

All about ORCA

Summer 2021



What is ORCA?



How does the ORCA card work?



- Chip-based fare payment card
- Works on buses, trains, ferries and more
- Tap the card on an ORCA reader to pay
- Holds a 2-hour transfer so you don't pay twice
- Costs \$5 for a new, empty adult card
- Reload online or at select retailers



Who accepts ORCA?



- Everett Transit
- Community Transit
- Sound Transit
- King County Metro
- Kitsap Transit
- Pierce Transit
- Washington State Ferries (passenger fares only)
- Community Transit DART
- King County Metro Access
- Seattle Streetcar
- Seattle Monorail
- Seattle Water Taxi
- Vanpool fees for Community Transit, King County Metro, Kitsap Transit and Pierce Transit



Who does NOT accept ORCA?



- Everett Paratransit
- Skagit Transit
- Whatcom Transit
- Any other transit systems not listed



Types of ORCA cards

- Adult
- Youth
 - Ages 6-18 (under 6 is free)
- LIFT: Low income
 - For those who make less than 200% of the federal poverty limit
 - Apply through DSHS
- RRF: Regional Reduced Fare Permit
 - For seniors 65 and older
 - For customers with qualifying disabilities
 - Apply at Customer Service Center

Regional Reduced Fare Permit for Senior and Disabled Persons

Medical Eligibility Criteria and Conditions



Clallam Transit
Community Transit
Everett Transit
Intercity Transit
Jefferson Transit
King County Ferry District
King County Metro Transit
Kitsap Transit
Mason Transit
Pierce County Ferries
Pierce Transit
Skagit Transit
Sound Transit

WSDOT Ferries Division (WSF)

Whatcom Transportation Authority



Benefits to the ORCA card

- No need to carry exact change
- Faster than inserting cash
- Will automatically deduct the correct fare
- Saves money by using transfers
- Can hold a monthly pass
- Ability to track your trips and usage
- Easy to replace if lost or stolen (if the card has been registered)



Transferring with the ORCA card

- Almost all agencies have eliminated paper transfers
- Unlimited transfers in a 2-hour period
- Taking a more expensive bus will only charge the difference
- Transfers expire after exactly 2 hours
- Transfers do **not** apply to the ferry system

Fare		
Adult		
Route	ORCA	Cash
7	\$2.00	\$2.00
512	\$1.25	\$3.25
Link	\$0.00	\$3.00
Total	\$3.25	\$8.25

A trip from Everett Community College to Seatac Airport costs more than twice as much without an ORCA card.



Using the ORCA card



On a bus: when you board, tap the card on the reader at the front of the bus.



On bus rapid transit (Swift, Rapidride): tap the card on the reader at the bus stop. If there is no reader at the stop, then tap when you board the bus.



An ORCA card reader at the SWIFT platform.

Using the ORCA card



On a train: prior to boarding, tap the card on the reader located on the station platform.

Since the train fares are based on distance, you will need to **tap the card again at a reader when you exit** to ensure you are charged the correct fare.



On a ferry: tap the card at the turnstile. Ferry staff are also available with handheld card readers to accept fare payment.



An ORCA card reader next to the platform for the Sounder train.



Two ways to use your card

E-purse

- Load any amount from \$5-300
- Money stays on card indefinitely
- Fare is simply deducted from the card balance
- Includes 2-hour transfers
- Can be used in combination with monthly pass

Monthly pass

- Unlimited rides for the calendar month
For example: April 1 → April 30
- Price depends on which buses you need to ride
- Ferry passes on the ORCA card are for passenger fares only
- Can be used in combination with the E-purse



Monthly pass pricing

- Covers fare up to the amount for which the pass is purchased
For example: a \$90 pass for Community Transit covers fare up to \$2.50, therefore also covering Everett Transit buses
- Cost effective if 18 round trips are taken in a month
- To calculate the price, multiply the price of a single fare by 36
- If taking a more expensive bus, only the difference between the single trip value of the pass and the higher fare will be charged

