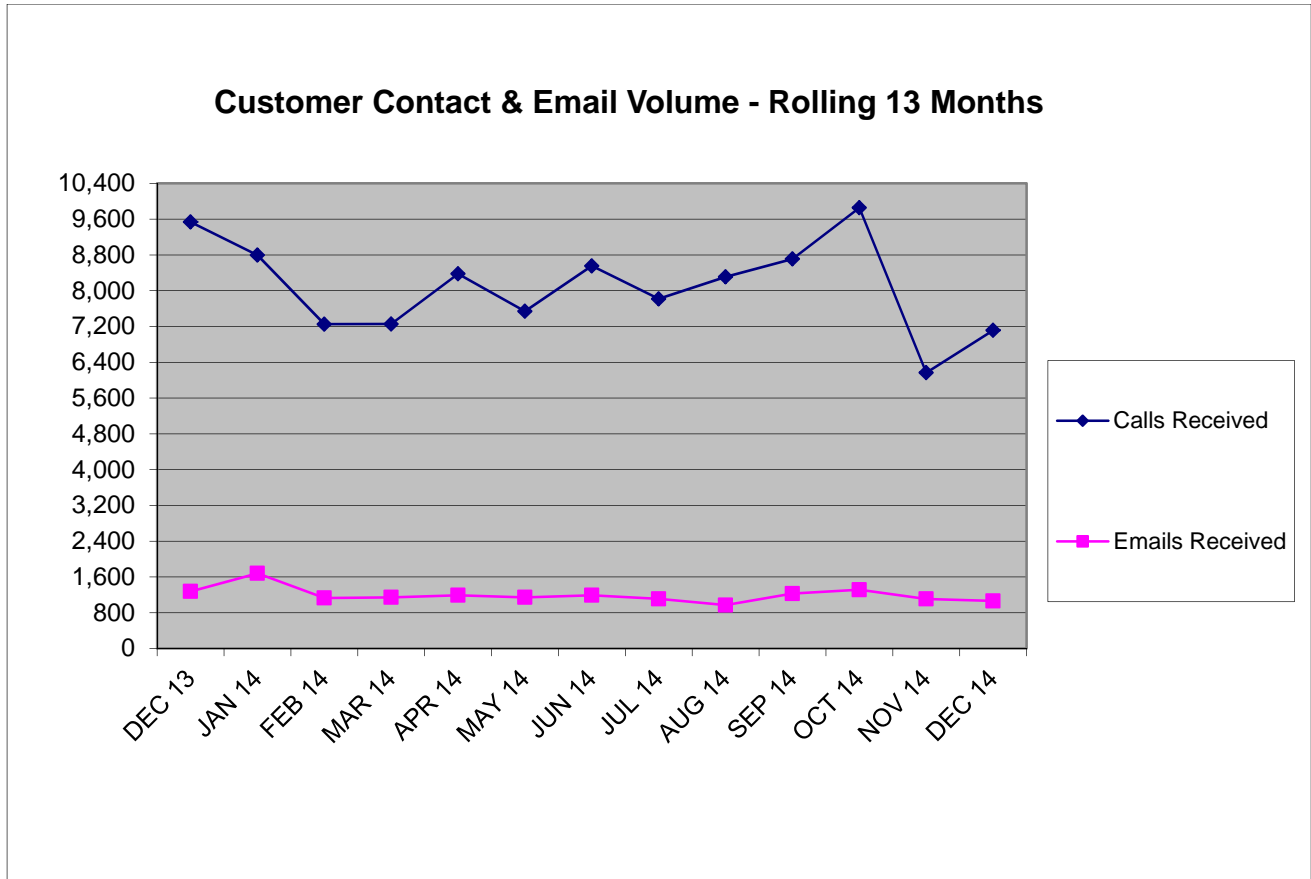
¹ **Unique Visitors** – A unique visitor is defined as an individual who has made at least one hit on one page of the web site during the current reporting period.

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.



