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.

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

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.

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!

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.

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.

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.

Route 931 Service Information

Bothell accessible dial-a-ride transit (DART) offers you two transportation services: fixed and (limited) variable routing.

Route 931 provides service within Bothell via the UW/Bothell & Cascadia Community College (see map) at the following times:

- Mon-Fri (except holidays) 6 am - 8 pm

Route 931 also provides DART service (deviations from the fixed route by request) in those portions of Bothell that are shaded on the map.

Variable Routing

There are several ways in which you can make an off route trip within a DART service area. You can board the 931 van at any bus zone along the fixed routing and request the driver to make a deviation. If you want to be picked within a DART service area, you will need to call in a request for an off-route pick-up.

A limited number of off-route deviations, only, can be made on any given trip. The van can deviate from the fixed route to serve other locations within the service area, but can not necessarily provide door-to-door service due to safety and other operational considerations (narrow streets, cul-de-sacs, etc.). You may need to board/deboard at a location a block or more away from the location you requested.

Reservations

You can request off-route trips within the DART service area by calling the DART reservation office. You need to make your trip request at least two hours before you want to be picked up . If you are a regular rider you can make your reservations for 30 days at a time, up to 30 days in advance. Reservations will be taken on a first-come, first-served basis and can be made by calling **1-866-261-3278** (voice), or **1-800-246-1646** (TTY) during the following hours:

- Mon-Fri 5 am - 11 pm
- Sat 7:30 am - 9:30 pm
- Sun/Holidays 9:30 am - 6:30 pm

Leave a message at all other times.

Make reservations online at http://www.hope-link.org/programs/dart.htm

Scheduled Service / Fixed Routing

Route 931 DART service operates hourly past all Metro bus stops along the fixed routing (see schedule for times). Every trip passes through the Redmond Transit Center. There, you can transfer to Metro and Sound Transit routes serving Bellevue, Downtown Seattle, Eastgate, Duvall, Kirkland, Bear Creek and Kingsgate. For more information, call Metro's Rider Information at 206-553-3000.

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

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

Transit Tunnel
Westlake Station
Last four / first four 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

RIDER ALERT

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

Interpreter
206-553-3000

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

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.

931

UW/Cascadia Bothell, Woodinville, Avondale Road, English Hill, Redmond

DART

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

UW/Cascadia Bothell Campus	
238	522
312	535
372	CT

Woodinville Park & Ride	
237	372
311	522

Redmond Transit Center	
B-Line	248
221	542
224	545
232	930

MAP LEGEND

- Makes all regular stops.
- SNOW route. *Ruta para casos de nieve.*
- DART service area.
- TIME POINT/*INTERMEDIAS:* Street intersection used for time schedule reference point listed at the top of time columns to estimate bus arrival and trip times.
- 30 43 TRANSFER POINT/*LUGAR DE TRASBORDO:* Route intersection for transferring to the connecting route or routes indicated.
- 30 43 TIME POINT/TRANSFER POINT. *INTERMEDIAS / LUGAR DE TRASBORDO.*
- P&R PARK & RIDE: Designated free parking area with direct bus service to major commercial centers.
- LANDMARK: A significant geographical reference point.

