Metro Customer Services

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

King Street Center	Transit Tunnel
201 S Jackson St	**Westlake Station**
Monday-Friday	Last four / first four
8:30 am - 4:30 pm	business days each month
	8:30 am - 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

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.

Night Rider Tip

You can help drivers spot you when it is dark or during times of reduced visibility by wearing light-colored clothing and by standing in the most visible area of the bus stop. We don't want to miss you!

Accessible Formats

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

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*

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

RIDER ALERT

This symbol indicates a change in service. Watch for it in buses, at bus stops, and at timetable displays.

113

Shorewood, White Center, Olson Place/ Myers Way P&R, Federal Center South, Downtown Seattle

Sept. 26, 2015 thru Mar. 25, 2016

Del 26 de septiembre de 2015 al 25 de marzo de 2016

King County METRO
We'll Get You There

Interpreter
206-553-3000

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

113 WEEKDAY/*Entre semana*

To DOWNTOWN SEATTLE ➜

Shorewood		White Center	Olson-Myers Park & Ride	Federal Ctr South	Downtown Seattle		
26th Ave SW & SW 116th St		15th Ave SW & SW Roxbury St	Olson Pl SW & Myers Way S	E Marginal Way S & S Hudson St	1st Ave & University St	2nd Ave & Pike St	2nd Ave & Marion St
5:54		5:59	6:04	6:10‡	6:21‡	6:25‡	6:27‡
6:31		6:37	6:42	6:48‡	6:59‡	7:03‡	7:05‡
7:08		7:14	7:19	7:27‡	7:40‡	7:44‡	7:46‡
7:43		7:49	7:54	8:02‡	8:16‡	8:20‡	8:22‡
8:15		8:21	8:26	8:34‡	8:48‡	8:52‡	8:54‡
4:52		**4:58**	—	—	—	—	—
5:22		**5:27**	—	—	—	—	—

FARE ZONE

N0113113

To SHOREWOOD ➜

Downtown Seattle			Federal Ctr South	Olson-Myers Park & Ride	White Center		Shorewood
2nd Ave & Bell St	2nd Ave & Pike St	2nd Ave & Marion St	E Marginal Way S & S Hudson St	Olson Pl SW & Myers Way S	15th Ave SW & SW Roxbury St		26th Ave SW & SW 116th St
4:02	**4:07**	**4:11‡**	**4:24‡**	**4:30‡**	**4:38‡**	FARE ZONE	**4:46‡**
4:33	**4:38**	**4:43‡**	**4:55‡**	**5:01‡**	**5:09‡**		**5:17‡**
5:06	**5:11**	**5:17‡**	**5:28‡**	**5:35‡**	**5:43‡**		**5:51‡**
5:37	**5:42**	**5:46‡**	**5:57‡**	**6:04‡**	**6:12‡**		**6:20‡**

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

S0113113

Special Fare Information

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

Timetable Symbol/ *Símbolo del programa*

‡ - Estimated time. *Tiempo estimado.*

Holiday Information/ *Información sobre feriados*

There is no service on this route on weekends or the following holidays. *No hay servicio en esta ruta los fines de semana ni el siguiente feriados:*

Thanksgiving *Día de acción de gracias*	Nov. 26 *el 26 de noviembre*
Christmas *Navidad*	Dec. 25 *el 25 de diciembre*
New Year *Año nuevo*	Jan. 1, 2016 *el 1 de enero de 2016*

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

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.

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 Sept. 26, 2015 through Mar. 11, 2016 revision period, it is scheduled to be closed Nov. 11, 26, 27, Dec. 25, Jan. 1, 18, and Feb. 15.

Snow/Emergency Service *Servicio de emergencia/ nieve*

During most snow conditions, this route will operate via the snow routing shown in this timetable. In the rare event that Metro declares an emergency, it 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 nevadas, esta ruta operará por la ruta designada que se muestra en este programa. En el caso poco frecuente que Metro declare una emergencia, no operará. Visite kingcounty.gov/metro/snow y regístrese para obtener Alertas de Tránsito y mantenerse informado durante las condiciones adversas.