

ORCA LIFT



Sign up today to pay just **\$1.50**
on buses, light rail, and more!

ORCA LIFT – METRO AND PUBLIC HEALTH PARTNERSHIP

ORCA LIFT launched on March 1st 2015- with the goal of making transit more affordable to those with low income. (ORCA LIFT – reduced fare for income qualified adults (most transit is now \$1.00). *Kitsap Transit was first in the area to have the program.

- Metro provides oversight over the program and is responsible for maintaining the ORCA LIFT registry and managing the ORCA LIFT card inventory.
- Public Health's role is to provide support, oversight and training to the ORCA LIFT partners –and do outreach and enrollment for the program.
- ORCA LIFT network is comprised of other government entities (DSHS), non-profits, community health centers, and refugee resettlement agencies

WHAT IS AN ORCA CARD?

- ORCA stands for ***One Regional Card for All***
- With an ORCA card people can easily travel between different modes of transportation and not have to worry about having cash to pay bus fare.
- Some ORCA cards are blue, some are black, some are white.
- Schools and other businesses may provide paid passes on ORCA cards to their students or employees (i.e UW has the U-pass)
- Full fare adult ORCA cards are available at retail outlets (Safeway, Albertson, QFC, Fred Meyers)

Use the chart to see if you qualify for Youth, Senior, Disabled, or ORCA LIFT cards and save. Many employers and schools offer ORCA pass programs, too.

If you are enrolled in one of six state benefit programs, you may qualify for a subsidized annual pass. See the other side of this brochure to learn more.

