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

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.

Accessible Formats

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

Route 628 Service Information

Route 628 providies fixed-route service between North Bend and Issaquah Highlands via Snoqualmie. Limited flexible routing, on a reservation basis, is also provided in the Highlands area.

Scheduled Service/Fixed Routing

Route 628 provides half-hourly peak hour service on weekdays (see schedules on reverse). You can wait at any bus stop along the route for regularly scheduled, fixed-route trips. For more information, please call Metro's Rider Information at (206) 553-3000.

Reservations / Flexible Routing

You can request off-route service in the Issaquah Highlands area by calling 855-233-6043 (see map on reverse). A system of designated pick-up and drop-off locations is used in the "alternative service" areas. Only a limited number of off-route deviations can be made on any given trip. You need to make your alternative service trip request at least two hours in advance. You can make your reservations for 30 days at a time, and as far as 30 days in advance. Reservations will be taken on a first-come, first-served basis.

Reservations can be made by calling 855-233-6043 (voice), or 800-246-1646 (TTY) during the following hours:

- Monday-Friday 5 am - 11 pm
- Saturday 7:30 am - 9:30 pm
- Sunday/Holidays 9:30 am - 6:30 pm

Leave a message at all other times.

Make reservations online at http://www.hopelink.org/programs/dart.htm

Metro Customer Services

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

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*

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.

628 Community Shuttle

North Bend, Snoqualmie, Issaquah Highlands

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

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

MAP LEGEND

- Makes all regular stops.
- Makes limited or no stops. *Hace pocas paradas o no las hace.*
- Flexible service areas.
- 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 T TIME POINT/TRANSFER POINT.
- P&R PARK & RIDE: Designated free parking area with direct bus service to major commercial centers.
- LANDMARK: A significant geographical reference point.

628 WEEKDAY/*Entre semana*

To ISSAQUAH HIGHLANDS P&R ➜

North Bend	Mount Si Senior Center	Snoqualmie	Center Ridge Park & Ride	Issaquah Highlands P&R, Bay 1
North Bend Premium Outlets	Main Ave S & W Park St	Railroad Ave SE & SE Newton St	SE Ridge St & Center Blvd SE	Highlands Dr NE & 9th Ave NE
5:24	5:26	5:35	5:42	6:02
5:54	5:56	6:05	6:12	6:32
6:24	6:26	6:35	6:42	7:02
6:55	6:57	7:06	7:13	7:33
7:27	7:29	7:38	7:45	8:05
7:55	7:57	8:06	8:13	8:33
8:25	8:27	8:36	8:44	9:05
5:48E	—	—	—	**6:18E**
6:27E	—	—	—	**6:57E**
6:57E	—	—	—	**7:27E**
7:26E	—	—	—	**7:56E**
8:25E	—	—	—	**8:55E**

W0628628

To NORTH BEND ➜

Issaquah Highlands P&R, Bay 1	Center Ridge Park & Ride	Snoqualmie	Mount Si Senior Center	North Bend
Highlands Dr NE & 9th Ave NE	SE Ridge St & Center Blvd SE	Railroad Ave SE & SE Newton St	Main Ave S & W Park St	North Bend Premium Outlets
6:23E	—	—	—	6:48E
6:55E	—	—	—	7:20E
7:23E	—	—	—	7:48E
7:55E	—	—	—	8:20E
5:06	**5:24**	**5:32**	**5:42**	**5:48**
5:45	**6:03**	**6:11**	**6:21**	**6:27**
6:15	**6:33**	**6:41**	**6:51**	**6:57**
6:44	**7:02**	**7:10**	**7:20**	**7:26**
7:14	**7:32**	**7:40**	**7:50**	**7:56**
7:44	**8:02**	**8:10**	**8:19**	**8:25**
8:14	**8:31**	**8:39**	**8:48**	**8:54**
9:09	**9:26**	**9:34**	**9:43**	**9:49**

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

E0628628

Timetable Symbol

E - EXPRESS

To North Bend: Mornings via I-90. No stops between Issaquah Highlands P&R and North Bend EXCEPT at 9th Ave NE & NE Ellis Dr.

To Issaquah Highlands P&R: Afternoons and evenings via I-90. No stops between North Bend and Issaquah Highlands P&R EXCEPT at Highlands Dr NE & NE Ellis Dr.

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*

Special Fare Information

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

Interpreter
206-553-3000

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