

# 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

**Transit Tunnel**  
 Westlake Station  
 Last four / first four  
 business days each month  
 8:30 am - 4:30 pm

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

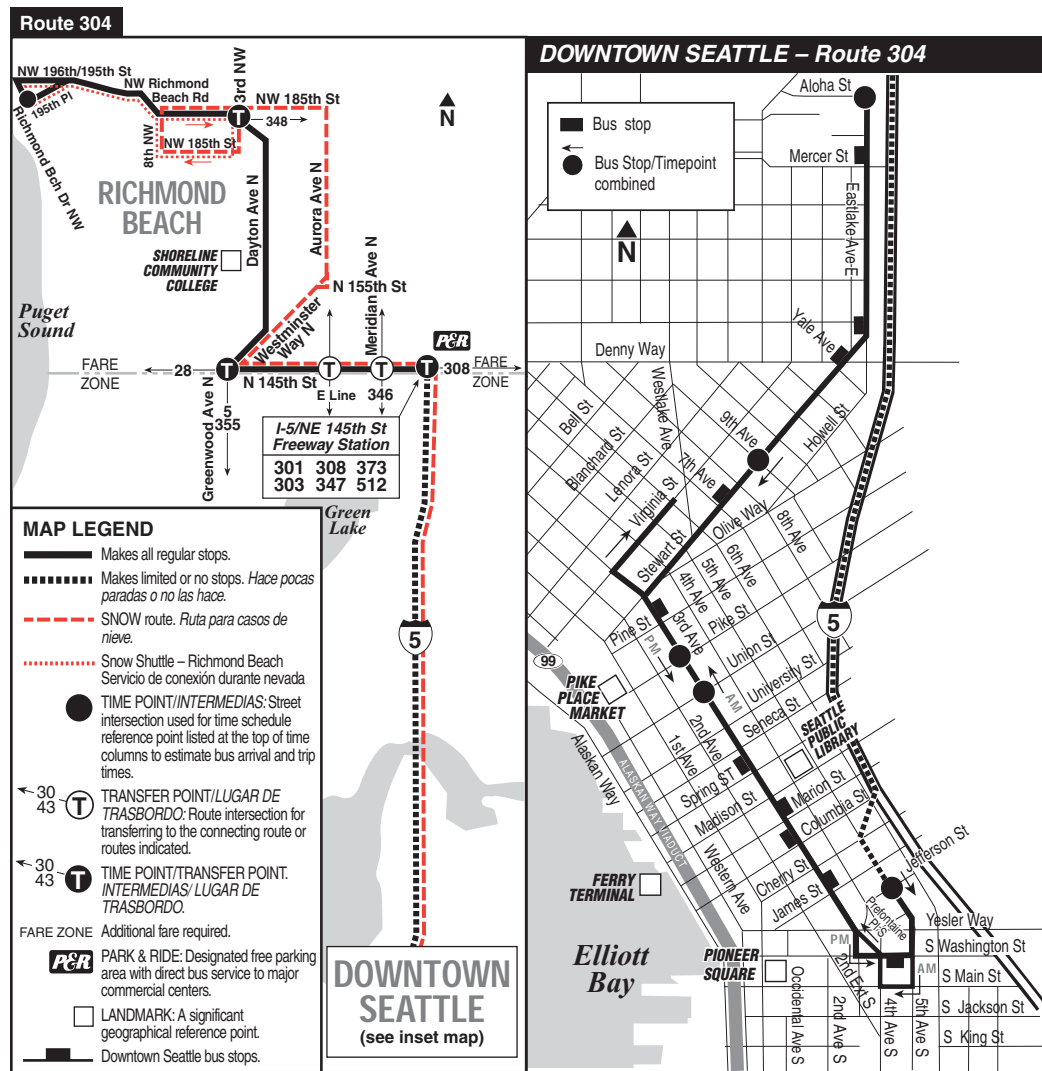
At both locations buy ORCA cards, bus passes, senior permits and taxi scrip, and get information about bus service. Only the King Street Center office registers applicants for disability permits and provides lost-item return service on weekdays.

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](http://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, 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](http://kingcounty.gov/metro/snow) and sign up for Transit Alerts to stay informed during adverse conditions.

*Durante la mayoría de las condiciones de 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 operarán. Visite [kingcounty.gov/metro/snow](http://kingcounty.gov/metro/snow) y regístrese para recibir Alertas de tránsito y mantenerse informado durante las condiciones adversas.*



### Special Fare Information

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

The fare zone for Route 304 is N 145th St. An additional fare will be collected on trips that cross this boundary. Route 304 trips that start or end anywhere along 145th St will not require zone fare.

