

Important Metro ORCA Card Info

- ORCA cards issued in August are valid starting in September.
- ORCA cards do not expire therefore students are expected to keep their card until they are no longer a student with LWSD or become ineligible for an ORCA card. Students who do not keep their cards semester to semester and year to year will be required to purchase a new card.
- Students who request a card after the first week of school should plan on 7 school days before a new card can be activated and issued.
- ORCA cards are loaded for one month at a time for service on King County Metro buses only.
 - Non-use of an ORCA card for an entire month could result in deactivation. LWSD will have access to reports from Metro showing which ORCA card(s) are not being used.
- During the school year, when a card has a bus pass loaded on it, a student may use other transit services, but any fare cost over a \$.75 value will have to be paid by the student by paying the difference in cash on the bus.

Cards that are damaged, defective, lost or stolen can be replaced and remaining funds transferred, fees are as follows:

- If an ORCA card is **Damaged** it can be replaced for a \$27.00 fee. Damaged cards once reported will be deactivated.

- If an ORCA card is returned and verified by Metro that it is Defective it will be replaced at no cost. Only Metro can determine if the card is defective for a free replacement. Defective cards once reported and deemed defective by Metro will be deactivated.
- If an ORCA card is **Lost** it can be replaced for a \$27.00 fee. Lost cards once reported will be deactivated.
- If an ORCA card is **Stolen** it can be replaced for a \$27.00 fee (or \$12.50 fee if accompanied by a copy of the filed police report). Stolen cards once reported will be deactivated