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

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.

Accessible Formats

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

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

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.

Quick Timetable Tips

1. Locate the WEEKDAY, SATURDAY, or SUNDAY schedule block for the direction you want to go. Timepoints are listed from the beginning of the route (on the left) to the end (on the right).
2. Timepoints in the schedule block correspond with the timepoint dots on the map. If you are boarding at a stop between two timepoints, use the earlier time as a guide.
3. If there is a symbol (letter or character) after a time, look for the explanation under the heading Timetable Symbols.
4. Refer to the Special Service Information section for changes in routing, route number, or other unique aspects of service on this route.

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

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

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!

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.

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.

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.

Interpreter
206-553-3000

Intérpretes Turjubaan Переводчик
Перекладач 통역사 የቃል አስተርጊሚ
翻譯員 Thông Dịch Viên ኺፐተርፕሬተር

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.

RIDER ALERT

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

111, 114

Lake Kathleen, Maplewood, Newcastle, Renton Highlands, Kennydale, Newport Hills, 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

Routes 111, 114

111 WEEKDAY/*Entre semana*

To DOWNTOWN SEATTLE ➜

Maplewood	Lake Kathleen			Renton Highlands Park & Ride	Kennydale	Newport Hills Park & Ride		Downtown Seattle	
Jericho Ave NE & NE 4th St	169th Ave SE & SE 144th St	Lk Kathleen Rd SE & SE 128th St	NE 4th St & Monroe Ave NE	Edmonds Ave NE & NE 16th St	NE 30th St & I-405	112th Ave SE & I-405	FARE ZONE	4th Ave & Pike St	Howell St & 9th Ave
5:21	5:29	5:36	5:45	5:51	5:56‡	6:00‡		6:22‡	6:27‡
5:48H	5:57H	6:05H	6:16H	6:24H	6:29H‡	6:35H‡		6:57H‡	7:02H‡
6:04	6:13	6:21	6:32	6:40	6:45‡	6:51‡		7:13‡	7:19‡
—	—	—	6:47H	6:55H	7:00H‡	7:08H‡		7:33H‡	7:39H‡
6:34	6:43	6:51	7:02	7:10	7:15‡	7:23‡		7:47‡	7:53‡
6:50	6:59	7:07	7:19	7:27	7:32‡	7:40‡		8:04‡	8:10‡
7:10H	7:19H	7:27H	7:39H	7:49H	7:54H‡	8:02H‡		8:27H‡	8:33H‡
7:33	7:42	7:50	8:02	8:10	8:15‡	8:23‡		8:48‡	8:54‡

N0111111

To LAKE KATHLEEN ➜

Downtown Seattle			Newport Hills P&R	Kennydale	Renton Highlands P & R			Lake Kathleen	Maplewood
2nd Ave & Bell St	2nd Ave & Seneca St	5th Ave S & S Jackson St	112th Ave SE & I-405	N 30th St & I-405	Edmonds Ave NE & NE 16th St	NE 4th St & Monroe Ave NE	FARE ZONE	Lk Kathleen Rd SE & SE 128th St	169th Ave SE & SE 144th St	Jericho Ave NE & NE 4th St
3:34H	**3:38H**	**3:47H‡**	**4:07H‡**	**4:13H‡**	**4:18H‡**	**4:28H‡**		**4:40H‡**	**4:47H‡**	**4:57H‡**
3:59	**4:03**	**4:12‡**	**4:32‡**	**4:38‡**	**4:43‡**	**4:53‡**		**5:05‡**	**5:12‡**	**5:22‡**
4:23	**4:27**	**4:36‡**	**4:58‡**	**5:04‡**	**5:09‡**	**5:19‡**		**5:31‡**	**5:38‡**	**5:48‡**
4:38H	**4:42H**	**4:51H‡**	**5:13H‡**	**5:19H‡**	**5:24H‡**	**5:34H‡**		—	—	—
4:54	**4:58**	**5:07‡**	**5:29‡**	**5:35‡**	**5:40‡**	**5:50‡**		**6:02‡**	**6:09‡**	**6:19‡**
5:14	**5:18**	**5:27‡**	**5:49‡**	**5:55‡**	**6:00‡**	**6:09‡**		**6:20‡**	**6:27‡**	**6:37‡**
5:34H	**5:38H**	**5:47H‡**	**6:09H‡**	**6:14H‡**	**6:19H‡**	**6:28H‡**		**6:39H‡**	**6:46H‡**	**6:56H‡**
6:03	**6:07**	**6:15‡**	**6:36‡**	**6:41‡**	**6:46‡**	**6:55‡**		**7:05‡**	**7:12‡**	**7:21‡**

S0111111

AM – Lighter Type
PM – Darker Type

114 WEEKDAY/*Entre semana*

To DOWNTOWN SEATTLE ➜

Renton Highlands		Newcastle	Newport Hills			Downtown Seattle	
Union Ave NE & NE 3rd Ct	Union Ave NE & NE 4th St	Coal Creek Pkwy SE & Newcastle Way	119th Ave SE & SE 58th St	Coal Creek Pkwy SE & 119th Ave SE	FARE ZONE	4th Ave & Pike St	Howell St & 9th Ave
5:31H	5:37H	5:48H	5:54H	5:59H‡		6:22H‡	6:27H‡
5:59H	6:05H	6:16H	6:22H	6:27H‡		6:50H‡	6:56H‡
6:31H	6:37H	6:51H	6:57H	7:03H‡		7:26H‡	7:32H‡
7:08H	7:14H	7:28H	7:34H	7:41H‡		8:05H‡	8:11H‡
7:42H	7:48H	8:02H	8:08H	8:14H‡		8:39H‡	8:45H‡

N0114114

To RENTON HIGHLANDS ➜

Downtown Seattle				Newport Hills	Newcastle	Renton Highlands	
2nd Ave & Bell St	2nd Ave & Seneca St	5th Ave S & S Jackson St	Coal Creek Pkwy & I-405	119th Ave SE & SE 58th St	Coal Creek Pkwy & Newcastle Way	Union Ave NE & NE 4th St	Union Ave SE & SE 2nd Pl
4:07H	**4:12H**	**4:21H‡**	**4:43H‡**	**4:49H‡**	**4:57H‡**	**5:13H‡**	**5:20H‡**
4:37H	**4:42H**	**4:51H‡**	**5:13H‡**	**5:19H‡**	**5:27H‡**	**5:43H‡**	**5:50H‡**
5:04H	**5:09H**	**5:18H‡**	**5:40H‡**	**5:46H‡**	**5:54H‡**	**6:10H‡**	**6:17H‡**
5:36H	**5:41H**	**5:50H‡**	**6:12H‡**	**6:18H‡**	**6:26H‡**	**6:41H‡**	**6:48H‡**

FARE ZONE

S0114114

AM – Lighter Type
PM – Darker Type

Limited Stop Information

Route 111 makes no stops between I-405 & N 30th St and 5th Ave S & S Jackson St except at I-405 & 112th Ave SE and on I-90 at Rainier Ave S.

Route 114 makes no stops between I-405 & Coal Creek Pkwy SE and 5th Ave S & S Jackson St except on I-90 at Rainier Ave S.

Timetable Symbols

H - This trip does NOT operate on Nov. 11 & 27, Dec. 24, 28-31, Jan. 18 and Feb. 15.

Símbolo del programa

‡ - Estimated time. *Tiempo estimado.*

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:*

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*

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Special Fare Information

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