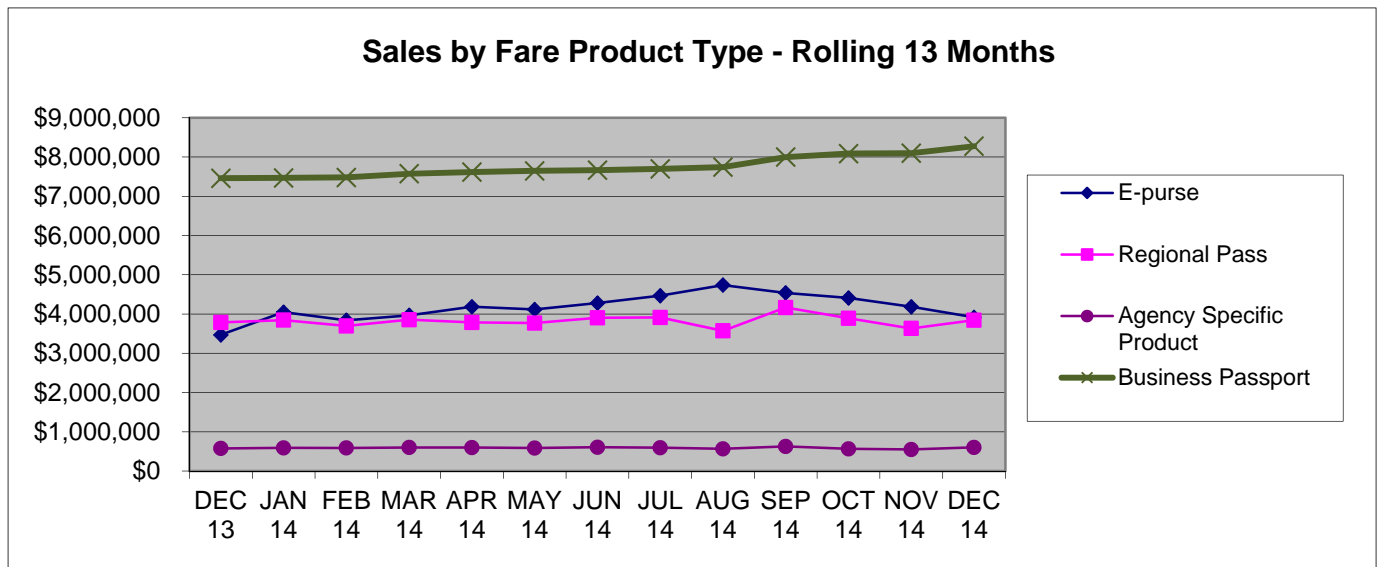
System Operations Performance Data

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

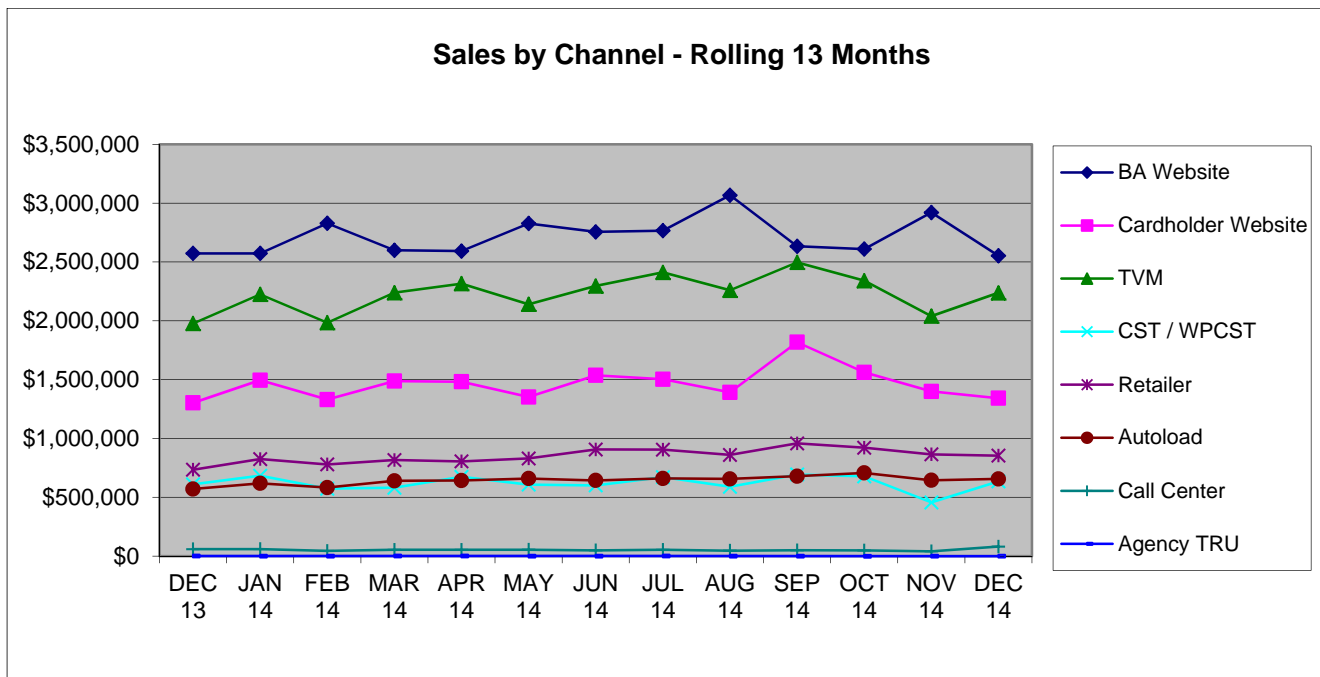
Sales	October	November	December	Total	% of Total Sales
Business Passport ¹	\$8,084,679	\$8,096,520	\$8,274,569	\$24,455,768	49%
E-purse	\$4,410,375	\$4,186,404	\$3,916,517	\$12,513,295	25%
Regional Pass	\$3,893,094	\$3,632,598	\$3,842,334	\$11,368,026	23%
Agency Product	\$565,779	\$550,241	\$604,109	\$1,720,129	3%
Total	\$16,953,927	\$16,465,763	\$16,637,529	\$50,057,218	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.

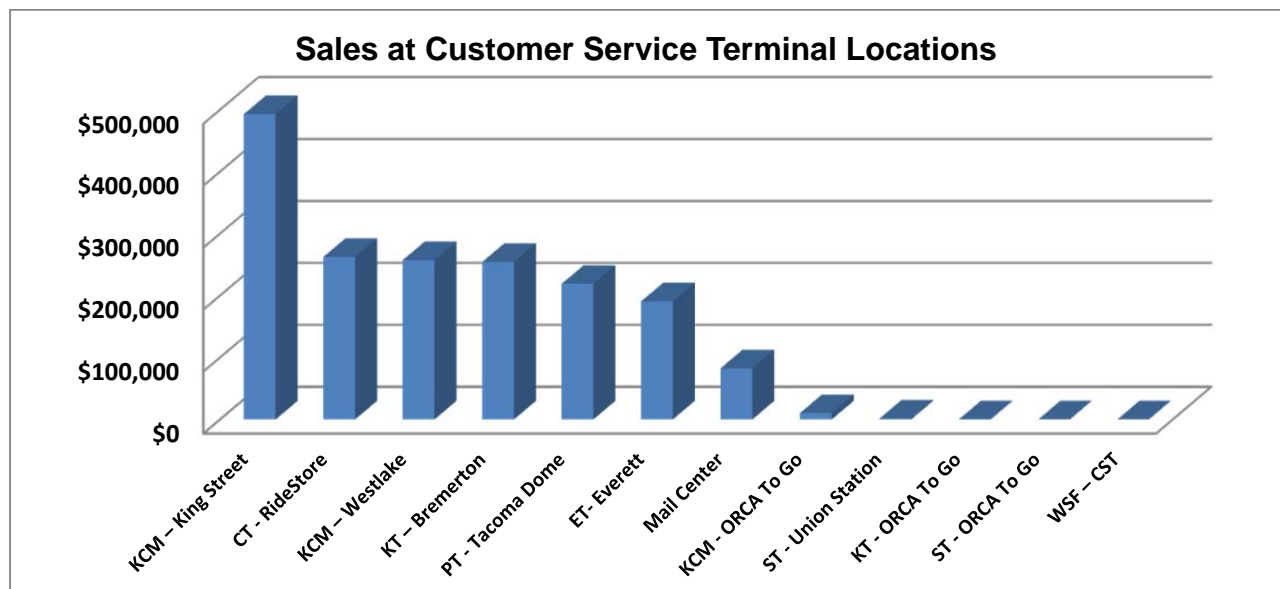
ii) Sales by Channel

Sales Channel	October	November	December	Total	% of Total Sales
BA Website	\$2,609,356	\$2,920,144	\$2,553,373	\$8,082,873	31%
TVM	\$2,340,796	\$2,039,651	\$2,237,775	\$6,618,222	26%
Cardholder Website	\$1,562,342	\$1,400,163	\$1,342,350	\$4,304,855	17%
Retailer	\$921,584	\$865,101	\$854,367	\$2,641,052	10%
Autoload	\$707,496	\$644,927	\$656,780	\$2,009,203	7%
CST / WPCST	\$678,274	\$457,098	\$635,621	\$1,770,993	7%
Call Center	\$49,250	\$41,804	\$81,725	\$172,779	1%
Agency TRU	\$150	\$355	\$969	\$1,474	1%
Total	\$8,869,248	\$8,369,243	\$8,362,960	\$25,601,451	100%



