



U.S. Department of
Transportation
Office of the Secretary
of Transportation



TRANServe TRANSIT BENEFIT PROGRAM BULLETIN

Bulletin No: TSB 2014-10

Date: September 26, 2014

SUBJECT: ORCA **ALERT** - Washington State Ferry Pricing

PURPOSE:

To notify Agency Points of Contact (POCs) the cost of the Fiscal Year (FY) 2014 Washington State Ferry pass exceeds the federal transit benefit statutory limit (\$130.00 per month).

This notification affects only those participants who ride the Washington State Ferry.

BACKGROUND:

Beginning October 1, 2014, all Federal Transit Benefit Program Participant who are enrolled in the ORCA annual pass program and use the Washington State Ferry will incur out of pocket expense of \$18.53 each month.

ACTION:

To use the federal transit benefit to ride the Washington State Ferry an e-voucher is required. Follow instructions on the following page.

Create A “My ORCA” Account
(Requires a registered ORCA card)

1. Go to: www.orcacard.com
2. Select “Have A Card”
3. Select “Create an account”
4. Select “Yes. I have a registered card”
5. Enter the card numbers and zip code you provided on your registration form
6. Enter the answer to the Secret Question (i.e. “What is your favorite food?”) provided on your registration form.
 - a. To change your Secret Question and/or answer, select “Update Personal Details” from the My ORCA Account Welcome page
7. Select a username and password
8. Enter your email address.

Set Up Your e-Voucher

1. Go to: www.orcacard.com
2. Login using your username and password
3. Select the card to which you will add value
 - a. *Multiple card users must complete a separate transaction for each card.*
4. Select: “Add Value” (left navigation pane)
5. Select the type of product
 - a. (i.e. Add an Agency-specific Pass
 - i. Valid for services operated by one Agency.
6. Choose a pass product
 - a. i.e. WSF Central Sound Monthly Pass
7. Choose the month
 - a. To purchase multiple passes
 - i. Choose 'Continue Shopping'
 - ii. Repeat steps 4, 5 and 6.
 - b. To Complete the transaction, choose 'Pay Now'
 - i. Choose your e-voucher
 - ii. Use a debit/credit card to pay the remaining balance.
8. Choose 'Submit Payment'

Note: It takes at least 24 hours for the transaction to process. After that, tap your card at an ORCA card reader to activate the value and pay your fare.

Only one debit/credit card may be used to pay the balance. The above process needs to be completed before November 1, 2014 and before the first of each month thereafter.

INFORMATION: For more information and assistance, contact ORCA Customer Service at 1-888-988-6722.

For TRANServe related questions or concerns, please contact your Transit Benefit Manager.