

## ORCA LIFT Update

In 2016 Sound Transit & Public Health expanded the verification sites into Snohomish & Pierce counties.

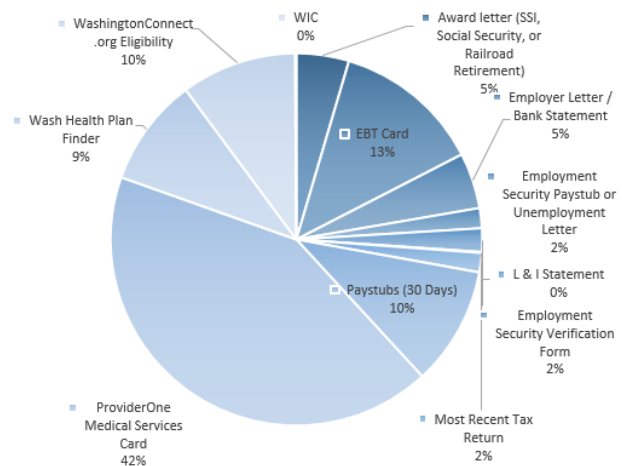
Including Public Health we currently have 8 paid agencies and 11 non-paid agencies doing ORCA LIFT income verification with a total of 46 sites throughout King County, 4 in Pierce County and 2 in Snohomish County.

We continue to work with new Human Service agencies like TRAC Associates, FareStart and Refugee Women’s Alliance helping them to setup online business accounts, verify eligibility, and issue ORCA Lift cards which are associated to their account. King County Metro offers support with the online account, card ordering and inventory control while Public Health offers the training, auditing and monitoring of the agency. These agencies do this with no reimbursement from King County. The motivation is simple, by setting their clients up with ORCA LIFT the agencies save the \$5 card fee and also reduce their transportation budget by 50% making it possible to offer help to more people throughout the region.

ORCA LIFT has registered over 49,700 customer into the program to date with 45% of the customers between the ages of 30 to 49 years old. The most common verification document used for proof of income is Provider One at 42%. Since March of 2015 ORCA LIFT customers have purchased over \$10.7 million in fare media to pay for their trips. In 2016 there were over 4.9 million boardings on King County Metro and we estimate that we will have over 5.3 million 2017.

ORCA LIFT Verification Documents  
June 1, 2015 - June 30, 2017

Award letter (SSI, Social Security, or Railroad Retirement)	2,275
EBT Card	6,407
Employer Letter / Bank Statement	2,410
Employment Security Paystub or Unemployment Letter	865
Employment Security Verification Form	1,017
L & I Statement	39
Most Recent Tax Return	832
Paystubs (30 Days)	5,138
ProviderOne Medical Services Card	21,025
Wash Health Plan Finder	4,690
WashingtonConnect.org Eligibility	4,999
WIC	50
<b>Total</b>	<b>49,747</b>



Metro’s commitment to making public transportation accessible to everyone in our region motivates us to continue remove barriers to affordable transportation by utilizing our mobile sales unit, ORCA-To-Go to schedule ORCA LIFT events throughout King County targeting the underserved populations in King County on evening & weekends.

Customers with expiring cards are notified 60 days in advance of their expiration date by email, if provided, and by regular mail. Public Health contacts customers who do not renew their LIFT card after the card has expired and issues them a new card and/or signs them up for healthcare or other benefits.

To help remove the barrier of re-verifying for ORCA LIFT in person on March 20, 2017 we posted an online renewal form. Customers who are currently enrolled in Provider One, Basic Food benefits or Washing Health can apply online and the ORCA LIFT office will verify the income and mail the customer a new ORCA LIFT card. Customers whose income cannot be verified by this process are referred to the one of the verification sites.

The ORCA LIFT Registry is currently being updated with an electronic consent and confidentiality agreement form. This will allow the verifying agency to reduce registration time, use less paper and

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eliminate the need to physically store/archive completed forms. Also, earlier this year in March the Lift Registry was modified to collect information on race, household size and language spoken. Most LIFT customers- 61% are registered under single household status and 25% are 3 or more members.

### ORCA LIFT cards issue by Race

	New	Renewal	Grand Total	Percentage
American Indian or Alaska Native	116	37	153	2%
Asian	908	414	1,322	9%
Black or African American	1,298	386	1,684	17%
Hispanic or Latino	749	226	975	9%
Multi-Racial	183	66	249	3%
Native Hawaiian or Other Pacific Islander	78	17	95	1%
Not Specified	988	244	1,232	18%
Other	637	612	1,249	7%
White	2,514	875	3,389	34%
<b>Grand Total</b>	<b>7,471</b>	<b>2,877</b>	<b>10,348</b>	

### Language Spoken

	New	Renewal	Grand Total	Percentage
Amharic	78	19	97	0.9%
Chinese	177	145	322	3.1%
English	5,867	1,925	7,792	75.3%
Korean	13	6	19	0.2%
Not Specified	414	130	544	5.3%
Oromo	9	2	11	0.1%
Other	297	482	779	7.5%
Russian	23	16	39	0.4%
Somali	78	8	86	0.8%
Spanish	392	119	511	4.9%
Tagalog	22	9	31	0.3%
Tigrinya	40	1	41	0.4%
Vietnamese	61	15	76	0.7%
<b>Grand Total</b>	<b>7,471</b>	<b>2,877</b>	<b>10,348</b>	

The ORCA LIFT program has been very well received by the community and is making a difference as stated by our online LIFT customers.

- By cutting my monthly transit costs in half, ORCA LIFT has allowed me to afford better health insurance and save a little more money each month for my future.
- With the orca lift discount card I have been able to save money to pay my rent, and to get to and from work. Before getting orca lift I struggled to get places I needed to go because I didn't make very much money. I stayed home because I wasn't able to afford to go anywhere.
- ORCA lift has helped me by tremendously by making it affordable to get to work and school, helping me improve the quality of my life. Thank you.
- I am able to commute to my job, go grocery shopping, and transport my kids to and from school with ORCA LIFT. It has helped me more than I can put into words.

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- My child would not have been able to attend preschool without this program.