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

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.

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.

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.

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.

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

311

Woodinville, Montlake, 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

MAP LEGEND

- Makes all regular stops.
- EXPRESS SERVICE: Makes limited or no stops. *Hace pocas paradas o no las hace.*
- SNOW route. *Ruta para casos de nieve.*
- 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.*
- FARE ZONE Additional fare required.
- P&R PARK & RIDE: Designated free parking area with direct bus service to major commercial centers.

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!

Timetable Symbol/ *Símbolo del programa*

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

‡ - Estimated time. *Tiempo estimado.*

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.

Special Fare Information

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

311 WEEKDAY/*Entre semana*

To DOWNTOWN SEATTLE ➜

Woodinville P&R	Brickyard P&R	Totem Lake Station	Evergreen Point Station	Montlake Station	Downtown Seattle	
140th Ave NE & NE 179th St	I-405 south-bound on-ramp at NE 160th St	I-405 & NE 128th St	On SR-520 at Evergreen Point Rd	On SR-520 at Montlake Blvd	5th Ave & Pike St	5th Ave S & S Jackson St
5:12	5:21‡	5:24‡	5:34‡	5:38‡	5:47‡	5:53‡
5:42	5:51‡	5:55‡	6:05‡	6:09‡	6:18‡	6:24‡
6:02	6:14‡	6:18‡	6:30‡	6:34‡	6:43‡	6:50‡
6:17	6:29‡	6:33‡	6:47‡	6:51‡	7:00‡	7:08‡
6:32	6:46‡	6:50‡	7:06‡	7:10‡	7:20‡	7:28‡
6:47H	7:01H‡	7:06H‡	7:22H‡	7:26H‡	7:37H‡	7:46H‡
7:00	7:16‡	7:21‡	7:37‡	7:41‡	7:53‡	8:02‡
7:13H	7:29H‡	7:34H‡	7:50H‡	7:54H‡	8:06H‡	8:16H‡
7:26	7:42‡	7:47‡	8:03‡	8:08‡	8:21‡	8:31‡
7:39	7:55‡	8:00‡	8:16‡	8:21‡	8:33‡	8:43‡
7:54H	8:10H‡	8:15H‡	8:31H‡	8:36H‡	8:48H‡	8:56H‡
8:13	8:29‡	8:34‡	8:50‡	8:55‡	9:06‡	9:13‡

FARE ZONE

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

S0311311

To WOODINVILLE ➜

Downtown Seattle		Montlake Station	Evergreen Point Station	Totem Lake Station	Brickyard P&R	Woodinville P&R
5th Ave S & S Jackson St	4th Ave & University St	On SR-520 at Montlake Blvd	On SR-520 at Evergreen Point Rd	I-405 & NE 128th St	I-405 south-bound on ramp at NE 160th St	140th Ave NE & NE 179th St
3:16	3:22	3:35‡	3:39‡	3:54‡	4:00‡	4:14‡
3:42	3:48	4:03‡	4:08‡	4:23‡	4:29‡	4:43‡
4:01H	4:08H	4:23H‡	4:28H‡	4:43H‡	4:49H‡	5:03H‡
4:13	4:20	4:35‡	4:40‡	4:55‡	5:01‡	5:15‡
4:25H	4:32H	4:47H‡	4:52H‡	5:09H‡	5:15H‡	5:29H‡
4:37	4:44	5:00‡	5:05‡	5:22‡	5:28‡	5:42‡
4:48H	4:56H	5:12H‡	5:17H‡	5:34H‡	5:40H‡	5:54H‡
5:00	5:08	5:26‡	5:32‡	5:47‡	5:53‡	6:06‡
5:11	5:20	5:38‡	5:43‡	5:58‡	6:04‡	6:17‡
5:39	5:47	6:02‡	6:07‡	6:22‡	6:28‡	6:41‡
6:10	6:17	6:32‡	6:37‡	6:52‡	6:57‡	7:10‡

FARE ZONE

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

N0311311

Limited Stop Information

Route 311 makes no stops between NE 128th St Freeway Station (I-405 & NE 128th St) and Stewart St & Yale Ave EXCEPT at Yarrow Point, Evergreen, and Montlake freeway stations. To Woodinville, Route 311 makes no stops between Olive Way & Terry Ave and NE 128th Freeway Station EXCEPT at Montlake, Evergreen and Yarrow Point freeway stations.

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

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*