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
8:30 am – 4:30 pm
Last four / first four
business days each month
8:30 am – 4:30 pm
Lost & Found
Monday-Friday
8:30 am – 1 pm
At both locations buy ORCA cards, bus passes, and perishable and tax-free
products 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
206-533-3000
Toll Free
206-553-3000
Metro Customer Service
www.kingcounty.gov/metro
Seattle metro calling area
206-553-3000
Metro Online / Online Trip
Planning
www.kingcounty.gov/metro
Seattle metro calling area
206-553-3000
VanShare
Let VanShare bridge the gap in your commute.
When starting a vanshare, it is simple. You just need five
people including a volunteer driver to make the connection to your final destination from any
transit route.
To start a vanshare, phone us at 206-625-4500 or
email 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 consider-
dations will determine if the driver can honor 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
Headway.
4. Refer to the Special Service Information section
for changes in routing, route number, or other
unique aspects of service on this route.
Customer Assistance
For bus rider assistance, call
8:30 am - 1 pm
Metro Customer Service
206-562-1375
Community Transit
8:30 am - 4:30 pm
Lost & Found
8:30 am - 4:30 pm
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206-562-1375
Community Transit
8:30 am - 4:30 pm
Lost & Found
8:30 am - 4:30 pm
Night Rider Tip
You can help drivers spot you when it is dark or
during times of reduced visibility by wearing visibly
bright 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 eight other Puget Sound
transportation agencies (Community Transit,
Everett Transit, Kittaps Transit, Pierce Transit,
Sound Transit, Sound Streetcar, King County
Water Taxi, and Washington State Ferries) use a
common fare-payment system called ORCA Card
(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 Card) 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 you
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
about adverse conditions.
During the majority of the conditions of 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
operará. Visite kingcounty.gov/metro/nieve y registre
se suscriba a Recibir Alertas de tránsito y manténgase
informado durante las condiciones adversas.
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