

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, King County Water Taxi, Washington State Ferries, the Seattle Center Monorail, and Seattle Streetcar.

www.kingcounty.gov/tripplanner

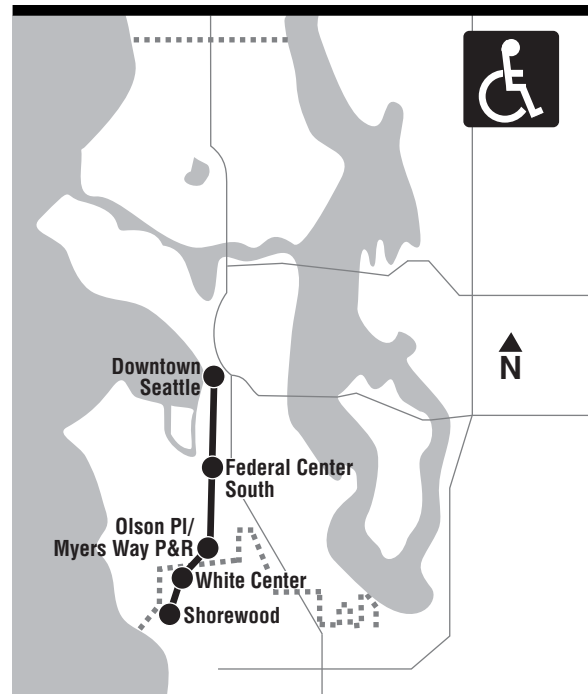
RIDER ALERT

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

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

September 23, 2017 thru March 9, 2018
23 de septiembre de 2017 a través de 9 de marzo de 2018



King County
METRO

We'll Get You There