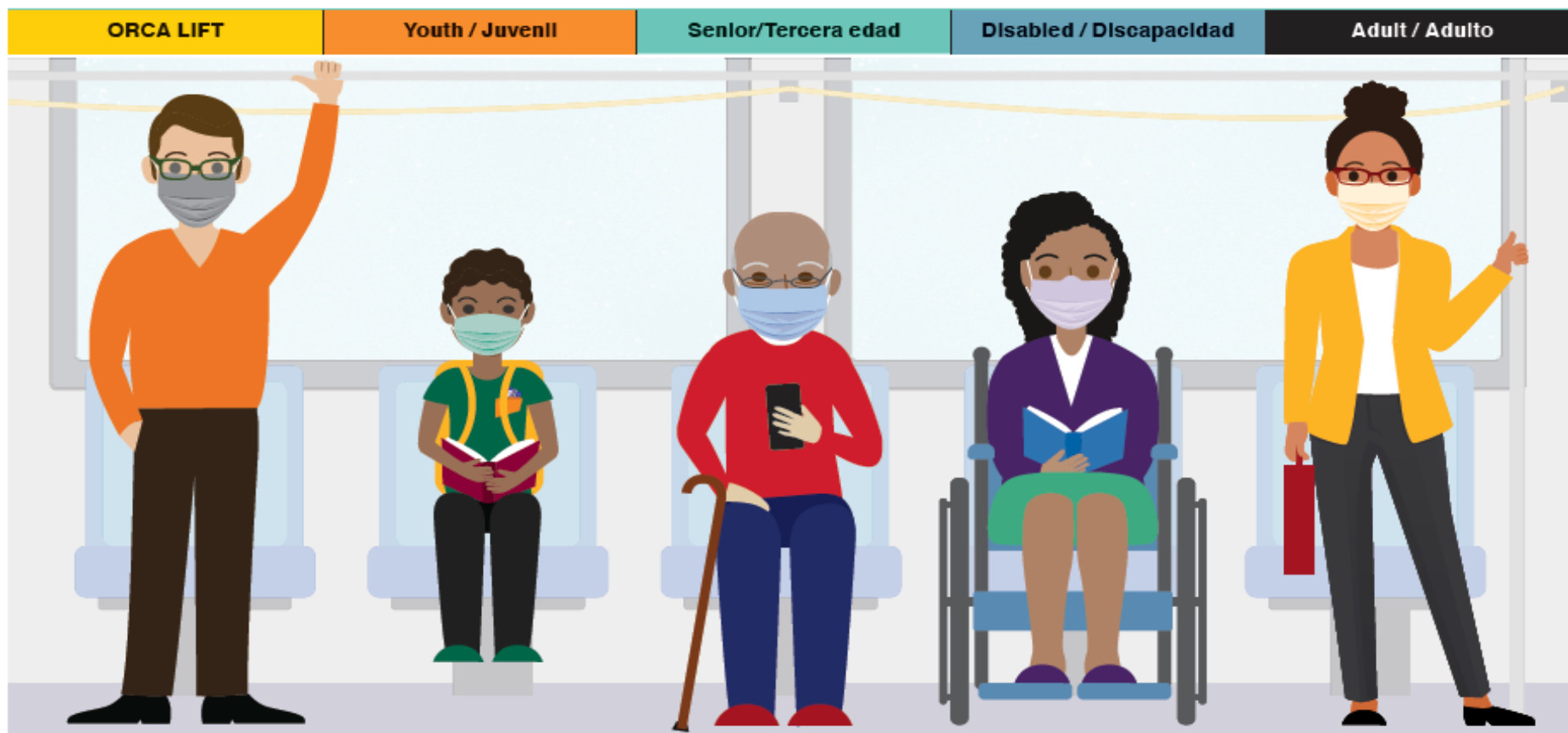


Your ORCA Options Opciones de tarjeta de transporte ORCA

**If you are:
Si usted:**

**You may qualify for this ORCA card
Es posible que sea elegible para la siguiente tarjeta de transporte ORCA**

Bus & Link fare / Tarifa para autobús y Link
(Fares vary on other transit agencies and modes/Las tarifas varían en otras agencias y otros medios de transporte público)



	ORCA LIFT	Youth / Juvenil	Senior/Tercera edad	Disabled / Discapacidad	Adult / Adulto
If you are: Si usted:	In a Household with Low Income ¹ Vive en un hogar con ingresos bajos ¹	Youth Age 6-18 ³ Tiene es de 6 a 18 años ³	Senior Adult Age 65 or older Es un Adulto de la tercera edad de 65 años o más	Person with Disability or on Medicare Es una persona con discapacidad o que recibe Medicare	Adult Age 19-64 Es un adulto de 19 a 64 años
You may qualify for this ORCA card Es posible que sea elegible para la siguiente tarjeta de transporte ORCA	ORCA LIFT ² Accepted on Community Transit, Kitsap Transit, King County Metro, Sound Transit	ORCA Youth ORCA juvenil	Senior RRFP (Regional Reduced Fare Permit) RRFP para usuarios mayores de sesenta y cinco años	Disabled RRFP (Regional Reduced Fare Permit) RRFP personas con discapacidad	ORCA Adult Tarjeta ORCA para adultos
Bus & Link fare / Tarifa para autobús y Link (Fares vary on other transit agencies and modes/Las tarifas varían en otras agencias y otros medios de transporte público)	\$1.00	Free	\$1.00	\$1.00	\$2.75+

Subsidized Annual Pass Qualifying Programs:

- TANF/SFA
- ABD (Aged Blind Disabled)
- SSI (Supplemental Security Income)
- HEN (Housing and Essential Needs)
- Pregnant Women Cash Assistance
- Refugee Cash Assistance

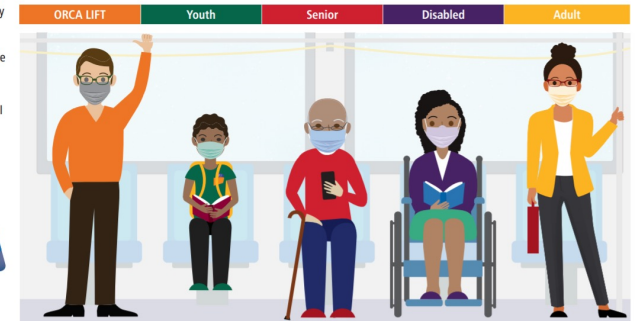
Use this chart to see if you qualify for Youth, Senior, Disabled, or ORCA LIFT cards and save. Also, many employers and schools have ORCA pass programs that you can take part in.

We also offer a subsidized annual pass for people enrolled in certain state benefit programs. To learn more about this option, visit: kingcounty.gov/SubsidizedAnnualPass.



