

ORCA Recovery Card FAQ

Updated June 9, 2021

1. What is the ORCA Recovery Card?

- a. The ORCA Recovery Card is a temporary, no-cost, fully-subsidized ORCA card provided to food service and grocery/ convenience store workers who work at a business in Pioneer Square, Chinatown-International District, Little Saigon, and Japantown. You can use the card on King County Metro, King County Water Taxi, Seattle Streetcar, Seattle Center Monorail, Sound Transit, Community Transit, Pierce Transit, Kitsap Transit, and Everett Transit. The ORCA cards may not be used on Washington State Ferries.

2. Who is eligible for a Recovery Card?

- a. Participants must work at a business located in Pioneer Square, Chinatown-International District, Little Saigon, or Japantown. Employees at restaurants and stores with more than five locations in Seattle city limits will not be eligible for a card. If you own your business and also work there, you are still eligible for a card. If your business already provides a transportation benefit, you will not be eligible for the program.

3. How does the card work?

- a. The Recovery Cards are fully-subsidized ORCA cards. This means you have free, unlimited trips on public transit through December 31, 2021. **Do not load funds on your ORCA Card.** The unlimited ride pass will be automatically cancelled if funds are loaded on your ORCA card before the pass expires on December 31.

4. How can I get a card?

- a. Distribution will occur from June 21- June 30th at two locations. On-site interpretation will be available in Mandarin, Cantonese, Vietnamese, and Spanish. Please bring a form of ID when you pick-up your card.

Distribution Site	Distribution Address	Distribution Date	Distribution Time
Hing Hay Park	423 Maynard Ave S, Seattle, WA 98104	June 21 - Monday	1:30pm – 4:30pm
		June 22 - Tuesday	1:30pm – 4:30pm
		June 23 - Wednesday	1:30pm – 4:30pm
		June 24 - Thursday	1:30pm – 4:30pm
		June 25 - Friday	1:30pm – 4:30pm
		June 26 - Saturday	1:30pm – 4:30pm
		June 27 - Sunday	1:30pm – 4:30pm
		June 28 - Monday	1:30pm – 4:30pm
		June 29 - Tuesday	1:30pm – 4:30pm
		June 30 - Wednesday	1:30pm – 4:30pm
Little Saigon Creative Space	1227 S Weller St Suite A, Seattle, WA 98144	June 23 - Wednesday	9:30am-11:30am
		June 24 - Thursday	9:30am-11:30am



5. What type of ID do I need to bring to receive a card?

- a. Photo ID is preferred; however, we will accept any identification that has your name on it.

6. How do I replace a lost or damaged ORCA card?

- a. Participants may request a new ORCA card by emailing the City at DOT_TAP@seattle.gov or calling/ texting at (206)256-6722.

7. Am I eligible if I am a new employee at a qualified business?

- a. The Seattle Department of Transportation (SDOT) will continue providing cards to new employees at eligible businesses through December 31, 2021 or until 2,000 cards have been distributed, whichever comes first.

8. How many cards will be distributed?

- a. SDOT will provide up to 2,000 fully subsidized ORCA cards to eligible employees. Cards will be distributed on a first-come, first-served basis.

9. Is the ORCA Recovery Card a permanent program?

- a. It is not. The unlimited use pass will automatically expire at the end of the day on December 31, 2021. You may keep your ORCA to use as a full-fare ORCA card after the pass expires.

10. What if my employer is not on the eligible business list, but it meets the listed eligibility criteria?

- a. You can email DOT_TAP@seattle.gov or call/ text (206)256-6722 to discuss eligibility with the Program Manager and request that your business is added to the eligible business list.

11. How is the program funded?

- a. The program is funded through the Seattle Transportation Benefit District (STBD). In 2020, Seattle voters approved one part of the STBD: Proposition 1, a funding measure that includes a \$20 vehicle licensing fee and 0.15% sales tax for 6 years (2021-2026).

12. What if I need transportation support but do not qualify for this program?

- a. We encourage you to look at King County Metro's website and their "[Which ORCA Fare Is Right For You](#)" page. There is an eligibility tool on the website to determine what other fare programs you may qualify for.

13. If I have additional questions, who should I contact?

- a. For questions about eligibility, program purpose, funding, or program evaluation, contact the City of Seattle at DOT_TAP@seattle.gov. Information about the temporary program is also available on our website: <https://www.seattle.gov/transportation/projects-and-programs/programs/transportation-access-programs>