



## **ORCA-TO-GO Terms & Conditions**

### **PURPOSE OF EVENTS**

King County Metro's ORCA-TO-GO program serves our community by bringing in-person customer service directly to the populations who need it most. This service has expanded from its original form and now includes fixed service throughout King County. Events are held at a variety of publically accessible venues. ORCA-TO-GO events are accessible to the public; ORCA-TO-GO teams are unable to visit private residences.

### **WHAT YOU CAN EXPECT**

Your ORCA-TO-GO team will consist of highly trained ORCA experts. They will arrive with a portable Customer Service unit and be able to issue new ORCA cards, process ORCA transactions or answer any questions regarding ORCA card usage.

- ORCA-TO-GO events are booked on weekdays for either a morning time slot (9:30-11:30 AM) or an afternoon time slot (1:30-3:30 PM).
- Every effort is made to adhere to the posted ORCA-TO-GO schedule. Due to scheduling constraints, teams are unable to stay past the end of the event end time.
- The ORCA-TO-GO mobile sales unit connects using cellular technology. Events are best held in locations with excellent cellular reception. Locations with spotty service may experience service disruptions during the event.

### **BOOKING**

- All ORCA-TO-GO events must be booked through the ORCA-TO-GO online booking portal. Each event must be booked individually.
- ORCA-TO-GO teams can only attend events within King County that are accessible within 60 minutes of downtown Seattle.
- To ensure reliable staffing, events cannot be booked more than four months prior to events or within two weeks of an event.
- Events can be booked on weekdays for the morning time slot of 9:30 AM to 11:30 AM OR the afternoon timeslot of 1:30 PM to 3:30 PM.
- In the event of an all-day event, both time slots can be booked. However, the ORCA-TO-GO team will shut down operations for 90 minutes mid-day. This will allow the team time to safely pack up their equipment and take their legally required lunch break.

- Some weekend timeslots will be available each month as staffing allows.
- ORCA-TO-GO event requests must include a destination address at which the team is expected. If the location is large, such as an outdoor event or college campus, please ensure you include the specific location at which the team is expected to arrive to avoid any delays.
- To confirm an event, the ORCA-TO-GO team must have a primary and back up contact person, both with a listed phone number and email address. At least one contact person needs to be available on the day of the event.

#### **DAY OF EVENT**

- On the day of your event, please arrange to meet the ORCA-TO-GO team at the location and time specified at the time of booking.
- Safe and legal loading/unloading and parking spaces must be provided within a reasonable distance to the event space.
- The ORCA-TO-GO equipment is transported on wheeled carts that cannot be lifted. Teams are unable to go to locations that are only accessible by stairs or are otherwise unable to accommodate the carts.
- The ORCA-TO-GO team must have access to restroom facilities.
- The ORCA-TO-GO team must have access to electricity. The team can work with an electrical outlet or a generator. If a generator is provided, it must be properly ventilated and have enough fuel to service the entire event. ORCA-TO-GO teams do not have the ability to operate without a power source.
- The location must be safe for the ORCA-TO-GO to operate. ORCA-TO-GO teams reserve the right to end service if the conditions are deemed unsafe. This includes operating in inclement weather.

#### **CONTACT**

Some situations may fall outside of these conditions. To discuss a specific situation, or to address any questions or concerns, please contact the ORCA-TO-GO team at [orcatogo@kingcounty.gov](mailto:orcatogo@kingcounty.gov).