Your ORCA Options

	ORCA LIFT	Youth	Senior	Disabled	Adult
If you are:	In a Household with Low Income ¹	Youth Age 6-18 ²	Senior Adult Age 65 or older	Person with Disability or on Medicare	Adult Age 19-64
You may qualify for this ORCA card	ORCA LIFT ²	ORCA Youth	Senior RRFP (Regional Reduced Fare Permit)	Disabled RRFP (Regional Reduced Fare Permit)	ORCA Adult
Bus & Link fare <small>(Fares vary on other transit agencies and modes)</small>	\$1.50	\$1.50	\$1.00	\$1.00	Metro: \$2.75 Sound Transit: \$2.25-\$3.50*



Subsidized Annual Pass enrollment:

- Public Health
- DSHS
- Catholic Community Services

www.kingcounty.gov/subsidizedannualpass

ORCA LIFT 101

- ORCA LIFT rate is \$1.00 on all Sound Transit, Everett Transit and most Metro services, and discounted on Community Transit, and the Seattle Monorail.
- Income guideline is set at 200% FPL (i.e. \$2,265) gross per month for one person)- which means if a person is receiving Basic Food (EBT) or Adult Medicaid benefits they would automatically qualify for the program. Income guidelines increase every April 1st.
- Enrolling in ORCA LIFT does not impact a person's immigration status.

**exception F1 International students do not qualify for LIFT due to immigration status (I-20). J1 Visa holders can qualify for LIFT*

ORCA LIFT \$1.00



YES for King County Metro Buses



YES for King County Water Taxi
*\$3.75 West Seattle • *\$4.50 Vashon Island



YES for Seattle Monorail
*\$1.50



YES for Sound Transit LINK Light Rail



YES for Sound Transit Buses



YES for Sounder Trains



YES for Kitsap County Buses



NO for Washington State Ferries
(Ride for Full Fare)



YES for Seattle Street Car



NO for Pierce Transit
(Ride for Full Fare)



YES for Everett Transit



YES for Community Transit
*\$1.25 Local • *\$2.00 Commuter

ORCA LIFT one-way fares

Sound Transit Link light rail, ST Express buses and Sounder commuter rail; King County Metro buses; Everett Transit; Kitsap Transit buses, Foot Ferries and Eastbound fast ferry; Seattle Streetcar	\$1.00
Community Transit (Local/Swift buses)	\$1.25
Seattle Monorail	\$1.50
Community Transit (Commuter buses)	\$2.00
King County West Seattle Water Taxi	\$3.75
King County Vashon Island Water Taxi	\$4.50
Kitsap Transit Westbound Fast Ferries	\$5.00

E-PURSE AND MONTHLY PASS (\$ ON ORCA CARDS)

ORCA LIFT cards need to have money loaded on the card for the card to work. *currently all cards come with \$10.00 on the E-purse

E-purse = money remains on the card, every time the card is tapped on a reader, \$ is deducted from the E-purse value. E-purse value can roll over from month to month. E-purse value allows you to have a 2 -hour transfer window. Max allowed amount is \$400.00

Monthly Pass =unlimited rides from the first of the month until the last day of the month. Good option for those who ride transit frequently. You would purchase a monthly pass at the rate of your transit trip. (i.e. \$1.00 rate would equal \$36.00 monthly pass). If the fare of the trip costs more than the trip value of your pass

*If client transfers to another bus that accepts ORCA but **doesn't accept** the ORCA LIFT discount, their card will be credited \$1.00 **and** the client will need to pay the difference of the fare with money with E-Purse.*

HOW TO ADD VALUE ON CARDS?

***On-line at www.myorca.com**

- 1) create on-line account, or load value one time.
- 2) Locate a customer service center or retail location

***Call ORCA Customer Service 1-888-988-6722**

***At an ORCA vending location**

***Retail locations can not load monthly passes on cards – they can only load E-Purse**

RETAIL NETWORK

Changes at Your Retail Store

We're making changes to how you use your ORCA card at retail stores. See which stores will reload classic and new cards. **All stores will only sell black, Adult ORCA cards.**

	 	 
October-December 2022		
December 2022 – 2023+		

myORCA.com
888-988-6722

Follow us
@TheORCACard



REPLACECMENT/ RENEWALS

- ORCA LIFT cards can be renewed up to 90 days of advance of the card expiring.
- Once a LIFT card expires it converts to a full fare adult card. If client qualifies for LIFT again you would issue a new LIFT card with a new LIFT expiration date.
- Lost/Stolen LIFT cards can be replaced by calling ORCA Customer Service 1-888-988-6722 *3.00 *replacement fee for lost cards, and money from the lost card can be moved over to the new card.*
- Metro Pass Sales office can replace lost/stolen cards
201 S Jackson St., Seattle WA 98201

HOW TO DETERMINE ELIGIBILITY?

