Metro Customer Services

Metro has two customer service offices in downtown Seattle to serve you.

King Street Center
201 S Jackson St
Monday-Friday
8:30 am - 4:30 pm

Transit Tunnel
Westlake Station
Last four / first four business days each month
8:30 am - 4:30 pm

Lost & Found
Monday-Friday
8:30 am - 1 pm
2 pm - 4:30 pm

At both locations buy ORCA cards, bus passes, senior permits and taxi scrip, and get information about bus service. Only the King Street Center office registers applicants for disability permits and provides lost-item return service on weekdays.

Customer Service (general information, trip planning, comments and lost & found)
Seattle metro calling area 206-553-3000
Toll Free 1-800-542-7876
Hearing impaired ..... TTY Relay: 711
Metro Online / Online Trip Planner ..... www.kingcounty.gov/metro
Carpool/Vanpool 206-625-4500
Hearing Impaired ..... TTY Relay: 1-800-833-6388

Community Transit 1-800-562-1375
Pierce Transit 1-800-562-8109

ORCA Card

Metro Transit and six other Puget Sound transportation agencies (Community Transit, Everett Transit, Kitsap Transit, Pierce Transit, Sound Transit and Washington State Ferries) use a common fare-payment system called ORCA (One Regional Card for All). The ORCA card works as cash or a pass, and it automatically tracks the value of your fares and transfers, letting you move easily between the participating transportation systems.

Get your ORCA card online at www.orcacard.com, by phone at 1-888-988-6722 (ORCA) or TTY Relay: 711 (1-888-889-6368), at ticket vending machines in Sounder and Link rail stations, or at one of the transit agency customer service offices. The ORCA Web site also provides information on how to use the card, as well as locations at which they can be reloaded with a new pass or additional cash.

Priority Seating

All Metro buses are wheelchair accessible. Designated seats in the front of buses are reserved for seniors and people with disabilities. If you are occupying one of these seats when a person with greater need boards, please offer it to that person. For more information about accessible service and bus-acceptable wheelchair/scooter specifications, call 206-553-3000.

VanShare
You know a good thing when you ride!

Let VanShare bridge the gap in your commute. Starting a vanshare is simple. You just need five people including a volunteer driver. Use it to make the connection to your final destination from any transportation terminal.

To start a VanShare, phone us at 206-625-4500 or e-mail us at VanShare@kingcounty.gov. Link to our web page through Metro Online kingcounty.gov/metro

Interpreter
206-553-3000

Intérpretes የቃል አስተርጓሚ
Переводчик ઇંટરપરેટર
Перекладач 翻譯員
Turjubaan 통역사
Thông Dịch Viên

304 WEEKDAY/*Entre semana*

To DOWNTOWN SEATTLE ➜

Richmond Beach					Downtown Seattle
NW 195th Pl & Richmond Beach Dr NW	3rd Ave NW & Richmond Beach Rd	N 145th St & Greenwood N	I-5 & NE 145th St	5th Ave & Jefferson St	3rd Ave & Union St
6:07	6:14	6:22‡	6:30‡	6:44‡	6:52‡
6:39	6:46	6:55‡	7:04‡	7:19‡	7:28‡
7:13	7:20	7:29‡	7:38‡	7:53‡	8:02‡
7:35	7:42	7:51‡	8:00‡	8:16‡	8:25‡

AM – Lighter Type **PM – Darker Type**

S0304304

To RICHMOND BEACH ➜

Downtown Seattle					Richmond Beach
9th Ave & Stewart St	3rd Ave & Pike St (southbound)	5th Ave & James St	I-5 & NE 145th St	N 145th St & Greenwood Ave N	3rd Ave NW & Richmond Beach Rd	NW 195th Pl & Richmond Beach Dr NW
3:33	3:39	3:49‡	4:04‡	4:11‡	4:21‡	4:29‡
4:03	4:09	4:19‡	4:35‡	4:42‡	4:52‡	5:00‡
4:39	4:45	4:57‡	5:13‡	5:20‡	5:31‡	5:40‡
5:04	5:11	5:23‡	5:39‡	5:49‡	5:59‡	6:08‡
5:41	5:47	5:57‡	6:13‡	6:20‡	6:30‡	6:38‡

AM – Lighter Type
PM – Darker Type

N0304304

Timetable Symbol/ *Símbolo del programa*

‡ - Estimated time. *Tiempo estimado.*

Customer Service Information

Most information you need to ride Metro is available in passenger timetables. For more information and updates, visit Metro Online at kingcounty.gov/metro. Metro Online includes a link to Metro's online Regional Trip Planner. Metro's Customer Information Office, 206-553-3000 is open Monday-Friday 6 am - 8 pm for trip planning assistance, and 8 am - 5 pm for ORCA assistance and customer comments, except major holidays. During the June 6 thru September 25, 2015 revision period, it is scheduled to be closed July 3 and September 7.

Bike & Ride

Metro buses have bike racks that hold three bikes. The racks are easy to use at no extra cost. Just follow the simple instructions posted near the rack. You may load or unload your bike anytime at all regular Metro bus stops, including downtown Seattle and the transit tunnel.

