



ORCA Opportunity FAQ

1. What is the ORCA Opportunity program?

The ORCA Opportunity program provides 12-month ORCA cards to SHA tenants. The ORCA cards provide no cost, unlimited transit on King County Metro, King County Water Taxi, Seattle Streetcar, 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 the ORCA Opportunity program?

The ORCA Opportunity program will fund no cost ORCA cards for tenants of pre-selected SHA properties. Tenants must be ages 19 – 64 and live in a household with less than [30% of the Area Median Income \(AMI\)](#). Eligible tenants will be notified by mail during summer 2019.

3. Which properties are pre-selected?

The following properties were pre-selected for the pilot. Eligible applicants must live in one of these properties, be ages 19 – 64, and live in a household with less than 30% of AMI.

Property Name	Neighborhood	Address
Denny Terrace	Capitol Hill	100 Melrose Ave E
Green Lake Plaza	Green Lake	505 NE 70th St
High Point	West Seattle	various*
Hoa Mai Gardens	Yesler Terrace	221 10th Ave S
Jackson Park House	Lake City	14396 30th Ave NE
Jackson Park Village	Lake City	various*
Kebero Court	Yesler Terrace	1105 E Fir St
Lake City Court	Lake City	12526 33rd Ave NE
Lake City House	Lake City	12546 33rd Ave NE
New Holly	Othello	various*
Rainier Vista	Columbia City	various*

*Tenants should call for details on eligibility

4. Why were those properties pre-selected?

Properties were selected based on the number of tenants per site, proximity to Seattle Transportation Benefit District transit service investments, and geographic diversity.

5. When will the ORCA Opportunity begin?

The program will launch in June. The ORCA cards will be valid for 12 months, from June 2019 – May 2020.

6. Am I eligible for the program if I turn 65 during the one-year pilot?

Eligible tenants will be 19 – 64 years old on June 1, 2019.

7. Am I eligible for the program if I turn 19 during the one-year pilot?

Eligible tenants will be 19 – 64 years old on June 1, 2019.

8. My income has recently changed, how will the program verify my income?

The income on file with SHA as of May 15, 2019 will be used to determine income eligibility in the program.

9. How is the program funded?

The program is funded through the Seattle Transportation Benefit District. In 2014, Seattle voters approved Proposition 1, a funding measure that includes a \$60 vehicle license fee and 0.1% sales tax for 6 years (2014-2020).

10. How will I get my new ORCA card?

Tenants will receive notice of their eligibility in the program in the mail. The notice will explain the process of acquiring an ORCA card. Tenants should expect to receive notice between June – August 2019.

11. Is there a cap on enrollment in the ORCA Opportunity program?

ORCA Opportunity has 1,500 ORCA cards. The program is first-come, first-served for the eligible list of tenants.

12. I received an ORCA card in the mail and I forgot to request enrollment in the program. The card is now blocked, may I still enroll in the program?

Tenants have 14 days to request enrollment in the program. After 14 days, ORCA cards assigned to non-responsive tenants will be blocked. Tenants have an additional 14 days to request enrollment in the program. At that time, the ORCA card will be unblocked. After 28 days, tenants will not be able to enroll in the program and the ORCA card will remain blocked.

13. I received a letter in the mail about setting up an appointment to get an ORCA card, but I am unable to make any of the appointments. Is there any other way for me to get an ORCA card?

Yes, please contact SHA within 14 days of receiving the letter at any of these phone numbers (206) 615-3352, (206) 615-1589, (206) 615-1734, or (206) 615-3468 or email SHA at ORCAOpportunity@seattlehousing.org. SHA staff will work to find an alternative way for you to get your ORCA card.

14. Is ORCA Opportunity a permanent program?

ORCA Opportunity is a pilot program funded for 12 months, June 2019 – May 2020. Beyond this point, the program will be subject to funding availability.

15. In the future, will more tenants in low-income housing be eligible for ORCA Opportunity?

Throughout the pilot, Seattle Department of Transportation, Seattle Housing Authority, and King County Metro will work together to evaluate the program. The results of the evaluation, feedback from the public, and funding availability will shape the program in future years.

16. How do I replace my lost/damaged ORCA cards?

Tenants may request a new ORCA card by emailing the City at ORCAOpportunity@seattle.gov or calling the City at (206) 256-6722 (ORCA). Replacement ORCA cards will be mailed to tenants. No card replacements will be processed before August 1, 2019.

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

For questions about program purpose, funding, or program evaluation, contact the City at ORCAOpportunity@seattle.gov or (206) 256-6722 (ORCA). Information about the program is also available on the website, www.seattle.gov/ORCASHA.

For questions about eligibility or how to get an ORCA card, contact SHA at ORCAOpportunity@seattlehousing.org or call (206) 615-3352, (206) 239-1589, (206) 239-1734, or (206) 615-3468.