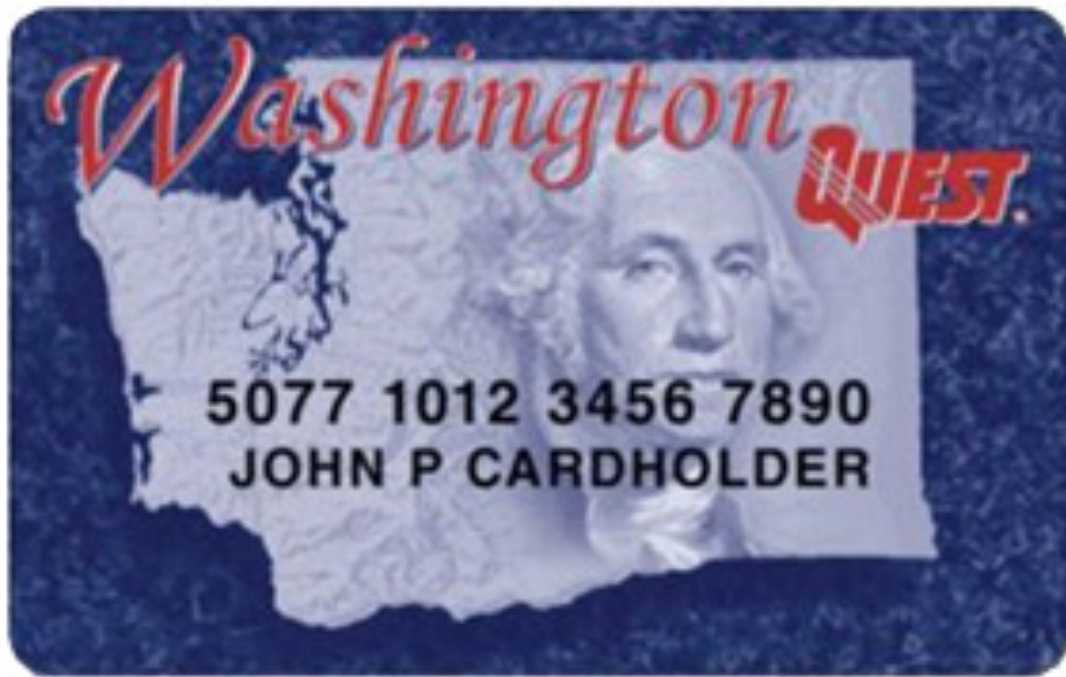
ORCA LIFT INCOME GUIDELINES- 200% FPL

Household Size	Gross Income Limit
1	\$2,265
2	\$3,052
3	\$3,839
4	\$4,625
5	\$5,412
6	\$6,199
7	\$6,985

WAYS TO QUALIFY FOR ORCA LIFT

- **Verify active enrollment in a qualifying State benefit program that is at or under 200% of the FPL**
 - 1) Basic Food
 - 2) Medicaid (Provider One)
 - 3) WIC (Women Infants Children)
- **College Students**
 - 1) Enrollment in Opportunity Grant
 - 2) Recipient of BFET
- **Verify household size/income**
- **Verification of paid in cash/no income**

EBT CARD (BASIC FOOD)



- When verifying eligibility with EBT you must verify that the benefits are active
- DSHS Award Letter
- Print out from Benefit Verification System (BVS)
- Use the Verification Sheet to call and verify the client has current EBT benefits
- DSHS prohibits the copying of EBT Cards. Do not copy the EBT card.

ORCA LIFT Eligibility Basic Food (EBT) and WIC Verification Sheet

This form can be used to verify benefits are active for Basic Food (EBT) or WIC

- 1) Call the EBT # listed on the back of the card: 1-888-328-9271 to verify food benefits are active.
- 2) Call the WIC # listed on the card: 1-844-359-3104 to verify WIC benefits are active
client will need to verify their password

I give permission for Public Health-Seattle & King County and Orca LIFT partner agency to verify my eligibility status for Washington State Basic Food benefits – or the WIC program.