**Interpreter**  
 206-553-3000

Intérpretes  
 ԻժԱ հնդեղձուկ  
 Переводчик  
 ԲՅԻՏԻՆԻՅԱՆ  
 Перекладач  
 翻譯員  
 Turjubaan  
 통역사  
 Thông Dịch Viên

## 304 WEEKDAY/Entre semana

To DOWNTOWN SEATTLE →

Richmond Beach		Downtown Seattle			
NW 195th PI & Richmond Beach Dr NW	3rd Ave NW & Richmond Beach Rd	N 145th St & Greenwood N	I-5 & NE 145th St	5th Ave & Jefferson St	3rd Ave & Union St
6:07	6:14	6:21‡	6:28‡	6:43‡	6:52‡
6:39	6:46	6:56‡	7:05‡	7:21‡	7:30‡
7:13	7:20	7:30‡	7:39‡	7:58‡	8:08‡
7:35	7:42	7:52‡	8:01‡	8:20‡	8:30‡

AM – Lighter Type PM – Darker Type

To RICHMOND BEACH →

Eastlake		Downtown Seattle			Richmond Beach		
Eastlake Ave E & Aloha St	Stewart St & 9th Ave	3rd Ave & Pike St (southbound)	5th Ave & James St	I-5 & NE 145th St	N 145th St & Greenwood Ave N	3rd Ave NW & Richmond Beach Rd	NW 196th St & 26th Ave NW
3:26	3:33	3:38	3:48‡	4:04‡	4:11‡	4:21‡	4:32‡
3:56	4:03	4:08	4:19‡	4:37‡	4:46‡	4:56‡	5:07‡
4:31	4:39	4:44	4:55‡	5:13‡	5:22‡	5:32‡	5:43‡
4:55	5:04	5:10	5:21‡	5:39‡	5:48‡	5:59‡	6:10‡
5:34	5:41	5:46	5:56‡	6:12‡	6:20‡	6:31‡	6:42‡

AM – Lighter Type PM – Darker Type

## Need more information or assistance?

- Visit Metro Online at [kingcounty.gov/metro](http://kingcounty.gov/metro)
- Call Metro's Customer Information Office, 206-553-3000, Mon-Fri except for major holidays (May 29, July 4, and Sept. 4).
  - 6 am - 8 pm for trip planning assistance
  - 8 am - 5 pm for ORCA assistance and customer comments

## 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](mailto:VanShare@kingcounty.gov). Link to our web page through Metro Online [kingcounty.gov/metro](http://kingcounty.gov/metro)

## Route 304 Holiday Information/ Ruta 304 información sobre feriados

There is no service on Route 304 on weekends or the following holidays. *No hay servicio en la ruta 304 los fines de semana ni los siguientes feriados:*

Memorial Day	May 29
<i>Día de Conmemoración</i>	<i>el 29 de mayo</i>
Independence Day	July 4
<i>Día de la independencia</i>	<i>el 4 de julio</i>
Labor Day	Sept. 4
<i>Día del trabajo</i>	<i>el 4 de septiembre los fines de semana ni los siguientes feriados:</i>

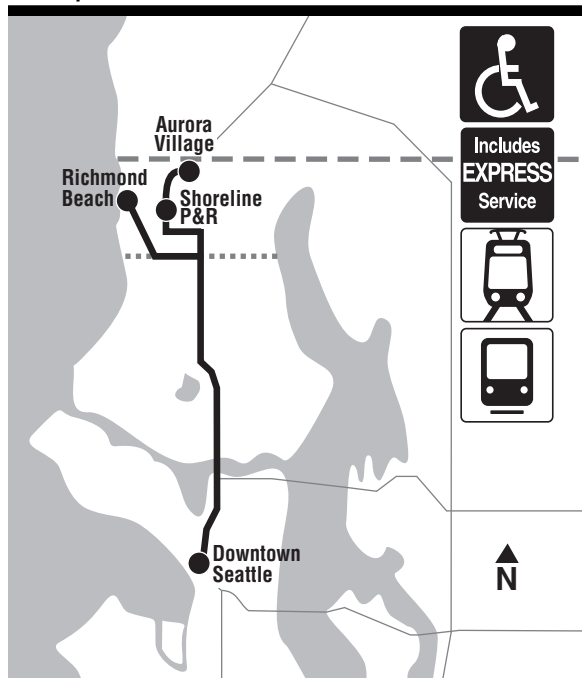
## Bike & Ride

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.

