

MISD ORCA Card Frequently Asked Questions (FAQs)

What is a MISD ORCA card and how does it work?

Mercer Island High School students who are eligible for Metro transportation will be issued **NEW** MISD ORCA Youth cards at the start of each school year which will be valid for full youth fare throughout the school year on Metro and other public transit listed below. Students are issued ONE free MISD ORCA card per year which will remain valid for the current school year as long as the student remains eligible. Students who become ineligible during the school year due to a change of address or receipt of a parking space will have their MISD ORCA cards deactivated.

The ORCA card is to be used only by the student to whom it was issued. A card that is sold or transferred to another person violates the terms of use, and will be blocked from further use

ORCA is a “smartcard” that greatly simplifies public transportation within the Puget Sound area. **The card must be tapped on the card reader every time you ride the bus.** The MISD ORCA Card provides full youth fare on the following transit services for the duration of the school year:

Metro Transit, Sound Transit, Seattle Streetcar, and King County Water Taxi.

More information on ORCA and its associated benefits can be found at

<http://metro.kingcounty.gov/tops/bus/fare/orca.html>

How can I tell my *NEW* MISD ORCA card apart from the one I was issued last year?

ORCA cards have MISD STUDENT with *the current school year* date imprinted on the back

Who is eligible for a free MISD ORCA card?

Mercer Island High school students who live more than one walking mile from school or live in designated hazard zones are eligible for a free MISD ORCA card. Exceptions:

Students who live along East Mercer Way north of SE 70th Place are assigned to yellow bus service (Route 402 in the morning and either 401 or 409 in the afternoon).

Students who have been issued parking permits are not eligible for a free MISD ORCA card.

How do I obtain a free MISD ORCA card?

ORCA cards are initially distributed during Fees and Photos days, DURING LUNCH on the 2nd DAY OF SCHOOL, and after school on the 1st Friday of Sept. and Oct. After that, the Metro pass coordinator will be available at the MISD transportation Office, 4140 86th Ave SE throughout the school year M-F 8am-4pm. Students must show the Metro pass coordinator their student ID **and submit the signed Initial Issue Form** printable version available on the MIHS website transportation link:

<http://www.mercerislandschools.org/Page/107>

If I want an ORCA card but am not eligible, what can I do?

You are entitled to buy an ORCA Youth card and load a monthly youth pass or funds known as “e-purse” directly from Metro. Follow the instructions to purchase an ORCA card at

<http://metro.kingcounty.gov/tops/bus/fare/orca.html>

What if my ORCA card is lost, stolen, or damaged?

Lost, stolen, or damaged cards must be reported immediately to the MISD transportation office 236-3335, or via email to Julie.naylor@mercerislandschools.org Lost, damaged, or stolen cards will be deactivated. There is no penalty for reporting a lost, damaged, or stolen card. There is a \$10 fee for a new replacement card. The \$10 replacement fee (checks payable to MIHS) is paid to the ASB office. The student should bring the receipt to the Metro coordinator who will be @ MIHS according to the schedule above, or to the MISD transportation office, at which time a new card will be issued.

ORCA Cards have electronics embedded in them and can be easily damaged if they are folded, bent in a pocket, cut, hole punched, put through the dryer, etc.

What if my ORCA card “does not work”?

Occasionally a card may be defective. Try tapping it on the card reader one more time. Note: the card reader will not respond if you swish or wiggle the card. Use a solid tap to have it read correctly. Call or email the metro coordinator if the card still does not work and a replacement card will be issued. The defective card must be turned in before a new card is issued. There is no fee to replace a *defective* card.

What if I no longer need Metro Bus transportation?

If you are certain that you no longer need bus transportation to or from school, please email the metro coordinator to deactivate your pass for future months: Julie.naylor@mercerislandschools.org

What bus do I take? What time do I catch the bus?

- Consult the route information posted on the Mercer Island School District website at <http://www.mercerislandschools.org/Page/107>
- or use the Metro website at <http://metro.kingcounty.gov> and follow the links on the “Ride Metro” tab, or enter route number on “Get a Timetable”
- or Download any of the useful free apps such as “Transit”, “one bus away” or others.

Be at your bus stop at least 5 minutes before your bus is scheduled to arrive!

Where do I catch the bus?

Board your bus at posted Metro bus stops on your route.

Can I use my pass for non-school transportation?

Yes. Remember: Your ORCA card must be “tapped” on a card reader to show proof of fare payment or issuance of a valid fare. Merely showing the ORCA Card on a bus, train, ferry or light rail vehicle does not constitute proof of fare payment or issuance of a valid fare. You will be subject to a fine if the ORCA Card is not “tapped,” and you will be personally responsible for any fines that maybe imposed.

Whom do I contact with questions?

Mercer Island School District Metro Coordinator -Julie Naylor 236-3335

Julie.naylor@mercerislandschools.org

Mercer Island School District Transportation Director-David 236-3337

David.bysum@mercerislandschools.org

King County Metro Customer Service/Lost and Found/rider info (206)553-3060

<http://metro.kingcounty.gov>