Client Signature _____

EBT Card # _____

WIC Card # _____

Today's Date _____

1. Verified that Basic Food is active **or** 2. Verified WIC benefits are active

Yes

☐

No

☐

Yes

☐

No

☐

Signature of card issuer: _____

EBT/WIC VERIFICATION SHEET

BVS Screen Shot

[Show Print View](#)

BVS Result

Client

Full Name (Last, First MI)

September 2020

August 2020

July 2020

June 2020

May 2020

April 2020

Month Name

September 2020

FS - Food Assistance

AF - TANF

GS - GA Pregnancy

Program Code-Name	Status
FS - Food Assistance	Active

Issuance

Household Size

1



09/20/22

Phone#
TTY/TDD# 800-833-6384
Toll Free# 877-501-2233

Client ID# 053208683

Dear

You will receive the following benefits:

	Begin Date	End Date
Basic Food Assistance (federal)	10/01/22	08/31/23
	First Issuance	Second Issuance
Basic Food Assistance (federal)	\$281.00	\$281.00

Future Issuances

Your food benefit will be available on day 4 of each month.

We will add your benefits to an Electronic Benefits Transfer (EBT) account.

The following persons receive federal Basic Food benefits.



PROVIDER ONE

- Must verify Medicaid benefits are active – you do this by logging on to the Provider One system
- www.waproviderone.org



PROVIDER ONE

Client Demographic Information:

ProviderOne Client ID [Redacted]
Client First,Middle,Last Name [Redacted]
CSO/HCS: 182-HCA Northwest
County Code: 017-King
CSOR: 040-KING EAST CSO
Date of Birth: 12/28/1967
Gender: Female
Language: ENG-English
Placement:
ACES Client ID: 050144423
HIC:

System Response Information:

Valid Request Indicator: Y
Reject Reason Code:
Eligibility or Benefit information Code: 1-Active Coverage
Follow-Up Action Code:

Eligibility Spans

Code	Recipient Aid Category (RAC) ▲ ▼	Benefit Service Package ▲ ▼	Eligibility Start Date ▲ ▼	Eligibility End Date ▲ ▼	ACES Coverage Group ▲ ▼	ACES Case Number ▲ ▼	Retro Eligibility ▲ ▼	Delayed Certification ▲ ▼
	1201	ABP	11/01/2015	12/31/2999	N05	026958062		

ACES CODES – ORCA LIFT

ACES Code	Program Description
D26	Foster Care Medical
No1	MAGI Parent/Caretaker Medicaid
No3/No4	MAGI Pregnancy
No5	MAGI Adult Medicaid
N21	MAGI Parent/Caretaker Medicaid AEM
N23 /N24	MAGI Pregnancy, not lawfully present
N25	MAGI Adult AEM
S03	QMB

If a client has one of these qualifying codes, they automatically qualify for ORCA LIFT.

ACES CODES – SUBSIDIZED ANNUAL PASS

ACES Code	Program Description
A01	MCS and ABD Cash
A05	MCS – does not meet 5-year bar for Medicaid
S01	SSI
S02	ABD
L21	SSI HCB Waiver
L22	SSI related HCB Waiver
L51	SSI Non-Institutional
L52	SSI Related Non-Institutional
L31	PACE/Hospice on SSI
L32	PACE/Hospice, SSI related
D01	SSI Recipient FC/AS/JRA Categorically Needy

If a client has one of these qualifying codes, let them know that they can go to Public Health, Catholic Community Services, or DSHS to enroll in the subsidized annual pass. With the subsidized annual pass, customers can ride on Metro and Sound Transit services at no cost to them for up to 12 calendar months.

Please visit kingcounty.gov/subsidizedannualpass for more information on eligibility and how to enroll.