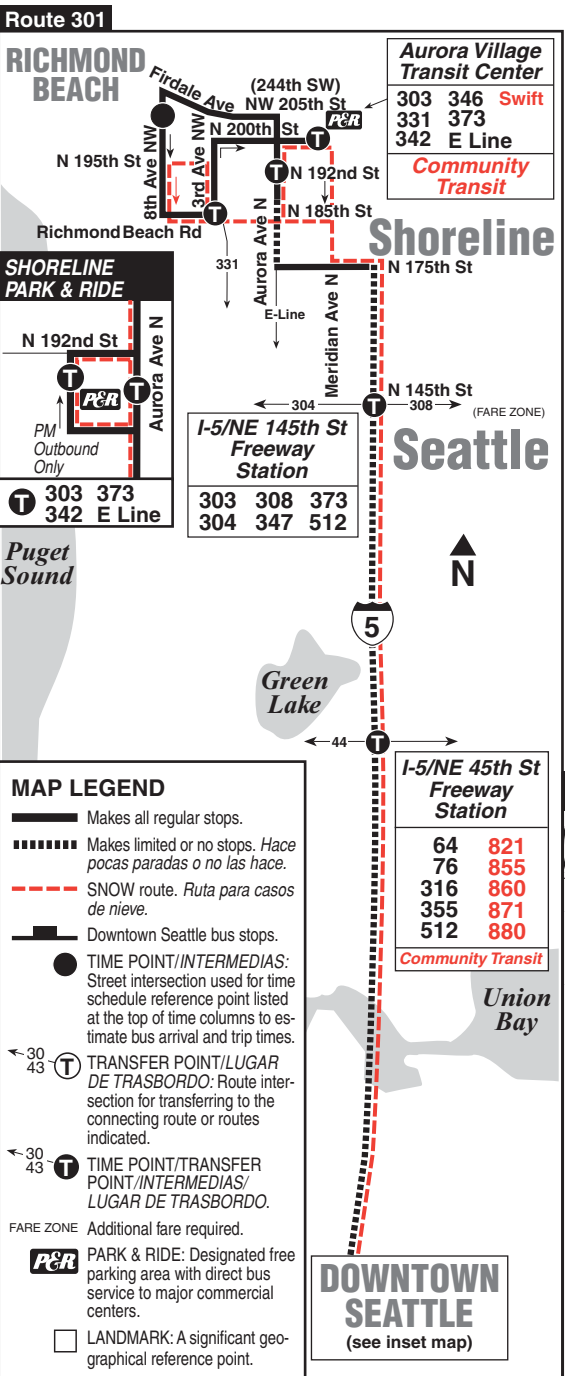
# 301, 304

## Aurora Village, Richmond Beach, Shoreline P&R, Downtown Seattle

March 11, 2017 thru September 22, 2017  
 11 de marzo de 2017 a través de 22 de septiembre de 2017



**King County METRO**  
 We'll Get You There



## ORCA Card

Metro Transit and eight other Puget Sound transportation agencies (Community Transit, Everett Transit, Kitsap Transit, Pierce Transit, Sound Transit, Seattle Streetcar, King County Water Taxi 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.orcard.com](http://www.orcard.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.

## 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!

## 301 WEEKDAY/Entre semana

To DOWNTOWN SEATTLE →

Aurora Village TC, Bay 1	Richmond Beach	Shoreline Park & Ride	Downtown Seattle				
N 200th St & Ashworth N	8th Ave NW & NW 205th St	3rd Ave NW & Richmond Beach Rd	Aurora Ave N & N 192nd St	I-5 & NE 145th St	I-5 & NE 45th St	6th Ave & Union St	2nd Ave Ext S & S Jackson St
4:43	—	—	4:46	4:53‡	5:02‡	5:09‡	5:18‡
5:24	5:31	5:35	5:43	5:50‡	5:59‡	6:06‡	6:15‡
6:03E	—	—	6:06E	—	—	6:27E‡	6:36‡
6:14E	6:22E	6:26E	6:34E	—	—	6:56E‡	7:06‡
6:17E	—	—	6:21E	—	—	6:42E‡	6:52‡
6:39E	6:47E	6:51E	6:59E	—	—	7:25E‡	7:35‡
6:49E	—	—	6:53E	—	—	7:18E‡	7:28‡
7:02E	—	—	7:06E	—	—	7:34E‡	7:45‡
7:15E	—	—	7:19E	—	—	7:47E‡	7:58‡
7:23E	—	—	7:27E	—	—	7:57E‡	8:08‡
7:25E	7:34E	7:39E	7:47E	—	—	8:16E‡	8:27‡
7:31E	—	—	7:35E	—	—	8:05E‡	8:16‡
7:51E	—	—	7:55E	—	—	8:24E‡	8:34‡
8:10E	—	—	8:14E	—	—	8:44E‡	8:55‡
8:25E	—	—	8:29E	—	—	8:56E‡	9:07‡
8:50E	—	—	8:54E	—	—	9:17E‡	9:28‡
<b>4:29</b>	—	—	<b>4:34</b>	<b>4:43‡</b>	<b>4:54‡</b>	<b>5:09‡</b>	<b>5:22‡</b>
<b>4:59</b>	—	—	<b>5:04</b>	<b>5:14‡</b>	<b>5:25‡</b>	<b>5:40‡</b>	<b>5:53‡</b>
<b>5:34</b>	—	—	<b>5:38</b>	<b>5:46‡</b>	<b>5:55‡</b>	<b>6:10‡</b>	<b>6:20‡</b>

