

Seattle Department of Transportation (SDOT)'s Seattle Housing Authority (SHA) Transit Pass FAQs (2023)

1. What is SDOT's Seattle Housing Authority Transit Pass program?

SDOT's SHA Transit Pass is a type of fully-subsidized ORCA card for residents at all SHA owned and managed properties. Program participants can take free, unlimited trips on transit through December 31, 2026.

2. Who is eligible for SDOT's SHA Transit Pass program?

All SHA residents ages 19 and older who live at an SHA owned and managed property qualify for an SHA Transit Pass. There are no income requirements for this program. Individuals must be listed on the lease in order to receive an ORCA card. Please contact SHA if an individual is not currently on the property lease and needs to be added.

3. Which properties are eligible for this program?

All 99 SHA owned and managed properties are eligible for this program. Properties that are owned but not managed by SHA are not eligible. A list of eligible properties can be found at our website www.seattle.gov/transportation/TransitPassProgram.

4. Where can I use my new SHA Transit Pass?

SDOT's SHA Transit Pass is loaded onto an ORCA card. You can use the card at no cost on King County Metro, King County Water Taxi, Seattle Streetcar, Seattle Center Monorail, Sound Transit, Community Transit, Pierce Transit, Kitsap Transit, and Everett Transit. You may also use your ORCA card on ACCESS or Via to Transit. The ORCA cards may not be used on Washington State Ferries.

5. I live at an SHA property that already receives ORCA cards for this program. Do I need to reapply for a new ORCA card?

You do not need to apply for a new ORCA card. All current cards are extended and valid through December 31, 2026. You can continue using your same ORCA card. We encourage all continuing participants- to complete our survey to let us know how the program is working for you at this link:

www.surveymonkey.com/r/SHAIntakeForm. The survey is available in multiple languages and can be accessed at this link: www.seattle.gov/transportation/TransitPassProgram

6. How do I know if I already have an ORCA card through this program?

All ORCA cards distributed through this program have an SHA logo on the back of the card. If you are unsure, you can contact SDOT and we can confirm your information.



7. When will SDOT's expanded SHA Transit Pass Program begin?

The program expansion will launch in January 2023 with card distribution beginning January 24, 2023.

8. How is the program funded?

The program is funded through the Seattle Transportation Measure (STM), previously known as the Seattle Transportation Benefit District (STBD). STM is a voter approved sales tax, most recently approved by voters in November 2020 and expiring in April 2027.

9. How can I get my new SDOT & SHA Transit Pass?

Tenants at eligible properties will receive notification of the program by mail in January 2023 inviting each interested and eligible member of the household to fill out a SHA Intake Form. The form is available online in English, Amharic, Arabic, Chinese (simplified), Chinese (traditional), English, Khmer, Korean, Oromo, Russian, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese on our website: www.seattle.gov/transportation/TransitPassProgram. As a reminder, only individuals listed on the residence lease are eligible for a card.

Cards will be distributed at in-person events between January and March 2023. Distribution locations will be accessible via transit and located at or close to SHA properties. All individuals receiving a card need to have something with their name on it; this does not have to be an official document, it is only to confirm correct spelling of your name.

Find out more information about distribution locations and dates on our website www.seattle.gov/transportation/TransitPassProgram.

10. I am unable to attend any of the in-person distribution events. How can I get an ORCA card?

Someone may pick up a card on your behalf, but only if you have pre-registered using the SHA Intake Form link. You can access that form here:

www.seattle.gov/transportation/TransitPassProgram. Whoever is picking up your card will also need something with your name on it; this could be a driver's license or form of ID, rent statement, or a piece of mail. It does not have to be an official document; it is only to confirm correct spelling of your name.

In the event that no one can pick up a card on your behalf, if you have filled out the online SHA Intake form and are eligible for the program, we will mail you a card in the late spring 2023.

11. In the future, will more tenants in low-income housing (such as section 8 voucher holders) be eligible for SDOT's SHA Transit Pass?

Throughout the program, Seattle Department of Transportation and Seattle Housing Authority 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.

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

If your ORCA card is lost or damaged, we will replace it at no cost. Please contact SHA with your name and address to request a replacement card. Your previous card will be blocked when you are issued a new card.

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

Information about the program is also available on SDOT's website:

www.seattle.gov/transportation/TransitPassProgram.

SHA

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