

# 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.
- Replacement fees must be submitted by check made payable to LWSD.