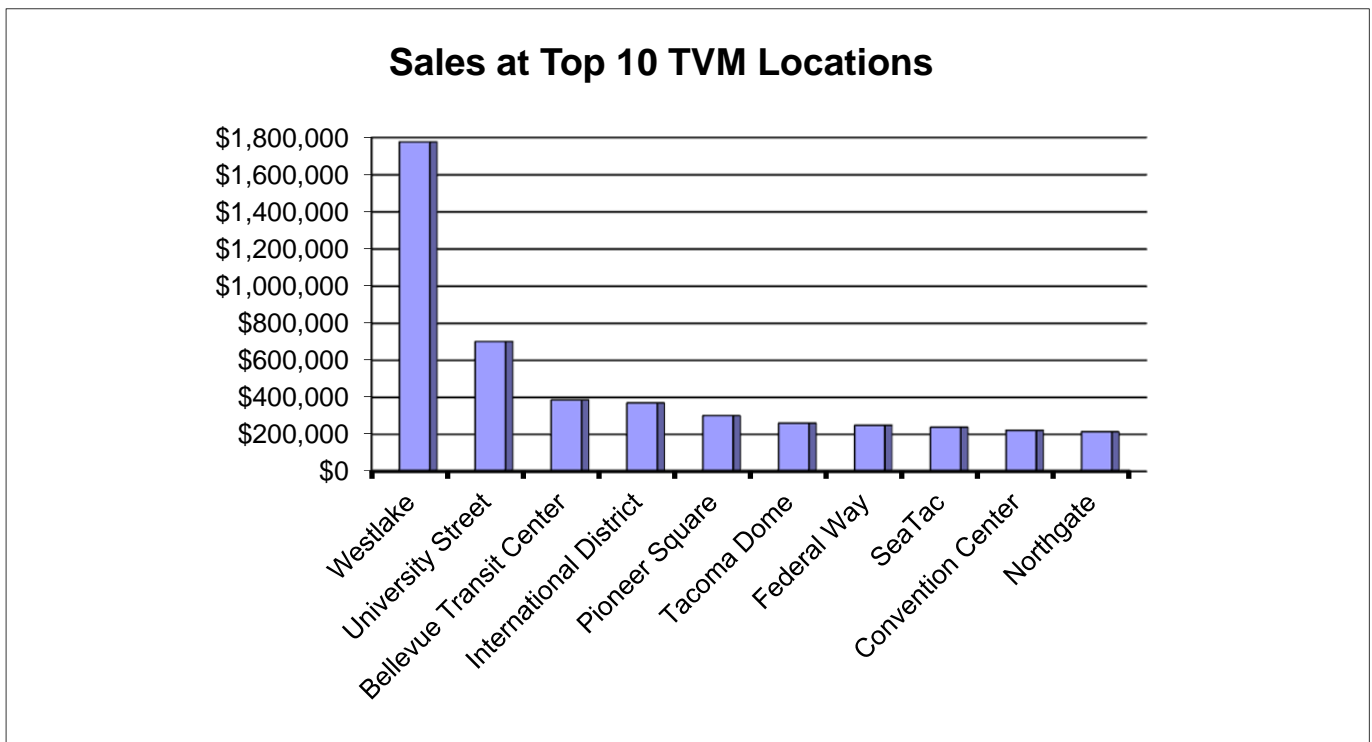
iii) Sales at Customer Service Terminal Locations

CST Location	October	November	December	Total	% of Total CST Sales	Compared to last Qtr.
KCM – King Street	\$194,592	\$120,858	\$177,470	\$492,920	28%	↑
CT – Ride Store	\$99,405	\$72,544	\$90,417	\$262,366	14%	↓
KCM – Westlake	\$97,110	\$53,754	\$106,416	\$257,280	14%	↑
KT - Bremerton	\$93,591	\$74,032	\$86,636	\$254,259	14%	↑
PT – Tacoma Dome	\$80,823	\$53,436	\$84,761	\$219,020	12%	↑
ET - Everett	\$73,415	\$51,374	\$65,840	\$190,629	11%	↑
Mail Center	\$31,429	\$28,897	\$22,328	\$82,654	4%	↑
KCM – ORCA To Go	\$7,543	\$1,959	\$817	\$10,319	1%	↓
ST – Union Station	\$166	\$244	\$936	\$1,346	1%	↓
KT – ORCA To Go	\$200	\$0	\$0	\$200	1%	↓
ST – ORCA To Go	\$0	\$0	\$0	\$0	0%	↓
WSF - CST	\$0	\$0	\$0	\$0	0%	N/A
Total	\$678,274	\$457,098	\$635,621	\$1,770,993	100%	↓



