

## 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@orcacard.com](mailto:contactus@orcacard.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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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) or [Sound Transit](http://SoundTransit).
- In Kitsap County - [Kitsap Transit](http://KitsapTransit).
- In Snohomish County - [Community Transit](http://CommunityTransit) or [Everett Transit](http://EverettTransit).

## 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](#).