



**Seattle Department of Transportation (SDOT)'s
Seattle Housing Authority (SHA) Transit Pass FAQs**

Updated September 5, 2023

1. What is SDOT's Seattle Housing Authority Transit Pass program?

SDOT's SHA Transit Pass is a fully-subsidized ORCA card for eligible residents at all SHA owned or managed properties. Program participants can take free, unlimited trips on transit through December 31, 2026.

2. Who is eligible for SDOT's SHA Transit Pass program?

All SHA residents ages 19 and older who live at an SHA owned or managed property qualify for an SHA Transit Pass. There are no income requirements for this program. A list of SHA owned or managed properties can be found at our website or by [clicking here](#).

You must be listed on the lease in order to receive an ORCA card. Please contact SHA if someone in your household is not currently listed on the property lease and needs to be added.

Unfortunately, Housing Choice Voucher participants that do not live in an SHA owned or managed property are not eligible.

3. Where can I use my new SHA Transit Pass?

SDOT's SHA Transit Pass is loaded onto an ORCA card. You can use the card to take transit for free on King County Metro, ACCESS Transportation, King County Water Taxi, Seattle Streetcar, Seattle Center Monorail, Sound Transit, Metro Flex, Community Transit, Pierce Transit, Kitsap Transit, and Everett Transit.

The ORCA cards will not cover fare on Washington State Ferries and Sounder Commuter Rail (Tacoma-Everett).

4. Can I use my SHA Transit Pass to pay for ACCESS?

Yes. First, you need to link your ORCA card with your ACCESS account. Please contact the [King County Customer Service Office at 206-553-3000](#) and ask them to link your new ORCA card with your ACCESS account. SHA and SDOT cannot set this up for you.

5. **I received a blue ORCA card from SHA before 2023. Do I need to reapply for a new (black) ORCA card?**

You do not need to apply for a new ORCA card. All active cards with an SHA logo on the back were updated and are valid through December 31, 2026. You can continue using your same ORCA card to receive all benefits of this program.



Note: ORCA card readers may show an earlier expiration date that you can ignore. The expiration date will automatically update in the reader (one year at the time) until December 2026. You do not need to request a replacement card if your ORCA is showing an expiration date earlier than December 31, 2026.

6. **How do I know if I already have an ORCA card through this program?**

All ORCA cards distributed through this program have an SHA logo on the back of the card. If you are unsure, you can contact SHA Transit Pass at (206) 615-3551 to confirm your information.



7. **How can I get my new SDOT & SHA Transit Pass?**

To apply for the SHA Transit Pass, please fill out this form:

<https://civiform.seattle.gov/programs/sha-transit-pass-program>. The form is available online in English, Amharic, Chinese (traditional), Korean, Somali, Spanish, Tagalog, and Vietnamese. As a reminder, only people listed on the residence lease are eligible for a card.

8. **How do I register multiple applicants in [Civiform](#)?**

To register multiple applicants in CiviForm, you need to click on “End session” at the top right corner of the page after each submission to clear the form.



9. **Will more low-income housing residents (such as Housing Choice voucher holders) be eligible for SDOT’s SHA Transit Pass in the future?**

Seattle Department of Transportation and Seattle Housing Authority are working together to evaluate the program. The results of the evaluation, feedback from the public, and funding availability will shape the program in future years.

10. Why does my card have an early expiration date when I tap it?

ORCA cards are valid until December 31, 2026, regardless of the expiration date that shows on an ORCA card reader. You do not need to request a replacement card if your ORCA card is showing an expiration date earlier than December 31, 2026.

Please continue using your card as normal.

11. How do I replace my lost/damaged ORCA card?

If your ORCA card is lost or damaged, we will replace it at no cost. You can request a replacement card using any of the methods listed below.

- A. The SDOT registration link: [Request a Replacement Card](#)
- B. Email SHA at TransitPass@seattlehousing.org with your name, tcode, and mailing address.
- C. Call or text (206) 615-3551 with your name, tcode, and mailing address.

We will verify your eligibility and mail the replacement card to you within two weeks. Your previous card will be blocked when you are issued a new card.

12. How is this program funded?

The program is funded through the Seattle Transportation Measure (STM), previously known as the Seattle Transportation Benefit District (STBD). STM is a voter approved sales tax, most recently approved by voters in November 2020 and expiring in April 2027.

13. What if I'm not eligible for your program, is there another program I can apply for?

King County Metro has several reduced fare programs! You can check out the programs listed on their website and review the eligibility criteria to determine if you're eligible at <https://kingcounty.gov/en/dept/metro/fares-and-payment/discounted-fares>, reduced fare portal: <https://reducedfare.kingcounty.gov/en-US/>.

You can also call these numbers:

- ORCA LIFT 800-756-5437;
- For all other reduced fare cards: 206-553-3000

14. If I have additional questions, who should I contact?

SHA Transit Pass Team

Email: TransitPass@seattlehousing.org

Phone (call or text): (206) 615-3551

Information about the program is also available on SDOT's website:

www.seattle.gov/transportation/TransitPassProgram.