iv) Sales at Top 10 Ticket Vending Machine Sites

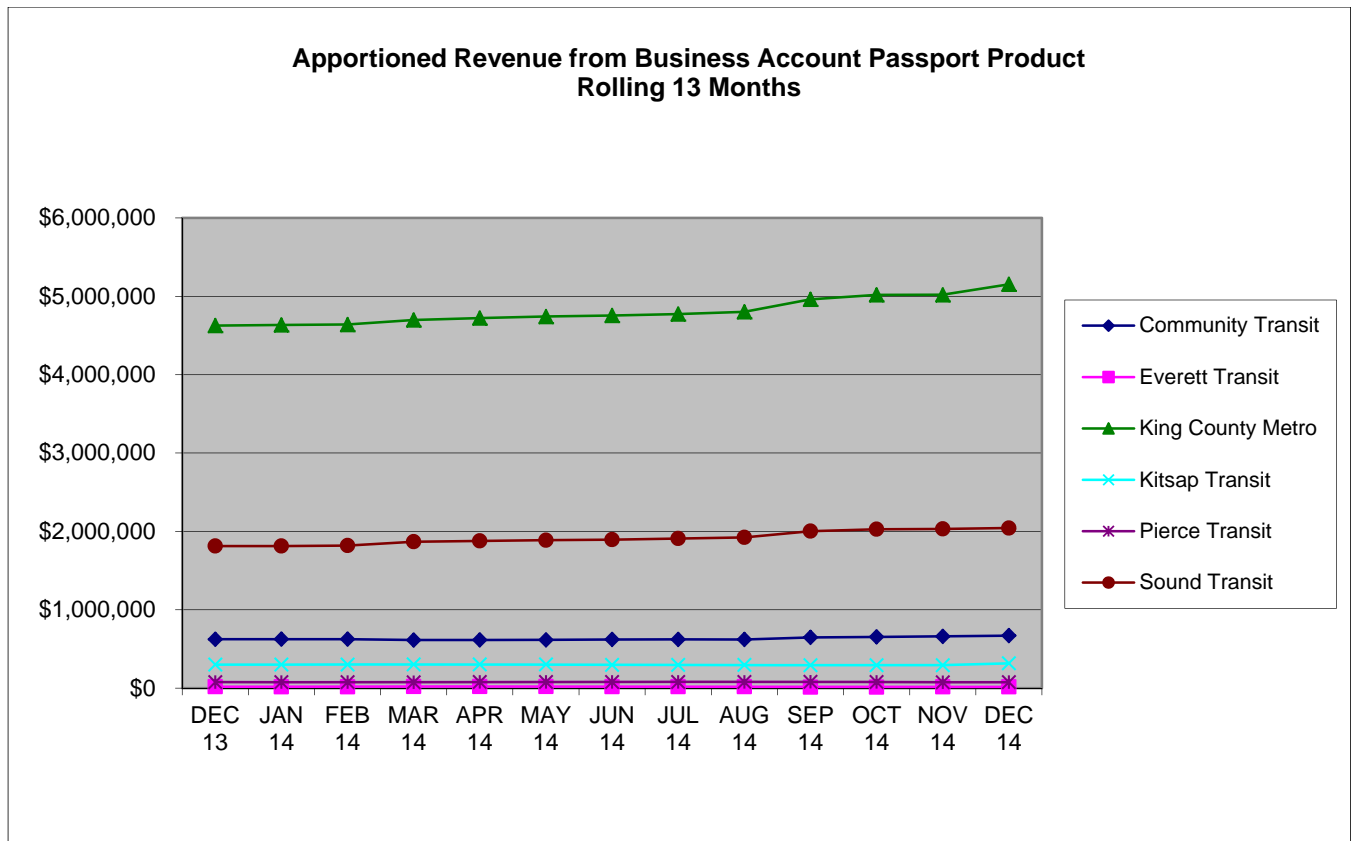
Rank	TVM Location	October	November	December	Total	% of Total TVM Sales ¹	Compared to last Qtr.
1	Westlake Station	\$628,233	\$544,815	\$603,519	\$1,776,567	27%	↓
2	University Street Station	\$247,798	\$208,113	\$245,951	\$701,862	11%	↓
3	Bellevue Transit Center	\$138,855	\$117,524	\$130,047	\$386,426	6%	↓
4	International District	\$127,263	\$115,829	\$127,387	\$370,479	6%	↓
5	Pioneer Square Station	\$105,430	\$88,122	\$108,141	\$301,693	5%	↓
6	Tacoma Dome Station	\$89,225	\$81,859	\$89,589	\$260,673	4%	↓
7	Federal Way Transit Ctr	\$86,533	\$81,120	\$81,479	\$249,132	4%	↓
8	SeaTac Airport	\$79,232	\$77,115	\$82,644	\$238,991	4%	↓
9	Convention Center	\$82,518	\$67,279	\$71,816	\$221,613	3%	↓
10	Northgate Transit Ctr	\$76,064	\$72,214	\$65,589	\$213,867	3%	↓
	Total	\$1,661,151	\$1,453,990	\$1,606,162	\$4,721,303	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	October	November	December	Total
Community Transit	\$653,119	\$660,660	\$670,051	\$1,983,830
Everett Transit	\$13,378	\$16,814	\$16,826	\$47,018
King County Metro	\$5,018,701	\$5,019,845	\$5,152,855	\$15,191,401
Kitsap Transit	\$292,859	\$293,032	\$316,926	\$902,817
Pierce Transit	\$79,102	\$74,211	\$75,327	\$228,640
Sound Transit	\$2,027,520	\$2,031,958	\$2,042,584	\$6,102,062
Total	\$8,084,679	\$8,096,520	\$8,274,569	\$24,455,768





