

ORCA Customer Service

ORCA Regional Call Center

Monday-Friday: 8 a.m. to 5 p.m. (closed on weekends and holidays); 888-988-6722 / TTY: 711; Non-English: 800-823-9230
contactus@myORCA.com

In King County

King County Metro

King Street Center
201 S Jackson Street, Seattle
Pass Sales Office:
Monday-Friday, 8:30 a.m. to 4:30 p.m.
(closed for lunch 1:00 to 2:00 p.m.)
Rider Information: Monday-Friday: 6 a.m. to 8 p.m.
206-553-3000 / 800-542-7876 / TTY: 711
KingCounty.gov/Metro

King County Metro Neighborhood Pop-Up
Get information about riding transit and using ORCA!
Find more details and a list of virtual events at
KingCounty.gov/Metro/PopUp

Sound Transit

Sound Transit does not have an in-person ORCA customer service office.
Monday-Friday: 7 a.m. to 7 p.m.
888-889-6368 / TTY: 711
SoundTransit.org

Washington State Ferries

Washington State Ferries does not have an in-person ORCA customer service office.
800-843-3779
wsdot.wa.gov/ferries

In Kitsap County

Kitsap Transit

Bremerton Transportation Center
10 Washington Avenue, Bremerton
Customer Service Office:
Monday-Friday, 6 a.m. to 7 p.m. (closed Sunday)
Call Center: Monday-Friday: 6 a.m. to 7 p.m. and Saturday: 8 a.m. to 4 p.m.
800-501-7433 / TTY: 711
360-377-2877 / 360-697-2877
KitsapTransit.com

In Pierce County

Pierce Transit

Tacoma Dome Station Bus Shop
505 E 25th Street, Tacoma
Sales Office: Monday-Friday: 7:00 a.m. to 6:00 p.m.
Call Center: Monday-Friday: 6:30 a.m. to 6:30 p.m.
253-581-8000, Option 1 / 800-562-8109 / TTY: 711
PierceTransit.org

In Snohomish County

Everett Transit

Everett Station
3201 Smith Avenue, Everett
Customer Service Center: Open with limited hours.
Monday-Friday: 7:30 a.m. to 3:30 p.m. (closed for lunch 11:00 a.m. to noon)
Call Center: Monday-Friday: 8 a.m. to 5 p.m.
425-257-7777
EverettTransit.org

Community Transit

Lynnwood Transit Center
20110 46th Avenue W, Lynnwood
RideStore: Monday-Friday: 7:00 a.m. to 6 p.m.
Call Center: Monday-Friday: 5:30 a.m. to 8 p.m.
425-353-7433 / 800-562-1375 / TTY: 711
CommunityTransit.org

Low Income - ORCA LIFT

Adults with a household income at or less than 200% of the federal poverty level qualify for reduced fares.

To learn more:

- In King County - [King County Metro](http://KingCountyMetro.org) or [Sound Transit](http://SoundTransit.org).
- In Kitsap County - [Kitsap Transit](http://KitsapTransit.org).
- In Snohomish County - [Community Transit](http://CommunityTransit.org) or [Everett Transit](http://EverettTransit.org).

Add Value

ORCA products and value purchased online, by mail, or phone takes 24-48 hours to load to your card. For immediate use, add value in person at an ORCA Customer Service Office, a [participating retailer](#), or a [ticket vending machine](#).