ORCA LIFT / SUBSIDIZED ANNUAL PASS

ORCA LIFT	subsidized annual pass
<p>200% FPL (Examples of qualification)</p> <ul style="list-style-type: none"> • Proof of income (gross) last 30 days/statement from employer • Active on a qualifying State program like Medicaid, WIC, Basic Food • Employment Security Form 	<p>Enrollment in one of six state benefit programs (all within 80% FPL)</p> <ul style="list-style-type: none"> • TANF/SFA • ABD (Aged Blind Disabled) • SSI • Refugee Cash Assistance • HEN • Pregnant Women Cash Assistance
<p>An ORCA card that provides reduced fares on transit</p>	<p>A pass that covers the cost of travel on Metro and Sound Transit services. The pass is added and managed by Metro's Reduced Fares Team</p> <p>Will be loaded onto an ORCA LIFT card</p>
<p>Valid for 2+ years</p>	<p>Valid for up to 12 calendar months</p>
<p>Renewable, if client still meets eligibility</p>	<p>Renewable, if client still meets eligibility</p>

INCOME VERIFICATION

When determining eligibility based on income – we need to first know how many people are in their household – as we count all household income.

WHO COUNTS IN THE HOUSEHOLD?

In order to determine who to count in the household when determining eligibility – we follow the same rules as the Health Care Authority and Health Benefit Exchange when they determine household composition:

Considered in the same household

- Married Couples
- Couples with children in common
- People included on the same tax return * Note: if someone files their own taxes and is also claimed as a tax dependent we can consider that individual as a household size of one since they file taxes on their own.

Not considered in the same household

- Roommates
- Couples that live together – but do not file taxes.

We count income for all of those who are considered to be in the same household. If both spouses work we count both incomes – even if only one spouse wishes to apply for the program.

VERIFICATION OF HOUSEHOLD MEMBERS

If ORCA LIFT eligibility is based off of proof of income and not enrollment in a benefit program- you will need to attach verification of household members. Verification of household members could include:

- Copy of tax return (this shows family size)
- Washington Healthplanfinder
- Photo IDs of other household members: don't keep copies of photo ID's make a note in the registry that you verified household size by photo ID
- Provider One or other insurance verification of household members
- Other official statement that identifies household members (i.e. school records, rental agreement)
- Call the other family member and ask how they are related to applicant – make note in the ORCA LIFT registry

INCOME VERIFICATION CONTINUED

- **Employment Income—income** is based on the most recent 30 days of income. (i.e. paystubs must be used to verify income). If paid weekly we would need 4 pay stubs, for those paid 2 x's a month that would be two pay stubs, for those paid bi-weekly some months would be 3 pay stubs. – Can also accept signed statement from employer (i.e. Au Pair program)
- **Unemployment Benefits---**Award letter
- **Labor & Industries (L&I)**—Award letter
- **Self-employed**—Copy of the most recent tax return. If client has not completed a tax return they will need provide a self-employment worksheet along with receipts for the last 30 days from their business.

Please note W2's are not approved to verify income, and tax return information can only be used for people who are self-employed

CLIENTS WITH NO INCOME- OR PAID IN CASH

Cash

You still **need proof of income.**

- a) Letter from the employer that is signed & dated by the employer;
- b) A copy of a bank statement if they deposit the cash in their account;

No income

Client still needs to show how they **meet their basic living needs.**

- Employment verification form of no income –must submit to Employment Security and wait for response before issuing ORCA LIFT card

For clients who are paid in cash or can't prove income please refer to Public Health

SELF-REQUEST FOR RECORDS

A response to your request will be sent within 10 TO 15 BUSINESS DAYS.

1. PROVIDE THE FOLLOWING INFORMATION:

Name (please include any alias or maiden name):

Social Security Number:

2. CHECK ONE OR MORE BOXES TO INDICATE THE RECORDS BEING REQUESTED:

☒ I am requesting a copy of my Employment History from

_____ through _____
(start date) (end date)

☒ I am requesting a copy of my Unemployment Payment History from

_____ through _____
(start date) (end date)

☐ If you are seeking records other than the above (identify here):

3. AUTHORIZATION AND SIGNATURE:

a) Mail or Fax records to:

Name:

Contact Phone #:

Address Line:

City State Zip Code:

Return Fax #:

b) Send Request to:

Employment Security Department

Attn: Records Disclosure Unit

P.O. Box 9046

Olympia WA 98507-9046

Fax # (866) 610-9225

Phone # (360) 407-4580

c) I authorize the requested information/records be released and sent to the entity identified in Section 3a.

d) By signing below I declare under the penalty of perjury under the laws of the State of Washington that I am the individual whose records are being requested.

Signature (Required)

Date

Client prints name and puts SS# if they have one.