vi) Revenue by Pass Product

PASS	October	November	December
Everett Transit Monthly Reduced Fare Pass	\$963	\$576	\$810
Kitsap Transit Full Fare Pass	\$35,750	\$36,850	\$35,200
Kitsap Transit Reduced Fare Pass	\$47,900	\$41,250	\$46,300
Kitsap Transit Worker/Driver Full Fare Pass	\$3,750	\$3,750	\$3,825
Metro Monthly Access Pass	\$36,495	\$28,305	\$69,120
Metro Monthly Vanpool Pass 1 Zone	\$37,170	\$36,900	\$35,010
Metro Monthly Vanpool Pass 2 Zone	\$45,360	\$36,288	\$44,388
Pierce Transit Summer Youth Pass	\$0	\$0	\$0
Pierce Transit Adult All-Day Pass	\$0	\$0	\$50
Pierce Transit Youth/Senior/Disabled All-Day Pass	\$0	\$0	\$8
PugetPass \$0.50	\$432	\$360	\$522
PugetPass \$0.75	\$291,627	\$229,418	\$302,562
PugetPass \$1.00	\$21,564	\$18,036	\$21,960
PugetPass \$1.25	\$81,720	\$58,095	\$60,660
PugetPass \$1.50	\$28,566	\$30,132	\$30,888
PugetPass \$1.75	\$5,292	\$4,788	\$4,788
PugetPass \$2.00	\$183,240	\$173,232	\$193,968
PugetPass \$2.25	\$250,452	\$227,610	\$246,159
PugetPass \$2.50	\$1,538,730	\$1,454,760	\$1,486,890
PugetPass \$2.75	\$113,157	\$110,484	\$114,642
PugetPass \$3.00	\$552,852	\$521,964	\$544,428
PugetPass \$3.25	\$21,528	\$19,890	\$19,539
PugetPass \$3.50	\$370,062	\$357,840	\$378,504
PugetPass \$3.75	\$58,725	\$54,540	\$61,290
PugetPass \$4.00	\$205,776	\$200,592	\$200,016
PugetPass \$4.25	\$71,298	\$72,828	\$73,287
PugetPass \$4.50	\$22,680	\$21,708	\$22,518
PugetPass \$4.75	\$35,226	\$33,516	\$35,568
PugetPass \$5.00	\$5,220	\$5,040	\$5,400
PugetPass \$5.25	\$31,185	\$34,398	\$34,587
PugetPass \$5.50	\$3,762	\$3,366	\$4,158
Business Passport ¹	\$8,084,679	\$8,096,520	\$8,274,569
WSF Anacortes/San Juan Islands Passenger 10 Ride	\$0	\$0	\$0
WSF Central Sound Monthly Pass	\$315,173	\$321,365	\$324,048
WSF Central Sound Passenger 10 Ride	\$8,321	\$8,385	\$8,643
WSF Fauntleroy – Southworth Monthly Pass	\$11,958	\$13,090	\$13,170
WSF Fauntleroy – Southworth Passenger 10 Ride	\$202	\$303	\$152
WSF Mukilteo – Clinton Monthly Pass	\$14,131	\$14,255	\$14,567
WSF Mukilteo – Clinton Passenger 10 Ride	\$272	\$272	\$389
WSF Port Townsend – Coupeville Monthly Pass	\$0	\$0	\$0
WSF Port Townsend – Coupeville Passenger 20 Ride	\$53	\$0	\$106
WSF Vashon Island Monthly Pass	\$8,155	\$8,358	\$8,155
WSF Vashon Island Passenger 10 Ride	\$126	\$295	\$168
Grand Total	\$12,543,552	\$12,279,359	\$12,721,012

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	Q3 2014	Q4 2014	Q4 2014 # of Locations
Bartell Drugs	\$282,543	\$267,439	1
QFC	\$910,741	\$892,511	43
Roger's Market Place	\$22,653	\$20,920	1
Saar's MarketPlace	\$179,589	\$195,967	7
Safeway	\$1,301,927	\$1,250,517	73
Food Market/Thriftway	\$31,123	\$33,622	2
Total	\$2,728,576	\$2,660,976	127

ii) Top 10 Individual Retail Locations by Sales Volume

Current Rank	Retailer/Location	Q4 Store Sales	% of Total Retailer Sales ¹
1	Bartell Drugs, Seattle - Downtown	\$267,439	10%
2	Saar's MarketPlace, Lakewood	\$110,940	4%
3	QFC, Seattle - Broadway Market	\$67,073	2%
4	QFC, Seattle - Harvard Market	\$67,045	2%
5	Safeway, Seattle – NW Market	\$53,311	2%
6	QFC, Seattle – University Village	\$50,276	2%
7	Safeway, Seattle – Brooklyn NE	\$49,982	2%
8	QFC, Seattle – Wallingford	\$48,796	2%
9	Safeway, Seattle – Lynnwood Hwy 99	\$46,584	2%
10	Safeway, Seattle – Greenwood Ave	\$46,255	2%
	Total	\$807,701	30%

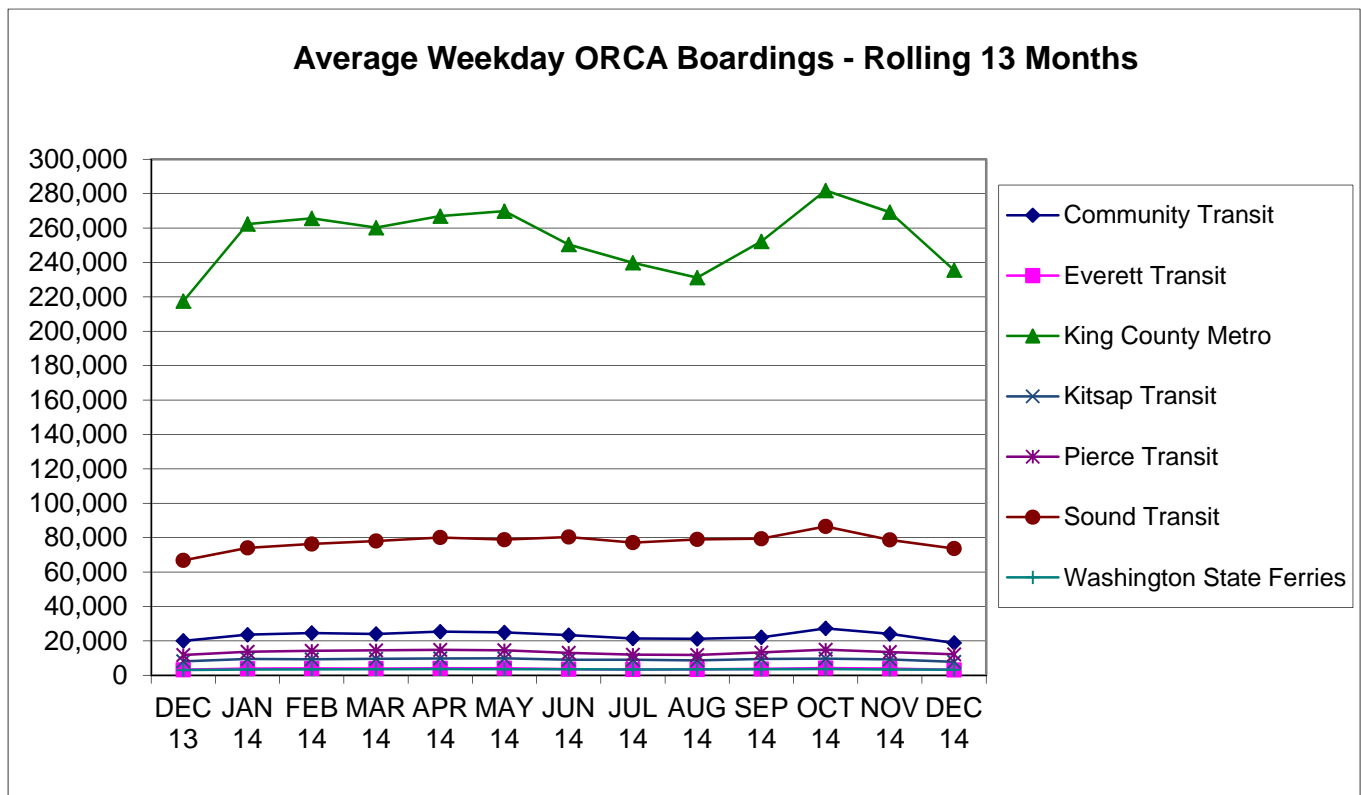
¹ The percentage is calculated based on the total sales at 127 Retailer locations.