931 WEEKDAY/*Entre semana*

To REDMOND ➜ | To DOWNTOWN SEATTLE ➜

UW/Cascadia Campus	Hollyhills Dr NE & NE 192nd St	Woodinville Park & Ride: 140th Ave NE & NE 179th St	English Hill: NE 124th Way & 172nd Ave NE	Redmond Transit Center: 161st Ave NE & NE 83rd St, Bay 1	Redmond Transit Center: Bay 6	Montlake Station: On SR-520 at Montlake Blvd	Downtown Seattle: 5th Ave & Pike St
North Loop							
ROUTE 931					ROUTE 545		
6:16G	6:23	6:29	6:48	6:59	7:09	7:31‡	7:46‡
6:46GH	6:53H	6:59H	7:18H	7:29H	7:37	8:00‡	8:17‡
7:16G	7:23	7:29	7:48	7:59	8:07	8:32‡	8:49‡
7:46GH	7:53H	7:59H	8:18H	8:29H	8:34	8:59‡	9:15‡
8:16G	8:23	8:29	8:48	8:59	9:09	9:33‡	9:49‡
8:46GH	8:53H	8:59H	9:18H	9:29H	9:39	10:02‡	10:15‡
9:17G	9:24	9:30	9:49	10:00	10:09	10:32‡	10:45‡
3:17G	**3:24**	**3:30**	**3:51**	**4:02**	**4:12**	**4:47‡**	**5:08‡**
3:47GH	**3:54H**	**4:00H**	**4:21H**	**4:32H**	**4:42**	**5:18‡**	**5:39‡**
4:17G	**4:24**	**4:32**	**4:53**	**5:04**	**5:12**	**5:48‡**	**6:09‡**
4:47GH	**4:54H**	**5:02H**	**5:23H**	**5:34H**	**5:41**	**6:17‡**	**6:34‡**
5:17G	**5:24**	**5:32**	**5:53**	**6:04**	**6:11**	**6:46‡**	**7:01‡**
5:47GH	**5:54H**	**6:02H**	**6:23H**	**6:34H**	**6:41**	**7:12‡**	**7:22‡**
6:17G	**6:24**	**6:30**	**6:49**	**7:00**	**7:13**	**7:40‡**	**7:50‡**
7:16G	**7:23**	**7:29**	**7:48**	**7:59**	**8:06**	**8:30‡**	**8:39‡**

AM – Lighter Type
PM – Darker Type

S0931931

Special Fare Information

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

Timetable Symbols

D - Continues to south campus by bookstore.
G - Begins on Campus Way across from bookstore 1-3 minutes earlier.
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 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*

931 WEEKDAY/*Entre semana*

To REDMOND ➜ | To WOODINVILLE ➜

Downtown Seattle	Montlake Station	Redmond Transit Center: 161st Ave NE & & NE 83rd St, Bay 3	Redmond Transit Center: Bay 5	English Hill: NE 124th Wy & 172nd Ave NE	Woodinville Park & Ride: 140th Av NE & NE 179th St	Hollyhills Dr NE & NE 192nd St	UW/Cascadia Campus
4th Ave S & S Jackson St	On SR-520 at Montlake Blvd						North Loop
ROUTE 545			ROUTE 931				
5:07	5:26‡	5:47‡	6:11	6:17	6:38	6:45	6:56D
5:37	5:56‡	6:17‡	6:41H	6:47H	7:08H	7:16H	7:27DH
6:11	6:31‡	6:53‡	7:11	7:17	7:39	7:47	7:58D
6:49	7:09‡	7:31‡	7:41H	7:47H	8:09H	8:17H	8:28DH
7:16	7:38‡	8:00‡	8:11	8:17	8:39	8:47	8:58D
7:43	8:07‡	8:30‡	8:41H	8:47H	9:09H	9:17H	9:28DH
8:10	8:37‡	9:01‡	9:11	9:17	9:39	9:46	9:57D
2:21	**2:37‡**	**2:59‡**	**3:11**	**3:17**	**3:39**	**3:47**	**3:59D**
2:51	**3:09‡**	**3:33‡**	**3:41H**	**3:47H**	**4:10H**	**4:18H**	**4:30DH**
3:21	**3:39‡**	**4:04‡**	**4:11**	**4:18**	**4:43**	**4:51**	**5:03D**
3:46	**4:06‡**	**4:31‡**	**4:44H**	**4:51H**	**5:16H**	**5:24H**	**5:36DH**
4:15	**4:36‡**	**5:02‡**	**5:14**	**5:21**	**5:46**	**5:54**	**6:06D**
4:43	**5:07‡**	**5:34‡**	**5:44H**	**5:51H**	**6:16H**	**6:24H**	**6:36DH**
5:17	**5:42‡**	**6:08‡**	**6:14**	**6:21**	**6:44**	**6:51**	**7:02D**
6:18	**6:40‡**	**7:05‡**	**7:11**	**7:17**	**7:39**	**7:46**	**7:57D**

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

N0931931

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.

RIDER ALERT

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

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

Accessible Formats

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

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