

Transportation

Presenter: Jim Jacobson, Deputy General Manager, Transit,
Department of Transportation

- Transit has achieved major accomplishments and made significant progress in the following areas:
 - Efficiency
 - Customer Service
 - Public Safety
 - Public and customer communications.



Regional Fare Coordination (ORCA)

- Seven regional agencies: King County Metro, Pierce Transit, Community Transit, Everett Transit, Sound Transit, Kitsap Transit, Washington State Ferries
- 35,000+ average weekday boardings since public launch this spring
- 100,000 ORCA cards in circulation
- 42,000 “My ORCA” accounts



Onboard Video Surveillance

- Investigative tool for transit police and local law enforcement
- Resulted in arrest/conviction of robbery, rape, assault, and vandalism suspects.
- Reduced fraudulent claims against Metro.



Multiple Upcoming Improvements

- **New customer alert system**
 - New notification system to better keep the public informed about service changes is scheduled for October.

- **Partnerships with independent developer community**
 - One of the first transit agencies to work with Google on the Transit Trip Planner. Release of bus scheduling and GIS data in Google Transit Feed Specification is planned for this fall

- **Real-Time information on the street and on the web**
 - On-Board Systems project will provide improved bus location data using GPS.
 - Real-time information signs will provide next bus arrival time at stops on RapidRide corridors.
 - A new and improved Tracker application will be available on the web.