Special Fare Information

Shaded areas on weekday schedules indicate peak hour trips: $2.75 one-zone and $3.25 two-zone fares apply.

The fare zone for Route 304 is N 145th St. An additional fare will be collected on trips that cross this boundary. Route 304 trips that start or end anywhere along 145th St will not require zone fare.

Holiday Information/ *Información sobre feriados*

There is no service on these routes on weekends or the following holidays. *No hay servicio en estas rutas los fines de semana ni el siguiente feriados:*

Independence Day (observed)	July 3
Dia de la independencia (observado)	*3 de julio*
Labor Day	Sept. 7
Día del trabajo	*7 de septiembre*

301, 304

Aurora Village, Richmond Beach, Shoreline P&R, Downtown Seattle

June 6 thru Sept. 25, 2015
Del 6 de junio al 25 de septiembre de 2015

King County METRO
We'll Get You There

Night Stop Program

For your added safety at night, you may request to exit the bus at a location along your route other than a regular bus stop. To do so, please go to the front of the bus and ask your driver at least one block before your desired stop. Safety considerations will determine if the driver can comply with your request. Night Stop service is available only from 8 pm to 5 am and is for dropping off riders only. Night Stop is not provided in downtown Seattle.

Online Trip Planning

Use Metro's online Trip Planner to plan trips on scheduled service in King, Pierce and Snohomish counties. It provides details on transit stops, routes and schedules. Trip Planner itineraries do not include service disruptions and reroutes caused by weather, emergencies, traffic, events or construction.

Trip Planner includes Metro Transit, Pierce Transit, Community Transit, Everett Transit, ST Express buses, Link light rail, Sounder commuter rail, Washington State Ferries, the Seattle Center Monorail and the South Lake Union Streetcar.

www.kingcounty.gov/tripplanner

301 WEEKDAY/*Entre semana*

To DOWNTOWN SEATTLE ➜

Aurora Village TC, Bay 1	Richmond Beach		Shoreline Park & Ride			Downtown Seattle	
N 200th St & Ashworth N	8th Ave NW & NW 205th St	3rd Ave NW & Richmond Beach Rd	Aurora Ave N & N 192nd St	I-5 & NE 145th St	I-5 & NE 45th St	6th Ave & Union St	2nd Ave Ext S & S Jackson St
4:43	—	—	4:46	4:53‡	5:02‡	5:09‡	5:18‡
5:24	5:31	5:35	5:43	5:50‡	5:59‡	6:06‡	6:15‡
6:04E	—	—	6:07E	—	—	6:27E‡	6:36‡
6:17E	—	—	6:21E	—	—	6:41E‡	6:50‡
6:16E	6:24E	6:28E	6:36E	—	—	6:57E‡	7:06‡
6:49E	—	—	6:53E	—	—	7:14E‡	7:23‡
6:42E	6:50E	6:54E	7:02E	—	—	7:23E‡	7:32‡
7:02E	—	—	7:06E	—	—	7:30E‡	7:39‡
7:17E	—	—	7:21E	—	—	7:45E‡	7:54‡
7:30E	—	—	7:34E	—	—	7:58E‡	8:07‡
7:23E	7:32E	7:36E	7:44E	—	—	8:08E‡	8:17‡
7:53E	—	—	7:57E	—	—	8:21E‡	8:30‡
8:10E	—	—	8:14E	—	—	8:37E‡	8:46‡
8:25E	—	—	8:29E	—	—	8:51E‡	9:00‡
8:53E	—	—	8:57E	—	—	9:18E‡	9:27‡
4:29	**—**	**—**	**4:34**	**4:42‡**	**4:51‡**	**5:02‡**	**5:12‡**
4:59	**—**	**—**	**5:04**	**5:12‡**	**5:21‡**	**5:32‡**	**5:42‡**
5:34	**—**	**—**	**5:38**	**5:46‡**	**5:55‡**	**6:05‡**	**6:15‡**