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

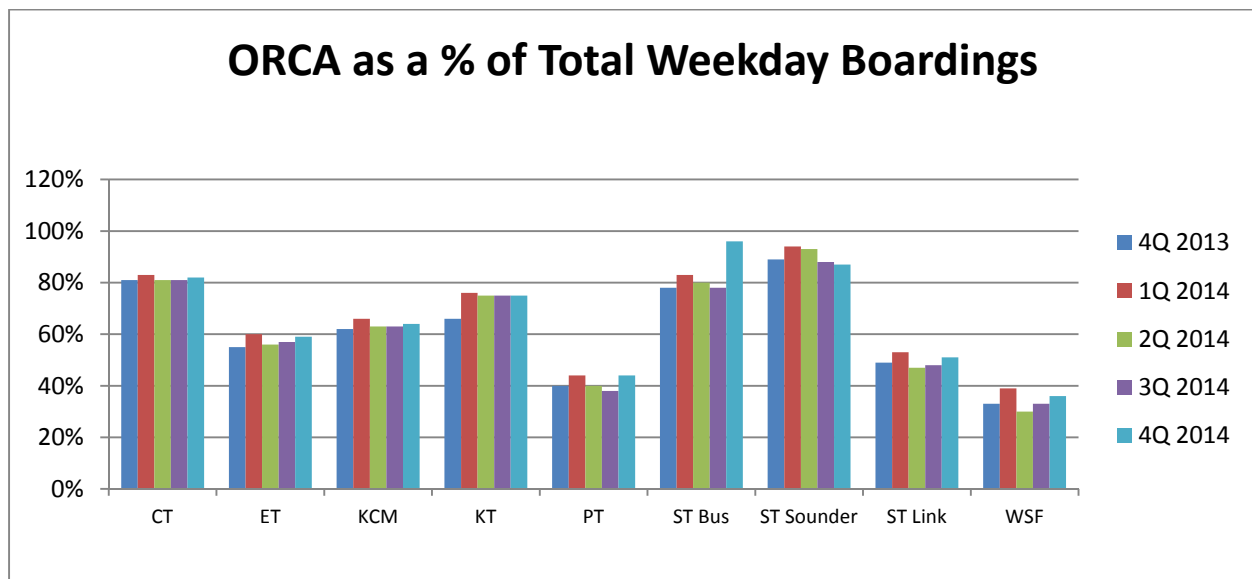
Agency	October	November	December
Community Transit	27,292	24,075	20,213
Everett Transit	4,228	3,872	3,377
King County Metro	281,802	269,179	230,346
Kitsap Transit	9,648	9,254	8,249
Pierce Transit	14,887	13,503	13,177
Sound Transit	86,526	78,713	82,792
Washington State Ferries	3,669	3,395	3,194
Total	428,052	401,991	361,348





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

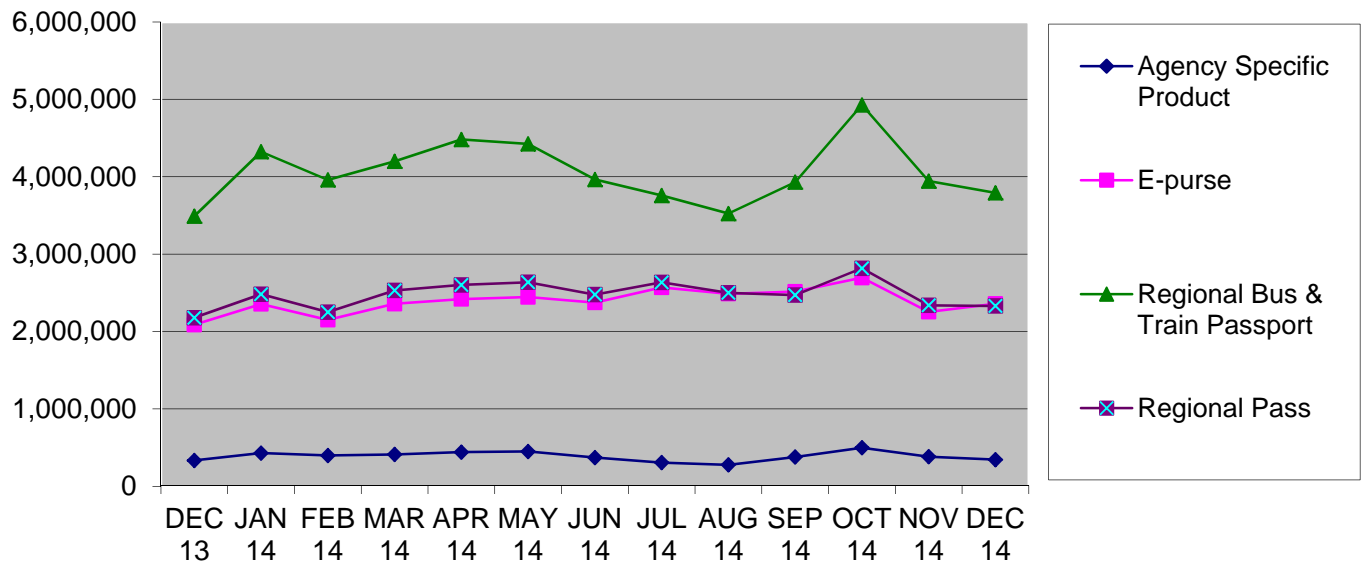
Agency	Average Weekday ORCA Boardings December	Average Weekday Total Boardings (ORCA & Non-ORCA) December	ORCA as a % of Total Weekday Boardings December
Community Transit	20,213	24,680	82%
Everett Transit	3,377	5,945	59%
King County Metro	230,346	361,429	64%
Kitsap Transit	8,249	10,970	75%
Pierce Transit	13,177	30,155	44%
Sound Transit Bus	54,222	56,400	96%
Sound Transit Sounder	10,852	12,427	87%
Sound Transit Link	17,718	34,661	51%
Washington State Ferries	3,194	8,920	36%
Total	361,348	545,474	66%



iii) ORCA Boardings by Product Type

Boardings	October	November	December	Total	% of Total Boardings
Regional Bus & Train Passport	4,927,918	3,943,506	3,791,985	12,663,409	44%
Regional Pass	2,817,530	2,338,435	2,330,615	7,486,580	26%
E-purse	2,694,728	2,254,243	2,358,050	7,307,021	26%
Agency Specific Product	498,604	382,881	345,027	1,226,512	4%
Total¹	10,938,780	8,919,065	8,825,677	28,683,522	100%