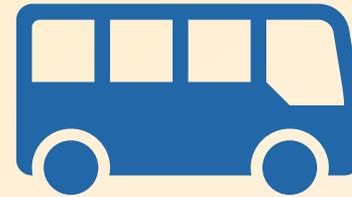
	Single Trip	Monthly Pass
Everett Transit		
Adult	\$2.00	\$72
Reduced/Senior	\$0.50	\$18
Community Transit		
Adult	\$2.50	\$90
Reduced/Senior	\$1.25	\$45
Sound Transit		
Adult	\$3.25	\$117
Reduced/Senior	\$1.00	\$36



Monthly pass pricing example

Janet leaves from the Everett Station and works near the Lynnwood Transit Center. She needs to arrive by 10 a.m. She has the \$90 pass that covers fare up to \$2.50. She usually takes the route 201 at 9:26 a.m.

- If she misses this bus, she can take the more expensive (\$3.25) route 512 at 9:30 a.m. and still arrive on time.
- Because she has the pass, she will only need to pay the difference of \$0.75.
- The \$0.75 can be paid in cash or money loaded on the E-purse.

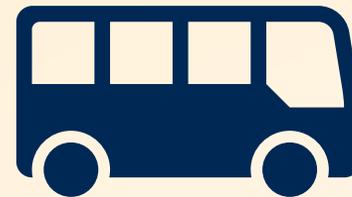


201
\$2.50

=



Monthly
pass



512
\$3.25

=



Monthly
pass

+ \$0.75

Loading the ORCA card

To have added value immediately available, visit one of these locations:

- ORCA customer service offices
Everett Station or Lynnwood Ridestore
- Participating retailers
Most local Safeways and QFCs
- Ticket vending machines
Two located outside Everett Station for 24-hour access
- For a complete list of locations, visit ORCAcard.com



Everett Station Customer Service Center

Loading the ORCA Card

The following remote options can take up to 48 hours for the funds/products to become available. **The card must be tapped at a card reader within 60 days to activate the value.**

- **Online** at ORCAcard.com
- **By phone** at 888.988.6722
- **By mail** using the mail order form located at ORCAcard.com

ORCA Card Order/Add Value Form



Use this form to order a new ORCA card with or without value, add value to a current ORCA card, or replace an adult, low income (LIFT), youth or senior ORCA card. Just complete and submit this form with payment for the card fee and any value added.

For a new or replacement youth ORCA card (6-18 years) or senior Regional Reduced Fare Permit (RRFP) ORCA card (65+ years), enclose proof of age (student ID, state ID or birth certificate). A disabled RRFP requires a photo and is only issued in-person at an ORCA customer service office. A youth ORCA card costs \$5. There is no charge for your first RRFP ORCA card.

STEP 1 - Order Card or Add Value (Please print and use black or blue ink.) Check all that apply:

- I need a **new** adult ORCA card.
- I need a **new** senior RRFP or youth ORCA card. Birth date: ____/____/____. Attach a **copy** of student ID, state ID or birth certificate.
- I need a **replacement** senior RRFP or youth ORCA card. Birth date: ____/____/____. Attach a **copy** of student ID, state ID or birth certificate.
Enter ORCA card serial number: (eight digits on front left corner of card).
- I need a **replacement** adult ORCA card or a low income ORCA LIFT card.
Enter ORCA card serial number: (eight digits on front left corner of card).
- I have an ORCA card and would like to add value.
Enter ORCA card serial number: (eight digits on front left corner of card).

STEP 2 - Select Your Value
Check the box and include the fee for a new or replacement ORCA card. To add E-purse value, write in the E-purse amount. To add a pass, check the box by the Regional or Agency pass and the applicable calendar month (on page 2). Allow up to 10 business days to load value onto your current ORCA card.