You will want to request employment records from at least 6 months back

You will put your agency's information here – most reports are returned via fax

Client will sign and date form.

HOW TO VERIFY IDENTITY

- Drivers license (any state or country)
- Photo ID card (any state or country)
- Armed Services ID with photo
- ID card from any foreign consulate with picture
- Passport
- Tribal ID
- US Certificate of citizenship, naturalization (signature & Photo)
- Any form of photo ID issued by government of any country
- Social services ID (i.e. Casa Latina or shelter ID)
- Work release ID

Do not keep copies of ID on file

If someone does not have proof
of ID please refer to:
Jennifer Covert
Miguel Urquiza

LIFT DATABASE/ELIGIBILITY DOCUMENTATION

Every client must be checked in the database first to verify that they do not already have an ORCA LIFT card. If there is no record, enter the client information.

<https://blue.kingcounty.gov/metro/orcalift/default.aspx>

After the client is entered into the ORCA LIFT database their information is uploaded into the ORCA system.

















You must maintain the client record and eligibility information in a secure location for 7 years.

- 1) Proof of what you used to qualify the person for LIFT
- 2) Proof of other household members if applicable

Seattle Electric SCOOTER & BIKE SHARE

Sign up for a discounted account
with proof of enrollment in a
government assistance program



 Access these scooters and bikes with an app on your smartphone		Subsidized Sign-Up Links	Website
 by Superpedestrian	Scooter: Rides of 20-minutes or less are free. Rides over 20-minutes are 95% off.		
	Scooter: Five free 30-minute rides per day. Additional time at 50% off.		
	Scooter: Rides are discounted for qualifies riders.		
	Bike: Rides are 95% off.		
	Bike: Rides are discounted for qualifies riders		

Cleanup LIFT Discount

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This discount gives eligible customers \$14 off the cost to dispose of each type of waste (garbage, yard waste, clean wood, mattresses, and refrigerant-type appliances), each visit. Residential customers currently enrolled in ProviderOne, EBT, or ORCA LIFT who haul their garbage and recyclables to a King County recycling and transfer facility are eligible for the discount. To receive the discount, eligible customers need to show their ProviderOne, EBT, or ORCA LIFT card at the facility entrance and exit. (Skykomish Drop Box customers, [see details here](#).)

Note: Residents of the cities of Seattle and Milton are not eligible for this discount; those cities are part of other solid waste systems. The discount is **not** offered at the City of Seattle's North and South Transfer Stations. The discount does not apply to the charitable organizations fee, special waste fees, or the unsecured load fee. This discount is not available to businesses.



Eligible customers can save money at King County's recycling and garbage transfer facilities.

PUBLIC HEALTH CONTACTS

Jennifer Covert (206)263-1179 jennifer.covert@kingcounty.gov
Miguel Urquiza (206)477-6965 miguel.urquiza@kingcounty.gov
Ben Huh (206) 477-7269 bhuh@kingcounty.gov

ORCA LIFT Partner's Page:

<https://kingcounty.gov/depts/health/locations/health-insurance/access-and-outreach/orca-partners.aspx>

ORCA LIFT Registry: <https://blue.kingcounty.gov/metro/orcalift/default.aspx>

WHAT ELSE CAN ACCESS AND OUTREACH HELP WITH?

- * Help applying for health insurance (Washington Healthplanfinder or Washington Connection)
 - Adults, Pregnant Women, Children, Family Planning Only Coverage
- *Basic Food (EBT) Application
- *ABCD (Access to Baby and Childhood Dentistry) Program and King County Adult Dental Program
- * Help finding dentists, health clinics
- * Enrollment into the Breast Cervical Colon Health Program

Call the Community Health Access Program: 1-800-756-5437

Questions?

WHERE PEOPLE CAN GO TO APPLY

- First time applicants can apply in person at an ORCA LIFT enrollment location: www.kingcounty.gov/LIFT (main Seattle location is at 201 South Jackson St., Seattle 98104 and South King County location is 1640 South 318th Place Ste. B, Federal Way 98003)
- People renewing their ORCA LIFT card can re-new in person or on-line: reducedfare.kingcounty.gov (card will be mailed)

- Jennifer Covert
- Jennifer.Covert@kingcounty.gov
- 206-263-1179