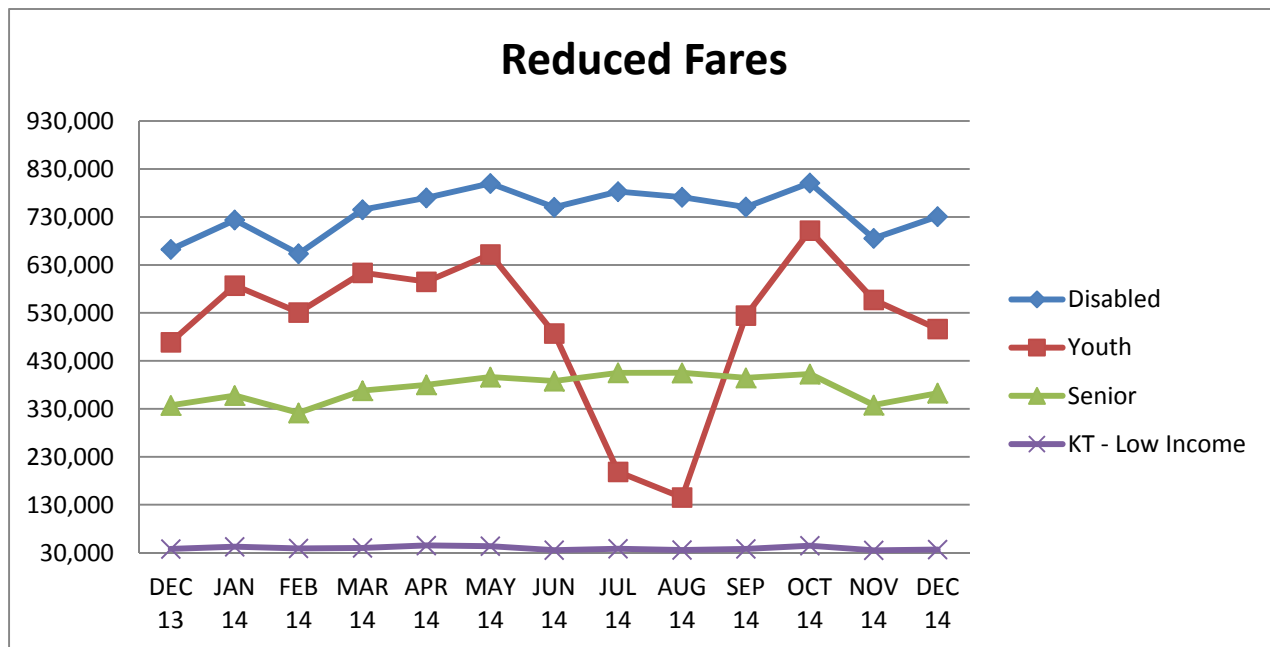
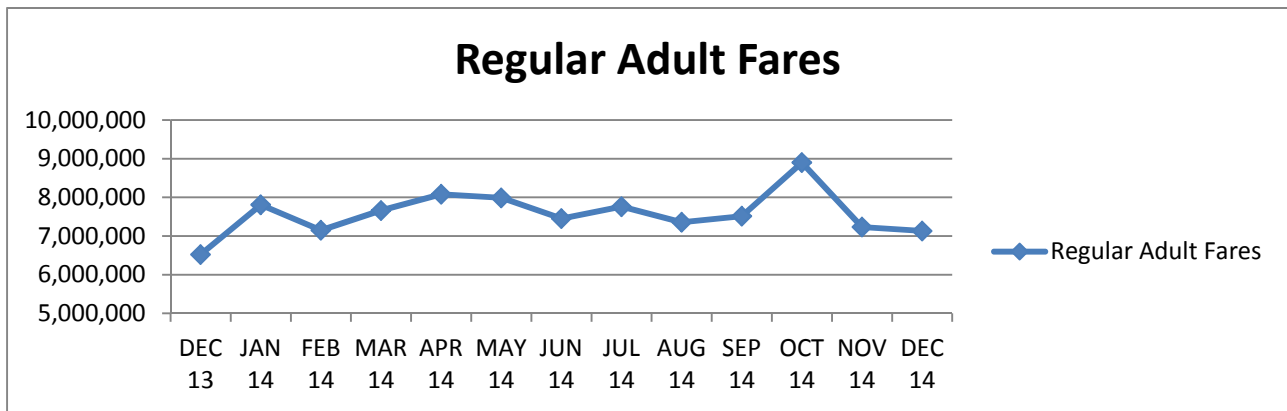
ORCA Boardings by Product Type - Rolling 13 Months



¹ A single boarding may include multiple product types.

iv) ORCA Boardings by Passenger Type

Passenger Type	October	November	December	Total	% of Total
Adult	8,901,554	7,233,686	7,130,553	23,265,793	82%
Disabled	800,960	685,366	730,813	2,217,139	7%
Youth	701,611	557,251	496,407	1,755,269	6%
Senior	402,627	337,872	362,784	1,103,283	4%
KT – Low Income	44,451	34,963	36,372	115,786	1%
Total	10,851,203	8,849,138	8,756,929	28,457,270	100%

