

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
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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

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.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.

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

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.

Need more information or assistance?

- Visit Metro Online at kingcounty.gov/metro
- Call Metro's Customer Information Office, 206-553-3000, Mon-Fri except for major holidays (2017: Nov. 10, 23, 24, Dec. 25; 2018: Jan. 1, 15, Feb. 19).
 - 6 am - 8 pm for trip planning assistance
 - 8 am - 5 pm for ORCA assistance and customer comments

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

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. Link to our web page through Metro Online kingcounty.gov/metro

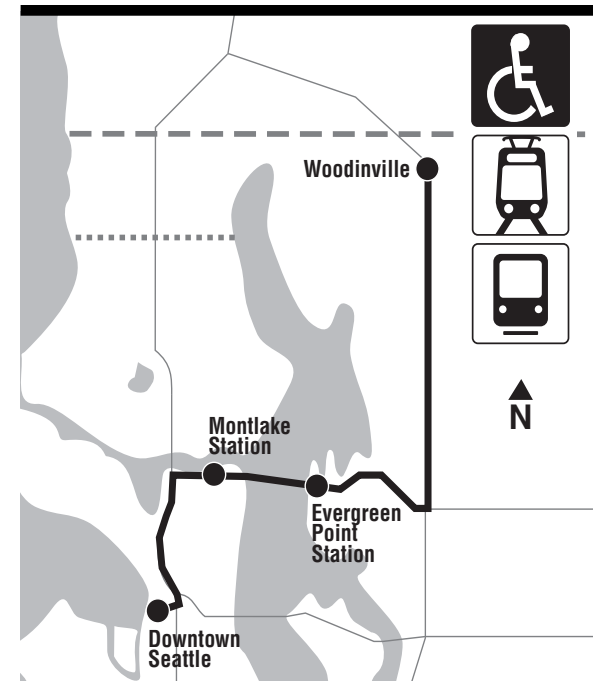


This paper uses minimum 30% post-consumer fibers; acid and chlorine free.
Inks: Environmentally sensitive vegetable-based.

311

Woodinville, Montlake, Downtown Seattle

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

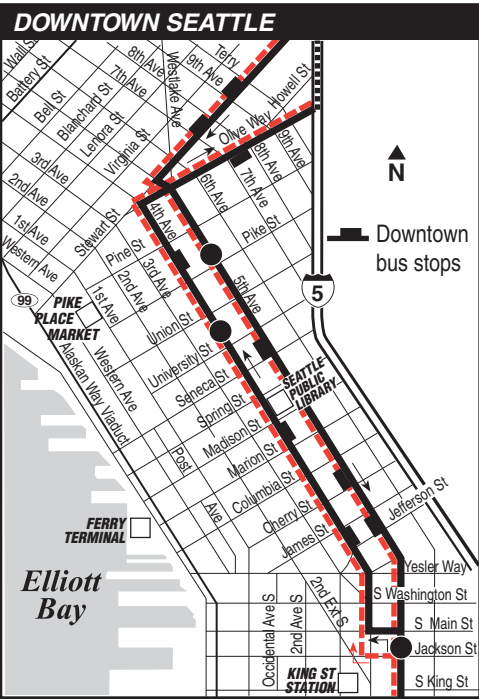
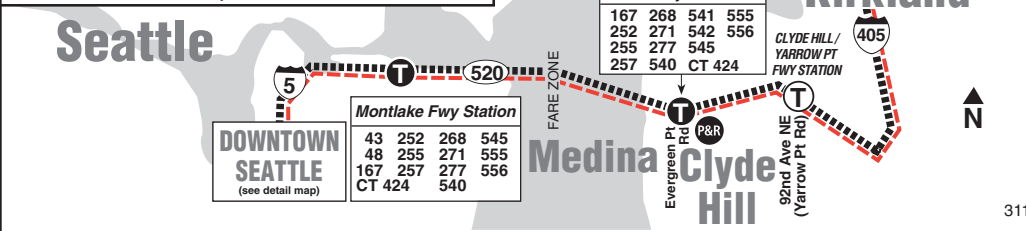


King County
METRO

We'll Get You There

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 T TRANSFER POINT/LUGAR DE TRASBORDO: Route intersection for transferring to the connecting route or routes indicated.
- ← 30 43 T 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.



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 Nov. 23
Día de acción de gracias el 23 de noviembre
- Christmas Dec. 25
Navidad el 25 de diciembre
- New Year Jan. 1, 2018
Año nuevo el 1 de enero de 2018

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

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.

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‡
6:02H	6:14H‡	6:18H‡	6:30H‡	6:34H‡	6:43H‡	6:50H‡
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‡
6:47	7:01‡	7:06‡	7:22‡	7:26‡	7:37‡	7:46‡
7:00	7:16‡	7:21‡	7:37‡	7:41‡	7:53‡	8:02‡
7:13	7:29‡	7:34‡	7:50‡	7:54‡	8:06‡	8:16‡
7:26H	7:42H‡	7:47H‡	8:03H‡	8:08H‡	8:21H‡	8:31H‡
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‡
8:33	8:49‡	8:54‡	9:10‡	9:14‡	9:25‡	9:32‡

AM – Lighter Type PM – Darker Type

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 north-bound on ramp at NE 160th St	140th Ave NE & NE 179th St
3:15H	3:22H	3:35H‡	3:39H‡	3:54H‡	4:00H‡	4:14H‡
3:39	3:48	4:03‡	4:08‡	4:23‡	4:29‡	4:43‡
3:59H	4:08H	4:23H‡	4:28H‡	4:43H‡	4:49H‡	5:03H‡
4:11	4:20	4:35‡	4:40‡	4:55‡	5:01‡	5:15‡
4:23	4:32	4:47‡	4:52‡	5:09‡	5:15‡	5:29‡
4:35	4:44	5:00‡	5:05‡	5:22‡	5:28‡	5:42‡
4:46	4:56	5:12‡	5:17‡	5:34‡	5:40‡	5:54‡
4:58	5:08	5:26‡	5:32‡	5:47‡	5:53‡	6:06‡
5:09	5:20	5:38‡	5:43‡	5:58‡	6:04‡	6:17‡
5:38	5:48	6:03‡	6:08‡	6:23‡	6:29‡	6:42‡
6:10	6:17	6:32‡	6:37‡	6:52‡	6:57‡	7:10‡
6:39	6:46	7:01‡	7:05‡	7:19‡	7:24‡	7:36‡

AM – Lighter Type PM – Darker Type

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.

Special Fare Information

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

Timetable Symbols

H - This trip does NOT operate on Nov. 10 & 24, Dec. 26-29, Jan. 15 and Feb. 19.

Símbolo del programa

‡ - Estimated time. *Tiempo estimado.*