FARE ZONE

AM – Lighter Type **PM – Darker Type**

S0301301

To RICHMOND BEACH, AURORA VILLAGE ➜

Downtown Seattle				Shoreline Park & Ride		Richmond Beach		Aurora Village Transit Center Bay 1
4th Ave S & S Jackson St	4th Ave & University St	I-5 & NE 45th St	I-5 & NE 145th St	Aurora Ave N & N 192nd St	Aurora Ave N & N 192nd St	8th Ave NW & NW 205th St	3rd Ave NW & Richmond Beach Rd	N 200th St & Ashworth Ave N
7:05	7:09	7:25‡	7:32‡	7:44‡	—	—	—	7:48‡
7:29	7:34	7:50‡	7:57‡	8:09‡	—	—	—	8:13‡
7:59	8:04	8:20‡	8:27‡	8:39‡	—	—	—	8:43‡
2:54E	**2:59E**	**—**	**3:22E‡**	**—**	**3:34E‡**	**—**	**—**	**3:39‡**
3:27E	**3:32E**	**—**	**3:55E‡**	**—**	**4:07E‡**	**—**	**—**	**4:12‡**
4:00E	**4:05E**	**—**	**—**	**—**	**4:38E‡**	**—**	**—**	**4:43‡**
4:10E	**4:15E**	**—**	**—**	**—**	**4:49E‡**	**4:57‡**	**5:01‡**	**5:06‡**
4:22E	**4:28E**	**—**	**—**	**—**	**5:02E‡**	**—**	**—**	**5:07‡**
4:38E	**4:44E**	**—**	**—**	**—**	**5:19E‡**	**—**	**—**	**5:24‡**
4:50E	**4:56E**	**—**	**—**	**—**	**5:31E‡**	**5:39‡**	**5:43‡**	**5:48‡**
4:59E	**5:05E**	**—**	**—**	**—**	**5:40E‡**	**—**	**—**	**5:45‡**
5:06E	**5:13E**	**—**	**—**	**—**	**5:48E‡**	**—**	**—**	**5:53‡**
5:13E	**5:20E**	**—**	**—**	**—**	**5:55E‡**	**—**	**—**	**6:00‡**
5:23E	**5:30E**	**—**	**—**	**—**	**6:05E‡**	**6:13‡**	**6:17‡**	**6:22‡**
5:39E	**5:45E**	**—**	**—**	**—**	**6:19E‡**	**—**	**—**	**6:24‡**
5:54E	**6:00E**	**—**	**—**	**—**	**6:33E‡**	**6:41‡**	**6:45‡**	**6:50‡**
6:10E	**6:15E**	**—**	**—**	**—**	**6:48E‡**	**—**	**—**	**6:53‡**
6:35E	**6:40E**	**—**	**7:04E‡**	**—**	**7:16E‡**	**—**	**—**	**7:20‡**

FARE ZONE

AM – Lighter Type
PM – Darker Type

N0301301

Timetable Symbols

E - Express. Does not serve NE 45th & I-5. Selected trips serve NE 145th & I-5 northbound (see schedule).

Símbolo del programa

‡ - Estimated time. *Tiempo estimado*

Special Fare Information

Shaded areas on weekday schedules indicate peak hour trips: $2.75 one-zone and $3.25 two-zone fares apply.

Holiday Information/ *Información sobre feriados*

There is no service on these routes on weekends or the following holidays. *No hay servicio en estas rutas los fines de semana ni el siguiente feriados:*

Independence Day (observed)	July 3
Día de la independencia (observado)	*3 de julio*
Labor Day	Sept. 7
Día del trabajo	*7 de septiembre*

Snow/Emergency Service *Servicio de emergencia/ nieve*

During most snow conditions, these routes will operate via the snow routing shown in this timetable. In the rare event that Metro declares an emergency, they will not operate. Visit kingcounty.gov/metro/snow and sign up for Transit Alerts to stay informed during adverse conditions.

Durante la mayoría de las condiciones de nieve, estas rutas operarán por la rutas para nevadas que se muestran en este programa. En el caso poco frecuente que Metro declare una emergencia, no operarán. Visite kingcounty.gov/metro/snow y regístrese para recibir Alertas de tránsito y mantenerse informado durante las condiciones adversas.

This paper uses minimum 30% post-consumer fibers; acid and chlorine free.
Inks: Environmentally sensitive vegetable-based.

How To Pay

Upon boarding, pay your fare with exact change or a convenient regional ORCA card. ORCA cards are sold in downtown Seattle at Metro customer service offices in King Street Center and the Westlake tunnel station.

What To Pay

	1 Zone	2 Zone
Adults (19 and older), Off Peak	$2.50	$2.50
Adults (19 and older), Peak	$2.75	$3.25
ORCA LIFT Fare,* all times	$1.50	$1.50
Youth (6-18 yrs), all times	$1.50	$1.50
RRFP cardholders (registered seniors, Medicare, disabled), all times	$1.00	$1.00
Children (thru age 5), all times	Four may ride free with person paying adult fare	

*Income Qualified

Cuánto pagar

	Zona 1	*Zona 2*
Adultos *(19 años y mayor) fuera de hora pico*	*$2.50*	*$2.50*
Adultos *(19 años y mayor) en hora pico*	*$2.75*	*$3.25*
Tarifa ***ORCA LIFT,**** *a toda hora*	*$1.50*	*$1.50*
Jóvenes *(6-18 años), a toda hora*	*$1.50*	*$1.50*
Titulares de tarjetas RRFP *(personas mayores registradas, Medicare, discapacitados), a toda hora.*	*$1.00*	*$1.00*
Niños *(hasta los 5 años), a toda hora.*	*Pueden viajar hasta cuatro con una persona que pague la tarifa de adulto.*	

**Ingresos que reúnan los requisitos*

Pay As You Board

At all times, pay your fare as you board the bus, be it cash, ticket or with a convenient ORCA card.

You may use transfers received on off-peak trips for peak-hour trips by paying the balance of the peak fare. Metro transfers are valid on Metro, only.

Accessible Formats

People with disabilities who need this information in accessible formats may call 206-477-6066 (voice) or TTY Relay: 711.