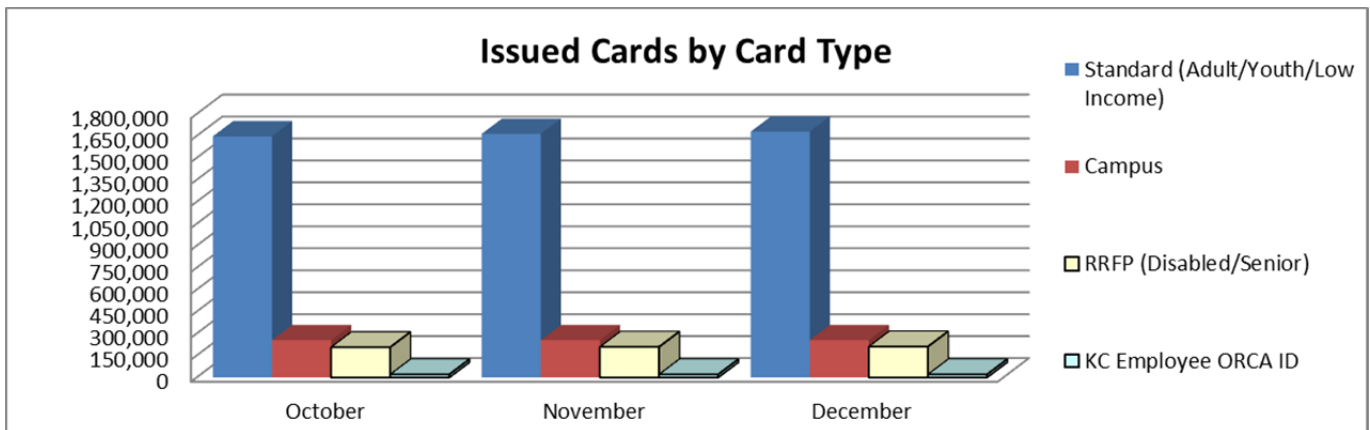


d) System Operations – ORCA Cards in Circulation and in Use by Type

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.

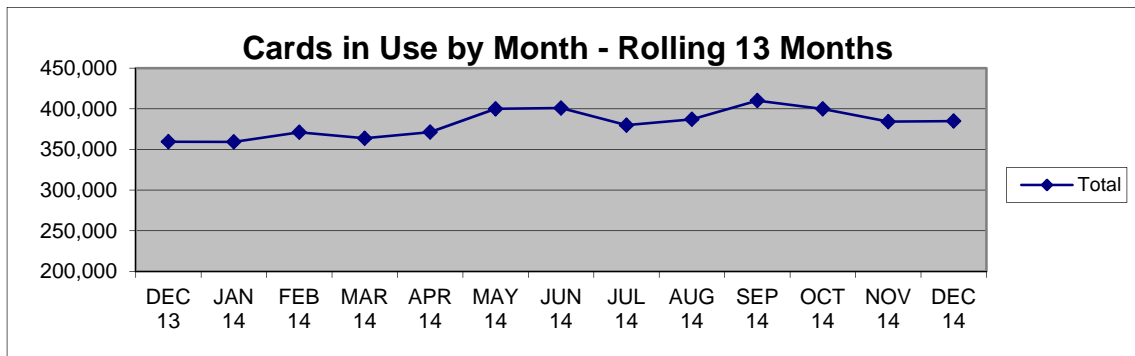
i) Cumulative Number of Issued Cards (in circulation) since April 2009

Card Type	October	November	December
Standard (Adult/Youth/Low Income)	1,647,320	1,664,441	1,679,033
Campus	254,608	254,608	255,262
RRFP (Disabled/Senior)	206,682	208,940	210,927
KC Employee ORCA ID	20,762	20,762	20,762
Total	2,129,372	2,148,751	2,166,984



ii) Cards in Use by Month

Cards in Use	October	November	December
Total	399,827	384,189	384,896



Promoting ORCA

Pierce Transit Direct Mail Package Insert

Ride FREE for 14 days! Then get a Free ORCA card!



1 RIDE
Use this to RIDE FREE FOR TWO WEEKS. Just show your FREE PASS as you board a Pierce Transit bus, and take a seat. That's all there is to it!



2 UPGRADE
GET A READY-TO-LOAD ORCA CARD FOR FREE (A \$5 VALUE) BY 11/15/14.

OR

*** IF YOU'RE AN ADULT (19-64) – UPGRADE BY MAIL**
If you're an Adult (19-64), just 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**
If you qualify for a reduced fare (Youth 18 or younger, Seniors 65 or older, or individuals with a certified disability) trade your Free Pass in for a special ORCA card, available at the Tacoma Dome Station Bus Shop. 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.

While supplies last. Offer valid through 11/15/14.

3 LOAD & GO!
Load your ORCA card by purchasing a pass for unlimited rides for a month. Or load E-purse, giving you a two-hour transfer privilege – better than cash! You may add value to your card online, by phone, at a ticket vending machine located on Sounder and Tacoma Dome Station platforms, in person at the Tacoma Dome Station Bus Shop or at participating retail outlets. Visit us online for details.

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 11/15/14 TO RECEIVE YOUR FREE ORCA CARD. Original Reply Cards Only – No Photocopies Accepted.

piercetransit.org 253.581.8000 **PIERCE TRANSIT Way to go!**



Pierce Transit ORCA Marketing Materials

Free ORCA Card!

Available Here at The Bus Shop



Through Dec 12, 2014
while supplies last. One per person.

ELIMINATION of Paper Transfers

Once the fare revisions are in effect, Pierce Transit will no longer issue or accept paper transfers.

If you currently pay your fare with cash or a One Ride ticket and need more than one Pierce Transit bus to reach your destination, you must pay a fare on each bus.

Remember, the ORCA card is an excellent alternative to cash!

ORCA is still welcome on board Pierce Transit, and is also accepted on other partner services such as Sound Transit, King County Metro, and Kitsap Transit. You may "load" your ORCA card with a regional pass, an agency-specific pass, or E-purse (electronic purse), which holds pre-paid value for use on transportation services. *If you pay your fare using E-purse on your ORCA card, transferring is easy.* Your transfer credit expires two hours after your first card tap. The ORCA card is easy to use on board the bus; just lay your card flat against the ORCA logo on the card reader, just inside the bus. It automatically accounts for the correct fare.

For details about ORCA, visit orcacard.com or call 1.888.988.6722.



Community Transit Bus Plus artwork



ORCA
gets you moving

One card is all you need for buses, trains and ferries

ORCA cards make transferring easy. Cards carry the fare paid on the first leg of a trip and apply that value when you transfer within two hours. Paper transfers are not accepted between transit agencies.

Register your card and protect its value if lost, stolen or damaged.

Tap and go. Place your card flat against the ORCA logo on the card reader. You know you've paid when you hear a beep and see a green light. On the train or ferry, tap the reader before you board. And remember to tap off on the train, so you pay the correct fare.

Manage your account online. Add value, view transaction history and more.



orcacard.com



communitytransit
smile & ride

(425) 353-7433
(800) 562-1375
TTY Relay: 711
www.communitytransit.org

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