

## Frequently Asked Questions from state agencies

### Is it mandatory for a state agency with eligible employees to offer state ORCA benefits?

- Yes.

### What are the responsibilities of the state agency administering the ORCA card program?

- Follow the Agency Letter
- ORCA card ownership and security
- ORCA card deactivation
- Acquisition of additional ORCA cards
- Individual employee assistance

### What are the responsibilities of the employee?

- Employees may use their assigned ORCA card for all regularly scheduled trips provided by the available service providers listed above.
- Employees may use their ORCA card for personal use.
- Employees will keep their assigned ORCA card secure and in good condition.
- Employees must immediately report to their agency's ORCA card administrator if their assigned ORCA card is lost, stolen, or damaged.
- Employees must return their assigned ORCA card if they are no longer eligible to use it.
- Employees must use their ORCA card properly:
  - Pay any additional fares required for services not covered by the ORCA card.
  - Employees may not sell or transfer their assigned ORCA card to another person.
  - Employees may not load any additional funds onto their assigned ORCA card.

### How do I request more cards?

- Approved state agency representatives may request additional ORCA cards by completing the [ORCA Card Request Form](#).
- King County Metro will fulfill the card request through certified mail.
- State agency representatives will send an email confirming the receipt of ORCA cards, including card numbers, to [wsdotORCA@wsdot.wa.gov](mailto:wsdotORCA@wsdot.wa.gov).
- If the recipient does not confirm receipt of the ORCA cards, WSDOT will lock the cards until confirmation is provided.

### If an ORCA card recipient is no longer employed at my state agency, what should we do with the card?

- Do not reassign ORCA cards. WSDOT recommends that agencies destroy and dispose of ORCA cards submitted for deactivation.
- ORCA card deactivations may be requested by completing the [ORCA Deactivation Form](#). Card deactivations are processed at least twice per month. The deactivation process is not instantaneous, and agencies are responsible for all transactions for 48 hours after WSDOT initiates deactivation.

### What should we do if an employee reports their ORCA card was stolen or lost?

- Email [wsdotORCA@wsdot.wa.gov](mailto:wsdotORCA@wsdot.wa.gov) within three business days of the employee's loss of the ORCA card. Upon notification, WSDOT will initiate the deactivation of the ORCA card. The deactivation process is not instantaneous, and agencies are responsible for all transactions for 48 hours after WSDOT initiates deactivation.

### May I transfer an ORCA card from one employee to another?

- No. ORCA cards may not be transferred between employees. Violating this rule may result in the state of Washington blocking the card from further use.

**An employee reports that a card is “expired” or “does not function.” What should we do?**

- Cards do not expire. WSDOT renews the contract annually, so no “expiration” will affect the state worker’s access to a transit service eligible under the state agency ORCA benefit. ORCA card readers may display the notification: “Valid through July 1 [insert year]”, which is the date the contract must be renewed.
- Non-functional cards may be replaced by the state agency that issued them. Non-functional cards should be deactivated using the form above.
- If state employee transit riders experience an issue accessing transit due to a card’s function, request the employee to take a photo of the display. Submit the photo and the card number to [wsdotORCA@wsdot.wa.gov](mailto:wsdotORCA@wsdot.wa.gov). The WSDOT ORCA team will research the issue with King County Metro.

**Frequently Asked Questions from employees**

**Am I eligible to receive an ORCA card?**

- You are eligible for an ORCA card if you are a full-time, part-time, temporary, non-permanent, or intern employee of the state of Washington AND your official duty station is located in King, Snohomish, or Pierce counties.

**My ORCA card is lost/broken/stolen. How do I receive a new card?**

- Please report your lost, stolen, or damaged ORCA card to your agency’s ORCA card administrator.

**What trips qualify for the ORCA card?**

- All regularly scheduled trips provided by the available service providers listed above, regardless of origin, destination, purpose, or frequency.
- Employees may use their ORCA card for personal use.
- Trips on WSDOT ferries and services that do not use ORCA for processing fares are not qualified trips.

**Can I lend/give away the ORCA card for someone else’s use?**

- No. ORCA cards are owned by the state of Washington and are provided to eligible employees for their own use only. You may not sell or transfer your ORCA card to another person. Violating this rule may result in the state of Washington blocking the card from further use.

**Can I load personal funds to the ORCA card?**

- No. The ORCA card is the property of the state of Washington. If the ORCA card is lost or stolen, there is no mechanism to refund any credit balances.
- Employees are welcome to purchase a separate, personal ORCA card for any services not covered by the state ORCA card.

**Will I need to sign an agreement to obtain my ORCA card?**

- Yes, each employee must complete and sign an agreement before they receive an ORCA card.

**What information will I need to pick up my ORCA card?**

- Employees must bring their work badge and know their employee ID number when they fill out the agreement.

**Can I pick up a state ORCA card on another employee's behalf?**

- No. Each employee needs to pick up their card in person to verify their employee information and to sign the agreement.

**Will I need to activate the ORCA card?**

- No. All ORCA cards are activated before your agency receives them from WSDOT.

**Can I use my ORCA card for the vanpool subsidy?**

- Yes. You must sign a vanpool participation agreement to receive the subsidy. Contact your agency's ORCA card administrator for more information.