AM – Lighter Type PM – Darker Type

To RICHMOND BEACH, AURORA VILLAGE →

Downtown Seattle		Shoreline Park & Ride		Richmond Beach		Aurora Village Transit Center Bay 1		
4th Ave S & S Jackson St	4th Ave & University St	I-5 & NE 45th St	I-5 & NE 145th St	Aurora Ave N & N 192nd St	Aurora Ave N & N 192nd St	8th Ave NW & NW 205th St	3rd Ave NW & Richmond Beach Rd	N 200th St & Ashworth Ave N
7:05	7:09	7:23‡	7:30‡	7:41‡	—	—	—	7:44‡
7:29	7:34	7:48‡	7:55‡	8:06‡	—	—	—	8:10‡
8:00	8:05	8:19‡	8:26‡	8:37‡	—	—	—	8:41‡
<b>2:54E</b>	<b>2:59E</b>	—	<b>3:19E‡</b>	—	—	—	—	<b>3:36‡</b>
<b>3:27E</b>	<b>3:32E</b>	—	<b>3:53E‡</b>	—	—	—	—	<b>4:10‡</b>
<b>3:45E</b>	<b>3:50E</b>	—	—	—	—	—	—	<b>4:30‡</b>
<b>4:00E</b>	<b>4:05E</b>	—	—	—	—	—	—	<b>4:45‡</b>
<b>4:10E</b>	<b>4:15E</b>	—	—	—	—	—	—	<b>5:09‡</b>
<b>4:22E</b>	<b>4:28E</b>	—	—	—	—	—	—	<b>5:07‡</b>
<b>4:38E</b>	<b>4:44E</b>	—	—	—	—	—	—	<b>5:24‡</b>
<b>4:50E</b>	<b>4:56E</b>	—	—	—	—	—	—	<b>5:53‡</b>
<b>4:59E</b>	<b>5:05E</b>	—	—	—	—	—	—	<b>5:47‡</b>
<b>5:06E</b>	<b>5:13E</b>	—	—	—	—	—	—	<b>5:55‡</b>
<b>5:13E</b>	<b>5:20E</b>	—	—	—	—	—	—	<b>6:02‡</b>
<b>5:23E</b>	<b>5:30E</b>	—	—	—	—	—	—	<b>6:25‡</b>
<b>5:39E</b>	<b>5:45E</b>	—	—	—	—	—	—	<b>6:24‡</b>
<b>5:54E</b>	<b>6:00E</b>	—	—	—	—	—	—	<b>6:52‡</b>
<b>6:10E</b>	<b>6:15E</b>	—	—	—	—	—	—	<b>6:53‡</b>
<b>6:35E</b>	<b>6:40E</b>	—	<b>6:59E‡</b>	—	—	—	—	<b>7:15‡</b>

AM – Lighter Type PM – Darker Type

## Timetable Symbols

E - Express. Does not serve NE 45th & I-5. Selected trips serve NE 145th & I-5 northbound (see schedule).

## Símbolo del programa

‡ - Estimated time. *Tiempo estimado*

## Special Fare Information

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

## Route 301 Holiday Information/ Ruta 301 información sobre feriados

There is no service on Route 301 on weekends or the following holidays. *No hay servicio en la ruta 301 los fines de semana ni los siguientes feriados:*

- Memorial Day May 29
- Día de Conmemoración el 29 de mayo
- Independence Day July 4
- Día de la independencia el 4 de julio
- Labor Day Sept. 4
- Día del trabajo el 4 de septiembre los fines de semana ni los siguientes feriados:

## 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](http://www.kingcounty.gov/tripplanner)

## 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.

## Accessible Formats

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

**Metro Customer Service**  
206-553-3000