- Add \$5 fee** for each new or replacement adult/youth ORCA card. **A. Adult/youth fee \$** _____
- Add \$3 fee** for a replacement senior RRFP/low income ORCA LIFT card. **B. Senior replacement fee \$** _____

A mail order ORCA card form.



Autoload

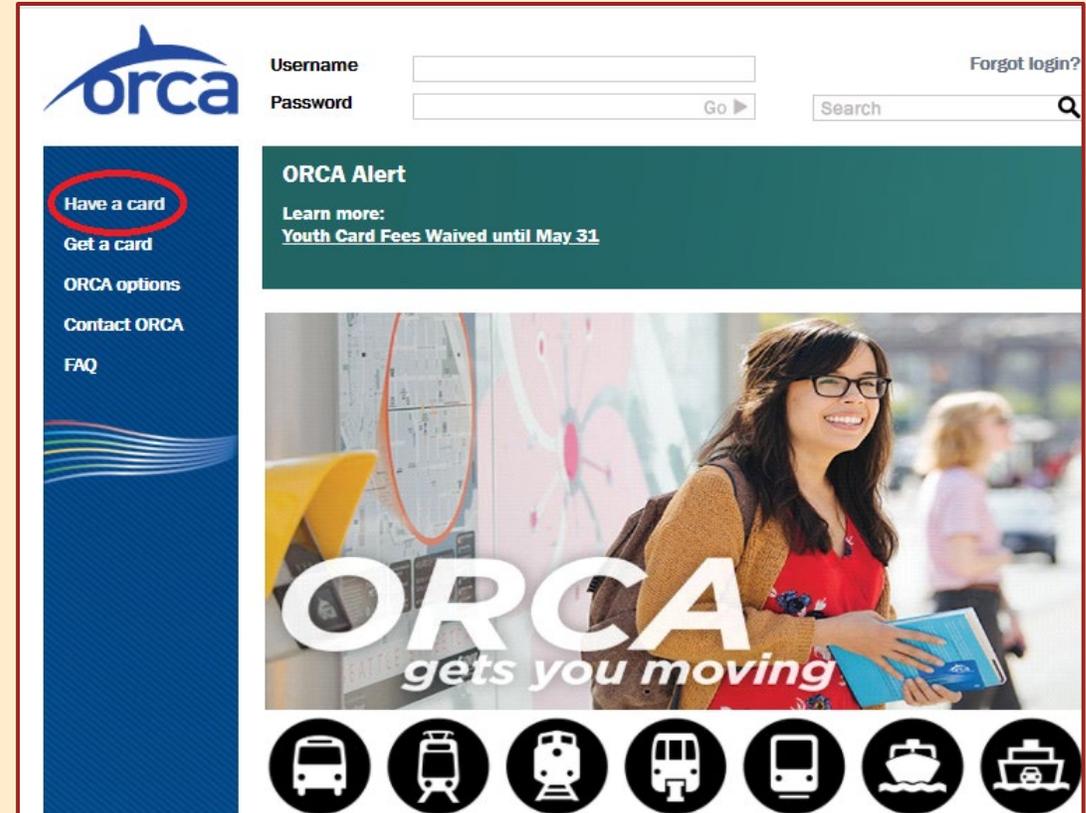
Customers can set up their card online or over the phone to automatically reload once the card reaches a certain balance.

- Can be used for monthly passes or E-purse
- Eliminates the need to “manually” load the card
- No more worrying about having insufficient funds
- Like other remote methods, it can take up to 48 hours for the autoload to appear on the card once it is initiated
- If the card is not used or tapped within 60 days, the load will need to be reactivated by an ORCA customer service agent



Register the ORCA card

- Over the phone or online at ORCAcard.com
- You must register your card to:
 - Replace it if lost or stolen
(it can take up to 6 days for the E-purse balance to transfer, monthly passes transfer immediately)
 - Load or check your balance online
 - Track your usage to determine if it makes sense to buy a monthly pass!

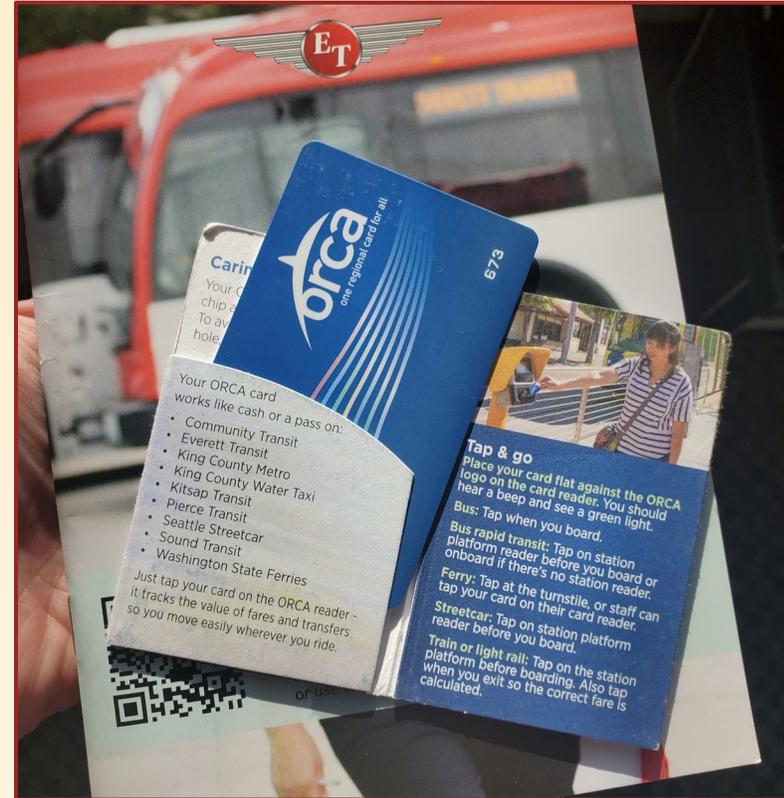


Click the “Have a card” button to create an account and register your card.



Protecting the ORCA card

- Do not bend, punch or cut
- Keep in protective pouch or sleeve if possible
- The chip inside can often be read through pouches, sleeves and even some wallets!
- A replacement card is \$5 for adults, \$3 for reduced fare



A free cardboard sleeve from the Customer Service Center can help protect your card.

Employer-provided ORCA card

Employers can provide employees with preloaded cards to incentivize riding transit.

These cards can be loaded with:

- E-purse funds
- Agency-specific monthly pass
- PugetPass (a fare-based monthly pass)



A logo can be added to the back of employer-provided ORCA cards.



Employer-provided ORCA card

For more information, please contact:

Brandon Hilby

Financial Analyst

425.257.8985

bhilby@everettwa.gov



Next Generation ORCA

- Account-based instead of card-based
- Virtual or physical card option
- Value added remotely loads instantly
- Will have a mobile app
- More retail locations
- Expected to be out by 2023
- For further questions, email nextgenORCA@soundtransit.org



The next generation ORCA card will have a new color scheme.

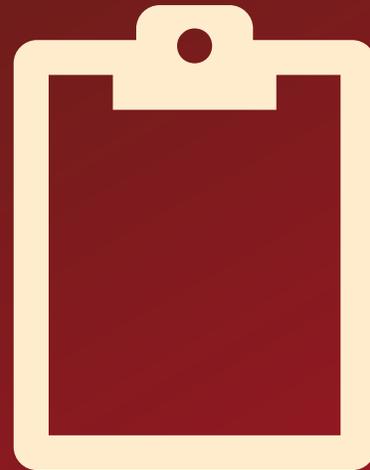
Conclusion

The ORCA card provides many benefits to those who use public transportation. No longer do passengers need to worry about carrying exact change or having to pay again when transferring while traveling with ORCA's regional partners.

Questions?



Survey



Thank you!



EVERETT TRANSIT